



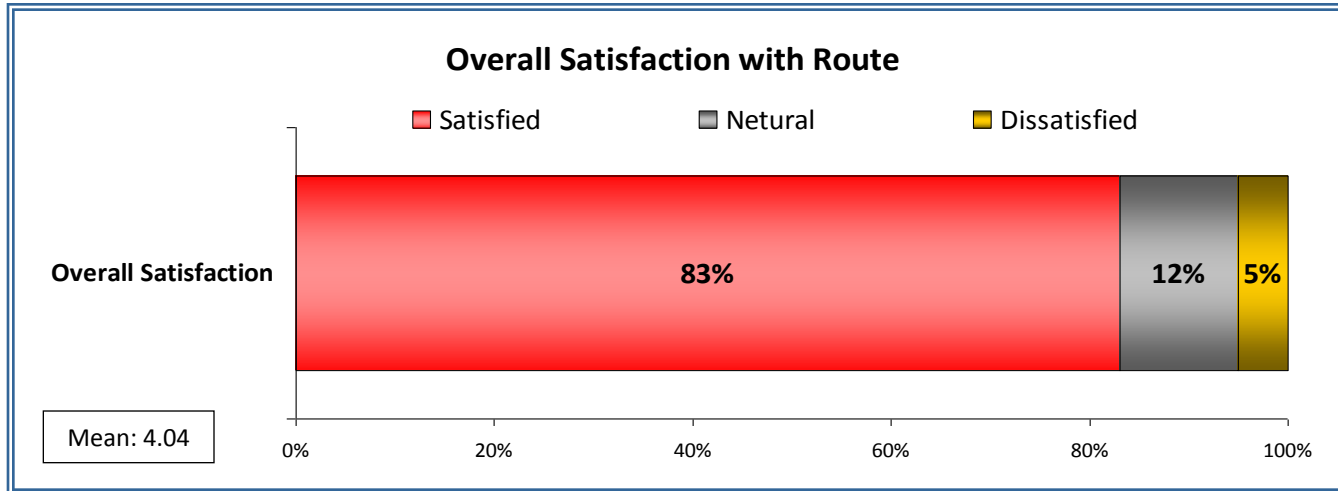
We'll Get You There

RapidRide E Line Customer Satisfaction Survey

June 2014

Quick Look: May 2014, Two Months Post Implementation

RapidRide E Line: Overall Satisfaction and Rider Profile



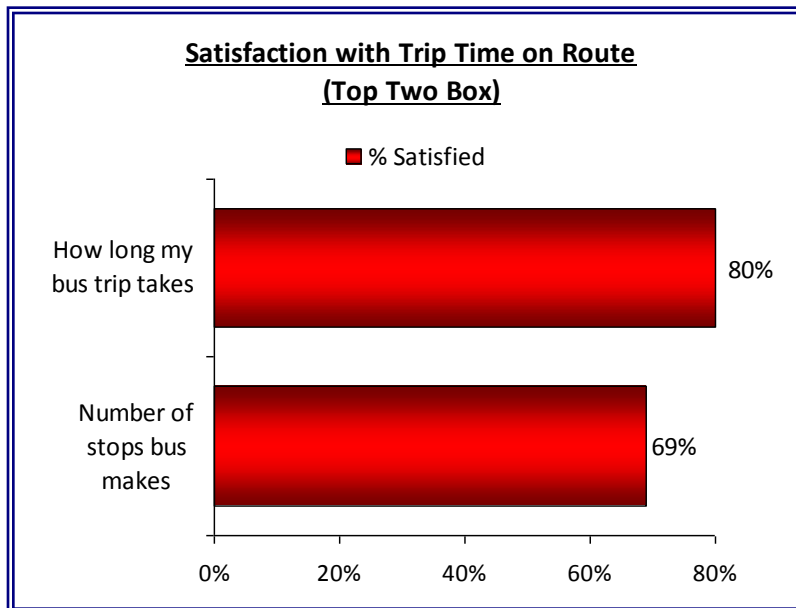
Rider Demographics			
Q.21 Gender		Q.22 Age	
Male	51%	<25	21%
Female	49%	25-34	36%
		35-44	16%
		45-54	10%
		55-64	11%
		65+	6%
		Mean	36.8

Q7. Overall, how satisfied are you with the Route? (5 is very satisfied, 1 is very dissatisfied)

