King County METRO

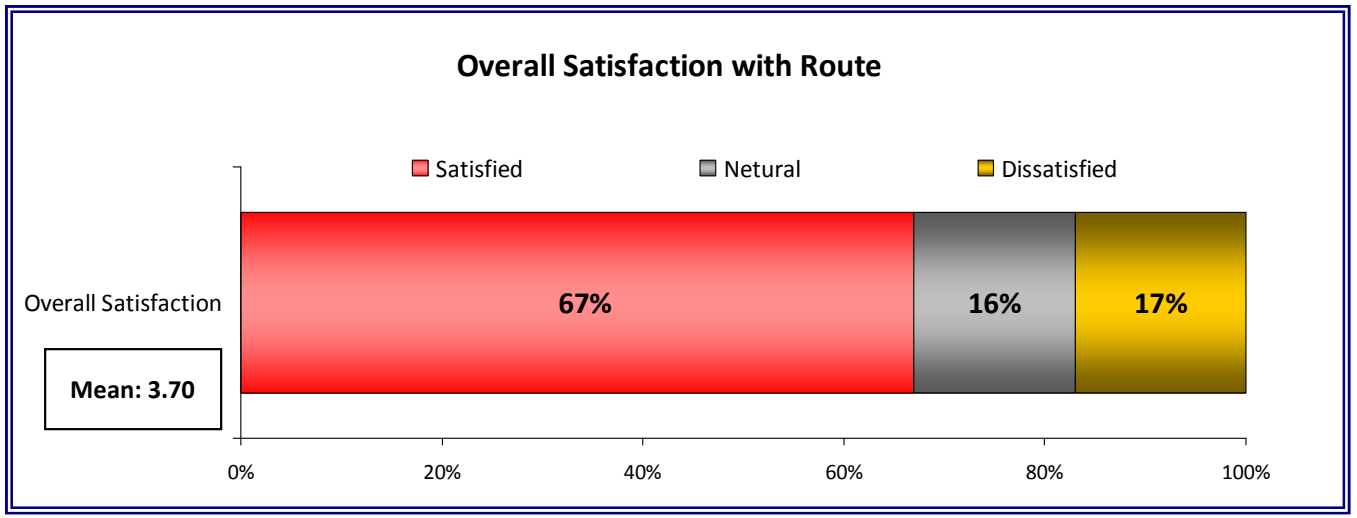
We'll Get You There

RapidRide C Line
Customer Satisfaction Survey

September 2013

Quick Look: Spring 2013, Post Implementation

RapidRide C Line: Overall Satisfaction and Rider Profile



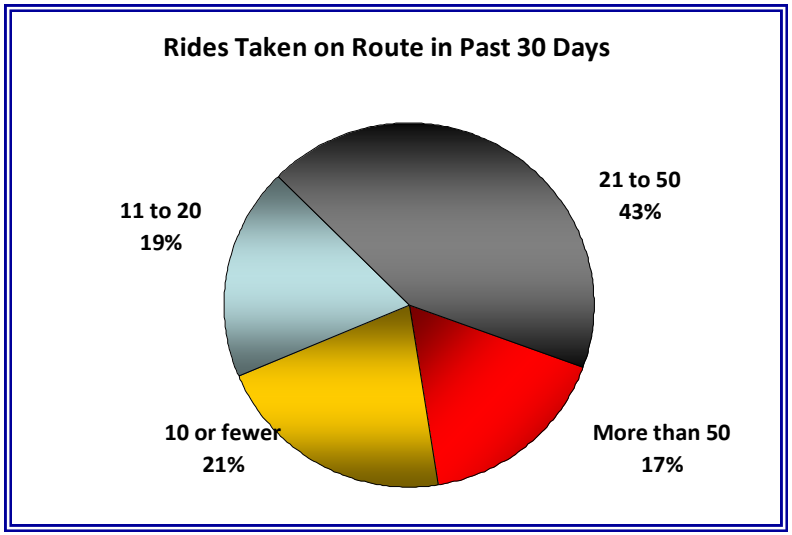
Rider Demographics	
Q18. Gender	
Male	43%
Female	57%
Q.19 Age	
13-24	20%
25-34	29%
35-44	20%
45-54	14%
55-64	11%
65 and older	5%

