



We'll Get You There

RapidRide E Line 2015 Survey Results

Prepared for:

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EXECUTIVE

Background and Objectives

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

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

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

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

Specific areas of investigation were:

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

Key findings from the RapidRide E Line 2015 survey are provided in this Executive Summary. They are presented as a comparison with RapidRide E Line 2014 and Pre RapidRide survey results for questions in common.

Method

All riders onboard selected RapidRide E Line trips were invited to complete a questionnaire regarding their satisfaction with various service quality elements. To accommodate riders who do not speak English, the survey was also offered in Spanish, Korean and Chinese. A total of 8 surveys were obtained in these languages, including 4 in Spanish, and 4 in Chinese.

Trips to be surveyed were selected to provide a variety of peak and non-peak riders. Table A summarizes response rates to the most recent post-implementation surveys in 2015.

Considering response rate as a proportion of all questionnaires given out, RapidRide E Line in 2015 had a good response rate of 76%. Considering response rate as a proportion of all riders contacted, 38% RapidRide E Line riders completed surveys in 2015.

Table A Completed Questionnaires on RapidRide E Line 2015	
	E Line 2015
Completed Questionnaires	548
% of Questionnaires Handed Out	76%
% of All Riders on Sampled Trips*	38%
% Refused	21%
*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.	

Dates of Survey

Intercepts for the RapidRide E Line in the 2015 post-implementation survey occurred on three days: February 11th - 12th and March 9th, 2015. Trips to be surveyed were selected to provide a variety of peak and non-peak riders. Data collection took place on weekdays for all three surveys; Post 2105, 2014 and Pre RapidRide. The data collection for E Line 2014 had a stronger emphasis on peak hours. (Table B)

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

Reporting Conventions

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

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

KEY FINDINGS

The RapidRide E Line 2015 survey results show that riders' overall satisfaction with the E Line continues to be significantly higher than Pre RapidRide ratings on a wide range of measures. While satisfaction is similar in 2015 compared to RapidRide E Line 2014 ratings on most measures, there are some service elements which have seen a decline. These are summarized separately below.

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

The RapidRide E Line survey results found that E Line riders in 2015 had significantly higher satisfaction than Pre RapidRide riders on twenty-three of the thirty-one transit elements rated in both surveys. In no areas did the E Line riders have lower satisfaction than Pre RapidRide.

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

Trip time – E Line riders had significantly higher satisfaction ratings for two service elements in this category.

- *How long my bus trip takes* – E Line 2015 (73%) v. Pre RapidRide (61%)
- *Number of stops* – E Line 2015 (68%) v. Pre RapidRide (51%)

Personal safety while on the bus – E Line 2015 responses were significantly higher than Pre RapidRide responses on the following three elements:

- *Personal safety while on the bus* – E Line 2015 (64%) v. Pre RapidRide (55%)
- *Behavior of other passengers on the bus* – E Line 2015 (38%) v. Pre RapidRide (30%)
- *Personal safety while waiting for the bus at night* – E Line 2015 (45%) v. Pre RapidRide (36%)

Waiting area / bus stop where boarded – E Line riders in 2015 had significantly higher satisfaction ratings than Pre RapidRide respondents for five service elements in this category.

- *Having information available about routes and connections* – E Line 2015 (71%) v. Pre RapidRide (51%)
- *Amount of lighting* – E Line 2015 (67%) v. Pre RapidRide (46%)
- *Protection from the weather* – E Line 2015 (55%) v. Pre RapidRide (38%)
- *Being able to sit down while waiting* – E Line 2015 (54%) v. Pre RapidRide (37%)

- *Cleanliness of waiting area* – E Line 2015 (55%) v. v. Pre RapidRide (37%)

Things about buses – E Line riders in 2015 had significantly higher satisfaction ratings than Pre RapidRide respondents for three service elements in this category.

- *Cleanliness of the bus interior* – E Line 2015 (64%) v. Pre RapidRide (51%)
- *Room to stand if no seats are available* – E Line 2015 (53%) v. Pre RapidRide (46%)
- *Being able to get a seat* – E Line 2015 (55%) v. Pre RapidRide (47%)

Ease of Transferring – E Line riders in 2015 had significantly higher satisfaction ratings than Pre RapidRide respondents for five service elements in this category.

- *Helpfulness of drivers in ensuring transfer connections* – E Line 2015 (67%) v. Pre RapidRide (58%)
- *The way buses are scheduled to make transfer connection* – E Line 2015 (61%) v. Pre RapidRide (49%)
- *Waiting time between transfers* – E Line 2015 (57%) v. Pre RapidRide (48%)
- *Transfer information at the waiting area* – E Line 2015 (57%) v. Pre RapidRide (47%)
- *The bus coming on time when transferring* – E Line 2015 (57%) v. Pre RapidRide (42%)

Frequency and reliability of buses – E Line riders in 2015 had significantly higher satisfaction ratings than Pre RapidRide respondents for five service elements in this category.

- *How often the bus runs during peak hours* – E Line 2015 (75%) v. Pre RapidRide (69%)
- *The bus getting me where I'm going on time* – E Line 2015 (78%) v. Pre RapidRide (63%)
- *How often the bus runs during midday hours (9 a.m. to 3 p.m.)* – E Line 2015 (73%) v. Pre RapidRide (61%)
- *How often the bus runs in the evening / night* – E Line 2015 (60%) v. Pre RapidRide (47%)
- *How often the bus runs on weekends* – E Line 2015 (61%) v. Pre RapidRide (46%)

E Line RapidRide: 2015 v. 2014

While many of the satisfaction ratings were similar in 2015 and 2014, some decline was noted as shown below. Significant differences between RapidRide 2015 and 2014 *very satisfied/ satisfied* include the following:

- *Cleanliness of waiting area* – E Line 2015 (55%) v. E Line 2014 (62%)
- *Cleanliness of the bus interior* – E Line 2015 (64%) v. E Line 2014 (74%)
- *Room to stand if no seats are available* – E Line 2015 (53%) v. E Line 2014 (60%)
- *Enough bars /straps to hang onto while standing* – E Line 2015 (73%) v. E Line 2014 (81%)
- *How often the bus runs during peak hours* – E Line 2015 (75%) v. E Line 2014 (84%)
- *How early the bus runs in the morning*: E Line 2015 (72%) v. E Line 2014 (80%)
Rider frequencies in 2015 show a decrease in the number of morning riders compared to 2014. Even with this decrease, early morning riders are less satisfied now than in 2014.
- Looking at the mean satisfaction scores for all elements of *things about buses*, results show a decline in E Line ratings from 2014 to 2015 in this area. Four of the five mean rating for these service elements were significantly higher for the E Line in 2014 v. 2015.

How RapidRide compares to other Metro bus service – This question asks the respondent to compare RapidRide service elements to other Metro bus service. On all service elements asked, few chose *other Metro is better* in delivering that service element (range of 4% to 7% for most elements). For all elements but one, more than six in ten respondents feel that RapidRide is better than other Metro bus service. *Personal safety*, however, is one area where fewer than half feel RapidRide is better; and four in ten see no difference between RapidRide and other Metro bus service on this element. Respondents chose RapidRide is better most often for *how often the bus comes to your stop* (81%).

Number of Rides Taken in Previous 30 Days – Results show very similar ridership patterns across the three surveys, with no significant differences noted. Riders have taken an average of 31 or 32 rides in the previous 30 days.

Transfers – Approximately four in ten E Line respondents (41%) reported transferring to or from the RapidRide E Line on their trip in 2015. This is similar to E Line respondents who reported doing so in 2014 (36%).

Reason for Riding – Riders are most likely to use the E Line to *commute to work* (63%) than to use it for other purposes. While *going to/from work* is also the number one reason for riding given in 2014 and Pre RapidRide, significantly more E Line respondents cited this reason in 2014 than in 2015. Other differences of note: significantly more E Line respondents took the bus *to or from school* (14%) compared to Pre RapidRide respondents (9%) and significantly more Pre RapidRide respondents mention riding for *fun or recreation* than E Line respondents in either 2014 or 2015.

Days and times of riding – Weekday morning peak hours is the most common time to ride in either the E Line or Pre RapidRide, but significantly more respondents cite this time in 2014 (65%) and Pre RapidRide (65%) compared to E Line 2015 riders (55%). Rider

frequencies in 2015 show a decrease in the number of morning riders compared to 2014 which may account for some of this change. Data collection was similar in all three surveys taking place on weekdays, including both mornings and evenings. Pre RapidRide respondents are more likely to cite weekday nights (24%) and weekends (37%) compared to E Line respondents in either 2014 or 2015.

Other ways to make this RapidRide trip – About six in ten respondents (59% in 2015 and 60% in 2014) reported they would take another bus route to make the trip if they were not able to use RapidRide E Line. Significantly more said they would walk in 2015 (10%) than in 2014 (6%). (Not asked in the Pre RapidRide survey.)

Payment of Fare – E Line respondents were significantly more likely to report using ORCA to pay their fare (especially the E-purse) in 2014. Pre RapidRide respondents were more likely to report using cash.

- *ORCA card (net mentions)* – E Line 2015 (74%) v. E Line 2014 (80%) v. Pre RapidRide (74%)
- *Cash* – E Line 2015 (26%) v. E Line 2014 (22%) v. Pre RapidRide (32%)

Proof of payment – About eight in ten E Line riders reported being asked to provide proof of payment by a Fare Enforcement Officer (81%), significantly more than in 2014 (74%). In 2015 and 2014, about one third (32% and 31%) felt the on-board fare inspection impacted their transit experience in a *positive way* and about half (53% and 56%) felt it *made no difference*. Slightly more than one in ten (15% and 13%) felt it made their experience *worse*.

Trip information sources – Two thirds reported using the *real time information sign at stop* for trip information on RapidRide E Line in both 2015 and 2014 (67% and 68%). Significantly more reported using the *OneBusAway phone application* in 2014 (55%) than in 2015 (48%). About one quarter reported using the *Metro Transit web page* and one fifth the *printed timetables* in both years. (Not asked in the Pre RapidRide survey.)

Feelings about RapidRide E Line – In 2015, about one fifth of riders (21%) have *high expectations* and about half (54%) *generally expect* high quality service from RapidRide E line and believe RapidRide E Line will provide the quality of service they expect. However, one fifth (21%) expect mixed results from RapidRide E Line and the remaining few have *low expectations*. These proportions are similar to results from the 2014 survey.

Recommendations for RapidRide improvements – The top suggestion category had to do with expanding the schedule/increasing the frequency (22%) and addressing safety issues with regards to other passengers (10%).

CONCLUSIONS

In 2015, RapidRide E Line riders rated the majority of service elements higher than Pre RapidRide riders and they have significantly higher overall satisfaction, so clearly the RapidRide concept is working well for ridership satisfaction.

However, there are some areas where satisfaction has declined when comparing 2015 ratings to RapidRide 2014 ratings. The areas of declining satisfaction relate to schedule/frequency: *how often the bus runs during peak hours* (-9%) and *how early the bus runs in the morning* (-8), *cleanliness of the bus interior* (-10%), and things about buses in *having enough bars and straps to hang onto while standing* (-8).

The three lowest satisfaction ratings are *personal safety* service elements. (Appendix table 1) These same three personal safety elements were the lowest rated in 2014 as well: *behavior of other passengers on the bus*, *behavior of other people at the waiting area*, and *personal safety while on the bus at night*. This service element is again mentioned in recommendation for improving RapidRide E Line service, an open-ended question. The second highest mention is that RapidRide E Line needs to *take care of security or rowdy passengers and safety on bus* (10%).

