



*We'll Get You There*

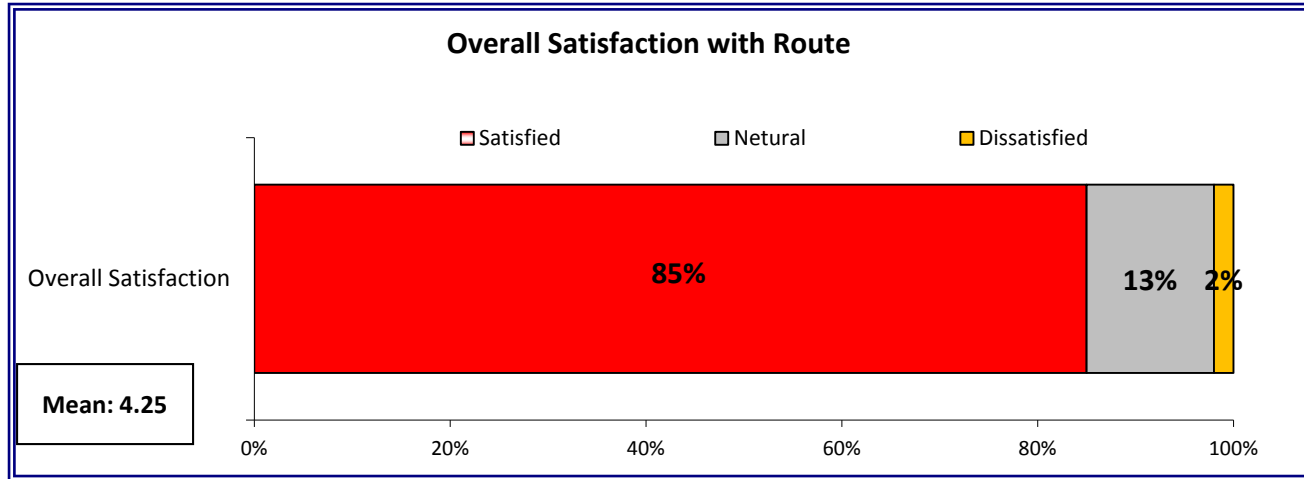
# **RapidRide F Line Customer Satisfaction Survey**

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March 2018

Quick Look: February 2018 - Three Year Post Implementation

# RapidRide F Line: Overall Satisfaction and Rider Profile

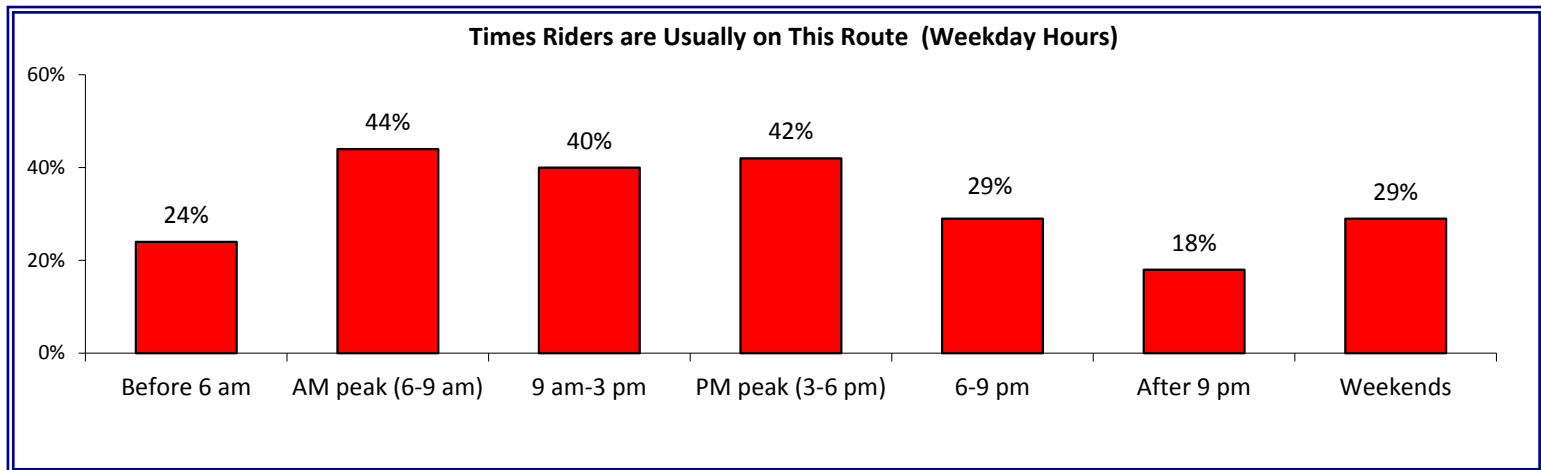
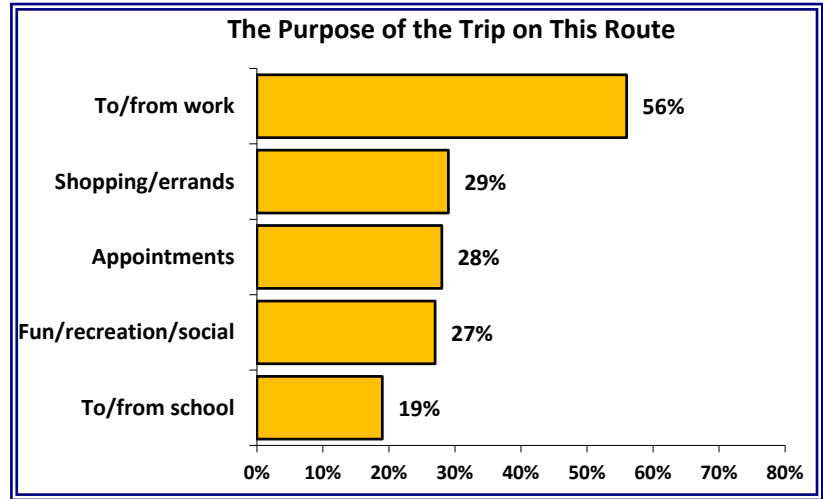
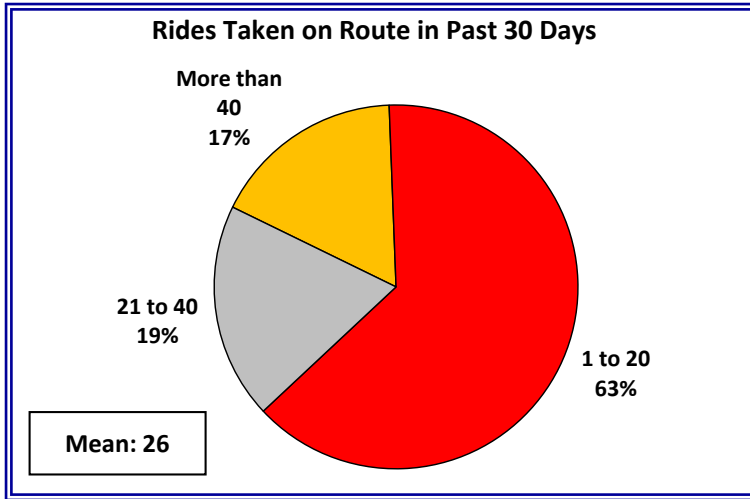


