



*We'll Get You There*

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

**Prepared for:**

**King County Metro by Pacific Market Research**

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# EXECUTIVE SUMMARY

## Background and Objectives

King County Metro Transit (Metro) introduced its first RapidRide line, the A Line, in Fall, 2010. In 2011, Metro added another RapidRide line, the B Line, offering Bus Rapid Transit (BRT) service between the Bellevue Transit Center and the Redmond Transit Center, via Crossroads and Overlake. The RapidRide B Line replaced service formerly provided by Routes 230 and 253.

The RapidRide B 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.
- Transit signal priority to improve reliability and speed up travel times.

Metro contracted with Pacific Market Research to conduct a three-year post-implementation survey of RapidRide B Line riders to determine their current satisfaction with RapidRide service. This report compares results of the three-year post-implementation survey (obtained in November 2014) with the one-year post-implementation survey results for the RapidRide B Line (obtained in October 2012).

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 Year 3 survey are provided in this Executive Summary. They are presented as a comparison with Year 1 survey results for RapidRide B Line.

## Method

The survey of all riders onboard selected trips took place on October 28th and 29<sup>th</sup> 2014, between the hours of 6:00 AM and 8:00 PM. During these hours riders were invited to complete a questionnaire regarding their satisfaction with various service quality elements. Riders were also offered the option of completing the survey and mailing it back with a pre-paid return envelope. Trips to be surveyed were selected to provide a variety of peak and non-peak riders.

A total of 10 surveys were completed in one of the three languages offered in addition to English: eight respondents completed surveys in Spanish, one in Russian and one in Chinese. Unlike in Year 1, no Korean language survey was made available in 2014.

Trips to be surveyed were selected to provide a variety of peak and non-peak riders. Table 1A summarizes survey response for the RapidRide B Line in the current survey and for the RapidRide B Line in 2012.

The overall response rate for Year 3, calculated as the percentage of surveys completed from all surveys distributed, is the same (58%) as in Year 1.

Of the 914 surveys handed out on board the bus this year, 500 were completed on board and 29 were mailed back. No postcards directing riders to complete surveys online were handed out in 2014.

<b>Table 1A Completed Questionnaires</b>		
	<b>RapidRide B Line</b>	
	<b>October 2014</b>	<b>October 2012</b>
#Completed Questionnaires	529	513
#Questionnaires Handed Out	914	882**
# of All Riders on Sampled Trips*	1276	1092
% of Questionnaires Handed Out	58%	58%
% of All Riders on Sampled Trips*	42%	47%
% Refused	17%	17%
*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.		
** Includes surveys and postcards.		

### *Dates of Survey*

Survey dates for the 2014 and 2012 surveys.

- October 2014 on-board surveys for the RapidRide B Line were conducted during two days of rider intercepts, October 28<sup>th</sup>, 6:00 AM – 2:30 PM and October 29<sup>th</sup>, 11:30 AM to 8:00 PM. A close to equal number of surveys were collected each day: day 1 (47%), and day 2 (53%).

- October 2012 on-board surveys for the RapidRide B Line were conducted during two days of rider intercepts, October 24<sup>th</sup> and October 25<sup>th</sup>. Most of the surveys (71%) were collected on the 24<sup>th</sup>.

Tues., Oct 28 <sup>th</sup> 6 AM to 2 PM	Redmond Transit Center
Tues., Oct 28 <sup>th</sup> 6 AM to 2 PM	Bellevue Transit Center
Wed., Oct 29 <sup>th</sup> 12 to 8 PM	Redmond Transit Center
Wed., Oct 29 <sup>th</sup> 12 to 8 PM	Bellevue Transit Center

### *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) or “dissatisfied” (combined ratings of 1 and 2). 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 and *dissatisfied/very dissatisfied* 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 B Line Year 3 post-implementation survey showed riders' overall satisfaction was similar to the Year 1 survey with 93 percent giving a rating of *satisfied / very satisfied* (comparable to 92% in Year 1). The Year 3 survey found there was no change in two thirds of the transit elements, but a decline in satisfaction ratings for 10 of the 31 elements. Ratings ranged from a low of 54 percent *satisfied/very satisfied* for *waiting area/ bus stop where boarded*, to a high of 90 percent for *enough bars/straps to hang onto while standing*.

Of the 31 service elements rated both years, 13 (42%) had a mean rating significantly lower than Year 1; however, when comparing the percent satisfied (very satisfied plus satisfied), only 10 out of 31 (32%) were significantly less likely to be satisfied. This indicates that for three service elements, although the overall mean rating dropped, the shift was only from very satisfied to simply "satisfied" and that Riders are not yet dissatisfied with these elements.

The following information summarizes the significant differences between satisfaction (*satisfied / very satisfied*) ratings given this year and ratings obtained one year post-implementation.

- ***Trip time*** - Both service elements in this category had only slight variations from Year 1 ratings.
- ***Personal safety while on the bus*** – Four of the personal safety service elements scored significantly lower in Year 3 for *satisfied / very satisfied* compared to Year 1:
  - *Personal safety while on the bus* – Year 3 (89%) v. Year 1 (96%)
  - *Behavior of other passengers on the bus* – Year 3 (76%) v. Year 1 (90%)
  - *Behavior of other people at the waiting area* – Year 3 (68%) v. Year 1 (82%)
  - *Personal safety while waiting for the bus at night* – Year 3 (64%) v. Year 1 (77%)
- ***Waiting area / bus stop where boarded*** – All service elements in this category had only slight variations from Year 1 ratings.
- ***Things about buses*** – There is a significant decrease in *satisfied / very satisfied* ratings given for Year 3 compared to Year 1 on all five of these service elements:
  - *Enough bars / straps to hang on to while standing* – Year 3 (90%) v. Year 1 (95%)
  - *Being able to get a seat* – Year 3 (88%) v. Year 1 (93%)
  - *Cleanliness of the bus interior* – Year 3 (86%) v. Year 1 (94%)
  - *Room to stand if no seats are available* – Year 3 (86%) v. Year 1 (91%)
  - *Having free WiFi* – Year 3 (70%) v. Year 1 (83%)

- ***Ease of Transferring*** – All service elements in this category had only slight variations from Year 1 ratings.
- ***Frequency and reliability of buses*** – Of these six elements, one decreased significantly, the satisfaction rating for:
  - *How often the bus runs on weekends* – Year 3 (65%) v. Year 1 (72%)

How RapidRide compares to other Metro bus service – This new question was added in Year 3. It asked respondents to compare the eight RapidRide service dimensions to other Metro bus service. Respondents rated RapidRide as better on all service dimensions, with only a small percentage choosing *other Metro is better* (range of 2% to 5%). More than 60 percent of respondents feel that *RapidRide is better* than *other Metro bus service* in delivering all service elements compared (Figure 8). Respondents chose *RapidRide is better* most often for *how often the bus comes to your stop* (84%) and *the quality of the overall transit experience* (82%).

Number of Rides Taken in Previous 30 Days – Respondents in Year 3 were less frequent riders than in Year 1. A significantly larger proportion of respondents in Year 3 took 20 rides or less (40% v. 33%), while the proportion of Year 3 respondents that took more than 40 rides (28%) was significantly lower than in Year 1 (36%).

Transfers – Approximately four in ten respondents (41%) reported transferring to or from the RapidRide B Line on their trip, similar to the proportion in Year 1 (36%).

Reason for Riding – Riders are most likely to use the B Line to commute to work (79%) as they did in Year 1 as well (81%), than to use it for other purposes. Significantly fewer respondents took the bus for shopping or errands compared to Year 1.

- *Shopping/Errands, Year 3 (18%) v. Year 1 (24%)*

Days and times of riding – Several times of day/week saw a significant decline in ridership in Year 3 compared to Year 1: Weekday peak 6 AM to 9 AM (54% v. 68%), Weekdays 6 PM to 9 PM (31% v. 42%), and Weekends (23% vs. 31%). However, riding on Weekdays 9 AM to 3 PM increased significantly in Year 3 (40%) from the proportions in Year 1 (30%).

Other ways to make this RapidRide trip – Over half (54%) of respondents reported they would take another bus route to make the trip if they were not able to use RapidRide B Line. This is significantly higher than in Year 1 (3%). Significantly fewer respondents said they would have no other option for this trip if they were not able to use the RapidRide B line (10% in Year 3 v. 29% in Year 1).

Proof of payment – There were no significant differences between Year 3 and Year 1 for the proportion of respondents considering the number of fare enforcement inspections to be appropriate or thinking they should be more or less frequent.

Trip information sources – Six out of ten (60%) respondents use the real time information sign at stops for trip information on RapidRide B Line and four out of ten (41%) use the OneBusAway phone application. Approximately one-quarter (26%) use the Metro Transit web page and one fifth (21%) use printed timetables.

Recommendations for RapidRide improvements – When compared to Year 1, significantly more in Year 3 said they had no recommendations for improvement and there were significantly fewer suggestions to *increase bus frequency* (2% v. 8%), to *add more bus stops* (2% v. 6%), and to *have bigger buses* (2% v. 5%).

## CONCLUSIONS

Overall satisfaction with RapidRide B Line remains high and has not changed significantly in Year 3 when compared to Year 1. RapidRide B Line riders rated *all* service elements measured in the Year 3 Post-implementation survey as either statistically equal or lower than Year 1. One out of three (32%) of the service elements satisfaction scores are significantly lower, and more than two out of five (42%) have mean scores significantly lower in Year 3.

The two lowest satisfaction ratings were found with the *waiting area: being able to sit down while you wait and protection from the weather*. (Appendix table 1) Also receiving relatively low satisfaction ratings in Year 3 include: *waiting time between transfers, personal safety while waiting for the bus at night, and how often the bus runs on weekends*. *Personal safety while waiting for the bus at night* received a significantly lower rating in Year 3 when compared to Year 1.

Four of the five personal safety service elements – *personal safety while on the bus, behavior of others on the bus, behavior of other people in the waiting area, and personal safety while waiting for the bus at night* – all experienced a significant decrease in satisfaction ratings from Year 3 to Year 1.

