



*We'll Get You There*

# **RapidRide E Line Three Year Post-Implementation Survey Results**

**Prepared for:**

**King County Metro by Pacific Market Research**

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# TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY .....</b>	<b>3</b>
<b>Background and Objectives.....</b>	<b>3</b>
<b>Method.....</b>	<b>4</b>
<b>KEY FINDINGS.....</b>	<b>6</b>
<b>DETAILED FINDINGS.....</b>	<b>11</b>
<b>Overall Satisfaction with Service.....</b>	<b>11</b>
<b>Satisfaction with Service Elements for E Line and PreRapidRide .....</b>	<b>11</b>
Trip Time.....	12
Personal Safety.....	13
Waiting Area/Bus Stop Where You Boarded for This Trip.....	16
Things about Buses .....	19
Ease of Transferring.....	22
Frequency and Reliability of Buses.....	24
<b>How RapidRide Compares to Other Metro Bus Service .....</b>	<b>27</b>
<b>Transit Trips Taken .....</b>	<b>29</b>
<b>Reason for Riding.....</b>	<b>29</b>
<b>Days and Times of Riding .....</b>	<b>30</b>
<b>Transfers .....</b>	<b>31</b>
<b>Fares .....</b>	<b>32</b>
<b>Proof of Payment.....</b>	<b>34</b>
<b>Trip Information Sources.....</b>	<b>35</b>
<b>Important Elements at the Bus Stop .....</b>	<b>36</b>
<b>Recommendations for RapidRide E Line Improvements .....</b>	<b>37</b>
<b>Respondent Profile .....</b>	<b>38</b>
<b>APPENDIX.....</b>	<b>40</b>
Top 2 Box Satisfaction Ratings.....	41
Gap - Top 2 Box Satisfaction Ratings .....	43
Rapidride E Line 2018 Survey .....	45

# EXECUTIVE SUMMARY

## Background and Objectives

King County Metro Transit (Metro) introduced RapidRide E line in February 2014, offering Bus Rapid Transit (BRT) service between Downtown Seattle and Aurora Village Transit Center. The RapidRide E Line replaced service formerly provided by Route 358.

The RapidRide E Line provides the best features Metro has to offer, including:

- Service every 10 minutes during the weekday peak periods, every 15 minutes during most other times of the day and days of the week until 10 pm, and scheduled late night/early morning service.
- Distinctive new red buses with three doors for easy boarding, security cameras, stop announcements and passenger Wi-Fi.
- Branded passenger facilities that include redesigned shelters, enhanced lighting, electronic real time information signs, off-board ORCA card readers at major stops, and other convenient features.
- Use of HOV lanes and transit signal priority to improve reliability and speed up travel times.

Metro contracted with Pacific Market Research to conduct a survey of RapidRide E Line riders in 2018 to determine their current satisfaction with RapidRide service. This report compares results of the 2018 survey to the 2015 one-year post-implementation survey (obtained in February/March 2015), the two-month post-implementation survey results for the RapidRide E Line (obtained in May 2014), and the pre RapidRide, Route 358 results.

Specific areas of investigation were:

- *Overall satisfaction*
- *Trip time*
- *Personal safety*
- *Waiting area / Bus stop where boarded*
- *Things about buses*
- *Ease of Transferring*
- *Frequency and reliability of the buses*
- *How RapidRide compares to other Metro bus service*
- *Rides taken during the past 30 days, usual reason for riding and length of time as a rider*
- *Payment of fares*
- *Trip information sources*
- *Important elements at a RapidRide bus stop*
- *Recommendations for improvements*

Key findings from the RapidRide E Line 2018 survey are provided in this Executive Summary, including comparisons with RapidRide E Line 2015, 2014 and Pre RapidRide survey results for questions in common.

## Method

All riders onboard selected RapidRide E Line trips were invited to complete a questionnaire regarding their satisfaction with various service quality elements. To accommodate riders who do not speak English, the survey was also offered in Spanish, Korean and Vietnamese in 2018 and Spanish, Korean and Chinese in previous waves. A total of 9 surveys were obtained in these languages, including 5 in Spanish, 1 Korean, and 3 in Vietnamese.

Trips to be surveyed were selected to provide a variety of peak and non-peak riders. Table A summarizes response rates to the most recent post-implementation surveys in 2018.

Considering response rate as a proportion of all questionnaires given out, RapidRide E Line in 2018 had a response rate of 63%. Considering response rate as a proportion of all riders contacted, 31% RapidRide E Line riders completed surveys in 2018.

<b>Table A Completed Questionnaires on RapidRide E Line 2018</b>	
	<b>E Line 2018</b>
Completed Questionnaires	506
% of Questionnaires Handed Out	63%
% of All Riders on Sampled Trips*	31%
% Refused	16%
*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.	

## Dates of Survey

Intercepts for the RapidRide E Line in the 2018 survey occurred on two days: February 6<sup>th</sup> and 7<sup>th</sup>. Trips to be surveyed were selected to provide a variety of peak and non-peak riders. Data collection took place on weekdays for all four surveys. The data collection for E Line 2014 had a stronger emphasis on peak hours. (Table B)

<b>Table B Interviewing Schedule</b>			
<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RapidRide</b>
Tue., Feb 6 <sup>th</sup> 11:30 to 8 PM 3 <sup>rd</sup> & Pike Northbound	Wed., Feb 11 <sup>th</sup> 11:30 AM to 8 PM 3 <sup>rd</sup> & Pike Northbound	Mon., May 12 <sup>th</sup> Peak Hours	Tues., July 16 <sup>th</sup> 6 AM to 2 PM 3 <sup>rd</sup> & Pike Northbound
Tue., Feb 6 <sup>th</sup> 11:30 to 8 PM 130 <sup>th</sup> and Aurora Ave. N Southbound	Wed., Feb 11 <sup>th</sup> 11:30 AM to 8 PM 130 <sup>th</sup> and Aurora Ave. N Southbound	Tues., May 13 <sup>th</sup> Peak Hours	Tues., July 16 <sup>th</sup> 6 AM to 2 PM 130 <sup>th</sup> and Aurora Ave. N Southbound
Wed., Feb 7 <sup>th</sup> 6:00 AM to 2:30 PM 3 <sup>rd</sup> & Pike Northbound	Thurs., Feb 12 <sup>th</sup> 6:00 AM to 2:30 PM 3 <sup>rd</sup> & Pike Northbound	Tues., May 20 <sup>th</sup> Peak Hours	Wed., July 17 <sup>th</sup> 12 to 8 PM Denny & Aurora Ave. Northbound
Wed., Feb 7 <sup>th</sup> 6:00 AM to 2:30 PM 130 <sup>th</sup> and Aurora Ave. N Southbound	Thurs., Feb 12 <sup>th</sup> 6:00 AM to 2:30 PM 130 <sup>th</sup> and Aurora Ave. N Southbound		Wed., July 17 <sup>th</sup> 12 to 8 PM 130 <sup>th</sup> and Aurora Ave. N Southbound
	Mon., Mar 9 <sup>th</sup> 12:00 to 8 PM 3 <sup>rd</sup> & Yesler Northbound		

## Reporting Conventions

Statistical tests were used to compare differences in mean scores as well as differences in the percentage of respondents who were “satisfied” (combined ratings of 4 and 5). Response proportions presented in text and displayed in graphs and in tables exclude the number of respondents who did not answer the questions and also, the number of respondents who indicated *not applicable*.

Text summaries of respondent ratings are presented as the combined proportions of *satisfied/very satisfied* ratings. Rounding mechanisms inherent in the software can make response proportions shown in graphs and reported in text vary from cross tabulation results by up to 1 percentage point. A complete set of data tables is available under separate cover

## KEY FINDINGS

The RapidRide E Line 2018 survey results show that riders' overall satisfaction with the E Line has declined significantly since 2015, although it continues to be higher than Pre RapidRide ratings on a wide range of measures.

For riders' overall satisfaction, seven out of ten E Line riders in 2018 gave a rating of *satisfied/very satisfied* compared to eight out of ten E Line riders in 2015 and 2014, and to six out of ten for Pre RapidRide.

Comparing 2018 results to Pre RapidRide, 2018 satisfaction ratings were significantly higher than Pre RapidRide ratings on thirteen of the twenty-eight transit elements rated in both surveys. The single element where the E Line riders have lower satisfaction than Pre RapidRide is for *the behavior of other people at the waiting area*.

Comparing 2018 results to 2015, however, shows that E Line riders in 2018 had significantly lower satisfaction than 2015 riders on eleven of the twenty-eight transit elements rated in both 2018 and 2015. For no elements did the E Line riders have significantly higher satisfaction in 2018 compared to 2015.

### ***E Line RapidRide 2018 v. Pre RapidRide***

The following information summarizes the significant differences between satisfaction ratings (*satisfied/very satisfied*) given by E Line riders in 2018 compared to Pre RapidRide riders in each service element category.

***Trip time*** – E Line riders had significantly higher satisfaction ratings than Pre RapidRide riders for both of the service elements in this category.

- *How long my bus trip takes* – E Line 2018 (74%) v. Pre RapidRide (61%)
- *Number of stops* – E Line 2018 (64%) v. Pre RapidRide (51%)

***Personal safety*** – E Line 2018 satisfaction ratings were not significantly higher than Pre RapidRide ratings on any of the five personal safety elements, however 2018 ratings were significantly lower on one element:

- *Behavior of other people at the waiting area* – E Line 2018 (31%) v. Pre RapidRide (41%)

***Waiting area / bus stop where boarded*** – E Line riders in 2018 had significantly higher satisfaction ratings than Pre RapidRide riders for four service elements in this category.

- *Having information available about routes and connections* – E Line 2018 (68%) v. Pre RapidRide (51%)
- *Amount of lighting* – E Line 2018 (55%) v. Pre RapidRide (46%)

- *Being able to sit down while waiting* – E Line 2018 (49%) v. Pre RapidRide (37%)
- *Protection from the weather* – E Line 2018 (48%) v. Pre RapidRide (38%)

**Things about buses** – E Line 2018 satisfaction ratings were not significantly higher or lower than Pre RapidRide ratings on any of the five elements in this category.

**Ease of Transferring** – E Line riders in 2018 had significantly higher satisfaction ratings than Pre RapidRide riders for three service elements in this category.

- *Waiting time between transfers* – E Line 2018 (62%) v. Pre RapidRide (48%)
- *Transfer information at the waiting area* – E Line 2018 (57%) v. Pre RapidRide (47%)
- *The bus coming on time when transferring* – E Line 2018 (57%) v. Pre RapidRide (42%)

**Frequency and reliability of buses** – E Line riders in 2018 had significantly higher satisfaction ratings than Pre RapidRide riders for four service elements in this category.

- *The bus getting me where I'm going on time* – E Line 2018 (75%) v. Pre RapidRide (63%)
- *How often the bus runs during midday hours (9 a.m. to 3 p.m.)* – E Line 2018 (70%) v. Pre RapidRide (61%)
- *How often the bus runs in the evening / night* – E Line 2018 (58%) v. Pre RapidRide (47%)
- *How often the bus runs on weekends* – E Line 2018 (56%) v. Pre RapidRide (46%)

### ***E Line RapidRide: 2018 v. 2015***

The following information summarizes the significant differences between satisfaction ratings (*satisfied/very satisfied*) given by E Line riders in 2018 compared to E Line riders in 2015 in each service element category.

**Trip time** – E Line 2018 satisfaction ratings did not differ significantly from E Line 2015 ratings on the two elements in this category.

**Personal safety while on the bus** – E Line 2018 satisfaction ratings were significantly lower than E Line 2015 ratings on each of the five elements in this category:

- *Personal safety while waiting for the bus during the day* – E Line 2018 (65%) v. E Line 2015 (71%)
- *Personal safety while on the bus* – E Line 2018 (50%) v. E Line 2015 (64%)
- *Personal safety while waiting for the bus at night* – E Line 2018 (36%) v. E Line 2015 (45%)

- *Behavior of other people at the waiting area* – E Line 2018 (31%) v. E Line 2015 (42%)
- *Behavior of other passengers on the bus* – E Line 2018 (27%) v. E Line 2015 (38%)

***Waiting area / bus stop where boarded*** – E Line 2018 satisfaction ratings were significantly lower than E Line 2015 ratings on three of the five elements in this category.

- *Amount of lighting* – E Line 2018 (55%) v. E Line 2015 (67%)
- *Protection from the weather* – E Line 2018 (48%) v. E Line 2015 (55%)
- *Cleanliness of waiting area* – E Line 2018 (38%) v. E Line 2015 (55%)

***Things about buses*** – E Line 2018 satisfaction ratings were significantly lower than E Line 2015 ratings on three of the five elements in this category.

- *Having free Wi-Fi* – E Line 2018 (50%) v. E Line 2015 (61%)
- *Cleanliness of the bus interior* – E Line 2018 (48%) v. E Line 2015 (64%)
- *Room to stand if no seats are available* – E Line 2018 (45%) v. E Line 2015 (53%)

***Ease of Transferring*** – E Line 2018 satisfaction ratings did not differ significantly from E Line 2015 ratings on any of the five elements in this category.

***Frequency and reliability of buses*** – E Line 2018 satisfaction ratings did not differ significantly from E Line 2015 ratings on any of the five elements in this category.

How RapidRide compares to other Metro bus service – This question asks the respondent to compare RapidRide service elements to other Metro bus service. With the exception of three service elements, one out of ten or fewer chose *other Metro is better* in delivering that service element (range of 6% to 10%). Around two thirds or more chose RapidRide is better for *how often the bus comes to your stop*, for *the hours during the day the bus operates*, for *not having to rely on a predetermined schedule when going to the bus stop*, and for *the ability to get you where you are going on time*. *Personal safety*, however, is a problem area, and has become more of an issue in 2018. Fewer than three out of ten (28%) feel RapidRide is better on this element; and four out of ten see no difference between RapidRide and other Metro bus service for personal safety.

