An Onboard Survey of GoTriangle Customers

2019

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An Onboard Survey of GoTriangle Customers
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of Contents</td>
<td>4</td>
</tr>
<tr>
<td>List of Figures</td>
<td>7</td>
</tr>
<tr>
<td>Executive Summary</td>
<td>9</td>
</tr>
<tr>
<td>Introduction</td>
<td>10</td>
</tr>
<tr>
<td>Perception of Major Service Improvements</td>
<td>10</td>
</tr>
<tr>
<td>Demographics</td>
<td>11</td>
</tr>
<tr>
<td>Travel characteristics</td>
<td>11</td>
</tr>
<tr>
<td>Ridesharing</td>
<td>11</td>
</tr>
<tr>
<td>Fare media</td>
<td>11</td>
</tr>
<tr>
<td>Mobile Communication</td>
<td>11</td>
</tr>
<tr>
<td>Introduction and Methodology</td>
<td>12</td>
</tr>
<tr>
<td>Background</td>
<td>13</td>
</tr>
<tr>
<td>Methods: How the Survey Was Conducted</td>
<td>14</td>
</tr>
<tr>
<td>Sample</td>
<td>14</td>
</tr>
<tr>
<td>Data Collection</td>
<td>14</td>
</tr>
<tr>
<td>Participation Rates</td>
<td>15</td>
</tr>
<tr>
<td>Questionnaire</td>
<td>15</td>
</tr>
<tr>
<td>Analysis</td>
<td>16</td>
</tr>
<tr>
<td>Rider Profile</td>
<td>17</td>
</tr>
<tr>
<td>Frequency of Using GoTriangle</td>
<td>18</td>
</tr>
<tr>
<td>Years Customers Have Used GoTriangle</td>
<td>20</td>
</tr>
<tr>
<td>Compared to a Year Ago, Do You Ride More Often, Less Often or the Same?</td>
<td>21</td>
</tr>
<tr>
<td>Perspective on Ridership change</td>
<td>22</td>
</tr>
<tr>
<td>Trip Purpose: Use of GoTriangle for Various Purposes, by Segment</td>
<td>23</td>
</tr>
<tr>
<td>Employment and Trip Purpose</td>
<td>24</td>
</tr>
<tr>
<td>Mode to the Bus Stop</td>
<td>25</td>
</tr>
<tr>
<td>Use of Area Bus Systems</td>
<td>26</td>
</tr>
<tr>
<td>Type of Fare Used</td>
<td>27</td>
</tr>
<tr>
<td>Income and Fare Medium Used</td>
<td>28</td>
</tr>
<tr>
<td>Alternatives to Public Transit</td>
<td>29</td>
</tr>
<tr>
<td>Aspects of Mode Choice</td>
<td>30</td>
</tr>
<tr>
<td>Available vehicle, shared vehicle, no vehicle at all</td>
<td>31</td>
</tr>
</tbody>
</table>
Vehicles Available – National and GoTriangle Bus Riders .................................................................31
Availability of a Vehicle ..........................................................................................................................32
Use of Uber or Lyft in past thirty days ..................................................................................................32
Frequency of using Uber/Lyft and Frequency of using GoTriangle ....................................................33
Use of Uber and/or Lyft to Supplement or Replace a Trip on GoTriangle ...........................................33
Replacing or Supplementing a Trip, by Segment .................................................................................35
Use of Rented Bikes and Scooters .......................................................................................................36
Demographics .......................................................................................................................................37
Employment of GoTriangle Customers .................................................................................................38
Unemployment Rates in NC, Wake, Durham, and Orange Counties ......................................................39
Income of Rider Households ................................................................................................................40
Household size .......................................................................................................................................41
Estimated Poverty Level Incomes .........................................................................................................41
Comparison of Bus Rider Income Data Nationally and among GoTriangle Customers .........................42
Employment and Income .......................................................................................................................43
Gender of the Customers .........................................................................................................................44
Ethnicity of Customers ...........................................................................................................................45
Language Spoken Most Often at Home ...................................................................................................46
Comfort Speaking English ......................................................................................................................46
Age of Customers ..................................................................................................................................47
Age Profile of Transit Customers Nationally ..........................................................................................47
Age of GoTriangle Customers and the Wake, Durham, & Orange County Populations .........................48
An Age Profile of GoTriangle Customers ...............................................................................................49
Generations and Ridership ......................................................................................................................50
Customer Satisfaction ............................................................................................................................51
Overall System Rating Score by Rider Segment ....................................................................................52
Percentage of Customers Able or Unable to Provide a Rating of Services Included in the Survey ........53
Utilization ................................................................................................................................................54
Type of service .......................................................................................................................................54
Rating Scores: Scores of "Excellent" in 2018 on Individual Components of GoTriangle Service ..............55
Percent Excellent Ratings, 2018 & 2019 .................................................................................................56
Service Rating Distributions ..................................................................................................................60
Results tend to be positive ......................................................................................................................60
Determining Customer Priorities for Service Improvement .................................................................62
One way to prioritize: Ask Customers “What Are the Three Most Important Services to Improve?” ......63

GoTriangle Onboard Customer Survey, 2019

Page 5
A second way to prioritize: Determine Which Service Elements Would Move the Needle of the Overall GoTriangle Service Rating if They Were to Be Improved .................................................................65

Relationship between Overall Performance and Individual Service Elements ...........................................69
Top, bottom, left, right ..................................................................................................................................69
The upper left quadrant: Improving these would move the overall rating needle the most .................69
The upper right quadrant: Maintain this relatively strong position, and improve if possible ...............70
The lower right quadrant: This service is good, but improvement would be welcome .....................70
Lower left quadrant: It would be nice to improve these elements, but doing so would not affect the rating of GoTriangle service overall by much .............................................................................70

Core and Peripheral Aspects of Service ....................................................................................................71
Mobile Communication ...............................................................................................................................73
Use of Cell and Smart Phones ..................................................................................................................74
The Age and the Use of Mobile Transit App .............................................................................................75

Appendix A: Examples of an Alternative Segmentation Approach ..........................................................76
Digression: Example of Other Segmenting Variables .............................................................................77

Appendix B: Questionnaire .......................................................................................................................78

Appendix C: Rider Comments ..................................................................................................................81
List of Figures

Figure 1 Frequency of Using GoTriangle .................................................................18
Figure 2 Frequency of Using GoTriangle, 2018 and 2019 ........................................18
Figure 3 Ridership Three Segments ....................................................................19
Figure 4 Years Customers Have Used GoTriangle ..................................................20
Figure 5 Years Using Transit, GoTriangle and National (APTA) ..............................20
Figure 6 Compared to a Year Ago, Do You Ride More Often, Less Often or the Same? 21
Figure 7 GoTriangle Ridership, 2012 to 2019 ........................................................22
Figure 8 GoTriangle and National Bus Ridership, 2012 to 2019 ...............................22
Figure 9 Trip Purpose ..........................................................................................23
Figure 10 Employment and Trip Purpose ...............................................................24
Figure 11 Mode to the GoTriangle Bus Stop ..........................................................25
Figure 12 Access Mode – GoTriangle and Nationally (GoTriangle Survey and APTA, “Who Rides Public Transportation”) .................................................................25
Figure 13 Bus Systems Used in a Typical Week ......................................................26
Figure 14 Fare Medium Used ..............................................................................27
Figure 15 GoTriangle Fares at the Time of the Survey .............................................27
Figure 16 Income and Type of Fare Paid ...............................................................28
Figure 17 Having both a license and an available vehicle ......................................30
Figure 18 Aspects of Mode Choice: Having a License, Drivers in the Household, and Having a Vehicle ..........................................................30
Figure 19 Available vehicle, shared vehicle, no vehicle ........................................31
Figure 20 Vehicles Available – National and GoTriangle Bus Riders ......................31
Figure 21 Availability of a Vehicle .................................................................32
Figure 22 Use of Uber or Lyft in Past Thirty Days .................................................32
Figure 23 Frequency of using Uber/Lyft and Frequency of using GoTriangle ..........33
Figure 24 Use of Uber and/or Lyft to Supplement or Replace a Trip on GoTriangle ...........................................................................................................33
Figure 25 Reasons Riders Replaced a GoTriangle Trip with a Rideshare Trip ..........34
Figure 26 Examples of How Responses Were Coded ............................................34
Figure 27 Replacing or Supplementing a GoTriangle Trip, by Segment ..................35
Figure 28 Use of Rented Bikes and Scooters .........................................................36
Figure 29 Employment of GoTriangle Customers ..................................................38
Figure 30 Unemployment Rates in NC, Wake, Durham, and Orange Counties ........39
Figure 31 Income of Rider Households ...............................................................40
Figure 32 Income Distribution among Rider Market Segments ................................40
Figure 33 Size of GoTriangle Customer Households ............................................41
Figure 34 Estimated percent of GoTriangle Customers at Given Levels of Federally Defined Poverty ..........................................................41
Figure 35 Comparison of Bus Rider Income Data Nationally and among GoTriangle Customers ..........................................................42
Figure 36 Employment and Income ......................................................................43
Figure 37 Rider Segment by Gender ....................................................................44
Figure 38 Ethnicity of Customers ........................................................................45
Figure 39 Language Spoken Most Often at Home ..................................................46
Figure 40 Comfort Level Speaking English ..........................................................46
Figure 41 Age of Customers ..............................................................................47
Figure 42 Age Profile of Transit Customers Nationally (APTA, op cit) .....................47
Figure 43 Age of GoTriangle Customers and the Wake, Durham, & Orange County Populations ..........................................................48
Figure 44 Age Profile of GoTriangle Customers ....................................................49
Executive Summary
**Introduction**

In early October 2019, CJI Research conducted an onboard survey of GoTriangle customers. The GoTriangle survey includes 2,512 responses and has a margin of error of +/-1.9% at the 95% level of confidence.

**PERCEPTION OF MAJOR SERVICE IMPROVEMENTS**

- The survey obtained customer ratings of overall GoTriangle service and nineteen specific elements of service. A seven-point scale was used on which a score of 1 means “Very poor” and 7 means “Excellent.” The percent rating GoTriangle service overall as 7 is 25%. Another 36% rated service as 6 on the same scale, meaning that the total rating service as excellent or very good is 61%.
- Top rated elements with scores of 6 or 7 include three aspects of service that help define the environment in which customers travel:
  - Sense of safety on the bus (71%)
  - Bus operator helpfulness (70%)
  - Cleanliness of the interior of the buses (70%)
- Operational aspects of service used by almost all customers all had 48% or more ratings of 6 or 7.
- Of widely used operational elements, two elements deserve note:
  - For weekday service frequency 55% gave a score of 6 or 7, and yet many riders stated a preference for greater frequency.
  - For ease of transfers within the GoTriangle system 60% gave a score of 6 or 7
- When asked to rank areas for improvement:
  - “Buses running on time” is by far the most frequently cited aspect of service to improve. It was cited by 54% of customers as first, second, or third most important to improve among the nineteen specific aspects of service examined.
  - Second most important in this sense is “Weekday Service frequency” (38%), which is unexpected, given that this was among the highest satisfaction scores. This is a good example of a relatively prosperous ridership satisfied with service but wanting still more.
  - Third most important: Average time for the total trip (26%).
  - Fourth most important to improve was “Weekday service hours.” (26%)
- Another way to consider service improvement priorities is to examine the correlation of each aspect of service with the overall service rating. That technique identified five priorities that are currently rated approximately at an average quality score, but that would have had a significant impact on the overall quality of service rating. They are, in ascending order of the impact on the overall satisfaction score: service to all destination desired (coverage), Weekday Service Hours, Total average time to make a trip, Weekday service frequency, and Buses running on time.
- Trip purpose is primarily oriented to employment (70%) and school or college (18%), but some customers (totaling 9%) also use GoTriangle for shopping, medical/dental visits or recreation.

**DEMOGRAPHICS**

- GoTriangle provides a key support for employment and education. Of all GoTriangle customers, 60% are employed full time and another 15% part time, for a total of 76% being employed. Another 27% are students, among whom 16% are students only, while 11% are students who are also employed.
• 44% of GoTriangle customers identify themselves as Caucasian/White, 30% identify themselves as African-American, 15% Asian, 7% Hispanic, 1% Native American, and 4% “Other.”
• Like most U.S. bus systems, the ridership of GoTriangle is young, with 54% younger than thirty-five.
• Unlike the customer base of most transit systems in the United States, an approximately equal proportion of women (50%) as men (48%) use GoTriangle. (2% preferred not to answer.)
• Similar to the ridership of many bus systems, many GoTriangle customer households report that they have low household incomes. In this survey, 32% report income of less than $25,000. However, incomes of GoTriangle rider households are somewhat higher than bus riders nationally. Nationally 30% of bus rider households have incomes of less than $15,000, while the comparable figure from GoTriangle is 18%. Nationally, 31% report incomes of $50,000 or more, the comparable GoTriangle figure is 45%.
• GoTriangle customers are less transit dependent than customers of many bus systems. Nationally, 61% of bus riders say they lacked a vehicle to use for the trip they were making when surveyed. Conversely, 39% had a vehicle. The GoTriangle survey shows how different GoTriangle customers are. GoTriangle reverses the national pattern: 69% have vehicles available, while 31% do not.

TRAVEL CHARACTERISTICS
• 28% of GoTriangle customers say they are using GoTriangle more often than in the previous year and 25% say they began riding only in 2019. Only 5% say they are riding less often now.
• 77% of GoTriangle customers say they use GoTriangle during what for them is a typical week. When using other systems in the Triangle Region, GoTriangle customers are more likely to use GoRaleigh (32%), GoDurham (27%), or Chapel Hill Transit (23%) than they are to also use GoCary (10%), Wolfline (9%), or Duke Transit (4%).

RIDESHARING
• 51% have used Uber or Lyft at least once in the thirty days prior to the survey.
  o Of the 51% using Uber or Lyft in the previous thirty days, 25% (25% of all GoTriangle customers) used Uber or Lyft to replace a GoTriangle trip.
  o Of that same 51% who have used Uber or Lyft at least once in the past thirty days, 16% (or 17% of all customers) have used them as part of a GoTriangle trip. xxx

FARE MEDIA
• The largest percentage of GoTriangle customers boarded with a GoPass (42%), cash (19%), or University/senior/other ID (18%). Many (12%) used a day-pass purchased either on the bus (6%) or ahead of time (6%), while 9% used a 7 or 31 day pass.
  o Combining the cash fare and the day-pass purchase on the bus, a total of 25% make a fare transaction on the bus
  o Conversely, 75% make a prior pass purchase or use a free pass such as GoPass or a university ID, thus avoiding the delay of conducting a transaction while boarding.

MOBILE COMMUNICATION
• A transit app has been downloaded by 59% of GoTriangle customers.
• While the use of transit apps is still very much inversely related to age, the use of basic cellphones is not. For example, 94% of customers over the age of sixty-five use a cell phone, but only 41% of that group uses a transit app. Yet, it is interesting that even in this oldest group in the survey, one-third of the customers use a transit app.
Introduction and Methodology
Background

As part of a regional customer satisfaction measurement program, CJI Research, LLC conducted a two-phase survey of customers onboard GoTriangle buses. First, surveys were conducted from the GoTriangle facility in Morrisville between October 9th and 15th, 2019. Subsequently, during a companion survey conducted for GoRaleigh as part of the larger four transit-system regional survey, additional surveys were conducted between October 23rd and 26th, 2019 on the GoTriangle routes operated by GoRaleigh. These dates match well with the dates of the GoTriangle survey in 2018 (October 9-16 and October 26th to November 3rd). Similar surveys were conducted during the following weeks in 2019 with customers of GoDurham (October 16-19), GoCary (October 20-22), and GoRaleigh (October 23-26).

The GoTriangle survey reported here is part of a three year project to survey passengers on GoTriangle, GoRaleigh, GoDurham, and GoCary. In 2018 and 2020 one survey utilizes a long form survey questionnaire containing forty-four questions. The other system surveys utilize a shorter thirty-eight question survey. The surveys also differ in sample size. In 2018, it was the turn of GoRaleigh to have the long-form questionnaire and a large sample that had sufficient complete questionnaires that it could be analyzed at the route level with confidence. In 2019, it was the turn of both GoTriangle and GoCary to have larger samples and the long form questionnaire. In 2020, it will be GoDurham’s turn for both.

The total sample size for the GoTriangle survey is 2,512 respondents. The sample error for a random sample of this size is ±1.9%. The sample size in 2018 was 810 and sample error for a sample of that size is ±3.3%. We can expect to observe three effects because of the different sample sizes.

- First, because of the difference in sheer size of the samples, all sub-samples will each be larger in 2019 than in 2018, and thus more reliable.

- Second, the smaller sample of 2018 has a greater range of sample error (ranging from minus 3.3% below the percentage found in the results to plus 3.3% above that percentage). This compares to the narrower range of minus 1.9% to plus 1.9% in the larger 2019 sample. When the two samples are compared, we must use the larger 2018 margin of sample error to determine if a difference is within or beyond that range.

- Finally, the larger sample is a product of having sufficient resources to devote surveyor time to a broader sample of trips, which included more smaller routes with lower ridership than had been possible in 2018. This means that the sample overall will have better representation of the less traveled routes. This has only limited effect on the inter-year comparisons, but in some cases, such as in customer use of systems other than GoTriangle it does have a noticeable impact on the data (see Figure 13, page 26).

The questionnaire used in the survey was initially developed by Hugh Clark of CJI Research, LLC, refined by a coordinating committee from GoTriangle and CAMPO led by Elizabeth Raskopf of GoTriangle, the agency coordinating the multi-system project. The committee included representatives of all four transit agencies and CAMPO.
Methods: How the Survey Was Conducted

Sample

A random sample of runs was drawn from a list of all GoTriangle runs. This initial sample was examined to determine whether the randomization process had omitted any significant portion of the GoTriangle system’s overall route structure. The sample was adjusted slightly to take any such omissions into account.

Survey data collection was conducted onboard the buses. On the bus, survey staff approached all customers rather than a sample. The only exception was that customers who appeared younger than sixteen were not approached, both for reasons of propriety and because children are typically unable to provide meaningful answers to several of the questions.

Because all customers were asked to participate rather than a sample of customers on the bus, there was little or no opportunity for a survey staff member to introduce bias in selection of persons to survey. In effect, a bus operating within a specified window of time became a sample cluster point in a sample of such clusters throughout the total system.

The GoTriangle survey includes 810 respondents and has a margin of error of +/-3.3% at the 95% level of confidence. When the distribution of responses is other than 50:50 on a specific question, the sample error for a given sample size decreases somewhat. If a sub-sample is used, sample error increases marginally. However, with such a large overall sample, this would affect the findings only in a few circumstances in which small sub-segments of the ridership were being examined separately.

Data Collection

Temporary workers from the Greer Group Inc. of Cary, NC were trained to administer the surveys under the supervision of CJI Research, LLC staff. Surveyors wore smocks identifying them in large print as “Transit Survey” workers. This uniform helps customers visually understand the purpose of why an interviewer would be approaching them, thus increasing customer cooperation.

In most cases, the survey personnel met the bus operators at the beginning of their shifts and rode the buses throughout the driver’s assignment, or they took a shuttle to Cary Station to catch their assignments. In some instances, in order to assure broader coverage of certain routes, surveyors rode partial runs and then transferred to another route or run.

The questionnaire was self-administered. Survey personnel handed surveys and a pen to customers and asked them to complete the survey.

At the end of each sampled trip on a given run, the survey personnel placed the completed surveys in an envelope marked with the route, the run, the time, and the day and reported to the survey supervisors who completed a log form detailing the assignment. A total of 441 trips were sampled and recorded in this manner, compared to 141 in the 2018 sample.
PARTICIPATION RATES

Completion Rates on GoTriangle Onboard Survey, 2019

A total of 7,218 persons were riding during the surveyed trips and had a chance to participate if of age and able to speak English or Spanish.

Of those on the bus during the surveyed trips:
- 312 appeared to be younger than 16 and were not asked to participate (4%)
- 53 customers spoke a language other than English or Spanish (1%)
- 3,010 refused outright (42%)
- 1,331 said they had already completed the survey (possibly on another system) (18%)
- 2,629 accepted the survey form with the apparent intention of completing it (36%)

Thus, 2,629 customers represent, the total "effective distribution," i.e., the raw sample.

% of the effective distribution

Of the effective distribution:
- 145 Ultimately failed to return the survey they had accepted (6%)
- 2,485 Completed the survey on the GoTriangle bus (95%)
- 27 completed the survey and returned it by mail or to an operator on another bus (1.0%)
- 28 were too incomplete to include (-1.1%)

Thus, finally 2,484 completed the survey and constitute the final sample (94%).

Key summary statistics

Of all persons on board the sampled trips, this represents: 34%

Of all English or Spanish speaking adults riding on a surveyed vehicle, this represents: 38%

Of all the customers on sampled trips who accepted a questionnaire, this represents: 94%

Of the 2,484 GoTriangle respondents:
- 2,036, or 82% completed all questions in the survey.
- Another 351, or 14% completed all but the final question, household income. Income questions always have a high refusal rate.
- Therefore, 2,387 completed all questions or all but the income question.
- This means that 98% of the sample answered at least 43 of the 44 questions.
- 99% of the sample completed all twenty customer satisfaction questions.

In the analysis, those who did not respond to a question are eliminated from the computation of percentages and means unless there was a way to infer the response. For example, if a rider gave as a trip purpose getting to or from school, it was apparent that this was a student, and that employment could be coded as "student," even if the respondent had not responded to the employment question.

QUESTIONNAIRE

The questionnaire is reproduced in Appendix A.

The questionnaires were distributed by survey staff who approached and spoke with every passenger asking that they complete the survey. The questionnaire was self-administered and serial numbered so that records could be kept for the route and day of the week on which the questionnaire was completed. This is a more accurate method than asking customers which route they are riding when completing the survey.

The survey is printed in English on one side and in Spanish on the other. In the survey of GoTriangle customers, 188 customers, or 8% of the effective final unweighted sample identified themselves as Hispanic, but only 53, or 2.1% of the completed questionnaires were completed in Spanish.
**Analysis**

Analysis consists primarily of crosstabulations and frequency distributions. Tables were prepared in SPSS, version 26 and charts in Excel 2016. The GoTriangle survey will be archived by CJI Research, LLC so that it will be available for further analysis as needed.

With a few exceptions, all percentages are rounded to the nearest whole number. In a few cases, when this could have caused important categories to round to zero, or when comparisons between charts would appear inconsistent if tenths were not included, percentages are carried to tenths. Rounding causes some percentage columns to total 99% or 101%. These are not errors and should be ignored.
Riders were asked on how many days in a typical week they use GoTriangle.

Five day-a-week riders, at 42% of the ridership, predominate. A small percentage (8%) are not regular riders and indicated that they ride GoTriangle less than one day a week. This option was not included in the 2018 survey, but feedback indicated that it ought to be added in the 2019 and 2020 surveys. Therefore, for the comparison of 2018 to 2019 results, that portion of the ridership is omitted\(^1\).

Among GoTriangle customers who consistently ride at least one day a week, 46% ride five days a week, down from 53% in 2018. It may be that the changed response options had some effect on this. Notice that the percentages of those riding six or seven days a week rose by 3%, putting the 2019 total of five-days-or-more riders at 67% in 2018 and 63% in 2019.

The sample of 810 in 2018 has a sample error of \(+3.3\%\), and the 2019 sample of 2,412 a sample error of \(+1.9\%\), so the difference may be less pronounced than it initially appears.

That being said, however, experience shows that such changes generally reflect the direction of change accurately. Therefore, it is important to track this apparent change in the five day commuter market in the upcoming 2020 survey to determine if it is real or an artifact of the changed response options.

\(^1\) For purposes of the inter year comparison with the 2018 data, we will assume that respondents would have circled “1” in response to frequency question if they travel less than one day a week.
For purposes of further analysis, the GoTriangle customers are grouped into three sets, or "segments," depending upon how frequently they use GoTriangle. We refer to them as:

- One-to-three-day: Those who use GoTriangle one, two, or three-days a week (26%). The title is a convenience. The “1” day category also includes those who use GoTriangle less than one day a week.
- Four-to-five-day: Those who use GoTriangle four or five days a week (57%)
- Six-to-seven-day: Those who use GoTriangle six or seven days a week (17%)

Why segment the sample in this manner? Understanding the ridership in groups rather than as a monolith is generally useful to those involved with planning or marketing. The frequency of using public transit is the most basic differentiating characteristic within the ridership.

Other breakdowns may also be of interest and, by request, such breakdowns can be provided quickly because the survey data is maintained live to meet such requests. Such breakdowns might include level of dependency on transit, trip purpose, or demographics such as age or income. All are easily available to GoTriangle staff from CJI on request.
The important aspect of ridership duration is that it is a measure of the turnover in ridership. We know from ridership figures (see Figure 7, page 22) that ridership has grown only modestly in the past two years. However, 29% of GoTriangle customers said they have begun to use GoTriangle in only the past six months, and another 12%, for a total of 41% in only the past year (Figure 4).

This suggests that there is a very high degree of loss of the recent ridership each year. In turn that suggests that the key to building ridership is a better retention rate.

Compared to the national duration of ridership, GoTriangle is an outlier. While nationally, 49% of bus riders say they have used the bus for five years or more, only 22% of GoTriangle riders say the same thing. Similarly, while nationally, only 16% of “All bus riders” say they have used the bus for less than a year, 41% of GoTriangle riders say that.

