



We'll Get You There

**Customer Satisfaction Survey:
February 2010 Service Change
Routes 8, 60, 140, 156, 194, Link, ST578 and ST574**

Prepared for:
King County Department of Transportation
Seattle, Washington

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EXECUTIVE SUMMARY

Background and Objectives

On February 6, 2010, King County Metro Department of Transportation (KC Metro) made significant changes to several routes. These changes include the following:

- Route 8 – service frequency improvements during weekday hours from Seattle Center to Rainier Beach. Increased service frequency on Saturdays.
- Route 60 – service frequency improvements during peak hours to expand route capacity and reduce wait times for connections between Link and Route 60 at Beacon Hill Station. Weekend service extended between Georgetown and White Center.
- Route 140 – service revised to serve the Tukwila International Boulevard Link Station. Evening frequency extended weekdays, Saturday and Sunday.
- Route 156 – new route created to connect Southcenter and SeaTac. Picks up some service in areas no longer served by Route 140.
- Route 194 – discontinued due to extension of Link light rail to SeaTac Airport.
- Link – light rail service extended to SeaTac Airport (implemented December 19, 2009).
- Route ST578 – express route operated for Sound Transit by Pierce Transit expands weekday service to every 30 to 60 minutes, to replace Route 194 between Federal Way and Downtown during weekday peak hours in off-peak direction, and during midday and evening.
- Route ST574 – picks up Route 194 service in I-5 South corridor between Federal Way and SeaTac Airport. Route is operated for Sound Transit by Pierce Transit.

Prior to these changes, KC Metro contracted with NuStats Research to conduct on-board surveys with riders on Routes 8, 60, 140 and 194 to measure their satisfaction with the existing service. After the service changes occurred, riders on revised Routes 8, 60, 140, ST574, ST577/ST578, Link and new Route 156 were surveyed to determine the impact of the changes on rider satisfaction.

Respondents rated satisfaction with each element using a five-point scale where “1” means “very dissatisfied” and “5” means “very satisfied.” A “3” was defined in the survey as meaning “you have no opinion one way or the other.” In this report, the term “satisfied”

refers to ratings of “4 - 5” and “dissatisfied” to ratings of “1 - 2.” Respondents were also given the option of marking “not applicable” and “neutral” as valid responses.

Specific areas of investigation in each survey 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, usual time of day riding and length of time as a rider
- Overall satisfaction with each route

Link riders were asked about these areas of service and also about their embark/disembark stations, usual modes of transportation to Link stations, mode of travel before riding Link, Regional Reduced Fare Permits and understanding and payment of fares.

Key findings from the pre- and post- surveys are provided in this Executive Summary.

Summary

A broad look at results finds mostly improvements brought about by the February service change.

Comparing total ratings results obtained in March with results obtained in February showed an increase in mean satisfaction ratings for trip times, number of stops, all elements of personal safety, two items asked about waiting areas, seven out of eight physical aspects of the buses/Link, one transfer element, all three aspects of service frequency and three out of five aspects of service reliability. Although there was no significant difference in mean satisfaction ratings for overall route service, the proportion of satisfied/very satisfied ratings given by all respondents increased significantly in March (81% compared to 78%).

Satisfaction varied considerably by route surveyed. Feedback was exceptionally positive among Route 8 riders and very good among Route 60 and Modified Route 140 riders. And results for new Route 156 were also very encouraging: a comparison of mean satisfaction ratings for Route 156 and previous Route 140 found nearly twice as many significant increases in mean satisfaction ratings for Route 156 than negative changes.

Findings suggest that the service change was felt most sharply by respondents who previously rode Route 194, particularly by those who traveled the entire corridor between Downtown and Federal Way. Discontinuation of Route 194 service resulted in mean satisfaction ratings that went up for trip times and number of stops, but went down for many more aspects of service, namely, service frequency, transfers and perceptions of waiting areas.

Method

All riders onboard selected runs of the affected routes 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. Tables A, B and C summarize survey response by route for each period of the survey.

Response rates were better after the service change than before for all routes.¹ Refusal rates were lower after the service change too, for all routes except Route 8 which showed an increase in refusals from 26% in February to 34% in March.

Onboard survey dates prior to the service change were February 2nd, 3rd and 5th. After the service change the onboard surveys were conducted March 24th, 25th, 30th and 31st and April 1st, 6th and 7th.

¹ This is measured as a percentage of all surveys handed out.

Table A
Completed Questionnaires on Affected Routes 8 and 60

	Route 8		Route 60	
	February	Mar/April	February	Mar/April
Completed Questionnaires	323	325	318	358
% of Questionnaires Handed Out	44%	59%	68%	72%
% of All Riders on Sampled Trips*	33%	26%	41%	33%
% Refused	26%	34%	39%	23%

*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.

Table C
Completed Questionnaires on Discontinued Route 194, Link, ST574 and ST578/ST577

	Route 194	Link	ST574	ST578/ST577**
	February	Mar/April	Mar/April	Mar/April
Completed Questionnaires	645	627	477	536
% of Questionnaires Handed Out	80%	80%	88%	88%
% of All Riders on Sampled Trips*	57%	56%	57%	55%
% Refused	29%	17%	14%	18%

*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.

**During afternoon peak hours ST578 is one-way northbound only from Federal Way to Downtown. For 2 days, (3/30 and 3/31) surveys were distributed and collected during afternoon peak hours by riders onboard ST577 (southbound) to supplement surveys distributed and collected all other hours onboard ST578.

Table B
Completed Questionnaires on Affected Route 140 and New Route 156

	Route 140	Route 140	Route 156
	February	Mar/April	Mar/April
Completed Questionnaires	248	317	169
% of Questionnaires Handed Out	58%	60%	73%
% of All Riders on Sampled Trips*	37%	30%	36%
% Refused	37%	27%	12%

*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.

Key Findings

Overall Satisfaction with New or Modified Routes

Table A1 shows the ratings for overall satisfaction with the routes before and after the service change. Statistically significant differences between mean scores and response proportions are shown in boldface type. Although some of these differences may seem small, statistical testing determined their significance at a 95% confidence level. Response proportions were compared using independent Z-tests and mean scores were compared using independent T-tests.

Rider satisfaction was higher after the service change for Route 8 than before (mean - 3.96 vs. mean - 3.67). *Very* satisfied ratings for Route 8 were significantly higher, too (30% vs. 21%).

Rider satisfaction decreased after the service change on routes that replaced Route 194.

- The mean satisfaction rating for Link riders was 4.26 after the service change compared to a mean rating of 4.43 before the change for Route 194 SeaTac Airport to Downtown riders.
- The mean rating for ST574 was 4.14 after the service change; the mean rating for this segment of Route 194 (SeaTac to Federal Way) prior to the change was 4.37.
- Satisfaction also fell for ST578 riders after the service change (4.14) compared to Route 194 Downtown to Federal Way riders before the change (4.40)

A comparison of Route 140 and Route 156 mean ratings showed a decrease in rider satisfaction after the service change (Route 140 - 4.06; Route 156 - 3.71).

Table A1 Overall Satisfaction Ratings for Routes Before and After the Service Change													
	Route 8		Route 60		Route *194S/Link		*Route 194F/ST574		*Route 194T/ST578		Rte 140	Rte 140	Rte 156
	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Mar
Very satisfied	21%	30%	17%	21%	54%	44%	53%	32%	53%	35%	36%	32%	25%
Satisfied	45	47	51	49	38	43	36	54	37	50	39	49	41
No opinion	19	15	19	23	7	10	8	12	7	9	20	16	18
Dissatisfied	11	6	10	6	1	3	2	2	2	4	3	3	13
Very dissatisfied	4	2	3	2	<1	1	2	1	1	2	1	1	3
<i>Mean</i>	<i>3.67</i>	3.96	3.7	3.81	4.43	4.26	4.37	4.14	4.4	4.14	4.06	4.08	3.71

Question 7: Overall, how satisfied are you with ... 5 = very satisfied and 1 = very dissatisfied.

*Route 194S is the segment from SeaTac to Downtown; Route 194F is the segment from SeaTac to Federal Way; Route 194T is the total route corridor, from Downtown to Federal.

May not add to 100% due to rounding.

Satisfaction with Service Elements Before and After the Service Change

Both surveys asked respondents to give ratings for 38 service items. Mean satisfaction ratings for each of these elements were obtained for both surveys. The following information summarizes the *statistically significant differences* in mean satisfaction ratings for the service elements, by route.

Route 8

Mean satisfaction ratings for Route 8 were very positively affected by the service change. None of the March ratings showed significant decreases. Of the 38 items presented in the survey, 25 showed statistically significant increases in mean ratings. These are listed below.

- *Personal safety while on the bus* – February mean (3.99), March mean (4.2)
- *Personal safety waiting for the bus during the day* - February mean (3.94), March mean (4.12)
- *Personal safety waiting for the bus at night* - February mean (3.38), March mean (3.6)
- *Cleanliness of waiting areas* - February mean (3.41), March mean (3.69)
- *Amount of lighting* - February mean (3.35), March mean (3.6)
- *Cleanliness of bus interior* - February mean (3.75), March mean (3.95)
- *Having the bus free of graffiti* - February mean (3.84), March mean (3.99)
- *Smoothness of the ride* - February mean (3.35), March mean (3.61)
- *Enough bike rack capacity* - February mean (3.56), March mean (3.88)
- *Wide enough doors and aisles for loading and unloading* - February mean (3.85), March mean (4.03)
- *Enough bars to hold onto while standing* - February mean (3.82), March mean (4.05)
- **Transfers:** *Frequency of evening bus service* - February mean (3.01), March mean (3.4)
- *The way buses are scheduled to make transfer connections* - February mean (3.11), March mean (3.44)
- *Waiting time between transfers* - February mean (3.02), March mean (3.35)
- *Helpfulness of drivers in ensuring transfer connections* - February mean (3.47), March mean (3.8)
- *The bus coming on time when transferring* - February mean (3.05), March mean (3.37)
- *Transfer information at the waiting area* - February mean (3.06), March mean (3.4)
- *The bus not leaving the stop early* - February mean (3.45), March mean (3.68)
- *The bus getting me where I'm going on time* - February mean (3.41), March mean (3.68)
- *Frequency of service during peak hours* - February mean (3.26), March mean (3.72)
- *Frequency of service during midday hours* - February mean (3.21), March mean (3.76)
- *Frequency of service during the evening/at night* - February mean (3.0), March mean (3.49)
- *Frequency of weekend service* - February mean (2.96), March mean (3.38)
- *How early the bus runs in the morning* - February mean (3.50), March mean (3.76)
- *Overall satisfaction with service* - February mean (3.67), March mean (3.96)

Route 60

Route 60 riders gave 15 items significantly higher mean ratings after the service change. None of the March ratings showed significant decreases.

- *Personal safety while on the bus* – February mean (3.98), March mean (4.15)
- *Behavior of other passengers on the bus* - February mean (3.45), March mean (3.77)
- *Personal safety waiting for the bus at night* - February mean (3.34), March mean (3.64)
- *Behavior of other people at the waiting area* - February mean (3.51), March mean (3.73)
- *Cleanliness of waiting areas* - February mean (3.26), March mean (3.58)
- *Amount of lighting at the waiting area* - February mean (3.3), March mean (3.5)
- *Being able to get a seat on the bus* - February mean (3.55), March mean (3.94)
- *Amount of lighting inside the bus* - February mean (4.03), March mean (4.19)
- *Cleanliness of bus interior* - February mean (3.7), March mean (3.9)
- *Having the bus free of graffiti* - February mean (3.72), March mean (3.95)
- *Enough bike rack capacity* - February mean (3.64), March mean (3.86)
- *Wide enough doors and aisles for loading and unloading* - February mean (3.84), March mean (4.07)
- *Enough bars to hold onto while standing* - February mean (3.85), March mean (4.13)
- *The bus getting me where I'm going on time* - February mean (3.49), March mean (3.70)
- *Frequency of service during peak hours* - February mean (3.28), March mean (3.59)

Route 140/ Modified Route 140

Satisfaction ratings for modified Route 140 showed no significant negative changes following the route revisions, and 15 ratings increased significantly:

- *Length of trip* - February mean (3.88), March mean (4.15)
- *Number of stops* - February mean (3.73), March mean (3.98)
- *Cleanliness of waiting areas* - February mean (3.3), March mean (3.77)
- *Convenience of the stop* - February mean (3.73), March mean (4.0)
- *Being able to see an oncoming bus* - February mean (4.01), March mean (4.17)
- *Being able to get a seat on the bus* - February mean (4.1), March mean (4.26)
- *Amount of lighting inside the bus* - February mean (4.16), March mean (4.3)
- *The way buses are scheduled to make transfer connections* - February mean (3.34), March mean (3.61)
- *Waiting time between transfers* - February mean (3.33), March mean (3.63)
- *Helpfulness of drivers in ensuring transfer connections* - February mean (3.67), March mean (3.95)
- *The bus coming on time when transferring* - February mean (3.44), March mean (3.77)
- *Transfer information at the waiting area* - February mean (3.51), March mean (3.73)

- *The bus not leaving the stop early* - February mean (3.67), March mean (3.87)
- *The bus not leaving the stop late* - February mean (3.63), March mean (3.89)
- *The bus getting me where I'm going on time* - February mean (3.73), March mean (3.98)

Route 140/156

A comparison of mean satisfaction ratings for old route 140 and new route 156 found mixed results. For Route 156, fourteen ratings increased significantly, including ratings for all five elements of personal safety and ratings for all eight physical characteristics of the buses.

Route 156 ratings were significantly lower than old route 140 ratings for two aspects of waiting areas, four service frequency items and one question asked about frequency of transfers during evening bus service.

Route 156 riders gave significantly higher mean satisfaction ratings than old Route 140 riders for these 14 items:

- *Personal safety while on the bus* – Route 140 mean (4.11), Route 156 mean (4.42)
- *Behavior of other passengers on the bus* - Route 140 mean (3.47), Route 156 mean (4.14)
- *Personal safety waiting for the bus during the day* - Route 140 mean (3.96), Route 156 mean (4.28)
- *Personal safety waiting for the bus at night* - Route 140 mean (3.47), Route 156 mean (3.8)
- *Behavior of other people at the waiting area* - Route 140 mean (3.48), Route 156 mean (3.84)
- *Cleanliness of waiting areas* - Route 140 mean (3.3), Route 156 mean (3.61)
- *Being able to get a seat on the bus* - Route 140 mean (4.1), Route 156 mean (4.42)
- *Amount of lighting inside the bus* - Route 140 mean (4.16), Route 156 mean (4.46)
- *Cleanliness of bus interior* - Route 140 mean (3.84), Route 156 mean (4.34)
- *Having the bus free of graffiti* - Route 140 mean (3.88), Route 156 mean (4.3)
- *Smoothness of the ride* - Route 140 mean (3.74), Route 156 mean (4.06)
- *Enough bike rack capacity* - Route 140 mean (3.74), Route 156 mean (4.06)
- *Wide enough doors and aisles for loading and unloading* - Route 140 mean (3.95), Route 156 mean (4.24)
- *Enough bars to hold onto while standing* - Route 140 mean (4.03), Route 156 mean (4.34)

Mean satisfaction ratings were significantly lower for Route 156 than for Route 140 for these eight elements of service:

- *Being able to sit down while waiting for the bus* - Route 140 mean (3.58), Route 156 mean (3.13)
- *Protection from the weather while waiting* - Route 140 mean (3.25), Route 156 mean (2.93)
- **Transfers:** *Frequency of evening bus service* - Route 140 mean (3.31), Route 156 mean (2.96)

- *Frequency of service during peak hours* - Route 140 mean (3.78), Route 156 mean (3.28)
- *Frequency of service during midday hours* - Route 140 mean (3.76), Route 156 mean (3.46)
- *Frequency of service during the evening/at night* - Route 140 mean (3.24), Route 156 mean (2.9)
- *Frequency of weekend service* - Route 140 mean (3.25), Route 156 mean (2.71)
- *Overall satisfaction with service* - Route 140 mean (4.06), Route 156 mean (3.71)

Route 194/ST578

Satisfaction ratings were significantly higher for several aspects of service provided by ST578, including ratings for trip times, number of stops and certain physical characteristics of buses.

- *Length of trip* – Route 194 mean (4.18), ST578 mean (4.36)
- *Number of stops* - Route 194 mean (4.09), ST578 mean (4.44)
- *Behavior of other passengers on the bus* - Route 194 mean (3.88), ST578 mean (4.14)
- *Cleanliness of bus interior* - Route 194 mean (4.02), ST578 mean (4.28)
- *Having the bus free of graffiti* - Route 194 mean (4.1), ST578 mean (4.41)
- *Smoothness of the ride* - Route 194 mean (3.82), ST578 mean (4.09)

Satisfaction ratings for many other aspects of service previously provided by Route 194 (the entire Downtown to Federal Way corridor) suffered following the service change. Three out of five personal safety elements, all seven aspects of waiting areas, all seven transfer items and half of the frequency and reliability elements showed significant decreases. Overall satisfaction with service was lower for ST578 than for Route 194, too. Significant negative changes are shown below.

- *Personal safety waiting for the bus during the day* - Route 194 mean (4.2), ST578 mean (4.01)
- *Personal safety waiting for the bus at night* - Route 194 mean (3.77), ST578 mean (3.49)
- *Behavior of other people at the waiting area* - Route 194 mean (3.82), ST578 mean (3.59)
- *Being able to sit down while waiting for the bus* - Route 194 mean (3.82), ST578 mean (3.24)
- *Cleanliness of waiting areas* - Route 194 mean (3.83), ST578 mean (3.44)
- *Amount of lighting at the waiting area* - Route 194 mean (4.01), ST578 mean (3.69)
- *Protection from the weather while waiting* - Route 194 mean (3.96), ST578 mean (3.34)
- *Having information available about routes and connections* - Route 194 mean (3.96), ST578 mean (3.77)
- *Convenience of the stop* - Route 194 mean (4.09), ST578 mean (3.81)
- *Being able to see an oncoming bus* - Route 194 mean (4.28), ST578 mean (4.09)
- *Enough bars to hang onto while standing* - Route 194 mean (4.23), ST578 mean (3.86)
- *Number of transfers* - Route 194 mean (4.01), ST578 mean (3.66)
- **Transfers:** *Frequency of evening bus service* - Route 194 mean (3.69), ST578 mean (3.16)

- *The way buses are scheduled to make transfer connections* - Route 194 mean (3.75), ST578 mean (3.26)
- *Waiting time between transfers* - Route 194 mean (3.68), ST578 mean (3.24)
- *Helpfulness of drivers in ensuring transfer connections* - Route 194 mean (3.99), ST578 mean (3.67)
- *The bus coming on time when transferring* - Route 194 mean (3.83), ST578 mean (3.57)
- *Transfer information at the waiting area* - Route 194 mean (3.84), ST578 mean (3.55)
- *Frequency of service during peak hours* - Route 194 mean (4.06), ST578 mean (3.81)
- *Frequency of service during midday hours* - Route 194 mean (4.01), ST578 mean (3.67)
- *Frequency of service during the evening/at night* - Route 194 mean (3.68), ST578 mean (3.32)
- *Frequency of weekend service* - Route 194 mean (3.67), ST578 mean (2.99)
- *Overall satisfaction with service* - Route 194 mean (4.4), ST578 mean (4.14)

Route 194 SeaTac to Downtown/Link

For the twelve survey items listed below, Link riders gave significantly higher mean satisfaction ratings than Route 194 riders (SeaTac Airport to Downtown segment):

- *Personal safety waiting for the bus/Link during the day* - Route 194 mean (4.2), Link mean (4.34)
- *Behavior of other passengers on the bus/Link* - Route 194 mean (3.92), Link mean (4.3)
- *Behavior of other people at the waiting area* - Route 194 mean (3.86), Link mean (4.05)
- *Cleanliness of waiting areas* - Route 194 mean (4.0), Link mean (4.26)
- *Amount of lighting at the waiting area* - Route 194 mean (4.01), Link mean (4.28)
- *Protection from the weather while waiting* - Route 194 mean (4.0), Link mean (4.26)
- *Being able to get a seat on the bus/Link* - Route 194 mean (4.05), Link mean (4.42)
- *Amount of lighting inside the bus/Link* - Route 194 mean (4.28), Link mean (4.53)
- *Cleanliness of bus/Link interior* - Route 194 mean (4.08), Link mean (4.49)
- *Having the bus/Link free of graffiti* - Route 194 mean (4.13), Link mean (4.58)
- *Smoothness of the ride* - Route 194 mean (3.89), Link mean (4.25)
- *Wide enough doors and aisles for loading and unloading* - Route 194 mean (4.17), Link mean (4.41)

Overall satisfaction with service from SeaTac Airport to Downtown was significantly higher for old Route 194 than for Link. Besides overall satisfaction, mean ratings were higher for number of stops and for some aspects of waiting areas and transfers on Route 194:

- *Number of stops* – Route 194 mean (4.16), Link mean (3.95)
- *Having information available about routes and connections* - Route 194 mean (4.04), Link mean (3.82)
- *Convenience of the stop* - Route 194 mean (4.18), ST578 mean (3.84)

- *Number of transfers* - Route 194 mean (4.12), Link mean (3.86)
- *Helpfulness of drivers in ensuring transfer connections* - Route 194 mean (4.03), Link mean (3.78)
- *Transfer information at the waiting area* - Route 194 mean (3.9), Link mean (3.68)
- *Overall satisfaction with service* - Route 194 mean (4.43), Link mean (4.26)

Route 194 SeaTac to Federal Way/ST574

ST574 riders gave the following items significantly higher mean satisfaction ratings than Route 194 riders (SeaTac Airport to Federal Way segment):

- *Personal safety while on the bus* – Route 194 mean (4.25), ST574 mean (4.38)
- *Behavior of other passengers on the bus* - Route 194 mean (3.84), ST574 mean (4.12)
- *Cleanliness of bus interior* - Route 194 mean (3.97), ST574 mean (4.39)
- *Having the bus free of graffiti* - Route 194 mean (4.07), ST574 mean (4.48)
- *Smoothness of the ride* - Route 194 mean (3.77), ST574 mean (4.29)

Ratings were significantly higher among Route 194 riders than ST574 riders for these service elements:

- *Personal safety waiting for the bus during the day* - Route 194 mean (4.21), ST574 mean (4.08)
- *Being able to sit down while waiting for the bus* - Route 194 mean (3.88), ST574 mean (3.37)
- *Amount of lighting at the waiting area* - Route 194 mean (4.00), ST574 mean (3.80)
- *Protection from the weather while waiting* - Route 194 mean (3.92), ST574 mean (3.55)
- *Wide enough doors and aisles for loading and unloading* - Route 194 mean (4.12), ST574 mean (3.52)
- *Enough bars to hold onto while standing* - Route 94 mean (4.19), ST574 mean (3.57)
- **Transfers:** *Frequency of service during the evening/at night* - Route 194 mean (3.62), ST574 mean (3.35)
- *Waiting time between transfers* - Route 194 mean (3.63), ST574 mean (3.44)
- *Frequency of service during peak hours* - Route 194 mean (4.01), ST574 mean (3.81)
- *Frequency of service during midday hours* - Route 194 mean (4.01), ST574 mean (3.74)
- *Frequency of service during the evening/at night* - Route 194 mean (3.64), ST574 mean (3.29)
- *Overall satisfaction with service* – Route 194 mean (4.37), ST574 mean (4.14)

Link Survey Results

The Link survey presented specialized questions that were not included in the bus route questionnaire. Results of these questions are summarized below.

Fares

Nearly half of Link riders (45%) said they pay their fares using ORCA cards, and 39% said they use Link tickets. Fifteen percent (15%) said they use a Puget Pass, Flexpass or UPass.

A large proportion of Link riders (82%) said they *do not* have Regional Reduced Fare Permits.

Embark and Disembark Stations

The most popular stations for boarding and de-boarding Link light rail were SeaTac Airport (30% boarded and 26% de-boarded), Westlake Center (23% and 26%) and Tukwila International Boulevard (13% and 11%).

