



We'll Get You There

RapidRide A Line Customer Satisfaction Survey Results

**Four Months Post Implementation
Comparison with Route 174 Baseline (October 2009)**

Prepared for:

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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, offering Bus Rapid Transit (BRT) service between Tukwila International Boulevard Link Station and Federal Way Transit Center on Pacific Highway South/ International Boulevard. The RapidRide A Line replaced service formerly provided by Route 174.

The RapidRide A 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 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 new passenger facilities that include redesigned shelters, enhanced lighting, electronic real time information signs, off-board ORCA card readers, and other convenient features.
- Use of HOV lanes and transit signal priority to improve reliability and speed up travel times.

Metro contracted with the Gilmore Research Group to conduct on-board surveys with RapidRide A Line riders in January 2011 to determine their satisfaction with the new service. Satisfaction with RapidRide service was compared to satisfaction with Route 174 service - for similar elements of service - prior to the change.¹ Specific areas of investigation were:

- *Trip time*
- *Personal safety*
- *Waiting areas*
- *Physical characteristics of the buses*
- *Transfers*
- *Frequency and reliability of the buses*
- *Rides taken during the past 30 days, usual reason for riding and length of time as a rider*
- *Payment of fares*
- *Overall satisfaction with each route*

Key findings from the January 2011 survey are provided in this Executive Summary. They are presented as a comparison with November 2009 survey results for Route 174.

¹ A survey was completed with all riders affected by the September 2009 service change in October 2009, including Route 174 riders. November 2009 survey findings are reproduced from that study in this report for comparison with RapidRide A Line findings.

Method

All riders onboard RapidRide A Line were invited to complete a questionnaire regarding their satisfaction with various service quality elements. Trips to be surveyed were selected to provide a variety of peak and non-peak riders. Table 1 summarizes survey response for RapidRide and for Route 174.

	Rapid Ride Line A	Route 174
Completed Questionnaires	575	452
% of Questionnaires Handed Out	46%	69%
% of All Riders on Sampled Trips*	26%	31%
% Refused	50%	36%
*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.		

Refusal rates were higher among RapidRide respondents than Route 174 respondents (50% vs. 36%). This occurred despite the fact that riders were offered interviews in three languages: Spanish (n=12 completed interviews), Korean (n=3 completes) and Vietnamese (n=2 completes).

Considering response rate as a proportion of all questionnaires given out, RapidRide had a response rate of 46%, compared to 69% for Route 174. Considering response rate as a proportion of all riders contacted, 26% of A Line riders completed surveys, compared to 31% of Route 174 riders.

Dates of Survey

Onboard survey dates for RapidRide A Line were January 4, 2011 when 263 surveys were completed (46% of total) and January 5, 2011 when 312 surveys were completed (54%). A total number of 575 surveys were completed by RapidRide A Line riders.

In 2009, 452 Route 174 riders completed questionnaires during three days of fielding: October 22 (n=190 or 42% of total questionnaires), October 29 (n=194, 43%) and November 5 (n=72, 16%).

Reporting Conventions

This report presents response proportions in text, in graphs and in tables excluding the number of respondents who did not answer the questions and those who indicated *not applicable*. A complete set of data tables including proportions of non-response, are available under separate cover.

Text summaries of respondent ratings are presented as the combined proportions of *satisfied/very satisfied* ratings and *dissatisfied/very dissatisfied* ratings. Proportions reported in text were obtained directly from data tables. Due to rounding differences these may vary from response proportions shown in graphs by no more than 1 percentage point.

KEY FINDINGS

- All aspects of service gathered significantly larger proportions of *satisfied/very satisfied* ratings from RapidRide A Line respondents than Route 174 respondents (surveyed in October 2009). Conversely, all aspects of service gathered significantly more *dissatisfied/very dissatisfied* ratings by Route 174 respondents than RapidRide A Line respondents.
- Mean satisfaction ratings for all aspects of service were significantly higher for RapidRide than for Route 174.
- Among RapidRide respondents who previously rode Route 174, 81% indicated RapidRide A Line service as *better* than Route 174 service. Thirteen percent indicated it was *about the same*, and 6% said it was *not as good*.

DETAILED FINDINGS

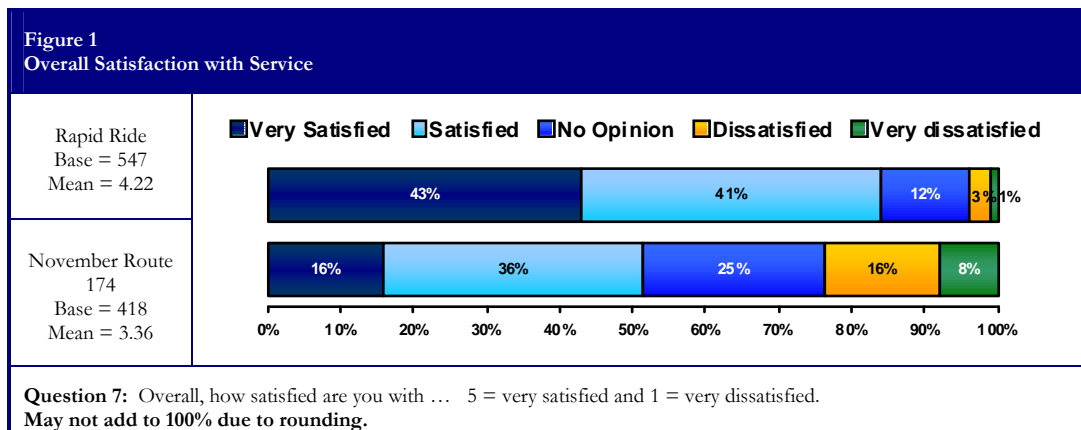
Overall Satisfaction with Service

Figure 1 shows the ratings for overall satisfaction with RapidRide and Route 174. Statistically significant differences between mean scores and response proportions are shown in boldface type.

Results show significantly more *very satisfied* ratings among RapidRide respondents than Route 174 respondents (43% vs. 16%). There were significantly more *dissatisfied* and *very dissatisfied* ratings among Route 174 riders (16% and 8%, respectively) than RapidRide riders (3% and 1%).

The mean overall satisfaction rating was significantly higher for RapidRide than for Route 174 (4.22 vs. 3.36).

Less than 1% of respondents in each survey chose not to give an overall rating for service.



Satisfaction with Service Elements for RapidRide and for Route 174

Both surveys asked respondents to give satisfaction ratings for 34 similar service items. These ratings are presented in graphs, and mean ratings are summarized in tables. The following information summarizes the *statistically significant differences* in top 2 ratings (*very satisfied/satisfied*), bottom 2 ratings (*dissatisfied/very dissatisfied*) and mean ratings by survey topic area.

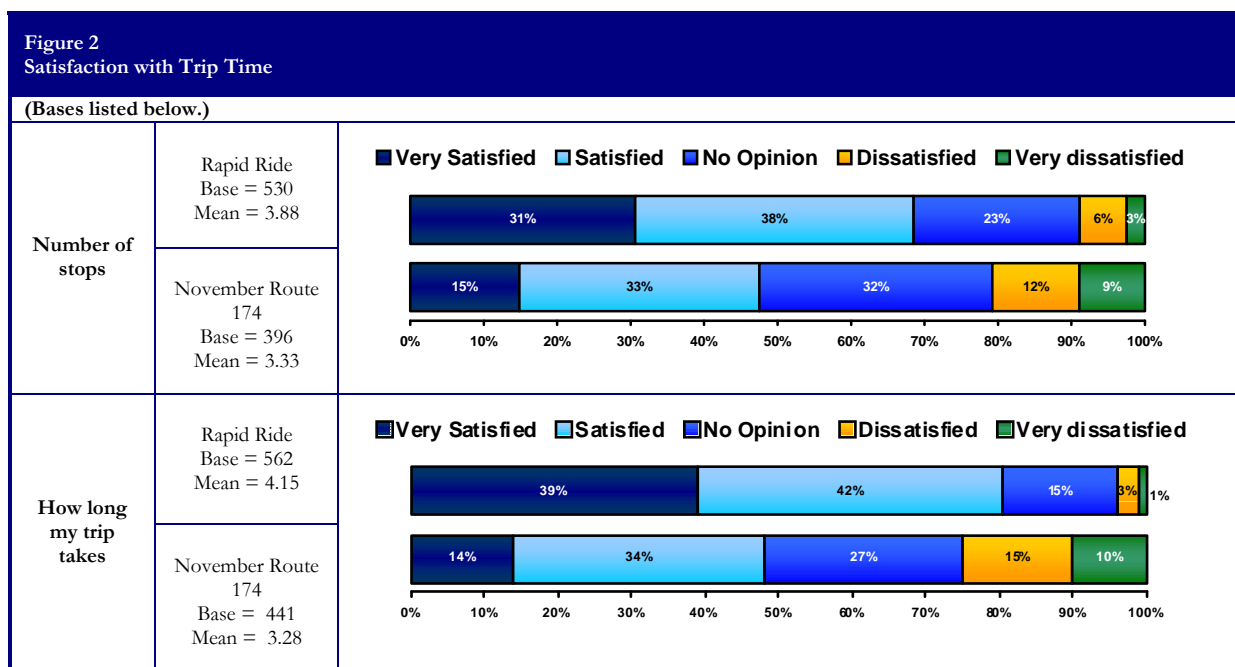
Text summaries of top 2 and bottom 2 ratings were obtained directly from data tables. Due to rounding differences these summaries may at times vary from results shown in graphs by no more than 1 percentage point.

Satisfaction with Trip Time

There were significantly more RapidRide respondents than Route 174 respondents who indicated they were *very satisfied/satisfied* both elements of service. (Figure 2)

For *number of stops* RapidRide satisfaction was 69% vs. 48% satisfaction for Route 174. For *length of trip* RapidRide satisfaction was 81% vs. 48% satisfaction for Route 174.

Dissatisfaction (*dissatisfied/very dissatisfied*) was significantly higher for Route 174 riders than RapidRide riders for both service elements. For *number of stops* it was 21% vs. 9%, respectively. For *length of trip* it was 25%, for Route 174 vs. 4% for RapidRide. Two percent of respondents in each survey did not give a rating for *length of trip*. Non-response to the question asked about *number of stops* was 8% for the RapidRide survey and 12% for the Route 174 survey.



Mean satisfaction ratings for both trip time elements were significantly higher for RapidRide respondents than for Route 174 respondents.

Table 2
Mean Satisfaction Scores: Trip Time – Rapid Ride vs. Route 174

	Rapid Ride	Route 174
How long my trip takes	4.15	3.28
Number of stops	3.88	3.33

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.