It is true, however, that nationally, a very substantial proportion of bus riders reside in very large, old, dense cities like Boston and New York with old and well established bus components of their transit systems. They grew up riding transit and continue doing so long after riders in smaller communities with less established transit systems have ceased using transit, and have probably moved to the suburbs. Therefore, we find a strong relationship between community size and the duration of ridership. While Figure 5 shows that GoTriangle riders have a briefer relationship with transit than riders in even the smallest communities, they are less extreme in that respect than the national figure alone would suggest.
Compared to a Year Ago, Do You Ride More Often, Less Often or the Same?

In Figure 6 we see that overwhelmingly, respondents say that they are riding either more often than (28%), or with same frequency as (41%) a year ago, and 25% say they are new riders (Did not ride a year ago). Only 5% say they are riding less often. This distribution is essentially unchanged since 2018.

The one-to-three-day riders are the most likely to be new riders (37%), while the most frequent riders are more likely (45%) than the other segments to say they are riding more often.

We do not know from these results what percent ceased riding GoTriangle entirely between 2018 and 2019. However, the percentages each year saying they had not been GoTriangle riders in the previous year might lead one to conclude that there was a massive increase in ridership. That is not the case as figures on the following page will show. Thus, we have to conclude that there is a great deal of churn within the ridership. In turn this suggests that one key, and perhaps the best opportunity for increasing ridership, is to increase rider retention.

To this end, marketing and or planning staff might want to request tables that isolate those who say they are new riders, those who say they are riding more, and all others, comparing their demographics (age, employment, etc.) their use of ridesharing, and other factors, for example. (Examples can be found in Appendix A, page 76.)
Perspective on Ridership change

Let us put the results reported in Figure 6 into perspective. Figure 7 is not derived from the survey, but from internal GoTriangle ridership data. Such ridership numbers are generally derived from counting of passengers by APC’s (automatic passenger detectors), farebox, or simple manual passenger counts.

The ridership figures comparing one year to another take into account both the gained riders and lost riders in that year. A survey of riders can address only current, not lost riders.

Asking current riders “This year, are you riding more often or less often or the same as last year?” addresses their behavior, but not the net effect on the total system. Therefore, the finding illustrated by Figure 6 that 25% of GoTriangle riders report that they are new riders and that 29% say they are riding more in 2019 than in 2018, does not reflect the actual changes in GoTriangle ridership because it does not account for those who have ceased to use GoTriangle altogether, while the ridership figures do account for them.

The ridership data shows growth of only 4% from 2018 as measured by base ridership of 2012. In the world of contemporary bus transit, that is robust growth. If it continues in 2020, it will represent a reversal of a long term loss (relative to 2012) of 14% from 2014 through 2018.
Trip Purpose: Use of GoTriangle for Various Purposes, by Segment

Customers were asked to name the single main purpose for which they use GoTriangle.

- Getting to or from work is the primary trip-purpose, with 70% of customers citing work as their most frequent trip purpose.
- School and college trips make up another 18% of trips. Thus, GoTriangle is carrying a large proportion of its customers (88%) either for work trips or for school trips, an indication of its economic impact through the labor force.
- Another 4% of the customers indicate that they use GoTriangle to make shopping trips, a set of trips with immediate economic impact.
- Medical (2%) and recreational (3%) trips account for 5%.
- All of these percentage are essentially unchanged (i.e. within margin of sample error) since 2018.

A substantial majority of the four-to-five-day riders (81%) and six-to-seven-day riders (82%), but fewer of the one to three day riders (40%) use GoTriangle most often for work-trips. The one-to-three-day a week riders are more likely than the other segments to have used it for each of the non-work purposes. This is especially true for school/college trips (24%), shopping (10%), recreation (8%), and undefined “Other” purposes.
Employment and Trip Purpose

Figure 10 examines the relationship of employment to trip purpose. The table displays the comparison of employment to trip purpose for the entire ridership. For example, 55.7% of all GoTriangle riders are employed full time and their most frequent use of GoTriangle is to get to and from work. 1.6% are students whose most frequent use of GoTriangle is recreational trips, etc.

That employment would be closely related to trip purpose is self-evident. As expected, the greatest proportion of employed persons are making work related trips. Less obvious are the small number of people in categories such as the 1.9% who are unemployed but say that their usual trip purpose is getting to work or the nine-tenths of one percent (.9%) who are retired but cite work as their primary trip purpose.

The exceptions are interesting. The dominant characteristics, however, are those whose employment and trip purpose are consistent and are related to current or future employment. These include those who are:

- employed full time and use GoTriangle to get to work, 55.7%
- employed full time and use GoTriangle to get to school, 1.8%
- employed part time and use GoTriangle to get to work, 3.7%
- employed part time and use GoTriangle to get to school, 8.6%
- students who use GoTriangle to get to work, 1.8%
- students who use GoTriangle to get to school/college, 15.4%

These combinations in the bullets above plus other in the table account for 92.8% of all GoTriangle riders.
In 2019 and in 2018, about half of users (52%), most often simply walk to the nearest bus stop. Differences among the three rider segments in this respect, with six-to-seven-day riders having the most customers who walked to the nearest GoTriangle bus stop (64%), and the other two segments, one-to-three-day (59%) and four-to-five-day (46%) riders having a smaller proportion who walk. Driving to the bus stop is most common (31%) among the four to five day riders, while accessing GoTriangle via another bus system is most common (20%) among the six to seven day riders.

GoTriangle is performing differently from national norms with respect to the mode to the bus stop. Nationally, 81% of bus system riders walk to their stops, while 52% of GoTriangle riders do so.

The primary national/local contrast is that while nationally, only 3% drive to their bus stop, 23% of GoTriangle riders say they do so.

Taking transit to the GoTriangle bus stop is less differentiated, with 14% of GoTriangle riders saying they take either a GoTriangle bus or another system’s bus to their GoTriangle stop compared to 9% nationally.

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Respondents were asked which of the transit systems in the region they use in a typical week. Since they can use multiple systems, the sums of the percentages exceed 100% in Figure 13. As expected, most, but not all, GoTriangle customers (77%) use GoTriangle during what for them is a typical week (up from 71% in 2018). However, given that it provides the regional connectivity among the several systems, many people also use GoRaleigh (32%, up from 24%), GoDurham (27%, up from 21%), or Chapel Hill Transit (23%, up from 19%). Some use GoCary (10%, up from 6%) or one of the university systems, Duke Transit or Wolfline (4% and 9% respectively, each up from 3% in 2018).

The most surprising thing about Figure 13 is the apparent increase in users of multiple systems. This is most likely due to the use of a much larger sample in 2019 (2,512 in 2019 compared to 810 in 2018). The random sampling techniques were basically the same (random cluster sampling of runs and trips). However, the larger 2019 sample inevitably included more routes and more surveying on each of the covered routes. This would tend to capture data from a wider swath of users, including more occasional users who would be missed in a smaller survey sample. For example, we see that in 2018, 3% said they used Wolfline weekly, but in 2019 that tripled to 9%. However, the reason for that was that the 2019 budget for the route level sample made it possible to extend greater coverage to routes such as 100, 300, 700, 800, and DRX. This, rather than any major change in the connectivity of the routes makes most of the difference observed in Figure 13.

On the other hand, certain changes would probably have had some impact. GoTriangle has improved the connectivity of its DRX route with GoDurham routes at Durham Station, and GoRaleigh has increased both the frequency of service and additional service since 2018.3

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3 Email from Eric Landfried February 3, 2020.
Type of Fare Used

Overall, 81% of GoTriangle customers paid their fare with a pass of some sort, while only 19% used a single trip cash fare. Comparing fare medium use in 2018 and in 2019, the general tendency is continuity with interesting fluctuations, not major changes. For example, the largest percentage of GoTriangle customers (42%) used a GoPass for their trip, and another 15% used a university ID. This means that 57% boarded with free fares, close to the percentage using those fare media in 2018 (56%). In addition, a category not included in the 2018 survey, “...free senior fare with ID” attracted 3% of the respondents.

Customer-paid passes were used by 12% who used a day-pass purchased either prior to the trip (6%) or onboard their bus (6), and by another 9% who used a seven or thirty one day pass for a total of 21% using a paid pass, somewhat fewer than the 26% in the 2018 sample. The use of the GoPass decreased from 46% to 42%. Finally, in 2019 as in 2018, 19% paid a single trip cash fare.
GoTriangle Fares at the Time of the Survey

The table in Figure 15, summarizes fare listings on the GoTriangle website\(^4\), displays the several types of pass media and special fares available at the time of the survey in 2019.

The category in both surveys that showed a substantial increase was the use of a university or other ID, which went from 10% to 15%. It seems unlikely that this apparent change is due only to the increased comprehensiveness of the 2019 sample, because for comparability, the data are weighted to the monthly ridership by route in the year of each survey, and because both the 2018 and 2019 surveys were conducted during the academic year when the proportions of academically affiliated riders should be about equal.

\[ \text{Figure 16 Income and Type of Fare Paid} \]

\begin{tabular}{|c|c|c|c|}
\hline
\multicolumn{4}{|c|}{Type of fare medium used} \\
\hline
\multicolumn{2}{|c|}{2019} & \multicolumn{2}{|c|}{2018} \\
\hline
Free senior fare and ID\(^*\) & 3% & 0% & 4% & \text{Less than $20,000} \\
7-31 day pass & 9% & 10% & 12% & \text{Less than $20,000} \\
Day pass & 12% & 16% & 17% & \text{$20,000 - $49,999} \\
Cash & 19% & 19% & 27% & \text{$20,000 - $49,999} \\
GoPass or University ID & 57% & 56% & 40% & \text{$50,000 or more} \\
\hline
\end{tabular}

\(^*\) Not an option in 2018

Income and Fare Medium Used

In many systems a decade or more ago, when the day-pass was not yet widely offered, the primary discounted pass option was often a monthly pass and sometimes a seven-day pass. Lower income riders rarely could afford to utilize the fare discount offered by such passes because of the challenge posed by their very limited cash flow, and the risk of committing cash in advance for a month’s or even a week’s transportation. Thus, there was a strong tendency for lower income riders to pay full cash fares, and for discounted passes to be used primarily by those with higher incomes. With the advent of the day pass, however, that inverse relationship that years ago often appeared in passenger surveys between the use of discounted multi-trip pass fare media and income has weakened to the point of almost disappearing.

The day pass rarely offers as deep a discount as a longer term pass, but it imposes little risk, no substantial cash flow problem, and does save money for the user. Also, if pre-purchased before boarding, or at the second and subsequent uses if purchased on the bus, it also saves boarding time for the system, thus providing both a social and an operational benefit.

On GoTriangle in 2019, 27% of those with a household income of less than $20,000 reported using cash, while only about half that many (13%) of those with incomes of $50,000 or more use cash. Thus, there is still an inverse relationship. There is also a second interesting (and regressive) relationship between income and fare type. Those with incomes of $50,000 are much more likely (70%) than with incomes less than $20,000 (40%) to use a GoPass or a university ID to use GoTriangle services at no cost to themselves.

\(^4\) Source of fare information: [https://gotriangle.org/fares-passes](https://gotriangle.org/fares-passes)
Alternatives to Public Transit
Aspects of Mode Choice

Having a choice of local transportation mode depends not only on the availability of a vehicle but also on having a valid driver’s license.

Figure 17 indicates that 58% of GoTriangle customers have both a license and an available vehicle, while 18% have neither.

Figure 18 below indicates that almost three fourths of GoTriangle customers (71%) hold a valid license, and almost as many (69%) have one or more vehicles available for their use. While 57% of GoTriangle customer households have two or more licensed drivers, only 35% have two or more vehicles, a number that means that a vehicle must be shared within the household.
Thirty-one percent (31%) of all GoTriangle customer households lack the use of a vehicle. This includes 13% with neither driver nor vehicle, and 18% of licensed drivers who have no vehicle available to them. The latter can be assumed to have high potential for obtaining and using a vehicle when they eventually are able to gain access to one.

The four to five day riders tend to be the customers with regular steady jobs and somewhat higher incomes than most customers, and thus they are the most likely (52%) to have a one to one ratio of drivers to vehicles within their households, and least likely to have no vehicle (20%).

This is an interesting aspect of customer demography. Those customers with ready access to private vehicles are generally among the most resistant to the notion of using public transportation. The fact that they do use GoTriangle regularly suggests that they find the service compatible with their lifestyle. The services they use regularly may differ in some ways from the services others use. Exploring those differences may offer clues to what attracts those with alternatives.

While nationally, 47% of bus riders say they lack access to a vehicle, only 31% of GoTriangle riders report this\(^5\). Also, more than twice as many GoTriangle riders (35%) than bus riders nationally, say they have the use of two or more vehicles.

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\(^5\) See APTA, Who Rides Public Transportation, CJI Research, 2016, p 47
Availability of a Vehicle

Availability of a personal vehicle to GoTriangle customers has increased between 2018 and 2019. Generally, such an increase is associated with a decrease in ridership. That does not appear to have been the case with GoTriangle (see also Figure 7 and Figure 8, page 22).

In 2019, GoTriangle customers without a vehicle declined from 34% to 31% while the percent with two or more vehicles available to the household rose from 24% to 35%. In spite of this increase in automotive availability—an factor that appears to depress ridership in some places—ridership on GoTriangle increased.

Use of Uber or Lyft in past thirty days

Mode choice is no longer simply about owning or leasing a personal vehicle. Since 2015, ridesharing (also called ride hailing) has become mainstream and utilization by GoTriangle customers has increased substantially since 2018.

Of all GoTriangle customers, 49% say they have not used car sharing services in the past thirty days. Conversely, this represents a rapid increase in the percentages using those services since 2018 when 58% had not used them in the previous thirty days. This also means that in 2019, 51% have used one of the ride-sharing services, up from 42% in 2018. This includes 13% who have used them only once, 11% twice, 7% three times and 19% four or more times.

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6 A 2019 survey by CJI of Bee-Line passengers (Westchester County, NY) showed this association, for example.

7 In future surveys it may be useful to determine if customers using shared rides are doing so with dependents because that may be no more costly than multiple cash bus fares.
Figure 23 Frequency of using Uber/Lyft and Frequency of using GoTriangle

<table>
<thead>
<tr>
<th>Change in Use of Uber/Lyft with Market Segments</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>1 - 3 days 2019</td>
</tr>
<tr>
<td>Three or more times</td>
</tr>
<tr>
<td>Once or twice</td>
</tr>
<tr>
<td>Not at all</td>
</tr>
</tbody>
</table>

We shall see later in this report (Figure 31, page 40) that the most frequent riders tend to have lower levels of household incomes than other riders. It might be assumed, therefore, that they would be less likely than other riders to use ridesharing services. That is, however, not the case. They are more, not less, likely to use such services.

There can be good financial reason to use a rideshare service, of course. For example, if doing so avoids being late for a job paid on an hourly basis, or if several people are traveling together, there can be significant financial advantages.

Figure 24 Use of Uber and/or Lyft to Supplement or Replace a Trip on GoTriangle

Use of Uber and/or Lyft to Supplement or Replace a Trip on GoTriangle

Figure 22 indicated that 51% of GoTriangle customers had used Uber or Lyft in the past thirty days. How have those trips interacted with GoTriangle? Figure 24 provides basic answers.
Of all GoTriangle customers, 51% have used Uber or Lyft in the thirty days prior to the October Survey. Of all GoTriangle customers, 25% have replaced a GoTriangle trip with a ridesharing trip.

Respondents who had replaced a GoTriangle trip with a ridesharing trip were asked the reason for which they made that trade-off.

Most of the reasons given for substituting a rideshare trip for a GoTriangle trip involve travel time in some way. The real or perceived schedule of service is one element of time-concerns. This is the perception that the wait for the next bus is too long to be worthwhile when a faster alternative is available (25% of reasons mentioned).

“Frequency of buses” (11%) is another way to say this same thing. Thus, a total of 36% give frequency of service as their key reason.

A second aspect of time concern is mention of the speed of the total trip 19% of the reasons mentioned.

Missing the bus totals 21% of reasons mentioned. Some rideshare users take responsibility for missing the bus (11% of mentions), while another 10% attribute the missed bus to the vehicle being off-schedule.
Replacing or Supplementing a Trip, by Segment

As we saw in previous charts, 51% of GoTriangle customers say they have used Uber or Lyft in the past thirty days. Of all GoTriangle riders, 25% say they replaced a GoTriangle trip with a trip on a rideshare service. Also, 16% of all GoTriangle riders have combined a rideshare trip with a GoTriangle trip.

The practice of using rideshare either to replace or supplement a GoTriangle trip varies considerably among the rider segments. The more frequently customers use GoTriangle in a typical week, the more likely they are to replace a GoTriangle trip with a ridesharing trip. Notice that the six-or-seven-day (37%) are more likely than other riders to replace a trip they would otherwise have made on GoTriangle. The six-to-seven-day riders are also more likely (28%) than others to say they combine a rideshare with a GoTriangle trip. Both results suggest that there is some unmet transportation need among the GoTriangle customers, especially the most frequent users.

The GoTriangle market share loss to ridesharing is likely to be magnified by the fact that replacement tendency is greatest among the most frequent riders.

Although there are some differences among the rider segments, the differences should not obscure the main finding, that a significant proportion of riders are supplementing and even replacing some GoTriangle trips with ridesharing trips. It is also important to remember that the percentages cited here are percentages of riders, not of the trips they make. Riders were not asked to estimate the number or proportion of their trips replaced in this manner. This may be a useful question to include in a future survey.
Use of Rented Bikes and Scooters

Respondents were asked, “During any part of this trip you are on now, did you, or will you use…
(a) A Lime, Citrix Cycle or similar shared bicycle,“
(b) A Bird, Lime or similar rental scooter?”

Figure 28 displays the results.

Of all GoTriangle customers, 5% said that their trips included (or will include) use of a rental bike or rental scooter. Intuitively, the 5% figure seems high. However, it may not be exaggerated. Recall that 4% said, that they had bicycled to their GoTriangle bus stop (Figure 11). While that bicycle may or may not have been a rented bike, some of the 4% would likely have been on rental bikes.

Also, the question involves more than access to the bus stop. It asks “During any part of this trip you are on now, did you or will you use…” a shared bicycle or scooter? The use of the bicycle or scooter may be for the last rather than the first mile. Or the trip may include a side trip at either end or between transfer buses rather than a strict point-to-point trip. Or the respondent may interpret “…the trip you are now on” as referring to a whole work-day, and a bike or scooter may be used to get to lunch or to do errands.

Many of these kinds of trips could not be made on GoTriangle or the other area systems and thus they are probably more likely to supplement rather than replace travel on GoTriangle.
Demographics
Respondents were asked about their employment. Multiple responses were allowed because respondents can, for example, be students and employed.

There is some, but not a large, difference in the percent reporting full time employment in 2019 compared to 2018. In 2018, 65% reported being employed full time, while in 2019, that declined to 60%. This is odd, because the Bureau of Labor Statistics’ unemployment figure for the three county area continued to decline in that period. The decrease is for the most part statistically accounted for by the increase of 1% in the percent of students, 1% in part time work and 1% in homemakers. Any of these could be nothing more than random sampling error.

The larger point is that GoTriangle overwhelmingly continue to be employed full or part time, or students. The total of these two categories in 2018 was statistically the same. The total in 2018 was 105%. These are economically active people having an impact on the local economy.

Although it is not displayed in the chart, students who are also employed full or part time comprise 11% of all riders in both 2018 and 2019. Students not also employed accounted for 15% in 2018 and 16% in 2019.

Full time employment is considerably more frequent among the four-to-five-day riders (73%) than among the six-to-seven-day riders (58%), or the one-to-three-day riders (38%).
Unemployment Rates in NC, Wake, Durham, and Orange Counties

In the survey, 3% indicated that they consider themselves unemployed and seeking work. How do these figures compare to the official unemployment figures in the region?

The substantial decrease in unemployment in the Triangle Region since the Great Recession is shown clearly in Figure 30. At the time of the survey, the rate of unemployment was 3.7% statewide and 3.3%, 3.1%, and 3.0% in Durham, Wake, and Orange Counties respectively. Thus the 3% rate for GoTriangle customers would be more or less within the same range as the three county area. However, half of those saying they were unemployed also said that they were using GoTriangle to get to or from work. Thus, they would be counted by the BLS as employed, leaving the “unemployment rate” as defined by the BLS among GoTriangle riders at only 1.5%. However the data are interpreted, it is clear that the vast majority of GoTriangle customers are gainfully employed, students, or both.
As is true of riders in many passenger surveys of other systems in the United States, many GoTriangle riders have rather low household incomes. In 2019, 32% report household incomes of less than $25,000. This is identical to the figure in 2018. However, as will be seen in a companion regional survey report (to follow the four system level reports) comparing the results system by system, the GoTriangle riders have substantially higher household incomes than the riders on the other systems.

The income distribution varies rather noticeably among the three levels of riding frequency. Among the four-to-five-day riders, only 20% report incomes below $25,000, a considerably smaller percentage of low-income users than for the other segments (44% for the one-to-three-day riders, and 55% for the six-to-seven-day riders). Figure 32 offers a way to visualize the substantial differences among the three groups of riders.
riders differentiated by their frequency of using GoTriangle. For each segment the highest income point with the greatest percentage is labeled. Clearly riders in these three segments of the market are quite different one from another in terms of income and everything that depends on income level.

**Household size**

Household size is used to compute an estimated level of poverty income as defined by the federal government. Among GoTriangle customers, 22% are single person households, while 35% are two person households, and 43% include three or more persons. Household size is greatest among the most frequent riders.

**Estimated Poverty Level Incomes**

Using the current federal definitions of poverty level income, based on a ratio of income to number of persons in the household, we can approximate the percentage of poverty level income among the ridership.

As the footnote explains, this is only an approximation of poverty level. However, it offers some perspective on the income challenges facing many riders, 17% of whom are estimated to be residing in households with poverty level income.

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8 The questionnaire collects income in grouped income levels. To obtain the poverty estimates it is necessary to approximate absolute income by taking the mid-point between the levels shown in the questionnaire so that, for example, income of $10,000 to $14,999 becomes $12,500. In addition, the approximation is limited because the survey limits the number of people in the household to “3 or more.” This means that in a few cases very large households with substantial incomes would be classified as in poverty. However, this would not affect many cases in the survey.
Comparison of Bus Rider Income Data Nationally and among GoTriangle Customers

In comparison to national data on bus rider households, GoTriangle rider households are more likely to have somewhat higher incomes. For example, while nationally, 30% of rider households have incomes below $15,000 according to CJI’s 2016 report for APTA, that is true of only 18% of GoTriangle rider households. Conversely, while only 19% of rider households nationally have incomes of $75,000 or more 28% of GoTriangle rider households have income of that level.

The APTA data were compiled in 2016. If the APTA report were to be repeated, the income levels of bus passengers nationally would be estimated as significantly higher (and therefore the percentage of riders in the lowest income category would be lower and vice versa) because of wage growth since that time9. National wage growth appears to have totaled about 10% since 2016, but the relative levels would be similar.

9 See https://www.frbatlanta.org/chcs/wage-growth-tracker
In 2019, household incomes below $10,000 seem unlikely. However, in a minimum wage job ($7.25 in NC), even if a person worked full time for 2,000 hours a year, the income would be only $14,500. Frequently such low wage jobs do not provide a full 2,000 hours of work with the result that incomes can fall below that level.

It is important to remember that responses to the income question in surveys are approximations. For example, the real income of a household with earned income under $10,000 is likely to be supplemented by such programs as SNAP and Medicaid. And the real incomes of those who are employed and have fully paid health insurance, and those who are sixty-five or older and on Medicare, or students on scholarships (etc.) have income supplements that are unlikely to be accounted for in a quick survey response about household income. Thus, the actual income levels are almost certainly understated. The point remains, however, that the income levels of GoTriangle users are low.

As one would expect, income is related to the employment circumstances of customers. Of the small subsample of those who are unemployed and seeking work, 51% report incomes of less than $10,000. Part time workers are next with 27% in that category, and retirees third with 26%. For obvious reasons, full time workers report the highest levels of income (91% of workers make above $20,000) with only 5% making less than $10,000.
Gender of the Customers

GoTriangle customers are nearly equally split by gender, 50% male and 48% female, with 2% preferring not to state a gender identity. The gender split of 48%/50% reversed in 2019 from 2018, but that is merely a minor matter of random sampling differences between the surveys. The 2019 survey has a smaller margin of error.

The gender balance differs somewhat among rider segments with the four to five day rider segment having a higher percentage of female riders (53%) than the other segments. Nationally, according to the CJI APTA report cited earlier, 56% of bus customers are women.
Ethnicity of Customers

In measuring ethnicity, it is important to focus on self-identification by asking "Which do you consider yourself...?" and asking that respondents note all identifications that apply to them. In this way surveys usually capture some overlap among several groups, especially among those identifying as Hispanic. In the case of 2019 GoTriangle customers, the overlap among ethnic identities is very small, totaling only 1%.

In 2019, 44% of the respondents identified themselves as Caucasian/White, slightly more than the sample showed in 2018 (41%). The difference however, is within the 3% sample error of the 2018 survey. Another 30% identified themselves as African American/Black, 15% as Asian, 7% Hispanic and 1% Native American, for a total of 57% minority ridership.

The “Other” category (4%) allowed for a handwritten response. But the write-ins were predominantly expressions of nationality or cultural groups (Hawaiian, African, Middle Eastern, Turkish, Black, Hebrew, etc.) or notations such as “biracial,” or sardonic (e.g. Human) and are inconsequential in the context of this survey.

