



*We'll Get You There*

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

**Prepared for:**

**King County Metro by Pacific Market Research**

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# TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY .....</b>	<b>3</b>
<b>Background and Objectives.....</b>	<b>3</b>
<b>Method.....</b>	<b>4</b>
<b>KEY FINDINGS.....</b>	<b>6</b>
<b>DETAILED FINDINGS.....</b>	<b>10</b>
<b>Overall Satisfaction with Service.....</b>	<b>10</b>
<b>Satisfaction with Service Elements for A Line Year 3 and Year 1 Post- Implementation .....</b>	<b>10</b>
<b>Trip Time .....</b>	<b>11</b>
<b>Personal Safety .....</b>	<b>12</b>
<b>Waiting Area/Bus Stop Where You Boarded for This Trip.....</b>	<b>15</b>
<b>Things about Buses.....</b>	<b>18</b>
<b>Ease of Transferring .....</b>	<b>21</b>
<b>Frequency and Reliability of Buses.....</b>	<b>24</b>
<b>How RapidRide Compares to Other Metro Bus Service .....</b>	<b>27</b>
<b>Transit Trips Taken .....</b>	<b>28</b>
<b>Reason for Riding.....</b>	<b>28</b>
<b>Days and Times of Riding .....</b>	<b>29</b>
<b>If you did not use RapidRide A Line,how would you make this trip? .....</b>	<b>30</b>
<b>Transfers .....</b>	<b>30</b>
<b>Fares .....</b>	<b>31</b>
<b>Trip Information Sources.....</b>	<b>33</b>
<b>Recommendations for RapidRide A Line Improvements .....</b>	<b>33</b>
<b>Respondent Profile .....</b>	<b>35</b>
<b>APPENDIX.....</b>	<b>36</b>

# EXECUTIVE SUMMARY

## Background and Objectives

King County Metro Transit (Metro) introduced its first RapidRide line, the A Line, in Fall 2010, offering Bus Rapid Transit (BRT) service between Tukwila International Boulevard Link Station and Federal Way Transit Center on Pacific Highway South/ International Boulevard. The RapidRide A Line replaced service formerly provided by Route 174.

The RapidRide A Line provides the best features Metro has to offer, including:

- Service every 10 minutes during the weekday peak periods, every 15 minutes during most other times of the day and days of the week until 10 pm, and scheduled late night/early morning service.
- Distinctive new red buses with three doors for easy boarding, security cameras, stop announcements and passenger WiFi.
- Branded passenger facilities that include redesigned shelters, enhanced lighting, electronic real time information signs, off-board ORCA card readers at major stops, and other convenient features.
- Use of HOV lanes and transit signal priority to improve reliability and speed up travel times.

Metro contracted with Pacific Market Research to conduct a three year post-implementation survey of RapidRide A Line riders to determine their current satisfaction with RapidRide service. This report compares results of the three year post-implementation survey (obtained in October 2013) with the one year post-implementation survey results for the RapidRide A Line (obtained in October 2011).

Specific areas of investigation were:

- *Trip time*
- *Personal safety*
- *Waiting area / Bus stop where boarded*
- *Things about buses*
- *Ease of Transferring*
- *Frequency and reliability of the buses*
- *How RapidRide compares to other Metro bus service*
- *Rides taken during the past 30 days, usual reason for riding and length of time as a rider*
- *Payment of fares*
- *Trip information sources*
- *Recommendations for improvements*

Key findings from the Year 3 survey are provided in this Executive Summary. They are presented as a comparison with Year 1 survey results for RapidRide A Line.

## Method

All riders onboard selected RapidRide A Line trips were invited to complete a questionnaire regarding their satisfaction with various service quality elements. To accommodate riders who do not speak English, the survey was also offered in Spanish, Korean and Vietnamese. A total of 13 surveys were obtained in these languages, including 9 in Spanish, 2 in Korean and 2 in Vietnamese.

Trips to be surveyed were selected to provide a variety of peak and non-peak riders. Table A summarizes response rates for both post-implementation surveys compared in this report.

Considering response rate as a proportion of all questionnaires given out, October A Line had an extremely high response rate of 86%, compared to 46% for January A Line and 69% for Route 174. Considering response rate as a proportion of all riders contacted, 24% of A Line riders completed surveys in October, about the same as in January (26%).

<b>Table A Completed Questionnaires on RapidRide A Line October Year 3 and October Year 1</b>		
	<b>RapidRide A Line Year 3</b>	<b>RapidRide A Line Year 1</b>
Completed Questionnaires	606	555
% of Questionnaires Handed Out	89%	86%
% of All Riders on Sampled Trips*	41%	24%
% Refused	21%	17%
*All riders on sampled trips: this includes riders who declined to take a survey because they had already completed one.		

### *Dates of Survey*

Intercepts for the Year 3 post-implementation survey occurred on two days: October 29 and October 30, 2013. Year 1 surveys were collected October 11 and October 17, 2011. A total of 606 complete surveys were collected in Year 3, and 555 complete surveys in Year 1. Trips to be surveyed were selected to provide a variety of peak and non-peak riders. (Table B)

<b>Table B Interviewing Schedule – Year 3</b>	
Tues., Oct 29 <sup>th</sup> 6 AM to 2 PM	Tukwila International Blvd Link Station
Tues., Oct 29 <sup>th</sup> 6 AM to 2 PM	Federal Way Transit Center
Wed., Oct 30 <sup>th</sup> 12 to 8 PM	Tukwila International Blvd Link Station
Wed., Oct 30 <sup>th</sup> 12 to 8 PM	Federal Way Transit Center

## ***Reporting Conventions***

Statistical tests were used to compare differences in mean scores as well as differences in the percentage of respondents who were “satisfied” (combined ratings of 4 and 5) or “dissatisfied” (combined ratings of 1 and 2). Response proportions presented in text and displayed in graphs and in tables exclude the number of respondents who did not answer the questions and also, the number of respondents who indicated *not applicable*.

Text summaries of respondent ratings are presented as the combined proportions of *satisfied/very satisfied* ratings and *dissatisfied/very dissatisfied* ratings. Rounding mechanisms inherent in the software can make response proportions shown in graphs and reported in text vary from cross tabulation results by up to 1 percentage point. A complete set of data tables is available under separate cover

## KEY FINDINGS

The RapidRide A Line Year 3 post-implementation survey found a decline in riders' overall satisfaction compared to the Year 1 survey. Further, the Year 3 survey found there was either no change, or a decline, in satisfaction ratings for all transit elements. Ratings ranged from a low of 43% *satisfied/very satisfied* for *behavior of other passengers on the bus*, to a high of 77% for *having free WiFi*.

Of the 31 service elements rated both years, 20 (63%) had a mean rating significantly lower than Year 1; however, when comparing the percent satisfied (very satisfied plus satisfied), only 11 out of 31 (34%) were significantly less likely to be satisfied. This indicates that for nine service elements, although the overall mean rating dropped, the shift was only from very satisfied to simply “satisfied” and that Riders are not yet dissatisfied with these elements.

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

- ***Overall satisfaction with service*** – Overall satisfaction is significantly lower in Year 3, 79 percent compared to 85 percent in Year 1. The mean satisfaction score is also significantly lower in Year 3 (4.07) versus Year 1 (4.25).
- ***Trip time*** - Satisfaction with *how long my bus takes* was significantly lower with the proportion who gave ratings of *satisfied/very satisfied* in Year 3 (74%) and Year 1 (80%).
- ***Personal safety while on the bus*** – Three of the personal safety service elements scored significantly lower in Year 3 for *satisfied/very satisfied* compared to Year 1:
  - *Personal safety while on the bus* – Year 3 (65%) v. Year 1 (76%)
  - *Behavior of other people at the waiting area* – Year 3 (48%) v. Year 1 (55%)
  - *Behavior of other passengers on the bus* – Year 3 (43%) v. Year 1 (57%)
- ***Waiting area / bus stop where boarded*** - The proportion of respondents *satisfied/very satisfied* with *information provided on the electronic real time information sign* fell to 64% from 76% in Year 1. All other service elements in this category had only slight variations from Year 1 ratings.
- ***Things about buses*** – There is a significant decrease in *satisfied/very satisfied* ratings given for Year 3 compared to Year 1 on of these service elements:
  - *Having free WiFi* – Year 3 (77%) v. Year 1 (84%)
  - *Enough bars / straps to hang on to while standing* – Year 3 (76%) v. Year 1 (87%)

- *Cleanliness of the bus interior* – Year 3 (65%) v. Year 1 (79%)
- The RapidRide A Line Year 3 survey respondents were asked to give an additional rating about the bus - *Room to stand if no seats available* This had the lowest satisfaction score of the five *things about buses* rated.
- ***Ease of Transferring*** - Although satisfaction ratings for five aspects of transfers held steady, the percentage of *very satisfied/satisfied* ratings given for *two* elements decreased significantly from Year 1 result.
  - *The number of transfers I make* – Year 3 (55%) v. Year 1 (66%)
  - *Waiting time between transfers* – Year 3 (54%) v. Year 1 (64%)
- ***Frequency and reliability of buses*** - Of these six elements, one decreased significantly, the satisfaction rating for:
  - *How often the bus runs during peak hours* – Year 1 (73%) v. Year 1 (79%)

How RapidRide compares to other Metro bus service - This new question added in the Year 3 survey asks respondents to compare the 8 RapidRide service dimensions to other Metro bus service. Respondents rated Rapid Ride as better on all service dimension, with only a small percentage choosing *other Metro is better* (range of 7% to 11%). More than 50 percent of respondents feel that *RapidRide is better* than *other Metro bus service* in delivering all service elements compared. (Figure 8) Respondents chose *RapidRide is better* most often for, *how often the bus comes to your stop* (80%) compared to *no difference* (13%), and *other Metro is better* (7%).

Number of Rides Taken in Previous 30 Days – Respondents in Year 3 were more frequent riders than in Year 1. A significantly smaller proportion of respondents in Year 3 took 15 rides or less (25% v. 32%), while the proportion of Year 3 respondents that took 16 – 30 rides (35%) was significantly higher than in Year 1 (29%).

Transfers – The question format was revised in Year 3 to ask: Did you transfer TO/FROM the RapidRide A line on this trip today? In Year 1 this was two separate questions, one for transferring TO and another for transferring FROM the Rapid Ride. With this change the transfer questions cannot be compared for statistical testing.

Reason for Riding – In Year 3 there are significantly fewer respondents who took the bus for reasons other than commuting to work or school compared to Year 1: Which may reflect the increase in AM Peak trips in Year 3

- *Shopping/Errands, Year 3 (21%) v. Year 1 (28%)*
- *Fun / Recreation, Year 3 (19%) v. Year 1 (27%)*
- *Appointments, Year 3 (19%) v. Year 1 (27%)*
- *Other, Year 3 (12%) v. Year 1 (18%)*

Days and times of riding - Weekday 9 AM to 3 PM decreased significantly in Year 3 (41%) from the proportions in Year 1 (47%). Is this a result of when the survey was fielded?

Other ways to make this RapidRide trip - Almost one out of three (31%) respondents would have no other option for this trip if they were not able to use RapidRide. For the respondents who have another option they, would most often: walk (24%), get dropped off (23%), drive alone (18%).

Proof of payment – There is a significant decrease in the proportion of respondents who chose that the number of fare enforcement inspections should be less frequent, Year 3 (17%) v. Year 1 (22%).

Trip information sources – Two out of three (66%) respondents use the real time information sign at stop for trip information on RapidRide A Line. More than one in four (27%) use the OneBusAway phone application and another one in five (20%) use printed timetables.

Recommendations for RapidRide improvements – A significantly higher proportion of respondents in Year 3 recommend more security on the bus at the stops and transit centers than in Year 1 (8% v. 4%). There are significantly fewer suggestions to decrease fares than there were in Year 1 (4% v. 9%).

