



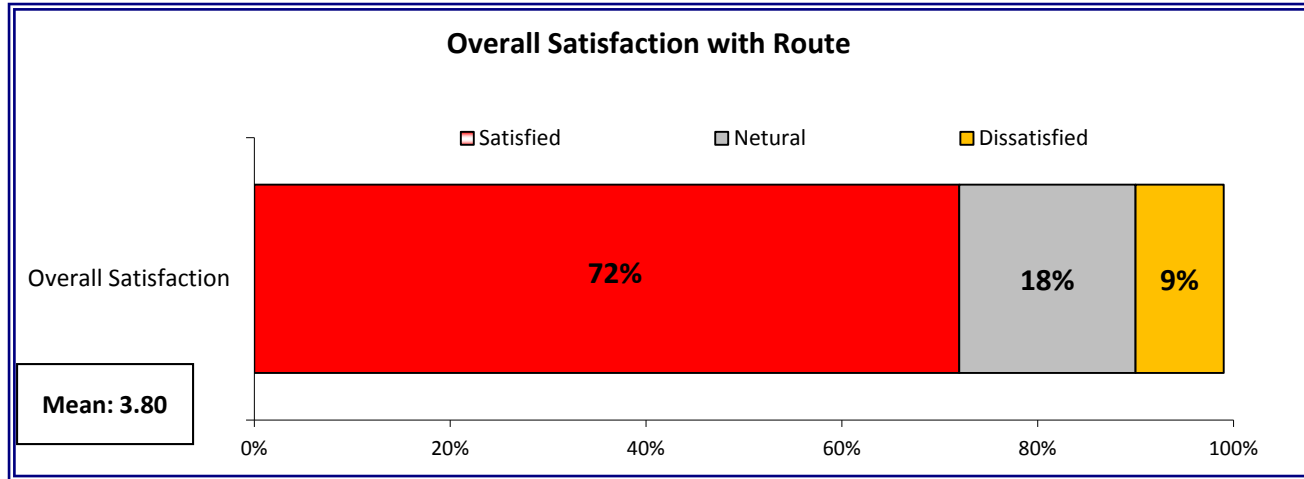
We'll Get You There

RapidRide E Line Customer Satisfaction Survey

March 2018

Quick Look: February 2018 - Three Year Post Implementation

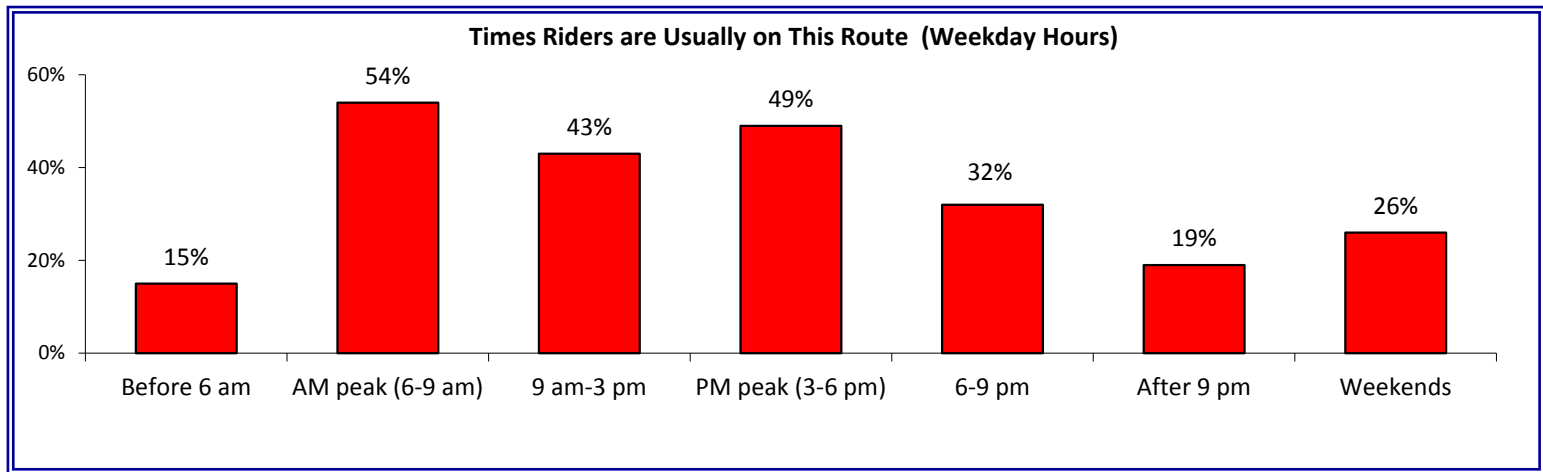
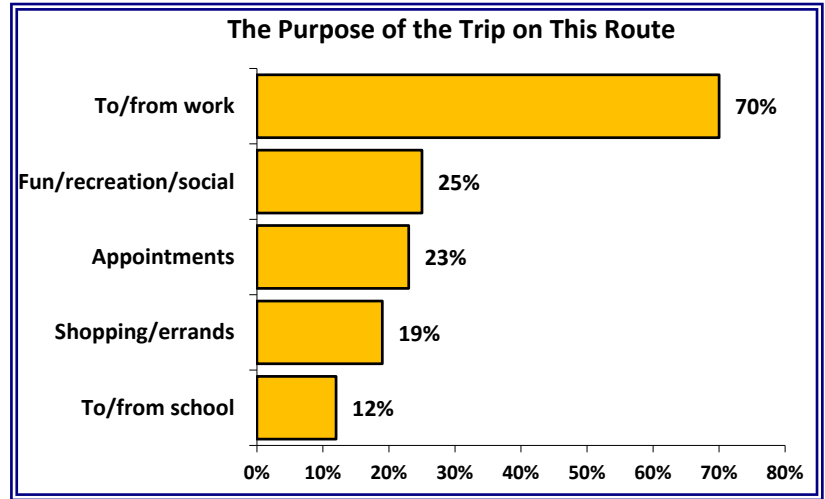
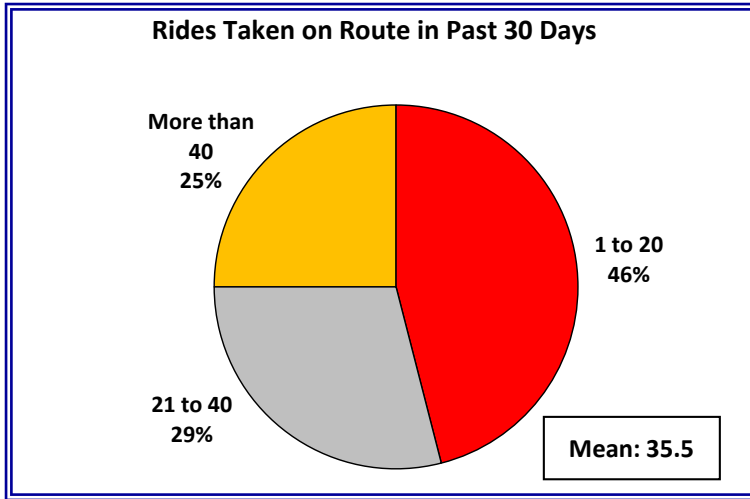
RapidRide E Line: Overall Satisfaction and Rider Profile



