



# An Onboard Survey of GoTriangle Customers

2019

*A study conducted by:*



*In Conjunction with:*



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## Executive Summary

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## Introduction

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

### PERCEPTION OF MAJOR SERVICE IMPROVEMENTS

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

### DEMOGRAPHICS

- GoTriangle provides a key support for employment and education. Of all GoTriangle customers, 60% are employed full time and another 15% part time, for a total of 76% being employed. Another 27% are students, among whom 16% are students only, while 11% are students who are also employed.

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

#### TRAVEL CHARACTERISTICS

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

#### RIDESHARING

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

#### FARE MEDIA

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

#### MOBILE COMMUNICATION

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

## Introduction and Methodology

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## Background

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

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

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

- First, because of the difference in sheer size of the samples, all sub-samples will each be larger in 2019 than in 2018, and thus more reliable.
- Second, the smaller sample of 2018 has a greater range of sample error (ranging from minus 3.3% below the percentage found in the results to plus 3.3% above that percentage). This compares to the narrower range of minus 1.9% to plus 1.9% in the larger 2019 sample. When the two samples are compared, we must use the larger 2018 margin of sample error to determine if a difference is within or beyond that range.
- Finally, the larger sample is a product of having sufficient resources to devote surveyor time to a broader sample of trips, which included more smaller routes with lower ridership than had been possible in 2018. This means that the sample overall will have better representation of the less traveled routes. This has only limited effect on the inter-year comparisons, but in some cases, such as in customer use of systems other than GoTriangle it does have a noticeable impact on the data (see Figure 13, page 26).

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

## ***Methods: How the Survey Was Conducted***

### **SAMPLE**

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

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

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

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

### **DATA COLLECTION**

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

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

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

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

## PARTICIPATION RATES

### Completion Rates on GoTriangle Onboard Survey, 2019

<b>A total of</b>	<b>7,218</b>	<b>persons were riding during the surveyed trips and had a chance to participate if of age and able to speak English or Spanish</b>	
<b>Of those on the bus during</b>			
<b>the surveyed trips:</b>	(312)	appeared to be younger than 16 and were not asked to participate	4%
and	(53)	customers spoke a language other than English or Spanish	1%
and	3,010	refused outright	42%
and	1,331	said they had already completed the survey (possibly on another system)	18%
and	2,629	accepted the survey form with the apparent intention of completing it	36%
<b>Thus,</b>	<b>2,629</b>	<b>customers represent, the total "effective distribution," i.e., the raw sample</b>	<b>% of the effective distribution</b>
Of the effective distribution	145	Ultimately failed to return the survey they had accepted	6%
Thus	2,485	Completed the survey on the GoTriangle bus	95%
and	27	completed the survey and returned it by mail or to an operator on another bus	1.0%
but	(28)	were too incomplete to include	-1.1%
Thus, finally	<b>2,484</b>	<b>Completed the survey and constitute the final sample</b>	<b>94%</b>
<b>Key summary statistics</b>		Of all persons on board the sampled trips, this represents:	34%
		Of all English or Spanish speaking adults riding on a surveyed vehicle, this represents:	38%
		Of all the customers on sampled trips who accepted a questionnaire, this represents:	94%

Of the 2,484 GoTriangle respondents:

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

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

## QUESTIONNAIRE

The questionnaire is reproduced in Appendix A.

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

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

## **ANALYSIS**

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

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

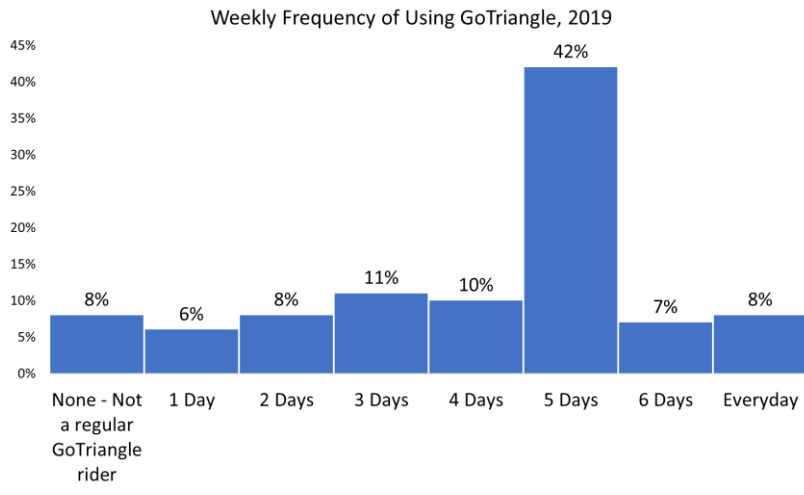


## Rider Profile

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## Frequency of Using GoTriangle

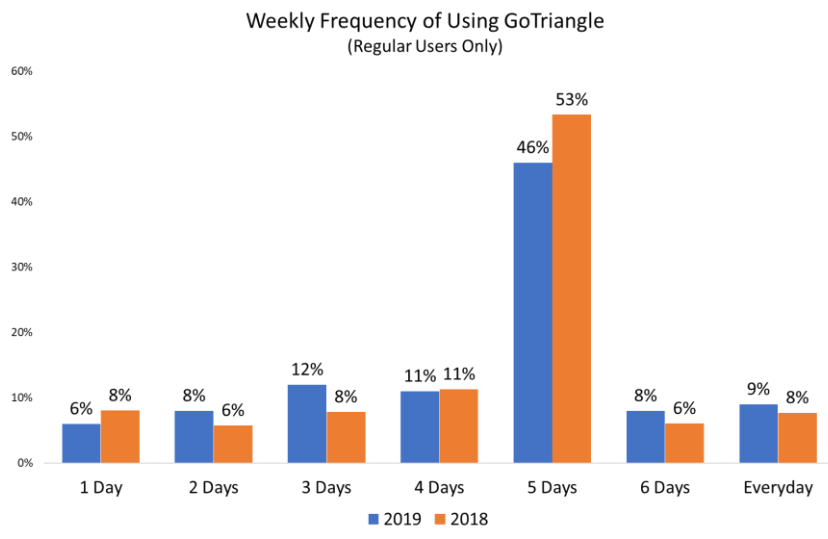
**Figure 1 Frequency of Using GoTriangle**



Riders were asked on how many days in a typical week they use GoTriangle.

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

**Figure 2 Frequency of Using GoTriangle, 2018 and 2019**



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

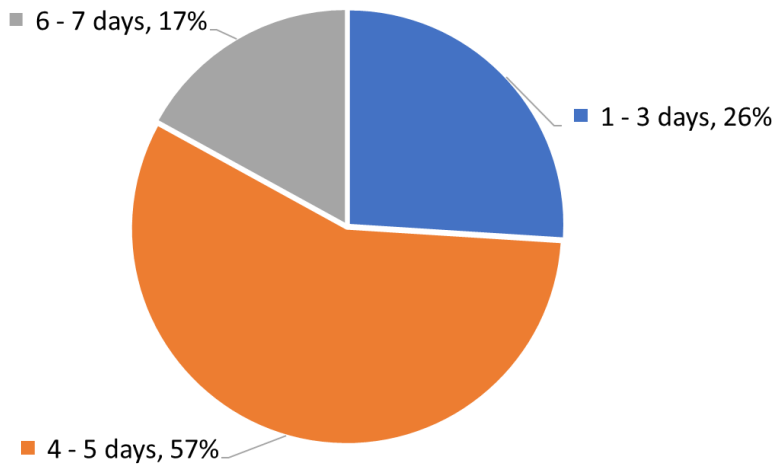
The sample of 810 in 2018 has a sample error of  $\pm 3.3\%$ , and the 2019 sample of 2,412 a sample error of  $\pm 1.9\%$ , so the difference may be less pronounced than it initially appears.

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

<sup>1</sup> For purposes of the inter year comparison with the 2018 data, we will assume that respondents would have circled "1" in response to frequency question if they travel less than one day a week.

### **Figure 3 Ridership Three Segments**

Weekly Frequency of Using GoTriangle  
(Regular Riders only)



For purposes of further analysis, the GoTriangle customers are grouped into three sets, or "segments," depending upon how frequently they use GoTriangle. We refer to them as:

- One-to-three-day: Those who use GoTriangle one, two, or three-days a week (26%). The title is a convenience. The "1" day category also includes those who use

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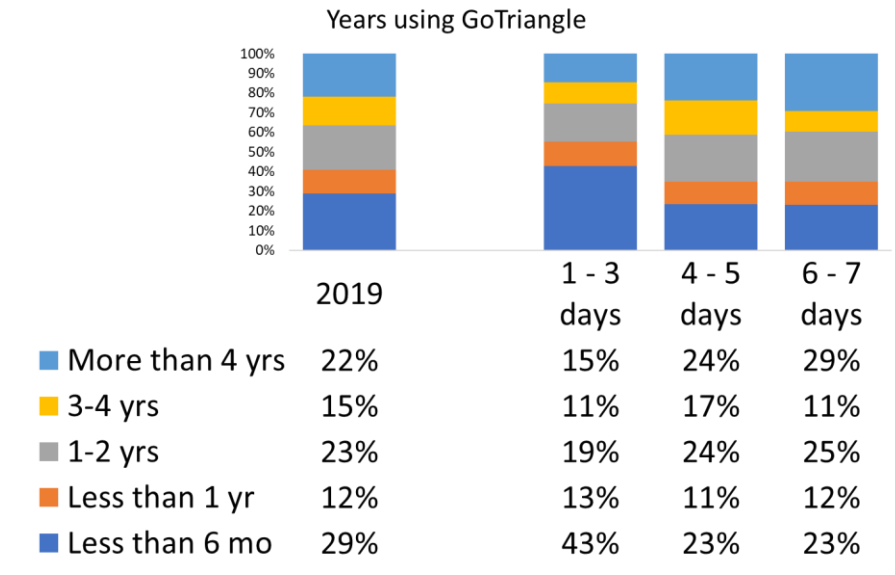
GoTriangle less than one day a week.

- Four-to-five-day: Those who use GoTriangle four or five days a week (57%)
- Six-to-seven-day: Those who use GoTriangle six or seven days a week (17%)

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

Other breakdowns may also be of interest and, by request, such breakdowns can be provided quickly because the survey data is maintained live to meet such requests. Such breakdowns might include level of dependency on transit, trip purpose, or demographics such as age or income. All are easily available to GoTriangle staff from CJI on request.

**Figure 4 Years Customers Have Used GoTriangle**



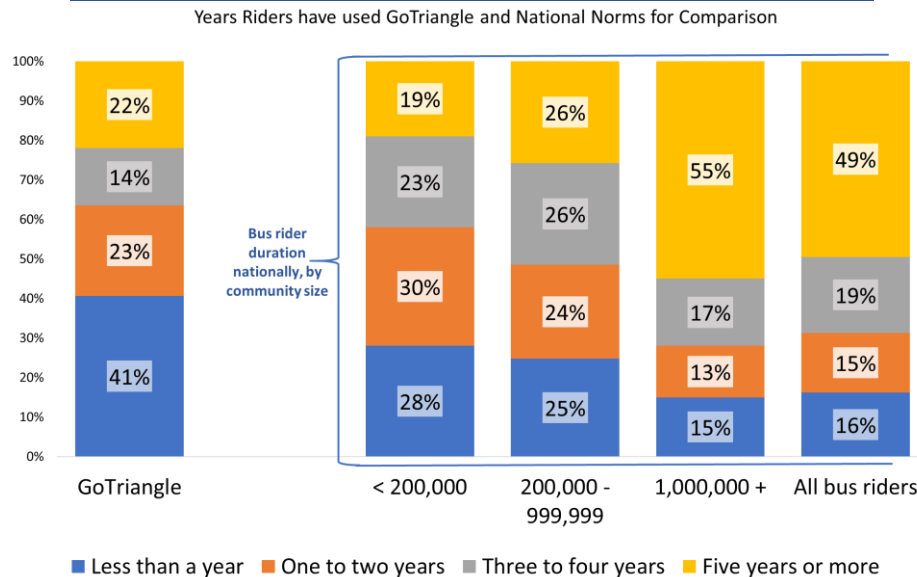
**Years Customers Have Used GoTriangle**

The important aspect of ridership duration is that it is a measure of the turnover in ridership. We know from ridership figures (see Figure 7, page 22) that ridership has grown only modestly in the past two years. However, 29% of GoTriangle customers said they have begun to use GoTriangle in only the past six months, and another 12%, for a total of 41% in only the past year (Figure 4).

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

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

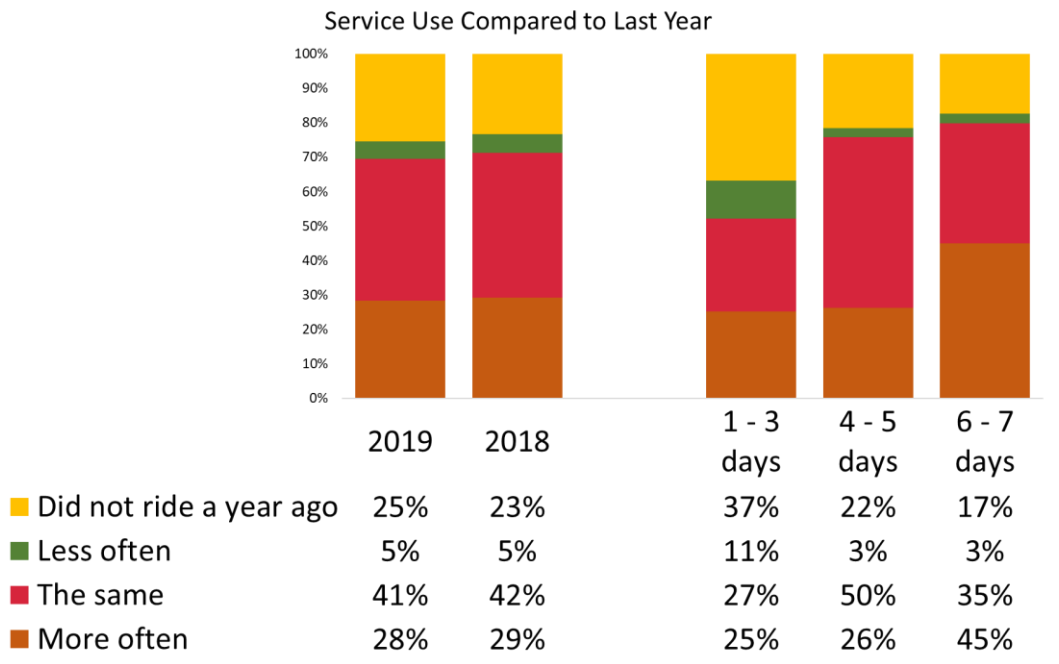
**Figure 5 Years Using Transit, GoTriangle and National (APTA)**



year, 41% of GoTriangle riders say that.

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

**Figure 6 Compared to a Year Ago, Do You Ride More Often, Less Often or the Same?**



**Compared to a Year Ago, Do You Ride More Often, Less Often or the Same?**

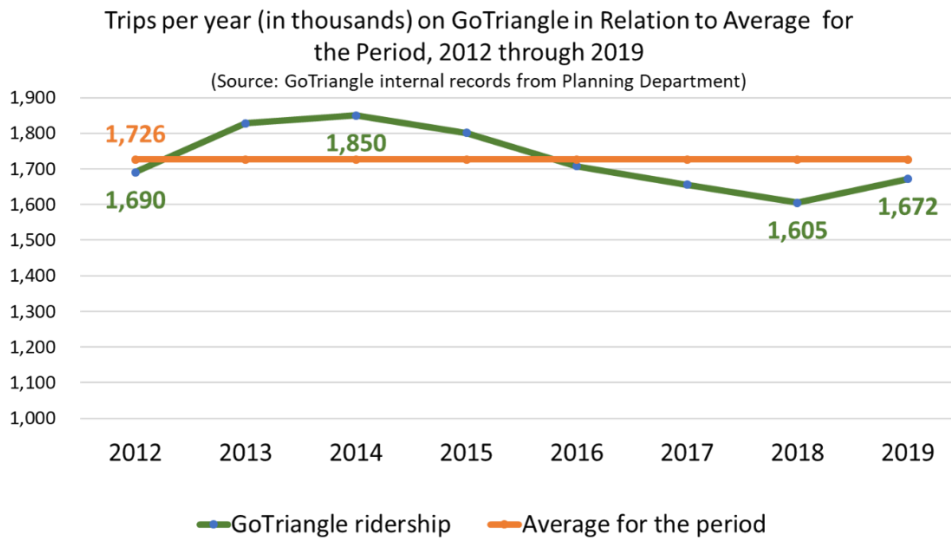
In Figure 6 we see that overwhelmingly, respondents say that they are riding either more often than (28%), or with same frequency as (41%) a year ago, and 25% say they are new riders (Did not ride a year ago). Only 5% say they are riding less often. This distribution is essentially unchanged since 2018.

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

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

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

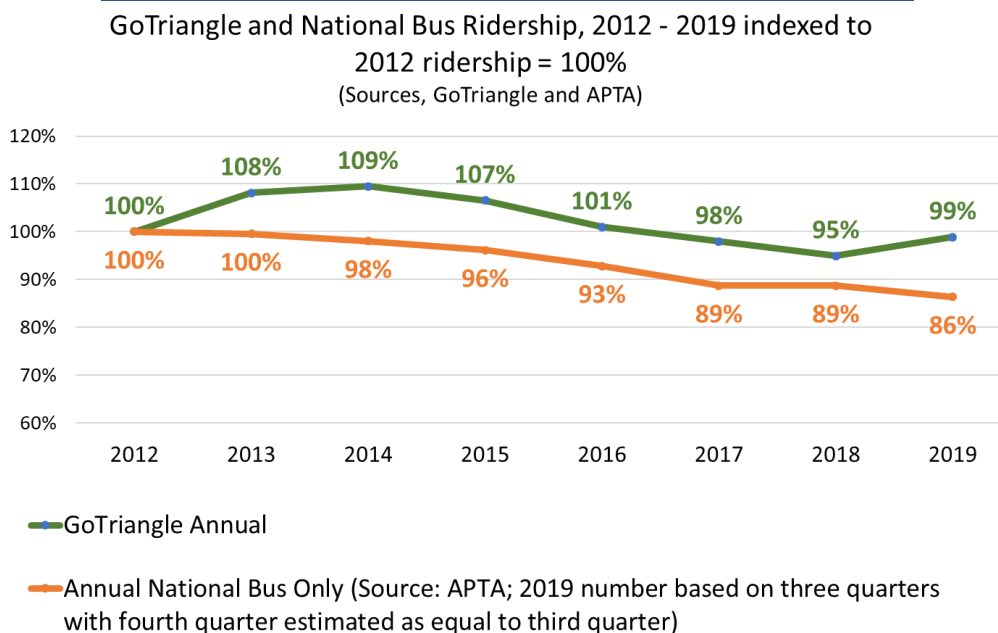
**Figure 7 GoTriangle Ridership, 2012 to 2019**



**Perspective on Ridership change**

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

**Figure 8 GoTriangle and National Bus Ridership, 2012 to 2019**



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

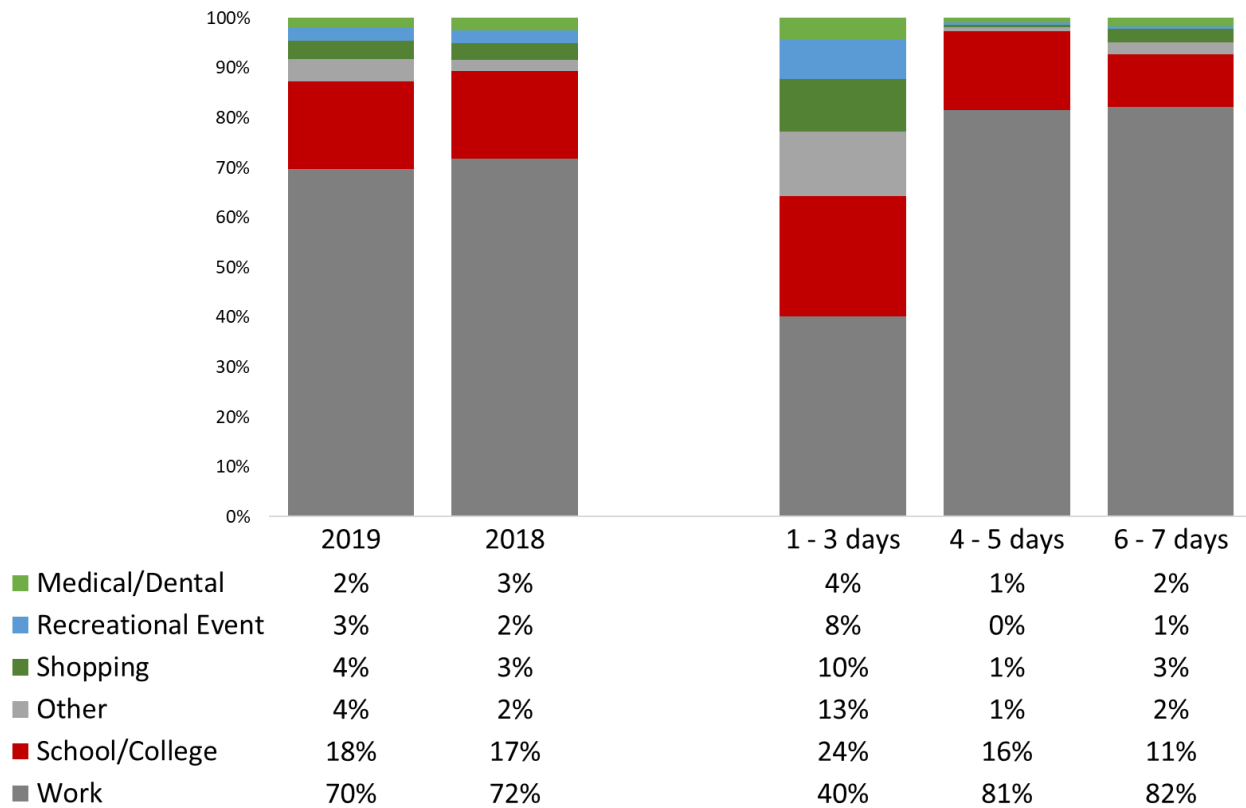
Asking current riders “This year, are you riding more often or less often or the same as last year?” addresses their behavior, but not the net effect on the

total system. Therefore, the finding illustrated by Figure 6 that 25% of GoTriangle riders report that they are new riders and that 29% say they are riding more in 2019 than in 2018, does not reflect the actual changes in GoTriangle ridership because it does not account for those who have ceased to use GoTriangle altogether, while the ridership figures do account for them.

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

**Figure 9 Trip Purpose**

**Main Trip Purpose for Using GoTriangle Buses**



**Trip Purpose: Use of GoTriangle for Various Purposes, by Segment**

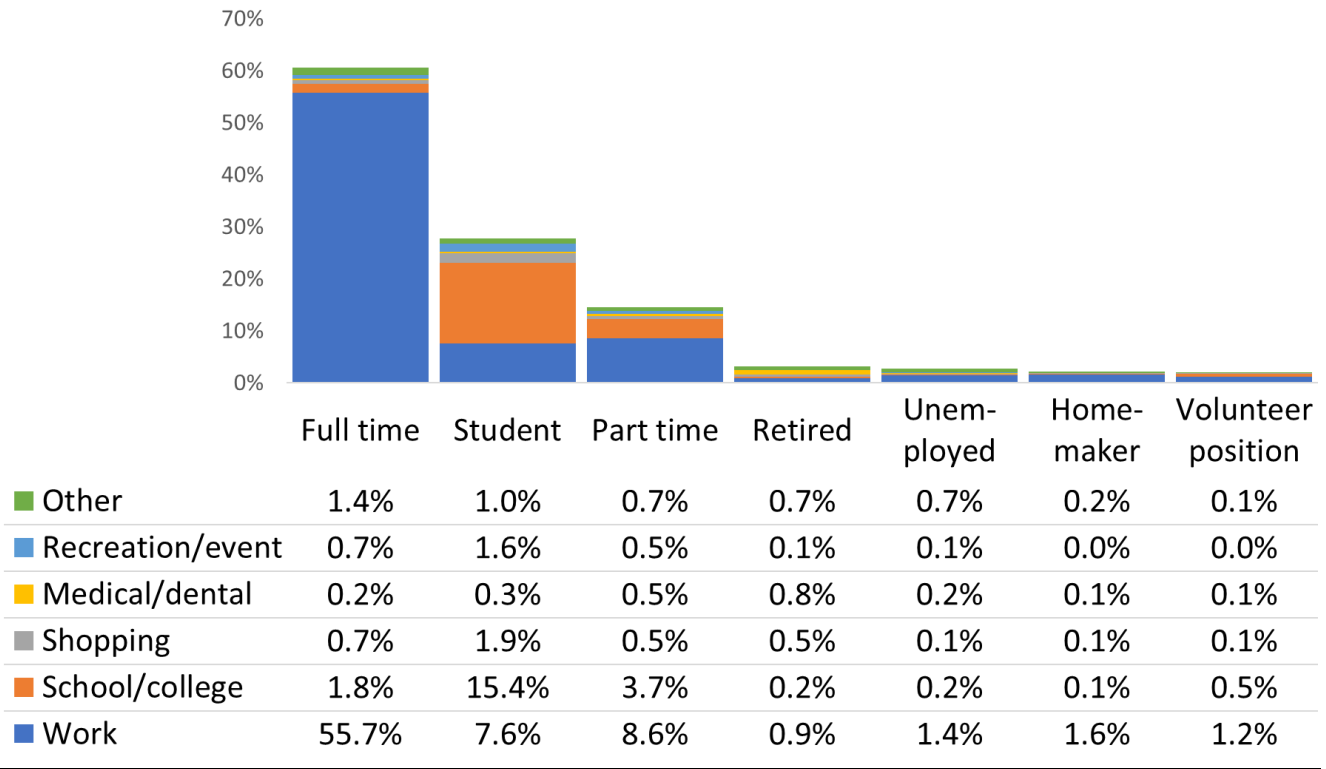
Customers were asked to name the single main purpose for which they use GoTriangle.

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

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

**Figure 10 Employment and Trip Purpose**

**Employment and Trip Purpose**



**Employment and Trip Purpose**

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

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

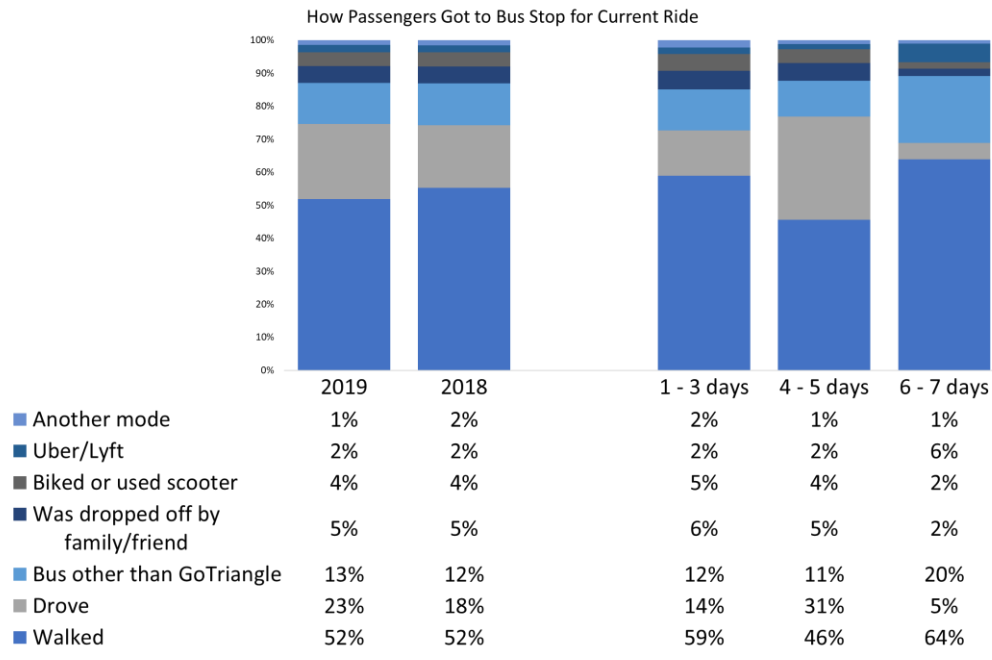
The exceptions are interesting. The dominant characteristics, however, are those whose employment and trip purpose are consistent and are related to current or future employment. These include those who are:

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

These combinations in the bullets above plus other in the table account for 92.8% of all GoTriangle riders.



**Figure 11 Mode to the GoTriangle Bus Stop**



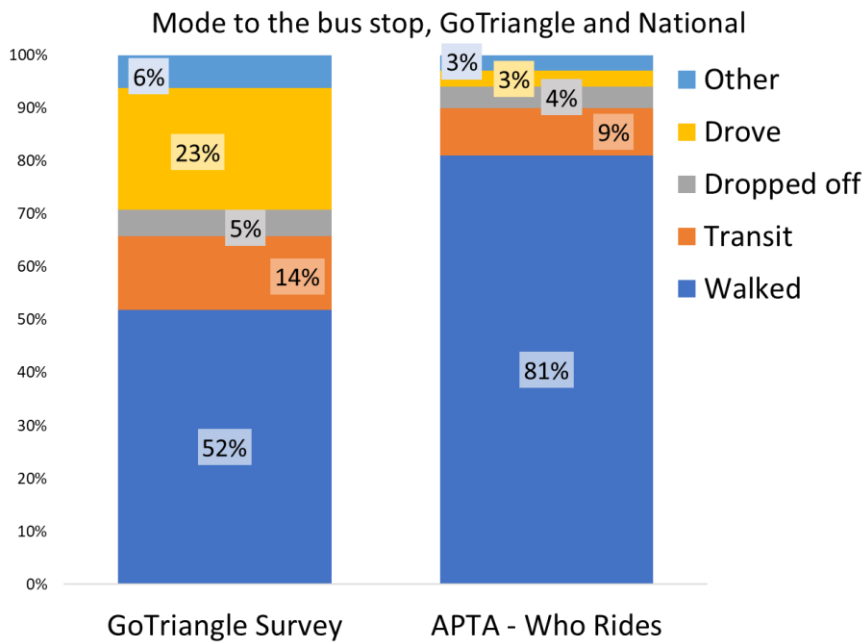
**Mode to the Bus Stop**

In 2019 and in 2018, about half of users (52%), most often simply walk to the nearest bus stop.

There are differences among the three rider segments in this respect, with six-to-seven-day riders having the most customers who walked to the nearest GoTriangle bus stop

(64%), and the other two segments, one-to-three-day (59%) and four-to-five-day (46%) riders having a smaller proportion who walk. Driving to the bus stop is most common (31%) among the four to five day riders, while accessing GoTriangle via another bus system is most common (20%) among the six to seven day riders.

**Figure 12 Access Mode – GoTriangle and Nationally (GoTriangle Survey and APTA, “Who Rides Public Transportation”)**



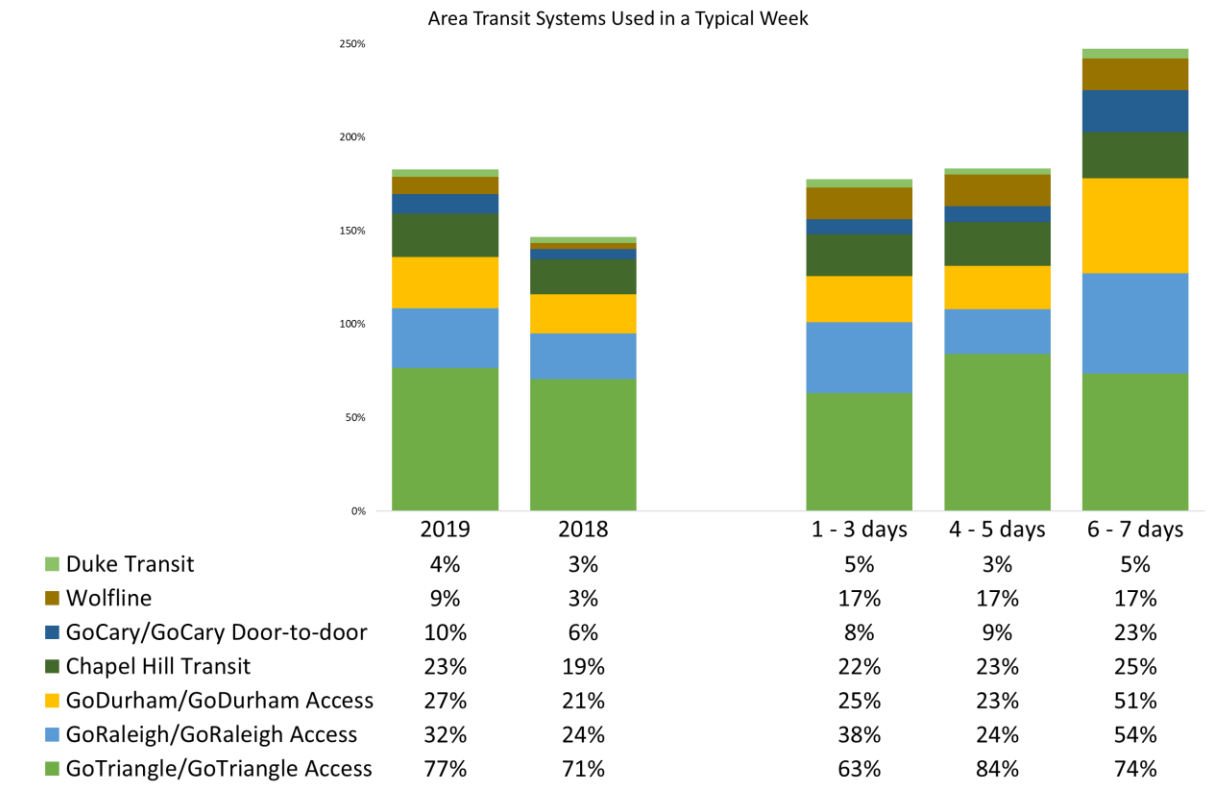
GoTriangle is performing differently from national norms with respect to the mode to the bus stop. Nationally, 81% of bus system riders walk to their stops, while 52% of GoTriangle riders do so<sup>2</sup>.

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

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

<sup>2</sup> See APTA , Who Rides Public Transportation, CJI Research, 2016.

**Figure 13 Bus Systems Used in a Typical Week**



### Use of Area Bus Systems

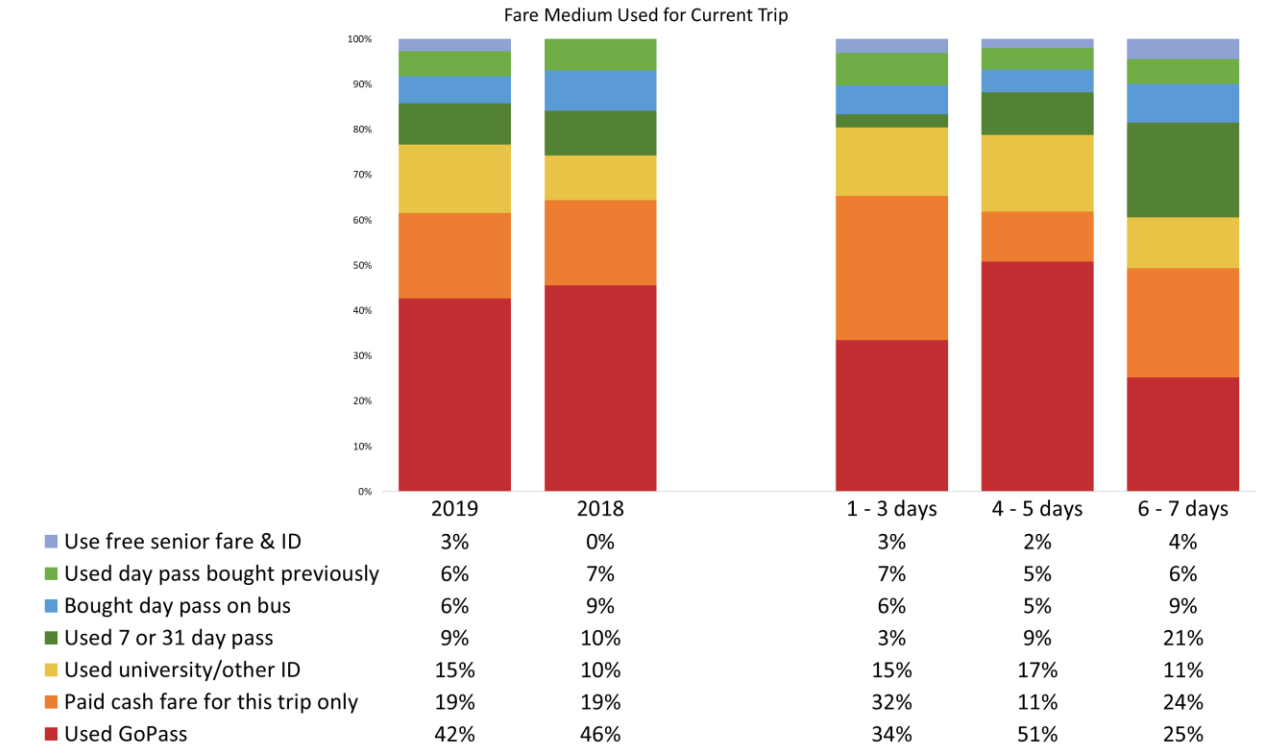
Respondents were asked which of the transit systems in the region they use in a typical week. Since they can use multiple systems, the sums of the percentages exceed 100% in Figure 13. As expected, most, but not all, GoTriangle customers (77%) use GoTriangle during what for them is a typical week (up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

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

On the other hand, certain changes would probably have had some impact. GoTriangle has improved the connectivity of its DRX route with GoDurham routes at Durham Station, and GoRaleigh has increased both the frequency of service and additional service since 2018<sup>3</sup>.

