



# King County Metro Transit

Post-September 2012 Service Change Rider Survey  
Three Area (Northwest Seattle, Southwest Seattle,  
Southwest King County) Final Report  
August 2013

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## Table of Contents

### Contents

- Table of Contents ..... 3
  - Contents ..... 3
  - List of Figures ..... 4
  - List of Tables ..... 4
- Project Overview ..... 5
  - Background and Objectives ..... 5
  - Methodology ..... 5
- Summary of Key Findings ..... 7
- Rider Profiles ..... 9
- Areas ..... 12
  - Overall Satisfaction ..... 12
  - Satisfaction with Travel Time ..... 14
  - Satisfaction with Personal Safety ..... 15
  - Satisfaction with Waiting Area / Bus Stop Where Boarded ..... 17
  - Satisfaction with Things about the Bus ..... 20
  - Satisfaction with Frequency and Reliability ..... 23
  - Satisfaction with Ease of Transferring ..... 26
- Appendix: Details Routes 131, 132, 166 ..... 30
- Appendix: Questionnaires ..... 36
  - RapidRide Questionnaire ..... 36
  - All Other Routes ..... 38

**List of Figures**

Figure 1: Overall Satisfaction..... 7

Figure 2: Overall Satisfaction with Service ..... 12

Figure 3: Perceptions of Current Route Compared to Previous Route Used ..... 13

Figure 4: Satisfaction with Travel Time ..... 14

Figure 5: Satisfaction with Personal Safety ..... 15

Figure 6: Satisfaction with Waiting Area / Bus Stop Where Boarded ..... 17

Figure 7: Satisfaction with Things about the Bus ..... 20

Figure 8: Satisfaction with Frequency and Reliability ..... 23

Figure 9: Percent of Riders who Transfer ..... 26

Figure 10: Satisfaction with Ease of Transferring..... 27

**List of Tables**

Table 1: Rider Demographics..... 9

Table 2: Travel Characteristics..... 10

Table 3: Fare Payment..... 11

Table 4: Rider Demographics-Routes 131, 132, 166 ..... 30

Table 5: Travel Characteristics-Routes 131, 132, 166 ..... 31

Table 6: Fare Payment-Routes 131, 132, 166..... 31

Table 7: Satisfaction-Routes 131, 132, 166 ..... 32

## Project Overview

### Background and Objectives

Every fall King County Metro makes changes to routes to improve operating efficiencies on routes. In some instances, routes are replaced while in others service on the same route is modified. In fall 2012, the following major changes to service were implemented. To assess the impact of the changes on the customer experience, Metro routinely conducts on-board surveys before and after these changes to service. The purpose of these surveys is to obtain feedback about the service and any difficulties riders have with it, as well as to assess levels of satisfaction and gain insights on customer benefits or impacts as a result of changes to service.

Surveys were conducted on routes representing three major areas served by Metro:

Area	Routes	
<b>Northwest Seattle</b>	<ul style="list-style-type: none"> <li>• RapidRide D Line</li> <li>• 5</li> <li>• 15X</li> <li>• 28x/28</li> </ul>	<ul style="list-style-type: none"> <li>• 29</li> <li>• 31/32</li> <li>• 40 85<sup>th</sup> to downtown</li> <li>• 40 85<sup>th</sup> to Northgate</li> </ul>
<b>Southwest Seattle</b>	<ul style="list-style-type: none"> <li>• RapidRide C Line</li> <li>• 21</li> <li>• 22</li> <li>• 50</li> <li>• 55</li> </ul>	<ul style="list-style-type: none"> <li>• 60</li> <li>• 116/118/119</li> <li>• 120</li> <li>• 125</li> <li>• 128</li> </ul>
<b>Southwest King County</b>	<ul style="list-style-type: none"> <li>• 123</li> <li>• 124</li> <li>• 131</li> </ul>	<ul style="list-style-type: none"> <li>• 132</li> <li>• 156</li> <li>• 166</li> </ul>

Key objectives of the research are to:

- Measure on rider satisfaction with travel time, frequency and reliability of service, safety, experiences while waiting and on the bus, and ease of transferring.
- Identify issues / concerns with service and recommendations for improvements.

### Methodology

On-board surveys are the most efficient means to reach riders on specific routes.

One interviewer was scheduled to distribute surveys on a sample of trips for each route. Northwest Research Group partnered with Consumer Opinion Services for on-board survey personnel, ensuring that interviewers had general experience with market research as well as specific experience with on-board or similar intercept interviews. As the budget limited the number of interviewing hours, Metro staff also distributed surveys on some trips. In addition to the interviewing staff, Northwest Research Group and Consumer Opinion Services provided supervisory and management personnel support for quality assurance purposes.

Data collection occurred over 3.5 weeks beginning March 27, 2013 and ending April 16, 2013. The survey was conducted weekdays only with the majority of hours scheduled Tuesday through Thursday when ridership is highest. On the RapidRide lines and Route 40, interviewers were on-board between 6:00 and 10:00 a.m. and 3:00

and 7:00 p.m. On the remaining routes, interviewers were on-board between 6:00 a.m. and 2:00 p.m. Trips were scheduled so that interviewers started a shift with pre-specified round trip schedules.

Efforts were made to distribute surveys to all riders as they boarded the bus. With the elimination of the Downtown Seattle Ride Free Area in fall 2012, all passengers pay as they board through the front door, making it easier to use a single interviewer. All boarding riders were approached by an interviewer and asked to complete the survey. Interviewers kept a tally of the number of riders approached and surveys distributed to obtain an estimate of response rates. The goal was to obtain a minimum of 500 completed surveys in each area.

Respondents had three options to complete: (1) printed questionnaire completed on-board and returned to the interviewer during the trip, (2) printed questionnaire returned to Metro using Business Reply Mail, (3) online. This is the first time that respondents were given the option to complete the survey online. Printed surveys were available in English and Spanish.

- Overall the majority (83%) of respondents completed the survey while on-board and 13% returned by mail and 2% of all respondents completed the survey online.
- Only a small percentage (1%) of respondents asked to complete the survey in Spanish.

Data for individual routes are weighted to reflect ridership on each route. Unweighted (n) and weighted (n) cell sizes are reported throughout the report. The data reported are based on weighted data.

A total of 6,341 usable surveys were returned as follows:

NW Seattle	Unweighted n	Weighted n <sub>w</sub>	SW Seattle	Unweighted n	Weighted n <sub>w</sub>	SW King County	Unweighted n	Weighted n <sub>w</sub>
5	259	517	21L	533	302	123	57	24
15X	37	78	22	10	22	124	418	233
28 / 28X	170	319	50	90	190	131	457	172
29	50	86	55	21	52	132	501	224
31/32	113	250	60	183	431	156	130	77
40 (85 <sup>th</sup> to downtown)	566	279	116/118/ 119	27	71	166	465	181
40 (85 <sup>th</sup> to Northgate)	500	247	120	500	724			
RapidRide D Line	525	767	125	75	155			
			128	154	362			
			RapidRide C Line	500	578			
<b>Total</b>	2,220	2,543		2,093	2,887		2,028	911

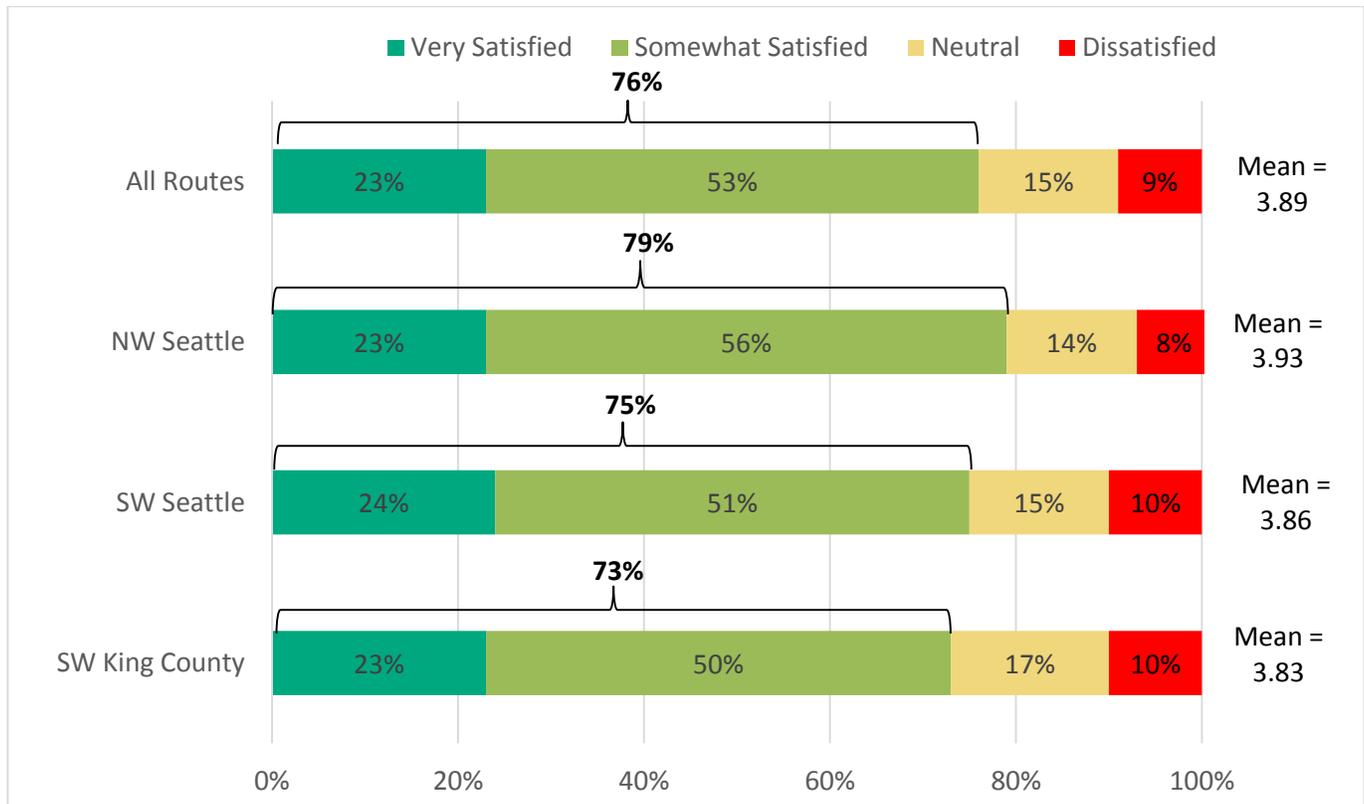
The sample sizes for each question in this report are the total number of cases asked a question. “Don’t know” and “refused” are counted as missing values unless “don’t know” is a valid or meaningful response. When testing for significant associations and/or differences between groups, unweighted sample sizes should be used. Differences that are statistically significant are outlined in the text of the report, unless otherwise noted.

## Summary of Key Findings

Three out of four riders on the selected routes are very (23%) or somewhat (53%) satisfied with the service.

- While the percentage “very satisfied” does not vary by area, the percentage “somewhat satisfied” is significantly higher among riders on the Northwest Seattle routes than on the Southwest Seattle and King County routes.

Figure 1: Overall Satisfaction



Q7 - Overall how satisfied are you with [the RapidRide / This Route]? 5 = very satisfied and 1 = very dissatisfied

Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)

All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)

Riders on these routes are most satisfied with aspects of service on the bus.

- Riders on the Southwest Seattle routes are less satisfied with this overall dimension of service due primarily to the availability of seating on the bus and on a related note whether there are enough bars and straps to hang onto.
- Riders on the Southwest Seattle and King County routes also express concerns about the amount of graffiti, which are likely to affect their feelings of safety.

While overall ratings for personal safety are high, they vary significantly by region served.

- Riders on the Southwest King County routes are most differentiated from riders on the other routes by their concerns about the behavior of other passengers both on the bus and while waiting.

- Riders in Southwest Seattle are concerned about these aspects of safety but also about their personal safety while waiting after dark.

Travel time is rated almost the same across the system; however those on the Southwest King County routes give lower ratings for the number of stops.

Riders are significantly less satisfied with aspects of service while waiting for the bus. This is a significant concern in Southwest King County, due primarily to concerns about the cleanliness of the waiting areas.

While the majority of riders are satisfied with the frequency and reliability of service, this overall dimension receives the second lowest overall rating. While the overall rating is similar, there are key differences by region served:

- Southwest King County: Frequency of peak hour service
- Southwest Seattle: Frequency of service on the weekends and buses leaving the stop early
- Northwest Seattle: Buses leaving the stop late

Ease of transferring is rated the lowest of all aspects of service. Unexpectedly, given the lower ratings overall and the fact that they are more likely to transfer, those riding routes in Southwest King County are more satisfied with ease of transferring than are those in Southwest and Northwest Seattle.

- Those riding routes in Northwest Seattle express greater concerns regarding wait times between transfers.
- Those riding routes in Southwest Seattle express greater concerns regarding frequency of evening service and the availability of transfer information at waiting areas / stops.

	All Routes (n=6,341) (n <sub>w</sub> =6,341)	NW Seattle (n=2,220) (n <sub>w</sub> =2,543) (A)	SW Seattle (n=2,093) (n <sub>w</sub> =2,887) (B)	SW King County (n=2,028) (n <sub>w</sub> =911) (C)
<b>Overall Satisfaction</b>	3.89	3.93 (BC)	3.86	3.83
<b>On the Bus</b>	3.89	3.93 (BC)	3.85	3.88 (B)
<b>Personal Safety</b>	3.79	3.88 (BC)	3.73 (C)	3.69
<b>Travel Time</b>	3.78	3.80	3.78	3.76
<b>Waiting for the Bus</b>	3.63	3.66 (BC)	3.63 (C)	3.55
<b>Frequency / Reliability</b>	3.55	3.56 (C)	3.55	3.53
<b>Ease of Transferring</b>	3.45	3.42	3.44	3.53 (AB)
Mean is based on 5-point scale where "1" means "very dissatisfied" and "5" means "very satisfied" (ABC) indicates statistically significant difference from result(s) shown in the referenced column(s)				

## Rider Profiles

In general, riders on these routes are a nearly equal mix of men and women.