Number of Rides Taken in Previous 30 Days – Results show very similar ridership patterns across the four surveys, with no significant differences noted. Riders have taken an average of 35 rides in the previous 30 days.

Reason for Riding – Riders are most likely to use the E Line to *commute to work* (70%) than to use it for other purposes. While *going to/from work* is also the number one reason for riding given in each study wave, significantly more E Line respondents cited this reason in 2018 and 2014 than in 2015. Other differences of note in 2018: significantly more E Line



respondents took the bus for *recreation or fun* (25%) compared to 2014 or 2015, and significantly more 2018 respondents mention riding for *shopping/errands* (19%) or for *appointments* (23%) compared to 2014.

Days and times of riding – *Weekday morning peak hours* is the most common time to ride in either the E Line or Pre RapidRide, but significantly more respondents cite this time in 2014 (65%) and Pre RapidRide (65%) compared to E Line 2018 riders (54%) or 2015 riders (55%). Rider frequencies in 2018 show an increase in the number of *early morning riders (before 6 a.m.)* compared to 2015 and 2014. More are also riding *weekdays from 9 a.m. to 3 p.m.* (43%) and on *weekdays after 9 p.m.* (19%).

Transfers – Close to half (46%) reported transferring to or from the RapidRide E Line on their trip, significantly higher than the 36% of E Line respondents who reported doing so in 2014, but not significantly different from the 41% doing so in 2015.

Payment of Fare – In 2018, the majority of E Line respondents report using ORCA to pay their fare. This was also the case in 2015 and 2014. The use of cash has declined since Pre RapidRide. In 2018, half (50%) of those using an ORCA card have Pass, a quarter (25%) have an e-purse, and one in six (17%) have both. Around eight in ten respondents (80% in 2018) reported using the off-board card reader, similar to the proportion reporting its use in 2015 and 2014.

Proof of payment – More than eight in ten (85%) E Line riders reported being asked to provide proof of payment by a Fare Enforcement Officer, significantly more than in 2014 (74%). Among those asked to show proof of payment, on average they were asked nearly four times (3.8) in the previous 30 days.

Trip information sources – In 2018, nearly three quarters (73%) think *the real-time arrival sign at the stop* is the most important source for Metro to provide schedule information, and over one third (36%) feel this way about *Smartphone apps*. Only one in ten (10%) feel this way about *printed timetables*. (A single response was requested, but multiple responses were accepted.) (New to the 2018 survey.)

Important Elements at the Bus Stop – New in 2018, respondents were asked what three elements would be the most important to have at a RapidRide bus stop. Results show that riders prioritize *real-time bus arrival, lighting, and shelters with benches*.

Recommendations for RapidRide improvements – The top suggestion category in 2018 had to do with addressing *security concerns* – taking care of other (rowdy) passengers and safety on the bus. This was mentioned by one quarter of those giving an answer (25%), significantly more than the one in ten (10%) who mentioned it in 2015. The second top suggestion category had to do with *expanding the schedule/increasing the frequency* (net 21%) similar to the proportion suggesting this in 2015 (22%).

## ***CONCLUSIONS***

In 2018, RapidRide E Line riders rated close to half of the service elements higher than Pre RapidRide riders and they have significantly higher overall satisfaction than riders Pre RapidRide. This indicates that the benefits of the RapidRide concept are recognized and clearly contribute to higher rider satisfaction.

However, the decline in satisfaction on a number of elements when compared to 2015 are cause for concern. This decline may be due to riders becoming accustomed to the benefits of RapidRide and possibly increasing their requirements for satisfaction, but it may also be due to possible deterioration of some service elements and performance.

Of the six service areas, three show similar ratings between 2018 and 2015 (*trip time, ease of transferring, and frequency and reliability of the buses*). But the other three areas (*personal safety, waiting area/bus stop, and things about buses*) warrant attention, especially the area of *personal safety* where satisfaction has decline on each of the five service elements.

Specific elements which have experienced the most dramatic declines in satisfaction since 2015 include *cleanliness of the waiting area, cleanliness of the bus interior, amount of lighting, having free Wi-Fi, personal safety while on the bus, personal safety while waiting for the bus at night, behavior of other passengers on the bus, and behavior of other people at the waiting area.*

The decline in satisfaction with these particular elements are connected to the biggest declines in the percent of riders who say RapidRide is *better than other Metro* which are in the areas of *personal safety, the shelters and features at the stop, and the quality of the overall transit experience.*

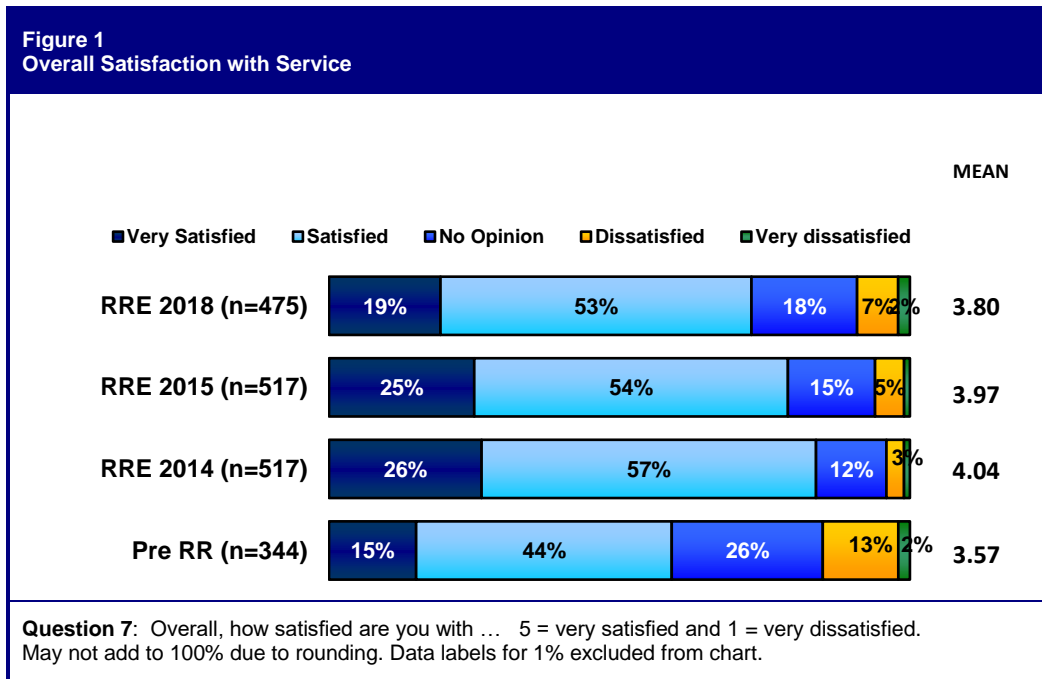
These particular elements are also connected to the number one “recommendation” or suggestion category in 2018, which is to address *security concerns* (taking care of other rowdy passengers and safety on the bus) – mentioned by one in four riders surveyed who gave a suggestion in 2018 compared to just one in ten riders surveyed in 2015.

Targeting these areas for improvement should result in a positive impact on overall satisfaction and an enhanced rider experience.

# DETAILED FINDINGS

## Overall Satisfaction with Service

Overall satisfaction with E Line service in 2018 is significantly lower compared to 2015 and 2014, although it remains higher than satisfaction with the route Pre RapidRide. For 2018, seven out of ten respondents (72%) gave a rating of *satisfied/very satisfied* for the RapidRide E Line, compared to 79% in 2015, 84% in 2014 and 59% Pre Rapid Ride. The mean satisfaction score is also significantly lower for the E Line (3.80 down from 3.97 in 2015 and 4.04 in 2014), but higher than Pre RapidRide (3.57).



## Satisfaction with Service Elements for RapidRide E Line 2018, 2015, 2014 and Pre RapidRide E Line

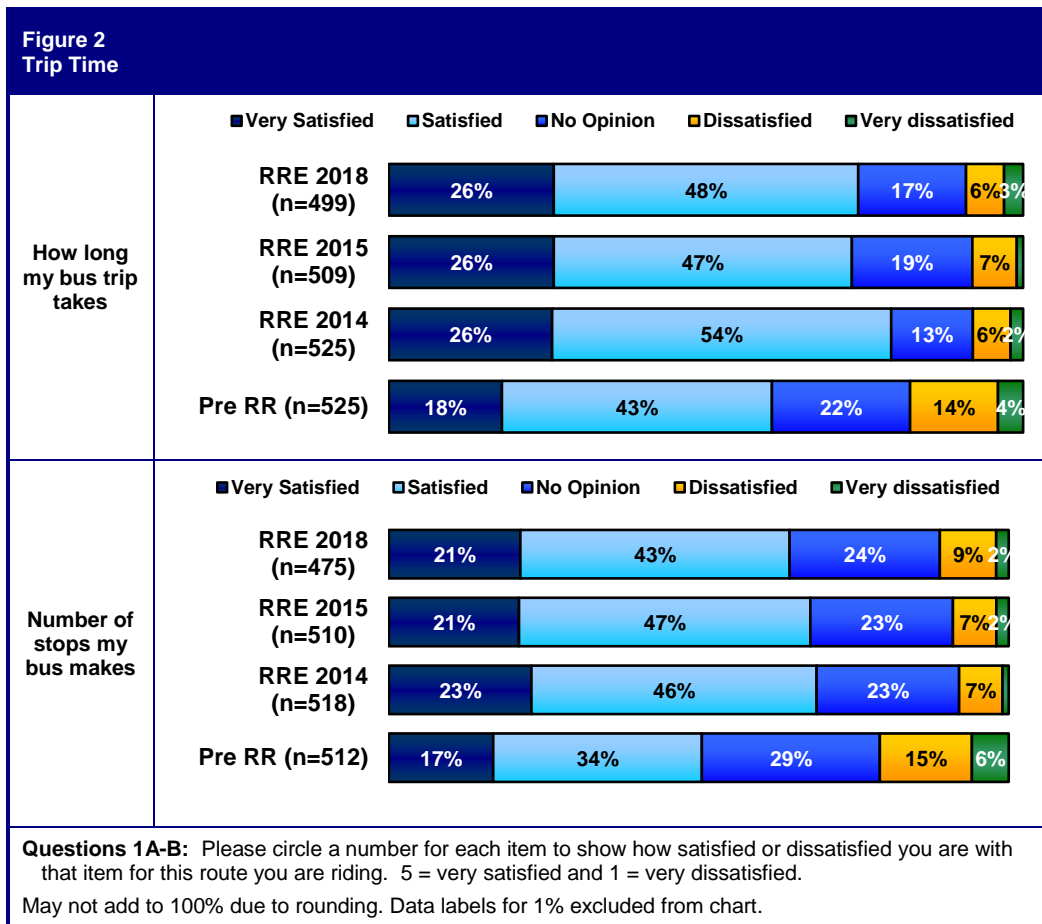
In addition to asking for a rating of satisfaction with overall service, respondents were asked to give satisfaction ratings for over 30 service elements grouped into six service dimensions. These ratings are presented in charts, and mean ratings are summarized in tables. The following information summarizes the primary findings in top 2 ratings (*very satisfied/satisfied*) and mean ratings by survey topic area.

Rounding mechanisms inherent in the software can make these response proportions vary from cross tabulation results by up to 1 percentage point.

## Trip Time

Satisfaction with *how long my bus trip takes* has remained steady among E Line respondents since 2014 and is significantly higher compared to Pre RapidRide ratings. Seventy-four percent were *satisfied/very satisfied* for the E Line in 2018 compared to sixty-one percent for Pre RapidRide. However, ratings were even higher in 2014, with seventy-nine percent *satisfied/very satisfied*.

Satisfaction with *number of stops my bus makes* was comparable between the RapidRide E Line for 2018, 2015 and 2014, but significantly higher than Pre RapidRide ratings. Sixty-four percent were *satisfied/very satisfied* for the E Line in 2018 compared to fifty-one percent for Pre RapidRide.



Mean satisfaction for the length of the bus trip and the number of stops was significantly higher for the RapidRide E Line (2018, 2015 and 2014) compared to Pre RapidRide.

**Table 2**  
**Mean Satisfaction Scores: Trip Time**

	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RR</b>
How long my bus trip takes	<b>3.89</b>	<b>3.90</b>	<b>3.96</b>	3.58
Number of stops my bus makes	<b>3.71</b>	<b>3.77</b>	<b>3.83*</b>	3.41

**Questions 1A-B:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Mean ratings that are shown in boldface type are significantly higher than Pre RR. \*Significantly higher than 2018.

