



Raleigh-Durham-Chapel Hill, NC

GoTriangle

2025 Onboard Regional Customer Satisfaction Survey

April 2026



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Section 1

Executive Summary



2025 GoTriangle Onboard Regional Customer Satisfaction Survey

Executive Summary

Overview

GoTriangle provides regional bus service throughout the Raleigh–Durham–Chapel Hill area, including Apex, Carrboro, Cary, Chapel Hill, Durham, Hillsborough, Holly Springs, Knightdale, Morrisville, Raleigh, Research Triangle Park, RDU International Airport, Wake Forest, Wendell, and Zebulon. In November 2025, the agency conducted an Onboard Regional Customer Satisfaction Survey on its fixed routes to analyze customer opinions regarding all aspects of service. The survey design satisfied multiple objectives, including compliance with federal regulations, measuring overall satisfaction, and understanding rider behavior.

Methodology

The survey was administered by ETC Institute’s team of trained field interviewers. ETC’s professional survey administrators were deployed across all GoTriangle fixed-route bus lines to conduct the passenger surveys. On each route, field interviewers boarded the bus and distributed paper surveys directly to passengers onboard the vehicle during regular service hours (6:00am to 10:00pm). Riders were encouraged to complete the self-administered survey while on board, providing feedback on their travel behavior and overall transit experience. Field interviewers collected complete surveys before passengers exited the vehicle.

Throughout the data collection period, survey staff-maintained coverage across all fixed-route services, ensuring that data reflected the diversity of the GoTriangle ridership base, routes, and service times. On multiple occasions, field interviewers provided direct assistance to passengers by conducting the survey as an in-person interview if needed. This approach was used in cases where passengers faced challenges such as Limited English Proficiency (LEP), difficulty understanding certain questions, or simply preferred to respond verbally rather than read the questionnaire. Survey completion was followed by a rider debrief to confirm that each question was answered to the best of the rider’s ability.

In addition to the paper self-administered survey, a web option was available for those riders who took short trips or wanted to complete the survey at a later time. A QR code was provided by field interviewers allowing passengers to scan and participate in the survey online.

During the pre-survey, planning phase, it was decided that the survey would be designed to mainly obtain information on service usage, ratings, and rider demographics. Once the survey questionnaire was finalized, ETC designed a paper self-administered survey as the primary instrument. The survey, included as **Section 5**, was created to ensure Title VI requirements were met and to provide additional information on riders. The survey was formatted with English on the front page and Spanish on the back.

The goal to collect a minimum of 415 completed surveys from riders was met, and the overall results for the sample of 448 riders have a margin of error of ± 4.63 at the 95% level of confidence. This means that if the survey were repeated 100 times, the results would fall within $\pm 4.63\%$ of the reported values in 95 of those instances. For an onboard customer satisfaction survey, a margin of error of $\pm 5\%$ is considered strong by industry standards. It provides a high level of precision while remaining practical for field-based data collection. Achieving this level of reliability ensures that the findings are robust and can be used with confidence to inform service planning, policy decisions, and performance evaluation.

The sampling plan was designed to obtain surveys from a minimum of 7.25% of the ridership on all fixed routes. Trips on each route were selected using a randomized sampling approach to ensure that the survey captured a representative cross-section of service throughout the study period. By randomly selecting trips across the routes included in the survey plan, the methodology reduced selection bias and allowed for a more accurate reflection of actual rider characteristics. This process ensured that trips from different times of day, service types, and operating conditions had an equal opportunity to be included, thereby strengthening the reliability and statistical validity of the data collected for each bus route.

The following pages of the report contain a summary of the major findings from the survey; the full 2025 Onboard Regional Customer Satisfaction Survey report includes the following:

- Figures and reporting depicting the results of the survey (Section 2)
- Tabular data of survey results (Section 3)
- A copy of the survey (English and Spanish) (Section 4)
- Write in comments (Section 5)

Note: Percentages within Sections 1 & 2 were calculated excluding “Don’t Know” or “Not Provided” answers. All percentages were rounded to the nearest whole percentage. Response statistics are based on 448 fully completed surveys.

Customer Demographic Characteristics

- **Race/Ethnicity, Age, and Gender.** The rider population is diverse across race, gender, and age groups. The largest racial group among riders was African American/Black (42%), followed by White riders (28%), with Asian (17%) and Hispanic (10%) riders also representing notable portions of the sample. In terms of gender, 53% of riders identified as male, 41% identified as female, and 6% identified as non-binary or preferred not to say. The age distribution skewed younger, with the largest shares of riders being 16-24 (28%) and ages 25–34 (25%), while smaller proportions fell within older age groups. Overall, the demographic profile reflects a relatively young and racially diverse rider population.
- **Employment and Income.** Most riders reported being employed full-time (40%), making it the largest employment category. Another 28% identified as students, while 20% reported being employed part-time. Smaller shares of riders indicated they were unemployed (12%), retired (6%), volunteers (3%), or homemakers (less than 1%). Overall, the rider population is primarily composed of working individuals and students, with fewer riders in other employment categories.

Customer Transportation Habits

- **Ridership.** 98% of respondents indicated that they use GoTriangle on a weekly basis. 46% of regular GoTriangle users indicated that they are also regular users of GoRaleigh, and 40% were regular users of GoDurham. During a typical week, 40% of riders used GoTriangle services four to five times per week. This is followed by 30% of riders who used GoTriangle service six to seven times a week.
- **Typical Customer Transportation.** 57% of riders used GoTriangle service to get to work, followed by 23% using GoTriangle to get to school/college. If GoTriangle were unavailable, 40% of riders would get a Taxi/Lyft/or Uber ride. 21% of riders would not have made their trip if GoTriangle was unavailable.

Customer Opinions

- **Overall Quality of GoTriangle services.** In 2025, riders reported generally positive perceptions of overall service. 28% rated the service as excellent and 27% as very good, while another 30% rated it as good. Combined, this means 85% of riders rated the service positively (excellent, very good, or good). A smaller share of riders reported more moderate or negative perceptions, with 10% selecting neutral and only a small percentage indicating poor or very poor ratings. Overall, the results indicate that most riders view GoTriangle service favorably, with strong positive ratings across the majority of respondents.
- **Satisfaction with Statements Regarding GoTriangle Services.** Overall, riders report generally positive perceptions across most GoTriangle service components, with many attributes receiving a majority of excellent or very good ratings. The strongest ratings are concentrated in customer service and accessibility, while weekday operations also perform well. Below are the Highest Rated Service Components (Excellent + Very Good Combined).
 - Courtesy & helpfulness of bus operators – 62%
 - Accessibility of bus stops & stations for those with disabilities – 54%
 - Hours the buses operate on weekdays – 54%
 - Frequency of service on weekdays – 54%

- **Excellent Customer Service.** In 2025, riders continued to place the greatest importance on service reliability and core operational performance. Buses running on time was the most important service attribute, with 32% of riders identifying it as one of the top priorities for improvement. Other highly important factors related to safety, service frequency, and overall trip efficiency, indicating that riders prioritize aspects of service that directly affect the reliability and convenience of their travel.
 - Buses running on time (32%)
 - Personal safety from other passengers (14%)
 - Frequency of weekday service (13%)
 - Availability of shelters at bus stops (13%)
- The following section presents the figures and reporting for each survey question broken down into two categories: Key Characteristics of Riders and Customer Satisfaction.

Section 2

Figures & Reporting

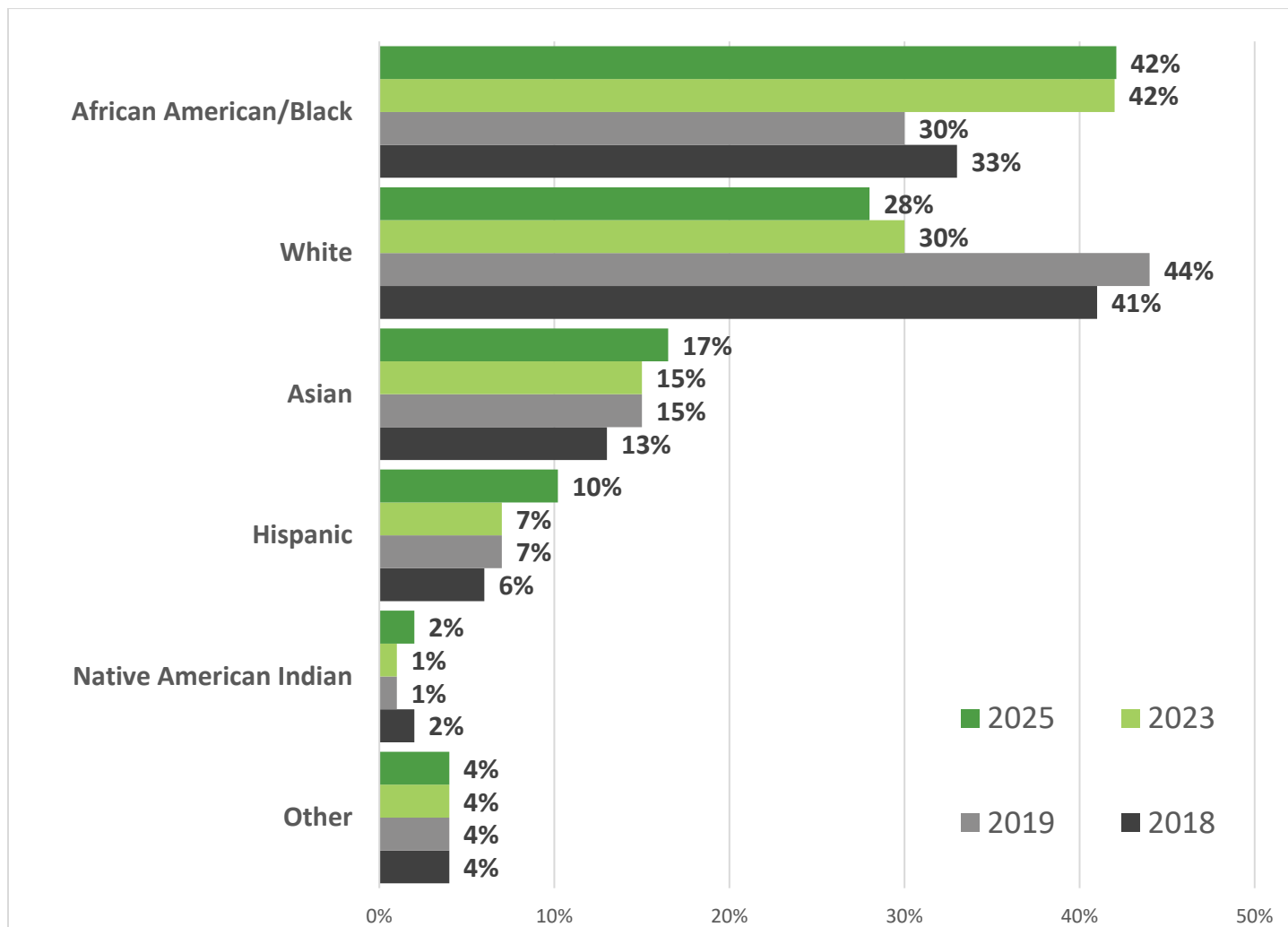


Key Characteristics of Riders



Race/Ethnicity

Figure 1. Race/Ethnicity of Riders

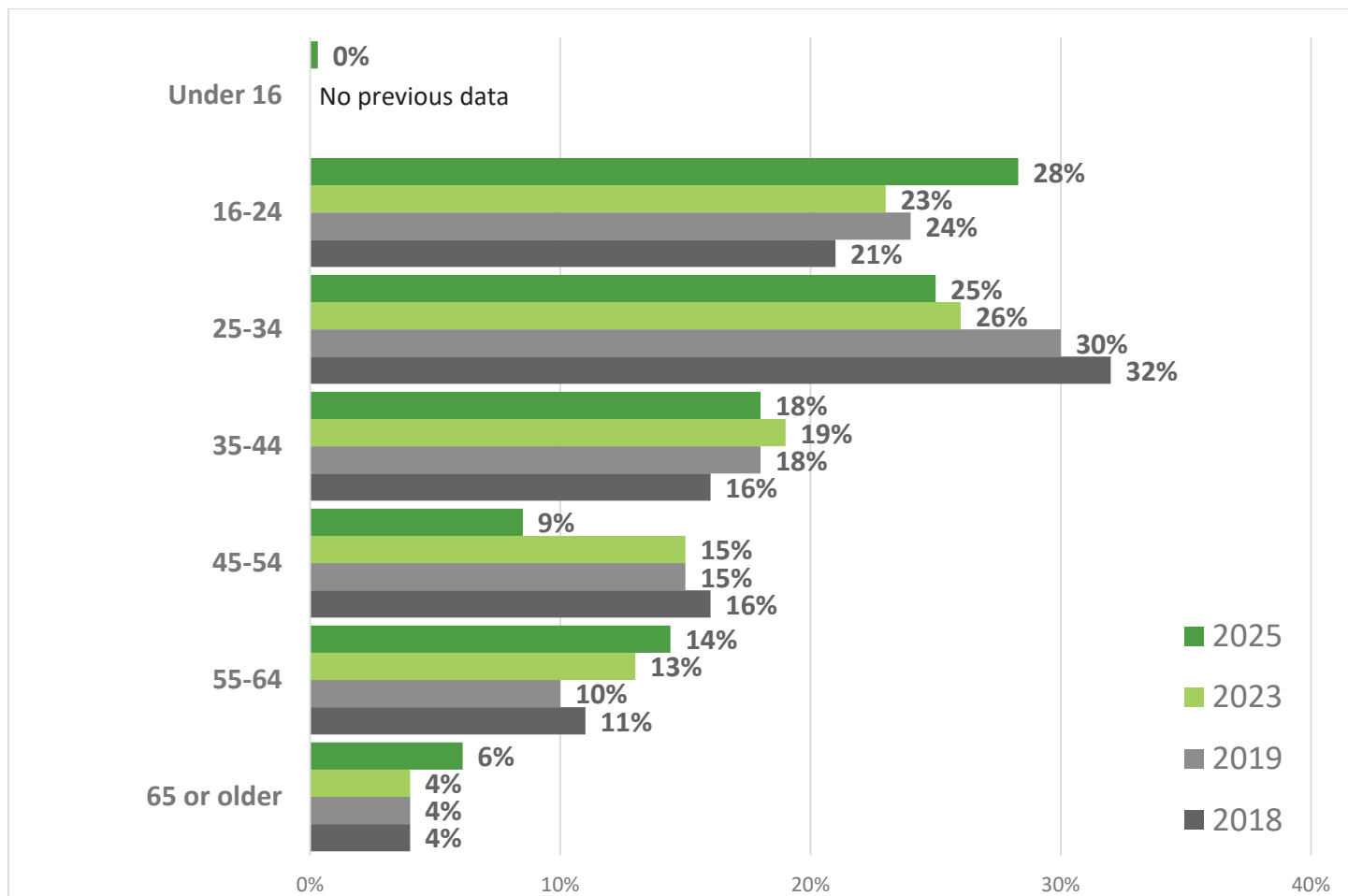


The racial composition of GoTriangle riders shifted somewhat across survey years, with African American/Black riders representing the largest share in 2025. In 2025, 42% of riders identified as African American/Black, the same share reported in 2023 and higher than 30% in 2019 and 33% in 2018. The share of riders identifying as White decreased to 28% in 2025, compared with 30% in 2023, 44% in 2019, and 41% in 2018, indicating a notable decline from earlier survey years. The proportion of riders identifying as Asian increased slightly to 17% in 2025, up from 15% in both 2023 and 2019, and 13% in 2018. Riders identifying as Hispanic also increased modestly, reaching 10% in 2025, compared with 7% in 2023 and 2019, and 6% in 2018. Smaller shares of riders identify as Native American Indian (2%) or Other (4%), which have remained relatively consistent across survey years.

Overall, the results suggest that GoTriangle ridership has become somewhat more diverse over time, with increases in the shares of African American/Black, Asian, and Hispanic riders, while the share of White riders has declined compared with earlier surveys.

Age of Riders

Figure 2. Age of Riders

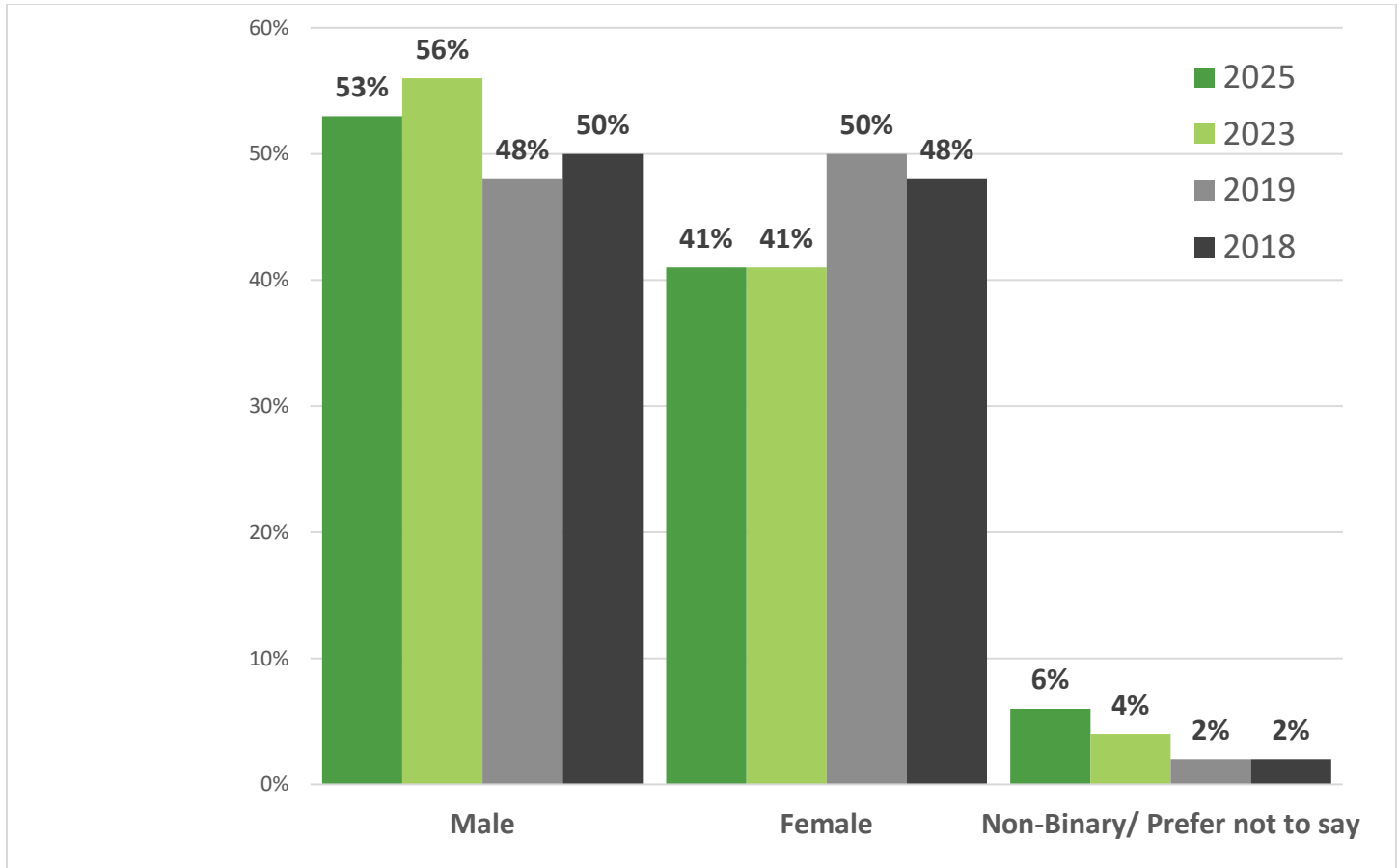


In 2025, the largest share of riders was 16-24 (28%), followed closely by those ages 25-34 (25%). Mid-career age groups represented smaller shares, with 35-44 at 18% and 45-54 at 9%. Older riders accounted for a moderate portion of the sample, including 55-64 at 14% and 65 or older at 6%. Overall, the 2025 results indicate a younger-skewing respondent base, with more than half (53%) under the age of 35.

The chart shows a clear shift toward a younger respondent population over time. The 16-24 group has steadily increased, rising from 21% in 2018 to 24% in 2019, 23% in 2023, and reaching 28% in 2025, marking the largest increase among all age groups. In contrast, the 25-34 category has declined since 2018, dropping from 32% in 2018 to 30% in 2019, 26% in 2023, and 25% in 2025. While still one of the largest groups, its share has gradually decreased. The 35-44 group has remained relatively stable, fluctuating slightly between 16% and 19%, and sitting at 18% in 2025. More notable declines were seen among middle-aged riders. The 45-54 group decreased significantly from 16% in 2018 and 2019 to 15% in 2023, and further down to 9% in 2025, representing a substantial drop in participation. Conversely, the 55-64 group showed gradual growth, increasing from 11% in 2018 and 10% in 2019 to 13% in 2023 and 14% in 2025. The 65 or older category has remained relatively small but has increased slightly from 4% in prior years to 6% in 2025.

Gender of Riders

Figure 3. Gender of Riders

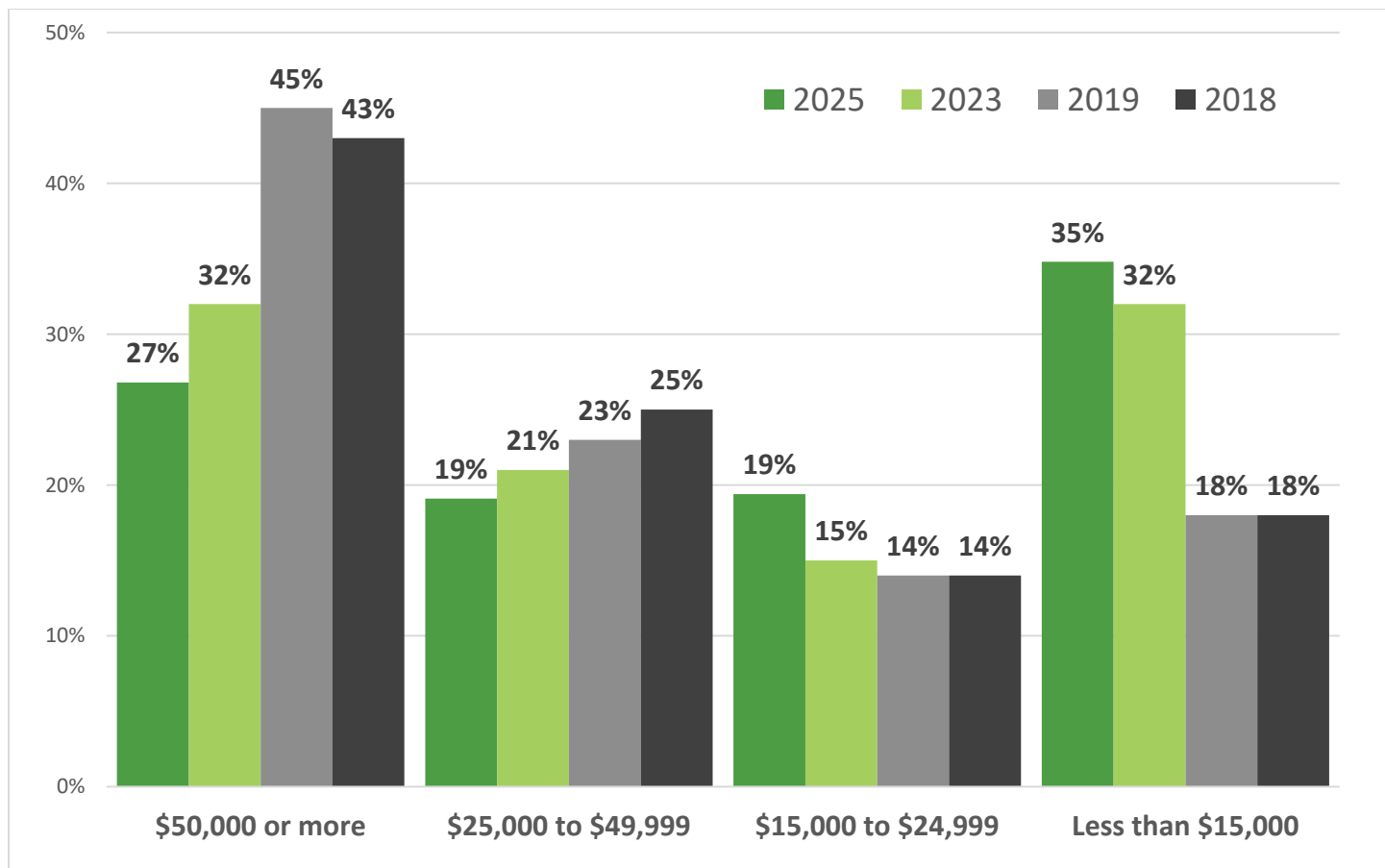


In 2025, 53% of riders identified as male, making it the largest gender group in the survey. Female riders accounted for 41% of the sample, while 6% identified as non-binary or prefer not to say.

Over time, gender distribution showed a gradual shift in representation. The share of male riders increased overall, rising from 50% in 2018 and 48% in 2019 to 56% in 2023, before slightly declining to 53% in 2025. Despite the small drop from 2023, the proportion of male riders remained higher than in earlier survey years. In contrast, the share of female riders has declined over the period. Female riders accounted for 48% in 2018 and 50% in 2019, but decreased to 41% in both 2023 and 2025, indicating a notable reduction compared with earlier surveys.

Household Income

Figure 4. Household Income of Riders



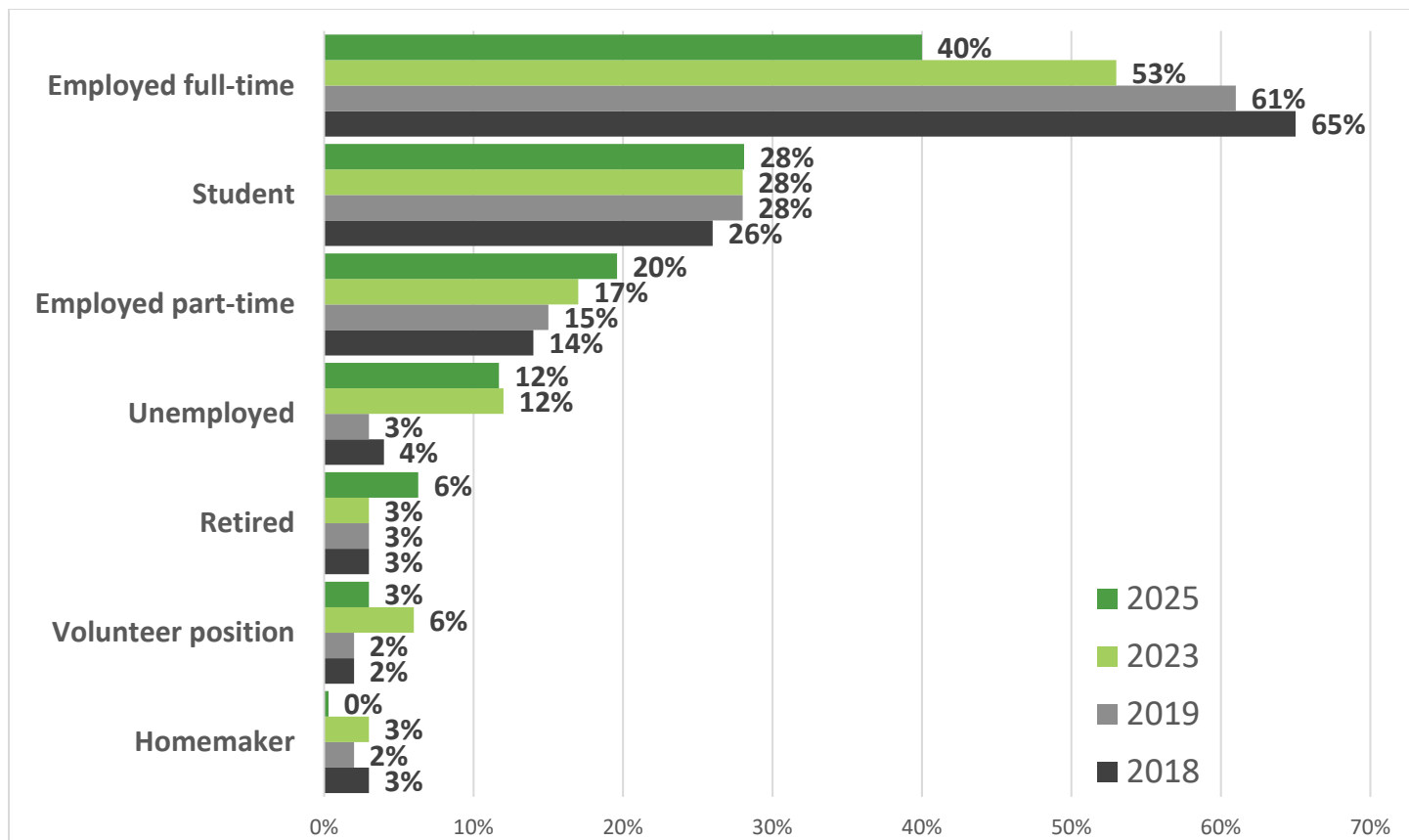
In 2025, the largest share of riders reported a household income of less than \$15,000 (35%), followed by \$50,000 or more (27%). Riders with incomes between \$25,000 and \$49,999 accounted for 19%, while another 19% reported incomes between \$15,000 and \$24,999. Overall, the 2025 results show that a substantial portion of riders fall into the lowest income category, while just over one-quarter reported household incomes of \$50,000 or more.

Over time, the chart shows a notable shift toward lower reported household income levels among riders. The share of riders reporting \$50,000 or more has declined considerably, decreasing from 43% in 2018 and 45% in 2019 to 32% in 2023, and further to 27% in 2025. Similarly, the \$25,000 to \$49,999 category has gradually declined from 25% in 2018 and 23% in 2019 to 21% in 2023 and 19% in 2025.