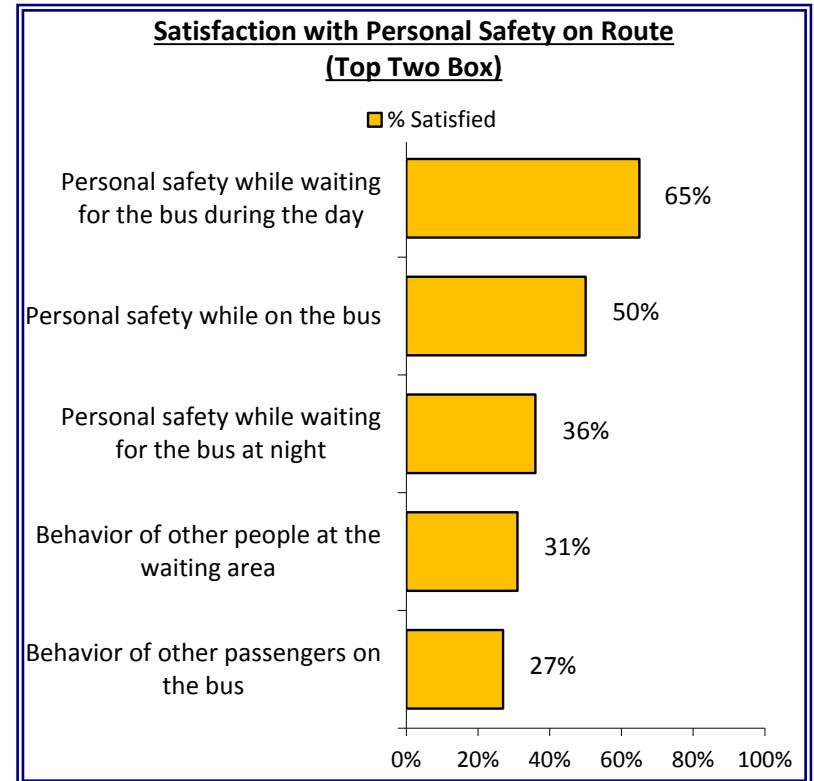
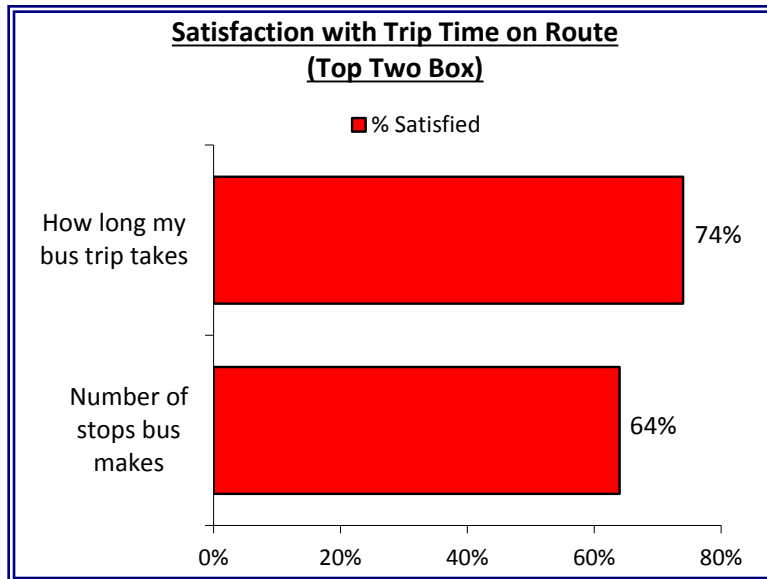
Q7. Overall, how satisfied are you with the Rapid Ride E Line?
(5 is very satisfied, 1 is very dissatisfied)

Rider Demographics	
Q19. Gender	
Male	50%
Female	49%
Q.20 Age Mean = 39 years	
13-24	16%
25-34	31%
35-44	18%
45-54	14%
55-64	14%
65 and older	8%

