An Onboard Survey of GoDurham Customers

2023

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Introduction

As part of a regional customer satisfaction measurement program, CJI Research, LLC conducted a survey of customers onboard GoDurham buses from November 11 through 19, 2022. Similar surveys had been conducted in 2018 and 2019 with customers of GoDurham, GoTriangle, GoCary, and GoRaleigh. The 2022 GoDurham survey includes 1.471 responses and has a margin of error of 2.6% at the 95% level of confidence.

The 2018 survey was intended to provide a baseline for comparison to later annual surveys and is compared to the 2019 and 2022 data in several sections of this report. To the extent that differences exceed the margin of error (2.6%), they can be considered meaningful. However, there were major circumstantial differences between the ridership in 2018-2019 and 2022. The COVID pandemic intervened in 2020-2021 causing major disruptions in long-standing commuting and other local travel patterns. This necessitated service reductions and resulted in a major loss of ridership for GoDurham as it did for all transit systems nationally. A free-fare policy was introduced to help reduce ridership loss and provide assistance to the community. Free fares were still in place at the time of the 2022 survey. This had a significant impact on riders' demographic and local travel characteristics. Changes in such things as customer satisfaction and rider travel may have to do with either (or both) system performance and/or changed rider needs and perceptions.

Major Findings of the 2022 GoDurham Passenger Survey

RATINGS OF SERVICE QUALITY

- The survey obtained customer ratings of overall GoDurham service and 18 specific elements of service. A seven-point scale was used on which a score of 1 means very poor and a score of 7 means excellent.
- The percentage rating GoDurham service overall as 7 was 23% in 2022, the same as 24% in 2019. However, in 2022, 16% rated service overall as 6, for a total of 39% giving scores of either 6 (very good) or 7 (excellent). This combination of the two scores is down from 48% in 2019.
- Most of the ratings of the 18 specific elements of service, rated are lower in 2022 than in 2019.
- The top rated specific service elements with scores of 6 or 7 include:
  - Weekday service hours 44%, down from 51% in 2019 and 56% in 2018, but nevertheless the aspect of service with the highest percent giving six to seven ratings.
  - Weekday service frequency and ease of transfer within the GoDurham system, each with 42% giving scores of six or seven are next highest rated. Both scores have declined since 2019, however. In 2019, 47% had rated service frequency as six to seven, and 50% had rated ease of transfer within the GoDurham system as six to seven.

USING GODURHAM

- Trip purpose is primarily oriented to employment (60%), shopping (14%), and school/college (10%). These percentages are very similar to those of the 2019 survey.
- Pre-pandemic, 80% of current riders were using GoDurham regularly, while 20% have begun using GoDurham only since 2021.
- 21% are new riders since 2021, while 63% have ridden GoDurham for three or more years.
- 56% of current riders used GoDurham four or more days a week through the pandemic.
- 62% use only GoDurham in a typical week, and no other bus systems. Conversely, 38% use at least one of the other systems each week.

- 60% use GoDurham to get to work.
- 69% transfer during their usual trip.

DEMOGRAPHICS

- GoDurham provides key support for employment and education. Of all GoDurham customers, 44% are employed full time and 19% part time (both unchanged since 2019). Another 16% are students, for a total of 79% of customers being employed or students.
- Of employed customers 79% are working on-site on all working days, while 8% are working only remotely and 12% work a combination of on-site and remote.
- 72% of GoDurham customers identify themselves as African American, while 13% identify themselves as Caucasian/White, 8% Hispanic, 4% Asian, 1% Native American, and 3% "Other."
- There has been an age-shift since 2019. In 2019 43% were 30 or younger, while in 2022, only 33% are 30 or younger. Thus, the ridership is now significantly older than in previous years.
- Unlike the customer base of most transit systems in the United States, approximately the same percentage of GoDurham riders identify as women (50%) as men (48%).   (2% preferred to identify as non-binary or preferred not to answer.) In the United States, the ridership of systems consists of significantly more women than men.
- Similar to the ridership of many bus systems, GoDurham customer households tend to report that they have extremely low household incomes. In this survey, 34% report income of less than $10,000 and only 8% report household incomes of $50,000 or more.
- Customers are quite transit dependent, with 77% reporting that they have no vehicle available to them. This represents a significant increase from the 65% reporting in 2019 that they lacked access to a vehicle.

RIDE-HAILING

- 36% have used Uber or Lyft at least once in the thirty days prior to the survey a major decrease from 49% in 2019.
- Of the 36% using Uber or Lyft in the previous thirty days, 45% (or 16% of all GoDurham customers) used Uber or Lyft to replace a GoDurham trip.
- Of that same 36% who have used Uber or Lyft, 48% (or 17% of all customers) have used them as part of a GoDurham trip.

MOBILE COMMUNICATION

- 81% of riders use their mobile phones to check on local transit service, a major increase from the 56% using a transit app in 2019.
- The use of transit apps has increased substantially in all age groups but remains inversely related to age. While 92% of riders under the age of 20 and 94% of those from 20 to 24 use a transit app, only 69% of those 65 or older do so.
- However, it is interesting that even in the oldest group, 69% of the customers use a transit app.

Introduction and Methodology

Background

As part of a regional transit passenger demographic and customer satisfaction measurement program, CJI Research, LLC conducted a survey of customers onboard GoDurham buses from November 11 through 19, 2022. Similar surveys had been conducted by CJI Research during with customers of GoDurham, GoTriangle, GoCary, and GoRaleigh in 2018 and 2019, although they were not part of the regional program.

Methods: How the 2022 Survey Was Conducted

SAMPLE

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

Survey data collection occurred 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 on the buses were surveyed rather than only a sample, there was little or no opportunity for a survey staff member to introduce bias in the 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 GoDurham survey includes 1,471 respondents and has a margin of error of +/-2.6% 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. If a sub-sample is used, sample error increases. However, with an overall sample of 1,471 respondents, this would affect the findings only in a few circumstances in which only small sub-segments of the ridership were being examined separately.

DATA COLLECTION

Temporary workers from the Greer Group Inc. and Robert Half, Inc. of Durham and Raleigh, NC were trained to administer the surveys under the supervision of Ronny Kraft Consulting. Surveyors wore smocks identifying them in large print as "Transit Survey" workers. This uniform helps customers visually understand why a stranger (an interviewer) would be approaching them, thus increasing trust and cooperation rate.

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. In a few cases, 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 staff handed a questionnaire and a pen to each customer, asked them to complete the survey, and to return it to them before leaving the bus.

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 214 trips were sampled and recorded in this manner.

Completion Rates on GoDurham Onboard Survey, 2022

A total of	5,330	adults (16 years old or older) were riding during the surveyed trips and had a chance to participate. Of these customers:		
Of this total…	1,534	said they had already completed the survey	or	29%
thus,	3,796	had not yet completed the survey and were eligible to partipate	or	71%
minus	1,691	of those who had not yet completed the survey refused outright	or	32%
minus	284	customers who spoke a language other than English or Spanish	or	5%
Thus:	1,821	accepted the survey form with the apparent intention of finishing it	or	34%

Thus, these	1,821	customers represent, the total "effective distribution, " i.e., the raw sample		
Of these…	374	accepted the survey form but did not complete it on the bus	or	14%
and	1,447	completed the survey on the GoDurham bus	or	79%
	12	mailed it or returned it to an operator on another bus	or	1%
Final sample:	1,471	returned questionnaires used in the survey	or	81%
		Of riders 16 or older riding on a surveyed vehicle, including those who had already completed the survey, this represents:		28%
		Of all adults riding on a surveyed vehicle who had not yet completed the survey, this represents:		39%
		Of all the customers on sampled trips who accepted a questionnaire, this represents:		81%

Of the 1,471 GoDurham respondents:
- 1,283, or 87% completed all questions in the survey.
- Another 29 respondents (2%) completed all but the final question, household income.
- Therefore, 1,312 completed all questions or all but the income question.
- This means that 89% of the sample answered at least 97% of the questions.

In the analysis, those who did not respond to a question are eliminated from the computation of percentages and mean scores unless there was a way to infer the response. For example, if a rider gave *getting to or from school,* as a trip purpose 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.

Survey participation rates changed from those experienced in 2018. We believe that this was primarily a consequence of the free fare policy. Compared to the GoDurham surveys conducted in 2018 and 2019, the percentage of those who had already completed the survey increased from 19% of those approached to 29%. Evidence from debriefing of survey staff indicates that the reason was that, presumably because of the free fare program, an unusually large number of people were riding continually. There were other smaller changes as well. Ultimately the percentage of those approached by the survey team who completed the survey either on the bus or by mailing it back, was 90% in 2019 but 81% in 2022. In terms of the number of individual persons riding, as opposed to ridership, more people were clearly making multiple trips and were encountered by survey teams on multiple occasions compared to survey in prior years. This had the effect of reducing the

planned sample size, although the final sample is nevertheless robust. It also appears to have had a significant impact on the demographics of the 2022 riders, especially in terms of age. More on this in a later chapter.

QUESTIONNAIRE

The questionnaire was self-administered. It is reproduced in Appendix A.

The questionnaires were 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 sample, 123 customers, or 8% of the effective final unweighted sample identified themselves as Hispanic, but 80, or 5% of the completed questionnaires were completed in Spanish. Stated in another way, two--thirds of the customers identifying themselves as Hispanic completed the survey in Spanish and one-third in English.

ANALYSIS

Analysis consists primarily of crosstabulations and frequency distributions. Tables were prepared in SPSS, version 29, and charts in Excel Office 365. The GoDurham 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 inconstant if tenths were not included, percentages may be carried to tenths. Rounding causes some percentage columns to total 99% or 101%. These are not errors and should be ignored.

Ridership Trends

Figure 1 GoDurham Ridership, 2012 to 2019

Trips per year on GoDurham
(Source: GoDurham internal Planning Records)

To fully understand the survey results, it is important to understand the context of GoDurham ridership. Figure 1 is derived from internal GoDurham ridership data, not from the survey. For the period 2012 through 2021 the average annual ridership was 6.3 million trips. Ridership declined, to slightly below the average by 2016, then rose to a high point in 2018, declining only slightly by 2019. However, the pandemic of 2020 – 2021 caused ridership to plunge to 4.5 million by 2021.

Figure 2 GoDurham and National bus ridership, 2012 - 2021

GoDurham and bus ridership nationally as a percent of 2012 ridership
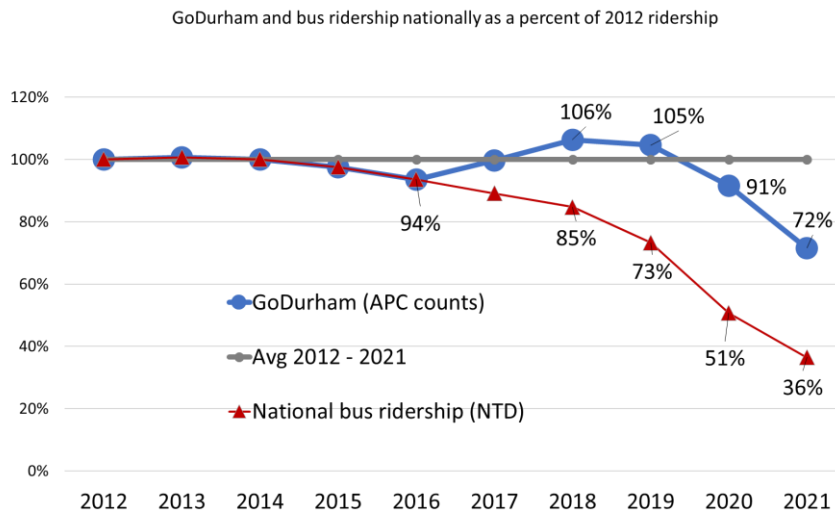
GoDurham ridership exceeded bus ridership trends nationally through this period. If we compare ridership as a percentage of ridership in the base year of 2012, we can see that in 2021 GoDurham ridership had fallen to 72% of the 2012 level while nationally, bus ridership fell to only 36% of the 2012 level.

Fare Change

The other major change in context, already mentioned in the previous section, is that free fares were put into effect. This appears to have had a significant impact on the characteristics of the riders, but it is not one that can be quantified by using the survey data because the fare structure is only one of the many changes that occurred in the contest of the COVID pandemic.

Figure 3 Fares in 2018-2019

GoDurham Fare Schedule, 2018, 2019		
	Full Fare	Discount Fare
Single Ride Fare	$ 1.00	$ 0.50
GoDurham Day Pass	$ 2.00	$ 1.00
GoDurham 5-Day Pass	$ 8.50	$ 4.25
GoDurham 7-Day Pass	$ 12.00	$ 6.00
GoDurham 31-Day Pass	$ 36.00	$ 18.00

GoDurham Fare Schedule, 2020 - June 2023 at time of the 2022 survey

GoDurham Routes will remain Fare Free until June 2023.