<sup>3</sup> Email from Eric Landfried February 3, 2020.

**Figure 14 Fare Medium Used**



**Type of Fare Used**

Overall, 81% of GoTriangle customers paid their fare with a pass of some sort, while only 19% used a single trip cash fare. Comparing fare medium use in 2018 and in 2019, the general tendency is continuity with interesting fluctuations, not major changes. For example, the largest percentage of GoTriangle customers (42%) used a GoPass for their trip, and another 15% used a university ID. This means that 57% boarded with

free fares, close to the percentage using those fare media in 2018 (56%). In addition, a category not included in the 2018 survey, "...free senior fare with ID" attracted 3% of the respondents.

**Figure 15 GoTriangle Fares at the Time of the Survey**

GoTriangle Fares		
	Full Fare	Discount Fare
Single Ride Fare	Regional Routes: \$2.25 Express Routes: \$3.00	Regional Routes: \$1.00 Express Routes: \$1.25
GoTriangle Express Day Pass	\$ 6.00	\$ 2.50
GoTriangle Express 7-Day Pass	\$ 22.00	\$ 9.25
GoTriangle Express 31-Day Pass	\$ 102.00	\$ 42.50
\$50.00 Value Card	\$ -	\$ 40.00
\$25.00 Value Card	\$ -	\$ 20.00
\$13.50 Value Card	\$ -	\$ 12.00
Regional Day Pass	\$ 4.50	\$ 2.00
Regional 7-Day Pass	\$ 16.50	\$ 7.50
Regional 31-Day Pass	\$ 76.50	\$ 34.00
GoTriangle Access 11 Ride Card	\$ 45.00	\$ -
GoTriangle Access Monthly Pass	\$ 153.00	\$ -

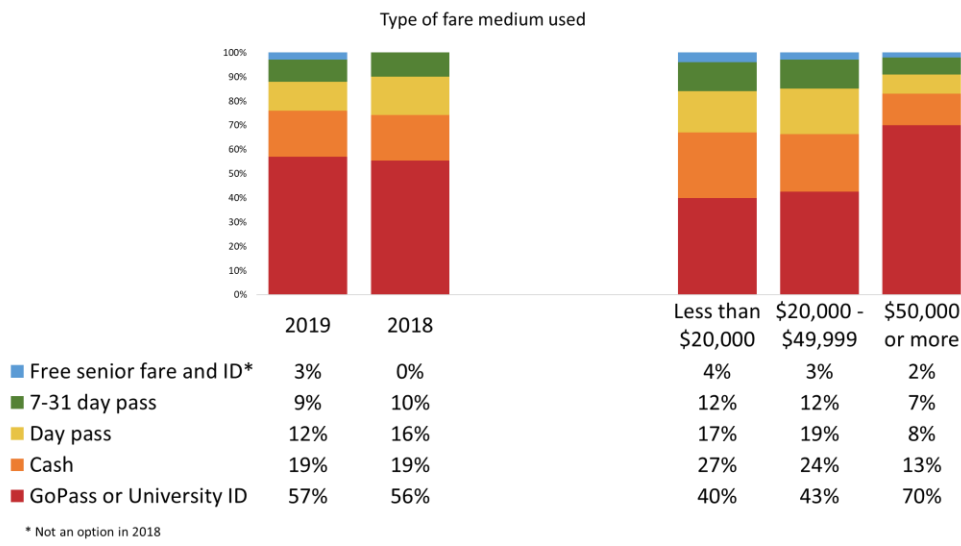
Customer-paid passes were used by 12% who used a day-pass purchased either prior to the trip (6%) or onboard their bus (6%), and by another 9% who used a seven or thirty one day pass for a total of 21% using a paid pass, somewhat fewer than the 26% in the 2018 sample. The use of the GoPass decreased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

## GoTriangle Fares at the Time of the Survey

The table in Figure 15, summarizes fare listings on the GoTriangle website<sup>4</sup>, displays the several types of pass media and special fares available at the time of the survey in 2019.

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

**Figure 16 Income and Type of Fare Paid**



### *Income and Fare Medium Used*

In many systems a decade or more ago, when the day-pass was not yet widely offered, the primary discounted pass option was often a monthly pass and sometimes a seven-day pass. Lower income riders rarely could afford to utilize the fare discount offered by such passes because of the challenge posed by their

very limited cash flow, and the risk of committing cash in advance for a month's or even a week's transportation. Thus, there was a strong tendency for lower income riders to pay full cash fares, and for discounted passes to be used primarily by those with higher incomes. With the advent of the day pass, however, that inverse relationship that years ago often appeared in passenger surveys between the use of discounted multi-trip pass fare media and income has weakened to the point of almost disappearing.

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

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

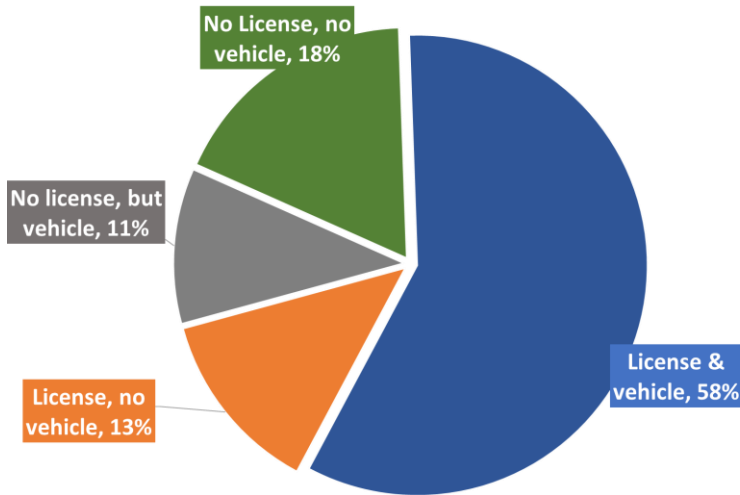
<sup>4</sup> Source of fare information: <https://gotriangle.org/fares-passes>

# Alternatives to Public Transit

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**Figure 17 Having both a license and an available vehicle**

Having Valid Driver's License and Vehicle Available



**Aspects of Mode Choice**

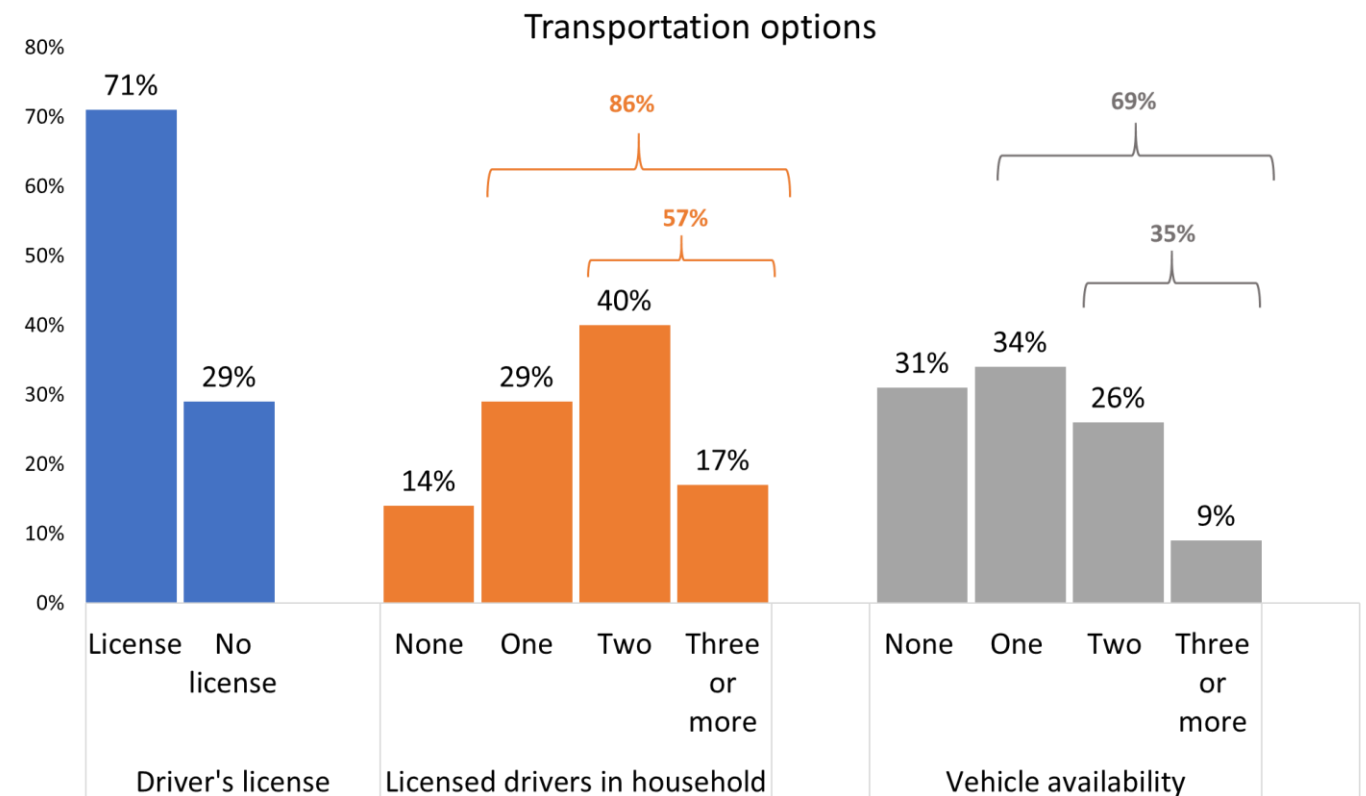
Having a choice of local transportation mode depends not only on the availability of a vehicle but also on having a valid driver's license.

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

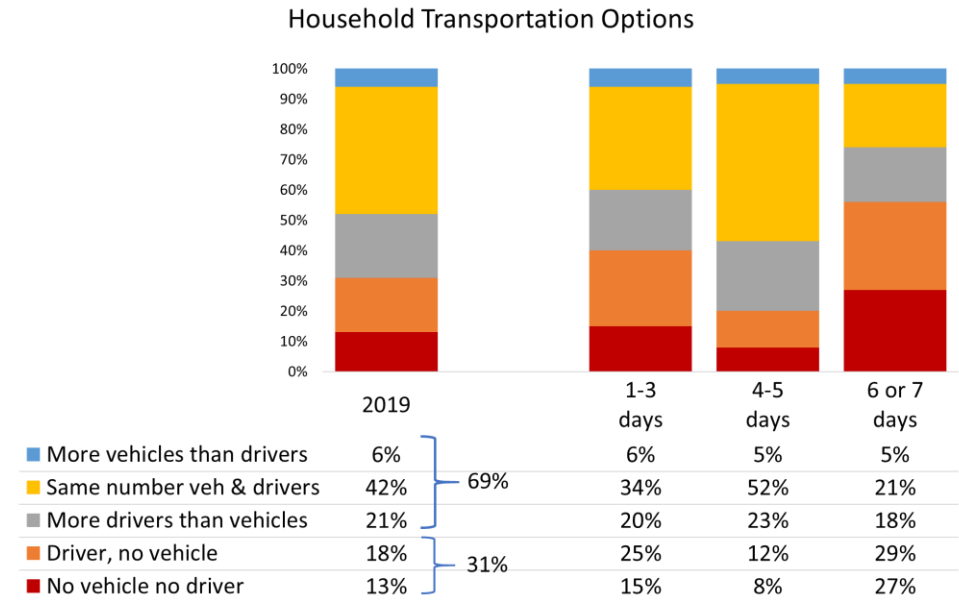
Figure 18 below indicates that almost three fourths of GoTriangle customers (71%) hold a valid license, and almost as many (69%) have one or more vehicles available for their use. While 57% of GoTriangle customer households have two or more licensed drivers, only 35% have two or more vehicles, a number that means that a vehicle must be shared within the household.

drivers, only 35% have two or more vehicles, a number that means that a vehicle must be shared within the household.

**Figure 18 Aspects of Mode Choice: Having a License, Drivers in the Household, and Having a Vehicle**



**Figure 19 Available vehicle, shared vehicle, no vehicle**



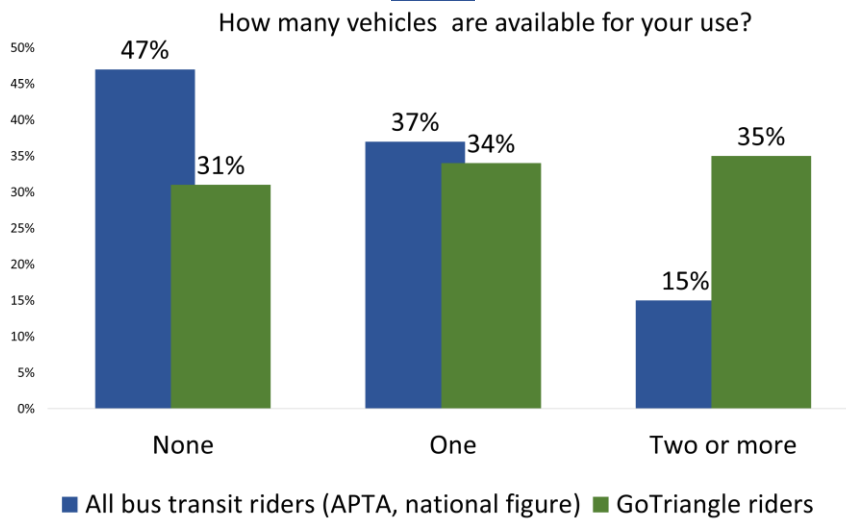
**Available vehicle, shared vehicle, no vehicle at all**

Thirty-one percent (31%) of all GoTriangle customer households lack the use of a vehicle. This includes 13% with neither driver nor vehicle, and 18% of licensed drivers who have no vehicle available to them. The latter can be assumed to have high potential for obtaining and using a vehicle when they eventually are able to gain access to one.

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

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

**Figure 20 Vehicles Available – National and GoTriangle Bus Riders**

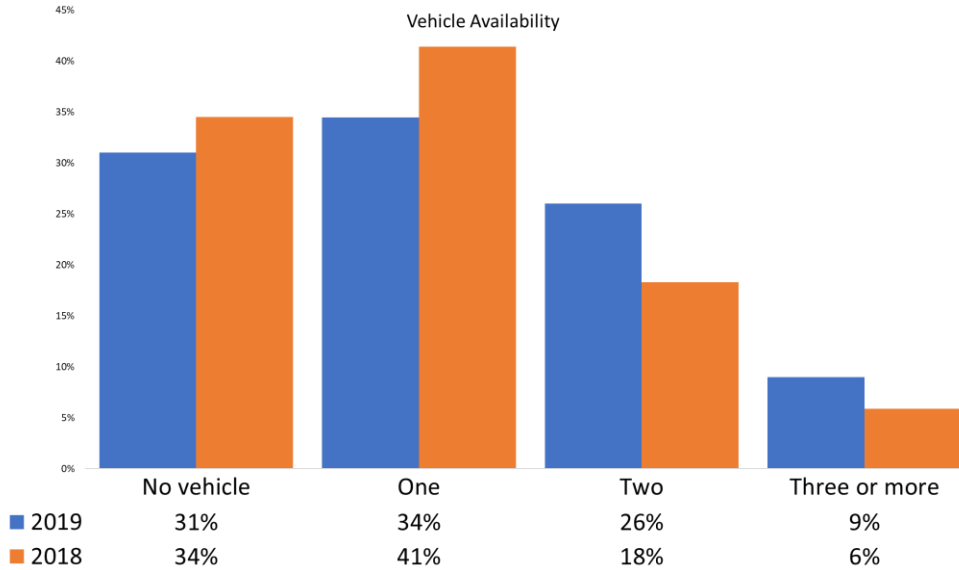


**Vehicles Available – National and GoTriangle Bus Riders**

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

<sup>5</sup> See APTA , Who Rides Public Transportation, CJI Research, 2016, p 47

**Figure 21 Availability of a Vehicle**

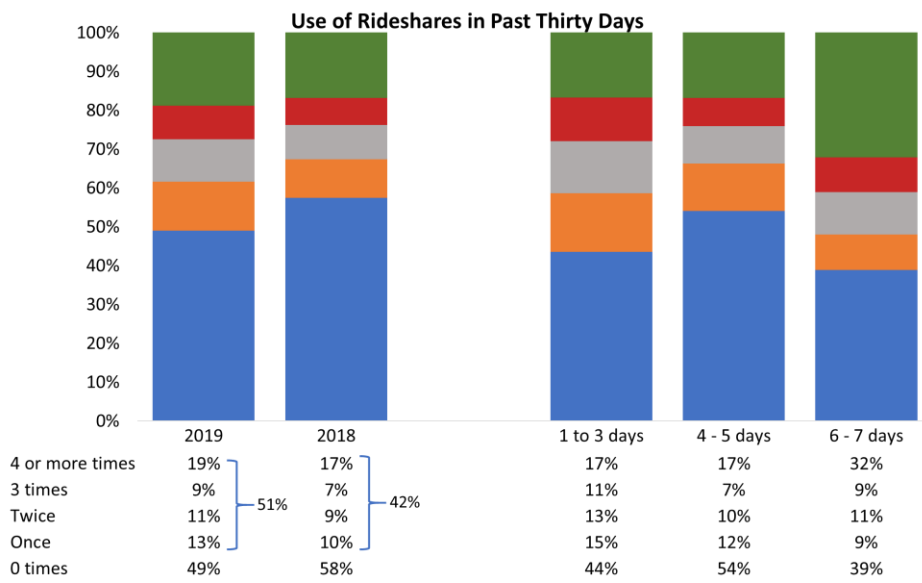


**Availability of a Vehicle**

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

The percentage of GoTriangle customers without a vehicle declined from 34% to 31% while the percent with two or more vehicles available to the household rose from 24% to 35%. In spite of this increase in automotive availability – a factor that appears to depress ridership in some places<sup>6</sup> – ridership on GoTriangle increased.

**Figure 22 Use of Uber or Lyft in Past Thirty Days**



**Use of Uber or Lyft in past thirty days**

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

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

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

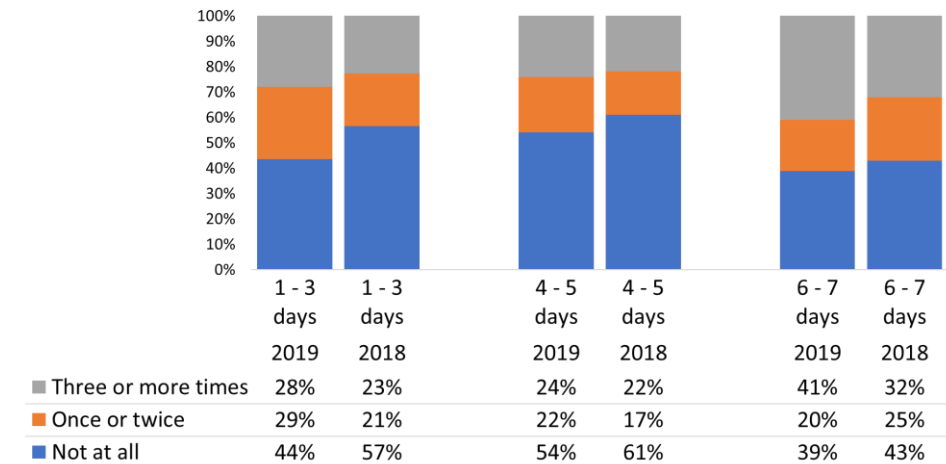
<sup>7</sup> In future surveys it may be useful to determine if customers using shared rides are doing so with dependents because that may be no more costly than multiple cash bus fares.



**Figure 23 Frequency of using Uber/Lyft and Frequency of using GoTriangle**

**Frequency of using Uber/Lyft and Frequency of using GoTriangle**

Change in Use of Uber/Lyft with Market Segments

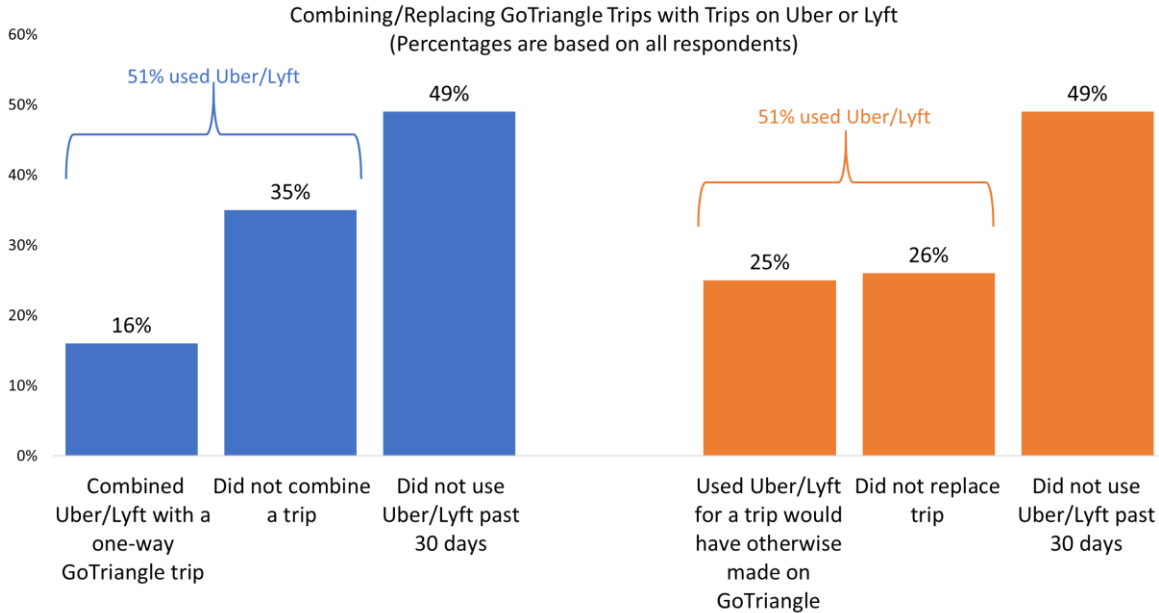


We shall see later in this report (Figure 31, page 40) that the most frequent riders tend to have lower levels of household incomes than other riders. It might be assumed, therefore, that they would be less likely than other riders to use ridesharing services. That is, however, not the case. They are

more, not less, likely to use such services.

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

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



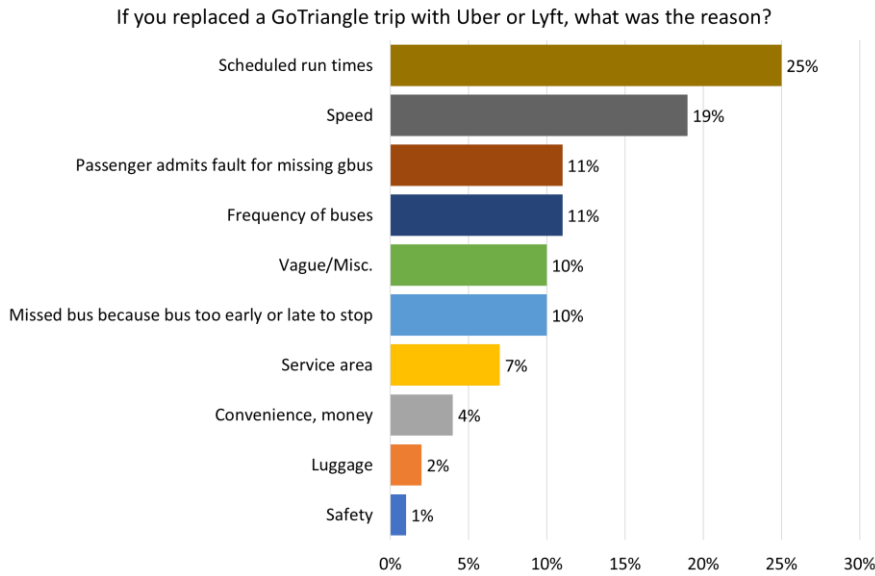
**Use of Uber and/or Lyft to Supplement or Replace a Trip on GoTriangle**

Figure 22 indicated that 51% of GoTriangle customers had used Uber or Lyft in the past thirty days. How have those trips interacted with GoTriangle? Figure 24 provides basic answers.

Of all GoTriangle customers, 51% have used Uber or Lyft in the thirty days prior to the October Survey. Of all GoTriangle customers, 25% have replaced a GoTriangle trip with a ridesharing trip.

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

**Figure 25 Reasons Riders Replaced a GoTriangle Trip with a Rideshare Trip**



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

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

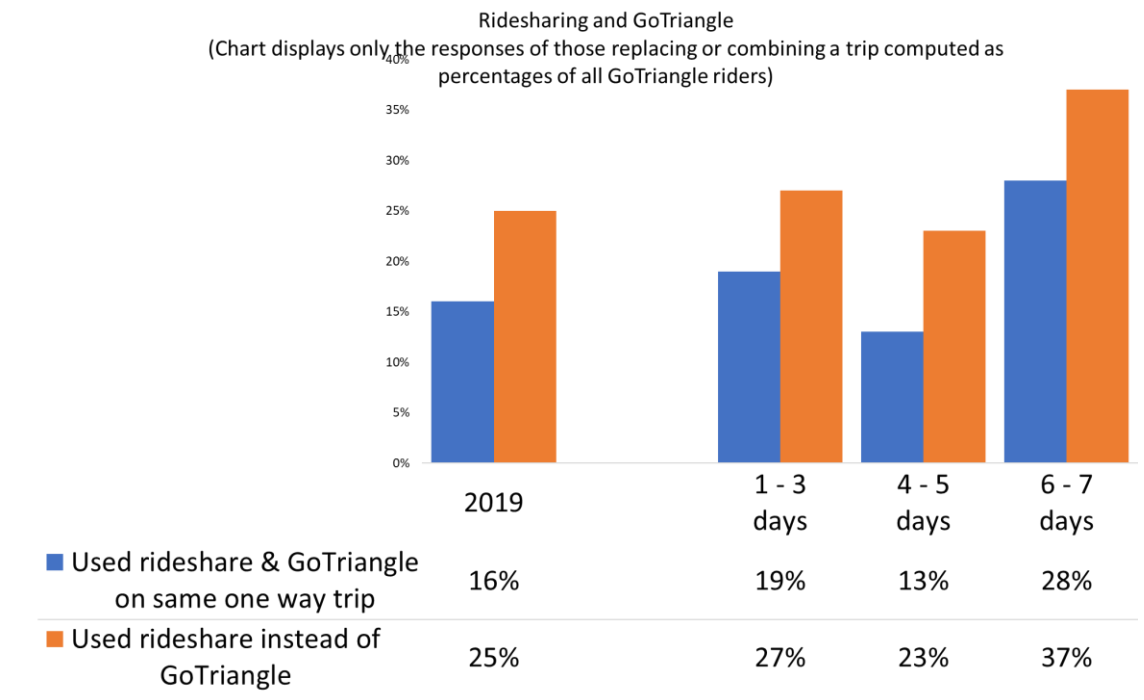
**Figure 26 Examples of How Responses Were Coded**

Frequency of buses too limited	THE NEXT BUS WILL NOT COME FOR 1 HOUR
Frequency of buses too limited	THE BUS HOURLY AT NIGHT AND I COULDN'T WAIT
Frequency of buses too limited	THE BUS WASN'T COMING FOR 30 MINS.
Luggage/Bags	DIDN'T WANT TO WAIT CARRYING TOO MANY BAGS
Missed bus because it was too early or late at stop	THE BUS WAS LATE
Passenger admits fault for missing bus	I MISSED THE BUS
Passenger admits fault for missing bus	MISSED THE BUS
Passenger admits fault for missing bus	I MISSED THE BUS
Passenger admits fault for missing bus	DIDN'T REALIZE BUSES GO TO MY WORK
Scheduled run times	IT WAS LATE AT NIGHT
Scheduled run times	I NEEDED TO GET TO MY DESTINATION BEFORE 8
Scheduled run times	BUS DIDN'T RUN PAST 930
Scheduled run times	THERE IS NO BUS AT NIGHT TO GO HOME
Scheduled run times	AFT WORK @ 11 FROM AIRPORT BUS NO LONGER RUNS
Scheduled run times	NO EARLY MORNING WEEKEND SERVICE
Scheduled run times	SCHEDULE
Scheduled run times	NO SERVICE TO SOUTH SQUARE MID-DAY
Trip beyond service area	BECAUSE BUS DOESNT GO THERE
Trip beyond service area	NO BUS STOP AROUND
Trip beyond service area	BUS WAS NOT AVAILABLE WHERE I NEEDED
Speed	FASTER
Speed	FASTER / NO NEED TO USE 2 BUSES
Speed	TIME
Speed	LESS TOTAL TIME SPENT COMMUNTING
Speed	FASTER TRIP
Speed	TIME!!
Vague/Misc.	WORK
Vague/Misc.	NO REASON

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

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

**Figure 27 Replacing or Supplementing a GoTriangle Trip, by Segment**



### **Replacing or Supplementing a Trip, by Segment**

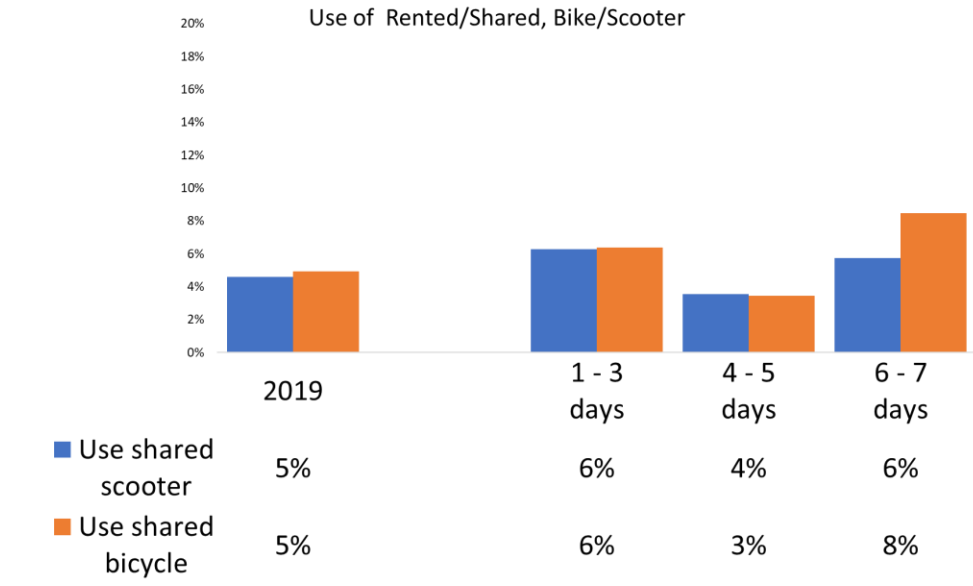
As we saw in previous charts, 51% of GoTriangle customers say they have used Uber or Lyft in the past thirty days. Of all GoTriangle riders, 25% say they replaced a GoTriangle trip with a trip on a rideshare service. Also, 16% of all GoTriangle riders have combined a rideshare trip with a GoTriangle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

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

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

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

**Figure 28 Use of Rented Bikes and Scooters**



### Use of Rented Bikes and Scooters

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

Figure 28 displays the results.

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

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

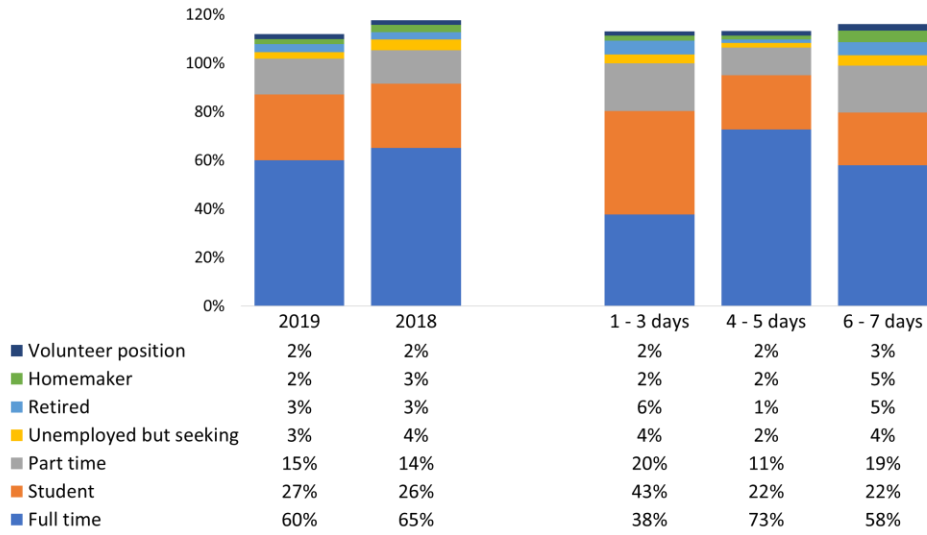
Many of these kinds of trips could not be made on GoTriangle or the other area systems and thus they are probably more likely to supplement rather than replace travel on GoTriangle.

# Demographics

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**Figure 29 Employment of GoTriangle Customers**

Employment - Multiple responses included



**Employment of GoTriangle Customers**

Respondents were asked about their employment. Multiple responses were allowed because respondents can, for example, be students and employed.

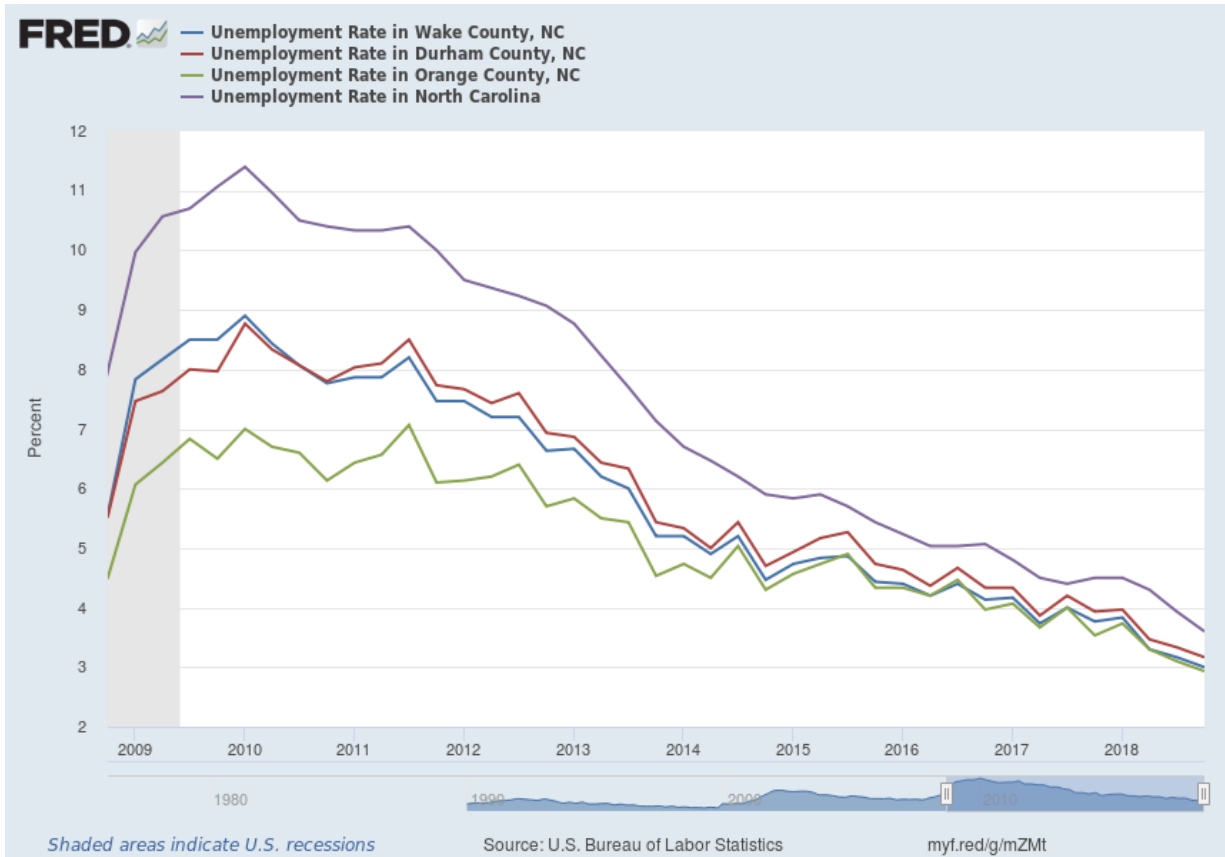
There is some, but not a large, difference in the percent reporting full time employment in 2019 compared to 2018. In

2018, 65% reported being employed full time, while in 2019, that declined to 60%. This is odd, because the Bureau of Labor Statistics' unemployment figure for the three county area continued to decline in that period. The decrease is for the most part statistically accounted for by the increase of 1% in the percent of students, 1% in part time work and 1% in homemakers. Any of these could be nothing more than random sampling error.

