



We'll Get You There

October 2011 Service Change B-Line and Eastside Service Changes

**Prepared for King County Metro
by Gilmore Research Group**

King County Metro
201 S. Jackson St
Seattle, WA 98104
Phone: 206-553-3000

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EXECUTIVE SUMMARY

Background and Objectives

On October 1, 2011 King County Metro Department of Transportation (KC Metro) made significant changes to several routes. These changes include the following:

- Route 230 – service between the Bellevue Transit Center (BTC) and Redmond was discontinued. Route 230 East service was replaced with the new RapidRide B Line. Service on Route 230 West was replaced with new Route 235 and revised Route 249.
- Route 253: Route 253 connecting Bear Creek Park-and-Ride and Bellevue Transit Center was discontinued with RapidRide B Line replacing portions of Route 253 between the Bellevue Transit Center and the Redmond Transit Center.
- RapidRide B Line (NEW): New RapidRide B Line was created connecting Bellevue Transit Center and Redmond Transit Center via Overlake Transit Center. This service replaces discontinued service on portions of Routes 230 East and 253.
- Route 234: Route 234 was revised in two ways: a) the segment between the Bellevue Transit Center and Old Bellevue was deleted; b) the segment between the Kirkland Transit Center and South Kirkland Park-and-Ride was revised to serve the same path as Route 230 West and new Route 235.
- Route 235 (NEW): New Route 235 connects the Kingsgate Park-and-Ride and Bellevue Transit Center via Kirkland, South Kirkland and the hospital district.
- Route 245: Route 245 midday frequency was improved to operate every 15 minutes. A segment of the southern part of the route was revised to operate between Main Street and Bellevue College.

Prior to these changes, KC Metro contracted with Gilmore Research to conduct on-board surveys with riders on Routes 230, 234, 245 and 253 to measure their satisfaction with existing service. After the service changes, riders on revised Routes 234 and 245, and new Route 235 and the RapidRide B Line were surveyed to determine the impact of the changes on rider satisfaction.

Respondents rated satisfaction with each element using a five-point scale where “1” means “very dissatisfied” and “5” means “very satisfied.” A “3” was defined in the survey as meaning “you have no opinion one way or the other.” In this report, the term “satisfied” refers to ratings of “4 - 5” and “dissatisfied” to ratings of “1 - 2.” Respondents were also given the option of marking “not applicable” and “neutral” as valid responses.

Specific areas of investigation in each survey were:

- Trip time
- Personal safety
- Waiting areas
- Physical characteristics of the buses
- Transfers
- Frequency and reliability of the buses
- Overall satisfaction with each route
- Rides taken during the past 30 days, usual reason for riding, usual time of day riding, transfer to and from other buses, length of time as a rider and methods of paying fares

In addition to being asked about these areas of service, RapidRide B Line riders were also asked how they made the trip prior to riding the RapidRide B Line, how the B Line compares with prior bus service (if bus was used), frequency of using the free onboard Wi-Fi service, use of the ORCA reader, requests to show proof of fare payments and the frequency of fare payment inspections.

Key findings from the pre- and post- surveys are provided in this Executive Summary. Tables summarizing the significant differences in service ratings of top 2 “satisfied” results, bottom 2 “dissatisfied” ratings and mean ratings are displayed in the Appendix to the report.

Summary

A comparison of total ratings obtained in September and November shows many increases in rider satisfaction resulting from the October service change. There were significant increases in mean ratings for 6 out of 8 attributes of *bus frequency* and *reliability* and for 6 out of 10 ratings for *physical characteristics of the buses*. Two ratings for elements of *bus transfers* showed significant increases and ratings of *personal safety on the buses* rose too. Given these findings, it is a little surprising that the rating for overall satisfaction with service remained about even from month to month.

RapidRide B Line service scored extremely well with previous riders of eastbound Route 230 and riders of Route 253. All attribute areas showed at least some improvement after implementation of the B Line, with *physical characteristics of the buses*, elements of *transfers* and *frequency and reliability* items showing the most promising aspects of change. While some ratings for *waiting areas* fell, it seems that riders of most routes were more negative about certain aspects of waiting areas after the service change than they were before.

Evaluations of new Route 235 were very encouraging. Riders showed their strongest approval for the changes in *service frequency and reliability*, evidenced by significant increases in mean ratings for six of the 10 attributes of *frequency and reliability* asked about in the survey. It is notable that none of the evaluations given for Route 235 as compared to westbound Route 230 showed a significant decrease.

While most ratings for Route 234 and for Route 245 were about even between September and November, several ratings for *waiting areas* for these routes were down, similar to decreases noted for B Line *waiting area* ratings.

Method

All riders onboard selected runs of the affected routes were invited to complete a questionnaire regarding their satisfaction with various service quality elements. Trips to be surveyed were selected to provide a variety of peak and non-peak riders. Tables 1 and 1A summarize survey response by route for each period of the survey.

Response rates¹ ranged a little higher after the service change than before. In November/December response rates ranged from 94% (RapidRide B Line) to 97% (Route 234). In the August/September intercepts, response rates ranged from 92% (Route 230 eastbound) to 96% (Routes 234, 253 and 230 westbound).

Onboard intercepts prior to the service change were conducted over 12 days in August and September. After the service change, intercepts occurred over 15 days in November and December. Survey distribution dates are discussed in greater detail in the Methodology section following. Survey distribution date tables are displayed in the Appendix to this report.

	Route 234	Route 234	Route 245	Route 245
	Aug/Sept	Nov/Dec	September	Nov/Dec
Completed Questionnaires	504	487	484	499
% of Questionnaires Handed Out	96%	97%	93%**	95%
% of All Riders on Sampled Trips*	62%	62%	42%**	59%
% Refused	13%	11%	12%**	18%

*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.

**The total number of completed questionnaires for Route 245 (n=484) was collected over 6 days, but tally sheets were not available for the two last days (9/27 and 9/29). The proportions shown here are based on a partial number of surveys (n=411) collected on 9/7, 9/8, 9/13 and 9/20.

¹ This is measured as a percentage of all surveys handed out.

**Table 1A
Completed Questionnaires**

	Route 230 East	Route 253	B Line	Route 230 West	Route 235
	September	August	Nov/Dec	Aug/Sept	Nov/Dec
Completed Questionnaires	497	519	504	479	411
% of Questionnaires Handed Out	92%	96%	94%	96%	95%
% of All Riders on Sampled Trips*	45%	57%	66%	52%	50%
% Refused	10%	15%	14%	18%	14%

*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.

Analysis

The November/December survey results were compared with results obtained in August/September to evaluate satisfaction ratings before and after the service change.

In this report, findings related to satisfaction ratings are discussed by route, beginning with Route 234. Route comparisons presented in this report summarize changes as follows:

- Entire Route 234
- Entire Route 245
- Route 230 East/RapidRide B Line
- Route 230 West/Route 235
- Route 253/RapidRide B Line

Statistical tests were used to compare differences in mean scores as well as differences in the percentage of respondents who were “satisfied” (4 - 5 ratings) or “dissatisfied” (1 - 2 ratings) with each service quality element. Summary tables of these results are presented in the Appendix to the report.

Proportions displayed in Appendix tables are based on the number of respondents who provided a valid rating (*not applicable* responses are excluded). Rounding conventions that are used in data processing may sometimes result in a variation between response percentages shown in tables and those discussed in the text and/or displayed in the crosstabs.²

²The variation will be no more than 1% for any given percentage.

KEY FINDINGS

Overall Satisfaction with New or Modified Routes

Table 2 shows the ratings for overall satisfaction with the routes before and after the service change. Statistically significant differences between mean scores and response proportions are represented in **boldface, underlined** type. (Scores and response proportions that are shown in **this type** are significantly larger than scores and proportions in the column of comparison³ in the same row.) Although some of these differences may seem small, statistical testing determined their significance at a 95% confidence level. Response proportions were compared using independent Z-tests and mean scores were compared using independent T-tests.

Rider satisfaction - measured as a mean rating - was higher after the service change for RapidRide B Line (mean = 4.22), than before the change for Route 253 (mean = 4.1). Ratings of *very satisfied* were significantly higher for the B Line (41%) than for Route 230 eastbound (33%) and for Route 253 (32%).

Ratings of *very dissatisfied* decreased significantly after the service change for Route 234 (0.2% after v. 2% before).

Satisfaction ratings for all other routes were similar before and after the service change.