In contrast, lower-income categories have increased over time. The proportion of riders reporting less than \$15,000 nearly doubled compared with earlier survey years, rising from 18% in 2018 and 2019 to 32% in 2023 and 35% in 2025, making it the largest income group in the most recent survey. The \$15,000 to \$24,999 category has also grown slightly, increasing from 14% in 2018 and 2019 to 15% in 2023 and 19% in 2025.

Employment Status

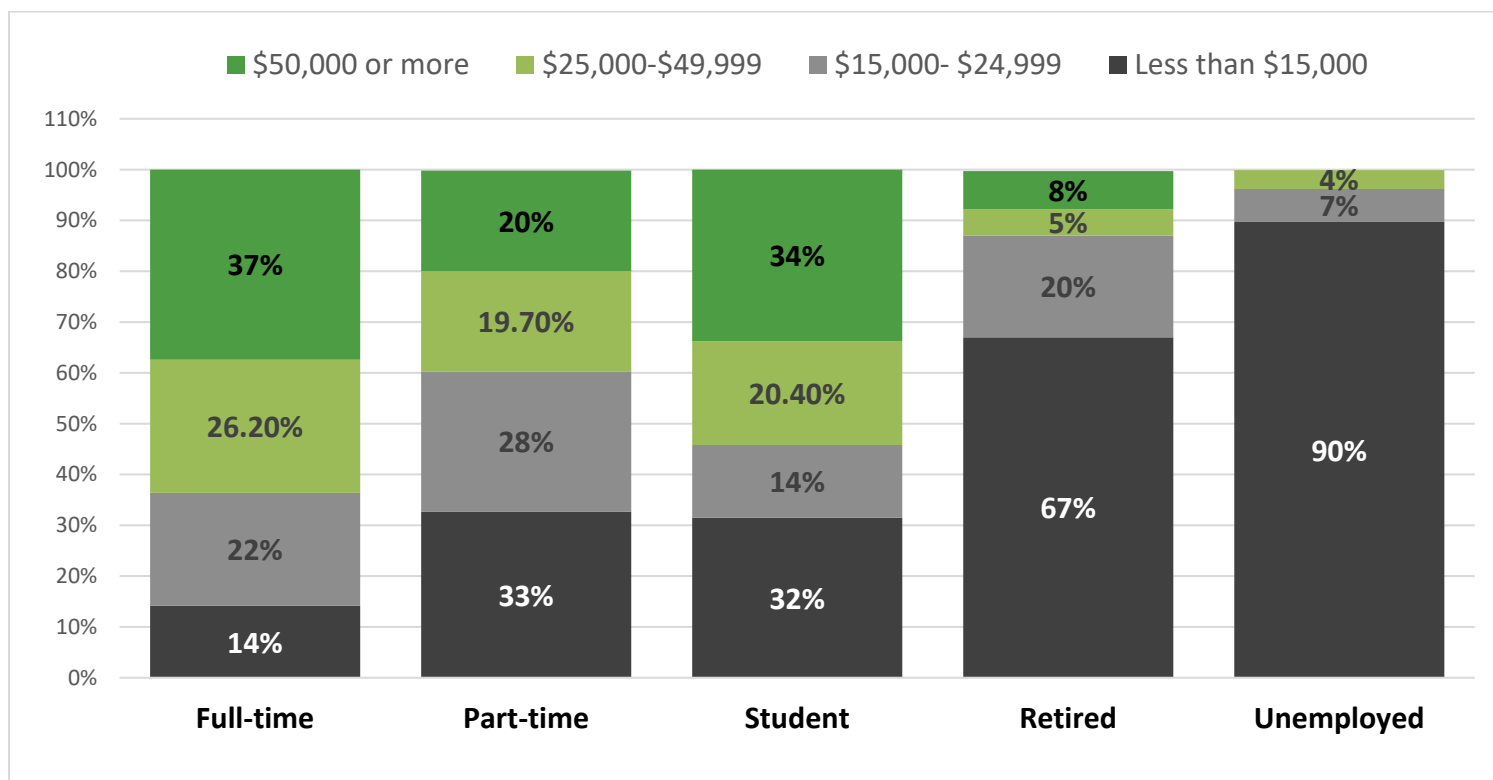
Figure 5. Employment Status of Riders



The largest group of respondents were employed full-time (40%), making it the largest employment category. Students accounted for 28% of respondents, representing the second largest group. Another 20% reported being employed part-time, while 12% indicated they were unemployed. Smaller shares of respondents reported being retired (6%), holding a volunteer position (3%), or being a homemaker (less than 1%). Overall, the 2025 results indicate that most respondents are employed or engaged in education, with relatively small proportions in other employment categories.

Over time, the data showed a shift in employment composition among respondents. The share of respondents employed full-time has declined, dropping from 65% in 2018 and 61% in 2019 to 53% in 2023, and further to 40% in 2025, representing the most notable decrease among the categories. The proportion of students has remained stable, holding steady at 28% from 2019 through 2025. The share of respondents employed part-time has gradually increased, rising from 14% in 2018 and 15% in 2019 to 17% in 2023 and 20% in 2025. The unemployed category has remained at 12% after seeing a significant increase from 3% in 2019. The share of retired respondents doubled to 6% after consistent results of 3% in previous years.

Figure 6. Employment Status by Household Income

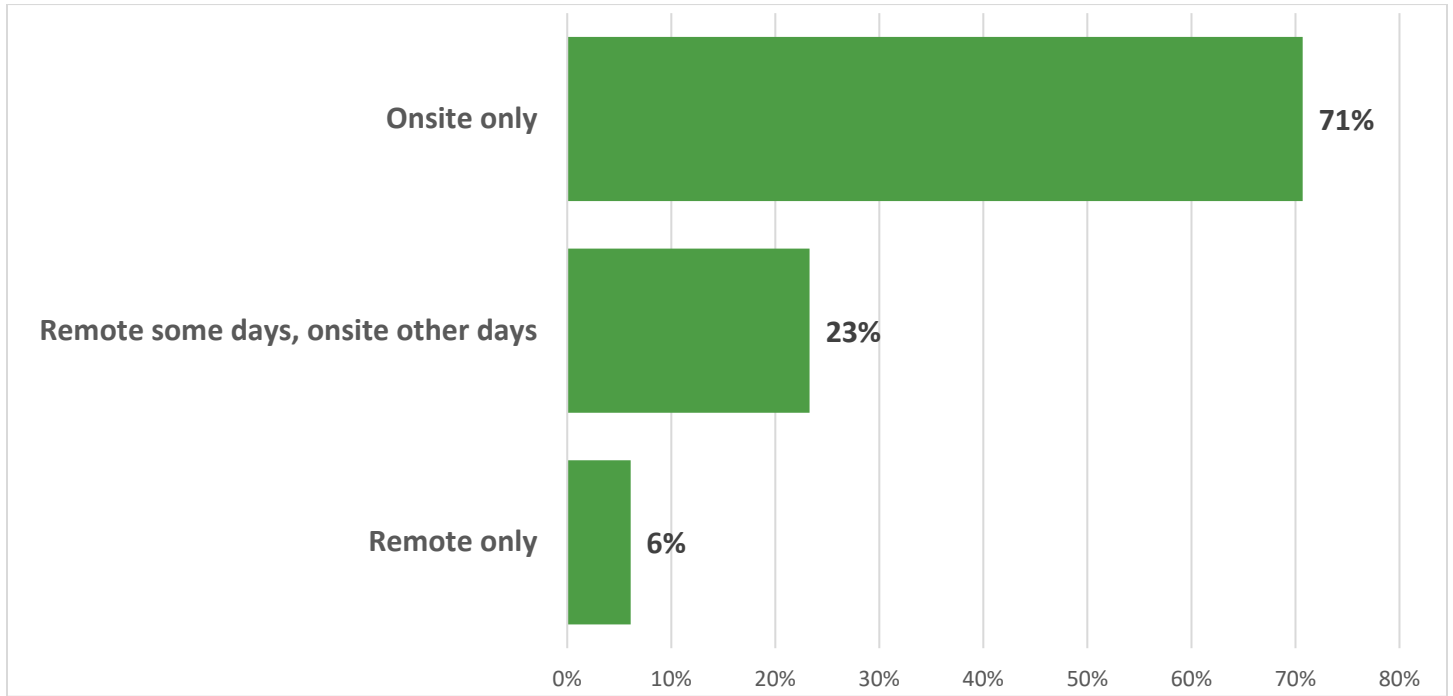


Among full-time employed respondents, income levels were more evenly distributed across categories. The largest share reported earning \$50,000 or more (37%), followed by \$25,000–\$49,999 (26%), \$15,000–\$24,999 (22%), and less than \$15,000 (14%). This group had the highest proportion of higher-income households compared with other employment categories. For part-time employees, income levels skewed toward lower brackets. About 33% reported household incomes under \$15,000, while 28% earn between \$15,000 and \$24,999. Smaller shares reported incomes of \$25,000–\$49,999 (20%) and \$50,000 or more (20%).

Among students, income levels were mixed but still leaned toward lower-income categories. About 32% reported incomes under \$15,000, while 14% reported \$15,000–\$24,999, 20% reported \$25,000–\$49,999, and 34% reported \$50,000 or more. Income levels were significantly lower among retired respondents, where 67% reported incomes under \$15,000. Another 20% fell within the \$15,000–\$24,999 range, while 5% reported incomes of \$25,000–\$49,999, and 8% reported incomes of \$50,000 or more. The unemployed group showed the lowest income levels overall, with 90% reporting household incomes under \$15,000. Only 7% reported incomes between \$15,000 and \$24,999, 4% reported \$25,000–\$49,999, and none reported incomes of \$50,000 or more. Overall, the results showed a clear relationship between employment status and household income. Full-time workers were more likely to report higher household incomes, while part-time workers, retirees, and especially unemployed respondents were far more likely to fall into the lowest income brackets. Students showed a mixed distribution, reflecting the varied financial situations common within that group.

Work/School Location

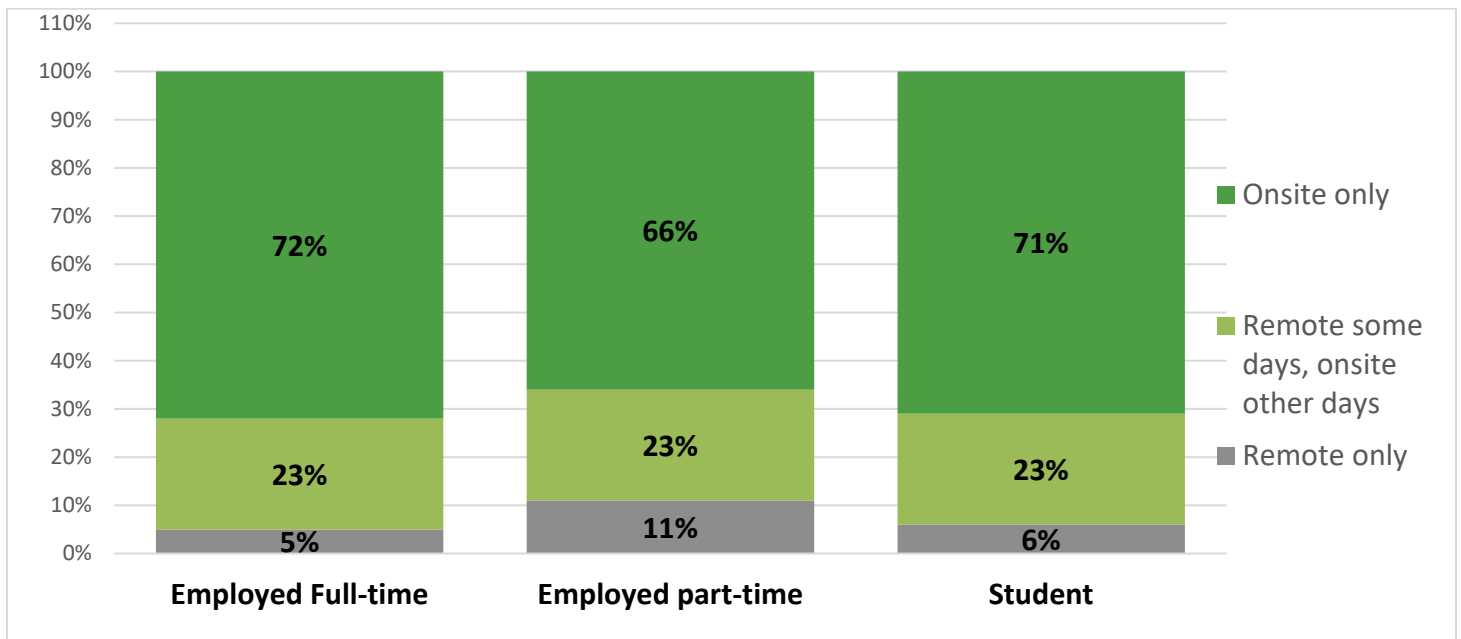
Figure 7. Work and School Location



The data showed that most respondents primarily worked or attended classes onsite rather than remotely. Overall, 71% of respondents reported working/attending classes onsite only, while 23% reported a hybrid schedule (working/attending classes remotely some days and onsite other days), and 6% worked/attended class fully remote. This indicates that traditional onsite work/learning remains the dominant arrangement among respondents, with hybrid work/learning representing a smaller but notable share and fully remote work/learning remaining relatively uncommon.

Work/School Location by Employment Status

Figure 8. Work and School Location by Employment Status

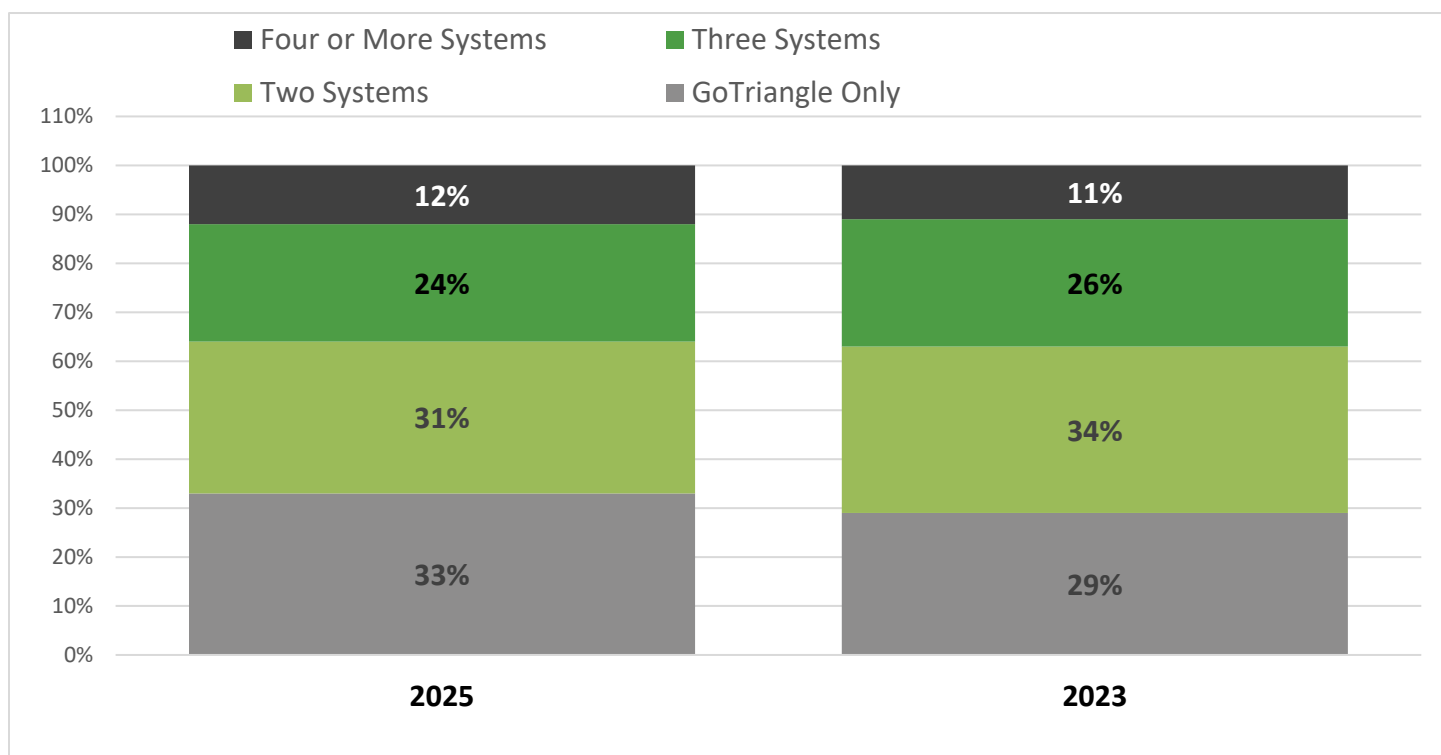


When examining work/class location by employment status, similar patterns emerge across groups. Among full-time employees, 72% worked onsite only, 23% worked in a hybrid arrangement, and 5% worked fully remotely. Part-time employees showed slightly more remote flexibility, with 66% working onsite only, 23% hybrid, and 11% fully remote—the highest fully remote share among the groups. Among students, 71% worked/attended classes onsite only, 23% followed a hybrid schedule, and 6% were fully remote.

Together, these charts indicate that onsite work/school remains the primary work arrangement regardless of employment status, though hybrid schedules accounted for roughly one-quarter of respondents across groups. Fully remote work/school represented a small minority of respondents, though it appeared slightly more common among part-time workers than full-time employees or students. Overall, the results suggest that most respondents still rely on in-person environments, with remote options playing a secondary role.

Total Number of Transit Systems Used by Riders

Figure 9. Total Number of Transit Systems Used by Riders

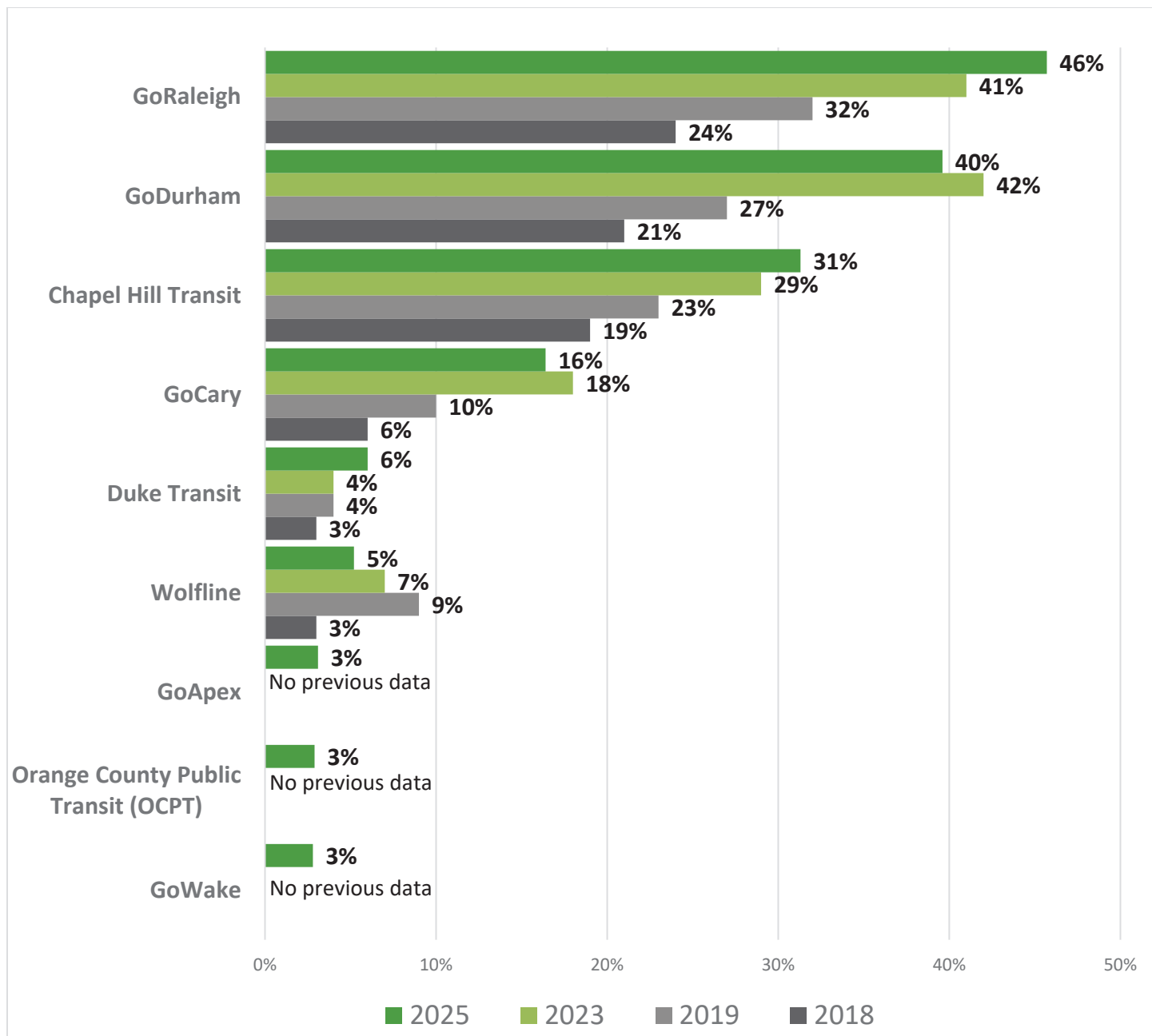


The results showed that many GoTriangle riders use multiple transit systems within the region, highlighting the interconnected nature of transit travel in the Triangle Area. In 2025, about 33% of regular GoTriangle users reported using only GoTriangle, while the remaining 67% reported using at least one additional transit system. Specifically, 31% used two systems, 24% used three systems, and 12% used four or more systems. These results were similar to 2023, when 29% used only GoTriangle, 34% used two systems, 26% used three systems, and 11% used four or more systems.

Overall, the findings indicate that most GoTriangle riders rely on more than one transit provider, suggesting that riders frequently transfer between systems such as GoRaleigh, GoDurham, and other regional services to complete their trips as seen in **Figure 10**.

Other Systems Used Weekly by GoTriangle Riders

Figure 10. Triangle Region Bus System Usage

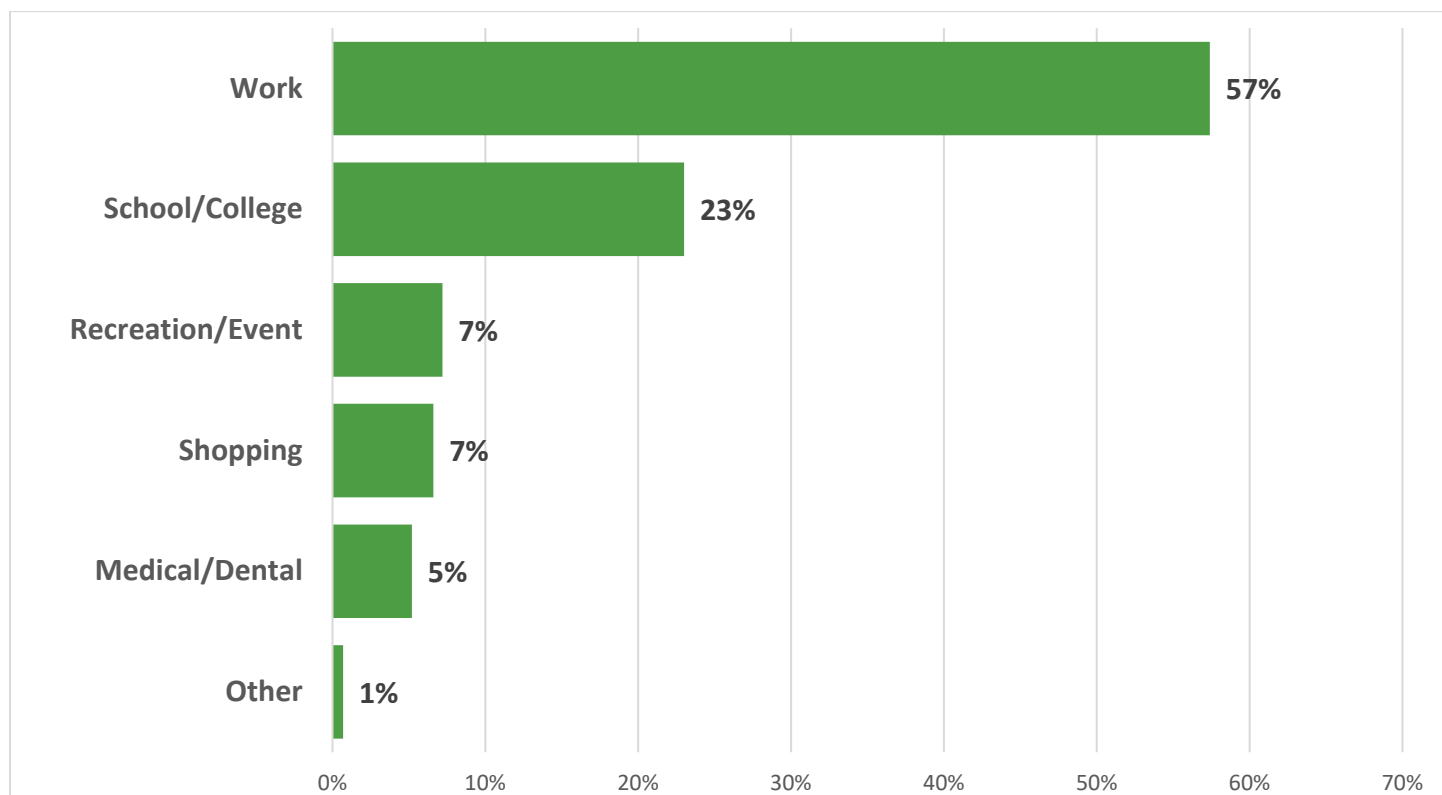


Many GoTriangle riders reported using multiple transit systems across the Triangle Region. In 2025, the most commonly used systems besides GoTriangle were GoRaleigh (46%) and GoDurham (40%), followed by Chapel Hill Transit (31%). Smaller shares reported using GoCary (16%), Duke Transit (6%), and Wolfline (5%), while GoApex, Orange County Public Transit, and GoWake were each used by about 3% of riders.

Trend results show increasing use of several local systems over time. GoRaleigh usage has grown steadily from 24% in 2018 to 46% in 2025, while Chapel Hill Transit has increased from 19% to 31% during the same period. GoDurham usage also rose from 21% in 2018 to around 40% in recent surveys, remaining relatively stable between 2023 and 2025. Overall, the results suggest that riders increasingly rely on multiple regional transit providers, highlighting the importance of coordination across systems in the Triangle Area.

Trip Purpose

Figure 11. Main Purpose of Trips

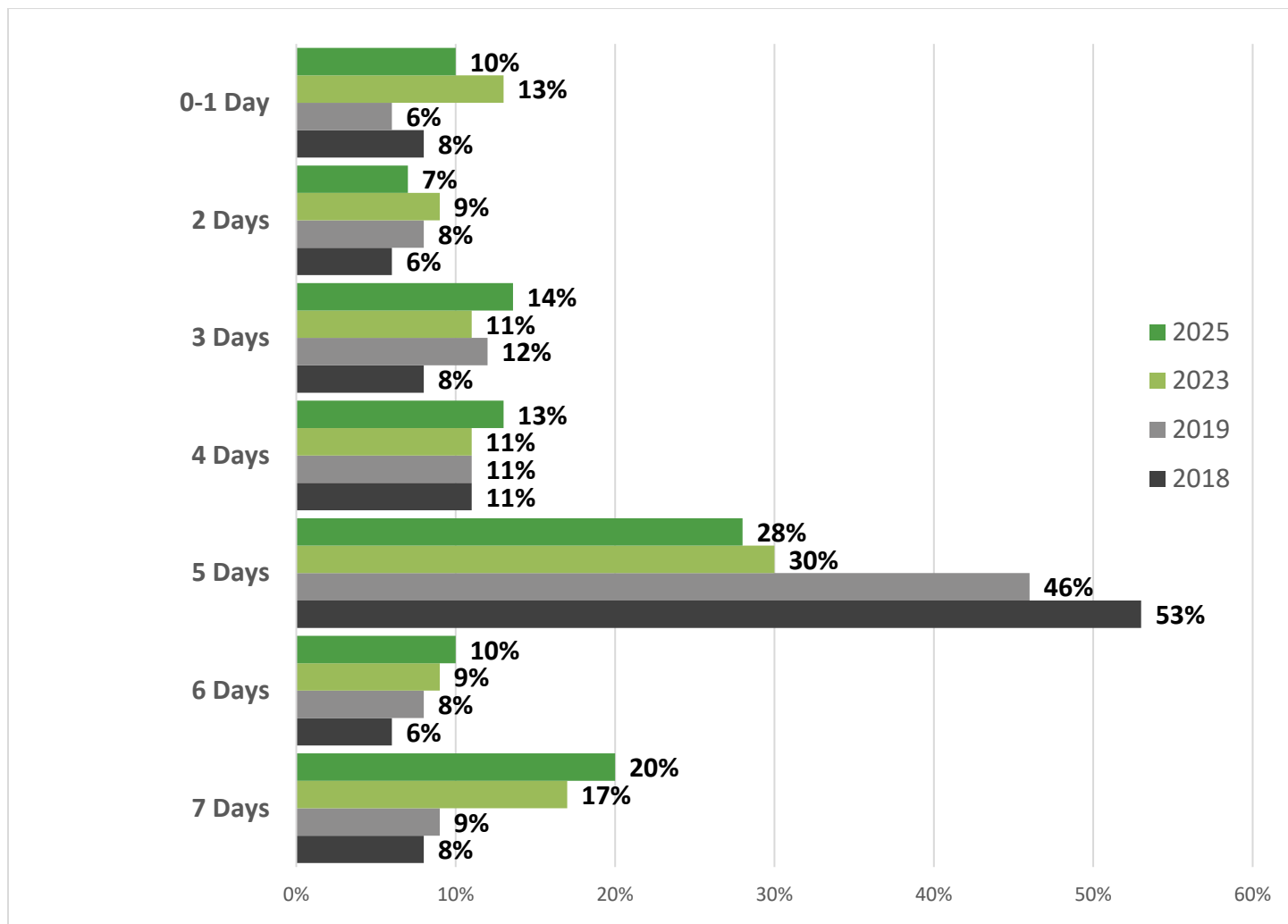


In 2025, the primary reason riders used GoTriangle service was for work-related travel, with 57% of riders indicating commuting to work as their main purpose. The second most common reason was school or college travel (23%), reflecting the role GoTriangle plays in supporting access to educational institutions. Other trip purposes represented much smaller shares of ridership. Recreation or events (7%) and shopping (7%) were tied as the next most common trip purposes. A smaller portion of riders reported using the service for medical or dental appointments (5%), while other purposes accounted for just 1%.