## ***Personal Safety***

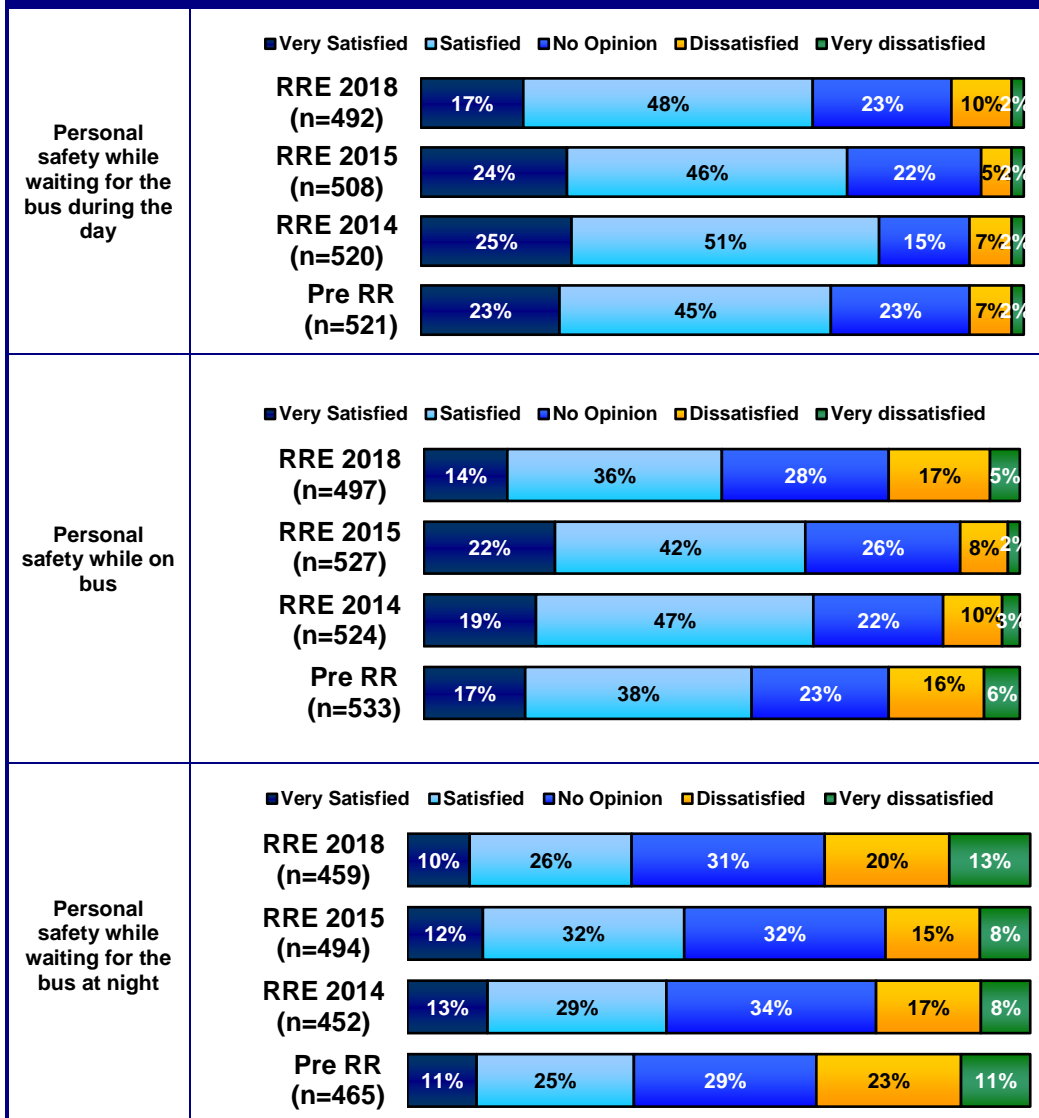
Satisfaction scores for all five elements of personal safety declined in 2018 compared to E Line respondents in 2015, and for all but one element compared to 2014 (the exception is *while waiting at night*). The 2018 ratings for personal safety are more in line with Pre RapidRide responses.

- *Personal safety while on the bus* – E Line 2018 (50%) v. E Line 2015 (64%) v. E Line 2014 (66%) v. Pre RapidRide (56%)
- *Behavior of other passengers on the bus* – E Line 2018 (27%) v. E Line 2015 (38%) v. E Line 2014 (36%) v. Pre RapidRide (30%)
- *Personal safety while waiting for the bus during the day* – E Line 2018 (65%) v. E Line 2015 (71%) v. E Line 2014 (76%) v. Pre RapidRide (68%)
- *Personal safety while waiting for the bus at night* – E Line 2018 (36%) v. E Line 2015 (45%) v. E Line 2014 (41%) v. Pre RapidRide (36%)
- *Behavior of other people at the waiting area* – E Line 2018 (31%) v. E Line 2015 (42%) v. E Line 2014 (47%) v. Pre RapidRide (41%). Note: 2018 ratings for this element are significantly lower than Pre RapidRide.

E Line 2018 respondents were significantly more likely than E Line 2015 and 2014 respondents to be *dissatisfied/very dissatisfied* on the personal safety elements:

- *Personal safety while on the bus* – E Line 2018 (22%) v. E Line 2015 (10%) v. E Line 2014 (12%) v. Pre RapidRide (22%)
- *Behavior of other passengers on the bus* – E Line 2018 (42%) v. E Line 2015 (26%) v. E Line 2014 (30%) v. Pre RapidRide (38%)
- *Personal safety while waiting for the bus during the day* – E Line 2018 (12%) v. E Line 2015 (7%) v. E Line 2014 (9%) v. Pre RapidRide (10%) (Note: 2018 was not significantly different from 2014 for this element.)
- *Personal safety while waiting for the bus at night* – E Line 2018 (33%) v. E Line 2015 (23%) v. E Line 2014 (25%) v. Pre RapidRide (34%)
- *Behavior of other people at the waiting area* – E Line 2018 (28%) v. E Line 2015 (21%) v. E Line 2014 (20%) v. Pre RapidRide (22%) (Note: 2018 was significantly higher than Pre RapidRide for this element as well as 2015 and 2014.)

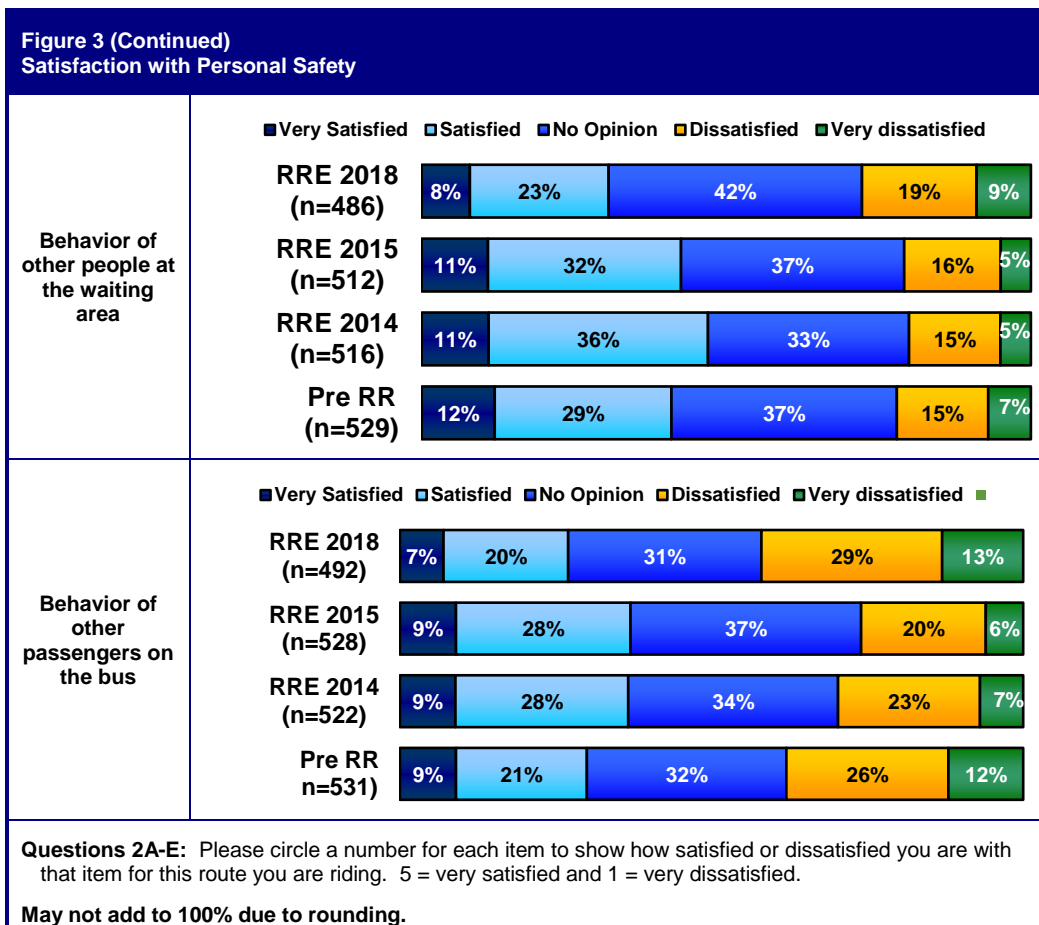
**Figure 3**  
Satisfaction with Personal Safety



**Questions 2A-E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Figure continued on following page.

May not add to 100% due to rounding. Data labels for 1% excluded from chart.



Mean ratings for all elements of personal safety were significantly lower for the E Line in 2018 compared to 2015 and 2014, and lower than Pre RapidRide for behavior of other people in the waiting area. (Table 3)

<b>Table 3</b> <b>Mean Satisfaction Scores: Personal Safety</b>				
	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RR</b>
Personal safety while waiting for the bus during the day.	3.68	3.86*	3.89*	3.79
Personal safety while on the bus.	3.37	<b>3.74*</b>	<b>3.70*</b>	3.45
Behavior of other people at the waiting area.	3.02	3.27*	3.33*	3.24*
Personal safety while waiting for the bus at night.	3.00	<b>3.26*</b>	<b>3.21*</b>	3.02
Behavior of other passengers on the bus.	2.80	<b>3.16*</b>	<b>3.09*</b>	2.89

**Questions 2A-E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Mean ratings that are shown in boldface type are significantly higher than Pre RR. \*Significantly higher than 2018.

## ***Waiting Area/Bus Stop Where You Boarded For This Trip***

Satisfaction ratings for three elements of *waiting area/bus stop where you boarded for this trip* declined significantly when comparing the RapidRide E Line responses from 2015 to 2018.

- *Amount of lighting* – E Line 2018 (55%) v. E Line 2015 (67%) v. E Line 2014 (69%) v. Pre RapidRide (46%) (Note: 2018 ratings are significantly higher than Pre RapidRide.)
- *Protection from the weather* – E Line 2018 (48%) v. E Line 2015 (55%) v. E Line 2014 (55%) v. Pre RapidRide (38%) (Note: 2018 ratings are significantly higher than Pre RapidRide.)
- *Cleanliness of waiting area* – E Line 2018 (38%) v. E Line 2015 (55%) v. E Line 2014 (62%) v. Pre RapidRide (37%)

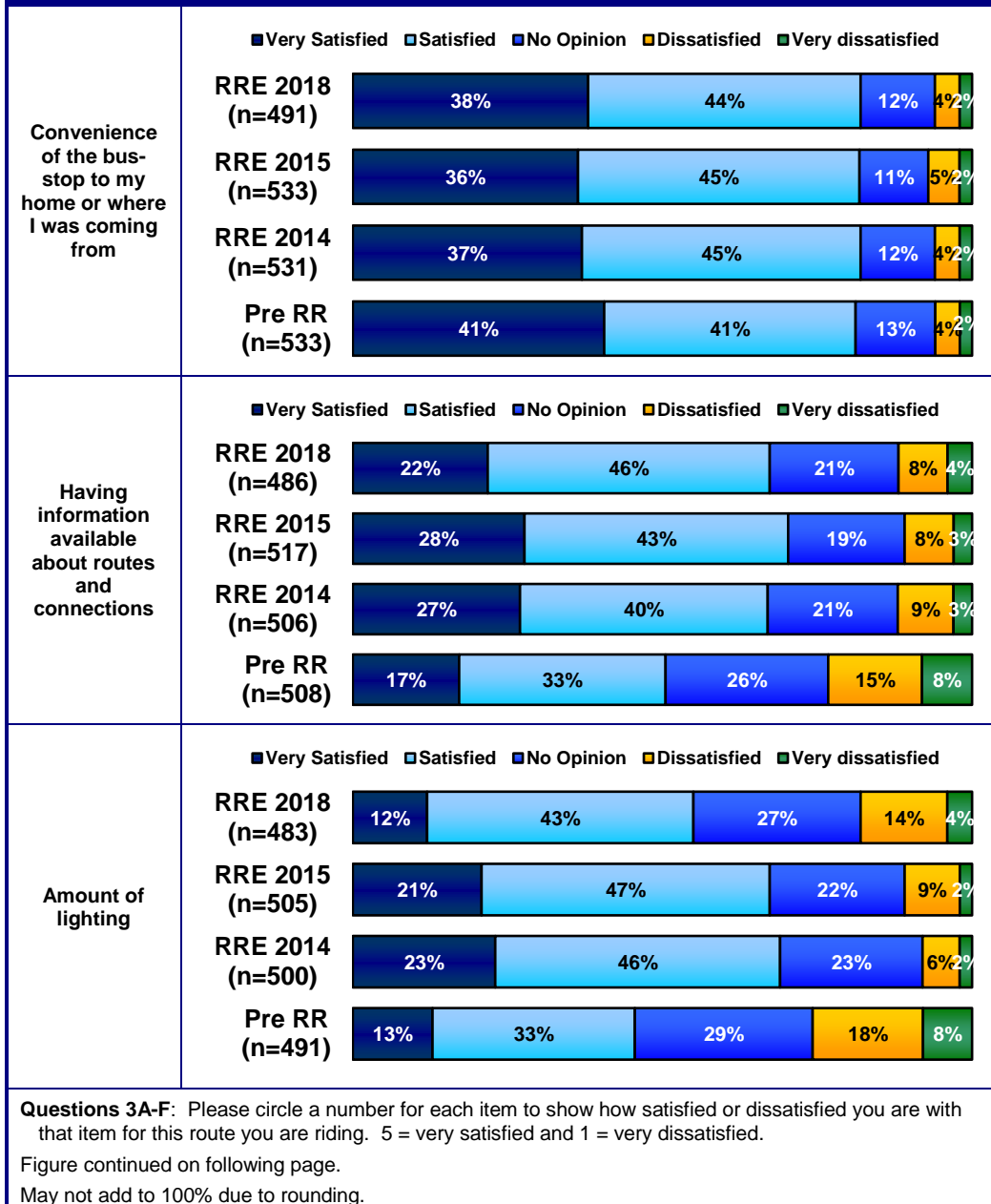
Two other service elements have not changed significantly over the last three years after they increased from Pre RapidRide:

- *Having information available about routes and connections* – E Line 2018 (68%) v. E Line 2015 (71%) v. E Line 2014 (67%) v. Pre RapidRide (51%)
- *Being able to sit down while waiting* – E Line 2018 (49%) v. E Line 2015 (54%) v. E Line 2014 (53%) v. Pre RapidRide (37%)