Table 2 Overall Satisfaction Ratings for Routes Before and After the Service Change												
	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
	Sept	Nov	Sept	Nov	Sept	Nov	230E	B Line	253	B Line	230W	235
Very satisfied	30%	33%	28%	27%	28%	31%	33%	41%	32%	41%	29%	32
Satisfied	53	50	51	53	56	52	54	45	50	45	56	50
No opinion	14	14	17	18	14	15	11	10	14	10	13	15
Dissatisfied	2	2	3	2	1	2	3	3	3	3	2	1
Very dissatisfied	1	1	2	-	1	-	1	1	1	1	-	1
Mean	4.09	4.12	4.0	4.03	4.1	4.12	4.15	4.22	4.1	4.22	4.11	4.1

Question 7: Overall, how satisfied are you with ... 5 = very satisfied and 1 = very dissatisfied.
 May not add to 100% due to rounding.
 Percentages shown in boldface type are significantly higher than their comparisons.

³ Comparisons are made before and after the service change (in September and November) for these routes: Entire Route 234, Entire Route 245, Route 230 eastbound v. RapidRide B Line, Route 253 v. RapidRide B Line, and Route 230 westbound v. Route 235.

Satisfaction with Service Elements Before and After the Service Change

Both surveys asked respondents to give ratings for 36 service items common to all bus routes.⁴ Mean satisfaction ratings for each of these elements were obtained for both surveys. The following information summarizes the *statistically significant differences* in mean satisfaction ratings for the service elements, by route.

Route 234

Service ratings for Route 234 were very similar before and after the service change. In September, riders gave the lowest mean rating (3.08) for *frequency of bus service on weekends*, and the highest rating (4.43) for *personal safety on the bus*. In November they gave the lowest rating (3.04) for *protection from the weather* and the highest (4.42) for *personal safety on the bus and being able to get a seat*.

One rating showed a significant increase after the service change: *how often the bus runs in the evening/at night* - September mean (3.14), November mean (3.36).

Two ratings, both for *waiting areas*, showed significant decreases:

- *Convenience of the stop to my home or where I was coming from* - September mean (4.2), November mean (4.03)
- *Protection from the weather* - September mean (3.29), November mean (3.04)

Route 245

Riders gave significantly lower mean ratings for seven service items after the service change. Four of the seven were ratings given for Route 245 *waiting areas*.

- *Being able to see an oncoming bus* – September mean (4.22), November mean (4.1)
- *Cleanliness of waiting areas* – September mean (4.04), November mean (3.9)
- *Amount of lighting at the waiting area* – September mean (3.87), November mean (3.6)
- *Protection from the weather* – September mean (3.41), November mean (3.23)
- *Cleanliness of bus interior* – September mean (4.33), November mean (4.2)
- *Smoothness of the ride* – September mean (4.09), November mean (3.94)
- *The bus getting me where I'm going on time* – September mean (3.97), November mean (3.79)

Protection from the weather had the lowest mean rating in both surveys (September mean - 3.41; November mean – 3.23). The top rating in September was for *being able to get a seat* (4.46) and in November it was for *personal safety on the bus* (4.47).

⁴In addition to these 36 items, regular bus riders were asked to rate the reliability of the bus not leaving the stop early and the bus not leaving the stop late. RapidRide B Line riders were asked to rate three additional items besides the 36: having 3 doors for loading and unloading, having free Wi-Fi and having electronic real time signage

Route 230 East / RapidRide B Line

Three out of five service ratings (23/38) showed significant improvement following implementation of RapidRide B Line service. Three ratings showed significant decreases and each of these three were for aspects of rider *waiting areas*.

Mean ratings that showed significant increases following implementation of RapidRide B Line service include:

- *Length of trip* – September mean (4.04), November mean (4.19)
- *Personal safety while on the bus* – September mean (4.42), November mean (4.53)
- *Behavior of other passengers on the bus* – September mean (4.09), November mean (4.32)
- *Behavior of other people at the waiting area* – September mean (4.04), November mean (4.18)
- *Amount of lighting at the waiting area* – September mean (3.9), November mean (4.04)
- *Being able to get a seat on the bus* – September mean (4.24), November mean (4.49)
- *Amount of lighting inside the bus* – September mean (4.37), November mean (4.51)
- *Cleanliness of bus interior* – September mean (4.24), November mean (4.57)
- *Having the bus free of graffiti* – September mean (4.28), November mean (4.58)
- *Enough bike rack capacity* – September mean (4.09), November mean (4.22)
- *Wide enough doors and aisles for loading and unloading* – September mean (4.27), November mean (4.57)
- *Enough bars to hold onto while standing* – September mean (4.24), November mean (4.56)
- *Smoothness of the ride* – September mean (4.05), November mean (4.33)
- *Helpfulness of drivers in ensuring transfer connections* – September mean (4.04), November mean (4.23)
- *The way buses are scheduled to make transfer connections* – September mean (3.76), November mean (3.95)
- *Waiting time between transfers* – September mean (3.63), November mean (3.93)
- *How often the bus runs in the evening/ at night* – September mean (3.60), November mean (4.03)
- *The bus getting me where I'm going on time* – September mean (3.98), November mean (4.19)
- *How often the bus runs during midday hours* – September mean (3.86), November mean (4.14)
- *How early the bus runs in the morning* – September mean (3.92), November mean (4.19)
- *How often the bus runs during peak hours* – September mean (3.83), November mean (4.3)
- *How often the bus runs during the evening/ at night* – September mean (3.52), November mean (3.94)
- *How often the bus runs on weekends* – September mean (3.39), November mean (3.95)

Three items showed statistically significant decreases after the service change. All were ratings given for attributes of waiting areas:

- *Convenience of the stop* - September mean (4.19), November mean (3.89)
- *Being able to sit down while waiting* - September mean (3.82), November mean (3.64)
- *Protection from the weather* - September mean (3.64), November mean (3.41)

Route 253 / RapidRide B Line

Of the 36 service attributes rated in both surveys, 27 showed significant increases in mean scores following the start of RapidRide B Line bus service. These include:

- *Overall satisfaction with service* – September mean (4.1), November mean (4.22)
- *Length of trip* – September mean (3.95), November mean (4.19)
- *Number of stops* - September mean (3.82), November mean (3.96)
- *Personal safety while on the bus* – September mean (4.42), November mean (4.53)
- *Behavior of other passengers on the bus* – September mean (4.11), November mean (4.32)
- *Behavior of other people at the waiting area* – September mean (4.07), November mean (4.18)
- *Personal safety while waiting for the bus at night* - September mean (3.86), November mean (4.04)
- *Amount of lighting at the waiting area* – September mean (3.83), November mean (4.04)
- *Being able to get a seat on the bus* – September mean (4.17), November mean (4.49)
- *Amount of lighting inside the bus* – September mean (4.40), November mean (4.51)
- *Cleanliness of bus interior* – September mean (4.29), November mean (4.57)
- *Having the bus free of graffiti* – September mean (4.25), November mean (4.58)
- *Wide enough doors and aisles for loading and unloading* – September mean (4.33), November mean (4.57)
- *Enough bars to hold onto while standing* – September mean (4.29), November mean (4.56)
- *Smoothness of the ride* – September mean (4.05), November mean (4.33)
- *Helpfulness of drivers in ensuring transfer connections* – September mean (3.99), November mean (4.23)
- *Transfer information at the waiting area* - September mean (3.61), November mean (3.9)
- *The bus coming on time when transferring* - September mean (3.70), November mean (3.98)
- *The way buses are scheduled to make transfer connections* – September mean (3.73), November mean (3.95)
- *Waiting time between transfers* – September mean (3.54), November mean (3.93)
- *How often the bus runs in the evening/at night* – September mean (3.51), November mean (4.03)

- *The bus getting me where I'm going on time* – September mean (3.99), November mean (4.19)
- *How often the bus runs during midday hours* – September mean (3.83), November mean (4.14)
- *How early the bus runs in the morning* – September mean (3.87), November mean (4.19)
- *How often the bus runs during peak hours* – September mean (3.75), November mean (4.3)
- *How often the bus runs during the evening/at night* – September mean (3.36), November mean (3.94)
- *How often the bus runs on weekends* – September mean (3.23), November mean (3.95)

Two items, both attributes of waiting areas, showed statistically significant decreases after the service change.

- *Convenience of the stop* - September mean (4.18), November mean (3.89)
- *Being able to sit down while waiting* - September mean (3.85), November mean (3.64)

Route 230 West / Route 235

Results found significant increases in 10 service ratings after the service change (for new Route 235), and significant decreases in none.