- Riders on the routes in Southwest King County are significantly more likely to be men than women.

The average age of riders on these routes is 36; just over half are under the age of 35.

- While there are some differences across the three areas, these differences have limited practical implications.

Half (51%) of all riders on these routes have household incomes of \$35,000 or less; this is significantly greater than in the general King County population (26%) and may reflect the unique characteristics of frequent riders.

- Those riding the Southwest King County routes are significantly more likely than the other route groups to have household incomes of \$20,000 or less.

Riders on the Southwest King County routes and, to a lesser extent, Southwest Seattle are more likely to be non-white or Hispanic than those on the Northwest Seattle routes.

Table 1: Rider Demographics

	<b>All Routes (n=6,341) (n<sub>w</sub>=6,341)</b>	<b>NW Seattle (n=2,220) (n<sub>w</sub>=2,543) (A)</b>	<b>SW Seattle (n=2,093) (n<sub>w</sub>=2,887) (B)</b>	<b>SW King (n=2,028) (n<sub>w</sub>=911) (C)</b>
Gender				
Male	48%	47%	48%	56% (AB)
Female	52%	53% (C)	52% (C)	44%
Age				
< 25	26%	24%	27% (A)	28% (A)
25 – 34	28%	33% (BC)	25%	25%
35 – 44	18%	18%	19%	16%
45 – 54	13%	11%	15% (A)	16% (A)
55 – 64	10%	9%	10%	11%
65+	5%	5%	5%	4%
Mean	36.3	35.9	36.7	36.4
Income				
<\$20,000	30%	23%	31% (A)	46% (AB)
\$20,000 - \$35,000	21%	20%	22%	22%
\$35,000+	49%	57% (BC)	47% (C)	32%
Race / Ethnicity				
% White	69%	79% (BC)	63% (C)	58%
% Hispanic	11%	6%	13% (A)	16% (AB)

(ABC) indicates statistically significant difference from result(s) shown in the referenced column(s)

Most riders surveyed are frequent riders –averaging between 31 and 35 one-way trips per month. This is common with on-board surveys where due to the nature of scheduling, infrequent riders are often under-represented. This is also reflected in the demographics.

- Riders on the Southwest King County routes are the most frequent riders.

The majority of riders use these routes to commute to work or school. However, many indicated they take other trips as well.

While most riders ride primarily during peak hours, it is clear from the multiple responses given that they also ride during off-peak hours and on weekends. This is noteworthy for riders on the Southwest King County routes.

The majority of riders surveyed are long-term riders (riding 5 or more years). This is noteworthy among riders on the Southwest Seattle routes.

- A greater percentage of riders on the Southwest King County routes are new riders—1 year or less.

Table 2: Travel Characteristics

	All Routes (n=6,341) (n <sub>w</sub> =6,341)	NW Seattle (n=2,220) (n <sub>w</sub> =2,543) (A)	SW Seattle (n=2,093) (n <sub>w</sub> =2,887) (B)	SW King (n=2,028) (n <sub>w</sub> =911) (C)
Number of One-Way Rides in Last 30 Days				
10 or fewer	25%	25%	24%	29% (AB)
11 – 20	20%	20%	20%	19%
21 – 50	40%	42% (C)	41% (C)	34%
>50	15%	13%	16% (A)	18% (A)
Mean	32.5	30.9	33.2	34.6 (A)
Trip Purpose(s)*				
To / from work	67%	70% (C)	67% (C)	59%
To / from school	20%	18%	21% (A)	22% (A)
Shopping / errands	15%	13%	17% (A)	19% (A)
Fun / recreation	14%	13%	15%	14%
Appointments	15%	11%	16% (A)	21% (AB)
Other	7%	6%	7%	10% (AB)
Time(s) of Day Ride*				
Weekdays before 6:00 a.m.	9%	6%	9% (A)	12% (AB)
Weekdays 6:00-9:00 a.m.	63%	65% (C)	65% (C)	55%
Weekdays 9:00 a.m.-3:00 p.m.	34%	31%	34%	41% (AB)
Weekdays 3:00-6:00 p.m.	47%	51% (BC)	46% (C)	39%
Weekdays 6:00-9:00 p.m.	27%	28% (C)	26%	24%
Weekdays after 9:00 p.m.	12%	11%	13% (A)	13% (A)
Weekends	28%	25%	30% (A)	31% (A)
Length of Time Riding**				
Less than 6 months	9%	8%	9%	12% (AB)
6 – 12 months	10%	12% (B)	8%	11% (B)
1 – 5 years	26%	28% (C)	26%	24%
5 years or more	55%	53%	57% (C)	53%

\* Sums to more than 100%; multiple responses

(ABC) indicates statistically significant difference from result(s) shown in the referenced column(s)

\*\* Not asked of RapidRide C Line (Southwest Seattle) and RapidRide D Line (Northwest Seattle) riders

The majority of riders use and ORCA Card to pay their fare and most ORCA Card users have a pass on their card.

- Despite being the most frequent riders, those on the Southwest King County routes are significantly more likely to use cash or tickets to pay their fare. Those using ORCA Cards are less likely to have a pass on their card. This most likely reflects the lower incomes of riders on these routes.

Table 3: Fare Payment

	<b>All Routes (n=6,341) (n<sub>w</sub>=6,341)</b>	<b>NW Seattle (n=2,220) (n<sub>w</sub>=2,543) (A)</b>	<b>SW Seattle (n=2,093) (n<sub>w</sub>=2,887) (B)</b>	<b>SW King (n=2,028) (n<sub>w</sub>=911) (C)</b>
Fare Payment*				
ORCA Card	78%	85% (BC)	76% (C)	64%
Cash	26%	19%	28% (A)	42% (AB)
Tickets	7%	4%	7% (A)	12% (AB)
Media on ORCA Card (Users)				
Pass	61%	62% (C)	63% (C)	52%
Pass & E-Purse	10%	10%	10%	13%
E-Purse Only	28%	27%	27%	36% (AB)

\* Sums to more than 100%; multiple responses

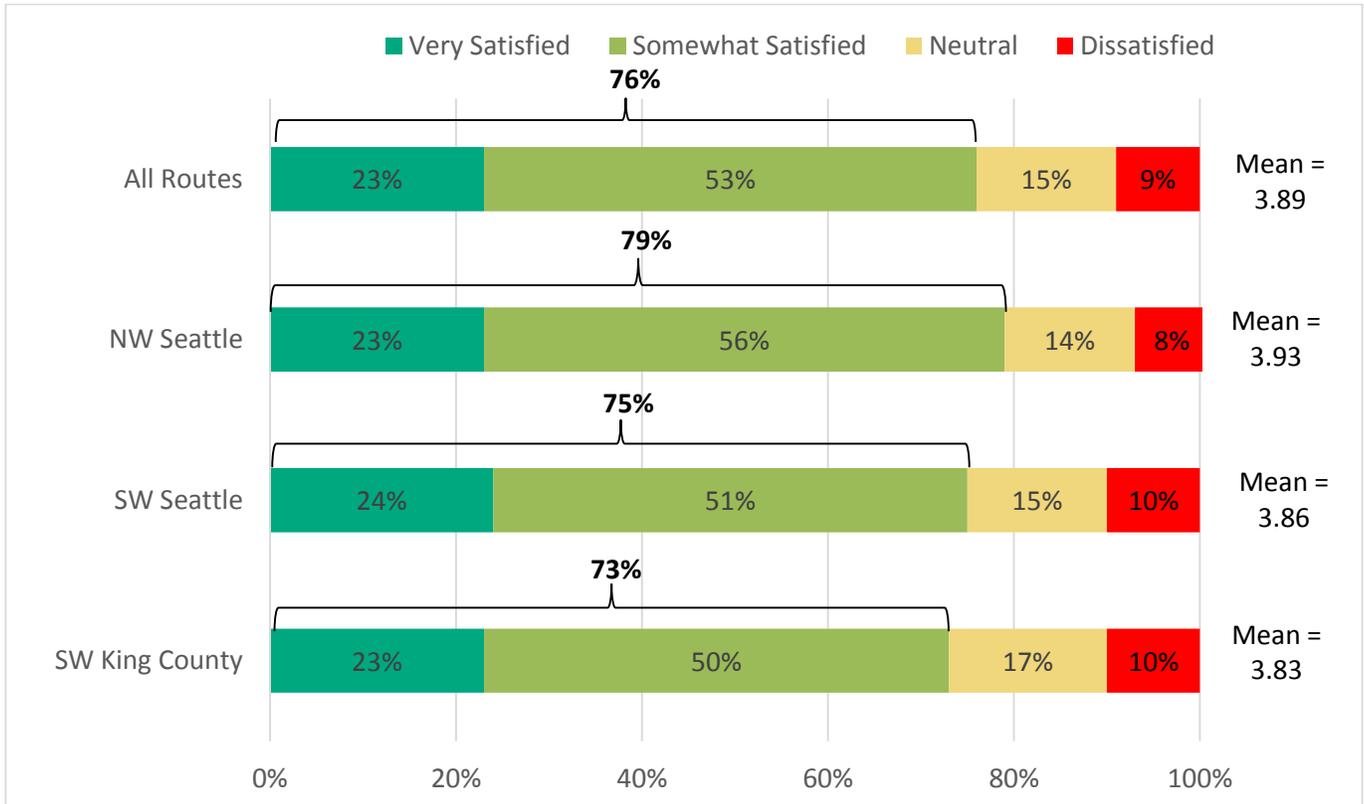
(ABC) indicates statistically significant difference from result(s) shown in the referenced column(s)

### Overall Satisfaction

While the majority of riders are satisfied overall with the service, satisfaction is significantly higher among riders on the Northwest Seattle routes than in Southwest Seattle and Southwest King County.

- This is due to a significantly higher percentage of Northwest Seattle riders saying they are somewhat satisfied with the service; the percentage very satisfied is the same across all routes.

Figure 2: Overall Satisfaction with Service



Q7 - Overall how satisfied are you with [the RapidRide / This Route]? 5 = very satisfied and 1 = very dissatisfied

Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)

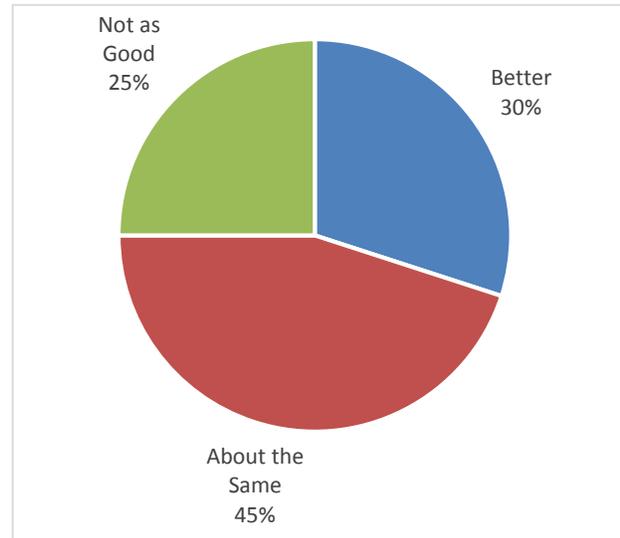
All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)

Three out of four riders feel that the route they currently take is about the same as (45%) or better (30%) than the route they previously.

Those taking the Southwest Seattle routes are the most likely to say service is not as good while those in Southwest King are the most likely to say it about the same.

	<b>NW Seattle</b> (n=2,220) (n <sub>w</sub> =2,543) (A)	<b>SW Seattle</b> (n=2,093) (n <sub>w</sub> =2,887) (B)	<b>SW King</b> (n=2,028) (n <sub>w</sub> =911) (C)
<b>Better</b>	31% <sup>(B)</sup>	28%	30%
<b>About the Same</b>	45%	44%	49% <sup>(B)</sup>
<b>Not as Good</b>	23%	28% <sup>(AC)</sup>	22%

Figure 3: Perceptions of Current Route Compared to Previous Route Used



Q12B- How does the RapidRide / route compare overall to the route you took before?

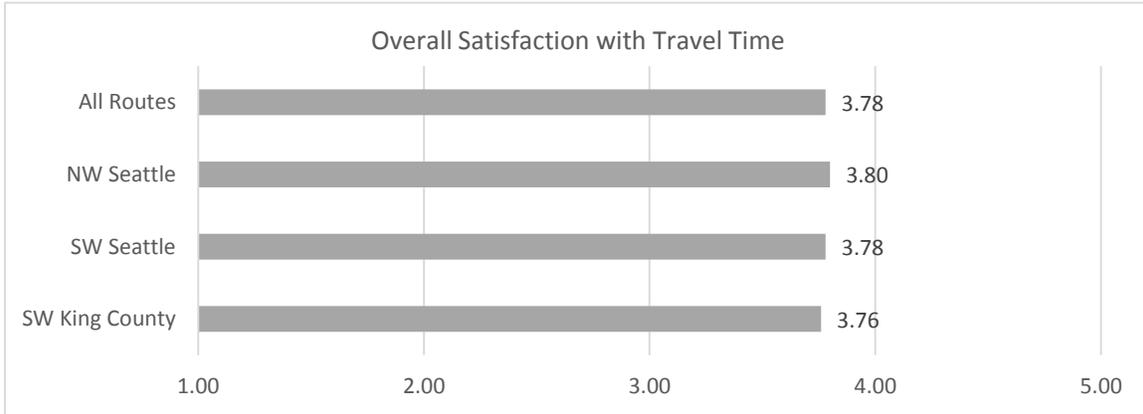
Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)  
All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)

## Satisfaction with Travel Time

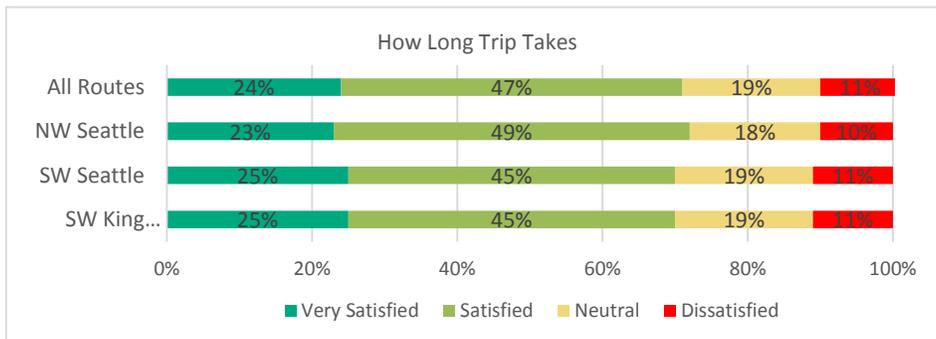
Overall satisfaction with travel time is similar in all areas.