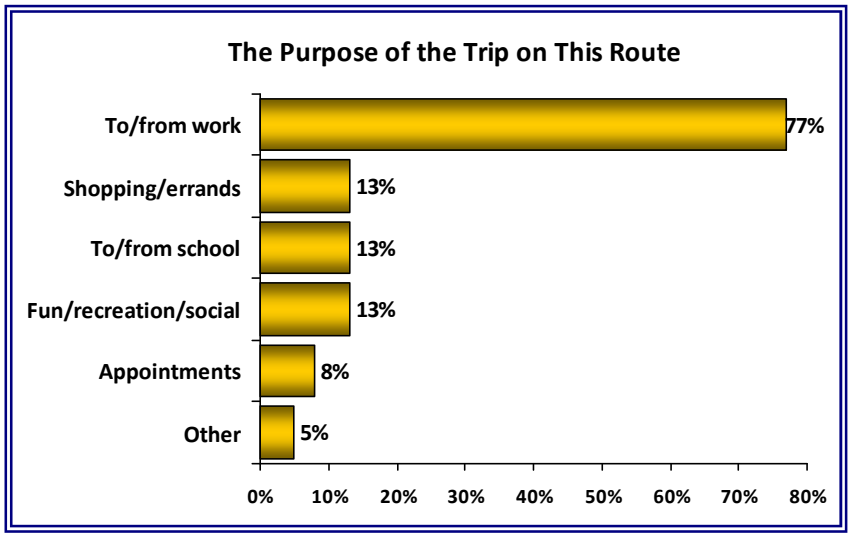
Mean = 38 years

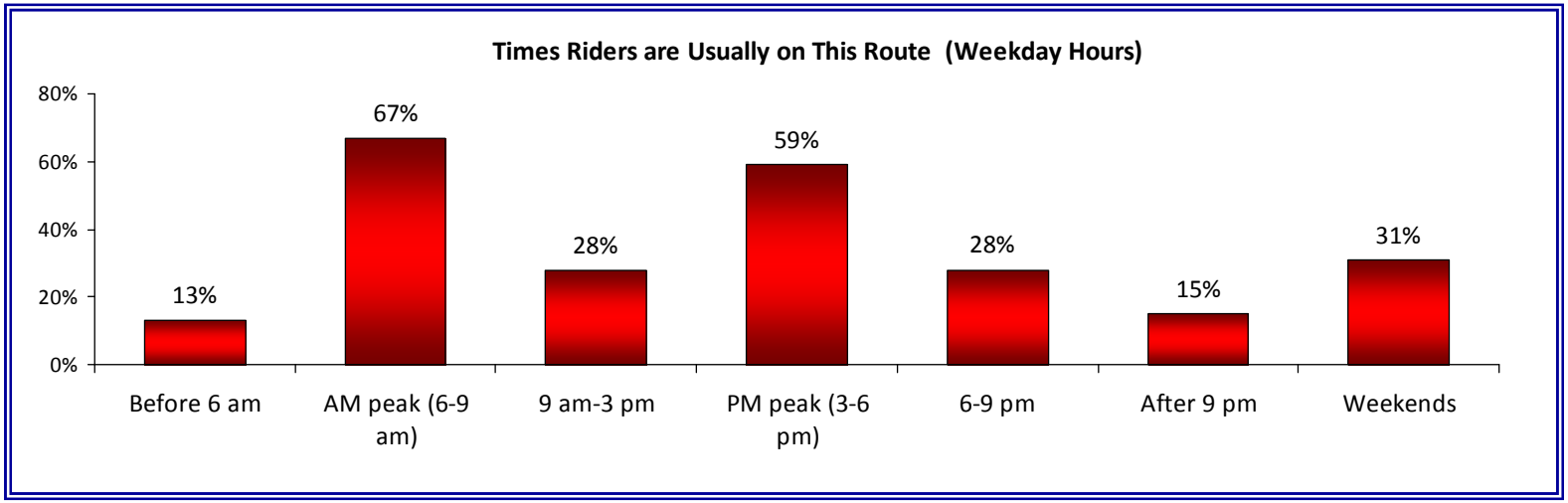
RR D Line
(n=525)

Q7. Overall, how satisfied are you with the Route? (5 is very satisfied, 1 is very dissatisfied)

RapidRide C Line: Ridership Information



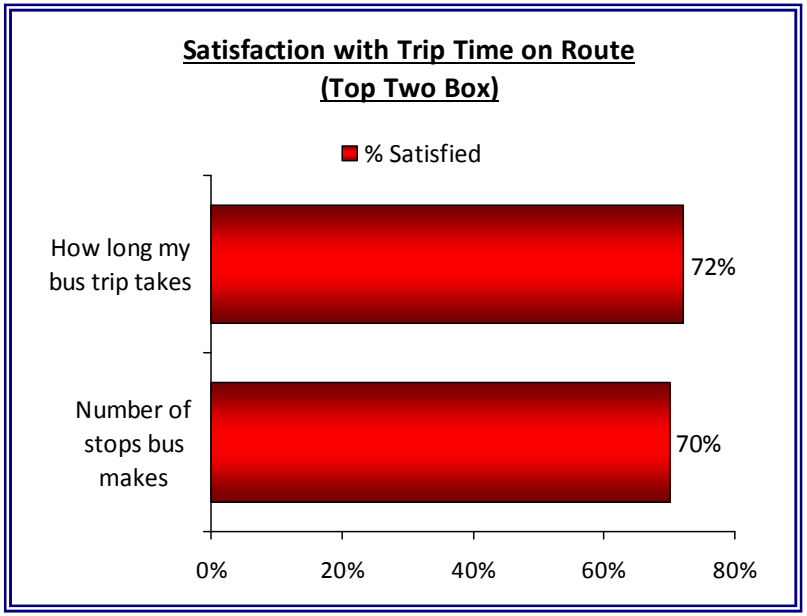




RR C Line
(n=500)

Q8. How many rides have you taken on this Route in the last 30 days?
Q8A. What is the purpose of the trip you take most often on this Route?
Q9. When do you usually ride this Route?