RapidRide E Line: Ridership Information



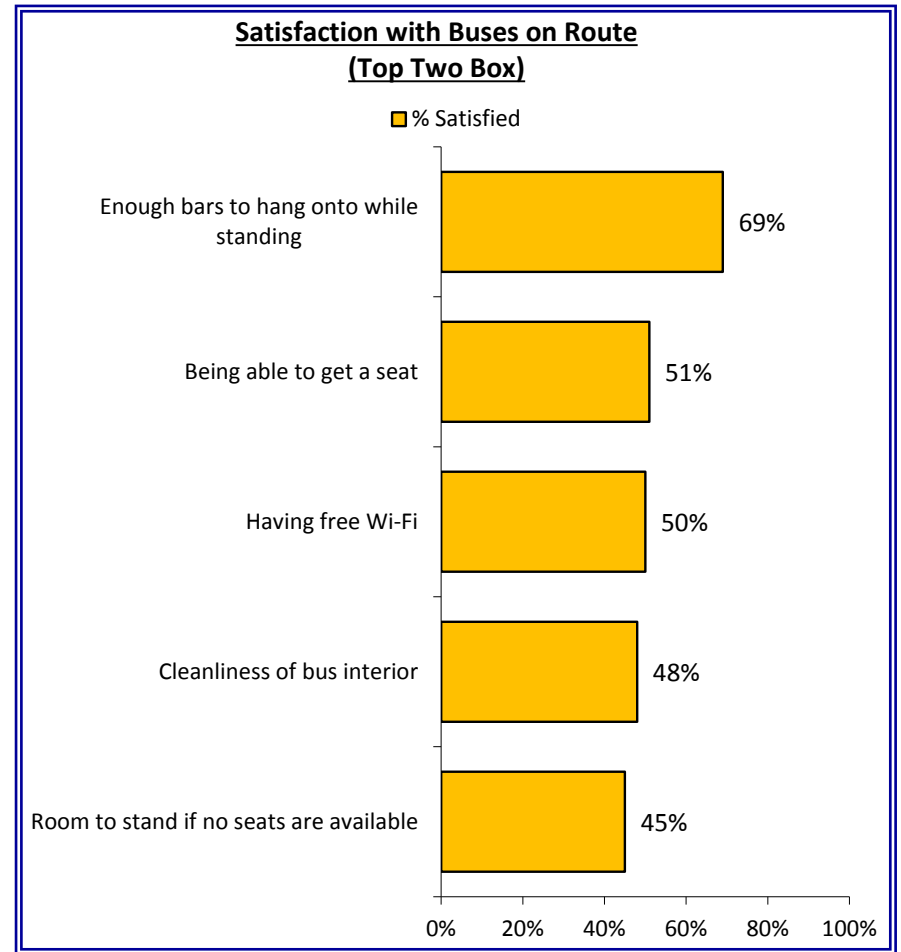
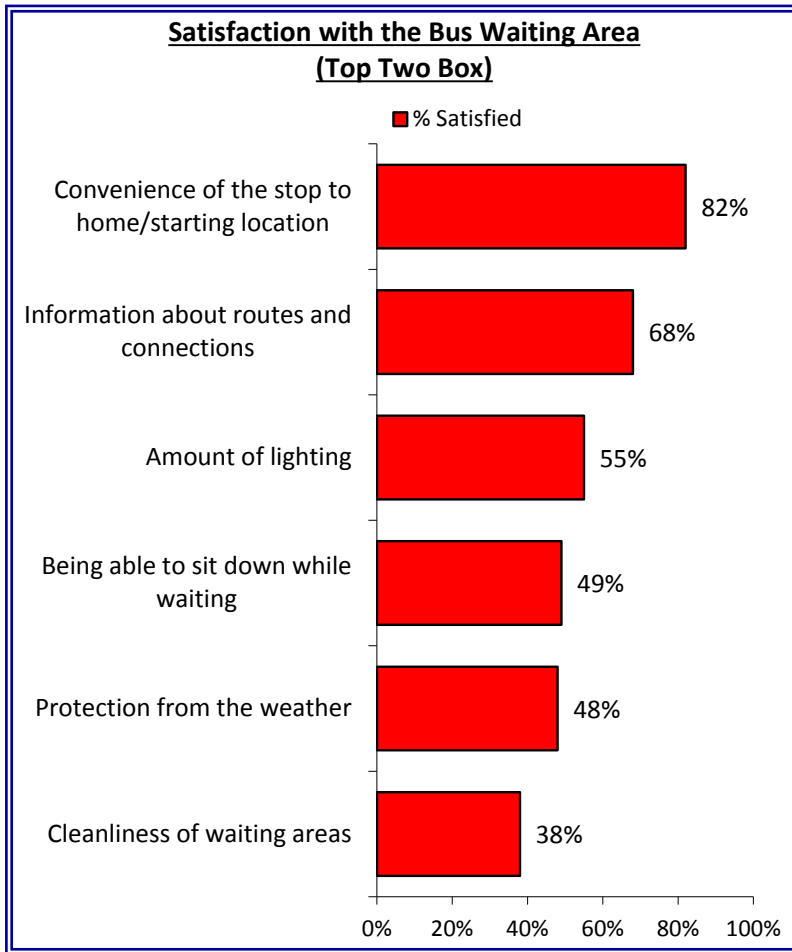
RapidRide E Line: Trip Time and Personal Safety on Route



