



We'll Get You There

RapidRide F Line Three Year Post-Implementation Survey Results

Prepared for:

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EXECUTIVE SUMMARY

Background and Objectives

King County Metro Transit (Metro) introduced the new RapidRide F Line, in June 2014, offering Bus Rapid Transit (BRT) service between Burien Transit Center and Renton Landing. The RapidRide F Line replaced service formerly provided by Route 140.

The RapidRide F 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 Wi-Fi.
- 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.

Metro contracted with Pacific Market Research to conduct a survey of RapidRide F Line riders in 2018 to determine their current satisfaction with RapidRide service. This report compares results of the 2018 survey to the 2015 one-year post-implementation survey (obtained in June 2015), the six-month post-implementation survey (obtained in December 2014), and the Pre RapidRide survey Route 140 results (obtained in April 2014).

Specific areas of investigation were:

- *Overall satisfaction*
- *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*
- *Important elements at a RapidRide bus stop*
- *Recommendations for improvements*

Key findings from the RapidRide F Line 2018 survey are provided in this Executive Summary. They are presented as a comparison with RapidRide F Line 2015, 2014 and Pre RapidRide survey results for questions in common.

Method

All riders onboard selected RapidRide F Line trips were invited to complete a questionnaire regarding their satisfaction with various service quality elements. As an incentive riders were offered two free ride tickets for completing the survey. Riders were also offered the option of completing the survey and mailing it back with a pre-paid envelope. To accommodate riders who do not speak English, the survey was also offered in Spanish, Korean and Vietnamese. A total of 8 surveys were obtained in Spanish, 1 in Korean, and 4 in Vietnamese in the F Line 2018 survey.

Trips to be surveyed were selected to provide a variety of peak and non-peak riders. Table A summarizes response rates for the F Line surveys in this report. Comparable information is not available for Pre RapidRide/Route 140.

Considering response rate as a proportion of all questionnaires given out, F Line 2018 had a response rate just under three quarters completed (74%). Considering response rate as a proportion of all riders contacted, including those that had already completed a survey, refused, spoke other languages, and those not approached, 64 percent of F Line riders completed a survey in 2018.

Table A Completed Questionnaires on RapidRide F Line			
	F Line 2018	F Line 2015	F Line 2014
Completed Questionnaires	501	501	520
% of Questionnaires Handed Out	74%	66%	63%
% of All Riders on Sampled Trips*	64%	52%	42%
% Refused	13%	19%	19%
*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 RapidRide F Line 2018 survey occurred on four days: January 30th, 31st and February 15th and 21st, 2018. A total of 501 complete surveys were collected in the F Line 2018 three-year follow-up survey, there were 501 completed for the one year follow-up in 2015, there were 520 completed for the six month follow-up and 554 complete surveys for Pre RapidRide/Route 140. Trips to be surveyed were selected to provide a variety of peak and non-peak riders. All data collection was conducted weekdays during each survey. (Tables B1, B2)

Table B1 Interviewing Schedule – RapidRide F Line 2018	
Tues., January 30 th 11:30 to 8 PM	Renton Landing
Tues., January 30 th 11:30 to 8 PM	Burien Transit Center
Wed., January 31 st 6 AM to 2:30 PM	Renton Landing
Wed., January 31 st 6 AM to 2:30 PM	Burien Transit Center
Thur., February 15 th ^h 10 AM to 12 AM	Tukwila Station
Wed., February 21 st ^h 10 AM to 12 AM	Tukwila Station

Table B2 Comparison of Interviewing Hours during Peak and Non Peak								
	F Line 2018		F Line 2015		F Line 2014		Pre RapidRide (Rte 140)	
AM Peak	6	17%	6 hrs	18%	11 hrs	23%	9 hrs	19%
Non Peak	24	66%	22 hrs	64%	26 hrs	54%	30 hrs	63%
PM Peak	6	17%	6 hrs	18%	11 hrs	23%	9 hrs	19%
Total	36		34 hrs		48 hrs		48 hrs	

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. 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.

Results for Route 140 presented in the graphs, tables and text are referred to as Pre RapidRide.

KEY FINDINGS

The RapidRide F Line 2018 survey results show that while riders' *overall* satisfaction with the F Line continues to be significantly higher than Pre RapidRide, satisfaction has declined over time on a wide range of measures.

For riders' overall satisfaction, over eight in ten (84%) F Line riders in 2018 gave a rating of satisfied/very satisfied compared to close to nine in ten respondents in 2015 (88%) and 2014 (89%), and eight in ten (80%) for Pre RapidRide.

Comparing 2018 results to Pre RapidRide, 2018 satisfaction ratings were significantly higher on only one of the twenty-eight transit elements rated in both surveys – that element was *Having information available about routes and connections*. Conversely, 2018 satisfaction ratings were significantly lower on four elements – *Cleanliness of the waiting area*, *cleanliness of the bus interior*, *personal safety while on the bus*, and *personal safety while waiting for the bus during the day*.

Comparing 2018 results to 2015, shows that F Line riders in 2018 had significantly lower satisfaction on thirteen of the twenty-eight transit elements rated in both 2018 and 2015. For no elements did the F Line riders have significantly higher satisfaction in 2018.

F Line RapidRide 2018 v. Pre RapidRide

The following information summarizes the significant differences between satisfaction ratings (*satisfied/very satisfied*) given by riders on the F Line in 2018 compared to Pre RapidRide in each service element category.

Waiting area / bus stop where boarded – F Line riders had significantly higher satisfaction ratings than Pre RapidRide for one of the service elements in this category and significantly lower satisfaction for one other element.

- *Having information available about routes and connections* – F Line 2018 (69%) v. Pre RapidRide (63%)
- *Cleanliness of waiting area* – F Line 2018 (54%) v. Pre RapidRide (60%)

Personal safety – F Line 2018 satisfaction ratings were not significantly higher than Pre RapidRide on any of the five personal safety elements, however 2018 ratings were significantly lower on two elements:

- *Personal safety while on the bus* – F Line 2018 (75%) v. Pre RapidRide (80%)
- *Personal safety while waiting for the bus during the day* – F Line 2018 (71%) v. Pre RapidRide (80%)

Things about buses – F Line 2018 satisfaction ratings were significantly lower than Pre RapidRide on one of the five elements in this category.

- *Cleanliness of the bus interior* – F Line 2018 (65%) v. Pre RapidRide (72%)

F Line RapidRide: 2018 v. 2015

The following information summarizes the significant differences between satisfaction ratings (*satisfied/very satisfied*) given by F Line riders in 2018 compared to F Line riders in 2015 in each service element category.

Trip time – F Line 2018 satisfaction ratings did not differ significantly from 2015 ratings on the two elements in this category.

Personal safety while on the bus – F Line 2018 satisfaction ratings were significantly lower than 2015 ratings on three of the five elements in this category:

- *Personal safety while waiting for the bus during the day* – F Line 2018 (71%) v. F Line 2015 (78%)
- *Personal safety while waiting for the bus at night* – F Line 2018 (55%) v. F Line 2015 (63%)
- *Behavior of other people at the waiting area* – F Line 2018 (50%) v. F Line 2015 (56%)

Waiting area / bus stop where boarded – F Line 2018 satisfaction ratings were significantly lower than 2015 ratings on three of the six elements in this category.

- *Having information available about routes and connections* – F Line 2018 (69%) v. F Line 2015 (77%)
- *Cleanliness of waiting area* – F Line 2018 (54%) v. F Line 2015 (63%)
- *Protection from the weather* – F Line 2018 (52%) v. F Line 2015 (65%)

Things about buses – F Line 2018 satisfaction ratings were significantly lower than 2015 ratings on four of the five elements in this category.

- *Enough bars / straps to hang onto while standing* – F Line 2018 (79%) v. F Line 2015 (86%)
- *Room to stand if no seats are available* – F Line 2018 (73%) v. F Line 2015 (80%)
- *Having free Wi-Fi* – F Line 2018 (67%) v. F Line 2015 (74%)
- *Cleanliness of the bus interior* – F Line 2018 (65%) v. F Line 2015 (78%)

Ease of Transferring – F Line 2018 satisfaction ratings were significantly lower than 2015 ratings on two of the five elements in this category.

- *The number of transfers I make* – F Line 2018 (76%) v. F Line 2015 (81%)
- *The bus coming on time when transferring* – F Line 2018 (65%) v. F Line 2015 (72%)

Frequency and reliability of buses – F Line 2018 satisfaction ratings were significantly lower than 2015 ratings on one of the five elements in this category.

➤ *The bus getting me where I'm going on time* – F Line 2018 (78%) v. F Line 2015 (84%)

How RapidRide compares to other Metro bus service – This question asks the respondent to compare RapidRide service elements to other Metro bus service. For eight out of nine elements, only around one in ten chose *other Metro is better* (range of 8% to 12%) in delivering that service element. Around six to seven in ten chose *RapidRide is better* for the following: *how often the bus comes to your stop, the quality of the overall transit experience, the ability to get you where you are going on time, the hours during the day the bus operates, not having to rely on a predetermined schedule when going to the bus stop, the shelters and features at the stop, and the time the bus spends at each stop.*

Two areas with the lowest ratings are *personal safety* and *ensuring riders pay their fare*, where only around half feel RapidRide is better (56% and 53%, respectively).

Comparing the percent of riders in 2018 who say *RapidRide is better* than other Metro to 2015 and 2014 responses, shows that the percentage has declined significantly on each element, with the biggest declines in *not having to rely on a predetermined schedule* (-17), the *time the bus spends at each stop* (-17), the *shelters and features at the stop* (-17), and *your personal safety* (-16).

Number of Rides Taken in Previous 30 Days – Results show similar ridership patterns across the four surveys, with few significant differences noted. On average, ridership has not varied significantly, and riders averaged 26 trips in the previous 30 days.

Reason for Riding – Riders are most likely to use the F Line to *commute to work* (56%) than to use it for other purposes. In 2018 and 2015, significantly more F Line respondents took the bus for *shopping/errands*, for *fun/recreational/social activities*, or for *appointments* compared to both F Line 2014 respondents and Pre RapidRide. Reasons for riding are similar when comparing 2015 to 2018.

Days and times of riding – Comparing 2018 to Pre RapidRide, significantly more report riding on weekdays before 6 a.m. and significantly fewer are riding between 3-6 p.m. Comparing F Line 2018 to 2015, significantly fewer are riding on the weekends.

Transfers – Approximately two-thirds of F Line 2018 respondents (64%) reported transferring to or from the RapidRide F Line on their trip. Significantly more transferred to/from the Sounder in 2018 than Pre RapidRide, while Pre RapidRide more transferred to/from the 150.

Payment of Fare – In 2018, the majority of F Line respondents report using ORCA to pay their fare. This was also the case in 2015 and 2014. The use of cash has declined over time. In 2018, four in ten (41%) who use an ORCA card have Pass, three in ten (29%) have an e-purse, and the remainder either have both or are unsure what products are on their card. Up significantly from previous years, seven in ten respondents (70%) reported using the off-board card reader in the F Line 2018 survey.

Proof of payment – Around eight in ten (79%) F Line riders reported being asked to provide proof of payment by a Fare Enforcement Officer, significantly more than in 2014 (67%) or 2015 (68%). Among those asked to show proof of payment, on average they were asked nearly four times (3.9) in the previous 30 days.

Trip information sources – In 2018, seven in ten (70%) think *the real-time arrival sign at the stop* is the most important source for Metro to provide schedule information, and over one third (36%) feel this way about *Smartphone apps*. Only one in ten (10%) feel this way about *printed timetables*. (A single response was requested, but multiple responses were accepted.) (New to the 2018 survey.)

Important Elements at the Bus Stop – New in 2018, respondents were asked what three elements would be the most important to have at a RapidRide bus stop. Results show that riders prioritize *shelters with benches, real-time bus arrival signs, and lighting*.

Recommendations for RapidRide improvements – The top suggestions were in regard to *bus scheduling and frequency* (15% net) such as ensuring on time service, expanding schedules in specific times and/or increasing frequency. Other top suggestions were to *take care of security/ passenger concerns/ safety on the bus* (8%), and to *provide more shelters* (8%) – both receiving significantly more mentions in 2018 than in 2015.

CONCLUSIONS

Since 2015 there has been a notable decline in satisfaction ratings for a variety of elements, such that ratings of F Line riders are no longer significantly higher than Pre RapidRide on most elements, and they have significantly lower satisfaction when it comes to service elements like cleanliness and personal safety.

Compared to 2015, ratings have declined significantly on nearly half of the transit elements rated. This decline may be due to riders becoming accustomed to the benefits of RapidRide and possibly increasing their requirements for satisfaction, but it may also be due to possible deterioration of some service elements and performance.

Of the six service areas, three categories appear generally stable – *trip time, ease of transferring, and frequency* and *reliability of the buses* – with only three of their (combined) twelve service elements showing significant declines in satisfaction.

The other three categories – *personal safety, waiting area/bus stop, and things about buses* – could benefit from improvements, as satisfaction has declined significantly on ten of the (combined) sixteen service elements, and there were notable declines in the percentage who say “RapidRide is better than other Metro” in the areas of *the shelters and features at the stop* (-17), and *personal safety* (-16).