Satisfaction with Personal Safety

Satisfaction with all five elements of personal safety was significantly higher for RapidRide respondents than for Route 174 respondents. (Figure 3) The percentage of respondents *satisfied/very satisfied* with elements of personal safety includes:

- *Personal safety while on the bus* – RapidRide (81%) vs. Route 174 (63%)
- *Personal safety while waiting for the bus during the day* – RapidRide (76%) vs. Route 174 (62%)
- *Behavior of other passengers on the bus* - RapidRide (60%) vs. Route 174 (39%)
- *Behavior of other people at the waiting area* - RapidRide (56%) vs. Route 174 (42%)
- *Personal safety while waiting for the bus at night* - RapidRide (54%) vs. Route 174 (35%)

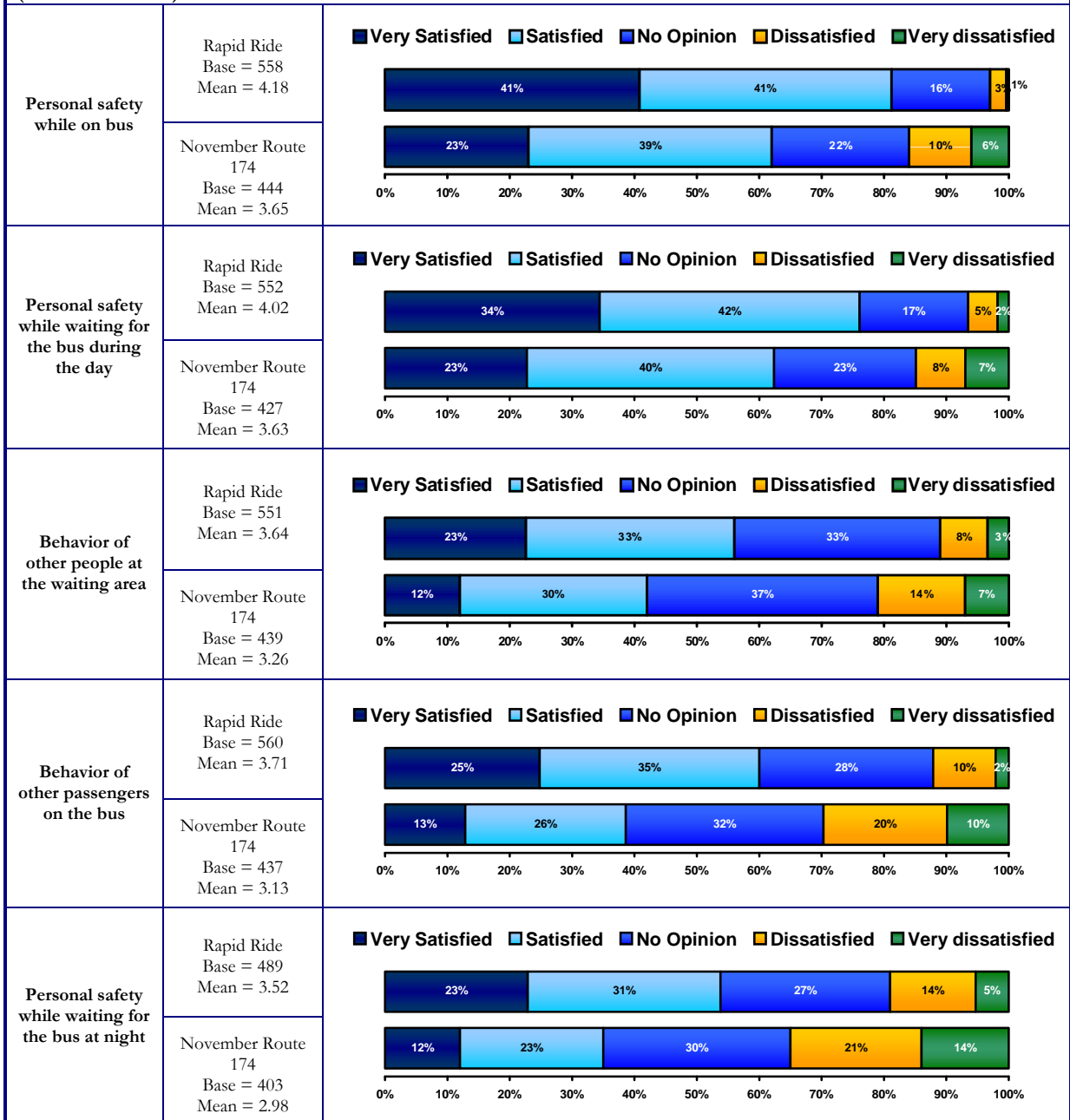
Route 174 riders were significantly more likely than RapidRide riders to be *dissatisfied/very dissatisfied* with all personal safety elements:

- *Personal safety while waiting for the bus at night* – Route 174 (35%) vs. RapidRide (19%)
- *Behavior of other passengers on the bus* – Route 174 (29%) vs. RapidRide (12%)
- *Behavior of other people at the waiting area* – Route 174 (21%) vs. RapidRide (11%)
- *Personal safety while on the bus* – Route 174 (15%) vs. RapidRide (3%)
- *Personal safety while waiting for the bus during the day* – Route 174 (15%) vs. RapidRide (7%)

Between 3% and 15% of RapidRide respondents chose not to answer questions about personal safety. The rates of non-response in the Route 174 survey ranged from 2% to 11%.

Figure 3
Satisfaction with Personal Safety

(Bases listed below.)



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.

May not add to 100% due to rounding.

Mean ratings for all elements of personal safety were significantly higher for RapidRide respondents than for Route 174 respondents. (Table 3)

Table 3 Mean Satisfaction Scores: Personal Safety – Rapid Ride vs. Route 174		
	Rapid Ride	Route 174
Personal safety while on bus	4.18	3.65
Personal safety while waiting for the bus during the day	4.02	3.63
Behavior of other passengers	3.71	3.13
Behavior of other people at the waiting area	3.64	3.26
Personal safety while waiting for the bus at night	3.52	2.98
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.		

Satisfaction with the Waiting Area Where Boarded

In both surveys riders gave satisfaction ratings for seven elements of bus waiting areas. RapidRide respondents rated one additional element: *information provided on the electronic real time information sign.*

Non-response for questions asked about waiting areas ranged from 3% to 12% in the RapidRide survey. Non-response for this question series in the Route 174 survey ranged from 3% to 7%.

Figure 4: Satisfaction ratings (the percentage of *satisfied/very satisfied*) for all of seven common items were significantly higher for RapidRide respondents than for Route 174 riders:

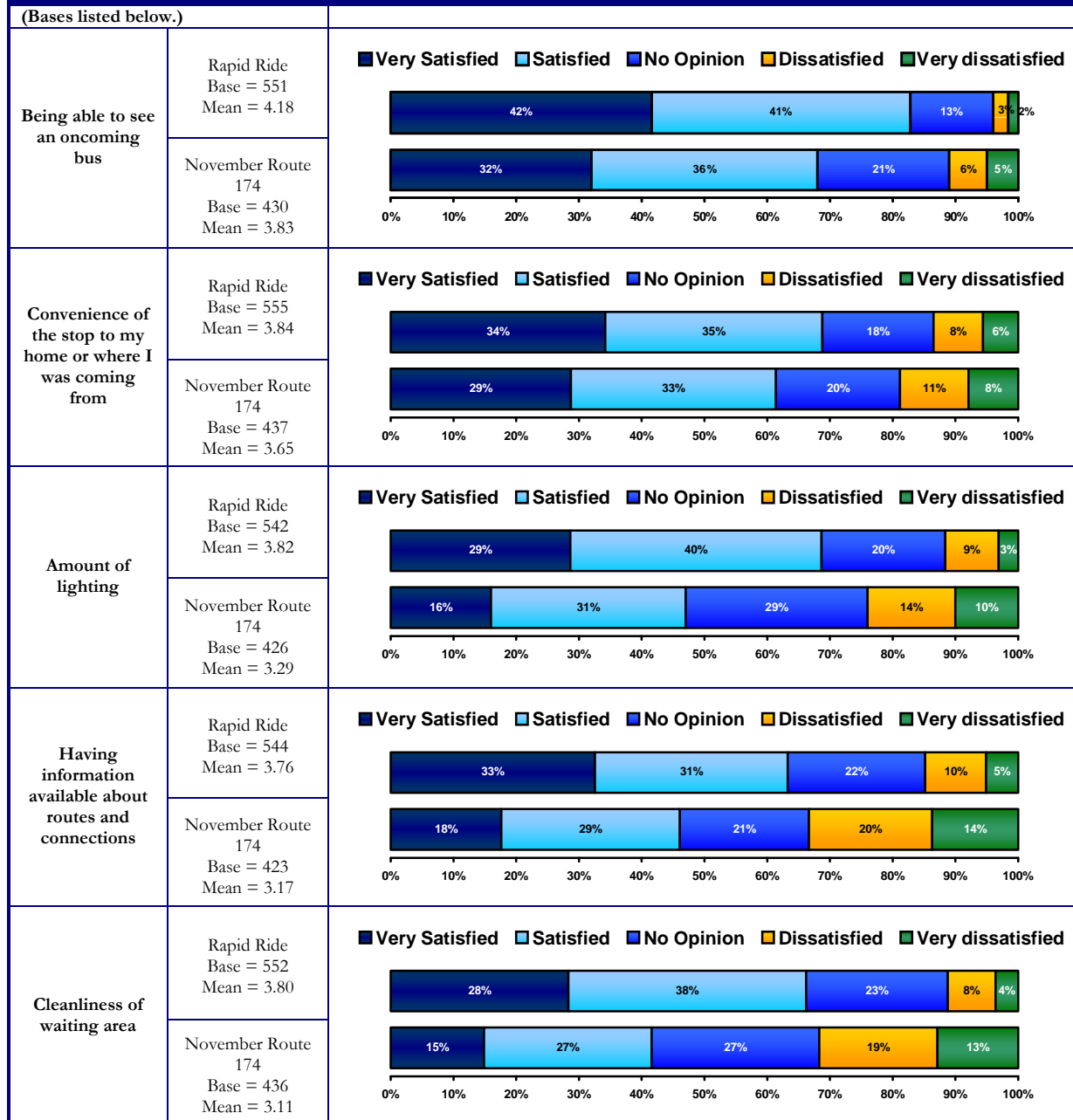
- *Being able to see an oncoming bus* - RapidRide (83%) vs. Route 174 (68%)
- *Convenience of the stop to my home or where I was coming from* - RapidRide (69%) vs. Route 174 (62%)
- *Amount of lighting* - RapidRide (69%) vs. Route 174 (47%)
- *Cleanliness of the waiting area* - RapidRide (66%) vs. Route 174 (41%)
- *Having information available about connections* - RapidRide (63%) vs. Route 174 (46%)
- *Being able to sit down while waiting* - RapidRide (59%) vs. Route 174 (41%)
- *Protection from the weather* - RapidRide (50%) vs. Route 174 (34%)

Overall dissatisfaction (ratings of *dissatisfied/very dissatisfied*) was higher for Route 174 respondents than for RapidRide respondents for all seven elements:

- *Protection from the weather* – Route 174 (45%) vs. RapidRide (29%)
- *Being able to sit down while waiting* - Route 174 (38%) vs. RapidRide (19%)
- *Having information available about connections* - Route 174 (33%) vs. RapidRide (15%)
- *Cleanliness of the waiting area* - Route 174 (32%) vs. RapidRide (11%)

- *Amount of lighting* - Route 174 (24%) vs. RapidRide (12%)
- *Convenience of the stop to my home or where I was coming from* - Route 174 (18%) vs. RapidRide (14%)
- *Being able to see an oncoming bus* - Route 174 (11%) vs. RapidRide (4%)

