

MBTA COMMUTER STUDY INSTRUCTIONS

General Instructions

Please read the contents of this document carefully. You will be expected to follow its instructions and restrictions over the next two weeks without referring to the document during the tasks.

If you do not follow our written or verbal directions, you may not be paid.

Please pay attention to your experience and that of your partner during the tasks. It is essential that you and your partner complete the schedule together. At the end of each day, you will be asked questions about your impressions and those of your partner. Please be as specific as possible when responding to these questions, *but do not take notes or record your thoughts during the tasks.*

As a pair, you and your partner will ride the MBTA commuter rail every morning, Monday through Friday, for two weeks. Your schedule can be found on the attached sheet. You must follow this schedule precisely; otherwise your payment may be affected. Occasionally, someone may anonymously observe your progress through this schedule.

You will be given a small GPS device and charger at the training session. You must return this GPS device and charger at the end of the two weeks in order to receive payment. As soon as you arrive to the first station on your schedule each morning, you must turn the GPS device on, place it in your pocket, and not disturb it until you reach your final destination. Once you reach your final destination, you may turn the device off. Finally, please be sure to charge the device each night.

When on the platform waiting for your next train:

- Sit or stand with your partner near the entrance
 - If there is more than one entrance to the platform, please sit or stand with your partner near the center or the most reasonable gathering place on the platform, where most people are waiting.
- Speak with your partner regarding their impressions of this station. Use the language in which you think you can best convey your thoughts to your partner.
- At least once at each station, both you and your partner should get up and walk around the platform separately. This is in order for the researchers viewing your GPS signal to see that you are both present.
- Remain on the platform. Do not leave the train station.
- Once your assigned train arrives, please make sure you have the appropriate ticket to provide to the conductor if required.

When on the train:

- Find a seat near the door of the car and sit with your partner
- During the travel time, you may feel free to converse with your partner, read any material you brought with you, or listen to music on headphones.
- Be attentive to the train's progress, and be certain to exit the train with your partner at the next station on your schedule.

At all times, follow any rules posted and directions given by MBTA personnel.

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Problem Instructions

If a problem not listed below occurs, find a reasonable solution in keeping with your directions. Any problem should be mentioned in your end-of-day survey.

If another passenger talks to you,

- Feel free to converse or respond as you normally would.
- Do not tell anyone that you are part of a study.
- If you feel uncomfortable, you and your partner may move away.
- Mention any interactions with other passengers in your daily survey. Be specific about where you were, what was said, and how you reacted.

If MBTA personnel or law enforcement questions you,

- Obey any directions given to you by MBTA personnel or law enforcement. Answer any questions to the best of your ability.
- You have been given a letter confirming your participation in the study. Only if it becomes necessary, show the letter to the official questioning your presence at the station. *You should only show this letter to a person in an official capacity that questions your presence.*

If your GPS device will not turn on,

- Retry the directions for turning the device on (see attached)
- Make sure you have charged it the previous night.
- If you continue having problems with your GPS device, please describe any issues in your daily survey and report the issues via phone or email.
- *Please follow your normal route, even if your device is malfunctioning*

If you lose your ticket,

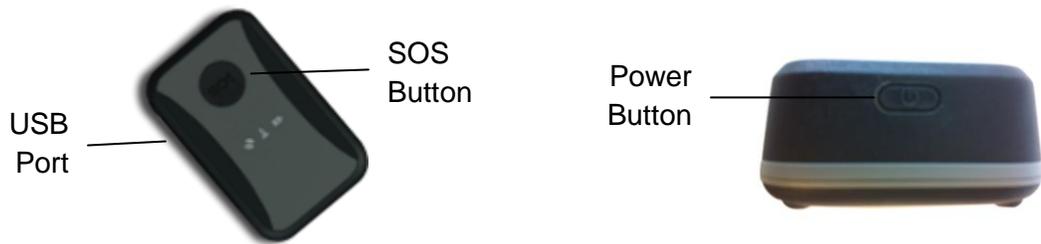
- Make every attempt to find it.
- If you cannot find it, attempt to purchase a replacement at the station (this may or may not be possible at your station).
- If you cannot purchase a replacement, use one of your other tickets (they are specific to zone, you will need to make sure you are using a ticket for the zone you are currently in). You will be responsible for replacing the lost ticket after you have completed your schedule.
- Describe the situation in your daily survey. Mention when you noticed it missing and where you were. Also describe how you corrected the problem.