Specific areas to target are elements where satisfaction ratings are lowest:

- *Behavior of other people at the waiting area* (50% satisfied)
- *Behavior of other passengers on the bus* (51% satisfied)
- *Protection from the weather* (52% satisfied)
- *Cleanliness of waiting area* (54% satisfied)
- *Personal safety while waiting for the bus at night* (55% satisfied)

And elements which have experienced the most dramatic shifts in satisfaction compared to 2015 results (areas of overlap with areas of lowest satisfaction are highlighted):

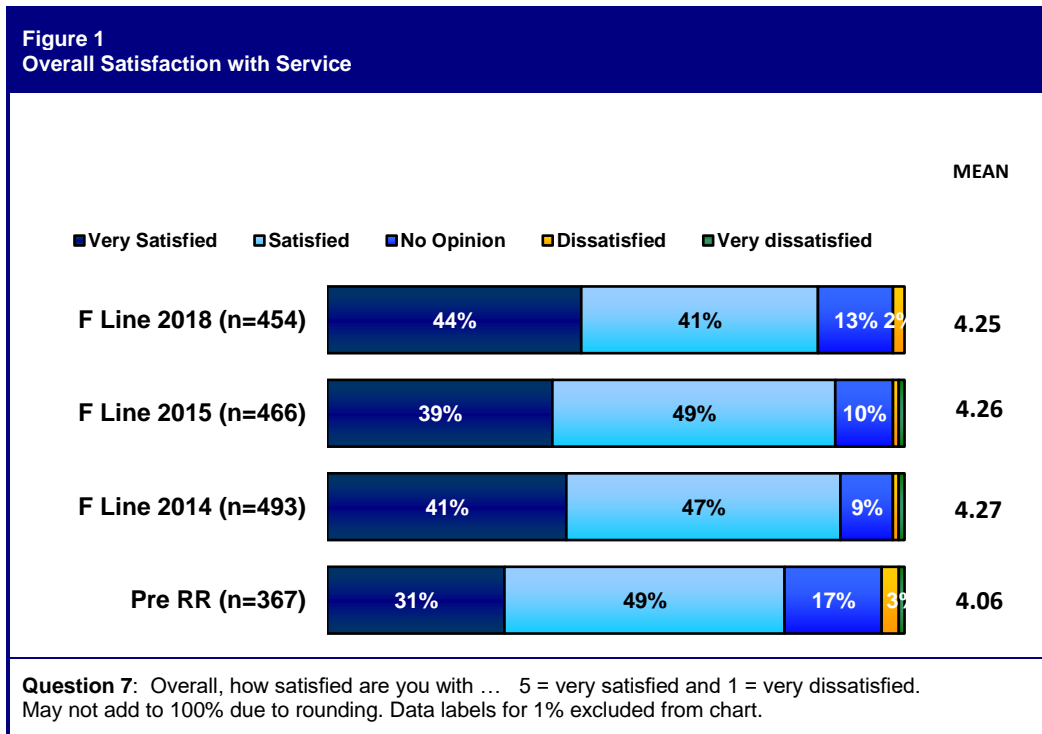
- *Protection from the weather* (-13%)
- *Cleanliness of waiting area* (-9%)
- *Cleanliness of bus interior* (-8%)
- *Having information available about routes and connections* (-8%)
- *Personal safety while waiting for the bus at night* (-8%)

Efforts to improve cleanliness, increase protection from the weather, and enhance personal safety will align with what riders deem among the most important elements at the bus stop – *shelters with benches and lighting* – and with some of their top recommended improvements – addressing *security/safety concerns* and *providing more shelters*.

DETAILED FINDINGS

Overall Satisfaction with Service

Overall satisfaction with F Line service continues to be significantly higher compared to satisfaction with Pre RapidRide, when measuring the percentage *very satisfied* (44% v. 31%). Over eight out of ten respondents (84%), gave a rating of *satisfied/very satisfied* for the RapidRide F Line in 2018, compared to close to nine out of ten respondents in 2015 (88%) and 2014 (89%), and eight out of ten (80%) for Pre RapidRide. The mean satisfaction score was significantly higher for the F Line in 2018 (4.25) versus Pre RapidRide (4.06).



Satisfaction with Service Elements for F Line 2018, 2015, 2014 and Pre RapidRide F Line

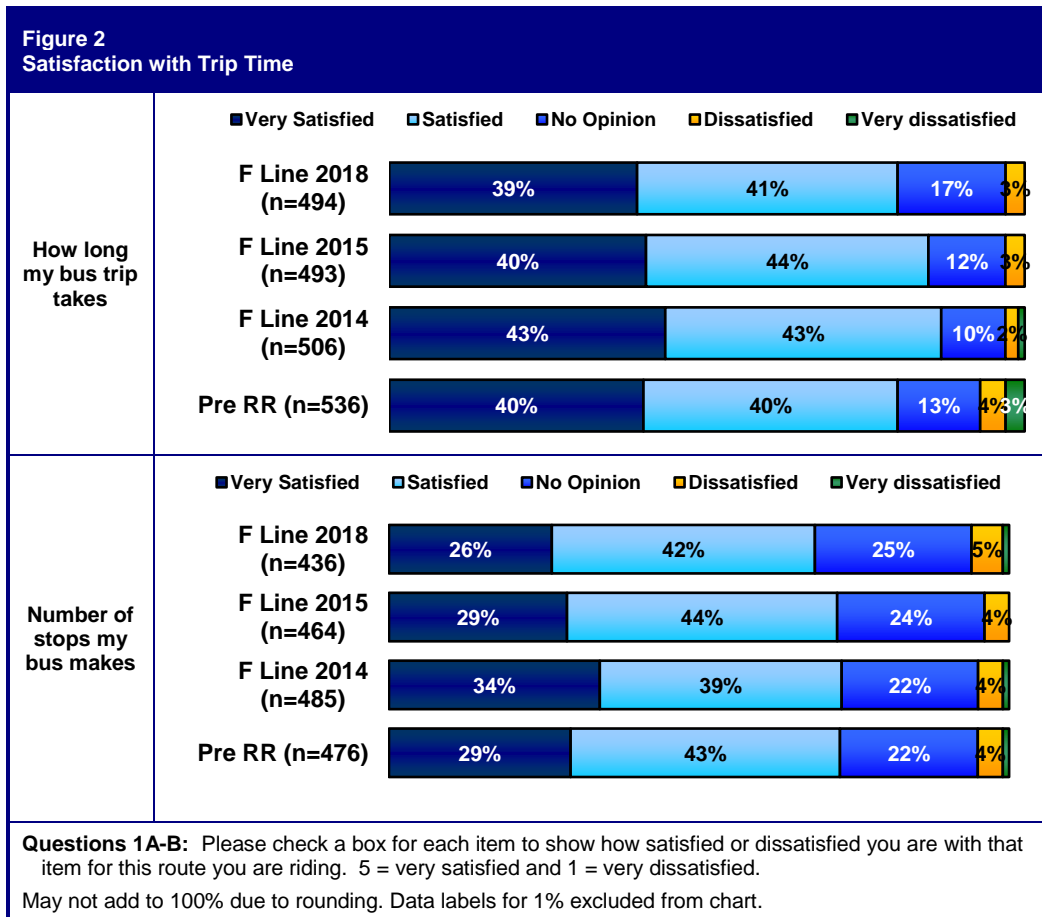
In addition to asking for a rating of satisfaction with overall service, respondents were asked to give satisfaction ratings for twenty-eight service elements grouped into six service dimensions. These ratings are presented in charts, and mean ratings are summarized in tables. The following information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

Compared to Pre RapidRide, satisfaction with *how long my bus trip takes* was significantly higher among F Line respondents in 2014, but the increase in satisfaction was not significant in 2018 or 2015. Eighty percent were *satisfied/very satisfied* for the F Line in 2018 compared to eighty percent for Pre RapidRide, however significantly fewer riders were *dissatisfied* with this element in each survey after Pre RapidRide.

Satisfaction with *number of stops my bus makes* was comparable between the RapidRide F Line 2018 and Pre RapidRide (69% *satisfied/very satisfied* v. 72%, respectively.) Ratings for the F Line at the sixth-month post-implementation and one-year mark are similar on this measure.



The mean satisfaction rating for the length of the bus trip remains significantly higher for the RapidRide F Line compared to Pre RapidRide, while the mean satisfaction rating for number of stops was comparable.

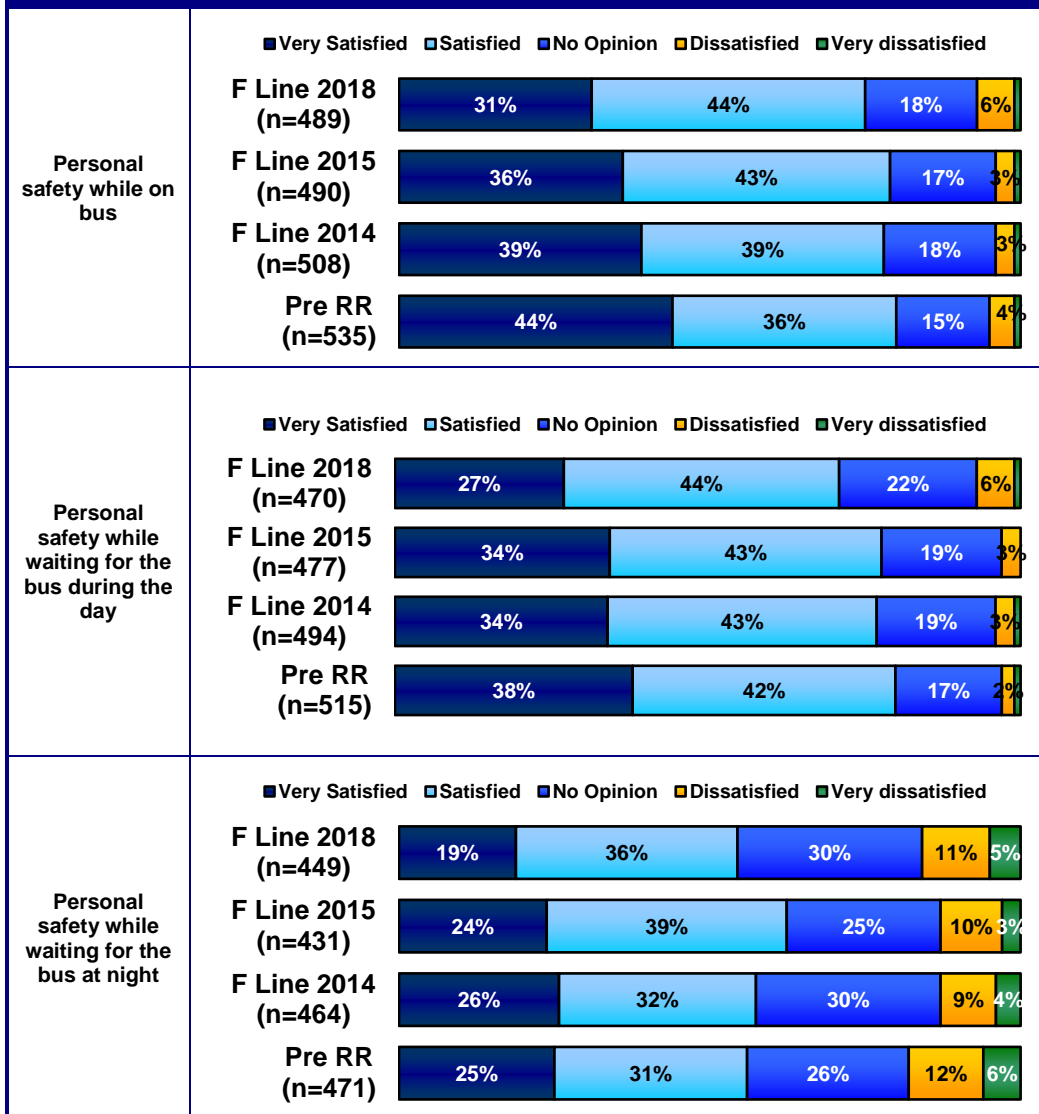
Table 2				
Mean Satisfaction Scores: Trip Time				
	F Line 2018	F Line 2015	F Line 2014	Pre RR
How long my bus trip takes	4.16	4.21	4.26*	4.10
Number of stops my bus makes	3.88	3.97	3.99	3.95
Questions 1A-B: Please check a box for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.				
Mean ratings that are shown in boldface type are significantly higher v. Pre RR. *Significantly higher v. 2018.				

Personal Safety

Satisfaction ratings (*very satisfied/ satisfied*) for all five elements of personal safety have declined over time when comparing 2018 F Line respondents and 2015, 2014, and Pre RapidRide respondents.

- *Personal safety while on the bus* – F Line 2018 (75%), F Line 2015 (79%) v. F Line 2014 (78%) v. Pre RapidRide (80%) (Note: 2018 is significantly lower than Pre RapidRide.)
- *Personal safety while waiting for the bus during the day* – F Line 2018 (71%), F Line 2015 (78%) v. F Line 2014 (77%) v. Pre RapidRide (80%) (Note: 2018 is significantly lower than 2015, 2014, and Pre RapidRide.)
- *Personal safety while waiting for the bus at night* – F Line 2018 (55%), F Line 2015 (63%) v. F Line 2014 (58%) v. Pre RapidRide (56%) (Note: 2018 is significantly lower than 2015.)
- *Behavior of other passengers on the bus* – F Line 2018 (51%), F Line 2015 (57%) v. F Line 2014 (58%) v. Pre RapidRide (58%) (Note: 2018 is not significantly different than 2015, 2014, or Pre RapidRide.)
- *Behavior of other people at the waiting area* – F Line 2018 (50%), F Line 2015 (56%) v. F Line 2014 (54%) v. Pre RapidRide (54%) (Note: 2018 is significantly lower than 2015.)