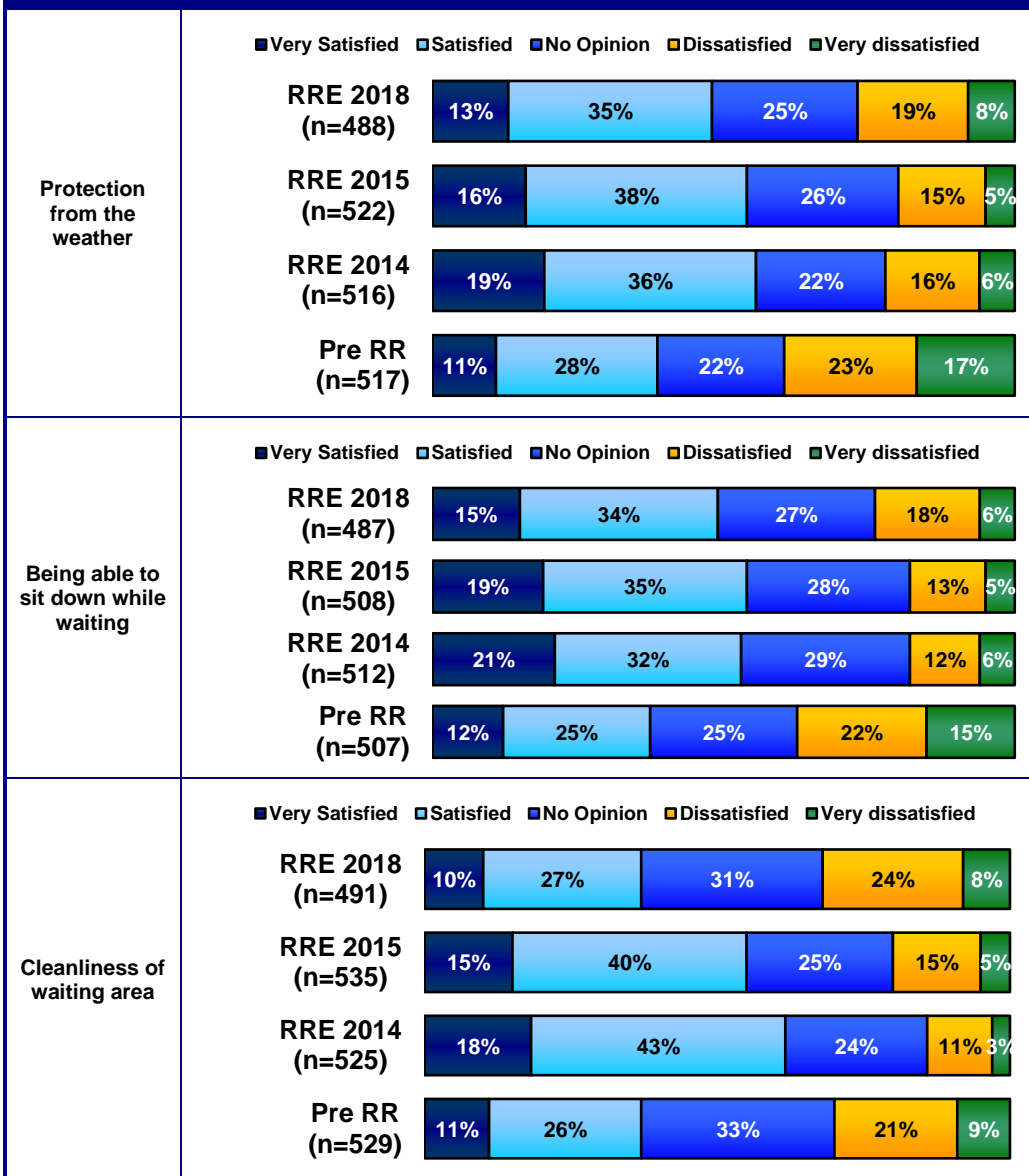
One service element showed no significant differences in ratings among the four years measured: *Convenience of the bus stop to my home or where I was coming from*, E Line 2018 (82%) v. E Line 2015 (82%) v. E Line 2014 (82%) v. Pre RapidRide (81%).



**Figure 4**  
**Satisfaction with Waiting Area/Bus Stop Where You Boarded for This Trip**



**Figure 4 (Continued)**  
**Satisfaction with Waiting Area/Bus Stop Where You Boarded for This Trip**



**Questions 3A-F:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

May not add to 100% due to rounding.

Table 4 displays the mean satisfaction scores for all elements of *waiting area/bus stop where you boarded for this trip*. For four of the six elements, ratings were significantly higher in 2014 and 2015 compared to the latest 2018 responses.

2018 ratings were higher than Pre RapidRide on four elements, but ratings for *cleanliness of waiting area* declined in 2018 to Pre RapidRide levels.

<b>Table 4</b> <b>Mean Satisfaction Scores: Waiting Area/Bus Stop Where You Boarded for This Trip</b>				
	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RR</b>
Convenience of the bus stop to my home or where I was coming from	4.13	4.09	4.11	4.14
Having information available about routes and connections	<b>3.74</b>	<b>3.86</b>	<b>3.79</b>	3.37
Amount of lighting	<b>3.45</b>	<b>3.76*</b>	<b>3.82*</b>	3.25
Being able to sit down while waiting	<b>3.35</b>	<b>3.51*</b>	<b>3.50*</b>	2.95
Protection from the weather	<b>3.25</b>	<b>3.47*</b>	<b>3.46*</b>	2.93
Cleanliness of the waiting area	3.09	<b>3.44*</b>	<b>3.62*</b>	3.09

**Questions 3A-F:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

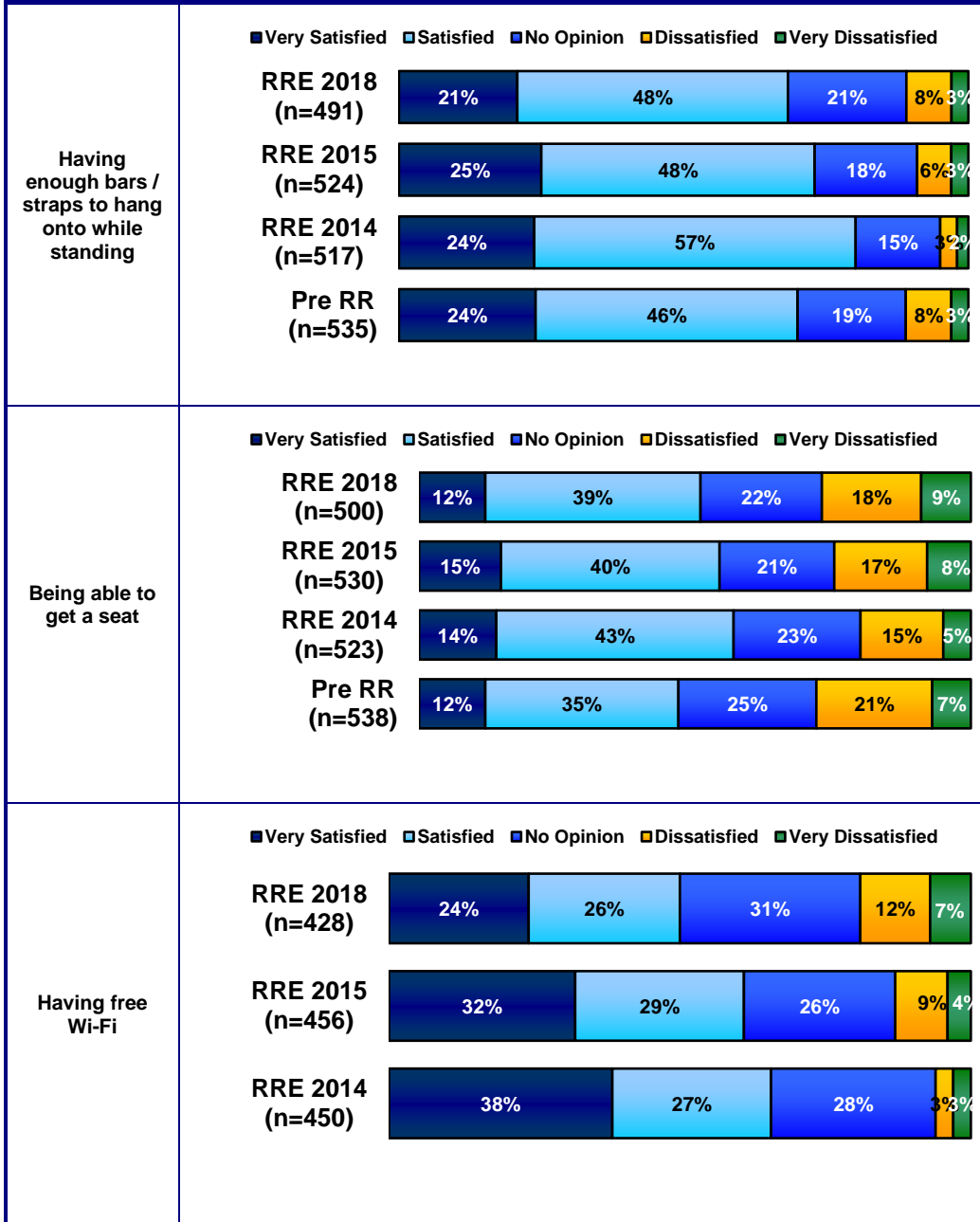
Mean ratings that are shown in boldface type are significantly higher than Pre RR. \*Significantly higher than 2018.

### *Things about Buses*

Respondents were also asked to rate their satisfaction on *things about buses*. A comparison of satisfaction ratings (Figure 5) found that satisfaction declined in 2018 on three of the five elements. Ratings in 2018 are similar to Pre RapidRide levels.

- *Enough bars /straps to hang onto while standing* – E Line 2018 (69%) v. E Line 2015 (73%) v. E Line 2014 (81%) v. Pre RapidRide (70%). (Note: both 2015 and 2018 ratings declined compared to 2014.)
- *Cleanliness of the bus interior* – E Line 2018 (48%) v. E Line 2015 (64%) v. E Line 2014 (74%) v. Pre RapidRide (51%) (Note: 2018 ratings declined compared to 2015 and 2014.)
- *Having free Wi-Fi* – E Line 2018 (50%) v. E Line 2015 (61%) v. E Line 2014 (66%) (Pre RapidRide N/A) (Note: 2018 ratings declined compared to 2015 and 2014.)
- *Room to stand if no seats are available* – E Line 2018 (45%) v. E Line 2015 (53%) v. E Line 2014 (60%) v. Pre RapidRide (46%) (Note: 2018 ratings have declined, although not significantly compared to 2015 and 2014.)
- *Being able to get a seat* – E Line 2018 (51%) v. E Line 2015 (55%) v. E Line 2014 (57%) v. Pre RapidRide (47%). (Note: 2018 ratings declined compared to 2015 and 2014.)

**Figure 5**  
**Things about Buses**



**Questions 4A-E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied. May not add to 100% due to rounding. Data labels for 1% excluded from chart.

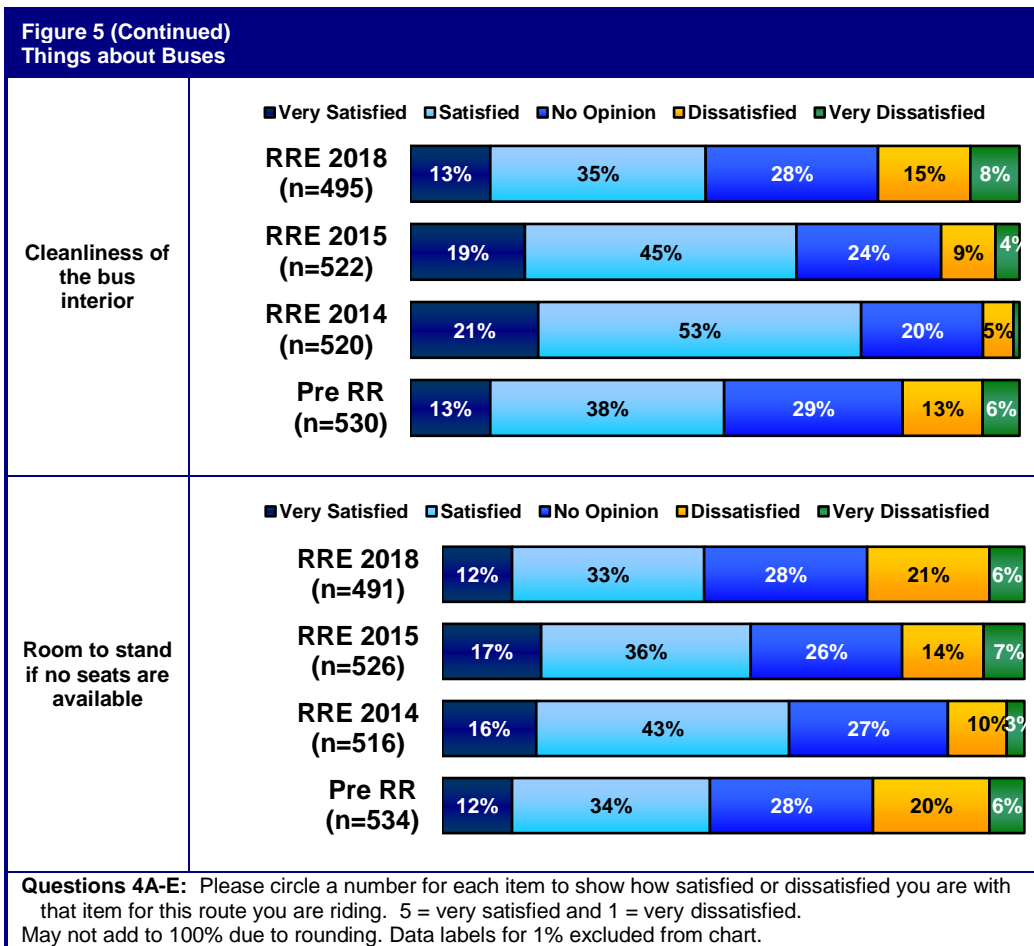


Table 5 displays the mean satisfaction scores for all elements of *things about buses*. Results show a decline in three of the ratings from 2015 to 2018 and on the other two ratings from 2014 to 2018. None of the 2018 mean ratings are higher than Pre RapidRide.