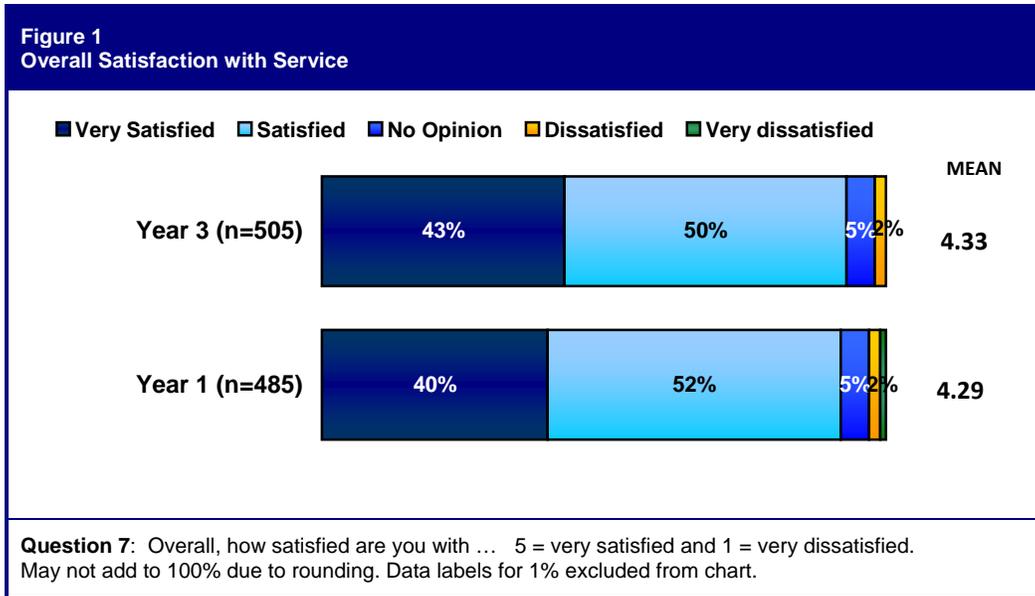
The service elements with an equal or slight increase in satisfaction ratings for Year 3 compared to Year 1 are three of the *waiting area/ bus stop where you board* elements: *having information provided on the electronic real time information sign, having information about route and connections, and protection from the weather*, two of the *ease of transferring* elements: *the number of transfers, and transfer information at the waiting area*, and one of the *frequency/reliability* elements: *how often the bus runs in the evening/night*. Though these are not significant improvements in the ratings, they do not show decreases in satisfaction when compared to Year 1. (Appendix table 2)

Despite the lower satisfaction ratings on the service elements, when asked: about their expectations for service quality and how well RapidRide B Line was meeting those expectations, the vast majority of respondents (92%) said they were very confident or generally confident that RapidRide would provide the high quality service that they expected.

# DETAILED FINDINGS

## Overall Satisfaction with Service

Overall satisfaction with B Line service remains high with nine out of ten respondents (93%), giving a rating of *satisfied/very satisfied*. When compared to Year 1, overall satisfaction is similar in Year 3 (93% v. 92%). The mean satisfaction score is also comparable in Year 3 (4.33) versus Year 1 (4.29).



## Satisfaction with Service Elements for B Line Year 3 and Year 1 Post-Implementation

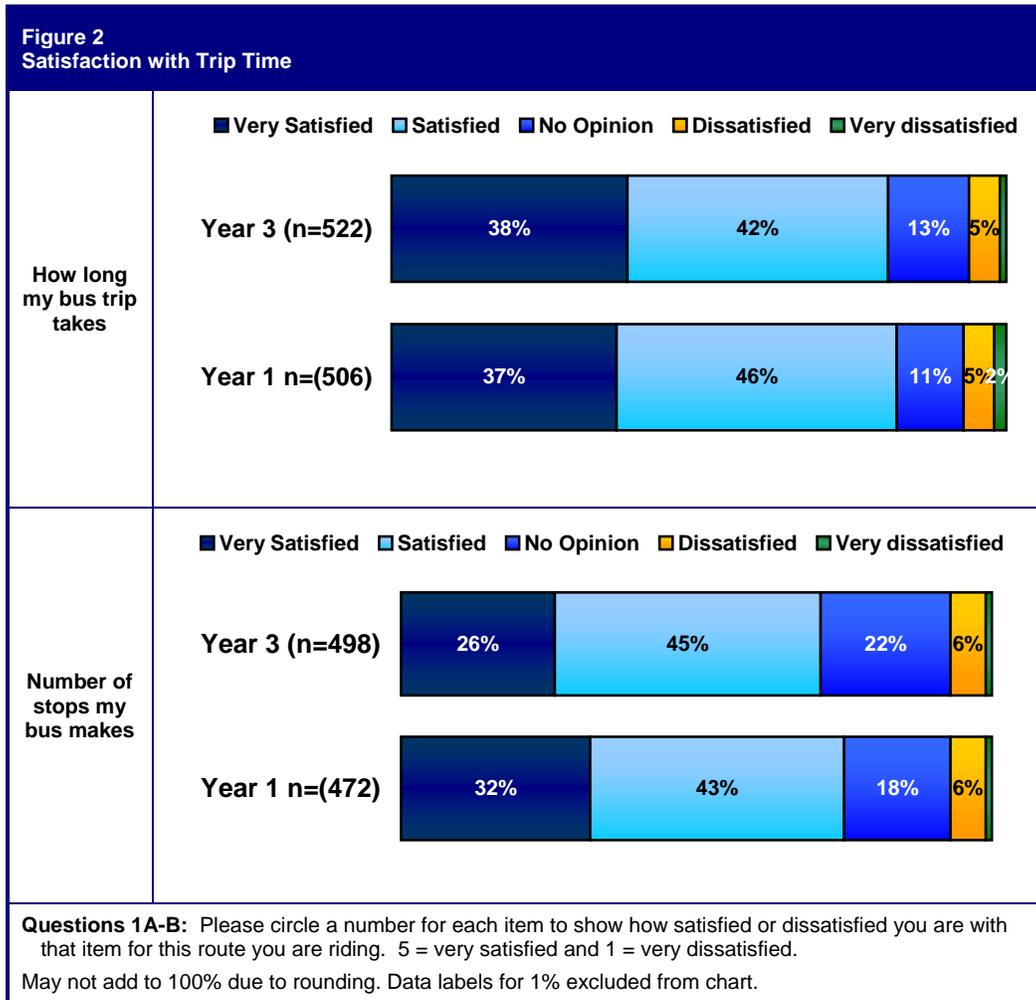
In addition to asking for a rating of satisfaction with overall service, respondents were asked to give satisfaction ratings for over 30 service elements grouped into six service dimensions. These ratings are presented in charts, and mean ratings are summarized in tables. The following information summarizes the primary findings in top 2 ratings (*very satisfied/satisfied*), bottom 2 ratings (*dissatisfied/very dissatisfied*) 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 similar with the proportion who gave ratings of *satisfied/very satisfied* in Year 3 (80%) and Year 1 (83%).

Satisfaction with *number of stops my bus makes* was down somewhat in Year 3 as compared to Year 1 (71% v. 75%). Significantly fewer were *very satisfied* in Year 3 as compared to Year 1 (26% v. 32%).



Mean satisfaction ratings for length of bus trip are comparable from Year 1 to Year 3. Year 3 mean satisfaction ratings for number of stops is slightly lower for RapidRide B Line respondents in Year 3, but not statistically significantly different from Year 1.

Table 2 Mean Satisfaction Scores: Trip Time		
	Year 3	Year 1
How long my bus trip takes	4.10	4.11
Number of stops my bus makes	3.88	3.99

**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.

## *Personal Safety*

Satisfaction scores for all five elements of personal safety decreased for B Line respondents in the Year 3 survey.

Four of the five personal safety service elements scored significantly lower in Year 3 for *satisfied/very satisfied* compared to Year 1, including:

- *Personal safety while on the bus* – Year 3 (89%) v. Year 1 (97%)
- *Behavior of other passengers on the bus* – Year 3 (76%) v. Year 1 (91%)
- *Behavior of other people at the waiting area* – Year 3 (68%) v. Year 1 (83%)
- *Personal safety while waiting for the bus at night* – Year 3 (64%) v. Year 1 (77%)

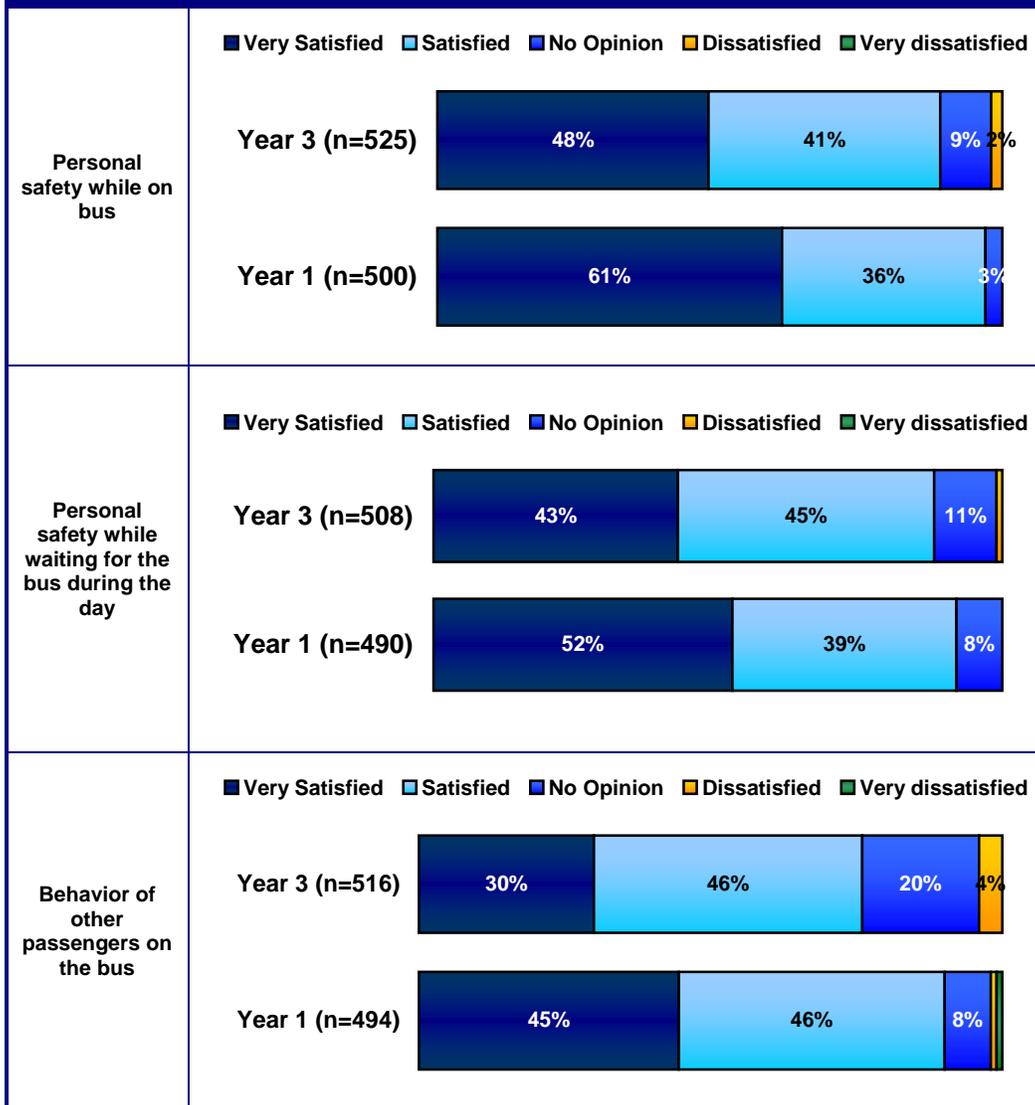
While similar proportions were *satisfied/very satisfied* regarding their safety while waiting for the bus during the day, significantly fewer were *very satisfied* in Year 3 (43% v. 52%):