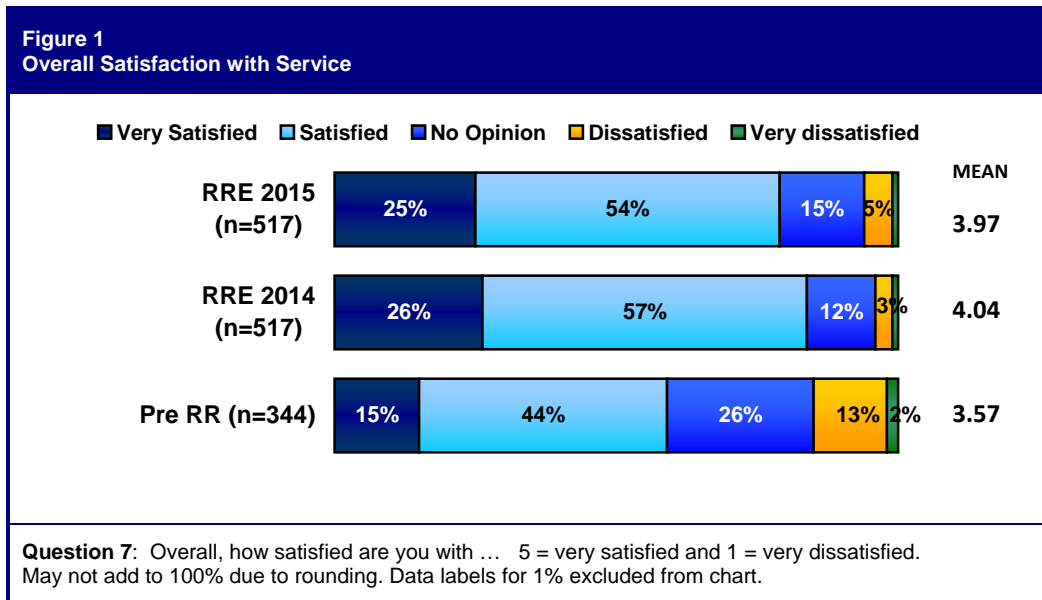
The service elements with the biggest increases in satisfaction ratings for 2015 compared to 2014 are three of the *ease of transferring to or from the RapidRide E Line* elements: *the bus coming on time when transferring* (+4%), *transfer information at the waiting area* (+3%), and *helpfulness of drivers in ensuring transfer connections* (+4%). Also showing improvement is the *waiting area/bus stop where you boarded RapidRide E Line for this trip: having information available about routes and connections* (+4%). A *personal safety on the RapidRide E Line* element, though still one of the lowest satisfaction ratings, is showing improvement over the past year is *personal safety while waiting for the bus at night* (+3%). Though these are not significant improvements in the ratings, they do show increases in satisfaction. (Appendix table 2)

When asked: *how do you feel RapidRide compares to other Metro bus service?*, the majority of respondents chose *RapidRide is better over other Metro bus service* or *no difference* for seven out of the eight services compared. This indicates that though satisfaction with RapidRide E Line has declined on some measures compared to last year, respondents view RapidRide as an improvement over other Metro bus service.

DETAILED FINDINGS

Overall Satisfaction with Service

Overall satisfaction with E Line service in 2015 was significantly higher compared to satisfaction with the route Pre RapidRide. Overall satisfaction ratings from the 2014 and 2015 surveys are similar and no significant differences are noted. For 2015, eight out of ten respondents (79%) gave a rating of *satisfied/very satisfied* for the RapidRide E Line, compared to 84% in 2014 and 59% rating Pre Rapid Ride. The mean satisfaction score was also significantly higher for the E Line (3.97) versus Pre Rapid Ride (3.57).



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

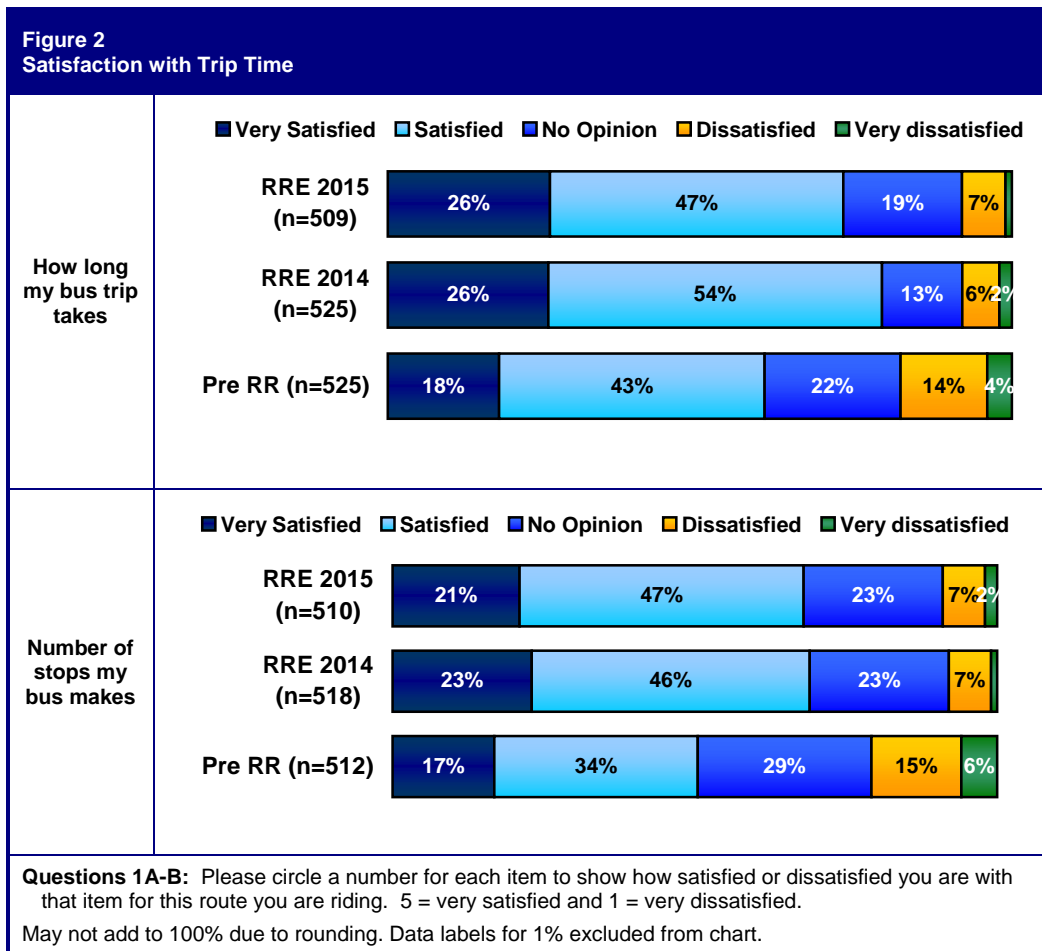
In addition to asking for a rating of satisfaction with overall service, respondents were asked to give satisfaction ratings for over 30 service elements grouped into six service dimensions. These ratings are presented in charts, and mean ratings are summarized in tables. The following information summarizes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

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

Trip Time

Satisfaction with *how long my bus trip takes* was significantly higher among E Line respondents in both 2015 and 2014 compared to Pre RapidRide ratings. Seventy-three percent were *satisfied/very satisfied* for the E Line in 2015 compared to sixty-one percent for Pre RapidRide. However, ratings were even higher in 2014, with seventy-nine percent *satisfied/very satisfied*.

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



The mean satisfaction ratings for the length of the bus trip and the number of stops were significantly higher for the RapidRide E Line (2015 and 2014) compared to Pre RapidRide.

Table 2
Mean Satisfaction Scores: Trip Time

	E Line 2015	E Line 2014	Pre RR
How long my bus trip takes	3.90	3.96	3.58
Number of stops my bus makes	3.77	3.83	3.41

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

Mean ratings that are shown in boldface type are significantly higher.

Personal Safety

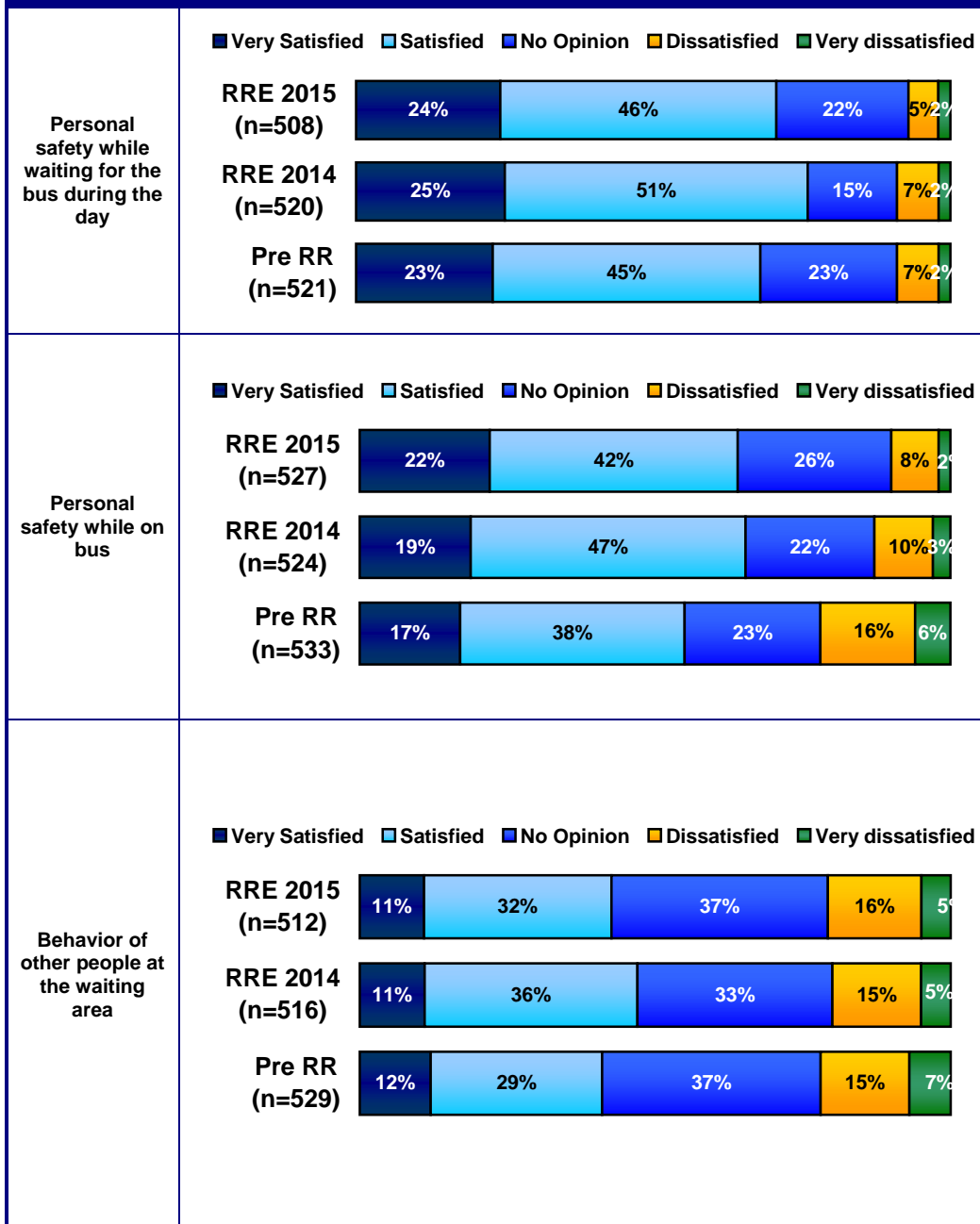
Satisfaction scores for all five elements of personal safety were generally similar when comparing E Line respondents in 2015 and 2014, but they were significantly higher than Pre RapidRide responses.