Figure 4
Satisfaction with Waiting Area for Boarding This Trip

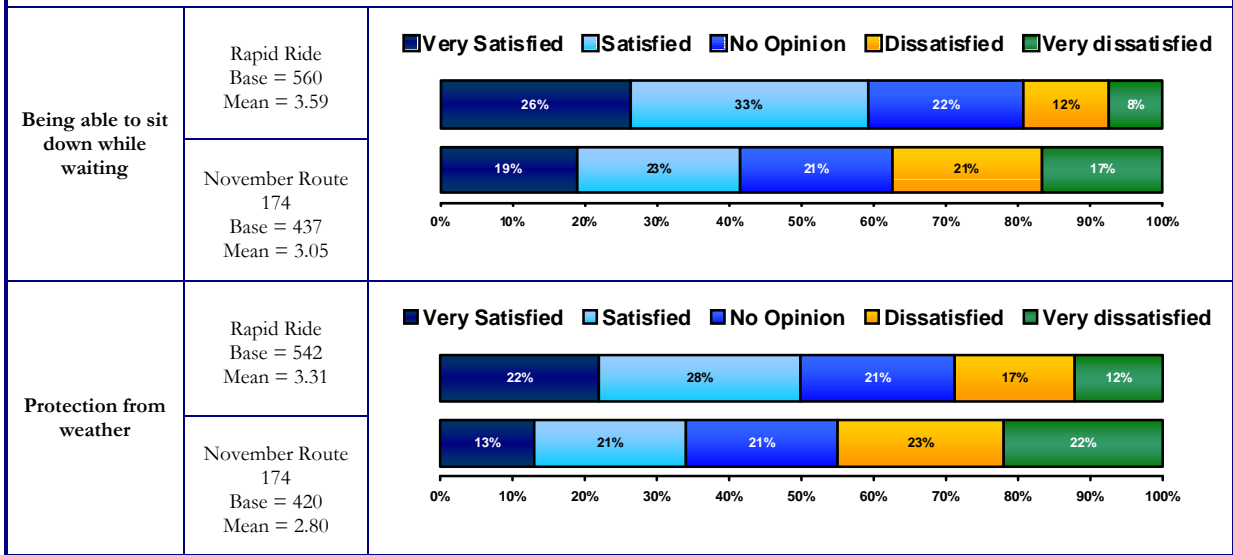


Questions 3A-G: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

May not add to 100% due to rounding.

Figure 4 (Cont'd.)
Satisfaction with Waiting Area for Boarding This Trip

(Bases listed below.)



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 average satisfaction scores for the seven elements of waiting areas. Results found all ratings for RapidRide A Line significantly higher than Route 174 ratings.

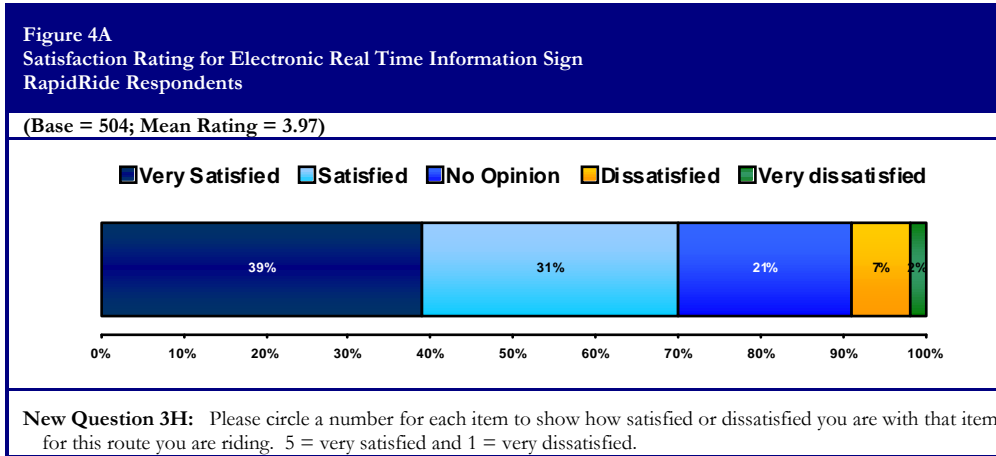
	Rapid Ride	Route 174
Being able to see an oncoming bus	4.18	3.83
Electronic real time information sign*	3.97	NA
Convenience of the stop to my home or where I was coming from	3.84	3.65
Amount of lighting	3.82	3.29
Cleanliness of waiting area	3.80	3.11
Having information available about routes and connections	3.76	3.17
Being able to sit down while waiting	3.59	3.05
Protection from weather	3.31	2.80

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.

*This item was only rated by RapidRide respondents. All ratings for this item are shown in Figure 3A.

Figure 4A: RapidRide A Line survey respondents gave an eighth rating for *information provided on the electronic real time information sign*²

Results found 70% of these respondents *satisfied/very satisfied* with this element of service. Just 9% gave *dissatisfied/very dissatisfied* ratings. One in five (21%) gave a *neutral* rating. The mean rating for this item was 3.97.



² Note- electronic real time information signs were not yet providing predictive arrival time information at the time of the survey.

Physical Characteristics of the Buses

In both surveys riders gave satisfaction ratings for eight physical characteristics of the buses. The RapidRide A Line survey respondents rated one additional service element: *having three doors for loading and unloading*.

The ranges of non-response to these questions were 1% to 24% for the RapidRide survey and 2% to 27% for the Route 174 survey.

A comparison of satisfaction ratings (Figure 5) found significantly more *satisfied/very satisfied* ratings given by RapidRide A Line riders than Route 174 riders for all common aspects of buses. These include:

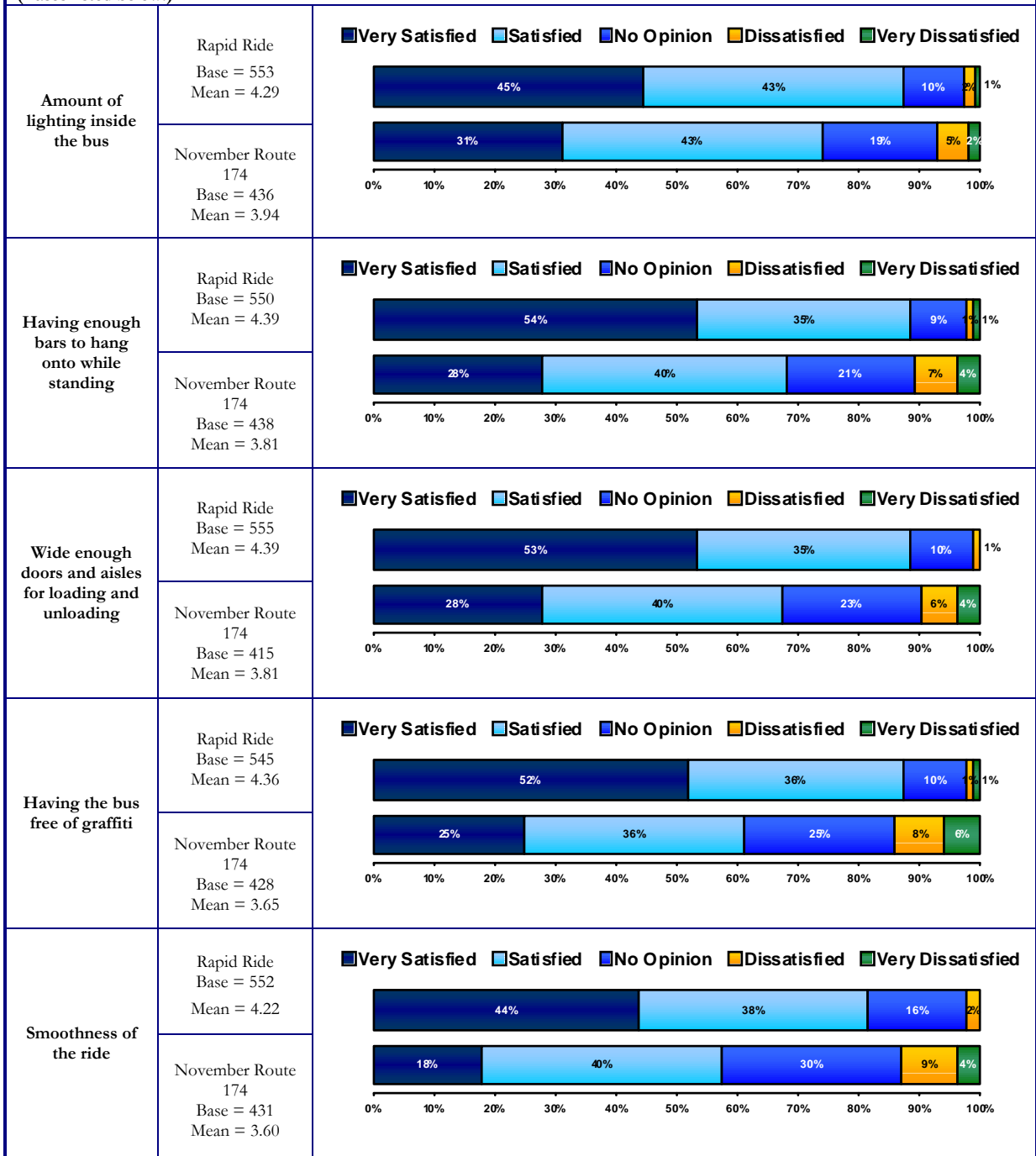
- *Having enough bars to hang onto while standing* – RapidRide (89%) vs. Route 174 (68%)
- *Wide enough doors and aisles for loading and unloading* – RapidRide (88%) vs. Route 174 (68%)
- *Amount of lighting inside the bus* – RapidRide (88%) vs. Route 174 (74%)
- *Having the bus free of graffiti* – RapidRide (87%) vs. Route 174 (61%)
- *Cleanliness of the bus interior* – RapidRide (85%) vs. Route 174 (58%)
- *Being able to get a seat* – RapidRide (82%) vs. Route 174 (54%)
- *Smoothness of the ride* – RapidRide (81%) vs. Route 174 (58%)
- *Enough bike rack capacity* – RapidRide (75%) vs. Route 174 (51%)

Dissatisfaction (the proportion *dissatisfied/very dissatisfied*) was significantly higher for Route 174 respondents than for RapidRide respondents for all common aspects of buses that were surveyed. This is shown for below:

- *Being able to get a seat* – Route 174 (18%) vs. Rapid Ride (4%)
- *Cleanliness of the bus interior* – Route 174 (18%) vs. Rapid Ride (3%)
- *Having the bus free of graffiti* - Route 174 (15%) vs. Rapid Ride (2%)
- *Enough bike rack capacity* – Route 174 (14%) vs. Rapid Ride (3%)
- *Smoothness of the ride* – Route 174 (13%) vs. Rapid Ride (3%)
- *Enough bars to hang onto while standing* – Route 174 (11%) vs. Rapid Ride (2%)
- *Wide enough doors and aisles for loading and unloading* – Route 174 (10%) vs. Rapid Ride (2%)
- *Amount of lighting inside the bus* – Route 174 (7%) vs. Rapid Ride (2%)

Figure 5
Physical Characteristics of the Buses

(Bases listed below.)