- *Personal safety while waiting for the bus during the day* – Year 3 (88%) v. Year 1 (91%)

Year 3 respondents were significantly more likely than Year 1 respondents to be *dissatisfied/very dissatisfied* on four personal safety elements:

- *Personal safety while waiting for the bus at night* – Year 3 (9%) v. Year 1 (4%)
- *Behavior of other people at the waiting area* – Year 3 (4%) v. Year 1 (2%)
- *Behavior of other passengers on the bus* – Year 3 (4%) v. Year 1 (2%)
- *Personal safety while on the bus* – Year 3 (2%) v. Year 1 (1%)

**Figure 3**  
Satisfaction with Personal Safety

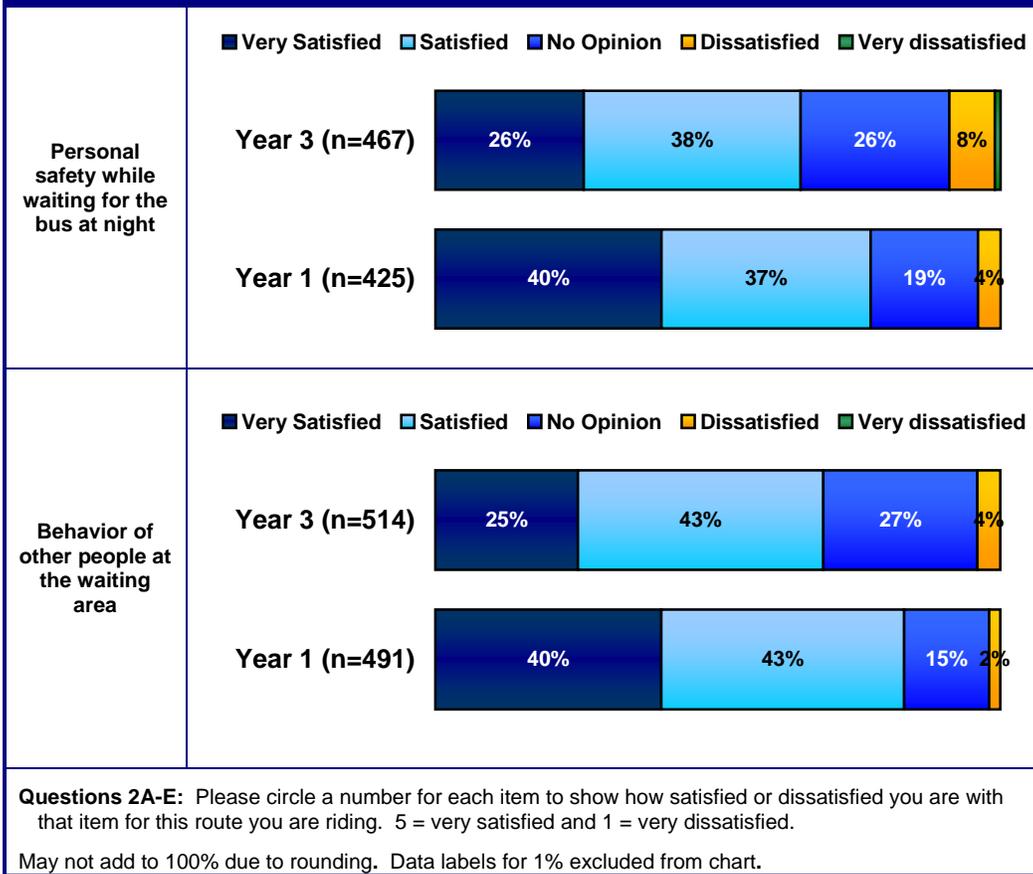


**Questions 2A-E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Figure continued on following page.

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

**Figure 3 (Continued)**  
**Satisfaction with Personal Safety**



Mean ratings for all elements of personal safety are significantly lower for Year 3 respondents than for Year 1 respondents. (Table 3)

Table 3 Mean Satisfaction Scores: Personal Safety		
	Year 3	Year 1
Personal safety while on the bus.	4.34	<b>4.56</b>
Personal safety while waiting for the bus during the day.	4.28	<b>4.42</b>
Behavior of other passengers on the bus.	4.02	<b>4.33</b>
Behavior of other people at the waiting area.	3.88	<b>4.20</b>
Personal safety while waiting for the bus at night.	3.79	<b>4.12</b>

**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 in Year 1 than Year 3.

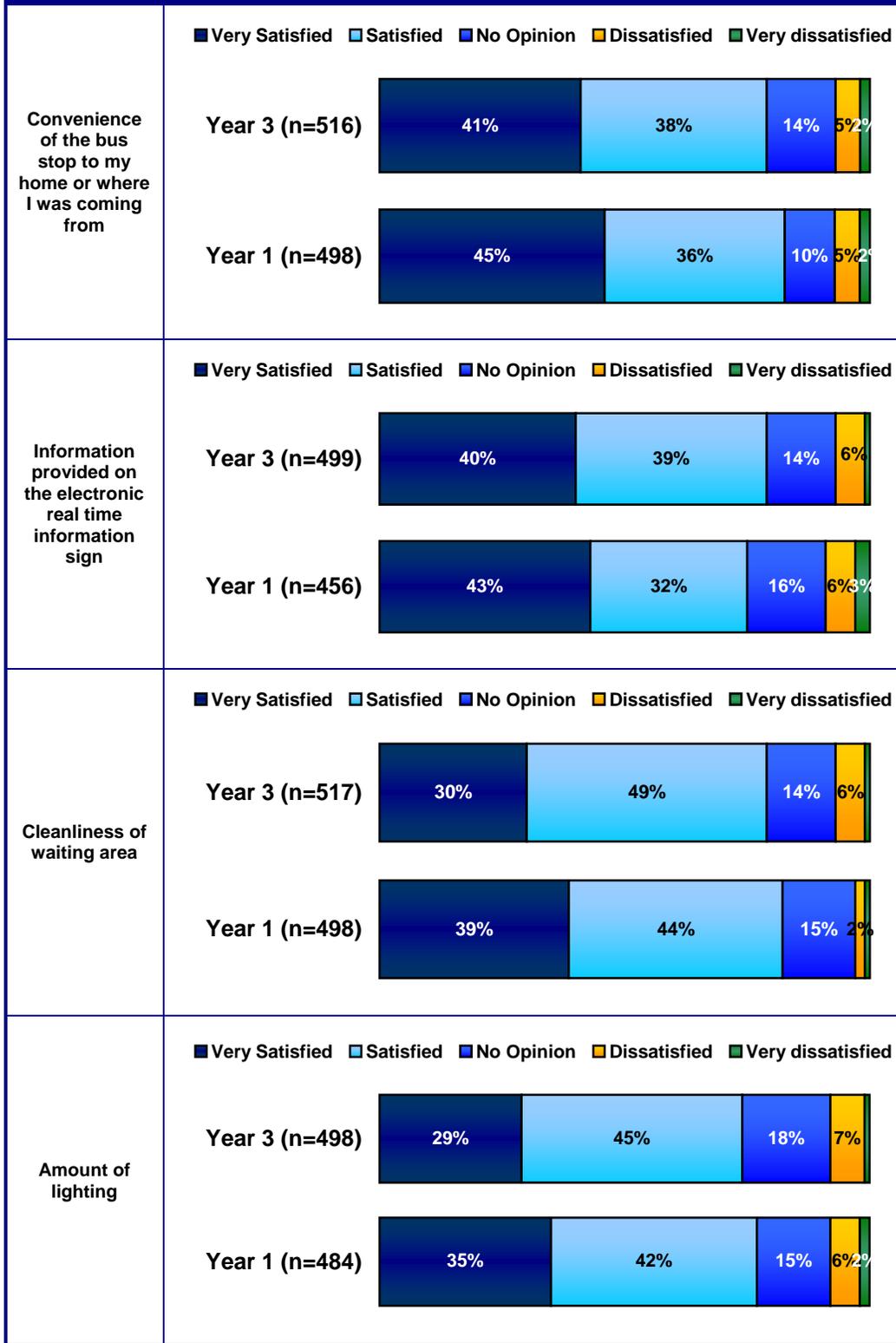
### *Waiting Area/Bus Stop Where You Boarded For This Trip*

Satisfaction ratings for six of the seven elements of *waiting area/bus stop* where you boarded for this trip did not significantly change in Year 3 compared to Year 1.

There was one significant decrease in Year 3 compared to Year 1: the mean satisfaction with *cleanliness of waiting area* fell to 4.00 from 4.17 in Year 1.

Overall dissatisfaction (rating of *dissatisfied/very dissatisfied*) was also significantly higher in Year 3 for *cleanliness of waiting area*, Year 3 (7%) v. Year 1 (3%).