Overall, the results indicate that GoTriangle primarily serves commuters and students, with a majority of trips focused on work and educational travel, while discretionary trips such as recreation, shopping, and medical visits represent a smaller share of ridership.

Frequency of GoTriangle Use

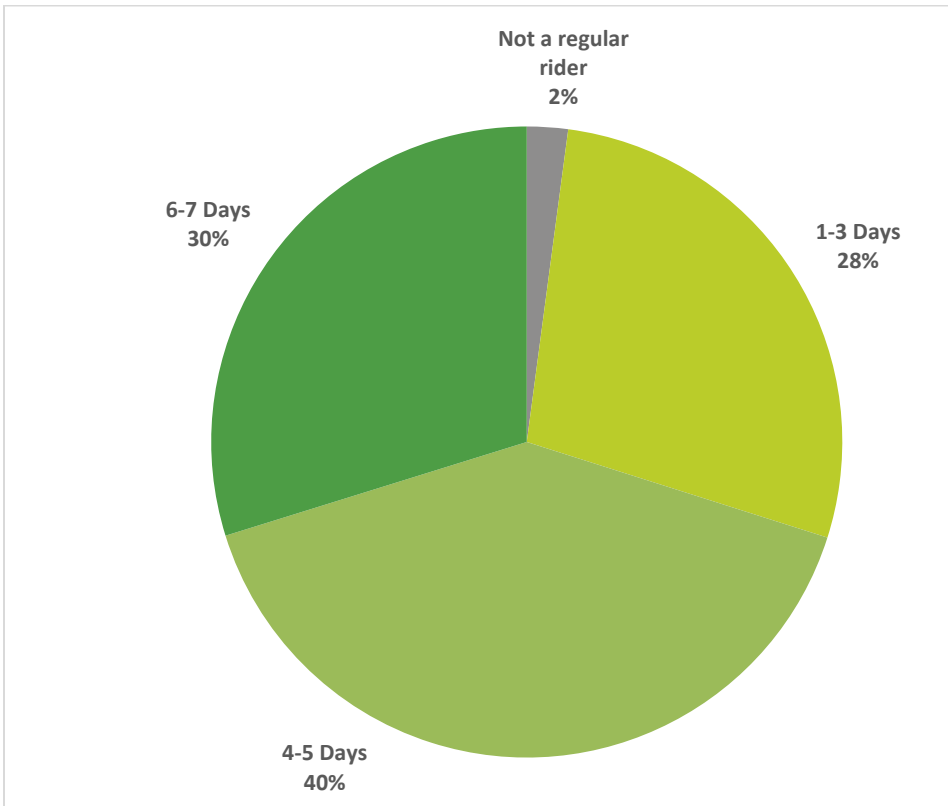
Figure 12. Frequency of GoTriangle use Trends



Most riders reported using GoTriangle multiple days per week, with weekday commuting remaining the most common usage pattern. In 2025, the largest share of riders reported using the service five days per week (28%), although this was lower than in previous surveys (30% in 2023, 46% in 2019, and 53% in 2018), indicating a decline in strictly weekday commuting.

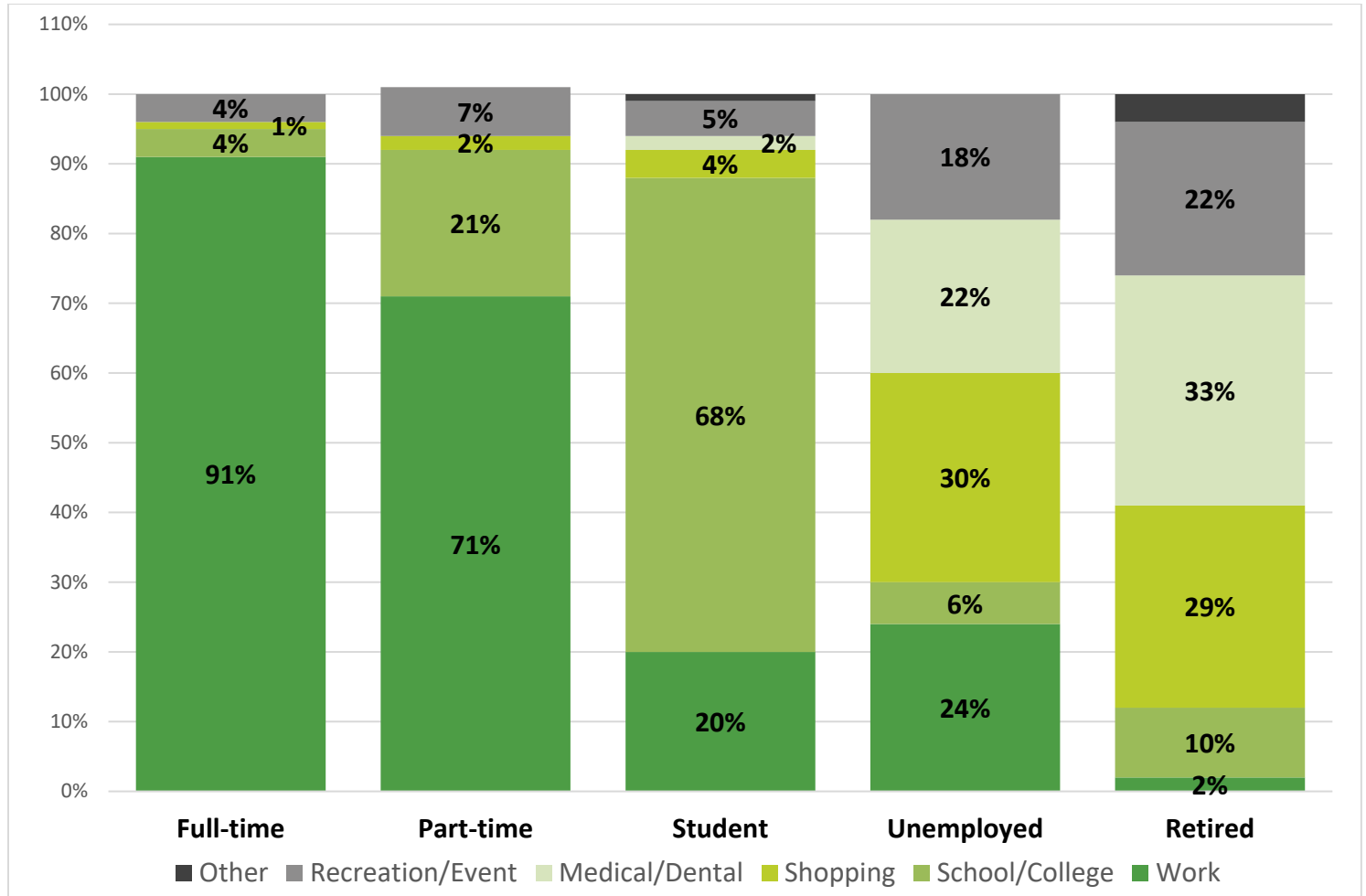
At the same time, seven-day usage has increased to 20% in 2025, up from 17% in 2023 and about 8–9% in earlier years, suggesting more riders are using GoTriangle throughout the entire week. Moderate usage levels were also common, including three days per week (14%), four days per week (13%), and six days per week (10%). Smaller shares of riders reported lighter usage, including 0–1 day per week (10%) and two days per week (7%). Overall, the results suggest that while weekday commuting remains the most common pattern, ridership has become more distributed across different numbers of travel days, with a noticeable increase in riders using the system seven days per week compared with earlier surveys.

Figure 13. Frequency of GoTriangle use 2025



Trip Purpose by Employment Status

Figure 14. Trip Purpose by Employment Status

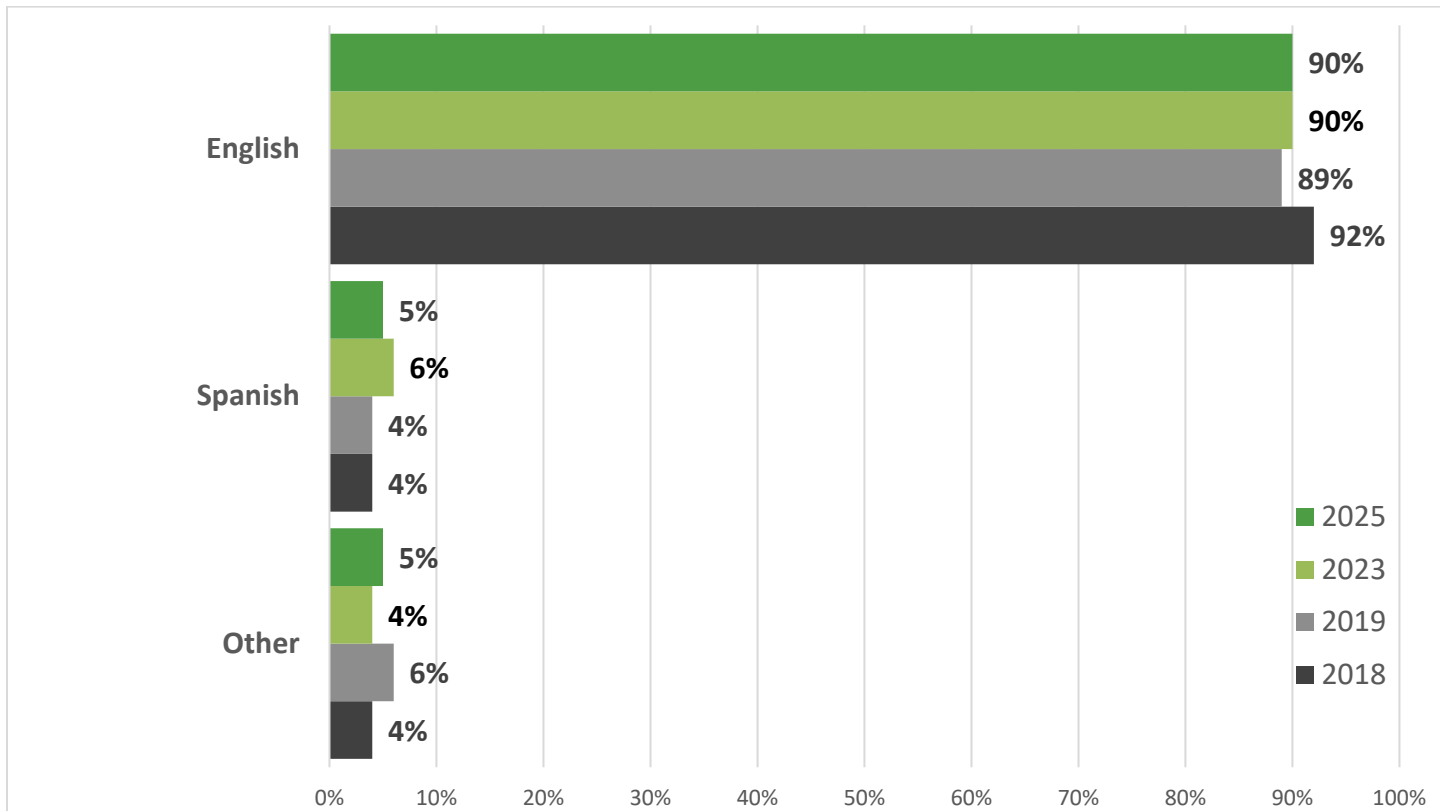


Among full-time employed riders, trips were overwhelmingly work-related, with 91% reporting commuting to work as their primary trip purpose. Only small shares reported other purposes, including school/college (4%), shopping (4%), or recreation/events (4%), indicating that GoTriangle primarily functioned as a commuter service for this group. For part-time employed riders, work was still the primary purpose but to a lesser degree, with 71% traveling for work. A larger share of these riders used the service for school/college (21%), suggesting overlap between part-time employment and education. Smaller portions reported recreation/events (7%) or shopping (2%) as their main purpose. Among students, the majority of trips were education related. School or college accounted for 68% of trips, while 20% reported work trips, indicating that many student riders also commuted to jobs. Other purposes such as shopping (4%), medical/dental (4%), and recreation/events (5%) represented relatively small shares. Trip purposes were more varied among unemployed riders. The largest category was shopping (30%), followed by medical/dental trips (22%), recreation/events (18%), and work trips (24%). A small share (6%) reported traveling for school or college. This pattern suggests that unemployed riders rely on the system more for essential errands and personal needs. For retired riders, trips were primarily non-work related. The most common purposes were medical/dental visits (33%), shopping (29%), and recreation/events (22%). Only 2% report work trips, reflecting expected travel patterns among retirees.

Overall, the crosstab results show that GoTriangle serves distinct travel needs across employment groups: Commuting dominated among full-time and part-time workers. Education trips dominated among students. Shopping, medical, and recreational trips were more common among unemployed and retired riders.

Primary Language of Household

Figure 15. Primary Language of Riders



Most riders reported English as the primary language spoken in their household, with 90% of riders in 2025 indicating English. This was consistent with previous survey years, including 90% in 2023, 89% in 2019, and 92% in 2018, showing very little change over time.

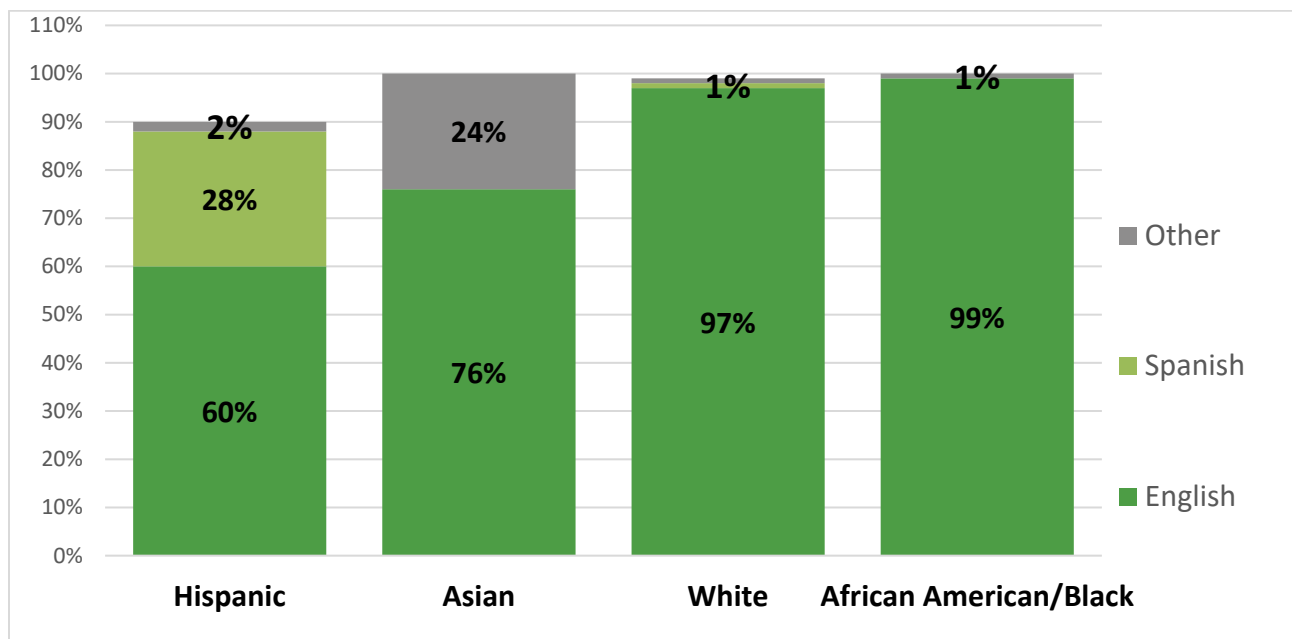
A smaller share of riders reported Spanish as their primary household language (5%), similar to prior years (6% in 2023 and 4% in both 2019 and 2018). Another 5% reported speaking other languages, which is slightly higher than 4% in 2023, but similar to earlier survey results.

Overall, the results indicated that English remains the dominant household language among riders, while Spanish and other languages represented smaller but consistent portions of the ridership over time. **Figure 16** below shows the details of the 5% of riders who selected “other” as their primary language.

Figure 16. Other Languages

Language	% of Sample	% of "Other"
Chinese	2%	46%
Portuguese	1%	15%
Japanese	1%	11%
Tagalog	<1%	7%
Korean	<1%	6%
Vietnamese	<1%	5%
French	<1%	5%
Nepalese	<1%	5%
Total	5%	100%

Figure 17. Race/ Ethnicity by Primary Language



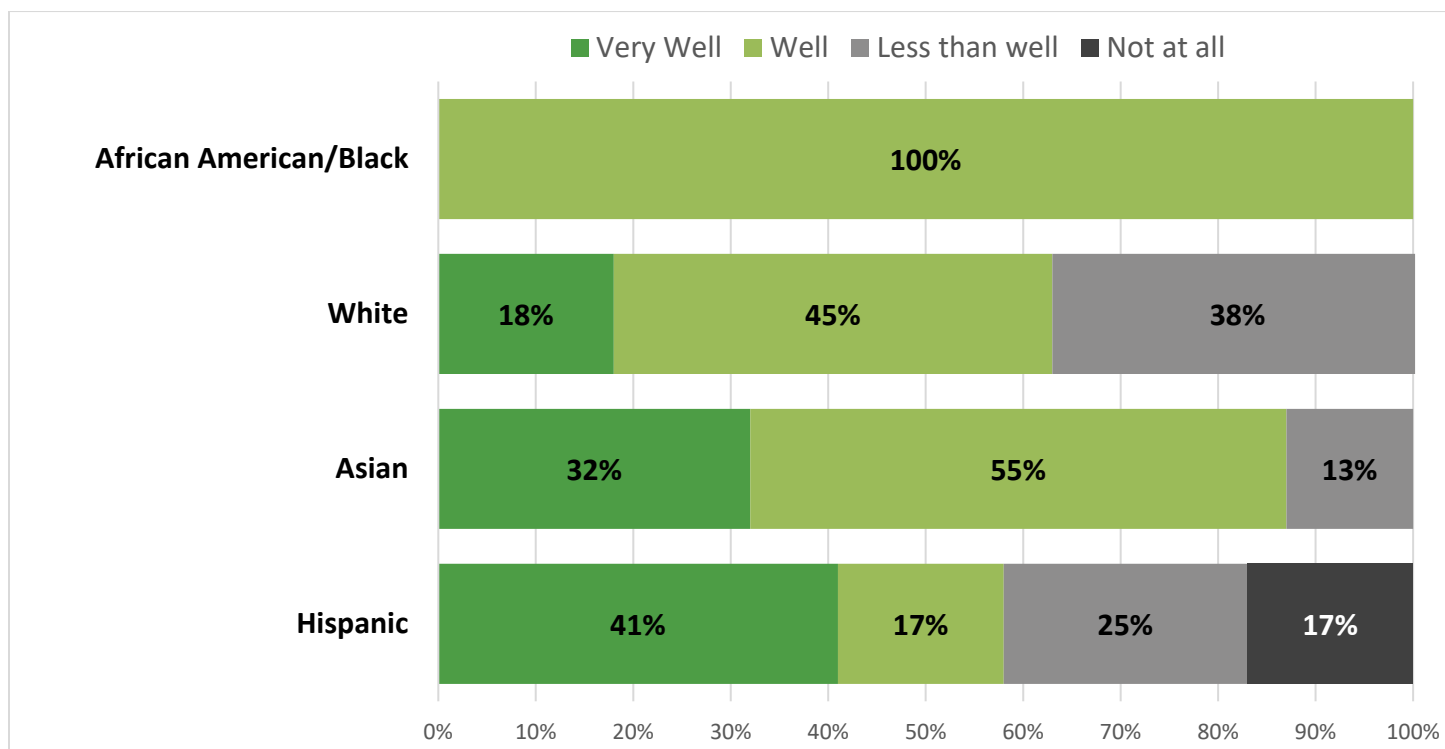
Among African American/Black respondents, 99% reported English as the language spoken, while only 1% reported another language. Similarly, White respondents overwhelmingly reported English (97%), while 1% reported Spanish and 1% another language.

Language diversity was more evident among Asian respondents. While 76% reported English, a notable 24% reported speaking another language, representing the largest share of non-English languages among the racial groups shown. The greatest variation appeared among Hispanic respondents, where 60% reported English, 28% reported Spanish, and 2% reported another language.

Overall, the chart shows that while English is still the dominant language spoken across all racial and ethnic groups, Hispanic and Asian respondents showed greater linguistic diversity, with higher shares reporting Spanish or another language spoken in their households.

English Proficiency by Race/Ethnicity

Figure 18. Race/Ethnicity by English Proficiency



The above chart shows how well respondents who spoke a language other than English reported speaking English, broken down by race and ethnicity. Overall, most respondents indicated that they speak English well or very well, though levels of proficiency varied across groups.

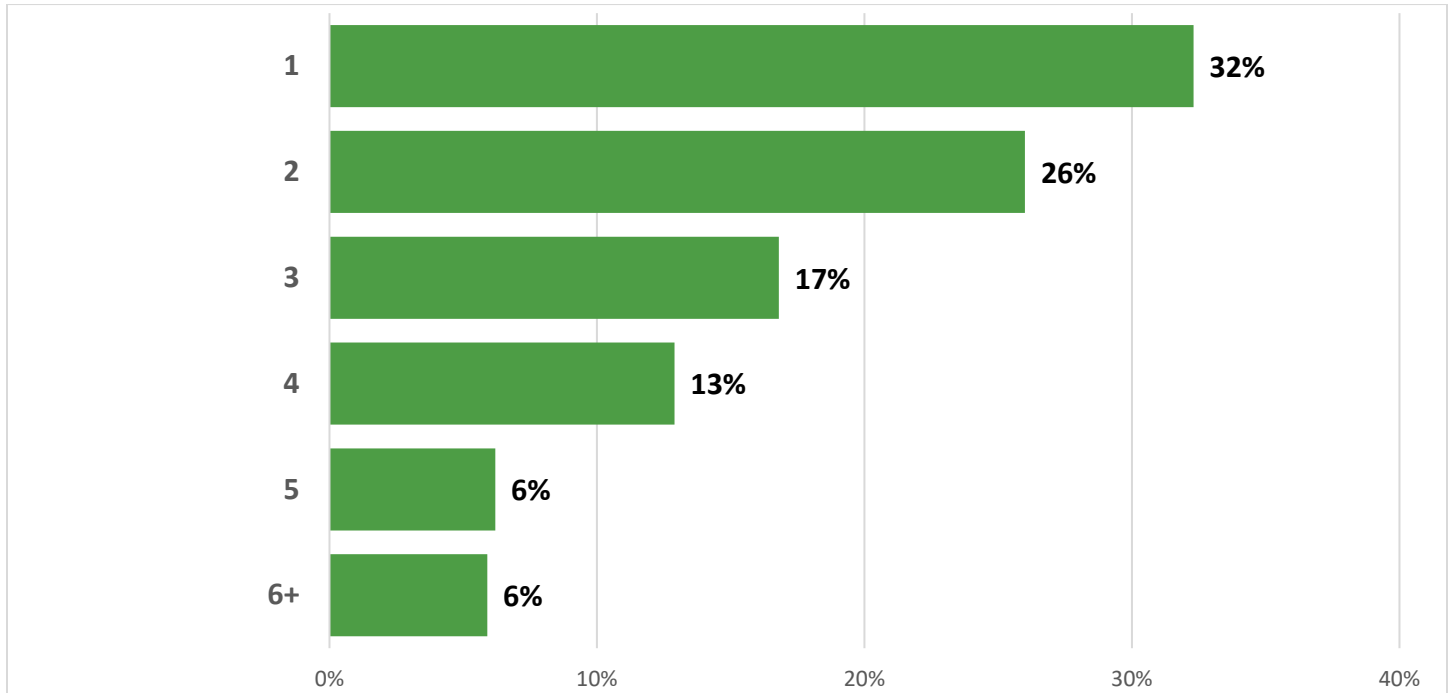
Among African American/Black respondents, 100% who reported speaking another language also reported speaking English well, indicating no challenges with English proficiency within this group. Among White respondents, 18% reported speaking English very well and 45% reported speaking it well, while 38% indicated they spoke English less than well. No respondents in this group reported not speaking English at all.

Asian respondents reported relatively high English proficiency, with 32% indicating they spoke English very well and 55% reporting they spoke it well, while 13% reported speaking English less than well. Hispanic respondents showed the greatest variation in English proficiency. While 41% reported speaking English very well and 17% reported speaking it well, 25% indicated they spoke English less than well, and 17% reported not speaking English at all.

Respondents who primarily spoke English reported a wide range of English proficiency levels. This highlights the importance of providing multilingual resources and communication options to ensure accessibility for all populations.

Household Size

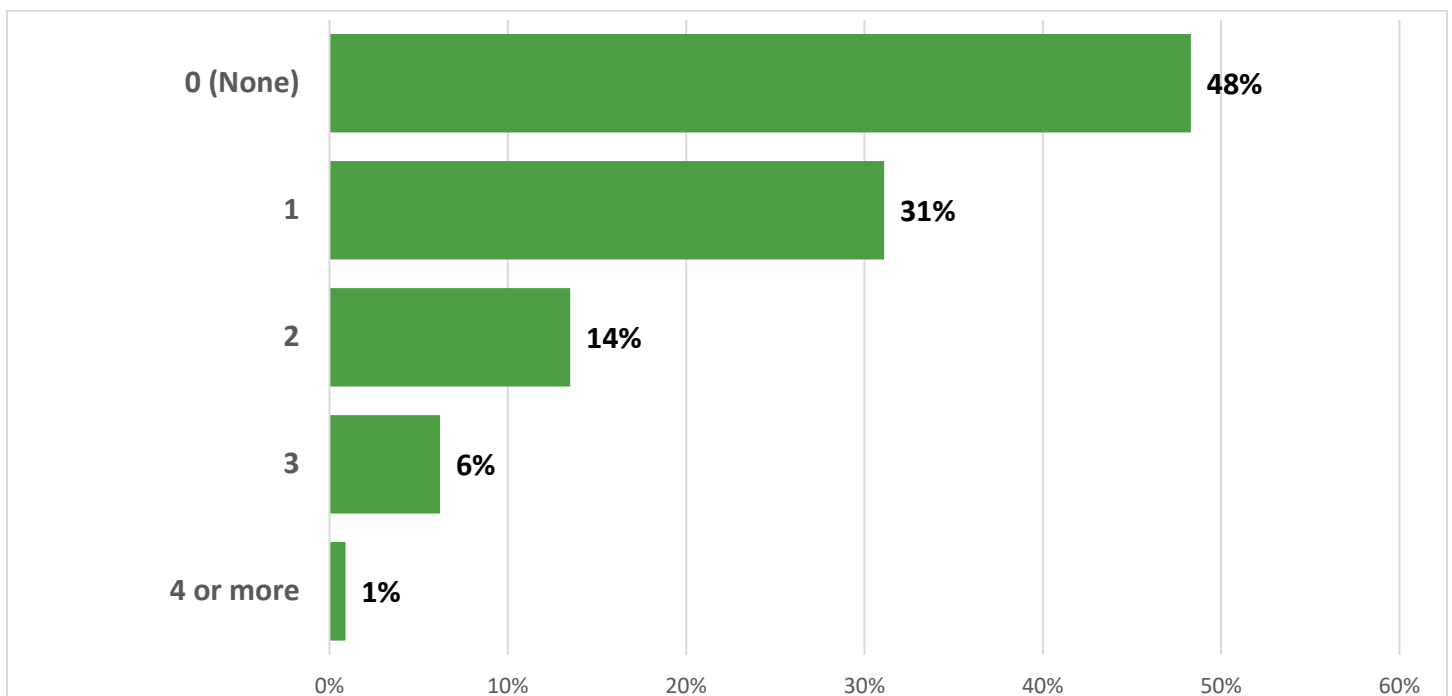
Figure 19. Household Size



The chart shows that most respondents lived in smaller households, with the largest share reporting a one-person household (32%). The next most common household size was two people (26%), followed by three-person households (17%) and four-person households (13%). Larger households were less common, with 5-person households accounting for 6% of respondents and households with six or more people also representing 6%.