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

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

Full time employment is considerably more frequent among the four-to-five-day riders (73%) than among the six-to-seven-day riders (58%), or the one-to-three-day riders (38%).



**Figure 30 Unemployment Rates in NC, Wake, Durham, and Orange Counties**

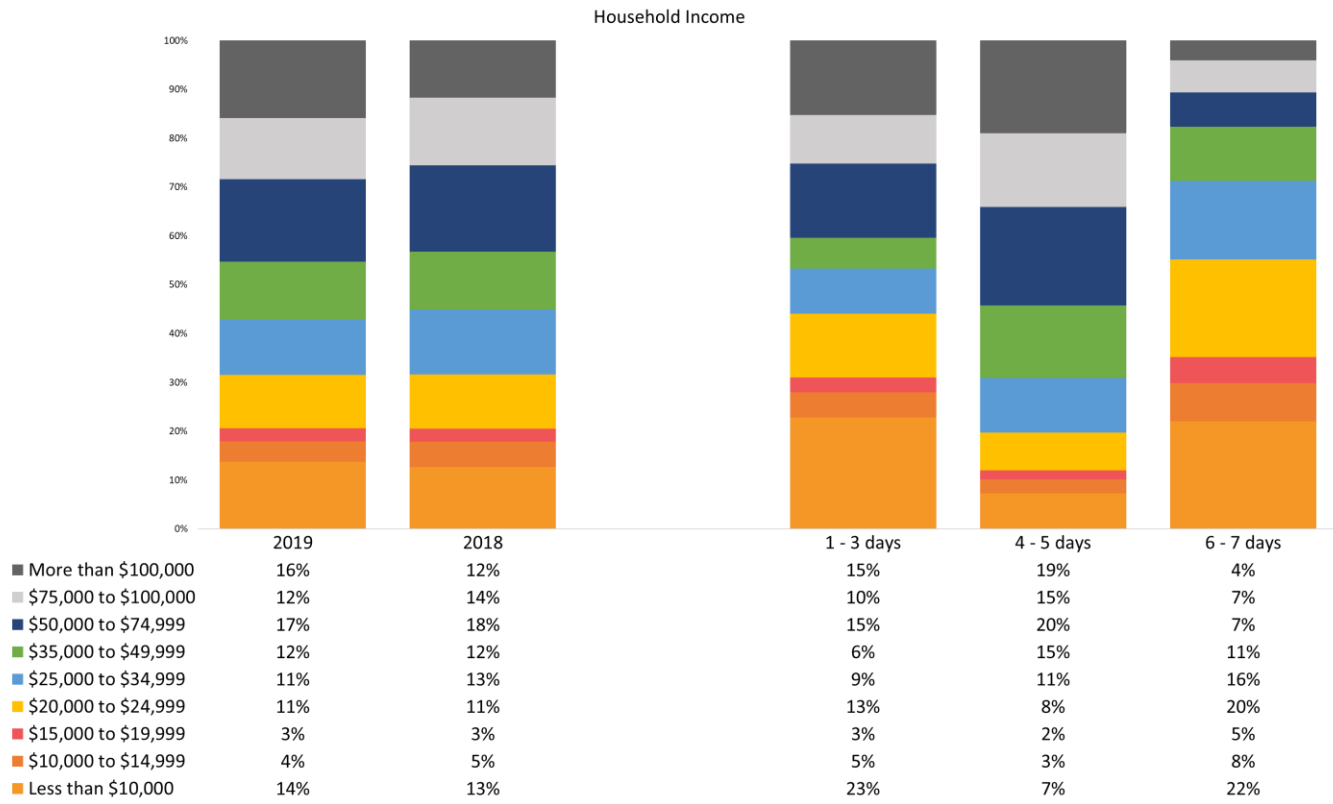
Source: U.S. Bureau of Labor Statistics, Unemployment Rates in North Carolina [NCUR], and selected NC counties, retrieved from FRED, Federal Reserve Bank of St. Louis; <https://fred.stlouisfed.org/series/NCUR>, February 15, 2019.

### **Unemployment Rates in NC, Wake, Durham, and Orange Counties**

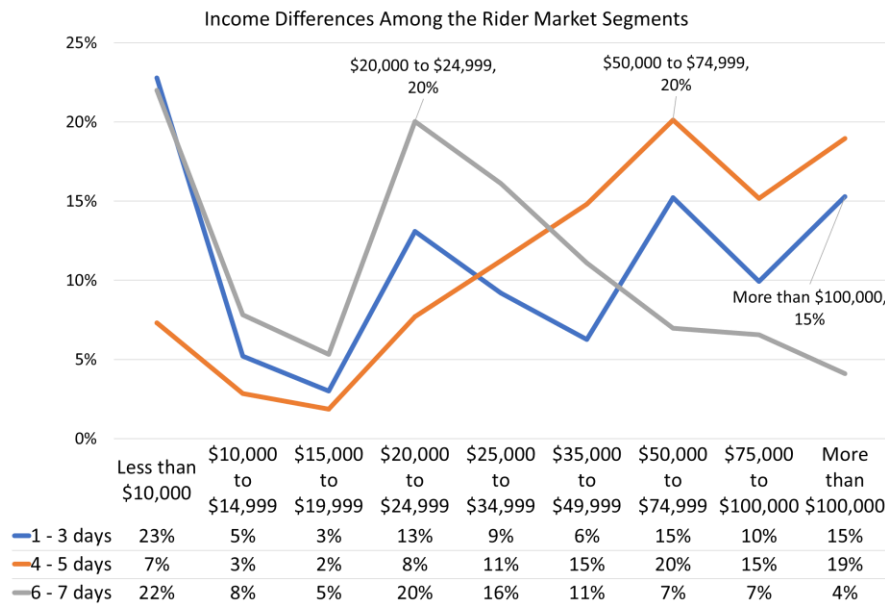
In the survey, 3% indicated that they consider themselves unemployed and seeking work. How do these figures compare to the official unemployment figures in the region?

The substantial decrease in unemployment in the Triangle Region since the Great Recession is shown clearly in Figure 30. At the time of the survey, the rate of unemployment was 3.7% statewide and 3.3%, 3.1%, and 3.0% in Durham, Wake, and Orange Counties respectively. Thus the 3% rate for GoTriangle customers would be more or less within the same range as the three county area. However, half of those saying they were unemployed also said that they were using GoTriangle to get to or from work. Thus, they would be counted by the BLS as employed, leaving the “unemployment rate” as defined by the BLS among GoTriangle riders at only 1.5%. However the data are interpreted, it is clear that the vast majority of GoTriangle customers are gainfully employed, students, or both.

**Figure 31 Income of Rider Households**



**Figure 32 Income Distribution among Rider Market Segments**



**Income of Rider Households**

As is true of riders in many passenger surveys of other systems in the United States, many GoTriangle riders have rather low household incomes. In 2019, 32% report household incomes of less than \$25,000. This is identical to the figure in 2018. However, as will be seen in a companion regional survey report (to follow the four system level reports) comparing the results system by system, the GoTriangle riders have substantially higher household

incomes than the riders on the other systems.

The income distribution varies rather noticeably among the three levels of riding frequency. Among the four-to-five-day riders, only 20% report incomes below \$25,000, a considerably smaller percentage of low-income users than for the other segments (44% for the one-to-three-day riders, and 55% for the six-to-seven-day riders). Figure 32 offers a way to visualize the substantial differences among the three groups of

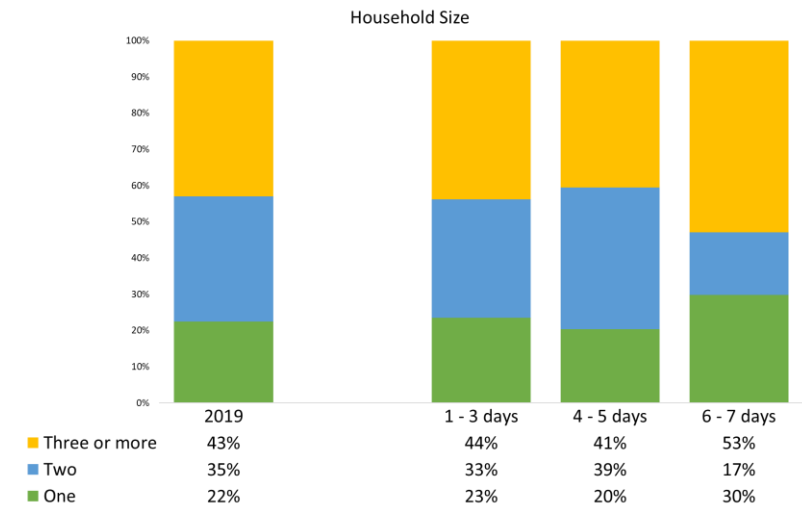


riders differentiated by their frequency of using GoTriangle. For each segment the highest income point with the greatest percentage is labeled. Clearly riders in these three segments of the market are quite different one from another in terms of income and everything that depends on income level.

### Household size

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

**Figure 33 Size of GoTriangle Customer Households**

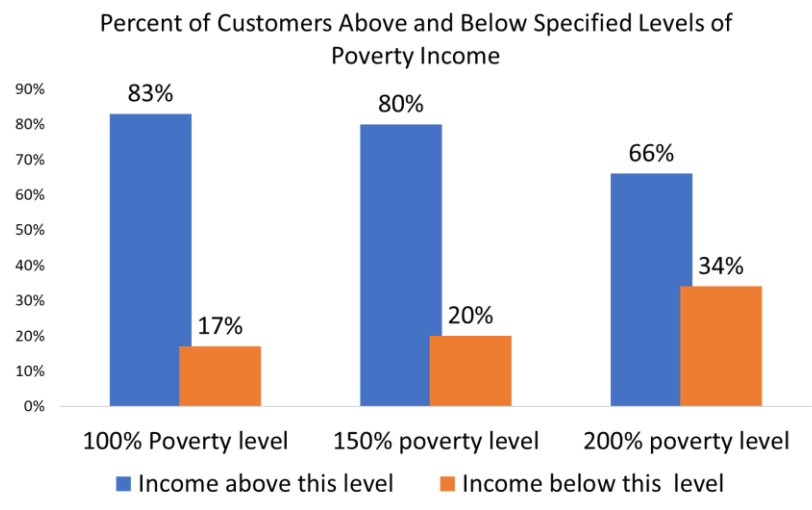


Household size is greatest among the most frequent riders.

### Estimated Poverty Level Incomes

Using the current federal definitions of poverty level income, based on a ratio of income to number of persons in the household, we can approximate the percentage of poverty level income among the ridership<sup>8</sup>.

**Figure 34 Estimated percent of GoTriangle Customers at Given Levels of Federally Defined Poverty**



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

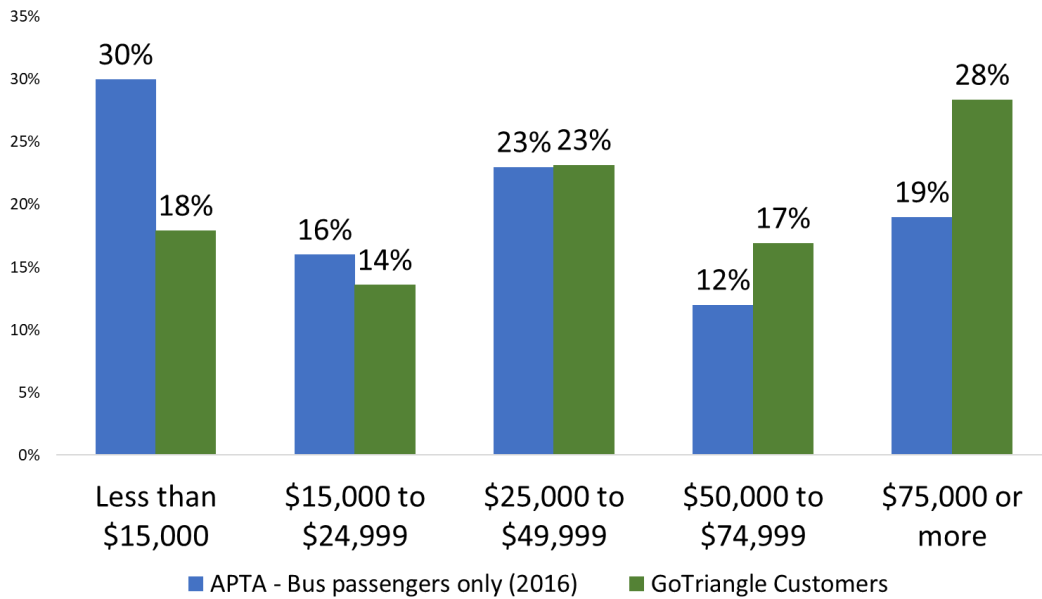
2019 Poverty Guideline*	
Number of people in household	48 States & DC**
One	\$ 12,490
Two	\$ 16,910
Three	\$ 21,330
Four	\$ 25,750
Five	\$ 30,170
Six	\$ 34,590
Seven	\$ 39,010
Eight	\$ 43,430

\* <https://aspe.hhs.gov/2019-poverty-guidelines>  
 \*\*Alaska and Hawaii are computed separately

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

**Figure 35 Comparison of Bus Rider Income Data Nationally and among GoTriangle Customers**

Household Income (Sources: APTA, Who Rides (2016), and 2019 GoTriangle Rider Survey)



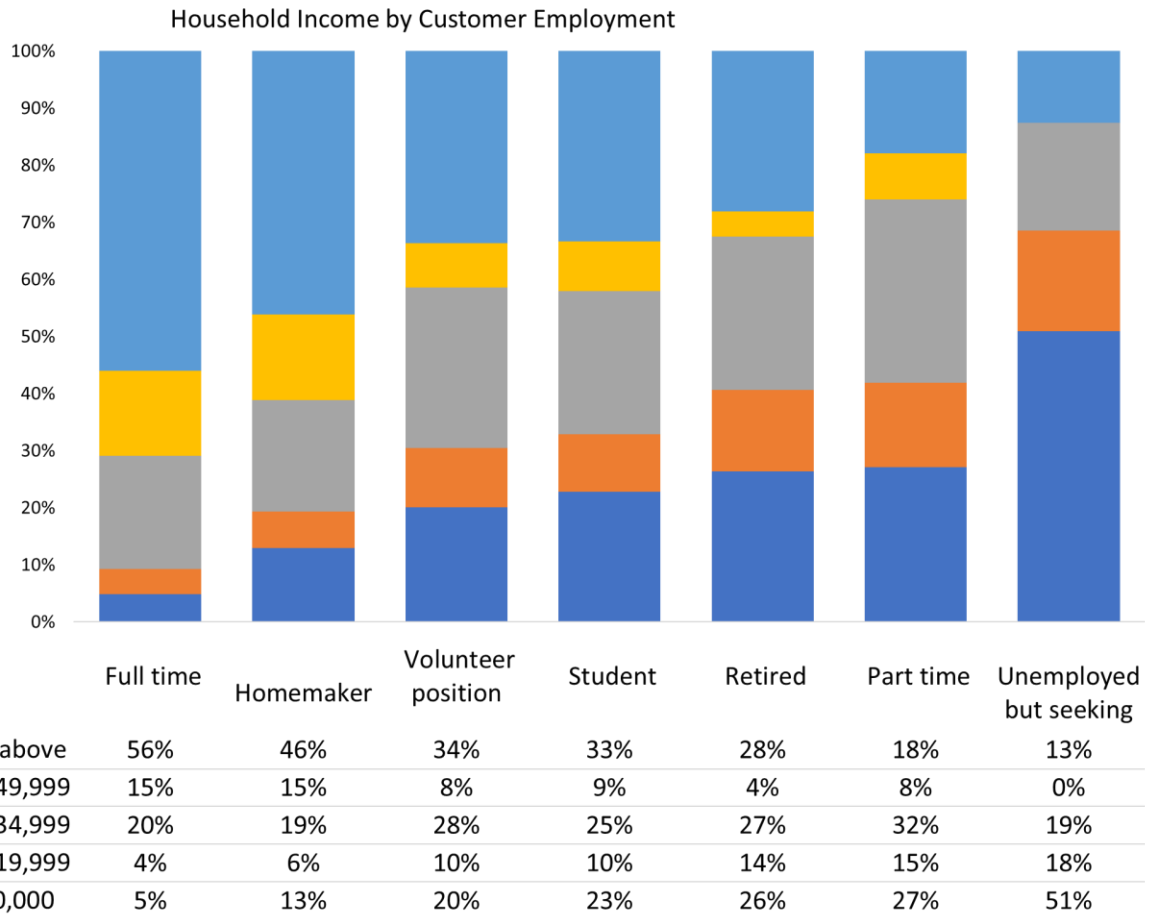
**Comparison of Bus Rider Income Data Nationally and among GoTriangle Customers**

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

The APTA data were compiled in 2016. If the APTA report were to be repeated, the income levels of bus passengers nationally would be estimated as significantly higher (and therefore the percentage of riders in the lowest income category would be lower and vice versa) because of wage growth since that time<sup>9</sup>. National wage growth appears to have totaled about 10% since 2016, but the relative levels would be similar.

<sup>9</sup> See <https://www.frbatlanta.org/chcs/wage-growth-tracker>

**Figure 36 Employment and Income**



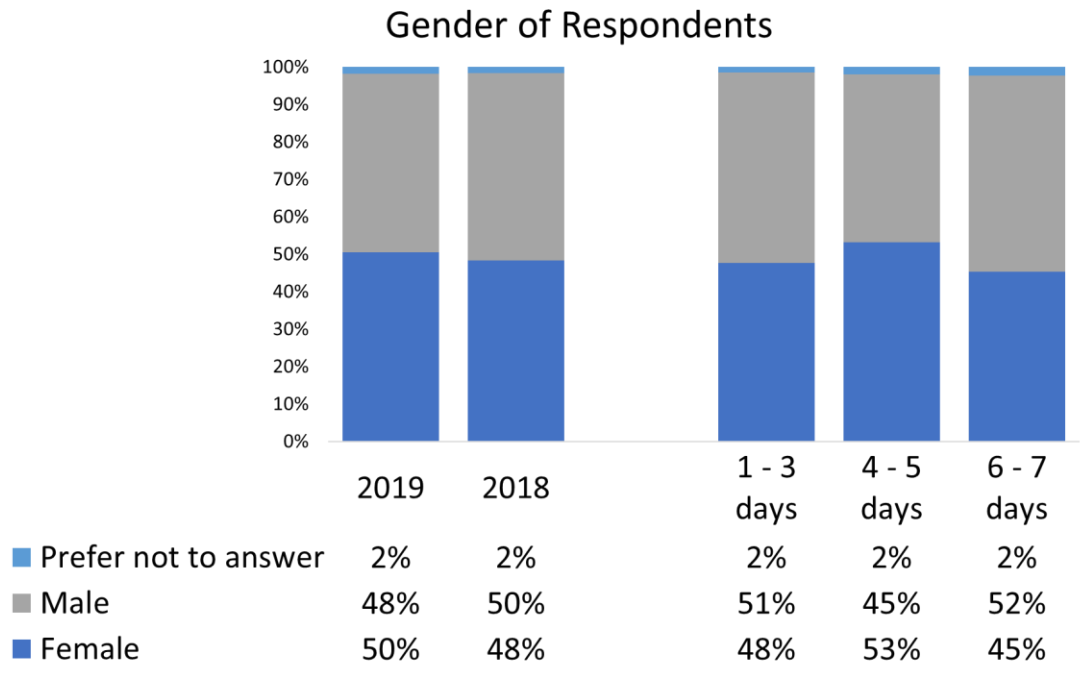
### Employment and Income

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

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

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

**Figure 37 Rider Segment by Gender**

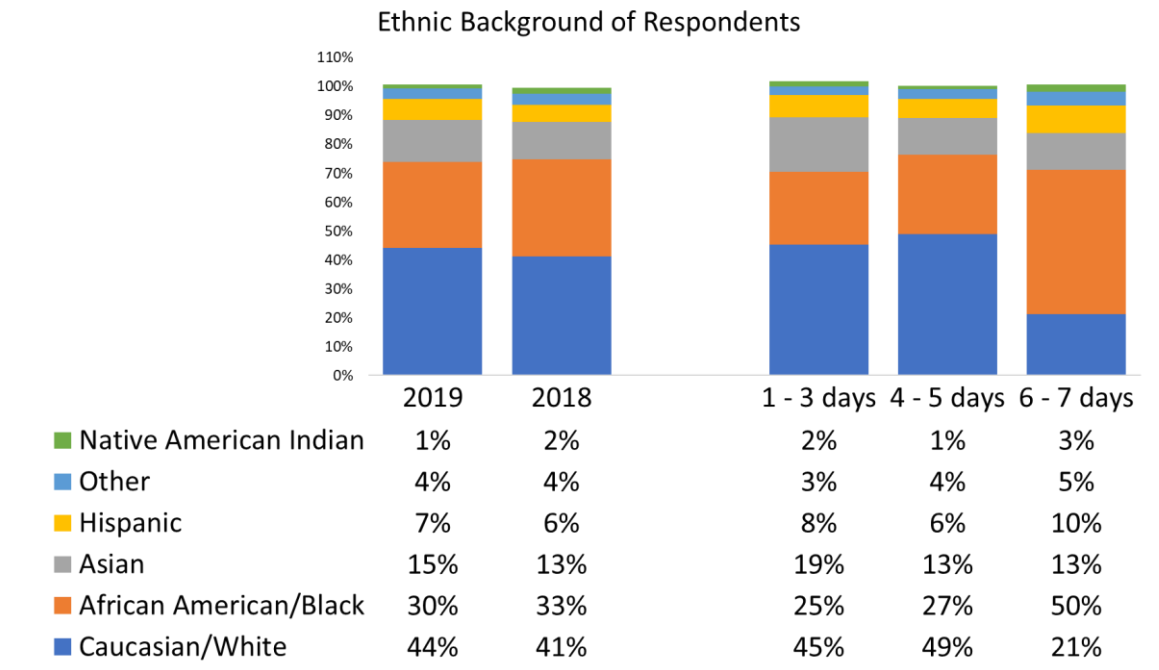


### ***Gender of the Customers***

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

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

**Figure 38 Ethnicity of Customers**



### ***Ethnicity of Customers***

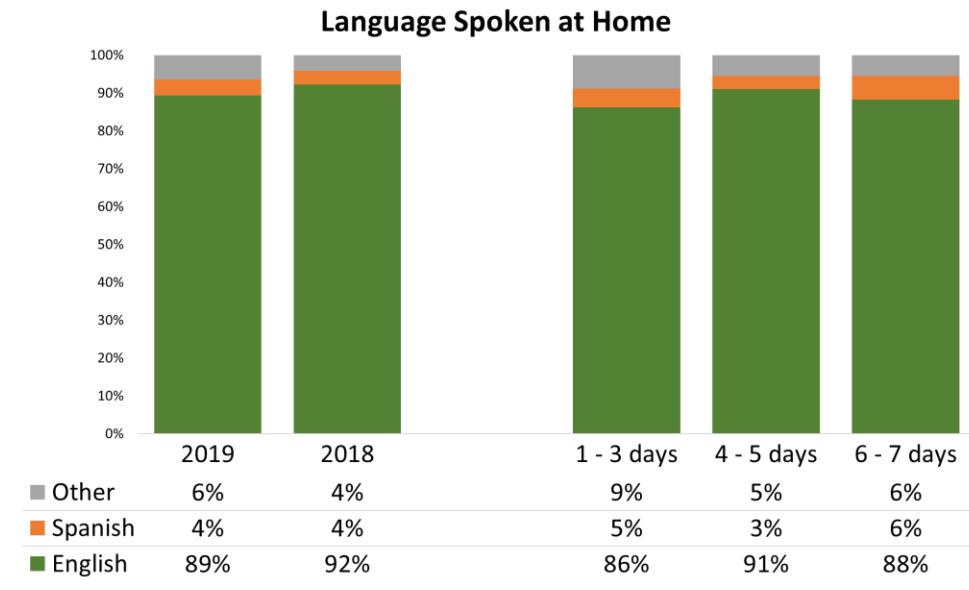
In measuring ethnicity, it is important to focus on self-identification by asking "Which do you consider yourself...?" and asking that respondents note all identifications that apply to them. In this way surveys usually capture some overlap among several groups, especially among those identifying as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

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

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

The distribution of ethnicity differs substantially among the rider segments. The six to seven day riders are approximately twice as likely (50%) to identify as African American compared to the four to five day riders (27%), and the one to three day riders (25%). Conversely, six-to-seven-day customers (21%) are only about half as likely as the more frequent riders to identify as Caucasian/white.

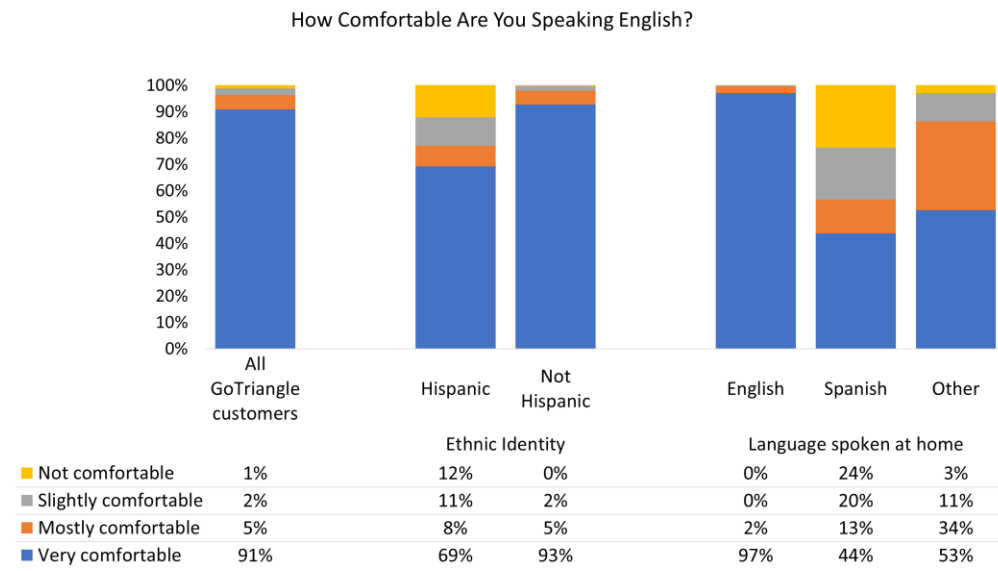
**Figure 39 Language Spoken Most Often at Home**



**Language Spoken Most Often at Home**

The overwhelming majority (89%) of GoTriangle customers most often speak English at home while 4% speak Spanish and 6% another language. The rider frequency segments do not vary in any fundamental ways in this respect although the four to five day riders are less likely to speak a language other than English.

**Figure 40 Comfort Level Speaking English**



**Comfort Speaking English**

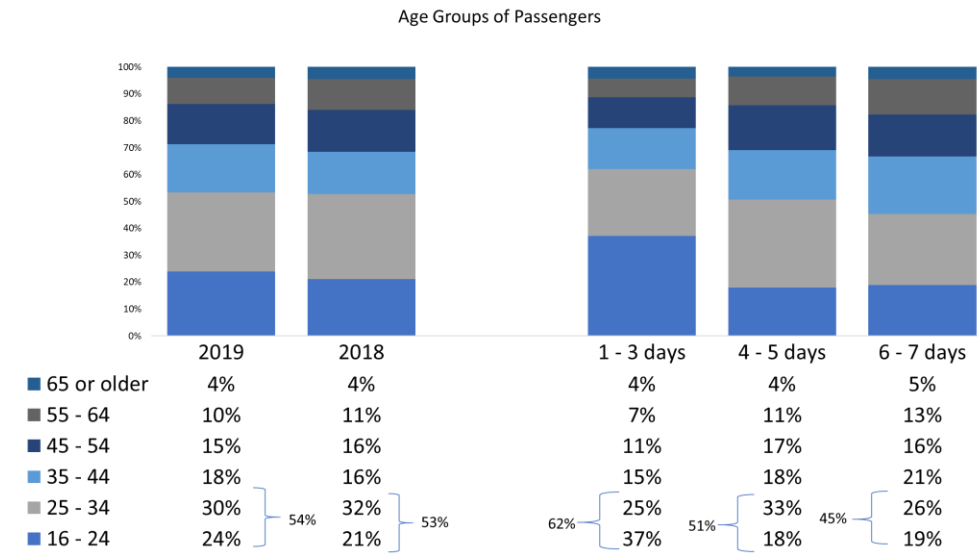
Of all GoTriangle customers, 96% are either very or mostly comfortable speaking English.

Comfort level varies somewhat by ethnic identity. Of the 8% of GoTriangle customers who identify as Hispanic, slightly more

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

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

**Figure 41 Age of Customers**



### Age of Customers

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

This percentage may actually underestimate the youth somewhat because for reasons of data validity and ethical

practice, CJ does not attempt to survey anyone who appears to be younger than 16.

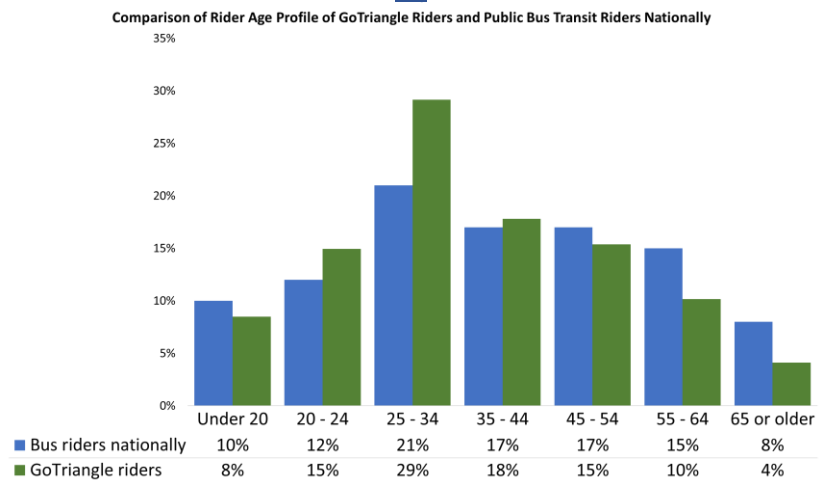
The age distribution differs somewhat among the three rider segments. The most notable variation is in the total percentage of the ridership under or over the age of thirty-five. Among the six-to-seven-day customers the percentage younger than thirty-five is 45%. Among the four-to-five-day customers,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

### Age Profile of Transit Customers Nationally

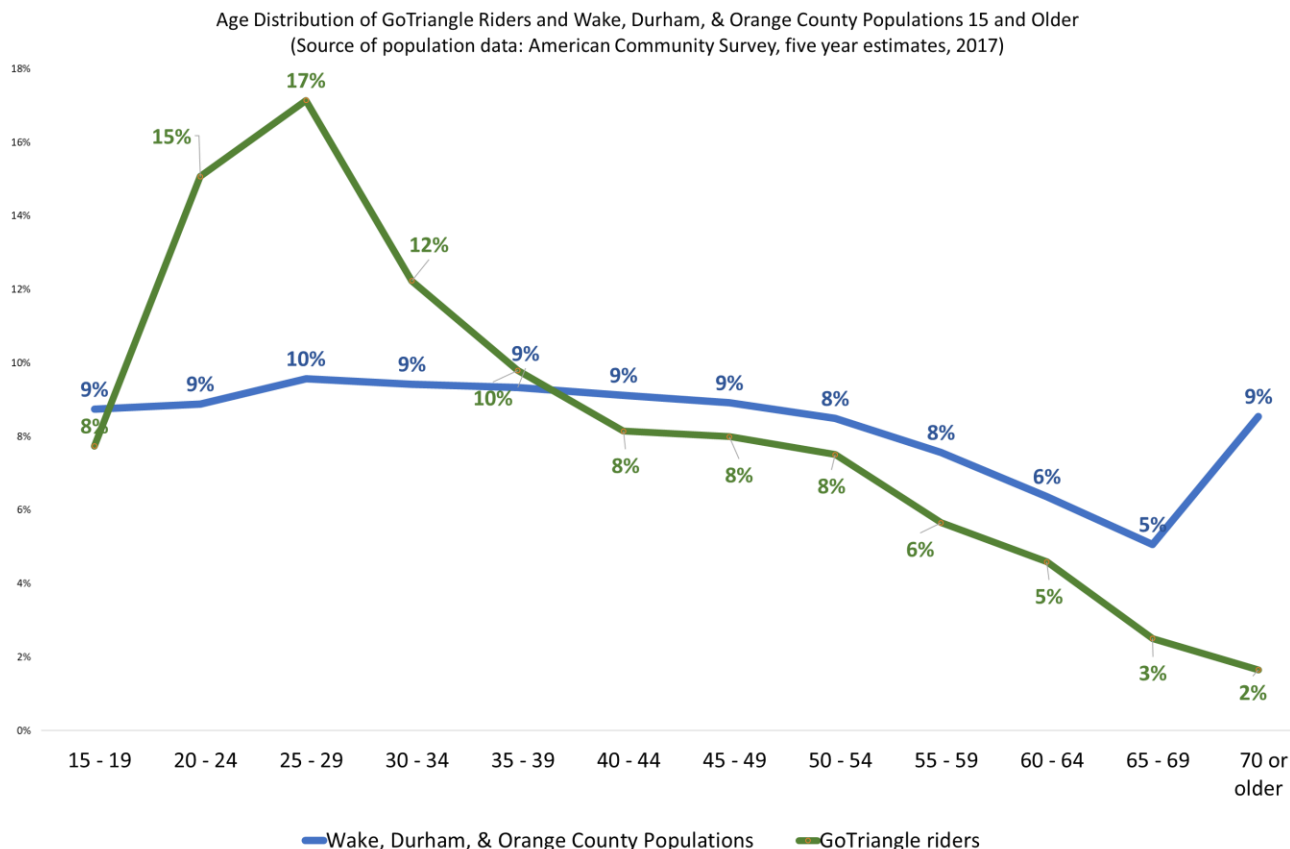
Figure 42 demonstrates that nationally, the age distribution curve among GoTriangle customers is similar to the age curve among bus system customers in general, but GoTriangle is also rather different in some respects.