**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. Data labels for 1% excluded from chart.

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

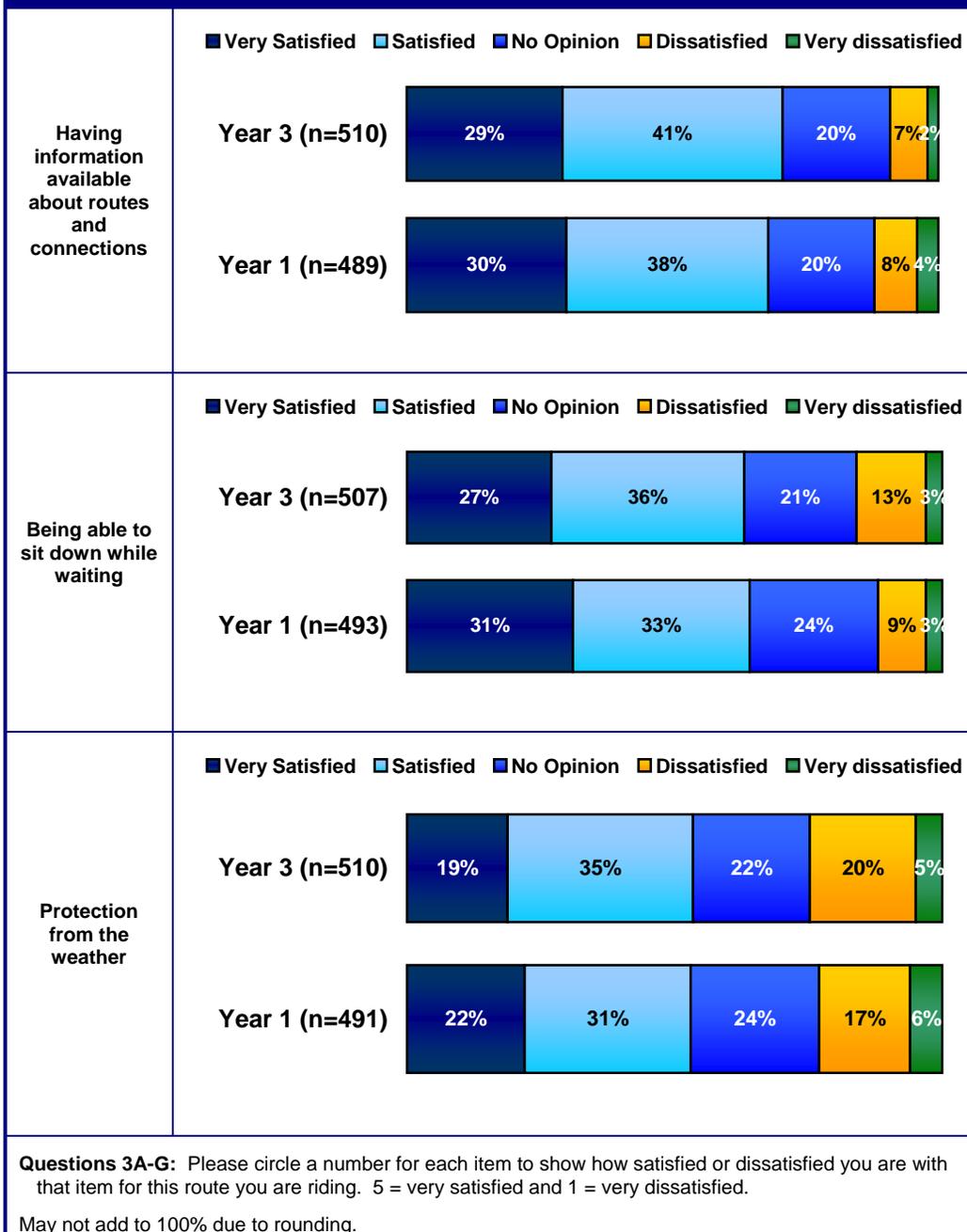


Table 4 displays the mean satisfaction scores for all elements of waiting area/bus stop where you boarded for this trip. Results found one mean rating for these service elements significantly lower in Year 3 compared to Year 1:

- *Cleanliness of the waiting area* – Year 3 (4.00) v. Year 1 (4.17)

<b>Table 4 Mean Satisfaction Scores: Waiting Area/Bus Stop Where You Boarded for This Trip</b>		
	<b>Year 3</b>	<b>Year 1</b>
Convenience of the bus stop to my home or where I was coming from	4.12	4.17
Information provided on the electronic real time information sign	4.11	4.06
Cleanliness of the waiting area	4.00	<b>4.17</b>
Amount of lighting	3.94	4.02
Having information available about routes and connections	3.88	3.82
Being able to sit down while waiting	3.73	3.80
Protection from the weather	3.43	3.45
<p><b>Questions 3A-G:</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.</p> <p>Mean ratings that are shown in boldface type are significantly higher in Year 1 than Year 3.</p>		

### *Things about Buses*

Respondents rated their satisfaction on things about the bus.

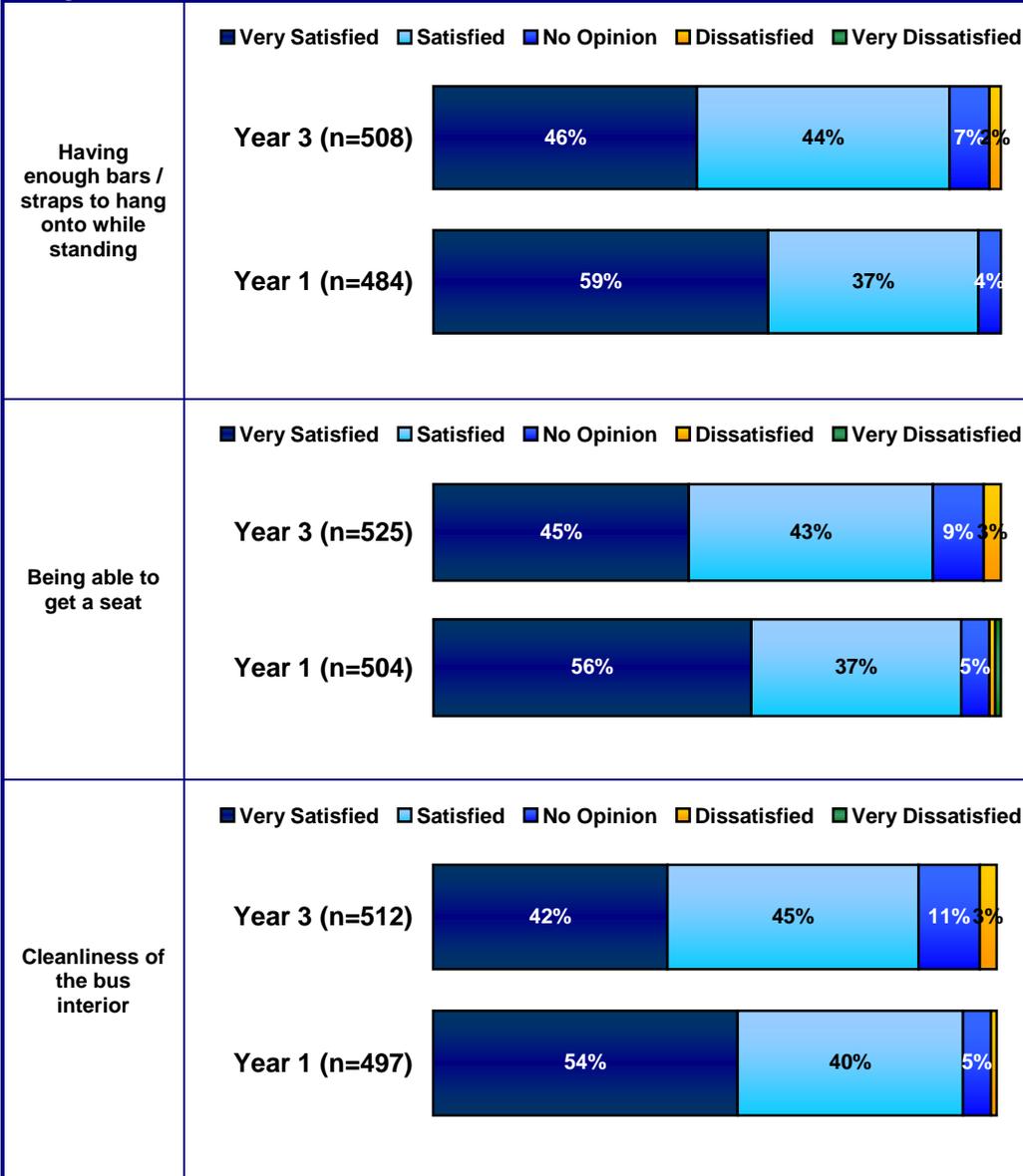
A comparison of satisfaction ratings (Figure 5) found a significant decrease in *satisfied/very satisfied* ratings given for Year 3 compared to Year 1 on all five of the elements. These include:

- *Enough bars / straps to hang onto while standing* – Year 3 (90%) v. Year 1 (96%)
- *Being able to get a seat* – Year 3 (88%) v. Year 1 (93%)
- *Cleanliness of the bus interior* – Year 3 (87%) v. Year 1 (94%)
- *Room to stand if no seats are available* – Year 3 (86%) v. Year 1 (91%)
- *Having free WiFi* – Year 3 (70%) v. Year 1 (82%)

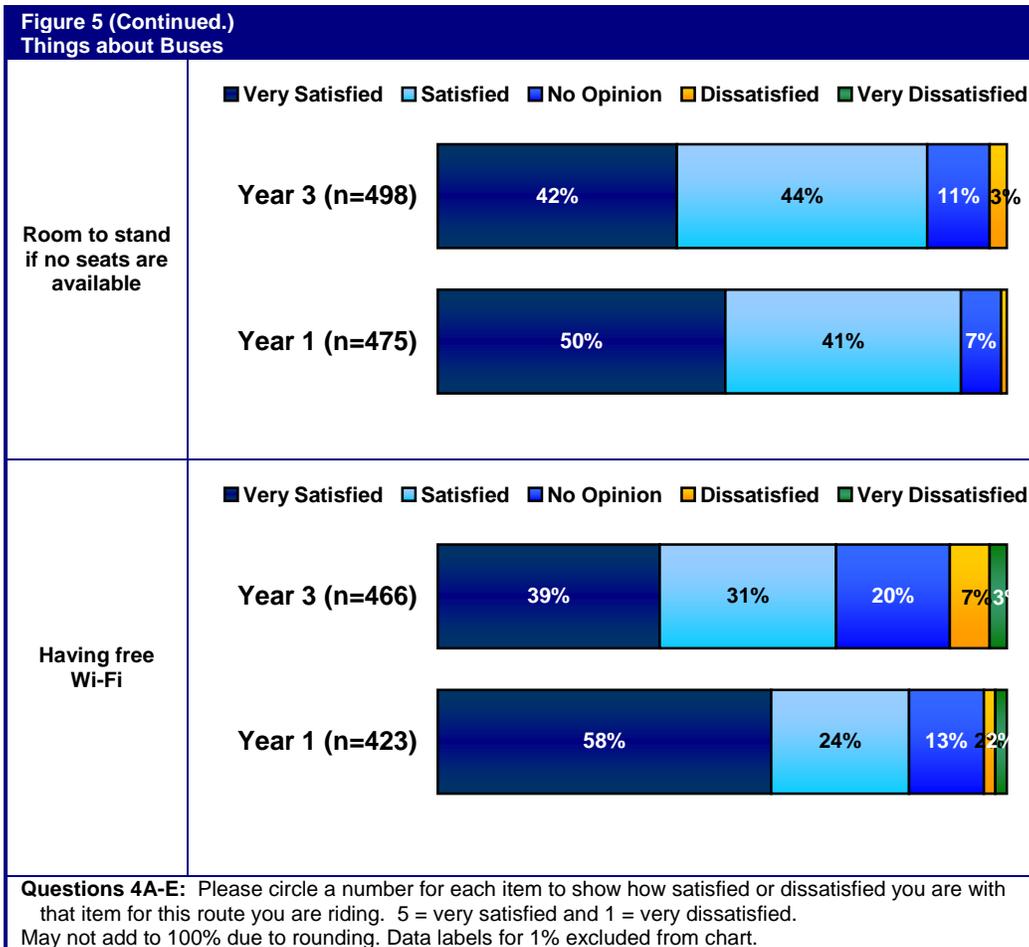
Dissatisfaction (the proportion *dissatisfied/very dissatisfied*) is significantly higher for Year 3 respondents than for Year 1 respondents for four of the five elements:

- *Having free WiFi* – Year 3 (10%) v. Year 1 (4%)
- *Room to stand if no seats are available* – Year 3 (3%) v. Year 1 (1%)
- *Cleanliness of the bus interior* – Year 3 (3%) v. Year 1 (1%)
- *Enough bars to hang onto while standing* – Year 3 (2%) v. Year 1 (0%)

**Figure 5  
Things about Buses**



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



A comparison of mean satisfaction scores showed significantly lower ratings for Year 3 than for Year 1 for all elements.

