



*We'll Get You There*

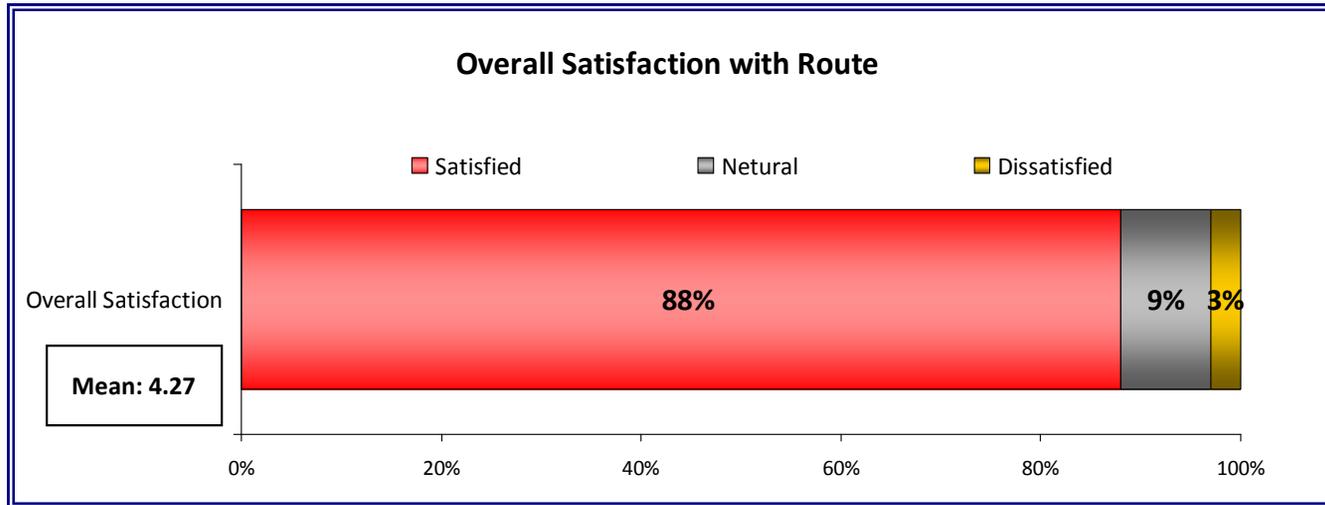
# **RapidRide F Line Customer Satisfaction Survey**

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January 2015

Quick Look: December 2014, Six Months Post Implementation

# RapidRide F Line: Overall Satisfaction and Rider Profile



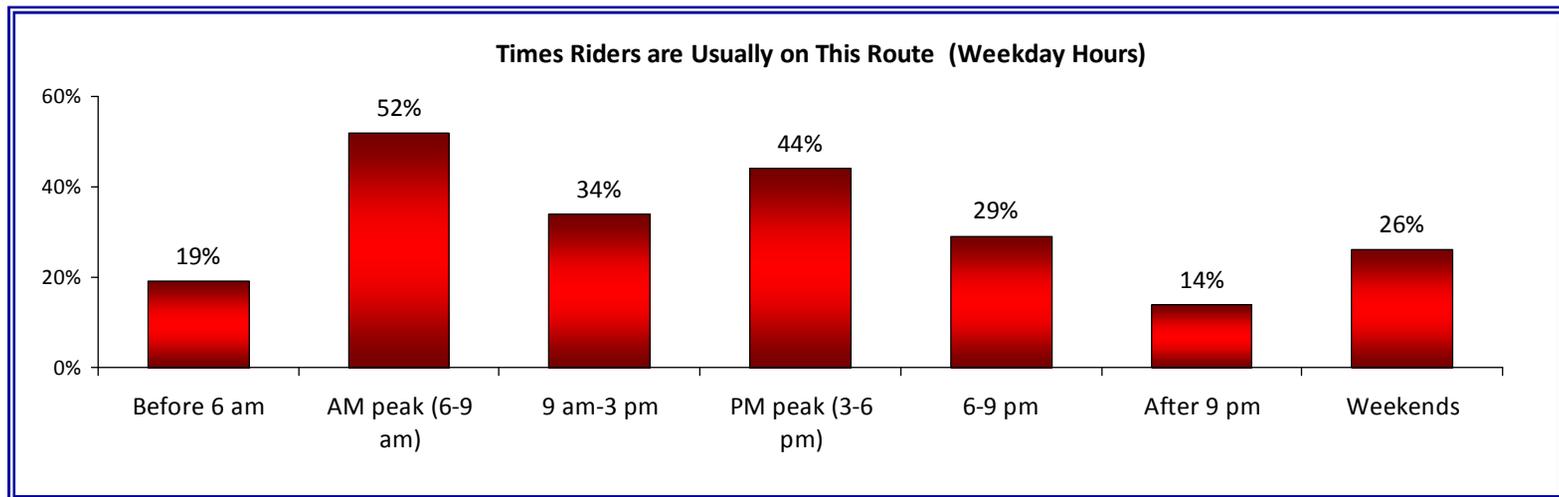
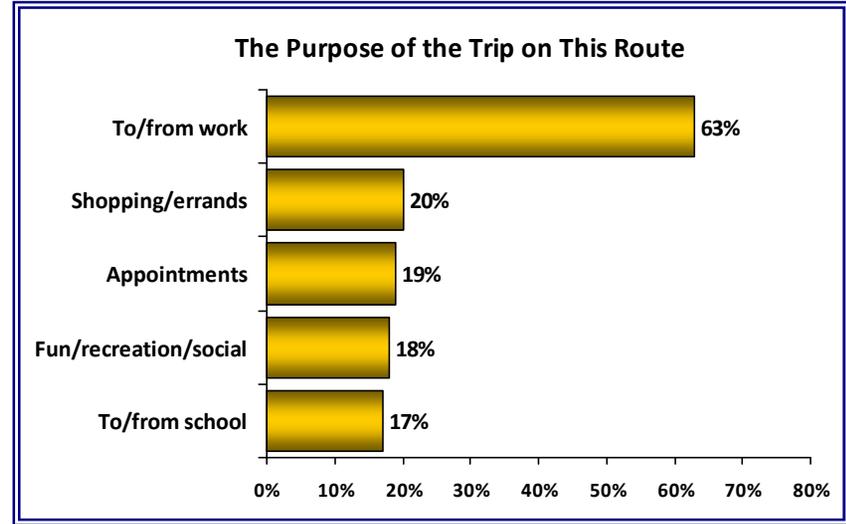
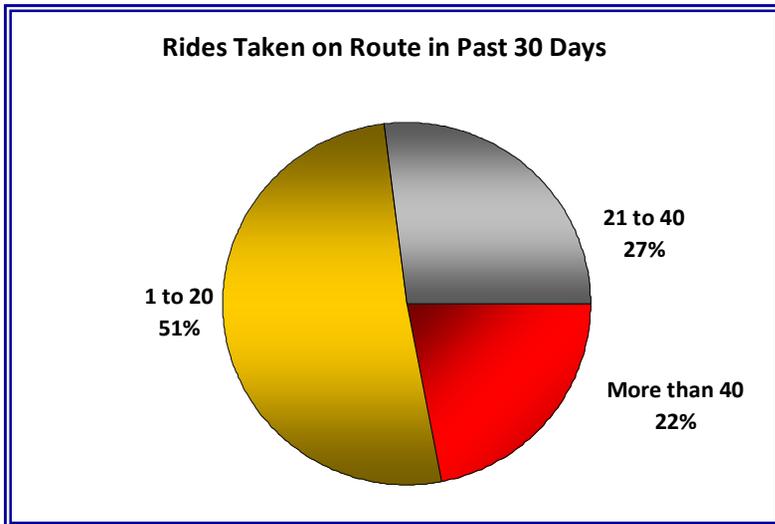
Rider Demographics	
<b>Q22. Gender</b>	
Male	54%
Female	46%
<b>Q.23 Age</b>	
13-24	36%
25-34	24%
35-44	14%
45-54	13%
55-64	9%
65 and older	5%