If you miss your train,

- If your train is cancelled because of external reasons or you arrive too late to take your scheduled train, leave the station and contact us immediately by phone. We will direct you further.
- It is crucial that you follow the schedule assigned to you exactly. If for any reason, you do not follow the schedule exactly, please describe the situation in your daily survey. Be specific about why the change happened, where you were, what you were supposed to do, and what you actually did.

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GPS Device



To turn your device off, press the oval button on the short end of the device.

The device will lose its satellite connection when turned off. To pick up a signal again after you turn it on, follow these instructions:

1. Make sure you are outside with a clear view of the sky and are not moving.
2. Turn the device on with the oval button on the short end of the device. The device is on when the slow blue light flashes three times.
3. Count three flashes, and then turn the device off again by pressing and holding the oval button for two seconds
4. Turn the device on again and wait for three blue flashes. The device has now found its location.

Please complete this cycle every time you turn the device on.



Remember to charge your device every night. We will provide you with a charging unit. The charging unit consists of two parts, a plug that fits any standard outlet, and a USB charging adapter. To charge the device, insert the small end of the USB adapter into the port on the long end of the GPS tracker. You will need to lift the cover flap to find the port.

Do not press the SOS button in the center of the device. Doing so will send us an alert with your location.

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Daily Report Surveys

Each day you are expected to complete an online survey about your experience. The daily survey must be completed by midnight of that day. Failure to complete these daily surveys in a timely manner may result in non-payment.

You will receive an email on the first day of your schedule with a link to this survey. Save this email. You will need to access the same link each day to complete the survey. The survey is short, but the information you provide is essential. Please set aside five to ten minutes to complete it with as much detail as possible. The questions will not change from day to day, so you should emphasize changes in your observations from those made on previous days.

The survey will ask about the following aspects of your day:

- Any change from your schedule and why it occurred
- Your general impressions: this may include anything you noticed while traveling, such as other passengers, the station, advertisements on the platform or train, conversations with your partner
- Your partner's general impressions: we encourage you to discuss your impressions with your partner and listen to his/her impressions throughout the journey
 - Use the language in which you can best convey your thoughts to your partner.
- How busy the trains and stations were
- Any interaction you or your partner had with other passengers on the train or platform
- How long you and your partner talked
- Anything that seemed different or abnormal

Payment

All payment will be in cash. You will be paid \$12 per hour -- measured from the time your first time departs from South Station to the time your last train returns. The total time of your travel can be found beneath your schedule. Additionally, you will receive a \$200 bonus at the end of two weeks for successfully completing your schedule. Any previously arranged reimbursement, like cab fares for early routes, will occur at the training session. Please note that this does not apply to all routes.

You will be paid your first week's wages on the first Friday of your schedule. At this time you will also receive commuter rail tickets and cab fares, if applicable, for the second week. You will receive the second week's wages and bonus for successfully completing your schedule on the second Friday. You must return the GPS device and its charger in order to receive full payment.

Return the device and receive payment at the following address: 1737 Cambridge Street, Cambridge, MA 02138. Plan to arrive before 5 pm on the Fridays of your first and second weeks in order to receive payment. Please contact us ahead of time by email or phone to arrange a specific time. If you will be unable to arrive by that time, please notify us to make alternate arrangements as soon as possible.

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Agreement

I voluntarily agree to participate in the described research by Ryan D. Enos, Assistant Professor, Harvard University. I understand that the complete details of the study have not been disclosed prior to my participation but I will be debriefed after my participation is complete. I fully understand the requirements of my position as described in this document and in the training session. I understand that failure to fulfill those requirements may result in reduced payment. Any questions I have about the expectations of my participation, other than the exact research question, have been answered.

I acknowledge that I have received the following items:

1. MBTA Commuter Study Instructions
2. GPS Device and Charger
3. Commuter Rail Tickets
4. Letter of Explanation

Furthermore, I understand that I will receive \$12 per hour of my schedule, paid on the Friday of each week at 1737 Cambridge St, Cambridge, MA 02138. If I successfully complete the assigned schedule for two weeks, I will receive an additional bonus of \$200. Final payment is conditional upon the return of the GPS device and charger.

(Signature)

(Date)

Ryan D. Enos

(Date)