	<b>Year 3</b>	<b>Year 1</b>
Enough bars / straps to hang onto while standing	4.33	<b>4.53</b>
Being able to get a seat	4.30	<b>4.47</b>
Cleanliness of the bus interior	4.25	<b>4.47</b>
Room to stand if no seats are available	4.24	<b>4.40</b>
Having free Wi-Fi	3.96	<b>4.35</b>

**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 in Year 1 than Year 3.

### *Ease of Transferring*

Riders rated their satisfaction with six elements of transferring (Figure 6).

There were no significant changes in the percentage of *very satisfied/satisfied* ratings given in Year 3 v. Year 1 for all six aspects of transfers.

However, there were a few changes noted regarding the combined *very dissatisfied/dissatisfied* ratings in Year 3 v. Year 1:

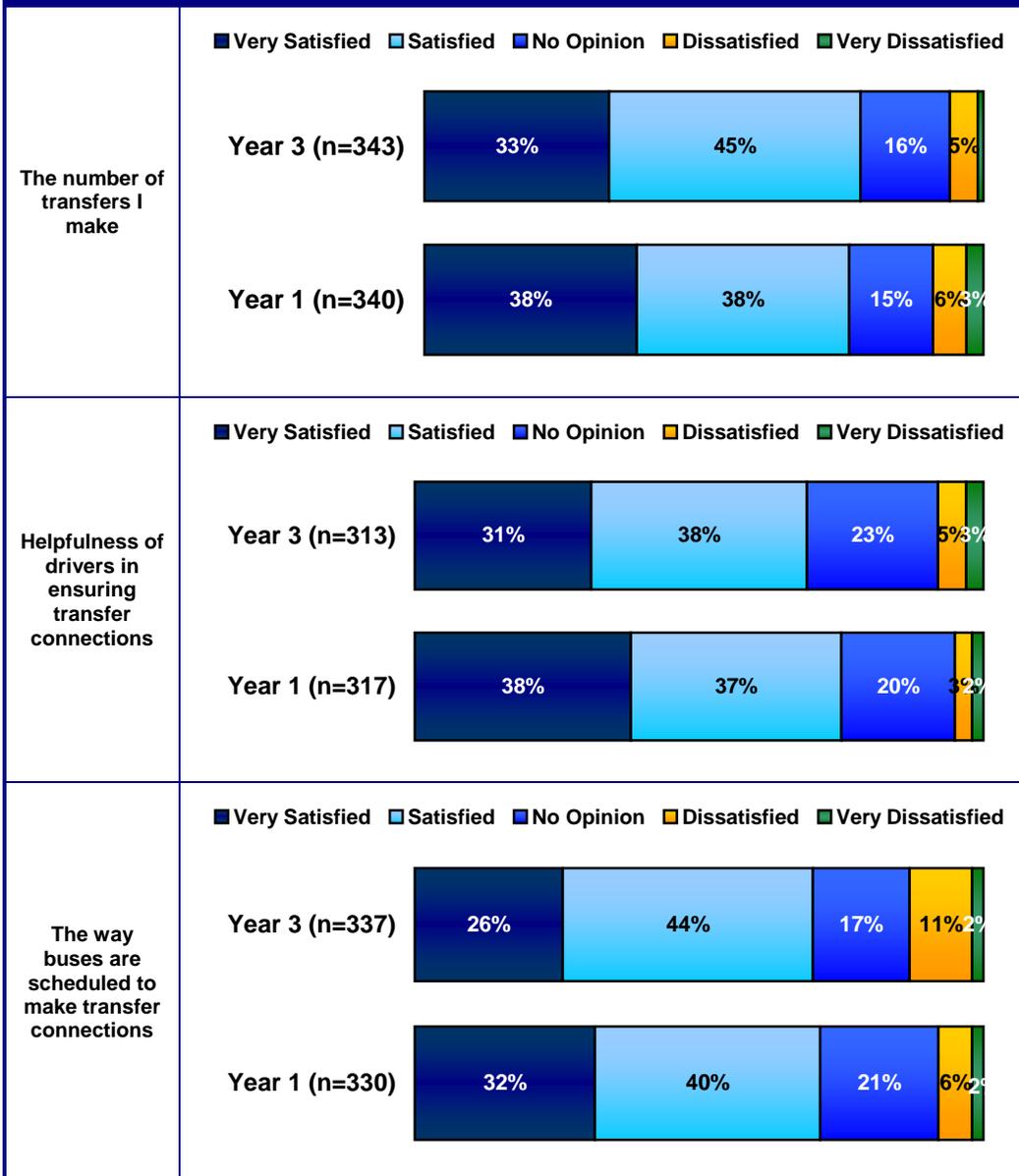
In Year 3 significantly more are *very dissatisfied / dissatisfied* with:

- *The way buses are scheduled to make transfer connections* Year 3 (13%) v. Year 1 (8%)

In Year 3 significantly fewer are *very dissatisfied / dissatisfied* with:

- *Transfer information at the waiting area* – Year 3 (7%) v. Year 1 (12%)
- *The number of transfers I make* – Year 3 (5%) v. Year 1 (9%)

**Figure 6**  
Satisfaction with Ease of Transferring

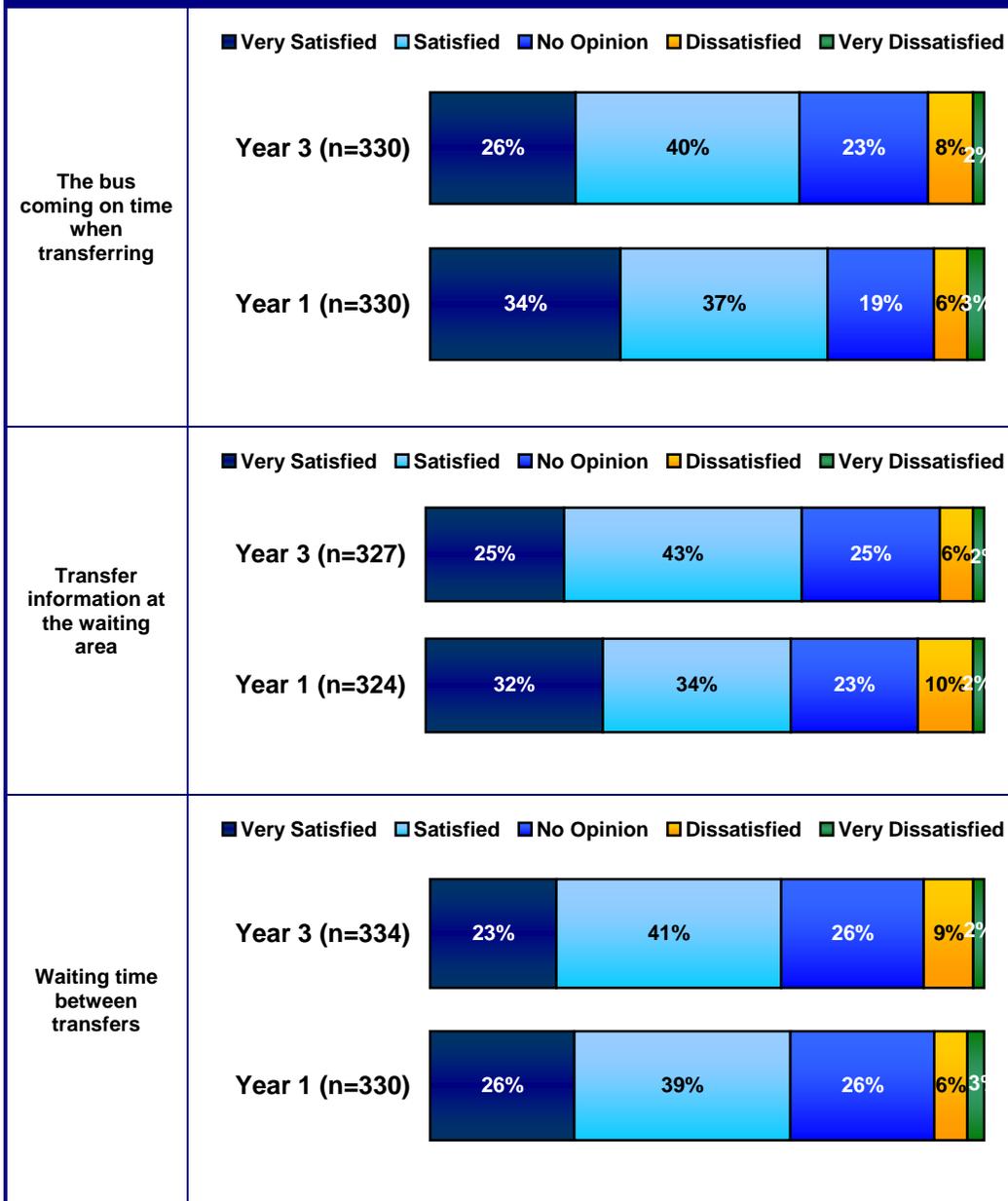


**Questions 5A-G:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Figure continued on following page.

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

**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 no significant change in mean satisfaction ratings for five of the six elements of transfers, and significantly lower mean satisfaction ratings for Year 3 respondents than for Year 1 respondents for one of the elements.

- *Helpfulness of drivers in ensuring transfer connections* – Year 3 (3.90) v. Year 1 (4.06)

