



King County Metro Transit

RapidRide E

Customer Surveys

Final Report

July 2014

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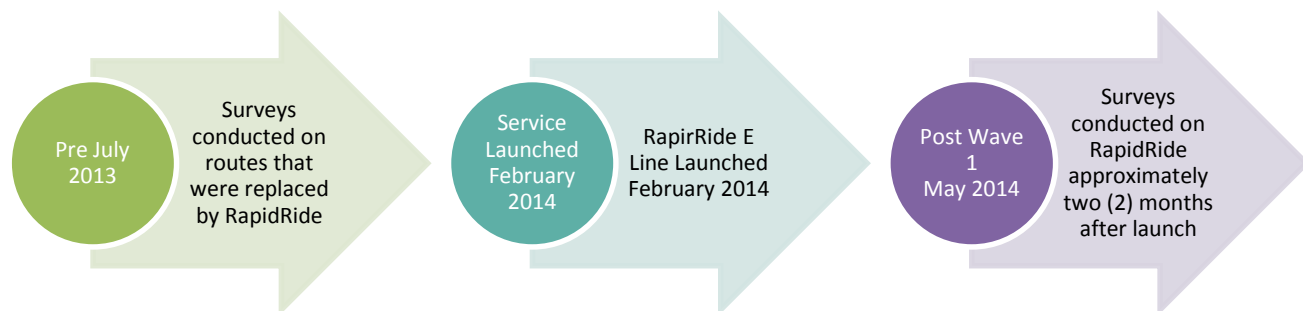
Project Overview

Background and Objectives

In October 2010, King County Metro began introducing its RapidRide service. RapidRide provides more frequent and faster service as vehicles make fewer stops, make extensive use of transit signal priority, and on some lines use semi-exclusive lanes to bypass traffic. RapidRide runs no less than every 10 minutes during peak commuting hours and every 15 minutes in most off-peak hours.

RapidRide A and B lines were launched in October 2010 and 2011, respectively. RapidRide C and D lines were launched simultaneously in September 2012. RapidRide E Line launched in February 2014 and replaced Route 358. RapidRide F Line will launch in June 2014 and will replace Route 140.

To assess the impact of the changes on the rider experience, Metro routinely conducts on-board surveys before and after these changes to service. These surveys are typically conducted at three different points in time:



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.

Key objectives of the research are to:

- Measure impact of service change on customer 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

Two interviewers distributed and collected surveys on-board RapidRide E Line on three different weekdays. 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 types of intercept interviews. 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 three days—May 12 to May 13, 2014 and May 20, 2014. A team of two interviewers were assigned to the RapidRide E Line. During peak hours, both members of the team rode the same vehicle to ensure adequate staffing on crowded trips.

Efforts were made to distribute surveys to all riders as they boarded the bus. All boarding riders were approached by an interviewer and asked to complete the survey. Interviewers kept a rough tally of the number of riders approached and surveys distributed to obtain an estimate of distribution and response rates.

Respondents had two options to complete: (1) printed questionnaire completed on-board and returned to the interviewer during the trip and (2) printed questionnaire returned to Metro using Business Reply Mail. Printed surveys were available in English, Spanish, Chinese and Korean.

The goal was to complete a minimum of 500 surveys per line and this goal was exceeded.

- The majority of respondents completed the survey while on-board.
- While surveys were available in Spanish and some were handed out, two respondents completed the survey in Spanish and no respondents completed in either Chinese or Korean during the 2014 data collection period.

Route	Wave	# Completes	% On-Board	% Mailed Back / Online	% English
RapidRide E Line	Post 1	534	71%	29%	99.6%

A quality review of the surveys was undertaken and incomplete surveys were set aside. The following table shows the final sample sizes for both waves of data collection.

Route	Pre Wave (Route 358)	Rapid Ride E Line
RapidRide E Line	544	534

Summary of Key Findings

Overall satisfaction with RapidRide E Line service is significantly higher than the route it replaced.

- Among RapidRide E riders, the percentage very satisfied increased from 15 percent to 26 percent.
- The percentage dissatisfied decreased from 15 percent to 4 percent

The increase in satisfaction is reflected by significant increases in satisfaction across all six service dimensions

- While satisfaction with Personal Safety has increased significantly over the past year, it is still the lowest rated dimension with a mean score of 3.45 out of 5.

	RapidRide E Line	
	Pre 2013 (n=544)	Post 1 2014 (n=534)
Overall Satisfaction	3.57	4.04 ↑
Travel Time	3.50	3.90 ↑
Frequency / Reliability	3.56	3.87 ↑
On the Bus	3.41	3.77 ↑
Waiting for the Bus	3.29	3.72 ↑
Ease of Transferring	3.40	3.66 ↑
Personal Safety	3.28	3.45 ↑
↑ indicates significant (95%) increase in satisfaction ratings from previous survey wave ↗ indicates significant (90%) increase in satisfaction ratings from previous survey wave ↓ indicates significant (95%) decrease in satisfaction ratings from previous survey wave = indicates no change in satisfaction ratings from previous survey wave		

Customer Profiles

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

The average age of RapidRide E Line riders is 37.

Half of RapidRide E Line riders reported household incomes greater than \$35,000 in 2014; significantly more than in 2013.

Table 1: Customer Demographics

	RapidRide E Line	
	Pre 2013 (n=544)	Post 1 2014 (n=534)
Gender		
Male	54%	51%
Female	46%	49%
Age		
< 25	20%	21%
25 – 34	30%	36%
35 – 44	19%	16%
45 – 54	14%	10%
55 – 64	11%	11%
65+	5%	6%
Mean	37.8	36.8
Income		
<\$20,000	36%	25%↓
\$20,000 - \$35,000	21%	25%
\$35,000+	43%	50%↑
Race / Ethnicity		
% White	66%	76%↑
% Hispanic	11%	10%

The majority of RapidRide E Line riders are frequent riders—averaging 32 one-way rides in the last 30 days. Moreover, the majority of RapidRide E Line riders are commuting to work or school.

The profile of RapidRide E Line riders is fairly consistent across the two survey waves.

Table 2: Travel Characteristics

	RapidRide E Line	
	Pre 2013 (n=544)	Post 1 2014 (n=534)
Number of One-Way Rides in Last 30 Days		
10 or fewer	24%	23%
11 – 20	18%	19%
21 – 50	38%	40%
>50	20%	18%
Mean	32.0	32.1
Trip Purpose(s)*		
To / from work	67%	70%
To / from school	9%	12%
Shopping / errands	17%	14%
Fun / recreation	23%	16%
Appointments	24%	16%
Other	13%	7%
Time(s) of Day Ride*		
Weekdays before 6:00 a.m.	15%	9%↓
Weekdays 6:00-9:00 a.m.	65%	65%
Weekdays 9:00 a.m.-3:00 p.m.	38%	34%
Weekdays 3:00-6:00 p.m.	50%	49%
Weekdays 6:00-9:00 p.m.	32%	27%
Weekdays after 9:00 p.m.	24%	13%↓
Weekends	37%	28%↓
Length of Time Riding		
Less than 6 months	11%	9%
6 – 12 months	9%	13%↑
1 – 5 years	24%	27%
5 years or more	57%	52%

* Sums to more than 100%; multiple responses provided. Note that a greater number of riders provided multiple responses in the current (2014) survey wave than in previous waves.

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

- Significantly more riders reported using ORCA Cards in 2014 than in 2013.

Table 3: Fare Payment

	RapidRide E Line	
	Pre 2013 (n=544)	Post 1 2014 (n=534)
Fare Payment*		
ORCA Card	74%	81% ↑
Cash	32%	21% ↓
Tickets	7%	4% ↓
Media on ORCA Card (users)*	(n=394)	(n=430)
Pass	55%	56%
Pass & E-Purse	17%	12%
E-Purse Only	28%	32%

*Does not include respondents who did not indicate what type of media they had on their ORCA Card or checked not sure