Q21. Gender

Q22. Age

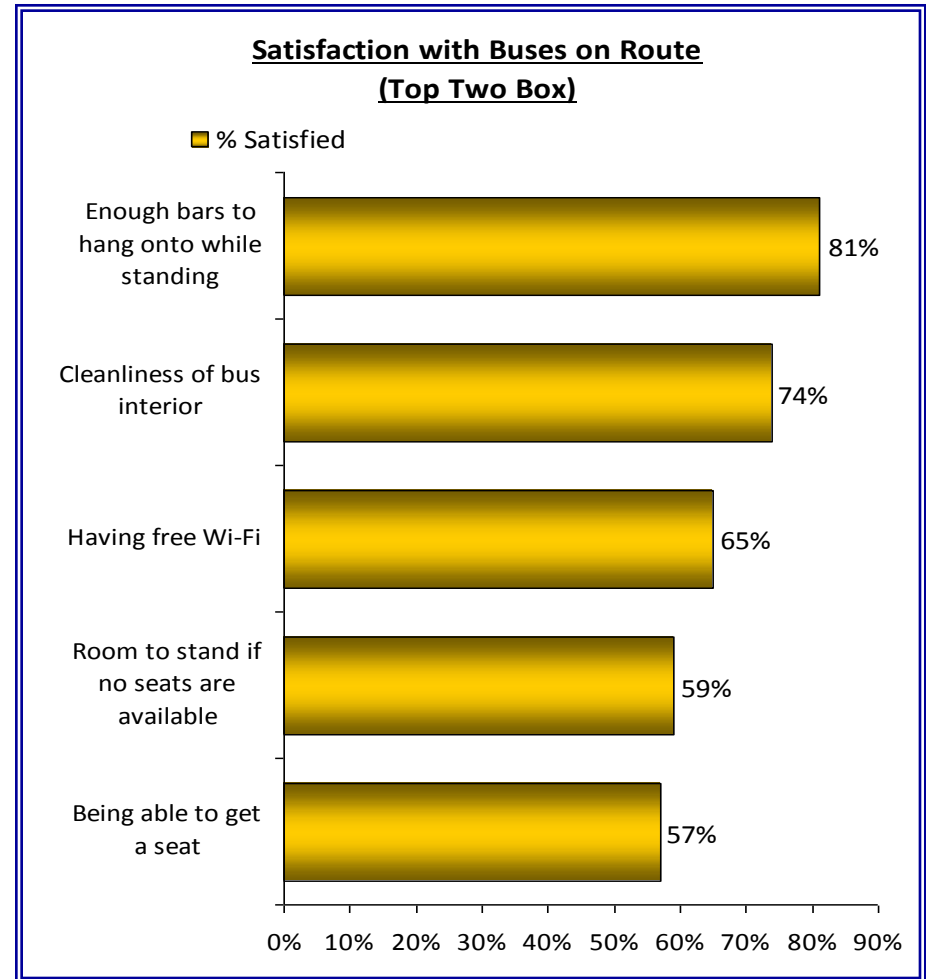
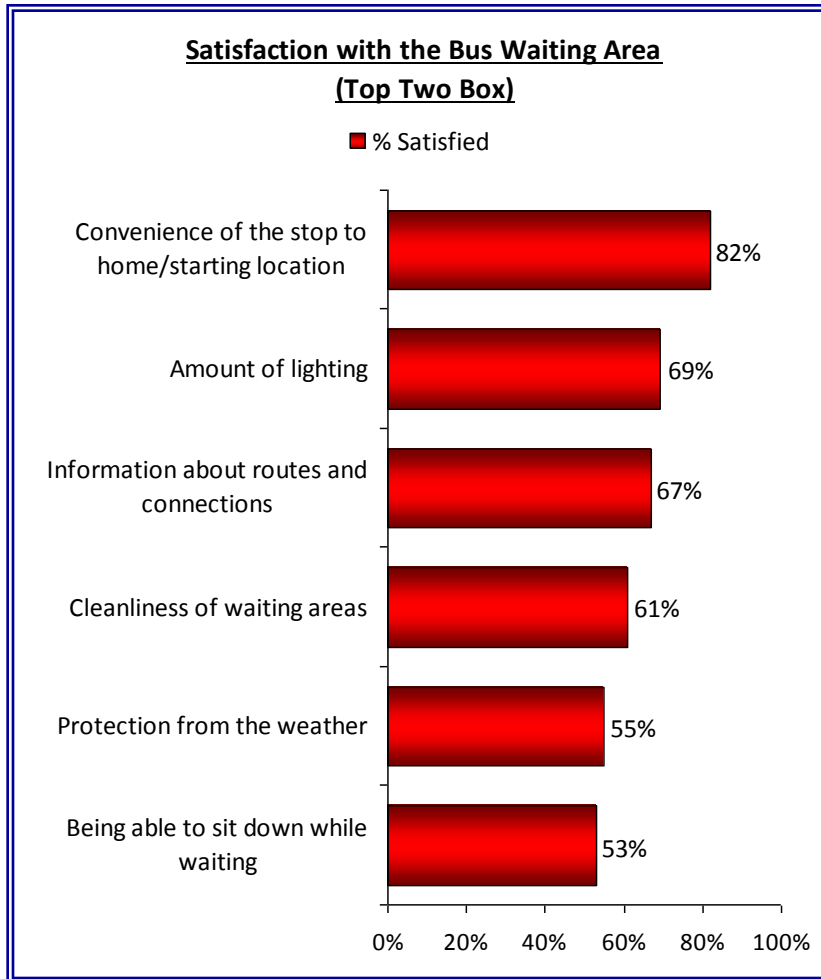
RapidRide E Line: Trip Time and Personal Safety on Route



Q1. Trip time on Route: (5 is very satisfied, 1 is very dissatisfied)

Q2. Personal safety on Route: (5 is very satisfied, 1 is very dissatisfied)