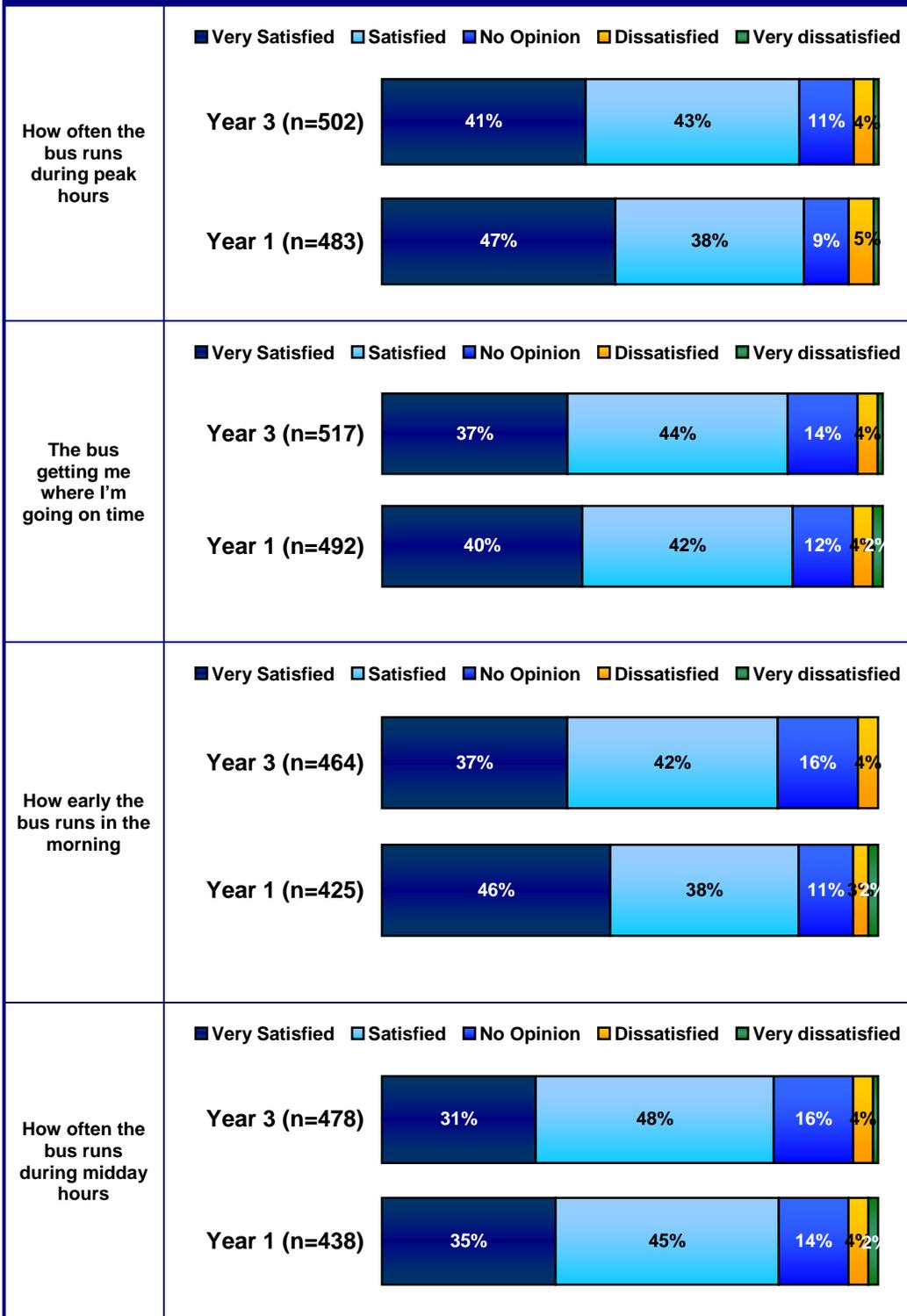
<b>Table 6 Mean Satisfaction Scores: Ease of Transferring</b>		
	<b>Year 3</b>	<b>Year 1</b>
The number of transfers I make.	4.06	4.01
Helpfulness of drivers in ensuring transfer connections.	3.90	<b>4.06</b>
Transfer information at the waiting area.	3.84	3.83
The bus coming on time when transferring.	3.80	3.93
The way buses are scheduled to make transfer connections.	3.80	3.92
Waiting time between transfers.	3.74	3.78
<p><b>Questions 5A-F:</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.</p> <p>Mean ratings that are shown in boldface type are significantly higher in Year 1 than in Year 3.</p>		

### *Frequency and Reliability of Buses*

Of the six elements of frequency and reliability of buses rated in the survey, one decreased significantly. (Figure 7) The satisfaction rating for *how often the bus runs on weekends* fell significantly below the Year 1 rating (65% v. 72%).

There were no dissatisfaction ratings with significant rating changes.

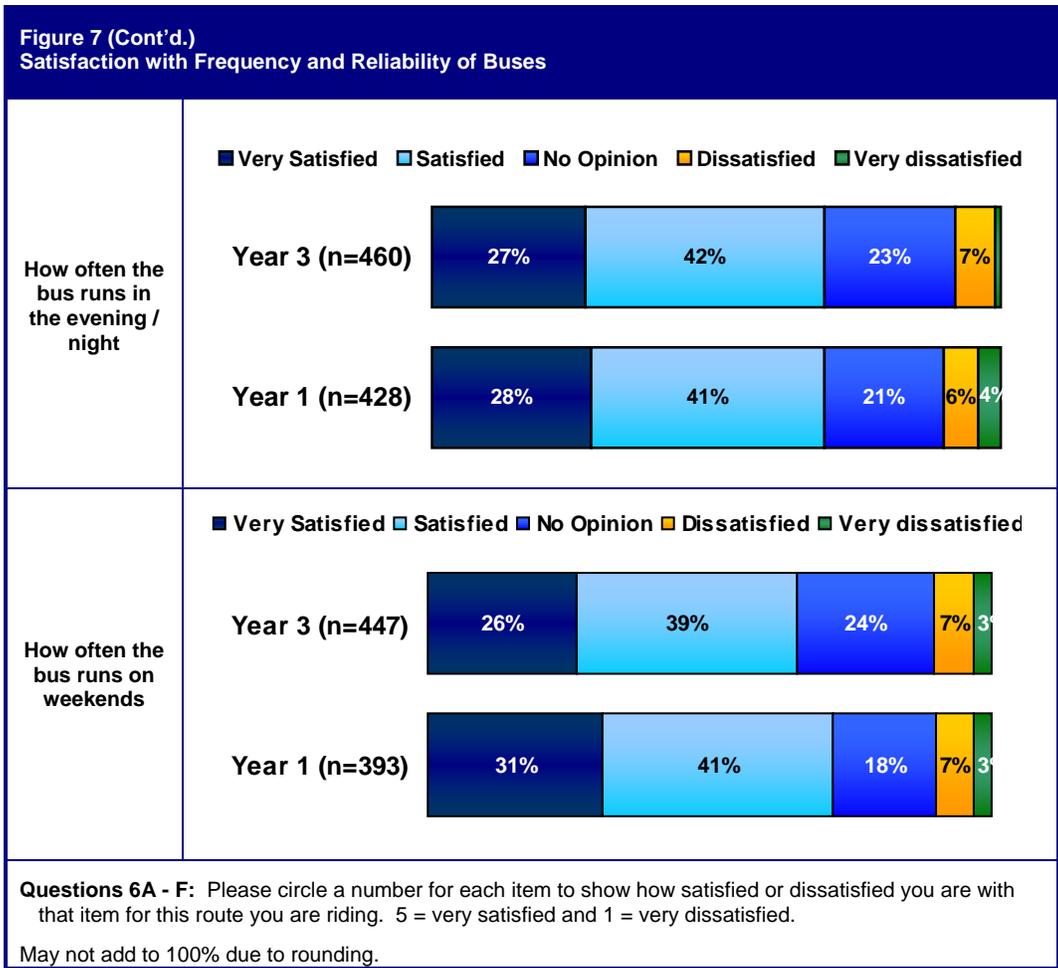
**Figure 7**  
Satisfaction with Frequency and Reliability of Buses



**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.



In Year 3, mean satisfaction scores for five of the six elements of frequency and reliability of buses held steady compared to Year 1 survey results, but decreased significantly for one element: *how early the bus runs in the morning* (4.11 v. 4.24). (Table 7)

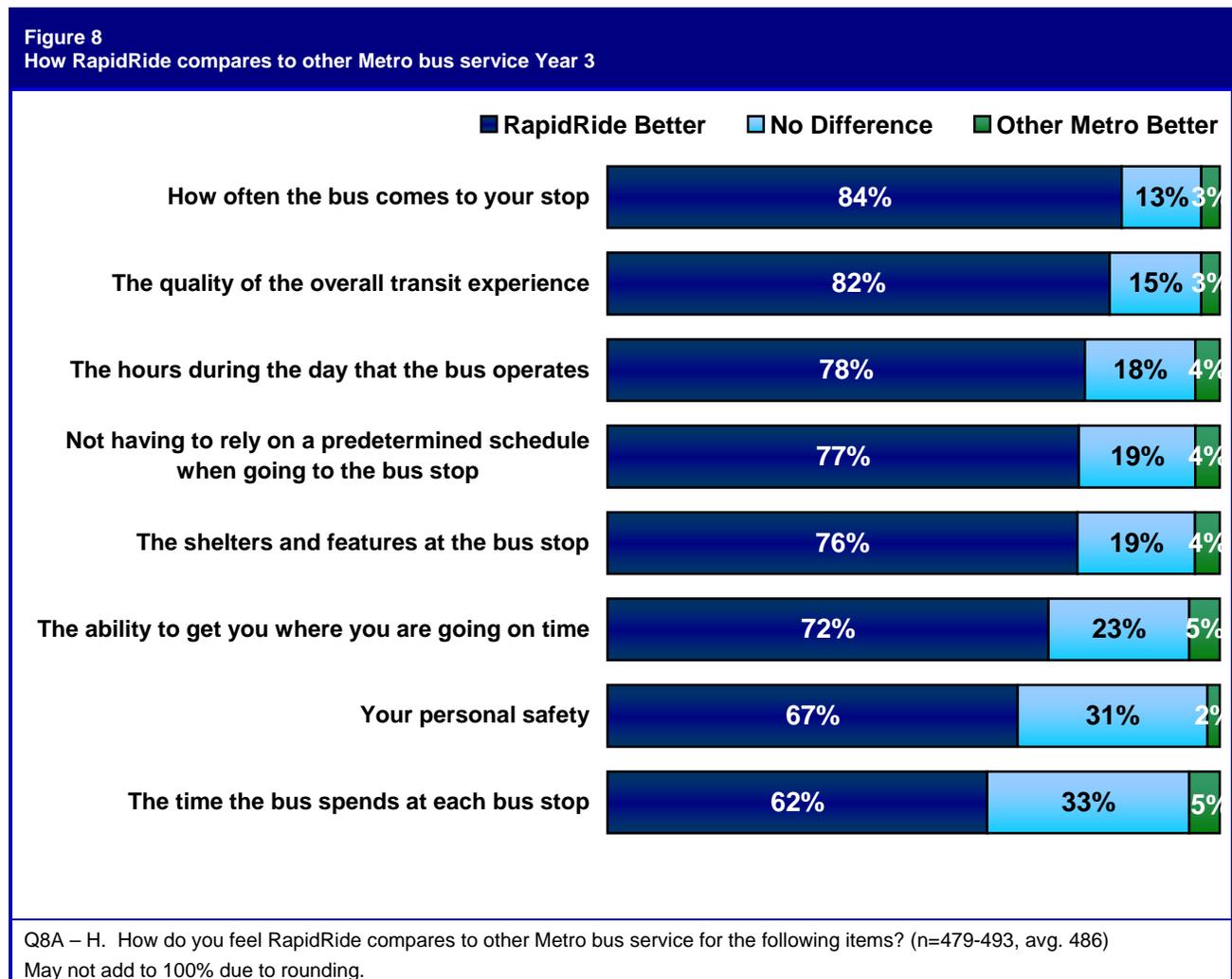
<b>Table 7</b> Mean Satisfaction Scores: Frequency and Reliability of Buses		
	<b>Year 3</b>	<b>Year 1</b>
How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	4.20	4.25
How early the bus runs in the morning.	4.11	<b>4.24</b>
The bus getting me where I'm going on time.	4.10	4.14
How often the bus runs during midday hours (9 a.m. to 3 p.m.).	4.03	4.07
How often the bus runs in the evening / night.	3.86	3.83
How often the bus runs on weekends.	3.77	3.89

**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 lower in Year 3 than Year 1.

## How RapidRide Compares to Other Metro Bus Service

This new question added in the Year 3 survey asks the respondent to compare RapidRide service elements to other Metro bus service. On all service elements asked, very few chose *other Metro is better* (range of 2% to 5%) in delivering that service element. In all of the elements, more than six in ten respondents feel that RapidRide is better than other Metro bus service.

