



An Onboard Survey of GoTriangle Customers

2023

A study conducted by:



In Conjunction with:



Project conducted by:

- Bethany Whitaker, Project Manager
- Hugh M. Clark, Ph.D. Project Director
- Deanna Byrd, Data Collection Manager

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Executive Summary

Introduction

In May 2023, CJI Research, in cooperation with Nelson/Nygaard, conducted an onboard survey of GoTriangle customers. The GoTriangle survey includes 1,013 responses. Data are weighted to represent the proportion of total ridership accounted for by each route. A random sample of this size has a margin of error of +/-2.9% at the 95% level of confidence. This means that the results shown in this report are 95% likely to accurately represent the GoTriangle ridership within a margin of 2.9%. For example, if the survey shows that 53% of riders are employed full time, the actual percentage is 95% likely to be within a range of 50.1% to 55.9%.

The 2023 survey provides an update to earlier GoTriangle surveys conducted in 2018 and 2019.

Findings

- Travel characteristics
 - The share of riders who use GoTriangle five or more days a week has declined from 67% in 2018 to 63% in 2018 to 56% in 2023. (Figure 1)
 - Nearly half (45%) of riders said they had not been regular GoTriangle customers either before or during the COVID Pandemic, an indication of the turnover in ridership (Figure 3).
 - Overall, 39% of riders said they are using GoTriangle the same number of days per week as they did pre-pandemic, while 55% said they are riding more often now. Only 4% said they ride less often. (Figure 4)
 - Most people use GoTriangle to travel to work (65%). Other reasons for using GoTriangle include going to school/college (15%) and shopping (7%). (Figure 6)
 - GoTriangle customers are, as expected, more likely (75%) to use GoTriangle each week than the other transit services (Figure 7). However, many GoTriangle riders also use GoRaleigh (41%), GoDurham (42%), Chapel Hill Transit (29%) or GoCary (18%) on a regular basis.
 - There is a clear long-term increase in use of transit in the Triangle as a regional system rather than as several very local systems. GoTriangle riders have continually increased their use of the other six systems in the region since 2018. For example, in 2018 24% of GoTriangle riders also used GoDurham. This increased to 32% in 2019 and then to 41% in 2023. Similar increases occurred with the other major systems in the region.(Figure 7)
- Mobile Communication
 - Just over half (53%) of GoTriangle customers have a transit app on their cellphone. This is lower than in 2019 (57%) and 2018 (61%). TransLoc is used by more riders than any other transit app. Many riders expressed dissatisfaction with the apps. (Figure 8 and Figure 10)
- Alternatives to GoTriangle
 - 60% of GoTriangle riders reported that they do not have a vehicle available for their use, approximately twice as many without access to a car in 2018 (34%) or 2019 (31%) (Figure 11)
 - 45% of GoTriangle riders said they had used Uber or Lyft in the past 45 days to replace a trip that they would have otherwise made on GoTriangle. This is a significant increase from 2018 (21%) and 2019 (25%) (Figure 12).

- **Demographics**
 - Most (53%) GoTriangle customers are employed full time, 17% are employed part time, and 28% are students. Unemployed persons accounted for 12% of GoTriangle’s ridership, a significant increase from 2018 (4%) and 2019 (3%). (Figure 13)
 - Of employed persons and students, 63% work or attend school onsite only, while 8% are remote only and 29% have hybrid schedules (Figure 14).
 - GoTriangle customers have low household incomes. In 2023, 32% reported incomes of less than \$15,000, nearly double from 2019 (18%). Also, 32% report household incomes of \$50,000 or more, a significant decrease from 45% in 2019. (Figure 17)
 - In 2023, GoTriangle’s ridership was 41% female and 56% male; this is a change from 2019 when ridership was 50% female and 48% male. Those identifying as non-binary or preferring not to state a gender-identity increased from 2% to 4%.
 - Of all GoTriangle customers, 42% identify as African American, while 30% identify as Caucasian/White, 7% Hispanic, 15% Asian, and 1% Native American. (Figure 18)
 - GoTriangle riders are young, with 49% aged 35 or less. This is less than in 2018 and 2019, when people aged 35 or less comprised 53% and 54% of riders, respectively (Figure 19)

PERCEPTION OF SERVICE QUALITY

- The survey asked riders to rate (or score) GoTriangle service according to 18 service elements. Riders used a seven-point scale, whereby a score of 1 meant very poor, and 7 meant excellent. 22% of the riders rated service overall as excellent. Another 28% rated the service as 6 or very good. Combined, 50% rated GoTriangle as excellent or very good, a decrease from 2019 (61%) (Figure 25 & Figure 26)
- Overall, customer service ratings are lower (less positive) as compared with 2019. While still positive overall, riders consistently gave GoTriangle services a lower score. The analysis tested possible demographic explanations for the change. The percentages of low income and African-American riders increased since 2019. If low income and African-American riders consistently gave lower scores, that would help explain the change. However, they did not consistently give lower scores.(Figure 27 & Figure 28)
- While this could not be tested in this survey, lower ratings may be at least partially attributed to a larger cultural shift that includes more negative attitudes toward the national economy and satisfaction with institutions. (Figure 29 & Figure 30)

When asked to prioritize service elements that needed to either be improved or maintained, riders said:

- "Buses running on time" is the most frequently cited aspect of service to improve. Nearly half (46%) of riders listed it as their first, second, or third priority for service improvement (Figure 31)
- However, more riders cited “buses running on time” as their priority for service improvements in 2018 and 2019 with 54% and 55%, respectively.
- Service coverage defined as “Service to all locations you want to go to” was the next highest priority with 24% of riders listing it as one of their top three concerns, statistically the same as 25% in 2019.
- Frequency of service on weekdays was third, with 24% listing it among their top three. A higher percentage (38%) listed frequency as a priority in 2019. .
- “Sense of personal safety from others on the bus” ranked fourth with 23% of riders listing it in the top three. This is almost double (11%) from 2019.

Introduction and Methodology

Background

As part of a regional customer satisfaction measurement program, CJI Research, LLC, in collaboration with Nelson/Nygaard, conducted a survey of customers onboard GoTriangle buses from May 5 through May 11 2023, Similar surveys were conducted with customers of GoCary in the following week (May 12 through May 16), with GoRaleigh customers in the prior week (April 28 through May 4), and with GoDurham customers during November 2022.

The questionnaire used in the survey was initially developed by Hugh Clark of CJI Research, LLC and refined in cooperation with GoTriangle staff.

Methods: How the Survey Was Conducted

SAMPLE

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

Survey data collection occurred onboard the buses. Survey staff were instructed to approach all customers who boarded except for customers who appeared younger than sixteen. These customers were not approached, both for reasons of propriety and because children are typically unable to provide meaningful answers to several of the questions.

Asking all customers to participate in the survey eliminates selection bias and improves the quality of the sample. 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 collected 1,013 responses and has a margin of error of +/-2.9% at the 95% level of confidence. When the distribution of responses is other than 50:50 on a specific question, the margin of sample error for a given sample size decreases somewhat.

DATA COLLECTION

Temporary workers from the Greer Group Inc., of Raleigh, 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. The uniform helps customers understand visually why an interviewer would be approaching them and increases the rate of cooperation. Survey personnel met the bus operators at the GoTriangle Morrisville garage at the beginning of their shifts and stayed on the buses through the drivers’ shifts.

The questionnaire was self-administered. Survey personnel handed a questionnaire and a pen to each customer, asked that they complete the survey, and return it to the surveyor before exiting the bus. At the end of each sampled trip, the survey personnel placed the completed surveys in an envelope pre-labeled with the route, run, time, day, and date. At the end of the surveyors’ shifts they returned all of their trip-log envelopes with completed questionnaires inside to the survey supervisors who completed a form with a further summary of the shift. A total of 256 bus trips were sampled and recorded in this manner.

PARTICIPATION RATES

Completion Rates on GoTriangle Onboard Survey, 2023

A total of 2,700 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:			
	38	appeared to be younger than 16 and were not asked to participate	1%
and	69	customers spoke a language other than English or Spanish	3%
and	967	refused outright	36%
and	508	said they had already completed the survey (possibly on another system)	19%
and	1,219	accepted the survey form with the apparent intention of completing it	45%
<hr/>			
Thus,	1,219	customers represent, the total "effective distribution," i.e., the raw sample	% of the effective distribution
Of the effective distribution	206	Ultimately failed to return the survey they had accepted	17%
and	998	Completed the survey on the GoTriangle bus	82%
and	15	completed the survey and returned it by mail or to an operator on another bus	1.2%
Thus, finally	1,013	Completed the survey and constitute the final sample	83%
<hr/>			
Key summary statistics		Of all persons on board the sampled trips, this represents:	38%
		Of all English or Spanish speaking adults riding on a surveyed vehicle, this represents:	45%
		Of all the customers on sampled trips who accepted a questionnaire, this represents:	83%

In the analysis, those who did not respond to a question are eliminated from the computations 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

A copy of the questionnaire is included in Appendix A.

The questionnaires were numbered so that records could be kept for the route and day of the week on which the questionnaire was completed.

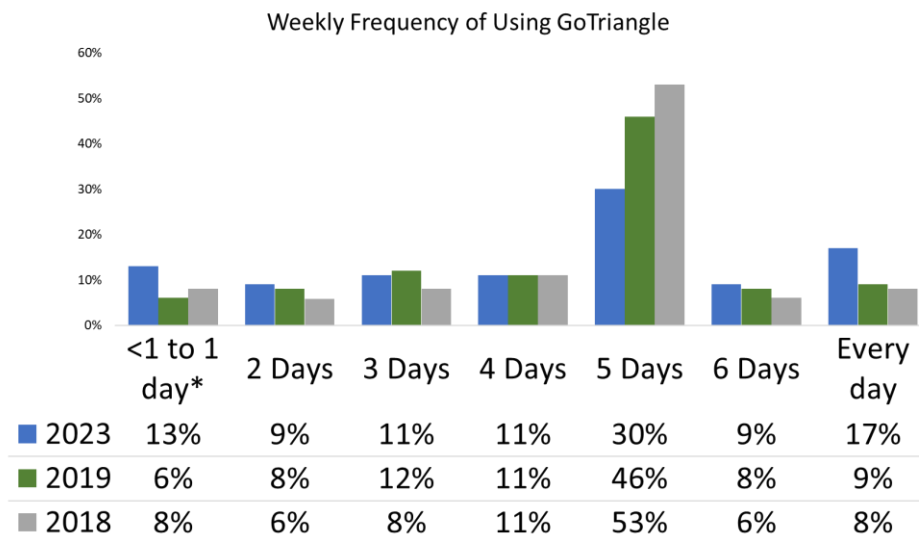
ANALYSIS

The analysis consists primarily of crosstabulations and frequency distributions. Tables were prepared in SPSS, version 29, and charts in Excel for Office 365. 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 inconstant 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.

Rider Profile

Figure 1 How Many Days a Week Do You Use GoTriangle?



* The response "Less than one day" was introduced in 2023. Prior to 2023 the respondents in this situation appear to have answered "One day" as the closest approximation.

Weekly Frequency of Using GoTriangle

Riders were asked the number of days in a typical week they use GoTriangle. Data shows patterns have changed since 2019.

- The number of riders who use GoTriangle five days per week has decreased steadily since 2018.
- In 2023, 30% reported using GoTriangle five days per week. This compares with 53% of riders in 2018 and 46% in 2019

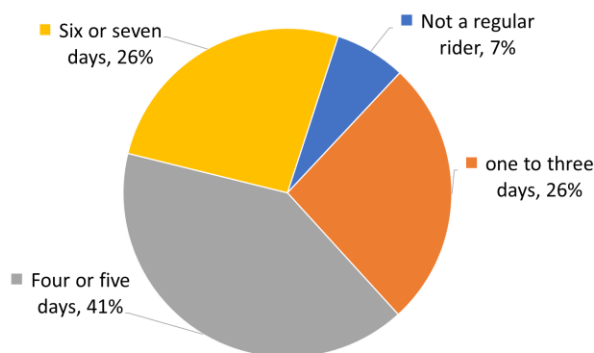
reporting they used GoTriangle 5 days per week.

- The number of daily riders continued to decline between 2019 and 2023. This change appears to reflect the fact that, post-pandemic, many office workers work remotely at least some of the time (see Figure 14). However, the pre-pandemic decline in five-day riders from 2018 to 2019 suggests that this may be a trend that pre-dates the pandemic.
- On the other hand, a greater percentage of riders are using the system six or seven days per week now (26%) than in either 2018 (14%) or 2019 (17%). To some extent this change may result from fares having been suspended and/or the expanded service levels. Anecdotally, survey staff reported that a substantial number of riders stated that they were simply riding for the sake of riding because from their point of view, the suspended fare made it "free," and they had nothing else to do. This is

consistent with the survey data which show that 24% of the riders who are unemployed in 2023 say they use GoTriangle 7 days a week.

Figure 2 Frequency of Using GoTriangle

Weekly Frequency of Using GoTriangle, 2023

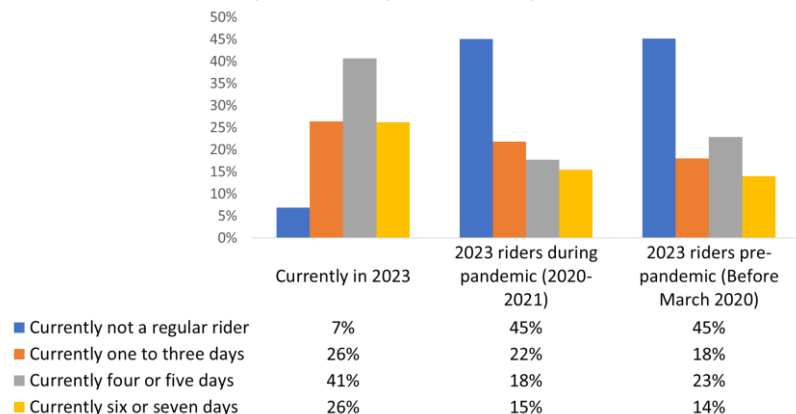


For purposes of further analysis, the customers are grouped into four sets depending upon how frequently they use GoTriangle:

- Those who are not regular riders (7%)
- Those who ride one to three-days a week (26%)
- Those who use GoTriangle four or five-days a week (41%)
- Those who use GoTriangle six or seven-days a week (26%)

Figure 3 The Pandemic and Use of GoTriangle

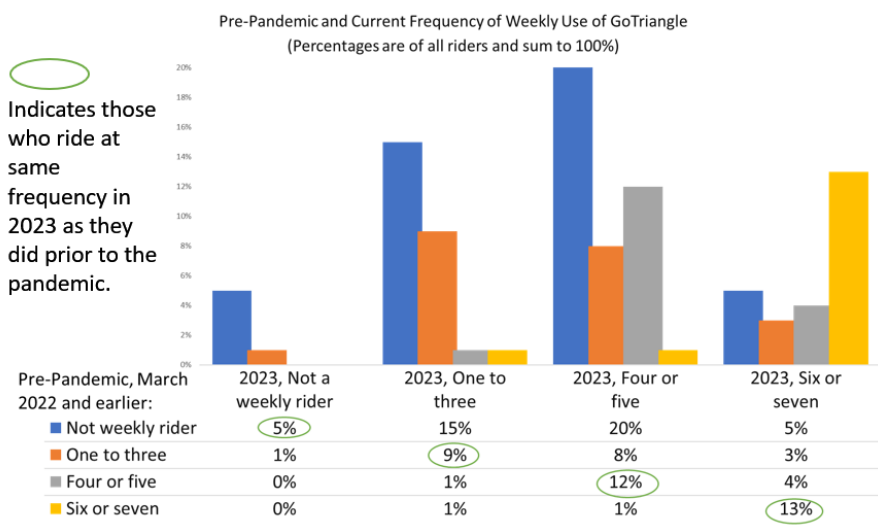
How often did current GoTriangle customers ride during and before the pandemic, compared to currently?



six or seven days a week in 2018 (14%) and 2019 (15%).