- Those riding the routes in Northwest Seattle are more satisfied than their counterparts in Southwest King County with the number of stops the bus makes.

Figure 4: Satisfaction with Travel Time



Overall mean is an average of those elements of service in this dimension that are included for all routes. Mean based on 5-point scale where "1" mean "very dissatisfied" and "5" mean "very satisfied."



How Long Trip Takes		
	% Satisfied	Mean
All Routes	71%	3.82
NW Seattle	72%	3.82
SW Seattle	70%	3.82
SW King County	70%	3.81

No significant differences in % satisfied or means.  
% very satisfied significantly ↑ in SW Seattle and SW KC than NW Seattle



Number of Stops		
	% Satisfied	Mean
All Routes	65%	3.75
NW Seattle	67%	3.77
SW Seattle	65%	3.74
SW King County	63%	3.70

% satisfied and mean significantly ↑ in NW Seattle than SW KC

Q1 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied

Rows may not sum to 100% due to rounding

Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)

All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)

## Satisfaction with Personal Safety

Overall satisfaction with personal safety varies significantly by area.

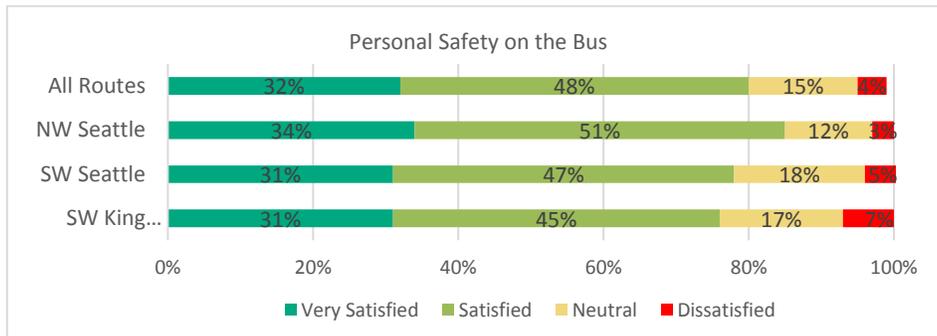
- Satisfaction with personal safety on the bus is significantly higher in NW Seattle than in SW Seattle and SW King County. Satisfaction with personal safety in SW King County is also significantly lower than in SW Seattle.

While personal safety while waiting is the major safety concern across all areas, the behavior of other people on the bus is the concern that most differentiates the three areas.

Figure 5: Satisfaction with Personal Safety

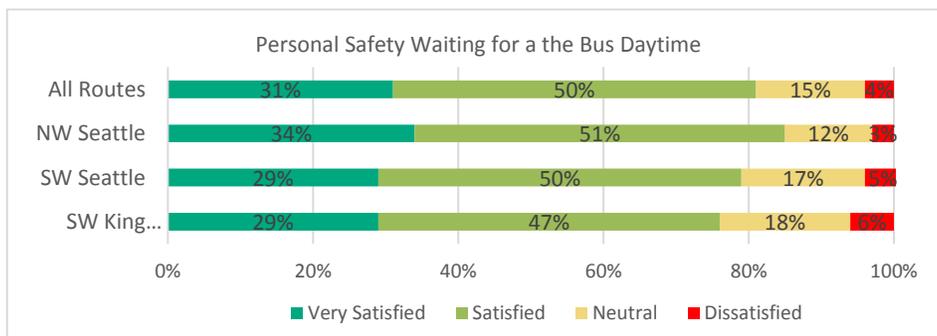


Overall mean is an average of those elements of service in this dimension that are included for all routes. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



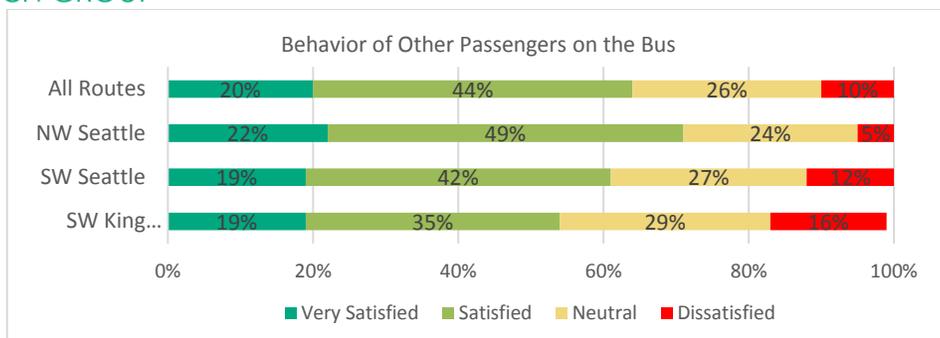
Personal Safety on the Bus		
	% Satisfied	Mean
All Routes	80%	4.08
NW Seattle	85%	4.17
SW Seattle	78%	4.03
SW King County	76%	3.98

% satisfied and mean in NW Seattle significantly ↑ than mean in SW Seattle and SW KC



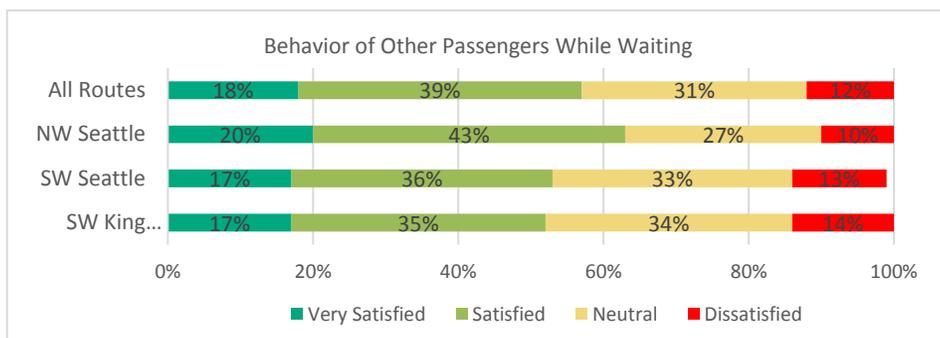
Personal Safety Waiting for the Bus Daytime		
	% Satisfied	Mean
All Routes	81%	4.06
NW Seattle	85%	4.15
SW Seattle	79%	4.02
SW King County	76%	3.96

% satisfied and means significantly ↑ in NW Seattle than SW Seattle and SW KC  
% satisfied and means significantly ↑ in SW Seattle than SW KC



Behavior of Other Passengers on the Bus		
	%	Mean
All Routes	64%	3.72
NW Seattle	71%	3.87
SW Seattle	61%	3.65
SW King County	54%	3.55

% satisfied and means significantly ↑ in NW Seattle than SW Seattle and SW KC  
% satisfied and means significantly ↑ in SW Seattle than SW King County



Behavior of Other Passengers While Waiting		
	%	Mean
All Routes	57%	3.61
NW Seattle	63%	3.70
SW Seattle	53%	3.55
SW King County	52%	3.51

% satisfied and means significantly ↑ in NW Seattle than SW Seattle and SW KC



Personal Safety While Waiting When Dark		
	%	Mean
All Routes	49%	3.45
NW Seattle	53%	3.51
SW Seattle	46%	3.39
SW King County	49%	3.44

% satisfied and means significantly ↑ in NW Seattle than SW Seattle and SW KC

Q2 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied

Rows may not sum to 100% due to rounding

Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)  
All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)

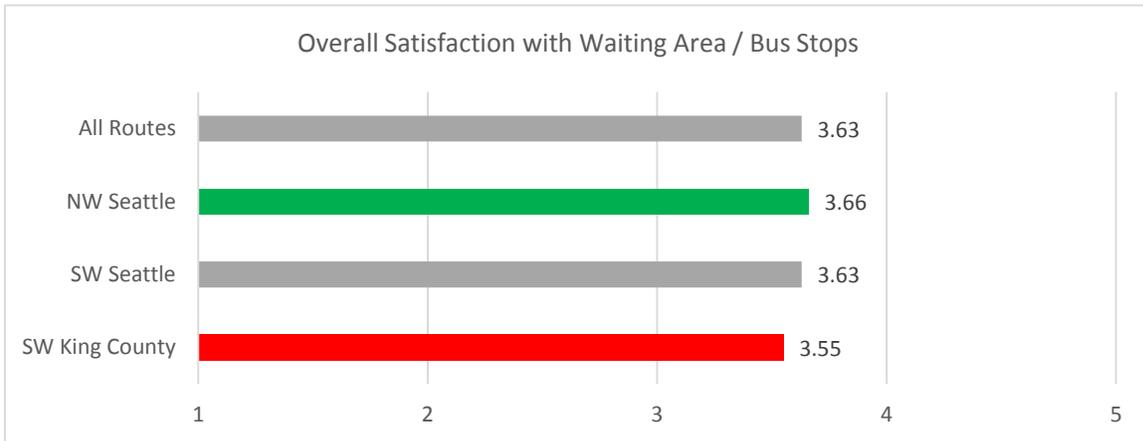
## Satisfaction with Waiting Area / Bus Stop Where Boarded

Overall satisfaction with the waiting areas / bus stops is significantly higher in Northwest Seattle than in Southwest Seattle and Southwest King County. Moreover, overall satisfaction with waiting areas / bus stops is significantly higher in Southwest Seattle than in Southwest King County.

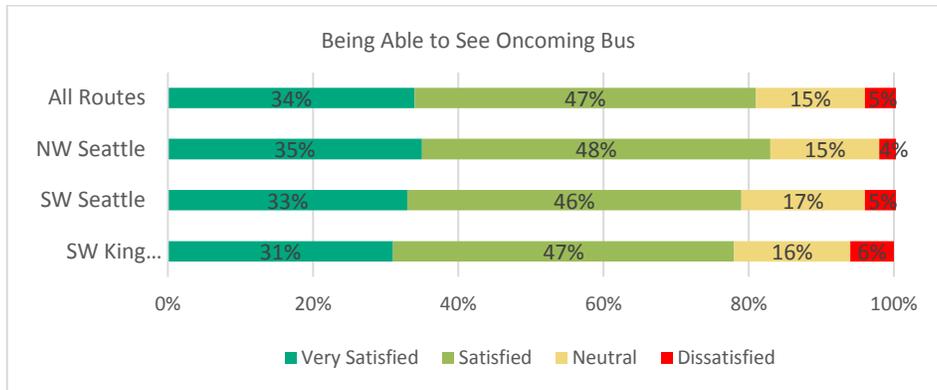
Cleanliness of the waiting areas is the individual element of service that most differentiates these three areas.

- Protection from the weather is also a greater concern among riders on the Southwest King County routes.