Of the 10 service areas showing significant increases in mean ratings, six related to bus frequency and reliability:

- *The bus getting me where I'm going on time* – September mean (3.87), November mean (4.06)
- *How often the bus runs during midday hours* – September mean (3.74), November mean (3.91)
- *The bus not leaving the stop early* – September mean (3.94), November mean (4.14)
- *How often the bus runs during peak hours* – September mean (3.70), November mean (3.95)
- *The bus not leaving the stop late* – September mean (3.73), November mean (3.91)
- *How often the bus runs during the evening/at night* – September mean (3.36), November mean (3.59)
- *Transfers: How often the bus runs in the evening/at night* - September mean (3.32), November mean (3.54)
- *Being able to get a seat on the bus* – September mean (4.45), November mean (4.55)
- *Cleanliness of bus interior* – September mean (4.24), November mean (4.36)
- *Smoothness of the ride* – September mean (3.96), November mean (4.11)

METHODOLOGY

Data Collection

Interviewers wearing Metro aprons boarded buses at the locations shown in Table 3 at varied times between the hours of 10:00 a.m. and 7:00 p.m.⁵ Interviewers asked all riders who were boarding the buses throughout the trip to complete a questionnaire about their satisfaction on the route. KC Metro staff developed the survey instrument, which consisted of 50 to 55 questions (RapidRide B Line rail riders were asked additional questions). Copies of both questionnaires are included in the Appendix.

The interviewers collected questionnaires as they were completed.

Table 3 Interviewer Boarding / De-Boarding Locations				
	August/September Locations		November/December Locations	
Route 230 East Segment	Bellevue TC	Redmond TC		
Route 230 West Segment	Kirkland TC	Bellevue TC		
Route 234	Kirkland TC	Bellevue TC	Kirkland TC	Bellevue TC
Route 245	156th Ave NE & Main Street	Eastgate P&R		
Route 245	124th Ave SE & SE 44th	Houghton P&R	124th Ave SE & SE 44th	Houghton P&R
Route 235			Kirkland TC	Bellevue TC
Route 253	Bellevue TC	Redmond TC		
RapidRide B Line			Bellevue TC	Redmond TC

⁵ Copies of interviewers' daily schedules are available upon request.

Survey Distribution Dates

At the beginning of the study survey distribution schedules were created with the objective of having interviewers collect as many completed surveys as possible during a two-day time interval. Interviewers pre-dated surveys prior to distribution.

August/September Routes (Appendix Table A)

Interviewers distributed and collected surveys for 12 days prior to the service change. Surveys were distributed and collected most quickly for Route 253 – in just two days – August 30th and 31st for a total of 519 surveys. Intercept surveys took the longest to collect for the westbound segment of Route 230 – a total of 479 surveys were collected over 7 days. Routes 234 and 245 each took six days of intercepts to collect the targeted number of surveys: n=504 and n=484, respectively. The eastbound segment of Route 230 required four days to gather a total of 497 surveys for analysis.

November/December Routes (Appendix Table A1)

Surveys were collected for 5 days in November, and for 10 days in December. Routes 235 and 245 each took 6 days to collect 411 and 499 surveys, respectively. Interviewers were onboard Route 234 for one day in November and for 4 days during the first two weeks of December to gather total of 487 surveys for this route. A total of 504 surveys were completed with RapidRide B Line riders in just two days – November 29th and December 7th.

Data Processing

Gilmore Research entered all data and comments into an electronic file. A set of cross-tabulations of the closed-end responses appears under separate cover. The scope of this project did not include geocoding, and no analysis of the geographic trip information appears in this report.

Limitations of this Study

Intercept studies are, by their nature, based on self-selection of respondents. As such, the findings cannot be projected to the universe of riders. The information shown in this report is a snapshot of riders on routes that were affected by the service change on particular days in August, September, November and December 2011.

APPENDIX

Survey Distribution Date Tables

Table A Survey Distribution Dates Before the Service Change										
	Route 230 East		Route 230 West		Route 253		Route 234		Route 245	
	n	% of Survey	n	% of Survey	n	% of Survey	n	% of Survey	n	% of Survey
August 30			161	34%	288	55%				
August 31					231	46%	146	29%		
September 7									156	32%
September 8	250	50%							58	12%
September 13	95	19%	52	11%			97	19%	126	26%
September 20	80	16%	16	3%			77	15%	71	15%
September 23			58	12%			83	16%		
September 26	72	15%								
September 27							54	11%	39	8%
September 28			64	14%			47	9%		
September 29			22	5%					34	7%
September 30			106	22%						
Total	497	100%	479	100%	519	100%	504	100%	484	100%

Table A1 Survey Distribution Dates After the Service Change								
	B Line		Route 234		Route 245		Route 235	
	n	% of Survey	n	% of Survey	n	% of Survey	n	% of Survey
November 15					225	45%		
November 16			144	30%				
November 17							130	32%
November 29	275	55%						
November 30					135	27%		
December 1			163	33%				
December 5			33	7%			63	15%
December 6			124	25%			107	26%
December 7	229	45%	23	5%			39	9%
December 8					25	5%		
December 9					38	8%		
December 10					29	6%		
December 12/13					47	9%	17	4%
December 17							55	13%
Total	504	100%	487	100%	499	100%	411	100%

SUMMARY TABLES

Summary Tables

There are three sets of Summary Tables that are included in this section of the Appendix: Top 2 Satisfaction Ratings (the proportion of “4” and “5” ratings), Bottom 2 Satisfaction Ratings (the proportion of “1” and “2” ratings) and Mean Ratings.

Statistically significant differences between mean scores and response proportions are represented in **boldface, underlined** type. (Scores and response proportions in **this type** are significantly larger than scores and proportions in the column of comparison in the same row.) Comparisons are made before and after the service change (in September and November) for these routes: Entire Route 234, Entire Route 245, Route 230 eastbound v. RapidRide B Line, Route 253 v. RapidRide B Line, and Route 230 westbound v. Route 235.

Top 2 Box Summary

OVERALL SATISFACTION AND TRIP TIMES – TOP 2 BOX SUMMARY													
	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>OVERALL SATISFACTION WITH SERVICE</i>	83.0%	83.3%	82.6%	78.8%	79.1%	84.4%	82.9%	86.3%	86.1%	82.5%	86.1%	84.8%	82.1%
<i>HOW LONG MY BUS TRIP TAKES</i>	75.5%	74.9%	76.3%	69.1%	70.1%	<u>79.4%</u>	73.1%	76.5%	<u>83.8%</u>	74.4%	<u>83.8%</u>	75.4%	78.3%
<i>THE NUMBER OF STOPS MY BUS MAKES</i>	69.5%	68.9%	70.2%	67.1%	68.1%	70.5%	66.4%	71.0%	73.7%	67.0%	<u>73.7%</u>	69.1%	73.3%

PERSONAL SAFETY ON ROUTE/RAPID RIDE B LINE – TOP 2 BOX SUMMARY

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>PERSONAL SAFETY WHILE ON THE BUS</i>	91.5%	91.0%	92.0%	88.9%	90.8%	90.5%	92.2%	91.5%	93.5%	90.2%	93.5%	94.2%	91.5%
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS DURING THE DAY</i>	88.1%	88.4%	87.8%	88.2%	87.7%	85.9%	84.9%	88.9%	90.0%	86.9%	90.0%	92.0%	88.7%
<i>BEHAVIOR OF OTHER PASSENGERS ON THE BUS</i>	81.8%	80.7%	<u>83.2%</u>	80.9%	79.9%	82.5%	82.3%	78.5%	<u>85.1%</u>	79.1%	<u>85.1%</u>	82.8%	86.0%
<i>BEHAVIOR OF OTHER PEOPLE AT THE WAITING AREA</i>	76.7%	76.3%	77.2%	74.3%	76.2%	77.4%	74.4%	76.5%	80.8%	76.4%	80.8%	77.1%	77.2%
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS AT NIGHT</i>	70.3%	70.4%	70.2%	68.7%	69.2%	70.2%	65.5%	72.2%	72.2%	66.4%	72.2%	74.9%	74.5%