The distribution of ethnicity differs substantially among the rider segments. The six to seven day riders are approximately twice a likely (50%) to identify as African American compared to the four to five day riders (27%), and the one to three day riders (25%). Conversely, six-to-seven-day customers (21%) are only about half as likely as the more frequent riders to identify as Caucasian/white.
The overwhelming majority (89%) of GoTriangle customers most often speak English at home while 4% speak Spanish and 6% another language. The rider frequency segments do not vary in any fundamental ways in this respect although the four to five day riders are less likely to speak a language other than English.

Of all GoTriangle customers, 96% are either very or mostly comfortable speaking English.

Of the 8% of GoTriangle customers who identify as Hispanic, slightly more than half (52%) speak Spanish at home. However, among Hispanic customers more than two-thirds, 69%, say they are very comfortable speaking English and another 8% say they are mostly comfortable for a total of 77%. Only 12% say they are not comfortable, and 11% are only somewhat comfortable. For the most part, then, the Hispanic customers appear comfortable using English, although there are some exceptions. The major variation occurs among those who speak Spanish at home (roughly half of Hispanic customers as noted above, or about 4% of all GoTriangle customers). Among this sub-set 24%, or about 1% of all GoTriangle riders say they are not comfortable using English.

Generally then, the use of English does not present a barrier to 99% of all GoTriangle customers.
Age of Customers

Like most bus transit systems in the United States, GoTriangle has a young ridership. Of all GoTriangle riders, over half (54%) are under the age of 35, a percentage statistically unchanged since 2018 when it stood at 53%.

This percentage may actually underestimate the youth somewhat because for reasons of data validity and ethical practice, CJI does not attempt to survey anyone who appears to be younger than 16.

The age distribution differs somewhat among the three rider segments. The most notable variation is in the total percentage of the ridership under or over the age of thirty-five. Among the six-to-seven-day customers the percentage younger than thirty-five is 45%. Among the four-to-five-day customers, the percentage is 51%. The one-to-three-day customers fall above with 62% in that age group. This youthful age characteristic reflects the greater proportion of students (43%) in the one-to-three-day category that we saw earlier in Figure 29.

Age Profile of Transit Customers Nationally

Figure 42 demonstrates that nationally, the age distribution curve among GoTriangle customers is similar to the age curve among bus system customers in general, but GoTriangle is also rather different in some respects.

- Nationally, 22% of bus customers are under the age of twenty-five and GoTriangle is statistically identical with 23% in that age range.
- The major difference between the national and GoTriangle figures is in the 25 to 34 year old range. Nationally, 21% are between twenty-five and thirty-four, but among GoTriangle riders 29% are in this age range.
- In all age ranges above 34, the national bus ridership has a slightly larger percentage of the ridership.
Figure 43 Age of GoTriangle Customers and the Wake, Durham, & Orange County Populations

![Age Distribution of GoTriangle Riders and Wake, Durham, & Orange County Populations 15 and Older](image)

(Source of population data: American Community Survey, five year estimates, 2017)

**Age of GoTriangle Customers and the Wake, Durham, & Orange County Populations**

Relative to the percentages in each age group among the Wake, Durham, & Orange County Populations fifteen and older, GoTriangle ridership diverges most in the age ranges from twenty to twenty-nine, and above fifty-five. The total adult population in the twenty-five to twenty-nine year old age cohort accounts for 10%, while in the ridership it accounts for 17%. And at the age of seventy and older, the percentage of the population is 9% while among riders it is 2%. The percentages converge between the ages of thirty-five and fifty-four. But once the age curves cross between the ages of thirty-five to thirty-nine, the percent in each age range among the GoTriangle ridership is never higher than the general population.

After the age of fifty, the two populations follow similar gradual downward trajectories until the age of 65 (Baby Boom) when the percentage of the general population above 65 rises to 9% while the percentage among riders in that age-range falls sharply to 2%.
An Age Profile of GoTriangle Customers

A quick glance at the chart above reinforces the point made previously that GoTriangle customers tend to be young. Approximately one-fourth (26%) of GoTriangle riders are twenty-five or younger. Almost two-thirds, (65%) are forty or younger.

In several studies of transit customers in other cities, CJI has found that the age profile of any given system’s bus ridership tends to follow an age progression similar, in very general terms, to that shown above in Figure 44, with one major exception. Generally, about one-fourth to one-third of ridership falls into a youthful cohort that is often in school or college and ranging in age from sixteen to approximately twenty-five. Among customers of most systems, after the age of twenty-five the percentage of transit customers in the next five year age span tends to drop off quickly. Among GoTriangle riders, however, the drop-off does not occur until the age of thirty.

After the age of twenty-five or in the case of GoTriangle, the age of thirty, the percentage of riders in each age group tends to decrease, a decline that suggests that with increasing age, more and more customers are ceasing to use public transit, probably because they are entering a career phase of life, earning more and often buying a vehicle. After a decline between the mid to late twenties until about the age of forty, the percent in each age group tends to stabilize. Then, after the age of 60, the percent of ridership again tends to fall off and stabilize at a low level as people retire.

This age profile indicates that there is a great deal of turnover in the GoTriangle customer base. Turnover will occur because of different demands of life-stages. The long-term objective should be to grow the ridership by reducing that level of turnover somewhat, or, the same thing, increasing retention for a longer period.
Generations and Ridership

For purposes of visualizing the age characteristics of the GoTriangle customer base, another way to think about the age distribution of the ridership is to apply the age-ranges popularly used to describe generational groups. We have approximated the definitions proposed by Pew Research Center10. The age cohorts used by PEW and those in Figure 45 do not entirely correspond because while Pew defines Gen Z as between the ages of seven and twenty-two, the GoTriangle survey interviewed no one below the age of sixteen. Also, while Baby Boomers are said to be no older than seventy-three, there are too few riders in the survey above that age to create a separate group for the older generation (“The Silent Generation”) and they are grouped with the Boomers for purposes of the chart. However, the PEW definitions provide an adequate guide.

In Figure 45, we see a pattern very similar to that presented in Figure 44. Both charts make the point that a disproportionately large proportion of the ridership is young. In the case of generations, the youthful Gen Z and Millennial generations account for more than half of the total ridership (60%).

---

10 See http://www.pewresearch.org/fact-tank/2019/01/17/where-millennials-end-and-generation-z-begins/
Customer Satisfaction
Overall System Rating Score by Rider Segment

Customers were asked to rate nineteen aspects of GoTriangle service using a scale from 1 to 7 on which a score of 7 means “Excellent,” and 1 means “Very poor.” They were then asked to rate GoTriangle service overall (See questionnaire page 76). We begin this section of the report with the overall rating of service.

In 2019, as in 2018, one fourth (25%) of GoTriangle customers rate service overall as 7, or excellent. Another 36% score it 6, giving a total of 61% with very high satisfaction scores.

The six-to-seven-day riders, offer the highest score on overall service quality, with a total of 68% scoring service overall as 6 or 7 on the seven-point scale, while fewer (61%) of the one-to-three-day riders, and 59% of the four-to-five-day riders assign that score.

The four-to-five-day riders, who typically have the most routine commutes, offer lower “excellent” percentages than the other segments, with 21%. This apparent reluctance to assign a perfect score for transit service is not uncommon for this segment, probably because they are likely to rely on the service to provide an unbroken commuting routine, and in addition have slightly more income which allows them the freedom to be a bit more critical.
### Figure 47, Percentage of Customers Able or Unable to Provide a Rating of Services Included in the Survey

Percent of riders providing a rating vs those saying that this aspect of service was "Not applicable" to them

<table>
<thead>
<tr>
<th>Travel Environment</th>
<th>Percentage Able or Unable to Provide a Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus interior cleanliness</td>
<td>99% / 1%</td>
</tr>
<tr>
<td>Sense of safety on bus</td>
<td>99% / 1%</td>
</tr>
<tr>
<td>Bus operator courtesy/helpfulness</td>
<td>98% / 2%</td>
</tr>
<tr>
<td>Bus shelter/transit center cleanliness</td>
<td>92% / 8%</td>
</tr>
<tr>
<td>Fare medium options</td>
<td>87% / 13%</td>
</tr>
<tr>
<td>Usefulness of printed information</td>
<td>79% / 21%</td>
</tr>
<tr>
<td>Quality of WiFi</td>
<td>77% / 23%</td>
</tr>
<tr>
<td>Usefulness of telephone operators</td>
<td>54% / 46%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operating Services Used by Many</th>
<th>Percentage Able or Unable to Provide a Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of transfer between systems</td>
<td>69% / 31%</td>
</tr>
<tr>
<td>Saturday service hours</td>
<td>56% / 44%</td>
</tr>
<tr>
<td>Saturday service frequency</td>
<td>56% / 44%</td>
</tr>
<tr>
<td>Sunday service frequency</td>
<td>54% / 46%</td>
</tr>
<tr>
<td>Sunday service hours</td>
<td>53% / 47%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operating Services Used by All</th>
<th>Percentage Able or Unable to Provide a Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buses on time</td>
<td>99% / 1%</td>
</tr>
<tr>
<td>Total average trip time</td>
<td>98% / 2%</td>
</tr>
<tr>
<td>Service to all destinations</td>
<td>96% / 4%</td>
</tr>
<tr>
<td>Weekday service frequency</td>
<td>95% / 5%</td>
</tr>
<tr>
<td>Weekday service hours</td>
<td>95% / 5%</td>
</tr>
<tr>
<td>Ease of transfer within system</td>
<td>75% / 25%</td>
</tr>
</tbody>
</table>

**Percentage of Customers Able or Unable to Provide a Rating of Services Included in the Survey**

Two interacting parameters help shape the distributions of the rating scores, the level of utilization and the type of service.
UTILIZATION
Some aspects of service, such as weekend service, the usefulness of telephone operators, and other service elements were given ratings by fewer customers than others. We consider the extent to which customers can provide ratings a proxy for utilization of the service. To illustrate this, Figure 47 displays the percent of all respondents who offered any rating, whether positive or negative, and the percent who said that the service did not apply to them. In the analysis charts that follow, ratings are based on only those customers able to provide a rating, and thus assumed to be regular users of the service.

TYPE OF SERVICE
The second parameter involves the type of service. The typology is intended to put comparisons of ratings among the various services on an apples-to-apples basis. One major factor differentiating the nineteen services included in the survey is whether the service element is operational. Operational being that it involves some combination of system design and the ongoing process of keeping the vehicles moving and serving passengers on a daily basis, or is the type of service that sets the general environment in which the customer experiences GoTriangle services. To take an example, clearly the “Quality of Wi-Fi” and “Fare medium options” are service elements that help set a general environment, while “Service to all destinations” and “Buses running on time” are operational matters.

In Figure 47, we apply this reasoning to differentiate three types of service elements based on two criteria: (1) the type of service (operational or travel environment) and (2) the extent to which operational services are utilized, using the “not applicable” response as a proxy for not utilizing the service.

One can obviously debate the categorizations. For example, is interior cleanliness of the buses an operational factor or a factor that affects the customer’s perception of the travel environment? It certainly involves operational activity by GoTriangle, but on the other hand, it does not impact such things as the time customers wait for a bus or their ability to get to various locations. Thus, it is categorized with other factors affecting the environment in which people travel, rather than with operations.

No specific conclusion is to be drawn from Figure 47. It is provided only to give the reader a perspective on the differences among the elements in terms of service type and the proportion of customers using the service, as scores are compared in the several figures that follow.
### Figure 48 Scores of "Excellent" in 2019 on Individual Components of GoTriangle Service

#### Rating Scores: Scores of "Excellent" in 2018 on Individual Components of GoTriangle Service

Figure 48 above presents a first look at customer rating scores for individual elements of service. This chart includes only the top score of seven, or “Excellent,” on the seven-point scale.

Like Figure 47, Figure 48 is organized by the type of service being rated. At the top of the chart are the operational services fundamental to all or almost all customers. Ease of transferring within the system, Weekday service frequency, and coverage (“Service to all destinations you want to get to”) have the highest percent excellent in the high utilization operational group, with 37%, 31%, and 30% excellent, respectively. Weekday service hours finds just under the 30% level of customers rating it as excellent (29%). On time performance and total time required for a trip lag right behind coverage at 24% and 23%, respectively. All of these are statistically unchanged since 2018.

Operational aspects of service that are used by fewer customers than other services, tend to have somewhat fewer ratings of excellent than the more nearly universally used service elements. This is particularly true for weekend service. Transferring between systems (33% excellent) is the one element included in this set that does not involve weekend service. It is in this set because 32% said the question did not apply to them, implying that they do not make such inter-system transfers in a “typical week.”

---

Note that the percentage is based on only those who were able to provide a rating, not the total sample, so that the percent “excellent” is not falsely reduced by inclusion of those who answered “not applicable” in the denominator.
### Figure 49 Percent Very Positive Ratings, 2018 & 2019

#### Percent Rating Each Service Element Excellent or Very Good, 2018 and 2019

<table>
<thead>
<tr>
<th>Service Element</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall service</td>
<td>61%</td>
<td>60%</td>
</tr>
<tr>
<td>Ease of transfer within system</td>
<td>60%</td>
<td>62%</td>
</tr>
<tr>
<td>Weekday service frequency</td>
<td>55%</td>
<td>60%</td>
</tr>
<tr>
<td>Weekday service hours</td>
<td>54%</td>
<td>56%</td>
</tr>
<tr>
<td>Buses on time</td>
<td>52%</td>
<td>53%</td>
</tr>
<tr>
<td>Service to all destinations</td>
<td>50%</td>
<td>52%</td>
</tr>
<tr>
<td>Total trip time</td>
<td>48%</td>
<td>50%</td>
</tr>
<tr>
<td>Operating Services Used by All</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of transfer between systems</td>
<td>56%</td>
<td>55%</td>
</tr>
<tr>
<td>Saturday service hours</td>
<td>43%</td>
<td>45%</td>
</tr>
<tr>
<td>Saturday service frequency</td>
<td>43%</td>
<td>45%</td>
</tr>
<tr>
<td>Sunday service hours</td>
<td>39%</td>
<td>34%</td>
</tr>
<tr>
<td>Sunday service frequency</td>
<td>34%</td>
<td>35%</td>
</tr>
<tr>
<td>Operating Services Used by Many</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sense of safety on bus</td>
<td>71%</td>
<td>70%</td>
</tr>
<tr>
<td>Bus operator courtesy/helpfulness</td>
<td>79%</td>
<td>74%</td>
</tr>
<tr>
<td>Bus interior cleanliness</td>
<td>70%</td>
<td>73%</td>
</tr>
<tr>
<td>Usefulness of printed information</td>
<td>70%</td>
<td>70%</td>
</tr>
<tr>
<td>Fare medium options</td>
<td>66%</td>
<td>66%</td>
</tr>
<tr>
<td>Bus shelter/Transit center</td>
<td>61%</td>
<td>62%</td>
</tr>
<tr>
<td>Usefulness of telephone operators</td>
<td>57%</td>
<td>59%</td>
</tr>
<tr>
<td>Travel Environment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Percent Excellent Ratings, 2018 & 2019

Figure 49 demonstrates three things about continuity and change in GoTriangle passenger ratings from 2018 to 2019.
First, the rank order of positive ratings within each of the three categories is unchanged. What received higher scores in 2019 had received higher scores in 2018 as well.

Second, the figure illustrates the continuity in most of the top scores of the several service ratings, in that changes in the percent giving top scores were relatively minor. Also, of the changes, all but two rating score differences were within margin of error of the 2018 survey (+3%), meaning that there was no statistically significant change in the scores.

However, all but two of the minor changes were in a negative direction by 1% to 3%. If the direction of change were mixed, some positive, some negative, we could conclude that the changes were a matter of sample error, but that is not the case. Two items changed in a positive direction, but only by an ignorable 1%. All but two of the ratings changed within the sample error bounds of +3%. Most changes could be random variations or minor consequences of the much larger sample.

The exceptions are:

- “Weekday service frequency” down by five points from 60% to 55%.
- “The hours the bus operates on Sunday,” abbreviated in the chart as “Sunday service hours.” Also decreased by five points from 39% to 34%.

The 2020 survey results will indicate whether the negative direction of most changes will continue or if they were simply minor fluctuations within the normal bounds of random sampling differences.

The two changes beyond the margin of sample error (hours of operation on Sunday and frequency of weekday service) are especially interesting because not only were there no service reductions in that regard during the 2018-2019 period, but in August 2018, two months prior to the 2018 survey, the Sunday hours of service were actually extended from 7:00 PM to 9:00 PM. Why then would scores have decreased? Some hypothetical explanations come to mind.

- Could it be that the samples had substantial differences in the percent actually using Sunday service and thus providing ratings? No. Similar proportions of both the 2018 (49%) and 2019 (47%) samples provided ratings (see Figure 47), a fact that suggests there were similar levels of weekend use in both years, a fact that means that differences in utilization is not the explanation.

- Could the two-hour increase in Sunday service have raised expectations while not actually meeting what customer expectations or needs? For example, if the riders desiring an increase, perhaps because of Sunday evening jobs, needed hours extended to 11:30 PM, this might provoke such a reaction. However, we should note that the data cannot demonstrate that.

- Rising service expectations often go with rising income. One change that occurred between 2018 and 2019 was an increase in the top household income category among GoTriangle customers. We know from experience that the service ratings of higher income customers in similar studies sometimes tend to be lower than those of people with lower incomes, probably because they have more options and can be more critical. However, this does not explain the difference in this case. In this study a comparison of service ratings of those with incomes of $50,000 or more to ratings by those of lower incomes shows that the major income-related differences are for Wi-Fi quality,
usefulness of telephone information operators, cleanliness of bus shelters and transit center, and the interior cleanliness of the buses. Therefore, the relationship to income may help explain some of the minor differences in other scores, but not the changed rating of Sunday hours of service.

An explanation for the decline in these weekend service ratings while all other aspects of GoTriangle service remained close to constant is lacking in the data. A close examination of the routes and days of the week included in the 2018 and 2019 surveys should be pursued as a follow-up to this report.

The third set of services shown in Figure 49 involves the environment in which GoTriangle customers travel. The scores of all of these seven services remained statistically constant since 2018. Of the services included in this set, four receive scores of excellent from 40% or more of the respondents. The courtesy and helpfulness of the bus operators, with 45%, is at the top of this list, with cleanliness of bus interiors second at 41%. The sense of safety on the bus and fare medium options both at 40% are next. Information services fall below the top four, with usefulness of printed information at 39%, usefulness of telephone operators at 33%, bus shelter and transit center cleanliness at 30%. The quality to Wi-Fi services is at the bottom of these kinds of services at 23%.
### Figure 50 Distribution of Grouped Service Rating Scores, 2019

<table>
<thead>
<tr>
<th>Operating Services Used by All</th>
<th>Overall service</th>
<th>Ease of transfer within system</th>
<th>Weekday service frequency</th>
<th>Weekday service hours</th>
<th>Buses on time</th>
<th>Service to all destinations</th>
<th>Total trip time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2%</td>
<td>38%</td>
<td>61%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4%</td>
<td>36%</td>
<td>60%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4%</td>
<td>40%</td>
<td>55%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5%</td>
<td>41%</td>
<td>54%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5%</td>
<td>43%</td>
<td>52%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7%</td>
<td>42%</td>
<td>50%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7%</td>
<td>45%</td>
<td>48%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operating Services Used by Many</th>
<th>Ease of transfer between systems</th>
<th>Saturday service hours</th>
<th>Saturday service frequency</th>
<th>Sunday service hours</th>
<th>Sunday service frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6%</td>
<td>38%</td>
<td>56%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>13%</td>
<td>44%</td>
<td>43%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>16%</td>
<td>44%</td>
<td>40%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>20%</td>
<td>46%</td>
<td>35%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>22%</td>
<td>44%</td>
<td>34%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Travel Environment</th>
<th>Sense of safety on bus</th>
<th>Bus operator courtesy/helpfulness</th>
<th>Bus shelter/transit center cleanliness</th>
<th>Usefulness of printed information</th>
<th>Usefulness of telephone operators</th>
<th>Quality of WiFi</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2%</td>
<td>27%</td>
<td>71%</td>
<td>4%</td>
<td>11%</td>
<td>13%</td>
</tr>
<tr>
<td></td>
<td>27%</td>
<td></td>
<td>70%</td>
<td>33%</td>
<td>39%</td>
<td>48%</td>
</tr>
<tr>
<td></td>
<td>70%</td>
<td></td>
<td>70%</td>
<td></td>
<td>57%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>66%</td>
<td></td>
<td>61%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>50%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>40%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend: Very poor to Poor (1,2), Middle (3,4,5), Very good to excellent (6,7)
**Service Rating Distributions**

The previous chart, Figure 49, showed only the top percentages (7, Excellent and 6, Very Good) on the seven-point scale. However, so that we can see the balance between positive and negative ratings, it is important to also consider the distribution of scores within the full 1 – 7 range as shown in Figure 50.

To simplify the chart showing the distributions, the scores of 1 to 7 have been combined into three sets as shown in Figure 50 above. The top two positive scores (6 and 7) are combined as are the bottom two scores (1 and 2). The combined middle scores of 3, 4, and 5 can be considered neither extremely positive nor extremely negative. The scores of six or seven represent either excellent or nearly excellent scores. This is simply a way to summarize the results that also allows us to visualize the distribution of the scores.

**Results tend to be positive**

The basic story of this chart is that, as with most similar surveys for other transit systems, the ratings differ primarily in the degrees of positive ratings, not in stark differences between positive and negative ratings. The percentages in the lowest rating categories of 1 and 2 tend to be less than 10%, with exceptions for weekend service levels, the usefulness of telephone information operators, and the quality of Wi-Fi. The percentages giving positive scores of six and seven in contrast, tend to be much greater. For example, of the six operational high utilization characteristics, all but one has a high six/seven rating of at least 50% (total trip time being the exception at 48%) and as high as 61% (ease of transfer within system).

<table>
<thead>
<tr>
<th>Service Rating Scores, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall service</strong></td>
</tr>
<tr>
<td>2%</td>
</tr>
<tr>
<td>38%</td>
</tr>
<tr>
<td>60%</td>
</tr>
<tr>
<td><strong>Ease of transfer within system</strong></td>
</tr>
<tr>
<td>3%</td>
</tr>
<tr>
<td>34%</td>
</tr>
<tr>
<td>62%</td>
</tr>
<tr>
<td><strong>Weekday service frequency</strong></td>
</tr>
<tr>
<td>5%</td>
</tr>
<tr>
<td>35%</td>
</tr>
<tr>
<td>60%</td>
</tr>
<tr>
<td><strong>Service to all destinations</strong></td>
</tr>
<tr>
<td>9%</td>
</tr>
<tr>
<td>35%</td>
</tr>
<tr>
<td>56%</td>
</tr>
<tr>
<td><strong>Weekday service hours</strong></td>
</tr>
<tr>
<td>7%</td>
</tr>
<tr>
<td>40%</td>
</tr>
<tr>
<td>53%</td>
</tr>
<tr>
<td><strong>Buses on time</strong></td>
</tr>
<tr>
<td>6%</td>
</tr>
<tr>
<td>43%</td>
</tr>
<tr>
<td>52%</td>
</tr>
<tr>
<td><strong>Total trip time</strong></td>
</tr>
<tr>
<td>6%</td>
</tr>
<tr>
<td>43%</td>
</tr>
<tr>
<td>50%</td>
</tr>
</tbody>
</table>

There are exceptions mentioned above which have percentages greater than 10% in the low scores. All of these were also previously indicated in Figure 48 as lower ranking items. The percentages in the lowest score category represent Sunday service frequency (22%), Sunday service hours (20%), Saturday service hours (16%), Saturday service frequency (13%). Quality of Wi-Fi, which also has 13% in the low score category, is another aspect of service that causes some dissatisfaction.

These service elements are worth mentioning only because when low...
ratings significantly exceed 10% of the customer base in any industry, it is a clear signal that a significant proportion of the customer base is pushing at the limits of what the system as structured can currently provide.

Because there were some differences between scores in 2018 and 2019 in the scores of excellent in Figure 49, Figure 51 from the 2018 survey is included here. It combines the top two scores. The two items with a statistically significant change from 2018 to 2019 were Frequency of service on weekdays and Hours the buses operate on Sunday. Although these items declined in their scores of Excellent, they did not decline in the combines Excellent + Very Good scores. In 2018 the combination of the top two scores for Frequency of service on weekdays was 53% and in 2019, 54%. Thus, the change was in the movement from Excellent to Very good.” Similarly, the combined top two 2018 score for Hours the buses operate on Sunday was 39%, and in 2019 was also 39%.

These are the kinds of changes to be expected when the overall service ratings are all positive. When customers like a service, they will rarely indicate mounting dissatisfaction by making a dramatic move to dissatisfaction, but will instead simply become less positive.
**Determining Customer Priorities for Service Improvement**

In the charts from Figure 46 through Figure 50, we have seen the opinions of GoTriangle customers about service overall and of nineteen separate elements that make up GoTriangle service. While these charts give us considerable information about how customers perceive GoTriangle service (quite positively), it is static information – it does not tell us how to prioritize service improvements. Two methods of prioritizing are presented in two charts on the following pages:

- The first method (Figure 52) is very straightforward. It is based on customer response to the simple request: “Of the services in questions 1 – 19 above, please list the three most important to improve.”

- The second method (Figure 54) involves a combination of two statistical analyses. First, it compares each service rating to the average rating of all services: Is the rating above or below the average score for all nineteen elements of GoTriangle services? Second, it correlates the rating of each element of service with the rating of GoTriangle service overall so that we can infer its influence on that overall score.
**Figure 52 Most Important Element to Improve**

Located as one of three most important to improve
(Sum of mentions as first, second, or third most important to improve.