- *Personal safety while on the bus* – E Line 2015 (64%) E Line 2014 (66%) v. Pre RapidRide (56%)
- *Behavior of other passengers on the bus* – E Line 2015 (38%) v. E Line 2014 (36%) v. Pre RapidRide (30%)
- *Personal safety while waiting for the bus during the day* – E Line 2015 (71%) v. E Line 2014 (76%) v. Pre RapidRide (68%) (Note: 2014 ratings are significantly higher than Pre RapidRide on this measure, but 2015 and Pre RapidRide are not significantly different.)
- *Personal safety while waiting for the bus at night* – E Line 2015 (45%) v. E Line 2014 (41%) v. Pre RapidRide (36%) (Note: 2015 ratings are significantly higher than Pre RapidRide on this measure, but 2014 and Pre RapidRide are not significantly different.)
- *Behavior of other people at the waiting area* – E Line 2015 (42%) v. E Line 2014 (47%) v. Pre RapidRide (41%) (Note: 2014 ratings are significantly higher than Pre RapidRide on this measure, but 2015 and Pre RapidRide are not significantly different.)

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

- *Personal safety while on the bus* – E Line 2015 (10%) v. E Line 2014 (12%) v. Pre RapidRide (22%)
- *Behavior of other passengers on the bus* – E Line 2015 (26%) v. E Line 2014 (30%) v. Pre RapidRide (38%)
- *Personal safety while waiting for the bus at night* – E Line 2015 (23%) v. E Line 2014 (25%) v. Pre RapidRide (34%)

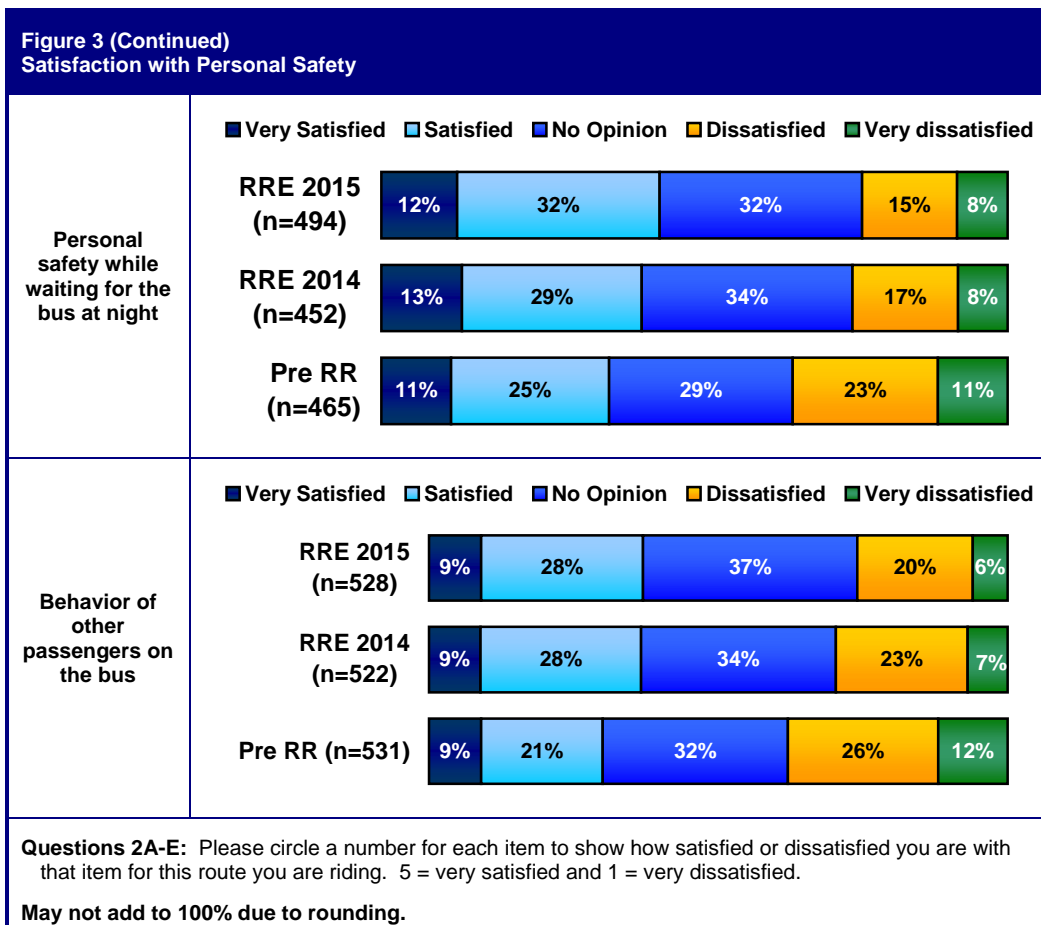
Figure 3
Satisfaction with Personal Safety



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

Figure continued on following page.

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



Mean ratings for all elements of personal safety were similar for the E Line in 2015 and 2014, but for three measurements they were significantly higher for the RapidRide compared to Pre RapidRide – these measurements included personal safety while on the bus, personal safety while waiting for the bus at night, and behavior of other passengers on the bus. (Table 3)

	E Line 2015	E Line 2014	Pre RR
Personal safety while waiting for the bus during the day.	3.86	3.89	3.79
Personal safety while on the bus.	3.74	3.70	3.45
Behavior of other people at the waiting area.	3.27	3.33	3.24
Personal safety while waiting for the bus at night.	3.26	3.21	3.02
Behavior of other passengers on the bus.	3.16	3.09	2.89

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

Mean ratings that are shown in boldface type are significantly higher.

Waiting Area/Bus Stop Where You Boarded For This Trip

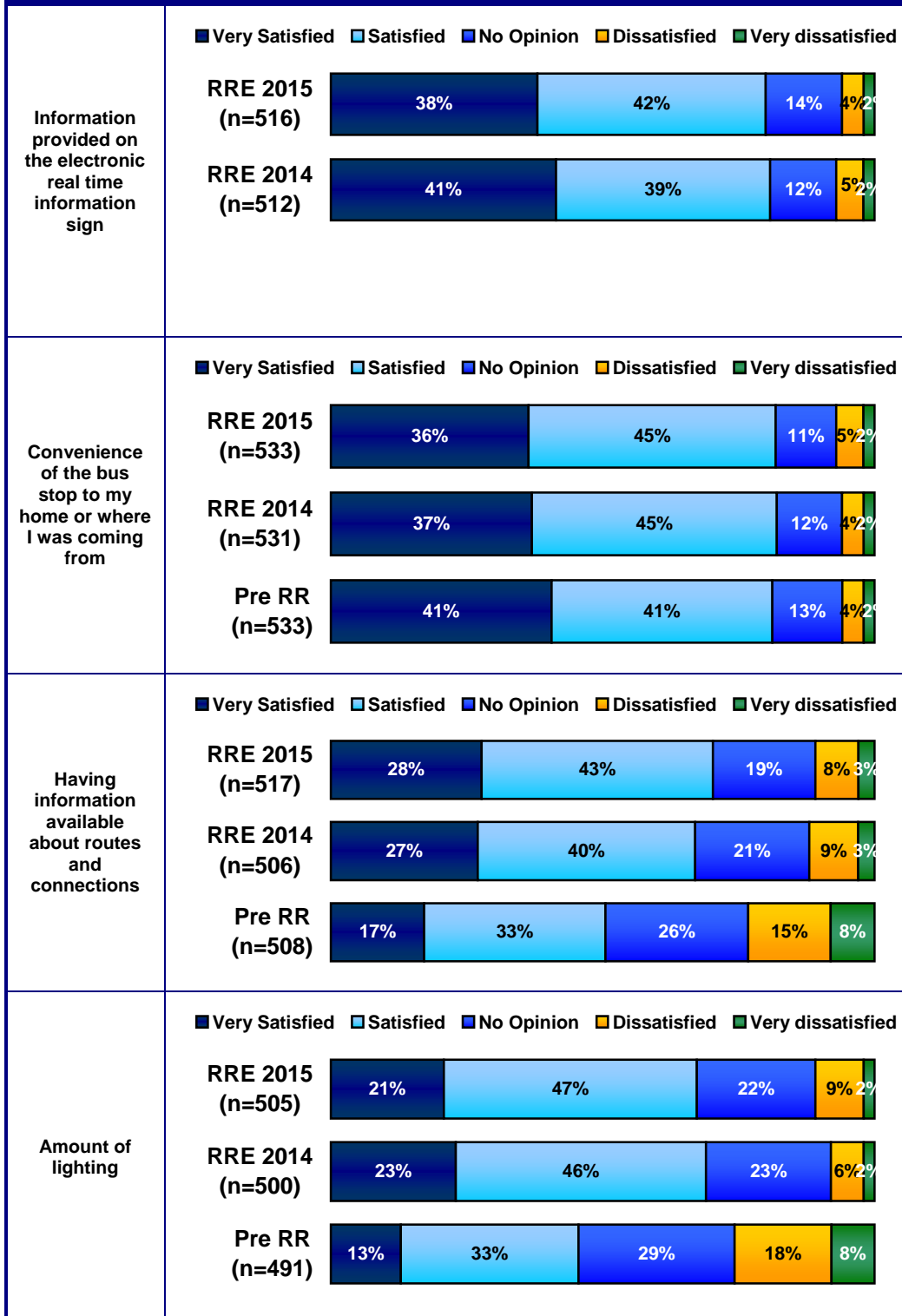
Satisfaction ratings for four elements of *waiting area/bus stop where you boarded for this trip* did not significantly change when comparing the RapidRide E Line responses from 2014 to 2015, but they rose significantly over Pre RapidRide responses. On a fifth element, *cleanliness of waiting area* – 2014 ratings were significantly higher than 2015 ratings, but both RapidRide ratings were significantly improved over Pre RapidRide on this measure.

- *Having information available about routes and connections* – E Line 2015 (71%) v. E Line 2014 (67%) v. Pre RapidRide (51%)
- *Amount of lighting* – E Line 2015 (67%) v. E Line 2014 (69%) v. Pre RapidRide (46%)
- *Protection from the weather* – E Line 2015 (55%) v. E Line 2014 (55%) v. Pre RapidRide (38%)
- *Being able to sit down while waiting* – E Line 2015 (54%) v. E Line 2014 (53%) v. Pre RapidRide (37%)
- *Cleanliness of waiting area* – E Line 2015 (55%) v. E Line 2014 (62%) v. Pre RapidRide (37%) (Note: 2014 ratings are significantly higher than both E Line 2015 and Pre RapidRide on this measure; E Line 2015 is significantly higher than Pre RapidRide.)

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

A seventh element was tested in the E Line survey in 2014 and 2015 – *information provided on the electronic real time information sign*. There is no comparative data for this element for Pre RapidRide. Approximately eight out of ten E Line respondents were satisfied with this element in 2014 and 2015: E Line 2015 (80%) v. E Line 2014 (81%).