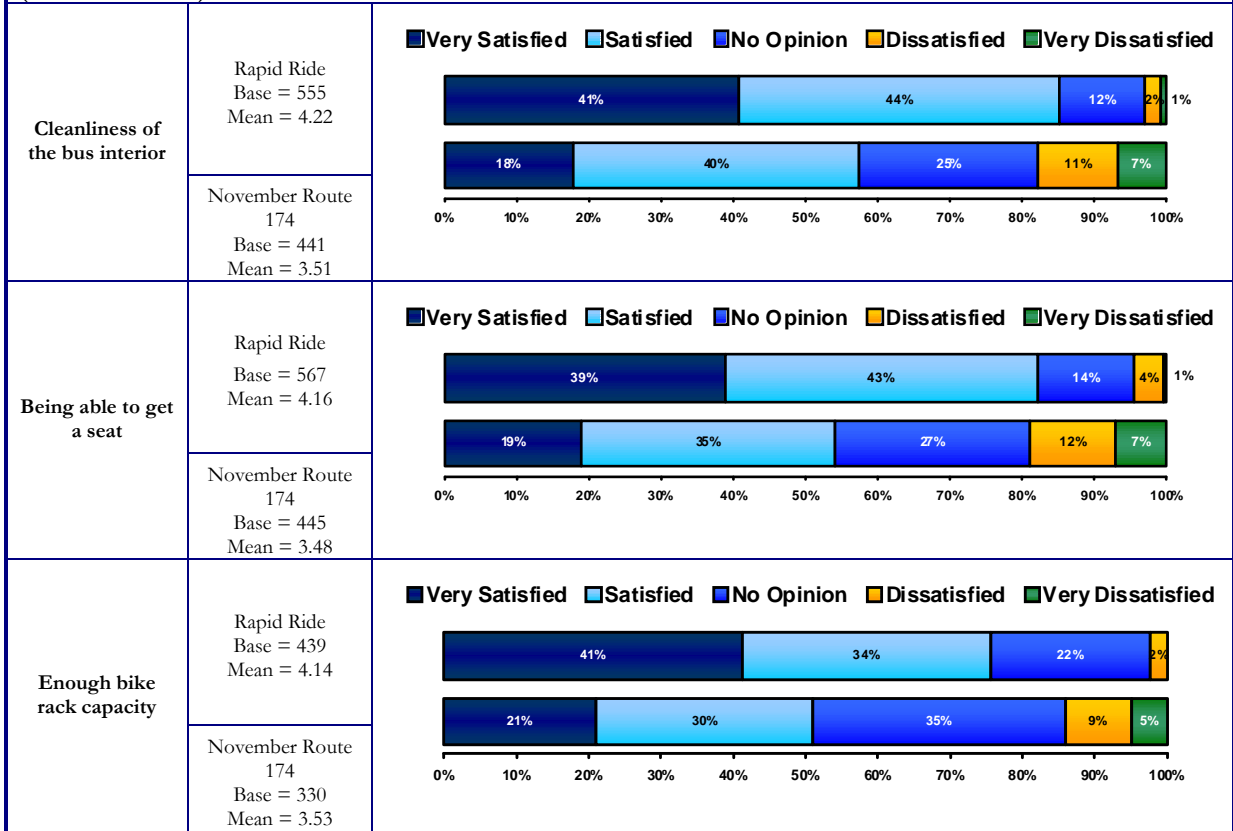


Questions 4A-H: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

May not add to 100% due to rounding.

**Figure 5 (Cont'd.)
Physical Characteristics of the Buses**

(Bases listed below.)



Questions 4A-H: 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.

A comparison of mean satisfaction scores for the eight items rated in common showed significantly higher ratings for RapidRide than for Route 174 for all eight characteristics.

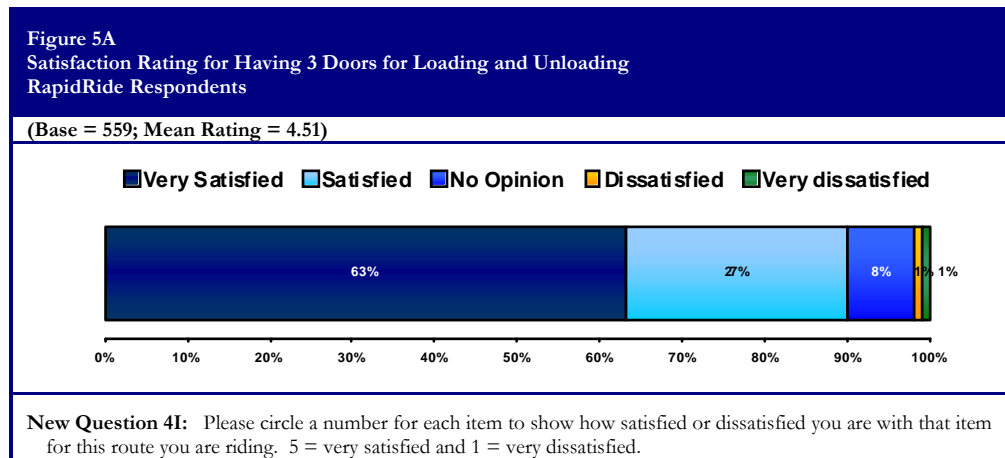
Table 5
Mean Satisfaction Scores: Physical Characteristics of the Buses – Rapid Ride vs. Route 174

	Rapid Ride	November
Having 3 doors for loading and unloading*	4.51	NA
Enough bars to hold onto while standing	4.39	3.81
Wide enough doors and aisles	4.39	3.81
Having the bus free of graffiti	4.36	3.65
Amount of lighting inside the bus	4.29	3.94
Smoothness of the ride	4.22	3.60
Cleanliness of the bus interior	4.22	3.51
Being able to get a seat	4.16	3.48
Enough bike rack capacity	4.14	3.53

Questions 4A-h: 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.

*This item was only rated by RapidRide respondents. All ratings for this item are shown in Figure 4A.

The RapidRide A Line survey respondents gave an eighth rating for having three doors for loading and unloading. (Figure 5A)



Satisfaction with Transfers

Riders rated seven elements of transfers (Figure 6). Satisfaction ratings (*satisfied/very satisfied* ratings) were significantly higher for RapidRide than for Route 174 for all elements of transfers, and dissatisfaction ratings (*dissatisfied/very dissatisfied* ratings) were significantly higher for Route 174 than for RapidRide. Satisfaction results include:

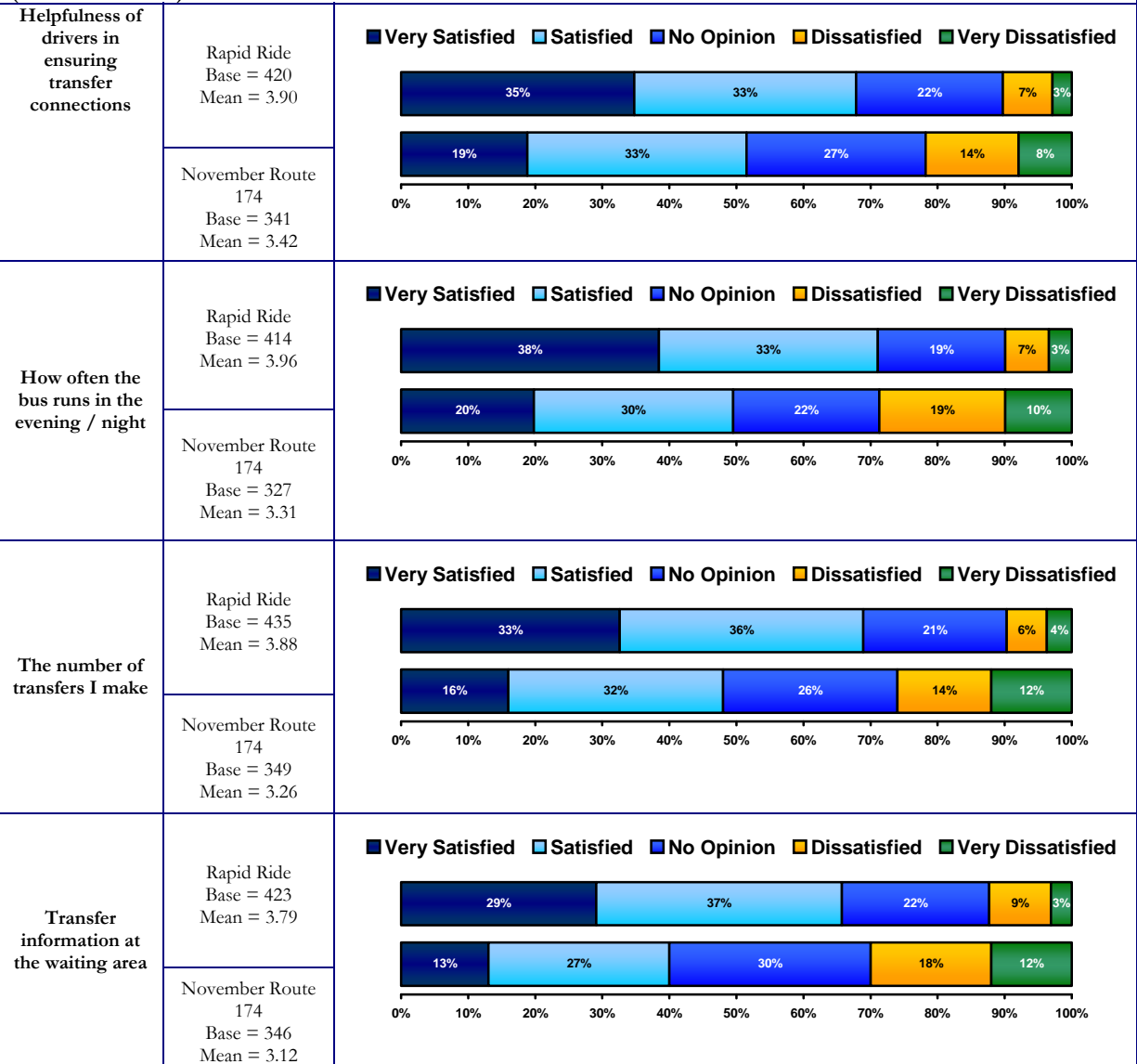
- *How often the bus runs in the evening/at night* – Rapid Ride (71%) vs. Route 174 (50%)
- *The number of transfers I make* – Rapid Ride (69%) vs. Route 174 (48%)
- *The bus coming on time when transferring* – Rapid Ride (69%) vs. Route 174 (37%)
- *Helpfulness of drivers in ensuring transfer connections* – Rapid Ride (68%) vs. Route 174 (52%)
- *The way the buses are scheduled to make transfer connections* – Rapid Ride (67%) vs. Route 174 (38%)
- *Transfer information at the waiting area* – Rapid Ride (66%) vs. Route 174 (41%)
- *Waiting time between transfers* – Rapid Ride (64%) vs. Route 174 (31%)

Dissatisfaction ratings are shown below:

- *Waiting time between transfers* – Route 174 (42%) vs. RapidRide (14%)
- *The bus coming on time when transferring* – Route 174 (37%) vs. RapidRide (12%)
- *The way the buses are scheduled to make transfer connections* – Route 174 (35%) vs. RapidRide (11%)
- *Transfer information at the waiting area* – Route 174 (30%) vs. RapidRide (12%)
- *How often the bus runs in the evening at night* – Route 174 (29%) vs. RapidRide (10%)
- *The number of transfers I make* – Route 174 (26%) vs. RapidRide (10%)
- *Helpfulness of drivers in ensuring transfer connections* – Route 174 (21%) vs. RapidRide (10%)

Figure 6
Satisfaction with Ease of Transfers

(Bases listed below.)