- Buses on time: 54% 55%
- Weekday service frequency: 38% 34%
- Total average trip time: 26% 26%
- Weekday service hours: 26% 23%
- Service to all destinations: 25% 22%
- Quality of WiFi: 18% 24%
- Bus operator courtesy/helpfulness: 12% 12%
- Bus interior cleanliness: 12% 13%
- Sense of safety on bus: 11% 9%
- Saturday service frequency: 11% 11%
- Sunday service hours: 10% 11%
- Sunday service frequency: 10% 11%
- Fare medium options: 10% 11%
- Saturday service hours: 9% 9%
- Bus shelter/transit center cleanliness: 7% 7%
- Ease of transfer within system: 6% 3%
- Ease of transfer between systems: 6% 8%
- Usefulness of telephone operators: 4% 5%
- Usefulness of printed information: 3% 3%
- Overall service: 2% 2%

2019 Percentage is in black font at end of bar
2018 percentage is in green font following the 2019 percentage

---

**One way to prioritize: Ask Customers “What Are the Three Most Important Services to Improve?”**

Fifty-four percent (54%) of GoTriangle customers indicate that having the buses run on time is one of their top three improvement priorities. This is very typical of such results. This is statistically unchanged since 2018 (as shown in green font). In each year, on-time performance was at the top of the list.

---

12 Given the ±3.3% margin of sample error in 2018, we need to see 4% change to conclude that there has been real change.
It is important to keep in mind that the customer belief that on-time performance must be improved is a customer perception, not a measurement-based observation. Customers themselves will often arrive at their stop early, marginally on-time, or a bit late for their bus and perceive that it is the bus that is off schedule. They may also not know the relationship of their stop to a time point. Thus, their perception and the reality can be quite different.

To the extent that more people begin to use real-time transit apps for bus arrival information, as 59% now do (see Figure 56), that information should decrease the anxiety of waiting and will help reduce the perception of a lack of on-time performance. This assumes, of course, that the “real-time” information tends to be accurate. In addition, greater frequency will have a similar effect because even in the absence of real time information, frequent service creates certainty that the next bus will be coming soon.

The next closest priority, “Weekday service frequency” is rated in the top three by 38%, up slightly from 34% in 2018. This increase is interesting for two reasons. First, weekday service frequency was among the highest rated aspects of GoTriangle service (Figure 50). Second, because it decreased by 4% in the percent rating it as “excellent” or “Very good” (Figure 49), although in both years it was well rated overall.

This is a good illustration of a situation in which the high ratings indicate satisfaction, but not an endorsement of service as it is, since – especially with the kind of middle-class clientele that uses GoTriangle – there is always a perception that there is room for improvement. This is especially true when the demography of the customers changes. The Catch 22 is that improved service can raise the socio-economic status of the ridership as more people realize that they can rely on the transit system to perform in a manner useful to them. When this occurs, demand for further improvement can ensue.

The third and fourth in the rank order of customer service improvement priorities, are “Total average trip time” and “Weekday service hours,” both 26%. Service to all destinations,” at 25%, is statistically tied with trip time and weekday hours.

The one service that shows change in priority for improvement beyond the bounds of sample error is the quality of the Wi-Fi service. That went from 24% in 2018 citing it as among their top three to 18% in 2019, a significant improvement. In terms of where it ranked in the list of desired service improvement, it fell from 4th to 6th most important, an indication that riders had seen improvement in that service relative to other aspects of GoTriangle service.
A second way to prioritize: Determine Which Service Elements Would Move the Needle of the Overall GoTriangle Service Rating if They Were to Be Improved

Using survey data to prioritize elements of service that customers feel need improvements is a challenge. Figure 52 presented one way to do it. Figure 54 on page 68 illustrates a second way to accomplish it. This approach takes the pool of nineteen services and answers the question:

Which of these are more important and which are less important in determining the customers’ rating of GoTriangle service overall?

This question is answered in a matrix. The matrix itself (Figure 54, page 68) is actually less complex than it may seem, but it does require some explanation.

- The concept of the matrix in Figure 54 is as follows: Respondents rated nineteen separate aspects of GoTriangle service as shown in Figure 52 on the previous page. They also rated “The quality of GoTriangle services overall.” We can assume that customers’ ratings of the quality of services overall sum up their ratings of quality of the nineteen specific elements of service. Assuming this, we can answer the key question which is: Which of the nineteen aspects of GoTriangle services would, if improved, move the needle of the rating of GoTriangle service overall?

- Two basic statistics are involved in this analysis, first the average or “mean” rating of service quality on the scale from 1 – 7, and second, a correlation statistic that measures the strength of the relationship (i.e., the correlation) between each element of service and the overall service rating for GoTriangle. These statistics, when used together, answer two questions: How do customers rate each of the nineteen elements of service? And how closely related is each of those ratings to the overall rating?

- To visually display the results of this kind of analysis means using a simple graph with the 1-7 rating on one axis (the horizontal axis) and the correlation on the other (vertical) axis. However, there are challenges to doing this. The major challenge for the analysis is that both the correlations and the ratings all tend to be positive. For example, the service ratings tend to vary more between scores of 4 through 7 than between 1 and 3 (see Figure 46). There are very few poor ratings, which makes sense, since if many riders rated service negatively, it would be odd if they continued to use the service. Because so few scores are negative, we have to have a way to separate the merely good from the very good scores, not the worst from the best.

- The same kind of problem occurs with the correlations. All aspects of service go into a customer’s evaluation of the overall service. Therefore, we need a good way to differentiate between the stronger and weaker correlations. A useful way to do this is to standardize the scores. This simply means to convert the correlation to a relative score – i.e. a score that shows how important each service element is
relative to all other elements of service\textsuperscript{13}. This procedure enables us to construct a matrix that shows the services which, if improved, would have the most powerful effect on the rating of GoTriangle service overall.

Placing the score in a matrix like the one below will help answer the question: What service improvements would help more to move the needle on the rating of GoTriangle service overall? To do this we look at the ratings and at the correlation of each of those ratings with the rating of GoTriangle service overall. The results can be charted in a matrix like the one below in which the higher a service element is vertically in the matrix, the more important it is to the customer, and the farther to the right it is, the better the customer’s current rating of that service is.

In Figure 54 we will add the actual survey statistics to fill out the matrix. That will show service improvement action priorities as shown below. The elements most in need of improvement are in the upper left quadrant. Those that may be “easier wins,” but with less impact on satisfaction overall, are in the lower left. The elements that must be maintained as strong are in the upper right. The elements in the lower right are those that are in good standing with customers without additional effort by GoTriangle. However, in some cases (e.g., safety) the element can be volatile if problems arise, so complacency is not an option.

\textsuperscript{13} A correlation coefficient varies from -1 to +1. Realistically in passenger survey data the correlations are always degrees of positive, never negative. The strength of the correlation varies with a narrow range, making differentiation difficult. To resolve that problem, standardization converts the correlation score to a standard deviation. In the matrix in Figure 54, therefore, the vertical axis varies from -2.5 to +2.5 standard deviations, not from -1 to +1.
Figure 53 A Service Improvement Importance Matrix

Below average rating
High importance

Above average rating
High importance

Below average rating
Low importance

Above average rating
Low importance

Quality of service score

Figure 54 on the following page displays how the nineteen elements of service are positioned within this priority matrix.
Figure 54 Service Improvement Priorities: Relationship between Rating of Overall Performance and Individual Service Elements

Below average rating
High importance

Legend:
- Operating services used by 75% of riders or more
- Operating services used by Fewer than 75% of riders
- Travel environment

Relative Importance of the Service Components and the Gap Between a Perfect Score of 7 and the Score of the Service Component

Above average rating
High importance

Service Improvement Priorities:
- Relationship between Rating of Overall Performance and Individual Service Elements

Legend:
- Ease of transfer within GoTriangle system, 5.60
- Ease of transfer between systems, 5.42
- Buses on time, 5.30
- Weekday service frequency, 5.43
- Usefulness of printed information, 5.72
- Bus operator courtesy/helpfulness, 5.91
- Bus interior cleanliness, 5.88
- Sense of safety on bus, 5.92
- Fare medium options, 5.55
- Bus shelter/transit center cleanliness, 5.47

Quality of service score

GoTriangle Onboard Customer Survey, 2019
**Relationship between Overall Performance and Individual Service Elements**

In the matrix above, the location of a service along the vertical axis indicates the relative strength of its correlation with, and presumably influence on, the overall rating for GoTriangle service. The higher on that axis, the more important we can assume that element is, compared to all the others, in influencing the score for service overall. The lower on the line, the weaker its influence is. The horizontal axis indicates the rating score for the individual element of service on the scale of 1-7. The farther to the left, the poorer the rating compared to the average of all ratings, and the farther to the right, the better the rating compared to the average of all ratings. The two lines cross at the mid-points of the scores.

Notice that although the scale runs from 1 to 7, the horizontal rating axis starts at 4.0, not at 1. Why? Because scores tend to be positive and the variation occurs between about 4.0 and 7, and not through the full range of the scale. What we see here then, is not a difference between very negative and very positive ratings, but between somewhat positive and very positive ratings.

**Top, Bottom, Left, Right**

- Services appearing above the horizontal line are above average in importance to the overall rating of GoTriangle service compared to those below the line.

- Services appearing at the right of the vertical line are rated above average in quality and better than the below average services to the left of the line. The further to the right, the better the rating; the further to the left, the worse the rating.

Elements in the upper right of the chart are currently helping to boost the overall GoTriangle service rating by being better rated than the average of all nineteen elements of GoTriangle service, while others (top left quadrant) are currently detracting from it. It is elements in the latter group that require particular attention, given that the objective is to improve overall customer ratings, a proxy for customer satisfaction. Elements in the lower left of the chart receive relatively poor performance scores but have relatively little influence on the overall score. Similarly, elements in the lower right quadrant have high rating scores, but they too have little statistical relationship to the overall score and can be assumed to have little influence on it.

**The Upper Left Quadrant: Improving these would move the overall rating needle the most**

In this GoTriangle survey, only three elements appear in the upper left quadrant, Saturday frequency, Saturday hours of service, and total average time a trip takes. Improving these services would have the greatest positive impact on the rating of GoTriangle service. Notice that in terms of Saturday and Sunday services, it is Saturday service that is more important. We would also point out that the Saturday and Sunday services, while important to the overall GoTriangle rating scores of those who use those services, are used by only slightly more than half of the riders (56%).
The upper right quadrant: Maintain this relatively strong position, and improve if possible

At the upper right are six elements of service that represent relative strengths among all GoTriangle services because they score above average and they are important to the overall GoTriangle rating. Here we seem to have a customer satisfaction paradox. Previously in Figure 52, on-time performance ranked as the most important aspect of service to improve and weekday service frequency ranked second most important to improve. Consistent with this, in the matrix, they appear above the horizontal line and thus are considered more important to the overall rating than other service elements. However, they also appear to the right of the average quality line. The reason this makes sense is that customers feel these aspects of services are adequate (or a little better than adequate), but a transit customer cannot have enough of on-time performance and service frequency. Therefore, regardless of how well these are rated, there will always be a demand for more.

Compared to all other aspects of GoTriangle service, these services are relatively strong and support the current overall positive rating. Two of these involve transferring either between systems in the Triangle Region or between GoTriangle buses. These are very important aspects to those who use them, but 31% do not transfer between systems and 25% do not transfer within GoTriangle. The usefulness of printed materials and bus operator courtesy/helpfulness are what we have labeled environment aspects. They are both very well rated and rank slightly above average in importance to the overall score.

The lower right quadrant: This service is good, but improvement would be welcome

At the lower right are four service elements with high favorable ratings, but that are relatively unimportant in influencing overall satisfaction. GoTriangle does well on these and needs to maintain that level of satisfaction, but efforts to improve all or any one of these would have minimal impact on the rating of GoTriangle service overall.

Bus interior cleanliness, a sense of safety on the bus, fare medium options, and bus shelter/transit center cleanliness all fall within this quadrant. Of these, the sense of personal safety is potentially subject to sudden change if an incident involving personal safety occurred and were highly publicized. The current high score is very positive and can be a cushion against that eventuality.

Lower left quadrant: It would be nice to improve these elements, but doing so would not affect the rating of GoTriangle service overall by much

Five elements of service appear in this quadrant. The four service elements include Sunday service hours and Sunday service frequency, coverage (Service to all destinations), the usefulness of telephone operators, and quality of Wi-Fi service. All of these are low in both performance scores and importance to the overall score.
Core and Peripheral Aspects of Service

Another way to think about the array of services offered by a transit system is to consider what is essential, or core, to the transit rider’s regular use of the system and what is peripheral. The matrix presents a way to visualize this. The operational elements are at the core. If they function well, they form the base of service a customer can rely on. Most important is on-time performance, with service frequency
second most important. This makes sense in that the regular customers know how to use the system when it is operating properly. If they miss a bus, however, frequency helps compensate. The other core elements are also parameters of service within which customers construct their use of the service – hours of service on weekdays, coverage of all locations the customer needs to access, and the total time required for the trip. We saw in the section on ridesharing services such as Uber and Lyft, that the reasons people give for substituting a ridesharing trip for a GoTriangle trip often involves one of the following three elements: A need to save time on a trip, a need to get to a location not served by GoTriangle, or a need to make a trip when the buses are not running.
Mobile Communication
Use of Cell and Smart Phones

Among GoTriangle customers, cell phone ownership is extremely high, but not quite universal, with 97% of customers indicating they use a cell phone, unchanged since 2018.

Eighty-seven percent (87%) of GoTriangle customers say they access the internet on their cellphones, a clear indication that they are using smartphones.

Fifty-nine percent (59%) of GoTriangle customers use a transit app on their phones. This may be down slightly from the 62% reported in 2018, but the difference is at the edge of the 3% margin of sample error in the 2018 survey.

Use of the mobile transit app varies somewhat among the rider market segments, with substantially more of the four to five day riders using an app (64%) than the other segments.
The Age and the Use of Mobile Transit App

The number of customers using a transit app indicates that while 59% of GoTriangle customers are now using a transit app on their smartphones, that practice is not yet universal. Other communication modes continue to be necessary.

That mobile apps cannot (yet) be relied on to provide the only communications channel to the GoTriangle ridership is illustrated by the results shown in Figure 58. This figure demonstrates that the use of such apps is related to age with a general downward trend in utilization as age increases. This means that unless something occurs to change this relationship between age and the use of mobile technology for transit, it will take at least several years for transit apps to become the primary source of information for a substantial majority of GoTriangle customers.
Appendix A: Examples of an Alternative Segmentation Approach
Digression: Example of Other Segmenting Variables

Examples of one of the many additional types of market segmentation that can be used with the onboard survey data are included here, not so much for the analysis as for illustration of how the raw data can be used to provide additional strategic information to GoTriangle planning and marketing staff.

The segmentation—i.e., breakdown—shown here is based on the data in Figure 6. It breaks respondents into those who say they are new to GoTriangle, those who say they ride more often now, and those who say they ride with the same (or less\textsuperscript{14}) frequency.

For example, from Figure 59 it is clear that those who are new to GoTriangle or ride more often now, are more likely than others to be traveling to school or college—i.e., are students.

Figure 60 makes it clear that those who are new to GoTriangle or have increased their use of it are also more likely to use Uber and/or Lyft and to replace GoTriangle trips using those services.

Figure 61 demonstrates that those who are new to GoTriangle are likely to be very young (“Gen Z”) and unlikely to be Baby Boomers.

\textsuperscript{14} Those who ride less constitute only 5% and they have little impact on the result.
Appendix B: Questionnaire
Please tell us about how you use GoTriangle

In the past 30 days, how would you rate GoTriangle on the following services? (Circle a rating for each question or check the box indicating that it does not apply to you)

1. Buses running on time: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
2. Frequency of service on weekdays: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
3. Frequency of service on Saturday: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
4. Frequency of service on Sunday: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
5. Hours the buses operate weekdays: [ ] 7:30AM-7:30PM
6. Hours the buses operate Saturday: [ ] 9:00AM-7:30PM
7. Hours the buses operate Sunday: [ ] 9:00AM-7:30PM
8. Availability of service to all destinations you want to get to: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
9. Ease of transferring within GoTriangle system: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
10. Other area bus transit systems: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
11. Cleanliness of the bus interiors: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
12. Cleanliness of the bus stops & transit center: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
13. Your sense of personal safety on the bus: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
14. Courtesy and helpfulness of bus operators: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
15. Usefulness of information from 48S-RDDE telephone operators: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
16. Usefulness of printed information such as schedules or brochures: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
17. Available ways for you to pay your bus fare: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
18. Quality of wireless internet (Wi-Fi) service: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent
19. The quality of GoTriangle services overall: [ ] Very Poor [ ] Poor [ ] Fair [ ] Good [ ] Excellent

20. If the services in questions 1-19 above, please list the three most important to improve: [ ] 1st most important: ___________ [ ] 2nd most important: ___________ [ ] 3rd most important: ___________

21. In how many weeks on how many days do you use GoTriangle? (Circle only one)
   [ ] None. [ ] Not a regular GoTriangle rider

22. What is the ONE main purpose for which you most often use the GoTriangle bus? Is it to go to or from... (Check only one)
   [ ] Work [ ] School/College [ ] Shopping [ ] Medical/Dental [ ] Recreational/other [ ] Other

24. How long have you been riding GoTriangle?
   [ ] Less than 6 months [ ] 6 months to 1 year [ ] 1 to 2 years [ ] 2 to 3 years [ ] 3 to 5 years [ ] 5 or more years

25. Compared to one year ago, do you currently ride GoTriangle...
   [ ] More often [ ] Same [ ] Less often [ ] Did not ride a year ago

26. Please check the GoTriangle regional bus systems you use in a typical week.
   [ ] GoTriangle [ ] GoTriangle-Cary [ ] GoTriangle [ ] GoTriangle [ ] GoTriangle [ ] GoTriangle [ ] GoTriangle

27. In making this one-way trip, how many times do you connect with, or transfer to, another bus to complete your trip? (Circle only one)
   [ ] 0 - No connections/transfer [ ] 1 [ ] 2 [ ] 3 or more

28. For your fare on the first GoTriangle bus you boarded during this trip, did you...
   (Circle only one)
   [ ] Cash [ ] Check [ ] Credit/Debit [ ] Other [ ] None

29. How did you get to the stop where you got on the first GoTriangle bus you boarded during this trip? (Circle only one)
   [ ] Walk/Bike [ ] Bus [ ] Car [ ] Bicycle [ ] Taxi [ ] Carpool [ ] Vanpool [ ] Other

30. Do you use a cell phone?
   a. Do you use a cell phone, do you access the internet on it? (Check all that apply to you)
      [ ] Yes [ ] No
   b. Do you have a mobile app for local transit on your cell phone? (Check only one)
      [ ] Yes [ ] No

32. How many licensed drivers live in your household? (Including you if you have a driver's license)
   [ ] 0 [ ] 1 [ ] 2 [ ] 3 or more

33. How many cars or other vehicles are available for your use?
   [ ] 0 [ ] 1 [ ] 2 [ ] 3 or more

34. How many people, including you and any children, live in your household?
   [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 or more

35. In the past 30 days, how often have you used Uber or Lyft in the Triangle region?
   [ ] Never [ ] 0 times [ ] 1 time [ ] 2 times [ ] 3 times [ ] 4 or more times

36. If you used Uber or Lyft in the past thirty days...
   a. Did you use both GoTriangle and Uber/Lyft during the same one-way trip? (Check all that apply)
      [ ] Yes [ ] No
   b. If you used both Uber/Lyft for a trip you otherwise would have made on GoTriangle? (Check only one)
      [ ] Yes [ ] No

37. During any part of this trip you are on now, did you or will you use: (Check all that apply)
   a. A Lime, Citrix Cycle, or similar shared bicycle [ ] Yes [ ] No
   b. A Bird, Lime, or similar rental scooter [ ] Yes [ ] No

38. Please mark all the following that apply to you. Are you...
   [ ] Employed Full-time [ ] Employed Part-time [ ] Unemployed and seeking work
   [ ] Retired [ ] Student [ ] Volunteer position

39. How old are you? __________ [ ] Ages 18-24
   [ ] Ages 25-34 [ ] Ages 35-44 [ ] Ages 45-54 [ ] Ages 55-64 [ ] Ages 65 or over

40. Do you identify as...
   [ ] Male [ ] Female [ ] Prefer not to answer

41. Do you consider yourself to be...? (Check all that apply to you)
   [ ] African American/Black [ ] Hispanic [ ] Caucasian/White [ ] Native American Indian [ ] Other:

42. How comfortable are you speaking English? (Check only one)
   [ ] Very comfortable [ ] Moderately comfortable [ ] Slightly comfortable [ ] Not comfortable

43. What language do you most often speak at home? (Check only one)
   [ ] English [ ] Spanish [ ] Other

44. What is your total annual household income? (Check only one)
   [ ] Less than $10,000 [ ] $10,000 to $19,999 [ ] $20,000 to $29,999 [ ] $30,000 to $39,999 [ ] $40,000 to $49,999 [ ] $50,000 to $74,999 [ ] $75,000 to $100,000 [ ] More than $100,000

Comments:

Thank you! Please return this form to the surveyor on your bus.
Por favor dégalos cómo usa GoTriangle

23. ¿Cuál es el propósito principal número uno para el que usa con mayor frecuencia el autobús GoTriangle? ¿Qué para ir a estar... (Marque solo uno)
  1) Trabajo  2) Escuela/Clases  3) Compras  4) Entretenimiento  5) Otros

24. ¿Cuánto tiempo lleva viajando en GoTriangle?
  1) Menos de un mes  2) Menos de 1 año  3) 1 - 2 años  4) 3 - 4 años  5) Más de 5 años

25. En comparación con hace un año, ¿cómo ha cambiado el uso de GoTriangle?
  1) Más seguido  2) Más a menudo  3) Menos seguido  4) Menos a menudo  5) No ha viajado durante este año

26. Marque las líneas que viajan en lugar de otros servicios en GoTriangle (Marque todos)
  1) GoTriangle  2) GoOnDemand  3) GoOnDemand Special  4) GoCatch  5) GoCatch Special

27. ¿Cuál es su transporte durante el viaje a usted, a cuántas veces se conecta a o en otro transporte a otro autobús/ para continuar su viaje? (Marque solo uno)
  1) Solo en GoTriangle  2) Mas de 3 veces  3) Menos de 3 veces  4) En otros servicios/transferencias

28. Para su transporte en el primer autobús GoTriangle que acaba de usar durante este viaje, ¿dónde era? (Marque solo uno)
  1) Solo en GoTriangle  2) Más de 3 veces  3) Menos de 3 veces  4) En otros servicios/transferencias

29. ¿Qué ha conseguido en otros servicios durante el viaje a usted, a cuántas veces se conecta a o en otro transporte a otro autobús/ para continuar su viaje? (Marque solo uno)
  1) Solo en GoTriangle  2) Mas de 3 veces  3) Menos de 3 veces  4) En otros servicios/transferencias

30. ¿Usa un teléfono celular? (Marque solo uno)
  1) Sí  2) No

31. ¿Usa una aplicación móvil para transferir su viaje? (Marque solo uno)
  1) Sí  2) No

32. ¿Tiene una licencia de conducir válida? (Marque solo uno)
  1) Sí  2) No

33. ¿Cuántos conductores con licencia viven en su hogar? (Marque solo uno)
  1) Ninguno  2) 1  3) 2  4) 3  5) 4  6) 7

34. ¿Cuántos conductores de conducción múltiple viven en su hogar? (Marque solo uno)
  1) Ninguno  2) 1  3) 2  4) 3  5) 4  6) 7

35. En los últimos 30 días, ¿cuánto ha usado Uber/Líve en la región de Triangle? (Marque solo uno)
  1) 0 veces  2) 1 - 2 veces  3) 3 - 4 veces  4) 5 - 6 veces  5) 7 - 8 veces  6) Más de 8 veces

36. Si usó Uber/Líve en los últimos treinta días...
   a) ¿Usó GoTriangle y Uber/Líve durante el mismo viaje de un sentido?
     1) Sí  2) No
   b) ¿Usó Uber/Líve para un viaje que de otra forma habrías hecho en GoTriangle?
     1) Sí  2) No

37. ¿Cuál es su licencia por qué?