Rider Profile: Demographics

Figure 4 Employment

Employment, 2018 - 2022
(Multiple Occupations Included. Percentages exceed 100% for this Reason)

	2022	2019	2018
■ Volunteer	2%	3%	4%
■ Homemaker	4%	7%	4%
■ Retired	12%	8%	8%
■ Unemployed	15%	8%	10%
■ Student	16%	21%	24%
■ Part time	19%	20%	19%
■ Full time	44%	44%	48%
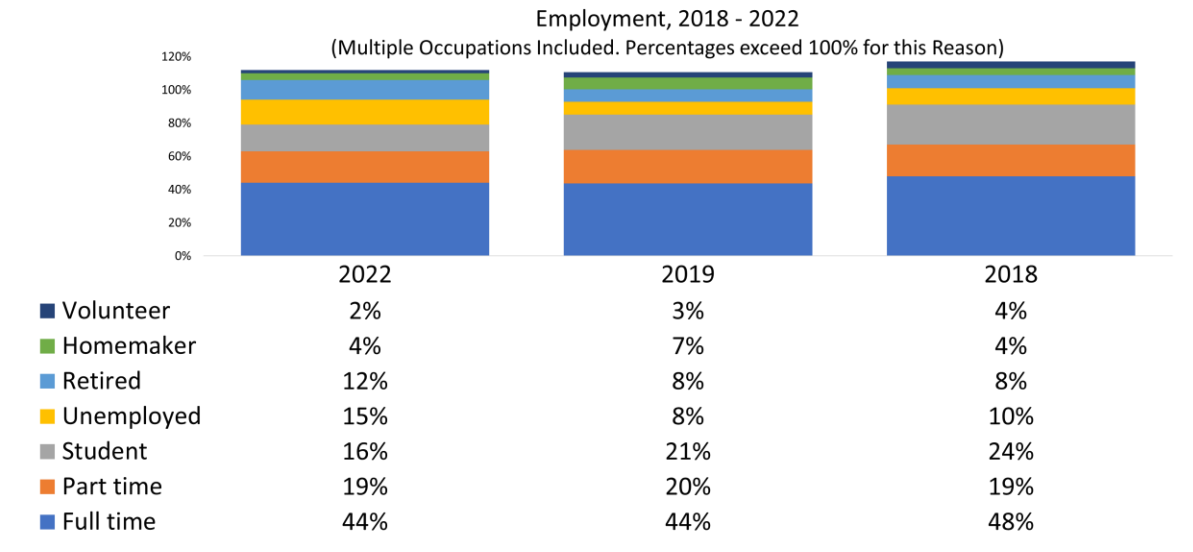
Employment Customers

Respondents were asked about their employment. They could include more than one category, such as student and employed, for example. Thus in Figure 4, the columns total more than 100%.

In 2022, 44% of GoDurham customers reported being employed full time, while another 19% said they were employed part time. These figures were statistically unchanged from the 2019 results. Several results did change significantly, however. The percentage of students declined from 24% in 2018 to 21% in 2019, then to 16% in 2022. From 2019 to 2022, the percentage of retired riders rose from 8% to 12% and of unemployed persons from 8% to 15%.

Working Remotely

The practice of working remotely continues post-pandemic for many employees. Among GoDurham customers, 8% say they are currently working only remotely, and another 12% say they work remotely on some days and in-person on other days.

Figure 5 Remote Work

Q7 If you are employed, are you currently working remotely or does your work require you to be onsite?

- Remote only, 8%
- Remote somedays a week and onsite the other days, 12%
- Onsite on all working days, 79%

Figure 6 Can Job Be Done Remotely?

(If employed) If your employer allowed it, could the type of work you do be done remotely or would you have to be onsite at work?

	Employed full time	Employed part time	All respondents
■ Can be done remotely	17%	24%	17%
■ Cannot be done remotely	83%	76%	83%
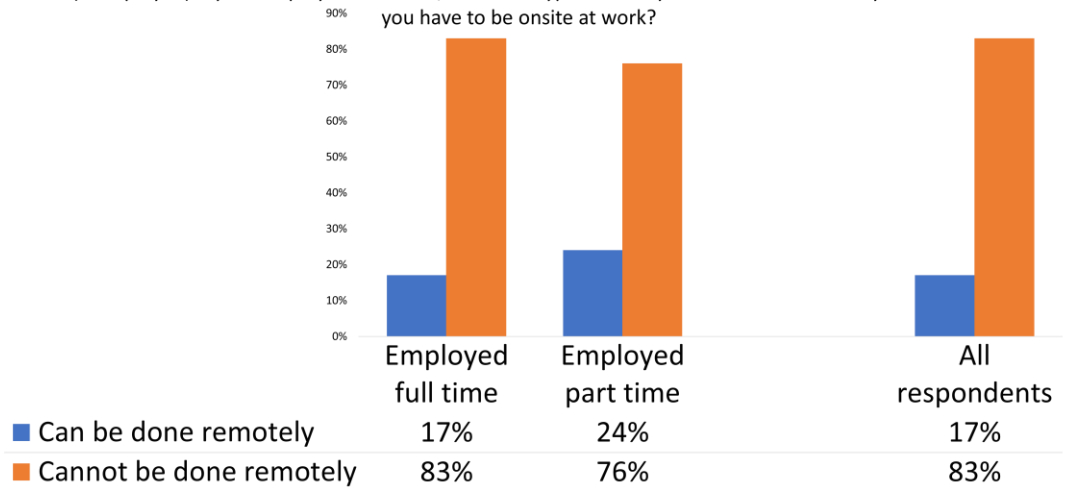
Regardless of whether the employed respondents said they currently were working remotely; they were asked whether their jobs could be done remotely. Of full-time employees, 17% said their jobs can be done remotely, while among part-time employees, 24% said their jobs could be done remotely. Given the much smaller number of part-time employees, the percentage for all employed GoDurham customers is the same as for full time employees, 17%, who said their jobs could be done remotely.

Figure 7 Incomes of Rider Households

Customer Household Incomes

	2022	2019	2018
■ $50,000 and above	8%	11%	8%
■ $35,000 to $49,999	5%	8%	7%
■ $20,000 to $34,999	36%	26%	26%
■ $10,000 to $19,999	18%	17%	17%
■ Less than $10,000	34%	39%	42%
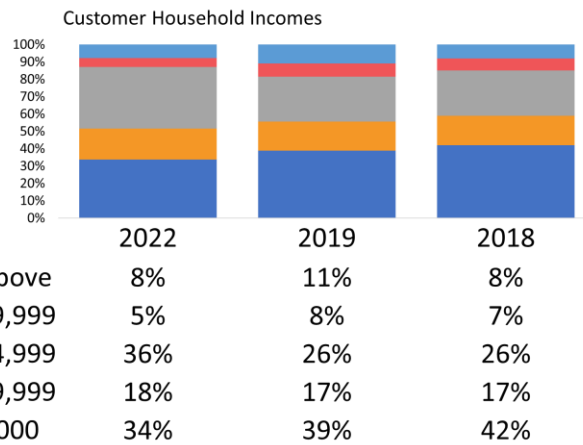
Income of Rider Households

As is true of riders in many transit passenger surveys of other systems, most GoDurham riders have very low household incomes. In 2022, 34% reported household incomes of less than $10,000. The percentage in this lowest income category decreased from 39% in 2019 and 42% in 2018.

In the same time period, the percentage of customers placing their households in the income range of $10,000 to $34,999 increased from 43% to 54%.

Two things are going on here. First, employment in 2018 and 2019 had not yet plunged to the pandemic lows of 2020 and 2021. By 2022, unemployment recovery was strong, household employment and income were rising and unemployment stood at only 2.7% in Durham County. From the 4th quarter 2020 to 4th quarter 2021, according to the Bureau of Labor Statistics, wages in Durham County were up by 7%. They appear to have continued rising since then. However, in November 2022 when the survey was conducted, the rate of wage increase nationally was 6.4%, but the inflation rate nationally in that same month was 7.1% so that in real terms their income was flat although it was increasing.

What does this mean for the survey results? Income in the rider survey is measured in ranges (See question 14 in the questionnaire in Appendix A, page 40). Thus, respondents who in 2019 were (for example) in the upper end of the income range of $10,000 to $19,999, may have checked the box indicating household income of

$10,000 to $19,999 in the survey that year, but may well have experienced nominal wage increases that in 2022 led them to check the box indicating income of $20,000 to $34,000. Since inflation rates were roughly equal to wage growth, those GoDurham customers were not experiencing real increases in wealth. However, the applicable categories used in the survey were changing thus making it appear that the ridership as a whole was becoming more prosperous when in fact real income was static.

Figure 8 Employment and Income

Employment and Household Income

	Employed full time	Employed part time	Unemployed	Student	Retired
More than $100,000	1%	0%	1%	6%	0%
$75,000 to $100,000	1%	1%	0%	2%	0%
$50,000 to $74,999	7%	5%	2%	3%	2%
$35,000 to $49,999	7%	2%	1%	9%	3%
$25,000 to $34,999	23%	8%	1%	15%	5%
$20,000 to $24,999	31%	14%	7%	8%	13%
$15,000 to $19,999	4%	8%	7%	11%	16%
$10,000 to $14,999	6%	12%	13%	9%	33%
<$10,000	19%	50%	68%	37%	28%
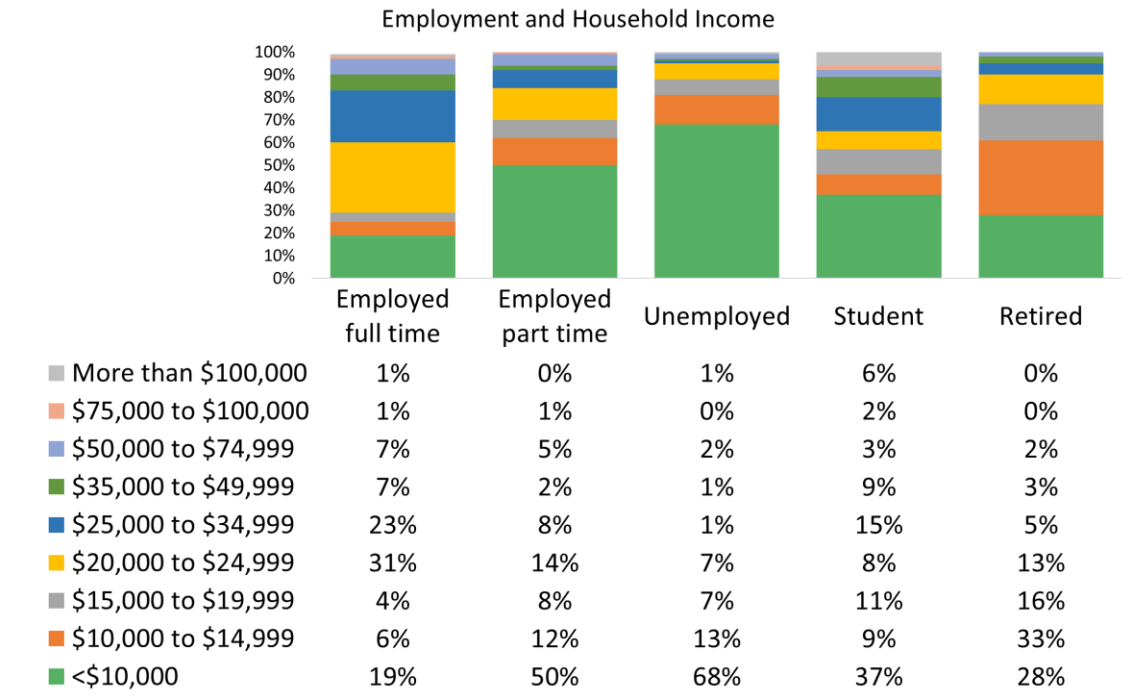
Employment and Income

As one would expect, income is related to the employment circumstances of customers. For obvious reasons, full-time workers report the highest levels of income. Even within that comparatively prosperous group, however, 83% report incomes of less than $50,000.

Of those who are unemployed, 68% report incomes of less than $10,000. Of part time workers (many of whom are students) 50%, report incomes of that low level.

In 2022, 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 earning income under $10,000 may 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 may be understated, though still low compared to the community at large.

Gender of the Customers

Figure 9 Gender

Customer Gender

	2022	2019	2018
Non-binary or Prefer not to answer	2%	1%	2%
Male	48%	49%	49%
Female	50%	50%	50%
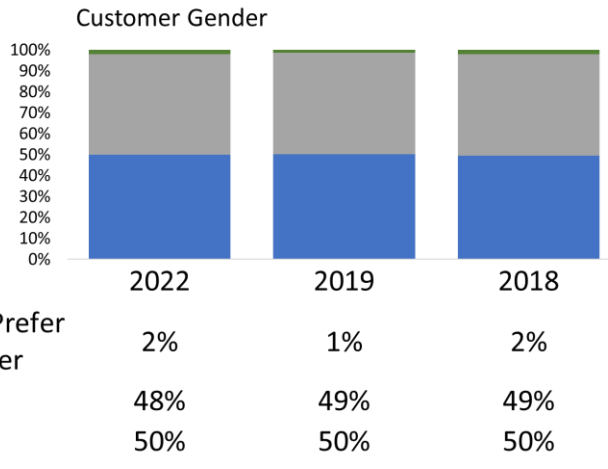
GoDurham customers are equally split by gender, 50% female and 49% male, with 1% preferring not to state a gender identity. The gender balance has not changed since 2018.