RR F Line  
(n=520)

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

Mean = 34.1 years

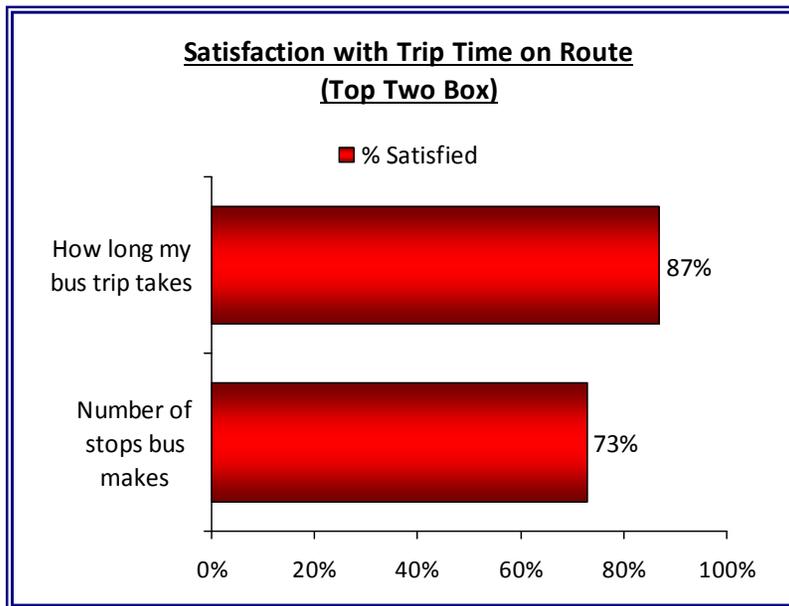
# RapidRide F Line: Ridership Information



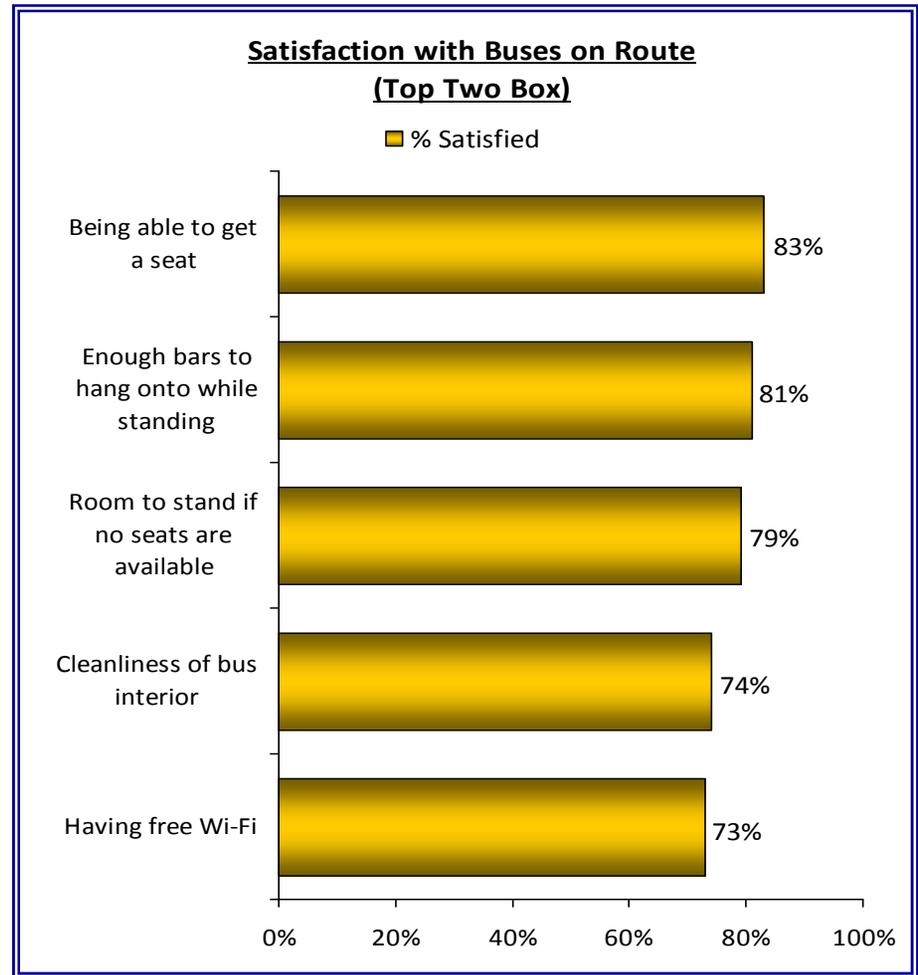
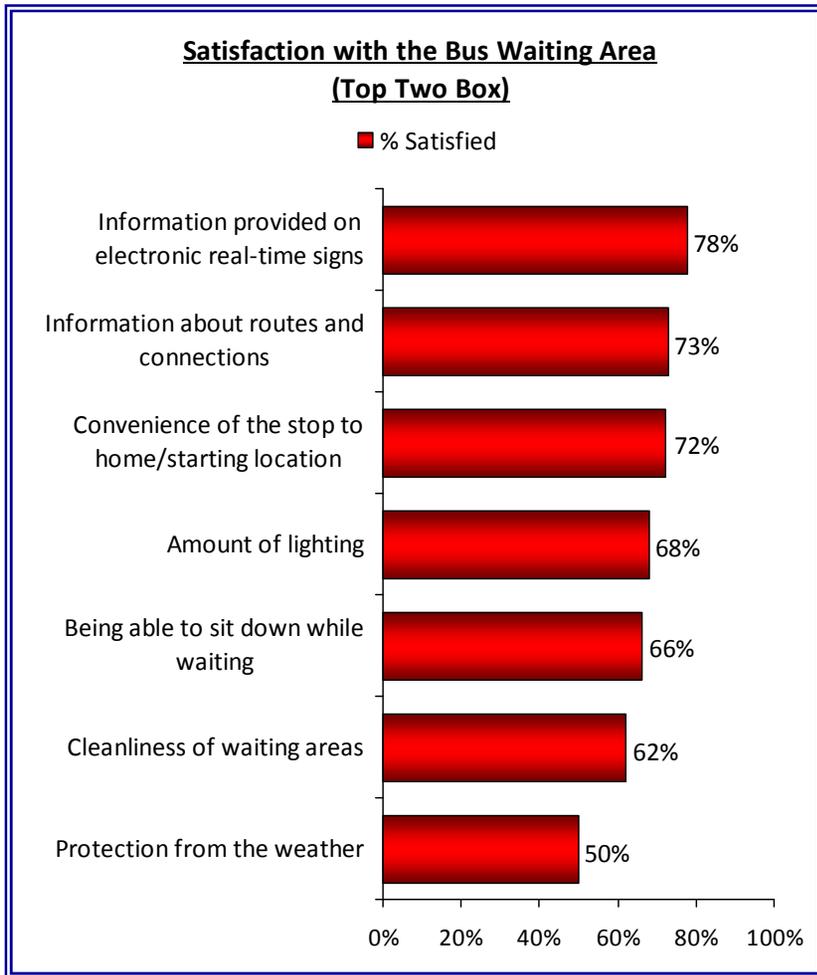
RR F Line  
(n=520)