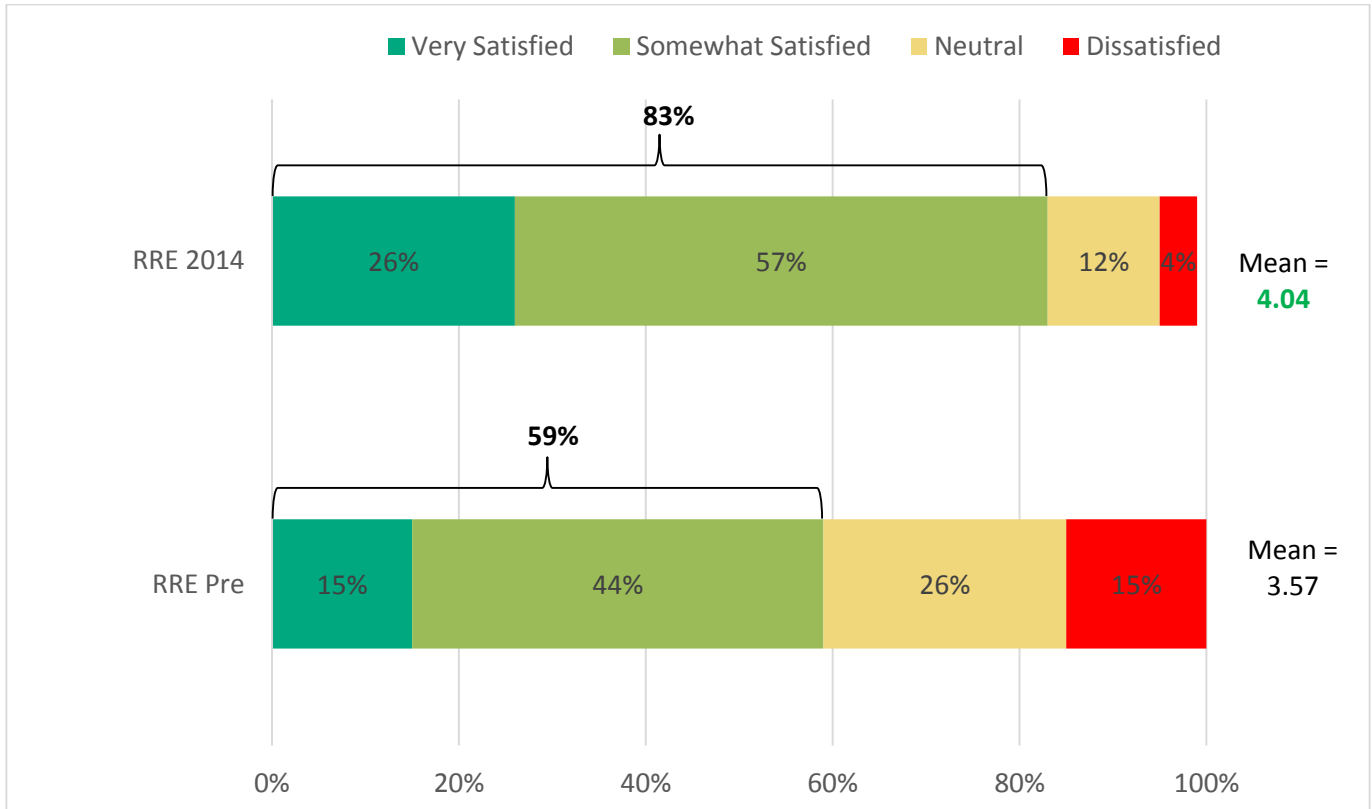
RapidRide E Line

Overall Satisfaction

More than four out of five (83%) RapidRide E Line riders are satisfied with the service—up significantly from the Pre-RapidRide E Line.

- This is due to a significant increase in both the percentage “very satisfied” and “somewhat satisfied” as well as a significant decrease in the “neutral” and “dissatisfied” responses.

Figure 1: Overall Satisfaction with RapidRide E Line



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

Rows may not sum to 100% due to rounding

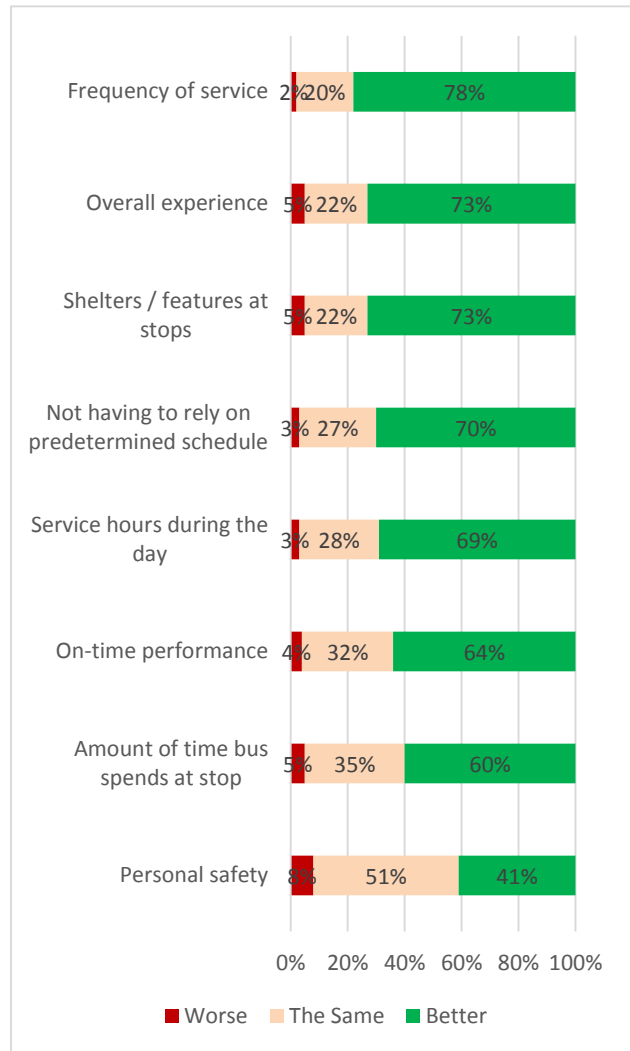
Base: RRE Pre n=344; RRE Post Wave 1 n=534

Nearly three out of four RapidRide E Line riders (73%) say that the overall experience on RapidRide is better than other Metro service.

They are most positive about the frequency of service, not having to rely on a pre-determined schedule, the shelters and features at bus stops, service hours, and on-time performance.

While still generally positive, a relatively high percentage of RapidRide E Line riders say there are no differences in personal safety between RapidRide and other Metro service.

Figure 2: Perceptions of RapidRide E Line to Previous Route



Q8- How does the RapidRide E Line compare overall to the route you took before?
Base: All Respondents (n=534)

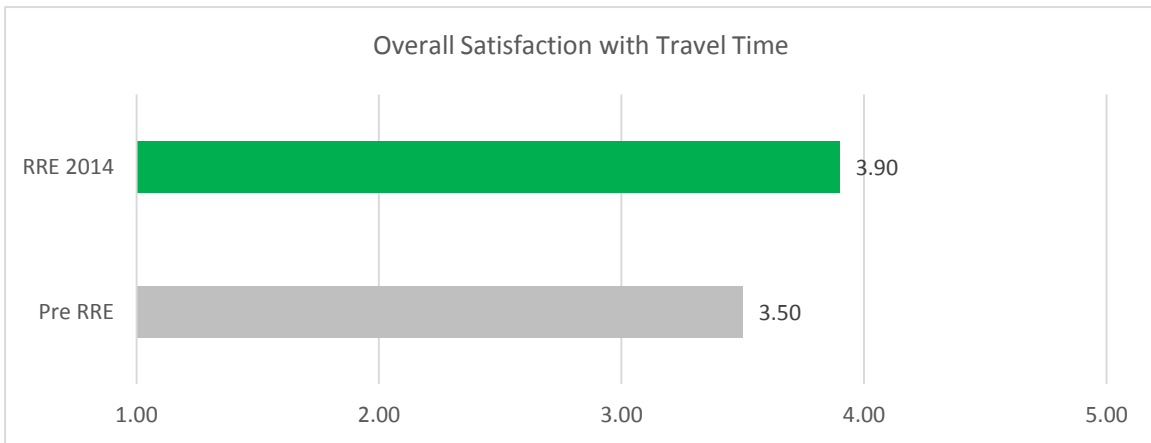
Satisfaction with Travel Time

Of the six primary service dimensions, RapidRide E Line riders are most satisfied with travel time.

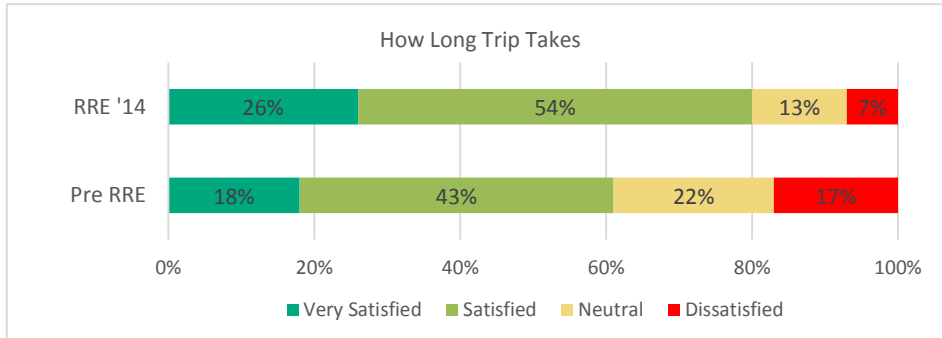
Satisfaction with travel time on RapidRide E Line increased significantly since the service’s introduction.

- RapidRide E Line riders continue to be less satisfied with the number of stops the vehicle makes than actual travel time. However, satisfaction with the number of stops has increased since 2013.

Figure 3: Satisfaction with Travel Time on RapidRide E Line

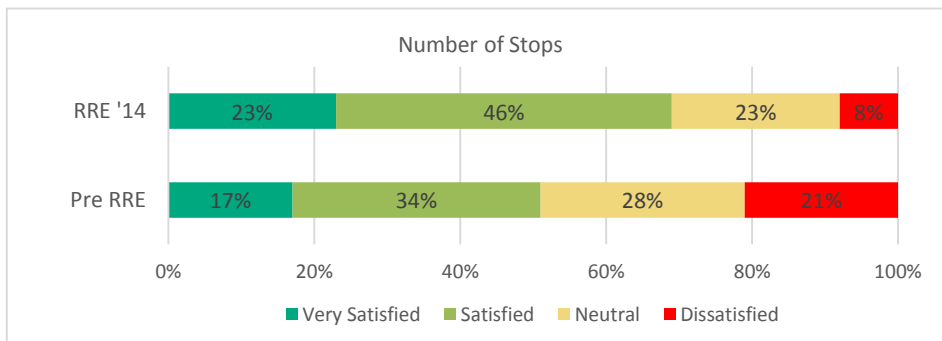


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where “1” means “very dissatisfied and “5” means “very satisfied.” Dark green indicates significant (95%) increase in rating from previous year