- There was some change in the one to three day and four to five day riders. However, the basic rider frequency profile remained rather constant before and during the pandemic if rider memories are correct.
- However, post-pandemic in 2023, the four to five day riders more than doubled from 18% to 41%
- The six to seven day riders almost doubled from 15% to 26%.

Figure 4 Riding GoTriangle before Pandemic and Currently



Indicates those who ride at same frequency in 2023 as they did prior to the pandemic.

Another way to think about these pre and post pandemic riding tendencies is to consider the ridership as a whole rather than looking at current, pandemic and pre-pandemic riders separately. Figure 4 displays how often riders use GoTriangle now and how often they used it pre-pandemic.

The percentages on the diagonal and circled in green indicate consistent frequency pre and post pandemic. All other percentages indicate riders who are using

GoTriangle either more often (above the diagonal) or less often (below the diagonal).

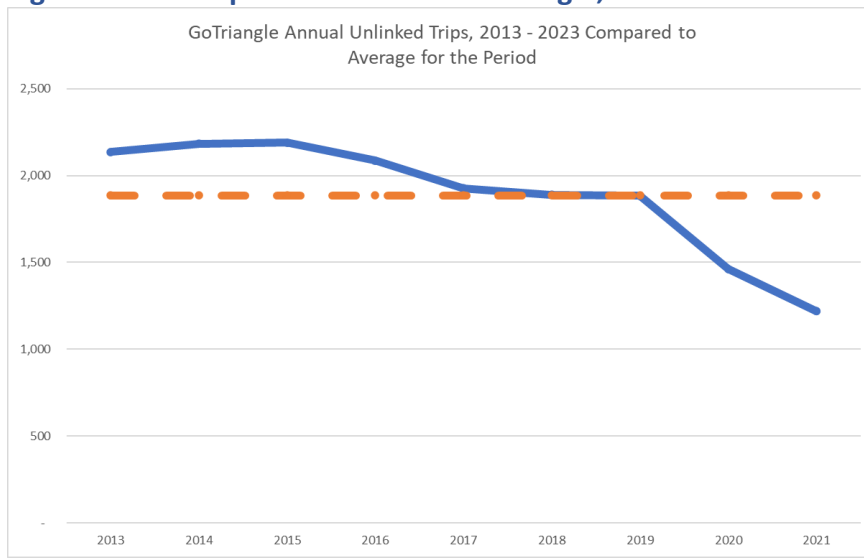
A total of 39% of all current riders say they now use GoTriangle the same number of days per week they did pre-pandemic, while 4% say they are riding on fewer days and 55% on more days per week. These figures pertain, of course, only to the period when fares remain suspended.

Change in Frequency of Riding Pre-Pandemic, during the Pandemic, and Currently.

Current GoTriangle riders' usage patterns during the pandemic did not differ greatly from pre-pandemic levels. (Obviously a rider survey cannot account for those who stopped riding.)

- 45% of the current riders say they were not regular riders either during or before the pandemic.
- Of current riders, the statistically identical percentage rode GoTriangle

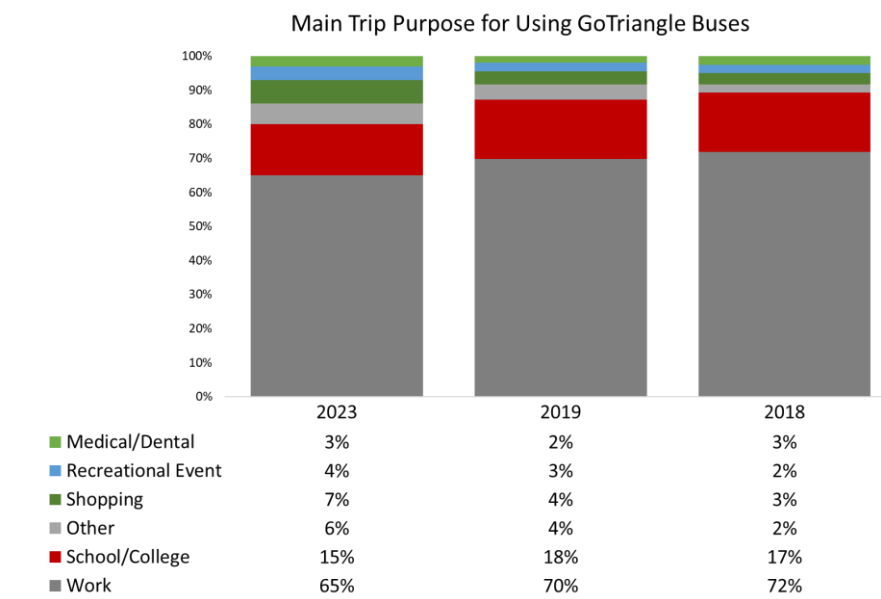
Figure 5 Ridership Statistics from GoTriangle, 2012 – 2021



Ridership Trends

To provide perspective on the changing ridership, Figure 5 provides total annual GoTriangle ridership figures since 2013. GoTriangle ridership saw a long decline from 2015 to 2017 followed by a plateau from 2017 to 2019. Like all bus systems in the United States, ridership declined during the pandemic years of 2020 and 2021.

Figure 6 Trip Purpose



Trip Purpose

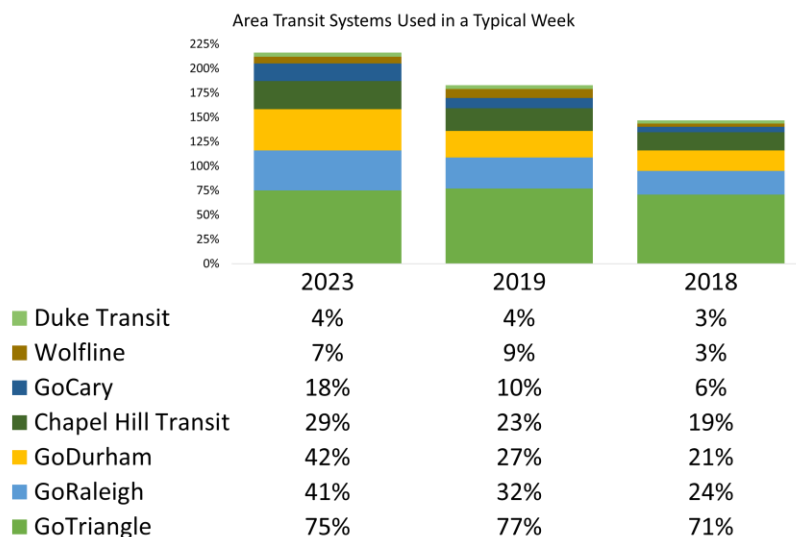
Customers were asked about their primary trip purpose.

- Getting to or from work is the primary trip-purpose, with 65% of customers citing work as their primary trip purpose in 2023. The portion of people using GoTriangle to get to work declined from 72% in 2018 and 70% in 2019.
- School and college trips make up another 15% of trips, a percentage that has changed very little since 2018. Thus, GoTriangle is carrying a large proportion of its customers (80%) for either work or school

trips, an indication of its economic impact through the labor force.

- Another 7% of the customers indicate that they use GoTriangle to make shopping trips. Shopping has shown a gradual increase from 3% in 2018 to 4% in 2019, to 7% in 2023.
- Medical trips account for 3% and recreational trips for 4%.

Figure 7 Bus Systems Used in a Typical Week



Use of Area Bus Systems

Respondents were asked which of the transit systems in the region they use in a typical week. Because many people use multiple systems, the sums of the percentages exceed 100% in Figure 7.

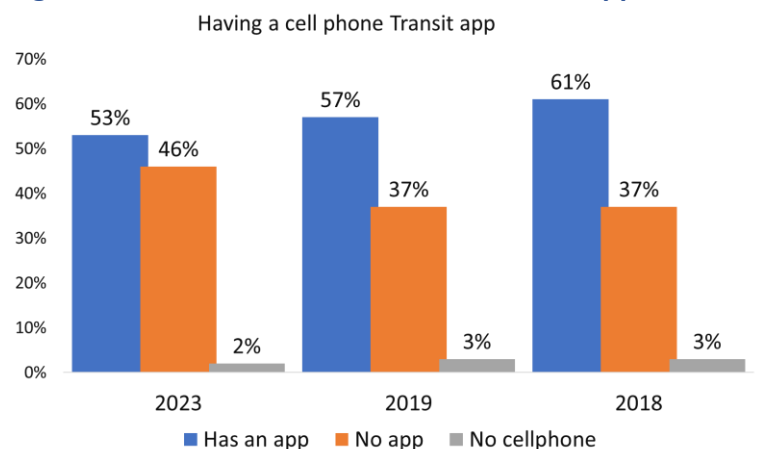
As expected, most GoTriangle riders (75%) said they use GoTriangle in a typical week. Conversely, this suggests that about 25% do not use GoTriangle in a typical week and were encountered during the survey on one of their multi-system trips, or else they use GoTriangle only

occasionally, and not in a “typical week.” Use of multiple systems in the Triangle has been increasing since the initial survey in 2018. Specifically:

- In 2023 GoTriangle customers use GoRaleigh more than any other local system (41%). This percentage has been increasing, going from 24% in 2018 to 32% in 2019 to 41% in 2023.
- Use of GoDurham has also increased, going from 21% in 2018 to 27% in 2019 to 42% in 2023.
- Use of Chapel Hill Transit went from 19% in 2018 to 23% in 2019 to 29% in 2023.
- Use of GoCary also increased steadily since 2018, going from 6% in 2018 to 10% in 2019 and to 18% in 2023.

The pattern shown in Figure 7 suggests a picture of growing regional travel with GoTriangle expanding its role as a regional service provider. This pattern of more and more GoTriangle customers using the other systems in the Triangle on a weekly basis has increased continually from 2018 to 2023.

Figure 8 Use of Cell Phones and the Transit App



Use of a Transit App

Fifty-three percent (53%) of customers have a transit app installed on their phones, down substantially from 61% in 2018, and 57% in 2019.

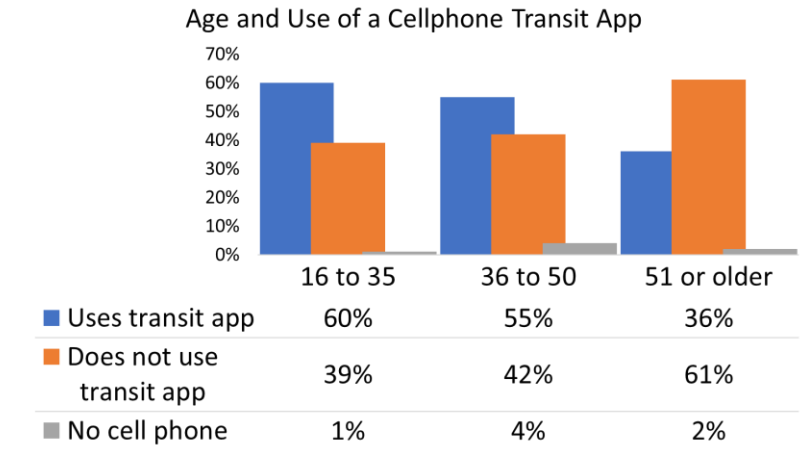
The data does not explain the decline. Some of the change from 2019 to 2023 is likely due in part to the fact that the GoTriangle ridership has become somewhat older, and age is negatively associated with use of a transit app (see Figure 9). However, that does not explain the decline in usage from 2018 to 2019,

because the age of GoTriangle riders was unchanged in that one-year time frame. Also, the change from 2019 to 2023 in usage of an app is greater than would be accounted for by the age difference. Something else the survey cannot measure must be causing this change. Given some of the comments about dissatisfaction with some of the apps, the decline may have to do with the reliability of the apps themselves.

AGE AND THE USE OF A TRANSIT APP.

Figure 9 demonstrates that through the age of 50, a majority of GoTriangle riders use a transit app. Among those 51 or older, however, only 36% use such an app. The relationship of age to use of this technology is not surprising. What seems surprising is that 39% of the youngest riders do not use a transit app.

Figure 9 Age and Use of a Cellphone Transit App



Among the 51% of GoTriangle riders who use a transit app, TransLoc, either alone or in combination with a second app, is by far the most widely used (total of 55%) of those who use an app (or 26% of all GoTriangle riders).

Although TransLoc is the dominant app by far, some riders had reservations about it. When asked about the app they use, several riders

said things such as, “Transloc-But hasn't been working,” or “Transloc or Moovit (both not reliable)”, or “Transloc (when it worked),” or “Transloc (when working).” Or “I have used TransLoc before frequently, but it has become sadly unreliable in recent years,” or “I try to use TransLoc, but app is not working.” These represent a minority of the app users, but their concerns were explicit, and suggest a perceived reliability challenge with trip planning apps.

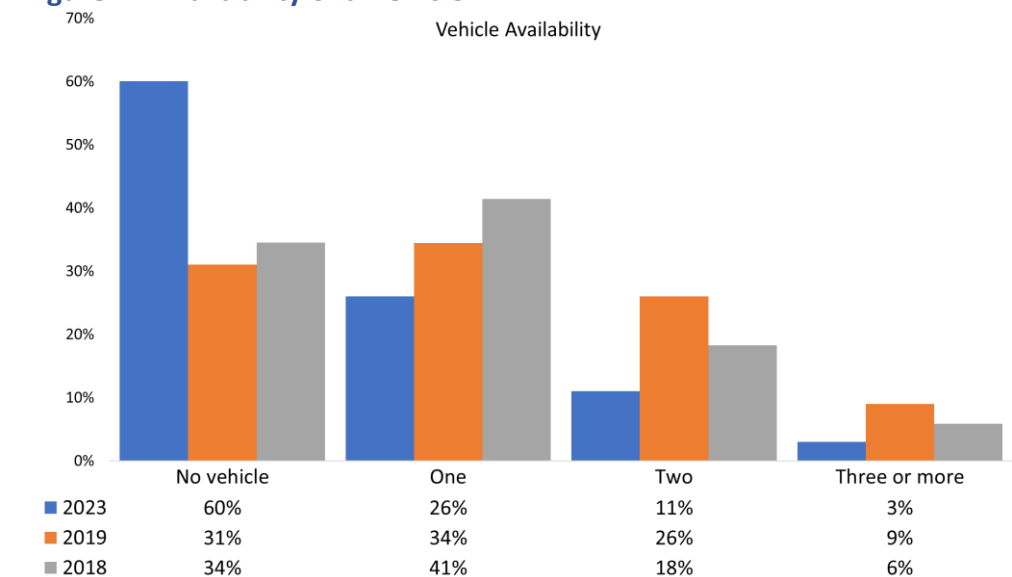
Figure 10 Which Transit App?