Respondents chose RapidRide is better most often for *how often the bus comes to your stop* (84%) and *the quality of the overall transit experience* (82%).



## Transit Trips Taken

Table 8 shows a significant difference between Year 3 and Year 1 in the proportion of respondents who took 20 rides or less (40% v. 33%) in the 30 days preceding the survey. The proportion that took more than 40 rides in (28%) was significantly lower than in Year 1 (36%).

<b>Table 8 Rides Taken in the Previous 30 Days</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(497)	(466)
1-20 Rides in past 30 days	<b>40%</b>	33%
21-40 Rides in past 30 days	32%	31%
More than 40 rides in past 30 days	28%	<b>36%</b>
Mean	32.86	<b>36.55</b>
<p><b>Question 9:</b> How many rides have you taken on RapidRide B Line/this route in the last 30 days?            May not add to 100% due to rounding            Percentages that are shown in boldface type are significantly higher. Mean number shown in boldface type is significantly higher.</p>		

## 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 B Line to commute to work (79%) as they did in Year 1 as well (81%), than to use it for other purposes.

Significantly fewer respondents took the bus for shopping or errands compared to Year 1:

- Shopping/Errands, Year 3 (18%) v. Year 1 (24%)

<b>Table 9 Reasons for Riding</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(525)	(496)
To / from work	79%	81%
Shopping / errands	18%	<b>24%</b>
Fun / recreation / social	14%	17%
To / from school	13%	13%
Appointments	13%	15%
<p><b>Question 10:</b> What is the purpose of the trip you take most often on the RapidRide B Line/this route?            Percentages that are shown in boldface type are significantly higher in Year 1 than Year 3.            Multiple response question; proportions may add to more than 100%.</p>		

## Days and Times of Riding

Weekday AM peak hours remain the most common time to ride in Year 3: in Year 3 54 percent of respondents said they usually ride the B Line between 6:00 and 9:00 AM, but this is a significant decrease compared to Year 1 (68%).

Other significant decreases in Year 3 v. Year 1: fewer reported riding Weekdays 6-9pm (31% in Year 3 v. 42% in Year 1) and fewer reported riding on Weekends (23% in Year 3 v. 31% in Year 1).

Riding on Weekdays 9 AM to 3 PM increased significantly in Year 3 (40%) from the proportions in Year 1 (30%).

<b>Table 10 Times of the Day and Week Using the Bus</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(524)	(495)
Weekdays - before 6 a.m.	10%	10%
Weekdays - AM peak (6-9 a.m.)	54%	<b>68%</b>
Weekdays - PM peak (3-6 p.m.)	45%	49%
Weekdays 9 a.m. to 3 p.m.	<b>40%</b>	30%
Weekdays 6-9 p.m.	31%	<b>42%</b>
Weekdays later than 9 p.m.	12%	14%
Weekends	23%	<b>31%</b>
<p><b>Question 11:</b> When do you usually ride RapidRide B 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 B Line, how would you make this trip?

Over half (54%) of respondents reported they would take another bus route to make the trip if they were not able to use RapidRide B Line. This is significantly higher than in Year 1 (3%). Significantly fewer respondents said they would have no other option for this trip if they were not able to use the RapidRide B line (10% in Year 3 v. 29% in Year 1).

Significantly fewer report that they would drive alone (20% in Year 3 v. 29% in Year 1) or that they would get dropped off (8% in Year 3 v. 14% in Year 1).

<b>Table 11</b>		
<b>If you did not use RapidRide B Line how would you make this trip?</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(508)	(483)
Another bus route	<b>54%</b>	3%
Drive alone	20%	<b>29%</b>
Walk	15%	18%
Carpool / Vanpool	11%	14%
No other option is available to me	10%	<b>29%</b>
Get dropped off	8%	<b>14%</b>
Bike	7%	10%
<b>Question 12:</b> If you did not use RapidRide B Line, how would you make this trip? Percentages that are shown in boldface type are significantly higher. Multiple response question; proportions may add to more than 100%.		

## Transfers

Approximately four in ten respondents (41%) reported transferring to or from the RapidRide B Line on their trip, similar to the proportion in Year 1 (36%).

<b>Table 12</b>		
<b>Transfers – Percent Answering Yes</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(511)	(483)
Transfer To or FROM RapidRide B Line on this trip	41%	36%
<b>Question 13:</b> Did you transfer TO/FROM the RapidRide B Line on this trip today?		

## *Buses Transferred to or from RapidRide*

Transfer information for RapidRide B Line Year 3 and Year 1 is summarized in Table 13.

<b>Table 13 Buses Transferred To / From, for Access to RapidRide</b>		
	<b>To/From Year 3.</b>	<b>To/From Year 1</b>
(Base)	(153)	(153)
550	19%	22%
245	<b>16%</b>	7%
271	<b>15%</b>	5%
545	12%	8%
248	3%	<b>10%</b>
Other named route	35%	46%
Not a numeric bus number	0%	2%
<b>Questions 13-Bus#:</b> Which route? ( transfer to/From)		

## Fares

The surveys ask respondents to indicate how they pay their fares. The majority in both Year 3 and in Year 1 indicated that they use an Orca card. There was been no significant change in the use of cash or tickets from Year 1 to Year 3.

<b>Table 14 Use of ORCA Cards to Pay Fares</b>		
	<b>Year 3</b>	<b>Year 1</b>
<b>(Base)</b>	<b>(526)</b>	<b>(495)</b>
ORCA card - Pass	43%	<b>56%</b>
ORCA card - E-purse / money on the card	17%	17%
ORCA card - Both a pass and an e-purse	6%	4%
ORCA card - not specified	<b>70%</b>	14%
Cash	17%	13%
Tickets	5%	3%
Other	3%	1%
<b>Q14.</b> How do you pay your fare? May not add to 100% due to allowable multiple responses.		

## *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, for comparison purposes.

The proportion of ORCA cardholders who have used the off board ORCA card reader shows no significant difference between the two survey years.

Approximately eight in ten respondents reported using the off board card reader in both years (84% in Year 3 v. 82% in Year 1). (Table 15)

<b>Table 15 Use of the Off-Board ORCA Card Reader</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(440)	(429)
Yes	84%	82%
No	16%	18%
<b>Question 15:</b> Have you used the ORCA reader that is located off the bus at the RapidRide station? <b>(Base=Have ORCA card)</b> May not add to 100% due to rounding.		

## *Proof of Payment*

More than three quarters of B Line riders reported being asked to provide proof of payment by a Fare Enforcement Officer (79% in Year 3, similar to 76% in Year 1). (Table 16)

About seven in ten respondents found the number of payment inspections to be appropriate both in Year 3 (69%) and Year 1 (73%). (Table 16)

There are no significant differences between Year 3 and Year 1 for the proportion of respondents considering the number of fare enforcement inspections to be appropriate or thinking they should be more or less frequent.

About one third (36%) felt the on-board fare inspection impacted their transit experience in a positive way and about half felt it made no difference (53%). Only one in ten (11%) felt it made their experience worse. (New question in Year 3)

<b>Table 16 Proof of Payment</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(505)	(466)
Yes	79%	76%
No	21%	24%
Perceptions of payment inspections:	(438)	(349)
Appropriate	69%	73%
Should be more frequent	22%	19%
Should be less frequent	9%	8%
Impact on transit experience:	(438)	N/A
Significantly better	20%	N/A
Somewhat better	16%	N/A
No difference	53%	N/A
Somewhat worse	9%	N/A
Significantly worse	2%	N/A
<p><b>Question 16, 17 and 18:</b> On the RapidRide B Line, have you ever been requested to show your proof of payment by a Fare Enforcement Officer? (IF YES) Is the number of inspections by the officers ...? (IF YES) how is your transit experience impacted by on-board fare inspection?</p> <p>Percentages that are shown in boldface type are significantly higher.</p> <p>May not add to 100% due to rounding.</p>		

## Trip Information Sources

Six out of ten (60%) respondents use the *real time information sign at stop* for trip information on RapidRide B Line and four out of ten (41%) use the *OneBusAway phone application*. Approximately one-quarter (26%) use the *Metro Transit web page* and one fifth (21%) use *printed timetables*.

Table 17 RapidRide B Line information sources	
	Year 3
(Base)	(499)
Real time information sign at stop	60%
The OneBusAway smart phone application	41%
Metro Transit web page	26%
Metro's printed timetables	21%
Google Maps	5%
Other (SPECIFY)	4%
<b>Question 20:</b> What trip information sources do you use for traveling on RapidRide B Line? Multiple response question; proportions may add to more than 100%.	

## Feelings about RapidRide B Line

The majority of riders either have high expectations (44%) or generally expect high quality service (48%) from RapidRide B line and believe RapidRide B Line will provide the quality of service they expect. (New question in Year 3)

Table 18 Feelings About RapidRide B Line	
	Year 3
(Base)	(476)
I have high expectations of RapidRide B Line and I am very confident that they provide the quality of service I expect	44%
I generally expect high quality service from RapidRide B Line and I am generally confident that they will provide the quality of service that I expect	48%
Generally expect both good and bad service from RapidRide B Line and am not fully confident that they will provide the quality of service I would like	7%
I have low expectations of RapidRide B Line and would expect to encounter problems when riding	0%
I have very low expectations of RapidRide B Line and would not ride unless I absolutely had to	1%
<b>Question 21:</b> Based on anything you have seen, heard or directly experienced, which of the following statements best describes how you feel about RapidRide B Line? May not add to 100% due to rounding.	

## Recommendations for RapidRide B Line Improvements

B Line riders were asked to give one recommendation for improving the service. (Table 19)

A comparison of results shows mostly similar recommendations given in the surveys. However, in the current survey, significantly more said *nothing required/fine as is*, and there were significantly fewer suggestions to *increase bus frequency* (2% v. 8%), to *add more bus stops* (2% v. 6%), and to *have bigger buses* (2% v. 5%).