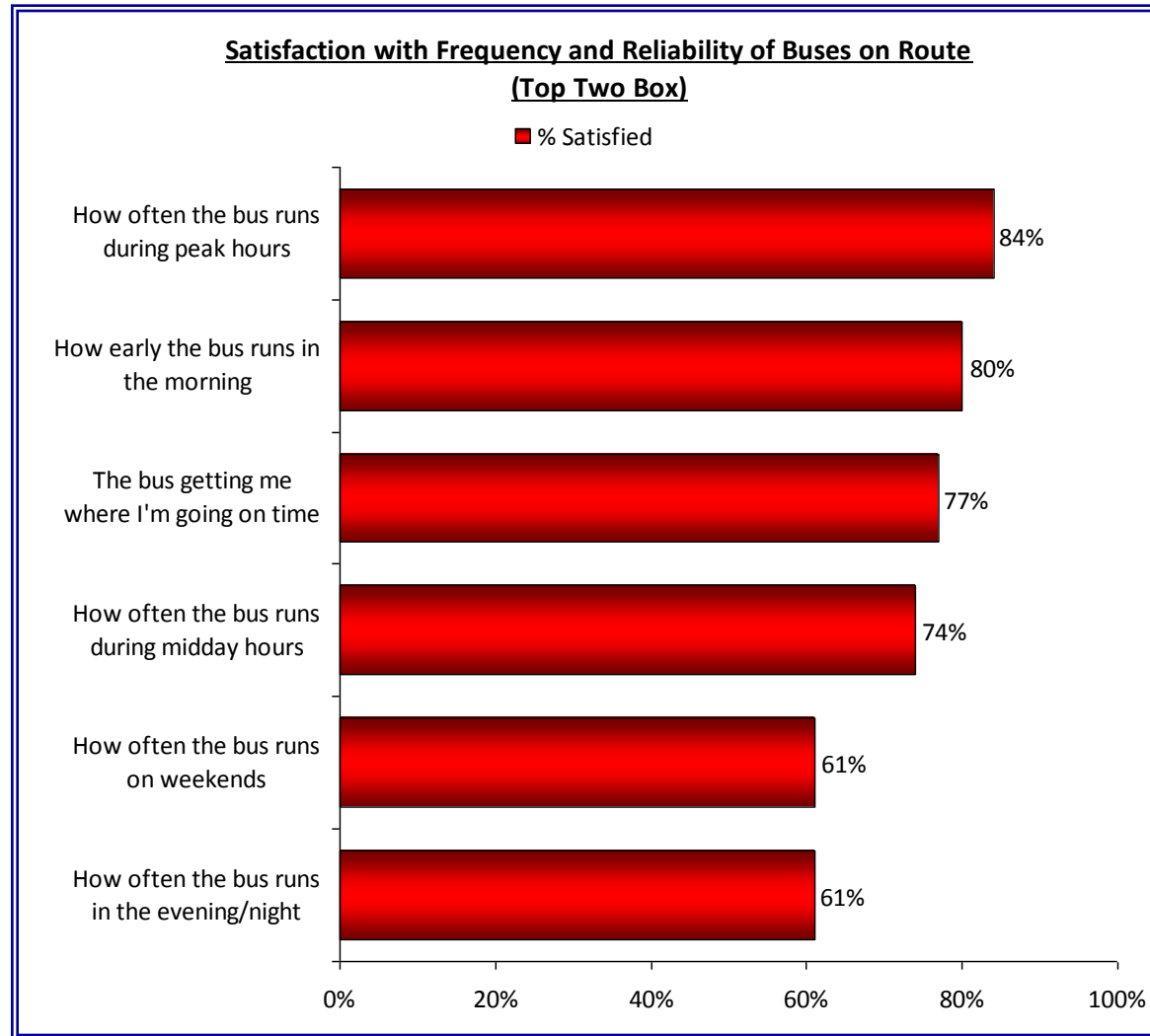
RapidRide E Line: Bus Waiting Areas and Buses on Route



Q3. Waiting area where you boarded the Route for this trip: (5 is very satisfied, 1 is very dissatisfied)

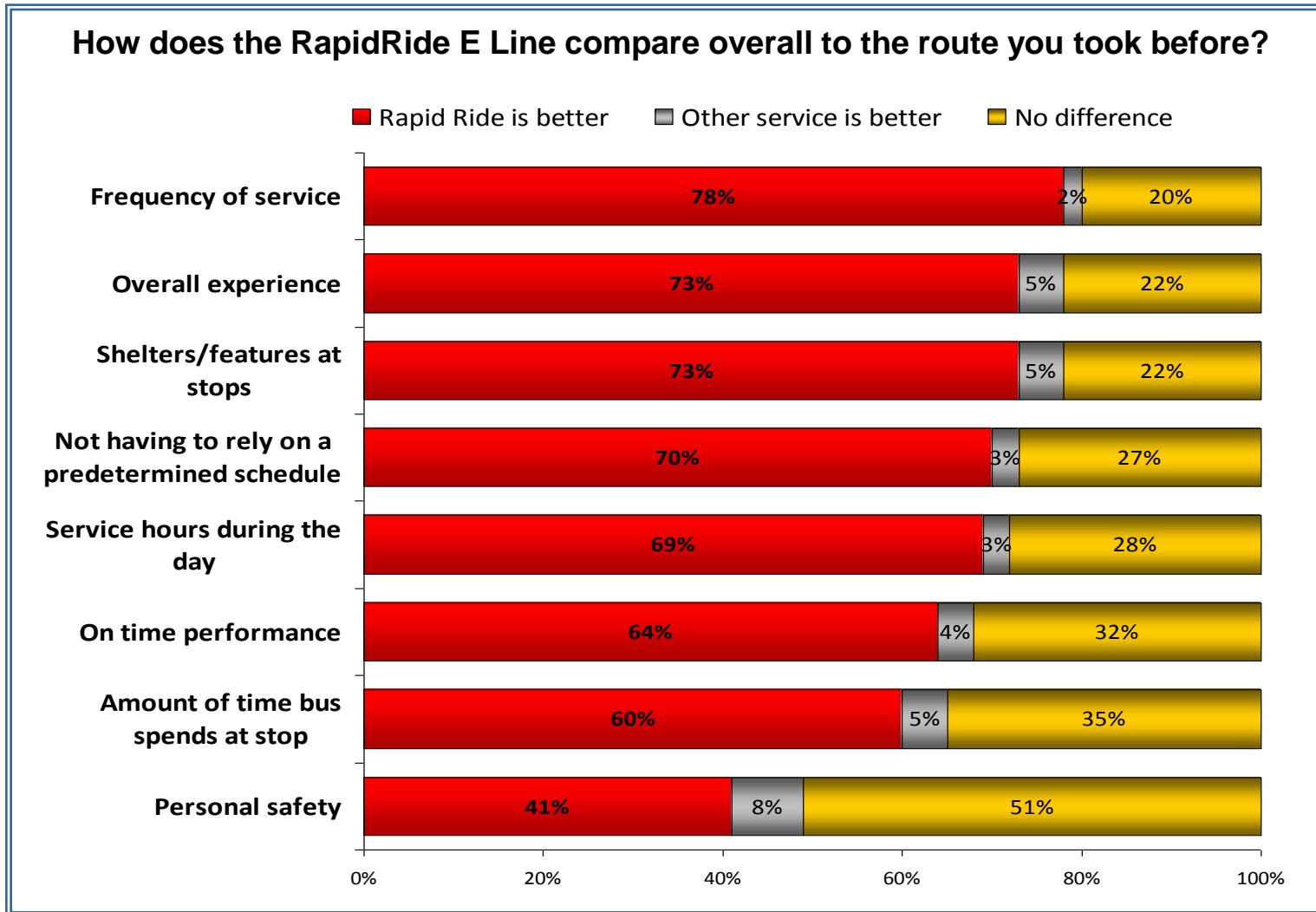
Q4. Things about buses on Route: (5 is very satisfied, 1 is very dissatisfied)