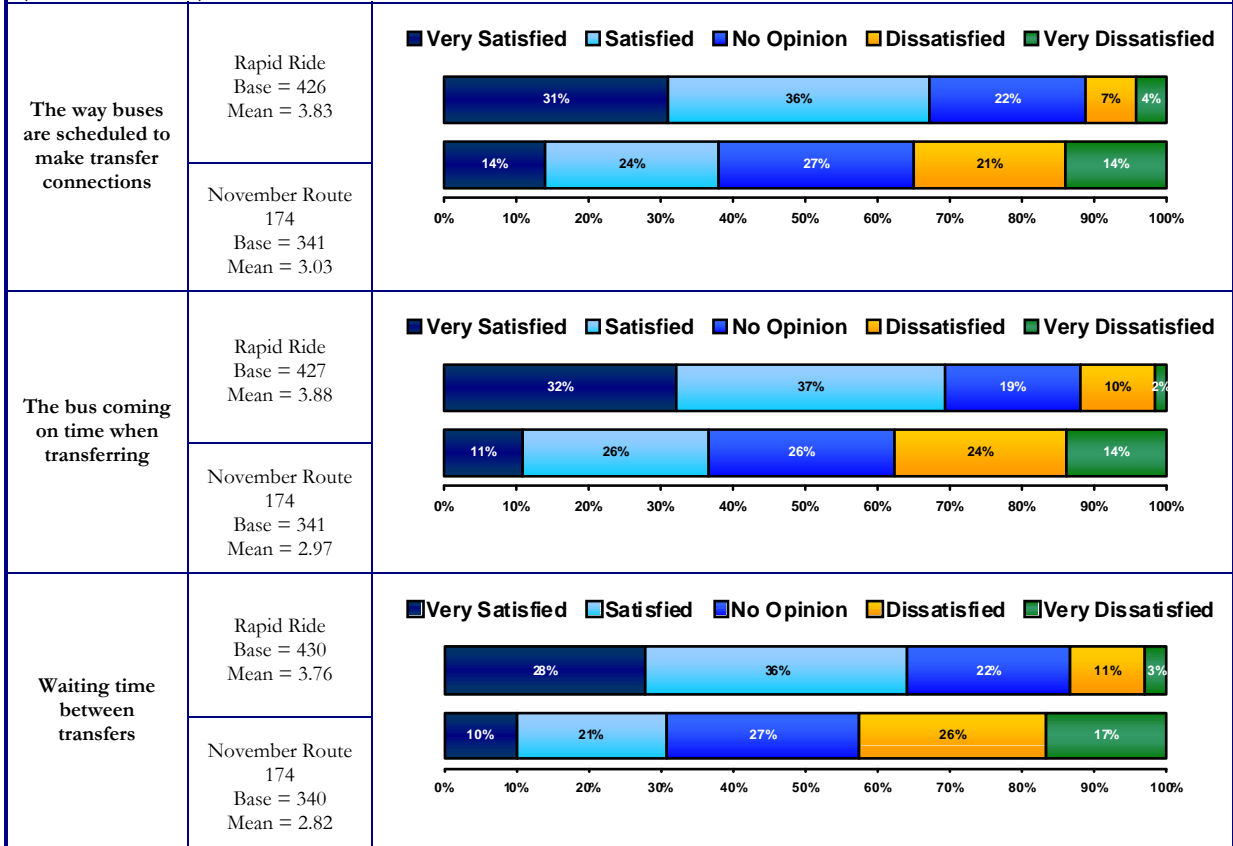


Questions 5A-G: Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

May not add to 100% due to rounding.

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

(Bases listed below.)



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.

May not add to 100% due to rounding.

Table 6 shows significantly higher mean satisfaction ratings for RapidRide Line A riders than for Route 174 riders, for all seven elements of transfers.

Table 6 Mean Satisfaction Scores: Ease of Transfers – Rapid Ride vs. Route 174		
	Rapid Ride	Route 174
How often the bus runs in the evening / at night	3.96	3.31
Helpfulness of drivers in ensuring transfer connections	3.90	3.42
The bus coming on time when transferring	3.88	2.97
The number of transfers I make	3.88	3.26
The way buses are scheduled to make transfer connections	3.83	3.03
Transfer information at the waiting area	3.79	3.12
Waiting time between transfers	3.76	2.82

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.

Satisfaction with the Frequency and Reliability of Buses

Six elements of bus frequency and reliability were rated in the two surveys. (Figure 7) For each item, RapidRide A Line riders gave significantly more *satisfied/very satisfied* ratings than Route 174 riders. Conversely, Route 174 riders gave significantly more *dissatisfied/very dissatisfied* ratings than RapidRide A Line riders.

These are the differences in satisfaction ratings:

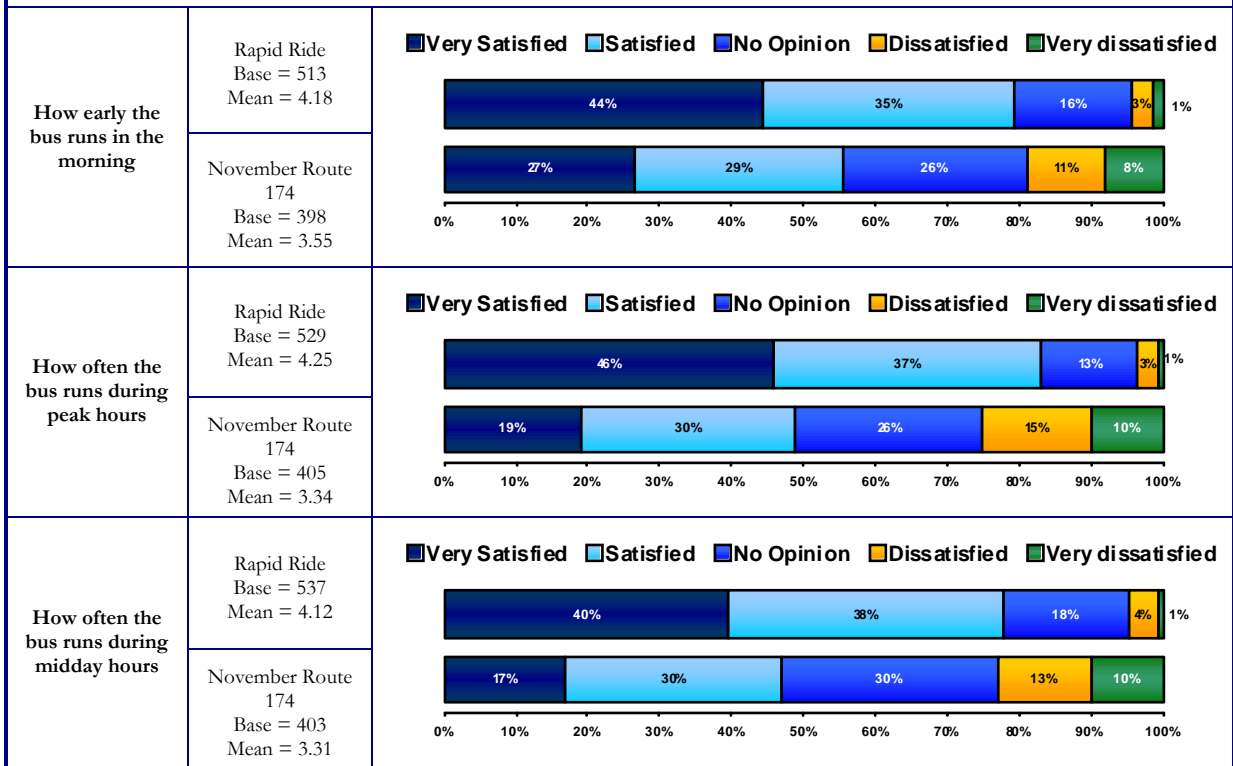
- *How often the bus runs during peak hours* – RapidRide (83%) vs. Route 174 (49%)
- *The bus getting me where I'm going on time* - RapidRide (81%) vs. Route 174 (44%)
- *How often the bus runs during midday hours* - RapidRide (78%) vs. Route 174 (47%)
- *How early the bus runs in the morning* - RapidRide (79%) vs. Route 174 (56%)
- *How often the bus runs on weekends* - RapidRide (71%) vs. Route 174 (40%)
- *How often the bus runs during the evening/at night* - RapidRide (69%) vs. Route 174 (42%)

Dissatisfaction ratings include:

- *How often the bus runs on weekends* – Route 174 (32%) vs. RapidRide (7%)
- *The bus getting me where I'm going on time* – Route 174 (31%) vs. RapidRide (5%)
- *How often the bus runs in the evening/at night* – Route 174 (27%) vs. RapidRide (11%)
- *How often the bus runs during peak hours* – Route 174 (25%) vs. RapidRide (3%)
- *How often the bus runs during midday hours* – Route 174 (23%) vs. RapidRide (5%)
- *How early the bus runs in the morning* – Route 174 (19%) vs. RapidRide (5%)