Usual Method of Getting to Link Light Rail Stations

Just over a third of riders (34%) said they got to Link by bus, and nearly as many (31%) said they walked. One out of ten (10%) said they usually drove to a Park and Ride lot and 5% said they drove and parked their cars somewhere near their Link stations.

Method of Travel Prior to Riding Link Light Rail

About two out of five riders (43%) said they rode Metro buses before they began riding Link light rail, 17% said they drove alone, 7% said they walked and 4% said they carpooled.

METHODOLOGY

Data Collection

Interviewers wearing Metro aprons, boarded buses at the locations shown in **Table A2** at varied times between the hours of 10:00 a.m. and 7:00 p.m.² Interviewers asked all riders who were boarding the buses throughout the trip to complete a questionnaire about their satisfaction on the route. KC Metro staff developed the survey instrument, which consisted of 50 to 55 questions (Link light rail riders were asked additional questions). Copies of both questionnaires are included in the Appendix.

The interviewers collected questionnaires as they were completed. Respondents also had the option of mailing the completed surveys to Metro postage free.

	February Locations		March/April Locations	
Route 8	Rainier Beach Station	Summit & John Streets	15 th Ave. E. & E. John St.	So. Henderson & Rainier Ave. So.
Route 60	Georgetown	Seattle Center	13 th Ave. So. & So. Bailey	Broadway & East Pine St.
Route 140	Burien Transit Center	South Center Mall	Burien Transit Center	South Center Mall
Route 156			Andover Park W. & Baker Blvd.	International Blvd. & So. 176 th St.
Route 194 – South Segment	Federal Way Transit Center	SeaTac Airport		
Route 194 – North Segment	International District Station	SeaTac Airport		
ST574			Federal Way Transit Center	SeaTac Airport
ST578* / ST577			2 nd & Pike Street 4 th & University	Federal Way Transit Center
Link			SeaTac Airport	International District Station

*Northbound ST578 terminates at 4th and University. Southbound ST578 originates at 2nd & Pike.

² Copies of interviewers' daily schedules are available upon request.

Survey Distribution Dates

At the beginning of the study survey distribution schedules were created with the objective of having interviewers collect as many completed surveys as possible during a two-day time interval. If the number of interviews obtained during two days of collection was insufficient, interviewers would go out again to obtain additional opinions.

Survey respondents had the option of returning completed questionnaires to interviewers onboard their buses, or mailing them to Metro at a later time. Interviewers pre-dated surveys prior to distribution.

February Routes (Appendix Table 1)

Interviewers distributed and collected surveys for three days prior to the service change, on February 2nd, 3rd and 5th. Survey distribution was completed in just two days for two of the routes, Route 60 and Route 194. For these routes, most surveys were completed and collected on February 3rd.

Routes 8 and 140 required an additional day of distribution to collect a sufficient number of surveys for analysis (February 5th). Nearly half (48%) of all surveys for Route 140 were completed on February 5th.

March/April Routes (Appendix Table 2)

After the February service change surveys were distributed and collected from riders on eight routes over seven days in late March and early April. Although only seven routes analyzed in this study were affected by the February service change, eight routes were surveyed. During afternoon peak service, interviewers distributed and collected surveys on an unaffected route (ST577) to augment the number of surveys obtained among ST578 riders during other times. Survey distribution aboard ST578 was interrupted during afternoon peak hours because the route runs in only one direction during those times.

Link: Data collection for Link required just one day, March 24th. On that single day, interviewers collected all 627 surveys needed for analysis.

Routes 8, 140, 156, ST574 and ST577: Survey distribution and collection took two days for each of these routes.

- A total of 325 surveys were collected from Route 8 riders on March 24th (55%) and March 31st (45%).
- April 1st and April 6th were data collection days for Route 140, with most surveys (56%) collected on April 6th. A total of 317 surveys were completed for Route 140.

- For Route 156, most surveys (51%) were completed on April 1st. All others were completed earlier on March 25th. A total of 169 surveys were completed by Route 156 riders.
- ST574: Two thirds (65%) of all ST574 surveys (n=477) were completed by riders on March 30th. The remainder was completed two days later on April 1st.
- ST577: 185 surveys were completed on two consecutive days – March 30th (53%) and March 31st.

Three days of distribution were required to collect a sufficient number of complete surveys for Route 60 and ST578. A majority (65%) of the Route 60 surveys were completed on March 31st. A total of 358 surveys were completed by Route 60 riders. Riders also completed surveys for Route 60 on April 6th and April 7th. Distribution of surveys among ST578 riders took place on March 25th, 30th and 31st. A total of 351 surveys were completed by ST578 riders.

Data Processing

Gilmore Research entered all data and comments into an electronic file. A set of cross-tabulations of the closed-end responses appears under separate cover. The scope of this project did not include geocoding, and no analysis of the geographic trip information appears in this report.

Limitations of this Study

Intercept studies are, by their nature, based on self-selection of respondents. As such, the findings cannot be projected to the universe of riders. The information shown in this report is a snapshot of riders on routes that were affected by the service change on particular days in February, March and April 2010.

It be noted that the “before” survey was conducted just prior to the February 6 service change, and thus many riders were likely aware that major changes were coming. Given that some people tend to view change with skepticism and sometimes foreboding, results of the first survey may have been affected by some respondents’ tendency to overrate the existing service they were accustomed to using. Similarly, the “after” survey was conducted less than 60 days following the February 6 service change. The results of post-service change survey may also have been affected insofar as they may tend to reflect immediate reactions, rather than attitudes that reflect familiarity with a service that is more “settled in” operationally.

Analysis

The March/April survey results were compared with results obtained in February to evaluate satisfaction ratings before and after the service change.

In this report, findings related to satisfaction ratings are discussed by route, beginning with Route 8. More general information about transit use and demographics follow the route-specific discussions. Route comparisons presented in this report summarize changes as follows:

- Entire Route 8
- Entire Route 60
- Route 140/Modified Route 140
- Route 140/Route 156
- Entire Route 194 and ST577/ST578
- Route 194 Sea-Tac to Seattle/Link
- Route 194 Sea-Tac to Federal Way/ST574

Statistical tests were used to compare differences in mean scores as well as differences in the percentage of respondents who were “satisfied” (4 - 5 ratings) or “dissatisfied” (1 - 2 ratings) with each service quality element. Unless otherwise noted, statistically significant differences called out in the report are significant at the 95% confidence level. Proportions displayed in graphs and tables are based on the number of respondents who provided a valid rating (*not applicable* responses are excluded). Rounding conventions that are used in data processing may sometimes result in a variance between response percentages shown in graphs and tables and those discussed in the text and/or displayed in the crosstabs.³

³The variance will be no more than 1% for any given percentage.

DETAILED FINDINGS

Respondents were asked to rate their satisfaction with elements of bus service on Routes 8, 60, 140 and 194 before the service change. After the service change, they were asked to rate their satisfaction with these elements for Routes 8, 60 and 140 and also for new Route 156 (which picked up service previously provided by Route 140). Besides rating these transit routes after the service change, riders were asked to rate their satisfaction with routes now serving areas of the city previously served by discontinued Route 194. These are Link light rail (Sea-Tac Airport to Seattle), ST574 (Sea-Tac Airport to Federal Way) and ST578 (providing express service between Federal Way and down Seattle).

Specific topics of the survey included:

- Trip time
- Personal safety
- Waiting areas
- Physical characteristics of the buses
- Transfers
- Frequency and reliability of the buses
- Overall satisfaction with each route

Besides rating service quality, respondents were asked about the number of rides taken during the past 30 days, their usual reasons for riding, their usual days and times for riding and their length of time as riders. Link rail riders were asked additional questions in the post-service change survey about stations of embarkation and disembarkation, usual methods of getting to the light rail station, modes of travel prior to riding Link, fare payment and use of a Regional Reduced Fare Permit. All respondents were asked to provide recommendations for improving the routes.

Respondents rated satisfaction with each element using a five-point scale where “1” means “very dissatisfied” and “5” means “very satisfied.” In this report, the term “satisfied” refers to ratings of “4 - 5” and “dissatisfied” to ratings of “1 - 2.” Respondents were also given the option of marking “not applicable” and “neutral” as valid responses. Consistent with most self-administered questionnaires, many survey respondents did not provide an answer to each element. The percentages reported in this analysis are based on the actual number of respondents rating each service quality element on the one-to-five scale. For each section of ratings the report will give the range of non-response that occurred (the proportion of respondents that skipped the question and those that indicated “NA”).

In this report, findings related to satisfaction ratings are discussed by route, beginning with Route 8. More general information about transit use, demographics and suggestions for changes or improvements follow the route-specific discussions.

Route 8

Satisfaction with Trip Time

Mean satisfaction ratings for *length of the trip* and *number of stops* were both slightly higher after the service change. **(Table 1)**

There was a significant increase in Top 2 satisfaction ratings for *length of the trip* after the service change (71% v. 63%).

Non-response: 5% of respondents did not rate *length of bus trip* in February and 2% chose not to answer the question after the service change. In February 10% of respondents chose not to rate *number of stops*. In March, 11% opted out of the question.

	February	March
How long my trip takes	3.69	3.84
Number of stops	3.69	3.77

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

Mean ratings for three elements of personal safety increased significantly following the service change. **(Table 2)**

- *Personal safety while on the bus* (4.2 v. 3.99)
- *Personal safety waiting for the bus during the day* (4.12 v. 3.94)
- *Personal safety waiting for the bus at night* (3.6 v. 3.38)

The proportion of *satisfied/very satisfied* ratings ranged from 49% to 76% in February and 57% to 82% in March. There were no significant differences in any of these ratings.

	February	March
Personal safety while on bus	3.99	4.2
Personal safety while waiting for the bus during the day	3.94	4.12
Behavior of other passengers on the bus	3.62	3.74
Behavior of other people at the waiting area	3.55	3.7
Personal safety while waiting for the bus at night	3.38	3.6

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.

The proportion of low ratings (*dissatisfied/very dissatisfied*) ranged from 5% to 18% in February and from 4% to 16% in March. None of the changes in these ratings was statistically significant.

The rate of non-response in February ranged from 3% to 10%. In March it ranged from 3% to 17% (*waiting for the bus at night*).

Satisfaction with the Waiting Area Where Boarded

Results found two significant changes in mean ratings for elements of bus waiting areas after the service change. **(Table 3)** These were:

- *Cleanliness of the waiting area* – before the service change riders gave this a mean rating of 3.41. After the change the rating increased to 3.69.
- *Amount of lighting* – the mean rating rose to 3.6 after the service change from a rating of 3.35 before the change.

Proportions of *satisfied/very satisfied* ratings for these items ranged from 42% to 76% in February and from 48% to 79% in March. Two of the changes were statistically significant.

Table 3

Mean Satisfaction Scores: Waiting Areas for Boarding this Trip – Route 8

	February	March
Convenience of the stop to my home or where I was coming from	3.98	4.13
Being able to see an oncoming bus	3.95	4.08
Cleanliness of waiting area	3.41	3.69
Having information available about routes and connections	3.37	3.42
Amount of lighting	3.35	3.6
Being able to sit down while waiting	3.25	3.46
Protection from weather	3.03	3.23

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.

- *Convenience of the stop to my home* – in March 79% gave this a Top 2 rating compared to 72% in February.
- *Cleanliness of the waiting area* – 63% gave Top 2 ratings in March compared to 52% in February.

Proportions of *dissatisfied/very dissatisfied* ratings ranged from 8% to 38% for Route 8 in February and slightly lower in March (from 6% to 31%).

The proportion of respondents who chose not to rate the seven elements of bus waiting areas ranged from 3% to 8% in February, and from 6% to 10% in March.

Physical Characteristics of the Buses

Mean ratings for all physical characteristics of the buses were higher after the service change, and six of the eight ratings were significantly higher. Significantly higher ratings are shown in boldface type in Table 4.

Proportions of Top 2 box ratings (*satisfied/very satisfied* ratings) ranged from 48% to 80% in February and from 65% to 82% in March. Satisfaction ratings were significantly higher after the service change for three items:

- *Cleanliness of the bus interior* – 75% top ratings after the service change compared to 67% before
- *Smoothness of the ride* – Top 2 box scores increased from 48% in February to 57% in March.
- *Enough bike rack capacity* – 65% of riders gave sufficient *bike rack capacity* a Top 2 rating in March, compared to 54% in February.

There were significantly fewer respondents in March than in February who gave low ratings (*dissatisfied/very dissatisfied*) for having *enough bars to hand onto while standing* (6% in March compared to 11% in February). Proportions of respondents who gave ratings of *dissatisfied/very dissatisfied* ranged from 4% to 20% in February and from 5% to 15% in March.

The rates of non-response to questions asked about bus characteristics ranged from 3% to 9% in February and from 1% to 9% in March. These ranges exclude riders who opted out of ratings for *bike rack capacity* (35% in February and 36% in March).

Table 4
Mean Satisfaction Scores: Physical Characteristics of the Buses – Route 8

	February	March
Amount of lighting inside the bus	4.01	4.13
Wide enough doors and aisles	3.85	4.03
Having the bus free of graffiti	3.84	3.99
Enough bars to hang onto	3.82	4.05
Being able to get a seat	3.82	3.91
Cleanliness of the bus interior	3.75	3.95
Enough bike rack capacity	3.56	3.88
Smoothness of the ride	3.35	3.61

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.

Satisfaction with Transfers

All mean ratings for transfers on Route 8 were positively affected by the service change, and six of the seven were significantly higher in March than in February. Significantly higher ratings are shown in boldface type in Table 5.

	February	March
The number of transfers I make	3.63	3.81
Helpfulness of drivers in ensuring transfer connections	3.47	3.8
The way buses are scheduled to make transfer connections	3.11	3.44
Transfer information at the waiting area	3.06	3.4
The bus coming on time when transferring	3.05	3.37
Waiting time between transfers	3.02	3.35
How often the bus runs in the evening / at night	3.01	3.4

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.

Proportions of Top 2 ratings (ratings of *satisfied/very satisfied*) increased significantly after the service change for these six elements of transfers:

- *Number of transfers* (58% before the service change; 69% after)
- *Helpfulness of drivers ensuring connections* (53% before; 65% after)
- *Frequency of bus service in the evening/at night* (37% before; 51% after)
- *Transfer information at the waiting area* (39% before; 50% after)
- *Waiting time between transfers* (34% before; 50% after)
- *The bus coming on time when transferring* (36% before; 49% after)

Proportions of low ratings (ratings of *dissatisfied/very dissatisfied*) ranged from 15% to 36% in February and from 11% to 26% in March. One item showed a significantly lower proportion of low ratings after the service change than before: *frequency of bus service in the evening/at night* (24% in March vs. 36% in February).

Proportions of respondents unable to rate elements of transfers ranged from 24% to 31% in February and from 39% to 44% in March.

Satisfaction with the Frequency and Reliability of Buses

Mean satisfaction ratings for frequency and reliability of Route 8 buses were improved after the service change. Mean ratings were significantly higher for seven of the eight elements asked about in the survey. These are displayed in boldface type in Table 6.

Table 6 Mean Satisfaction Scores: Frequency and Reliability of Buses – Route 8		
	February	March
How early the bus runs in the morning	3.5	3.76
The bus not leaving the stop early	3.45	3.68
The bus getting me where I'm going on time	3.41	3.68
How often the bus runs during peak hours	3.26	3.72
The bus not leaving the stop late	3.26	3.4
How often the bus runs during midday hours	3.21	3.76
How often the bus runs in the evening / at night	3.0	3.49
How often the bus runs on weekends	2.96	3.38

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.

There were also significant increases in the proportion of Top 2 box ratings for six of the eight items. These include:

- *How often the bus runs during peak hours* – (48% before the service change; 65% after)
- *How often the bus runs during midday hours* (43% before and 65% after)
- *How often the bus runs early in the morning* (55% before and 65% after)
- *The bus not leaving the stop early* – (53% before and 61% after)
- *How often the bus runs in the evening/at night* – (36% before and 55% after)
- *How often the bus runs on weekends* – (37% before and 50% after)

Dissatisfaction ratings (*dissatisfied/very dissatisfied* ratings) decreased significantly for five of the eight elements associated with bus frequency and reliability:

- *How often the bus runs during midday hours* – After the service change, 11% said they were *dissatisfied/very dissatisfied* with midday frequency, compared to 27% before the change.
- *Bus frequency during peak hours* - Low ratings for this item fell to 14% in March from 28% in February.

- *The bus getting me to where I'm going on time* – The proportion of respondents that indicated they were *dissatisfied/very dissatisfied* decreased by 9 percentage points to 15% in March from 24% in February.
- *How often the bus runs in the evening/night* – Before the service change 34% said they were *dissatisfied/very dissatisfied*. After the change 20% gave similar ratings.
- *How often the bus runs on weekends* – 24% indicated they were *dissatisfied/very dissatisfied* in March, compared to 37% in February.

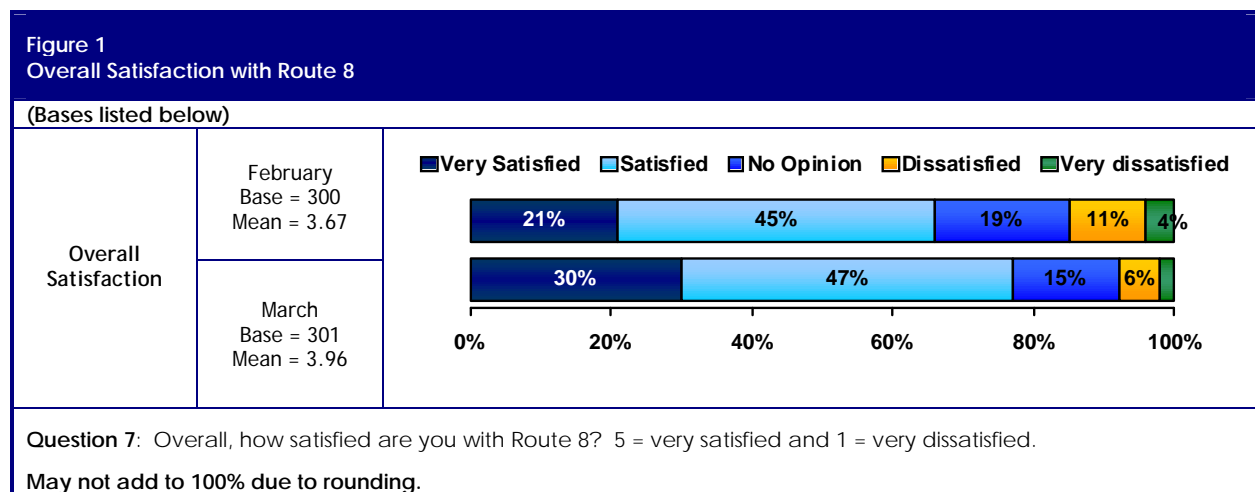
The proportion of respondents who chose not to answer questions about bus frequency and reliability ranged from 6% to 19% in February, and from 6% to 18% (*weekend frequency*) in March.

Overall Satisfaction with Route 8

Overall satisfaction with Route 8 service increased significantly after the service change. Dissatisfaction showed a significant decrease.

The mean rating for overall satisfaction increased to 3.96 in March, from 3.67 in February, and Top 2 ratings (*satisfied/very satisfied* ratings) increased to 77% from 66%. Bottom 2 ratings (*dissatisfied/very dissatisfied*) decreased to 8% in March from 15% in February.

Non-response: 93% of respondents provided overall satisfaction ratings for Route 8 service in both survey periods.



Route 60

Satisfaction with Trip Time

The service change had no significant affect on mean ratings for *length of trip* or *number of stops* on Route 60. Mean satisfaction ratings were higher in March, but not significantly higher.

(Table 7)

Length of trip: The proportion of riders who were *satisfied/very satisfied* with *length of trip* was about the same after the service change (65%) as before (63%). Identical proportions of riders (11%) were *dissatisfied/very dissatisfied* with *length of trip* in February and in March.

Table 7
Mean Satisfaction Scores: Trip Time – Route 60

	September	November
How long my trip takes	3.70	3.79
Number of stops	3.56	3.68

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.

Number of stops: 54% of riders said they were *satisfied/very satisfied* with *number of stops* on Route 60 in February; 58% gave similar ratings in March. In February 14% were *dissatisfied/very dissatisfied* with *number of stops*, compared to 10% in March.

Non-response: 3% of respondents in February and 5% of respondents in March did not rate *length of bus trip*. Proportions not rating *number of stops* were 12% in February and 7% in March.

Satisfaction with Personal Safety

Mean satisfaction ratings for four of the five elements of personal safety increased significantly after the service change. These are displayed in boldface type in Table 8. They include:

- *Personal safety while on the bus* (3.98 in February and 4.15 in March)
- *Behavior of other passengers on the bus* (3.45 in February and 3.77 in March)
- *Behavior of other people at the waiting area* (3.51 in February and 3.73 in March)
- *Personal safety while waiting for the bus at night* (3.34 in February and 3.64 in March)

	February	March
Personal safety while on bus	3.98	4.15
Personal safety while waiting for the bus during the day	3.94	4.08
Behavior of other passengers	3.45	3.77
Behavior of other people at the waiting area	3.51	3.73
Personal safety while waiting for the bus at night	3.34	3.64

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.

There were significant increases in proportions of Top 2 ratings (*satisfied/very satisfied* ratings) for three items:

- *Behavior of other passengers on the bus* (Top 2 ratings increased to 66% in March from 48% in February)
- *Behavior of other people at the waiting area* (60% in March compared to 50% in February)
- *Personal safety while waiting for the bus at night* (up from 46% in February to 55% in March)

Low ratings (*dissatisfied/very dissatisfied*) decreased significantly after the service change for *behavior of other passengers on the bus* (10% in March vs. 16% in February).

Rates of non-response to questions about personal safety ranged from 1% to 11% in February and from 1% to 17% in March (*waiting for the bus at night*).

Satisfaction with the Waiting Area Where Boarded

Route 60 respondents gave significantly higher mean ratings after the service change to two elements of bus waiting areas: *cleanliness of waiting areas* (3.58 in March vs. 3.26 in February) and *amount of lighting* (3.50 vs. 3.30). (Table 9)

	February	March
Convenience of the stop to my home or where I was coming from	4.02	4.16
Being able to see an oncoming bus	3.99	4.09
Having information available about routes and connections	3.34	3.35
Being able to sit down while waiting	3.28	3.29
Amount of lighting	3.3	3.5
Cleanliness of waiting area	3.26	3.58
Protection from weather	3.1	3.09

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.

Ratings for the five remaining aspects of waiting areas for Route 60 were similar prior to the service change and after. In both surveys respondents gave the highest mean satisfaction ratings to *convenience of the stop to my home or where I was coming from* (4.16 in March and 4.02 in February). In both surveys they gave the lowest mean ratings to *protection from the weather* (3.09 in March and 3.1 in February).

Satisfaction ratings (*satisfied/very satisfied*) were significantly greater in March than in February for one item, *cleanliness of the waiting area* (56% after the change compared to 45% before). Satisfaction ratings in February ranged from a low of 43% to a high of 78%. In March they ranged from 44% to 79%.

Nearly all ratings of *dissatisfied/very dissatisfied* were about the same after the service change as they were before the change, except for one. Low ratings for *cleanliness of the waiting area* showed a significant decrease in March (16% after the change compared to 25% before). Low ratings ranged from 8% to 38% in February and from 6% to 31% in March. Riders gave the greatest shares of *dissatisfied/very dissatisfied* ratings in both surveys to *protection from the weather*.

Between 5% and 8% of respondents chose not to rate elements of bus waiting areas in February. In March the rates of non-responses ranged from 3% to 10%.

Physical Characteristics of the Buses

Results found significant increases in seven out of eight mean ratings for physical characteristics of the buses, after the service change. These are displayed in boldface type in Table 10.

	February	March
Amount of lighting inside the bus	4.03	4.19
Enough bars to hold onto while standing	3.85	4.13
Wide enough doors and aisles	3.84	4.07
Cleanliness of the bus interior	3.7	3.9
Having the bus free of graffiti	3.72	3.95
Being able to get a seat	3.55	3.94
Enough bike rack capacity	3.64	3.86
Smoothness of the ride	3.62	3.72

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.