Nationally, according to the CJI APTA report on ridership nationally, among bus customers, 56% are women[1]. In a recent CJI survey of customers of Bee-Line (Westchester County, NY) 59% were women. Others such as Ann Arbor, Michigan (TheRide) are closer to the GoDurham results with 49% male, 48% female and 3% non-binary or prefer not to answer.

Ethnicity of Customers

In measuring ethnicity, it is important to focus on self-identification by asking "Do you consider yourself to be…?" and asking that respondents note *all* descriptions that apply to them. Despite the instruction to "…check all that apply to you," all but a few GoDurham respondents checked only one identity.

In 2022, 72% of the respondents identified themselves as African American/Black and 13% as Caucasian/White. These two groups account for 85% of the ridership. The percentage identifying as African American increased form 65% in 2019 to 72% in 2022, and those identifying as Hispanic increased slightly from 6% to 8% while Asians declined from 7% to 4%. Customers identifying as Native American Indian remained constant at 1%. The "Other" category allowed for a handwritten response. But the write-ins were predominantly expressions of nationality or cultural groups (Greek, Egyptian, Jewish, etc.), or notations such as "mixed," or sardonic (e.g., American, Human) which in this context are not helpful.

Figure 10 Ethnicity of Customers

Racial/Ethnic Background of GoDurham Customers

	2022	2019	2018
African American/Black	72%	65%	67%
Caucasian/White	13%	16%	14%
Asian	4%	7%	5%
Hispanic	8%	6%	6%
Other	3%	4%	5%
Native American Indian	1%	1%	3%

[1] CJI Research, "Who Rides Public Transportation" APTA 2017.

Figure 11 Language Spoken Most Often at Home

What Language Do You Most Often Speak at Home?

	2022	2019	2018
■ English	90%	95%	93%
■ Spanish	7%	4%	4%
■ Other	3%	1%	3%

Figure 12 Race/Ethnicity and Language Spoken Most Often at Home

Language Most Often Spoken at Home, by Race/Ethnicity

	African American	White	Hispanic	Asian
■ English	99%	94%	28%	62%
■ Spanish	1%	0%	71%	0%
■ Other	1%	5%	1%	38%
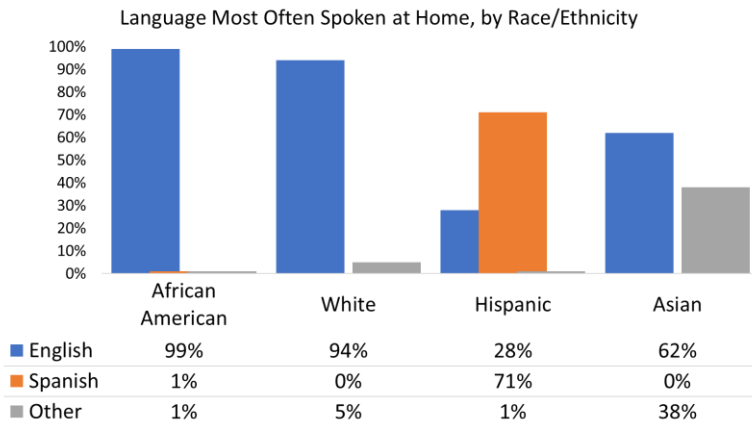
Figure 13 How Comfortable Are You Speaking English?

How Comfortable Are You Speaking English?

	All customers	African American	White	Hispanic	Asian
■ Not comfortable	2%	0%	1%	22%	0%
■ Slightly confortable	5%	1%	3%	27%	20%
■ Mostly comfortable	6%	5%	5%	11%	23%
■ Very comfortable	87%	93%	91%	41%	56%

Language Spoken Most Often at Home

The overwhelming majority (90%) of GoDurham customers most often speak English at home, a decrease from 95% in 2019. On the other hand, 7% speak Spanish at home, an increase from 4% in 2019.

Of GoDurham customers, one hundred twenty three respondents in the unweighted sample identified themselves as Hispanic, but only eighty, or 65% of the questionnaires, were completed in Spanish. Of customers who identify as Hispanic, 71% say they speak Spanish at home, while most others (28%) speak English.

Of Asian customers, 38% say they speak a language other than English or Spanish, primarily Chinese.

As one would expect, the sense of feeling comfortable when speaking English is associated with the ethnic/racial identity of the respondent. While more than 90% of both those identifying as African American or White say they are very comfortable in English, only 41% of those identifying as Hispanic and 56% of those identifying as Asian feel very comfortable.

A small number of GoDurham customers speak other languages. One sampled rider speaks each of the following: Burmese, Creole, Filipino, German, Hindi, Korean, Odia, Persian, Playa, Polish, Tamil, Thai, Turkish, Ukraine, Vietnamese. Two each speak Malaysian, Farsi, and Portuguese. Four speak both Arabic and French, four speak Italian, and eight speak Chinese (including one who specifies Mandarin.

Figure 14 Age of GoDurham Customers and the Durham County Population

Age Distribution of GoDurham customers and Durham County Population 15 and Older
(Source of population data: American Community Survey, One year estimate, 2021)
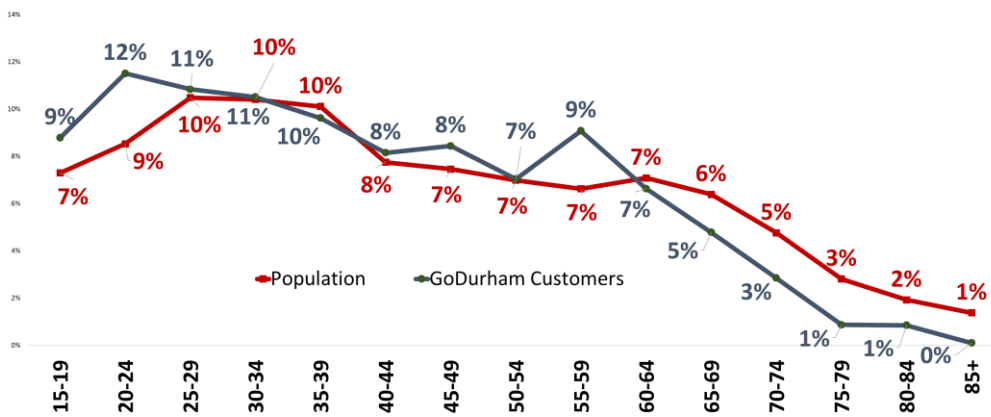
Age of GoDurham Customers and the Durham County Population

Figure 14 displays ages of persons 15 or older among riders and the general population of Durham County. Both populations have a large proportion younger the 40. However, while 53% of riders are under 40, fewer, 46%, of the general population is under 40. After the age of 64, the percentage of the general population in each five-year age group is larger than that of the riders.

Changing Age of GoDurham Customers, 2018-2022

In 2022, the ridership is older than it had been in 2019. From 2019 to 2022 the percent of riders in the youngest age range shown in Figure 15 declined from 43% to 33% of the ridership, while middle aged riders (31 to 50) increased from 30% to 38%. In the 2018 and 2019 surveys, customers 30 or younger comprised a plurality of the riders at 42% and 43%, respectively. In 2022 only 33% were 30 or younger. The percentage of middle aged riders increased substantially to 38% in 2022 from 30% in 2019. The percentage of customers 51 or older increased only minimally, from 27% to 29%.

These changes constitute a major change in the demography of GoDurham riders. It is important to remind the reader that this survey was conducted during a period when fares were free. When fares are reinstated, this age distribution and other demographics may or may not revert to an earlier pattern.

Figure 15 Changing Age of GoDurham Customers, 2018 - 2022

Changing Ages of Customers, 2018 to 2022

	2022	2019	2018
30 or younger	33%	43%	42%
31 to 50	38%	30%	34%
51 or older	29%	27%	25%

Age of Customers

In many pre-pandemic surveys 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 to what the 2019 survey showed (See Figure 16). In the two figures that follow we see a more detailed view of the age distribution of riders in each of those years. Riders in 2019 in the age range 16-25 constituted 30% of the ridership, while in 2022 (Figure 17), they make up only 22%. The shift is to those in the age range 26 to 40, especially in the range of 31 to 40. The survey cannot tell us why this shift occurred, only that it did.

Figure 16 Age Profile of GoDurham Customers, 2019

Given that the surveys were conducted at about the same time of year, it is not likely that this result reflects the effect of school schedules on the sample. Because the 2019 survey was pre-pandemic and the 2022 survey what we might call early post-pandemic, we have to assume that the impact of the pandemic must have had something to do with this change through its impact on reduction of service levels, increases in remote working and other factors. In addition, fares were free during the 2022 survey but not at the time of the 2019 survey.

Figure 17 Age Profile of Customers - 2022
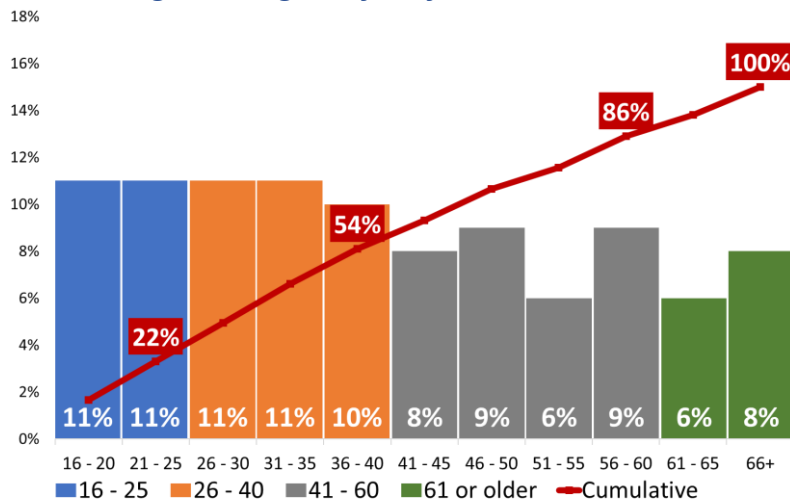
In 2022 (Figure 17), about one-fourth to one-third of GoDurham ridership falls into a youthful cohort, ranging in age from 16 to approximately 25. After the age of 25, the percentage of transit customers in each age group drops off somewhat, declining in an irregular pattern, but declining nonetheless.

The age progression shown in Figure 16 is a fairly typical life cycle representation of riders' ages in the pre-pandemic period through 2019. Although ridership in all-bus system was declining throughout the United States, a disproportionate percentage of riders were 25 or younger and there was a typical life-stage progression as many of those young transit customers entered a career phase in their mid-twenties, earning more money, often buying a vehicle, and ceasing to use public transit. Others, however, continued to use public transit services, thus helping to maintain ridership numbers to a large extent. They serve as a source of new longer-term ridership. If the proportion of young riders diminishes, it suggests that the pool of riders will diminish over time as older riders retire or age-out for other reasons and are not replaced by younger persons.

Using GoDurham

Trip Purpose: Use of GoDurham for Various Purposes, 2018-2022

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

- Getting to or from work remains the primary trip-purpose GoDurham customers. In 2022 60% were traveling to work, about the same level as in 2019 (62%).
- School and college trips make up another 10% of trips, down somewhat from 14% in 2019. (This may have been affected by school breaks associated with the Thanksgiving holiday.).
- Another 14% of the customers indicate that they use GoDurham for shopping trips.
- Medical and recreational trips account for 7%.

Figure 18 Trip Purpose

Most Frequent Trip Purpose on GoDurham
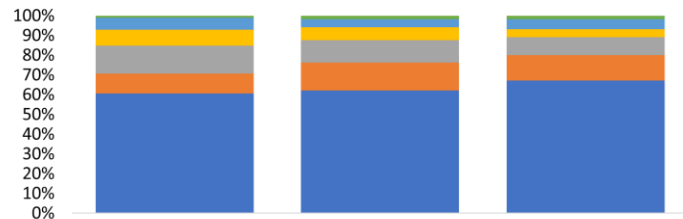
	2022	2019	2018
■ Recreational Event	1%	2%	2%
■ Medical/Dental	6%	4%	5%
■ Other	8%	7%	4%
■ Shopping	14%	11%	9%
■ School/College	10%	14%	13%
■ Work	60%	62%	67%

Figure 19 Employment and Trip Purpose

Trip Purpose by Employment
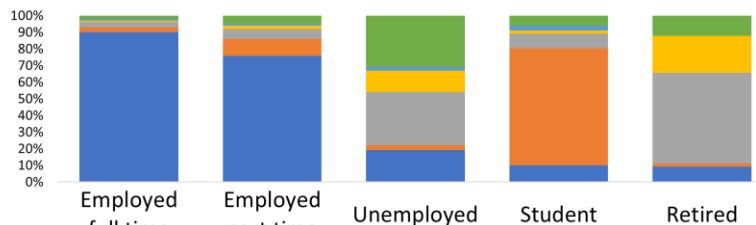
	Employed full time	Employed part time	Unemployed	Student	Retired
■ Other	2%	5%	31%	6%	12%
■ Recreation/event	1%	1%	2%	3%	0%
■ Medical/Dental	1%	2%	13%	2%	22%
■ Shopping	3%	6%	32%	9%	54%
■ School/College	3%	10%	3%	71%	2%
■ Work	90%	75%	19%	10%	9%

Employment and Trip Purpose

That employment would be closely related to trip purpose would appear self-evident. However, there are some variations. As expected, 90% of those employed full-time and 75% of part-time workers use GoDurham to go to or from work. Another 10% of part-time workers are headed for school.