Household Vehicles

Figure 20. Household Vehicles

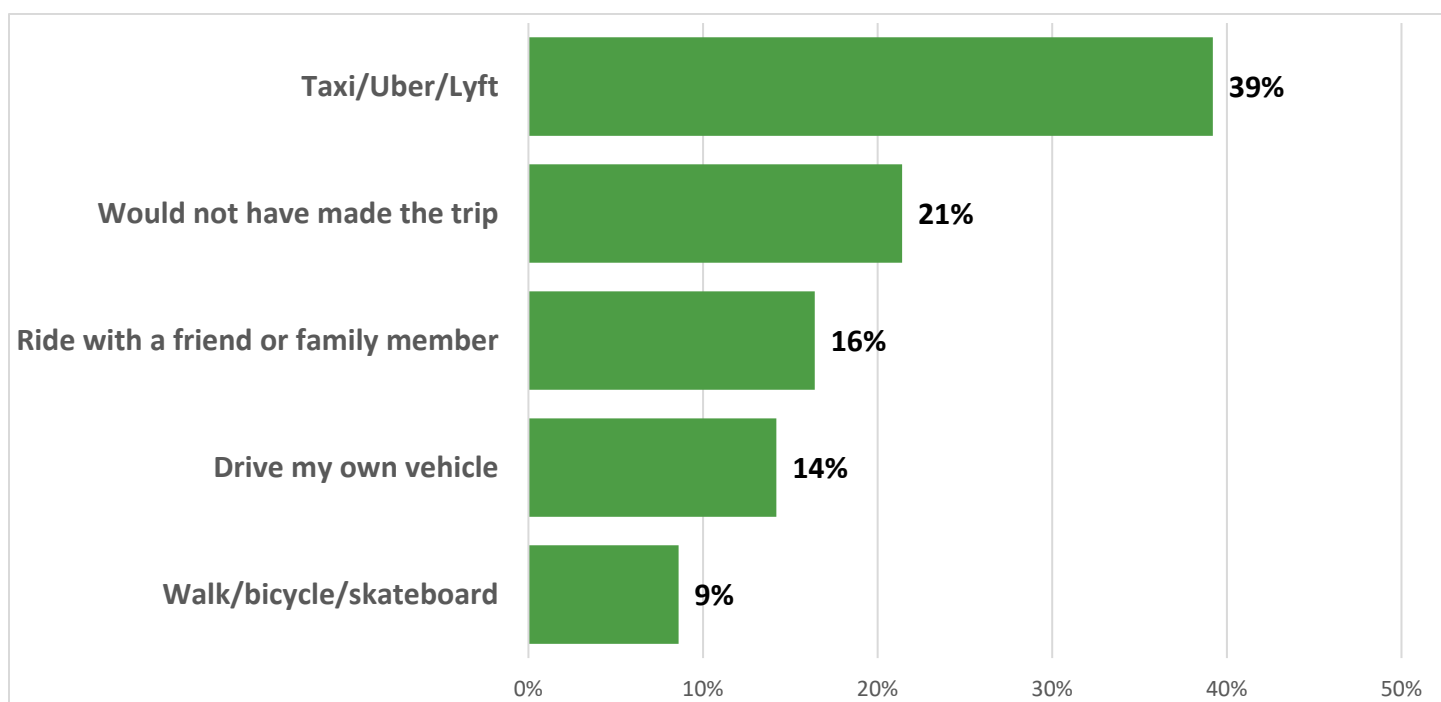


The chart shows that nearly half of respondents lived in households with no vehicles (48%), making it the most common category. Another 31% reported having one vehicle in their household. Smaller shares of respondents reported having two vehicles (14%) or three vehicles (6%), while only 1% reported having four or more vehicles.

Overall, the results indicate that many respondents have limited access to private vehicles, with nearly eight in ten households having either zero or one vehicle. Households with two or more vehicles represented a much smaller portion of the sample. This distribution suggests that a significant share of respondents may rely on alternative transportation options, such as public transit, ridesharing, walking, or biking, rather than multiple personal vehicles.

Alternative Transportation Methods

Figure 21. Alternative Transportation Methods

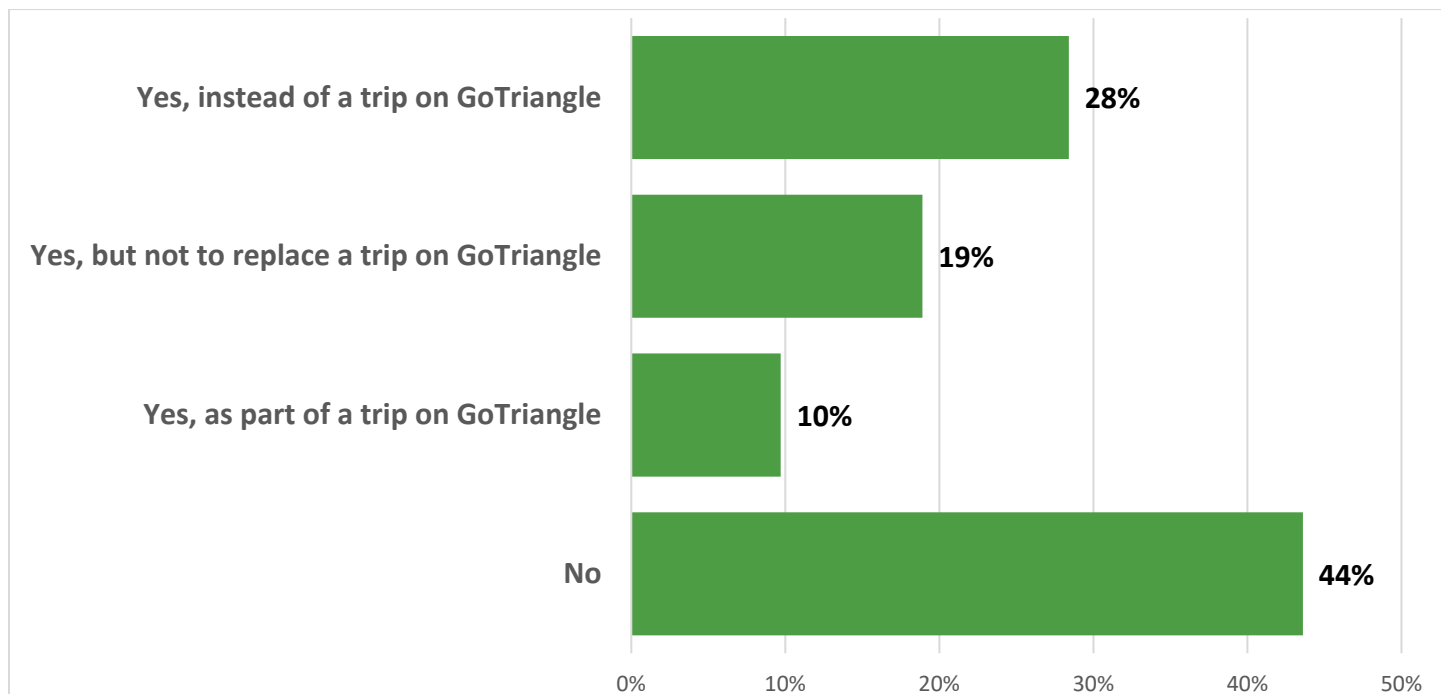


If GoTriangle service were unavailable, the most common alternative reported by riders was using a taxi, Uber, or Lyft (39%), indicating that ride-hailing services were the primary substitute for transit trips. This suggests that many riders rely on app-based transportation as a direct alternative when transit is not available. A notable share of riders (21%) said they would not have made the trip at all, highlighting the important role transit plays in enabling mobility for many riders. Without transit, these trips may not occur. Other alternatives included riding with a friend or family member (16%) and driving their own vehicle (14%), suggesting some riders have access to private vehicles or informal rides when needed. A smaller portion of riders (9%) reported they would walk, bicycle, or skateboard instead.

Overall, the results indicate that ride-hailing services are the most common substitute for transit, while a substantial portion of riders would either rely on personal networks or not make the trip at all, underscoring the essential mobility role that GoTriangle provides.

Uber/Lyft/Taxi Usage

Figure 22. Uber/Lyft/Taxi Usage

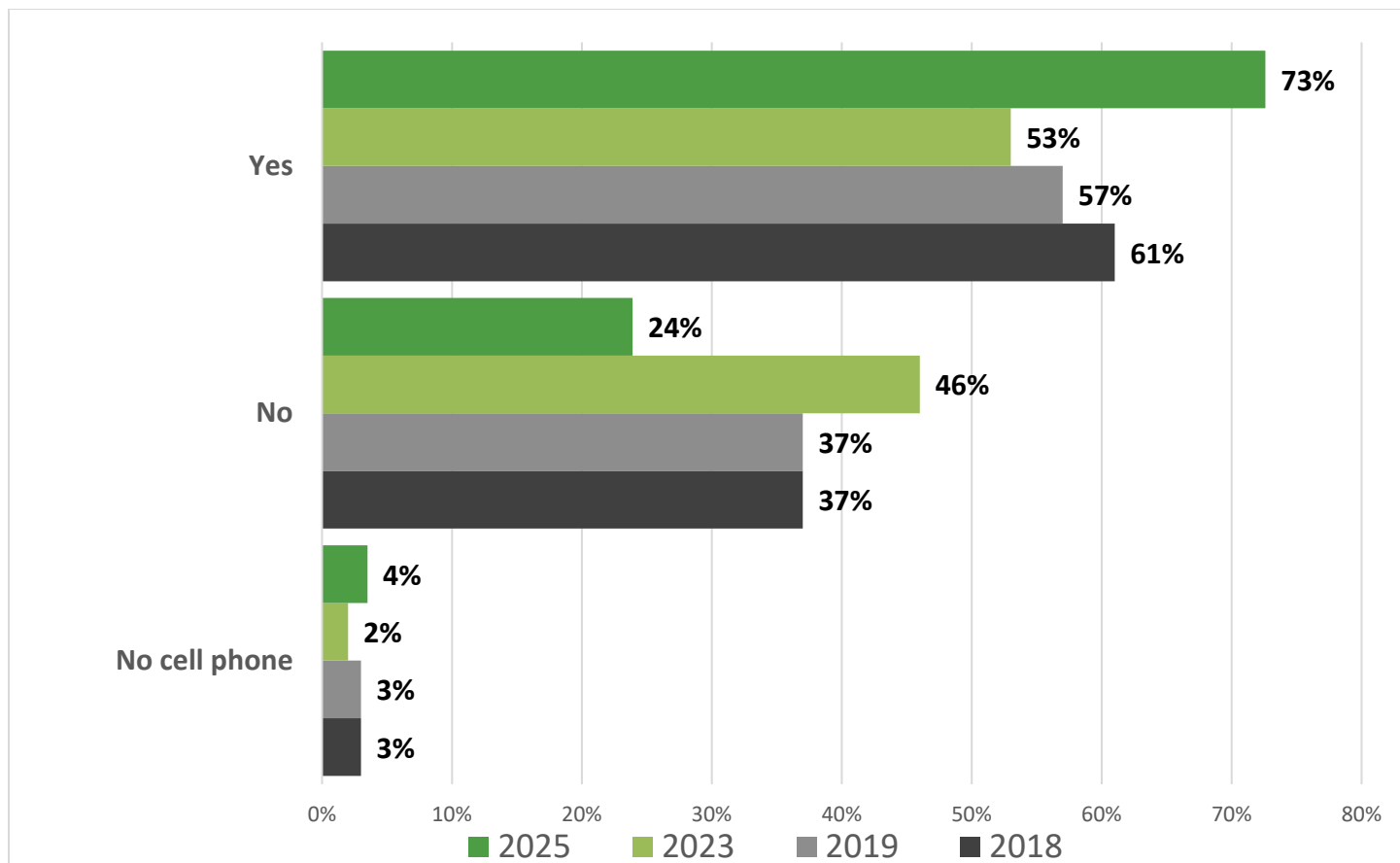


Results indicated that more than half of GoTriangle riders had used Uber, Lyft, taxis, or app-based scooters/bikes in the past 30 days. Overall, 57% of riders reported using one of these services, while 44% indicated they have not used them during that time period. Among those who used these services, the most common response was using them instead of a GoTriangle trip (28%), suggesting that some riders substitute ride-hailing or micromobility options for transit on certain trips. Another 19% reported using these services, but not as a replacement for a GoTriangle trip, indicating these modes are often used for trips that may not involve transit. Additionally, 10% of riders reported using these services as part of a trip on GoTriangle, suggesting a smaller share of riders integrate ride-hailing or micromobility options with transit as a first-mile or last-mile connection.

Overall, the results suggest that while many riders rely primarily on GoTriangle, ride-hailing and micromobility services are also commonly used, both as alternatives to transit and as complementary modes within the broader travel experience.

Use of Transit Apps

Figure 23. Use of Transit Apps

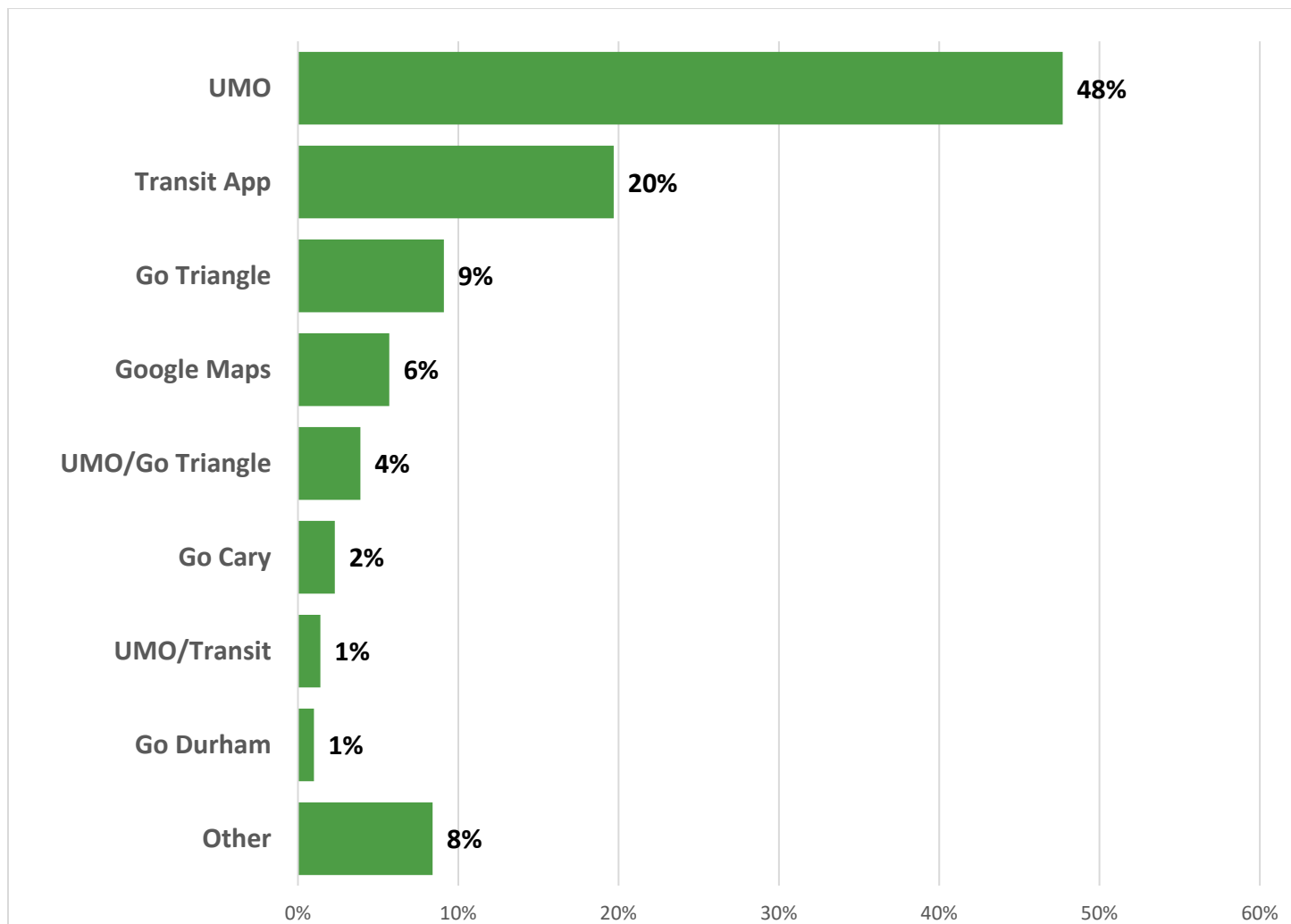


Use of transit apps among riders has increased substantially over time, with the highest level recorded in 2025. In 2025, 73% of riders reported using a transit app on their cell phone, a notable increase from 53% in 2023, 57% in 2019, and 61% in 2018. The proportion of riders reporting not having a cell phone remained relatively consistent across all survey years, ranging from 2% to 4%, including 4% in 2025.

Overall, the results indicate a strong upward trend in the use of mobile transit applications, suggesting that digital tools such as trip planning apps, real-time arrival information, and mobile transit resources are important for riders.

Name of Transit App

Figure 24. Transit App Usage - Description

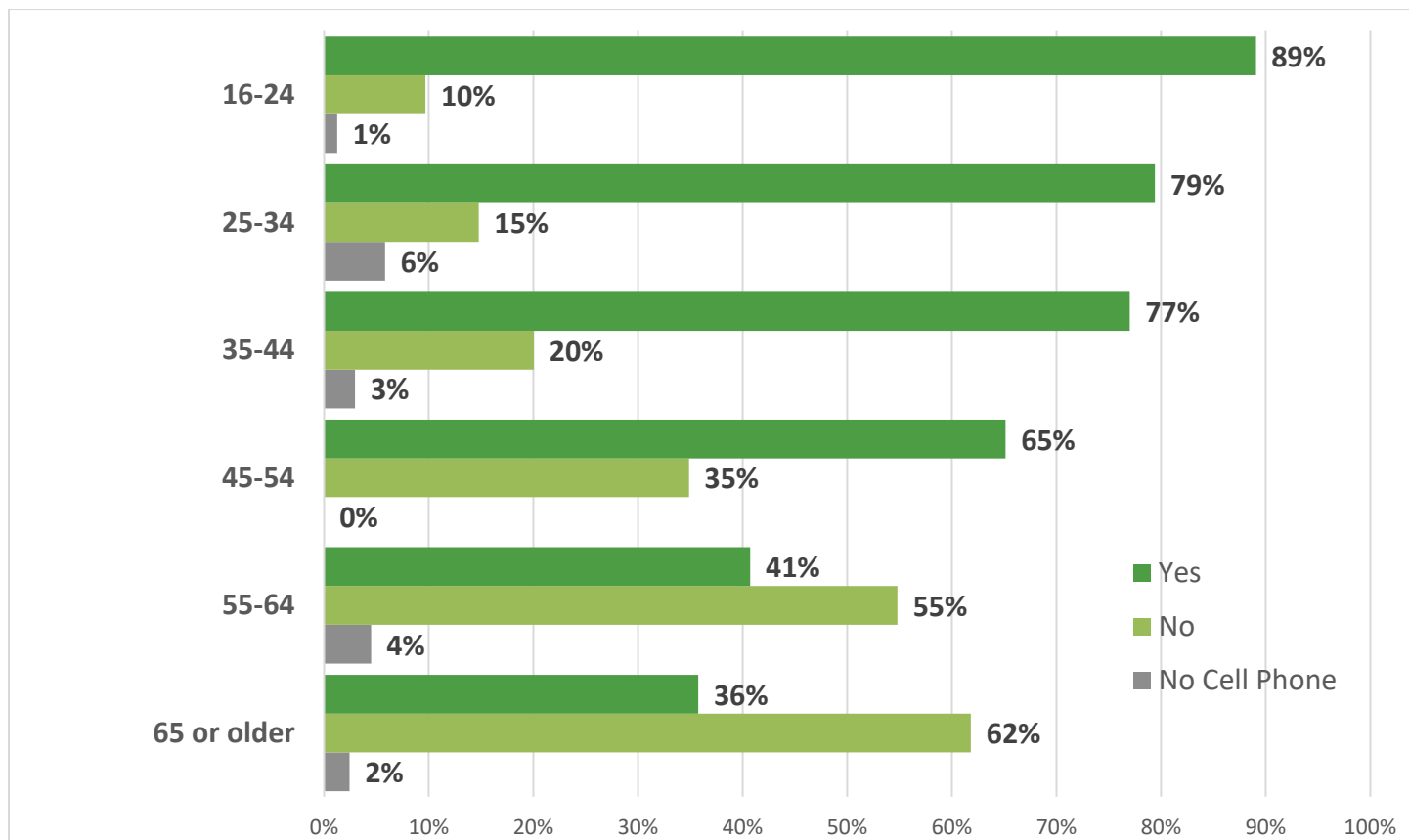


Among riders who used a transit app, UMO was by far the most commonly used application, with 48% reporting they use it. This reflects its role as the primary mobile fare and transit platform used in the region. The second most commonly reported app was the Transit app (20%), followed by the GoTriangle app (9%). A smaller share of riders reported using Google Maps (6%) for transit navigation. Some riders also reported using both UMO and GoTriangle together (4%), indicating use of multiple tools for fare payment and trip planning. Other locally specific apps were used by relatively small shares of riders, including GoCary (2%), UMO/Transit (1%), and GoDurham (1%). An additional 8% selected other apps, suggesting that some riders rely on a variety of third-party or less commonly used transit tools.

Overall, the results indicate that UMO continues to dominate transit app usage among GoTriangle riders, while a smaller share rely on trip-planning tools such as the Transit app or Google Maps for schedule, navigation, and real-time information.

Use of Transit Apps by Age

Figure 25. Use of Transit App by Age



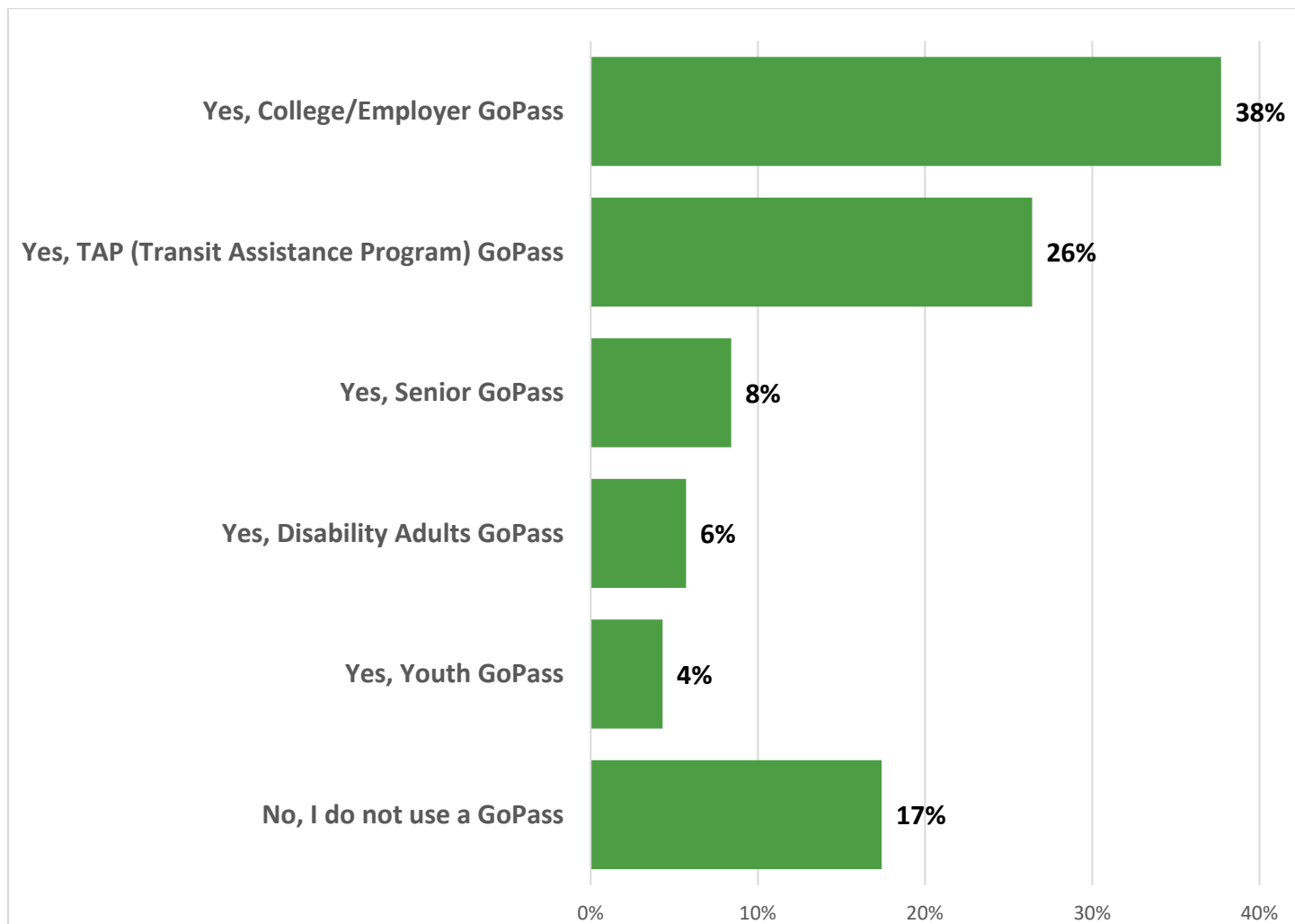
Likelihood of transit app usage was directly correlated with age group. Among riders 16-24, 89% reported using a transit app. App usage remained high among riders ages 25–34 (79%) and 35–44 (77%), indicating that mobile tools are widely used among younger and middle-aged riders.

Usage began to decline more significantly among older riders. Among those ages 45–54, 65% reported using a transit app, while 25% did not. The share dropped further among riders ages 55–64, where only 41% used a transit app. The lowest usage was among riders 65 or older, where 36% reported using a transit app. 1% - 5% of riders in each age group reported not having a cell phone.

Overall, the results indicate that transit app usage is strongly associated with age, with younger riders far more likely to rely on mobile apps for transit information and trip planning, while older riders are more likely to use other sources of information.

Fare Discounts

Figure 26. Fare Discounts



*Percentages shown in this chart and the analysis that follows do not sum to 100% due to rounding to the nearest whole number.

A majority of riders reported receiving a free or reduced fare through a GoPass program, with the most common program being the College/Employer GoPass, used by 38% of riders. This indicates that partnerships with universities and employers play a significant role in supporting ridership. The second most common program was the Transit Assistance Program (TAP) GoPass, used by 26% of riders, highlighting the importance of reduced-fare programs for riders who qualify for financial assistance. Smaller shares of riders reported using other GoPass programs, including the Senior GoPass (8%), Disability Adults GoPass (6%), and Youth GoPass (4%). Meanwhile, 17% of riders reported that they do not use a GoPass program, indicating they either paid regular fares or used another payment method.

Overall, the results suggest that GoPass programs play a major role in fare access for GoTriangle riders, particularly through employer, college, and assistance-based programs.

Profile of GoPass Users vs. Non-GoPass Users

Figure 27. GoPass Usage Profile

Income	GoPass	No GoPass	Age	GoPass	No GoPass
Less than \$10k	31%	17%	Under 16	0%	0%
\$10k - \$14,999	8%	1%	16-24	29%	19%
\$15k - \$19,999	5%	4%	25-34	23%	40%
\$20k - \$24,999	12%	23%	35-44	18%	21%
\$25k - \$34,999	10%	5%	45-54	8%	7%
\$35k - \$49,999	9%	14%	55-64	15%	11%
\$50k - \$74,999	8%	16%	65 or older	7%	2%
\$75k - \$100,000	6%	12%	Language	GoPass	No GoPass
More than \$100k	10%	9%	English	90%	93%
English Proficiency	GoPass	No GoPass	Spanish	4%	7%
Very well	42%	26%	Other	6%	1%
Well	44%	37%	Emp Status	GoPass	No GoPass
Less than well	11%	37%	Emp full time	35%	63%
Not at all	3%	0%	Emp part time	21%	15%
Frequency of Trips	GoPass	No GoPass	Unemployed	13%	6%
0	1%	6%	Homemaker	0%	1%
1	7%	11%	Student	31%	11%
2	8%	4%	Retired	7%	4%
3	14%	14%	Volunteer	3%	2%
4	13%	11%	Cars Available	GoPass	No GoPass
5	29%	18%	None	51%	39%
6	9%	16%	1+	49%	61%
7	20%	20%			

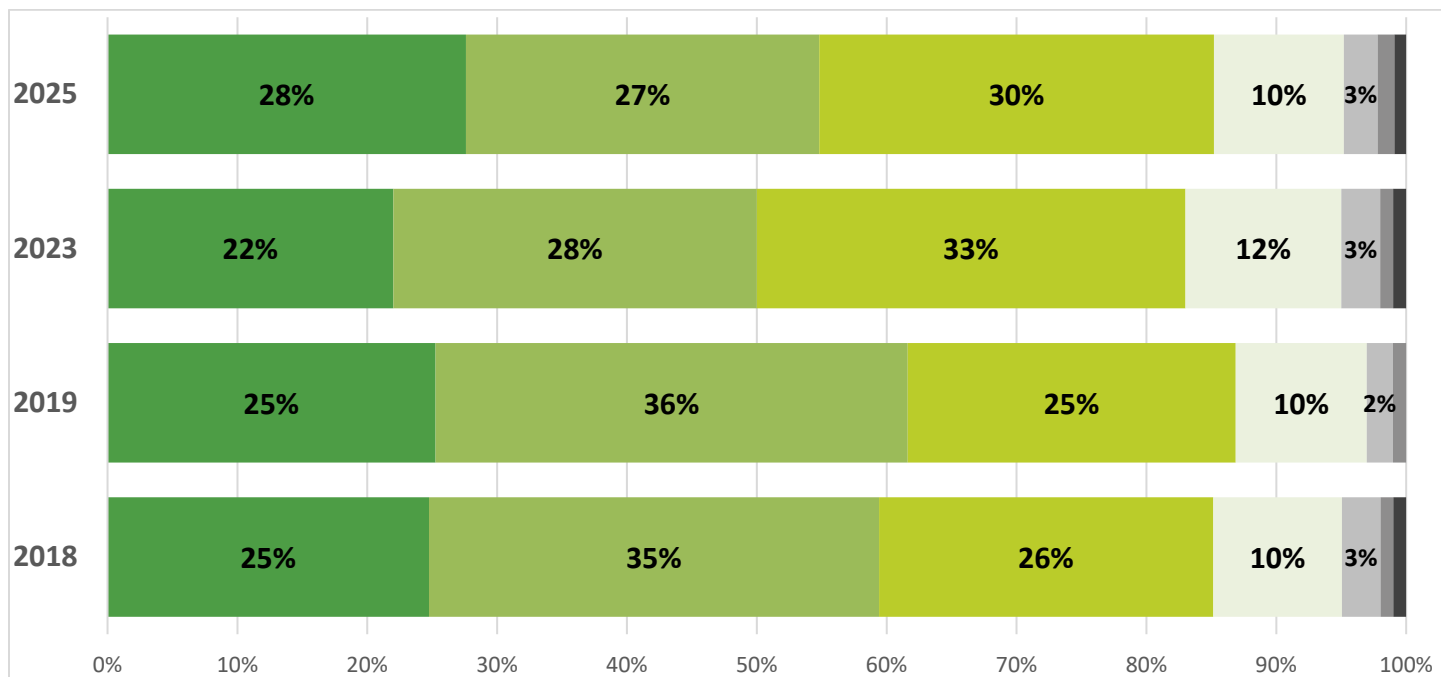
Non-GoPass users were significantly more likely to have a vehicle available to them (61% vs. 49%) and be employed full-time (63% vs. 35%). GoPass users and Non-GoPass users shared relatively similar results across other demographic variables.