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

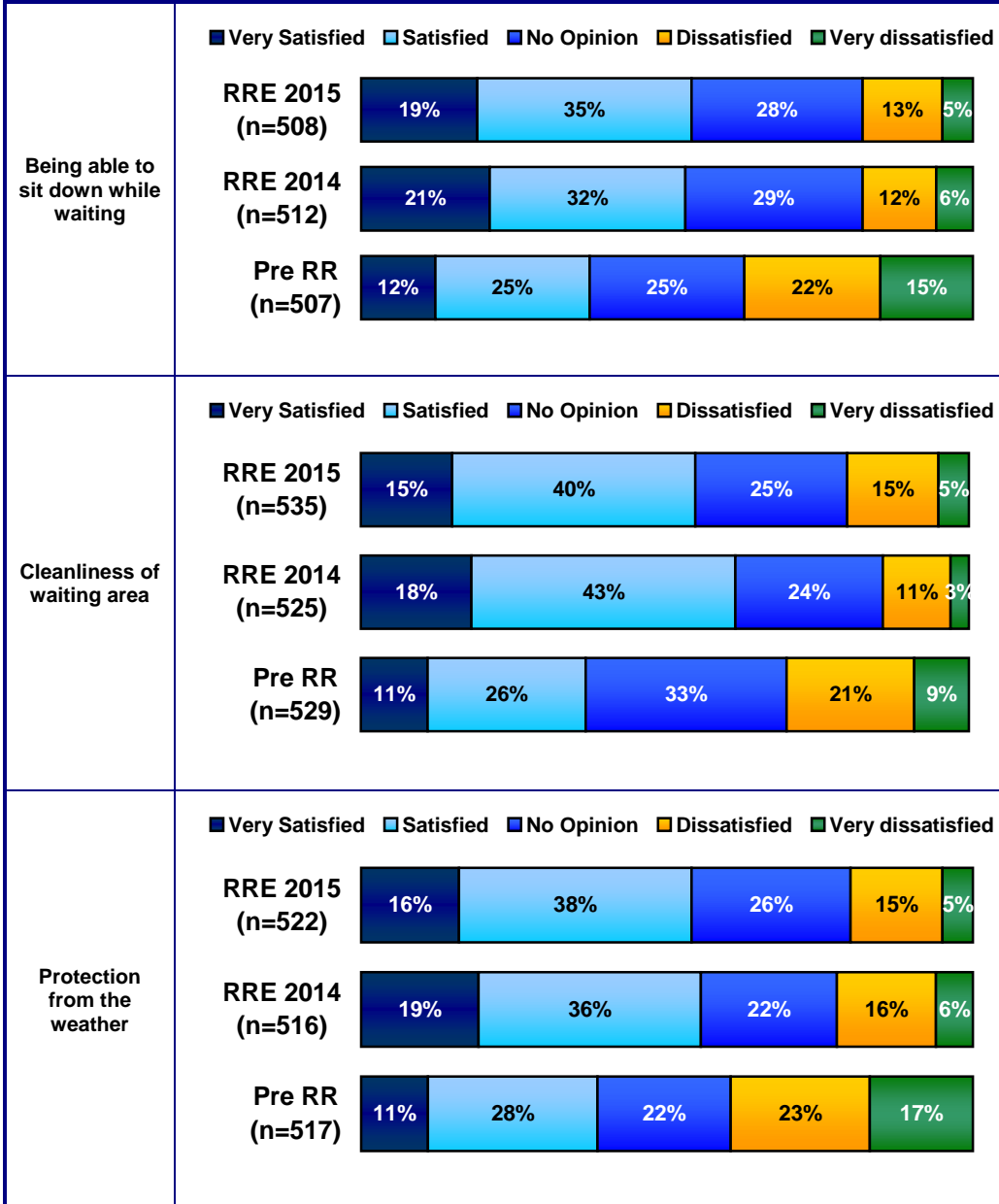


Questions 3A-G: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Figure continued on following page.

May not add to 100% due to rounding.

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



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

May not add to 100% due to rounding.

Table 4 displays the mean satisfaction scores for all elements of *waiting area/bus stop where you boarded for this trip*. Results found one mean rating for these service elements significantly higher for the E Line in 2014 v. 2015:

- *Cleanliness of Waiting Area* – E Line 2015 (3.44) v. E Line 2014 (3.62).

Other than that measure, mean ratings for E Line 2015 and E Line 2014 are similar in this category, and they are significantly higher than Pre RapidRide mean ratings on five of the measures, as noted in bold in Table 4 below.

Table 4 Mean Satisfaction Scores: Waiting Area/Bus Stop Where You Boarded for This Trip			
	E Line 2015	E Line 2014	Pre RR
Information provided on the electronic real time information sign	4.10	4.13	N/A
Convenience of the bus stop to my home or where I was coming from	4.09	4.11	4.14
Having information available about routes and connections	3.86	3.79	3.37
Amount of lighting	3.76	3.82	3.25
Being able to sit down while waiting	3.51	3.50	2.95
Cleanliness of the waiting area	3.44	3.62*	3.09
Protection from the weather	3.47	3.46	2.93

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

Mean ratings that are shown in boldface type are significantly higher. *Significantly higher than E Line 2015.

Things about Buses

Respondents were also asked to rate their satisfaction on *things about the bus*.

A comparison of satisfaction ratings (Figure 5) found more E Line RapidRide respondents were satisfied (higher *satisfied/very satisfied* ratings) in 2014 than in 2015 for three elements:

- *Enough bars /straps to hang onto while standing* – E Line 2015 (73%) v. E Line 2014 (81%) v. Pre RapidRide (70%)
- *Cleanliness of the bus interior* – E Line 2015 (64%) v. E Line 2014 (74%) v. Pre RapidRide (51%) (Note: 2014 ratings are significantly higher than both E Line 2015 and Pre RapidRide on this measure; E Line 2015 is significantly higher than Pre RapidRide)
- *Room to stand if no seats are available* – E Line 2015 (53%) v. E Line 2014 (60%) v. Pre RapidRide (46%) (Note: 2014 ratings are significantly higher than both E Line 2015 and Pre RapidRide on this measure; E Line 2015 is significantly higher than Pre RapidRide)

E Line RapidRide respondents were more satisfied (higher satisfied/very satisfied ratings) in 2015 and 2014 than Pre RapidRide respondents with *being able to get a seat* – E Line 2015 (55%) v. E Line 2014 (57%) v. Pre RapidRide (47%)

Satisfaction was comparable between the two RapidRide post surveys for *having free WiFi* – E Line 2015 (61%) v. E Line 2014 (66%)

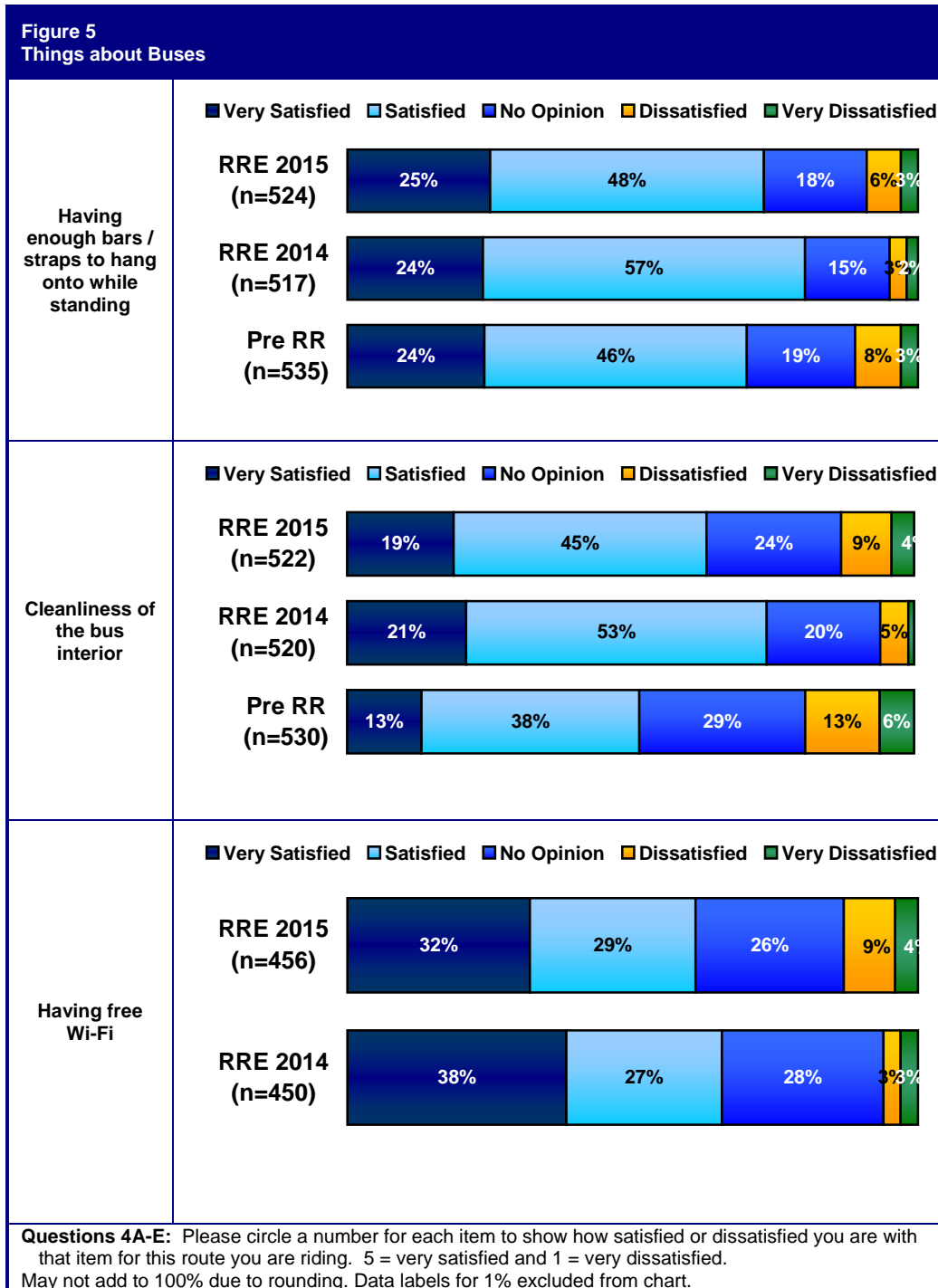


Figure 5 (Continued.)
Things about Buses

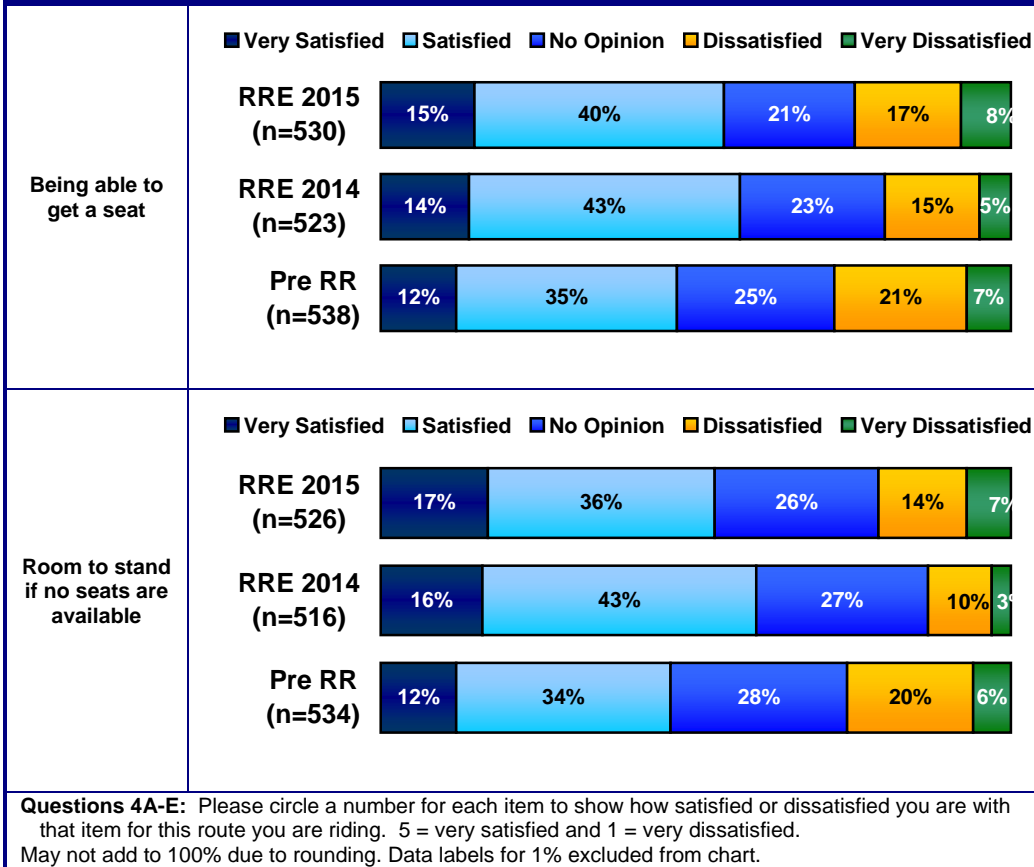


Table 5 displays the mean satisfaction scores for all elements of *things about buses*. Results show a decline in E Line ratings from 2014 to 2015 in this area. Four of the five mean ratings for these service elements were significantly higher for the E Line in 2014 v. 2015:

- *Enough bars / straps to hang onto while standing* – E Line 2015 (3.86) v. E Line 2014 (3.99)
- *Having free Wi-Fi* – E Line 2015 (3.76) v. E Line 2014 (3.94)
- *Cleanliness of the bus interior* – E Line 2015 (3.66) v. E Line 2014 (3.88)
- *Room to stand if no seats are available* – E Line 2015 (3.42) v. E Line 2014 (3.59)

On three of these measures (*cleanliness of interior, room to stand and being able to get a seat*), mean ratings for E Line 2015 are significantly higher than Pre RapidRide mean ratings.

