

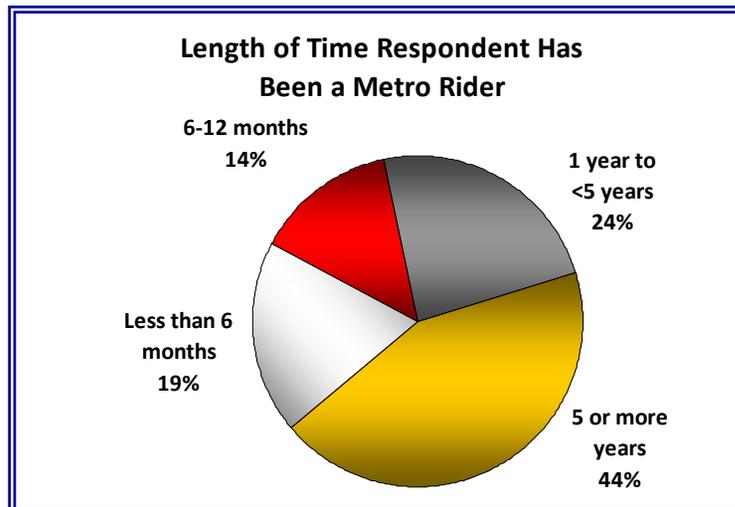
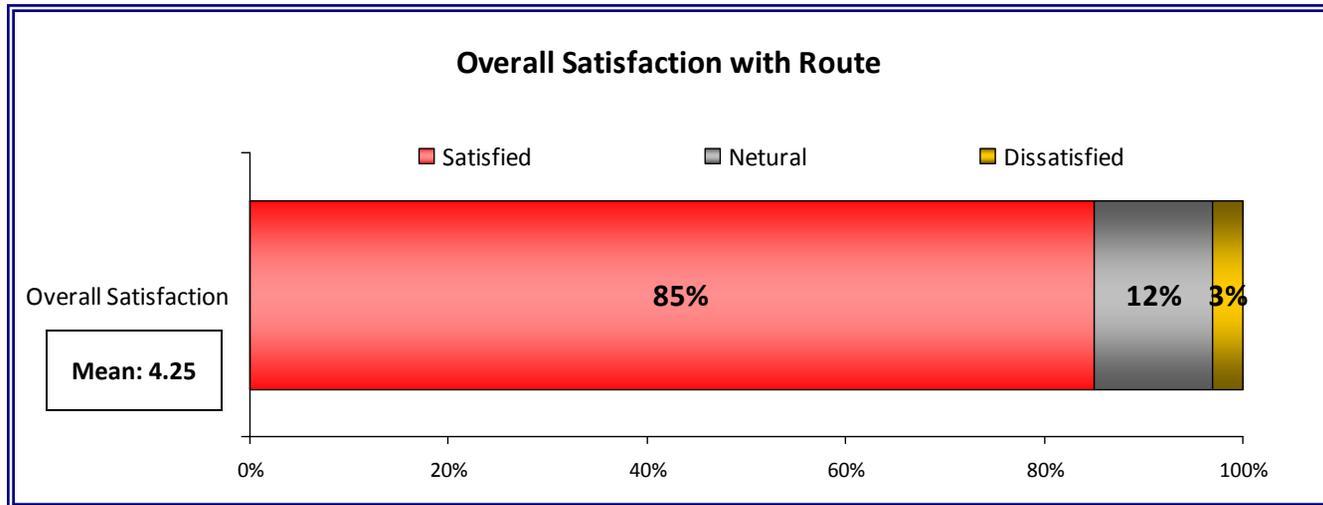


We'll Get You There

RapidRide A Line Customer Satisfaction Survey Quick Look One Year Post Implementation

