











Wake County Transit Systems Customer Survey

### **SUMMARY REPORT**

June 2016

Prepared by:



Prepared for:













## Wake County Transit Systems Customer Survey Summary Report

**June 2016** 

**Prepared for:** 

City of Raleigh/GoRaleigh

in coordination with

**GoTriangle** 

C-Tran

Wolfline

**Capital Area Metropolitan Planning Organization** 

**Prepared by:** 







This page is intentionally blank

#### **Table of Contents**

Executive Summary	v
Overview	1
Survey Methodology Summary	2
Survey Results	
Trip Characteristics	3
Rider and Household Characteristics	14
Customer Satisfaction, Perception and Brand Awareness	27
Analysis of Trends	36
Conclusion	37
List of Appendices	
Appendix A – Survey Methodology Memorandum	A-1
Appendix B – Survey Sampling and Response Data	B-1
Appendix C – Sample Expansion	
Appendix D – Origin/Destination Matrices	D-1
Appendix E - Regional Express Routes	E-1

This page is intentionally blank

#### **Executive Summary**

Between October 2015 and November 2015, transit providers in Wake County, including GoRaleigh, GoTriangle, C-Tran, and Wolfline, conducted a regional on-board fixed route transit survey. The survey findings are summarized in this Executive Summary and presented in detail in the report sections that follow.

#### **Survey Purpose**

The individual results for each transit system will be used by agencies to identify needs and determine potential improvements. The comprehensive results will be used to help inform the continued development of an updated regional Transportation Demand Model (TDM) that will help shape the future of transportation planning in Wake County. Overall, the results of the survey will help transit providers in Wake County to work collectively to provide enhanced transit services to the region, while assessing their systems independently. It will also enable transit providers to build on prior efforts, including the 2010 Capital Area Bus Transit Rider Survey.

When evaluating the survey findings, it is important to recognize that the service characteristics of each transit provider influence the results. From the regional commuter service of GoTriangle to the higher volume urban bus service of GoRaleigh and smaller community service of C-Tran, as well as the campus-oriented Wolfline, riders served by these systems will have differing needs, expectations, and perceptions of service.

The survey was conducted by interviewers using hand-held tablets on-board transit buses for all transit agencies serving Wake County. The survey included questions about trip characteristics, rider demographics, and customer satisfaction and perception of transit agencies. It included questions required to meet data requirements of the regional travel demand model, Metropolitan Transportation Plan (MTP) update, and has incorporated or updated questions from previous on-board surveys as appropriate. The survey methodology and survey questions were developed with input from each agency and reviewed and approved by each agency.

#### **Major Findings**

Detailed findings from the survey are presented in the report. Collectively, key findings are that bus transit is a vital form of transportation in Wake County, bus transit serves a diverse population in Wake County, and riders are satisfied with transit agencies in Wake County.

#### Bus transit is a vital form of transportation in Wake County

Wake County riders use transit to get to major destinations like their homes, job, and learning institutions. The vast majority of riders are walking to their bus (91 percent), and to their final destinations (96 percent), which indicates riders have the ability to eliminate the use of personal vehicles as a form of transportation to these major destinations.

Access to transit is also vital, as 41 percent of riders indicate they have no working vehicle available to their household, and a majority of riders (59 percent) who have a working vehicle available to their household indicate they cannot use the vehicle for their trips. Combining this information with the data showing that 46 percent of riders are employed either part-time or full-time, and 39 percent are students, further highlights transit as a necessity for many riders to get to work, school, home, and other daily destinations. In addition, high percentages of riders using the buses in Wake County report low household incomes, further indicating that agencies in Wake County are serving transit-dependent populations. For example, over one-third (39 percent) of riders earned less than \$15,000 (in 2014) and 78 percent of ridership earned less than 150 percent of the federal poverty level.

#### Bus transit serves a diverse population in Wake County

Wake County transit agencies serve a broad and diverse ridership. Some aspects of the demographic data presented for all systems is affected by the student population majority that uses Wolfline; however, demographic data collected during the survey indicates that the largest proportion of riders (44 percent) are between the ages of 18-24, followed by 25-34 year olds (23 percent), 35-44 year olds (12 percent), 45-54 year olds (11 percent), and 55-64 year olds (6 percent). Low percentages of riders are under age 18 or over age 65.

Across all systems, ridership race and ethnicity data reflect that about 45 percent of riders are African-American, 38 percent are White, 7 percent are Asian-American, 1 percent are Native American, less than 1 percent are Native Hawaiian or Pacific Islander, and 8 percent of riders are ethnically Hispanic/Latino. When compared to Wake County demographics, fixed route transit ridership has a higher proportion of minority ridership than that of the general population. 2014 Census population estimates show that 61 percent of the population are White/Non-Hispanic, 21 percent are African American, 6 percent are Asian-American, less than 1 percent are Native American, less than 1 percent are Native Hawaiian and Pacific Islander and 10 percent are ethnically Hispanic or Latino.

Survey results also reflect a diverse ridership history among transit users in Wake County. Those who have been using transit for over 4 years make up about 28 percent of riders, while those who have been riding for 3-4 years make up about 17 percent, 1-2 years comprise about 28 percent, and less than 1 year comprise about 26 percent of riders. First-time riders make up the remaining approximately 2 percent. These data show a balance of long-standing riders and newly-established riders, who will help to build a continued strong ridership base for the future.

#### Riders are satisfied with transit agencies in Wake County

The survey included questions to help agencies understand customers' perceptions of their performance. Performance of buses running on time, and the frequency of service receive high levels of satisfaction, with about 75 percent of riders indicating they are either satisfied or very satisfied with the on-time performance of buses, and about 67 percent indicating they are either satisfied or very satisfied with the frequency of service. Other areas of service receive even higher marks of satisfaction. These include riders being either satisfied or very satisfied with: safety of bus stops (84 percent), courtesy of drivers (83 percent), safety of drivers (89 percent), on-board safety/security (88 percent), cleanliness and comfort of buses (80 percent) and (81 percent), easy-to-understand route information (84 percent), and fare/cost to ride (81 percent).

Aspects of service with higher percentages of riders being either dissatisfied, or very dissatisfied include weekend service and bus stop amenities. When asked about weekend service, 34 percent of riders indicate they are either dissatisfied or very dissatisfied, while 33 percent indicate they are satisfied or very satisfied. When asked about bus stop amenities, 24 percent of riders indicate they are either dissatisfied or very dissatisfied. About 18 percent of riders also indicate they are dissatisfied or very dissatisfied with hours of service.

This page is intentionally blank

#### **Overview**

Transit providers in Wake County, North Carolina, collaborated to develop and administer a customer survey in 2015. The survey was conducted using tablet-based technology on transit trips with riders of the GoRaleigh, GoTriangle, Cary Transit (C-Tran), and the North Carolina State University Wolfline (Wolfline) systems. The purposes of the survey were to provide insights into transit riders' travel, demographic, and attitudinal characteristics.

The results from the survey will be used in various ways. The comprehensive results will be used to help inform the continued development of an updated regional Transportation Demand Model (TDM) that will help shape the future of transportation planning in Wake County. The individual results for each transit system will be used by agencies to identify needs and determine potential improvements. Overall, the results of the survey will help transit providers in Wake County to work collectively to provide enhanced transit services to the region, while assessing their systems independently.

#### **Survey Methodology Summary**

The following methodology summarizes the approach to developing, administering, and reporting the survey. A detailed survey methodology memorandum is provided as Appendix A.

#### **Surveyed Systems**

The survey was conducted by interviewers using hand-held tablets on board transit buses for all transit agencies serving Wake County – GoRaleigh (formerly Capital Area Transit), GoTriangle (formerly Triangle Transit), C-Tran, and Wolfline. These agencies serve the City of Raleigh, the Research Triangle region, the Town of Cary, and North Carolina State University, respectively. The survey included all GoRaleigh, C-Tran, and Wolfline routes, while the GoTriangle routes were limited to those with all or a portion operating in Wake County. The survey methodology and survey questions were developed with input from each agency and reviewed and approved by each agency.

#### **Survey Instrument**

The survey included questions about trip characteristics, rider demographics, and customer satisfaction and perception of transit agencies. It included questions required to meet data requirements of the regional travel demand model and Metropolitan Transportation Plan (MTP) update and incorporated or updated questions from previous on-board surveys as appropriate. While the core survey questions were consistent for all agencies, some answers were agency-specific. In addition, the GoRaleigh survey included additional questions designed to measure brand awareness. The survey instrument was developed in both a tablet (electronic) and print (paper) format. The data collected includes:

- Route surveyed, time and direction
- Transfer information
- Origin and destination
- Boarding and alighting location
- Access and egress modes

- Trip purpose
- Method of payment
- Demographic information
- Customer satisfaction
- Brand awareness (GoRaleigh only)

#### **Training and Testing**

All surveyors were trained in the classroom and in the field prior to the on-board survey administration. Each surveyor was required to demonstrate they could proficiently conduct the survey. Surveyors who were unable to demonstrate proficiency in all tasks related to the administration of the survey were replaced. Surveyors were also reviewed throughout the data collection effort and were retrained if issues were encountered.

A pilot test of the survey instrument was conducted by survey supervisors. The pilot test addressed survey design, length, and response rate and was carried out simultaneously with training sessions. Results of the pilot test were used to make changes to the survey instrument and methodology prior to survey administration.

#### **Survey Sampling and Dates**

A sampling plan for weekday travel was developed using historic average weekday ridership by route for the following defined time periods:

• AM Peak (6:00 AM – 9:59 AM)

• PM Peak (3:30 PM – 7:29 PM)

• Midday (10:00 AM – 3:29 PM)

• Evening (7:30 PM – 12:00 AM)

Surveying occurred on Mondays, Tuesdays, Wednesdays, and Thursdays between October 5, 2015 and November 19, 2015. Some routes required survey administration over multiple days to collect the target number of responses. The full survey schedule and sampling goals for all systems, routes, directions, and time periods are included in Appendix B.

#### **Survey Administration**

The survey team used an interview technique aided by tablets that integrates geographic information system (GIS) software to allow for accurate geocoding of most survey data as the survey is taken. Spanish-speaking surveyors and copies of surveys in Spanish were made available.

Riders were selected at random to participate in the survey based on the sampling goals established for each route. After the surveys were administered on board, survey records were reviewed to ensure all necessary information was provided. If any information was missing, survey respondents were called to complete the survey by phone.

#### **Data Processing**

To analyze the results of the surveys, the sample data was expanded to the full ridership by route. For the purposes of this report, the survey sample data was expanded based on total daily ridership.

The number of completed surveys for each route was compared to the average daily ridership during the survey period. This ratio was used to develop expansion factors for each route that were used to weight each individual completed survey.

The expanded data was used for all of the results and analysis presented in subsequent sections of this report. Details on completed surveys and the sample expansion are included as Appendix C.

#### **Survey Results**

All survey results are provided for the expanded survey data. The survey results describe trip profiles, rider demographics, and customer satisfaction. Brand awareness questions asked on GoRaleigh routes are summarized with customer satisfaction and perception.

Charts are used to visually represent the expanded survey data. Pie charts are mainly used for nominal data types and bar charts are mainly used for interval and ratio data types. For questions where potential responses differ across agencies, such as type of pass or card used, data are not compiled across all systems. Additional tables are provided to summarize origin and destination data following the questions "Where was the very last place you were before getting on the bus?" and "Where are you going once you get off your last bus on this one-way trip?". Questions and response data are grouped in three categories: trip characteristics; rider and household characteristics; and customer satisfaction, perception and brand awareness.

#### **Trip Characteristics**

This section contains questions about fixed route transit trip characteristics include the origin and destination of the trips, mode of transportation used to get to the buses and final destinations, number of transfers, and types of fares and payment methods. Trip information will help each transit agency understand how their systems are being used by their customers, and can help to determine enhancements to services. Trip characteristics data are summarized in this section to address the following subjects:

- Where was the very last place you were before getting on the bus?
- Where are you going once you get off your last bus on this one-way trip?
- Trip Purpose Summary
- How will you get to where you are going when you get off your last bus?
- Total transfers made during one-way trips
- Will you (or did you) make this trip using the same transit routes in exactly the opposite direction today?
- What type of fare did you pay for this one-way trip?
- Did you use a transit pass or card?
- What type of transit pass or card did you use for this one-way trip?

The specific address information for origin and destination collected during the survey can be used for detailed analysis to support the TDM.

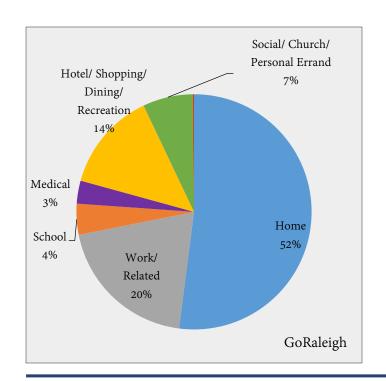
#### Where was the very last place you were before getting on the bus?

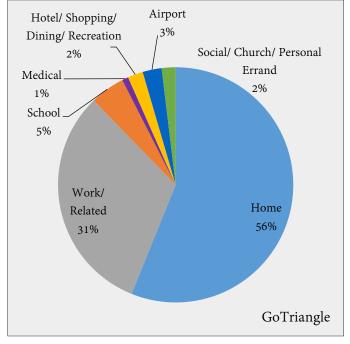
#### **Key Findings**

The following are key highlights of the responses from riders when asked where they were before getting on the bus. This information helps transit agencies understand what types of origins are common among their riders. Data for 'Work' and 'Work related'; 'Hotel', 'Shopping', 'Dining' and 'Recreation'; and 'Social', 'Church' and 'Personal Errand' are grouped in the pie charts and all systems table for legibility.

System	Key Observations
All	<ul> <li>Home is the most common origin for riders across all systems (51.3%)</li> <li>School is the second-most common origin for riders across all systems (18.2%), but work/work-related is the second-most common origin for three out of four systems (13.6%)</li> </ul>
GoRaleigh	<ul> <li>Home is the most common origin for GoRaleigh riders (52.0%)</li> <li>Work/work related is the second-most common origin for GoRaleigh riders (19.8%)</li> </ul>
GoTriangle	<ul> <li>Home is the most common origin for GoTriangle riders (56.1%)</li> <li>Work/work related is the second-most common origin for GoTriangle riders (31.6%)</li> </ul>
C-Tran	<ul> <li>Home is the most common origin for C-Tran riders (59.2%)</li> <li>Work/work related is the second-most common origin for C-Tran riders (23.5%)</li> </ul>
Wolfline	<ul> <li>Home is the most common origin for Wolfline riders (49.2%)</li> <li>School is the second-most common origin for Wolfline riders (38.1%)</li> </ul>

#### **Results for Individual Systems**





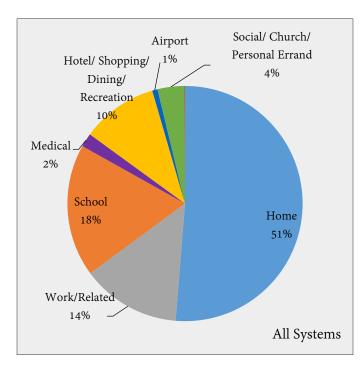
#### **Results for All Systems**

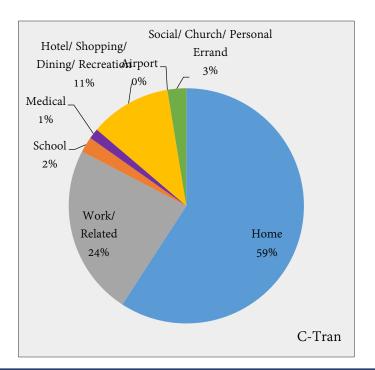
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

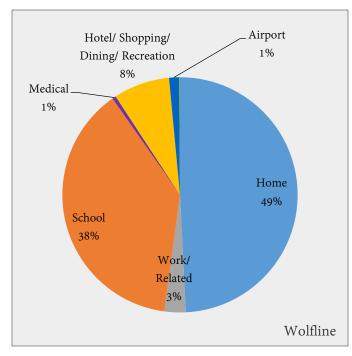
Combined responses for all systems				
Response	Percent			
Home	51.3%			
School	18.2%			
Work/Work related	13.6%			
Hotel/Shopping/Dining/Recreation*	10.5%			
Social/Church/Personal Errand**	3.7%			
Medical	1.9%			
Airport	0.7%			
Other	0.1%			

<sup>\*</sup>Combines Hotel/Convention Center, Shopping, Restaurant/Dining and Recreation/Sightseeing/Sporting Event

<sup>\*\*</sup>Combines Social Visit, Other ("Church"), and Other ("Personal Errand")







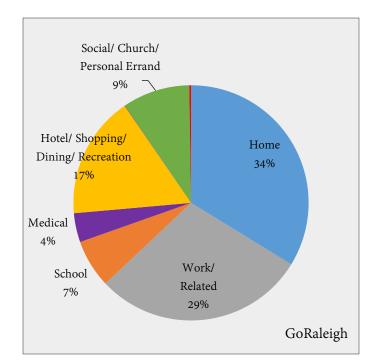
#### Where are you going once you get off your last bus on this one-way trip?

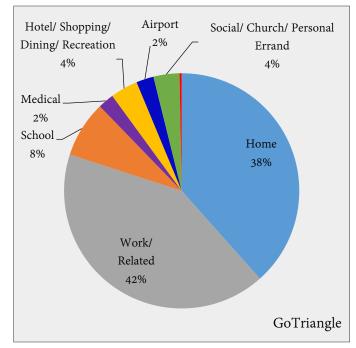
#### **Key Findings**

The following are key highlights of the responses from riders when asked where they are going once they get off their last bus on their one-way trip. This information will help transit agencies understand what types of destinations are common among their riders. Data for 'Work' and 'Work related'; 'Hotel', 'Shopping', 'Dining' and 'Recreation'; and 'Social', 'Church' and 'Personal Errand' are grouped in the pie charts for legibility.

System	Key Observations
All	<ul> <li>Home is the most common destination for riders (31.5%)</li> <li>School (27.0%), work/work-related (19.7%), and hotel/shopping/dining/recreation (13.1%) are also common destinations for riders</li> </ul>
GoRaleigh	<ul> <li>The most common destination for riders is home (33.8%)</li> <li>The second-most common destination for riders is work/work related (29.2%)</li> </ul>
GoTriangle	<ul> <li>The most common destination for riders is work/work related (41.6%)</li> <li>The second-most common destination for riders is home (38.4%)</li> </ul>
C-Tran	<ul> <li>The most common destination for riders is work/work related (35.6%)</li> <li>The second most-common destination for riders is home (33.1%)</li> </ul>
Wolfline	<ul> <li>The most common destination for riders is school (56.1%)</li> <li>The second most common destination for riders is home (27.6%)</li> </ul>

#### **Results for Individual Systems**





# Social/Church/Personal Errand\*\* Medical Airport Other \*Combines Hotel, Shopping, Dining and Recreation \*\*Combines Social, Other ("Church"), and Other ("Personal Errand") Social/ Church/ Personal Errand 4%

for each system are provided at the bottom of the page.

**Results for All Systems** 

Home

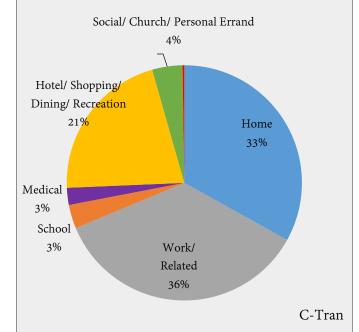
School

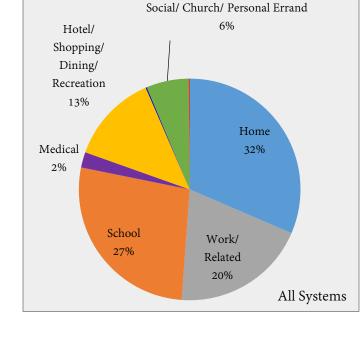
Work/Work related

**Combined responses for all systems** 

Response

Hotel/Shopping/Dining/Recreation\*





The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts

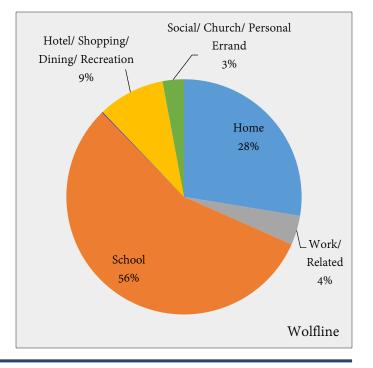
Percent

31.5%

27.0%

19.7%

13.1%



#### **Trip Purpose Summary**

Response data for the origin and destination questions, "Where was the very last place you were before getting on the bus?" and "Where are you going once you get off your last bus on this one-way trip?," are summarized in the table below. The most commonly occurring trip purposes and their frequencies are shown by system. In addition to these tables, an account of all the occurring origin and destination pairs by system can be found in Appendix D.

Trip Purpose Summary								
	GoRaleig	gh GoTriangle		C-Tran		Wolfline		
Trip Purpose	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Place of Employment	9,411	38.6%	1,861	66.5%	615	52.8%	871	4.4%
Other Work Related	1,578	6.5%	97	3.5%	31	2.6%	236	1.2%
College/University	1,758	7.2%	296	10.6%	48	4.2%	15,363	77.0%
School (K-12)	469	1.9%	43	1.5%	5	0.5%	24	0.1%
Restaurant	1,169	4.8%	27	1.0%	31	2.6%	997	5.0%
Recreation	685	2.8%	22	0.8%	46	3.9%	508	2.5%
Medical	1,518	6.2%	86	3.1%	41	3.6%	121	0.6%
Social Visit	2,764	11.3%	138	4.9%	57	4.9%	651	3.3%
Shopping	2,814	11.5%	85	3.0%	279	24.0%	1,086	5.4%
Other	2,199	9.0%	143	5.1%	11	1.0%	85	0.4%
Total	24,365	100.0%	2,798	100.0%	1,164	100.0%	19,942	100.0%

#### How did you get to your first bus?

#### **Key Findings**

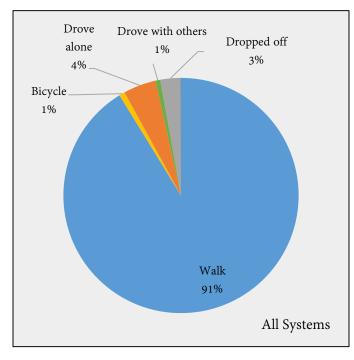
The following are key highlights of the responses from riders when asked how they got to the bus for the start of their one-way trip.

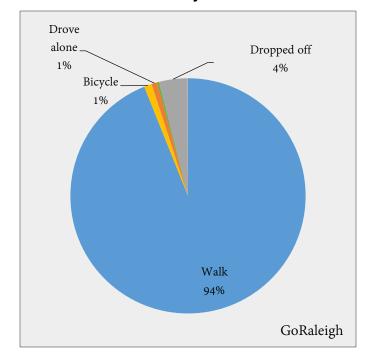
System	Key Observations
All	• The vast majority of riders walk to the bus (91.2%)
	• A small minority of riders also drive alone (4.4%), get dropped off (2.8%), bicycle (0.8%), or drive with others (0.7%)
GoRaleigh	• The vast majority of riders walk to the bus (93.9%)
	• A small minority of riders get dropped off (3.9%), bicycle (1.0%), drive alone (0.8%), or drive with others (0.3%)
GoTriangle	• A substantial majority of riders (73.9%) walk to the bus, but some also drive alone (12.0%) or get dropped off (9.0%)
	• A small minority of riders drive with others (3.5%), bicycle (1.8%) or use other means (0.2%)
C-Tran	More riders walk to the bus compared to other systems (94.6%)
	• A small minority of riders also bicycle (2.0%), get dropped off (1.6%), use a wheelchair (0.9%), drive alone (0.4%) drive with others, (0.2%) or use other means (0.2%)
Wolfline	• The vast majority of riders walk to the bus (90.2%), but some drive alone (8.1%)
	• A small minority of riders drive with others (0.8%), get dropped off (0.6%), or bicycle (0.3%)

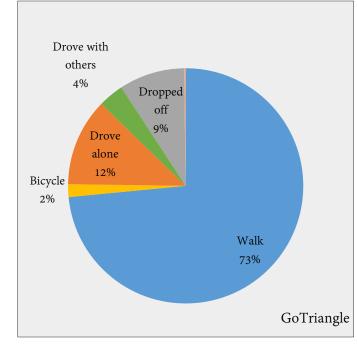
#### **Results for All Systems**

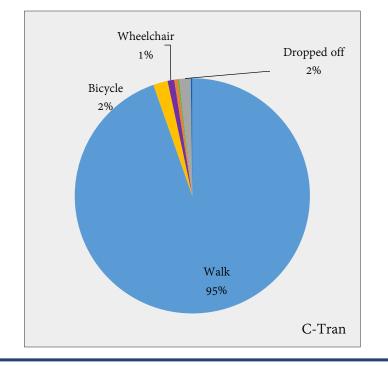
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

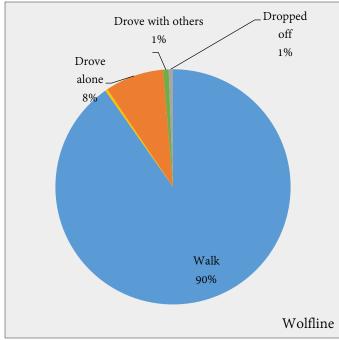
Combined responses for all systems			
Response Percent			
Walk	91.2%		
Drove alone	4.4%		
Dropped off	2.8%		
Bicycle	0.8%		
Drove with others	0.7%		
Wheelchair/motorized scooter	0.0%		
Other	0.0%		











#### How will you get to where you are going when you get off your last bus?

#### **Key Findings**

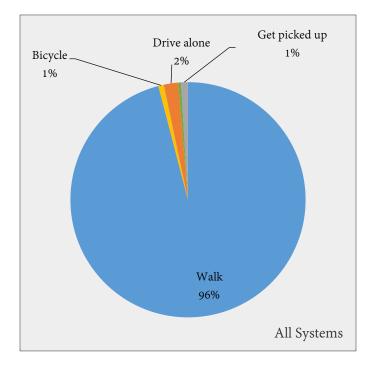
The following are key highlights of the responses from riders when asked how they would get to their destination from the very last bus they would use for their one-way trip.

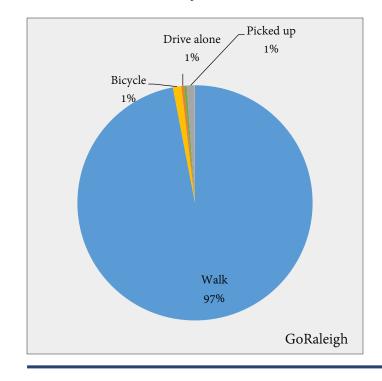
System	Key Observations
All	<ul> <li>The vast majority of transit riders across all systems walk to their destinations (95.9%)</li> <li>A small minority of riders also drive alone (2.0%), get picked up (0.9%), bicycle (0.7%), and drive with</li> </ul>
	others (0.4%)
GoRaleigh	Compared to all other systems, more GoRaleigh riders walk to their destinations (97.0%)
	• A small minority of riders bicycle (1.1%), get picked up (1.1%), drive with others (0.4%), or drive alone (0.4%)
GoTriangle	A substantial majority of riders (82.9%) walk to their destinations
	• A higher percentage of GoTriangle riders drive alone (7.6%) or get picked up (5.3%) compared to other systems
C-Tran	The vast majority of riders walk to their destinations (96.2%)
	• A small minority of riders also use bicycles (2.0%), wheelchairs/motorized scooters (0.9%), get picked up (0.5%) or drive with others (0.4%) to get to their destinations
Wolfline	The vast majority of riders walk to their destinations (96.5%)
	A small minority of riders also drive alone (3.2%) to reach their destinations

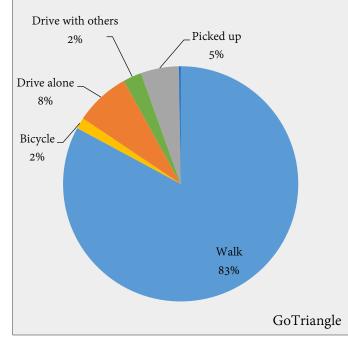
#### **Results for All Systems**

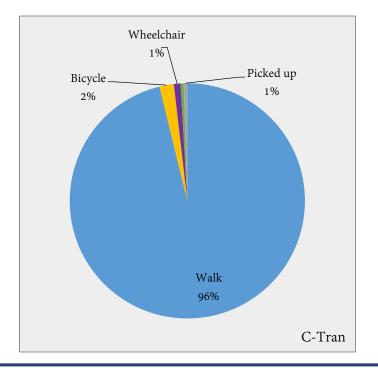
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

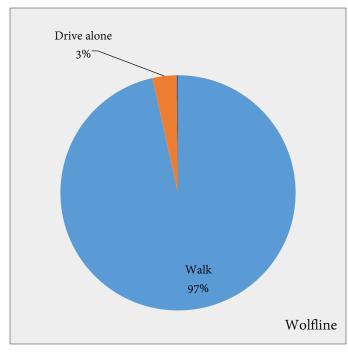
Combined responses for all systems			
Response Percent			
Walk	95.9%		
Drive alone	2.0%		
Get picked up	0.9%		
Bicycle	0.7%		
Drive with others	0.4%		
Wheelchair/Motorized scooter	0.0%		
Other	0.0%		











#### **Total transfers made during one-way trips**

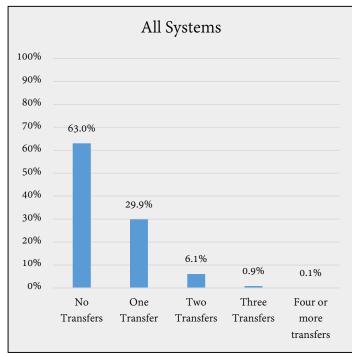
The following are the combined responses from riders when asked "how many bus transfers did you make before you boarded" and "how many buses will you ride after you get off this bus." These questions were used in conjunction to determine the total number of transfers riders made during their one-way trip.

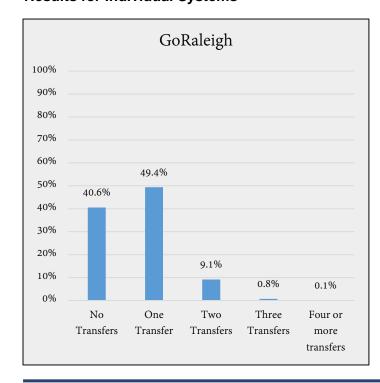
System	Key Observations
All	<ul> <li>A majority of riders (63.0%) will make no transfers</li> <li>Some riders (29.9%) will make one transfer</li> </ul>
GoRaleigh	<ul> <li>Slightly less than half (49.4%) will make one transfer and some riders (40.6%) will make no transfers.</li> <li>small minority of riders (6.9%) will make two, three (0.9%) and four or more (0.1%) transfers</li> </ul>
GoTriangle	<ul> <li>Slightly less than half of riders (44.1%) will make no transfers</li> <li>Some riders (36.5%) will make one transfer</li> </ul>
C-Tran	<ul> <li>Slightly less than half of riders (47.2%) will make no transfers</li> <li>Some riders (33.3%) will make one transfer</li> </ul>
Wolfline	• The vast majority of riders (94.1%) will make no transfers.

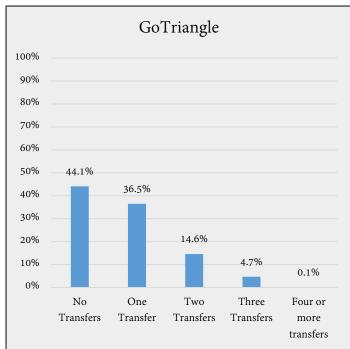
#### **Results for All Systems**

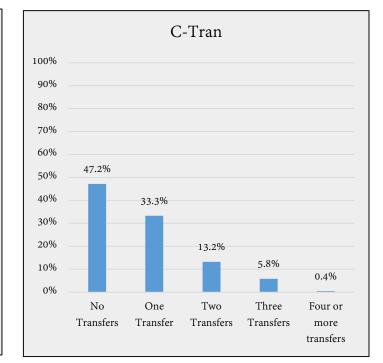
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

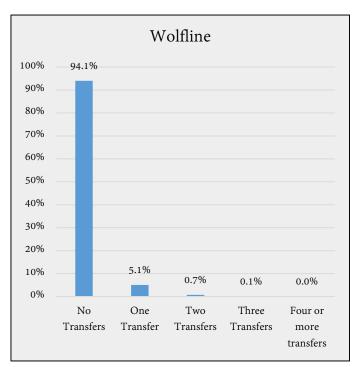
Combined responses for all systems		
Response	Percent	
None (0)	63.0%	
One (1)	29.9%	
Two (2)	6.1%	
Three (3)	0.9%	
Four or more (4+)	0.1%	











#### Will you (or did you) make this trip using the same transit routes in exactly the opposite direction today?

#### **Key Findings**

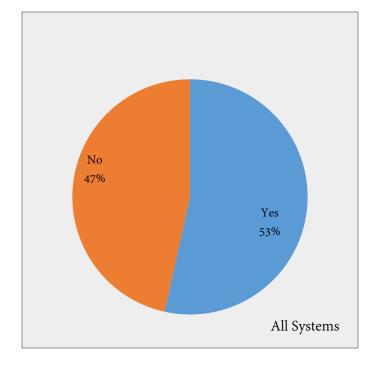
The following are key highlights of the responses from riders when asked if they would make the same trip in the opposite direction. This information helps to highlight commuting patterns along routes, and whether or not respondents use the same route on their return trip.

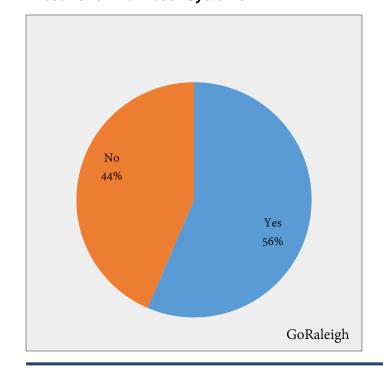
System	Key Observations
All	• Slightly more than half of all riders (53.5%) make the same trip in the opposite direction
GoRaleigh	• Slightly more than half of all riders (56.4)% make the same trip in the opposite direction
GoTriangle	• A substantial majority of all riders (69.2%) make the same trip in the opposite direction
C-Tran	• Slightly more than half of all riders (52.9%) make the same trip in the opposite direction
Wolfline	• Slightly less than half of all riders (47.5%) make the same trip in the opposite direction

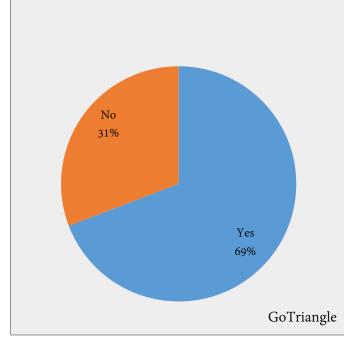
#### **Results for All Systems**

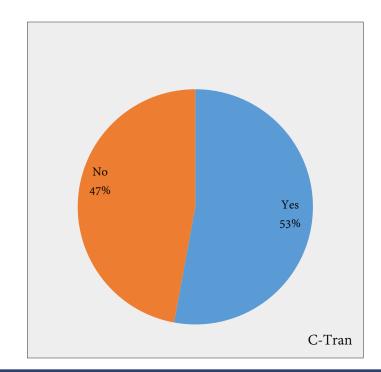
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

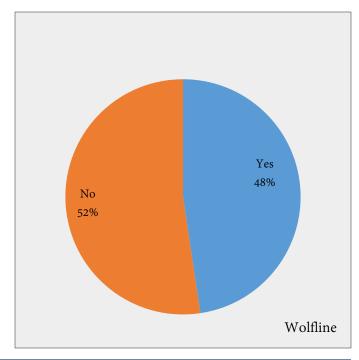
Combined responses for all systems		
Response	Percent	
Yes	53.5%	
No	46.5%	











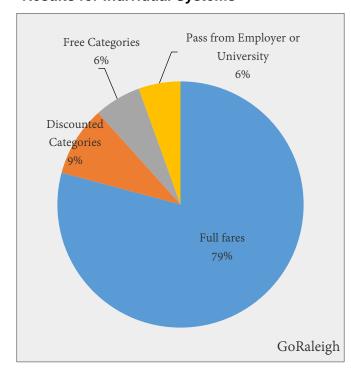
#### Fare Type: For this one-way trip did you...?

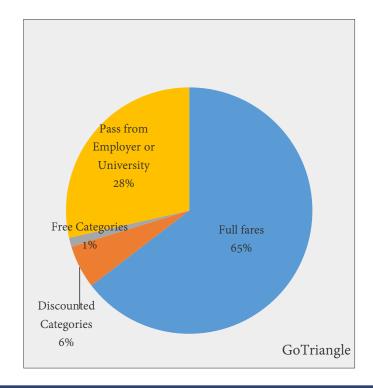
#### **Key Findings**

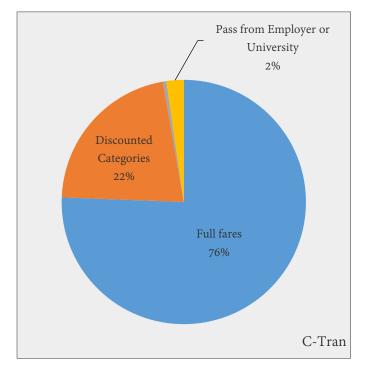
The following are key highlights of the responses from riders when asked about the type of fare they paid for their one-way trip. Results for all systems combined are not reported for this question as the possible fare types vary across systems. Response data indicates that there was likely confusion associated with this question. The percentages shown in red in the table correspond with positive responses given for a fare type that is not applicable to a corresponding system. For example, 0.3% of GoTriangle riders indicate their fare type is "Ride GoRaleigh or C-Tran for free as Youth 12 and under", which is a fare type only applicable to the GoRaleigh and C-Tran systems. Also, 48.4% of Wolfline riders responded that they "Ride free route (R-Line or Wake Forest Loop)". Since Wolfline is free to ride, it is likely that these riders intended to indicate that they "Ride a free route" rather than ride these specific free routes. These invalid responses may be due to unclear response choices, surveyor error, use of an applicable fare type on another bus and system during the one-way trip, or confusion among riders about fare types.

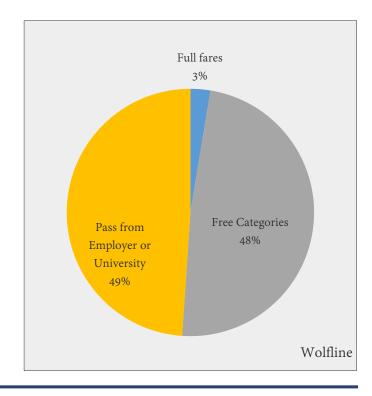
#### **Results for All Systems**

Response	Dancont for each System				
	Percent for each System				
•	GoRaleigh	GoTriangle	C-Tran	Wolfline	
Full Fare	e				
Pay full fare (cash or regular pass purchase)	79.2%	64.6%	75.6%	2.6%	
Discounted 1	Fare				
Pay a person with a disability fare	5.8%	3.6%	7.2%	0.0%	
Pay a youth fare	0.6%	0.6%	N/A	N/A	
Pay a Senior Fare	2.8%	1.5%	14.4%	N/A	
Free					
Ride GoRaleigh or C-Tran for free as Youth 12 and under	Ride GoRaleigh or C-Tran for free as Youth 12 and under 0.2% 0.3% 0.2% N/A				
Ride GoRaleigh for free with Senior (65+)	2.2%	0.9%	N/A	N/A	
Ride free route (R-Line or Wake Forest Loop)	3.7%	0.0%	0.2%	48.4%	
Employer Paid					
Use a transit pass provided by employer or university	Use a transit pass provided by employer or university 5.5% 28.6% 2.3% 48.9%				









#### Did you use a transit pass or card?

#### **Key Findings**

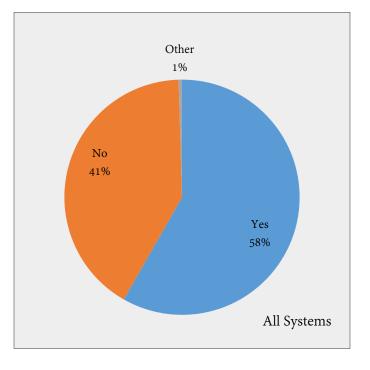
The following are key highlights of the responses from riders when asked if they used a transit pass or card.

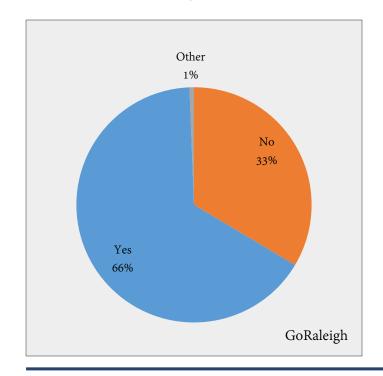
System	Key Observations
All	• A majority of riders (58.2%) use a transit pass or card
GoRaleigh	• A majority of riders (65.8%) use a transit pass or card
GoTriangle	• A substantial majority of riders (73.3%) use a transit pass or card
C-Tran	• A majority of riders (65.5%) use a transit pass or card
Wolfline	<ul> <li>A vast majority of riders (94.3%) do not use a transit pass or card as riders can ride Wolfline for free without a transit pass or card</li> </ul>

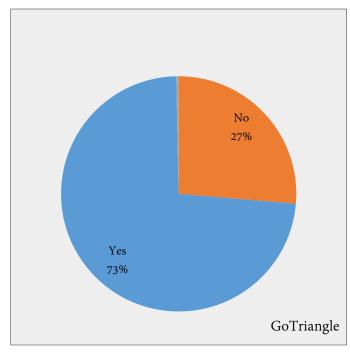
#### **Results for All Systems**

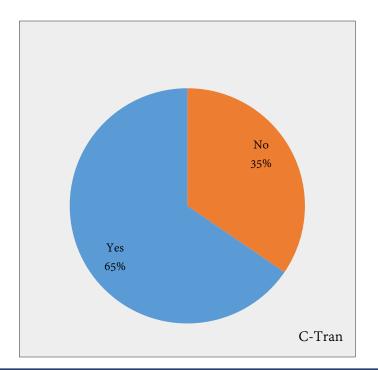
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

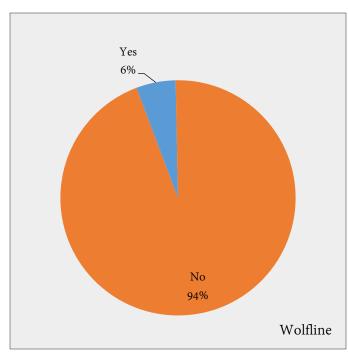
Combined responses for all systems	
Response	Percent
Yes	58.2%
No	41.3%
Other	0.5%











#### What type of transit pass or card did you use for this one-way trip?

#### Local, Regional, Express

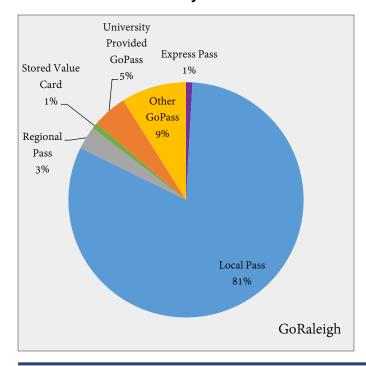
#### **Key Findings**

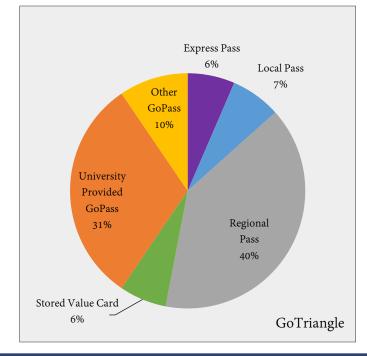
Riders who indicated they use a transit pass or card were asked what type of transit pass or card they used for their one-way trip. The types of accepted passes or cards vary by system. On this page pass types are summarized below by whether they are of the local, regional, or express variety. For example, the "Local Day Pass," "Local 7-Day Pass," and "Local 31-Day Pass" are reported as "Local Day Pass". While local passes are only used on GoRaleigh and C-Tran routes and no pass, card, or fare is required to ride Wolfline; some riders report using these types of passes. It is assumed that the riders either made a transfer and used these passes on another system during their trip or were unclear about the types of passes or the question asked.

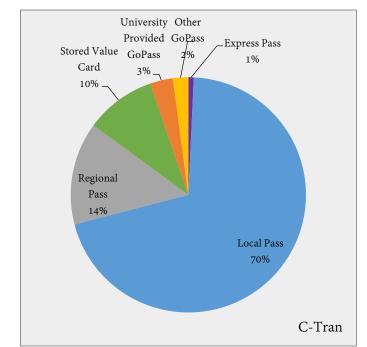
Pass Type	Applicable Systems			
2 455 23 pc	GoRaleigh	GoTriangle	C-Tran	Wolfline
Local Pass (Day, 7-Day, 31-Day)	✓	N/A	✓	N/A
Regional Pass (Day, 7-Day, 31-Day)	✓	✓	✓	N/A
Express Pass (Day, 7-Day, 31-Day)	✓	✓	✓	N/A
GoPass (University, Other)	✓	✓	✓	✓
Stored Value Card	✓	✓	✓	N/A

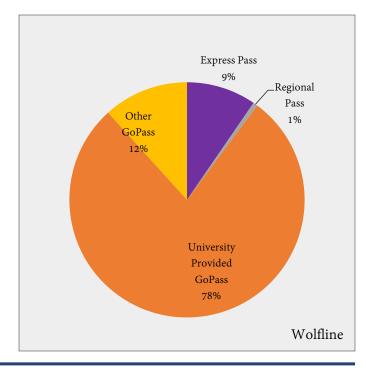
#### **Results for All Systems**

System	Key Observations
GoRaleigh	<ul> <li>A substantial majority of riders (81.4%) use a local pass</li> <li>Some riders use a GoPass (13.8%)</li> <li>A small minority of riders also use regional passes (3.2%), express passes (0.9%) and stored value cards</li> </ul>
	(0.8%)
GoTriangle	• Most riders use a GoPass (40.5%) or a regional pass (39.6%)
	• Some riders also use local passes (6.9%), express passes (6.5%), and stored value cards (6.5%) at about the same percentages
C-Tran	<ul> <li>A substantial majority of riders (70.2%) use a local pass</li> </ul>
	• Some riders use a regional pass (14.1%) or a stored value card (9.7%)
	• A small minority of riders use a GoPass (5.2%) and an express pass (0.7%) at lower percentages
Wolfline	• A vast majority of riders use a GoPass provided by the University (78%) or elsewhere (12%)
	• Some riders use an express pass (9%)









#### What type of transit pass or card did you use for this one-way trip? (Continued)

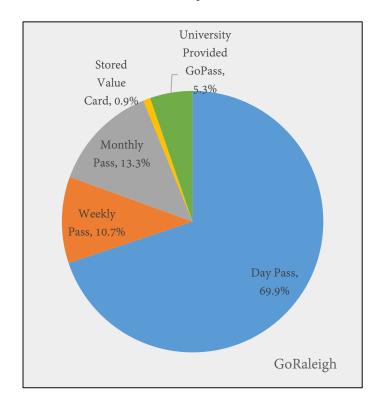
Daily, Weekly, Monthly

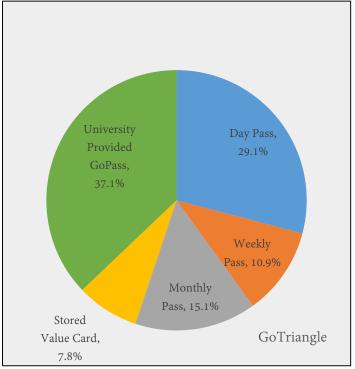
#### **Key Findings**

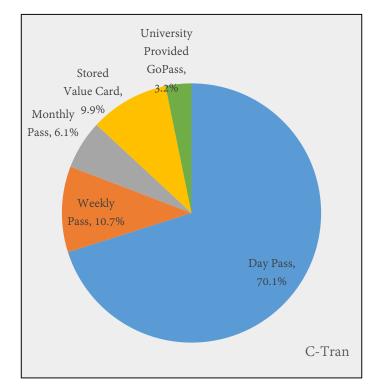
In the chart below pass types are summarized by length of coverage. For example, the "Express 7-Day Pass," "Local 7-Day Pass," and "Regional 7-Day Pass" are reported as "Weekly Pass". GoPasses and Stored Value Cards are presented again in this section because they cover all periods.