## CONCLUSIONS

RapidRide A Line riders rated *all* service elements measured in the Year 3 Post-implementation survey equal or lower than Year 1. One out of three (34%) of the service elements satisfaction scores are significantly lower, and almost two out of three (63%) have mean scores significantly lower in Year 3. These lower scores are reflected in the significantly lower rating given to *overall satisfaction with RapidRide A Line* (79% v. 85%). (Figure 1)

Three of the four lowest satisfaction ratings are *personal safety* service elements. (Appendix table 1) Three of the *personal safety* elements have significantly lower ratings in Year 3 as well: *behavior of other passengers on the bus*, *behavior of other people at the waiting area*, and *personal safety while on the bus*. This service segment is again mentioned in *recommendation for improving RapidRide A Line service*. In this open-ended question the second highest mentioned, after “service is good”, is that RapidRide A Line “needs more security on buses/at stops/at transit centers”. This security recommendation is significantly higher, double the percentage recorded in Year 1 (8% v. 4%). (Table 18)

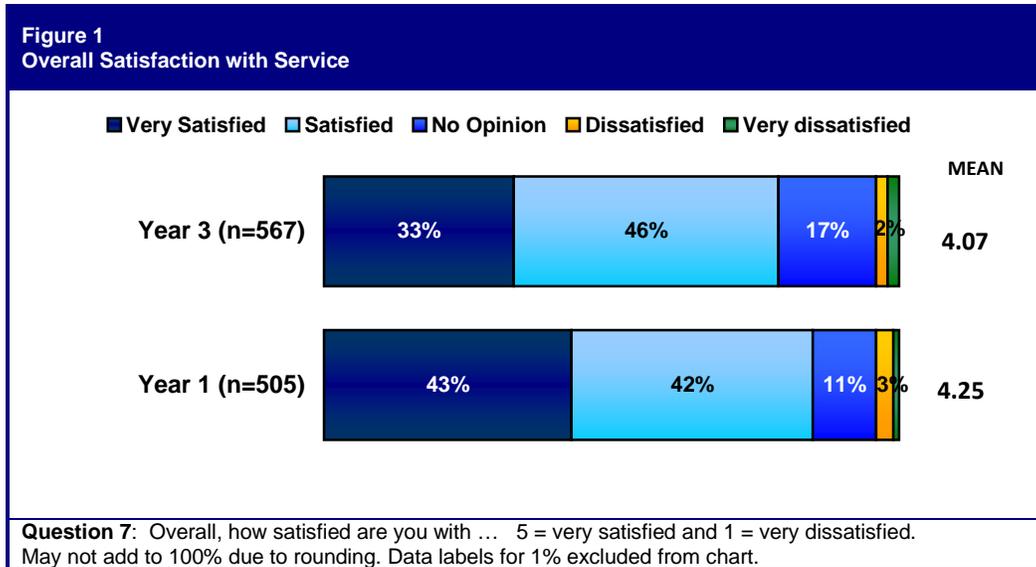
The service elements with an equal or slight (less than 1%) increase in satisfaction ratings for Year 3 compared to Year 1 are four of the *waiting area/bus stop where you board* elements: *convenience of the bus stop to my home or where I was coming from*, *having information available about routes, and connections*, *being able to sit down while waiting*, and *protection from the weather*. Though these are not significant improvements in the ratings, they do not show decreases in satisfaction when compared to Year 1. (Appendix table 2)

Despite the lower satisfaction ratings on the service elements, when asked: *How do you feel RapidRide compares to other Metro bus service?* the majority of respondents chose *RapidRide is better over other Metro bus service* or *no difference* for seven out of the eight services compared. This indicates that though satisfaction with RapidRide A Line is lower in almost all measured service elements in Year 3 compared to Year 1, respondents view RapidRide as an improvement over other Metro bus service.

# DETAILED FINDINGS

## Overall Satisfaction with Service

Overall satisfaction with A Line service remains high with three out of four respondents (79%), giving a rating of *satisfied/very satisfied*. When compared to Year 1, overall satisfaction is significantly lower in Year 3 (85% v. 79%). The mean satisfaction score is also significantly lower in Year 3 (4.07) versus Year 1 (4.25).



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

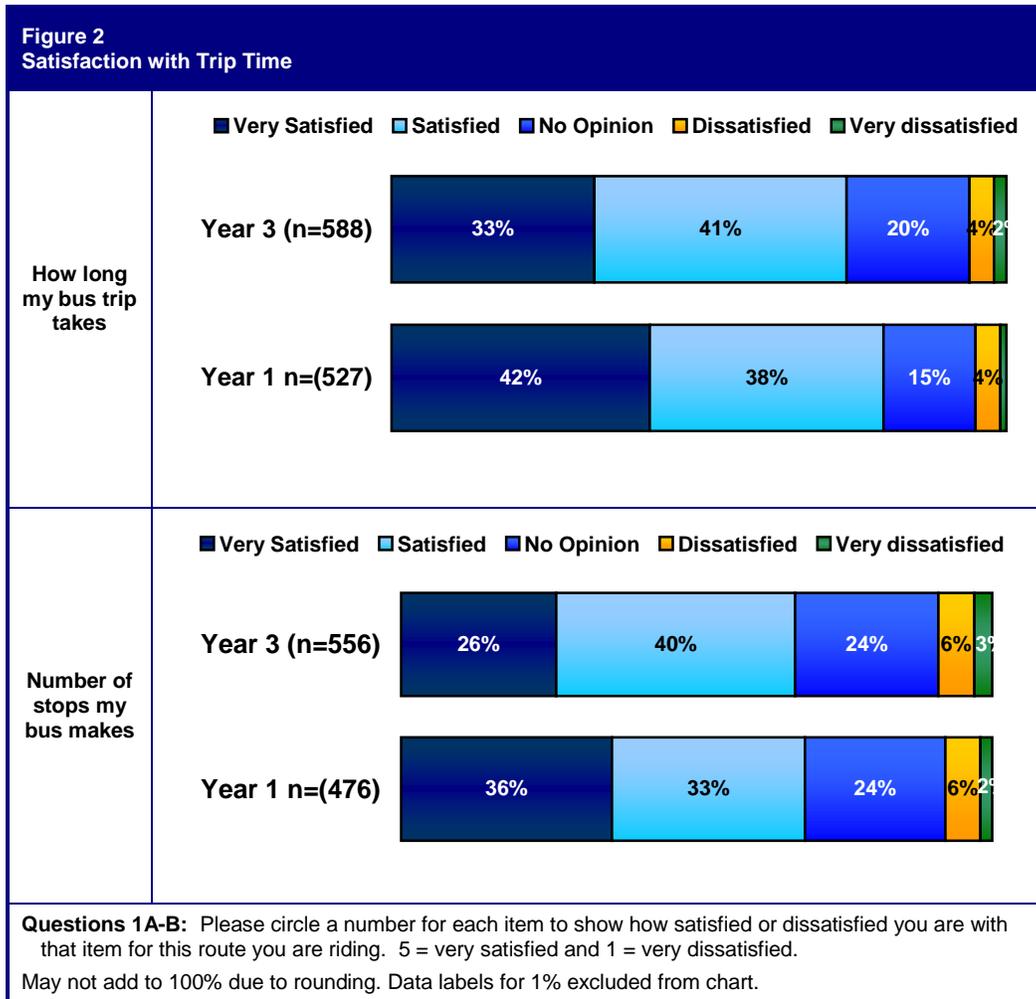
In addition to asking for a rating of satisfaction with overall service, respondents were asked to give satisfaction ratings for over 30 service elements grouped into six service dimensions. These ratings are presented in charts, and mean ratings are summarized in tables. The following information summarizes the primary findings in top 2 ratings (*very satisfied/satisfied*), bottom 2 ratings (*dissatisfied/very dissatisfied*) and mean ratings by survey topic area.

Rounding mechanisms inherent in the software can make these response proportions vary from cross tabulation results by up to 1 percentage point.

## Trip Time

Satisfaction with *how long my bus trip takes* was significantly lower with the proportion who gave ratings of *satisfied/very satisfied* in Year 3 (74%) and Year 1 (80%).

Satisfaction with *number of stops my bus makes* was nearly equal in Year 3 as compared to Year 1 (67% v. 68%).



Mean satisfaction ratings for both trip time elements were significantly lower for RapidRide A Line respondents in Year 3.

**Table 2**  
Mean Satisfaction Scores: Trip Time

	Year 3	Year 1
How long my bus trip takes	<b>3.99</b>	4.16
Number of stops my bus makes	<b>3.81</b>	3.93

**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.

Mean ratings that are shown in boldface type are significantly lower in Year 3 than Year 1.

## *Personal Safety*

Satisfaction scores for all five elements of personal safety decreased for A Line respondents in the Year 3 survey. Three of the five satisfaction scores fell below 50 percent in the Year 3 survey. (Figure 3)

- *Behavior of other people at the waiting area* – 48%
- *Personal safety while waiting for the bus at night* – 47%
- *Behavior of other passengers on the bus* – 43%

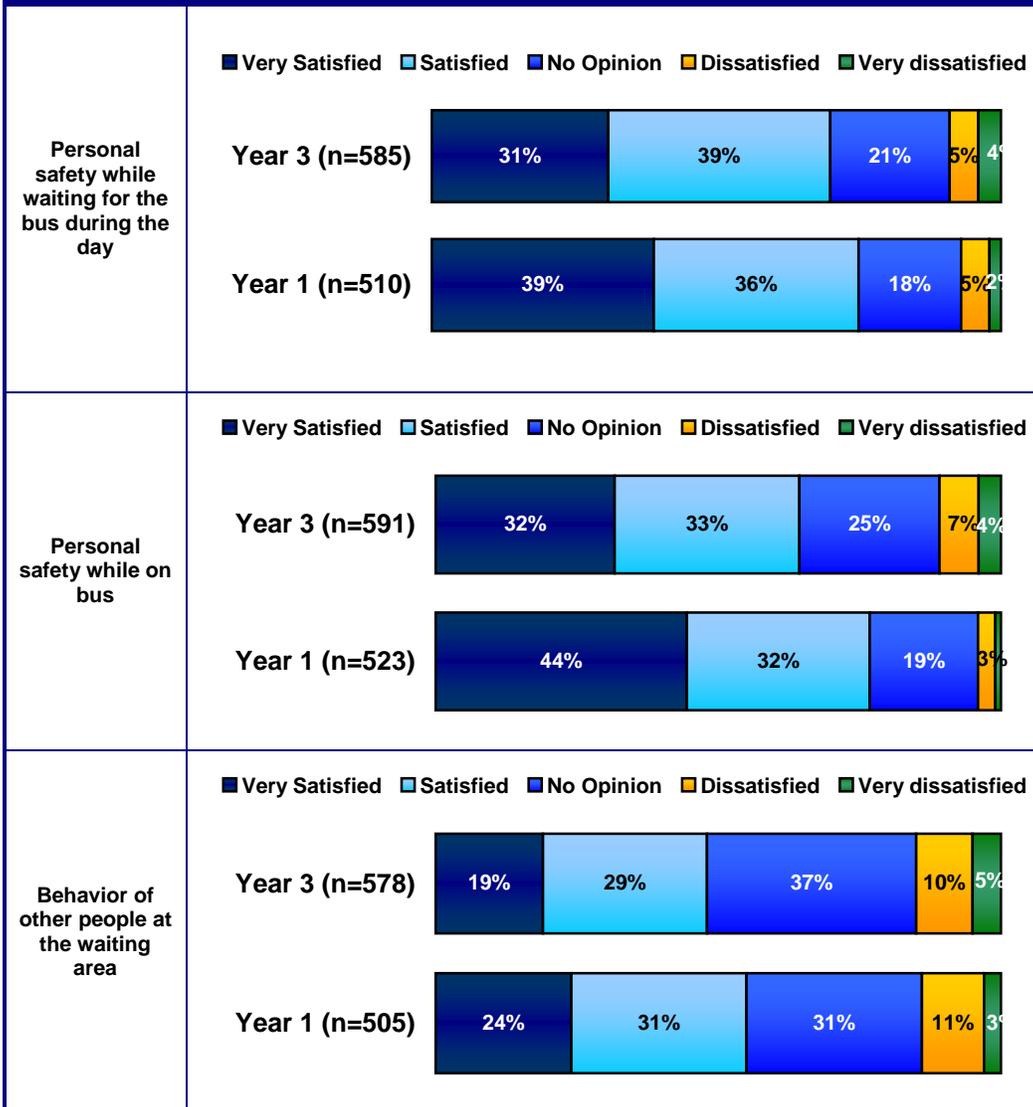
Three of the personal safety service elements scored significantly lower in Year 3 for *satisfied/very satisfied* compared to Year 1, including:

- *Personal safety while on the bus* – Year 3 (65%) v. Year 1 (76%)
- *Behavior of other people at the waiting area* – Year 3 (48%) v. Year 1 (55%)
- *Behavior of other passengers on the bus* – Year 3 (43%) v. Year 1 (57%)

A Line respondents were significantly more likely than Year 1 respondents to be *dissatisfied/very dissatisfied* on two personal safety elements:

- *Personal safety while waiting for the bus at night* – Year 3 (25%) v. Year 1 (19%)
- *Personal safety while on the bus* – Year 3 (11%) v. Year 1 (5%)

**Figure 3**  
Satisfaction with Personal Safety

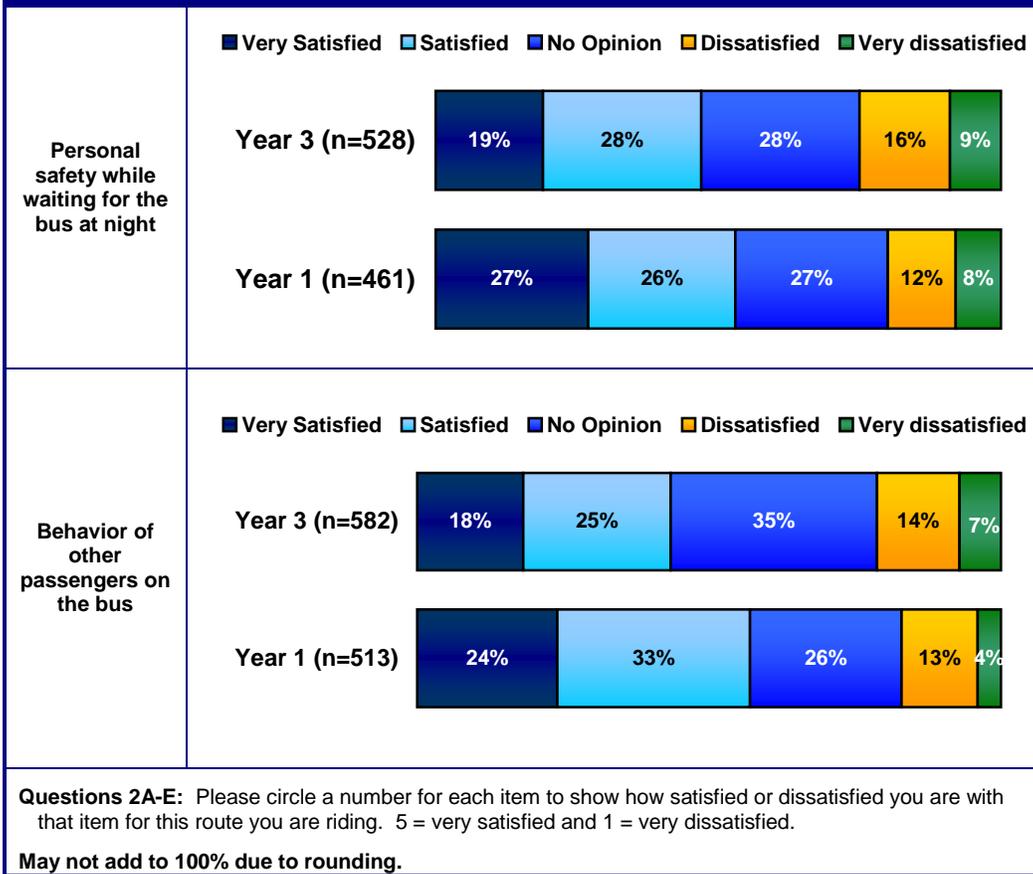


**Questions 2A-E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Figure continued on following page.

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

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



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

<b>Table 3</b> <b>Mean Satisfaction Scores: Personal Safety</b>		
	<b>Year 3</b>	<b>Year 1</b>
Personal safety while waiting for the bus during the day.	3.90	<b>4.06</b>
Personal safety while on the bus.	3.82	<b>4.14</b>
Behavior of other people at the waiting area.	3.47	<b>3.64</b>
Behavior of other passengers on the bus.	3.33	<b>3.59</b>
Personal safety while waiting for the bus at night.	3.32	<b>3.53</b>

**Questions 2A-E:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.  
Mean ratings that are shown in boldface type are significantly higher in Year 1 than Year 3.

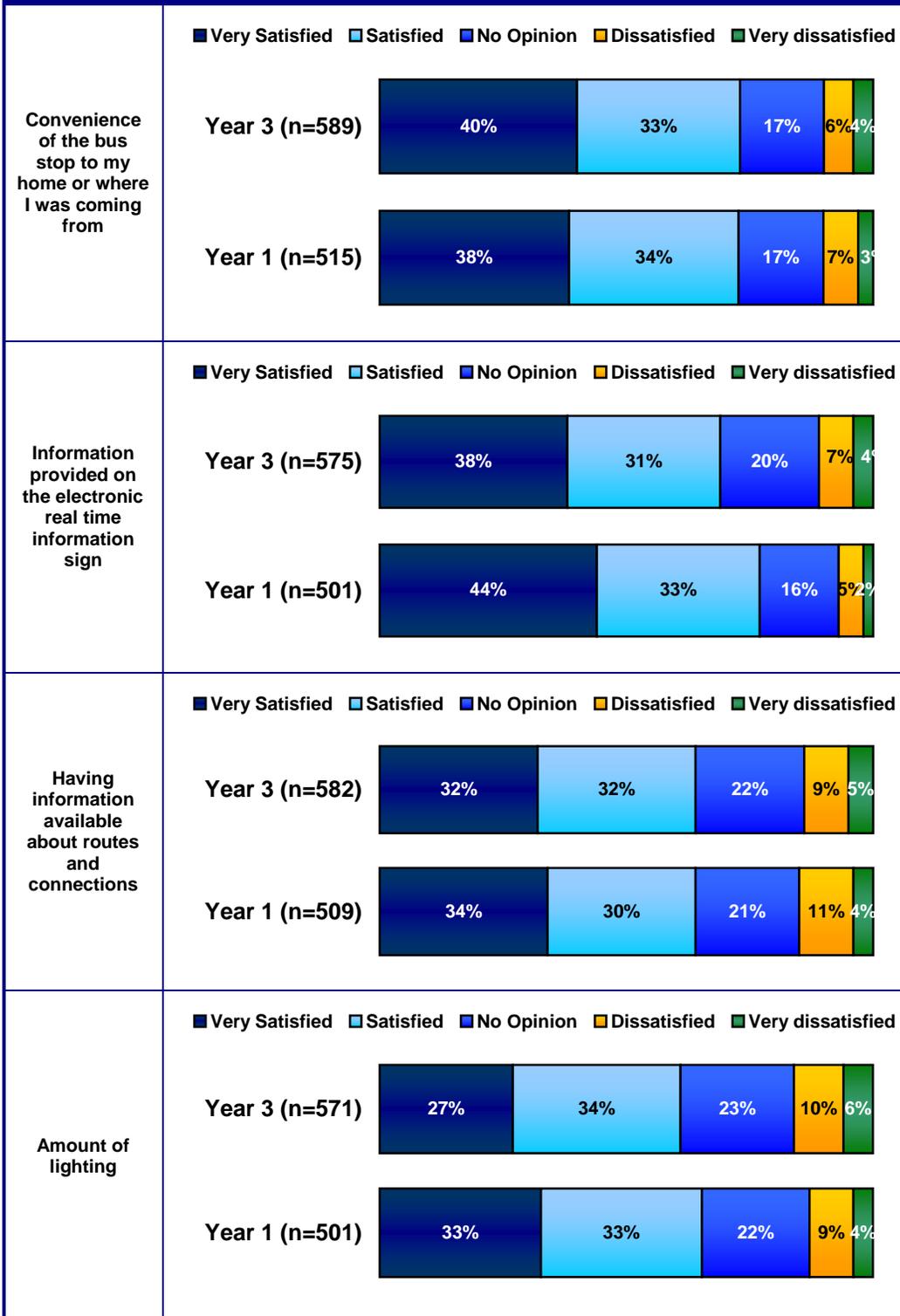
### ***Waiting Area/Bus Stop Where You Boarded For This Trip***

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

There was one significant decrease in Year 3 satisfaction compared to Year 1: the proportion of respondents *satisfied/very satisfied* with *information provided on the electronic real time information sign* fell to 64% from 76% in Year 1.

Overall dissatisfaction (ratings of *dissatisfied/very dissatisfied*) were also significantly higher in Year 3 for *information provided on the electronic real time information sign*, Year 3 (11%) v. Year 1 (7%).

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



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

Figure continued on following page.

May not add to 100% due to rounding.

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

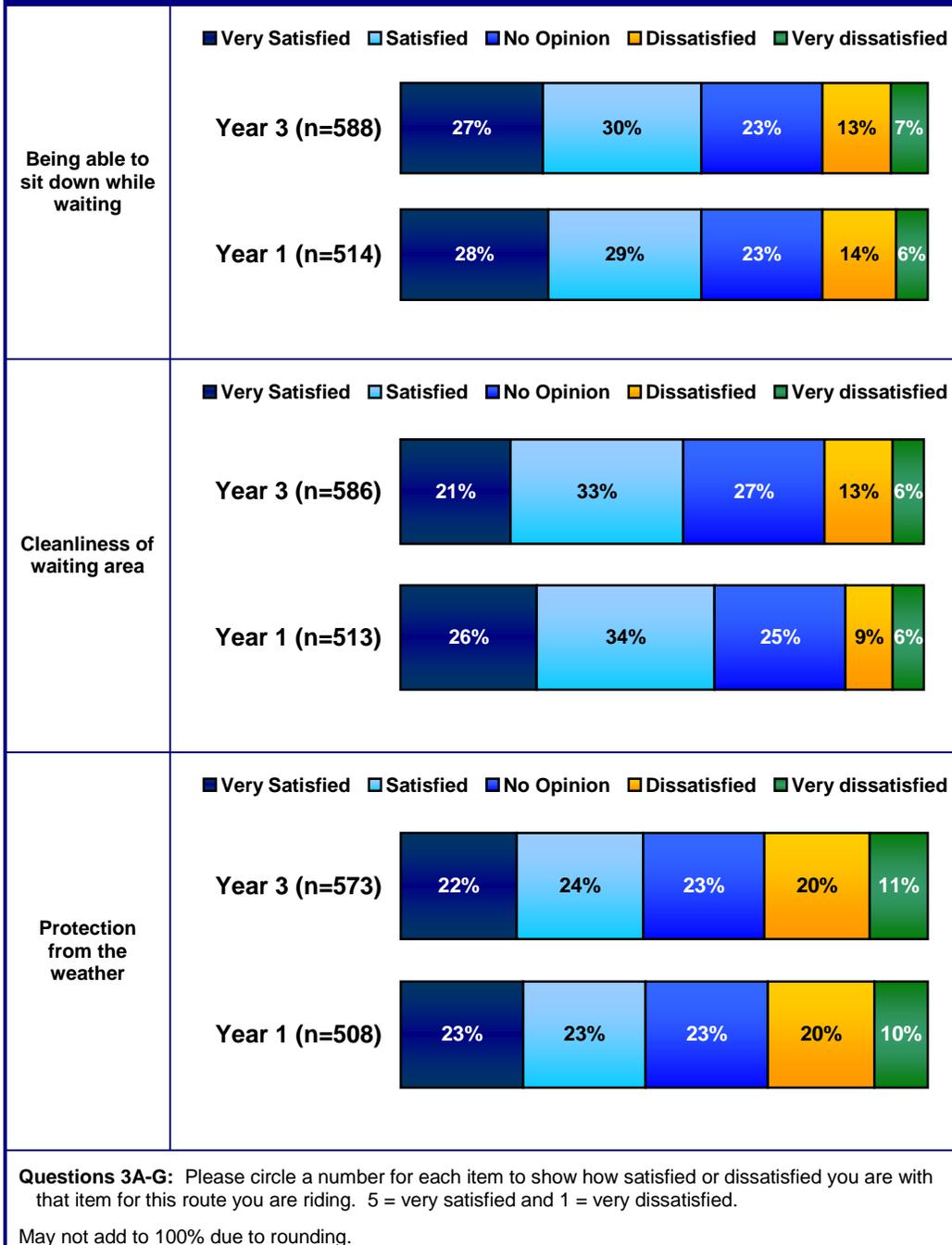


Table 4 displays the mean satisfaction scores for all elements of waiting area/bus stop where you boarded for this trip. Results found three mean ratings for these service elements significantly lower in Year 3 compared to Year 1:

- *Information provided on the electronic real time information sign* – Year 3 (3.92) v. Year 1 (4.11)
- *Amount of lighting* – Year 3 (3.68) v. Year 1 (3.82)
- *Cleanliness of the waiting area* – Year 3 (3.52) v. Year 1 (3.65)

<b>Table 4 Mean Satisfaction Scores: Waiting Area/Bus Stop Where You Boarded for This Trip</b>		
	<b>Year 3</b>	<b>Year 1</b>
Convenience of the bus stop to my home or where I was coming from	3.99	3.96
Information provided on the electronic real time information sign	3.92	<b>4.11</b>
Having information available about routes and connections	3.76	3.78
Amount of lighting	3.68	<b>3.82</b>
Being able to sit down while waiting	3.58	3.60
Cleanliness of the waiting area	3.52	<b>3.65</b>
Protection from the weather	3.27	3.29
<p><b>Questions 3A-G:</b> Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.</p> <p>Mean ratings that are shown in boldface type are significantly higher in Year 1 than Year 3..</p>		

### *Things about Buses*

Respondents rated their satisfaction on things about the bus. Besides the services asked in Year 1, RapidRide A Line survey respondents rated one additional characteristic, room to stand if no seats are available.