How Long Trip Takes		
	% Satisfied	Mean
RRE '14	80%	3.96
Pre RRE	61%	3.58

Dark green indicates significant (95%) increase in rating from previous year



Number of Stops		
	% Satisfied	Mean
RRE '14	69%	3.83
Pre RRE	51%	3.41

Dark green indicates significant (95%) increase in rating from previous year

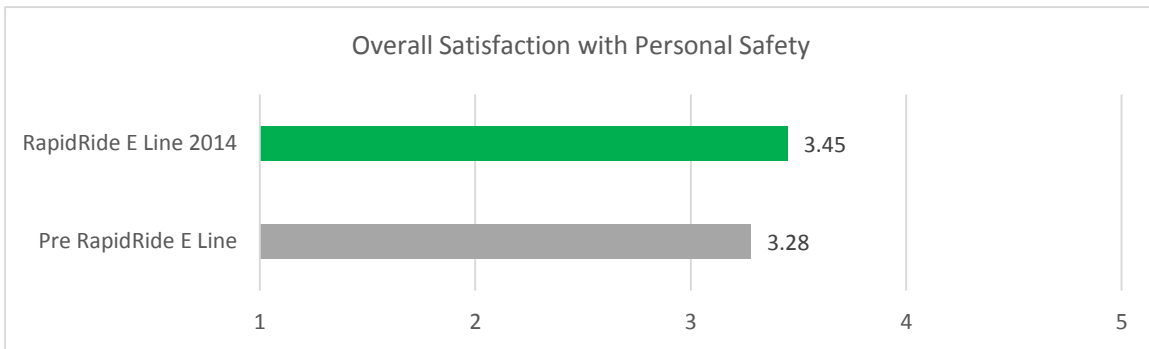
Q1 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
Base: RRE Pre n=544; RRE Post Wave 1 n=534

Satisfaction with Personal Safety

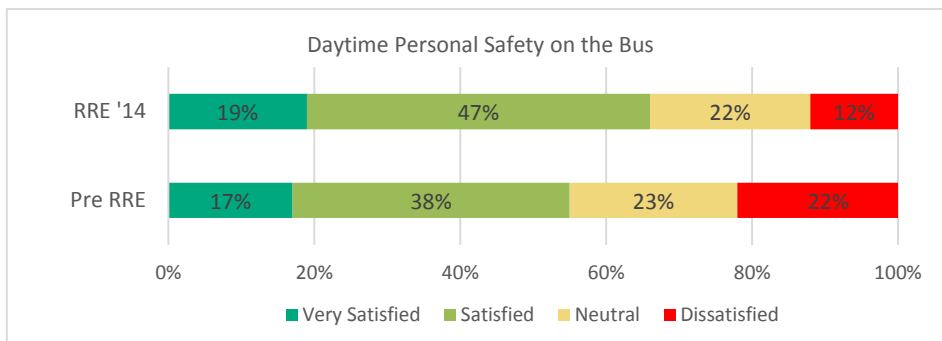
Satisfaction with personal safety is the lowest of the six dimensions according to RapidRide E Line riders. When compared to Pre-RapidRide E, most aspects of personal safety have increased significantly.

- The exception to this is Personal Safety While Waiting When it is Dark. While the percent satisfied has increased slightly over Pre-RapidRide E, the increase is not significant.

Figure 4: Satisfaction with Personal Safety on RapidRide E Line

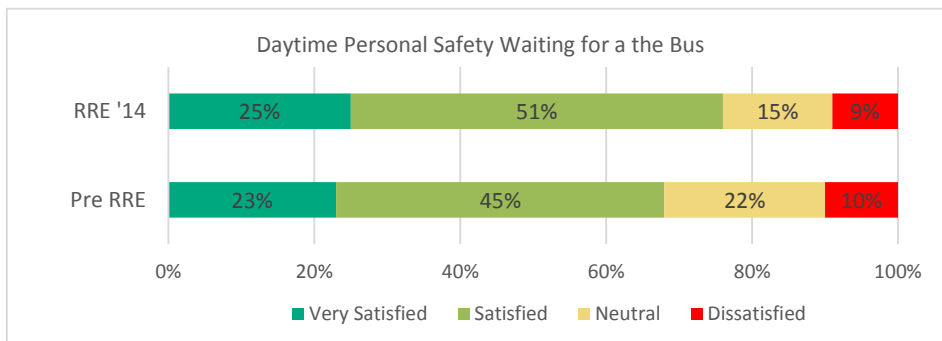


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied." Green indicates significant (95%) increase in rating from previous year



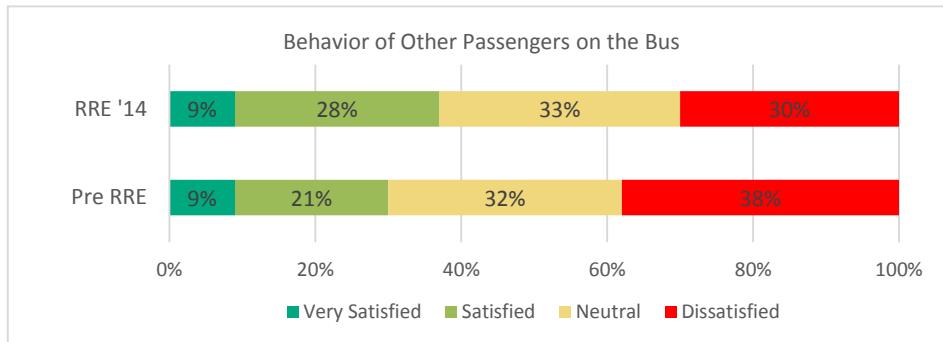
Daytime Personal Safety on the Bus		
	% Satisfied	Mean
RRE '14	66%	3.70
Pre RRE	55%	3.45

Dark green indicates significant (95%) increase in rating from previous year



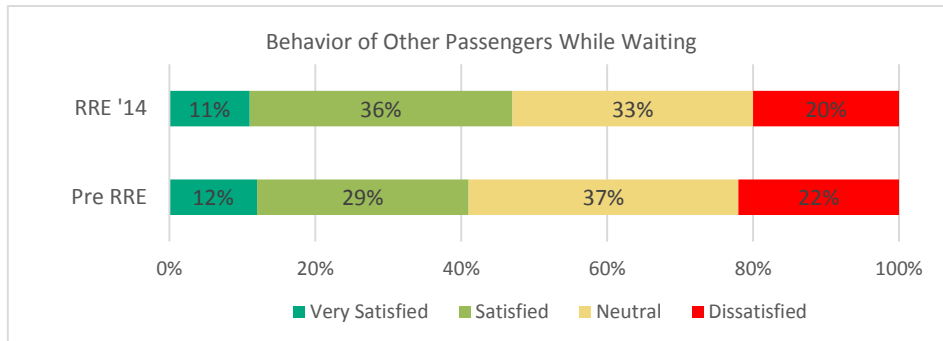
Daytime Personal Safety Waiting for a the Bus		
	% Satisfied	Mean
RRE '14	76%	3.89
Pre RRE	68%	3.79

Dark green indicates significant (95%) and light green indicates significant (90%) increase in rating from previous year



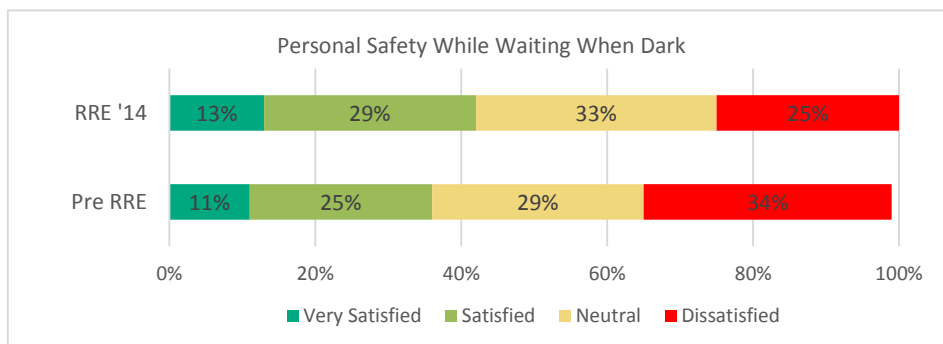
Behavior of Other Passengers on the Bus		
	% Satisfied	Mean
RRE '14	37%	3.09
Pre RRE	30%	2.89

Dark green indicates significant (95%) increase in rating from previous year



Behavior of Other Passengers While Waiting		
	% Satisfied	Mean
RRE '14	47%	3.33
Pre RRE	41%	3.24

Dark green indicates significant (95%) increase in rating from previous year



Personal Safety While Waiting When Dark		
	% Satisfied	Mean
RRE '14	42%	3.21
Pre RRE	36%	3.02

Dark green indicates significant (95%) increase in rating from previous year

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

Rows may not sum to 100% due to rounding

Base: RRE Pre n=544; RRE Post Wave 1 n=534

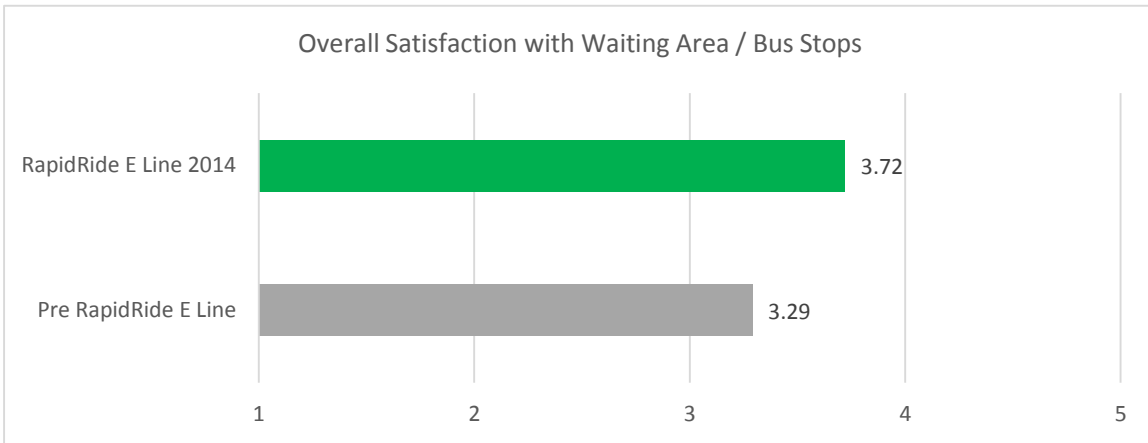
Satisfaction with Waiting Area / Bus Stop Where Boarded

Overall satisfaction with the waiting areas / bus stops for RapidRide E Line has increased significantly since the introduction of the RapidRide line.