Table 5 Mean Satisfaction Scores: Things about buses – Year 3 vs. Year 1			
	E Line 2015	E Line 2014	Pre RR
Enough bars / straps to hang onto while standing	3.86	3.99*	3.81
Having free Wi-Fi	3.76	3.94*	N/A
Cleanliness of the bus interior	3.66	3.88*	3.38
Room to stand if no seats are available	3.42	3.59*	3.24
Being able to get a seat	3.37	3.45	3.23

Questions 4A-E: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Mean ratings that are shown in boldface type are significantly higher. *Significantly higher than E Line 2015.

Ease of Transferring

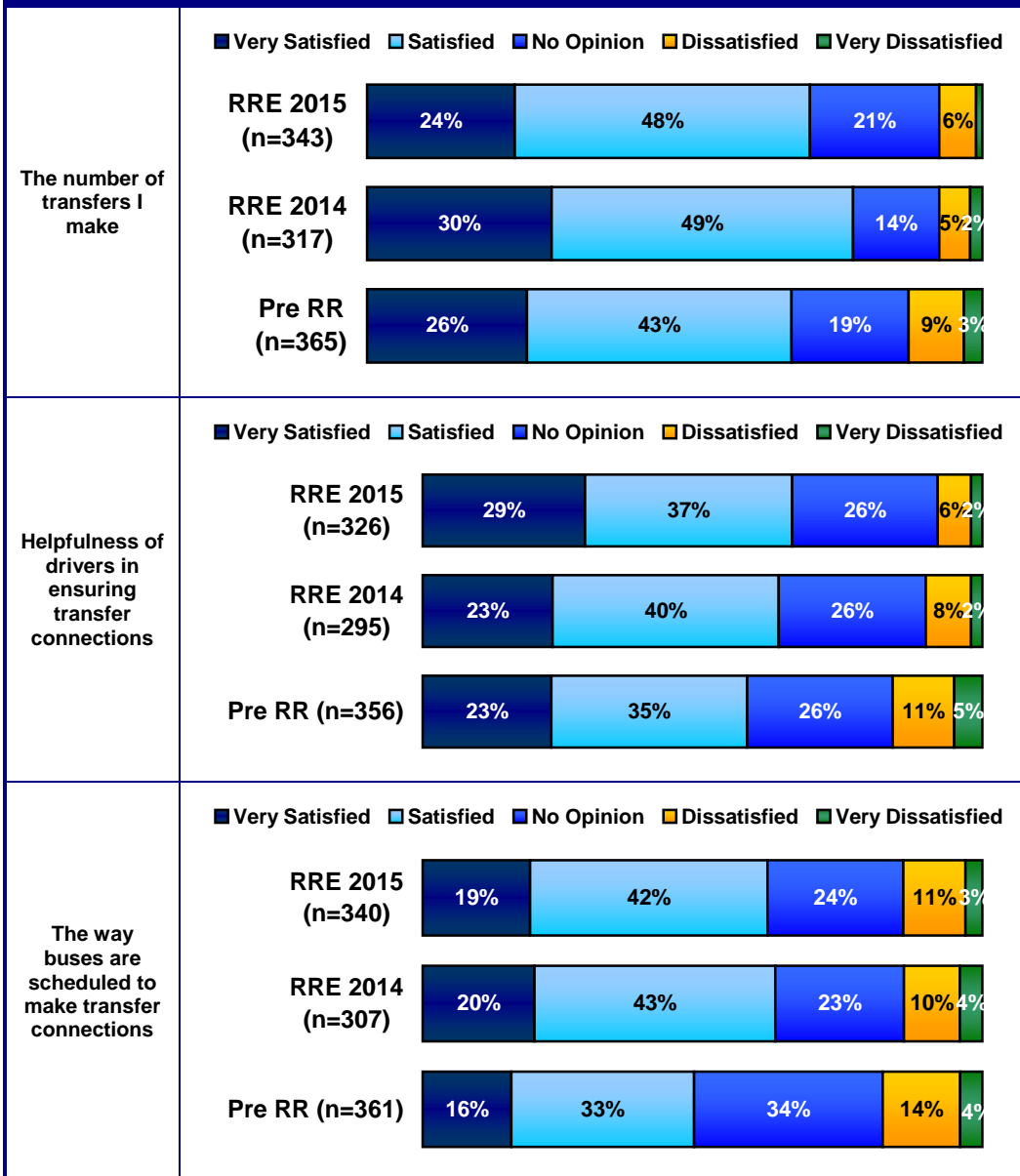
Riders rated their satisfaction with six elements regarding the *ease of transferring to or from the RapidRide E Line* (Figure 6).

There were significant differences in the percentage of *very satisfied/satisfied* ratings between the E Line respondents in 2015 v. the Pre RapidRide respondents on five of the six aspects of transfers, with E Line respondents having higher satisfaction.

- *Helpfulness of drivers in ensuring transfer connections* – E Line 2015 (67%) v. Pre RapidRide (58%)
- *The way buses are scheduled to make transfer connection* – E Line 2015 (61%) v. Pre RapidRide (49%)
- *Waiting time between transfers* – E Line 2015 (57%) v. Pre RapidRide (48%)
- *Transfer information at the waiting area* – E Line 2015 (57%) v. Pre RapidRide (47%)
- *The bus coming on time when transferring* – E Line 2015 (57%) v. Pre RapidRide (42%)

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

Figure 6
Satisfaction with Ease of Transferring

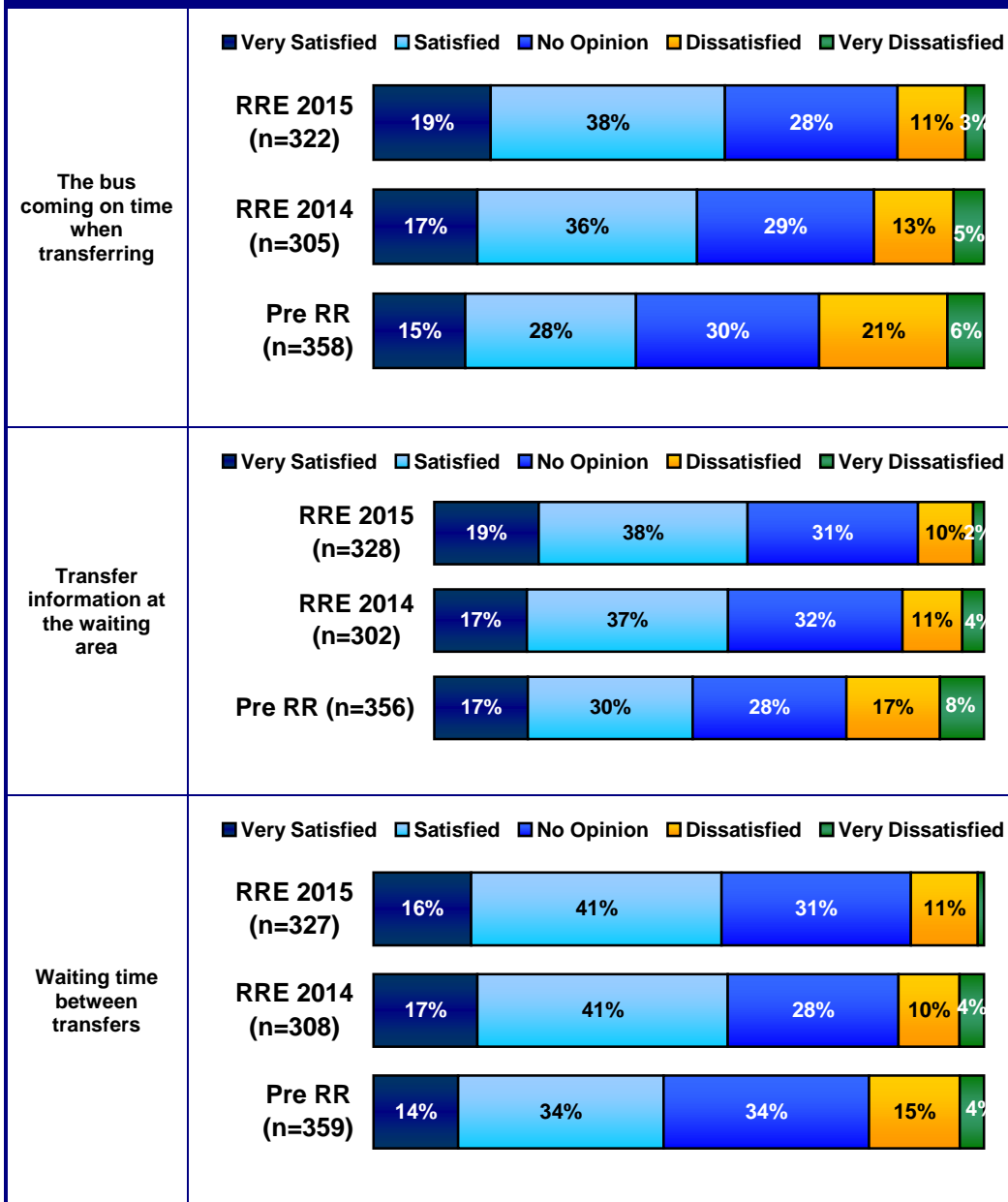


Questions 5A-G: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Figure continued on following page.

May not add to 100% due to rounding.

Figure 6 (Cont'd.)
Satisfaction with Ease of Transferring



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

May not add to 100% due to rounding.

Table 6 shows that in 2015 and 2014, mean satisfaction ratings for five of the six elements of transfers, are significantly higher for E Line respondents than for Pre RapidRide respondents.

Table 6 Mean Satisfaction Scores: Ease of Transferring			
	E Line 2015	E Line 2014	Pre RR
The number of transfers I make	3.89	3.99	3.81
Helpfulness of drivers in ensuring transfer connections	3.87	3.73	3.61
The way buses are scheduled to make transfer connection	3.64	3.64	3.44
Transfer information at the waiting area	3.61	3.52	3.31
Waiting time between transfers	3.59	3.57	3.39
The bus coming on time when transferring	3.59	3.47	3.23
Questions 5A-F: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied. Mean ratings that are shown in boldface type are significantly higher.			