<b>Table 5 Mean Satisfaction Scores: Things about Buses</b>				
	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RR</b>
Enough bars / straps to hang onto while standing	3.77	3.86	<b>3.99*</b>	3.81
Having free Wi-Fi	3.48	3.76*	3.94*	N/A
Cleanliness of the bus interior	3.31	<b>3.66*</b>	<b>3.88*</b>	3.38
Being able to get a seat	3.26	<b>3.37</b>	<b>3.45*</b>	3.23
Room to stand if no seats are available	3.23	<b>3.42*</b>	<b>3.59*</b>	3.24

**Questions 4A-E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied. Mean ratings that are shown in boldface type are significantly higher than Pre RR. \*Significantly higher than 2018.

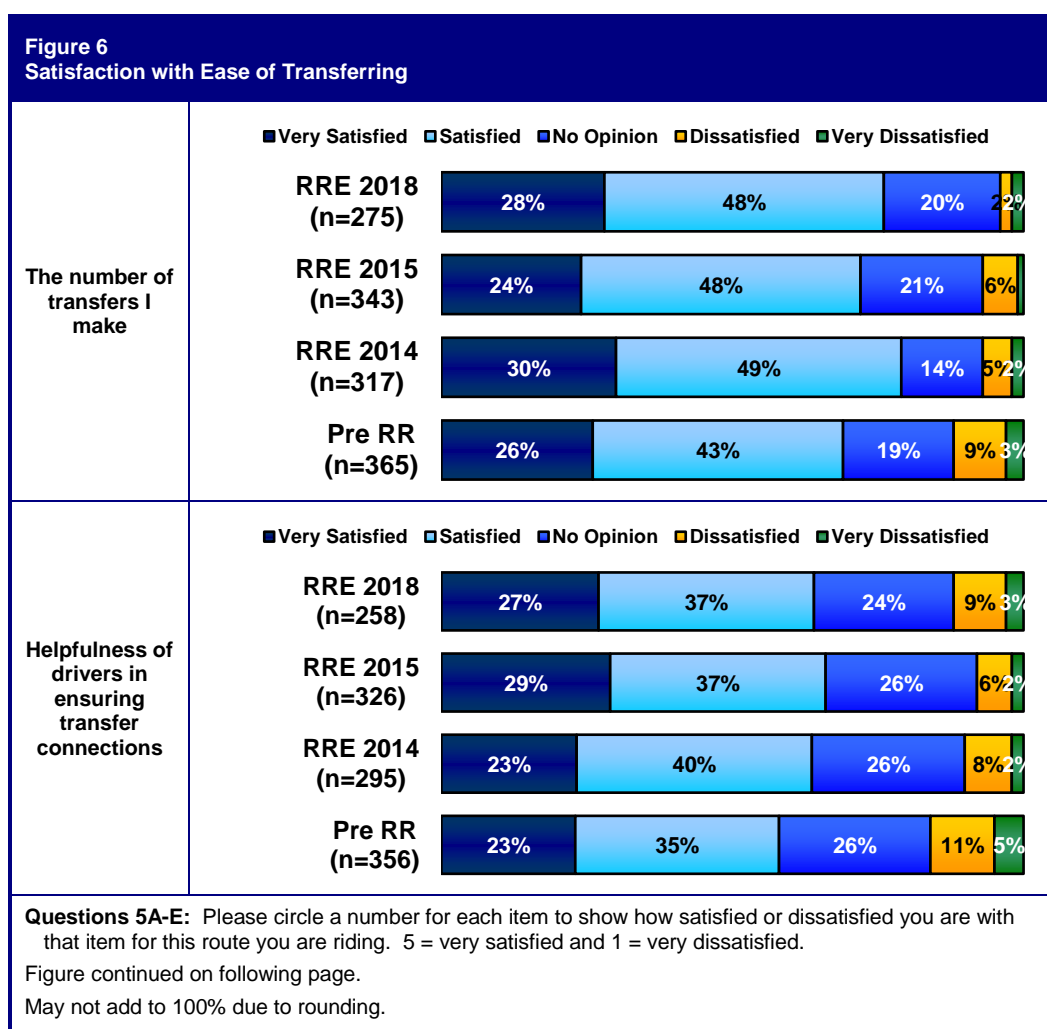
## Ease of Transferring

Riders rated their satisfaction with five elements regarding the *ease of transferring to or from the RapidRide E Line* (Figure 6).

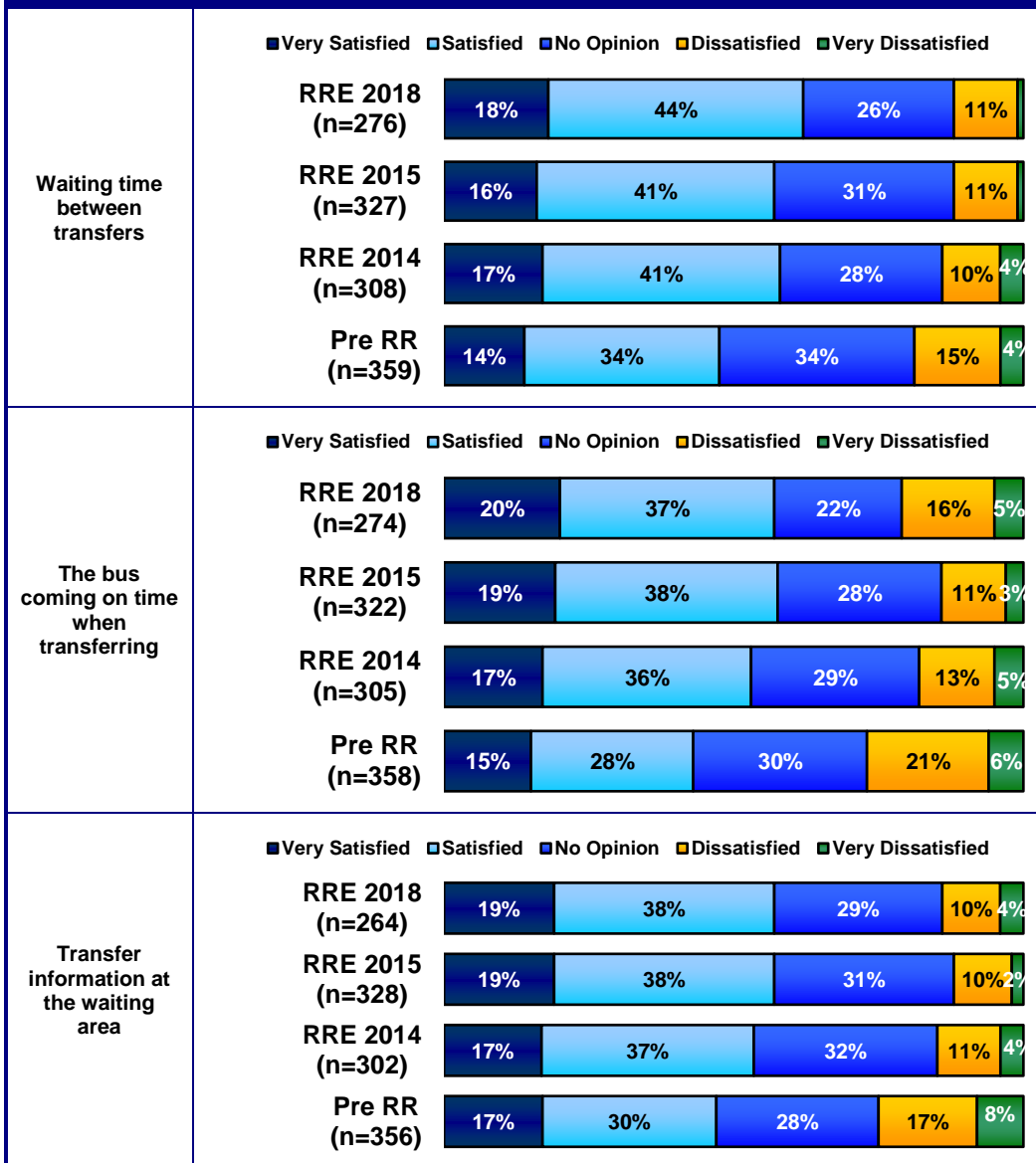
There were significant differences in the percentage of *very satisfied/satisfied* ratings between the E Line respondents in 2018 v. the Pre RapidRide respondents on three of the five aspects of transfers, with E Line respondents having higher satisfaction.

- *Waiting time between transfers* – E Line 2018 (62%) v. Pre RapidRide (48%)
- *Transfer information at the waiting area* – E Line 2018 (57%) v. Pre RapidRide (47%)
- *The bus coming on time when transferring* – E Line 2018 (57%) v. Pre RapidRide (42%)

On all five aspects there were no significant differences in the percentage of *very satisfied/satisfied* ratings between E Line 2018, 2015 and 2014 responses.



**Figure 6 (Continued)**  
**Satisfaction with Ease of Transferring**



**Questions 5A-E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

May not add to 100% due to rounding.

Table 6 shows that in 2018, 2015 and 2014, mean satisfaction ratings for most elements of transfers are significantly higher for E Line respondents compared to Pre RapidRide respondents.

<b>Table 6</b>				
<b>Mean Satisfaction Scores: Ease of Transferring</b>				
	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RR</b>
The number of transfers I make	<b>3.97</b>	3.89	<b>3.99</b>	3.81
Helpfulness of drivers in ensuring transfer connections	3.76	<b>3.87</b>	3.73	3.61
Waiting time between transfers	<b>3.67</b>	<b>3.59</b>	<b>3.57</b>	3.39
Transfer information at the waiting area	<b>3.58</b>	<b>3.61</b>	<b>3.52</b>	3.31
The bus coming on time when transferring	<b>3.51</b>	<b>3.59</b>	<b>3.47</b>	3.23
<b>Questions 5A-E:</b> Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.				
Mean ratings that are shown in boldface type are significantly higher than Pre RR. *Significantly higher than 2018.				

### ***Frequency and Reliability of Buses***

Of the five elements of *frequency and reliability of buses*, the percentage *very satisfied/satisfied* was significantly higher among E Line respondents in 2018 on four elements compared to Pre RapidRide. (Figure 7)

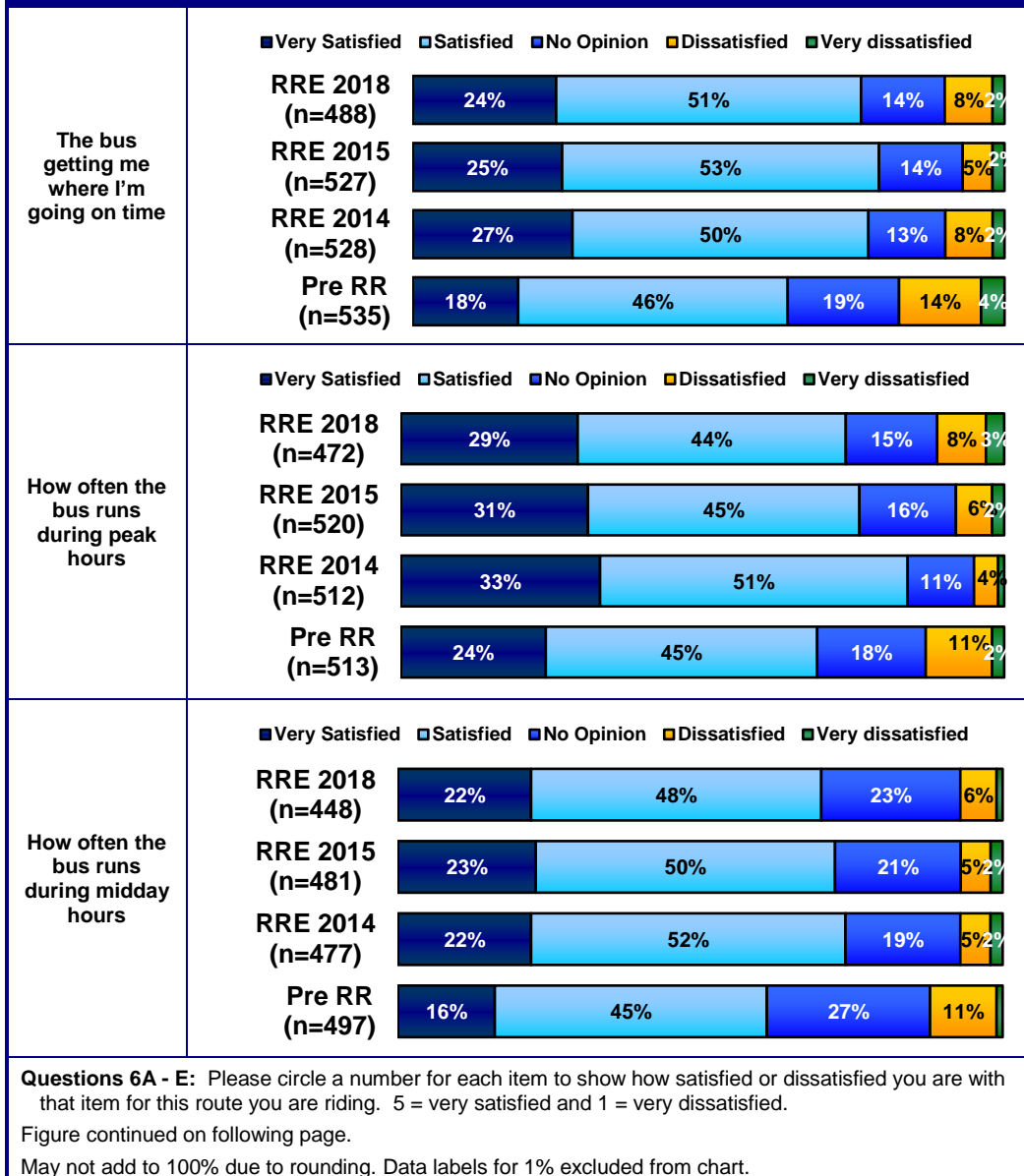
- *The bus getting me where I'm going on time* – E Line 2018 (75%) v. Pre RapidRide (63%)
- *How often the bus runs during midday hours (9 a.m. to 3 p.m.)* – E Line 2018 (70%) v. Pre RapidRide (61%)
- *How often the bus runs in the evening/ night* – E Line 2018 (58%) v. Pre RapidRide (47%)
- *How often the bus runs on weekends* – E Line 2018 (56%) v. Pre RapidRide (46%)