Figure 6: Satisfaction with Waiting Area / Bus Stop Where Boarded



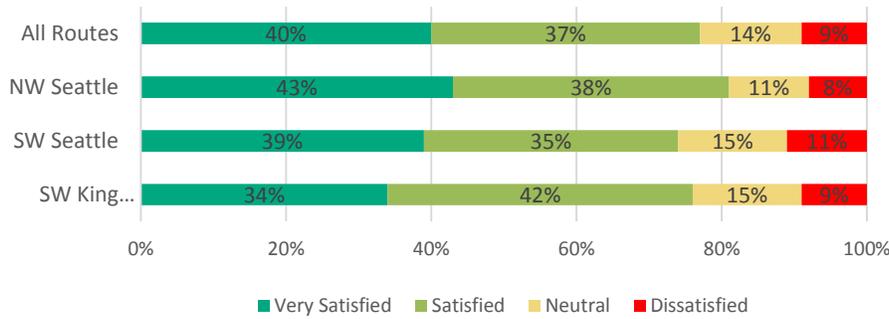
Overall mean is an average of those elements of service in this dimension that are included for all routes. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



Being Able to See Oncoming Bus		
	% Satisfied	Mean
All Routes	81%	4.08
NW Seattle	83%	4.13
SW Seattle	79%	4.06
SW King County	78%	4.02

*% satisfied and means significantly ↑ in NW than SW Seattle and SW KC*

Convenience of Stop to Home or Where Started Trip

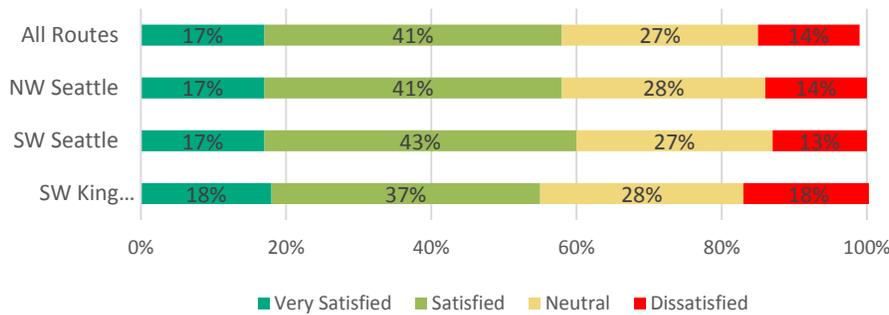


Convenience of Stop to Home or Where Started Trip

	% Satisfied	Mean
All Routes	77%	4.04
NW Seattle	81%	4.14
SW Seattle	74%	3.98
SW King County	76%	3.99

% satisfied and means significantly ↑ in NW than SW Seattle and SW KC

Amount of Lighting

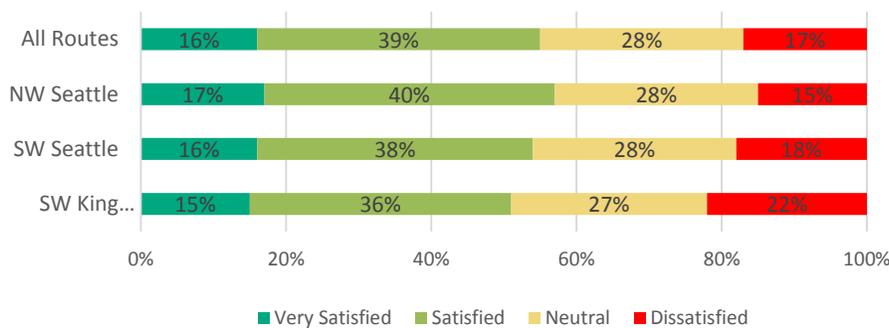


Amount of Lighting

	% Satisfied	Mean
All Routes	58%	3.59
NW Seattle	58%	3.58
SW Seattle	60%	3.62
SW King County	55%	3.50

% satisfied and means significantly ↑ in NW and SW Seattle than SW KC

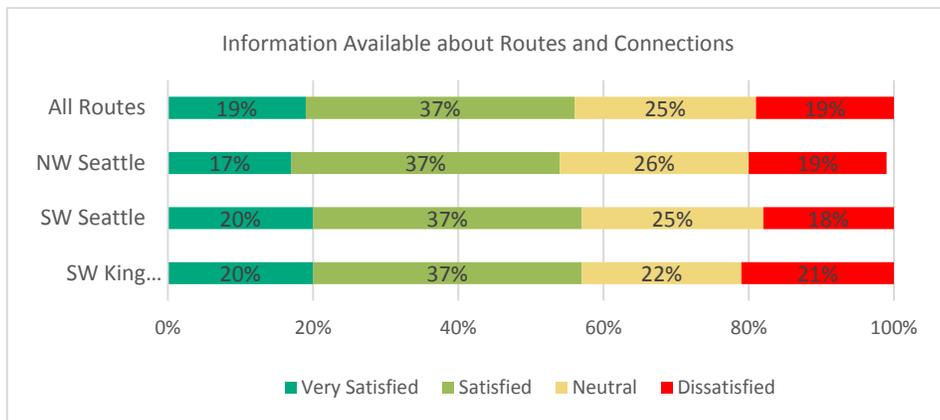
Cleanliness of Waiting Areas



Cleanliness of Waiting Area

	% Satisfied	Mean
All Routes	55%	3.50
NW Seattle	57%	3.56
SW Seattle	54%	3.49
SW King County	51%	3.39

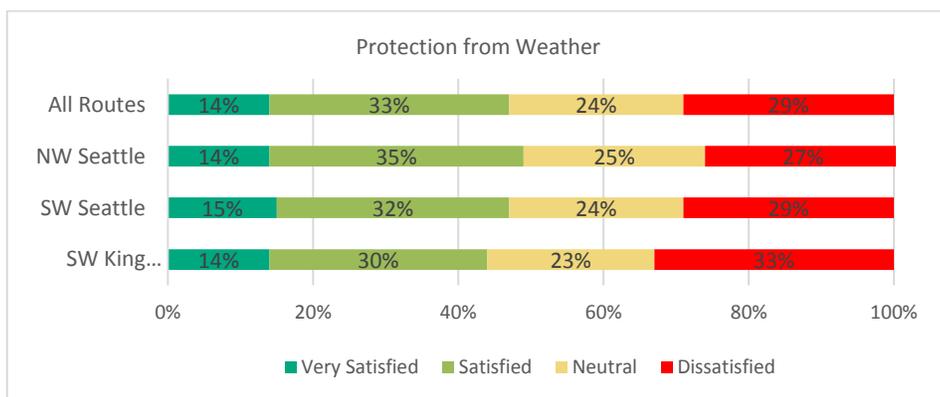
% satisfied significantly ↑ in NW Seattle than SW KC; mean significantly ↑ in NW Seattle than SW Seattle and SW KC; mean significantly ↑ in SW Seattle than SW KC



**Information Available About Routes and Connections**  
%

	Satisfied	Mean
All Routes	56%	3.52
NW Seattle	54%	3.49
SW Seattle	57%	3.56
SW King County	57%	3.50

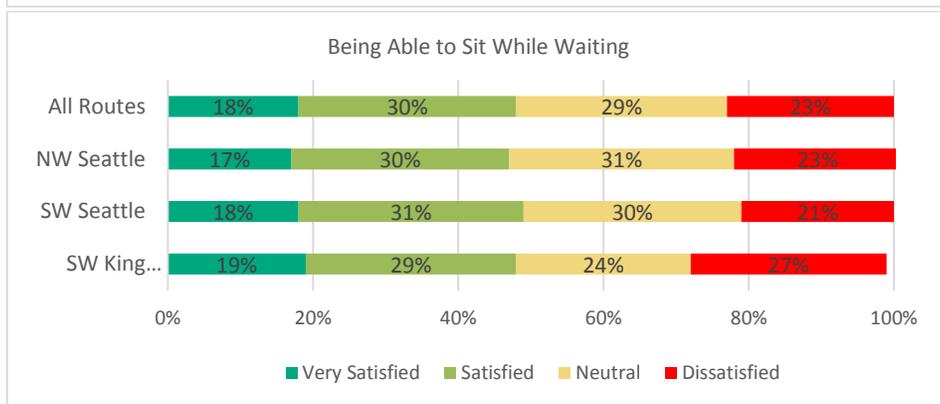
No differences in % satisfied; mean in SW Seattle significantly ↑ than NW Seattle



**Protection from Weather**  
%

	Satisfied	Mean
All Routes	47%	3.25
NW Seattle	49%	3.29
SW Seattle	47%	3.25
SW King County	44%	3.13

% satisfied and means significantly ↑ in NW and SW Seattle than SW KC



**Being Able to Sit While Waiting**  
%

	Satisfied	Mean
All Routes	48%	3.37
NW Seattle	47%	3.35
SW Seattle	49%	3.41
SW King County	48%	3.31

No differences in % satisfied; mean in SW Seattle significantly ↑ than SW KC

Q3 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied

Rows may not sum to 100% due to rounding

Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)  
All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)

## Satisfaction with Things about the Bus

Of the six overall service dimensions, riders on these routes are most satisfied with things about the bus.

- Overall satisfaction with things when riding the bus is significantly higher in Northwest Seattle than it is in Southwest Seattle and Southwest King County. Overall satisfaction with things when riding the bus is lowest in Southwest Seattle.

Riders are most dissatisfied with the availability of seats on the bus.

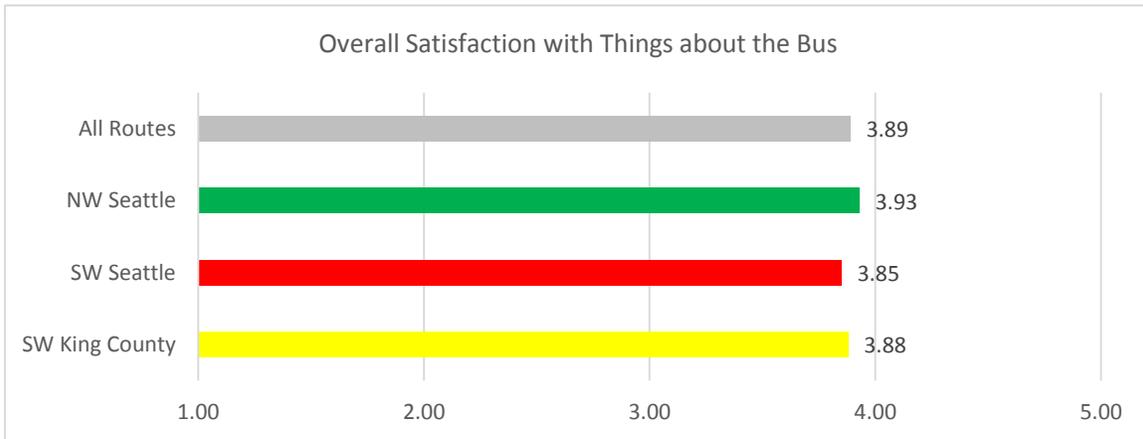
- This is a greater issue on Southwest Seattle routes than on the Northwest Seattle and Southwest King County routes.
- Room to stand if seats are unavailable is also a concern and having an adequate number of straps or bars to hang onto when standing are also concerns, suggesting that general overcrowding and safety are contributing factors.

Riders also express concerns about bike rack capacity.

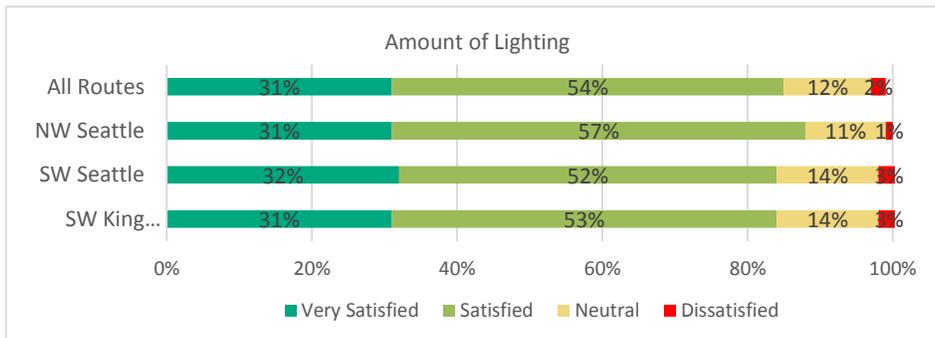
- Riders on the Northwest Seattle routes are the least satisfied, due to a large percentage of neutral ratings.

Graffiti and cleanliness of bus interiors are greater concerns among riders on the Southwest Seattle and King County routes.

Figure 7: Satisfaction with Things about the Bus



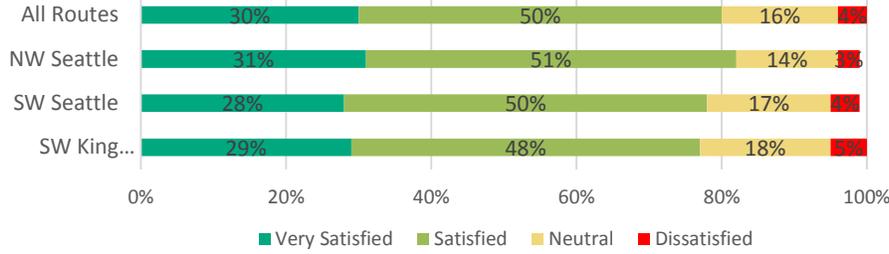
Overall mean is an average of those elements of service in this dimension that are included for all routes. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



	Amount of Lighting	
	% Satisfied	Mean
All Routes	85%	4.14
NW Seattle	88%	4.18
SW Seattle	84%	4.12
SW King County	84%	4.02

*% satisfied and mean significantly ↑ in NW Seattle than SW Seattle and SW KC*

Wide Enough Doors and Aisles for Loading and Unloading

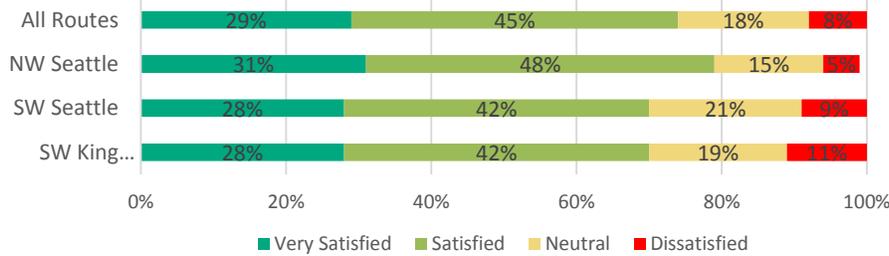


Wide Enough Doors and Aisles for Loading and Unloading

	Satisfied	Mean
All Routes	80%	4.05
NW Seattle	82%	4.10
SW Seattle	78%	4.02
SW King County	77%	4.01

% satisfied and mean significantly ↑ in NW Seattle than SW Seattle and SW KC

Bus Free of Graffiti

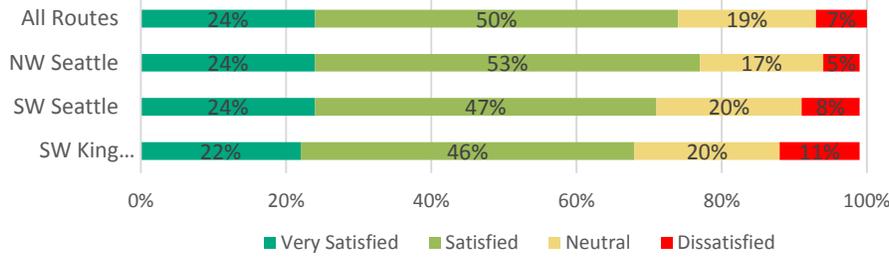


Bus Free of Graffiti

	Satisfied	Mean
All Routes	74%	3.94
NW Seattle	79%	4.04
SW Seattle	71%	3.88
SW King County	70%	3.83