RapidRide E Line: Frequency and Reliability of Buses



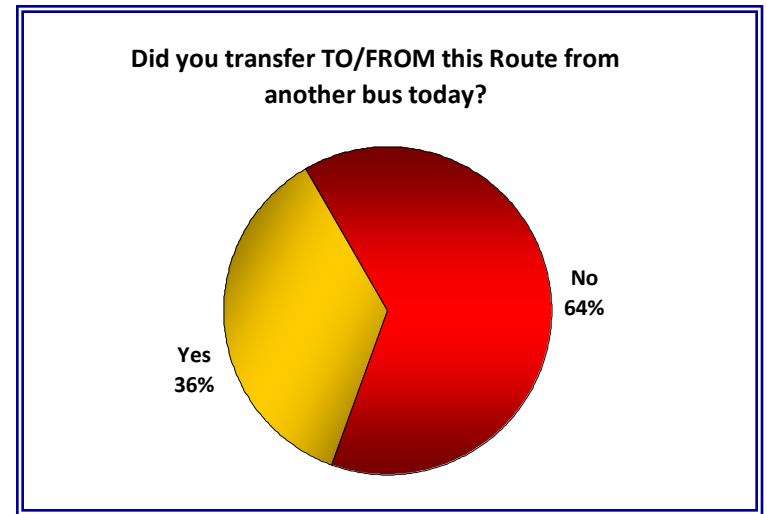
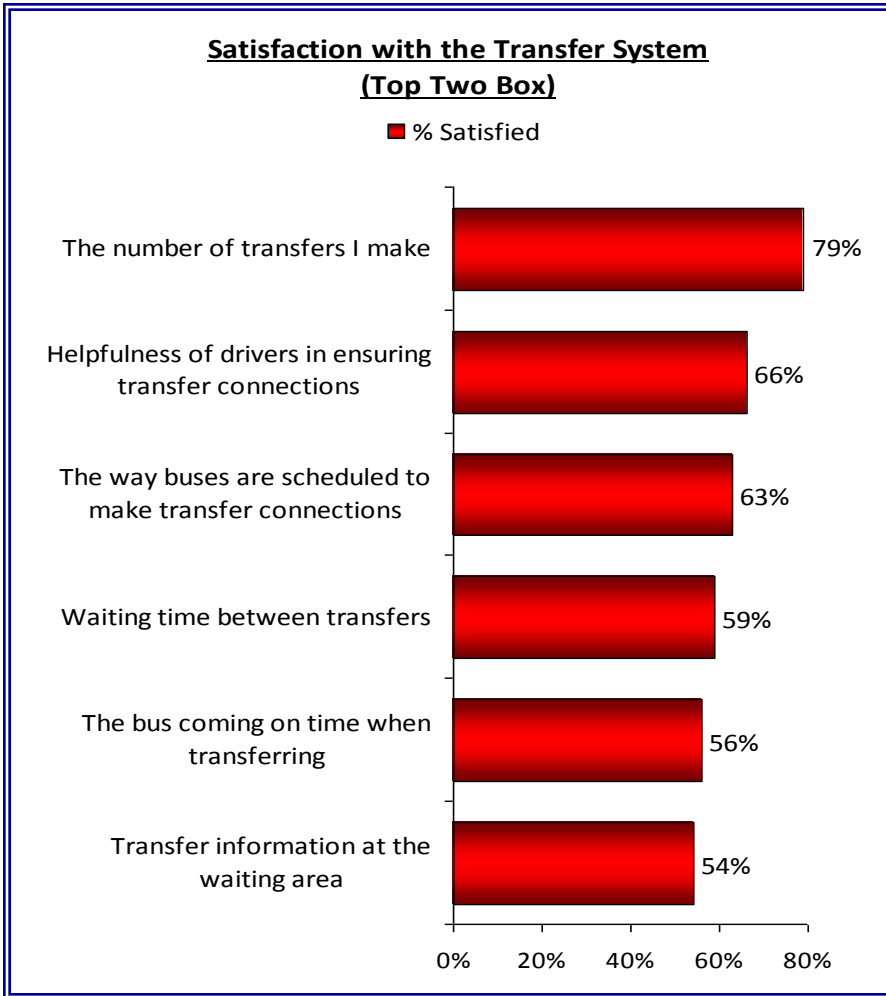
Q6. Frequency and reliability of buses on the Route: (5 is very satisfied, 1 is very dissatisfied)

RapidRide E Line: Compared to Other Metro Service



Q8. How do you feel RapidRide compares to other Metro bus service for the following items?