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

**Figure 42 Age Profile of Transit Customers Nationally (APTA, *op cit*)**



**Figure 43 Age of GoTriangle Customers and the Wake, Durham, & Orange County Populations**



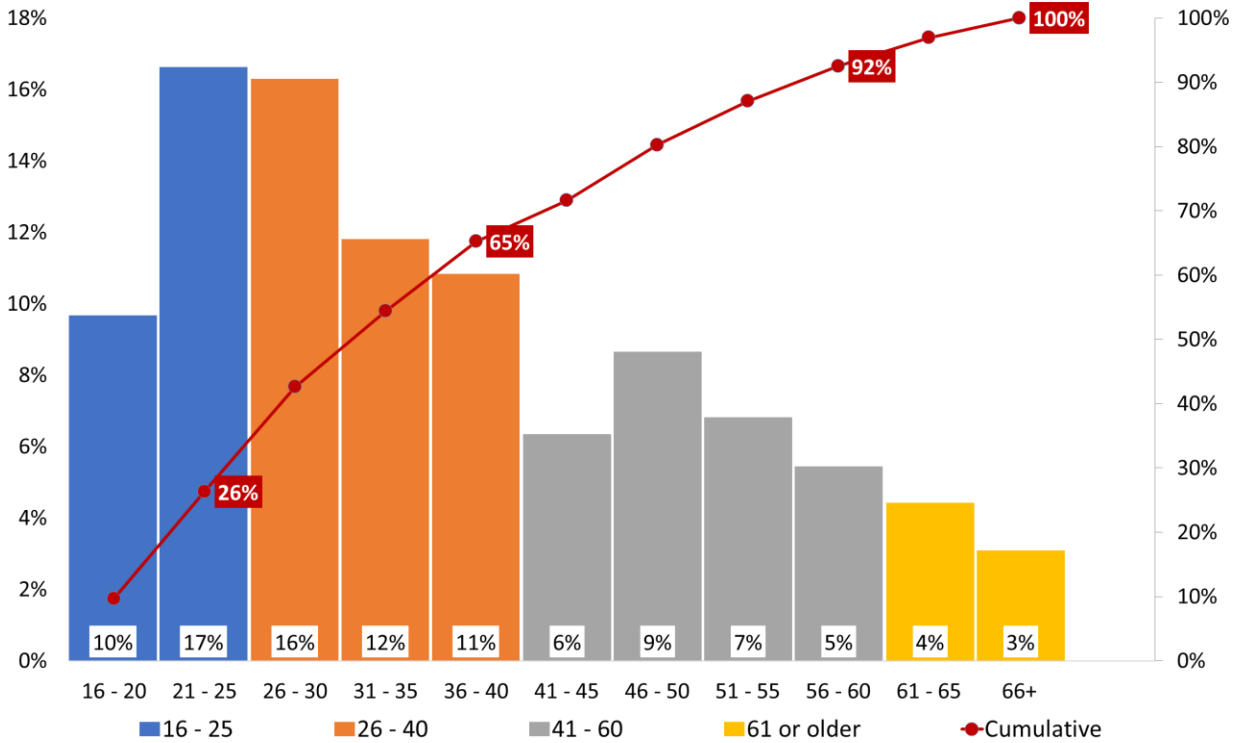
**Age of GoTriangle Customers and the Wake, Durham, & Orange County Populations**

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

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



**Figure 44 Age Profile of GoTriangle Customers**



### **An Age Profile of GoTriangle Customers**

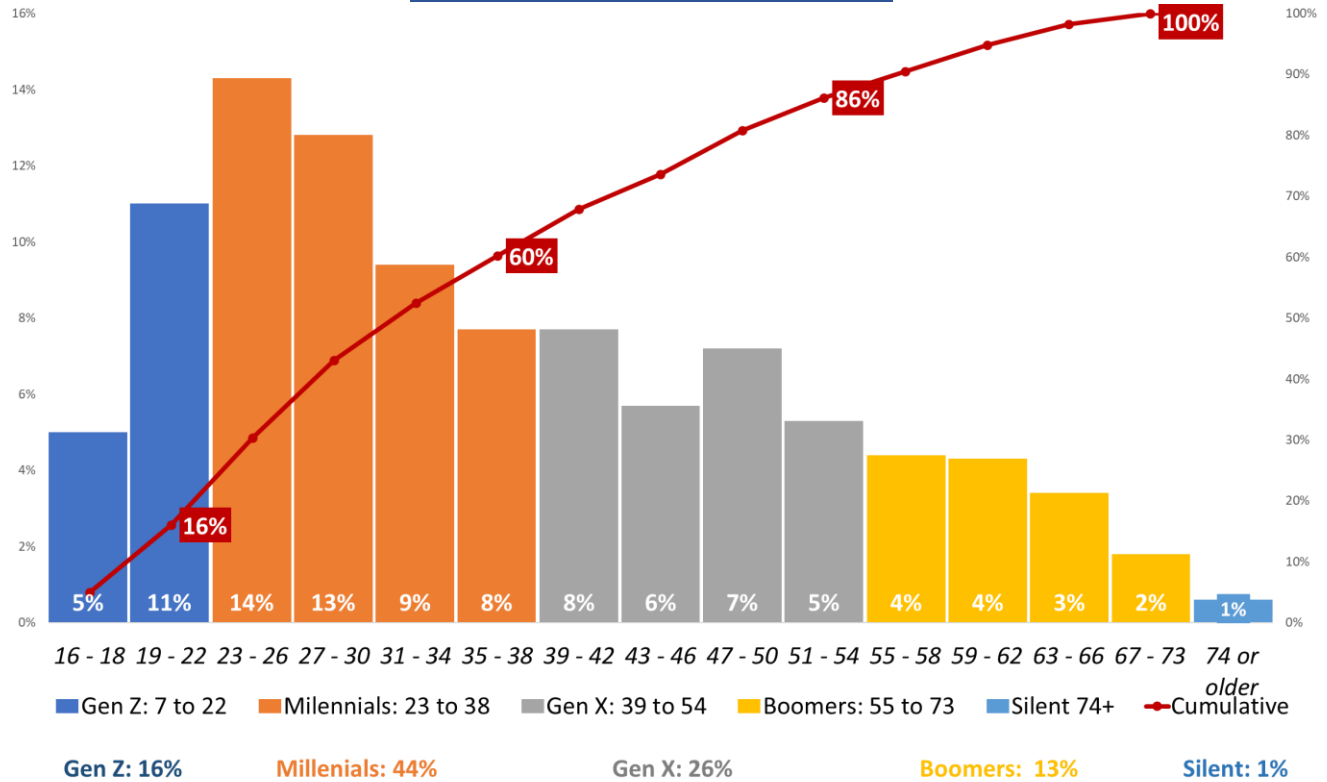
A quick glance at the chart above reinforces the point made previously that GoTriangle customers tend to be young. Approximately one-fourth (26%) of GoTriangle riders are twenty-five or younger. Almost two-thirds, (65%) are forty or younger.

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

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

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

**Figure 45 Generations and Ridership**



## Generations and Ridership

For purposes of visualizing the age characteristics of the GoTriangle customer base, another way to think about the age distribution of the ridership is to apply the age-ranges popularly used to describe generational groups. We have approximated the definitions proposed by Pew Research Center<sup>10</sup>. The age cohorts used by PEW and those in Figure 45 do not entirely correspond because while Pew defines Gen Z as between the ages of seven and twenty-two, the GoTriangle survey interviewed no one below the age of sixteen. Also, while Baby Boomers are said to be no older than seventy-three, there are too few riders in the survey above that age to create a separate group for the older generation (“The Silent Generation”) and they are grouped with the Boomers for purposes of the chart. However, the PEW definitions provide an adequate guide.

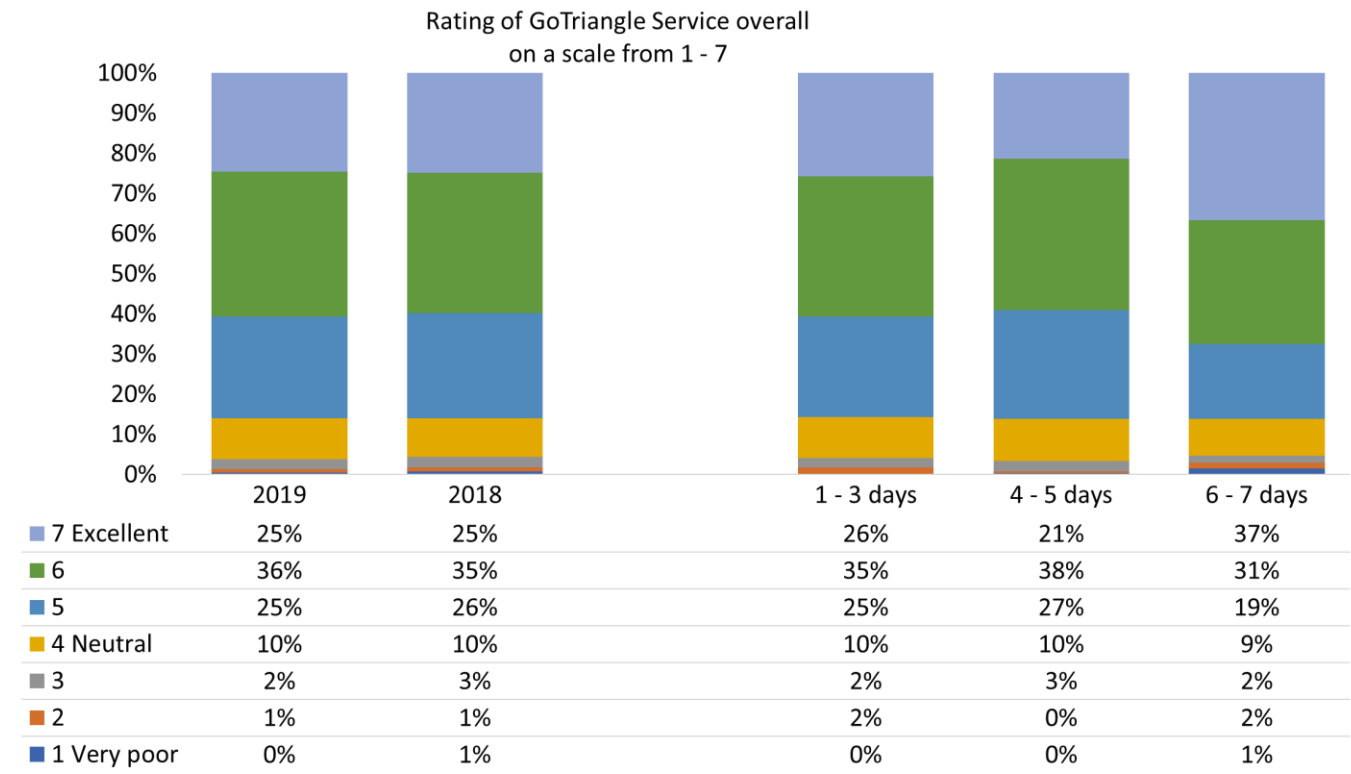
In Figure 45, we see a pattern very similar to that presented in Figure 44. Both charts make the point that a disproportionately large proportion of the ridership is young. In the case of generations, the youthful Gen Z and Millennial generations account for more than half of the total ridership (60%).

<sup>10</sup> See <http://www.pewresearch.org/fact-tank/2019/01/17/where-millennials-end-and-generation-z-begins/>

## Customer Satisfaction

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**Figure 46 Overall Service Rating by Rider Segment**



### Overall System Rating Score by Rider Segment

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

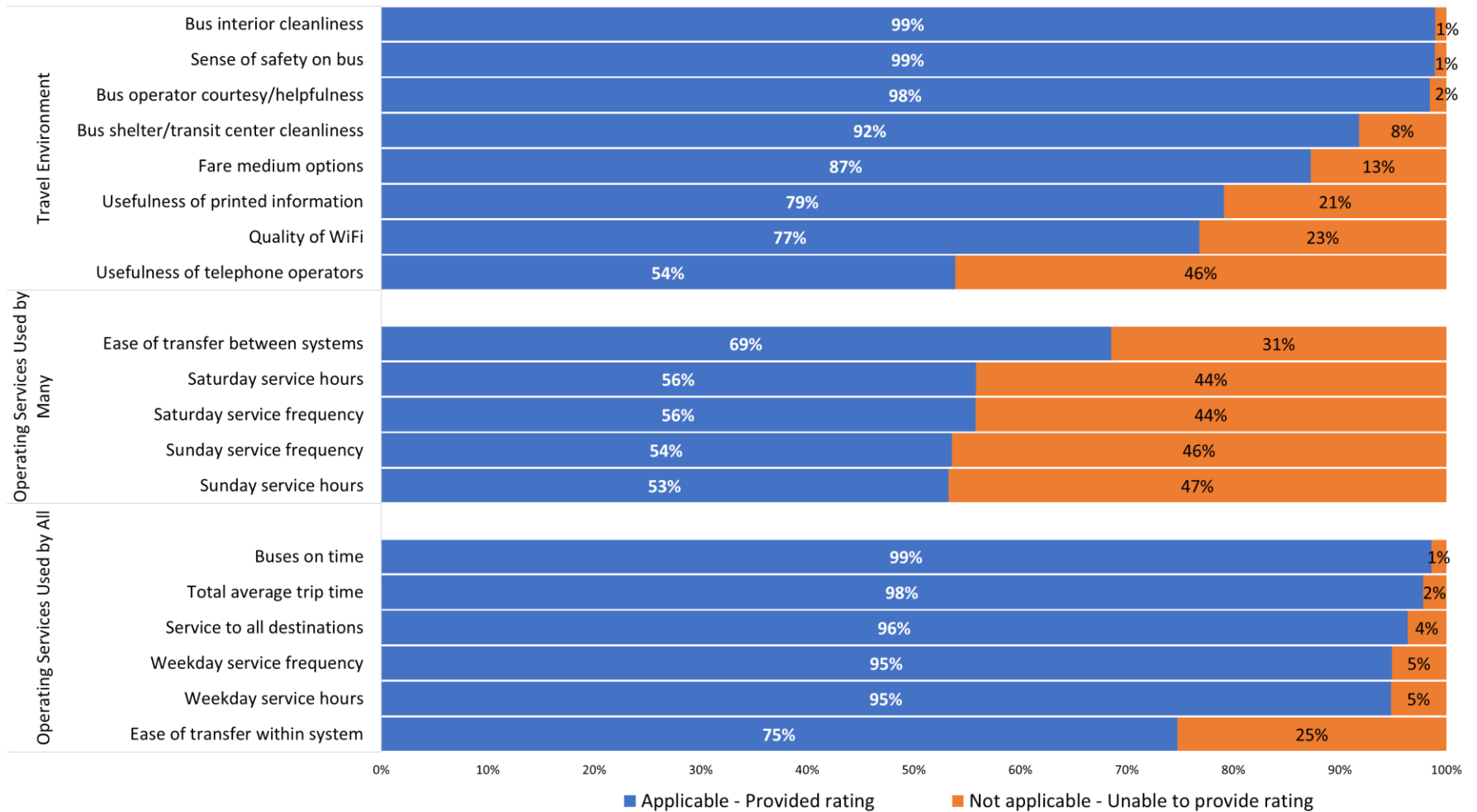
In 2019, as in 2018, one fourth (25%) of GoTriangle customers rate service overall as 7, or excellent. Another 36% score it 6, giving a total of 61% with very high satisfaction scores.

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

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

**Figure 47, Percentage of Customers Able or Unable to Provide a Rating of Services Included in the Survey**

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



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

Two interacting parameters help shape the distributions of the rating scores, the level of utilization and the type of service

## UTILIZATION

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

## TYPE OF SERVICE

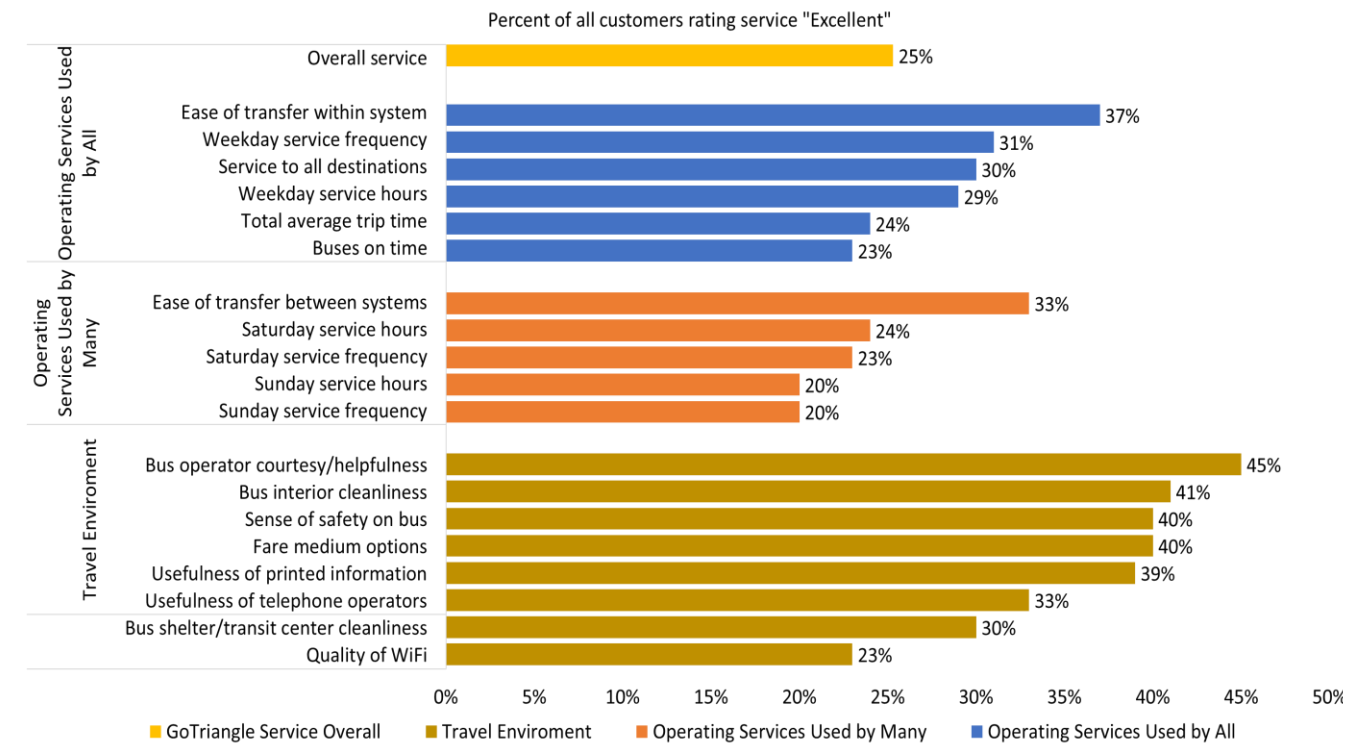
The second parameter involves the type of service. The typology is intended to put comparisons of ratings among the various services on an apples-to-apples basis. One major factor differentiating the nineteen services included in the survey is whether the service element is *operational*. *Operational*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

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

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

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

**Figure 48 Scores of "Excellent" in 2019 on Individual Components of GoTriangle Service**



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

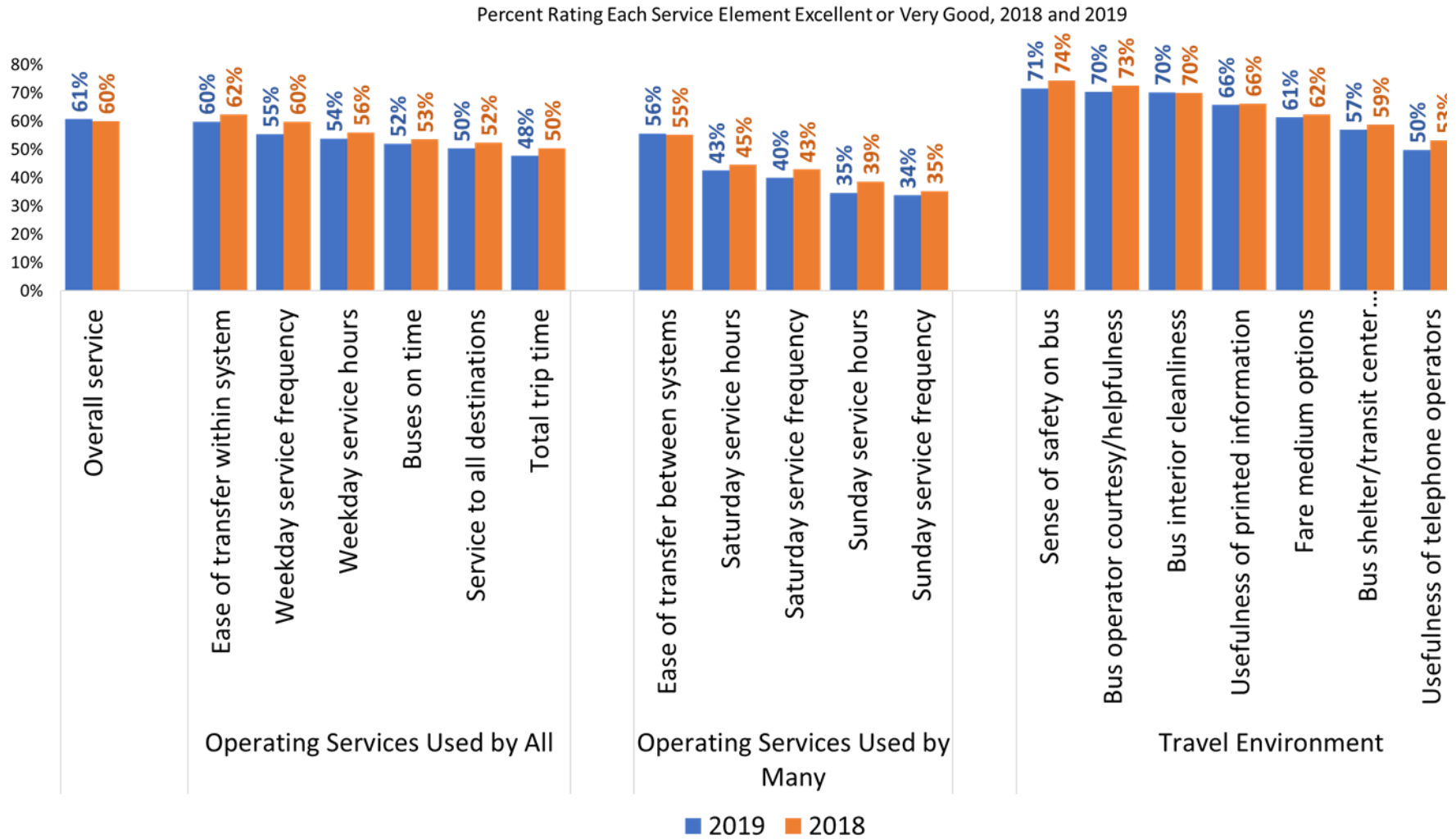
Figure 48 above presents a first look at customer rating scores for individual elements of service. This chart includes only the top score of seven, or "Excellent," on the seven-point scale.

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

Operational aspects of service that are used by fewer customers than other services, tend to have somewhat fewer ratings of excellent than the more nearly universally used service elements<sup>11</sup>. This is particularly true for weekend service. Transferring between systems (33% excellent) is the one element included in this set that does not involve weekend service. It is in this set because 32% said the question did not apply to them, implying that they do not make such inter-system transfers in a "typical week."

<sup>11</sup> Note that the percentage is based on only those who were able to provide a rating, not the total sample, so that the percent "excellent" is not falsely reduced by inclusion of those who answered "not applicable" in the denominator.

**Figure 49 Percent Very Positive Ratings, 2018 & 2019**



**Percent Excellent Ratings, 2018 & 2019**

Figure 49 demonstrates three things about continuity and change in GoTriangle passenger ratings from 2018 to 2019.



- First, the *rank order* of positive ratings within each of the three categories is unchanged. What received higher scores in 2019 had received higher scores in 2018 as well.
- Second, the figure illustrates the continuity in most of the top scores of the several service ratings, in that changes in the percent giving top scores were relatively minor. Also, of the changes, all but two rating score differences were within margin of error of the 2018 survey ( $\pm 3\%$ ), meaning that there was no statistically significant change in the scores.
- However, all but two of the minor changes were in a negative direction by 1% to 3%. If the direction of change were mixed, some positive, some negative, we could conclude that the changes were a matter of sample error, but that is not the case. Two items changed in a positive direction, but only by an ignorable 1%. All but two of the ratings changed within the sample error bounds of  $\pm 3\%$ . Most changes could be random variations or minor consequences of the much larger sample.
  - The exceptions are:
    - “Weekday service frequency” down by five points from 60% to 55%.
    - “The hours the bus operates on Sunday,” abbreviated in the chart as “Sunday service hours.” Also decreased by five points from 39% to 34%.

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

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

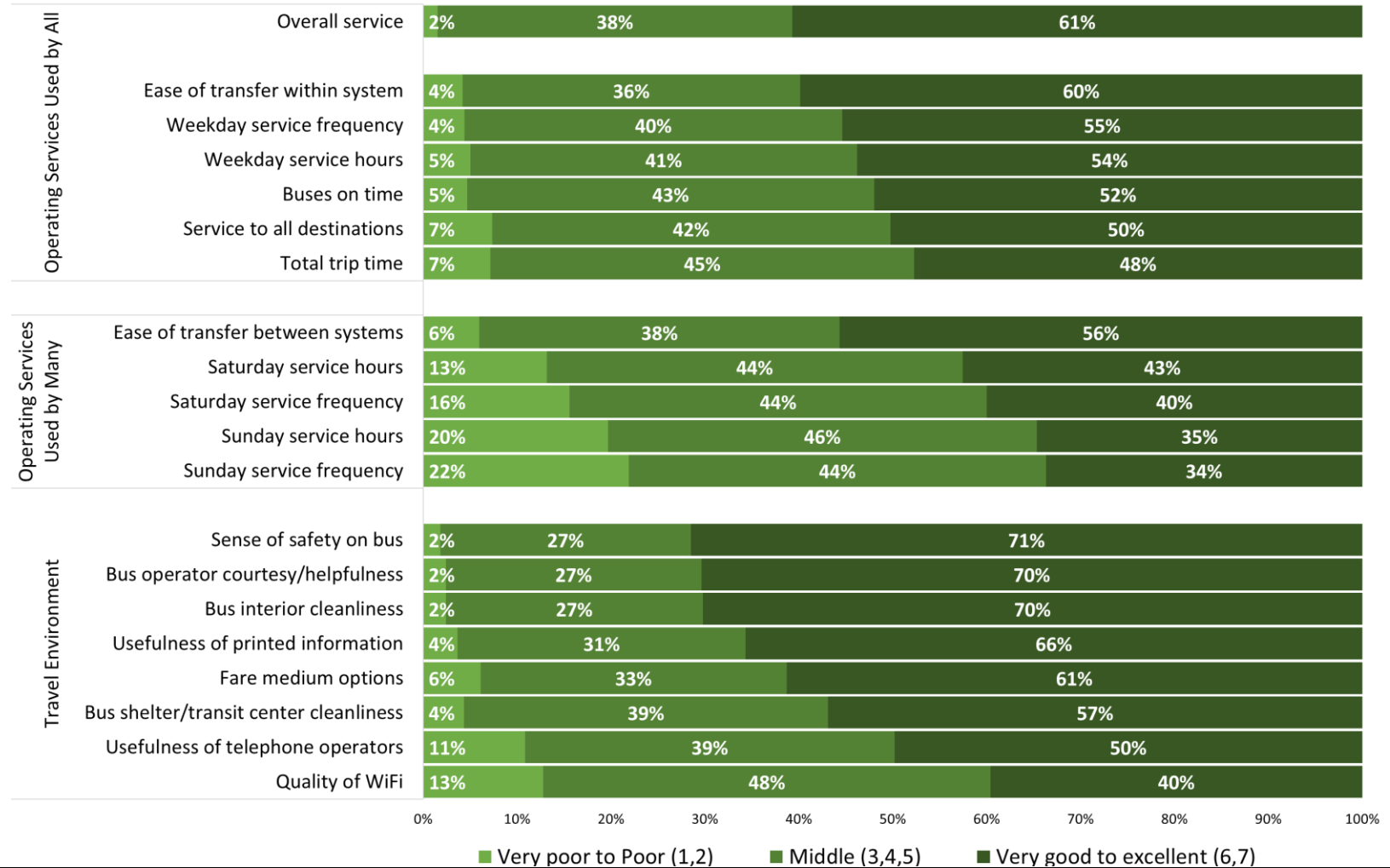
- Could it be that the samples had substantial differences in the percent actually using Sunday service and thus providing ratings? No. Similar proportions of both the 2018 (49%) and 2019 (47%) samples provided ratings (see Figure 47), a fact that suggests there were similar levels of weekend use in both years, a fact that means that differences in utilization is not the explanation.
- Could the two-hour increase in Sunday service have raised expectations while not actually meeting what customer expectations or needs? For example, if the riders desiring an increase, perhaps because of Sunday evening jobs, needed hours extended to 11:30 PM, this might provoke such a reaction. However, we should note that the data cannot demonstrate that.
- Rising service expectations often go with rising income. One change that occurred between 2018 and 2019 was an increase in the top household income category among GoTriangle customers. We know from experience that the service ratings of higher income customers in similar studies sometimes tend to be lower than those of people with lower incomes, probably because they have more options and can be more critical. However, this does not explain the difference in this case. In this study a comparison of service ratings of those with incomes of \$50,000 or more to ratings by those of lower incomes shows that the major income-related differences are for Wi-Fi quality,

usefulness of telephone information operators, cleanliness of bus shelters and transit center, and the interior cleanliness of the buses. Therefore, the relationship to income may help explain some of the minor differences in other scores, but not the changed rating of Sunday hours of service.

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

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

**Figure 50 Distribution of Grouped Service Rating Scores, 2019**



## Service Rating Distributions

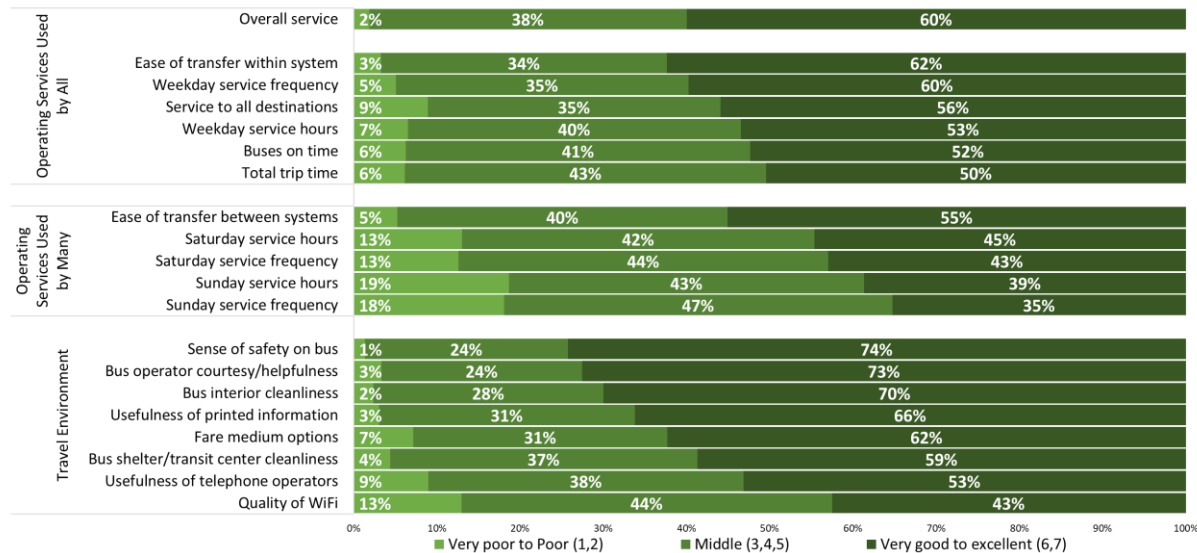
The previous chart, Figure 49, showed only the top percentages (7, Excellent and 6, Very Good) on the seven-point scale. However, so that we can see the balance between positive and negative ratings, it is important to also consider the distribution of scores within the full 1 – 7 range as shown in Figure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

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

### RESULTS TEND TO BE POSITIVE

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

**Figure 51 Distribution of Grouped Service Rating Scores, 2018**



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

These service elements are worth mentioning only because when low

ratings significantly exceed 10% of the customer base in any industry, it is a clear signal that a significant proportion of the customer base is pushing at the limits of what the system as structured can currently provide.

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

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

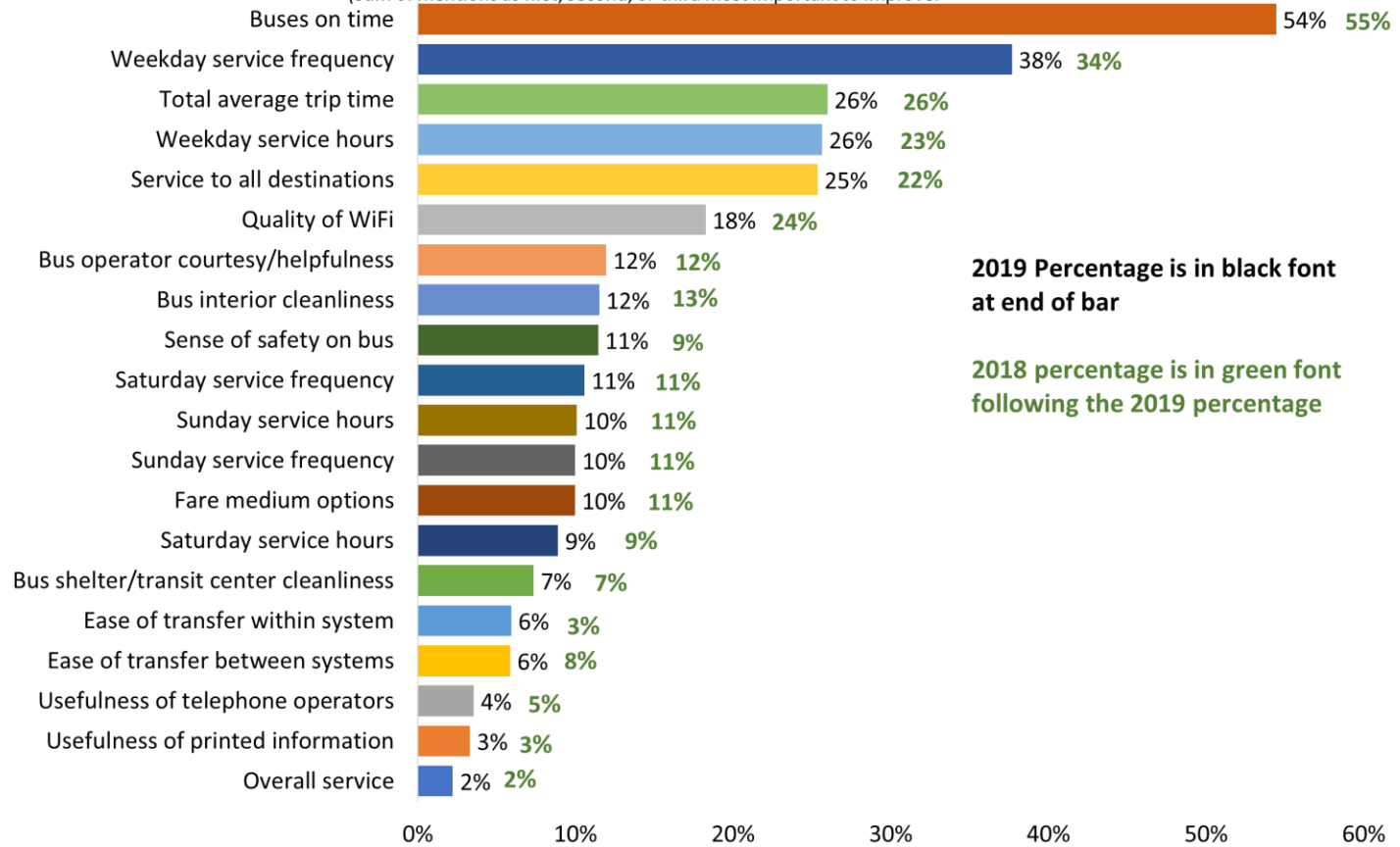
## ***Determining Customer Priorities for Service Improvement***

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

- The first method (Figure 52 ) is very straightforward. It is based on customer response to the simple request: “Of the services in questions 1 – 19 above, please list the three most important to improve.”
- The second method (Figure 54) involves a combination of two statistical analyses. First, it compares each service rating to the average rating of all services: Is the rating above or below the average score for all nineteen elements of GoTriangle services? Second, it correlates the rating of each element of service with the rating of GoTriangle service overall so that we can infer its influence on that overall score.

**Figure 52 Most Important Element to Improve**

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



2019 Percentage is in black font at end of bar

2018 percentage is in green font following the 2019 percentage

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

Fifty-four percent (54%) of GoTriangle customers indicate that having the buses run ontime is one of their top three improvement priorities. This is very typical of such results. This is statistically unchanged since 2018 (as shown in green font<sup>12</sup>). In each year, on-time performance was at the top of the list.

<sup>12</sup> Given the ±3.3% margin of sample error in 2018, we need to see 4% change to conclude that there has been real change.

It is important to keep in mind that the customer belief that on-time performance must be improved is a customer *perception*, not a measurement-based observation. Customers themselves will often arrive at their stop early, marginally on-time, or a bit late for their bus and perceive that it is the bus that is off schedule. They may also not know the relationship of their stop to a time point. Thus, their perception and the reality can be quite different.

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

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

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

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

The one service that shows change in priority for improvement beyond the bounds of sample error is the quality of the Wi-Fi service. That went from 24% in 2018 citing it as among their top three to 18% in 2019, a significant improvement. In terms of where it ranked in the list of desired service improvement, it fell from 4<sup>th</sup> to 6<sup>th</sup> most important, an indication that riders had seen improvement in that service *relative* to other aspects of GoTriangle service.