% satisfied and mean significantly ↑ in NW Seattle than SW Seattle and SW KC

Cleanliness of Bus Interior

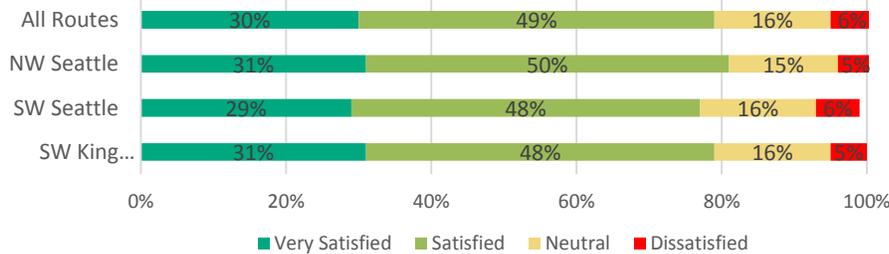


Cleanliness of Bus Interior

	Satisfied	Mean
All Routes	74%	3.89
NW Seattle	77%	3.96
SW Seattle	71%	3.85
SW King County	68%	3.77

% satisfied and mean significantly ↑ in NW Seattle than SW Seattle and SW KC; mean in SW Seattle significantly ↑ than SW KC

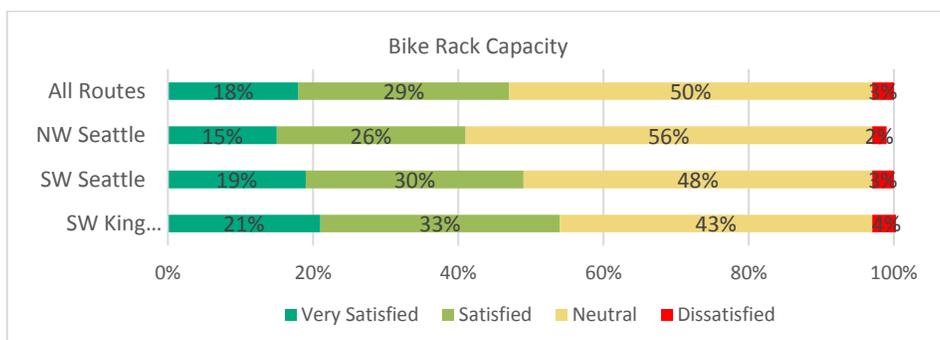
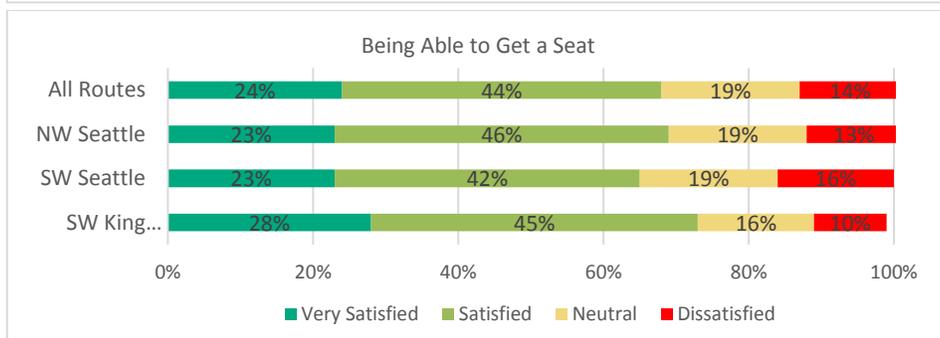
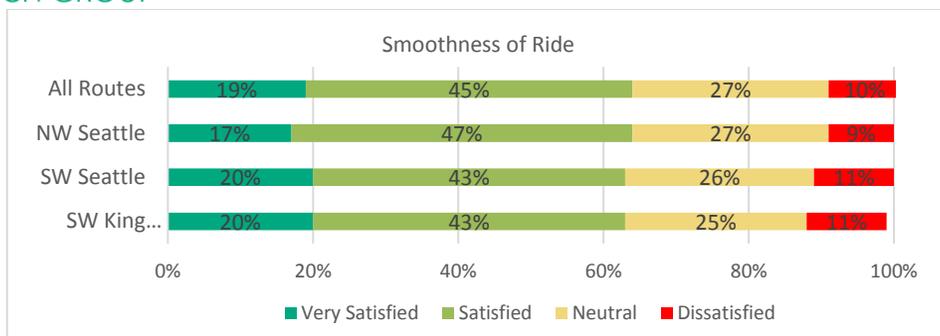
Enough Bars / Straps to Hang Onto



Enough Bars / Straps to Hang Onto

	Satisfied	Mean
All Routes	79%	4.02
NW Seattle	81%	4.05
SW Seattle	77%	3.99
SW King County	79%	4.03

% satisfied and mean significantly higher in NW Seattle than SW Seattle



Smoothness of Ride		
	% Satisfied	Mean
All Routes	64%	3.70
NW Seattle	64%	3.71
SW Seattle	63%	3.69
SW King County	63%	3.70

*No differences in mean or % satisfied*

Being Able to Get a Seat		
	% Satisfied	Mean
All Routes	68%	3.72
NW Seattle	69%	3.75
SW Seattle	65%	3.65
SW King County	73%	3.88

*% satisfied and mean significantly ↑ in SW KC than NW and SW Seattle; % satisfied and mean significantly ↑ in NW Seattle than SW Seattle*

Bike Rack Capacity		
	% Satisfied	Mean
All Routes	47%	3.61
NW Seattle	41%	3.53
SW Seattle	49%	3.65
SW King County	54%	3.70

*% satisfied and mean significantly ↓ in NW Seattle than SW Seattle and KC; % satisfied significantly ↑ in SW KC than SW Seattle*

Q4 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied

Rows may not sum to 100% due to rounding

Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)  
All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)

## Satisfaction with Frequency and Reliability

Of the six primary dimensions of service, frequency and reliability receive the second lowest overall satisfaction rating. Satisfaction with frequency and reliability is lowest on the Southwest King County routes.

The primary factor contributing to the lower satisfaction in Southwest King County is:

- Frequency of peak hour service

While satisfaction with frequency and reliability among those on the SW Seattle routes is the same as the mean for all routes, riders on these routes are less satisfied with the frequency of weekend service. These riders are also the most likely to express concerns with the bus leaving the stop early.

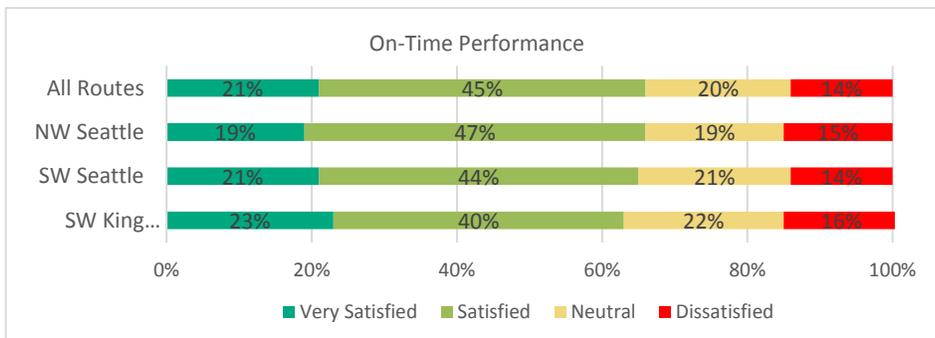
While satisfaction with frequency and reliability is highest among those on the NW Seattle routes, riders on these routes are more likely to express dissatisfaction with the bus leaving the stop late.

Figure 8: Satisfaction with Frequency and Reliability



Overall mean is an average of those elements of service in this dimension that are included for all routes. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied".

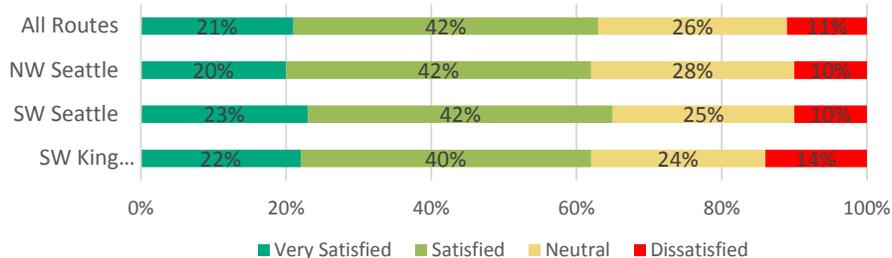
Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)  
All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)



On-Time Performance		
	% Satisfied	Mean
All Routes	66%	3.68
NW Seattle	66%	3.67
SW Seattle	65%	3.69
SW King County	63%	3.65

*No differences mean; % satisfied significantly ↓ in SW KC than NW Seattle*

How Early Bus Runs in the Morning

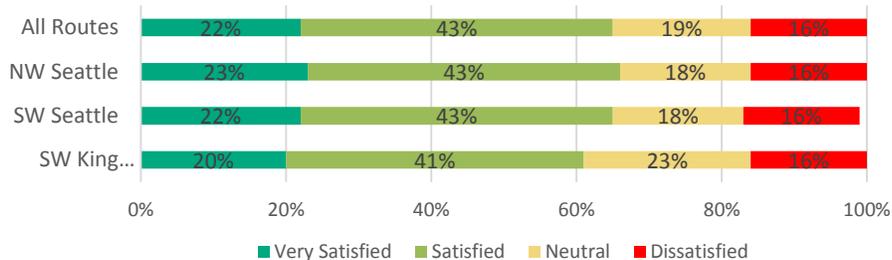


How Early Bus Runs in the Morning

	% Satisfied	Mean
All Routes	63%	3.70
NW Seattle	62%	3.68
SW Seattle	65%	3.73
SW King County	62%	3.65

No differences in % satisfied; mean significantly ↓ in SW KC than SW Seattle.

Frequency of Service Peak Hours

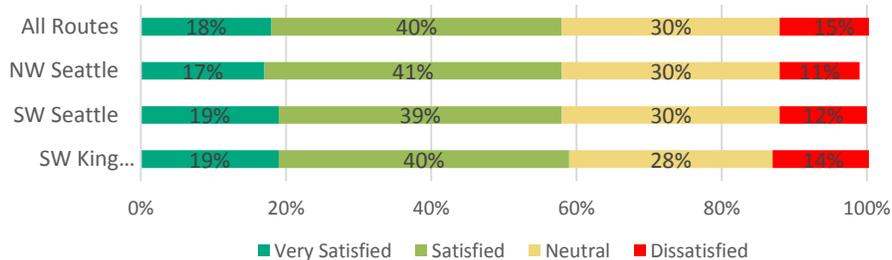


Frequency of Service Peak Hours

	% Satisfied	Mean
All Routes	65%	3.68
NW Seattle	66%	3.70
SW Seattle	65%	3.67
SW King County	61%	3.61

% satisfied and mean significantly ↑ in NW Seattle than SW KC; % satisfied significantly ↑ in SW Seattle than SW KC

Frequency of Service Midday Hours

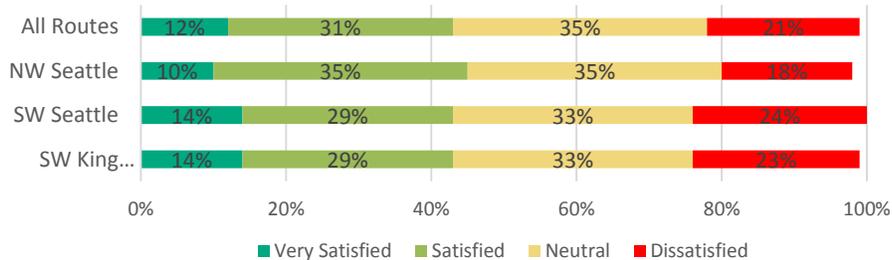


Frequency of Service Midday Hours

	% Satisfied	Mean
All Routes	58%	3.61
NW Seattle	58%	3.61
SW Seattle	58%	3.62
SW King County	59%	3.59

No differences in % satisfied or means.

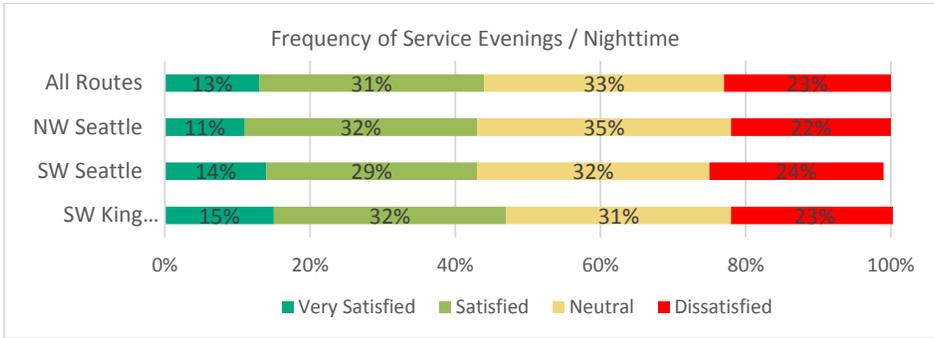
Frequency of Service Weekends



Frequency of Service Weekends

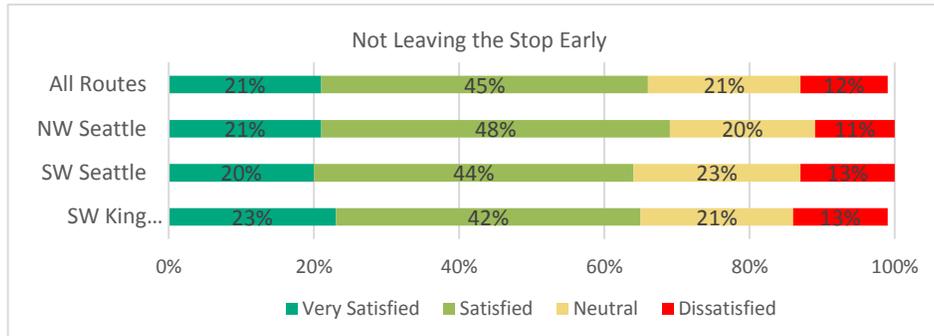
	% Satisfied	Mean
All Routes	43%	3.27
NW Seattle	45%	3.33
SW Seattle	43%	3.23
SW King County	43%	3.26

No significant differences in % satisfied; mean in NW Seattle significantly ↑ than SW Seattle.