RapidRide C Line: Trip Time and Personal Safety on Route

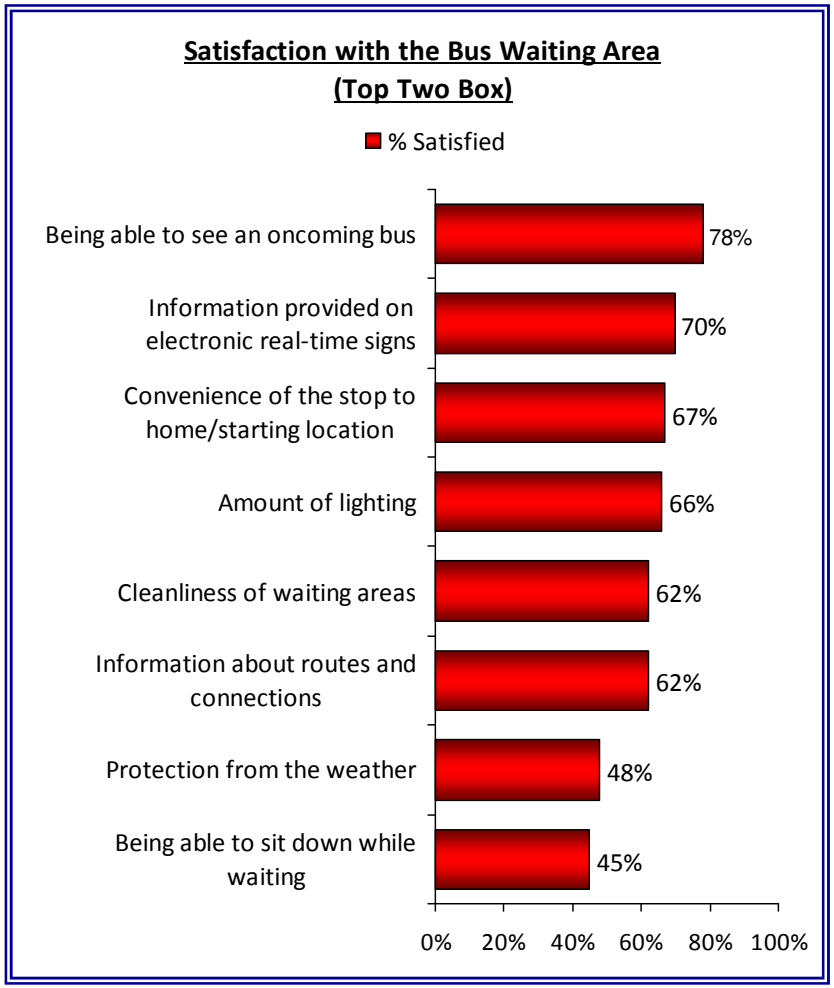


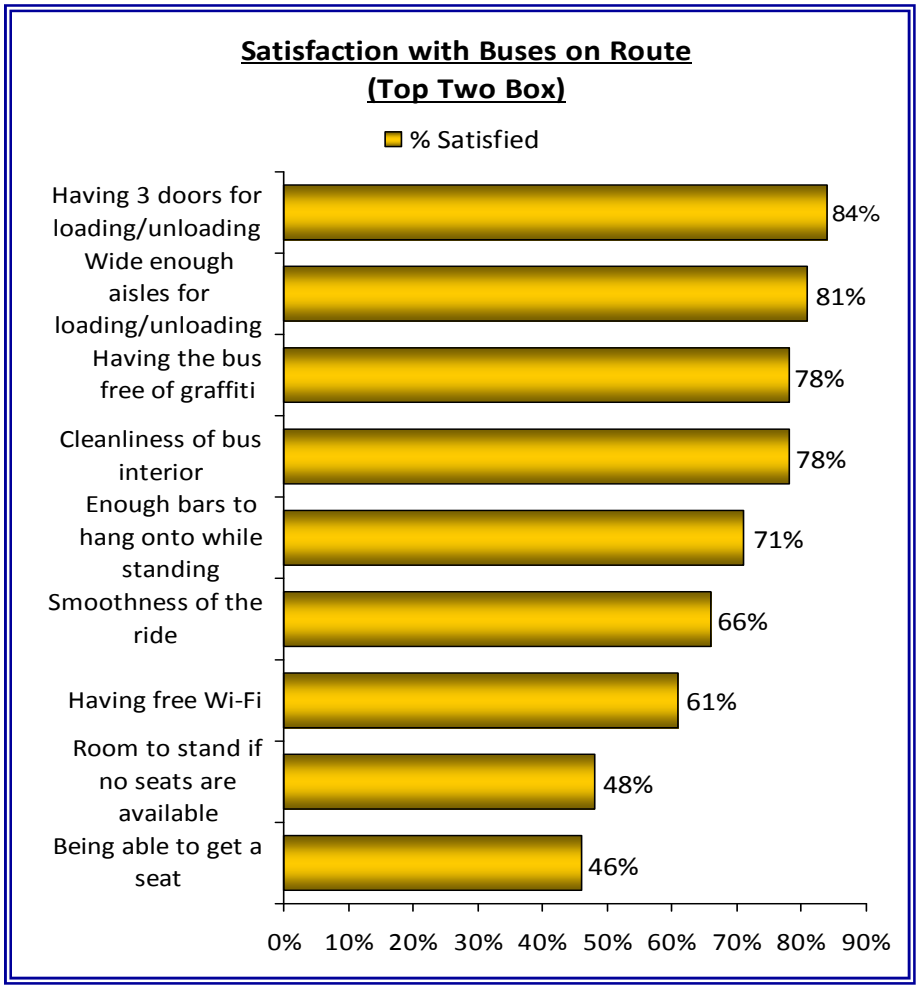
RR C Line (n=500)

Q1. Trip time on Route: (5 is very satisfied, 1 is very dissatisfied)

Q2. Personal safety on Route: (5 is very satisfied, 1 is very dissatisfied)