Frequency and Reliability of Buses

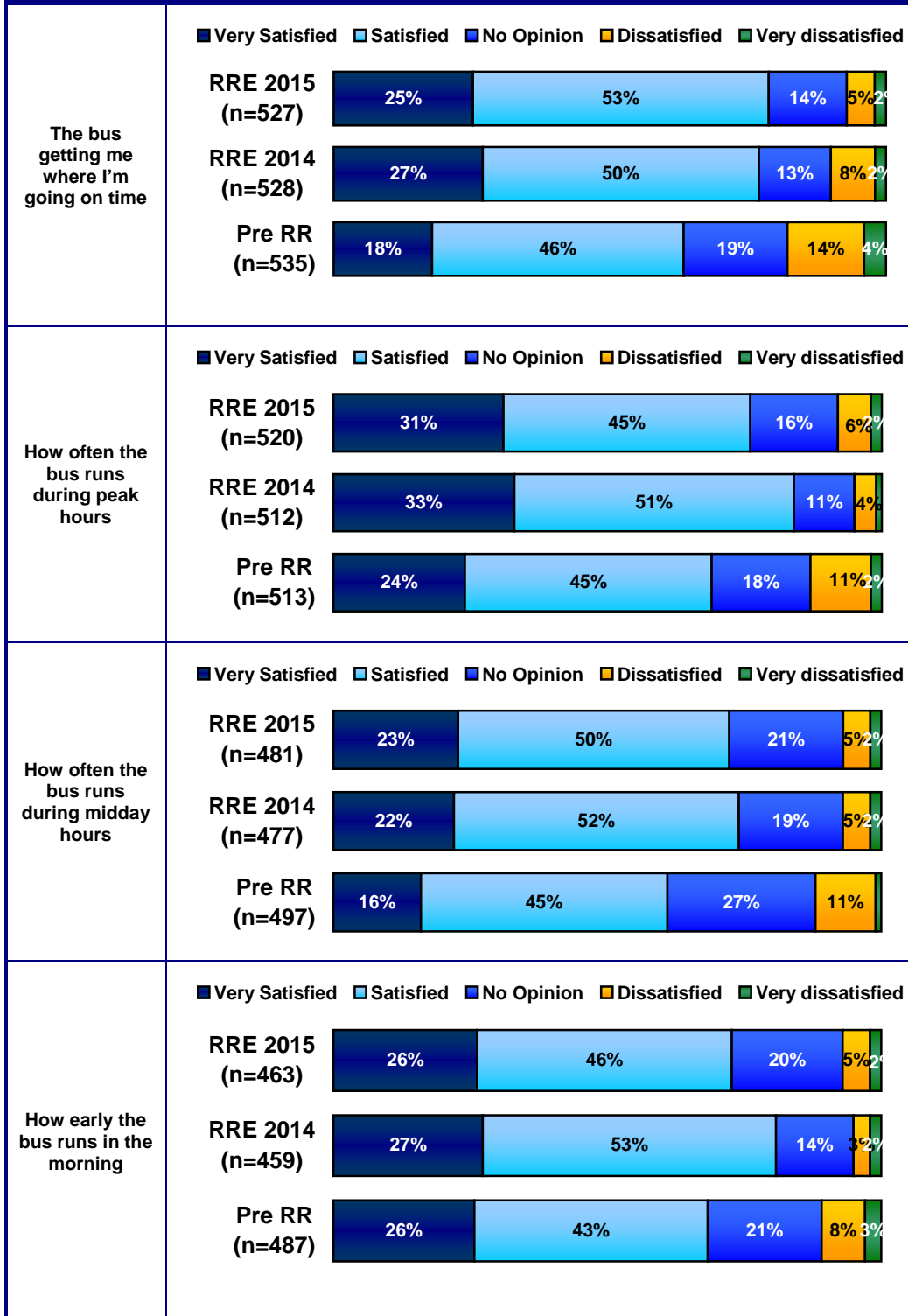
Of the six elements of *frequency and reliability of buses*, the percentage *very satisfied/satisfied* was significantly higher among E Line respondents in 2015 on five elements compared to Pre RapidRide. (Figure 7)

- *How often the bus runs during peak hours* – E Line 2015 (75%) v. Pre RapidRide (69%) (Note: E Line 2014 ratings are significantly higher (at 84%) than both E Line 2015 and Pre RapidRide on this measure.)
- *The bus getting me where I'm going on time* – E Line 2015 (78%) v. Pre RapidRide (63%)
- *How often the bus runs during midday hours (9 a.m. to 3 p.m.)* – E Line 2015 (73%) v. Pre RapidRide (61%)
- *How often the bus runs in the evening / night* – E Line 2015 (60%) v. Pre RapidRide (47%)
- *How often the bus runs on weekends* – E Line 2015 (61%) v. Pre RapidRide (46%)

As noted, E Line ratings in 2014 were significantly higher for *how often the bus runs during peak hours* than the ratings in 2015. They were also higher than 2015 ratings for *how early the bus runs in the morning*: E Line 2015 (72%) v. E Line 2014 (80%) *very satisfied/satisfied*.

Additionally, significantly more Pre RapidRide riders were *very dissatisfied/dissatisfied* on all measures.

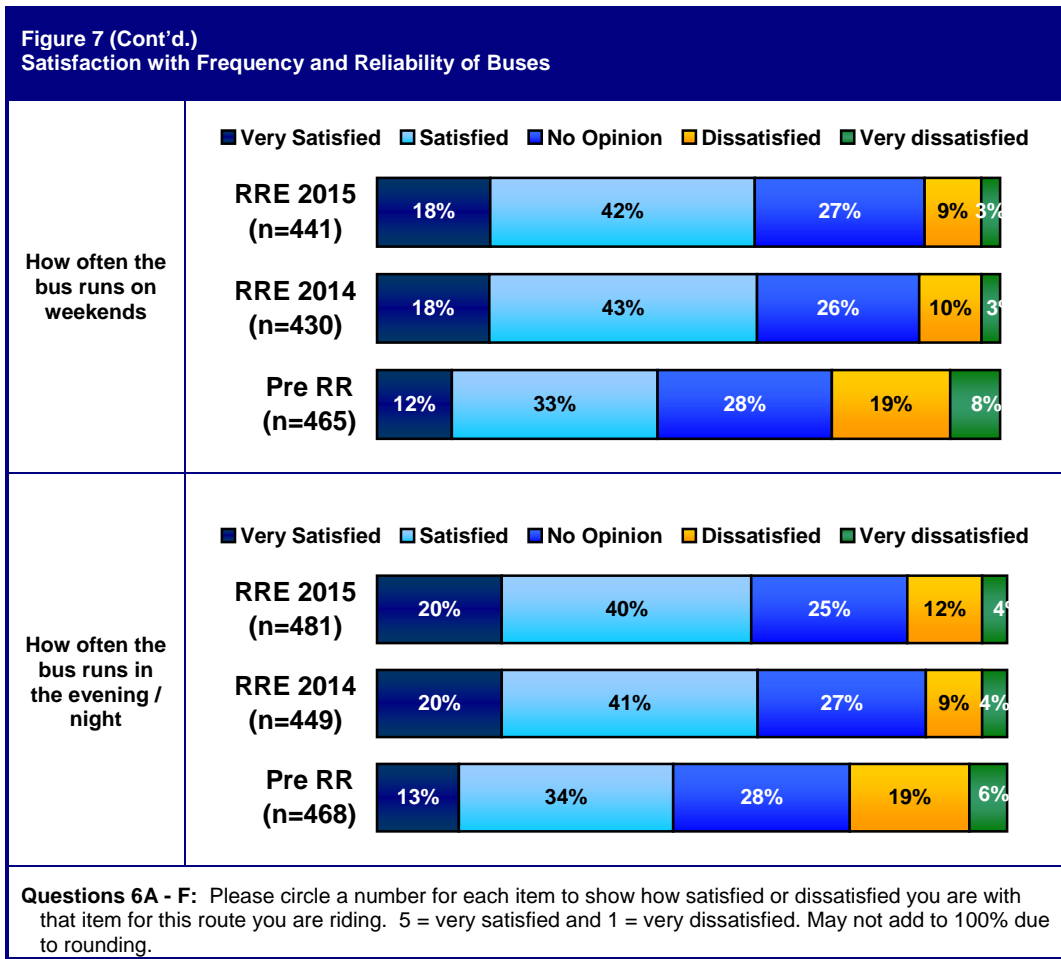
Figure 7
Satisfaction with Frequency and Reliability of Buses



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

Figure continued on following page.

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



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

Table 7
Mean Satisfaction Scores: Frequency and Reliability of Buses

	E Line 2015	E Line 2014	Pre RR
How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	3.95	4.12*	3.77
The bus getting me where I'm going on time.	3.94	3.92	3.60
How early the bus runs in the morning.	3.88	3.98	3.80
How often the bus runs during midday hours (9 a.m. to 3 p.m.).	3.88	3.88	3.65
How often the bus runs on weekends.	3.63	3.62	3.24
How often the bus runs in the evening / night.	3.61	3.64	3.29

Questions 6A - F: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.
Mean ratings that are shown in boldface type are significantly higher. *Significantly higher than E Line 2015.

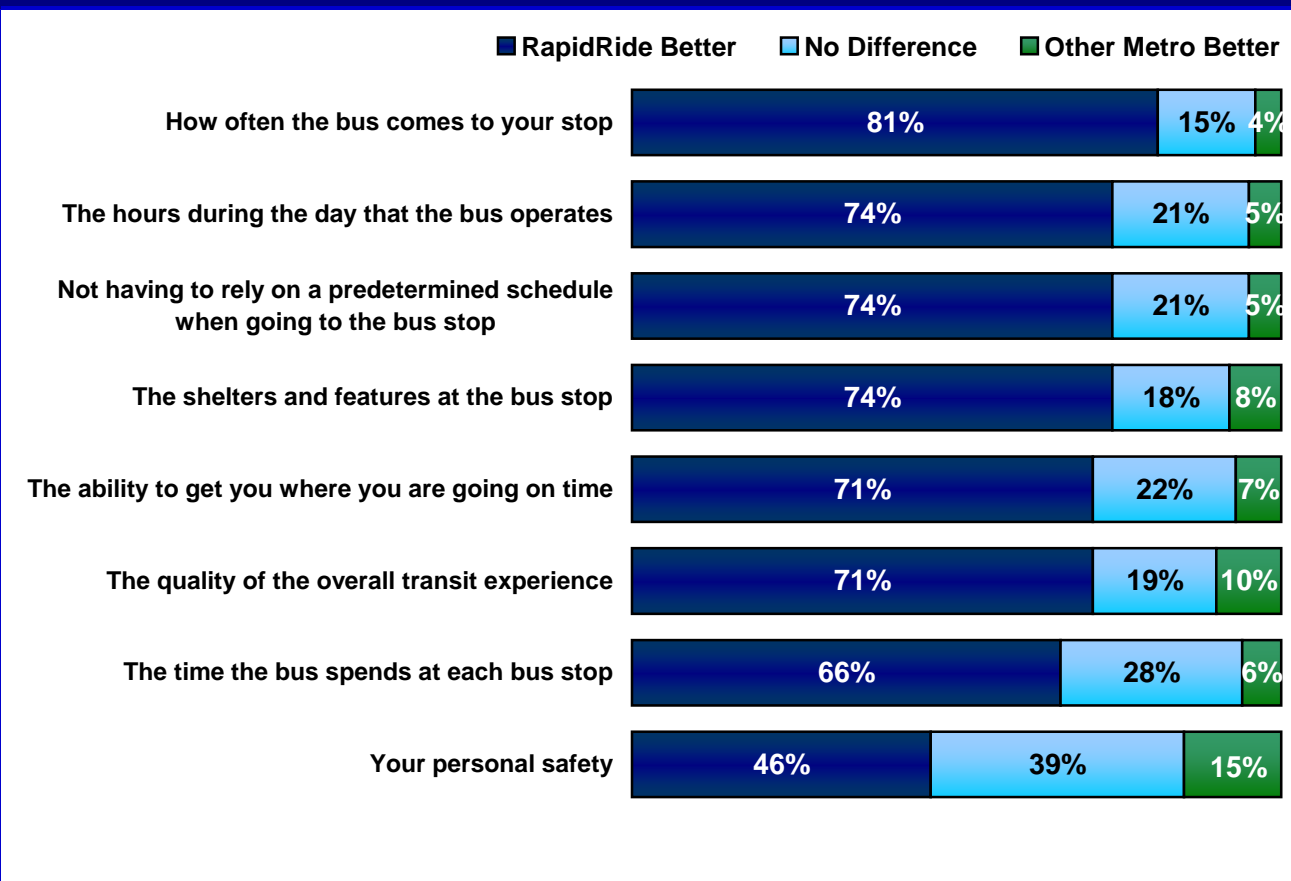
How RapidRide Compares to Other Metro Bus Service

This question asks the respondent to compare RapidRide service elements to other Metro bus service. On all service elements asked, few chose *other Metro is better* in delivering that service element (range of 4% to 7% for most elements). For all elements but one, more than six in ten respondents feel that RapidRide is better than other Metro bus service.