## ***A second way to prioritize: Determine Which Service Elements Would Move the Needle of the Overall GoTriangle Service Rating if They Were to Be Improved***

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

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

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

- The concept of the matrix in Figure 54 is as follows: Respondents rated nineteen separate aspects of GoTriangle service as shown in Figure 52 on the previous page. They also rated *"The quality of GoTriangle services overall."* We can assume that customers' ratings of the quality of services overall sum up their ratings of quality of the nineteen specific elements of service. Assuming this, we can answer the key question which is: Which of the nineteen aspects of GoTriangle services would, if improved, move the needle of the rating of GoTriangle service overall?
- Two basic statistics are involved in this analysis, first the average or "mean" rating of service quality on the scale from 1 – 7, and second, a correlation statistic that measures the strength of the relationship (i.e., the *correlation*) between each element of service and the overall service rating for GoTriangle. These statistics, when used together, answer two questions: How do customers rate each of the nineteen elements of service? And how closely related is each of those ratings to the overall rating?
- To visually display the results of this kind of analysis means using a simple graph with the 1-7 rating on one axis (the horizontal axis) and the correlation on the other (vertical) axis. However, there are challenges to doing this. The major challenge for the analysis is that both the correlations and the ratings all tend to be positive. For example, the service ratings tend to vary more between scores of 4 through 7 than between 1 and 3 (see Figure 46). There are very few poor ratings, which makes sense, since if many riders rated service negatively, it would be odd if they continued to use the service. Because so few scores are negative, we have to have a way to separate the merely good from the very good scores, not the worst from the best.
- The same kind of problem occurs with the correlations. All aspects of service go into a customer's evaluation of the overall service. Therefore, we need a good way to differentiate between the stronger and weaker correlations. A useful way to do this is to *standardize* the scores. This simply means to convert the correlation to a relative score – i.e. a score that shows how important each service element is

relative to all other elements of service<sup>13</sup>. This procedure enables us to construct a matrix that shows the services which, if improved, would have the most powerful effect on the rating of GoTriangle service overall.

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

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

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

Figure 53 A Service Improvement Importance Matrix

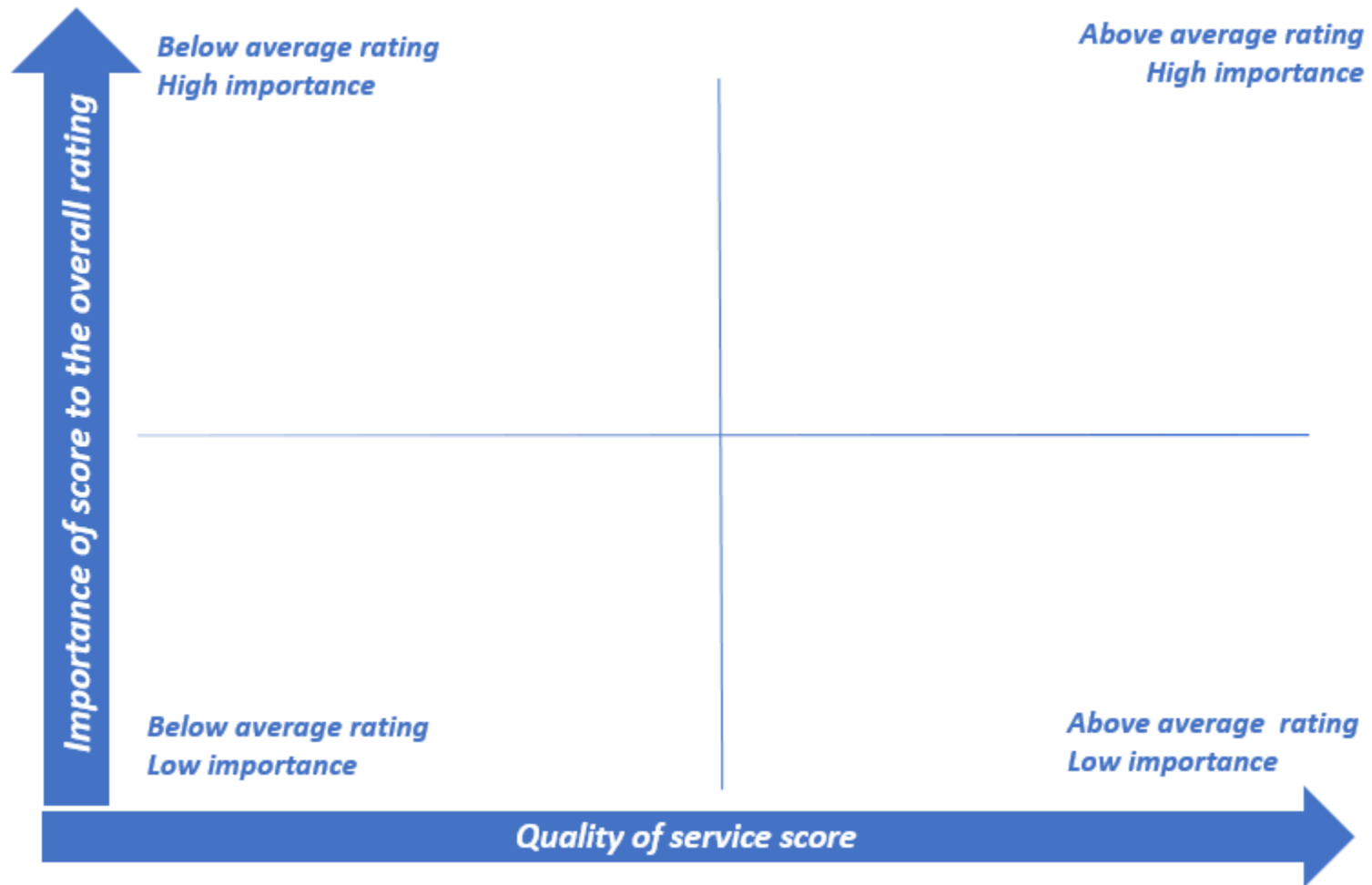
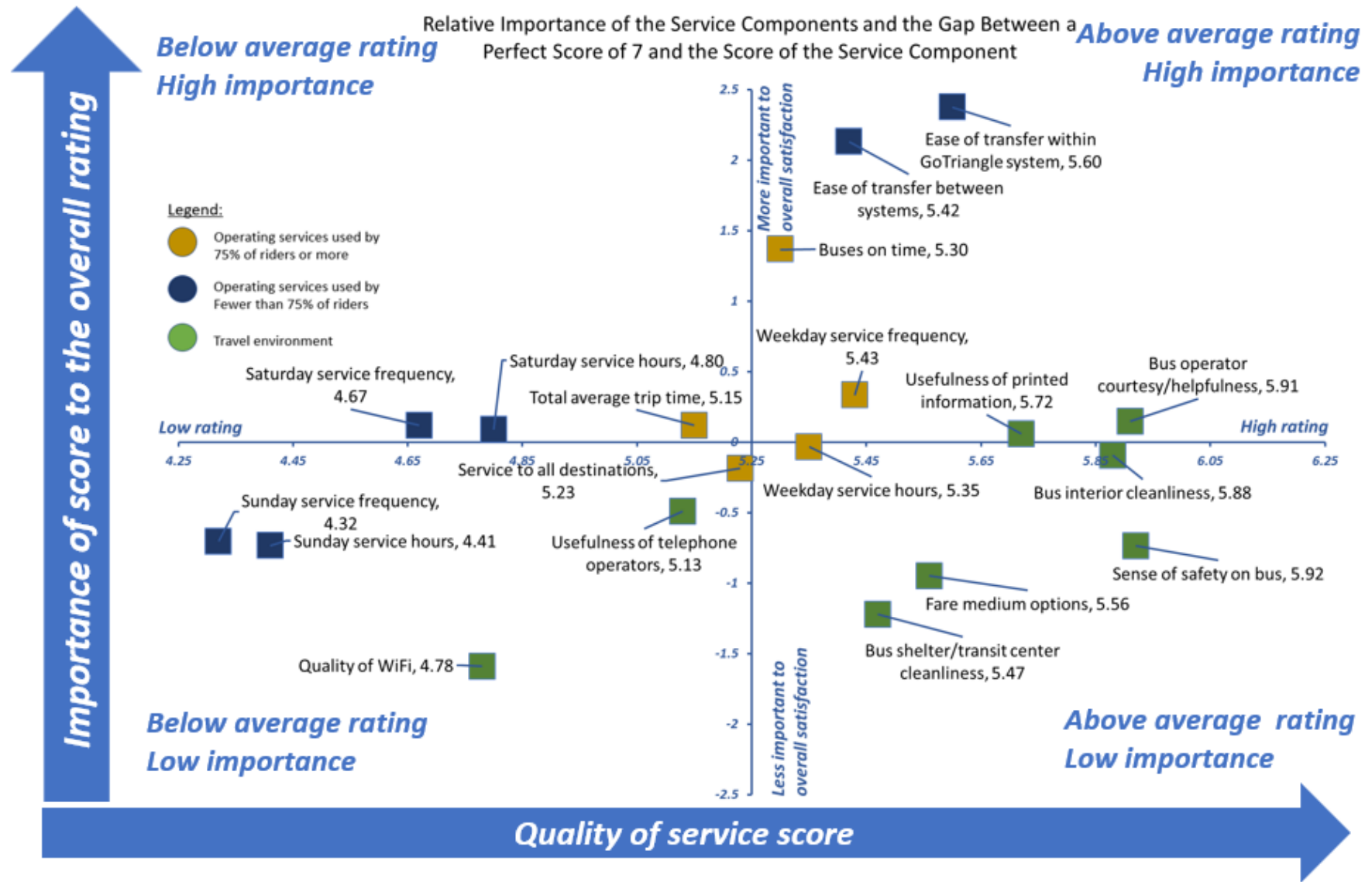


Figure 54 on the following page displays how the nineteen elements of service are positioned within this priority matrix.

Figure 54 Service Improvement Priorities: Relationship between Rating of Overall Performance and Individual Service Elements



## ***Relationship between Overall Performance and Individual Service Elements***

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

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

### **TOP, BOTTOM, LEFT, RIGHT**

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

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

### **THE UPPER LEFT QUADRANT: IMPROVING THESE WOULD MOVE THE OVERALL RATING NEEDLE THE MOST**

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

**THE UPPER RIGHT QUADRANT: MAINTAIN THIS RELATIVELY STRONG POSITION, AND IMPROVE IF POSSIBLE**

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

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

**THE LOWER RIGHT QUADRANT: THIS SERVICE IS GOOD, BUT IMPROVEMENT WOULD BE WELCOME**

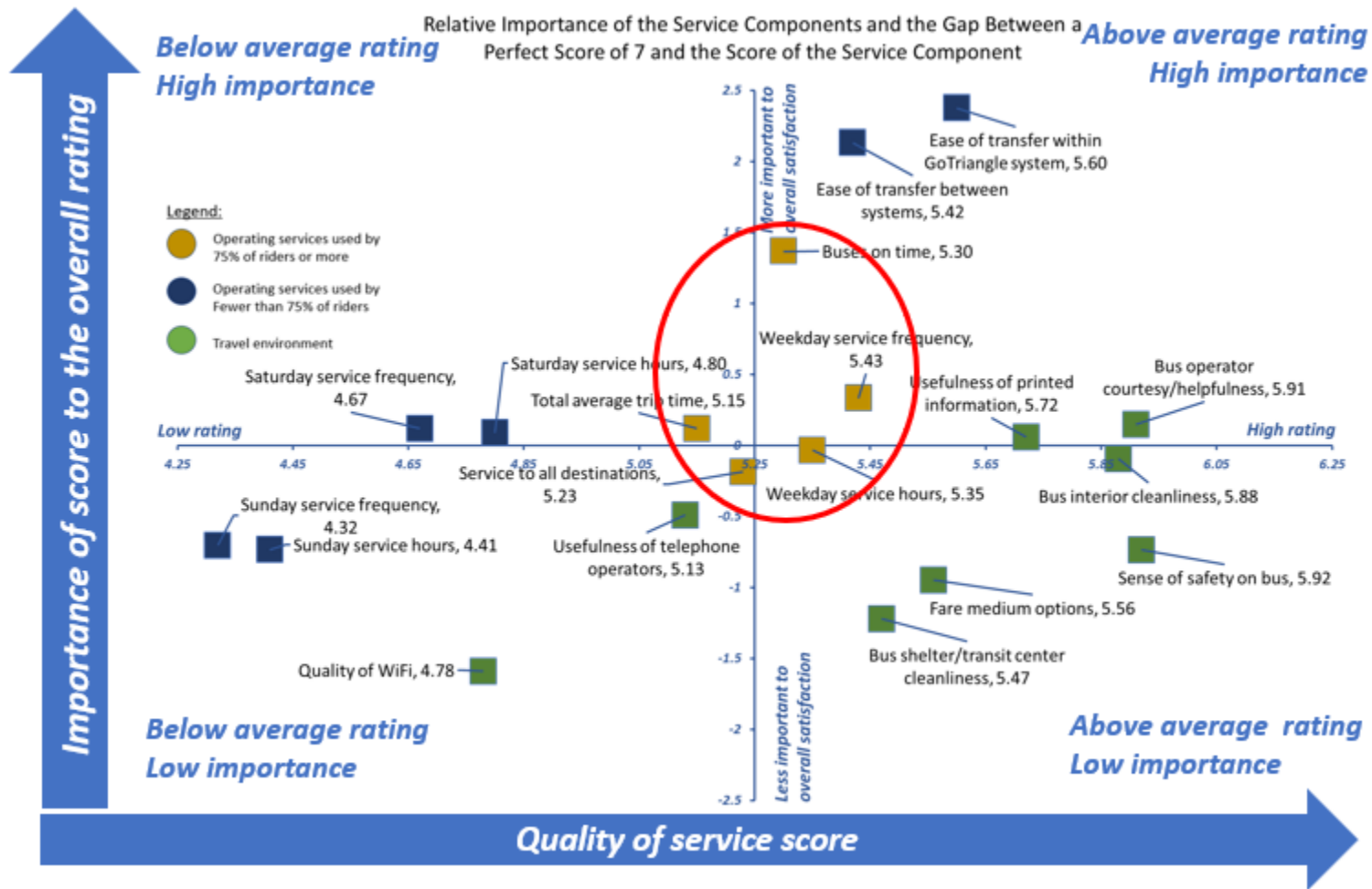
At the lower right are four service elements with high favorable ratings, but that are relatively unimportant in influencing overall satisfaction. GoTriangle does well on these and needs to maintain that level of satisfaction, but efforts to improve all or any one of these would have minimal impact on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

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

**LOWER LEFT QUADRANT: IT WOULD BE NICE TO IMPROVE THESE ELEMENTS, BUT DOING SO WOULD NOT AFFECT THE RATING OF GO TRIANGLE SERVICE OVERALL BY MUCH**

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

Figure 55 Core and Peripheral Aspects of Service



**Core and Peripheral Aspects of Service**

Another way to think about the array of services offered by a transit system is to consider what is essential, or core, to the transit rider’s regular use of the system and what is peripheral. The matrix presents a way to visualize this. The operational elements are at the core. If they function well, they form the base of service a customer can rely on. Most important is on-time performance, with service frequency

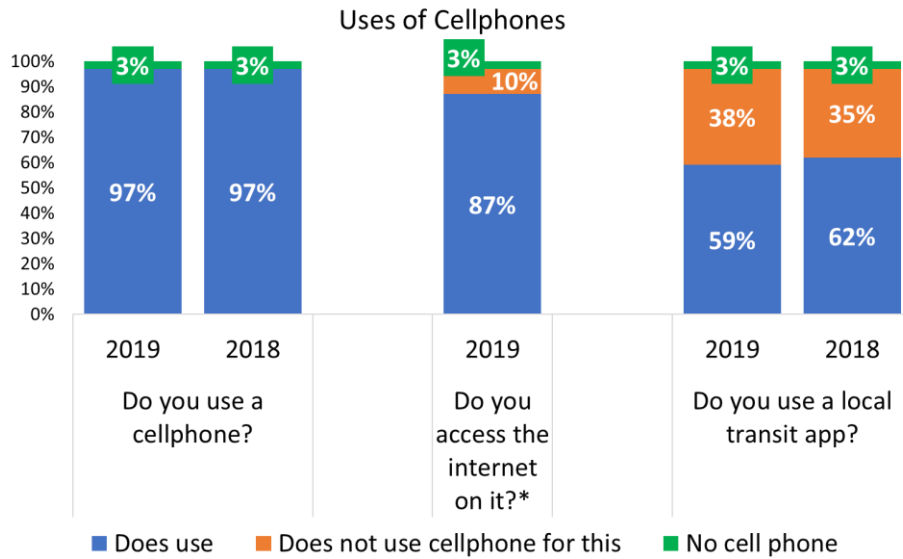
second most important. This makes sense in that the regular customers know how to use the system when it is operating properly. If they miss a bus, however, frequency helps compensate. The other core elements are also parameters of service within which customers construct their use of the service – hours of service on weekdays, coverage of all locations the customer needs to access, and the total time required for the trip. We saw in the section on ridesharing services such as Uber and Lyft, that the reasons people give for substituting a ridesharing trip for a GoTriangle trip often involves one of the following three elements: A need to save time on a trip, a need to get to a location not served by GoTriangle, or a need to make a trip when the buses are not running.



## Mobile Communication

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**Figure 56 Use of Cell and Smart Phones**



\*Not asked in same way in 2018

**Use of Cell and Smart Phones**

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

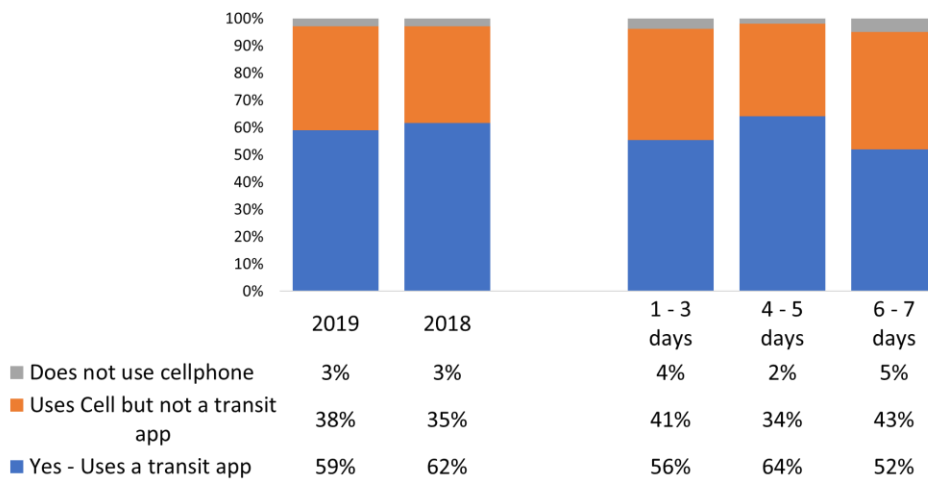
Eighty-seven percent (87%) of GoTriangle customers say they access the internet on their cellphones, a clear indication that they are using smartphones.

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

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

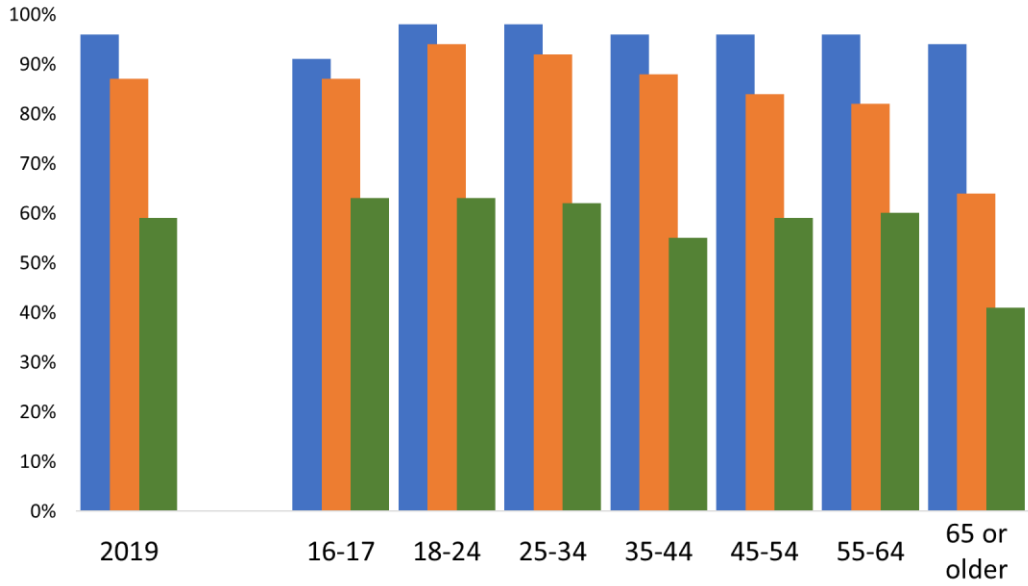
**Figure 57 Use of a Transit Mobile App**

Riders that Use a Local Transit Mobile Application



**Figure 58 Age and the Use of Mobile Transit App**

**Use of Cellphones and Cellphone Features, by Age**



■ Uses a cellphone	96%	91%	98%	98%	96%	96%	96%	94%
■ Accesses the internet	87%	87%	94%	92%	88%	84%	82%	64%
■ Used local transit app	59%	63%	63%	62%	55%	59%	60%	41%

***The Age and the Use of Mobile Transit App***

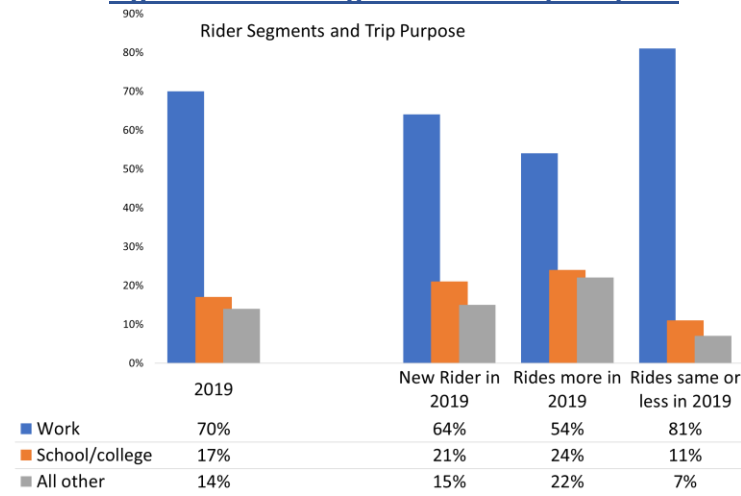
The number of customers using a transit app indicates that while 59% of GoTriangle customers are now using a transit app on their smartphones, that practice is not yet universal. Other communication modes continue to be necessary.

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

## Appendix A: Examples of an Alternative Segmentation Approach

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**Figure 59 Rider Segments and Trip Purpose**



**Digression: Example of Other Segmenting Variables**

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

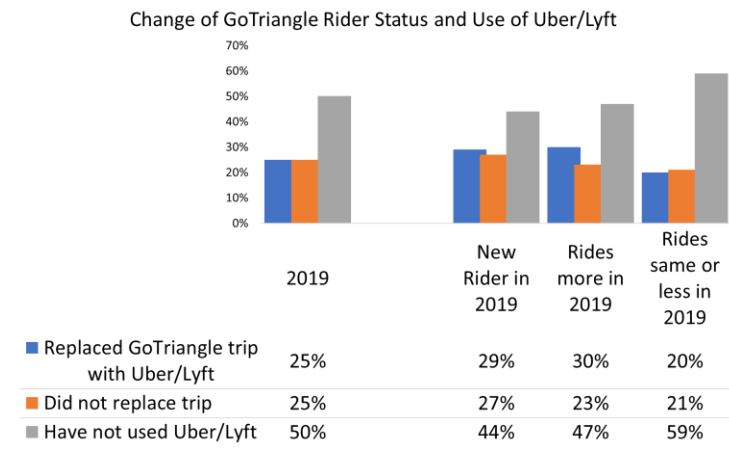
The segmentation– i.e., breakdown – shown here is based on the data in Figure 6. It breaks respondents into those who say they are new to GoTriangle, those who say they ride more often now, and those who say they ride with the same (or less<sup>14</sup>) frequency.

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

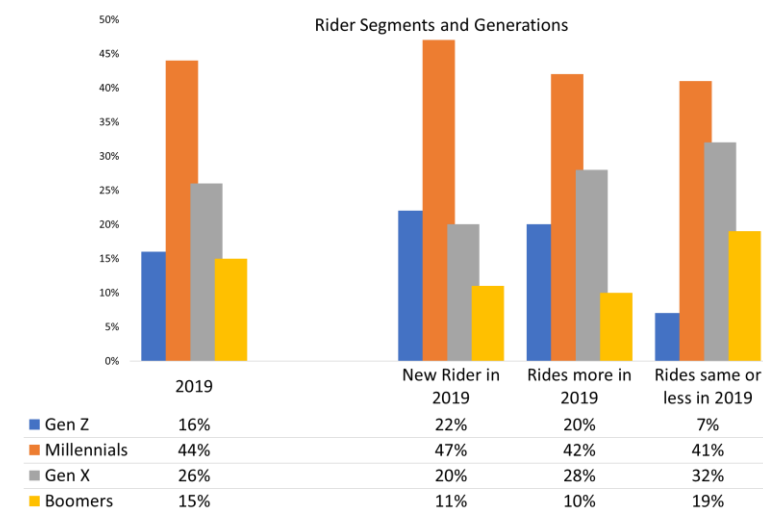
Figure 60 makes it clear that those who are new to GoTriangle or have increased their use of it are also more likely to use Uber and/or Lyft and to replace GoTriangle trips using those services.

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

**Figure 60 Rider Segments and Use of Ridesharing**



**Figure 61 Rider Segments and Generations**



<sup>14</sup> Those who ride less constitute only 5% and they have little impact on the result.

## Appendix B: Questionnaire

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**Please tell us about how you use GoTriangle**

*El cuestionario en español se encuentra en la parte posterior*



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

	Excellent	Neutral	Very Poor	Don't Know or don't use
1. Buses running on-time	7	6	5	4 3 2 1 <input type="checkbox"/>
2. Frequency of service on weekdays (Mon-Fri)	7	6	5	4 3 2 1 <input type="checkbox"/>
3. Frequency of service on Saturday	7	6	5	4 3 2 1 <input type="checkbox"/>
4. Frequency of service on Sunday	7	6	5	4 3 2 1 <input type="checkbox"/>
5. Hours the buses operate weekdays (Mon-Fri)	7	6	5	4 3 2 1 <input type="checkbox"/>
6. Hours the buses operate Saturday	7	6	5	4 3 2 1 <input type="checkbox"/>
7. Hours the buses operate Sunday	7	6	5	4 3 2 1 <input type="checkbox"/>
8. Total time required to make your usual trip	7	6	5	4 3 2 1 <input type="checkbox"/>
9. Availability of service to all destinations you want to get to	7	6	5	4 3 2 1 <input type="checkbox"/>
10. Ease of transferring within GoTriangle system	7	6	5	4 3 2 1 <input type="checkbox"/>
11. Ease of transferring between GoTriangle and other area bus transit systems	7	6	5	4 3 2 1 <input type="checkbox"/>
12. Cleanliness of the bus interiors	7	6	5	4 3 2 1 <input type="checkbox"/>
13. Cleanliness of the bus shelters & transit center	7	6	5	4 3 2 1 <input type="checkbox"/>
14. Your sense of personal safety from other passengers on the buses	7	6	5	4 3 2 1 <input type="checkbox"/>
15. Courtesy and helpfulness of bus operators	7	6	5	4 3 2 1 <input type="checkbox"/>
16. Usefulness of information from 485-RIDE telephone operators	7	6	5	4 3 2 1 <input type="checkbox"/>
17. Usefulness of printed information such as schedules or brochures	7	6	5	4 3 2 1 <input type="checkbox"/>
18. Available ways for you to pay your bus fare	7	6	5	4 3 2 1 <input type="checkbox"/>
19. Quality of wireless internet (WIFI) service	7	6	5	4 3 2 1 <input type="checkbox"/>
20. The quality of GoTriangle services overall	7	6	5	4 3 2 1 <input type="checkbox"/>

21. Of the services in questions 1 - 19 above, please list the three most important to improve?  
 1  Most important \_\_\_\_\_ 2  2nd most \_\_\_\_\_ 3  3rd most \_\_\_\_\_
22. In a typical week on how many days do you use GoTriangle? (Circle only one)  
 0 (None - Not a regular GoTriangle rider) 1 2 3 4 5 6 7

23. What is the ONE main purpose for which you most often use the GoTriangle bus? Is it to go to or from... (Check only one)  
 1  Work 2  School/college 3  Shopping  
 4  Medical/dental 5  Recreation/event 6  Other
24. How long have you been riding GoTriangle?  
 1  Less than six months 2  Less than 1 year 3  1-2 years  
 4  3-4 years 5  5 or more years
25. Compared to one year ago, do you currently ride GoTriangle...  
 1  More often 2  The same 3  Less often 4  Did not ride a year ago
26. Please check all Triangle Region bus systems you use in a typical week.  
 1  GoRaleigh 2  GoDurham 3  GoTriangle 4  GoCarry  
 5  Chapel Hill Transit 6  Duke Transit 7  Wallingme
27. In making this one-way trip, how many times do you connect with, or transfer to, another bus to complete your trip? (Circle only one)  
 0 - No connections/transfers 1 2 3 or more connections/transfers
28. For your fare on the first GoTriangle bus you boarded during this trip, did you... (Check only one)  
 1  pay cash fare for that trip only 2  buy a day pass on the bus  
 3  use a day pass bought ahead of time 4  use a 7 or 31 day pass  
 5  use a university or other ID 6  use a GoPass  
 7  use free senior fare & ID
29. How did you get to the stop where you got on the first GoTriangle bus you boarded during this trip? (Check only one)  
 1  Walked 2  Used own bike 3  Used rented bike/scooter  
 4  Drove 5  Was dropped off by family/friend 6  Uber or Lyft  
 7  Bus other than GoTriangle 8  Other \_\_\_\_\_
30. Do you use a cell-phone? 1  Yes 2  No  
 a. If you use a cell phone, do you access the internet on it? 1  Yes 2  No  
 b. Do you have a mobile app for local transit on your cellphone? 1  Yes 2  No
31. Do you have a valid driver's license? 1  Yes 2  No
32. How many licensed drivers live in your household (including you if you have a license)?  
 0 None 1 2 3 4 5 6 7 8 or more
33. How many cars or other vehicles are available for your use?  
 0 None 1 2 3 4 5 6 7 8 or more
34. How many people, including you and any children, live in your household?  
 0 None 1 2 3 4 5 6 7 8 or more

35. In the past 30 days, how often have you used Uber or Lyft in the Triangle region?  
 1  0 not at all 2  1 time 3  2 times 4  3 times 5  4 or more times
36. If you used Uber or Lyft in the past thirty days...  
 a... did you use both GoTriangle and Uber/Lyft during the same one-way trip?  
 1  Yes 2  No  
 b... did you use Uber/Lyft for a trip you otherwise would have made on GoTriangle?  
 1  Yes 2  No  
 If yes, you did that because? \_\_\_\_\_
37. During any part of this trip you are on now, did you or will you use:  
 a. A Lime, Citrix Cycle, or similar shared bicycle 1  Yes 2  No  
 b. A Bird, Lime, or similar rental scooter 1  Yes 2  No
38. Please mark all of the following that apply to you. Are you...  
 1  Employed full time 2  Employed part time 3  Unemployed and seeking work  
 4  Homemaker 5  Student 6  Retired 7  Volunteer position
39. How old are you? \_\_\_\_\_ Years old
40. Do you identify as... 1  Male 2  Female 3  Prefer not to answer
41. Do you consider yourself to be... (Please Check all that apply to you)  
 1  African American/Black 2  Asian 3  Caucasian/White  
 4  Hispanic 5  Native American Indian 6  Other: \_\_\_\_\_
42. How comfortable are you speaking English? (Check only one)  
 1  Very comfortable 2  Mostly comfortable  
 3  Slightly comfortable 4  Not comfortable
43. What language do you most often speak at home? (Check only one)  
 1  English 2  Spanish 3  Other: \_\_\_\_\_
44. 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

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Thank you! Please return this form to the surveyor on your bus.**

**Por favor díganos cómo usa GoTriangle**



**En los últimos 30 días, ¿cómo calificaría GoTriangle en los siguientes servicios...**  
(Círcule una calificación por cada pregunta o marque la casilla que indica que no aplica a usted)

	Excelente	Neutral	Muy Malo	No lo sé o no lo uso				
1. Autobuses funcionan a tiempo	7	6	5	4	3	2	1	<input type="checkbox"/>
2. Frecuencia de servicio entre semana (lun-vier)	7	6	5	4	3	2	1	<input type="checkbox"/>
3. Frecuencia de servicio el sábado	7	6	5	4	3	2	1	<input type="checkbox"/>
4. Frecuencia de servicio el domingo	7	6	5	4	3	2	1	<input type="checkbox"/>
5. Horario de autobuses entre semana (lun-vier)	7	6	5	4	3	2	1	<input type="checkbox"/>
6. Horario de autobuses los sábados	7	6	5	4	3	2	1	<input type="checkbox"/>
7. Horario de autobuses los domingos	7	6	5	4	3	2	1	<input type="checkbox"/>
8. Tiempo total requerido para su viaje diario	7	6	5	4	3	2	1	<input type="checkbox"/>
9. Disponibilidad de servicio a todos los destinos a los que desea llegar	7	6	5	4	3	2	1	<input type="checkbox"/>
10. Facilidad de transir dentro de GoTriangle	7	6	5	4	3	2	1	<input type="checkbox"/>
11. Facilidad de transferir entre GoTriangle y otros sistemas de tránsito del área	7	6	5	4	3	2	1	<input type="checkbox"/>
12. Limpieza de los interiores del autobús	7	6	5	4	3	2	1	<input type="checkbox"/>
13. Limpieza de las paradas y centro de tránsito	7	6	5	4	3	2	1	<input type="checkbox"/>
14. Su sentido de seguridad personal de otros pasajeros en los autobuses	7	6	5	4	3	2	1	<input type="checkbox"/>
15. Cortesía y ayuda de operadores de autobús	7	6	5	4	3	2	1	<input type="checkbox"/>
16. Utilidad de la información de los operadores telefónicos 485-RIDE	7	6	5	4	3	2	1	<input type="checkbox"/>
17. Utilidad de la información impresa, como horarios o folletos	7	6	5	4	3	2	1	<input type="checkbox"/>
18. Formas para pagar la tarifa del autobús	7	6	5	4	3	2	1	<input type="checkbox"/>
19. Calidad del servicio de internet (WiFi)	7	6	5	4	3	2	1	<input type="checkbox"/>
20. Calidad de servicios GoTriangle en general	7	6	5	4	3	2	1	<input type="checkbox"/>

21. De los servicios en las preguntas 1 a 19 anteriores, enumere los tres más importantes ¿Para mejorar?

1  Más importante \_\_\_\_\_ 2  2do más \_\_\_\_\_ 3  3er más \_\_\_\_\_

22. En una **semana típica**, ¿cuántos días usa GoTriangle? (Círcule solo uno)

0 (Ninguno — No es un pasajero regular de GoTriangle) 1 2 3 4 5 6 7

23. ¿Cuál es el propósito principal numero UNO para el que usa con **mayor frecuencia** el autobús GoTriangle? ¿Es para ir o venir de... (Marque solo uno)

- 1  Trabajo 2  Escuela/colegio 3  Compras  
4  Médica/dental 5  Recreación/evento 6  Otro

24. ¿Cuánto tiempo llevas viajando en GoTriangle?

- 1  Menos de seis meses 2  Menos de 1 año 3  1-2 años  
4  3-4 años 5  5 o mas años

25. En comparación con hace un año, ¿actualmente viajas en GoTriangle...

- 1  Mas seguido 2  Lo mismo 3  Menos seguido 4  No viajaba hace un año

26. Marque los sistemas de autobús de Triangle Region que use en una semana **típica**.

- 1  GoRaleigh 2  GoDurham 3  GoTriangle 4  GoCarry  
5  Chapel Hill Transit 6  Duke Transit 7  WallLine

27. Al hacer este viaje de un sentido, ¿cuántas veces se conecta o transfiere a otro autobús para completar su viaje? (Círcule solo uno)

- 0 - Sin conexiones/transferencias 1 2 3 o más conexiones/transferencias

28. Para su tarifa en el **primer autobús GoTriangle** que abordó durante este viaje, ¿Usted... (Marque solo uno)

- 1  pago solo en efectivo por ese viaje 2  compro un pase de un día en el autobús  
3  uso un pase de un día comprado con anticipación 4  uso un pase de 7 o 31 días  
5  uso identificación universitaria u otra 6  uso un GoPass  
7  uso tarifa gratis e identificación para personas mayores

29. ¿Cómo llegaste a la parada donde tomaste el primer autobús GoTriangle que subiste durante este viaje? (Marque solo uno)

- 1  Caminando 2  Uso bicicleta propia 3  Uso bicicleta/scooter alquilado  
4  Manejo 5  Fue dejado por familia/amigo 6  Uber o Lyft  
7  Autobús que no sea GoTriangle 8  Otro \_\_\_\_\_

30. ¿Usas un teléfono celular? 1  Sí 2  No

a. Si usa un teléfono celular, ¿tiene acceso a Internet en él? 1  Sí 2  No

b. ¿Tiene una aplicación móvil para transito local en su celular? 1  Sí 2  No

31. ¿Tiene una licencia de conducir válida? 1  Sí 2  No

32. ¿Cuántos conductores con licencia viven en su hogar (incluido usted si tiene una licencia)?