RapidRide C Line: Bus Waiting Areas and Buses on Route



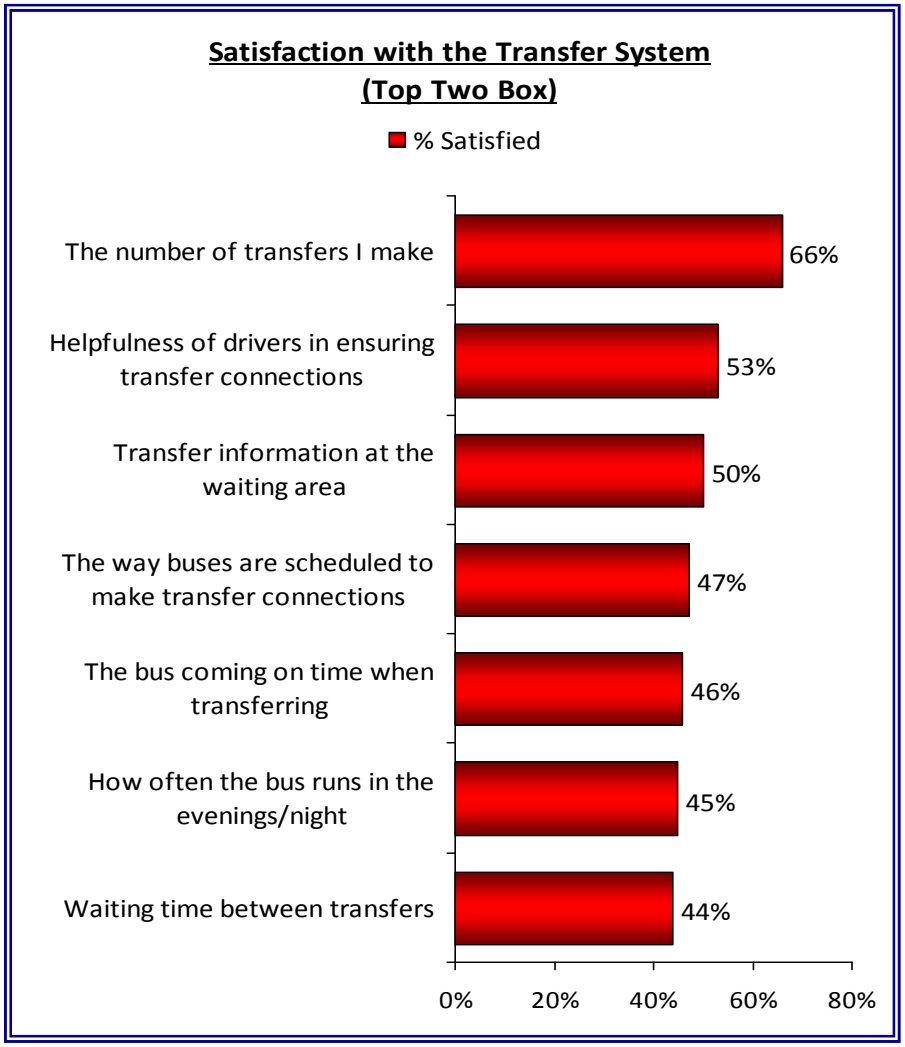


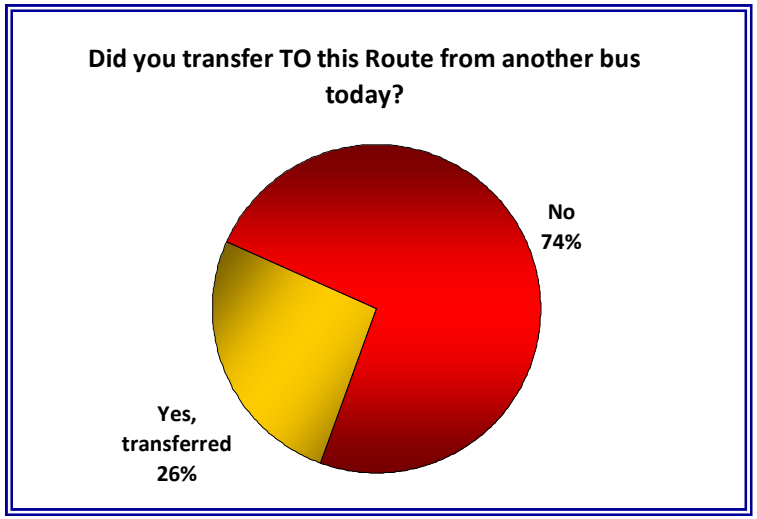
RR C Line (n=500)

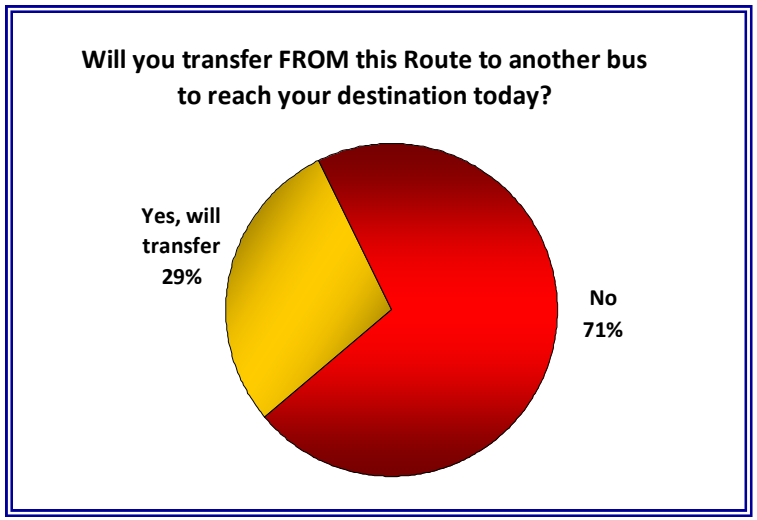
Q3. Waiting area where you boarded the Route for this trip: (5 is very satisfied, 1 is very dissatisfied)