Customer Satisfaction



Overall Satisfaction

Figure 28. Overall Satisfaction



	Excellent	Very good	Good	Neutral	Poor	Very poor	Extremely poor
2025	28%	27%	30%	10%	3%	1%	1%
2023	22%	28%	33%	12%	3%	1%	1%
2019	25%	36%	25%	10%	2%	1%	0%
2018	25%	35%	26%	10%	3%	1%	1%

Overall satisfaction levels have remained generally positive across the survey years, with most respondents consistently rating the service as excellent, very good, or good. In 2025, 28% rated the service as excellent, 27% as very good, and 30% as good, meaning 85% of respondents provided a positive rating. A smaller share rated the service as neutral (10%), while 5% reported negative ratings (poor, very poor, or extremely poor).

Comparing across years, satisfaction patterns showed some shifts. In 2018 and 2019, the largest share of responses fell within the very good category (35% and 36%), while excellent ratings remained steady at 25%. In 2023, there was a slight dip in top-tier ratings, with excellent decreasing to 22% and very good dropping to 28%, while the share of respondents selecting good increased to 33%, highlighting a slight decrease in intense positive ratings. By 2025, satisfaction rebounded somewhat at the highest level, with excellent ratings increasing to 28%, the highest among the years shown.

Overall, the data indicates that strong satisfaction levels have been maintained over time, with a large majority of respondents consistently providing positive ratings. While there was a temporary shift toward “good” ratings in 2023, the increase in “excellent” ratings in 2025 suggests some improvement in top-tier satisfaction, while overall negative perceptions remain minimal.

Satisfaction with GoTriangle service “Excellent” Ratings

The charts highlight the share of respondents who rated specific aspects of GoTriangle service as “Excellent.” Overall, ratings vary across service components, with the highest scores concentrated in customer service, onboard amenities, and accessibility, while operational elements such as hours and frequency of service receive somewhat lower top ratings.

Among the components measured, the courtesy and helpfulness of bus operators received the highest excellent rating (37%), indicating strong customer service perceptions. Other highly rated areas included the quality of WiFi service (33%) and accessibility of bus stops and stations for those with disabilities (32%). These results suggest that riders generally view the onboard experience and accessibility features positively. Several other service attributes received excellent ratings from roughly one-quarter to one-third of respondents. These included the usefulness of printed information, such as schedules or brochures (29%), the usefulness of information provided by the 919-485-RIDE telephone operators (27%), and the cleanliness of bus interiors (27%). Safety perceptions were also relatively strong, with 26% rating their personal safety from other passengers on buses as excellent, while 23% rated the availability of shelters at bus stops as excellent. Operational service characteristics showed slightly lower excellent ratings but remained relatively consistent across categories. Hours of operation on weekdays received a 29% excellent rating, while frequency of service on weekdays received 28%. Similarly, ease of transferring among GoTriangle routes (27%), service to all desired destinations (26%), ease of transferring between GoTriangle and other transit systems (25%), and total travel time (25%) all fell within the mid-20% range. Bus reliability, measured by buses running on time, received an excellent rating from 24% of respondents.

The lowest excellent ratings were associated with weekend service levels. Hours of operation on Saturdays (24%), hours on Sundays (23%), frequency of service on Saturdays (22%), and frequency of service on Sundays (21%) all received the smallest share of top ratings, suggesting these may be areas where riders see the most room for improvement.

Figure 29. Hours and Frequency of Saturday and Sunday Service

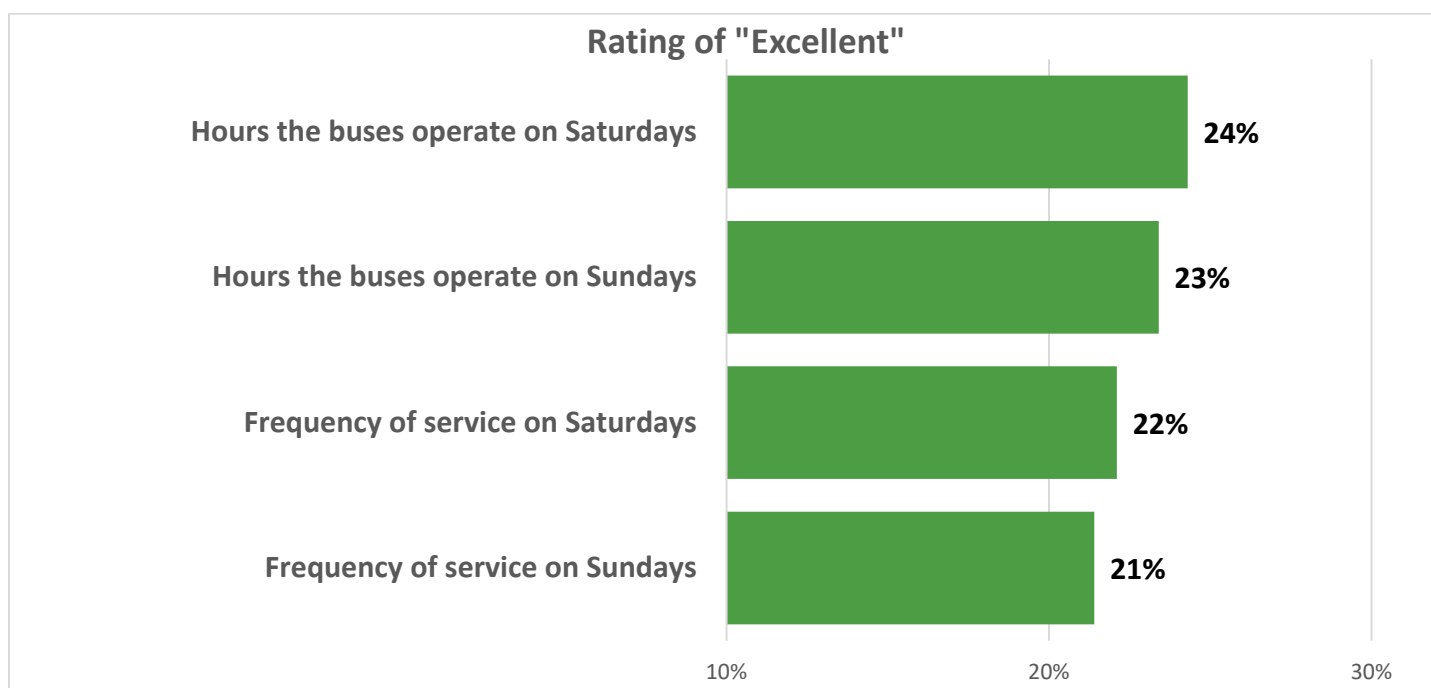


Figure 30. Customer Experience and Passenger Amenities

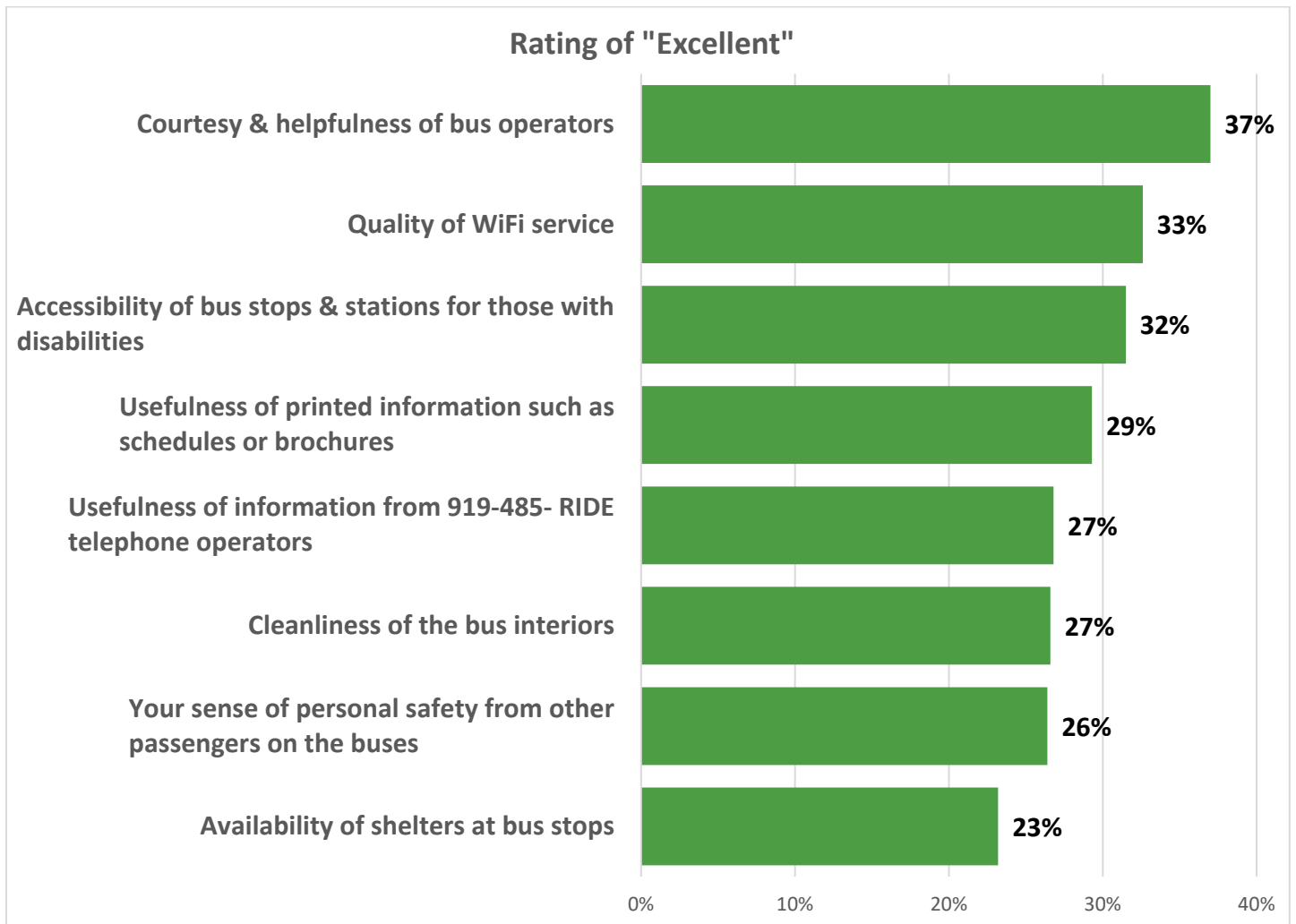
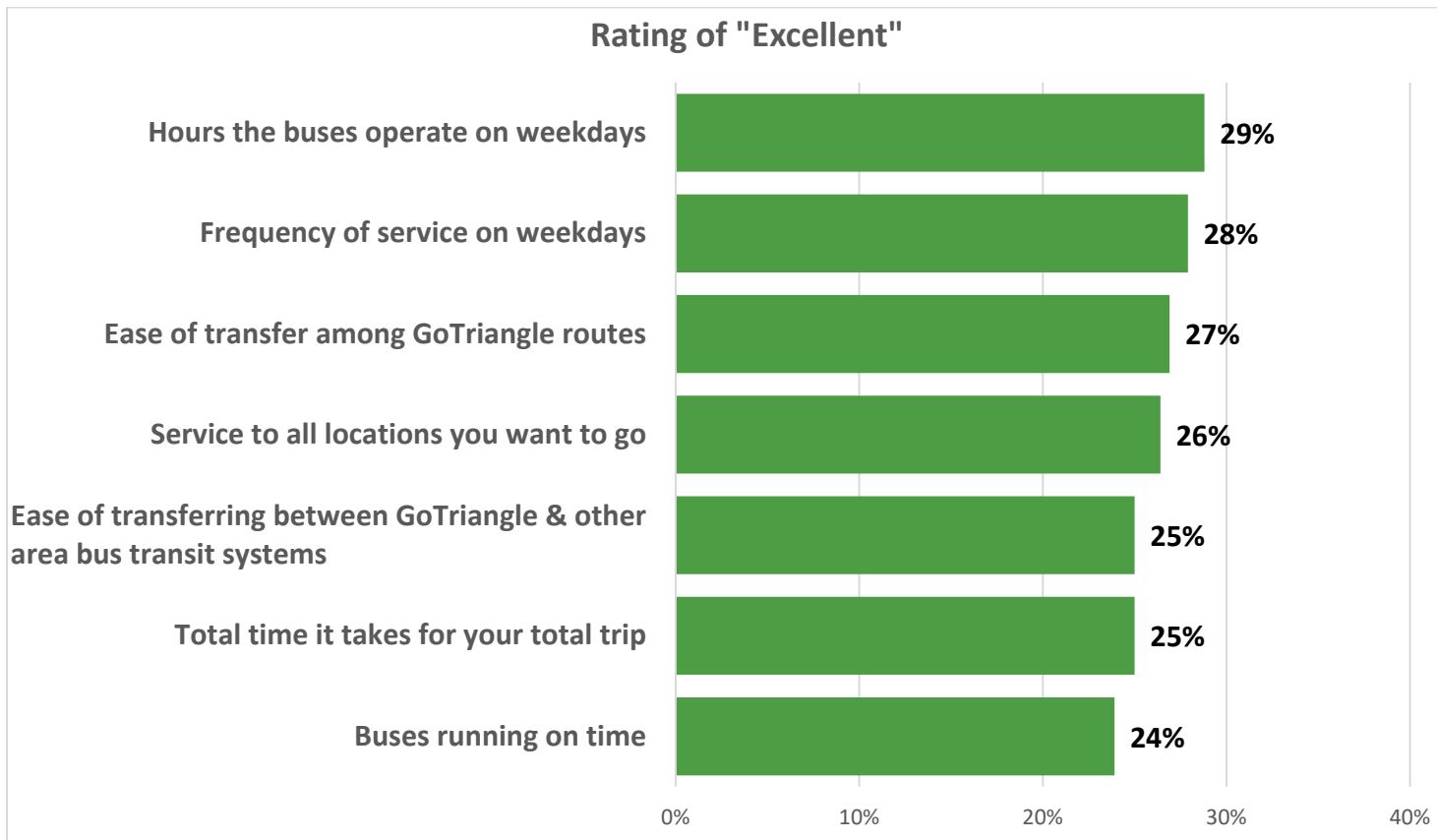


Figure 31. Service Operations and Network Performance



Satisfaction with GoTriangle Service

Figure 32. Satisfaction Ratings of GoTriangle Services

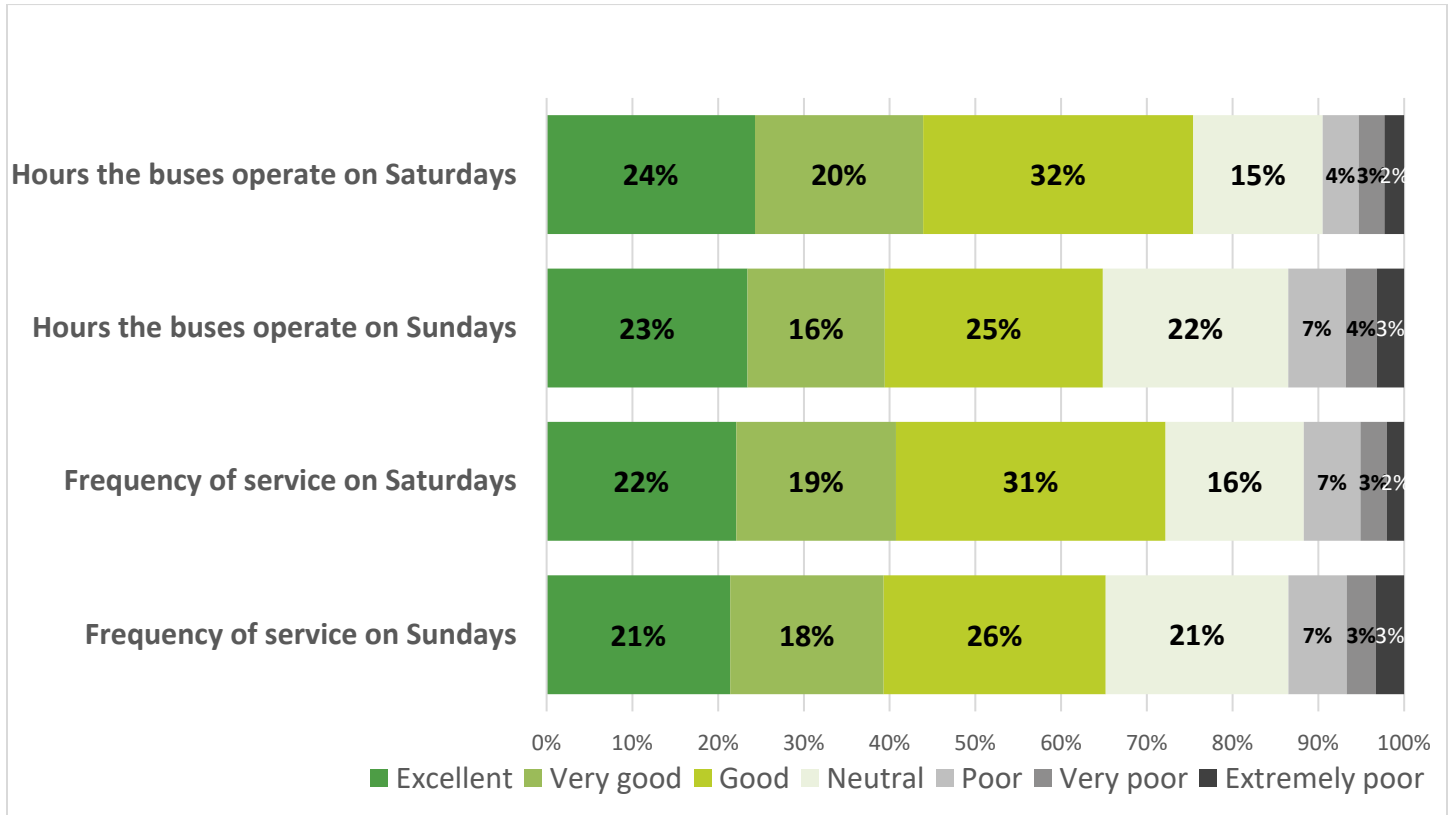


Figure 33. Satisfaction Ratings of GoTriangle Services Pt. 2

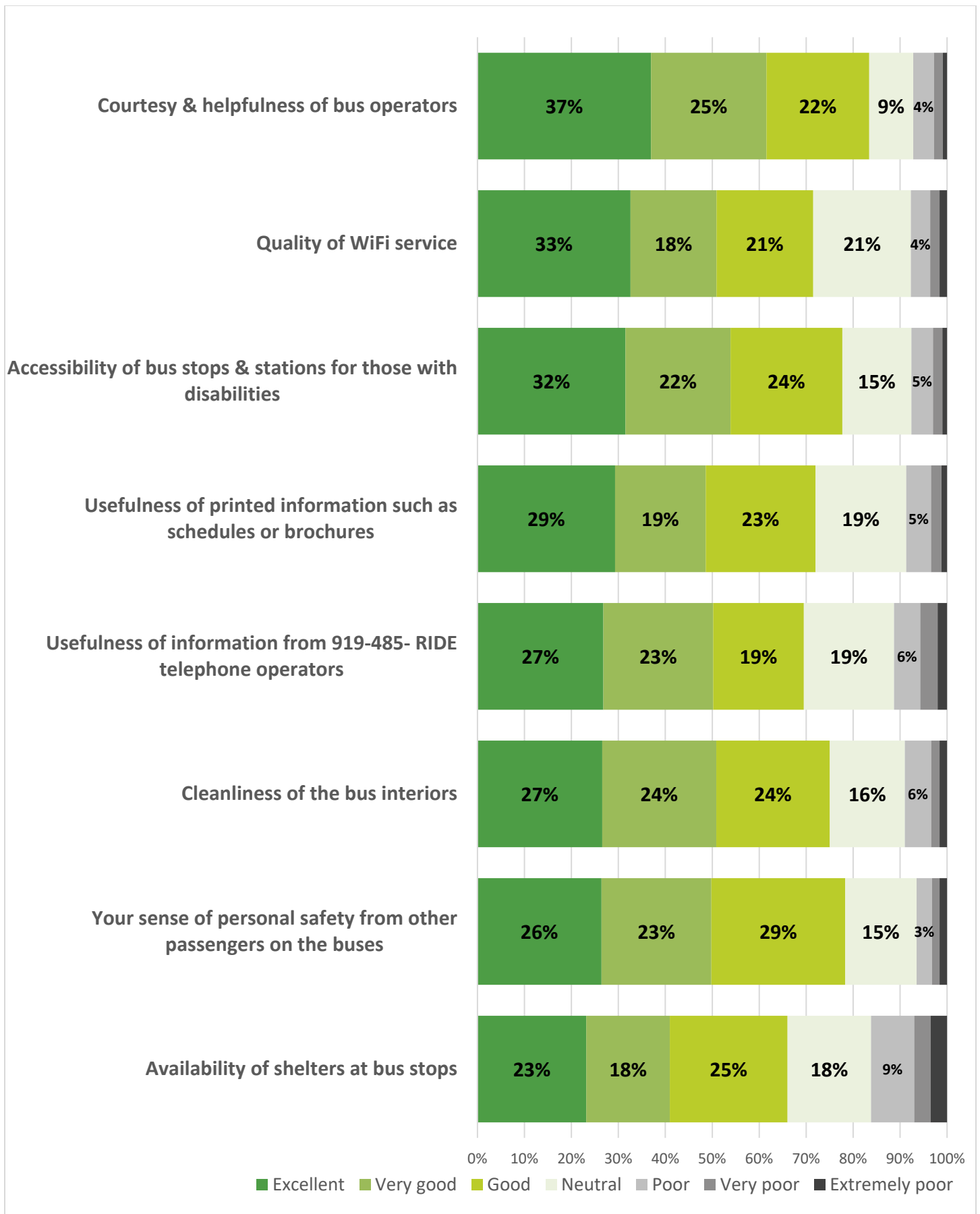
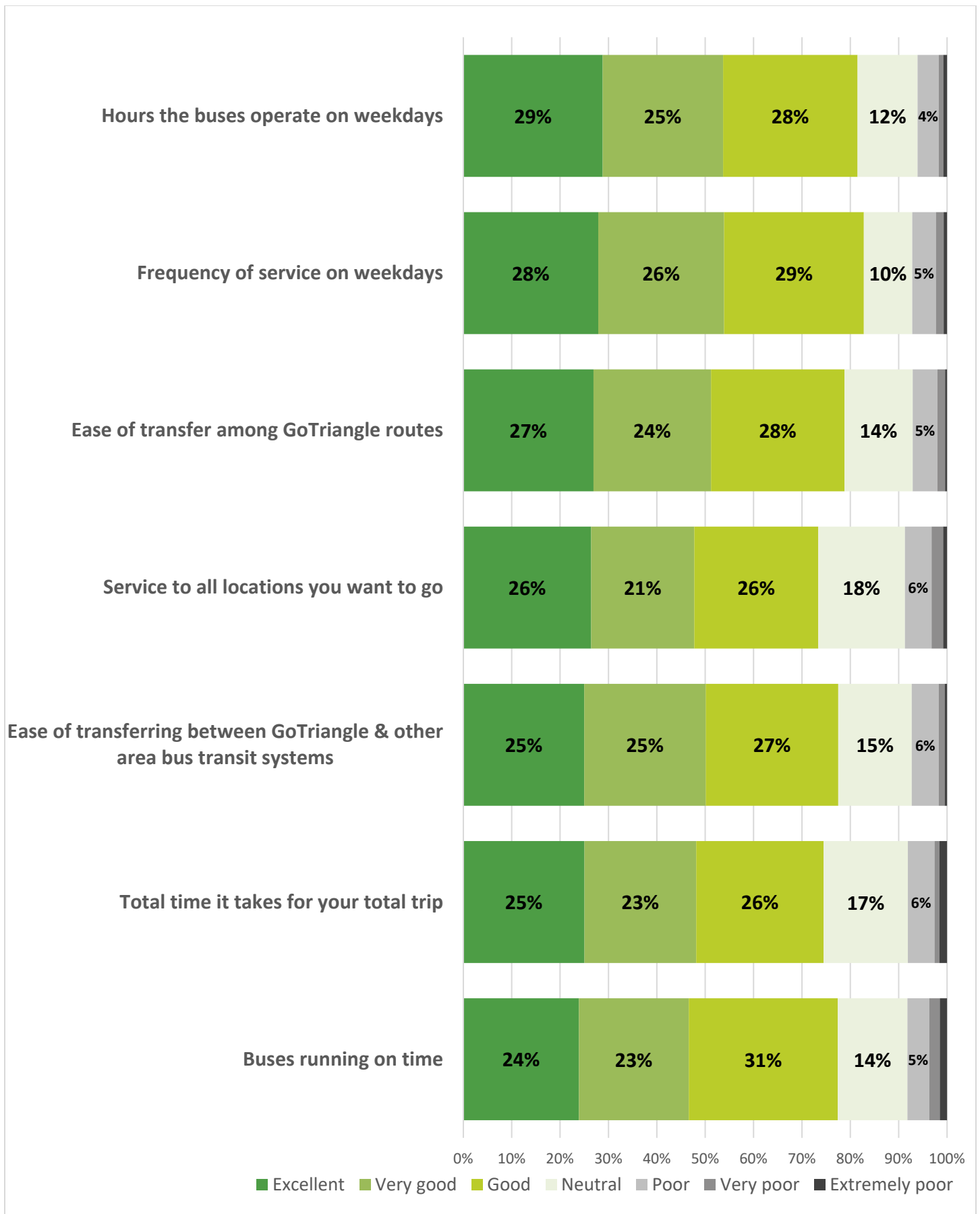


Figure 34. Satisfaction Ratings of GoTriangle Services Pt. 3

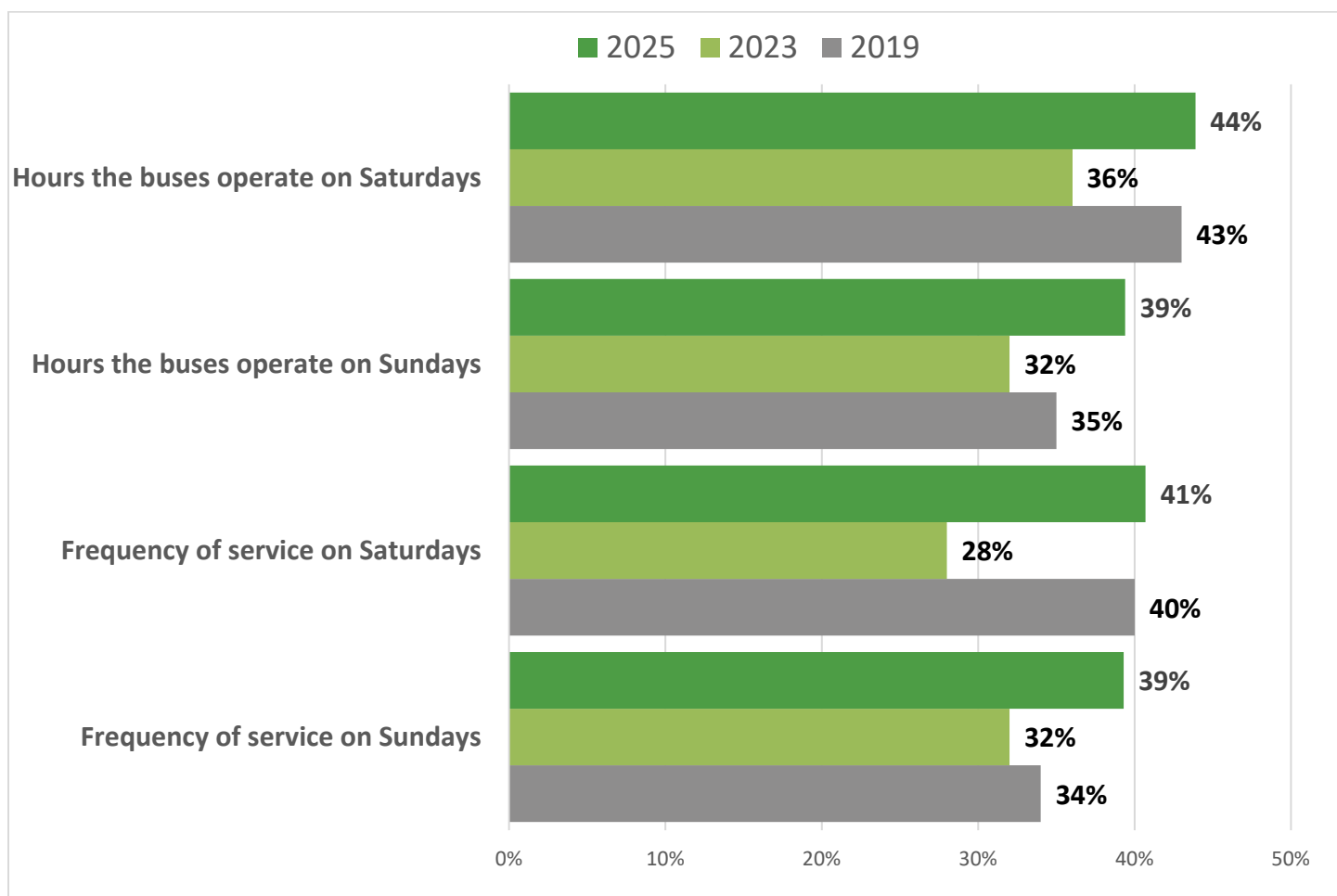


Overall, the survey results indicated that GoTriangle riders report generally positive perceptions of service, with several operational and customer experience elements receiving strong ratings. Riders particularly rated courtesy and helpfulness of bus operators highly, making it one of the strongest-performing service components. Other well-rated aspects included weekday service frequency, hours of operation on weekdays, accessibility of bus stops and stations, and the quality of WiFi service. Ratings were generally moderate to strong across most service areas, with many measures receiving a majority of Excellent, Very Good, or Good responses. Service reliability and travel convenience measures, such as ease of transfers, total travel time, and buses running on time also received relatively favorable ratings. However, some areas received comparatively lower ratings. In particular, weekend service measures—including hours and frequency on Saturdays and Sundays—tended to have lower positive ratings, suggesting potential opportunities for improvement in weekend service availability.