TransLoc	45%
Google Maps	10%
TransLoc plus other	8%
Transit	7%
Moovit	4%
Uber/Lyft	4%
Apple Maps	2%
Other	20%

Alternatives to Using GoTriangle for Local Travel

Having a vehicle of one's own or being able and willing to use ride-hailing provide alternatives to many GoTriangle riders.

Figure 11 Availability of a Vehicle



AVAILABILITY OF A VEHICLE

Availability of at least one vehicle to GoTriangle riders changed since 2018 and 2019. In 2018, only 34%, and in 2019 only 31% reported that they lacked access to a vehicle. By 2023 that percentage had almost doubled to 60% of riders reporting they did not have access to a vehicle.

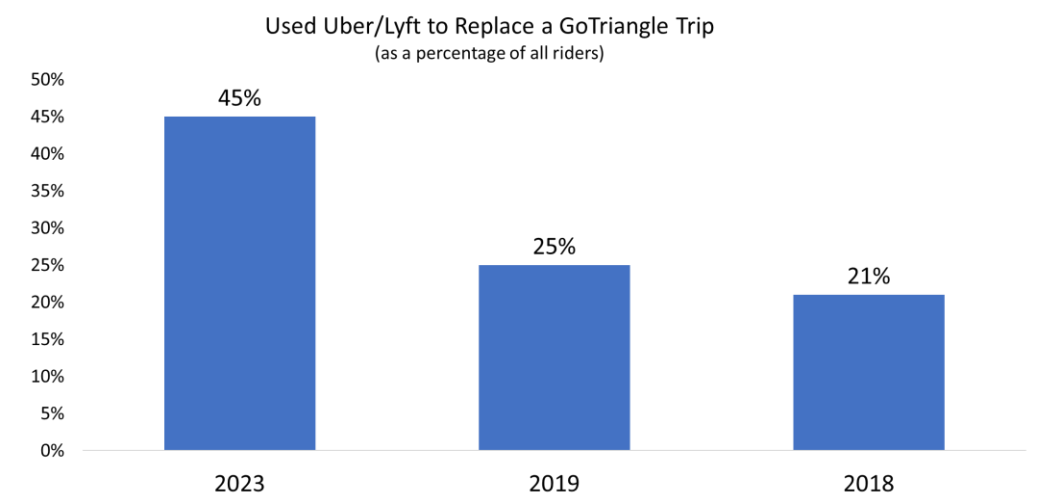
The change between 2019 and 2023 is due

at least in part to change in household income and employment. Both are closely related to vehicle availability. For example, 49% of riders who are employed full time have access to a vehicle, but only 30% of those not employed full time have such access. Similarly, 58% of riders reporting household incomes of \$25,000 or more have access to a vehicle, but only 19% of those reporting incomes of less than \$25,000 have such access.

Ride-Hailing: Use of Uber and/or Lyft to Replace a Trip on GoTriangle

Ridership has declined for various reasons since 2019. One potential question is if ride-hailing replaced

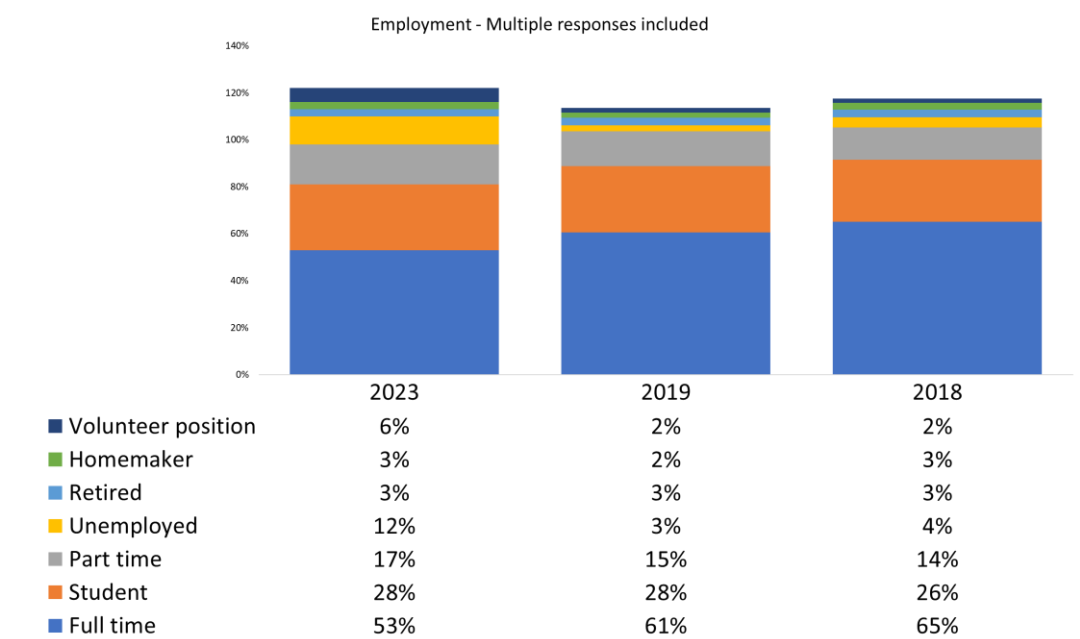
Figure 12 Use of Ride-Hailing to Replace a GoTriangle Trip in the Past 30 Days



some GoTriangle trips. Of all GoTriangle riders, 45%, say they have used ride-hailing in place of a GoTriangle trip. This represents a major increase from 21% in 2018 and 25% in 2019.

Demographics

Figure 13 Employment



Employment

The employment profile of GoTriangle customers changed significantly between 2019 and 2023. There had been relatively minor changes in the employment profile from 2018 to 2019. In 2018, a total of 65% of GoTriangle customers reported being employed full time¹. In 2019 that percentage decreased to 61%. There was greater change between 2019 and 2023. Specifically:

- The percentage of riders who said they were employed full time declined from 61% in 2019 to 53% in 2023.
- The percentage of riders who said they were unemployed increased from 3% to 12% although the unemployment rate in March for Wake County just prior to the survey was only 2.7%².
- It seems likely that the increase in the percentage of riders who are unemployed is in part a by-product of fare suspension. Evidence is anecdotal but, on many trips, the survey staff reported that some people said they were riding only because the fare, from their perspective, was “free,” and they had “nothing else to do.”
- The percentage of students remained constant at 28%.
- Part-time workers increased only slightly from 15% to 17%.
- Retirees were unchanged at 3%.

¹ In the chart above, multiple responses were allowed for those with multiple roles. Therefore, the sum of the percentages exceeds 100% when many riders have more than one job or role.

² Federal Reserve Bank <https://fred.stlouisfed.org/series/NCWAKE3URN>

Figure 14 Remote & Onsite Employment/School

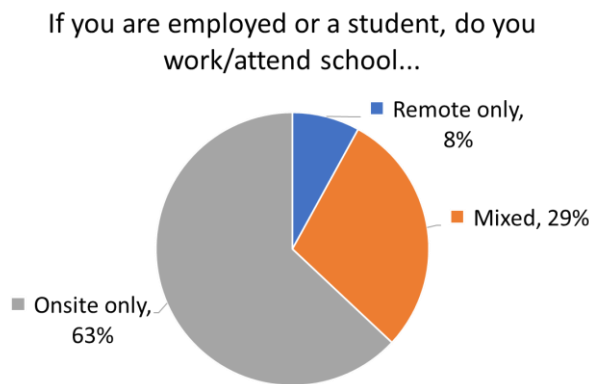
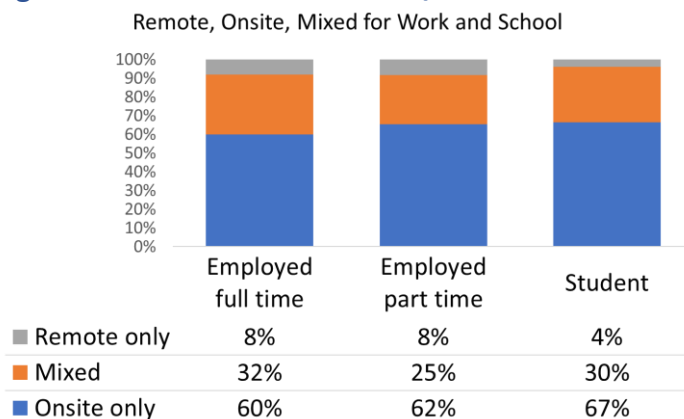


Figure 15 Remote v Onsite Work/School



Remote Work/School

In May 2023, the early post-pandemic period when the GoTriangle survey was conducted, 63% of employed or student riders said they worked or attended school only on-site. Another 8% said they worked or attended school only remotely and 29% said they followed a mixed remote/onsite pattern.

In the 2018 and 2019 surveys, prior to the pandemic, there was no reason to ask this question and therefore we cannot make comparisons. However, it is well-known that during the pandemic there was a major increase in full time and hybrid work schedules. This contributed greatly to ridership decline nationally and probably continues to restrain ridership recovery.

The remote/onsite experience differs between students and employed persons. Only 4% of student riders say that they attend classes remotely. This compares with 8% of those who have hybrid schedules for full or part-time work.

It is interesting to put these findings into a national context using information from WFHR Research and the PEW Research Center. The remote/onsite workplace

percentages for GoTriangle riders follow a pattern reasonably similar to national statistics developed by WFHR Research as cited by Forbes Advisor³. While the percentages of remote-only and hybrid remote/onsite differ from the GoTriangle percentages, they are in the same general range. The percentage of onsite-only among GoTriangle riders (60%) is statistically the same as found by WFHR for the public (59.1%). These figures of working onsite only are also consistent with the PEW Research finding that 60% of US jobs cannot be done remotely.

According to WFHR surveys:

"Currently, 12.7% of full-time employees work from home, illustrating the rapid normalization of remote work environments. Simultaneously, a significant 28.2% of employees have adapted to a hybrid work model.... Despite the steady rise in remote work, the majority of the workforce (59.1%) still work in-office. This percentage underscores the fact that while remote work is on an upswing, traditional in-office work is far from obsolete."

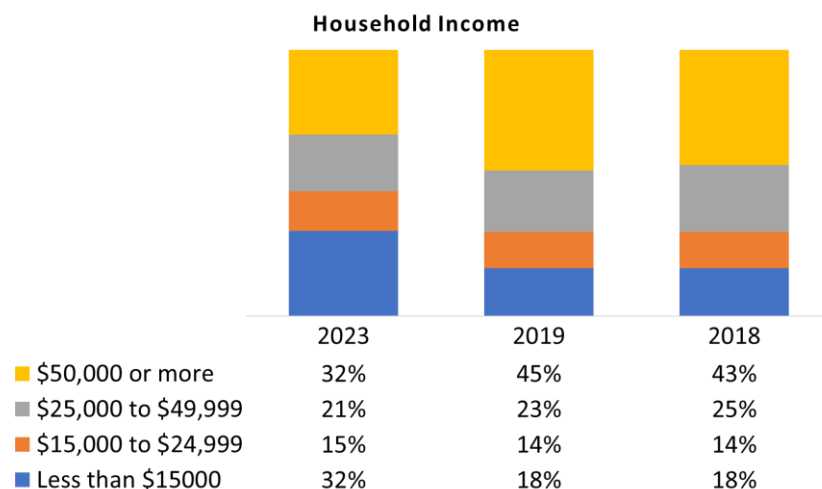
According to the PEW Research Center surveys⁴:

The majority of U.S. workers overall (61%) do not have jobs that can be done from home. Workers with lower incomes and those without a four-year college degree are more likely to fall into this category. Among those who do have teleworkable jobs, Hispanic adults and those without a college degree are among the most likely to say they rarely or never work from home. When looking at all employed adults ages 18 and older in the United States, Pew Research Center estimates that about 14% – or roughly 22 million people – are currently working from home all the time.

³ <https://www.forbes.com/advisor/business/remote-work-statistics/>

⁴ <https://www.pewresearch.org/short-reads/2023/03/30/about-a-third-of-us-workers-who-can-work-from-home-do-so-all-the-time/#:~:text=The%20majority%20of%20U.S.%20workers,to%20fall%20into%20this%20category.>

Figure 17 Income of Rider Households



Income of Rider Households

Riders' reports of their household incomes were stable between 2018 and 2019 but changed substantially from 2019 to 2023. The largest proportion of riders reported household incomes of less than \$15,000 (32%) in 2023, but only 18% in both 2018 and 2019. The percentages in the mid-level incomes from \$15,000 to \$49,999 were reasonably constant, but the percentages in income levels of \$50,000 or more

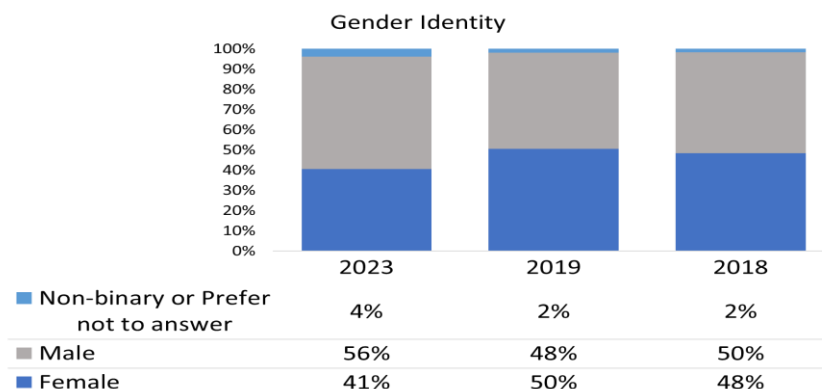
saw a major decline from 45% in 2019 to only 32% in 2023.

Gender

GoTriangle customers more often identify as male (56%) than female (41%). Also, 4% identify as non-binary or prefer not to state a gender identity.

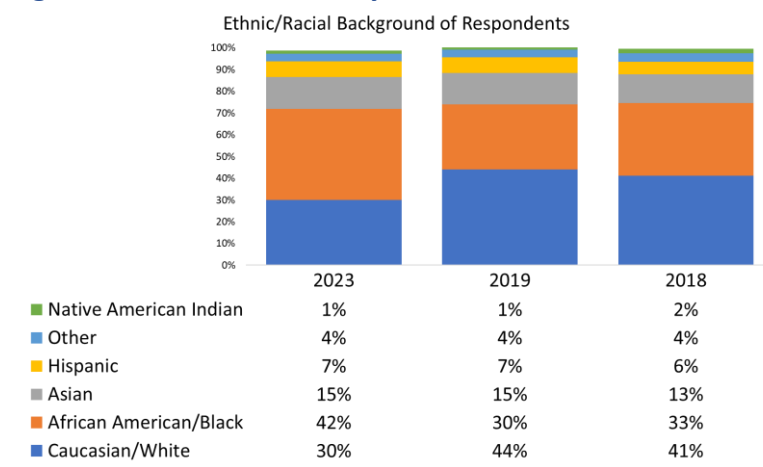
The male/female GoTriangle gender split is roughly the reverse of the national figures cited in the 2015 CJI report for APTA "Who Rides Public Transportation" which shows that among bus customers nationally,

Figure 16 Gender



56% have tended to be women and only 44% men. The GoTriangle gender split has not been consistent among the three GoTriangle surveys. Until 2023, the gender split was close to 50:50. The post-COVID GoTriangle rider population is clearly more male than female.