- Q9. How many rides have you taken on this Route in the last 30 days?
- Q10. What is the purpose of the trip you take most often on this Route?
- Q11. When do you usually ride this Route?

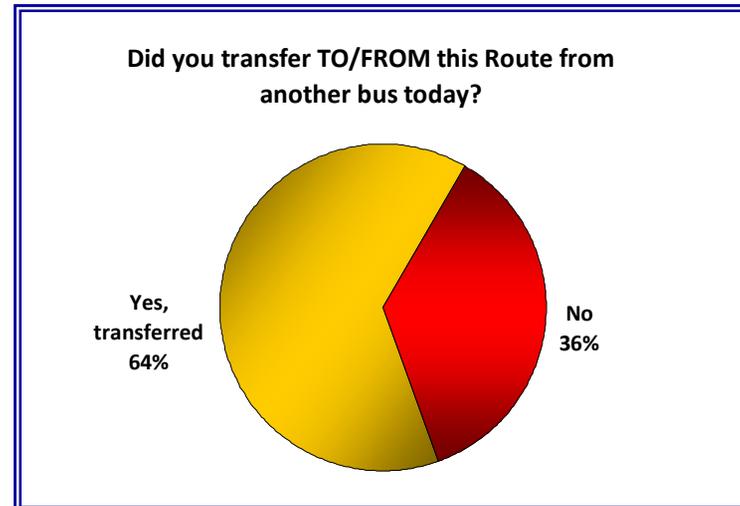
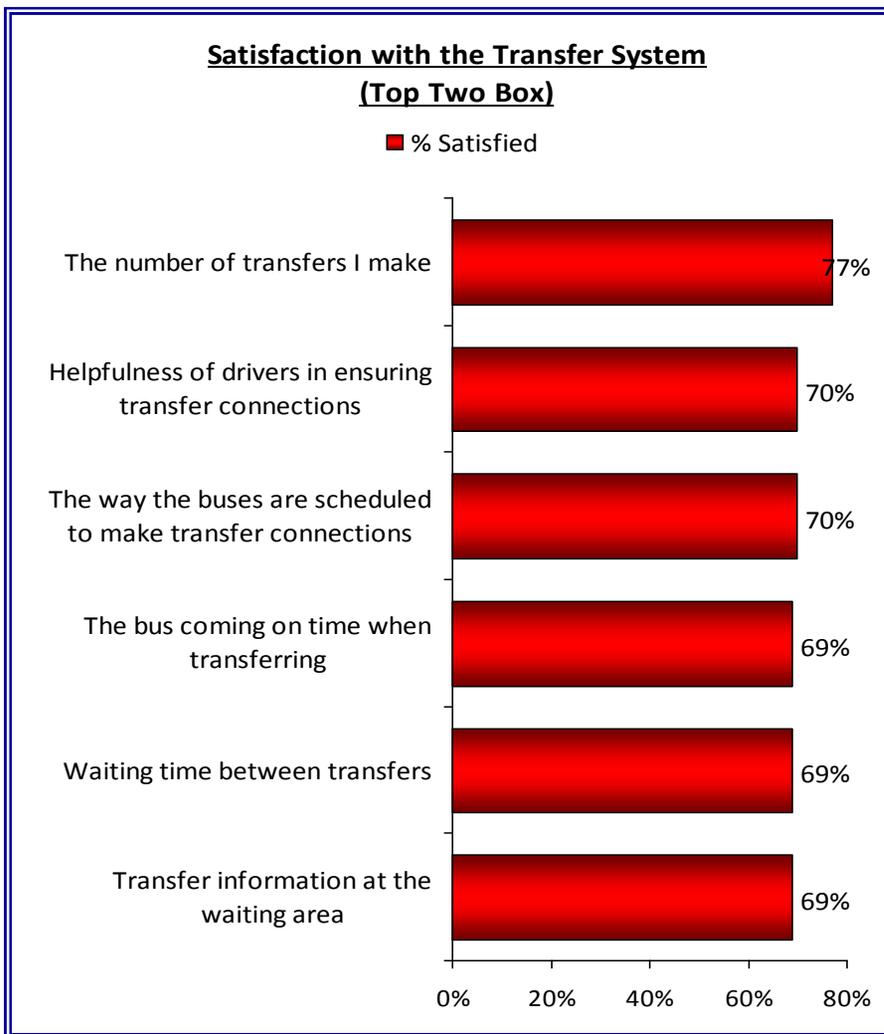
# RapidRide F Line: Trip Time and Personal Safety on Route