Overall, the findings suggest that GoTriangle is performing well in customer service, weekday operations, and core service quality, while weekend service levels and some service convenience factors may represent areas where riders see room for improvement.

Satisfaction with GoTriangle service Trends

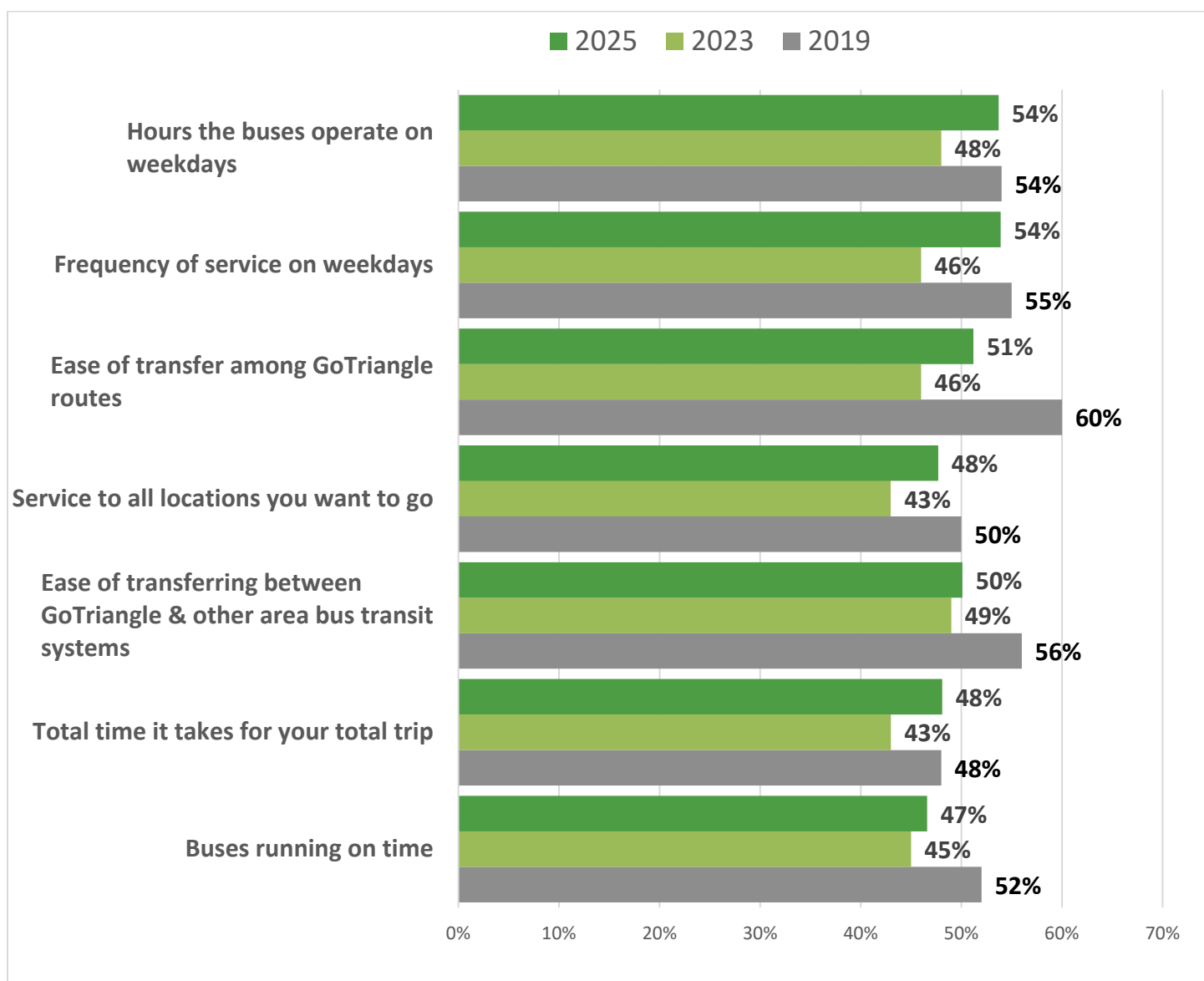
Figure 35. Excellent and Very Good Satisfaction Ratings of GoTriangle Services Trends



The chart shows the share of respondents who rated key weekend service components as “Excellent” or “Very Good” in 2019, 2023, and 2025. Overall, the results indicate improvements in perceptions of weekend service since 2023, with most measures in 2025 reaching or exceeding the levels reported in 2019. Ratings for hours the buses operate on Saturdays increased to 44% in 2025, up from 36% in 2023 and slightly higher than 43% in 2019. Similarly, ratings for hours of operation on Sundays improved to 39% in 2025, compared with 32% in 2023 and 35% in 2019, indicating stronger satisfaction with Sunday service hours in the most recent survey. Perceptions of service frequency on Saturdays also improved notably. In 2025, 41% rated Saturday frequency as excellent or very good, compared with 28% in 2023 and 40% in 2019, representing the largest increase among the weekend measures. Ratings for frequency of service on Sundays rose to 39% in 2025, up from 32% in 2023 and 34% in 2019, showing steady improvement across the survey years.

Overall, the results suggest that rider perceptions of weekend service have strengthened in 2025, particularly compared with 2023. Improvements are evident across all measures—including both hours of operation and service frequency on Saturdays and Sundays—with most ratings returning to or surpassing levels observed in 2019. This indicates growing satisfaction with weekend service availability and frequency.

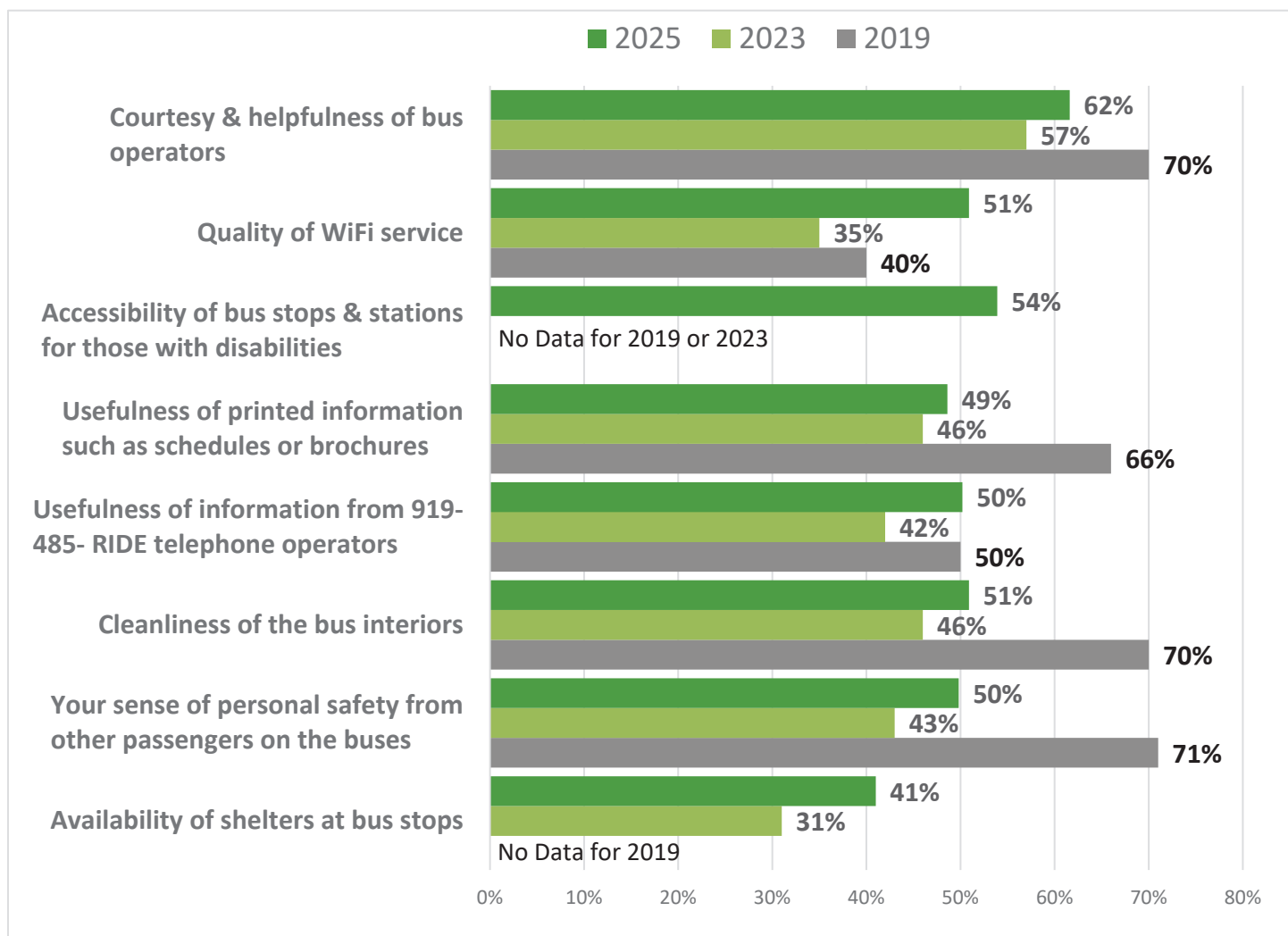
Figure 36. Excellent and Very Good Satisfaction Rating of GoTriangle Services Trends Pt. 2



The share of respondents who rated key weekday service components as “Excellent” or “Very Good” in 2019, 2023, and 2025. Overall, ratings in 2025 improved compared to 2023, although several measures remained slightly below the levels reported in 2019. Ratings for hours the buses operate on weekdays increased to 54% in 2025, up from 48% in 2023, matching the 54% recorded in 2019. Similarly, frequency of service on weekdays rose to 54% in 2025, a notable improvement from 46% in 2023, though it remains just below the 55% reported in 2019. Perceptions of ease of transferring among GoTriangle routes improved to 51% in 2025, compared with 46% in 2023, but remained lower than the 60% reported in 2019. Ratings for service to all locations riders want to go also increased to 48% in 2025, up from 43% in 2023, though still slightly below the 50% recorded in 2019. The ease of transferring between GoTriangle and other transit systems remained relatively stable, with 50% rating it as excellent or very good in 2025, compared to 49% in 2023 and 56% in 2019. Meanwhile, ratings for total trip travel time increased to 48% in 2025, up from 43% in 2023, returning to the same level reported in 2019. Finally, ratings for buses running on time improved slightly to 47% in 2025, compared to 45% in 2023, though still below the 52% reported in 2019.

Overall, the results indicate that perceptions of weekday service have strengthened since 2023, particularly in areas such as service hours, frequency, and overall travel time. However, some measures—such as ease of transfers and on-time performance—remain somewhat lower than earlier levels, suggesting potential areas for continued improvement.

Figure 37. Excellent and Very Good Satisfaction Ratings of GoTriangle Services Trends Pt. 3

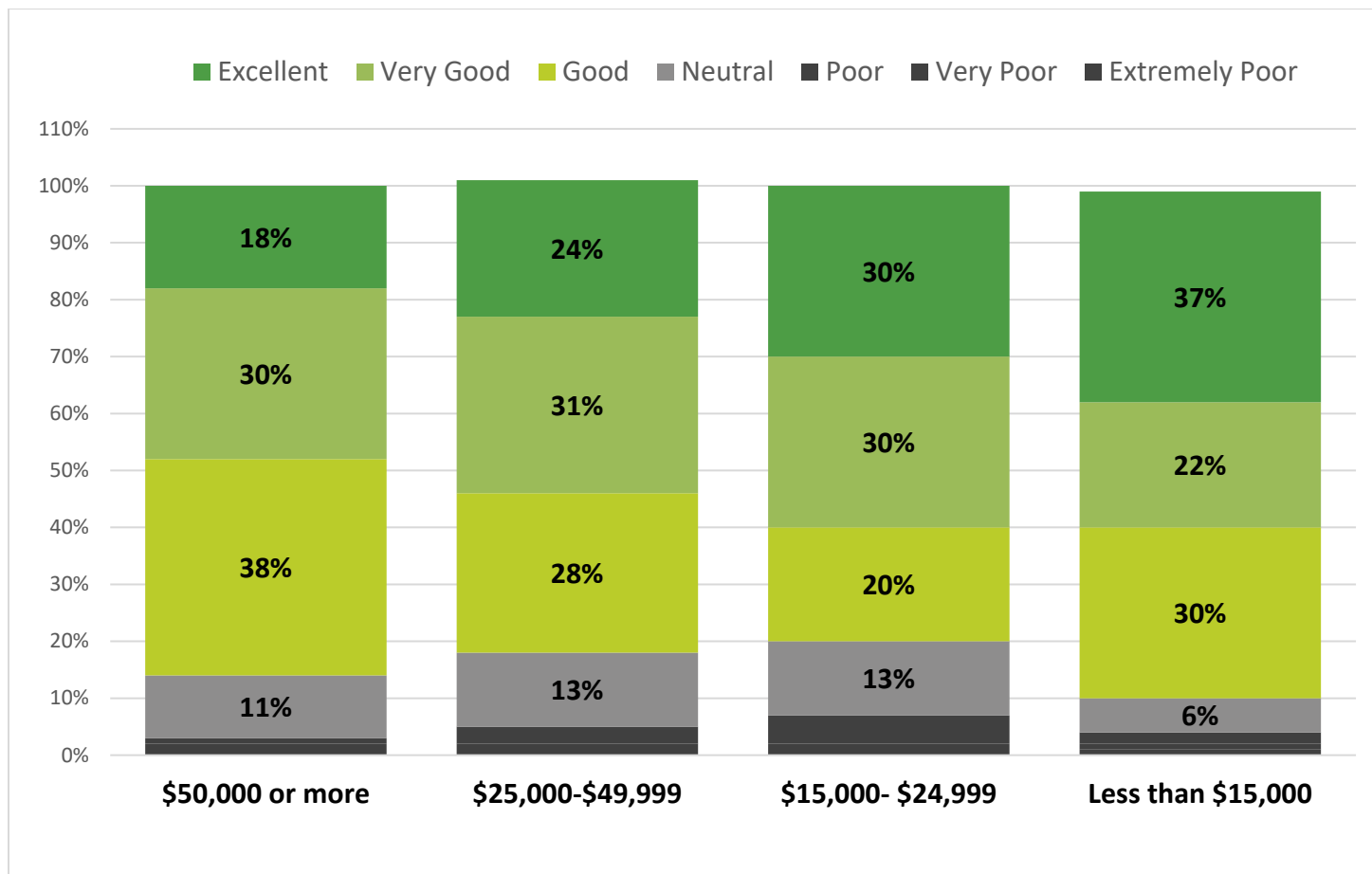


The chart shows the share of respondents who rated several customer experience and service amenity components as “Excellent” or “Very Good” in 2019, 2023, and 2025. Overall, ratings in 2025 improved compared to 2023 across most measures, though several categories remain slightly below the levels reported in 2019. Ratings for the courtesy and helpfulness of bus operators reached 62% in 2025, up from 57% in 2023, though still below the 70% reported in 2019. Similarly, ratings for cleanliness of bus interiors increased to 51% in 2025, compared to 46% in 2023, but remain lower than the 70% recorded in 2019. Perceptions of personal safety from other passengers on buses also improved to 50% in 2025, compared to 43% in 2023, though still below the 71% reported in 2019. Several information-related measures also showed improvement. The usefulness of printed information such as schedules or brochures received a 49% excellent or very good rating in 2025, slightly higher than 46% in 2023, though below the 66% reported in 2019. Meanwhile, the usefulness of information provided by 919-485-RIDE telephone operators reached 50% in 2025, matching the 2019 level and improving from 42% in 2023. Other service features saw notable gains. Quality of Wi-Fi service increased to 51% in 2025, compared to 35% in 2023 and 40% in 2019. Accessibility of bus stops and stations for those with disabilities received a strong 54% excellent or very good rating in 2025.

Finally, availability of shelters at bus stops improved substantially, rising to 41% in 2025 from 31% in 2023, indicating meaningful improvements in rider perceptions of bus stop infrastructure. Overall, the results suggest that customer experience ratings have strengthened since 2023, particularly for Wi-Fi quality, accessibility, safety, and shelter availability. While several areas—such as operator courtesy, cleanliness, and safety—remain somewhat below the higher ratings reported in 2019, the 2025 results indicate continued recovery and improvement in rider perceptions of customer-facing service elements.

Overall Service Quality by Income

Figure 38. Overall Service Quality by Household Income



The chart shows overall satisfaction ratings by household income, revealing differences in how riders across income groups evaluate the service. In general, respondents across all income levels report largely positive perceptions, with most ratings falling within the excellent, very good, or good categories.

Among respondents with household incomes of \$50,000 or more, satisfaction tends to fall more in the mid-range categories, with 38% rating the service as good, 30% as very good, and 18% as excellent. Another 11% reported neutral ratings, with only a small share selecting negative categories. For respondents earning \$25,000 to \$49,999, satisfaction appeared slightly more positive overall. 24% rated the service as excellent and 31% as very good, while 28% rate it as good. About 13% reported neutral ratings, and relatively few indicated negative perceptions. Respondents with household incomes of \$15,000 to \$24,999 showed stronger top-tier ratings, with 30% selecting excellent and another 30% selecting very good. However, 13% reported neutral ratings, while 20% rated the service as good. The lowest income group (less than \$15,000) reported the highest share of excellent ratings (37%), followed by 22% rating the service as very good and 30% rating it as good. Only 6% reported neutral ratings, and very few respondents indicated negative experiences.

Overall, the results suggest that lower-income respondents tend to provide higher “excellent” ratings, while higher-income respondents are more likely to rate the service as “good” rather than “excellent.” Despite these differences, satisfaction remained generally positive across all income levels, with the majority of respondents in every income group selecting favorable ratings.

Service Ratings by Transit Dependency

Figure 39. Excellent and Very Good Service Ratings by Transit Dependency

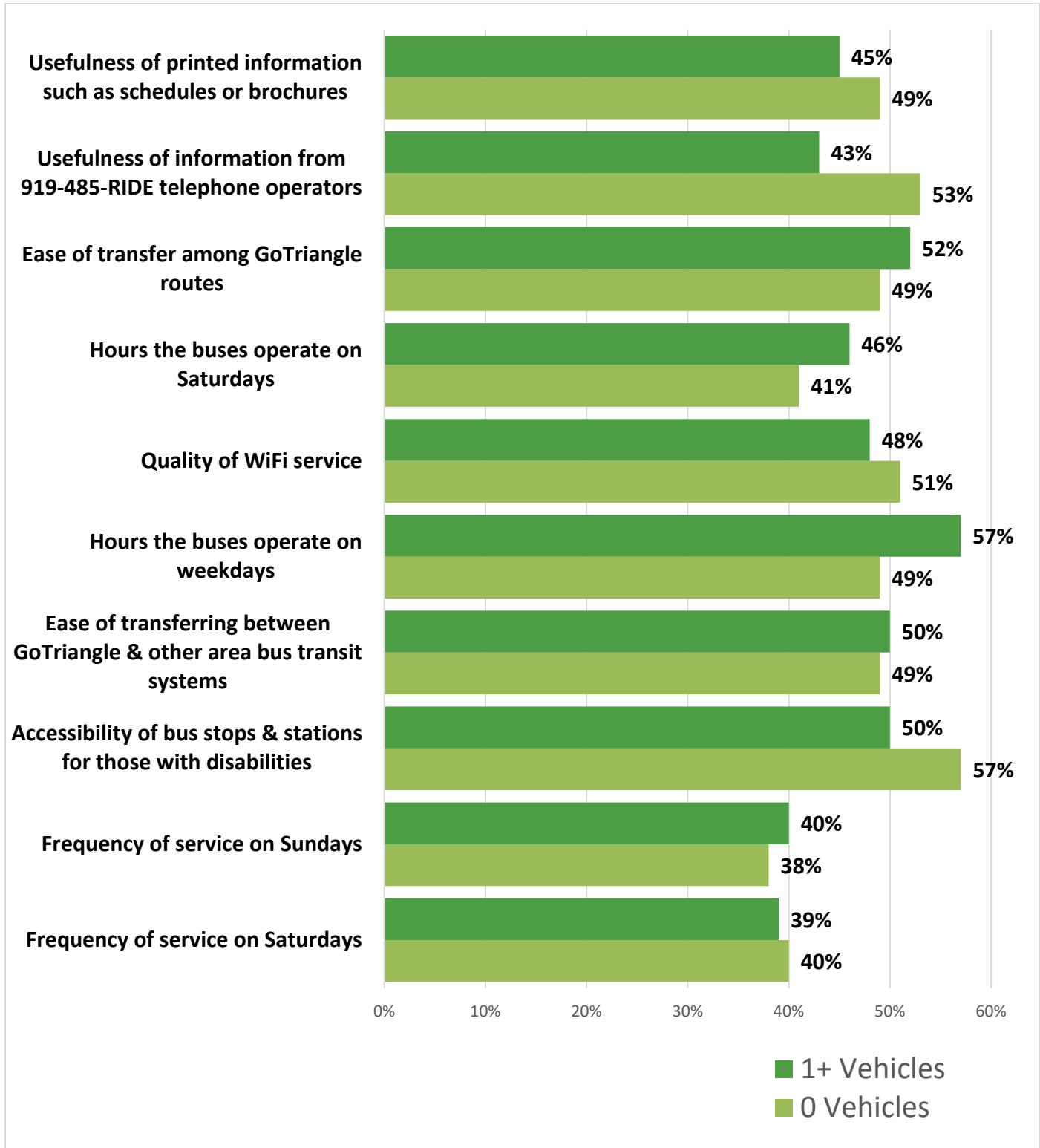
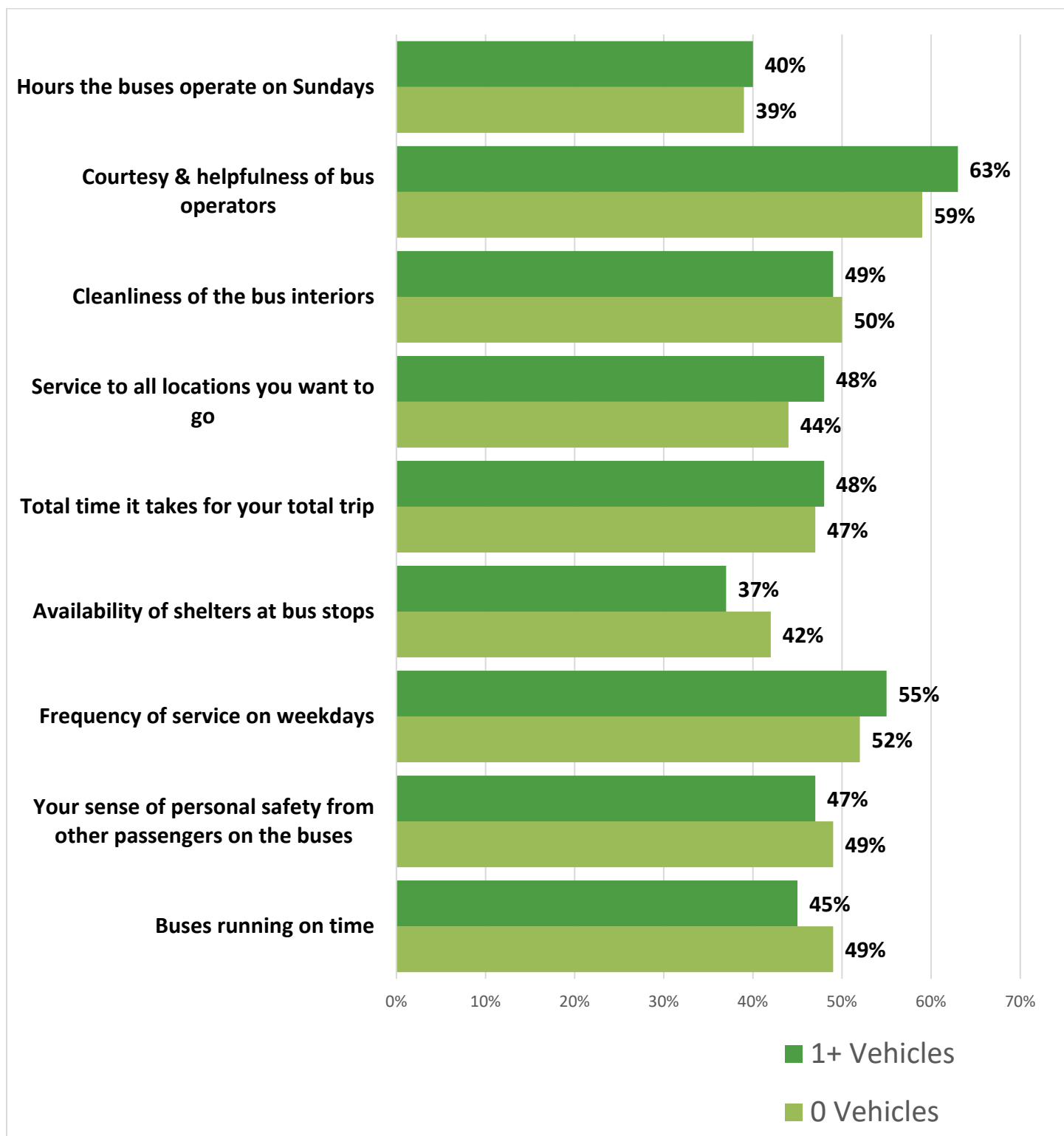


Figure 40. Excellent and Very Good Service Ratings by Transit Dependency Pt. 2



The chart compares the combined share of riders rating each service component as “Excellent” or “Very Good” based on whether they have no household vehicles or one or more vehicles. Overall, ratings were fairly similar between the two groups, though there were some differences in specific areas. Riders with one or more vehicles tended to report slightly higher ratings for several service convenience and operations measures. For example, 63% rated the courtesy and helpfulness of bus operators as “Excellent” or “Very Good,” compared to 59% among riders with no vehicles.

Riders with vehicles also provided somewhat higher ratings for weekday service frequency (55% vs. 52%), hours buses operate on weekdays (57% vs. 49%), ease of transfers among GoTriangle routes (52% vs. 49%), and service to all locations riders want to go (48% vs. 44%). In contrast, riders with no household vehicles reported slightly higher ratings for some accessibility and service environment features. For instance, 57% rated accessibility of bus stops and stations for those with disabilities as “Excellent” or “Very Good,” compared to 50% among riders with vehicles. Riders without vehicles also rated availability of shelters at bus stops (42% vs. 37%), buses running on time (49% vs. 45%), and usefulness of information from 919-485-RIDE telephone operators (53% vs. 43%) more positively. Several measures received similar ratings from both groups, including cleanliness of bus interiors (50% vs. 49%), quality of Wi-Fi service (51% vs. 48%), ease of transferring between GoTriangle and other transit systems (49% vs. 50%), and total travel time (47% vs. 48%).

Overall, the results indicate that perceptions of GoTriangle service are generally consistent regardless of vehicle availability, though riders without vehicles—who may rely more heavily on transit—tend to rate certain accessibility and reliability features slightly higher, while riders with vehicles give somewhat stronger ratings to service convenience and network connectivity measures.