There were significant increases in the proportions of *satisfied/very satisfied* ratings given for four characteristics of buses after the service change. These include:

- *Enough bars to hang onto while standing* (80% after the service change, compared to 70% before)
- *Being able to get a seat* (73% after, compared to 59% before)
- *Having the bus free of graffiti* (72% after, compared to 61% before)
- *Enough bike rack capacity* (64% after, compared to 52% before)

There was a significant decrease in the proportion of riders who were *dissatisfied/very dissatisfied* with *being able to get a seat* after the service change (9% in March compared to 14% in February). Rates of dissatisfaction ranged from 3% to 14% in February and from 3% to 12% in March.

Non-response: Between 2% and 8% of riders did not answer questions about physical characteristics of the buses in February. In March the range was 1% to 6%. These ranges do not include the proportions of riders who opted out of the question asked about *bike rack capacity* (33% in February and 36% in March).

Satisfaction with Transfers

Mean satisfaction scores for the seven elements of transfers are displayed in Table 11. Analysis found no significant differences between ratings obtained before and after the service change.

	February	March
Helpfulness of drivers in ensuring transfer connections	3.76	3.74
The number of transfers I make	3.75	3.69
The way buses are scheduled to make transfer connections	3.35	3.45
The bus coming on time when transferring	3.28	3.43
Transfer information at the waiting area	3.3	3.33
Waiting time between transfers	3.25	3.28
How often the bus runs in the evening / at night	2.92	3.05

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.

Between 34% and 64% of riders indicated they were *satisfied/very satisfied* with these items in February. Between 40% and 62% gave Top 2 ratings in March. *How often the bus runs in the evening/at night* gathered the smallest shares of satisfaction ratings in both periods.

Low ratings ranged from 9% to 40% in February, and from 12% to 38% in March. *How often the bus runs in the evening/at night* gathered the greatest shares of dissatisfaction ratings in both periods, too.

Proportions of respondents unable to rate elements of transfers ranged from 28% to 30% in February and from 43% to 46% in March.

Frequency and Reliability of Buses

There were two significant changes in mean satisfaction ratings for bus frequency and reliability after the service change. **(Table 12)** Route 60 riders gave significantly higher ratings in March for *the bus getting me where I'm going on time* (3.70 in March, compared to 3.49 in February) and *how often the bus runs during peak hours* (3.59 in March, versus 3.28 in February).

	February	March
The bus getting me where I'm going on time	3.49	3.7
The bus not leaving the stop early	3.60	3.64
How early the bus runs in the morning	3.49	3.61
How often the bus runs during peak hours	3.28	3.59
How often the bus runs during midday hours	3.36	3.49
The bus not leaving the stop late	3.4	3.49
How often the bus runs in the evening / at night	2.86	2.99
How often the bus runs on weekends	2.94	2.88

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.

Top 2 satisfaction ratings for frequency and reliability of buses ranged from 30% to 60% in February and from 34% to 62% in March. *Evening frequency* gathered the lowest share of satisfaction in February, and *weekend frequency* gathered the lowest share in March. There was one significant change in ratings given after the service change: satisfaction ratings increased for *frequency of bus service during peak hours* (60% in March vs. 48% in February).

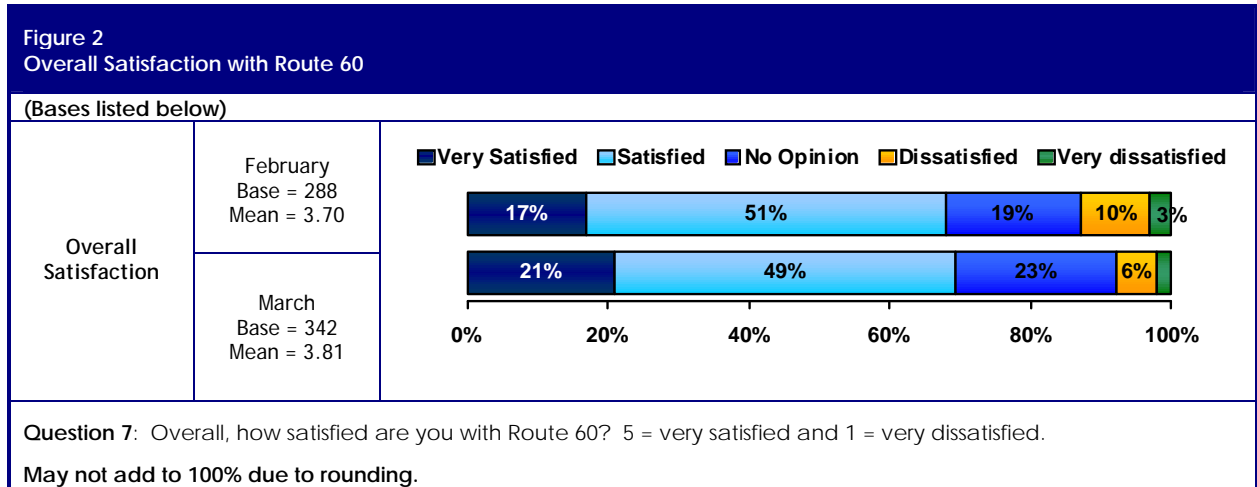
Bottom 2 ratings (ratings of *dissatisfied/very dissatisfied*) ranged from 16% to 40% in February and from 15% to 40% in March. The largest shares of low ratings were given for *evening* and *weekend frequency*. Dissatisfaction ratings decreased significantly after the service change for *frequency of bus service during peak hours* (down to 19% in March from 26% in February).

Rates of non-response in February ranged from 7% to 18% and from 10% to 21% in March. In February, non-response was highest for *evening frequency* and in March it was highest for *weekend frequency*.

Overall Satisfaction with Route 60

Overall satisfaction ratings for Route 60 were not affected by the service change.

In February 68% of respondents gave Top 2 overall satisfaction ratings for Route 60, and in March 70% gave similar ratings. **(Figure 2)**



Route 140 Compared to Modified Route 140 and New Route 156

This section of the report presents February survey results for Route 140, side by side with March results for modified Route 140 and new Route 156. February survey results for Route 140 are compared separately with survey results for modified Route 140 and with survey results for new Route 156.

Satisfaction with Trip Time

Mean satisfaction ratings for both *length of trip* and *number of stops* were significantly higher after the service change for modified Route 140. (Table 13)

Mean satisfaction ratings for elements of trips time were similar before and after the change for Route 156 compared to old Route 140.

Table 13
Mean Satisfaction Scores: Trip Time – Routes 140 and 156

	Route 140 February	Route 140 March	Route 156 March
How long my trip takes	3.88	4.15	3.96
Number of stops	3.73	3.98	3.92
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.			

Top 2 ratings were significantly higher after the service change for *length of trip* among March Route 140 riders compared to February Route 140 riders (75% compared to 64%).

Bottom 2 ratings for both service elements decreased significantly in March for Route 140 riders compared to February Route 140 riders. The proportion of riders that said they were *dissatisfied/very dissatisfied* with *number of stops* fell to 4% in March, compared to 11% in February. The proportion that said they were *dissatisfied/very dissatisfied* with *length of trip* decreased in March to 4%, from 9% in February.

A comparison of Top 2 and Bottom 2 ratings for Route 140 and Route 156 riders showed no significant changes.

Non-response: In February, 4% of Route 140 riders did not rate *length of trip*, and 14% did not rate *number of stops*. In March, the rates of non-response for Route 140 and Route 156 riders were 5% and 7%, respectively for *length of trip*. They were 12% and 9%, respectively for *number of stops*.

Satisfaction with Personal Safety

Table 14 displays mean ratings for elements of personal safety before and after the service change. Numbers displayed in boldface type are statistically significant.

The table shows that Route 156 has significantly higher mean ratings for *all* elements of personal safety, than Route 140 in February. These are displayed in boldface type. A comparison of mean ratings given by modified Route 140 riders and old Route 140 riders showed no significant differences.

	Route 140 February	Route 140 March	Route 156 March
Personal safety while on the bus	4.11	4.19	4.42
Personal safety while waiting for the bus during the day	3.96	4.08	4.28
Behavior of other passengers on the bus	3.47	3.64	4.14
Behavior of other people at the waiting area	3.48	3.55	3.84
Personal safety while waiting for the bus at night	3.47	3.64	3.8

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 ratings (*satisfied/very satisfied* ratings) for all nearly all elements of personal safety were significantly higher for Route 156 riders than for Route 140 riders in February. These include:

- *Personal safety while on the bus* – Among Route 156 riders, 87% indicated *satisfied/very satisfied* vs. Route 140 February riders, 77% indicated *satisfied/very satisfied*.
- *Behavior of other passengers on the bus* – Route 156, 76% *satisfied/very satisfied*; Route 140 February, 50% *satisfied/very satisfied*.
- *Personal safety while waiting for the bus during the day* - Route 156, 82% *satisfied/very satisfied*; Route 140 February, 73% *satisfied/very satisfied*.
- *Behavior of other people at the waiting area* - Route 156, 63% *satisfied/very satisfied*; Route 140 February, 50% *satisfied/very satisfied*.

Top 2 ratings given by modified Route 140 riders were not significantly different from ratings given by February Route 140 riders.

Low ratings (*dissatisfied/very dissatisfied*) decreased significantly after the service change for the following service elements in these ways:

- *Behavior of other passengers on the bus* – 4% among Route 156 riders after the service change, compared to 17% of Route 140 riders before the service change.
- *Behavior of other people at the waiting area* - 9% among Route 156 riders after the change, compared to 17% of Route 140 riders before the service change.
- *Personal safety while waiting for the bus at night* - 10% among Route 156 riders and 14% among modified Route 140 riders after the change, compared to 17% of Route 140 riders before the service change.

Between 3% and 15% of respondents failed to give ratings for elements of personal safety in February. In March, the range of non-response to these questions was 3% to 15% for modified Route 140 riders and between 4% and 20% for Route 156 riders.

Satisfaction with the Waiting Area Where Boarded

Mean satisfaction ratings for elements of waiting areas differed significantly in several ways. **(Table 15)**

	Route 140 February	Route 140 March	Route 156 March
Being able to see an oncoming bus	<u>4.01</u>	4.17	4.11
Convenience of the stop to my home or where I was coming from	<u>3.73</u>	4.0	3.8
Amount of lighting	3.52	3.62	3.57
Cleanliness of waiting area	<u>3.3</u>	3.77	3.61
Having information available about routes and connections	3.47	3.59	3.42
Being able to sit down while waiting	3.58	3.69	<u>3.13</u>
Protection from weather	3.25	3.26	<u>2.93</u>

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.

Modified Route 140 riders gave significantly higher ratings than Route 140 riders in February for:

- *Being able to see an oncoming bus* (4.17 vs. 4.01)
- *Convenience of the bus stop* (4.0 vs. 3.73)
- *Cleanliness of the waiting area* (3.77 vs. 3.3)

Route 140 riders in February gave significantly higher mean ratings than Route 156 riders for:

- *Being able to sit down while waiting* (3.58 vs. 3.13)
- *Protection from the weather* (3.25 vs. 2.93)

Route 156 riders gave significantly higher ratings than Route 140 February riders for one item, *cleanliness of the waiting area* (3.61 vs. 3.3).

Physical Characteristics of the Buses

Table 16 displays mean ratings for eight physical characteristics of buses before and after the service change. It shows many significant improvements in ratings following the service change. These are shown in boldface type.

The most important of these are the significantly higher mean ratings among Route 156 riders, for *all* characteristics asked about, as compared to Route 140 riders in February.

Modified Route 140 riders gave higher mean ratings than old Route 140 riders for two items: *amount of lighting* (4.3 vs. 4.16) and *being able to get a seat* (4.26 vs. 4.1).

	Route 140 February	Route 140 March	Route 156 March
Amount of lighting inside the bus	<u>4.16</u>	4.3	4.46
Being able to get a seat	<u>4.1</u>	4.26	4.42
Enough bars to hold onto while standing	<u>4.03</u>	4.04	4.34
Having the bus free of graffiti	<u>3.88</u>	3.93	4.3
Wide enough doors and aisles	<u>3.95</u>	4.1	4.24
Cleanliness of the bus interior	<u>3.84</u>	3.98	4.34
Enough bike rack capacity	<u>3.74</u>	3.92	4.06
Smoothness of the ride	<u>3.74</u>	3.81	4.06

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.

Analysis of Top 2 ratings showed significantly more Route 156 riders *satisfied/very satisfied* with all bus characteristics than Route 140 riders in February. These include:

- *Amount of lighting inside the bus* – Among Route 156 riders, 91% *satisfied/very satisfied*; Route 140 February, 82% *satisfied/very satisfied*.
- *Being able to get a seat* – Route 156, 90% indicated *satisfied/very satisfied* vs. Route 140 February riders, 77% indicated *satisfied/very satisfied*.

- *Enough bars to hang onto while standing* - Route 156, 89% *satisfied/very satisfied*; Route 140 February, 72% *satisfied/very satisfied*.
- *Cleanliness of the bus interior* - Route 156, 87% *satisfied/very satisfied*; Route 140 February, 68% *satisfied/very satisfied*.
- *Having the bus free of graffiti* - Route 156, 87% *satisfied/very satisfied*; Route 140 February, 69% *satisfied/very satisfied*.
- *Wide enough doors and aisles* - Route 156, 83% *satisfied/very satisfied*; Route 140 February, 72% *satisfied/very satisfied*.
- *Smoothness of the ride* – Route 156, 79% indicated *satisfied/very satisfied* vs. Route 140 February riders, 62% indicated *satisfied/very satisfied*.
- *Enough bike rack capacity* – Route 156, 71% *satisfied/very satisfied*; Route 140 February, 55% *satisfied/very satisfied*.

Top 2 ratings also showed modified Route 140 riders significantly more likely than old Route 140 riders to be *satisfied/very satisfied* with *being able to get a seat* (87% vs. 77%) and having *enough bike rack capacity* (68% vs. 55%).

The proportion of Route 156 riders who were *dissatisfied/very dissatisfied* with *cleanliness of the bus interior* was significantly less than the proportion of Route 140 riders in February who gave similar ratings (2% vs. 8%).

Non-response: Between 2% and 9% of respondents failed to give ratings for physical characteristics of buses in February. In March, the range of non-response to these questions was 4% to 8% for modified Route 140 riders and between 2% and 9% for Route 156 riders. These ranges do not include the proportion of riders who failed to rate the question asked about *bike rack capacity* (Route 140 February – 23%; modified Route 140 – 31%; Route 156 – 27%).

Satisfaction with Transfers

Table 17 displays mean ratings for seven elements of transfers on Routes 140 and 156. Ratings for five items were improved for modified Route 140 after the service change. These include:

- *The way the bus is scheduled to make connections* (3.61 vs. 3.34)
- *Waiting time between transfers* (3.63 vs. 3.33)
- *Helpfulness of drivers in ensuring connections* (3.95 vs. 3.67)

- *The bus coming on time when transferring* (3.77 vs. 3.44)
- *Transfer information at the waiting area* (3.73 vs. 3.51)

Table 17
Mean Satisfaction Scores: Ease of Transferring – Routes 140 and 156

	Route 140 February	Route 140 March	Route 156 March
Helpfulness of drivers in ensuring transfer connections	<u>3.67</u>	3.95	3.85
Transfer information at the waiting area	<u>3.51</u>	3.73	3.58
The number of transfers I make	3.66	3.83	3.55
The bus coming on time when transferring	<u>3.44</u>	3.77	3.53
The way buses are scheduled to make transfer connections	<u>3.34</u>	3.61	3.41
Waiting time between transfers	<u>3.33</u>	3.63	3.17
How often the bus runs in the evening / at night	3.31	3.49	<u>2.96</u>

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.

One mean rating showed a significant decrease following the service change. This is the mean rating for Route 156 *evening frequency* (2.96 vs. 3.31, before the service change).

Satisfaction ratings (*satisfied/very satisfied* ratings) for nearly all elements of transfers were significantly higher for modified Route 140 riders than for Route 140 riders in February. These include:

- *Number of transfers* – Among modified Route 140 riders, 68% indicated *satisfied/very satisfied* vs. Route 140 February riders, 58% indicated *satisfied/very satisfied*.
- *The way the bus is scheduled to make connections* – Route 140 March, 60% *satisfied/very satisfied*; Route 140 February, 48% *satisfied/very satisfied*.
- *Waiting time between transfers* - Route 140 March, 60% *satisfied/very satisfied*; Route 140 February, 46% *satisfied/very satisfied*.
- *Helpfulness of drivers in making connections* – Route 140 March, 71% *satisfied/very satisfied*; Route 140 February, 61% *satisfied/very satisfied*.
- *The bus coming on time when transferring* - Route 140 March, 64% *satisfied/very satisfied*; Route 140 February, 52% *satisfied/very satisfied*.
- *Transfer information at the waiting area* – Route 140 March, 66% *satisfied/very satisfied*; Route 140 February, 55% *satisfied/very satisfied*.

There were no significant differences in Top 2 ratings given by Route 156 riders and Route 140 riders in February.

Dissatisfaction ratings (*dissatisfied/very dissatisfied* ratings) for modified Route 140 decreased significantly after the service change for two items: *waiting time between transfers* (16% compared to 24% in February) and *the bus coming on time when transferring* (11% compared to 20%).

The percentage of respondents unable to rate elements of transfers ranged from 10% to 15% in February. The range in March was from 19% to 24% for modified Route 140 riders and between 27% and 33% for Route 156.

Satisfaction with the Frequency and Reliability of Buses

Respondents were asked to rate eight elements of bus reliability and frequency before and after the service change. Table 18 displays mean ratings that show three significant improvements after the change for modified Route 140 and four significant negative changes for Route 156.

Significant improvements in these mean ratings were found for modified Route 140:

- *The bus getting me where I'm going on time* (3.98 vs. 3.73 for Route 140 February)
- *The bus not leaving the stop early* (3.87 vs. 3.67)
- *The bus not leaving the stop late* (3.89 vs. 3.63)

Satisfaction was negatively affected for these Route 156 ratings:

- *How often the bus runs during peak hours* (3.28 vs. 3.78 for Route 140 February)
- *How often the bus runs during midday hours* (3.46 vs. 3.76)
- *How often the bus runs during the evening/night* (2.9 vs. 3.24)

Table 18
Mean Satisfaction Scores: Frequency and Reliability of Buses – Routes 140 and 156

	Route 140 February	Route 140 March	Route 156 March
The bus getting me where I'm going on time	<u>3.73</u>	3.98	3.8
The bus not leaving the stop early	<u>3.67</u>	3.87	3.79
The bus not leaving the stop late	<u>3.63</u>	3.89	3.74
How early the bus runs in the morning	3.6	3.78	3.46
How often the bus runs during midday hours	3.76	3.9	<u>3.46</u>
How often the bus runs during peak hours	3.78	3.9	<u>3.28</u>
How often the bus runs in the evening / at night	3.24	3.39	<u>2.9</u>
How often the bus runs on weekends	3.25	3.39	<u>2.71</u>

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.

- *How often the bus runs on weekends* (2.71 vs. 3.25)

Satisfied/very satisfied ratings were significantly higher after the service change for modified Route 140 for these elements:

- *The bus not leaving the stop early* - 70% *satisfied/very satisfied* after the service change, compared to 60% before the change
- *The bus not leaving the stop late* – 71% after, compared to 58% before
- *The bus getting me where I'm going on time* – 73% after, compared to 63% before

-
- *How often the bus runs during midday hours* – 69% after, compared to 61% before

Dissatisfied/very dissatisfied ratings showed significant decreases after the service change for modified Route 140 for the following items:

- *The bus not leaving the stop late* – 8% *dissatisfied/very dissatisfied* after the service change, compared to 14% before the change
- *The bus getting me where I'm going on time* – 8% after the service change, compared to 14% before
- *How early the bus runs in the morning* – 12% after the service change, compared to 21% before

Dissatisfied/very dissatisfied ratings showed significant increases after the service change for Route 156 for these aspects of bus frequency and reliability:

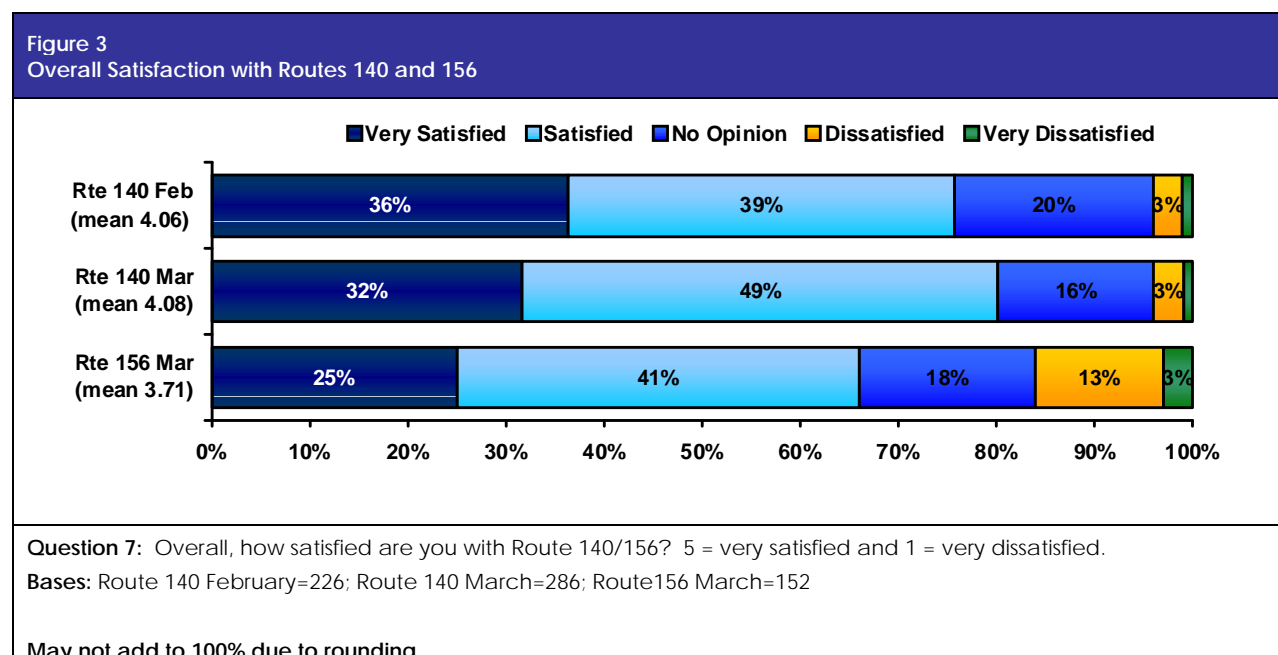
- *How often the bus runs during peak hours* - 26% *dissatisfied/very dissatisfied* after the service change, compared to 11% before the change
- *How often the bus runs during midday hours* - 21% after the service change, compared to 10% before
- *Bus evening frequency* - 41% after the service change, compared to 28% before
- *Bus weekend frequency* – 47% after the service change, compared to 32% before

Non-response: Between 8% and 16% of respondents failed to give ratings for bus frequency and reliability in February. In March, the range of non-response for these questions was 7% to 16% for modified Route 140 riders and 9% to 22% for Route 156 riders. Rates of non-response were highest for *frequency of evening* and *weekend bus service*.

Overall Satisfaction with Routes 140 and 156

Overall satisfaction ratings for Routes 140 and modified 140 were about the same after the service change as before.⁴ **(Figure 3)** Ratings for Routes 140 (February) and 156 were significantly changed after the service change in the following ways:

- The mean satisfaction rating for Route 156 fell significantly below the mean rating for Route 140 in February (3.71 vs. 4.06)
- *Satisfied/very satisfied* ratings were significantly lower after the service change for Route 156 (66%, compared to 75% before the change for Route 140). This includes a significantly lower proportion of *very satisfied* ratings (25% compared to 36%).
- *Dissatisfied/very dissatisfied* ratings increased significantly after the service change for Route 156 (16%, compared to 4% before the change for Route 140).



⁴ There was one significant change after the service: modified Route 140 riders gave a higher share of *satisfied* ratings (49% vs. 39%).