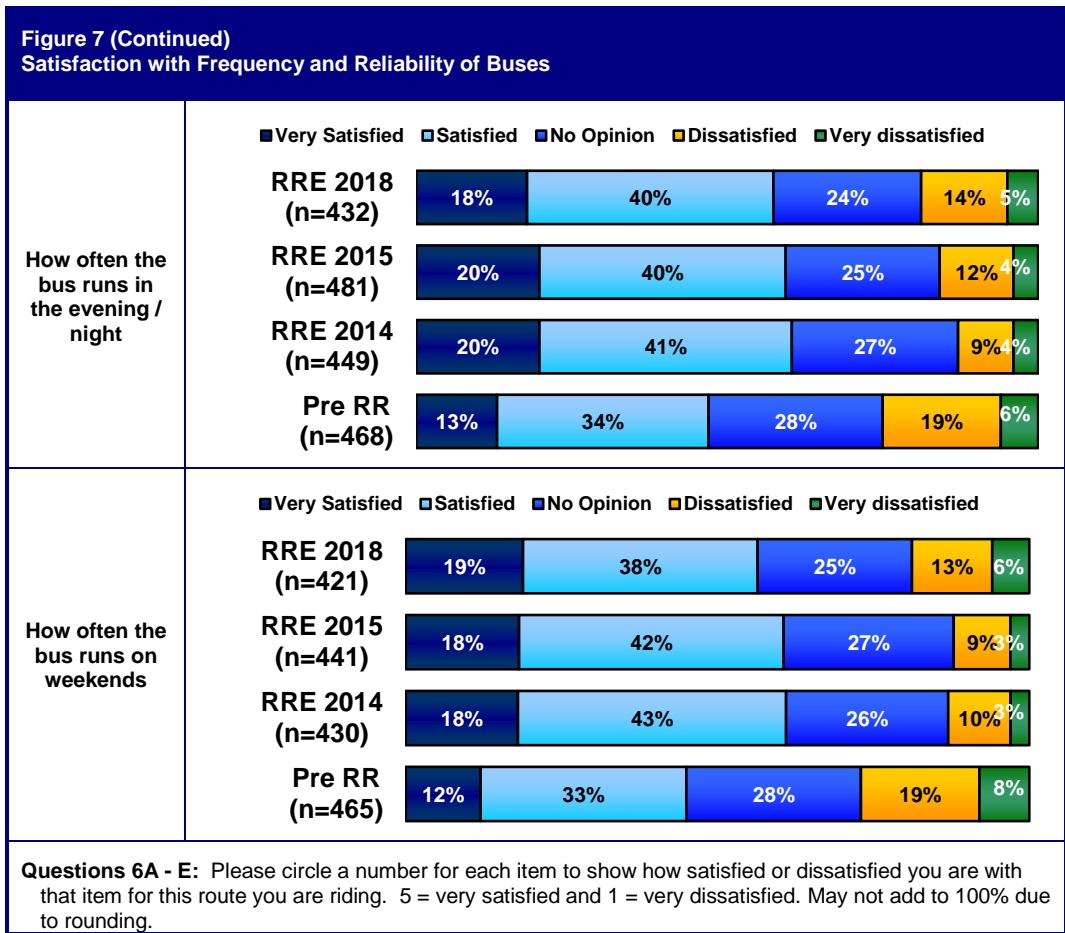
There were no significant differences in the percentage of *very satisfied/satisfied* ratings on the five aspects between E Line 2018, 2015 and 2014 responses, with one exception, where 2014 ratings were higher than 2018, 2015 and Pre RapidRide:

- *How often the bus runs during peak hours* – E Line 2018 (74%) v. E Line 2015 (75%) v. E Line 2014 (84%) v. Pre RapidRide (69%)



**Figure 7**  
Satisfaction with Frequency and Reliability of Buses





Mean satisfaction scores for four of the five elements of *frequency and reliability of buses* were significantly higher among E Line 2018 respondents v. Pre RapidRide respondents. (Ratings were higher for all five elements when comparing E Line 2015 and 2014 responses to Pre RapidRide.) E Line 2014 respondents had higher mean satisfaction with *how often the bus runs during peak hours* than E Line 2018 and 2015 respondents. Other than that, there were no significant differences between the E Line mean ratings on this topic area. (Table 7)

**Table 7**  
**Mean Satisfaction Scores: Frequency and Reliability of Buses**

	E Line 2018	E Line 2015	E Line 2014	Pre RR
How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	3.89	<b>3.95</b>	<b>4.12*</b>	3.77
The bus getting me where I'm going on time.	<b>3.86</b>	<b>3.94</b>	<b>3.92</b>	3.60
How often the bus runs during midday hours (9 a.m. to 3 p.m.).	<b>3.83</b>	<b>3.88</b>	<b>3.88</b>	3.65
How often the bus runs in the evening / night.	<b>3.52</b>	<b>3.61</b>	<b>3.64</b>	3.29
How often the bus runs on weekends.	<b>3.51</b>	<b>3.63</b>	<b>3.62</b>	3.24

**Questions 6A - E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.  
Mean ratings that are shown in boldface type are significantly higher than Pre RR. \*Significantly higher than 2018.

## How RapidRide Compares to Other Metro Bus Service

This question asks the respondent to compare RapidRide service elements to other Metro bus service. With the exception of three service elements, one out of ten or fewer chose *other Metro is better* in delivering that service element (range of 6% to 10%). (Figure 8A).

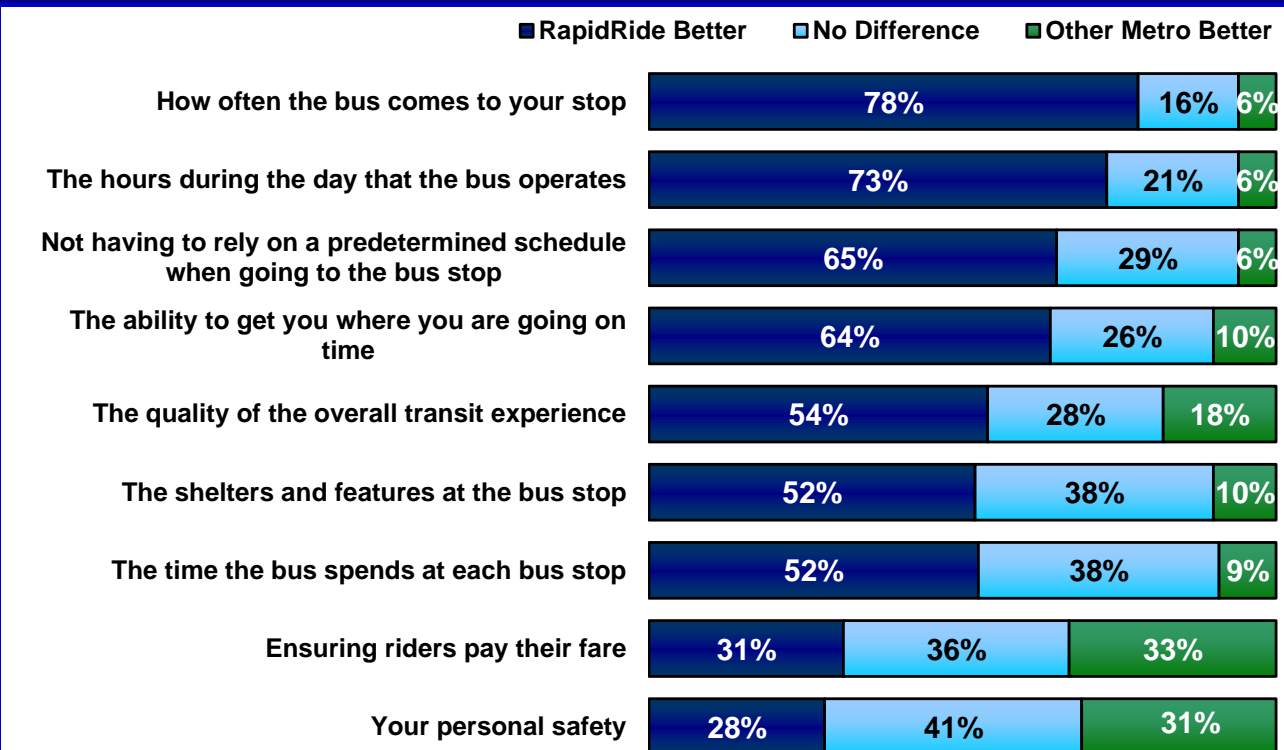
Around two thirds or more chose RapidRide is better for *how often the bus comes to your stop* (78%), for *the hours during the day the bus operates* (73%), for *not having to rely on a predetermined schedule when going to the bus stop* (65%), and for *the ability to get you where you are going on time* (64%).

*Personal safety*, however, is a problem area, and has become more of an issue in 2018. Fewer than three out of ten (28%) feel RapidRide is better on this element; and four out of ten see no difference between RapidRide and other Metro bus service for *personal safety*.

New to the 2018 survey, ensuring riders pay their fare appears to be another problem area. Respondents were split on feeling RapidRide is better, worse, or that there is no difference when it comes to this element.

Nearly two out of ten (18%) chose other Metro is better for *quality of the overall transit experience*.

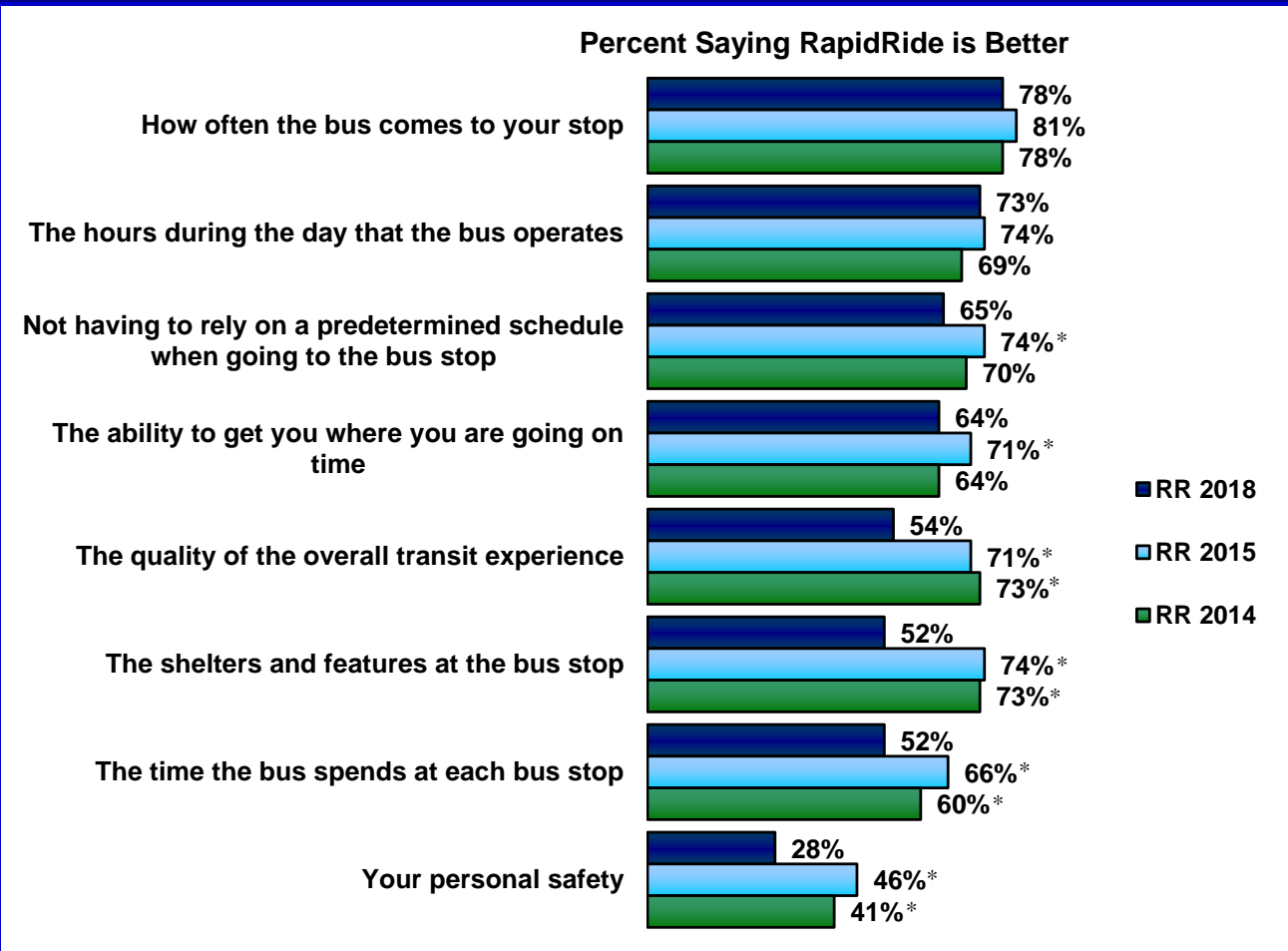
Figure 8A  
How RapidRide Compares to Other Metro Bus Service



Q8A – H. How do you feel RapidRide compares to other Metro bus service for the following items? (n=464-476)  
May not add to 100% due to rounding.