# RapidRide F Line: Bus Waiting Areas and Buses on Route



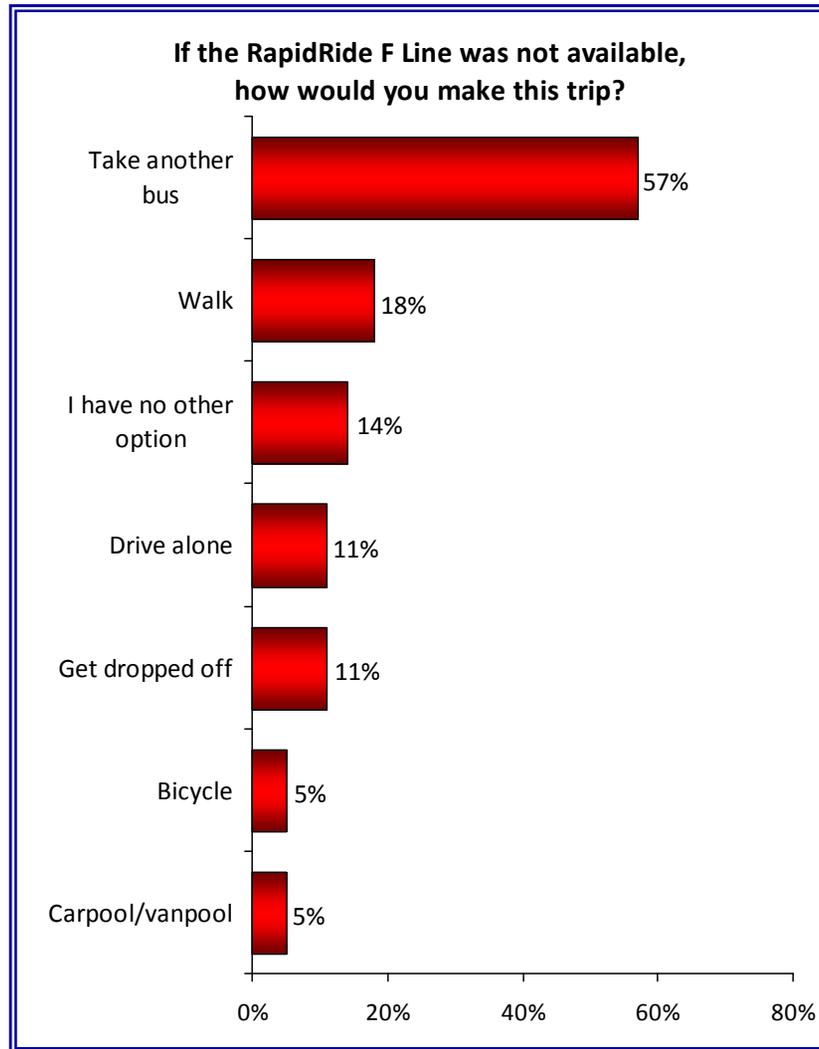
# RapidRide F Line: Transfer Systems



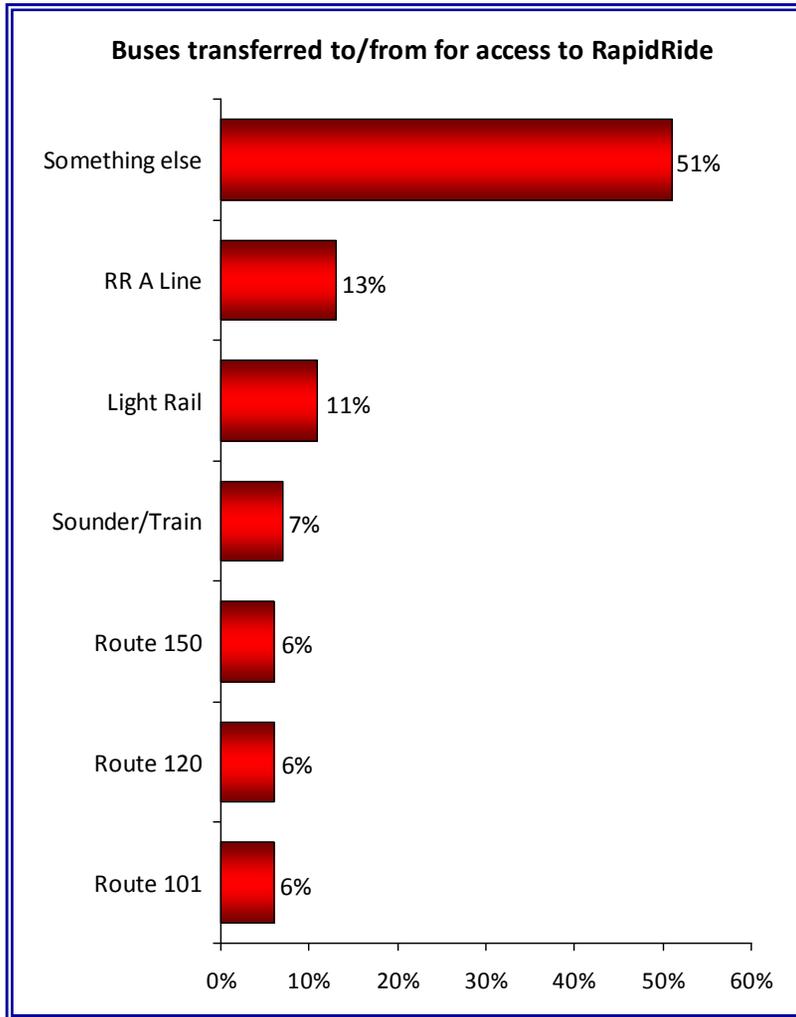
RR F Line  
(n=520)

Q5. If you make a transfer on this Route, please rate the items in the box below: (5 is very satisfied, 1 is very dissatisfied)  
Q13. Did you transfer TO/FROM this Route from another bus on this trip today?

# RapidRide F Line: How else would you make this trip?



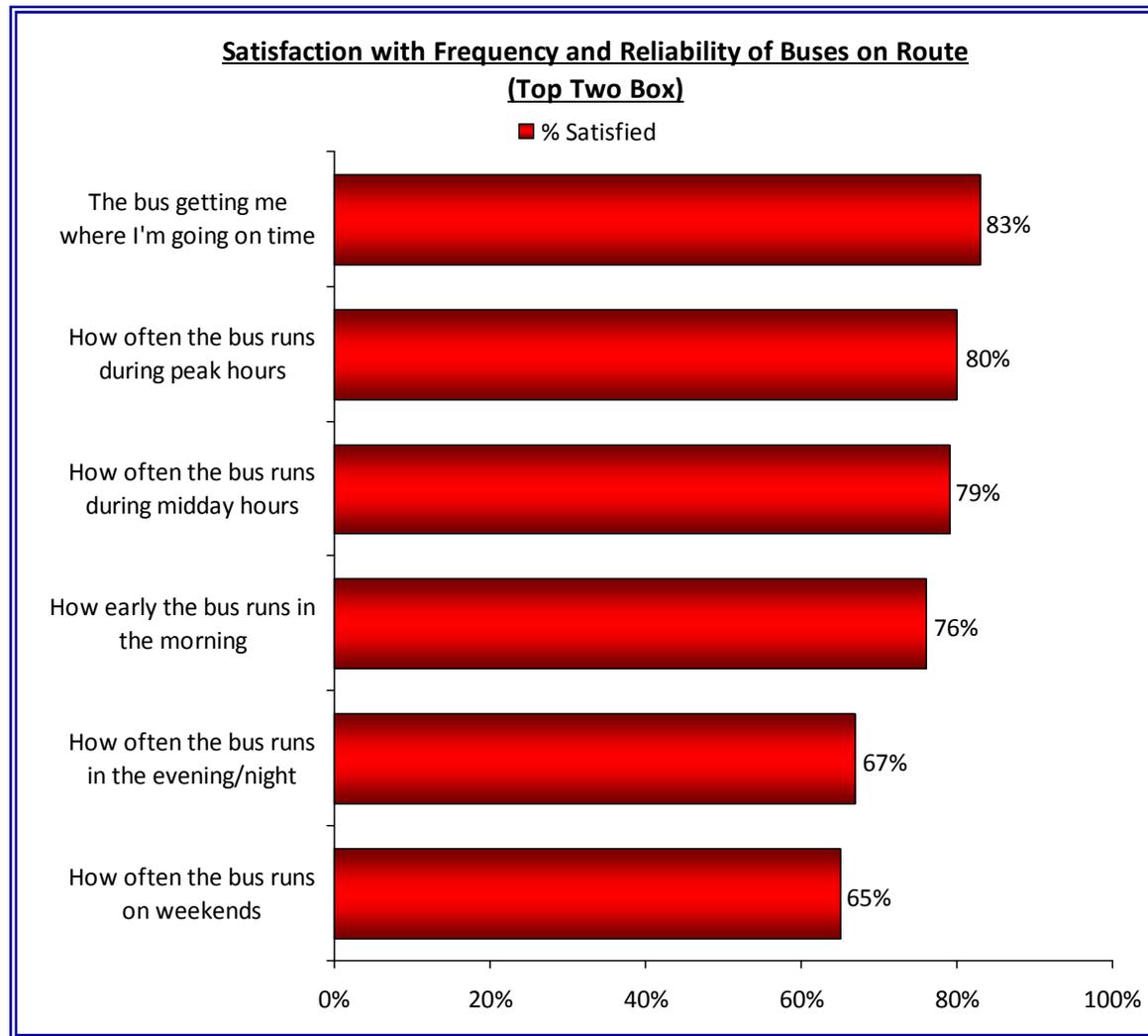
# RapidRide F Line: Buses Transferred to/from for RapidRide