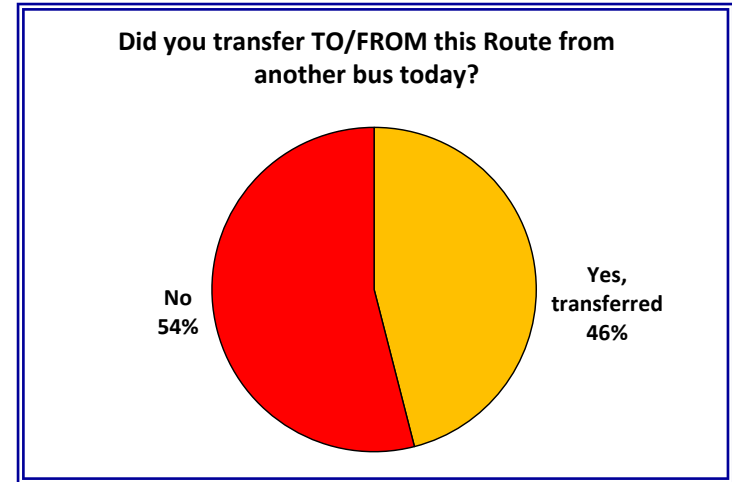
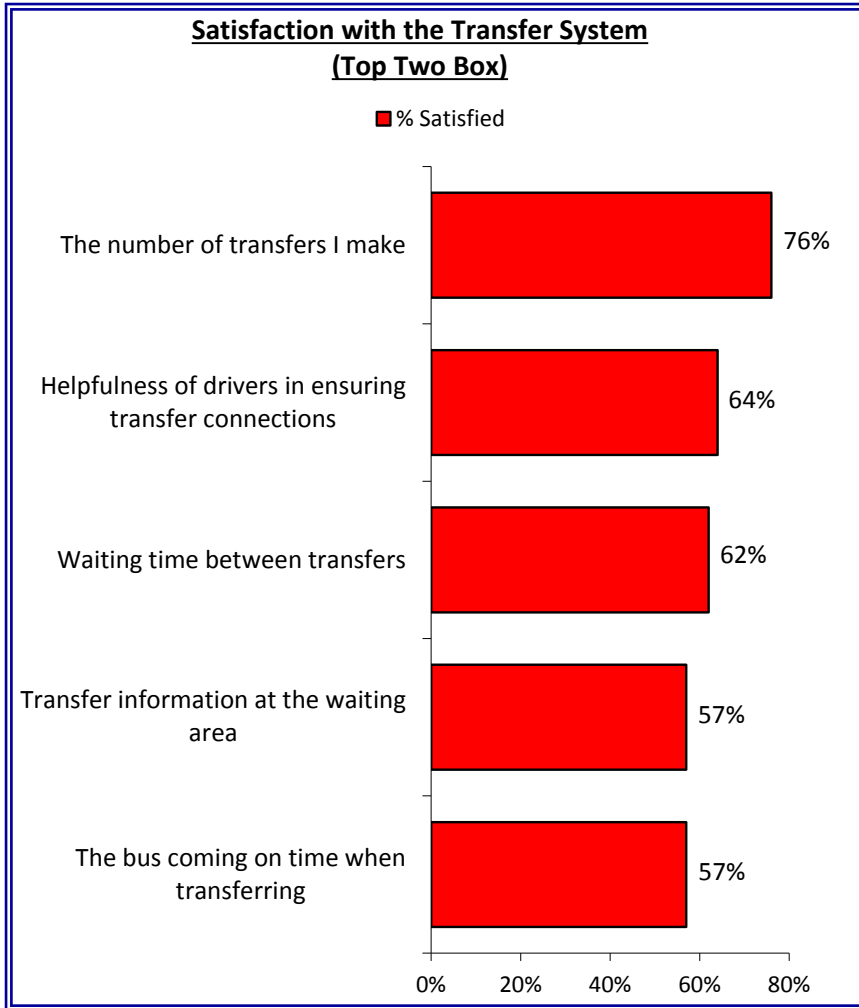
Q1. Trip time on Route: (5 is very satisfied, 1 is very dissatisfied)

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

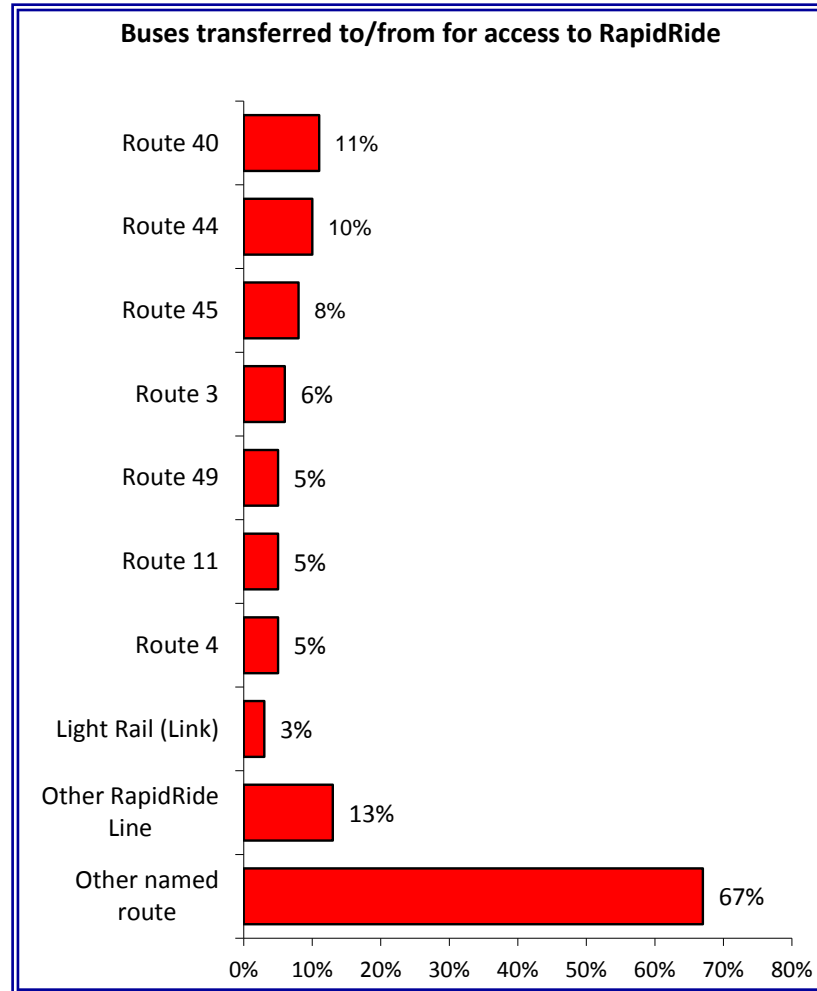
RapidRide E Line: Bus Waiting Areas and Buses on Route