Figure 18 Race and Ethnicity of Customers

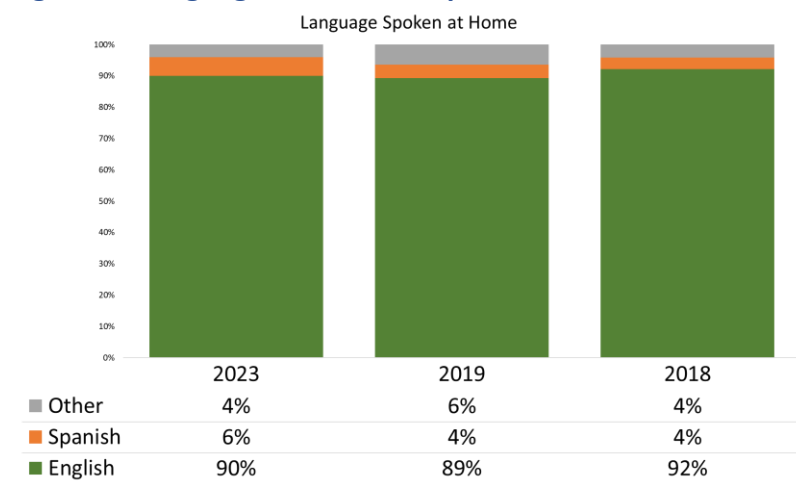


Race and Ethnicity of Customers

There has been a significant change in the racial composition of the GoTriangle ridership since 2019. The relative percentages of riders identifying as African American/Black or Caucasian/ White reversed in that period. In 2019, 44% identified as Caucasian/White and 30% as African American/Black. In 2023, that essentially reversed to 42% African American/Black and 30% Caucasian/White.

This is a significant change in a short period. Other than that major shift, however, there was little change. Those identifying as Asian continue to make up 15% as they did in 2019, and Hispanic riders continue to comprise 7% of the ridership. The Native American and other categories were similarly unchanged.

Figure 19 Language Most Often Spoken at Home

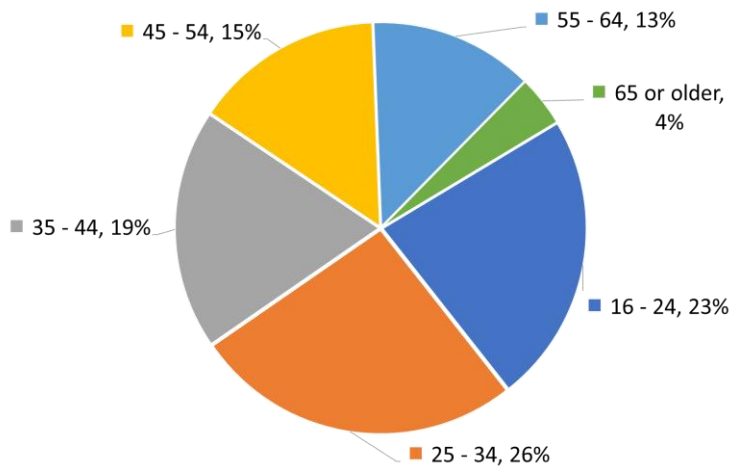


Language Spoken Most Often at Home

The overwhelming majority (90%) of GoTriangle customers most often speak English at home. Only 6% speak Spanish at home. Small numbers of riders speak other languages. The largest group among the other languages is Chinese, which (including Mandarin) is spoken by 2.1% of the GoTriangle riders.

Other languages			
Amharic	0.1%	Japanese	0.1%
Arabic	0.3%	Kinyarwanda	0.1%
Bahasa Indonesia	0.1%	Korean	0.1%
Bengali	0.3%	Lingala	0.1%
Chinese	1.7%	Mandarin	0.3%
Chinese / Mandarin	0.1%	Marathi	0.1%
Ebonics	0.1%	Persian (Farsi)	0.1%
Farsi	0.1%	Portuguese	0.1%
French	0.2%	Russian	0.1%
German	0.8%	Swedish	0.1%
Gertian	0.3%	Telugu	0.4%
Gujarati	0.1%	Thai	0.1%
Hebrew	0.1%	Tigrinya	0.1%
Hindi	0.1%	Ukrainian	0.1%
Igbo	0.3%	Urdu	0.0%
Indonesia	0.2%	Vietnamese	0.3%

Figure 20 Age of GoTriangle Riders, 2023



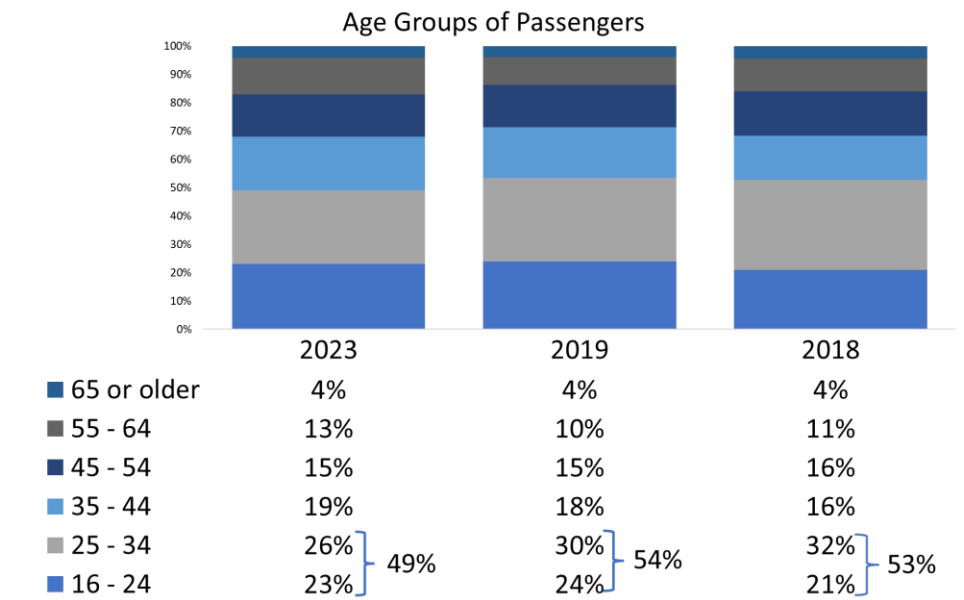
Age of Customers

Like most bus transit systems in the United States, GoTriangle has a young ridership. However, its riders as a whole are somewhat older now than in 2018 or 2019. Of all GoTriangle riders in 2023, 23% are between 16 and 34 and 26% are between 25 and 34 for a total of 49% who are younger than 35⁵. In 2018 and 2019, slightly larger percentages of the riders (53% and 54%, respectively) were that young.

While the youngest riders shrank somewhat as a group, there was an increase in the percentage of those 35 to

64. They increased from a total of 43% in 2019 to 47% in 2023. In short, the ridership is becoming somewhat less youthful and somewhat more middle-aged.

Figure 21 Changing Age Distribution of GoTriangle Riders



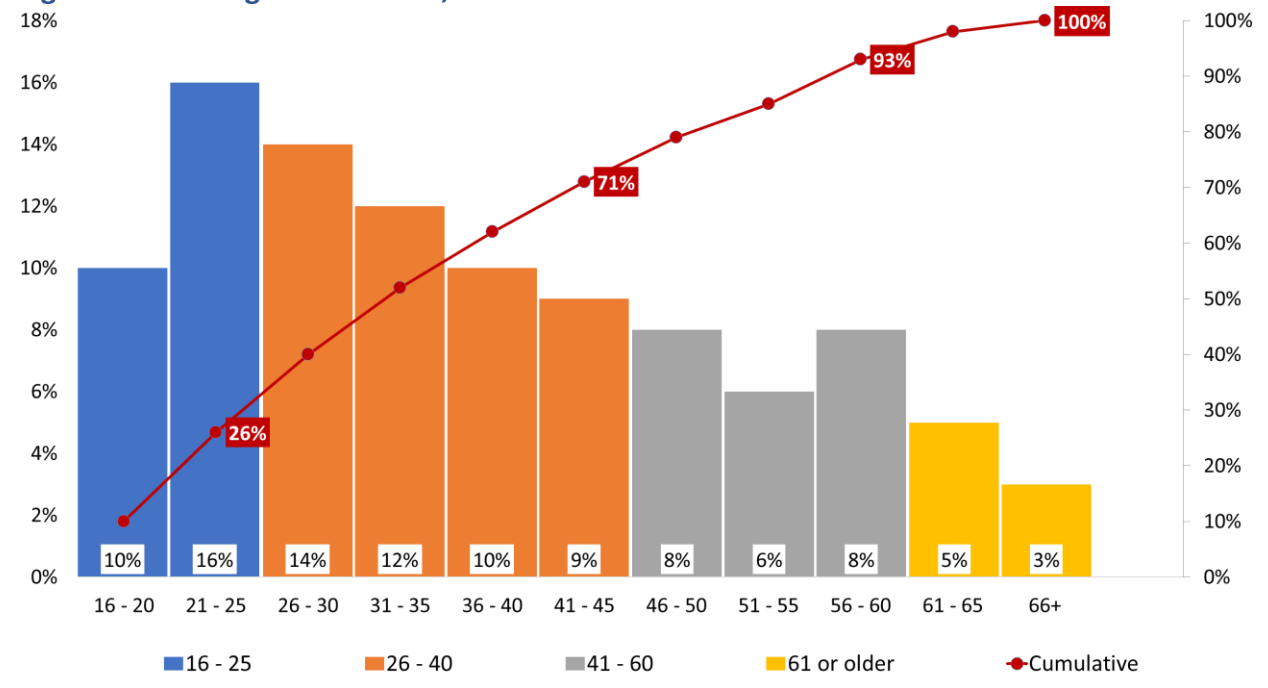
⁵ This percentage actually underestimates the youth somewhat because for reasons of data validity and ethical practice, we did not attempt to survey anyone who appeared to be younger than sixteen.

Figure 22 below, groups riders into five-year age cohorts to provide another way to visualize the GoTriangle riders' age profile.

Notice in the chart, that the youngest age groups dominate the ridership. More than one-fourth (26%) of all GoTriangle riders in 2023 are under the age of 25, and 71% are forty-five or younger. Those aged 21 to 25 form a peak of 16% after which (with one exception) each five year age span provides a slightly smaller and smaller percentage of the total ridership. This age distribution is typical of most bus transit systems in the United States.

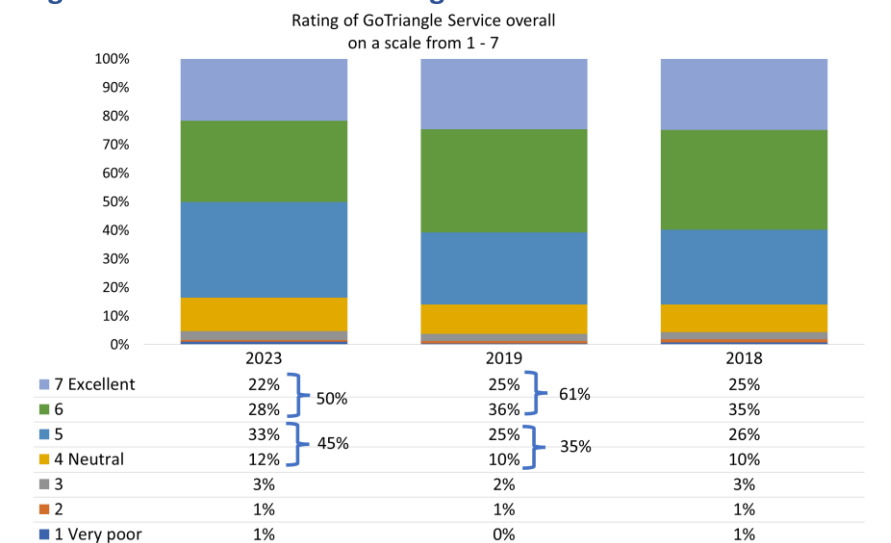
Many young people use transit as they get started as adult earners. As they earn more money, they often purchase a vehicle and relocate beyond the reach of urban bus transit. The percentage of riders in each age group from 26 to 45 decreases from 14% to 9%, then settles between 6% and 8% between the ages of 46 and 60 before falling to 5%, then 3%, as many riders retire in their sixties.

Figure 22 Rider Age Distribution, 2023



Customer Satisfaction

Figure 23 Overall Service Rating



Overall System Rating Score

Customers were asked to rate eighteen 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 the service overall (See questionnaire, Appendix A).

CHANGE IN THE OVERALL SCORE

In 2023, 22% rate service overall as 7 or “Excellent” and another 28% as 6 or “Very good” for a

total of 50% in the top two categories. This score represents a decline from 2019 when 25% rated service overall as excellent and 36% as very good for a total of 61%. The change does not, however, indicate a movement from positive to negative scores. Instead, it indicates a movement from more positive to fewer positive scores. What occurred was an increase in the percent rating service as “neutral” or “good” rather than “Very good” or “excellent.”

Scores on Individual Elements of Service

The charts that follow differentiate among three elements of service. First are the operational services. These involve basic aspects of service inherent in the operation of a transit system and therefore used by all riders. These include elements such as route structure, schedule adherence and other aspects of service used by all. A second set of services involves those elements such as Sunday service or transfers that a substantial number of customers use only occasionally if at all. The third type of service involves elements that set the general environment in which the customer experiences GoTriangle services. For example, “Quality of Wi-Fi,” “Availability of shelters” and “Courtesy and helpfulness of bus operators” are among several service elements that help define customer experience.