RR F Line  
(n=520)

Q13. Prior to the start of the F Line, which route did you take?  
Q: If you previously took the bus, how does the RapidRide F Line compare?

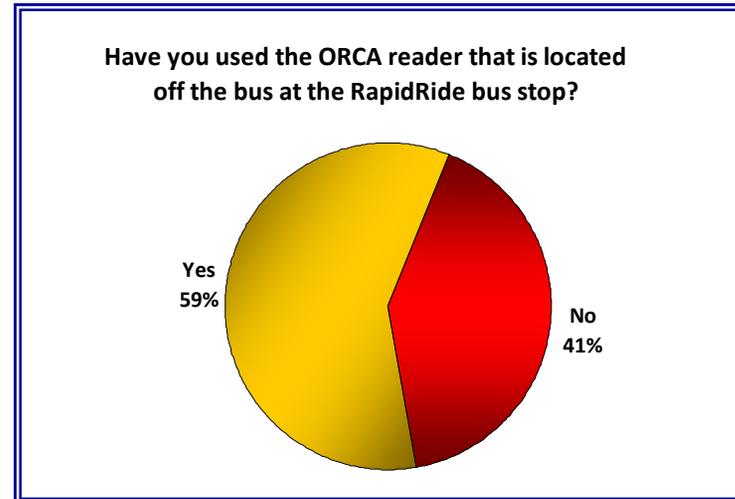
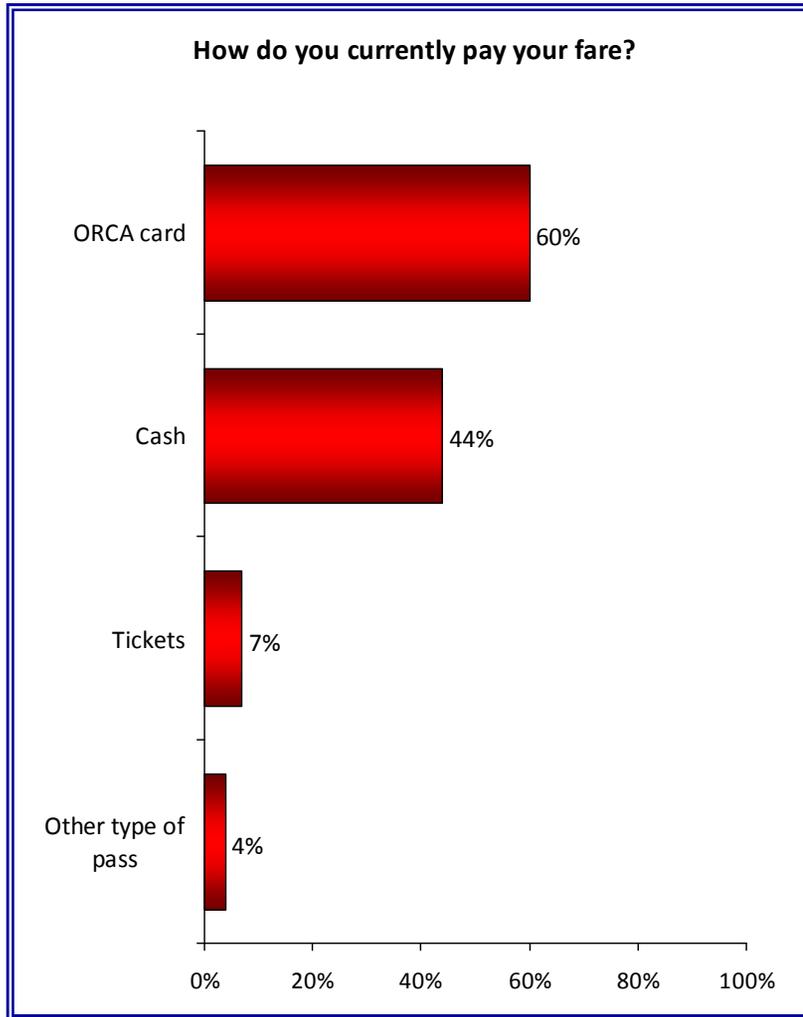
# RapidRide F Line: Frequency and Reliability of Buses



RR F Line  
(n=520)