Importance Ratings of GoTriangle Services Excluding Non-Responses for Trend Comparisons

Figure 41. Importance Ratings of GoTriangle Services (Sum of Top Three Most Important, - excl. non-responses)

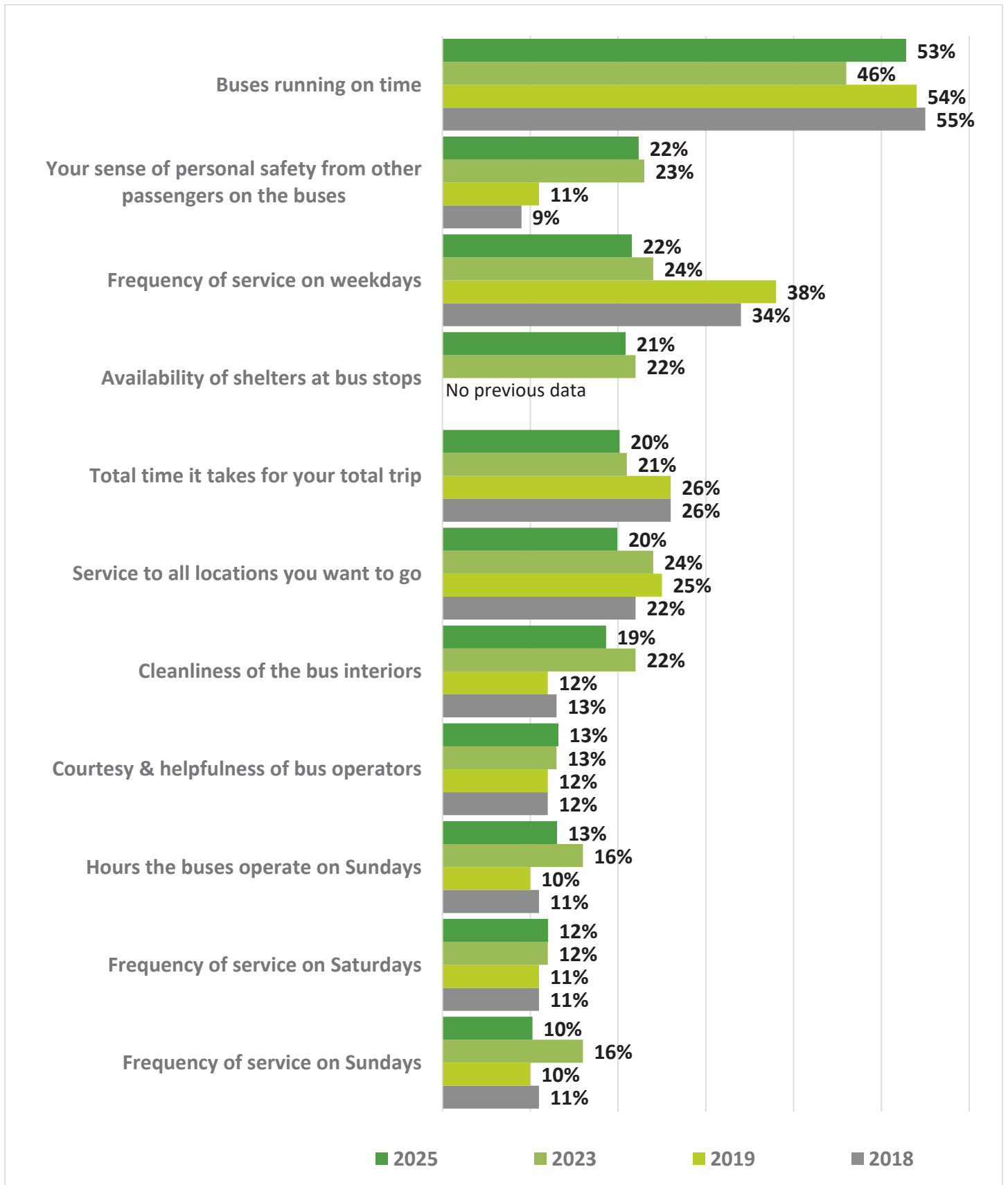
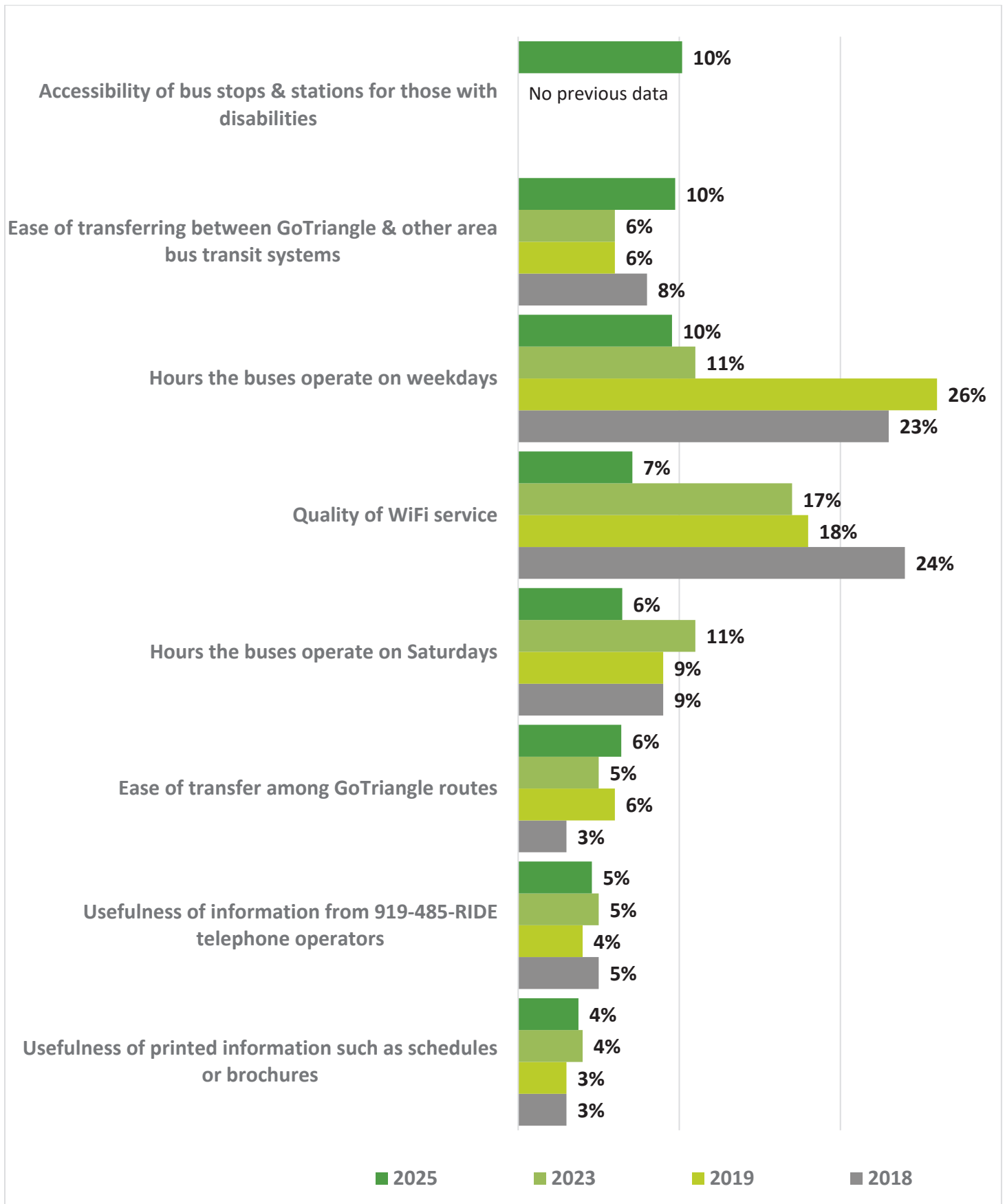


Figure 42. Importance Ratings of GoTriangle Services (Sum of Top Three Most Important – excl. non-responses) Pt. 2



Riders were asked to identify the three most important service areas for improvement from the list of service components in Questions 18–37. **Figure 41** and **Figure 42** show the combined average of the top three selections, excluding non-responses, highlighting the areas riders most frequently identified as priorities for improvement.

Across the survey years, buses running on time remained the most frequently identified improvement priority. In 2025, 53% of riders selected on-time performance as a top priority, which was an increase compared to 46% in 2023 and remained consistent with historically high levels (54% in 2019 and 55% in 2018). This indicates that reliability continues to be the most critical issue for riders and has regained prominence following a dip in 2023.

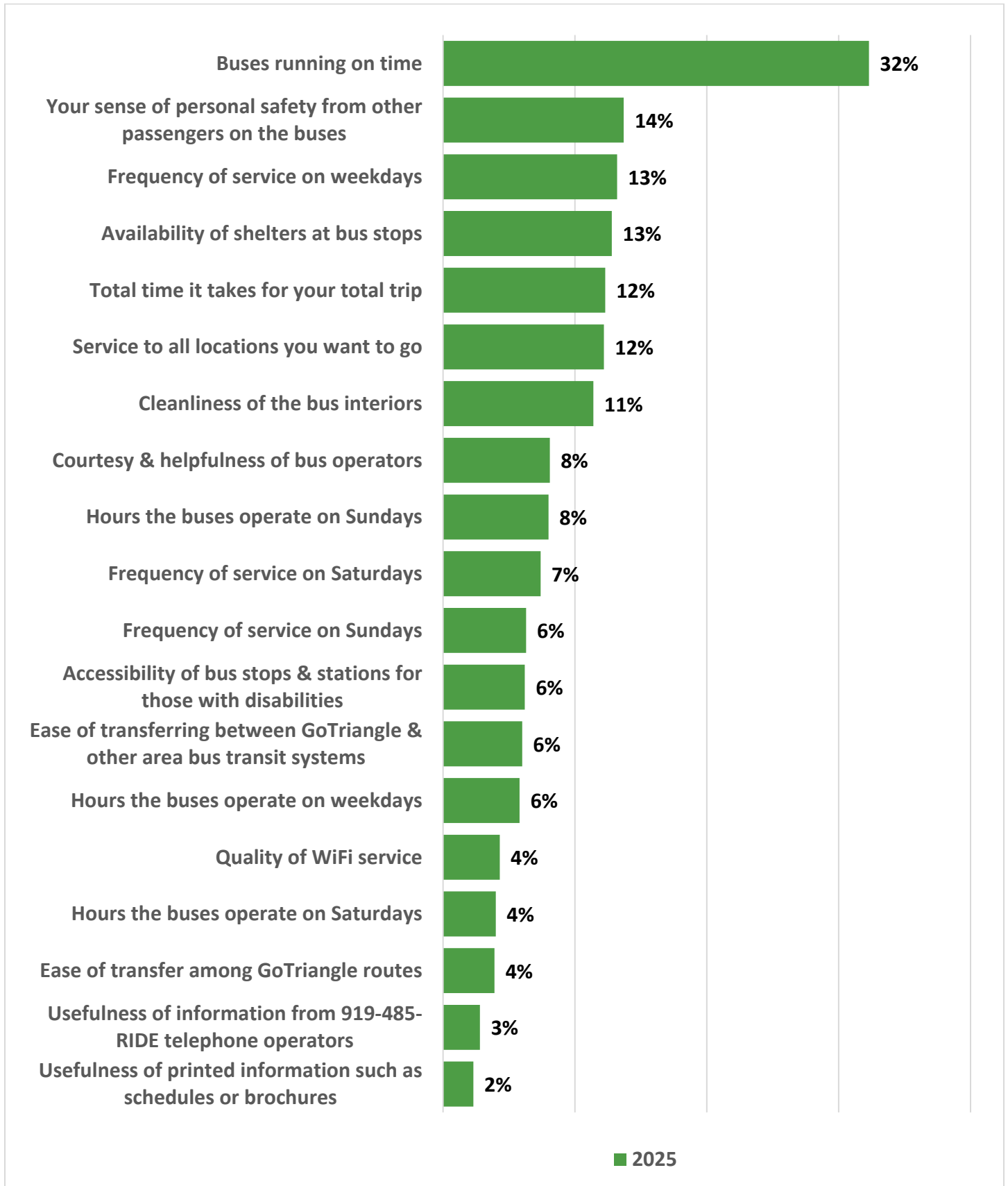
Several other operational service elements also ranked among the most important improvements. In 2025, 22% of riders identified personal safety from other passengers on buses as a key improvement area, consistent with 23% in 2023 and notably higher than prior years (11% in 2019 and 9% in 2018). Frequency of weekday service (22%) and availability of shelters at bus stops (21%) also remained prominent concerns, though both have declined from 2023 levels (24% and 22%, respectively) and from higher levels observed in earlier years for weekday frequency.

Other service efficiency measures were identified by slightly smaller shares of riders. In 2025, 20% selected total travel time and 20% cited service to all locations they want to go as priorities for improvement. Both measures have declined from 2023 and earlier survey years, suggesting these concerns may be becoming somewhat less urgent relative to reliability and safety.

Customer experience-related factors were selected less frequently as top priorities. In 2025, 19% of riders identified cleanliness of bus interiors, while 13% selected courtesy and helpfulness of bus operators. Cleanliness has declined from 22% in 2023, while operator courtesy remained relatively stable over time, indicating these areas are secondary priorities compared to core service delivery.

Figure 43 on the following page presents the importance ratings for each item based on the full sample of respondents, rather than only those who provided a response to this question. Specifically for questions that ask respondents to identify items that are in need of improvement, basing percentages on the full sample provides a more comprehensive view of perceived priorities across all riders. Respondents who did not select an item can reasonably be interpreted as not identifying any of the listed options as a top priority for improvement. In this survey, 39% of respondents did not identify an item to improve, making their lack of selection an important data point in itself. Including these non-responses in the calculation ensures that the resulting percentages more accurately reflect system-wide priorities and prevent overstatement of importance among only those who chose to respond (i.e. 32% of total respondents selecting “Buses running on time” as a priority for improvement in **Figure 43** vs. 53% shown in **Figure 41**). This approach is also used in the importance portion of the calculation of Importance-Satisfaction Ratings presented in **Section 3** to avoid overstating importance metrics.


Figure 43. Importance Ratings of GoTriangle Services (Sum of Top Three Most Important – based on all respondents)



Section 3

Customer

Satisfaction Analysis



Overview

Today, government officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are: (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the government agency to provide (calculated based on the universe of respondents). The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the agency's performance in the related area (the sum of the ratings of 6 and 7 on a 7-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the satisfaction calculation to ensure the satisfaction ratings among service categories are comparable and accurately reflect perceptions of those with enough experience and familiarity to form an opinion. [I-S Rating=Importance x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify the aspects of bus services they think are most important. Thirty-two percent (32.3%) of respondents selected "buses running on time" as one of the top three most important aspects of bus services. Regarding satisfaction, 46.6% of respondents rated "buses running on time" as "Excellent" or "Very Good." The I-S Rating for "buses running on time" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentage. In this example 32.3% was multiplied by 53.4% (100% - 46.6%). This calculation yielded an I-S Rating of 0.1725 which ranked 1st out of 19 service aspects.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas to improve.

Interpreting the Findings

Ratings that are greater than or equal to 0.10 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.05 to 0.0999 identify service areas that should receive increased emphasis. Ratings less than 0.05 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS \geq 0.1)
- Increase Current Emphasis (0.05<IS<0.0999)
- Maintain Current Emphasis (IS<0.05)

The results for GoTriangle are provided on the following page.

Figure 44. Importance-Satisfaction Analysis

Importance-Satisfaction Analysis Ratings						
2025 GoTriangle						
GoTriangle Customer Satisfaction Survey						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	I-S Rating	I-S Rating Rank
High Priority (>.1000)						
Buses running on time	32.3%	1	46.6%	14	0.1725	1
Medium Priority (.05 - .0999)						
Availability of shelters at bus stops	12.8%	4	41.0%	16	0.0755	2
Your sense of personal safety from other passengers on the buses	13.7%	2	49.8%	10	0.0688	3
Total time it takes for your total trip	12.3%	5	48.1%	12	0.0638	4
Service to all locations you want to go	12.2%	6	47.7%	13	0.0638	5
Frequency of service on weekdays	13.2%	3	53.9%	2	0.0609	6
Cleanliness of the bus interiors	11.4%	7	50.9%	6	0.0560	7
Lower Priority (>.05)						
Hours the buses operate on Sundays	8.0%	9	39.4%	18	0.0485	8
Frequency of service on Saturdays	7.4%	10	40.7%	17	0.0439	9
Frequency of service on Sundays	6.3%	11	39.3%	19	0.0382	10
Courtesy & helpfulness of bus	8.1%	8	61.6%	1	0.0311	11
Ease of transferring between GoTriangle & other area bus transit systems	6.0%	13	50.1%	9	0.0299	12
Accessibility of bus stops & stations for those with disabilities	6.2%	12	53.9%	2	0.0286	13
Hours the buses operate on weekdays	5.8%	14	53.7%	4	0.0269	14
Hours the buses operate on Saturdays	4.0%	16	43.9%	15	0.0224	15
Quality of WiFi service	4.3%	15	50.9%	6	0.0211	16
Ease of transfer among GoTriangle routes	3.9%	17	51.2%	5	0.0190	17
Usefulness of information from 919-485-RIDE telephone operators	2.8%	18	50.2%	8	0.0139	18
Usefulness of printed information such as schedules or brochures	2.3%	19	48.6%	11	0.0118	19

The analysis identifies buses running on time as the highest priority improvement area, with 32% of riders identifying it as one of the most important service attributes. While 47% of riders rated on-time performance positively, the gap between importance and satisfaction results in the highest I-S Rating, confirming reliability as the top priority for improvement. Several additional service elements fell into the medium priority category. Availability of shelters at bus stops ranked second, with 13% of riders identifying it as important and 41% expressing satisfaction with the current level of service. Personal safety from other passengers on buses ranked third, reflecting its importance to riders even though half of riders reported positive perceptions.

Other operational factors—including total trip travel time, service to all locations riders want to go, and frequency of weekday service—also appeared among the higher-ranked improvement priorities. These findings reinforce that service availability, convenience, and overall travel efficiency remain important concerns for riders. Several customer experience attributes, such as cleanliness of bus interiors, also appeared in the medium priority range, suggesting that while riders generally rate these elements positively, they still see room for improvement.

Attributes ranked in the lower priority category generally had higher satisfaction levels relative to their perceived importance. These included areas such as courtesy and helpfulness of bus operators, ease of transferring between GoTriangle and other transit systems, accessibility of bus stops for those with disabilities, and weekday service hours. While riders value these elements, satisfaction levels are relatively strong, resulting in lower I-S Ratings. Other attributes—including Wi-Fi quality, ease of transferring among GoTriangle routes, and information services such as telephone support and printed schedules—also fell within the lower priority range. This suggests that riders view these features as less critical compared to core service performance factors such as reliability, travel time, and service coverage.

Overall, the Importance–Satisfaction Analysis reinforces that operational performance remains the most critical focus for improvement, particularly on-time reliability, service availability, and travel efficiency. While customer service and information resources are generally rated positively, riders place the greatest emphasis on core service delivery elements that affect the reliability and convenience of their trips.

Section 4

Tabular Data



When was the survey administered:

<u>When was the survey administered</u>	<u>Number</u>	<u>Percent</u>
Weekday	5480	95.8 %
Weekend	240	4.2 %
Total	5720	100.0 %

Route:

<u>Route</u>	<u>Number</u>	<u>Percent</u>
100	760	13.3 %
300	426	7.4 %
305	211	3.7 %
310	222	3.9 %
400	1469	25.7 %
405	135	2.4 %
700	553	9.7 %
800	691	12.1 %
805	336	5.9 %
CRX	207	3.6 %
DRX	351	6.1 %
ODX	50	0.9 %
WRX	37	0.6 %
ZWX	49	0.9 %
RDU SHUTTLE	141	2.5 %
420	82	1.4 %
Total	5720	100.0 %

Route name/number:

<u>Route Name</u>	<u>Number</u>	<u>Percent</u>
100	760	13.3 %
300	426	7.4 %
305	211	3.7 %
310	222	3.9 %
400	1469	25.7 %
405	135	2.4 %
420	82	1.4 %
700	553	9.7 %
800	691	12.1 %
805	336	5.9 %
CRX	207	3.6 %
DRX	351	6.1 %
ODX	50	0.9 %
RDU SHUTTLE	141	2.5 %
WRX	37	0.6 %
ZWX	49	0.9 %
Total	5720	100.0 %

Q1. Do you receive a free or reduced fare with one of the following GoPass programs?

Q1. Do you receive a free or reduced fare with following GoPass programs	Number	Percent
Yes, College/Employer GoPass	2046	35.8 %
Yes, Youth GoPass	234	4.1 %
Yes, Senior GoPass	457	8.0 %
Yes, Disability Adults GoPass	310	5.4 %
Yes, TAP (Transit Assistance Program) GoPass	1431	25.0 %
No, I do not use a GoPass	944	16.5 %
Don't know	298	5.2 %
Total	5720	100.0 %

WITHOUT "DON'T KNOW"**Q1. Do you receive a free or reduced fare with one of the following GoPass programs? (without "don't know")**

Q1. Do you receive a free or reduced fare with following GoPass programs	Number	Percent
Yes, College/Employer GoPass	2046	37.7 %
Yes, Youth GoPass	234	4.3 %
Yes, Senior GoPass	457	8.4 %
Yes, Disability Adults GoPass	310	5.7 %
Yes, TAP (Transit Assistance Program) GoPass	1431	26.4 %
No, I do not use a GoPass	944	17.4 %
Total	5422	100.0 %

Q2. If employed, who is your current employer?

<u>Q2. Who is your current employer</u>	<u>Number</u>	<u>Percent</u>
UNC	361	20.8 %
UNC-Chapel Hill	134	7.7 %
Duke University	204	11.8 %
NCSU	91	5.2 %
RDU Airport	60	3.5 %
UNC Health	54	3.1 %
Self-employed	54	3.1 %
Duke Health	37	2.1 %
Amazon	29	1.7 %
Burger King	26	1.5 %
RSI	19	1.1 %
High Life Smake Shar	19	1.1 %
The Rizzo Center	18	1.0 %
City of Durham	18	1.0 %
Pizza Hut	18	1.0 %
Dream Scape Landscape	18	1.0 %
Sweet Green	18	1.0 %
Home Suites	18	1.0 %
Wake Medical Center	16	0.9 %
Duke Hospital	15	0.9 %
Prep Chef	15	0.9 %
Durham Museum	15	0.9 %
McKinning Home Improvement	15	0.9 %
The Big Easy	15	0.9 %
Brinn Glass	15	0.9 %
The Chill Brothers	15	0.9 %
Orange Country	14	0.8 %
UPS	14	0.8 %
NC Office of State Budget Management	14	0.8 %
Panda Express	14	0.8 %
Hardees	14	0.8 %
American Airlines	14	0.8 %
Chick Fil-a	14	0.8 %
Sheraton Hotel	14	0.8 %
Rizzo Center	14	0.8 %
Injury Recovery	14	0.8 %
Woodys Sports Bar	13	0.7 %
Epic Games	13	0.7 %
Duke	13	0.7 %
The Car Park	13	0.7 %
Honey Baked Ham	13	0.7 %
Service Master Clean	13	0.7 %
Airport	13	0.7 %
Aramara	13	0.7 %
Extended Stay	13	0.7 %
Baker roofing	13	0.7 %

Q2. If employed, who is your current employer? (CONTINUED)

Q2. Who is your current employer (CONTINUED)	Number	Percent
Lunas Empanadas Downtown	13	0.7 %
Jiffy Lube	12	0.7 %
University	12	0.7 %
Wendys	12	0.7 %
Valet	12	0.7 %
Google	12	0.7 %
Zaxbys	12	0.7 %
State of NC	9	0.5 %
State government/NC dept. Health and Human Service	9	0.5 %
NC State University	9	0.5 %
McDonalds	7	0.4 %
Walmart	5	0.3 %
The State	4	0.2 %
Tupelo Honey	4	0.2 %
City of Raleigh	4	0.2 %
KMT Heating and Air	3	0.2 %
Finish Line	3	0.2 %
Dollar General	3	0.2 %
Bass Pro	3	0.2 %
Kellanova	3	0.2 %
Total	1738	100.0 %

Q3. In a typical week, on how many days do you currently use GoTriangle?

Q3. How many days do you currently use GoTriangle in a typical week	Number	Percent
0 (None)	115	2.0 %
1	405	7.1 %
2	362	6.3 %
3	740	12.9 %
4	686	12.0 %
5	1506	26.3 %
6	552	9.7 %
7	1065	18.6 %
Don't know	289	5.1 %
Total	5720	100.0 %

WITHOUT "DON'T KNOW"**Q3. In a typical week, on how many days do you currently use GoTriangle? (without "don't know")**

Q3. How many days do you currently use GoTriangle in a typical week	Number	Percent
0 (None)	115	2.1 %
1	405	7.5 %
2	362	6.7 %
3	740	13.6 %
4	686	12.6 %
5	1506	27.7 %
6	552	10.2 %
7	1065	19.6 %
Total	5431	100.0 %

Q4. What is ONE main purpose for which you most often use the GoTriangle bus?

Q4. One main purpose for which you most often use GoTriangle bus	Number	Percent
Work	3032	53.0 %
School/College	1214	21.2 %
Shopping	348	6.1 %
Medical/Dental	276	4.8 %
Recreation/Event	380	6.6 %
Other	35	0.6 %
Don't know	435	7.6 %
Total	5720	100.0 %

WITHOUT "DON'T KNOW"**Q4. What is ONE main purpose for which you most often use the GoTriangle bus? (without "don't know")**

Q4. One main purpose for which you most often use GoTriangle bus	Number	Percent
Work	3032	57.4 %
School/College	1214	23.0 %
Shopping	348	6.6 %
Medical/Dental	276	5.2 %
Recreation/Event	380	7.2 %
Other	35	0.7 %
Total	5285	100.0 %

Q4-6. Other:

Q4-6. Other	Number	Percent
Appt	13	37.1 %
To visit partner	13	37.1 %
Personal	9	25.7 %
Total	35	100.0 %

Q5. Please mark all the following that apply to you. Are you...

Q5. Your employment status	Number	Percent
Employed full-time	2258	39.5 %
Employed part-time	1120	19.6 %
Unemployed	670	11.7 %
Homemaker	20	0.3 %
Student	1606	28.1 %
Retired	358	6.3 %
Volunteer position	171	3.0 %
Total	6203	

Q6. If you are employed or a student, do you work/attend school...

Q6. How do you work/attend school	Number	Percent
Remote only	219	4.9 %
Remote some days, onsite other days	838	18.6 %
Onsite only	2547	56.6 %
Not provided	898	19.9 %
Total	4502	100.0 %

WITHOUT "NOT PROVIDED"**Q6. If you are employed or a student, do you work/attend school... (without "not provided")**

Q6. How do you work/attend school	Number	Percent
Remote only	219	6.1 %
Remote some days, onsite other days	838	23.3 %
Onsite only	2547	70.7 %
Total	3604	100.0 %

Q7. How old are you?

Q7. Your age	Number	Percent
15-19	530	9.3 %
20-24	1015	17.7 %
25-29	801	14.0 %
30-34	555	9.7 %
35-39	591	10.3 %
40-44	389	6.8 %
45-49	219	3.8 %
50-54	244	4.3 %
55-59	365	6.4 %
60-64	418	7.3 %
65-69	127	2.2 %
70-74	53	0.9 %
75-79	80	1.4 %
80-84	26	0.5 %
85+	41	0.7 %
Not provided	266	4.7 %
Total	5720	100.0 %

WITHOUT "NOT PROVIDED"**Q7. How old are you? (without "not provided")**

Q7. Your age	Number	Percent
15-19	530	9.7 %
20-24	1015	18.6 %
25-29	801	14.7 %
30-34	555	10.2 %
35-39	591	10.8 %
40-44	389	7.1 %
45-49	219	4.0 %
50-54	244	4.5 %
55-59	365	6.7 %
60-64	418	7.7 %
65-69	127	2.3 %
70-74	53	1.0 %
75-79	80	1.5 %
80-84	26	0.5 %
85+	41	0.8 %
Total	5454	100.0 %

Q8. Do you identify as:

Q8. Your gender	Number	Percent
Male	3037	53.1 %
Female	2328	40.7 %
Non-binary	160	2.8 %
Prefer not to answer	195	3.4 %
Total	5720	100.0 %

WITHOUT "PREFER NOT TO ANSWER"**Q8. Do you identify as: (without "prefer not to answer")**

Q8. Your gender	Number	Percent
Male	3037	55.0 %
Female	2328	42.1 %
Non-binary	160	2.9 %
Total	5525	100.0 %

Q9. Do you consider yourself to be...

Q9. Your race/ethnicity	Number	Percent
African American/Black	2406	42.1 %
Asian	942	16.5 %
Hispanic	581	10.2 %
Native American Indian	114	2.0 %
White	1599	28.0 %
Other	202	3.5 %
Total	5844	

Q9-6. Self-describe your race/ethnicity:

Q9-6. Self-describe your race/ethnicity	Number	Percent
Mixed	55	31.3 %
Latina	18	10.2 %
Scottish/Irish	18	10.2 %
More than one	18	10.2 %
North Africa	18	10.2 %
Hebrew Israelite	14	8.0 %
Samoan	13	7.4 %
Indian	13	7.4 %
Middle Eastern	9	5.1 %
Total	176	100.0 %

Q10. What language do you most often speak at home?

Q10. What language do you most often speak at home	Number	Percent
English	5002	87.4 %
Spanish	261	4.6 %
Other	279	4.9 %
Not provided	178	3.1 %
Total	5720	100.0 %

WITHOUT "NOT PROVIDED"**Q10. What language do you most often speak at home? (without "not provided")**

Q10. What language do you most often speak at home	Number	Percent
English	5002	90.3 %
Spanish	261	4.7 %
Other	279	5.0 %
Total	5542	100.0 %

Q10-3. Other:

Q10-3. Other	Number	Percent
Chinese	129	46.2 %
Portuguese	43	15.4 %
Japanese	31	11.1 %
Tagalog	19	6.8 %
Korean	17	6.1 %
Vietnamese	14	5.0 %
French	13	4.7 %
Nepalese	13	4.7 %
Total	279	100.0 %

Q10a. How well do you speak English?

Q10a. How well do you speak English	Number	Percent
Very Well	190	35.2 %
Well	225	41.7 %
Less than well	86	15.9 %
Not at all	39	7.2 %
Total	540	100.0 %

Q11. Please check all Triangle Region bus systems you use in a typical week.

Q11. Triangle Region bus systems you use in a typical week	Number	Percent
Chapel Hill Transit	1707	29.8 %
Duke Transit	329	5.8 %
GoApex	169	3.0 %
GoCary	894	15.6 %
GoDurham	2160	37.8 %
GoRaleigh	2491	43.5 %
GoTriangle	5614	98.0 %
GoWake	150	2.6 %
Orange County Public Transit (OCPT)	156	2.7 %
Wolfline	286	5.0 %
None of these	267	4.7 %
Total	11986	

WITHOUT "NONE OF THESE"**Q11. Please check all Triangle Region bus systems you use in a typical week. (without "none of these")**

Q11. Triangle Region bus systems you use in a typical week	Number	Percent
GoTriangle	5614	98.2 %
GoRaleigh	2491	45.7 %
GoDurham	2160	39.6 %
Chapel Hill Transit	1707	31.3 %
GoCary	894	16.4 %
Duke Transit	329	6.0 %
Wolfline	286	5.2 %
GoApex	169	3.1 %
Orange County Public Transit (OCPT)	156	2.9 %
GoWake	150	2.8 %
Total	11719	

Q12. What is your total annual household income?

Q12. Your total annual household income	Number	Percent
Less than \$10K	1482	25.9 %
\$10K to \$14,999	337	5.9 %
\$15K to \$19,999	260	4.5 %
\$20K to \$24,999	752	13.1 %
\$25K to \$34,999	479	8.4 %
\$35K to \$49,999	519	9.1 %
\$50K to \$74,999	494	8.6 %
\$75K to \$100K	407	7.1 %
\$100K+	497	8.7 %
Not provided	493	8.6 %
Total	5720	100.0 %

WITHOUT "NOT PROVIDED"**Q12. What is your total annual household income? (without "not provided")**

Q12. Your total annual household income	Number	Percent
Less than \$10K	1482	28.4 %
\$10K to \$14,999	337	6.4 %
\$15K to \$19,999	260	5.0 %
\$20K to \$24,999	752	14.4 %
\$25K to \$34,999	479	9.2 %
\$35K to \$49,999	519	9.9 %
\$50K to \$74,999	494	9.5 %
\$75K to \$100K	407	7.8 %
\$100K+	497	9.5 %
Total	5227	100.0 %

Q13. Including YOU, how many people live in your household?