38. Durante cada viaje, ¿disfrutó de un viaje a usted, a cuántas veces se conecta a o en otro transporte a otro autobús/ para continuar su viaje? (Marque solo uno)
  1) Solo en GoTriangle  2) Mas de 3 veces  3) Menos de 3 veces  4) En otros servicios/transferencias

39. ¿Cuántos años tienes? (Marque solo uno)

40. ¿Tiene identificación como...
   1) Niño/a  2) Joven  3) Adulto  4) Personas mayores

41. ¿Qué consideras un traslado del teléfono celular personal...
   1) En el coche  2) En el baño  3) En el gimnasio  4) En la biblioteca  5) En el trabajo  6) En el día  7) En el trabajo  8) En el dormitorio

42. ¿Qué ha cambiado en los últimos años? (Marque solo uno)
  1) Usar el transporte público (Marque solo uno)
  2) Auto  3) Motocicleta  4) Bicicleta  5) Peatón  6) Andar en el coche

43. ¿Cuáles son los elementos más importantes para usted?
  1) Usar el transporte público (Marque solo uno)
  2) Auto  3) Motocicleta  4) Bicicleta  5) Peatón  6) Andar en el coche

44. ¿Qué es su ingreso familiar anual?
  1) Menos de $10,000  2) $10,000 - $19,999  3) $20,000 - $29,999  4) $30,000 - $39,999  5) $40,000 - $49,999  6) $50,000 - $74,999  7) $75,000 - $99,999  8) Más de $100,000

Consejerías:

Gracias! Por favor devuelva esta encuesta al encuestador en su autobús.
Appendix C: Rider Comments
<table>
<thead>
<tr>
<th>Route</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>779.00 MONTHLY!</td>
</tr>
<tr>
<td>100</td>
<td>ALL OF MY DRIVERS HAVE BEEN VERY FRIENDLY &amp; HELPFUL!</td>
</tr>
<tr>
<td>100</td>
<td>BIGGEST COMMENTS -&gt; EASE OF MOVEMENT ACROSS TRIANGLE, SUCH AS RAIL SERVICES. WORTHWHILE INVESTMENT FOR A GROWING REGION!!!</td>
</tr>
<tr>
<td>100</td>
<td>BUS DRIVER HAVE A NASTY BEHAVIOR AND DIDNT CARE OF ANYONE INCLUDING ON SUNDAY. THAT WHY I HATE RIDING ALL THE BUSES.</td>
</tr>
<tr>
<td>100</td>
<td>BUSSES ARE CLEAN, THEY JUST DONT OPERATE FREQUENT ENOUGH. THE TRIANGLE NEEDS A METRO TRAIN. NOT A LIGHT RAIL TROLLEY. SEE MARTA LIGHT RAIL IS NOT EFFECTIVE. ATL HAS A METRO TYRAIN. GOT A LIGHTRAIL AND IT FAILED.</td>
</tr>
<tr>
<td>100</td>
<td>CONNECTION BETWEEN RALEIGH AND DURHAM WEEKDAYS SHOULD RUN TO LATE AT NIGHT.</td>
</tr>
<tr>
<td>100</td>
<td>CONNECTIONS SHOULD BE ADDED ON RDU ROUTE (GOTRIANGLE 100) TO -UR- DOWNTOWN.</td>
</tr>
<tr>
<td>100</td>
<td>COULD USE DEBT MACHINE FOR NONE CASH CARRY.</td>
</tr>
<tr>
<td>100</td>
<td>DONT KNOW</td>
</tr>
<tr>
<td>100</td>
<td>DURING THE FAIR TIME THE 100 BUS CAN GO THRU ANY PROBLEM AT 6:25 BECAUSE IS NO TRAFICT.</td>
</tr>
<tr>
<td>100</td>
<td>EIGHT MILE CONNECTION IN RTP STILL NEED SOME SORTING OUT -UR- AND RTP COULD IMPROVE TRANSIT ACCESSIBILITY AND USEFULNESS.</td>
</tr>
<tr>
<td>100</td>
<td>ELECTRONIC PAYMENTS VIA DEBIT OR CREDIT CARDS WOULD BOTH BE USEFUL/HELPFUL WAYS TO PAY FARE WHEN BOARDING. DECREASED TOTAL TRIP TIME WHEN COMMUTING FROM ON TRANSIT CENTER TO ANOTHER. INCREASE OVERALL COMFORT IN SEATING OFFER GREATER LEG ROOM CAPACITY TO ACCOMODATE LONG LESS</td>
</tr>
<tr>
<td>100</td>
<td>FOR ME THE BUS IS EXPERIEMTN THEN WE DONT HAVE ENOUGH TO HAVE.</td>
</tr>
<tr>
<td>100</td>
<td>FREE FARE FOR AIRPORT EMPLOYEES.</td>
</tr>
<tr>
<td>100</td>
<td>GO RAL NEED MORE CONNECTING ROUTES AT NIGHT/ROUTE 18 IS USUALLY RUNNING LATE EVERY WEEK NIGHT AND NEEDS MAJOR IMPROVEMENT. MOST ROUTES NEED IMPROVEMENT TO ACCOMODATE MORE PEOPLE, MORE AREAS, LATER OVERNIGHT</td>
</tr>
<tr>
<td>100</td>
<td>GOOD SERVICE - SATISFIED</td>
</tr>
<tr>
<td>100</td>
<td>GORALEIGH BUS ARRIVES 5-10 MIN AFTER GO TRIANGLE BUS HAS LEFT DOWNTOWN. THEN I END UP WAITING 45- 1HR FOR YOU ALL NEXT BUS.</td>
</tr>
<tr>
<td>100</td>
<td>GREAT EXPERIENCE DAY TO DAY NICE FOLKS!</td>
</tr>
<tr>
<td>100</td>
<td>HOW DO YOU PAY FOR A RIDE THEN YOU CAN'T USE IT ON A CHANGE -UR- AND IT NO GOOD</td>
</tr>
<tr>
<td>100</td>
<td>i APPRECIATE THE FACT THAT GOTRIANGLE IS WILLING TO TAKE FEEDBACK FROM SURVEYS.</td>
</tr>
<tr>
<td>100</td>
<td>I ENJOY RIDING GO TRIANGLE BUT THERE ARE PLACES OR BUSINESSES WHERE THE BUSES WILL NOT GO, AND AS A RESULT, I WILL USE UBER/LYFT, BECAUSE THE WALK IS TOO LONG. TOSHITA AND -UR-</td>
</tr>
<tr>
<td>100</td>
<td>I ENJOY THE RIDE.</td>
</tr>
<tr>
<td>100</td>
<td>I LIVE IN WAK FOREST AND FEEL THAT THERE NEEDS TO BE BUSES THAT RUN ROUTES MORE FREQUENTLY TO TRANSPORT FROM WAKE FOREST TO RALEIGH, ANYWHERE IN TRIANGLE AND WEEKENDS</td>
</tr>
<tr>
<td>100</td>
<td>I LOVE THE BUS! READING &amp; MUCH MORE PLEASANT THAN DAILY!</td>
</tr>
<tr>
<td>100</td>
<td>I LOVE THE SYSTEM JUST WISH ALL RAN A LITTLE LATER FOR US WHO WORK @ NIGHT</td>
</tr>
<tr>
<td>100</td>
<td>I OFTEN WOULD LIKE TO GO TO MUSIC EVENTS IN THE TRIANGLE. I CAN GET THERE FOR AN 8 PM START, BUT CANNOT GET BACK LATE ON BUS.</td>
</tr>
<tr>
<td>100</td>
<td>I WORK OFF GATEWAY CENTER BLVD IN MORRISVILLE, A STOP NEAR THE SHEETZ WOULD BE GREAT. MORE SERVICE IN WAKE FOREST WOULD BE AWESOME TOO.</td>
</tr>
<tr>
<td>100</td>
<td>I WOULD LIKE THE BUS START WORKING EARLIER THAN THE CURRENT REGULAR SCHEDULE. THANKS</td>
</tr>
</tbody>
</table>
100 I WOULD LIKE TO BE ABLE TO USED CARD OR CASH APP TO PAY BUS FAIRE AND BUSES RUN 24/7 AT ALL LOCATIONS

100 IF THE BUSES ARE GOING TO RUN/LEAVE ON TIME, THEN EACH BUS NEEDS TO DEPART AT THE CORRECT TIME. NOT ONE, TWO OR THREE MINUTES LATER. THIS HAPPENS A LOT AT THE REGIONAL TRANSIT CENTER.

100 IM A BIG FAN OF THIS SYSTEM AND IT IS ALWAYS IMPROVING.

100 Im studying abroad at UNC. So I dont know that much about go triangle. Use it because its cheaper

100 INCOME IS ESTIMATED; I DONT KNOW HOW MUCH MY ROOMMATE EARNS IN A YEAR AND (ESTIMATED BASED ON MY WAGE AS A TA (-UR- HAS A TA POSITION TOO)

100 ITS SO HARD TO GET TO DURHAM FROM RALEIGH

100 LOVE GO TRIANGLE THE BUS OPERATOR ON 2830 IS EXTREMELY RUDE & COLD -NEED ANOTHER JOB -10/09/2019 10 0 9:40 PM TIME

100 MY HUSBAND AND I ARE VISITING FROM SAN FRANCISCO. WERE USED TO TAKING TRANSIT, AND WE CHOSE TO TAKE THE BUS DOWNTOWN BECAUSE IT WAS -UR- COMPETITIVE W/ UBER IN THE TRANSIT APP. (THE WIFI LOGIN SCREEN ISNT MOBILE FRIENDLY)

100 MY HUSBAND AND I LIVE IN RALEIGH AND DO NOT HAVE ANY AUTOMOBILES. I GOT TO SCHOOL AT UNC AND MY HUSBAND WORKS IN RTP. WE MAKE OUR WEEKDAY COMMUTE TRIPS WITH GO TRIANGLE. FOR WEEKEND OR EVENING ACTIVITIES WE WALK, BIKE, OR TAKE AN UBER/LYFT. WE WOULD LIKE TO TAKE TRANSIT MORE DURING THOSE TIMES IF THERE WAS MORE FREQUENCY & SPAN OF SERVICE.

100 MY NAME IS JEREMY AND THIS THE BEST DURHAM RALEIGH BUS EVER.

100 MY WORK & HOME ARE ON A GORALEIGH ROUTE, BUT ITS FURTHER TO DRIVE. THE AIRPORT BUS IS VERY CONVENIENT BUT DOESN'T RUN LATE OR EARLY ENOUGH FOR ALL FLIGHTS. ID LIKE TO USE DRX BUT IT DOESN'T RUN LATE NIGHT OR WEEKEND.

100 NEED TO RUN 28 HOURS A DAY LIKE NY BUSES

100 OVERALL GOTRIANGLE IS EXCELLENT. THE ONLY FEW STUFF I CAN THINK AS IMPROVEMENTS: 1. RDU - DURHAM SHUTTLE 2. MORE BUSES TO STORES/SHOPS ON WEEKENDS.

100 OVERALL, I THINK THE DRIVERS ARE GREAT, BUT A FEW TIMES I WAS TRANSFERRING FROM A GORALEIGH BUS SO IM NOT PERFECTLY ON TIME. I WAVED AT THE DRIVERS AND THEY SAW ME BUT STILL DROVE BY WHICH WAS INCONVENIENT FOR ME. I LIKE THE NEW BUS TOO

100 OVERALL, IM VERY HAPPY. I WISH MY NEIGHBORHOOD IN DURHAM (HOPE VALLEY FARMS) WAS BETTER SERVED.

100 P.S. WHEN THIS BUS IS LATE (GO-TRIANGLE) GETTING TO OUR CONNECTING BUS WE HAVE TO WAIT A HOUR FOR T HE THEN NEXT BUS ITS NEED TO BE ANOTHER WAY. AFTER 8PM THANK-YOU

100 PLEASE ADD THE ABILITY TO PAY WITH PHONE

100 PLEASE MAKE APPLE PAY/CREDIT CARD PAYMENT AVAILABLE

100 REGIONAL TRANSIT CENTER I WOULD LIKE TO MAYBE HAVE COVERED SHELTERS IN THE FUTURE IN CASE OF RAIN OR SNOW.

100 SERVICE IS GREAT FOR THE MOST PART. HOWEVER AT TIMES THE SIGN DOES NOT CHANGE @ RDU AIRPORT AND SOME DRIVERS ARE RUDE ONCE YOU APPROACH BUS TO VERIFY DESTINATION.

100 SERVICE IS GREAT ONLY COMPLAINT IS A -UR- SERVICE -UR- SHUTTLE RDP TO REGIONAL BUS STATION

100 SHOULD OPERATE ONE MORE BUS AFTER 11PM TO/FROM THE AIRPORT TO RALEIGH AND MAY CONSIDER A ROUTE FROM AIRPORT TO DURHAM DIRECTLY

100 SOME SORT OF REFILLABLE RFID TICKETING WOULD BE GREAT. NEW, UNPADDED SEATS OFTEN LOOK DIRTY AND ARE VERY UNCOMFORTABLE TO SIT IN FOR AN HOUR.

100 SUNDAY SERVICE TO THE AIRPORT IS GREAT. THANKS!

100 THANK YOU FOR EXTENDING THE GORALEIGH BUS 102 HOURS TO GARNER!! GO TRIANGLE BUS 100 SHOULD HAVE DIF FERENT CODES FOR DIFFERENT DIRECTIONS (EX;) GOLIVE1577)

100 THANKS ALL FOR YOUR WORK. PLEASE IMPROVE BUS ON-TIMING ARRIVALS

100 THE BUS IS REALLY NICE THANKS
| 100 | THE DUKE GO PASS IS SO GREAT! I CAN HOP ON AND OFF EASILY. I AM FROM NEW YORK CITY - I GREW UP USING PUBLIC TRANSPORTATION. ITS GOOD FOR THE ENVIRONMENT |
| 100 | THE USE OF UBER/LYFT IN LIEU OF ACTUAL SHUTTLE SERVICE MAY HAVE SOME LOGISTICAL AND FLEXIBILITY ADVANTAGES BUT IS HIGHLY QUESTIONABLE SINCE (1) THESE ARE NOT COMMERCIALLY LICENSED DRIVERS (LEGAL/SAFETY IMPLICATIONS) AND (2) THE SUBSIDIES AVAILABLE SIGN ON OFF FUNDS THAT GO TRIANGLE OTHERWISE COULD (AND SHOULD) PUT TOWARD REGULAR BUS OR RENEWAL SHUTTLE SERVICE (FINANCIAL/FISCAL CONCERNS OF PUBLIC MONEY GOING TO PRIVATE ENTITIES). RETHINK/REVISIT THAT OPTION. |
| 100 | THERE IS A LOT OF QUESTIONS ON HERE. HUND HURT. UMMMM WHO EVER GAVE ME THE SURVEY IS REALLY PRETTY |
| 100 | THERE IS NO SEAMLESS TICKET SYSTEM. I HAVE TO BUY A PASS FOR ONE BUS TO GET TRIANGLE REGIONAL. WHEN CAT BUS HAVE EVER DAY REGIONAL DO DOES NOT VERY AGGRAVATINEZ |
| 100 | THERE IS ONE BUS DRIVER (10:30 PM) WHO USUALLY COMPLETES THE LAST RIDE FROM THE TRIANGLE BUS STATION TO GO RALEIGH BUS STATION. HE HAS BEEN VERY DISRESPECTFUL TOWARDS ME. BESIDES THAT, I CAN ONLY SH ARE POSITIVE REMARKS. WILL RECOMMEND. |
| 100 | TOO MANY BUS STOP WITH NO SEAT AND COVER AND THE ELDERLY / AND MOTHER WITH CHILDREN'S WHY WE ARE STATE CAPITAL |
| 100 | Transportation is very good. THX |
| 100 | VERY APPRECIATE FOR THE SERVICE PROVIDED. |
| 100 | VERY DISSATISFIED WHEN BUS PASS ISN'T PRODUCED WHEN PAID FOR ON THE BUS HAVING TO GIVE YOUR NAME TO TRAVEL ISN'T FOR CITY |
| 100 | VERY GOOD JOB |
| 100 | WHILE I DO NOT FEEL UNSAFE, I DO BELIEVE EITHER GT STAFF OR LOCAL POLICE OR SHERIFFS NEED TO SHOW PRESENCE AT THE PLATFORMS. RALEIGH PD HAS VERY CLEAR PRESENCE AT GORALEIGH STATION. THE URINE AT DACA STAIRWELL IS AWFUL. CAN YOU HELP |
| 100 | WI-FI SHOULD BE OVEREXPOSURE PEOLP ON OF WITHIN THE SMALL BUS CABIN - WI-FI SHOUL BE ALLOWED IN WIDE OPEN SPACES! |
| 100 | WOULD BE NICE TO HAVE HASTER SERVICE FROM RTC TO RALEIGH. ALSO LATE NIGHT SERVICE SO WE CAN RIDE TRANSIT TO CONCERTS, SPORTING EVENTS, ETC. |
| 100 | ZONING MANDATES PARKING SPACES BUT NOT WALKABILITY - I HELP YOU BEING TO WALK GO/FROM BUS STOP. MOR E FREQUENTLY IS THE MAIN THING I WANT |
| 105 | -ADD SOME BIKE RACES ON SOME Busses (MINI-Busses) -WORK ONE SOME Busses ARMION) TIME (SOME Busses A MIRE LATE OR LEAVE CARING FROM THE BUS STOP) -OVERALL. EXCELLENT SERVICE |
| 105 | AWESOME SERVICE!! |
| 105 | BEST TRANSIT SYSTEM IVE USED IN NC. I HAVE PREVIOUSLY LIVED IN CHARLOTTE & ASHEVILLE. RALEIGH IS FAR AND AWAY THE BEST, BUT COULD STILL IMPROVE. |
| 105 | Evening connections could be better - I notice that people trying to make 5:00 connections at RTP often miss them |
| 105 | EVERYTHING GREAT APART FROM FREQUENCY. |
| 105 | Fix the problem with transfers, buses tend to come in and out of the depot whenever instead of set departure times |
| 105 | HAVE HA A COUPLE OF INSTANCES (ONE ON RT 300 ANOTHER ON RT 100) WHERE BUS DRIVER DID NOT STOP, EVEN THOUGH I WAS STANDING AT BUS STOP. I GENERALLY LIKE GO TRIANGLE! KEEP UP THE GOOD WORK! |
| 105 | I DO ENJOY THE RIDES MOST OF THE TIME. FREQUENTLY I HAVE -UR- VERY NICE DRIVERS. KIND AND SAFE DRIVERS DURING MY MORNING COMMUTE AND MY AFTERNOON 4-10PM RIDE |
| 105 | I FEEL LIKE THE GOPASS SHOULD BE CHEAPER AND I LIVE ONE MILE OUTSIDE RTP AND DONT QUALIFY FOR FREE UBER BUT I USE UBER AND TRANSIT EVERYDAY, SHOULD BE MORE AFFORDABLE |
| 105 | I WOULD LOVE DIRECT XPRESS SERVICE ON WEEKENDS BETWEEN DURHAM, CARY, RALEIGH CHAPEL HILL. A TON OF MY FRIENDS WOULD RATHER BUS THAN 1YFT/UBER ACROSS THE TRIANGLE |
I would pay x2 more if there were x2 frequency of service M-F. I wish there was a light rail connecting Raleigh and RTP. I would take it everyday. Everyone my age thinks the bus system is broken in the Triangle. The new bus I am riding right now (1902) is a step down in level of comfort. These chairs are terrible. Also on the highway the db (decibel) level is much higher in this bus. (80 vs 74) less leg room as -lur-. If every transit system had the option of a USB port on every bus I believe that everyone will have a much better riding experience. Reason being is more phone charged can equal to less accidents on buses. Keep up the good work! Filled out by surveyor. Person was blind & I read the question to him rs. Keep up the good work. Your drivers do great work! Love the bus system! Makes the airport trip easy! More sheltered stops would be nice. My girlfriend is harassed by men on the bus multiple times a month. I am sure this is a problem for other women as well. Need more bus stops in Morrisville area. There is very less connectivity between Morrisville locations and the triangle transit at skiler road. None filled out on behalf of blind rider. Over all I find gotriangle very efficient & the bus drivers polite, courteous and accommodating - the same can be said of the supervisors. Please increase bike rack spots! Provide customer service course to operators need to improve connections at rtc. Waiting 30-40 minutes to connect is ridiculous. Thanks. Thank god for go triangle, go durham and go regional transit routes. I really appreciate your transit services. Thank you for the opportunity to provide feedback! When the bus is coming late, specially in the station durham & raleigh station they should announce or should appear on tv screen mostly in ral station. Notification should announce immediately, if there is no tv screen. With me being in a wheelchair it’s important where the ramp goes down because I could fall. I have fallen due to poor judgement of the driver in the best way to utilise the ramp safely. Would be great if the bust stops are more accessible. In terms of reaching them from our homes. Would ride more often if more destinations were covered. A way to know whether both bike slots are full on a bus, or more flexibility with bringing it on board. Mobile app can be difficult to use. All buses in triangle area need to be able to take the goraleigh chip card. This is frustrating. Operators are very helpful & nice. All drivers are good some are great. Been riding 5x/wk for 8mos to work downtown from Cary. Would like more routes from Cary. All the drivers are great and helpful. Awesome service. Bring back bus 311 to serve EPA. Thanks. Bus 300 is almost late after 4pm. Cary must be served after 6:30pm. Bus drivers are always very helpful with sharing busline information. Bus has to run later everyday & definately more frequent on Sunday. Buses on time Im older to connect with next bus. Thanks. Definitely need to work on being more on time. Excellent service.
GET BUSSES ON CARY PARKWAY

GO TRIANGLE IS A NICE WAY TO COMMUTE FROM CARY TO DURHAM

GOOD

HAVE A GREAT DAY

HAVE BEEN LUCKY ENOUGH TO ENCOUNTER SOME EXCEPTIONAL DRIVERS - U. HELPFUL IN PROVIDING DIRECTIONS/ MAKING SURE MYSELF / OTHER PASSENGERS GOT ON THE BUS THEY NEEDED - PLEASE PASS ON OUR THANKS! WOULD LIKE TO SEE RTC -> CARY TRAIN STATION LEG RUN BETWEEN 9AM - 3PM, JUST ONCE A HOUR WOULD BE USEFUL.

HAVE HAD MANY EXPERIENCES WITH RUDE OR AGGRESSIVE DRIVERS, BOTH WHILE ON THE BUS OR DRIVING MY SCOOTER (MOPED) IVE DOCUMENTED 3 TIMES THEY CLEARLY BROKE TRAFFIC BUS LAWS & ENDANGERED ME.

I LIKE THE 11 BUS RALEIGH

I LOSE SO MUCH MONEY OFF THE BUSS BEING LATE AND BEACUSE YOU WONT LET ME USE CHARGE CARDS FOR 7-DAY PASSES. ITS RIDICULOUS AND EXPLOITATIVE 910-536-8819 IS MY CELL NUMBER

IM NOT SURE

IM REALLY DIGGING THE SYSTEM. I HAVE ABOUT A MILE WALK TO MY STOP TO WOULD PREFER SOMETHING CLOSER, AT LEAST I GET EXERCISE THAT WAY. I PLAN TO EXPLORE SERVICES MORE. WOULD LIKE AN EASIER WAY TO PURCHASE REGIONAL 31 DAY PASS. SNAIL MAIL IS SLOW.

INGRID 9192980878

IT IS VERY EXPENSIVE TO RIDE THE BUS DAILY TO WORK. I GET A 7 DAYS PASS BUT B/C I LIVE ON WESTERN BLVD. I HAVE TO GET A REGIONAL PASS. I THINK THEY SHOULD HAVE A DISCOUNTED PASS OR A PROGRAM TO HELP YOU PAY.

IT WOULD BE WISE TO ELIMINATE 100. RUN 105 ALL DAY AND CREATE A NEW 2X/HR ROUTE FROM RDU TO RTC.

IT WOULD BE NICE IF THE BUSES STARTED EARLIER IN THE MORNING.

KEEP IT UP

LOST & FOUND IS NOT GREAT. I LEFT MY PHONE ON THE BUS IN AUG IMMEDIATELY REALIZED IT BUT COULD NOT GET IN TOUCH WITH APPROPRIATE PERSONS TO ALERT THE DRIVER EVEN THOUGH I COULD SEE FROM GPS THAT PHONE WAS STILL ON BUS & SPOKE TO OTHER DRIVERS ON THE ROUTE THAT DAY. PHONE WAS APPARENTLY NEVER TURN ED IN TO LOST & FOUND...EVEN THOUGH IT REMAINED ON THE BUS ALL DAY UNTIL THE BATTER RAN OUT.

LOVE GO CARY!

LOVE THE APP TO SHOW BUS IN REAL TIME!!! THIS IS WHAT MAKES IT SO CONVENIENT. PLEASE RUN 105 MORE F REQUENTLY

ME GUSTARIA PUSIARAN PARADAS MAS SARCA ESTAN MUY RETIRADAS

MIGHT USE RENTAL SCOOTERS FOR LAST HALF MILE OF TRIP WHEN TAKING SECONDARY ROUTE OUTBOUND

MORE TICKET PURCHASE

MOST DRIVERS ARE NICE, HOWEVER THERE ARE QUITE A FEW WHO ARE RUDE & DONT WANT YOU TO ASK QUESTIONS

Need earlier weekend time.

NEED MORE STOPS IN CARY AND MORE TIMES FOR STOPS

NEED THE RTC BUS TO RUN EVEN DURING NO RUSH HOUR FROM CARY TO RTC AND RTC TO CARY I.E. 9:30 AM - 3:30 PM. NOT GOING THROUGH RALEIGH TO GET TO RTC.

NEED TO UPGRADE HOURS BUSS RUN. THANK YOU.

NICE TRIP.

NO COMMENTS. JUST STARTED RIDING A WEEK AGO.
PLEASE ALLOW -UR- ON PHONES

PLEASE PUT A SHELTER ON PARAMOUNT PARKWAY. LONG WALK FROM PEREMITER PARKWAY TO PARAMOUNT A CLOSER S TOP IF POSSIBLE IM NOT AS YOUNG AS USE TO BE!!

ROCK ON!

SALAMENTO QUE PASEN 105 BUS A TIEMPO

SOME DRIVERS ARE NOT FRIENDLY

START EARLYER ON SUNDAY

STUDENT, NO INCOME

THANK YOU

THANK YOU

THANK YOU FOR PROVIDING THIS SURVEY FOR RIDERS. HOPEFULLY IT WILL ENHANCE THE SERVICE OF GOCARY/ GORALEIGH/GOTRIANGLE. IT IS HARD TO MAP OUT WHEN THE GOCARY IS COMING ON THE WEEKENDS USING THE APP SO I HAVE TO CALL EVERY TIME TO SEE WHAT TIME THE BUS IS COMING. ALSO, COULD YOU ALL CONSIDER PLACING A GOCARY BUS STOP DOWN BY THE APTS. (VIE AT RALEIGH) & THE REPUBLIC

THANK YOU FOR THESE FREE GOVERNMENT SERVICES FOR YOU ADULTS (STUDENTS)

THANK YOU SO MUCH FOR RUNNING THIS SERVICE. I WISH YOU GUYS HAD MORE FREQUENT SERVICES AFTER 9:40. EVERY 20 MINUTES WOULD BE AWESOME. THANK YOU AGAIN!