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

# RapidRide F Line: Fare Payment, ORCA Reader

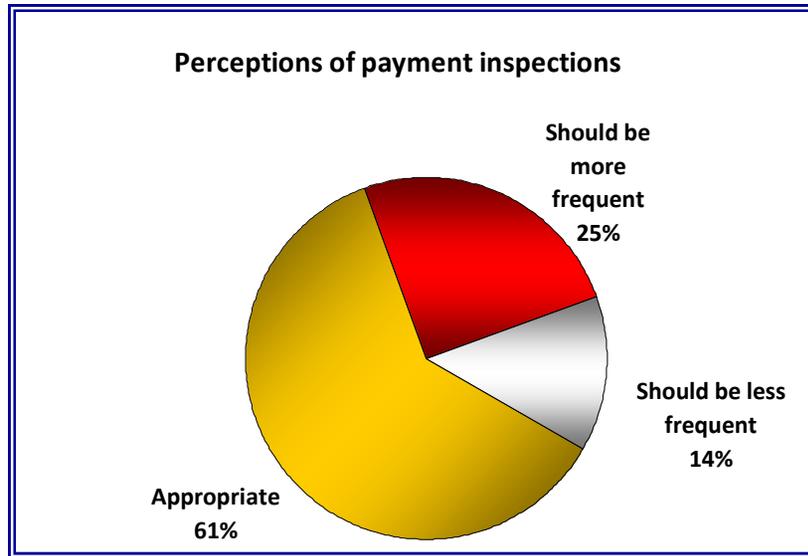
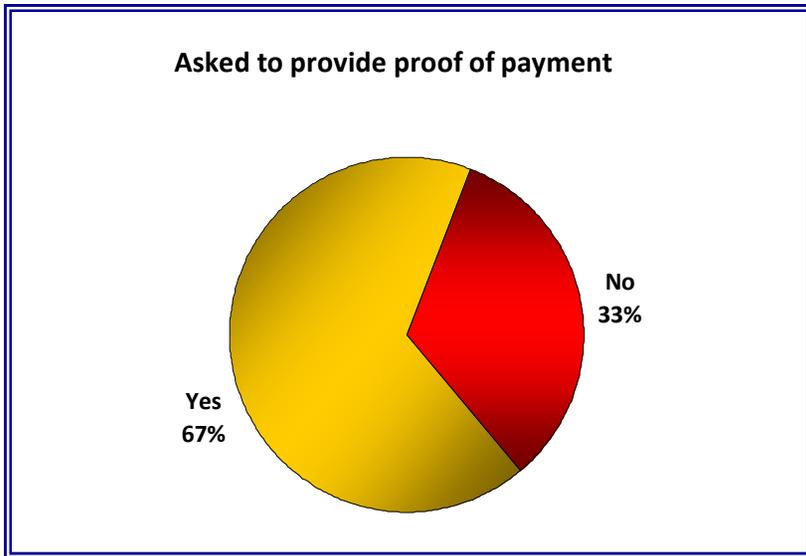


Q14. How do you currently pay your fare? (Multiple responses possible.)

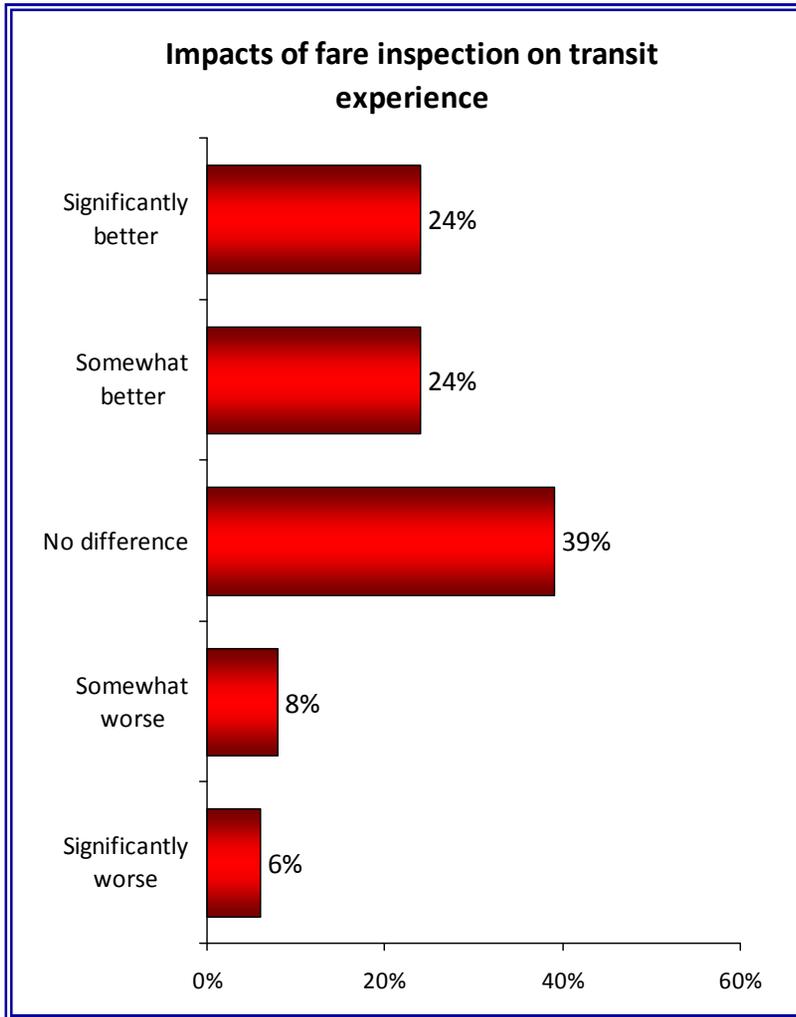
RR F Line  
(n=520)

Q15. Have you used the ORCA reader that is located off the bus at the RapidRide bus stop?