Comparing the percent of riders who say RapidRide is better than other Metro to 2015 and 2014 (Figure 8B), shows that the percentage has declined significantly on most elements, with the biggest declines in *personal safety*, the *time the bus spends at each stop*, the *shelters and features at the stop*, and the *quality of the overall transit experience*.

**Figure 8B**  
Comparison of “RapidRide is Better” Ratings



Q8A – H. How do you feel RapidRide compares to other Metro bus service for the following items? (n=464-476)  
May not add to 100% due to rounding. \*Significantly higher than 2018.

## Transit Trips Taken

Table 8 shows very similar ridership patterns across the four surveys, with no significant differences noted.

<b>Table 8 Rides Taken in the Previous 30 Days</b>				
	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RR</b>
(Base)	(456)	(512)	(510)	(519)
1-20 Rides in past 30 days	46%	43%	42%	42%
21-40 Rides in past 30 days	29%	32%	29%	29%
More than 40 rides in past 30 days	25%	25%	29%	29%
Mean	35.5	30.7	32.1	32.0
<b>Question 10:</b> How many rides have you taken on RapidRide E Line/this route in the last 30 days? Percentages that are shown in boldface type are significantly higher.				

## Reason for Riding

Respondents were also asked to list the purpose of the trip that they take most often on this route. Table 9 shows riders are most likely to use the E Line to commute to work (70%) than to use it for other purposes. While *going to/from work* is also the number one reason for riding given in each study wave, significantly more E Line respondents cited this reason in 2018 and 2014 than in 2015. Other differences of note in 2018: significantly more E Line respondents took the bus for *recreation or fun* (25%) compared to 2014 or 2015, and significantly more 2018 respondents mention riding for *shopping/errands* (19%) or for *appointments* (23%) compared to 2014.

<b>Table 9 Reasons for Riding</b>				
	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RR</b>
(Base)	(474)	(540)	(532)	(540)
To / from work	<b>70%</b>	63%	<b>70%</b>	67%
Fun / recreation / social	<b>25%</b>	18%	16%	<b>23%</b>
Appointments	<b>23%</b>	21%	16%	<b>24%</b>
Shopping / errands	<b>19%</b>	17%	14%	17%
To / from school	12%	<b>14%</b>	12%	9%
<b>Question 11:</b> What is the purpose of the trip you take most often on the RapidRide E Line/this route? Percentages that are shown in boldface type are significantly higher. Multiple response question; proportions may add to more than 100%.				

## Days and Times of Riding

Weekday morning peak hours is the most common time to ride in either the E Line or Pre RapidRide, but significantly more respondents cite this time in 2014 (65%) and Pre RapidRide (65%) compared to E Line 2018 riders (54%) or 2015 riders (55%). Rider frequencies in 2018 show an increase in the number of early morning riders (before 6 a.m.) compared to 2015 and 2014. More are also riding weekdays from 9 a.m. to 3 p.m. (43%) and on weekdays after 9 p.m. (19%).

<b>Table 10</b> <b>Times of the Day and Week Using the Bus</b>				
	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RR</b>
(Base)	(472)	(534)	(525)	(535)
Weekdays - before 6 a.m.	<b>15%</b>	10%	9%	<b>15%</b>
Weekdays - AM peak (6-9 a.m.)	54%	55%	<b>65%</b>	<b>65%</b>
Weekdays - PM peak (3-6 p.m.)	49%	50%	49%	50%
Weekdays 9 a.m. to 3 p.m.	<b>43%</b>	38%	34%	38%
Weekdays 6-9 p.m.	32%	31%	27%	32%
Weekdays later than 9 p.m.	<b>19%</b>	13%	13%	<b>24%</b>
Weekends	26%	27%	28%	<b>37%</b>
<p><b>Question 12:</b> When do you usually ride RapidRide E line?            Percentages that are shown in boldface type are significantly higher.            Multiple response question; proportions may add to more than 100%.</p>				

## Transfers

Close to half (46%) reported transferring to or from the RapidRide E Line on their trip, significantly higher than the 36% of E Line respondents who reported doing so in 2014, but not significantly different from the 41% doing so in 2015.

Table 11A				
Transfers – Percent Answering Yes				
	E Line 2018	E Line 2015	E Line 2014	Pre RR
(Base)	(506)	(525)	(521)	(535)
Transfer TO or FROM RapidRide E Line on this trip	46%	41%	36%	41%
<b>Question 5:</b> Did you transfer TO/FROM the RapidRide E Line on this trip today?				

### *Buses Transferred to or from RapidRide*

Transfer information for RapidRide E Line and Pre RapidRide is summarized in Table 11B. Significantly more transferred to/from the 40 and the 49 in 2018 than Pre RapidRide, and more transferred to/from other RapidRide lines in 2018 than previous years.

Table 11B				
Buses Transferred To / From, for Access to RapidRide (or Pre RapidRide)				
	To/From E Line 2018	To/From E Line 2015	To/From E Line 2014	To/From Pre RR
(Base)	(173)	(185)	(164)	(200)
40	11%	6%	5%	2%
44	10%	10%	5%	7%
45	8%	-	-	-
3	6%	2%	4%	4%
4	5%	3%	1%	2%
11	5%	1%	2%	2%
49	5%	1%	0%	1%
8	3%	4%	5%	5%
7	2%	3%	4%	5%
48	-	12%	10%	7%
Other named bus line/route	62%	64%	67%	86%
Swift	5%	6%	1%	5%
Other RapidRide Line	13%	5%	3%	3%
Light Rail (Link)	3%	3%	3%	6%
Souder	1%	2%	1%	0%
<b>Question 5-ROUTE:</b> Which route? (transfer to/from)				

## Fares

The questions regarding paying of fares were redesigned in the 2018 survey so no direct comparisons are made between 2018 and previous study waves, but data collected in previous study waves are included in a follow-up table.

In 2018, the majority of E Line respondents report using ORCA to pay their fare. This was also the case in 2015 and 2014. The use of cash has declined since Pre RapidRide.

<b>Table 12A Use of ORCA Cards to Pay Fares</b>	
	<b>E Line 2018</b>
<b>(Base)</b>	(481)
ORCA	71%
ORCA LIFT	8%
Cash	23%
Tickets	5%
Upass	4%
Other	1%
<b>Q13NEW.</b> How do you pay your fare? (Multiple responses possible.)	

In 2018, half (50%) of those using an ORCA card have Pass, a quarter (25%) have an e-purse, and one in six (17%) have both.

<b>Table 12B Products on the ORCA Card</b>	
	<b>E Line 2018</b>
<b>(Base)</b>	(360)
Pass	50%
E-purse/money	25%
Both a pass and an e-purse	17%
Not sure	8%
<b>Q13A.</b> If you pay with ORCA or ORCA LIFT, what product(s) do you have on your card? (Multiple responses possible.)	



Table 13 shows data collected in previous surveys (2015, 2014, and Pre RapidRide) regarding how passengers pay their fares. E Line respondents were significantly more likely to report using ORCA to pay their fare (especially the E-purse) in 2014. Pre RapidRide respondents were more likely to report using cash.

<b>Table 13 Use of ORCA Cards to Pay Fares</b>			
	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RR</b>
<b>(Base)</b>	(546)	(529)	(535)
ORCA Net	74%	<b>80%</b>	74%
ORCA card - Pass	35%	<b>38%</b>	32%
ORCA card - E-purse / money on the card	16%	<b>21%</b>	16%
ORCA card – both a pass and an e-purse	7%	8%	10%
ORCA card - not sure	1%	2%	0%
Cash	26%	22%	<b>32%</b>
Tickets	5%	4%	<b>7%</b>
Upass	1%	1%	0%
Other	3%	1%	0%
<b>Q13. How do you pay your fare? (Multiple responses possible.)</b>			

### *Use of the Off-Board ORCA Card Reader*

The results presented below are based on the respondents who have stated they have an ORCA card.

Around eight in ten respondents (80% in 2018) reported using the off-board card reader, similar to the proportion reporting its use in 2015 and 2014. (Table 14)

<b>Table 14 Use of the Off-Board ORCA Card Reader</b>			
	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>
<b>(Base)</b>	(462)	(517)	(522)
Yes	80%	75%	78%
No	20%	25%	22%
<b>Question 14: Have you used the ORCA reader that is located off the bus at the RapidRide station? (Base=Have ORCA card)</b>			

## *Proof of Payment*

More than eight in ten (85%) E Line riders reported being asked to provide proof of payment by a Fare Enforcement Officer, significantly more than in 2014 (74%). (Table 15)

Among those asked to show proof of payment, on average they were asked nearly four times (3.8) in the previous 30 days. (Note: this question is new to the survey in 2018.)

<b>Table 15 Proof of Payment</b>			
	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>
(Base)	(470)	(517)	(523)
Yes	<b>85%</b>	<b>81%</b>	74%
No	14%	18%	<b>24%</b>
Number of times in last 30 days: (Base)	(342)		
0	17%		
1-2	36%		
3-5	30%		
6-9	6%		
10-14	6%		
15+	5%		
Mean	3.8		
<b>Question 15 and 15A:</b> On the RapidRide E Line, have you ever been requested to show your proof of payment by a Fare Enforcement Officer? (IF YES) how many times have you been asked to show proof of payment in the last 30 days?			

## Trip Information Sources

The question regarding trip information sources was redesigned in the 2018 survey so no direct comparison is possible between 2018 and previous study waves, but data collected in previous study waves are included in a follow-up table.

Table 16 shows that in 2018, nearly three quarters (73%) think the *real-time arrival sign at the stop* is the most important source for Metro to provide schedule information, and over one third (36%) feel this way about *Smartphone apps*. Only one in ten feel this way about *printed timetables*. (A single response was requested, but multiple responses were accepted.)

Table 16 Products on the ORCA Card	
	E Line 2018
(Base)	(452)
Real-time arrival signs at stops	73%
Smartphone apps	36%
Printed timetables	10%
Other	<1%
<b>Q16-NEW.</b> What schedule information source do you think is the most important for Metro to provide? (Single response requested, multiple accepted.)	

In 2014 and 2015, two thirds reported using the *real time information sign at stop* for trip information on the RapidRide E Line. Significantly more reported using the *OneBusAway phone application* in 2014 (55%) than in 2015 (48%). About one quarter reported using the *Metro Transit web page* and one fifth the *printed timetables* in both years. (Table 17)

Table 17 RapidRide E Line Information Sources		
	E Line 2015	E Line 2014
(Base)	(504)	(517)
Real time information sign at stop	67%	68%
The OneBusAway smart phone application	48%	<b>55%</b>
Metro Transit web page	23%	24%
Metro's printed timetables	20%	20%
Other (SPECIFY)	6%	6%
<b>Question 16-OLD:</b> What trip information sources do you use for traveling on RapidRide E Line? Multiple response question; proportions may add to more than 100%.		

## *Important Elements at the Bus Stop*

New in 2018, respondents were asked what three elements would be the most important to have at a RapidRide bus stop. (Table 18)

Results show that riders prioritize *real-time bus arrival*, *lighting*, and *shelters with benches*.

<b>Table 18</b>			
<b>Importance of Elements</b>			
<b>2018 Responses (Base=452)</b>	<b>Ranked First</b>	<b>Ranked Second</b>	<b>Ranked Third</b>
Real-time bus arrival	60%	10%	7%
Lighting	53%	8%	8%
Shelters with benches	47%	10%	11%
Real-time bus transfer connection information	21%	6%	3%
Sidewalks leading to stop	16%	3%	5%
Off-board fare payment equipment	14%	5%	6%
Secured bike storage	3%	0%	1%
<b>Question 17: What three elements are the most important to have at a RapidRide bus stop?</b>			

**Recommendations for RapidRide E Line Improvements**

E Line riders were asked to give one recommendation for improving the service. (Table 19) The top suggestion category in 2018 had to do with addressing *security concerns* – taking care of other (rowdy) passengers and safety on the bus. This was mentioned by one quarter of those surveyed (25%), significantly more than the one in ten (10%) who mentioned it in 2015. The second top suggestion category had to do with *expanding the schedule/ increasing the frequency* (net 21%) similar to the proportion suggesting this in 2015 (22%).