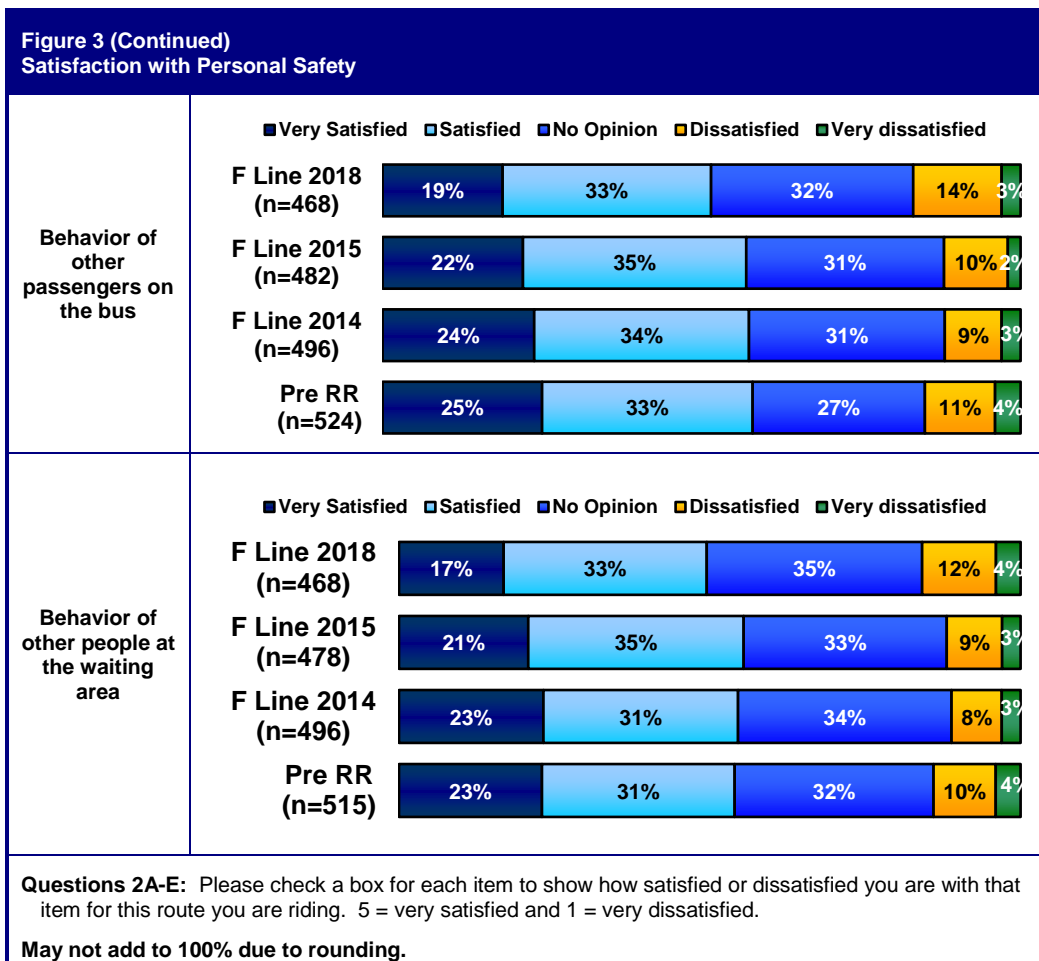
Figure 3
Satisfaction with Personal Safety



Questions 2A-E: Please check a box 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.



Mean ratings for all five elements of personal safety were significantly lower in 2018 v. 2015, and they were significantly lower than several personal safety elements compared to 2014 and Pre RapidRide. (Table 3)

Table 3 Mean Satisfaction Scores: Personal Safety				
	F Line 2018	F Line 2015	F Line 2014	Pre RR
Personal safety while on the bus.	3.99	4.10*	4.10*	4.19*
Personal safety while waiting for the bus during the day.	3.90	4.08*	4.06*	4.12*
Personal safety while waiting for the bus at night.	3.54	3.72*	3.67	3.57
Behavior of other passengers on the bus.	3.51	3.66*	3.67*	3.64*
Behavior of other people at the waiting area.	3.48	3.64*	3.62*	3.59

Questions 2A-E: Please check a box 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 than Pre RR. *Significantly higher than 2018.

Waiting Area/Bus Stop Where You Boarded For This Trip

Satisfaction ratings (*very satisfied/ satisfied*) for the elements of *waiting area/ bus stop where you boarded* show mixed results over time when comparing 2018 F Line respondents and 2015, 2014, and Pre RapidRide respondents.

Satisfaction ratings from all four surveys were similar on the following element:

- *Convenience of the bus stop to my home or where I was coming from* – F Line 2018 (73%) v. F Line 2015 (76%) v. F Line 2014 (72%) v. Pre RapidRide (77%)

In 2015 F Line respondents showed significantly higher satisfaction on two elements compared to Pre RapidRide respondents, while in 2018 these ratings declined, although not significantly:

- *Amount of lighting* – F Line 2018 (66%) v. F Line 2015 (71%) v. F Line 2014 (68%) v. Pre RapidRide (64%)
- *Being able to sit down while waiting* – F Line 2018 (67%) v. F Line 2015 (70%) v. F Line 2014 (66%) v. Pre RapidRide (62%)

Satisfaction ratings for *cleanliness of the waiting area* declined significantly in 2018 compared to all previous surveys:

- *Cleanliness of waiting area* – F Line 2018 (54%) v. F Line 2015 (63%) v. F Line 2014 (62%) v. Pre RapidRide (60%)

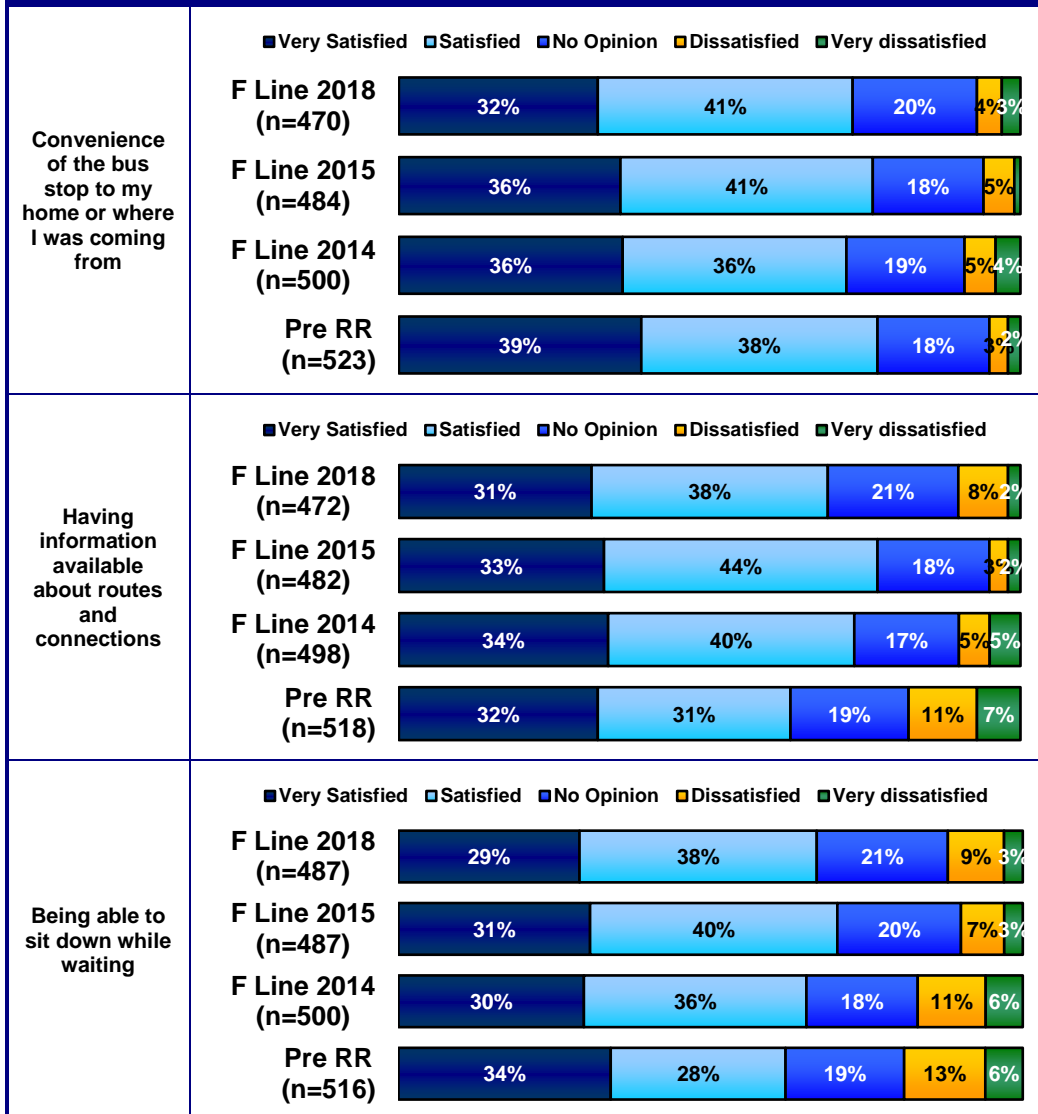
Satisfaction ratings for *having information available about routes and connections* declined significantly in 2018 but remain significantly higher compared to Pre RapidRide.

- *Having information available about routes and connections* – F Line 2018 (69%) v. F Line 2015 (77%) v. F Line 2014 (73%) v. Pre RapidRide (63%)

Satisfaction ratings for *protection from the weather* declined significantly in 2018 after rising significantly in 2015.

- *Protection from the weather* – F Line 2018 (52%) v. F Line 2015 (65%) v. F Line 2014 (50%) v. Pre RapidRide (50%)

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

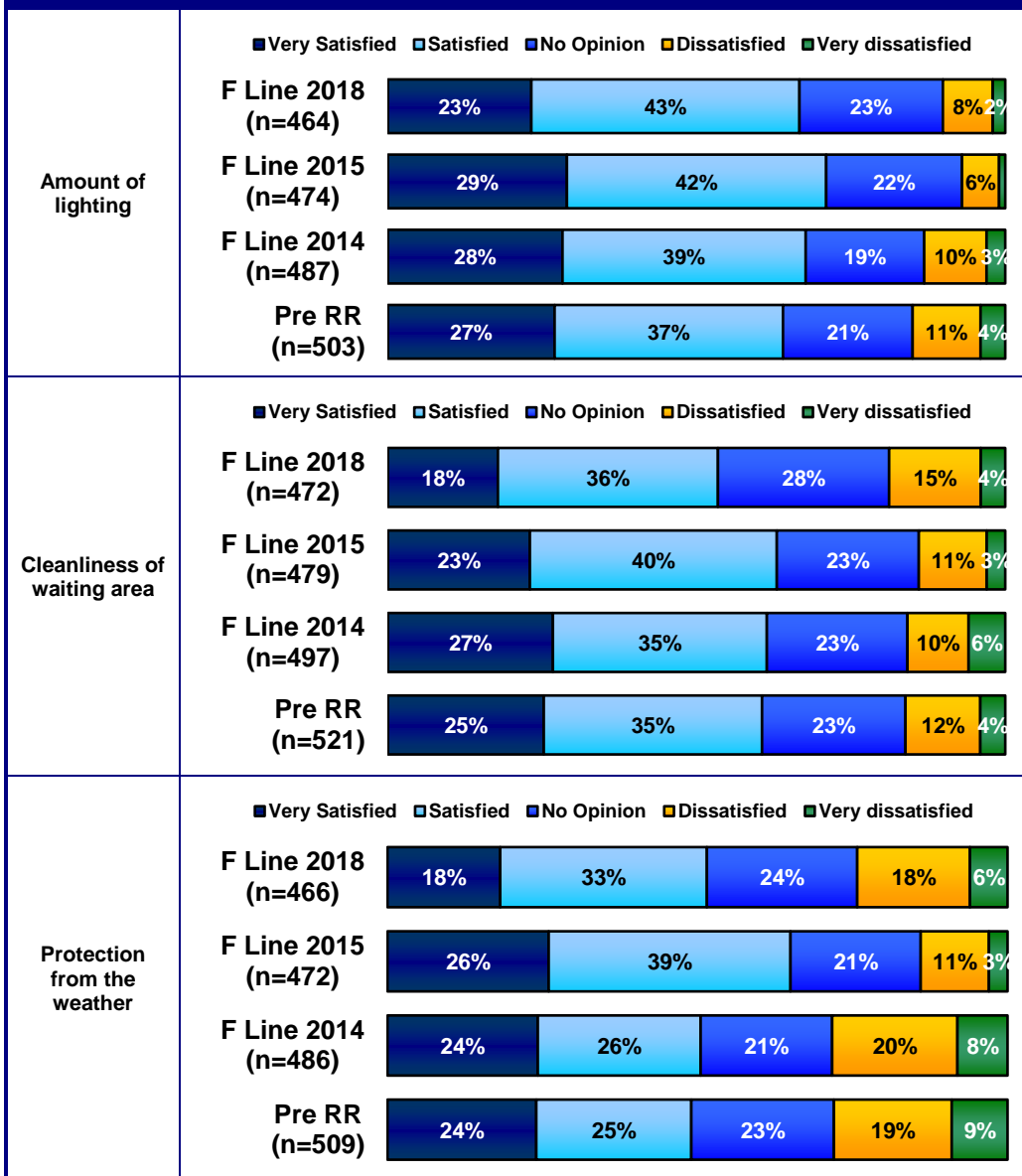


Questions 3A-G: Please check a box for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.

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



Questions 3A-G: Please check a box 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 4 displays the mean satisfaction scores for all elements of *waiting area/bus stop where you boarded for this trip*. Results show that for four elements, mean ratings declined significantly in 2018 compared to 2015, and in only one case was the 2018 mean rating higher compared to Pre RapidRide.

Table 4 Mean Satisfaction Scores: Waiting Area/Bus Stop Where You Boarded for This Trip				
	F Line 2018	F Line 2015	F Line 2014	Pre RR
Convenience of the bus stop to my home or where I was coming from	3.96	4.04	3.96	4.08*
Having information available about routes and connections	3.88	4.04*	3.93	3.70
Being able to sit down while waiting	3.81	3.88	3.74	3.70
Amount of lighting	3.76	3.93*	3.79	3.71
Cleanliness of the waiting area	3.51	3.70*	3.67*	3.65*
Protection from the weather	3.40	3.74*	3.38	3.38

Questions 3A-G: Please check a box 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 than Pre RR. *Significantly higher than 2018.

