



King County Metro Transit

Post-September 2012 Service Change Rider Survey

Final Report

August 2013

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Project Overview

Background and Objectives

King County Metro makes changes to Service three times each year to better serve transit markets and improve operating efficiencies. In some instances, routes are replaced while in others service on the same route is modified. In fall 2012, the following major changes to service were implemented.

Before		After	
Route 54L		RapidRide C Line	
Route 55			
Route 15L		RapidRide D Line	
Route 18L			
Route 17L		Route 40 NE 85 th to Downtown Seattle	
Route 18L			
Route 75		Route 40 NE 85th - Northgate Transit Center	
Route 120		Route 120	
Route 21		Route 21	

To assess the impact of the changes on the rider experience, Metro routinely conducts on-board surveys before and after these changes to service. The purpose of these surveys is to obtain feedback about the service and any difficulties riders have with it, as well as to assess levels of satisfaction and gain insights on customer benefits or impacts as a result of changes to service.

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

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

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

Data collection occurred over 3.5 weeks beginning March 27, 2013 and ending April 16, 2013. The survey was conducted weekdays only with the majority of hours scheduled Tuesday through Thursday when ridership is highest. On the RapidRide lines and Route 40, interviewers were on-board between 6:00 and 10:00 a.m. and 3:00 and 7:00 p.m. On the remaining routes, interviewers were on-board between 6:00 a.m. and 2:00 p.m. With the exception of the RapidRide lines, trips were scheduled so that interviewers started a shift with pre-specified round trip schedules. On RapidRide, interviewers were told what time and where to start interviewing. They then took as many trips as possible by catching the next available bus.

Efforts were made to distribute surveys to all riders as they boarded the bus. With the elimination of the Downtown Seattle Ride Free Area in fall 2012, all passengers pay as they board through the front door, making it easier to use a single interviewer. All boarding riders were approached by an interviewer and asked to complete the survey. Interviewers kept a rough tally of the number of riders approached and surveys distributed to obtain an estimate of response rates. The goal on these routes was to obtain a minimum of 500 completed surveys. However, analysis of the tallies indicated that they were not kept on all trips due to the large number of boarding passengers and instructions to the interviewers to focus on survey distribution and to keep tallies if possible. Qualitative feedback indicated that despite higher ridership on many of these routes response rates were lower due in large part to the difficulties encountered by having a single interviewer on board the sampled trips.

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

- Overall the majority (84%) of respondents completed the survey while on-board and 13% returned by mail and 3% of all respondents completed the survey online.
- Only a small percentage (1%) of respondents opted to complete the survey in Spanish.

Route	# Completes	% On-Board	% Mailed Back	% Online	% English
RapidRide C Line	531	82%	14%	4%	100%
RapidRide D Line	557	80%	16%	4%	100%
Route 40 85th - DT Seattle	566	84%	12%	4%	99%
Route 40 85th - Northgate	500	86%	4%	<1%	99%
Route 120	500	95%	4%	<1%	96%
Route 21L	533	73%	20%	8%	99%
Total	3,124	83%	13%	4%	99%

For this report, data are compared to survey results conducted in April 2012 by Gilmore Research Group. When comparing the results across all routes, data are weighted to reflect actual ridership on the surveyed routes. When comparing the results for the individual routes, data are unweighted.

	Before		After	
	Route(s)	Sample Size	Route	Sample Size
Group 1	54L	553	RapidRide C Line	500
	55	546		
Group 2	15L	608	RapidRide D Line	525
	18L	498		
Group 3	17L	548	Route 40 85 th to DT Seattle	566
	18L	498		
Group 4	75	673	Route 40 85th - Northgate	500
Group 5	120	563	120	500
Group 6	21L	503	21L	533
Total (unweighted)		4,492		3,124
Total (weighted)		4,492		2,897*

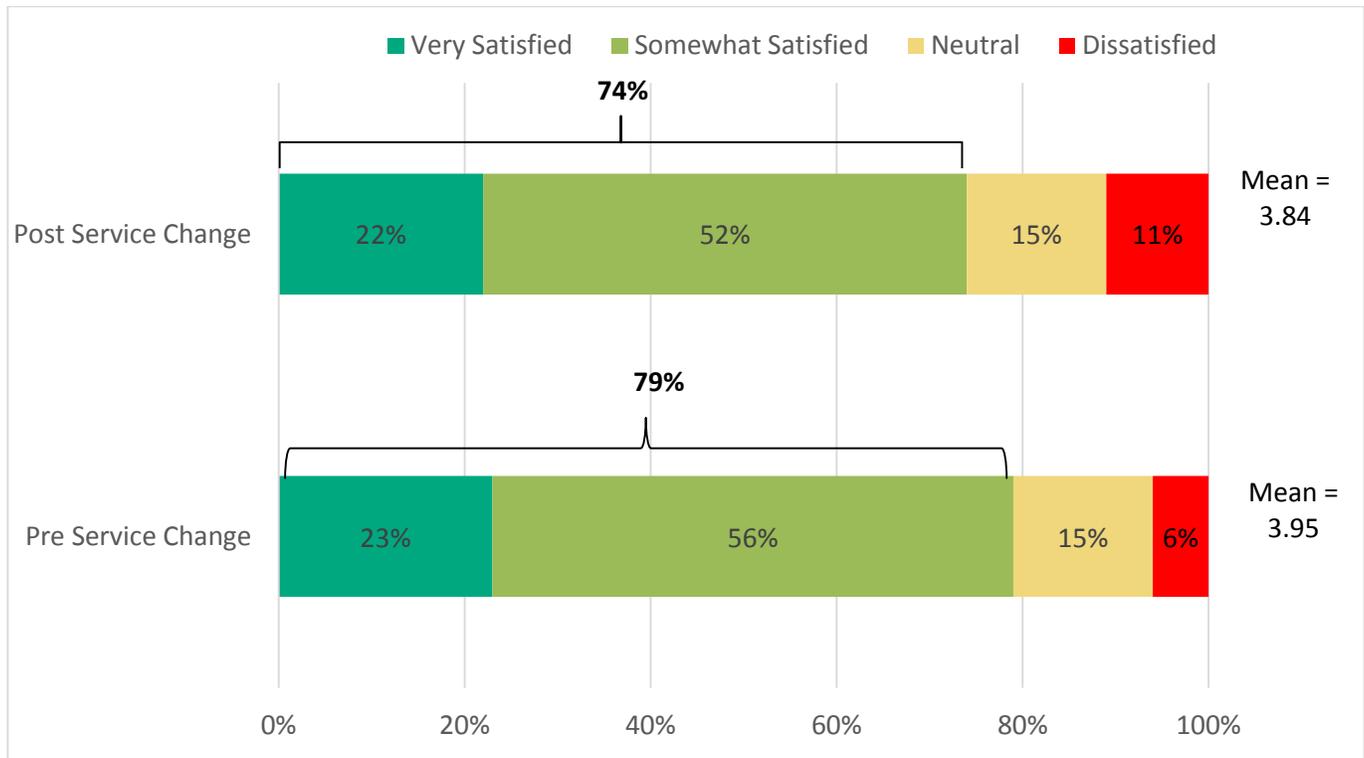
* The weighted sample size is somewhat lower than the unweighted sample size due to inclusion of some additional routes in the after design that are not included in this analysis.

Summary of Key Findings

While the majority of riders on the affected routes continue to be satisfied with the quality of service, overall satisfaction across the surveyed routes was significantly lower after the service change.

- While the percentage of “very satisfied” riders remained the same, the percentage who were “somewhat satisfied” decreased and those “dissatisfied” increased.

Figure 1: Overall Satisfaction Pre and Post Service Change



Q7 - Overall how satisfied are you with [the RapidRide line / This Route]? 5 = very satisfied and 1 = very dissatisfied
 Data are weighted to reflect ridership on sampled routes
 Rows may not sum to 100% due to rounding
 Base: Pre (n = 4,492; n_w = 4,492) Post (n = 3,124; n_w = 2,897)

The overall decrease in satisfaction is due primarily to decreases in overall satisfaction on the RapidRide lines. RapidRide C Line riders are significantly less satisfied than RapidRide D Line riders.

Overall satisfaction increased significantly on Route 21 due primarily to increased satisfaction with frequency and reliability of service, ease of transferring, and, to a lesser extent, travel time by bus.

Satisfaction with personal safety decreased on most routes. The primary exception is Route 120 where satisfaction with personal safety increased significantly. Satisfaction with personal safety on Route 40 (between 85th and downtown Seattle) also increased when compared with Route 18L.

Satisfaction with things while on the bus decreased in most instances because of lack of availability seating. Bike rack capacity is also a concern.

	All Routes*		RRC		RRD		40 (85 th – DT)		40 (85 th – NG)		120		21	
	Pre	Post	Pre 54L 55	Post	Pre 15L 18L	Post	Pre 17L 18L	Post	Pre 75	Post	Pre	Post	Pre	Post
Overall Satisfaction	3.95	3.84 ↓	4.05 3.98	3.70 ↓↓	4.03 3.96	3.80 ↓↓	4.02 3.96	3.91 ↓=	3.90	3.85 =	3.91	3.88 =	3.75	4.03 ↑
Travel Time	3.77	3.75 =	3.78 3.85	3.84 ==	3.76 3.72	3.72 ==	3.87 3.72	3.67 ↓↓	3.87	3.78 ↓	3.72	3.71 =	3.58	3.86 ↑
Personal Safety	3.85	3.75 ↓	3.92 3.97	3.74 ↓↓	3.82 3.82	3.77 ↓↓	4.12 3.82	3.96 ↓↑	4.06	3.87 ↓	3.55	3.60 ↑	3.85	3.75 ↓
Waiting for the Bus	3.66	3.65 =	3.62 3.59	3.62 ==	3.71 3.65	3.69 ==	3.70 3.65	3.60 ↓↓	3.66	3.58 ↓	3.66	3.62 =	3.63	3.67 =
On the Bus	3.93	3.88 ↓	3.90 3.89	3.78 ↓↓	3.93 3.91	3.98 ↑↑	3.98 3.94	3.90 ↓↓	4.01	3.91 ↓	3.79	3.81 =	4.05	3.94 ↓
Frequency / Reliability	3.57	3.62 ↑	3.65 3.48	3.67 =↑	3.60 3.57	3.63 =↑	3.56 3.58	3.55 ==	3.50	3.52 =	3.60	3.58 =	3.44	3.72 ↑
Ease of Transferring	3.50	3.45 ↓	3.58 3.40	3.41 ↓=	3.54 3.52	3.49 ==	3.41 3.52	3.38 =↓	3.36	3.35 =	3.62	3.47 ↓	3.30	3.53 ↑

* Data are weighted to reflect ridership on sampled routes; all other data are not weighted
Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied and "5" means "very satisfied."
For each major service dimension, the overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires.
↑ Significant increase in customer satisfaction; = No change in customer satisfaction; ↓ Significant decrease in customer satisfaction

Customer Profiles

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

- The exception is RapidRide C Line where riders are more likely to be women than men.

The average age of riders on these routes ranges from 33 years of age on Route 40 between 85th and Northgate to 39 years of age on Route 21L.

Riders on Route 40 (between 85th and Northgate) and Route 120 are significantly more likely than on other routes to have household incomes below \$20,000. Responding riders on all routes are more likely than the general population in King County to have household incomes below \$35,000.

Route 120 has the most diverse customer base—44% are non-white and 19% are Hispanic.

Table 1: Customer Demographics

	RapidRide C Line (n=578)	RapidRide D Line (n=525)	Route 40 (85 th - DT) (n=566)	Route 40 (85 th - NG) (n=500)	Route 120 (n=500)	Route 21L (n=533)
Gender						
Male	43%	48%	48%	50%	49%	51%
Female	57%	52%	52%	50%	51%	49%
Age						
< 25	20%	21%	19%	39%	28%	18%
25 – 34	29%	34%	40%	24%	30%	25%
35 – 44	20%	19%	18%	16%	15%	23%
45 – 54	14%	11%	10%	10%	15%	16%
55 – 64	11%	10%	9%	8%	8%	13%
65+	5%	6%	3%	4%	3%	5%
Mean	38.0	36.5	35.8	32.6	34.9	38.9
Income						
<\$20,000	18%	21%	20%	35%	35%	26%
\$20,000 - \$35,000	19%	24%	18%	28%	24%	15%
\$35,000+	63%	55%	62%	38%	41%	59%
Race / Ethnicity						
% White	77%	78%	83%	73%	56%	73%
% Hispanic	8%	6%	6%	11%	19%	7%

Most riders surveyed are frequent riders –averaging between 28 and 37 one-way trips per month.

- This is common with on-board surveys where due to the nature of scheduling, infrequent riders are often under-represented.

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

- A significant percentage of riders on Route 40 (85th - Northgate) use the route to commute to school.

While most riders ride primarily during peak hours, it is clear from the multiple responses given that they also ride during off-peak hours and on weekends.

The majority of riders surveyed are long-term riders (riding 5 or more years). This is noteworthy on Route 120.

Table 2: Travel Characteristics

	RapidRide C Line (n=578)	RapidRide D Line (n=525)	Route 40 (85 th - DT) (n=566)	Route 40 (85 th - NG) (n=500)	Route 120 (n=500)	Route 21L (n=533)
Number of One-Way Rides in Last 30 Days						
10 or fewer	21%	26%	33%	30%	19%	25%
11 – 20	19%	21%	20%	22%	19%	23%
21 – 50	43%	40%	39%	36%	42%	41%
>50	17%	13%	8%	12%	20%	11%
Mean	33.0	28.8	27.7	33.3	36.8	29.9
Trip Purpose(s)*						
To / from work	77%	72%	76%	53%	73%	75%
To / from school	13%	11%	8%	34%	20%	9%
Shopping / errands	13%	16%	10%	16%	16%	12%
Fun / recreation	13%	17%	14%	13%	19%	14%
Appointments	8%	12%	11%	13%	16%	12%
Other	5%	7%	4%	7%	10%	8%
Time(s) of Day Ride*						
Weekdays before 6:00 a.m.	13%	12%	4%	5%	13%	8%
Weekdays 6:00-9:00 a.m.	67%	58%	65%	58%	65%	65%
Weekdays 9:00 a.m.-3:00 p.m.	28%	28%	25%	33%	32%	26%
Weekdays 3:00-6:00 p.m.	59%	59%	50%	46%	47%	53%
Weekdays 6:00-9:00 p.m.	28%	28%	34%	27%	32%	29%
Weekdays after 9:00 p.m.	15%	13%	10%	10%	16%	9%
Weekends	31%	30%	28%	27%	35%	22%
Length of Time Riding**						
Less than 6 months			10%	10%	6%	10%
6 – 12 months			10%	7%	9%	8%
1 – 5 years			28%	26%	23%	26%
5 years or more			52%	56%	61%	56%

* Sums to more than 100%; multiple responses allowed

** Question not asked of RRC and RRD riders

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

- Use of cash is highest on Routes 40 (85th - Northgate) and 120.

Table 3: Fare Payment

	RapidRide C Line (n=578)	RapidRide D Line (n=525)	Route 40 (85 th - DT) (n=566)	Route 40 (85 th - NG) (n=500)	Route 120 (n=500)	Route 21L (n=533)
Fare Payment*						
ORCA Card	84%	84%	83%	76%	72%	79%
Cash	16%	19%	21%	31%	33%	27%
Tickets	3%	3%	4%	8%	11%	7%
Media on ORCA Card (users)						
Pass	64%	60%	61%	61%	64%	56%
Pass & E-Purse	6%	9%	11%	8%	11%	11%
E-Purse Only	30%	31%	27%	31%	25%	33%

* Sums to more than 100%; multiple responses allowed

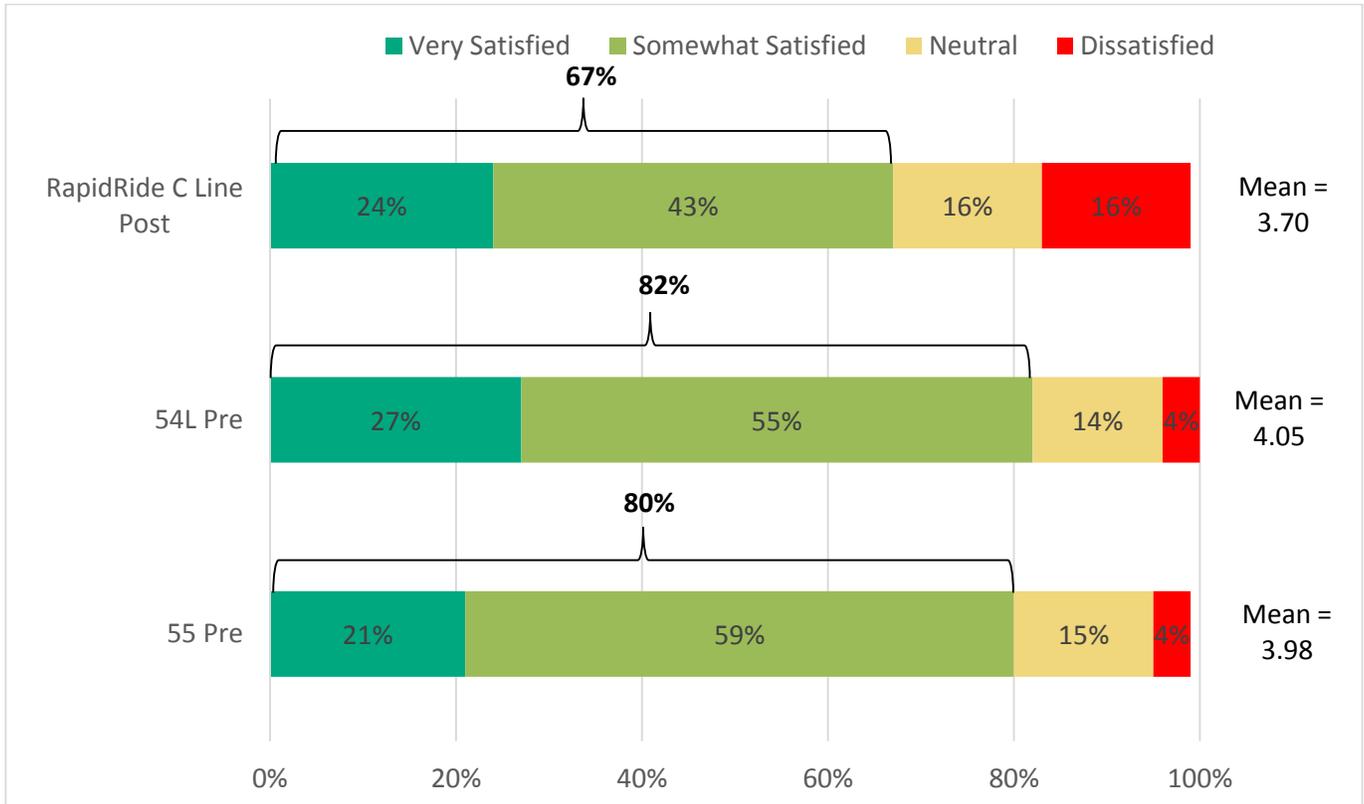
RapidRide C Line

Overall Satisfaction

While the majority (67%) of RapidRide C Line riders are satisfied overall with the service, satisfaction with RapidRide C Line is significantly lower than it was on the routes this service replaced.

- This is due to a fourfold increase in the percentage dissatisfied with the service—from 4% to 16%—as well as a significant decrease in the percentage of somewhat satisfied riders.

Figure 2: Overall Satisfaction with Service RapidRide C Line Compared to Routes 55 and 54L



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

Rows may not sum to 100% due to rounding

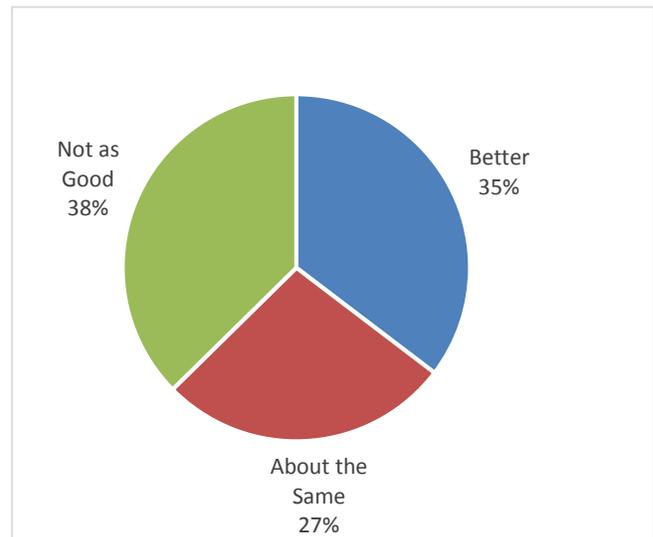
Base: 54L Pre n=553; 55 Pre n=546; RapidRide C Post n=500

One out of five (21%) RapidRide C Line riders reported that they did not ride before the start of the C line.

Among those who previously rode, perceptions of RapidRide C Line are decidedly mixed and vary by the route previously used.

	Better	About the Same	Not as Good
54L (n=75)	40%	31%	28%
54X (n=39)	41%	13%	46%
55 (n=39)	40%	16%	45%
Other (n=98)	23%	33%	43%
New Rider (n=48)	52%	35%	13%
Percentages sum across rows			

Figure 3: Perceptions of RapidRide C Line to Previous Route



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

Base: All Respondents (n=500)

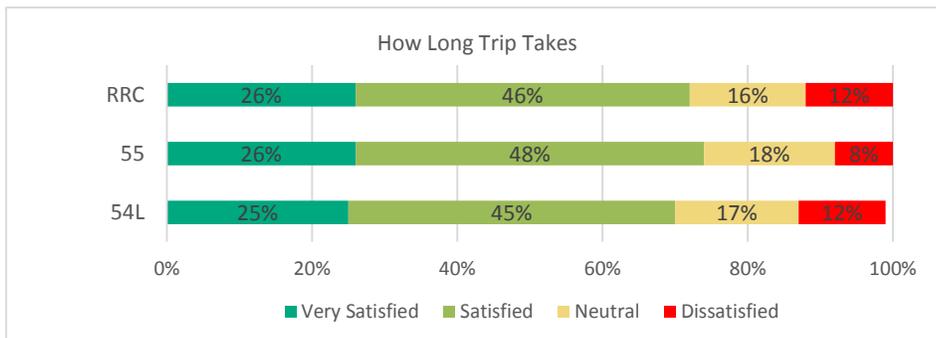
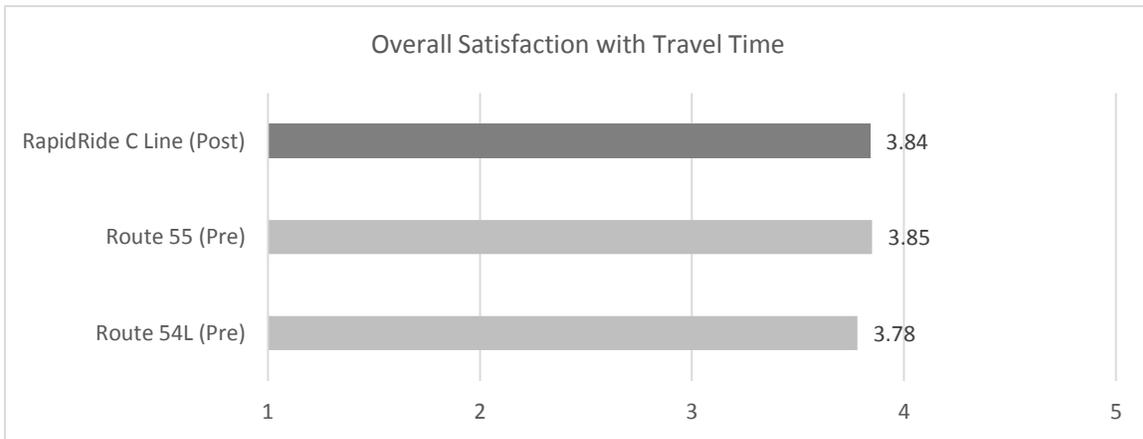
Satisfaction with Travel Time

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

Satisfaction with travel time on RapidRide C Line is generally comparable to that of the routes it replaced.

- While the majority of RapidRide C Line riders are satisfied with travel time, they are more likely than those who previously rode the Route 55 to suggest they are dissatisfied with both aspects of travel time.

Figure 4: Satisfaction with Travel Time RapidRide C Line Compared to Routes 55 and 54L

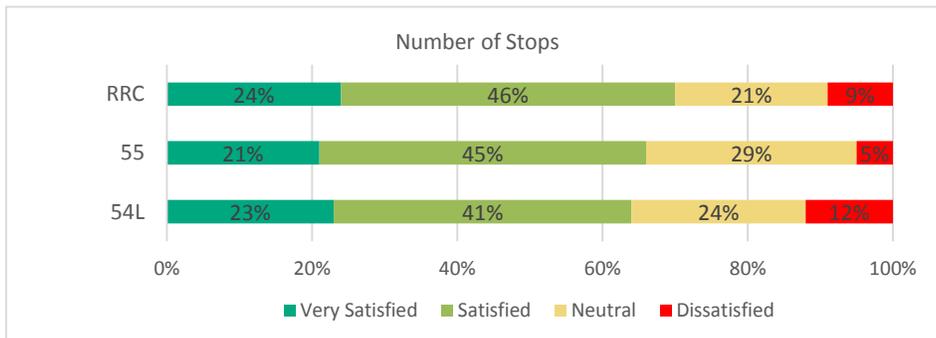


	% Satisfied	Mean
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RRC	72%	3.84
55	74%	3.90
54L	70%	3.83

No significant differences in % satisfied or means.

% dissatisfied with RRC significantly ↑ than Route 55.



	% Satisfied	Mean
--	-------------	------

RRC	70%	3.84
55	66%	3.80
54L	64%	3.74

No significant differences in % satisfied or means.

% dissatisfied with RRC significantly ↑ than Route 55

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

Base: 54L Pre n=553; 55 Pre n=546; RapidRide C Post n=50

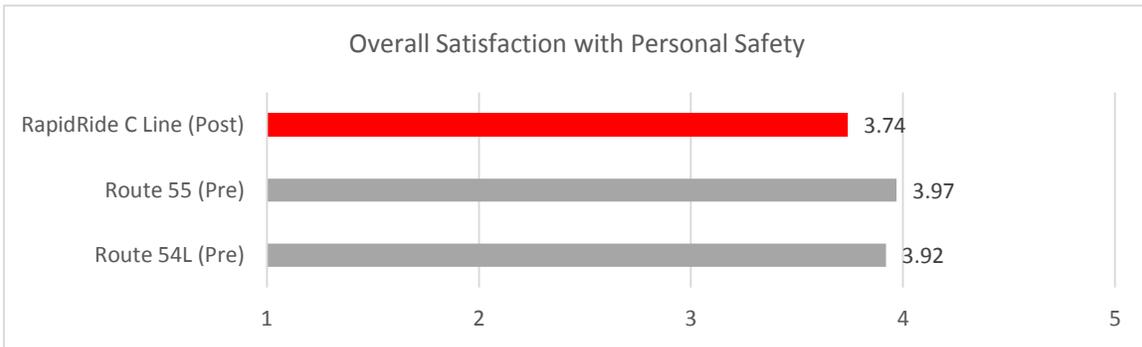
Satisfaction with Personal Safety

With the exception of personal safety while waiting when it is dark, riders are more satisfied with personal safety than they are with the personal behavior of other passengers. Moreover, concerns about the behavior of others is significantly greater when waiting for the bus compared to on the bus.

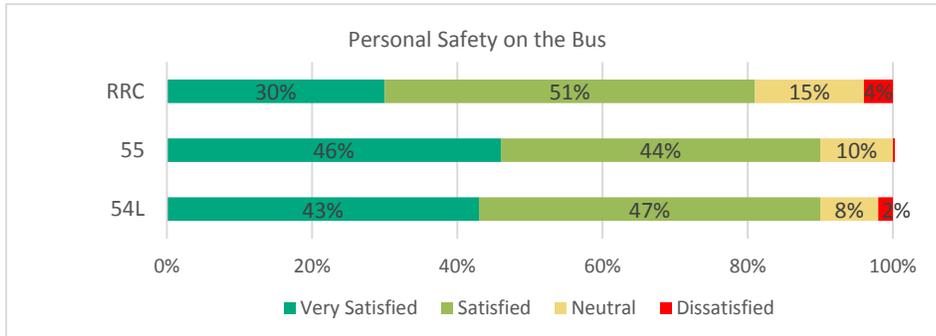
Satisfaction with personal safety on RapidRide C Line is significantly lower than it was on the two routes it replaced.

- While satisfaction with personal safety decreased for most attributes, the decrease is greatest for the behavior of other people on the bus.

Figure 5: Satisfaction with Personal Safety RapidRide C Line Compared to Routes 55 and 54L

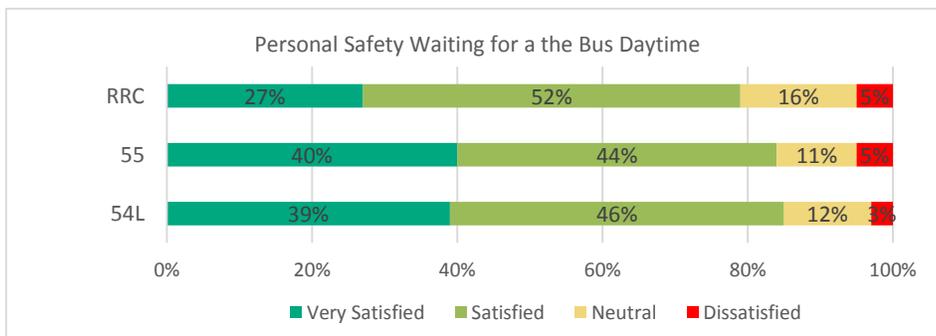


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



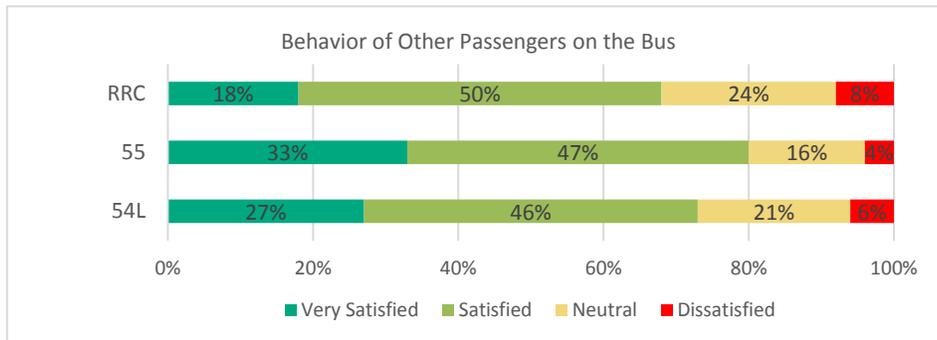
Personal Safety on the Bus		
	% Satisfied	Mean
RRC	81%	4.05
55	89%	4.33
54L	90%	4.30

RRC % satisfied and means significantly ↓ than Routes 55 and 54L



Personal Safety Waiting for a the Bus Daytime		
	% Satisfied	Mean
RRC	79%	4.00
55	85%	4.19
54L	85%	4.20

RRC % satisfied and means significantly ↓ than Routes 55 and 54L

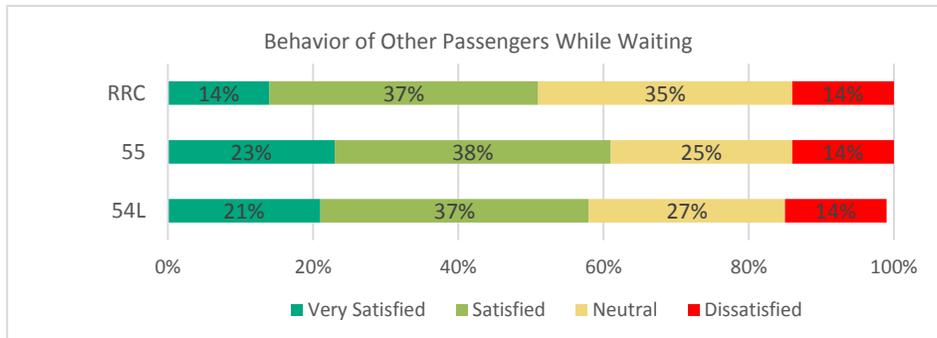


Behavior of Other Passengers on the Bus

	% Satisfied	Mean
--	-------------	------

RRC	68%	3.78
55	80%	4.09
54L	73%	3.93

RRC % means significantly ↓ than Routes 55 and 54L; RRC % satisfied significantly ↓ compared to 55



Behavior of Other Passengers While Waiting

	% Satisfied	Mean
--	-------------	------

RRC	50%	3.48
55	60%	3.64
54L	59%	3.65

RRC % satisfied and means significantly ↓ than Route 55 and 54L



Personal Safety While Waiting When Dark

	% Satisfied	Mean
--	-------------	------

RRC	47%	3.37
55	50%	3.50
54L	52%	3.46

No differences in % satisfied; RRC mean significantly ↓ than Route 55

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

Rows may not sum to 100% due to rounding

Base: 54L Pre n=553; 55 Pre n=546; RapidRide C Post n=500

Satisfaction with Waiting Area / Bus Stop Where Boarded

Overall satisfaction with the waiting areas / bus stops for RapidRide C Line is the same as Routes 55 and 54L.

RapidRide C Line riders are more satisfied with several elements of service when compared to riders on Routes 55 and 54L:

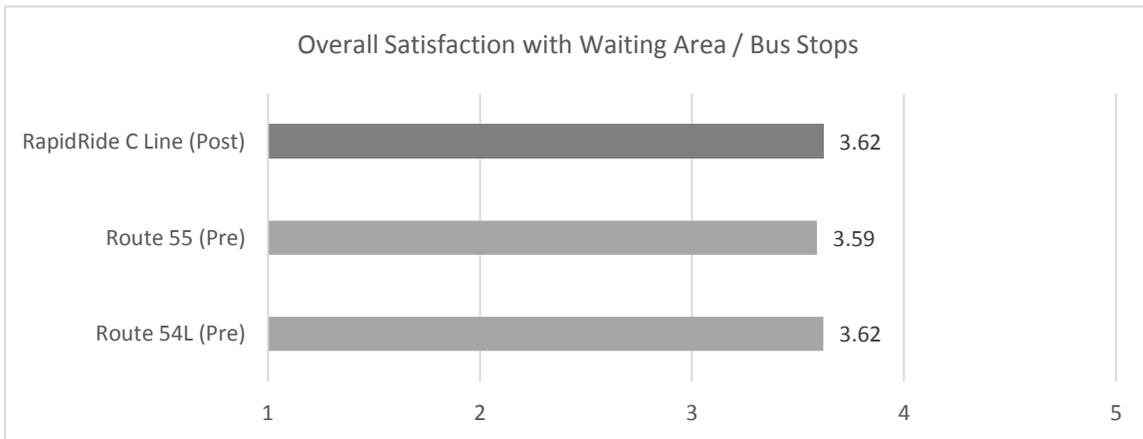
- Amount of lighting at bus stops
- Information about routes and connections
- Protection from the weather

These increases, however, are offset by a significant decrease in satisfaction with the convenience of bus stops.

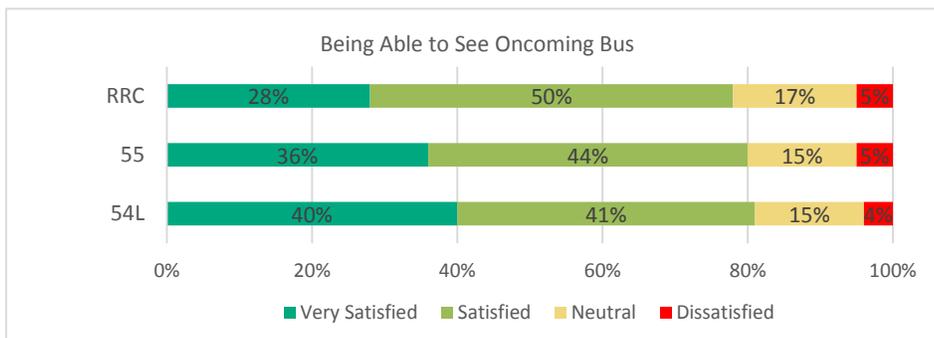
- The percentage of riders saying they are dissatisfied with this attribute doubled.

RapidRide C Line riders are satisfied with the availability of real-time, electronic schedule information available at some stops. Note this is a unique feature to the RapidRide and is not included in the overall satisfaction score.

Figure 6: Satisfaction with Waiting Area / Bus Stop Where Boarded RapidRide C Line Compared to Routes 55 and 54L

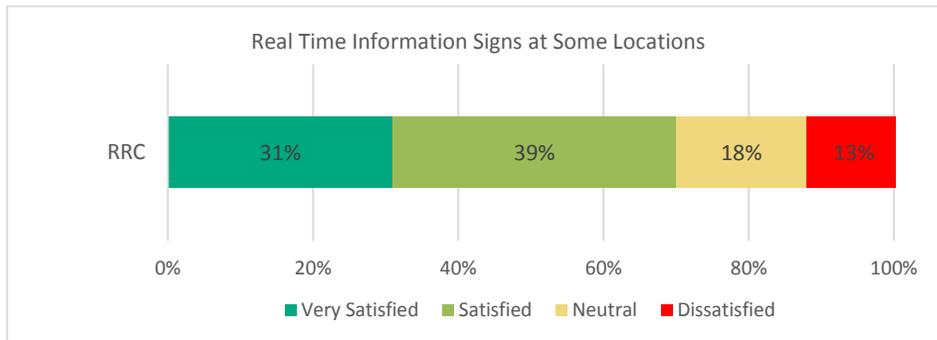


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."

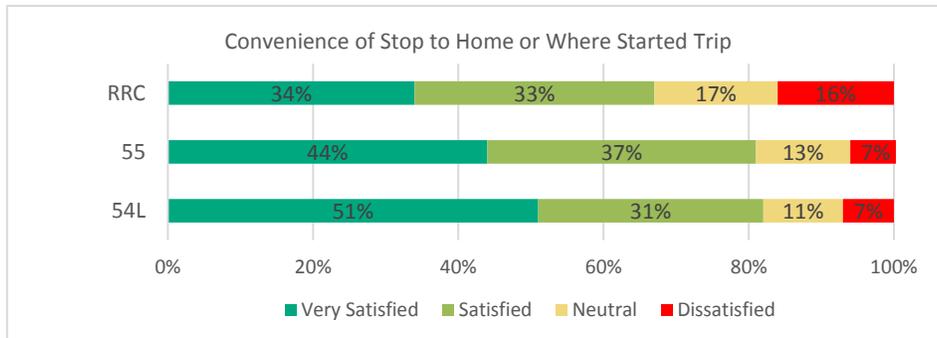


Being Able to See Oncoming Bus		
	% Satisfied	Mean
RRC	78%	4.00
55	80%	4.10
54L	82%	4.17

No differences in % satisfied; RRC mean significantly ↓ than Route 54L

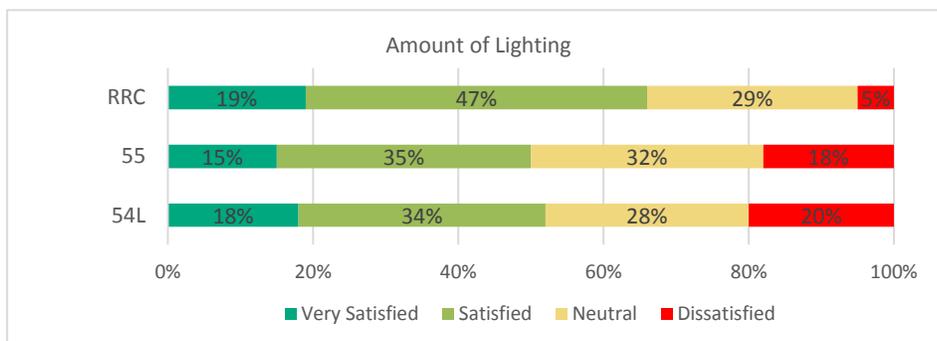


Real Time Information Signs at Some Locations		
	% Satisfied	Mean
RRC	70%	3.83



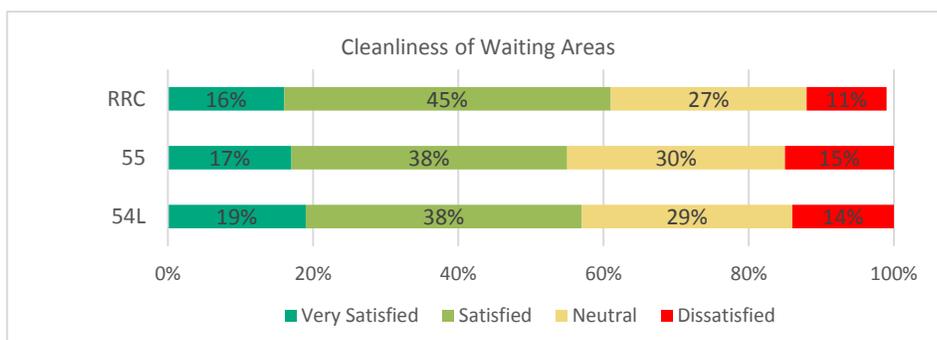
Convenience of Stop to Home or Where Started Trip		
	% Satisfied	Mean
RRC	67%	3.78
55	81%	4.16
54L	82%	4.24

RRC % satisfied and means significantly \downarrow than Routes 55 and 54L



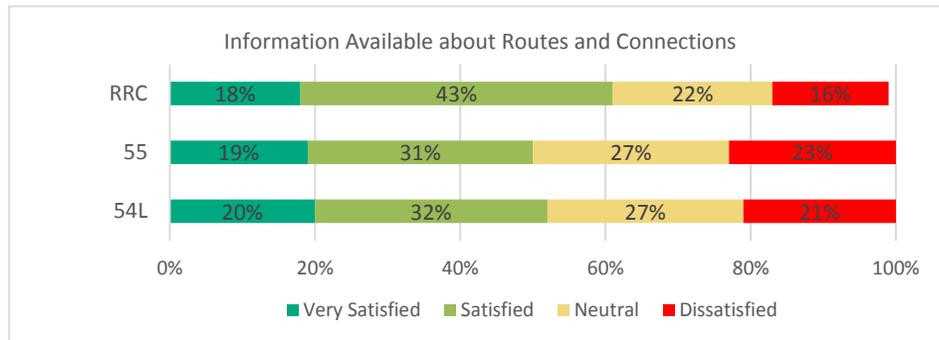
Amount of Lighting		
	% Satisfied	Mean
RRC	66%	3.78
55	50%	3.43
54L	52%	3.46

% satisfied and means for RRC significantly \uparrow than Routes 55 and 54L



Cleanliness of Waiting Area		
	% Satisfied	Mean
RRC	62%	3.64
55	54%	3.52
54L	57%	3.58

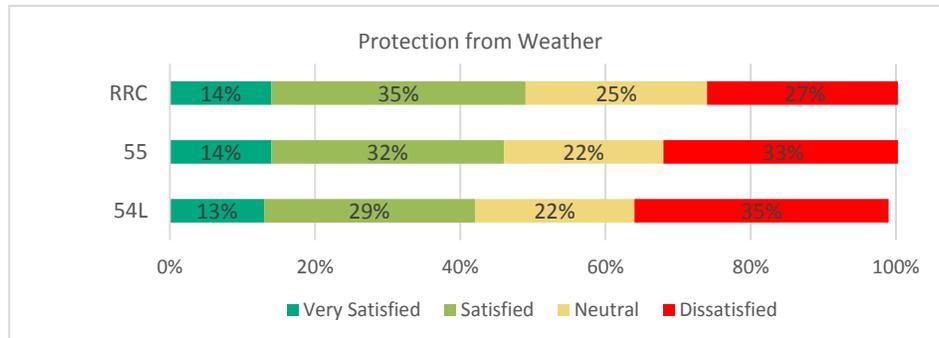
RRC % satisfied significantly \uparrow than Route 55; no differences in means



Information Available About Routes and Connections

	% Satisfied	Mean
RRC	62%	3.60
55	50%	3.42
54L	52%	3.45

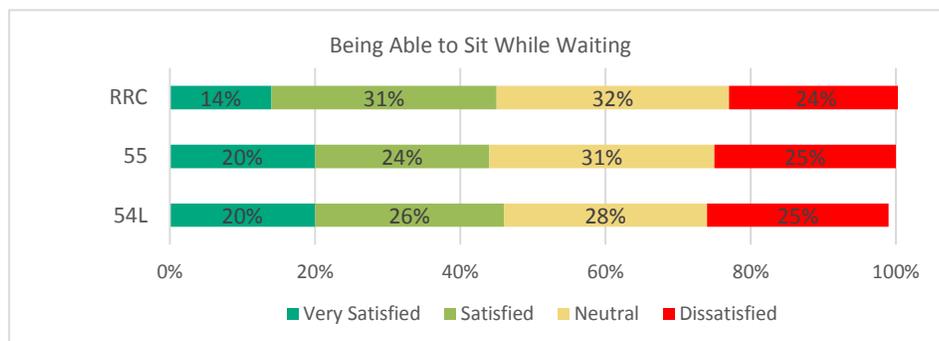
RRC % satisfied and means significantly ↑ than Routes 55 and 54L



Protection from Weather

	% Satisfied	Mean
RRC	48%	3.29
55	45%	3.16
54L	43%	3.09

No differences in % satisfied; RRC % dissatisfied significantly ↓ than Routes 55 and 54L; RRC mean significantly ↑ than Route 54L



Being Able to Sit While Waiting

	% Satisfied	Mean
RRC	45%	3.29
55	45%	3.33
54L	47%	3.31

No difference in % satisfied; no differences in means

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

Rows may not sum to 100% due to rounding

Base: 54L Pre n=553; 55 Pre n=546; RapidRide C Post n=500

Satisfaction with Things about the Bus

Overall satisfaction with things when riding the bus for RapidRide C Line is significantly lower than it was on Routes 55 and 54L.

Dissatisfaction with the availability of seats on the RapidRide C Line is the primary factor driving this lower overall score.

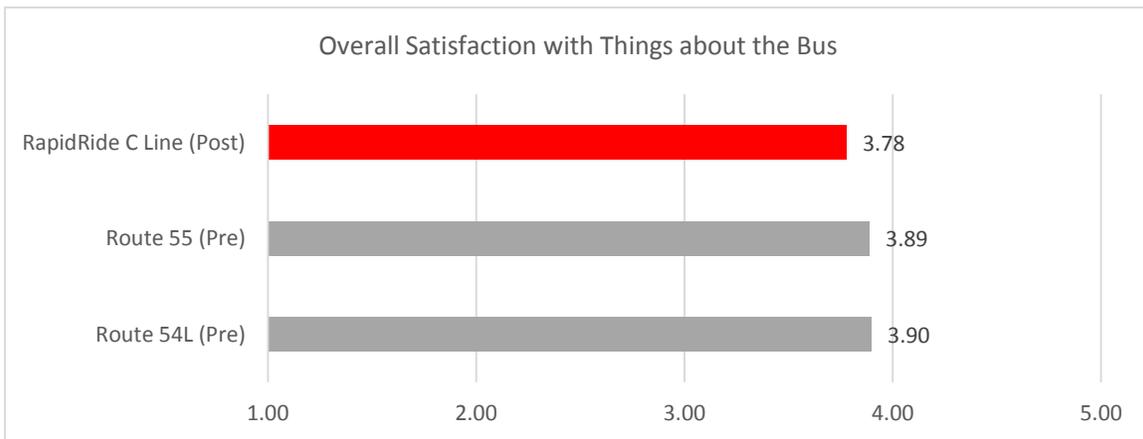
- More than one out of three RRC riders are dissatisfied with the availability of seats—16% very dissatisfied and 19% dissatisfied.
- Room to stand if seats are unavailable is also a concern and having an adequate number of straps or bars to hang onto when standing are also concerns, suggesting that general overcrowding and safety are contributing factors.

Having three doors to use for loading and unloading is viewed positively as is having wide enough doors and aisles for loading and unloading.