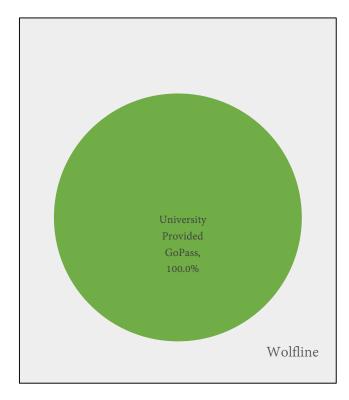
#### **Results for All Systems**

System	Key Observations	
GoRaleigh	• A substantial majority of riders (69.9%) use a day pass	
	• Some riders use a 31-day pass (13.3%)	
	• A small minority of riders also use 7-day passes (10.7%)	
GoTriangle	• Some riders use a day pass (29.1%)	
	• Some riders also use 31-day passes (15.1%) and 7-day passes (10.9%)	
C-Tran	• A substantial majority of riders (70.1%) use a day pass	
	• Some riders use a 7-day pass (10.7%) or a stored value card (9.9%)	
	• A small minority of riders use a 31-day pass (6.1%) and a university provided GoPass (3.2%)	
Wolfline	All riders use a GoPass provided by their university or ride free	









#### **Rider and Household Characteristics**

Data that describe the demographic characteristics of fixed route transit riders include age, gender, race and ethnicity, and household income, as well as the number of available cars in the household, number of people in the household, and employment status are included in this section. These questions also address frequency of riding transit and longevity of riding transit. The responses to these questions will help agencies in understanding the populations they serve and delivering services that meets their needs. Rider and household characteristics data are summarized in this section to address the following subjects:

- How long have you been riding transit?
- What is your gender?
- What is your age?
- Do you have a valid driver's license?
- How do you identify your race and ethnicity?
- Employment status
- Including you, how many people live in your household?
- Including you, how many people (16 or older) in your household are employed full or part-time?
- How many working vehicles (cars, trucks, or motorcycles) are available to your household?
- Could you have used one of these vehicles for this trip?
- Which of the following best describes your total annual household income in 2014 before taxes?

#### How long have you been riding transit?

#### **Key Findings**

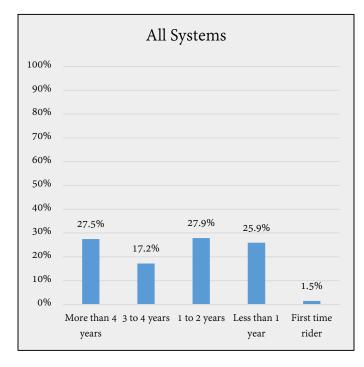
The following are key highlights of the responses from riders when asked how long they have been riding transit. Survey data about riders' tenure riding the transit system together with levels of ridership can provide some insight on things like customer loyalty, whether each system is attracting new riders, and rider familiarity with the agency and their routes. The National Transit Database (NTD) can provide further insight into transit system growth and retention. Data for Wolfline reflects a student rider population with fewer likely years of riding the transit system.

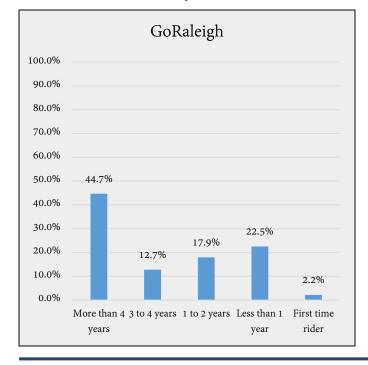
System	Key Observations
All	<ul> <li>A fairly even distribution of riders have been riding the transit systems for more than 4 years (27.5%), 1 to 2 years (27.9%) and less than 1 year (25.9%); however, there is wide variation between some systems</li> <li>Some riders have been riding the transit systems for 3 to 4 years (17.2%)</li> </ul>
GoRaleigh	• Some riders (44.7%) have been riding GoRaleigh more than 4 years
	• A similar percentage of riders have been riding GoRaleigh for 1 to 2 years (17.9%) or less than 1 year (22.5%)
GoTriangle	• A fairly even distribution of riders have been riding GoTriangle for more than 4 years (27.4%), 1 to 2 years (24.8%) and less than 1 year (28.5%)
	• Fewer riders (16.0%) have been riding GoTriangle for 3 to 4 years and very few (3.4%) are first-time riders
C-Tran	• A fairly even distribution of riders have been riding C-Tran for more than 4 years (29.8%), 1 to 2 years (24.5%) and less than 1 year (28.5%)
	• Fewer riders (15.6%) have been riding C-Tran for 3 to 4 years and very few (1.6%) are first-time riders
Wolfline	<ul> <li>Some riders (40.7%) have been riding Wolfline for 1 to 2 years</li> <li>Similar percentages of riders have been riding Wolfline for 3 to 4 years (22.9%) or less than 1 year (29.7%)</li> </ul>

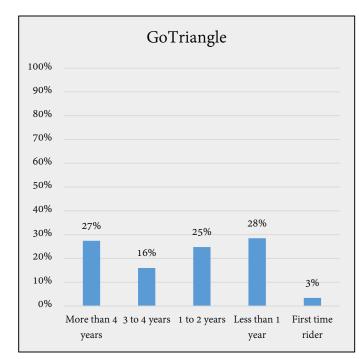
#### **Results for All Systems**

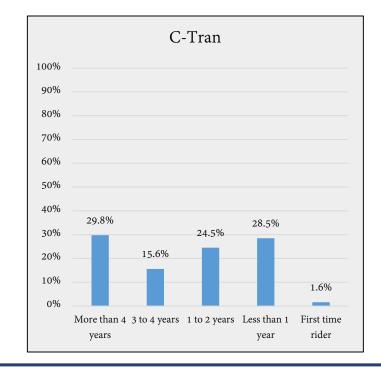
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

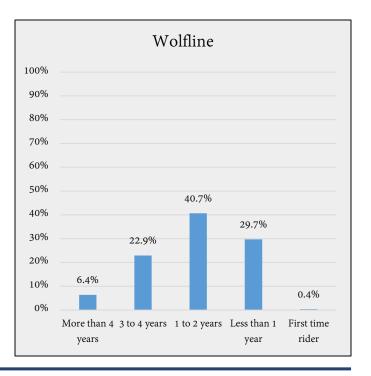
Combined responses for all systems		
Response	Percent	
More than four years	27.5%	
Three to four years	17.2%	
One to two years	27.9%	
Less than one year	25.9%	
First time rider	1.5%	











#### What is your gender?

#### **Key Findings**

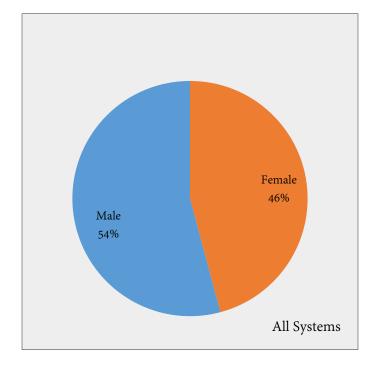
The following are key highlights of the responses from riders when asked to identify their gender. According to the most recently available U.S. Census Bureau data (2010), 51.3% of Wake County's overall population, 51.7% of the city of Raleigh's population, and 51.3% of the town of Cary's population is female, ,. This slightly contrasts with the gender profile of transit ridership in the Triangle Region. Survey responses indicate that males are riding transit at a higher rate than their female counterparts.

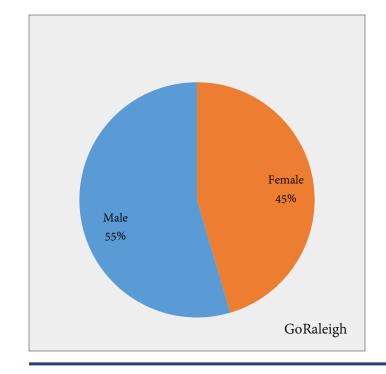
System	Key Observations
All	• More riders are male (54.2%) than female (45.8%)
GoRaleigh	• More riders are male (54.6%) than female (45.4%)
GoTriangle	• More riders are male (55.9%) than female (44.1%)
C-Tran	• More riders are female (52.6%) than male (47.4%)
Wolfline	• More riders are male (53.8%) than female (45.8%)

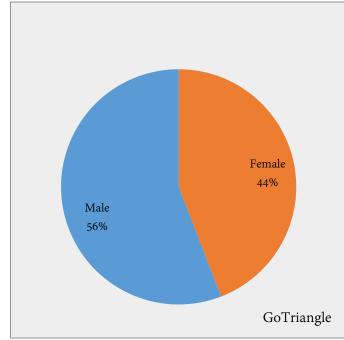
#### **Results for All Systems**

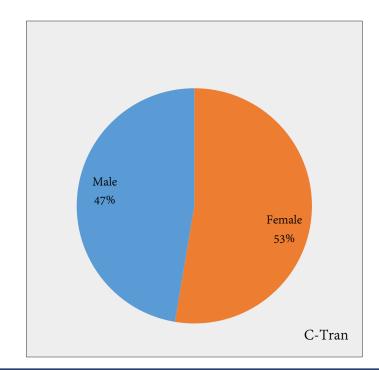
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

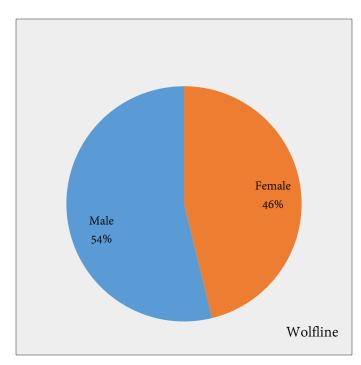
Combined responses for all systems		
Response	Percent	
Male	54.2%	
Female	45.8%	











#### What is your age?

#### **Key Findings**

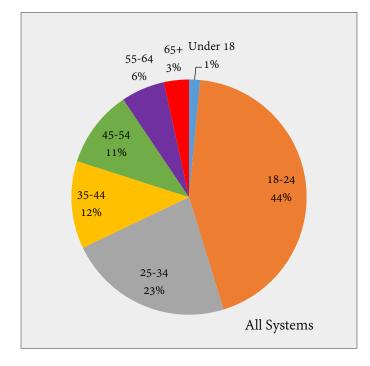
The following are key highlights of the responses from riders when asked to identify their age.

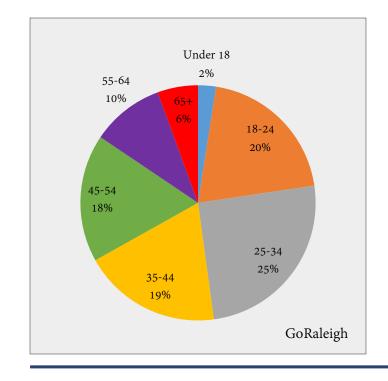
System	Key Observations	
All	• The largest group of riders (43.7%) is between 18-24 years; however, this is driven by the ridership on Wolfline, and the largest age group for other systems is between 25-34 years	
	• The combined systems have a small minority of riders under 18 years (1.5%) and 65 years and older (3.4%)	
GoRaleigh	• The largest group of riders (25.2%) is between 25-34 years	
	• Riders are evenly distributed among 18-24 years (20.2%), 35-44 years (19.0%), and 45-54 years (17.5%)	
	• The lowest percentages of riders are 65 years or older (5.6%) and under 18 years (2.5%)	
GoTriangle	• The largest group of riders is between 25-34 years (30.4%), followed by 35-44 years (23.4%)	
	• Similar percentages of riders are 18-24 years (16.7%) as 45-54 years (15.4%)	
	• The lowest percentages of riders are 65 years and older (2.6%) and under 18 years (2.2%)	
C-Tran	• The largest group of riders is between 25-34 years (23.9%)	
	Ridership from all age groups 18 and over is fairly evenly distributed	
	• Compared to other systems, C-Tran has the highest percentage of riders 65 years and older (14.1%)	
Wolfline	• Compared to other systems, Wolfline has the highest percentage of riders 18-24 years (77.8%)	
	• Compared to other systems, Wolfline has the lowest percentages of riders 55-64 years (0.2%) and 65 years and older (0.3%)	

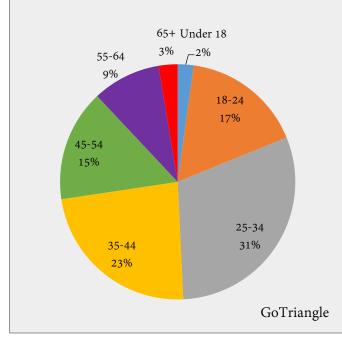
#### **Results for All Systems**

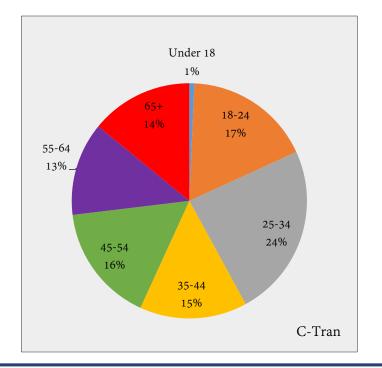
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

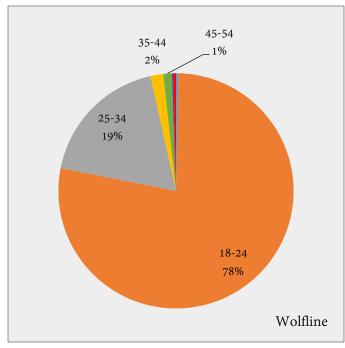
Combined responses for all systems	
Response	Percent
Under 18 years	1.5%
18-24 years	43.7%
25-34 years	22.7%
35-44 years	12.0%
45-54 years	10.6%
55-64 years	6.0%
65+ years	3.4%











#### Do you have a valid driver's license?

#### **Key Findings**

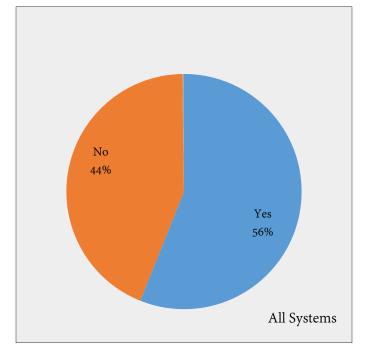
The following are key highlights of the responses from riders when asked if they have a valid driver's license. GoTriangle's ridership results deviate notably from GoRaleigh and C-Tran for this question. This could reflect that GoTriangle's ridership has more disposable income, which could be used for vehicle ownership and driver's license procurement. Wolfline predominantly serves a student population and its results reflect this population.

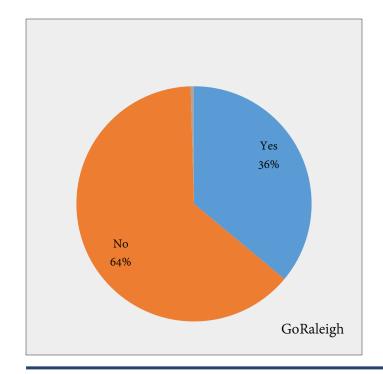
System	Key Observations
All	• Over half (56.1%) of riders have a valid driver's license; however, there is notable variation between systems
GoRaleigh	• A majority (63.5%) of riders do not have a valid driver's license
GoTriangle	• A substantial majority (68.3%) of riders have a valid driver's license
C-Tran	• A majority (63.4%) of riders do not have a valid driver's license
Wolfline	A substantial majority of riders (80.0%) have a valid driver's license

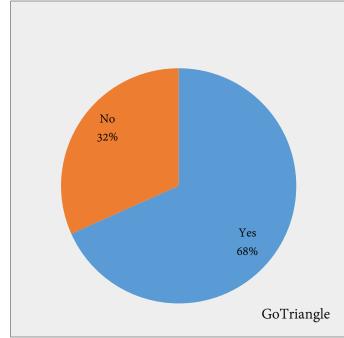
#### **Results for All Systems**

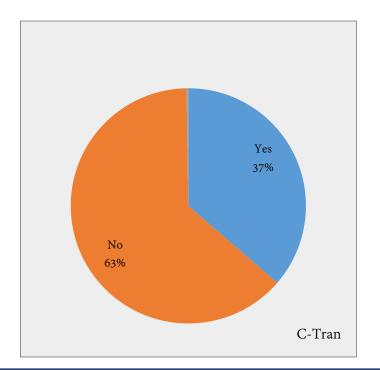
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

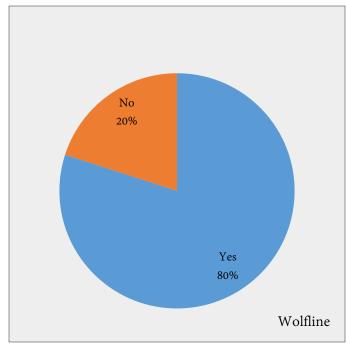
Combined responses for all systems	
Response	Percent
Yes	56.1%
No	43.7%
Not Driving Age	0.2%











#### How do you identify your race and ethnicity (check all that apply)?

#### **Key Findings**

The following are key highlights of the responses from riders when asked how they identify their race and ethnicity. Riders could identify more than one race in addition to ethnicity, therefore percentage distributions may sum to greater than 100 percent.

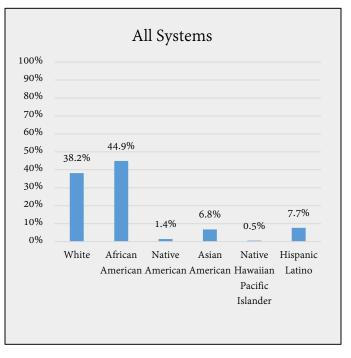
System	Key Observations
All	More riders (44.9%) identify as African American than all other races
	Many riders (38.2%) identify as White
GoRaleigh	More riders (67.8%) identify as African American than all other races
	Many riders identify as White (21.8%)
	Some riders (10.6%) identify as ethnically Hispanic/Latino
GoTriangle	More riders (54.1%) identify as White than all other races
	Many riders (36.9%) identify as African American
C-Tran	• Riders identify as African American (43.9%) and White (39.0%) in similar percentages
	Some riders (13.6%) identify as ethnically Hispanic/Latino
Wolfline	More riders (56.0%) identify as White than all other races
	Some riders identify as African American (18.1%) and Asian American (13.9%)

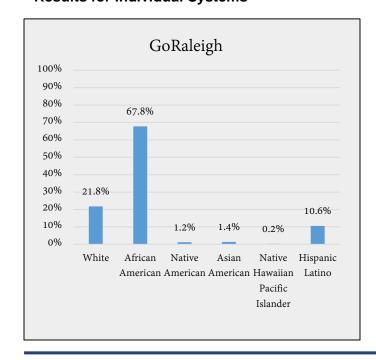
#### **Results for All Systems**

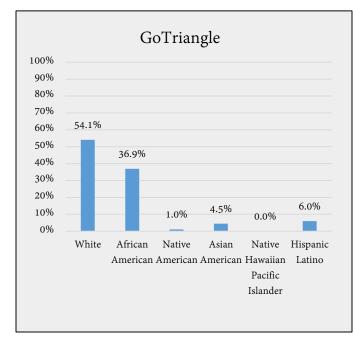
The combined weighted and expanded results for all systems are shown in the table and chart below along with a breakdown of Wake County race and ethnicity data from the 2010-2014 American Community Survey (ACS). Individual charts for each system are provided at the bottom of the page. ACS data coupled with survey responses show that non-white and non-Hispanic populations comprise a higher proportion of transit ridership than their relative

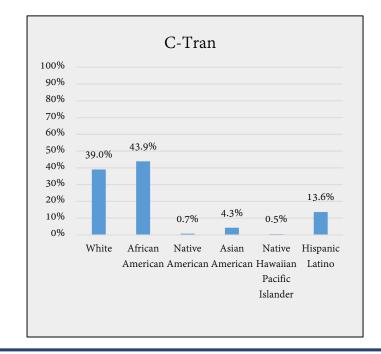
proportion of the Wake County population.

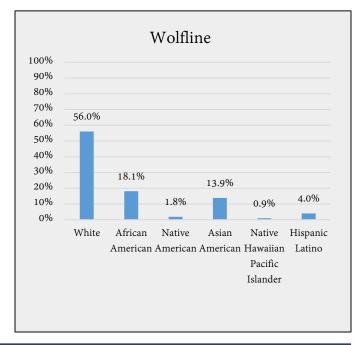
Combined responses for all systems		Wake
Response	Ridership Percent	County Percent
White (non-Hispanic)	38.2%	69.9%
African American (non-Hispanic)	44.9%	21.8%
Native American (non-Hispanic)	1.4%	0.9%
Asian American (non-Hispanic)	6.8%	6.6%
Native Hawaiian or Pacific Islander (non-Hispanic)	0.5%	0.1%
Hispanic or Latino	7.7%	9.9%











#### **Employment status**

#### **Key Findings**

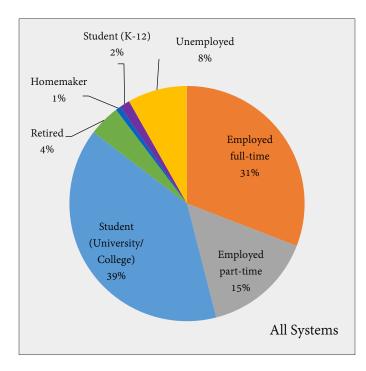
The following are key highlights of the responses from riders when asked their employment status.

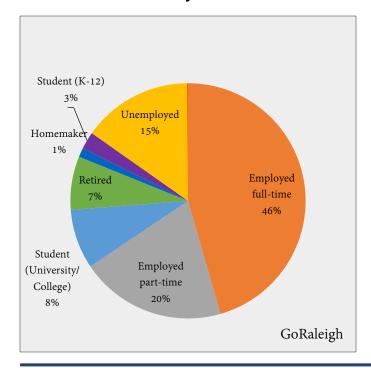
System	Key Observations	
All	• Most riders are either employed full- or part-time (46.0%) or students at University or College (39.4%); however, the proportion of students is primarily due to Wolfline ridership	
	• Some riders are unemployed (8.2%) or retired (4.3%)	
	• Asmall minority of riders are students in grades K-12 (1.4%), homemakers (0.7%), or not of working age (0.0%)	
GoRaleigh	A majority of riders (65.5%) are employed full- or part-time	
	• Some riders are unemployed (15.2%), University or College students (8.2%), or retired (7.3%)	
GoTriangle	A substantial majority of riders (78.5%) are employed full- or part-time	
	Some riders (12.6%) are University or College students	
C-Tran	A substantial majority of riders (68.7%) are employed full- or part-time	
	Some riders (16.1%) are retired	
	• Some riders are unemployed (8.0%) or students at University or College (5.0%)	
Wolfline	A substantial majority of riders (83.2%) are University or College students	
	Some riders (16.2%) are employed full- or part-time	

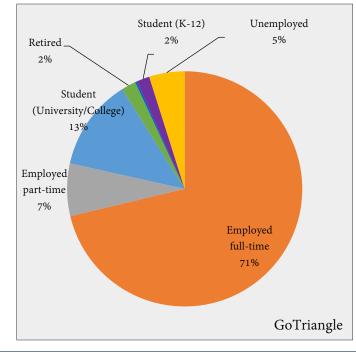
#### **Results for All Systems**

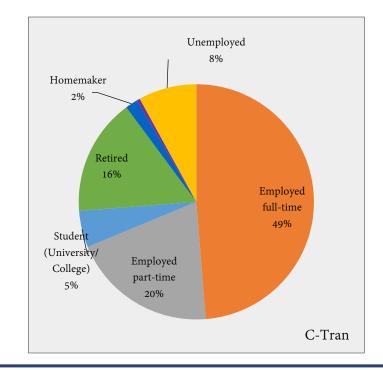
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

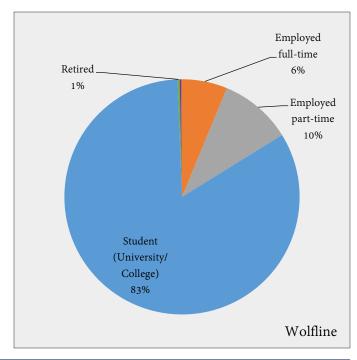
Combined responses for all systems		
Response	Percent	
Student (University/College)	39.4%	
Employed full-time	30.9%	
Employed part-time	15.1%	
Unemployed	8.2%	
Retired	4.3%	
Student (K-12)	1.4%	
Homemaker	0.7%	
Not working age	0.0%	











#### Including you, how many people live in your household?

#### **Key Findings**

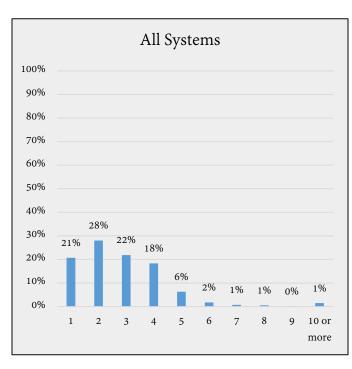
The following are key highlights of the responses from riders when asked how many people live in their household.

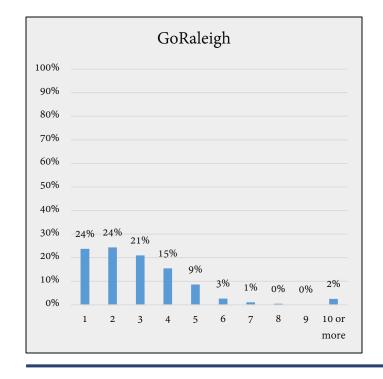
System	Key Observations	
All	<ul> <li>The vast majority of riders (89.1%) live in households with four or fewer people</li> <li>Riders with two-person households are most commonly occurring subset for every system (28.1%)</li> </ul>	
GoRaleigh	A substantial majority of riders (84.5%) live in households with four or fewer people	
GoTriangle	• A vast majority of riders (87.9%) live in households with four or fewer people	
C-Tran	• A vast majority of riders (91.7%) live in households with four or fewer people	
Wolfline	• A vast majority of riders (94.5%) live in households with four or fewer people	

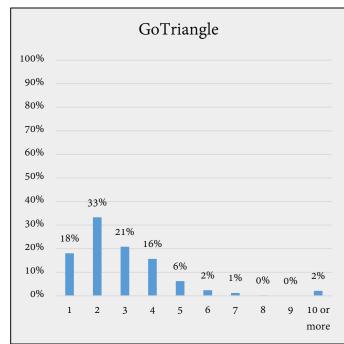
#### **Results for All Systems**

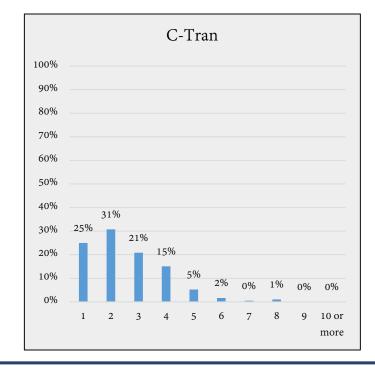
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

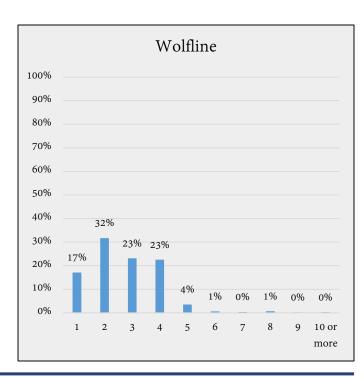
Combined responses for all systems		
Response	Percent	
1	20.7%	
2	28.1%	
3	21.9%	
4	18.4%	
5	6.3%	
6	1.8%	
7	0.8%	
8	0.6%	
9	0.2%	
10 or more	1.5%	











#### Including you, how many people (16 or older) in your household are employed full or part-time?

#### **Key Findings**

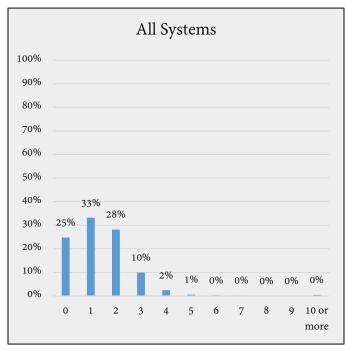
The following are key highlights of the responses from riders when asked how many people in their household, including themselves, are employed full or part time.

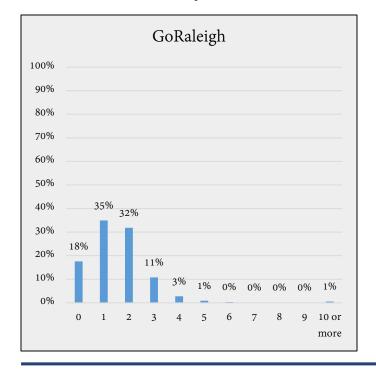
System	Key Observations
All	<ul> <li>The vast majority of riders (86.2%) live with 3 or fewer employed household members</li> <li>A majority of riders (58.0%) live with 1 or fewer employed household members</li> <li>Some riders (24.8%) live with no employed household members</li> </ul>
GoRaleigh	<ul> <li>A substantial majority of riders (84.3%) live with 3 or fewer employed household members</li> <li>A majority of riders (52.5%) live with 1 or fewer employed household members</li> <li>Some riders (17.5%) live with no employed household members</li> </ul>
GoTriangle	<ul> <li>The vast majority of riders (85.8%) live with 3 or fewer employed household members</li> <li>Some riders (44.2%) live with 1 or fewer employed household members</li> <li>A small minority of riders (6.1%) live with no employed household members</li> </ul>
C-Tran	<ul> <li>A substantial majority of riders (84.1%) live with 3 or fewer employed household members</li> <li>A majority of riders (54.0%) live with 1 or fewer employed household members</li> <li>Some riders (18.8%) live with no employed household members</li> </ul>
Wolfline	<ul> <li>The vast majority of riders (88.5%) live with 3 or fewer employed household members</li> <li>A substantial majority of riders (66.9%) live with 1 or fewer employed household members</li> <li>Wolfline has the highest percentage of riders (36.6%) living with no employed household members. This is likely due to the use of Wolfline by unemployed students.</li> </ul>

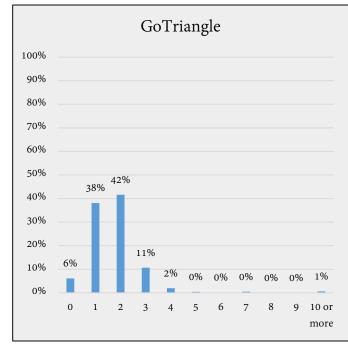
#### **Results for All Systems**

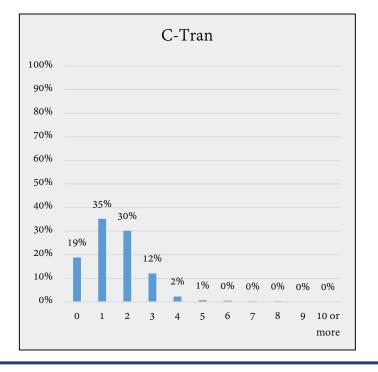
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

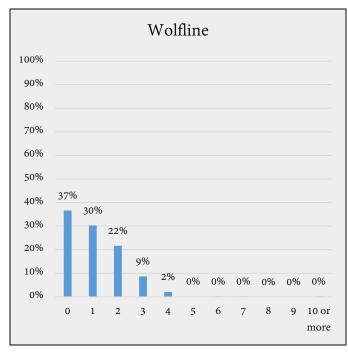
Combined responses for all systems		
Response	Percent	
0	24.8%	
1	33.2%	
2	28.2%	
3	9.9%	
4	2.4%	
5	0.6%	
6	0.3%	
7	0.2%	
8	0.1%	
9	0.0%	
10 or more	0.4%	











#### How many working vehicles (cars, trucks, or motorcycles) are available to your household?

#### **Key Findings**

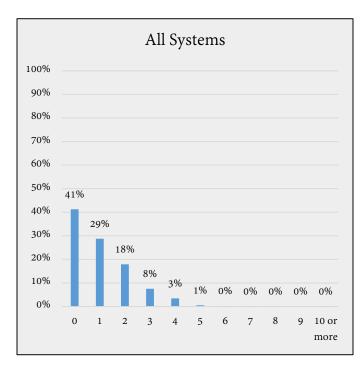
The following are key highlights of the responses from riders when asked how many working vehicles are available to their household. GoTriangle's ridership findings deviate notably from GoRaleigh and C-Tran for this question. This could reflect that GoTriangle's ridership has more disposable income, which could be used for vehicle ownership. Wolfline predominantly serves a student population and its results reflect this population.

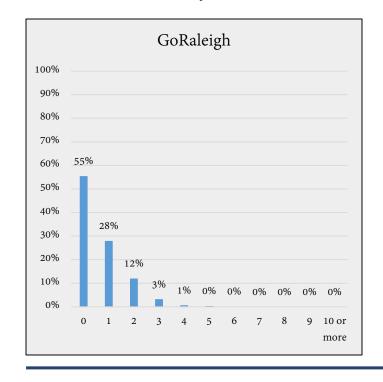
System	Key Observations
All	<ul> <li>Approximately two-fifths of riders (41.2%) have no vehicles available to their household</li> <li>Some riders have 1 (28.8%), 2 (17.9%), 3 (7.5%) or 4 (3.4%) vehicles available to their household</li> </ul>
GoRaleigh	<ul> <li>A majority of riders (55.5%) have no vehicles available to their household</li> <li>Some riders have 1 (28.0%) or 2 (12.0%) vehicles available to their household</li> </ul>
GoTriangle	<ul> <li>A similar percentage of riders have 0 (30.5%) or 1 (35.0%) vehicle available to their household</li> <li>Some riders have 2 (25.6%) or 3 (7.0%) vehicles available to their household</li> </ul>
C-Tran	<ul> <li>Slightly less than half of riders (45.6%) have no vehicle available to their household</li> <li>Some riders have 1 (32.4%) or 2 (15.8%) vehicles available to their household</li> </ul>
Wolfline	<ul> <li>A similar percentage of riders have 0 (25.1%), 1 (28.7%) or 2 (24.2%) vehicles available to their household</li> <li>Some riders have 3 (13.0%) or 4 (7.2%) vehicles available to their household</li> </ul>

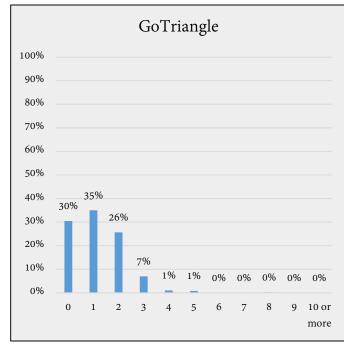
#### **Results for All Systems**

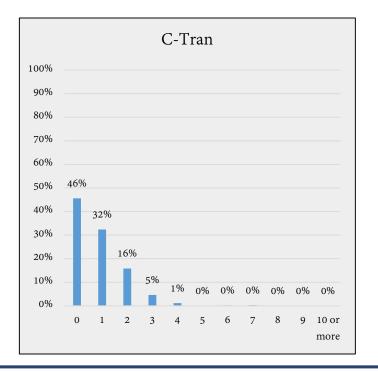
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

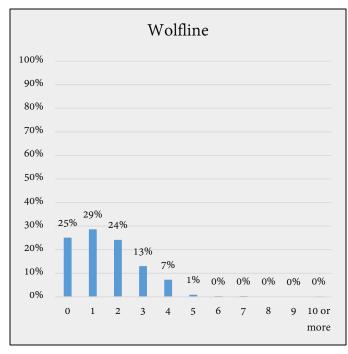
Combined responses for all systems		
Response	Percent	
0	41.2%	
1	28.8%	
2	17.9%	
3	7.5%	
4	3.4%	
5	0.6%	
6	0.2%	
7	0.1%	
8	0.1%	
9	0.0%	
10 or more	0.1%	











#### Could you have used one of these vehicles for this trip?

#### **Key Findings**

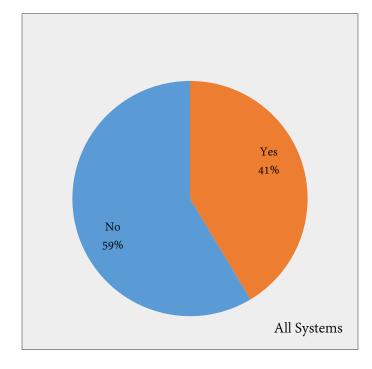
Riders who have at least one vehicle available to their household were asked if the vehicle could have been used for their trip. The following are key highlights of the responses from riders. Similar to findings on the previous page, GoTriangle survey responses deviated notably from GoRaleigh and C-Tran. Meanwhile, Wolfline survey responses seemed to reflect its student-based population.

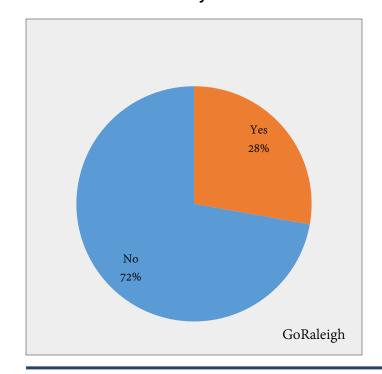
System	Key Observations
All	• A majority of riders (58.6%) could not have used one of their household's vehicles for their trip
GoRaleigh	• A substantial majority of riders (72.2%) could not have used one of their household's vehicles for their trip
GoTriangle	• A majority of riders (65.6%) could have used one of their household's vehicles for their trip
C-Tran	• A substantial majority of riders (71.7%) could not have used one of their household's vehicles for their trip
Wolfline	• A similar percentage of riders could have used one of their household's vehicles for their trip (48.7%) as could not have (51.3%)

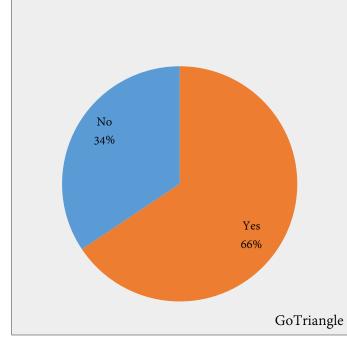
#### **Results for All Systems**

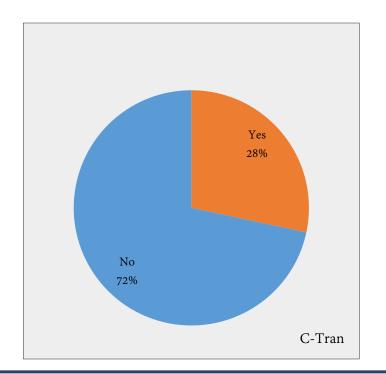
The combined weighted and expanded results for all systems are shown in the table and chart below. Individual charts for each system are provided at the bottom of the page.

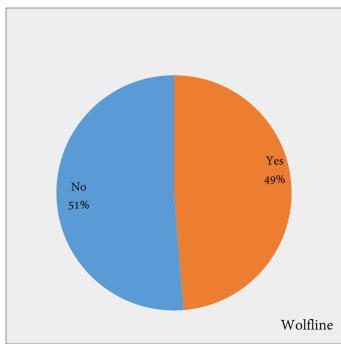
Combined responses for all systems		
Response	Percent	
No	58.6%	
Yes	41.4%	







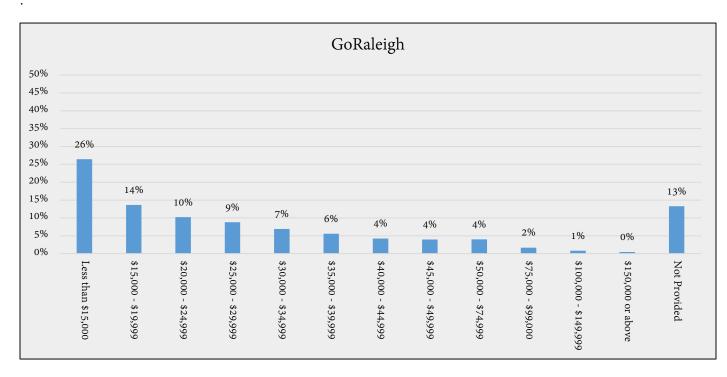


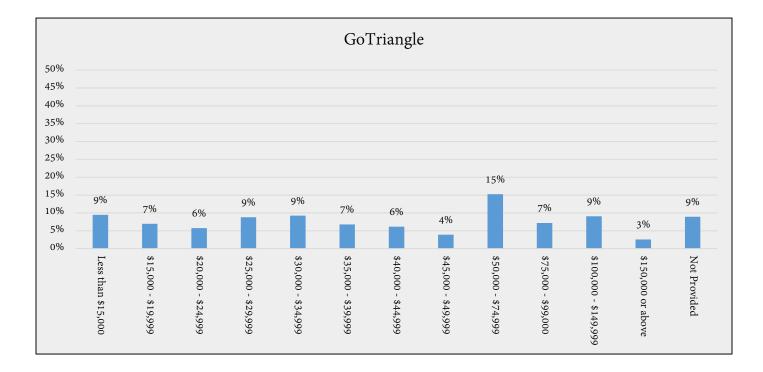


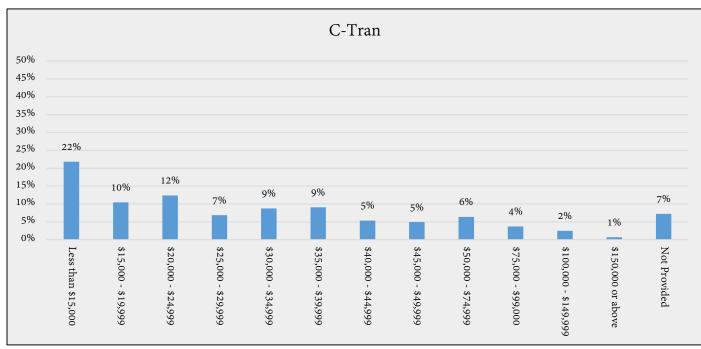
#### Which of the following best describes your total annual household income in 2014 before taxes?

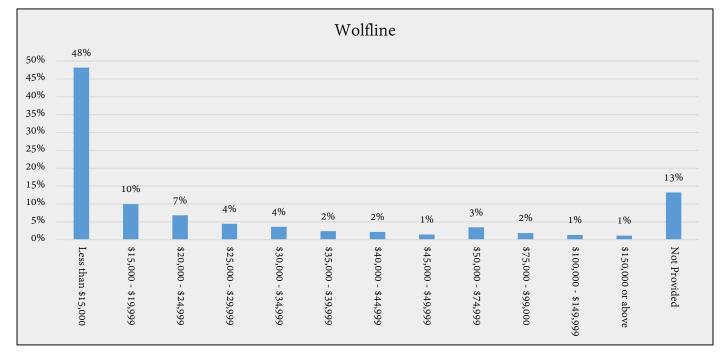
Riders were asked about their annual household income. Data for each system is summarized in the bar charts below. For three out of four systems, the income range with the highest percentage of riders is 'Less than \$15,000', with this proportion nearly 50 percent for Wolfline, which is likely a reflection of student ridership. For GoTriangle, the income range with the highest percentage of riders is '\$50,000-\$74,999'. A portion of riders did not provide a response

to this survey question (7-13% of riders by system), likely because it may be perceived to be highly personal in nature. Median household incomes for Wake County (\$66,579), the city of Raleigh (\$54,581), and the town of Cary (\$91,481), are higher than the household income of the majority of transit riders for all systems. This seems to indicate that low-cost transportation is important to transit riders.









#### **Customer Satisfaction, Perception and Brand Awareness**

Customer satisfaction questions, provide critical information related to performance, schedules, appearance, and convenience that allow the agencies to determine potential areas for improvement in their delivery of fixed route transit service to their customers. Responses to perception questions provide insight as to how customers view each transit agency. Brand awareness questions were asked on GoRaleigh routes only to gauge customers' awareness about the transition from Capital Area Transportation (CAT) to GoRaleigh.

Customer satisfaction questions were asked under one main question, 'rate your satisfaction with the following items', with multiple sub-topics that allowed respondents to provide a rating of, 'very satisfied', 'satisfied', 'neutral', 'dissatisfied', and 'very dissatisfied'. Customer perception questions were phrased as statements and the rider was asked to indicate their level of agreement as 'strongly disagree', 'disagree', 'neutral', 'agree', and 'strongly agree'. Brand awareness questions were asked only of riders on GoRaleigh. This series of three questions gauged riders' awareness of the change from CAT to GoRaleigh. The questions asked on each system are summarized below.