**Table 19**  
Recommendations for Improving RapidRide B Line Service

	Year 3	Year 1
(Base)	(297)	(287)
Nothing/Fine as is/other positive	<b>26%</b>	19%
Buses arrive/leave according to schedule/be on time	6%	8%
WIFI - Fix/add more	6%	3%
Less stops/More direct routes/Express bus/Shorten the route	5%	9%
More route/schedule information available/update info. at bus stops/more electronic signs	5%	8%
More buses	4%	2%
Better bus amenities (Food, drinks, heat, music, etc.)	4%	3%
Expand evening/nights bus schedule	3%	4%
More shelters	3%	4%
Use different routes/suggested reroutes	3%	4%
Bus stops - more stops/Add new bus stop locations/Extend route	3%	7%
Nicer drivers/better drivers/safer, more careful drivers	3%	5%
Clean the buses/maintain buses/repair buses	3%	1%
Expand bus schedule (in general/time not specified)	2%	2%
Bus stops - more seating, more benches/safer stops/cleaner stops	2%	<b>6%</b>
Increase bus frequency	2%	<b>8%</b>
Make transfers easier/Wait for transferring passengers	2%	4%
Take care of security or rowdy passenger concerns/Safety on bus	2%	1%
Bigger buses/more comfortable buses/improve ride quality	2%	5%
More comfortable seats	2%	0%
<p><b>Question 30:</b> Finally, what one thing would you recommend to improve this route?</p> <p>Multiple response question; responses gathering less than 2% of total response for Year 3 results are not shown, refer to cross tabulations for the full list.</p> <p>Percentages that are shown in boldface type are significantly higher.</p>		

## Respondent Profile

<b>Table 20 Profile of Survey Respondents</b>		
	<b>Year 3</b>	<b>Year 1</b>
<b>Gender</b>	<b>(511)</b>	<b>(488)</b>
Male	64%	65%
Female	36%	35%
<b>Age</b>	<b>(492)</b>	<b>(460)</b>
Under 18	4%	6%
18 to 24	21%	19%
25 to 34	44%	42%
35 to 44	14%	<b>19%</b>
45 to 54	7%	6%
55 to 64	6%	7%
65 and older	<b>3%</b>	1%
<i>Mean</i>	<i>32.94</i>	<i>32.41</i>
<b>Length of time as a Metro rider</b>	<b>(511)</b>	<b>(484)</b>
Less than 6 months	22%	24%
6 to 12 months	16%	16%
More than 1 year, less than 5 years	31%	33%
5 years or longer	31%	27%
<b>Income</b>	<b>(451)</b>	NA
Under \$20,000 per year	25%	
\$20,000 up to \$35,000	16%	
\$35,000 and up	59%	
May not add to 100% due to rounding.		
Percentages that are shown in boldface type are significantly higher.		

# Appendix

**Appendix Table 1**  
**Top 2 Box Satisfaction Ratings (Sorted by highest satisfaction)**

	Year 3 (529)	Year 1 (513)
<b>Service Item Rated</b>		
Q4D. Things About Buses on the RapidRide B Line. Enough bars / straps to hang onto while standing.	90%	<b>95%</b>
Q2A. Personal Safety on the RapidRide B Line. Personal safety while on the bus.	89%	<b>96%</b>
Q4A. Things About Buses on the RapidRide B Line. Being able to get a seat.	88%	<b>93%</b>
Q2C. Personal Safety on the RapidRide B Line. Personal safety while waiting for the bus during the day.	87%	91%
Q4C. Things About Buses on the RapidRide B Line. Cleanliness of the bus interior.	86%	<b>94%</b>
Q4B. Things About Buses on the RapidRide B Line. Room to stand if no seats are available.	86%	<b>91%</b>
Q6B. Frequency and Reliability of Buses on the RapidRide B Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	84%	85%
Q6A. Frequency and Reliability of Buses on the RapidRide B Line. The bus getting me where I'm going on time.	81%	82%
Q1A. Trip Time on the RapidRide B Line. How long my bus trip takes.	80%	82%
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	79%	82%
Q3G. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Information provided on the electronic real time information sign.	79%	75%
Q6F. Frequency and Reliability of Buses on the RapidRide B Line. How early the bus runs in the morning.	79%	84%
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Cleanliness of waiting area.	79%	82%
Q6C. Frequency and Reliability of Buses on the RapidRide B Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	78%	80%
Q5A. Ease of Transferring to or from the RapidRide B Line. The number of transfers I make.	78%	76%
Q2B. Personal Safety on the RapidRide B Line. Behavior of other passengers on bus.	76%	<b>90%</b>
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Amount of lighting.	74%	77%
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Having information available about routes and connections.	71%	68%
<p><b>Questions 1A – 6F:</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.  Ratings that are shown in boldface type are significantly higher.  <b>Table continued on following page.</b></p>		

**Appendix Table 1 - continued**  
**Top 2 Box Satisfaction Ratings - Sorted by highest satisfaction**

	Year 3 (529)	Year 1 (513)
<b>Service Item Rated</b>		
Q1B. Trip Time on the RapidRide B Line. The number of stops my bus makes.	70%	75%
Q4E. Things About Buses on the RapidRide B Line. Things About Buses on RapidRide B Line Having free Wi-Fi.	70%	<b>83%</b>
Q5B. Ease of Transferring to or from the RapidRide B Line. The way buses are scheduled to make transfer connection.	70%	71%
Q5D. Ease of Transferring to or from the RapidRide B Line. Helpfulness of drivers in ensuring transfer connections.	69%	75%
Q6D. Frequency and Reliability of Buses on the RapidRide B Line. How often the bus runs in the evening / night.	69%	69%
Q2E. Personal Safety on the RapidRide B Line. Behavior of other people at the waiting area.	68%	<b>82%</b>
Q5F. Ease of Transferring to or from the RapidRide B Line. Transfer information at the waiting area.	68%	65%
Q5E. Ease of Transferring to or from the RapidRide B Line. The bus coming on time when transferring.	66%	71%
Q6E. Frequency and Reliability of Buses on the RapidRide B Line. How often the bus runs on weekends.	65%	<b>72%</b>
Q2D. Personal Safety on the RapidRide B Line. Personal safety while waiting for the bus at night.	64%	<b>77%</b>
Q5C. Ease of Transferring to or from the RapidRide B Line. Waiting time between transfers.	64%	65%
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Being able to sit down while waiting.	63%	64%
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Protection from the weather.	54%	53%
<p><b>Questions 1A – 6F:</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.  Ratings that are shown in boldface type are significantly higher.</p>		

**Appendix Table 2**  
**Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, Year 3 v. Year 1**

	<b>Year 3 (529)</b>	<b>Year 1 (513)</b>	<b>% Gap Year 3- Year 1</b>
<b><i>Service Item Rated</i></b>			
Q2B. Personal Safety on the RapidRide B Line. Behavior of other passengers on bus.	76%	90%	-14%
Q2E. Personal Safety on the RapidRide B Line. Behavior of other people at the waiting area.	68%	82%	-14%
Q2D. Personal Safety on the RapidRide B Line. Personal safety while waiting for the bus at night.	64%	77%	-13%
Q4E. Things About Buses on the RapidRide B Line. Things About Buses on RapidRide B Line Having free Wi-Fi.	70%	83%	-13%
Q4C. Things About Buses on the RapidRide B Line. Cleanliness of the bus interior.	86%	94%	-8%
Q2A. Personal Safety on the RapidRide B Line. Personal safety while on the bus.	89%	96%	-7%
Q6E. Frequency and Reliability of Buses on the RapidRide B Line. How often the bus runs on weekends.	65%	72%	-7%
Q5D. Ease of Transferring to or from the RapidRide B Line. Helpfulness of drivers in ensuring transfer connections.	69%	75%	-6%
Q6F. Frequency and Reliability of Buses on the RapidRide B Line. How early the bus runs in the morning.	79%	84%	-5%
Q4B. Things About Buses on the RapidRide B Line. Room to stand if no seats are available.	86%	91%	-5%
Q4D. Things About Buses on the RapidRide B Line. Enough bars / straps to hang onto while standing.	90%	95%	-5%
Q5E. Ease of Transferring to or from the RapidRide B Line. The bus coming on time when transferring.	66%	71%	-5%
Q4A. Things About Buses on the RapidRide B Line. Being able to get a seat.	88%	93%	-5%
Q1B. Trip Time on the RapidRide B Line. The number of stops my bus makes.	70%	75%	-5%
Q2C. Personal Safety on the RapidRide B Line. Personal safety while waiting for the bus during the day.	87%	91%	-4%
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	79%	82%	-3%
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Cleanliness of waiting area.	79%	82%	-3%
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Amount of lighting.	74%	77%	-3%
<b>Questions 1A – 6F:</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			
<b>Table continued on following page.</b>			

**Appendix Table 2 - continued**  
**Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, Year 3 v. Year 1**

	<b>Year 3 (529)</b>	<b>Year 1 (513)</b>	<b>% Gap Year 3- Year 1</b>
<b><i>Service Item Rated</i></b>			
Q1A. Trip Time on the RapidRide B Line. How long my bus trip takes.	80%	82%	-2%
Q6C. Frequency and Reliability of Buses on the RapidRide B Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	78%	80%	-2%
Q6B. Frequency and Reliability of Buses on the RapidRide B Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	84%	85%	-1%
Q6A. Frequency and Reliability of Buses on the RapidRide B Line. The bus getting me where I'm going on time.	81%	82%	-1%
Q5B. Ease of Transferring to or from the RapidRide B Line. The way buses are scheduled to make transfer connection.	70%	71%	-1%
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Being able to sit down while waiting.	63%	64%	-1%
Q5C. Ease of Transferring to or from the RapidRide B Line. Waiting time between transfers.	64%	65%	-1%
Q6D. Frequency and Reliability of Buses on the RapidRide B Line. How often the bus runs in the evening / night.	69%	69%	0%
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Protection from the weather.	54%	53%	+1%
Q5A. Ease of Transferring to or from the RapidRide B Line. The number of transfers I make.	78%	76%	+2%
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Having information available about routes and connections.	71%	68%	+3%
Q5F. Ease of Transferring to or from the RapidRide B Line. Transfer information at the waiting area.	68%	65%	+3%
Q3G. Waiting Area / Bus Stop Where You Boarded RapidRide B Line for This Trip. Information provided on the electronic real time information sign.	79%	75%	+4%
<b>Questions 1A – 6F:</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.			

# RapidRide B line Three Year Post Implementation Survey

**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 B Line, not other routes or Metro Transit in general. THANK YOU!

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
<b>1. Trip Time on the RapidRide B Line</b>						
▼ How long my bus trip takes	<input type="checkbox"/>					
▼ The number of stops my bus makes	<input type="checkbox"/>					
<b>2. Personal Safety on the RapidRide B Line</b>						
▼ 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"/>					
<b>3. Waiting Area/Bus Stop Where You Boarded the RapidRide B Line for This Trip</b>						
▼ 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 the bus stop to my home or where I was coming from	<input type="checkbox"/>					
▼ Information provided on the electronic real time information signs (at some locations)	<input type="checkbox"/>					
<b>4. Things About Buses on the RapidRide B Line</b>						
▼ 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"/>					
▼ Enough bars/straps to hang onto while standing	<input type="checkbox"/>					
▼ Having free Wi-Fi	<input type="checkbox"/>					

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
<b>5. Ease of Transferring to or from RapidRide B Line</b>						
▼ 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"/>					
▼ Transfer information at the waiting area	<input type="checkbox"/>					

Now go on to Question 6.

**6. Frequency and Reliability of Buses on the RapidRide B Line**

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

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

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

**8. How do you feel RapidRide compares to other Metro bus service for the following items?**

(Please check only one answer.)

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

9. How many rides have you taken on the RapidRide B 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 B Line? (Please check only one).

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

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

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

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

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

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

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