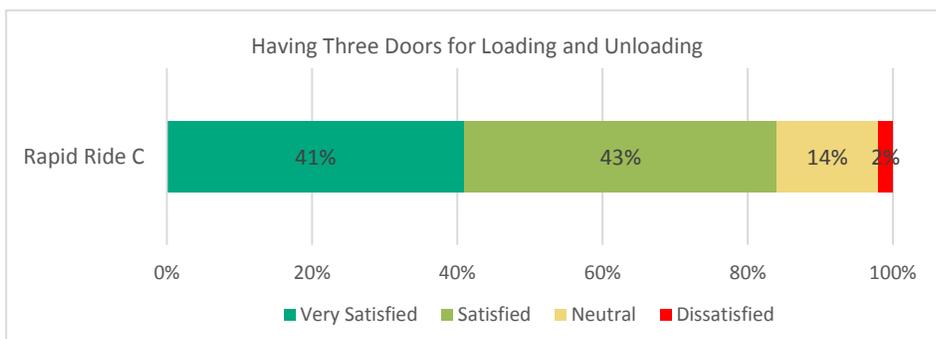
Riders on RapidRide C Line are more satisfied than were those on the routes it replaced with:

- Cleanliness of bus interiors
- Smoothness of the ride

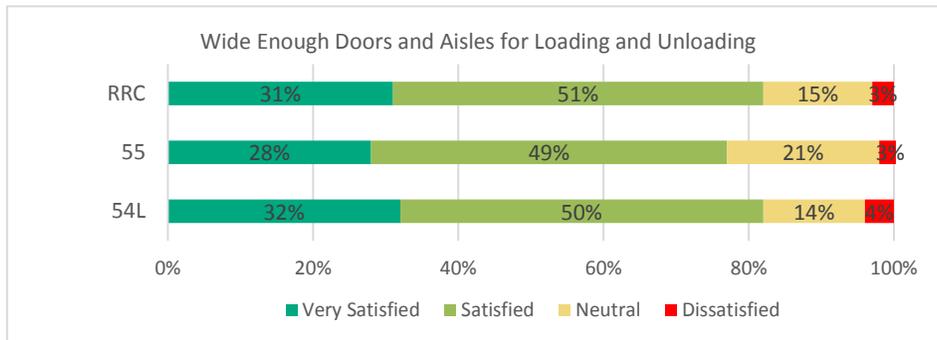
Figure 7: Satisfaction with Things about the Bus RapidRide C Line Compared to Routes 55 and 54L



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.”

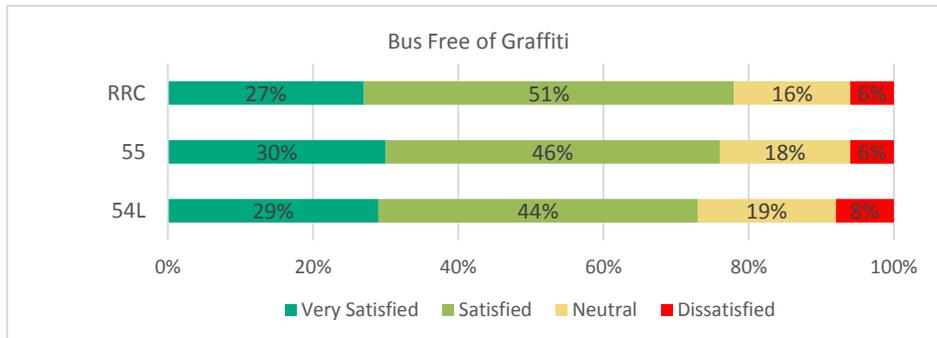


Having Three Doors for Loading and Unloading		
	% Satisfied	Mean
RRC	84%	4.22



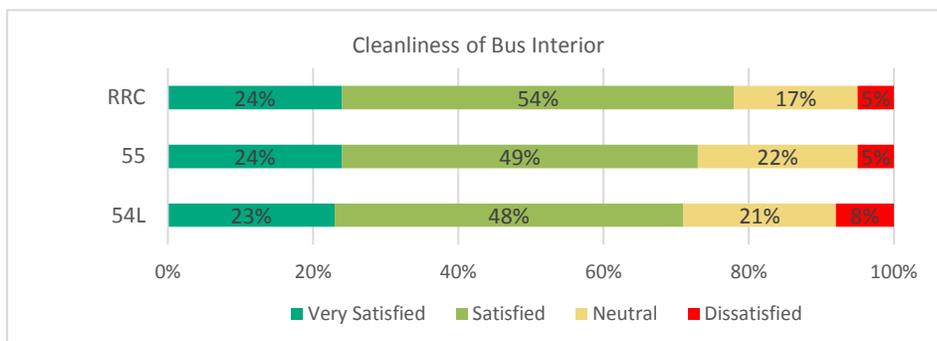
Wide Enough Doors and Aisles for Loading and Unloading		
	% Satisfied	Mean
RRC	81%	4.08
55	76%	4.01
54L	82%	4.11

RRC % total satisfied significantly ↑ than Route 55; no differences in means



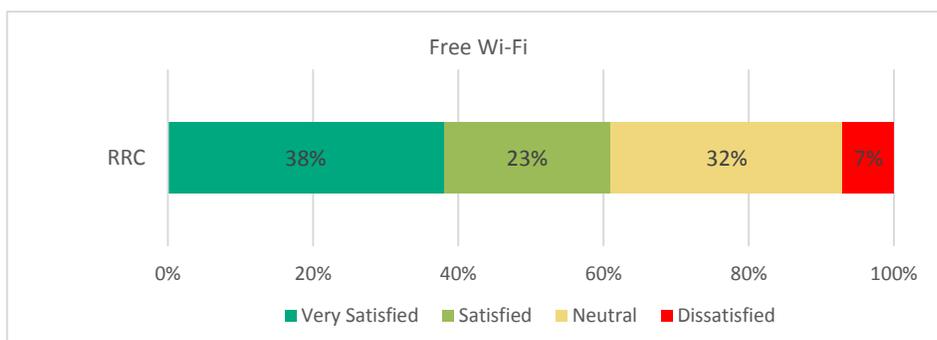
Bus Free of Graffiti		
	% Satisfied	Mean
RRC	78%	3.99
55	76%	3.99
54L	73%	3.93

RRC % satisfied significantly ↑ than Route 54L; no differences in means

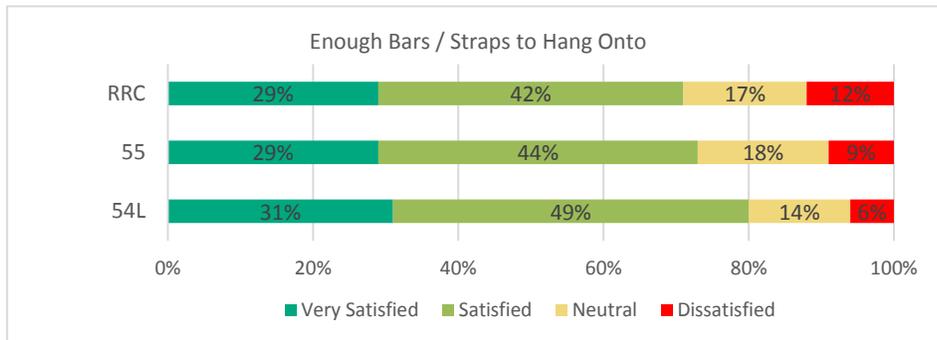


Cleanliness of Bus Interior		
	% Satisfied	Mean
RRC	78%	3.96
55	73%	3.92
54L	71%	3.85

RRC % satisfied and mean significantly ↑ than Route 54L

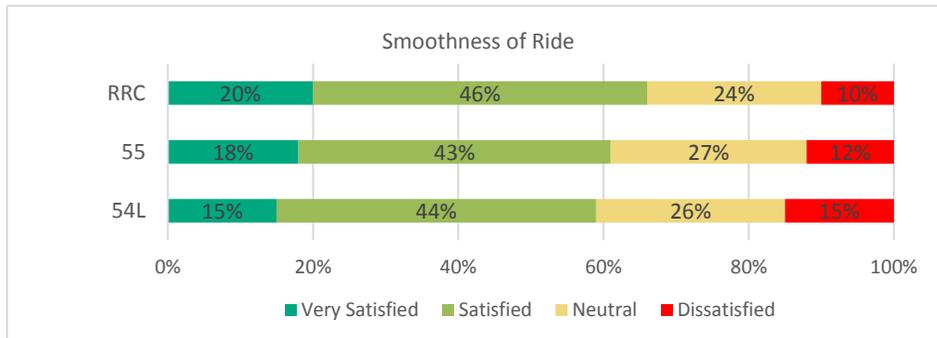


Free Wi-Fi		
	% Satisfied	Mean
RRC	61%	3.92



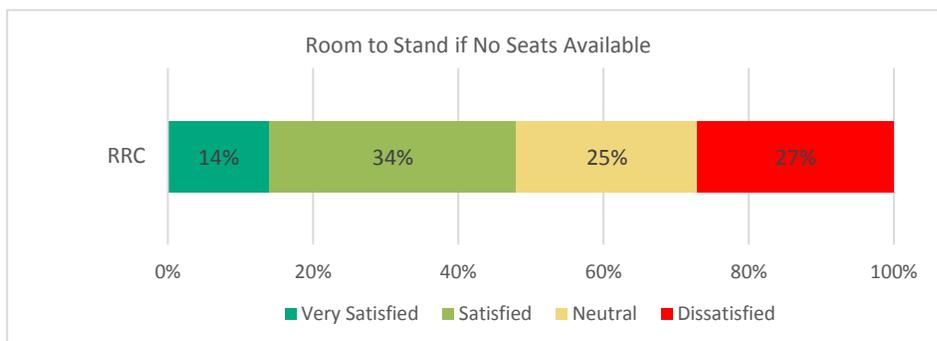
Enough Bars / Straps to Hang Onto		
	% Satisfied	Mean
RRC	71%	3.85
55	73%	3.92
54L	80%	4.04

No differences in % satisfied; RRC mean significantly ↓ than Route 54L

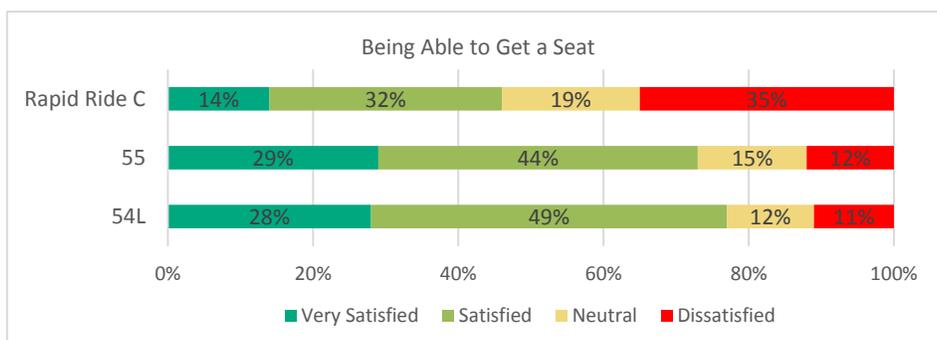


Smoothness of Ride		
	% Satisfied	Mean
RRC	66%	3.73
55	61%	3.64
54L	60%	3.57

RRC % satisfied and means significantly ↑ than Route 54L



Room to Stand if No Seats Available		
	% Satisfied	Mean
RRC	48%	3.27



Being Able to Get a Seat		
	% Satisfied	Mean
RRC	46%	3.09
55	73%	3.87
54L	77%	3.92

RRC % satisfied and means significantly ↓ than Routes 55 and 54L

Q4 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 54L Pre n=553; 55 Pre n=546; RapidRide C Post n=500

Satisfaction with Frequency and Reliability

Overall satisfaction with frequency and reliability of service on RapidRide C Line is significantly higher than it was for Route 55 and the same as it was for Route 54L.

RapidRide C Line riders are most satisfied with on-time performance.

- Moreover, satisfaction with on-time performance is significantly higher on RapidRide C Line than it was among riders of Routes 55 and 54L.

RapidRide C Line riders are least satisfied with the frequency of service in the evenings or at night.

- However, satisfaction with frequency of service during these hours is significantly higher among RapidRide C Line riders than among those riding Routes 55 and 54L

RapidRide C Line riders are also more satisfied with:

- On-time performance
- Frequency of midday service

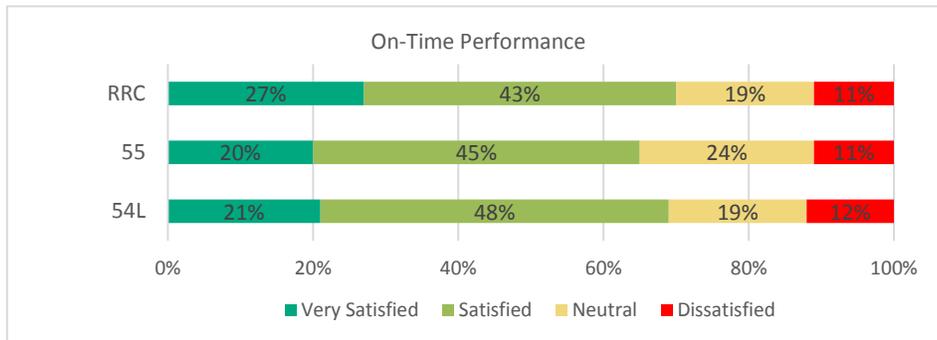
Attitudes toward frequency of service during peak hours are mixed.

- RapidRide C Line riders are more satisfied with frequency of service during peak hours when compared to Route 55. Notably the percent of very satisfied riders is significantly higher on RRC than it was on Route 55.
- On the other hand, riders of the former Route 54L were more satisfied than current RapidRide C Line riders.

Figure 8: Satisfaction with Frequency and Reliability RapidRide C Line Compared to Routes 55 and 54L



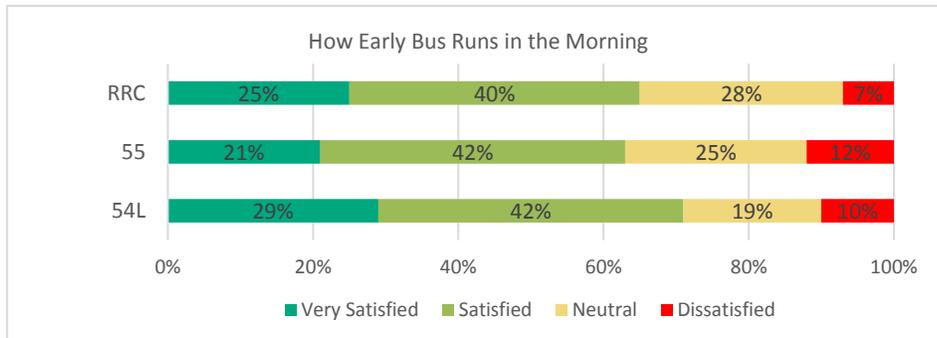
Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



On-Time Performance

	% Satisfied	Mean
RRC	71%	3.85
55	65%	3.71
54L	69%	3.77

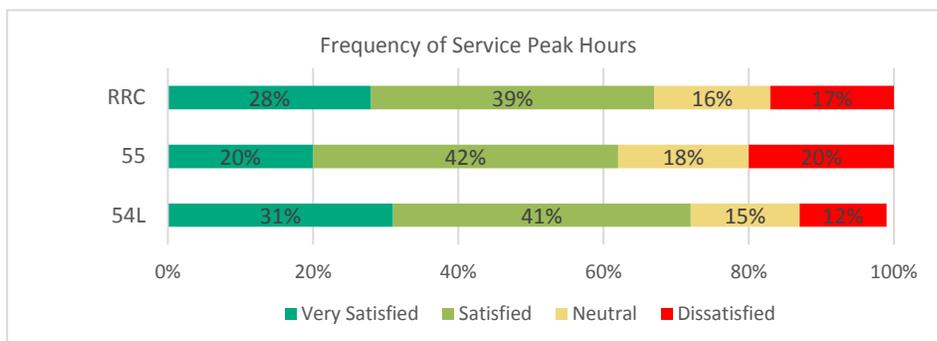
RRC % satisfied and mean significantly **↑** than Route 55



How Early Bus Runs in the Morning

	% Satisfied	Mean
RRC	64%	3.79
55	63%	3.71
54L	71%	3.86

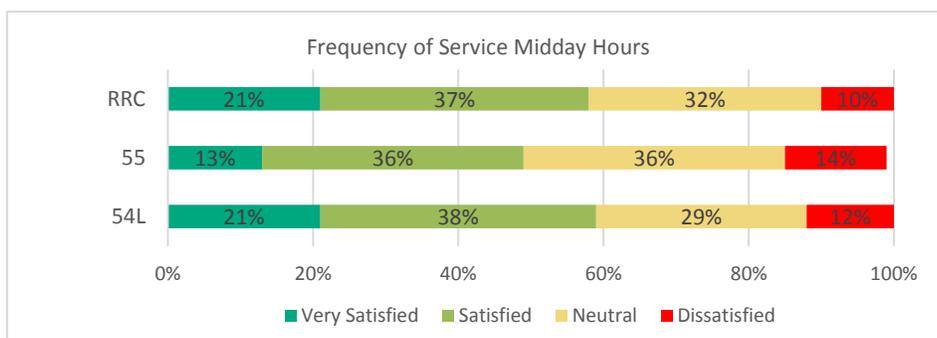
RRC % satisfied significantly **↓** than Route 54L



Frequency of Service Peak Hours

	% Satisfied	Mean
RRC	67%	3.72
55	62%	3.60
54L	72%	3.89

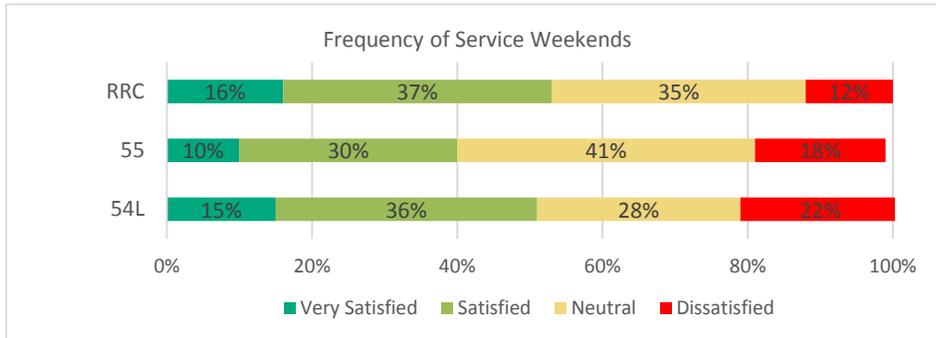
No differences % satisfied; RRC mean significantly **↓** than Route 54L



Frequency of Service Midday Hours

	% Satisfied	Mean
RRC	58%	3.66
55	50%	3.47
54L	60%	3.68

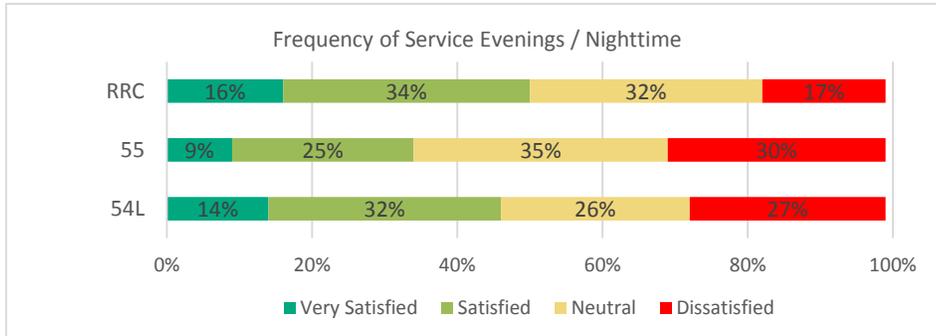
RRC % satisfied and mean significantly **↑** than Route 55



Frequency of Service Weekends		
	% Satisfied	Mean

RRC	53%	3.54
55	40%	3.28
54L	51%	3.38

RRC % satisfied significantly ↑ than Route 55; RRC means significantly ↑ than Routes 55 and 54L



Frequency of Service Evenings / Nighttime		
	% Satisfied	Mean

RRC	50%	3.45
55	34%	3.06
54L	46%	3.28

RRC % satisfied significantly ↑ than Route 55; RRC means significantly ↑ than Routes 55 and 54L

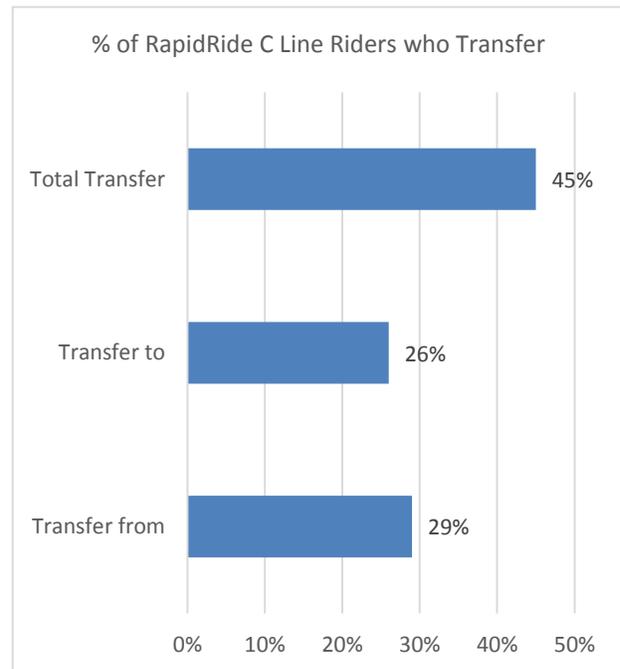
Q5 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 54L Pre n=553; 55 Pre n=546; RapidRide C Post n=500

Satisfaction with Ease of Transferring

More than two out of five RapidRide C Line riders transfer either to the RapidRide or when they get off the RapidRide in order to reach their final destination.

- 11% transfer at both ends of their trip.

Figure 9: Percent of RapidRide C Line Riders who Transfer



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

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

Base: RapidRide D n=500

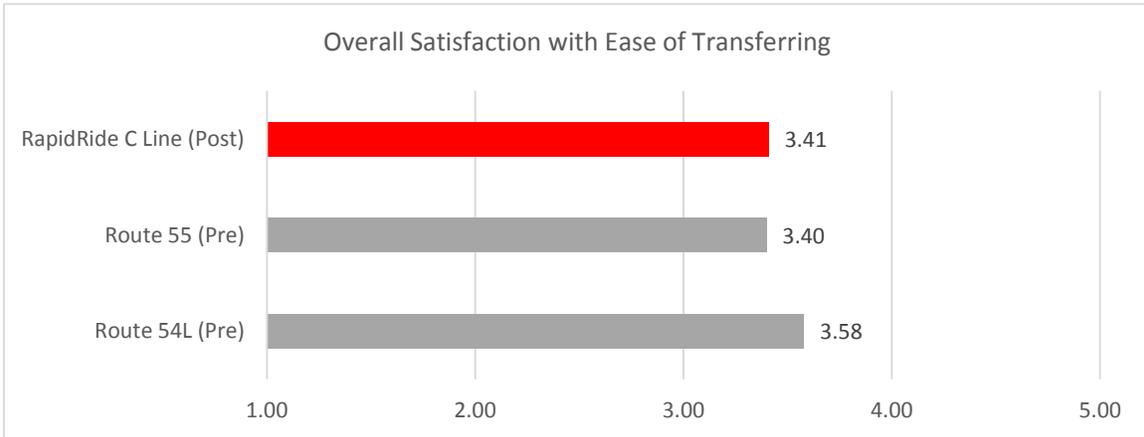
Of the six primary service dimensions, RapidRide C Line riders are **least** satisfied with ease of making transfers.

RapidRide C Line riders are significantly less satisfied with the overall ease of transferring than were those who rode Route 54L. Contributing factors include:

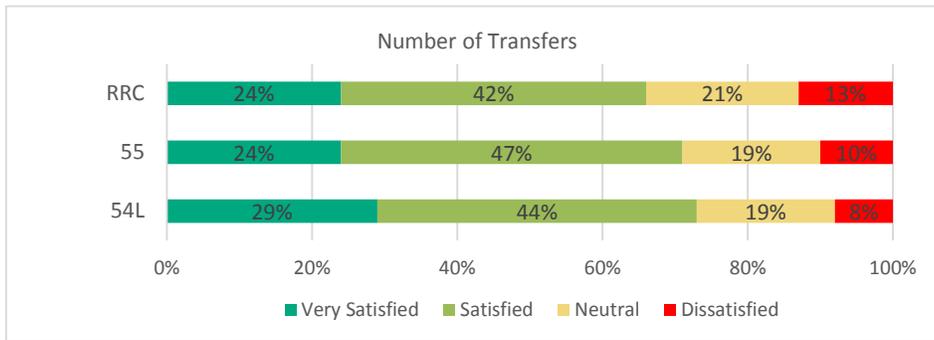
- Frequency of service in the evenings and at night
- The way in which buses are schedule to make transfers
- Helpfulness of drivers when making transfers

While there are no significant differences in satisfaction with the overall ease of transferring between RapidRide C Line riders and those who rode Route 55, RapidRide C Line riders are significantly less satisfied with the helpfulness of drivers when making transfers than were those who Route 55.

Figure 10: Satisfaction with Ease of Transferring RapidRide C Line Compared to Routes 55 and 54L

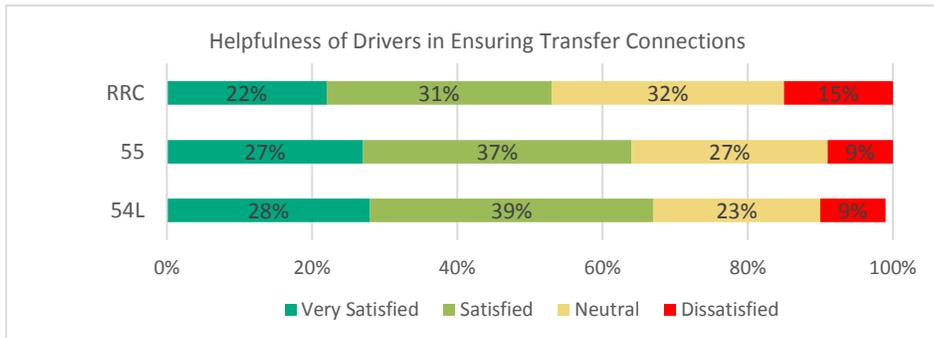


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



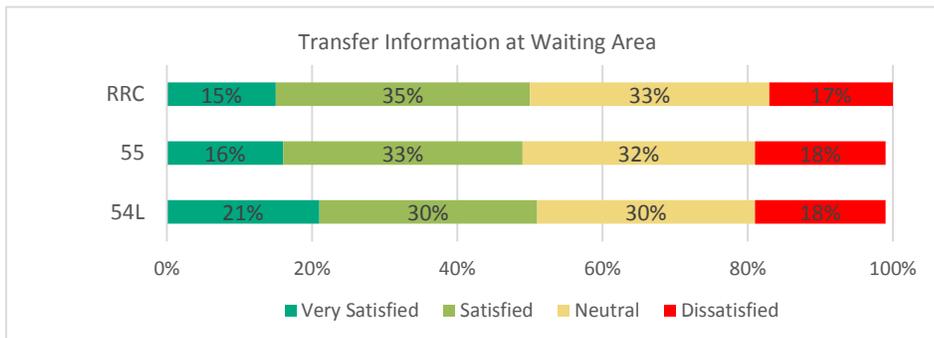
Number of Transfers		
	% Satisfied	Mean
RRC	66%	3.73
55	71%	3.84
54L	73%	3.91

No differences in % satisfied or means



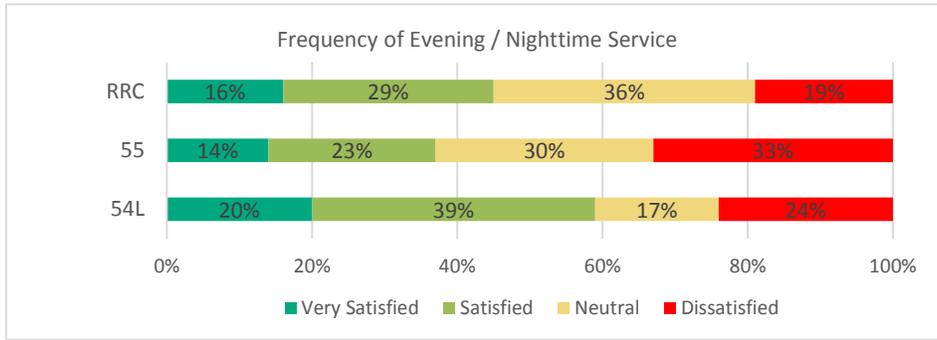
Helpfulness of Drivers in Ensuring Transfer Connections		
	% Satisfied	Mean
RRC	53%	3.54
55	64%	3.80
54L	68%	3.85

RRC % total satisfied and means significantly ↓ than Routes 55 and 54L



Transfer Information at Waiting Area		
	% Satisfied	Mean
RRC	50%	3.45
55	50%	3.40
54L	51%	3.50

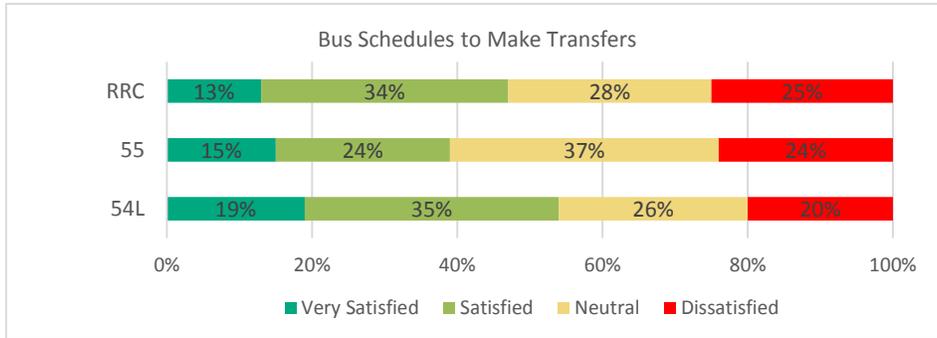
No differences in % satisfied or means



Frequency of Evening / Nighttime Service		
	% Satisfied	Mean

RRC	45%	3.37
55	37%	3.11
54L	59%	3.51

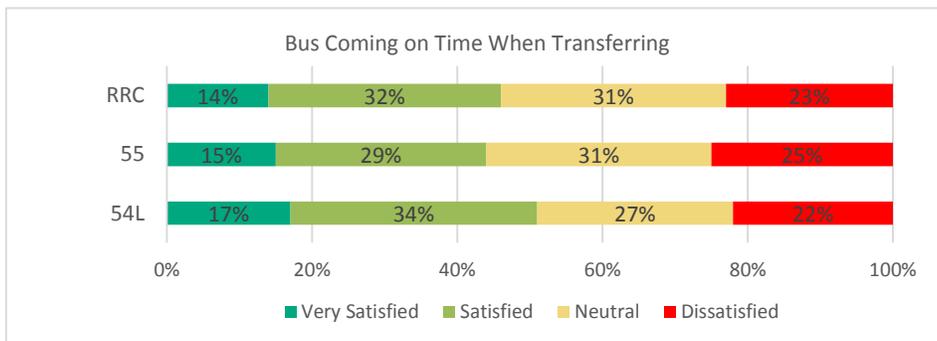
RRC % total satisfied significantly ↓ than Route 54L; RRC Mean significantly ↑ than Route 55



Bus Schedules to Make Transfers		
	% Satisfied	Mean

RRC	47%	3.28
55	38%	3.25
54L	54%	3.50

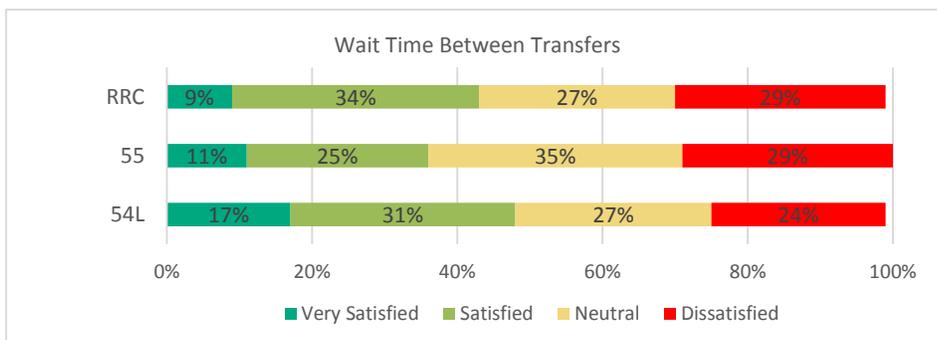
RRC mean significantly ↓ than Route 54L



Bus Coming on Time When Transferring		
	% Satisfied	Mean

RRC	46%	3.31
55	44%	3.28
54L	52%	3.43

No differences in % satisfied or means



Wait Time Between Transfers		
	% Satisfied	Mean

RRC	44%	3.19
55	36%	3.14
54L	48%	3.38

No differences in % satisfied or means

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

Rows may not sum to 100% due to rounding

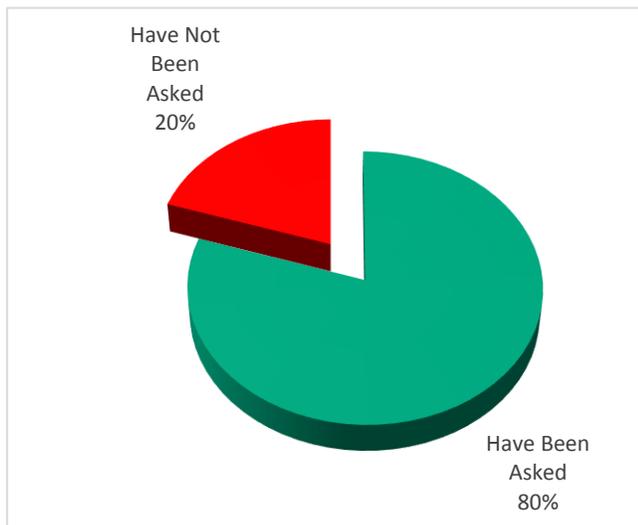
Base: Riders who Transfer from Another Bus to RRC or Transfer from RRC to Another Bus 54L Pre n=259; 55 Pre n=250; RapidRide C Post n=232

Other Topics

Fare Payment Enforcement

Four out of five (80%) RapidRide C Line riders have been requested to show proof of payment by a fare enforcement officer while riding.

Figure 11: Requests to Show Proof of Fare Payment



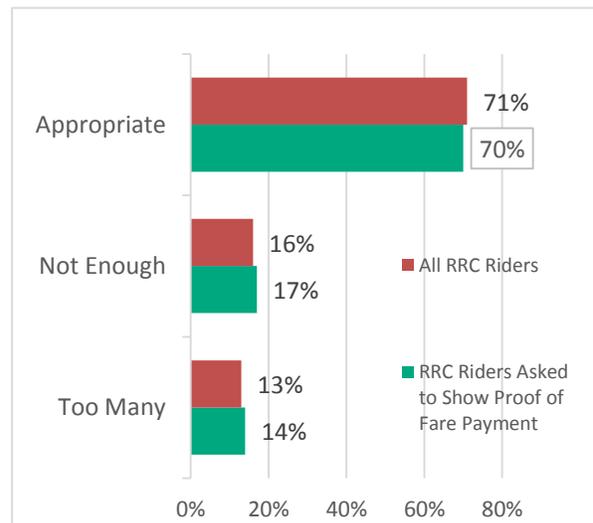
Q18A: Have you ever been requested to show your proof of payment by a fare enforcement officer on the RapidRide?

Base: All Respondents (n=500)

The majority (71%) felt that the number of inspections by fare enforcement officers is appropriate.

- There are no differences between those who have or have not been requested to show proof of payment.

Figure 12: Perceptions of the Number of Inspections by Fare Payment Officers



Q18B: Is the number of inspections by the fare enforcement officer appropriate, too many, not enough?

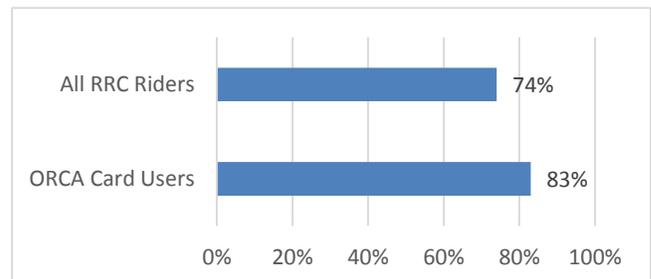
Base: All Respondents (n=500); RRC Riders Asked to Show Proof of Fare Payment (n=364)

Use of ORCA Card Readers

Three out of four RapidRide C Line riders have used the ORCA Card reader located at some stations.

- Among those who pay with an ORCA Card (80% of all RRC riders), this figure is 83%.

Figure 13: % of RRC Riders Using ORCA Card Readers



Q17 (RapidRide) - Have you used the ORCA reader that is located off the bus at some RapidRide stations?

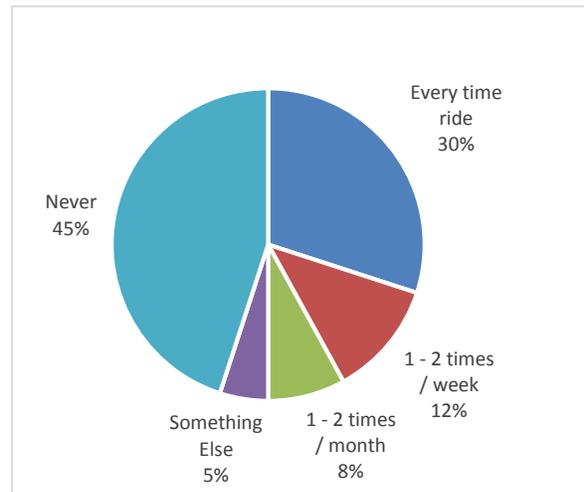
Base: All Respondents (n=500); ORCA Card Users (n=404)

Wi-Fi Use on RapidRide C Line

More than half (55%) of RapidRide C Line riders use the free Wi-Fi providing on-board.

- A large percentage (30% overall and 56% of all users) use it every time they ride.

Figure 14: Frequency of Using Free Wi-Fi on RapidRide C Line



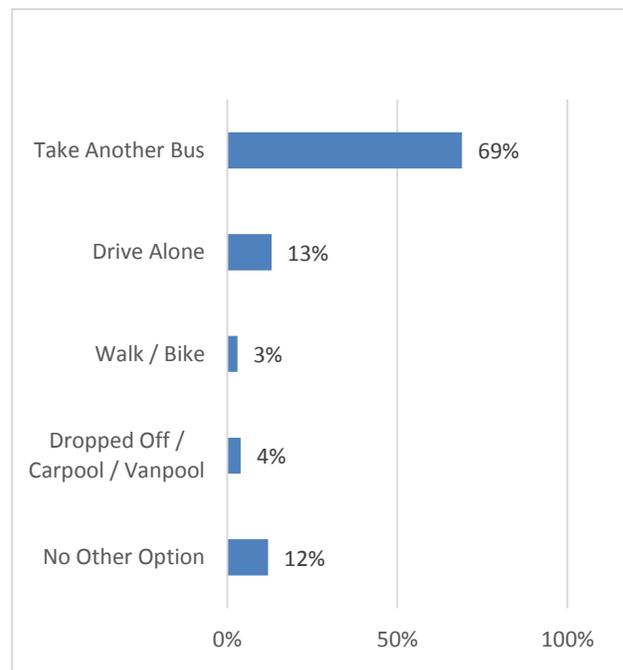
Q15 How often do you use the free Wi-Fi provided on this RapidRide bus?

Base: All Respondents (n=500)

Rider Options if RapidRide C Line Not Available

The majority (69%) of RapidRide C Line riders suggest that they would take another bus if the C line is not available.

Figure 15: Rider Options if RapidRide C Line Not Available



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

Base: All Respondents (n=500)

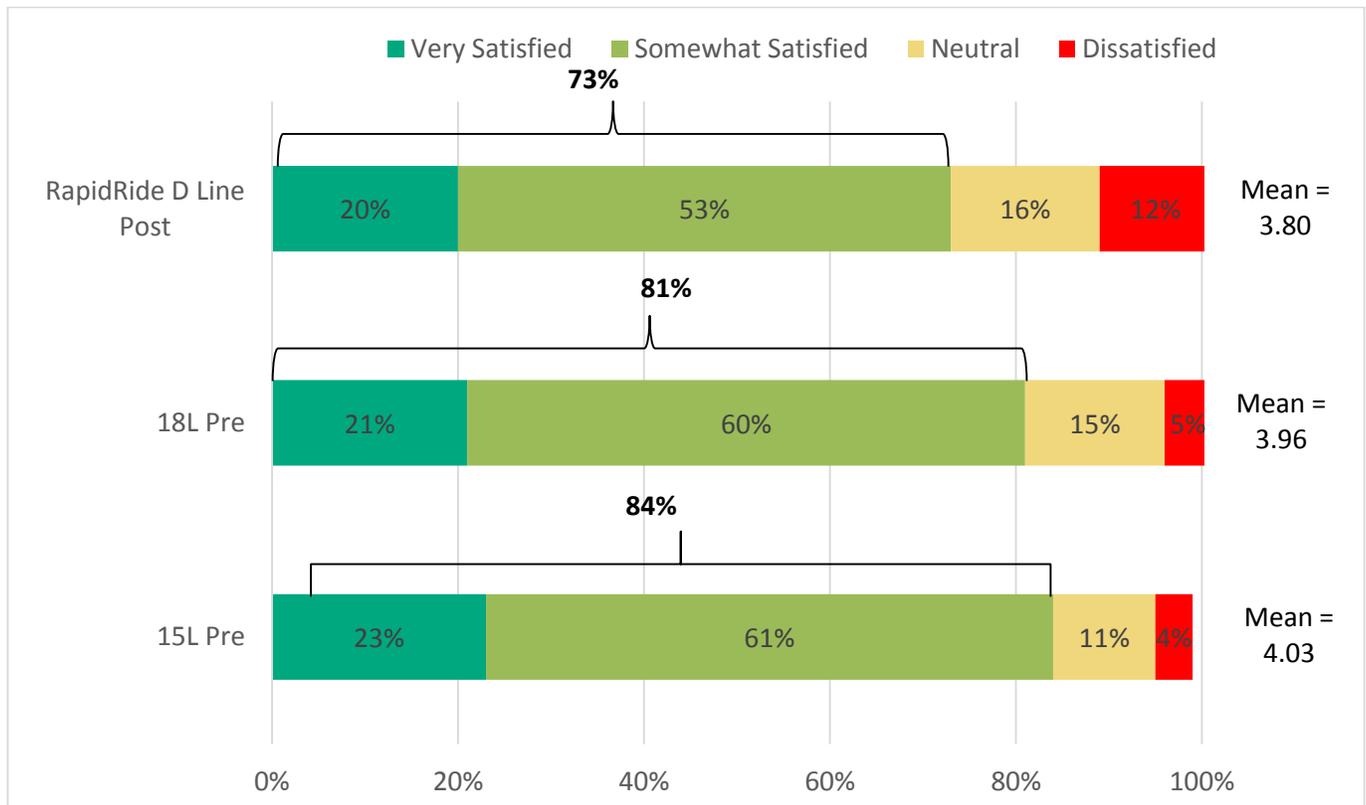
RapidRide D Line

Overall Satisfaction

While the majority (73%) of RapidRide D Line riders are satisfied overall with the service, satisfaction with RapidRide D Line is significantly lower than on the routes this service replaced.

- This is due to a decrease in the percentage of riders who are somewhat satisfied and an increase in the percentage who are dissatisfied.

Figure 16: Overall Satisfaction with Service RapidRide D Line Compared to Routes 15L and 18L



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

Base: 15L Pre n=608; 18L Pre n=498; RapidRide D Post n=525

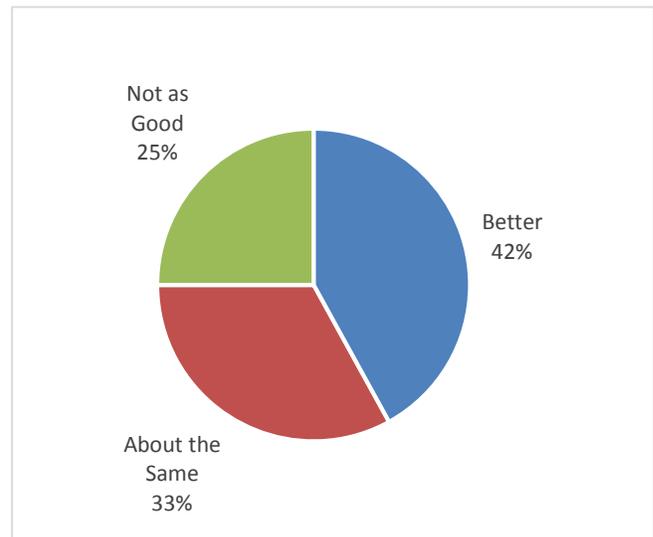
One out of four (25%) RapidRide D Line riders reported that they did not ride before the start of the D line.

More than two out of five (43%) RapidRide D Line riders are positive about the new service. This is significantly more than seen on RapidRide C Line (34%).

Perceptions of RRD compared to previous route (or in the case of new riders, perceptions of prior service) varies by route previously used (available).

	Better	About the Same	Not as Good
15L (n=68)	54%	35%	10%
15X (n=23)	17%	22%	61%
18L (n=21)	29%	24%	48%
18X (n=10)	70%	20%	10%
Other Route (n=108)	48%	34%	18%
New Riders (n=51)	53%	31%	16%
<i>Percentages sum across rows.</i>			

Figure 17: Perceptions of RapidRide D Line to Previous Route



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

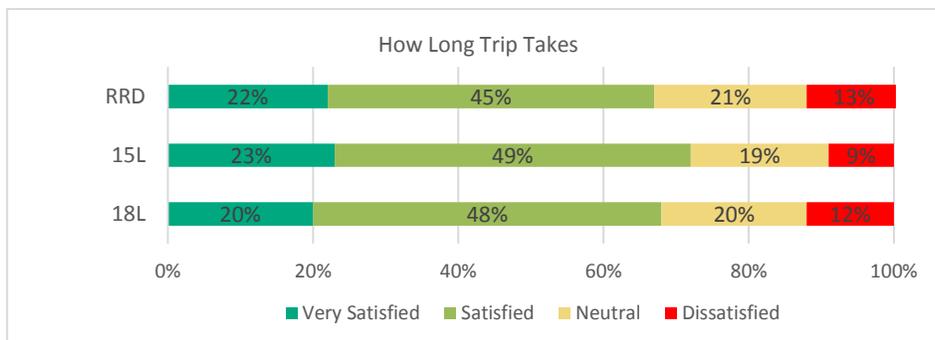
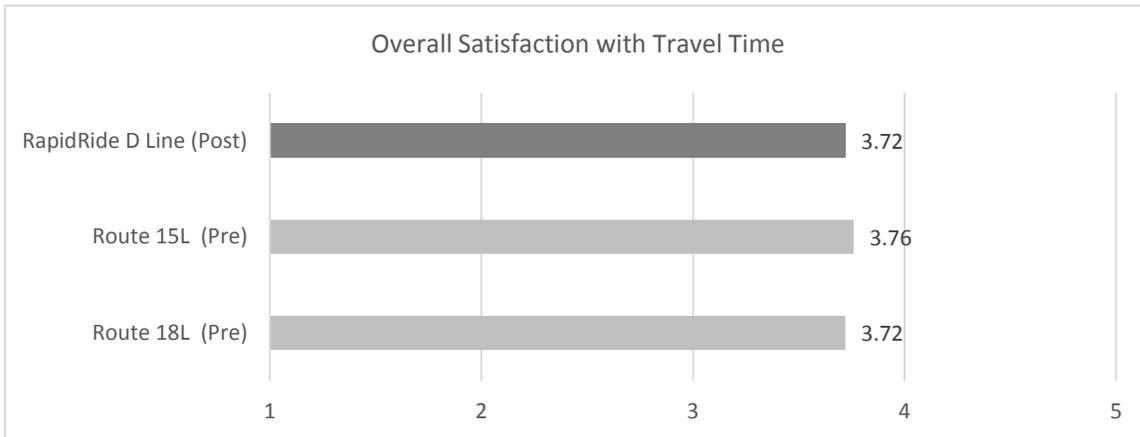
Base: All Respondents (n=525)

Satisfaction with Travel Time

Satisfaction with travel time on RapidRide D Line is generally the same as it was on the routes it replaced.

- This holds true for the overall dimension and the two individual elements of service.

Figure 18: Satisfaction with Travel Time RapidRide D Line Compared to Routes 15L and 18L



	% Satisfied	Mean
RRD	67%	3.75
15L	72%	3.84
18L	68%	3.74

No significant differences in % satisfied or means.



	% Satisfied	Mean
RRD	65%	3.68
15L	61%	3.68
18L	64%	3.70

No significant differences in % satisfied or means.