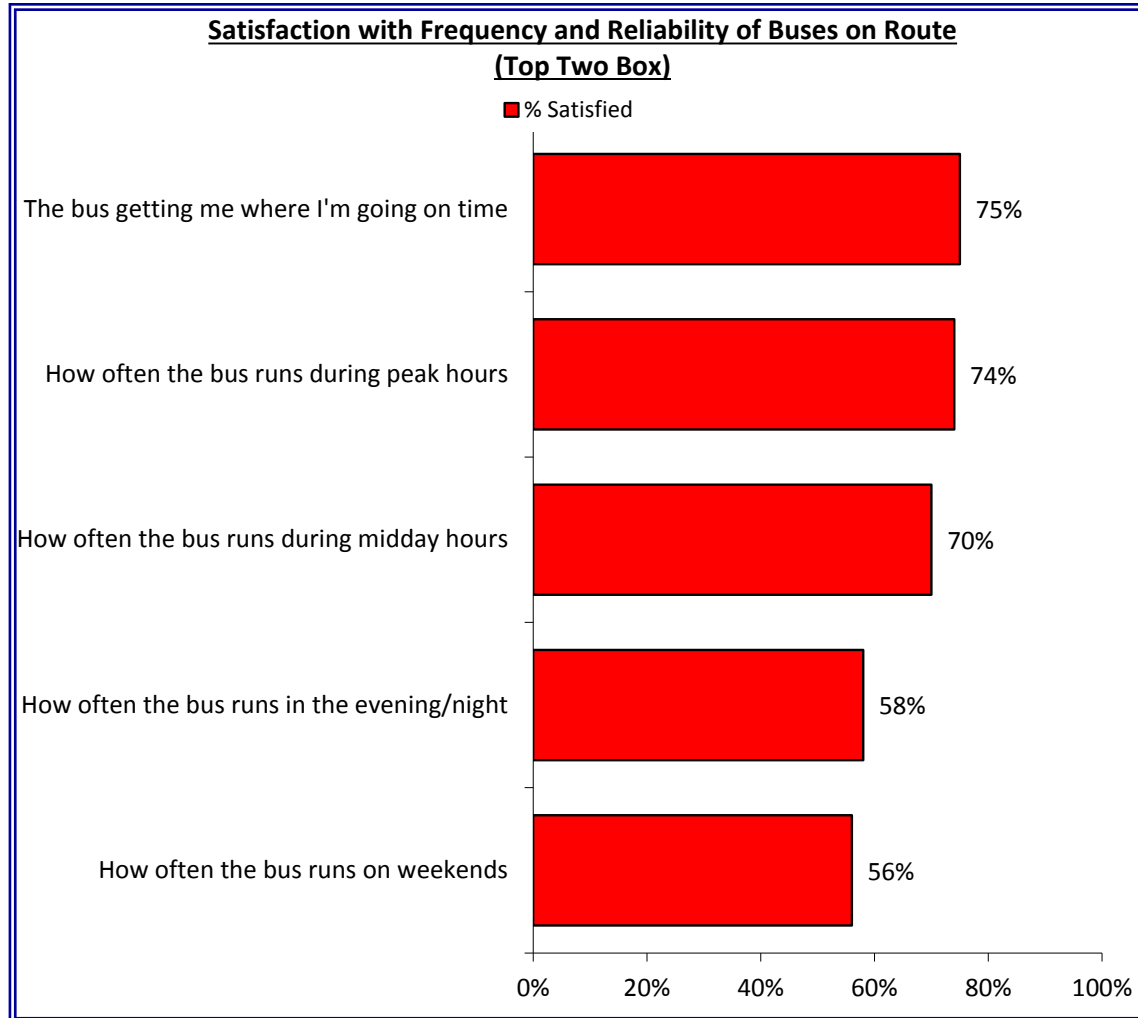
RapidRide E Line: Transfer Systems



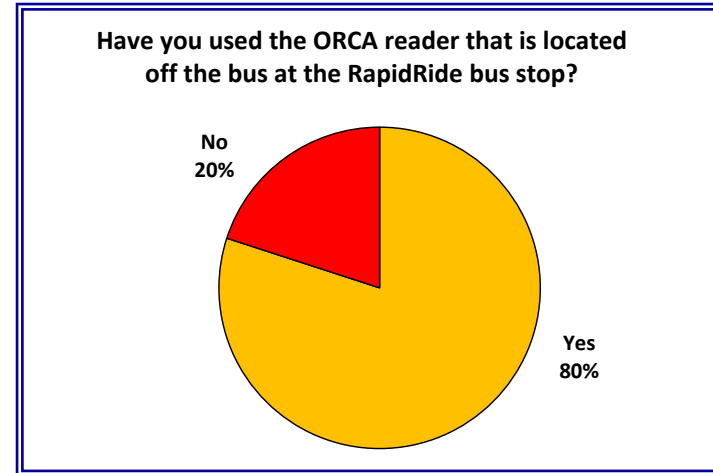
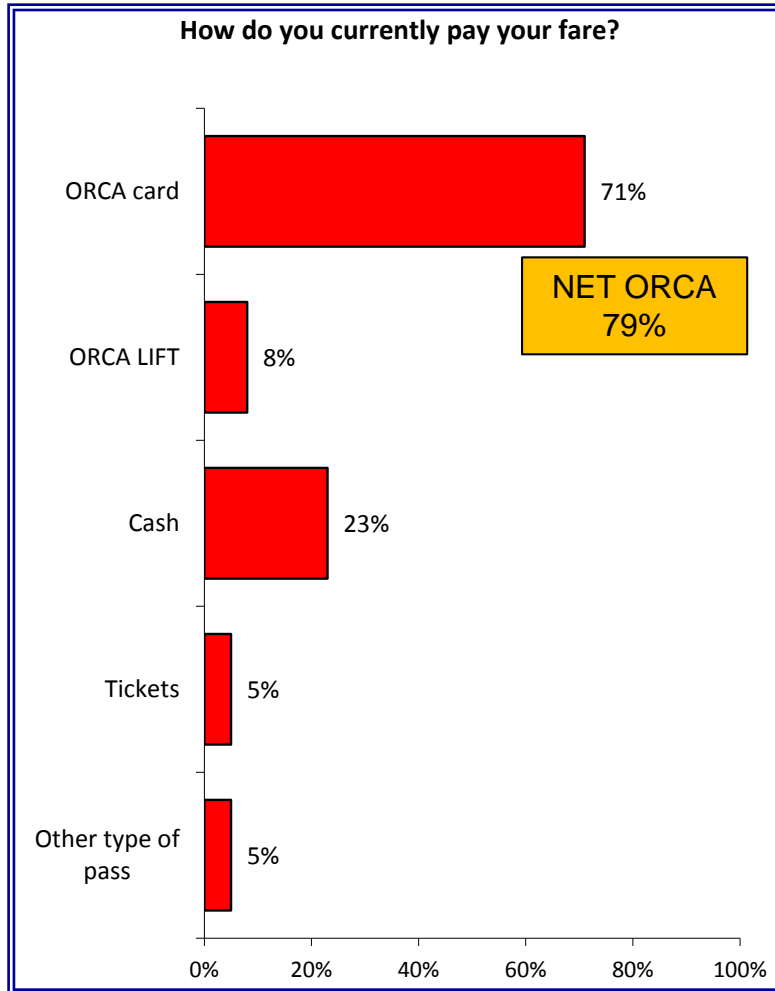