THANK YOU VERY MUCH!

THANKS FOR PROVIDING EXCELLENT SERVICO!

THANKS FOR THIS OPPORTUNITY I LOVE TO USE GOTRIANGLE PUBLIC TRANSIT. I CARE FOR ENVIRONMENT.

THAT MY INCOME --- IDK MY ROOMMATES.

THE BUS SERVICE HERE, IS HORRIBALE!!!!

THE BUSE STOP AT FALCON BRIDGE (NEAR FARMINGTON & HWY 54) IS VERY DANGEROUS! I HAVE ALMOST BEEN HIT BY A CARE MULTIPLE TIMES THERE NEEDS TO BE A CROSS WALK ACROSS HYW 54 AND THE BUS SHOULD STOP CLOSER TO THE CROSSWALK! MANY PEOPLE UTILIZE THAT STOP!

THE BUSES ARE WELL-KEPT, AND THE DRIVERS ARE GREAT, BUT I THINK THE BUSES SHOULD RUN MORE DURING NOT BUSY HOURS, AND TO MORE AREAS.

THIS A VERY TRANSIENT COMMUNITY, AND PPL ARE TRAVELING IN RALEIGH, CARY, DURHAM ALL THE TIME, AND THERE NEEDS TO BE ONE CENTRAL HELP STATION / CELL CENTER. NOT SEPARATE ENTITIES LIKE GORALEIGH, GOTRIANGLE, GO CARY, GO DURHAM

TIMES AVAILABLE AT NIGHT AFTER 10PM WHEN THE LAST BUSES LEAVE DOWNTOWN @ 11PM

TOOMANY STOPS IN THE AFTERNOON - BUS TREN RUNS LATE

VERY OUTSTANDING

WISH THERE WERE MORE ROUTES OR -UR- SOMETHING LATE BECAUSE OF -UR-

WOULD LOVE IF GO CARY RAN FURTHER INTO DIFFERENT PARTS OF CARY AND MORE FREQUENTLY.

YOU NEED BETTER TRANSIT STATIONS. YOU NEED TIME SCHEDULES AND BUS CONNEDTIONS. YOUR BUS STOPS ARE NOT FOR CLIMATE CHANGES IN WEATHER NOR ARE THEY IN SAFE LITE LOCATIONS. CALL TUCSON AZ TRANSIT LEARND AT LESSON IN PROPER TRANSIT.

COLLEGE STUDENT.

DRIVERS HAVE ALWAYS BEEN VERY FRIENDLY & HELPFUL OCCASIONALLY BIKE & BUS TO WORK; HOWEVER, W/O A BIKE OF WOULD BE DIFFICULT - BUSES DON'T RUN OFTEN ENOUGH TO TRY TO TRANSFER. IT WOULD TAKE TO LONG

GET RID OF THE DAMNED SURVEILLANCE CAMERAS ON THE BUSES!!!!!!! IM AN AMERICAN I DONT LIKE BEING SPIED ON!

HAVING DEVICE WITH TRANSLOC PAGE FOR STOP LOADED SO PEOPLE CAN GET LIVE -UR- ESTIMATES.
<table>
<thead>
<tr>
<th>Page</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>301</td>
<td>I think there should be a goal to have 30 minute schedules extended past 6PM weekdays. The mobile app should be more accurate with bus arrival time. Riders should be able to pay fare by credit/debit card.</td>
</tr>
<tr>
<td>301</td>
<td>Most drivers are rude, don't know where they are going and certainly not helpful to customers they do no run at night like they should.</td>
</tr>
<tr>
<td>301</td>
<td>Need better service to RTP</td>
</tr>
<tr>
<td>301</td>
<td>Please be sure to notify riders of stop location changes. 2 times this year my stop has moved with no notice.</td>
</tr>
<tr>
<td>301</td>
<td>There should be a focus on wait times between main routes and connectors such as #11 and #11L. The arrival of one and the departure of the other from a stop should be within a few mins of the other.</td>
</tr>
<tr>
<td>305</td>
<td>Can the 311 at Lake Pine at 6:04PM be adjusted. It is a poor connection w/ the 305 and the 311 has an extra 5 min at Galaxy Foods he told me. (Chris O Sullivan. It was 6:08PM by AVG.</td>
</tr>
<tr>
<td>305</td>
<td>Great service.</td>
</tr>
<tr>
<td>305</td>
<td>Happy with service</td>
</tr>
<tr>
<td>305</td>
<td>I love riding the bus to and from work. Its easier than driving!</td>
</tr>
<tr>
<td>305</td>
<td>I would love if there could be more availability of the 305 bus. Its the only one that comes by house &amp; I sometimes need to use it on weekends or during the midday. Otherwise, y'all are doing great!</td>
</tr>
<tr>
<td>305</td>
<td>It would be great if the NCSU Wolfline &amp; Raleigh R Line could be incorporated into the info w/in the TransLoc Rider app, payment options too.</td>
</tr>
<tr>
<td>305</td>
<td>Like the GOLive texting.</td>
</tr>
<tr>
<td>305</td>
<td>Need 305 on weekend 700 more on weekday</td>
</tr>
<tr>
<td>305</td>
<td>Only complaint I have is there are no stops on Hillsboro in Raleigh. Between Jones Franklin and Maynard.</td>
</tr>
<tr>
<td>305</td>
<td>Overall, excellent service! Buses are almost always on time, the ride is usually comfortable and efficient. Only one area for improvement: the phone app (Rider) frequently shows No Prediction for the 305, even when the bus icon appears on the map. Also, occasionally the driver appears not to activate GPS - No prediction, no bus icon, and Out of Service on the bus in the AM.</td>
</tr>
<tr>
<td>305</td>
<td>PLS add more tip for 305 some people work 6AM or get off 3PM Thanks!</td>
</tr>
<tr>
<td>305</td>
<td>Preferred to have more service like 4:30PM and 9:30 AM.</td>
</tr>
<tr>
<td>305</td>
<td>Really upsetting when were late because drivers are using their cell phones, or if they get off the bus to use their cell phones.</td>
</tr>
<tr>
<td>305</td>
<td>Started using Go Triangle recently and it is great. If you can reduce the total time to get to down town it will be awesome. And some internal connections inside Apex to get to transit center.</td>
</tr>
<tr>
<td>305</td>
<td>Technology to allow drivers to see unk connect to buses.</td>
</tr>
<tr>
<td>305</td>
<td>Very annoying when small bus comes and you cant find on translocated.</td>
</tr>
<tr>
<td>305</td>
<td>While the 305 bus @ 6:20, 4:00, and 5:05 are usually on time, the buses leaving Lake Pine Plaza @ 7:10, Wilm. St. @ 5:50, and esp. 6:57 are extremely late.</td>
</tr>
<tr>
<td>305</td>
<td>Would like to have buses running in Holly Springs area. So that we can save about one hour per day driving from/to home to get the bus.</td>
</tr>
<tr>
<td>310</td>
<td>Add more destinations. Thanks. Everything else is wonderful.</td>
</tr>
<tr>
<td>310</td>
<td>Prefer not to answer 44.</td>
</tr>
<tr>
<td>310</td>
<td>Sometimes same buses come late on bus stops and in station hope you can improve that issue.</td>
</tr>
<tr>
<td>310</td>
<td>Takes me 2 hours to get to school when it is only 20 minutes away from my house.</td>
</tr>
<tr>
<td>310</td>
<td>Thank you for your services!</td>
</tr>
<tr>
<td>311</td>
<td>Apex needs more bus service to meet diversified population of people.</td>
</tr>
</tbody>
</table>
311  BUS ROUTE TO OR NEAR WALMART, GROCERY STORE NEAR GOTRIANGLE WOULD BE HELPFUL.

311  KEEP A CONSISTENT BUS FAR THE 311 BUS. WOULD RATHER HAVE BIGGER BUS BECAUSE IT CAN GET CROWDED IN THE MORNINGS.

311  OVERALL THE TRIANGLE BUS SYSTEM IS GOOD. BUS DRIVERS ARE EXCELLENT & HELPFUL. SOMETIMES THE BUSES COME LATE OR EARLY DUE TO EXPECTED CIRCUMSTANCES -> ADD ROUTES -> ADD BIKE RACKS ON SOME BUSES -> WORK ON SOME BUS AC SYSTEM -> ADD MORE ROUTES

311  PLEASE MAKE THE 311 ACTUALLY DEPART AT 7:55. ALMOST MISSING MY BUS EVERY OTHER WEEK IS GETTING OLD.

311  PLEASE STOP USING SMALL VEHICLES WITHOUT BIKE RACK OR INSTALL RACKS ON ALL VEHICLES USED.

311  SOMETIMES THE BUSES ARE LATE, AND IT CAUSES ME TO MISS MY CONNECTOR BUS

311  USE GOTRIANGLE BECAUSE OF DISABILITY WOULD LIKE SERVICE TO HOLLY SPRINGS

311  YES I TAKE 311 FROM OLD RALEIGH ROAD TO GO TRIANGLE BUT I HAVE TO WAIT A HOUR AND A HALF JUST TO GET ON IT AND I GET OFF AT 3:00PM

400  #9: PLEASE BRING BACK 400 TO WESTGATE UNIVERSITY DRIVE ALL DAY TILL 11:00PM. PLEASE HAVE SERVICE AT NEW HOPE COMMON(DURHAM)

400  1 ISSUE FOR ME IS NO SERVICE TO SOUTH SQUARE WEEKENDS OR MID-DAY. ON WEEKDAYS, GODURHAM DID NOT PROVIDE DIRECT CARTER DURING THESE TIMES EITHER.

400  405 SHOULD RUN TO/FROM CARBORO AT OUT TIMES. OTHERWISE TOO SIMILAR TO 400

400  AS A STUDENT, IT IS VERY CONVIENT TO TAKE THE TRIANGLE-BUS TO SCHOOL. THANK YOU!

400  AS A STUDENTS, THE BUSES ARE COMFORTABLE FOR US TO RIDE. THANKS ALL THE PEOPLE FOR YOUR HARD WORK.

400  BUS DRIVER WAS NICE AND DIDNT LET ME GET LOST (2708)

400  BUSES NEED TO ACCOMODATE MORE TRIPS 15 MINS APART.

400  CHAPEL HILL TRANSIT & GODURHAM ARE VERY HIGHLY COMMENDED MASS TRANSIT SYSTEMS.

400  CHAPEL HILL TRANSIT NEEDS TO DRASTICALLY IMPROVE ITS WEEKEND SERVICE. THEY SHOULD OFFER SUNDAY SERVICE AS WELL.

400  CHAPEL HILL TRANSIT REALLY NEEDS TO IMPROVE THEIR WEEKEND SERVICE, INCLUDING RUNNING BUSES ON SUNDAYS.

400  CLEANER THAN THE GODURHAM BUSES KEEP UP THE GOOD JOB.

400  DIABLED AND ENJOY GOTRIANGLE NO PROBLEMS

400  DO NOT GET RID OF THE 400 BUS. LAST COUPLE OF YEARS GOTRIANGLE HAS TALKED ABOUT IT BUT MANY RIDE IT , LOT OF APARTMENTS ALONG THE ROUTE

400  ESTIMATED BUT I AM NOT SURE YET. I AM CURRENTLY APPLYING FOR JOBS THAT PAY WITHIN THIS RANGE. I AM SO GLAD I DISCOVERED GOTRIANGLE. THE PUBLIC TRANSPORTATION SYSTEM IN TRAINGLE IS A BEST KEPT SECRET. THANK YOU FOR YOUR SERVICE.

400  EVERYTHING IS GOOD EXCEPT CONNECTING TO THE INTERNET.

400  GOOD JOB!

400  GOTRIANGLE IS BETTER THAN ALL OTHER TRANSIT SYSTEMS

400  GOTRIANGLE NOT EARLY ENOUGH ON SUNDAYS.

400  GRACIAS POR BUEN SERVICIO

400  GREAT ROUTES CONVIENT FOR MY COMMUTE FROM DURHAM TO UNC. MAJOR COMPLAINT IS THE CONFUSION OF WHEN B USES ARE ARRIVING AT UNC HOSPITAL. BUS TRACKER SAYS APPROACHING FOR UP TO 10 MINS WHILE BUS IS TAKING BREAK SITTING.

400  GREAT SERVICE

400  GT HAS VERY GOOD SERVICE OVERALL. GODURHAM NEEDS TO IMPROVE ITS PUNCTUALITY SIGNIFICANTLY. ROUTE 6 20

400  HOPE FOR MORE BUSES
I AM GENERALLY PLEASED WITH THE BUS SYSTEM BUT THE APP IS SO FRUSTRATING. ITS ALMOST ALWAYS ANYWHERE FROM 5-45 MINUTES INCORRECT WHEN ESTIMATING ANY BUSES ARRIVAL TIME.

I CANT REPAIR/REPLACE CAN BUS IS ME TRANSPORT UBER/LYFT TOO EXPENSIVE

I ENJOY THE BUS RIDE AND APPRECIATE THE DRIVERS WHO ARE HELPFUL TO THE PASSENGERS - UR- POLITE AND GOOD DRIVERS. IF THE BUS RAN LATER ON SATURDAY OR SUNDAY IT WOULD BE USED MORE FOR ATTENDING EVENTS. WOULD LOVE TO SEE MORE AREAS SERVICED BY THE BUS THANK YOU!

I ENJOY THE SERVICE

I GREATLY HOPE THIS SURVEY MAKES AN IMPORTANT EMPACT ON THE QUALITY OF SERVICE TO GOTRIANGLE PASSENGERS. ALSO ID APPRECIATE IF THE ATTITUDES OF THE OPERATORS CONDUCT THEMSELVES IN A MORE PROFESSIONAL MANNER. THANK YOU! A CONCERNED PASSENGER.

I JUST WANT TO SHOUT OUT TO ANNA AND JEAN, TWO EXCELLENT DRIVERS ON THE 400 ROUTE!

I KIND OF LIKE THE - UR- EXCEPT THAT SOMETIME THE DRIVER SEE YOU GOING TOWARD THE BUS AND WHEN YOU TRY TO STOP THEM THEY JUST DRIVE -UR- THOUGH YOU ARE A REGULAR PASSENGER

I RIDE THE 400, AND LIVE ON THE PORTION OF THE ROUTE THAT DOESNT GET SERVICE AFTER 6:30 PM. THIS CAN BE VERY INCONVENIENT AT TIMES. I THINK MORE STOPS NEED TO BE ADDED, AND THE FREQUENCY OF SERVICE CONSISTENTLY INCREASED.

I WISH THE BUS WOULD GO TO DMP. I WISH THE BUS WOULD INCLUDE SOUTH SQUARE STOPS ON ALL RUNS NOT TO STOP GOING THERE AT A CERTAIN TIME.

I WISH THE TEMPERATURE CAN BE BETTER REGULATED, IT IS EITHER TOO HOT OR TOO COLD. THE RIDER APP IS INACCURATE 30% OF THE TIME

-I WORK UNTIL 7PM OR LATER - EVENING SERVICES TOO FEW BUSES -405 WAIT 55 MINUTES ONE AFTERNOON NOT TENABLE

I WOULD LOVE IF YOU INTRODUCE A FREE RIDE FOR A PERSON ALONG WITH A STUDENT ON WEEKENDS, HOLIDAYS / AFTER -UR- HOUSRS. IT IS ONLY A SUGGESTION, I AM VERY HAPPY WITH GOTRIANGLE.

IMPROVE ETA ON APP

IMPROVE FREQUENCY OF SERVICE -UR- ON WEEKDAYS AND WEEKEND.

IMPROVE TRACKING DEVICES ON BUSES FOR THE APP.

INCREASED -UR- STOPS BETWEEN DURHAM AND BRIER CREEK FROM STATION WHERE DATA WILL NO LONGER SERVICE LIKE ELLIS ROAD

INTERNET SERVICE ON NEW BUSSES IS NOT VERY GOOD

IT WILL BE GREAT TO HACE MORE FREQUENCY AT PATTERSON PLACE IN THE STOP OF DURHAM DRIVE.

IT WOULD BE NICE IF BUSES COME MORE FREQUENTLY ACROSS PATTERSON PLACE AREA.

IT WOULD BE NICE TO BE ABLE TO BUY BUS PASSES IN MORE LOCATIONS, LIKE GROCERIES

JUST TRY TO MAKE SURE THAT BUS ARRIVE AT STATION BY TIME BEFORE OTHERS TAKE OFF. IT IS RARELY WHEN A BUS ARRIVE LATE, BUT THOSE ARE TIME MAY MAKE ME NEED TO HAVE LYFT TO GO TO MY DESITINATION

KEEP IT UP!

KEEP UP THE GREAT JOB

MA GUSTARIA QUE HABIERO BOSOS REGULARMANTE HOS DOMINGOS.

MAYBE YOU CAN GET THE 300 TO RIDE TO THE TRANSIT CENTER OUTSIDE OF PEAK HOURS (RTC) (OR SOMEONE DO HILLSBORO)

MOBILE PAY WOULD BE GREAT! BEING MINDFUL TO AVOID REDUNDANCY W/ CHAPEL HILL TRANSIT WOULD BE GREAT. (E.G. 400/405 AND D BUSES)

MORE DRX ROUTES DURING THE DAY

MORE LIGHTING AT THE WITHERSPOON -MCFARLAND STOP WOULD BE NICE AS WELL
MOST OF THE TIME I FIND BUS OPERATORS VERY FRIENDLY. THERE ARE TIMES IN THE EVENING WHEN THEY ARE CORDIAL, BUT NOT FRIENDLY, WHICH IS UNDERSTANDABLE #TRAFFIC.

MY BUS (THE 400) IS GENERALLY LATE IN THE MORNINGS. I HAVE BEEN STRANDED IN THE COLD AT UNC LATE AT NIGHT BECAUSE THERE WAS NO WAY OF HAVING THE 930 BUS WAS BROKEN.

MY PARK & RIDE - RTE. 400 @ UNIVERSITY & MLK STOP 5980 ONLY HAS SERVICE DURING PEAK HOURS. PLEASE STOP THERE ALL DAY! IF I LEAVE WORK EARLY OR LATE, I CANT GET OFF AT MY STOP. THEN I HAVE TO UBER FROM DOWNTOWN OR CALL A FRIEND.

MY REGULAR ROUTE IS ODX - I WOULD LOVE FOR IT TO RUN MORE OFTEN, MORE HOURS IN THE DAY. THE WIFI ON THE BUS ISN'T GREAT SOMETIMES. SEEMS LIKE IT USED TO BE BETTER. I USUALLY USE MY CELL PHONE HOT SPOT NOW. OVERALL - REALLY APPRECIATE GOTRIANGLE AND HAVING THE ODX ROUTE, THOUGH! THANKS!

NEED A EARLIER 405 BUS OUT OF CHAPEL HILL. THE EARLIEST BUS IS 558AM FROM BOOKER CREEK AND I STILL CATCH 630AM 4 BUS IN DURHAM STATION ON TIME. I ALWAYS HAVE TO GET UBER/LYFT.

NEED MORE LIGHT AT BUS STOP AT PATTERSON PLACE AND AN ALTERNATE BUS OTHER THAN 400 TO THIS STOP FROM CHAPEL HILL.

NO LIGHTS @ STOP WITHERSPOON / MCFARLAND SCARY! RATS@TRASH

NOT WORKING BECAUSE OF MEDICAL REASONS.

OVERALL, EXCELLENT SERVICE.

PLEASE ADD MORE FREQUENT 400 BUSES. WE NEED MORE SIDEWALKS TO SAFELY ACCESS BUS STOPS. THE DRIVERS ARE GREAT.

PLEASE HAVE PLANS IN PLACE TO REMOVE DANGEROUS/PROBLEMATIC PASSENGERS. IN THE PAST 6 MONTHS THERE WERE 2 TIMES I FEARED FOR MY SAFETY ON THIS BUS. THANK YOU! :)

PLEASE HAVE THE 405 STOP AT THE WITHERSPOON PARK & RIDE SO BUSES COME EVERY 15 MINUTES

PLEASE INCREASE HOURS OF OPERATION, ESPECIALLY LATE NITE (AFTER 11PM)

PLEASE MAKE IT EASIER TO TRAVEL CUT THE TIM DOWN :) -PLEASE RE-NUMBER BUSES WHEN IT CHANGES ROUTES -UPDATE ROUTES WITH ALL STOPS ON THE ROUTE NOT JUST THE MAJOR STOPS

SERIOUSLY GET CAR READERS. NEEDING CASH IS SUCH A PAIN.

SILLY PHRASING OF OBVIOUS QUESTIONS

SOME OF DRIVER ARE POOR DRIVERS - ABRUPT BRAKING, WEAVING UNSAFE. LOTS OF DRIVERS ARE KIND SOME ARE NOT.

SURVEY TOO LONG REDUCE IT TO MOST IMPORTANT QS

THANK YOU FOR IMPROVING THE BUS SYSTEM AND CARING ABOUT OUR NEEDS

THANK YOU FOR PROVIDING GREAT SERVICE & PARTNERING WITH UNC-CAP!

THANK YOU FOR YOUR SERVICE AND HELP. GRATEFUL

THANK YOU!

THANKS!

THE 300 COULD BE APPROVED FOR LATE NIGHT TRIPS TO THE RTC, RIGHT WHAT ARE THE OTHER PERKS FOR BEING A SAFE PASSENGER

THE 400 CH-D NEEDS MORE FREQUENCY BETWEEN 6PM & 8PM. IT'S FRUSTRATING THAT THERE IS ONLY 1 BUS ON THE ROUTE BETWEEN 6-7, WHICH IS STILL PRIME COMMUTING TIME. THE BUS THAT COMES TO MY STOP AT 6:15 IS REGULARLY 15-20 LATE.

THE ONLY ISSUE I HAVE IS WITH THE APP ON THE PHONE. YOU CANT HAVE IT SET THAT YOU CAN SEE TWO DIFFERENT ROUTES FOR LOCATION.

TRANSLOC RIDER APP AND GOTRIANGLE BUS LOCATION ACCURACY CAN BE IMPROVED. IF POSSIBLE, 400 OR 405 SHOULD HAVE A STOP BY DUKES EAST CAMPUS, AND GET ON 147 @ SWIFT AVE.

VERY GOOD SERVICE
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GoTriangle Onboard Customer Survey, 2019 Page 95
Over the years I must say I'm very happy but I will be more than happy if the buses were free because as riders we don't always have bus fare.

Over past 10 yrs my TA experience has been great. But as of late younger and newer drivers are a little rude and uncaring.

Overall service is good—would love to see more efficient service to more areas so more people use the bus!

Please add another Durham Bus #15 route for Brier Creek and change the wait time to 1/2 (half hour) please & thank you! Thanks for what you do.

Please add another Go Durham #15 bus to route for B.C. and change wait times to 1/2. (One half) thanks for all you do!!! thank you.

Please ask Godurham to install a $5.25 Regional one-way pass printing capability on their buses. thank you.

Please contact noyta to discuss way to get a card to add money. thank you!

Please make the rider app more reliable than it is now. thank you for all you are doing to improve public transportation for all.

Please put bench at the cover bus stop for elderly/and disability peoples and mothers with childrens. help the citizen bus stop 8018/8019 please help us thanks bus stop 8045.

Please the frequency of trip & number of services. keep the scheduled line.

Some question are irrelevant.

Taking bus to train station from Durham airport.

The bus drivers are fantastic, and I always feel safe on the bus. please increase frequency of buses and add a bus from downtown Durham to hospital.

The bus is a never love ride. but it ok.

There should be wifi at the RTC.

They are nice and clean.

They should have shuttle buses going to many blvd ibmt generel electric compl etc.

This sla.

To improve Saturdays and Sunday ride.

Tourist from Denmark.

-ur-

Would be nice to have a bus to get to these jobs in Cary Metlife/verizon area.

You didn't ask whether i am a veteran. and thanks for not asking my blood type dna...

You took away the 201 north Raleigh - makes my commute to Durham hard - put in a 2 day shuttle bus on that route, ty - Mike.

(1) Being on-time is most important (okay, safety #1) <- biggest constant challenge (2) Enforce no smoking around bus shelters and the RTC!!! Printings in Spanish must include easy info 4 esc class es.

A more direct gh-Raleigh bus would be nice for weekends.

All comments are for Go Triangle Go Durham is horrible!

Bue ceuyucio buenos conductores gracias poypev tan amebre sox alberto herrrera estor agvaedcio del sevucio.

Bus drivers are great thank you - on time most of the time evening b/t 4-6 pm are the most inconsistent - I don't like when doors are opened when bus is not fully up to stop (HSL UNC STOP) I have missed a bus as a result before.

Bus drivers are kind and excellent in their job.

Buses after work often do not run on time. Also, evening routes end too early after work.

Buses need to come more often.
Buses run on time for the most part, but since August more times than before buses are late or never show both in the morning & evening.

Charging stations in transit center. Run buses later at night on weekdays (until 12am) would be great so I can study later.

Clarification for my answer on #14: I have always felt very safe on the bus, but recently there was a vagrant man sleeping on back of bus @ 4:30pm. I did not feel safe that trip.