WAITING AREA WHERE YOU BOARDED THE BUS FOR THIS TRIP – TOP 2 BOX SUMMARY

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>BE ABLE TO SEE AN ONCOMING BUS</i>	82.3%	82.5%	81.9%	77.8%	81.6%	<u>84.5%</u>	78.6%	86.4%	85.9%	82.9%	85.9%	81.1%	81.7%
<i>CONVENIENCE OF THE STOP TO MY HOME OR WHERE I WAS COMING FROM</i>	77.4%	<u>80.4%</u>	73.6%	78.8%	76.0%	79.1%	74.5%	<u>80.9%</u>	69.1%	<u>81.3%</u>	69.1%	<u>81.8%</u>	74.9%
<i>CLEANLINESS OF WAITING AREAS</i>	72.5%	73.0%	71.9%	65.8%	66.7%	<u>77.3%</u>	70.4%	74.1%	78.4%	74.7%	78.4%	73.3%	72.3%
<i>BEING ABLE TO SIT DOWN WHILE WAITING</i>	65.7%	<u>67.6%</u>	63.3%	61.6%	57.0%	70.5%	68.2%	<u>65.8%</u>	57.1%	<u>67.5%</u>	57.1%	72.6%	72.4%
<i>AMOUNT OF LIGHTING</i>	66.8%	<u>68.3%</u>	64.9%	64.6%	59.3%	<u>70.7%</u>	56.0%	68.3%	<u>76.2%</u>	67.7%	<u>76.2%</u>	70.3%	68.0%
<i>HAVING INFORMATION AVAILABLE ABOUT RAPIDRIDE A LINES AND CONNECTIONS</i>	60.4%	60.1%	60.9%	56.7%	57.1%	59.2%	57.3%	62.1%	65.4%	62.1%	65.4%	60.3%	64.1%
<i>PROTECTION FROM THE WEATHER</i>	51.1%	<u>53.8%</u>	47.5%	<u>50.0%</u>	41.9%	50.0%	46.1%	<u>59.0%</u>	50.3%	52.9%	50.3%	57.0%	52.4%
<i>INFORMATION PROVIDED ON THE ELECTRONIC REAL TIME INFORMATION SIGN (AT SOME LOCATIONS)</i>	73.3%		73.3%						73.3%		73.3%		

THINGS ABOUT THE BUSES FOR THIS TRIP – TOP 2 BOX SUMMARY

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>BEING ABLE TO GET A SEAT</i>	90.0%	88.2%	<u>92.3%</u>	90.1%	91.5%	92.0%	89.9%	85.4%	<u>92.5%</u>	82.4%	<u>92.5%</u>	<u>91.5%</u>	<u>95.8%</u>
<i>AMOUNT OF LIGHTING INSIDE THE BUS</i>	90.7%	90.6%	91.0%	88.6%	88.6%	90.1%	89.5%	91.0%	92.8%	91.9%	92.8%	91.2%	93.4%
<i>CLEANLINESS OF THE BUS INTERIOR</i>	87.1%	86.4%	88.1%	83.7%	84.9%	<u>88.3%</u>	81.4%	85.1%	<u>95.3%</u>	88.2%	<u>95.3%</u>	86.8%	<u>91.5%</u>
<i>HAVING THE BUS FREE OF GRAFFITI</i>	86.1%	85.2%	<u>87.3%</u>	84.0%	83.5%	<u>86.5%</u>	80.7%	83.8%	<u>94.9%</u>	84.7%	<u>94.9%</u>	86.9%	90.4%
<i>WIDE ENOUGH DOORS AND AISLES FOR LOADING AND UNLOADING</i>	88.2%	87.5%	89.1%	86.4%	87.6%	89.1%	85.0%	85.1%	<u>94.4%</u>	87.6%	<u>94.4%</u>	89.5%	89.2%
<i>ENOUGH BARS/STRAPS TO HANG ONTO WHILE STANDING</i>	87.2%	86.6%	88.0%	87.2%	86.0%	86.0%	82.7%	84.0%	<u>93.8%</u>	87.7%	<u>93.8%</u>	88.0%	89.7%
<i>SMOOTHNESS OF THE RIDE</i>	75.3%	74.7%	76.1%	69.1%	70.4%	<u>78.2%</u>	70.0%	76.5%	<u>87.3%</u>	76.8%	<u>87.3%</u>	73.2%	76.7%
<i>BIKE RACK CAPACITY</i>	73.7%	74.1%	73.1%	68.5%	69.2%	<u>78.6%</u>	71.7%	73.3%	77.3%	74.6%	77.3%	75.5%	73.9%
<i>HAVING THREE DOORS FOR LOADING AND UNLOADING</i>	95.0%		95.0%						95.0%		95.0%		
<i>HAVING FREE WI-FI</i>	81.9%		81.9%						81.9%		81.9%		

IF YOU MAKE A TRANSFER ON THIS ROUTE, PLEASE RATE THE ITEMS IN THE BOX BELOW – TOP 2 BOX SUMMARY

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>THE NUMBER OF TRANSFERS I MAKE</i>	71.5%	72.8%	69.9%	71.0%	66.9%	72.8%	69.4%	73.3%	73.9%	73.9%	73.9%	72.7%	69.2%
<i>HELPFULNESS OF DRIVERS IN ENSURING TRANSFER CONNECTIONS</i>	72.6%	72.0%	73.4%	69.0%	71.4%	74.8%	71.2%	70.8%	<u>82.2%</u>	74.1%	<u>82.2%</u>	71.1%	68.9%
<i>THE BUS COMING ON TIME WHEN TRANSFERRING</i>	61.1%	60.5%	61.8%	55.7%	56.3%	62.8%	56.5%	65.5%	<u>73.3%</u>	62.1%	<u>73.3%</u>	56.3%	61.7%
<i>TRANSFER INFORMATION AT THE WAITING AREA</i>	61.3%	59.9%	63.0%	59.6%	61.2%	61.1%	56.3%	60.3%	68.3%	59.9%	<u>68.3%</u>	58.8%	66.7%
<i>THE WAY BUSES ARE SCHEDULED TO MAKE TRANSFER CONNECTIONS</i>	59.6%	59.6%	59.5%	50.4%	52.2%	62.7%	57.5%	64.1%	71.7%	62.9%	<u>71.7%</u>	58.1%	56.5%
<i>WAITING TIME BETWEEN TRANSFERS</i>	54.2%	54.1%	54.4%	50.0%	47.9%	<u>56.3%</u>	47.0%	57.1%	<u>69.3%</u>	57.5%	<u>69.3%</u>	49.6%	53.6%
<i>HOW OFTEN THE BUS RUNS IN THE EVENING/NIGHT</i>	55.9%	53.6%	<u>58.8%</u>	43.7%	49.6%	59.7%	58.4%	55.6%	<u>73.8%</u>	57.8%	<u>73.8%</u>	50.4%	52.4%

FREQUENCY AND RELIABILITY OF BUSES ON THE ROUTE – TOP 2 BOX SUMMARY

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>THE BUS GETTING ME WHERE I'M GOING ON TIME</i>	73.1%	72.3%	74.1%	66.3%	70.1%	<u>75.3%</u>	65.4%	73.7%	<u>82.7%</u>	75.4%	<u>82.7%</u>	71.2%	<u>78.5%</u>
<i>HOW OFTEN THE BUS RUNS DURING PEAK HOURS</i>	70.3%	66.7%	<u>74.9%</u>	63.1%	68.4%	75.6%	71.9%	66.7%	<u>85.6%</u>	65.2%	<u>85.6%</u>	63.6%	<u>72.9%</u>
<i>HOW OFTEN THE BUS RUNS DURING MIDDAY HOURS</i>	69.9%	67.6%	<u>72.8%</u>	65.8%	69.7%	72.4%	69.0%	68.6%	<u>80.7%</u>	67.9%	<u>80.7%</u>	63.5%	<u>70.8%</u>
<i>THE BUS NOT LEAVING THE STOP EARLY</i>	72.2%	72.2%	72.3%	70.4%	71.0%	<u>74.6%</u>	68.0%	71.2%		73.7%		71.3%	<u>79.0%</u>
<i>HOW EARLY THE BUS RUNS IN THE MORNING</i>	69.7%	68.4%	71.4%	64.1%	66.0%	74.2%	70.1%	70.2%	<u>81.4%</u>	68.9%	<u>81.4%</u>	64.9%	67.6%
<i>THE BUS NOT LEAVING THE STOP LATE</i>	63.1%	62.7%	63.6%	58.5%	61.2%	63.3%	60.1%	64.9%		64.7%		62.6%	<u>70.8%</u>
<i>HOW OFTEN THE BUS RUNS IN THE EVENING/NIGHT</i>	54.2%	50.5%	<u>59.1%</u>	45.1%	49.9%	57.5%	58.6%	52.3%	<u>71.2%</u>	49.8%	<u>71.2%</u>	48.1%	<u>55.7%</u>
<i>HOW OFTEN THE BUS RUNS ON WEEKENDS</i>	49.3%	45.6%	<u>54.3%</u>	41.0%	41.2%	52.8%	54.7%	48.4%	<u>71.5%</u>	43.6%	<u>71.5%</u>	42.3%	46.6%