October 2011

RapidRide A Line: Overall Satisfaction and Rider Profile

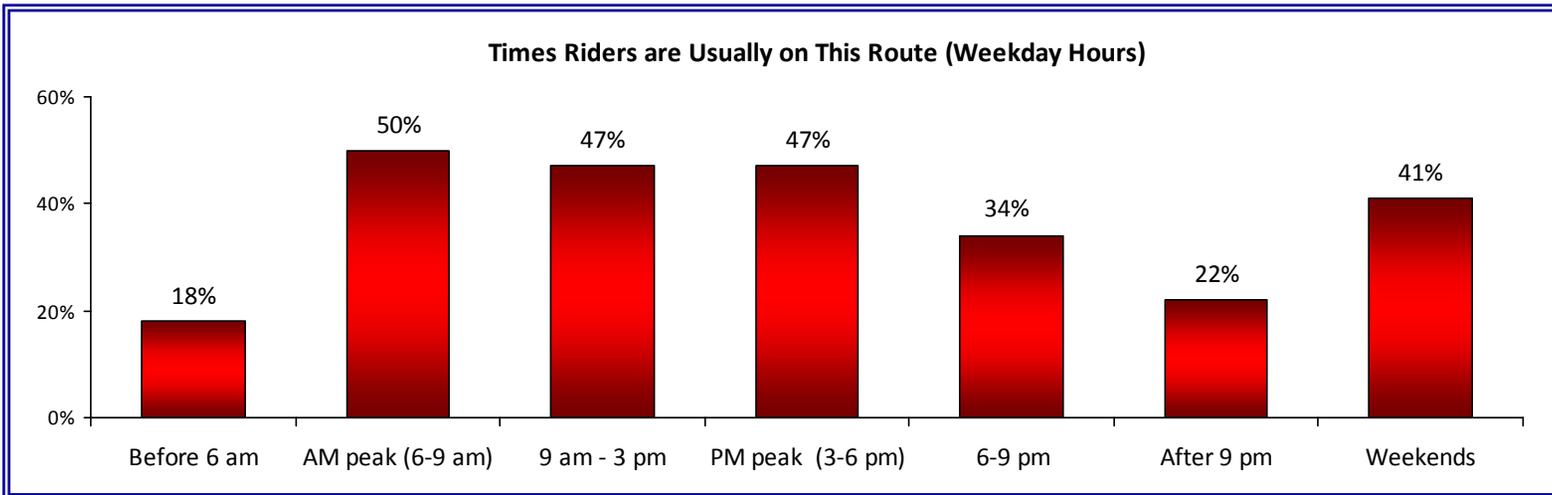
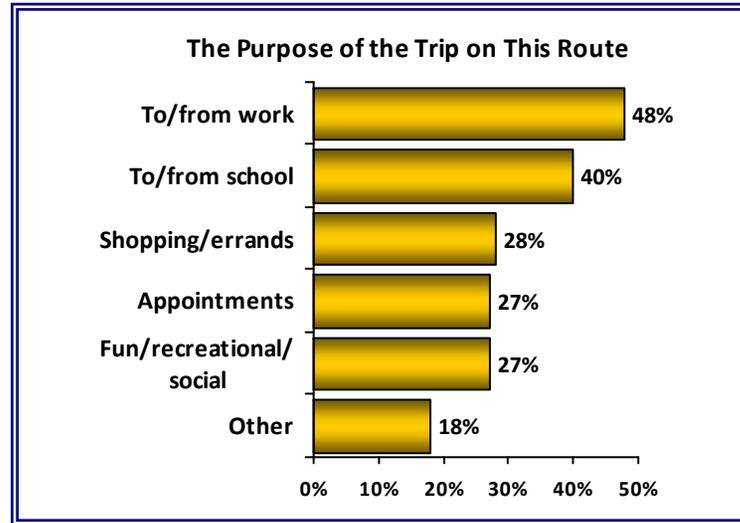
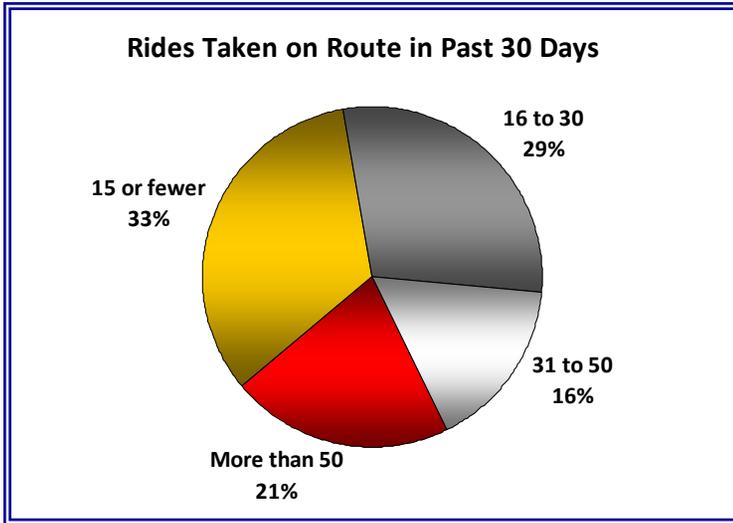


Rider Demographics	
Q17. Gender	
Male	56%
Female	44%
Q18. Age	
Under 18	10%
18-24	35%
25-34	22%
35-44	12%
45-54	12%
55-64	6%
65 and older	2%

RR A Line
(n=555)

Q7. Overall, how satisfied are you with the Route? (5 is very satisfied, 1 is very dissatisfied)
Q19. How long have you been a Metro Rider?

RapidRide A Line: Ridership Information



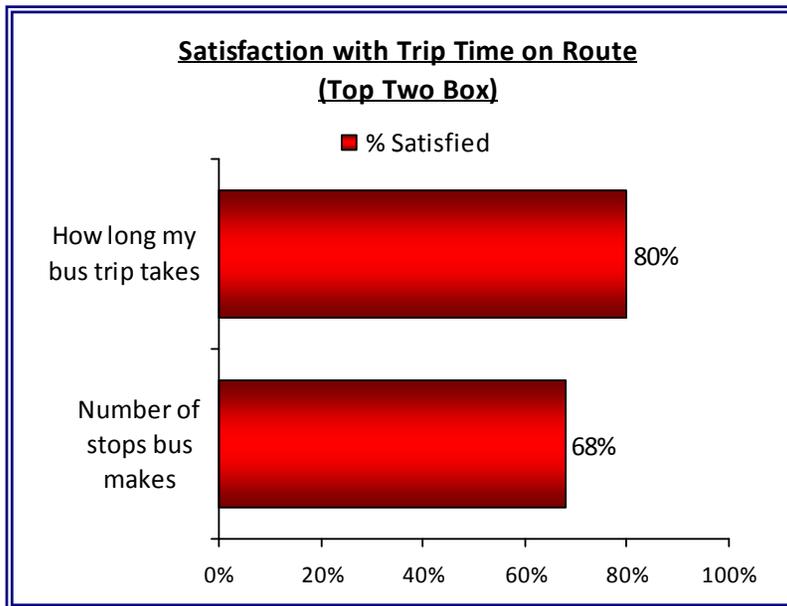
RR A Line
(n=555)

Q8. How many rides have you taken on this Route in the last 30 days?