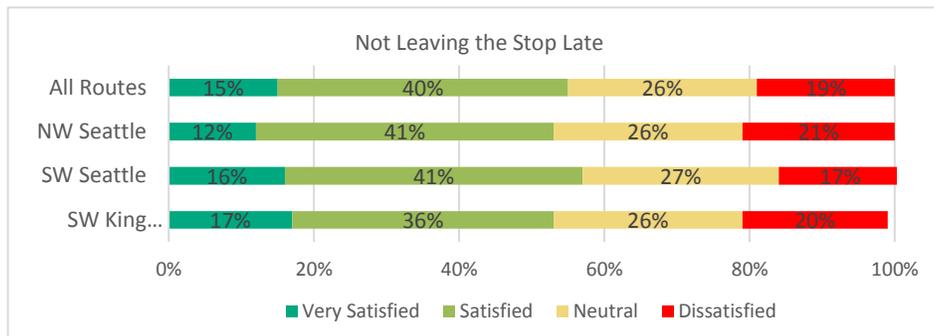
Frequency of Service Evenings / Nighttime		
	% Satisfied	Mean
All Routes	44%	3.27
NW Seattle	43%	3.27
SW Seattle	43%	3.25
SW King County	47%	3.31

*% satisfied significantly ↑ in SW KC than SW Seattle; no differences in means*



Not Leaving the Stop Early		
	% Satisfied	Mean
All Routes	66%	3.72
NW Seattle	69%	3.78
SW Seattle	64%	3.68
SW King County	65%	3.71

*% satisfied significantly ↑ in NW Seattle than SW Seattle and SW KC; mean significantly ↑ in NW Seattle than SW Seattle*



Not Leaving the Stop Late		
	% Satisfied	Mean
All Routes	55%	3.46
NW Seattle	53%	3.40
SW Seattle	57%	3.50
SW King County	53%	3.44

*No significant differences in % satisfied; mean in NW Seattle significantly ↓ than SW Seattle.*

Q5 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied

Rows may not sum to 100% due to rounding

Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)  
All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)

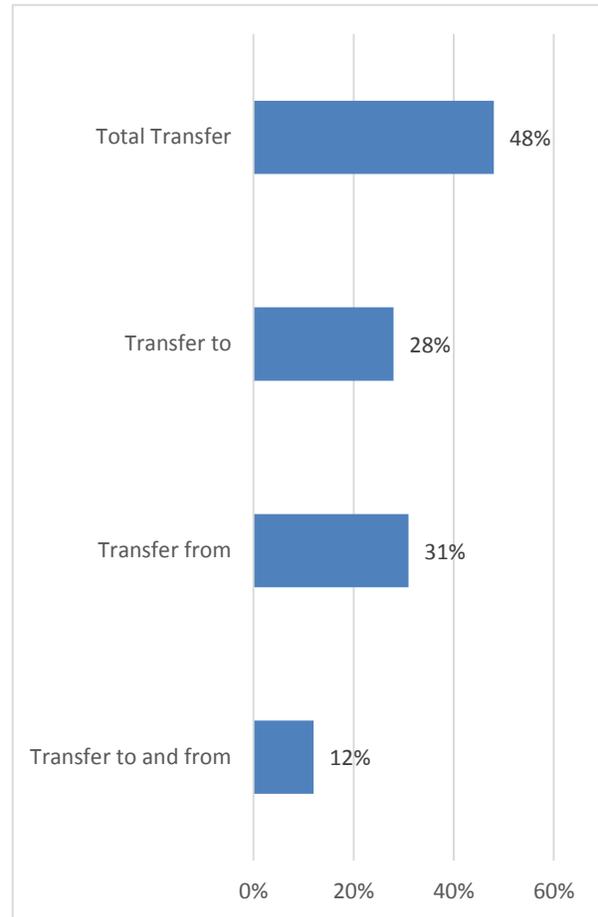
## Satisfaction with Ease of Transferring

Nearly half of all riders on the surveyed routes transfer either to or from the bus. Twelve percent (12%) transfer at both ends of their trip.

- Riders on the Southwest King County routes are the most likely to transfer. Moreover, they are the most likely to transfer at both ends of their trip.

	<b>Northwest Seattle</b> (n=2,220) (n <sub>w</sub> =2,543) (A)	<b>Southwest Seattle</b> (n=2,093) (n <sub>w</sub> =2,887) (B)	<b>Southwest King County</b> (n=2,028) (n <sub>w</sub> =911) (C)
<b>Total Transfer</b>	42%	50% (A)	57% (AB)
<b>Transfer To</b>	23%	30% (A)	35% (AB)
<b>Transfer From</b>	27%	33% (A)	38% (AB)
<b>Transfer Both Ends</b>	9%	13% (A)	16% (A)

Figure 9: Percent of Riders who Transfer



Q11A: Did you transfer TO this route from another bus on this trip today?

Q11B: Will you transfer FROM this route to another bus to reach your destination on this trip today?

Base: All Routes (n = 6,341); NW Seattle (n = 2,220); SW Seattle (n = 2,093); SW King County (n = 2,028)

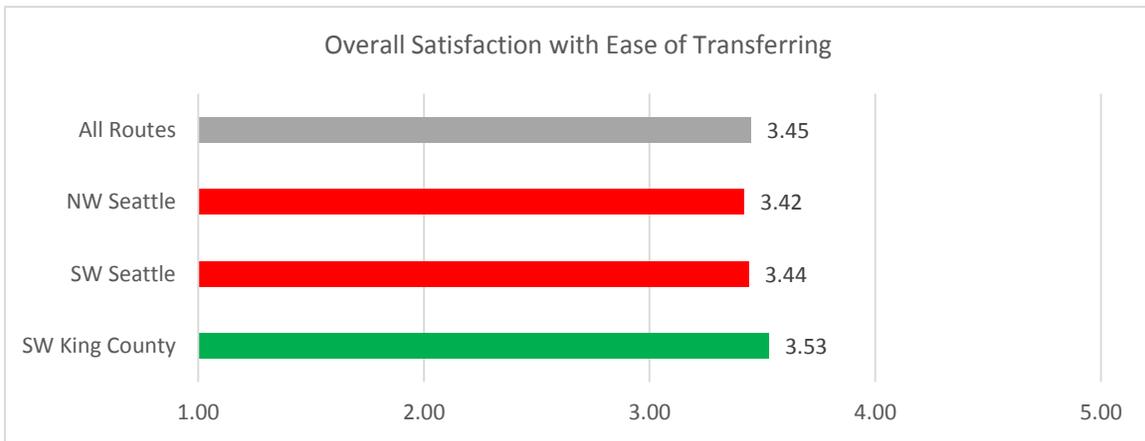
All Routes (n<sub>w</sub> = 6,341); NW Seattle (n<sub>w</sub> = 2,543); SW Seattle (n<sub>w</sub> = 2,887); SW King County (n<sub>w</sub> = 911)

Of the six primary service dimensions, riders are **least** satisfied with ease of making transfers.

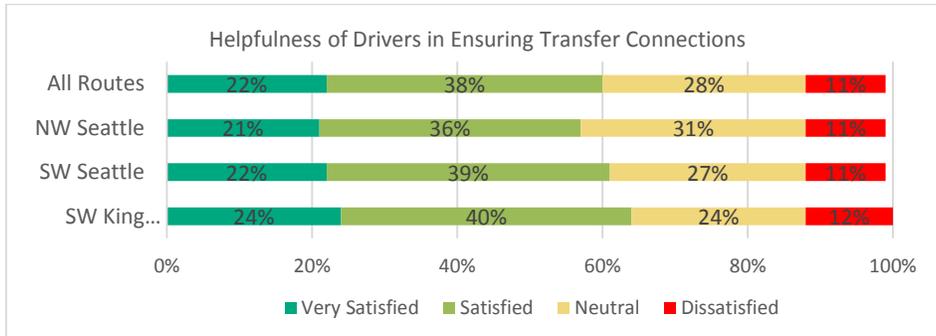
While satisfaction with service is generally lower in Southwest King County, Southwest King County riders are more satisfied overall with ease of transferring. Contributing factors include:

- Number of transfers
- The way in which buses are scheduled to make transfers
- Helpfulness of drivers when making transfers

Figure 10: Satisfaction with Ease of Transferring

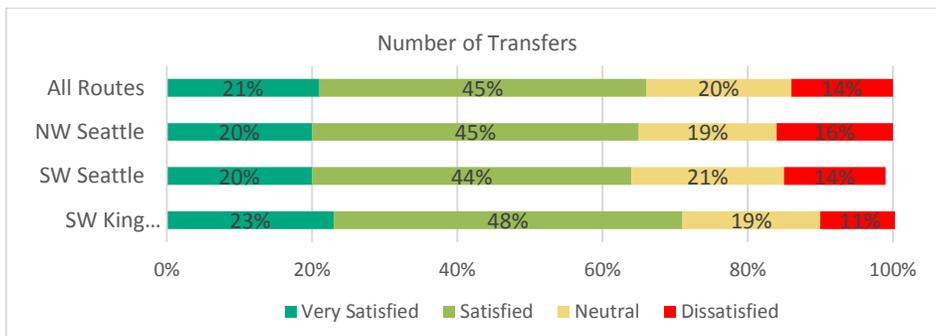


Overall mean is an average of those elements of service in this dimension that are included for all routes. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



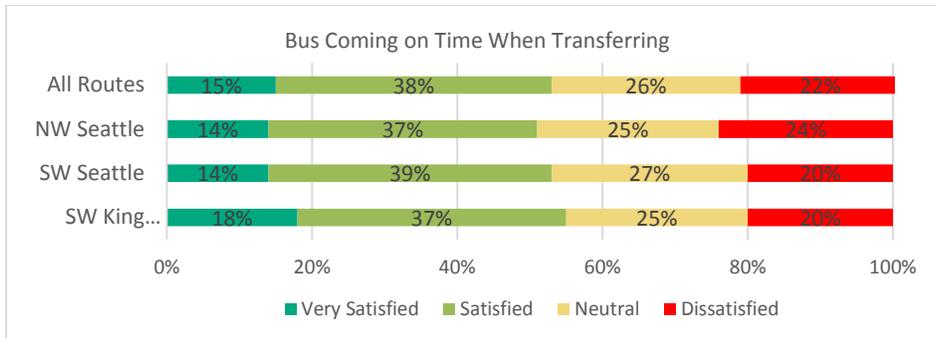
Helpfulness of Drivers in Ensuring Transfer Connections		
	% Satisfied	Mean
All Routes	60%	3.68
NW Seattle	57%	3.65
SW Seattle	61%	3.69
SW King County	64%	3.72

*% satisfied significantly ↓ in NW Seattle than SW KC*



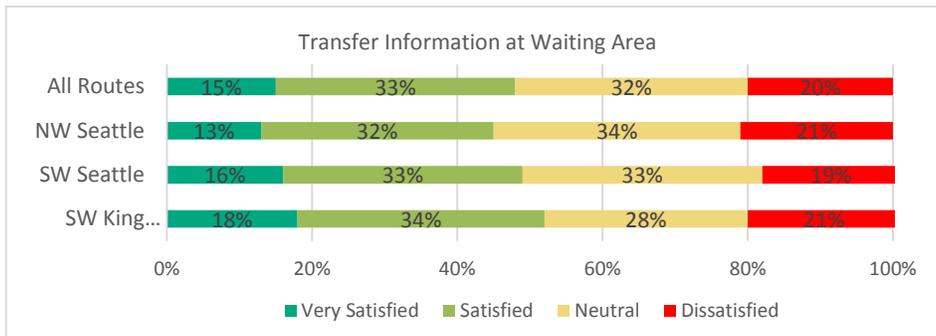
Number of Transfers		
	% Satisfied	Mean
All Routes	66%	3.68
NW Seattle	65%	3.66
SW Seattle	64%	3.66
SW King County	71%	3.79

*% satisfied and mean significantly ↑ in SW KC than NW and SW Seattle*



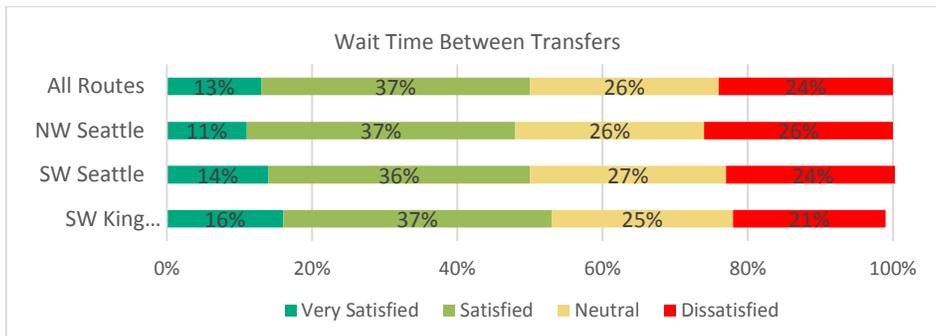
Bus Coming on Time When Transferring		
	% Satisfied	Mean
All Routes	53%	3.41
NW Seattle	51%	3.36
SW Seattle	53%	3.42
SW King County	55%	3.47