Bottom 2 Box Summary

OVERALL SATISFACTION AND TRIP TIMES SUMMARY – BOTTOM 2 BOX SUMMARY													
	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>OVERALL SATISFACTION WITH SERVICE</i>	3.1%	3.2%	3.0%	4.7%	2.6%	1.7%	2.3%	3.2%	4.3%	3.9%	4.3%	2.1%	2.7%
<i>HOW LONG MY BUS TRIP TAKES</i>	6.6%	7.0%	6.1%	7.8%	7.6%	6.0%	6.5%	6.3%	5.2%	8.7%	5.2%	6.0%	5.1%
<i>THE NUMBER OF STOPS MY BUS MAKES</i>	7.0%	7.1%	6.8%	7.5%	7.3%	5.1%	5.5%	8.0%	9.5%	8.6%	9.5%	6.2%	4.7%

PERSONAL SAFETY ON ROUTE/RAPID RIDE B LINE – BOTTOM 2 BOX SCORE

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS AT NIGHT</i>	8.5%	9.3%	7.6%	10.6%	9.3%	9.4%	8.8%	9.8%	6.6%	9.5%	6.6%	7.0%	5.3%
<i>BEHAVIOR OF OTHER PEOPLE AT THE WAITING AREA</i>	4.1%	<u>4.7%</u>	3.3%	5.6%	3.7%	3.2%	3.6%	5.4%	3.2%	5.0%	3.2%	4.3%	2.6%
<i>BEHAVIOR OF OTHER PASSENGERS ON THE BUS</i>	3.1%	<u>3.9%</u>	2.0%	3.9%	3.0%	2.2%	2.1%	<u>5.3%</u>	1.5%	<u>5.5%</u>	1.5%	2.4%	1.5%
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS DURING THE DAY</i>	2.2%	2.2%	2.1%	1.5%	2.2%	2.5%	3.1%	2.6%	1.9%	3.3%	1.9%	1.3%	1.0%
<i>PERSONAL SAFETY WHILE ON THE BUS</i>	1.8%	2.1%	1.4%	1.4%	1.7%	2.2%	1.4%	2.9%	1.5%	2.4%	1.5%	1.5%	1.0%

WAITING AREA WHERE YOU BOARDED THE BUS FOR THIS TRIP – BOTTOM 2 BOX SCORE

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>PROTECTION FROM THE WEATHER</i>	27.2%	23.9%	<u>31.6%</u>	30.6%	<u>37.8%</u>	23.5%	<u>31.2%</u>	20.2%	<u>26.9%</u>	23.6%	26.9%	21.4%	<u>30.6%</u>
<i>HAVING INFORMATION AVAILABLE ABOUT RAPIDRIDE B LINES AND CONNECTIONS</i>	20.0%	20.6%	19.2%	23.6%	25.3%	19.6%	22.2%	<u>19.3%</u>	14.4%	18.5%	14.4%	<u>21.7%</u>	14.1%
<i>BEING ABLE TO SIT DOWN WHILE WAITING</i>	15.7%	14.9%	16.8%	20.8%	22.0%	10.8%	<u>15.2%</u>	14.7%	17.3%	14.1%	17.3%	13.8%	11.9%
<i>AMOUNT OF LIGHTING</i>	13.0%	11.7%	<u>14.8%</u>	15.2%	18.0%	10.7%	<u>17.3%</u>	9.8%	9.9%	11.1%	9.9%	11.6%	14.0%
<i>CONVENIENCE OF THE STOP TO MY HOME OR WHERE I WAS COMING FROM</i>	8.7%	7.5%	<u>10.2%</u>	8.5%	9.2%	8.0%	10.3%	7.7%	<u>12.6%</u>	6.2%	<u>12.6%</u>	7.2%	8.5%
<i>CLEANLINESS OF WAITING AREAS</i>	8.4%	8.2%	8.7%	12.9%	13.2%	6.6%	8.2%	5.8%	5.5%	8.0%	5.5%	7.4%	7.8%
<i>BE ABLE TO SEE AN ONCOMING BUS</i>	4.5%	4.2%	4.8%	4.1%	4.6%	4.0%	6.1%	4.8%	4.4%	3.9%	4.4%	4.4%	3.9%
<i>INFORMATION PROVIDED ON THE ELECTRONIC REAL TIME INFORMATION SIGN (AT SOME LOCATIONS)</i>	9.7%		9.7%						9.7%		9.7%		

THINGS ABOUT THE BUSES FOR THIS TRIP – BOTTOM 2 BOX SCORE													
	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>SMOOTHNESS OF THE RIDE</i>	6.2%	6.1%	6.3%	8.2%	9.3%	5.3%	8.0%	5.6%	2.8%	5.4%	2.8%	6.0%	4.6%
<i>HAVING THE BUS FREE OF GRAFFITI</i>	2.9%	3.5%	2.2%	4.1%	3.3%	2.7%	3.6%	3.0%		4.2%		3.1%	2.0%
<i>CLEANLINESS OF THE BUS INTERIOR</i>	2.7%	3.2%	2.0%	2.9%	2.6%	2.4%	2.9%	3.2%	0.4%	3.5%	0.4%	4.2%	2.3%
<i>ENOUGH BARS/STRAPS TO HANG ONTO WHILE STANDING</i>	2.8%	3.2%	2.1%	3.1%	2.3%	3.5%	3.4%	3.8%	0.4%	3.2%	0.4%	2.5%	2.5%
<i>BEING ABLE TO GET A SEAT</i>	2.5%	3.1%	1.6%	2.2%	1.7%	0.6%	2.9%	4.4%	1.0%	5.6%	1.0%	2.4%	0.7%
<i>BIKE RACK CAPACITY</i>	3.0%	3.4%	2.5%	3.3%	3.9%	2.9%	2.8%	2.5%	1.3%	5.0%	1.3%	3.5%	1.9%
<i>WIDE ENOUGH DOORS AND AISLES FOR LOADING AND UNLOADING</i>	2.0%	2.6%	1.2%	2.8%	2.3%	3.0%	1.6%	2.9%		2.4%		2.0%	0.8%
<i>AMOUNT OF LIGHTING INSIDE THE BUS</i>	1.6%	1.7%	1.6%	1.0%	2.4%	1.3%	1.1%	1.5%	2.3%	2.5%	2.3%	2.0%	0.5%
<i>HAVING FREE WI-FI</i>	4.4%		4.4%						4.4%		4.4%		
<i>HAVING THREE DOORS FOR LOADING AND UNLOADING</i>	1.1%		1.1%						1.1%		1.1%		

IF YOU MAKE A TRANSFER ON THIS ROUTE, PLEASE RATE THE ITEMS IN THE BOX BELOW – BOTTOM 2 BOX SCORE

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>HOW OFTEN THE BUS RUNS IN THE EVENING/NIGHT</i>	20.6%	<u>24.1%</u>	16.2%	32.9%	25.4%	<u>18.6%</u>	10.9%	<u>18.7%</u>	8.9%	<u>22.1%</u>	8.9%	<u>28.9%</u>	20.1%
<i>WAITING TIME BETWEEN TRANSFERS</i>	18.1%	18.5%	17.4%	20.1%	19.8%	19.7%	21.1%	<u>16.4%</u>	10.4%	<u>16.6%</u>	10.4%	19.9%	18.5%
<i>THE BUS COMING ON TIME WHEN TRANSFERRING</i>	15.8%	15.5%	16.2%	19.5%	17.7%	16.0%	21.1%	10.5%	9.0%	13.4%	9.0%	18.4%	16.9%
<i>THE WAY BUSES ARE SCHEDULED TO MAKE TRANSFER CONNECTIONS</i>	15.8%	15.7%	15.9%	20.2%	18.0%	12.9%	17.5%	14.5%	10.5%	13.9%	10.5%	17.0%	17.7%
<i>TRANSFER INFORMATION AT THE WAITING AREA</i>	14.3%	15.3%	13.0%	13.5%	15.2%	17.8%	14.8%	12.1%	11.1%	<u>18.4%</u>	11.1%	14.7%	10.7%
<i>THE NUMBER OF TRANSFERS I MAKE</i>	10.3%	9.5%	11.4%	8.3%	11.6%	11.2%	9.4%	9.5%	11.3%	8.8%	11.3%	9.8%	13.6%
<i>HELPFULNESS OF DRIVERS IN ENSURING TRANSFER CONNECTIONS</i>	7.1%	7.2%	7.0%	5.5%	6.4%	7.5%	11.1%	4.4%	3.4%	<u>8.8%</u>	3.4%	9.5%	7.0%