Q8A. What is the purpose of the trip you take most often on this Route?

Q9. When do you usually ride this Route?

Rapid Ride A Line: Trip Time and Personal Safety on Route

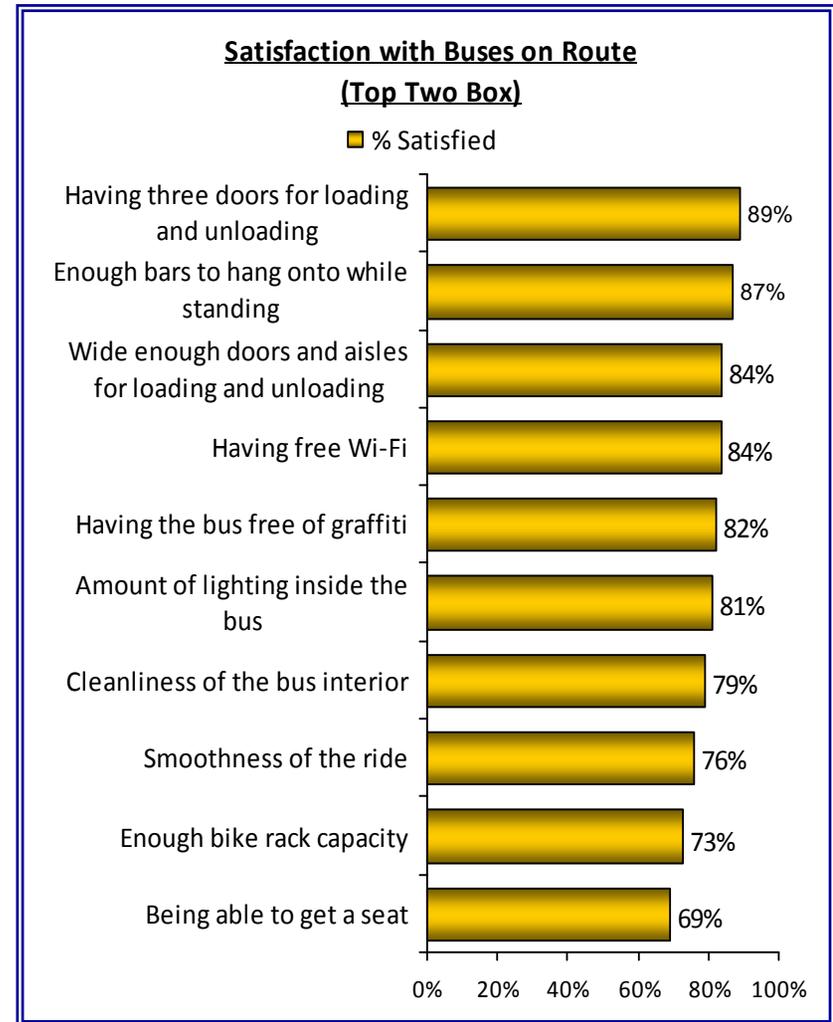
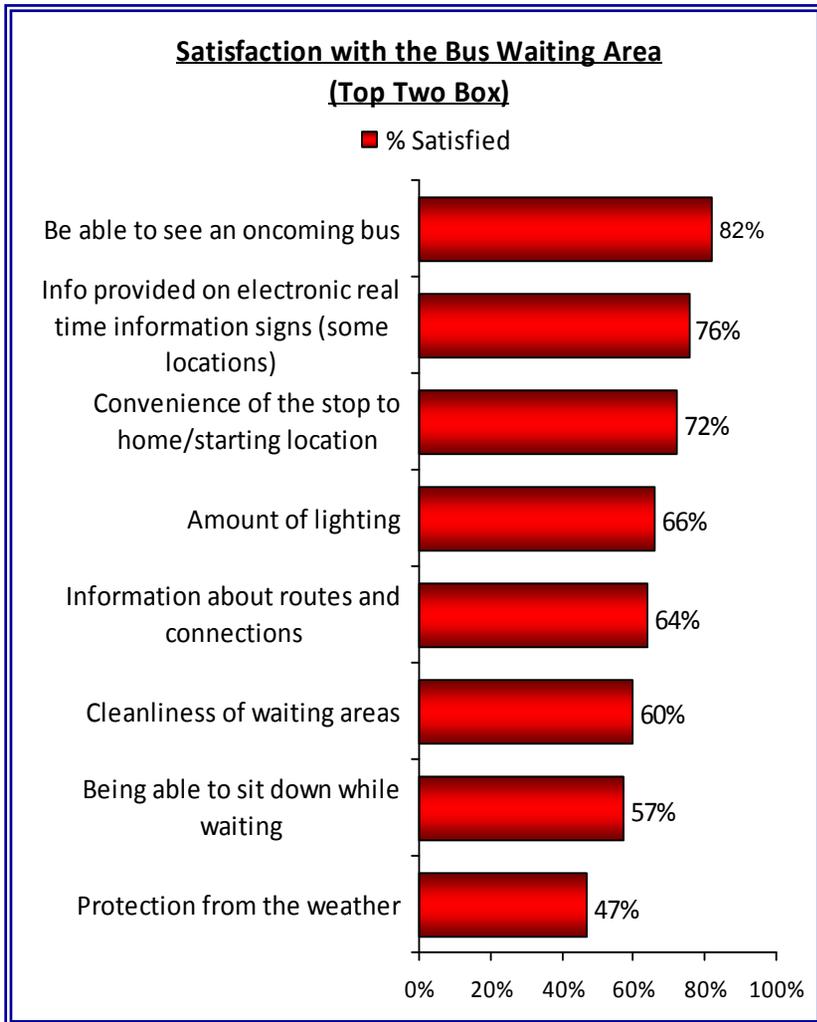