Q4. Things about buses on Route: (5 is very satisfied, 1 is very dissatisfied)

RapidRide C Line: Transfer Systems



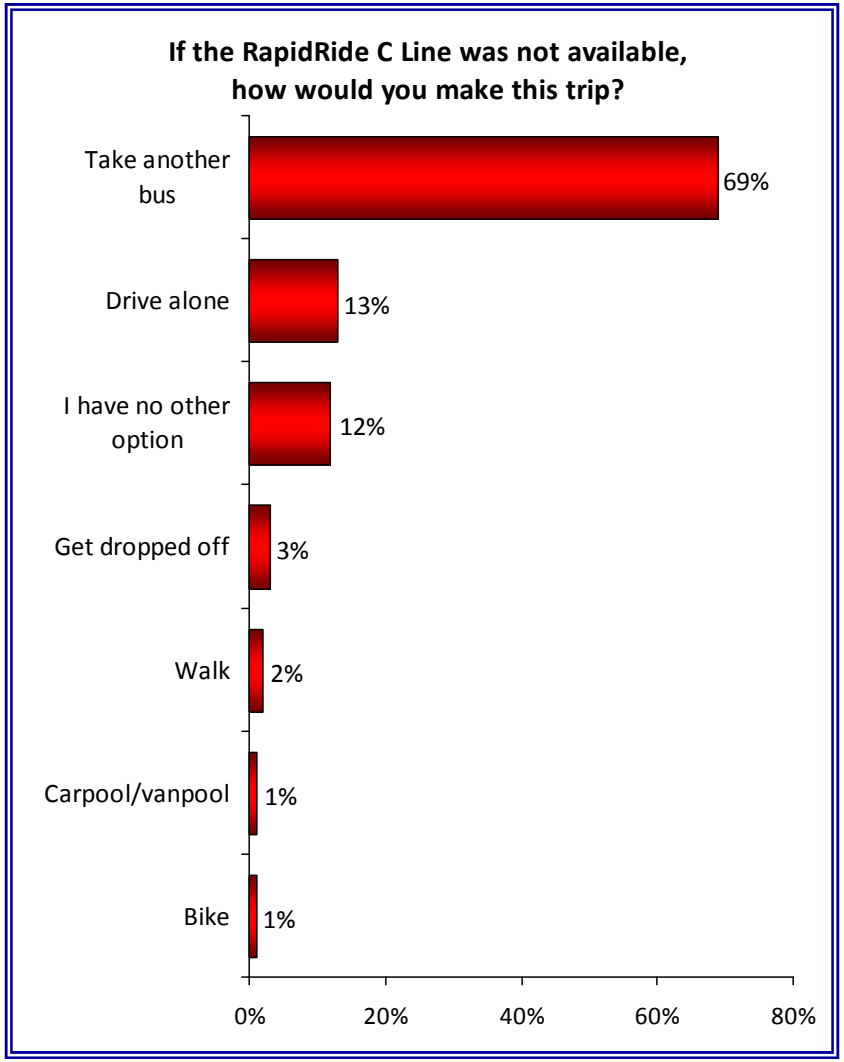




RR C Line
(n=500)

Q5. If you make a transfer on this Route, please rate the items in the box below: (5 is very satisfied, 1 is very dissatisfied)
Q12. Did you transfer TO this Route from another bus on this trip today?
Q13. Will you transfer FROM this Route to another bus to reach your destination on this trip today?

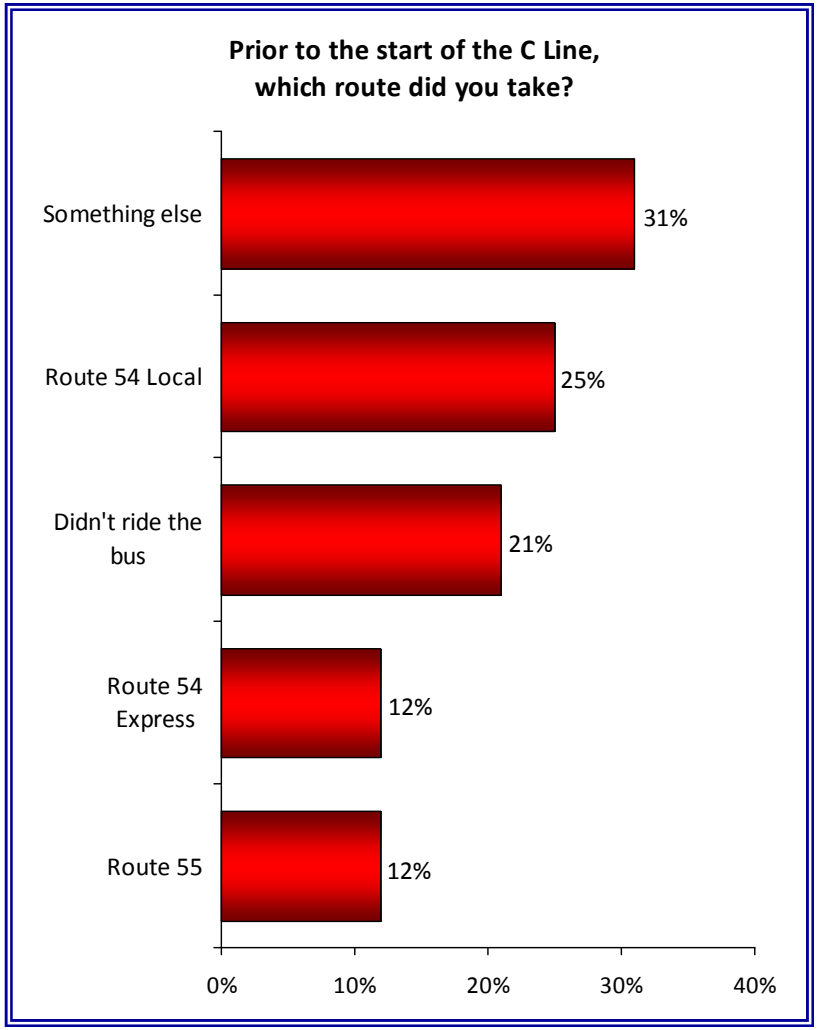
RapidRide C Line: How else would you make this trip?