FREQUENCY AND RELIABILITY OF BUSES ON THE ROUTE – BOTTOM 2 BOX SCORE

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>HOW OFTEN THE BUS RUNS ON WEEKENDS</i>	24.5%	<u>28.0%</u>	19.7%	36.9%	30.6%	20.2%	19.0%	<u>24.1%</u>	6.7%	<u>28.2%</u>	6.7%	30.9%	24.7%
<i>HOW OFTEN THE BUS RUNS IN THE EVENING/NIGHT</i>	20.8%	<u>24.0%</u>	16.7%	31.2%	25.3%	17.9%	14.6%	<u>19.8%</u>	9.0%	<u>24.9%</u>	9.0%	<u>25.7%</u>	18.2%
<i>THE BUS NOT LEAVING THE STOP LATE</i>	14.3%	14.7%	13.5%	<u>19.5%</u>	13.9%	14.6%	16.4%	13.9%		13.9%		11.4%	9.5%
<i>HOW OFTEN THE BUS RUNS DURING PEAK HOURS</i>	10.8%	<u>12.7%</u>	8.3%	17.6%	13.5%	7.1%	7.6%	<u>11.9%</u>	4.1%	<u>12.6%</u>	4.1%	<u>14.1%</u>	8.4%
<i>THE BUS GETTING ME WHERE I'M GOING ON TIME</i>	9.3%	9.5%	9.0%	<u>13.6%</u>	9.0%	8.4%	<u>14.5%</u>	6.8%	5.8%	8.5%	5.8%	9.8%	6.4%
<i>HOW OFTEN THE BUS RUNS DURING MIDDAY HOURS</i>	8.7%	<u>10.2%</u>	6.8%	9.9%	10.1%	9.0%	5.6%	<u>10.0%</u>	4.0%	<u>10.2%</u>	4.0%	12.0%	8.3%
<i>HOW EARLY THE BUS RUNS IN THE MORNING</i>	9.3%	<u>10.3%</u>	8.0%	15.6%	11.0%	7.7%	6.9%	<u>8.1%</u>	4.3%	<u>8.6%</u>	4.3%	11.4%	9.9%
<i>THE BUS NOT LEAVING THE STOP EARLY</i>	9.1%	9.3%	8.9%	10.7%	10.3%	8.7%	10.7%	9.7%		10.5%		6.6%	4.8%

Means Summary

OVERALL SATISFACTION AND TRIP TIMES SUMMARY – SUMMARY OF MEAN SCORES													
	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>OVERALL SATISFACTION WITH SERVICE</i>	4.10	4.09	4.12	4.00	4.03	4.10	4.12	4.15	4.22	4.10	<u>4.22</u>	4.11	4.10
<i>HOW LONG MY BUS TRIP TAKES</i>	3.99	3.97	4.00	3.90	3.85	4.03	3.93	4.04	<u>4.19</u>	3.95	<u>4.19</u>	3.94	4.04
<i>THE NUMBER OF STOPS MY BUS MAKES</i>	3.89	3.88	3.90	3.84	3.83	3.92	3.85	3.93	3.96	3.82	<u>3.96</u>	3.88	3.98

PERSONAL SAFETY ON ROUTE/RAPID RIDE B LINE – SUMMARY OF MEAN SCORES

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>PERSONAL SAFETY WHILE ON THE BUS</i>	4.45	4.44	4.47	4.43	4.42	4.41	4.47	4.42	<u>4.53</u>	4.42	<u>4.53</u>	4.52	4.47
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS DURING THE DAY</i>	4.36	4.37	4.35	4.39	4.33	4.32	4.31	4.37	4.39	4.32	4.39	4.45	4.38
<i>BEHAVIOR OF OTHER PASSENGERS ON THE BUS</i>	4.20	4.17	<u>4.25</u>	4.20	4.18	4.20	4.20	4.09	<u>4.32</u>	4.11	<u>4.32</u>	4.26	4.28
<i>BEHAVIOR OF OTHER PEOPLE AT THE WAITING AREA</i>	4.09	4.07	4.11	4.04	4.06	4.11	4.06	4.04	<u>4.18</u>	4.07	<u>4.18</u>	4.11	4.13
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS AT NIGHT</i>	3.96	3.95	3.97	3.91	3.92	3.93	3.86	3.99	4.04	3.86	<u>4.04</u>	4.06	4.06

WAITING AREA WHERE YOU BOARDED THE BUS FOR THIS TRIP – SUMMARY OF MEAN SCORES

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>BEING ABLE TO SEE AN ONCOMING BUS</i>	4.19	4.20	4.18	4.17	4.16	<u>4.22</u>	4.10	4.26	4.27	4.18	4.27	4.18	4.19
<i>CONVENIENCE OF THE STOP TO MY HOME OR WHERE I WAS COMING FROM</i>	4.10	<u>4.17</u>	4.00	<u>4.20</u>	4.03	4.12	4.03	<u>4.19</u>	3.89	<u>4.18</u>	3.89	4.18	4.06
<i>INFORMATION PROVIDED ON THE ELECTRONIC REAL TIME INFORMATION SIGN (AT SOME LOCATIONS)</i>	4.03		4.03						4.03		4.03		
<i>CLEANLINESS OF WAITING AREAS</i>	3.95	3.96	3.94	3.75	3.79	<u>4.04</u>	3.90	4.03	4.10	3.99	4.10	3.97	3.98
<i>AMOUNT OF LIGHTING</i>	3.81	3.84	3.77	3.73	3.61	<u>3.87</u>	3.60	3.90	<u>4.04</u>	3.83	<u>4.04</u>	3.87	3.83
<i>BEING ABLE TO SIT DOWN WHILE WAITING</i>	3.79	<u>3.84</u>	3.73	3.65	3.55	3.93	3.81	<u>3.82</u>	3.64	<u>3.85</u>	3.64	3.95	3.96
<i>HAVING INFORMATION AVAILABLE ABOUT RAPIDRIDE A LINES AND CONNECTIONS</i>	3.62	3.62	3.63	3.53	3.49	3.61	3.54	3.69	3.77	3.67	3.77	3.60	3.74
<i>PROTECTION FROM THE WEATHER</i>	3.38	<u>3.46</u>	3.26	<u>3.29</u>	3.04	<u>3.41</u>	3.23	<u>3.64</u>	3.41	3.43	3.41	3.54	3.38

THINGS ABOUT THE BUSES FOR THIS TRIP – SUMMARY OF MEAN SCORES

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>HAVING THREE DOORS FOR LOADING AND UNLOADING</i>	4.61		4.61						4.61		4.61		
<i>AMOUNT OF LIGHTING INSIDE THE BUS</i>	4.41	4.40	4.43	4.37	4.33	4.44	4.42	4.37	<u>4.51</u>	4.40	<u>4.51</u>	4.41	4.48
<i>BEING ABLE TO GET A SEAT</i>	4.39	4.34	<u>4.45</u>	4.41	4.42	4.46	4.37	4.24	<u>4.49</u>	4.17	<u>4.49</u>	4.45	<u>4.55</u>
<i>WIDE ENOUGH DOORS AND AISLES FOR LOADING AND UNLOADING</i>	4.35	4.32	<u>4.39</u>	4.30	4.31	4.36	4.30	4.27	<u>4.57</u>	4.33	<u>4.57</u>	4.37	4.37
<i>HAVING FREE WI-FI</i>	4.34		4.34						4.34		4.34		
<i>ENOUGH BARS/STRAPS TO HANG ONTO WHILE STANDING</i>	4.32	4.29	<u>4.36</u>	4.29	4.30	4.31	4.24	4.24	<u>4.56</u>	4.29	<u>4.56</u>	4.34	4.35
<i>HAVING THE BUS FREE OF GRAFFITI</i>	4.32	4.28	<u>4.37</u>	4.25	4.28	4.31	4.22	4.28	<u>4.58</u>	4.25	<u>4.58</u>	4.31	4.41
<i>CLEANLINESS OF THE BUS INTERIOR</i>	4.30	4.26	<u>4.34</u>	4.22	4.24	<u>4.33</u>	4.20	4.24	<u>4.57</u>	4.29	<u>4.57</u>	4.24	<u>4.36</u>
<i>BIKE RACK CAPACITY</i>	4.09	4.08	4.10	3.98	4.01	4.17	4.06	4.09	<u>4.22</u>	4.08	4.22	4.09	4.12
<i>SMOOTHNESS OF THE RIDE</i>	4.03	4.00	<u>4.07</u>	3.87	3.91	<u>4.09</u>	3.94	4.05	<u>4.33</u>	4.05	<u>4.33</u>	3.96	<u>4.11</u>