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

Rows may not sum to 100% due to rounding

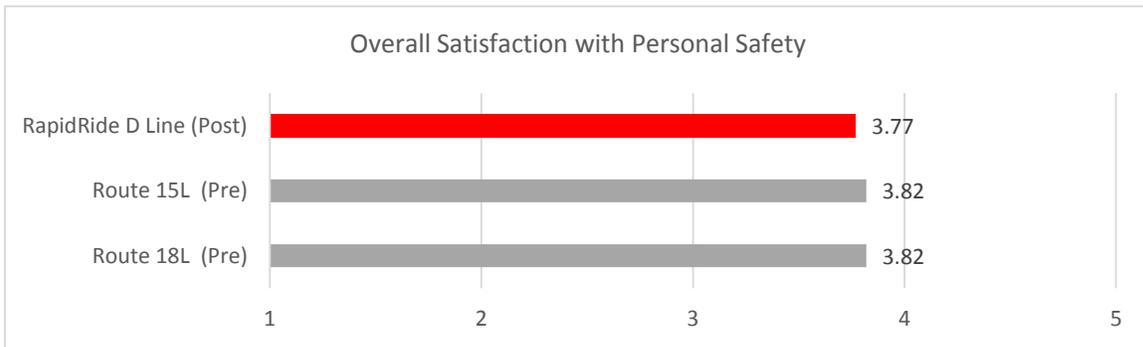
Base: 15L Pre n=608; 18L Pre n=498; RapidRide D Post n=525

Satisfaction with Personal Safety

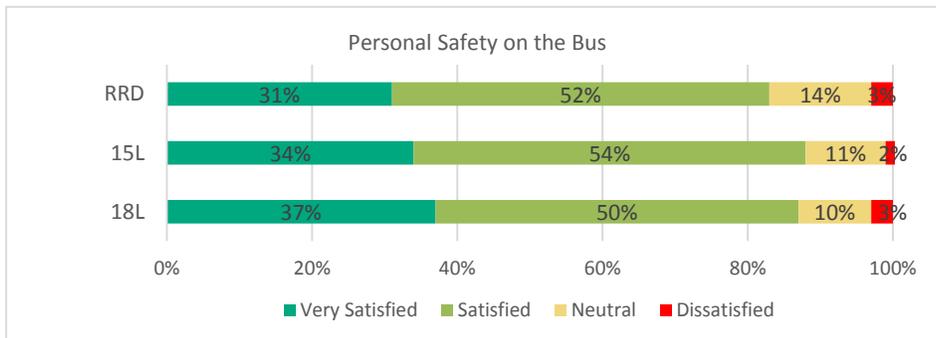
Of the six primary service dimensions, personal safety receives the second highest overall rating. However, satisfaction with personal safety on RapidRide D Line is significantly lower than it was on the two routes it replaced.

- Two factors appear to contribute to the lower satisfaction when compared to Route 15L: personal safety on the bus and while waiting during the daytime.
- Only one factor appears to contribute to the lower satisfaction when compared to Route 18L: behavior of other passengers while waiting.

Figure 19: Satisfaction with Personal Safety RapidRide D Line Compared to Routes 15L and 18L

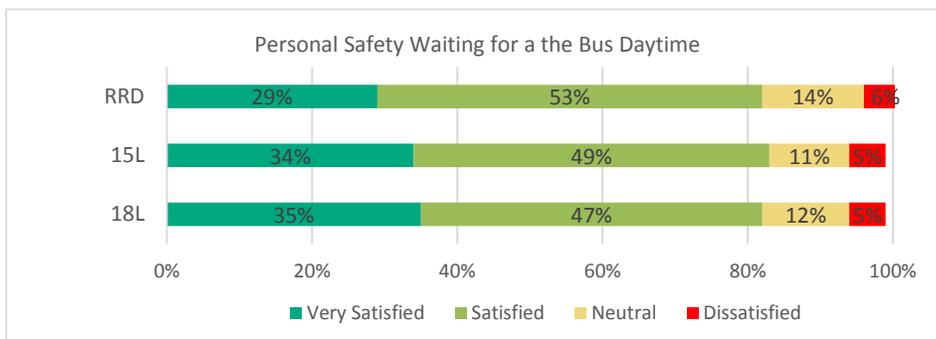


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



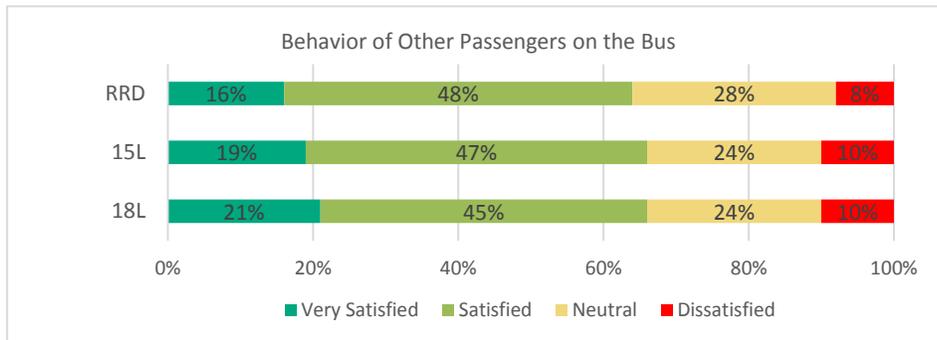
Personal Safety on the Bus		
	% Satisfied	Mean
RRD	83%	4.10
15L	88%	4.19
18L	87%	4.20

RRD % satisfied and mean significantly ↓ than Routes 15L



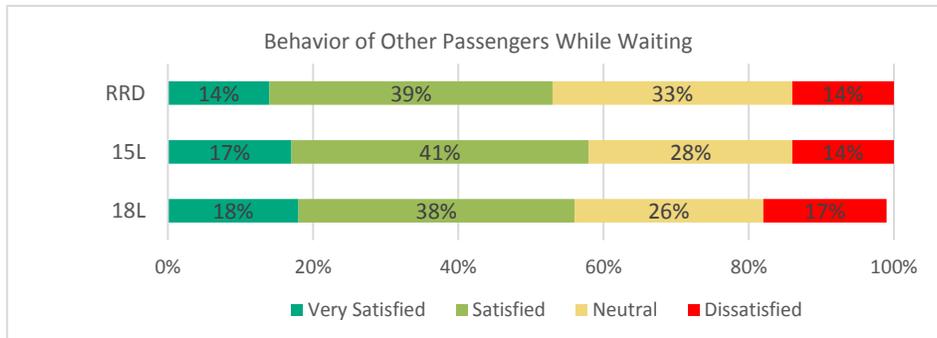
Personal Safety Waiting for a the Bus Daytime		
	% Satisfied	Mean
RRD	81%	4.04
15L	83%	4.10
18L	83%	4.12

No differences in % satisfied or means; RRD % very satisfied significantly ↓ than Route 15L



Behavior of Other Passengers on the Bus		
	% Satisfied	Mean
RRD	65%	3.72
15L	66%	3.74
18L	66%	3.75

No differences in % satisfied or means



Behavior of Other Passengers While Waiting		
	% Satisfied	Mean
RRD	53%	3.50
15L	58%	3.57
18L	57%	3.53

No differences in % satisfied or means; RRD % very satisfied significantly ↓ than Route 18L



Personal Safety While Waiting When Dark		
	% Satisfied	Mean
RRD	51%	3.45
15L	54%	3.45
18L	54%	3.48

No differences in % satisfied or means

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

Rows may not sum to 100% due to rounding

Base: 15L Pre n=608; 18L Pre n=498; RapidRide D Post n=525

Satisfaction with Waiting Area / Bus Stop Where Boarded

Overall satisfaction with the waiting areas / bus stops for RapidRide D Line is the same as it was for Routes 15L and 18L.

RapidRide D Line riders are more satisfied with several elements of service when compared to riders on Routes 15L and 18L:

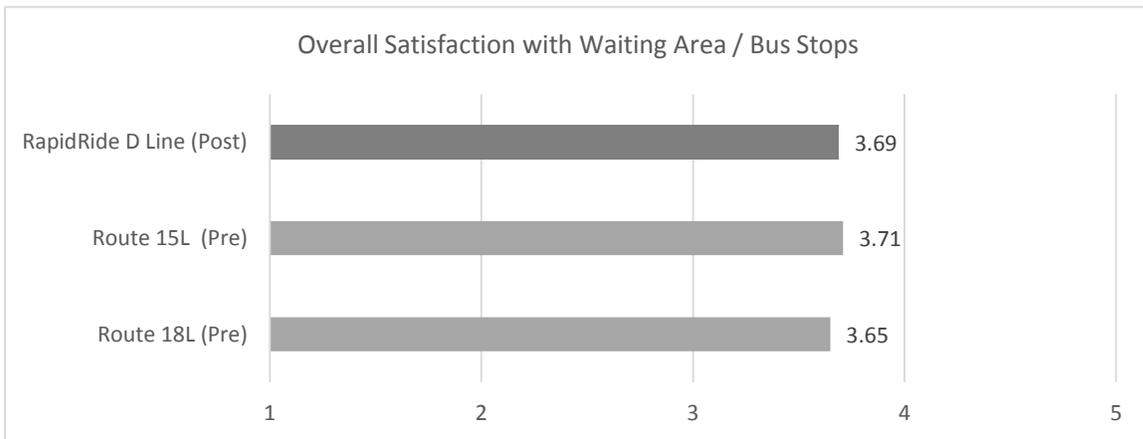
- Amount of lighting at bus stops
- Information about routes and connections

These increases, however, are offset by a significant decrease in satisfaction with the convenience of bus stops.

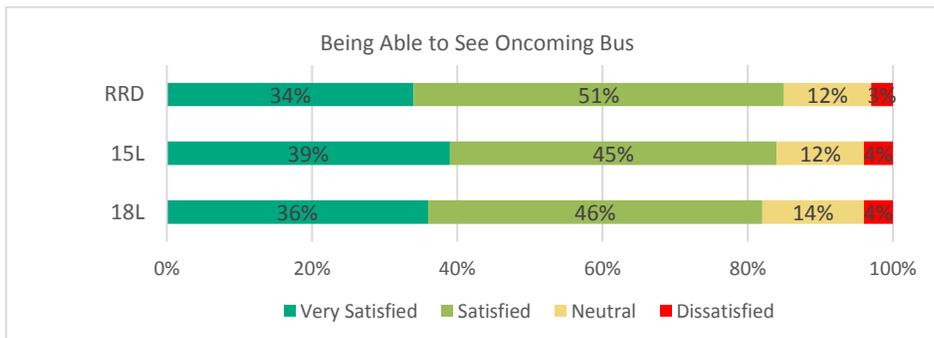
- This is due to a decrease in the percent very satisfied and a corresponding increase in those who are just somewhat satisfied as well as dissatisfied.

In addition, RapidRide D Line riders are less satisfied with their ability to sit while waiting for the bus.

Figure 20: Satisfaction with Waiting Area / Bus Stop Where Boarded RapidRide D Line Compared to Routes 15L and 18L

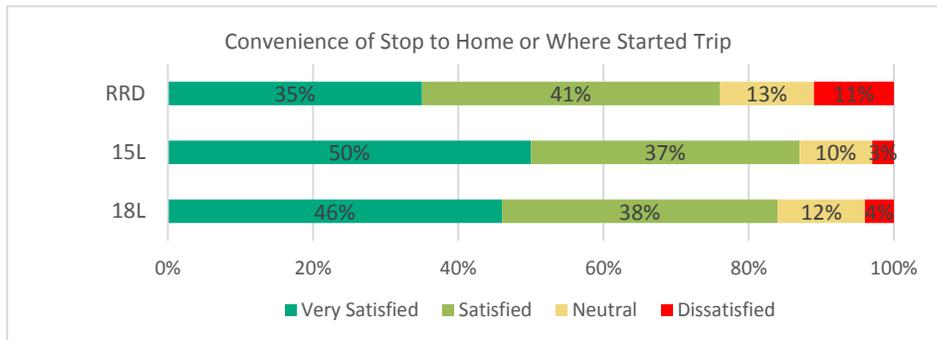


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



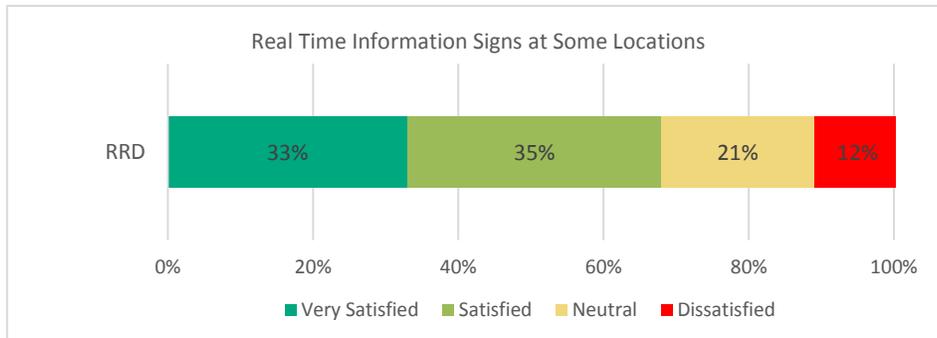
Being Able to See Oncoming Bus		
	% Satisfied	Mean
RRD	85%	4.14
15L	84%	4.19
18L	82%	4.13

No differences in % satisfied or means

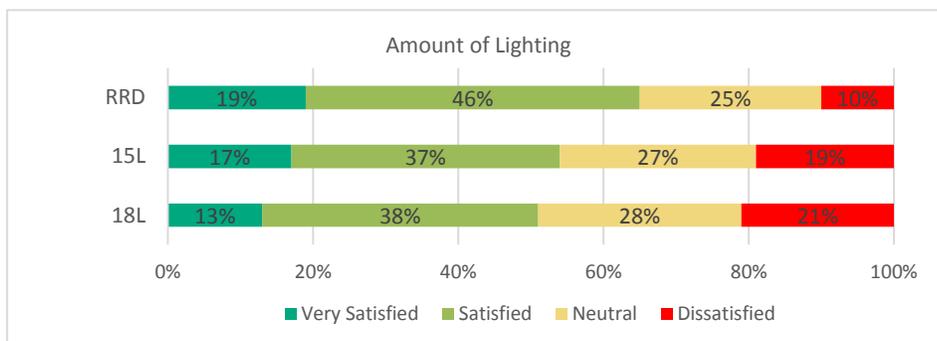


Convenience of Stop to Home or Where Started Trip		
	% Satisfied	Mean
RRD	76%	3.98
15L	87%	4.34
18L	84%	4.24

RRD % satisfied and means significantly ↓ than Routes 55 and 54L

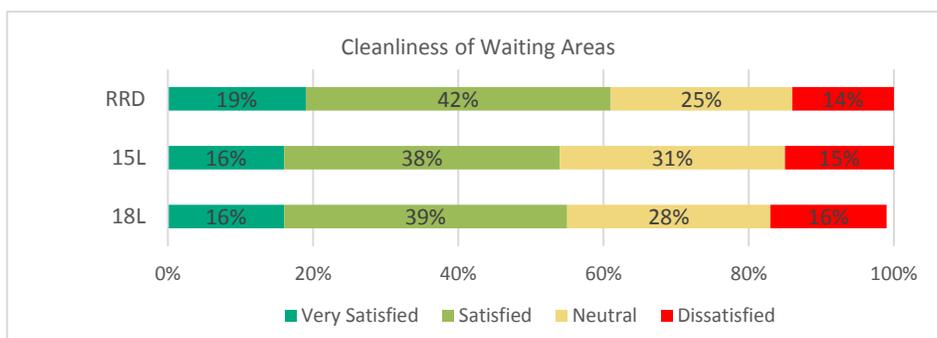


Real Time Information Signs at Some Locations		
	% Satisfied	Mean
RRD	67%	3.85



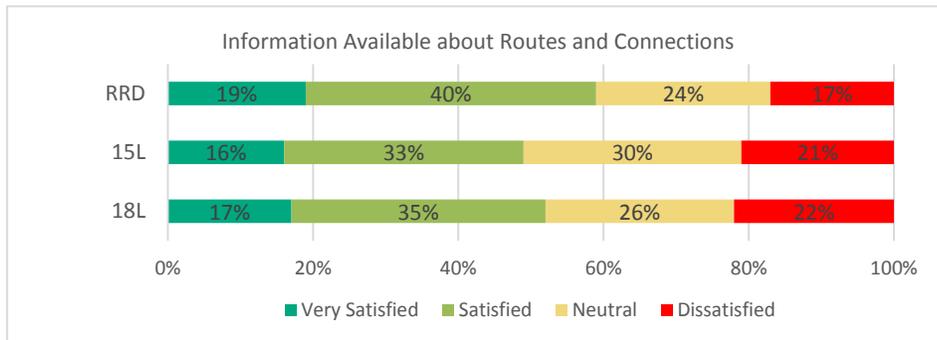
Amount of Lighting		
	% Satisfied	Mean
RRD	65%	3.73
15L	54%	3.48
18L	52%	3.42

% satisfied and means for RRD significantly ↑ than Routes 15L and 18L



Cleanliness of Waiting Area		
	% Satisfied	Mean
RRD	61%	3.64
15L	54%	3.54
18L	55%	3.53

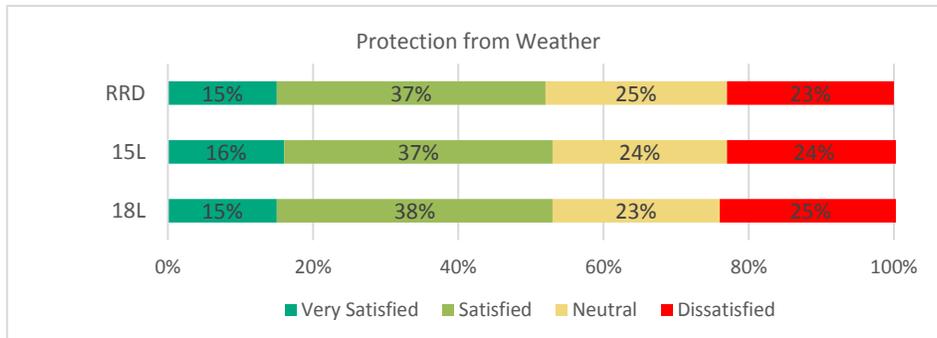
RRD % satisfied significantly ↑ than Route 15L; no differences in means



Information Available About Routes and Connections

	% Satisfied	Mean
RRD	60%	3.60
15L	49%	3.40
18L	52%	3.41

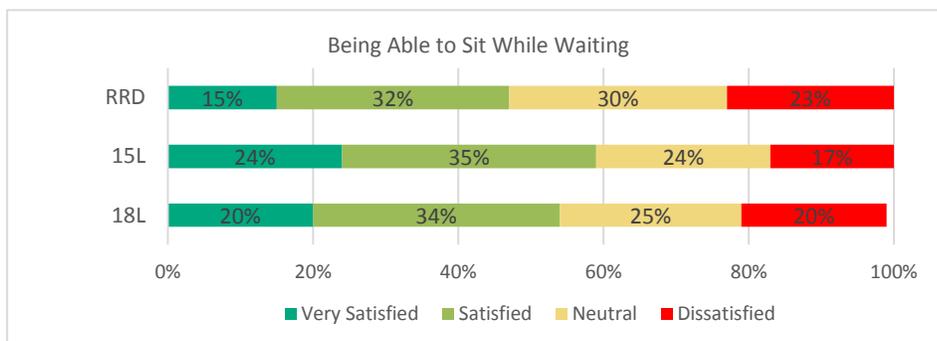
RRD % satisfied and means significantly ↑ than Routes 15L and 18L



Protection from Weather

	% Satisfied	Mean
RRD	51%	3.38
15L	52%	3.37
18L	53%	3.34

No differences in % satisfied or means



Being Able to Sit While Waiting

	% Satisfied	Mean
RRD	47%	3.34
15L	59%	3.61
18L	55%	3.49

RRD % satisfies and means significantly ↓ than Routes 15L and 18L

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

Rows may not sum to 100% due to rounding

Base: 15L Pre n=608; 18L Pre n=498; RapidRide D Post n=525

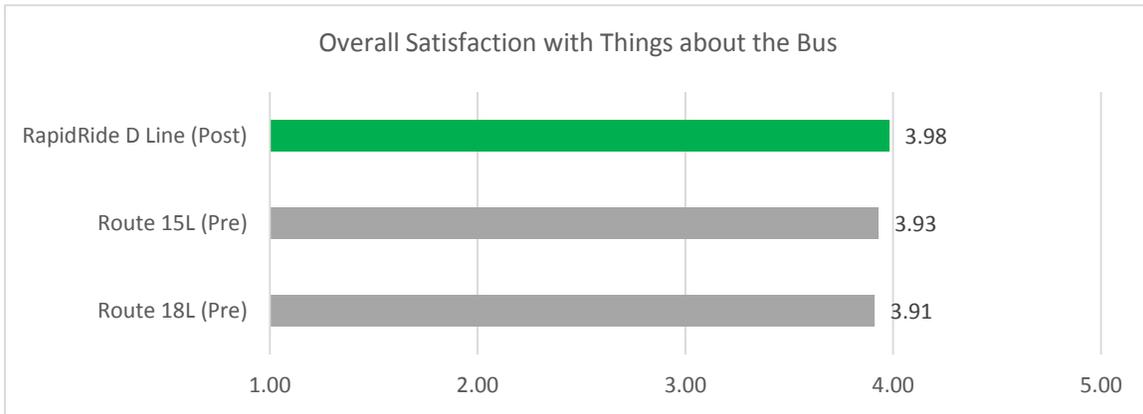
Satisfaction with Things about the Bus

Of the six primary dimensions of service, RapidRide D Line riders give the highest overall rating for things about the bus. Moreover, overall satisfaction with things when riding the bus for RapidRide D Line is significantly higher than it was on Routes 15L and 18L.

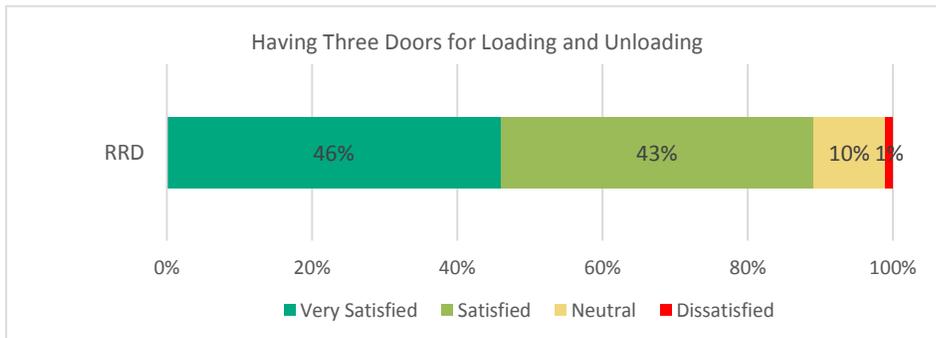
Satisfaction increased for nearly every aspect of service with the exception of the availability of seats on the bus.

- The largest increase in satisfaction is with the smoothness of the ride.
- The total percent satisfied with the availability of seats on the bus decreased significantly while the percent dissatisfied tripled.

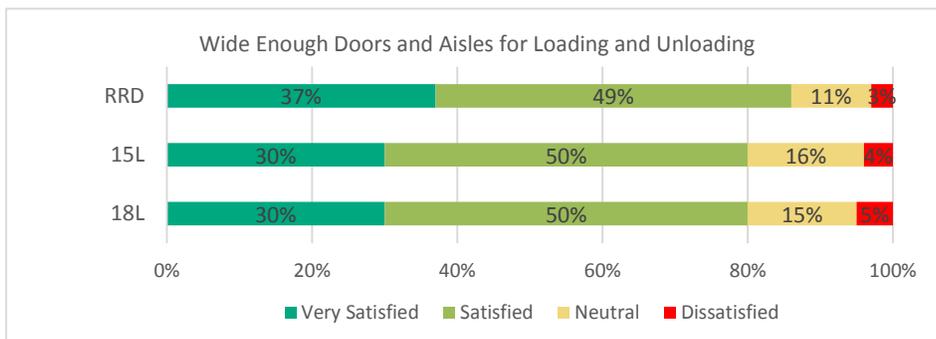
Figure 21: Satisfaction with Things about the Bus RapidRide D Line Compared to Routes 15L and 18L



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."

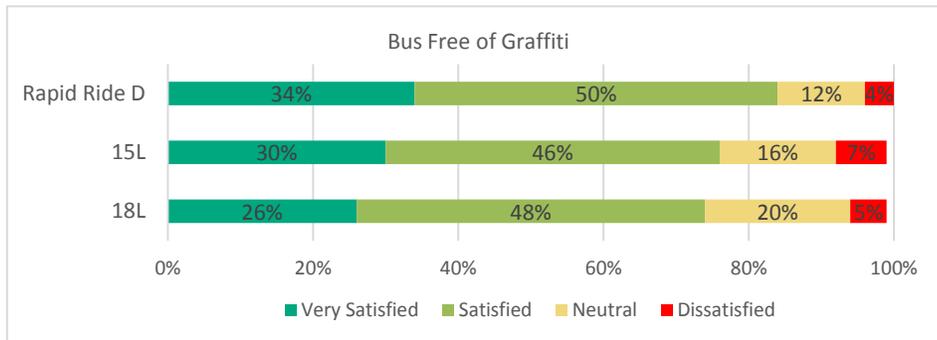


Having Three Doors for Loading and Unloading		
	% Satisfied	Mean
RRD	89%	4.34



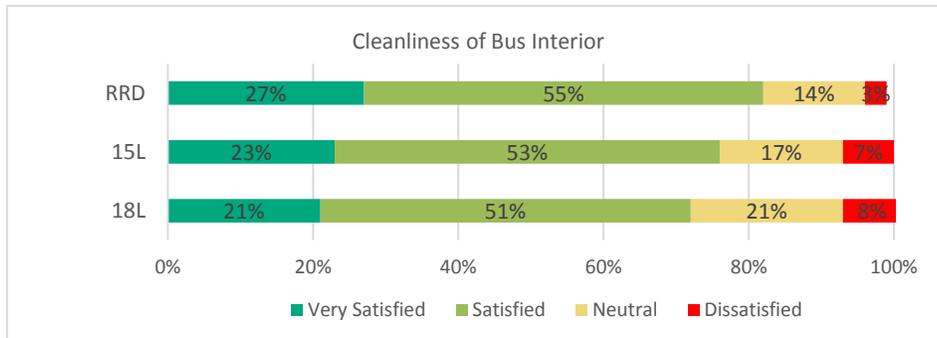
Wide Enough Doors and Aisles for Loading and Unloading		
	% Satisfied	Mean
RRD	86%	4.20
15L	80%	4.05
18L	80%	4.04

RRD % satisfied and mean significantly ↑ than Route 15L and 18L



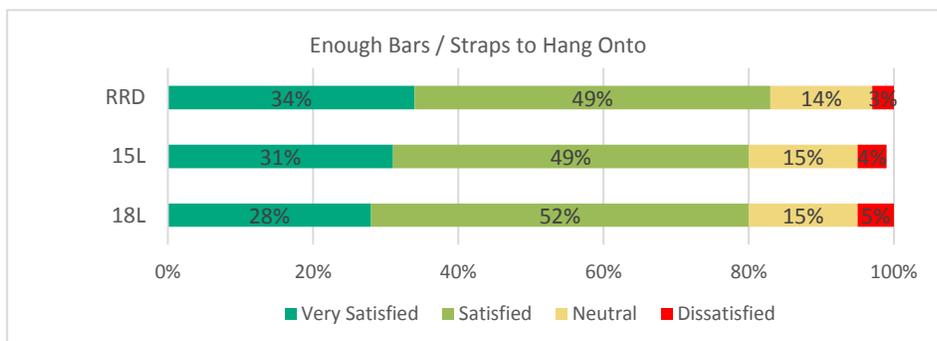
Bus Free of Graffiti		
	% Satisfied	Mean
RRD	84%	4.12
15L	76%	3.98
18L	75%	3.94

RRD % satisfied and mean significantly ↑ than Route 15L and 18L



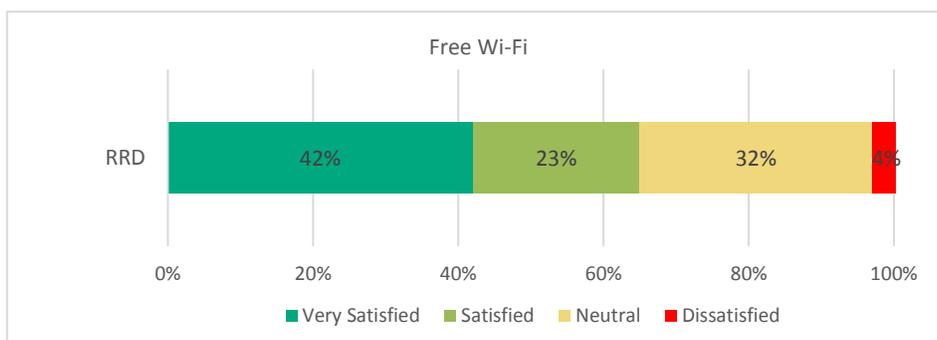
Cleanliness of Bus Interior		
	% Satisfied	Mean
RRD	83%	4.06
15L	76%	3.91
18L	71%	3.83

RRD % satisfied and mean significantly ↑ than Route 15L and 18L

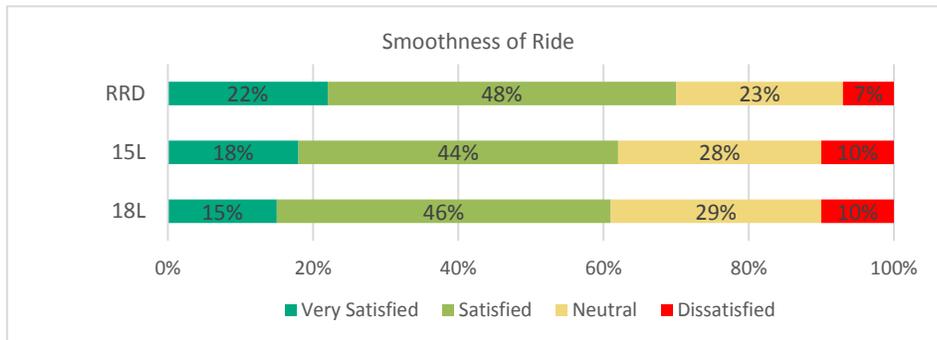


Enough Bars / Straps to Hang Onto		
	% Satisfied	Mean
RRD	83%	4.13
15L	80%	4.07
18L	80%	4.03

No differences in % satisfied; RRD mean significantly ↑ than Route 18L

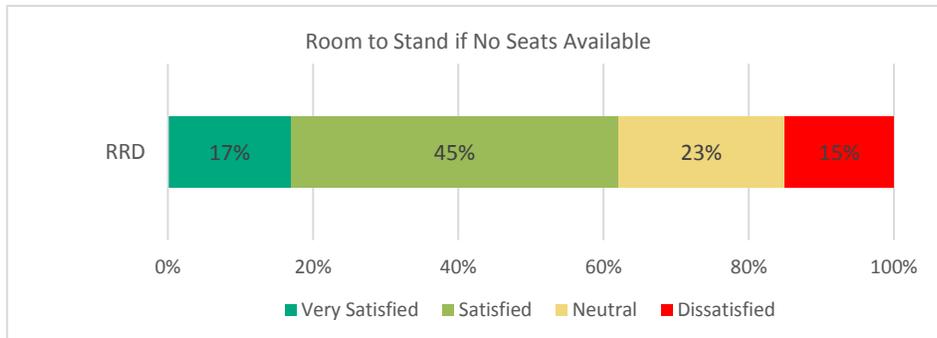


Free Wi-Fi		
	% Satisfied	Mean
RRD	64%	4.01

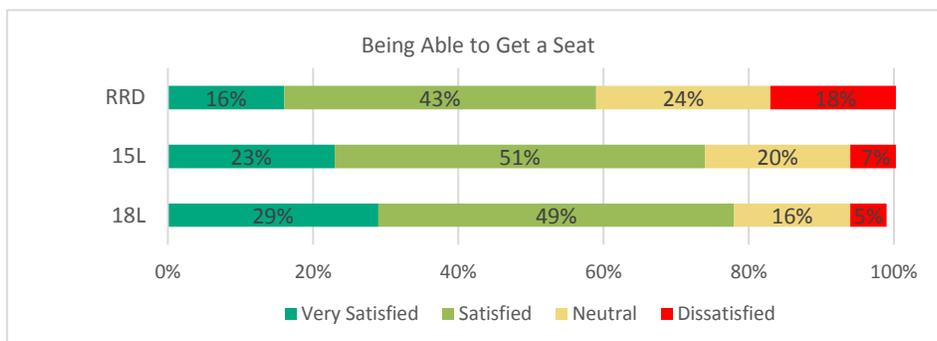


Smoothness of Ride		
	% Satisfied	Mean
RRD	70%	3.84
15L	62%	3.69
18L	61%	3.63

RRD % satisfied and means significantly ↑ than Route 15L and 18L



Room to Stand if No Seats Available		
	% Satisfied	Mean
RRD	62%	3.60



Being Able to Get a Seat		
	% Satisfied	Mean
RRD	59%	3.53
15L	73%	3.89
18L	78%	4.01

RRD % satisfied and means significantly ↓ than Routes 15L and 18L

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

Rows may not sum to 100% due to rounding

Base: 15L Pre n=608; 18L Pre n=498; RapidRide D Post n=525

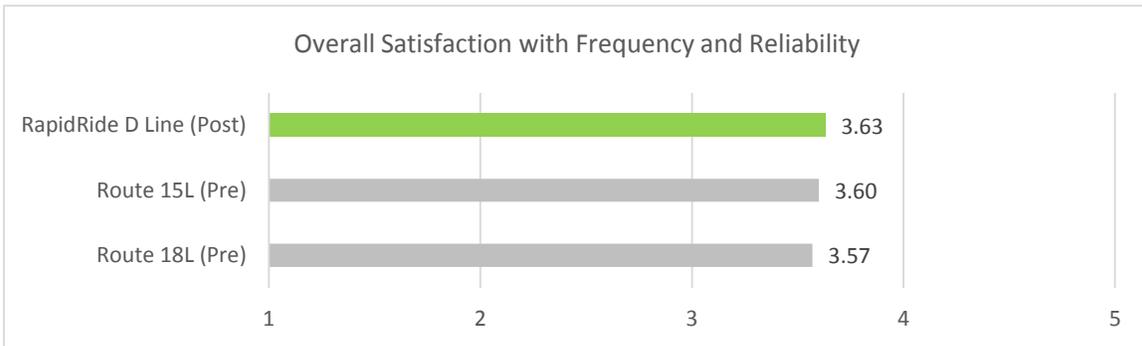
Satisfaction with Frequency and Reliability

Overall satisfaction with frequency and reliability of service on RapidRide D Line is significantly higher than it was for Route 18L and the same as it was for Route 15L.

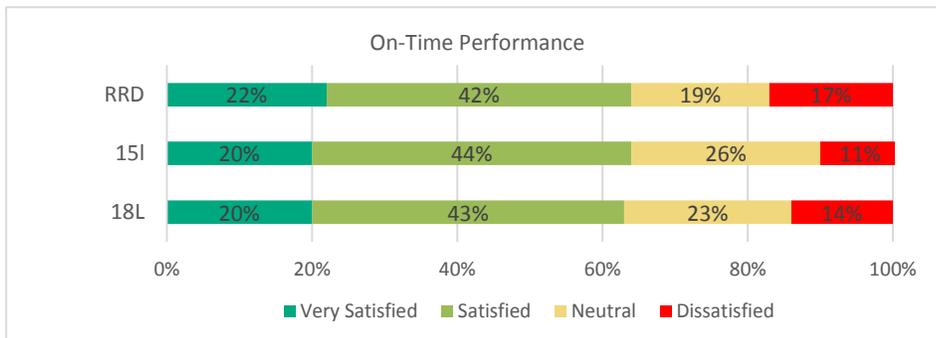
There are few differences in satisfaction with the individual elements of service related to frequency and reliability of service.

- While there are no differences in the total percentages satisfied with frequency of service in the evenings and on weekends, the means for these elements of service are significantly higher among RapidRide D Line riders. This is due to a significant decrease in the percentage of dissatisfied riders and an increase in the percentage with neutral opinions.
- While there are no differences in the total percentage satisfied with how early the bus runs in the morning, RapidRide D Line riders are less likely than those who rode Route 15L to be very satisfied with this element of service..

Figure 22: Satisfaction with Frequency and Reliability RapidRide D Line Compared to Routes 15L and 18L



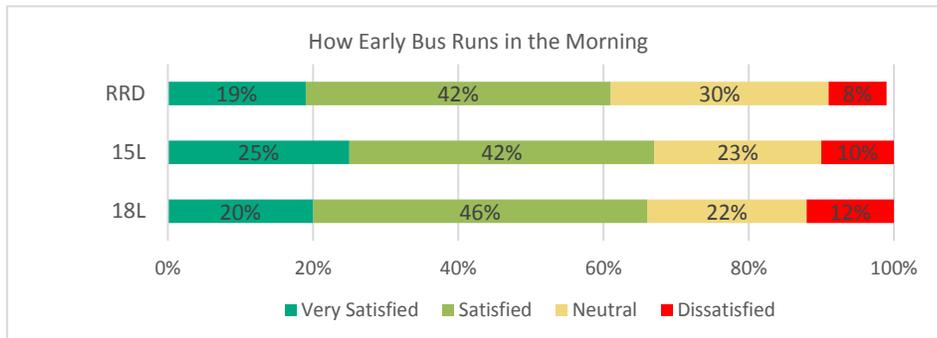
Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



On-Time Performance		
	% Satisfied	Mean

RRD	65%	3.68
15L	63%	3.69
18L	63%	3.67

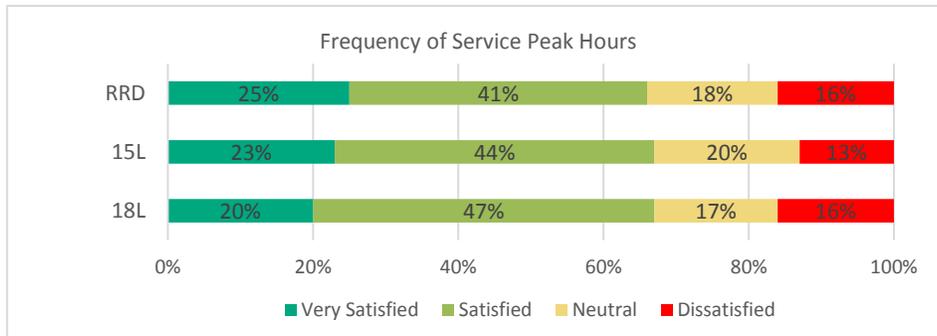
No differences in % satisfied or means



How Early Bus Runs in the Morning

	% Satisfied	Mean
RRD	62%	3.72
15L	67%	3.78
18L	66%	3.72

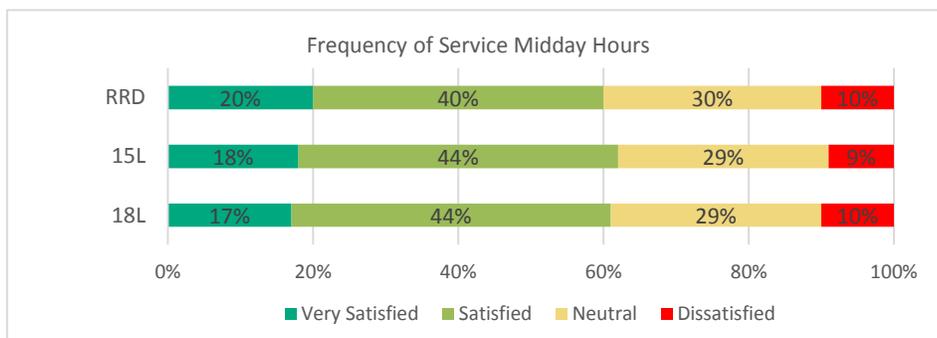
No differences in % satisfied or means



Frequency of Service Peak Hours

	% Satisfied	Mean
RRD	66%	3.73
15L	67%	3.74
18L	67%	3.68

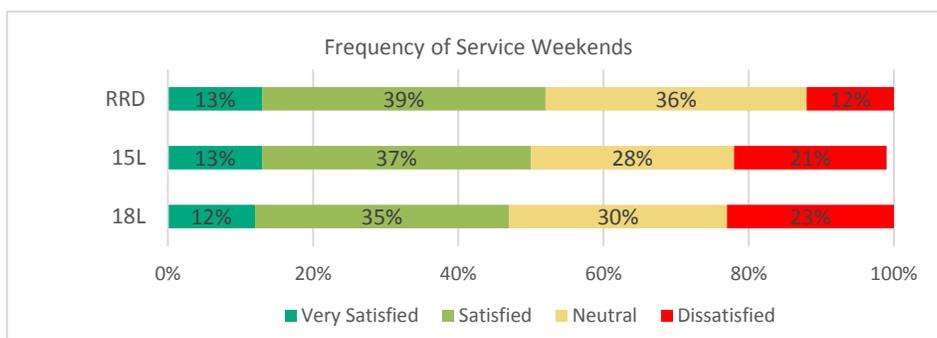
No differences in % satisfied or means



Frequency of Service Midday Hours

	% Satisfied	Mean
RRD	59%	3.66
15L	62%	3.69
18L	61%	3.67

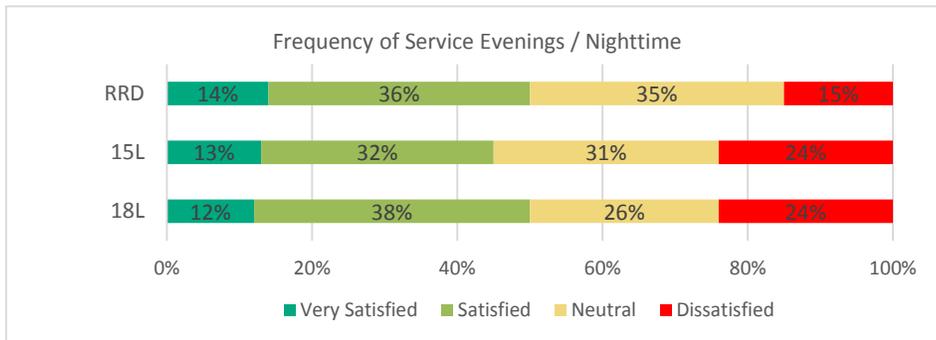
No differences in % satisfied or means



Frequency of Service Weekends

	% Satisfied	Mean
RRD	52%	3.52
15L	51%	3.40
18L	47%	3.33

No differences in % satisfied; RRD mean significantly ↑ than Routes 18L



Frequency of Service Evenings / Nighttime		
	% Satisfied	Mean
RRD	51%	3.47
15L	45%	3.29
18L	49%	3.31

No differences in % satisfied; RRD mean significantly ↑ than Routes 15L and 18L

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

Rows may not sum to 100% due to rounding

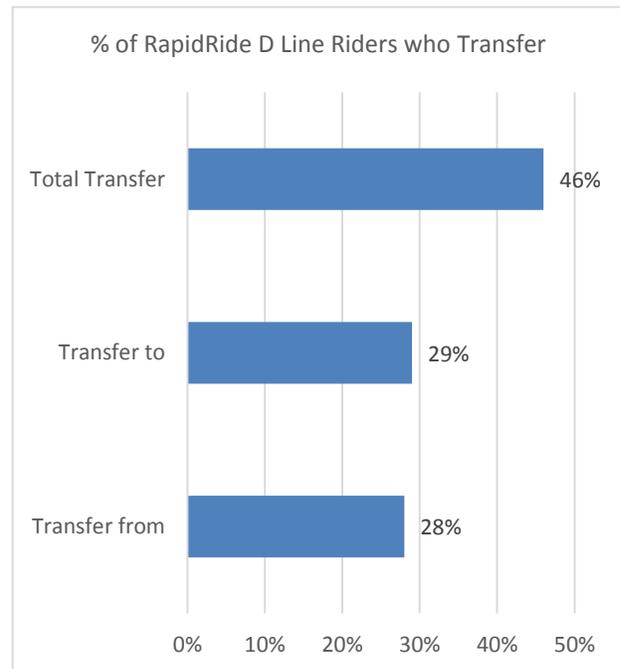
Base: 15L Pre n=608; 18L Pre n=498; RapidRide D Post n=525

Satisfaction with Ease of Transferring

More than two out of five RapidRide D Line riders transfer either to the RapidRide or when they get off the RapidRide in order to reach their final destination.

- 11% transfer at both ends of their trip.

Figure 23: Percent of RapidRide D Line Riders who Transfer



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

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

Base: RapidRide D n=525

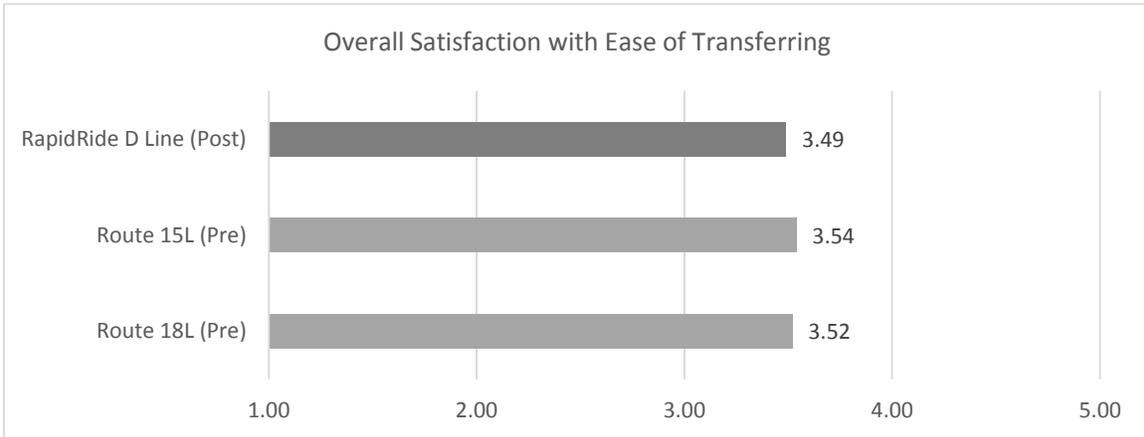
Of the six primary service dimensions, RapidRide D Line riders are **least** satisfied with ease of making transfers.

There are no differences in overall satisfaction with the ease of transferring between RapidRide D Line riders and those who rode the routes it replaced.

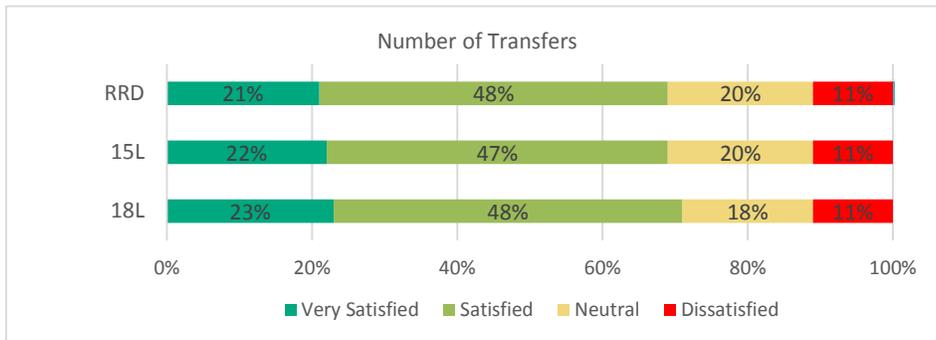
Consistent with this overall finding there are few differences in ratings for the individual elements of service.

- RapidRide D Line riders are significantly less satisfied than those who rode Route 18L with the helpfulness of drivers when making transfers.
- While there are no differences in the percent satisfied with frequency of service in the evenings, the percentage of RapidRide D Line riders who are dissatisfied is significantly lower than it was on Routes 15L and 18L.