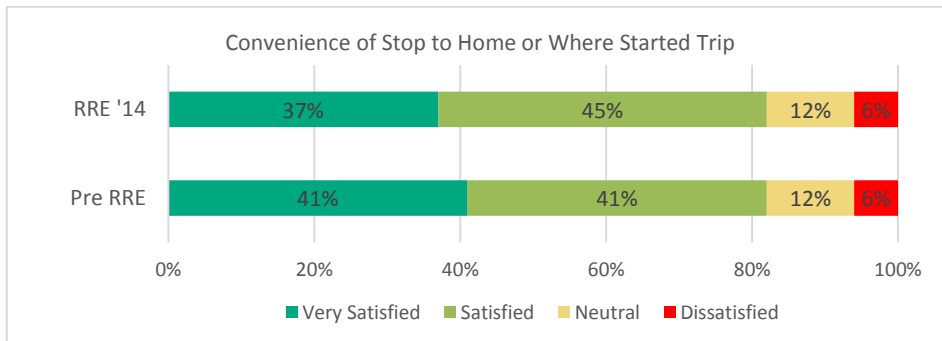
The increase in satisfaction ratings are significant for nearly all attributes of the waiting area / bus stop where boarded.

- Only the convenience of the location of the bus stop to where the rider started the trip has remained the same.
- The increase was greatest for the cleanliness of the waiting area and the amount of lighting.

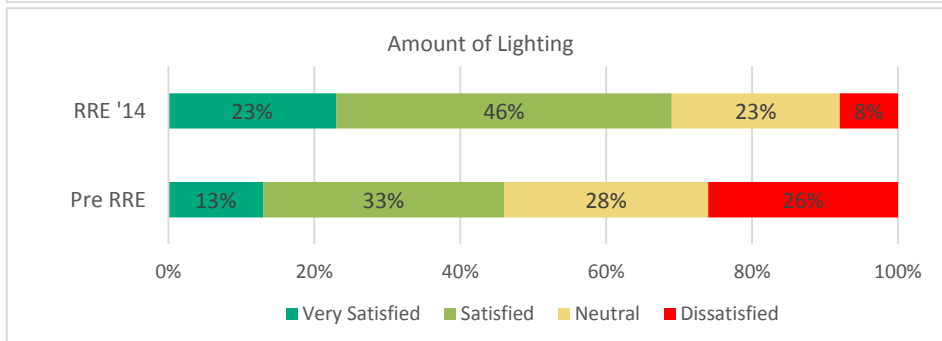
Figure 5: Satisfaction with Waiting Area / Bus Stop Where Board RapidRide E Line



Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied." Dark green indicates significant (95%) increase in rating from previous year.

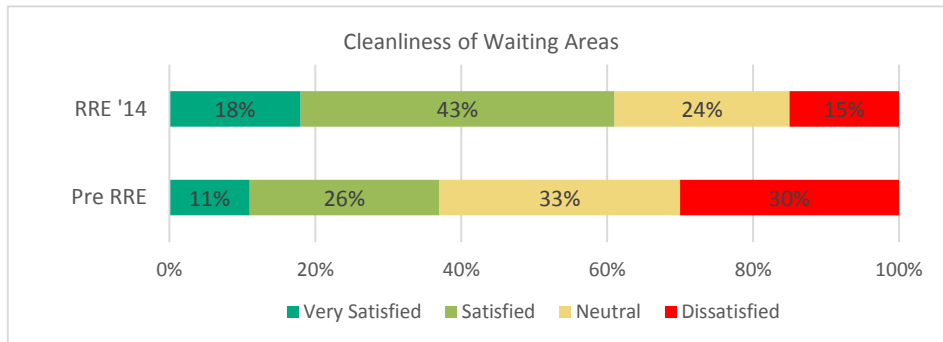


Convenience of Stop to Home or Where Started Trip		
	% Satisfied	Mean
RRE '14	82%	4.11
Pre RRE	82%	4.14



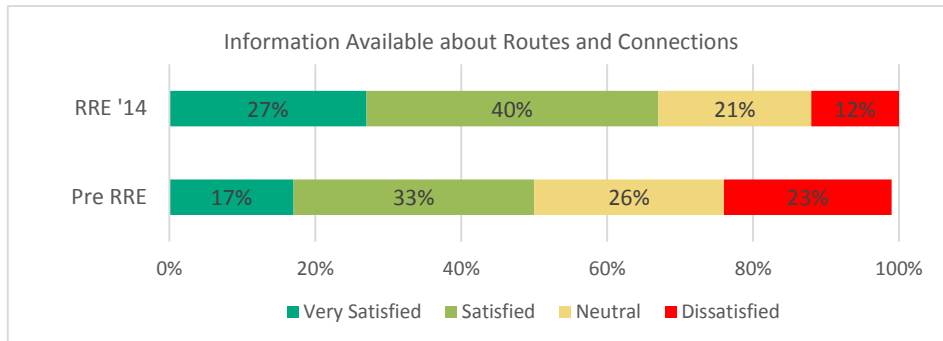
Amount of Lighting		
	% Satisfied	Mean
RRE '14	69%	3.82
Pre RRE	46%	3.25

Dark green indicates significant (95%) increase in rating from previous year



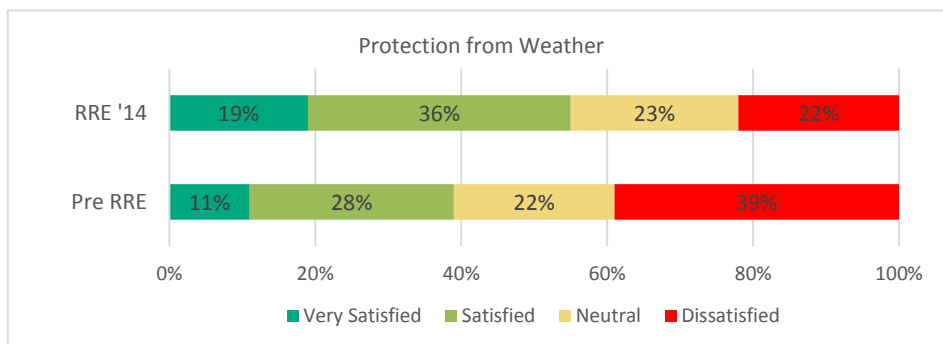
Cleanliness of Waiting Area		
	% Satisfied	Mean
RRE '14	61%	3.62
Pre RRE	37%	3.09

Dark green indicates significant (95%) increase in rating from previous year



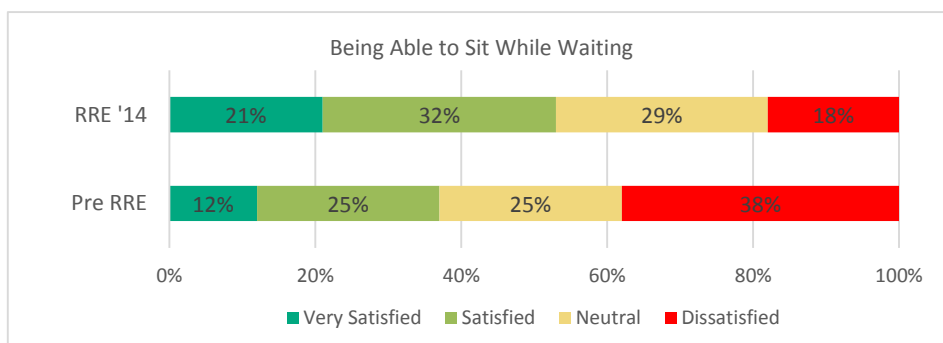
Information Available About Routes and Connections		
	% Satisfied	Mean
RRE '14	67%	3.79
Pre RRE	50%	3.37

Dark green indicates significant (95%) increase in rating from previous year



Protection from Weather		
	% Satisfied	Mean
RRE '14	55%	3.46
Pre RRE	39%	2.93

Dark green indicates significant (95%) increase in rating from previous year



Being Able to Sit While Waiting		
	% Satisfied	Mean
RRE '14	53%	3.50
Pre RRE	37%	2.95

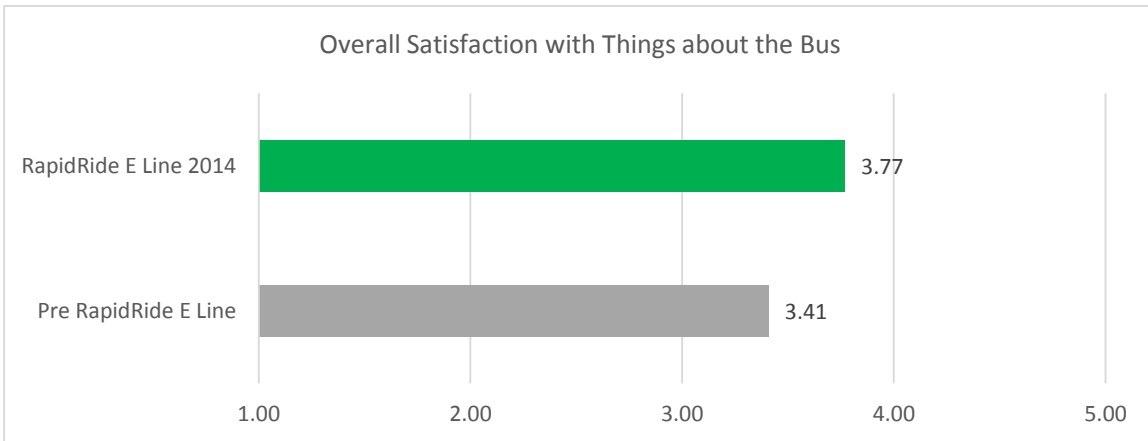
Dark green indicates significant (95%) increase in rating from previous year

Q3 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: RRE Pre n=544; RRE Post Wave 1 n=534

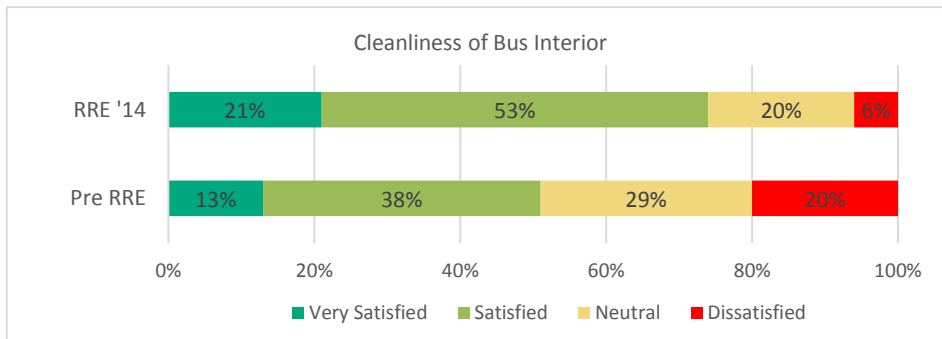
Satisfaction with Things about the Bus

All attributes for satisfaction with things about the bus have increased since the introduction of RapidRide E Line. While still quite high, satisfaction with the ability to get a seat is the lowest attribute in this dimension. Satisfaction has increased the most for cleanliness of the bus interior.