RR A Line
(n=555)

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

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

RapidRide A Line: Bus Waiting Areas and Buses on Route

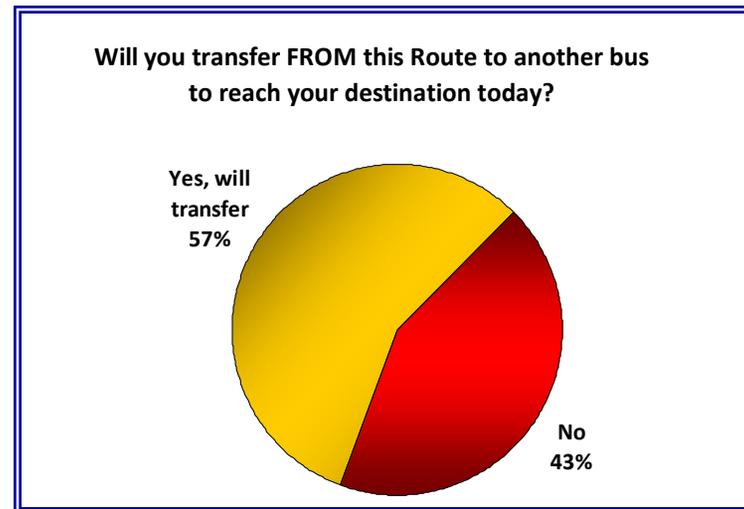
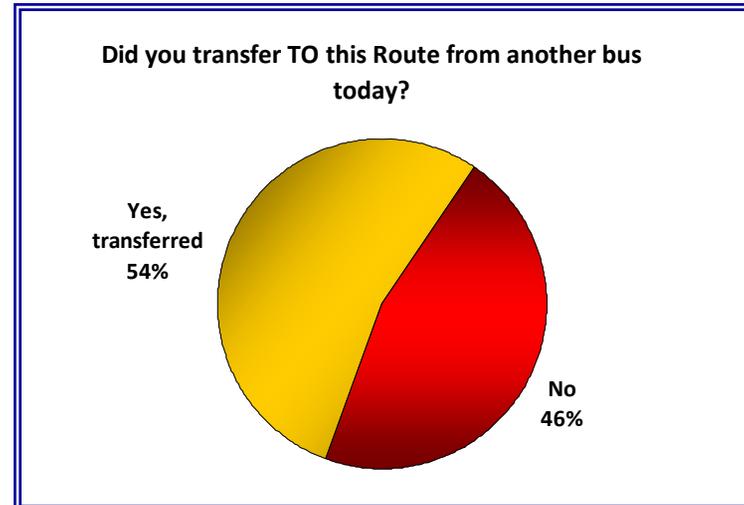
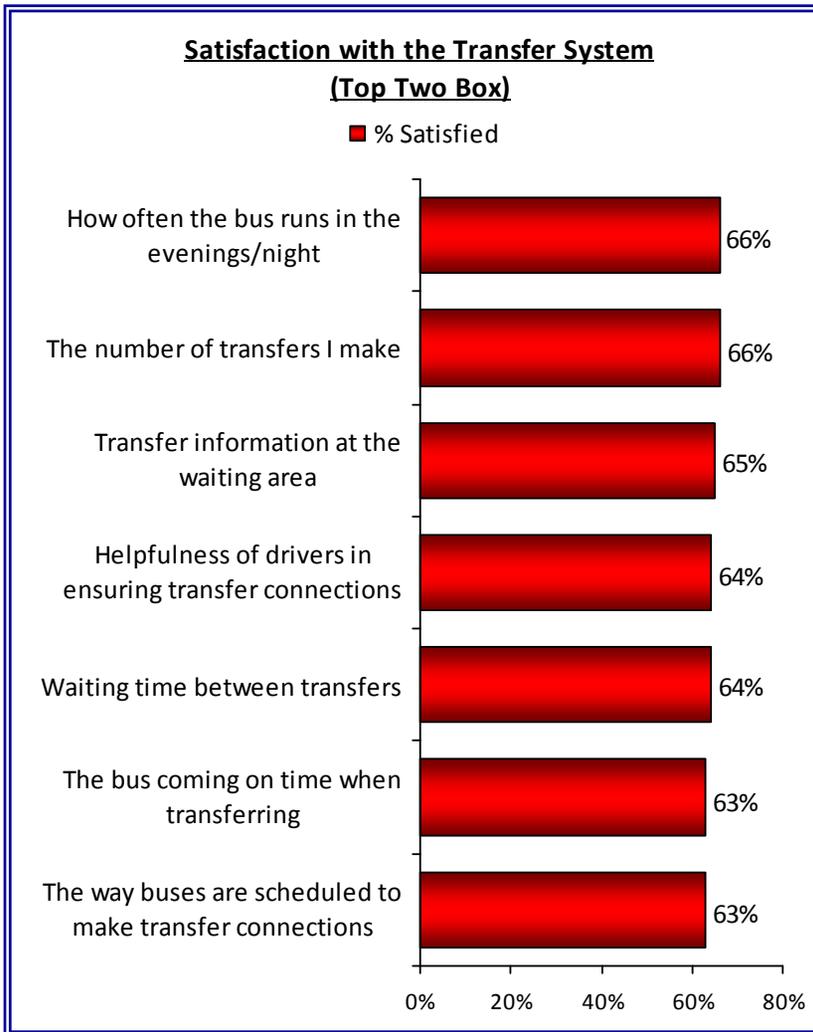