Figure 24: Satisfaction with Ease of Transferring RapidRide D Line Compared to Routes 15L and 18L

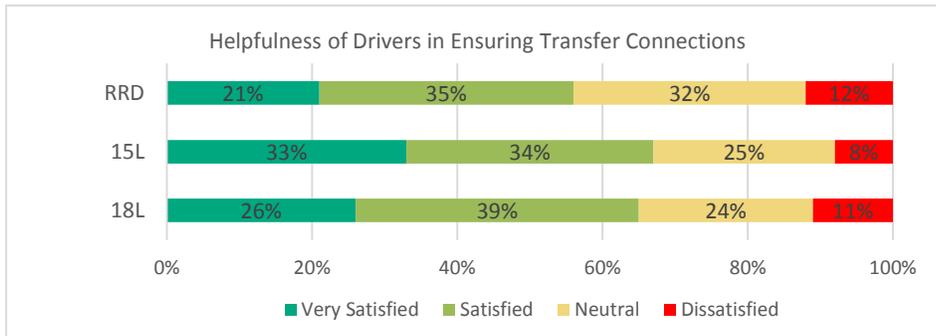


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



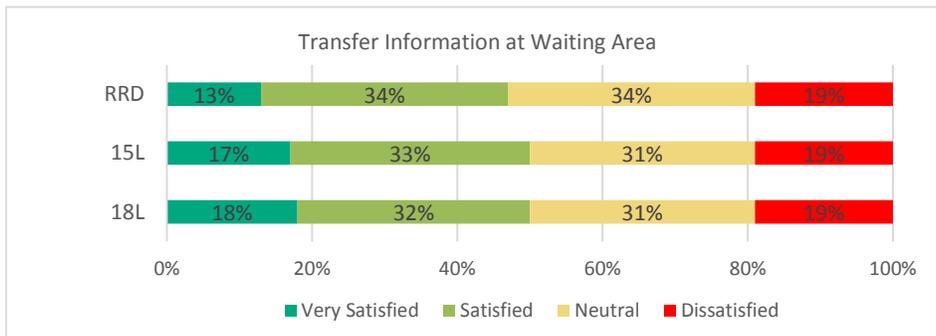
Number of Transfers		
	% Satisfied	Mean
RRD	68%	3.74
15L	69%	3.76
18L	71%	3.82

No differences in % satisfied or means



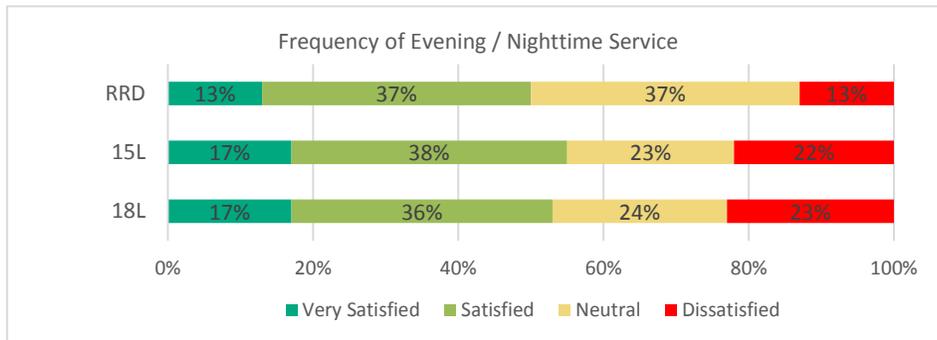
Helpfulness of Drivers in Ensuring Transfer Connections		
	% Satisfied	Mean
RRD	56%	3.62
15L	67%	3.90
18L	65%	3.79

RRD % total satisfied and means significantly ↓ than Routes 18L



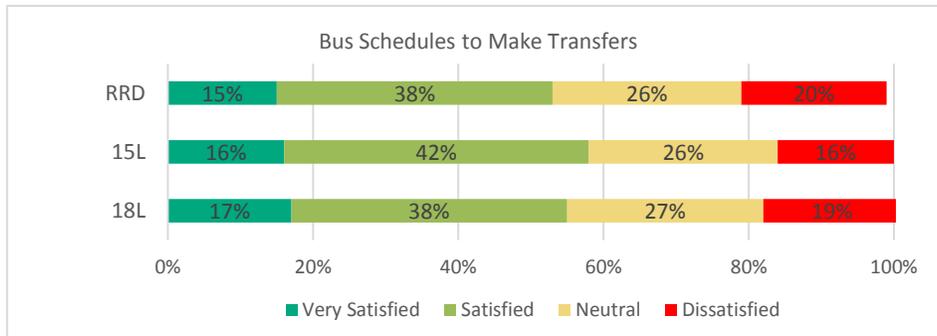
Transfer Information at Waiting Area		
	% Satisfied	Mean
RRD	47%	3.38
15L	50%	3.42
18L	50%	3.45

No differences in % satisfied or means



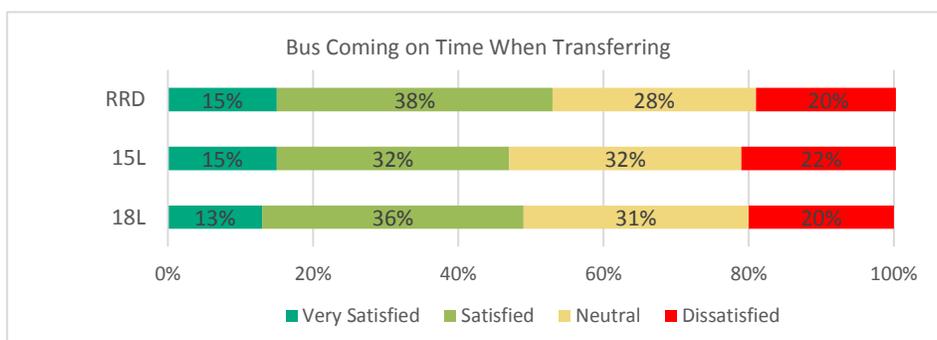
Frequency of Evening / Nighttime Service		
	% Satisfied	Mean
RRD	50%	3.45
15L	55%	3.47
18L	53%	3.43

No differences in % satisfied or means; RRD % dissatisfied significantly ↓ than Route 15L and 18L



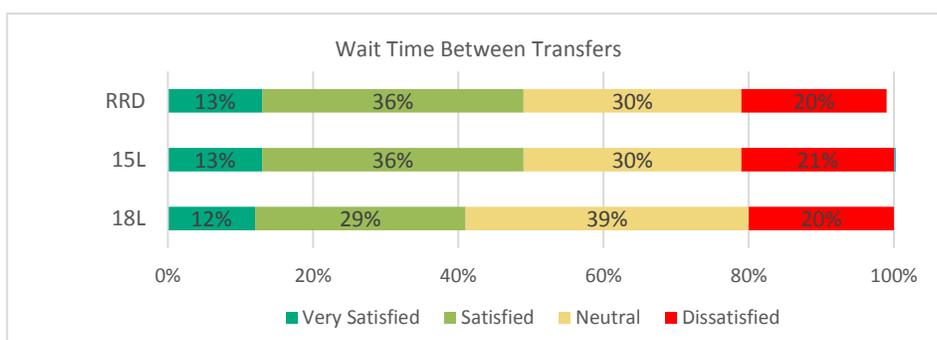
Bus Schedules to Make Transfers		
	% Satisfied	Mean
RRD	53%	3.45
15L	58%	3.55
18L	54%	3.49

No differences in % satisfied or mean



Bus Coming on Time When Transferring		
	% Satisfied	Mean
RRD	52%	3.41
15L	46%	3.34
18L	49%	3.38

No differences in % satisfied or means



Wait Time Between Transfers		
	% Satisfied	Mean
RRD	49%	3.38
15L	48%	3.36
18L	41%	3.30

No differences in % satisfied or means

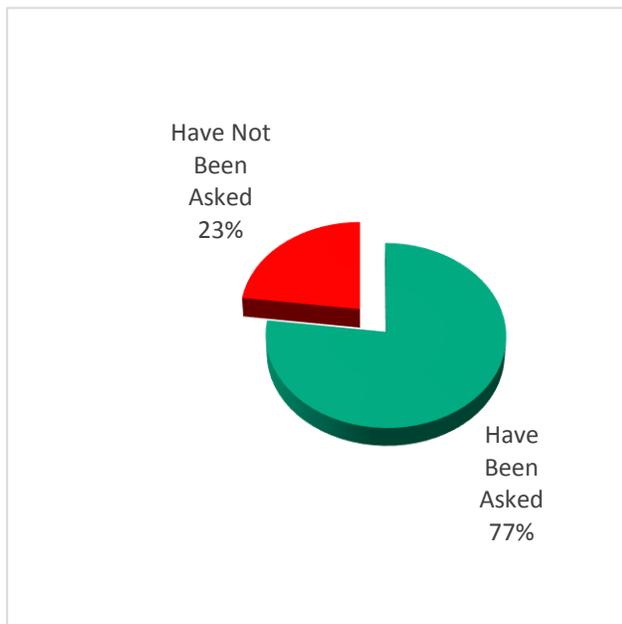
Q6 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: Riders Who Transfer 15L Pre n=240; 18L Pre n=206; RapidRide D Post n=259

Other Topics

Fare Payment Enforcement

Nearly four out of five (77%) RapidRide D Line riders have been requested to show proof of payment by a fare enforcement officer while riding.

Figure 25: Requests to Show Proof of Fare Payment

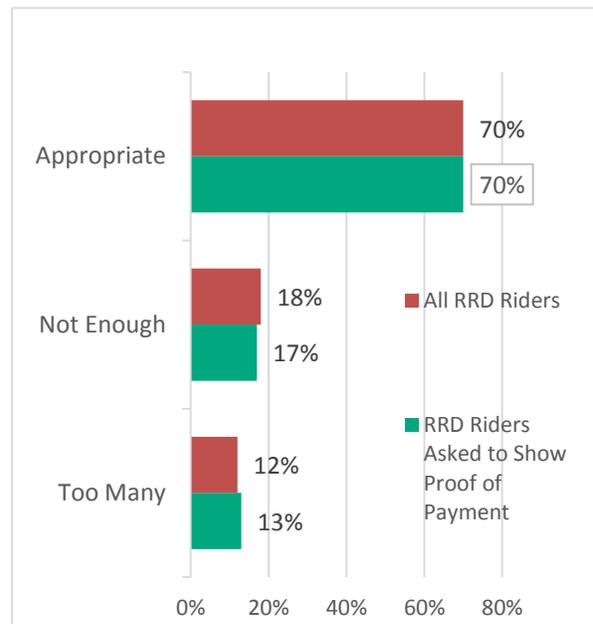


Q18A: Have you ever been requested to show your proof of payment by a fare enforcement officer on the RapidRide?
Base: All Respondents (n=525)

Seven out of ten RapidRide D Line riders felt that the number of inspections by fare enforcement officers is appropriate.

- There are no differences between those who have or have not been requested to show proof of payment.

Figure 26: Perceptions of the Number of Inspections by Fare Payment Officers



Q18B: Is the number of inspections by the fare enforcement officer appropriate, too many, not enough?
Base: All Respondents (n=525); RRD Riders Asked to Show Proof of Fare Payment (n=362)

Use of ORCA Card Readers

Slightly fewer than two out of three (64%) RapidRide D Line riders have used the ORCA reader that is located off the bus at some RapidRide stations. This is significantly less than the 74% of RapidRide C Line riders who have used the reader. This would be as expected as a number of high ridership stops on the D Line do not have ORCA card readers at this time but will have in the future.

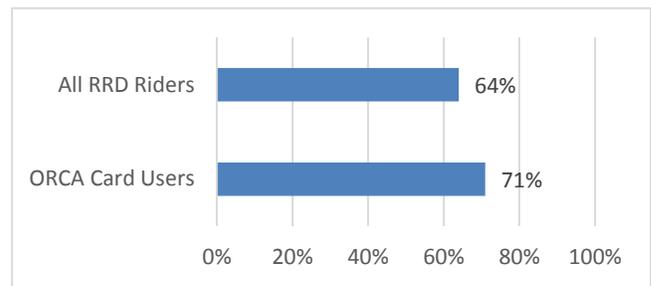
- Among those who pay with an ORCA Card (80% of all RRD riders), this figure is 71%.

Wi-Fi Use on RapidRide D Line

More than half (53%) of RapidRide D Line riders using the free Wi-Fi providing on-board.

- While this is the same percentage as RapidRide C Line riders, RapidRide D Line riders are less likely to use it every time they ride—23% for RRD riders compared to 30% for RRC riders.

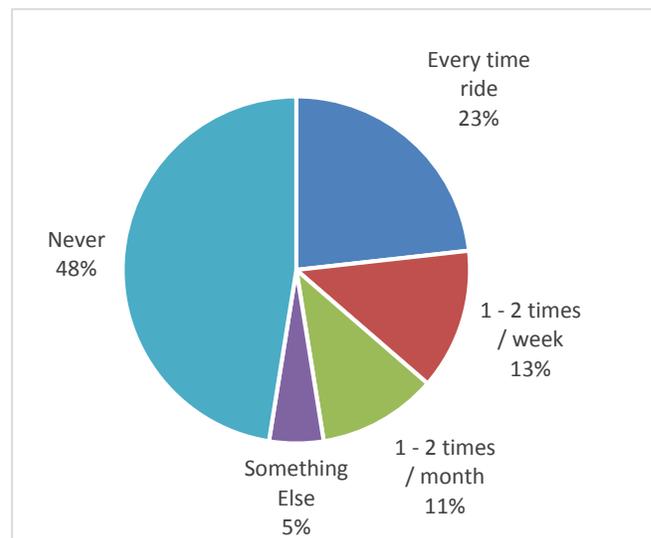
Figure 27: % of RRD Riders Using ORCA Card Reader



Q17 (RapidRide) - Have you used the ORCA reader that is located off the bus at some RapidRide stations?

Base: All Respondents (n=525); ORCA Card Users (n=404)

Figure 28: Frequency of Using Free Wi-Fi on RapidRide D Line



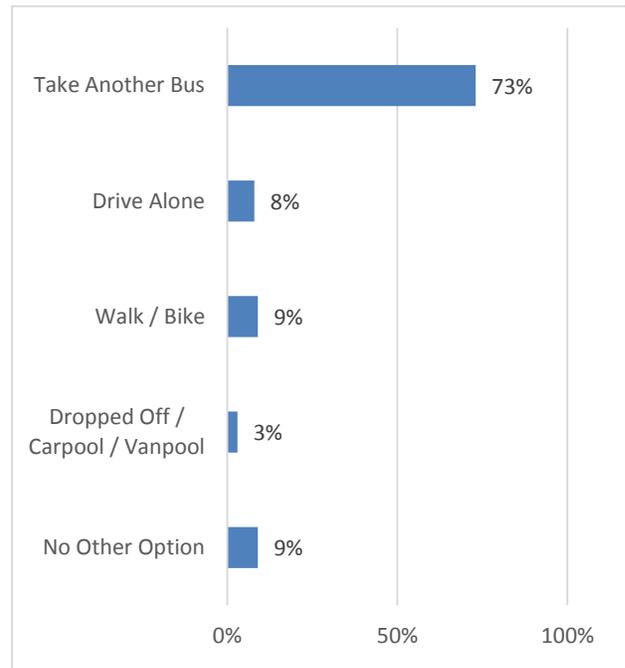
Q15 How often do you use the free Wi-Fi provided on this RapidRide bus?

Base: All Respondents (n=525)

Rider Options if RapidRide D Line Not Available

Nearly three out of four RapidRide D Line riders suggest that they would take another bus if the D line is not available.

Figure 29: Rider Options if RapidRide D Line Not Available



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

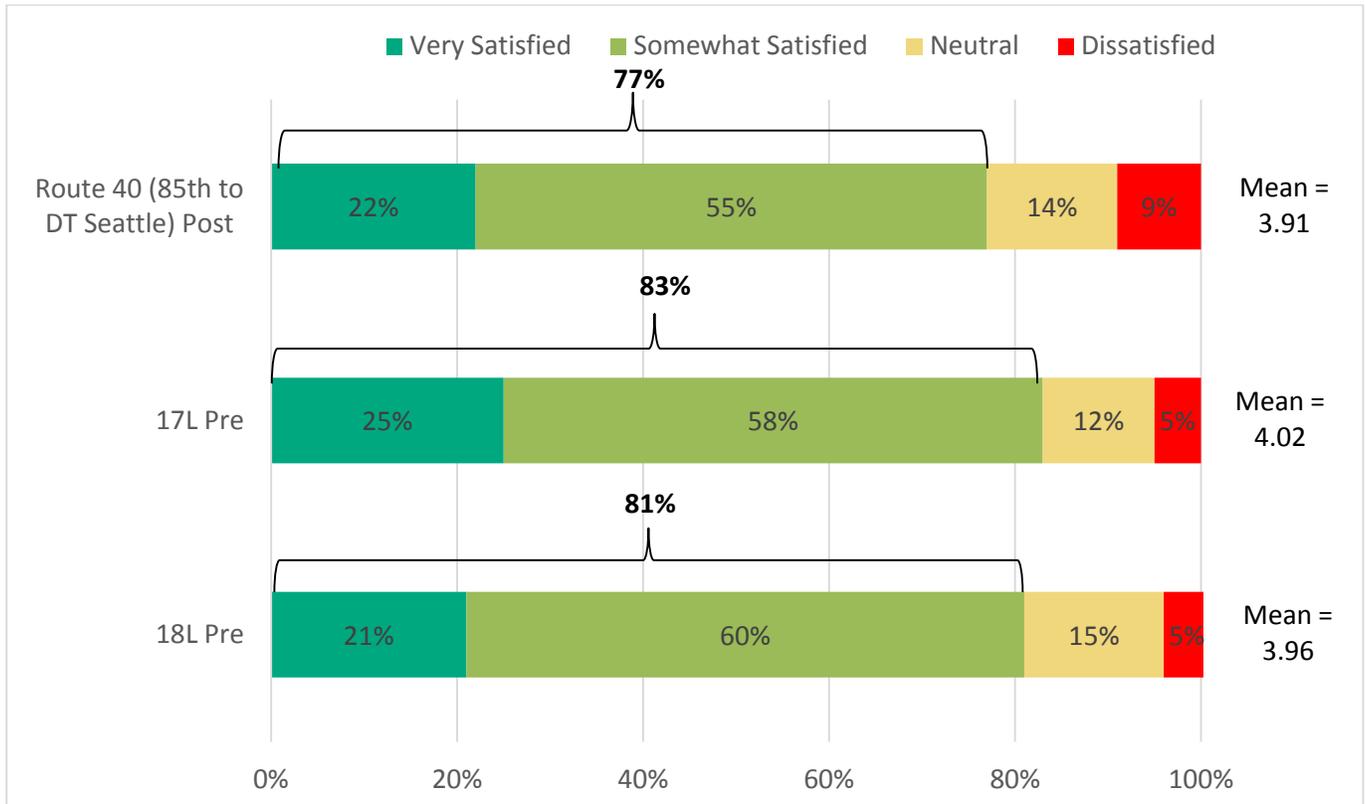
Base: All Respondents (n=525)

Route 40: 85th to Downtown Seattle

Overall Satisfaction

Combining local Routes 17 and 18 into Route 40 has had no significant impact on overall customer satisfaction.

Figure 30: Overall Satisfaction with Service Route 40 (85th - DT Seattle) Compared to Routes 17L and 18L



Q7 - Overall how satisfied are you with This Route? 5 = very satisfied and 1 = very dissatisfied

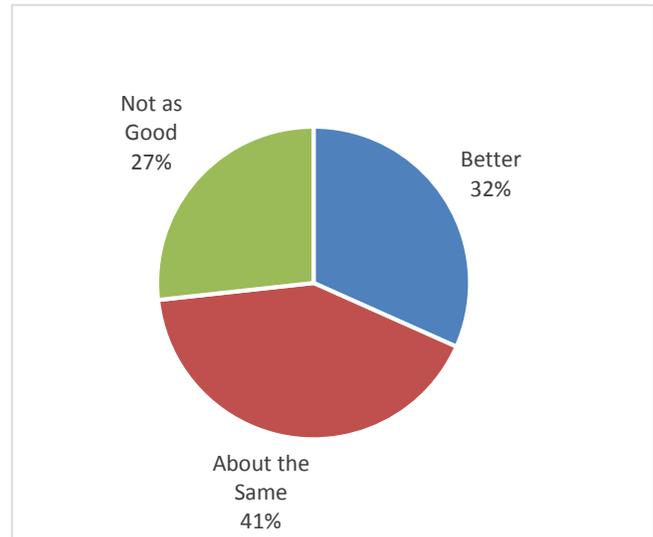
Rows may not sum to 100% due to rounding

Base: 17L Pre n=548; 18L Pre n=498; Route 40 (85th - DT Seattle) Post n=566

Perceptions of Route 40 compared to the major routes it replaced are decidedly mixed.

	Better	About the Same	Not as Good
17 (n=97)	25%	32%	43%
18 (n=55)	31%	29%	40%
28 (n=57)	40%	47%	12%
75 (n=34)	41%	29%	29%
<i>Percentages sum across rows.</i>			

Figure 31: Perceptions of Route 40 85th - DT to Previous Route



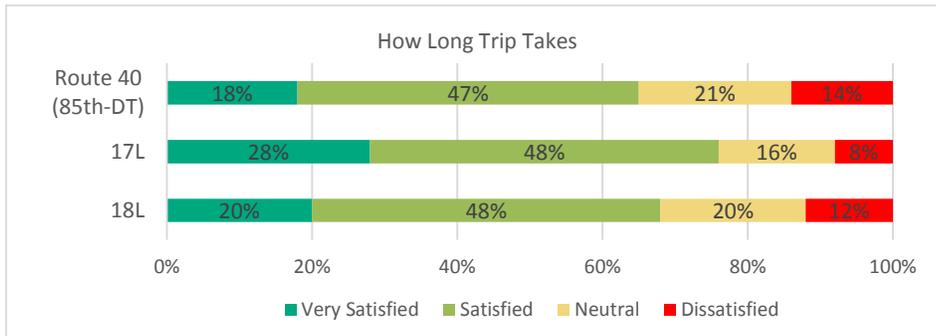
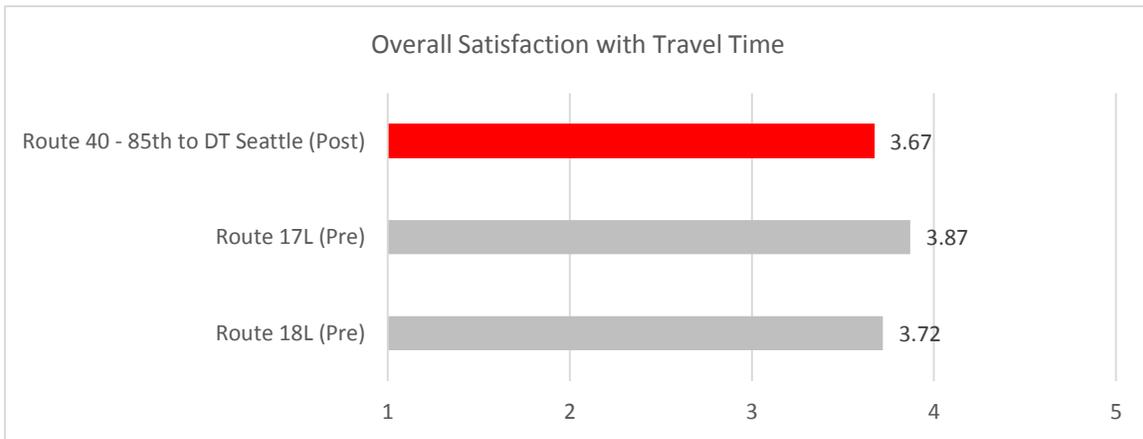
Q12B- How does Route compare overall to the route you took before?
Base: All Respondents (n=566)

Satisfaction with Travel Time

Overall satisfaction with travel time is significantly lower on Route 40 compared to Route 17L. While also lower than Route 18L, this difference is not statistically different.

- Lower satisfaction levels are due to decreases in satisfaction with length of trip and number of stops. However, the decrease in satisfaction is greatest for trip length.

Figure 32: Satisfaction with Travel Time Route 40 (85th - DT Seattle) Compared to Routes 17L and 18L



How Long Trip Takes		
	% Satisfied	Mean

Route 40 (85 th - DT Seattle)	65%	3.67
17L	76%	3.94
18L	68%	3.74

Route 40 % satisfied and means significantly ↓ than Routes 17L



Number of Stops		
	% Satisfied	Mean

Route 40 (85 th - DT Seattle)	63%	3.68
17L	68%	3.80
18L	64%	3.70

No differences in % satisfied; Route 40 mean significantly ↓ than Route 17L.

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

Rows may not sum to 100% due to rounding

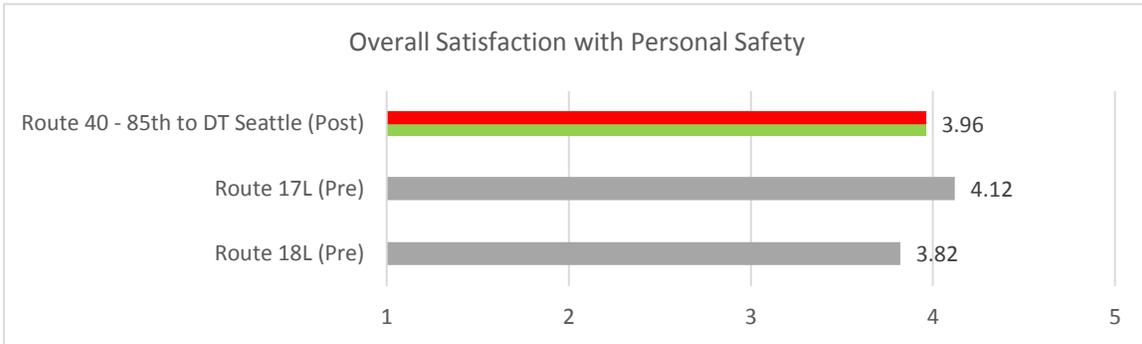
Base: 17L Pre n=548; 18L Pre n=498; Route 40 (85th - DT Seattle) Post n=566

Satisfaction with Personal Safety

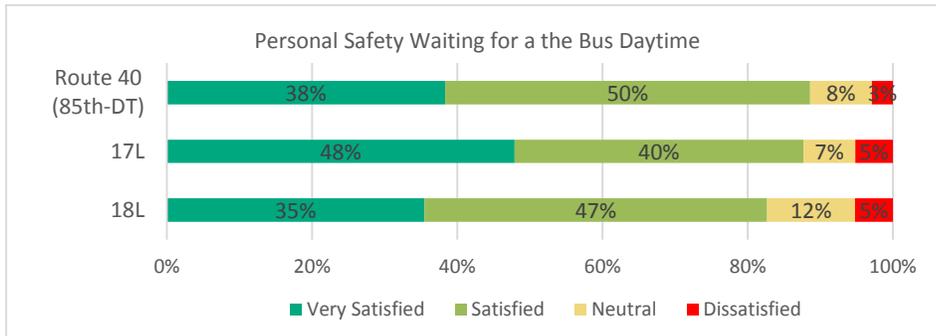
Perceptions of personal safety when compared to previous routes are decidedly mixed.

- When compared to Route 17L overall perceptions of personal safety are significantly lower.
 - This lower rating appears to be primarily a function of safety on the bus—both their personal safety as well as how it is related to the behavior of other passengers on the bus.
- When compared to Route 18L overall perceptions of personal safety are significantly higher.
 - Route 40 riders are significantly more satisfied with all aspects of personal safety

Figure 33: Satisfaction with Personal Safety Route 40 (85th - DT Seattle) Compared to Routes 17L and 18L

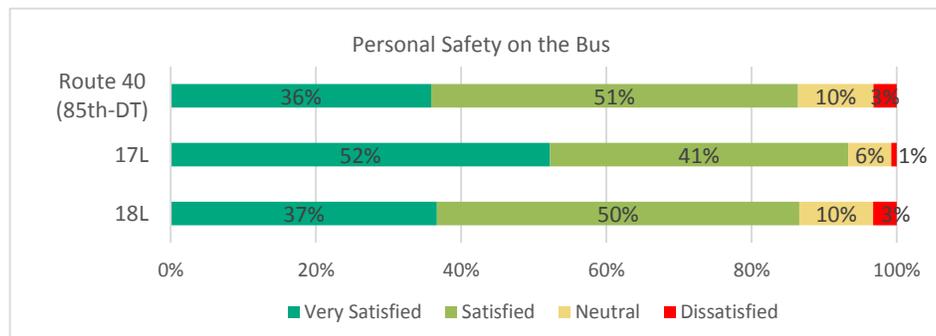


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



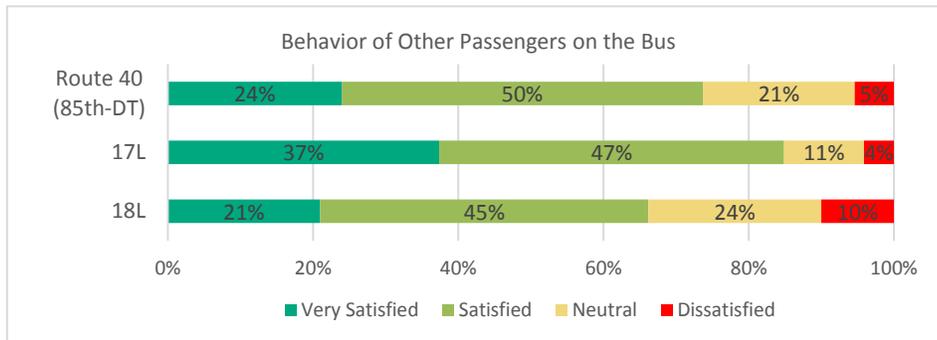
Personal Safety Waiting for a the Bus Daytime		
	% Satisfied	Mean
Route 40 (85th- DT Seattle)	88%	4.23
17L	88%	4.28
18L	82%	4.12

Route 40 % satisfied and means significantly ↑ than Route 18L.



Personal Safety on the Bus		
	% Satisfied	Mean
Route 40 (85th- DT Seattle)	87%	4.18
17L	93%	4.45
18L	87%	4.20

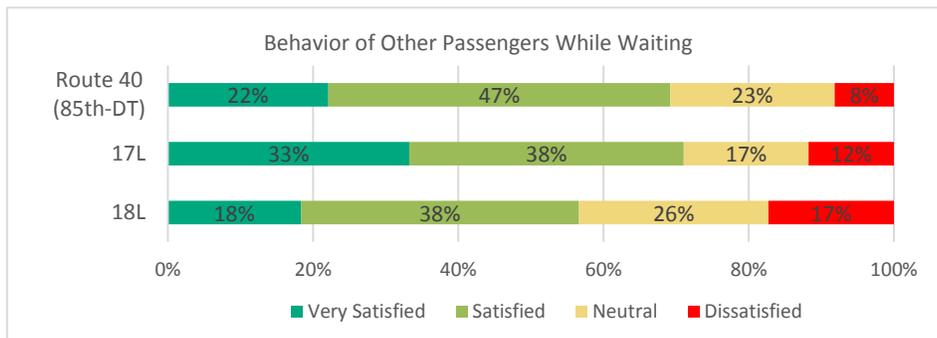
Route 40 % satisfied and means significantly ↓ than Route 17L.



Behavior of Other Passengers on the Bus

	% Satisfied	Mean
Route 40 (85 th - DT Seattle)	74%	3.91
17L	84%	4.18
18L	66%	3.75

Route 40 % satisfied and mean significantly ↓ than Route 17L; Route 40 % satisfied and mean significantly ↑ compared to 18L.



Behavior of Other Passengers While Waiting

	% Satisfied	Mean
Route 40 (85 th - DT Seattle)	69%	3.82
17L	71%	3.89
18L	56%	3.53

Route 40 % satisfied and mean significantly ↑ than Route 18L.



Personal Safety While Waiting When Dark

	% Satisfied	Mean
Route 40 (85 th - DT Seattle)	60%	3.67
17L	63%	3.72
18L	54%	3.48

No differences in % satisfied; Route 40 mean significantly ↑ than Route 18L

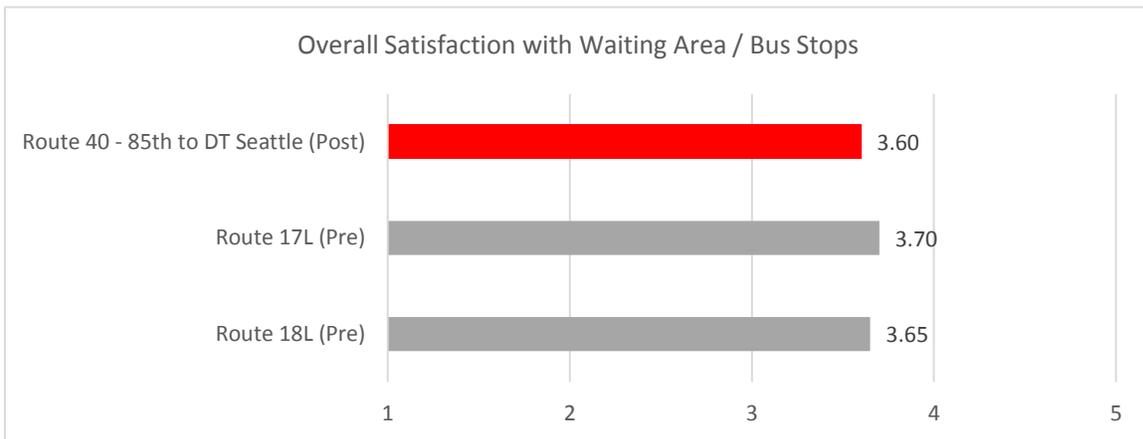
Q2 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 17L Pre n=548; 18L Pre n=498; Route 40 (85th - DT Seattle) Post n=566

Satisfaction with Waiting Area / Bus Stop Where Boarded

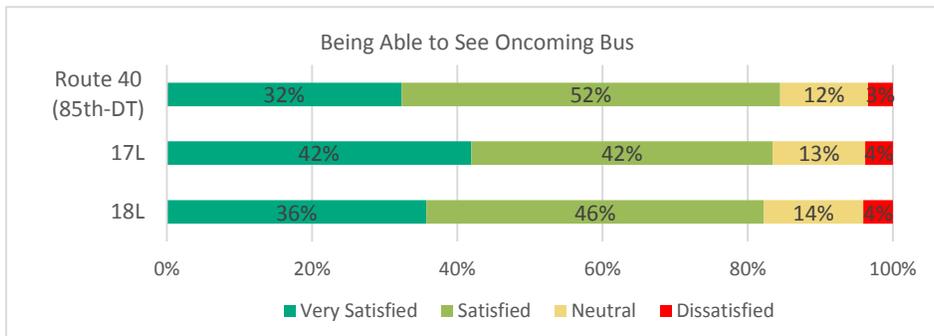
Overall satisfaction with the waiting areas / bus stops on the Route 40 is lower than it was on the routes it replaced. This difference is greater when comparing Route 40 with Route 17L but is significant in both cases.

- Route 40 riders are less satisfied with the convenience of the bus stop to their home or where they started their trip and being able to sit while waiting when compared to both Routes 17L and 18L.
- A third factor driving the lower satisfaction ratings when compared to Route 17L is the cleanliness of the waiting areas.

Figure 34: Satisfaction with Waiting Area / Bus Stop Where Boarded Route 40 (85th - DT Seattle) Compared to Routes 17L and 18L

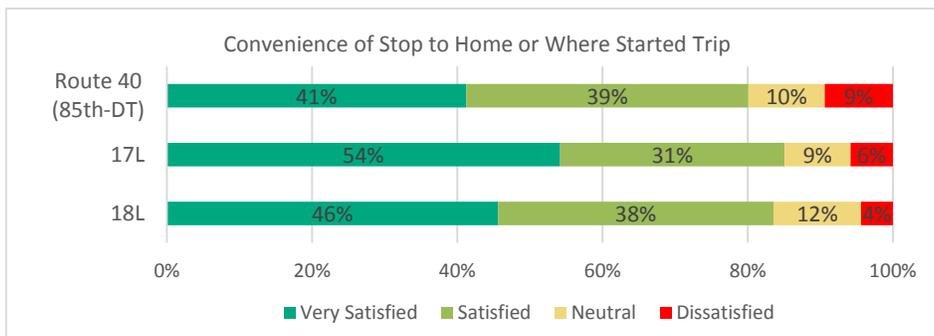


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



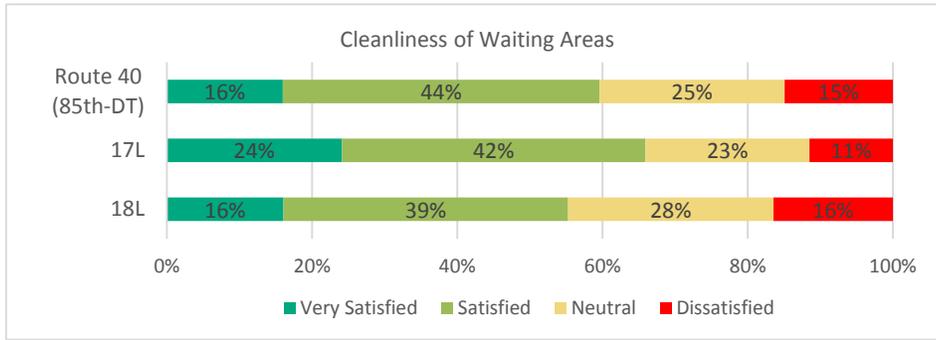
Being Able to See Oncoming Bus		
	Bus % Satisfied	Mean
Route 40 (85 th - DT Seattle)	84%	4.12
17L	84%	4.21
18L	82%	4.13

No difference in % satisfied; no differences in means.



Convenience of Stop to Home or Where Started Trip		
	% Satisfied	Mean
Route 40 (85 th - DT Seattle)	80%	4.10
17L	85%	4.31
18L	84%	4.24

Route 40 % satisfied significantly ↓ than Route 17L; Route 40 means significantly ↓ than Routes 18L and 17L

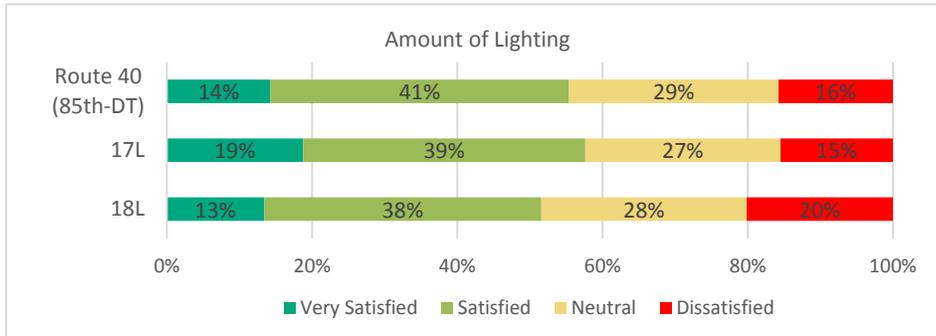


Cleanliness of Waiting Area

	% Satisfied	Mean
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Route 40 (85 th - DT Seattle)	60%	3.58
17L	66%	3.76
18L	55%	3.53

Route 40 % satisfied and means significantly \downarrow than Route 17L.

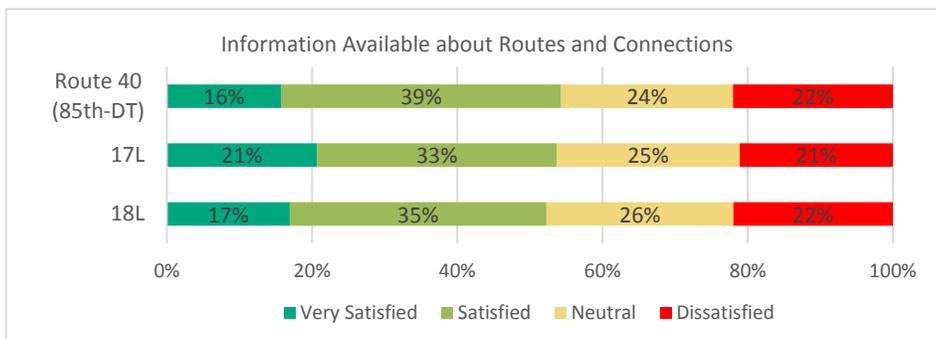


Amount of Lighting

	% Satisfied	Mean
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Route 40 (85 th - DT Seattle)	55%	3.51
17L	58%	3.58
18L	51%	3.42

No difference in % satisfied; no differences in means.

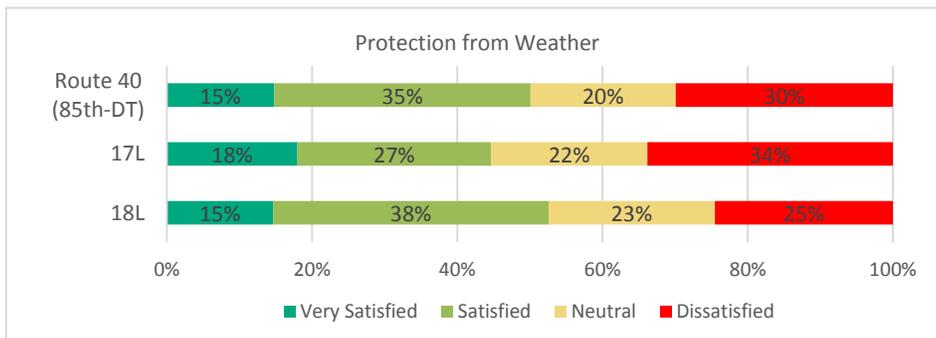


Information Available About Routes and Connections

	% Satisfied	Mean
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Route 40 (85 th - DT Seattle)	55%	3.45
17L	54%	3.47
18L	52%	3.41

No difference in % satisfied; no differences in means.

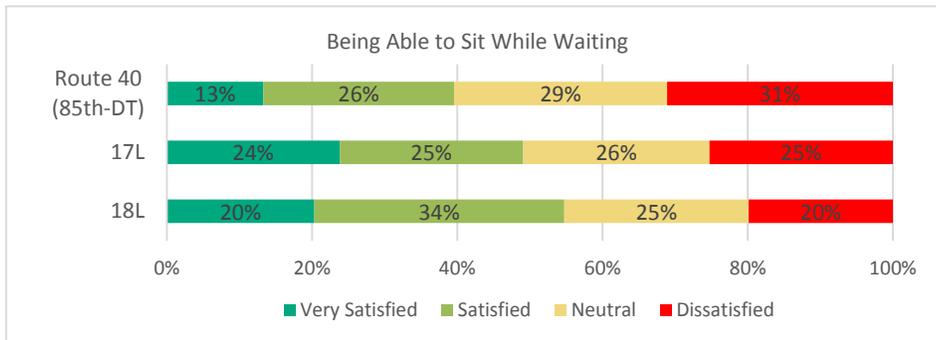


Protection from Weather

	% Satisfied	Mean
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Route 40 (85 th - DT Seattle)	50%	3.27
17L	45%	3.17
18L	53%	3.34

No difference in % satisfied; no differences in means.



Being Able to Sit While Waiting		
	% Satisfied	Mean
Route 40 (85 th - DT Seattle)	39%	3.14
17L	49%	3.39
18L	54%	3.49

Route 40 % satisfied and means significantly ↓ than Routes 17L and 18L

Q3 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 17L Pre n=548; 18L Pre n=498; Route 40 (85th - DT Seattle) Post n=566

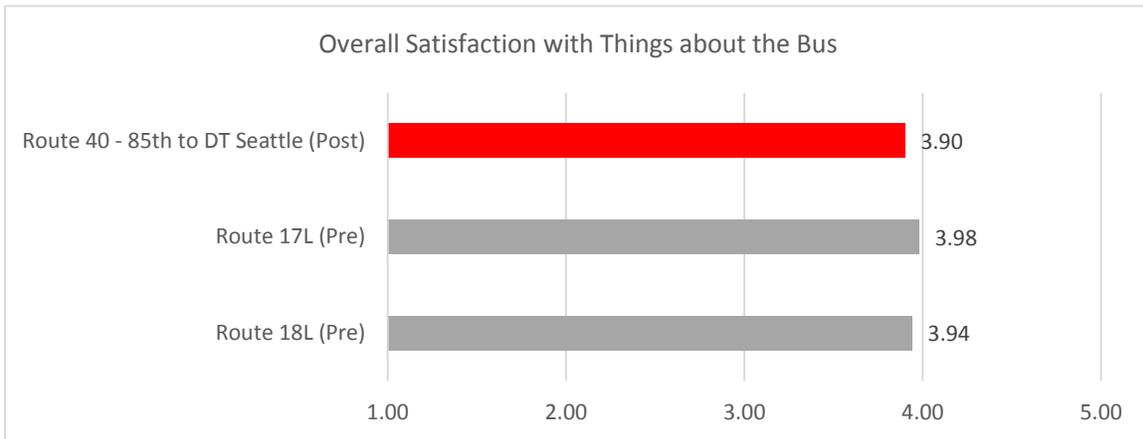
Satisfaction with Things about the Bus

Overall satisfaction with things when riding the bus for Route 40 is significantly lower than it was on Routes 17L and, to a lesser extent, 18L.

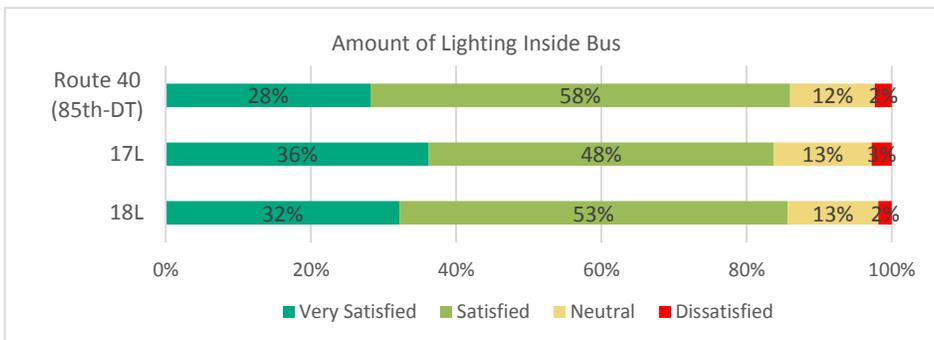
- This lower rating is driven primarily by lack of available seats.
- Riders on Route 40 are also less satisfied with the amount of bike rack capacity, most likely due to higher ridership on this combined route.

Route 40 riders are more satisfied than those riding Route 18L with the cleanliness of the bus interior.

Figure 35: Satisfaction with Things about the Bus Route 40 (85th - DT Seattle) Compared to Routes 17L and 18L



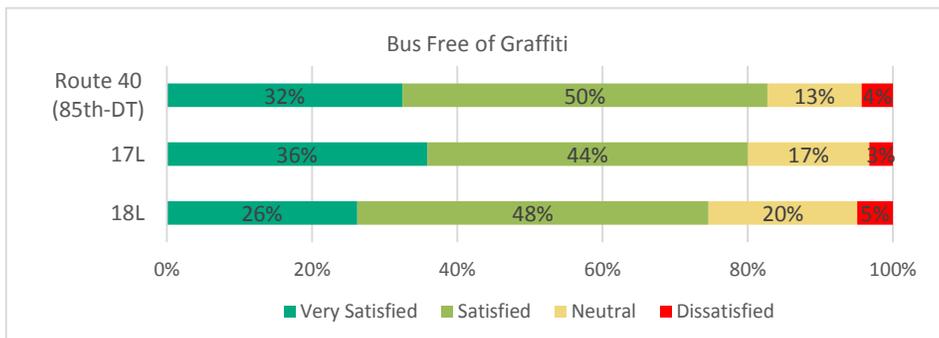
Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



Amount of Lighting Inside the Bus		
	% Satisfied	Mean

Route 40 (85th- DT Seattle)	86%	4.11
17L	84%	4.17
18L	85%	4.16

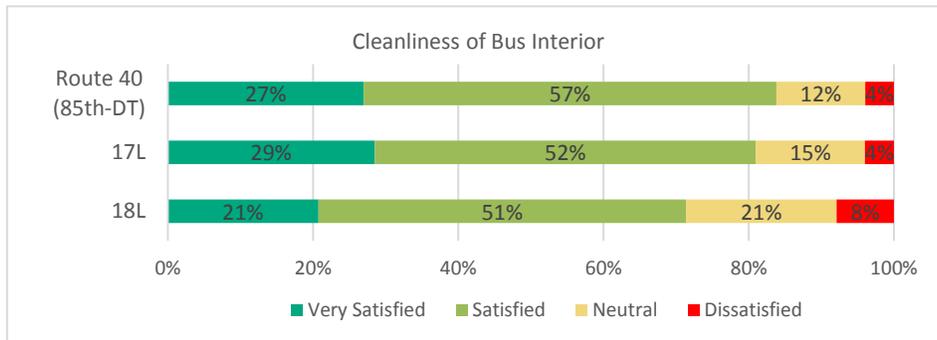
No difference in % satisfied; no differences in means.



Bus Free of Graffiti		
	% Satisfied	Mean

Route 40 (85th- DT Seattle)	82%	4.10
17L	80%	4.12
18L	74%	3.94

Route 40 % satisfied and mean significantly ↑ than Route 18L.