<b>Table 19 Recommendations for Improving RapidRide E Line Service</b>		
	<b>E Line 2018</b>	<b>E Line 2015</b>
(Base)	(359)	(356)
Bus scheduling/frequency (net)	21%	22%
Buses should arrive/depart as scheduled	6%	3%
Expand schedule specifically during peak hours	5%	6%
Increase bus frequency	4%	5%
Expand schedule during evening/nights	4%	2%
Expand schedule during morning hours	3%	4%
Expand schedule during weekends	2%	1%
Take care of security or rowdy passenger concerns/Safety on bus	<b>25%</b>	10%
More fare enforcement	<b>9%</b>	4%
Clean the buses/maintain buses/repair buses	8%	4%
More comfortable seats	<b>5%</b>	2%
More buses	4%	6%
More route/schedule information available/update info. at bus stops/more electronic signs	4%	2%
Bus stops - more seating, more benches/safer stops/cleaner stops	3%	4%
Nicer drivers/better drivers/safer, more careful drivers	3%	4%
Less stops/More direct routes/Express bus/Shorten the route	3%	4%
Fare enforcers are rude/Less fare enforcers	3%	3%
More stops/add new bus stop locations/extend	3%	1%
Bigger buses/more comfortable buses/improve ride quality	2%	4%
WIFI - Fix/add more	2%	3%
More shelters	2%	2%
Make transfers easier/wait for transferring passengers	2%	2%
Better bus amenities (Food, drinks, heat, music, etc.)	2%	3%
Make transfers easier/Wait for transferring passengers	2%	2%
<p><b>Question 26:</b> Finally, what one thing would you recommend to improve this route?  Responses gathering less than 2% of total response in 2018 are not shown, refer to cross tabulations for the full list.  Ratings that are shown in boldface type are significantly higher.</p>		

## Respondent Profile

**Table 20**  
Profile of Survey Respondents

	<b>E Line 2018</b>	<b>E Line 2015</b>	<b>E Line 2014</b>	<b>Pre RapidRide</b>
<b>Gender</b>	<b>(423)</b>	<b>(511)</b>	<b>(524)</b>	<b>(528)</b>
Male	50%	54%	51%	54%
Female	49%	46%	49%	46%
<b>Age</b>	<b>(457)</b>	<b>(504)</b>	<b>(514)</b>	<b>(516)</b>
Under 18	2%	4%	4%	3%
18 to 24	14%	16%	17%	17%
25 to 34	31%	29%	<b>36%</b>	30%
35 to 44	18%	19%	16%	19%
45 to 54	14%	13%	10%	<b>14%</b>
55 to 64	14%	13%	11%	11%
65 and older	8%	5%	6%	5%
<i>Mean</i>	39	38	37	38
<b>Length of time as a Metro rider</b>	<b>(456)</b>	<b>(522)</b>	<b>(523)</b>	<b>(534)</b>
Less than 6 months	10%	11%	9%	11%
6 to 12 months	9%	<b>13%</b>	<b>13%</b>	9%
More than 1 year, less than 5 years	<b>30%</b>	27%	27%	24%
5 years or longer	52%	49%	52%	57%
<b>Ethnicity</b>	<b>(434)</b>	<b>(N/A)</b>	<b>(N/A)</b>	<b>(N/A)</b>
White/Caucasian	63%			
Asian/Pacific Islander	15%			
Black/African American	13%			
Latino/Hispanic	9%			
American Indian/Alaskan Native	4%			
Other	1%			
<b>Annual HH Income</b>	<b>(427)</b>	<b>(N/A)</b>	<b>(N/A)</b>	<b>(N/A)</b>
\$32,000 or less	37%			
\$32,001 - \$57,000	24%			
\$57,001 or more	31%			
Don't know/refused	9%			
<i>Mean</i>	\$44,482			

May not add to 100% due to rounding.  
Table continued on following page.

**Table 20 Continued**  
**Profile of Survey Respondents**

	E Line 2018	E Line 2015	E Line 2014	Pre RapidRide
<b>Number in the Household</b>	<b>(370)</b>	<b>(504)</b>	(N/A)	(N/A)
One	33%	31%		
Two	35%	33%		
Three	14%	18%		
Four or more	19%	18%		
<i>Mean</i>	2.26	2.30		
<b>Language spoken at home</b>	<b>(445)</b>	<b>(501)</b>	<b>(514)</b>	<b>(521)</b>
English	89%	93%	93%	91%
Other	11%	7%	7%	9%

May not add to 100% due to rounding.

# Appendix



Appendix Table 1

## Top 2 Box Satisfaction Ratings - Sorted by highest satisfaction for E Line Riders

	E Line 2018 (506)	E Line 2015 (548)
<b>Service Item Rated</b>		
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Convenience of the bus stop to my home or where I was coming from.</b>	82%	82%
Q5A. Ease of Transferring to or from the RapidRide E Line. <b>The number of transfers I make.</b>	76%	72%
Q6A. Frequency and Reliability of Buses on the RapidRide E Line. <b>The bus getting me where I'm going on time.</b>	75%	78%
Q6B. Frequency and Reliability of Buses on the RapidRide E Line. <b>How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).</b>	74%	75%
Q1A. Trip Time on the RapidRide E Line. <b>How long my bus trip takes.</b>	74%	73%
Q6C. Frequency and Reliability of Buses on the RapidRide E Line. <b>How often the bus runs during midday hours (9 a.m. to 3 p.m.).</b>	70%	73%
Q4D. Things About Buses on the RapidRide E Line. <b>Enough bars / straps to hang onto while standing.</b>	69%	73%
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Having information available about routes and connections.</b>	68%	71%
Q2C. Personal Safety on the RapidRide E Line. <b>Personal safety while waiting for the bus during the day.</b>	65%	<b>71%</b>
Q1B. Trip Time on the RapidRide E Line. <b>The number of stops my bus makes.</b>	64%	68%
Q5C. Ease of Transferring to or from the RapidRide E Line. <b>Helpfulness of drivers in ensuring transfer connections.</b>	64%	67%
Q5B. Ease of Transferring to or from the RapidRide E Line. <b>Waiting time between transfers.</b>	62%	57%
Q6D. Frequency and Reliability of Buses on the RapidRide E Line. <b>How often the bus runs in the evening / night.</b>	58%	60%
Q5D. Ease of Transferring to or from the RapidRide E Line. <b>The bus coming on time when transferring.</b>	57%	57%
Q5E. Ease of Transferring to or from the RapidRide E Line. <b>Transfer information at the waiting area.</b>	57%	57%

**Questions 1A – 6E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Ratings that are shown in boldface type are significantly higher.

Table continued on following page.

Appendix Table 1 - continued

Top 2 Box Satisfaction Ratings - Sorted by highest satisfaction for E Line Riders

	E Line 2018 (506)	E Line 2015 (548)
<b>Service Item Rated</b>		
Q6E. Frequency and Reliability of Buses on the RapidRide E Line. <b>How often the bus runs on weekends.</b>	56%	61%
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Amount of lighting.</b>	55%	<b>67%</b>
Q4A. Things About Buses on the RapidRide E Line. <b>Being able to get a seat.</b>	51%	55%
Q2A. Personal Safety on the RapidRide E Line. <b>Personal safety while on the bus.</b>	50%	<b>64%</b>
Q4E. Things About Buses on the RapidRide E Line. <b>Having free Wi-Fi.</b>	50%	<b>61%</b>
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Being able to sit down while waiting.</b>	49%	54%
Q4C. Things About Buses on the RapidRide E Line. <b>Cleanliness of the bus interior.</b>	48%	<b>64%</b>
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Protection from the weather.</b>	48%	<b>55%</b>
Q4B. Things About Buses on the RapidRide E Line. <b>Room to stand if no seats are available.</b>	45%	<b>53%</b>
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Cleanliness of waiting area.</b>	38%	<b>55%</b>
Q2D. Personal Safety on the RapidRide E Line. <b>Personal safety while waiting for the bus at night.</b>	36%	<b>45%</b>
Q2E. Personal Safety on the RapidRide E Line. <b>Behavior of other people at the waiting area.</b>	31%	<b>42%</b>
Q2B. Personal Safety on the RapidRide E Line. <b>Behavior of other passengers on the bus.</b>	27%	<b>38%</b>

**Questions 1A – 6E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Ratings that are shown in boldface type are significantly higher.

**Appendix Table 2**  
**Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, E Line 2018 v. E Line 2015**

	<b>E Line 2018 (506)</b>	<b>E Line 2015 (548)</b>	<b>% Gap E Line 2018- 2015</b>
<i>Service Item Rated</i>			
Q5B. Ease of Transferring to or from the RapidRide E Line. <b>Waiting time between transfers.</b>	62%	57%	5
Q5A. Ease of Transferring to or from the RapidRide E Line. <b>The number of transfers I make.</b>	76%	72%	4
Q1A. Trip Time on the RapidRide E Line. <b>How long my bus trip takes.</b>	74%	73%	1
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Convenience of the bus stop to my home or where I was coming from.</b>	82%	82%	0
Q5D. Ease of Transferring to or from the RapidRide E Line. <b>The bus coming on time when transferring.</b>	57%	57%	0
Q5E. Ease of Transferring to or from the RapidRide E Line. <b>Transfer information at the waiting area.</b>	57%	57%	0
Q6B. Frequency and Reliability of Buses on the RapidRide E Line. <b>How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).</b>	74%	75%	-1
Q6D. Frequency and Reliability of Buses on the RapidRide E Line. <b>How often the bus runs in the evening / night.</b>	58%	60%	-2
Q6A. Frequency and Reliability of Buses on the RapidRide E Line. <b>The bus getting me where I'm going on time.</b>	75%	78%	-3
Q6C. Frequency and Reliability of Buses on the RapidRide E Line. <b>How often the bus runs during midday hours (9 a.m. to 3 p.m.).</b>	70%	73%	-3
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Having information available about routes and connections.</b>	68%	71%	-3
Q5C. Ease of Transferring to or from the RapidRide E Line. <b>Helpfulness of drivers in ensuring transfer connections.</b>	64%	67%	-3
Q4D. Things About Buses on the RapidRide E Line. <b>Enough bars / straps to hang onto while standing.</b>	69%	73%	-4
Q1B. Trip Time on the RapidRide E Line. <b>The number of stops my bus makes.</b>	64%	68%	-4
Q4A. Things About Buses on the RapidRide E Line. <b>Being able to get a seat.</b>	51%	55%	-4

**Questions 1A – 6E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied

Table continued on following page.

**Appendix Table 2 - continued**  
**Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, E Line 2018 v. E Line 2015**

	<b>E Line 2018 (506)</b>	<b>E Line 2015 (548)</b>	<b>% Gap E Line 2018- 2015</b>
<b><i>Service Item Rated</i></b>			
Q6E. Frequency and Reliability of Buses on the RapidRide E Line. <b>How often the bus runs on weekends.</b>	56%	61%	-5
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Being able to sit down while waiting.</b>	49%	54%	-5
Q2C. Personal Safety on the RapidRide E Line. <b>Personal safety while waiting for the bus during the day.</b>	65%	71%	-6
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Protection from the weather.</b>	48%	55%	-7
Q4B. Things About Buses on the RapidRide E Line. <b>Room to stand if no seats are available.</b>	45%	53%	-8
Q2D. Personal Safety on the RapidRide E Line. <b>Personal safety while waiting for the bus at night.</b>	36%	45%	-9
Q4E. Things About Buses on the RapidRide E Line. <b>Having free Wi- Fi.</b>	50%	61%	-11
Q2E. Personal Safety on the RapidRide E Line. <b>Behavior of other people at the waiting area.</b>	31%	42%	-11
Q2B. Personal Safety on the RapidRide E Line. <b>Behavior of other passengers on the bus.</b>	27%	38%	-11
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Amount of lighting.</b>	55%	67%	-12
Q2A. Personal Safety on the RapidRide E Line. <b>Personal safety while on the bus.</b>	50%	64%	-14
Q4C. Things About Buses on the RapidRide E Line. <b>Cleanliness of the bus interior.</b>	48%	64%	-16
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. <b>Cleanliness of waiting area.</b>	38%	55%	-17

**Questions 1A – 6E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

# RapidRide E Line 2018 Survey

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# RapidRide E 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 by the survey worker.

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

*Thank you very much for your help*

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**6. Frequency and Reliability of the Buses on the**

**RapidRide E 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 (6:00-9:00 AM and 3:00-6:00 PM)	<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 (9:00 AM to 3:00 PM)	<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"/>

**7. Overall Satisfaction with the RapidRide E Line**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ Overall how satisfied are you with the RapidRide E 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 per item.)*

	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"/>
▼ Ensuring riders pay their fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. **Where did you board the RapidRide E Line today?** (Intersection/cross-streets) \_\_\_\_\_

10. **How many rides have you taken on the RapidRide E Line in the last 30 days?**

*(Count a roundtrip as 2 rides)* \_\_\_\_\_ rides

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

- Work
- School
- Shopping/errands
- Fun/recreation/social
- Appointments
- Other \_\_\_\_\_

12. **When do you usually ride the RapidRide E Line?** *(Please check all that apply).*

- Weekdays—before 6:00 AM
- Weekdays—AM peak (6:00-9:00 AM)
- Weekdays—PM peak (3:00-6:00 PM)
- Weekdays 9:00 AM to 3:00 PM
- Weekdays 6:00-9:00 PM
- Weekdays later than 9:00 PM
- Weekends

13. **How do you pay your fare?**

- ORCA
- ORCA LIFT
- Cash
- Tickets
- UPass
- Other \_\_\_\_\_

a. **If you pay with ORCA or ORCA LIFT, what product(s) do you have on your card?**

- Pass
- E-purse/money
- Both a pass and an e-purse
- Not sure



14. **Have you used the ORCA readers that are located off the bus at the RapidRide station?** (at some locations)  
 Yes       No
15. **On RapidRide, have you ever been asked to show your proof of payment by a fare enforcement officer?**  
 Yes       No       Don't Know
- a. **If yes, how many times have you been asked to show proof of payment in the last 30 days?** \_\_\_\_\_
16. **What schedule information source do you think is the most important for Metro to provide?** (Please check only one.)  
 Real-time arrival signs at stops       Printed timetables  
 Smartphone apps       Other \_\_\_\_\_
17. **What three elements are the most important to have at a RapidRide bus stop?** (Please rank 1 – 3.)  
 \_\_\_\_\_ Lighting      \_\_\_\_\_ Sidewalks leading to stop  
 \_\_\_\_\_ Shelters with benches      \_\_\_\_\_ Real-time bus transfer connection information  
 \_\_\_\_\_ Real-time bus arrival signs      \_\_\_\_\_ Off-board fare payment equipment  
 \_\_\_\_\_ Secured bike storage

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

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 5 years
19. **Do you identify as . . .** (Check one.)       Male       Female       Other \_\_\_\_\_
20. **What is your age?**  
 Under 18       25 – 34       45 – 54       65 and over  
 18 – 24       35 – 44       55 - 64
21. **Do you identify as . . .** (Check all that apply.)  
 American Indian/Alaskan Native       Black/African American       White/Caucasian  
 Asian/Pacific Islander       Latino/Hispanic       Other \_\_\_\_\_
22. **Including yourself, how many persons live in your household?** \_\_\_\_\_
23. **What is your total annual household income?**  
 Less than \$24,000       \$32,001 - \$40,000       \$49,001 - \$57,000       More than \$65,000  
 \$24,001 - \$32,000       \$40,001 - \$49,000       \$57,001 - \$65,000       I don't know
24. **What is the primary language spoken at home?**  
 English       Other, please specify \_\_\_\_\_
25. **What is your home zip code?** \_\_\_\_\_
26. **Finally, what ONE THING would you recommend to improve this route?** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_