Figure 6: Satisfaction with Things about the RapidRide E Line Buses



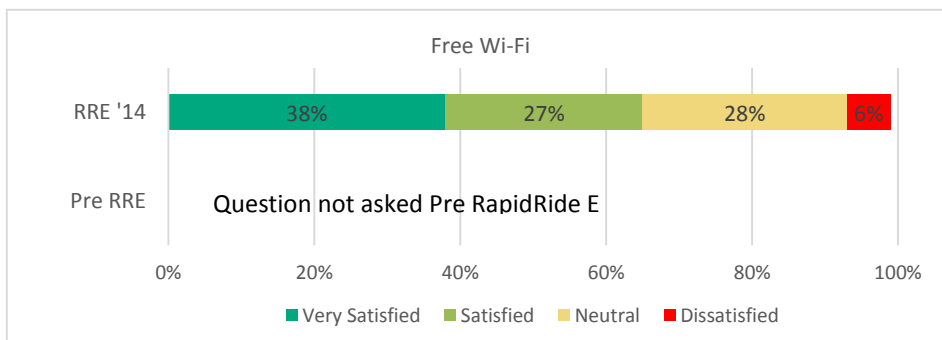
Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied." Dark green indicates significant (95%) increase in rating from previous year.



Cleanliness of Bus Interior		
	% Satisfied	Mean

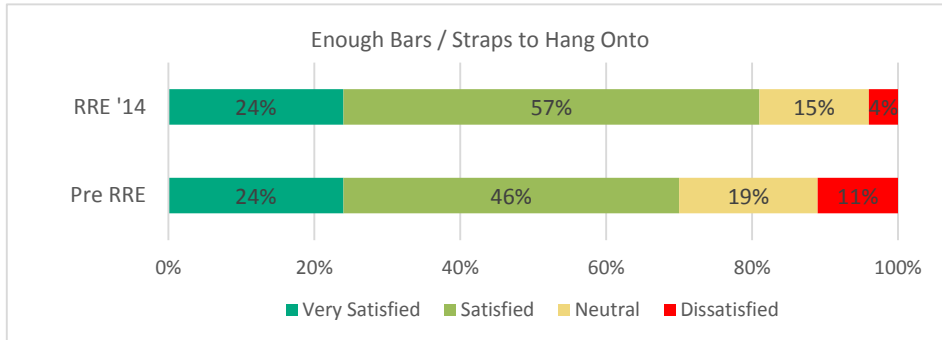
RRE '14	74%	3.88
Pre RRE	51%	3.38

Dark green indicates significant (95%) increase in rating from previous year



Free Wi-Fi		
	% Satisfied	Mean

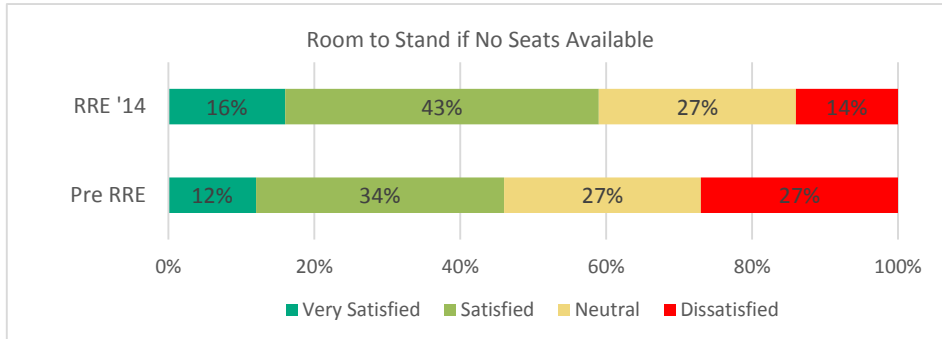
RRE '14	65%	3.94
Pre RRE	N/A	N/A



Enough Bars / Straps to Hang Onto		
	% Satisfied	Mean

RRE '14	81%	3.99
Pre RRE	70%	3.81

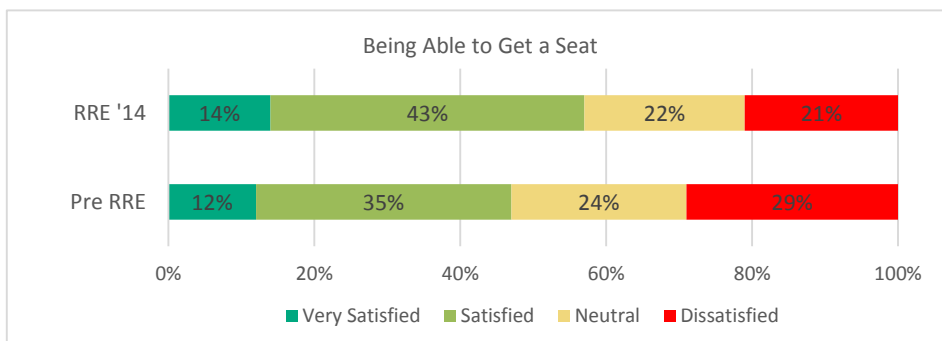
Dark green indicates significant (95%) increase in rating from previous year



Room to Stand if No Seats Available		
	% Satisfied	Mean

RRE '14	59%	3.59
Pre RRE	46%	3.24

Dark green indicates significant (95%) increase in rating from previous year



Being Able to Get a Seat		
	% Satisfied	Mean

RRE '14	57%	3.45
Pre RRE	47%	3.23

Dark green indicates significant (95%) increase in rating from previous year

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

Rows may not sum to 100% due to rounding

Base: RRE Pre n=544; RRE Post Wave 1 n=534

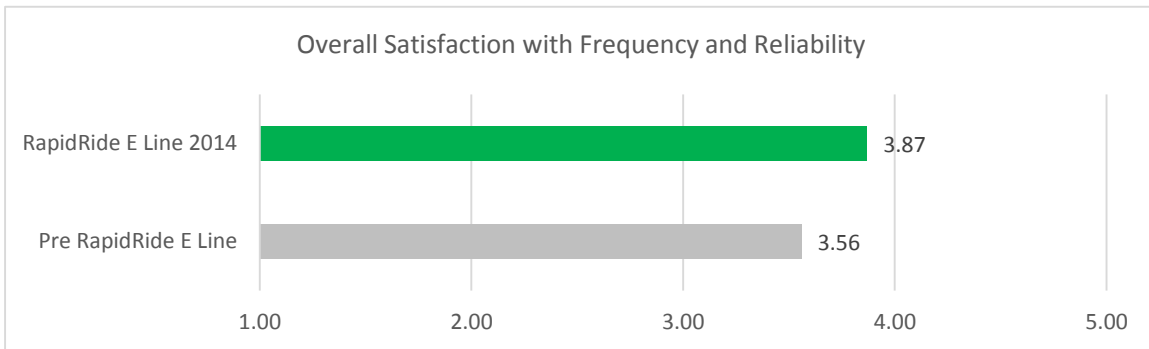
Satisfaction with Frequency and Reliability

Overall satisfaction with frequency and reliability is the second highest rated dimension of service and has increased significantly since its introduction.

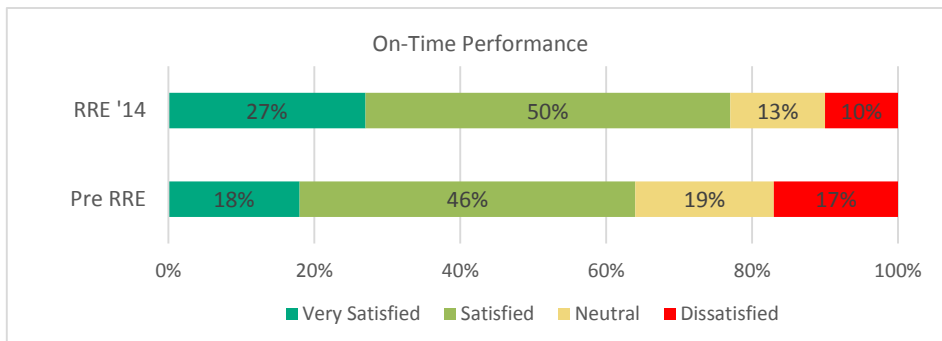
RapidRide E Line riders continue to be most satisfied with the frequency of peak hour service and how early the bus runs in the morning.

Satisfaction with the frequency of weekend service and evening / nighttime service has increased the most.