Scores of "Excellent" in 2023 on Individual Components of GoTriangle Service

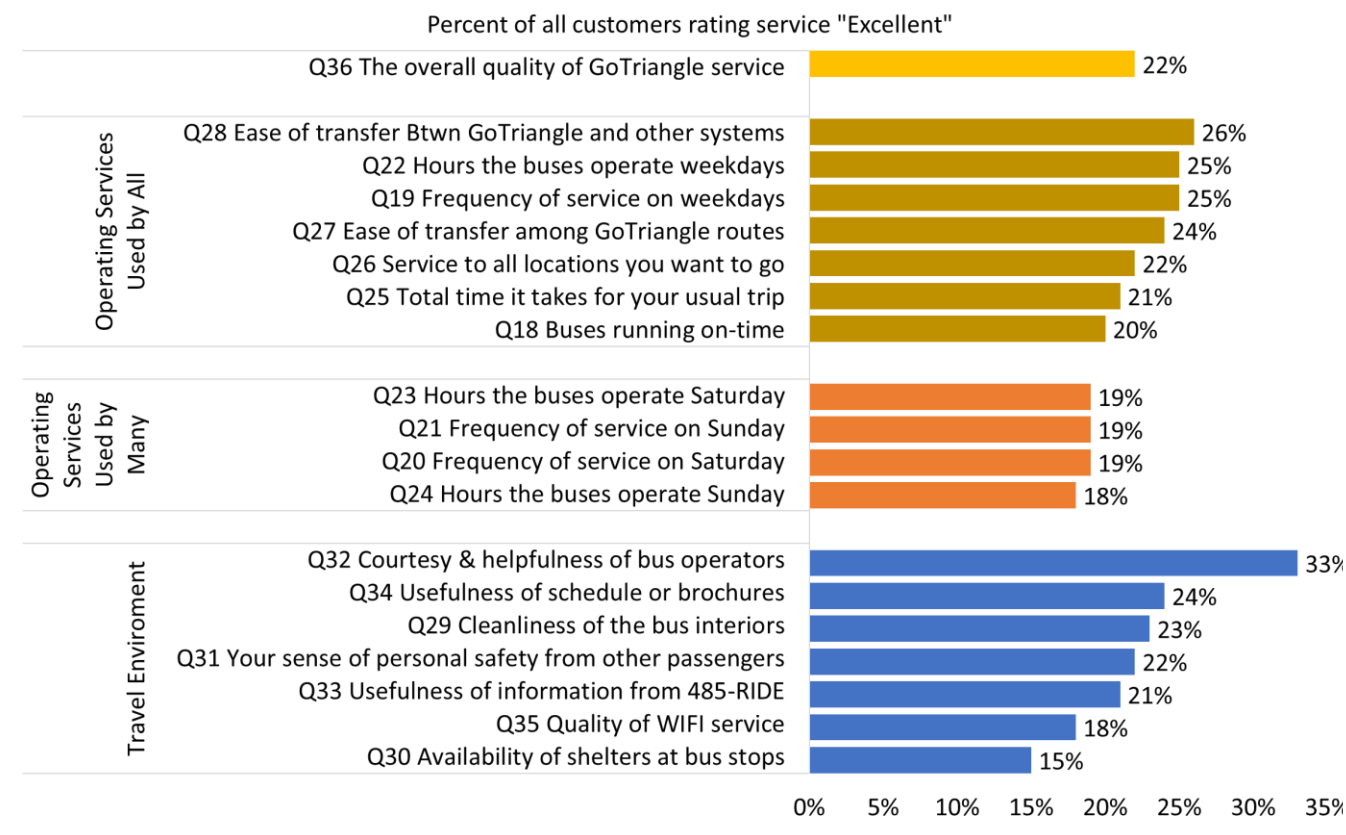
Figure 24 on the following page presents a first look at customer rating scores for individual elements of service. This chart includes only the top score of seven, or “Excellent,” on the seven-point scale⁶. The chart is organized by the type of service being rated. At the top of the chart are the seven operational services which are fundamental to all or almost all GoTriangle customers. All of these find between 20% and 26% scoring the service as excellent.

The second set in the chart includes operational services on weekends. These tend to be used by many but not all riders. All have scores of 18% or 19% “excellent”.

The third set of services involves the environment in which GoTriangle customers travel. The top percentage in this set, 33%, is for the helpfulness of bus operators. This positive view of bus operators is typical of such surveys. The lowest single score among all eighteen service elements is for availability of shelter at bus stops which are rated as excellent by only 15%.

⁶ Note that the percentages are 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 24 Scores on Individual Components of GoTriangle Service



Service Rating Distributions

Figure 24 above, displays only the top ("Excellent") percentages on the seven-point scale. However, so that we can see what the balance is between positive and negative ratings, it is important to also consider the distribution of scores within the full 1 – 7 range. This is displayed in Figure 25 on the following page.

To simplify the chart showing the distributions, the scores of 1 to 7 in Figure 25 have been combined into three levels. 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 "very good" scores.

RESULTS TEND TO BE POSITIVE

As is true of similar surveys for other transit systems, GoTriangle's service ratings differ primarily within the positive end of the rating scale, not in stark differences between positive and negative. For example, the combined score of "Very Good" or "Excellent" for the ease of transferring between GoTriangle and other transit systems in the region, is 49%, and the mid-level score is 48%. The combined score of "Poor" or "Very poor" score is only 8%. All the scores follow this pattern.

There are significant negatives, however. For GoTriangle, the negative ratings tend to be below 20% with two exceptions: frequency of Sunday service (20%) and availability of shelter at bus stops (22%).

Figure 25 Distribution of Grouped Service Rating Scores

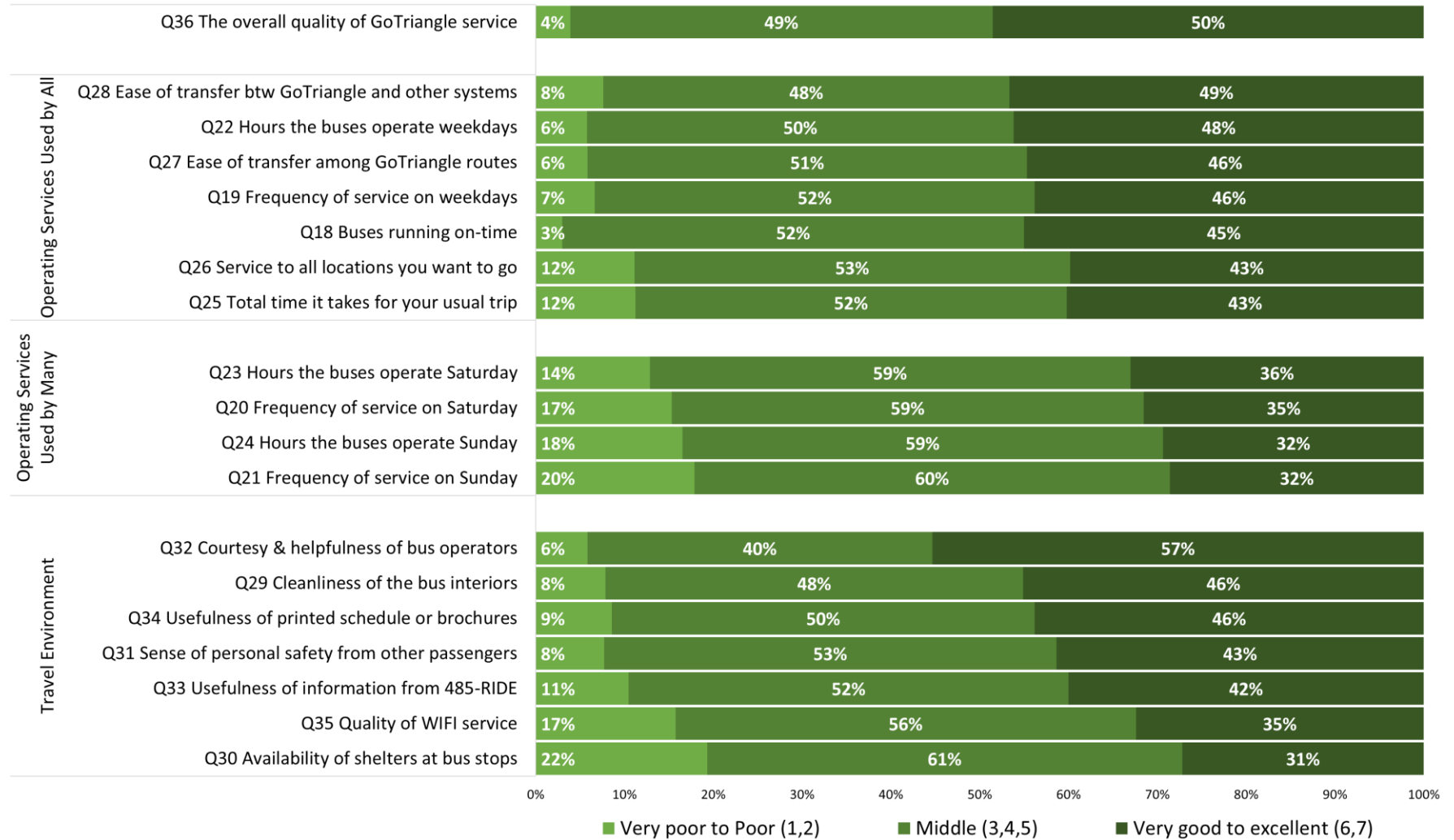
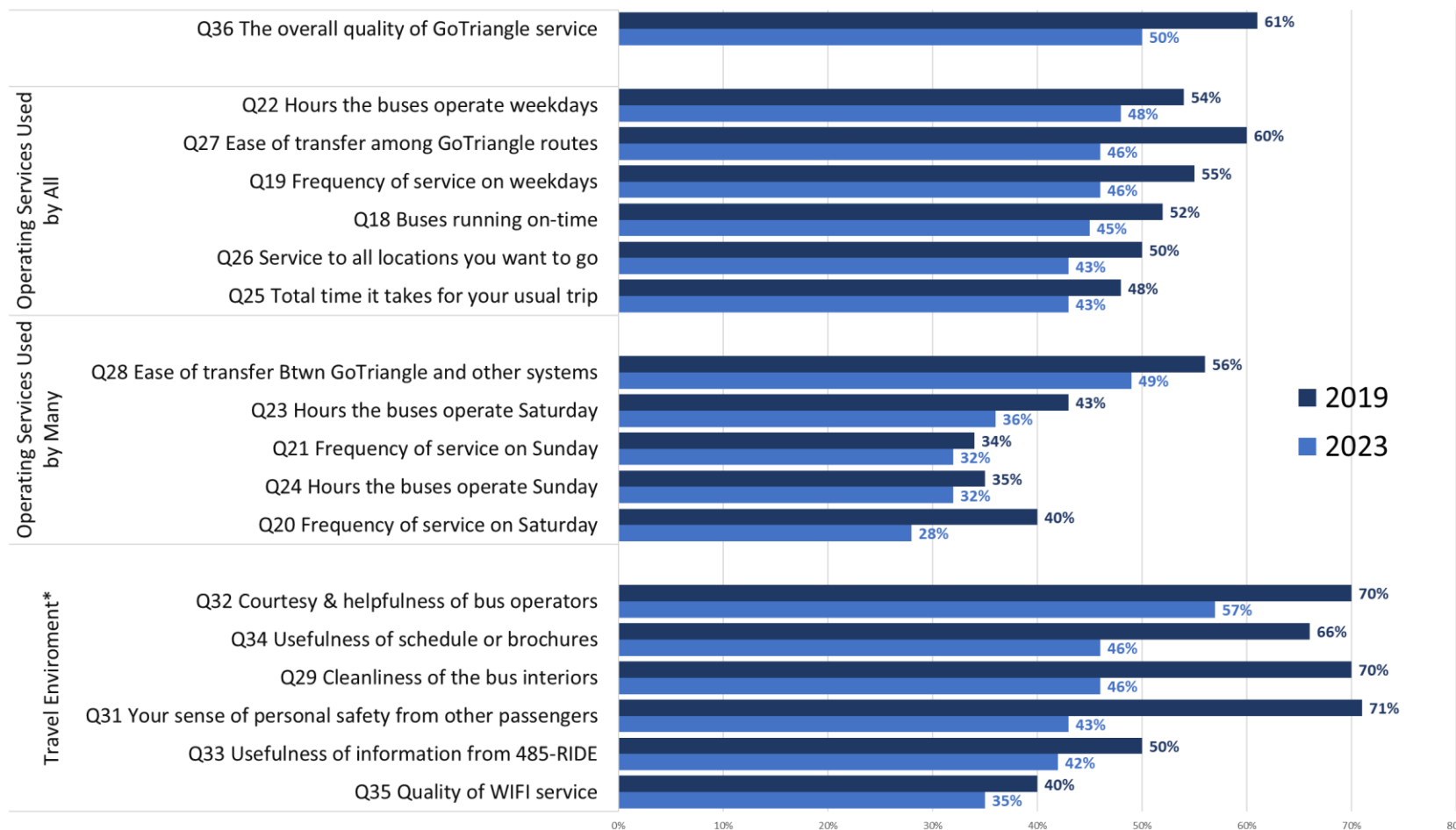


Figure 26 Change in Ratings 2019-2023

Percentage of Riders Giving Scores of 6 or 7 on the 7 Point Scale Where 7 Means "Excellent" and 6 "Very Good"



*Availability of shelters was not asked in 2019 and thus the 2023 percentage of 6 and 7 scores (30%) is excluded from this inter-year comparison chart.

Change in Ratings Since 2019

Figure 26 demonstrates how the positive ratings (“Very good” or “Excellent”) have changed since 2019. As has been pointed out, the changes were not from positive to negative, but changed only in the degree of positive ratings. Positive ratings of all elements of GoTriangle service decreased from 2019 to 2023. This finding appears odd in several respects. Why would all aspects of service show a decline? For example, why would the perceived courtesy and helpfulness of the bus operators have declined along with apparently unrelated items like the hours of weekday operations or usefulness of printed schedules? Can all of these be real changes or are they simply changes in perception? And why would they occur across the several systems with different managements, different route structures, and other differences? It seems to make no sense.

The rating of service overall went from 61% very positive to 50%. The largest single change in the top scores is for “Your sense of personal safety from other passengers,” which went from 71% to 43%. In addition, survey managers heard anecdotally from surveyors on the buses that at some hours they did not feel safe interacting with some passengers. They also reported that both passengers and operators said that passenger behavior had become a problem.

Another major change was in the rating of cleanliness of bus interiors which declined from 70% to 46%. Changes in the sense of personal safety and perception of cleanliness of the buses are statistically related ($r=.68$). Cleanliness of bus interiors is perceived to be a problem in at least two of the other systems surveyed as well (GoDurham and GoRaleigh). The cleanliness problem appears to be associated with safety concerns because it is an indicator of system attentiveness to passenger behavior and the riding experience the system provides for passengers.

Not all changes were so substantial. Ratings of two aspects of service changed only slightly. Ratings of Sunday hours and frequency of service changed only minimally with Sunday hours changing only from 35% positive to 32% positive and frequency of Sunday service from 34% to 32%.

All of the ratings of the basic operational aspects of service declined somewhat, mostly between 6% to 9%. The one service element with greater change was for ease of transfer among GoTriangle routes, which declined from 60% positive.

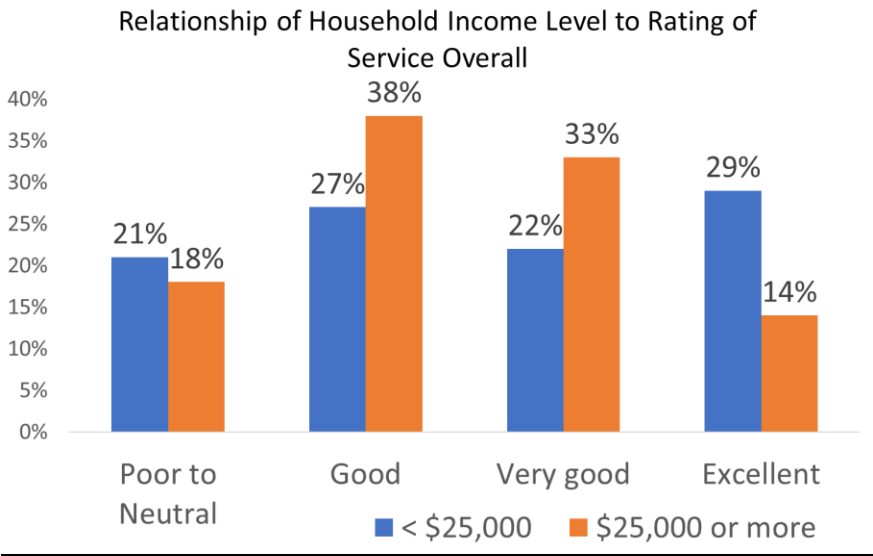
What Might Explain the General Negative Direction of the Changes?

The fact that all changes were in a negative direction, even among unrelated aspects of service, suggests that the changes in scores are unlikely to reflect an actual simultaneous decline in all aspects of service quality.