Route 194 Downtown to Federal Way / ST578

This section of the report compares satisfaction before and after the service change for riders who traveled the full distance of Route 194, between Downtown and Federal Way and riders who now travel the same corridor on ST578.

Satisfaction with Trip Time

ST578 riders gave higher mean satisfaction ratings for both *length of trip* and *number of stops* than Route 194 riders gave before the service change. **(Table 19)**

Proportions of Top 2 ratings (*satisfied/very satisfied* ratings) also increased significantly after the service change for ST578:

- *How long my trip takes* – 91% of ST578 riders were satisfied in March, compared to 81% of Route 194 riders satisfied in February. *Dissatisfied/very dissatisfied* ratings were not significantly different in March compared to February (ST578 - 3% and Route 194 - 5%).
- *Number of stops* - 88% of ST578 riders were satisfied in March and 76% of Route 194 riders were satisfied in February. The proportions of those *dissatisfied/very dissatisfied* were 4% in March (ST578) and 6% in February (Route 194).

	Route 194	ST578
How long my trip takes	4.18	4.36
Number of stops	4.09	4.44

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.

Non-response for *length of trip* was 2% in February and 3% in March. Non-response for *number of stops* was 10% in February and 6% in March.

Satisfaction with Personal Safety

Results found significantly *lower* ratings for ST578 for all three elements of personal safety at waiting areas: **(Table 20)**

- *Personal safety waiting for the bus during the day* (4.01 - ST578, compared to 4.2 – Route 194)
- *Behavior of other people at the waiting area* (3.59 vs. 3.82)
- *Personal safety waiting for the bus at night* (3.49 vs. 3.77)

There was one significantly higher mean satisfaction rating for ST578 than for Route 194: *behavior of other passengers on the bus* - 4.14 vs. 3.88, respectively.

Table 20 Mean Satisfaction Scores: Personal Safety – Route 194 and ST578		
	Route 194	ST578
Personal safety while on bus	4.27	4.34
Behavior of other passengers on the bus	3.88	4.14
Personal safety while waiting for the bus during the day	4.2	4.01
Behavior of other people at the waiting area	3.82	3.59
Personal safety while waiting for the bus at night	3.77	3.49
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.		

Top 2 ratings (*satisfied/very satisfied* ratings) were in line with mean scores:

- ST578 riders were significantly more likely than Route 194 riders to be *satisfied/very satisfied* with *behavior of other passengers on the bus* (83% vs. 69%).
- Route 194 riders were significantly more likely than ST578 riders to be satisfied with the elements of *personal safety while waiting for the bus*:
 - *Waiting for the bus during the day* (85% vs. 75%)
 - *Waiting for the bus at night* (65% vs. 51%)
 - *Behavior of other passengers at the waiting area* (66% vs. 54%)

Bottom 2 ratings (*dissatisfied/very dissatisfied* ratings) were significantly higher for ST578 riders than for Route 194 riders for *personal safety while waiting for the bus at night* (18% vs. 12%) and significantly lower for *behavior of other passengers on the bus* (4% vs. 8%).

The rate of non-response to the questions asked about perceptions of personal safety ranged from 1% to 12% in February and from 2% to 25% in March. The largest proportions of *not applicable* and skipped questions occurred for *waiting for the bus at night*.

Satisfaction with the Waiting Area Where Boarded

Mean satisfaction ratings for all seven elements of waiting areas were significantly higher for Route 194 than for ST578. These are displayed in boldface type in Table 21.

Table 21 Mean Satisfaction Scores: Waiting Area for Boarding this Trip – Route 194 and ST578		
	Route 194	ST578
Being able to see an oncoming bus	4.28	4.09
Convenience of the stop to my home or where I was coming from my home	4.09	3.81
Having information available about routes and connections	3.96	3.77
Amount of lighting	4.01	3.69
Cleanliness of waiting area	3.83	3.44
Protection from weather	3.96	3.34
Being able to sit down while waiting	3.82	3.24

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.

Six out of seven Top 2 ratings (*satisfied/very satisfied* ratings) were significantly higher for Route 194 than for ST578. These include:

- *Convenience of the stop to my home* – Among Route 194 riders 79% gave this a Top 2 rating, compared to 67% of ST578 riders.
- *Amount of lighting* – 76% for Route 194, compared to 63% for ST578.
- *Having information available about routes and connections* – 75% for Route 194, versus 66% for ST578
- *Protection from the weather* – 73% for Route 194, compared to 48% for ST578.
- *Cleanliness of the waiting area* – 70% of Route 194 riders gave Top 2 ratings compared to 51% of ST578 riders.
- *Being able to sit down while waiting* – 68% among Route 194 riders and 43% among ST578 riders.

Bottom 2 ratings (*dissatisfied/very dissatisfied* ratings) were significantly higher for Route 578 than Route 194 for these four items:

- *Being able to sit down while waiting* – 29% among ST578 riders and 13% among Route 194 riders.
- *Protection from the weather* – 26% for ST578, compared to 11% for Route 194.
- *Cleanliness of the waiting area* – 20% of 578 riders gave low ratings compared to 11% of Route 194 riders.

- *Amount of lighting* - Among ST578 riders 13% gave this a *dissatisfied/very dissatisfied* rating, compared to 7% of ST578 riders.

Non-response: In February 4% to 5% of Route 194 respondents did not provide answers to questions about waiting areas. In March between 2% and 9% of ST578 riders did not answer the questions.

Physical Characteristics of the Buses

Mean satisfaction scores for physical characteristics of the buses are shown in **Table 22**. Statistically significant ratings are displayed in boldface type.

Results found three means for ST578 riders significantly higher than means for Route 194 riders: *having the bus free of graffiti* (4.41 vs. 4.1), *cleanliness of the bus interior* (4.28 vs. 4.02) and *smoothness of the ride* (4.09 vs. 3.82). *Having enough bars to hold onto* was the only item rated by Route 194 riders significantly higher than ST578 ratings (4.23 compared to 3.86).

	Route 194	ST578
Having the bus free of graffiti	4.1	4.41
Cleanliness of the bus interior	4.02	4.28
Amount of lighting inside the bus	4.28	4.24
Wide enough doors and aisles	4.14	4.13
Smoothness of the ride	3.82	4.09
Being able to get a seat	4.06	4.07
Enough bike rack capacity	3.88	3.92
Enough bars to hold onto while standing	4.23	3.86

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.

A majority of respondents in both surveys gave all items in the question series Top 2 ratings (*satisfied/very satisfied* ratings). Top ratings ranged from 65% to 89% for Route 194 and from 65% to 92% for ST578. These items gathered a significantly higher share of Top 2 ratings among ST578 riders than Route 194 riders:

- *Having the bus free of graffiti* – 92% *satisfied/very satisfied* for ST578 compared to 80% for Route 194.
- *Cleanliness of the bus interior* – 88% compared to 78%
- *Smoothness of the ride* – 79% compared to 68%

Bottom 2 ratings (*dissatisfied/very dissatisfied* ratings) ranged from 1% to 11% for Route 194, and from 2% to 12% for ST578. Low ratings differed in several ways. ST578 riders gave

three characteristics significantly larger shares of *dissatisfied/very dissatisfied* ratings than Route 194 riders:

- *Having enough bars to hang onto while standing* (12% vs. 3%)
- *Being able to get a seat* (10% vs. 7%)
- *Amount of lighting* (4% vs. 1%)

And Route 194 riders gave three items significantly larger shares of *dissatisfied/very dissatisfied* ratings than ST578 riders:

- *Smoothness of the ride* (11% vs. 6%)
- *Cleanliness of the bus interior* (7% vs. 3%)
- *Having the bus free of graffiti* (5% vs. 2%)

Between 2% and 5% of Route 194 respondents did not answer questions about physical characteristics of the buses in February. For ST578, the rate of non-opinion ranged from 2% to 10% in March. In both surveys particularly large proportions of riders failed to give a rating for *enough bike rack capacity* (29% in February and 52% in March).

Satisfaction with Transfers

Among Route 194 riders, between 14% and 17% did not answer questions about transfers. Among ST 578 riders, the range was much higher – between 54% and 56%.

Table 23 shows the mean satisfaction ratings for elements of transfers on Route 194 and ST578. Results found all ratings for Route 194 significantly higher than ratings for ST578. These are displayed in boldface type.

Table 23 Mean Satisfaction Scores: Ease of Transferring – Route 194 and ST578		
	Route 194	ST578
Helpfulness of drivers in ensuring transfer connections	3.99	3.67
The number of transfers I make	4.01	3.66
The bus coming on time when transferring	3.83	3.57
Transfer information at the waiting area	3.84	3.55
The way buses are scheduled to make transfer connections	3.75	3.26
Waiting time between transfers	3.68	3.24
How often the bus runs in the evening / at night	3.69	3.16

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.

Top 2 ratings (*satisfied/very satisfied* ratings) ranged from 62% to 75% for Route 194 and from 43% to 64% for ST578. All Top 2 ratings for Route 194 were significantly higher than ratings for ST578.

Bottom 2 ratings (*dissatisfied/very dissatisfied* ratings) ranged from 7% to 17% for Route 194 and from 13% to 31% for ST578. All Bottom 2 ratings for ST578 were significantly higher than ratings for Route 194.

Satisfaction with the Frequency and Reliability of Buses

Mean satisfaction ratings were higher for Route 194 than for ST578 for four elements of bus frequency. These are shown in boldface type in Table 24, and include:

- *Bus frequency during peak hours* (4.06 vs. 3.81)
- *Bus frequency during midday hours* (4.01 vs. 3.67)
- *Bus frequency in the evening/at night* (3.68 vs. 3.32)
- *Bus frequency on weekends* (3.67 vs. 2.99)

	Route 194	ST578
The bus getting me where I'm going on time	4.11	4.18
The bus not leaving the stop early	4.03	4.06
How early the bus runs in the morning	4.02	3.91
The bus not leaving the stop late	3.99	3.9
How often the bus runs during peak hours	4.06	3.81
How often the bus runs during midday hours	4.01	3.67
How often the bus runs in the evening / at night	3.68	3.32
How often the bus runs on weekends	3.67	2.99

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.

Top 2 ratings for these elements ranged from 62% to 80% for Route 194. For ST578 the range of Top 2 ratings was 39% to 84%. Four Top 2 ratings for Route 194 were significantly higher than Top 2 ratings for ST578:

- *Bus frequency during peak hours* (79% *satisfied/very satisfied* vs. 69% *satisfied/very satisfied*)
- *Bus frequency during midday hours* (76% *satisfied/very satisfied* vs. 61%)
- *Bus frequency in the evening/at night* (64% *satisfied/very satisfied* vs. 49%)
- *Bus frequency on weekends* (62% *satisfied/very satisfied* vs. 39%)

Proportions of *dissatisfied/very dissatisfied* ratings were between 5% and 17% for Route 194. They ranged from 7% to 38% for ST578.

ST578 riders gave significantly higher shares of Bottom 2 ratings than Route 194 riders for these items:

- *Bus frequency on weekends* (38% *dissatisfied/very dissatisfied* vs. 15% *dissatisfied/very dissatisfied*)
- *Bus frequency in the evening/at night* (29% *dissatisfied/very dissatisfied* vs. 17%)

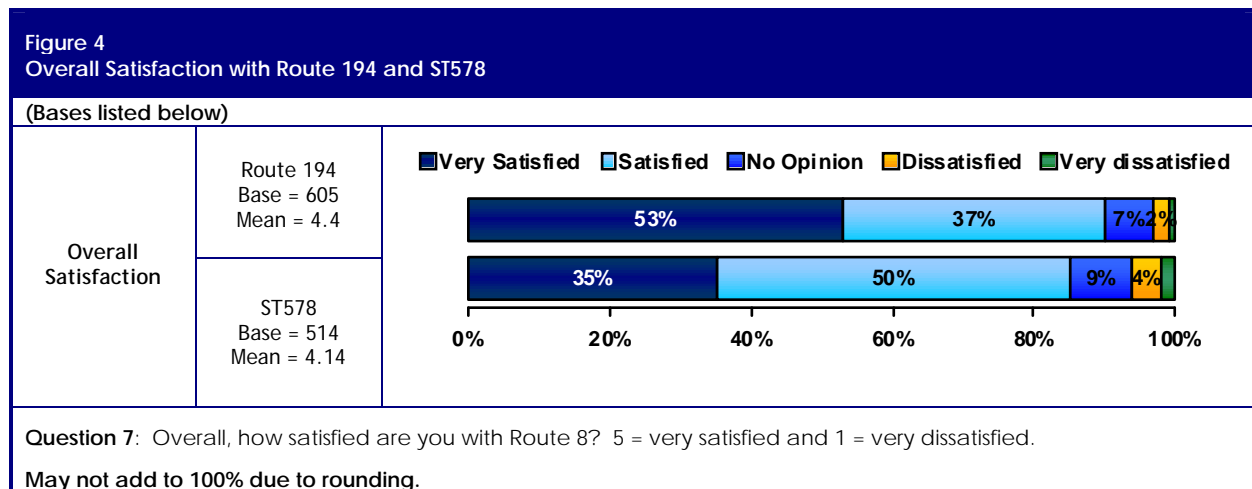
- *Bus frequency during midday hours* (16% vs. 7%)
- *Bus frequency during peak hours* (15% vs. 7%)
- *The bus not leaving the stop late* (11% compared to 6%)

The proportions of respondents not answering questions about frequency and reliability of service ranged from 5% to 14% for Route 194 and from 5% to 34% for ST578. The largest shares of non-response occurred for questions asked about *evening and weekend frequency*.

Overall Satisfaction with Route 194 and ST578

Overall satisfaction, measured as both the mean rating and also the proportion of *satisfied/very satisfied* ratings was significantly higher for Route 194 riders than for ST578 riders. **(Figure 4)**

- Mean rating, 4.4 - Route 194; Mean rating, 4.14 - ST578
- Top 2 ratings, 90% - Route 194 (includes 53% *very satisfied*); Top 2 ratings, 86% - ST578



Route 194 (SeaTac Airport to Downtown) / Link

This section of the report compares the SeaTac airport to Downtown segment of Route 194 prior to the service change with Link light rail service after the service change. Results here are presented as a comparison of the quality of customer experience commuting between two key activity centers, rather than as a comparison of the experience of riding the bus versus riding light rail.

Satisfaction with Trip Time

The mean satisfaction rating for *number of stops* was significantly higher for Route 194 than for Link (4.16 vs. 3.95). **(Table 25)** The mean ratings for *length of trip* were statistically similar (4.27 and 4.14).

Significantly more Route 194 riders than Link light riders gave ratings of *satisfied/very satisfied* for *number of stops* (81% vs. 70%). This includes 40% of Route 194 riders who indicated *very satisfied*, compared to Link riders (33%).

Link riders were significantly more likely than Route 194 riders to give low ratings (*dissatisfied/very dissatisfied*) to both items:

- *Number of stops*: Link – 6%; Route 194 – 3%
- *Length of trip*: Link – 7%; Route 194 – 4%

Non-response for *number of stops* was 8% for Route 194 and 6% for Link. Non-response for *length of trip* was 1% for Route 194 and 4% for Link.

Table 25 Mean Satisfaction Scores: Trip Time – Route 194 and Link		
	Route 194	Link
Number of stops	4.16	3.95
How long my trip takes	4.27	4.14

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

Three out of five ratings of personal safety were significantly higher for Link than for Route 194. **(Table 26)** These include personal *safety while waiting for the bus/Link during the day* (4.34 vs. 4.2), behavior of other passengers (4.3 vs. 3.92) and *behavior of other people at the waiting area* (4.05 vs. 3.86).

	Route 194	Link
Personal safety while on bus/Link	4.28	4.35
Personal safety while waiting for the bus/Link during the day	4.2	4.34
Behavior of other passengers	3.92	4.3
Behavior of other people at the waiting area	3.86	4.05
Personal safety while waiting for the bus at night	3.79	3.89

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

Top 2 ratings (*satisfied/very satisfied* ratings) ranged from 65% to 87% for Route 194 and from 69% to 89% for Link. There was one significant difference in Top 2 ratings for *behavior of other passengers*: Link – 87%, compared Route 194 – 70%.

Bottom 2 ratings (*dissatisfied/very dissatisfied* ratings) ranged from 2% to 10% for Route 194 and from 3% to 11% for Link. There were no significant differences in these ratings.

Non-response: The proportions of respondents who chose not to answer the questions ranged from 1% to 11% for Route 194 and from 2% to 34% for Link. The largest shares of non-response were associated with the question asked about *waiting for the bus/Link at night*.

Satisfaction with the Waiting Area Where Boarded

Results found five significant changes in mean ratings for elements of bus waiting areas. **(Table 27)** Link riders gave these elements higher mean ratings than Route 194 riders:

- *Cleanliness of the waiting area* – Link riders gave this a mean rating of 4.26. Route 194 riders gave a rating of 4.0.
- *Amount of lighting* - after the service change the rating for Link was 4.28; before the change the rating was 4.01 for Route 194.
- *Protection from weather* – Link riders gave a rating of 4.26 vs. Route 194 riders who gave a rating of 4.0.

Route 194 riders gave higher mean satisfaction ratings than Link riders for:

- *Convenience of the stop to my home or where I was coming from* – 4.18 vs. 3.84
- *Having information available about connections* – 4.04 vs. 3.84

	Route 194	Link
Amount of lighting	4.01	4.28
Cleanliness of waiting area	4.0	4.26
Protection from weather	4.0	4.26
Being able to see an oncoming bus	4.33	4.25
Convenience of the stop to my home or where I was coming from	4.18	3.84
Having information available about routes and connections	4.04	3.82
Being able to sit down while waiting	3.75	3.8

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.

Top 2 ratings (*satisfied/very satisfied* ratings) for elements of waiting areas ranged from 63% to 87% for Route 194, and from 64% to 86% for Link. Top ratings were significantly higher for Link riders than Route 194 riders for these elements of waiting areas:

- *Cleanliness of the waiting area* – 84% vs. 77%
- *Amount of lighting* – 86% vs. 77%
- *Protection from weather* – 84% vs. 74%

Top ratings were significantly higher for Route 194 riders than Link riders for these items:

- *Having information available about connections* – 79% vs. 65%
- *Convenience of the stop to my home or where I was coming from* – 83% vs. 67%

Bottom 2 ratings ranged from 3% to 14% for Route 194 and from 2% to 14% for Link. Low ratings (*dissatisfied/very dissatisfied* ratings) were significantly different in these ways:

Route 194 riders were significantly more likely than Link riders to give low ratings to *amount of lighting* (9% vs. 3%) and *protection from the weather* (11% vs. 5%). Link riders were significantly more likely than Route 194 to give low ratings to *convenience of the stop* (14% vs. 7%).

Proportions of respondents who failed to answer questions about waiting areas ranged from 1% to 4% for Route 194 and from 3% to 10% for Link.

Physical Characteristics of the Buses/Link Light Rail

As expected, results found many significant differences in ratings given for physical characteristics of buses and Link light rail, with a strong preference in favor of rail.

A comparison of Route 194 and Link mean satisfaction ratings found 6 out of 8 ratings for Link significantly higher than ratings for Route 194. These are displayed in Table 28 in boldface type.

	Route 194	Link
Having the bus/Link free of graffiti	4.13	4.58
Amount of lighting inside the bus/Link	4.28	4.53
Cleanliness of the bus/Link interior	4.08	4.49
Being able to get a seat	4.05	4.42
Wide enough doors and aisles	4.17	4.41
Enough bars to hold onto while standing	4.28	4.34
Smoothness of the ride	3.89	4.25
Enough bike rack capacity	3.88	3.86

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.

Proportions of *satisfied/very satisfied* ratings ranged from 65% to 90% for Route 194 and from 64% to 95% for Link. A comparison of Top 2 satisfaction ratings found 5 out of 8 *satisfied/very satisfied* ratings significantly higher for Link than for Route 194. These were:

- *Amount of lighting inside the bus* – Among Link riders, 95% *satisfied/very satisfied*; among Route 194 riders, 90% *satisfied/very satisfied*.
- *Having the bus free of graffiti* - Link, 95% *satisfied/very satisfied*; Route 194, 83% *satisfied/very satisfied*.
- *Being able to get a seat* – Link riders, 93% indicated *satisfied/very satisfied* vs. Route 194 riders, 79% indicated *satisfied/very satisfied*.
- *Cleanliness of the bus interior* - Link, 93% *satisfied/very satisfied*; Route 194, 81% *satisfied/very satisfied*.
- *Smoothness of the ride* – Link, 85% indicated *satisfied/very satisfied* vs. Route 194, 73% indicated *satisfied/very satisfied*.

Dissatisfaction (the proportion *dissatisfied/very dissatisfied* ratings) with bus/Link characteristics ranged from 1% to 10% for Route 194 and from 1% to 9% for Link.

Route 194 respondents were significantly more likely than Link riders to give ratings of *dissatisfied/ very dissatisfied* for these items:

- *Smoothness of the ride* – 10% vs. 5%
- *Being able to get a seat* – 7% vs. 1%
- *Having the bus/Link free of graffiti* – 5% vs. 1%
- *Cleanliness of the bus/Link interior* – 5% vs. 1%

Non-response to survey questions ranged from 1% to 28% for Route 194, and from 1% to 42% for Link. Non-response was highest for the survey question asked about *bike rack capacity*.

Satisfaction with Transfers

Surveys for Link light rail riders and Route 194 riders who make transfers varied slightly. Link riders who transfer were not asked about *frequency of service at night* and *the way buses are scheduled to make transfers*. Route 194 riders who transfer were not asked to rate *understanding fares and transfer rules*.

Mean satisfaction scores for all questions asked in both surveys are displayed in Table 29. A comparison of questions asked in both surveys found three mean ratings for Route 194 significantly higher than mean ratings for Link:

- *The number of transfers I make*: Route 194 – 4.12 vs. Link – 3.86
- *Helpfulness of drivers in ensuring transfer connections*: Route 194 – 4.03 vs. Link – 3.78
- *Transfer information at the waiting area*: Route 194 – 3.9 vs. Link – 3.68

	Route 194	Link
The number of transfers I make	4.12	3.86
Helpfulness of drivers in ensuring transfer connections	4.03	3.78
How often the bus runs in the evening / at night	3.76	NOT ASKED
Waiting time between transfers	3.73	3.71
Understanding fares and transfer rules	NOT ASKED	3.69
Transfer information at the waiting area	3.9	3.68
The bus coming on time when transferring	3.85	3.68
The way buses are scheduled to make transfer connections	3.83	NOT ASKED

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.

Top 2 ratings (*satisfied/very satisfied* ratings) ranged from 67% to 83% for Route 194 and from 63% to 70% for Link.

Two-thirds (67%) of Link riders gave top ratings for *understanding fares and transfer rules*.

Proportions of Top 2 ratings were significantly higher for Route 194 than for Link for these elements of transfers:

- *The number of transfers* – 83% for Route 194, compared to 60% for Link
- *Helpfulness of drivers* – 78% for Route 194, compared to 65% for Link
- *Transfer information at the waiting area* – 73% for Route 194, compared to 59% for Link

Bottom 2 ratings (*dissatisfied/very dissatisfied* ratings) ranged from 6% to 15% for Route 194 and from 11% to 18% for Link.

Sixteen percent (16%) of Link riders gave low ratings for *understanding fares and transfer rules*.

Dissatisfaction was significantly different for two items:

- *The number of transfers* – 13% of Link riders gave Bottom 2 ratings, compared to 6% of Route 194 riders
- *The bus/Link coming on time when transferring* – 18% among Link riders, versus 11% among Route 194 riders.

The percentage of respondents unable to rate elements of transfers ranged from 12% to 15% for Route 194. The range for Link was much higher – between 48% and 53%.

Satisfaction with the Frequency and Reliability of Buses/Link

Survey questions about service frequency and reliability were identical for Route 194 and Link riders except for one additional item asked in the Link survey: *what times the train runs during commuter hours*. **(Table 30)** None of the mean satisfaction ratings displayed in Table 30 were significantly different.

Route 194 and Link both had highest mean ratings (4.2 and 4.23, respectively) for *the bus getting me where I'm going on time*. Route 194 and Link also shared lowest mean ratings for *how often the bus runs in the evening/at night* (3.76 and 3.81, respectively).