Things about Buses

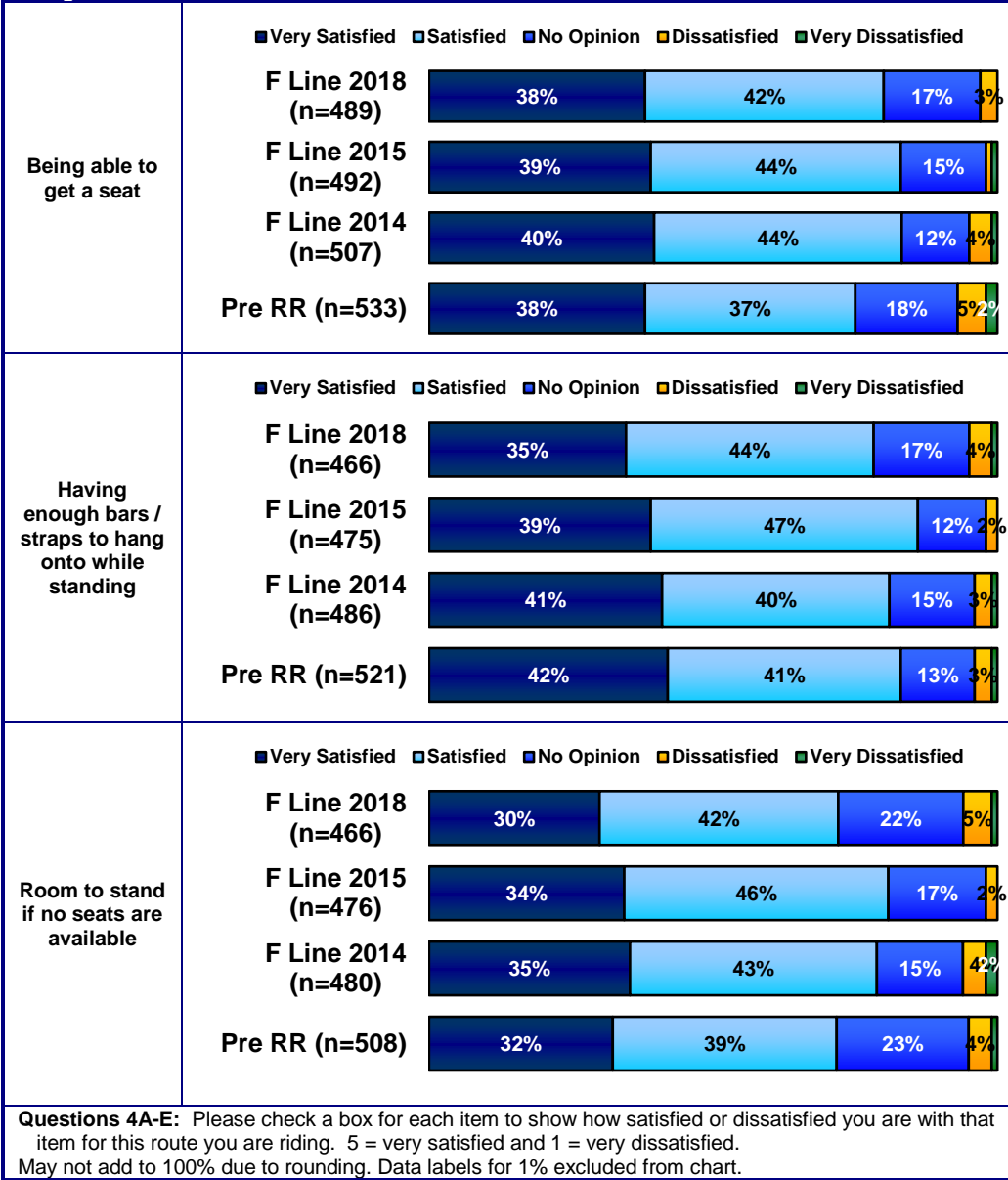
Respondents were also asked to rate their satisfaction on *things about buses*. A comparison of satisfaction ratings (Figure 5) shows that satisfaction declined significantly in 2018 on four of the five elements:

- *Enough bars / straps to hang onto while standing* – F Line 2018 (79%) v. F Line 2015 (86%) v. F Line 2014 (81%) v. Pre RapidRide (83%) (Note: 2015 ratings are significantly higher than both 2018 and 2014 results.)
- *Room to stand if no seats are available* – F Line 2018 (73%) v. F Line 2015 (80%) v. F Line 2014 (79%) v. Pre RapidRide (71%) (Note: 2015 and 2014 ratings are significantly higher than both 2018 and Pre RapidRide results.)
- *Cleanliness of the bus interior* – F Line 2018 (65%) v. F Line 2015 (78%) v. F Line 2014 (74%) v. Pre RapidRide (72%) (Note: 2018 ratings are significantly lower than 2015, 2014, and Pre RapidRide ratings on this element.)
- *Having free Wi-Fi* – F Line 2018 (67%) v. F Line 2015 (74%) v. F Line 2014 (73%) (Note: 2015 and 2014 ratings are significantly higher than 2018; not asked Pre RapidRide.)

On the fifth element *being able to get a seat*, satisfaction dropped slightly but not significantly in 2018 and is not significantly different from any of the previous surveys.

- *Being able to get a seat* – F Line 2018 (80%) v. F Line 2015 (83%) v. F Line 2014 (83%) v. Pre RapidRide (75%) (Note: 2015 and 2014 ratings are significantly higher than Pre RapidRide.)

Figure 5
Things about Buses



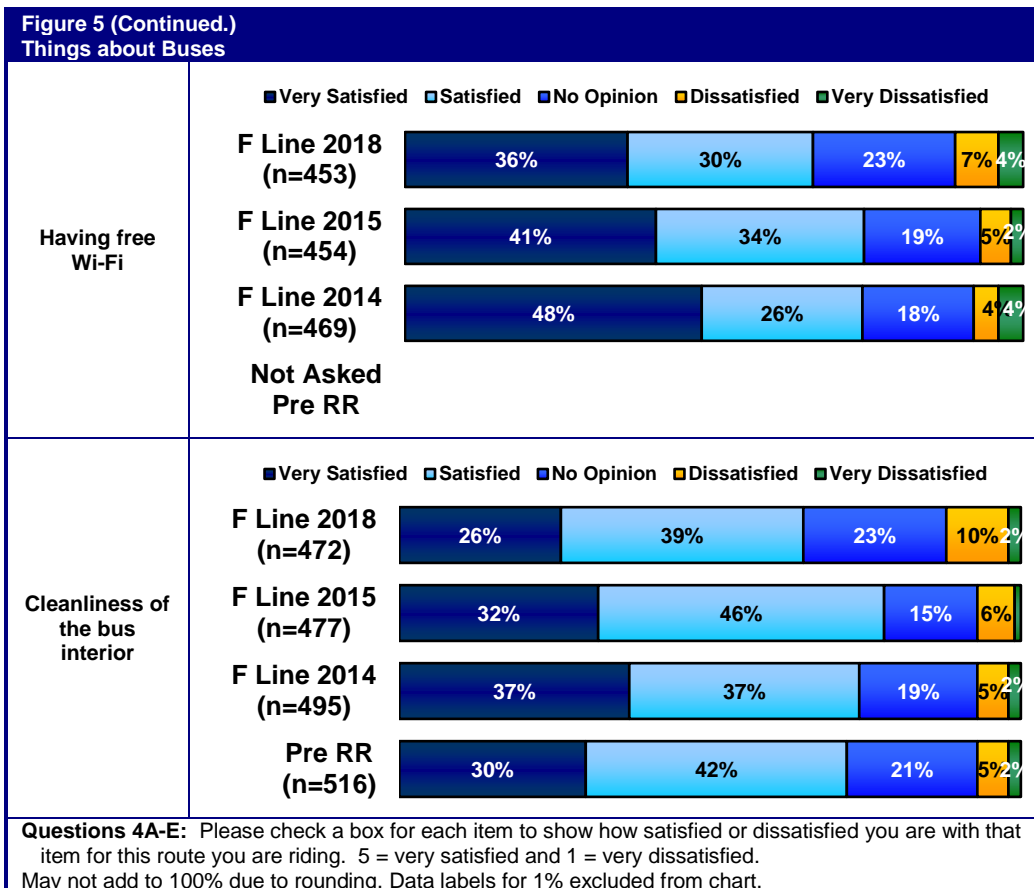


Table 5 displays the mean satisfaction scores for all elements of *things about buses*. Results show a decline in four elements from 2015 to 2018 and on two elements compared to 2014 and to Pre RapidRide.

Table 5 Mean Satisfaction Scores: Things about Buses				
	F Line 2018	F Line 2015	F Line 2014	Pre RR
Being able to get a seat	4.15	4.19	4.17	4.05
Enough bars / straps to hang onto while standing	4.07	4.24*	4.16	4.19*
Room to stand if no seats are available	3.96	4.12*	4.06	3.96
Having free Wi-Fi	3.89	4.06*	4.08*	N/A
Cleanliness of the bus interior	3.76	4.03*	4.01*	3.94*

Questions 4A-E: Please check a box 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 than Pre RR. *Significantly higher than 2018.

Ease of Transferring

Riders rated their satisfaction with six elements regarding the *Ease of transferring to or from the RapidRide F Line* (Figure 6).

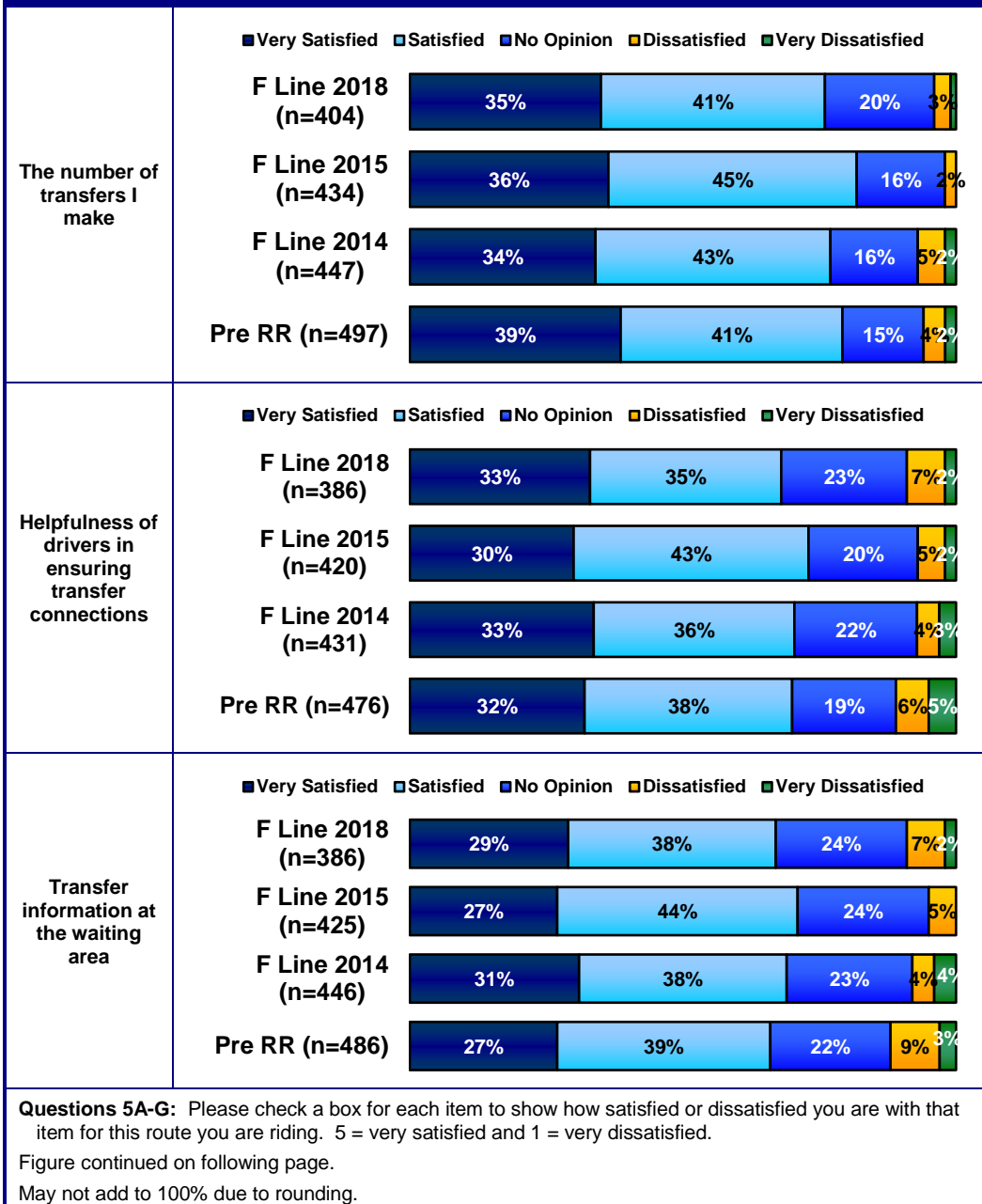
There were no significant differences in the percentage of *very satisfied/ satisfied* ratings between the F Line respondents in 2018 v. 2014 or the Pre RapidRide respondents on any of the five elements of transfers. However, for two elements, satisfaction of F Line respondents in 2018 was significantly lower than respondents in 2015.

- *The number of transfers I make* – F Line 2018 (76%) v. F Line 2015 (81%) v. F Line 2014 (77%) v. Pre RapidRide (79%)
- *The bus coming on time when transferring* – F Line 2018 (65%) v. F Line 2015 (72%) v. F Line 2014 (69%) v. Pre RapidRide (63%) (Note: 2015 ratings were also significantly higher than Pre RapidRide.)