Q7. Overall, how satisfied are you with the Rapid Ride F Line?  
(5 is very satisfied, 1 is very dissatisfied)

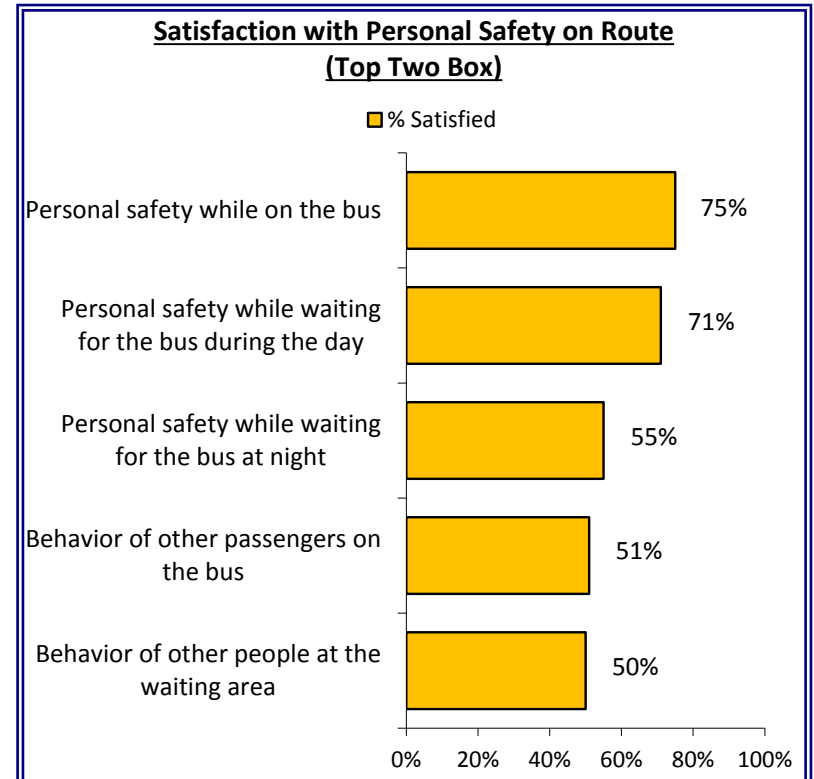
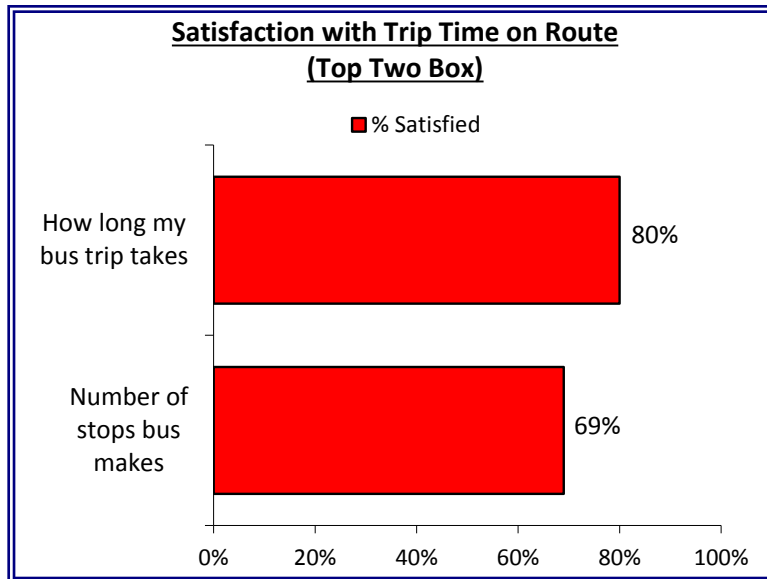
Rider Demographics	
<b>Q19. Gender</b>	
Male	56%
Female	41%
Other	3%
<b>Q,20 Age</b> Mean = 37 years	
13-24	27%
25-34	24%
35-44	16%
45-54	13%
55-64	12%
65 and older	7%

RR F Line  
(n=501)