Potential explanations for the change include that ridership has changed. Many riders surveyed in 2019 stopped using GoTriangle. Perhaps they were simply more positive in their ratings. If so, their loss would have brought down the scores across the board.

Another possibility is that service reductions during the pandemic are having a residual effect, although by the time of the 2023 survey, most services had been restored. Also, it is widely known that consumers tend to judge quality based in part on price. Could the pandemic period suspension of fares have had the paradoxical effect of reducing perceptions of service value and quality? Any of these things is possible but none can be measured by a survey of current riders. Yet the fact that the changes in rating scores are all in the negative direction suggests that something systematic is causing the change.

Figure 27 Relationship of Household Income to Overall Service Rating

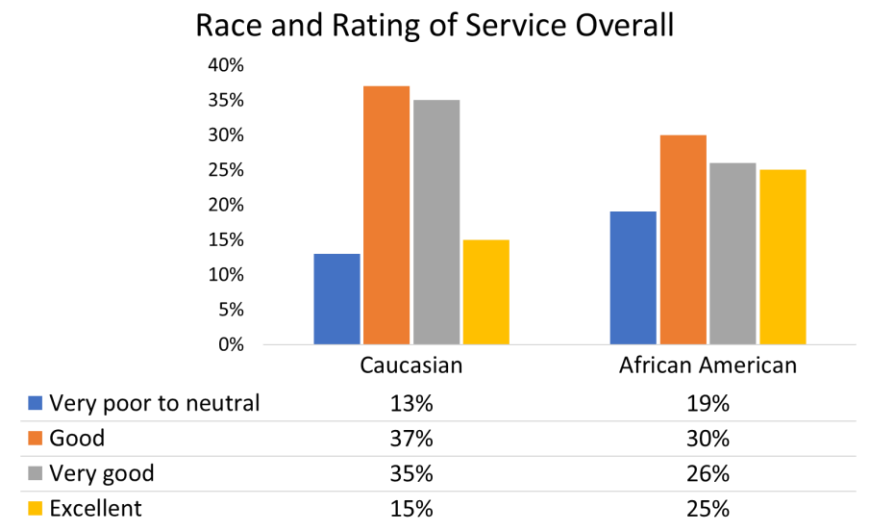


give a score of excellent. In short, the hypothesis that the increase in the percentage of low income riders would lead to an overall score reduction is false.

RACE AND SERVICE RATINGS

The survey documents the fact that the percentage of riders who identify as African American increased substantially since 2019 while the percentage of those identifying as Caucasian declined (Figure 18). African-

Figure 28 Race and Service Rating



occurred across three of the four systems surveyed suggests that something beyond demographic changes among the riders may be having an effect on these perceptions.

INCOME AND SERVICE RATINGS

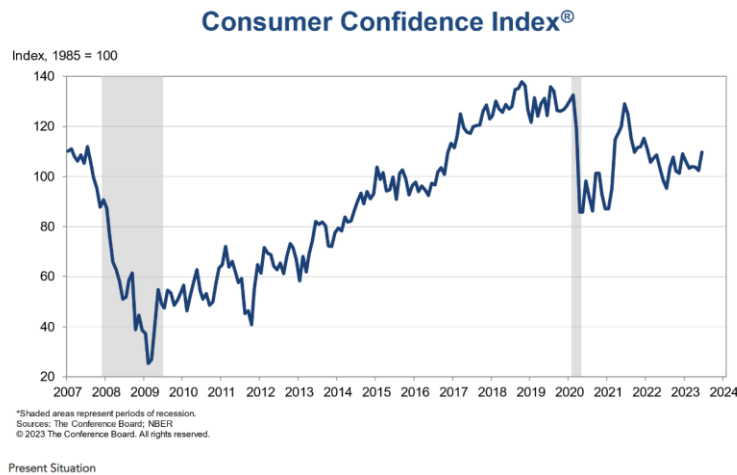
The survey documents that the percentage of low-income riders increased from 2019 to 2023, perhaps in response to the suspension of fares. Could it be that an increase in the proportion of lower income riders might lead to lower ratings systemwide? That could happen if the survey data showed a positive relationship between income and ratings of service, i.e., the lower the income, the lower the service score (and *vice versa*). Is that what occurred? No. Figure 27 shows the opposite. Lower income riders were twice as likely as somewhat higher income riders to

American customers are more likely than their fellow riders who identify as Caucasian to give negative to neutral scores, but they are also more likely to give scores of excellent. Riders identifying as Caucasian are more likely to give middle scores of good or very good. In other words, the changing racial composition of the ridership is related to the changing ratings, but it does not provide a simple explanation for the across-the-board decline in scores.

The fact that ratings of every aspect of service declined and that this has

Do Changes in the Local Passenger Satisfaction Data Reflect Trends at the National Level?

Figure 29 Consumer Confidence Index, 2007 to 2023
(Source: The Conference Board)

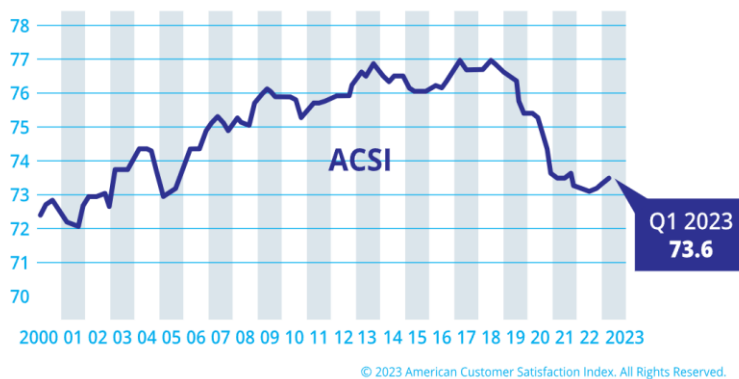


It is widely reported in the press that the “national mood” has been trending negative. It is speculative but interesting to observe parallels between national and local trends. For example, the Consumer Confidence Index published by the business organization, The Conference Board, report of May 2023 shows that after the financial collapse of 2008 confidence hit a high point in 2019. Then, because of the pandemic, confidence declined precipitously until the end of 2021. It then reversed and gained until it had almost regained its 2019 peak when it dropped again through the first quarter of 2023 when the GoTriangle rider survey was conducted. The Index subsequently began to rise again.

Figure 30 The American Customer Satisfaction Index, 2000-2023
(Source, ACSI)

ANN ARBOR, Mich., (May 9, 2023) — Customer satisfaction in the United States improves for a third consecutive quarter, edging up 0.3% to 73.6 (on a 100-point scale) in the first quarter of 2023. The gain extends a positive streak in the *American Customer Satisfaction Index (ACSI®)* that reverses the trend of several years of declining customer satisfaction.

The American Customer Satisfaction Index (ACSI) 2000 - 2023



Other national survey data also reflect this increasing negativity of “national mood” in the period between the 2019 and 2023 rider surveys. For example, the American Customer Satisfaction Index (ACSI) conducts surveys with consumers in virtually all sectors of the economy (including the public sector) and publishes an index of overall consumer satisfaction. Like the Consumer Confidence Index, it demonstrates the pre-pandemic rise and then pandemic fall of satisfaction in the overall economy. Local transportation cannot be exempt from this national mood swing.

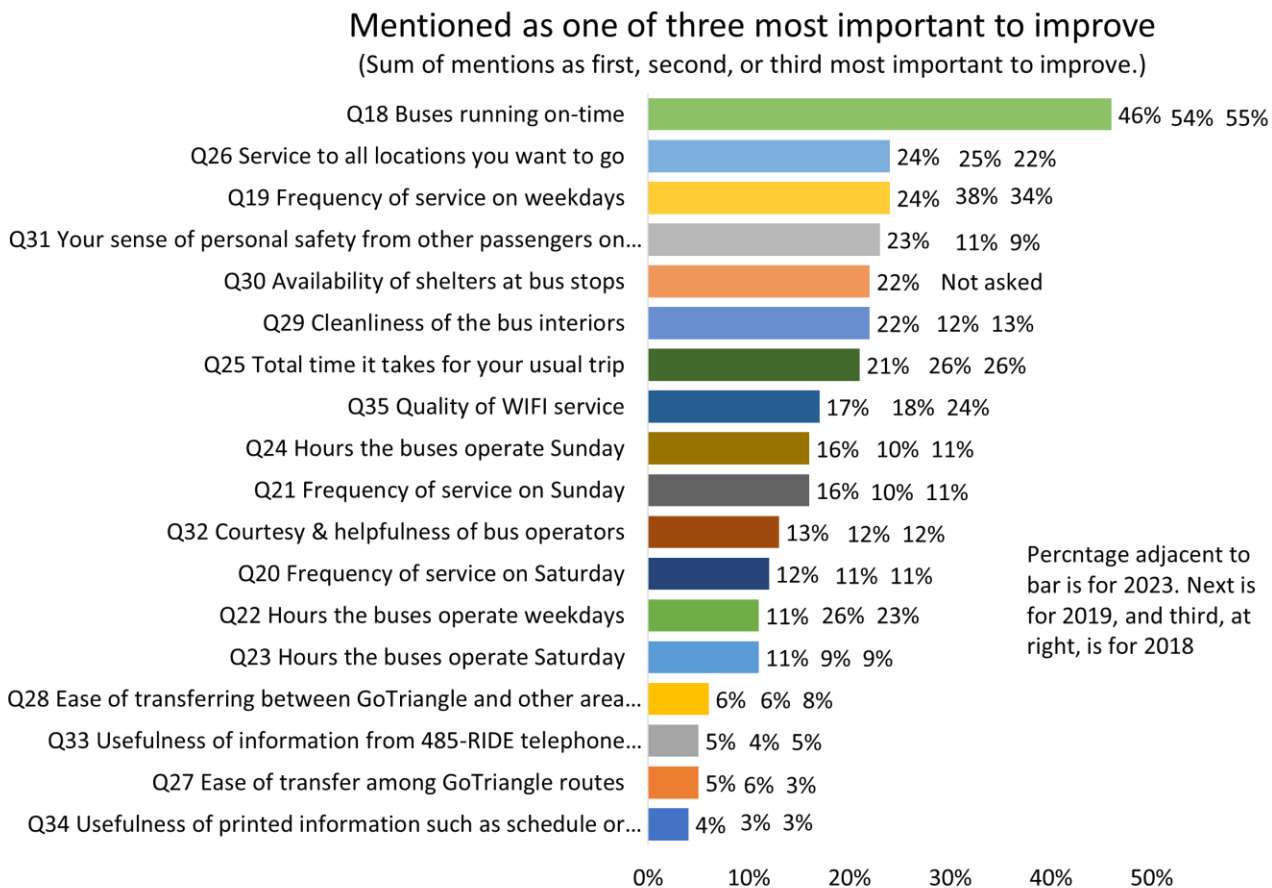
Possibly the tilt toward negative perceptions in the 2023 GoTriangle survey

results has as much to do with the “national mood” as it does with the performance and changing demographics of the several Triangle Region transit systems.

Customers' Priorities

In the GoTriangle Onboard Survey, respondents were asked, "Of the services in questions 18 through 35 above, please list the three most important to improve, or, if service is already very good or excellent, to maintain?" The percentage naming each service as one of the top three is shown in Figure 31.

Figure 31 Most Important Element to Improve (2018-2023)



Forty-six percent (46%) of GoTriangle customers indicate that having the buses run on-time is one of their top three priorities for improving or maintaining a service. In surveys of bus riders, on-time performance is always rated as the most important of the top three as it is here.

At GoTriangle, 45% give on-time performance a very good or excellent rating, and only 3% give it a poor rating. Yet it appears at the top of the improvement priority list. The reason for this is that for the passenger, there is no limit on the demand for "on-time" performance, by which people appear to mean, a bus at their stop when they want it.

The top three services to improve are all operational: On-time performance (46%), coverage, described in the question as service to all locations you want to get to (24%), and weekday service frequency (24%). The next three, however, are all aspects of the travel environment, specifically, the sense of personal safety from others on the bus (23%), availability of shelters at bus stops (22%), and cleanliness of the bus interiors (22%).

The percentage of riders citing each element of service as a top priority changed very little over the course of the three surveys. However, there were three important changes.

- In 2019 38% cited weekday frequency as a top priority, but in 2023, that had decreased to 24%.
- In 2019 only 11% cited their sense of personal safety as needing attention, while in 2023 that had more than doubled to 23%.
- In 2019, only 12% said that the interior cleanliness of the buses was a top priority for them, but in 2023, that had increased to 22%.

The ratings for sense of personal safety and cleanliness of bus interiors are closely related, and both are closely related to the overall rating of service. All the correlations are statistically significant.

- The correlation coefficient between the rating of sense of personal safety and cleanliness of the bus interiors is 0.68.
- The correlation coefficient between the rating of sense of personal safety and the rating of service overall is 0.64.
- The correlation coefficient between rating cleanliness of the bus interiors and the rating of service overall is 0.63.

All of the ratings for the eighteen aspects of service are significantly related to each other and to the overall rating. However, sense of safety and bus interior cleanliness are the only two that increased dramatically since 2019 in mentions as among the top three to target for improvement. The relationship between them suggests the possibility that improving the actual physical cleanliness of the bus interiors might have some impact on the perception of safety.

Appendix A: Questionnaire

PASSENGER SURVEY — Please tell us about how you use GoTriangle

El cuestionario en español se encuentra en el otro lado



1. Did you participate in a GoPass program (by obtaining a transit pass through your school or employer) before GoTriangle suspended fares?

- 1 ☐ Yes, I had an active GoPass in 2020 2 ☐ I have used a GoPass previously but not in 2020
3 ☐ I have never participated in a GoPass program

2. If employed, who is your current employer? (Knowing where our riders work helps us plan to better serve your needs.) _____

3. In a typical week on how many days do you currently use GoTriangle? (Circle only one)

0 (None) 1 2 3 4 5 6 7

4. Before the pandemic which began in March 2020, on how many days a week did you typically use GoTriangle? 0 (None) 1 2 3 4 5 6 7

5. During the pandemic in 2020 and 2021, on how many days a week did you typically use GoTriangle? 0 (None) 1 2 3 4 5 6 7

6. What is the ONE main purpose for which you most often use the GoTriangle bus? Is it to go to or from

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

7. 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

8. If you are employed or a student, do you work/attend school...

- 1 ☐ Remote only 2 ☐ Remote some days; onsite other days 3 ☐ Onsite only

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. What language do you most often speak at home? (Check only one)

- 1 ☐ English 2 ☐ Spanish 3 ☐ Other: _____

13. 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 10 ☐ None of these

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. How many cars or other vehicles are available for your use? 0 None 1 2 3 4 or more

16. In the past thirty days, did you use Uber/Lyft instead of GoTriangle for a trip you otherwise would have made on GoTriangle 1 ☐ Yes 2 ☐ No

17. Do you use a transit app on your cell phone? 1 ☐ Yes 2 ☐ No 3 ☐ No cell phone
If you use a transit app, which one? _____

In the past 30 days, how would you rate GoTriangle on the following services?