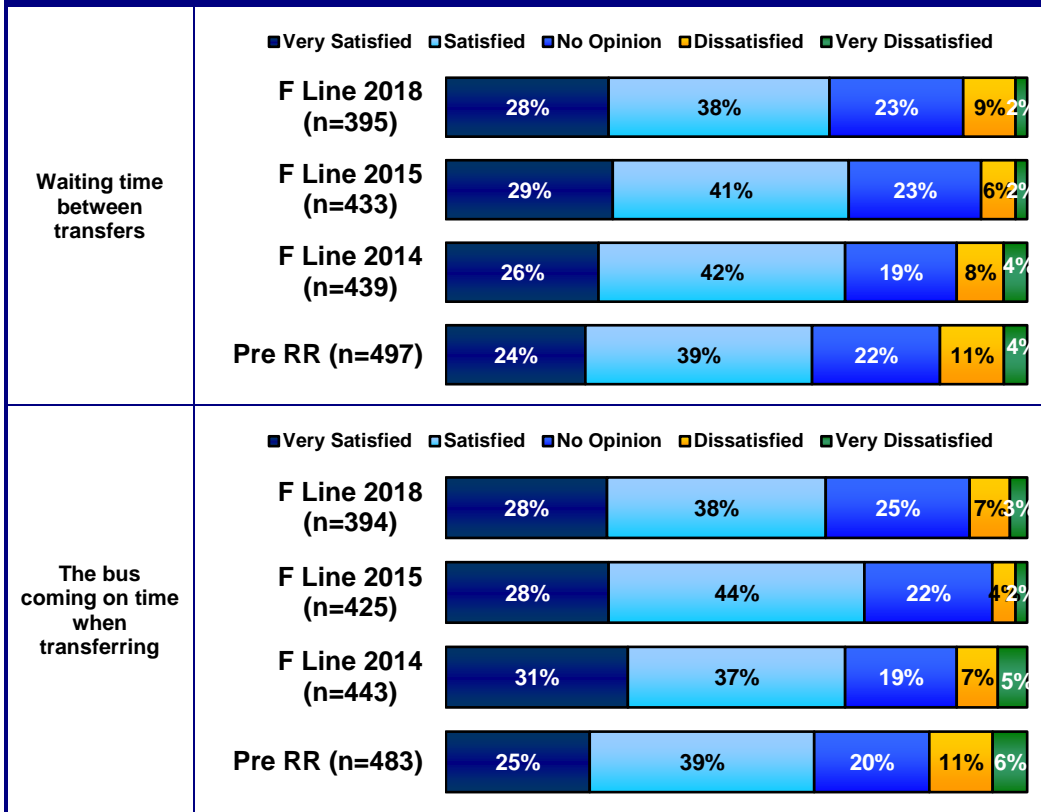
There were no significant differences (percent of *very satisfied/ satisfied* ratings) for the other three elements:

- *Helpfulness of drivers in ensuring transfer connections* – F Line 2018 (68%) v. F Line 2015 (73%) v. F Line 2014 (70%) v. Pre RapidRide (70%)
- *Transfer information at the waiting area* – F Line 2018 (67%) v. F Line 2015 (71%) v. F Line 2014 (69%) v. Pre RapidRide (66%)
- *Waiting time between transfers* – F Line 2018 (67%) v. F Line 2015 (70%) v. F Line 2014 (69%) v. Pre RapidRide (63%) (Note: 2015 ratings were significantly higher than Pre RapidRide.)

Figure 6
Satisfaction with Ease of Transferring



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



Questions 5A-F: Please check a box 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 that mean ratings for *ease of transferring* elements declined in 2018, although not significantly. Compared to Pre RapidRide, F line rider satisfaction was significantly higher on one element:

- *Waiting time between transfers* – F Line 2018 (3.83) v. F Line 2014 (3.66)

Mean ratings of F Line riders for *ease of transferring* elements in 2018 did not differ significantly from ratings in 2015 or 2014.

Table 6 Mean Satisfaction Scores: Ease of Transferring				
	F Line 2018	F Line 2015	F Line 2014	Pre RR
The number of transfers I make.	4.04	4.15	4.01	4.09
Helpfulness of drivers in ensuring transfer connections.	3.91	3.95	3.92	3.86
Transfer information at the waiting area.	3.86	3.93	3.89	3.78
Waiting time between transfers.	3.83	3.88	3.78	3.66
The bus coming on time when transferring.	3.80	3.92	3.82	3.66
Questions 5A-F: Please check a box 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 than Pre RR. *Significantly higher than 2018.				

Frequency and Reliability of Buses

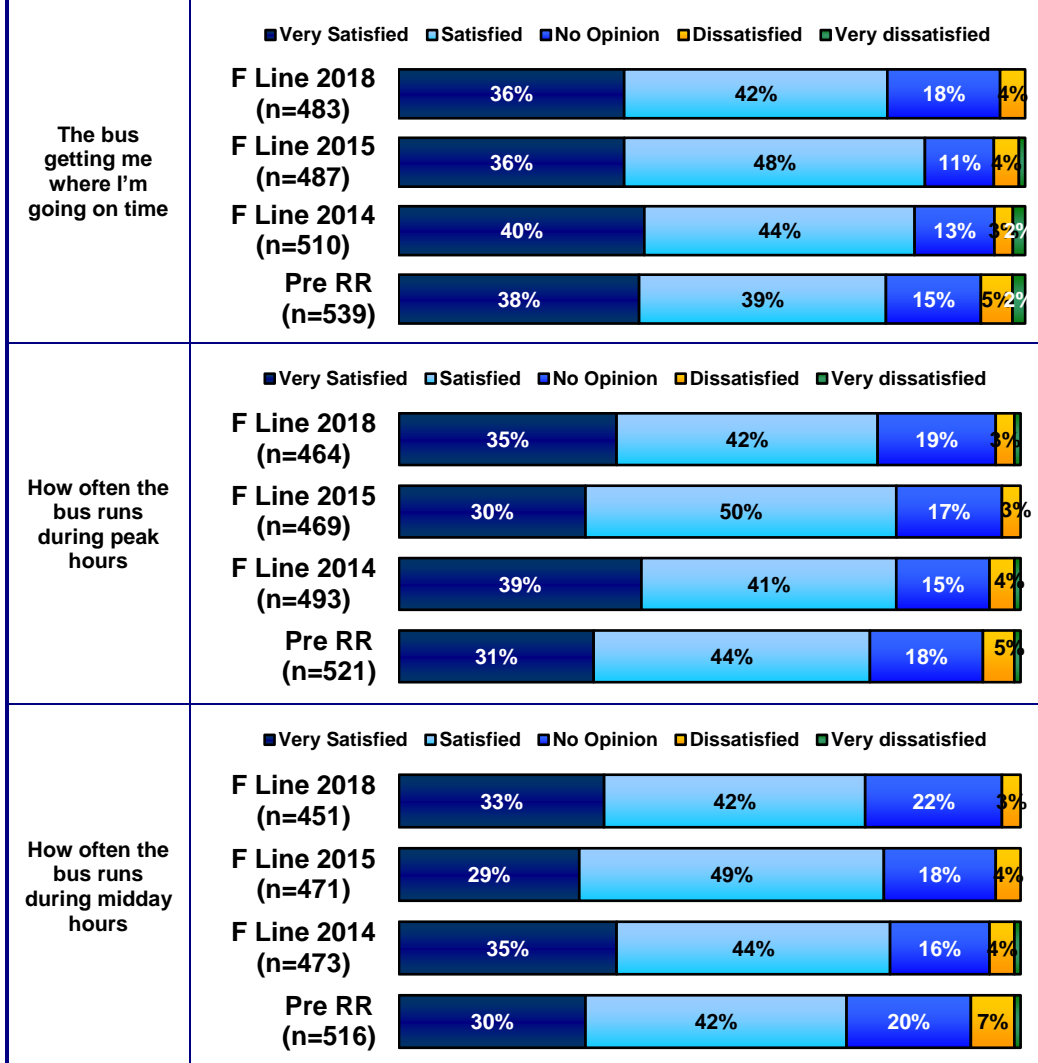
Satisfaction with the five elements of *frequency and reliability of buses* declined (although not significantly), so that *very satisfied/ satisfied* ratings of F Line 2018 respondents were similar to Pre RapidRide ratings. In 2015 and/or 2014 F Line respondent ratings were significantly higher than Pre RapidRide ratings on four of the five elements. (Figure 7)

- *How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.)* – F Line 2018 (77%) v. F Line 2015 (80%) v. F Line 2014 (80%) v. Pre RapidRide (75%) (Note: none of the ratings were significantly different on this element.)
- *How often the bus runs during midday hours (9 a.m. to 3 p.m.)* – F Line 2018 (74%) v. F Line 2015 (78%) v. F Line 2014 (79%) v. Pre RapidRide (72%) (Note: ratings for 2015 and 2014 were significantly higher than Pre RapidRide.)
- *How often the bus runs in the evening / night* – F Line 2018 (63%) v. F Line 2015 (68%) v. F Line 2014 (67%) v. Pre RapidRide (58%) (Note: ratings for 2015 and 2014 were significantly higher than Pre RapidRide.)
- *How often the bus runs on weekends* – F Line 2018 (65%) v. F Line 2015 (70%) v. F Line 2014 (65%) v. Pre RapidRide (61%) (Note: ratings for 2015 were significantly higher than Pre RapidRide.)

In one case F Line rider satisfaction declined significantly in 2018, compared to 2015:

- *The bus getting me where I'm going on time* – F Line 2018 (78%) v. F Line 2015 (84%) v. F Line 2014 (84%) v. Pre RapidRide (78%)

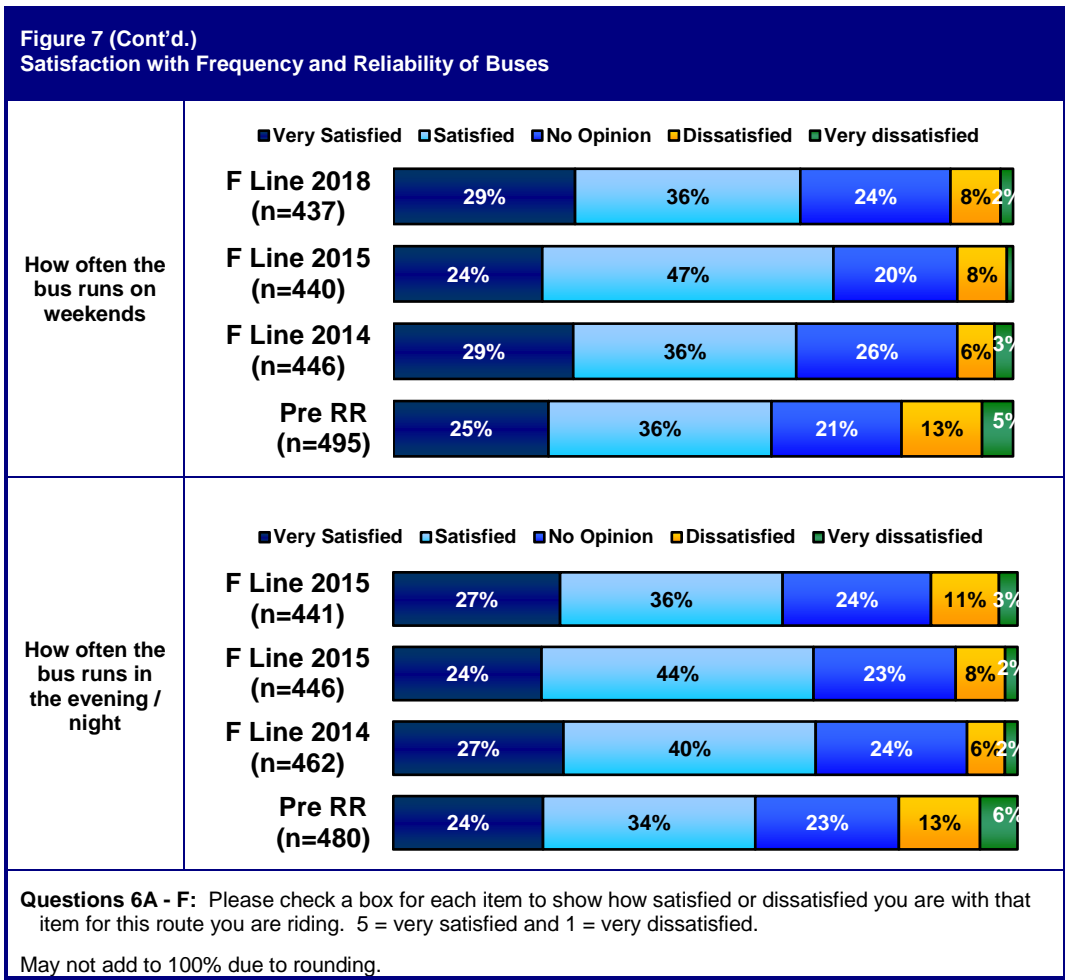
Figure 7
Satisfaction with Frequency and Reliability of Buses



Questions 6A - F: Please check a box 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.