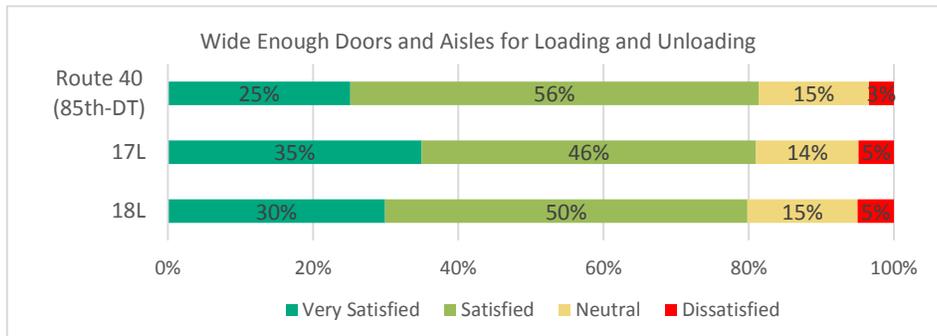


Cleanliness of Bus Interior

	% Satisfied	Mean
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Route 40 (85th- DT Seattle)	84%	4.06
17L	81%	4.05
18L	72%	3.83

Route 40 % satisfied and mean significantly ↑ than Route 18L

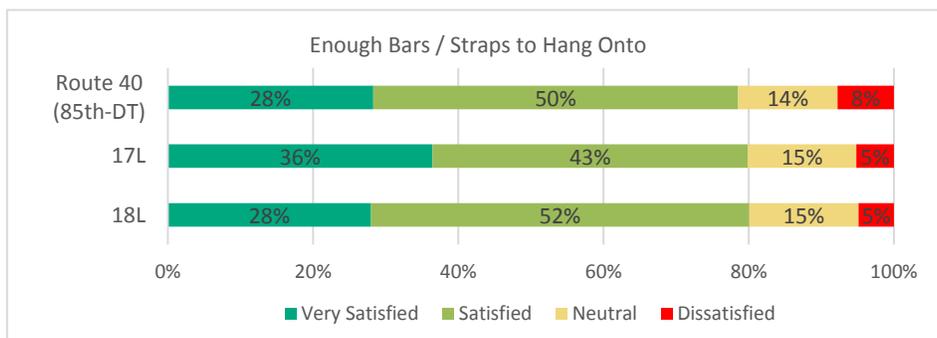


Wide Enough Doors and Aisles for Loading and Unloading

	% Satisfied	Mean
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Route 40 (85th- DT Seattle)	81%	4.02
17L	81%	4.11
18L	80%	4.04

No difference in % satisfied; no differences in means.

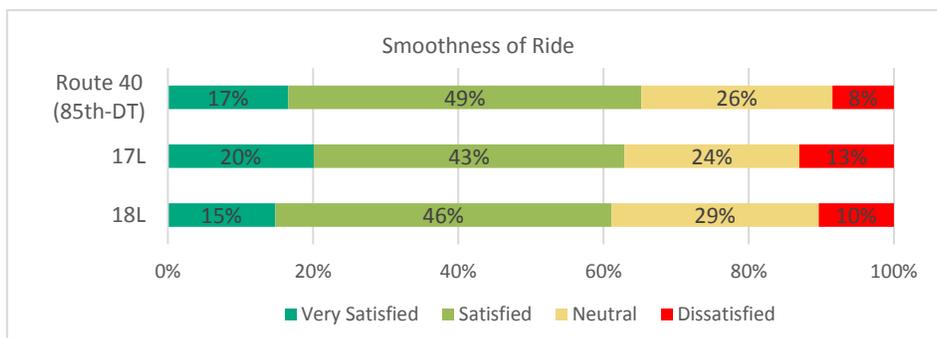


Enough Bars / Straps to Hang Onto

	% Satisfied	Mean
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Route 40 (85th- DT Seattle)	78%	3.98
17L	79%	4.10
18L	80%	4.03

No differences in % satisfied; Route 40 mean significantly ↓ than Route 17L.

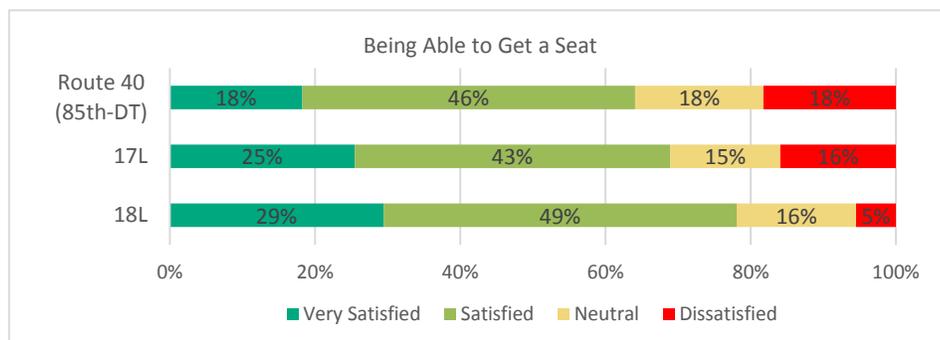


Smoothness of Ride

	% Satisfied	Mean
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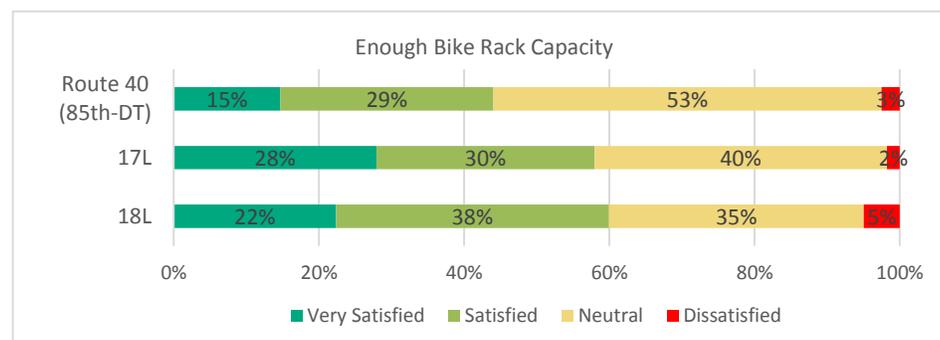
Route 40 (85th- DT Seattle)	66%	3.72
17L	63%	3.68
18L	61%	3.63

No significant differences in % satisfied or means. % dissatisfied with Route 40 significantly ↓ than Route 17L.



Being Able to Get a Seat		
	% Satisfied	Mean
Route 40 (85th- DT Seattle)	64%	3.58
17L	68%	3.73
18L	78%	4.01

Route 40 % satisfied significantly ↓ than Route 18L; Route 40 means significantly ↓ than Routes 18L and 17L.



Enough Bike Rack Capacity		
	% Satisfied	Mean
Route 40 (85th- DT Seattle)	44%	3.56
17L	58%	3.83
18L	60%	3.77

Route 40 % satisfied and means significantly ↓ than Routes 17L and 18L.

Q4 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 17L Pre n=548; 18L Pre n=498; Route 40 (85th - DT Seattle) Post n=566

Satisfaction with Frequency and Reliability

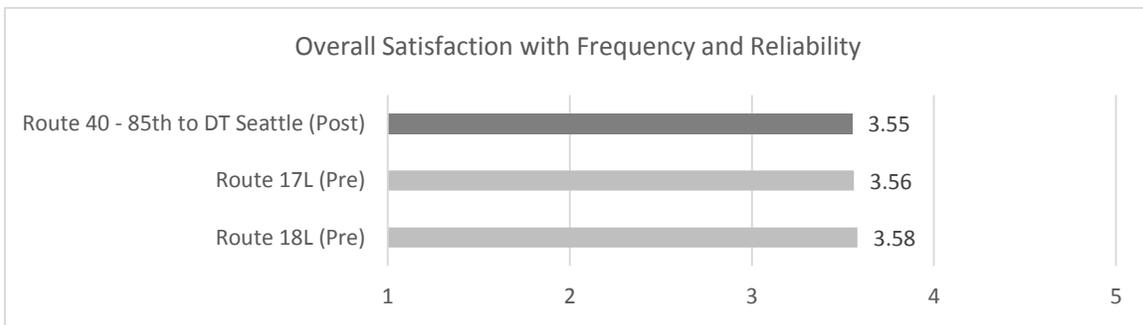
Overall satisfaction with frequency and reliability of service on Route 40 is the same as it was for Route 17L and 18L. However, rather than being due to equivalent levels of satisfaction across all service elements, satisfaction with some increased significantly while it decreased for others. Specifically, Route 40 riders are more satisfied with:

- Frequency of service (peak, midday, and evenings) when compared to Route 17L.

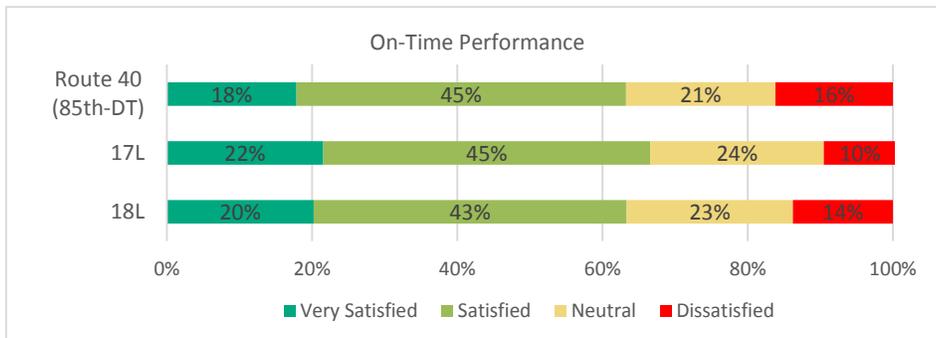
They are less satisfied with:

- When service starts in the morning when compared to Route 17L and 18L, and
- On-time performance when compared to Route 17L.

Figure 36: Satisfaction with Frequency and Reliability Route 40 (85th - DT Seattle) Compared to Routes 17L and 18L

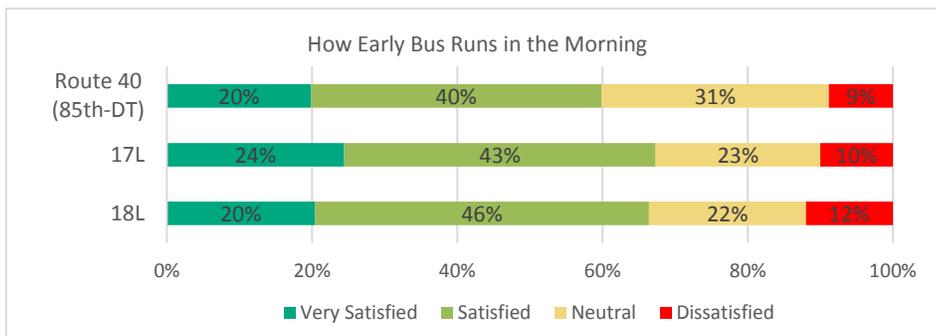


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



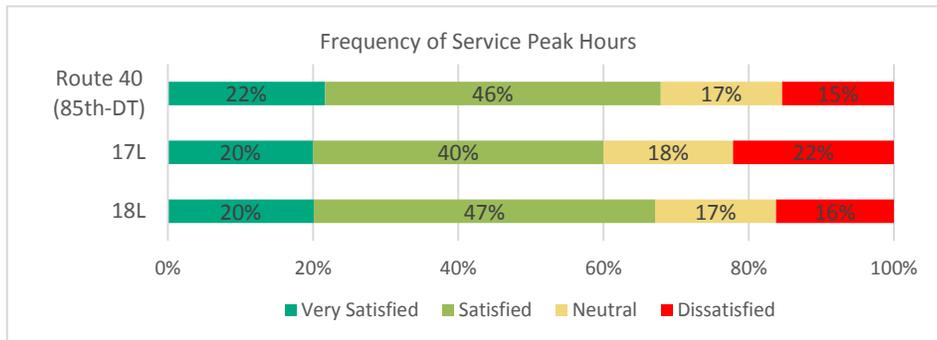
On-Time Performance		
	% Satisfied	Mean
Route 40 (85th- DT Seattle)	63%	3.62
17L	67%	3.77
18L	63%	3.67

No differences % satisfied; Route 40 mean significantly ↓ than Route 17L



How Early Bus Runs in the Morning		
	% Satisfied	Mean
Route 40 (85th- DT Seattle)	60%	3.70
17L	67%	3.78
18L	66%	3.72

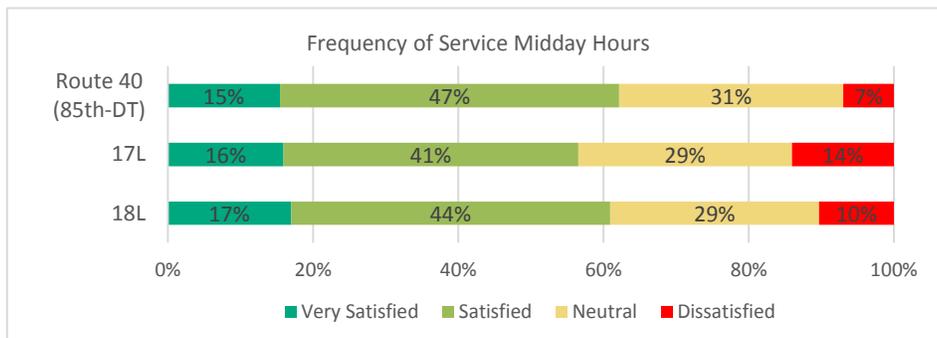
Route 40 % satisfied and mean significantly ↓ than Routes 17L and 18L.



Frequency of Service Peak Hours		
	% Satisfied	Mean

Route 40 (85 th - DT Seattle)	68%	3.72
17L	60%	3.54
18L	67%	3.68

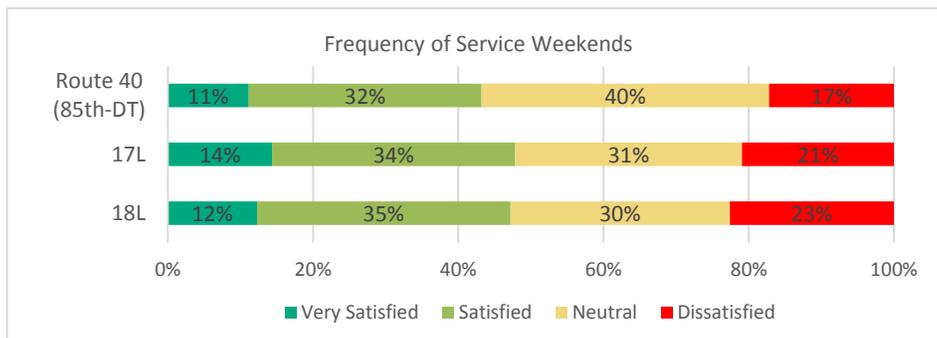
Route 40 % satisfied and mean significantly ↑ than Route 17L.



Frequency of Service Midday Hours		
	% Satisfied	Mean

Route 40 (85 th - DT Seattle)	62%	3.70
17L	57%	3.56
18L	61%	3.67

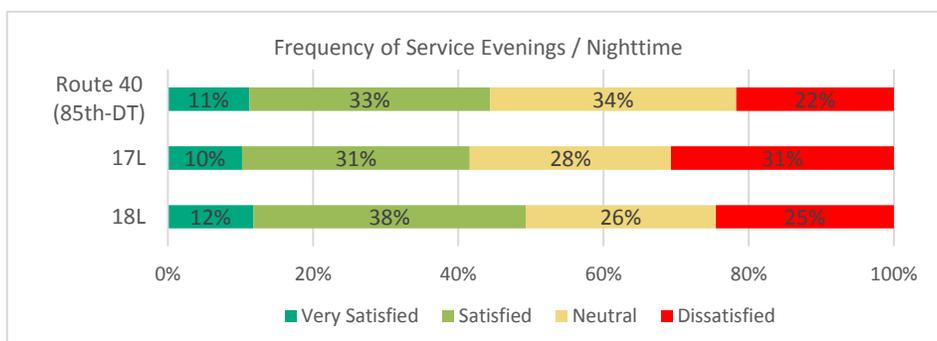
No differences in % satisfied; Route 40 mean significantly ↑ than Route 17L.



Frequency of Service Weekends		
	% Satisfied	Mean

Route 40 (85 th - DT Seattle)	43%	3.34
17L	48%	3.37
18L	47%	3.33

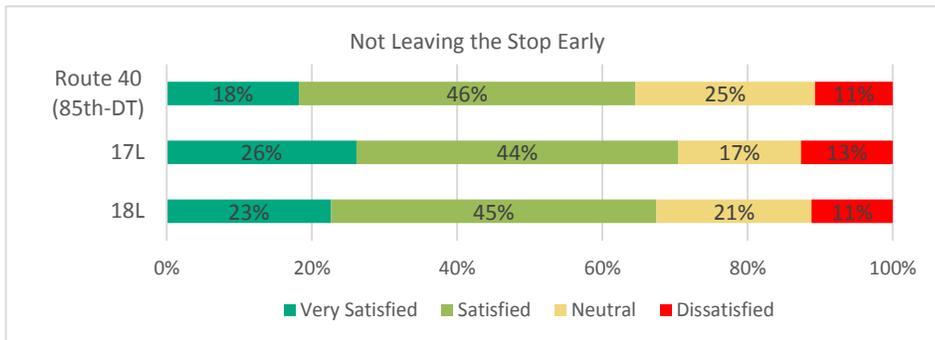
No significant differences in % satisfied or means. % dissatisfied with Route 40 significantly ↓ than Route 18L.



Frequency of Service Evenings / Nighttime		
	% Satisfied	Mean

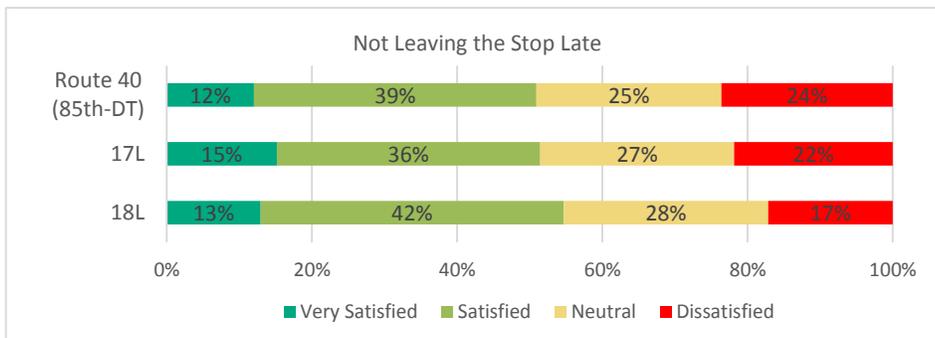
Route 40 (85 th - DT Seattle)	44%	3.30
17L	41%	3.15
18L	50%	3.31

No differences in % satisfied; Route 40 mean significantly ↑ than Route 17L.



Not Leaving the Stop Early		
	% Satisfied	Mean
Route 40 (85th- DT Seattle)	64%	3.71
17L	70%	3.82
18L	68%	3.76

Route 40 % satisfied significantly ↓ than Route 17L; no significant differences in the means.



Not Leaving the Stop Late		
	% Satisfied	Mean
Route 40 (85th- DT Seattle)	51%	3.35
17L	51%	3.41
18L	55%	3.46

No significant differences in % satisfied or means.

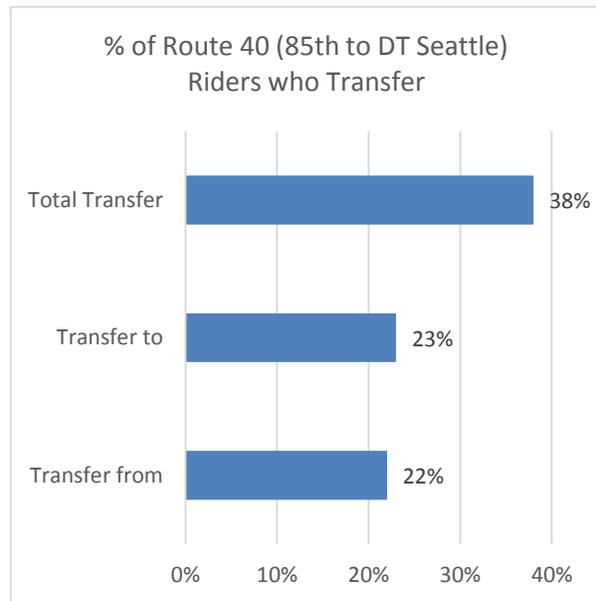
Q5 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 17L Pre n=548; 18L Pre n=498; Route 40 (85th - DT Seattle) Post n=566

Satisfaction with Ease of Transferring

Thirty-eight percent (38%) of Route 40 riders either to the Route 40 bus or when they get off the Route 40 bus in order to reach their final destination.

- 8% transfer at both ends of their trip.

Figure 37: Percent of Route 40 (85th - DT Seattle) Riders who Transfer



Q11A: Did you transfer TO this route from another bus on this trip today?
Q11B: Will you transfer FROM this route to another bus to reach your destination on this trip today?
Base: All Respondents (n=566)

Of the six primary service dimensions, Route 40 riders are **least** satisfied with ease of making transfers.

Route 40 riders are significantly less satisfied with the overall ease of transferring than were those who rode Route 18L. Contributing factors include:

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

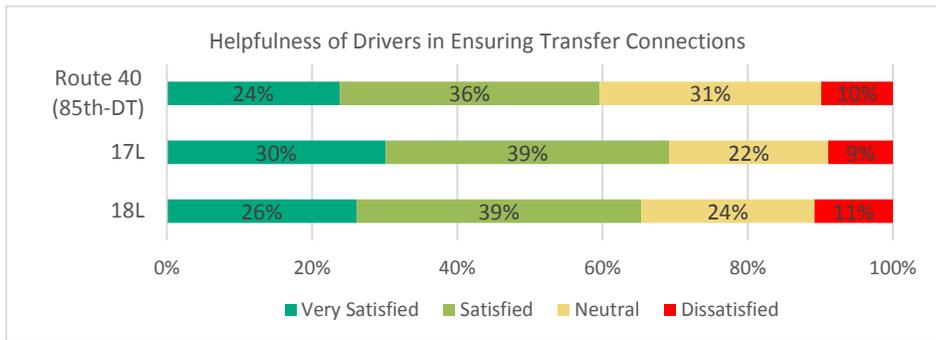
While there are no significant differences in satisfaction with the overall ease of transferring between Route 40 riders and those who rode Route 17L, Route 40 riders are significantly less satisfied with the number of transfers required than were those who Route 17L.

- Route 40 riders are somewhat more likely to transfer than were those who rode Route 17L—38% compared to 32%, respectively.

Figure 38: Satisfaction with Ease of Transferring Route 40 (85th - DT Seattle) Compared to Routes 17L and 18L

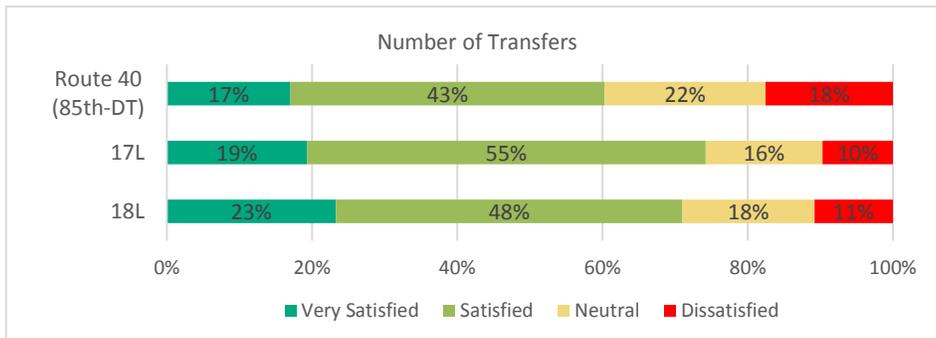


Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



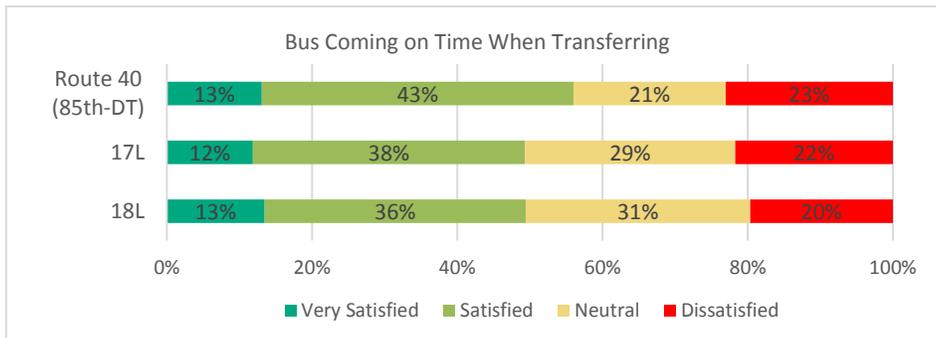
Helpfulness of Drivers in Ensuring Transfer Connections		
	% Satisfied	Mean
Route 40 (85 th - DT Seattle)	60%	3.70
17L	69%	3.88
18L	65%	3.79

No differences in % satisfied or means.



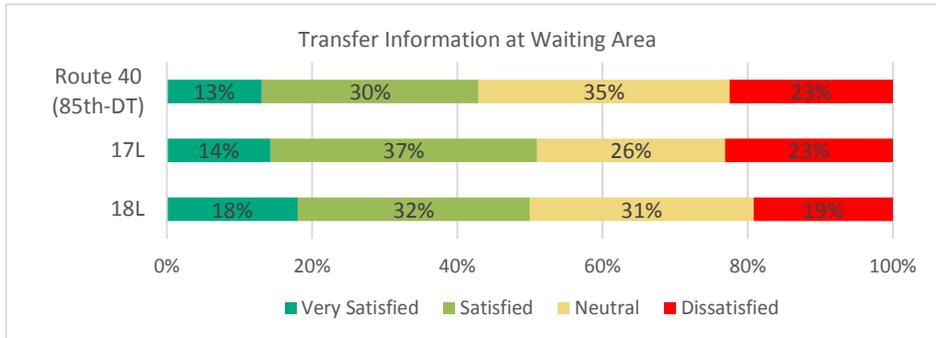
Number of Transfers		
	% Satisfied	Mean
Route 40 (85 th - DT Seattle)	60%	3.57
17L	74%	3.81
18L	71%	3.82

Route 40 % total satisfied and means significantly ↓ than Routes 17L and 18L



Bus Coming on Time When Transferring		
	% Satisfied	Mean
Route 40 (85 th - DT Seattle)	56%	3.40
17L	50%	3.35
18L	49%	3.38

No differences in % satisfied or means.

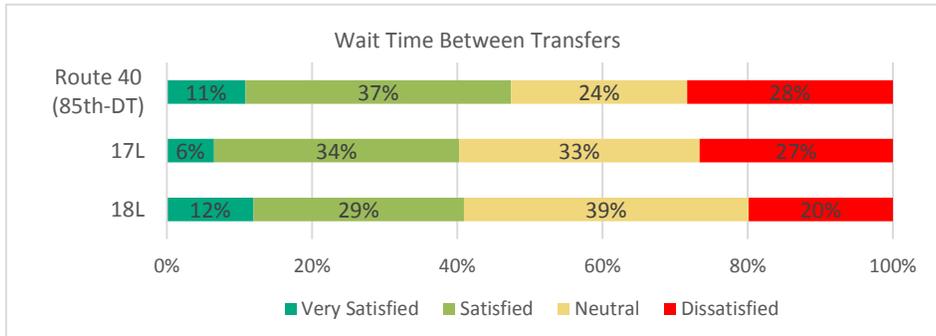


Transfer Information at Waiting Area

	% Satisfied	Mean
--	-------------	------

Route 40 (85 th - DT Seattle)	43%	3.28
17L	51%	3.36
18L	50%	3.45

No differences in % satisfied or means

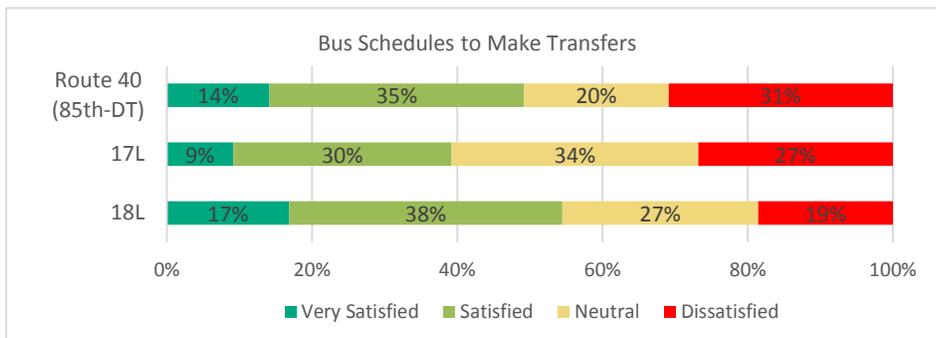


Wait Time Between Transfers

	% Satisfied	Mean
--	-------------	------

Route 40 (85 th - DT Seattle)	48%	3.26
17L	40%	3.16
18L	41%	3.30

No differences in % satisfied or means.

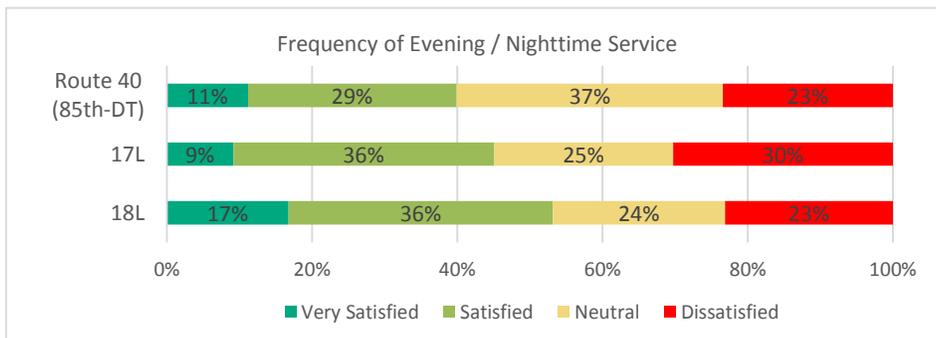


Bus Schedules to Make Transfers

	% Satisfied	Mean
--	-------------	------

Route 40 (85 th - DT Seattle)	49%	3.24
17L	39%	3.18
18L	55%	3.49

No differences in % satisfied; Route 40 mean significantly ↓ than Route 18L.



Frequency of Evening / Nighttime Service

	% Satisfied	Mean
--	-------------	------

Route 40 (85 th - DT Seattle)	40%	3.21
17L	45%	3.15
18L	53%	3.43

Route 40 % total satisfied significantly ↓ than Route 18L; no differences in means.

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 - 17L Pre n=187; 18L Pre n=214; Route 40 (85th - DT Seattle) Post n=233

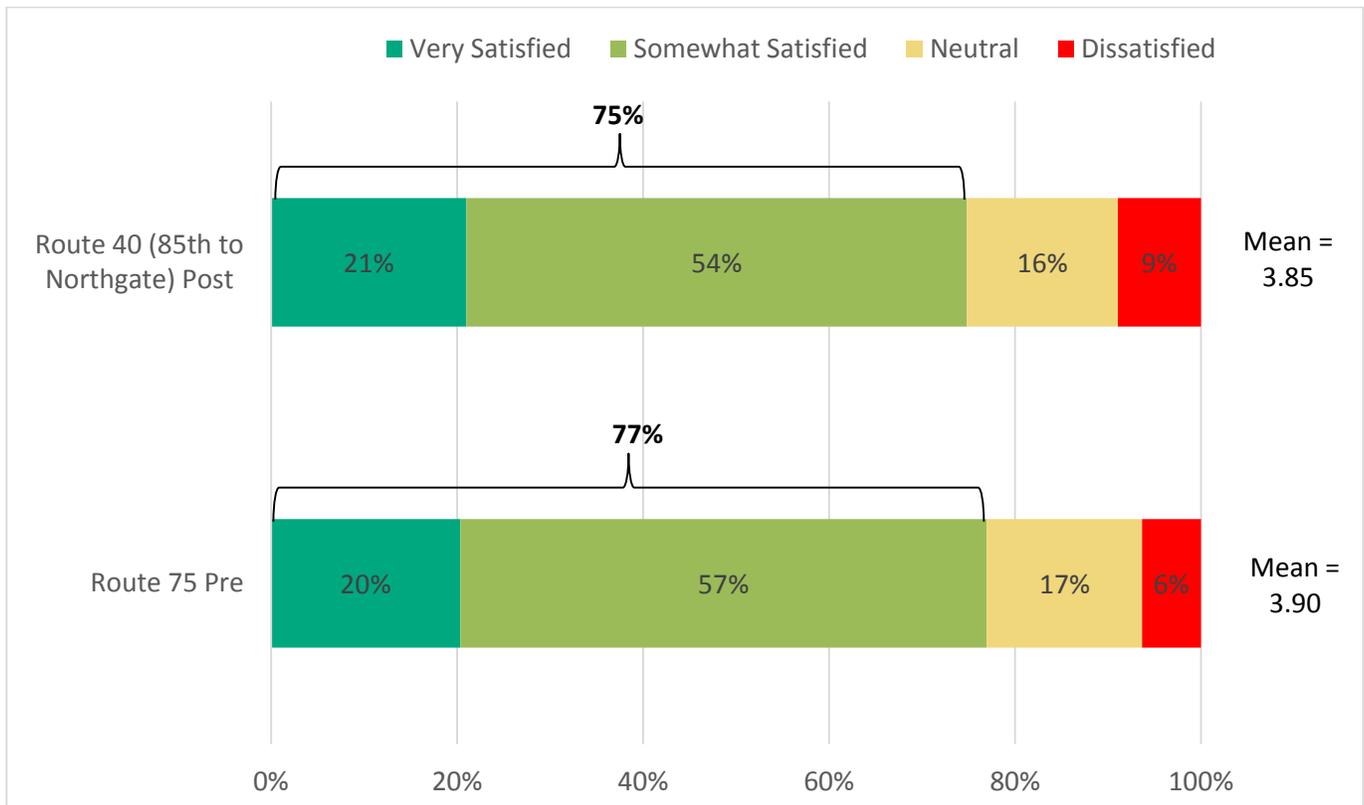
Route 40: 85th - Northgate

Overall Satisfaction

There are no differences in overall satisfaction with Route 40 (between 85th and Northgate) and the route it replaced (Route 75).

- Despite the fact that there are no differences in overall satisfaction, riders on Route 40 are significantly less satisfied with several of the overall dimensions of service than were Route 75 riders.

Figure 39: Overall Satisfaction with Service Route 40 (85th - Northgate) Compared to Route 75



Q7 - Overall how satisfied are you with This Route? 5 = very satisfied and 1 = very dissatisfied

Rows may not sum to 100% due to rounding

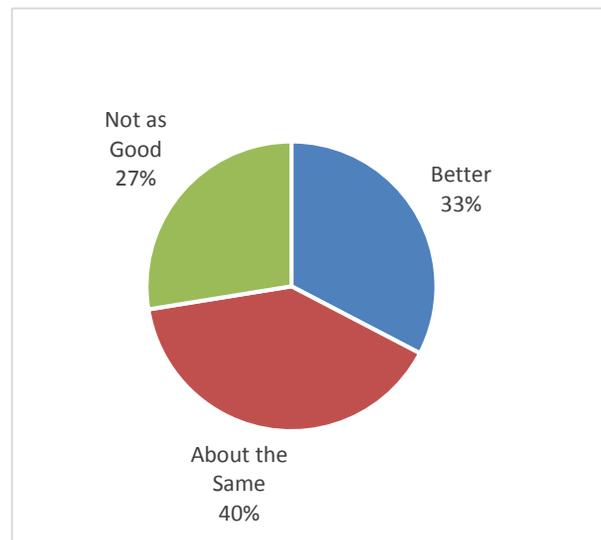
Base: 75 Pre n=673; Route 40 (85th - Northgate) Post n=500

Opinion regarding Route 40 between 85th and Northgate compared to the major routes it replaced are mixed.

- This is noteworthy when compared to route 75 where approximately one out of three respondents said the new Route 40 is better, a similar percentage said it was about the same, and a similar percentage said it was not as good.

	Better	About the Same	Not as Good
75 (n=173)	32%	34%	35%
5 (n=26)	23%	23%	54%
18 (n=24)	25%	50%	25%
<i>Percentages sum across rows.</i>			

Figure 40: Perceptions of Route 40 85th - Northgate to Previous Route



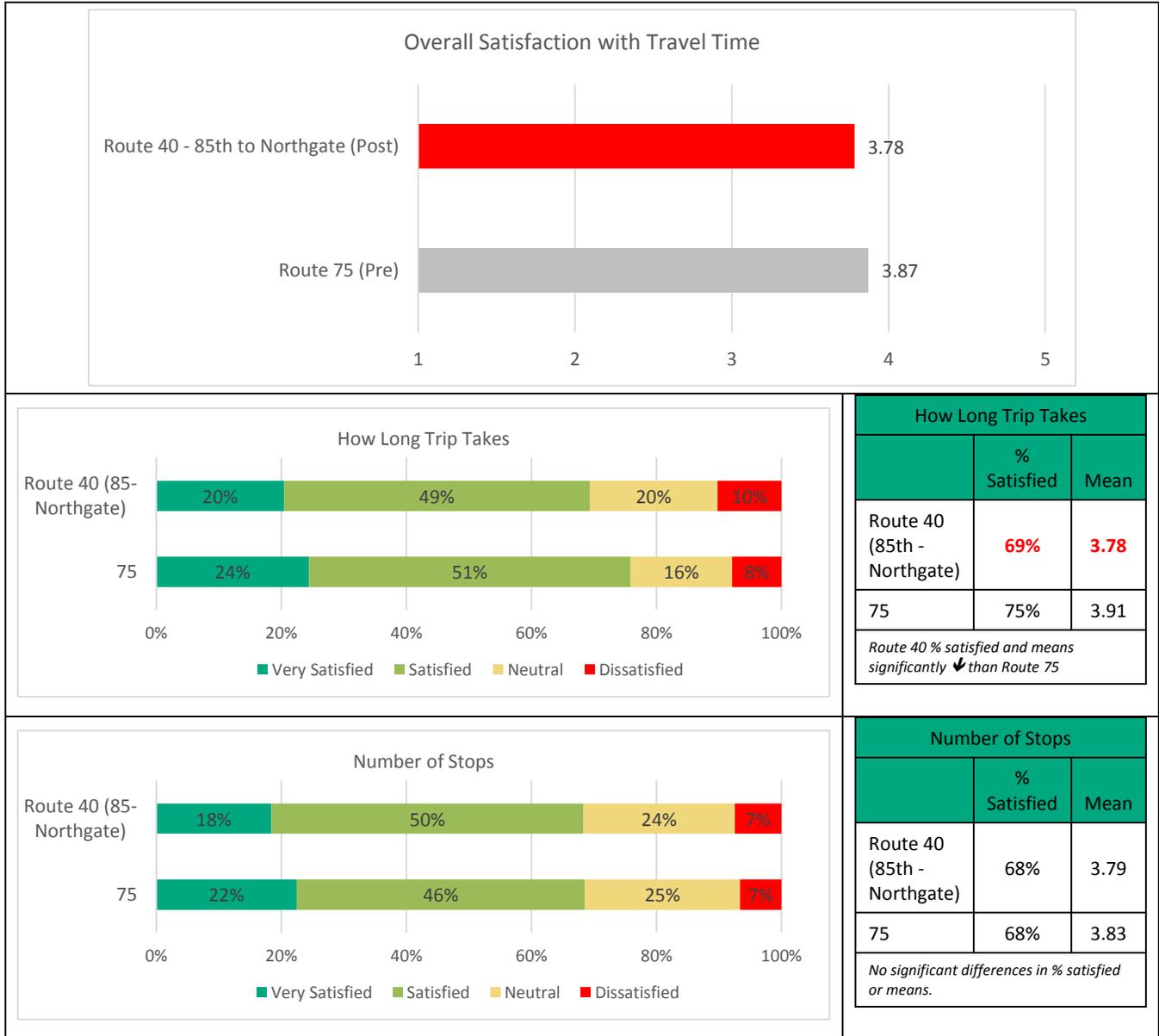
Q12B- How does Route compare overall to the route you took before?
Base: All Respondents (n=566)

Satisfaction with Travel Time

Route 40 riders are significantly less satisfied with overall travel time than were those riding Route 75.

- Notably they are less satisfied with the amount of time the trip takes.

Figure 41: Satisfaction with Travel Time Route 40 (85th - Northgate) Compared to Route 75



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

Rows may not sum to 100% due to rounding

Base: 75 Pre n=673; Route 40 (85th - Northgate) Post n=500

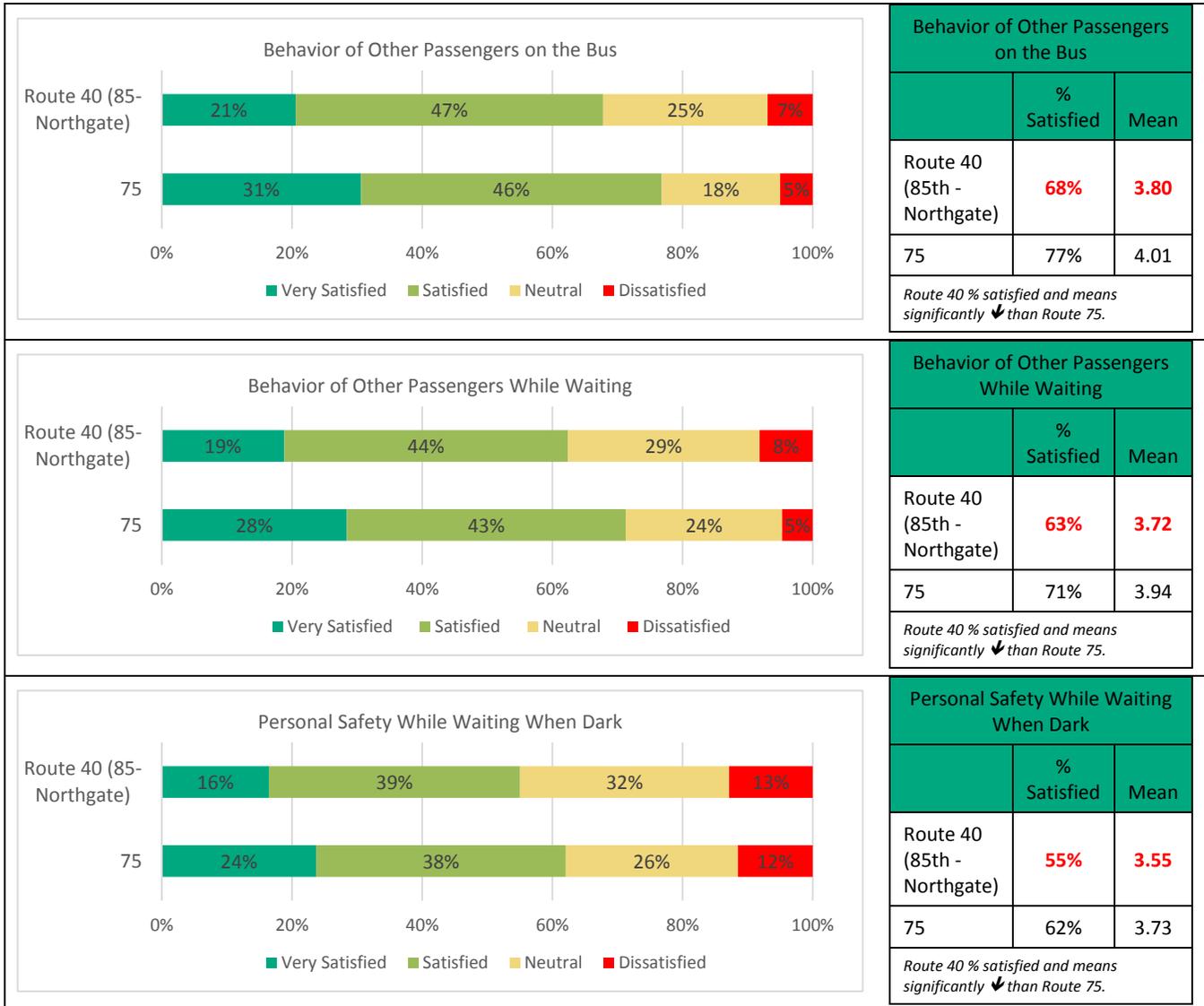
Satisfaction with Personal Safety

Personal safety has the second highest overall rating. Despite this, Route 40 riders are also less satisfied with personal safety than were those who rode Route 75.

- Satisfaction with personal safety decreased for all elements of personal safety, the decrease is greatest for the behavior of other people while waiting for the bus.

Figure 42: Satisfaction with Personal Safety Route 40 (85th - Northgate) Compared to Route 75





Q2 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 75 Pre n=673; Route 40 (85th - Northgate) Post n=500

Satisfaction with Waiting Area / Bus Stop Where Boarded

Overall satisfaction with the waiting areas / bus stops for Route 40 between 85th and Northgate is significantly lower than it was on Route 75.