# RapidRide F Line: Proof of Payment

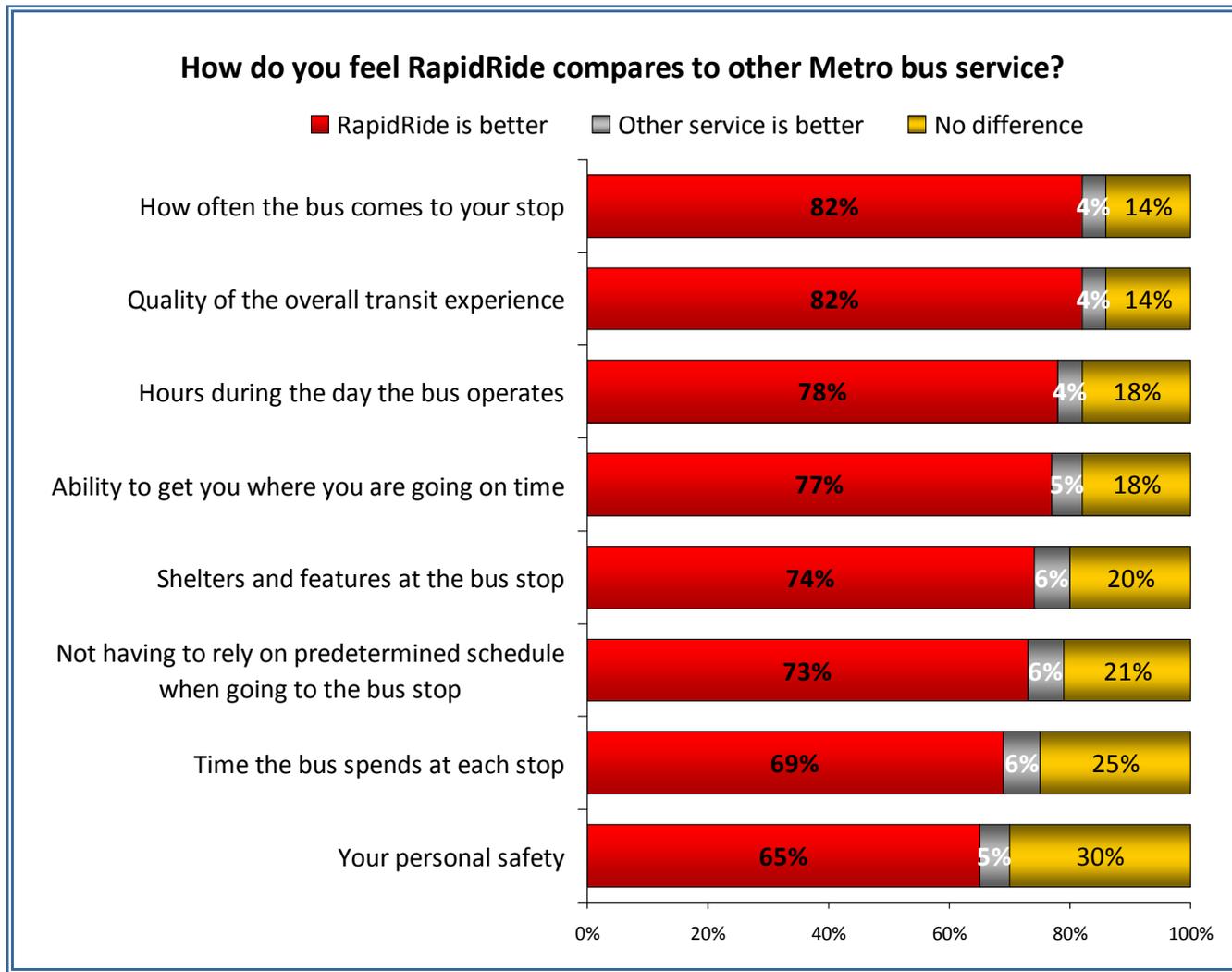


# RapidRide F Line: Fare Inspection

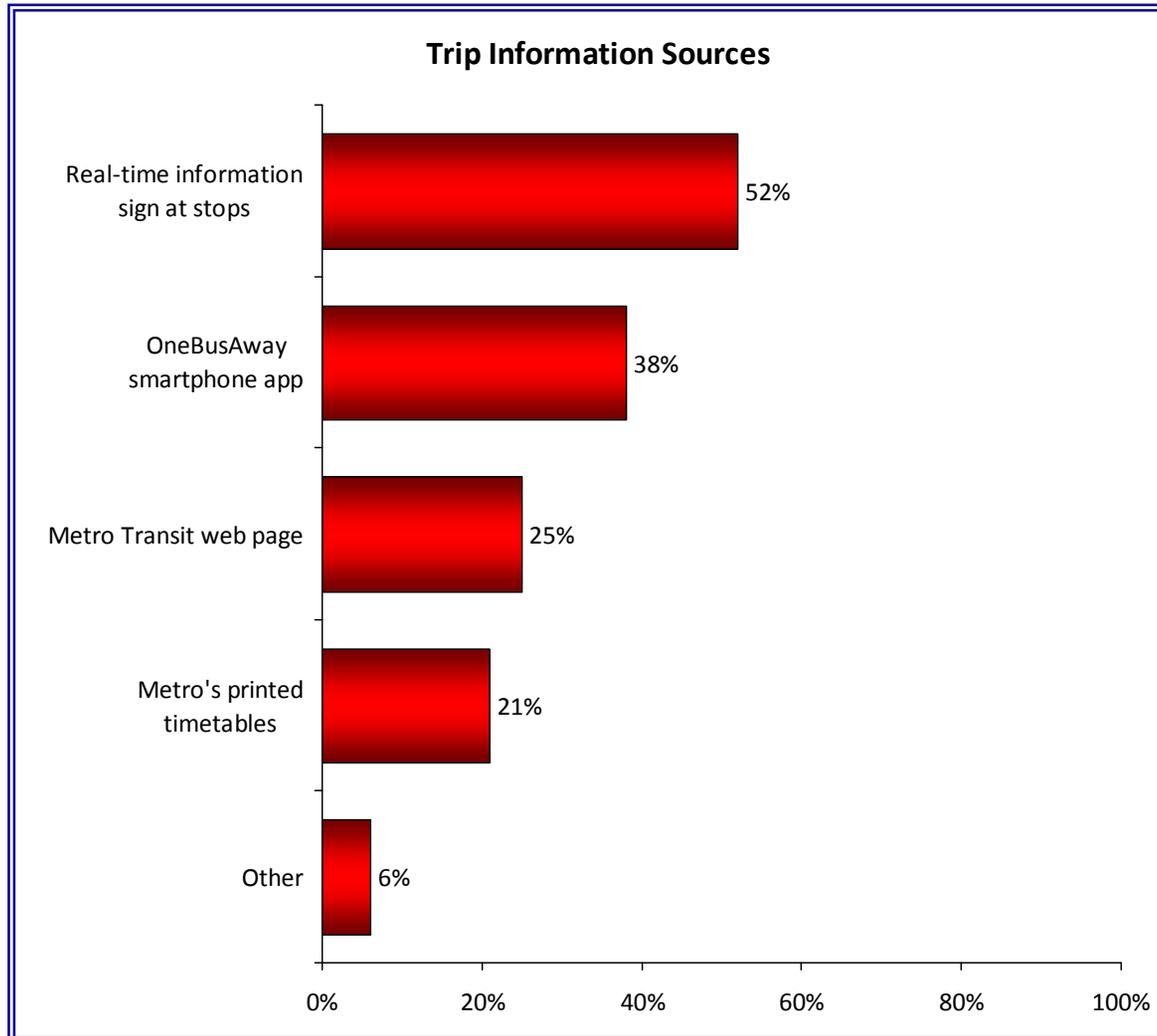


Q18. If yes, how is your transit experience impacted by on-board fare inspection?