RR A Line
(n=555)

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

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

RapidRide A Line: Transfer Systems



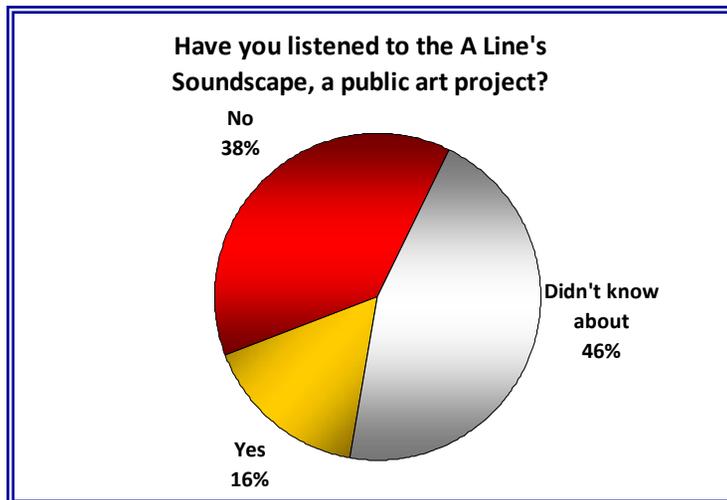
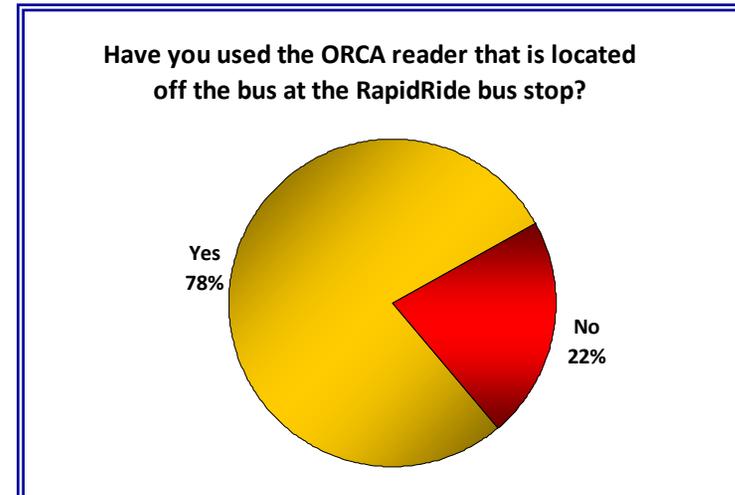
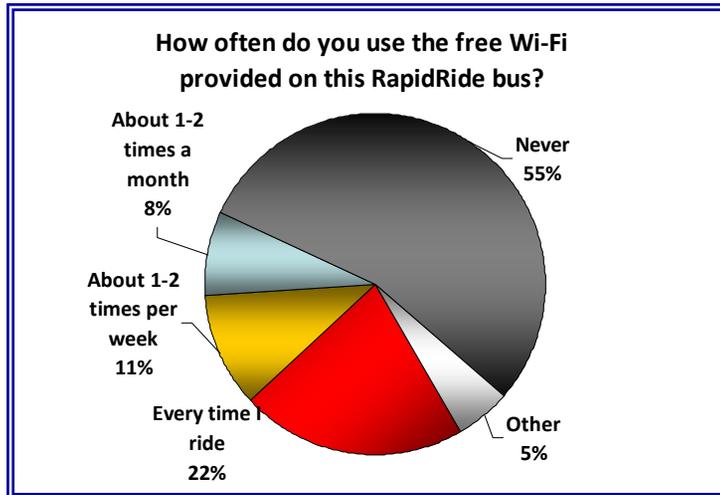
RR A Line
(n=555)

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

Q10. Did you transfer TO this Route from another bus on this trip today?

Q11. Will you transfer FROM this Route to another bus to reach your destination on this trip today?