# RapidRide F Line: Ridership Information



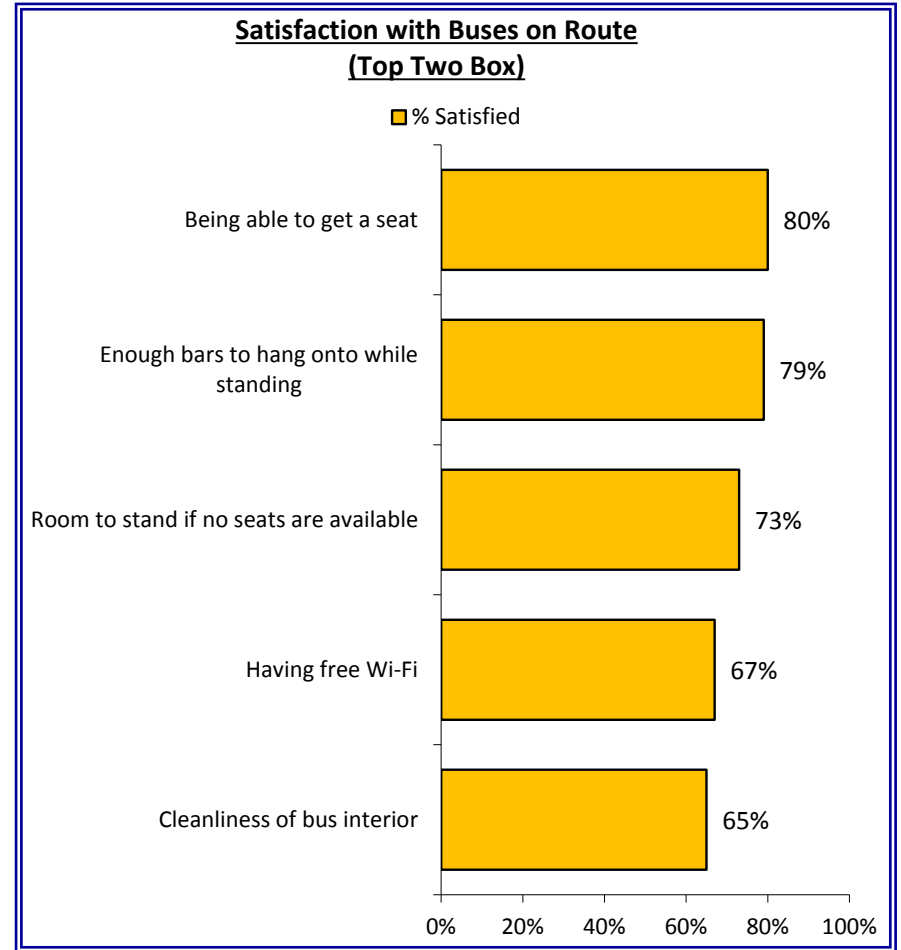
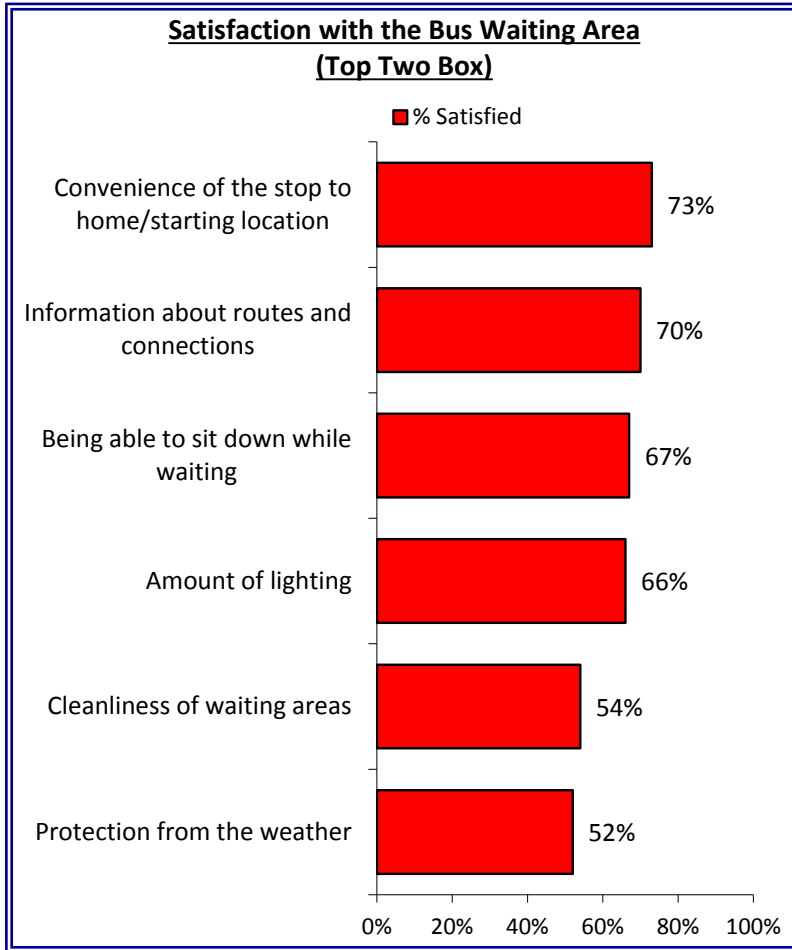
# RapidRide F Line: Trip Time and Personal Safety on Route