Riders on all systems were asked:

- Rate your satisfaction with GoRaleigh in each of the following areas...
- Indicate your level of agreement with each of the following statements:
  - o (Transit agency name) values its customers
  - o (Transit agency name) provides excellent customer service
  - o I would recommend (transit agency name) to others

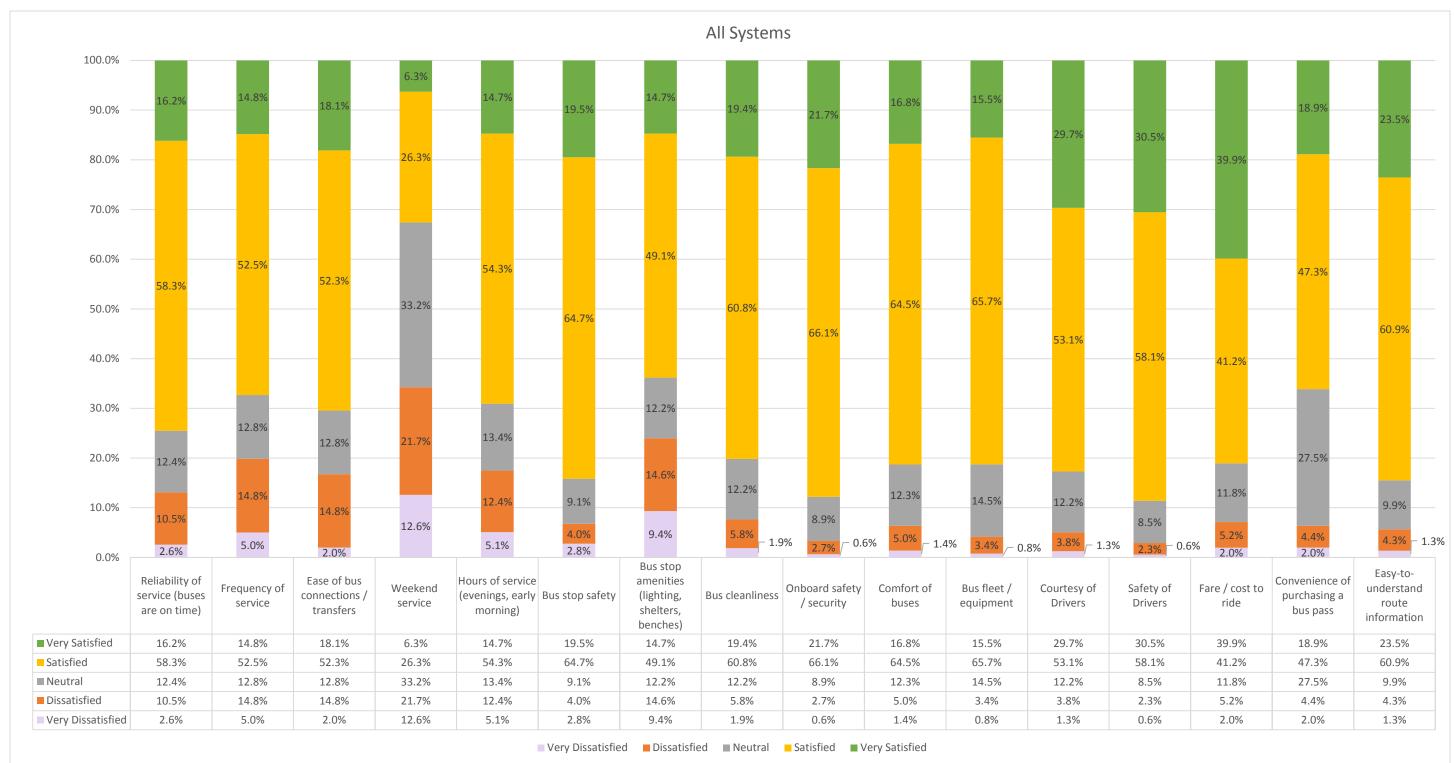
Riders on GoRaleigh were additionally asked the following brand awareness questions:

- When did you learn CAT/Capital Area Transit changed to GoRaleigh?
- How did you find out about the change?
- Have you noticed any differences in service since the switch from CAT/Capital Area Transit to GoRaleigh?

#### Rate your satisfaction in each of the following areas...

#### **Key Findings**

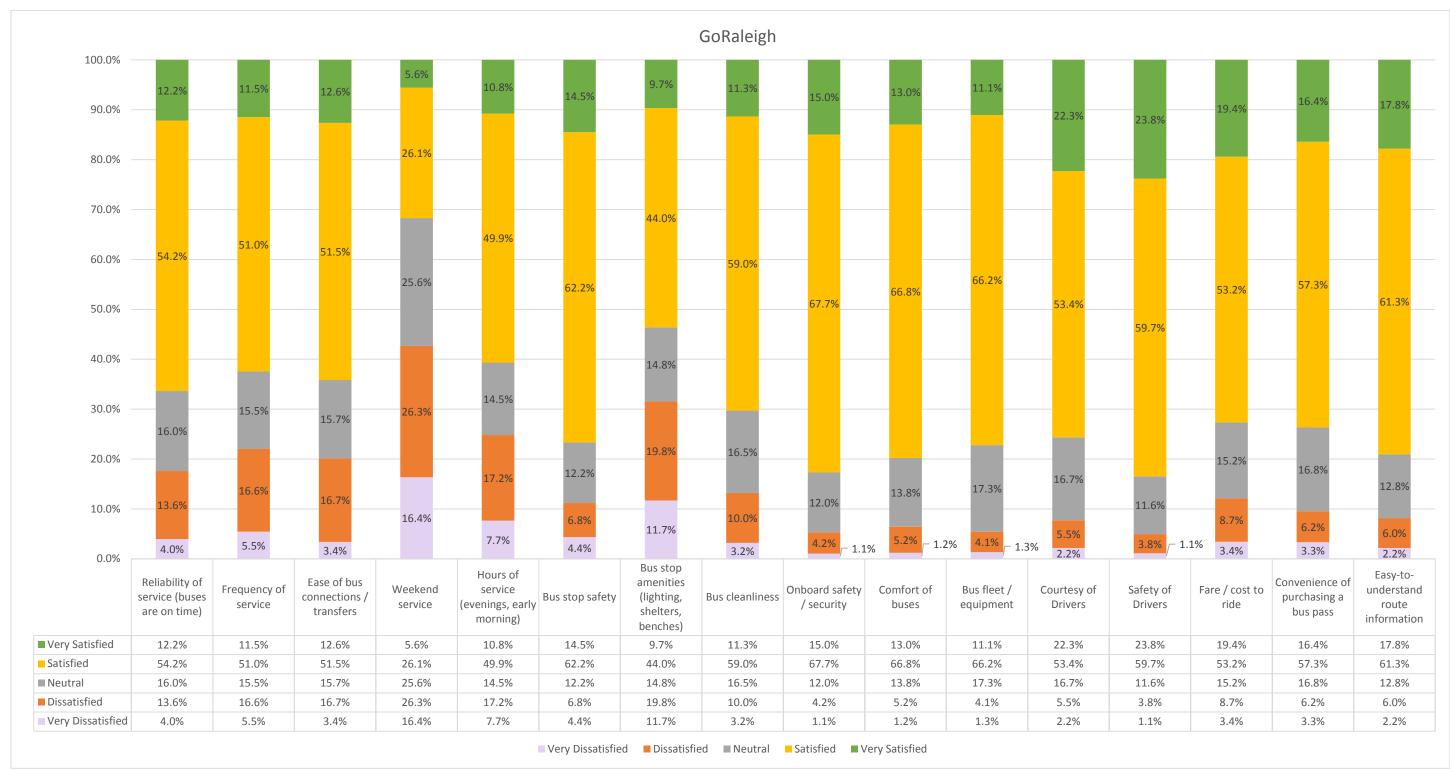
Level of satisfaction responses from riders across all systems are highlighted in the chart below. For all systems combined safety of drivers (29.7%), and fare/cost to ride (39.9%) have the highest percentages of very satisfied riders, and weekend service has the highest percentages of dissatisfied and 12.6% very dissatisfied).



#### Rate your satisfaction with GoRaleigh in each of the following areas...

#### **Key Findings**

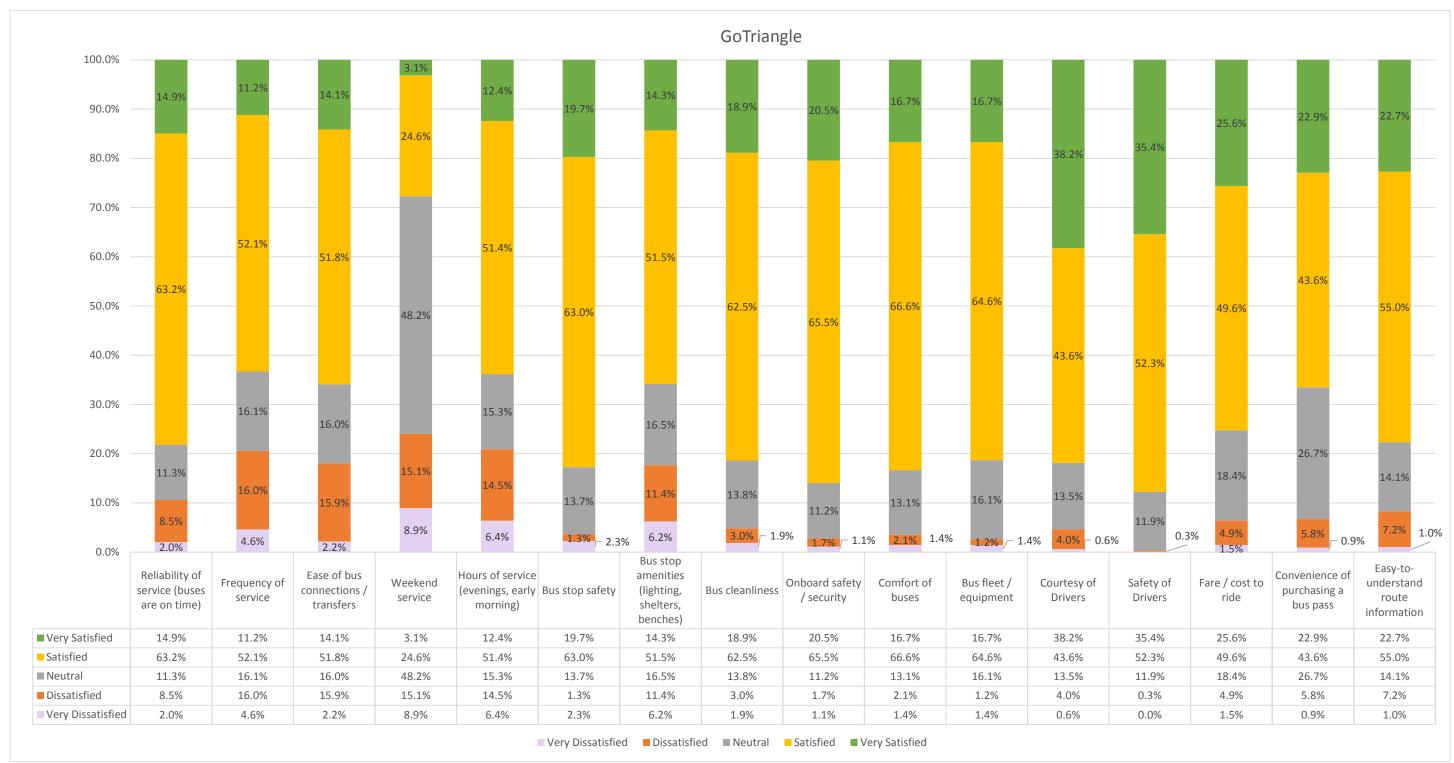
Level of satisfaction responses from riders on GoRaleigh are highlighted in the chart. Safety of drivers (23.8%), courtesy of drivers (22.3%), and fare/cost to ride (19.4%) have the highest percentages of very satisfied riders. Across all aspects of service, the highest percentages of rider dissatisfied and 16.4% very dissatisfied and 11.7% very dissatisfied and 11.7% very dissatisfied).



# Rate your satisfaction with GoTriangle in each of the following areas...

# **Key Findings**

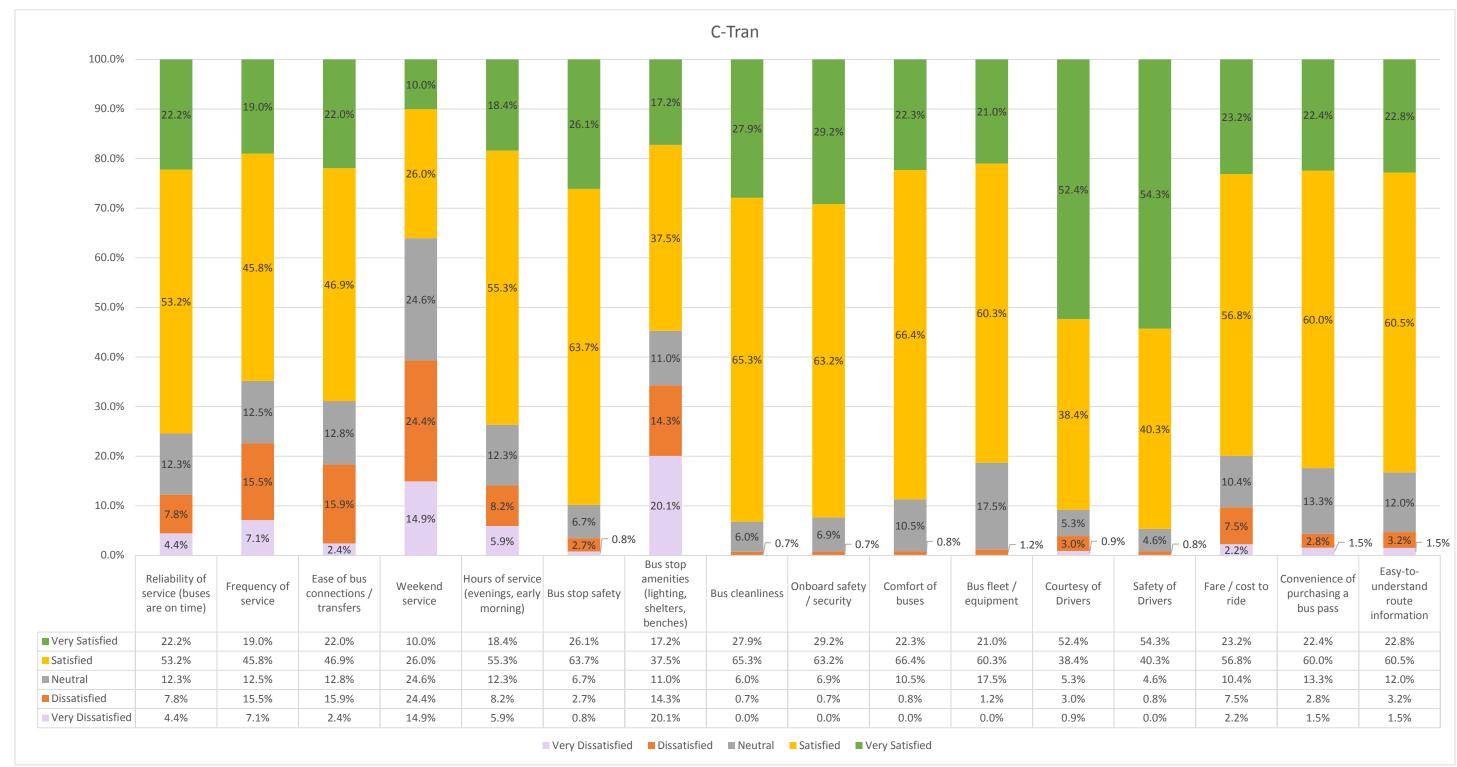
Level of satisfaction responses from riders on GoTriangle are highlighted in the chart. Courtesy of drivers (38.2%), safety of drivers (35.4%), and fare/cost to ride (25.6%) have the highest percentages of very satisfied riders. While the percentages of dissatisfied riders are fairly low, the highest percentages of rider dissatisfied and 8.9% very dissatisfied and 8.9% very dissatisfied and 6.4% very dissatisfied).



# Rate your satisfaction with C-Tran in each of the following areas...

# **Key Findings**

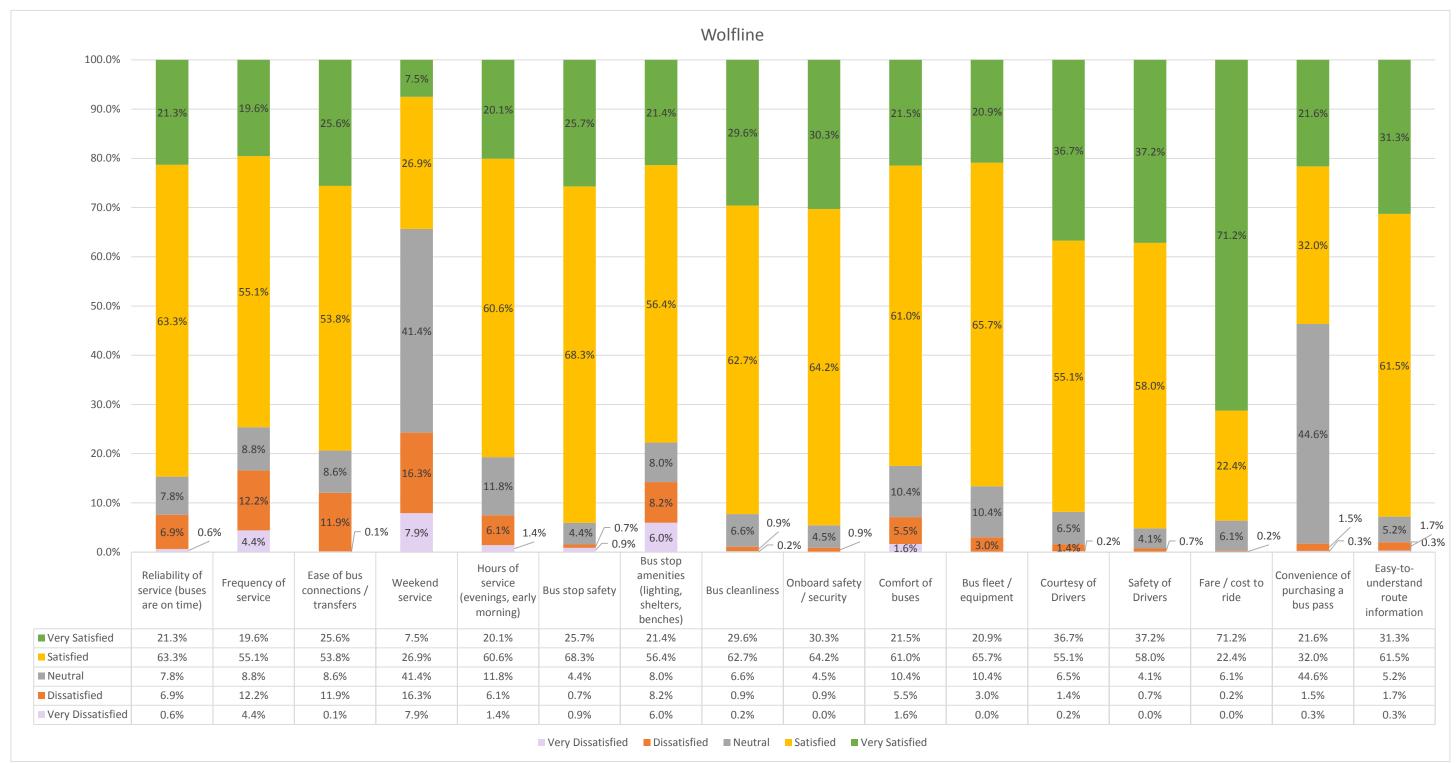
Level of satisfaction responses from riders on C-Tran are highlighted in the chart. Safety of drivers (54.3%) and courtesy of drivers (52.4%) have the highest percentages of very satisfied riders. Across all aspects of service, the highest percentages of dissatisfied riders exist with bus stop amenities (14.3% dissatisfied and 20.1% very dissatisfied and 14.9% very dissatisfied).



# Rate your satisfaction with Wolfline in each of the following areas...

# **Key Findings**

Level of satisfaction responses from riders on Wolfline are highlighted in the chart. Fare/cost to ride (21.6%), safety of drivers (37.2%) and courtesy of drivers (36.7%) have the highest percentages of very satisfied riders. While the percentage of dissatisfied riders is fairly low across all aspects of service, the highest percentages of rider dissatisfied and 16.3% satisfied).



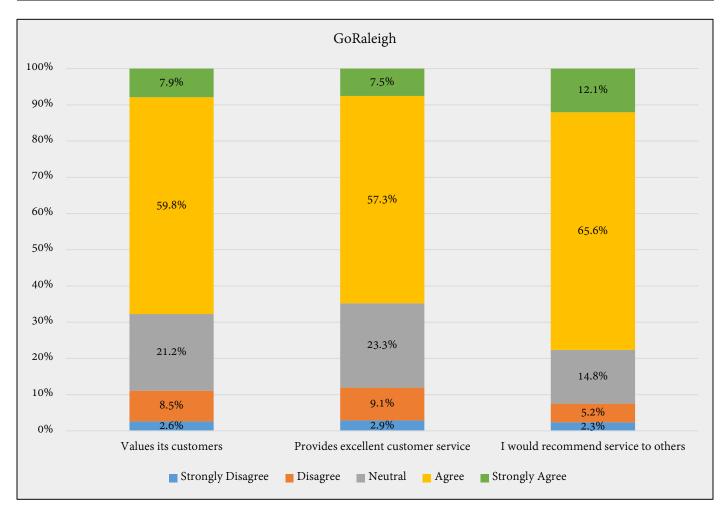
# Indicate your level of agreement with the following statements...

Riders on each system were asked to indicate their level of agreement with three statements that gauge customers' perception of the transit agency. Riders could indicate they strongly disagree, are neutral, agree, or strongly agree with each statement.

#### GoRaleigh

Most GoRaleigh riders (65%-78%) agree or strongly agree that GoRaleigh values its customers, provides excellent customer service, and that they would recommend GoRaleigh to others.

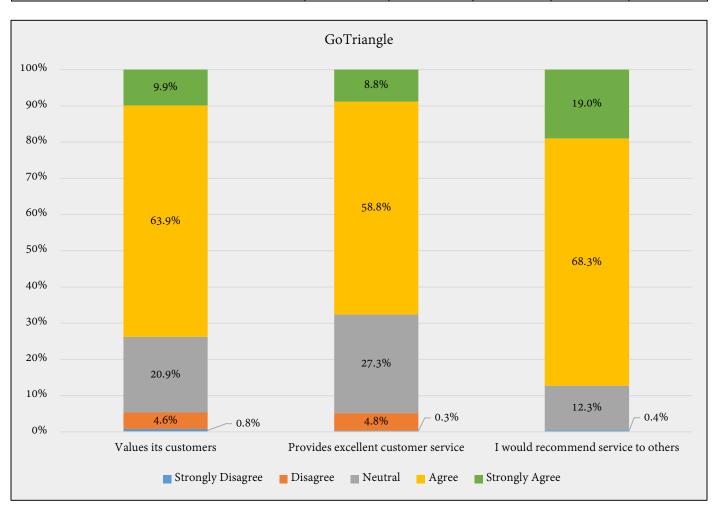
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Agency values its customers	2.6%	8.5%	21.2%	59.8%	7.9%
Agency provides excellent customer service	2.9%	9.1%	23.3%	57.3%	7.5%
I would recommend agency to others	2.3%	5.2%	14.8%	65.6%	12.1%



## GoTriangle

Most GoTriangle riders (68%-87%) agree or strongly agree that GoTriangle values its customers, provides excellent customer service, and that they would recommend GoTriangle to others.

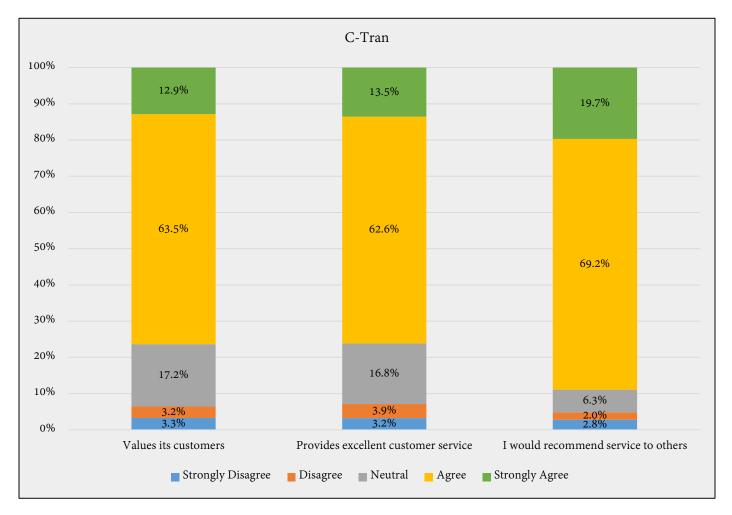
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Agency values its customers	0.8%	4.6%	20.9%	63.9%	9.9%
Agency provides excellent customer service	0.3%	4.8%	27.3%	58.8%	8.8%
I would recommend agency to others	0.4%	0.0%	12.3%	68.3%	19.0%



### C-Tran

Most C-Tran riders (76% - 89%) agree or strongly agree that C-Tran values its customers, provides excellent customer service, and that they would recommend C-Tran to others.

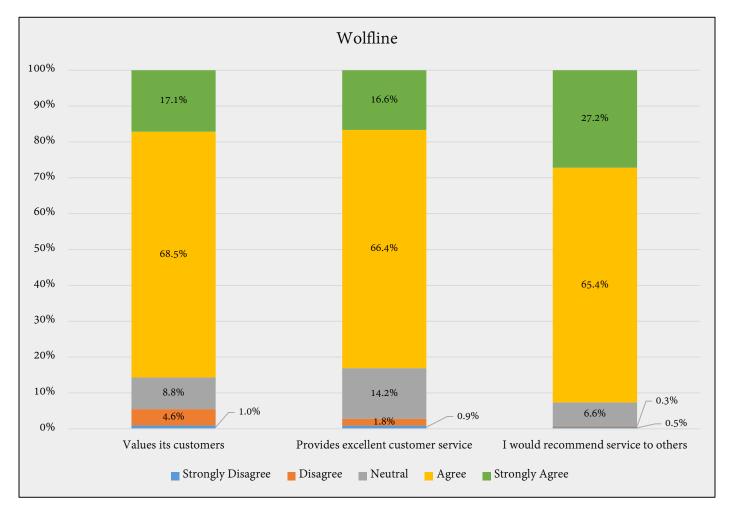
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Agency values its customers	3.3%	3.2%	17.2%	63.5%	12.9%
Agency provides excellent customer service	3.2%	3.9%	16.8%	62.6%	13.5%
I would recommend agency to others	2.8%	2.0%	6.3%	69.2%	19.7%



#### Wolfline

Most Wolfline riders (85%-93%) agree or strongly agree that Wolfline values its customers, provides excellent customer service, and that they would recommend Wolfline to others.

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Agency values its customers	1.0%	4.6%	8.8%	68.5%	17.1%
Agency provides excellent customer service	0.9%	1.8%	14.2%	66.4%	16.6%
I would recommend agency to others	0.5%	0.3%	6.6%	65.4%	27.2%



# Indicate your response to the following three GoRaleigh brand awareness questions

Riders on each system were asked to three questions that gauge customers' awareness of the new GoRaleigh brand. The three questions and rider responses are shown below.

# When did you learn CAT/Capital Area Transit changed to GoRaleigh?

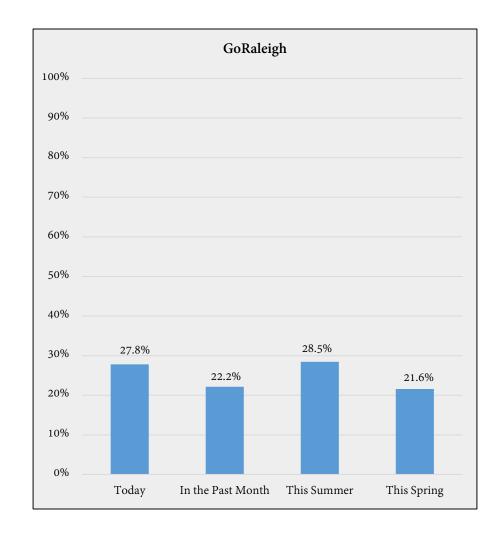
Riders on GoRaleigh were asked when they learned about the transition from CAT to GoRaleigh. The majority of GoRaleigh riders are aware that CAT/Capital Area Transit has changed to GoRaleigh (72%). Key findings of when riders learned about the transition are summarized in the table and chart.

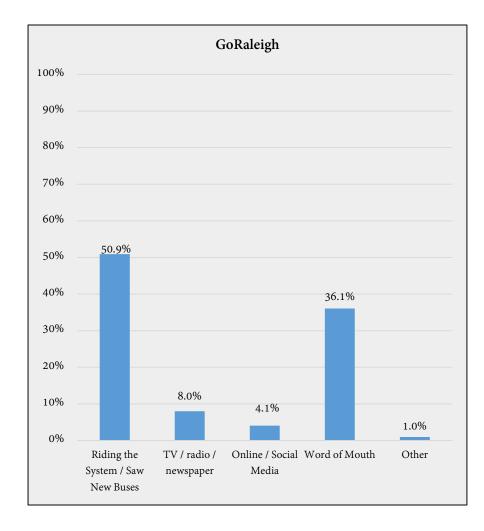
# How did you learn about the change [from CAT to GoRaleigh]?

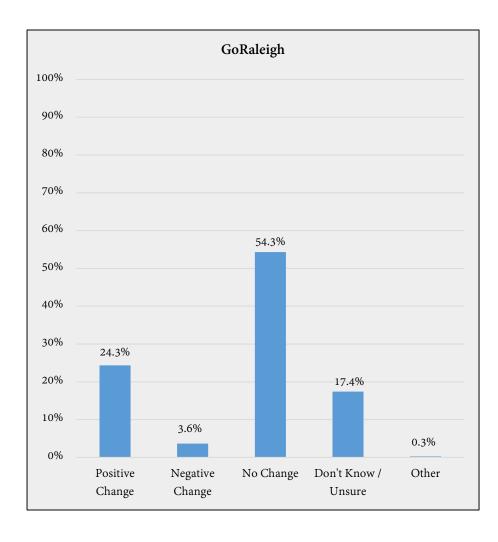
Riders on GoRaleigh were asked how they learned about the change from CAT to GoRaleigh. The majority of riders learned about the transition from CAT to GoRaleigh by riding the system and/or seeing new buses (50.9%). Key findings about how riders learned about the change are summarized in the table and chart.

# Have you noticed any differences in service since the switch from CAT/Capital Area Transit to GoRaleigh?

GoRaleigh riders were asked if they have noticed any differences in service since the transition from CAT to GoRaleigh. The majority of riders have not noticed any changes in service or were unsure if there were any changes in service (a combined 71.7%). However, approximately one-quarter (24.3%) of GoRaleigh riders noticed positive changes and only a small portion noticed negative changes (3.6%).







# **Analysis of Trends**

When reviewing the response data, common trends and themes emerge that can provide a general assessment of how transit is used, who is using it and why, and how transit is performing overall in Wake County.

# **Trip Characteristics**

The majority of riders begin their trips at home and use the bus to get to work, or to get to their home once their trip concludes. Riders are also walking at a high rate to get to their buses, as well as their final destinations. These trends are also very similar to those reported in the 2010 Capital Area Bus Transit Development Plan (TDP) and show consistency in these characteristics over the last five years. While none of these trends may be surprising, they do reflect that transit service in Wake County is essential as a mode of transportation for riders to get to their jobs, as well as to other destinations, including their homes once their trip is done. The data reflects a large number of riders not having access to a vehicle reach their bus access point and final destination by walking. This data shows that transit is not only an important transportation alternative for those who have access to a vehicle, but it is a critical and accessible form of transportation for those who use it as their primary mode of transportation throughout Wake County.

### **Rider and Household Characteristics**

The riders using transit in Wake County are made up largely of 18-54 year olds, with overall use by those 55 and older, and under 18, making up a small percentage of total riders. Riders most commonly live in two-person or three-person households, have no vehicle available to their household, and are primarily employed either full-time or part-time, or are students. Similar patterns for these demographic categories were reported in the 2010 TDP, and reflect a steady trend of the age of riders, their household size, and their employment status over the last five years.

The ridership history also reflects a strong presence of riders who have been riding for 4 or more years, as well as riders using transit for the past 1-2 years and less than 1 year. Similar ridership history was reported in the 2010 TDP.

In looking at the overall trend of gender, the expanded data show that, overall, the majority of riders are male. This was also the case for each individual agency, with the exception of C-Tran who had more female riders. Gender information reported in the 2010 TDP were similar to this survey, although the split of riders for C-Tran was 50-50 in 2010, while in the 2015 survey, the data showed a clear majority of female riders.

Reviewing race and ethnicity data, the expanded survey data shows, overall, a majority of riders are African-American. When looking at the agencies individually, riders' race and ethnicity percentages differ, with GoRaleigh having a majority of African-American riders, while C-Tran and GoTriangle reflect greater diversity among riders, and Wolfline has a large majority of White riders and higher percentages of Asian American riders compared to other systems. Similar trends emerged in the 2010 TDP, with GoTriangle and C-Tran both showing increases in the percentage of White riders on their systems, and a slight decrease in their African-American riders.

Another key characteristic of the demographic data is the household income of riders. For three out of four systems, the income range with the highest percentage of riders is 'Less than \$15,000', with this proportion nearly 50 percent for Wolfline, which is likely a reflection of student ridership. For GoTriangle, the income range with the highest percentage of riders is '\$50,000-\$74,999'. Based on the data collected for the 2010 TDP, C-Tran remained the most consistent in the income breakdown of their riders, while GoRaleigh and Wolfline saw a decrease in riders earning less than \$15,000 per year. Since the federal poverty levels and cost of living have increased since 2010, a decrease in

riders in the less than \$15,000 per year household income does not equate to an actual decrease in riders considered low-income.

# **Customer Satisfaction and Perception of Agencies**

Riders are satisfied with the reliability and frequency of service, the safety and courtesy of their drivers, and the comfort and safety of the buses. However, there are higher levels of dissatisfaction among riders with weekend service and the amenities at bus stops. The 2010 TDP reflected similar trends with riders satisfied with the safety and courtesy of the drivers, and the comfort of the buses. The 2010 TDP also showed that riders were dissatisfied with weekend service, which continues to be an area of dissatisfaction in 2015. One area that appears to show improvement from the 2010 TDP is satisfaction with reliability and frequency of service, with the current survey reflecting a slight increase in the percentage of riders satisfied with this aspect of service.

Customer satisfaction findings from the survey provide insight into service areas that could be enhanced or modified to better align with transit rider expectations. In addition, there are considerations beyond the quality of transit service provision that influence customer satisfaction. For example, rider perception and satisfaction are heavily influenced by external and internal factors. Research demonstrates that captive and non-captive ridership, is an external variable that substantially influences satisfaction. Research findings show that satisfaction among transit riders decreased when these riders would have preferred to drive and increased when riders had a choice whether to drive or take transit (St. Louis et al, 2014). In other words, when individuals have the economic means to choose between a personal vehicle or transit service they are generally more satisfied when they take transit. GoRaleigh and C-Tran have substantially higher proportions of riders with no driver's licenses and no available vehicles compared with GoTriangle and Wolfline. While they were surveyed collectively, each individual agency will need to consider these findings in relation to the unique system they operate. From the regional commuter service of GoTriangle to the higher volume urban bus service of GoRaleigh and smaller community service of C-Tran, as well as the campus-oriented Wolfline, riders served by these systems will have differing needs, expectations, and perceptions of service.

#### **Trends and Directions**

The data collected in this survey did not reveal any new significant trends in regard to transit use, and who is using transit when compared to the 2010 survey conducted for the TDP. Overall, riders are still getting to their buses and final destinations by walking, and their trips are still to three major destinations of home, work, and school.

Demographically, the racial makeup, income characteristics, and age of riders remain similar to the 2010 survey, while the areas of customer satisfaction also remained similar. These consistent results and patterns between the data from the 2010 and 2015 surveys show that transit remains a vital component to the everyday needs of residents in Wake County, and continues to provide quality service and reliability to its customers.

# **Conclusion**

The Wake County Transit Systems Customer Survey was conducted in the fall of 2015 in an effort for GoRaleigh, GoTriangle, C-Tran, and Wolfline to gain insight into the trip profiles of their riders, demographic characteristics of their riders, and how their systems are performing. By understanding the characteristics of their riders, and their trips, these providers can make informed decisions that will continue to enhance their delivery of transit service to the citizens of Wake County.

The survey results will also play a critical role in coordination among the agencies, as well as the Capital Area Metropolitan Planning Organization (CAMPO), in developing an update to the regional transit model. This update will help provide the framework for future transportation planning initiatives for Wake County, and the data collected from this survey will be an important factor in understanding how transit is operating currently, and what the needs will be moving forward.

The coordinated and collective effort of each agency made the implementation of this survey possible, and the riders who participated made it a success. Continuing this type of collaborative effort among the agencies and their riders will be key in developing a strong future for transit in Wake County.

This page is intentionally blank

# **Appendix A-1 – Survey Methodology Memorandum**

A survey methodology memo was distributed to all agencies outlining the approach for administering the survey prior to administration of the survey. This memo is presented on the following pages. While the survey was implemented according to the memo, there are a few items to note that differ from the memo. These were minor items and did not impact the implementation of the survey, the collection of data, or the overall results in the report.

### Updates to surveying approach

- Surveying of specific routes occurred on the blackout dates. These routes were identified as not being significantly impacted by the event occurring on the targeted blackout date. Surveying targeted routes on blackout dates was necessary to ensure the survey schedule was met.
- The planned survey collection dates for each agency/route were changed during the survey administration. The actual survey dates are listed in Appendix B (p. 13).

#### Survey Responses and Confidence Levels

The total (APC-based) ridership, number of survey respondents, and margins of error at confidence levels of 95% and 99% are presented for each agency and all systems below. The GoTriangle express routes operated by GoRaleigh are included in the figures for GoRaleigh.

#### All agencies combined

- o Population size (APC-based ridership) = 48,269
- o Number of respondents = 5,390
- o Margin of error at 95% confidence level = 1.26%
- o Margin of error at 99% confidence level = 1.65%

#### GoRaleigh

- o Population size = 24,365
- $\circ$  Number of respondents = 3,453
- o Margin of error at 95% confidence level = 1.55%
- o Margin of error at 99% confidence level = 2.03%

#### GoTriangle

- o Population size = 2,798
- o Number of respondents = 461
- o Margin of error at 95% confidence level = 4.17%
- o Margin of error at 99% confidence level = 5.48%

#### C-Tran

- o Population size = 1,164
- $\circ$  Number of respondents = 420
- o Margin of error at 95% confidence level = 3.82%
- o Margin of error at 99% confidence level = 5.03%

#### Wolfline

- o Population size = 19,942
- o Number of respondents = 1,056
- o Margin of error at 95% confidence level = 2.93%
- o Margin of error at 99% confidence level = 3.86%



#### MEMORANDUM

To: David Eatman, GoRaleigh

Patrick McDonough and Geoff Green, GoTriangle; Adam Howell, C-Tran; Michael Cc:

Ousdahl, Wolfline; Joe Huegy, ITRE; David Walker, GoRaleigh; Chris Lukasina and

Kenneth Withrow, CAMPO

Date: October 23, 2015

Subject: Survey Methodology Memorandum

#### Introduction

The following methodology describes the survey efforts for transit agencies serving Wake County -GoRaleigh (formerly Capital Area Transit), GoTriangle (formerly Triangle Transit), C-Tran and Wolfline: these agencies serve the City of Raleigh, the Research Triangle Region, the Town of Cary, and North Carolina State University, respectively. The survey includes all of the GoRaleigh, C-Tran, and Wolfline routes, while the GoTriangle routes will be limited to those with a portion of the route that operates in Wake County.

The survey includes questions from previous on-board surveys along with additional questions required to meet data requirements of the regional travel demand model and long range transportation plan (LRTP) update. While the core survey questions are consistent for all agencies, some answers are agency-specific. The GoRaleigh survey includes additional questions designed to measure customer satisfaction, brand awareness, and provide baseline information for future surveys with questions about the rebranding from CAT to GoRaleigh.

The overall survey effort is similar to the Durham–Orange Light Rail Origin-Destination Study completed by GoTriangle in 2014, and follows the previous, successful survey effort design. The survey is tabletbased, and conducted on-board by trained interviewers.

This survey will provide the agencies with a comprehensive overview of their transit riders, including:

- Socio-demographics
- Fare payment
- Travel purpose
- · Means of access and egress to/from the system
- Time of travel
- · Satisfaction with service
- Brand awareness (GoRaleigh only)

#### **Technical Work**

#### QUALITY ASSURANCE/QUALITY CONTROL (QA/QC)

Quality assurance/quality control (QA/QC) occurs throughout the data collection process to ensure high quality and usable data. The QA/QC effort will include the following:

- Real-time data review
- · Real-time geocoding
- Interview tracker
- QA/QC ride and communication procedure monitoring
- · Verification of data collection
- · Visual inspection of survey records
- Methods for reducing non-response bias

A complete QA/QC plan is included as Attachment A.

#### SAMPLING PLAN

The study team, transit agencies, ITRE and CAMPO developed a sampling plan for weekday travel using historic average weekday ridership by route for the following defined time periods:

- AM Peak (6:00 AM 9:59 AM)
- Midday (10:00 AM 3:29 PM)
- PM Peak (3:30PM 7:29 PM)
- Evening (7:30PM 12:00 AM)

The surveying will occur on Mondays, Tuesdays, Wednesdays, and Thursdays, when local K-12 schools and colleges/universities are in session, and will avoid potential blackout dates, as listed in Table 1. Survey results will be weighted by Automatic Passenger Counter (APC) count data.

Table 1 - Potential Survey Blackout Dates

Potential Survey Blackout Date	Date	Potential Agencies Affected		
Election Day	11.3.15	GoRaleigh, GoTriangle, C-Tran		
Veteran's Day	11.11.15	GoRaleigh, GoTriangle, C-Tran, Wolfline		
After Daylight Savings Time End	11.2.15	GoRaleigh, GoTriangle, C-Tran, Wolfline		
NCSU Break	10.8.15 - 10.9.15	GoRaleigh, GoTriangle, C-Tran, Wolfline		
Peace Break	10.8.15 - 10.9.15	GoRaleigh, GoTriangle		
Shaw Break	10.26,15-10.27.15	GoRaleigh, GoTriangle		
Saint Augustine's Break	10.9.15 and 10.12.15	GoRaleigh, GoTriangle		
Meredith Break	10.8.15 - 10.9.15	GoRaleigh, GoTriangle		
UNC Break	10.15.15-10.16.15	GoRaleigh, GoTriangle		
Duke Break	10.12.15-10.13.15	GoTriangle		
NCCU Break	10.12.15-10.13.15	GoTriangle		

The sampling plan for the on-board survey is designed to obtain completed surveys from 8 to 10 percent of the trips on weekday fixed transit routes for GoRaleigh, 10 percent of the trips on weekday fixed transit routes for GoTriangle, 20 percent of the trips on weekday fixed transit routes for C-Tran, and varying percentages based on ridership (from 2 percent to 20 percent) for Wolfline. The partner agencies discussed this approach with the FTA during development of the sampling plan. The agencies also discussed available funding for the project when considering the sample size. Another factor for this survey effort was to consider the successful survey outcome completed for GoTriangle.

The FTA process for improved data collection and accuracy of travel forecasts includes ridership information that can be compared to service types, travel characteristics, and socioeconomic classifications. The FTA goal is to use the on-board and origin-destination survey data to validate performance of local travel demand models.

A total of 74 routes will be sampled (36 Routes for GoRaleigh, 20 Routes for GoTriangle, 6 Routes for C-Tran and 10 routes for Wolfline). The complete survey sample goals are included as Attachment B.

#### **SURVEY DESIGN**

The survey team will use an interview technique aided by tablets that integrate GIS software to allow for accurate geocoding of most survey data as the survey is taken.

If a passenger does not appear to be at least 16 years old, the interviewer will ask the rider if he/she is at least 16. If the rider is not at least 16 years old and the rider is accompanied by an adult, the interviewer will ask the adult for permission to interview the younger rider OR the interviewer will ask the adult to answer the questions for the younger rider using a paper survey. The interviewer will record the demographic characteristics of the younger rider if the adult respondent answers for the younger rider. Children in strollers and being carried will be counted as passengers, and they will have an equal probability of being selected for the interview. For purposes of consistency, all children in strollers and being carried will be counted first before the accompanying adult (e.g., if an adult carrying a baby is waiting on the platform, the baby is counted before the adult.)

The survey instrument questions are provided in Attachment C. The data to be collected for the on-board Survey includes:

- · Route surveyed on and time of trip
- Direction of travel
- · Any other transit routes used and number of transfers
- Origin/destination
- Boarding/alighting location and Latitude and Longitude for each location
- Access and egress modes
- Trip purpose
- Method of payment
- · Gender/race and other demographic information of respondent
- Customer Satisfaction
- Brand Awareness (GoRaleigh only)

.

#### SURVEY MANAGEMENT PLAN

A detailed Survey Management Plan is included as Attachment D and addresses both a staffing plan and training. The staffing plan includes an organizational structure as follows:

- Designated Field Project Manager
- QA/QC Coordinator
- Field Supervisors
- . Data Collectors (including collectors fluent in Spanish, when necessary)
- Data Editors

ETC will conduct training prior to the on-board survey administration. Training will include classroom training and in-field training. ETC will be responsible for preparing all training materials including the Surveyor's Manual, securing a facility for conducting the training, and providing moderators to conduct the training; Planning Communities will review all training materials.

Each interviewer will be required to demonstrate they can proficiently conduct the survey before they will be allowed to administer the survey. Interviewers who cannot demonstrate proficiency in all tasks related to the administration of the survey will be replaced. Surveyors will also be reviewed throughout the data collection effort and will be retrained if issues are encountered. If the surveyor continues to perform below standards, the surveyor will be dismissed.

Training for the survey will be held on October 5, 2015 through October 8, 2015.

ETC will conduct a pilot test for the survey efforts. The pilot test will be administered by survey supervisors. The pilot test will address survey design, length, and response rate and will be simultaneous with training sessions.

ETC will document the results of the pilot test in an informal memo, along with any needed changes to the survey instrument or survey methodology as a result of the test.

The Planning Communities/ETC team will also update the tablet programming as needed to ensure that any problems identified during the pre-test are corrected.

#### **Survey Administration**

The survey will be administered by ETC Supervisory staff. Two groups of surveyors will be present during the field efforts.

**Leadership Team.** The leadership team will consist of the project advisor, project manager, and 2-3 support personnel. The leadership group will be responsible for reviewing the performance of each surveyor and ensuring that the sampling goals for each route are met.