RapidRide E Line: Transfer Systems

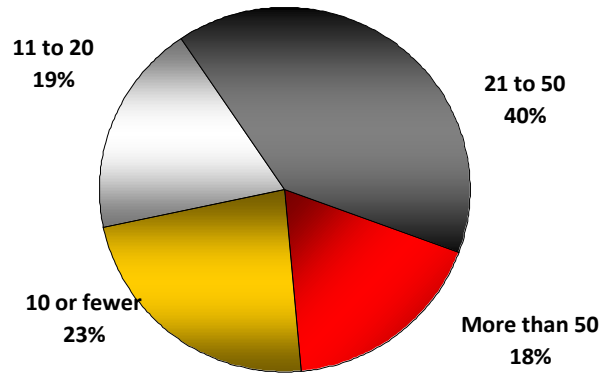


Q5. If you make a transfer on this Route, please rate the items in the box below: (5 is very satisfied, 1 is very dissatisfied)

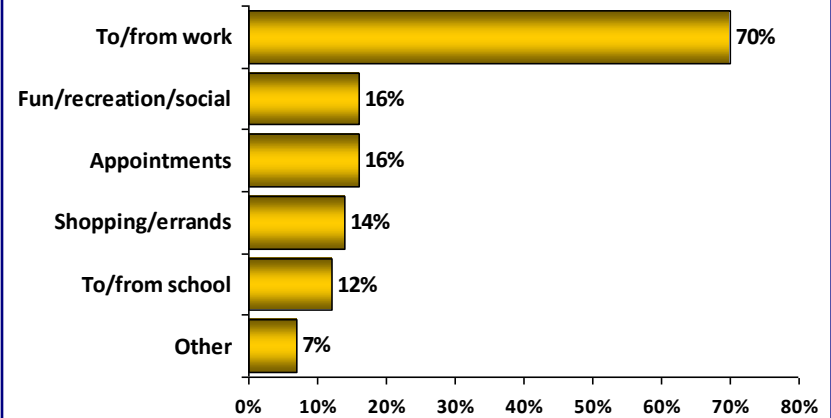
Q13. Did you transfer TO/FROM this Route from another bus on this trip today?

RapidRide E Line: Ridership Information

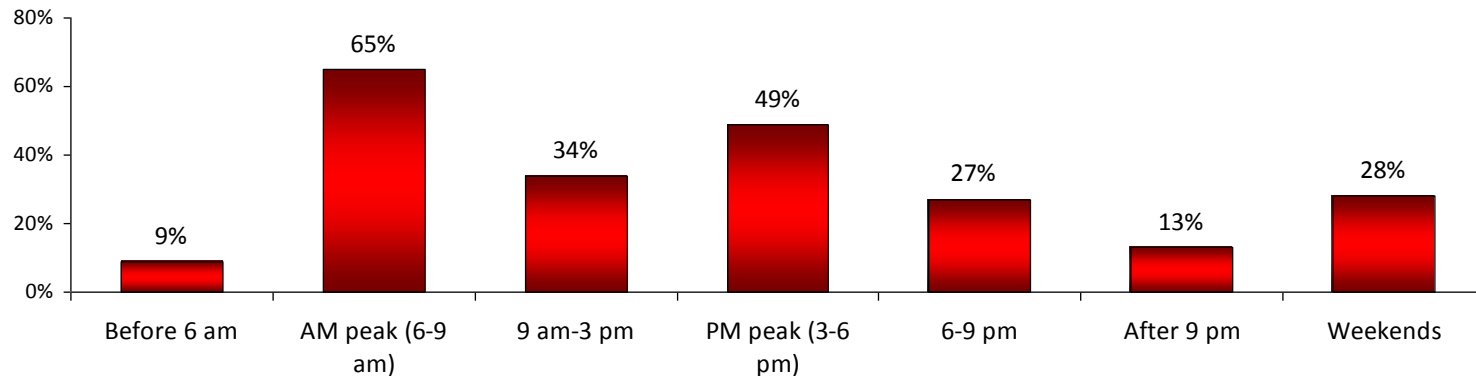
Rides Taken on Route in Past 30 Days



The Purpose of the Trip on This Route



Times Riders are Usually on This Route (Weekday Hours)