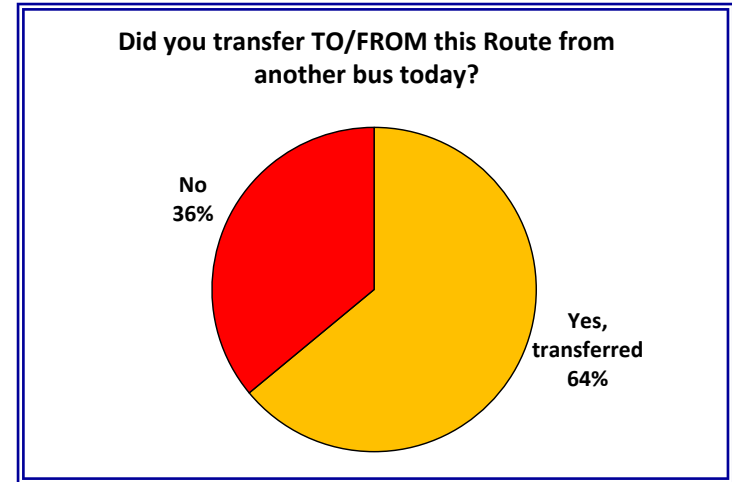
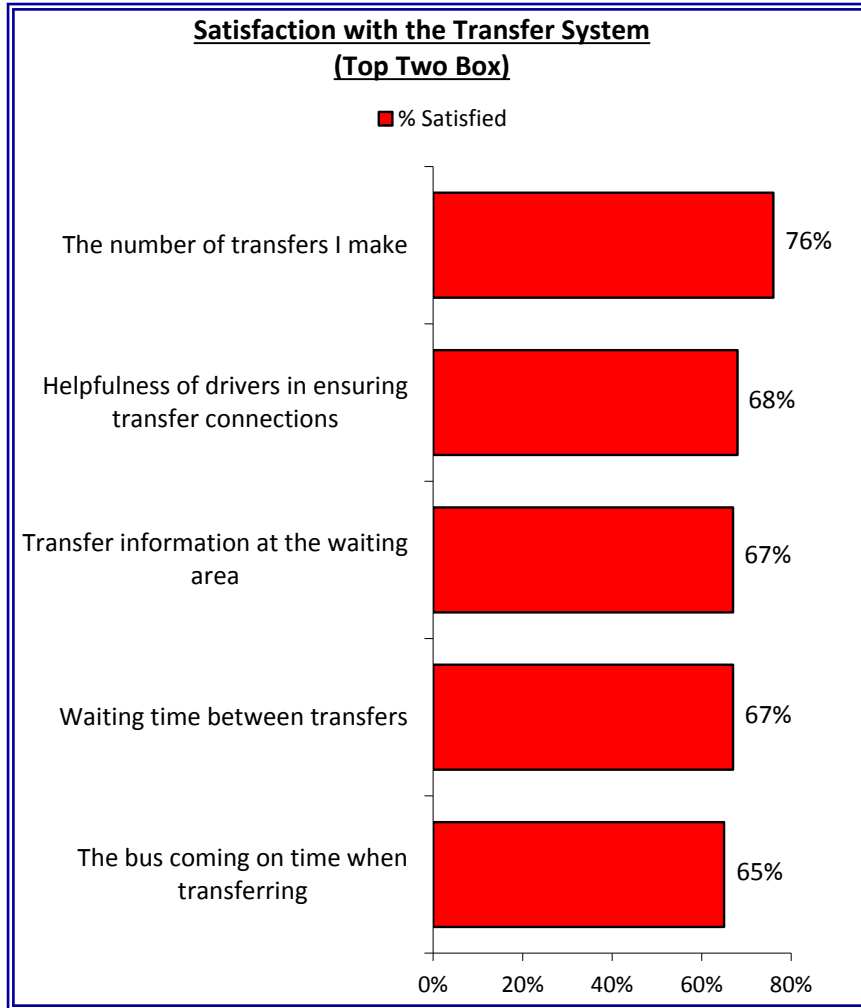
Q1. Trip time on Route: (5 is very satisfied, 1 is very dissatisfied)

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

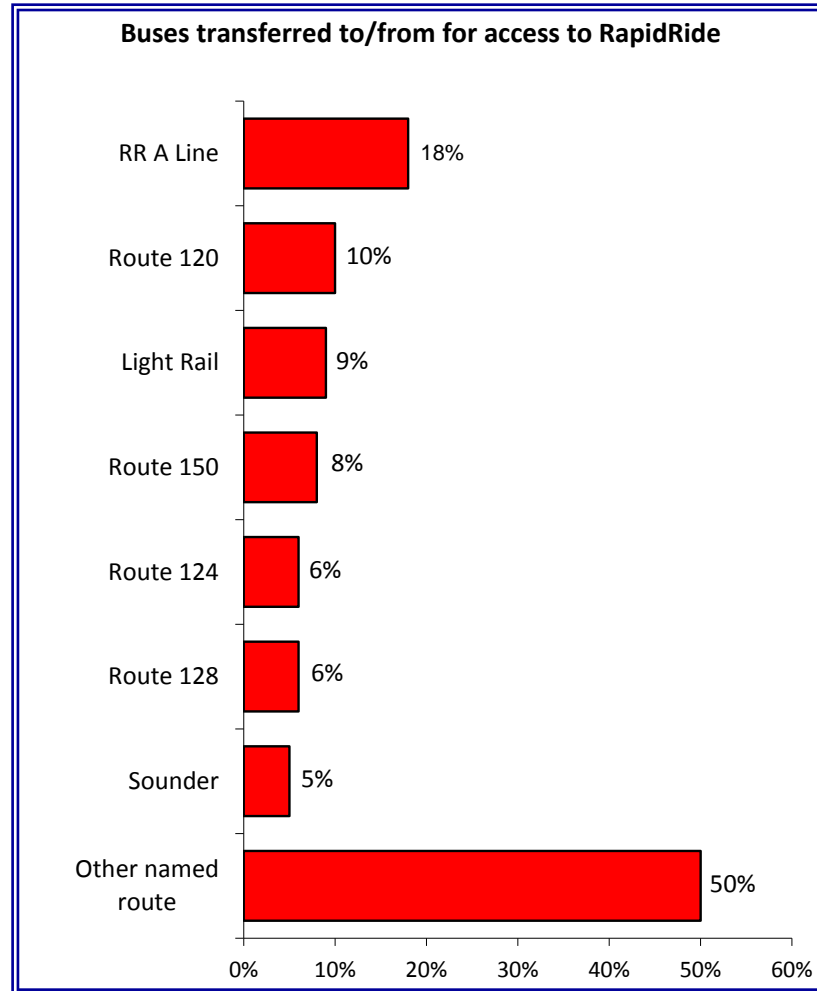
# RapidRide F Line: Bus Waiting Areas and Buses on Route