RapidRide A Line: Wi-Fi Use, Soundscape, ORCA Reader



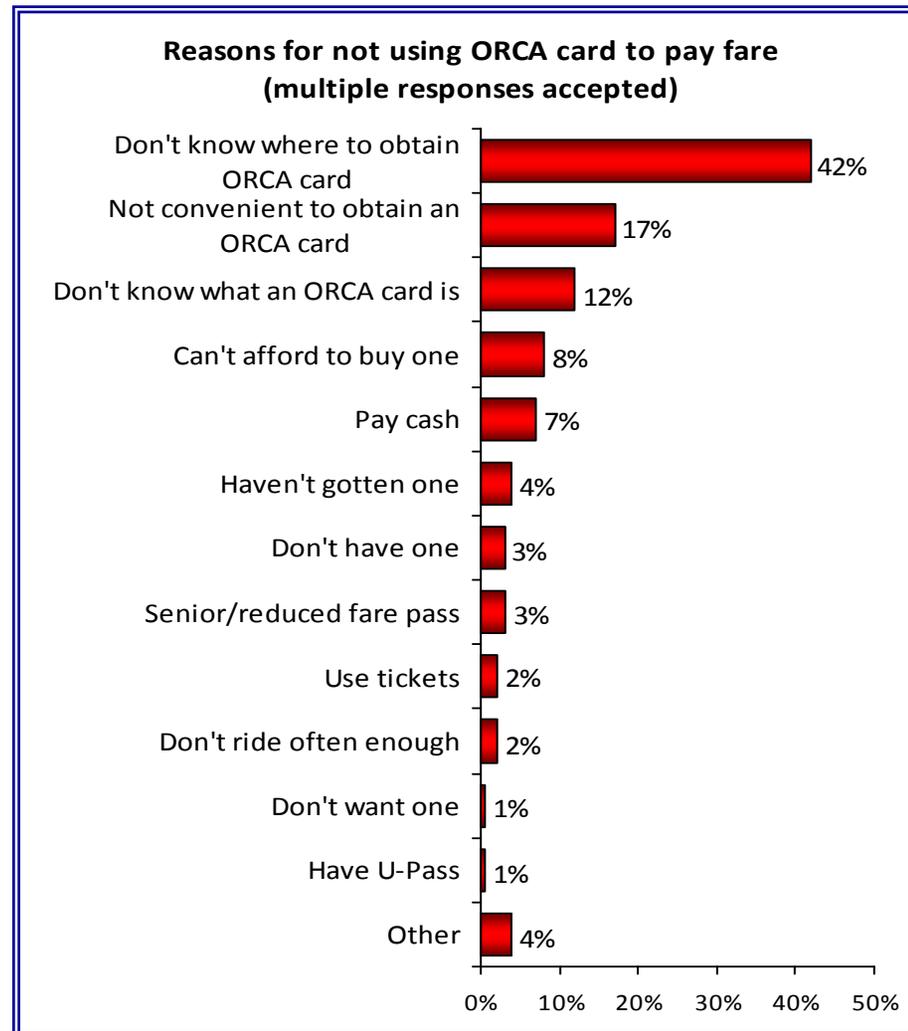
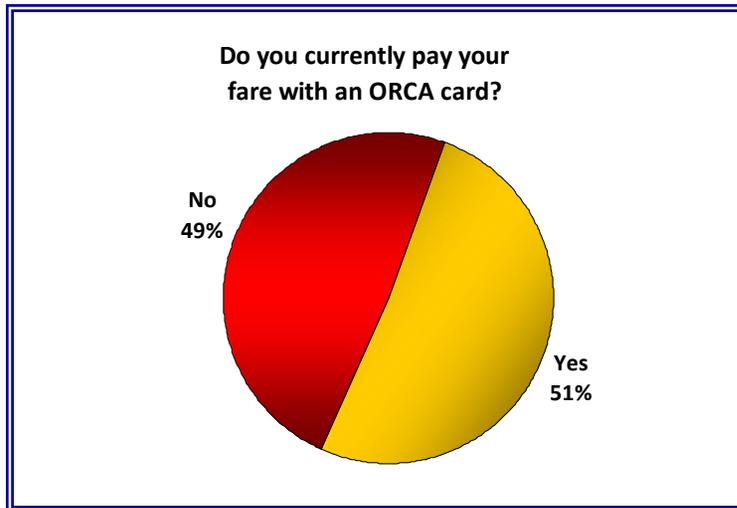
RR A Line
(n=555)

Q12. How often do you use the free Wi-Fi provided on this RapidRide bus?

Q13A. Have you used the ORCA reader that is located off the bus at the RapidRide bus stop?

Q16. Have you listened to the A Line's Soundscape, a public art project?