Table 29
Mean Satisfaction Scores: Frequency and Reliability of Buses – Route 194 and Link

	Route 194	Link
The bus getting me where I'm going on time	4.2	4.23
How often the bus runs during peak hours	4.11	4.22
What times the train runs during commuter hours	NOT ASKED	4.18
The bus not leaving the stop late	4.06	4.17
The bus not leaving the stop early	4.11	4.16
How often the bus runs during midday hours	4.02	4.14
How early the bus runs in the morning	4.03	4.01
How often the bus runs on weekends	3.76	3.9
How often the bus runs in the evening / at night	3.72	3.81

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.

Satisfied/very satisfied ratings ranged from 66% to 85% for Route 194 and from 67% to 84% for Link. All of the Top 2 ratings were statistically similar.

Eight out of ten Link riders (80%) gave top ratings for *what times the train runs during commuter hours*.

Low ratings (*dissatisfied/very dissatisfied* ratings) ranged from 3% to 17% for Route 194 and from 4% to 13% for Link. The largest shares of low ratings were associated with *evening frequency*.

Among Link riders, 4% gave *dissatisfied/very dissatisfied* ratings for *what times the train runs during commuter hours*.

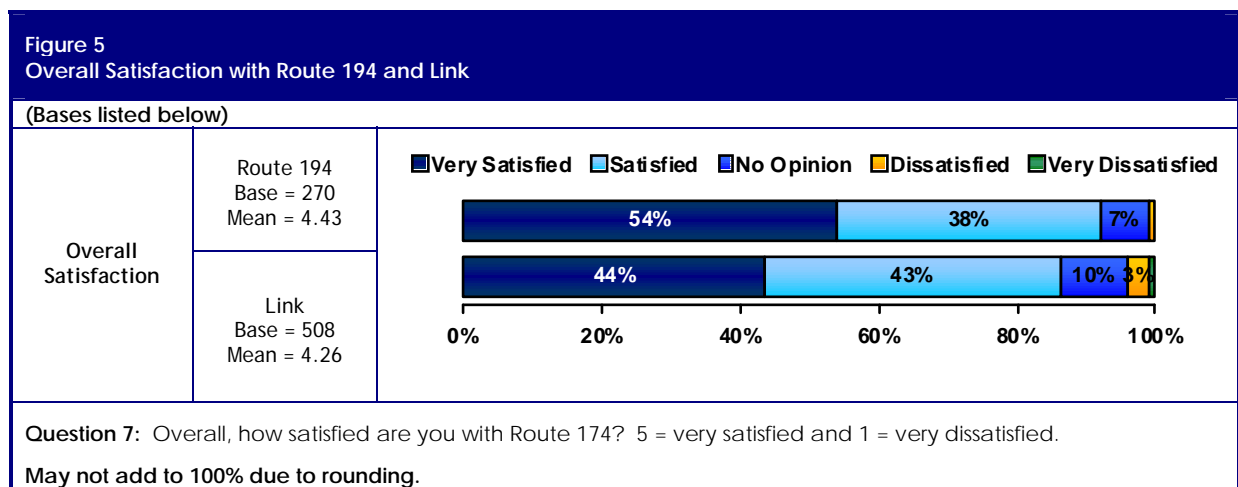
Non-response: Between 3% and 15% of Route 194 riders failed to answer questions about service frequency and reliability. The range of non-response for Link riders was higher – between 8% and 26%.

Overall Satisfaction with Route 194 and Link Light Rail Service

Overall satisfaction with service on Route 194 was significantly higher than overall satisfaction with service on Link:

- Route 194 mean rating - 4.43, compared to Link mean rating - 4.26
- Route 194 Top 2 rating - 92% (including 54% *very satisfied*), compared to Link Top 2 rating of 87%

Overall dissatisfaction with service was significantly higher among Link riders than Route 194 riders (4% vs. 2%)



Route 194 (SeaTac Airport to Federal Way) / ST574

This section of the report compares the south segment of Route 194 prior to the service change (SeaTac Airport to Federal Way) with ST574 after the service change.

Satisfaction with Trip Time

Results found no significant differences in mean satisfaction ratings for either *number of stops* or *length of the trip*. (Table 31)

Equal proportions of respondents indicated they were *satisfied/very satisfied* with the *number of stops* the bus makes before and after the service change (73%). There were more who said they were *dissatisfied/very dissatisfied* with *number of stops* after the change (ST574 - 10% vs. Route 194 - 8%), but the difference was not significant.⁵

More than three out of four Route 194 riders (78%) indicated they were *satisfied/very satisfied* with *length of their bus trips* in February, and 82% of ST574 riders said *satisfied/very satisfied* in March. Rates of dissatisfaction were similar before and after the service change (6% in February and 4% in March).

Non-response: 3% of Route 194 respondents and 4% of ST574 respondents did not rate *length of trip*. Non-response for *number of stops* was higher: 10% for Route 194 and 9% for ST574.

Table 31
Mean Satisfaction Scores: Trip Time – Route 194 and ST574

	Route 194	ST574
Number of stops	4.04	3.92
How long my trip takes	4.1	4.19

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.

⁵ However, the proportion of those *very dissatisfied* with *number of stops* was significantly higher after the service change compared to before (3% for ST574 vs. 1% for Route 194).

Satisfaction with Personal Safety

There were three significant differences in mean satisfaction ratings for elements of personal safety. (Table 32)

Ratings for *personal safety while on the bus* and *behavior of other passengers* were both higher for ST574 than for Route 194 (4.38 and 4.12), but the rating for *personal safety while waiting for the bus during the day* was higher for Route 194 than ST574 (4.21 vs. 4.08).

	Route 194	ST574
Personal safety while on bus	4.25	4.38
Behavior of other passengers	3.84	4.12
Personal safety while waiting for the bus during the day	4.21	4.08
Behavior of other people at the waiting area	3.78	3.72
Personal safety while waiting for the bus at night	3.76	3.6

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.

The proportion of respondents who indicated they were *satisfied/very satisfied* with elements of personal safety ranged from 64% to 86% for Route 194 and from 59% to 90% for ST574. ST574 riders gave significantly more Top 2 ratings for *behavior of other passengers on the bus* than Route 194 riders (82% compared to 68%).

The proportion of respondents who said they were *dissatisfied/very dissatisfied* with personal safety elements ranged from 3% to 14% for Route 194 and from 2% to 17% for ST574. Route 194 respondents gave a significantly larger share of low ratings for *behavior of other passengers on the bus* (9% vs. 4%).

The range of non-response to these questions was less than 1% to 12% for Route 194 and from 1% to 18% for ST574. The largest proportions of non-response were associated with the question asked about *personal safety while waiting for the bus at night*.

Satisfaction with the Waiting Area Where Boarded

Mean satisfaction ratings for three elements of bus waiting areas were significantly higher for Route 194 riders than for ST574 riders: **(Table 33)**

- *Amount of lighting* (4.0 vs. 3.8)
- *Protection from the weather* (3.92 vs. 3.55)
- *Being able to sit down while waiting* (3.88 vs. 3.37)

Route 194 riders gave significantly more Top 2 ratings (*satisfied/very satisfied* ratings) than ST 574 riders for *being able to sit down while waiting* (71% vs. 49%), *amount of lighting* (75% vs. 68%) and *protection from the weather* (73% vs. 61%). Top box scores ranged from 64% to 84% for Route 194 respondents and from 49% to 86% for ST574 respondents.

Dissatisfaction with *being able to sit down while waiting* was significantly greater for ST574 riders than for Route 194 riders (28% *dissatisfied/very dissatisfied* vs. 12%). *Protection from the weather* also gathered significantly more low ratings from ST574 riders than from Route 194 riders (21% vs. 11%). Proportions of respondents who gave *dissatisfied/very dissatisfied* ratings ranged from 3% to 15% for Route 194 and from 3% to 28% for ST574.

Non-response to the question series was 5% to 6% for Route 194 and between 3% and 8% for ST574.

Table 33
Mean Satisfaction Scores: Waiting Area for Boarding this Trip – Route 194 and ST574

	Route 194	ST574
Being able to see an oncoming bus	4.24	4.24
Convenience of the stop to my home or where I was coming from	4.02	3.96
Having information available about routes and connections	3.89	3.89
Amount of lighting	4.0	3.8
Cleanliness of waiting area	3.68	3.67
Protection from weather	3.92	3.55
Being able to sit down while waiting	3.88	3.37

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.

Physical Characteristics of the Buses

Respondents were split in their assessments of five physical characteristics of Route 194 and ST574 buses. (**Table 34**) Mean satisfaction ratings that are statistically significant are displayed in boldface type.

Ratings were significantly higher for Route 194 buses than for ST574 buses for these two physical aspects: having *enough bars to hang onto while standing* (4.19 vs. 3.57) and having *wide enough doors and aisles* (4.12 vs. 3.52).

ST574 respondents gave significantly higher mean ratings for three items: *having the bus free of graffiti* (4.48 vs. 4.07), *cleanliness of the bus interior* (4.39 vs. 3.97) and *smoothness of the ride* (4.29 vs. 3.77).

Top 2 ratings (*satisfied/very satisfied* ratings) were given by a majority of all respondents in both surveys. Top ratings ranged from 64% to 88% for Route 194 and from 57% to 93% for ST574. Five ratings were statistically significant:

- *Cleanliness of the bus interior* – 92% among ST 574 riders vs. 75% among Route 194 riders
- *Having the bus free of graffiti* – 93% for ST574 vs. 78% for Route 194
- *Smoothness of the ride* – 86% for ST574 vs. 64% for Route 194
- *Wide enough doors and aisles for loading and unloading* - Route 194 riders gave significantly more top ratings than ST574 riders (82% vs. 58%)
- *Having enough bars to hang onto while standing* – 85% among Route 194 riders vs. 57% among ST574 riders

The same items also gathered significantly greater shares of Bottom 2 ratings (*dissatisfied/very dissatisfied* ratings):

- *Cleanliness of the bus interior* – 8% among Route 194 riders, compared to 1% of ST574 riders
- *Having the bus free of graffiti* – 5% for Route 194 vs. 2% for ST574
- *Smoothness of the ride* – 12% for Route 194 vs. 3% for ST574

Table 34
Mean Satisfaction Scores: Physical Characteristics of the Buses – Route 194 and ST574

	Route 194	ST574
Having the bus free of graffiti	4.07	4.48
Cleanliness of the bus interior	3.97	4.39
Amount of lighting inside the bus	4.28	4.33
Smoothness of the ride	3.77	4.29
Being able to get a seat	4.07	4.18
Enough bike rack capacity	3.88	3.82
Enough bars to hold onto while standing	4.19	3.57
Wide enough doors and aisles	4.12	3.52

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.

- *Wide enough doors and aisles for loading and unloading* – 22% for ST574 riders compared to 5% for Route 194 riders
- *Having enough bars to hang onto while standing* – 18% for ST574 vs. 3% for Route 194 riders

Low ratings for Route 194 ranged from 1% to 12% and from 1% to 22% for ST574.

Non-response: Large proportions of respondents did not provide ratings for *bike rack capacity* (30% for Route 194 and 41% for ST574). Non-response ranged from 3% to 30% for Route 194 and from 2% to 41% for ST574).

Satisfaction with Transfers

Riders who transfer were asked to rate seven elements of transfers. **(Table 35)**

Route 194 riders gave higher mean satisfaction ratings than ST574 riders for two items: *waiting time between transfers* (3.63 vs. 3.44) and *how often the bus runs in the evening/ at night* (3.62 vs. 3.35).

Results found at least half of all riders who transfer gave Top 2 ratings (*satisfied/ very satisfied* ratings) for all elements of transfers, in both surveys.

The proportions of Top 2 ratings ranged between 63% and 71% for Route 194 and between 50% and 71% for ST574. Three Top 2 ratings were statistically significant:

Table 35
Mean Satisfaction Scores: Ease of Transferring – Route 194 and ST574

	Route 194	ST574
The bus coming on time when transferring	3.82	3.91
Helpfulness of drivers in ensuring transfer connections	3.95	3.9
Transfer information at the waiting area	3.79	3.83
The number of transfers I make	3.91	3.81
The way buses are scheduled to make transfer connections	3.69	3.54
Waiting time between transfers	3.63	3.44
How often the bus runs in the evening / at night	3.62	3.35

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.

- *How often the bus runs in the evening/ at night* (61% for Route 194, significantly higher than 50% for ST574)
- *The way the buses are scheduled to make transfer connections* (63% - Route 194; 50% - ST574)
- *Waiting time between transfers* (60%- Route 194; 50% - ST574)

There were no significant differences in low ratings (*dissatisfied/ very dissatisfied* ratings), which ranged from 8% to 19% for Route 194 and from 7% to 26% for ST574. The largest proportions of low ratings were given for *evening frequency*.

Proportions of respondents who did not answer questions about transfers ranged from 15% to 18% for Route 194 and from 52% to 56% for ST574.

Satisfaction with the Frequency and Reliability of Buses

Table 36 displays the mean satisfaction ratings for bus frequency and reliability before and after the service change. Ratings shown in boldface type are statistically significant: Route 194 riders gave significantly higher ratings than ST574 riders for *bus frequency during peak hours* (4.01 vs. 3.81), *bus frequency during midday hours* (4.01 vs. 3.74.) and *bus frequency during the evening/ at night* (3.64 vs. 3.29).

	Route 194	ST574
The bus getting me where I'm going on time	4.03	4.15
The bus not leaving the stop early	3.97	4.03
The bus not leaving the stop late	3.94	3.96
How early the bus runs in the morning	4.02	3.95
How often the bus runs during peak hours	4.01	3.81
How often the bus runs during midday hours	4.01	3.74
How often the bus runs on weekends	3.6	3.44
How often the bus runs in the evening / at night	3.64	3.29

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.

Top 2 ratings (*satisfied/very satisfied* ratings) ranged from 59% to 76% for Route 194 respondents and from 48% to 85% for ST574 riders. Five of these ratings were statistically significant:

- *The bus not leaving the stop late:* ST574 riders gave significantly more *satisfied/very satisfied* ratings than Route 194 riders (77% vs. 70%).
- *The bus getting me where I'm going on time:* significantly more Top 2 ratings among ST574 riders than Route 194 riders (85% vs. 76%)
- *Bus frequency during peak hours:* Route 194 riders gave significantly more *satisfied/very satisfied* ratings than ST574 riders (77% vs. 66%).
- *Bus frequency during midday hours:* Top 2 ratings for Route 194 riders – 75%; for ST574 riders, Top 2 ratings were 65%
- *Bus frequency during the evening/ at night:* among Route 194 riders 63% said *satisfied/very satisfied*; among ST574 riders, 48% said *satisfied/very satisfied*.

ST574 riders gave three items significantly larger shares of low ratings (*dissatisfied/very dissatisfied* ratings) than Route 194 riders:

- *Bus frequency during peak hours* (11% vs. 7%)
- *Bus frequency during midday hours* (12% vs. 7%)
- *Bus frequency during the evening/ at night* (29% vs. 18%)

Proportions of respondents unwilling or unable to answer questions about bus frequency and reliability ranged from 5% to 13% for Route 194 and from 4% to 21% for ST574.

Overall Satisfaction with Route 194 and ST574

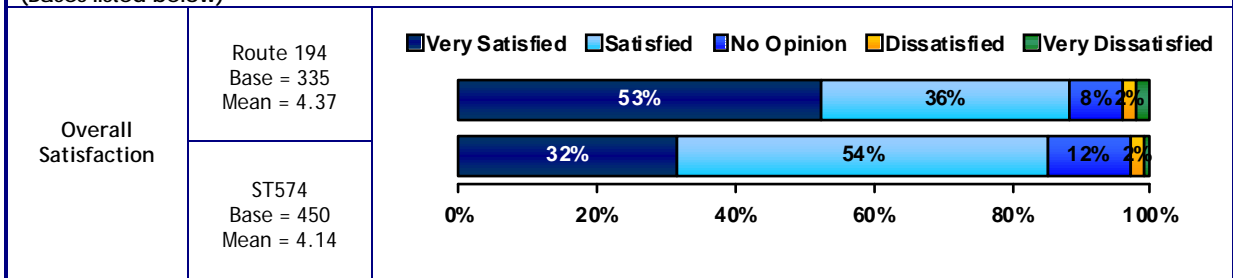
Overall satisfaction with bus service was higher for Route 194 respondents than ST574 respondents. The mean satisfaction rating for Route 194 was significantly higher than the mean rating for ST574 (4.37 vs. 4.14). Although the proportions of Top 2 ratings and Bottom 2 ratings were not significantly different, Route 194 respondents gave a significantly larger share of very satisfied ratings than ST574 respondents (53% compared 32%).

Non-response: Six percent (6%) of respondents in each survey did not give an overall satisfaction rating.

Figure 6

Overall Satisfaction with Route 194 and ST574

(Bases listed below)



Question 7: Overall, how satisfied are you with Route 174 / Route 124? 5 = very satisfied and 1 = very dissatisfied.

May not add to 100% due to rounding.

Number of Rides, Purpose and Times of Usual Trips, Transfers and Buses Taken Prior to the Service Change

Transit Trips Before and After the Service Changes

In both surveys, respondents were asked how many transit trips they took in the previous 30 days. **(Table 37)** Overall results found a significant decrease in the number of rides taken after the service compared to before (March/April mean – 22.4 rides vs. February mean – 30.5 rides)

Table 37 Total Rides Taken Before and After the Service Change		
	February Total (1383)	March/April Total (2566)
0 to 15	36%	47%
16 to 30	27	24
31 to 50	21	20
More than 50	17	8
<i>Mean</i>	30.5	22.4
Question 8: How many rides have you taken on this route in the last 30 days?		
May not add to 100% due to rounding.		

Analysis of results before and after the service change by individual routes, found these significant differences **(Table 37A)**:

- Route 8 - significantly more rides in February (33.1) than in March/April (26.2)
- Route 194 (SeaTac to Downtown segment) – significantly more rides taken before the service change (29.2) than after the service change by Link riders (15.3)
- Route 194 (entire corridor, Downtown to Federal Way) – significantly more rides taken in February (29.7), than in March/April by ST578 respondents (22.5)
- Route 140 – significantly more rides taken in February (31.5) than rides taken in March/April by both modified Route 140 respondents (23.5) and by Route 156 respondents (19.5)

Table 37A
Rides Taken Before and After the Service Change by Route

	Route 8		Route 60		Route 194S/Link		Route 194F/ST574		Route 194T/ST578		Rte 140	Rte 140	Rte 156
	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Mar
0 to 15	28%	38%	37%	44%	45%	65%	37%	34%	41%	46%	<u>31%</u>	45%	47%
16 to 30	28	29	23	29	26	15	28	24	27	24	31	31	34
31 to 50	26	20	24	15	16	14	17	34	17	23	18	14	17
More than 50	18	13	16	12	14	5	18	8	16	8	19	<u>10</u>	<u>3</u>
<i>Mean</i>	33.1	<i>26.2</i>	<i>28.5</i>	<i>26.0</i>	29.2	<i>15.3</i>	<i>30.2</i>	<i>26.3</i>	29.7	<i>22.5</i>	31.5	<u>23.5</u>	<u>19.5</u>

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 asked to list the purpose of the trip that they take most often on the routes surveyed. **(Table 38)** Overall results found riders more likely to use the bus/Link for commuting *to and from work* than for other reasons. Respondents were more likely indicate *appointments, shopping/errands* and *school* in February, than they were in March/April.

Several significant differences were noted in responses given before and after the service change by route. **(Table 38A)** These include:

- Route 8: More respondents said they took the bus for *fun/recreation/social* purposes in March/April than in February (26% vs. 17%).
- Route 60: In February, respondents most often rode *to and from school* (36% vs. 22%), but in March/April they rode to *appointments* (36% vs. 23%) and for *fun/recreation/social* purposes (20% vs. 10%).
- Route 194 (SeaTac to Downtown segment): Riders in February gave each of these reasons significantly more often than light rail riders in March/April: *to and from work* (55% vs. 38%), *appointments* (19% vs. 14%), *to and from school* (17% vs. 12%) and *shopping and errands* (16% vs. 9%). Link riders in March/April were more likely than

Table 38
Total Reasons for Riding

	February Total (1,471)	March/April Total (2,736)
To / from work	55%	55%
Fun / recreation / social	19	20
Appointments	24	18
Shopping / errands	21	16
To / from school	28	14
Other	5	18

Question 8a: What is the purpose of the trip that you take most often?

Multiple response question

Route 194 riders in February to say they rode for *fun/recreation/social* purposes (26% vs. 18%).

- ST574: In March/April these respondents were more likely to say they rode the bus *to and from work* (77%) than Route 194 (SeaTac to Federal Way segment) respondents in February (60%).
- Route 194 (entire corridor): riders in February more often named these as reasons for using the bus than ST578 riders named in March/April: *appointments* (23% vs. 15%), *fun/recreation/social purposes* (22% vs. 14%), *to and from school* (21% vs. 10%) and *shopping and errands* (18% vs. 6%). ST578 respondents in March/April were more likely to say they rode the bus *to and from work* (68% vs. 58%).
- Route 140 February: these respondents were significantly more likely than March/April respondents to say they rode the bus *to and from school* (27% vs. 13% and 19%).

Table 38A
Reasons for Riding by Route

	Route 8		Route 60		Route 194S/Link		Route 194F/ST574		Route 194T/ST578		Rte 140	Rte 140	Rte 156
	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Mar
To / from work	56%	52%	45%	43%	55%	38%	60%	77%	58%	68%	56%	50%	54%
Fun / recreation / social	17	26	10	20	18	26	25	11	22	14	25	24	28
Appointments	24	26	23	36	19	14	26	7	23	15	26	23	19
Shopping / errands	22	27	20	24	16	9	19	4	18	6	30	34	31
To / from school	32	31	36	22	17	12	25	3	21	10	27	<u>13</u>	<u>19</u>
Other	1	17	4	17	13	28	4	16	8	8	3	19	18

Question 8a: What is the purpose of the trip that you take most often?

Multiple response question

Days and Times of Riding

A comparison of days and times of riding for the total group of respondents found February riders were more likely than March/April riders to say they *usually* ride the bus/Link during weekday AM peak hours (59% vs. 42%) and weekdays after 6 PM (32% vs. 26%). **(Table 39)**

March/April riders were significantly more likely than February riders to *usually* ride during weekday PM peak hours (48% vs. 44%) and weekday morning hours (41% vs. 37%).

Table 39 Total Times of the Day and Week Using the Bus		
	February Total (1,452)	March/April Total (2,652)
Weekdays – AM peak (6-9 AM)	59%	42%
Weekdays – PM peak (3-6 PM)	44	48
Weekdays – 9 AM to 3 PM	37	41
Weekends	35	35
Weekdays – 6 -9 PM	32	26
Weekdays – later than 9 PM	16	15
Weekdays before 6 AM	14	17
Question 9: When do you usually ride this route?		
Multiple response question		

A comparison of days and times of riding by individual routes before and after the service change showed the following significant changes **(Table 39A)**:

- Route 8: After the service change there was a decrease in the proportion riding Route 8 during weekday AM peak hours (50%, compared to 64% prior to the change).
- Route 60: The decrease in proportion of riders during weekday AM peak hours after the service change (45% compared to 63%), was accompanied by an increase in the proportion riding weekday PM peak hours (52% vs. 40%), weekdays 9 AM to 3 PM (44% vs. 32%) and weekdays after 9 PM (15% vs. 10%).
- Route 194 (SeaTac to Downtown segment): Link riders were less likely than Route 194 riders to ride during weekday AM peak hours (37% compared to 60%) and on weekdays 6 to 9 PM (21% compared to 31%).
- ST574: Significantly more ST574 riders indicated they used Metro weekdays before 6 AM than Route 194 (SeaTac to Federal Way segment) respondents in February (39% compared to 17%).