IF YOU MAKE A TRANSFER ON THIS ROUTE, PLEASE RATE THE ITEMS IN THE BOX BELOW – SUMMARY OF MEAN SCORES

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>HELPFULNESS OF DRIVERS IN ENSURING TRANSFER CONNECTIONS</i>	3.99	3.97	4.02	3.93	3.95	3.96	3.92	4.04	<u>4.23</u>	3.99	<u>4.23</u>	3.91	3.96
<i>THE NUMBER OF TRANSFERS I MAKE</i>	3.92	3.94	3.91	3.91	3.85	3.89	3.90	3.98	4.00	3.93	4.00	3.98	3.86
<i>TRANSFER INFORMATION AT THE WAITING AREA</i>	3.71	3.67	<u>3.77</u>	3.67	3.70	3.62	3.61	3.74	3.90	3.61	<u>3.90</u>	3.69	3.87
<i>THE BUS COMING ON TIME WHEN TRANSFERRING</i>	3.67	3.65	3.69	3.49	3.59	3.67	3.49	3.82	3.98	3.70	<u>3.98</u>	3.56	3.73
<i>THE WAY BUSES ARE SCHEDULED TO MAKE TRANSFER CONNECTIONS</i>	3.66	3.65	3.67	3.48	3.53	3.70	3.61	3.76	<u>3.95</u>	3.73	<u>3.95</u>	3.58	3.60
<i>WAITING TIME BETWEEN TRANSFERS</i>	3.54	3.50	3.58	3.42	3.43	3.52	3.40	3.63	<u>3.93</u>	3.54	<u>3.93</u>	3.41	3.55
<i>HOW OFTEN THE BUS RUNS IN THE EVENING/NIGHT</i>	3.53	3.44	<u>3.66</u>	3.14	<u>3.36</u>	3.58	3.68	3.60	<u>4.03</u>	3.51	<u>4.03</u>	3.32	<u>3.54</u>

FREQUENCY AND RELIABILITY OF BUSES ON THE ROUTE – SUMMARY OF MEAN SCORES

	Total	Total		Route 234		Route 245		Route 230E / B Line		Route 253 / B Line		Route 230W / Route 235	
		Sept	Nov	Sept	Nov	Sept	Nov	230 E	B Line	253	B Line	230 W	235
<i>THE BUS GETTING ME WHERE I'M GOING ON TIME</i>	3.95	3.92	<u>3.98</u>	3.78	3.90	<u>3.97</u>	3.79	3.98	<u>4.19</u>	3.99	<u>4.19</u>	3.87	<u>4.06</u>
<i>THE BUS NOT LEAVING THE STOP EARLY</i>	3.94	3.93	3.95	3.87	3.90	3.97	3.83	3.93		3.96		3.94	<u>4.14</u>
<i>HOW OFTEN THE BUS RUNS DURING MIDDAY HOURS</i>	3.89	3.83	<u>3.97</u>	3.80	3.87	3.93	3.95	3.86	<u>4.14</u>	3.83	<u>4.14</u>	3.74	<u>3.91</u>
<i>HOW EARLY THE BUS RUNS IN THE MORNING</i>	3.89	3.85	<u>3.96</u>	3.69	3.80	3.97	3.93	3.92	<u>4.19</u>	3.87	<u>4.19</u>	3.78	3.89
<i>HOW OFTEN THE BUS RUNS DURING PEAK HOURS</i>	3.89	3.79	<u>4.01</u>	3.68	3.81	4.00	3.96	3.83	<u>4.30</u>	3.75	<u>4.30</u>	3.70	<u>3.95</u>
<i>THE BUS NOT LEAVING THE STOP LATE</i>	3.71	3.70	3.72	3.57	3.68	3.70	3.61	3.75		3.76		3.73	<u>3.91</u>
<i>HOW OFTEN THE BUS RUNS IN THE EVENING/NIGHT</i>	3.51	3.40	<u>3.65</u>	3.21	3.38	3.58	3.66	3.52	<u>3.94</u>	3.36	<u>3.94</u>	3.36	<u>3.59</u>
<i>HOW OFTEN THE BUS RUNS ON WEEKENDS</i>	3.38	3.27	<u>3.52</u>	3.08	3.19	3.47	3.55	3.39	<u>3.95</u>	3.23	<u>3.95</u>	3.18	3.33

Route 234 Rider Report Card

Instructions

Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. A “5” means you are “very satisfied,” a “4” means you are “satisfied,” a “3” means you have no opinion one way or the other, a “2” means you are “dissatisfied” and a “1” means you are “very dissatisfied.” Circle “NA” if the item does not apply to you. Remember to rate this route you are riding, not other routes or Metro Transit in general. THANK YOU!

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
1. Trip Time on Route 234						
▼ How long my bus trip takes	5	4	3	2	1	NA
▼ The number of stops my bus makes	5	4	3	2	1	NA
2. Personal Safety on Route 234						
▼ Personal safety while on the bus	5	4	3	2	1	NA
▼ Behavior of other passengers on the bus	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus during the day	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus at night	5	4	3	2	1	NA
▼ Behavior of other people at the waiting area	5	4	3	2	1	NA
3. Waiting Area/Bus Stop Where You Boarded Route 234 for This Trip						
▼ Being able to sit down while waiting	5	4	3	2	1	NA
▼ Cleanliness of waiting area	5	4	3	2	1	NA
▼ Amount of lighting	5	4	3	2	1	NA
▼ Protection from the weather	5	4	3	2	1	NA
▼ Having information available about routes and connections	5	4	3	2	1	NA
▼ Convenience of the bus stop to my home or where I was coming from	5	4	3	2	1	NA
▼ Be able to see an oncoming bus	5	4	3	2	1	NA
4. Things About Buses on Route 234						
▼ Being able to get a seat	5	4	3	2	1	NA
▼ Amount of lighting inside the bus	5	4	3	2	1	NA
▼ Cleanliness of the bus interior	5	4	3	2	1	NA
▼ Having the bus free of graffiti	5	4	3	2	1	NA
▼ Smoothness of the ride	5	4	3	2	1	NA
▼ Enough bike rack capacity	5	4	3	2	1	NA
▼ Wide enough doors and aisles for loading and unloading	5	4	3	2	1	NA
▼ Enough bars/straps to hang onto while standing	5	4	3	2	1	NA

If you make a transfer on this route, please rate the items in the box below. If you do NOT make a transfer, go on to Question 6 below the box.

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
5. Ease of Transferring to or from the 234						
▼ The number of transfers I make	5	4	3	2	1	NA
▼ How often the bus runs in the evening/night	5	4	3	2	1	NA
▼ The way buses are scheduled to make transfer connections	5	4	3	2	1	NA
▼ Waiting time between transfers	5	4	3	2	1	NA
▼ Helpfulness of drivers in ensuring transfer connections	5	4	3	2	1	NA
▼ The bus coming on time when transferring	5	4	3	2	1	NA
▼ Transfer information at the waiting area	5	4	3	2	1	NA

Now go on to Question 6 below.

Please rate the items below when using the 234.

6. Frequency and Reliability of Buses on Route 234						
▼ The bus not leaving the stop early	5	4	3	2	1	NA
▼ The bus not leaving the stop late	5	4	3	2	1	NA
▼ The bus getting me where I'm going on time	5	4	3	2	1	NA
▼ How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs during midday hours (9 a.m. to 3 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs in the evening/night	5	4	3	2	1	NA
▼ How often the bus runs on weekends	5	4	3	2	1	NA
▼ How early the bus runs in the morning	5	4	3	2	1	NA
7. Overall Satisfaction with Route 234						
▼ Overall how satisfied are you with Route 234?	5	4	3	2	1	NA
8. How many rides have you taken on Route 234 in the last 30 days? (Count a roundtrip as 2 rides)						
_____ rides						
8a. What is the purpose of the trip you take most often on Route 234?						
<input type="checkbox"/> ₁ To/from work		<input type="checkbox"/> ₄ Fun/recreation/social				
<input type="checkbox"/> ₂ To/from school		<input type="checkbox"/> ₅ Appointments				
<input type="checkbox"/> ₃ Shopping/errands		<input type="checkbox"/> ₆ Other				
9. When do you usually ride Route 234? Please check all that apply.						
<input type="checkbox"/> ₁ Weekdays—before 6 a.m.		<input type="checkbox"/> ₅ Weekdays 6-9 p.m.				
<input type="checkbox"/> ₂ Weekdays—AM peak (6-9 a.m.)		<input type="checkbox"/> ₆ Weekdays later than 9 p.m.				
<input type="checkbox"/> ₃ Weekdays—PM peak (3-6 p.m.)		<input type="checkbox"/> ₇ Weekends				
<input type="checkbox"/> ₄ Weekdays 9 a.m. to 3 p.m.						