Field Teams. The ETC Supervisory staff will focus their efforts on the administration of surveys on several bus routes per week. The staff will supervise a group of approximately 15-20 interviewers per day. On high volume routes, up to six interviewers may be deployed per route. On low volume routes, just one interviewer may be deployed on a route.

Timing of the Survey. The surveys will be administered during weekdays (Monday-Thursday) when schools are in session, and will avoid blackout dates, as best possible. The surveys will be administered from 6:00am-9:00pm or during the hours for which the route is operating.

**Process of Conducting Survey.** Interviewers will select riders at random to participate in the survey based on the sampling goals established for each route. Once an interviewer has selected a rider for the survey, the interviewer will do the following:

- . The interviewer will approach the person selected and ask them to participate in the survey.
- If the person refuses, the interviewer will end the survey, but the refusal will be recorded on the tablet to help assess the overall response rate to the survey.
- If the rider agrees to participate, the interviewer will ask if he/she has at least five to seven
  minutes to complete the survey.
- If the rider does NOT have at least five to seven minutes, the surveyor will ask the rider to provide his/her boarding location, alighting location, name, and phone number. ETC Institute's call center will contact the respondent within 24 hours and ask him/her to complete the survey by phone. If a respondent does not have a phone number, then a printed copy of the survey with a postage-paid return will be provided. This will ensure "short-trips" are well represented. This method has been used successfully by ETC in previous studies.
- If a rider has at least five to seven minutes, the surveyor will administer the full survey to the
  respondent as a face-to-face interview using a tablet computer.
- ETC will provide weekly progress reports during the data collection effort detailing the survey
  effort.

Post Survey Administration. After the surveys are administered, the field team leaders will review the survey data collected by their team and present the data to the Leadership Team. They will then review the survey records to ensure all necessary information has been provided. If any information is missing, they will forward the survey record and the name and phone number of the survey respondent to ETC Institute's call center. Interviewers working in the call center will then call respondents to retrieve missing information by phone.

#### DATA PROCESSING AND ANALYSIS

The quality assurance/quality control and data cleaning/processing procedures will be fully detailed in the QA/QC Plan. The draft database will have locations geocoded to the latitude/longitude at the address level and assigned to the appropriate TAZ, trips verified, and a flag for what is considered a "complete/ usable" or "incomplete/un-useable" record.

The project team will expand the dataset based on APC data for each agency, route, time of day, and day of survey. The final data files will be provided to each transit agency electronically, as well as a full data dictionary.

## Implementation Schedule

The anticipated schedule for the on-board customer survey is shown in Figure 1.

Week 1: 10/12-10/15		Tuesday	Wednesday	Thursday
Go Raleigh	Route 1	Route 5	Route 15	KRX
	Route 2	Route 6	Route 16	ZWX
	Route 3	Route 7	Route 18	WRX
	Route 4	Route 8	Route 19	ICX
	Route 10	Route 12	Route 21	CLX
	Route 11	Route 13	Route 22	FRX
Week 2: 10/19-10/22	Monday	Tuesday	Wednesday	Thursday
Go Raleign	Route 55	Route 230	Go Raleigh Cleanup	Go Raleigh Cleanup
	Route 70	Route 240	-	
	Route 102	Route 250		
	Route 110	Route 400		
	Route 150	Route 540		
		Route 700		
Week 3: 10/26-10/29	Monday	Tuesday	Wednesday	Thursday
Go Triangle	Route 42	Route 300	Route 800	Go Triangle Cleanup
GO I natigie	Route 46	Route 301	Route 805	Go mangie cleanus
	Route 47	Route 303	Route 900	
	Route 49	Route 305	Route 901	
	Route 100	Route 311	Go Triangle Cleanup	-
	Route 102	Route 400	do mangre cicanap	<b>-</b>
	Route 105	Route 405		
	Route 201	Route 700		
Week 4: 11/2-11/5	Monday	Tuesday	Wednesday	Thursday
C-Tran	Route 1			C-Tran Cleanup
	Route 2			
	Route 3	1	1	1
	Roule 4	1	1	1
	Route 5			
	Route 6			
114 201			Route 9	WolfLine Cleanup
WolfLine		Route 1	noute 3	
WollLine		Route 1 Route 2	Route 10	Wontenie Ciebilag
WollLine				SVOITE THE CHESTURE
WollLine		Route 2	Route 10	Workerine Credition
WollLine		Route 2 Route 3	Route 10	Waite Cleaning
WolfLine		Route 2 Route 3 Route 5	Route 10	Walter Creating
WollLine		Route 2 Route 3 Route 5 Route 6	Route 10	your Election
	Montay	Route 2 Route 3 Route 5 Route 6 Route 7 Route 8	Route 10 Route 11	
Week 5; 11/9-11/12	Monday	Route 2 Route 3 Route 5 Route 6 Route 7 Route 8 Tuesday	Route 11  Route 11  Wednesday	Thursday
		Route 2 Route 3 Route 5 Route 6 Route 7 Route 8	Route 11  Route 11  Wednesday	

Figure 1: Survey Schedule

#### ATTACHMENT A:

#### QUALITY ASSURANCE/QUALITY CONTROL PLAN

#### Timing of the Survey

The survey will be administered weekdays (Monday-Thursday) when schools are in session.

#### Prior to the Administration of the Survey

Some key tasks that will be performed by ETC Institute prior to the administration of the survey include:

- Ensuring the stops previously identified matched the route actually being driven.
- Identifying large employers and schools along the route, which may impact ridership patterns at certain times of the day.
- ETC Institute will work with the transit agencies to raise awareness of the survey. This will include
  posting signs on buses to encourage participation in the survey.

#### During the Administration of the Survey

Interviewers will select riders at random to participate in the survey based on the sampling goals established for each route. Once an interviewer has randomly selected a rider for the survey, the interviewer will do the following:

- · Approach the person who was selected and ask him or her to participate in the survey.
- If the person refused, the interviewer will end the survey, but the refusal will be recorded on the tablet PC to help assess the overall response rate to the survey.
- If the rider agrees to participate, the interviewer will ask the respondent if he or she has at least five to seven minutes to complete the survey.
- If the rider does NOT have at least five to seven minutes, the surveyor will ask the rider to provide his or her boarding location, alighting location, name, and phone number. Shortly after this information is collected, a phone interviewer from ETC Institute's call center will contact the respondent and ask him or her to provide the information by phone. This methodology will ensure people who complete "short-trips" on public transit are well represented.
- If a rider has at least five to seven minutes, the surveyor will administer the full survey to the
  respondent as a face-to-face interview using a tablet PC.

#### After the Administration of the Survey

After the surveys are administered, the field supervisors will review the survey data collected by the interviewers. Subsequently, the Data Managers will review each survey record to ensure all required information has been provided and the trip makes sense.

If any of the required information is missing or incomplete, the Data Managers will forward the survey record, and corresponding name and phone number of the survey respondent, to ETC Institute's call center. Interviewers working in ETC Institute's call center will call respondents who provided their name and phone number to retrieve the missing information by phone in the same manner as those who were only on the vehicle for a short period of time.

Once survey records have been classified as "complete," meaning all required information has been collected, the records will be forwarded to ETC Institute's geocoding manager for final processing and geocoding.

7

#### Protocol for Surveying Minors (Children under age 16)

If a passenger does not appear to be at least 16 years old, the interviewer will ask the rider if he/she is at least 16. If the rider is not at least 16 years old and not accompanied by an adult, the interviewer will ask the rider to complete a printed copy of the survey and record its serial number. If the rider is accompanied by an adult, the interviewer will ask the adult for permission to interview the younger rider OR the interviewer will ask the adult to answer the questions for the younger rider. The interviewer will record the demographic characteristics of the younger rider if the adult respondent answers for the younger rider. Children in strollers and being carried will be counted as passengers, and they will have an equal probability of being selected for the interview. For purposes of consistency, all children in strollers and being carried will be counted first before the accompanying adult (e.g., if an adult carrying a baby is on the bus, the baby is counted before the adult.)

ETC Institute will recruit staffing using A Plus Student staffing agency. The basic steps that will be used to recruit qualified interviewers are described below:

- Step 1 Positions Are Advertised: Local staffing agencies will advertise for the position. ETC
  Institute will pay slightly higher than average wages to ensure we can attract high quality
  employees. ETC Institute will also try to find interviewers who have at least some college
  education or military backgrounds.
- Step 2 Phone Interview and Tutorial: Once the ads for the positions are posted, the staffing agencies will conduct an initial review of the applicants by phone. Applicants will also be sent a link to an on-line tutorial about the survey so they can understand what they will be doing before the staffing agencies actually meet the applicants face-to-face. An example of one of the on-line training sites developed by ETC Institute can be viewed by going to <a href="http://www.etctransit.com/survey.php">http://www.etctransit.com/survey.php</a>. [Enter password "fall2013" and then select Option 2 (main survey only). Then select item #3 (click here to watch the Main Survey Tutorial).]
- Step 3 Reference Checks: The applicant's references are checked. A negative reference eliminates the applicant from consideration.
- Step 4 Face-to-Face Interview: Assuming the applicant is still interested in the job after
  reviewing the tutorial AND the references were positive, the staffing agencies will conduct a faceto-face interview with the applicant. As part of the interview, the applicant is required to
  demonstrate his/her proficiency with the use of tablet PCs and Google Maps. Applicants who
  cannot demonstrate these proficiencies are eliminated from consideration.
- Step 5 Background Checks: Background checks are conducted on the applicant. The checks include a screening against the National Sex Offenders Registry and a criminal background checks at the local, state, and national level. All applicants with convictions for violent crimes or child-related offenses are eliminated from consideration. Applicants with any felony conviction during the past 3 years are also eliminated. Applicants with drug or alcohol related convictions during the past 2 years (including misdemeanors) are eliminated.
- <u>Step 6 Classroom Training</u>: Applicants who pass the first five steps are invited to attend
  classroom training. During the training, applicants receive instructions for the procedures that
  must be followed. If an applicant fails to demonstrate proficiency by the end of classroom
  instruction, the applicant is eliminated.
- Step 7: Field Training: Those who pass the classroom training are invited to the final phase of the recruitment process, which is field training.
  - On the first day of field training, applicants get a chance to conduct interviews under the supervision of an experienced supervisor from ETC Institute. Supervisors oversee 2-4 interviewers and provide feedback on performance throughout the day. Interviewers who

- are conducting the survey properly are allowed to go to the next phase of field training. Interviewers who need more help, but show promise are asked to spend a second day in the field under direct supervision.
- Once an interview has demonstrated proficiency under direct supervision, he/she is given
  a field test during which the prospective interviewer conducts surveys on his/her own.
   During this period, the interviewer's productivity and data quality are remotely assessed
  by ETC Institute's senior staff.
- Riders who complete the survey are contacted by phone to ask them about their perceptions of the interviewer. ETC Institute also places a "secret shopper" on the train where we observe the interviewer's performance. Interviewers who demonstrate proficiency with the administration of the survey are retained and offered a job as an interviewer for the project. Those who fail this test are eliminated from consideration.

A total of 15 interviewers will be hired. An additional 5 will be trained as "reserves" in the event interviewers get sick, do not show up for work or quit.

#### **Bilingual Staffing Assignments**

To ensure that non-English speaking riders are adequately represented in the survey, ETC Institute will deploy bilingual interviewers as follows:

 At least one bilingual Spanish-speaking interviewer will be present on all routes listed as high percentage routes.

Bilingual interviewers will wear stickers showing language spoken. (e.g., Yo hablo espanol.)

#### Other Quality Control Procedures

Short-Trips. Since some riders who make short trips may not have time to complete the survey during their trip, the first question on the tablet PC version will ask the rider if he/she has at least 5-7 minutes to complete the survey. Riders who do not have time will be asked to provide their name and phone number so an interviewer from ETC Institute's call center can contact the rider and administer the survey by phone within 24 hours. Riders who do not have a phone or do not want to provide a phone number will be given a printed copy of the survey and the serial number will be recorded. If a rider begins a survey on a route but does not have time to complete the survey before the rider's stop is approached, the interviewer will alight the bus with the rider and complete the survey on at the stop, if the rider agrees. Once the interview is completed, the interviewer will board the next bus at that stop and return to normal sampling procedures. This method will only be used on routes for which buses come by stops frequently.

- Real-Time Geocoding. The tablet PC program will be designed to allow real-time geocoding of all address locations (home, origin, destination, boarding and alighting locations).
- Real-Time Monitoring of Surveyor Performance. The tablet PC program will be designed in a
  manner that allows ETC Institute's field supervisors to monitor the performance of individual
  interviewers in real time. At the end of each day, field supervisors will evaluate the performance
  of each interviewer. This will include a review of the characteristics of the passengers who are
  interviewed with regard to age, gender, race, and the average length of each interview. These
  daily reviews will allow the research team to provide immediate feedback to interviewers to
  improve their overall performance. It will also allow the research team to quickly identify and
  remove interviewers who were not conducting the survey properly.

9

• Staffing level management. Interviewers will check-in with the field supervisor at the beginning of their shift at the transit station that has been designated to be the command and control center for the day. After checking-in with the field supervisor, the interviewer will board the route they've been assigned for the day. Upon arrival on the bus where he/she is working for the day, the interviewer will use the tablet PC to send a message to the field supervisor indicating that he/she is ready to begin conducting interviews. The field supervisor will be able to remotely monitor the location of all tablet computers and the interviewers who are using them, which will allow to the field supervisor to make adjustments in staffing levels on each route as needed during the day. Field supervisors will check-in with each interviewer at least once per hour. Interviewers will notify the field supervisor immediately if they have problems or encounter any unusual saturations.

10

Wake County Transit Systems Customer Survey – Summary Report - June 2016

# ATTACHMENT B:

# SAMPLE GOALS

Table B1 – GoRaleigh Sample Goals

	Routes		Sampling Goals							
Route Number	Name	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL		
1	Capital	INBOUND	.8%	20	43	34	11	108		
1	Capital	OUTBOUND	8%	29	45	32	n	117		
2	Falls of Neuse	INBOUND	10%	18	27	16	7	68		
2	Falls of Neuse	OUTBOUND	10%	20	26	17	7.	70		
3.	Glascock	INBOUND	10%	6	6	7	2	21		
3	Glascock	OUTBOUND	10%	4	5	5	2	16		
4	Rex Hospital	INBOUND	10%	15	17	13	7	52		
4	Rex Hospital	OUTBOUND	10%	18	21	12	8	59		
5	Biltmore Hills	INBOUND	10%	15	15	10	7	-47		
5	Biltmore Hills	OUTBOUND	10%	8	17	17	10	52		
6	Crabtree	INBOUND	10%	13	12	18	4	47		
6	Crabtree	OUTBOUND	10%	10	19	15	2	-46		
7	South Saunders	INBOUND	10%	25	32	22	6	:85		
7	South Saunders	OUTBOUND	10%	18	34	24	8	.84		
8	Six Forks	INBOUND	10%	10	11	7	3	31		
8	Six Forks	OUTBOUND	10%	11	14	11	4	40		
10	Longview	INBOUND	10%	8	7	5.	3	23		
10	Longview	OUTBOUND	10%	7	8	7	4	26		
11	Avent Ferry	INBOUND	10%	21	17	10	3	51		
11	Avent Ferry	OUTBOUND	10%	10	14	21	9	54		
12	Method	INBOUND	10%	17	18	19	7	61		
12	Method	OUTBOUND	10%	10	16	12	4	-42		

11

13	Chavis Heights	INBOUND	10%	6	14	8		28
13	Chavis Heights	OUTBOUND	10%	2	9	7	-4	18
15	WakeMed	INBOUND	8%	20	42	23	11	96
15	WakeMed	OUTBOUND	8%	25	48	27	11	111
16	Oberlin	INBOUND	10%	6	10	8	5	29
16	Oberlin	OUTBOUND	10%	8	10	10	3	31
18	Worthdale	INBOUND	10%	14	-11	10	4	39
18	Worthdale	OUTBOUND	10%	10	10	16	7	43
19	Apollo Heights	INBOUND	10%	13	16	8	3	40
19	Apollo Heights	OUTBOUND	10%	9	14	11	6	40
21	Caraleigh	INBOUND	10%	9	6	6	3	24
21	Caraleigh	OUTBOUND	10%	7	8	- 11	5	31
22	State Street	INBOUND	10%	9	10	4	2	25
22	State Street	OUTBOUND	10%	8	12	7.	4	31
50	R-Line	CIRCULAR	10%	19	41	28	13	101
55	Poole Road Express	INBOUND	10%	1		-	1	2
55	Poole Road Express	OUTBOUND	10%			1	1	2
60	Wake Forest Express	INBOUND	10%	4		2	2	8
60	Wake Forest Express	OUTBOUND	10%	5	-	9		14
62	Wake Forest Loop	CIRCULAR	10%	5	9	6	1	21
63	Knightdale Express	INBOUND	10%	3	-	1		4
63	Knightdale Express	OUTBOUND	10%	1		3		4
64	Zebulon/ Wendell Express	INBOUND	10%	6		1	-	7
54	Zebulon/ Wendell Express	OUTBOUND	10%	1		5	9	6
70	Carolina Pines	EASTBOUND	10%	g	11	9	4	33
70	Carolina Pines	WESTBOUND	10%	10	ìi	11	5	37
76	Johnston County Express	INBOUND	10%	4		Ŷ		5

76	Johnston County Express	OUTBOUND	10%	1		3		4
77	Clayton Express	INBOUND	10%	2		1		3
77	Clayton Express	OUTBOUND	10%	1		3		4
78	Fuquay Varina Express	INBOUND	10%	3	_	1		4
78	Fuquay Varina Express	OUTBOUND	10%	1	1	3	H	5
102	Garner	INBOUND	10%	4				4
102	Garner	OUTBOUND	10%	2				2
110	Buck Jones	INBOUND	10%	5	6	4	3	18
110	Buck Jones	OUTBOUND	10%	4	7	6	6	23
150	Trawick Link	INBOUND	10%	6	6	5	3	20
150	Trawick Link	OUTBOUND	10%	8	8	9	4	29
230	Millbrook Crosstown	INBOUND	10%	9	6	5		20
230	Millbrook Crosstown	OUTBOUND	10%	8	7	9		24
240	North Crosstown	EASTBOUND	10%	5	7	6	1-	18
240	North Crosstown	WESTBOUND	10%	7	9	6		22
250	Triangle Town Center	ccw	10%	12	17	10	2	41
400	Wake Tech Express	INBOUND	10%	3	10	2	В	15
400	Wake Tech Express	OUTBOUND	10%	13	7			20
700	Brier Creek Express	INBOUND	10%	5	3	3	1	9
700	Brier Creek Express	OUTBOUND	10%	4		4	1-	8
	Grand Total			630	807	647	239	2,323

13

Table B2 – GoTriangle Sample Goals

Rou	tes	Sampling Goals								
Route Number	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL			
42	CIRCULAR	10%	3	3	2	-	5			
46	CIRCULAR	10%	3		3	-	6			
47	CIRCULAR	10%	5	-	5		10			
49	CIRCULAR	10%	3		4		7			
100	INBOUND	10%	12	15	10	6	43			
100	OUTBOUND	10%	8	16	11	6	41			
105	INBOUND	10%	10	2	6	2	20			
105	OUTBOUND	10%	9		12	_	21			
201	INBOUND	10%	_		5	-	5			
201	OUTBOUND	10%	6	,			6			
300	EASTBOUND	10%	7	6	5	-	18			
300	WESTBOUND	10%	6	6	7	-	19			
301	INBOUND	10%	12		14	3	29			
301	OUTBOUND	10%	11		15	-	26			
305	INBOUND	10%	5	-	5	-	10			
305	OUTBOUND	10%	5		4	-	9			
311	INBOUND	10%	4	-	5	_	9			
311	OUTBOUND	10%	4		4	1	9			
900 [CRX]	INBOUND	10%	15		11	-	26			
900 [CRX]	OUTBOUND	10%	11		15	-	26			
901 [DRX]	INBOUND	10%	15		12	-	27			
901 [DRX]	OUTBOUND	10%	8		16	2	26			
Grand	Total		162	45	171	20	398			

Table B3 – C-Tran Sample Goals

Rout	es	Sampling Goals								
Route Number	Direction	Sampling Rate	АМ РЕАК	MIDDAY	PM PEAK	EVENING	TOTAL			
1	cw	20%	8	11	9	3	31			
2	ccw	20%	7	10	8	3	28			
3	INBOUND	20%	5	11	5	2	23			
3	OUTBOUND	20%	3	7	5	2	17			
4	INBOUND	20%	7	9	8	2	26			
4	OUTBOUND	20%	8	13	11	2	34			
5	INBOUND	20%	5	11	11	2	29			
5	OUTBOUND	20%	12	9	6	2	29			
6	INBOUND	20%	5	15	15	2	37			
6	OUTBOUND	20%	12	13	12	2	39			
Grand	Total		72	109	90	22	293			

Table B4 – Wolfline Sample Goals

Route	s		Sampling Goals						
Route Number	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL		
1	LOOP	2%	16	33	19	4	72		
2	LOOP	9%	20	33	16	3	72		
3	LOOP	3%	20	45	18	4	87		
5	LOOP	5%	24	29	14	2	69		
6	LOOP	11%	21	32	16	3	72		
7	LOOP	4%	18	46	18	3	85		
8	LOOP	3%	19	45	21	7	92		
9	LOOP	3%	20	42	17	3	82		
10	LOOP	10%	16	31	22		69		
11	LOOP	20%	21	32	17		70		
Grand To	otal		195	368	178	29	770		

15

# **ATTACHMENT C:**

**SURVEY QUESTIONS** 

# 2015 Wake County On-Board Transit Survey

Please take a few moments to help plan for your transit needs by filling out this survey.

reel Address	City State Zip Code
and the contract and th	Francisco de la companya del companya del companya de la companya
OMING FROM? Where was the very last place you were before getting	GOING TO?  6. Where are you going once you get off your last bus on
on the burn? (the starting place for your one way trip)	this one-way trip? (the ending place for your one-way trip)
() Place of employment () Other work related	Place of employment     Other work related
College / University (students only) C School K-12 (students only)	College / University (Mudents nnly)     School K-12 (students nnly)
() Medical / Huspital, non-work	Medical / Hospital, non-medi
D Holet / Convention Center D Stropping	Hotel / Convention Cepter     Shopping
Restaurant / Dining     Recreation / Sightnessing / Sporting Event	( ) Restaurant / Diving ( ) Recreation / Sight-seving / Sporting Event
O Airport (passengers only) O Your HOME → Skip to Question M	O Airport (passengers only)  ☐ Your HOME → Stop to Question ©
O Others	6 Other
What is the <b>NAME</b> of the place you are coming from now? (very last place you were)	7. What is the NAME of the place you are going to now? (very next place you are going)
What is the EXACT ADDRESS of this place? (OR intersection if you do not know the expet address)	What is the EXACT ADDRESS of this place?     (OR intersection if you go not know the exact address)
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
City State Zip	City: State: Zip:
How did you GET FROM the place in Question #1 to the very FIRST bus you used for this one-way trip?	<ol> <li>How will you GET TO the place in Question #6 from the very LAST bus you will use for this one-way trip?</li> </ol>
() Walk — how loog did you walk? # micatas	Walk how long will you walk?     Sminutes
Bike — how long did you bike? # minutes     Wheelshale / Scooter – how long? # minutes	Bike — how long will you bike! # minutes     Wheelchair / Scooler — how long? # minutes
Was dropped off by someone (unswer 4a)     Drave alone and parked (answer 4a)	Will be picked up by someone (unswer fla)     Get in a parked vehicle and drive alone (answer fla)
Draws or rods with others and parked (answer 4a)	Get in a parked vehicle and drive ( ride with eithers (answer Pa
<ol> <li>WHERE did you board the FIRST has you used for this one-way trip? (Please provide the lease st, intersection / purk-and aide lat)</li> </ol>	9a. WHERE will you get off the LAST bus you are using for this one-way trip? (Reose provide the nourest intersection? park-and-ride lot)
Where did you GET ON this bus? (Rease provide the nearest intersection? Due stop? a Malon name? park and-nide lot)	<ol> <li>Where will you GET OFF this bus? (Rease provide the rearest intersection / bus stop / station, remit / park-and-ride tot)</li> </ol>
INCLUDING THIS BUS, how many TOTAL BU	SES will you use to make THIS ONE-WAY TRIP?
One, only this bus O Two	() Three () Four or more
11a. Please list the routes in the exact order you use the	m for this one-way trip,
START -	END
1" Route # 2" Route #	3" Route \$ 4" Route \$ 5" Route =
What time did you BOARD THIS BUS you are on no	am / pm (circle one)
. Will you (or did you) make this same trip in exactly the og	eposite direction today?
No. D Yes - At what time did / will you leave for this tr	ip in the opposite direction?

17

14. For this one-way trip, did you... () Pay the Null tan (cash fare or regular pass purchased for yourself) () Pay a Senior Fare
() Pay the Person with a Dis-stolity Fare
() Right Goffsteldigh for Free with Senior (65+) (D (skip to O16)
() Pay the Youth Fare
() Right Goffsteldigh for Free your replayer, in unformity (skip to O15)
() Right Goffsteldigh for Chron for Free year a Youth 12 or under (skip to O16)
() Right Goffsteldigh for Chron for Free year a Youth 12 or under (skip to O16)
() Right Goffsteldigh for Chron for Free year a Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffsteldigh for Free year Youth 12 or under (skip to O16)
() Right Goffst 15. Did you use a transit pass or card? () Yes () No (go to Q16) 15a. What type of pass or card did you use for this one-way trip? Local Day Pass
 Local 7-Day Pass
 Local 7-Day Pass
 Regional One-Way Pass
 Regional Day Pass O Regional 7-Day Pass
O Regional 31-Day Pans
O Express One-Way Pass
O Express Day Pass
Express 7-Day Pass 16. How long have you been riding transit? () More than 4 years () 3 to 4 years () 4 to 2 years () Less than 1 year () First time 17. What is your GENDER? While W Female 18, What is your AGE? () Under 18 () 18 -24 () 25 -34 () 35 -44 () 45 -34 () 55 -64 () 654 19. Do you have a VALID DRIVER'S LICENSE? If Yes II No 20. How do you identify your RACE/ETHNICITY? (Check of limit apply) O White O Native Hawaiian/Pacific Istander D Native American 21. Are you: (Check ONE the response that BEST describes you) 22. Including YOU, how many people LIVE in your household? 23. Including YOU, how many people (16 or older) in your household are employed full / part-time? 24. How many WORKING VEHICLES (cars, trucks, or motorcycles) are available to your household? 24a. (If #24 is ONE or MORE) Could you have used one of these vehicles for this trip? (I) Yes (I) No. 25. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2014 before taxes? O Less than \$15,000 O \$15,000 - \$24,099 O \$25,000 - \$24,000 0 \$100,000 - \$149,000 0 \$150,000 or more 26. Please RATE YOUR SATISFACTION with the following items Reliability of service (buses are on time)
Frequency of service
Ease of bus connections I transfers
Warkend service (seemings, serly muniting)
Bus stop anieties (lighting, shelfers, benches)
Bus stop amenitable (lighting, shelfers, benches)
Bus stop amenitable (lighting, shelfers, benches)
Bus stop amenitable (lighting, shelfers, benches)
Content of buses
Counter of buses
Counters of drivers
Safety of drivers
Fare Local to ride
Convenience of purchasing a bus pass
Easy to-undersiland route information 27. Please indicate your LEVEL OF AGREEMENT with the following statements: Strongly Agree Agree 28. When did you learn CAT / Capital Area Transit changed to GoRaleigh? 28a. How did you find out about the change?

© Ricing the system © TV Fadio / Newspaper © Ordine / Social media © Word of mouth © Other 28b, Have you noticed any differences in service since the switch from CAT to GoRaleigh? (9 Yes, positive change (9 Yes, negative change (9 No change (9 Unsure / Don't know If you completed this survey before getting off the bus, please return this survey to the survey staff. If you did not have time to complete the survey during your trip, please return it AS SOON AS POSSIBLE using the provided postage-paid envelope.

18

A-10

Wake County Transit Systems Customer Survey – Summary Report - June 2016

## Encuesta de Tránsito del Condado de Wake a Bordo 2015 Por favor: tómene un momento para planear sus necesidades de tránsito al llenar esta encuenta. Toda la información personal de a minitaridal estrictemente de forma confidencial y NO SERA compartida o venada. ¿En cual NÚMERO/NOMBRE DE RUTA se encuentre? Dual es su DIRECCIÓN DE RESIDENCIA (por timor sea especitico, por ejemplo: 123 W. Main St) Estado Gódigo Postal ¿DE DÓNDE VIENE? ¿HACIA DÓNDE VA? ¿Cual fue el último en donde estuvo antes de subirse al bus? (El siño inicial de su viaje de un trayecto) ¿A dónde va una vez se haya bajado del ultimo bus en este viaje de un trayecto? <u>Gido de llegada</u> da su viaje da un trayecto? wege oz ut ut ut yecto? (Siles de liegade de (f. Lugar del frabajo ). Otro prateomade con el irabajo (hinditos de colocación superioril/veryida (Escusia Kriz Colos studiantes) (Cilinica/sopsida (no per frabajo) (Hold? Colonica de convenciones (De sosquess (De sosquess (De Reducarde / Ceros (Revenia Deportivo 1) Arropaste (Stod parajero) (Da HODOAR — Pare al a pregenta 49 Otro: Disgar del trabajo Otro refacionado con el trabajo Offer erladiensdo con el Frabajo hudden de deux-sión superiorit/invensidad Escurlas X-12 (solo exhañastes) Escurlas X-12 (solo exhañastes) Chode Considerations De compas Readurantele Censi Readurantele ¿Cual es el NOMBRE del lugar del que proviene? (Utimo Lugar En El Que Estuvo) 7. ¿Gual es el NOMBRE del lugar al que se dirige? (El Proximo Sibo Al Que Va A Ir) 3. ¿Cual es la DIRECCIÓN EXACTA de este lugar? 8. ¿Cual es la DIRECCIÓN EXACTA DE este lugar? Ciudad Estado Codigo postal Cludad: Estado Cortigo postal: 9. ¿Como va a LLEGAR al lugar en indicado en la Pregunta #6 DEL ÚLTIMO bus que fome para este viaje de un trayecto? () Caminando- ¿culado filmado en bicitata? # minutes () Biti de medias (scoter- ¿culado (1) minutes () Biti de medias (scoter- ¿culado (1) minutes () Lo ercogera algulen (respuesta \$2) () Lo ercogera algulen (respuesta \$2) () Se pubria a viniculo aparcado y menijara por su cuenta (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira cen otrus (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira (respuesta \$2) () Se pubria a velículo aparcado y menijara (conducira (respuesta \$2) () Se pubria a velículo aparcado y menijara (respuesta \$2) () Se pubria a velículo aparcado y menijara (respuesta \$2) () Se pubria a velículo aparcado y menijara (respuesta \$2) () Se pubria a velículo aparcado y menijara (respuesta \$2) () Se pubria a velículo aparcado y menijara (respuesta \$2) () Se pubria a velículo aparcado y menijara (respuesta \$2) () Se pubria a velículo aparcado y menijara (respuesta \$2) () Se pubria a velículo aparcado y menijara (respuesta \$2) () Se pubria a velículo aparcado ¿Cómo ilegó DEL lugar en la prégunta #1 AL PRIMER bus que tomo en este viaje de un trayecto? Caminando-¿cualet (tiempe caminó? — 8 misutos D Bicicieta-¿cualeta androva en bicicieta? — 9 misutos Silla de nuestes / scruoleta - policie (misutos) C. Lo levos dispiero (esparanta 4a) Manejo per su cuenta y se estacionis (respuesta 4a) (Manejo u sondigo pen otro y se estacionis (respuesta 4a)) 4a. ¿Donde abordo el PRIMER bus para este viaje 9a. ¿Donde se va a bajar del ÚLTIMO bus que 5. ¿Donde se SUBIÓ a este bus? (Por favor proporcione la 10. ¿Donde se va a <u>BAJAR</u> de este bus (Por timos proportique la intersección más cercana / estación / parada de bis) 11 ¿Incluyendo este BUS, cuántos BUSES EN TOTAL utilizara para ESTE VIAJE DE UN TRAYECTO? O Uno, sólo este bus () Dos O Tres O Custro o mas 11a. Por favor, enumere las rutas en el orden exacto en que las utilizó para este viaje de un trayecto, COMIENZO - 192 Rota 2nda Rota 192 Rota 192 Rota 193 Rota 194 Rota 12. ¿A que hora se SUBIÓ a este bus en el que esta ahora? am / pm (encierre una)

19

Continuar ----

13. ¿Usted va a hacer (o hizo) el mismo viaje en exactamente dirección opuesta el dia de hoy?