# RapidRide F Line: Compared to Other Metro Service

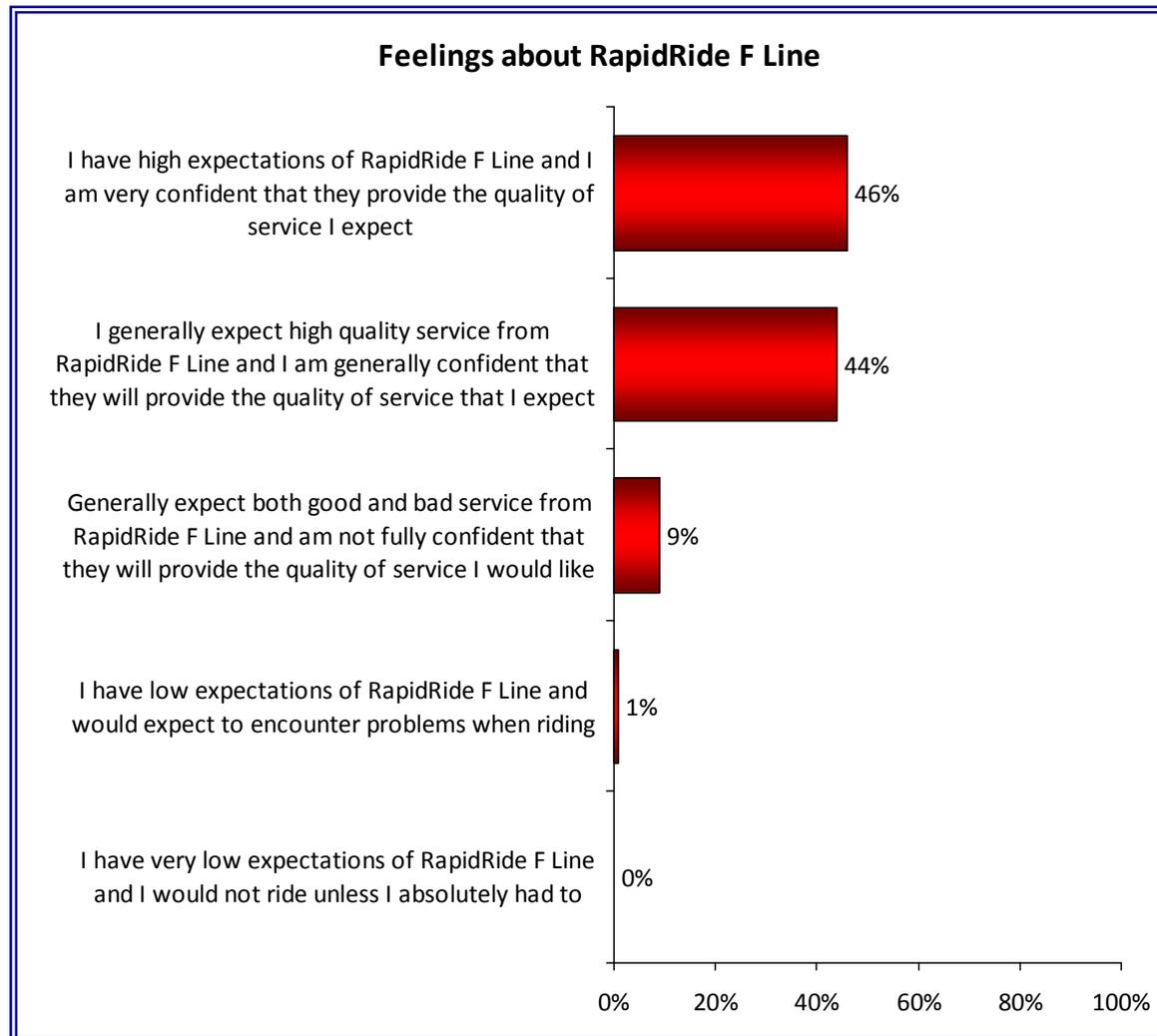


# RapidRide F Line: Information Sources



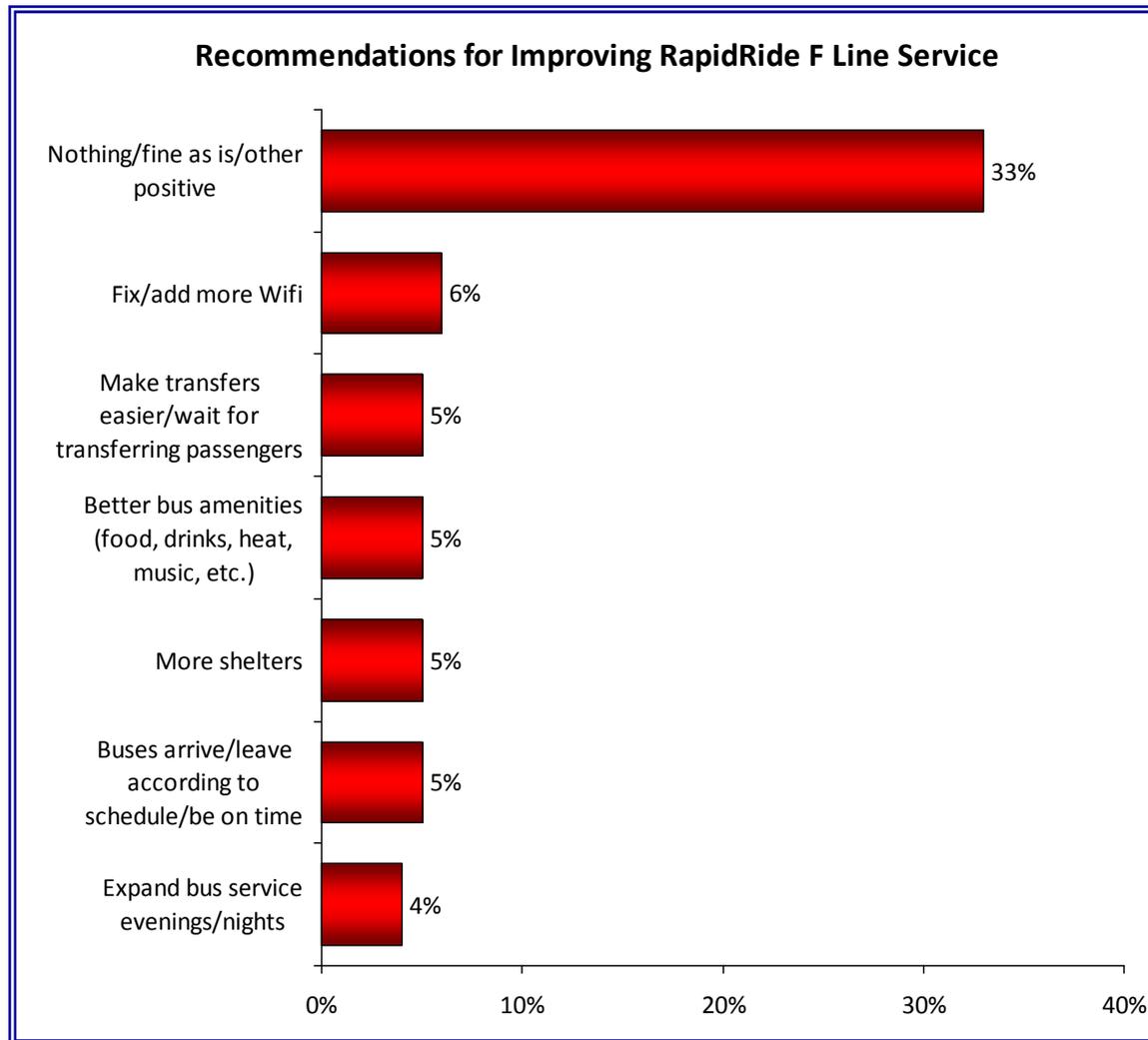
Q20. What trip information sources do you use for traveling on RapidRide F Line?

# RapidRide F Line: Feelings about RapidRide F Line



Q21. Based on anything you have seen, heard or directly experienced, which of the following statements best describes how you feel about RapidRide F Line?

# RapidRide F Line: Recommendations for Improvements



Q30. Finally, what one thing would you recommend to improve this route?