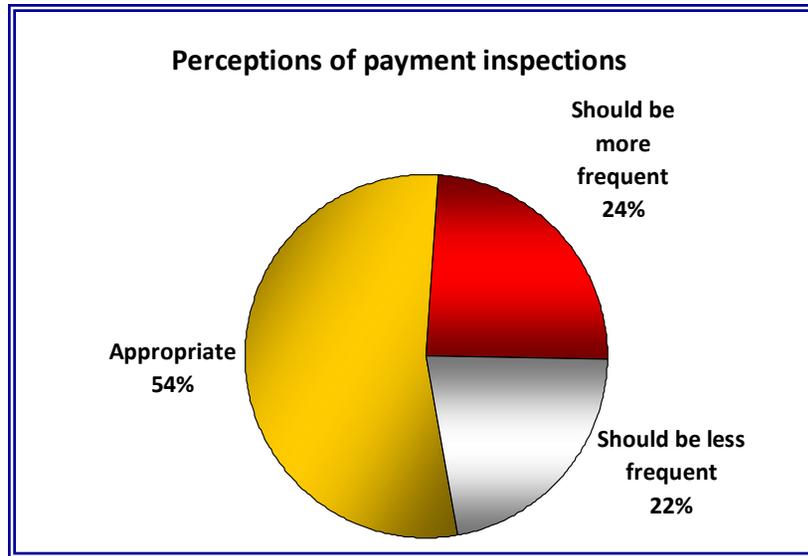
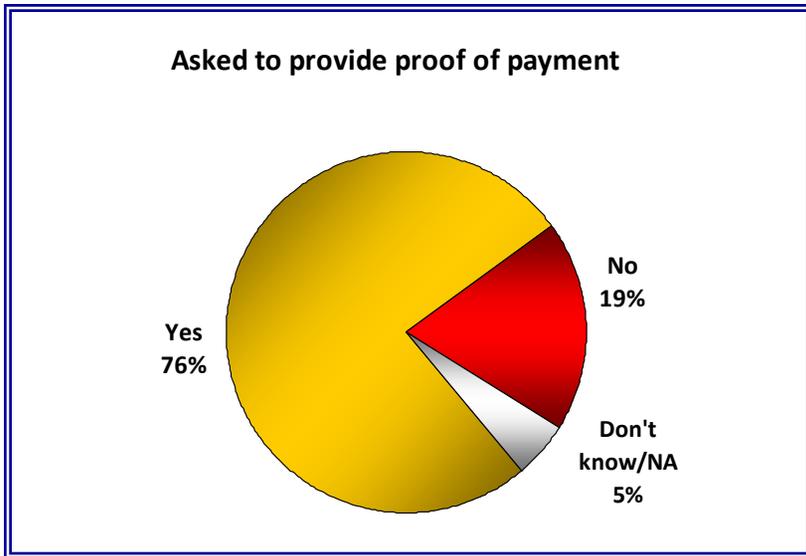
RapidRide A Line: Fare Payment



RapidRide A Line
(n=575)

Q13. Do you currently pay your fare with an ORCA card?
Q13A. Why not?