4. Para este viaje de un trayecto, usted  □ Papa is barda completé giage en éveltive pass regular comprode par unterd.  □ Papa is la granda production de l'Agranda de l'Ag					
D. Pago la barda completic újago en checitivo pasar regular comprand par valed) D. Pago la Taprica Jureral D. Pago la Tarita Jureral D. Sodioù de Carleghop o C. Than gradulamente para Jóvenne de 17 años a interiore (plaza parena 19) D. Bolado de Carleghop o C. Than gradulamente para Jóvenne de 17 años a interiore (plaza parena 19) D. Bolado de Carleghop o C. Than gradulamente para Jóvenne de 17 años a interiore (plaza parena 19) D. Bolado de Carleghop o C. Than gradulamente para Jóvenne de 17 años a interiore (plaza parena 19) D. Bolado de Carleghop O. De Carleghop o Carlegho	14. Para este viaje de un trayecto, usted		To the said to the	to do to towns	ri.i
Pago à la prisona con una Tarta por Discapedad   Pago à la prisona de Caladado   Pago à la prisona   Pago à la prisona de Caladado   Pago à la prisona de Caladado   Pago à la prisona   Pago à	Pago la tarifa completa (pago en efectivo o pase n	egular comprado por usted			
Discolar of Cabilacing in C. Tran gradulatamente para 36 venne de 15 años e mienteres para par grafa 15   Utilize a par grafa 15   Utilize a par grafa 15   Utilize a par grafa 16   Utilize a par grafa 16   Utilize a par grafa 16   Utilize a par grafa 17   Utilize a par grafa 18   Utilize a par	O. Pago a la persona con una Tanta por Discapació	lad			
Helipote page de tràmisto o tarjeta?   3  No (puse a pregunta 15)	(7 Pagó la Tarita Juvenil				
5. ¿Uso pase de trànsito o turjeta?   51   Ne (pase a pregintà 15) 15a. ¿Que tipo de pase o turjeta utilizio para este viaje de un trayecto?		Jovenne de 11 sinns o			
15a.¿ Que tipo de pase o tarjeta utilizo para este viaje de un trayecto?  O Pase tocal par Dia O Pase tocal de 70as. O Pase tocal de	menores (pase a pregunta 16)		(). Utilice una	ula gratoita (No	Line, Wake Porest Los
15a.¿ Que tipo de pase o tarjeta utilizo para este viaje de un trayecto?  O Pase tocal par Dia O Pase tocal de 70as. O Pase tocal de	5. ¿Usó pase de transito o tarjeta?	1) No loase a preque	a 181		
Pass Isonida pro Dis Pass Isonida Po Dis Pass	15a / Que tipo de pase o tarieta utilizo para	este viale de un travec	in?		
Pase Regional por un Treyetia Pase Regional por Unitary Unit				W. Breeden	annual new 24 Pierr
Pase Reginnal por un Traygetia Pase Espreso por Un Traygetia Pase Reginnal por un Traygetia Pase Reginnal por Uni Pase Reginnal Pase Regional Pase Regiona					
Pase Regional por Dis   Pase Experce por 7 Diss.				GoPass	Universitario
8. ¿Hace cuanto esta usando el servicio de transporte? 7. ¿Sexo? 9 Mascularo 11 4 a faires 0 1 4	Pase Regional por un Trayectio			re Olro lips	de GoPass
Association   Company			15		
8. ¿Ciual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en 2014 antes de impuestos?  2. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en 2014 antes de impuestos?  3. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en 2014 antes de impuestos?  3. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en 2014 antes de impuestos?  4. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en 2014 antes de impuestos?  5. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en 2014 antes de impuestos?  6. ¿Por favor CALIFIQUE SU SATISFACCIÓN con los siguientes puntos.  6. ¿Por favor GALIFIQUE SU SATISFACCIÓN con los siguientes puntos.  Fiabilidad del servicio (los bores flegar a tiempo)  7. ¿Por favor GALIFIQUE SU SATISFACCIÓN con los siguientes puntos.  **Total parada de las pa					
8. ¿Cual es su EDAD? \( \) Menor de 19 \( 0.15 - 24 \) \( 0.15	O Mas de 4 años O 3 a 4 años O 1 a 2 años	C) Mercus de Caño (C) (	Philippa VEZ		
9. ¿Centro classificarias su razaletnia? (Seleccione floabel list sum epitaperi) 9. ¿Centro classificarias su razaletnia? (Seleccione floabel list sum epitaperi) 9. Blanca 9. Nativo Hawralandfletio del Pacifleto 9. Nativo americane 1. Astilitire american	7. ¿Sexo? () Masculino () Femenino				
9. ¿Cinno classificaria su razaletnia? (Sidecotora todarias qua epitaperi)  9. ¿Como classificaria su razaletnia? (Sidecotora todarias qua epitaperi)  9. Blanca  9. Nativo Hawainandidelo del Pacifico  9. Nativo americane  1. Es ustedo: (carcocono la respoesta que rengo to describa)  1. Es ustedo: (carcocono la respoesta que rengo to describa)  9. Es ustedo: (carcocono la respoesta que rengo to describa)  9. Es ustedo: (carcocono la respoesta que rengo to describa)  9. Es pulsado de l'empo completo  9. Es pulsado de l'empo completo  9. Es pulsado de l'empo completo  9. Anne de casa  2. ¿Incluyendose a USTED, cuantas personas (de 16 o mayor) en su casa estan empleadas de medio tiempo o de l'empo completo?  9. personas  4. ¿Cuantos YEHÍCULOS funcionales (carros, carnionetas, o motocicletas) hay en su hogar?  24a. [Si fa pregunta 824 es UNO O MAS) ¿Podria haber usado uno de estos vehiculos para ente viaje?  5. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAS en el 2014 antes de impuestos?  9. Marina de 313,080  9. 33,080-348,999  9. 350,000-354,999  9. 350	8 (Cual es su EDAD? A Menor de 11	CONTRACTOR AND	15.44 0.45	54 // 55	44 17 454
0. (Contro classificatia su razaletnia? (Sciencomo fodar las que aptiquen)  0. Blancs  0. Registâria a que aptiquen  0. Rativi Mavallandia de de Pacifico  0. Rativi Mavallandia de la pacifico  0. Sangle de la sa siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAF  en el 2014 antes de Impuestos?  0. Marina de \$13,000  0. \$13,000 - \$14,959  0. \$150,					
Native Newslandsfelio del Pacifico   Native Newslandsfelio   Native Native Newslandsfelio   Native Native Newslandsfelio   Native Native Newslandsfelio   Native Native Native Newslandsfelio   Native Nati	a. Stiene nua ncencia vanda de conduccion y	TO BI TO NA			
O Native Hawaisandatedo del Pacifico    O Native Assessanta    D Emplado in tempo completo   D Emplado de tiempo   D Emplado de tiempo   D Estudiante (Inviersishing)   D Emplado in tempo   D Estudiante (Inviersishing)   D Ossemplado   D Native Assessanta   D Native Assessanta   D D Ossemplado   D Native Assessanta   D D D Ossemplado   D Native Assessanta   D D D D D D D D D D D D D D D D D D	0. ¿Como clasificaria su razaletnia? (Seleccione	fodas las que apliquent			
1. Es usted: (carecoone la respoesta que mayo lo describa)  C. Empledo de tierapo completo C. Engledo mello tierapo C. Ame de casa C. personas C. Cuantos VEHICULOS funcionales (carros, camionetas, o motocicletas) hay en su hogar? Verinculos C. 24a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos para este visige? C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos de servicio de la parada (Binniancion, protección, haoquillos) C. 25a. (Si la pregunta 674 es JINO D.MAS) / Podria haber usado uno de estos vehiculos de la parada (Binniancion, protección, ha			U Hispanoit	timo	C/ Otra
Empidado de literapo completo   Estudiante (Nr.12)   Retrade	Native Hawaiano/Isleho del Pacifico	ivo americano	II Atliffice 2	arrigans	
Empidado de literapo completo   Estudiante (Nr.12)   Retrade	1. Es usted: (saleccione la respuesta que major la di	escribe)			
© Espulsado mello filmo  © Asme de casa  2. (Incluyendose a USTED, cuantas personas VIVEN en su casa? personas  3. (Incluyendose a USTED, cuantas personas VIVEN en su casa? personas  3. (Incluyendose a USTED, cuantas personas (de 16 o mayor) en su casa estan empleadas de medio tiempo o de tiempo completo? personas  4. (Cuantos VEHICULOS funcionales (carros, carnionetas, o motocicletas) hay en su hogar? vehiculos  24a. (Si la pregunta #24 es UNO O MAS) ¿ Podria haber usado uno de estos vehiculos para este viaje? si il proportio de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAF en el 2014 antes de impuestos? Il Memos de \$13,000 13 \$15,000 134,886 135,000 134,886 1			10	Retirado	
2. ¿Incluyendose a USTED, cuantas personas VIVEN en su casa? personas 3. ¿Incluyendose a USTED, cuantas personas (de 16 o mayor) en su casa estan empleadas de medio tiempo o de Bempo completo? personas 2. ¿Incluyendose a USTED, cuantas personas (de 16 o mayor) en su casa estan empleadas de medio tiempo o de Bempo completo? personas 2. ¿Cuanto VEHICULOS funcionales (carros, carnionetas, o motocicletas) hay en su hogar? vehiculos 2. ¿Cuaid de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAF en el 2014 antes de impuestos? Impuestos? Impuestos (mayor) su proposition	(7 Empleado medio flempo (7 Es	dutiante (Universitat)			
3. ¿Incluyendose a USTED, cuantas personas (de 16 o mayor) en su casa estan empleadas de medio tiempo o de tiempo completo?  personas  A. ¿Cuantos VEHÍCULOS funcionales (carros, camionetas, o motocicletas) hay en su hogar?  vehículos  24a. (Si la pregunta 674 es JINO DIAS) ¿Podria haber usado uno de estos vehículos para este viáje?  3. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en el 2014 antes de impuestos?  3. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en el 2014 antes de impuestos?  3. ¿STAROS - 48-859  3. \$30,000 - \$14,899  3. \$150,000 - \$14,899	D Desempleado D A				
3. ¿Incluyendose a USTED, cuantas personas (de 16 o mayor) en su casa estan empleadas de medio tiempo o de tiempo completo?  personas  A. ¿Cuantos VEHÍCULOS funcionales (carros, camionetas, o motocicletas) hay en su hogar?  vehículos  24a. (Si la pregunta 674 es JINO DIAS) ¿Podria haber usado uno de estos vehículos para este viáje?  3. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en el 2014 antes de impuestos?  3. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en el 2014 antes de impuestos?  3. ¿STAROS - 48-859  3. \$30,000 - \$14,899  3. \$150,000 - \$14,899	2. / Incluvendose a USTED, cuantas persona	s VIVEN en su casa	9 pan	egnas	
Bempo completo?		and the second second			
4. ¿Cuantos YEHÍCULOS funcionales (carros, camionetas, o motocicletas) hay en su hogar?  24a. (Si fa pregunta 624 es UNO O MAS) ¿Podria haber usado uno de estos vehiculos para este visije?  5. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAS en el 2014 antes de impuestos?    Mense de 13,080   313,060 - 224,894   92,060 - 334,894   92,060 - 334,995   350,060 - 374,894   977,000 - 339,995   1310,000 - 114,899   350,060 - 374,895   977,000 - 339,995   1310,000 - 114,899   350,060 - 374,895   977,000 - 339,995   1310,000 - 114,895   350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 114,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 374,895   1350,000 - 374,895   977,000 - 339,995   1310,000 - 374,895   1350,000 - 374,895		is (de 16 o mayor) en s	o casa estan em	pleadas de m	edio tiempo o de
24a. (Si la pregunta #24 es UNO O MAS) ¿ Podria haber usado uno de estos vehiculos para este viaje? 1 Si o de Si la pregunta #24 es UNO O MAS) ¿ Podria haber usado uno de estos vehiculos para este viaje? 1 Si o de	tempo completo? personas				
24a. (Si la pregunta #24 es UNO D MAS) ¿ Podria haber usado uno de estos vehiculos para este viaje? 1 Si o de St. (Cuair de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAF en el 2014 antes de impuestos? 1 Marins de \$13,000 131,500 1	4. ¿Cuantos VEHÍCULOS funcionales (car	os, camionetas, o mot	ocicletas) hay er	su hogar?	vehiculos
5. ¿Cual de las siguientes opciones describe MEJOR sus INGRESOS ANUALES TOTALES DEL HOGAR en el 2014 antes de impuestos?    Minima de 313,000   315,000 - 314,989   320,000 - 314,989   320,000 - 314,989   350,000 - 314,989   350,000 - 314,989   370,000 - 389,999   319,000 o más  6. Por favor CALIFIQUE SU SATISFACCIÓN con los siguientes puntos.    May Satisfacio Surjetecho Neutral de servicio (los bores flegar a tiempo)   7	24-10/4	NEW WORLDSON, NO.			
en el 2014 anteis de impuestos?    Marins de 113,000   \$15,000 - \$24,895   \$25,000 - \$74,895   \$25,000 - \$14,896   \$35,000 - \$74,895   \$35,000 - \$74,895   \$150,000 - \$74,895   \$			da anton code and	ne mare nate	A College
Stinger   Stin		odna haber usado uno	de estos vehicu	os para este	viaje? o ši o
53,000 - \$48,959   \$50,000 - \$74,935   \$73,000 - \$39,959    50, Por favor CALIFIQUE SU SATISFACCIÓN con los siguientes puntos.  May Satisfacho Satisfacho Neutral invalidade de servició (bos bores flegar a tiempo)  Fecundad del servició (bos flegar a tiempo)  Asse del hus  Feguridad prefección a borde  Comodidad de los conductores  Fecundad del servició (bos flegar a tiempo)  Fecund					And the property
6. Por favor CALIFIQUE SU SATISFACCIÓN con los siguientes puntos.  Fiabilidad del servicio (los borres llegan a trempo)  Fiabilidad del servicio (los del servicio) (los del servicio (los del servicio) (los del serv	5. ¿Cual de las siguientes opciones describe N	EJOR sus INGRE	SOS ANUAL	ES TOTAL	ES DEL HOG
Fabilidad del servicio (los beres llegan a tiempo)  Frecuencia del servicio (los servicio (los servicio del considera del los servicios en la parada (los libracion)  Frecuencia del parada (los libracion)  Frecuencia del servicio (los libracion)  Frecuencia del servicio (los libracion)  Frecuencia del parada (los libracion)  F	5. ¿Cual de las siguientes opciones describe N en el 2014 antes de impuestos?	MEJOR stes INGRE	SOS ANUAL	ES TOTAL	ES DEL HOG
Fabilidad del servicio (los beres llegan a tiempo)  Frecuencia del servicio (los servicio (los servicio del considera del los servicios en la parada (los libracion)  Frecuencia del parada (los libracion)  Frecuencia del servicio (los libracion)  Frecuencia del servicio (los libracion)  Frecuencia del parada (los libracion)  F	5. ¿Cual de las siguientes opciones describe N en el 2014 antes de impuestos? U Menes	MEJOR stes INGRE de \$10,000 0-\$48,899	SOS ANUAL 3 \$15,000 - \$24,86 3 \$50,000 - \$74,86	ES TOTAL	ES DEL HOG
Flacilitada del servicio (pos bress legals) a tempo)  Facilitada de conexión / transferencias-ente buses  Foreiros de fine de servicio  Facilitada de conexión / transferencias-ente buses  Foreiros de servicio (pastanas, madrugada)  Facilitados de servicio (pastanas, madrugada)  Facilitados de servicios (pastanda (pastanda))  Facilitados en la parada de bus  Facilitados en la parada de bus  Facilitados en la parada (pastanda)  Facilitados en la parada (pastanda)  Facilitados en la conección, potención, bisopositios (pastanda)  Facilitados en la conección parada (pastanda)  Facilitados en la conección parada (pastanda)  Facilitados en la conección parada (pastanda)  Facilitados en enterios en la conección (pastanda)  Facilitados en enterios de que Capital Area Transit (CAT) se había cambiado a Gorbaleigh?  (1 Hoy Canado os enterio de la cambiado (pastanda)  Facilitados en la servicio (pastanda)  Facilitados en entero de el cambiado (pastanda)  Facilitados en entero de el cambiado (pastanda)  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el cambiado (pastanda)  La primavera pasada  Facilitados en entero de el c	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  Ul Marcins 0 535,00 0 5100,0	TEJOR strs INGRE de \$10,000 0 - \$48,999 00 - \$145,999	\$15,000 - \$24,00 \$50,000 - \$74,00 \$50,000 - \$74,00 \$150,000 o mas	ES TOTAL	ES DEL HOG
Frecunicà del servicio	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  Ul Marcins 0 535,00 0 5100,0	NEJOR_stas INGRE de \$10,000 0 - \$45,999 00 - \$145,999 CCIÓN con los siguis	SOS ANUAL 3 \$15,000 - \$24,86 3 \$50,000 - \$74,86 3 \$150,000 o mass intes puntos,	ES TOTAL	ES DEL HOG 3 825,000 - \$34,998 575,000 - \$39,999
Facilidad de Concesión Il transferencia sente Suises  Bervicio de fin de senama  Horis de Servicio (pasidanos, madrugada)  Servicios en la parada (ibuna de Servicio)  Servicios en la parada (ibuna de Servicio)  Servicios en la parada (ibunación, ponsección, haroguillos)  Servicios en la parada (ibunación, ponsección, haroguillos)  Seguridad se presección a borde  Connocidad de les to buers  Ama bilidad se presección a borde  Connocidad de les conductores  Seguridad se les to buers  Ama bilidad de les conductores  Seguridad se les tos conductores  Seguridad se les conductores  Seguridad se conductores  Total securidad de seguridad de les conductores  Esta agenta fine un excession es servicio de cuerdo de acuerdo Medica de les conductores  Esta agenta fine un excession es servicio de cuerdo de securidad de les conductores  Seguridad se entero de que Capital Area Transit (CAT) se habia cambiado a Gordaleigh?  (1) Hoy	5. ¿Cual de las siguientes opciones describe N en el 2014 antes de impuestos?    J. Minoris   S 333,00   S 109,0   Por favor CALIFIQUE SU SATISFAC	TEJOR stas INGRE  de \$10,000 0 - \$48,990 00 - \$149,990 CIÓN con los siguie  May Satisfectio Satisf	\$05 ANUAL \$15,000 - 324,86 \$50,000 - \$74,88 \$150,000 o mas intes puntos, ectro Neutral	ES TOTAL	ES DEL HOG  \$29,000 - \$34,898  \$79,000 - \$99,999  Muy Insatisfection
Servicio de file de senana	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?    Marcos   355,06   Por favor CALIFIQUE SU SATISFAC   Flabilidad del servicio (los borses (legan a Despo)	TEJOR strs INGRE  de \$13,000 0 - \$48,599 00 - \$149,999  CLIÓN con los siguie  May Satisfectro Satisf	\$15,000 - 324,36 \$15,000 - 524,36 \$20,000 - 574,30 \$150,000 o mas intes puntos, ectro Neutral	incatateche	ES DEL HOG \$25,000 - \$34,990 \$75,000 - \$39,999 Muy Insalia Nicho
Horisa de servicio (pasidanos, madrugada)  Seguridad en la parada (de bus  Servicios en la parada (de bus  Seguridad se protección, a borde  Comodidad de los bostes  Amabilidad se protección a borde  Comodidad de los conductores  Seguridad se los to bustes  Amabilidad de los conductores  Seguridad de los conductores  Seguridad de los conductores  Seguridad de los conductores  Total conto para sew el servicio  Viviliago en en many el el de conductores  Total conto para sew el servicio  Total conto para sew el servicio de securdo de securdo en el sexual de la conto para sew el servicio de securdo de securdo en el sexual de la conto para sew el sexual de la conto para se	Cual de las siguientes opciones describe M     en el 2014 antes de impuestos?	MEJOR sus INGRE de \$13,000 0 - \$49,999 00 - \$144,999 CCIÓN con los sigule May Skitisfectro Salist	\$ \$15,000 - \$24,86 \$ \$50,000 - \$74,00 \$ \$150,000 o mas intes puntos, ectro Neutral	insalisteche	ES DEL HOG \$25,000 - \$34,998 578,000 - \$39,999 Muy Insatisteche
Servicios en la parada (illuminación, possección, baoquillos)  Aseo de los servicios a borde  Comodidad de los bases  Amabilidad fe relacción a borde  Comodidad de los bases  Amabilidad fe los conductores  Bagunidad de los conductores  Bagunidad de los conductores  Tartal costo para cuer el servicio  Verinajas de comprar el para de his verinales  Totalmente de acuerdo de acuerdo  Resonantario acuerdo de securdo de acuerdo  Resonantario acuerdo de securdo de acuerdo de	Cual de las siguientes opciones describe M     en el 2014 antes de impuestos?	MEJOR sus INGRE de \$13,000 0 - \$45,599 00 - \$148,999 CCIÓN con los siguie May Satisfectro Satisf	SOS ANUAL  3 \$15,000 - \$34,89  3 \$50,000 - \$74,89  3 \$150,000 o mass  ntes puntos,  ectro Neutral	invaliateche	825,000 - \$34,998 \$25,000 - \$34,998 \$79,000 - \$39,999 Muy Insatistecho
Aske de laus  Fapurlásd p pretection a borde  Comodidad de los bayes  Seguridad p not acoductores  Seguridad de los conductores  Totalmente de accusto de accusto  Seguridad de los estendere volte la nuta.  Totalmente de accusto de accustores  Totalmente de accusto de	5. ¿Cual de las siguientes opciones describe Men en el 2014 antes de impuestos?    J. Marcins 333,00   S. 333,00   S. 333,00   S. 700,00	NEJOR sus INGRE de \$10,000 0 - \$48,999 0 - \$149,999 0 - \$149,999 CCIÓN con los siguie Muy Satisfecho Salista	SOS ANUAL  3 \$15,000 - \$24,81  5 \$20,000 - \$74,00  7 \$150,000 o mas  Intes puntos, ectro Neutral	invaliateche	ES DEL HOG \$25,000 - \$34,998 \$75,000 - \$39,999 Muy Invaria Necho
Seguridade la protección, a borde   1	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  [In Meross ] Marcos ] Sapo- [Sapo- ] Sapo- [Sap	TEJOR stas INGRE de \$13,000 0-\$46,999 0-\$146,999 CCIÓN con los siguite May Satisfectos Satisf	SOS ANUAL  3 \$15,000 - 524,88  5 \$50,000 - 574,00  5 \$150,000 o más  intes puntos,  echo Neutral	incaliateche	ES DEL HOG  \$25,000 - \$34,998  \$75,000 - \$39,999  Muy Invatinfecho
Como didad de los baves Seguidad de los conductores Seguid	5. ¿Cual de las siguientes opciones describe N en el 2014 antes de impuestos?  [] Merors [] 353.66  6. Por favor CALIFIQUE SU SATISFAC  Fiabilidad del servicio (los bores (legan a tiempo) Frecuncia del servicio Facilidad de concession (transferencias énfre bures Servicio de lin de senans Horas de servicio (mañanas, madrugada) Seguridad en la parada (jilumistacio, proseccios, has	TEJOR sts INGRE  de \$13,000 0 - \$44,999 00 - \$149,999  CLIÓN con los siguie May Satisfectio Salist 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SOS ANUAL  3 \$15,000 - \$24,89  3 \$50,000 - \$74,99  3 \$159,000 o mais inter puntos, echo Neutral	invalianche	ES DEL HOG  3 123,000 - 534,998  573,000 - 599,999  Muy Invalia Noche
Amabilitás de la los conductores  Seguridad de los conductores  Tartal costo para cusar el servició  Vertulajas des campar el pase de bius  Información facil de estander subre la ruta.  7. Por favor indique su MIVEL DE APROVACIÓN con las siguientes afirmaciones.  Totalmente de acuerdo	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  [In Meron.]  5. 353,06  6. Por favor CALIFIQUE SU SATISFAC  Flabilidad del servicio (los bores llegan a Dempo) Frecuento a del servicio Facilidad de concention i frantierrocials entre buses Servicio de lin de servicio Servicio de lin de servicio Servicio de lin de servicio Servicio de lin parada (aluminación, postección, he Servicios en la parada (aluminación, postección, he	TEJOR sus INGRE de \$13,800 0-\$48,999 0-\$48,999 CCIÓN con los sigule Mily Salisfecno Salist De COMPANION SALIST DE COMP	SOS ANUAL 3 \$15,000 - \$24,81 5 \$50,000 - \$74,81 7 \$159,000 o mas inter puntos, echo Neutral	invaliateche	ES DEL HOG  3 123,000 - 514,996  573,000 - 599,999  Muy Insatisfeche
Tratal action year user of servicio.  Vendays de consprar el pase de his- Nerolas de construcción de courdo de courdo.  Totalmente de acuerdo de acuerdo Neutra.  Totalmente de acuerdo de acuerdo Neutra.  Esta agencia sobra a sus climites.  Sta agencia sobra a sus climites.  Guardando se entero de que Capatial Area Transit (CAT) se habia combiado s GoRaleigh?  (I Hoy DE miss pasado DE Vérano pasado II La primavera pasado.  28a. ¿Como se entero del camisió?  (I Hoy DE miss pasado DE Vérano pasado II La primavera pasado.  28b. ¿Como se entero del camisió?  (I Hoy DE miss pasado DE Vérano pasado II La primavera pasado.  28b. ¿Como se entero del camisió?  (I Hoy DE miss pasado DE Vérano pasado III La primavera pasado.  28b. ¿La notado diferencias en el servicio desde el camisió de CAT a GoRaleigh?  (I Si, un cambio positivo II) Si, un cambio negativo II Nongio camato II No esala el No esala equiro.	5. ¿Cual de las siguientes opciones describe N en el 2014 antes de impuestos?  [] Merors [] 353.60 5. Por favor CALIFIQUE SU SATISFAC Fiabilidad del servicio (los bores (legan a tiempo) Frecumcia del servicio Facilidad de concentio (Transferencias enfre bores Servicio de fin de senanos Moriso de servicio (los financias), madrugada) Seguridad en la parada (liumiancian, proseccios, hae Aseo del bus Seguridad (predeccio) a Bordo Seguridad (predeccio) a Bordo	TEJOR sus INGRE de \$13,000 0 - \$48,959 0 - \$149,959 CCIÓN con los siguie Muy Satisfactro Salista O O O O O O O O O O O O O O O O O O O	\$0\$ ANUAL 2 \$15,000 - 524,89 3 \$20,000 - \$74,89 7 \$159,000 o make inter puntos, 80 90 90 90 90 90 90 90 90 90 90 90 90 90	incaliateche	ES DEL HOG  3 \$25,000 - \$34,996  5 \$72,000 - \$39,959  Muy Invatin techo
A. Por favor indique su NIVEL DE APROVACION con las siguientes afirmaciones.  Totalmente de acuerdo de acuerdo. Neutral En désacuerdo de acuerdo de acuerd	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  [In Merons ] Marcon ] Sapos  5. Por favor CALIFIQUE SU SATISFAC [Inabilidad del servicio (los borses Began a Dempo) Frecumica del servicio Fracilidad de concention frantierrocials entre buses Servicio de lin de servicio Periodicio de concention frantierrocials entre buses Servicio de lin de servicio Servicio de lin de servicio Servicio en la parada (liuminación, postección, bas Aseo del bus Seguridad / presección a bordo Comodidad de los buses	### STATE   ST	\$55,500 - 534,810 - 530,000 - 574,810 - 530,000 - 574,810 - 530,000 - 574,810 - 530,000 - más intes puntos, eccho Neutral	invaliateche	ES DEL HOG  \$25,000 - \$34,998  \$73,000 - \$39,999  Muy Insultisteche
To Por favor Indique su NIVEL DE APROVACION con las siguientes afirmaciones.  Totalmente de acuerdo de acuerdo. Neutral En désacuerdo de societo de acuerdo de acuerdo de acuerdo de acuerdo de societo de acuerdo de acuerd	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  [In Meron.]  5. 33,000  5. 33,000  6. Por favor CALIFIQUE SU SATISFAC  Fiabilidad del servicio (los borses llegan a Dempo) Frecunicia del servicio Facilidad de concentión i frantererocials entre buses Servicio de fin de servicio Frecunicia del servicio Frecunicia del servicio Servicio de fin de servicio Frecunicia del concentión i frantererocials entre buses Servicio de fin de servicio de finales de forma de la concentidad de concentidad de los buses Assibilidad de los conductores Seguridad de los conductores	IEJOR star INGRE  de \$15,000 0-\$48,999 00-\$146,999 CCIÓN con los siguie May Satisfectos Salest	\$55,500 - 534,810 - 550,000 - 574,810 - 550,000 - 574,810 - 550,000 - 574,810 - 550,000 - más intes puntos, eccho Neutral	invalidation in the second sec	ES DEL HOG  9 \$25,000 - \$34,998  9 \$75,000 - \$39,999  Muy Insulti Necho
7. Por favor indique su NIVEL DE APROVACION con las siguientes afirmaciones.  Totalmente de acuerdo de acuerdo Neutral En desacuerdo desacuerdo Esta agencia sudor a sus climites.  Esta agencia sudor a sus climites.  Esta agencia siene un excefente servicio al cliente de desacuerdo de desacuerdo de desacuerdo desacuerdo desacuerdo desacuerdo desacuerdo de desacuerdo desacuerdo desacuerdo desacuerdo desacuerdo desacuerdo de desacuerdo desacuerdo desacuerdo de	5. ¿Cual de las siguientes opciones describe N en el 2014 antes de impuestos?  j. Merors  ; 353.06  6. Por favor CALIFIQUE SU SATISFAC  Fiabilidad del servicio (los bores (legan a tiempo) Frecuencia del servicio Freciencia del servicio Freciencia del servicio Freciencia del servicio Berrido de fin de senano Servicio de la parada (liuminacion, posteccion, has Aseo del bus Esquilidad (pratección a bordo Comolidad de los buses Begunidad pratección a bordo Comolidad de los buses Begunidad de los conductores	TEJOR sus INGRE  de \$13,000  - \$40,300  - \$40,300  - \$40,300  CIÓN con los siguie  Muy Salisfactro Salista  O O O O O O O O O O O O O O O O O O O	\$05 ANUAL  3 \$15,000 - \$24,81  3 \$50,000 - \$74,81  3 \$50,000 - \$74,81  3 \$150,000 - mis  mites puntos,  echo Neurol  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	insulinteche	ES DEL HOG  9 \$25,000 - \$34,998  9 \$75,000 - \$39,999  Muy Insulti Necho
Totalmente de acuerdo de acuerdo Neutra En desacuerdo de secuerdo Proposito en Cata agencia se solonia su sos siluntes Cata agencia tiene un excelende servizió al cliende Cata agencia con la composició de Cata de Cata agencia como contrato de Cata agencia de Cata agencia de Cata a GoRaleigh?  28a. ¿Como se enteró del cambisó?  U sando el servicio Cata de Presides el Internet / Medios sociales De Por recomendación de alguian Dotro Cata agencia de Cata a GoRaleigh?  28b. ¿Ha notado diferencias en el servicio desde el cambis de CAT a GoRaleigh?	5. ¿Cual de lax siguientes opciones describe M en el 2014 antes de impuestos?	IEJOR sus INGRE  is \$10,000  -\$48,999  00-\$146,999  CCIÓN con los sigule  May Satisfectro Saist  O O O O O O O O O O O O O O O O O O O	\$50.5 ANUAL  3 \$15,000 - \$24,81  3 \$50,000 - \$74,81  3 \$50,000 - \$74,81  5 \$50,000 - \$	invalidation in the state of th	ES DEL HOG  3 \$25,000 - \$34,900  575,000 - \$39,900  Muy Installatecho
Totalmente de acuerdo de acuerdo Neutra En desacuerdo de secuerdo Proposito en Cata agencia se solonia su sos siluntes Cata agencia tiene un excelende servizió al cliende Cata agencia con la composició de Cata de Cata agencia como contrato de Cata agencia de Cata agencia de Cata a GoRaleigh?  28a. ¿Como se enteró del cambisó?  U sando el servicio Cata de Presides el Internet / Medios sociales De Por recomendación de alguian Dotro Cata agencia de Cata a GoRaleigh?  28b. ¿Ha notado diferencias en el servicio desde el cambis de CAT a GoRaleigh?	5. ¿Cual de lax siguientes opciones describe M en el 2014 antes de impuestos?	IEJOR sus INGRE  is \$10,000  -\$48,999  00-\$146,999  CCIÓN con los sigule  May Satisfectro Saist  O O O O O O O O O O O O O O O O O O O	\$50.5 ANUAL  3 \$15,000 - \$24,81  3 \$50,000 - \$74,81  3 \$50,000 - \$74,81  5 \$50,000 - \$	invalidation in the state of th	ES DEL HOG  3 \$25,000 - \$34,900  575,000 - \$39,900  Muy Installatecho
Exta agencial soloria a sus climites  Exta agencial soloria  Extra sol	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  [In Merons ] Marcon ] Sapo- [In Strong CALIFIQUE SU SATISFAC [In Strong CALIFIQUE SU SATISFAC [In Strong CALIFIQUE SU SATISFAC [In Strong California de la servicio ] Fraciolisida de concention ( ramiterencia hentre buses Servicio de fin de servizio ] Servicio de fin de servizio ] Servicio de fin de servizio ] Servicio en la parada (illuminación, postección, bas Aser del bus [In Servicio en la parada (illuminación, postección, bas Seguridad de los buses [In Seguridad de los buses [In Seguridad de los conductores [In Seguridad de los conductore	IEJOR sas INGRE  de \$15,000  - \$48,999  00 - \$149,899  CCIÓN con los siguie  May Satisfection Salest  O O O O O O O O O O O O O O O O O O O	SOS ANUAL  3 \$15,000 - \$24,88 3 \$50,000 - \$74,89 3 \$50,000 - \$74,89 3 \$50,000 - \$74,89 3 \$50,000 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89	invaliateche in	ES DEL HOG  3 \$25,000 - \$34,900  575,000 - \$39,900  Muy Installatecho
Esta ageneta linen ou excelente servicio al cliente  Recomendaria esta agenetia a lorio.  8, ¿Cuando se entero de que Capital Area Transit (CAT) se habia cambiado a GoRaleigh?  11 Hoy	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  [In Merons ] Marcon ] Sapo- [In Strong CALIFIQUE SU SATISFAC [In Strong CALIFIQUE SU SATISFAC [In Strong CALIFIQUE SU SATISFAC [In Strong California de la servicio ] Fraciolisida de concention ( ramiterencia hentre buses Servicio de fin de servizio ] Servicio de fin de servizio ] Servicio de fin de servizio ] Servicio en la parada (illuminación, postección, bas Aser del bus [In Servicio en la parada (illuminación, postección, bas Seguridad de los buses [In Seguridad de los buses [In Seguridad de los conductores [In Seguridad de los conductore	IEJOR sas INGRE  de \$15,000  - \$48,999  00 - \$149,899  CCIÓN con los siguie  May Satisfection Salest  O O O O O O O O O O O O O O O O O O O	SOS ANUAL  3 \$15,000 - \$24,88 3 \$50,000 - \$74,89 3 \$50,000 - \$74,89 3 \$50,000 - \$74,89 3 \$50,000 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89 4 \$75,900 - \$74,89	invaliateche in	ES DEL HOG  1 \$25,006 - \$34,996  1 \$75,000 - \$39,999  Muy Invatis Nocho  0  0  0  0  0  0  0  0  0  0  0  0  0
Recomminaria esta agentica activa:  8. ¿Curando se entero de que Capital Area Transit (CAT) se habia cambiado a GoRaleigh?  9. ¿Curando se entero del Cambiado De Verano pasado De La primavena pasada  28a. ¿Como se entero del Cambiado?  1. Usando el servicio De TV (Rudo / Periodico De Internst / Medios sociales De Perincomendación de alguitan De Otro  28b. ¿Ha notado differencias en el servicio de desde el cambia de CAT a GoRaleigh?  5. Si, un cambio positivo D. Si, un cambio negativo D. Ningón cambio D. No-salie / No-salie	5. ¿Cual de las siguientes opciones describe Men el 2014 antes de impuestos?  en el 2014 antes de impuestos?  § Sano.  §	IEJOR sus INGRE  is \$13,000 -\$48,999 00-\$148,899 CCIÓN con los sigule May Satisfectio Salist  goillost  goillost  GOIN	SOS ANUAL  3 \$3,000 - 34 81 90 - 37 81 91 91 91 91 91 91 91 91 91 91 91 91 91	invaliations inval	ES DEL HOG  3 \$25,006 - \$34,996  575,000 - \$39,999  Muy Invaliatecho
8. ¿Cuando se entero de que Capital Area Transif (CAT) se habia cambiado a GoRaleigh?  © Hoy	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  — in Meron.  — 53,50e — 5190.6  5. Por favor CALIFIQUE SU SATISFAC  Fiabilidad del servicio (los bones llegan a tlempo) Frecunica del servicio Fracilidad de comenion fransferencias entre buses Servicio de fin de senama Fracilidad de comenion fransferencias entre buses Servicio de fin de senama Fracilidad de conto los mañasas, madrugada) Seguridad en la parada (simissicion, pontacción, bas Ases del los Fracilidad de los parada (simissicion, pontacción, bas Ases del los Fracilidad de los buses Amabilidad de los conductores Seguridad de los bones Fracilidad cos conductores Fracilidad cos conductores Fracilidad de los conductores Fracilidad de	IEJOR sus INGRE  is \$13,000 -\$48,999 00-\$149,999 CCIÓN con los siguie May Satisfecho Salist  goillost  O O O O O O O O O O O O O O O O O O	SOS ANUAL  3 \$19,000 - 134 #3 1	invaliateche  in	ES DEL HOG  3 \$25,006 - \$34,906  575,000 - \$39,909  Muy Insatisfecho
O Hoy O El mes pasado O El vrezno pasado II La primavera pasada.  28a. ¿Cormo se enteró del cambio?  O Usando el servicio O TV / Radio / Periodico O Internet / Medios sociales II Por recomendación de alguien II O Otro  28b.¿Ha notado diferencias en el servicio desde el cambio de CAT a GoRaleigh?  O Si, un cambio positoro II) Si, un cambio negativo II Ningon cambio II No salue / No está seguro	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  [In terms]  5. 353,06  5. Por favor CALIFIQUE SU SATISFAC  Fabilidad del servicio (los borses llegan a tiempo) Frecumità del servicio (los borses llegan a tiempo) Frecumità del servicio (los borses llegan a tiempo) Frecumità del servicio (los los servicio delle sente buses Facilidad de consistenti fransferencias entre buses forma de servicio (los linuinas, madrupada) Feguristad en la parada (ebus Feguristad en los borses Feguristad en los borses Feguristad en los borses Facta (costo para cuer el servicio- Veringo de cempare el para de chus labimación facil de entendro volve la nota.  Por favor indique su NIVEL DE APRO  Tot.  Esta agencia valora a sus silentes.  Esta agencia lemo un excelente servicio al cliente.	IEJOR sts INGRE  de \$15,000 0 - \$48,999 00 - \$148,999 CIÓN con los siguie May Satisfecno Satisf 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SOS ANUAL 3 \$15,000 - 324 R4 7 \$159,000 - 124 R4 7 \$159,000 - 124 R4 7 \$159,000 o miss rites puntos, Rectio Resulta 1	essatistache  in control of the cont	ES DEL HOG  3 \$23,006 - 514,996  573,006 - 539,999  Muy Insatistecho  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
O Hoy O El mes pasado O El verano pasado III La primavrea pasada.  28a. ¿Como se enteró del cambio?  O Usando el servicio O TV i Radio i Periódico El internet i Medios sociales D Por recomendación de alguian O Otro  28b.¿Ha notado diferencias en el servicio desde el cambio de CAT a GoRaleigh?  O St, un cambio positivo II) St, un cambio negativo O Ningón cambio O No-salio I No-salio I No-salio I No-salio	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  [In Meros ] Sapo- [In Strong	IEJOR sts INGRE  de \$15,000 0 - \$48,999 00 - \$148,999 CIÓN con los siguie May Satisfecno Satisf 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SOS ANUAL 3 \$15,000 - 324 R4 7 \$159,000 - 124 R4 7 \$159,000 - 124 R4 7 \$159,000 o miss rites puntos, Rectio Resulta 1	essatistache  in control of the cont	ES DEL HOG  3 \$23,006 - 514,996  573,006 - 539,999  Muy Insatistecho  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
28a. ¿Como se enteró del cambio?  ① Usando el servicio ① TV i Radio / Periodico ② internst / Medios sociales ② Por recomendación de alguna ② Otro 28b. ¿Ha notado differencias en el servicio desde el cambio de CAT a GoRaleigh?  ⑤ Si, un cambio positivo ② Si, un cambio negativo ② Ningón cambio ⑤ No-sabe / No-sabe / No-sabe el no-saba seguro	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  § Heros § 153,06 § Por favor CALIFIQUE SU SATISFAC  Flabilidad del servicio (los borses llegan a Dempo) Frecuento del servicio Facilidad de concention (Transferencia) entre buses Servicio de las de servicio Facilidad de concention (Transferencia) entre buses Servicio de las de servicio Servicio de las de servicio Servicio de la parada de bus Servicio de la parada (plumiancion, postección, fue Servicios en la parada (plumiancio	IEJOR sus INGRE  (# \$15,000 0	SOS ANUAL  3 \$15,000 - 134 84 90 90 90 90 90 90 90 90 90 90 90 90 90	estatistiche  finalistiche  fi	ES DEL HOG  3 \$23,006 - 514,996  573,006 - 539,999  Muy Insatistecho  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Usando el servicio:	5. ¿Cual de las siguientes opciones describe M en el 2014 antes de impuestos?  in Meron.  State de la State del State de la State de la State de la State del State de la Stat	IEJOR sus INGRE  de \$13,000  -548,999  0-\$146,899  CCIÓN con los siguie  May Satisfecho Salist  GON CON CON LOS SIGUIE  AND CON	SOS ANUAL  3 \$15,000 - 344 Rt  3 \$15,000 - 374,Rt  4 \$15,000 - 374,Rt  5 \$15,000 - 374	estatistiche  finalistiche  fi	ES DEL HOG  3 \$23,006 - 514,996  573,006 - 539,999  Muy Insatistecho  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
28b ¿ ita notado diferencias en el servicio desde el cambio de CAT a GoRaleigh?  © St, un cambio positore (1) St, un cambio negativo (1). Ningón cambio (1) No sabe / No està seguro	5. ¿Cual de las siguientes opciones describe Men el 2014 antes de impuestos?  en el 2014 antes de impuestos?  § Sano.  §	IEJOR sus INGRE  de \$13,000  -548,999  0-\$146,899  CCIÓN con los siguie  May Satisfecho Salist  GON CON CON LOS SIGUIE  AND CON	SOS ANUAL  3 \$15,000 - 344 Rt  3 \$15,000 - 374,Rt  4 \$15,000 - 374,Rt  5 \$15,000 - 374	estatistiche  finalistiche  fi	ES DEL HOG  3 \$23,006 - 514,996  573,006 - 539,999  Muy Insatistecho  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
O St, un cambio positivo D St, un cambio negativo D Mingún cambio D Mosabe / Mosabe	5. ¿Cual de las siguientes opciones describe Men el 2014 antes de impuestos?  en el 2014 antes de impuestos?  in strance de la servicio (los borses tregan a trempo) Frecunità del servicio (los borses tregan) Frecunità del servicio (los borses tregan) Frecunità del servicio (los borses tregan) Frecunità del del servicio (los borses tregan) Frecunità del colo tregan del servicio del servicio del tregan del servicio del tregan del servicio de	IEJOR sus INGRE  de \$15,000  -\$48,999  00 -\$149,899  CCIÓN con los siguie  May Satisfectro Salest  GORDON CON LOS SIGUIE  ACCIÓN CON LOS	SOS ANUAL  3 \$15,000 - 134 84 90 - 134 84 91 91 91 91 91 91 91 91 91 91 91 91 91	imuliateche  imuli	ES DEL HOG  3 \$25,000 - 534,898  573,000 - 539,999  Muy insatisfector  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	5. ¿Cual de las siguientes opciones describe Men el 2014 antes de impuestos?  en el 2014 antes de impuestos?  in strance de la servicio (los borses tregan a trempo) Frecunità del servicio (los borses tregan) Frecunità del servicio (los borses tregan) Frecunità del servicio (los borses tregan) Frecunità del del servicio (los borses tregan) Frecunità del colo tregan del servicio del servicio del tregan del servicio del tregan del servicio de	IEJOR sus INGRE  de \$15,000  -\$48,999  00 -\$149,899  CCIÓN con los siguie  May Satisfectro Salest  GORDON CON LOS SIGUIE  ACTION CON LOS	SOS ANUAL  3 \$15,000 - 134 84 90 - 134 84 91 91 91 91 91 91 91 91 91 91 91 91 91	imuliateche  imuli	ES DEL HOG  3 \$25,000 - 534,898  573,000 - 539,999  Muy insatisfector  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	5. ¿Cual de las siguientes opciones describe Men el 2014 antes de impuestos?   In Meron.  State.  State.  5. 1930.  6. Por favor CALIFIQUE SU SATISFAC.  Fiabilidad del servicio (los borses llegan a Dempo) Frecunica del servicio.  Fiabilidad del servicio (los borses llegan a Dempo) Frecunica del servicio.  Fiabilidad del servicio (los borses llegan a Dempo) Frecunica del servicio (los labosas, madrugada) Seguridad del parada (laminatucion, protección, base Servicios en la parada (laminatucion, protección, base Fiapilidad del los los conductores Seguridad de los borses Amabilidad del los conductores Seguridad de los conductores Tarita desles para user el servicio.  Total coste para user el servicio.  7. Por favor indique su NIVEL DE APROY Esta agencia selor a sus clientes Esta agencia hane un excelente servicio al cliente Recomendaria seta agencia a otros.  8. ¿Cuando se entero de que Capital Area Trar  (J. Hoy (J. El mis pasado (J. Byerano) 28. ¿Como se enteró del cambio?  (J. Usando el servicio (J. Tyl Radio / Periódio)  (J. Usando el servicio (J. Tyl Radio / Periódio)	IEJOR sus INGRE  is \$13,000 -\$48,999 00-\$148,899 CCIÓN con los siguie May Satisfecho Salist  gottloal  OCIÓN con las siguie  ACIÓN con las siguies  ACIÓN con	SOS ANUAL  3 \$15,000 - 344 Riv  3 \$15,000 - 374 Riv  3 \$13,000 - 374 Riv  3 \$13,000 - 374 Riv  4 Riv  4 Riv  5 Riv  6 Riv  7 Riv  7 Riv  7 Riv  8 Riv  9 Riv	imuliateche  imuli	ES DEL HOG  3 \$25,000 - 534,898  573,000 - 539,999  Muy insatisfector  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	5. ¿Cual de las siguientes opciones describe Men el 2014 antes de impuestos?  en el 2014 antes de impuestos?  § Sabo.  §	MEJOR stas INGRE de \$13,000 0-\$48,999 0-\$148,999 CIÓN con los siguie May Satisferno Sasis 0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-	SOS ANUAL 3 \$15,000 - 324.84 3 \$15,000 - 324.84 7 \$159,000 - on also ntes puntos, cetto Neutral 3 \$1,000 - 324.84 8 \$1,0	invaliateche  in	ES DEL HOG  3 \$23,006 - \$14,898  573,006 - \$39,999  Muy Insatisteche  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

20

Wake County Transit Systems Customer Survey – Summary Report - June 2016

A-11

#### ATTACHMENT D:

#### SURVEY MANAGEMENT PLAN

The survey will be administered by multiple interviewer teams who will be directly supervised by the project manager and Field Supervisor. The key individuals who will oversee data collection in the field are listed below.

#### Data Collection Team

- Project Manager Aaron Hekele
- Assistant Project Managers Fred G'sell
- QA/QC Data Managers Nick Jones
- Field Supervisors Brandon Musarra

The organizational structure of the team is described below.

#### Leadership Team

The leadership team will consist of the project manager, assistant project managers, and data managers. The leadership team will be responsible for reviewing the performance of the interviewer team and ensuring that the sampling goals for each route are met. The leadership team will operate from centralized locations so that the performance of all teams can be evaluated. The selection of bus routes to be surveyed each week will be carefully planned to ensure the leadership team can directly interface with all routes as they are being surveyed.

#### Field Supervisors

Field teams will focus their efforts on the administration of surveys on an average of 3 – 6 bus routes per day. The field supervisors will oversee a group of approximately 15-20 interviewers covering the entire service day. Interviewers will be deployed on buses running in opposite directions. On high volume routes, interviewers may be deployed on up to six buses per route. On low volume routes, interviewers may be deployed on just one bus serving the route.

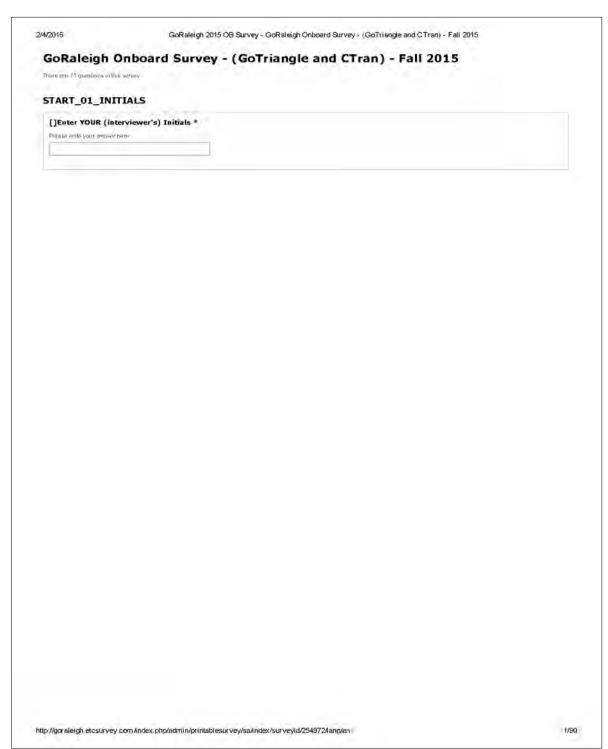
The field supervisors will be responsible for ensuring interviewers are properly trained and equipped to conduct interviews, scheduling interviewers, inspecting work, and reviewing the data collected before submitting the data to the leadership team at the end of the day.

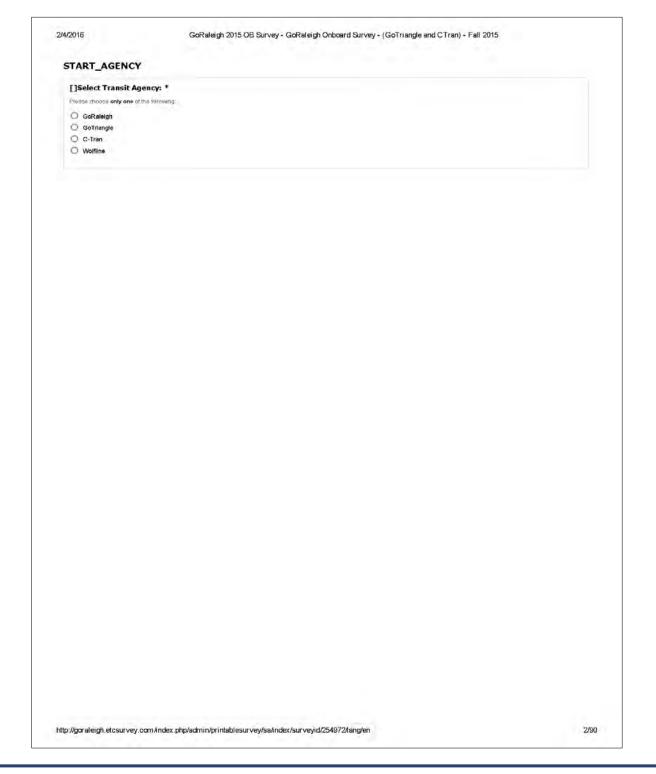
#### **Data Collection Personnel**

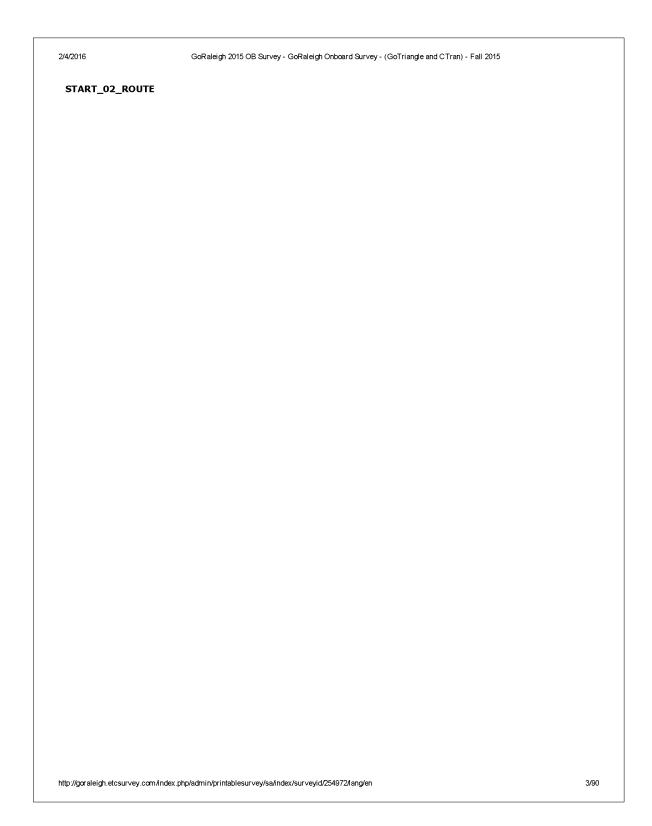
ETC Institute will use its vast experience to cultivate quality interviewers over the life of the project. In order to accomplish this, ETC has partnered with a DBE staffing firm, A Plus Student Staffing. A Plus will be responsible for recruiting both English and Spanish speaking interviewers. In addition, Language Solutions will provide skilled bilingual interpreters with experience in the transportation field to staff those routes with high-likelihood of Limited English Proficiency (LEP) riders as identified through Census data and driver observations.

# **Appendix A-2 - Onboard Survey**

An onboard survey was administered for this study using tablets that integrated GIS software to allow for accurate geocoding of data as the survey was taken. Screen shots of the survey are shown below and on the pages that follow.