Figure 7
Satisfaction with Frequency and Reliability of Buses

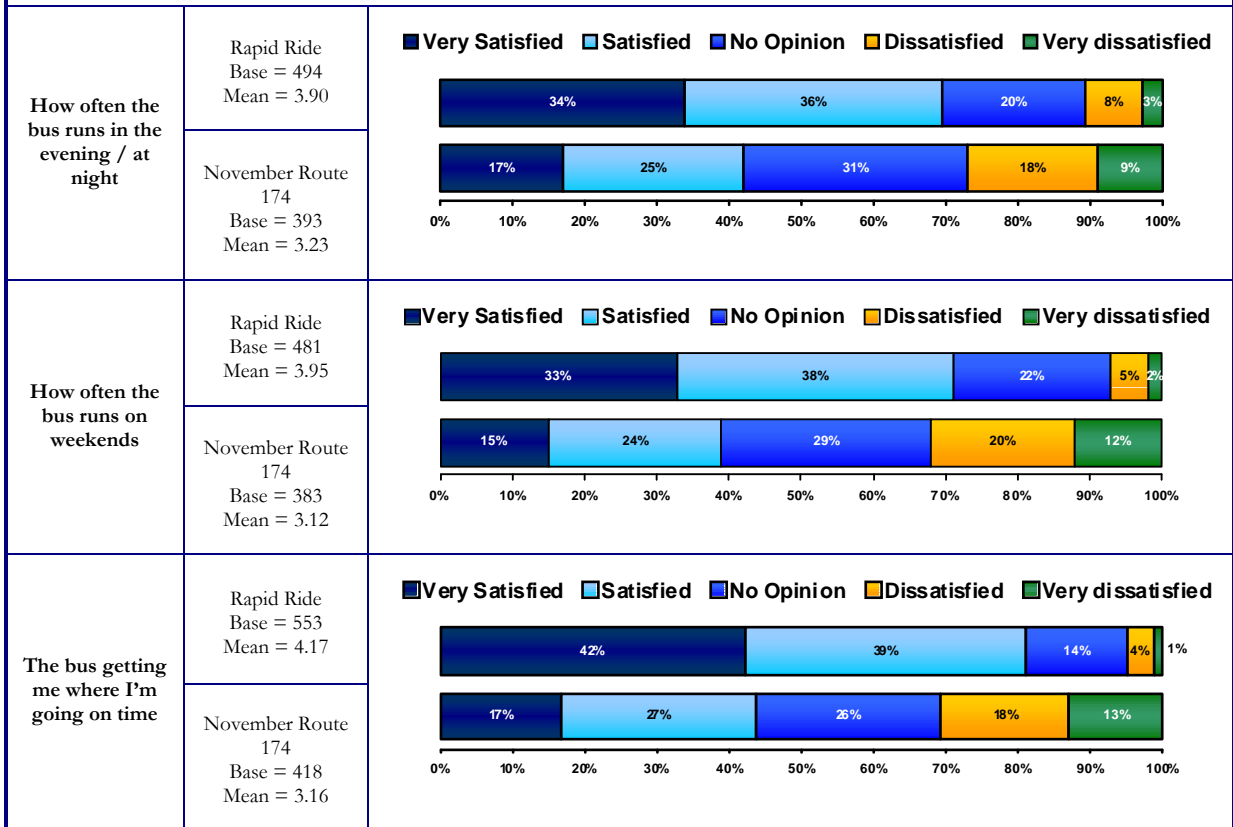
(Bases listed below.)



Questions 6A - H: 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 7 (Cont'd.)
Satisfaction with Frequency and Reliability of Buses

(Bases listed below.)



Questions 6A - H: 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.

Mean satisfaction scores for all elements of frequency and reliability of buses were significantly higher for RapidRide than for Route 174. (Table 7)

Table 7 Mean Satisfaction Scores: Frequency and Reliability of Buses – Rapid Ride vs. Route 174		
	Rapid Ride	November
How often the bus runs during peak hours	4.25	3.34
How early the bus runs in the morning	4.18	3.55
The bus getting me where I'm going on time	4.17	3.16
How often the bus runs during midday hours	4.12	3.31
How often the bus runs on weekends	3.95	3.12
How often the bus runs in the evening / at night	3.90	3.23

Questions 6A - I: 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.

Number of Rides, Purpose and Times of Usual Trips, Transfers and Buses Taken Prior to the Implementation of the A Line

Transit Trips Taken

In both surveys respondents were asked how many transit trips they took in the previous 30 days.

RapidRide Respondents

Table 8 shows that 44% of RapidRide respondents took 15 rides or less in the 30 days preceding the survey. The average number of rides for this group was 26.6.

Table 8 Rides Taken in the Previous 30 Days – RapidRide	
	Total (498)
0 to 15	44%
16 to 30	27
31 to 50	16
More than 50	13
Mean	26.6

Question 8: How many rides have you taken on this route in the last 30 days?
May not add to 100% due to rounding.

Route 174 Respondents

Route 174 respondents took an average of 35.7 rides prior to the Fall 2009 survey, more than the average for RapidRide. (Table 8A)

Table 8A Rides Taken in the Previous 30 Days – Route 174	
	Total (387)
0 to 15	26%
16 to 30	29
31 to 50	20
More than 50	25
Mean	35.7

Question 8: How many rides have you taken on this route in the last 30 days?
May not add to 100% due to rounding.

Reason for Riding

Respondents were also asked to list the purpose of the trip that they take most often.

RapidRide Respondents

Table 9 shows that about equal proportions of RapidRide respondents said they rode to and from school (44%) and work (43%), during the month prior to the survey.

Table 9 Reasons for Riding - RapidRide	
	Total (558)
To / from school	44%
To / from work	43
Shopping / errands	27
Fun / recreation / social	24
Appointments	24
Other	18
Question 8: How many rides have you taken on this route in the last 30 days? May not add to 100% due to rounding.	

Route 174 Respondents

Table 9A: In Fall 2009 more than half of the Route 174 respondents (52%) said rode to and from work during the 30 days before the survey. Somewhat fewer said they rode to and from school (44%) and 35% rode for shopping and errands.

Table 9A Reasons for Riding – Route 174	
	Total (438)
To / from school	44%
To / from work	52
Shopping / errands	35
Fun / recreation / social	22
Appointments	27
Other	16
Question 8: How many rides have you taken on this route in the last 30 days? May not add to 100% due to rounding.	

Days and Times of Riding

The RapidRide survey mirrored the Fall 2009 survey in asking the question, *when do you usually ride this route?*

RapidRide Respondents

The current survey found respondents most likely to use the RapidRide A Line during AM and PM peak hours (51% and 46%) and on weekdays from 9 to 3 PM (47%). (Table 10)

Table 10 Times of the Day and Week Using the Bus - RapidRide	
	Total (554)
Weekdays before 6 AM	18%
Weekdays – AM peak (6-9 AM)	51
Weekdays – PM peak (3-6 PM)	46
Weekdays – 9 AM to 3 PM	47
Weekdays – 6 -9 PM	31
Weekdays – later than 9 PM	19
Weekends	37
Question 9: When do you usually ride this route?	
May not add to 100% due to rounding.	

Route 174 Respondents

Table 10A: Route 174 respondents were most likely to use the bus during four time periods: weekdays before 6:00 AM (23%), weekday PM peak hours (53%), after 9:00 PM on weekdays (24%) and on weekends (43%).

Table 10A Times of the Day and Week Using the Bus – Route 174	
	Total (435)
Weekdays before 6 AM	23%
Weekdays – AM peak (6-9 AM)	50
Weekdays – PM peak (3-6 PM)	53
Weekdays – 9 AM to 3 PM	47
Weekdays – 6 -9 PM	34
Weekdays – later than 9 PM	24
Weekends	43
Question 9: When do you usually ride this route?	
May not add to 100% due to rounding.	

Transfers

Asked about their transfers, half of all RapidRide respondents (50%) said they both transfer to RapidRide A Line from other routes and from RapidRide A Line to other routes. (Table 11)

Table 11 Transfers – Percent Answering Yes		
	RapidRide	Route 174
Transfer to this route from another	50%	48%
Transfer from this route to another	50	46
Questions 10 & 11: Will you transfer to ... will you transfer from ...?		

Route 174 respondents were a little less likely to make transfers to Route 174 (48%), or from Route 174 (46%).

Buses Taken Prior to and After Riding

Route transfer information for RapidRide A Line and Route 174 respondents is summarized in Table 12.

Table 12A Buses Transferred From, for Access to RapidRide / Route 174		
	RapidRide (229)	Route 174 (192)
Named a route	81%	80%
Light rail/LINK/Train	18	17
Not a numeric bus number	1	3
Table 12B Buses Transferred To, After Riding RapidRide / Route 174		
	RapidRide (194)	Route 174 (166)
Named a route	75%	81%
Light rail/LINK/Train	19	17
Not a numeric bus number	6	2
May not add to 100% due to rounding.		

Use of the Flashing Beacon

RapidRide respondents were asked whether they use the flashing beacon on the bus stop flag pole to let drivers know they want them to stop. (Table 13) Two out of five indicated *yes*, they do this (42%), but 29% said they do not. Many (29%) indicated that they are not night riders.

Table 13 Use of the Flashing Beacon	
	Total (419)
Yes	42%
No	29
Do not ride at night	29

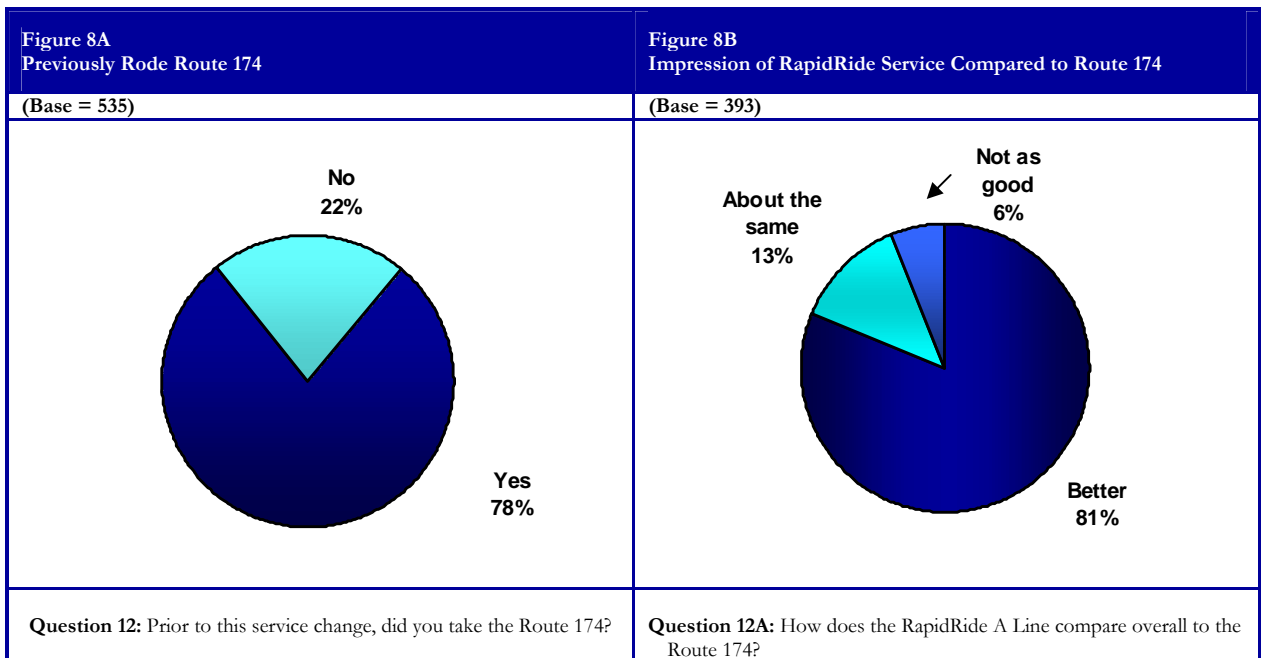
Question 13: When waiting for the bus at night, do you regularly use the flashing beacon on the bus stop flag pole to let drivers know you want them to stop for you?

May not add to 100% due to rounding.

Prior Route 174 Riders

The RapidRide survey asked all respondents to indicate whether or not they rode Route 174 prior to the implementation of RapidRide A Line service. (Figure 8A) A large majority (78%) indicated *yes* - they were prior Route 174 riders.

The survey then asked former riders to indicate whether they thought overall RapidRide service was *better*, *about the same* or *not as good* as Route 174. (Figure 8B) More than 8 out of 10 (81%) said they thought RapidRide service was *better* than Route 174.