Figure 7: Satisfaction with Frequency and Reliability on RapidRide E Line

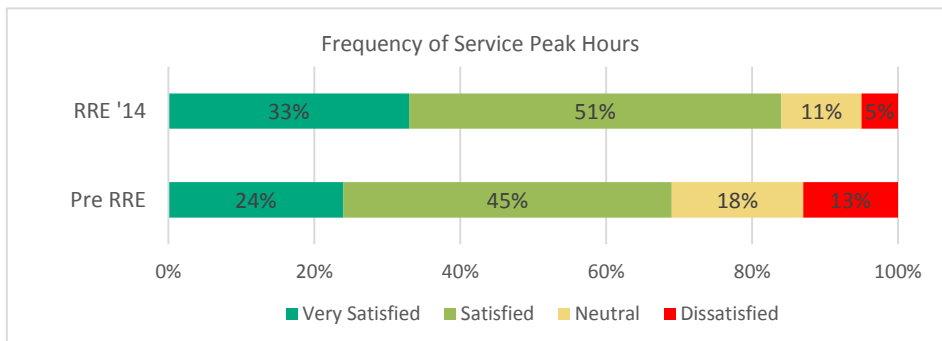


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied." Dark green indicates significant (95%) increase in rating from previous year



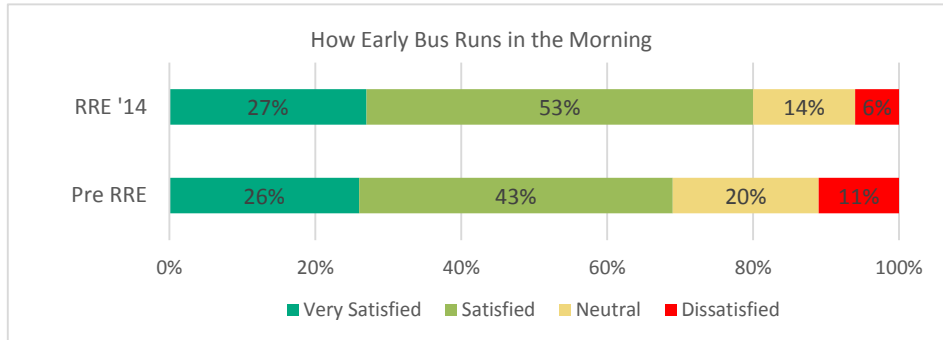
On-Time Performance		
	% Satisfied	Mean
RRE '14	77%	3.92
Pre RRE	64%	3.60

Dark green indicates significant (95%) increase in rating from previous year



Frequency of Service Peak Hours		
	% Satisfied	Mean
RRE '14	84%	4.12
Pre RRE	69%	3.77

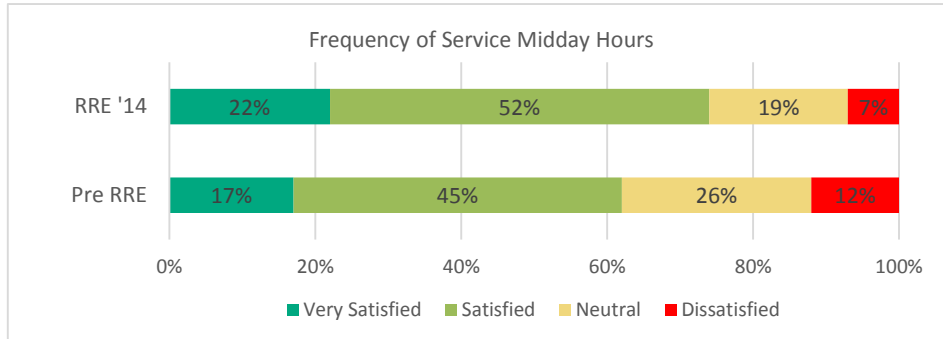
Dark green indicates significant (95%) increase in rating from previous year



How Early Bus Runs in the Morning		
	% Satisfied	Mean

RRE '14	80%	3.98
Pre RRE	69%	3.80

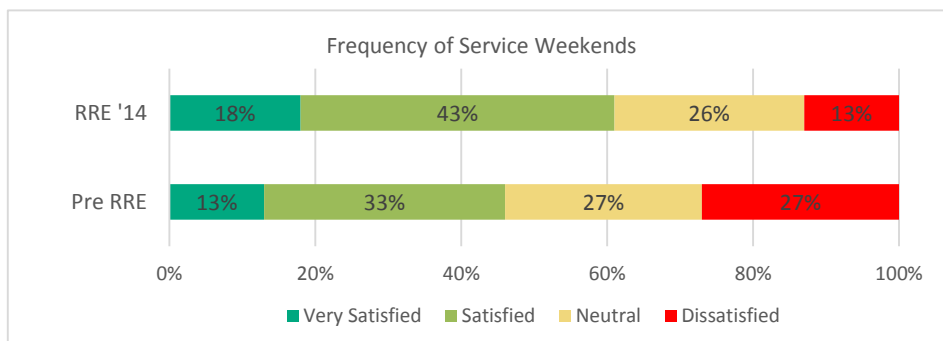
Dark green indicates significant (95%) increase in rating from previous year



Frequency of Service Midday Hours		
	% Satisfied	Mean

RRE '14	74%	3.88
Pre RRE	62%	3.65

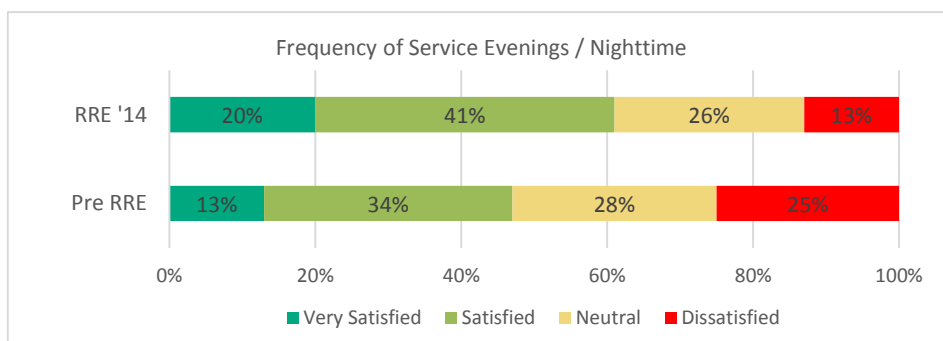
Dark green indicates significant (95%) increase in rating from previous year



Frequency of Service Weekends		
	% Satisfied	Mean

RRE '14	61%	3.62
Pre RRE	46%	3.24

Dark green indicates significant (95%) increase in rating from previous year



Frequency of Service Evenings / Nighttime		
	% Satisfied	Mean

RRE '14	61%	3.64
Pre RRE	47%	3.29

Dark green indicates significant (95%) increase in rating from previous year

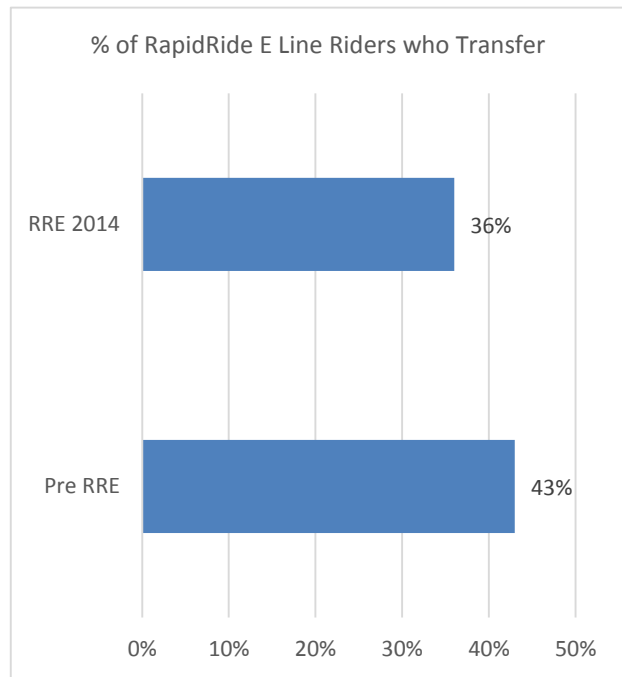
Q5 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: RRE Pre n=544; RRE Post Wave 1 n=534

Satisfaction with Ease of Transferring

Just over one third (36%) RapidRide E Line riders transfer either to the RapidRide or when they get off the RapidRide in order to reach their final destination.

- The extent to which RapidRide E Line riders transfer has decreased.

Figure 8: Percent of RapidRide E Line Riders who Transfer

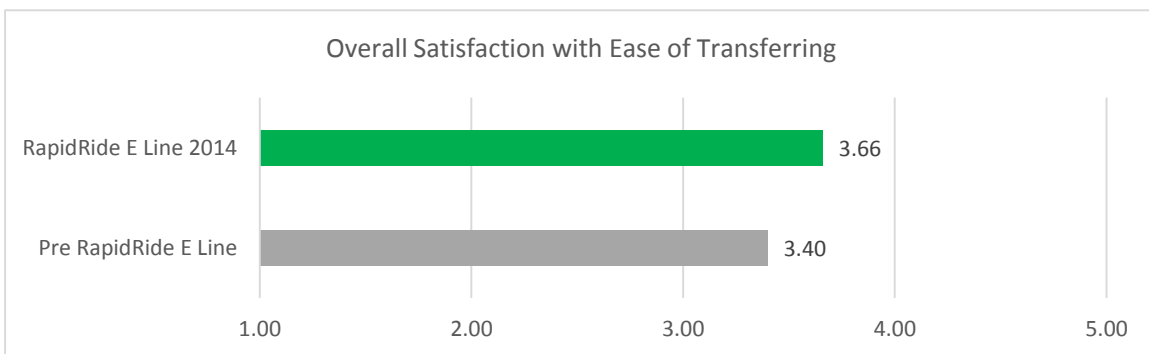


Q13: Did you transfer to / from the RapidRide E Line from another bus on this trip today?