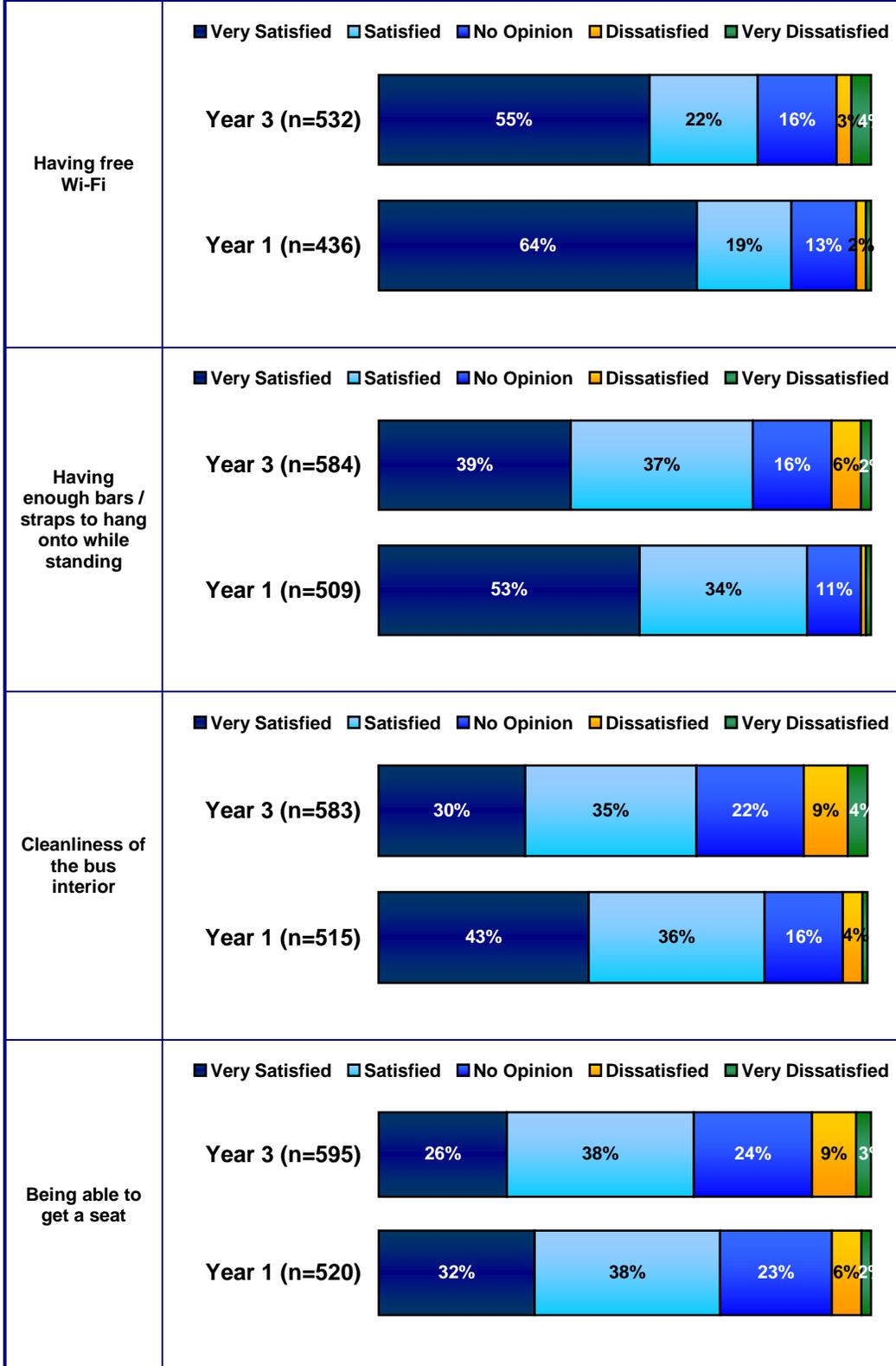
A comparison of satisfaction ratings (Figure 5) found a significant decrease in *satisfied/very satisfied* ratings given for Year 3 compared to Year 1 on three services. These include:

- *Having free WiFi* – Year 3 (77%) v. Year 1 (84%)
- *Enough bars / straps to hang onto while standing* – Year 3 (76%) v. Year 1 (87%)
- *Cleanliness of the bus interior* – Year 3 (65%) v. Year 1 (79%)

Dissatisfaction (the proportion *dissatisfied/very dissatisfied*) is significantly higher for Year 3 respondents than for Year 1 respondents for all four of the elements about the bus that were rated in Year 1. This is shown below:

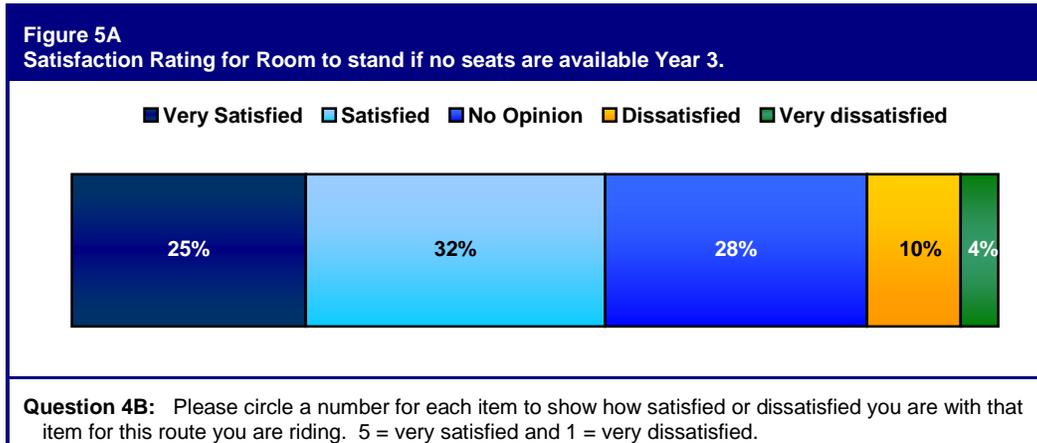
- *Cleanliness of the bus interior* – Year 3 (12%) v. Year 1 (4%)
- *Being able to get a seat* – Year 3 (12%) v. Year 1 (8%)
- *Enough bars to hang onto while standing* – Year 3 (8%) v. Year 1 (2%)
- *Having free WiFi* – Year 3 (7%) v. Year 1 (3%)

**Figure 5**  
**Things about Buses**



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

The RapidRide A Line year three survey respondents were asked to give an additional rating about the bus - *Room to stand if no seats available*. (Figure 5A) This had the lowest satisfaction score of the five *things about buses* rated.



A comparison of mean satisfaction scores for the four items rated in both years showed significantly lower ratings for Year 3 than for Year 1 for all elements.

**Table 5**  
Mean Satisfaction Scores: Things about buses – Year 3 vs. Year 1

	Year 3	Year 1
Having free Wi-Fi	4.22	<b>4.44</b>
Enough bars / straps to hang onto while standing	4.05	<b>4.38</b>
Cleanliness of the bus interior	3.80	<b>4.18</b>
Being able to get a seat	3.76	<b>3.91</b>
Room to stand if no seats are available*	3.64	N/A

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

\*This item was only rated by Year 3 respondents. All ratings for this item are shown in Figure 5A.

Mean ratings that are shown in boldface type are significantly higher in Year 1 than Year 3..

## *Ease of Transferring*

Riders rated their satisfaction with seven elements of transferring (Figure 6). An average of three quarters of Year 3 respondents (75%) answered questions about transfers in the Year 3 survey, more than in the Year 1 survey (56%).<sup>1</sup>

Although satisfaction ratings for five aspects of transfers held steady, the percentage of *very satisfied/ satisfied* ratings given for *two* elements decreased significantly from the Year 1 result.

- *The number of transfers I make* – Year 3 (55%) v. Year 1 (66%)
- *Waiting time between transfers* – Year 3 (54%) v. Year 1 (64%)

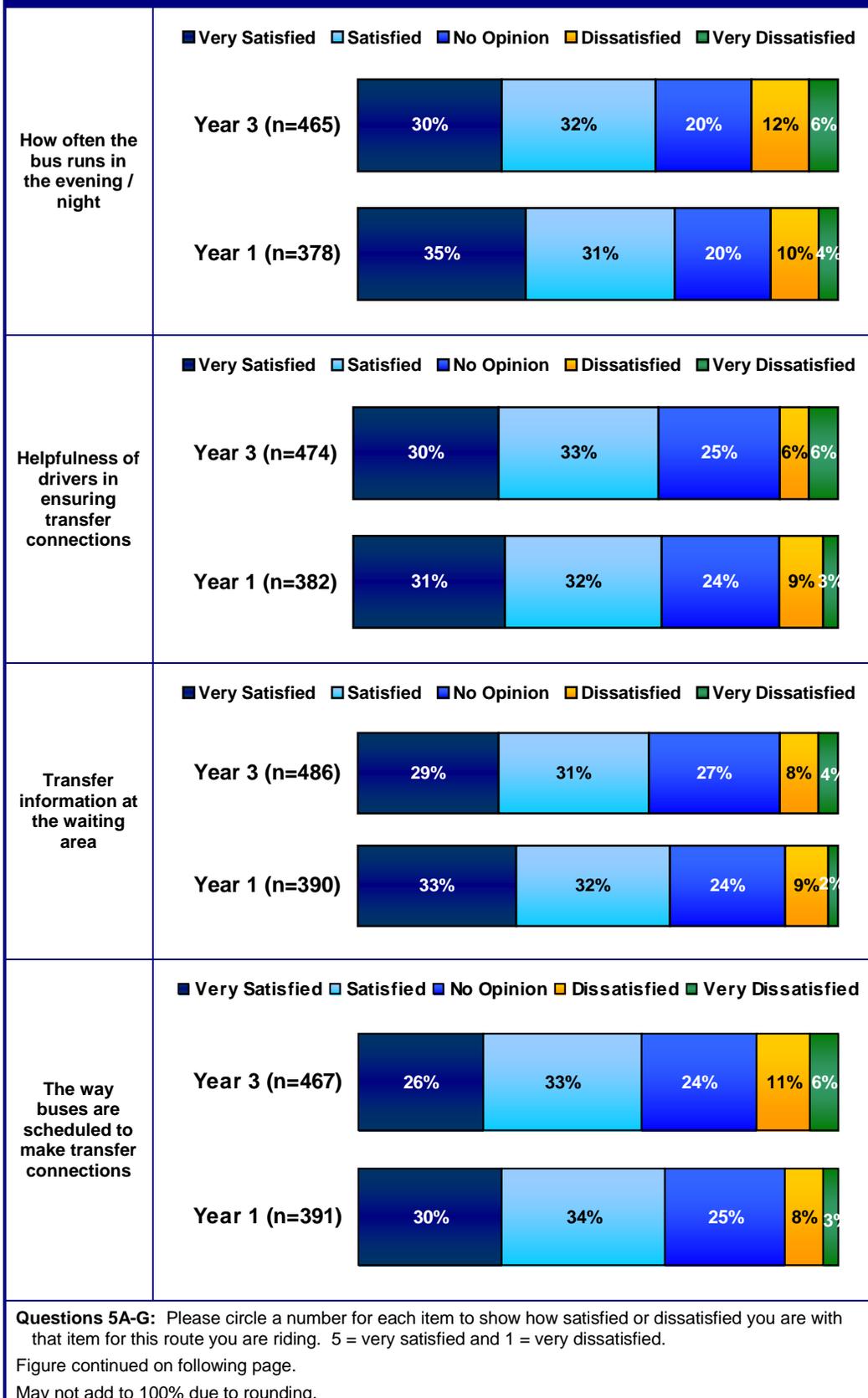
Elements of transfer that gathered significantly more *very dissatisfied/ dissatisfied* ratings in the current survey than in Year 1 include:

- *The number of transfers I make* – Year 3 (23%) v. Year 1 (13%)
- *The way buses are scheduled to make transfer connections* Year 3 (17%) v. Year 1 (11%)

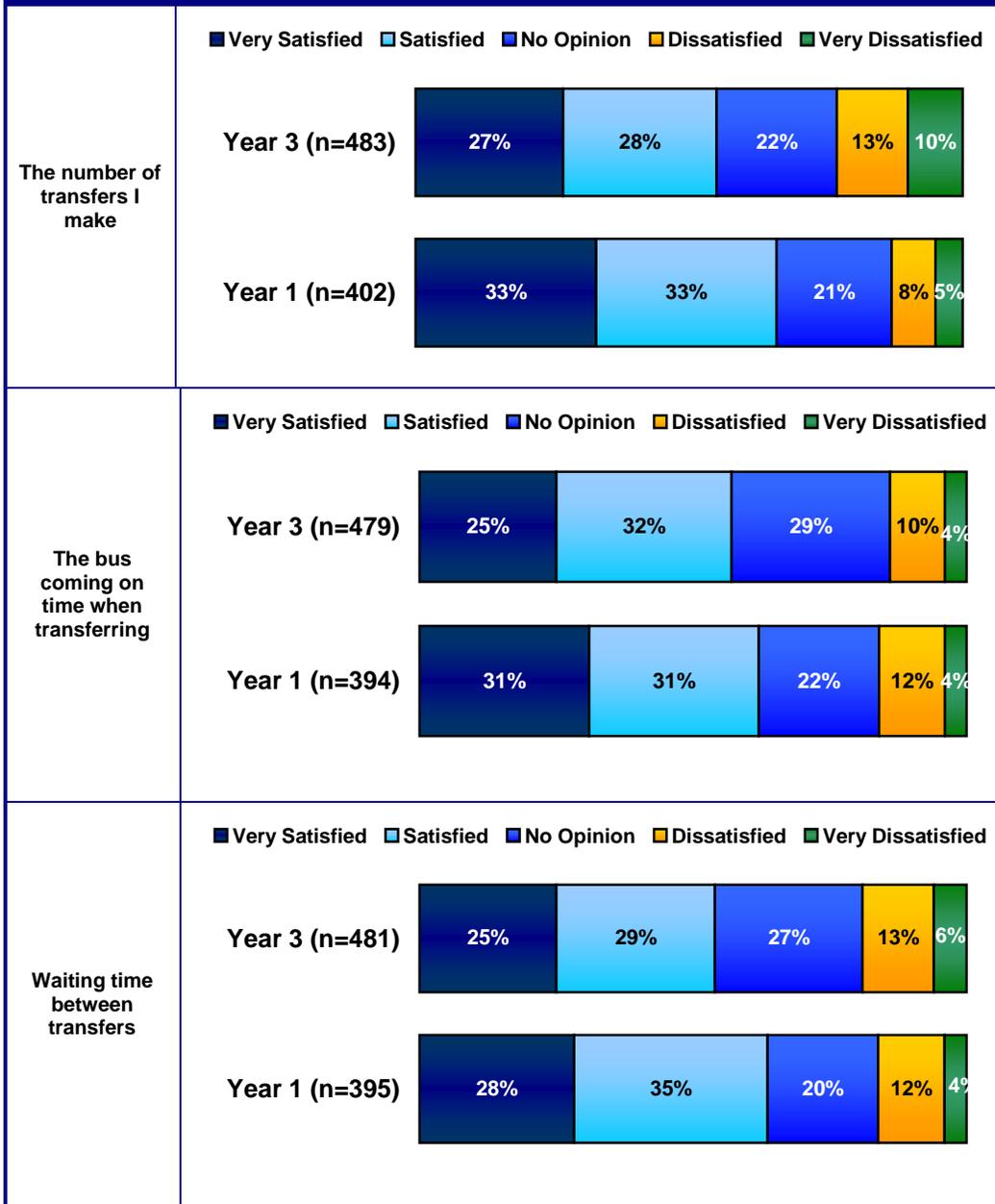
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<sup>1</sup> Between 483 and 383 respondents answered questions about transfers in this Year 3 survey, an average of 414 for the question series, or 75% of n=606. In Year 1 between 402 and 310 answered the same series, an average of 340 respondent, or 56% of n=555.

**Figure 6**  
Satisfaction with Ease of Transferring



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



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

May not add to 100% due to rounding.

Table 6 shows no significant change in mean satisfaction ratings for four of the elements, and significantly lower mean satisfaction ratings for Year 3 respondents than for Year 1 respondents for three of the elements of transfers.

- *The way the buses are scheduled to make transfer connections* Year 3 (3.61) v. Year 1 (3.79)
- *Waiting time between transfers* – Year 3 (3.54) v. Year 1 (3.71)
- *The number of transfers I make* – Year 3 (3.50) v. Year 1 (3.81)

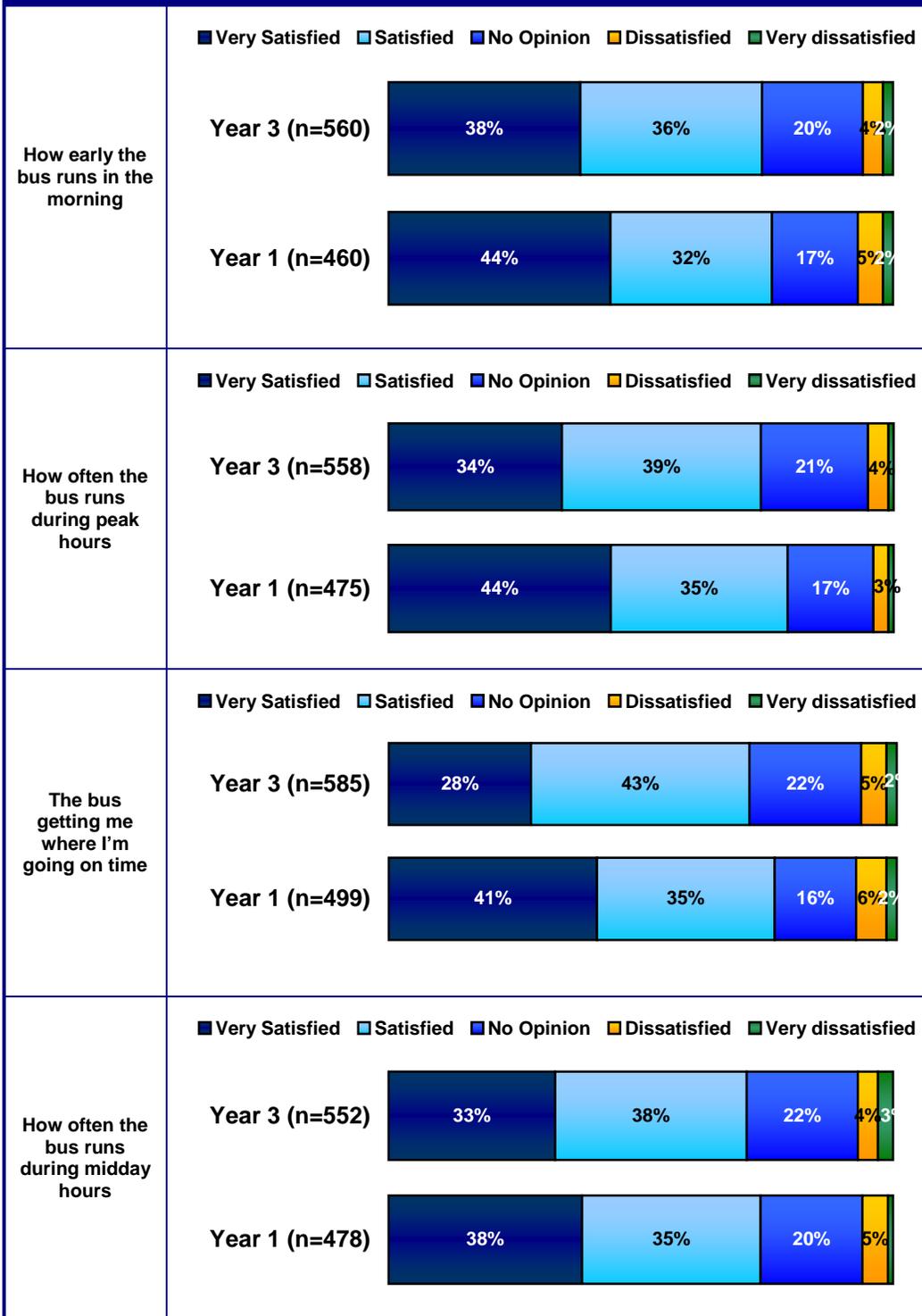
<b>Table 6 Mean Satisfaction Scores: Ease of Transferring</b>		
	<b>Year 3</b>	<b>Year 1</b>
Transfer information at the waiting area.	3.73	3.84
Helpfulness of drivers in ensuring transfer connections.	3.73	3.80
How often the bus runs in the evening / night.	3.69	3.84
The bus coming on time when transferring.	3.64	3.75
The way buses are scheduled to make transfer connections.	<b>3.61</b>	3.79
The number of transfers I make.	<b>3.50</b>	3.81
Waiting time between transfers.	<b>3.54</b>	3.71
<p><b>Questions 5A-G:</b> Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.</p> <p>Mean ratings that are shown in boldface type are significantly lower in Year 3 than Year 1.</p>		

### *Frequency and Reliability of Buses*

Of the six elements of frequency and reliability of buses rated in the survey, one decreased significantly. (Figure 7) The satisfaction rating for *how often the bus runs during peak hours* fell significantly below the Year 1 rating (73% v. 79%).

There were no dissatisfaction ratings with significant rating changes between year one and year three post-implementation.