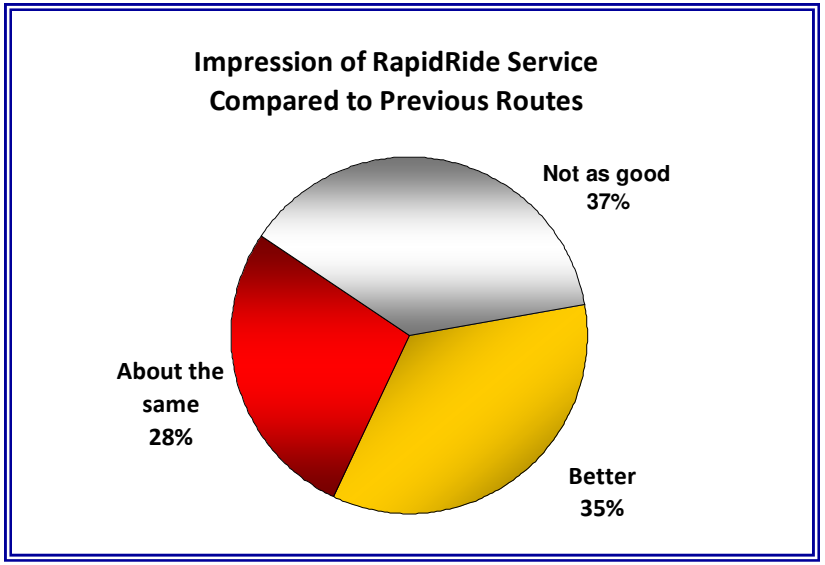


RR C Line (n=500)