Less expected is that 19% of those who say they are unemployed say they are going to, or coming from, work. They are in temporary jobs of some sort while looking for work and consider themselves to be unemployed. Similarly, 9% of retirees say they are making a work trip, probably working part time but still considering themselves to be primarily retired. Students, as expected, are going either to school (71%) or to work (10%).

Use of Area Bus Systems

Respondents were asked which of the transit systems in the region they use in a typical week. Because they may use multiple systems, the sums of the percentages in Figure 20 exceed 100%.

As expected, most riders (91%) say they use GoDurham in a typical week. Conversely, this suggests that about 9% do not use GoDurham every week and either were encountered by the survey in one of their multi-system trips, or that they use GoDurham only occasionally, and not in a "typical week."

Figure 20 Triangle Area Bus Systems Used in a Typical Week

Area Transit Systems Used in a Typical Week

	2022	2019	2018
GoDurham	91%	90%	84%
GoTriangle	24%	17%	12%
GoRaleigh	15%	12%	7%
Chapel Hill Transit	9%	7%	4%
Duke Transit	8%	6%	4%
GoCary	3%	2%	1%
Wolfline	1%	1%	0%

Of all GoDurham customers, 62% said they typically use GoDurham but none of the other systems in the Triangle area in a typical week. Conversely, 38% tend to use at least one other system besides GoDurham.

It is not surprising that Chapel Hill Transit and Duke Transit share significantly in the GoDurham customer base (total of 17%) because of all GoDurham customers 16% are students and 10% were traveling to school when surveyed.

Mode to the GoDurham Bus Stop

Most people, 86%, usually walk to their bus stop. This percentage is significantly higher than in 2019 (79%) or 2018 (80%) because the percentage saying that they reached their first GoDurham bus via transit dipped from 11% in 2019 to 5% in 2022.

Figure 21 Mode to the GoDurham Bus Stop

How did you get to the stop where you got on the first GoDurham bus for this trip?

	2022	2019	2018	APTA - Who Rides
Other*	5%	6%	3%	3%
Drove	1%	1%	1%	3%
Dropped off	3%	3%	4%	4%
Transit	5%	11%	12%	9%
Walked/Wheelchair	86%	79%	80%	81%
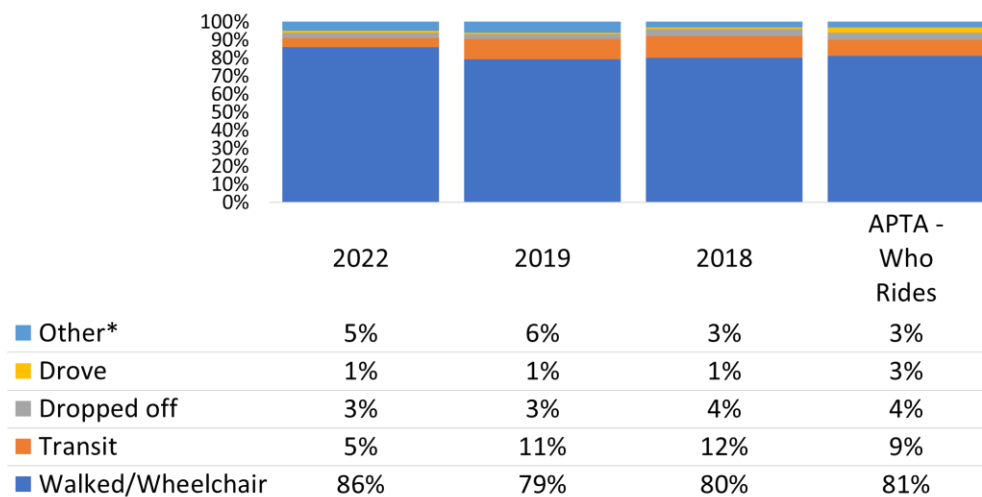
*Other in 2022 includesd 3% bicycled or rental scooter and 1% Uber or Lyft

Transferring

Most GoDurham riders, 69%, transfer during their trip. The transfer question was not asked in 2018 or 2019 surveys because those were "short-form" surveys[2]. However, the transfer rate was 78% in a 2017 CJI survey for GoDurham[3] In other previous CJI surveys for what was then called DATA, the transfer rates were 58% in 2015 and 65% in 2011.

There has been no consistent trend in the percentage of GoDurham riders who transfer. The rate has fluctuated from 65%, then 58%, then 78%, and now 69%.

Figure 22 Transfer

Q15 In making this trip to where you are going right now, do you have to change to another bus at any point to complete the trip, whether it is a GoDurham bus or a bus from another system?

- Transfers, 69%
- Does not transfer, 31%

Duration of Riding GoDurham

Of the current GoDurham ridership, 14% said in November of 2022 that they had begun riding in the past six months, i.e., since approximately May 2022. Another 7% said "Less than one year." Thus, a total of 21% are new riders since the pandemic began to run its course and we entered an early post-pandemic period of semi-normalcy.

Conversely, 15% had begun using GoDurham in the past 1-2 years – i.e., during the height of the pandemic in 2020-2021. The largest share of the current ridership had begun riding in the past 3 to 4 years (17%) or 5 or more years ago (46%).

Figure 23 How Long Have Riders Been Using GoDurham?

Q4 How long have you been riding GoDurham?

	Less than six months	Less than one year	1-2 years	3-4 years	5 or more years
Q4 How long have you been riding GoDurham?	14%	7%	15%	17%	46%

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[2] In the three-year survey project, each of the four participating systems is surveyed with a larger sample and a longer questionnaire. 2022 is GoDurham's turn for the longer questionnaire which includes the transfer question.

[3] Prior to the Wake Transit Plan surveys of which this 2022 survey is a part, CJI had conducted three surveys in 2011, 2015, and 2017.

Figure 24 Current Riders' Pre-Pandemic Use of GoDurham
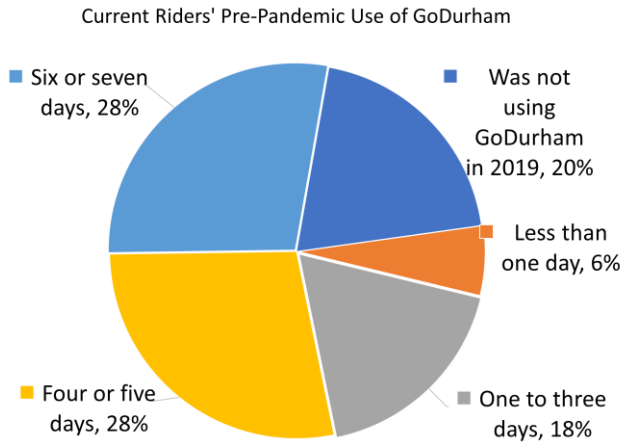
Pre-Pandemic Use of GoDurham

Of the ridership in 2022, 20% say they were not using GoDurham in 2019, while 80% had been riding regularly in those pre-pandemic days. At that time, they divided fairly equally into very frequent riders using GoDurham six or seven days a week (28%), those riding four or five days a week, and those riding less often 24%.

Use of GoDurham During the Height of the Pandemic

Of the current ridership, 17% say they were not using GoDurham at all during the worst of the pandemic, 2020-2021. However, more than half, 56%, were using GoDurham frequently then, with 28% riding four or five days and 28% riding six or seven days. Others were using GoDurham less often, one to three days (18%) or irregularly, less than one day a week (8%).

Figure 25 Use of GoDurham During Pandemic Years

Q2 During the pandemic in 2020 and 2021, on how many days a week did you typically use GoDurham?
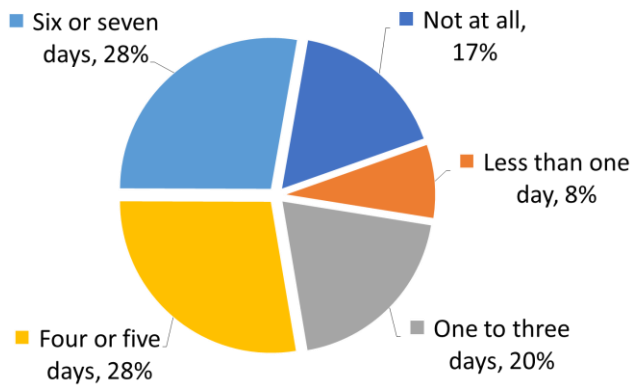
Transportation Options

Availability of a Vehicle

GoDurham customers are quite transit dependent, with 77% reporting in 2022 that they have no vehicle available to them. This represents a very substantial increase from the 65% and 68% reporting in 2019 and 2018, respectively, that they lacked access to a vehicle.

Use of Uber or Lyft in Past Thirty Days

Since ride-hailing has become mainstream, mode choice is no longer simply about owning or leasing a personal vehicle. Of all GoDurham customers, 64% say they have not used ride-hailing services in the Triangle Region during the past thirty days. Conversely, this means that 36% have used one of the ride-hailing services, including 8% who have used them only once, 8% twice, and 20% who have used them three or more times. This is a stark reduction in from 2018 and 2019 when 47% and 49%, respectively, used ride-hailing.

Figure 26 Having Access to a Vehicle

Vehicles available to GoDurham Customers and General Public

	2022	2019	2018	Durham County*
Three or more	2%	4%	2%	15%
Two	7%	6%	7%	40%
One	15%	25%	23%	38%
No vehicle	77%	65%	68%	7%
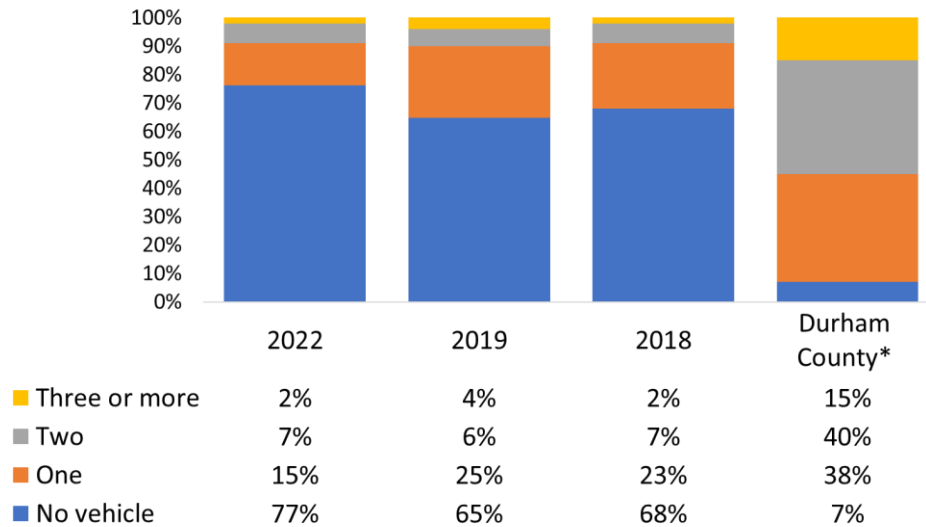
*2021 1 year American Community Survey esimates. Selected Housing Characteristics

Figure 27 Use of Uber or Lyft in Past Thirty Days

Use of Uber or Lyft in Past Thirty Days

	2022	2019	2018
Four or more	12%	20%	20%
Three times	8%	9%	7%
Twice	8%	10%	10%
Once	8%	10%	9%
Not at all	64%	51%	53%
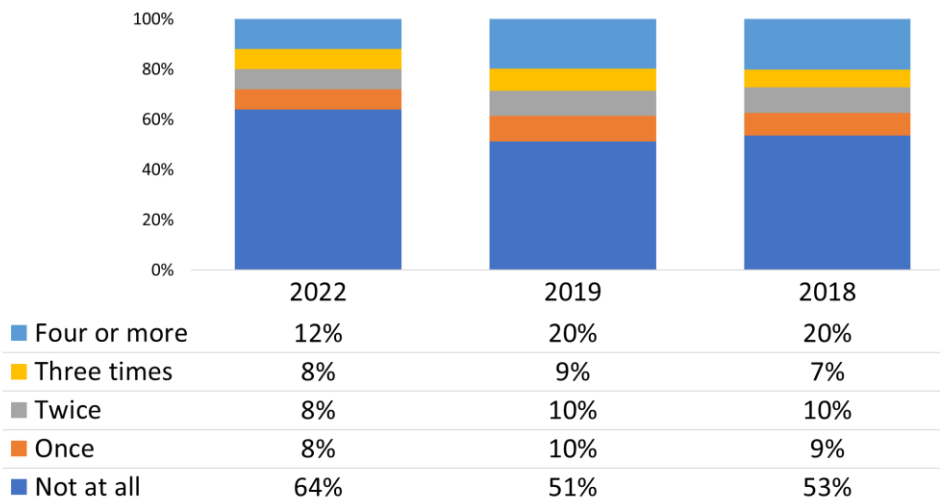
Figure 28 Use of Uber and/or Lyft to Supplement or Replace a Trip on GoDurham

Q20. If you used Uber or Lyft in the past thirty days:
(Percentages are based on only those who have used Uber or Lyft in the past thirty days)

48% Yes, 2022	**42%** Yes, 2019
Did you use both GoDurham and Uber/Lyft as part of same trip?	
45% Yes, 2022	**31%** Yes, 2019
Did you use Uber/Lyft instead of GoDurham for a trip you otherwise would have made on GoDurham?	