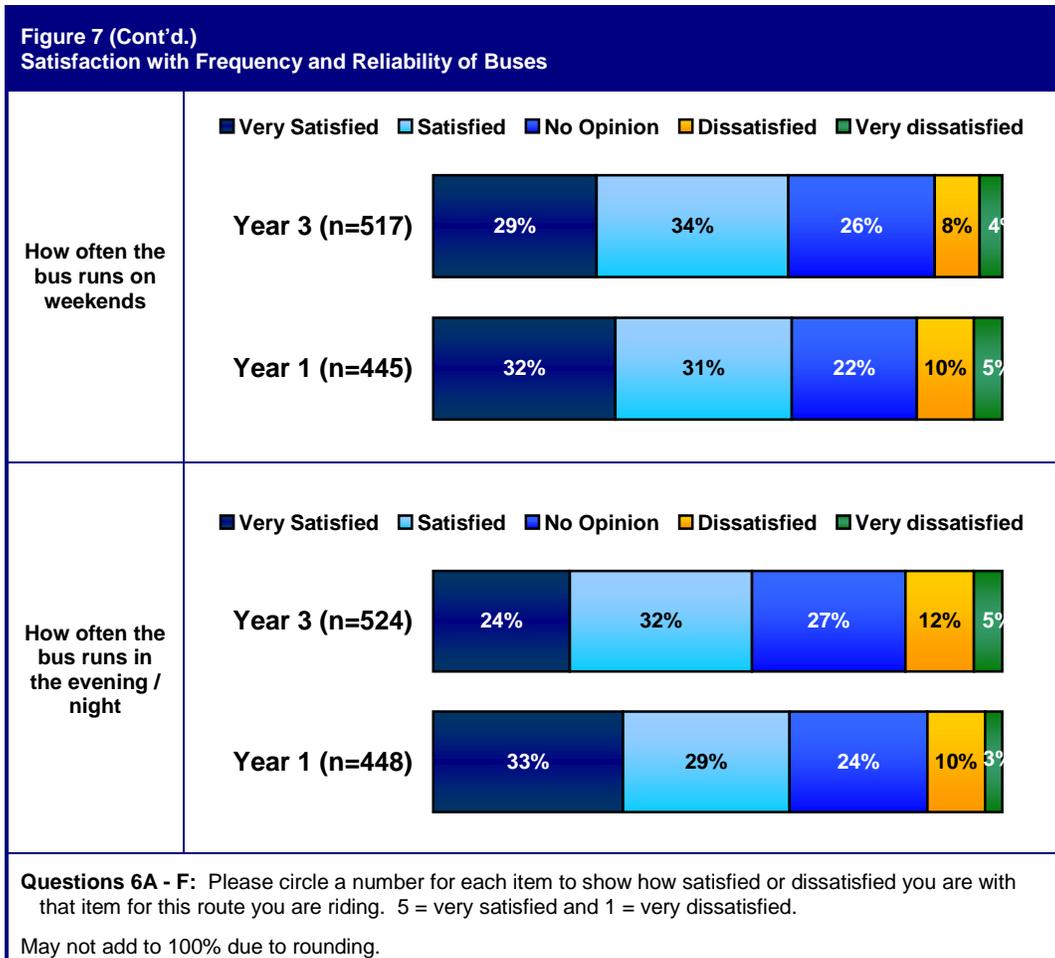
**Figure 7**  
Satisfaction with Frequency and Reliability of Buses



**Questions 6A - F:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

Figure continued on following page.

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



In Year 3, half of the mean satisfaction scores for all elements of frequency and reliability of buses decreased significantly from the Year 1 survey. (Table 7) The three elements that have significant decreases are: *how often the bus runs during peak hours* (3.99 v. 4.19), *the bus getting me where I'm going on time* (3.91 v. 4.07), and *how often the bus runs in the evening / night* (3.59 v. 3.78).

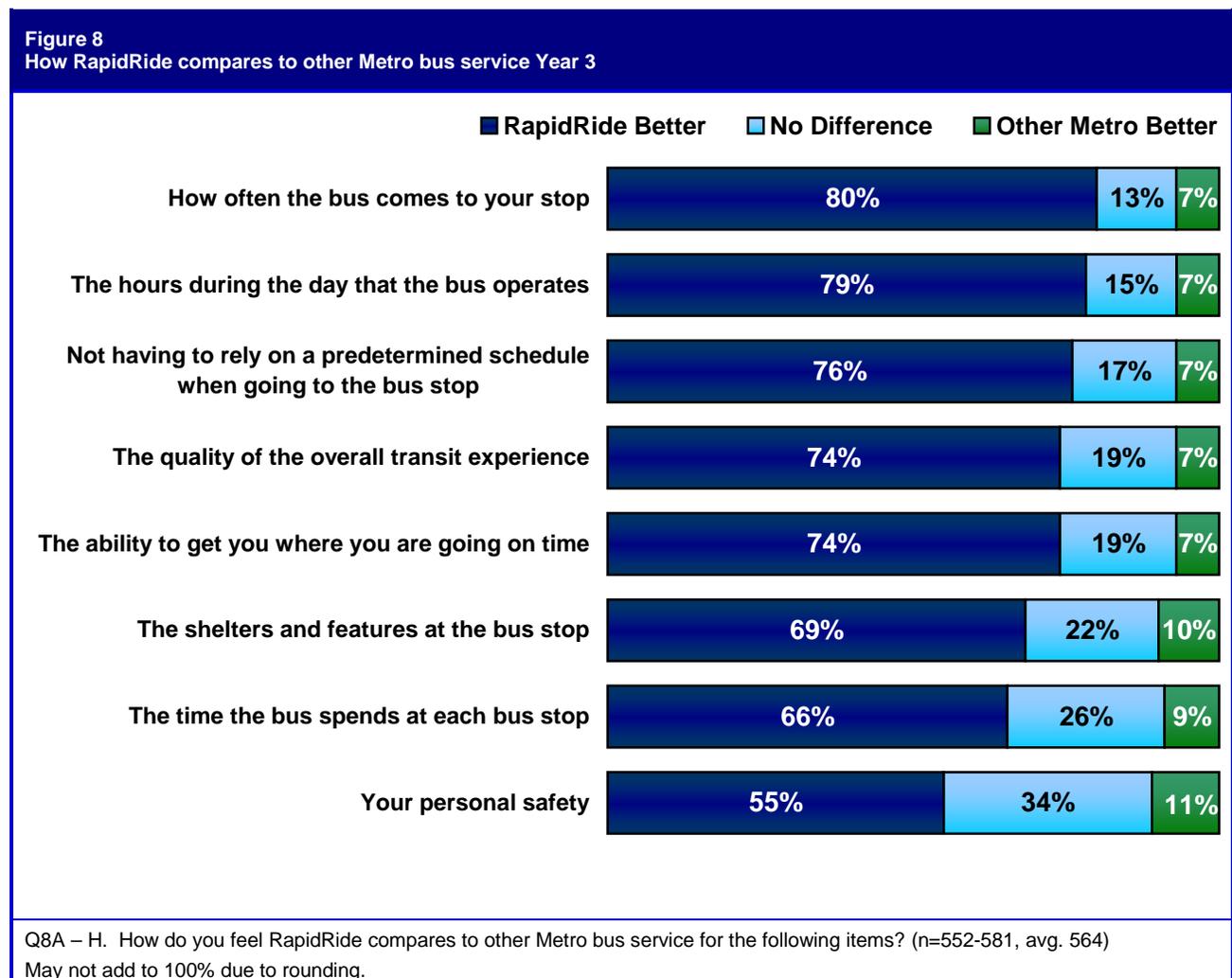
<b>Table 7</b> Mean Satisfaction Scores: Frequency and Reliability of Buses		
	<b>Year 3</b>	<b>Year 1</b>
How early the bus runs in the morning.	4.03	4.10
How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	<b>3.99</b>	4.19
How often the bus runs during midday hours (9 a.m. to 3 p.m.).	3.94	4.04
The bus getting me where I'm going on time.	<b>3.91</b>	4.07
How often the bus runs on weekends.	3.75	3.75
How often the bus runs in the evening / night.	<b>3.59</b>	3.78

**Questions 6A - F:** Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.  
 Mean ratings that are shown in boldface type are significantly lower in Year 3 than Year 1.

## How RapidRide Compares to Other Metro Bus Service

This new question added in the Year 3 survey asks the respondent to compare RapidRide service elements to other Metro bus service. On all service elements asked few chose *other Metro is better* (range of 7% to 11%) in delivering that service element. In all of the elements, more than 50 percent of respondents feel that RapidRide is better than other Metro bus service.

Respondents chose RapidRide is better most often for, *how often the bus comes to your stop* (80%) compared to no difference (13%), and other Metro is better (7%).



## Transit Trips Taken

Table 8 shows a significant difference between Year 3 and Year 1 in the proportion of respondents who took 15 rides or less (25% v. 32%) in the 30 days preceding the survey. The proportion that took 16 to 30 rides (35%) was significantly higher than in Year 1 (29%).

<b>Table 8 Rides Taken in the Previous 30 Days</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(537)	(470)
1-15 Rides in past 30 days	25%	<b>32%</b>
16-30 Rides in past 30 days	<b>35%</b>	29%
31-50 Rides in past 30 days	18%	16%
More than 50 rides in past 30 days	22%	23%
Mean	37.18	37.39
<p><b>Question 9:</b> How many rides have you taken on RapidRide A Line/this route in the last 30 days?            May not add to 100% due to rounding            Percentages that are shown in boldface type are significantly higher.</p>		

## Reason for Riding

Respondents were also asked to list the purpose of the trip that they take most often on this route. Table 9 shows riders are still more likely to use the A Line to commute to work or to school (50% and 44%) as they did in Year 1 as well (48%) and 40%), than to use it for other purposes.

There are significantly fewer respondents who took the bus for reasons other than work or school compared to Year 1:

- Shopping/Errands, Year 3 (21%) v. Year 1 (28%)
- Fun / Recreation/Social, Year 3 (19%) v. Year 1 (27%)
- Appointments, Year 3 (19%) v. Year 1 (27%)
- Other, Year 3 (12%) v. Year 1 (18%)

**Table 9  
Reasons for Riding**

	<b>Year 3</b>	<b>Year 1</b>
(Base)	(593)	(514)
To / from work	50%	48%
To / from school	44%	40%
Shopping / errands	21%	<b>28%</b>
Fun / recreation / social	19%	<b>27%</b>
Appointments	19%	<b>27%</b>
<p><b>Question 10:</b> What is the purpose of the trip you take most often on the RapidRide A Line/this route?            Percentages that are shown in boldface type are significantly higher in Year 1 than Year 3.            Multiple response question; proportions may add to more than 100%.</p>		

## Days and Times of Riding

Weekday AM peak hours remain the most common time to ride in Year 3: In Year 3 58 percent of respondents said they usually ride the A Line between 6:00 and 9:00 AM, a significant increase compared to Year 1 (50%).

Weekday 9 AM to 3 PM decreased significantly in Year 3 (41%) from the proportions in Year 1 (47%).

**Table 10  
Times of the Day and Week Using the Bus**

	<b>Year 3</b>	<b>Year 1</b>
(Base)	(591)	(503)
Weekdays - before 6 a.m.	19%	18%
Weekdays - AM peak (6-9 a.m.)	<b>58%</b>	50%
Weekdays - PM peak (3-6 p.m.)	44%	47%
Weekdays 9 a.m. to 3 p.m.	41%	<b>47%</b>
Weekdays 6-9 p.m.	31%	34%
Weekdays later than 9 p.m.	23%	22%
Weekends	37%	41%
<p><b>Question 11:</b> When do you usually ride RapidRide A line?            Percentages that are shown in boldface type are significantly higher.            Multiple response question; proportions may add to more than 100%.</p>		

## If you did not use RapidRide A Line, how would you make this trip?

Almost one out of three (31%) respondents would have no other option for this trip if they were not able to use RapidRide. For the respondents who have another option they would most often: walk (24%), get dropped off (23%), drive alone (18%).

Table 11 If you did not use RapidRide A Line how would you make this trip?	
	Year 3
(Base)	(545)
No other option is available to me	31%
Walk	24%
Get dropped off	23%
Drive alone	18%
Carpool / Vanpool	11%
Bike	6%
<b>Question 12:</b> If you did not use RapidRide A Line, how would you make this trip? Multiple response question; proportions may add to more than 100%. *This was not asked in Year 1.	

## Transfers

This question format was revised in Year 3 to ask: *Did you transfer TO/FROM the RapidRide A Line on this trip today?* In Year 1 this was two separate questions, one for transferring TO and another for transferring FROM the Rapid Ride. Both questions are presented below, but cannot be compared for statistical testing.

Table 12 Transfers – Percent Answering Yes		
	Year 3	Year 1
(Base)	(229)	(240)
Transfer to this route from another	-	54%
Transfer from this route to another	-	57%
Transfer To or FROM RapidRide A Line on this trip	54%	
<b>Year 3 Question 13:</b> Did you transfer TO/FROM the RapidRide A Line on this trip today? <b>Year 1 Questions 10 &amp; 11:</b> Did you transfer to ... will you transfer from ...?		

## *Buses Transferred to or from RapidRide*

Route transfer information for RapidRide A Line Year 3 and Year 1 is summarized in Table 13.

<b>Table 13 Buses Transferred To / From, for Access to RapidRide</b>			
	<b>To/From Year 3.</b>	<b>From Year 1</b>	<b>To Year 1</b>
(Base)	(229)	(240)	(211)
Named a route	76%	78%	82%
Light rail/LINK/Train	16%	18%	15%
Not a numeric bus number	8%	4%	3%
<b>Questions 13-Bus#:</b> Which route? ( transfer to/From)			

## Fares

The surveys ask respondents to indicate how they pay their fares. In the Year 1 survey this question was asked as a yes or no question about ORCA cards. In Year 3 the question is asked as a multiple choice with multiple payment options, therefore comparisons are limited between the two survey years.