*No differences in % satisfied; mean significantly ↓ in NW Seattle than SW KC.*



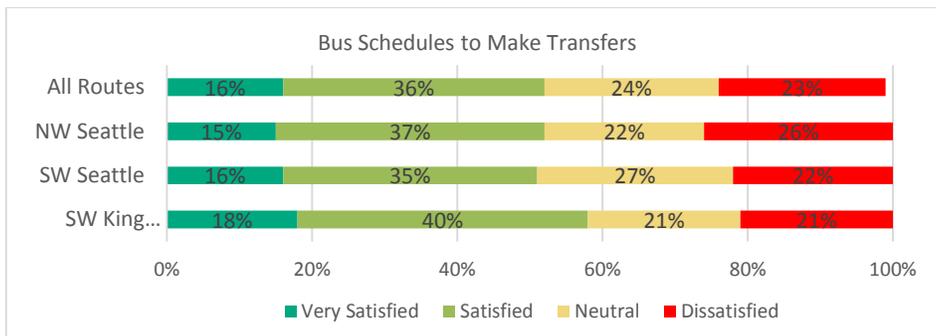
Transfer Information at Waiting Area		
	% Satisfied	Mean
All Routes	48%	3.38
NW Seattle	45%	3.32
SW Seattle	49%	3.40
SW King County	52%	3.43

*% satisfied and mean significantly ↓ in SW Seattle than SW KC*



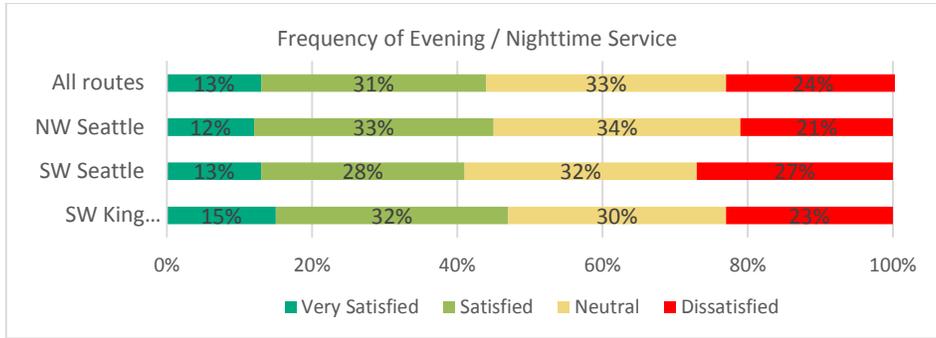
Wait Time Between Transfers		
	% Satisfied	Mean
All Routes	50%	3.34
NW Seattle	48%	3.29
SW Seattle	50%	3.34
SW King County	53%	3.43

*% satisfied and mean significantly ↑ in SW KC than NW Seattle;*



Bus Schedules to Make Transfers		
	% Satisfied	Mean
All Routes	52%	3.39
NW Seattle	52%	3.34
SW Seattle	51%	3.39
SW King County	58%	3.49

*% satisfied and mean significantly ↑ in SW KC than NW and SW Seattle*



Frequency of Evening / Nighttime Service		
	%	Mean
All Routes	44%	3.24
NW Seattle	45%	3.28
SW Seattle	41%	3.18
SW King County	47%	3.33

*% satisfied and mean significantly ↓ in SW Seattle than SW KC*

Q6 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied

Rows may not sum to 100% due to rounding

Base: Riders who Transfer – All Routes (n = 2,973); NW Seattle (n = 953); SW Seattle (n = 967); SW King County (n = 1,053)  
All Routes (n<sub>w</sub> = 3,316); NW Seattle (n<sub>w</sub> = 1,184); SW Seattle (n<sub>w</sub> = 1,581); SW King County (n<sub>w</sub> = 551)

## Appendix: Details Routes 131, 132, 166

Table 4: Rider Demographics-Routes 131, 132, 166

	Route 131 (n=457) (A)	Route 132 (n=501) (B)	Route 166 (n=465) (C)
Gender			
Male	54%	56%	49%
Female	46%	44%	51%
Age			
< 25	23% (C)	24%	48% (AB)
25 – 34	28% (C)	25%	21%
35 – 44	21% (C)	18% (C)	11%
45 – 54	18% (C)	16% (C)	9%
55 – 64	9%	13% (A)	7%
65+	3%	4%	4%
Mean	37.3 (C)	37.7 (C)	31.2
Income			
<\$20,000	39%	47% (A)	54% (A)
\$20,000 - \$35,000	25%	21%	25%
\$35,000+	36% (C)	32% (C)	21%
Race / Ethnicity			
% White	61% (C)	59% (C)	46%
% Hispanic	17%	20%	18%

Table 5: Travel Characteristics-Routes 131, 132, 166

	Route 131 (n=457) (A)	Route 132 (n=501) (B)	Route 166 (n=465) (C)
Number of One-Way Rides in Last 30 Days			
10 or fewer	24%	29%	33% (A)
11 – 20	20%	18%	20%
21 – 50	39% (C)	33%	30%
>50	18%	20%	16%
Mean	33.9	37.2	32.0
Trip Purpose(s)*			
To / from work	69% (C)	67% (C)	40%
To / from school	12%	14%	48% (AB)
Shopping / errands	17%	25% (A)	20%
Fun / recreation	14%	16%	20% (A)
Appointments	17%	25%(AC)	19%
Other	8%	11%	13% (A)
Time(s) of Day Ride*			
Weekdays before 6:00 a.m.	11%	10%	11%
Weekdays 6:00-9:00 a.m.	59% (C)	56% (C)	44%
Weekdays 9:00 a.m.-3:00 p.m.	33%	39% (A)	55% (AB)
Weekdays 3:00-6:00 p.m.	46% (BC)	38%	35%
Weekdays 6:00-9:00 p.m.	24%	24%	26%
Weekdays after 9:00 p.m.	12%	17%	16%
Weekends	29%	38% (A)	35%
Length of Time Riding			
Less than 6 months	12%	10%	16% (B)
6 – 12 months	10%	9%	16% (AB)
1 – 5 years	22%	25%	25%
5 years or more	56% (C)	56% (C)	43%

\* Sums to more than 100%; multiple responses

Table 6: Fare Payment-Routes 131, 132, 166

	Route 131 (n=457) (A)	Route 132 (n=501) (B)	Route 166 (n=465) (C)
Fare Payment*			
ORCA Card	69% (C)	63% (C)	49%
Cash	34%	43% (A)	57% (AB)
Tickets	11%	13%	18% (AB)
Media on ORCA Card (Users)			
Pass	60%	54%	54%
Pass & E-Purse	10%	14%	8%
E-Purse Only	30%	32%	38%

\* Sums to more than 100%; multiple responses

Table 7: Satisfaction-Routes 131, 132, 166

	Route 131 (n=457) (A)	Route 132 (n=501) (B)	Route 166 (n=465) (C)
	<b>Overall Satisfaction</b>		
% Satisfied	67%	69%	77% (AB)
Mean	3.67	3.76	3.96 (AB)
	<b>Travel Time by Bus</b>		
Overall Mean	3.63	3.71	3.86 (AB)
How Long Trip Takes			
% Satisfied	65%	68%	72% (A)
Mean	3.68	3.79	3.90 (A)
Number of Stops			
% Satisfied	58%	61%	67% (AB)
Mean	3.58	3.63	3.81 (AB)
	<b>Personal Safety</b>		
Overall Mean	3.62	3.62	3.75 (AB)
Personal safety while on the bus			
% Satisfied	74%	75%	79%
Mean	3.88	3.93	4.10 (AB)
Personal safety waiting for the bus - daytime			
% Satisfied	77%	74%	74%
Mean	3.95	3.91	3.97
Personal safety Behavior of other passengers on the bus			
% Satisfied	52%	50%	57% (B)
Mean	3.43	3.44	3.63 (AB)
Behavior of other passengers at the waiting area			
% Satisfied	48%	49%	53%
Mean	3.44	3.44	3.58 (AB)
Personal safety waiting for the bus – at night			
% Satisfied	47%	46%	51%
Mean	3.37	3.35	3.46
	<b>Waiting Area / Bus Stop Where Boarded</b>		
Overall Mean	3.47	3.50	3.60 (AB)
Being able to see an oncoming bus			
% Satisfied	79%	77%	78%
Mean	4.02	4.00	4.04
Convenience of bus stop to home / where start trip			
% Satisfied	79%	73%	75%
Mean	4.00	3.91	3.94

	Route 131 (n=457) (A)	Route 132 (n=501) (B)	Route 166 (n=465) (C)
Having information available about routes / connections			
% Satisfied	54%	55%	60% (A)
Mean	3.44	3.42	3.61 (AB)
Amount of lighting			
% Satisfied	50%	55%	53%
Mean	3.41	3.47	3.46
Cleanliness of waiting area			
% Satisfied	50%	49%	52%
Mean	3.35	3.34	3.39
Being able to sit while waiting			
% Satisfied	37%	46% (A)	56% (AB)
Mean	3.05	3.28 (A)	3.48 (AB)
Protection from the weather			
% Satisfied	40%	45%	47% (A)
Mean	3.02	3.14	3.28 (A)
<b>Things about the Bus</b>			
Overall Mean	3.75	3.77	4.00 (AB)
Amount of lighting inside bus			
% Satisfied	82%	80%	83%
Mean	4.05	4.00	4.14 (B)
Enough bars / straps to hang onto			
% Satisfied	74%	77%	82% (AB)
Mean	3.91	3.99	4.12 (AB)
Wide enough doors / aisles for loading and unloading			
% Satisfied	75%	73%	81% (AB)
Mean	3.93	3.93	4.13 (AB)
Bus is free of graffiti			
% Satisfied	62%	65%	77% (AB)
Mean	3.64	3.73	4.04 (AB)
Being able to get a seat			
% Satisfied	69%	63%	73% (B)
Mean	3.74	3.63	3.94 (AB)
Cleanliness of bus interior			
% Satisfied	64%	63%	71% (AB)
Mean	3.68	3.66	3.88 (AB)
Smoothness of the ride			
% Satisfied	53%	59%	76% (AB)
Mean	3.50	3.60	3.96 (AB)
Enough bike rack capacity			
% Satisfied	44%	52% (A)	60% (AB)
Mean	3.53	3.63	3.81 (AB)

	Route 131 (n=457) (A)	Route 132 (n=501) (B)	Route 166 (n=465) (C)
<b>Frequency and Reliability</b>			
Overall Mean	3.40	3.51 (A)	3.63 (AB)
On-time performance			
% Satisfied	59%	63%	62%
Mean	3.54	3.60	3.69 (A)
Bus does not leave stop early			
% Satisfied	62%	64%	63%
Mean	3.58	3.68	3.71
Bus does not leave stop late			
% Satisfied	48%	54%	56% (A)
Mean	3.30	3.41	3.53 (A)
How early bus runs in the morning			
% Satisfied	57%	61%	68% (AB)
Mean	3.53	3.58	3.81 (AB)
Frequency of service peak hours			
% Satisfied	55%	61%	66% (A)
Mean	3.45	3.55	3.79 (AB)
Frequency of service midday			
% Satisfied	51%	60% (A)	64% (A)
Mean	3.45	3.59 (A)	3.75 (AB)
Frequency of service evenings / nighttime			
% Satisfied	39%	49% (A)	51% (A)
Mean	3.16	3.34 (A)	3.41 (A)
Frequency of service weekends			
% Satisfied	36%	46% (A)	47% (A)
Mean	3.15	3.30 (A)	3.32 (A)
<b>Ease of Transferring (Based on Riders Who Transfer)</b>			
	(n=217)	(n=246)	(n=273)
Overall Mean	3.48	3.67	3.86 (AB)
Number of transfers			
% Satisfied	64%	67%	72%
Mean	3.68	3.67	3.86 (B)
Helpfulness of drivers in ensuring connections			
% Satisfied	65%	59%	65%
Mean	3.75	3.58	3.72
Ways buses are scheduled to make connections			
% Satisfied	55%	51%	58%
Mean	3.49	3.34	3.54 (B)

	<b>Route 131</b> (n=457) (A)	<b>Route 132</b> (n=501) (B)	<b>Route 166</b> (n=465) (C)
Bus coming on time when transferring			
% Satisfied	50%	51%	53%
Mean	3.37	3.34	3.51
Waiting time between transfers			
% Satisfied	54%	47%	54%
Mean	3.41	3.26	3.49 (B)
Transfer information at waiting areas			
% Satisfied	48%	50%	51%
Mean	3.40	3.32	3.43
Frequency of service in evenings / nighttime			
% Satisfied	44%	47%	49%
Mean	3.22	3.31	3.37

## Appendix: Questionnaires

### RapidRide Questionnaire

Questionnaires for RapidRide C and D lines were the same except for being customized to show specific route name. Surveys were formatted to print double-sided on legal size (8.5" X 14") paper and were printed in English and Spanish. The English version of the RapidRide D Line questionnaire is included for reference.



#### RapidRide D Line Rider Report Card

ID / QRC CODE

Please let us know how we are doing and how we can improve service on this route.

#### IMPORTANT INSTRUCTIONS:

If you would like to complete the survey online either: (1) use your camera to take a picture of the QR code to open the survey or (2) enter the following URL – [www.DRCsurvey.com/metro2](http://www.DRCsurvey.com/metro2)—and use the ID number printed above as your USERID.

Please use a blue or black pen. Mark your answers by placing an X inside the correct box .

When you are done, return your completed questionnaire to the survey worker onboard the bus. If you are unable to complete the survey while on the bus, please ask the survey worker for a postage-paid return envelope.

#### SATISFACTION WITH RAPIDRIDE D LINE

Please check the box to show how satisfied or dissatisfied you are with the RapidRide D Line?