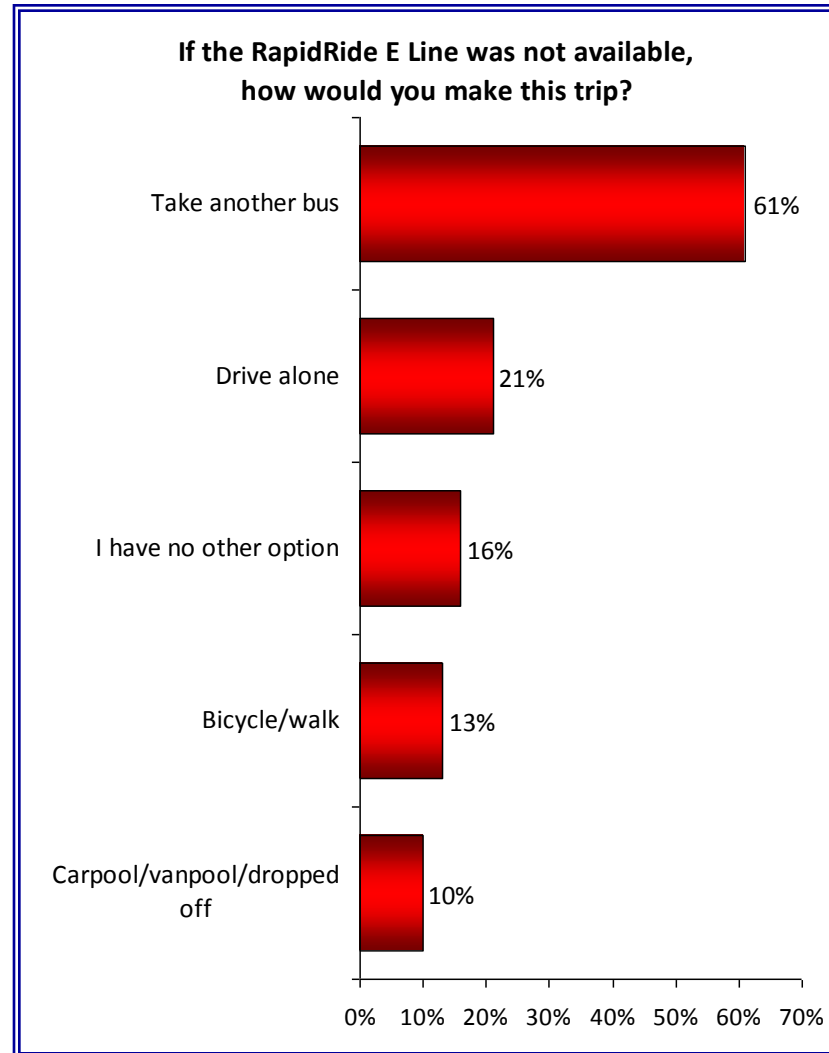


Q9. How many rides have you taken on this Route in the last 30 days?

Q10. What is the purpose of the trip you take most often on this Route?

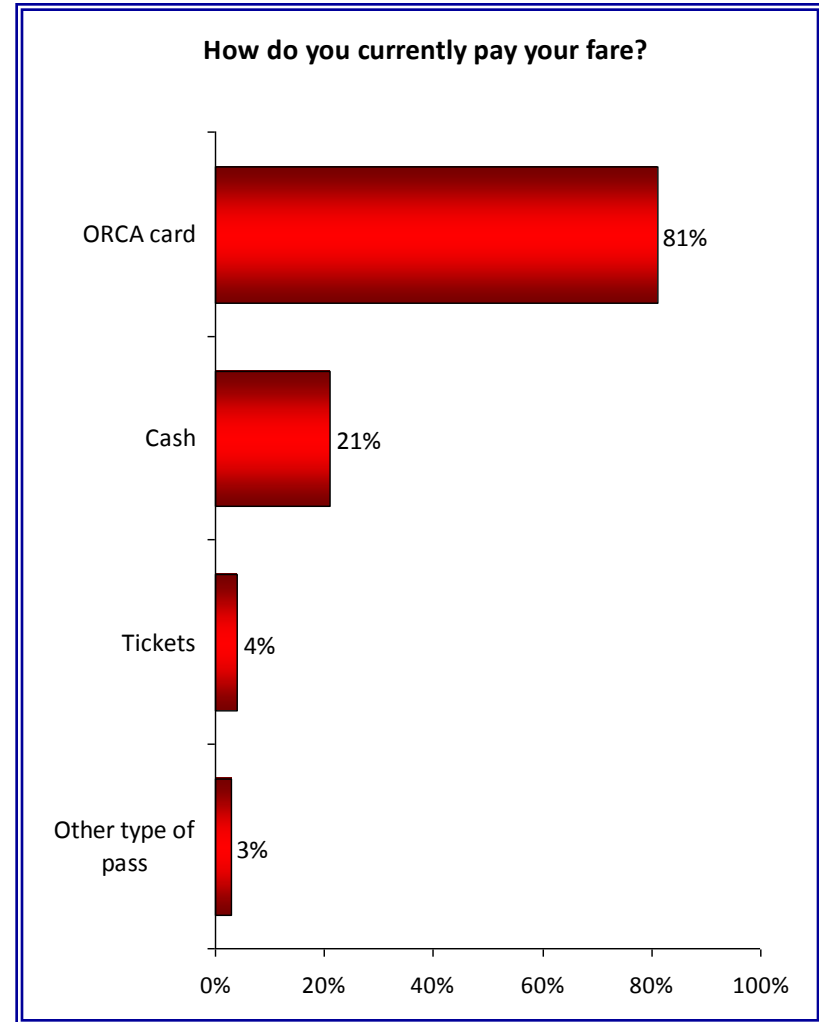
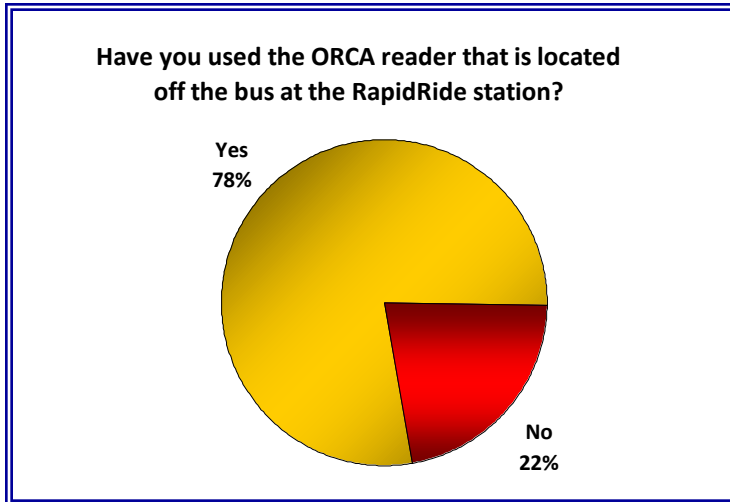
Q11. When do you usually ride this Route?