Figure 29 Age and the Use of Ride-Hailing, 2022

GoDurham Customer Age and How Often They Used Uber or Lyft

Younger than 35: Not at all 50%, Once 9%, Twice 13%, Three times 12%, Four or more times 16% (bracket 50%)

35 or older: Not at all 74%, Once 6%, Twice 5%, Three times 6%, Four or more times 9% (bracket 26%)

■ Not at all ■ Once ■ Twice ■ Three times ■ Four or more times

Age and the Use of Uber/Lyft

Riders younger than 35 are much more likely (50%) than older riders (26%) to have used Uber/Lyft in the past thirty days (Figure 29). They are also likely to use ride-hailing more often. Assuming that many of these younger riders continue to use GoDurham, the proportion of the ridership who use ride-hailing will tend to increase in coming years.

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

Figure 27 on the previous page indicated that 36% of GoDurham customers had used Uber or Lyft in the past thirty days. How have those trips interacted with GoDurham? Figure 28 provides basic answers.

Of the 36% of GoDurham customers who have used Uber or Lyft, 45% say they used ride-hailing for a trip they would usually have made on GoDurham. This is a substantial increase over the 31% replacing a GoDurham trip in the 2019 survey. This amounts to 16% of all GoDurham customers (i.e., 45% of 36% = 16%).

Of GoDurham customers who have used Uber or Lyft, almost one half (48%) say they combined a ride-hailing trip with a GoDurham trip. This amounts to 17% of the ridership (i.e., 48% of 36% = 17% of the ridership).

Figure 30 Reasons for Using Ride-Hailing

Why Riders Used Ride-Hailing	
Save time	30%
Bus off schedule	16%
No service - time or location	15%
Get to location at certain time	10%
Misc - other	6%
Missed the bus	6%
Distance to stop/Carrying goods	5%
Easier	4%
Safety	2%
Weather	2%
No cash	1%
Late at night	1%
Missed bus	0.5%
Reliable	0.5%

The primary reasons riders give for using ride-hailing services are shown in Figure 30. The predominant reason is to save time (30%). Needing to travel when GoDurham service is unavailable because of service hours or location (15%) is another reason. For these riders Uber/Lyft service is a useful supplement to GoDurham service. Getting to a location at a specific time (10%) is also important. And whether or not the claim is valid, some riders (16%) blame the buses for being "off-schedule" thus necessitating that they use Uber/Lyft instead.

Mobile Communication

Figure 31 Use of Cell and Smart Phones

Use of Mobile Phones
(Shown as percent of all riders)

Figure 31 Use of Cell and Smart Phones
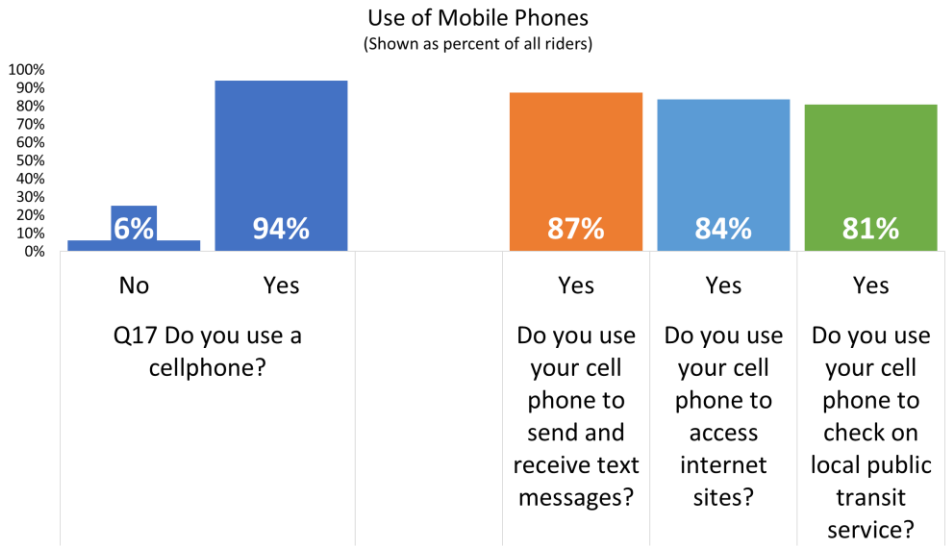
Use of Cell and Smart Phones

Among GoDurham customers, the use of cell phones is very high, but not universal, with 94% of customers indicating they use a cell phone. Eighty-one percent (81%) of customers use a transit app on their phones. This is a significant increase from 56% in 2019.

Figure 32 demonstrates that the use of a transit app is related to age, trending down as age increases. In 2019 only 60% of the youngest riders and only 40% of those 65 or older used a smartphone transit app. The low level of use in general, and particularly among those over 45 implied that "…unless something occurs to change this relationship between age and the use of mobile technology for transit information, it will take at least several years for transit apps to become the primary source of information for a substantial majority of GoDurham customers." Then the pandemic stuck and proved this conjecture wrong. It took only three years for the vast majority of GoDurham customers to begin using a transit app because GoDurham customers, like most people , people retreated online. The use of a transit app increased to over 90% through the age of 44, to 87% among 45 to 64 year old customers, and 69% even among those 65 or older.

Figure 32 Age and the Use of Mobile Transit App, 2019-2022

Age and Use of a Smartphone Transit App

	Under 20	20 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older
2022	92%	94%	92%	92%	87%	87%	69%
2019	60%	64%	55%	56%	46%	44%	40%
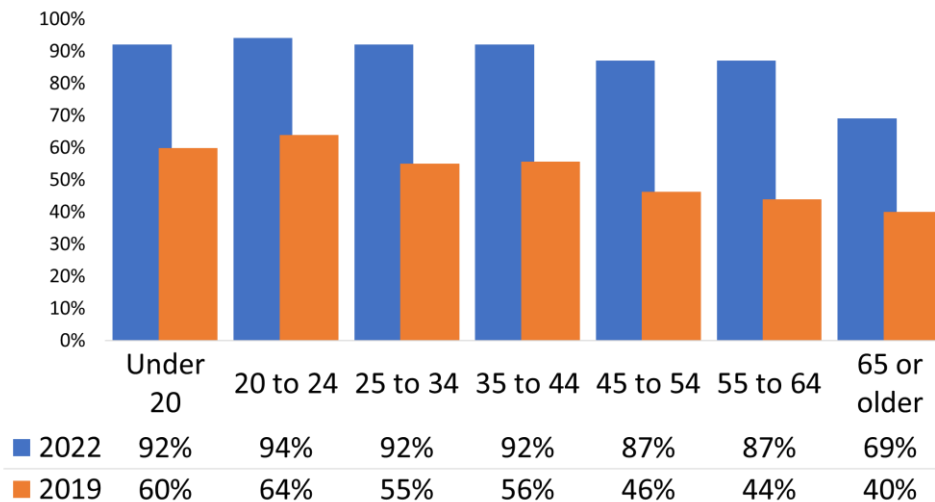
Customer Satisfaction

Figure 33 Overall Service Rating 2018-2022

Rating of GoDurham Service overall
on a scale from 1 - 7

	2022	2019	2018
7 Excellent	23%	24%	27%
6	16%	22%	22%
5	16%	23%	21%
4 Neutral	21%	17%	17%
3	11%	6%	7%
2	8%	3%	3%
1 Very poor	6%	4%	3%
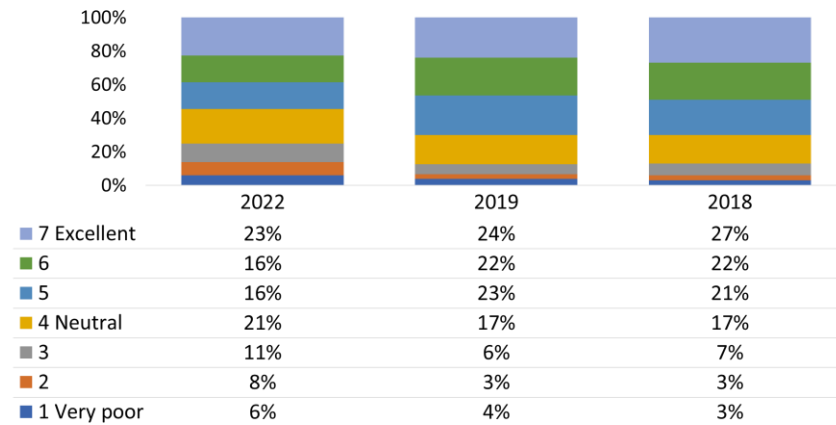
Overall System Rating Score

Customers were asked to rate eighteen aspects of GoDurham service using a scale from 1 to 7 on which a score of 7 means "Excellent," and 1 means "Very poor." They were also asked to rate the service overall (See questionnaire, Appendix A). We begin this section of the report with the overall rating of service.

Twenty-three percent (23%) rate service overall as 7, or excellent. Another 15% score it 6, giving a total of 39% with very high satisfaction scores. While the 23% giving the top score of 7 (Excellent) in 2022 remained essentially unchanged from 24% in 2019, the scores of 6 (Very Good) declined from 22% to 16%. The percentage giving scores at the low end of the ratings (1 to 3) increased from 13% in 2019 to 25% in 2022.

Rating Scores: Scores of "Excellent" in 2022 on Individual Components of GoDurham Service

Figure 34 on the following page 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.

Figure 34 is organized by the type of service being rated. At the top of the chart are six operational services fundamental to all customers. Of these six, three have 28% or 29% of the customers scoring the service as excellent. They are: Weekday service hours, Ease of transferring within the system, and Weekday service frequency. Having the ability to reach all desired destinations, on time performance and total time required for a trip are lower (24%, 22%, and 20%, respectively).

The second set of ratings in the chart presents five operational aspects of service that in general tend to be used by fewer customers than other operational services[4]. All but one of these five services involve weekend service levels. The exception is transferring between systems (25% excellent). Saturday service hours also receive excellent ratings by 25% and Saturday service frequency falls just below that level at 24%. The two other service elements in this set both involve Sunday service, hours of service and frequency and both get scores of excellent by 20% of the customers.

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[4] 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.

Percent of All Customers Rating Service "Excellent"

The third set of services involves what we call the Travel Environment or the context in which GoDurham customers travel. Of the seven services included in this set, two receive excellent scores from more than 25% of the respondents. They are bus operator courtesy and helpfulness (27%), and the quality of printed information (26%). It is typical for bus operators to have very good ratings. Occasional customer complaints notwithstanding, customers generally like the interaction with the transit personnel with whom they come in contact and give them high scores. In the same way, usefulness of the information provided by 485-RIDE telephone information personnel receives an excellent score from 23%. The quality of the WIFI, at 24% excellent, is another of these contextual elements to score excellent with more than 20% of the customers.

The other three Travel Environment elements are of concern. They tend to be mutually reinforcing, and they all fall below 20% in scores of Excellent:

- Change in the sense of safety from others on the buses -- now at 19% down from 26% in 2019 -- suggests that there is increased concern about personal security.
- The perceived lack of cleanliness of the buses (16%), and the Transit Center (17%) tends to reinforce the sense that no one is in charge and enforcing standards, thus exacerbating a sense of insecurity.
- Two elements involving cleanliness: bus shelters and the transit center (16%) and the interior of buses (17%). The degree of cleanliness implies a degree of order and official attentiveness which, although not directly related to safety, provides an image of either a disorganized system lacking in attention to customer needs system or, conversely, of a disciplined, well-ordered system that is attentive to customer needs.

Figure 35 Distribution of Grouped Service Rating Scores

Figure 35 Distribution of Grouped Service Rating Scores

	Very poor to poor (1,2)	Middle (3,4,5)	Very good to excellent (6,7)
Operating Services Used by All			
Q39 Overall service	14%	47%	39%
Q25 Hours buses operate Mon-Fri	14%	42%	44%
Q22 Weekday service frequency	13%	45%	42%
Q29 Service to all destinations	16%	48%	36%
Q21 Buses on time	14%	51%	35%
Q28 Total average trip time	17%	49%	33%
Operating Services Used by Many			
Q30 Ease of transfer within system	14%	44%	42%
Q31 Ease of transfer between systems	15%	46%	39%
Q26 Hours the buses operate Saturday	16%	46%	38%
Q23 Saturday service frequency	16%	46%	38%
Q27 Hours the buses operate Sunday	20%	47%	32%
Q24 Sunday service frequency	20%	48%	31%
Travel Environment			
Q35 Bus operator courtesy/helpfulness	15%	45%	40%
Q37 Usefulness of printed information	17%	46%	38%
Q38 Quality of WiFi	19%	44%	37%
Q36 Usefulness of telephone operators	17%	48%	35%
Q34 Sense of safety on bus	17%	51%	32%
Q33 Bus shelter/transit center cleanliness	26%	47%	27%
Q32 Bus interior cleanliness	26%	47%	27%

Service Rating Distributions

The previous chart, Figure 34, showed only the top percentages on the seven-point scale. However, so that we can see what the balance is between positive, middle, and negative ratings, it is important to also consider the distribution of scores within the full 1 – 7 range.