10. Did you transfer TO Route 234 from another bus on this trip today?
₁ Yes — Which route? _____
₂ No

11. Will you transfer FROM Route 234 to another bus to reach your destination on this trip today?
₁ Yes — Which route? _____
₂ No ₃ Not sure

12. Are you? ₁ Male ₂ Female

13. How old are you? _____ years

14. How long have you been a Metro rider?
₁ Less than 6 months
₂ 6-12 months
₃ More than a year but less than 5 years
₄ 5 years or more

15. How do you currently pay your fare?
₁ Cash
₂ Tickets
₂ ORCA card —what product(s) do you have on your ORCA card?
₃ Pass
₄ E-purse/money on the card
₅ Both a pass and an e-purse
₆ Other _____

16. Finally, what ONE THING would you recommend to improve this route?

THANK YOU VERY MUCH FOR YOUR HELP.

Route 234

RiderReport Card

Please complete the questionnaire to let Metro Transit know how they are doing and how they can improve service on this route.

Return your completed questionnaire to the survey worker.

IF YOU HAVE ALREADY COMPLETED A QUESTIONNAIRE, PLEASE RETURN THIS TO THE SURVEY WORKER.

Thank you very much for your help.



Rapid Ride Report Card

Instructions

Please circle a number for each item to show how satisfied or dissatisfied you are with the RapidRide B Line. A “5” means you are “very satisfied,” a “4” means you are “satisfied,” a “3” means you are “neutral,” you have no opinion one way or the other, a “2” means you are “dissatisfied” and a “1” means you are “very dissatisfied.” Circle “NA” if the item does not apply to you. Remember to rate the RapidRide B Line, not other routes or Metro Transit in general. THANK YOU!

very satisfied satisfied neutral dissatisfied very dissatisfied not applicable

1. Trip Time on the RapidRide B Line

▼ How long my bus trip takes	5	4	3	2	1	NA
▼ The number of stops my bus makes	5	4	3	2	1	NA

2. Personal Safety on the RapidRide B Line

▼ Personal safety while on the bus	5	4	3	2	1	NA
▼ Behavior of other passengers on the bus	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus during the day	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus at night	5	4	3	2	1	NA
▼ Behavior of other people at the waiting area	5	4	3	2	1	NA

3. Waiting Area/Bus Stop Where You Boarded the RapidRide B Line for This Trip

▼ Being able to sit down while waiting	5	4	3	2	1	NA
▼ Cleanliness of waiting area	5	4	3	2	1	NA
▼ Amount of lighting	5	4	3	2	1	NA
▼ Protection from the weather	5	4	3	2	1	NA
▼ Having information available about routes and connections	5	4	3	2	1	NA
▼ Convenience of the bus stop to my home or where I was coming from	5	4	3	2	1	NA
▼ Being able to see an oncoming bus	5	4	3	2	1	NA
▼ Information provided on the electronic real time information sign (at some locations)	5	4	3	2	1	NA

4. Things About Buses on the RapidRide B Line

▼ Being able to get a seat	5	4	3	2	1	NA
▼ Amount of lighting inside the bus	5	4	3	2	1	NA
▼ Cleanliness of the bus interior	5	4	3	2	1	NA
▼ Having the bus free of graffiti	5	4	3	2	1	NA
▼ Smoothness of the ride	5	4	3	2	1	NA
▼ Bike rack capacity	5	4	3	2	1	NA
▼ Wide enough doors and aisles for loading and unloading	5	4	3	2	1	NA
▼ Enough bars/straps to hang onto while standing	5	4	3	2	1	NA
▼ Having three doors for loading and unloading	5	4	3	2	1	NA
▼ Having free Wi-Fi	5	4	3	2	1	NA

If you make a transfer on this route, please rate the items in the box below. If you do NOT make a transfer, go on to Question 6 below the box.

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
5. Ease of Transferring to or from the RapidRide B Line						
▼ The number of transfers I make	5	4	3	2	1	NA
▼ How often the bus runs in the evening/night	5	4	3	2	1	NA
▼ The way buses are scheduled to make transfer connections	5	4	3	2	1	NA
▼ Waiting time between transfers	5	4	3	2	1	NA
▼ Helpfulness of drivers in ensuring transfer connections	5	4	3	2	1	NA
▼ The bus coming on time when transferring	5	4	3	2	1	NA
▼ Transfer information at the waiting area	5	4	3	2	1	NA

Now go on to Question 6 below.

Please rate the items below when using the RapidRide B Line.

6. Frequency and Reliability of Buses on the RapidRide B Line

▼ The bus getting me where I’m going on time	5	4	3	2	1	NA
▼ How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs during midday hours (9 a.m. to 3 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs in the evening/night	5	4	3	2	1	NA
▼ How often the bus runs on weekends	5	4	3	2	1	NA
▼ How early the bus runs in the morning	5	4	3	2	1	NA

7. Overall Satisfaction with the RapidRide B Line

▼ Overall how satisfied are you with the RapidRide B Line?	5	4	3	2	1	NA
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8. How many rides have you taken on the RapidRide B Line in the last 30 days? (Count a roundtrip as 2 rides)

_____ rides

8a. What is the purpose of the trip you take most often on the RapidRide B Line?

- ₁ To/from work
- ₂ To/from school
- ₃ Shopping/errands
- ₄ Fun/recreation/social
- ₅ Appointments
- ₆ Other

9. When do you usually ride the RapidRide B Line? Please check all that apply.

- ₁ Weekdays—before 6 a.m.
- ₂ Weekdays—AM peak (6-9 a.m.)
- ₃ Weekdays—PM peak (3-6 p.m.)
- ₄ Weekdays 9 a.m. to 3 p.m.
- ₅ Weekdays 6-9 p.m.
- ₆ Weekdays later than 9 p.m.
- ₇ Weekends

10. How did you make this same trip before the RapidRide B Line was implemented?

- ₁ Took the bus ₅ Bicycled
- ₂ Drove alone ₆ Dropped off
- ₃ Carpooled/vanpooled ₇ Did not make this trip
- ₄ Walked

11. If you previously took the bus, how does the RapidRide B Line compare?

- ₁ Better ₂ About the same
- ₃ Not as good — Why? _____

12. Did you transfer **TO** the RapidRide B Line from another bus on this trip today?

- ₁ Yes — Which route? _____
- ₂ No

13. Will you transfer **FROM** the RapidRide B Line to another bus to reach your destination on this trip today?

- ₁ Yes — Which route? _____
- ₂ No
- ₃ Not sure

14. How often do you use the free Wi-Fi provided on this RapidRide bus?

- ₁ Every time I ride this bus
- ₂ About 1-2 times a week
- ₃ About 1-2 times a month
- ₄ Never
- ₅ Other _____

15. How do you currently pay your fare?

- ₁ Cash
- ₂ Tickets
- ₂ ORCA card — what product(s) do you have on your ORCA card?
 - ₃ Pass
 - ₄ E-purse/money on the card
 - ₅ Both a pass and an e-purse
- ₆ Other _____

Have you used the ORCA reader that is located **off the bus** at the RapidRide **station**? (at some locations)

- ₁ Yes
- ₂ No

16. On the RapidRide B Line, have you ever been requested to show your proof of payment by a fare enforcement officer?

- ₁ Yes
- ₂ No
- ₃ Don't know
- ₄ Not applicable

17. If yes, are the number of inspections by the fare enforcement officers...

- ₁ Appropriate
- ₂ Should be more frequent
- ₃ Should be less frequent

18. Are you? ₁ Male ₂ Female

19. How old are you? _____ years

20. How long have you been a Metro rider?

- ₁ Less than 6 months
- ₂ 6-12 months
- ₃ More than a year but less than 5 years
- ₄ 5 years or more

21. Finally, what ONE THING would you recommend to improve **this route**?

RapidRide B Line

Rider Report Card

Please complete the questionnaire to let Metro Transit know how they are doing and how they can improve service on this route.

Return your completed questionnaire to the survey worker.

IF YOU HAVE ALREADY COMPLETED A QUESTIONNAIRE, PLEASE RETURN THIS TO THE SURVEY WORKER.

Thank you very much for your help.



We'll Get You There