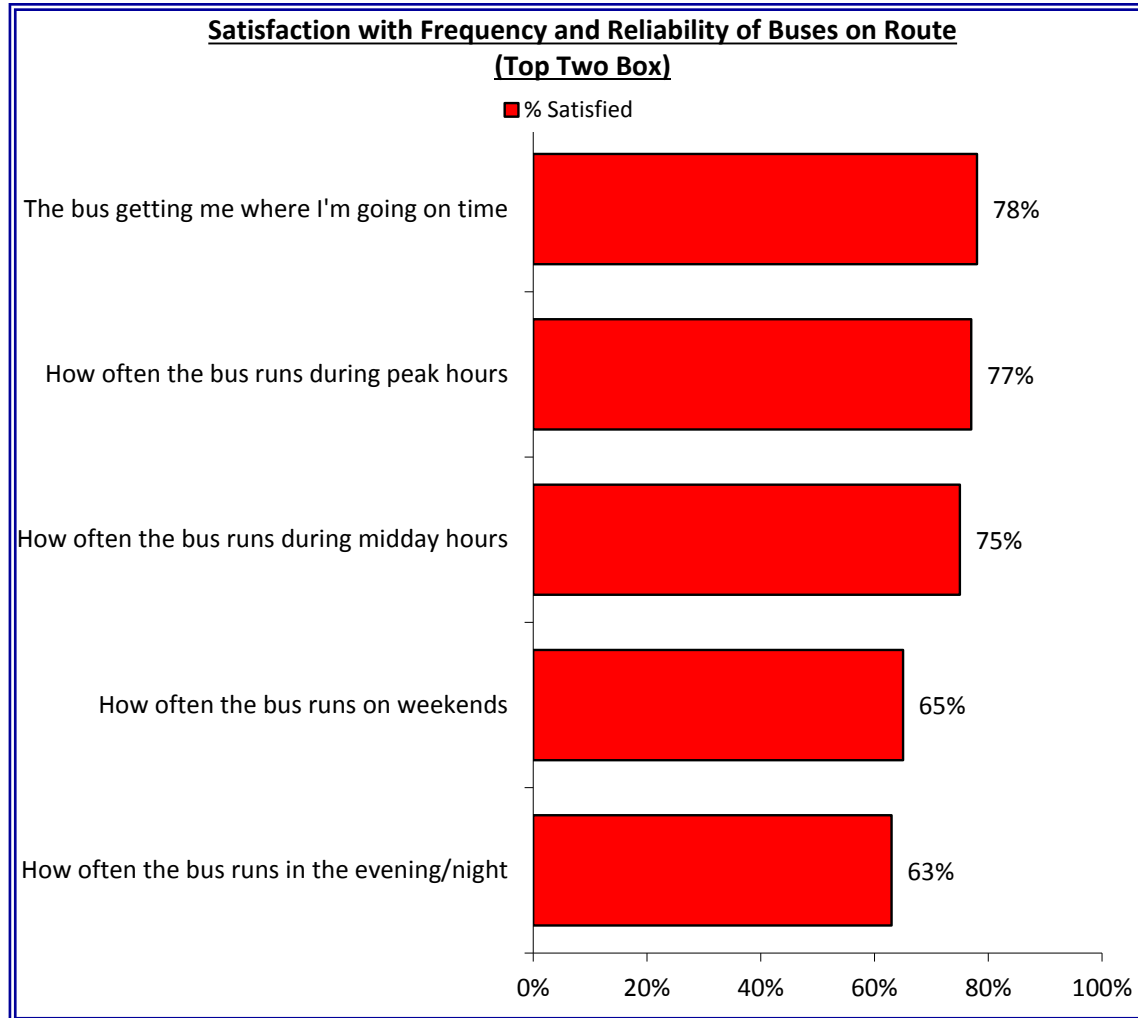
# RapidRide F Line: Transfer Systems



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

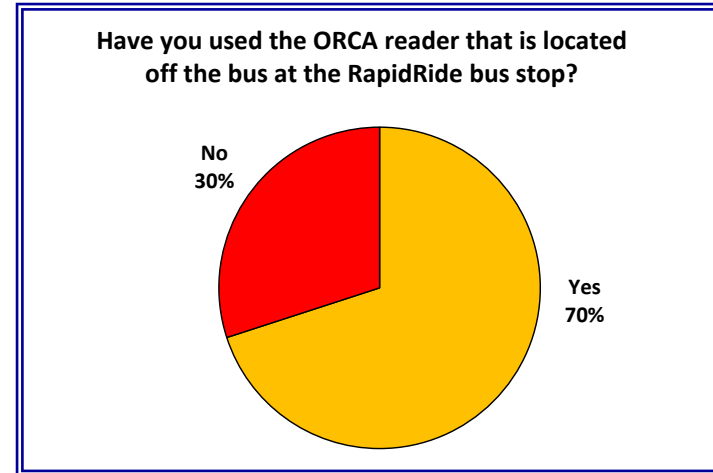