<b>Table 14 Use of ORCA Cards to Pay Fares</b>		
	<b>Year 3</b>	<b>Year 1</b>
<b>(Base)</b>	<b>(563)</b>	<b>(501)</b>
Yes	53%	51%
No	47%	50%
ORCA card - Pass	18%	NA
ORCA card - E-purse / money on the card	18%	NA
ORCA card - Both a pass and an e-purse	6%	NA
ORCA card - not specified	12%	NA
Cash	49%	NA
Tickets	13%	NA
<b>Year 3 Q14.</b> How do you pay your fare? <b>Year 1</b> Do you currently pay your fare with an ORCA card? May not add to 100% due to rounding.		

*Use of the Off-Board ORCA Card Reader*

The results presented on the table below are based on the respondents who have stated they have an ORCA card, for comparison purposes. The proportion of ORCA card holders who have used the off board ORCA card reader shows no significant difference between the two survey years. (Table 15)

<b>Table 15 Use of the Off-Board ORCA Card Reader</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(275)	(228)
Yes	80%	78%
No	20%	22%
<b>Question 15:</b> Have you used the ORCA reader that is located off the bus at the RapidRide station? <b>(Base =Have ORCA card)</b> May not add to 100% due to rounding.		

*Proof of Payment*

Most A Line riders say they’ve been asked to provide proof of payment by a Fare Enforcement Officer (84%). (Table 16)

There is a significant decrease in the proportion of respondents who chose that the number of fare enforcement inspections should be less frequent, Year 3 (17%) v. Year 1 (22%).

<b>Table 16 Proof of Payment</b>		
	<b>Year 3</b>	<b>Year 1</b>
(Base)	(547)	(476)
Yes	84%	80%
No	16%	20%
Perceptions of payment inspections:	(493)	(379)
Appropriate	59%	54%
Should be more frequent	24%	24%
Should be less frequent	17%	<b>22%</b>
<b>Question 16 and 17:</b> On the RapidRide A Line, have you ever been requested to show your proof of payment by a Fare Enforcement Officer? (IF YES) Is the number of inspections by the officers ...? Percentages that are shown in boldface type are significantly higher. May not add to 100% due to rounding.		

## Trip Information Sources

Two out of three (66%) respondents use the *real time information sign at stop* for trip information on RapidRide A Line. More than one in four (27%) use the *OneBusAway phone application* and another one in five (20%) use printed timetables.

Table 17 RapidRide A Line information sources	
	Year 3
(Base)	(520)
Real time information sign at stop	66%
The OneBusAway smart phone application	27%
Metro's printed timetables	20%
Metro Transit web page	18%
Other (SPECIFY)	7%
<b>Question 19:</b> What trip information sources do you use for traveling on RapidRide A Line? Multiple response question; proportions may add to more than 100%.	

## Recommendations for RapidRide A Line Improvements

In both the Year 3 and the Year 1 surveys, A Line riders were asked to give one recommendation for improving the service. (Table 18)

A comparison of results shows mostly similar recommendations given in the surveys. However, in the current survey, there were significantly fewer suggestions to decrease fares (4% v. 9%). There is a significant increase in the proportion of respondents recommending more security on the bus, at the stops and transit centers (8% v. 4%).

**Table 18**  
**Recommendations for Improving RapidRide A Line Service**

	<b>Year 3</b>	<b>Year 1</b>
(Base)	(358)	(319)
It's good/it's great	10%	13%
Need more security on bus/at stops/at transit centers	<b>8%</b>	4%
Friendlier/More Helpful Drivers	6%	5%
Run more often off peak, at night, on weekends/run later	5%	6%
Improve physical shelters/stops/transit centers	4%	3%
Have more seats/better seats	4%	4%
Decrease fare	4%	<b>9%</b>
More frequent buses	4%	3%
Cleaner Bus/Bus Stops	4%	3%
Run Faster/Less stops	3%	5%
Better connection to light rail/other buses	3%	3%
Need more fare enforcement/some people get on without paying	3%	2%
Stay on time	3%	5%
Fix WIFI/Add WIFI	3%	2%
Less Fare Enforcement/Fare Enforcers are rude	2%	2%
More Service/Routes/Go Downtown	2%	3%
More real time signs at stops/time signs at all stops	2%	
Noise level too high/people's music too loud	2%	1%
<p><b>Question 28:</b> Finally, what one thing would you recommend to improve this route?            Multiple response question; responses gathering less than 2% of total response for Year 3 results are not shown, refer to cross tabulations for the full list.            Percentages that are shown in boldface type are significantly higher.</p>		

## Respondent Profile

<b>Table 20 Profile of Survey Respondents</b>		
	<b>Year 3</b>	<b>Year 1</b>
<b>Gender</b>	<b>(544)</b>	<b>(520)</b>
Male	53%	56%
Female	47%	44%
<b>Age</b>	<b>(529)</b>	<b>(485)</b>
Under 18	12%	10%
18 to 24	38%	35%
25 to 34	20%	22%
35 to 44	12%	13%
45 to 54	10%	13%
55 to 64	6%	6%
65 and older	2%	2%
<i>Mean</i>	<i>29.94</i>	<i>31.10</i>
<b>Length of time as a Metro rider</b>	<b>(543)</b>	<b>(507)</b>
Less than 6 months	19%	19%
6 to 12 months	14%	14%
More than 1 year, less than 5 years	28%	24%
5 years or longer	39%	44%
<b>Hispanic</b>	<b>(520)</b>	NA
Yes	17%	
No	83%	
<b>White</b>	<b>(510)</b>	NA
Yes	43%	
No	57%	
<b>Income</b>	<b>(477)</b>	NA
Under \$20,000 per year	56%	
\$20,000 up to \$35,000	26%	
\$35,000 and up	18%	
<b>Language spoken at home</b>	<b>(524)</b>	NA
English	80%	
Other	20%	
May not add to 100% due to rounding.		

# Appendix

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

	Year 3 (606)	Year 1 (555)
<b><i>Service Item Rated</i></b>		
Q4E. Things About Buses on the RapidRide A Line. Having free Wi-Fi.	77%	<b>84%</b>
Q4D. Things About Buses on the RapidRide A Line. Enough bars / straps to hang onto while standing.	76%	<b>87%</b>
Q1A. Trip Time on the RapidRide A Line. How long my bus trip takes.	74%	<b>80%</b>
Q6F. Frequency and Reliability of Buses on the RapidRide A Line. How early the bus runs in the morning.	74%	76%
Q6B. Frequency and Reliability of Buses on the RapidRide A Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	73%	<b>79%</b>
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	73%	72%
Q6C. Frequency and Reliability of Buses on the RapidRide A Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	71%	73%
Q6A. Frequency and Reliability of Buses on the RapidRide A Line. The bus getting me where I'm going on time.	71%	76%
Q2C. Personal Safety on the RapidRide A Line. Personal safety while waiting for the bus during the day.	71%	75%
Q3G. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Information provided on the electronic real time information sign.	<b>69%</b>	76%
Q1B. Trip Time on the RapidRide A Line. The number of stops my bus makes.	67%	68%
Q4C. Things About Buses on the RapidRide A Line. Cleanliness of the bus interior.	65%	<b>79%</b>
Q2A. Personal Safety on the RapidRide A Line. Personal safety while on the bus.	65%	<b>76%</b>
Q4A. Things About Buses on the RapidRide A Line. Being able to get a seat.	65%	69%
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Having information available about routes and connections.	64%	64%
Q6E. Frequency and Reliability of Buses on the RapidRide A Line. How often the bus runs on weekends.	62%	63%
Q5E. Ease of Transferring to or from the RapidRide A Line. Helpfulness of drivers in ensuring transfer connections.	62%	64%
Q5B. Ease of Transferring to or from the RapidRide A Line. How often the bus runs in the evening / night.	62%	66%
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Amount of lighting.	61%	66%
Q5G. Ease of Transferring to or from the RapidRide A Line. Transfer information at the waiting area.	61%	65%
<p><b>Questions 1A – 6F:</b> Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.  Ratings that are shown in boldface type are significantly higher.  <b>Table continued on following page.</b></p>		

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

	Year 3 (606)	Year 1 (555)
<b>Service Item Rated</b>		
Q5C. Ease of Transferring to or from the RapidRide A Line. The way buses are scheduled to make transfer connection.	59%	63%
Q4B. Things About Buses on the RapidRide A Line. Room to stand if no seats are available.	57%	NA
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Being able to sit down while waiting.	57%	57%
Q5F. Ease of Transferring to or from the RapidRide A Line. The bus coming on time when transferring.	57%	63%
Q6D. Frequency and Reliability of Buses on the RapidRide A Line. How often the bus runs in the evening / night.	56%	62%
Q5A. Ease of Transferring to or from the RapidRide A Line. The number of transfers I make.	55%	<b>66%</b>
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Cleanliness of waiting area.	55%	60%
Q5D. Ease of Transferring to or from the RapidRide A Line. Waiting time between transfers.	54%	<b>64%</b>
Q2E. Personal Safety on the RapidRide A Line. Behavior of other people at the waiting area.	48%	<b>55%</b>
Q2D. Personal Safety on the RapidRide A Line. Personal safety while waiting for the bus at night.	47%	53%
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Protection from the weather.	46%	46%
Q2B. Personal Safety on the RapidRide A Line. Behavior of other passengers on the bus.	43%	<b>57%</b>
<p><b>Questions 1A – 6F:</b> Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.  Ratings that are shown in boldface type are significantly higher.</p>		

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

	<b>Year 3 (606)</b>	<b>Year 1 (555)</b>	<b>% Gap Year 3- Year 1</b>
<b><i>Service Item Rated</i></b>			
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	73%	72%	0.8%
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Having information available about routes and connections.	64%	64%	0.4%
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Being able to sit down while waiting.	57%	57%	0.1%
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Protection from the weather.	46%	46%	-0.2%
Q6E. Frequency and Reliability of Buses on the RapidRide A Line. How often the bus runs on weekends.	62%	63%	-0.4%
Q5E. Ease of Transferring to or from the RapidRide A Line. Helpfulness of drivers in ensuring transfer connections.	62%	64%	-1.4%
Q1B. Trip Time on the RapidRide A Line. The number of stops my bus makes.	67%	68%	-1.5%
Q6F. Frequency and Reliability of Buses on the RapidRide A Line. How early the bus runs in the morning.	74%	76%	-2.2%
Q6C. Frequency and Reliability of Buses on the RapidRide A Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	71%	73%	-2.2%
Q5G. Ease of Transferring to or from the RapidRide A Line. Transfer information at the waiting area.	61%	65%	-3.9%
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Amount of lighting.	61%	66%	-4.2%
Q5B. Ease of Transferring to or from the RapidRide A Line. How often the bus runs in the evening / night.	62%	66%	-4.2%
Q4A. Things About Buses on the RapidRide A Line. Being able to get a seat.	65%	69%	-4.5%
Q2C. Personal Safety on the RapidRide A Line. Personal safety while waiting for the bus during the day.	71%	75%	-4.7%
Q5C. Ease of Transferring to or from the RapidRide A Line. The way buses are scheduled to make transfer connection.	59%	63%	-4.8%
Q6A. Frequency and Reliability of Buses on the RapidRide A Line. The bus getting me where I'm going on time.	71%	76%	-4.8%
<p><b>Questions 1A – 6F:</b> Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied</p> <p><b>Table continued on following page.</b></p>			

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

	<b>Year 3 (606)</b>	<b>Year 1 (555)</b>	<b>% Gap Year 3- Year 1</b>
<b><i>Service Item Rated</i></b>			
Q6D. Frequency and Reliability of Buses on the RapidRide A Line. How often the bus runs in the evening / night.	56%	62%	-5.6%
Q1A. Trip Time on the RapidRide A Line. How long my bus trip takes.	74%	80%	-5.6%
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Cleanliness of waiting area.	55%	60%	-5.6%
Q5F. Ease of Transferring to or from the RapidRide A Line. The bus coming on time when transferring.	57%	63%	-5.9%
Q2D. Personal Safety on the RapidRide A Line. Personal safety while waiting for the bus at night.	47%	53%	-6.2%
Q6B. Frequency and Reliability of Buses on the RapidRide A Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	73%	79%	-6.2%
Q4E. Things About Buses on the RapidRide A Line. Things About Buses on RapidRide A Line Having free Wi-Fi.	77%	84%	-6.3%
Q2E. Personal Safety on the RapidRide A Line. Behavior of other people at the waiting area.	48%	55%	-7.3%
Q3G. Waiting Area / Bus Stop Where You Boarded RapidRide A Line for This Trip. Information provided on the electronic real time information sign.	69%	76%	-7.4%
Q5D. Ease of Transferring to or from the RapidRide A Line. Waiting time between transfers.	54%	64%	-9.7%
Q5A. Ease of Transferring to or from the RapidRide A Line. The number of transfers I make.	55%	66%	-10.4%
Q2A. Personal Safety on the RapidRide A Line. Personal safety while on the bus.	65%	76%	-11.3%
Q4D. Things About Buses on the RapidRide A Line. Enough bars / straps to hang onto while standing.	76%	87%	-11.4%
Q2B. Personal Safety on the RapidRide A Line. Behavior of other passengers on the bus.	43%	57%	-13.6%
Q4C. Things About Buses on the RapidRide A Line. Cleanliness of the bus interior.	65%	79%	-14.2%
Q4B. Things About Buses on the RapidRide A Line. Room to stand if no seats are available.	57%	NA	NA
<b>Questions 1A – 6F:</b> Please circle a number for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.			