Personal safety, however, is one area where fewer than half feel RapidRide is better; and four in ten see no difference between RapidRide and other Metro bus service on this element.

Respondents chose RapidRide is better most often for *how often the bus comes to your stop* (81%).

Figure 8
How RapidRide compares to other Metro bus service



Q8A – H. How do you feel RapidRide compares to other Metro bus service for the following items? (n=469-512)
May not add to 100% due to rounding.

Transit Trips Taken

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

Table 8 Rides Taken in the Previous 30 Days			
	E Line 2015	E Line 2014	Pre RR
(Base)	(512)	(510)	(519)
1-20 Rides in past 30 days	43%	42%	42%
21-40 Rides in past 30 days	32%	29%	29%
More than 40 rides in past 30 days	25%	29%	29%
Mean	30.7	32.1	32.0
Question 9: How many rides have you taken on RapidRide E Line/this route in the last 30 days? Percentages that are shown in boldface type are significantly higher.			

Reason for Riding

Respondents were also asked to list the purpose of the trip that they take most often on this route. Table 9 shows riders are most likely to use the E Line to commute to work (63%) than to use it for other purposes. While going to/from work is also the number one reason for riding given in 2014 and Pre RapidRide, significantly more E Line respondents cited this reason in 2014 than in 2015. Other differences of note: significantly more E Line respondents took the bus to or from school (14%) compared to Pre RapidRide respondents (9%) and significantly more Pre RapidRide respondents mention riding for fun or recreation than E Line respondents in either 2014 or 2015.

Table 9 Reasons for Riding			
	E Line 2015	E Line 2014	Pre RR
(Base)	(540)	(532)	(540)
To / from work	63%	70%	67%
Appointments	21%	16%	24%
Fun / recreation / social	18%	16%	23%
Shopping / errands	17%	14%	17%
To / from school	14%	12%	9%
Question 10: What is the purpose of the trip you take most often on the RapidRide E Line/this route? Percentages that are shown in boldface type are significantly higher. Multiple response question; proportions may add to more than 100%.			

Days and Times of Riding

Weekday morning peak hours is the most common time to ride in either the E Line or Pre RapidRide, but significantly more respondents cite this time in 2014 (65%) and Pre RapidRide (65%) compared to E Line 2015 riders (55%). Rider frequencies in 2015 show a decrease in the number of morning riders compared to 2014 which may account for some of this change. Data collection was similar in all three surveys taking place on weekdays, including both mornings and evenings. Pre RapidRide respondents are more likely to cite weekday nights (24%) and weekends (37%) compared to E Line respondents in either 2014 or 2015.

Table 10 Times of the Day and Week Using the Bus			
	E Line 2015	E Line 2014	Pre RR
(Base)	(534)	(525)	(535)
Weekdays - before 6 a.m.	10%	9%	15%
Weekdays - AM peak (6-9 a.m.)	55%	65%	65%
Weekdays - PM peak (3-6 p.m.)	50%	49%	50%
Weekdays 9 a.m. to 3 p.m.	38%	34%	38%
Weekdays 6-9 p.m.	31%	27%	32%
Weekdays later than 9 p.m.	13%	13%	24%
Weekends	27%	28%	37%
<p>Question 11: When do you usually ride RapidRide E line? Percentages that are shown in boldface type are significantly higher. Multiple response question; proportions may add to more than 100%.</p>			

If you did not use RapidRide E Line, how would you make this trip?

About six in ten (59%) respondents reported they would take another bus route to make the trip if they were not able to use RapidRide E Line. Significantly more said they would walk in 2015 (10%) than in 2014 (6%).

Table 11		
Other Ways Would Make The Trip		
	E Line 2015	E Line 2014
(Base)	(524)	(524)
Another bus route	59%	60%
Drive alone	18%	21%
No other option is available to me	13%	16%
Walk	10%	6%
Bike	9%	7%
Get dropped off	6%	5%
Carpool / Vanpool	4%	5%
Question 12: If you did not use RapidRide E Line, how would you make this trip? Multiple response question; proportions may add to more than 100%.		

Transfers

Approximately four in ten E Line respondents (41%) reported transferring to or from the RapidRide E Line on their trip. This is not significantly different from the 36% of E Line respondents who reported doing so in 2014.

Table 12A			
Transfers – Percent Answering Yes			
	E Line 2015	E Line 2014	Pre RR
(Base)	(525)	(521)	(535)
Transfer TO or FROM RapidRide E Line on this trip	41%	36%	41%
Question 13: Did you transfer TO/FROM the RapidRide E Line on this trip today?			

Buses Transferred to or from RapidRide

Transfer information for RapidRide E Line and Pre RapidRide is summarized in Table 12B. Significantly more transferred to/from the 48 and the 40 in 2015 than Pre RapidRide.

Table 12B			
Buses Transferred To / From, for Access to RapidRide (or Pre RapidRide)			
	To/From E Line 2015	To/From E Line 2014	To/From Pre RR
(Base)	(185)	(164)	(200)
48	12%	10%	7%
44	10%	5%	7%
40	6%	5%	2%
8	4%	5%	5%
7	3%	4%	5%
Other named bus line/route	71%	74%	93%
Swift	6%	1%	5%
Other RapidRide Line	5%	3%	3%
Light Rail (Link)	3%	3%	6%
Sounder	2%	1%	0%
Questions 13-Bus#: Which route? (transfer to/From)			

Fares

E Line respondents were significantly more likely to report using ORCA to pay their fare (especially the E-purse) in 2014. Pre RapidRide respondents were more likely to report using cash.

Table 13 Use of ORCA Cards to Pay Fares			
	E Line 2015	E Line 2014	Pre RR
(Base)	(546)	(529)	(535)
ORCA Net	74%	80%*	74%
ORCA card - Pass	35%	38%	32%
ORCA card - E-purse / money on the card	16%	21%*	16%
ORCA card – both a pass and an e-purse	7%	8%	10%
ORCA card - not sure	1%	2%	0%
Cash	26%	22%	32%
Tickets	5%	4%	7%
Upass	1%	1%	0%
Other	3%	1%	0%
Q14. How do you pay your fare? (Multiple responses possible.)			

Use of the Off-Board ORCA Card Reader

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

About three quarters of respondents (75% in 2015 and 78% in 2014) reported using the off board card reader. (Table 14)

Table 14 Use of the Off-Board ORCA Card Reader		
	E Line 2015	E Line 2014
(Base)	(517)	(522)
Yes	75%	78%
No	25%	22%
Question 15: Have you used the ORCA reader that is located off the bus at the RapidRide station? (Base=Have ORCA card)		

Proof of Payment

About eight in ten E Line riders reported being asked to provide proof of payment by a Fare Enforcement Officer (81%), significantly more than in 2014 (74%). (Table 15)

In 2015 and 2014, about one third (32% and 31%) felt the on-board fare inspection impacted their transit experience in a positive way and about half (53% and 56%) felt it made no difference. Slightly more than one in ten (15% and 13%) felt it made their experience worse. (Table 15)

Table 15 Proof of Payment		
	E Line 2015	E Line 2014
(Base)	(517)	(523)
Yes	81%	74%
No	18%	24%
Impact on transit experience:	(467)	(437)
Significantly better	16%	19%
Somewhat better	16%	12%
No difference	53%	56%
Somewhat worse	9%	10%
Significantly worse	6%	3%
Question 16 and 17: On the RapidRide E Line, have you ever been requested to show your proof of payment by a Fare Enforcement Officer? (IF YES) how is your transit experience impacted by on-board fare inspection?		

Trip Information Sources

Two thirds reported using the *real time information sign at stop* for trip information on RapidRide E Line in both 2015 and 2014 (67% and 68%). Significantly more reported using the *OneBusAway phone application* in 2014 (55%) than in 2015 (48%). About one quarter reported using the *Metro Transit web page* and one fifth the *printed timetables* in both years.

Table 16 RapidRide E Line Information Sources		
	E Line 2015	E Line 2014
(Base)	(504)	(517)
Real time information sign at stop	67%	68%
The OneBusAway smart phone application	48%	55%
Metro Transit web page	23%	24%
Metro's printed timetables	20%	20%
Other (SPECIFY)	6%	6%
Question 19: What trip information sources do you use for traveling on RapidRide E Line? Multiple response question; proportions may add to more than 100%.		

Feelings about RapidRide E Line

About one fifth of riders (21%) have high expectations and about half (54%) generally expect high quality service from RapidRide E line and believe RapidRide E Line will provide the quality of service they expect. However, one fifth (21%) expect mixed results from RapidRide E Line and the remaining few have low expectations. These proportions are similar to results from the 2014 survey.

Table 17 Feelings About RapidRide E Line		
	E Line 2015	E Line 2014
(Base)	(500)	(496)
I have high expectations of RapidRide E Line and I am very confident that they provide the quality of service I expect	21%	22%
I generally expect high quality service from RapidRide E Line and I am generally confident that they will provide the quality of service that I expect	54%	49%
Generally expect both good and bad service from RapidRide E Line and am not fully confident that they will provide the quality of service I would like	21%	25%
I have low expectations of RapidRide E Line and would expect to encounter problems when riding	3%	3%
I have very low expectations of RapidRide E Line and would not ride unless I absolutely had to	1%	0%
Question 20: Based on anything you have seen, heard or directly experienced, which of the following statements best describes how you feel about RapidRide E Line? May not add to 100% due to rounding.		

Recommendations for RapidRide E Line Improvements

E Line riders were asked to give one recommendation for improving the service. (Table 18)

The top suggestion category had to do with *expanding the schedule/increasing the frequency* (net 22%) and addressing *safety issues* with regards to other passengers (10%).

Table 18 Recommendations for Improving RapidRide E Line Service	
	E Line 2015
(Base)	(356)
Bus scheduling/frequency (net)	22%
Expand schedule specifically during peak hours	6%
Increase bus frequency	5%
Expand schedule during morning hours	4%
Buses should arrive/depart as scheduled	3%
Expand schedule during evening/nights	2%
Expand schedule (other)	2%
Take care of security or rowdy passenger concerns/Safety on bus	10%
More buses	6%
Bus stops - more seating, more benches/safer stops/cleaner stops	4%
Bigger buses/more comfortable buses/improve ride quality	4%
Nicer drivers/better drivers/safer, more careful drivers	4%
Clean the buses/maintain buses/repair buses	4%
More fare enforcement	4%
Less stops/More direct routes/Express bus/Shorten the route	4%
Better bus amenities (Food, drinks, heat, music, etc.)	3%
WIFI - Fix/add more	3%
Fare enforcers are rude/Less fare enforcers	3%
Enforce bus rules (no smoking, no cell phone use)	3%
More route/schedule information available/update info. at bus stops/more electronic signs	2%
Keep fares low/Don't Raise fares/Lower fares	2%
More comfortable seats	2%
More shelters	2%
Make transfers easier/Wait for transferring passengers	2%
Question 30: Finally, what one thing would you recommend to improve this route? Responses gathering less than 2% of total response are not shown, refer to cross tabulations for the full list.	