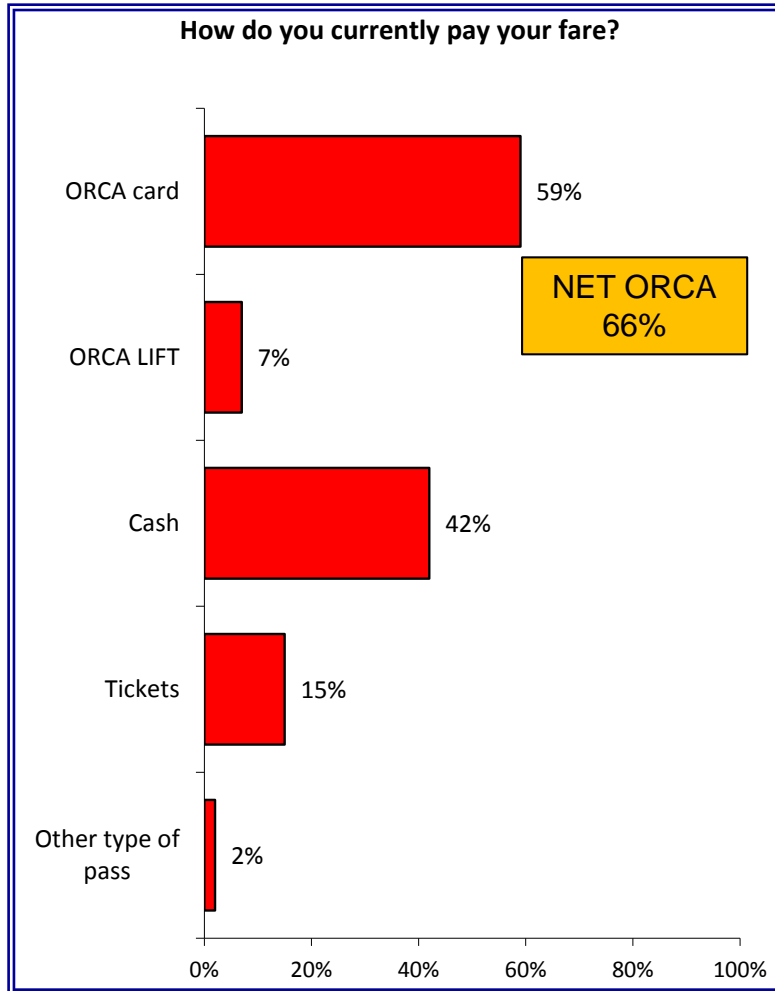


# RapidRide F Line: Frequency and Reliability of Buses

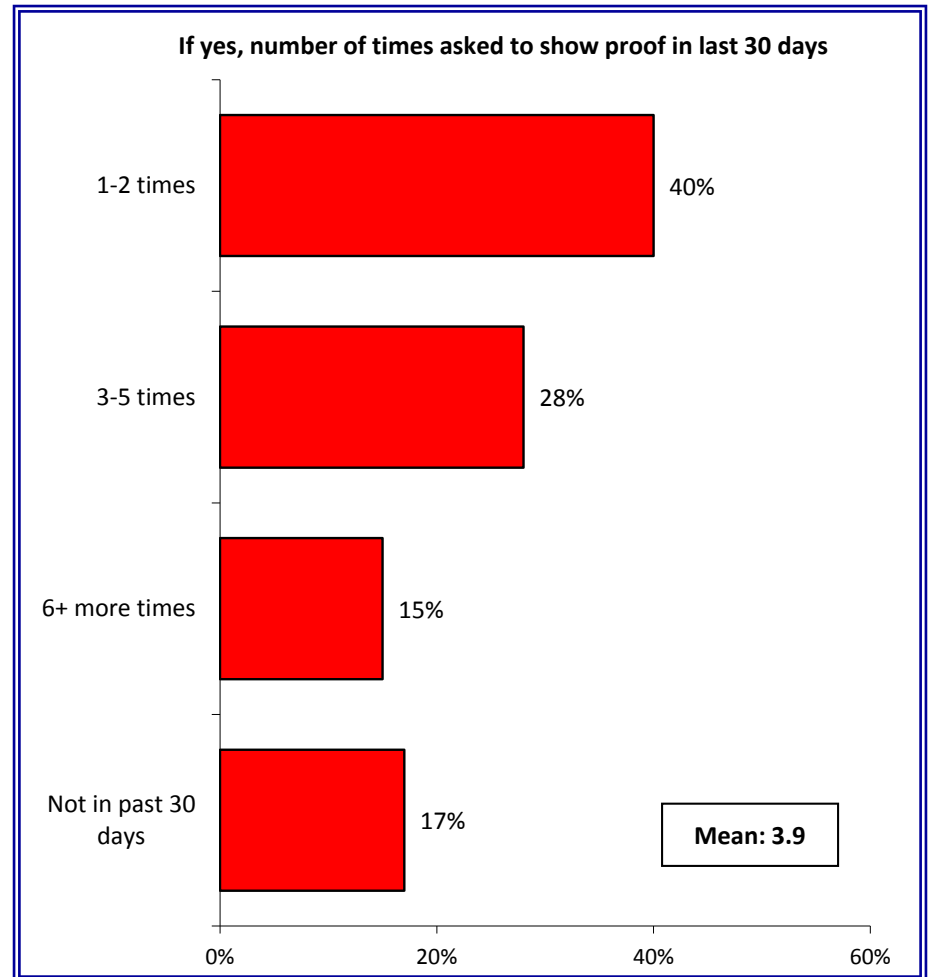
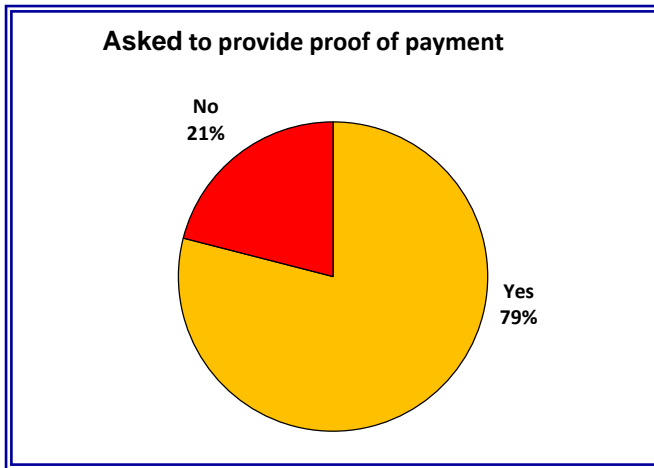