Come times the buses have on the wrong siahn

Evening commute from UNC to Park & Ride is really unpredictable regarding wait times. I feel like the 6:43pm pick-up is often skipped and the only times are 6:13pm then 7:40pm.

Good

Great bus system but wish there were more bus lines to more places.

Great service, drivers can be a bit more friendly, more routes can be added like Durham county abc from Chapel, Chapel Hill to lake gardens, Chapel Hill to different hikes on Durham.

Great service

Have no large complaints on the bus system. It takes me where I need to go, and if not it takes me far enough to then call a lyft the rest of the way.

I am visiting from out of town. I have used gotriangle and goraleigh during my time here. Being able to buy passes at the airport and not have to pay in cash would be super useful! Still, the fares are very affordable. Thank you.

I enjoy riding the bus. -ur- Convenient bus is safer than driving.

I get off the bus at Mason Farm Rd but cannot get on a bus there because of busing route switches that occur after that stop. It would be nice to know when and where route changeovers happen.

I love riding the bus - the worst part for me is the drive home in the evening. It takes an hour to go 12 miles so I wish there was a closer Park & Ride. This area needs more public transit badly.

I think that all seats for busses should be like the green busses more comfortable with better wifi.

I use the Trans Loc app and it is rarely accurate.

I wish the rider app worked for my afternoon trip (800/800S from Manning to Southpoint). Because the busses switch numbers before that stop. Its impossible to know if the bus is on time or not.

I would like extra run or 2 in the 6pm hour.

Improve the wifi services.

In the evenings the 800 seems not to follow the schedule as posted (4pm to 7pm in Chapel Hill)

Increase in bus shelters/benches is desperately needed. My bus frequently misses connection at RTC and 30 min headways are devastating. I cant bike to the bus because sometimes both bike rack spots are full and its a 30 min wait for the next bus. Buses are too cold!

It would be great if 800 bus frequency is increased in peak hours or may be have no southpoint stop in peak hours in order to save commute time.

Jonathan small I've been riding the transit busses since 2006 & I lived in Durham for 32 yrs since 1987.

Keith James who drives the 800 s but is very pleasant and professional.

Lately busses have been running late frequency of buses should be every 10 mins instead of 15. I do enjoy riding the bus but encourage increased frequency.

Later bus transit for 800 & crx would be great, especially as a student.

Love the bike racks on busses!

Main issue is the delay of bus schedule & inaccuracy of wait time listed in the app.
800  MIDDAY SERVICE ON 805 PLEASE!
800  MORE FREQUENT TRIPS ON 800 BETWEEN 4:30 & 5:30PM FROM UNC HOSPITAL TO SOUTHPOINT & A 6:42AM FROM SOUTHPOINT TO UNC HOSPITAL WOULD BE APPRECIATED
800  MORNING SERVICE IS FANTASTIC, EVENING SERVICE IS USUALLY LATE AND NOT FREQUENT ENOUGH. BASICALLY, MORNING IS GREAT, EVENING...NOT SO MUCH!
800  MORNING SERVICE IS GREAT AND I KNOW YOU ARE LIMITED IN WHAT YOU CAN DO IN THE AFTERNOON, BUT THE 300 SHOULDN'T HAVE TO DO THE LONG ROUTE AND SIT ON AIRPORT BLVD TRAFFIC DURING RUSH HOUSE. ALSO, THANKS FOR HAVING SUCH FRIENDLY DRIVERS.
800  MOST BUS DRIVERS ARE GREAT. SOME ARE NOT THE MOST POLITE. WIFI COULD USE A SIGNIFICANT UPGRADE TO BE MORE USEFUL TO RIDER. THANK YOU!
800  MY ONE BIG COMPLAINT IS THAT THE 805 DOESN'T HAVE ROUTES BETWEEN 9:00 AND 3:00. MY COMMUTE WOULD BE EASIER IF IT DID.
800  MY ONLY COMPLAINT IS NOT HAVING A REAL TIME TRANSIT TRACKER APP FOR MY PHONE THAT GO TRIANGLE IS PART OF
800  NEED CROSSWALK AT FALCON BRIDGE AND HWY 54. VERY DANGEROUS BUS STOP LOCATION!! MANY PEOPLE USE IT AND IT WOULD BE WORTH PUTTING A CROSSWALK THERE!
800  NEED DRIVERS THAT PAY ATTENTION AND ACTUALLY STOP AT THE BUS STOP RATHER THAN MAKE PEOPLE WALK OVER THEM NOT DOING THE JOB!!!
800  NEED MORE 30-MINUTE SERVICE LATER INTO THE EVENINGS ON WEEKDAYS. NEED 30 MINUTE SERVICE ON SATURDAYS NEED BUS LANES OR BETTER SHOULDERS ON I-40 WEST. TOO NARROW RIGHT NOW.
800  NEED MORE TIMES FOR 7-7 HOSPITAL WORKERS (IN MORNING & EVENING) BUS IS ALWAYS PACKED
800  NOE VIABLE 80J SERVICE SUCKS. 6 HOUR GAP IN SERVICE! AWFUL.
800  ONLY THING, A WHILE BACK, TRYING TO GET TO CHAPEL HILL THERE WAS ANOTHER BUS GOING TO RALEIGH AT THE SAME TIME, THAT WAS A LITTLE CONFUSING, AT SOUTHPOINT. ALL IN ALL THOUGHM, OPERATION IS GOOD.
800  OVERALL GOOD SERVICE
800  OVERALL GOTRIANGLE IS GREAT DURING THE WEEK, BUT WEEKENDS ARE THE DAYS THAT I WISH HOURS WERE MORE FLEXIBLE FOR PEOPLE WHO WORK NIGHT SHIFT.
800  OVERALL THE GO TRAINGLE BUS IS AWESOME. THE HRS SHOULD JUST BE EXTENDED A LITTLE B/C I WORK FOR AN AIRLINE I GET OFF LATE & WEEKENDS IT SHOULD RUN LONGER
800  OVERALL, HIGHLY SATISFIED W/ THE GOTRIANGLE SYSTEM!
800  PLEASE ADD AN EARLY MORNING CRX. IF YOU DEPART FROM MOORE SQUARE AT 5:15AM PEOPLE WORKING @UNC MEDICAL CAN MAKE THE START OF THEIR 6AM SHIFT ON TIME AND AVOID PAYING TO PARK @ HOSPITAL.
800  PLEASE DONT FACILITATE THE RIDING EXPERIENCE OF THOSE TRAVELING TO/FROM UNC/SOUTHPOINT AT THE EXPENSE OF THE LESS FORTUNATE WHO RIDE BETWEEN THE RTC AND THEIR FINAL DESTINATIONS
800  PLEASE IMPROVE TIMING. I MISS CLASS SOMETIMES FROM LATE BUSES OR EARLY ONES!
800  PLEASE INVEST IN A RAPID BUT TRANSIT SYSTEM; SEE CONNECTICUT FASTRAC FOR EXAMPLE.
800  POOR SERVICE COVERAGE IN WESTERN WAKE (NO SERVICE ON DAVIS DRIVE). TRANSFER FROM GOTRIANGLE 311 -> GO CARY 4 ON HWY 55 IS TOO LONG, NOT ENOUGH ROUTES & NOT FREQUENT ENOUGH, ROUTES ARE NOT DIRECT BETWEEN POINTS.
800  PROVIDE MORE TIMES BETWEEN 6:40-8:40 PM. BUSES ONLY RUN ONCE AN HOUR, EVERY 30 MINS. WOULD BE NICE SO I DONT HAVE TO WAIT 1 HR TO GET HOME.
800  RIDE IS NOT BAD HOWEVER 800 BUS AND 800S HAS MORE RIDERS THAN IN THE PAST. BUSES OVERCROWDED ON A DAILY BASIS FOR 7AM DEPARTURE FORM RTC.
800  RIDER APP FOR 800/800S ROUTE NEEDS SERIOUS IMPROVEMENT. MOST OF THE TIME BUSES SHOW AS NO PREDICTION.
800  SOME DRIVE LET CERTAIN PEOPLE GET ON THE BUS NON BUS STOP NOT OTHER ESPECIALLY AT UNC BIO. BUILDING. IF YOU PAY YOU SHOULD BE ABLE TO GET ON THE BUS WHEN ITS PARKED
Sometimes the bus your trying to transfer to leaves before you can get to it. I have had several times where I was trying to catch the 100 and was walking to it and it left me. Didnt give me enough time to transfer.

Sometimes the electronic signs on the bus dont update with the correct route at the UNC hospitals stop. Some drivers let you know it is really the 805 instead of 800 like the sign says but others dont. I have mistakenly taken the 805 three times and had to uber back to southpoint from a random stop in Durham.

Sometimes the Transloc app shows a bus coming, but does not stop sometimes drivers skip a trip especially at night and I am left stranded. Buses often do not come at the scheduled time.

Student, so I do not have an income & live away from my parents, but they make >$100,000

Telephone operators do not know what is happening when bus service is delayed. Bad disconnect. Need up-to-date info. Thanks!

Thank god for TTA

Thank you for the service.

Thank you for your service. It allows me to get back and forth to work easily. My park-n-ride very convenient and I dont have to drive on 40

Thanks go triangle!

Thanks. Great service.

The 800 (805, 400/405) switch over b/w 4-6pm before UNC hospitals is very confusing & theres nowhere to find information on which buses are switching & when. It would be easier if they switched right as they came on campus instead of at the hospital.

The 800 bus doesnt consistently leave the regional transit center on time. A lot of time the driver arrives after 730 & we dont leave until after 735 then the bus driver rushes to get to the next stop

The 805 needs extended hours & runs added during the day - website needs to be updated and made to reflect changes remove glitches - bus #s need to be correct

The buses sometime pull of not on schedule time and bus needs to clean more smiley faces and positive attitude but for the most part there are good

The commuter program @ unc has been a blessing. Gotriangle helps save gas, parking on campus, and allows me to study w/ free wifi. Excellent service!

The go triangle app is not accurate and up to date. This is my #1 request

The new buses are very comfortable.

There is one bus driver on the 8-- route that is very rude but the afternoon ladies are super nice and helpful!

This is a great service but I think the evening/afternoon buses need to be more on time. One bus at 6:30 pm didnt come at all.

Timing has to be accurate to transfer or u will miss your bus. Transfer can be a problem.

Too many questions for an effective survey

Train bus drivers in customer service and message when buses are late.

Trip was from Fetzer Gym stop RT 800 at about 7:19 PM on Friday Oct 11

Very helpful drivers

When the bus is on-time, my commute is excellent. However, some buses just dont show up or are very late (during non-rush hour). Certain buses are absolutely packed, and some of us are forced to stand for the extra long trip due to traffic.

Within the past month go triangle, bus did not show up at its scheduled time. It never showed up! It was a 800 bus.

Would like 800 route to pick up on Mason Farm rd between 2:00 & 3:00 PM
800  WOULD LOVE A BUS FROM APEX-CHAPEL HILL OR APEX-SOUTHPONIT. TRANSFERRING AT RTC TAKES SO LONG. MISSED HALF A CLASS AT UNC BECAUSE THE 800 BUS COULDN'T BE HELD.

800  WOULD LOVE TO SEE MORE SERVICE IN MORRISVILLE AREA.

805  1. NO NON-GREEN BUSES 2. WHEN BUS IS STACK W/ WRONG ROUK IQ, SIGN SHOULD GO OFF INSTEAD OF DISPLAYING INCORRECT ROUTE. 3. DRIVER SHOULD HAVE AT WORST PAPER SIGNS WHEN THE ABOVE HAPPENS 4. CAN 800 GO 54-751 DURING NON PEAK HOURS WHEN THE 805 ISN'T RUNNING

805  1. PLEASE BE ON TIME WAITING FOR 30 MIN IS REALLY NOT COOL 2. PLEASE HAVE CONSISTENT ROUTE TO GO TO 4 @ FARRINGTON AL THE TIME @ PLEDGE HAVE A SHELTER IN THAT STOP 5 I HAVE MET SOME VERY GOOD DRIVER 2 GIRLS ARE PRETTY MEAN. OTHERS ARE ALL VERY NICE

805  3. BUS #S ON FRONT DONT HCANGE AT MANNING DRIVE IN CHAPEL HILL, CONFUSING RIDERS ABOUT BUS #S. 1. BUS ARRIVES 3-4 MINUTES EARLY TO THE 7:20AM STOP ON THE 805 ROUTE WESTBOUND AT FAYETTEVILLE RD & WOODCROFT PARKWAY. 2. 805 BUS LEAVING CHAPEL HILL sometime doesn't come at all at 6:05 SLOT

805  800, 800S NEED TO STOP @ FALCONBRIDGE AT ALL TIMES


805  BETTER WAY TO BUY MONTHLY PASS THAN GOING TO TRANSIT CENTER OR WAIT FOR ONLINE DELIVERY. WOULD BE GREAT. UPDATES ON WEBSTIE IF BUSES ARE LATE HUIZE IN LAST MARH IT NEVER CAME I HAD TO WAIT MORE THAN 1 HOUR.

805  BIGGEST IMPROVEMENT NEEDED: SAFETY WALKING ACROSS THE STREET ON FALCONBRIDGE STOP. THAT & COVERED BUS STOP

805  BUS FALCONBRIDGE 5 WESTBOUND STOP BUS STOP NEEDS A CEMENT WALKWAY/COVER. ALWAYS HI GRASS. NEED SHELTER!

805  BUS STOPS FEEL UNSAFE WHEN WAITING. WOODCRAFT SHOPPING CENTER STOP, CARS GET DANGEROUSLY CLOSE TO PEOPLE. FALCONBRIDGE YOU HAVE TO CROSS THE BUSY HIGHWAY 54 TO MAKE IT TO OTHER SIDE.

805  COULD USE BETTER WIFI, BETTER CONNECTIONS WITH LOCAL RALEIGH BUSES

805  CROSSWALKS AT FALCONBRIDGE STOP ON HIGHWAY 54 NEEDED

805  DROP OFF/PICK UP LOCATIONS ON 54 HWY ARE TERRIBLE AND DANGEROUS FOR PASSENGERS THAT NEED TO CROSS THE STREET

805  FALCONBRIDGE 54 WEST BOUND NEEDS A SHELTER @ THE GRASS CUT REGULARLY

805  I WISH YOU COULD GET TRAFFIC CONTROLLER AT UNC CROSSWALK OF STUDENT UNION FOR BUSES IN AM. IM LATE TO WORK EVERY DAY B/C STUDENTS CROSSING BUS HAVING TO WAIT. THE 805 BUS DRIVERS ARE AWESOME

805  I WOULD LOVE A CRX ON WEEKENDS

805  IMPROVEMENTS ALSO NEEDED IN CITY INFRASTRUCTURE - SOME AREAS ARE DANGEROUS TO ACCESS (HEAVY TRAFFIC, NO SIDEWALKS, ETC.)

805  INCREASING FREQUENCY OF BUS ROUTES WOULD BE HELPFUL!

805  IT WOULD BE HELPFUL TO RECEIVE DELAY NOTIFICATIONS EARLIER (800/804 ROUTES)

805  IT WOULD BE NICE TO HAVE A SHELTER AT THE NC 54 AT FALCON RIDGE WESTBOUND. KIND OF DANGEROUS ON THE SIDE OF THE ROAD AND OVERGROWN WITH GRASS.

805  IT WOULD BE NICE TO HAVE A SAFER STOP AT NC 54 @ FALCONBRIDGE WESTBOUND! ALSO ANNOYING THAT 800 & 800S TAKE BARBEE CHAPEL AFTER 430 PM BC I NET OFF AT NC 540 FALCONBRIDGE EB

805  ITS VERY INCONVENIENT HOW EARLY IN THE MORNING THE 805 STOPS RUNNING

805  LOVE GOTRIANGLE. ONLY CRITICISMS - NC54@FALCONBRIDGE WB STOP NEEDS A SHELTER AND PAVED PATH. DONT L IKE THAT 800 BUS GOES ON STACE COACH BETWEEN 430 & 530PM.

805  LOVE THE BUS!! AND THE DRIVERS!! SOMETIMES THE LACK OF AN AFTERNOON RUN ON THIS ROUTE (805) IS PROB LEMATIC. STILL A VERY SATISFIED RIDER!

805  MY NO. 1 COMMENT IS THAT IT WOULD BE AWESOME IF THE 800 BUSES CAN START RUNNING AT 5.30 AM! OTHERW SE, I REALLY ENJOY THIS SERVICE. THANK YOU!

805  NAME THE BUSES DIFFERENT BETWEEN 800 & 8005
| 805 | NEAREST STOP TO HOME IS ALMOST 1 MILE AWAY, NO SHOULDER & LIMITED SIDEWALKS THIS IS MY MAIN DETERE NT TO RIDING MORE, IM NORTH OF WOODCRAFT SHOPPING CTR |
| 805 | NEED SHELTER OR BENCH AT 54=FARINGTON (FALCONBRIDGE) STOP |
| 805 | PLEASE DO NOT END SERVICE AFTER 6PM. PLEASE ADD SHELTERS AT WOODCROFT SHOPPING CENTER. THE TRANSLOC WEBSITE IS VERY USEFUL TO THOSE OF US THAT DONT USE THE AP. |
| 805 | PLEASE INCREASE 805 BUS HOURS DURING THE DAY. ALSO, RIDER APP IS UNRELIABLE |
| 805 | PLEASE RESTORE MIDDAY SERVICE TO THE 805 - EVEN ONCE PER HOUR |
| 805 | PLEASE STOP TRYING TO GET RID OF SERVICE DOWN 54! THE 800 ROUTE DOES NOT NEED CHANGING! |
| 805 | POOR WEEKEND AND WEEKDAY TIME FOR THE 805 |
| 805 | PROBLEM WITH BUSES RUNNING ON TIME IS MOSTLY A TRAFFIC CONGESTION ISSUE. NEED SHELTERS @ FALCONBRIDGE MALL ON NC54 FOR 800 & 805. EARLIER 800 BUS WOULD BE GOOD. BUSES RARELY LATE, BUT WHEN LATE IT REALLY, REALLY SUCKS |
| 805 | RARELY RELY ON TRANSLOC APP B/C BUS LOCATIONS/TIMES UNREIABLE. DISTINCTIONS B/W 805, 800, 800S NOT CLEAR ENOUGH UNTILL YOU GET DROPPED OFF HALFWAY BEFORE YOUR STOP AFTER 7PM OR ALLT HE WAY AT RTC AFTER 330 PM LIKE I DID. |
| 805 | RTP CONNECT BEST TRANSFER SYSTEM BY FAR IN MY 3 YEARS COMMUTING TO WORK WITH GO TRIANGLE! HOPE IT LASTS AFTER JAN 1ST 2020. |
| 805 | RUN ON WEEKENDS & NO BRACKS BETWEEN 10-3 805 |
| 805 | SERVICE IS GOOD EXCEPT FOR -UR- |
| 805 | THANK YOU FOR SAVING ME GAS & MONEY! |
| 805 | THANK YOU FOR SURVEY, ALTHOUGH IM NOT RESPONSIBLE FOR PERSONAL VEHICULAR TRANSPORT OR ANNUAL HOUSEHOLD INCOME. |
| 805 | THANK YOU SOME TIMES ITS TO COLD ON THE BUS. |
| 805 | THANK YOU. IM GRATEFUL FOR THE GREAT SERVICE OF GOTRIANGLE. |
| 805 | THANKS FOR THE SERVICE PROVIDED |
| 805 | The bus shelter st stop 5822 is a cesspool. I refuse to stand under it even in the rain. GoTriangle should drive around and do regular maintenance at the stops. Also, 12B abd 12 bus should run tuntill 1AM on weekends |
| 805 | THE CUTTING OF MID-DAY TRIPS FOR THE 805 A FEW YEARS BACK LIMITED MY ABILITY TO GET TO/FROM WORK CONVENIENTLY. CONSIDER RESTORING MID-DAY SERVICE. |
| 805 | THE DRIVERS ON THE 805 LINE ARE HELPFUL, PROFESSIONAL, AND LOVELY. THE APP DOES NOT REFLECT TIMES ACCURATELY. LORR 2 RUNS BY 9AM & 3PM WOULD BE VERY HELPFUL. |
| 805 | THE LACK OF BUS SHELTER AND CROSSWALKS ON 54 NEAR CENTRAL DERMATOLOGY IS INCREDIBLY DANGEROUS AND NEEDS TO BE ADDRESSED. I CROSS THE STREET ALONG W/ NUMEROUS OTHER PEOPLE EACH DAY DURING HEAVY TRAF FIC. |
| 805 | THE LOST AND FOUND DOES NOT ANSWER THE PHONE A LOT. |
| 805 | THE ONLY ISSUE IVE HAD IS DRIVERS NOT STOPPING AT PLANNED STOPS DEPSITE ME REQUESTING STOPS |
| 805 | TOO MUCH SMOKING -UR- RTC - NO ONE CHECKS & STOPS EVEN THOUGH THERE ARE NO SMOKING SIGNS. MORNING BUSES ARE GREAT - EVENING BUSES POOR. |
| 805 | TRANSLOC/RIDER APP DO A VERY POOR JOB OF TRACKING 805 - BETTER TO JUST HOPE ITS RUNNING ON TIME, AND NO POINT IN USING THE APP IN THE CURRENT FORM |
| 805 | USB PORTS WOULD BE A GREAT FACTOR ON THE BUS. |
| 805 | USUALLY WHEN I CALL THE HEAD OFFICE TO GET INFO ON A LATE BUS OR BUS NOT SHOWING UP ON THE APP, THE Y ALSO DONT KNOW WHERE THE BUS IS. I JUST WANT TO KNOW HOW LONG I HAVE TO WAIT. |
| 805 | VERY THANKFUL FOR GOTRIANGLE |
| CRX | 1/ CERTAIN CRX DRIVERS RELIABLY NEVER USE THE SHOULDER, & IM ALWAYS LATE TO WORK WHEN THEY DRIVE. 2) WI-FI IS GOOD ON MOST OLDER BUSES AND TERRIBLE ON MOST NEWER ONES. |
CRX | ADD A BUS CRX AROUND MIDDAY OR 1 OR 2 PM & HAVE MORE PAST 9 AM TO GO TO CHAPEL HILL.

CRX | AFTERNOON BUSES HAVE BEEN GETTING LATER AND LATER CAUSING LONGER TIMES. EARLY MORNING BUS, BEFORE 6AM, MAT CRX RIDERS WORK 9 HOURS SO WE HAVE TO USE THE 4:07 PM BUS. ONE MIDDAY BUS (AROUND NOON) FOR THOSE THAT HAVE ATTEND WORK DAYS.

CRX | BECAUSE MY EMPLOYER DOESNT USE THE PASS SYSTEM & I HAVE TO PURCHASE TICKETS EACH MONTH, I DO GET FRUSTRATED AT HOW CUMBERSOME GETTING MY PASSES HAS BECOME. PLEASE LOOK INTO RE-CHARGABLE PLASTIC SWIPE CARDS.

CRX | BUSES ARE FREQUENTLY LATE BUSES BREAK DOWN TOO OFTEN AND MAKES ME THINK THAT THEY ARE NOT BEING PROPERLY CHECKED AND MAINTAINED. MORE CRX BUSES NEED TO RUN MORE OFTEN TO FIE LATE/BROKEN BUS ISSUES.

CRX | CARY TO CHAPEL HILL BUS WOULD BE GREAT.

CRX | CELL PHONES - NOW THERE ARE SO MANY PEOPLE BRING DISRESPECTFUL TALKING NETT TO OTHER IDEAS WHO TRY TO READ - WITH OR WITHOUT HEAD PHONES. PLEASE ADDRESS THEY.

CRX | CRX BUS RUNS ON TIME IN THE MORNING TROUBLE LATELY IN THE AFTERNOON @ PICK UP. SHOULD GET MORE ALERTS WHEN BUS IS LATE OR NOT RUNNING.

CRX | CRX IS NEVER ON TIME NEED A STOP BY OR NEAR UNC HOSPITAL.

CRX | CRX SCHEDULES WE RARELY ACCURATE - DRIVERS DO NOT KEEP TO THE SCHEDULE. THEY APPEAR ANYWHERE UP TO 12 - 20 MINUTES LATE WITH NO WORDS OF APOLOGY AND NO RETRIBUTION FROM GO TRIANGLE. COMPLAINTS TO G GOTRIANGLE ARE NOT HACKED WITH SERIOUSNESS OR RESPECT.

CRX | CRX-1 ADD MID-DAY RUN FOR NCSO OR REQUIRED LEAVE MID DAY 2 DRIVER COURTESY IS VERY IMPORTANT 3 WISH DRIVERS WOULD TAKE TOLL ROAD WHEN TRAFFICS BACKED UP

CRX | -DRIVERS ON CRX NEED TO USE SHOULDER MORE -WIFI RARELY WORKS -SEATS NEED RECOVERING

CRX | FORMERLY AREA TRIANGLE AMBASSADOR BEEN USING GO TRIANGLE (AND BEFORE THAT TRIANGLE TRANSIT) SINCE 1794

CRX | GO GREEN BY MAKING CARDS REFILLABLE AND ADDING TRANSFERS TO THEM ELECTRONICALLY. OF COURSE, THIS ISN'T GREEN IF IT REQUIRES TRAINING ALL YOUR CARD READERS

CRX | GO TRIANGLE HAS BEEN CONSISTENT & SAFE. I JUST WISHED THE BUS I NEEDED CAME BY MORE OFTEN SO I WONT BE SO LATE ARRIVING HOME EVERYDAY.

CRX | GO TRIANGLE IS HELPFUL AND WONDERFUL! THANK YOU!