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

RapidRide C Line: Previous Route



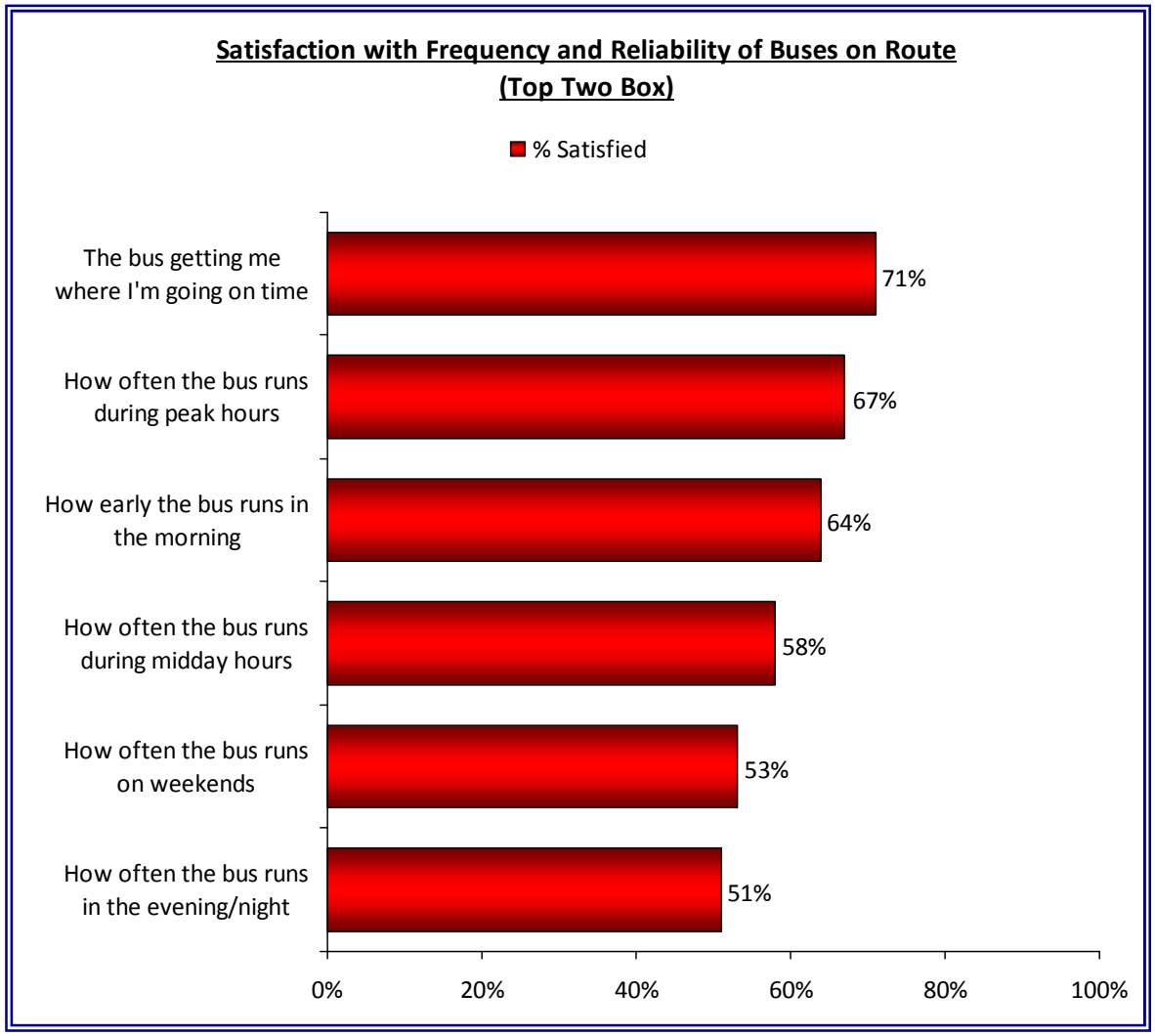


RR C Line (n=355)

Q13. Prior to the start of the C Line, which route did you take?

Q: If you previously took the bus, how does the RapidRide C Line compare?

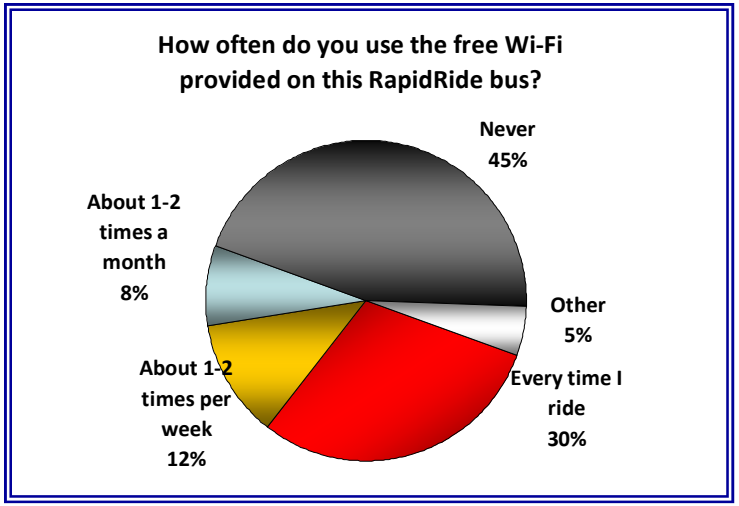
RapidRide C Line: Frequency and Reliability of Buses