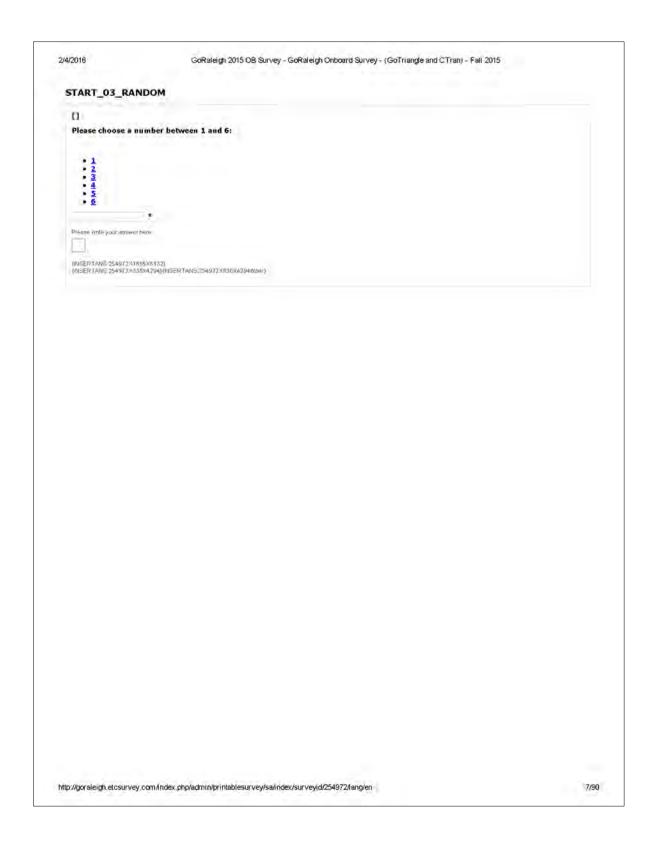


2/4/2016 GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015 []Select the [ROUTE] you are working: \* Please choose only one of the following O Route 1: Capital- INBOUND toward Downtown O Route 1: Capital- OUTBOUND toward Triangle Town Center O Route 2: Falls of Neuse- INBOUND toward Downtown O Route 2: Falls of Neuse- OUTBOUND Bent Tree Plaza Route 3: Glascock- INBOUND toward Downtown O Route 3: Glascock- OUTBOUND toward Crabtree at Timber O Route 4: Rex Hospital- INBOUND toward Downtown O Route 4: Rex Hospital- OUTBOUND toward Towne North Shopping Center O Route 5: Biltmore Hills- INBOUND toward Downtow Route 5: Biltmore Hills- OUTBOUND toward Sanderford at Idlewood Village O Route 6: Crabtree- INBOUND toward Downtown Route 6: Crabtree- OUTBOUND toward Townridge Shopping Center O Route 7: South Saunders- INBOUND toward Downtown O Route 7: South Saunders- OUTBOUND toward Shoppes at Gamer O Route 8: Six Forks - OUTBOUND toward North Hills at Northclift O Route 10: Longview- INBOUND toward Downtown O Route 10: Longview- OUTBOUND toward Chatham at Bertie O Route 11: Avent Ferry- INBOUND toward Downtown O Route 11: Avent Ferry- OUTBOUND toward Trailwood Hills O Route 12: Method- INBOUND toward Downtown O Route 12: Method- OUTBOUND toward Method at Beryl O Route 13: Chavis Heights- INBOUND toward Downtown O Route 13: Chavis Heights- OUTBOUND toward Holmes at Bragg O Route 15: WakeMed-INBOUND toward Downtown O Route 15: WakeMed- OUTBOUND toward Wake Medical O Route 16: Oberlin- INBOUND toward Downtown O Route 16: Oberlin- OUTBOUND toward Rex Hospital O Route 18: Worthdale- INBOUND toward Downtown O Route 18: Worthdale- OUTBOUND toward Bus Way O Route 19: Apollo Heights- INBOUND toward Downtown O Route 19: Apollo Heights- OUTBOUND toward Swinburne at Kidd O Route 21: Caraleigh- INBOUND toward Downtown Route 21: Caraleigh- OUTBOUND toward Maywood at Lake Wheeler O Route 22: State Street- INBOUND toward Downtown O Route 22: State Street- OUTBOUND toward Hadley at Dandridge O Route 50: R-Line- CIRCULAR O Route 55: Poole Road Express- INBOUND toward Downtown O Route 55: Poole Road Express- OUTBOUND toward Poole Road P&R O Route 60: Wake Forest Express [WRX]: INBOUND toward Downtown O Route 60: Wake Forest Express [WRX]: OUTBOUND toward Wake Forest O Route 62: Wake Forest Loop [60]: CIRCULAR O Route 63: Knightdale Express [KRX]: INBOUND toward Downtown O Route 63: Knightdale Express [KRX]: OUTBOUND toward Knightdale O Route 64: Zebulon/ Wendell Express [ZWX]: INBOUND toward Downtown O Route 64: Zebulon/ Wendell Express [ZWX]: OUTBOUND toward Zebulon P&R O Route 70: Carolina Pines [7L]: EASTBOUND toward Southgate Plaza O Route 70: Carolina Pines [7L]: WESTBOUND toward Trailwood Hills O Route 76: Johnston County Express [JCX]: INBOUND toward Downtown O Route 76: Johnston County Express [JCX]: OUTBOUND toward Cleveland Crossing Shopping Center O Route 77: Clayton Express [CLX]: INBOUND toward Downtown O Route 77: Clayton Express [CLX]: OUTBOUND toward Clayton Towne Plaza Route 78: Fuguay Varina Express [FRX]: INBOUND toward Downtown O Route 78: Fuquay Varina Express [FRX]: OUTBOUND toward South Park Fuquay O Route 102: Garner [102]: INBOUND toward Downtown http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en 4/90

Wake County Transit Systems Customer Survey – Summary Report - June 2016

2/4/201	6 GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
0	Route 102: Garner [102]: OUTBOUND toward White Oak Shopping Center	
	Route 110: Buck Jones [11L]: INBOUND toward NCSU	
	Route 110: Buck Jones [11L]: OUTBOUND toward Schaub at Sandlin	
	Route 150: Trawick Link [15L]: INBOUND toward Wake Med Center	
	Route 150: Trawick Link [15L]: OUTBOUND toward Buffaloe at Dunwood	
	Route 230: Millbrook Crosstown [23L]: INBOUND toward Crabtree Valley Mall	
	Route 230: Millibrook Crosstown [23L]: OUTBOUND toward New Hope at Capital	
	Route 240: North Crosstown [24L]: EASTBOUND toward Spring Forest at Capital	
	Route 240: North Crosstown [24L]: WESTBOUND toward North Hills Mall	
	Route 250: Triangle Town Center [25L] - CIRCULAR	
	Route 400: Wake Tech Express [40X]: INBOUND toward Downtown	
	Route 400: Wake Tech Express [40X]: OUTBOUND toward Wake Tech	
	Route 700: Brier Creek Express [70X]: INBOUND toward Crabtree Valley Mall	
	Route 700: Brier Creek Express [70X]: OUTBOUND toward Brier Creek Shopping Center	
0		
	Go Tri: Route 46- CIRCULAR	
0		
_	Go Tri: Route 49- CIRCULAR	
	Go Tri: Route 100-INBOUND toward Downtown	
	Go Tri: Route 100- OUTBOUND toward RTC	
ő	Go Tri: Route 105- INBOUND toward Downtown	
_	Go Tri: Route 105- OUTBOUND toward RTC	
_	Go Tri: Route 201- INBOUND toward North Raleigh	
_	Go Tri: Route 201- OUTBOUND toward RTC	
ő		
_	Go Tri: Route 300- EXSTBOUND toward Cony	
0	•	
	Go Tri: Route 301- INBOOND toward Cary	
	Go Tri: Route 305 INBOUND toward Downtown	
_	Go Tri: Route 305- OUTBOUND toward Lake Pine	
0		
	Go Tri: Route 311- OUTBOUND Ioward APEX	
	Go Tri: Route 400- INBOUND toward Durham Station	
_	Go Tri: Route 400- OUTBOUND toward Chapel Hill	
0	·	
	Go Tri: Route 405 OUTBOUND toward Chapel Hill	
0		
_	Go Tri: Route 700- OUTBOUND toward Durham Station	
0	Go Tri: Route 800- INBOUND toward RTC	
-	Go Tri: Route 800- OUTBOUND toward Chapel Hill	
_	Go Tri: Route 805-INBOUND toward RTC	
	Go Tri: Route 805- OUTBOUND toward Chapel Hill	
	·	
0		
	Go Tri: Route 900 [CRX]- CUTBOUND toward Downtown	
0	Go Tri: Route 901 [DRX]- INBOUND toward Durham Station  Go Tri: Route 901 [DRX]- OUTBOUND toward Downtown	
	C-Tran: Route 1: CLOCKMSE	
_	C-Tran: Route 2: COUNTERCLOCKWISE	
	C-Tran: Route 3: INBOUND toward Train Station	
	C-Tran: Route 3: OUTBOUND toward Harrison Square	
	C-Tran: Route 4: INBOUND toward Train Station	
	C-Tran: Route 4: OUTBOUND toward NC Hwy 55	
	C-Tran: Route 5: INBOUND toward Train Station	
	C-Tran: Route 5: OUTBOUND toward Crescent Commons Drive	
	C-Tran: Route 6: INBOUND toward Train Station	
	C-Tran: Route 6: OUTBOUND toward Plaza West	
0	WolfLine: Route 1: LOOP	
	WolfLine: Route 2/21: LOOP	

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
○ WolfLine: Route 3: LOOP		
O WolfLine: Route 5: LOOP		
O WolfLine: Route 6: LOOP		
O WolfLine: Route 7: LOOP		
O WolfLine: Route 8: LOOP		
WolfLine: Route 9: LOOP		
WolfLine: Route 10: LOOP		
○ WolfLine: Route 11: LOOP		
Other:		
{AGENCY.shown}		
(1000)		
http://govoloigh.gt	splatha in India balan was da Andredo da was da PE 40 704 andre	6/00
ntp://goraleign.etcsurvey.com/index.ph	np/admin/printablesurvey/sa/index/surveyid/254972/lang/en	6/90



START_04_HAV	/ESMIN
n	
	Hello. My name is {INTERV_INIT.shown}
We're doing	a quick survey on bus services in Wake County. Do you mind if I ask you som you are making?
Please choose only one of	of the following:
O Yes I can pa	rticipate in the survey (have 5 min+)
O Yes (but no lime for	
O Volunteer (non-rand O No (refused)	om sample)
O No (already did this	survey)
Do not speak the in	terviewer's tanguage (Spanish)
from the second	terviewer's language (Other)
	e well enough to complete the survey or cannot hear to understand instructions:
INSERTANS 254972X18	

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
TOD_SELECT		
	+030000)>240000,"OTH1",if((date('His')+030000)>193000,"OTH2",if((date('His')+030000)>153000,"PM:	l".if((dat
*	, (Laure, 1112), (Lau	,,,((aa.
ttp://goraleigh.etcsurvey.c	om/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en	9/90

[]Wh	t's your name and telephone number?
Only an	wer this question if the following conditions are met:  (as The struction of the forful survey) or the not speak the interviewer's language (Other Contracted Computes well enough to complete me survey or cannot near to understand.
instruction	wer this question if the following conditions are met: as Test turn of mee for this revey or connect near to understand as Test turn of mee for this revey or to most peak the interviewer's language (Otter) or Executed (Connect see well enough to complete the survey or connect near to understand as Test turn of the Port of the STEPY Extends the survey or to most services in Viole County To you man along.  The STEPY of the STEPY County To the STEPY Extends the survey or the step of the STEPY County To t
	mts vieur answayts) here
100	
Name	
Phone	

Wake County Transit Systems Customer Survey – Summary Report - June 2016

START_14_OBSERV_	GENDER_RACE
[] * Only answer this question if the fol Answer was 'No istready did this sur	owing conditions are met:  Owing conditions are met:  Supplied to the supplied of the supplied
18-19 20-34 35-50 51-64 over 65	



2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fi	all 2015
START_AGE_TEST		
[]Are you 16 years or older? Please choose only one of the following:	? [If no, ask: Do you have a parent or guardian here who can answer on your	behalf?] *
O Yes: 16 or older		
No: 13-15 with a guardian     No: 12 or under		
http://goraleigh.etcsurvey.com/index.	php/admin/printablesurvey/sa/index/surveyid/254972/lang/en	13/90

SURVEY_WITH_GUA	RDIAN	
	wer the survey with the supervision of your adult guardian?	
Only answer this question if the fol Answer was 'No: 13-15 with a guard	ollowing conditions are met:  dian' at question '10 [AGE] (Are you 16 years or older? [Ifno, ask: Do you have a parent or guardian here who can answer on your behalf?])	
Please choose only one of the follow	wing:	
O Yes: I can answer the surve	y with my guardian	
No: I cannot participate		

	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
START_CONTINU	UE	
[]		
{INSERTANS:2	54972X1564X6135}	
{INSERTANS:2	54972X1654X6136 <b>}</b>	
*		
Please choose only one of the	the following:	
Continue Survey Terminate Survey		

	OME address? If you			Committee of the contract of t		123 W. Main St)	. *
Only answer this quest unswer was Continue S	ion if the following conditions larvey at question 12 [CONTI	s are met: NUE_SURVEY[ ( (NSERTA	/(3:254972×1564)/6135) (P/	SENTANIS MANUTURNIS	Length Selection (		
le ese kmle your mawe	un(s) foere						
Place Name (optional							
Street Address							
City							
State							
Zip Code							
Latitude							
Longitude							

FROM_01_ORIG	N_PLACE_TYPE		
	ry last place you were before getting on the bus? (cho		
Only answer this question it	the following conditions are met: / at question '12 [CONTINUE_SURVEY]' ( {INSERTANS:254972X1564X6135]	3-(INSERTANS-254972X1654X61363)	
Please choose only one of the		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
O Your Home	·		
O Your usual WORKPLA	CE		
Other work related	J_		
College / University (s	udents only)		
O School K12 (students	only)		
Medical Service / Hos	uital (non-work)		
O Hotel / Convention Ce	ter		
Shopping			
Restaurant / Dining	on (Constitut Franch		
Recreation / Sightseei     Social visit	ig/Spoπing Eveπ		
O Airport			
Other			
O GINE			

17/90

FROM\_02\_ORIGIN\_NAME What is the <u>NAME</u> of the place you are coming from now? Chip answer this question if the following conditions are met:

Answer this question if the following conditions are met:

Answer was Revisuarian Diming or Shooping or histor Forgranization Center or Medical Sonaco Hospital Instruments or Scrool KHI (streams only) or College / University (students only) or College / Universi Pro asa write your enswor horo http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en 18/90

GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015

2/4/2016

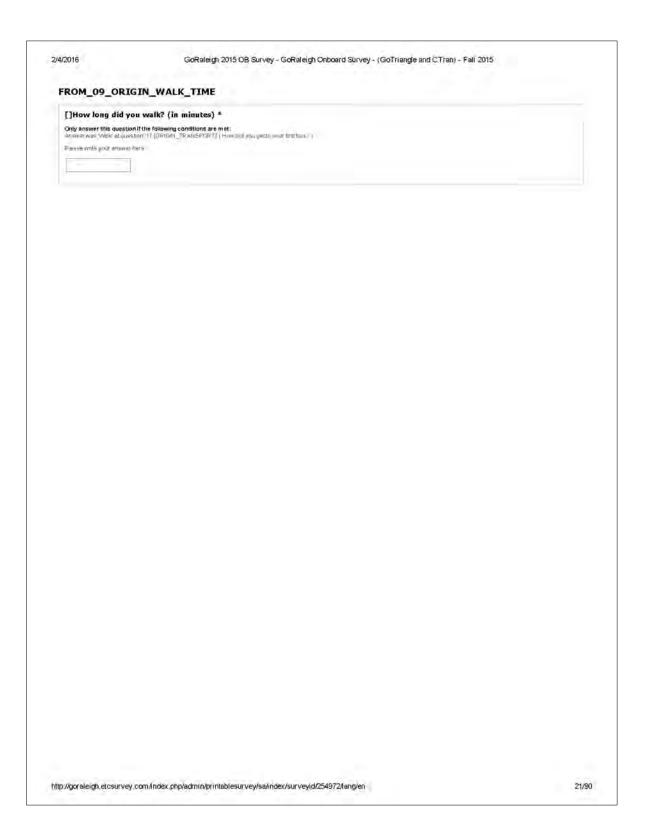
Wake County Transit Systems Customer Survey – Summary Report - June 2016

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en

intersection or landmark)
or Madinsi Servica ( Mascrial (inon-work) or School N12 (students only) or Cicliage ( Limivestity eing / Sporting Event or Avroent or Other all quisition 14 (CRRIN_PLACE_TYPE) (White was the enry

	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
ROM_08_ORIGIN	_TRANSPORT	
[] How did you get to yo	ur first bus?	
Only answer this question if the	following conditions are met:   question   12 (CONTINUE_SURVEY)  {   (INSERTANS 254972X1564X6135}   (INSERTANS 254972X1654X6136} )	
Please choose only one of the fo		
	nernig.	
○ Walk		
O Bicycle O Wheelchair / Motorized So		
O Drove alone and parked	Jouen	
O Drove with others and par	ked	
O Dropped off		
Other		

Wake County Transit Systems Customer Survey – Summary Report - June 2016





War 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
[]How long? (in minutes) *	
Only answer this question if the following conditions are met:  Answer was "Ahmelcher' Motonzed Scooter at question 17 [ORIGIN _TITMEDITE T] (How old you gette your truttout)	
Plaese vrite your mower here	

FROM_10_ORIGIN_PA	RK_YN_PNR	
	/BIKE (or was dropped off) at a park-n-ride location? *	
Only answer this question if the follow Answer was 'Dropped off' or 'Drove with	ing conditions are met: others and parked" or "Drove alone and parked" at question "17 [ORIGIN_TRANSPORT] ( How did you get to your first bus? )	
Please choose only one of the following		
O Yes		
O No		

Wake County Transit Systems Customer Survey – Summary Report - June 2016

ROM_11_0	DRIGIN_PARK_PNR
	ark-n-ride did you park your vehicle/BIKE (or were dropped off)? *
Only answer this o	uestion if the following conditions are met: t question '21 [ORIGIN_PARK_YN_PNR]' (Did you park your vehicle/BIKE (or was dropped off) at a park-n-tide location?)
Please choose <b>onl</b>	y one of the following:
American To	bacco North Parking Deck
Big Lots (Kilr	
Carolina Pine	
Carrboro Plaa	
O Carter-Finley	Park-and-Ride
O Cary Amtrak	Station
O Chatham Co	unty
Olayton Tow	n Piaza
Cleveland Cr	ossing Park-and-ride
Crabtree Vall	ey Mall
O District Dr Pa	
_	n Orange Countly Campus
C Eubanks Rd	Park-and-Ride
O Food Lion	
O Forest Hills S	
○ Friday Cente	
Galaxy Food	
○ Go-Raieign O ○ Grace Luther	perations Facility (Capital Area Transit)
Grace Lutner     Hedrick Build	
	ang ted Melhodist Church
O Jones Ferry	eu Methods Chuich
C Kmart	
	ark-and-Ride at Wal-Mart
_	aza Park and Ride
Lowe's Hard	
Martin Luther	King (MLK) Jr. Blvd
O Mebane Con	e Health
O Millbrook Exc	change Park
Mini City Sho	opping Center
O NC-54 Park-	and-Ride Lot
O North Hillsbo	rough Park & Ride
O Patterson Pla	
O Pleasant Val	
	ley Shopping Center
	nsit Center (RTC)
O Sears Outlet	
○ Shelly Lake /	Settoma Park
O South Park	
<ul> <li>Southern Vill</li> <li>Southpoint M</li> </ul>	
Triangle Tow	
	Park-and-Ride (White St at Elm Ave)
Waverly Place	
Wellington Page	
Wendell Park	
○ White Oaks :	
	-and-Ride (Compare Foods)
Other	

25/90

[]What is the Nearest intersection or Place where you parked your vehicle (or bike) or were dropped off before boarding the first bus on this trip? \* Only answer this question if the following conditions are met:

Answer was "No" at question "21 (ORISIN\_P 441K\_TNL\_ENET) (Fig. you (new your wendow/EVIKE for was dropped on) at a pear-mende incation).) Prease with your prower(s) frere Street Address City State Zip Code Latitude Longitude http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en 26/90

GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015

2/4/2016

FROM\_12\_ORIGIN\_DROPOFF

Wake County Transit Systems Customer Survey – Summary Report - June 2016

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en

[]	
Where are you going	once you get off your last bus on this one-way trip?
*	, <b>, , , ,</b> , <b>,,</b>
Only answer this question if the Answer was 'Continue Survey	the following conditions are met: / at question 12 [CONTINUE_SURVEY]" ( {INSERTANS 254972X1584X6135} {INSERTANS 254972X1654X6136} )
Please choose only one of the	e following:
O Your Home	
O Your usual WORKPLA	CE
Other work related	
O College / University (st	udents only)
O School K12 (students of	unly)
O Medical Service / Hosp	ultal (non-work)
O Hotel / Convention Cer	ter
○ Shopping	
Restaurant / Dining	
O Recreation / Sightseein	ig / Sporting Event
O Social visit	
O Airport	
Other	

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en

27/90

TO_02_DESTIN	NAME
10_02_DESTIN	_NAME
D	Canada and a Canad
*	of the place you are going to now?
Only answer this question	n if the following conditions are met:
Answer was Coner or Arp University (Students only) of	ont or Social visit of Pastaurent / Enting of Shopping or Hotel / Convention Content or Medical Service (Hospital (non-work)) or School KT2 (students only) or College or William work plated for Your usual WENRELACE of question 2.4 (DESTM) FLACE, TYPE] (Mere are you going once you get of your last bus on this arise way this forcement freezy fundamental plate (Australia) (yet regions 100%) of FLACE, TYPE (AUST), which are set you get of your last bus on this arise way this force and the force of the set
Pre-see write your snewer h	1070

2/4/2016

Wake County Transit Systems Customer Survey – Summary Report - June 2016

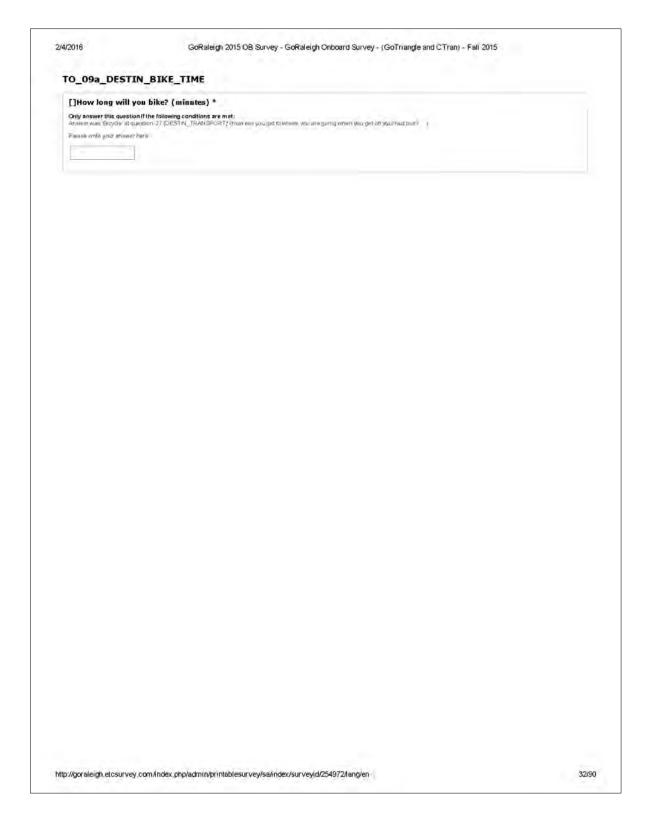
[]	EET ADDRESS of this place? (or nearest intersection or landmark)
*	ET ADDRESS OF this place: (of hearest intersection of fandinark)
Only answer this question if the fo	
work)' or 'School K12 (students only	ing / Sporting Event or Other or Amport of Social Ytult or Prestaurant / Dining or Shapping or Hotel / Convention Center or Medical Saivice / Hospital (i yf or College / University (students unly for Other work related "or Your usual WORKPLACE" at question (14 (DESTIN_PLACE_TYRE) ( Where are your
uncer you get off your last bus anth \$0 #Levelbd254972X856X4275111	is ane-way trip?sandUsert.ocation(4); \$(document) ready(tundon()) var anom = "IDRIGIN_PLACE_TYPENACK)"; (tungin ≈ 1); hida(), 1)), (
Plansa write your enswer(s) here	
2,16,000,000,000	
Hotel or Place Name	
Street Address	
City	
7.7	
State	
Zip Code	
Latitude	
Longitude	
Longitude	

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en

Only answer this question if the following conditions are met:  Answer was "Continue Survey at question "12 [CONTINUE_SURVEY]" ( [NSERTANS 254972X1564X6135] (INSERTANS 254972X1654X6136) )	O_08_DESTIN_TRAN	ISPORT
Only answer this question if the following conditions are met: Answer was "Continue Survey at question "12 [CONTINUE_SURVEY]" {INSERTANS:254972X1564X6135} (INSERTANS:254972X1654X6136} )  Please choose only one of the following:  Walk  Bicycle  Wheelchair / Motorized Scooter  Drove alone and parked  Drove with others and parked  Dropped off	[]How will you get to whe	re you are going when you get off your last bus?
Only answer this question if the following conditions are met:  Answer was "Continue Survey at question "12 [CONTINUE_SURVEY]" {INSERTANS 254972X1564X6135} {INSERTANS 254972X1654X6136} )  Please choose only one of the following:  Walk  Bicycle  Wheelchair / Motorized Scooler  Drove alone and parked  Drove with others and parked  Dropped off		
Walk Bicycle Wheelchair / Motorized Scooter Drove alone and parked Drove with others and parked Dropped off	*	
Please choose only one of the following:  Walk  Bicycle  Wheelchair / Motorized Scooter  Drove alone and parked  Drove with others and parked  Dropped off	Only answer this question if the follow Answer was 'Continue Survey' at quest	wing conditions are met: non 12 (CONTINUE: SURVEY) ( (INSERTANS 254972X1564X6135) (INSERTANS 254972X1654X6136) )
O Bicycle O Wheelchair / Motorized Scooter O Drove alone and parked O Drove with others and parked O Dropped off		
<ul> <li>Wheelchair / Motorized Scooter</li> <li>Drove alone and parked</li> <li>Drove with others and parked</li> <li>Dropped off</li> </ul>	O Walk	
Drove alone and parked     Drove with others and parked     Dropped off	OBicycle	
O Dropped off		
O Dropped off		
	Other	

Wake County Transit Systems Customer Survey – Summary Report - June 2016





O_0ap_DESTIN_MUE	ELCHAIR_TIME	
[]How long? (minutes) * Only answer this question if the follow Anisker was *AniseIcher / Motonze a So Digesse willo yout answer here	ring conditions are met: coder at question 27 DEDTW_TRANSSOR (Fellow will you ge to wome you are going when you get off your last tour?	$\phi_1$

2/4/2016 GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015 TO\_10\_DESTIN\_PARK\_YN\_PNR []Will you get picked up (or get your vehicle/BIKE) at a park-n-ride location? \* Only answer this question if the following conditions are met:

Answer was "Dropped off or "Drove with others and parked" or "Drove alone and parked" at question "27 [DESTIN\_TRANSPORT]" (How will you get to where you are going when you get off your last bus? ) Please choose only one of the following: ○ Yes O No http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/endex/s34/90

O_11_DESTIN_	PARK_PNR
[]At which park-n-r	ide is your vehicle/BIKE parked / will you get picked up? *
Only answer this question if	the following conditions are met: '31 [DESTIN_PARK_YN_PNR] (Will you get picked up (or get your vehicle/BIKE) at a park-n-ride location?)
Please choose only one of th	
O American Tobacco No	
O Big Lots (Kilmayne Dr	
Carolina Pines Park	
Carrboro Plaza	P. I.
Carter-Finley Park-and Cary Amtrak Station	17.10e
Chatham County Clayton Town Plaza	
Cleveland Crossing Pa	ark-and-rida
O Crabtree Valley Mall	III. WINCHING
O District Dr Park-and-R	ride .
O Durham Tech Orange	
Eubanks Rd Park-and	
O Food Lion	
O Forest Hills Shopping	Center
O Friday Center	
O Galaxy Foods	
O GoRaleigh Operations	Facility (Capital Area Transit)
O Grace Lutheran Churc	1
O Hedrick Building	
O Highland United Metho	dist Church
O Jones Ferry	
○ Kmart	
O Knightdale Park-and-R	ide at Wal-Mart
O Lake Pine Plaza Park	and Ride
O Lowe's Hardware	
Martin Luther King (ML	K) Jr. Blvd
Mebane Cone Health	
Millbrook Exchange Pa	
Mini City Shopping Ce	
NC-54 Park-and-Ride	
O North Hillsborough Pa	k & Ride
O Patterson Place	
O Pleasant Valley	les Budos
Pleasant Valley Shopp     Regional Transit Center	
O Sears Outlet	T(KTC)
O Shelly Lake / Sertoma	Dark.
O South Park	ran
Southern Village	
O Southpoint Mall	
O Triangle Town Center	Mail
	-Ride (White St at Elm Ave)
Waverly Place	······ ·······························
Wellington Park Plaza	
Wendell Park-and-Ride	
White Oaks Shopping	
Zebulon Park-and-Ride	
Other	

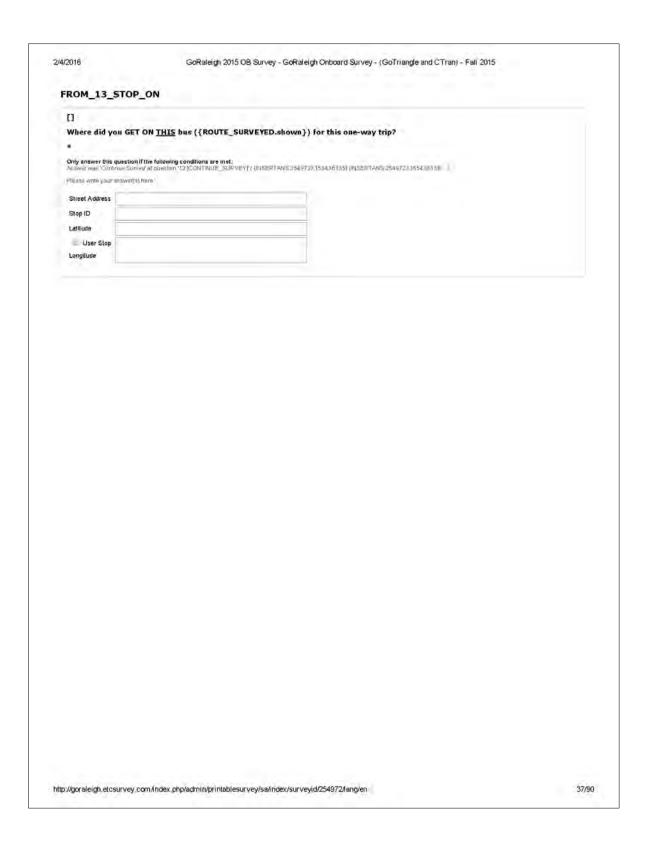
TO\_12\_DESTIN\_DROPOFF []What is the Nearest intersection or Place where you will pick up your vehicle (or bike) or where you will be picked up after getting off the LAST bus on this trip? \* Only answer this question if the following conditions are met:

Answer was 'Ne' at question 21 (DESTIN- PARIK, YN, PRIRT (Will spin get prevenup (or not your velinder@ki(E) a) a perhannile to attend?) Riense with your growerts) frere Street Address Zip Code Latitude Longitude http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/fang/en 36/90

GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015

2/4/2016

Wake County Transit Systems Customer Survey – Summary Report - June 2016



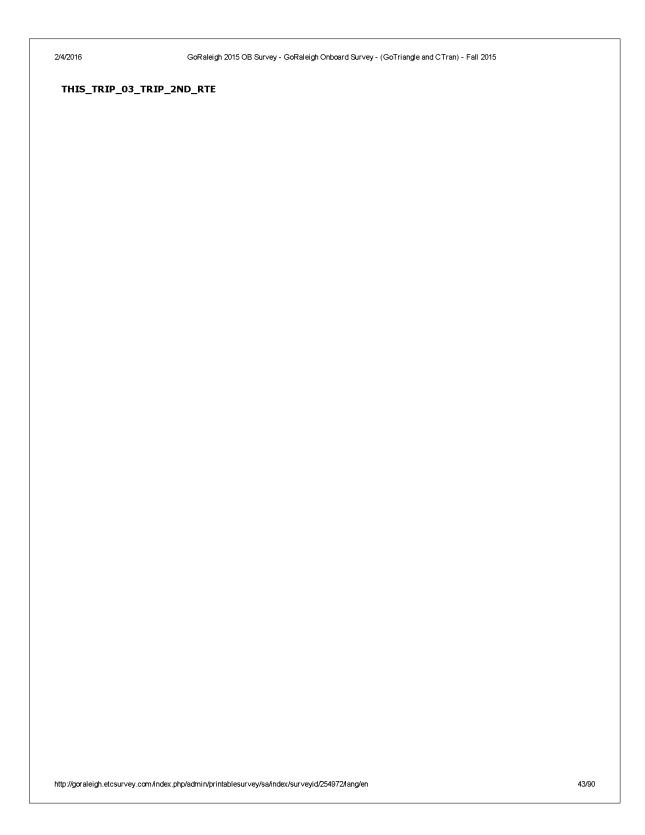
Tops and your measurement of the content of the con	[]Where will	you GET OFF TH	115 bus in this one-	way trip? *			
Street Address Latitude Stop ID User Stop					Just the property and the control	material and	
Streef Address Latiflude Stop ID User Stop			12 [CONTRUE_SURVEY]	(MSD/19452349/2/(15	MULTIPOLINESER LANS SPARE	24.1034204261	
Stop ID Uzer Stop							
Stop ID User Stop							
, 2,74 30 l	Stop ID						
1.ong/lisfe	UserStop						
	Longilude						
tp://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en	lp://goraleigh.etcsi	urvey.com√ndex.pl	hp∕admin/printablesurv	ey/sa/index/surveyid/2	54972/ang/en		38

THIS TRIP PRFV	_TRANSFERS	
	sfers did you make BEFORE you boarded this bus since leaving the place you are COMING FROM? *	
Only answer this question if the	ne following conditions are met:	
Answer was 'Continue Survey'	at question '12 [CONTINUE_SURVEY]' ( {INSERTANS:254972X1564X6135} {INSERTANS:254972X1654X6136} )	
Please choose only one of the	totowing.	
(0) None (1) One		
(1) One (2) Two		
(3) Three		
(4+) Four or more		

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
THIS_TRIP_02	2_TRIP_1ST_RTE	
http://goraleigh.etcsurve	y, com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en	40/90

016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015
]Which bus route	did you board <u>FIRST</u> on this one-way trip? *
only answerthis question onswerwas (4+) Fourorm lace you are COMING FR	if the following conditions are met: ore' or'(3) Three' or'(2) Two' or '(1) One' at question '36 [PREV_TRANSFERS] (How many bus transfers did you make BEFORE you boarded this bus since leaving the   MM?)
lease choose <b>only one</b> of	the following:
Route 1 Capital	
Route 2 Falls of Neu	20
Route 3 Glascock	
Route 4 Rex Hospita	
Route 5 Biltmore Hil	
Route 6 Crabtree	•
Route 7 South Saun	ders
Route 8 Six Forks	
Route 10 Longview	
Route 11 Avent Fem	1
Route 12 Method	
Route 13 Chavis He	ghts
Route 15 WakeMed	
Route 16 Oberlin	
Route 18 Worthdale	
Route 19 Apollo Hei	ints
Route 21 Caraleigh	
Route 22 State Stree	(
Route 50 R-Line	
Route 54L Spring Fo	rest Road Crosstown
◯ Route 55 Poole Roa	1 Express
Route 60 Wake Fore	st Express [WRX]
Route 62 Wake Fore	st Loop [60]
Route 63 Knightdale	Express [KRX]
Route 64 Zebulon/ V	endell Express [ZWX]
Route 70 Carolina P	
Route 76 Johnston (	
Route 77 Clayton Ex	
Route 78 Fuquay Va	
Route 102 Garner [1	
Route 110 Buck Jon	
Route 150 Trawick L	
Route 230 Millbrook Route 240 North Cro	
Route 250 Triangle 1	
Route 400 Wake Tee	
Route 700 Brier Cree	
Go Tri Route 42	reministration of
Go Tri Route 46	
Go Tri Route 47	
Go Tri Route 49	
Go Tri Route 100	
Go Tri Route 105	
Go Tri Route 201	
Go Tri Route 300	
Go Tri Route 301	
Go Tri Route 303	
Go Tri Route 305	
Go Tri Route 311	
Go Tri Route 400	
Go Tri Route 405	
Go Tri Route 700	

4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
O Go Tri Route 805		
O Go Tri Route 900 [CRX]		
Go Tri Route 901 [DRX]		
C-Tran Route 1		
C-Tran Route 2		
C-Tran Route 3		
C-Tran Route 4		
C-Tran Route 5		
C-Tran Route 6		
○ WolfLine Route 1		
○ WolfLine Route 2/21		
○ WolfLine Route 3		
○ WolfLine Route 5		
○ WolfLine Route 6		
○ WolfLine Route 7		
○ WolfLine Route 8		
○ WolfLine Route 9		
○ WolfLine Route 10		
○ WolfLine Route 11		
Other		
0 0.1161		



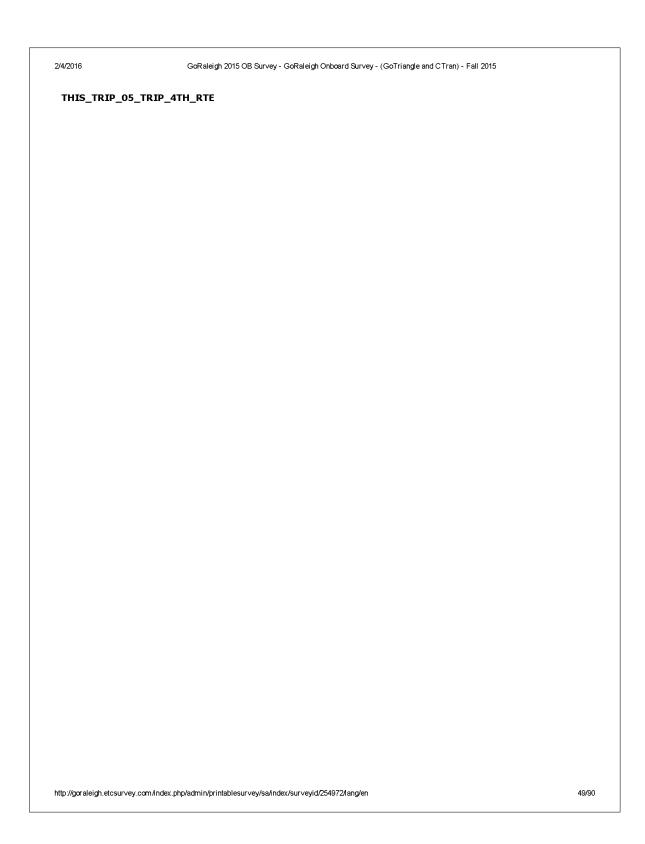
[]v	/hich bus route did you board <u>SECOND</u> on this one-way trip? *
Only	answer this question if the following conditions are met:
Ansv are (	ver was '(4+) Four or more' or '(3) Three' or '(2) Two' at question '36 [PREV_TRANSFERS]' (How many bus transfers did you make BEFORE you boarded this bus since leaving the place you coming FROM?)
Plea	se choose <b>only one</b> of the following:
0	Route 1 Capital
	Route 2 Falls of Neuse
	Route 3 Glascock
	Route 4 Rex Hospital
	Route 5 Biltmore Hills
	Route 6 Crabtree
_	Route 7 South Saunders
	Route 8 Six Forks
_	Route 10 Longview
_	Route 11 Avent Ferry
_	Route 12 Method
_	Route 13 Chavis Heights
	Route 15 WakeMed
	Route 16 Oberlin
_	Route 18 Worthdale
_	Route 19 Apollo Heights
_	Route 21 Caraleigh
_	Route 22 State Street
	Route 50 R-Line
_	Route 54L Spring Forest Road Crosstown
	Route 55 Poole Road Express
	Route 60 Wake Forest Express [WRX]
_	Route 62 Wake Forest Loop [60]
	Route 63 Knightdale Express [KRX]
_	Route 64 Zebulon/ Wendell Express [ZWX]
	Route 70 Carolina Pines [7L]
_	Route 76 Johnston County Express [JCX]
_	Route 77 Clayton Express [CLX]
	Route 78 Fuquay Varina Express [FRX]
_	Route 102 Garner [102]
	Route 110 Buck Jones [11L]
-	Route 150 Trawick Link [15L]
_	Route 230 Millbrook Crosstown [23L]
0	Route 240 North Crosstown [24L]
0	Route 250 Triangle Town Center [25L]
0	Route 400 Wake Tech Express [40X]
_	Roule 700 Brier Creek Express [70X]
0	Go Tri Route 42
0	Go Tri Route 46
0	Go Tri Route 47
0	Go Tri Route 49
0	Go Tri Route 100
0	Go Tri Route 105
0	Go Tri Route 201
0	Go Tri Route 300
0	Go Tri Route 301
0	Go Tri Route 303
0	Go Tri Route 305
0	Go Tri Route 311
0	Go Tri Route 400
0	Go Tri Route 405
0	Go Tri Route 700
$\sim$	Go Tri Route 800

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
Go Tri Route 905 Go Tri Route 900 [CRX] Go Tri Route 901 [DRX] C-Tran Route 1 C-Tran Route 2 C-Tran Route 3 C-Tran Route 4 C-Tran Route 6 WolfLine Route 1 WolfLine Route 2/21 WolfLine Route 3 WolfLine Route 5 WolfLine Route 6 WolfLine Route 8 WolfLine Route 9 WolfLine Route 10 WolfLine Route 11		
http://goraleigh.etcsurvey.com/index.ph	np/admin/printablesurvey/sa/index/surveyid/254972/lang/en	45/90

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
THIS_TRIP_04_TRIP_3R	RD_RTE	
http://goraleigh.etcsurvey.com/index.ph	p/admin/printablesurvey/sa/Index/surveyid/254972/Iang/en	46/90

	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015
]Which bus route	did you board <u>THIRD</u> on this one-way trip? *
Only answerthis question Inswerwas (4+)Fourorr ROM?)	nif the following conditions are met: nore' or '(3) Three' at question '36 [PREV_TRANSFERS] (How many bus transfers did you make BEFORE you boarded this bus since leaving the place you are COMING.
lease choose <b>only one</b> o	f the following:
Route 1 Capital	
Route 2 Falls of Ne	
Route 2 Pails of Ne	126
Route 3 Glascock  Route 4 Rex Hospit	
_	
○ Route 5 Biltmore Hi ○ Route 6 Crabtree	ıs
Route 7 South Saur	ordere
Route 8 Six Forks	uois
Route 10 Longview	
Route 11 Avent Fer	N.
Route 12 Method	,
Route 12 Method     Route 13 Chavis He	elants
Route 15 WakeMed	
Route 16 Oberlin	
Route 18 Worthdale	
Route 19 Apollo He	
Route 21 Caraleigh	•
Route 22 State Stre	et
Route 50 R-Line	
Route 54L Spring F	orest Road Crosstown
Route 55 Poole Roa	
Route 60 Wake For	ast Express [WRX]
Route 62 Wake For	est Loop [60]
Route 63 Knightdale	Express [KRX]
Route 64 Zebulon/ \	Vendell Express [ZWX]
Route 70 Carolina F	ines [7L]
Route 76 Johnston	County Express [JCX]
Route 77 Clayton E	xpress [CLX]
Route 78 Fuquay V	urina Express [FRX]
Route 102 Garner [1	02]
Route 110 Buck Joi	ies [11L]
Route 150 Trawick	
Route 230 Millbrook	
Route 240 North Cr	
Route 250 Triangle	
Route 400 Wake Te	
Route 700 Brier Cre	ak ⊏xpress [/uk]
Go Tri Route 42 Go Tri Route 46	
Go Tri Route 46	
Go Tri Route 47	
Go Tri Route 49	
Go Tri Route 105	
Go Tri Route 201	
Go Tri Route 300	
Go Tri Route 301	
Go Tri Route 303	
Go Tri Route 305	
Go Tri Route 311	
Go Tri Route 400	
Go Tri Route 405	
Go Tri Route 700	

4/2016	
Go Tri Route 805	
O Go Tri Route 900 [CRX]	
Go Tri Route 901 [DRX]	
C-Tran Route 1	
C-Tran Route 2	
C-Tran Route 3	
C-Tran Route 4	
C-Tran Route 5	
C-Tran Route 6	
O WolfLine Route 1	
○ WolfLine Route 2/21	
○ WolfLine Route 3	
○ WolfLine Route 5	
WolfLine Route 6	
WolfLine Route 7	
○ WolfLine Route 8	
○ WolfLine Route 9	
O WolfLine Route 10	
○ WolfLine Route 11	
Other	



[]v	Which bus route did you board <u>FOURTH</u> on this one-way trip? *	
Only	answer this question if the following conditions are met:	
	ver was '(4+) Four or more' at question '36 [PREV_TRANSFERS] (How many bus transfers did you make BEFORE you boarded this bus since leaving the place you are COMING FROM?)	
	se choose <b>only one</b> of the following:	
_	Route 1 Capital	
_	Route 2 Falls of Neuse	
_	Route 3 Glascock	
_	Route 4 Rex Hospital	
	Route 5 Biltmore Hills	
_	Route 6 Crabiree	
_	Route 7 South Saunders	
_	Route 8 Six Forks	
_	Route 10 Longview	
	Route 11 Avent Ferry	
_	Route 12 Method	
_	Route 13 Chavis Heights Route 15 WakeMed	
	Route 16 Oberlin	
_	Route 16 Obenin	
	Route 19 Apollo Heights	
_	Route 21 Caraleigh	
	Route 22 State Street	
_	Route 50 R-Line	
	Route 54L Spring Forest Road Crosstown	
_	Route 55 Poole Road Express	
_	Route 60 Wake Forest Express [WRX]	
_	Route 62 Wake Forest Loop [60]	
0	Route 63 Knightdale Express [KRX]	
0	Route 64 Zebulon/ Wendell Express [ZWX]	
0	Route 70 Carolina Pines [7L]	
0	Route 76 Johnston County Express [JCX]	
0	Route 77 Clayton Express [CLX]	
0	Route 78 Fuquay Varina Express [FRX]	
0	Route 102 Garner [102]	
0	Route 110 Buck Jones [11L]	
0	Route 150 Trawick Link [15L]	
	Route 230 Millbrook Crosstown [23L]	
0	Route 240 North Crosstown [24L]	
_	Route 250 Triangle Town Center [25L]	
_	Route 400 Wake Tech Express [40X]	
	Route 700 Brier Creek Express [70X]	
	Go Tri Route 42	
_	Go Tri Route 46	
_	Go Tri Route 47	
	Go Tri Route 49 Go Tri Route 100	
	Go Tri Route 100	
	Go Tri Route 201	
	Go Tri Route 300	
_	Go Tri Route 300	
	Go Tri Route 303	
	Go Tri Route 305	
	Go Tri Route 311	
	Go Tri Route 400	
	Go Tri Route 405	
	Go Tri Route 700	
_	Go Tri Route 800	
-	Go Tri Roule 805	

G of TriRuse SOLICRY G TriRuse SOLICRY C Trian Roda 2 C Trian Roda 3 C Trian Roda 6 C Trian Roda 6 C Trian Roda 6 C Trian Roda 6 Ustifutor Roda 6 Ustifutor Roda 7 Ustifutor Roda 7 Ustifutor Roda 7 Ustifutor Roda 8 Ustifutor Roda 9 Ustifutor Roda 10	/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
C-Tran Route 2 C-Tran Route 3 C-Tran Route 4 C-Tran Route 5 C-Tran Route 6 WolfLine Route 1 WolfLine Route 3 WolfLine Route 5 WolfLine Route 5 WolfLine Route 5 WolfLine Route 6 WolfLine Route 6 WolfLine Route 7 WolfLine Route 7 WolfLine Route 8 WolfLine Route 9 WolfLine Route 10 WolfLine Route 10	O Go Tri Route 900 [CRX]		
C-Tran Route 2 C-Tran Route 4 C-Tran Route 5 C-Tran Route 6 WolfLine Route 1 WolfLine Route 3 WolfLine Route 5 WolfLine Route 5 WolfLine Route 6 WolfLine Route 6 WolfLine Route 5 WolfLine Route 7 WolfLine Route 8 WolfLine Route 8 WolfLine Route 9 WolfLine Route 10 WolfLine Route 10	Go Tri Route 901 [DRX]		
C-Tran Route 3 C-Tran Route 5 C-Tran Route 6 WolfLine Route 1 WolfLine Route 2/21 WolfLine Route 3 WolfLine Route 5 WolfLine Route 5 WolfLine Route 6 WolfLine Route 6 WolfLine Route 6 WolfLine Route 7 WolfLine Route 7 WolfLine Route 8 WolfLine Route 9 WolfLine Route 10 WolfLine Route 11	C-Tran Route 1		
C-Tran Route 4         C-Tran Route 5         C-Tran Route 6         WolfLine Route 1         WolfLine Route 2/21         WolfLine Route 3         WolfLine Route 5         WolfLine Route 6         WolfLine Route 7         WolfLine Route 8         WolfLine Route 9         WolfLine Route 10         WolfLine Route 11	C-Tran Route 2		
C-Tran Route 5         C-Tran Route 6         WolfLine Route 1         WolfLine Route 2/21         WolfLine Route 3         WolfLine Route 5         WolfLine Route 6         WolfLine Route 7         WolfLine Route 8         WolfLine Route 9         WolfLine Route 10         WolfLine Route 11			
C-Tran Route 6         WolfLine Route 1         WolfLine Route 2/21         WolfLine Route 3         WolfLine Route 5         WolfLine Route 6         WolfLine Route 7         WolfLine Route 8         WolfLine Route 9         WolfLine Route 10         WolfLine Route 11			
WolfLine Route 1           WolfLine Route 3           WolfLine Route 5           WolfLine Route 6           WolfLine Route 7           WolfLine Route 8           WolfLine Route 9           WolfLine Route 10           WolfLine Route 11			
WolfLine Route 2/21 WolfLine Route 3 WolfLine Route 6 WolfLine Route 7 WolfLine Route 8 WolfLine Route 9 WolfLine Route 10 WolfLine Route 11			
WolfLine Route 3           WolfLine Route 5           WolfLine Route 6           WolfLine Route 7           WolfLine Route 8           WolfLine Route 9           WolfLine Route 10           WolfLine Route 11			
WolfLine Route 5  WolfLine Route 6  WolfLine Route 7  WolfLine Route 8  WolfLine Route 9  WolfLine Route 10  WolfLine Route 11			
○ WolfLine Route 6 ○ WolfLine Route 7 ○ WolfLine Route 8 ○ WolfLine Route 9 ○ WolfLine Route 10 ○ WolfLine Route 11			
○ WolfLine Route 7 ○ WolfLine Route 8 ○ WolfLine Route 9 ○ WolfLine Route 10 ○ WolfLine Route 11			
○ WolfLine Route 8 ○ WolfLine Route 9 ○ WolfLine Route 10 ○ WolfLine Route 11			
○ WolfLine Route 9 ○ WolfLine Route 10 ○ WolfLine Route 11			
○ WolfLine Route 10 ○ WolfLine Route 11			
○ WolfLine Route 11			
Other			
	Other		
http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en 51/90			

HIS_TRIP_07_	NXT_TRNSFRS	
[]How many buses	will you ride <u>AFTER</u> you get off this bus on your way to the place you are GOING TO? *	
Only answer this question Answer was 'Continue Sun	If the following conditions are met:  ey at question '12 [CONTINUE_SURVEY] ( {INSERTANS.254972X1564X6135} {INSERTANS.254972X1654X6136} )	
Please choose only one of		
O (0) None		
(1) One		
(2) Two		
(3) Three		
(4+) Four or more		

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
THIS_TRIP_C	8_TRIP_NXT_RTE	
http://garalaigh.ataa.us	vey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en	53/90