- 0 Ninguno 1 2 3 4 5 6 7 8 o más

33. ¿Cuántos automóviles u otros vehículos están disponibles para su uso?

- 0 Ninguno 1 2 3 4 5 6 7 8 o más

34. ¿Cuántas personas, incluidos usted y cualquier niño, viven en su hogar?

- 0 Ninguno 1 2 3 4 5 6 7 8 o más

35. En los últimos 30 días, ¿cuanto ha usado Uber o Lyft en la región de Triangle?

- 1  0 en absoluto 2  1 vez 3  2 veces 4  3 veces 5  4 o mas veces

36. Si usó Uber o Lyft en los últimos treinta días...

a... ¿Usó GoTriangle y Uber/Lyft durante el mismo viaje de un sentido?

- 1  Sí 2  No

b... ¿Usó Uber/Lyft para un viaje que de otra forma hubieras hecho en GoTriangle?

- 1  Sí 2  No

¿Si sí, lo hiciste porque? \_\_\_\_\_

37. Durante cualquier parte de este viaje en el que esté ahora, ¿usó o usará:

a. Una Lime, Citrix Cycle, o bicicleta compartida similar 1  Sí 2  No

b. Una Bird, Lime, o scooter de alquiler similar 1  Sí 2  No

38. Marque todo lo siguiente que aplique a usted. Eres tú...

- 1  Empleado de tiempo completo 2  Empleado de medio tiempo 3  Desempleados y buscando trabajo  
4  Ama/o de casa 5  Estudiante 6  Jubilado/a 7  Puesto voluntario

39. ¿Cuántos años tienes? \_\_\_\_\_ Años

40. ¿Te identificas como... 1  Hombre 2  Mujer 3  Prefiero no responder

41. ¿Te consideras... (Por favor marque todo lo que corresponda a usted)

- 1  Afroamericana/Negro 2  Asiatico 3  Caucásico/Blanco  
4  Hispano 5  Indio Nativo Americano 6  Otro: \_\_\_\_\_

42. ¿Qué tan cómodo estás hablando inglés? (Marque solo uno)

- 1  Muy cómodo 2  Mayormente cómodo  
3  Ligeramente cómodo 4  No Comodo

43. ¿Qué idioma hablas con más frecuencia en casa? (Marque solo uno)

- 1  Inglés 2  Español 3  Otro: \_\_\_\_\_

44. ¿Cuál es su ingreso familiar total anual? (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  Mas de \$100,000

Comentarios: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**¡Gracias! Por favor devuelva esta encuesta al encuestador en su autobús.**



## Appendix C: Rider Comments

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

100	I WOULD LIKE TO BE ABLE TO USED CARD OR CASH APP TO PAY BUS FAIRE AND BUSES RUN 24/7 AT ALL LOCATIONS
100	IF THE BUSES ARE GOING TO RUN/LEAVE ON TIME, THEN EACH BUS NEEDS TO DEPART AT THE CORRECT TIME. NOT ONE, TWO OR THREE MINUTES LATER. THIS HAPPENS A LOT AT THE REGIONAL TRANSIT CENTER.
100	IM A BIG FAN OF THIS SYSTEM AND IT IS ALWAYS IMPROVING.
100	Im studying abroad at UNC. So I dont know that much about go triangle. Use it because its cheaper
100	INCOME IS ESTIMATED; I DONT KNOW HOW MUCH MY ROOMMATE EARNS IN A YEAR AND (ESTIMATED BASED ON MY WAGE AS A TA (-UR- HAS A TA POSITION TOO)
100	ITS SO HARD TO GET TO DURHAM FROM RALEIGH
100	LOVE GO TRIANGLE THE BUS OPERATOR ON 2830 IS EXTREMELY RUDE & COLD -NEED ANOTHER JOB -10/09/2019 10 0 9:40 PM TIME
100	MY HUSBAND AND I ARE VISITING FROM SAN FRANCISCO. WERE USED TO TAKING TRANSIT, AND WE CHOSE TO TAKE THE BUS DOWNTOWN BECAUSE IT WAS -UR- COMPETITIVE W/ UBER IN THE TRANSIT APP. (THE WIFI LOGIN SCREEN ISNT MOBILE FRIENDLY)
100	MY HUSBAND AND I LIVE IN RALEIGH AND DO NOT HAVE ANY AUTOMOBILES. I GOT TO SCHOOL AT UNC AND MY HUSBAND WORKS IN RTP. WE MAKE OUR WEEKDAY COMMUTE TRIPS WITH GO TRIANGLE. FOR WEEKEND OR EVENING ACTIVITIES WE WALK, BIKE, OR TAKE AN UBER/LYFT. WE WOULD LIKE TO TAKE TRANSIT MORE DURING THOSE TIMES IF THERE WAS MORE FREQUENCY & SPAN OF SERVICE.
100	MY NAME IS JEREMY AND THIS THE BEST DURHAM RALEIGH BUS EVER.
100	MY WORK & HOME ARE ON A GORALEIGH ROUTE, BUT ITS FURTHER TO DRIVE. THE AIRPORT BUS IS VERY CONVENIENT BUT DOESNT RUN LATE OR EARLY ENOUGH FOR ALL FLIGHTS. ID LIKE TO USE DRX BUT IT DOESNT RUN LATE NIGHT OR WEEKEND.
100	NEED TO RUN 28 HOURS A DAY LIKE NY BUSES
100	OVERALL GOTRIANGLE IS EXCELLENT. THE ONLY FEW STUFF I CAN THINK AS IMPROVEMENTS: 1. RDU - DURHAM SHUTTLE 2. MORE BUSES TO STORES/SHOPS ON WEEKENDS.
100	OVERALL, I THINK THE DRIVERS ARE GREAT, BUT A FEW TIMES I WAS TRANSFERRING FROM A GORALEIGH BUS SO IM NOT PERFECTLY ON TIME. I WAVED AT THE DRIVERS AND THEY SAW ME BUT STILL DROVE BY WHICH WAS INCONVENIENT FOR ME. i LIKE THE NEW BUS TOO
100	OVERALL, IM VERY HAPPY. I WISH MY NEIGHBORHOOD IN DURHAM (HOPE VALLEY FARMS) WAS BETTER SERVED.
100	P.S. WHEN THIS BUS IS LATE (GO-TRIANGLE) GETTING TO OUR CONNECTING BUS WE HAVE TO WAIT A HOUR FOR T HE THEN NEXT BUS ITS NEED TO BE ANOTHER WAY. AFTER 8PM THANK-YOU
100	PLEASE ADD THE ABILITY TO PAY WITH PHONE
100	PLEASE MAKE APPLE PAY/CREDIT CARD PAYMENT AVAILABLE
100	REGIONAL TRANSIT CENTER I WOULD LIKE TO MAYBE HAVE COVERED SHELTERS IN THE FUTURE IN CASE OF RAIN OR SNOW.
100	SERVICE IS GREAT FOR THE MOST PART. HOWEVER AT TIMES THE SIGN DOES NOT CHANGE @ RDU AIRPORT AND SOME DRIVERS ARE RUDE ONCE YOU APPROACH BUS TO VERIFY DESTINATION.
100	SERVICE IS GREAT ONLY COMPLAINT IS A -UR- SERVICE -UR- SHUTTLE RDP TO REGIONAL BUS STATION
100	SHOULD OPERATE ONE MORE BUS AFTER 11PM TO/FROM THE AIRPORT TO RALEIGH AND MAY CONSIDER A ROUTE FROM AIRPORT TO DURHAM DIRECTLY
100	SOME SORT OF REFILLABLE RFID TICKETING WOULD BE GREAT. NEW, UNPADDED SEATS OFTEN LOOK DIRTY AND ARE VERY UNCOMFORTABLE TO SIT IN FOR AN HOUR.
100	SUNDAY SERVICE TO THE AIRPORT IS GREAT. THANKS!
100	THANK YOU FOR EXTENDING THE GORALEIGH BUS 102 HOURS TO GARNER!! GO TRIANGLE BUS 100 SHOULD HAVE DIF FERENT CODES FOR DIFFERENT DIRECTIONS (EX:) GOLIVE1577)
100	THANKS ALL FOR YOUR WORK. PLEASE IMPROVE BUS ON-TIMING ARRIVALS
100	THE BUS IS REALLY NICE THANKS

100	THE DUKE GO PASS IS SO GREAT! I CAN HOP ON AND OFF EASILY. I AM FROM NEW YORK CITY - I GREW UP USING PUBLIC TRANSPORTATION. ITS GOOD FOR THE ENVIRONMENT
100	THE USE OF UBER/LYFT IN LIEU OF ACTUAL SHUTTLE SERVICE MAY HAVE SOME LOGISTICAL AND FLEXIBILITY ADVANTAGES BUT IS HIGHLY QUESTIONABLE SINCE (1) THESE ARE NOT COMMERCIALY LICENSED DRIVERS (LEGAL /SAFETY IMPLICATIONS) AND (2) THE SUBSIDIES AVAILABLE SIGN ON OFF FUNDS THAT GO TRIANGLE OTHERWISE COULD (AND SHOULD) PUT TOWARD REGULAR BUS OR RENEW SHUTTLE SERVICE (FINANCIAL/FISCAL CONCERNS OF PUBLIC MONEY GOING TO PRIVATE ENTITIES). RETHINK/REVISIT THAT OPTION.
100	THERE IS A LOT OF QUESTIONS ON HERE. HUND HURT. UMMMM WHO EVER GAVE ME THE SURVEY IS REALLY PRETTY
100	THERE IS NO SEAMLESS TICKET SYSTEM. I HAVE TO BUY A PASS FOR ONE BUS TO GET TRIANGLE REGIONAL. WHEN CAT BUS HAVE EVER DAY REGIONAL DO DOES NOT VERY AGGRAVATINEZ
100	THERE IS ONE BUS DRIVER (10:30 PM) WHO USUALLY COMPLETES THE LAST RIDE FROM THE TRIANGLE BUS STATION TO GO RALEIGH BUS STATION. HE HAS BEEN VERY DISRESPECTFUL TOWARDS ME. BESIDES THAT, I CAN ONLY SH ARE POSITIVE REMARKS. WILL RECOMMEND.
100	TOO MANY BUS STOP WITH NO SEAT AND COVER AND THE ELDERLY / AND MOTHER WITH CHILDRENS WHY WE ARE STATE CAPITAL
100	Transportation is very good. THX
100	VERY APPRECIATE FOR THE SERVICE PROVIDED.
100	VERY DISSATISFIED WHEN BUS PASS ISNT PRODUCED WHEN PAID FOR ON THE BUS HAVING TO GIVE YOUR NAME TO TRAVEL ISNT FOR CITY
100	VERY GOOD JOB
100	WHILE I DO NOT FEEL UNSAFE, I DO BELIEVE EITHER GT STAFF OR LOCAL POLICE OR SHERIFFS NEED TO SHOW PRESENCE AT THE PLATFORMS. RALEIGH PD HAS VERY CLEAR PRESENCE AT GORALEIGH STATION. THE URINE AT DACA STAIRWELL IS AWFUL. CAN YOU HELP
100	WI-FI SHOULD BE OVEREXPOSURE PEOPLE ON OF WITHIN THE SMALL BUS CABIN - WI-FI SHOULD BE ALLOWED IN WIDE OPEN SPACES!
100	WOULD BE NICE TO HAVE FASTER SERVICE FROM RTC TO RALEIGH. ALSO LATE NIGHT SERVICE SO WE CAN RIDE TRANSIT TO CONCERTS, SPORTING EVENTS, ETC.
100	ZONING MANDATES PARKING SPACES BUT NOT WALKABILITY - I HELP YOU BEING TO WALK GO/FROM BUS STOP. MORE FREQUENTLY IS THE MAIN THING I WANT
105	-ADD SOME BIKE RACES ON SOME BUSES (MINI-BUSES) -WORK ONE SOME BUSES ARMION) TIME (SOME BUSES A MIRE LATE OR LEAVE CARING FROM THE BUS STOP) -OVERALL. EXCELLENT SERVICE
105	AWESOME SERVICE!!
105	BEST TRANSIT SYSTEM IVE USED IN NC. I HAVE PREVIOUSLY LIVED IN CHARLOTTE & ASHEVILLE. RALEIGH IS FAR AND AWAY THE BEST, BUT COULD STILL IMPROVE.
105	Evening connections could be better - I notice that people trying to make 5:00 connections at RTP often miss them
105	EVERYTHING GREAT APART FROM FREQUENCY.
105	Fix the problem with transfers, buses tend to come in and out of the depot whenever instead of set departure times
105	HAVE HAD A COUPLE OF INSTANCES (ONE ON RT 300 ANOTHER ON RT 100) WHERE BUS DRIVER DID NOT STOP, EVEN THOUGH I WAS STANDING AT BUS STOP. I GENERALLY LIKE GO TRIANGLE! KEEP UP THE GOOD WORK!
105	I DO ENJOY THE RIDES MOST OF THE TIME. FREQUENTLY I HAVE -UR- VERY NICE DRIVERS. KIND AND SAFE DRIVERS DURING MY MORNING COMMUTE AND MY AFTERNOON 4-10PM RIDE
105	I FEEL LIKE THE GOPASS SHOULD BE CHEAPER AND I LIVE ONE MILE OUTSIDE RTP AND DONT QUALIFY FOR FREE LYFT BUT I USE LYFT AND TRANSIT EVERYDAY, SHOULD BE MORE AFFORDABLE
105	I WOULD LOVE DIRECT XPRESS SERVICE ON WEEKENDS BETWEEN DURHAM, CARY, RALEIGH CHAPEL HILL. A TON OF MY FRIENDS WOULD RATHER BUS THAN 1YFT/UBER ACROSS THE TRIANGLE

105	I WOULD PAY X2 MORE IF THERE WERE X2 FREQUENCY OF SERVICE M-F. I WISH THERE WAS A LIGHTRAIL CONNECTING RALEIGH AND RTP. I WOULD TAKE IT EVERYDAY. EVERYONE MY AGE THINKS THE BUS SYSTEM IS BROKEN IN THE TRINAGLE. THE NEW BUS I AM RIDING RIGHT NOW (1902) IS A STEP DOWN IN LEVEL OF COMFORT. THESE CHAIRS ARE TERRIBLE. ALSO ON THE HIGHWAY THE DB (DECIBEL) LEVEL IS MUCH HIGHER IN THIS BUS. (80 VS 74) LESS LEG ROOM AS -UR-.
105	If every transit system had the option of a USB port on every bus I believe that everyone will have a much better riding experience. Reason being is more phone charged can equal to less accidents on buses
105	KEEP UP THE GOOD WORK. FILLED OUT BY SURVEYOR. PERSON WAS BLIND & I READ THE QUESTION TO HIM RS
105	KEEP UP THE GOOD WORK. YOUR DRIVERS DO GREAT WORK!
105	LOVE THE BUS SYSTEM! MAKES THE AIRPORT TRIP EASY!
105	More sheltered stops would be nice.
105	MY GIRLFRIEND IS HARASSED BY MEN ON THE BUS MULTIPLE TIMES A MONTH. I AM SURE THIS IS A PROBLEM FOR OTHER WOMEN AS WELL.
105	NEED MORE BUS STOPS IN MORRISVILLE AREA. THERE IS VERY LESS CONNECTIVITIY BETWEEN MORRISVILLE LOCATIONS AND THE TRIANGLE TRANSIT AT SKILER ROAD.
105	NONE FILLED OUT ON BEHALF OF BLIND RIDER
105	OVER ALL I FIND GOTRIANGLE VERY EFFICIENT & THE BUS DRIVERS POLITE, COURTEOUS AND ACCOMODATING - TH E SAME CAN BE SAID OF THE SUPERVISORS.
105	PLEASE INCREASE BIKE RACK SPOTS!
105	PROVIDE CUSTOMER SERVICE COURSE TO OPERATORS NEED TO IMPROVE CONNECTIONS AT RTC. WAITING 30-40 MINU TES TO CONNECT IS RIDICULOUS. THANKS
105	THANK GOD FOR GO TRIANGLE, GO DURHAM AND GO REGIONAL TRANSIT ROUTES. I REALLY APPRECIATE YOUR TRANS IT SERVICES.
105	THANK YOU FOR THE OPPORTUNITY TO PROVIDE FEEDBACK!
105	WHEN THE BUS IS COMING LATE, SPECIALLY IN THE STATION DURHAM & RALEIGH STATION THEY SHOULD ANNOUCE OR SHOULD APPEAR ON TV SCREEN MOSTLY IN RAL STATION. NOTIFICATION SHOULD ANNOUNCE IMMEDIATELY, IF THERE IS NO TV SCREEN
105	WITH ME BEING IN A WHEELCHAIR ITS IMPORTANT WHERE THE RAMP GOES DOWN BECAUSE I COULD FALL. I HAVE F ALLEN DUE TO POOR JUDGEMENT OF THE DRIVER IN THE BEST WAY TO UTILISE THE RAMP SAFELY.
105	WOULD BE GREAT IF THE BUST STOPS ARE MORE ACCESSIBLE. IN TERMS OF REACHING THEM FROM OUR HOMES.
105	WOULD RIDE MORE OFTEN IF MORE DESTINATIONS WERE COVERED
300	A WAY TO KNOW WHETHER BOTH BIKE SLOTS ARE FULL ON A BUS, OR MORE FLEXIBILITY WITH BRINGING IT ON BOARD. MOBILE APP CAN BE DIFFICULT TO USE.
300	ALL BUSES IN TRIANGLE AREA NEED TO BE ABLE TO TAKE THE GORALEIGH CHIP CARD. THIS IS FRUSTRATING. OPERATORS ARE VERY HELPFUL & NICE
300	ALL DRIVERS ARE GOOD SOME ARE GREAT. BEEN RIDING 5X/WK FOR 8MOS TO WORK DOWNTOWN FROM CARY. WOULD LIKE MORE ROUTES FROM CARY
300	ALL THE DRIVERS ARE GREAT AND HELPFUL.
300	AWESOME SERVICE.
300	BRING BACK BUS 311 TO SERVE EPA. THANKS.
300	BUS 300 IS ALMOST LATE AFTER 4PM. CARY MUST BE SERVED AFTER 6:30PM
300	BUS DRIVERS ARE ALWAYS VERY HELPFUL WITH SHARING BUSLINE INFORMATION.
300	BUS HAS TO RUN LATER EVERYDAY & DEFINATELY MORE FREQUENT ON SUNDAY
300	Buses on time Im older to connect with next bus. Thanks
300	DEFINITELY NEED TO WORK ON BEING MORE ON TIME.
300	EXCELLENT SERVICE

300	GET BUSSES ON CARY PARKWAY
300	GO TRIANGLE IS A NICE WAY TO COMMUTE FROM CARY TO DURHAM
300	GOOD
300	HAVE A GREAT DAY
300	HAVE BEEN LUCKY ENOUGH TO ENCOUNTER SOME EXCEPTIONAL DRIVERS - U. HELPUFUL IN PROVIDING DIRECTIONS/ MAKING SURE MYSELF / OTHER PASSENGERS GOT ON THE BUS THEY NEEDED - PLEASE PASS ON OUR THANKS! WOULD LIKE TO SEE RTC -> CARY TRAIN STATON LEG RUN BETWEEN 9AM - 3PM, JUST ONCE A HOUR WOULD BE USEFUL.
300	HAVE HAD MANY EXPERIENCES WITH RUDE OR AGGRESSIVE DRIVERS, BOTH WHILE ON THE BUS OR DRIVING MY SCOOTER (MOPED) IVE DOCUMENTED 3 TIMES THEY CLEARLY BROKE TRAFFIC BUS LAWS & ENDANGERED ME.
300	I LIKE THE 11 BUS RALEIGH
300	I LOSE SO MUCH MONEY OFF THE BUSES BEING LATE AND BEACUSE YOU WONT LET ME USE CHARGE CARDS FOR 7-DAY PASSES. ITS RIDICULOUS AND EXPLOITATIVE 910-536-8819 IS MY CELL NUMBER
300	IM NOT SURE
300	IM REALLY DIGGING THE SYSTEM. I HAVE ABOUT A MILE WALK TO MY STOP TO WOULD PREFER SOMETHING CLOSER. AT LEAST I GET EXERCISE THAT WAY. I PLAN TO EXPLORE SERVICES MORE. WOULD LIKE AN EASIER WAY TO PURCHASE REGIONAL 31 DAY PASS. SNAIL MAIL IS SLOW.
300	INGRID 9192980878
300	IT IS VERY EXPENSIVE TO RID THE BUS DAILY TO WORK. I GET A 7 DAYS PASS BUT B/C I LIVE ON WESTERN BLVD. I HAVE TO GET A REGIONAL PASS. I THINK THEY SHOULD HAVE A DISCOUNTED PASS OR A PROGRAM TO HELP YOU PAY.
300	IT WOULD BE WISE TO ELIMINATE 100. RUN 105 ALL DAY AND CREATE A NEW 2X/HR ROUTE FROM RDU TO RTC.
300	IT WOULD BE NICE IF THE BUSES STARTED EARLIER IN THE MORNING.
300	KEEP IT UP
300	LOST & FOUND IS NOT GREAT. I LEFT MY PHONE ON THE BUS IN AUG IMMEDIATELY REALIZED IT BUT COULD NOT GET IN TOUCH WITH APPROPRIATE PERSONS TO ALERT THE DRIVER EVEN THOUGH I COULD SEE FROM GPS THAT PHO NE WAS STILL ON BUS & SPOKE TO OTHER DRIVERS ON THE ROUTE THAT DAY. PHONE WAS APPARENTLY NEVER TURN ED IN TO LOST & FOUND...EVEN THOUGH IT REMAINED ON THE BUS ALL DAY UNTIL THE BATTER RAN OUT.
300	LOVE GO CARY!
300	LOVE THE APP TO SHOW BUS IN REAL TIME!!! THIS IS WHAT MAKES IT SO CONVENIENT. PLEASE RUN 105 MORE F REQUENTLY
300	ME GUSTARIA PUSIARAN PARADAS MAS SARCA ESTAN MUY RETIRADAS
300	MIGHT USE RENTAL SCOOTERS FOR LAST HALF MILE OF TRIP WHEN TAKING SECONDARY ROUTE OUTBOUND
300	MORE TICKET PURCHASE
300	MOST DRIVERS ARE NICE, HOWEVER THERE ARE QUITE A FEW WHO ARE RUDE & DONT WANT YOU TO ASK QUESTIONS
300	Need earlier weekend time.
300	NEED MORE STOPS IN CARY AND MORE TIMES FOR STOPS
300	NEED THE RTC BUS TO RUN EVEN DURING NO RUSH HOUR FROM CARY TO RTC AND RTC TO CARY I.E. 9:30 AM - 3:30 PM. NOT GOING THROUGH RALEIGH TO GET TO RTC.
300	NEED TO UPGRADE HOURS BUSES RUN. THANK YOU.
300	NICE TRIP.
300	NO COMMENTS. JUST STARTED RIDING A WEEK AGO.

300	PLEASE ALLOW -UR- ON PHONES
300	PLEASE PUT A SHELTER ON PARAMOUNT PARKWAY. LONG WALK FROM PEREMITER PARKWAY TO PARAMOUNT A CLOSER S TOP IF POSSIBLE IM NOT AS YOUNG AS USE TO BE!!
300	ROCK ON!
300	SALAMENTO QUE PASEN 105 BUS A TIEMPO
300	SOME DRIVERS ARE NOT FRIENDLY
300	START EARLYER ON SUNDAY
300	STUDENT, NO INCOME
300	THANK YOU
300	THANK YOU
300	THANK YOU FOR PROVIDING THIS SURVEY FOR RIDERS. HOPEFULLY IT WILL ENHANCE THE SERVICE OF GOCARY/ GORALEIGH/GOTRIANGLE. IT IS HARD TO MAP OUT WHEN THE GOCARY IS COMING ON THE WEEKENDS USING THE APP SO I HAVE TO CALL EVERY TIME TO SEE WHAT TIME THE BUS IS COMING. ALSO, COULD YOU ALL CONSIDER PLACING A GOCARY BUS STOP DOWN BY THE APTS. (VIE AT RALEIGH) & THE REPUBLIC
300	THANK YOU FOR THESE FREE GOVERNMENT SERVICES FOR YOU ADULTS (STUDENTS)
300	THANK YOU SO MUCH FOR RUNNING THIS SERVICE. I WISH YOU GUYS HAD MORE FREQUENT SERVICES AFTER 9:40. EVERY 20 MINUTES WOULD BE AWESOME. THANK YOU AGAIN!
300	THANK YOU VERY MUCH!
300	THANKS FOR PROVIDING EXCELLENT SERVICIO!
300	THANKS FOR THIS OPPORTUNITY I LOVE TO USE GOTRAINGLE PUBLIC TRANSIT. I CARE FOR ENVIRONMENT.
300	THAT MY INCOME --- IDK MY ROOMMATES.
300	THE BUS SERVICE HERE, IS HORRIBALE!!!!
300	THE BUSE STOP AT FALCON BRIDGE (NEAR FARMINGTON & HWY 54) IS VERY DANGEROUS! I HAVE ALMOST BEEN HIT BY A CARE MULTIPLE TIMES THERE NEEDS TO BE A CROSS WALK ACROSS HYW 54 AND THE BUS SHOULD STOP CLOSER TO THE CROSSWALK! MANY PEOPLE UTILIZE THAT STOP!
300	THE BUSES ARE WELL-KEPT, AND THE DRIVERS ARE GREAT, BUT I THINK THE BUSES SHOULD RUN MORE DURING NO T BUSY HOURS, AND TO MORE AREAS.
300	THIS A VERY TRANSIENT COMMUNITY, AND PPL ARE TRAVELING IN RALEIGH, CARY, DURHAM ALL THE TIME, AND THERE NEEDS TO BE ONE CENTRAL HELP STATION / CELL CENTER. NOT SEPARATE ENTITIES LIKE GORALEIGH, GOTRIANGLE, GO CARY, GO DURHAM
300	TIMES AVAILABLE AT NIGHT AFTER 10PM WHEN THE LAST BUSES LEAVE DOWNTOWN @ 11PM
300	TOOMANY STOPS IN THE AFTERNOON - BUS TREN RUNS LATE
300	VERY OUTSTANDING
300	WISH THERE WERE MORE ROUTES OR -UR- SOMETHING LATE BECAUSE OF -UR-
300	WOULD LOVE IF GO CARY RAN FURTHER INTO DIFFERENT PARTS OF CARY AND MORE FREQUENTLY.
300	YOU NEED BETTER TRANSIT STATIONS. YOU NEED TIME SCHEDULES AND BUS CONNEDTIONS. YOUR BUS STOPS ARE NOT FOR CLIMATE CHANGES IN WEATHER NOR ARE THEY IN SAFE LITE LOCATIONS. CALL TUCSON AZ TRANSIT LEARND AT LESSON IN PROPER TRANSIT.
301	COLLEGE STUDENT.
301	DRIVERS HAVE ALWAYS BEEN VERY FRIENDLY & HELPFUL OCCASIONALLY BIKE & BUS TO WORK; HOWEVER, W/O A BIKE OF WOULD BE DIFFICULT - BUSES DON'T RUN OFTEN ENOUGH TO TRY TO TRANSFER. IT WOULD TAKE TO LONG
301	GET RID OF THE DAMNED SURVEILLANCE CAMERAS ON THE BUSES!!!!!!!!!! IM AN AMERICAN I DONT LIKE BEING SPIED ON!
301	HAVING DEVICE WITH TRANSLOC PAGE FOR STOP LOADED SO PEOPLE CAN GET LIVE -UR- ESTIMATES.



301	I THINK THERE SHOULD BE A GOAL TO HAVE 30 MINUTE SCHEDULES EXTENDED PAST 6PM WEEKDAYS. THE MOBILE APP SHOULD BE MORE ACCURATE WITH BUS ARRIVAL TIME. RIDERS SHOULD BE ABLE TO PAY FARE BY CREDIT/ DEBIT CARD.
301	MOST DRIVERS ARE RUDE, DONT KNOW WHERE THEY ARE GOING AND CERTAINLY NOT HELFUL TO CUSTOMERS THEY DO NO RUN AT NIGHT LIKE THEY SHOULD
301	NEED BETTER SERVICE TO RTP
301	Please be sure to notify riders of stop location changes. 2 times this year my stop has moved with no notice.
301	THERE SHOULD BE A FOCUS ON WAIT TIMES BETWEEN MAIN ROUTES AND CONNECTORS SUCH AS #11 AND #11L. THE ARRIVAL OF ONE AND THE DEPARTURE OF THE OTHER FROM A STOP SHOULD BE WITHIN A FEW MINS OF THE OTHER
305	CAN THE 311 AT LAKE PINE AT 6:04PM BE AJUSTED. IT IS A POOR CONNECTION W/ THE 305 AND THE 311 HAS A N EXTRA 5 MIN AT GALAZY FOODS HE TOLD ME. (CHRIS O SULLIVAN. IT WA 6:08PM BY AVG
305	GREAT SERVICE.
305	HAPPY WITH SERVICE
305	I love riding the bus to and from work. Its easier than driving!
305	I WOULD LOVE IF THERE COULD BE MORE AVAILABILITY OF THE 305 BUS. ITS THE ONLY ONE THAT COMES BY HOUSE & I SOMETIMES NEED TO USE IT ON WEEKENDS OR DURING THE MIDDAY. OTHERWISE, YALL ARE DOING GREAT!
305	IT WOULD BE GREAT IF THE NCSU WOLFLINE & RALEIGH R LINE COULD BE INCORPORATED INTO THE INFO W/IN TH E TRANSLOC RIDER APP, PAYMENT OPTIONS TOO
305	LIKE THE GOLIVE TEXTING
305	NEED 305 ON WEEKEND 700 MORE ON WEEKDAY
305	ONLY COMPLAINT I HAVE IS THERE ARE NO STOPS ON HILLSBORO IN RALEIGH. BETWEEN JONES FRANKLNI AND MAYNARD.
305	Overall, excellent service! Buses are almost always on time, the ride is usually comfortable and efficient. Only one area for improvement: the phone app (Rider) frequently shows No Prediction for the 305, even when the bus icon appears on the map. Also, occassionaly the driver appears not to activate GPS - No prediction, no bus icon, and Out of Service on the bus in the AM.
305	PLS ADD MORE TIP FOR 305 SOME PEOPLE WORK 6AM OR GET OFF 3PM THANKS!
305	PREFERRED TO HAVE MORE SERVICE LIKE 4:330PM AND 9:30 AM
305	REALLY UPSETTING WHEN WERE LATE BECAUSE DRIVERS ARE USING THEIR CELL PHONES, OR IF THEY GET OFF THE BUS TO USE THEIR CELL PHONES.
305	STARTED USING GO TRIANGLE RECENTLY AND IT IS GREAT. IF YOU CAN REDUCE THE TOTAL TIME TO GET TO DOWN TOWN IT WILL BE AWESOME. AND SOME INTERNAL CONNECTIONS INSIDE APEX TO GET TO TRANSIT CENTER.
305	TECHNOLOGY TO ALLOW DRIVERS TO SEE UNK CONNET TO BUSES
305	VERY ANNOYING WHEN SMALL BUS COMES AND YOU CANT FIND ON TRANSLOCATED
305	While the 305 bus @ 6:20, 4:00, and 5:05 are usually on time, the buses leaving Lake Pine Plaza @ 7:10, Wilm. St. @ 5:50, and esp. 6:57 are extremely late.
305	WOULD LIKE TO HAVE BUSES RUNNING IN HOLLY SPRINGS AREA. SO THAT WE CAN SAVE ABOUT ONE HOUR PER DAY DRIVING FROM/TO HOME TO GET THE BUS.
310	ADD MORE DESTINATIONS. THANKS. EVERYTHING ELSE IS WONDERFUL.
310	PREFER NOT TO ANSWER 44
310	SOMETIMES SAME BUSES COME LATE ON BUS STOPS AND IN STATION HOPE YOU CAN IMPROVE THAT ISSUE.
310	TAKES ME 2 HOURS TO GET TO SCHOOL WHEN IT IS ONLY 20 MINUTES AWAY FROM MY HOUSE
310	THANK YOU FOR YOUR SERVICES!
311	APEX NEEDS MORE BUS SERVICE TO MEET DIVERSED POPULATION OF PEOPLE.