Mean satisfaction ratings for two of the five elements of *frequency and reliability of buses* were significantly higher among F Line 2018 respondents v. Pre RapidRide respondents – *How often the bus runs on weekends* and *How often the bus runs in the evening/ night*. (Table 7)

Table 7
Mean Satisfaction Scores: Frequency and Reliability of Buses

	F Line 2018	F Line 2015	F Line 2014	Pre RR
The bus getting me where I'm going on time.	4.10	4.15	4.17	4.07
How often the bus runs during peak hours (6-9 am and 3-6 pm).	4.08	4.06	4.13	3.98
How often the bus runs during midday hours (9 am to 3 pm).	4.04	4.03	4.08	3.94
How often the bus runs on weekends.	3.81	3.84	3.81	3.63
How often the bus runs in the evening / night.	3.73	3.80	3.82	3.57

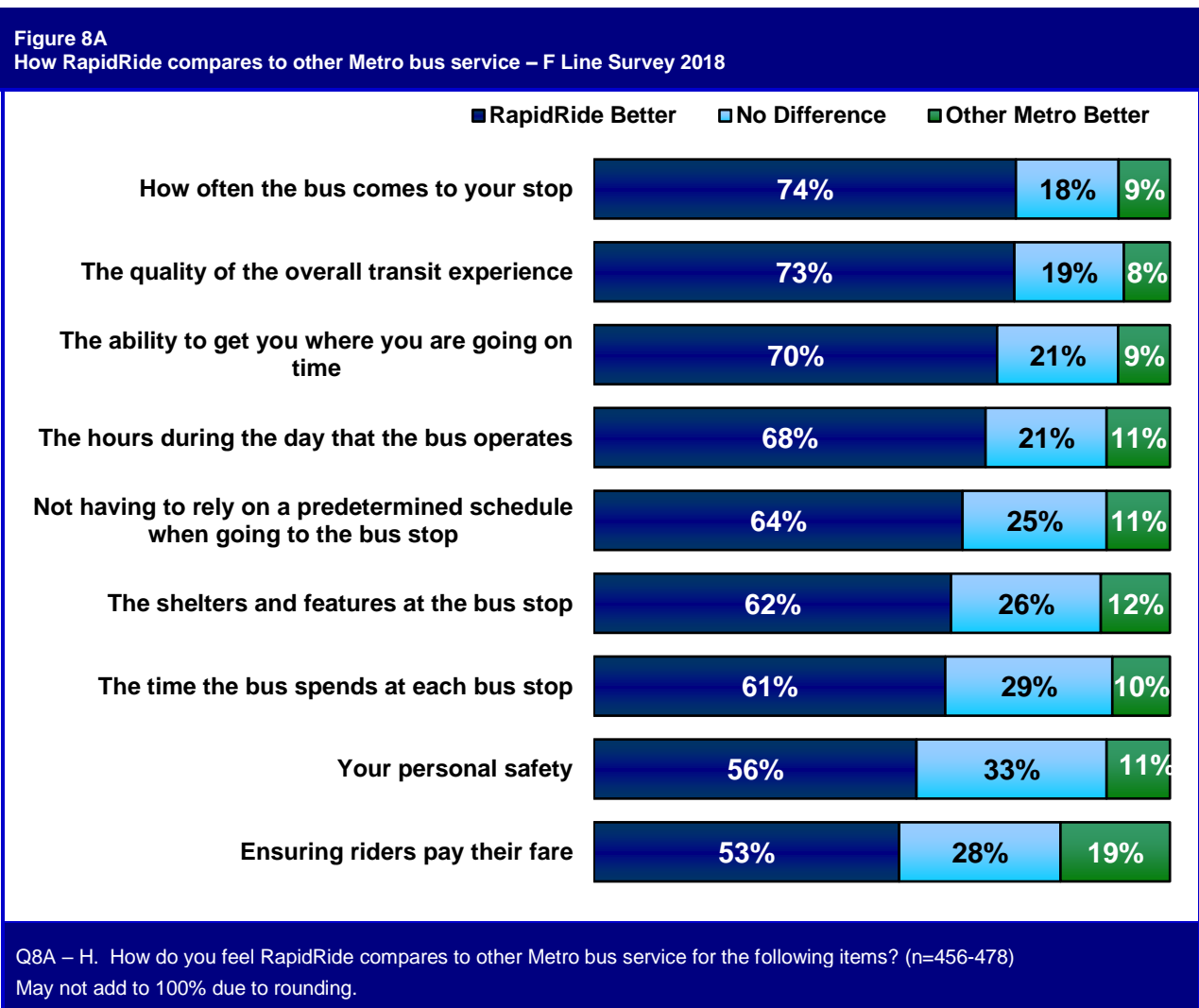
Questions 6A - F: Please check a box for each item to show how satisfied or dissatisfied you are with that item for this route you are riding. 5 = very satisfied and 1 = very dissatisfied.
Mean ratings that are shown in boldface type are significantly higher than Pre RR. *Significantly higher than 2018.

How RapidRide Compares to Other Metro Bus Service

This question asks the respondent to compare RapidRide service elements to other Metro bus service. For eight out of nine elements, only around one in ten chose *other Metro is better* (range of 8% to 12%) in delivering that service element. (Figure 8A)

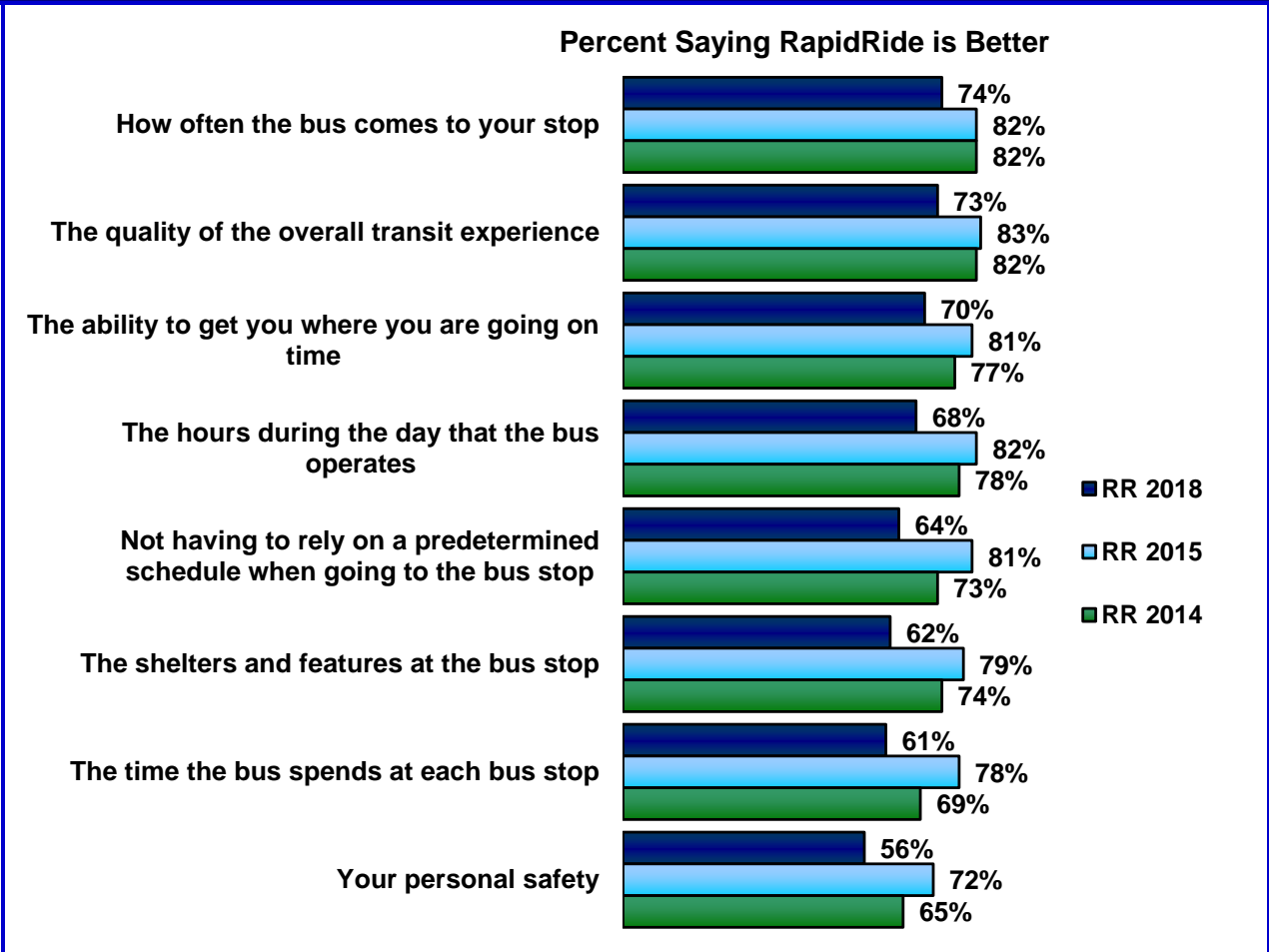
Around six to seven in ten chose *RapidRide is better* for the following: *how often the bus comes to your stop* (74%), *the quality of the overall transit experience* (73%), *the ability to get you where you are going on time* (70%), *the hours during the day the bus operates* (68%), *not having to rely on a predetermined schedule when going to the bus stop* (64%), *the shelters and features at the bus stop* (62%), and *the time the bus spends at each stop* (61%).

Two areas with the lowest ratings are *personal safety* and *ensuring riders pay their fare** where only around half feel RapidRide is better (56% and 53%, respectively). (*New to the survey in 2018.)



Comparing the percent of riders in 2018 who say *RapidRide is better* than other Metro to 2015 and 2014 responses (Figure 8B), shows that the percentage has declined significantly on each element, with the biggest declines in *not having to rely on a predetermined schedule* (-17), the *time the bus spends at each stop* (-17), the *shelters and features at the stop* (-17), and *your personal safety* (-16).

Figure 8B
Comparison of “RapidRide is Better” Ratings



Q8A – H. How do you feel RapidRide compares to other Metro bus service for the following items? (n=450-465)
May not add to 100% due to rounding.

Transit Trips Taken

Table 9 shows similar ridership patterns across the four surveys, with few significant differences noted. On average, ridership has not varied significantly.

Table 9 Rides Taken in the Previous 30 Days				
	F Line 2018	F Line 2015	F Line 2014	Pre RR
(Base)	(423)	(427)	(475)	(500)
1-20 Rides in past 30 days	63%	59%	51%	62%
21-40 Rides in past 30 days	19%	23%	27%*	23%
More than 40 rides in past 30 days	17%	18%	22%	15%
Mean	25.56	24.66	27.14	24.18
Question 10: How many rides have you taken on RapidRide F Line/this route in the last 30 days? Mean ratings that are shown in boldface type are significantly higher than Pre RR. *Significantly higher than 2018.				

Reason for Riding

Respondents were also asked to list the purpose of the trip that they take most often on this route. Table 10 shows riders are most likely to use the F Line to commute to work (56%) than to use it for other purposes. While going to/from work is the number one reason for riding given by all survey respondents, significantly more F Line respondents in 2014 cited this reason than in the Pre RapidRide survey.

In 2018 and 2015, significantly more F Line respondents took the bus for shopping/errands, for fun/recreational/social activities, or for appointments compared to both F Line 2014 respondents and Pre RapidRide respondents. Reasons for riding are similar when comparing 2015 to 2018.

Table 10 Reasons for Riding				
	F Line 2018	F Line 2015	F Line 2014	Pre RR
(Base)	(466)	(483)	(514)	(545)
To / from work	56%	61%	63%*	47%
Shopping / errands	29%	28%	20%	21%
Appointments	28%	26%	19%	21%
Fun / recreation / social	27%	28%	18%	19%
To / from school	19%	16%	17%	12%
Question 10: What is the purpose of the trip you take most often on the RapidRide F Line/this route? Percentages that are shown in boldface type are significantly higher than Pre RapidRide. *Significantly higher than 2018. Multiple response question; proportions may add to more than 100%.				

Days and Times of Riding

Comparing 2018 to Pre RapidRide, significantly more report riding on weekdays before 6 a.m. and significantly fewer are riding between 3-6 p.m. Comparing F Line 2018 to 2015, significantly fewer are riding on the weekends.

Table 11 Times of the Day and Week Using the Bus				
	F Line 2018	F Line 2015	F Line 2014	Pre RR
(Base)	(457)	(472)	(505)	(543)
Weekdays - before 6 a.m.	24%	19%	19%	17%
Weekdays - AM peak (6-9 a.m.)	44%	45%	52%*	44%
Weekdays - PM peak (3-6 p.m.)	42%	41%	44%	50%*
Weekdays 9 a.m. to 3 p.m.	40%	47%	34%	37%
Weekdays 6-9 p.m.	29%	28%	29%	29%
Weekdays later than 9 p.m.	18%	16%	14%	15%
Weekends	29%	38%*	26%	33%

Question 11: When do you usually ride RapidRide F line?
 Percentages that are shown in boldface type are significantly higher than Pre RapidRide. *Significantly higher than 2018.
 Multiple response question; proportions may add to more than 100%.

Transfers

Approximately two-thirds of F Line 2018 respondents (64%) reported transferring to or from the RapidRide F Line on their trip. This is significantly fewer than those who reported transferring to or from the Pre RapidRide (85%).

Note some of the difference in the responses to this question may be the result of a change in the question wording. In the Pre RapidRide questionnaire this was asked as two questions: *Will you transfer from Route 140 TO another train/bus on this trip?* and *Did you transfer to Route 140 FROM another train/bus on this trip?* These two responses were then netted into one.

Table 12A Transfers – Percent Answering Yes				
	F Line 2018	F Line 2015	F Line 2014	Pre RR
(Base)	(501)	(469)	(497)	(486)
Transfer TO or FROM RapidRide F Line (Route 140) on this trip	64%	68%	64%	85%
Question 5: Did you transfer TO/FROM the RapidRide F Line on this trip today? Percentage shown in boldface type is significantly higher than any RapidRide survey year.				

Buses Transferred to or from RapidRide

Transfer information for RapidRide F Line and Pre RapidRide is summarized in Table 12B. Significantly more transferred to/from the Sounder in 2018 than Pre RapidRide, while Pre RapidRide more transferred to/ from the 150.

Table 12B Buses Transferred To / From, for Access to RapidRide (or Route 140)				
	To/From F Line 2018	To/From F Line 2015	To/From F Line 2014	To/From Route 140
(Base)	(262)	(264)	(279)	(375)
RapidRide A Line	18%	17%	13%	17%
120	10%	6%	6%	10%
Light Rail (Link)	9%	6%	11%	8%
150	8%	10%	6%	12%*
128	6%	6%	4%	8%
124	6%	3%	4%	5%
Sounder	5%	4%	4%	1%
Other named route	50%	47%	47%	65%
Question 5-ROUTE: Which route? (transfer to/from) Percentages that are shown in boldface type are significantly higher than Pre RapidRide. *Significantly higher than 2018.				

Fares

The questions regarding paying of fares were redesigned in the 2018 survey so no direct comparisons are made between 2018 and previous study waves, but data collected in previous study waves are included in a follow-up table.

In 2018, the majority of F Line respondents report using ORCA to pay their fare. (Table 13A) This was also the case in 2015 and 2014. The use of cash has declined since Pre RapidRide and the 2014 and 2015 surveys.