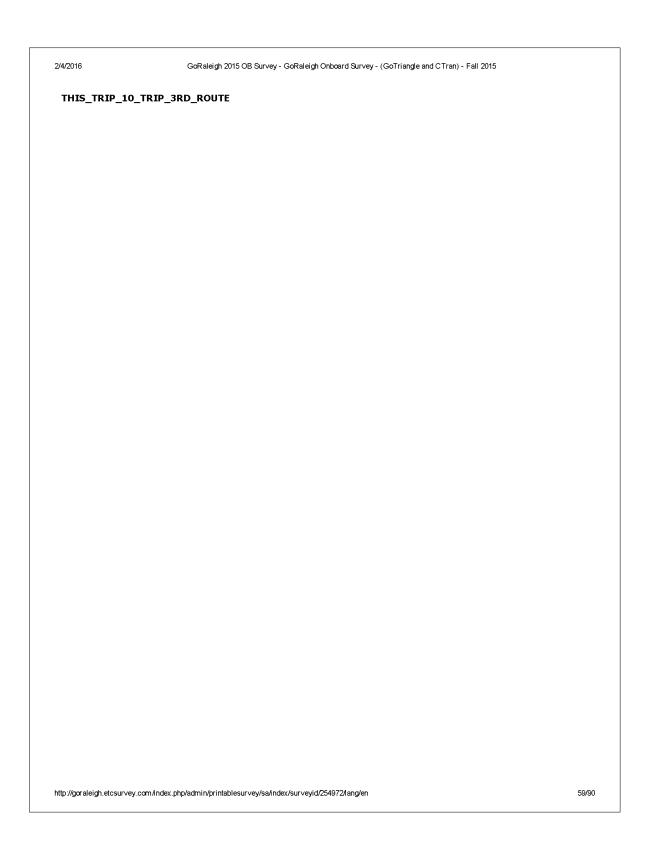
[]Wh	ich bus route will you board <u>NEXT</u> on this one-way trip? *
Answer	swer this question if the following conditions are met: was (4-) Four or more' or (3) Three' or (2) Two' or (1) One' at question '4.1 [NEXT_TRANSFERS] (How many buses will you ride AFTER you get offthis bus on your way to the place yo No TO?)
Please	choose <b>only one</b> of the following:
O R	ute 1 Capital
_	ute 2 Falls of Neuse
	ute 3 Glascock
	ute 4 Rex Hospital
	ute 5 Biltmore Hills
O Ro	ute 6 Crabtree
O Ro	ute 7 South Saunders
O Ro	ute 8 Six Forks
O Ro	ute 10 Longview
O Ro	ute 11 Avent Ferry
O R	ute 12 Method
O R	ute 13 Chavis Heights
O R	ute 15 WakeMed
O R	ute 16 Oberlin
O R	ute 18 Worthdale
O R	ute 19 Apollo Heights
O Ro	ute 21 Caraleigh
_	ute 22 State Street
O Ro	ute 50 R-Line
	ute 54L Spring Forest Road Crosstown
	ute 55 Poole Road Express
	ute 60 Wake Forest Express [WRX]
	ute 62 Wake Forest Loop [60]
	ute 63 Knightdale Express [KRX]
	ute 64 Zebulon/ Wendell Express [ZWX]
	ute 70 Carolina Pines [7L]
_	ute 76 Johnston County Express [JCX]
	ute 77 Clayton Express [CLX]
_	ute 78 Fuquay Varina Express [FRX]
	ute 102 Gerner [102]
	ute 110 Buck Jones [11L]  ute 150 Trawick Link [15L]
	ute 230 Millbrook Crosstown [23L]
_	ute 240 North Crosstown [24L]
	ute 250 Triangle Town Center [25L]
	ute 400 Wake Tech Express [40X]
	ute 700 Brier Creek Express [70X]
	Tri Route 42
_	7 Tri Route 46
_	Tri Route 47
O G	Tri Route 49
	Tri Route 100
() Go	Tri Route 105
O G	Tri Roule 201
O G	Tri Route 300
O G	Tri Roule 301
O G	Tri Route 303
O G	Tri Route 305
O G	Tri Route 311
O G	Tri Route 400
O G	Tri Route 405
_	Tri Route 700
-	Tri Route 800

2/4/2	016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
	O Go Tri Route 805		
	O Go Tri Route 900 [CRX]		
	O Go Tri Route 901 [DRX]		
	C-Tran Route 1		
	C-Tran Route 2		
	C-Tran Route 3		
	C-Tran Route 4		
	C-Tran Route 5		
	C-Tran Route 6		
	WolfLine Route 1		
	WolfLine Route 2/21		
	WolfLine Route 3		
	WolfLine Route 5		
	○ WolfLine Route 6		
	○ WolfLine Route 7		
1	○ WolfLine Route 8		
	○ WolfLine Route 9		
	○ WolfLine Route 10		
	○ WolfLine Route 11		
	Other		
http:/	//goraleigh.etcsurvey.com/index.p	ohp/admin/printablesurvey/sa/index/surveyid/254972/lang/en 55	5/90

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
THIS_TRIP_09_TRIP_#	AFTER RTE	
	_	
http://page.ic.		E0/00
http://goraleigh.etcsurvey.com/index.	php/admin/printablesurvey/sa/index/surveyid/254972/lang/en	56/90

	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015
]Which bus route	line will you board <u>AFTER THAT</u> on this one-way trip? *
Inly answerthis question Inswerwas (4+)Fourorm O?)	if the following conditions are met: ore' or '(3) Three' or '(2) Two' at question '41 [NEXT_TRANSFERS] (How many buses will you ride AFTER you get off this bus on your way to the place you are GOING
lease choose <b>only one</b> of	the following:
Route 1 Capital	
Route 2 Falls of Neu	20
Route 3 Glascock	•
Route 4 Rex Hospita	ıl .
Route 5 Biltmore Hil	
Route 6 Crabtree	
Route 7 South Saun	ders
Route 8 Six Forks	
Route 10 Longview	
Route 11 Avent Fem	
Route 12 Method	
Route 13 Chavis He	ghts
Route 15 WakeMed	
Route 16 Oberlin	
Route 18 Worthdale	
Route 19 Apollo Hei	phts
Route 21 Caraleigh	
Route 22 State Stree	d .
Route 50 R-Line	
Route 54L Spring Fo	rest Road Crosstown
Route 55 Poole Roa	d Express
Route 60 Wake Fore	st Express [WRX]
Route 62 Wake Fore	
Route 63 Knightdale	Express [KRX]
Route 64 Zebulon/ V	/endell Express [ZWX]
Route 70 Carolina P	nes [7L]
Route 76 Johnston 0	
Route 77 Clayton Ex	press [CLX]
Route 78 Fuquay Va	
Route 102 Garner [1	
Route 110 Buck Jon	
Route 150 Trawick L	
Route 230 Millbrook	
Route 240 North Cro	
Route 250 Triangle 1	
Route 400 Wake Tee Route 700 Brier Cree	
Go Tri Route 42	w mikingan fravil
Go Tri Route 46	
Go Tri Route 47	
Go Tri Route 49	
Go Tri Route 100	
Go Tri Route 105	
Go Tri Route 201	
Go Tri Route 300	
Go Tri Route 301	
Go Tri Route 303	
Go Tri Route 305	
Go Tri Route 311	
Go Tri Route 400	
Go Tri Route 405	
Go Tri Route 700	
Go Tri Route 800	

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
○ Go Tri Route 805		
Go Tri Route 900 [CRX]		
Go Tri Route 901 [DRX]		
C-Tran Route 1		
C-Tran Route 2		
C-Tran Route 3		
C-Tran Route 4		
C-Tran Route 5		
C-Tran Route 6		
WolfLine Route 1		
○ WolfLine Route 2/21 ○ WolfLine Route 3		
WolfLine Route 5		
○ WolfLine Route 6		
○ WolfLine Route 7		
○ WolfLine Route 8		
○ WolfLine Route 9		
WolfLine Route 10		
○ WolfLine Route 11		
Other		
Offier		
http://goraleigh.etcsurvey.com/index.php	p/admin/printablesurvey/sa/index/surveyid/254972/lang/en	58/90



[]w	hich bus route will you board <u>THIRD</u> on this one-way trip? *	
Only a	nswer this question if the following conditions are met:	
	rwas '(4+) Four or more' or '(3) Three' at question '41 [NEXT_TRANSFERS] (How many buses will you ride AFTER you get off this bus on your way to the place you are GOING TO?)	
	e choose <b>only one</b> of the following:	
_	coute 1 Capital	
_	oute 2 Falls of Neuse	
	oule 3 Glascock	
_	Route 4 Rex Hospital	
	coute 5 Biltmore Hills	
_	toute 6 Crabtree	
	toute 7 South Saunders	
	toute 8 Six Forks	
_	Route 10 Longview	
	coute 11 Avent Ferry	
	coute 12 Method	
	coute 13 Chavis Heights Coute 15 WakeMed	
	coute 15 ovakemed	
	coure 16 Oberiin	
	coute 18 avortnoale	
	coute 19 Apollo Heights  Route 21 Caraleigh	
	courte 21 Carateign	
	Route 50 R-Line	
	Route 54L Spring Forest Road Crosstown	
_	Route 55 Poole Road Express	
	toute 60 Wake Forest Express [WRX]	
	Route 62 Wake Forest Loop [60]	
_	coute 63 Knightdale Express [KRX]	
	coute 64 Zebulon/ Wendell Express [ZWX]	
_	coute 70 Carolina Pines [7L]	
_	coute 76 Johnston County Express [JCX]	
_	toute 77 Clayton Express [CLX]	
	toute 78 Fuquay Varina Express [FRX]	
	toute 102 Garner [102]	
_	toute 110 Buck Jones [11L]	
() F	toute 150 Travick Link [15L]	
() F	toute 230 Millibrook Crosstown [23L]	
() F	toute 240 North Crosstown [24L]	
() F	toute 250 Triangle Town Center [25L]	
() F	toute 400 Wake Tech Express [40X]	
() F	toute 700 Brier Creek Express [70X]	
0	60 Tri Route 42	
0	so Tri Roule 46	
0	So Tri Route 47	
0	So Tri Route 49	
0	so Tri Route 100	
_	So Tri Route 105	
0	so Tri Roule 201	
_	So Tri Route 300	
	Go Tri Route 301	
_	to Tri Route 303	
_	Go Tri Route 305	
_	So Tri Route 311	
_	so Tri Route 400	
_	so Tri Route 405	
_	so Tri Route 700	
_	Go Tri Route 800	
0	So Tri Route 805	

Go Tri Route 900 [CRX] Go Tri Route 901 [DRX] C-Tran Route 1 C-Tran Route 2 C-Tran Route 3 C-Tran Route 4 C-Tran Route 5 C-Tran Route 6 WolfLine Route 1 WolfLine Route 2/21 WolfLine Route 3 WolfLine Route 5 WolfLine Route 6 WolfLine Route 6 WolfLine Route 9 WolfLine Route 9 WolfLine Route 10 WolfLine Route 10 Other	

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
THIS_TRIP_12_TRIP_4	TH_RTE	
http://gorplaigh.stoo.us/go.gos.f	an (admin fari atablecum va vleo fadov feur va id PSAO 724 ana (an	62/90
пкрида агегуп.ексэш vey.co.пипаех.рг	np/admin/printablesurvey/sa/index/surveyid/254972/iang/en	0230

2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
[]Which bus route	will you board <u>LAST</u> on this one-way trip? *	
Only answer this question	if the following conditions are met: ore' at question '41 [NEXT_TRANSFERS] (How many buses will you ride AFTER you get off this bus on yourway to the place you are GOING TO?)	
Please choose <b>only one</b> of		
<ul><li>Route 1 Capital</li><li>Route 2 Falls of Neu</li></ul>		
Route 3 Glascock	38	
Route 4 Rex Hospita		
Route 5 Biltmore Hill		
O Route 6 Crabtree		
Route 7 South Saune	ners .	
O Route 8 Six Forks		
O Route 10 Longview		
O Route 11 Avent Fem		
Route 12 Method		
O Route 13 Chavis Hei	ghts	
O Route 15 WakeMed		
Route 16 Oberlin		
Route 18 Worthdale		
Route 19 Apollo Heig	hts	
Route 21 Caraleigh		
Route 22 State Stree	l e e e e e e e e e e e e e e e e e e e	
Route 50 R-Line		
Route 54L Spring Fo		
Route 55 Poole Road		
Route 60 Wake Fore		
Route 62 Wake Fore		
<ul> <li>Route 63 Knightdale</li> <li>Route 64 Zebulon/ W</li> </ul>		
Route 70 Carolina Pi		
Route 76 Johnston C		
Route 77 Clayton Ex		
Route 78 Fuquay Va		
Route 102 Garner [10		
Route 110 Buck Jone		
Route 150 Trawick L	nk [15L]	
Route 230 Millbrook	Crosstown [23L]	
Route 240 North Cro	sstown [24L]	
O Route 250 Triangle T	own Center [25L]	
Route 400 Wake Tec	h Express [40X]	
Route 700 Brier Cree	k Express [70X]	
Go Tri Route 42		
Go Tri Route 46		
Go Tri Route 47		
Go Tri Route 49		
Go Tri Route 100		
Go Tri Route 105		
Go Tri Route 201		
Go Tri Route 300 Go Tri Route 301		
Go Tri Route 301		
Go Tri Route 305		
Go Tri Route 305		
Go Tri Route 400		
Go Tri Route 405		
Go Tri Route 700		
Go Tri Route 800		
O Go Tri Route 805		

2/4/2016	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
○ Go Tri Route 900 [CRX]		
Go Tri Route 901 [DRX]		
C-Tran Route 1		
C-Tran Route 2		
C-Tran Route 3		
C-Tran Route 4		
C-Tran Route 5		
C-Tran Route 6		
O WolfLine Route 1		
○ WolfLine Route 1		
WolfLine Route 3		
WolfLine Route 5		
○ WolfLine Route 6		
○ WolfLine Route 7		
WolfLine Route 8		
WolfLine Route 9		
WolfLine Route 10		
WolfLine Route 11		
Other		
http://goraleigh.etcsurvey.com/index.ph	np/admin/printablesurvey/sa/index/surveyid/254972/lang/en	54/90

2/4/2016 GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015 REVIEW\_SCREEN\_01 You LIVE OR are currently staying at {HOME OR HOTEL ADDR ADDR.shown}, {HOME OR HOTEL ADDR CITY.shown}, {HOME OR HOTEL ADDR STATE.shown} You began this trip at [ {ORIGIN PLACE TYPE.shown} {ORIGIN PLACE TYPE other.shown} ] called [{ORIGIN NAME.shown}], located at: {ORIGIN ADDRESS PLACE.shown}, {ORIGIN ADDRESS CITY.shown}, {ORIGIN ADDRESS STATE.shown}.] You (ORIGIN TRANSPORT shown) (ORIGIN TRANSPORT other shown) from there to THE VERY FIRST bus YOU USED FOR THIS ONE-WAY TRIP Before getting ON THIS bus you used these routes: [{TRIP FIRST ROUTE.shown}{TRIP FIRST ROUTE other.shown}] [{TRIP SECOND ROUTE.shown} {TRIP SECOND ROUTE other.shown}] and then [ {TRIP THIRD ROUTE.shown} {TRIP THIRD ROUTE other.shown} ] and then [ {TRIP FOURTH ROUTE.shown} {TRIP FOURTH ROUTE other.shown}] You boarded this bus WHICH IS THE [ {ROUTE SURVEYED.shown} {ROUTE SURVEYED other.shown} ] at [ {STOP ON ADDR.shown} ] and will get off at [ {STOP OFF ADDR.shown} ] After THIS bus {ROUTE SURVEYED.shown} {ROUTE SURVEYED other.shown} you will transfer to [{TRIP NEXT ROUTE,shown} {TRIP NEXT ROUTE other,shown}] [ {TRIP AFTER ROUTE.shown} {TRIP AFTER ROUTE other.shown} ] and then to [ {TRIP 3RD ROUTE.shown} {TRIP 3RD ROUTE other.shown} ] [ {TRIP LAST4TH RTE.shown} {TRIP LAST4TH RTE other.shown} ] After that, you will [ DESTIN TRANSPORT.shown } (DESTIN TRANSPORT other.shown } ) from THE VERY LAST bus YOU ARE USING FOR THIS TRIP to get to your destination which is [ DESTIN PLACE TYPE.shown } (DESTIN PLACE TYPE other.shown } ] called [ DESTIN AMME.shown } , located at: [ DESTIN ADDRESS PLACE.shown } , (DESTIN ADDRESS CITY.shown } . Only answer this question if the following conditions are met:

Answer was "Continue Survey at question 112 (CONTINUE\_SURVEY); (INSERTANS 254972X1564X6135) (INSERTANS 254972X1664X6136) | | |

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en

65/90

OTHER_01_TIME	_ON
[]What time did you	
Only answer this question if Answer was 'Continue Survey	the following conditions are met: / at question '12 [CONTINUE_SURVEY]" ( {INSERTANS:254972X1564X6135} {INSERTANS:254972X1654X6136} )
Please choose only one of th	
	•
O Before 6:00 am	
○ 6:00 - 7:00 am ○ 7:00 - 8:00 am	
0 8:00 - 9:30 am	
9:30 - 10:30 am	
0 10:30 - 11:30 am	
11:30 am - 12:30 pm	
O 12:30 - 1:30 pm	
1:30 - 2:30 pm	
2:30 - 3:30 pm	
3:30 - 4:30 pm	
O 4:30 - 5:30 pm	
O 5:30 - 6:30 pm	
O 6:30 - 7:30 pm	
7:30 - 9:00 pm	
After 9:00 pm	

Wake County Transit Systems Customer Survey – Summary Report - June 2016

OTHER_02_TRIP_IN_OPP_DIR			
[]Will you (or did y	ou) make this same trip using the same transit routes in exactly the opposite direction today? $st$		
Only answer this question if Answer was 'Continue Surve	I'the following conditions are met:  uf at question '12 [CONTINUE_SURVEY]" { {INSERTANS 254972X1584X8135} {INSERTANS 254972X1654X8138} }		
Please choose only one of the	ie following:		
O Yes			
O No			
Current trip from {OR IG IN_PL	.ACE_TYPE.shown){ORIGIN_PLACE_TYPE_other.shown} (origin) to {DESTIN_PLACE_TYPE.shown};DESTIN_PLACE_TYPE_other.shown} (destination)		

2/4/2016 GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015 OTHER\_03\_OPP\_DIR\_TIME []At what time did/will you leave for this trip in the opposite direction? \* Only answer this question if the following conditions are met:

Answer was "Yes' at question '48 [Trip\_in\_Opposite\_Dir] (Will you (or did you) make this same trip using the same transit routes in exactly the opposite direction today?) Please choose only one of the following: O Before 6:00 am O 6:00 - 7:00 am 7:00 - 8:00 am 0 8:00 - 9:30 am 9:30 - 10:30 am O 10:30 - 11:30 am O 11:30 am - 12:30 pm O 12:30 - 1:30 pm O 1:30 - 2:30 pm O 2:30 - 3:30 pm 3:30 - 4:30 pm O 4:30 - 5:30 pm O 5:30 - 6:30 pm O 6:30 - 7:30 pm 7:30 - 9:00 pm O After 9:00 pm Current trip from {ORIGN\_PLACE\_TYPE.shown}{ORIGN\_PLACE\_TYPE\_other.shown}{origin} to {DESTN\_PLACE\_TYPE.shown}{DESTN\_PLACE\_TYPE\_other.shown}{(destination)}

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/endex/s

Wake County Transit Systems Customer Survey – Summary Report - June 2016

A-46

2/4/2016 GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015 OTHER\_06\_FARE\_DISCOUNTS []For this one-way trip did you: \* Only answer this question if the following conditions are met:

Answer was 'Continue Survey' at question '12 [CONTINUE\_SURVEY] ( {INSERTANS 254972X1564X6135} {INSERTANS 254972X1654X6136} ) O Pay full fare (cash fare or regular pass purchased for yourself) O Pay a Person with a Disability Fare O Pay a Youth Fare (GoTriangle, GoRaleigh) Ride GoRaleigh or C-Tran for free as Youth 12 or under O Pay a Senior Fare (GoTriangle, C-Tran) Ride GoRaleigh for free with Senior (65+) O Use a transit pass provided by employer or university (e.g. GoPass) Ride Free Route (R-Line or Wake Forest Loop) http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en 69/90

THER_05_PAS	S TYPE	
[]		
 Did you use a trans	t pass or card?	
*		
Only answer this question in Answer was 'Continue Surve	'the following conditions are met: y at question "12 [CONTINUE_SURVEY]" ( {INSERTANS 254972X1564X6135} {INSERTANS 254972X1654X6136} )	
Please choose <b>all</b> that apply		
☐ Yes		
□ No		
Other:		
[]What type of page	or card did you use for this one-way trip? *	
	the following conditions are met:	
Answer was 'Yes' at question	"51 [USED_PASS] ( Did you use a transit pass or card? ) and Answer was 'Continue Survey' at question '12 [CONTINUE_SURVEY] ( x6135} (INSERTANS:254972X1654X6136) )	
Please choose <b>only one</b> of t		
O Local Day Pass (C-Ti	an / GoRaleigh)	
	Pass (C-Tran / GoRaleigh)	
O Local 31-Day Pass (C	·Tran / GoRaleigh)	
	-Tran, GoRaleigh, GoTriangle)	
	(C-Tran, GoRaleigh, GoTrlangle)	
Regional 31-Day Pass     Express Day Pass (6)	(C-Tran, GoRaleigh, GoTriangle)	
Express 7-Day Pass		
O Express 31-Day Pass		
O University Provided G	oPass	
Other GoPass		
Stored Value Card (\$3	5 / \$20 — C-Tran / \$13.50)	

[]		
How long have you	been riding {AGENCY.shown} ?	
*		
Only answer this question if Answer was 'Continue Surve	Ithe following conditions are met: y at question "12 [CONTINUE_SURVEY]" ( {INSERTANS:254972X1564X6135} {INSERTANS:254972X1654X6136} )	
Please choose only one of the	le following:	
O More than 4 years		
O 3 to 4 years		
1 to 2 years		
Less than 1 year		
<ul> <li>First time rider</li> </ul>		

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en

[]What is your ge	nder? *
Only answer this question	nif the following conditions are met: vey at question "12 [CONTINUE_SURVEY]" ( {INSERTANS 254972X1564X6135} {INSERTANS 254972X1654X6136} )
Please choose only one o	
O Male	
O Female	

1	

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en

73/90

[]Do you have a val	id driver's license? *
Only answer this question if Answer was 'Continue Survey	the following conditions are met: / at question "12 [CONTINUE_SURVEY]" ({INSERTANS 254972X1564X6135} {INSERTANS 254972X1654X6136} )
Please choose only one of th	a following:
O Yes	
O No	
Not driving age	

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/iang/en

OTHER_106_ETHNIC	E_BACKGROUND	
[] How do you identify your *	r race/ethnicity? (check all that apply)	
Only answer this question if the foll		
Please choose all that apply:	one is bounder out to it further reactions to an analytic further reaction to a large state of the state of t	
☐ White		
☐ Black/African American		
☐ Native American		
Asian American		
☐ Native Hawaiian / Pacific Isla	ander	
☐ Hispanic/Latino		
Other:		

[]Are you: *	S_EMPLOYMENT	
Only annuar this guarties if the	fallowing conditions are make	
Answer was 'Continue Survey' at	following conditions are met: question '12 [CONTINUE_SURVEY] ( {INSERTANS.254972X1564X6135} {INSERTANS.254972X1654X6136} )	
Please choose <b>only one</b> of the fol	llowing:	
Employed full-time		
Employed part-time		
Student (K-12)		
<ul> <li>Student (University/Colleg</li> <li>Unemployed</li> </ul>	e)	
O Retired		
O Homemaker		
Not working age		
(select the one response that BES	ST describes you)	

One (1) Two (2) Three (3) Four (4)	Only answer this question if the follow Answer was 'Continue Survey' at quest		hald2 *		
Please choose only one of the following:  One (1) Two (2) Three (3) Four (4) Five (5) Six (6) Seven (7) Eight (6) Nine (9)	Please choose <b>only one</b> of the following	SP 143 CONTINUE OF DISCUSS OF OFFI			
One (1)  Two (2)  Three (3)  Four (4)  Five (5)  Six (6)  Seven (7)  Eight (6)  Nine (9)	One (1)	21 12 [CONTINUE_SURVET] ( {INSER!	TANS:254972X1564X6135} (INSER	TANS:254972X1654X6136} )	
<ul> <li>Two (2)</li> <li>Three (3)</li> <li>Four (4)</li> <li>Five (5)</li> <li>Six (6)</li> <li>Seven (7)</li> <li>Eight (8)</li> <li>Nine (9)</li> </ul>		1:			
<ul> <li>Three (3)</li> <li>Four (4)</li> <li>Five (5)</li> <li>Six (6)</li> <li>Seven (7)</li> <li>Eight (8)</li> <li>Nine (9)</li> </ul>	O Two (2)				
Four (4)  Five (5)  Six (6)  Seven (7)  Eight (8)  Nine (9)					
<ul> <li>Five (5)</li> <li>Six (6)</li> <li>Seven (7)</li> <li>Eight (6)</li> <li>Nine (9)</li> </ul>	O Three (3)				
<ul> <li>Six (6)</li> <li>Seven (7)</li> <li>Eight (6)</li> <li>Nine (9)</li> </ul>	O Four (4)				
Seven (7)           Eight (6)           Nine (9)	O Five (5)				
○ Eight (8) ○ Nine (9)					
Nine (9)					

Iding YOU, how many people (over age 15) in your household are employed full/part-time? *  wer this question if the following conditions are met:  as 'Continue Survey at question '12 [CONTINUE_SURVEY] { { INSERTANS:254972X1564X6135} { INSERTANS:254972X1654X6136} )  coose only one of the following:  a (0)	
as Continue Survey at question "12 [CONTINUE_SURVEY]" ({INSERTANS: 254972X1564X6135} {INSERTANS: 254972X1654X6136}) oose <b>only one</b> of the following:	
oose <b>only one</b> of the following:	
e (f)	
(1)	
(2)	
e (3)	
(4)	
(5)	
6)	
en (7)	
t (8)	
(9) or More (10+)	
or winde (10+)	

OTHER_11_ COUNT_	_VH_HH				
[]How many working ve	hicles are available to you	ır household? *			
Only answer this question if the fo	llowing conditions are met: estion '12 [CONTINUE_SURVEY]' ( {I	NSERTANS:254,972X:1564X613	51. (INSERTANS 254972 X 1654)	X61363 )	
Please choose only one of the folio		140CK17440.254572/(1504/015	) (   NOLK   7/10.2043   2/10.04)	7,01303 )	
	wing.				
One (0) One (1)					
O Two (2)					
O Three (3)					
O Four (4)					
O Five (5)					
O Six (6)					
O Seven (7)					
C Eight (8)					
O Nine (9)					
O Ten or more (10+)					

OTHER_12_CAN_U	SE_VEH_TRIP	
Only answer this question if th	d one of these vehicles to for this trip? *  e following conditions are met:  r or Ten or more (10 + j or Nine (9) or Eight (8) or Seven (7) or Six (6) or Five (5) or Four (4) or Three (3) at question (6) [COUNT_VH_HH] (How many w usehold?) Jan Answer was "Continue Survey" at question 12 (CONTINUE_SURVEY) ((INSERTANS 254972X1654X6135) (INSERTANS 254972X1654X6)	orking
vehicles are available to your he Please choose <b>only one</b> of the f		136} )
○ Yes ○ No		

Final:-b -f ab - f-II	
	ring BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2014 before taxes? * te following conditions are met:
	te following condutions are met: at question '12 [CONTINUE_SURVEY]' ( {INSERTANS:254972X1564X6135} {INSERTANS:254972X1654X6136} )
Please choose only one of the	following:
O Less than \$15,000	
\$15,000 - \$19,999	
O \$20,000 - \$24,999	
O \$25,000 - \$29,999	
S30,000 - \$34,999	
S35,000 - \$39,999	
O \$40,000 - \$44,999	
O \$45,000 - \$49,999	
O \$50,000 - \$74,999	
O \$75,000 - \$99,000	
\$100,000 - \$149,999	
\$150,000 or above	
0 -	

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/iang/en

81/90

2/4/2016

GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015

## FEEDBACK\_01\_SATISF\_AGENCY

Only answer this question if the following conditions are met: Answer was 'Continue Survey' at question '12 [CONTINUE_SURVEY]' ({INSE	RTANS:254972X1564X6135} {INSERT	ANS:254972X1654	X6136} )		
Please choose the appropriate response for each item:					
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Reliability of service (buses are on time)	0	0	0	0	0
Frequency of service	Ō	0	0	0	0
Ease of bus connections/transfers	Ō	0	0	0	0
Weekend service	Ō	Ō	Ō	Ō	Ō
Hours of service (evenings, early morning)	Ō	Ō	Ō	Ō	Ō
Bus stop safety	Ō	Ō	Ö	Ö	Ō
Bus stop amenities (lighting, shelters, benches)	Ō	Ō	Ō	Ō	Ō
Bus cleanliness	Ō	Ō	Ō	Ō	Ō
Onboard safety/security	Ö	Ö	Ö	Ö	Ö
Comfort of buses	Ö	Ŏ	Ö	Ö	Ö
Bus fleet/equipment	Ŏ	ŏ	Ŏ	Ŏ	Ŏ
Courtesy of Drivers	Õ	Õ	Õ	Ŏ	Ŏ
Safety of Drivers	Ŏ	Ŏ	Ŏ	Ŏ	Ŏ
Fare/cost to ride	Ŏ	Õ	Ö	Ö	Ŏ
Convenience of purchasing a bus pass	Ŏ	ŏ	ŏ	ŏ	ŏ
Easy-to-understand route information	ŏ	Õ	ŏ	ŏ	ŏ

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en

2/4/2016 GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015 FEEDBACK\_O2\_AGREE []Please indicate your level of agreement with the following statements: Only answer this question if the following conditions are met:

Answer was 'Continue Survey' at question '12 [CONTINUE\_SURVEY]' ( {INSERTANS:254972X:1564X6135} {INSERTANS:254972X:1654X6136} ) Please choose the appropriate response for each item: Strongly Agree {AGENCY.shown} values its customers {AGENCY.shown} provides excellent customer service 0 0 0 0 0 0 0 I would recommend {AGENCY.shown} to others 0 0

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/en

Q23\_CHANGES\_GOR

[]When did you learn CAT/Capital Area Transit changed to GoRaleigh?

Only answer this question if the following conditions are met:

Answer was Continue Survey at question 12 [CONTINUE\_SUR VEY] ({INSERTANS 254972X1564X6135} {INSERTANS 254972X1654X6136} )

Please choose only one of the following:

Today

In the past month

This summer

This spring

http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/iang/en

83/90

2/4/2016 GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015 HOW\_FOUND\_OUT []How did you find out about the change? Only answer this question if the following conditions are met:

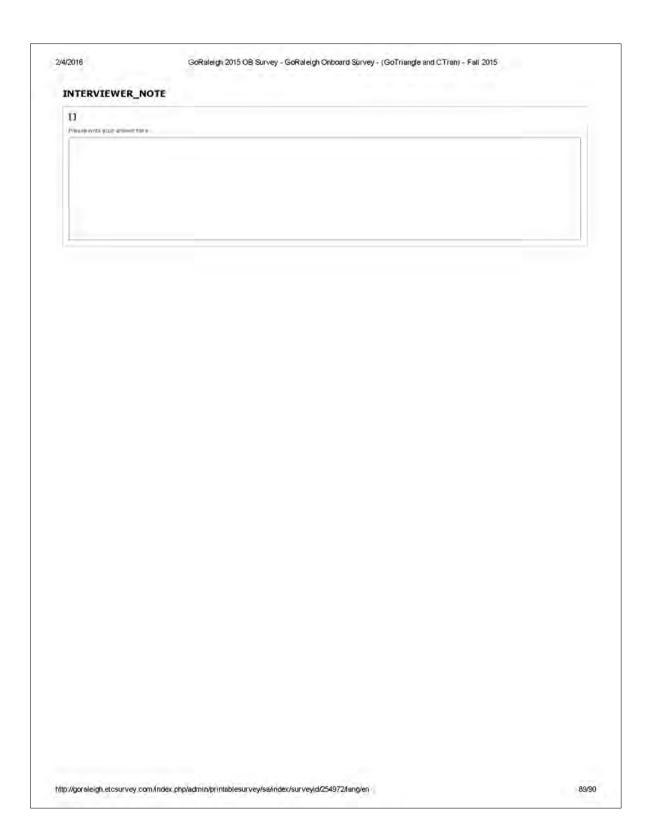
Answer was 'Continue Survey at question' 12 [CONTINUE\_SURVEY]' ({INSERTANS.254972X1564X6135} (INSERTANS.254972X1664X6136}) Please choose only one of the following: O Riding the system/Saw new buses O TV/radio/newspaper Online/social media O Word of mouth Other http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/lang/endex/s85/90

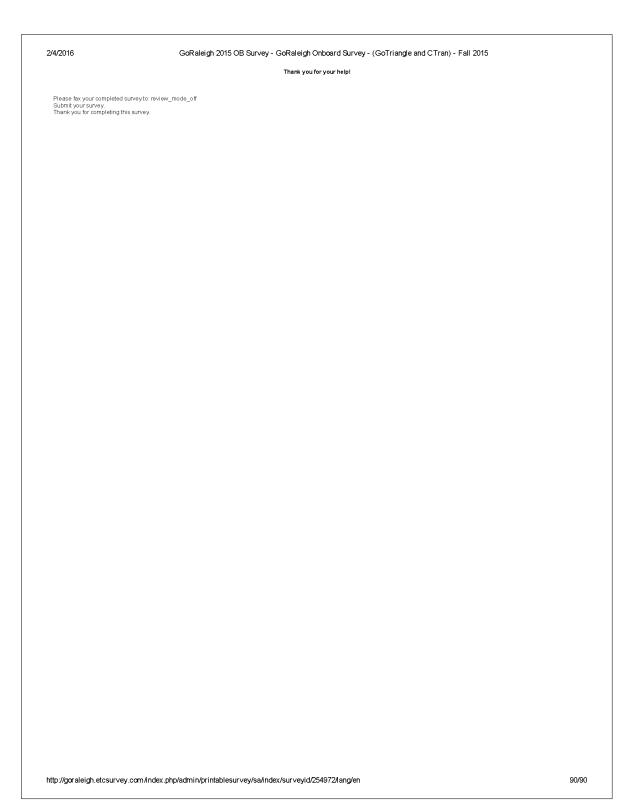
	erences in service since the switch from CAT/Capital Area Transit to GoRaleigh?	
Answer was 'Continue Survey' at question	<b>ig conditions are met:</b> "12 [CONTINUE_SURVEY]" {	
Please choose $\mbox{\it only one}$ of the following:		
O Positive change		
Negative change		
O No change		
O Don't know/unsure		
Other		

	GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015	
REGISTER_TO_WIN	N .	
[]		
People who submit an a	occurately completed survey will have the option of being entered in a random drawing for	
You must provide your	home address at the beginning of the survey to be eligible.	
Would you like me to er	nter you into the drawing?	
	following conditions are met: question "12 (CONTINUE_SURVEY)" ( (INSERTANS 254972X1564X6135) (INSERTANS 254972X1654X6136) )	
Please choose only one of the fol		
○ Yes		
○ No		
O Not interested in contest b	but will provide contact info	
One I-Pad Mini as main prize. \$25 gift cards to Wal-Mart. \$25 Stored Value cards for all Go	Transit services.	

2/4/2016 GoRaleigh 2015 OB Survey - GoRaleigh Onboard Survey - (GoTriangle and CTran) - Fall 2015 REGISTER\_TO\_WIN\_RIDER\_CONTACT []Please provide the following information: Your name Phone number Email address http://goraleigh.etcsurvey.com/index.php/admin/printablesurvey/sa/index/surveyid/254972/iang/en 88/90

Wake County Transit Systems Customer Survey – Summary Report - June 2016





This page is intentionally blank

## **Appendix B-1 – Survey Schedule**

The survey team administered the onboard surveys Monday through Thursday between October 5, 2015 and November 19, 2015. Individual route survey schedules avoided a portion of the blackout dates identified in Appendix A- Survey Methodology Memorandum. Some routes required survey administration over multiple days to collect the target number of responses. The full survey schedule is included as Table 1.

Table 1 – Survey Administration Schedule

	10/5/2015	10/6/2015	10/7/2015	10/8/2015	10/12/2015	10/13/2015	10/14/2015	10/15/2015	10/19/2015	10/20/2015	10/21/2015	10/22/2015	10/26/2015	10/27/2015	10/28/2015	10/29/2015	11/2/2015	11/3/2015	11/4/2015	11/5/2015	11/9/2015	11/10/2015	11/11/2015	11/12/2015	11/16/2015	11/17/2015	11/18/2015
Route	10	10	10	10	10	10	10	10	10)	10	10)	10	10	10	10	10	=	日	Ξ	Ξ	=	11	111	111	111	Ξ	1 1
C-Tran: Route 1: CLOCKWISE																	X	X	X							X	
C-Tran: Route 2: COUNTERCLOCKWISE																	X	X	X								
C-Tran: Route 3: INBOUND toward Train Station																	X	X	X		X		X		X	X	
C-Tran: Route 3: OUTBOUND toward Harrison Square																	X	X	X		X		X		X	X	
C-Tran: Route 4: INBOUND toward Train Station																	X	X	X	X	X		X		X		
C-Tran: Route 4: OUTBOUND toward NC Hwy 55																	X	X	X	X	X		X		X	X	
C-Tran: Route 5: INBOUND toward Train Station																	X	X	X		X		X		X	X	
C-Tran: Route 5: OUTBOUND toward Crescent Commons Drive																	X	X	X		X		X				
C-Tran: Route 6: INBOUND toward Train Station																	X	X	X	X			X		X		
C-Tran: Route 6: OUTBOUND toward Plaza West																	X	X	X	X			X				
Go Tri: Route 100- INBOUND toward Downtown												X	X				X						X			X	X
Go Tri: Route 100- OUTBOUND toward RTC												X	X				X	X		X		X	X			X	X
Go Tri: Route 102- INBOUND toward Downtown												X															
Go Tri: Route 102- OUTBOUND toward Garner												X															
Go Tri: Route 105- INBOUND toward Downtown												X	X	X		X							X				
Go Tri: Route 105- OUTBOUND toward RTC												X	X	X		X							X		X		
Go Tri: Route 201- INBOUND toward North Raleigh																											X
Go Tri: Route 201- OUTBOUND toward RTC																									X	X	X
Go Tri: Route 300- EASTBOUND toward Downtown												X		X			X	X	X						X		
Go Tri: Route 300- WESTBOUND toward Cary											X	X					X	X	X						X		

	10/5/2015	10/6/2015	10/7/2015	10/8/2015	10/12/2015	10/13/2015	10/14/2015	10/15/2015	10/19/2015	10/20/2015	10/21/2015	10/22/2015	10/26/2015	10/27/2015	10/28/2015	10/29/2015	11/2/2015	11/4/2015	11/5/2015	11/9/2015	11/10/2015	11/11/2015	11/12/2015	11/16/2015	11/17/2015	11/18/2015
Route	10/	10/	10/	10/	10/]	10/]	10/]	10/]	10/]	10/2	10/2	10/2	10/2	10/2	10/2	10/2	111/	111/	111/	111/	11/]	11/]	11/]	11/	11/]	11//
Go Tri: Route 301- INBOUND toward Downtown												X			X		X	X	X			X			X	X
Go Tri: Route 301- OUTBOUND toward Cary												X			X		X					X		X		
Go Tri: Route 305- INBOUND toward Downtown												X												X		X
Go Tri: Route 305- OUTBOUND toward Lake Pine												X										X		X		X
Go Tri: Route 311- INBOUND toward RTC																	X		X					X	X	X
Go Tri: Route 311- OUTBOUND toward APEX																	X		X					X		
Go Tri: Route 400- INBOUND toward Durham Station													X													
Go Tri: Route 400- OUTBOUND toward Chapel Hill													X													
Go Tri: Route 405- INBOUND toward Durham Station													X													
Go Tri: Route 405- OUTBOUND toward Chapel Hill													X													
Go Tri: Route 42- CIRCULAR													X											X		X
Go Tri: Route 46- CIRCULAR																X										X
Go Tri: Route 47- CIRCULAR																X								X		X
Go Tri: Route 49- CIRCULAR																X										X
Go Tri: Route 700- INBOUND toward RTC												X	X				X					X			X	
Go Tri: Route 700- OUTBOUND toward Durham Station													X													X
Go Tri: Route 800- INBOUND toward RTC													X													
Go Tri: Route 800- OUTBOUND toward Chapel Hill													X													
Go Tri: Route 805- INBOUND toward RTC													X													
Go Tri: Route 805- OUTBOUND toward Chapel Hill													X													X
Go Tri: Route 900 [CRX]- INBOUND toward Chapel Hill												X	X				X		X			X				
Go Tri: Route 900 [CRX]- OUTBOUND toward Downtown																	X		X			X				
Go Tri: Route 901 [DRX]- INBOUND toward Durham Station												X		X			X					X			X	
Go Tri: Route 901 [DRX]- OUTBOUND toward Downtown												X		X			X					X			X	
Route 1: Capital- INBOUND toward Downtown	X	X	X	X	X	X	X	X	X		X	X	X					X	X	X			X	X		X
Route 1: Capital- OUTBOUND toward Triangle Town Center	X	X	X	X	X	X	X	X	X	X	X	X						X	X	X	X	X	X	X	X	X

Route	10/5/2015	10/6/2015	10/7/2015	10/8/2015	10/12/2015	10/13/2015	10/14/2015	10/15/2015	10/19/2015	10/20/2015	10/21/2015	10/22/2015	10/26/2015	10/27/2015	10/28/2015	10/29/2015	11/2/2015	11/3/2015	11/4/2015	11/5/2015	11/9/2015	11/10/2015	11/11/2015	11/12/2015	11/16/2015	11/17/2015	11/18/2015
Route 10: Longview- INBOUND toward Downtown					X	1	X		X	X			1							X	X	X		1			
Route 10: Longview- OUTBOUND toward Chatham at Bertie					X			X	X	X										X	X						
Route 102: Garner [102]: OUTBOUND toward White Oak Shopping Center										X												X			X		
Route 11: Avent Ferry- INBOUND toward Downtown	X	X	X	X	X	X	X	X	X		X				X							X		X		X	
Route 11: Avent Ferry- OUTBOUND toward Trailwood Hills	X	X	X	X	X	X	X	X		X	X	X	X		X	X	X			X	X	X		X	X	X	
Route 110: Buck Jones [11L]: INBOUND toward NCSU			X								X	X								X		X				X	
Route 110: Buck Jones [11L]: OUTBOUND toward Schaub at Sandlin											X	X								X		X					X
Route 12: Method- INBOUND toward Downtown	X	X		X	X	X		X	X	X	X	X	X	X						X	X						
Route 12: Method- OUTBOUND toward Method at Beryl	X	X		X	X	X	X	X	X	X	X	X	X					X		X	X			X			
Route 13: Chavis Heights- INBOUND toward Downtown					X	X	X	X		X				X										X			
Route 13: Chavis Heights- OUTBOUND toward Holmes at Bragg					X	X	X	X	X	X				X										X			
Route 15: WakeMed- INBOUND toward Downtown		X	X		X				X	X	X	X	X	X						X	X				X		X
Route 15: WakeMed- OUTBOUND toward Wake Medical		X	X		X	X	X	X	X	X	X	X	X							X	X			X	X		X
Route 150: Trawick Link [15L]: INBOUND toward Wake Med Center											X		X			X	X						X	X			
Route 150: Trawick Link [15L]: OUTBOUND toward Buffaloe at Dunwood											X	X	X			X	X						X		X		X
Route 16: Oberlin- INBOUND toward Downtown				X	X	X	X	X									X				X	X			X	X	
Route 16: Oberlin- OUTBOUND toward Rex Hospital				X	X	X	X	X	X	X	X						X				X	X			X	X	
Route 18: Worthdale- INBOUND toward Downtown	X	X		X	X	X	X	X			X	X		X		X						X		X		$\perp$	
Route 18: Worthdale- OUTBOUND toward Bus Way				X	X	X	X	X	X	X		X		X		X						X		X			
Route 19: Apollo Heights- INBOUND toward Downtown					X	X	X			X		X	X	X	X							X		X		X	X
Route 19: Apollo Heights- OUTBOUND toward Swinburne at Kidd					X	X	X	X	X	X	X	X	X	X								X	X	X	X		X
Route 2: Falls of Neuse- INBOUND toward Downtown	X	X	X	X	X	X	X	X	X	X	X		X	X	X				X		X	X		X		$\perp$	
Route 2: Falls of Neuse- OUTBOUND Bent Tree Plaza		X	X	X	X	X	X	X	X	X	X	X	X	X	X				X		X	X		X	X	X	
Route 21: Caraleigh- INBOUND toward Downtown						X		X	X	X		X			X	X						X		X		$\perp$	
Route 21: Caraleigh- OUTBOUND toward Maywood at Lake Wheeler						X	X	X	X	X	X	X				X						X		X		X	
Route 22: State Street- INBOUND toward Downtown			X			X		X				X	X		X							X		X			

Route	10/5/2015	10/6/2015	10/7/2015	10/8/2015	10/12/2015	10/13/2015	10/14/2015	10/15/2015	10/19/2015	10/20/2015	10/21/2015	10/22/2015	10/26/2015	10/27/2015	10/28/2015	10/29/2015	11/2/2015	11/3/2015	11/4/2015	11/5/2015	11/9/2015	11/10/2015	11/11/2015	11/12/2015	11/16/2015	11/17/2015	11/18/2015
Route 22: State Street- OUTBOUND toward Hadley at Dandridge			X		X	X	X	X	X			X	X		X							X		X			
Route 230: Millbrook Crosstown [23L]: INBOUND toward Crabtree Valley Mall								X			X	X												X			
Route 230: Millbrook Crosstown [23L]: OUTBOUND toward New Hope at Capital						X					X	X													X		X
Route 240: North Crosstown [24L]: EASTBOUND toward Spring Forest at Capital											X		X		X	X											
Route 240: North Crosstown [24L]: WESTBOUND toward North Hills Mall											X		X		X	X											
Route 250: Triangle Town Center [25L] - CIRCULAR											X	X												X			
Route 3: Glascock- INBOUND toward Downtown			X		X		X	X			X			X							X						
Route 3: Glascock- OUTBOUND toward Crabtree at Timber			X	X	X	X	X	X			X			X				X			X			X	X	X	
Route 4: Rex Hospital- INBOUND toward Downtown	X	X	X	X	X	X	X	X				X	X	X	X				X							X	X X
Route 4: Rex Hospital- OUTBOUND toward Towne North Shopping Center			X	X	X	X	X	X	X		X	X	X	X				X	X	X			X			X	X
Route 400: Wake Tech Express [40X]: INBOUND toward Downtown		X			X	X		X	X	X	X													X			
Route 400: Wake Tech Express [40X]: OUTBOUND toward Wake Tech		X			X	X	X	X	X	X			X											X			
Route 5: Biltmore Hills- INBOUND toward Downtown		X	X	X	X	X	X	X	X					X	X					X				X			
Route 5: Biltmore Hills- OUTBOUND toward Sanderford at Idlewood Village	X		X	X	X	X	X	X	X	X		X		X						X				X	X	X	
Route 50: R-Line- CIRCULAR			X	X		X	X			X	X	X		X	X			X					X	X			
Route 55: Poole Road Express- INBOUND toward Downtown																								X	X		
Route 55: Poole Road Express- OUTBOUND toward Poole Road P&R																								X			
Route 6: Crabtree- INBOUND toward Downtown	X	X	X	X	X	X	X	X	X	X								X		X	X		X	X			
Route 6: Crabtree- OUTBOUND toward Townridge Shopping Center	X	X	X	X	X	X	X	X	X	X	X	X		X				X			X	X	X	X	X	X	
Route 60: Wake Forest Express [WRX]: INBOUND toward Downtown														X	X							X		X			
Route 60: Wake Forest Express [WRX]: OUTBOUND toward Wake Forest									X					X	X							X		X	X		
Route 62: Wake Forest Loop [60]: CIRCULAR															X					X				X			
Route 63: Knightdale Express [KRX]: INBOUND toward Downtown							X																		X	X	
Route 63: Knightdale Express [KRX]: OUTBOUND toward Knightdale							X																		X	X	
Route 64: Zebulon/ Wendell Express [ZWX]: INBOUND toward Downtown	X	X													X												X

Route	10/5/2015	10/6/2015	10/7/2015	10/8/2015	10/12/2015	10/13/2015	10/14/2015	10/15/2015	10/19/2015	10/20/2015	10/21/2015	10/22/2015	10/26/2015	10/27/2015	10/28/2015	10/29/2015	11/2/2015	11/3/2015	11/4/2015	11/5/2015	11/9/2015	11/10/2015	11/11/2015	11/12/2015	11/16/2015	11/17/2015	11/18/2015	11/19/2015
Route 64: Zebulon/ Wendell Express [ZWX]: OUTBOUND toward Zebulon P&R	X	X													X							X			X			
Route 7: South Saunders- INBOUND toward Downtown		X	X	X		X		X	X	X	X	X		X										X				
Route 7: South Saunders- OUTBOUND toward Shoppes at Garner	X	X	X		X	X	X	X	X	X	X	X						X			X			X		X	X	
Route 70: Carolina Pines [7L]: EASTBOUND toward Southgate Plaza											X	X			X				X					X	X			
Route 70: Carolina Pines [7L]: WESTBOUND toward Trailwood Hills											X	X			X				X						X	X		
Route 700: Brier Creek Express [70X]: INBOUND toward Crabtree Valley Mall											X													X			X	
Route 700: Brier Creek Express [70X]: OUTBOUND toward Brier Creek Shopping Center											X													X			X	
Route 76: Johnston County Express [JCX]: INBOUND toward Downtown																X								X				X
Route 76: Johnston County Express [JCX]: OUTBOUND toward Cleveland Crossing Shopping Center																								X	X	X		
Route 77: Clayton Express [CLX]: INBOUND toward Downtown																								X	X		X	
Route 77: Clayton Express [CLX]: OUTBOUND toward Clayton Towne Plaza																								X	X	X	X	
Route 78: Fuquay Varina Express [FRX]: INBOUND toward Downtown												X																
Route 78: Fuquay Varina Express [FRX]: OUTBOUND toward South Park Fuquay												X												X				
Route 8: Six Forks - INBOUND toward Downtown	X		X	X	X		X	X	X	X	X	X						X			X							
Route 8: Six Forks - OUTBOUND toward North Hills at Northclift	X		X	X	X	X	X	X	X	X	X	X										X		X				
Wolfline: Route 1: LOOP													X	X	X	X		X			X					X	X	
WolfLine: Route 10: LOOP													X	X		X			X				X	X				
WolfLine: Route 11: LOOP																X	X	X	X					X				
WolfLine: Route 2/21: LOOP														X	X	X				X	X			X			X	
WolfLine: Route 3: LOOP														X	X	X		X				X	X	X			X	
WolfLine: Route 5: LOOP													X	X		X			X	X						X		
WolfLine: Route 6: LOOP													X	X	X	X			X					X			X	
WolfLine: Route 7: LOOP													X	X	X	X								X				
WolfLine: Route 8: LOOP													X	X	X	X	X	X	X					X				

Route	10/5/2015	10/6/2015	10/7/2015	10/8/2015	10/12/2015	10/13/2015	10/14/2015	10/15/2015	10/19/2015	10/20/2015	10/21/2015	10/22/2015	10/26/2015	10/27/2015	10/28/2015	10/29/2015	11/2/2015	11/3/2015	11/4/2015	11/5/2015	11/9/2015	11/10/2015	11/11/2015	11/12/2015	11/16/2015	11/17/2015	11/18/2015	11/19/2015
WolfLine: Route 9: LOOP													X		X	X			X	X						X		

# **Appendix B-2 – Survey Sampling Targets**

The survey team exceeded the sampling rate goal for all agencies, routes, directions, and time periods. Details on the sampling goals for each system are included as Tables 2a-2d.