Asked to give reasons for their impressions of RapidRide service compared to service on Route 174, respondents most often said they thought RapidRide was *faster* (34%), that it *comes more frequently* (27%), that it is *reliable* (15%) and that it seems *less crowded* (12%). (Table 14)

Table 14 Reasons for RapidRide Service Rating Comparison	
	Total (259)
Faster, quicker	34%
Comes more frequently	27
Reliable, on time	15
Less crowded / more room	12
Cleaner	7
RapidRide is nicer/better quality ride	7
RapidRide is not often enough	5
Safer than Route 174, more security	5
There aren't enough stops	3
Fewer stops	2
Route 174 went downtown	2
RapidRide is a smoother ride	2
Question 12B: Why do you say that?	
Multiple response question; responses gathering 1% or less of total response are not shown.	

Fares

Both surveys asked respondents to indicate whether or not they pay their fares with ORCA cards. Table 15 shows RapidRide A Line riders use ORCA cards more than Route 174 riders use ORCA cards (45% vs. 13%).

Table 15 Use of ORCA Cards to Pay Fares		
	RapidRide (536)	Route 174 (430)
Yes	45%	13%
No	55	87
Question 17: Do you currently pay your fare with an ORCA card?		
May not add to 100% due to rounding.		

Riders who do not use ORCA cards for paying fares were asked why not. (Table 16) Equal proportions (32%) indicated they *do not know where to obtain ORCA cards* and it is *not convenient for them to obtain the cards*. Fewer non-ORCA users indicated they *do not know what it is* (14%).

Table 16 Reasons for Not Using ORCA Cards to Pay Fares	
	Total (230)
Don't know where to obtain the card	32%
Not convenient to obtain an ORCA card	32
Don't know what an ORCA card is	14
Can't afford to buy one	7
Pay cash	4
Don't want one	2
Use tickets	2
Don't ride often enough	2
Will get (another) one soon	2
Have a U-Pass	2
Question 17A: Why not?	
Multiple response question; responses gathering 1% or less of total response are not shown.	

Use of the Off-Board ORCA Card Reader

The RapidRide survey also asked ORCA card users whether they use the card reader that is located off the bus at the RapidRide bus stop. Most (69%) said they do. (Table 17)

Table 17 Use of the Off-Board ORCA Card Reader	
	Total (218)
Yes	69%
No	32
Question 17B: Have you used the ORCA reader that is located off the bus at the RapidRide bus stop?	
May not add to 100% due to rounding.	

Proof of Payment

Asked whether they had ever been asked to provide proof of payment by a Fare Enforcement Officer, 84% of RapidRide respondents answered *yes*. (Table 18)

Of those asked for proof of payment, 58% said they thought the number of inspections was *appropriate*.

Table 18 Proof of Payment	
	Total
Asked to provide proof of payment:	(494)
Yes	84%
No	16
Perceptions of payment inspections:	(449)
Appropriate	58%
Should be more frequent	22
Should be less frequent	21
<p>Question 18 and 19: On the RapidRide A Line, have you ever been requested to show your proof of payment by a Fare Enforcement Officer? (IF YES) Are the number of inspections by the officers ...?</p> <p>May not add to 100% due to rounding.</p>	

Recommendations for RapidRide A Line Improvements

The final question of both surveys asked respondents to give one recommendation for improving the RapidRide A Line service. Their suggestions are shown in Table 19.

A comparison of results for the RapidRide survey and the Route 174 survey shows RapidRide respondents more likely to say the service is *good* (11% vs. 6%), and less likely to say they would like to have *more frequent buses* (4% vs. 9%) or have *buses stay on time* (4% vs. 19%).

Table 19 Recommendations for Improving RapidRide A Line Service		
	RapidRide (329)	Route 174 (401)
It's good/it's great	11%	6%
Less fare enforcement	6	-
Decrease the fare	6	3
Run faster/have less stops	5	3
Run more often off peak / at night/ on weekends/ run later	5	3
Improve physical shelters/ stops / transit centers	5	5
Need more security on the bus / at stops / at transit centers	4	4
Need more fare enforcement	4	-
More frequent buses	4	9
Stay on time	4	19
Add more bus stops	4	1
More service / more routes	4	-
Not enough RapidRide information posted at stops	3	1
Friendlier / more helpful drivers	3	5
Have more seats / better seats	2	-
<p>Question 20: Finally, what one thing would you recommend to improve this route?</p> <p>Multiple response question; responses gathering 1% or less of total response for RapidRide are not shown.</p>		

Respondent Profiles

There were no significant differences between RapidRide respondents and Route 174 respondents for any of the demographic indicators. (Table 20)

Table 20 Profile of Survey Respondents		
	RapidRide Total	Route 174 Total
Gender	(538)	(444)
Male	55%	52%
Female	45	48
Age	(520)	(427)
Under 18	11%	12%
18 to 24	34	33
25 to 34	22	18
35 to 44	15	13
45 to 54	9	15
55 to 64	7	7
65 and older	3	3
<i>Mean</i>	<i>31.18</i>	<i>31.92</i>
Length of time as a Metro rider	(536)	(440)
Less than 6 months	19%	15%
6 to 12 months	12	13
More than 1 year, less than 5 years	28	31
5 years or longer	42	42
May not add to 100% due to rounding.		

Appendix

Appendix Table 1
Survey Dates

	Rapid Ride 2011		Route 174 2009	
	# of Surveys	% of Total	# of Surveys	% of Total
January 4, 2011	263	46%		
January 5, 2011	312	54%		
October 22, 2009			188	42%
October 29, 2009			193	43%
November 5, 2009			71	16%
Total	575	100%	452	100%

Appendix Table 2
Top 2 Box Satisfaction Ratings

	RapidRide (575)
<i>Service Item Rated</i>	
<i>Having 3 doors for loading and unloading</i>	90.3
<i>Enough bars to hang onto while standing</i>	88.5
<i>Wide enough doors and aisles for loading and unloading</i>	88.1
<i>Amount of lighting on the bus</i>	87.5
<i>Having the bus free of graffiti</i>	87.3
<i>Cleanliness of the bus interior</i>	85
<i>Overall satisfaction with Route</i>	83.9
<i>How often the bus runs during peak hours</i>	83.2
<i>Being able to see an oncoming bus</i>	82.6
<i>Being able to get a seat</i>	82
<i>Smoothness of the ride</i>	81.3
<i>Personal safety on the bus</i>	81.2
<i>The bus getting me where I'm going on time</i>	81.2
<i>How long the bus trip takes</i>	80.6
<i>How early the bus runs in the morning</i>	79.3
<i>How often the bus runs during midday hours</i>	77.7
<i>Personal safety waiting for the bus during daytime</i>	76.1
<i>Enough bike rack capacity</i>	75.4
<i>How often the bus runs on weekends</i>	71.1
<i>How often the bus runs at night</i>	71
<i>Information provided on the electronic real time sign</i>	70
<i>How often the bus runs in the evening/ night</i>	69.4
<i>Bus coming on time when transferring</i>	69.3
<i>Number of transfers I have to make</i>	69
<i>Convenience of the stop</i>	68.8
<i>Amount of lighting in the waiting area</i>	68.6
<i>The number of stops the bus makes</i>	68.5
<i>Helpfulness of drivers in making connections</i>	67.9
<i>The way buses are scheduled to make transfer connections</i>	67.1
<i>Cleanliness of the waiting areas</i>	66.1
<i>Transfer information at the waiting area</i>	65.7
<i>Waiting time between transfers</i>	64.2
<i>Information available about connections</i>	63.2
<i>Behavior of other passengers on the bus</i>	60
<i>Being able to sit down while waiting</i>	59.1
<i>Behavior of other people at the waiting area</i>	55.9
<i>Personal safety waiting for the bus at night</i>	53.8
<i>Protection from the weather while waiting</i>	49.8

Appendix Table 3
Gap in Top 2 Box Satisfaction Ratings

	RapidRide (575)	Route 174 (452)	% Gap
Service Item Rated			
<i>The bus getting me where I'm going on time</i>	81.2	43.5	37.7
<i>How often the bus runs during peak hours</i>	83.2	49.1	34.1
<i>Waiting time between transfers</i>	64.2	30.9	33.3
<i>Overall satisfaction with Route</i>	83.9	51.4	32.5
<i>How long the bus trip takes</i>	80.6	48.1	32.5
<i>Bus coming on time when transferring</i>	69.3	37	32.3
<i>How often the bus runs on weekends</i>	71.1	39.7	31.4
<i>How often the bus runs during midday hours</i>	77.7	46.9	30.8
<i>The way buses are scheduled to make transfer connections</i>	67.1	38.1	29
<i>How often the bus runs in the evening/night</i>	69.4	41.7	27.7
<i>Being able to get a seat</i>	82	54.4	27.6
<i>Cleanliness of the bus interior</i>	85	57.6	27.4
<i>Having the bus free of graffiti</i>	87.3	60.5	26.8
<i>Transfer information at the waiting area</i>	65.7	40.5	25.2
<i>Cleanliness of the waiting areas</i>	66.1	41.3	24.8
<i>Enough bike rack capacity</i>	75.4	50.9	24.5
<i>How early the bus runs in the morning</i>	79.3	55.5	23.8
<i>Smoothness of the ride</i>	81.3	57.8	23.5
<i>Amount of lighting in the waiting area</i>	68.6	46.9	21.7
<i>How often the bus runs at night</i>	71	49.5	21.5
<i>Behavior of other passengers on the bus</i>	60	38.9	21.1
<i>Number of transfers I have to make</i>	69	48.1	20.9
<i>The number of stops the bus makes</i>	68.5	47.7	20.8
<i>Wide enough doors and aisles for loading and unloading</i>	88.1	67.5	20.6
<i>Enough bars to hang onto while standing</i>	88.5	68	20.5
<i>Personal safety on the bus</i>	81.2	62.6	18.6
<i>Personal safety waiting for the bus at night</i>	53.8	35.2	18.6
<i>Being able to sit down while waiting</i>	59.1	41.4	17.7
<i>Information available about connections</i>	63.2	46.1	17.1
<i>Helpfulness of drivers in making connections</i>	67.9	51.9	16
<i>Protection from the weather while waiting</i>	49.8	34	15.8
<i>Being able to see an oncoming bus</i>	82.6	68.1	14.5
<i>Behavior of other people at the waiting area</i>	55.9	41.7	14.2
<i>Personal safety waiting for the bus during daytime</i>	76.1	62.1	14
<i>Amount of lighting on the bus</i>	87.5	73.6	13.9
<i>Convenience of the stop</i>	68.8	62.2	6.6
<i>Having 3 doors for loading and unloading</i>	90.3		
<i>Information provided on the electronic real time sign</i>	70		

Rapid A Line Survey

Instructions

Please circle a number for each item to show how satisfied or dissatisfied you are with the RapidRide A Line. A “5” means you are “very satisfied,” a “4” means you are “satisfied,” a “3” means you are “neutral,” you have no opinion one way or the other, a “2” means you are “dissatisfied” and a “1” means you are “very dissatisfied.” Circle “NA” if the item does not apply to you. Remember to rate the RapidRide A Line, not other routes or Metro Transit in general. THANK YOU!