Base: Pre RRE (n = 544), RRE 2014 (n = 534)

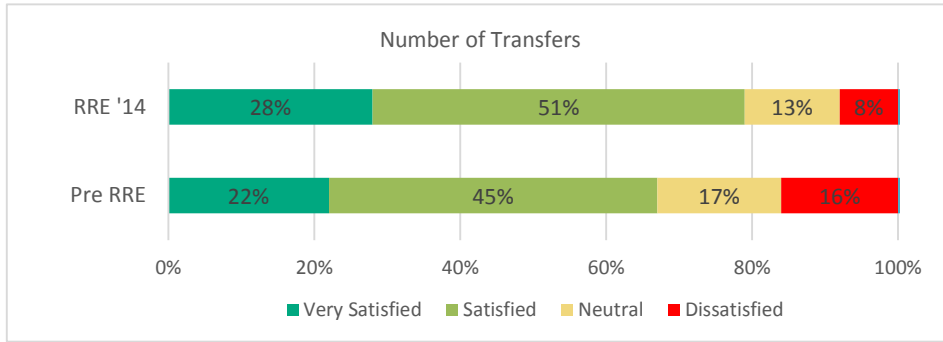
As with all other dimensions, satisfaction with ease of transferring has increased significantly in 2014 for RapidRide E Line riders. This is primarily due to significant decreases in those who are dissatisfied with a number of attributes rather than significant increases in those who are satisfied.

Figure 9: Satisfaction with Ease of Transferring on RapidRide E Line



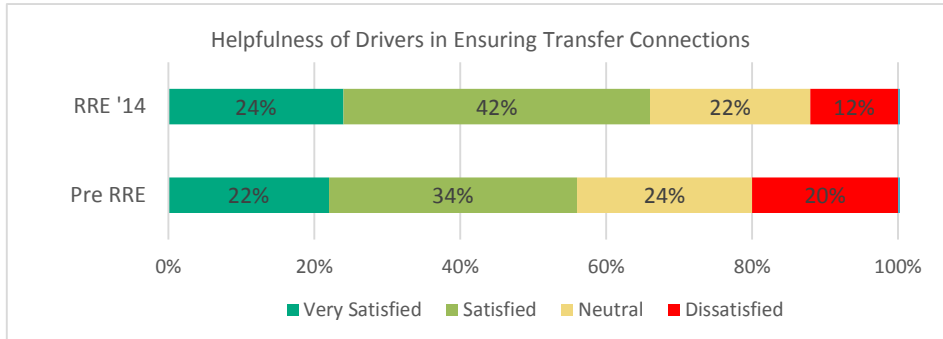
Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."

Dark green indicates significant (95%) increase in rating from previous year.



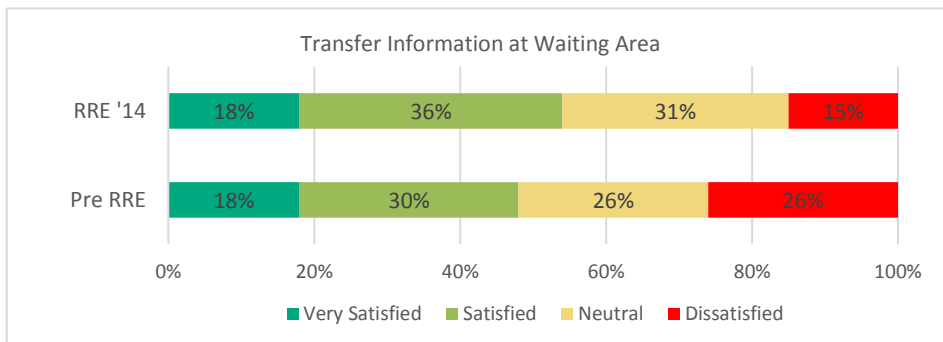
Number of Transfers		
	% Satisfied	Mean
RRE '14	79%	3.97
Pre RRE	67%	3.69

Dark green indicates significant (95%) increase in rating from previous year



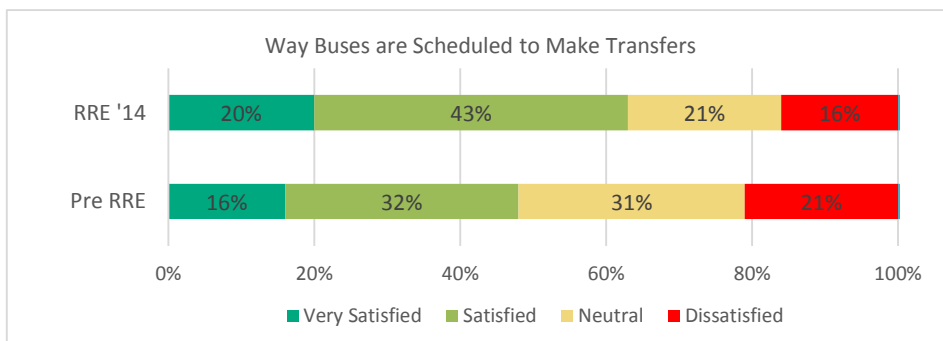
Helpfulness of Drivers in Ensuring Transfer Connections		
	% Satisfied	Mean
RRE '14	66%	3.75
Pre RRE	56%	3.50

Dark green indicates significant (95%) increase in rating from previous year



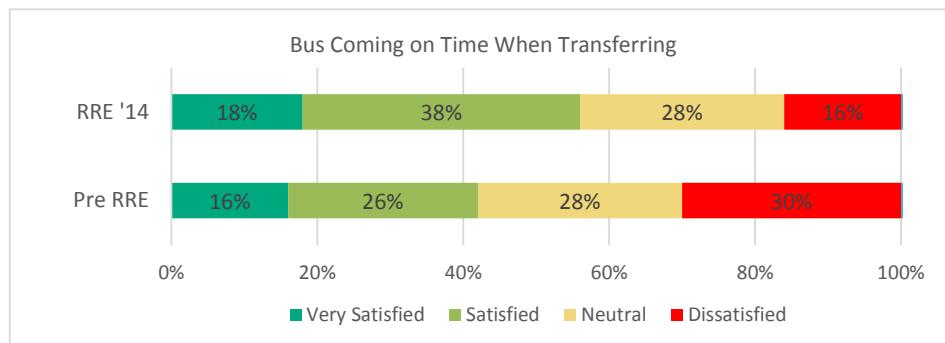
Transfer Information at Waiting Area		
	% Satisfied	Mean
RRE '14	54%	3.52
Pre RRE	48%	3.31

Light green indicates significant (90%) increase in rating from previous year



Way Buses are Scheduled to Make Transfers		
	% Satisfied	Mean
RRE '14	63%	3.63
Pre RRE	48%	3.37

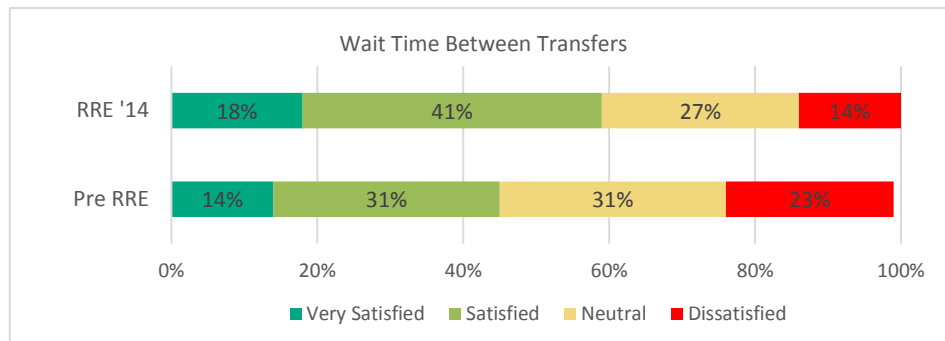
Dark green indicates significant (95%) increase in rating from previous year



Bus Coming on Time When Transferring

	% Satisfied	Mean
RRE '14	56%	3.52
Pre RRE	42%	3.20

Dark green indicates significant (95%) increase in rating from previous year



Wait Time Between Transfers

	% Satisfied	Mean
RRE '14	59%	3.59
Pre RRE	45%	3.31

Dark green indicates significant (95%) increase in rating from previous year

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 from Another Bus to RRE or Transfer from RRE to Another Bus RRE Pre n=247; RRE Post Wave 1 n=199

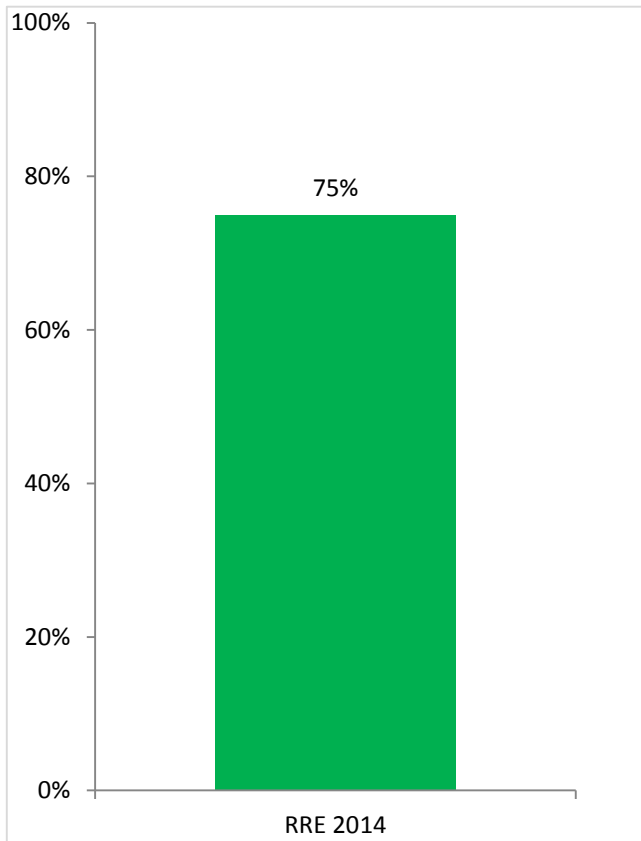
Other Topics

Fare Payment Enforcement

Three out of four (75%) RapidRide E Line riders have been requested to show proof of payment by a fare enforcement officer while riding.