- Route 194 (entire corridor): Riders in February more often gave these days and times of riding than ST578 riders gave in March/April: weekdays AM peak hours (57% vs. 49%), weekends (34% vs. 21%) and weekdays after 9 PM (17% vs. 10%). ST578 respondents in March/April were more likely to say they rode the bus weekdays PM peak hours (50% vs. 42%).
- Route 140 February: These respondents were significantly more likely than Route 156 respondents to say they rode weekday AM peak hours (51% vs. 40%). They were also more likely than Route 156 respondents and modified Route 140 respondents to say they usually ride the bus weekdays from 6 to 9 PM (38% vs. 28% and 26%).

Table 39A
Total Times of the Day and Week Using the Bus by Route

	Route 8		Route 60		Route 194S/Link		Route 194F/ST574		Route 194T/ST578		Rte 140	Rte 140	Rte 156
	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Mar
Weekdays – AM peak (6-9 AM)	64%	50%	63%	45%	60%	37%	55%	30%	57%	49%	51%	43%	<u>40%</u>
Weekdays – PM peak (3-6 PM)	52	52	40	52	43	44	41	41	42	50	46	51	53
Weekdays – 9 AM to 3 PM	37	42	32	44	36	40	40	42	38	38	38	46	40
Weekends	38	43	28	31	32	28	36	42	34	21	41	49	45
Weekdays – 6 -9 PM	30	33	31	34	31	21	34	20	32	28	38	<u>28</u>	<u>26</u>
Weekdays – later than 9 PM	20	19	10	15	16	14	19	15	17	10	17	21	16
Weekdays before 6 AM	14	14	10	11	12	10	17	39	15	12	18	12	21

Question 9: When do you usually ride this route?

Multiple response question

Transfers

Among all respondents 43% transferred *to their routes* from another bus before the service change and 35% transferred *to their routes* after the service change. The difference in these proportions is statistically significant.

Transfers *from the routes* to other buses occurred for 40% of respondents before the service change and 35% after the change. This difference in proportions is also significant.

Table 40 summarizes information that respondents provided about their transfers, by route. Significant differences in response proportions are shown in boldface type and include the following:

- Transfers to the routes from other buses/Link:
 - Route 8: significantly more transfers to Route 8 from other buses after the service change than before (33% vs. 23%)
 - Route 194 (entire corridor): significantly more transfers to Route 194 buses before the change than transfers to ST578 buses (54% vs. 35%)
 - Route 194 (SeaTac to Downtown segment): 55% made transfers to Route 194 prior to the service change, compared to 29% who transferred to Link after the service change.
 - Route 194 (SeaTac to Federal Way segment): significantly more transfers to Route 194 buses before the change than transfers to ST574 buses (52% vs. 24%)

- Transfers from the routes to other buses/Link:
 - Route 194 (entire corridor): Before the service change, nearly half (48%) said they had to make transfers from Route 194 to other buses. After the service change 33% of ST578 riders said they had to make transfers to get to their destinations.
 - Route 194 (SeaTac to Downtown segment): 42% made transfers from Route 194 to other buses or Link prior to the service change; after the service change 30% of Link riders said they had to transfer from Link to other routes.
 - Route 194 (SeaTac to Federal Way segment): significantly more transfers were made from Route 194 to other buses/Link before the change than transfers were made from ST574 buses after the service change (53% compared to 30%).

Table 40
Transfers To and From Routes by Route Surveyed

	Route 8		Route 60		Route 194S/Link		Route 194F/ST574		Route 194T/ST578		Rte 140	Rte 140	Rte 156
	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar	Mar
Transfer to this route from another	23%	33%	29%	30%	55%	29%	52%	24%	54%	35%	60%	66%	51%
Transfer from this route to another	27	33	27	33	42	30	53	30	48	33	55	54	47

Questions 10 & 11: Did you transfer to this route from another bus/Link on this trip today? Will you transfer from this route to another bus/Link to reach your destination on this trip today?

May not add to 100% due to rounding.

Buses Taken Prior to the Service Change

After the service change respondents were asked to give the route number of buses they took prior to the change. **(Table 41)** Route 60 riders were significantly less likely than all other riders to name a route (51%) and significantly more likely to say they did not take a bus prior to the service change (48%).

Table 41
Buses Taken Prior to the Service Change

	Route 8 (271)	Route 60 (277)	Route 140 March (263)	Route 156 (144)	ST578 (496)	ST574 (395)
Named route	68%	51%	61%	77%	74%	57%
Named no numeric route number	<1	1	2	1	<1	1
Light rail/Link/Train	<1	-	-	1	-	<1
Did not take bus before	31	48	37	21	26	42

Question 11B: Prior to this service change what bus did you take?

May not add to 100% due to rounding.

Additional Survey Topics for Link Light Rail Riders

Link riders were presented with additional survey questions asked about Regional Reduced Fare Permits, payment of fares, their embark and disembark stations, usual modes of transportation to Link stations and modes of travel prior to riding Link.

Fares

Nearly half of Link riders (45%) said they pay their fares using ORCA cards, and 39% said they use Link tickets. Fifteen percent (15%) said they use a Puget Pass, Flexpass or UPass.

A large proportion of Link riders said they *do not* have Regional Reduced Fare Permits (82%).

Usual Method of Getting to Link

Table 42 shows that just over a third of riders (34%) said they usually get to Link by bus, and nearly as many (31%) said they walk. One out of ten (10%) said they usually drive to a Park and Ride lot and 5% said they drive and park their cars somewhere near their Link stations.

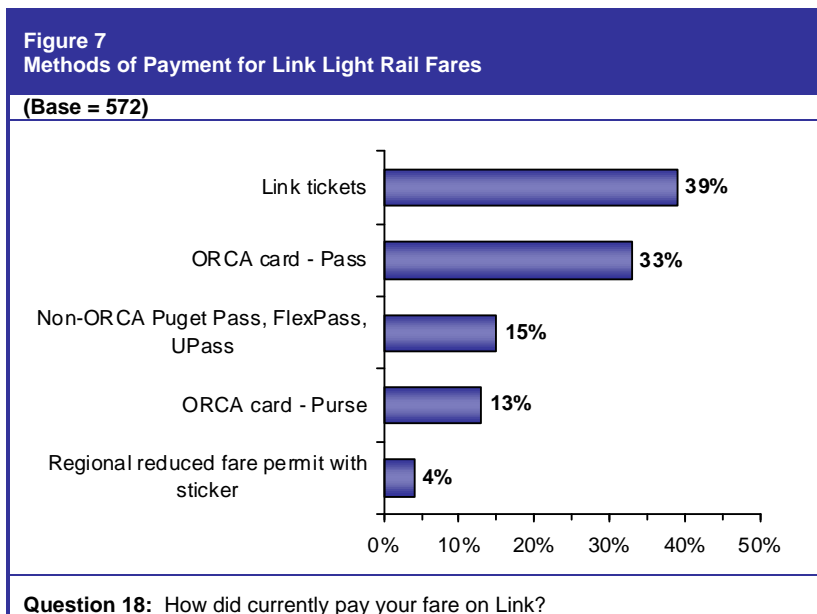


Table 42
Usual Method of Getting to Link Light Rail Stations

	Total (593)
Bus	34%
Walk	31
Drive to Park and Ride	10
Drive and park near station	5
Dropped off	4
Bike	1
Other	16

Question 11: How do you usually get to the Link station?
May not add to 100% due to rounding.

Embark and Disembark Stations

About similar proportions of respondents boarded and de-boarded Link at the most popular stations: SeaTac Airport (30% and 26%), Westlake Center (23% and 26%) and Tukwila International Boulevard (13% and 11%).

Table 43

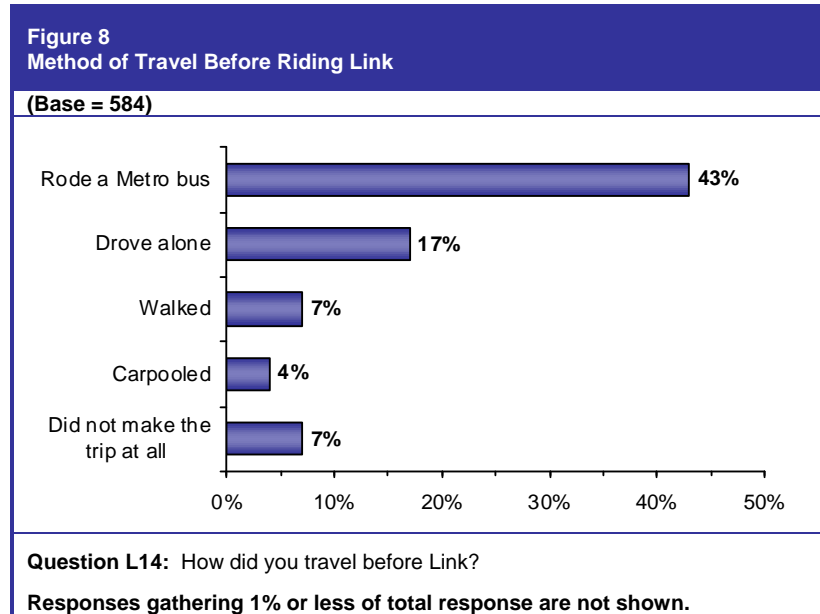
Link Embark and Disembark Stations

	Embark	Disembark
	(577)	(554)
SeaTac Airport	30%	26%
Westlake Center	23	26
Tukwila International Boulevard	13	11
University Street	6	10
Rainier Beach	6	2
Pioneer Square	5	6
International District	5	6
Columbia City	3	4
Othello	3	3
Mount Baker	3	2
Beacon Hill	2	1
SODO	1	1
Stadium	<1	1

Questions 8A and 8B: Which station did you get on/off Link?
May not add to 100% due to rounding.

Method of Travel Prior to Riding Link Light Rail

About two out of five riders (43%) said they rode Metro buses before they began riding Link light rail. **(Figure 8)** A substantial proportion (17%) said they drove alone. Seven percent (7%) said they walked and 4% said they carpooled.



Respondent Profiles

Riders surveyed before and after the service change were very closely matched in proportions of male and female respondents and in terms of age distribution.

Although there were significantly more respondents surveyed in March/April who gave their ages as between 45 and 54 years old, the mean ages of respondents in both surveys were very similar (36 years old in February and 37 years old in March/April).

Long-term riders (five years or more) were more prevalent in the February survey than in the March/April survey (55% compared to 40%).

	February Total	March/April Total
Gender	(1,443)	(2,710)
Male	51%	51%
Female	49	49
Age	(1,419)	(2,620)
Under 18	8%	6%
18 to 24	23	20
25 to 34	23	23
35 to 44	15	17
45 to 54	14	18
55 to 64	11	12
65 and older	5	5
<i>Mean</i>	<i>36.09</i>	<i>37.05</i>
Length of time as a Metro rider	(1,441)	(2,102)
Less than 6 months	7%	13%
6 to 12 months	9	11
More than 1 year, less than 5 years	29	36
5 years or longer	55	40

Analysis of respondent characteristics by routes surveyed before and after the service change found these significant differences:

Route 194 (entire corridor): There were significantly more males present in the February sample than in the ST578 sample. In February, 55% of respondents said they were long-term Metro riders (5 years plus) compared to 22% in the March/April sample of ST578 riders.

Route 194 (SeaTac to Federal Way segment): The mean age of Route 194 riders was significantly younger than the mean age of ST574 riders (37.5 years compared to 41.1 years). Additionally, Route 194 had a greater representation of long-term Metro riders than ST574 (56% vs. 31%).

APPENDIX

Survey Distribution Date Tables

Table 1
Survey Distribution Dates Before the Service Change

	Route 8		Route 60		Route 140		Route 194	
	Base	% of Survey	Base	% of Survey	Base	% of Survey	Base	% of Survey
February 2	89	28%	110	35%	80	32%	239	37%
February 3	147	46%	208	65%	48	19%	406	63%
February 5	87	27%			120	48%		
Total	323	100%	318	100%	248	100%	645	100%

Table 2
Survey Distribution Dates Following the Service Change

	Route 8		Route 60		Route 140		Route 156		ST577		ST578		ST574		Link	
	Base	%	Base	%	Base	%	Base	%	Base	%	Base	%	Base	%	Base	%
March 24	180	55													627	100
March 25							83	49			101	29				
March 30									98	53	137	39	310	65		
March 31	145	45	232	65					87	47	113	32				
April 1					140	44	86	51					167	35		
April 6			75	21	177	56										
April 7			51	14												
Total	325	100%	358	100%	317	100%	169	100%	185	100%	351	100%	477	100%	627	100%

Summary Tables

There are five sets of Summary Tables that are included in this section of the Appendix: Top 2 Satisfaction Ratings (the proportion of “4” and “5” ratings), Bottom 2 Satisfaction Ratings (the proportion of “1” and “2” ratings), Mean Ratings, Answer Summary (the base number of respondents who provided replies to survey questions) and No Answer Summary (the proportion of respondents who did not reply to survey questions).

Determining significance: a significantly higher proportion or mean score is indicated in boldface type. For the 3-way comparison of Route 140 (February)/Route 140 (March)/Route 156, the significantly lower proportion or rating is shown with an underline.

Top 2 Box Summary

OVERALL SATISFACTION AND TRIP TIMES: TOP 2 BOX SUMMARY

		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>OVERALL SATISFACTION WITH SERVICE</i>	79.8%	78.1%	80.8%	65.7%	76.4%	68.1%	69.3%	75.2%	80.4%	65.8%	90.1%	85.6%	91.5%	86.6%	89.0%	85.8%
<i>HOW LONG MY BUS/Link TRIP TAKES</i>	76.4%	71.3%	79.2%	62.7%	70.7%	62.8%	64.7%	<u>66.8%</u>	78.8%	72.8%	81.3%	90.8%	85.3%	80.8%	78.0%	82.9%
<i>THE NUMBER OF STOPS BY BUS/Link MAKES</i>	69.9%	66.1%	72.0%	59.0%	64.7%	53.7%	58.4%	63.8%	72.0%	68.6%	76.3%	87.5%	80.5%	70.2%	73.0%	73.0%

PERSONAL SAFETY ON ROUTE/Link: TOP 2 BOX SUMMARY																
		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.
<i>PERSONAL SAFETY WHILE ON THE BUS/Link</i>	84.5%	80.6%	86.6%	76.2%	82.3%	75.8%	81.3%	<u>77.1%</u>	82.8%	87.0%	86.5%	89.9%	87.3%	88.2%	85.8%	89.8%
<i>BEHAVIOR OF OTHER PASSENGERS ON THE BUS/Link</i>	70.3%	59.8%	76.0%	61.7%	62.2%	47.7%	66.3%	<u>49.6%</u>	57.6%	75.9%	68.6%	83.1%	69.5%	86.8%	67.8%	81.7%
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link DURING THE DAY</i>	80.0%	78.7%	80.7%	73.5%	79.5%	74.2%	76.4%	<u>73.1%</u>	78.7%	82.3%	85.4%	75.1%	87.6%	89.3%	83.6%	80.0%
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link AT NIGHT</i>	57.6%	55.9%	58.6%	49.0%	57.2%	46.3%	55.1%	52.6%	59.5%	60.3%	65.3%	50.6%	66.3%	68.6%	64.6%	58.9%
<i>BEHAVIOR OF OTHER PEOPLE AT THE WAITING AREA</i>	60.8%	57.7%	62.5%	54.2%	59.7%	49.8%	60.3%	<u>49.8%</u>	54.1%	62.7%	66.1%	54.4%	68.4%	74.4%	64.2%	64.7%

WAITING AREA WHERE YOU BOARDED THE ROUTE/LINK FOR THIS TRIP: TOP 2 BOX SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>BEING ABLE TO SIT DOWN WHILE WAITING</i>	54.7%	57.3%	53.2%	47.7%	54.9%	45.8%	48.5%	57.0%	61.2%	<u>46.1%</u>	67.6%	43.4%	63.4%	64.2%	71.1%	49.3%
<i>CLEANLINESS OF WAITING AREAS</i>	61.7%	56.9%	64.2%	51.6%	62.5%	45.4%	56.3%	<u>44.8%</u>	65.3%	58.9%	69.8%	51.2%	77.1%	83.6%	63.7%	61.4%
<i>AMOUNT OF LIGHTING</i>	64.7%	61.1%	66.7%	50.3%	57.3%	46.6%	53.1%	54.9%	60.2%	57.5%	75.6%	63.0%	76.5%	86.4%	74.9%	67.7%
<i>PROTECTION FROM THE WEATHER</i>	57.2%	56.1%	57.8%	42.1%	47.7%	43.3%	43.9%	44.0%	48.6%	43.9%	73.3%	48.3%	74.2%	84.3%	72.6%	60.9%
<i>HAVING INFORMATION AVAILABLE ABOUT ROUTES/Link AND CONNECTIONS</i>	61.9%	61.5%	62.1%	52.1%	52.0%	50.3%	51.9%	52.9%	58.8%	54.5%	74.8%	66.3%	78.5%	65.0%	71.7%	72.3%
<i>CONVENIENCE OF THE STOP TO MY HOME OR WHERE I WAS COMING FROM</i>	72.8%	74.2%	72.0%	72.0%	79.4%	76.8%	78.5%	<u>59.9%</u>	74.2%	69.6%	79.3%	67.0%	83.3%	66.9%	76.0%	73.8%
<i>BE ABLE TO SEE AN ONCOMING BUS/Link</i>	81.0%	80.1%	81.5%	75.5%	78.0%	77.9%	78.4%	75.7%	80.7%	78.5%	85.2%	81.2%	87.2%	83.6%	83.6%	85.7%

THINGS ABOUT BUSES ON ROUTE/LINK TOP 2 BOX SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.
<i>BEING ABLE TO GET A SEAT</i>	79.2%	72.6%	82.8%	70.1%	72.6%	58.7%	73.0%	<u>77.3%</u>	86.6%	90.3%	78.8%	79.2%	78.6%	92.6%	79.0%	83.3%
<i>AMOUNT OF LIGHTING INSIDE THE BUS/Link</i>	86.9%	84.1%	88.4%	79.8%	81.7%	79.9%	82.8%	81.9%	87.0%	91.3%	89.1%	87.0%	90.4%	94.6%	87.9%	90.1%
<i>CLEANLINESS OF THE BUS/Link INTERIOR</i>	79.7%	70.7%	84.5%	66.9%	74.9%	62.7%	69.5%	67.7%	74.7%	87.2%	77.5%	88.2%	80.6%	93.2%	75.0%	92.1%
<i>HAVING THE BUS/Link FREE OF GRAFFITI</i>	80.8%	72.2%	85.4%	69.4%	74.4%	61.1%	72.0%	68.7%	68.5%	87.3%	80.2%	91.8%	82.6%	95.0%	78.1%	92.8%
<i>SMOOTHNESS OF THE RIDE</i>	70.5%	60.3%	76.0%	48.4%	57.1%	56.0%	63.0%	61.5%	67.9%	78.5%	68.0%	79.3%	72.8%	85.4%	64.1%	86.3%
<i>ENOUGH BIKE RACK CAPACITY</i>	62.0%	58.1%	64.5%	53.6%	65.4%	51.9%	63.8%	<u>54.5%</u>	67.9%	70.7%	64.6%	65.4%	64.9%	64.0%	64.3%	59.2%
<i>WIDE ENOUGH DOORS AND AISLES FOR LOADING AND UNLOADING</i>	77.6%	77.7%	77.5%	75.0%	74.4%	71.6%	77.2%	71.8%	75.9%	83.1%	84.2%	81.5%	87.3%	90.5%	81.6%	57.5%
<i>ENOUGH BARS TO HANG ONTO WHILE STANDING</i>	76.7%	78.1%	76.0%	73.5%	77.4%	69.6%	79.9%	71.7%	76.4%	88.6%	86.8%	70.9%	89.6%	87.0%	84.5%	57.4%

IF YOU MAKE A TRANSFER ON THIS ROUTE/Link, PLEASE RATE THE ITEMS IN THE BOX BELOW: TOP 2 BOX SUMMARY

		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>THE NUMBER OF TRANSFERS I MAKE</i>	66.4%	67.0%	65.9%	58.4%	68.5%	63.6%	62.0%	<u>58.3%</u>	68.2%	55.4%	75.4%	63.9%	82.5%	70.2%	69.4%	66.0%
<i>HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT</i>	48.7%	50.2%	47.2%	37.4%	50.8%	34.2%	39.9%	49.0%	53.1%	42.1%	63.2%	44.2%	66.5%	-	60.5%	49.8%
<i>THE WAY BUSES/Link ARE SCHEDULED TO MAKE TRANSFER CONNECTIONS</i>	53.0%	54.5%	51.6%	41.4%	48.4%	45.6%	49.0%	<u>47.9%</u>	59.9%	52.0%	66.2%	44.6%	69.9%	-	63.2%	54.7%
<i>WAITING TIME BETWEEN TRANSFERS</i>	51.6%	50.4%	52.6%	34.4%	50.0%	43.9%	44.6%	<u>45.6%</u>	60.2%	45.9%	61.8%	43.1%	63.9%	64.9%	59.9%	50.0%
<i>HELPFULNESS OF DRIVERS IN ENSURING TRANSFER CONNECTIONS</i>	65.5%	65.6%	65.5%	52.9%	65.1%	62.8%	62.2%	<u>60.6%</u>	70.9%	66.4%	74.0%	60.1%	77.6%	64.8%	71.1%	68.4%
<i>THE BUS/Link COMING ON TIME WHEN TRANSFERRING</i>	57.4%	55.0%	59.3%	36.2%	49.2%	43.4%	51.2%	<u>52.3%</u>	64.2%	55.5%	68.8%	55.0%	70.7%	63.2%	67.2%	70.8%
<i>TRANSFER INFORMATION AT THE WAITING AREA</i>	56.5%	55.6%	57.1%	38.9%	50.3%	43.9%	43.9%	<u>54.6%</u>	65.5%	59.7%	67.9%	53.7%	73.1%	59.0%	63.6%	64.6%
<i>UNDERSTANDING FARES AND TRANSFER RULES</i>	64.7%		64.7%											64.7%		

FREQUENCY AND RELIABILITY OF BUSES/Link ON THE ROUTE/Link: TOP 2 BOX SUMMARY

		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>THE BUS/Link NOT LEAVING THE STOP EARLY</i>	70.3%	66.2%	72.5%	52.6%	61.3%	59.8%	60.1%	60.3%	69.7%	67.5%	78.2%	77.8%	82.2%	80.4%	74.9%	77.2%
<i>THE BUS/Link NOT LEAVING THE STOP LATE</i>	66.2%	61.0%	69.2%	46.5%	48.8%	50.3%	52.4%	57.8%	71.3%	63.6%	74.5%	72.5%	80.4%	81.4%	69.8%	76.7%
<i>THE BUS/Link GETTING ME WHERE I'M GOING ON TIME</i>	73.4%	67.2%	76.8%	55.8%	63.1%	55.1%	62.1%	63.3%	73.3%	65.8%	80.1%	84.2%	85.3%	84.0%	75.8%	84.9%
<i>HOW OFTEN THE BUS/Link RUNS DURING PEAK HOURS</i>	66.9%	63.2%	68.9%	47.6%	64.5%	47.7%	59.6%	62.7%	69.9%	<u>52.0%</u>	78.6%	68.5%	81.1%	84.3%	76.5%	65.6%
<i>HOW OFTEN THE BUS/Link RUNS DURING MIDDAY HOURS</i>	64.6%	61.6%	66.2%	43.2%	65.0%	50.5%	54.8%	60.6%	69.4%	55.5%	76.0%	60.9%	76.6%	80.5%	75.4%	64.6%
<i>HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT</i>	50.1%	48.0%	51.3%	35.8%	55.1%	29.9%	36.6%	43.1%	50.6%	39.4%	64.1%	48.9%	65.9%	67.1%	62.7%	47.6%
<i>HOW OFTEN THE BUS/Link RUNS ON WEEKENDS</i>	49.7%	48.8%	50.2%	37.3%	49.6%	36.9%	34.0%	42.6%	51.3%	33.1%	62.4%	38.5%	66.7%	71.2%	59.0%	53.5%
<i>HOW EARLY THE BUS/Link RUNS IN THE MORNING</i>	66.9%	64.7%	68.2%	54.9%	65.1%	54.7%	56.9%	57.6%	64.8%	51.4%	76.6%	72.4%	77.7%	75.8%	75.6%	73.3%
<i>WHAT TIMES THE TRAIN RUNS DURING COMMUNTER HOURS</i>	80.4%		80.4%											80.4%		