RapidRide E Line: Buses Transferred to/from for RapidRide



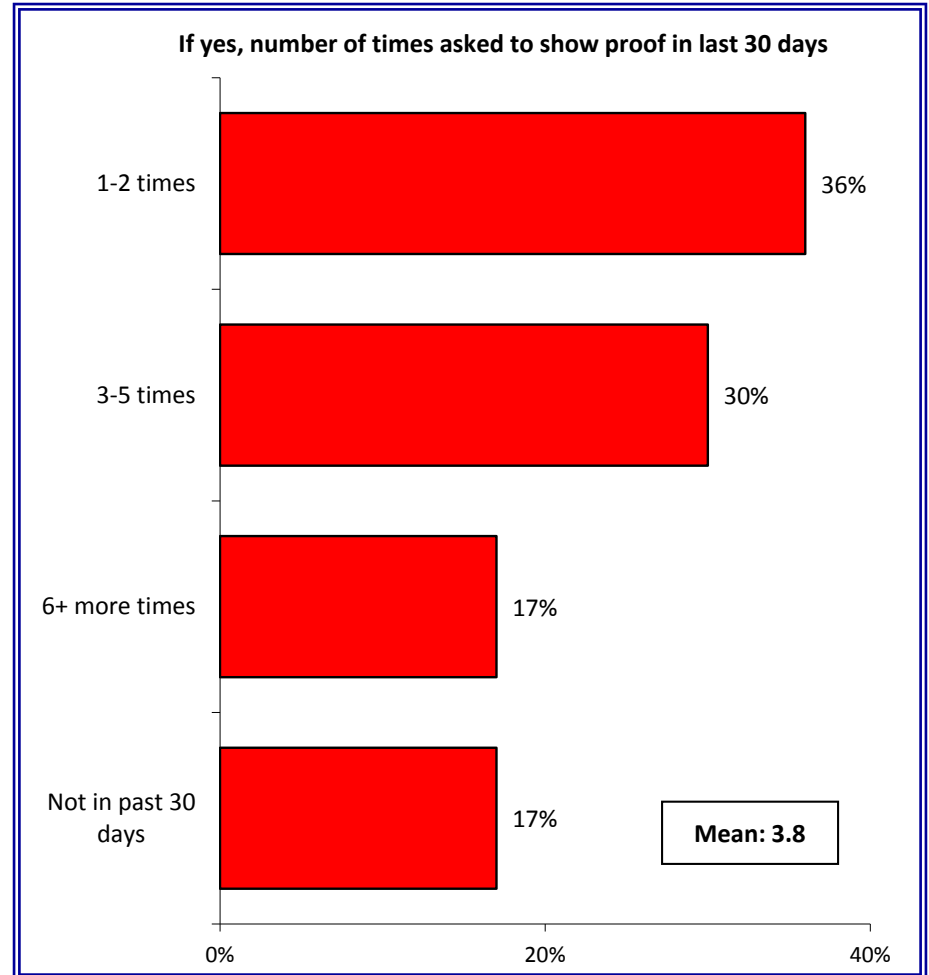
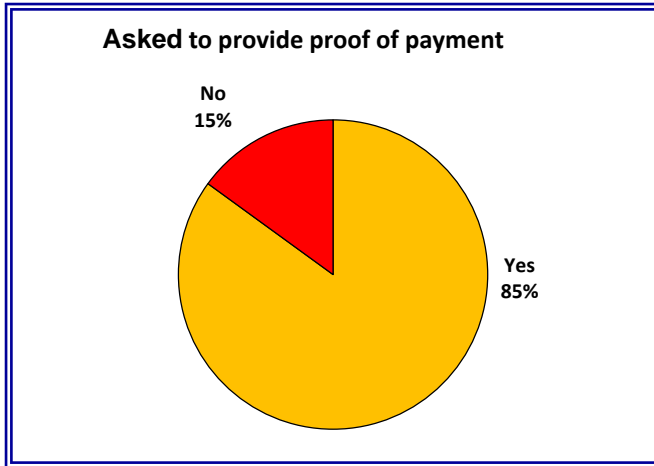
RapidRide E Line: Frequency and Reliability of Buses