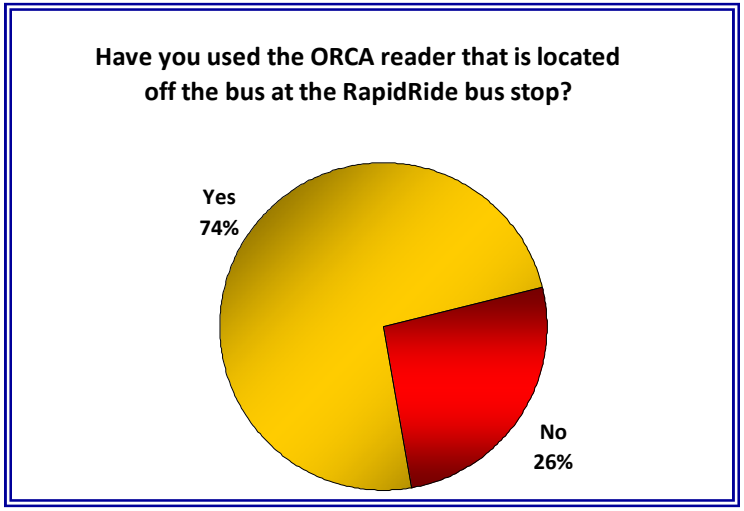


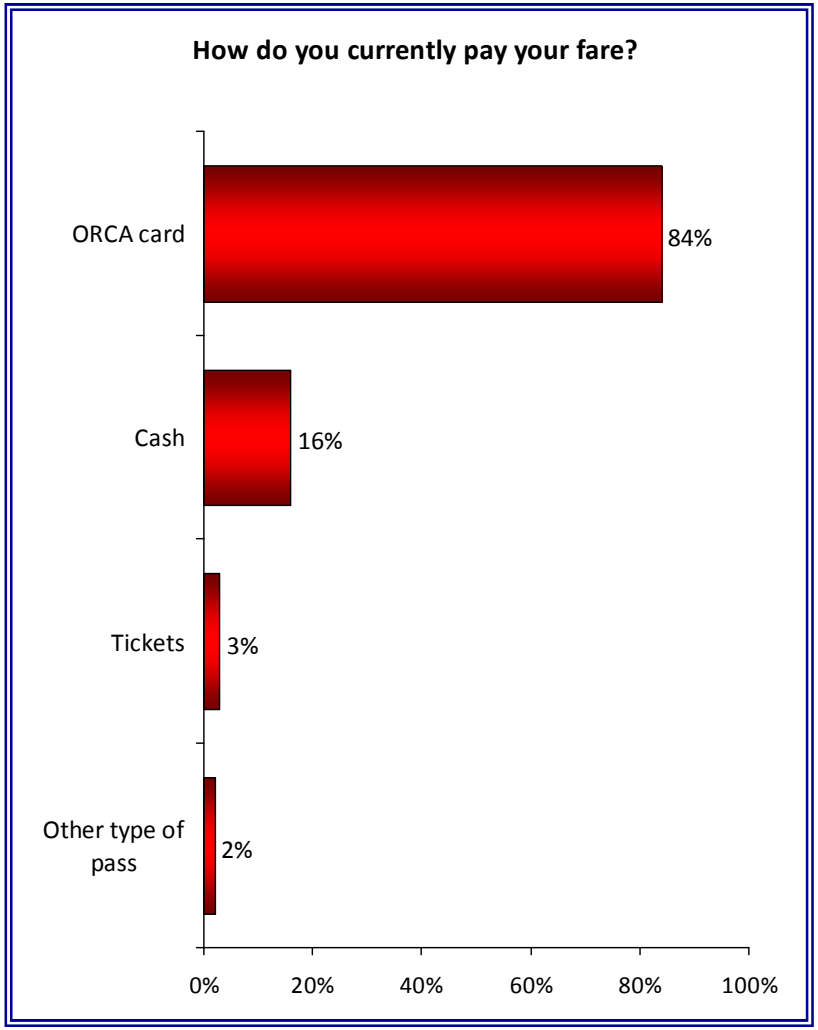
RR C Line
(n=500)

Q6. Frequency and reliability of buses on the Route: (5 is very satisfied, 1 is very dissatisfied)

RapidRide C Line: Wi-Fi Use, ORCA Reader, Fare Payment



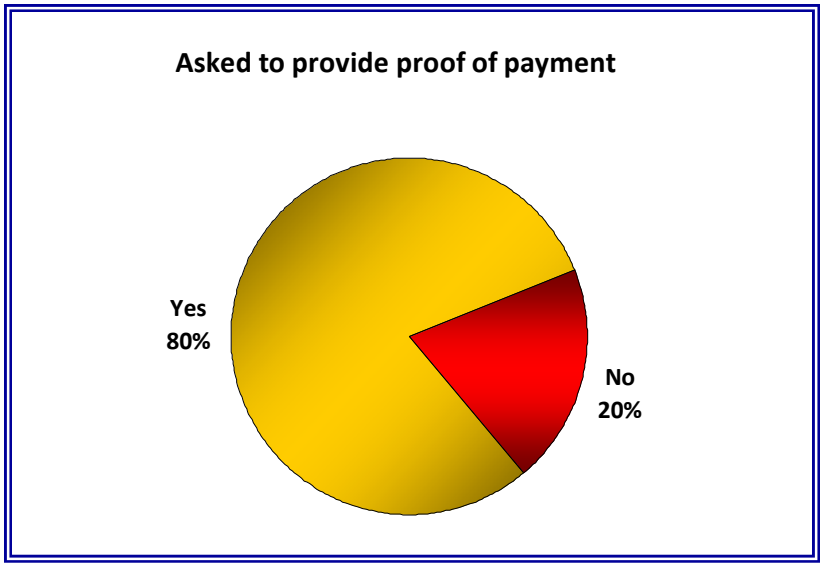


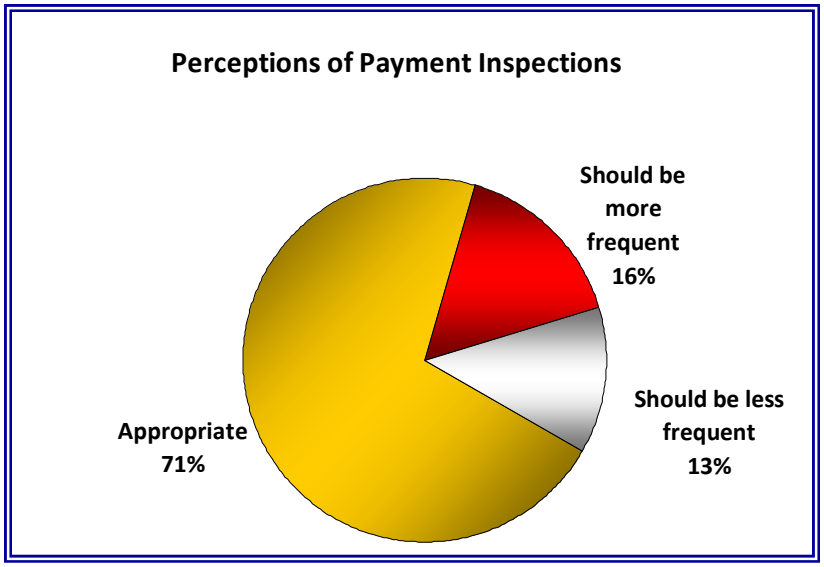


RR C Line (n=500)

Q14. How often do you use the free Wi-Fi provided on this RapidRide bus?
Q15A. Have you used the ORCA reader that is located off the bus at the RapidRide bus stop?
Q15. How do you currently pay your fare?

RapidRide C Line: Proof of Payment





RR C Line
(n=500)

Q16. On the RapidRide C Line, have you ever been requested to show your proof of payment by a fare enforcement office?
Q17. If yes, are the number of inspections by fare enforcement officers…