To simplify the chart in Figure 35, each of the 1-7 scores has been combined into three sets. 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 are neither extremely positive nor extremely negative. The scores of six or seven represent either excellent or nearly excellent scores.

The basic message of the chart in Figure 35 is that, as with most similar surveys for other transit systems, the ratings differ more in the degrees of positive ratings, than in stark differences between positive and negative. There have, however, been some significant increases in certain negative ratings. In terms of the travel environment, the cleanliness of bus interiors and transit centers the percentage giving negative ratings for each of those increased by 12 points from 14% to 26%. In fact, on the cleanliness issue, the positive and negative percentages are statistically equal. Sunday service hours also saw an increase in the negative from 10% TO 20%.

More important than the increase in negative ratings is that all but two aspects of the service saw decreases in the percentage offering positive ratings. Those two were on-time performance and coverage, both of which already had low positive ratings. If this survey is conducted again when some kind of *new normal* is reached in

terms of commuting, fare structure, and service levels, it will be important to see how these measurements change.

Which Service Elements Would Move the Needle of the Overall GoDurham Service Rating if They Were to Be Improved?

Using survey data to prioritize elements of service that customers feel need improvement is a challenge. Simply observing the ratings, as in Figure 34, is one way to do it. Figure 36 Illustrates a second way to accomplish it. This approach takes the pool of eighteen services and answers the following question:

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

This question is answered in a matrix. The matrix itself is less complex than it may seem, but it does require some explanation.

- The concept of the matrix in Figure 36 as follows: Respondents rated eighteen separate aspects of GoDurham service as shown in previous charts. They also rated *"The quality of GoDurham services overall."* We can assume that customers' ratings of the quality of "Services Overall" sum up their ratings of quality of the eighteen specific elements of service. Assuming this, we can answer the key question, which is, *"Which aspects of GoDurham services would, if improved, move the needle of the rating of GoDurham 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 GoDurham. These statistics, when used together, answer two questions: How do customers rate each of the eighteen elements of service? And how important is it to the overall rating?

- To visually display the results of this kind of analysis means using a simple graph (as shown in Figure 36) with the 1-7 rating on one axis (the horizontal axis) and the correlation on the other (vertical) axis. Placing the scores in this matrix helps answer the question: *What service improvements would help more to move the needle on the rating of GoDurham service overall?*

In Figure 36, the higher the correlation between customers' ratings of a specific aspect of service and overall service, the higher it will place on the vertical axis in the chart. I.e., the more important it is to the customers rating of overall service. Also the farther to the right it is, the better the customer's current rating of that service is. Conversely, the lower in the vertical axis, the less important it is to the overall score, but also the farther to the left it falls, the lower the customers' level of satisfaction is. In this way we can take into account the fact that a low-rated service may or may not be a very important determinant of overall rider ratings of service.

The matrix takes into account the fact that customers can be very satisfied or dissatisfied with an aspect of service, but that does not necessarily mean that they are satisfied or dissatisfied with service overall.

Figure 36 Relationship between Overall Performance Rating and Ratings of Individual Service Elements

High importance, Below Average Satisfaction

High importance Above average Satisfaction

More — Importance to Overall Satisfaction — *Less*

Legend
- Operating services used by almost all riders
- Operating services used by fewer than 95% of riders
- Travel Environment

Usefulness of printed information such as schedules or brochures

Ease of transfer btw GoDurham and other systems

Usefulness of information from 485-RIDE telephone operators

Ease of transfer within GoDurham system

Hours buses run Mon-Fri

Quality of WiFi

Saturday hours

Courtesy and helpfulness of bus operators

Sense of personal safety from others on the bus

Buses running on-time

Mon-Fri service freequency

Total time to make usual trip

Saturday service frequency

Service to all destinations you want to get to

Sunday hours

Cleanliness of the bus interiors

Axis lines cross at the average score on each dimension

Sunday service frequency

Cleanliness of the bus shelters and transit center

Low Importance, Below Average Satisfaction

Low importance Above Average Satisfaction

Lower Satisfaction → **Higher Satisfaction**

CJI Research

Understanding the Matrix

Figure 36 displays customer perceptions on two axes. On the X axis (horizontal) is the rating of services and on the Y axis (vertical) is a measure of how important the ratings are to the overall rating of GoDurham service in the sense that the correlation coefficient is higher. Service components above the horizontal line are of above average importance and those below are of lower than average importance. Service components to the left of the vertical axis are perceived by respondents to be of less than average quality and those to the right, above average quality.

The GoDurham matrix is unique in that the service elements in it are all aspects of the rider environment. Usually this quadrant contains the operational elements most difficult to improve, including on-time performance, service frequency, hours, and coverage. In this case, on-time performance and coverage (service to all destinations you want to get to) are both in an area near the average in both importance and quality. Trip duration (Total time to make the usual trip) is below average in both quality rating and importance. We can interpret this to mean that the ridership as a whole is somewhat ambivalent about this package of system performance. None stand out as especially problematic nor of especially high quality to this early post-pandemic ridership. If the survey is conducted again, and free fares are discontinued, it will be interesting to see how these relationships change.

The other low-rated items with high importance in the upper left quadrant involve the Transit Environment of using GoDurham, specifically personal safety, telephone information service, and quality of WIFI. Apparently, to those who continue to use public transportation in Durham after a long period of reduced service the environment in which they travel seems to be the more important element.

Given the negative views of cleanliness, it is somewhat surprising that cleanliness of bus interiors, shelters, and the transit center are not higher on the importance scale. They are certainly the lowest scoring of all the service components and have some of the highest negative scores (26%) that we have seen. However, they do not move the statistical needle substantially in terms of overall satisfaction.

Sunday services are also low scoring in terms of both quality and importance. But that is understandable because many riders do not use the buses on Sunday. Thus, while they may have a dim view of service levels, that does not strongly affect their overall rating of GoDurham.

Appendix A: Questionnaire

Please tell us about how you use GoDurham

1. **Before the pandemic which began in March 2020, on how many days a week did you typically use GoDurham?**

   0 ❏ Not at all   1 ❏ Less than one day   2 ❏ One to three
   3 ❏ Four or five   4 ❏ Six or seven

2. **During the pandemic in 2020 and 2021, on how many days a week did you typically use GoDurham?**

   0 ❏ Not at all   1 ❏ Less than once a week 2 ❏ One to three
   3 ❏ Four or five   4 ❏ Six or seven

3. **What is the ONE main purpose for which you _most often_ use the GoDurham bus? Is it to go to or from... (Check only one)**

   1 ❏ Work   2 ❏ School/college   3 ❏ Shopping
   4 ❏ Medical/dental   5 ❏ Recreation/event   6 ❏ Other

4. **How long have you been riding GoDurham?**

   1 ❏ Less than six months   2 ❏ Less than 1 year 3 ❏ 1-2 years
   4 ❏ 3-4 years   5 ❏ 5 or more years

5. **Please check _all_ Triangle Region bus systems you use in a _typical_ week**

   1 ❏ GoRaleigh   2 ❏ GoTriangle   3 ❏ GoDurham   4 ❏ GoCary
   5 ❏ Chapel Hill Transit   6 ❏ Duke Transit   7 ❏ Wolfline

6. **Please mark _all_ of the following that apply to you. Are you…**

   1 ❏ Employed full time   2 ❏ Employed part time   3 ❏ Unemployed
   4 ❏ Homemaker   5 ❏ Student   6 ❏ Retired   7 ❏ Volunteer position

7. **If you are employed, are you currently working remotely or does your work require you to be onsite?**

   1 ❏ Remote only   2 ❏ Remote some days a week and onsite the other days
   3 ❏ Onsite on all working days

8. **(If employed) If your employer allowed it, could the type of work you do be done remotely or do you have to be onsite at your workplace to do it?**

   1 ❏ Can be done remotely   2 ❏ Cannot be done remotely

9. **How old are you? _____ Years old**

10. **Do you identify as...** 1 ❏ Male   2 ❏ Female
    3 ❏ Non-binary   4 ❏ Prefer not to answer

11. **Do you consider yourself to be... (_Please check all that apply to you_)**

    1 ❏ African American/Black   2 ❏ Asian 3 ❏ Caucasian/White
    4 ❏ Hispanic 5 ❏ Native American Indian
    6 ❏ Other:_____

12. **How comfortable are you speaking English? (_Check only one_)**

    1 ❏ Very comfortable   2 ❏ Mostly comfortable
    3 ❏ Slightly comfortable 4 ❏ Not comfortable

13. **What language do you most often speak at home? (_Check only one_)**

    1 ❏ English   2 ❏ Spanish   3 ❏ Other: _____

14. **What is your total annual household income? (_Check only one_)**

    1 ❏ Less than $10,000   2 ❏ $10,000 to $14,999   3 ❏ $15,000 to $19,999
    4 ❏ $20,000 to $24,999   5 ❏ $25,000 to $34,999   6 ❏ $35,000 to $49,999
    7 ❏ $50,000 to $74,999   8 ❏ $75,000 to $100,000 9 ❏ More than $100,000

15. **In making this trip to where you are going right now, do you have to change to another bus at any point to complete the trip, whether it is a GoDurham bus or a bus from another system?**   1 ❏ Yes 2 ❏ No

16. **How did you get to the stop where you got on the first GoDurham bus you boarded during this trip? (_Check only one_)**

    1 ❏ Walked   2 ❏ Used own bike   3 ❏ Used rented bike/scooter
    4 ❏ Drove   5 ❏ Was dropped off by family/friend   6 ❏ Uber or Lyft
    7 ❏ Bus other than GoDurham   8 ❏ Other _____

17. **Do you use a cellphone?** 1 ❏ Yes   2 ❏ No

    Do you use your cell phone…

    a. …to send and receive text messages?   1 ❏ Yes 2 ❏ No
    b. …to access internet sites?   1 ❏ Yes 2 ❏ No
    c. …to check on local public transit service?   1 ❏ Yes 2 ❏ No

18. **How many cars or other vehicles are usually available for your use?**

    0 ❏ None   1 ❏ One   2 ❏ Two   3 ❏ Three or more

19. **In the past 30 days, how often have you used Uber or Lyft in the Triangle region?**

    0 ❏ Not at all   1 ❏ 1 time   2 ❏ 2 times   3 ❏ 3 times   4 ❏ 4 or more times

20. **If you used Uber or Lyft in the past 30 days…**

    a. Did you use both GoDurham and Uber/Lyft as parts of the same trip?

    1 ❏ Yes   2 ❏ No

    b. Did you use Uber/Lyft instead of GoDurham for a trip you otherwise would have made on GoDurham?

    1 ❏ Yes   2 ❏ No

    ↳ You did that because? _____
    _____

In the past 30 days, how would you rate GoDurham on the following services? (_Circle a rating for each question or check the circle indicating that it does not apply to you_)	Excellent			Neutral			Very poor	Does not apply
21. Buses running on-time	7	6	5	4	3	2	1	○
22. Frequency of service on weekdays (_Mon-Fri_)	7	6	5	4	3	2	1	○
23. Frequency of service on Saturday	7	6	5	4	3	2	1	○
24. Frequency of service on Sunday	7	6	5	4	3	2	1	○
25. Hours the buses operate weekdays (_Mon-Fri_)	7	6	5	4	3	2	1	○
26. Hours the buses operate Saturday	7	6	5	4	3	2	1	○
27. Hours the buses operate Sunday	7	6	5	4	3	2	1	○
28. Total time required to make your usual trip	7	6	5	4	3	2	1	○
29. Availability of service to all destinations you want to get to	7	6	5	4	3	2	1	○
30. Ease of transferring within GoDurham system	7	6	5 4		3	2	1	○
31. Ease of transferring between GoDurham and other area bus transit systems	7	6	5	4	3	2	1	○
32. Cleanliness of the bus interiors	7	6	5	4	3	2	1	○
33. Cleanliness of the bus shelters and transit center	7	6	5	4	3	2	1	○
34. Your sense of personal safety from other passengers on the buses	7	6	5	4	3	2	1	○
35. Courtesy and helpfulness of bus operators	7	6	5	4	3	2	1	○
36. Usefulness of information from 485-RIDE telephone operators	7	6	5	4	3	2	1	○
37. Usefulness of printed information such as schedules or brochures	7	6	5	4	3	2	1	○
38. Quality of wireless internet (_WIFI_) service	7	6	5	4	3	2	1	○
39. The quality of GoDurham services overall	7	6	5	4	3	2	1	▮

Comments:

_____

_____

1. Antes de la pandemia que comenza en marzo de 2020, ¿Cuántos días a la semana solia usar GoDurham tipicamente?

0 ❑ Nunca   1 ❑ Menos qué un día   2 ❑ Uno a trés
3 ❑ Quatro o cinco   4 ❑ Seis o siete

2. Durante del la pandemia en 2020 y 2021, ¿Cuántos días a la semana solia usar GoDurham tipicamente?

0 ❑ Nunca   1 ❑ Menos qué un día   2 ❑ Uno a trés
3 ❑ Quatro o cinco   4 ❑ Seis o siete

3. ¿Cual es el proposito principal para el que usa con mayor frecuencia el autobus GoDurham? Es para ir o venir de... (Marque solo uno)

1 ❑ Trabajo   2 ❑ Escuela/colegio   3 ❑ Compras
4 ❑ Salud o visita médica   5 ❑ Recreación/eventos   6 ❑ Otro

4. ¿Cuánto tiempo llevas viajando en GoDurham?