RapidRide E Line: How else would you make this trip?



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

RapidRide E Line: ORCA Reader, Fare Payment

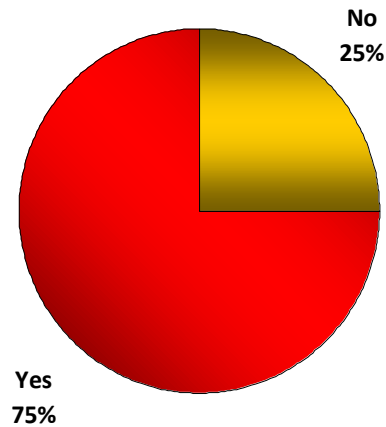


Q14. How do you currently pay your fare?

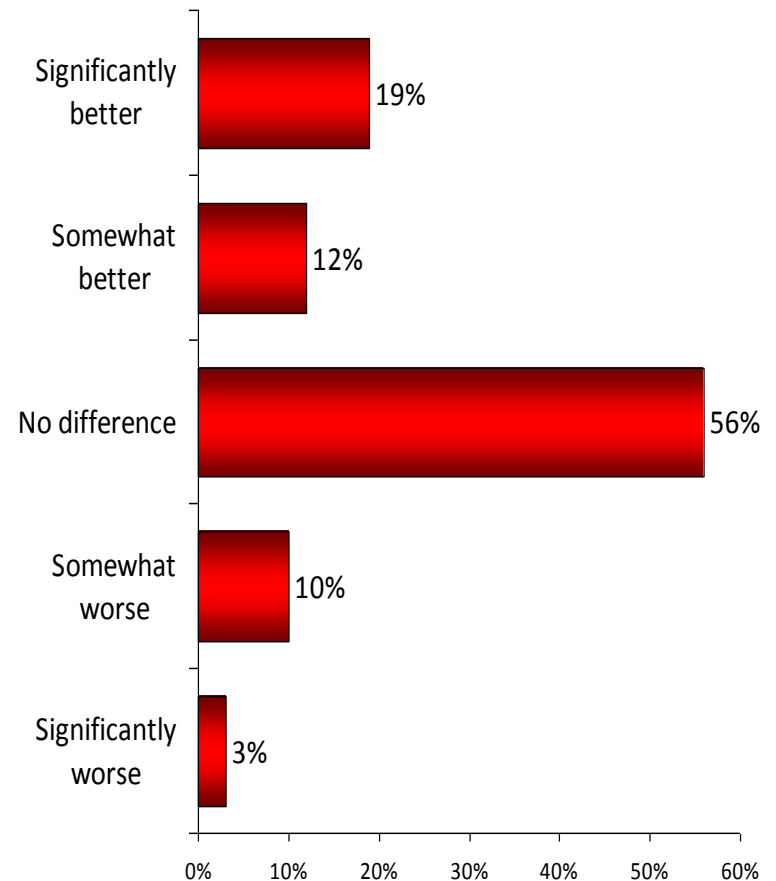
Q15. Have you used the ORCA reader that is located off the bus at the RapidRide station (at some stops)? ORCA card users (N=430)

RapidRide E Line: Proof of Payment

Asked to Provide Proof of Payment



Impact of Requests for Proof of Fare Payment on Customer Experience

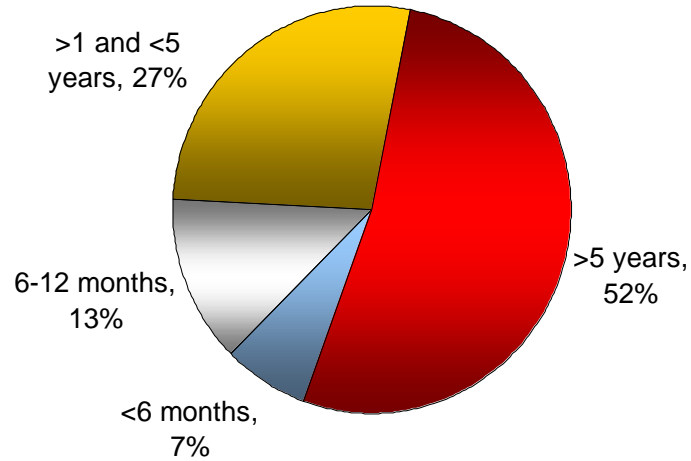


Q16. Have you ever been requested to show your proof of payment by a fare enforcement officer on this route?