Table 13A Use of ORCA Cards to Pay Fares	
	F Line 2018
(Base)	(462)
ORCA	59%
ORCA LIFT	7%
Cash	42%
Tickets	15%
Upass	1%
Other	1%
Q13NEW. How do you pay your fare? (Multiple responses possible.)	

In 2018, four in ten (41%) who use an ORCA card have Pass, three in ten (29%) have an e-purse, and the remainder either have both or are unsure what products are on their card. (Table 13B)

Table 13B Products on the ORCA Card	
	F Line 2018
(Base)	(304)
Pass	41%
E-purse/money	29%
Both a pass and an e-purse	13%
Not sure	16%
Q13A. If you pay with ORCA or ORCA LIFT, what product(s) do you have on your card?	

Table 14 shows data collected in previous surveys (2015, 2014, and Pre RapidRide) regarding how passengers pay their fares. F Line 2015 respondents were less likely to report using ORCA to pay their fare compared to F Line 2014 respondents, but they were more likely to report using cash.

Table 14 Use of ORCA Cards to Pay Fares			
	F Line 2015	F Line 2014	Pre RR
(Base)	(460)	(520)	(539)
ORCA Net	53%	60%**	51%
ORCA card - Pass	13%	22%**	17%
ORCA card - E-purse / money on the card	12%	16%	12%
ORCA card – both a pass and an e-purse	2%	4%	7%
ORCA card - not specified	28%*	19%	15%
Cash	54%	44%	58%
Tickets	10%	7%	15%
Upass	1%	1%	0%
Other	3%	3%	1%
Question 13OLD: How do you pay your fare? (Multiple responses possible.) Percentages that are shown in boldface type are significantly higher. *Significantly higher than F Line 2014 and Pre RapidRide respondents. ** Significantly higher than F Line 2015 and Pre RapidRide respondents.			

Use of the Off-Board ORCA Card Reader

Up significantly from previous years, seven in ten respondents (70%) reported using the off-board card reader in the F Line 2018 survey. (Table 15) (New question in survey in 2014, no comparative data for Pre RapidRide.)

Table 15 Use of the Off-Board ORCA Card Reader			
	F Line 2018	F Line 2015	F Line 2014
(Base)	(441)	(437)	(509)
Yes	70%	58%	59%
No	30%	42%	41%
Question 14: Have you used the ORCA reader that is located off the bus at the RapidRide station? (at some locations)? Percentages that are shown in boldface type are significantly higher.			

Proof of Payment

Around eight in ten (79%) F Line riders reported being asked to provide proof of payment by a Fare Enforcement Officer, significantly more than in 2014 (67%) or 2015 (68%). (Table 16)

Among those asked to show proof of payment in 2018, on average they were asked nearly four times (3.9) in the previous 30 days.

Table 16 Proof of Payment			
	F Line 2018	F Line 2015	F Line 2014
(Base)	(424)	(438)	(484)
Yes	79%	68%	67%
No	21%	32%	33%
Number of times in last 30 days: (Base)	(241)	(209)	N/A
0	17%	0%	
1-2	40%	54%	
3-5	28%	30%	
6-9	6%	5%	
10-14	4%	5%	
15+	5%	6%	
Mean	3.9	4.4	
<p>Question 15 and 15A: On the RapidRide F Line, have you ever been requested to show your proof of payment by a Fare Enforcement Officer? (IF YES) how many times have you been asked to show proof of payment in the last 30 days? Percentages that are shown in boldface type are significantly higher</p>			

Trip Information Sources

The question regarding trip information sources was redesigned in the 2018 survey so no direct comparison is possible between 2018 and previous study waves, but data collected in previous study waves are included in a follow-up table.

Table 17 shows that in 2018, seven in ten (70%) think the *real-time arrival sign at the stop* is the most important source for Metro to provide schedule information, and over one third (36%) feel this way about *Smartphone apps*. Only one in ten feel this way about *printed timetables*. (A single response was requested, but multiple responses were accepted.)

Table 17 Products on the ORCA Card	
	F Line 2018
(Base)	(410)
Real-time arrival signs at stops	70%
Smartphone apps	36%
Printed timetables	9%
Other	1%
Q16-NEW. What schedule information source do you think is the most important for Metro to provide? (Single response requested, multiple accepted.)	

In 2015, about one-half of respondents (52%) used the *real time information sign at stop* for trip information on the RapidRide F Line, and nearly half (49%) used the *OneBusAway phone app*, significantly more than in 2014 (38%). (Table 18)

Table 18 RapidRide F Line information sources		
	F Line 2015	F Line 2014
(Base)	(427)	(501)
Real time information sign at stop	52%	52%
The OneBusAway smart phone application	49%	38%
Metro Transit web page	21%	25%
Metro's printed timetables	25%	21%
Other	2%	6%
Q16-OLD: What trip information sources do you use for traveling on RapidRide F Line? Multiple response question; proportions may add to more than 100%. Percentages that are shown in boldface type are significantly higher.		

Important Elements at the Bus Stop

New in 2018, respondents were asked what three elements would be the most important to have at a RapidRide bus stop. (Table 19)

Results show that riders prioritize *shelters with benches*, *real-time bus arrival signs*, and *lighting*.

Table 19 Importance of Elements			
2018 Responses (Base=416)	Ranked First	Ranked Second	Ranked Third
Shelters with benches	62%	6%	4%
Real-time bus arrival signs	61%	4%	4%
Lighting	56%	3%	6%
Real-time bus transfer connection information	34%	3%	2%
Sidewalks leading to stop	22%	2%	2%
Off-board fare payment equipment	12%	0%	1%
Secured bike storage	6%	1%	0%
Question 17: What three elements are the most important to have at a RapidRide bus stop?			

Recommendations for RapidRide F Line Improvements

F Line riders were asked to give one recommendation for improving the service. (Table 20)

Close to one fifth (18%) said *nothing required/fine as is*, but this is down from over one third who said this in 2015.

The top suggestions were in regard to *bus scheduling and frequency* (15% net) such as ensuring on time service, expanding schedules in specific times and/or increasing frequency. Other top suggestions were to *take care of security/ passenger concerns/ safety on the bus* (8%), and to *provide more shelters* (8%) – both receiving significantly more mentions in 2018 than in 2015.

Table 20 Recommendations for Improving RapidRide F Line Service		
	F Line 2018	F Line 2015
(Base)	(273)	(289)
Nothing/Fine as is/other positive	18%	36%
Bus scheduling/frequency NET	15%	12%
Buses arrive/leave according to schedule/be on time	5%	4%
Expand bus schedule EVENING/NIGHTS	5%	3%
Increase bus frequency	2%	1%
Other expand/increase frequency	2%	4%
Take care of security or rowdy passenger concerns/Safety on bus	8%	3%
More shelters	8%	0%
Clean the buses/maintain buses/repair buses	6%	5%
WIFI - Fix/add more	5%	6%
Bus stops - more stops/Add new bus stop locations/Extend route	5%	3%
Nicer drivers/better drivers/safer, more careful drivers	5%	2%
Better bus amenities (Food, drinks, heat, music, etc.)	4%	3%
More route/schedule information available/update at stops	4%	0%
More buses	3%	4%
Less stops/More direct routes/Express bus/Shorten the route	3%	4%
Make transfers easier/Wait for transferring passengers	3%	2%
More fare enforcement	3%	1%
Enforce bus rules (no smoking, no cell phone use)	3%	0%
Bus stops - more seating, more benches/safer stops/cleaner stops	2%	3%
More lighting at shelters	2%	0%
<p>Q26: Finally, what one thing would you recommend to improve this RapidRide F Line? Responses gathering less than 2% of total response are not shown, refer to cross tabulations for the full list. Ratings that are shown in boldface type are significantly higher.</p>		

Respondent Profile

Table 21
Profile of Survey Respondents

	F Line 2018	F Line 2015	F Line 2014	Pre RR
Gender	(354)	(441)	(508)	(541)
Male	56%	56%	54%	52%
Female	41%	44%	46%	48%
Other	3%	0%	0%	0%
Age	(421)	(415)	(482)	(423)
Under 18	9%	9%	8%	9%
18 to 24	18%	26%	28%	24%
25 to 34	24%	19%	24%	19%
35 to 44	16%	13%	14%	13%
45 to 54	13%	19%	13%	17%
55 to 64	12%	9%	9%	12%
65 and older	7%	5%	5%	6%
<i>Mean</i>	<i>36.98</i>	<i>35.58</i>	<i>34.10</i>	<i>36.48</i>
Length of time as a Metro rider	(427)	(436)	(501)	(534)
12 months or less	24%	25%	26%	21%
More than 1 year but less than 5	20%	26%	26%	25%
5 years or more	56%	49%	49%	54%
Ethnicity	(413)	(N/A)	(N/A)	(N/A)
White/Caucasian	33%			
Black/African American	30%			
Latino/Hispanic	15%			
Asian/Pacific Islander	14%			
American Indian/Alaskan Native	8%			
Other	9%			
Annual HH Income	(427)	(N/A)	(N/A)	(N/A)
\$24,000 or less	41%			
\$24,001 - \$40,000	23%			
\$40,001 - \$57,000	8%			
\$57,001 or more	12%			
Don't know/refused	17%			
<i>Mean</i>	\$35,543			

May not add to 100% due to rounding.

Table continued on following page.

Table 21 Continued
Profile of Survey Respondents

Number in the Household	(335)	(N/A)	(N/A)	(N/A)
One	47%			
Two	18%			
Three	11%			
Four or more	24%			
<i>Mean</i>	<i>2.27</i>			
Language spoken at home	(393)	(419)	(484)	(531)
English	88%	88%	89%	84%
Other	12%	12%	11%	16%

May not add to 100% due to rounding.

Appendix

Appendix Table 1
Top 2 Box Satisfaction Ratings - Sorted by highest satisfaction for F Line 2018 Riders

	F Line 2018 (501)	F Line 2015 (501)
<i>Service Item Rated</i>		
Q1A. Trip Time on the RapidRide F Line. How long my bus trip takes.	80%	85%
Q4A. Things About Buses on the RapidRide F Line. Being able to get a seat.	80%	83%
Q4D. Things About Buses on the RapidRide F Line. Enough bars / straps to hang onto while standing.	79%	86%
Q6A. Frequency and Reliability of Buses on the RapidRide F Line. The bus getting me where I'm going on time.	78%	84%
Q6B. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	77%	80%
Q5A. Ease of Transferring to or from the RapidRide F Line. The number of transfers I make.	76%	81%
Q2A. Personal Safety on the RapidRide F Line. Personal safety while on the bus.	75%	79%
Q6C. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	75%	78%
Q4B. Things About Buses on the RapidRide F Line. Room to stand if no seats are available.	73%	80%
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	73%	76%
Q2C. Personal Safety on the RapidRide F Line. Personal safety while waiting for the bus during the day.	71%	78%
Q1B. Trip Time on the RapidRide F Line. The number of stops my bus makes.	69%	72%
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Having information available about routes and connections.	69%	77%
Q5C. Ease of Transferring to or from the RapidRide F Line. Helpfulness of drivers in ensuring transfer connections.	68%	73%
Q4E. Things About Buses on the RapidRide F Line. Having free Wi-Fi.	67%	74%
Q5E. Ease of Transferring to or from the RapidRide F Line. Transfer information at the waiting area.	67%	71%
Q5B. Ease of Transferring to or from the RapidRide F Line. Waiting time between transfers.	67%	70%
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Being able to sit down while waiting.	67%	70%

Questions 1A – 6F: Please check a box 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.

Table continued on following page.

Appendix Table 1 - continued
 Top 2 Box Satisfaction Ratings - Sorted by highest satisfaction for F Line Riders 2018

	F Line 2018 (501)	F Line 2015 (501)
Service Item Rated		
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Amount of lighting.	66%	71%
Q4C. Things About Buses on the RapidRide F Line. Cleanliness of the bus interior.	65%	78%
Q5D. Ease of Transferring to or from the RapidRide F Line. The bus coming on time when transferring.	65%	72%
Q6E. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs on weekends.	65%	70%
Q6D. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs in the evening / night.	63%	68%
Q2D. Personal Safety on the RapidRide F Line. Personal safety while waiting for the bus at night.	55%	63%
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Cleanliness of waiting area.	54%	63%
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Protection from the weather.	52%	65%
Q2B. Personal Safety on the RapidRide F Line. Behavior of other passengers on the bus.	51%	57%
Q2E. Personal Safety on the RapidRide F Line. Behavior of other people at the waiting area.	50%	56%

Questions 1A – 6F: Please check a box 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.

Appendix Table 2
Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, F Line 2018 v. F Line 2015

	F Line 2018 (501)	F Line 2015 (501)	% Gap F Line 2018 - 2015
<i>Service Item Rated</i>			
Q4A. Things About Buses on the RapidRide F Line. Being able to get a seat.	80%	83%	-3
Q6B. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	77%	80%	-3
Q6C. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	75%	78%	-3
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	73%	76%	-3
Q1B. Trip Time on the RapidRide F Line. The number of stops my bus makes.	69%	72%	-3
Q5B. Ease of Transferring to or from the RapidRide F Line. Waiting time between transfers.	67%	70%	-3
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Being able to sit down while waiting.	67%	70%	-3
Q5E. Ease of Transferring to or from the RapidRide F Line. Transfer information at the waiting area.	67%	71%	-4
Q2A. Personal Safety on the RapidRide F Line. Personal safety while on the bus.	75%	79%	-4
Q5A. Ease of Transferring to or from the RapidRide F Line. The number of transfers I make.	76%	81%	-5
Q1A. Trip Time on the RapidRide F Line. How long my bus trip takes.	80%	85%	-5
Q5C. Ease of Transferring to or from the RapidRide F Line. Helpfulness of drivers in ensuring transfer connections.	68%	73%	-5
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Amount of lighting.	66%	71%	-5
Q6E. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs on weekends.	65%	70%	-5
Q6D. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs in the evening / night.	63%	68%	-5

Questions 1A – 6F: Please check a box 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.

Table continued on following page.