1 ❑ Menos de seis meses   2 ❑ Menos de un año   3 ❑ 1-2 años
4 ❑ 3-4 años   5 ❑ 5 años o más

5. ¿En una semana típica, cuales systemas transitos locales usa?

1 ❑ GoRaleigh   2 ❑ GoTriangle   3 ❑ GoDurham   4 ❑ GoCary
5 ❑ Chapel Hill Transit   6 ❑ Duke Transit   7 ❑ Wolfline

6. Por favor, marque todos los siguientes que se aplican a usted:

1 ❑ Empleado a tiempo completo   2 ❑ Empleado a tiempo parcial
3 ❑ Desempleado/a   4 ❑ Amo/a de casa   5 ❑ Estudiante
6 ❑ Jubilado/a   7 ❑ Puesto do voluntario

7. Si está empleado, ¿Está trabajo actualmente de forma remota o su trabajo requiere que esté en el sitio?

1 ❑ Solo forma remota   2 ❑ En algunos días trabajo remoto y otras en sitio
3 ❑ Solo en el sitio todos los días hábile

8. Si está empleado y su empleador lo permitió, ¿Podría el tipo de trabajo que realiza hacerse de forma remota o tiene que estar en el lugar de trabajo para hacerlo?

1 ❑ Se puede hacer de forma remota   2 ❑ No se puede hacer de forma remota

9. ¿Cuántos años tienes? _____ Años

10. ¿Te identificas como...   1 ❑ Hombre   2 ❑ Mujer
3 ❑ No binario   4 ❑ Prefiero no responder

11. ¿Cuál te consideras? (Marque todo lo que corresponda)

1 ❑ Afroamericano/Negro   2 ❑ Asiático   3 ❑ Caucásico/Blanco
4 ❑ Hispano   5 ❑ Indio Nativo Americano   6 ❑ Otro: _____

12. ¿Qué tán cómodo estás hablando inglés? (Marque solo uno)

1 ❑ Muy cómodo   2 ❑ Mayormente cómodo
3 ❑ Solo un poco cómodo   4 ❑ Incómodo

13. ¿Qué idioma habla con más frequencia en casa? (Marque solo uno)

1 ❑ Inglés   2 ❑ Español   3 ❑ Otra: _____

14. ¿Cual es su ingreso familiar total annual? (Marque solo uno)

1 ❑ Menos de $10,000   2 ❑ $10,000 a $14,999   3 ❑ $15,000 a $19,999
4 ❑ $20,000 a $24,999   5 ❑ $25,000 a $34,999   6 ❑ $35,000 a $49,999
7 ❑ $50,000 a $74,999   8 ❑ $75,000 a $100,000   9 ❑ Más de $100,000

15. ¿Al hacer este viaje de un sentido, tienes que conecta o transfiere a otro autobus para completar su viaje?   1 ❑ Sí   2 ❑ No

16. ¿Como llegaste a la parada donde tomaste el primer autobus GoDurham que subiste durante este viaje? (Marque solo uno)

1 ❑ Caminando   2 ❑ Mi bicicleta   3 ❑ Bicicleta o scooter alquilado
4 ❑ Conduje   5 ❑ Otra persona me llevó   6 ❑ Uber o Lyft
7 ❑ Un autobús que no sea GoDurham   8 ❑ Otro _____

17. Usas un teléfono celular?   1 ❑ Sí   2 ❑ No

¿Usas tu teléfono celular para ...

a. ...enviar y recibir mansajes de texto?   1 ❑ Sí   2 ❑ No
b. ...acceder a sitios web?   1 ❑ Sí   2 ❑ No
c. ...verificar el servicio de transporte público local?   1 ❑ Sí   2 ❑ No

18. ¿Quántos automóviles o otros vehiculos de motor están disponibles para su uso?

0 ❑ Ningun   1 ❑ Uno   2 ❑ Dos   3 ❑ Tres o más

19. En los últimos 30 días ¿Con qué frequencia ha utilizado Uber o Lyft en la región Triangle?

0 ❑ Ninguno   1 ❑ 1 vez   2 ❑ 2 veces   3 ❑ 3 veces   ❑ 4 o más veces

20. Si usó Uber o Lyft en los últimos 30 días ...

a. Usaste Uber/Lyft y GoDurham como partes del mismo viaje?

1 ❑ Sí   2 ❑ No

b. Usaste Uber/Lyft en lugar del GoDurham para un viaje que normalmente habrías hecho en GoDurham?

1 ❑ Sí   2 ❑ No
¿Lo hiciste porque? _____

En los últimos 30 días, ¿Como calificaría GoDurham en los siguientes servicios? (Circule una calificación para cada pregunta o marque la casilla que indica que el servicio no se aplica a usted.)

	Excelente			Neutral			Muy mal	No se aplica a mi
21. Autobuses funcionan a tiempo	7	6	5	4	3	2	1	○
22. Frecuencia de servicio entre semana (lun-vier)	7	6	5	4	3	2	1	○
23. Frecuencia de servicio el sabado	7	6	5	4	3	2	1	○
24. Frecuencia de servicio el domingo	7	6	5	4	3	2	1	○
25. Horario de autobuses entre semana (lun-vier)	7	6	5	4	3	2	1	○
26. Horario de autobuses los sabados	7	6	5	4	3	2	1	○
27. Horario de autobuses los domingos	7	6	5	4	3	2	1	○
28. Tiempo total requerido para su viaje diario	7	6	5	4	3	2	1	○
29. Disponibilidad de servicio a todos los destinos a los que desea llegar	7	6	5	4	3	2	1	○
30. Facilidad de transferir dentro de GoDurham	7	6	5	4	3	2	1	○
31. Facilidad de transferir entre GoDurham y otros sistemas de transito del area	7	6	5	4	3	2	1	○
32. Limpieza de los interiores de los autobuses	7	6	5	4	3	2	1	○
33. Su sentido de seguridad personal de otros pasajeros en los autobuses	7	6	5	4	3	2	1	○
34. Limpieza de las paradas y centro de transito	7	6	5	4	3	2	1	○
35. Cortesia y ayuda de los operadores de autobuses	7	6	5	4	3	2	1	○
36. Utilidad de la information de los operadores telefanicos 485-RIDE	7	6	5	4	3	2	1	○
37. Utilidad de la information impresa, como horarios o folletos	7	6	5	4	3	2	1	○
38. Calidad del servicio de Internet (WIFI)	7	6	5	4	3	2	1	○
39. Calidad de servicios GoDurham en general	7	6	5	4	3	2	1	▪

Comentarios: _____

_____

_____

Appendix B: Rider Comments

GoDurham

ROUTE	COMMENTS
1	DRIVERS NEED TO LEARN TO (ILLEGIBLE)
1	DRIVERS NEED TO HAVE RESPECT
1	GRATEFUL
1	I COME FROM NYC AND THERES PROBABLY SOME THINGS I RECOMMEND ADDING TO MAKE SERVICE BETTER
1	I LOVE THE GODURHAM
1	IT COULD BE SLEAN ON BUSES AND BUS STOPS
1	MS. TERRY AT THE DURHAM STATION IS EXCELLENT
1	NEEF MORE #8
1	RUDE DRIVERS VERY OFTEN AND CRAZY PASSENGERS
1	SOME BUSES ALWAYS LATE BUS DRIVERS ARE SO RUDE NASTY ATTITUDE YOU BE NICE TO THEM DON'T WANT SPEAK YOU SPEAK TO THEM
1	STEVEN L JOHNSON
1	THANK YOU FOR 8 YEARS OF SERVICE
1	THANKS FOR THE PANDEMIC FREE BUS
1	THE A BUS SHOULD RUN EVERY 30 MINS ON SUNDAY
1	THE BUS DRIVERS ARE VERY RUDE -N- MEAN TO WHITE PEOPLE
1	THE BUSES ALL WAYS DIRTY
1	VERY BAD BECAUSE THEY CAN SEE YOU RUNNING AFTER BUS AND KEEP GOING
1	WHEN YOU REACH THE STATION THE BUSES PULL OFF WHILE YOU ARE PULLING UP
2	A NEW RULE MUST APPLY TO NOT ALLOW EATING ON THE BUS IT USUALLY CREATE GARBAGE IN THE BUS ROUTE 2 SHOULD START THE MORNING OPERATIONS
2	BUSES ARE COLD
2	BUSES TOO COLD
2	DRIVER ARE DISRESPECTFUL
2	GODURHAM BULL CITY
2	GOOD SERVICE
2	NEED CLEANER BUSES
2	NEED TO STOP MORE
2	OVERALL SERVICE OF BUS IS VERY DEPENDABLE AND GOOD
2	PRIVATE SECURITY
2	QUIET GOOD ONLY CAN BE IMPROVED FURTHER
2	SOME BUS DRIVERS COULD BE MEAN
2	SOME DRIVER ARE RUDE LIKE THE -UR-
2	SOME DRIVERS SPEED TO FAST SOME DON'T STOP FOR YOU SOME ALWAYS DIRTY
2	STAY FREE
2	THANK YOU FOR THIS SERVICE PLEASE CONTINUE DOING YOUR GREAT WORK
2	THEY NEED TO LEARN HOW TO NOT BREAK OR PRESS THE GAS SO HARD AND JERKING US AROUND ESPECIALLY WHEN MY KIDS ARE ON HERE
2	YOU DO A GOOD JOB KEEP IT UP
2	YOU GUYS DO A GOOD JOB AND YOU'RE VERY APPRECIATED

3	BUSES SHOULD RUN UNTIL 12 AM ON SUNDAYS
3	COULD USE SEATS AT STOPS ON RT 3
3	DOES NOT FEEL SAFE
3	GODURHAM BUSES HAVE BEEN GOOD TO ME, AND ALSO YOUR DRIVERS I BEEN IN DURHAM FOR 17 YRS. THANK YOU.
3	GOOD JOB
3	I REALLY APPRECIATE THE BUS BING FREE DURING THIS PANDEMIC HELP SAVE A LOT OF MONE IM SURE OTHERS DO BUT TO UNGRATEFUL TO ADMIT!!!
3	MORE SEATS AT STOPS
3	MY BUS HAS A DITCH AS SOON AS YOU GET OFF NOT SAFE FOR AS STROLLER OR DISABLED PERSONS
3	SEATS THAT ARE STRICTLY FOR THE -UR-
3	SOME OF THE DRIVERS CAN'T DRIVE
3	THANK GODURHAM FOR BEING ABLE
3	THANK YOU FOR THIS SERVICE
3	THANK YOU FOR YOUR SERVICE
3	THE NUMBER 4 CONSTANTLY SKIPS THE BUS STOP WHEN I GET ON THE 10:45 PM BUS STAFF ON THE 485-RIDE ARE RUDE
4	I (JONATHAN) HAVE BEEN RIDING THE BUS FOR OVER 16 YEARS SINCE 2006
4	I AM GLAD THE NUMBER 12 STARTED RUNNING EVERY 30 MINUTES
4	I CATCH BUS 3B TO CLOSE TO HWY 98 IT DOES NOT GET ALL THE WAY TO 98
4	KEEP UP THE GOOD WORK
4	STEP YO GAME UP
4	THAT WILL DO IT
5	APP NEEDED FOR ANDROID PHONE
5	I DON'T LIKE WHEN A BUS COMES IN WHILE TRANSFER IS THERE BUT IT PULLS OFF BEFORE YOU CAN TRANSFER
5	PLEASE FIX THE WIFI
5	WOULD HELP IF BUSES CAN MORE FREQUENTLY
6	DESIRE MORE 6 FREQUENCY TO HALF-HOUR
6	EXCELLENT SERVICE
6	I APPRECIATE THE SERVICES
6	IF THE BUS WOULD BE ONTIME MORE IT WOULD HELP
6	IT WOULD BE BETTER TO SETTLE OR STOP 400/405 FOR WALMART
6	PLEASE MAKE LINE 6 TO WORK ON SUNDAY THROUGH HILANDALE ROAD
6	PLEASE RESTORE HALF-HOUR SERVICE ON THE #6
6	PRETTY SATISFIED
6	WHO TAUGHT THESE DRIVERS? THIS WOMAN PUNCHES THE GAS THEN SLAMS ON THE BRAKES
7	ALL NATURAL
7	BE NICE IF THEY WERE AVAILABLE ON BUSES
7	BRING BACK 3C ROUTE AT LYNN ROAD. I HAVE TO CROSS THE HIGHWAY FOR NEAREST BUS STOP
7	EXEMPT BUSES FROM PARADE TOOK 3 HOURS TO DETOUR SCHEDULE
7	I THINK THE BUSES ARE A GOOD IMPORTANT WAY TO GET AROUND WE NEED THEM