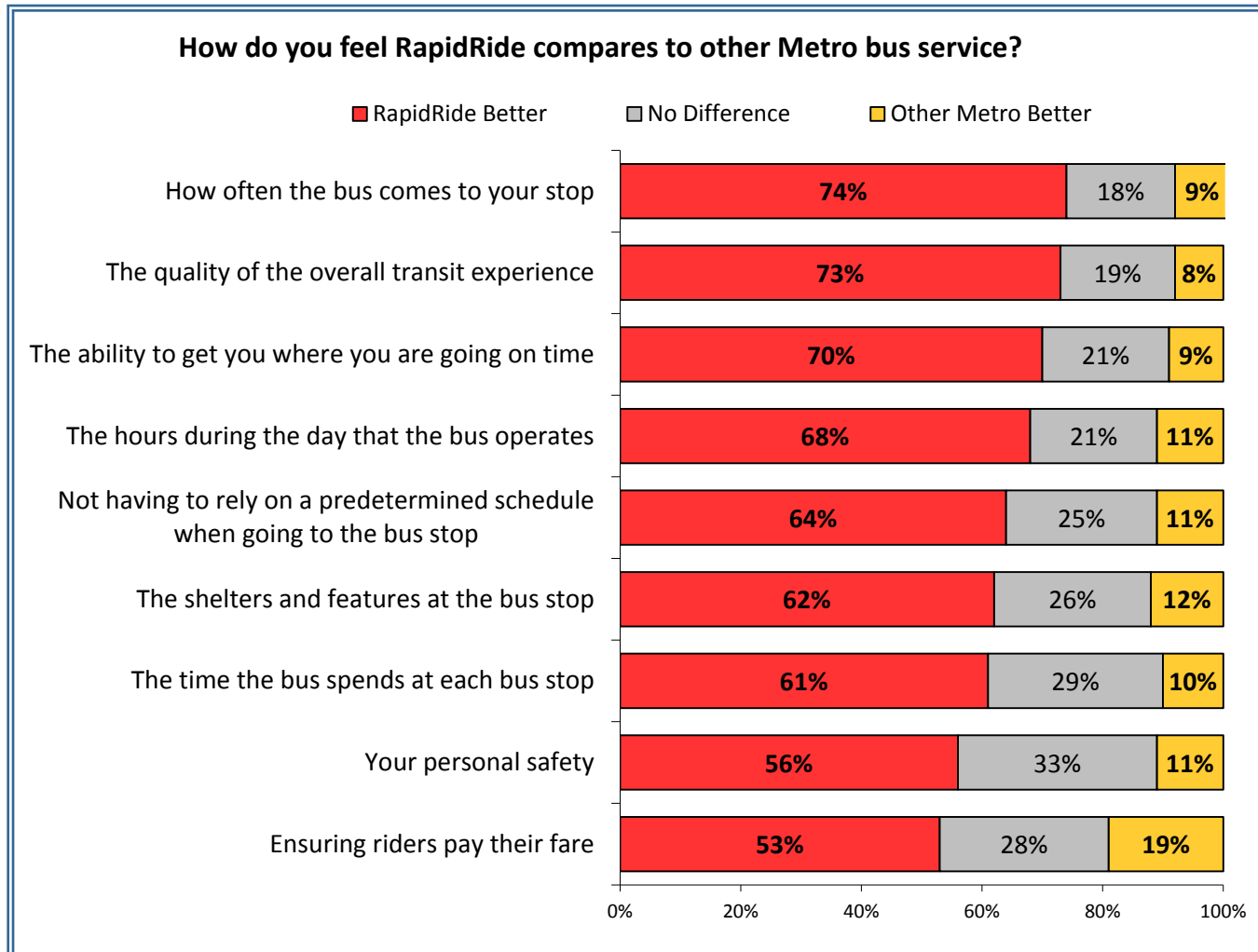
# RapidRide F Line: Fare Payment, ORCA Reader