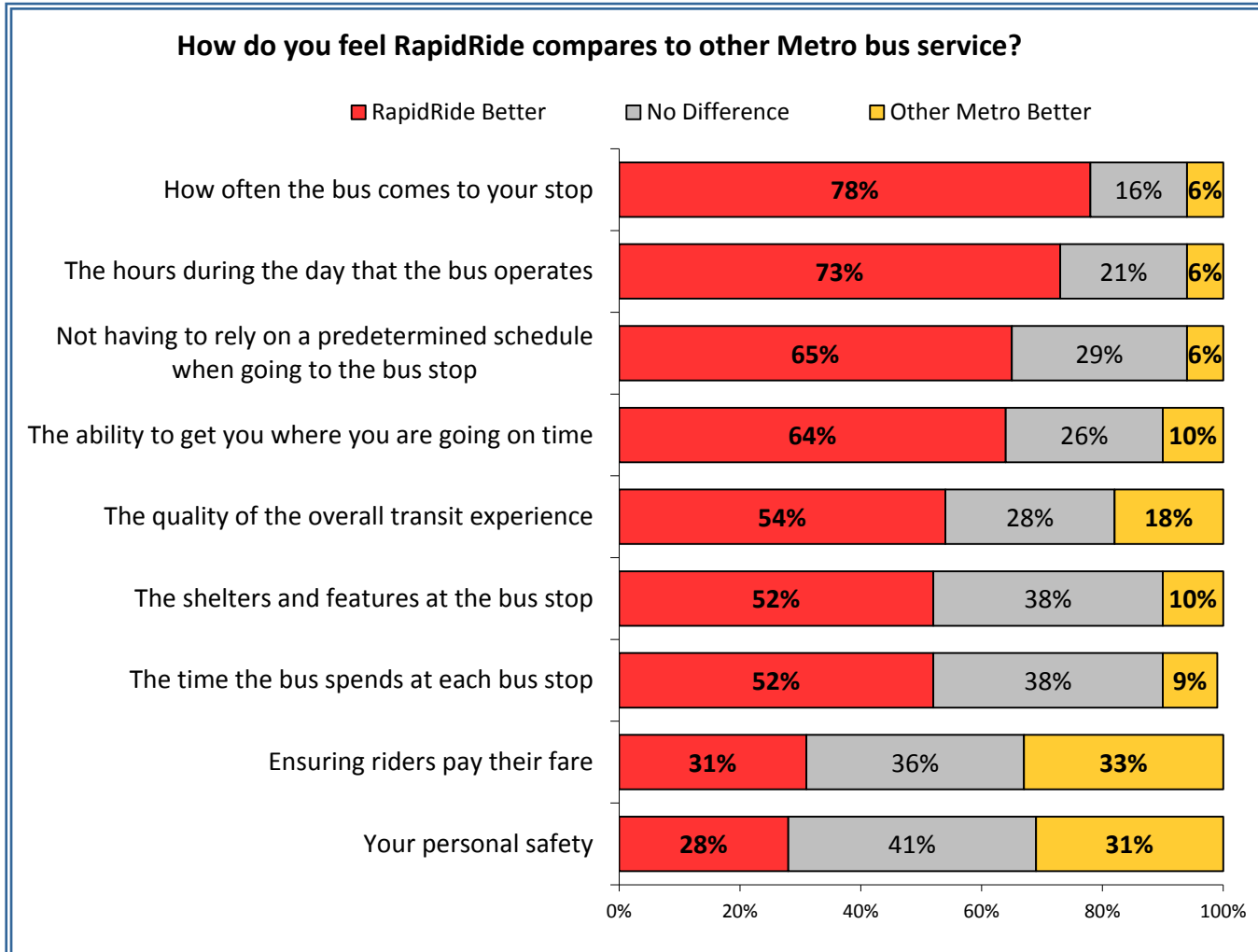
RapidRide E Line: Fare Payment, ORCA Reader