# **RapidRide A line One Year Post Implementation Survey**

**Instructions**

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

	very satisfie d	satisfie d	neutral	dissatisfi ed	very dissatisfi ed	not applicabl e
<b>1. Trip Time on the RapidRide A Line</b>						
▼ 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
<b>2. Personal Safety on the RapidRide A Line</b>						
▼ 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
<b>3. Waiting Area/Bus Stop Where You Boarded the RapidRide A Line for This Trip</b>						
▼ Being able to sit down while waiting	5	4	3	2	1	NA
▼ Cleanliness of waiting area	5	4	3	2	1	NA
▼ Amount of lighting	5	4	3	2	1	NA
▼ Protection from the weather	5	4	3	2	1	NA
▼ Having information available about routes and connections	5	4	3	2	1	NA
▼ Convenience of the bus stop to my home or where I was coming from	5	4	3	2	1	NA
▼ Being able to see an oncoming bus	5	4	3	2	1	NA
▼ Information provided on the electronic real time information sign (at some locations)	5	4	3	2	1	NA
<b>4. Things About Buses on the RapidRide A Line</b>						
▼ Being able to get a seat	5	4	3	2	1	NA
▼ Amount of lighting inside the bus	5	4	3	2	1	NA
▼ Cleanliness of the bus interior	5	4	3	2	1	NA
▼ Having the bus free of graffiti	5	4	3	2	1	NA
▼ Smoothness of the ride	5	4	3	2	1	NA
▼ Bike rack capacity	5	4	3	2	1	NA
▼ Wide enough doors and aisles for loading and unloading	5	4	3	2	1	NA
▼ Enough bars/straps to hang onto while standing	5	4	3	2	1	NA
▼ Having three doors for loading and unloading	5	4	3	2	1	NA
▼ Having free Wi-Fi	5	4	3	2	1	NA

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

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

**Now go on to Question 6 below.**

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

<b>6. Frequency and Reliability of Buses on the RapidRide A Line</b>						
▼ The bus getting me where I'm going on time	5	4	3	2	1	NA
▼ How often the bus runs during peak hours (7-9 a.m. and 3-6 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs during midday hours (9 a.m. to 3 p.m.)	5	4	3	2	1	NA
▼ How often the bus runs in the evening/night	5	4	3	2	1	NA
▼ How often the bus runs on weekends	5	4	3	2	1	NA
▼ How early the bus runs in the morning	5	4	3	2	1	NA
<b>7. Overall Satisfaction with the RapidRide A Line</b>						
▼ Overall how satisfied are you with the RapidRide A Line?	5	4	3	2	1	NA
<b>8. How many rides have you taken on the RapidRide A Line in the last 30 days? (Count a roundtrip as 2 rides)</b>						
_____ rides						
<b>8a. What is the purpose of the trip you take most often on the RapidRide A Line?</b>						
<input type="checkbox"/> <sub>1</sub> To/from work	<input type="checkbox"/> <sub>4</sub> Fun/recreation/social					
<input type="checkbox"/> <sub>2</sub> To/from school	<input type="checkbox"/> <sub>5</sub> Appointments					
<input type="checkbox"/> <sub>3</sub> Shopping/errands	<input type="checkbox"/> <sub>6</sub> Other					
<b>9. When do you usually ride the RapidRide A Line? Please check all that apply.</b>						
<input type="checkbox"/> <sub>1</sub> Weekdays—before 6 a.m.	<input type="checkbox"/> <sub>5</sub> Weekdays 6-9 p.m.					
<input type="checkbox"/> <sub>2</sub> Weekdays—AM peak (6-9 a.m.)	<input type="checkbox"/> <sub>6</sub> Weekdays later than 9 p.m.					
<input type="checkbox"/> <sub>3</sub> Weekdays—PM peak (3-6 p.m.)	<input type="checkbox"/> <sub>7</sub> Weekends					
<input type="checkbox"/> <sub>4</sub> Weekdays 9 a.m. to 3 p.m.						

# RapidRide A Line RIDER Report Card

10. Did you transfer **TO** the RapidRide A Line from another bus/train on this trip today?  
<sub>1</sub> Yes — Which route? \_\_\_\_\_ <sub>2</sub> No

11. Will you transfer **FROM** the RapidRide A Line to another bus/train to reach your destination on this trip today?  
<sub>1</sub> Yes — Which route? \_\_\_\_\_ <sub>2</sub> No <sub>3</sub> Not sure

12. How often do you use the free Wi-Fi provided on this RapidRide bus?  
<sub>1</sub> Every time I ride this bus <sub>4</sub> Never  
<sub>2</sub> About 1-2 times a week <sub>5</sub> Other \_\_\_\_\_  
<sub>3</sub> About 1-2 times a month

13. Do you currently pay your fare with an ORCA card? <sub>1</sub> Yes <sub>2</sub> No  
If no, why not?  
<sub>1</sub> Don't know what an ORCA card is  
<sub>2</sub> Don't know where to obtain an ORCA card  
<sub>3</sub> Not convenient to obtain an ORCA card  
<sub>4</sub> Other \_\_\_\_\_

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

14. On the RapidRide A Line, have you ever been requested to show your proof of payment by a fare enforcement officer?  
<sub>1</sub> Yes <sub>2</sub> No <sub>3</sub> Don't know <sub>4</sub> Not applicable

15. If yes, are the number of inspections by the fare enforcement officers...  
<sub>1</sub> Appropriate  
<sub>2</sub> Should be more frequent  
<sub>3</sub> Should be less frequent

16. Have you listened to the A Line's Soundscape, a public art project?  
<sub>1</sub> Yes <sub>2</sub> No <sub>3</sub> I didn't know there was a public art project

17. Are you? <sub>1</sub> Male <sub>2</sub> Female

18. How old are you? \_\_\_\_\_ years

19. How long have you been a Metro rider?  
<sub>1</sub> Less than 6 months  
<sub>2</sub> 6-12 months  
<sub>3</sub> More than a year but less than 5 years  
<sub>4</sub> 5 years or more

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

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.

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

Thank you very much for your help.



**THANK YOU VERY MUCH FOR YOUR HELP.**

# **RapidRide A line Three Year Post Implementation Survey**

**Instructions**

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

**1. Trip Time on the RapidRide A Line**

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

**2. Personal Safety on the RapidRide A Line**

▼ Personal safety while on the bus	5	4	3	2	1	NA
▼ Behavior of other passengers on the bus	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus during the day	5	4	3	2	1	NA
▼ Personal safety while waiting for the bus at night	5	4	3	2	1	NA
▼ Behavior of other people at the waiting area	5	4	3	2	1	NA

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

▼ 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
▼ Information provided on the electronic real time information sign (at some locations)	5	4	3	2	1	NA

**4. Things About Buses on the RapidRide A Line**

▼ Being able to get a seat	5	4	3	2	1	NA
▼ Room to stand if no seats are available	5	4	3	2	1	NA
▼ Cleanliness of the bus interior	5	4	3	2	1	NA
▼ Enough bars/straps to hang onto while standing	5	4	3	2	1	NA
▼ Having free Wi-Fi	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.

**5. Ease of Transferring to or from RapidRide A Line**

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

Now go on to Question 6.

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

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

	very satisfied	satisfied	neutral	dissatisfied	very dissatisfied	not applicable
▼ The bus getting me where I’m going on time	5	4	3	2	1	NA
▼ How often the bus runs during peak hours (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 the RapidRide A Line**

▼ Overall how satisfied are you with the RapidRide A Line?	5	4	3	2	1	NA
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**8. How do you feel RapidRide compares to other Metro bus service for the following items? (Please check only one answer.)**

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

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

10. What is the purpose of the trip you take **most often** on the RapidRide A Line? Please check only one.

- <sub>1</sub> To/from work
- <sub>2</sub> To/from school
- <sub>3</sub> Shopping/errands
- <sub>4</sub> Fun/recreation/social
- <sub>5</sub> Appointments
- <sub>6</sub> Other

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

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

12. If you did not use RapidRide A Line, how would you make this trip?  
<sub>1</sub> Drive alone                      <sub>4</sub> Bike  
<sub>2</sub> Carpool/vanpool                <sub>5</sub> Get dropped off  
<sub>3</sub> Walk                                 <sub>6</sub> No other option is available to me

13. Did you transfer **TO/FROM** the RapidRide A Line on this trip today?  
<sub>1</sub> Yes — Which route? \_\_\_\_\_ <sub>2</sub> No

14. How do you pay your fare?  
<sub>1</sub> Cash  
<sub>2</sub> Tickets  
<sub>3</sub> ORCA card —what product(s) do you have on your ORCA card?  
<sub>4</sub> Pass  
<sub>5</sub> E-purse/money on the card  
<sub>6</sub> Both a pass and an e-purse  
<sub>7</sub> Other \_\_\_\_\_

15. Have you used the ORCA reader that is located **off the bus** at the RapidRide **station**? (at some locations)    <sub>1</sub> Yes    <sub>2</sub> No

16. On the RapidRide A Line, have you ever been requested to show your proof of payment by a fare enforcement officer?  
<sub>1</sub> Yes    <sub>2</sub> No    <sub>3</sub> Don't know    <sub>4</sub> Not applicable

17. If yes, are the number of inspections by the fare enforcement officers...  
<sub>1</sub> Appropriate  
<sub>2</sub> Should be more frequent  
<sub>3</sub> Should be less frequent

18. How long have you been a Metro rider?  
<sub>1</sub> Less than 6 months  
<sub>2</sub> 6-12 months  
<sub>3</sub> More than a year but less than 5 years  
<sub>4</sub> 5 years or more

19. What trip information sources do you use for traveling on RapidRide A Line?  
<sub>1</sub> Real time information sign at stop  
<sub>2</sub> The OneBusAway smart phone application  
<sub>3</sub> Metro's printed timetables  
<sub>4</sub> Metro Transit web page  
<sub>5</sub> Other (specify) \_\_\_\_\_

*Please answer the following demographic questions to help us with our evaluation.*

20. Are you?    <sub>1</sub> Male    <sub>2</sub> Female

21. How old are you? \_\_\_\_\_ years

22. Do you consider yourself Hispanic?    <sub>1</sub> Yes    <sub>2</sub> No

23. Do you consider yourself White?    <sub>1</sub> Yes    <sub>2</sub> No

24. What is your total household income?  
<sub>1</sub> Under \$20,000 per year  
<sub>2</sub> \$20,000 up to \$35,000  
<sub>3</sub> \$35,000 and up

25. What is the primary language spoken at home?  
<sub>1</sub> English  
<sub>2</sub> Other, please specify \_\_\_\_\_

26. What is your home zipcode? \_\_\_\_\_

27. What is your work zipcode? \_\_\_\_\_

Or what is the nearest intersection to your work?

\_\_\_\_\_ and \_\_\_\_\_.

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

**THANK YOU VERY MUCH FOR YOUR HELP.**

# RapidRide A Line Rider Report Card

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

Return your completed questionnaire to the survey worker.

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

Thank you very much for your help.