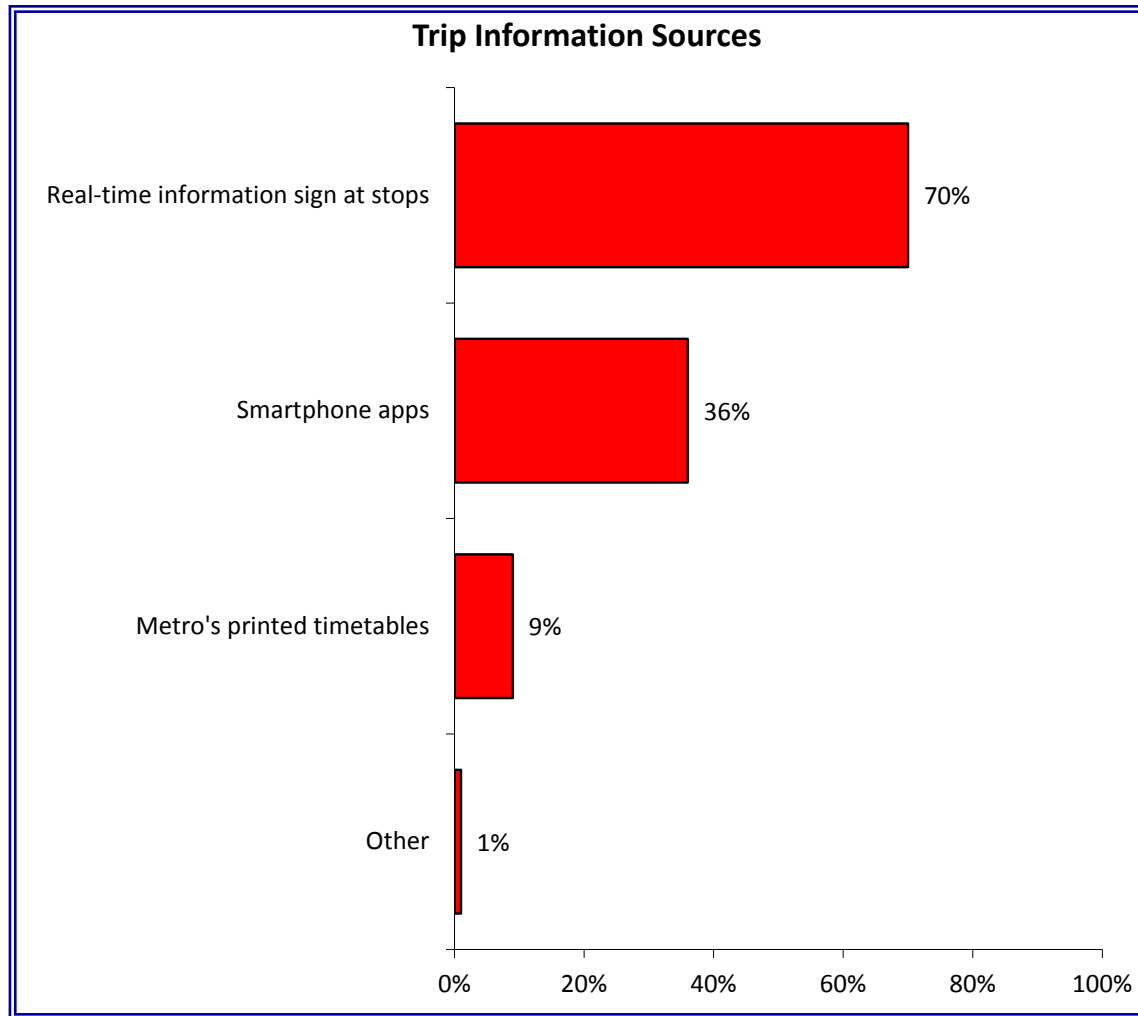
# RapidRide F Line: Proof of Payment



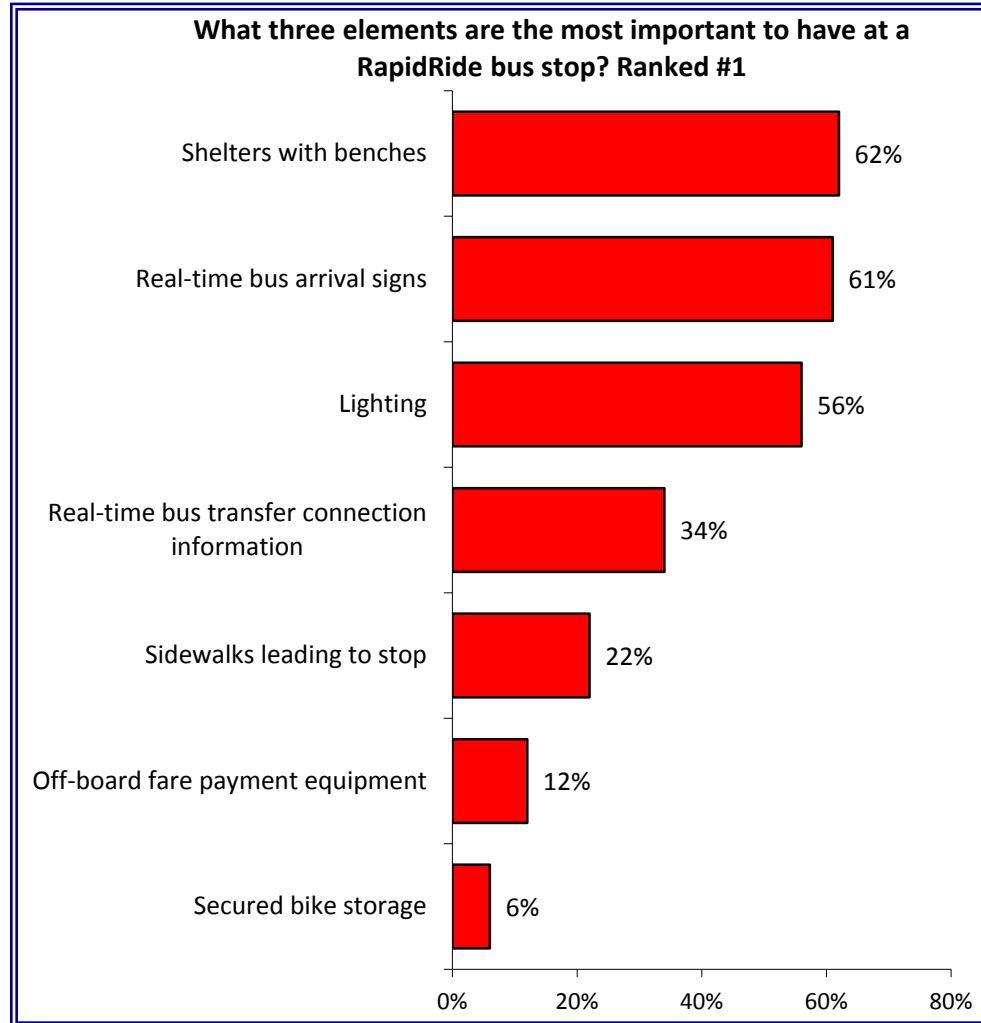
# RapidRide F Line: Compared to Other Metro Service



# RapidRide F Line: Information Sources



# RapidRide F Line: Important Elements at the Bus Stop



# RapidRide F Line: Recommendations for Improvements