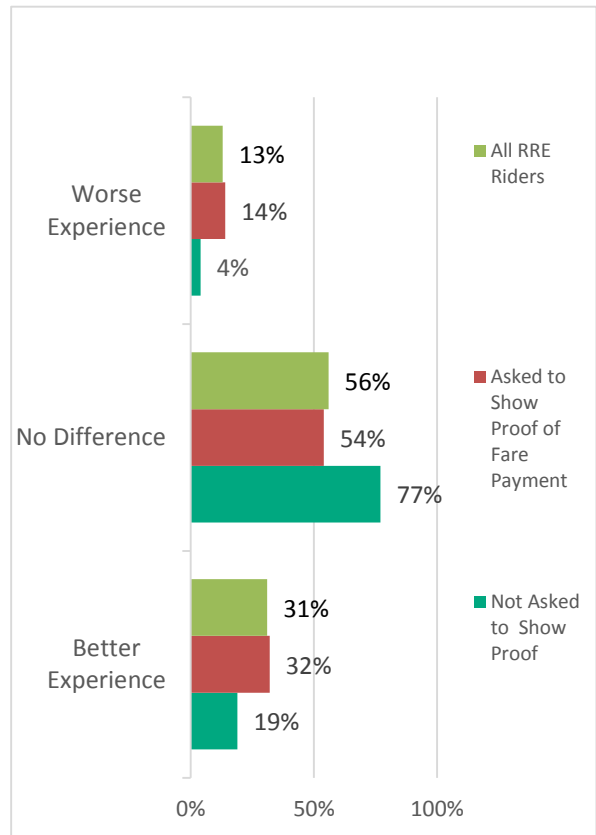
Just over half of all RapidRide E Line Riders say that being asked to show proof of fare payment has not affected on their transit experience.

Figure 10: Requests to Show Proof of Fare Payment



Q16: Have you ever been requested to show your proof of payment by a fare enforcement officer on the RapidRide?
Base: All Respondents Pre RRE (n = N/A); 2014 (n=534)

Figure 11: Impact of Requests for Proof of Fare Payment on Customer Experience



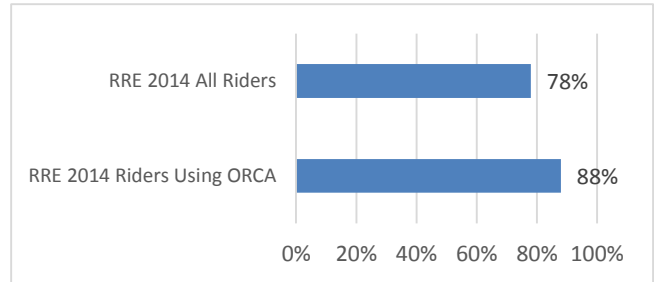
Q17: How is your transit experience impacted by on-board fare inspection?
Base: All RRE Riders (n=534); RRE Riders Asked to Show Proof of Fare Payment (n=389); RRE Riders Not Asked to Show Proof of Fare Payment (n=128) *Bases of asked and not asked do not sum to all riders because some respondents did not answer the question

Use of ORCA Card Readers

Nearly four out of five (78%) RapidRide E Line riders have used the ORCA Card reader located at some stations.

- Among those who pay with an ORCA Card (81% of all RRE riders), this figure is 88%.

Figure 12: Percent of RRE Riders Using off-Board ORCA Card Readers



Q15 (RapidRide) - Have you used the ORCA reader that is located off the bus at some RapidRide stations?

Base: All Respondents Pre RRE N/A; 2014 (n = 534)

ORCA Card Users (n=430)

Rider Options if RapidRide E Line Not Available

The majority (61%) of RapidRide E line riders suggest that they would take another bus if the E line is not available.

Figure 13: Rider Options if RapidRide E Line Not Available

RRE 2014 (N = 534)	
TAKE ANOTHER BUS	61%
DRIVE ALONE	21%
NO OTHER OPTION IS AVAILABLE	16%
WALK / BICYCLE	13%
CARPOOL / VANPOOL / GET DROPPED OFF	10%

Q12- If the RapidRide E Line was not available, how would you make this trip?

Base: All Respondents Pre RRE N/A; 2014 (n = 534)

Sums to more than 100%; multiple responses allowed; more respondents selected multiple responses in 2014 than in 2013

Appendix: RapidRide Questionnaire

Questionnaires for RapidRide C, D, and E 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 C Line questionnaire is included for reference.

RapidRide C 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. Or if you are unable to complete the questionnaire while riding, return directly to Metro using the postage paid return envelope provided with the questionnaire.

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

Instructions

Please check the box to show how satisfied or dissatisfied you are with that item for this route you are riding. Check "NA" if the item does not apply to you. Remember to rate the RapidRide C 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 C Line						
▼ How long my bus trip takes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The number of stops my bus makes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Personal Safety on the RapidRide C Line						
▼ Personal safety while on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Behavior of other passengers on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Personal safety while waiting for the bus during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Personal safety while waiting for the bus at night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Behavior of other people at the waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Waiting Area/Bus Stop Where You Boarded the RapidRide C Line for This Trip						
▼ Being able to sit down while waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Cleanliness of waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Amount of lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Protection from the weather	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Having information available about routes and connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Convenience of the bus stop to my home or where I was coming from	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Information provided on the electronic real time information signs (at some locations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Things About Buses on the RapidRide C Line						
▼ Being able to get a seat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Room to stand if no seats are available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Cleanliness of the bus interior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Enough bars/straps to hang onto while standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Having free Wi-Fi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 RapidRide C Line						
▼ The number of transfers I make	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The way buses are scheduled to make transfer connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Waiting time between transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Helpfulness of drivers in ensuring transfer connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The bus coming on time when transferring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Transfer information at the waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Now go on to Question 6.

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ The bus getting me where I'm going on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus runs during midday hours (9 a.m. to 3 p.m.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus runs in the evening/night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus runs on weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How early the bus runs in the morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Overall Satisfaction with the RapidRide C Line

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ Overall how satisfied are you with the RapidRide C Line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How do you feel RapidRide compares to other Metro bus service for the following items?
(Please check only one answer.)

	RapidRide is Better	Other Metro Service is Better	There is no difference
▼ The quality of the overall transit experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Your personal safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The shelters and features at the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus comes to your stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The time the bus spends at each bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Not having to rely on a predetermined schedule when going to the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The hours during the day that the bus operates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The ability to get you where you are going on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How many rides have you taken on the RapidRide C Line in the last 30 days?
(Count a roundtrip as 2 rides) _____ rides

10. What is the purpose of the trip you take most often on the RapidRide C Line? (Please check only one).

- | | |
|---|--|
| <input type="checkbox"/> Work | <input type="checkbox"/> Fun/recreation/social |
| <input type="checkbox"/> School | <input type="checkbox"/> Appointments |
| <input type="checkbox"/> Shopping/errands | <input type="checkbox"/> Other |

11. When do you usually ride the RapidRide C 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. | |

12. If you did not use RapidRide C Line, how would you make this trip?

- | | | |
|--|--|---|
| <input type="checkbox"/> Another bus route | <input type="checkbox"/> Walk | <input type="checkbox"/> No other option is available to me |
| <input type="checkbox"/> Drive alone | <input type="checkbox"/> Bike | |
| <input type="checkbox"/> Carpool/vanpool | <input type="checkbox"/> Get dropped off | |

13. Did you transfer TO/FROM the RapidRide C Line on this trip today?

- | | |
|---|-----------------------------|
| <input type="checkbox"/> Yes — Which route? _____ | <input type="checkbox"/> No |
|---|-----------------------------|

14. How do you pay your fare?
- Cash ORCA Card —What product(s) do you have on your ORCA card?
- Tickets Pass Both a pass and an e-purse
- E-purse/money on the card Not sure
- Other _____
15. Have you used the ORCA reader that is located **off the bus** at the RapidRide **station**? (at some locations)
- Yes No
16. On the RapidRide C Line, have you ever been requested to show your proof of payment by a fare enforcement officer?
- Yes No Don't know
17. If yes, how is your transit experience impacted by on-board fare inspection?
- Significantly better Somewhat worse
- Somewhat better No difference Significantly worse
18. How long have you been a Metro rider?
- Less than 6 months More than a year but less than 5 years
- 6-12 months More than a year but less than 5 years
19. What trip information sources do you use for traveling on RapidRide C Line?
- Real time information sign at stop Metro Transit web page
- The OneBusAway Smartphone application Other (specify) _____
- Metro's printed timetables _____
20. Based on anything you have seen, heard, or directly experienced, which of the following statements best describes how you feel about RapidRide C Line?
- I have high expectations of RapidRide C Line and I am very confident that they provide the quality of service expect
- I generally expect high quality service from RapidRide C Line and I am generally confident that they will provide the quality of service that I expect
- I generally expect both good and bad service from RapidRide C Line and am not fully confident that they will provide the quality of service I would like
- I have low expectations of RapidRide C Line and would expect to encounter problems when riding
- I have very low expectations of RapidRide C Line and would not ride unless I absolutely had to

Please answer the following questions about yourself to help us with our evaluation.

21. Are you? Male Female
22. How old are you? _____ years
23. Do you consider yourself Hispanic? Yes No
24. Do you consider yourself White? Yes No
25. What is your total household income?
- Under \$20,000 per year \$20,000 up to \$35,000 \$35,000 and up
26. What is the primary language spoken at home?
- English Other, please specify _____
27. What is your home zip code? _____ 28. What is your work zip code? _____
- Or what is the nearest intersection to your work? _____ and _____
29. Finally, what ONE THING would you recommend to improve **this route**?
- _____