Table 2a – GoRaleigh Sample Goals

Routes			Sampling G	oals				
Route Number	Name	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL
1	Capital	INBOUND	8%	20	43	34	11	108
1	Capital	OUTBOUND	8%	29	45	32	11	117
2	Falls of Neuse	INBOUND	10%	18	27	16	7	68
2	Falls of Neuse	OUTBOUND	10%	20	26	17	7	70
3	Glascock	INBOUND	10%	6	6	7	2	21
3	Glascock	OUTBOUND	10%	4	5	5	2	16
4	Rex Hospital	INBOUND	10%	15	17	13	7	52
4	Rex Hospital	OUTBOUND	10%	18	21	12	8	59
5	Biltmore Hills	INBOUND	10%	15	15	10	7	47
5	Biltmore Hills	OUTBOUND	10%	8	17	17	10	52
6	Crabtree	INBOUND	10%	13	12	18	4	47
6	Crabtree	OUTBOUND	10%	10	19	15	2	46
7	South Saunders	INBOUND	10%	25	32	22	6	85
7	South Saunders	OUTBOUND	10%	18	34	24	8	84
8	Six Forks	INBOUND	10%	10	11	7	3	31
8	Six Forks	OUTBOUND	10%	11	14	11	4	40
10	Longview	INBOUND	10%	8	7	5	3	23
10	Longview	OUTBOUND	10%	7	8	7	4	26
11	Avent Ferry	INBOUND	10%	21	17	10	3	51
11	Avent Ferry	OUTBOUND	10%	10	14	21	9	54
12	Method	INBOUND	10%	17	18	19	7	61
12	Method	OUTBOUND	10%	10	16	12	4	42
13	Chavis Heights	INBOUND	10%	6	14	8		28
13	Chavis Heights	OUTBOUND	10%	2	9	7		18

Routes			Sampling Goals									
Route Number	Name	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL				
15	WakeMed	INBOUND	8%	20	42	23	11	96				
15	WakeMed	OUTBOUND	8%	25	48	27	11	111				
16	Oberlin	INBOUND	10%	6	10	8	5	29				
16	Oberlin	OUTBOUND	10%	8	10	10	3	31				
18	Worthdale	INBOUND	10%	14	11	10	4	39				
18	Worthdale	OUTBOUND	10%	10	10	16	7	43				
19	Apollo Heights	INBOUND	10%	13	16	8	3	40				
19	Apollo Heights	OUTBOUND	10%	9	14	11	6	40				
21	Caraleigh	INBOUND	10%	9	6	6	3	24				
21	Caraleigh	OUTBOUND	10%	7	8	11	5	31				
22	State Street	INBOUND	10%	9	10	4	2	25				
22	State Street	OUTBOUND	10%	8	12	7	4	31				
50	R-Line	CIRCULAR	10%	19	41	28	13	101				
55	Poole Road Express	INBOUND	10%	1	-		1	2				
55	Poole Road Express	OUTBOUND	10%		-	1	1	2				
60	Wake Forest Express	INBOUND	10%	4	-	2	2	8				
60	Wake Forest Express	OUTBOUND	10%	5	-	9		14				
62	Wake Forest Loop	CIRCULAR	10%	5	9	6	1	21				
63	Knightdale Express	INBOUND	10%	3	-	1		4				
63	Knightdale Express	OUTBOUND	10%	1	-	3		4				

Routes			Sampling Goals									
Route Number	Name	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL				
64	Zebulon/ Wendell Express	INBOUND	10%	6	-	1		7				
64	Zebulon/ Wendell Express	OUTBOUND	10%	1	-	5		6				
70	Carolina Pines	EASTBOUND	10%	9	11	9	4	33				
70	Carolina Pines	WESTBOUND	10%	10	11	11	5	37				
76	Johnston County Express	INBOUND	10%	4	-	1		5				
76	Johnston County Express	OUTBOUND	10%	1	-	3		4				
77	Clayton Express	INBOUND	10%	2	-	1		3				
77	Clayton Express	OUTBOUND	10%	1	-	3		4				
78	Fuquay Varina Express	INBOUND	10%	3	-	1		4				
78	Fuquay Varina Express	OUTBOUND	10%	1	1	3		5				
102	Garner	INBOUND	10%	4	-			4				
102	Garner	OUTBOUND	10%	2	-			2				
110	Buck Jones	INBOUND	10%	5	6	4	3	18				

Routes			Sampling Goals									
Route Number	Name	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL				
110	Buck Jones	OUTBOUND	10%	4	7	6	6	23				
150	Trawick Link	INBOUND	10%	6	6	5	3	20				
150	Trawick Link	OUTBOUND	10%	8	8	9	4	29				
230	Millbrook Crosstown	INBOUND	10%	9	6	5		20				
230	Millbrook Crosstown	OUTBOUND	10%	8	7	9		24				
240	North Crosstown	EASTBOUND	10%	5	7	6		18				
240	North Crosstown	WESTBOUND	10%	7	9	6		22				
250	Triangle Town Center	CCW	10%	12	17	10	2	41				
400	Wake Tech Express	INBOUND	10%	3	10	2		15				
400	Wake Tech Express	OUTBOUND	10%	13	7			20				
700	Brier Creek Express	INBOUND	10%	5	-	3	1	9				
700	Brier Creek Express	OUTBOUND	10%	4	-	4		8				
	Grand Total			630	807	647	239	2,323				

**Table 2b – GoTriangle Sample Goals** 

Routes		<b>Sampling Goals</b>					
Route Number	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL
42	CIRCULAR	10%	3		2		5
46	CIRCULAR	10%	3		3		6
47	CIRCULAR	10%	5		5		10
49	CIRCULAR	10%	3		4		7
100	INBOUND	10%	12	15	10	6	43
100	OUTBOUND	10%	8	16	11	6	41
105	INBOUND	10%	10	2	6	2	20
105	OUTBOUND	10%	9		12		21
201	INBOUND	10%			5		5
201	OUTBOUND	10%	6				6
300	EASTBOUND	10%	7	6	5		18
300	WESTBOUND	10%	6	6	7		19
301	INBOUND	10%	12		14	3	29
301	OUTBOUND	10%	11		15		26
305	INBOUND	10%	5		5		10
305	OUTBOUND	10%	5		4		9
311	INBOUND	10%	4		5		9
311	OUTBOUND	10%	4		4	1	9
900 [CRX]	INBOUND	10%	15		11		26
900 [CRX]	OUTBOUND	10%	11		15		26
901 [DRX]	INBOUND	10%	15		12		27
901 [DRX]	OUTBOUND	10%	8		16	2	26
Grand	Total		162	45	171	20	398

**Table 2c – C-Tran Sample Goals** 

Routes		Sampling Goals					
Route Number	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL
1	CW	20%	8	11	9	3	31
2	CCW	20%	7	10	8	3	28
3	INBOUND	20%	5	11	5	2	23
3	OUTBOUND	20%	3	7	5	2	17
4	INBOUND	20%	7	9	8	2	26
4	OUTBOUND	20%	8	13	11	2	34
5	INBOUND	20%	5	11	11	2	29
5	OUTBOUND	20%	12	9	6	2	29
6	INBOUND	20%	5	15	15	2	37
6	OUTBOUND	20%	12	13	12	2	39
Grand '	Total		72	109	90	22	293

**Table 2d – Wolfline Sample Goals** 

Routes		Sampling Goals					
Route Number	Direction	Sampling Rate	AM PEAK	MIDDAY	PM PEAK	EVENING	TOTAL
1	LOOP	2%	16	33	19	4	72
2	LOOP	9%	20	33	16	3	72
3	LOOP	3%	20	45	18	4	87
5	LOOP	5%	24	29	14	2	69
6	LOOP	11%	21	32	16	3	72
7	LOOP	4%	18	46	18	3	85
8	LOOP	3%	19	45	21	7	92
9	LOOP	3%	20	42	17	3	82
10	LOOP	10%	16	31	22	-	69
11	LOOP	20%	21	32	17	-	70
Grand To	otal		195	368	178	29	770

This page is intentionally blank

# **Appendix C – Sample Expansion**

To analyze the results of the surveys, the sample data must be expanded to the full population size. For the purposes of this report, the survey sample data was expanded based on total daily ridership. The sample data may be used for other purposes in the future, namely updating the regional travel demand model, and expanded by different methods.

The transit agencies provided average daily ridership by route during the scheduled survey period to serve as the population totals. The number of completed surveys for each route was compared to the average daily ridership during the survey period. This ratio was used to develop expansion factors for each route that were used to weight each individual completed survey.

For example, for a route with 90 average daily ridership and 19 completed surveys, the ratio of completed surveys to average daily ridership would be 21%. The expansion factor for the completed surveys, 4.76 would be calculated by dividing 90 by 19. As a result, each of the 19 completed surveys would represent 4.76 average daily riders.

Details on the sample expansion are included as Tables 1a-1d.

Table 1a - GoRaleigh Survey Expansion Factors

Route	Survey Average Daily Ridership	<b>Completed Surveys</b>	Survey % Daily Ridership	<b>Expansion Factor</b>
1	2,966	398	13.4%	7.45
2	1,379	204	14.8%	6.76
3	415	63	15.2%	6.59
4	1,166	166	14.2%	7.02
5	954	137	14.4%	6.97
6	1,015	153	15.1%	6.63
7	1,682	180	10.7%	9.35
8	653	167	25.6%	3.91
10	414	85	20.5%	4.87
11	1,068	205	19.2%	5.21
12	1,039	133	12.8%	7.81
13	561	62	11.1%	9.05
15	2,584	251	9.7%	10.29
16	605	102	16.9%	5.93
18	826	132	16.0%	6.26
19	844	111	13.1%	7.61
21	672	87	12.9%	7.72
22	599	63	10.5%	9.51
50	819	141	17.2%	5.81
55	35	3	8.5%	11.81

Route	Survey Average Daily Ridership	<b>Completed Surveys</b>	Survey % Daily Ridership	<b>Expansion Factor</b>
60	139	28	20.2%	4.96
62	207	44	21.3%	4.70
63	72	17	23.6%	4.24
64	89	14	15.7%	6.38
70	622	84	13.5%	7.40
76	27	9	33.6%	2.98
77	97	10	10.3%	9.75
78	103	12	11.6%	8.62
102	111	6	5.4%	18.47
110	430	68	15.8%	6.33
150	346	83	24.0%	4.17
230	414	51	12.3%	8.12
240	382	52	13.6%	7.35
250	380	59	15.5%	6.44
400	513	54	10.5%	9.49
700	136	19	13.9%	7.17
System Total	24,365	3,453	14.2%	7.06

Table 1b – GoTriangle Survey Expansion Factors

Route	Survey Average Daily Ridership	<b>Completed Surveys</b>	Survey % Daily Ridership	<b>Expansion Factor</b>
42	23	9	39.7%	2.52
46	31	10	32.8%	3.05
47	58	14	24.3%	4.12
49	64	10	15.7%	6.36
100	589	98	16.7%	6.01
105	270	38	14.1%	7.12
201	83	14	16.9%	5.92
300	413	45	10.9%	9.19
301	161	56	34.8%	2.87
305	132	25	19.0%	5.27
311	90	19	21.0%	4.76
900 [CRX]	456	56	12.3%	8.14
901 [DRX]	429	67	15.6%	6.41
System Total	2,798	461	16.5%	6.07

Table 1c - C-Tran Survey Expansion Factors

Route	Survey Average Daily Ridership	<b>Completed Surveys</b>	Survey % Daily Ridership	<b>Expansion Factor</b>
1	126	34	27.1%	3.70
2	127	45	35.4%	2.83
3	163	63	38.8%	2.58
4	243	89	36.7%	2.73
5	206	84	40.7%	2.45
6	300	105	35.0%	2.85
System Total	1,164	420	36.1%	2.77

Table 1d- Wolfline Survey Expansion Factors

Route	Survey Average Daily Ridership	<b>Completed Surveys</b>	Survey % Daily Ridership	<b>Expansion Factor</b>
1	3,812	108	2.8%	35.30
2	628	91	14.5%	6.90
3	3,653	148	4.1%	24.69
5	1,433	88	6.1%	16.28
6	643	90	14.0%	7.15
7	2,261	110	4.9%	20.55
8	3,281	136	4.1%	24.13
9	2,928	112	3.8%	26.14
10	939	87	9.3%	10.79
11	364	86	23.7%	4.23
System Total	19,942	1,056	5.3%	18.88

# **Appendix D – Trip Origins and Destinations**

Response data for the origin and destination questions, "Where was the very last place you were before getting on the bus?" and "Where are you going once you get off your last bus on this one-way trip?" are summarized as pairs for all systems combined and each individual system in the following tables. Response data for origins are shown in table rows and response data for destinations are shown in table columns.

#### **All Systems**

Origi	n and Destination Pairs fo	or All Systems							Destina	ations								
	From/To	Place of Employment	Oher Work Related	College/ University (students)	School (K-12) (students)	Medical Service/ Hospital (non-work)	Hotel/ Convention Center	Shopping	Restaurant/ Dining	Recreation/ Sightseeing/ Sporting Event	Airport	Your Home	Personal Errand	Social Visit	Church	Other	Total	%
	Place of Employment	103	177	180	11	20	-	221	54	54	12	4,680	10	164	-	6	5,690	11.8%
	Other Work Related	53	32	7	14	9	13	90	19	7	-	536	-	103	-	-	884	1.8%
	College/University (students)	95	60	2,281	5	70	35	377	400	63	-	4,875	-	252	-	-	8,514	17.6%
	School K-12 (students	37	-	-	9	-	-	46	-	22	-	164	8	-	-	-	285	0.6%
	Medical Service/ Hospital (non-work)	13	16	7	7	33	-	69	18	-	-	677	-	62	-	10	912	1.9%
SU	Hotel/ Convention Center	7	-	-	-	-	-	-	19	-	6	26	7	-	-	-	65	0.1%
Origins	Shopping	124	40	74	-	33	-	210	70	49	-	1,955	14	194	-	7	2,768	5.7%
0	Restaurant/Dining	103	20	373	7	10	-	170	34	76	-	622	5	105	-	-	1,525	3.2%
	Recreation/Sightseeing/ Sporting Event	43	12	14	-	29	-	33	33	7	-	474	10	24	-	-	680	1.4%
	Airport	18	-	-	-	=	6	-	-	-	6	82	-	-	-	-	112	0.2%
	Your Home	7,264	1,015	9,559	325	839	7	2,472	869	485	57	7	163	1,634	7	47	24,750	51.3%
	Personal Errand	5	21	-	-	ı	7	21	8	-	-	207	15	7	-	-	292	0.6%
	Social Visit	212	34	178	-	46	-	134	62	24	8	868	-	185	6	-	1,757	3.6%
	Church	-	-	-	-	-	-	-	-	-	-	15	-	-	-	-	15	0.0%
	Other	-	-	-	-	-	-	10	7	-	-	-	-	10	-	-	27	0.1%
	Total	8,077	1,425	12,674	378	1,089	68	3,853	1,593	786	88	15,186	232	2,741	14	69	48,275	1
	%	16.7%	3.0%	26.3%	0.8%	2.3%	0.1%	8.0%	3.3%	1.6%	0.2%	31.5%	0.5%	5.7%	0.0%	0.1%		

## GoRaleigh

Origi	Origin and Destination Pairs for GoRaleigh  Destinations																	
	From/To	Place of Employment	Oher Work Related	College/ University (students)	School (K-12) (students)	Medical Service/ Hospital (non-work)	Hotel/ Convention Center	Shopping	Restaurant/ Dining	Recreation/ Sightseeing/ Sporting Event	Airport	Your Home	Personal Errand	Social Visit	Church	Other	Total	%
	Place of Employment	82	71	50	11	20		195	43	21		3,429	7	155		6	4,090	16.8%
	Other Work Related	37	32		14	7		82	19	7		462		83			741	3.0%
	College/University (students)	48	19	22	5	36		59	13	12		545		30			790	3.2%
	School K-12 (students	37			6			21		22		151	8				245	1.0%
	Medical Service/ Hospital (non-work)	11	16		7	33		69	18			545		62		10	770	3.2%
SI	Hotel/ Convention Center	7							19			26	7				59	0.2%
Origins	Shopping	124	40	5		33		189	67	49		1,544	14	133		7	2,204	9.0%
0	Restaurant/Dining	70		25	7	10		108	27	25		381	5	79		20	756	3.1%
	Recreation/Sightseeing/ Sporting Event	19	12			29		17	6	7		193	8	24			315	1.3%
	Airport											6					6	0.0%
	Your Home	5,331	882	1,161	267	759	7	1,925	525	327	7	7	144	1,292	7	36	12,678	52.0%
	Personal Errand	5	21				7	5	8			190	15	7			258	1.1%
	Social Visit	212	25	33		46		134	38	21	8	731		158	6		1,410	5.8%
	Church											15					15	0.1%
	Other							10	7					10			27	0.1%
	Total	5,981	1,116	1,296	318	973	14	2,814	789	491	15	8,225	208	2,033	14	78	24,365	100.0%
	%	24.5%	4.6%	5.3%	1.3%	4.0%	0.1%	11.5%	3.2%	2.0%	0.1%	33.8%	0.9%	8.3%	0.1%	0.3%	100.0%	

## GoTriangle

Origi	n and Destination Pairs fo	or GoTriangle							Destina	ations								
	From/To	Place of Employment	Oher Work Related	College/ University (students)	School (K-12) (students)	Medical Service/ Hospital (non-work)	Hotel/ Convention Center	Shopping	Restaurant/ Dining	Recreation/ Sightseeing/ Sporting Event	Airport	Your Home	Personal Errand	Social Visit	Church	Other	Total	%
	Place of Employment	6	21					15	4	8	12	771		6			844	30.2%
	Other Work Related						13	5				23					41	1.5%
	College/University (students)								6			113		5			124	4.4%
	School K-12 (students											10					10	0.4%
	Medical Service/ Hospital (non-work)											24					24	0.9%
su	Hotel/ Convention Center										6						6	0.2%
Origins	Shopping											30					30	1.1%
0	Restaurant/Dining			6								11					17	0.6%
	Recreation/Sightseeing/ Sporting Event											6					6	0.2%
	Airport	18					6					49					73	2.6%
	Your Home	1,066	44	172	33	62		34	6	8	49			89		8	1,570	56.1%
	Personal Errand																-	0.0%
	Social Visit		9	6								38					53	1.9%
	Church																-	0.0%
	Other																-	0.0%
	Total	1,090	74	184	33	62	19	55	16	16	67	1,075	-	100	-	8	2,798	100.0%
	%	39.0%	2.6%	6.6%	1.2%	2.2%	0.7%	2.0%	0.6%	0.6%	2.4%	38.4%	0.0%	3.6%	0.0%	0.3%		

#### C-Tran

Origi	n and Destination Pairs fo	or C-Tran							Destinati	ions								
	From/To	Place of Employment	Oher Work Related	College/ University (students)	School (K-12) (students)	Medical Service/ Hospital (non-work)	Hotel/ Convention Center	Shopping	Restaurant/ Dining	Recreation/ Sightseeing/ Sporting Event	Airport	Your Home	Personal Errand	Social Visit	Church	Other	Total	%
	Place of Employment	15	3	3				11				227	2	2			264	22.7%
	Other Work Related					3		3				4					9	0.8%
	College/University (students)					7						13					20	1.7%
	School K-12 (students				3							2					5	0.5%
	Medical Service/ Hospital (non-work)	3										14					17	1.4%
SU	Hotel/ Convention Center																0	0.0%
Origins	Shopping							22	3			86					110	9.5%
0	Restaurant/Dining							3				4					6	0.6%
	Recreation/Sightseeing/ Sporting Event								3			8	3				13	1.1%
	Airport																0	0.0%
	Your Home	369	24	32		18		155	11	35			2	38		3	689	59.2%
	Personal Errand											11					11	0.9%
	Social Visit									3		16					19	1.6%
	Church																0	0.0%
	Other																0	0.0%
	Total	388	27	35	3	27	0	193	17	38	0	385	8	41	0	3	1,164	1
	%	33.3%	2.3%	3.0%	0.2%	2.4%	0.0%	16.6%	1.4%	3.3%	0.0%	33.1%	0.7%	3.5%	0.0%	0.2%		

#### Wolfline

Origi	n and Destination Pairs f	or Wolfline							Destinatio	ons								
	From/To	Place of Employment	Oher Work Related	College/ University (students)	School (K-12) (students)	Medical Service/ Hospital (non-work)	Hotel/ Convention Center	Shopping	Restaurant/ Dining	Recreation/ Sightseeing/ Sporting Event	Airport	Your Home	Personal Errand	Social Visit	Church	Other	Total	%
	Place of Employment		82	127					7	24		252					492	2.5%
	Other Work Related	16		7								48		21			92	0.5%
	College/University (students)	47	41	2,259		28	35	317	381	51		4,204		217			7,581	38.0%
	School K-12 (students							25									25	0.1%
	Medical Service/ Hospital (non-work)			7								93					100	0.5%
su	Hotel/ Convention Center																-	0.0%
Origins	Shopping			69								294		61			424	2.1%
0	Restaurant/Dining	33		342				59	7	52		226		26			745	3.7%
	Recreation/Sightseeing/ Sporting Event	24		14				16	24			267					345	1.7%
	Airport											26					26	0.1%
	Your Home	498	65	8,194	24			358	328	115			16	215			9,813	49.2%
	Personal Errand							16				7					23	0.1%
	Social Visit			139					25			83		27			274	1.4%
	Church																-	0.0%
	Other																-	0.0%
	Total	618	188	11,159	24	28	35	792	771	241	-	5,501	16	568	-	-	19,942	100.0%
	%	3.1%	0.9%	56.0%	0.1%	0.1%	0.2%	4.0%	3.9%	1.2%	0.0%	27.6%	0.1%	2.8%	0.0%	0.0%		

This page is intentionally blank

# **Appendix E – Regional Express Routes**

Regional express routes operated by GoRaleigh for GoTriangle (WRX, KRX, ZWX, FRX, JCX, CLX, and 102 to Garner) were surveyed with GoRaleigh routes and results have been included with the GoRaleigh system results. While the regional express buses are a part of GoTriangle's system and included with GoTriangle system maps and schedules, they are operated by GoRaleigh staff and vehicles carry the GoRaleigh branding. There is additional value to evaluating express route service provision as a unique service in a disaggregated manner so that GoTriangle, as well as GoRaleigh can consider the results for this GoTriangle contracted, GoRaleigh operated service.

This section of the report discusses the key findings for regional express fixed route service. Regional express route riders constitute approximately 2.8 percent of GoRaleigh operated ridership (639 of 23,726) and comprise 17.8 percent of GoTriangle's total contracted system ridership (639 of 2,798, including GoRaleigh operated routes). These regional express route riders exhibited a blend of GoRaleigh and GoTriangle ridership characteristics.

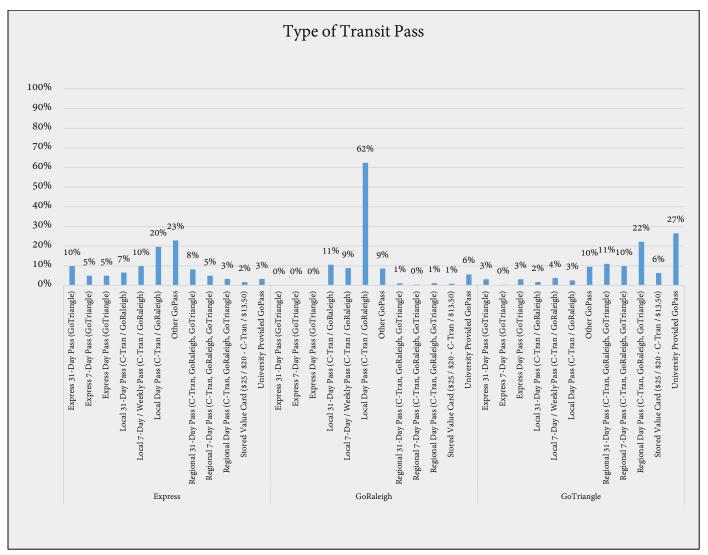
# **Origins and Destinations.**

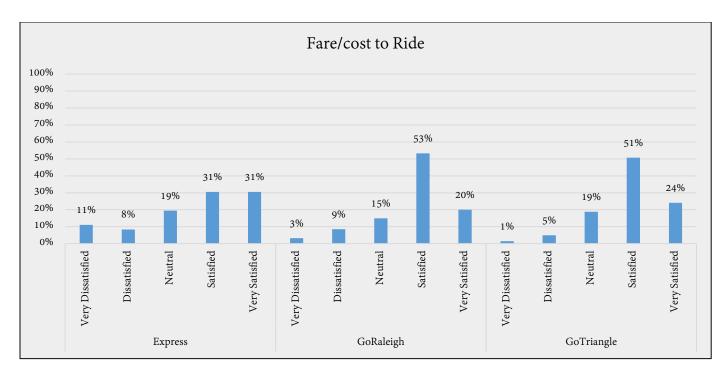
Express route riders exhibited different trip purposes than GoTriangle and GoRaleigh ridership, which can be seen in the table below. For example, express route riders had a higher frequency of college/university trips than GoTriangle and GoRaleigh and had a higher frequency of work trips than GoRaleigh ridership, but a lower frequency of work trips than GoTriangle ridership. Express route riders also made fewer medical, shopping, restaurant/dining, and airport trips than GoTriangle or GoRaleigh riders. It should also be noted that regional express route riders used an automobile to get to their first bus, or from their last bus to their ultimate destination, at a slightly higher rate than GoTriangle and at a much higher rate than GoRaleigh riders.

Trip Purpose Summary									
	Express GoRaleigh*					iangle			
Trip Purpose	Total	Percent	Total	Percent	Total	Percent			
Place of Employment	355	55.6%	9,056	38.2%	1,861	66.5%			
College/University	108	17.0%	1,733	7.3%	296	10.6%			
Social Visit	61	9.5%	2,703	11.4%	138	4.9%			
Other Work Related	53	8.3%	1,545	6.5%	97	3.5%			
School (K-12)	21	3.4%	448	1.9%	43	1.5%			
Medical	11	1.8%	1,477	6.2%	86	3.1%			
Other	11	1.7%	483	2.2%	27	1.0%			
Shopping	9	1.4%	4,349	18.3%	85	3.0%			
Recreation	8	1.3%	705	3.0%	22	0.8%			
Restaurant/Dining	0	0.0%	1,169	4.9%	27	1.0%			
Airport	0	0.0%	21.316	0.1%	116	4.2%			

#### **Transit Pass**

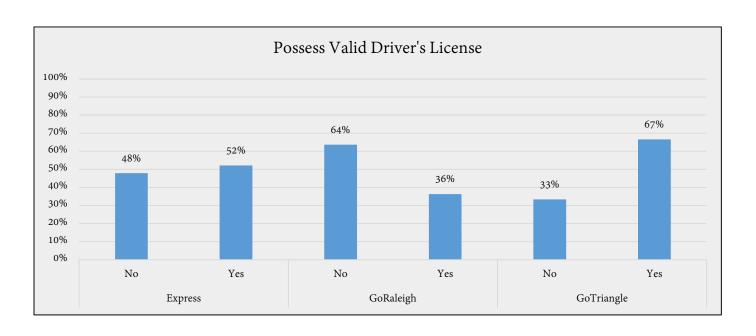
Express route riders use a different composition of transit passes than GoTriangle or GoRaleigh ridership, which is shown in the bar graph on this page. For example, 26% of regional express route riders use a type of GoPass (university provided 3% and other 23%) while 37% of GoTriangle riders (university provided 27% and 10% other) and only 15 percent of GoRaleigh riders (6% university provided and 9% other). Additionally, regional express riders use local day passes at a rate (20 percent) that is much much higher than GoTriangle ridership (3 percent) and much less than GoRaleigh ridership (62 percent). Regional express route riders exhibit higher levels of dissatisfaction (8% dissatisfied and 11% very dissatisfied) with the fare/cost to ride when compared to GoTriangle riders (5% dissatisfied and 1% very dissatisfied) and (9% dissatisfied and 3% very dissatisfied). Fare satisfaction by ridership group is also shown on the following page.

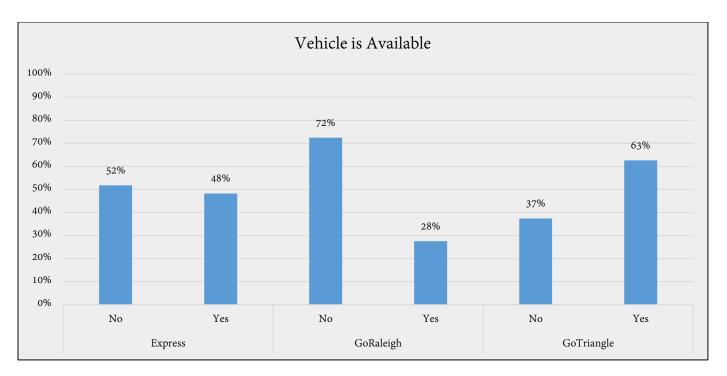




### **Driver's License and Vehicle Availability**

Regional express route riders possess valid driver's licenses at differing rates than GoRaleigh or GoTriangle ridership, which is shown in the bar graph below. Regional express route riders have a lower rate of possessing a driver's license (51%) than GoTriangle ridership (67%) and a higher rate of possessing a valid driver's license than GoRaleigh ridership (36%). It is also worthy to note that regional express route riders have vehicles available for their use at a rate (48 %) that is higher than GoRaleigh ridership (28%), but lower than GoTriangle rideship (63%), which is shown in a bar graph on this page.





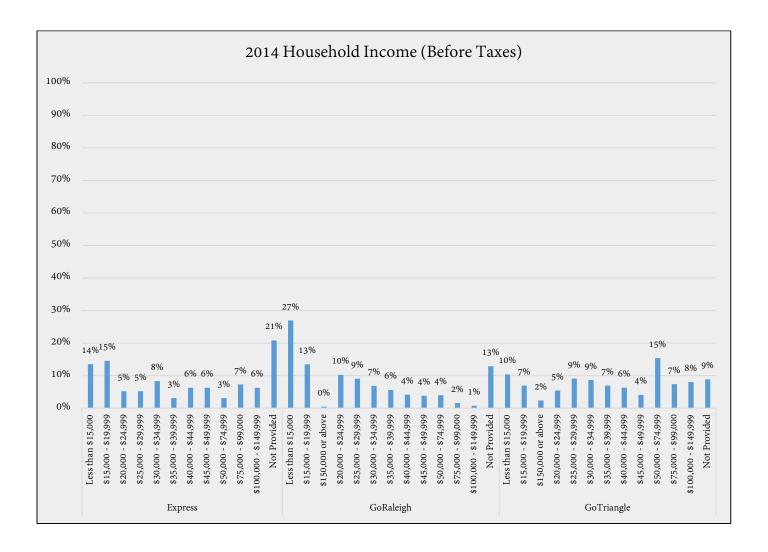
### Race/ethnicity

Regional express routes have a different racial and ethnic composition than GoRaleigh or GoTriangle routes, which is shown in the table below. For example, regional express routes have a lower proportion of white riders (29%) than GoTriangle (50%), but a higher proportion of white riders than GoRaleigh (22). Conversely, express routes have a higher composition of African Americans than GoTriangle (36%) and a lower composition of African-American riders (57%) than GoRaleigh (64%).

Race/Ethnicity by Service Type											
Race/Ethnicity	Express	GoRaleigh	GoTriangle								
White	29%	22%	50%								
African-American	57%	64%	36%								
Native American	0%	1%	1%								
Hispanic-Latino	10%	10%	6%								
Asian American	0%	1%	4%								
Native Hawaiian Pacific Islander	0%	0%	0%								
Other	3%	1%	3%								

#### **Household Income**

Regional express route ridership earned different levels of household income in 2014 than GoRaleigh or GoTriangle ridership, which is shown in the bar chart below. For example, regional express ridership had a slightly higher percentage of income earners in the range of less than \$15,000 annually (14 percent) compared to GoTriangle (10 percent) and a lower percentage than GoRaleigh ridership (27%). Additionally, regional express route ridership had a slightly lower percentage of income earners in the \$100,000 - \$149,999 income range (6 percent) than GoTriangle (8 percent) and a higher percentage than GoRaleigh (1 percent).

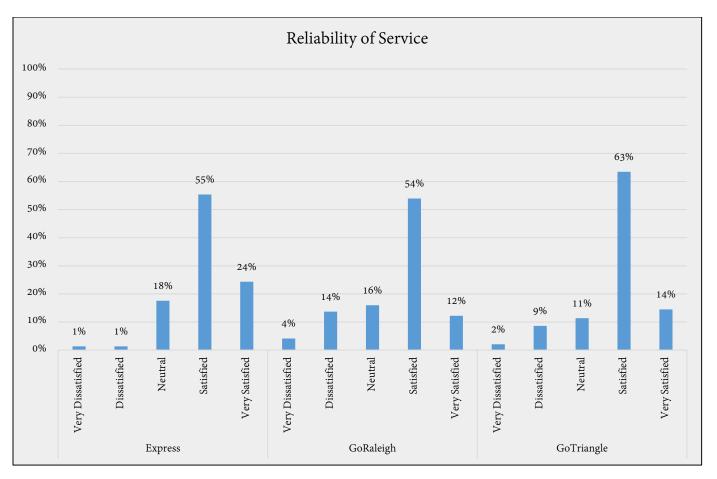


#### **Customer Satisfaction**

Several key customer service aspects with results that exhibit differences for regional express routes are presented in the following section.

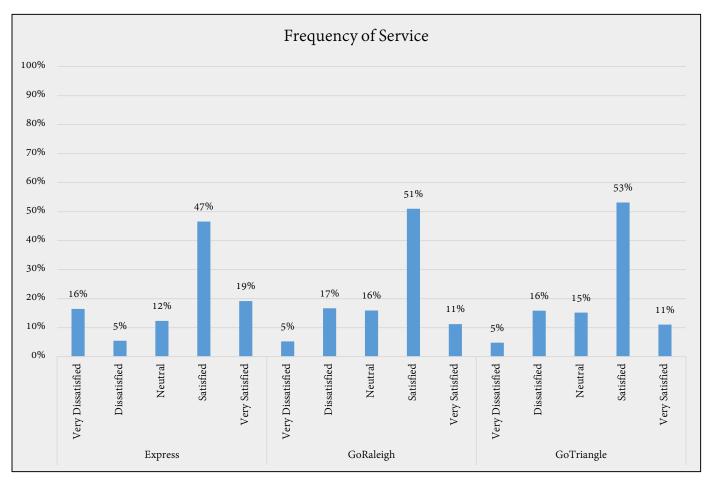
#### **Reliability of Service**

Regional express route ridership exhibits different levels of satisfaction regarding bus reliability than GoTriangle or GoRaleigh ridership, which is shown in the bar graph on this page. For example, regional express route ridership has lower rates of dissatisfaction (1% very dissatisfied and 1 percent very dissatisfied) with the reliability of bus service than GoTriangle (9% dissatisfied and 2% very dissatisfied) or GoRaleigh (14% dissatisfied and 4% very dissatisfied).



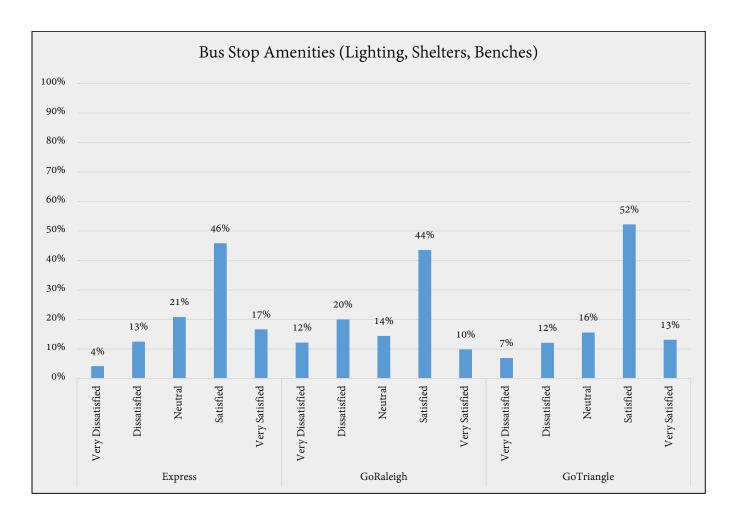
### **Frequency of Service**

Regional express route ridership exhibits somewhat different levels of satisfaction regarding bus frequency than GoTriangle or GoRaleigh ridership, which is shown in the bar graph below. For example, regional express route ridership has higher rates of being very dissatisfied with frequency of service (16 percent) when compared to GoRaleigh (5 percent) and GoTriangle (5 percent). Although, overall dissatisfaction levels (dissatisfied and very dissatisfied) are similar for regional express, GoTriangle, and GoRaleigh ridership.



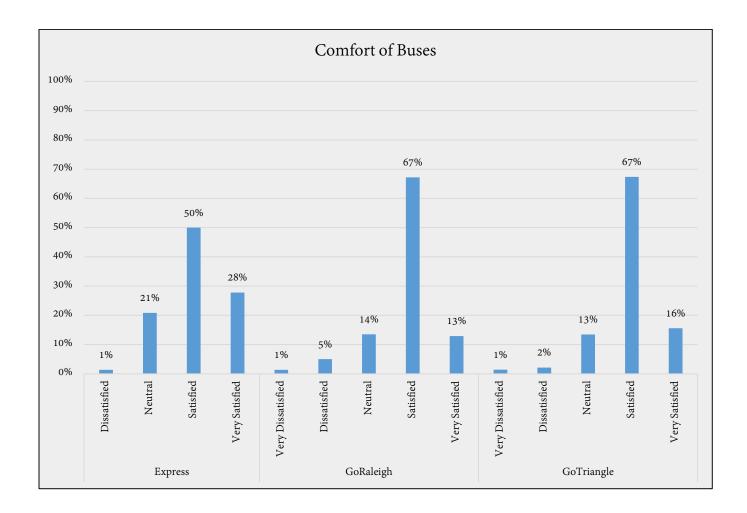
# **Bus stop amenities**

Regional express route ridership exhibits different levels of satisfaction regarding bus stop amenities than GoTriangle or GoRaleigh ridership, which is shown in the bar graph below. For example, regional express route ridership has similar rates of dissatisfaction (13% dissatisfied and 4% very dissatisfied) to GoTriangle (12% dissatisfied and 7% very dissatisfied) and lower rates than GoRaleigh (20% dissatisfied and 12% very dissatisfied).



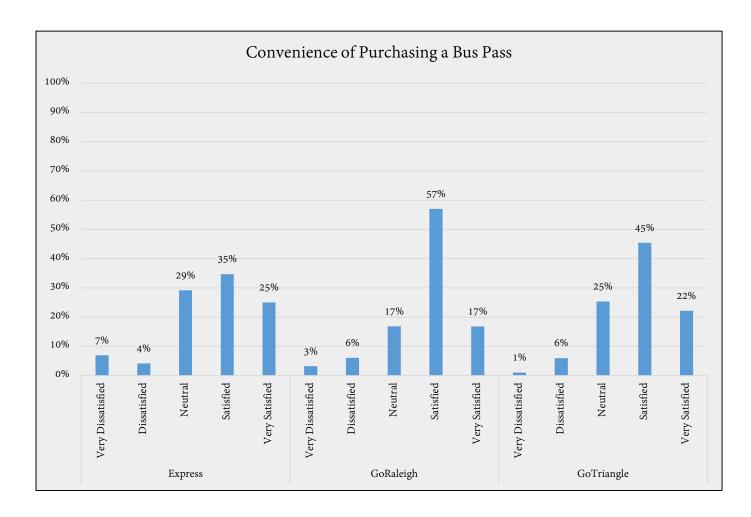
## **Comfort of Buses**

Regional express route ridership exhibits different levels of satisfaction regarding comfort of buses than GoTriangle or GoRaleigh ridership, which is shown in the bar graph on this page. For example, regional express route riders exhibit higher rates for being very satisfied with the comfort of buses (28 percent) than GoTriangle (16 percent) or GoRaleigh (13 percent). Although, overall rates of satisfaction (satisfied and very satisfied) are similar among regional express, GoTriangle and GoRaleigh ridership.



### **Convenience of Purchasing a Bus Pass**

Regional express route ridership exhibits different levels of satisfaction regarding their perception of customer service than GoTriangle or GoRaleigh ridership, which is shown in the bar graph below. For example, regional express route riders exhibit higher rates of being very dissatisfied (7 percent) than GoRaleigh (3 percent) or GoTriangle (1 percent) ridership. Although, overall levels of dissatisfaction (dissatisfied and very dissatisfied) are only slightly higher for regional express ridership when compared to GoTriangle or GoRaleigh ridership.



# **Overall Customer Service Perception**

Express route ridership exhibit different levels of agreement regarding their perception of customer service than GoRaleigh or GoTriangle ridership, which is shown in the bar graph below. While, regional express route ridership exhibits similar overall levels of agreement (agree and strongly agree) regarding the perception of excellent customer service provision as GoTriangle and GoRaleigh ridership, regional express route ridership exhibits a higher level of strongly agreeing (18%) with the perception that customer service provision is excellent than GoTriangle (8%) or GoRaleigh (7%) ridership.