311	BUS ROUTE TO OR NEAR WALMART, GROCERY STORE NEAR GOTRIANGLE WOULD BE HELPFUL.
311	KEEP A CONSISTENT BUS FOR THE 311 BUS. WOULD RATHER HAVE BIGGER BUS BECAUSE IT CAN GET CROWDED IN THE MORNINGS.
311	OVERALL THE TRIANGLE BUS SYSTEM IS GOOD. BUS DRIVERS ARE EXCELLENT & HELPFUL. SOMETIMES THE BUSES COME LATE OR EARLY DUE TO EXPECTED CIRCUMSTANCES -> ADD ROUTES -> ADD BIKE RACKS ON SOME BUSES -> WORK ON SOME BUS AC SYSTEM -> ADD MORE ROUTES
311	PLEASE MAKE THE 311 ACTUALLY DEPART AT 7:55. ALMOST MISSING MY BUS EVERY OTHER WEEK IS GETTING OLD.
311	PLEASE STOP USING SMALL VEHICLES WITHOUT BIKE RACK OR INSTALL RACKS ON ALL VEHICLES USED.
311	SOMETIMES THE BUSES ARE LATE, AND IT CAUSES ME TO MISS MY CONNECTOR BUS
311	USE GOTRIANGLE BECAUSE OF DISABILITY WOULD LIKE SERVICE TO HOLLY SPRINGS
311	YES I TAKE 311 FROM OLD RALEIGH ROAD TO GO TRIANGLE BUT I HAVE TO WAIT A HOUR AND A HALF JUST TO GET ON IT AND I GET OFF AT 3:00PM
400	#9: PLEASE BRING BACK 400 TO WESTGATE UNIVERSITY DRIVE ALL DAY TILL 11:00PM. PLEASE HAVE SERVICE AT NEW HOPE COMMON(DURHAM)
400	1 ISSUE FOR ME IS NO SERVICE TO SOUTH SQUARE WEEKENDS OR MID-DAY. ON WEEKDAYS, GODURHAM DID NOT PROVIDE DIRECT CARTER DURING THESE TIMES EITHER.
400	405 SHOULD RUN TO/FROM CARBORO AT OUT TIMES. OTHERWISE TOO SIMILAR TO 400
400	AS A STUDENT, IT IS VERY CONVIENT TO TAKE THE TRIANGLE-BUS TO SCHOOL. THANK YOU!
400	AS A STUDENTS, THE BUSES ARE COMFORTABLE FOR US TO RIDE. THANKS ALL THE PEOPLE FOR YOUR HARD WORK.
400	BUS DRIVER WAS NICE AND DIDNT LET ME GET LOST (2708)
400	BUSES NEED TO ACCOMODATE MORE TRIPS 15 MINS APART.
400	CHAPEL HILL TRANSIT & GODURHAM ARE VERY HIGHLY COMMENDED MASS TRANSIT SYSTEMS.
400	CHAPEL HILL TRANSIT NEEDS TO DRASTICALLY IMPROVE ITS WEEKEND SERVICE. THEY SHOULD OFFER SUNDAY SERVICE AS WELL.
400	CHAPEL HILL TRANSIT REALLY NEEDS TO IMPROVE THEIR WEEKEND SERVICE, INCLUDING RUNNING BUSES ON SUNDAYS.
400	CLEANER THAN THE GODURHAM BUSES KEEP UP THE GOOD JOB.
400	DIABLED AND ENJOY GOTRIANGLE NO PROBLEMS
400	DO NOT GET RID OF THE 400 BUS. LAST COUPLE OF YEARS GOTRIANGLE HAS TALKED ABOUT IT BUT MANY RIDE IT , LOTS OF APARTMENTS ALONG THE ROUTE
400	ESTIMATED BUT I AM NOT SURE YET. I AM CURRENTLY APPLYING FOR JOBS THAT PAY WITHIN THIS RANGE. I AM SO GLAD I DISCOVERED GOTRIANGLE. THE PUBLIC TRANSPORTATION SYSTEM IN TRIANGLE IS A BEST KEPT SECRET. THANK YOU FOR YOUR SERVICE.
400	EVERYTHING IS GOOD EXCEPT CONNECTING TO THE INTERNET.
400	GOOD JOB!
400	GOTRIANGLE IS BETTER THAN ALL OTHER TRANSIT SYSTEMS
400	GOTRIANGLE NOT EARLY ENOUGH ON SUNDAYS.
400	GRACIAS POR BUEN SERVICIO
400	GREAT ROUTES CONVIENT FOR MY COMMUTE FROM DURHAM TO UNC. MAJOR COMPLAINT IS THE CONFUSION OF WHEN BUSES ARE ARRIVING AT UNC HOSPITAL. BUS TRACKER SAYS APPROACHING FOR UP TO 10 MINS WHILE BUS IS TAKING BREAK SITTING.
400	GREAT SERVICE
400	GT HAS VERY GOOD SERVICE OVERALL. GODURHAM NEEDS TO IMPROVE ITS PUNCTUALITY SIGNIFICANTLY. ROUTE 6 20
400	HOPE FOR MORE BUSES

400	I AM GENERALLY PLEASED WITH THE BUS SYSTEM BUT THE APP IS SO FRUSTRATING. ITS ALMOST ALWAYS ANYWHER E FROM 5-45 MINUTES INCORRECT WHEN ESTIMATING ANY BUSES ARRIVAL TIME.
400	I CANT REPAIR/REPLACE CAN BUS IS ME TRANSPORT UBER/LYFT TOO EXPENSIVE
400	I ENJOY THE BUS RIDE AND APPRECIATE THE DRIVERS WHO ARE HELPFUL TO THE PASSENGERS, -UR- POLITE AND GOOD DRIVERS. IF THE BUS RAN LATER ON SATURDAY OR SUNDAY IT WOULD BE USED MORE FOR ATTENDING EVENTS . WOULD LOVE TO SEE MORE AREAS SERVICED BY THE BUS THANK YOU!
400	I ENJOY THE SERVICE
400	I GREATLY HOPE THIS SURVEY MAKES AN IMPORTANT EMPACT ON THE QUALITY OF SERVICE TO GOTRIANGLE PASSENGERS. ALSO ID APPRECIATE IF THE ATTITUDES OF THE OPERATORS CONDUCT THEMSELVES IN A MORE PROFESSIONAL MANNER. THANK YOU! A CONCERNED PASSENGER.
400	I JUST WANT TO SHOUT OUT TO ANNA AND JEAN, TWO EXCELLENT DRIVERS ON THE 400 ROUTE!
400	I KIND OF LIKE THE -UR- EXCEOT THAT SOMETIME THE DRIVER SEE YOU GOING TOWARD THE BUS AND WHEN YOU TRY TO STOP THEM THEY JUST DRIVE -UR- THOUGH YOU ARE A REGULAR PASSENGER
400	I RIDE THE 400, AND LIVE ON THE PORTION OF THE ROUTE THAT DOESNT GET SERVICE AFTER 6:30 PM. THIS CAN BE VERY INCONVENIENT AT TIMES. I THINK MORE STOPS NEED TO BE ADDED, AND THE FREQUENCY OF SERVICE CONSISTENTLY INCREASED.
400	I WISH THE BUS WOULD GO TO DMP. I WISH THE BUS WOULD INCLUDE SOUTH SQUARE STOPS ON ALL RUNS NOT TO STOP GOING THERE AT A CERTAIN TIME.
400	I WISH THE TEMPERATURE CAN BE BETTER REGULATED, IT IS EITHER TOO HOT OR TOO COLD. THE RIDER APP IS INACCURATE 30% OF THE TIME
400	-I WORK UNTIL 7PM OR LATER - EVENING SERVICES TOO FEW BUSES -405 WAIT 55 MINUTES ONE AFTERNOON NOT TENABLE
400	I WOULD LOVE IF YOU INTRODUCE A FREE RIDE FOR A PERSON ALONG WITH A STUDENT ON WEEKENDS, HOLIDAYS / AFTER -UR- HOUSRS. IT IS ONLY A SUGGESTION, I AM VERY HAPPY WITH GOTRIANGLE.
400	IMPROVE ETA ON APP
400	IMPROVE FREQUENCY OF SERVICE -UR- ON WEEKDAYS AND WEEKEND.
400	IMPROVE TRACKING DEVICES ON BUSES FOR THE APP.
400	INCREASED -UR- STOPS BETWEEN DURHAM AND BRIER CREEK FROM STATION WHERE DATA WILL NO LONGER SERVICE LIKE ELLIS ROAD
400	INTERNET SERVICE ON NEW BUSSES IS NOT VERY GOOD
400	IT WILL BE GREAT TO HACE MORE FREQUENCY AT PATTERSON PLACE IN THE STOP OF DURHAM DRIVE.
400	IT WOULD BE NICE IF BUSES COME MORE FREQUENTLY ACROSS PATTERSON PLACE AREA.
400	IT WOULD BE NICE TO BE ABLE TO BUY BUS PASSES IN MORE LOCATIONS, LIKE GROCERIES
400	JUST TRY TO MAKE SURE THAT BUS ARRIVE AT STATION BY TIME BEFORE OTHERS TAKE OFF. IT IS RARELY WHEN A BUS ARRIVE LATE, BUT THOSE ARE TIME MAY MAKE ME NEED TO HAVE LYFT TO GO TO MY DESITINATION
400	KEEP IT UP!
400	KEEP UP THE GREAT JOB
400	MA GUSTARIA QUE HABIERO BOSOS REGULARMANTE HOS DOMINGOS.
400	MAYBE YOU CAN GET THE 300 TO RIDE TO THE TRANSIT CENTER OUTSIDE OF PEAK HOURS (RTC) (OR SOMEONE DO HILLSBORO)
400	MOBILE PAY WOULD BE GREAT! BEING MINDFUL TO AVOID REDUNDANCY W/ CHAPEL HILL TRANSIT WOULD BE GREAT. (E.G. 400/405 AND D BUSES)
400	MORE DRX ROUTES DURING THE DAY
400	MORE LIGHTING AT THE WITHERSPOON -MCFARLAND STOP WOULD BE NICE AS WELL

400	MOST OF THE TIME I FIND BUS OPERATORS VERY FRIENDLY. THERE ARE TIMES IN THE EVENING WHEN THEY ARE CORDIAL, BUT NOT FRIENDLY, WHICH IS UNDERSTANDABLE #TRAFFIC.
400	MY BUS (THE 400) IS GENERALLY LATE IN THE MORNINGS. I HAVE BEEN STRANDED IN THE COLD AT UNC LATE AT NIGHT BECAUSE THERE WAS NO WAY OF HAVING THE 930 BUS WAS BROKEN.
400	MY PARK & RIDE - RTE. 400 @ UNIVERSITY & MLK STOP 5980 ONLY HAS SERVICE DURING PEAK HOURS. PLEASE STOP THERE ALL DAY! IF I LEAVE WORK EARLY OR LATE, I CANT GET OFF AT MY STOP. THEN I HAVE OT UBER FROM DOWNTOWN OR CALL A FRIEND.
400	MY REGULAR ROUTE IS ODX - I WOULD LOVE FOR IT TO RUN MORE OFTEN, MORE HOURS IN THE DAY. THE WIFI ON THE BUS ISNT GREAT SOMETIMES. SEEMS LIKE IT USED TO BE BETTER. I USUALLY USE MY CELL PHONE HOT SPOT NOW. OVERALL - REALLY APPRECIATE GOTRIANGLE AND HAVING THE ODX ROUTE, THOUGH! THANKS!
400	NEED A EARLIER 405 BUS OUT OF CHAPEL HILL. THE EARLIEST BUS IS 558AM FROM BOOKER CREEK AND I STILL CATCH 630AM 4 BUS IN DURHAM STATION ON TIME. I ALWAYS HAVE TO GET UBER/LYFT.
400	NEED MORE LIGHT AT BUS STOP AT PATTERSON PLACE AND AN ALTERNATE BUS OTHER THAN 400 TO THIS STOP FROM CHAPEL HILL
400	NO LIGHTS @ STOP WITHERSPOON / MCFARLAND SCARY! RATS@TRASH
400	NOT WORKING BECAUSE OF MEDICAL REASONS.
400	OVERALL, EXCELLENT SERVICE.
400	PLEASE ADD MORE FREQUENT 400 BUSES. WE NEED MORE SIDEWALKS TO SAFELY ACCESS BUS STOPS. THE DRIVERS ARE GREAT.
400	PLEASE HAVE PLANS IN PLACE TO REMOVE DANGEROUS/PROBLEMATIC PASSENGERS. IN THE PAST 6 MONTHS THERE WERE 2 TIMES I FEARED FOR MY SAFETY ON THIS BUS. THANK YOU! :)
400	PLEASE HAVE THE 405 STOP AT THE WITHERSPOON PARK & RIDE SO BUSES COME EVERY 15 MINUTES
400	PLEASE INCREASE HOURS OF OPERATION, ESPECIALLY LATE NITE (AFTER 11PM)
400	PLEASE MAKE IT EASIER TO TRAVEL CUT THE TIM DOWN :)
400	-PLEASE RE-NUMBER BUSES WHEN IT CHANGES ROUTES -UPDATE ROUTES WITH ALL STOPS ON THE ROUTE NOT JUST THE MAJOR STOPS
400	SERIOUSLY GET CAR READERS. NEEDING CASH IS SUCH A PAIN.
400	SILLY PHRASING OF OBVIOUS QUESTIONS
400	SOME OF DRIVER ARE POOR DRIVERS - ABRUPT BRAKING, WEAVING UNSAFE. LOTS OF DRIVERS ARE KIND SOME ARE NOT.
400	SURVEY TOO LONG REDUCE IT TO MOST IMPORTANT QS
400	THANK YOU FOR IMPROVING THE BUS SYSTEM AND CARING ABOUT OUR NEEDS
400	THANK YOU FOR PROVIDING GREAT SERVICE & PARTNERING WITH UNC-CAP!
400	THANK YOU FOR YOUR SERVICE AND HELP. GRATEFUL
400	THANK YOU!
400	THANKS!
400	THE 300 COULD BE APPROVED FOR LATE NIGHT TRIPS TO THE RTC, RIGHT WHAT ARE THE OTHER PERKS FOR BEING A SAFE PASSENGER
400	THE 400 CH-D NEEDS MORE FREQUENCY BETWEEN 6PM & 8PM. IT'S FRUSTRATING THAT THERE IS ONLY 1 BUS ON THE ROUTE BETWEEN 6-7, WHICH IS STILL PRIME COMMUTING TIME. THE BUS THAT COMES TO MY STOP AT 6:15 IS REGULARLY 15-20 LATE.
400	THE ONLY ISSUE I HAVE IS WITH THE APP ON THE PHONE. YOU CANT HAVE IT SET THAT YOU CAN SEE TWO DIFFERENT ROUTES FOR LOCATION.
400	TRANSLOC RIDER APP AND GOTRIANGLE BUS LOCATION ACCURACY CAN BE IMPROVED. IF POSSIBLE, 400 OR 405 SHOULD HAVE A STOP BY DUKES EAST CAMPUS, AND GET ON 147 @ SWIFT AVE.
400	VERY GOOD SERVICE

400	VERY GOOD SERVICE! WE ALL LIKE IT!
400	WE WOULD LIKE TO SEE BETTER BUS HOURS ON SUNDAY.
400	WISH THERE WAS BETTER CONNECTION TO RDU FROM CHAPEL HILL OR DURHAM WITHOUT TRANSFERING AT RTC
400	WOULD LIKE SERVICE TO CHAPEL HILL PARK & RIDE (JONES FERG, SOUTHERN VILLAGE). - DIRECT SERVICE TO RDU FROM DURHAM & CHAPEL HILL
400	WOULD LIKE TO HAVE GOTRIANGLE AT CARRBORO AREA.
400	WOULD LOVE MORE FREQUENT WORKDAY BUEE (BUS EVERY 15 MIN) THERE IS NOT GOOD LIGHT IN AT THE PAREY RI DE SPACE AT PATTERSON PLACE, IF FEELS UNSAFE SOMETIMES (400 LINE)
400	WOULD LOVE TO HAVE GOTRIANGLE IN CARRBORO AREA. FARE IS EXPENSIVE. FOR THE WORKING PEOPLE FARE SHOULD BE DEDUCTED.
400	YOU GUYS DO A GREAT JOB OVERALL!
400	YOU NEED TO DO A BETTER JOB OF ENSURING THE BUSES ARE RUNNING ON TIME, AS ADVERTISED.
405	A RECHARGEABLE CARD OPTION FOR ALL RIDERS WOULD BE HELPFUL. THE TRANSIT APP IS HELPFUL BUT EXPECTED ARRIVAL TIMES ARE HIT OR MISS. THERE IS ALSO QUITE A DELAY IN BUS LOCATION.
405	ABOUT ONCE EVERY TWO MONTHS THE 0640 405 DOESNT SHOW AT COLLINS CROSSING STOP (JONES FERRY & DAVIE) TOO BAD, OTHERWISE WHAT A NICE BUS GO TRIANGLE IS! THANK YOU
405	BUS DRIVERS NEED A BETTER ATTITUDE
405	BUS FREQUENCY SHOULD BE MORE ON WEEKENDS. SHELTER SHOULD BE ON BUS STOPS.
405	BUS NEEDS TO BE ON TIME.
405	BUS SERVICE IS GREAT IN THIS AREA. THANKS!!
405	BUSES NEED TO RUN LATER ON WEEKENDS
405	DURHAM NEED TO GO 24 HOURS THERE NEEDS TO BE MORE BUSES FOR THE #3 MON-SAT #11 NEEDS TO BE ALL DAY #10 NEEDS MORE BUSES #4 NEEDS EXPRESS
405	GO DURHAM SUCKS GO DURHAM/GO TRIANGLE NEED TO WORK TOGETHER IF 405 IS IN TRAFFIC I HAVE TO WAIT AN 1 HOUR GET HOME
405	GOOD SERVICE EVER
405	GOTRIANGLE & GODURHAM ARE VERY PUNCTUAL 90% OF THE TIME, BUT IF THE 400 IS LATE TO DURHAM STATION, I MISS THE 8 AND RENT A LINE, SOLUTION
405	GOTRIANGLE HAS BEEN A LOT EASIER TO USE THAN I THOUGHT.
405	GREAT SERVICE OVERALL
405	HOW WILL YOU USE THIS FORM DOES THE S DONE EACH YEAR HELP ANY DECISION EYE SORE TO DO THIS ON MOVING VEHICLE.
405	I ALSO USE THE BULL CITY CONNECTOR. WOULD LIKE TO SEE 7 AM TO 31 DAY PASSES SOLD MORE PLACES; LATER SERVICE ON SAT AND SUNDAY (TO GO TO MOVIES, BALL ON WEST DINNER IN CHOR DURHAM ETC), MORE BUSES TO GO TO DIFFERENT PLACES
405	I DONT KNOW
405	I FIRST STARTED RIDING GOTRIANGLE 14 YEARS. THE SERVICE HAS VASTLY IMPROVED SINCE THEN, ESPECIALLY IN RELIABILITY. KEEP UP THE GOOD WORK!
405	I HAD A TIME WERE RIDING THE BUS 400 ON THE MORNING FROM CHAPEL HILL TO DURHAM AT UNC HOSPITAL STOP THE BUS DID NOT RUN AT ALL
405	I WOULD LIKE CONSISTENCY. TO KNOW MY BUS WONT FREQUENTLY BE LATE OR RUSIHING TO GET TO THE TERMINAL ON TIME. THANKS.
405	I WOULD LOVE TO PURCHASE AND USE FARSS WITH MY PHONE RATHER THAN USE PAPER CARDS
405	I WOULD LOVE TO SEE MORE FUNDING FOR TRANSIT AND MORE BUS ROUTES WITHIN DURHAM. MANY PARTS OF THE CITY ARE UNDERSERVED BY BUSES. I HAVE TO WALK AT LEAST 1/2 MI. TO MY NEAREST BUS STOP.

405	IT WOULD BE GREAT IF GO TRIANGLE COULD COMMIT TO USING ELECTRIC BUSES. THEY ARE CHEAPER IN MAINTAINCE & WOULD REDUCE POLLUTION
405	IT WOULD BE NICE TO USE AN APP AS A WAY TO PAY FOR YOUR TRIP INSTEAD OF WAITING FOR A PERSON AT THE STATION OR A KIOSK.
405	IVE BEEN THROUGH SEVERAL RACISM VERBAL ATTACKS AGAING HISPANIC PEOPLE FROM PASSENGERS UNTIL DRIVERS. MONTHS AGO.
405	JUST STARTED RIDING BUT VERY HAPPY SO FAR!
405	LOTS OF THE DRIVERS GOES PASS PASSENGERS. AND TALK WITH PASSENGERS AS THEY ARE DRIVING AND ITS DANGEROUS.
405	LOVE THE ALMOST EXPRESS TO DUKE. PLEASE ADD SEATING AT MOREENE RD STOP (ACROSS FROM LAKE) ON DURHAM CHAPEL RILL ROUTE
405	LOVE THE DRIVERS, THE COMFY SEATS ON SOME OF THE BUSES, THE PUNCTUALITY OF THE SYSTEM. THERE IS A BIG PROBLEM WITH LACK OF BUS STOP BENCHES, ESPECIALLY OUTSIDE OF HOSPITALS & IN LOW INCOME NEIGHBORHOODS. BLACK NEIGHBORHOODS DESERVE BENCHES. THERE IS A BIG PROBLEM WITH INFREQUENCY OF BUSES BETWEEN CHAPEL HILL & DURHAM IN THE OFF HOURS & WEEKENDS. TRIP/CONNECTIONS TOO LONG IN OFF HOURS. FINALLY TO ATTRACT MORE RIDERWS YOU MUST CREATE A COMMUTER CULTURE THAT IS FUN & WELCOMING
405	NICE JOB GOTRIANGLE
405	OFFICE SHOULD STAY OPEN LATER.
405	PLEASE HAVE MORE THAN ONE PLACE IN DURHAM TO BUY DISCOUNT PASSES. AND IF MOVE TO CASHLESS FARES, MAKE SURE TO HAVE SMART CARDS
405	PLEASE UPDATE THE SCHEDULE ON GOOGLE MAPS. THERE ARE NO ARRIVALS EVEN WHEN GOOGLE MAPS SAYS OTHERWISE. LOVE GOLIVE (XYZAB) TO 41411 SMS SERVICE. THATS VERY HELPFUL.
405	RIDING GOTRIANGLE HAS BEEN A BLISS. I AM GRATEFUL THAT MY EMPLOYER PROVIDED A GOPASS, SO THAT I CAN RIDE FOR FREE, AND AS A STUDENT, IT IS DEFINITELY ECONOMICAL.
405	SOME DRIVERS DRIVE TO FAST ON GO DURHAM & THE FEMALE DRIVERS ARE RUDE. THE LADY THAT DROVE 10A ROUT E @ 530 PM 10/19/19 BUS 1020 WUS RUDE
405	SOME OF THE BUS DRIVERS FEEL LIKE THEY ARE BETTER THAN THE PASSENGERS AND ARE OFTEN RUDE WHEN ANSWERING QUESTIONS
405	SOMETIMES IT SMELLS OF WINE
405	STUDENT LOANS
405	TEACH THESE DRIVERS HOW THE QUALITY OF THE BUS RIDE ITSELF IS OFTEN UNCOMFORTABLE. BUS DRIVERS BRAKE HARD, SUDDEN JERK ME & UNEVEN RIDE. TO USE BROKEN SMOOTHER JERKINS ONE IN THE SCHOOL
405	THANKS FOR THE SVC YOU PROVIDE #405 HAVE SEVERAL CUSTOMERS THAT SIT IN THE BACK OF THE BUS AND USE PROFANITY AND DRIVER ALLOW IT
405	THE BUSES SHOULD RUN 9PM-10PM THE LATEST ON SUNDAYS.
405	THE GO DURHAM BUS IS MUCH LESS RELIABLE IN THE MORNING (9) IT MAY BE GOOD TO ADD A BUS TO THAT ROUTE FOR PEAK HOURS. IVE WATIED 30+ MINS AFTER THE TIME & USUALLY IT IS AT LEAST 10 MIN LATE.
405	WE NEED A SMALLER 400 BUS FOR OFF PEAK HOURS BECAUSE IT USUALLY HAS ZERO TO TEN PEOPLE 80% OF THE DAY
405	WISH GO TRAINING CRAN MORE OFTEN
405	WOULD LIKE BUSES TO START EARLIER AT TERMINAL
405	WOULD LIKE TO SEE THE 405 BE ABLE TO USE OLD ERWIN INSTEAD OF IS-501 DURING RUSH HOUR ALSO - THE LOCRIDER APP COULD BE BETTER
405	WOULD LOVE PERMISSION TO BRING MY BIKE ABOARD WHEN THE FRONT BIKE RACK IS FULL AND THERE IS A LOT OF ROOM ON THE BUS. OR A BIKE RACK THAT FITS 3 BIKES. PLEASE CONSIDER.
405	YOUR RTC SHOULD STAY OPEN LATER, ITS NO RESTROOM AVAILABLE AND NO ONE TO GIVE CHANGE OR ANYTHING

420	420 FREQUENCY INCREASES WOULD HELP. IF A BUS BREAKS DOWN, IT WOULD BE NICE TO GET AN ALERT.
420	420 WHO CLEANS SHELTER @ DURHAM TECH. NO SHOWS (420) ARE PAINFUL. 420 ANYWAY TO LET US KNOW. 420 WE NEED MORE RUNS IN PEAK TIMES
420	BETTER BUS SHORTER ON THE NORTHSIDE WITH LIGHT
420	BUS DRIVERS SHOULD ALSO BE CAREFUL NOT TO LEAVE TOO EARLY (BEFORE THE DESIGNATED DEPARTURE TIME)
420	BUS RUNNING EARLY, WORSE THAN RUNNING LATE!
420	BUSES TAKING OFF BEFORE PEOPLE ARE SEATED IS DANGEROUS. BUSES LEAVING US ON THE SIDE OF THE ROAD & NOT STOPPING IS A PROBLEM. WRITING THIS ON A MORNING BUS IS HARD. CATCH US AT THE STOP, NOT EN ROUTE
420	CONNIE BRUCE TONY WILLIAM KEEP THEM ON OUR ROUTE!! LVOE THEM!!
420	CONSIDER SOLAR POWERED HEAT LAMPS AT BUS SHELTERS & UPGRADED SHELTERS.
420	DURHAM TECH BUS SHELTER HAS NO TRASH CAN - EVERYTHING FROM DRINKS TO DIAPERS LEFT THERE
420	EVERY FRIDAY THE 420 BUS ROUTE IS LATE LEAVING UNC IN AFTERNOON! VERY FRUSTRATING. NEVER THE SAME DRIVER.
420	GREAT JOB GO TRIANGLE MORE USA CITIES NEED THE SAME SERVICE - WELL DONE!
420	I LOVE YALL SO MUCH VERY GOOD PEOPLE
420	I WISH THE BUS RAN ON TIME IN THE VENINGS. A LOT OF DRIVERS RUN LATE AND NEVER SAY WHY OR GET UPSET WHEN ASKED.
420	I WOULD APPRECIATE IF THE 420 BUS RAN LATER IN THE EVENING - I OFTEN HAVE EVENTS OR MEETINGS THAT RUN LATER THAN WHEN THE BUS RUNS AND I WOULD LOVE AT LEAST 1 MIDDAY 420 BUS FOR DAYS I HAVE TO GO HOME EARLY.
420	MY BIGGEST NEED IS TO HAVE A BUS PICK UP AND DROP OFF IN EFLAND. THE ODX PICKS UP IN MORNING BUT DOES NOT GO TO CHAPEL HILL
420	NEED MORE FREQUENT RUNS - NEED TO WORK ON BEING ON TIME. SHOULD WORK IN CONJUNCTION WITH OPT TO GET THRU HILLSBOROUGH TRAFFIC.
420	NOT HAVING SERVICES IN THE AFTERNOON IS INCONVIENIENT. I CAN TAKE THE OCH BUT IT IS NOT AS FREQUENT & SOMETIMES TAKES TWICE AS LONG TO GET TO WCRU.
420	PENDING
420	PLEASE EXPAND SERVICES TO MEBANE. MORE STOPS IN MEBANE. MORE FREQUENCY STOPS IN MEBANE PLEASE!!
420	TAKE ME 35 MINUTES WALKING FROM MY HOME TO THE BUS STOP. WOULD BE NICE IF THERE WAS A BUS STOP CLOSE TO MY HOME. AROUND MCDONALDS ON CHARTON ST IN HILLSBOROUGH
420	TEMPURATURE CONTROL IS -UR- AND CHANGING. DIFF.LT TO OPEN WINDOWS
420	THE STOP ANNOUNCE ON BUS 1202 IS CRAZY LOUD! PLEASE ADD TRIPS FOR ROUTE 420, & EXTEND P2P EMERGENCY RIDE BACK SERVICE TO THE HILLSBOROUGH HOSPITAL.
420	VERY THANKFUL TO BE ABLE TO USE THIS BUS SYSTEM. HUGE THANK-YOUS TO ALL THE BUSDRIVERS FOR GETTING US SAFELY TO WORK & HOME
420	WOULD APPRECIATE BUSES RUNNING LATER IN THE EVENING FOR MORE FLEXIBLE COMMUTE SCHEDULE OPTIONS.
420	WOULD BE NICE TO HAVE SMALL BUS TO PICK UP DURING BETWEEN HOURS
420	WOULD LOVE TO SEE THE 420 RUN LATER INTO THE EVENING
700	1. TTA BUSES #300 MUST STOP AT ALL GO CARY STOPS ON HARRISON AVE AND OTHER LOCATIONS FOR PICK-UPS. 2. A BUS STOP NEEDED ON CHATHAM/HILLBOROUGH ST AT WOLF CREEK APTS.
700	405, WOULD LOVE IT TO BE FASTER. WHY SO MANY STOPS ON ERVIN IN DURHAM WHEN ITS A REGIONAL EXPRESS BETTER/MORE RELIABLE INTERNET WOULD BE NICE!
700	A BUS TO ALL AREAS OF MORRISVILLE LOCATION. PLEASE ADD BUS ROUTE TO LATTNER CT IN MORRISVILLE



700	ADD MORE PLACARD FOR 65+ NO PAY FARE MORE & LATER BUSES EXPRESS M-F & WKEND. FARE A CRITICAL ELEMENT THANK U FOR SENIORS RIDE FREE
700	ALL TRANSIT BUSES SHOULD STOP RUNNING AT 1AM
700	AMI ME GUSTA VIATAR EN EL VAS PORQUE SON MUY AMABLES
700	BUS DRIVERS NEED TO BE NON RACIST OR DISCRIMANATORY `
700	BUS ID WHEN EXPIRES STATE ID, BUS ID NOT EXPIRE (NOT EXPIRE) BUS 1 EASIER TO CHECK THAN BEFORE
700	CONTACTLESS CREDIT CARD PAYMENTS WOULD BE GREAT MORE FREQUENT SERVICE FROM RTC TO DURHAM DURING PEAK TIMES
700	FIRST TIME IN DURHAM FROM DENMARK
700	GO DURHAM HAS DARK AND UNSAFE BUS STOPS. ESPECIALLY ON ROUTE NUMBER 4. AND THEY ARE OVER CROWDED AND I DONT FEEL SAFE ON THEM.
700	GODURHAM IS THE WORST ALWAYS LATE BUS STOPS SO RUN DOWN DARK ON UNSAFE FOR WOMEN LIKE ME AT NIGHT!!
700	I DONT KNOW #44
700	I LIKE SPONGE SEATS FOR A COMFORTABLE RIDE.
700	I LOVE GO TRIANGELE AND THEIR DRIVERS.
700	I LOVE GO TRIANGLE ITS JUST GODURHAM BUSSES WILL BE LATE AND GOTRIANGLE SUPPOSE TO STAY 5 MIN AFTER THE HOUR AND SOME BUS DRIVERS DONT
700	I LOVE RIDING GOTRIANGLE.
700	I LOVE THE NEW UBER/LYFT PROGRAM. BUT IT NEEDS TO BE WEEKENDS TOO.
700	I LOVE TO RIDE THESE BUS
700	I THINK THERE SHOULD BE BUSSES GOING FROM DURHAM TO RALEIGH OTHER THAN THE PEAK HOUR BUSSES
700	I WOULD LIKE TO PERSONALLY COMMEND, DRIVER/OPERATOR TAMERA BRANDON FOR HER EXCEPTIONAL SERVICE; ON 10/12/19 RTE 100 TO REGIONAL TRANSIT CENTER 1:30PM. SHE DENIED A PASSENGER WHO WAS MAKING LEWD & OBSCENE COMMENTS & ETHNIC SLURS TO MY WIFE, TO GET OFF THE BUS. THIS OBSCENE MAN WAS INTOXICATED AND MAKING COMMENTS, TO OTHER PASSENGERS AS WELL.
700	I WOULD LIKE TO SEE MORE ROUTES TO SERVICE THE MORRISVILLE AREA. THATS WHERE THE GOOD JOBS ARE BUT IT TAKES SO MUCH TO EVEN GET THERE.
700	IT WILL BE NICE IF YALL HAD A BUS GOING FROM GOTRIANGLE TO THE WAL-MART SUPER CENTER IN MORRISVILLE, I HAD TO WALK FOR MONTHS BEFORE YALL STARTED WORKING WITH UBER.
700	IT WOULD BE A GREAT PLEASURE TO UPGRADE THE SCHEDULES. THE LOCATION IN WHICH I NEED NOT ON THEIR SO IT MAKES IT HARD TO SEE WHERE I NEED TO GET OFF AT I NEED TO GO TO WORK WHEN GOING TO WORK *RETRAIN DRIVERS SOME DOESNT KNOW THE LOCATION
700	JUST VISITING RDU - TAKING THE BUS ONE TIME TO AIRPORT.
700	ME GUSTAVIA QUE MEJARARON EL SERVICIO
700	MONTHLY BUSPASSES SHOULD BUT A LOW PRICE
700	MORE FREQUENT 405 SERVICE AND LATER IN THE MORNING.
700	MOST BUS INTERIORS ESPECIALLY THE SEAT ARE VERY DIRTY. I DO NOT FEEL SAFE FROM OTHER PASSENGERS ON BUSES. OVERALL IT IS WORTH HAULING BUSES AROUND. IT IS ECONOMICAL.
700	NEED A D NON-STOP RIDE FROM SOUTHPOINT MALL TO DUKE!!!
700	NEED MORE CLENLINESS, SAFETY, DRIVERS NEED TO BE POLITE, RESPONSIBLE FOR PASSENGER SAFETY TRANSFER FROM ONE BUS TO ANOTHER NEED TO IMPROVE ON BUS SUMMIT @ (MAINTAIN LOST PROPERTY ON BUS!) STOPS.
700	NEED TO BE ABLE TO REPORT RUDE BUS DRIVERS EASY.
700	OFFICE SHOULD STAY OPEN LATER THAN 6:30PM. AND NO RESTROOMS IN THE EVENING

700	OVE THE YEARS I MUST SAY IM VERY HAPPY BUT I WILL BE MORE THAN HAPPY IF THE BUSES WERE FREE BECAUSE AS RIDERS WE DONT ALWAYS HAVE BUS FARE.
700	OVER PAST 10 YRS MY TA EXPERIENCE HAS BEEN GREAT. BUT AS OF LATE YOUNGER AND NEWER DRIVERS ARE A LITTLE RUDE AND UNCARING
700	OVERALL SERVICE IS GOOD-WOULD LOVE TO SEE MORE EFFICIENT SERVICE TO MORE AREAS SO MORE PEOPLE USE THE BUS!
700	PLEASE ADD ANOTHER DURHAM BUS #15 ROUTE FOR BRIER CREEK AND CHANGE THE WAIT TIME TO 1/2 (HALF HOUR) PLEASE & THANK YOU! THANKS FOR WHAT YOU DO
700	PLEASE ADD ANOTHER GO DURHAM #15 BUS TO ROUTE FOR B.C. AND CHANGE WAIT TIMES TO 1/2. (ONE HALF) THANKS FOR ALL YOU DO!!! THANK YOU
700	PLEASE ASK GODURHAM TO INSTALL A \$5.25 REGIONAL ONE-WAY PASS PRINTING CAPABILITY ON THEIR BUSES. THANK YOU.
700	PLEASE CONTACT NOYTA TO DISCUSS WAY TO GET A CARD TO ADD MONEY. THANK YOU!
700	PLEASE MAKE THE RIDER APP MORE RELIABLE THAN IT IS NOW. THANK YOU FOR ALL YOU ARE DOING TI IMPROVE PUBLIC TRANSPORTATION FOR ALL.
700	PLEASE PUT BENCH AT THE COVER BUS STOP FOR ELDERLY/AND DISABILITY PEOPLES AND MOTHERS WITH CHILDRENS. HELP THE CITIZEN BUS STOP 8018/8019 PLEASE HELP US THANKS BUS STOP 8045
700	PLEASE THE FREQUENCY OF TRIP & NUMBER OF SERVICES. KEEP THE SCHEDULED LINE
700	SOME QUESTION ARE IRRELEVANT
700	TAKING BUS TO TRAIN STATON FROM DURHAM AIRPORT
700	THE BUS DRIVERS ARE FANTASTIC, AND I ALWAYS FEEL SAFE ON THE BUS. PLEASE INCREASE FREQUENCY OF BUSES AND ADD A BUS FROM DOWNTOWN DURHAM TO HOSPITAL.
700	THE BUS IS A NEVER LOVE RIDE. BUT IT OK
700	THERE SHOULD BE WIFI AT THE RTC
700	THEY ARE NICE AND CLEAN
700	THEYSHOULD HAVE SHUTTLE BUSES GOING TO MANY BLVD IBMT GENEREAL ELECTRIC COMPL ETC.
700	THIS SLA
700	TO IMPROVE SATURDAYS AND SUNDAY RIDE
700	TOURIST FROM DENMARK
700	-UR-
700	WOULD BE NICE TO HAVE A BUS TO GET TO THESE JOBS IN CARY METLIFE/VERIZON AREA
700	You didnt ask whether i am a veteran. and thanks for not asking my blood type dna...
700	YOU TOOK AWAY THE 201 NORTH RALEIGH - MAKES MY COMMUTE TO DURHAM HARD - PUT IN A 2 DAY SHUTTLE BUS ON THAT ROUTE, TY - MIKE
800	(1) BEING ON-TIME IS MOST IMPORTANT (OKAY, SAFETY # 1) <- BIGGEST CONSTANT CHALLENGE (2) ENFORCE NO SMOKING AROUND BUS SHELTERS AND THE RTC!!! PRINTINGS IN SPANISH MUST INCLUDE EASY INFO 4 ESC CLASS ES
800	A MORE DIRECT GH-RALEIGH BUS WOULD BE NICE FOR WEEKENDS
800	ALL COMMENTS ARE FOR GO TRIANGLE GO DURHAM IS HORRIBLE!
800	BUE CEYUICIO BUENOS CONDUCTORES GRACIAS POYCEV TAN AMEBRE SOX ALBERTO HERRRERA ESTOR AGVADECIDO DEL SEVUCIO
800	-BUS DRIVERS ARE GREAT THANK YOU -ON TIME MOST OF THE TIME EVENING B/T 4-6 PM ARE THE MOST INCONSISTENT -I DONT LIKE WHEN DOORS ARE OPENED WHEN BUS IS NOT FULLY UP TO STOP (HSL UNC STOP) I HAVE MISSED A BUS AS A RESULT BEFORE
800	BUS DRIVERS ARE KIND AND EXCELLENT IN THEIR JOB
800	BUSES AFTER WORK OFTEN DO NOT RUN ON TIME. ALSO, EVENING ROUTES END TOO EARLY AFTER WORK
800	BUSES NEED TO COME MORE OFTEN.