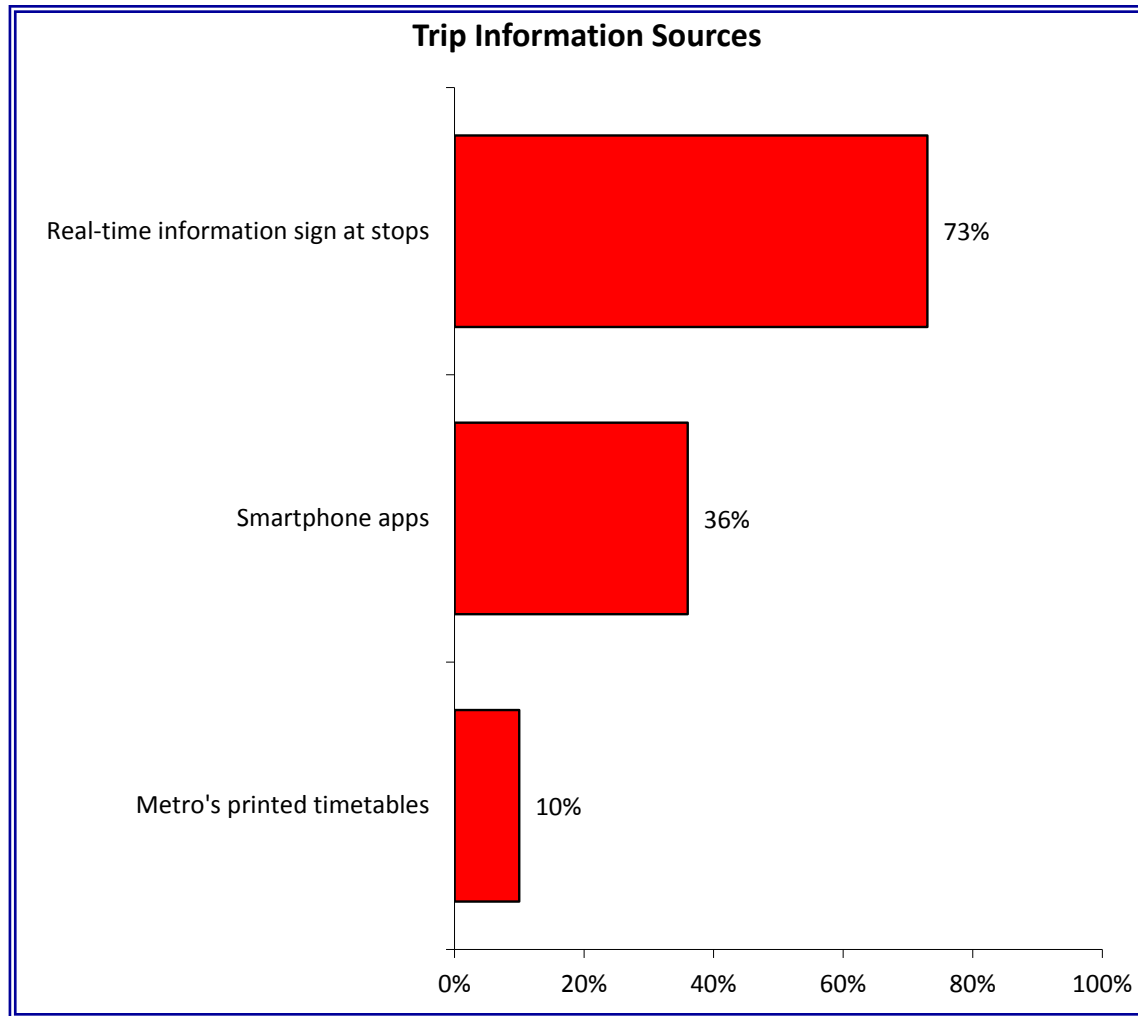
RapidRide E Line: Proof of Payment



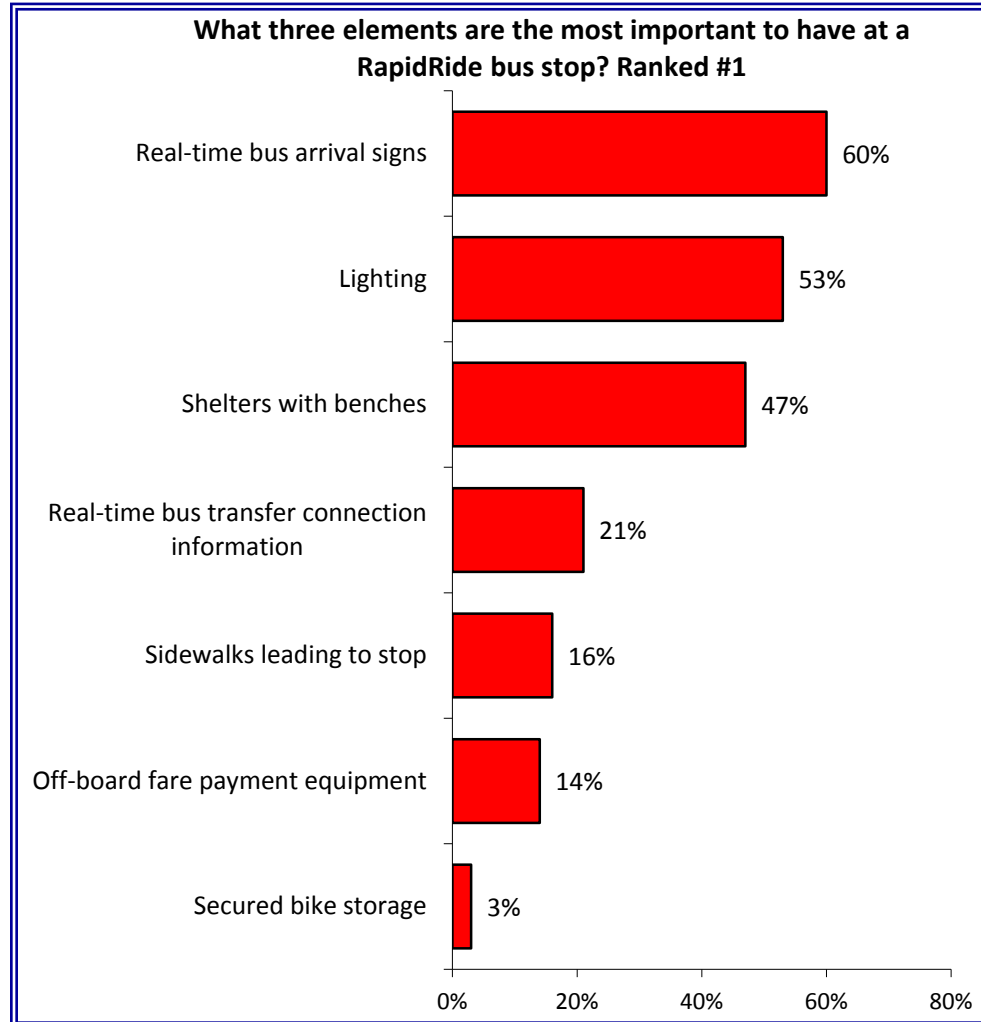
RapidRide E Line: Compared to Other Metro Service



RapidRide E Line: Information Sources



RapidRide E Line: Important Elements at the Bus Stop



RapidRide E Line: Recommendations for Improvements