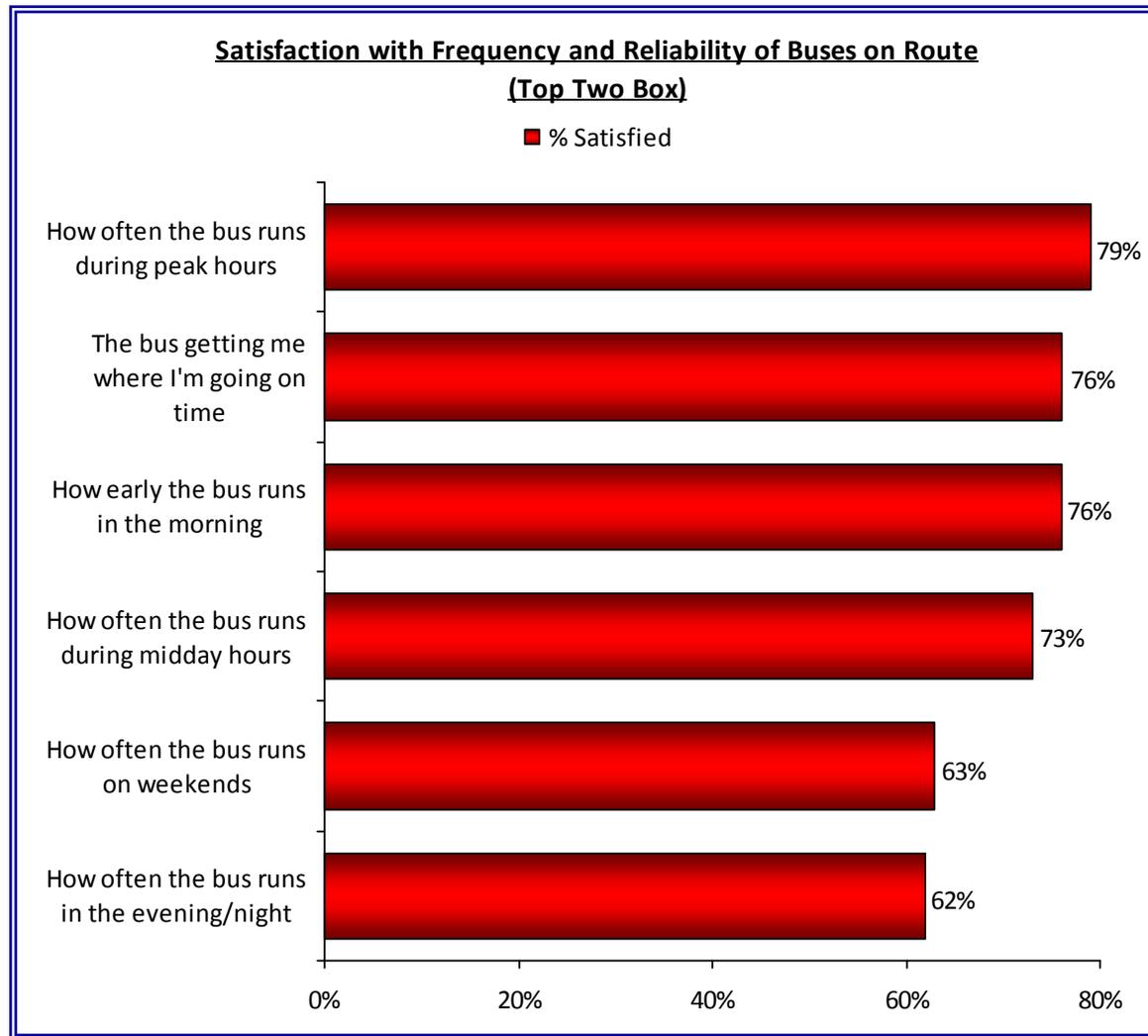
RapidRide A Line: Proof of Payment



RR A Line
(n=555)

Q14. On the RapidRide A Line, have you ever been requested to show your proof of payment by a fare enforcement officer?
Q15. Are the number of inspections by the fare enforcement officers...

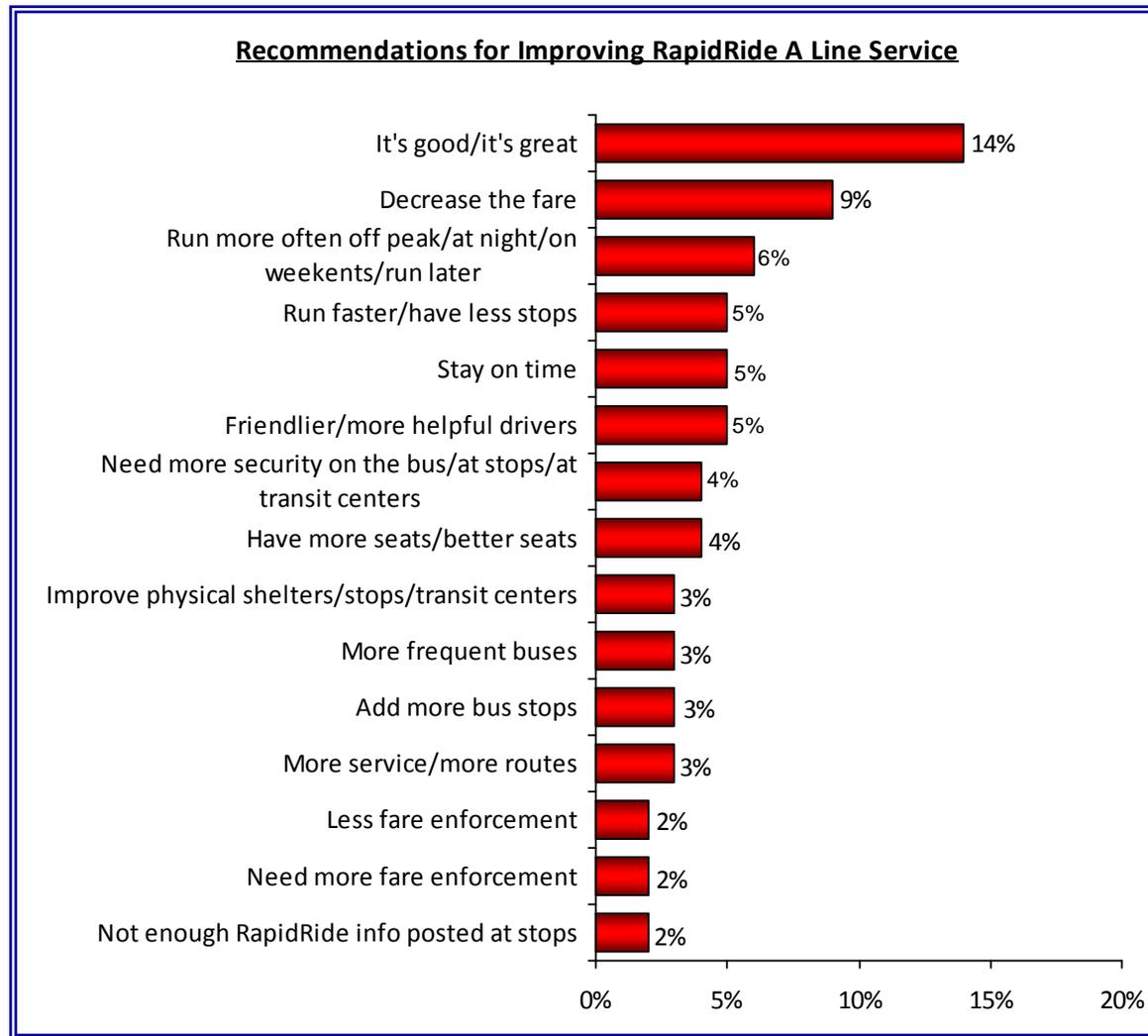
RapidRide A Line: Frequency and Reliability of Buses



RR A Line
(n=555)

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

RapidRide A Line: Recommendations for Improvements



RR A Line
(n=555)

Q20. Finally, what one thing would you recommend to improve this route?