Respondent Profile

Table 19 Profile of Survey Respondents			
	E Line 2015	E Line 2014	Pre RapidRide
Gender	(511)	(524)	(528)
Male	54%	51%	54%
Female	46%	49%	46%
Age	(504)	(514)	(516)
Under 18	4%	4%	3%
18 to 24	16%	17%	17%
25 to 34	29%	36%	30%
35 to 44	19%	16%	19%
45 to 54	13%	10%	14%
55 to 64	13%	11%	11%
65 and older	5%	6%	5%
<i>Mean</i>	<i>38</i>	<i>37</i>	<i>38</i>
Length of time as a Metro rider	(522)	(523)	(534)
Less than 6 months	11%	9%	11%
6 to 12 months	13%	13%	9%
More than 1 year, less than 5 years	27%	27%	24%
5 years or longer	49%	52%	57%
Hispanic	(476)	(496)	(520)
Yes	10%	10%	11%
No	90%	90%	89%
White	(324)	(N/A)	(N/A)
Yes	48%		
No	52%		
Income	(498)	(N/A)	(N/A)
Under \$28,000 per year	39%		
\$28,000 and up	40%		
Don't know/refused	20%		
Language spoken at home	(501)	(514)	(521)
English	93%	93%	91%
Other	7%	7%	9%
May not add to 100% due to rounding.			
Percentages or means that are shown in boldface type are significantly higher.			

Appendix

Appendix Table 1
 Top 2 Box Satisfaction Ratings - Sorted by highest satisfaction for E Line Riders

	E Line 2015 (535)	E Line 2014 (531)
Service Item Rated		
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	82%	82%
Q3G. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Information provided on the electronic real time information sign.	80%	81%
Q6A. Frequency and Reliability of Buses on the RapidRide E Line. The bus getting me where I'm going on time.	78%	77%
Q6B. Frequency and Reliability of Buses on the RapidRide E Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	75%	84%
Q4D. Things About Buses on the RapidRide E Line. Enough bars / straps to hang onto while standing.	73%	81%
Q1A. Trip Time on the RapidRide E Line. How long my bus trip takes.	73%	79%
Q6C. Frequency and Reliability of Buses on the RapidRide E Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	73%	74%
Q5A. Ease of Transferring to or from the RapidRide E Line. The number of transfers I make.	72%	79%
Q6F. Frequency and Reliability of Buses on the RapidRide E Line. How early the bus runs in the morning.	72%	80%
Q2C. Personal Safety on the RapidRide E Line. Personal safety while waiting for the bus during the day.	71%	76%
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Having information available about routes and connections.	71%	67%
Q1B. Trip Time on the RapidRide E Line. The number of stops my bus makes.	68%	69%
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Amount of lighting.	67%	69%
Q5D. Ease of Transferring to or from the RapidRide E Line. Helpfulness of drivers in ensuring transfer connections.	67%	63%
Q4C. Things About Buses on the RapidRide E Line. Cleanliness of the bus interior.	64%	74%
Q2A. Personal Safety on the RapidRide E Line. Personal safety while on the bus.	64%	66%
Q5B. Ease of Transferring to or from the RapidRide E Line. The way buses are scheduled to make transfer connection.	61%	63%
Q4E. Things About Buses on the RapidRide E Line. Having free Wi-Fi.	61%	66%
Q6E. Frequency and Reliability of Buses on the RapidRide E Line. How often the bus runs on weekends.	61%	61%

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

Ratings that are shown in boldface type are significantly higher.

Table continued on following page.

Appendix Table 1 - continued
 Top 2 Box Satisfaction Ratings - Sorted by highest satisfaction for E Line Riders

	E Line 2015 (535)	E Line 2014 (531)
Service Item Rated		
Q6D. Frequency and Reliability of Buses on the RapidRide E Line. How often the bus runs in the evening / night.	60%	61%
Q5E. Ease of Transferring to or from the RapidRide E Line. The bus coming on time when transferring.	57%	53%
Q5C. Ease of Transferring to or from the RapidRide E Line. Waiting time between transfers.	57%	58%
Q5F. Ease of Transferring to or from the RapidRide E Line. Transfer information at the waiting area.	57%	54%
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Protection from the weather.	55%	55%
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Cleanliness of waiting area.	55%	62%
Q4A. Things About Buses on the RapidRide E Line. Being able to get a seat.	55%	57%
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Being able to sit down while waiting.	54%	53%
Q4B. Things About Buses on the RapidRide E Line. Room to stand if no seats are available.	53%	60%
Q2D. Personal Safety on the RapidRide E Line. Personal safety while waiting for the bus at night.	45%	41%
Q2E. Personal Safety on the RapidRide E Line. Behavior of other people at the waiting area.	42%	47%
Q2B. Personal Safety on the RapidRide E Line. Behavior of other passengers on the bus.	38%	36%

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

Ratings that are shown in boldface type are significantly higher.

Appendix Table 2

Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, E Line 2015 v. E Line 2014

	E Line 2015 (535)	E Line 2014 (531)	% Gap E Line 2015- 2014
Service Item Rated			
Q5E. Ease of Transferring to or from the RapidRide E Line. The bus coming on time when transferring.	57%	53%	4%
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Having information available about routes and connections.	71%	67%	4%
Q5D. Ease of Transferring to or from the RapidRide E Line. Helpfulness of drivers in ensuring transfer connections.	67%	63%	4%
Q2D. Personal Safety on the RapidRide E Line. Personal safety while waiting for the bus at night.	45%	41%	4%
Q5F. Ease of Transferring to or from the RapidRide E Line. Transfer information at the waiting area.	57%	54%	3%
Q6A. Frequency and Reliability of Buses on the RapidRide E Line. The bus getting me where I'm going on time.	78%	77%	1%
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Being able to sit down while waiting.	54%	53%	1%
Q2B. Personal Safety on the RapidRide E Line. Behavior of other passengers on the bus.	38%	36%	2%
Q6E. Frequency and Reliability of Buses on the RapidRide E Line. How often the bus runs on weekends.	61%	61%	0%
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	82%	82%	0%
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Protection from the weather.	55%	55%	-1%
Q3G. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Information provided on the electronic real time information sign.	80%	81%	-1%
Q6D. Frequency and Reliability of Buses on the RapidRide E Line. How often the bus runs in the evening / night.	60%	61%	-1%
Q5C. Ease of Transferring to or from the RapidRide E Line. Waiting time between transfers.	57%	58%	-1%
Q5B. Ease of Transferring to or from the RapidRide E Line. The way buses are scheduled to make transfer connection.	61%	63%	-2%
Q6C. Frequency and Reliability of Buses on the RapidRide E Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	73%	74%	-1%
Questions 1A – 6F: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied			
Table continued on following page.			

Appendix Table 2 - continued

Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, E Line 2015 v. E Line 2014

	E Line 2015 (535)	E Line 2014 (531)	% Gap E Line 2015- 2014
Service Item Rated			
Q1B. Trip Time on the RapidRide E Line. The number of stops my bus makes.	68%	69%	-1%
Q2A. Personal Safety on the RapidRide E Line. Personal safety while on the bus.	64%	66%	-2%
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Amount of lighting.	67%	69%	-2%
Q4A. Things About Buses on the RapidRide E Line. Being able to get a seat.	55%	57%	-2%
Q4E. Things About Buses on the RapidRide E Line. Having free Wi-Fi.	61%	66%	-4%
Q2E. Personal Safety on the RapidRide E Line. Behavior of other people at the waiting area.	42%	47%	-5%
Q2C. Personal Safety on the RapidRide E Line. Personal safety while waiting for the bus during the day.	71%	76%	-5%
Q5A. Ease of Transferring to or from the RapidRide E Line. The number of transfers I make.	72%	79%	-6%
Q1A. Trip Time on the RapidRide E Line. How long my bus trip takes.	73%	79%	-7%
Q4B. Things About Buses on the RapidRide E Line. Room to stand if no seats are available.	53%	60%	-7%
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide E Line for This Trip. Cleanliness of waiting area.	55%	62%	-7%
Q6F. Frequency and Reliability of Buses on the RapidRide E Line. How early the bus runs in the morning.	72%	80%	-8%
Q4D. Things About Buses on the RapidRide E Line. Enough bars / straps to hang onto while standing.	73%	81%	-8%
Q6B. Frequency and Reliability of Buses on the RapidRide E Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	75%	84%	-9%
Q4C. Things About Buses on the RapidRide E Line. Cleanliness of the bus interior.	64%	74%	-10%
Questions 1A – 6F: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.			

RapidRide E Line 2015 Survey

RapidRide E Line

Rider Report Card

Please complete the questionnaire to let Metro Transit know how they are doing and how they can improve service on this route.

Return your completed questionnaire to the survey worker. If you are unable to complete the questionnaire while riding, return directly to Metro using the postage paid return envelope provided with the questionnaire.

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

Thank you very much for your help.

Instructions

Please check the box to show how satisfied or dissatisfied you are with that item for this route you are riding. Check "NA" if the item does not apply to you. Remember to rate the RapidRide E Line, not other routes or Metro Transit in general. THANK YOU!

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
1. Trip Time on the RapidRide E Line						
▼ How long my bus trip takes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The number of stops my bus makes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Personal Safety on the RapidRide E Line						
▼ Personal safety while on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Behavior of other passengers on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Personal safety while waiting for the bus during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Personal safety while waiting for the bus at night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Behavior of other people at the waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Waiting Area/Bus Stop Where You Boarded the RapidRide E Line for This Trip						
▼ Being able to sit down while waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Cleanliness of waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Amount of lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Protection from the weather	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Having information available about routes and connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Convenience of the bus stop to my home or where I was coming from	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Information provided on the electronic real time information signs (at some locations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Things About Buses on the RapidRide E Line						
▼ Being able to get a seat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Room to stand if no seats are available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Cleanliness of the bus interior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Enough bars/straps to hang onto while standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Having free Wi-Fi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you make a transfer on this route, please rate the items in the box below. If you do NOT make a transfer, go on to Question 6 on the next page.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
5. Ease of Transferring to or from RapidRide E Line						
▼ The number of transfers I make	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The way buses are scheduled to make transfer connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Waiting time between transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Helpfulness of drivers in ensuring transfer connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The bus coming on time when transferring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Transfer information at the waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Now go on to Question 6.

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

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

7. Overall Satisfaction with the RapidRide E Line

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

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

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

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

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

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

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

- Weekdays—before 6 a.m.
- Weekdays—AM peak (6-9 a.m.)
- Weekdays—PM peak (3-6 p.m.)
- Weekdays 9 a.m. to 3 p.m.
- Weekdays 6 p.m. to 9 p.m.
- Weekdays later than 9 p.m.
- Weekends

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

- Another bus route
- Drive alone
- Carpool/vanpool
- Walk
- Bike
- Get dropped off
- No other option is available to me

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

- Yes — Which route? _____
- No

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

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

21. Are you? Male Female
22. How old are you? _____ years
23. Do you consider yourself Hispanic? Yes No
24. Do you consider yourself White? Yes No
25. How many people are in your household?
- One Two Three Four Five and above
26. What is your annual household income?
- Less than \$12,000 \$20,001 to \$24,000 I don't know
- \$12,001 to \$16,000 \$24,001 to \$28,000 I would rather not share
- \$16,001 to \$20,000 More than \$28,000
27. What is the primary language spoken at home?
- English Other, please specify _____
28. What is your home zip code? _____ 29. What is your work zip code? _____
- Or what is the nearest intersection to your work? _____ and _____
30. Finally, what ONE THING would you recommend to improve **this route**?
- _____
-