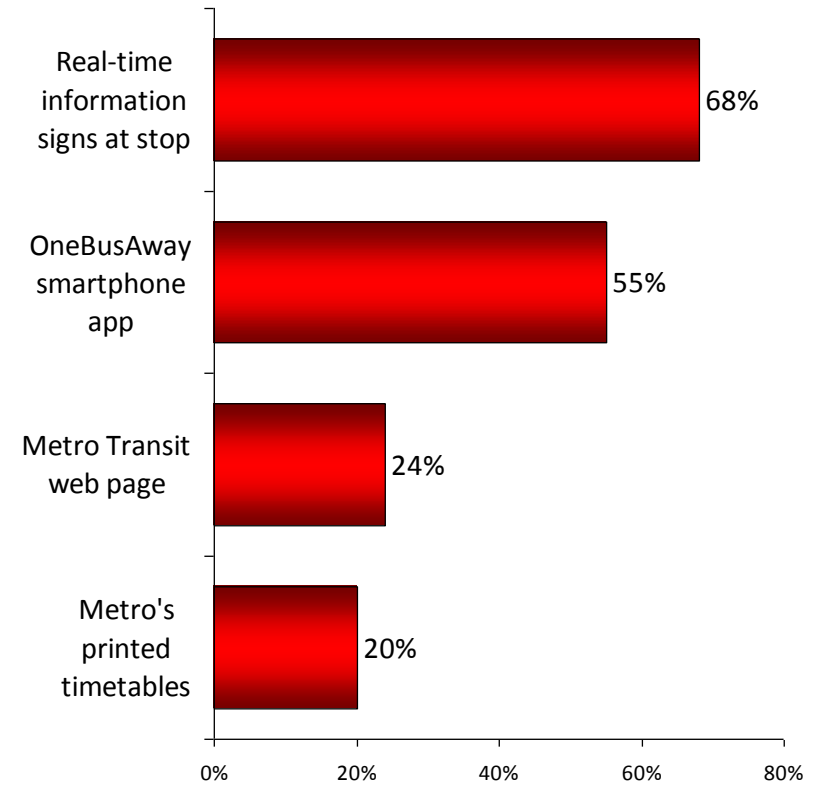
Q17. How is your transit experience impacted by on-board fare inspection?

RapidRide E Line: Rider Profile

Length of Time Respondent Has Been a Metro Rider



What trip information sources do you use for traveling on this route?*

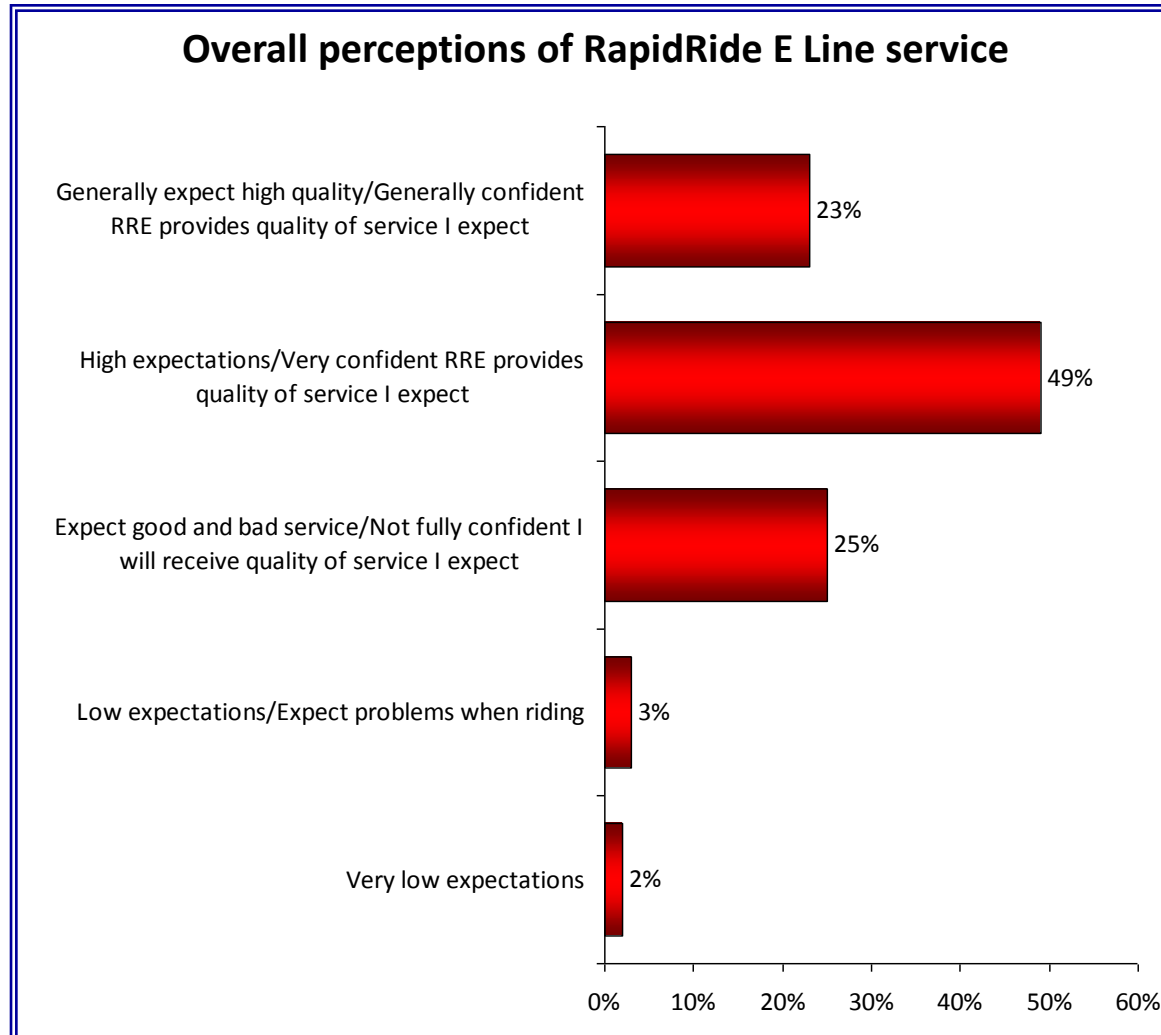


*multiple responses allowed

Q18. How long have you been a Metro rider?

Q19. What trip information sources do you use for traveling on RapidRide E Line? (multiple responses allowed)

RapidRide E Line: Overall Perceptions



Q20. Based on anything you have seen, heard or directly experienced, which of the following statements best describes how you feel about RapidRide E Line?