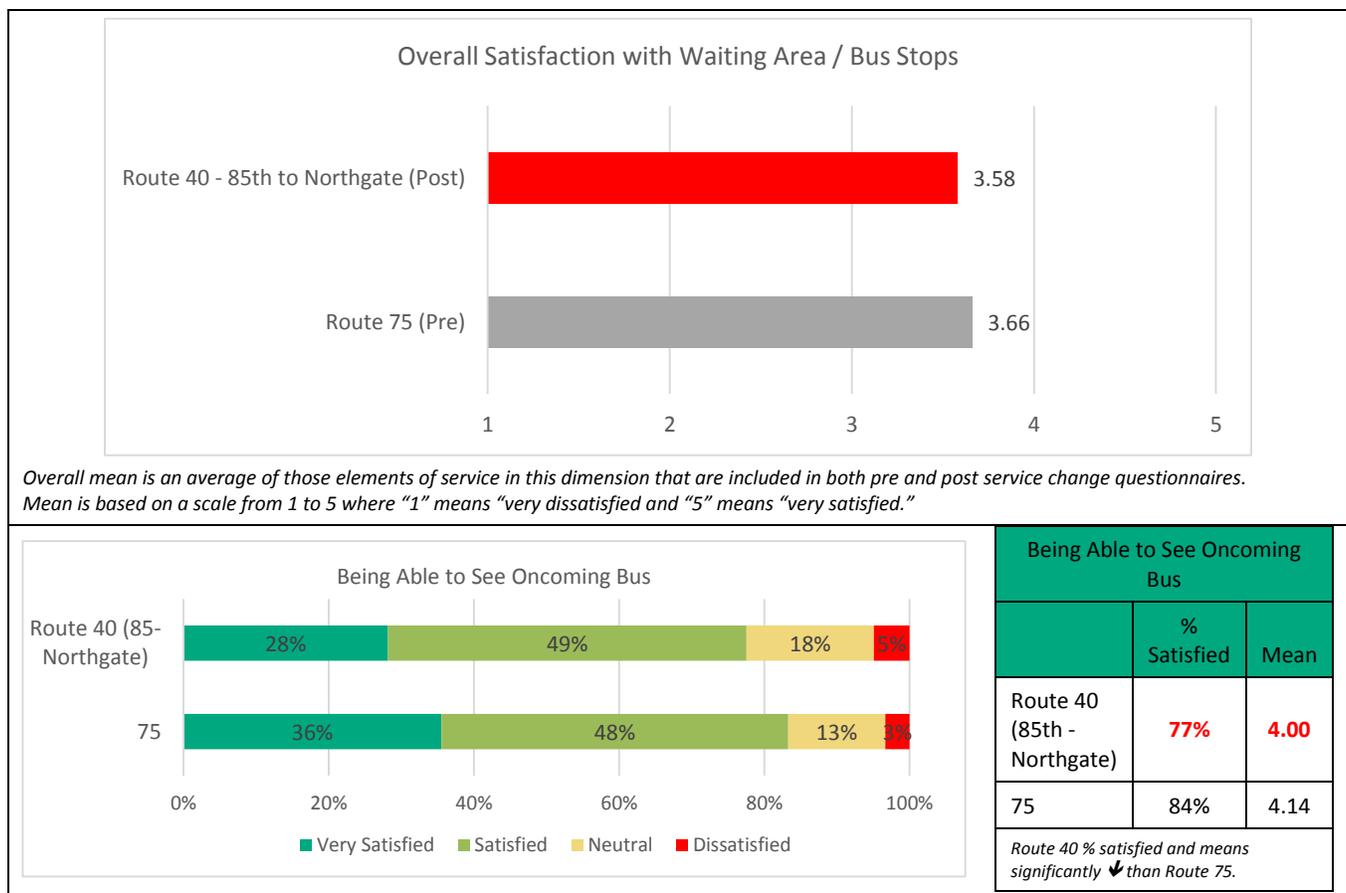
Riders on Route 40 are significantly less satisfied with:

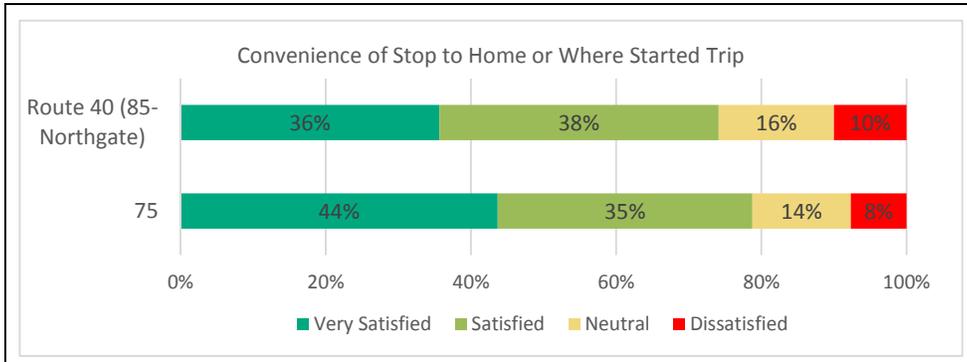
- Convenience of stop from home or where they start their trips
- Cleanliness of waiting areas
- Being to sit while waiting

Some of this dissatisfaction is offset by higher levels of satisfaction with:

- Availability of information about routes and connections

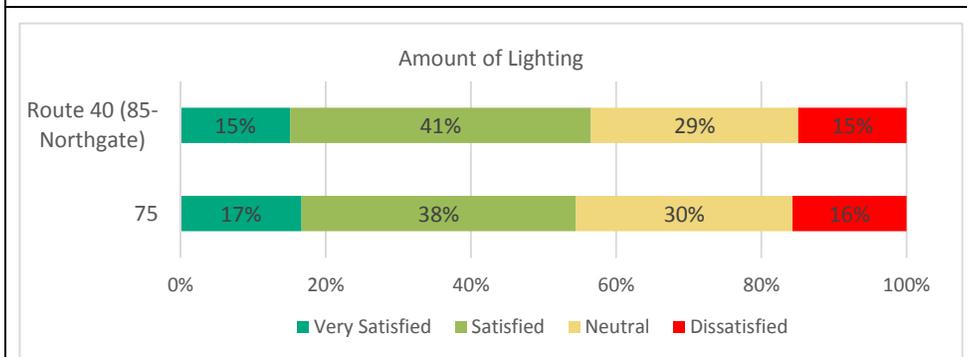
Figure 43: Satisfaction with Waiting Area / Bus Stop Where Boarded Route 40 (85th - Northgate) Compared to Route 75





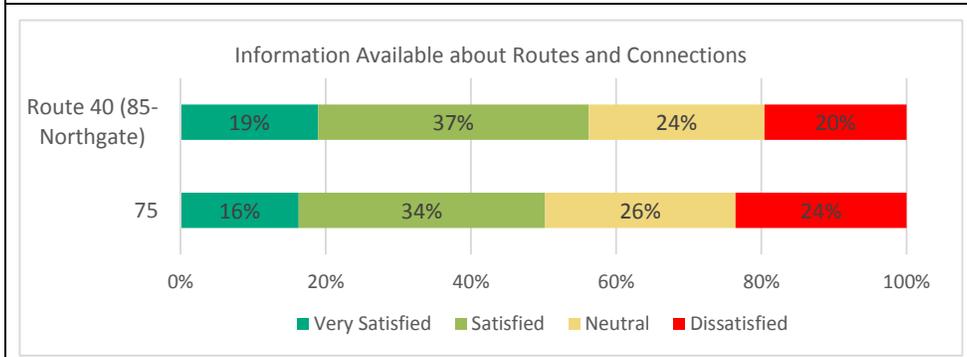
Convenience of Stop to Home or Where Started Trip		
	% Satisfied	Mean
Route 40 (85th - Northgate)	74%	3.97
75	79%	4.12

No differences in % satisfied; Route 40 mean significantly ↓ than Route 75.



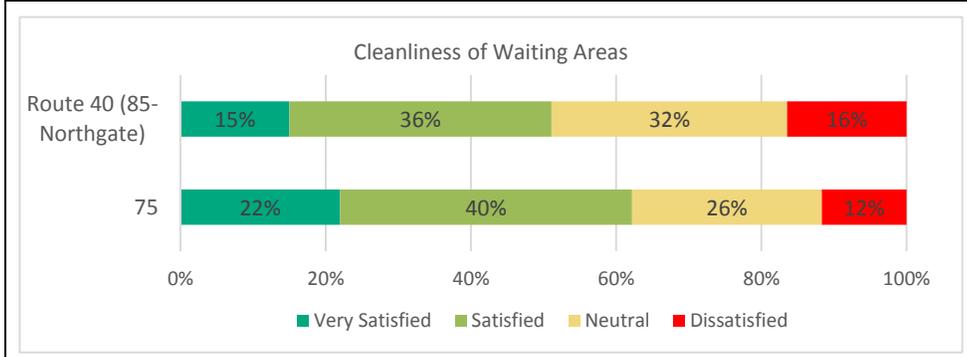
Amount of Lighting		
	% Satisfied	Mean
Route 40 (85th - Northgate)	56%	3.55
75	55%	3.52

No significant differences in % satisfied or means.



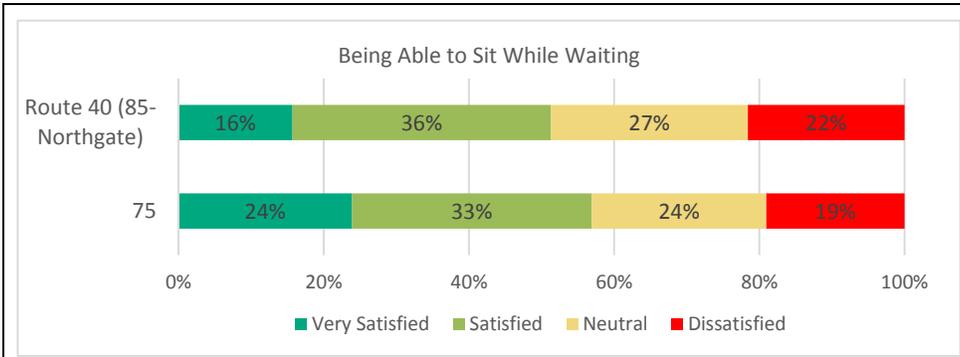
Information Available About Routes and Connections		
	% Satisfied	Mean
Route 40 (85th - Northgate)	56%	3.50
75	50%	3.36

Route 40 % satisfied and means significantly ↑ than Route 75.

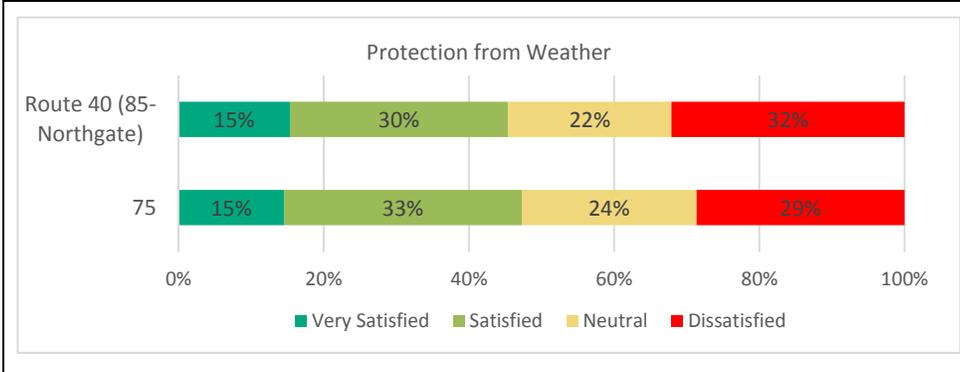


Cleanliness of Waiting Area		
	% Satisfied	Mean
Route 40 (85th - Northgate)	51%	3.45
75	62%	3.70

Route 40 % satisfied and means significantly ↓ than Route 75.



Being Able to Sit While Waiting		
	% Satisfied	Mean
Route 40 (85th - Northgate)	52%	3.40
75	57%	3.56
No difference in % satisfied; Route 40 mean significantly ↓ than Route 75.		



Protection from Weather		
	% Satisfied	Mean
Route 40 (85th - Northgate)	45%	3.19
75	48%	3.24
No significant differences in % satisfied or means.		

Q3 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 75 Pre n=673; Route 40 (85th - Northgate) Post n=500

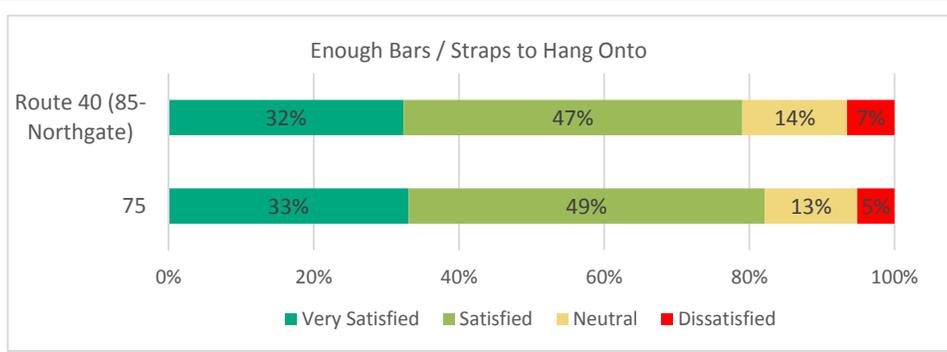
Satisfaction with Things about the Bus

Of the six primary service dimensions, Route 40 riders are most satisfied with things about the bus itself. However, overall satisfaction with things when riding the bus for Route 40 is significantly lower than it was on Route 75.

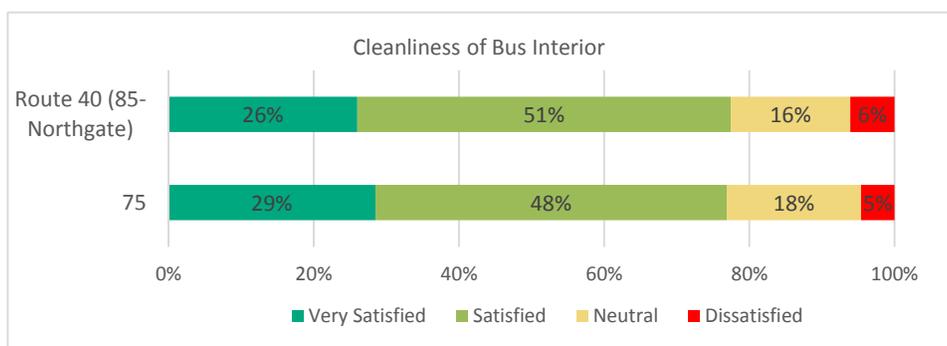
The primary driver of this lower satisfaction is concern about the availability of seats on the bus. Bike rack capacity is also a concern.

Figure 44: Satisfaction with Things about the Bus Route 40 (85th - Northgate) Compared to Route 75

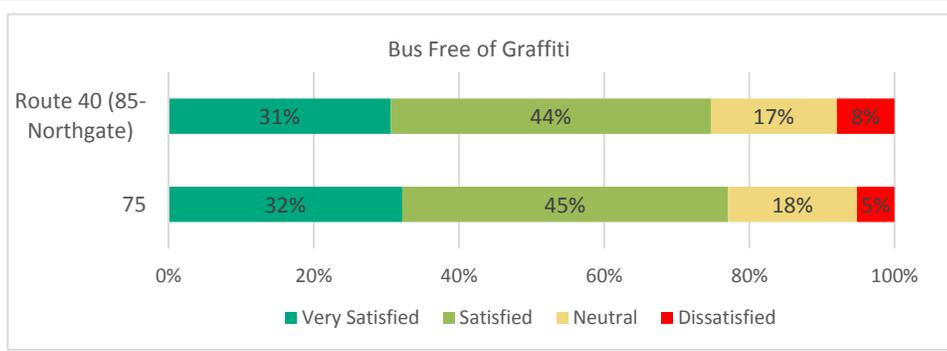




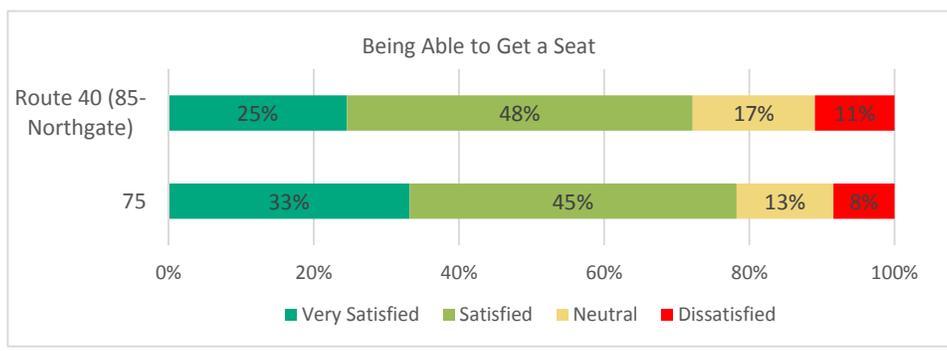
Enough Bars / Straps to Hang Onto		
	% Satisfied	Mean
Route 40 (85th - Northgate)	79%	4.04
75	82%	4.08
<i>No significant differences in % satisfied or means.</i>		



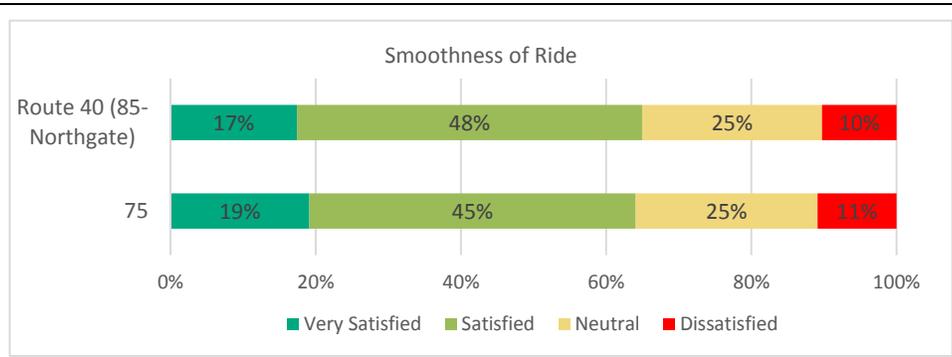
Cleanliness of Bus Interior		
	% Satisfied	Mean
Route 40 (85th - Northgate)	77%	3.96
75	77%	4.00
<i>No significant differences in % satisfied or means.</i>		



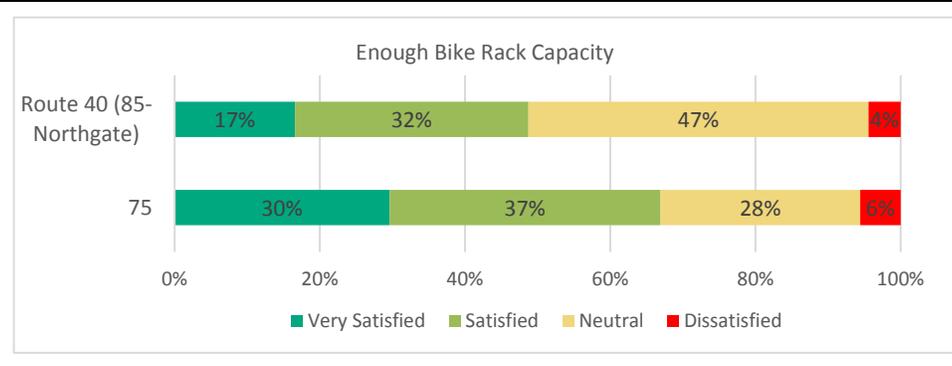
Bus Free of Graffiti		
	% Satisfied	Mean
Route 40 (85th - Northgate)	75%	3.95
75	77%	4.03
<i>No significant differences in % satisfied or means.</i>		



Being Able to Get a Seat		
	% Satisfied	Mean
Route 40 (85th - Northgate)	73%	3.82
75	78%	4.01
<i>Route 40 % satisfied and means significantly ↓ than Route 75</i>		



Smoothness of Ride		
	% Satisfied	Mean
Route 40 (85th - Northgate)	65%	3.69
75	64%	3.70
<i>No significant differences in % satisfied or means.</i>		



Enough Bike Rack Capacity		
	% Satisfied	Mean
Route 40 (85th - Northgate)	49%	3.60
75	67%	3.89
<i>Route 40 % satisfied and means significantly ↓ than Route 75.</i>		

Q4 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 75 Pre n=673; Route 40 (85th - Northgate) Post n=500

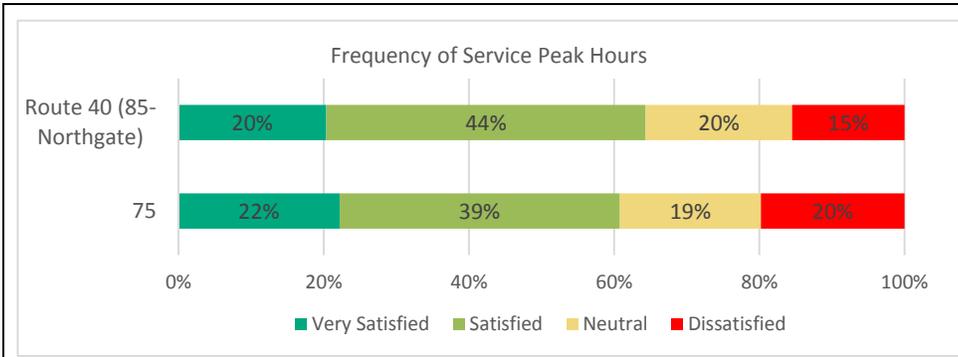
Satisfaction with Frequency and Reliability

Overall satisfaction with frequency and reliability of service on Route 40 (between 85th and Northgate) is comparable to what it was on Route 75.

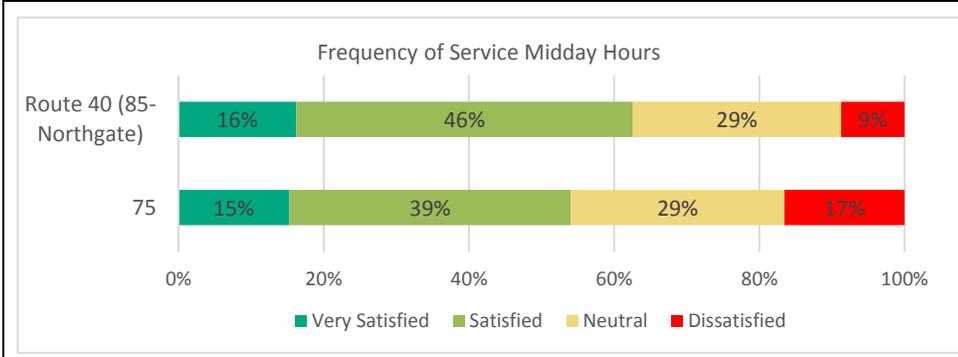
Route 40 riders are more satisfied with frequency of midday and evening service than were those riding Route 75.

Figure 45: Satisfaction with Frequency and Reliability Route 40 (85th - Northgate) Compared to Route 75





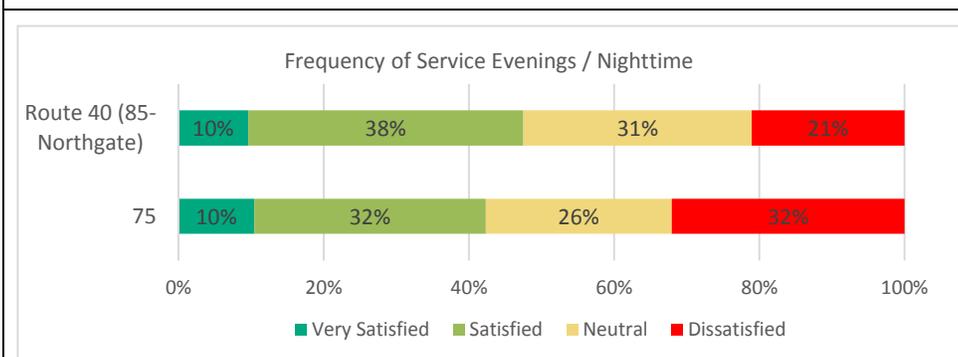
Frequency of Service Peak Hours		
	% Satisfied	Mean
Route 40 (85th - Northgate)	64%	3.66
75	61%	3.58
<i>No significant differences in % satisfied or means.</i>		



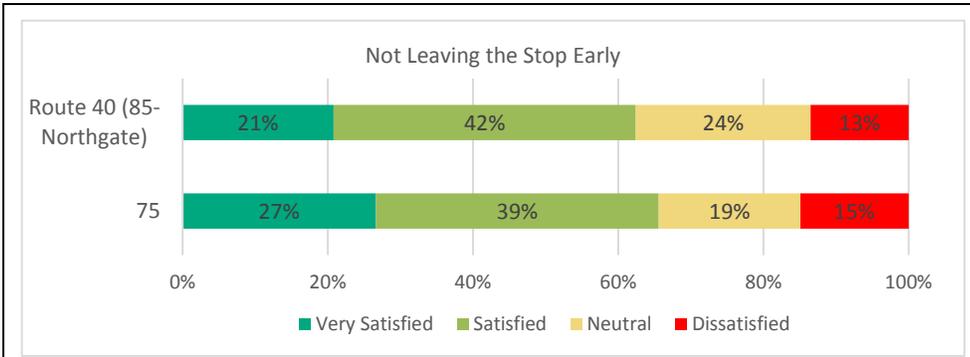
Frequency of Service Midday Hours		
	% Satisfied	Mean
Route 40 (85th - Northgate)	62%	3.67
75	54%	3.48
<i>Route 40 % satisfied and mean significantly ↑ than Route 75.</i>		



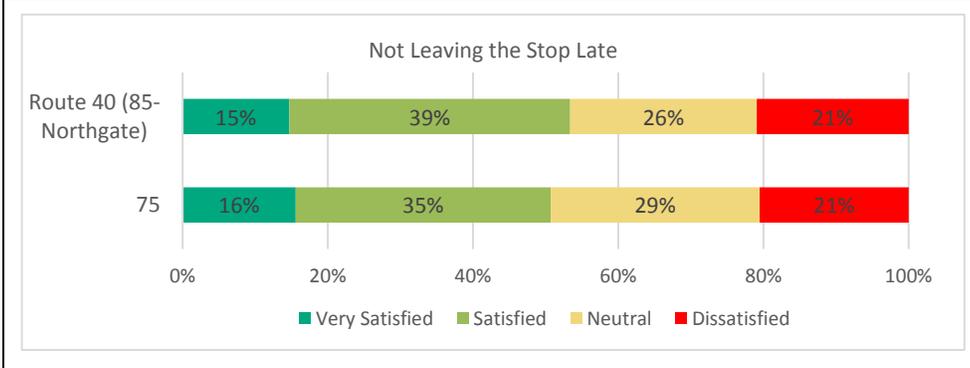
Frequency of Service Weekends		
	% Satisfied	Mean
Route 40 (85th - Northgate)	44%	3.27
75	40%	3.16
<i>No significant differences in % satisfied or means; % dissatisfied with Route 40 significantly ↓ than for Route 75.</i>		



Frequency of Service Evenings / Nighttime		
	% Satisfied	Mean
Route 40 (85th - Northgate)	48%	3.30
75	42%	3.12
<i>No significant differences in % satisfied; Route 40 means significantly ↑ than Route 75.</i>		



Not Leaving the Stop Early		
	% Satisfied	Mean
Route 40 (85th - Northgate)	63%	3.65
75	66%	3.74
<i>No significant differences in % satisfied or means.</i>		



Not Leaving the Stop Late		
	% Satisfied	Mean
Route 40 (85th - Northgate)	54%	3.39
75	51%	3.41
<i>No significant differences in % satisfied or means.</i>		

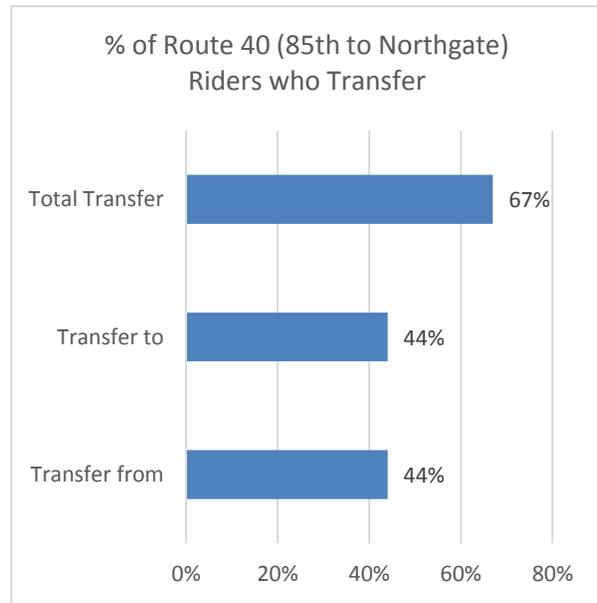
Q5 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 75 Pre n=673; Route 40 (85th - Northgate) Post n=500

Satisfaction with Ease of Transferring

Two out of three riders on Route 40 transfer.

- One out of five (20%) transfer at both ends of their trip.

Figure 46: Percent of Route 40 (85th - Northgate) Riders who Transfer



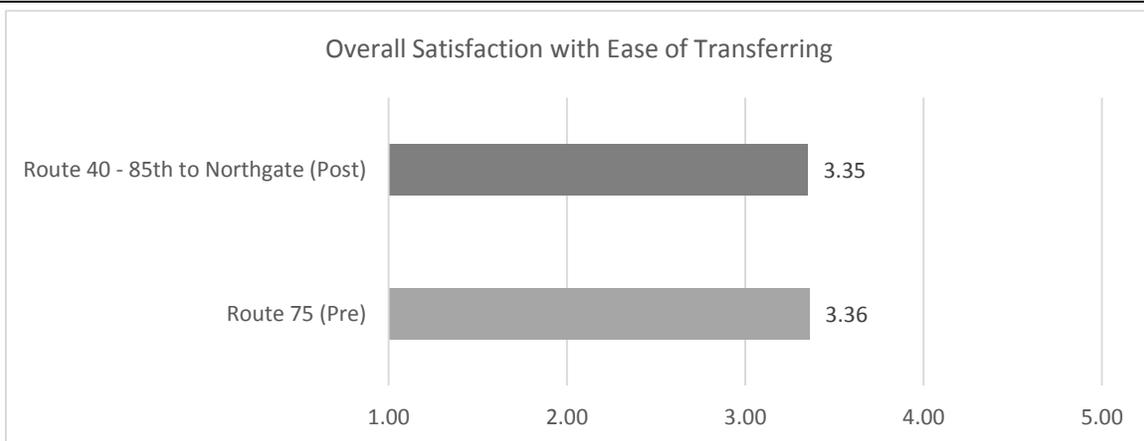
Q11A: Did you transfer TO this route from another bus on this trip today?
Q11B: Will you transfer FROM this route to another bus to reach your destination on this trip today?

Base: All Respondents (n=500)

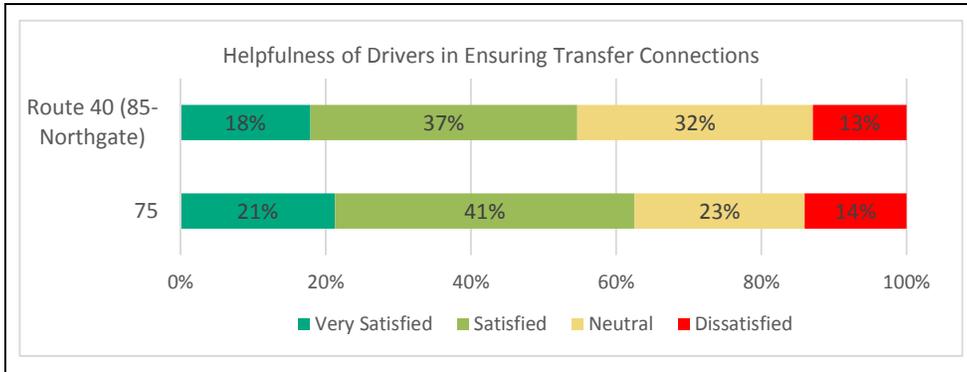
Of the six primary service dimensions, Route 40 riders are **least** satisfied with ease of making transfers.

Overall satisfaction with the ease of transferring to / from Route 40 is comparable to what it was on Route 75 overall and for the individual elements of service.

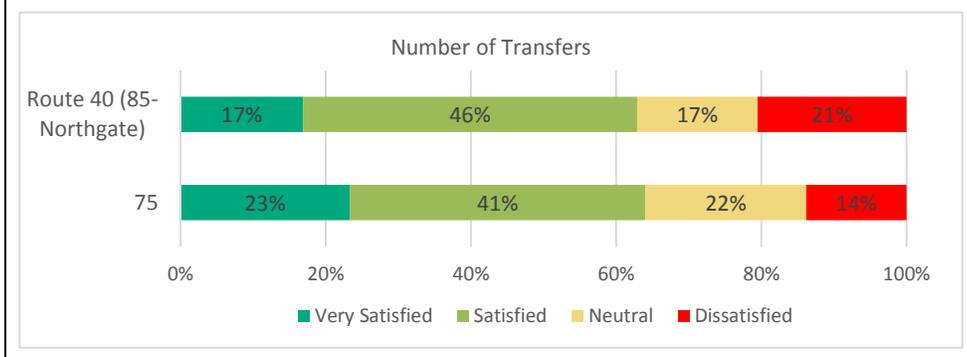
Figure 47: Satisfaction with Ease of Transferring Route 40 (85th - Northgate) Compared to Route 75



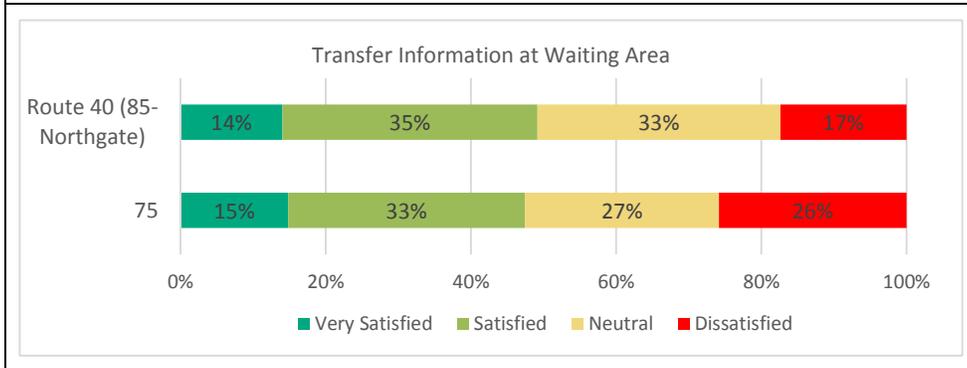
Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



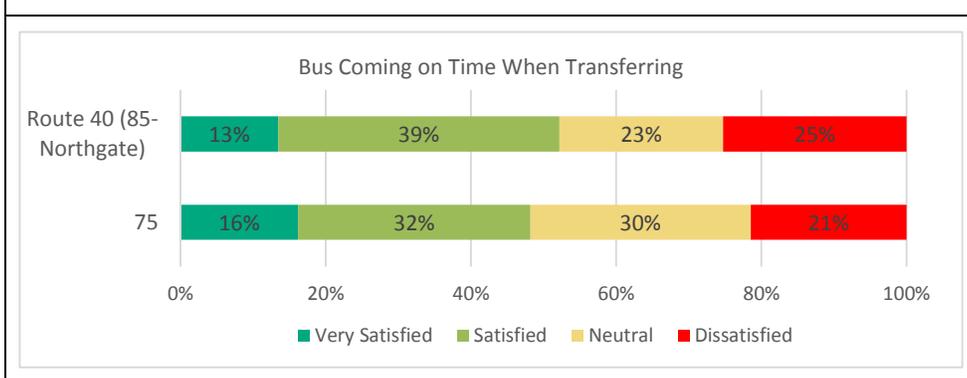
Helpfulness of Drivers in Ensuring Transfer Connections		
	% Satisfied	Mean
Route 40 (85th - Northgate)	55%	3.55
75	62%	3.64
<i>No significant differences in % satisfied or means.</i>		



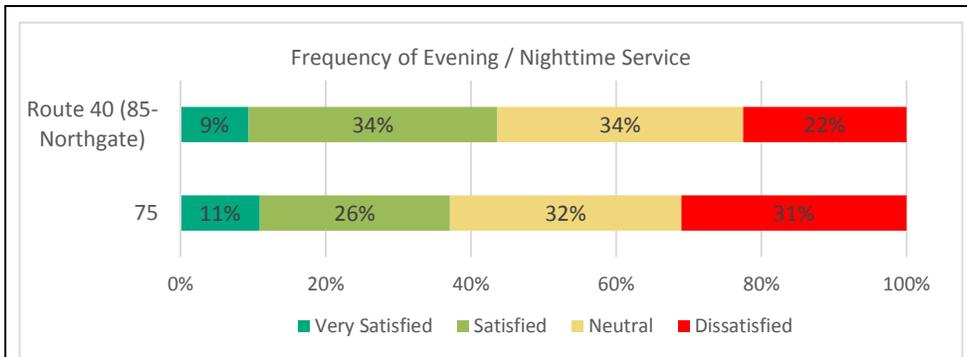
Number of Transfers		
	% Satisfied	Mean
Route 40 (85th - Northgate)	63%	3.53
75	64%	3.69
<i>No significant differences in % satisfied or means; % dissatisfied with Route 40 significantly ↑ than for Route 75.</i>		



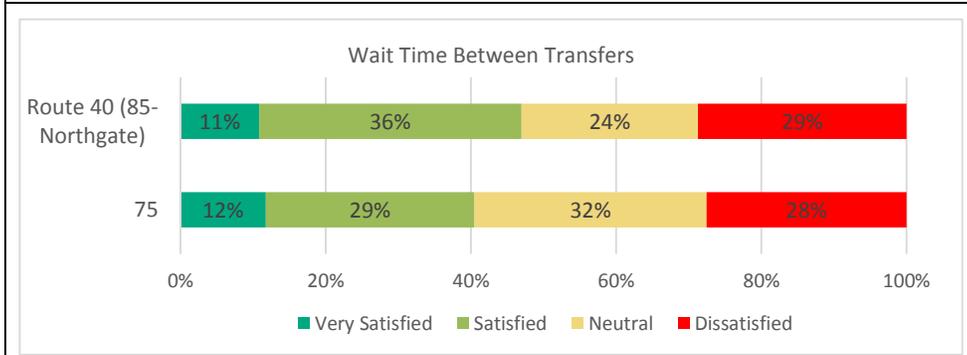
Transfer Information at Waiting Area		
	% Satisfied	Mean
Route 40 (85th - Northgate)	49%	3.42
75	48%	3.28
<i>No significant differences in % satisfied or means; % dissatisfied with Route 40 significantly ↓ than for Route 75.</i>		



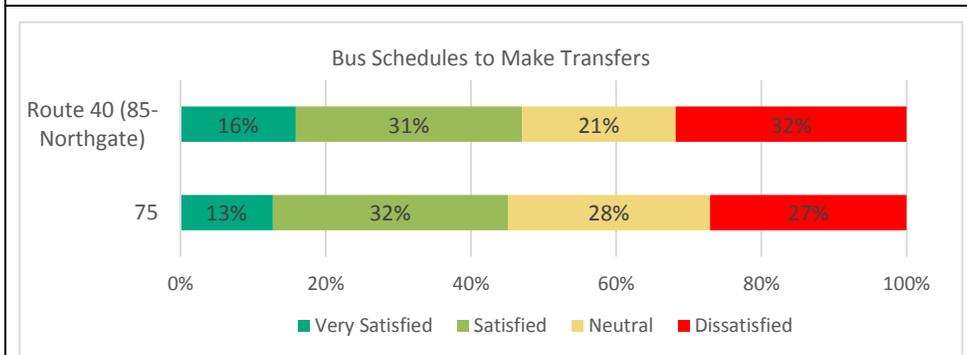
Bus Coming on Time When Transferring		
	% Satisfied	Mean
Route 40 (85th - Northgate)	52%	3.34
75	48%	3.36
<i>No significant differences in % satisfied or means.</i>		



Frequency of Evening / Nighttime Service		
	% Satisfied	Mean
Route 40 (85th - Northgate)	43%	3.23
75	37%	3.09
<i>No significant differences in % satisfied or means; % dissatisfied with Route 40 significantly ↓ than for Route 75.</i>		



Wait Time Between Transfers		
	% Satisfied	Mean
Route 40 (85th - Northgate)	47%	3.21
75	41%	3.17
<i>No significant differences in % satisfied or means.</i>		



Bus Schedules to Make Transfers		
	% Satisfied	Mean
Route 40 (85th - Northgate)	47%	3.20
75	45%	3.23
<i>No significant differences in % satisfied or means.</i>		

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

Rows may not sum to 100% due to rounding

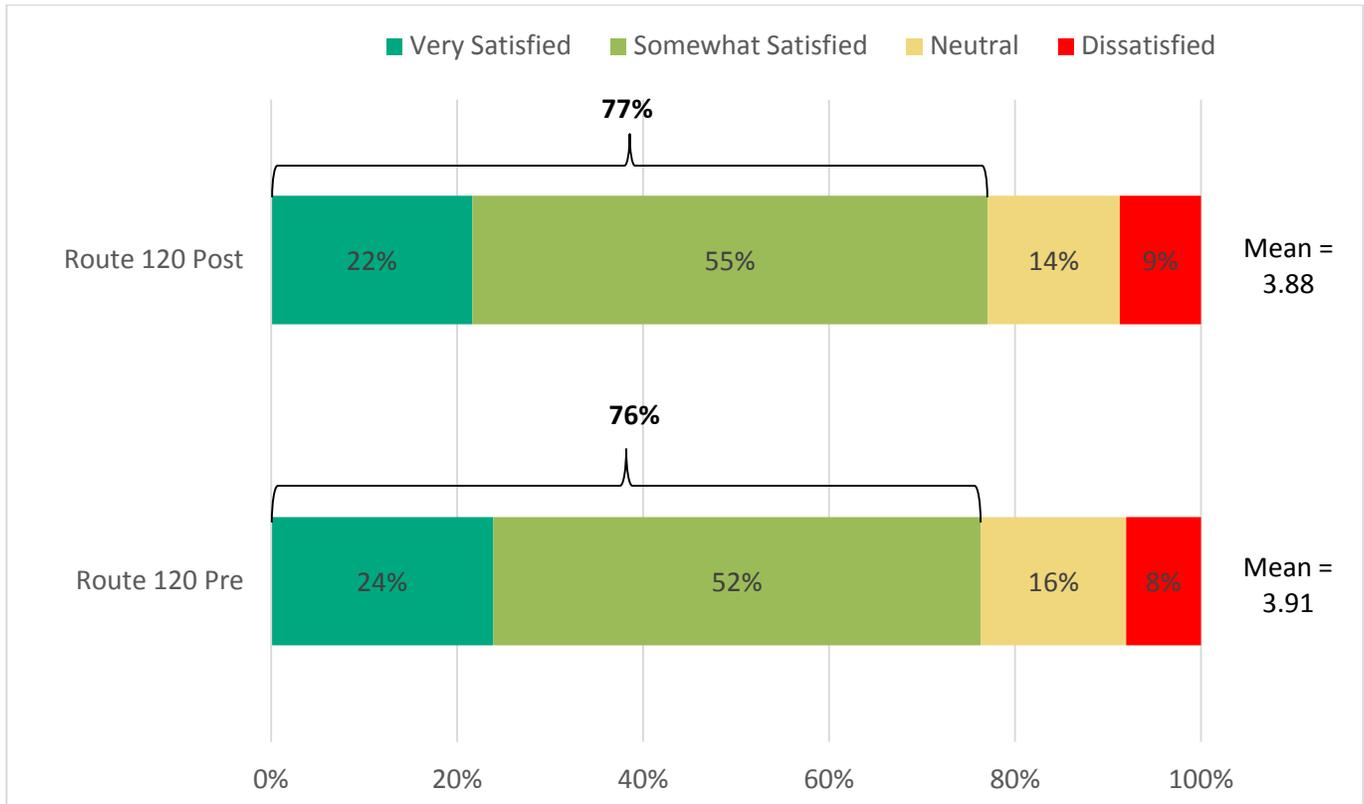
Base: Riders who Transfer - Pre n=291; Route 40 (85th - Northgate) Post n=334

Route 120

Overall Satisfaction

There are no differences in overall satisfaction with Route 120 before and after the service change.

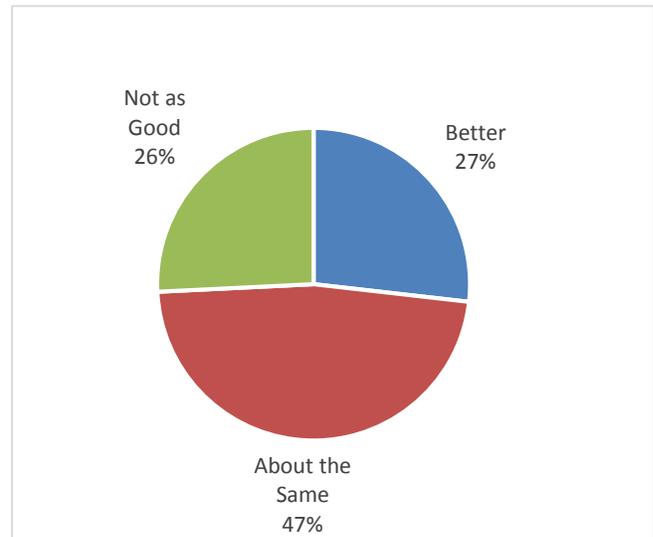
Figure 48: Overall Satisfaction with Service Route 120 (Post) Compared to Route 120 (Pre)



Q7 - Overall how satisfied are you with This Route? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 120 Pre n=563; Route 120 Post n=500

Consistent with the overall satisfaction ratings, nearly half (47%) of Route 120 riders said the new service is comparable to the previous service.

Figure 49: Perceptions of Route 120 Post to Route 120 Pre

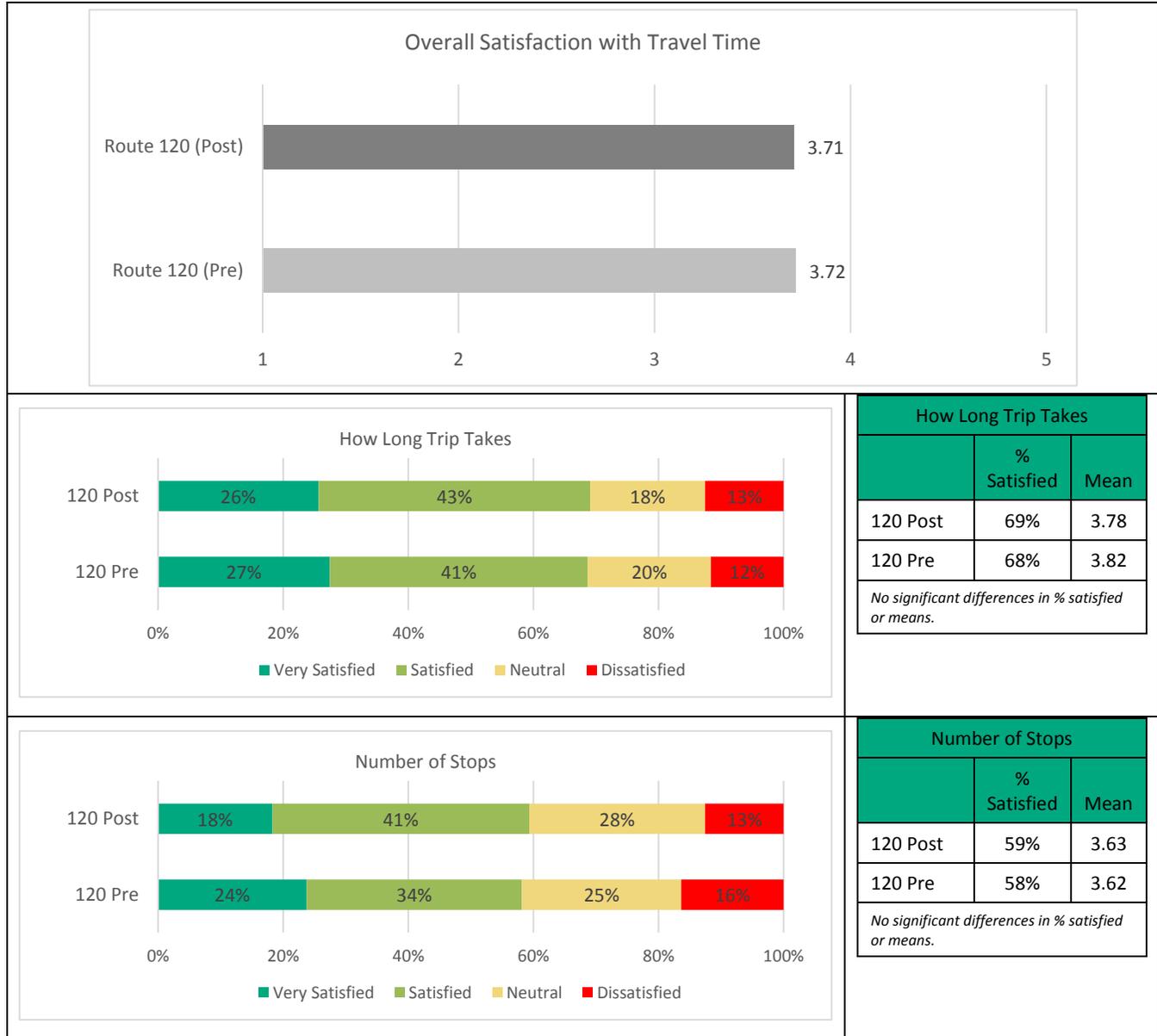


Q12B- How does Route compare overall to the route you took before?
Base: All Respondents (n=500)

Satisfaction with Travel Time

Satisfaction with travel time on Route 120 is comparable to that before the service change—overall and for both individual elements of service.

Figure 50: Satisfaction with Travel Time Route 120 (Post) Compared to Route 120 (Pre)



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

Rows may not sum to 100% due to rounding

Base: 120 Pre n=563; Route 120 Post n=500

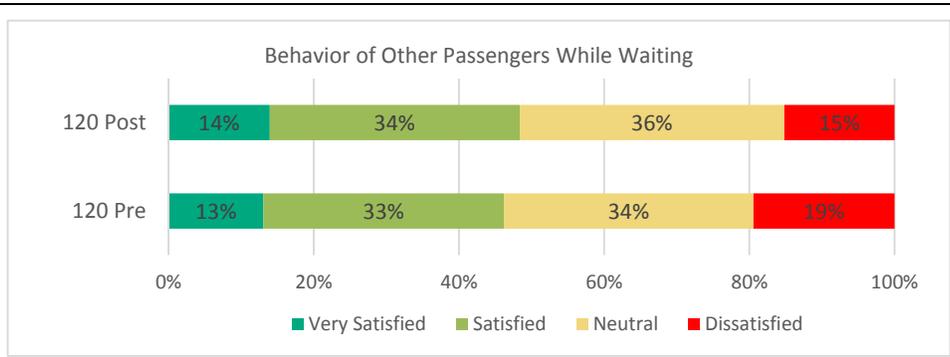
Satisfaction with Personal Safety

Satisfaction with personal safety on Route 120 after is significantly higher than it was before changes to service.

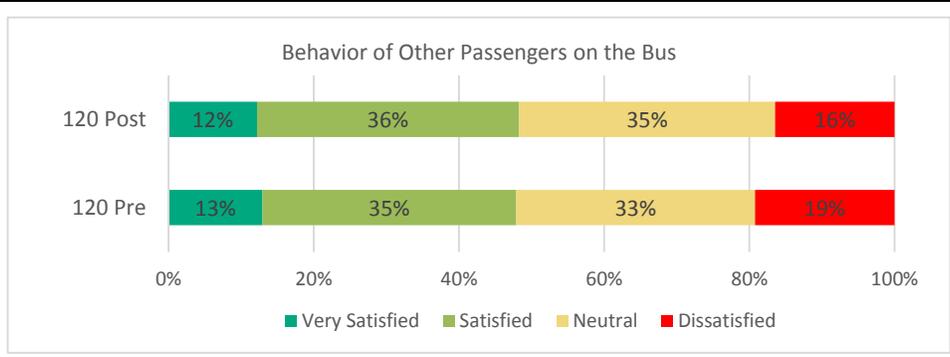
- No single aspect of safety increased significantly. Rather there were increases in each individual element that when combined contribute to the overall improvement. In most instances, dissatisfaction decreased.