CRX | GOPASS & CRX BUS I WISH I LIVED CLOSER TO WORK BUT I LIKE MY COMMUTE

CRX | GOTRIANGLE IS GREAT FOR COMMUTERS. I HOPE MORE AREAS COVERED AND MORE AVAILABLE LINES TOO. WIFI IS A HIT OR MISS. I JUST HOPE TO SEE PUBLIC TRANSIT EVERYWHERE. ITHANK YOU!!!

CRX | GREAT IMPROVEMENTS OVER LAST 3 YRS

CRX | GREAT SERVICE - LOVE GO TRIANGLE AND THE CRX!

CRX | HAVING MORE BUSES IN ERLY AFTERNOON IS ALWAYS WELCOME! (CRX)

CRX | HELPFUL TO HAVE MORE FREQUENT TRIPS UNTIL 8 PM DURING THE WEEK

CRX | I HAVE HAD PROBLEMS W/ CHANGE CARDS NOT BEING READ BY THE FARE STATION. MAILING THEM IN OR GOING TO RTC IS INCONVENIENT. THE INK FADES WITH TIME SO I HAVE THROWN AWAY 10S OF $ WORTH OF CARDS. I WOULD MUCH PREFER A MORE ROBUST PLASTIC CARD THAT I COULD RECHARGE WITH FUNDS.

CRX | I RIDE TO BEAT TRAFFIC & STRESS BETWEEN RALG. CHAPEL HIL. ALSO TO REDUCE MY CARBON FOOTPRINT.


CRX | I THINK THE RIDER APP THAT I USE TO INFORM MY COMMUTE CAN BE IMPROVED. ALERTS DO NOT COME THROUGH WHEN BUS ARE LATE & SOMETIMES ALL THE RUNNING BUSES ARE NOT ON THE MAP. THIS CAUSES ME TO MISS A BUS OR HAVE A LONGER WAIT.
I wish I could catch the CRX closer to my home in Chapel Hill than Eubanks Rd. There is no parking at Franklin St so I cant catch it there. It takes me 22-25 mins to get to the park & ride - I -UR- drive to Raleigh in 45 min! (but I prefer this bus!)

I would like a midday CRX bus arrived in Spotley in the afternoon I would like to see better coordination between early morning CHT & Go Triangle.

I would love maybe 1-2 midday trips on CRX would love a park & ride option for CRX closer to NE Raleigh

I would love to be able to use express service on weekends to avoid driving. Evening express service, and midday express service, would also be great. Also, WiFi that works.

I would love to see mid-day buses on the CRX & weekends! But I know funding is limited. Go Triangle staff is always awesome & I'm so glad the CRX exists!

I would to use GoTriangle & Go Raleigh for shopping, errands etc instead of just work, but frequency & service areas & walkability are limiting

It would be helpful if bus driven communicated with passengers driving a breakdown. Many days the drives has to be asked about what's going on.

Love the CRX - wish you ran more times during day

Love the CRX!

More service to outlying areas. More midday service

Need a CRX bus from Chapel Hill between 5:40pm & 6:40pm. Need a week pass based on 5 days, fewer people ride all 7 (if they did, they would buy a 31 day pass). No communication W/ operators in delays.

Need a more direct weekend CH-R route. Weekend CRX

Need an earlier bus. The CRX has been constantly late these past couple months.

Need to improve buses being more reliable on time in afternoon. Adding a 3:45 pm time like we had years ago would be good.

Please consider adding a midday CRX. I am happy @ 3pm bus was -UR- need a midday between Raleigh & Chapel Hill

Please increase CRX hours of operation on weekdays. Rental scooters helped decrease costs & increases access to bus in Raleigh

Please, please, please make WiFi, work consistency on all buses. I have had several trips where it doesn't work at all. Thank you!

Public transport is the future. I want to rely on cars less.

Rider app have so frequent misinformation/lack of information (I almost never recieve any (correct) estimates for XR). Some buses dont show up on the app ... the app must be improved CRX could run longer hours.

Run buses on Pryssed Rail Ine

Thank you for a great service!

Thank you for providing CRX!

Thank you for the excellent service!

Thanks for asking the riders!

The arrival & departure times vary depending on the bus driver. Some bus drivers are always on time, while others are always late.

The bus being late is usually tied to the bus driver, regardless of the route. The same bus driver is usually late the majority of the time.

The CRX evening route is frequently late. It is important to use experienced drivers that can use the shoulder and bypass in older to avoid traffic and delays during evening rush hours.
CRX: The CRX is a marvelous service, but it needs to run midday and not suffer such serious delays many afternoons. Having a spare bus in Raleigh (to swing into service) would help a lot!

CRX: The CRX needs to add a mid-day route. That would make it possible to still commute for a half-day of work if I had an appointment at home. I think it would increase CRX ridership.

CRX: The CRX should connect to Cary bus system at Harrison Ave!!! or have a Cary bus stop at DST Dime.

CRX: The only thing I would change are the cards. I buy the 31 day pass, and the flimsy & cheap card barely survives. Would love a hard plastic option &/or mobile pay.

CRX: There needs to be a regular circular route to the various Park-n-Ride lots. This needs to be an express route more ppl would ride if they knew that the next stop wasn't on the street.

CRX: There was a period a month 01 50 ago when the afternoon CRX service was particularly (a frustratingly) unreliable. This seems to have improved but tends to go in cycles when drivers are learning the route.

CRX: Wi-Fi splash page is incredibly annoying especially when internet cuts in and out, because you have to re-accept each time! Glad to have wifi, but just wish it was more reliable. Bus has left early on several occasions. Bus is constantly arriving late.

CRX: Wifi works well in the morning, almost never works well in afternoon.

CRX: Would greatly appreciate an earlier CRX route (6:00 - 6:05) & a midday bus. Afternoon busses are also routinely gregiously late (7 minutes).

DRX: #5 it would be better for my schedule if buses ran until 10AM in the AM. But, overall the system works well and I am happy w/ it.

DRX: (1) Temps too cold all drivers complain they're hot, thus AC stays on highspeed. (2) Cant board bus unless driver is present. The winter is coming and time change PLZ remember customer service importance.

DRX: Afternoon DRX busses are often late... if they kept to schedule the # of buses would be fine... but BC of timing issues one more should be added by 4:5. (another BT 6:7 would be a plus, but ridership would be low)

DRX: Better weekend optyions between Raleigh & Durham would be helpful.

DRX: Better/more frequent weekday Morris service; express bus from North Raleigh to Durham needed (w/o transfers)

DRX: Bus driver are lazzey

DRX: Bus driver needs to be more friendlier and greet people as they get on the bus.

DRX: Bus has taken my cash no return of card. Inquired 3 times. Need my money back, MWALKER08@YMAIL.COM 919-591-8704 MICHELLE.

DRX: Bus rapid transit! Better and faster connections to local destinations.

DRX: Buses Old/Smelly/Loud/Outdated. Need HOV lanes if the Triangle is actually serious about this. I cant believe we've been riding on the shoulder for a decade. Boo on Duke for killing commuter rail. Please fight for a more permanent Park n Ride.

DRX: Buses should run every 15-30 mins on weekends.

DRX: Divers need to be nicer.

DRX: DRX Rider only.

DRX: DRX runs on weekends. DRX runs until 10 AM & until 9 PM. More frequently w/ DRX. Easier connections to GoTriangle & other transits.
DRX FRONT LOADING BIKE RACKS DO NOT HAVE THE CAPACITY NEEDED TO COMMUTE WITH A BICYCLE DURING PEAK HOURS. OFTEN, SOMEONE IS LEFT WAITING FOR THE NEXT BUS ADDING 30 MIN AT MINIMUM TO COMMUTE.

DRX GET A BUS LANE! OR AN HOV LANE ON 7-40!

DRX GOOD!

DRX GOTO TRIANGLE DRX IS VERY HELPFUL WITH GETTING TO WORK, MY ONLY RECOMMENDATION IS MORE BUSES DURING THE BUSY HOURS.

DRX GOTO TRIANGLE NEEDS A DIRECT ROUTE BETWEEN RDU AND DURHAM BUS STATION

DRX GREAT SERVICE. WOULD LIKE TO SEE A FEW MORE DRX ROUTES DURING MID-DAY.

DRX I AM VERY GRATEFUL FOR THIS SERVICE OVERALL AND FEEL IT IS A CRITICAL PIECE OF TRANSPORTATION IN THE TRIANGLE AREA.

DRX I ENJOYED RIDING GOTO TRIANGLE TRANSIT DIALY!!!

DRX I HATE DRIVING ON I-40 DURING RUSH HOUR. I LIVE IN CARY & WORK AT DUKE. I LOVE HAVING THE DRX BUS AVAILABLE

DRX I HAVE MULTIPLE TIMES SEEN BIKE RACKS FULL, WITH BIKES HAVING TO LOCK BIKE @ STATION. CONSIDER LARGER RACKS, E.G. THAT COULD HOLD 4 BIKES INSTEAD OF 2.

DRX I HAVE REALLY ENJOYED RIDING WITH GOTO TRIANGLE! I USE THE APP TRANSIT TO KEEP TRACK OF THE COMMUTE & ROUTE. I WISH MORE BUSSES WERE AVAILABLE IN THE EVENING - THEY ARE OFTEN VERY FULL - WHICH IS A GOOD SIGN OF USAGE! AM: REA LIEGH -> DURHAM PM: DURHAM -> RALEIGH

DRX I HAVE TO BE AT WORK EVERYDAY AT 6:30AM. I COME FROM A CITY THAT MASS TRANSIT RUNS ALL THE TIME. IT WOULD BE NICE TO HAVE A BUS START AT 5AM FROM RALEIGH TO DURHAM.

DRX I LIKE THE DRIVERS WHO TAKE CARE IN BRAKING IN ORDER TO DELIVER A SMOOTH RIDE.

DRX I LIVE ON LAKE WHEELER. I DRIVE TO CARTER FINLEY P & R, BUT WISH THERE WAS A GOOD CONNECTING BUS TO THE DRX.

DRX I LOVE BEING ABLE TO RIDE THE BUS TO WORK. THERE ARE JUST A FEW DRIVERS WHO STOP & START TOO FAST - MAKES FOR A ROUGH RIDE BUT OTHERWISE IS GREAT!

DRX I LOVE THE BUS SYSTEM FOR GETTING TO RALEIGH. WISH DRX HAD MORE MIDDAY HOURS & THAT I COULD BOARD IN AM BY VA HOSPITAL ON ERWIN!

DRX I LOVE THE BUS! MY LIFE HAS CHANGED FOR THE BETTER TAKING IT DURHAM -> RALEIGH TYSM!

DRX I LOVE USING GOTO TRIANGLE! WHEN IT RAINS SERVICE IS VERY SLOW. BUSSES ARE LATE. I LOVED THE BIG CHARTER BUSSES!

DRX I LOVE USING THE DRX; IT MAKES MY COMMUTE TO DURHAM MUCH EASIER. TIMELINESS IS ONE OF MY ONLY ISSUES BETWEEN THEN YALL DO A PRETTY GOOD JOB.

DRX I REALLY LIKE THE BUS SYSTEM. I ONLY WISH THAT (1) THE GPS LOCATOR (TRANSLOC) WAS WORKING FOR ALL BUSS IN GODURHAM, AND (2) THE BCC RAN MORE PREDICTABLY. I CANNOT RELY ON THIS BUS TO SHOW UP ON TIME OR EVEN AT ALL.

DRX I USUALLY BIKE TO THE BUS.

DRX I WISH THERE WERE LIME BIKES IN OTHER NEIGHBORHOODS BESIDES CAMPUS

DRX I WISH THERE WOULD BE ONE MORE DRX AFTER THE 9:05 AM BUS AND THE 6:40 (OR 6:55) BUS BECAUSE TAKING THE 700 AND 100 IN THOSE TIMES MAKE ME LATE FOR SCHOOL IN THE MORNING AND CAUSE ME A DIFFICULT TIME FINDING A RIDE IN THE EVENINGS

DRX I WOULD LIKE IF I DID NOT HAVE TO DRIVE TO AND FROM A BUS STOP

DRX I WOULD LOVE TO SEE MORE FREQUENT DRX BUSS AFTER 6PM. I CANT OFTEN CATCH THE 5:45 BUS AND HATE THE HOUR WAIT TILL THE NEXT. BRING BACK THE 6:45 BUS PLEASE! I ALSO WORK ON WEEKENDS BUT CANT MAKE THE DRX WORK MORE FREQUENT 8AM/5PM BUSSES FOR STA-SUN WOULD BE GREAT.

DRX IF I GOT SICK DURING THE MIDDLE OF THE DAY OR AN EMERGENCY ARIVE I CANT REALLY GET HOME BECAUSE THE DRX DOESNT RUN BETWEEN 930 AND 300

DRX IT WOULD BE GOOD IF DRIVERS USED THE SHOULDER

DRX IT WOULD BE GREAT TO HAVE MORE BUSSES WITH COMFORTABLE SEATS.
<table>
<thead>
<tr>
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</tr>
<tr>
<td>DRX</td>
<td>PLEASE GET THE FIRST DURHAM DRX (6AM) TO LEAVE ON TIME &amp; ARRIVE ON TIME.</td>
</tr>
<tr>
<td>DRX</td>
<td>PLEASE ONLY SCHEDULE OPERATORS ON THE DRX RUN THAT ARE COMFORTABLE DRIVING ON THE SHOULDERS - I ONLY RIDE THE DRX</td>
</tr>
<tr>
<td>DRX</td>
<td>POSTING A SCHEDULE WITHIN BUS SHELTERS WOULD BE HELPFUL. THE DRIVERS ARE USUALLY WONDERFUL BUT SOMETIMES THEY CAN BE SURLY. PLEASE BUILD A LIGHT RAIL BETWEEN ORANGE AND DURHAM COUNTIES.</td>
</tr>
<tr>
<td>DRX</td>
<td>RECENT TIEM CHANGES HELP - EXPRESS MEANS EXPRESS - SOME DRIVERS THINK THEY ARE DRIVING A SCHOOL BUS - BETTER COMMUNICATION WHEN BUSES ARE LATE. THE CALL CENTER IS NEVER HELPFUL AFTER 5 ESPECIALLY WHEN THERE IS A DELAY</td>
</tr>
<tr>
<td>DRX</td>
<td>SO I FEEL LIKE ITS DIFFICULT TO GET TO WORK ON TIME CONSISTANTLY ON THE GO DURHAM 15 ALSO IT IS VERY OFTEN NOT ON TIME. UP TO 45 MIN - 60 MIN LATE MOST TIMES IN THE EVENING. DRX HOWEVER IS PRETTY AWESOME EXPENSIVE.</td>
</tr>
<tr>
<td>DRX</td>
<td>SOME DRIVERS ARE NOT CUSTOMER FRIENDLY.</td>
</tr>
<tr>
<td>DRX</td>
<td>SUPERVISOR ARE NOT NICE TO PEOPLE.</td>
</tr>
<tr>
<td>DRX</td>
<td>THANK YOU FOR INCREASING NUMBER OF TRIPS ON WEEKDAYS DURING RUSH HOUR</td>
</tr>
<tr>
<td>DRX</td>
<td>THANK YOU!</td>
</tr>
<tr>
<td>DRX</td>
<td>THANKS!</td>
</tr>
<tr>
<td>DRX</td>
<td>THE BACK OF THE BUS HAS VERY THICK AIR. ITS HARD TO BECAUSE SOMETIMES.</td>
</tr>
<tr>
<td>DRX</td>
<td>THE COACH BUS IS THE BEST</td>
</tr>
<tr>
<td>DRX</td>
<td>THE DRIVERS ARE ALL FANTASTIC. WOULD LOVE IT IF THE 105 RAN LATER IN THE MORNINGS ALSO WOULD LOVE MORE/ANY PARKING IN DOWNTOWN DURHAM</td>
</tr>
<tr>
<td>DRX</td>
<td>THE DRIVERS FOR DRX ARE ALWAYS VERY FRIENDLY AND THE BUS IS ALWAYS CLEAN. THIS MAKES THE TRIP MUCH MORE ENJOYABLE. THANKS!</td>
</tr>
<tr>
<td>DRX</td>
<td>THE DRX ROUTE IS GREAT!</td>
</tr>
<tr>
<td>DRX</td>
<td>THE GODURHAM 1A DEPARTS US THE DRX ARRIVES AT THE STATION AND VICE VERSA FREQUENTLY</td>
</tr>
<tr>
<td>DRX</td>
<td>THERE SHOULD BE A DIRECT BUS TO/FROM DURHAM &amp; WAKE FOREST. SOME RIDERS MAKE OTHER PASSENGERS UNCOMFORTABLE &amp; THE DRIVERS SHOULD INTERVENE.</td>
</tr>
<tr>
<td>DRX</td>
<td>TNX FOR YOUR WORK MORE X - BUS WOULD BE GREAT</td>
</tr>
<tr>
<td>DRX</td>
<td>TRAFFIC CONGESTION BETWEEN DURHAM AND RALEIGH IS A MAJOR ISSUE. IT WOULD BE GREAT IF GOTRIANGLE ROUTES COULD USE THE SHOULDER ON DURHAM FREEWAY WHEN THE EAST END CONNECTOR IS COMPLETE.</td>
</tr>
<tr>
<td>DRX</td>
<td>USB CHARGING PORTS IN BUS DRX ROUTES ALL THROUGH THE DAY</td>
</tr>
<tr>
<td>DRX</td>
<td>VERY HAPPY WITH DRX OVERALL FOR MY DURHAM-RALEIGH COMMUTE. CONSIDER ADDING MORE FREQUENT SERVICE ON THE WEEKDAYS, PARTICULARLY BETWEEN 8 AND 9 AM AND AFTER 6:40PM</td>
</tr>
<tr>
<td>DRX</td>
<td>WISH WE COULD ADD MORE MORNING BUSES, 620 DRX - FULL, 703 FULL, AFTERNOON 500 FULL. LIKE THE COACH BUSES, THEY ARE NICE DURING RAIN THE ROOFS LEAK A LOT.</td>
</tr>
<tr>
<td>-----</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>DRX</td>
<td>WOULD LIKE A MIDDAY DRX</td>
</tr>
<tr>
<td>DRX</td>
<td>WOULD LIKE MORE FREQUENT RRX BUSSES &amp; THE DRX ROUTE EXTENDED IN AM AND MADE EARLIER IN PM.</td>
</tr>
<tr>
<td>DRX</td>
<td>WOULD LIKE TO BE ABLE TO USE THE NRX, BUT THERE ARE TOO MANY TRANSFERS NEEDED TO GET TO DUKE/VA HOSPITAL</td>
</tr>
<tr>
<td>DRX</td>
<td>WOULD LOVE MORE PERMANENT PASSES WE CAN RE-LOAD. SO THEYRE PLASTIC LIKE OTHER MAJOR CITIES! LOVE THE DRX SERVICE. THANK YOU!</td>
</tr>
<tr>
<td>DRX</td>
<td>WOULD LOVE TO SEE ADDITIONAL EVENIGN HOURS FOR 105 AND 805 ROUTES</td>
</tr>
<tr>
<td>NRX</td>
<td>Add reloadable value card</td>
</tr>
<tr>
<td>NRX</td>
<td>LOVE THE NRX!</td>
</tr>
<tr>
<td>NRX</td>
<td>NRX/540 BUSES SHOULD BE ALLOWED TO RIDE HWY SHOULDERS. NORMALLY, I WOULD TRANSFER FROM GO RALEIGH TO GO TRIANGLE; HOWEVER, THERE IS ABOUT A 20 MIN OR MORE WAIT BETWEEN BUSES. ID RATHER UBER THAN TO WAIT THAT LONG IN THE COLD/DARK MORN.</td>
</tr>
<tr>
<td>NRX</td>
<td>SATISFIED WITH BUS 1-2 TIMES A WEEK.</td>
</tr>
<tr>
<td>ODX</td>
<td>ENJOY RIDING THE BUS GREAT TIME TO READ &amp; RELAX.</td>
</tr>
<tr>
<td>ODX</td>
<td>FOR 44 DONT HAVE INCOME YET</td>
</tr>
<tr>
<td>ODX</td>
<td>HOPFULLY A NEW PARK AND RIDE WILL BE AVAILABLE SOON ON US 70 NORTHERN HILLSBOROUGH.</td>
</tr>
<tr>
<td>ODX</td>
<td>I JUST WISH TRANSIT FROM MEBANE NC TO DURHAM RAN 7 DAYS A WEEK OR AT LEAST SATURDAYS.</td>
</tr>
<tr>
<td>ODX</td>
<td>I PREFER NOT TO ANSWER #44.</td>
</tr>
<tr>
<td>ODX</td>
<td>I THINK THERE SHOULD BE MORE AFTERNOON BUSES FROM DURHAM - MEBANE OFFERED. CERTAIN DAYS I DO NOT RIDE THE BUS BECAUSE I HAVE SCHOOL AND THE BUS GETS IN LATE AND IM LATE FOR CLASS</td>
</tr>
<tr>
<td>ODX</td>
<td>MORE BUS STOPs IN MEBANE PLEASE. ELMWOOD APT PLS</td>
</tr>
<tr>
<td>ODX</td>
<td>MORE TIMES AVAILABLE FOR ODx WOULD BE GOOD SINCE MEBANE AND BURLINGTON ARE RAPIDLY GROWING.</td>
</tr>
<tr>
<td>ODX</td>
<td>MY COWORKER LIVES IN APEX AND WOULD LOVE BUS SERVICE. (AS IM SURE MANY OTHERS WOULD AS WELL) - TO DUKE.</td>
</tr>
<tr>
<td>ODX</td>
<td>ODx NEEDs TO RUN MORE OFTEN EXP EVERY 15-30 BN NOTES</td>
</tr>
<tr>
<td>ODX</td>
<td>SOME BUS DRIVERS MAKE FOR A ROUGH RIDE - BAD BRAKING FAST TURNS.</td>
</tr>
<tr>
<td>ODX</td>
<td>WOULD LIKE AN ODx STEP ON MY SIDE OF HILLSBOROUGH MONWAY WDS PERFECT I NOW DRIVE 20 MIN JUST TO GET TO PARK &amp; RIDE. I CAN DRIVE TO WORK IN 25 MINS.</td>
</tr>
<tr>
<td>ODX</td>
<td>WOULD LIKE MORE BUSSSES TO RUN THE ODx ROUTE EVERY 30 MINS</td>
</tr>
<tr>
<td>ODX</td>
<td>WOULD REALLY LIKE TO SEE MORE ODx BUSSSES (6MORNING/GEVENMING) AND/OR A MESAN EXPREST BUS</td>
</tr>
<tr>
<td>WRX WAKE FOREST</td>
<td>SOME DRIVERS PUMP THE ACCELERATOR FOR NO APPARENT REASON. THIS IS NAUSGATING. HEAT VS. A/C CAN BE EXTREME &amp; NEEDS TO BE AUTOMATED</td>
</tr>
<tr>
<td>WRX WAKE FOREST</td>
<td>THE ON-TIME RELIABILITY IS NOT DEPENDABLE, CAUSING PEOPLE TO BE LATE, MISS CONNECTIONS, ETC. CALLING FOR STATUS IS USELESS BECAUSE WE ARE TOLD THE ISSUE WILL BE RESOLVED IN 15 MINUTES, REGARDLESS OF THE TIME OF DELAY.</td>
</tr>
<tr>
<td>WRX WAKE FOREST</td>
<td>THE WRX SHOULD RUN ALL DAY &amp; THE WAKE FOREST LOOP SHOULD RUN ON THE WEEKENDS, SOME PEOPLE NEED IT FOR WORK.</td>
</tr>
<tr>
<td>WRX WAKE FOREST</td>
<td>WRX BUSSES ARE USUALLY OLD, DIRTY, AND/OR SMALL/SHORT. PLEASE GIVE DRIVERS GPS, NEW DRIVERS STRUGGLE WITH 3X5 CARD OF DIRECTIONS.</td>
</tr>
<tr>
<td>ZWX ZEBULON</td>
<td>CONTINUE TO BE ON TIME BECAUSE IM A BUSY MAN!</td>
</tr>
<tr>
<td>ZWX ZEBULON</td>
<td>ESTA BLISH DIRECT TRANSFER BETWEEN CARY DEPOT AND CRABTREE VALLEY TRAIL.</td>
</tr>
<tr>
<td>Name</td>
<td>Comment</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>ZWX ZEBULON</td>
<td>I WOULD RECOMMEND CONVERTING THE WENDELL EXPRESS BUS INTO GORALEIGH COVAL</td>
</tr>
<tr>
<td></td>
<td>BUS LIKE KNIGHT DATE. IT WOULD BE ALSO HELPFUL TO PROVIDE WEEKEND SERVICE AS</td>
</tr>
<tr>
<td></td>
<td>WELL.</td>
</tr>
<tr>
<td>ZWX ZEBULON</td>
<td>NEED BUS TO RUN ON WEEKENDS</td>
</tr>
<tr>
<td>ZWX ZEBULON</td>
<td>OVERALL NO COMPLAINTS.</td>
</tr>
<tr>
<td>ZWX ZEBULON</td>
<td>WOULD REALLY LIKE TO SEE TRIPLE BIKE RACKS ON ALL BUSES, 30 MIN SERVICE</td>
</tr>
<tr>
<td></td>
<td>DURING PEAK HOURS FOR EXPRESS BUSES (ZWX) AND/OR LATER HOURS FOR --</td>
</tr>
<tr>
<td></td>
<td>WOULD LOVE A 7 PM OPTION</td>
</tr>
</tbody>
</table>