Q13. How many people live in your household	Number	Percent
1	1458	25.5 %
2	1171	20.5 %
3	757	13.2 %
4	581	10.2 %
5	279	4.9 %
6+	265	4.6 %
Not provided	1209	21.1 %
Total	5720	100.0 %

WITHOUT "NOT PROVIDED"**Q13. Including YOU, how many people live in your household? (without "not provided")**

Q13. How many people live in your household	Number	Percent
1	1458	32.3 %
2	1171	26.0 %
3	757	16.8 %
4	581	12.9 %
5	279	6.2 %
6+	265	5.9 %
Total	4511	100.0 %

Q14. How many cars or other vehicles are available for your use?

Q14. How many cars or other vehicles are available for your use	Number	Percent
0 (None)	2478	43.3 %
1	1593	27.8 %
2	691	12.1 %
3	317	5.5 %
4 or more	48	0.8 %
Not provided	593	10.4 %
Total	5720	100.0 %

WITHOUT "NOT PROVIDED"**Q14. How many cars or other vehicles are available for your use? (without "not provided")**

Q14. How many cars or other vehicles are available for your use	Number	Percent
0 (None)	2478	48.3 %
1	1593	31.1 %
2	691	13.5 %
3	317	6.2 %
4 or more	48	0.9 %
Total	5127	100.0 %

Q15. In the past 30 days, did you use Uber/Lyft/Taxi OR app-based scooter/bikes?

Q15. Did you use Uber/Lyft/Taxi or app-based scooter/bikes in past 30 days	Number	Percent
Yes, instead of a trip on GoTriangle	1626	28.4 %
Yes, as part of a trip on GoTriangle	556	9.7 %
Yes, but not to replace a trip on GoTriangle	1080	18.9 %
No	2495	43.6 %
Total	5757	

Q16. If public transit were unavailable today, how would you have made this trip?

Q16. How would you have made this trip if public transit were unavailable today	Number	Percent
Taxi/Uber/Lyft	2104	36.8 %
Ride with a friend or family member	878	15.3 %
Drive my own vehicle	759	13.3 %
Walk/bicycle/skateboard	459	8.0 %
Would not have made the trip	1149	20.1 %
Other	14	0.2 %
Not provided	357	6.2 %
Total	5720	100.0 %

WITHOUT "NOT PROVIDED"**Q16. If public transit were unavailable today, how would you have made this trip? (without "not provided")**

Q16. How would you have made this trip if public transit were unavailable today	Number	Percent
Taxi/Uber/Lyft	2104	39.2 %
Ride with a friend or family member	878	16.4 %
Drive my own vehicle	759	14.2 %
Walk/bicycle/skateboard	459	8.6 %
Would not have made the trip	1149	21.4 %
Other	14	0.3 %
Total	5363	100.0 %

Q16-6. Other:

Q16-6. Other	Number	Percent
Shuttle	14	100.0 %
Total	14	100.0 %

Q17. Do you use a transit app on your cell phone?

Q17. Do you use a transit app on your cell phone	Number	Percent
Yes	3893	68.1 %
No	1280	22.4 %
No cell phone	188	3.3 %
Not provided	359	6.3 %
Total	5720	100.0 %

WITHOUT "NOT PROVIDED"**Q17. Do you use a transit app on your cell phone? (without "not provided")**

Q17. Do you use a transit app on your cell phone	Number	Percent
Yes	3893	72.6 %
No	1280	23.9 %
No cell phone	188	3.5 %
Total	5361	100.0 %

Q17-1. If you use a transit app, which one?

Q17-1. Which transit app do you use	Number	Percent
UMO	898	47.7 %
Transit	261	13.9 %
Go Triangle	172	9.1 %
Google maps	108	5.7 %
Transit app	88	4.7 %
UMO/Go Triangle	74	3.9 %
Go Cary	43	2.3 %
Transit	36	1.9 %
UMO/Transit	26	1.4 %
Go Durham	18	1.0 %
Android	15	0.8 %
Transit Go	15	0.8 %
Tap	15	0.8 %
UMO Apple maps	15	0.8 %
UMO Mobility	14	0.7 %
UMO/Googe maps	14	0.7 %
Google maps/Transit	14	0.7 %
Go Pass	14	0.7 %
Transit Google maps	13	0.7 %
Go app	13	0.7 %
Uber	13	0.7 %
Google	5	0.3 %
Total	1884	100.0 %

Q18-37. In the past 30 days, how would you rate GoTriangle on the following services?

(N=5720)

	Excellent	Very good	Good	Neutral	Poor	Very poor	Extremely poor	Does not apply
Q18. Buses running on time	23.1%	21.9%	29.7%	13.9%	4.4%	2.2%	1.5%	3.4%
Q19. Frequency of service on weekdays	26.4%	24.6%	27.4%	9.5%	4.6%	1.6%	0.7%	5.3%
Q20. Frequency of service on Saturdays	17.8%	15.0%	25.3%	13.0%	5.3%	2.5%	1.6%	19.5%
Q21. Frequency of service on Sundays	17.1%	14.3%	20.6%	17.0%	5.4%	2.7%	2.7%	20.2%
Q22. Hours the buses operate on weekdays	26.7%	23.0%	25.8%	11.5%	4.1%	0.9%	0.8%	7.3%
Q23. Hours the buses operate on Saturdays	20.1%	16.2%	26.0%	12.5%	3.4%	2.5%	1.9%	17.3%
Q24. Hours the buses operate on Sundays	18.7%	12.7%	20.2%	17.2%	5.4%	2.8%	2.6%	20.4%
Q25. Total time it takes for your total trip	23.5%	21.7%	24.8%	16.4%	5.2%	0.9%	1.5%	6.0%
Q26. Service to all locations you want to go	24.7%	19.9%	23.9%	16.7%	5.1%	2.2%	0.8%	6.7%
Q27. Ease of transfer among GoTriangle routes	23.4%	21.1%	24.1%	12.3%	4.5%	1.4%	0.3%	13.0%

Q18-37. 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
Q28. Ease of transferring between GoTriangle & other area bus transit systems	22.2%	22.2%	24.3%	13.5%	4.9%	1.0%	0.5%	11.4%
Q29. Cleanliness of the bus interiors	25.2%	23.1%	23.0%	15.2%	5.4%	1.7%	1.5%	5.0%
Q30. Availability of shelters at bus stops	21.4%	16.4%	23.1%	16.4%	8.5%	3.2%	3.2%	7.8%
Q31. Your sense of personal safety from other passengers on the buses	25.1%	22.2%	27.1%	14.5%	3.1%	1.5%	1.5%	4.8%
Q32. Courtesy & helpfulness of bus operators	34.6%	23.0%	20.4%	8.8%	4.1%	1.8%	0.8%	6.5%
Q33. Accessibility of bus stops & stations for those with disabilities	26.1%	18.5%	19.7%	12.2%	3.8%	1.7%	0.8%	17.1%
Q34. Usefulness of information from 919-485-RIDE telephone operators	20.2%	17.7%	14.6%	14.5%	4.2%	2.8%	1.5%	24.5%
Q35. Usefulness of printed information such as schedules or brochures	24.4%	16.0%	19.5%	16.0%	4.4%	1.8%	1.0%	16.8%
Q36. Quality of Wi-Fi service	26.2%	14.7%	16.5%	16.7%	3.3%	1.6%	1.3%	19.8%

Q18-37. 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
Q37. Overall quality of GoTriangle service	26.2%	25.8%	28.8%	9.5%	2.5%	1.2%	0.9%	5.0%

WITHOUT "DOES NOT APPLY"**Q18-37. In the past 30 days, how would you rate GoTriangle on the following services? (without "does not apply")**

(N=5720)

	Excellent	Very good	Good	Neutral	Poor	Very poor	Extremely poor
Q18. Buses running on time	23.9%	22.7%	30.8%	14.4%	4.5%	2.2%	1.5%
Q19. Frequency of service on weekdays	27.9%	26.0%	28.9%	10.0%	4.9%	1.6%	0.7%
Q20. Frequency of service on Saturdays	22.1%	18.6%	31.4%	16.1%	6.6%	3.1%	2.0%
Q21. Frequency of service on Sundays	21.4%	17.9%	25.9%	21.3%	6.8%	3.4%	3.3%
Q22. Hours the buses operate on weekdays	28.8%	24.9%	27.8%	12.4%	4.4%	0.9%	0.8%
Q23. Hours the buses operate on Saturdays	24.3%	19.6%	31.5%	15.1%	4.2%	3.0%	2.3%
Q24. Hours the buses operate on Sundays	23.4%	16.0%	25.4%	21.6%	6.7%	3.6%	3.2%
Q25. Total time it takes for your total trip	25.0%	23.1%	26.3%	17.4%	5.5%	1.0%	1.6%
Q26. Service to all locations you want to go	26.4%	21.3%	25.6%	17.9%	5.5%	2.4%	0.8%
Q27. Ease of transfer among GoTriangle routes	26.9%	24.3%	27.6%	14.1%	5.1%	1.6%	0.4%

WITHOUT "DOES NOT APPLY"**Q18-37. In the past 30 days, how would you rate GoTriangle on the following services? (without "does not apply")**

	Excellent	Very good	Good	Neutral	Poor	Very poor	Extremely poor
Q28. Ease of transferring between GoTriangle & other area bus transit systems	25.0%	25.1%	27.4%	15.2%	5.6%	1.2%	0.5%
Q29. Cleanliness of the bus interiors	26.6%	24.3%	24.2%	16.0%	5.6%	1.8%	1.6%
Q30. Availability of shelters at bus stops	23.2%	17.8%	25.1%	17.8%	9.2%	3.5%	3.5%
Q31. Your sense of personal safety from other passengers on the buses	26.4%	23.4%	28.5%	15.2%	3.3%	1.6%	1.6%
Q32. Courtesy & helpfulness of bus operators	37.0%	24.6%	21.9%	9.4%	4.4%	1.9%	0.9%
Q33. Accessibility of bus stops & stations for those with disabilities	31.5%	22.4%	23.8%	14.7%	4.6%	2.0%	1.0%
Q34. Usefulness of information from 919-485-RIDE telephone operators	26.8%	23.4%	19.3%	19.2%	5.6%	3.7%	2.0%

WITHOUT "DOES NOT APPLY"**Q18-37. In the past 30 days, how would you rate GoTriangle on the following services? (without "does not apply")**

	Excellent	Very good	Good	Neutral	Poor	Very poor	Extremely poor
Q35. Usefulness of printed information such as schedules or brochures	29.3%	19.3%	23.4%	19.3%	5.3%	2.2%	1.2%
Q36. Quality of Wi-Fi service	32.6%	18.3%	20.6%	20.8%	4.1%	2.0%	1.6%
Q37. Overall quality of GoTriangle service	27.6%	27.2%	30.4%	10.0%	2.6%	1.3%	0.9%

Q38. Of the services in Questions 18 to 37 above, please rank by question number the three most important to improve.

<u>Q38. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Buses running on time	930	16.3 %
Frequency of service on weekdays	253	4.4 %
Frequency of service on Saturdays	139	2.4 %
Frequency of service on Sundays	46	0.8 %
Hours the buses operate on weekdays	100	1.7 %
Hours the buses operate on Saturdays	87	1.5 %
Hours the buses operate on Sundays	179	3.1 %
Total time it takes for your total trip	270	4.7 %
Service to all locations you want to go	195	3.4 %
Ease of transfer among GoTriangle routes	47	0.8 %
Ease of transferring between GoTriangle & other area bus transit systems	37	0.6 %
Cleanliness of the bus interiors	277	4.8 %
Availability of shelters at bus stops	245	4.3 %
Your sense of personal safety from other passengers on the buses	315	5.5 %
Courtesy & helpfulness of bus operators	98	1.7 %
Accessibility of bus stops & stations for those with disabilities	145	2.5 %
Usefulness of information from 919-485-RIDE telephone operators	12	0.2 %
Usefulness of printed information such as schedules or brochures	69	1.2 %
Quality of Wi-Fi service	36	0.6 %
Overall quality of GoTriangle service	19	0.3 %
None chosen	2221	38.8 %
Total	5720	100.0 %

Q38. Of the services in Questions 18 to 37 above, please rank by question number the three most important to improve.

Q38. 2nd choice	Number	Percent
Buses running on time	562	9.8 %
Frequency of service on weekdays	259	4.5 %
Frequency of service on Saturdays	184	3.2 %
Frequency of service on Sundays	131	2.3 %
Hours the buses operate on weekdays	102	1.8 %
Hours the buses operate on Saturdays	110	1.9 %
Hours the buses operate on Sundays	164	2.9 %
Total time it takes for your total trip	225	3.9 %
Service to all locations you want to go	210	3.7 %
Ease of transfer among GoTriangle routes	90	1.6 %
Ease of transferring between GoTriangle & other area bus transit systems	147	2.6 %
Cleanliness of the bus interiors	144	2.5 %
Availability of shelters at bus stops	313	5.5 %
Your sense of personal safety from other passengers on the buses	163	2.8 %
Courtesy & helpfulness of bus operators	153	2.7 %
Accessibility of bus stops & stations for those with disabilities	151	2.6 %
Usefulness of information from 919-485-RIDE telephone operators	135	2.4 %
Quality of Wi-Fi service	54	0.9 %
Overall quality of GoTriangle service	84	1.5 %
None chosen	2339	40.9 %
Total	5720	100.0 %

Q38. Of the services in Questions 18 to 37 above, please rank by question number the three most important to improve.

<u>Q38. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Buses running on time	356	6.2 %
Frequency of service on weekdays	243	4.2 %
Frequency of service on Saturdays	98	1.7 %
Frequency of service on Sundays	182	3.2 %
Hours the buses operate on weekdays	132	2.3 %
Hours the buses operate on Saturdays	29	0.5 %
Hours the buses operate on Sundays	114	2.0 %
Total time it takes for your total trip	211	3.7 %
Service to all locations you want to go	292	5.1 %
Ease of transfer among GoTriangle routes	87	1.5 %
Ease of transferring between GoTriangle & other area bus transit systems	157	2.7 %
Cleanliness of the bus interiors	231	4.0 %
Availability of shelters at bus stops	172	3.0 %
Your sense of personal safety from other passengers on the buses	304	5.3 %
Courtesy & helpfulness of bus operators	211	3.7 %
Accessibility of bus stops & stations for those with disabilities	60	1.0 %
Usefulness of information from 919-485-RIDE telephone operators	13	0.2 %
Usefulness of printed information such as schedules or brochures	62	1.1 %
Quality of Wi-Fi service	158	2.8 %
Overall quality of GoTriangle service	147	2.6 %
<u>None chosen</u>	<u>2461</u>	<u>43.0 %</u>
Total	5720	100.0 %

SUM OF TOP 3 CHOICES

Q38. Of the services in Questions 18 to 37 above, please rank by question number the three most important to improve. (top 3)

Q38. Top 3 choices	Number	Percent
Buses running on time	1848	32.3 %
Frequency of service on weekdays	755	13.2 %
Frequency of service on Saturdays	421	7.4 %
Frequency of service on Sundays	359	6.3 %
Hours the buses operate on weekdays	334	5.8 %
Hours the buses operate on Saturdays	226	4.0 %
Hours the buses operate on Sundays	457	8.0 %
Total time it takes for your total trip	706	12.3 %
Service to all locations you want to go	697	12.2 %
Ease of transfer among GoTriangle routes	224	3.9 %
Ease of transferring between GoTriangle & other area bus transit systems	341	6.0 %
Cleanliness of the bus interiors	652	11.4 %
Availability of shelters at bus stops	730	12.8 %
Your sense of personal safety from other passengers on the buses	782	13.7 %
Courtesy & helpfulness of bus operators	462	8.1 %
Accessibility of bus stops & stations for those with disabilities	356	6.2 %
Usefulness of information from 919-485-RIDE telephone operators	160	2.8 %
Usefulness of printed information such as schedules or brochures	131	2.3 %
Quality of Wi-Fi service	248	4.3 %
Overall quality of GoTriangle service	250	4.4 %
None chosen	2221	38.8 %
Total	12360	

Section 5

Survey Instrument



Passenger Survey - Please tell us how you use GoTriangle

El cuestionario en español se encuentra en el otro lado



Which route are you riding now? _____

1. Do you receive a free or reduced fare with one of the following GoPass programs:
 ___ 1 Yes, College/Employer GoPass ___ 2 Yes, Youth GoPass
 ___ 3 Yes, Senior GoPass ___ 4 Yes, Disability Adults GoPass
 ___ 5 Yes, TAP (Transit Assistance Program) GoPass ___ 6 No, I do not use a GoPass

2. If employed, who is your current employer? (This information helps us plan to better serve your needs and is optional.) _____

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. What is ONE main purpose for which you most often use the GoTriangle bus?
 ___ 1 Work ___ 2 School/College ___ 3 Shopping
 ___ 4 Medical/Dental ___ 5 Recreation/Event ___ 6 Other: _____

5. Please mark all 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

6. 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
 ___ 7. How old are you? _____ Years old

8. Do you identify as: ___ 1 Male ___ 2 Female ___ 3 Non-binary ___ 4 Prefer not to answer

9. Do you consider yourself to be... (select all that apply)
 ___ 1 African American/Black ___ 2 Asian ___ 3 Hispanic
 ___ 4 Native American Indian ___ 5 White ___ 6 Other: _____

10. What language do you most often speak at home?
 ___ 1 English ___ 2 Spanish ___ 3 Other: _____

10a. [If Q 10 is not English] How well do you speak English?
 ___ 1 Very Well ___ 2 Well ___ 3 Less than well ___ 4 Not at all

11. Please check all Triangle Region bus systems you use in a typical week.
 ___ 1 Chapel Hill Transit ___ 2 Duke Transit ___ 3 GoApex ___ 4 GoCary
 ___ 5 GoDurham ___ 6 GoRaleigh ___ 7 GoTriangle ___ 8 GoWake
 ___ 9 Orange County Public Transit (OCPT) ___ 10 Wolfline ___ 11 None of these

12. 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

13. Including YOU, how many people live in your household? _____

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

15. In the past 30 days, did you use Uber/Lyft/Taxi OR app-based scooter / bikes? (select all that apply)
 ___ 1 Yes, instead of a trip on GoTriangle ___ 2 Yes, as part of a trip on GoTriangle
 ___ 3 Yes, but not to replace a trip on GoTriangle ___ 4 No

16. If public transit were unavailable today, how would you have made this trip? (select the most likely)
 ___ 1 Taxi/Uber/Lyft ___ 2 Ride with a friend or family member ___ 3 Drive my own vehicle
 ___ 4 Walk/Bicycle/Skateboard ___ 5 Would not have made the trip ___ 6 Other: _____

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	9
19 Frequency of service on weekdays	7	6	5	4	3	2	1	9
20 Frequency of service on Saturday	7	6	5	4	3	2	1	9
21 Frequency of service on Sunday	7	6	5	4	3	2	1	9
22 Hours the buses operate on weekdays	7	6	5	4	3	2	1	9
23 Hours the buses operate on Saturday	7	6	5	4	3	2	1	9
24 Hours the buses operate on Sunday	7	6	5	4	3	2	1	9
25 Total time it takes for your total trip	7	6	5	4	3	2	1	9
26 Service to all locations you want to go	7	6	5	4	3	2	1	9
27 Ease of transfer among GoTriangle routes	7	6	5	4	3	2	1	9
28 Ease of transferring between GoTriangle and other area bus transit systems	7	6	5	4	3	2	1	9
29 Cleanliness of the bus interiors	7	6	5	4	3	2	1	9
30 Availability of shelters at bus stops	7	6	5	4	3	2	1	9
31 Your sense of personal safety from other passengers on the buses	7	6	5	4	3	2	1	9
32 Courtesy & helpfulness of bus operators	7	6	5	4	3	2	1	9
33 Accessibility of bus stops and stations for those with disabilities	7	6	5	4	3	2	1	9
34 Usefulness of information from 919-485-RIDE telephone operators	7	6	5	4	3	2	1	9
35 Usefulness of printed information such as schedules or brochures	7	6	5	4	3	2	1	9
36 Quality of WiFi service	7	6	5	4	3	2	1	9
37 The overall quality of GoTriangle service	7	6	5	4	3	2	1	9

38. Of the services in questions 18 to 37 above, please rank by question number the three most important to improve.
 1st _____ 2nd _____ 3rd _____

Comments: _____

Encuesta de pasajeros - Cuántanos cómo usas GoTriangle



¿Qué ruta estás recorriendo ahora _____

- ¿Recibe una tarifa gratis o reducida con uno de los siguientes programas GoPass?
 - 1 Si, GoPass para la universidad/empleador _____
 - 2 Si, GoPass para jóvenes _____
 - 3 Si, GoPass para personas mayores _____
 - 4 Si, GoPass para adultos con discapacidad _____
 - 5 Si, TAP (Programa de Asistencia de Tránsito) GoPass _____
 - 6 No, no uso un GoPass _____
- Si está empleado, ¿quién es su empleador actual? (Esta información nos ayuda a planificar para satisfacer mejor sus necesidades y es opcional). _____
- En una semana típica, ¿cuántos días usa actualmente GoTriangle (Encierre en un círculo solo uno)?
 - 0 (Ninguno) _____
 - 1 _____
 - 2 _____
 - 3 _____
 - 4 _____
 - 5 _____
 - 6 _____
 - 7 _____
- ¿Cuál es UN propósito principal para el que usa con mayor frecuencia el bus GoTriangle?
 - 1 Trabajo _____
 - 2 Escuela/Universidad _____
 - 3 Compras _____
 - 4 Médico/Dental _____
 - 5 Recreación/Evento _____
 - 6 Otros: _____
- Marque todo lo siguiente que se aplique a usted. Estas...
 - 1 Empleado a tiempo completo _____
 - 2 Empleado a tiempo parcial _____
 - 3 Desempleado _____
 - 4 Ama de casa _____
 - 5 Estudiante _____
 - 6 Retirado _____
 - 7 Puesto de voluntario _____
- Si está empleado o es estudiante, ¿trabaja/asiste a la escuela?
 - 1 Solo control remoto _____
 - 2 Remoto algunos días, en el sitio otros días _____
 - 3 Solo en el sitio _____
- ¿Qué edad tienes? _____ Años
- ¿Te identificas como:
 - 1 Hombre _____
 - 2 Mujer _____
 - 3 No binario _____
 - 4 Prefiero no responder _____
- ¿Te consideras a ti mismo como... (seleccione todas las que correspondan)
 - 1 Afroamericano/Negro _____
 - 2 Asiáticos _____
 - 3 Hispano _____
 - 4 Indio nativo americano _____
 - 5 Blanco _____
 - 6 Otros: _____
- ¿Qué idioma hablas con más frecuencia en casa?
 - 1 Inglés _____
 - 2 Español _____
 - 3 Otros: _____
- 10a. [Si la pregunta 10 no es inglés] ¿Qué tan bien habla inglés?
 - 1 Muy bien _____
 - 2 POCO _____
 - 3 Menos que bien _____
 - 4 Nada _____
- Verifique todos los sistemas de autobuses de la región del triángulo que utiliza en una semana típica.
 - 1 Tránsito de Chapel Hill _____
 - 2 Tránsito de Duke _____
 - 3 GoApex _____
 - 4 GoCary _____
 - 5 GoDurham _____
 - 6 GoRaleigh _____
 - 7 GoTriangle _____
 - 8 GoWake _____
 - 9 Transporte público del condado de Orange (OCPT) _____
 - 10 Línea de lobo _____
 - 10 Ninguno de estos _____
- ¿Cuál es el ingreso familiar anual total? (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 _____
- Incluyéndote a TI, ¿cuántas personas viven en tu hogar? _____
- ¿Cuántos coches u otros vehículos hay disponibles para su uso?
 - 0 (Ninguno) _____
 - 1 _____
 - 2 _____
 - 3 _____
 - 4 o más _____
- En los últimos 30 días, ¿usaste Uber/Lyft/Taxi O scooter / bicicletas basados en aplicaciones? (Seleccione todas las que correspondan)
 - 1 Si, en lugar de un viaje en GoTriangle _____
 - 2 Si, como parte de un viaje en GoTriangle _____
 - 3 Si, pero no para reemplazar un viaje en GoTriangle _____
 - 4 No _____

16. Si el transporte público no estuviera disponible hoy, ¿cómo habría hecho este viaje? (Seleccione el más probable)

- 1 Taxi/Uber/Lyft _____
- 2 Viajar con un amigo o familiar _____
- 3 Conducir mi propio vehículo _____
- 4 Caminar/Bicicleta/Patineta _____
- 5 No habría hecho el viaje _____
- 6 Other _____

17. ¿Usas una aplicación de transporte público en tu teléfono celular?

- 1 Si _____
- 2 No _____
- 3 No hay teléfono celular _____

Si usas una aplicación de transporte público, ¿cuál?

	Excelente	Muy bien	Bien	Neutral	Pobre	Pobremente	Extremadamente pobre	No aplica
En los últimos 30 días, ¿cómo calificaría a GoTriangle en los siguientes servicios?								
18. Autobuses que funcionan a tiempo	7	6	5	4	3	2	1	9
19. Frecuencia del servicio en días laborables	7	6	5	4	3	2	1	9
20. Frecuencia del servicio los sábados	7	6	5	4	3	2	1	9
21. Frecuencia del servicio el domingo	7	6	5	4	3	2	1	9
22. Horario de funcionamiento de los autobuses entre semana	7	6	5	4	3	2	1	9
23. Horario de funcionamiento de los autobuses los sábados	7	6	5	4	3	2	1	9
24. Horario de funcionamiento de los autobuses los domingos	7	6	5	4	3	2	1	9
25. Tiempo total que tarda todo el viaje	7	6	5	4	3	2	1	9
26. Servicio a todos los lugares a los que quieras ir	7	6	5	4	3	2	1	9
27. Facilidad de transferencia entre rutas GoTriangle	7	6	5	4	3	2	1	9
28. Facilidad de transferencia entre GoTriangle y otros sistemas de tránsito de autobuses del área	7	6	5	4	3	2	1	9
29. Limpieza de los interiores de los autobuses	7	6	5	4	3	2	1	9
30. Disponibilidad de marquesinas en las paradas de autobús	7	6	5	4	3	2	1	9
31. Su sentido de seguridad personal de otros pasajeros en los autobuses	7	6	5	4	3	2	1	9
32. Cortesía y amabilidad de los operadores de autobuses	7	6	5	4	3	2	1	9
33. Accesibilidad de paradas y estaciones de autobús para personas con discapacidad	7	6	5	4	3	2	1	9
34. Utilidad de la información de los operadores telefónicos 919-485-RIDE	7	6	5	4	3	2	1	9
35. Utilidad de la información impresa, como horarios o folletos	7	6	5	4	3	2	1	9
36. Calidad del servicio WIFI	7	6	5	4	3	2	1	9
37. La calidad general del servicio GoTriangle	7	6	5	4	3	2	1	9

38. De los servicios mencionados en las preguntas 18 a 37 anteriores, sírvase clasificar por número de pregunta los tres más importantes para mejorar.

primero _____ Segundo _____ Tercera _____

Comentarios: _____

Section 6

Comments



Positive Feedback

- A-ok with me
- everything is good
- excellent bus service
- excellent service
- good service
- great system
- great service
- I'm generally happy with go triangle
- It's good - not much to pick apart
- nice ride
- satisfied by bus service thankyou
- service is excellent!! keep it up
- keep up the good work
- love go tri
- thank you
- thanks
- thank you!
- Thanks for the ride
- Thank you for the service and enforcement of no Loud music on bus

Service Reliability / Buses Passing Stops

- buses pass without stopping
- keep getting passed by the bus
- I was passed 2nd times at the stop number 6408
- sometimes buses are ahead of schedule
- while buses have been more on time recently they often don't wait at schedule time if early I have missed my schedule time several time because the bus arrived 4-5 minutes carry and did not wait that inconsistency is a detriment to us
- route 405 driver leaves default time

Service Frequency / Scheduling

- frequency
- need more time
- would appreciate if crx ran more consistently throughout the day
- extend 405 whole day basis
- if there were drx or crx service on weekend, I would use crx/drx on weekends frequently
- I would like it if the 305 would leave from union station a tad later so my commute was less light.
Broughton--> union station

Route / Service Requests

- Biggest request is service directly from chapel hill to rdu airport
- wish the 405 was direct like it used to be
- RTP is not well served
- needs route r
- need more coverage for bus stop

Stops / Infrastructure

- kellanova stop needs shelter
 - bus stops bus time
 - love the bus station
-

Drivers / Customer Experience

- Go triangle bus very congested
 - bus drivers want the heat on when it cold out
 - It's nice that the bus goes to surrounding towns, but the drivers can be really rude when asked simple questions
 - I quite literally just asked a question politely and in good faith (because bus stop was moved recently and received unkind and hostile response I absolutely will make myself visible earlier but I was polite and don't appreciate being treated rudely) I typically have nothing but positive experience using the bus and I have never had a problem in my 2 years
-

Safety

- I rated Q31 Highly due to having been threatened on the bus in the past
-

Technology / App / Information

- bus service is great sometimes the app does not work
 - email
 - the drx schedule online is confusing because it shows the Durham station stop before district drive park n ride when headed to duke
 - unsure if the app times are incorrect or if the bus is not running on time
 - there have been several times which the crx has missed my stop up on calling they could not tell me where the bus was
-

Connections / Destinations

- connection to NetApp/ cisco would be great
 - keep transit affordable bus service to Willington
-

Operational / Planning Comments

- there needs to be better time allocation to routes and more frequent buses on the routers to improve timeliness, also plan for drivers to have bathroom and lunch breaks, many do not have time due to the schedule being too tight, this is wrong and they deserve better.
-

Other Comments

- 11 year rider on the 800
- 310 no pickups
- 800 route 10 minutes longer than other, Wi-Fi shall advertised more
- bus comes
- I got stuck on unc campus when the water main broke at my stop. I called 485-RIDE 2x to ask where I should start to catch CRX. they told me the wrong spot. I missed one bus stop in the rain for over.
- I have stopped relying on the drx to return home back to Raleigh take the train
- I'm from a large city this is by far the best public transit