Figure 51: Satisfaction with Personal Safety Route 120 (Post) Compared to Route 120 (Pre)





Behavior of Other Passengers While Waiting		
	% Satisfied	Mean
120 Post	48%	3.44
120 Pre	46%	3.35
No significant differences in % satisfied or means.		



Behavior of Other Passengers on the Bus		
	% Satisfied	Mean
120 Post	48%	3.42
120 Pre	48%	3.38
No significant differences in % satisfied or means.		



Personal Safety While Waiting When Dark		
	% Satisfied	Mean
120 Post	43%	3.31
120 Pre	42%	3.20
No significant differences in % satisfied or means.		

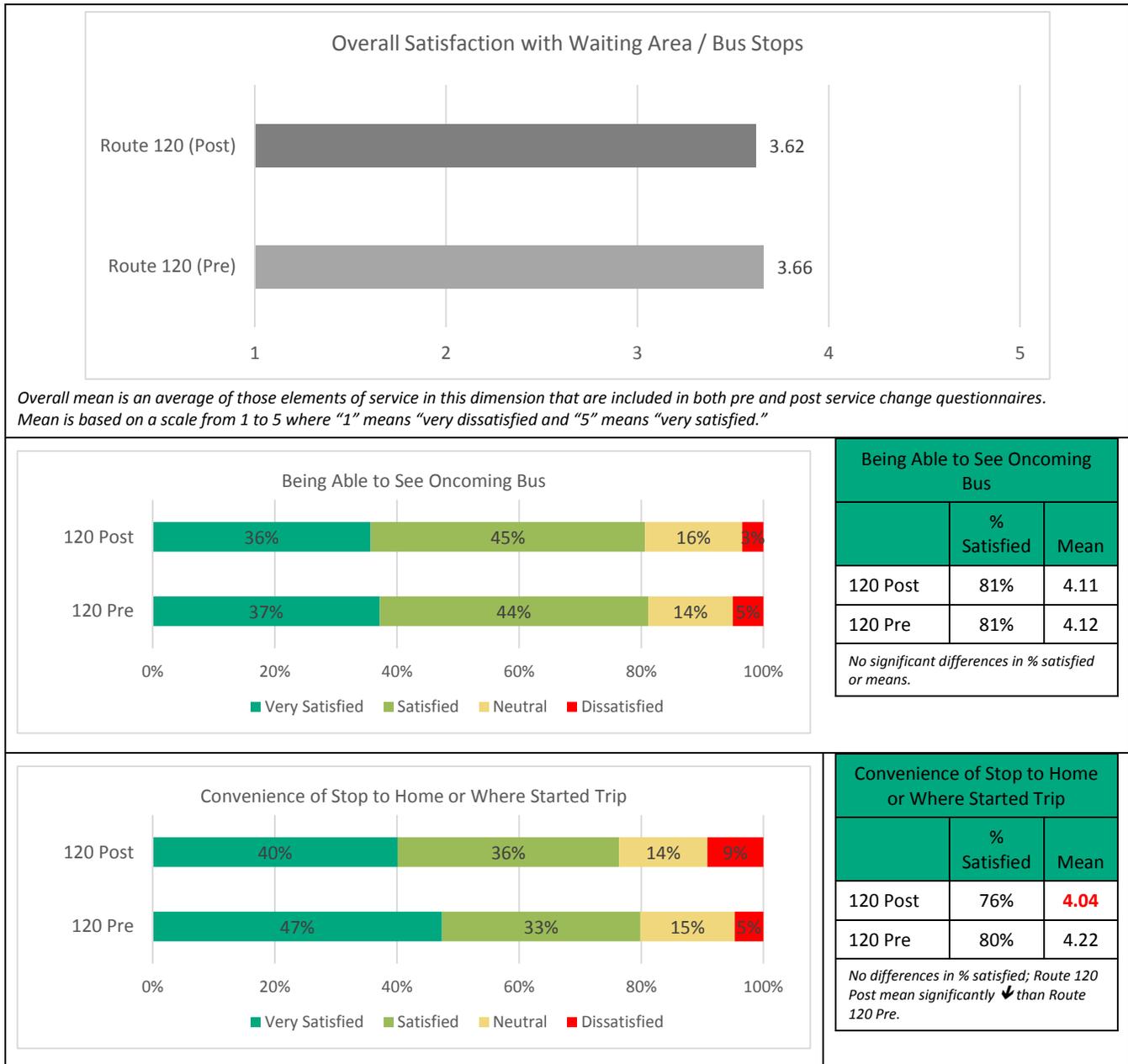
Q2 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 120 Pre n=563; Route 120 Post n=500

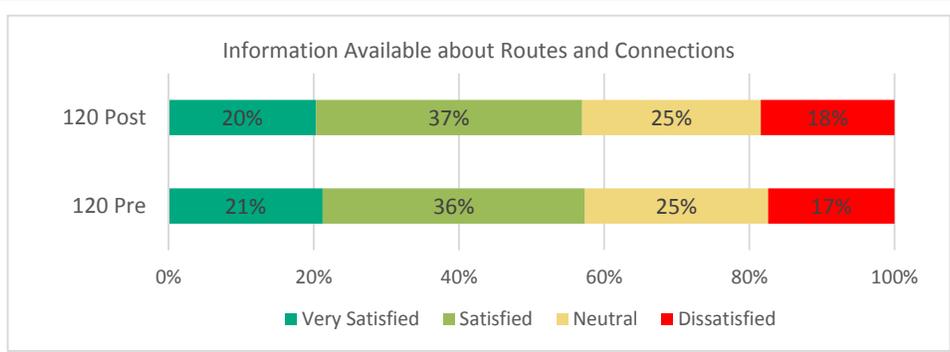
Satisfaction with Waiting Area / Bus Stop Where Boarded

Overall satisfaction with the waiting areas / bus stops for Route 120 is the same after the service change as it was pre-service change. While overall satisfaction is the same, Route 120 riders are:

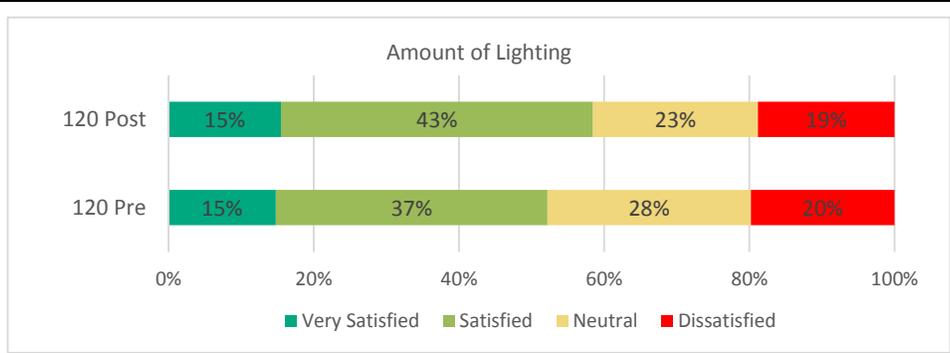
- More satisfied with the amount of lighting where they wait and
- Less satisfied with the convenience of the bus stop from home or where they start their trips.

Figure 52: Satisfaction with Waiting Area / Bus Stop Where Boarded Route 120 (Post) Compared to Route 120 (Pre)

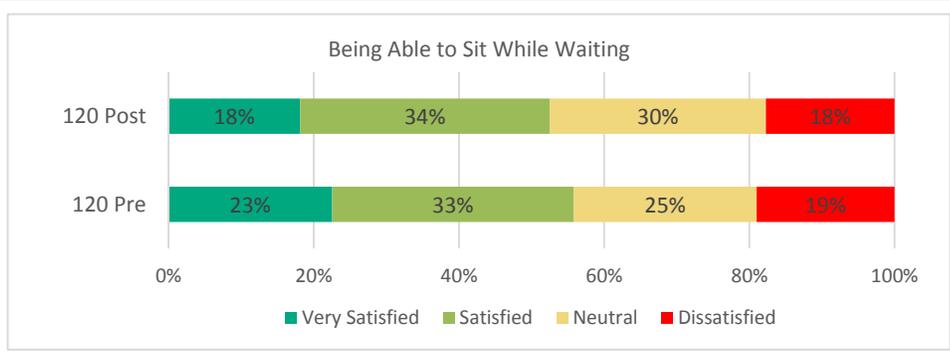




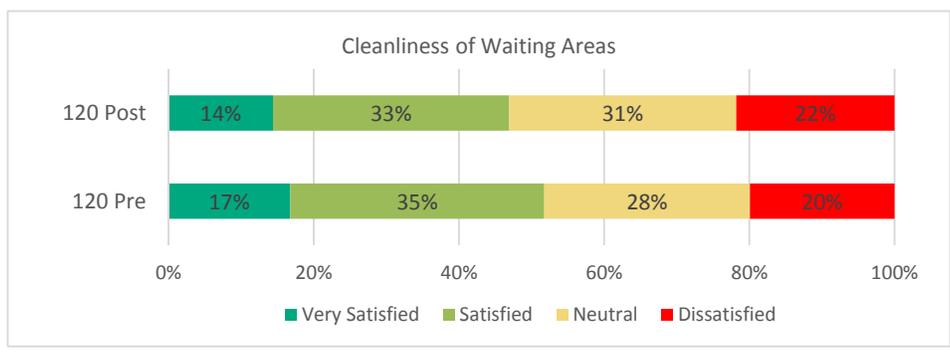
Information Available About Routes and Connections		
	% Satisfied	Mean
120 Post	57%	3.53
120 Pre	57%	3.56
<i>No significant differences in % satisfied or means.</i>		



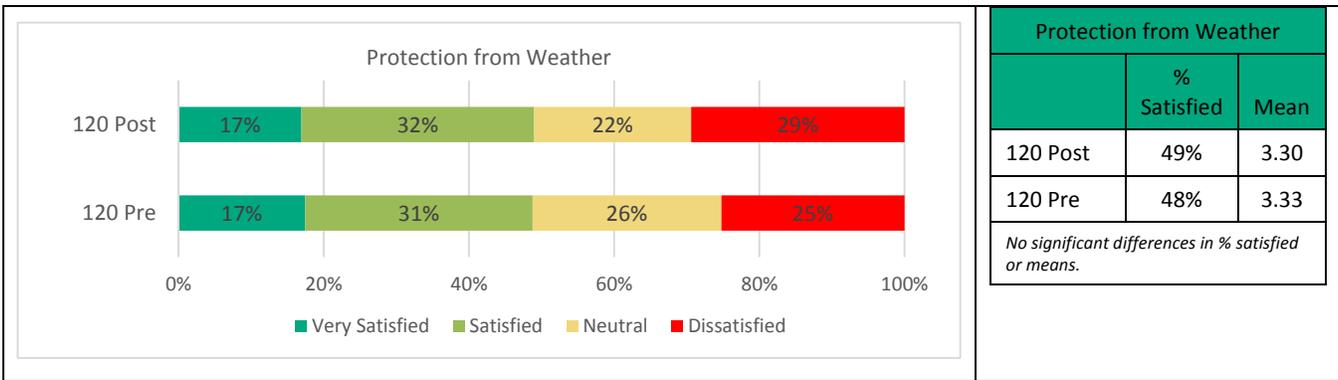
Amount of Lighting		
	% Satisfied	Mean
120 Post	58%	3.50
120 Pre	52%	3.42
<i>Route 120 Post % satisfied significantly ↑ than Route 120 Pre; no differences in means</i>		



Being Able to Sit While Waiting		
	% Satisfied	Mean
120 Post	52%	3.47
120 Pre	56%	3.53
<i>No significant differences in % satisfied or means.</i>		



Cleanliness of Waiting Area		
	% Satisfied	Mean
120 Post	47%	3.35
120 Pre	52%	3.45
<i>No significant differences in % satisfied or means.</i>		



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

Rows may not sum to 100% due to rounding

Base: 120 Pre n=563; Route 120 Post n=500

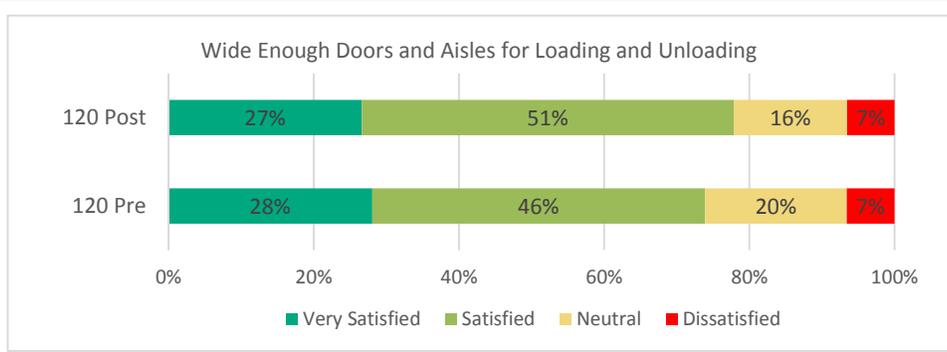
Satisfaction with Things about the Bus

Of the six overall service dimensions, Route 120 riders are the most satisfied with things about the bus. Overall satisfaction with things when riding the bus on Route 120 after the service change is the same as it was pre-change.

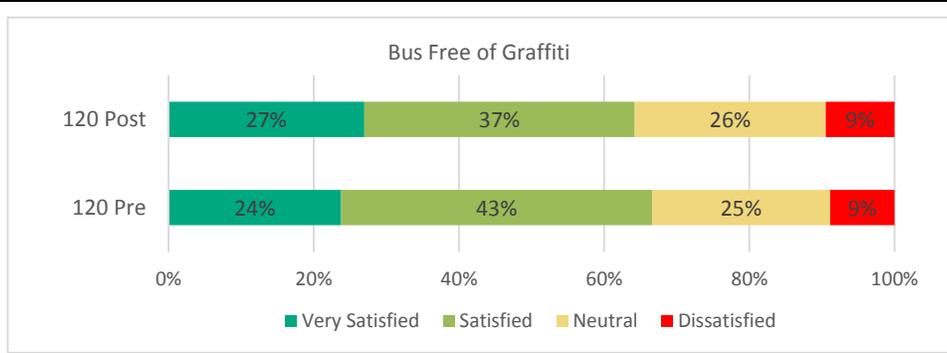
- Route 120 riders are more satisfied with having enough straps or bars to hang onto and cleanliness of the bus interiors.
- These increases are offset by lower satisfaction with bike rack capacity.

Figure 53: Satisfaction with Things about the Bus Route 120 (Post) Compared to Route 120 (Pre)

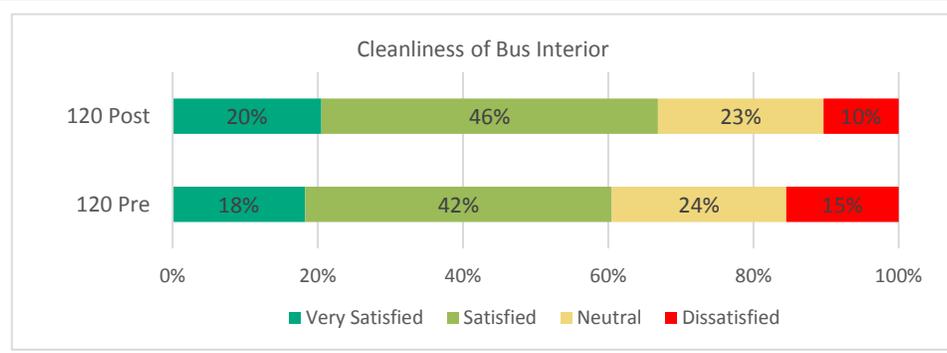




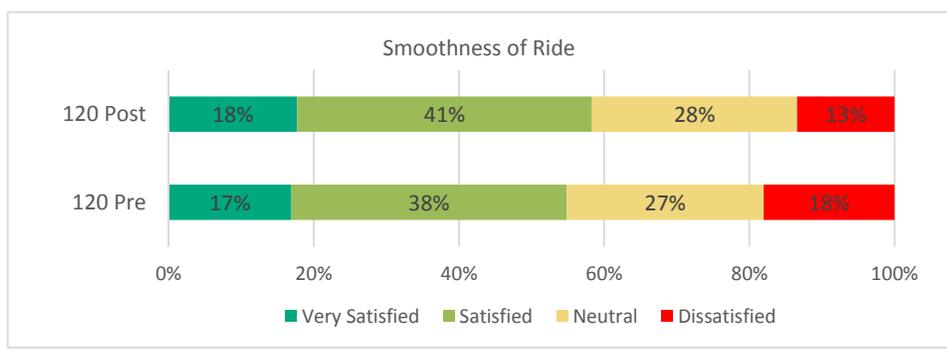
Wide Enough Doors and Aisles for Loading and Unloading		
	% Satisfied	Mean
120 Post	78%	3.97
120 Pre	74%	3.94
<i>No significant differences in % satisfied or means.</i>		



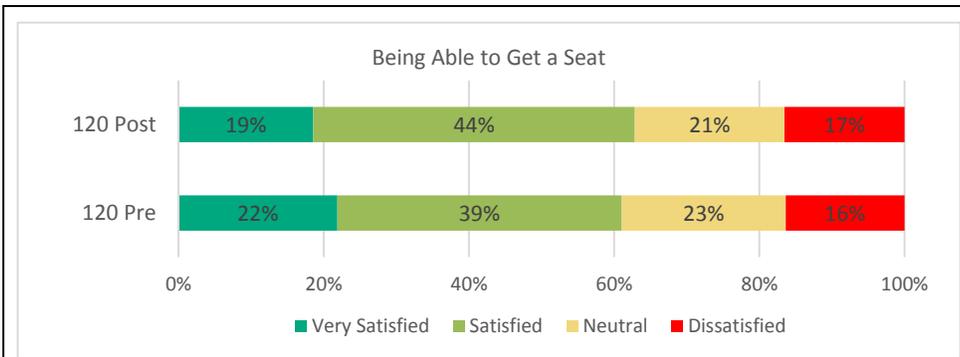
Bus Free of Graffiti		
	% Satisfied	Mean
120 Post	64%	3.79
120 Pre	67%	3.79
<i>No significant differences in % satisfied or means.</i>		



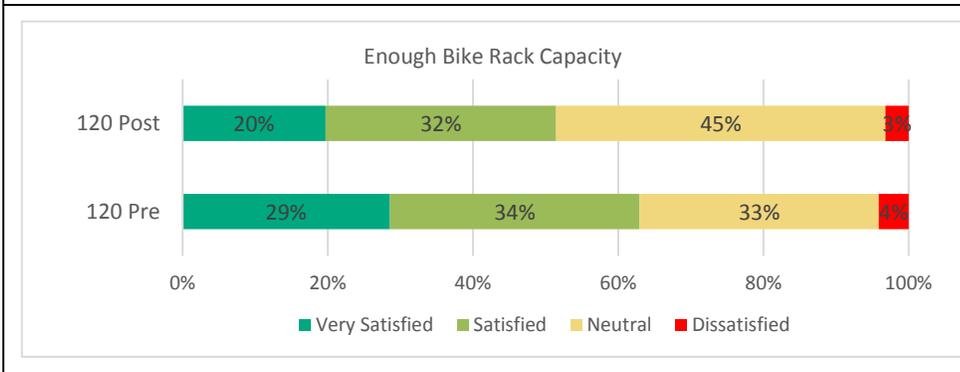
Cleanliness of Bus Interior		
	% Satisfied	Mean
120 Post	66%	3.74
120 Pre	60%	3.61
<i>Route 120 Post % satisfied and mean significantly ↑ than Route 120 Pre</i>		



Smoothness of Ride		
	% Satisfied	Mean
120 Post	59%	3.60
120 Pre	55%	3.50
<i>No significant differences in % satisfied or means. % dissatisfied with Route 120 Post significantly ↓ than for Route 120 Pre.</i>		



Being Able to Get a Seat		
	% Satisfied	Mean
120 Post	63%	3.60
120 Pre	61%	3.64
<i>No significant differences in % satisfied or means.</i>		



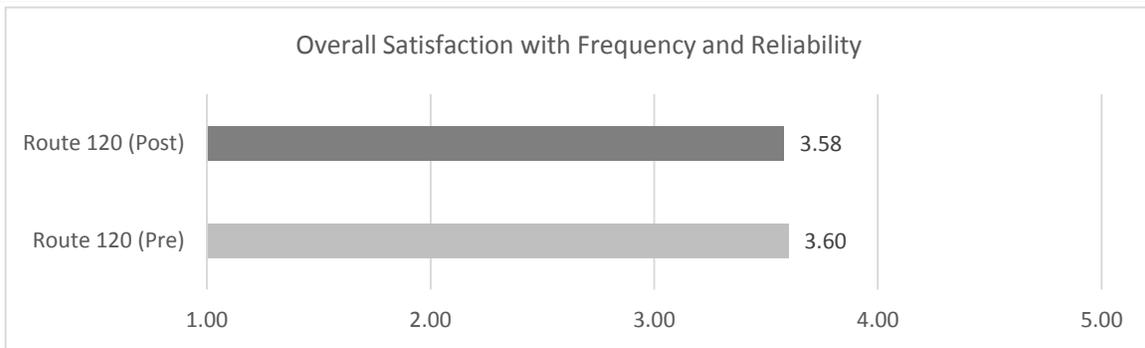
Enough Bike Rack Capacity		
	% Satisfied	Mean
120 Post	52%	3.67
120 Pre	63%	3.86
<i>Route 120 Post % satisfied and means significantly ↓ than Route 120 Pre</i>		

Q4 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 120 Pre n=563; Route 120 Post n=500

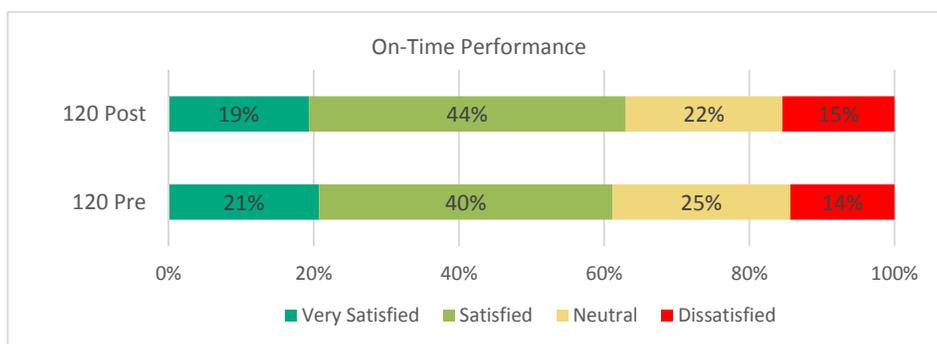
Satisfaction with Frequency and Reliability

Overall satisfaction with frequency and reliability of service on Route 120 after the service changes is the same as it was pre-change—overall and for the individual elements of service.

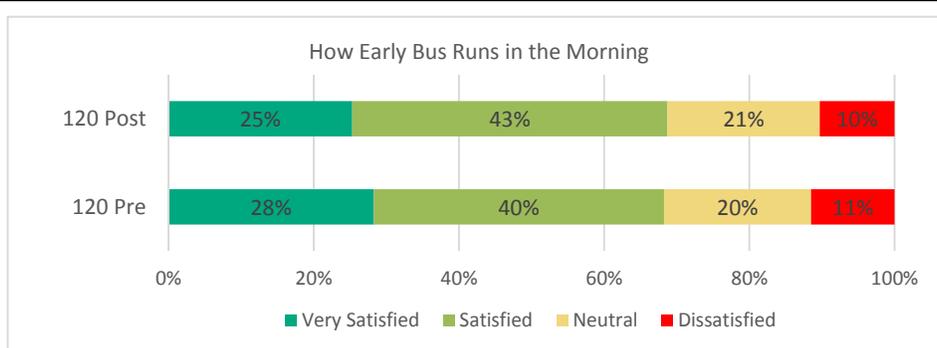
Figure 54: Satisfaction with Frequency and Reliability Route 120 (Post) Compared to Route 120 (Pre)



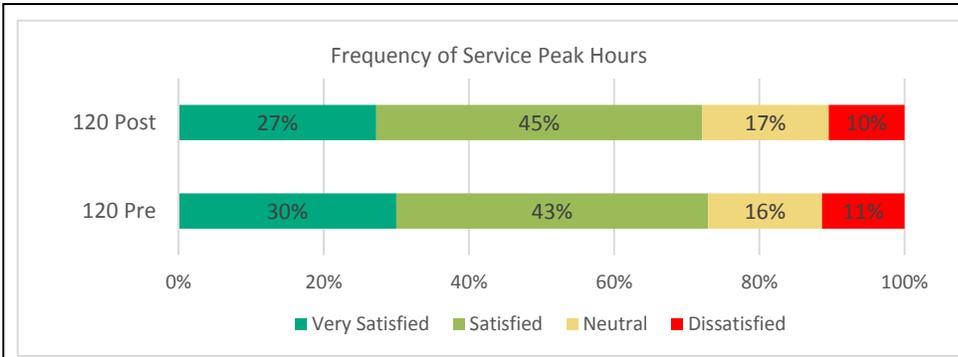
Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



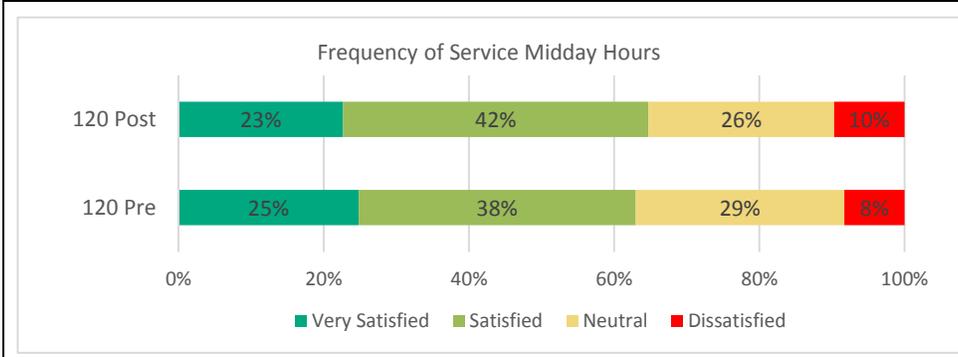
On-Time Performance		
	% Satisfied	Mean
120 Post	63%	3.62
120 Pre	61%	3.65
No significant differences in % satisfied or means.		



How Early Bus Runs in the Morning		
	% Satisfied	Mean
120 Post	69%	3.79
120 Pre	68%	3.82
No significant differences in % satisfied or means.		



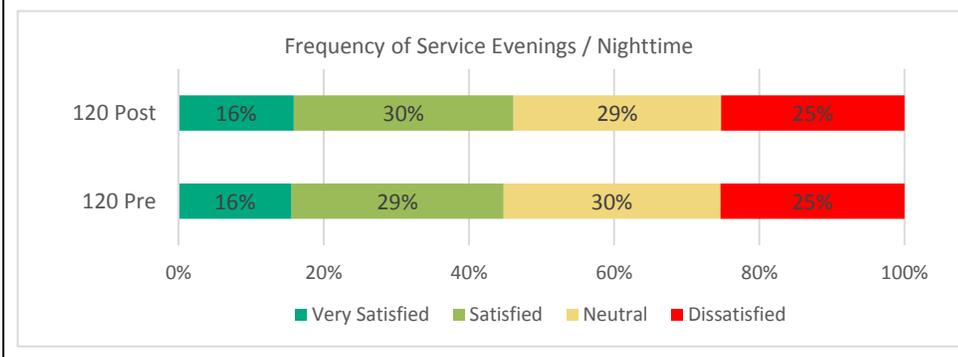
Frequency of Service Peak Hours		
	% Satisfied	Mean
120 Post	72%	3.85
120 Pre	73%	3.90
<i>No significant differences in % satisfied or means.</i>		



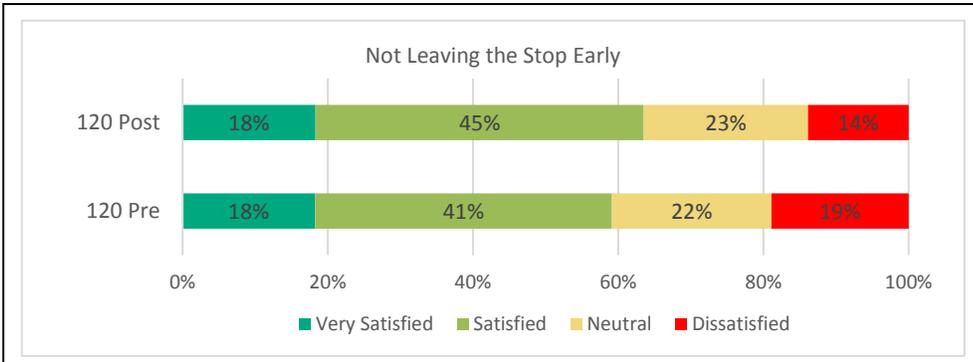
Frequency of Service Midday Hours		
	% Satisfied	Mean
120 Post	65%	3.75
120 Pre	63%	3.78
<i>No significant differences in % satisfied or means.</i>		



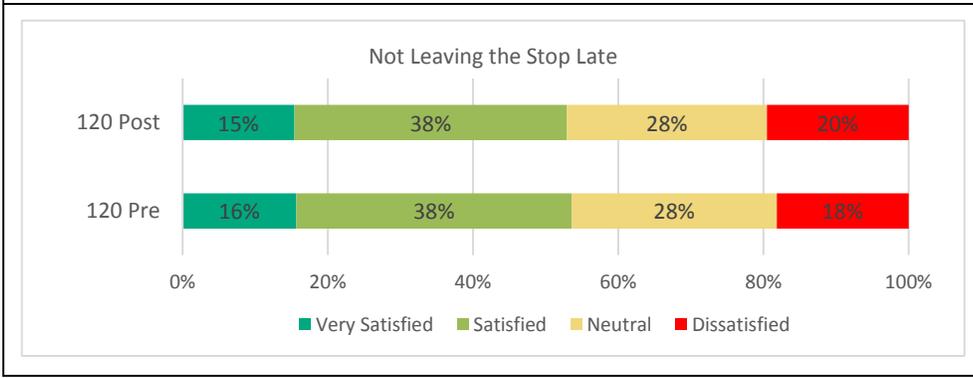
Frequency of Service Weekends		
	% Satisfied	Mean
120 Post	46%	3.28
120 Pre	46%	3.31
<i>No significant differences in % satisfied or means.</i>		



Frequency of Service Evenings / Nighttime		
	% Satisfied	Mean
120 Post	46%	3.29
120 Pre	45%	3.28
<i>No significant differences in % satisfied or means.</i>		



Not Leaving the Stop Early		
	% Satisfied	Mean
120 Post	64%	3.65
120 Pre	59%	3.54
<i>No significant differences in % satisfied or means.</i>		



Not Leaving the Stop Late		
	% Satisfied	Mean
120 Post	53%	3.44
120 Pre	54%	3.46
<i>No significant differences in % satisfied or means.</i>		

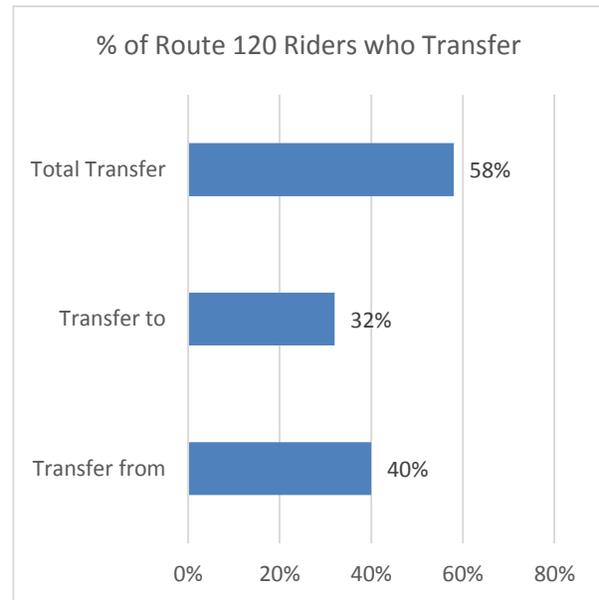
Q5 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 120 Pre n=563; Route 120 Post n=500

Satisfaction with Ease of Transferring

Nearly three out of five Route 120 riders transfer either to a Route 120 bus or when they get off the Route 120 bus in order to reach their final destination.

- Nearly one out of six (14%) transfer at both ends of their trip.

Figure 55: Percent of Route 120 Post Riders who Transfer

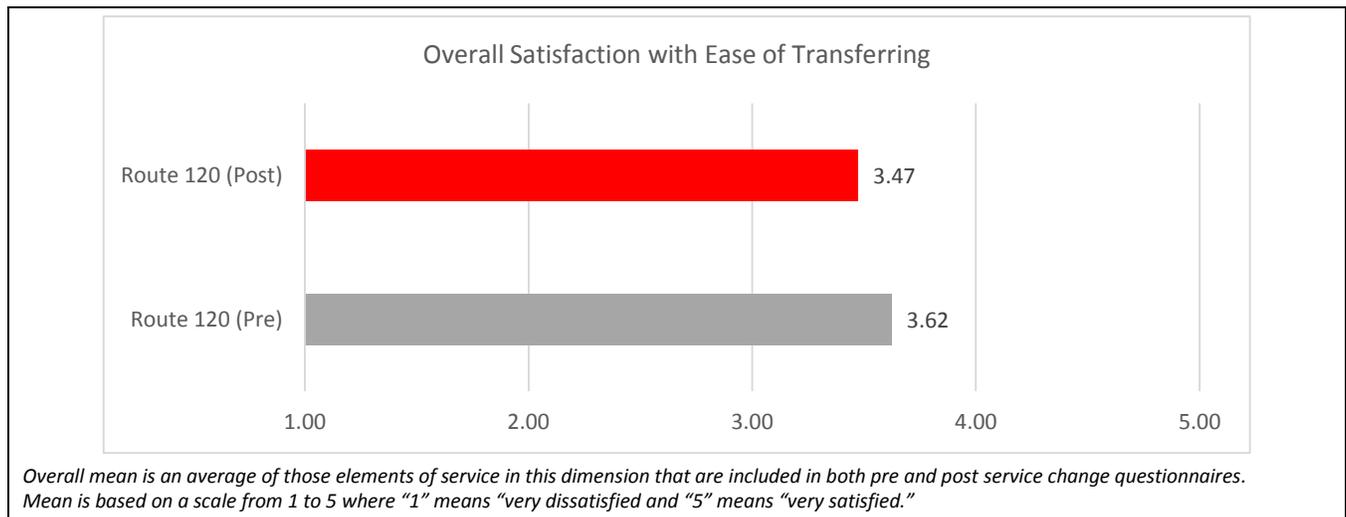


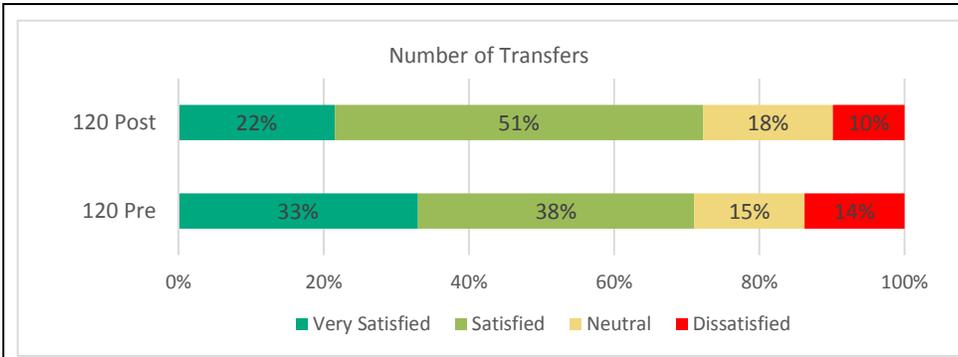
Q11A: Did you transfer TO this route from another bus on this trip today?
Q11B: Will you transfer FROM this route to another bus to reach your destination on this trip today?
Base: All Respondents (n=500)

Of the six primary service dimensions, Route 120 riders are **least** satisfied with ease of making transfers. Moreover, satisfaction with this overall dimension of service decreased significantly, due significant decreases in customer satisfaction with:

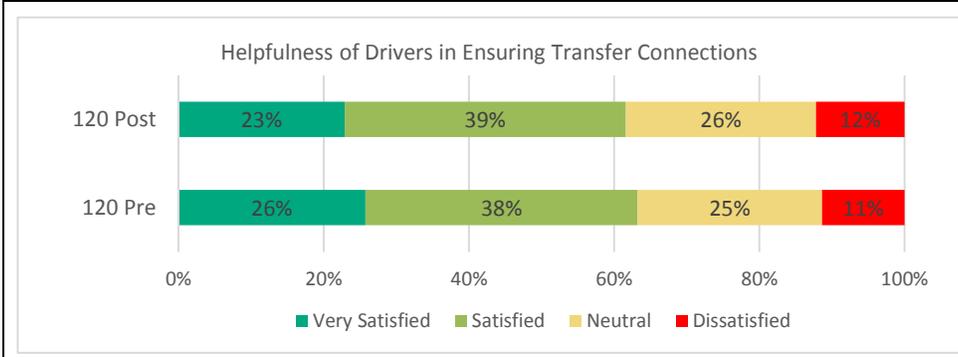
- The way in which buses are schedule to make transfers
- Frequency of service in the evenings and at night

Figure 56: Satisfaction with Ease of Transferring Route 120 (Post) Compared to Route 120 (Pre)

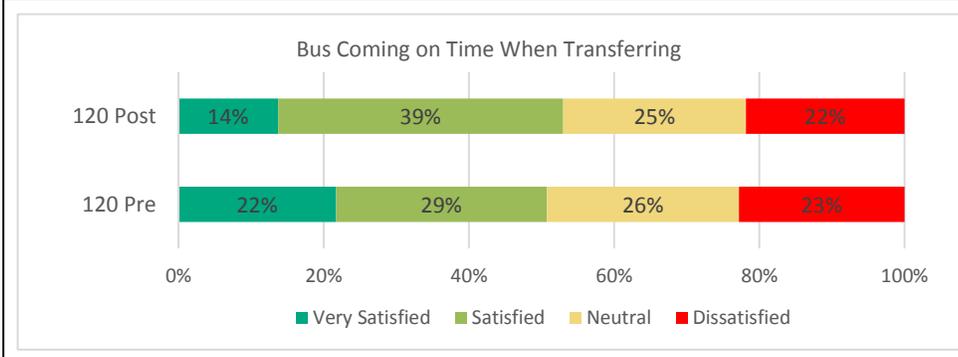




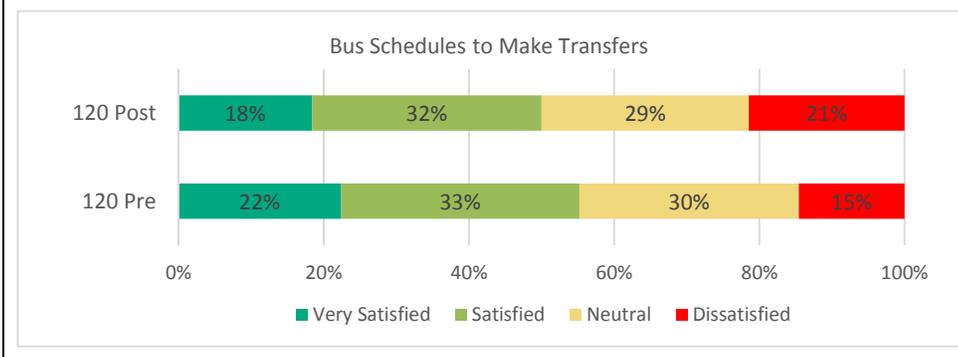
Number of Transfers		
	% Satisfied	Mean
120 Post	73%	3.81
120 Pre	71%	3.87
No significant differences in % satisfied or means.		



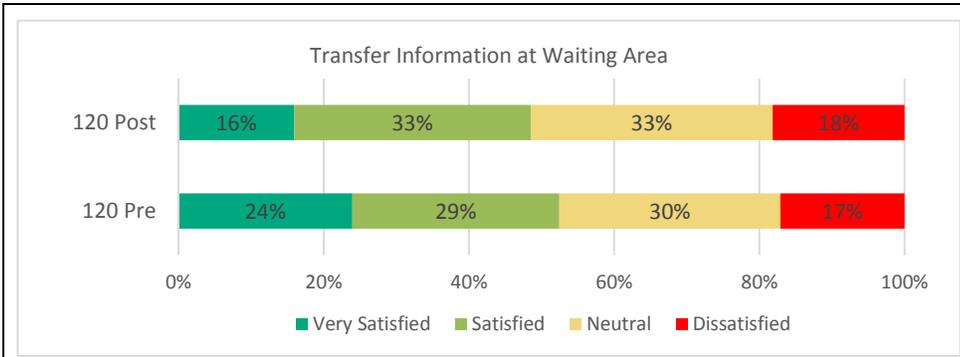
Helpfulness of Drivers in Ensuring Transfer Connections		
	% Satisfied	Mean
120 Post	62%	3.68
120 Pre	63%	3.75
No significant differences in % satisfied or means		



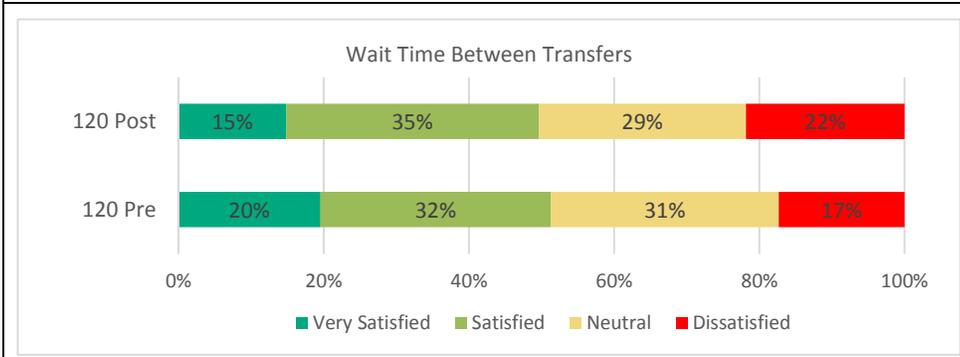
Bus Coming on Time When Transferring		
	% Satisfied	Mean
120 Post	53%	3.41
120 Pre	51%	3.44
No significant differences in % satisfied or means		



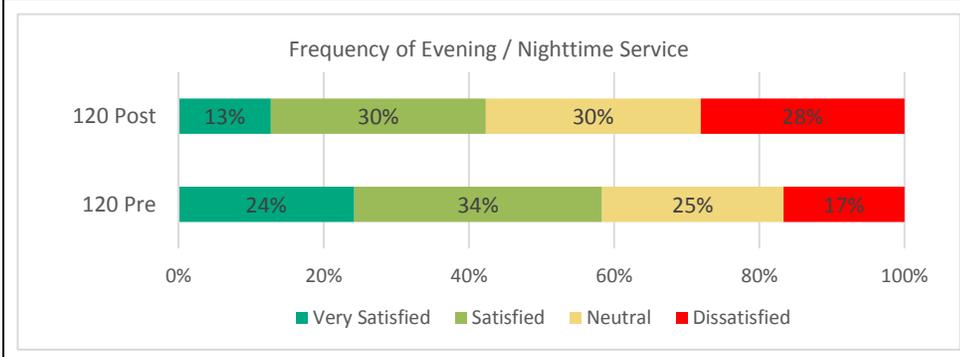
Bus Schedules to Make Transfers		
	% Satisfied	Mean
120 Post	50%	3.41
120 Pre	55%	3.60
No differences in % satisfied; Route 120 Post mean significantly ↓ than Route 120 Pre		



Transfer Information at Waiting Area		
	% Satisfied	Mean
120 Post	49%	3.41
120 Pre	53%	3.57
<i>No significant differences in % satisfied or means</i>		



Wait Time Between Transfers		
	% Satisfied	Mean
120 Post	50%	3.38
120 Pre	52%	3.49
<i>No significant differences in % satisfied or means</i>		



Frequency of Evening / Nighttime Service		
	% Satisfied	Mean
120 Post	43%	3.18
120 Pre	58%	3.62
<i>Route 120 Post % satisfied and means significantly ↓ than Route 120 Pre</i>		

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 - Pre n=326; Route 120 Post n=316

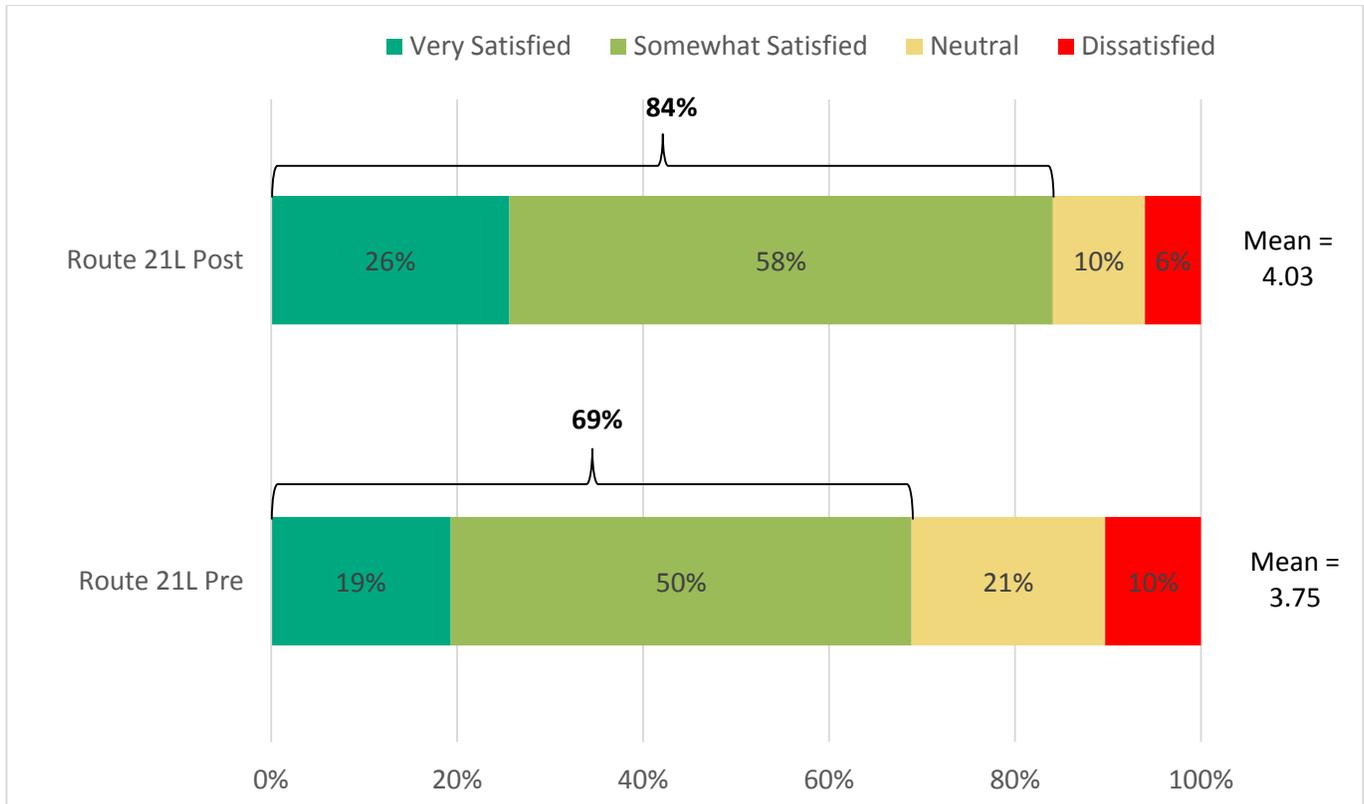
Route 21L

Overall Satisfaction

Overall satisfaction with Route 21L is significantly higher than it was before changes to service were made.

- Both the percentage “very satisfied” and “satisfied” increased while the percentage with neutral opinion decreased.