Appendix Table 2 - continued
 Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, F Line 2018 v. F Line 2015

	F Line 2018 (501)	F Line 2015 (501)	% Gap F Line 2018 - 2015
Service Item Rated			
Q2B. Personal Safety on the RapidRide F Line. Behavior of other passengers on the bus.	51%	57%	-6
Q2E. Personal Safety on the RapidRide F Line. Behavior of other people at the waiting area.	50%	56%	-6
Q6A. Frequency and Reliability of Buses on the RapidRide F Line. The bus getting me where I'm going on time.	78%	84%	-6
Q4D. Things About Buses on the RapidRide F Line. Enough bars / straps to hang onto while standing.	79%	86%	-7
Q4E. Things About Buses on the RapidRide F Line. Having free Wi-Fi.	67%	74%	-7
Q4B. Things About Buses on the RapidRide F Line. Room to stand if no seats are available.	73%	80%	-7
Q2C. Personal Safety on the RapidRide F Line. Personal safety while waiting for the bus during the day.	71%	78%	-7
Q5D. Ease of Transferring to or from the RapidRide F Line. The bus coming on time when transferring.	65%	72%	-7
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Having information available about routes and connections.	69%	77%	-8
Q4C. Things About Buses on the RapidRide F Line. Cleanliness of the bus interior.	65%	78%	-8
Q2D. Personal Safety on the RapidRide F Line. Personal safety while waiting for the bus at night.	55%	63%	-8
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Cleanliness of waiting area.	54%	63%	-9
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Protection from the weather.	52%	65%	-13

Questions 1A – 6F: Please check a box 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.

Comparison of F Line 2018 to Pre RapidRide Results

Appendix Table 3 Top 2 Box Satisfaction Ratings - Sorted by highest satisfaction for F Line 2018 Riders		
<i>Service Item Rated</i>	F Line 2018 (501)	Pre RR (554)
Q1A. Trip Time on the RapidRide F Line. How long my bus trip takes.	80%	80%
Q4A. Things About Buses on the RapidRide F Line. Being able to get a seat.	80%	75%
Q4D. Things About Buses on the RapidRide F Line. Enough bars / straps to hang onto while standing.	79%	83%
Q6A. Frequency and Reliability of Buses on the RapidRide F Line. The bus getting me where I'm going on time.	78%	78%
Q6B. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	77%	75%
Q5A. Ease of Transferring to or from the RapidRide F Line. The number of transfers I make.	76%	79%
Q2A. Personal Safety on the RapidRide F Line. Personal safety while on the bus.	75%	80%
Q6C. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	75%	72%
Q4B. Things About Buses on the RapidRide F Line. Room to stand if no seats are available.	73%	71%
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	73%	77%
Q2C. Personal Safety on the RapidRide F Line. Personal safety while waiting for the bus during the day.	71%	79%
Q1B. Trip Time on the RapidRide F Line. The number of stops my bus makes.	69%	72%
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Having information available about routes and connections.	69%	63%
Q5C. Ease of Transferring to or from the RapidRide F Line. Helpfulness of drivers in ensuring transfer connections.	68%	70%
Q4E. Things About Buses on the RapidRide F Line. Having free Wi-Fi.	67%	N/A
Q5E. Ease of Transferring to or from the RapidRide F Line. Transfer information at the waiting area.	67%	66%
Q5B. Ease of Transferring to or from the RapidRide F Line. Waiting time between transfers.	67%	63%
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Being able to sit down while waiting.	67%	62%
<p>Questions 1A – 6F: Please check a box 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>Ratings that are shown in boldface type are significantly higher.</p> <p>Table continued on following page.</p>		

Appendix Table 3 - continued
 Top 2 Box Satisfaction Ratings - Sorted by highest satisfaction for F Line Riders 2018

	F Line 2018 (501)	Pre RR (554)
Service Item Rated		
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Amount of lighting.	66%	64%
Q4C. Things About Buses on the RapidRide F Line. Cleanliness of the bus interior.	65%	72%
Q5D. Ease of Transferring to or from the RapidRide F Line. The bus coming on time when transferring.	65%	63%
Q6E. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs on weekends.	65%	61%
Q6D. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs in the evening / night.	63%	58%
Q2D. Personal Safety on the RapidRide F Line. Personal safety while waiting for the bus at night.	55%	56%
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Cleanliness of waiting area.	54%	60%
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Protection from the weather.	52%	50%
Q2B. Personal Safety on the RapidRide F Line. Behavior of other passengers on the bus.	51%	58%
Q2E. Personal Safety on the RapidRide F Line. Behavior of other people at the waiting area.	50%	54%

Questions 1A – 6F: Please check a box 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.

Appendix Table 4

Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, F Line 2018 v. Pre RapidRide

	F Line 2018 (501)	Pre RR (554)	% Gap F Line 2018 – Pre RR
Service Item Rated			
Q3E. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Having information available about routes and connections.	69%	63%	+6
Q4A. Things About Buses on the RapidRide F Line. Being able to get a seat.	80%	75%	+5
Q3A. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Being able to sit down while waiting.	67%	62%	+5
Q6D. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs in the evening / night.	63%	58%	+5
Q5B. Ease of Transferring to or from the RapidRide F Line. Waiting time between transfers.	67%	63%	+4
Q6E. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs on weekends.	65%	61%	+4
Q6C. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs during midday hours (9 a.m. to 3 p.m.).	75%	72%	+3
Q4B. Things About Buses on the RapidRide F Line. Room to stand if no seats are available.	73%	71%	+2
Q6B. Frequency and Reliability of Buses on the RapidRide F Line. How often the bus runs during peak hours (6-9 a.m. and 3-6 p.m.).	77%	75%	+2
Q3D. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Protection from the weather.	52%	50%	+2
Q3C. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Amount of lighting.	66%	64%	+2
Q5D. Ease of Transferring to or from the RapidRide F Line. The bus coming on time when transferring.	65%	63%	+2
Q5E. Ease of Transferring to or from the RapidRide F Line. Transfer information at the waiting area.	67%	66%	+1
Q1A. Trip Time on the RapidRide F Line. How long my bus trip takes.	80%	80%	0
Q6A. Frequency and Reliability of Buses on the RapidRide F Line. The bus getting me where I'm going on time.	78%	78%	0

Questions 1A – 6F: Please check a box 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.

Table continued on following page.

Appendix Table 4 - continued
 Gap in Top 2 Box Satisfaction Ratings – Sorted by Largest to Smallest Size Gap, F Line 2018 v. Pre RapidRide

	F Line 2018 (501)	Pre RR (554)	% Gap F Line 2018 – Pre RR
Service Item Rated			
Q2D. Personal Safety on the RapidRide F Line. Personal safety while waiting for the bus at night.	55%	56%	-1
Q5C. Ease of Transferring to or from the RapidRide F Line. Helpfulness of drivers in ensuring transfer connections.	68%	70%	-2
Q1B. Trip Time on the RapidRide F Line. The number of stops my bus makes.	69%	72%	-3
Q5A. Ease of Transferring to or from the RapidRide F Line. The number of transfers I make.	76%	79%	-3
Q2E. Personal Safety on the RapidRide F Line. Behavior of other people at the waiting area.	50%	54%	-4
Q4D. Things About Buses on the RapidRide F Line. Enough bars / straps to hang onto while standing.	79%	83%	-4
Q3F. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Convenience of the bus stop to my home or where I was coming from.	73%	77%	-4
Q2A. Personal Safety on the RapidRide F Line. Personal safety while on the bus.	75%	80%	-5
Q3B. Waiting Area / Bus Stop Where You Boarded RapidRide F Line for This Trip. Cleanliness of waiting area.	54%	60%	-6
Q2B. Personal Safety on the RapidRide F Line. Behavior of other passengers on the bus.	51%	58%	-7
Q4C. Things About Buses on the RapidRide F Line. Cleanliness of the bus interior.	65%	72%	-7
Q2C. Personal Safety on the RapidRide F Line. Personal safety while waiting for the bus during the day.	71%	79%	-8

Questions 1A – 6F: Please check a box 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.

RapidRide F 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. Or if you are unable to complete the questionnaire while riding, return directly to Metro using the postage paid return envelope provided by the survey worker.

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

Thank you very much for your time.

Instructions

Please check the box to show how satisfied or dissatisfied you are with each item for this route you are riding. Check “Not Applicable” if the item does not apply to you. **Remember to rate the RapidRide F Line, not other routes or Metro Transit in general.** THANK YOU!

1. Trip Time on the RapidRide F Line	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ How long my bus trip takes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The number of stops my bus makes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Personal Safety on the RapidRide F Line	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ Personal safety while on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Behavior of other passengers on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Personal safety while waiting for the bus during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Personal safety while waiting for the bus at night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Behavior of other people at the waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Waiting Area/Bus Stop Where You Boarded the RapidRide F Line for this Trip	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ Being able to sit down while waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Cleanliness of waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Amount of lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Protection from the weather	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Having information available about routes and connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Convenience of the bus stop to my home or where I was coming from	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Things About Buses on the RapidRide F Line	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ Being able to get a seat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Room to stand if no seats are available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Cleanliness of the bus interior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Enough bars/straps to hang onto while standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Having free Wi-Fi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Do you transfer TO/FROM the RapidRide F Line?	<input type="checkbox"/> Yes - Which route? _____ <input type="checkbox"/> No					
<i>If Yes, please rate items in box below. If No, go to Question 6 on the next page.</i>						
Ease of Transferring to or from RapidRide F Line	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ The number of transfers I make	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Waiting time between transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Helpfulness of drivers in ensuring transfer connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The bus coming on time when transferring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Transfer information at the waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Frequency and Reliability of the Buses on the

RapidRide F Line

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ The bus getting me where I'm going on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus runs during peak hours (6:00-9:00 AM and 3:00-6:00 PM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus runs during midday hours (9:00 AM to 3:00 PM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus runs in the evening/night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus runs on weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Overall Satisfaction with the RapidRide F Line

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
▼ Overall how satisfied are you with the RapidRide F Line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How do you feel RapidRide compares to other Metro bus service for the following items?

(Please check only one answer per item.)

	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"/>
▼ Ensuring riders pay their fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. **Where did you board the RapidRide F Line today?** (Intersection/cross-streets) _____

10. **How many rides have you taken on the RapidRide F Line in the last 30 days?**

(Count a roundtrip as 2 rides) _____ rides

11. **What is the purpose of the trip you take most often on the RapidRide F Line?** *(Please check only one).*

- | | |
|---|--|
| <input type="checkbox"/> Work | <input type="checkbox"/> Fun/recreation/social |
| <input type="checkbox"/> School | <input type="checkbox"/> Appointments |
| <input type="checkbox"/> Shopping/errands | <input type="checkbox"/> Other _____ |

12. **When do you usually ride the RapidRide F Line?** *(Please check all that apply).*

- | | | |
|--|--|-----------------------------------|
| <input type="checkbox"/> Weekdays—before 6:00 AM | <input type="checkbox"/> Weekdays 9:00 AM to 3:00 PM | <input type="checkbox"/> Weekends |
| <input type="checkbox"/> Weekdays—AM peak (6:00-9:00 AM) | <input type="checkbox"/> Weekdays 6:00-9:00 PM | |
| <input type="checkbox"/> Weekdays—PM peak (3:00-6:00 PM) | <input type="checkbox"/> Weekdays later than 9:00 PM | |

13. **How do you pay your fare?**

- | | | | | | |
|-------------------------------|------------------------------------|-------------------------------|----------------------------------|--------------------------------|--------------------------|
| <input type="checkbox"/> ORCA | <input type="checkbox"/> ORCA LIFT | <input type="checkbox"/> Cash | <input type="checkbox"/> Tickets | <input type="checkbox"/> UPass | <input type="checkbox"/> |
|-------------------------------|------------------------------------|-------------------------------|----------------------------------|--------------------------------|--------------------------|
- Other _____

a. **If you pay with ORCA or ORCA LIFT, what product(s) do you have on your card?**

- | | | | |
|-------------------------------|--|---|-----------------------------------|
| <input type="checkbox"/> Pass | <input type="checkbox"/> E-purse/money | <input type="checkbox"/> Both a pass and an e-purse | <input type="checkbox"/> Not sure |
|-------------------------------|--|---|-----------------------------------|

14. **Have you used the ORCA readers that are located off the bus at the RapidRide station?** (at some locations)
 Yes No
15. **On RapidRide, have you ever been asked to show your proof of payment by a fare enforcement officer?**
 Yes No Don't Know
- a. **If yes, how many times have you been asked to show proof of payment in the last 30 days?**

16. **What schedule information source do you think is the most important for Metro to provide?** (Please check only one.)
 Real-time arrival signs at stops Printed timetables
 Smartphone apps Other _____
17. **What three elements are the most important to have at a RapidRide bus stop?** (Please rank 1 – 3.)
 _____ Lighting _____ Sidewalks leading to stop
 _____ Shelters with benches _____ Real-time bus transfer connection information
 _____ Real-time bus arrival signs _____ Off-board fare payment equipment
 _____ Secured bike storage

Please answer the following questions about yourself to help us with our evaluation.

18. **How long have you been a Metro rider?**
 Less than 6 months More than a year but less than 5 years
 6-12 months More than 5 years
19. **Do you identify as . . .** (Check one.) Male Female Other _____
20. **What is your age?**
 Under 18 25 – 34 45 – 54 65 and over
 18 – 24 35 – 44 55 - 64
21. **Do you identify as . . .** (Check all that apply.)
 American Indian/Alaskan Native Black/African American White/Caucasian
 Asian/Pacific Islander Latino/Hispanic Other _____
22. **Including yourself, how many persons live in your household?** _____
23. **What is your total annual household income?**
 Less than \$24,000 \$32,001 - \$40,000 \$49,001 - \$57,000 More than \$65,000
 \$24,001 - \$32,000 \$40,001 - \$49,000 \$57,001 - \$65,000 I don't know
24. **What is the primary language spoken at home?**
 English Other, please specify _____
25. **What is your home zip code?** _____
26. **Finally, what ONE THING would you recommend to improve this route?**