1. Trip Time on the RapidRide A Line

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
▼ How long my bus trip takes	5	4	3	2	1	NA
▼ The number of stops my bus makes	5	4	3	2	1	NA

2. Personal Safety on the RapidRide A Line

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
▼ Personal safety while on the bus	5	4	3	2	1	NA
▼ Behavior of other passengers on the bus	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus during the day	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus at night	5	4	3	2	1	NA
▼ Behavior of other people at the waiting area	5	4	3	2	1	NA

3. Waiting Area/Bus Stop Where You Boarded the RapidRide A Line for This Trip

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
▼ Being able to sit down while waiting	5	4	3	2	1	NA
▼ Cleanliness of waiting area	5	4	3	2	1	NA
▼ Amount of lighting	5	4	3	2	1	NA
▼ Protection from the weather	5	4	3	2	1	NA
▼ Having information available about routes and connections	5	4	3	2	1	NA
▼ Convenience of the bus stop to my home or where I was coming from	5	4	3	2	1	NA
▼ Being able to see an oncoming bus	5	4	3	2	1	NA
▼ Information provided on the electronic real time information sign (at some locations)	5	4	3	2	1	NA

4. Things About Buses on the RapidRide A Line

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
▼ Being able to get a seat	5	4	3	2	1	NA
▼ Amount of lighting inside the bus	5	4	3	2	1	NA
▼ Cleanliness of the bus interior	5	4	3	2	1	NA
▼ Having the bus free of graffiti	5	4	3	2	1	NA
▼ Smoothness of the ride	5	4	3	2	1	NA
▼ Bike rack capacity	5	4	3	2	1	NA
▼ Wide enough doors and aisles for loading and unloading	5	4	3	2	1	NA
▼ Enough bars/straps to hang onto while standing	5	4	3	2	1	NA
▼ Having three doors for loading and unloading	5	4	3	2	1	NA

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
5. Ease of Transferring to or from the RapidRide A Line						
▼ The number of transfers I make	5	4	3	2	1	NA
▼ How often the bus runs in the evening/night	5	4	3	2	1	NA
▼ The way buses are scheduled to make transfer connections	5	4	3	2	1	NA
▼ Waiting time between transfers	5	4	3	2	1	NA
▼ Helpfulness of drivers in ensuring transfer connections	5	4	3	2	1	NA
▼ The bus coming on time when transferring	5	4	3	2	1	NA
▼ Transfer information at the waiting area	5	4	3	2	1	NA

Now go on to Question 6 below.

Please rate the items below when using the RapidRide A Line.

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

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
▼ The bus getting me where I'm going on time	5	4	3	2	1	NA
▼ How often the bus runs during peak hours (7-9 a.m. and 3-6 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs during midday hours (9 a.m. to 3 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs in the evening/night	5	4	3	2	1	NA
▼ How often the bus runs on weekends	5	4	3	2	1	NA
▼ How early the bus runs in the morning	5	4	3	2	1	NA

7. Overall Satisfaction with the RapidRide A Line

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
▼ Overall how satisfied are you with the RapidRide A Line?	5	4	3	2	1	NA

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

8a. What is the purpose of the trip you take most often on the RapidRide A Line?

<input type="checkbox"/> ₁ To/from work	<input type="checkbox"/> ₄ Fun/recreation/social
<input type="checkbox"/> ₂ To/from school	<input type="checkbox"/> ₅ Appointments
<input type="checkbox"/> ₃ Shopping/errands	<input type="checkbox"/> ₆ Other

9. When do you usually ride the RapidRide A Line? Please check all that apply.

<input type="checkbox"/> ₁ Weekdays—before 6 a.m.	<input type="checkbox"/> ₅ Weekdays 6-9 p.m.
<input type="checkbox"/> ₂ Weekdays—AM peak (6-9 a.m.)	<input type="checkbox"/> ₆ Weekdays later than 9 p.m.
<input type="checkbox"/> ₃ Weekdays—PM peak (3-6 p.m.)	<input type="checkbox"/> ₇ Weekends
<input type="checkbox"/> ₄ Weekdays 9 a.m. to 3 p.m.	

10. Did you transfer TO the RapidRide A Line from another bus/train on this trip today?

₁ Yes — Which route? _____ ₂ No

11. Will you transfer FROM the RapidRide A Line to another bus/train to reach your destination on this trip today?

₁ Yes — Which route? _____ ₂ No ₃ Not sure

12. Prior to this service change, did you take the Route 174?

₁ Yes ₂ No

If yes, how does the RapidRide A Line compare overall to the Route 174?

₁ Better ₂ About the same ₃ Not as good

Why? _____

13. When waiting for the bus at night, do you regularly use the flashing beacon on the bus stop flag pole to let drivers know you want them to stop for you? (at some locations)

₁ Don't ride at night ₂ Yes ₃ No ₄ Not applicable

Comment: _____

14. Are you? ₁ Male ₂ Female

15. How old are you? _____ years

16. How long have you been a Metro rider?

₁ Less than 6 months

₂ 6-12 months

₃ More than a year but less than 5 years

₄ 5 years or more

17. Do you currently pay your fare with an ORCA card? ₁ Yes ₂ No

If no, why not?

₁ Don't know what an ORCA card is

₂ Don't know where to obtain an ORCA card

₃ Not convenient to obtain an ORCA card

₄ Other _____

If yes, have you used the ORCA reader that is located off the bus at the RapidRide bus stop? (at some locations) ₁ Yes ₂ No

18. On the RapidRide A Line, have you ever been requested to show your proof of payment by a fare enforcement officer?

₁ Yes ₂ No ₃ Don't know ₄ Not applicable

19. If yes, are the number of inspections by the fare enforcement officers...

₁ Appropriate

₂ Should be more frequent

₃ Should be less frequent

20. Finally, what ONE THING would you recommend to improve this route?

THANK YOU VERY MUCH FOR YOUR HELP.

RapidRide A Line

Rider Report Card

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

Return your completed questionnaire to the survey worker or drop it in any mailbox postage free.

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

Thank you very much for your help.



We'll Get You There

Route 174 Survey

Instructions

Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. A “5” means you are “very satisfied,” a “4” means you are “satisfied,” a “3” means you have no opinion one way or the other, a “2” means you are “dissatisfied” and a “1” means you are “very dissatisfied.” Circle “NA” if the item does not apply to you. Remember to rate this route you are riding, not other routes or Metro Transit in general. THANK YOU!

	very satisfie d	satisfie d	neutral	dissatisfi ed	very dissatisfi ed	not applicabl e
1. Trip Time on Route 174						
▼ How long my bus trip takes	5	4	3	2	1	NA
▼ The number of stops my bus makes	5	4	3	2	1	NA
2. Personal Safety on Route 174						
▼ Personal safety while on the bus	5	4	3	2	1	NA
▼ Behavior of other passengers on the bus	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus during the day	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus at night	5	4	3	2	1	NA
▼ Behavior of other people at the waiting area	5	4	3	2	1	NA
3. Waiting Area/Bus Stop Where You Boarded Route 174 for This Trip						
▼ Being able to sit down while waiting	5	4	3	2	1	NA
▼ Cleanliness of waiting area	5	4	3	2	1	NA
▼ Amount of lighting	5	4	3	2	1	NA
▼ Protection from the weather	5	4	3	2	1	NA
▼ Having information available about routes and connections	5	4	3	2	1	NA
▼ Convenience of the bus stop to my home or where I was coming from	5	4	3	2	1	NA
▼ Be able to see an oncoming bus	5	4	3	2	1	NA
4. Things About Buses on Route 174						
▼ Being able to get a seat	5	4	3	2	1	NA
▼ Amount of lighting inside the bus	5	4	3	2	1	NA
▼ Cleanliness of the bus interior	5	4	3	2	1	NA
▼ Having the bus free of graffiti	5	4	3	2	1	NA
▼ Smoothness of the ride	5	4	3	2	1	NA
▼ Enough bike rack capacity	5	4	3	2	1	NA
▼ Wide enough doors and aisles for loading and unloading	5	4	3	2	1	NA
▼ Enough bars/straps to hang onto while standing	5	4	3	2	1	NA

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 satisfie d	satisfie d	neutral	dissatisfi ed	very dissatisfi ed	not applicab le
5. Ease of Transferring to or from the 174						
▼ The number of transfers I make	5	4	3	2	1	NA
▼ How often the bus runs in the evening/night	5	4	3	2	1	NA
▼ The way buses are scheduled to make transfer connections	5	4	3	2	1	NA
▼ Waiting time between transfers	5	4	3	2	1	NA
▼ Helpfulness of drivers in ensuring transfer connections	5	4	3	2	1	NA
▼ The bus coming on time when transferring	5	4	3	2	1	NA
▼ Transfer information at the waiting area	5	4	3	2	1	NA

Now go on to Question 6 below.

Please rate the items below when using the 174.

	5	4	3	2	1	NA
6. Frequency and Reliability of Buses on Route 174						
▼ The bus not leaving the stop early	5	4	3	2	1	NA
▼ The bus not leaving the stop late	5	4	3	2	1	NA
▼ The bus getting me where I’m going on time	5	4	3	2	1	NA
▼ How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs during midday hours (9 a.m. to 3 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs in the evening/night	5	4	3	2	1	NA
▼ How often the bus runs on weekends	5	4	3	2	1	NA
▼ How early the bus runs in the morning	5	4	3	2	1	NA

- 7. Overall Satisfaction with Route 174**
- ▼ Overall how satisfied are you with Route 174? 5 4 3 2 1 NA
8. How many rides have you taken on Route 174 in the last 30 days? (Count a roundtrip as 2 rides)
_____ rides
- 8a. What is the purpose of the trip you take most often on Route 174?
- ₁ To/from work ₄ Fun/recreation/social
₂ To/from school ₅ Appointments
₃ Shopping/errands ₆ Other
9. When do you usually ride Route 174? Please check all that apply.
- ₁ Weekdays—before 6 a.m. ₅ Weekdays 6-9 p.m.
₂ Weekdays—AM peak (6-9 a.m.) ₆ Weekdays later than 9 p.m.
₃ Weekdays—PM peak (3-6 p.m.) ₇ Weekends
₄ Weekdays 9 a.m. to 3 p.m.

10. Did you transfer **TO** Route 174 from another bus on this trip today?
₁ Yes — Which route? _____
₂ No
11. Will you transfer **FROM** Route 174 to another bus to reach your destination on this trip today?
₁ Yes — Which route? _____
₂ No ₃ Not sure
12. Prior to this service change, what bus did you take?
₁ Didn't take bus before
₂ Route _____
13. Are you? ₁ Male ₂ Female
14. How old are you? _____ years
15. How long have you been a Metro rider?
₁ Less than 6 months
₂ 6-12 months
₃ More than a year but less than 5 years
₄ 5 years or more
16. Have you heard of the new ORCA card? ₁ Yes ₂ No
17. Do you currently pay your fare with an ORCA card? ₁ Yes ₂ No
18. How do you currently pay your fare?
₁ Cash
₂ Tickets
₃ Pass
₄ Reduced Fare Permit with sticker
₅ Reduced Fare Permit with cash
₆ Other _____

19. Finally, what ONE THING would you recommend to improve **this route**?

THANK YOU VERY MUCH FOR YOUR HELP.

Route 174

Rider Report Card

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

Return your completed questionnaire to the survey worker or drop it in any mailbox postage free.

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

Thank you very much for your help.