	Excellent	Very Good	Good	Neutral	Poor	Very Poor	Extremely poor	Does not apply
18. Buses running on-time	7	6	5	4	3	2	1	<input type="checkbox"/>
19. Frequency of service on weekdays	7	6	5	4	3	2	1	<input type="checkbox"/>
20. Frequency of service on Saturday	7	6	5	4	3	2	1	<input type="checkbox"/>
21. Frequency of service on Sunday	7	6	5	4	3	2	1	<input type="checkbox"/>
22. Hours the buses operate weekdays	7	6	5	4	3	2	1	<input type="checkbox"/>
23. Hours the buses operate Saturday	7	6	5	4	3	2	1	<input type="checkbox"/>
24. Hours the buses operate Sunday	7	6	5	4	3	2	1	<input type="checkbox"/>
25. Total time it takes for your usual trip	7	6	5	4	3	2	1	<input type="checkbox"/>
26. Service to all locations you want to go	7	6	5	4	3	2	1	<input type="checkbox"/>
27. Ease of transfer among GoTriangle routes	7	6	5	4	3	2	1	<input type="checkbox"/>
28. Ease of transferring between GoTriangle and other area bus transit systems	7	6	5	4	3	2	1	<input type="checkbox"/>
29. Cleanliness of the bus interiors	7	6	5	4	3	2	1	<input type="checkbox"/>
30. Availability of shelters at bus stops	7	6	5	4	3	2	1	<input type="checkbox"/>
31. Your sense of personal safety from other passengers on the buses	7	6	5	4	3	2	1	<input type="checkbox"/>
32. Courtesy & helpfulness of bus operators	7	6	5	4	3	2	1	<input type="checkbox"/>
33. Usefulness of information from 485-RIDE telephone operators	7	6	5	4	3	2	1	<input type="checkbox"/>
34. Usefulness of printed information such as schedule or brochures	7	6	5	4	3	2	1	<input type="checkbox"/>
35. Quality of <i>WIFI</i> service	7	6	5	4	3	2	1	<input type="checkbox"/>
36. The overall quality of GoTriangle service	7	6	5	4	3	2	1	<input type="checkbox"/>

35. Of the services in questions 18 to 35 above, please list the three most important to improve?
Most important _____ 2nd most _____ 3rd most _____

Comments: _____

ENCUESTA DE PASAJEROS — Cuéntenos cómo usa GoTriangle



1. ¿Participó en un programa GoPass (obteniendo un pase de tránsito a través de su escuela o empleador) antes de que GoTriangle suspendiera las tarifas?

- 1 ☐ Sí, tenía un GoPass activo en 2020 2 ☐ He usado un GoPass antes pero no en 2020
3 ☐ Nunca he participado en un programa GoPass

2. Si está empleado, ¿quién es su empleador actual? (Sabiedo dónde trabajan nuestros pasajeros nos ayuda a planificar mejor sus necesidades) _____

3. En una semana típica, ¿cuántos días utiliza actualmente GoTriangle? (Círcule solo uno)
0 (Ninguno) 1 2 3 4 5 6 7

4. Antes de la pandemia que comenzó en marzo de 2020, ¿cuántos días a la semana solía usar GoTriangle? 0 (Ninguno) 1 2 3 4 5 6 7

5. Durante la pandemia en 2020 y 2021, ¿cuántos días a la semana solía usar GoTriangle?
0 (Ninguno) 1 2 3 4 5 6 7

6. ¿Cuál es el ÚNICO objetivo que utiliza con frecuencia el autobús GoTriangle? es para ir hacia o desde

- 1 ☐ Trabajo 2 ☐ Escuela/colegio 3 ☐ Compras
4 ☐ Médico/dental 5 ☐ Recreación/evento 6 ☐ Otro: _____

7. Por favor marque todos los siguientes que se aplican a usted. Eres...

- 1 ☐ Empleado de tiempo completo 2 ☐ Empleado medio tiempo 3 ☐ Desempleado
4 ☐ Ama/o de casa 5 ☐ Estudiante 6 ☐ Jubilado 7 ☐ Puesto de voluntario

8. Si está empleado o es estudiante, ¿trabaja/asiste a la escuela...?

- 1 ☐ Solo remoto 2 ☐ Remoto algunos días; presencial otros días 3 ☐ Solo en el sitio

9 ¿Cuántos años tiene? _____ Años

10. ¿Te identificas como... 1 ☐ Masculino 2 ☐ Femenino 3 ☐ No binario 4 ☐ Prefiero no responder

11. ¿Te consideras a ti mismo... (Por favor marque todo lo que se aplica a usted)

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

12. ¿Qué idioma habla con más frecuencia en casa? (Marque solo uno)

- 1 ☐ Inglés 2 ☐ Español 3 ☐ Otro: _____

13. Marque los sistemas de autobuses de la región de Triangle que utiliza en una semana normal

- 1 ☐ GoRaleigh 2 ☐ GoTriangle 3 ☐ GoDurham 4 ☐ GoCary 5 ☐ Chapel Hill Transit
6 ☐ Duke Transit 7 ☐ Wolfline 10 ☐ Ninguno de estos

14. ¿Cuál es el ingreso total anual de su hogar? (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. ¿Cuántos autos u otros vehículos están disponibles para su uso? 0 Ninguno 1 2 3 4 o más

16. En los últimos treinta días, ¿usó Uber/Lyft en lugar de GoTriangle para un viaje que de otro modo habría hecho en GoTriangle? 1 ☐ Sí 2 ☐ No

17. ¿Utiliza una aplicación de tránsito en su teléfono celular? 1 ☐ Sí 2 ☐ No 3 ☐ Sin celular
Si usa una aplicación de tránsito, ¿cuál? _____

En los últimos 30 días, ¿cómo calificar a GoTriangle en los siguientes servicios?

	Excelente	Muy bien	Bien	Neutral	Mal	Muy mal	Extremadamente mal	No aplica
18. Autobuses funcionando a tiempo	7	6	5	4	3	2	1	<input type="checkbox"/>
19. Frecuencia de servicio entre semana	7	6	5	4	3	2	1	<input type="checkbox"/>
20. Frecuencia de servicio el sábado	7	6	5	4	3	2	1	<input type="checkbox"/>
21. Frecuencia de servicio el domingo	7	6	5	4	3	2	1	<input type="checkbox"/>
22. Horas de operación entre semana	7	6	5	4	3	2	1	<input type="checkbox"/>
23. Horas de operación el sábado	7	6	5	4	3	2	1	<input type="checkbox"/>
24. Horas de operación el domingo	7	6	5	4	3	2	1	<input type="checkbox"/>
25. Tiempo total que tarda su viaje habitual	7	6	5	4	3	2	1	<input type="checkbox"/>
26. Servicio a todos los lugares que quieras ir	7	6	5	4	3	2	1	<input type="checkbox"/>
27. Facilidad de transferir rutas de GoTriangle	7	6	5	4	3	2	1	<input type="checkbox"/>
28. Facilidad de transferir entre GoTriangle y otros sistemas de autobuses del área	7	6	5	4	3	2	1	<input type="checkbox"/>
29. Limpieza en interiores de los autobuses	7	6	5	4	3	2	1	<input type="checkbox"/>
30. Disponibilidad de paradas techadas	7	6	5	4	3	2	1	<input type="checkbox"/>
31. Su sentido de seguridad personal de otros pasajeros en los autobuses	7	6	5	4	3	2	1	<input type="checkbox"/>
32. Cortesía y amabilidad de los operadores	7	6	5	4	3	2	1	<input type="checkbox"/>
33. Utilidad de la información del 485-RIDE operadores telefónicos	7	6	5	4	3	2	1	<input type="checkbox"/>
34. Utilidad de la información impresa como horario o folletos	7	6	5	4	3	2	1	<input type="checkbox"/>
35. Calidad del servicio WIFI	7	6	5	4	3	2	1	<input type="checkbox"/>
36. Calidad general del servicio de GoTriangle	7	6	5	4	3	2	1	<input type="checkbox"/>

37. De los servicios en las preguntas 18 a 35 anteriores, enumere los tres más importantes para mejorar.

Lo más importante _____ 2do más _____ 3ro más _____

Comentarios: _____

Appendix B: Rider Comments

The following list of comments is mostly unedited. Handwriting on the moving vehicle is often difficult to read. The key entry operators do their best to record what they see written even when that seems not to make sense. Here are the comments:

Route Comments

- 100 Wifi terrible, Buses stink or dirty/nasty and buses pass people due to the stops can't see people.
- 100 WiFi could use for some updating's & some consistency.
- 100 Very thank full for this system!!!
- 100 Very helpful for airport travel-stands out among other cities
- 100 Very Good!
- 100 Update which buses aren't running
- 100 Total time it takes for usual trip on weekends.
- 100 Today I'm late. most of the time i m on time
- 100 Time arrivals/Frequency/Courtesy
- 100 This happened more than once: Sometimes at approx 10:00 am the 800 never comes to Falconbridge hwy 54 towards RTC Bus driver goes on break or something
- 100 They don't need to let homeless people on the bus. 2. Stop picking so many people up. 3. Pay attention when someone ring the bell.
- 100 The attitude of some drivers, The consideration of offers transferring or catching the bus.
- 100 Thanks!
- 100 Thanks very much for the free transit
- 100 Thank You!! Their script to improve out. I appreciate you all!
- 100 Thank you!
- 100 Start it good service to the bus fee back been late work because of homeless people just riding taken a up space.
- 100 Several stops do not have shelters or if they do no working lights at night, brush nearby is over grown a lot of trash
- 100 Sentido de seguridad personal mejorari
- 100 Senior service is very good. According to resources & cheque
- 100 Roiling from eir post
- 100 Questions 7,8,10,12 and 14 are offensive inquires.
- 100 Please Improve Cleanliness Of Bus Interior.
- 100 Overall good, if we have more frequency that will be more helpful. So use public transport
- 100 Occasionally, Drivers Arrive At Their Stops Too Early, Standing Drivers.
- 100 None they are all great
- 100 Needs to stop pornography on a phone during bus routes.
- 100 Need more direct connections from Durham to Raleigh via TWL Alexander Dr
- 100 Need Light Camera & Benches And Bus Driver Who is Respectful
- 100 More times needed more routes needed more drivers needed. In order for this to happen.

100 Mejorar - wifi
 100 Make Sure Wifi Always Work 100%!
 100 Main issue for me is connections with GoRaleigh not GoTriangle itself
 100 Learn from other transit systems. Thanks for your service. Stop Redlining areas where black/brown folks live. Help provide access not facilitate caste system!
 100 Keeping the bus cost free for commuters really makes me appreciate having this service available.
 100 It's Good To Have People To help People.
 100 It would be great if the frequency of service during peak morning and evening hours is increased.
 100 It should still be free.
 100 I Work Evening/Night Shift So The Route Ending Service At 11 Narrows Which Hours I Can Work.
 100 I think the system is very good.
 100 I prefer GoTriangle to Uber
 100 I often travel between Raleigh and Durham and find the time of the last departure to be for early.
 100 I Love its free.
 100 I just want to have bus route for GoTriangle.
 100 I just move downtown, plan to use bus more can't really commented yet.
 100 I hope it stays fare free for all the public transit!
 100 I Have Benefitted From The 100 Route! If I Ran a Little Later on Sunday That Might be Good
 100 I enjoy riding the bus.
 100 I do wish the buses ran every 30 mins on the weekend. It take me two hours and three buses to go to home. At least have two express buses run in the evening.
 100 I Am grateful For the Service. The Senior Drivers Are The Best. There Are Some new Drivers That Are Rude.
 100 Hours On Sundays & Hours It Takes To Get From One Location to Another.
 100 High school students should be using buses, Make that happen.
 100 Have a great Summer.
 100 Have a good day.
 100 Great Service Saves on Gas Parking & It's Free.
 100 Gracias por el servicio es de mucha ayuda.
 100 Good
 100 Go triangle is good
 100 Frequency & hours are the most important
 100 Excellent Service. Dr. Joe Wakemed
 100 Crowdedness- Particularly GoRaleigh + Triangle, bring back bus fees 25
 100 Comparison to Germany
 100 Cleanliness, Safety. on time buses
 100 Cleanliness, driver customer service and passenger control.
 100 Cleaning Seats on Buses

- 100 Can accept what offerings you have. Please advise us when we must pay again.
- 100 Buses on time, Later hours operating bus service, Kinder bus drivers.
- 100 Bus start / Routes at fair grounds all fooled up
- 100 Bus routes need more drivers to improve in these areas of bus routes being needed the secondly once drivers are in place times area can be re adjusted for those areas needed. Thank you to all drivers and bus operators for what you do I understand for some dealing with some riders is not that easy But I thank you for keeping us safe. I appreciate you all.
- 100 Bus Home From Airport is a Nightmare. Bus Home From Weekend Events is Impossible
- 100 Bus drivers are rude if you are running for bus they will pass you buy, Bus drivers have jobs because of passengers stop being rude
- 100 Bus drivers are rude if they see you running for the bus they just pass you by
- 100 Awesome
- 100 All good
- 100 Add a bus stop in Eastown Community
- 100 75% Weekend Connection to Bus #8 is Missed By 5Mins. If The RTC Would Ask The Drivers of the 700 to Call the 100 If It Were Late On Weekend Riders Would Not Have to Wait An Additional Hour For The Next 100
- 300 Your survey was excellent!!
- 300 When someone is 7 minute late they should open the doors back open instead of driving off.(Rupe)
- 300 Time of the trip if possible,
- 300 The times the bus leaves GoCary & Raleigh stations causes my trip an extra 45 minutes. If they left on the hour and half hour like the rest it would be much easier.
- 300 The bus used to stop near the building Where I work, but not any more now. Used to get 40 mins to get to work now takes 1 1/2 hours because i have to take 2 buses
- 300 The bus service in our region is excellent. I have even seen an improvement since the pandemic. Keep up the Good work!
- 300 Thanks in this great service
- 300 Thank you for improving
- 300 State fair-TTA detour their stops at the state fair. One of the state prominent economy stimulators.
- 300 Please extend bus #300 service to government building area as it was before pandemic.
- 300 Please arrange bus no 6 route to go through Bacarru lane 27606.
- 300 Ontime, Frequency, Safety
- 300 Need more systems for direct feedback
- 300 Need more stops! on bus 300 western blvd Newark Rd!!
- 300 Most buses I ride lack wifi and outlets to charge phones
- 300 Keep up the good work
- 300 I would love to have buses operate more often/earlier/later and travel to places further away.
- 300 I rarely ever catch the 300ct the time it is suppose to be making me miss my next bus and late for work.
- 300 I like the service. I hope they add more routes if they can

300 I feel like it depends on who is driving the bus that day.

300 GoTriangle has been generally helpful to the achievement of my career with minimal cost expenses.

300 Good work

300 Get to and from on the bus. The passengers, People that have to use belts

300 Extend the 300 until 11pm mon-sat and bring back 301

300 Excelente servicio y trato de los operadores

300 Es un buen servicio de jan gracias pov lel buen servicio

300 Could Use USB Port On Go Transloc & GoCary More Time Frames For 305

300 Could do better with having shelters for bus stops especially on rainy or cold days. 1: On Nc 54 in fronts of circle k gas station and 2:NC 54 in front of UNC eye center. THank you. Please make public bus services free.This is the best way to conserve energy reduce co and cool down the earth.