Figure 57: Overall Satisfaction with Service Route 21L (Post) Compared to Route 21L (Pre)



Q7 - Overall how satisfied are you with This Route? 5 = very satisfied and 1 = very dissatisfied

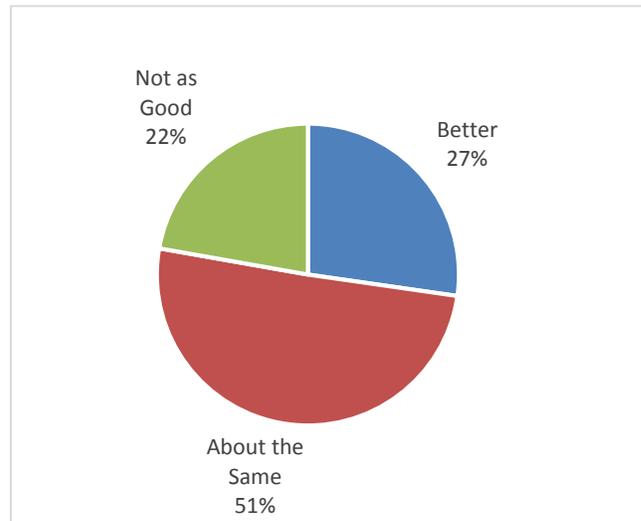
Rows may not sum to 100% due to rounding

Base: 21L Pre n=503; Route 21L Post n=533

The majority of riders riding Route 21L after the service change feel that the new service is the same as or better than the previous route.

	Better	About the Same	Not as Good
21 (n=111)	27%	56%	17%
22 (n=25)	12%	32%	56%
<i>Percentages sum across rows.</i>			

Figure 58: Comparison of Route 21L to Previous Route



Q12B- How does Route compare overall to the route you took before?
Base: All Respondents (n=533)

Satisfaction with Travel Time

Of the six primary service dimensions, travel time on Route 21L receives the second highest overall rating. Moreover, satisfaction with travel time increased significantly—overall and for both individual elements of service

Figure 59: Satisfaction with Travel Time Route 21L (Post) Compared to Route 21L (Pre)



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

Rows may not sum to 100% due to rounding

Base: 21L Pre n=503; Route 21L Post n=533

Satisfaction with Personal Safety

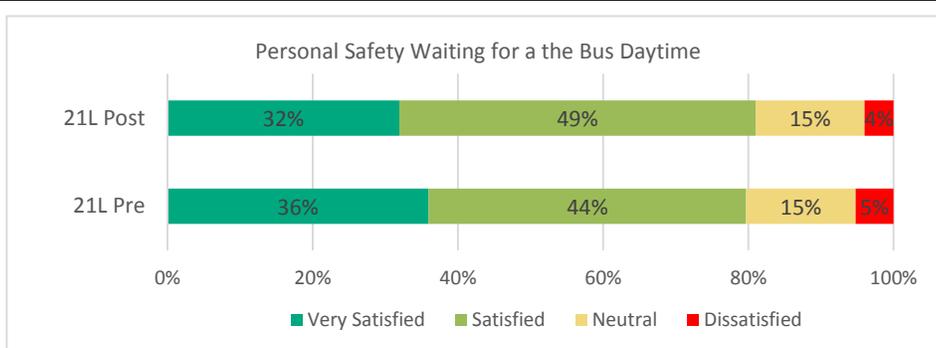
While receiving a generally high (third highest of the six dimensions, overall satisfaction with personal safety is significantly lower after the service change.

- This is due primarily to decreases in satisfaction with safety on the bus—personal safety and as it relates to the behavior of others—as well as with personal when waiting when it is dark.

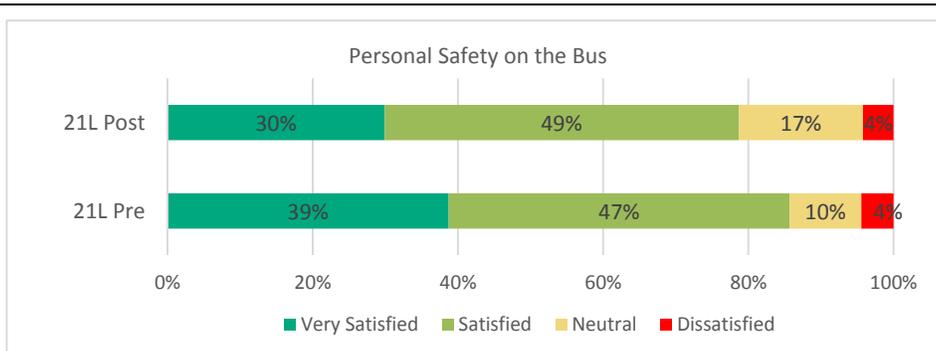
Figure 60: Satisfaction with Personal Safety Route 21L (Post) Compared to Route 21L (Pre)



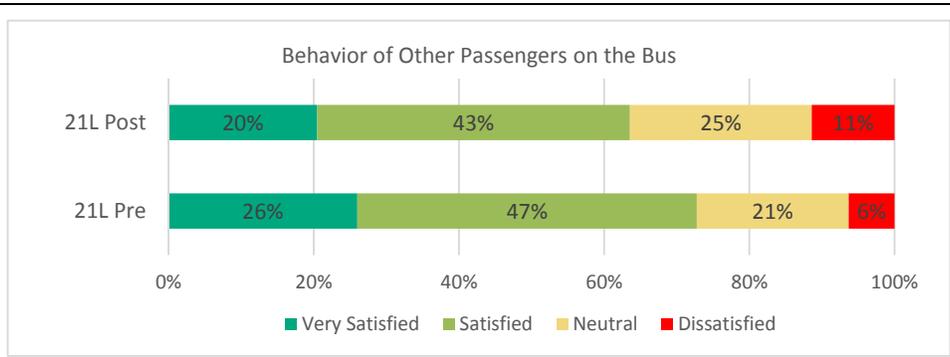
Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where “1” means “very dissatisfied and “5” means “very satisfied.”



Personal Safety Waiting for a the Bus Daytime		
	% Satisfied	Mean
21L Post	81%	4.08
21L Pre	80%	4.09
No significant differences in % satisfied or means.		

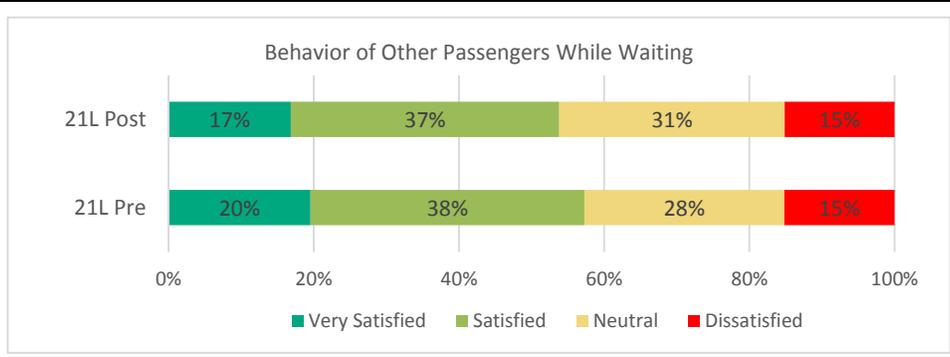


Personal Safety on the Bus		
	% Satisfied	Mean
21L Post	79%	4.04
21L Pre	86%	4.20
Route 21L Post % satisfied and means significantly ↓ than Route 21L Pre		



Behavior of Other Passengers on the Bus		
	% Satisfied	Mean
21L Post	63%	3.71
21L Pre	73%	3.91

Route 21L Post % satisfied and means significantly ↓ than Route 21L Pre



Behavior of Other Passengers While Waiting		
	% Satisfied	Mean
21L Post	54%	3.53
21L Pre	58%	3.58

No significant differences in % satisfied or means.



Personal Safety While Waiting When Dark		
	% Satisfied	Mean
21L Post	46%	3.38
21L Pre	52%	3.44

Route 21L Post % satisfied significantly ↓ than Route 21L Pre; no differences in means.

Q2 – How satisfied are you with . . .? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 21L Pre n=503; Route 21L Post n=533

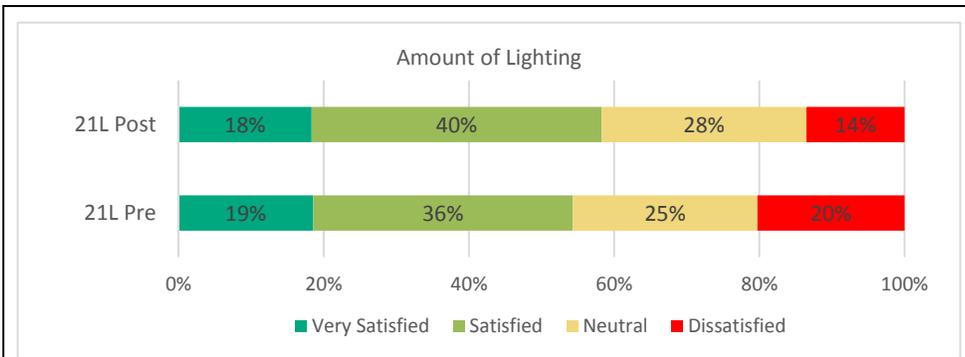
Satisfaction with Waiting Area / Bus Stop Where Boarded

Overall satisfaction with the waiting areas / bus stops for Route 1L is the same pre and post service change.

- Lower satisfaction with the convenience of bus stops from where riders live or start their trips is offset by higher satisfaction with the availability of information about routes and connections.

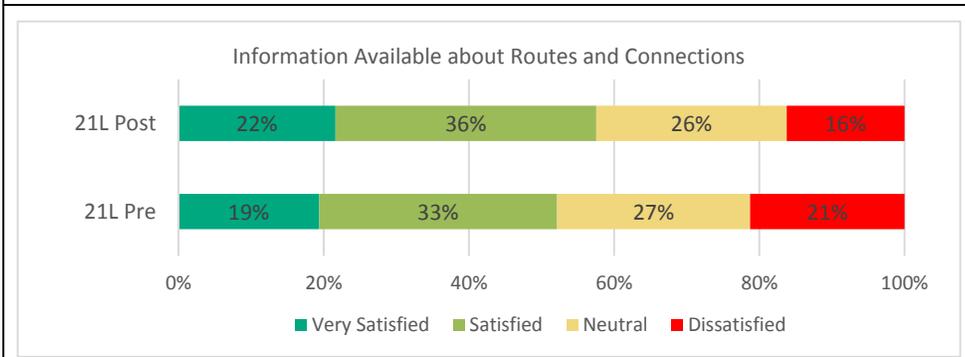
Figure 61: Satisfaction with Waiting Area / Bus Stop Where Boarded Route 21L (Post) Compared to Route 21L (Pre)





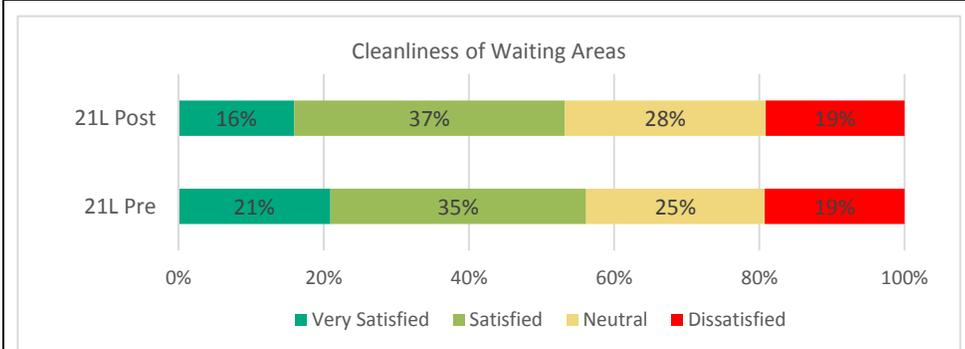
Amount of Lighting		
	% Satisfied	Mean
21L Post	58%	3.61
21L Pre	55%	3.48

No significant differences in % satisfied or means; % dissatisfied with Route 21L Post significantly ↓ than for Route 21L Pre.



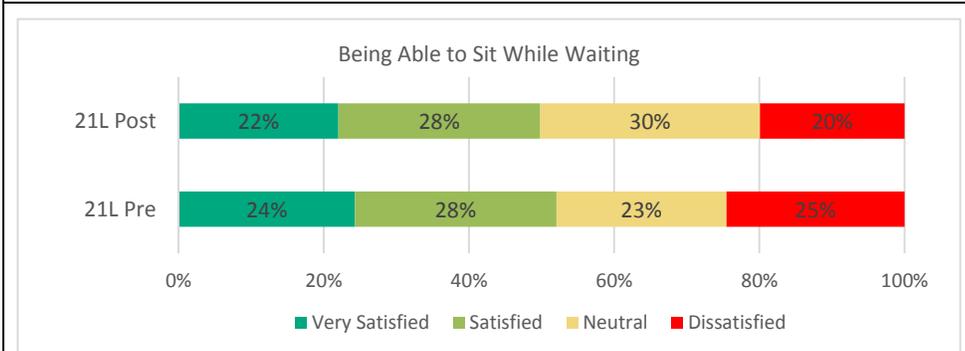
Information Available About Routes and Connections		
	% Satisfied	Mean
21L Post	58%	3.59
21L Pre	52%	3.43

No differences in % satisfied; Route 21L Post mean significantly ↑ than Route 21L Pre



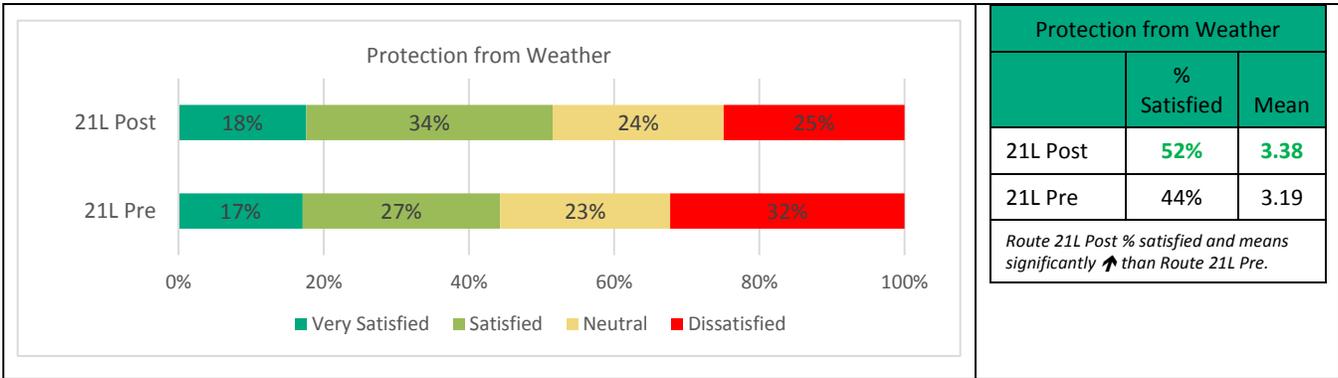
Cleanliness of Waiting Area		
	% Satisfied	Mean
21L Post	53%	3.48
21L Pre	56%	3.53

No significant differences in % satisfied or means.



Being Able to Sit While Waiting		
	% Satisfied	Mean
21L Post	50%	3.47
21L Pre	52%	3.44

No significant differences in % satisfied or means.



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

Rows may not sum to 100% due to rounding

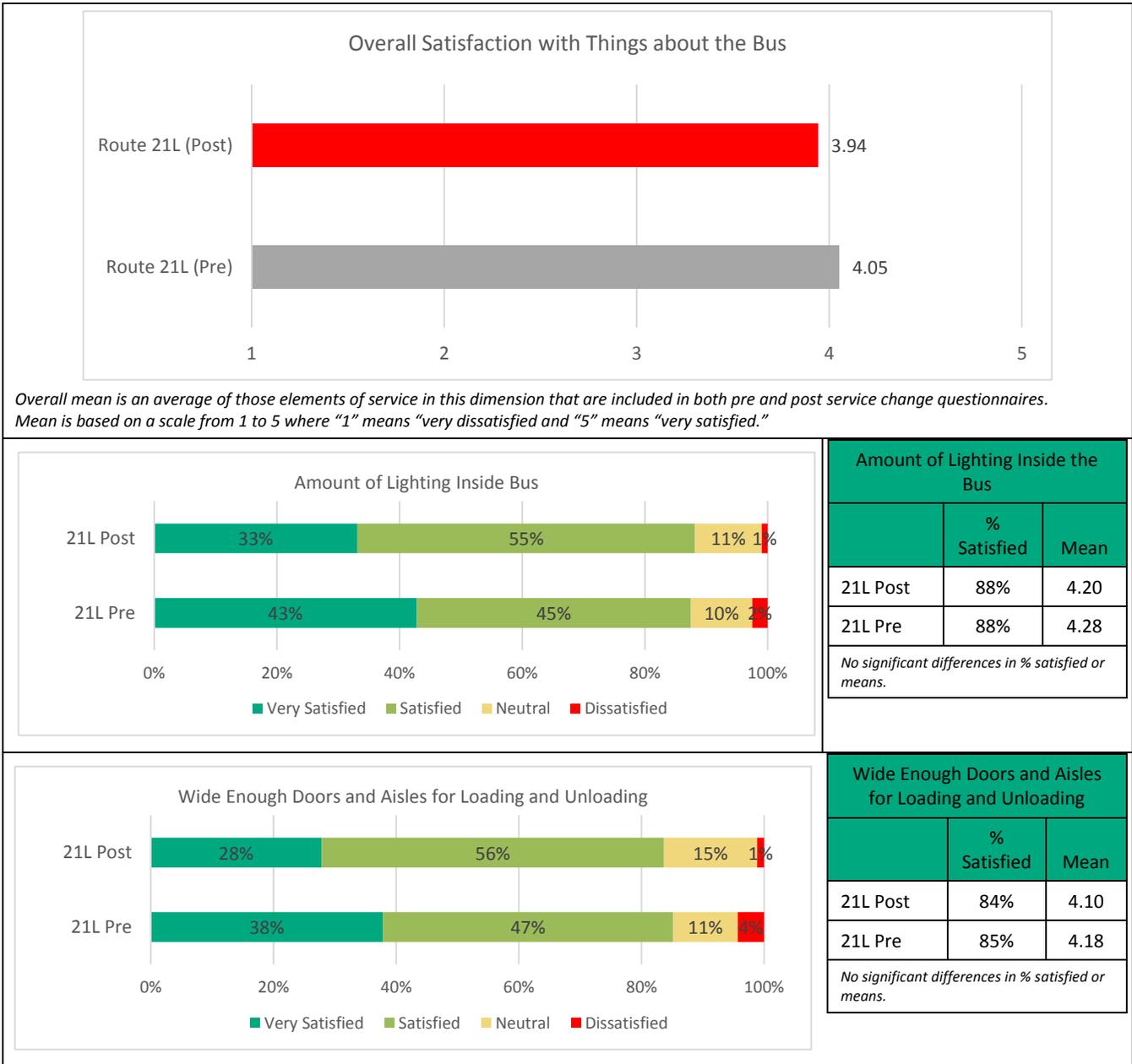
Base: 21L Pre n=503; Route 21L Post n=533

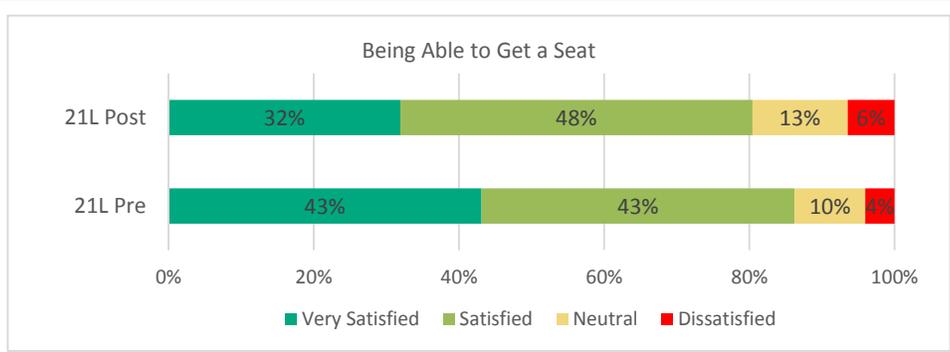
Satisfaction with Things about the Bus

Route 21L riders are most satisfied with things about the bus when riding. However, overall satisfaction with things about the Route 21L buses is significantly lower after the changes to service.

- The lower overall rating is due primarily to the availability of seats on the bus and the adequacy of straps or bars to hold onto when standing.
- Satisfaction with bike rack capacity also decreased.

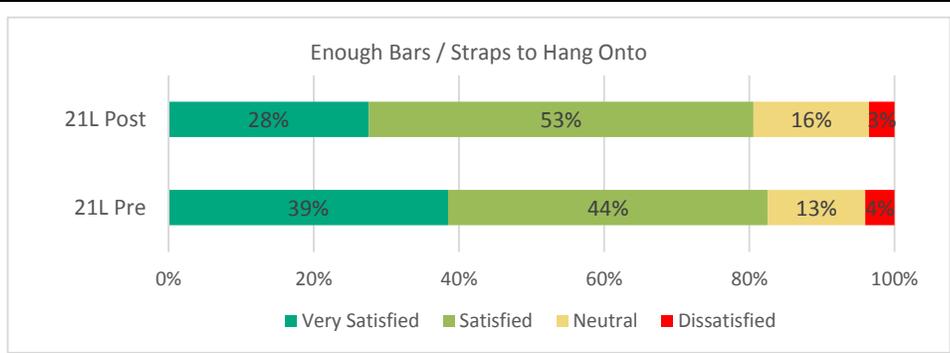
Figure 62: Satisfaction with Things about the Bus Route 21L (Post) Compared to Route 21L (Pre)





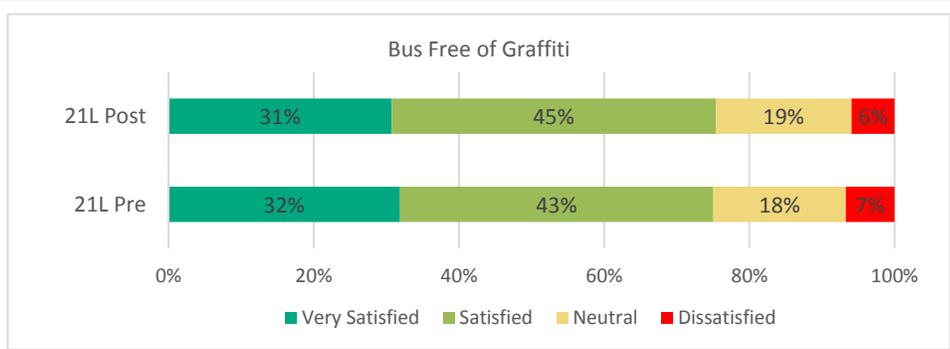
Being Able to Get a Seat		
	% Satisfied	Mean
21L Post	80%	4.05
21L Pre	86%	4.24

Route 21L Post % satisfied and means significantly ↓ than Route 21L Pre



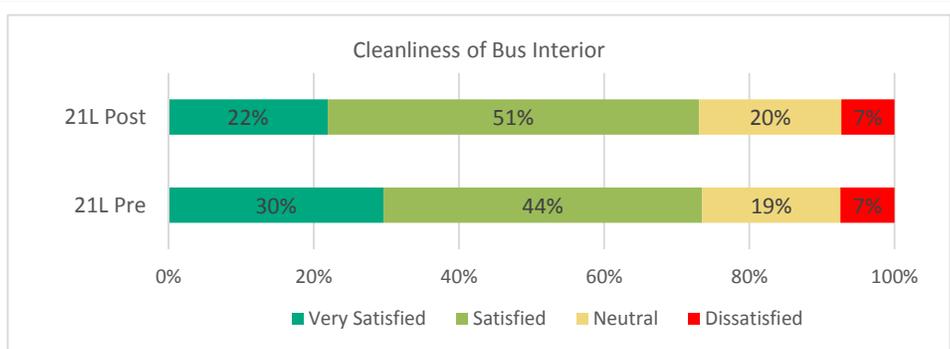
Enough Bars / Straps to Hang Onto		
	% Satisfied	Mean
21L Post	81%	4.04
21L Pre	83%	4.16

No differences in % satisfied; Route 21L Post mean significantly ↓ than Route 21L Pre



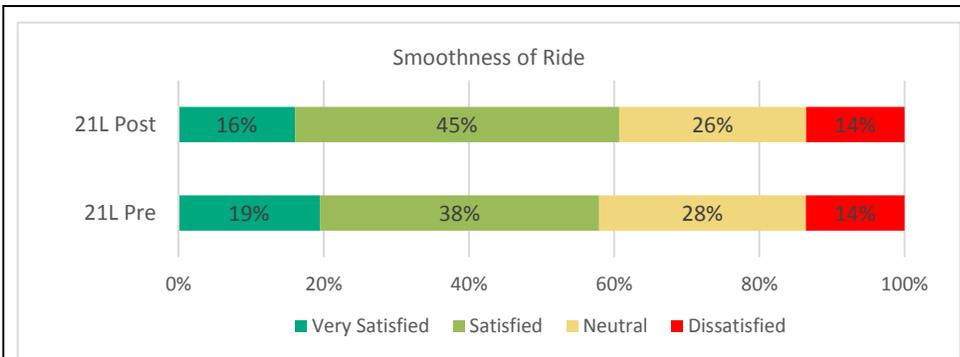
Bus Free of Graffiti		
	% Satisfied	Mean
21L Post	76%	3.99
21L Pre	75%	4.00

No significant differences in % satisfied or means.

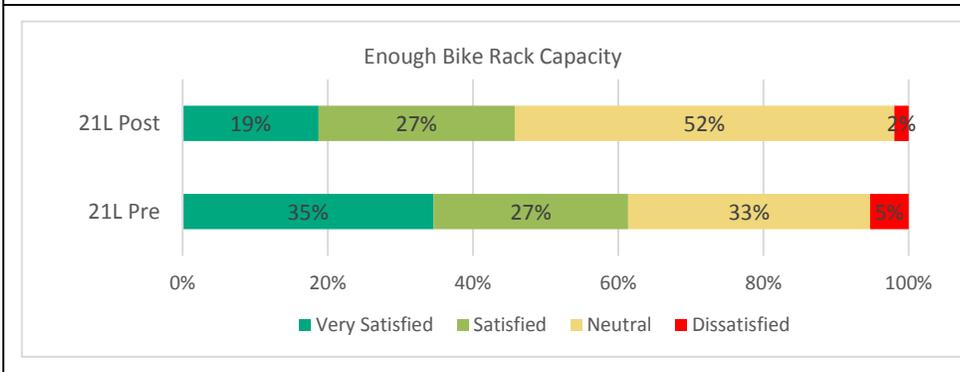


Cleanliness of Bus Interior		
	% Satisfied	Mean
21L Post	73%	3.86
21L Pre	74%	3.94

No significant differences in % satisfied or means.



Smoothness of Ride		
	% Satisfied	Mean
21L Post	61%	3.61
21L Pre	57%	3.62
<i>No significant differences in % satisfied or means.</i>		



Enough Bike Rack Capacity		
	% Satisfied	Mean
21L Post	46%	3.62
21L Pre	62%	3.90
<i>Route 21L Post % satisfied and means significantly ↓ than Route 21L Pre</i>		

Q4 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 21L Pre n=503; Route 21L Post n=533

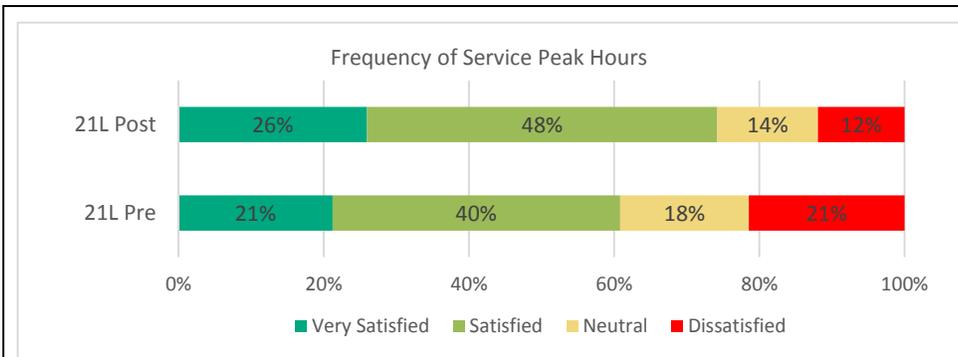
Satisfaction with Frequency and Reliability

Overall satisfaction with frequency and reliability of service on Route 21L is significantly higher after the service change. Satisfaction is higher for every element of service, leading to this dramatic improvement in the overall rating.

- Satisfaction increased the most for on-time performance and frequency of service in the evenings / at night.

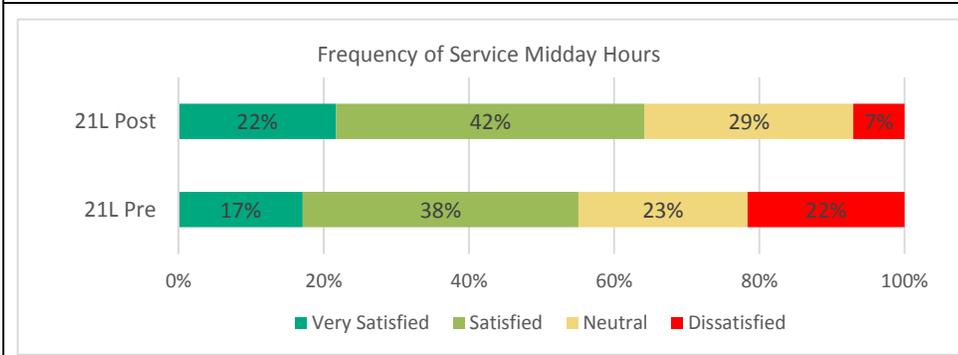
Figure 63: Satisfaction with Frequency and Reliability Route 21L (Post) Compared to Route 21L (Pre)





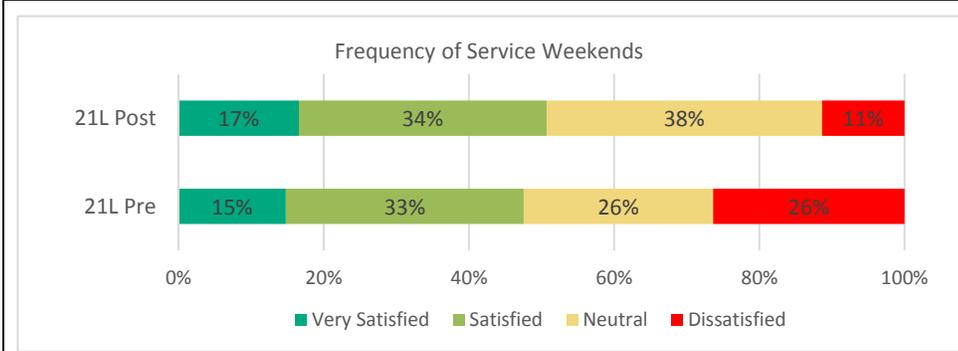
Frequency of Service Peak Hours		
	% Satisfied	Mean
21L Post	74%	3.86
21L Pre	61%	3.54

Route 21L Post % satisfied and mean significantly ↑ than Route 21L Pre



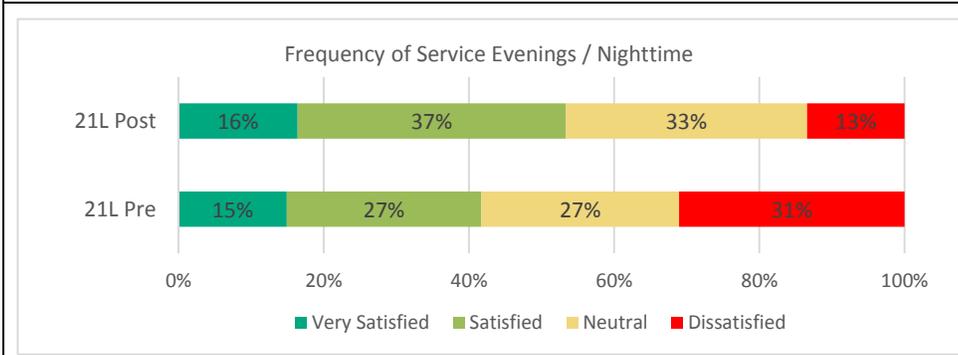
Frequency of Service Midday Hours		
	% Satisfied	Mean
21L Post	64%	3.77
21L Pre	55%	3.44

Route 21L Post % satisfied and mean significantly ↑ than Route 21L Pre



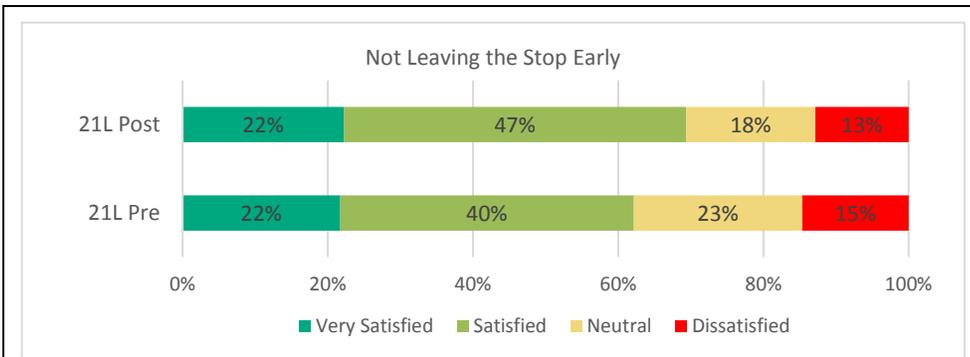
Frequency of Service Weekends		
	% Satisfied	Mean
21L Post	51%	3.53
21L Pre	48%	3.27

No differences % satisfied; Route 21L Post mean significantly ↑ than Route 21L Pre



Frequency of Service Evenings / Nighttime		
	% Satisfied	Mean
21L Post	53%	3.53
21L Pre	42%	3.15

Route 21L Post % satisfied and mean significantly ↑ than Route 21L Pre



Not Leaving the Stop Early		
	% Satisfied	Mean
21L Post	69%	3.76
21L Pre	62%	3.63

Route 21L Post % satisfied significantly ↑ than Route 21L Pre; no difference in means.



Not Leaving the Stop Late		
	% Satisfied	Mean
21L Post	61%	3.62
21L Pre	48%	3.32

Route 21L Post % satisfied and mean significantly ↑ than Route 21L Pre

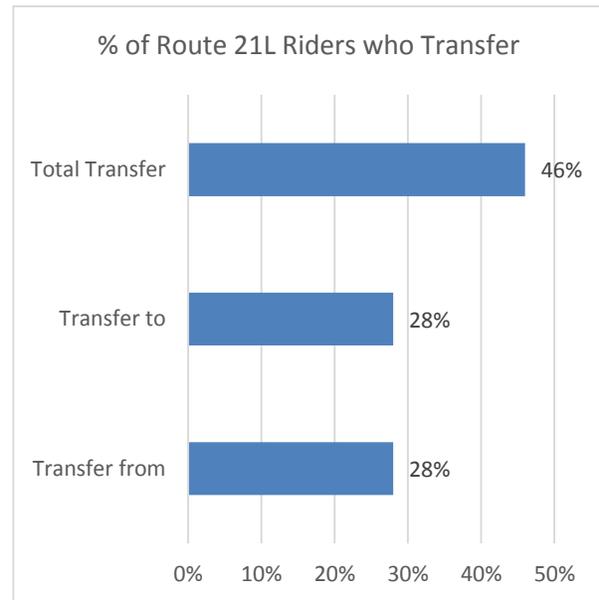
Q5 – How satisfied are you with . . . ? 5 = very satisfied and 1 = very dissatisfied
 Rows may not sum to 100% due to rounding
 Base: 21L Pre n=503; Route 21L Post n=533

Satisfaction with Ease of Transferring

Slightly less than half of Route 21L riders transfer.

- 10% transfer at both ends of their trip.

Figure 64: Percent of Route 21L Post Riders who Transfer

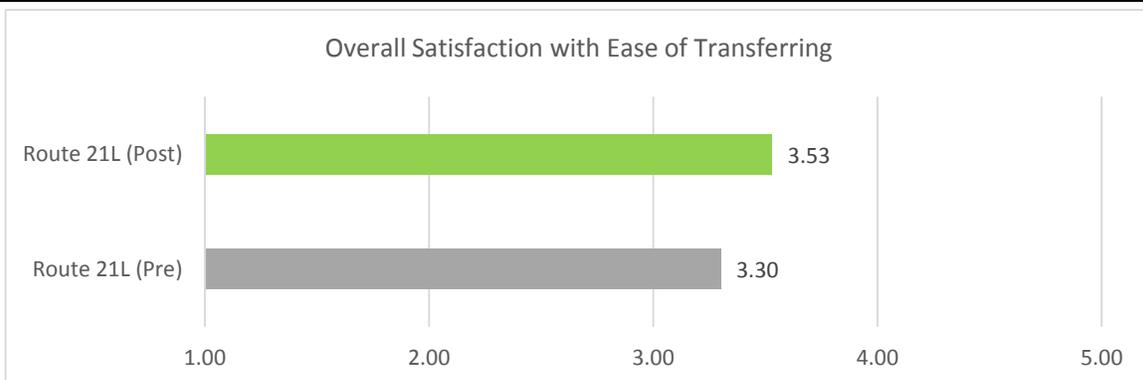


Q11A: Did you transfer TO this route from another bus on this trip today?
Q11B: Will you transfer FROM this route to another bus to reach your destination on this trip today?
Base: All Respondents (n=533)

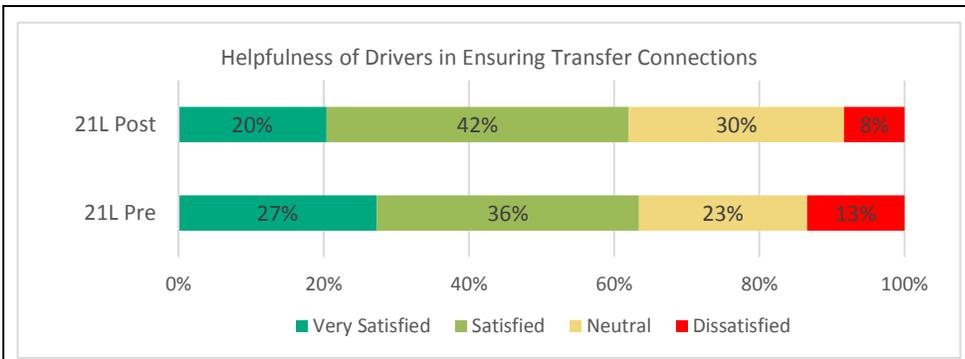
While Route 21L riders are **least** satisfied with ease of making transfers, overall satisfaction with transferring increased significantly after the service change. Like frequency and reliability this increase is quite dramatic and is due to increases in satisfaction with:

- Wait time when transferring
- Frequency of evening / nighttime service
- Connections coming on-time
- How buses are schedule to make transfers

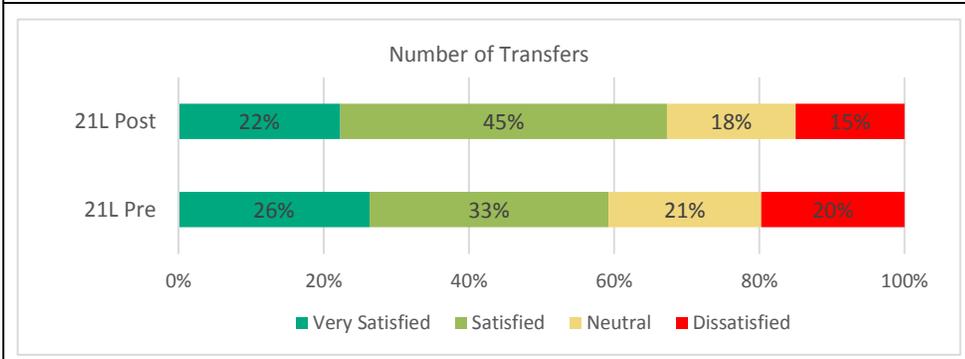
Figure 65: Satisfaction with Ease of Transferring Route 21L (Post) Compared to Route 21L (Pre)



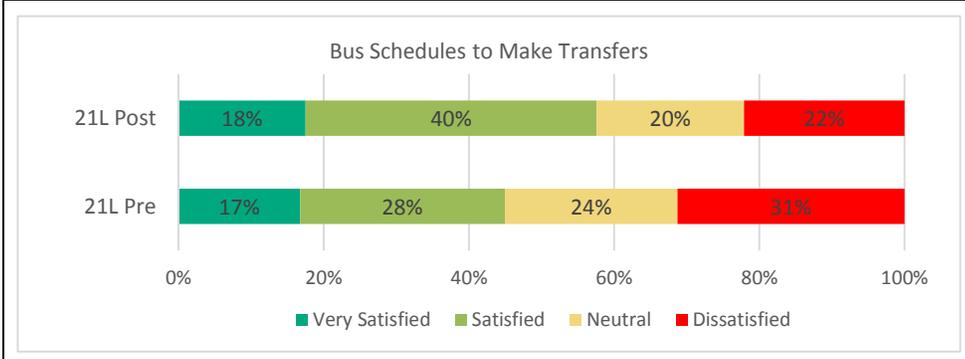
Overall mean is an average of those elements of service in this dimension that are included in both pre and post service change questionnaires. Mean is based on a scale from 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied."



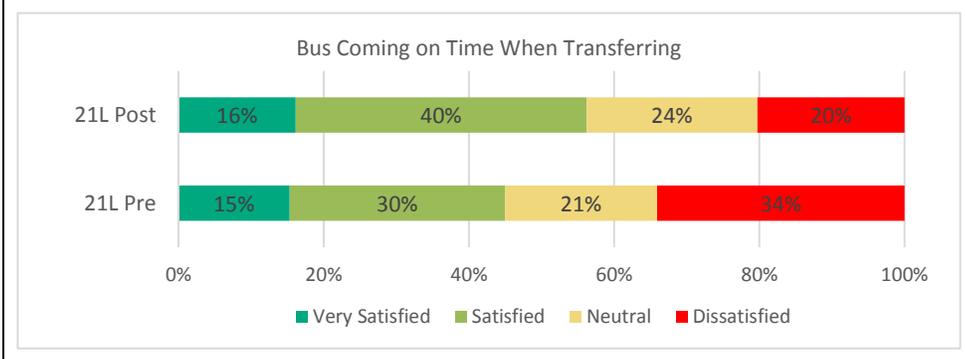
Helpfulness of Drivers in Ensuring Transfer Connections		
	% Satisfied	Mean
21L Post	62%	3.73
21L Pre	63%	3.72
No significant differences in % satisfied or means.		



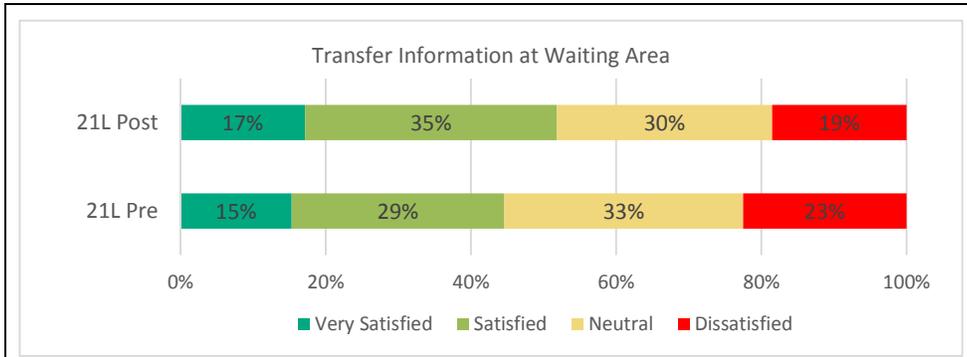
Number of Transfers		
	% Satisfied	Mean
21L Post	67%	3.71
21L Pre	59%	3.60
No significant differences in % satisfied or means.		



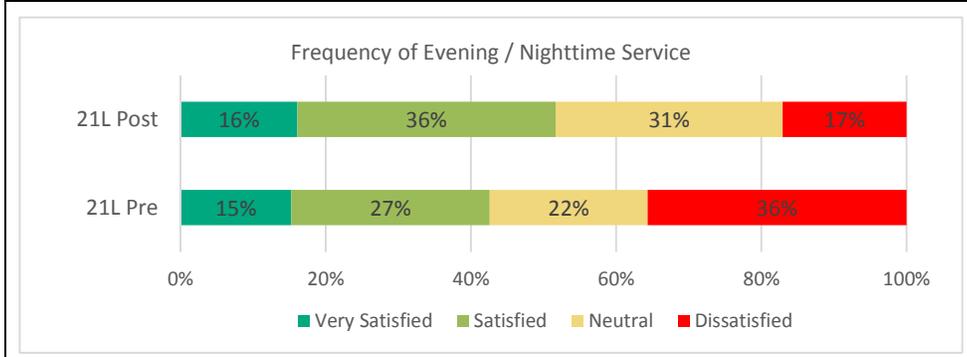
Bus Schedules to Make Transfers		
	% Satisfied	Mean
21L Post	58%	3.47
21L Pre	45%	3.22
Route 21L Post % satisfied and mean significantly ↑ than Route 21L Pre		



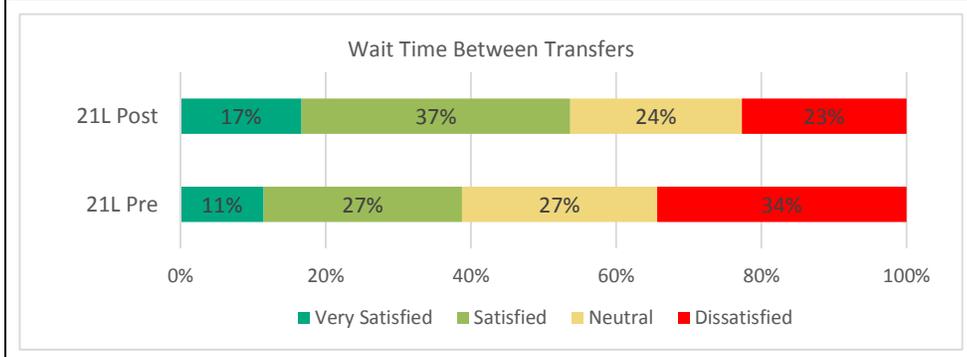
Bus Coming on Time When Transferring		
	% Satisfied	Mean
21L Post	56%	3.47
21L Pre	45%	3.14
Route 21L Post % satisfied and mean significantly ↑ than Route 21L Pre		



Transfer Information at Waiting Area		
	% Satisfied	Mean
21L Post	52%	3.46
21L Pre	44%	3.29
No significant differences in % satisfied or means.		



Frequency of Evening / Nighttime Service		
	% Satisfied	Mean
21L Post	52%	3.46
21L Pre	42%	3.09
No differences % satisfied; Route 21L Post mean significantly ↑ than Route 21L Pre		



Wait Time Between Transfers		
	% Satisfied	Mean
21L Post	54%	3.43
21L Pre	38%	3.04
Route 21L Post % satisfied and mean significantly ↑ than Route 21L Pre		

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 - Pre n=262; Route 21L Post n=246

Appendices

RapidRide Questionnaire

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



RapidRide D Line Rider Report Card

ID / QRC CODE

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

IMPORTANT INSTRUCTIONS:

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

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

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

SATISFACTION WITH RAPIDRIDE D LINE

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

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

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

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

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

Continue on other side.

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

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

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

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

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

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

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

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

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

Q12a. Did you transfer **TO** the RapidRide D Line from another bus on this trip today?

No Yes → Which route?

Q12b. Will you transfer **FROM** the RapidRide D Line to another bus to reach your destination on this trip today?

No Yes → Which route?

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

<input type="checkbox"/> 15 Local	<input type="checkbox"/> Didn't ride the bus
<input type="checkbox"/> 15 Express	<input type="checkbox"/> Something else
<input type="checkbox"/> 18 Local	
<input type="checkbox"/> 18 Express	

Q14. How does the RapidRide D Line compare overall to the route you took before?

<input type="checkbox"/> Better	<input type="checkbox"/> Not as Good ↓
<input type="checkbox"/> About the Same	Why? <input type="text"/>

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

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

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

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

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

Q18a. Have you ever been requested to show your proof of payment by a fare enforcement officer on the RapidRide D Line?

No Yes

Q18b. Is the number of inspections by the fare enforcement officers...

Appropriate Too Many Not Enough

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

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

Q20. Are you Male Female

Q21. How old are you?

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

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

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

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

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

Q27. What is your home zip code?

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

Thank you very much for your help!!!

All Other Routes

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



Rider Report Card

ID / QRC CODE

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

IMPORTANT INSTRUCTIONS:

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

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

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

SATISFACTION WITH THIS ROUTE

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

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

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

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

Continue on other side.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q16. Are you... Male Female

Q17. How old are you?

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

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

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

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

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

Q23. What is your home ZIP code?

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

Thank you very much for your help!!!