Bottom 2 Box Summary

OVERALL SATISFACTION AND TRIP TIMES:BOTTOM 2 BOX SUMMARY																
		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
OVERALL SATISFACTION WITH SERVICE	6.3%	7.5%	5.6%	15.0%	8.3%	12.5%	7.6%	4.4%	3.5%	16.4%	2.6%	5.1%	1.5%	3.7%	3.6%	2.7%
HOW LONG MY BUS/Link TRIP TAKES	7.2%	8.5%	6.5%	13.0%	11.0%	11.3%	10.9%	9.2%	<u>4.3%</u>	8.2%	4.6%	2.9%	3.5%	7.1%	5.5%	4.2%
THE NUMBER OF STOPS BY BUS/Link MAKES	8.0%	9.4%	7.2%	11.4%	8.3%	14.2%	10.2%	10.8%	<u>3.9%</u>	9.2%	5.5%	3.6%	3.1%	6.8%	7.5%	10.4%

PERSONAL SAFETY ON ROUTE/Link: BOTTOM 2 BOX SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574	
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.	
<i>PERSONAL SAFETY WHILE ON THE BUS/Link</i>	3.3%	3.7%	3.1%	6.3%	3.8%	2.9%	4.8%	4.6%	2.9%	4.3%	2.4%	2.7%	1.8%	2.8%	2.8%	1.7%	
<i>BEHAVIOR OF OTHER PASSENGERS ON THE BUS/Link</i>	8.5%	12.0%	6.6%	12.7%	11.7%	15.8%	10.4%	17.2%	13.9%	4.4%	7.9%	3.6%	6.0%	3.4%	9.4%	3.8%	
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link DURING THE DAY</i>	4.5%	4.7%	4.3%	4.5%	4.6%	5.0%	5.9%	7.0%	4.3%	3.2%	3.9%	5.3%	4.3%	2.5%	3.6%	4.6%	
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link AT NIGHT</i>	15.6%	16.6%	14.9%	17.6%	16.2%	20.1%	15.5%	22.3%	<u>14.1%</u>	<u>10.3%</u>	12.3%	17.9%	9.8%	11.0%	14.2%	17.0%	
<i>BEHAVIOR OF OTHER PEOPLE AT THE WAITING AREA</i>	10.7%	11.6%	10.2%	12.4%	11.6%	11.0%	10.8%	17.3%	14.2%	9.2%	9.5%	13.2%	7.8%	5.9%	10.9%	9.1%	

WAITING AREA WHERE YOU BOARDED THE ROUTE/Link FOR THIS TRIP: BOTTOM 2 BOX SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>BEING ABLE TO SIT DOWN WHILE WAITING</i>	22.6%	19.6%	24.3%	28.8%	25.5%	24.6%	30.4%	<u>19.4%</u>	18.8%	33.6%	12.8%	28.5%	14.3%	14.3%	11.5%	27.5%
<i>CLEANLINESS OF WAITING AREAS</i>	14.6%	17.7%	12.9%	18.6%	16.1%	24.8%	15.5%	24.8%	<u>11.4%</u>	19.6%	11.1%	20.1%	6.1%	3.1%	15.3%	12.3%
<i>AMOUNT OF LIGHTING</i>	13.0%	15.1%	11.9%	21.8%	16.4%	21.9%	19.6%	18.6%	15.6%	19.0%	7.3%	12.7%	8.7%	3.2%	6.2%	9.5%
<i>PROTECTION FROM THE WEATHER</i>	24.1%	24.5%	23.8%	37.5%	30.6%	35.2%	38.8%	31.1%	28.3%	41.9%	10.8%	26.4%	10.6%	5.4%	10.9%	20.7%
<i>HAVING INFORMATION AVAILABLE ABOUT ROUTES/Link AND CONNECTIONS</i>	17.5%	18.4%	17.0%	23.8%	24.5%	23.3%	29.1%	22.2%	18.0%	26.6%	12.0%	11.6%	11.8%	12.1%	12.1%	11.5%
<i>CONVENIENCE OF THE STOP TO MY HOME OR WHERE I WAS COMING FROM</i>	10.2%	9.1%	10.8%	8.0%	5.9%	7.7%	6.3%	14.7%	9.4%	19.0%	8.3%	11.8%	6.5%	14.4%	9.8%	9.7%
<i>BE ABLE TO SEE AN ONCOMING BUS/Link</i>	4.8%	5.6%	4.3%	8.4%	6.2%	7.4%	6.7%	6.5%	5.3%	7.6%	3.1%	3.9%	2.8%	1.7%	3.3%	3.3%

THINGS ABOUT BUSES ON ROUTE/Link: BOTTOM 2 BOX SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>BEING ABLE TO GET A SEAT</i>	6.8%	8.1%	6.1%	9.6%	10.6%	14.4%	8.7%	2.1%	4.2%	3.6%	6.6%	9.9%	7.0%	0.8%	6.3%	6.0%
<i>AMOUNT OF LIGHTING INSIDE THE BUS/Link</i>	2.3%	2.3%	2.3%	4.2%	4.5%	2.6%	3.2%	2.2%	0.7%	0.6%	1.3%	4.0%	1.4%	0.7%	1.2%	2.2%
<i>CLEANLINESS OF THE BUS/Link INTERIOR</i>	5.2%	8.4%	3.5%	10.0%	6.4%	11.1%	7.1%	7.9%	6.6%	<u>1.8%</u>	6.6%	2.9%	4.6%	1.1%	8.2%	1.3%
<i>HAVING THE BUS/Link FREE OF GRAFFITI</i>	5.2%	7.8%	3.8%	9.9%	6.8%	12.3%	7.8%	7.0%	9.5%	4.4%	4.9%	1.9%	5.3%	0.5%	4.5%	1.7%
<i>SMOOTHNESS OF THE RIDE</i>	9.3%	12.4%	7.6%	20.3%	15.3%	9.7%	12.3%	9.1%	11.5%	6.3%	10.9%	6.1%	9.7%	4.6%	12.0%	2.8%
<i>ENOUGH BIKE RACK CAPACITY</i>	6.5%	6.3%	6.7%	10.4%	8.7%	4.2%	6.1%	5.8%	6.4%	3.3%	5.7%	5.4%	5.8%	8.7%	5.6%	5.7%
<i>WIDE ENOUGH DOORS AND AISLES FOR LOADING AND UNLOADING</i>	7.0%	6.5%	7.3%	9.1%	6.4%	7.9%	5.3%	6.2%	5.5%	3.9%	4.8%	4.5%	4.0%	2.2%	5.4%	21.7%
<i>ENOUGH BARS TO HANG ONTO WHILE STANDING</i>	7.0%	5.7%	7.7%	10.5%	5.6%	8.7%	4.9%	3.5%	7.2%	1.9%	2.8%	11.6%	2.2%	1.8%	3.3%	17.8%

IF YOU MAKE A TRANSFER ON THIS ROUTE/Link, PLEASE RATE THE ITEMS IN THE BOX BELOW: BOTTOM 2 BOX SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>THE NUMBER OF TRANSFERS I MAKE</i>	12.9%	10.8%	14.6%	15.2%	15.2%	9.2%	14.1%	14.8%	12.0%	20.7%	8.1%	18.5%	6.0%	12.8%	9.9%	12.4%
<i>HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT</i>	28.5%	27.7%	29.3%	36.2%	24.0%	39.6%	38.3%	31.9%	23.7%	38.6%	17.4%	30.9%	15.1%		19.3%	25.5%
<i>THE WAY BUSES/Link ARE SCHEDULED TO MAKE TRANSFER CONNECTIONS</i>	20.1%	19.6%	20.7%	30.0%	22.1%	18.6%	18.3%	24.7%	17.9%	24.4%	13.7%	25.7%	11.2%		15.7%	17.3%
<i>WAITING TIME BETWEEN TRANSFERS</i>	21.6%	21.2%	21.8%	33.5%	25.0%	25.1%	26.0%	24.0%	<u>16.3%</u>	31.1%	13.2%	25.6%	11.1%	16.1%	15.1%	20.5%
<i>HELPFULNESS OF DRIVERS IN ENSURING TRANSFER CONNECTIONS</i>	10.2%	10.1%	10.2%	14.7%	10.9%	9.3%	11.7%	13.0%	8.0%	10.1%	7.4%	12.6%	6.9%	11.3%	7.7%	7.0%
<i>THE BUS/Link COMING ON TIME WHEN TRANSFERRING</i>	17.1%	18.0%	16.4%	28.1%	25.6%	23.9%	22.2%	20.2%	<u>11.4%</u>	18.5%	10.5%	13.7%	10.6%	17.5%	10.5%	9.3%
<i>TRANSFER INFORMATION AT THE WAITING AREA</i>	16.7%	17.5%	16.1%	30.6%	23.0%	21.5%	21.7%	17.6%	14.1%	16.8%	10.3%	15.6%	10.4%	15.6%	10.1%	8.7%
<i>UNDERSTANDING FARES AND TRANSFER RULES</i>	15.8%		15.8%											15.8%		

FREQUENCY AND RELIABILITY OF BUSES/Link ON THE ROUTE/Link: BOTTOM 2 BOX SUMMARY

		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>THE BUS/Link NOT LEAVING THE STOP EARLY</i>	10.2%	11.8%	9.2%	17.8%	14.4%	15.5%	15.5%	11.4%	10.5%	16.9%	7.3%	7.1%	4.7%	3.7%	9.4%	6.8%
<i>THE BUS/Link NOT LEAVING THE STOP LATE</i>	12.1%	14.5%	10.8%	26.2%	22.2%	20.8%	19.0%	13.5%	7.6%	14.6%	6.0%	11.0%	5.2%	3.8%	6.6%	6.3%
<i>THE BUS/Link GETTING ME WHERE I'M GOING ON TIME</i>	9.8%	12.9%	8.0%	24.1%	14.7%	18.2%	14.9%	13.7%	7.9%	12.5%	4.6%	4.1%	3.2%	5.2%	5.7%	5.0%
<i>HOW OFTEN THE BUS/Link RUNS DURING PEAK HOURS</i>	13.8%	15.9%	12.6%	27.7%	14.1%	25.8%	18.9%	11.4%	10.0%	25.7%	7.0%	14.7%	7.5%	4.9%	6.5%	11.1%
<i>HOW OFTEN THE BUS/Link RUNS DURING MIDDAY HOURS</i>	12.9%	14.5%	12.1%	27.1%	11.3%	22.0%	19.5%	10.1%	7.7%	21.2%	6.6%	15.8%	6.5%	5.5%	6.6%	11.5%
<i>HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT</i>	26.3%	26.9%	26.0%	34.3%	20.3%	40.2%	38.3%	27.5%	26.2%	40.9%	17.0%	29.1%	16.5%	12.7%	17.5%	28.5%
<i>HOW OFTEN THE BUS/Link RUNS ON WEEKENDS</i>	26.6%	27.0%	26.3%	36.9%	23.7%	38.1%	40.4%	31.5%	24.9%	47.1%	15.4%	37.7%	13.6%	9.5%	16.8%	21.0%
<i>HOW EARLY THE BUS/Link RUNS IN THE MORNING</i>	12.5%	13.7%	11.7%	16.4%	11.0%	18.4%	14.8%	20.7%	12.4%	24.3%	7.8%	10.5%	8.3%	8.8%	7.3%	9.8%
<i>WHAT TIMES THE TRAIN RUNS DURING COMMUNTER HOURS</i>	3.5%		3.5%											3.5%		

Means Summary

OVERALL SATISFACTION AND TRIP TIMES: MEANS																
		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>OVERALL SATISFACTION WITH SERVICE</i>	4.06	4.05	4.07	3.67	3.96	3.70	3.81	4.06	4.08	<u>3.71</u>	4.40	4.14	4.43	4.26	4.37	4.14
<i>HOW LONG MY BUS/Link TRIP TAKES</i>	4.04	3.93	4.10	3.69	3.84	3.70	3.79	<u>3.88</u>	4.15	3.96	4.18	4.36	4.27	4.14	4.10	4.19
<i>THE NUMBER OF STOPS BY BUS/Link MAKES</i>	3.94	3.84	3.99	3.69	3.77	3.56	3.68	3.73	3.98	3.92	4.09	4.44	4.16	3.95	4.04	3.92

PERSONAL SAFETY ON ROUTE/Link: MEANS SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>PERSONAL SAFETY WHILE ON THE BUS/Link</i>	4.24	4.12	4.30	3.99	4.20	3.98	4.15	<u>4.11</u>	4.19	4.42	4.27	4.34	4.28	4.35	4.25	4.38
<i>BEHAVIOR OF OTHER PASSENGERS ON THE BUS/Link</i>	3.90	3.67	4.03	3.62	3.74	3.45	3.77	<u>3.47</u>	3.64	4.14	3.88	4.14	3.92	4.30	3.84	4.12
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link DURING THE DAY</i>	4.11	4.06	4.14	3.94	4.12	3.94	4.08	<u>3.96</u>	4.08	4.28	4.20	4.01	4.20	4.34	4.21	4.08
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link AT NIGHT</i>	3.62	3.55	3.66	3.38	3.60	3.34	3.64	<u>3.47</u>	3.64	3.80	3.77	3.49	3.79	3.89	3.76	3.60
<i>BEHAVIOR OF OTHER PEOPLE AT THE WAITING AREA</i>	3.72	3.65	3.76	3.55	3.70	3.51	3.73	<u>3.48</u>	3.55	3.84	3.82	3.59	3.86	4.05	3.78	3.72

WAITING AREA WHERE YOU BOARDED THE ROUTE/Link FOR THIS TRIP: MEANS SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>BEING ABLE TO SIT DOWN WHILE WAITING</i>	3.49	3.55	3.46	3.25	3.46	3.28	3.29	3.58	3.69	<u>3.13</u>	3.82	3.24	3.75	3.80	3.88	3.37
<i>CLEANLINESS OF WAITING AREAS</i>	3.68	3.54	3.76	3.41	3.69	3.26	3.58	<u>3.30</u>	3.77	3.61	3.83	3.44	4.00	4.26	3.68	3.67
<i>AMOUNT OF LIGHTING</i>	3.74	3.65	3.79	3.35	3.60	3.30	3.50	3.52	3.62	3.57	4.01	3.69	4.01	4.28	4.00	3.80
<i>PROTECTION FROM THE WEATHER</i>	3.50	3.48	3.51	3.03	3.23	3.10	3.09	3.25	3.26	<u>2.93</u>	3.96	3.34	4.00	4.26	3.92	3.55
<i>HAVING INFORMATION AVAILABLE ABOUT ROUTES/Link AND CONNECTIONS</i>	3.65	3.63	3.67	3.37	3.42	3.34	3.35	3.47	3.59	3.42	3.96	3.77	4.04	3.82	3.89	3.89
<i>CONVENIENCE OF THE STOP TO MY HOME OR WHERE I WAS COMING FROM</i>	3.96	4.00	3.95	3.98	4.13	4.02	4.16	<u>3.73</u>	4.00	3.80	4.09	3.81	4.18	3.84	4.02	3.96
<i>BE ABLE TO SEE AN ONCOMING BUS/Link</i>	4.14	4.11	4.16	3.95	4.08	3.99	4.09	<u>4.01</u>	4.17	4.11	4.28	4.09	4.33	4.25	4.24	4.24

THINGS ABOUT BUSES ON ROUTE/Link: MEANS SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>BEING ABLE TO GET A SEAT</i>	4.08	3.91	4.17	3.82	3.91	3.55	3.94	<u>4.10</u>	4.26	4.42	4.06	4.07	4.05	4.42	4.07	4.18
<i>AMOUNT OF LIGHTING INSIDE THE BUS/Link</i>	4.26	4.15	4.32	4.01	4.13	4.03	4.19	<u>4.16</u>	4.30	4.46	4.28	4.24	4.28	4.53	4.28	4.33
<i>CLEANLINESS OF THE BUS/Link INTERIOR</i>	4.10	3.87	4.23	3.75	3.95	3.70	3.90	<u>3.84</u>	3.98	4.34	4.02	4.28	4.08	4.49	3.97	4.39
<i>HAVING THE BUS/Link FREE OF GRAFFITI</i>	4.17	3.93	4.29	3.84	3.99	3.72	3.95	<u>3.88</u>	3.93	4.30	4.10	4.41	4.13	4.58	4.07	4.48
<i>SMOOTHNESS OF THE RIDE</i>	3.90	3.67	4.02	3.35	3.61	3.62	3.72	<u>3.74</u>	3.81	4.06	3.82	4.09	3.89	4.25	3.77	4.29
<i>ENOUGH BIKE RACK CAPACITY</i>	3.83	3.74	3.88	3.56	3.88	3.64	3.86	<u>3.74</u>	3.92	4.06	3.88	3.92	3.88	3.86	3.88	3.82
<i>WIDE ENOUGH DOORS AND AISLES FOR LOADING AND UNLOADING</i>	4.04	3.99	4.07	3.85	4.03	3.84	4.07	<u>3.95</u>	4.10	4.24	4.14	4.13	4.17	4.41	4.12	3.52
<i>ENOUGH BARS TO HANG ONTO WHILE STANDING</i>	4.03	4.04	4.03	3.82	4.05	3.85	4.13	<u>4.03</u>	4.04	4.34	4.23	3.86	4.28	4.34	4.19	3.57

IF YOU MAKE A TRANSFER ON THIS ROUTE/Link, PLEASE RATE THE ITEMS IN THE BOX BELOW: MEANS SUMMARY

		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.
<i>THE NUMBER OF TRANSFERS I MAKE</i>	3.79	3.83	3.76	3.63	3.81	3.75	3.69	3.66	3.83	3.55	4.01	3.66	4.12	3.86	3.91	3.81
<i>HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT</i>	3.30	3.35	3.26	3.01	3.40	2.92	3.05	3.31	3.49	<u>2.96</u>	3.69	3.16	3.76	-	3.62	3.35
<i>THE WAY BUSES/Link ARE SCHEDULED TO MAKE TRANSFER CONNECTIONS</i>	3.47	3.49	3.45	3.11	3.44	3.35	3.45	<u>3.34</u>	3.61	3.41	3.75	3.26	3.83	-	3.69	3.54
<i>WAITING TIME BETWEEN TRANSFERS</i>	3.43	3.41	3.44	3.02	3.35	3.25	3.28	<u>3.33</u>	3.63	3.17	3.68	3.24	3.73	3.71	3.63	3.44
<i>HELPFULNESS OF DRIVERS IN ENSURING TRANSFER CONNECTIONS</i>	3.80	3.79	3.81	3.47	3.80	3.76	3.74	<u>3.67</u>	3.95	3.85	3.99	3.67	4.03	3.78	3.95	3.90
<i>THE BUS/Link COMING ON TIME WHEN TRANSFERRING</i>	3.58	3.52	3.63	3.05	3.37	3.28	3.43	<u>3.44</u>	3.77	3.53	3.83	3.57	3.85	3.68	3.82	3.91
<i>TRANSFER INFORMATION AT THE WAITING AREA</i>	3.57	3.54	3.60	3.06	3.40	3.30	3.33	<u>3.51</u>	3.73	3.58	3.84	3.55	3.90	3.68	3.79	3.83
<i>UNDERSTANDING FARES AND TRANSFER RULES</i>	3.69		3.69											3.69		

FREQUENCY AND RELIABILITY OF BUSES/Link ON THE ROUTE/Link: MEANS SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>THE BUS/Link NOT LEAVING THE STOP EARLY</i>	3.88	3.77	3.94	3.45	3.68	3.60	3.64	<u>3.67</u>	3.87	3.79	4.03	4.06	4.11	4.16	3.97	4.03
<i>THE BUS/Link NOT LEAVING THE STOP LATE</i>	3.78	3.66	3.85	3.26	3.40	3.40	3.49	<u>3.63</u>	3.89	3.74	3.99	3.90	4.06	4.17	3.94	3.96
<i>THE BUS/Link GETTING ME WHERE I'M GOING ON TIME</i>	3.93	3.77	4.02	3.41	3.68	3.49	3.70	<u>3.73</u>	3.98	3.80	4.11	4.18	4.20	4.23	4.03	4.15
<i>HOW OFTEN THE BUS/Link RUNS DURING PEAK HOURS</i>	3.78	3.68	3.84	3.26	3.72	3.28	3.59	3.78	3.90	<u>3.28</u>	4.06	3.81	4.11	4.22	4.01	3.81

FREQUENCY AND RELIABILITY OF BUSES/Link ON THE ROUTE/Link: MEANS SUMMARY (Cont.)