300 Can be more quicker, more stops can be made

300 Buses - Need to be cleaned more inside-Some passengers use the bathroom on the bus. have sit down in urine seats-some you cant tell its wet, more deodorant sprays for stinky people

300 Bus Schedule should be consistent all day long, Switching hours midday is confusing (i.e. route 300 weekday hours)

300 Bus needs to be on Time! Use alternate route from Construction! Supervisors are invisibles when on site! 300 route

300 Bus drivers are courteous, and thoughtful, Buses are great for traffic, calming and efficient reserve utilization, GoCary, Need a route an trinity rd!! By the PNC!!! Work w/city of Raleigh please!

300 All are important to me

300 A lot of the bus stops could use more shelter. The bus hours also end a little early for people who work closing shifts.

300 5/10/2023 is my first time using GoTriangle and planning to use 2-3 times a week.

300 300 needs to depart downtown Raleigh as earlier many times I have missed my conx at the Cary Station

305 The Triangle deserves world-class public transportation system. Improvements need to be made to complete with large metro areas.

305 Over all its good

305 Need a bus that goes down Louisburg rd in Raleigh , All the way down

305 Live tracking on Mobile app needs to improvement please.

305 I don't own a car and buses are my main mode of transportation. But there are merely buses (such as late at night >10 PM) where no buses opertaing and therefore limiting where/what I can do

305 Hand sanitizers need to be available at all times. A lot buses don't have them gloves for passengers should be a option as well.

305 Great

305 EN (illegible "GOUBZAL") MUY BIEN

305 305 Stop on Wilmington do not feel safe waiting for bus.

310 The overall services from GoTriangle and other bus systems are good and quite accessible from my home and work place.

310 Telephone operators and some bus drivers are absolutely horrible people

310 I would like for the 310 bus to run on Saturdays & Sundays, its frustrating having to ride all the way to Raleigh and then go to Cary from there

310 I have only used the bus for 4 weeks & found that some routes run every 30 while others every hour, extending wait times & making the bus a less attractive option (1.5hr commute to work vs 20-25 drive).Also nearest stop 2 miles from my house.

310 GoCary should want for 310

310 Excellent Services

310 Every thing's are perfect

310 Changed my mind in doing the survey it was too many questions.

400 Wifi, on time, waiting time

400 Wfi, Shelter, 4&5 Ride. They are wonderful drivers and very hospitality

400 We need an express bus from Roxboro/Horton to major stops in N Durham & then to UNC

400 waiting area

400 Very much appreciate GoTriangle!

400 very few evening buses on route 400 would like to have one later bus -eg 11pm for after evenings

400 They all run good.

400 The YOD seems too never be on time, when it's time to connect w/ the NS, and other buses at the Durham station; and downtown franklin/Columbia.

400 The buses should start running at earlier times considering that everyone doesn't have late naps.

400 The bus needs to run until 12am Sunday - Saturday

400 The Air unit 15 too too cold on buses 400, 405

400 Thanks!

400 Thank You!

400 Thank you for your efforts to improve public transport.

400 Thank you for providing this service for sure over the last years.

400 Thank you

400 They really stepped up their service

400 Sundays, Ferriable

400 Sunday

400 Sometimes a bus doesn't show up when the bus change route and on the weekend have to wait a hour for the next one.

400 Some buses run off schedule comes before the time!

400 Should increase the frequency of 11A, 11B hourly to half hourly

400 Shelters at bus stops are important because we can't control the weather.

- 400 Shelters are always very important! Would be great if buses ran later at night on weekdays and weekends, especially Saturday. In Chapel Hill you cannot afford many evening events and get time on the bus - because they shifted timings
- 400 Shelters
- 400 Service is great
- 400 Put charging outlets on bus and no complaints
- 400 Please train the drivers later in the day, even on weekends. There's less of a penalty being late going home than getting to work. Please all the Xoo ling to the Mystop app. The app is currently terrible and borders on unusable.
- 400 Please provide Sunday service and late evening/night service. Buses need to run every 15 minutes.
- 400 Please improve quality of service. One GoTriangle Driver cuts route early routinely He's young, white Tatoos route 800 Weekdays couldn't get through Phone system to report it.
- 400 Please have some service from Durham to Cary directly please increase frequency of buses to every 20 minutes instead of 30, I've had instances of reaching home after dark because i missed a bus and the next doesn't come until 30 minutes after
- 400 People love GoTriangle
- 400 Overall, Good service.
- 400 Overall very good service by GoTriangle.
- 400 On the weekends, needs port of the morning to be rescheduled weekly into the afternoon into every hour other bus need cleaning
- 400 No - everything is 100.00 percent good to me
- 400 No complaint
- 400 Need to be able to sit down at all bus stops.
- 400 Need more bus service during late hours. People don't get off till 11pm at night
- 400 Need better hours on weekend
- 400 Most of 3rd are mostly due due to people (lack of) not applying to be of bus driver. Maybe time of electric Auto-run buses? 2nd is only important and bitter survival times the wifi has been on the buses ride.
- 400 more observation to customers safety at times with customers who have really no destination. Thank you very much! You have a wonderful thorough asset for the public to get places
- 400 More bus benches please
- 400 Love your bus drivers ! Very Polite!
- 400 Kudos to GoTriangle for near Excellent public service & responsibility.
- 400 It would be wonderful to have a stop close to lower or at last fast I-40 into Chapel Hill. Also coordination between the CL and GoTriangle. Thank you!
- 400 It will be better if the one bus running at Saturday night on Chapel Hill.
- 400 in 2020 you started adding bike racks that hold 3 bikes, but than stopped Will this initiative resume I hope Thank you!
- 400 I'm using the bus to travel and the area from the airport, but the current location is hard to find.

400 I'm a student @UNC and use bus in Chapel Hill only

400 I travel between Cary & Chapel Hill (310 _ 800) and the 310 has limited hours (last bust from RTC at 8:30 pm) and doesn't run on weekends.

400 I like it bus free for all to ride.

400 I know you all are doing your best and I thank you for what you do

400 I have seen people doing drugs and stopping in the bus. Please stop this, as it is not a safe place to travel

400 I have only used GoTriangle 3 times in the past 30 days, So i don't think i can really rate these but my experiences have been positive.

400 I had to finish a trip with Uber earlier this week because the bus only runs during "peak" times. One of my coworkers was talking the bus but stopped for this reason. frequency coverage though always. Thank you for receiving feedback!

400 Hope to have more stops, Walk a lot

400 Hope the telephone app will work, so that we can track the bus realtime. Thank You.

400 Great Service. Please think about adding more buses on Sundays.

400 GoTriangle

400 Drivers are good

400 Cleanliness, Courtesy Quality

400 Cleanliness

400 Buses are usually labeled incorrectly, apps to track buses are not reliable and buses usually late in the afternoon/evenings @ certain times

400 Bus to be on time

400 Bus comes late so we are late to job, bus should come in time its a request.

400 Buen Service

400 Brown (illegible: "Fges") must go. Next time we gone fight she disrespected.

400 Attitude, less talk, please put the foot on the gas a little

400 At lane the bus service is (Illegible), but as a college student at UNC. We expect more for-our funds.

400 311 There was one passenger who told me "This isn't Russia" and slapped the back of my seat who frequently makes other passengers uncomfortable and yells but the driver did kick her off the bus.

400 30: none of the bus stops / frequent have any seating or shelter. 18: Buses are usually late by about 10 minutes.

400 29 Enforcing Rules of respect between drivers and passengers A public share personal hygiene enforce

400 Sometimes I feel unsafe when I'm waiting at the bus shelters. 2) I take bus to work every day but sometimes the bus didn't come and I took uber. (I usually wait at bus stop 10 min ahead.)

405 We need to get the real time bus app working. Buses needs to get the correct bus numbers on the display.

405 The buses need to be cleaned.

405 Thank You!

405 Intend to participate in GoPass when/if available

405 I hope to have some designated parking system at gate, shopping mall for commuters.

405 Everything is good.

405 Buses never on time to work or terminal

405 Bus drivers have always been polite and helpful.

58 CRX There is No Use Having a Phone Line For Help If They Can't See More Than I do on Apps. They Don't Know How Late a Bus is Running. Also. With Timed Stop & Departures, You Should Not Have a 5 Minute Window to Leave Early. Trains Don't Do That Neither Should You.

58 CRX The Busses With The Seats Turned Sideways (In The Rear & Front) Should Not Be Used On Express Routes

58 CRX Thank You!

58 CRX Please Keep The Service!

58 CRX I Waited Really 40 Minutes For The Bus That Was Supposed to Arrive at 4:49. The Bus Never Comes at or Around the Time it's Supposed to.

58 CRX GoTriangle Buses Don't Show Up On Transloc At All Anymore-Please Fix. Also The Wifi Doesn't Work At least Half The Time On CRX Buses- Please Fix.

59 DRX Transloc is great when it saves! Driving on weekend saves time! Thanks!

59 DRX Transfers need to Improve. Enforce ear phones!!

59 DRX The service durham station to Raleigh station is excelent. Thanks!

59 DRX Thank you!

59 DRX Some drivers won't delay a moment to allow a stranger to board. I a m drx regular. They know me overall I'm very satisfied.(over)

59 DRX Please Bypass Durham station go straight to Duke

59 DRX More frequent service would make using buses much easier and i think it would increase riders. Also, please improve reliability of the transit app.

59 DRX Make sure buses leave the stops at the listed not before

59 DRX It would be good to get Eno Back !! Very happy to have a Dex back!

59 DRX I would like a return to the pre-pandemic level of service for the drx , though i know ridership is down.

59 DRX Everything is ok

59 DRX Bus always late for afternoon pickup and shelter at downtown stop

59 DRX Also most important to me is that buses are able to be tracked on the transit app (too often they don't appear on the app)

700 Todo Bien

700 The drivers leave folks.

700 The biggest improvement would be accurate information about how soon the next bus will arrive.

700 ThankYou for the service.

700 Some bus stops need shelters

700 Need to keep buses clean.

700 Missed a route transfer from the 4 to the 100 to get from Raleigh to Durham, the driver was fast the time driven and passed night by me and could use routes that nw later.

700 I personally love all Go transits, It helped me work and transition to carry from Greensboro!

700 Good service so far, Thank you so much.

700 Give new routes.

700 Friendliness and helpfulness of drivers. Weekend schedule.

700 Bus driver getting us to work on time

800 Would love more evening service than 1-hour intervals for 800, and later 805, late work nights are rough.

800 would like to see an app on the phone for all bus companies

800 Wish the CRX bus can operate on some weekends.

800 Very good service overall

800 UNC Hospitals shelter is poorly maintained, used by un-housed folks. Drivers vary in terms of courtesy and customer service. I am unhappy with the ability of help at the RTG e.g. Bus arrived for a starting crews

800 Tracking app no longer working, tracking on website is much better than before

800 Tracking app is not working currently.

800 Timetable updates should be improve. (More info on the bus stop!!!

800 This is my first time on the bus

800 This is a great service do what you must to pay staff and drivers good wages to expand and sustain service

800 There is something about 800 after 4:00 PM where it gets unreliable. There are times when it is exceptionally late or simply does not show up. This is particularly true of the 4:50 pm bus.

800 The app doesn't track buses in real time anymore

800 The 805 bus is more convenient to my home but I typically take 800 bus because it runs more often (805 bus time frequency dropped in 2021)

800 thanks for all you do !

800 Thank you for all that you do

800 Public transport should improve on weekends.

800 Por el anominto gacias per mi es buen servicio

800 Please make sure the bus on time and app will give correct information.

800 Please improve on time performance for the 800 from Chapel Hill to RTC!

800 Please get GPS up and running again

800 Please construct shelters at 2 bus stops

800 Please bring back NRX

800 Please add more stops in apex, Holly Springs , and Frquay Varina

800 On 5/6/2023 a route 5 bus driver allowed three passengers to board the bus before I got off at a stop on Fayetteville St. He then smashed me in the door as I was exiting the bus.

800 Occasional bud, profane conversations that are aggressive. Overheard.

800 Need better freq. in weekends.

800 Need a better app

800 My concerns loitering constantly on buses
 800 Muy Buen Servicio Gracias
 800 More frequent bus & more routes please
 800 Manage bus service on weekends
 800 Lately we had trouble bus not going to the mall – bus driver passed exit and took us to transit center – it happened second times.

 800 Late night service would be great
 800 Late bus, Dirty bus, disrespectful drivers
 800 Just started taking bus, new job assignment. I have enjoyed the past week bus on time and safe clean environment. Pleasant drivers too. Thank you
 800 Jonathan small-I have been riding GoDurham Transit bus since 2006 & I have been riding GoTriangle bus since 2010
 800 It's free! that is amazing.
 800 It's fantastic free service
 800 Improving the morning time on time
 800 Improve the frequency of the buses on the weekend. Please extend the bus hours at night to 12:00 PM
 800 Improve Maths people pay 2;00
 800 If 800 could be made express(without stopping at Southpoint) and 800 s could ne made seamy Southpoint, my commute would be much better. Thank you for your service!
 800 I wish all stops had seats & shelters from the rain
 800 I wan't aware there was WiFi service
 800 I really enjoy GoTriangle, however I wish there was a live location view of the 800 bus on Transloc!
 800 I lived in the Triangle prior 2020 currently live out of the town. Only visiting today
 800 I don't ride enough to request more improvements great service in my opinion
 800 I didn't know there was wifi on the bus
 800 I am grateful about all your services The only problem is about #300 that its not on time. Thank you
 800 From my being of Things all is Good/Excellent
 800 Frequency, on time, connection shown on bus screen, sometimes I miss bus because it shows incorrect route number
 800 Frequency on weekends hours on weekends service to all locations. Extending the frequency of buses & service to more location would be great!

 800 For CRX route, make sure that all scheduled routes are running and running on time
 800 Expanded 805 hours during midday would be nice
 800 Early Sat-morn.
 800 Driver ethics needs work I have been left wet & cold by drivers refusing to stop more times then I care to count.
 800 Dispatch providing the right information about times the buses are running
 800 Clean buses keep the free fare shelter

- 800 Bus location tracking on Transloc app has been non-functional for many months on routes 800 & 805. Very dissatisfied about that. That should have been on of the services 1st and above
- 800 Buen Servicio
- 800 All of the transit services in the Research Triangle area have helped me out wonderful!
- 800 After noon time
- 800 After 4:40 pm the reliability of the 800 route significantly declines.
- 800 A lot of times bus drivers are not on the bus
- 800 A bus route from Chapel Hill - Raleigh on weekends would help.
- 800 805 on the weekends
- 800 2 feel safe with most riders. Once in a while people make me feel uncomfortable.
- 800 1. More frequent pick up times (e.g. every 15 or 20 min) 2. updates on app more consistent with real time 1900 doesn't 3. be on time-often late or doesn't show up on app any times
- 805 Moved into city last year, no comments on pandemic therefore some early issues with signs, Eventually fixed
- 805 I work at a plant M the triangle hours 6-2:30 I need service to start 5 am to get to work on time
- 805 I wish Transloc still worked, and the app displayed route worker was accurate all the times.
- 805 Drivers like to chill at Rtc be y2 late for work post pkp
- 805 Did not live in region until 2021, Did not move to a place where dolanded GoTriangle until 2022
- 805 A live app for tracking that allows into receive notifications about cancelled trips and broken down busses is needed. Lack of live tracking is a major problem! Otherwise its great
- 805 3:25 from chapel hill to wood croft did not show for 3 days - dispatchers could not find bus
- 910 I'm thankful I found out about this service, during daily was become so stressful. Now I get to read to work.
- 910 Every half hour on Saturday.