Remember to **rate the RapidRide D Line only**, not other routes or Metro Transit in general.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Q1. Trip Time on the RapidRide D Line</b>					
How long my bus trip takes	<input type="checkbox"/>				
Number of stops my bus makes	<input type="checkbox"/>				
<b>Q2. Personal Safety on the RapidRide D Line</b>					
Personal safety while on the bus	<input type="checkbox"/>				
Behavior of other passengers on the bus	<input type="checkbox"/>				
Personal safety while waiting for the bus during the day	<input type="checkbox"/>				
Personal safety while waiting for the bus at night	<input type="checkbox"/>				
Behavior of other people at the waiting area	<input type="checkbox"/>				
<b>Q3. Waiting Area/Bus Stop Where You Boarded the RapidRide D Line for This Trip</b>					
Being able to sit down while waiting	<input type="checkbox"/>				
Cleanliness of waiting area	<input type="checkbox"/>				
Amount of lighting	<input type="checkbox"/>				
Protection from the weather	<input type="checkbox"/>				
Having information available about routes and connections	<input type="checkbox"/>				
Convenience of bus stop to my home or where I started trip	<input type="checkbox"/>				
Being able to see an oncoming bus	<input type="checkbox"/>				
Information provided on electronic real time information signs at some locations	<input type="checkbox"/>				
<b>Q4. Things About Buses on the RapidRide D Line</b>					
Being able to get a seat	<input type="checkbox"/>				
Room to stand if no seats are available	<input type="checkbox"/>				
Cleanliness of the bus interior	<input type="checkbox"/>				
Bus is free of graffiti	<input type="checkbox"/>				
Smoothness of the ride	<input type="checkbox"/>				
Wide enough doors and aisles for loading and unloading	<input type="checkbox"/>				
Enough bars/straps to hang onto while standing	<input type="checkbox"/>				
Having three doors for loading and unloading	<input type="checkbox"/>				
Free Wi-Fi	<input type="checkbox"/>				
<b>Q5. Frequency and Reliability of Buses on the RapidRide D Line</b>					
The bus getting me where I'm going on time	<input type="checkbox"/>				
How often bus runs during peak hours (6-9 a.m.; 3-6 p.m.)	<input type="checkbox"/>				
How often bus runs during midday hours (9 a.m. - 3 p.m.)	<input type="checkbox"/>				
How often the bus runs in the evening/night	<input type="checkbox"/>				
How often the bus runs on weekends	<input type="checkbox"/>				
How early the bus runs in the morning	<input type="checkbox"/>				

If you make a transfer on this route, please rate the items below. Otherwise continue on other side of page.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Q6. Ease of Transferring to or from the RapidRide D Line</b>					
The number of transfers I make	<input type="checkbox"/>				
The way buses are scheduled to make transfer connections	<input type="checkbox"/>				
Waiting time between transfers	<input type="checkbox"/>				
Helpfulness of drivers in ensuring transfer connections	<input type="checkbox"/>				
The bus coming on time when transferring	<input type="checkbox"/>				
How often the bus runs in the evening/night	<input type="checkbox"/>				
Transfer information at the waiting area	<input type="checkbox"/>				

Continue on other side.

Q7. Overall how satisfied are you with the RapidRide D Line?

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>				

Q8. How many one-way rides have you taken on the RapidRide D Line in the last 30 days? (Count a round trip as 2 rides) Write Number in Box →

Q9. What is the purpose of the trip you take **most often** on the RapidRide D Line?

<input type="checkbox"/> To/from work	<input type="checkbox"/> Shopping/errands	<input type="checkbox"/> Appointments
<input type="checkbox"/> To/from school	<input type="checkbox"/> Fun/recreation/social	<input type="checkbox"/> Something else

Q10. When do you usually ride the RapidRide D Line? Please check all that apply.

<input type="checkbox"/> Weekdays before 6 a.m.	<input type="checkbox"/> Weekdays 9 a.m. to 3 p.m.	<input type="checkbox"/> Weekends
<input type="checkbox"/> Weekdays—AM peak (6-9 a.m.)	<input type="checkbox"/> Weekdays 6-9 p.m.	
<input type="checkbox"/> Weekdays—PM peak (3-6 p.m.)	<input type="checkbox"/> Weekdays later than 9 p.m.	

Q11. If the RapidRide D Line was not available, how would you make this trip?

<input type="checkbox"/> Drive Alone	<input type="checkbox"/> Take another bus	<input type="checkbox"/> Bike
<input type="checkbox"/> Carpool / Vanpool	Which bus? ↓	<input type="checkbox"/> Walk
<input type="checkbox"/> Get Dropped Off	<input type="text"/>	<input type="checkbox"/> I have no other option

Q12a. Did you transfer **TO** the RapidRide D Line from another bus on this trip today?  No  Yes → Which route?

Q12b. Will you transfer **FROM** the RapidRide D Line to another bus to reach your destination on this trip today?  No  Yes → Which route?

Q13. Prior to the start of the D Line, which route did you take:

<input type="checkbox"/> 15 Local	<input type="checkbox"/> Didn't ride the bus	<input type="checkbox"/> Better	<input type="checkbox"/> Not as Good ↓
<input type="checkbox"/> 15 Express	<input type="checkbox"/> Something else	<input type="checkbox"/> About the Same	<input type="checkbox"/> Why? _____
<input type="checkbox"/> 18 Local			
<input type="checkbox"/> 18 Express			

Q14. How does the RapidRide D Line compare overall to the route you took before?  Better  About the Same  Not as Good ↓

Q15. How often do you use the free Wi-Fi provided on this RapidRide bus.

<input type="checkbox"/> Every time I ride this bus	<input type="checkbox"/> About 1-2 times a month	<input type="checkbox"/> Something else
<input type="checkbox"/> About 1-2 times a week	<input type="checkbox"/> Never	

Q16. How do you pay your fare? If you use an ORCA Card what product(s) do you have on your ORCA Card?

<input type="checkbox"/> Cash	<input type="checkbox"/> ORCA Card	<input type="checkbox"/> Pass
<input type="checkbox"/> Tickets	→ <input type="checkbox"/> E-purse / money on card	<input type="checkbox"/> Both pass and an e-purse
<input type="checkbox"/> Something else _____		

Q17. Have you used the ORCA reader that is located off the bus at some RapidRide stations?  Yes  No

Q18a. Have you ever been requested to show your proof of payment by a fare enforcement officer on the RapidRide D Line?  No  Yes

Q18b. Is the number of inspections by the fare enforcement officers...  Appropriate  Too Many  Not Enough

Q19. What ONE THING would you recommend to improve this route?  
\_\_\_\_\_

**Please answer the following demographic questions to help us with our evaluation.**

Q20. Are you  Male  Female

Q21. How old are you?

Q22. Do you consider yourself to be Hispanic?  Yes  No

Q23. Do you consider yourself to be White?  Yes  No

Q24. What is the primary language spoken in your home?  English  Other \_\_\_\_\_

Q25. How well do you speak English?  Very well  Not well  Well  Not at all

Q26. What is your total household income?  Under \$20,000 per year  \$20,000 up to \$35,000  \$35,000 or more per year

Q27. What is your home zip code?

Q28. What is your work zip code?   
Or the nearest intersections to your work location. \_\_\_\_\_ and \_\_\_\_\_

**Thank you very much for your help!!!**

## All Other Routes

The same questionnaire was used for all remaining routes. Surveys were formatted to print double-sided on legal size (8.5" X 14") paper and were printed in English and Spanish. The English version of the questionnaire is included for reference.



### Rider Report Card

ID / QRC CODE

Please let us know how we are doing and how we can improve service on this route.

#### IMPORTANT INSTRUCTIONS:

If you would like to complete the survey online either: (1) use your camera to take a picture of the QR code to open the survey or (2) enter the following URL – [www.ORCSurvey.com/metro3](http://www.ORCSurvey.com/metro3)—and use the ID number printed above as your USERID.

Please use a blue or black pen. Mark your answers by placing an X inside the correct box .

When you are done, return your completed questionnaire to the survey worker onboard the bus. If you are unable to complete the survey while on the bus, please ask the survey worker for a postage-paid return envelope.

#### SATISFACTION WITH THIS ROUTE

Please check the box to show how satisfied or dissatisfied you are with route you are currently riding. Remember to **rate the route you are currently riding**, not other routes or Metro Transit in general.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Q1. Trip Time on This Route</b>					
How long my bus trip takes	<input type="checkbox"/>				
Number of stops my bus makes	<input type="checkbox"/>				
<b>Q2. Personal Safety on This Route</b>					
Personal safety while on the bus	<input type="checkbox"/>				
Behavior of other passengers on the bus	<input type="checkbox"/>				
Personal safety while waiting for the bus during the day	<input type="checkbox"/>				
Personal safety while waiting for the bus at night	<input type="checkbox"/>				
Behavior of other people at the waiting area	<input type="checkbox"/>				
<b>Q3. Waiting Area/Bus Stop Where You Boarded the Bus for This Trip</b>					
Being able to sit down while waiting	<input type="checkbox"/>				
Cleanliness of waiting area	<input type="checkbox"/>				
Amount of lighting	<input type="checkbox"/>				
Protection from the weather	<input type="checkbox"/>				
Having information available about routes and connections	<input type="checkbox"/>				
Convenience of bus stop to my home or where I started trip	<input type="checkbox"/>				
Being able to see an oncoming bus	<input type="checkbox"/>				
<b>Q4. Things About Buses on This Route</b>					
Being able to get a seat	<input type="checkbox"/>				
Amount of lighting inside the bus	<input type="checkbox"/>				
Cleanliness of the bus interior	<input type="checkbox"/>				
Bus is free of graffiti	<input type="checkbox"/>				
Smoothness of the ride	<input type="checkbox"/>				
Enough bike rack capacity	<input type="checkbox"/>				
Wide enough doors and aisles for loading and unloading	<input type="checkbox"/>				
Enough bars/straps to hang onto while standing	<input type="checkbox"/>				
<b>Q5. Frequency and Reliability of Buses on This Route</b>					
The bus not leaving the stop early	<input type="checkbox"/>				
The bus not leaving the stop late	<input type="checkbox"/>				
The bus getting me where I'm going on time	<input type="checkbox"/>				
How often bus runs during peak hours (6-9 a.m.; 3-6 p.m.)	<input type="checkbox"/>				
How often bus runs during midday hours (9 a.m. - 3 p.m.)	<input type="checkbox"/>				
How often the bus runs in the evening/night	<input type="checkbox"/>				
How often the bus runs on weekends	<input type="checkbox"/>				
How early the bus runs in the morning	<input type="checkbox"/>				

*If you make a transfer on **This Route**, please rate the items below.  
Otherwise continue on other side of page.*

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Q6. Ease of Transferring to or from This Route</b>					
The number of transfers I make	<input type="checkbox"/>				
The way buses are scheduled to make transfer connections	<input type="checkbox"/>				
Waiting time between transfers	<input type="checkbox"/>				
Helpfulness of drivers in ensuring transfer connections	<input type="checkbox"/>				
The bus coming on time when transferring	<input type="checkbox"/>				
How often the bus runs in the evening/night	<input type="checkbox"/>				
Transfer information at the waiting area	<input type="checkbox"/>				

Continue on other side.

Q7. Overall how satisfied are you with **This Route**?

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>				

Q8. How many one-way rides have you taken on **This Route** in the last 30 days? (Count a round trip as 2 rides) Write Number in Box →

Q9. What is the purpose of the trip you take **most often** on **This Route**?

<input type="checkbox"/> To/from work	<input type="checkbox"/> Shopping/errands	<input type="checkbox"/> Appointments
<input type="checkbox"/> To/from school	<input type="checkbox"/> Fun/recreation/social	<input type="checkbox"/> Something else

Q10. When do you usually ride **This Route**? Please check all that apply.

<input type="checkbox"/> Weekdays before 6 a.m.	<input type="checkbox"/> Weekdays 9 a.m. to 3 p.m.	<input type="checkbox"/> Weekends
<input type="checkbox"/> Weekdays—AM peak (6-9 a.m.)	<input type="checkbox"/> Weekdays 6-9 p.m.	
<input type="checkbox"/> Weekdays—PM peak (3-6 p.m.)	<input type="checkbox"/> Weekdays later than 9 p.m.	

Q11a. Did you transfer **TO This Route** from another bus on this trip today?  
 No  Yes → Which route?

Q11b. Will you transfer **FROM This Route** to another bus to reach your destination on this trip today?  
 No  Yes → Which route?

Q12a. Prior to the September 2012 service change, which route did you take?  
 Enter route number in boxes below:

Q12b. How does **This Route** compare overall to the route you took before?  
 Better  Not as Good ↓  
 About the Same Why? \_\_\_\_\_

Q13. How long have you been a Metro rider?  
 Less than 6 months  More than 1 year but less than 5 years  
 6 – 12 months  5 years or more

Q14. How do you pay your fare? If you use an ORCA Card what product(s) do you have on your ORCA Card?  
 Cash  Tickets  Something else \_\_\_\_\_  
 ORCA Card →  Pass  E-purse / money on card  
 Both pass and an e-purse

Q15. What ONE THING would you recommend to improve **this route**?  
 \_\_\_\_\_  
 \_\_\_\_\_

**Please answer the following demographic questions to help us with our evaluation.**

Q16. Are you...  Male  Female

Q17. How old are you?

Q18. Do you consider yourself to be Hispanic?  Yes  No

Q19. Do you consider yourself to be White?  Yes  No

Q20. What is the primary language spoken in your home?  English  Other \_\_\_\_\_

Q21. How well do you speak English?  Very well  Not well  
 Well  Not at all

Q22. What is your total household income?  Under \$20,000 per year  \$20,000 up to \$35,000  \$35,000 or more per year

Q23. What is your home ZIP code?

Q24. What is your work ZIP code?       
 Or the nearest intersections to your work location. \_\_\_\_\_ and \_\_\_\_\_

**Thank you very much for your help!!!**