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>HOW OFTEN THE BUS/Link RUNS DURING MIDDAY HOURS</i>	3.75	3.68	3.79	3.21	3.76	3.36	3.49	3.76	3.90	<u>3.46</u>	4.01	3.67	4.02	4.14	4.01	3.74
<i>HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT</i>	3.35	3.30	3.38	3.00	3.49	2.86	2.99	3.24	3.39	<u>2.90</u>	3.68	3.32	3.72	3.81	3.64	3.29
<i>HOW OFTEN THE BUS/Link RUNS ON WEEKENDS</i>	3.32	3.31	3.33	2.96	3.38	2.94	2.88	3.25	3.39	<u>2.71</u>	3.67	2.99	3.76	3.90	3.60	3.44
<i>HOW EARLY THE BUS/Link RUNS IN THE MORNING</i>	3.80	3.74	3.84	3.50	3.76	3.49	3.61	3.60	3.78	3.46	4.02	3.91	4.03	4.01	4.02	3.95
<i>WHAT TIMES THE TRAIN RUNS DURING COMMUNTER HOURS</i>	4.18		4.18											4.18		

Answer Summary

OVERALL SATISFACTION AND TRIP TIMES: ANSWER SUMMARY

		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>OVERALL SATISFACTION WITH SERVICE</i>	3972	1419	2553	300	301	288	342	226	286	152	605	514	270	508	335	450
<i>HOW LONG MY BUS/Link TRIP TAKES</i>	4185	1486	2699	308	317	309	340	238	302	158	631	521	285	605	346	456
<i>THE NUMBER OF STOPS BY BUS/Link MAKES</i>	3944	1367	2577	290	289	281	334	213	279	153	583	502	261	587	322	433

PERSONAL SAFETY ON ROUTE/Link: ANSWER SUMMARY

		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>PERSONAL SAFETY WHILE ON THE BUS/Link</i>	4258	1505	2753	315	316	314	353	240	308	162	636	526	283	617	353	471
<i>BEHAVIOR OF OTHER PASSENGERS ON THE BUS/Link</i>	4185	1465	2720	308	307	304	347	232	302	158	621	521	282	615	339	470
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link DURING THE DAY</i>	4128	1453	2675	309	303	299	339	227	300	158	618	511	282	608	336	456
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link AT NIGHT</i>	3536	1355	2181	290	271	283	296	211	269	136	571	403	255	417	316	389
<i>BEHAVIOR OF OTHER PEOPLE AT THE WAITING AREA</i>	4109	1455	2654	306	303	301	343	225	296	153	623	509	282	597	341	453

WAITING AREA WHERE YOU BOARDED THE ROUTE/Link FOR THIS TRIP: ANSWER SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.
<i>BEING ABLE TO SIT DOWN WHILE WAITING</i>	4055	1458	2597	302	306	301	342	237	304	152	618	488	279	565	339	440
<i>CLEANLINESS OF WAITING AREAS</i>	4154	1463	2691	312	304	302	343	230	297	158	619	523	280	610	339	456
<i>AMOUNT OF LIGHTING</i>	4031	1431	2600	298	293	292	322	226	294	153	615	487	277	596	338	455
<i>PROTECTION FROM THE WEATHER</i>	4072	1444	2628	304	304	293	330	225	290	148	622	507	283	591	339	458
<i>HAVING INFORMATION AVAILABLE ABOUT ROUTES/Link AND CONNECTIONS</i>	4098	1450	2648	307	302	300	337	225	294	154	618	507	279	595	339	459
<i>CONVENIENCE OF THE STOP TO MY HOME OR WHERE I WAS COMING FROM</i>	4133	1455	2678	311	306	298	349	232	299	158	614	515	276	596	338	455
<i>BE ABLE TO SEE AN ONCOMING BUS/Link</i>	4113	1454	2659	310	305	298	342	230	300	158	616	515	281	578	335	461

THINGS ABOUT BUSES ON ROUTE/Link: ANSWER SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.
<i>BEING ABLE TO GET A SEAT</i>	4262	1501	2761	314	321	312	356	242	306	165	633	523	285	623	348	467
<i>AMOUNT OF LIGHTING INSIDE THE BUS/Link</i>	4198	1474	2724	312	312	308	349	232	300	160	622	525	282	615	340	463
<i>CLEANLINESS OF THE BUS/Link INTERIOR</i>	4210	1469	2741	311	311	306	351	229	304	164	623	525	283	620	340	466
<i>HAVING THE BUS/Link FREE OF GRAFFITI</i>	4156	1451	2705	304	309	301	346	230	295	158	616	522	282	614	334	461
<i>SMOOTHNESS OF THE RIDE</i>	4144	1454	2690	310	308	300	341	231	296	158	613	512	279	615	334	460
<i>ENOUGH BIKE RACK CAPACITY</i>	2758	1074	1684	211	208	212	229	191	218	123	460	257	208	367	252	282
<i>WIDE ENOUGH DOORS AND AISLES FOR LOADING AND UNLOADING</i>	4059	1423	2636	296	297	292	338	227	291	154	608	507	276	597	332	452
<i>ENOUGH BARS TO HANG ONTO WHILE STANDING</i>	3969	1433	2536	294	301	299	344	226	292	158	614	484	279	553	335	404

IF YOU MAKE A TRANSFER ON THIS ROUTE/Link, PLEASE RATE THE ITEMS IN THE BOX BELOW: ANSWER SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>THE NUMBER OF TRANSFERS I MAKE</i>	2806	1238	1568	231	197	228	205	223	258	121	556	249	252	329	304	209
<i>HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT</i>	2433	1222	1211	246	183	225	193	210	241	114	541	249	245		296	231
<i>THE WAY BUSES/Link ARE SCHEDULED TO MAKE TRANSFER CONNECTIONS</i>	2457	1216	1241	227	190	226	202	215	252	123	548	249	249		299	225
<i>WAITING TIME BETWEEN TRANSFERS</i>	2760	1203	1557	227	192	223	204	217	251	122	536	246	244	322	292	220
<i>HELPFULNESS OF DRIVERS IN ENSURING TRANSFER CONNECTIONS</i>	2727	1210	1517	225	192	226	196	216	251	119	543	238	245	293	298	228
<i>THE BUS/Link COMING ON TIME WHEN TRANSFERRING</i>	2771	1210	1561	224	195	226	203	218	254	119	542	249	246	315	296	226
<i>TRANSFER INFORMATION AT THE WAITING AREA</i>	2770	1219	1551	229	191	228	198	216	255	119	546	244	249	315	297	229
<i>UNDERSTANDING FARES AND TRANSFER RULES</i>	323		323											323		

FREQUENCY AND RELIABILITY OF BUS/Link ON THE ROUTE/Link: ANSWER SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.
<i>THE BUS/Link NOT LEAVING THE STOP EARLY</i>	4012	1439	2573	304	305	291	323	229	294	154	615	504	276	537	339	456
<i>THE BUS/Link NOT LEAVING THE STOP LATE</i>	3949	1416	2533	301	297	288	315	223	289	151	604	502	270	533	334	446
<i>THE BUS/Link GETTING ME WHERE I'M GOING ON TIME</i>	4051	1439	2612	303	306	296	322	226	292	152	614	507	279	575	335	458
<i>HOW OFTEN THE BUS/Link RUNS DURING PEAK HOURS</i>	3836	1383	2453	292	290	283	312	220	279	152	588	470	265	528	323	422
<i>HOW OFTEN THE BUS/Link RUNS DURING MIDDAY HOURS</i>	3748	1332	2416	273	283	273	303	208	284	146	578	442	261	532	317	426
<i>HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT</i>	3527	1322	2205	274	276	261	290	218	271	132	569	395	255	465	314	376
<i>HOW OFTEN THE BUS/Link RUNS ON WEEKENDS</i>	3452	1292	2160	263	266	260	282	216	277	136	553	353	243	455	310	391
<i>HOW EARLY THE BUS/Link RUNS IN THE MORNING</i>	3620	1332	2288	268	272	267	297	217	267	140	580	428	265	475	315	409
<i>WHAT TIMES THE TRAIN RUNS DURING COMMUNTER HOURS</i>	516		516											516		

No Answer Summary

OVERALL SATISFACTION AND TRIP TIMES:NO ANSWER SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>OVERALL SATISFACTION WITH SERVICE</i>	0.3%	-	0.5%	-	-	-	-	-	1.4%	1.9%	-	0.6%	-	0.4%	-	-
<i>HOW LONG MY BUS/Link TRIP TAKES</i>	3.7%	3.1%	3.9%	4.7%	2.4%	2.8%	5.1%	4.0%	4.8%	6.6%	2.2%	2.8%	0.6%	3.5%	3.3%	4.4%
<i>THE NUMBER OF STOPS BY BUS/Link MAKES</i>	9.2%	10.9%	7.2%	10.2%	11.0%	11.6%	6.7%	14.1%	12.0%	9.5%	9.6%	6.4%	9.0%	6.4%	10.0%	9.2%

PERSONAL SAFETY ON ROUTE/Link: NO ANSWER SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
<i>PERSONAL SAFETY WHILE ON THE BUS/Link</i>	2.0%	1.9%	2.0%	2.5%	2.8%	1.3%	1.4%	3.2%	2.8%	4.1%	1.4%	1.9%	1.4%	1.6%	1.4%	1.3%
<i>BEHAVIOR OF OTHER PASSENGERS ON THE BUS/Link</i>	3.6%	4.5%	3.2%	4.6%	5.5%	4.4%	3.1%	6.5%	4.7%	6.5%	3.7%	2.8%	1.7%	1.9%	5.3%	1.5%
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link DURING THE DAY</i>	5.0%	5.3%	4.8%	4.3%	6.8%	6.0%	5.3%	8.5%	5.4%	6.5%	4.2%	4.7%	1.7%	3.0%	6.1%	4.4%
<i>PERSONAL SAFETY WHILE WAITING FOR THE BUS/Link AT NIGHT</i>	18.6%	11.7%	22.4%	10.2%	16.6%	11.0%	17.3%	14.9%	15.1%	19.5%	11.5%	24.8%	11.1%	33.5%	11.7%	18.4%
<i>BEHAVIOR OF OTHER PEOPLE AT THE WAITING AREA</i>	5.4%	5.1%	5.5%	5.3%	6.8%	5.3%	4.2%	9.3%	6.6%	9.5%	3.4%	5.0%	1.7%	4.8%	4.7%	5.0%

WAITING AREA WHERE YOU BOARDED THE ROUTE/Link FOR THIS TRIP: NO ANSWER SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.
<i>BEING ABLE TO SIT DOWN WHILE WAITING</i>	6.6%	5.0%	7.5%	6.5%	5.8%	5.3%	4.5%	4.4%	4.1%	10.1%	4.2%	9.0%	2.8%	9.9%	5.3%	7.8%
<i>CLEANLINESS OF WAITING AREAS</i>	4.4%	4.6%	4.2%	3.4%	6.5%	5.0%	4.2%	7.3%	6.3%	6.5%	4.0%	2.4%	2.4%	2.7%	5.3%	4.4%
<i>AMOUNT OF LIGHTING</i>	7.2%	6.7%	7.4%	7.7%	9.8%	8.2%	10.1%	8.9%	7.3%	9.5%	4.7%	9.1%	3.5%	4.9%	5.6%	4.6%
<i>PROTECTION FROM THE WEATHER</i>	6.2%	5.9%	6.4%	5.9%	6.5%	7.9%	7.8%	9.3%	8.5%	12.4%	3.6%	5.4%	1.4%	5.7%	5.3%	4.0%
<i>HAVING INFORMATION AVAILABLE ABOUT ROUTES/Link AND CONNECTIONS</i>	5.6%	5.5%	5.7%	5.0%	7.1%	5.7%	5.9%	9.3%	7.3%	8.9%	4.2%	5.4%	2.8%	5.1%	5.3%	3.8%
<i>CONVENIENCE OF THE STOP TO MY HOME OR WHERE I WAS COMING FROM</i>	4.8%	5.1%	4.7%	3.7%	5.8%	6.3%	2.5%	6.5%	5.7%	6.5%	4.8%	3.9%	3.8%	4.9%	5.6%	4.6%
<i>BE ABLE TO SEE AN ONCOMING BUS/Link</i>	5.3%	5.2%	5.3%	4.0%	6.2%	6.3%	4.5%	7.3%	5.4%	6.5%	4.5%	3.9%	2.1%	7.8%	6.4%	3.4%

THINGS ABOUT BUSES ON ROUTE/Link: NO ANSWER SUMMARY

	TOTAL	TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
		FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.
<i>BEING ABLE TO GET A SEAT</i>	1.9%	2.2%	1.7%	2.8%	1.2%	1.9%	0.6%	2.4%	3.5%	2.4%	1.9%	2.4%	0.7%	0.6%	2.8%	2.1%
<i>AMOUNT OF LIGHTING INSIDE THE BUS/Link</i>	3.3%	3.9%	3.0%	3.4%	4.0%	3.1%	2.5%	6.5%	5.4%	5.3%	3.6%	2.1%	1.7%	1.9%	5.0%	2.9%
<i>CLEANLINESS OF THE BUS/Link INTERIOR</i>	3.1%	4.2%	2.4%	3.7%	4.3%	3.8%	2.0%	7.7%	4.1%	<u>3.0%</u>	3.4%	2.1%	1.4%	1.1%	5.0%	2.3%
<i>HAVING THE BUS/Link FREE OF GRAFFITI</i>	4.3%	5.4%	3.7%	5.9%	4.9%	5.3%	3.4%	7.3%	6.9%	6.5%	4.5%	2.6%	1.7%	2.1%	6.7%	3.4%
<i>SMOOTHNESS OF THE RIDE</i>	4.6%	5.2%	4.2%	4.0%	5.2%	5.7%	4.7%	6.9%	6.6%	6.5%	5.0%	4.5%	2.8%	1.9%	6.7%	3.6%
<i>ENOUGH BIKE RACK CAPACITY</i>	36.5%	30.0%	40.0%	34.7%	36.0%	33.3%	36.0%	<u>23.0%</u>	31.2%	27.2%	28.7%	52.1%	27.5%	41.5%	29.6%	40.9%
<i>WIDE ENOUGH DOORS AND AISLES FOR LOADING AND UNLOADING</i>	6.5%	7.2%	6.2%	8.4%	8.6%	8.2%	5.6%	8.5%	8.2%	8.9%	5.7%	5.4%	3.8%	4.8%	7.3%	5.2%
<i>ENOUGH BARS TO HANG ONTO WHILE STANDING</i>	8.6%	6.6%	9.7%	9.0%	7.4%	6.0%	3.9%	8.9%	7.9%	6.5%	4.8%	9.7%	2.8%	11.8%	6.4%	15.3%

IF YOU MAKE A TRANSFER ON THIS ROUTE/Link, PLEASE RATE THE ITEMS IN THE BOX BELOW: NO ANSWER SUMMARY

		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattle	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
THE NUMBER OF TRANSFERS I MAKE	35.4%	19.3%	44.2%	28.5%	39.4%	28.3%	42.7%	10.1%	18.6%	28.4%	13.8%	53.5%	12.2%	47.5%	15.1%	56.2%
HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT	44.0%	20.3%	56.9%	23.8%	43.7%	29.2%	46.1%	<u>15.3%</u>	24.0%	32.5%	16.1%	53.5%	14.6%	100.0%	17.3%	51.6%
THE WAY BUSES/Link ARE SCHEDULED TO MAKE TRANSFER CONNECTIONS	43.4%	20.7%	55.8%	29.7%	41.5%	28.9%	43.6%	<u>13.3%</u>	20.5%	27.2%	15.0%	53.5%	13.2%	100.0%	16.5%	52.8%
WAITING TIME BETWEEN TRANSFERS	36.4%	21.6%	44.6%	29.7%	40.9%	29.9%	43.0%	<u>12.5%</u>	20.8%	27.8%	16.9%	54.1%	15.0%	48.6%	18.4%	53.9%
HELPFULNESS OF DRIVERS IN ENSURING TRANSFER CONNECTIONS	37.2%	21.1%	46.0%	30.3%	40.9%	28.9%	45.3%	<u>12.9%</u>	20.8%	29.6%	15.8%	55.6%	14.6%	53.3%	16.8%	52.2%
THE BUS/Link COMING ON TIME WHEN TRANSFERRING	36.2%	21.1%	44.4%	30.7%	40.0%	28.9%	43.3%	<u>12.1%</u>	19.9%	29.6%	16.0%	53.5%	14.3%	49.8%	17.3%	52.6%
TRANSFER INFORMATION AT THE WAITING AREA	36.2%	20.5%	44.8%	29.1%	41.2%	28.3%	44.7%	<u>12.9%</u>	19.6%	29.6%	15.3%	54.5%	13.2%	49.8%	17.0%	52.0%
UNDERSTANDING FARES AND TRANSFER RULES	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

FREQUENCY AND RELIABILITY OF BUS/Link ON THE ROUTE/Link: NO ANSWER SUMMARY

		TOTAL		Route 8		Route 60		Route 140		Rte. 156	Route 194	ST 577 ST 578	Route 194 Seattl e	Link	Route 194 Fed. Way	ST574
	TOTAL	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	FEB.	MAR.	MAR.	FEB.	MAR.	FEB	MAR.	FEB	MAR.
THE BUS/Link NOT LEAVING THE STOP EARLY	7.6%	6.2%	8.4%	5.9%	6.2%	8.5%	9.8%	7.7%	7.3%	8.9%	4.7%	6.0%	3.8%	14.4%	5.3%	4.4%
THE BUS/Link NOT LEAVING THE STOP LATE	9.1%	7.7%	9.8%	6.8%	8.6%	9.4%	12.0%	10.1%	8.8%	10.7%	6.4%	6.3%	5.9%	15.0%	6.7%	6.5%
THE BUS/Link GETTING ME WHERE I'M GOING ON TIME	6.7%	6.2%	7.0%	6.2%	5.8%	6.9%	10.1%	8.9%	7.9%	10.1%	4.8%	5.4%	2.8%	8.3%	6.4%	4.0%
HOW OFTEN THE BUS/Link RUNS DURING PEAK HOURS	11.7%	9.8%	12.7%	9.6%	10.8%	11.0%	12.8%	11.3%	12.0%	10.1%	8.8%	12.3%	7.7%	15.8%	9.8%	11.5%
HOW OFTEN THE BUS/Link RUNS DURING MIDDAY HOURS	13.7%	13.2%	14.0%	15.5%	12.9%	14.2%	15.4%	16.1%	<u>10.4%</u>	13.6%	10.4%	17.5%	9.1%	15.2%	11.5%	10.7%
HOW OFTEN THE BUS/Link RUNS IN THE EVENING/NIGHT	18.8%	13.8%	21.5%	15.2%	15.1%	17.9%	19.0%	12.1%	14.5%	21.9%	11.8%	26.3%	11.1%	25.8%	12.3%	21.2%
HOW OFTEN THE BUS/Link RUNS ON WEEKENDS	20.5%	15.8%	23.1%	18.6%	18.2%	18.2%	21.2%	12.9%	12.6%	19.5%	14.3%	34.1%	15.3%	27.4%	13.4%	18.0%
HOW EARLY THE BUS/Link RUNS IN THE MORNING	16.6%	13.2%	18.5%	17.0%	16.3%	16.0%	17.0%	12.5%	15.8%	17.2%	10.1%	20.1%	7.7%	24.2%	12.0%	14.3%
WHAT TIMES THE TRAIN RUNS DURING COMMUNTER HOURS	88.1%	100.0%	81.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	17.7%	100.0%	100.0%

Questionnaires

- All pre-service change surveys are identical; here we use Route 8 as an example of both pre and post service questionnaires. All post service questionnaires are identical except the Link questionnaire. We've included both Route 8 and Link post service questionnaires as examples.

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 satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
1. Trip Time on Route 8						
▼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 8						
▼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 8 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 8						
▼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 satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
5. Ease of Transferring to or from the 8						
▼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 8.

6. Frequency and Reliability of Buses on Route 8						
▼ 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 8						
▼ Overall how satisfied are you with Route 8?	5	4	3	2	1	NA
8. How many rides have you taken on Route 8 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 8?						
<input type="checkbox"/> To/from work		<input type="checkbox"/> Fun/recreation/social				
<input type="checkbox"/> To/from school		<input type="checkbox"/> Appointments				
<input type="checkbox"/> Shopping/errands		<input type="checkbox"/> Other				
9. When do you usually ride Route 8? Please check all that apply.						
<input type="checkbox"/> Weekdays—before 6 a.m.		<input type="checkbox"/> Weekdays 6-9 p.m.				
<input type="checkbox"/> Weekdays—AM peak (6-9 a.m.)		<input type="checkbox"/> Weekdays later than 9 p.m.				
<input type="checkbox"/> Weekdays—PM peak (3-6 p.m.)		<input type="checkbox"/> Weekends				
<input type="checkbox"/> Weekdays 9 a.m. to 3 p.m.						

10. Did you transfer **TO** Route 8 from another bus on this trip today?
 Yes — Which route? _____
 No
11. Will you transfer **FROM** Route 8 to another bus to reach your destination on this trip today?
 Yes — Which route? _____
 No Not sure
12. Prior to this service change, what bus did you take?
 Didn't take bus before
 Route _____
13. Are you? Male Female
14. How old are you? _____ years
15. How long have you been a Metro rider?
 Less than 6 months
 6-12 months
 More than a year but less than 5 years
 5 years or more
16. Finally, what **ONE THING** would you recommend to improve **this route**?

THANK YOU VERY MUCH FOR YOUR HELP.

Interviewer: _____ Date: _____ Time: _____

Fold questionnaire closed with return address showing and drop in any mailbox—postage free.

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 if Mailed
 in the
 United States



BUSINESS REPLY MAIL
 FIRST CLASS PERMIT NO. 10819 SEATTLE, WA

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Management Information and Transit Technology
 King County
 Department of Transportation
 201 South Jackson Street, M.S. KSC-TR-0333
 Seattle, WA 98104-9986



Route 8

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.



Instructions

Please circle a number for each item to show how satisfied or dissatisfied you are with that item for Link. 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 trip, not other bus routes or transit in general. THANK YOU!

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
1. Trip Time on Link						
▼ How long my trip takes	5	4	3	2	1	NA
▼ The number of stops Link makes	5	4	3	2	1	NA

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

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
3. Waiting Area/Stop Where You Boarded Link 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 stop to my home or where I was coming from	5	4	3	2	1	NA
▼ Be able to see an oncoming train	5	4	3	2	1	NA

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
4. Things About Link						
▼ Being able to get a seat	5	4	3	2	1	NA
▼ Amount of lighting inside the train	5	4	3	2	1	NA
▼ Cleanliness of the train interior	5	4	3	2	1	NA
▼ Having the train 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, 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 Between Buses and Link						
▼ The number of transfers I make	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
▼ Understanding fares and transfer rules	5	4	3	2	1	NA

Now go on to Question 6 below.

Please rate the items below when using Link.

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
6. Frequency, Reliability and Schedule of Link						
▼ The train not leaving the station early	5	4	3	2	1	NA
▼ The train not leaving the station late	5	4	3	2	1	NA
▼ The train getting me where I'm going on time	5	4	3	2	1	NA
▼ How often the train runs during peak hours (6-9 a.m. and 3-6 p.m.)	5	4	3	2	1	NA
▼ How often the train runs during midday hours (9 a.m. to 3 p.m.)	5	4	3	2	1	NA
▼ How often the train runs in the evening/night	5	4	3	2	1	NA
▼ How often the train runs on weekends	5	4	3	2	1	NA
▼ How early the train runs in the morning	5	4	3	2	1	NA
▼ What times the train runs during commuter hours	5	4	3	2	1	NA

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
7. Overall Satisfaction with Link						
▼ Overall how satisfied are you with Link?	5	4	3	2	1	NA

8a. Which station did you get on Link?

- SeaTac Airport
- Tukwila International Blvd.
- Rainier Beach
- Othello
- Columbia City
- Mount Baker
- Beacon Hill
- SODO
- Stadium
- International District
- Pioneer Square
- University Street
- Westlake

8b. Which station will you get off Link?

- SeaTac Airport
- Tukwila International Blvd.
- Rainier Beach
- Othello
- Columbia City
- Mount Baker
- Beacon Hill
- SODO
- Stadium
- International District
- Pioneer Square
- University Street
- Westlake

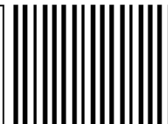
Interviewer: _____ Date: _____ Time: _____

9. How many rides have you taken on Link in the last 30 days? (Count a roundtrip as 2 rides)
 _____ rides
- 9a. What is the purpose of the trip you take most often on Link?
- | | |
|---|--|
| <input type="checkbox"/> To/from work | <input type="checkbox"/> Fun/recreation/social |
| <input type="checkbox"/> To/from school | <input type="checkbox"/> Appointments |
| <input type="checkbox"/> Shopping/errands | <input type="checkbox"/> Other |
10. When do you usually ride Link? Please check all that apply.
- | | |
|--|---|
| <input type="checkbox"/> Weekdays—before 6 a.m. | <input type="checkbox"/> Weekdays 6-9 p.m. |
| <input type="checkbox"/> Weekdays—AM peak (6-9 a.m.) | <input type="checkbox"/> Weekdays later than 9 p.m. |
| <input type="checkbox"/> Weekdays—PM peak (3-6 p.m.) | <input type="checkbox"/> Weekends |
| <input type="checkbox"/> Weekdays 9 a.m. to 3 p.m. | |
11. How do you usually get to the Link station?
- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Bus → What route? _____ | <input type="checkbox"/> Bike |
| <input type="checkbox"/> Walk | <input type="checkbox"/> Dropped off |
| <input type="checkbox"/> Drive to park-and-ride | <input type="checkbox"/> Train |
| <input type="checkbox"/> Drive and park near station | <input type="checkbox"/> Other _____ |
12. Did you transfer TO Link from another bus on this trip today?
 Yes — Which route? _____ No
13. Will you transfer FROM Link to another bus to reach your destination on this trip today?
 Yes — Which route? _____ No Not sure
14. How did you travel before Link?
- | | |
|---|--|
| <input type="checkbox"/> Drove alone | <input type="checkbox"/> Rode an Access van |
| <input type="checkbox"/> Carpooled | <input type="checkbox"/> Motorcycle |
| <input type="checkbox"/> Vanpooled (7+ people) | <input type="checkbox"/> Bicycle |
| <input type="checkbox"/> Rode a Metro bus | <input type="checkbox"/> Walked |
| Which route? _____ | <input type="checkbox"/> Worked from home/telecommuted |
| <input type="checkbox"/> Rode the Sounder train | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Rode the school bus | <input type="checkbox"/> Did not make the trip at all |
15. Are you? Male Female
16. How old are you? _____ years
17. Do you have a Regional Reduced Fare Permit? Yes No
18. How do you currently pay your fare on Link?
- | | |
|--|--|
| <input type="checkbox"/> Link tickets | <input type="checkbox"/> ORCA card—pass |
| <input type="checkbox"/> Non-ORCA Puget Pass, FlexPass or UPass | <input type="checkbox"/> ORCA card—purse |
| <input type="checkbox"/> Regional reduced fare permit with sticker | |
19. Finally, what ONE THING would you recommend to improve Link?

Interviewer: _____ Date: _____ Time: _____

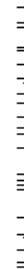
Fold questionnaire closed with return address showing and drop in any mailbox—postage free.

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 201 South Jackson Street, M.S. KSC-TR-0333
 Seattle, WA 98104-9986



Link Light Rail

Rider Report Card

Please complete the questionnaire to let Sound Transit know how they are doing and how they can improve service on Link.

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.