7	NEED MORE SURVEYS
7	PLEASE FIX STOP NEAR JJ HENDESON BLG
7	THE BUS NEEDS TO COME AT THE RIGHT TOME AND NEEDS TO START WAITING FOR PEOPLE RUNNING TO THE BUS
7	THE WOMEN VERY MEAN AT TIME THEY HAVE ATTITUDE
7	THEY NEED SHELTERS AND SEATS AT ALL STOPS AND NOT SAFE
7	THREAT OF IDENTITY THEFT ALWAYS PRESENT PASSENGERS SO CLOSELY PACKED ON SOME BUSES RIDERS SHOULD ALWAYS BE ON GUARD I GOT ROBBED OF FOR $600 IN JAN
8	GO BUS IS A VERY CONVENIENT WHEN YOU DON'T HAVE A TRANSPORTATION
8	GOOD JOB KEEP IT UP
8	I DON'T KNOW 27, 28, 36 OR 37
8	I WISH THE #12 RAN MORE FREQUENTLY
8	I WOULD LOVE 1/2 HOURLY SERVICE M-F ON BUS #8. IT WOULD SAVE SEVERAL HOUS OF DOWNTIME EACH WEEK
8	JUST WISH THAT SOME BUSES EXTEND OUT TO DURHAM COUNTY
8	KEEP THE BUS FREE!!!
8	LET THE BUS FARE BE FREE START BUS 8 TO RUN EVERY 30 MIN NOT EVERY HOUR
8	NEED INCREASED SERVICE FOR ROUTE 8
8	NEED TO START SERVICE EARLIER
8	NUMBER 8 BUS SHOULD RUN EVERY 30 MIN LIKE ALL OTHER BUSES
8	PUT A BUS STOP IN THE 4500 BLOCK OF NEWBY DRIVE AT PATRIOT CIRCLE
8	SAFETY IS A HUGE ISSUE. TO MANY FIGHTS & ARGUMENTS ON BUSES
8	THANK YOU, COULD BE BETTER, TO MUCH $$ I PAY TAXES
8	THE BUSES CHANGE WHEN THEY WANT & LEAVE ME STRANDED AT CONNECTION STOPS THE 8 BUS NEEDS TOB E EVERY 30 MIN
8	THERE NEED TO BUS STATIONS CLOSER TO NEIGHBORHOOD IN THE NORTH, ESPECIALLY 27704/03 ZIP CODES PEOPLE HAVE TO WAL MILES TO CATCH BUS
8	WE NEED BETTE WAYS TO ENSURE SAFETY OF ALL PARTIES THE POLICE JUST MAKIE THINGS HOSTILE
8	WHEN PEOPLE GET ON THE BUS SMELLING LIKE WEED AND STUFF AND THAT IS NOT RIGHT FOR OTHER PEOPLE
8	WISH BUSES COME MORE OFTEN AND THEN WERE MORE DESTINATION ROUTES
8	WISH THERE WAS A BUS STOP WITHIN 5 WALKING MINUTES CARY WOOD DRIVE & ELLIS IN DURHAM
10	#8 BUS EVERY 1/2 HR PLS
10	BUS DRIVERS MADE ME GET OFF BUS BECAUSE I HAD A BABY & STROLLER
10	FILLED OUT SURVEY IN PAST AND IT DID NOT IMPROVE THINGS PROBLEM DRIVER IS GON
10	GOOD BUT NEEDS SOME IMPROVEMENT CAREFUL SPEED RANGE CAN BE CONSIDERED A CAUSE BOARD
10	GOOD WONDERFUL ITS TRUE
10	I ONLY RIDE EVERY ONCE IN A WHILE
10	I USE TAZI IN CH AND BEST BAB IN DURHAM UBER AND LYFT COST TOOO MUCH WITH POOR AVAILABILITY
10	KINDLY HAVE 11B CIRCLE MORAINE RD APTS AS ROUTE 6 DID BEFORE
10	NEED BOXES STRAYED FOR COVID, NEEDS -UR-

10	OVERALL GOOD WORKERS
10	PLEASE DON'T LATE PEOPLE WHO DO TRANSFER SUFFER SO MUCH IF LATE TO THE STATION
10	SEATS NEED TO BE CLEANED AND SPRAY
10	SOME DRIVERS -UR- WHEN WE ARE -UR-
10	SOME OF THE PASSENGERS ARE QUESTIONABLE A FEW CAN BE UNEXPECTED BEHAVIOR BUT I HAD NO ENCOUNTERS
10	SOMETIMES REALLY DIRTY AND PEOPLE FALL SLEEP ON THE BUS
10	THANK YOU FOR THE SERVICE PEOPLE!
10	THANK YOU FOR YOUR SERV WE NEED THIS IF YOU DON'T DRIVE
10	THE DRIVERS CAN ENFORCE THE RULES ABOUT BAD LANGUAGE AND LETTING -UR-
10	THE GETTING MORE BUSES FOR ROUTES MORE STRICT ABOUT WHAT SHOULD BE BROUGHT ON THE BUS.
10	THEY NEED SHELTERS AND SEATS AT ALL BUS STOPS
10	THEY NEED TO HAVE MORE BUS ROUTES EXP TO FAR OUT PLACES LIKE LITTLE RIVER ETC...
10	VERY GOOD. I WISH TO CONTINUE
10	YALL NEED LIGHT RAIL SYSTEM AND MORE BUSES
10	YOUR DRIVERS PUT UP WITH A LOT PASSENGERS PEED ON A SEAT TRACH EVERYWHERE ONE HAD A CRACK PIPE AND CLEARLY MENTALLY ILL
11	EXCELLENT SERVICE
11	GOOD
11	GREAT DURING THE COVID-19 WITH HELP PASSENGER
11	GREAT SERVICE
11	I BELIEVE THE BUS NEED TO WAIT TILL ALL THE GET TO STATION THEN LEAVE BECAUSE IT NOT FAIR BUS BE GONE AND WE HAVE TO WAIT FOR NEXT BUS
11	I WOULD GREATLY DESIRE MORE FREQUENT BUSES AND MORE AREAS TO TRAVEL TO
11	INCREASE SUNDAY SERVICE JUST AS WEEKDAY
11	NEED MORE BUSES
11	NOT THIS SPECIFIC RIDE OBVIOUSLY
11	POOR SERVICE SORRY DRIVERS
11	SOME DRIVERS ARE FRIENDLY
11	THANKS PLEASE KEEP BUSES FREE WE NEED THEM
11	THE SYSTEM NEEDS TO DO BETTER WITH TRANSFERS BETWEEN BUS ROUTES WE SHOULDN'T HAVE TO GO TO STATION FOR EVERY TRANSFER
11	THEY COULD USE MORE SHELTERS FOR PEOPLE TO SIT AND ITS RAINING BUS LATE IN THE AFTERNOON ALWAYS LATE
11	THEY THREW ME ON THE FLOOR CLOSED THE DOOR ON MY ARM
12	BATHROOMS IN TERMINAL NASTY
12	BUS NEED TO BE CLEAN MORE OFTEN
12	FREE RIDE IS GOOD
12	IM THANKFUL FOR GODURHAM SAFETY AND UNDERSTANDING IS IMPORTANT TO ME
12	IT SHOULD BE SURVEYS DONE ON THE PERFORMANCE OF BUS DRIVERS. 1 MONTH
12	NEED MORE SEATS AT BUS STOPS
12	THE ONLY THING GREAT IS THAT THE RIDE IS FREE!
10B	SOME DRIVERS ARE RUDE

10B	THANK YOU
10B	THANKS FOR HAVING TRANSPO IN THE CITY
11B	11B SHOULD OPERATE MORE FREQUENTLY (EVERY 30 MIN)
11B	BUS STOP COULD BE BETTER COVER OR SOMEWHERE TO STAND PARTICULARLY DURING RAINY SEASON
11B	DON'T GET ANSWERS BACK FROM COMPLAINTS VIA EMAIL ABOUT GOTRIANGLE
11B	FILTHY RESTROOM UNFRIENDLY DRIVERS LATE BUSES PLEASE BE CONSIDERATE OF RIDERS
11B	FREE BUS SERVICE HAS BEEN A MEANINGFUL HELP THANK YOU
11B	HAPPY THEY CHANGED THE OUT OF SERVICE TIME ON 11B AT 5 PM SO IT -UR- TO GO BACK DOWNTOWN
11B	I LOVE THAT ITS FREE BUT THE LINE I TAKE MOST ONLY RUNS ONCE PER HOUR
11B	I ONLY USE GODURHAM SO MANY DOES NOT APPLY TO ME
11B	I WISH THE 11B WOULD GO BACK TO EVERY 30 MIN ALSO THE BUS FREQUENTLY IS NOT ON THE APP WHICH MAKES IT HARDER TO PLAN TRIPS
11B	ITS ACTUALLY GO-TRIANGLE I WISH RAN WITH MORE FREQUENCY AND ON SATURDAYS THE 805 THANK YOU
11B	MARK WAS INTENSELY ALERT AND INFORMATIVE
11B	MORE FREQUENT BUSES WOULD BE GREAT
11B	NUMBER 6 GODURHAM BUS ALWAYS LEAVES HOSPITAL STOP EARLY
11B	ON SUNDAY 7:00 AM THE BUS DOESN'T PICK UP CONSTITUTION DRIVE HAVE TO WALK TO MOVNENE
11B	ONLY ONE BUS STOP ON SOUTH MIAMI AT EXTENDED STAY NEED STOP ACROSS STREET I HAVE TO GO TO TRANSIT CTR AND COME BACK FOR STOP
11B	PLEASE HAVE BUSES EVERY 30 MIN FOR THOSE THAT RUN HOURLY
11B	SOMETIMES APP IS NOT WORKING, CAN'T SEE WHERE THE BUS IS
11B	THANK YOU
11B	THE FREE BUSES HAVE BEEN LIFE CHANGING PLEASE CONTINUE!!!
11B	THE INFORMATION ON BUS LOCATION ON EACH ROUTE NEEDS TO BE IMPROVED MORE BUS TRIPS PER DAY BE MORE RELIABLE
11B	THE MEN AND WOMEN BUS DRIVERS ARE MEAN
11B	THERE SHOULD BE MORE SAFETY MEASURES FOR ELDERLY AND WOMEN AND ME WITH A CHILD IN A STROLLER SAFETY IS IMPORTANT
12B	BUS IS CLEAN ALWAYS I LIKE IT KEEP IT UP AND CONTINUE IT
12B	GODURHAM HAS IMPROVED IN THE PAST YEAR YET SOME DRIVERS ARE NOT AS ATTENTIVE TO THE -UR- AS THESE COULD BE
12B	GOOD JOB
12B	THE DRIVER WILL SEE YOU TRY TO CHACH BUT HE KEEP-UR-
12B	THE OWN WAY I GET AROUND WITH MY KIDS IS THE BUS TO TAKE THEM PLACES
12B	THIS HAS BEEN A GREAT HELP SINCE I LOST MY CAR
3B	BUS COLD ALL THE TIME
3B	BUS SHOULD BE ON TIME
3B	NEED A BUS STOP CLOSER TO SUPERVISOR LADY NASTY PENDLETON TOWN HOMES I HAVE 4 KIDS WALKING 12 MINUTES 2 BUS STOP FROM PENDLETON
3B	THE BUS DRIVERS HIT THE BREAKS/GAS WAY TO HARD, WHERE IT JERKS YOU AROUND THEY NEED TO LEARN HOW TO BE EASY!!!

9A	7 AND 8 NEED TO GET BACK TO THE OLD SCHEDULE
9A	BUS 9A IS ALWAYS LATE LEAVING THE TERMINAL AND #1 BUS
9A	I HAVE FELL ON A BUS IT WAS -UR- THE BUS DRIVER SHOULD WAITE TILL WE ARE SEATED
9A	I HAVE NEVER HAD ANY REAL ISSUES WITH THIS SERVICE
9A	I WOULD LOVE IT IF THE 9 AND 9A BUS CAN DRIVE UP TO HORTAN ROAD AFTER 6 PM BECAUSE I AM TRYING TO GET A JOB UP THERE
9A	MASK DISPENSER INSTEAD OF BOX
9A	NEED NEW EATS THEY HURT MY ASS
9A	PLEASE DO NOT BOTHER THE DRIVERS WITH LONG CONVERSATIONS OR ARGUE WITH THE DRIVER
9A	SOME OF THESE DRIVERS ARE AWFUL
9A	THANK YOU GODURHAM
9A	VERY GOOD SERVICE
9A	WISH THEY WILL DO SOMETHING TO BUS 3 STOP TRASH PEOPLE
9A	YALL ASK TOO MANY QUESTIONS ON THE SURVEY
9B	9B SHOULD RUN ON SUNDAYS
9B	BUS SCHEDULE SHOULD BE AT EACH STOP
9B	I APPRECIATE SERVICE THANK YOU
9B	I LIKE RIDING GODURHAM BUSES
9B	KEEP THE BUSES FREE PEOPLE ARE STRUGGLING IT'S A PANDEMIC LIVE BY THIS
9B	SOME DRIVERS ARE NOT POLITE AND SOME BUSES ARE VERY DIRTY AND SMELLY
9B	TIGHTEN UP ON TRANSIT TIME FRAME