800	BUSES RUN ON TIME FOR THE MOST PART, BUT SINCE AUGUST MORE TIMES THAN BEFORE BUSES ARE LATE OR NEVER SHOW BOTH IN THE MORNING & EVENING.
800	CHARGING STATIONS IN TRANSIT CENTER. RUN BUSES LATER AT NIGHT ON WEEKDAYS (UNTIL 12AM) WOULD BE GREAT SO I CAN STUDY LATER.
800	CLARIFICATION FOR MY ANSWER ON #14: I HAVE ALWAYS FELT VERY SAFE ON THE BUS, BUT RECENTLY THERE WAS A VAGRANT MAN SLEEPING ON BACK OF BUS @ 4:30PM. I DID NOT FEEL SAFE THAT TRIP.
800	COME TIMES THE BUSES HAVE ON THE WRONG SIGN
800	EVENING COMMUTE FROM UNC TO PARK & RIDE IS REALLY UNPREDICTABLE REGARDING WAIT TIMES. I FEEL LIKE THE 6:43PM PICK-UP IS OFTEN SKIPPED AND THE ONLY TIMES ARE 6:13PM THEN 7:40PM.
800	GOOD
800	GREAT BUS SYSTEM BUT WISH THERE WERE MORE BUS LINES TO MORE PLACES.
800	GREAT SERVICE, DRIVERS CAN BE A BIT MORE FRIENDLY, MORE ROUTES CAN BE ADDED LIKE DURHAM COUNTY ABC FROM CHAPLE, CHAPEL HILL TO LAKE GARDENS, CHAPEL HILL TO DIFFERENT HIKES ON DURHAM
800	GREAT SERVICE
800	HAVE NO LARGE COMPLAINTS ON THE BUS SYSTEM. IT TAKES ME WHERE I NEED TO GO, AND IF NOT IT TAKES ME FAR ENOUGH TO THEN CALL A LYFT THE REST OF THE WAY.
800	I AM VISITING FROM OUT OF TOWN. I HAVE USED GOTRIANGLE AND GORALEIGH DURING MY TIME HERE. BEING ABLE TO BUY PASSES AT THE AIRPORT AND NOT HAVE TO PAY IN CASH WOULD BE SUPER USEFUL! STILL, THE FARES ARE VERY AFFORDABLE. THANK YOU
800	I ENJOY RIDING THE BUS. -UR- CONVENIENT BUS IS SAFER THAN DRIVING.
800	I GET OFF THE BUS AT MASON FARM RD BUT CANNOT GET ON A BUS THERE BECAUSE OF BUSING ROUTE SWITCHES THAT OCCUR AFTER THAT STOP. IT WOULD BE NICE TO KNOW WHEN AND WHERE ROUTE CHANGEOVERS HAPPEN.
800	I LOVE RIDING THE BUS - THE WORST PART FOR ME IS THE DRIVE HOME IN THE EVENING. IT TAKES AN HOUR TO GO 12 MILES SO I WISH THERE WAS A CLOSER PARK & RIDE. THIS AREA NEEDS MORE PUBLIC TRANSIT BADLY.
800	I THINK THAT ALL SEATS FOR BUSES SHOULD BE LIKE THE GREEN BUSES MORE COMFORTABLE WITH BETTER WIFI
800	I USE THE TRANS LOC APP AND IT IS RARELY ACCURATE
800	I WISH THE RIDER APP WORKED FOR MY AFTERNOON TRIP (800/800S FROM MANNING TO SOUTHPOINT). BECAUSE THE BUSES SWITCH NUMBERS BEFORE THAT STOP. ITS IMPOSSIBLE TO KNOW IF THE BUS IS ON TIME OR NOT.
800	I WOULD LIKE EXTRA RUN OR 2 IN THE 6PM HOUR
800	IMPROVE THE WIFI SERVICES
800	IN THE EVENINGS THE 800 SEEMS NOT TO FOLLOW THE SCHEDULE AS POSTED (4PM TO 7PM IN CHAPEL HILL
800	Increase in bus shelters/benches is desperately needed. My bus frequently misses connection at RTC and 30 min headways are devastating. I cant bike to the bus because sometimes both bike rack spots are full and its a 30 min wait for the next bus. Buses are too cold!
800	IT WOULD BE GREAT IF 800 BUS FREQUENCY IS INCREASED IN PEAK HOURS OR MAY BE HAVE NO SOUTHPOINT STOP IN PEAK HOURS IN ORDER TO SAVE COMMUTE TIME.
800	JONATHAN SMALL IVE BEEN RIDING THE TRANSIT BUSES SINCE 2006 & I LIVED IN DURHAM FOR 32 YRS SINCE 1987
800	KEITH JAMES WHO DRIVES THE 800 S BUT IS VERY PLEASANT AND PROFESSIONAL
800	LATELY BUSES HAVE BEEN RUNNING LATE FREQUENCY OF BUSES SHOULD BE EVERY 10 MINS INSTEAD OF 15. I DO ENJOY RIDING THE BUS BUT ENCOURAGE INCREASED FREQUENCY
800	LATER BUS TRANSIT FOR 800 & CRX WOULD BE GREAT, ESPECIALLY AS A STUDENT
800	LOVE THE BIKE RACKS ON BUSES!
800	MAIN ISSUE IS THE DELAY OF BUS SCHEDULE & INACCURACY OF WAIT TIME LISTED IN THE APP.

800	MIDDAY SERVICE ON 805 PLEASE!
800	MORE FREQUENT TRIPS ON 800 BETWEEN 4:30 & 5:30PM FROM UNC HOSPITAL TO SOUTHPOINT & A 6:42AM FROM SOUTHPOINT TO UNC HOSPITAL WOULD BE APPRECIATED
800	MORNING SERVICE IS FANTASTIC, EVENING SERVICE IS USUALLY LATE AND NOT FREQUENT ENOUGH. BASICALLY, M ORNING IS GREAT, EVENING...NOT SO MUCH!
800	MORNING SERVICE IS GREAT AND I KNOW YOU ARE LIMITED IN WHAT YOU CAN DO IN THE AFTERNOON, BUT THE 30 0 SHOULDNT HAVE TO DO THE LONG ROUTE AND SIT ON AIRPORT BLVD TRAFFIC DURING RUSH HOUSE. ALSO, THANK S FOR HAVING SUCH FRIENDLY DRIVERS.
800	MOST BUS DRIVERS ARE GREAT. SOME ARE NOT THE MOST POLITE. WIFI COULD USE A SIGNIFICANT UPGRADE TO B E MORE USEFUL TO RIDER. THANK YOU!
800	MY ONE BIG COMPLAINT IS THAT THE 805 DOESNT HAVE ROUTES BETWEEN 9:00 AND 3:00. MY COMMUTE WOULD BE EASIER IF IT DID.
800	MY ONLY COMPLAINT IS NOT HAVING A REAL TIME TRANSIT TRACKER APP FOR MY PHONE THAT GO TRIANGLE IS PART OF
800	NEED CROSSWALK AT FALCON BRIDGE AND HWY 54. VERY DANGEROUS BUS STOP LOCATION!! MANY PEOPLE USE IT AND IT WOULD BE WORTH PUTTING A CROSSWALK THERE!
800	NEED DRIVERS THAT PAY ATTENTION AND ACTUALLY STOP AT THE BUS STOP RATHER THAN MAKE PEOPLE WALK OVER THEM NOT DOING THE JOB!!!
800	NEED MORE 30-MINUTE SERVICE LATER INTO THE EVENINGS ON WEEKDAYS. NEED 30 MINUTE SERVICE ON SATURDAYS NEED BUS LANES OR BETTER SHOULDERS ON I-40 WEST. TOO NARROW RIGHT NOW.
800	NEED MORE TIMES FOR 7-7 HOSPITAL WORKERS (IN MORNING & EVENING) BUS IS ALWAYS PACKED
800	NOE VIABLE 80J SERVICE SUCKS. 6 HOUR GAP IN SERVICE! AWFUL.
800	ONLY THING, A WHILE BACK, TRYING TO GET TO CHAPEL HILL THERE WAS ANOTHER BUS GOING TO RALEIGH AT TH E SAME TIME, THAT WAS A LITTLE CONFUSING, AT SOUTHPOINT. ALL IN ALL THOUGHM, OPERATION IS GOOD.
800	OVERALL GOOD SERVICE
800	OVERALL GOTRIANGLE IS GREAT DURING THE WEEK, BUT WEEKENDS ARE THE DAYS THAT I WISH HOURS WERE MORE FLEXIBLE FOR PEOPLE WHO WORK NIGHT SHIFT.
800	OVERALL THE GO TRAIANGLE BUS IS AWESOME. THE HRS SHOULD JUST BE EXTENDED A LITTLE B/C I WORK FOR AN AIRLINE I GET OFF LATE & WEEKENDS IT SHOULD RUN LONGER
800	OVERALL, HIGHLY SATISFIED W/ THE GOTRIANGLE SYSTEM!
800	PLEASE ADD AN EARLY MORNING CRX. IF YOU DEPART FROM MOORE SQUARE AT 5:15AM PEOPLE WORKING @UNC MEDICAL CAN MAKE THE START OF THEIR 6AM SHIFT ON TIME AND AVOID PAYING TO PARK @ HOSPITAL.
800	PLEASE DONT FACILITATE THE RIDING EXPERIENCE OF THOSE TRAVELING TO/FROM UNC/SOUTHPOINT AT THE EXPEN SE OF THE LESS FORTUNATE WHO RIDE BETWEEN THE RTC AND THEIR FINAL DESTINATIONS
800	PLEASE IMPROVE TIMING. I MISS CLASS SOMETIMES FROM LATE BUSES OR EARLY ONES!
800	PLEASE INVEST IN A RAPID BUT TRANSIT SYSTEM; SEE CONNECTICUT FASTRAC FOR EXAMPLE.
800	POOR SERVICE COVERAGE IN WESTERN WAKE (NO SERVICE ON DAVIS DRIVE), TRANSFER FROM GOTRIANGLE 311 -> GO CARY 4 ON HWY 55 IS TOO LONG, NOT ENOUGH ROUTS & NOT FREQUENT ENOUGH, ROUTES ARE NOT DIRECT BETWEEN POINTS.
800	PROVIDE MORE TIMES BETWEEN 6:40-8:40 PM. BUSES ONLY RUN ONCE AN HOUR, EVERY 30 MINS. WOULD BE NICE SO I DONT HAVE TO WAIT 1 HR TO GET HOME.
800	RIDE IS NOT BAD HOWEVER 800 BUS AND 800S HAS MORE RIDERS THAN IN THE PAST. BUSES OVERCROWDED ON A DAILY BASIS FOR 7AM DEPARTURE FORM RTC.
800	RIDER APP FOR 800/800S ROUTE NEEDS SERIOUS IMPROVEMENT. MOST OF THE TIME BUSES SHOW AS NO PREDICTION.
800	SOME DRIVE LET CERTAIN PEOPLE GET ON THE BUS NON BUS STOP NOT OTHER ESPECIALLY AT UNC BIO. BUILDING. IF YOU PAY YOU SHOULD BE ABLE TO GET ON THE BUS WHEN ITS PARKED

800	SOMETIMES THE BUS YOUR TRYING TO TRANSFER TO LEAVES BEFORE YOU CAN GET TO IT. I HAVE HAD SEVERAL TI MES WHERE I WAS TRYING TO CATCH THE 100 AND WAS WALKING TO IT AND IT LEFT ME. DIDNT GIVE ME ENOUGH TIME TO TRANSFER.
800	SOMETIMES THE ELECTRONIC SIGNS ON THE BUS DONT UPDATE WITH THE CORRECT ROUTE AT THE UNC HOSPITALS STOP. SOME DRIVERS LET YOU KNOW IT IS REALLY THE 805 INSTEAD OF 800 LIKE THE SIGN SAYS BUT OTHERS DONT. I HAVE MISTAKENLY TAKEN THE 805 THREE TIMES AND HAD TO UBER BACK TO SOUTHPOINT FROM A RANDOM STOP IN DURHAM.
800	SOMETIMES THE TRANSLOC APP SHOWS A BUS COMING, BUT DOES NOT STOP SOMETIMES DRIVERS SKIP A TRIP ESPECIALLY AT NIGHT AND I AM LEFT STRANDED. BUSES OFTEN DO NOT COME AT THE SCHEDULED TIME.
800	STUDENT, SO I DO NOT HAVE AN INCOME & LIVE AWAY FROM MY PARENTS, BUT THEY MAKE >\$100,000
800	TELEPHONE OPERATORS DO NOT KOW WHAT IS HAPPENING WHEN BUS SERVICE IS DELAYED. BAD DISCONNECT. NEED UP-TO-DATE INFO. THANKS!
800	THANK GOD FOR TTA
800	THANK YOU FOR THE SERVICE.
800	THANK YOU FOR YOUR SERVICE. IT ALLOWS ME TO GET BACK AND FORTH TO WORK EASILY. MY PARK-N-RIDE VERY CONVENIENT AND I DONT HAVE TO DRIVE ON 40
800	THANKS GO TRIANGLE!
800	THANKS. GREAT SERVICE.
800	THE 800 (805, 400/405) SWITCH OVER B/W 4-6PM BEFORE UNC HOSPITALS IS VERY CONFUSING & THERES NOWHERE TO FIND INFORMATION ON WHICH BUSES ARE SWITCHING & WHEN. IT WOULD BE EASIER IF THEY SWITCHED RIGHT AS THEY CAME ON CAMPUS INSTEAD OF AT THE HOSPITAL.
800	THE 800 BUS DOESNT CONSISTENTLY LEAVE THE REGIONAL TRANSIT CENTER ON TIME. A LOT OF TIME THE DRIVER ARRIVES AFTER 730 & WE DONT LEAVE UNTIL AFTER 735 THEN THE BUS DRIVER RUSHES TO GET TO THE NEXT STOP
800	THE 805 NEEDS EXTENDED HOURS & RUNS ADDED DURING THE DAY - WEBSITE NEEDS TO BE UPDATED AND MADE TO REFLECT CHANGES REMOVE GLITCHES - BUS #S NEED TO BE CORRECT
800	THE BUSES SOMETIME PULL OF NOT ON SCHEDULE TIME AND BUS NEEDS TO CLEAN MORE SMILEY FACES AND POSITI VE ATTITUDE BUT FOR THE MOST PART THERE ARE GOOD
800	THE COMMUTER PROGRAM @ UNC HAS BEEN A BLESSING. GOTRIANGLE HELPS SAVE GAS, PARKING ON CAMPUS, AND ALLOWS ME TO STUDY W/ FREE WIFI. EXCELLENT SERVICE!
800	THE GO TRIANGLE APP IS NOT ACCURATE AND UP TO DATE. THIS IS MY #1 REQUEST
800	THE NEW BUSES ARE VERY COMFORTABLE.
800	THERE IS ONE BUS DRIVER ON THE 8-- ROUTE THAT IS VERY RUDE BUT THE AFTERNOON LADIES ARE SUPER NICE AND HELPFUL!
800	THIS IS A GREAT SERVICE BUT I THINK THE EVENING/AFTERNOON BUSES NEED TO BE MORE ON TIME. ONE BUS AT 6:30 PM DIDNT COME AT ALL.
800	TIMING HAS TO BE ACCURATE TO TRANSFER OR U WILL MISS YOUR BUS. TRANSFER CAN BE A PROBLEM.
800	TOO MANY QUESTIONS FOR AN EFFECTIVE SURVEY
800	TRAIN BUS DRIVERS IN CUSTOMER SERVICE AND MESSAGE WHEN BUSES ARE LATE.
800	Trip was from Fetzer Gym stop RT 800 at about 7:19 PM on Friday Oct 11
800	VERY HELPFUL DRIVERS
800	WHEN THE BUS IS ON-TIME, MY COMMUTE IS EXCELLENT. HOWEVER, SOME BUSES JUST DONT SHOW UP OR ARE VERY LATE (DURING NON-RUSH HOUR). CERTAIN BUSES ARE ABSOLUTELY PACKED, AND SOME OF US ARE FORCED TO STAND FOR THE EXTRA LONG TRIP DUE TO TRAFFIC.
800	WITHIN THE PAST MONTH GO TRIANGLE, BUS DID NOT SHOW UP AT ITS SCHEDULED TIME. IT NEVER SHOWED UP! I T WAS A 800 BUS.
800	WOULD LIKE 800 ROUTE TO PICK UP ON MASON FARM RD BETWEEN 2:00 & 3:00 PM

800	WOULD LOVE A BUS FROM APEX-CHAPEL HILL OR APEX-SOUTHPOINT. TRANSFERRING AT RTC TAKES SO LONG. MISSE D HALF A CLASS AT UNC BECAUSE THE 800 BUS COULDN'T BE HELD.
800	WOULD LOVE TO SEE MORE SERVICE IN MORRISVILLE AREA.
805	1. NO NON-GREEN BUSES 2. WHEN BUS IS STACK W/ WRONG ROUTE, SIGN SHOULD GO OFF INSTEAD OF DISPLAYING INCORRECT ROUTE. 3. DRIVER SHOULD HAVE AT WORST PAPER SIGNS WHEN THE ABOVE HAPPENS 4. CAN 800 GO 54-751 DURING NON PEAK HOURS WHEN THE 805 ISN'T RUNNING
805	1. PLEASE BE ON TIME WAITING FOR 30 MIN IS REALLY NOT COOL 2. PLEASE HAVE CONSISTENT ROUTE TO GO TO 4 @ FARRINGTON AL THE TIME @ PLEDGE HAVE A SHELTER IN THAT STOP 5 I HAVE MET SOME VERY GOOD DRIVER 2 GIRLS ARE PRETTY MEAN. OTHERS ARE ALL VERY NICE
805	3. BUS #S ON FRON T DONT CHANGE AT MANNING DRIVE IN CHAPEL HILL, CONFUSING RIDERS ABOUT BUS #S. 1. BUS ARRIVES 3-4 MINUTES EARLY TO THE 7:20AM STOP ON THE 805 ROUTE WESTBOUND AT FAYETTEVILLE RD & WOODCROFT PARKWAY. 2. 805 BUS LEAVING CHAPEL HILL SOMETIME DOESN'T COME AT ALL AT 6:05 SLOT
805	800, 800S NEED TO STOP @ FALCONBRIDGE AT ALL TIMES
805	805 NN TIME IN MIDDLE OF THE DAY COULD BE IMPROVED. ALSO THE MASS OF THE PAR + RIDE LOTS NEED WORK & THE ACCURACY OF THE GPS ON THE RIDER APP
805	BETTER WAY TO BUY MONTHLY PASS THAN GOING TO TRANSIT CENTER OR WAIT FOR ONLINE DELIVERY. WOULD BE GREAT. UPDATES ON WEBSTIE IF BUSES ARE LATE HUIZE IN LAST MARH IT NEVER CAME I HAD TO WAIT MORE THAN 1 HOUR.
805	BIGGEST IMPROVEMENT NEEDED: SAFETY WALKING ACROSS THE STREET ON FALCONBRIDGE STOP. THAT & COVERED BUS STOP
805	BU FALCONBRIDGE 54 WESTBOUND STOP BUS STOP NEEDS A CEMENT WALKWAY/COVER. ALWAYS HI GRASS. NEED SHELTER!
805	BUS STOPS FEEL UNSAFE WHEN WAITING. WOODCRAFT SHOPPING CENTER STOP, CARS GET DANGEROUSLY CLOSE TO PEOPLE. FALCONBRIDGE YOU HAVE TO CROSS THE BUSY HIGHWAY 54 TO MAKE IT TO OTHER SIDE.
805	COULD USE BETTER WIFI, BETTER CONNECTIONS WITH LOCAL RALEIGH BUSES
805	CROSSWALKS AT FALCONBRIDGE STOP ON HIGHWAY 54 NEEDED
805	DROP OFF/PICK UP LOCATIONS ON 54 HGHWY ARE TERRIBLE AND DANGEROUS FOR PASSENGERS THAT NEED TO CROSS THE STREET
805	FALCON BRIDGE 54 WEST BOUND NEEDS A SHELTER @ THE GRASS CUT REGULARLY
805	I WISH YOU COULD GET TRAFFIC CONTROLLER AT UNC CROSSWALK OF STUDENT UNION FOR BUSES IN AM. IM LATE TO WORK EVERY DAY B/C STUDENTS CROSSING BUS HAVING TO WAIT. THE 805 BUS DRIVERS ARE AWESOME
805	I WOULD LOVE A CRX ON WEEKENDS
805	IMPROVEMENTS ALSO NEEDED IN CITY INFRASTRUCTURE - SOME AREAS ARE DANGEROUS TO ACCESS (HEAVY TRAFFIC, NO SIDEWALKS, ETC.)
805	INCREASING FREQUENCY OF BUS ROUTES WOULD BE HELPFUL!
805	IT WOULD BE HELPFUL TO RECEIVE DELAY NOTIFICATIONS EARLIER (800/804 ROUTES)
805	IT WOULD BE NICE TO HAVE A SHELTER AT THE NC 54 AT FALCON RIDGE WESTBOUND. KIND OF DANGEROUS ON THE SIDE OF THE ROAD AND OVERGROWN WITH GRASS.
805	IT WOULD BE NICE TO HAVE N SAFER STOP AT NC 54 @ FALCONBRIDGE WESTBOUND! ALSO ANNOYING THAT 800 & 800S TAKE BARBEE CHAPEL AFTER 430 PM BC I NET OFF AT NC 540 FALCONBRIDGE EB
805	ITS VERY INCONVENIENT HOW EARLY IN THE MORNING THE 805 STOPS RUNNING
805	LOVE GOTRIANGLE. ONLY CRITICISMS - NC54@FALCONBRIDGE WB STOP NEEDS A SHELTER AND PAVED PATH. DONT LIKE THAT 800 BUS GOES ON STAGE COACH BETWEEN 430 & 530PM.
805	LOVE THE BUS!! AND THE DRIVERS!! SOMETIMES THE LACK OF AN AFTERNOON RUN ON THIS ROUTE (805) IS PROB LEMATIC. STILL A VERY SATISFIED RIDER!
805	MY NO. 1 COMMENT IS THAT IT WOULD BE AWESOME IF THE 800 BUSES CAN START RUNNING AT 5.30 AM! OTHERWI SE, I REALLY ENJOY THIS SERVICE. THANK YOU!
805	NAME THE BUSSES DIFFERENT BETWEEN 800 & 800S

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



CRX	ADD A BUS CRX AROUND MIDDAY OR 1 OR 2 PM & HAVE MORE PAST 9 AM TO GO TO CHAPEL HILL
CRX	AFTERNOON BUSES HAVE BEEN GETTING LATER AND LATER CAUSING LONGER TIMES. EARLY MORNING BUS, BEFORE 6AM, MAT CRX RIDERS WORK 9 HOURS SO WE HAVE TO USE THE 4:07 PM BUS. ONE MIDDAY BUS (AROUND NOON) FOR THOSE THAT HAVE ATTENDE WORK DAYS
CRX	BECAUSE MY EMPLOYER DOESNT USE THE PASS SYSTEM & I HAVE TO PURCHASE TICKETS EACH MONTH, I DO GET FRUSTRATED AT HOW CUMBERSOME GETTING MY PASSES HAS BECOME. PLEASE LOOK INTO RE-CHARGABLE PLASTIC SWIPE CARDS.
CRX	BUSES ARE FREQUENTLY LATE BUSES BREAK DOWN TOO OFTEN AND MAKES ME THINK THAT THEY ARE NOT BEING PRO PERLY CHECKED AND MAINTAINED. MORE CRX BUSSES NEED TO RUN MORE OFTEN TO FIE LATE/BROKEN BUS ISSUES
CRX	CARY TO CHAPEL HILL BUS WOULD BE GREAT
CRX	CELL PHONES - NOW THERE ARE SO MAN PEOPLE BRING DISRESPECTFUL TALKING NETT TO OTHER IDEAS WHO TRY TO READ - WITH OR WITHOUT HEAD PHONES. PLEASE ADDRESS THEY
CRX	CRX BUS RUNS ON TIME IN THE MORNING TROUBLE LATELY IN THE AFTERNOON @ PICK UP. SHOULD GET MORE ALERTS WHEN BUS IS LATE OR NOT RUNNING
CRX	CRX IS NEVER ON TIME NEED A STOP BY OR NEAR UNC HOSPITAL.
CRX	CRX SCHEDULES WE RARELY ACCURATE - DRIVERS DO NOT KEEP TO THE SCHEDULE. THEY APPEAR ANYWHERE UP TO 12 - 20 MINUTES LATE WITH NO WORDS OF APOLOGY AND NO RETRPUTION FROM GO TRIANGLE. COMPLAINTS TO G GOTRIANGLE ARE NOT HACKED WITH SERIOUSNESS OR RESPECT.
CRX	CRX-1 ADD MID DAY RUN FOR NCSO OR REQUIRED LEAVE MID DAY 2 DRIVER COURTESY IS VERY IMPORTANT 3 WISH DRIVERS WOULD TAKE TOLL ROAD WHEN TRAFFICS BACKED UP
CRX	-DRIVERS ON CRX NEED TO USE SHOULDER MORE -WIFI RARELY WORKS -SEATS NEED RECOVERING
CRX	FORMERLY AREA TRIANGLE AMBASSADOR BEEN USING GO TRIANGLE (AND BEFORE THAT TRIANGLE TRANSIT) SINCE 1 794
CRX	GO GREEN BY MAKING CARDS REFILLABLE AND ADDING TRANSFERS TO THEM ELECTRONICALLY. OF COURSE, THIS ISNT GREEN IF IT REQUIRES TRAINING ALL YOUR CARD READERS
CRX	GO TRIANGLE HAS BEEN CONSISTENT & SAFE. I JUST WISHED THE BUS I NEEDED CAME BY MORE OFTEN SO I WONT BE SO LATE ARRIVING HOME EVERYDAY.
CRX	GO TRIANGLE IS HELPFUL AND WONDERFUL! THANK YOU!
CRX	GOPASS & CRX BUS I WISH I LIVED CLOSER TO WORK BUT I LIKE MY COMMUTE
CRX	GOTRIANGLE IS GREAT FOR COMMUTERS. I HOPE MORE AREAS COVERED AND MORE AVAILABLE LINES TOO. WIFI IS A HIT OR MISS. I JUST HOPE TO SEE PUBLIC TRANSIT EVERYWHERE. tHANK YOOU!
CRX	GREAT IMPROVEMENTS OVER LAST 3 YRS
CRX	GREAT SERVICE - LOVE GO TRIANGLE AND THE CRX!
CRX	HAVING MORE BUSES IN ERLY AFTERNOON IS ALWAYS WELCOME! (CRX)
CRX	HELPFUL TO HAVE MORE FREQUENT TRIPS UNTIL 8 PM DURING THE WEEK
CRX	I HAVE HAD PROBLEMS W/ CHANGE CARDS NOT BEING READ BY THE FARE STATION. MAILING THEM IN OR GOING TO RTC IS INCONVENIENT. THE INK FADES WITH TIME SO I HAVE THROWN AWAY 10S OF \$ WORTH OF CARDS. I WOULD MUCH PREFER A MORE ROBUST PLASTIC CARD THAT I COULD RECHARGE WITH FUNDS.
CRX	I RIDE TO BEAT TRAFFIC & STRESS BETWEEN RALG. CHAPEL HIL. ALSO TO REDUCE MY CARBON FOOTPRINT.
CRX	I TAKE THE CRX FROM EUBANKS PARK AND RIDE. THE PARK AND RIDE NEEDS MORE LIGHTS. ITS TOO DARK IN THE MORNINGS. ALSO, I GET OFF WORKAT 4. CRX DOESNT COME UNTIL 420 AT SALISBURY EDENTON. CANT IT BE CLOSER TIMING LIKE 410. ITS ALREADY A LONG RIDE. I HATE WAITING AN EXTRA 10-15-20 MIN. FOR THE BUS
CRX	I THINK THE RIDER APP THAT I USE TO INFORM MY COMMUTE CAN BE IMPROVED. ALERTS DO NOT COME THROUGH WHEN BUS ARE LATE & SOMETIMES ALL THE RUNNING BUSES ARE NOT ON THE MAP. THIS CAUSES ME TO MISS A BUS OR HAVE A LONGER WAIT.

CRX	I TRIP MID-DAY, EACH WAY PLEASE (EXPRESS ROUTES)
CRX	I WISH I COULD CATCH THE CRX CLOSER TO MY HOME IN CHAPEL HILL THAN EUBANKS RD. THERE IS NO PARKING AT FRANKLIN ST SO I CANT CATCH IT THERE. IT TAKES ME 22-25 MINS TO GET TO THE PARK & RIDE - I -UR- DRIVE TO RALEIGH IN 45 MIN! (BUT I PREFER THIS BUS!)
CRX	I WOULD LIKE A MIDDAY CRX BUS ARRIVED IN SPOTLEY IN THE AFTERNOON I WOULD LIKE TO SEE BETTER COORDINATION BETWEEN EARLY MORNING CHT & GO TRIANGLE.
CRX	I WOULD LOVE MAYBE 1-2 MIDDAY TRIPS ON CRX WOULD LOVI A PARK & RIDE OPTION FOR CRX CLOSER TO NE RALEIGH
CRX	I WOULD LOVE TO BE ABLE TO USE EXPRESS SERVICE ON WEEKENDS TO AVOID DRIVING. EVENING EXPRESS SERVICE, AND MIDDAY EXPRESS SERVICE, WOULD ALSO BE GREAT. ALSO, WIFI THAT WORKS.
CRX	I WOULD LOVE TO SEE MID-DAY BUSES ON THE CRX & WEEKENDS! BUT I KNOW FUNDING IS LIMITED. GO TRIANGLE STAFF IS ALWAYS AWESOME & IM SO GLAD THE CRX EXISTS!
CRX	I WOULD TO USE GOTRIANGLE & GO RALEIGH FOR SHOPPING, ERRANDS ETC INSTEAD OF JUST WORK, BUT FREQUENC Y & SERVICE AREAS & WALKABILITY ARE LIMITING
CRX	IT WOULD BE HELPFUL IF BUS DRIVEN COMMUNICATED WITH PASSENGERS DRIVING A BREAKDOWN. MANY DIVES THE DRIVES HAS TO BE ASKED ABOUT WHATS GOING ON.
CRX	LOVE THE CRX - WOSH YOU RAN MORE TIMES DURING DAY
CRX	LOVE THE CRX!
CRX	MORE SERVICE TO OUTLYING AREAS MORE MIDDAY SERVICE
CRX	NEED A CRX BUS FROM CHAPEL HILL BETWEEN 5:40PM & 6:40PM. NEED A WEEK PASS BASED ON 5 DAYS, FEWER PEOPLE RIDE ALL 7 (IF THEY DID, THEY WOULD BUY A 31 DAY PASS). NO COMMUNICATION W/ OPERATORS IN DELAYS.
CRX	NEED A MORE DIRECT WEEKEND CH-R ROUTE WEEKEND CRX
CRX	NEED AN EARLIER BUS. THE CRX HAS BEEN CONSTANTLY LATE THESE PAST COUPLE MONTHS.
CRX	NEED TO IMPROVE BUSSES BEING MORE RELIABLE ON TIME IN AFTERNOON. ADDING A 3:45 PM TIME LIKE WE HAD YEARS AGO WOULD BE GOOD.
CRX	PLEASE CONSIDER ADDING A MIDDAY CRX. I AM HAPPY @ 3PM BUS WAS -UR- NEED A MIDDAY BETWEEN RALEIGH & CHAPEL HILL
CRX	PLEASE INCREASE CRX HOURS OF OPERATION ON WEEKDAYS. RENTAL SCOOTERS HELPED DECREASE COSTS & INCREAS E ACCESS TO BUS IN RALEIGH
CRX	PLEASE, PLEASE, PLEASE MAKE WIFI, WORK CONSISTENCY ON ALL BUSES. I HAVE HAD SEVERAL TRIPS WHERE IT DOESNT WORK AT ALL. THANK YOU!
CRX	PUBLIC TRANSPORT IS THE FUTURE. I WANT TO RELY ON CARS LESS.
CRX	RIDER APP HAVE SO FREQUENT MISINFORMATION/LACK OF INFORMATION (I ALMOST NEVER RECIEVE ANY (CORRECT) ESTIMATES FOR XRX). SOME BUSES DONT SHOW UP ON THE APP ... THE APP MUST BE IMPROVED CRX COULD RUN LONGER HOURS.
CRX	RUN BUSSES ON PRYSSSED RAIL INE
CRX	THANK YOU FOR A GREAT SERVICE!
CRX	THANK YOU FOR PROVIDING CRX!
CRX	THANK YOU FOR THE EXCELLENT SERVICE!
CRX	THANKS FOR ASKING THE RIDERS!
CRX	THE ARRIVAL & DEPARTURE TIMES VARY DEPENDING ON THE BUS DRIVER. SOME BUS DRIVERS ARE ALWAYS ON TMIE , WHILE OTHERS ARE ALWAYS LATE.
CRX	THE BUS BEING LATE IS USUALLY TIED TO THE BUS DRIVER, REGARDLESS OF THE ROUTE. THE SAME BUS DRIVER IS USUALLY LATE THE MAJORITY OF THE TIME.
CRX	THE CRX EVENING ROUTE IS FREQUENTLY LATE. IT IS IMPORTANT TO USE EXPERIENCED DRIVERS THAT CAN USE THE SHOULDER AND BYPASS IN OLDER TO AVOID TRAFFIC AND DELAYS DURING EVENING RUSH HOURS.

CRX	THE CRX IS A MARVELOUS SERVICE, BUT IT NEEDS TO RUN MIDDAY AND NOT SUFFER SUCH SERIOUS DELAYS MANY AFTERNOONS. HAVING A SPARE BUS IN RALEIGH (TO SWING INTO SERVICE) WOULD HELP A LOT!
CRX	THE CRX NEEDS TO ADD A MID-DAY ROUTE. THAT WOULD MAKE IT POSSIBLE TO STILL COMMUTE FOR A HALF-DAY OF WORK IF I HAD AN APPOINTMENT AT HOME. I THINK IT WOULD INCREASE CRX RIDERSHIP
CRX	THE CRX SHOULD CONNECT TO CARY BUS SYSTEM AT HARRISON AVE!!! OR HAVE A CARY BUS STOP AT DST DIME
CRX	THE ONLY THING I WOULD CHANGE ARE THE CARDS. I BUY THE 31 DAY PASS, AND THE FLIMSY & CHEAP CARD BARELY SURVIVES. WOULD LOVE A HARD PLASTIC OPTION &/OR MOBILE PAY.
CRX	THERE NEEDS TO BE A REGULAR CIRCULAR ROUTE TO THE VARIOUS PARK-N-RIDE LOTS. THIS NEEDS TO BE AN EXPRESS ROUTE MORE PPL WOULD RIDE IF THEY KNEW THAT THE NEXT STOP WASNT ON THE STREET
CRX	THERE WAS A PERIOD A MONTH 01 50 AGO WHEN THE AFTERNOON CRX SERVICE WAS PARTICULARLY (A FRUSTRATINGLY) UNRELIABLE. THIS SEEMS TO HAVE IMPROVED BUT TENDS TO GO IN CYCLES WHEN DRIVERS ARE LEARNING THE ROUTE.
CRX	WI-FI SPLASH PAGE IS INCREDIBLY ANNOYING ESPECIALLY WHEN INTERNET CUTS IN AND OUT, BECAUSE YOU HAVE TO RE-ACCEPT EACH TIME! GLAD TO HAVE WIFI, BUT JUST WISH IT WAS MORE RELIABLE. BUS HAS LEFT EARLY ON SEVERAL OCCASIONS. BUS IS CONSTANTLY ARRIVING LATE.
CRX	WIFI WORKS WELL IN THE MORNING, ALMOST NEVER WORKS WELL IN AFTERNOON
CRX	WOULD GREATLY APPRECIATE AN EARLIER CRX ROUTE (6:00 - 6:05) & A MIDDAY BUS. AFTERNOON BUSES ARE ALSO ROUTINELY GREGIOUSLY LATE (7 MINUTES)
DRX	#5 IT WOULD BE BETTER FOR MY SCHEDULE IF BUSES RAN UNTIL 10AM IN THE AM. BUT, OVERALL THE SYSTEM WORKS WELL AND I AM HAPPY W/ IT.
DRX	(1) TEMPS TOO COLD ALL DRIVERS COMPLAIN THEYRE HOT, THUS AC STAYS ON HIGHSPEED (2) CANT BOARD BUS UNLESS DRIVER IS PRESENT THE WINTER IS COMING AND TIME CHANGE PLZ REMEMBER CUSTOMER SERVICE IMPORTANCE
DRX	AFTERNOON DRX BUSES ARE OFTEN LATE... IF THEY KEPT TO SCHEDULE THE # OF BUSES WOULD BE FINE... BUT BC OF TIMING ISSUES ONE MORE SHOULD BE ADDED BT 4:5. (ANOTHER BT 6:7 WOULD BE A PLUS, BUT RIDERSHIP WOULD BE LOW)
DRX	BETTER WEEKEND OPTYIONS BETWEEN RALEIGH & DURHAM WOULD BE HELPFUL.
DRX	BETTER/MORE FREQUENT WEEKDAY MORRIS SERVICE; EXPRESS BUS FROM NORTH RALEIGH TO DURHAM NEEDED (W/O TRANSFERS)
DRX	BUS DRIVER ARE LAZZEY
DRX	BUS DRIVER NEEDS TO BE MORE FRIENDLIER AND GREET PEOPLE AS THEY GET ON THE BUS
DRX	BUS HAS TAKEN MY CASH NO RETURN OF CARD. INQUIRED 3 TIMES. NEED MY MONEY BACK, MWALKER08@YMAIL.COM 919-591-8704 MICHELLE.
DRX	BUS RAPID TRANSIT! BETTER AND FASTER CONNECTIONS TO LOCAL DESTINATIONS
DRX	BUSES OLD/SMELLY/LOUD/OUTDATED. NEED HOV LANES IF THE TRIANGLE IS ACTUALLY SERIOUS ABOUT THIS. I CANT BELIEVE WEVE BEEN RIDING ON THE SHOULDER FOR A DECADE. BOO ON DUKE FOR KILLING COMMUTER RAIL. PLEASE FIGHT FOR A MORE PERMANENT PARK N RIDE
DRX	BUSES SHOULD RUN EVERY 15-30 MINS ON WEEKENDS.
DRX	DIVERS NEED TO BE NICER
DRX	DRX RIDER ONLY
DRX	DRX RUN ON WEEKENDS. DRX RUNS UNTIL 10 AM & UNTIL 9 PM. MORE FREQUENTLY W/ DRX. EASIER CONNECTIONS TO GOTRIANGLE & OTHER TRANSITS



DRX	FRONT LOADING BIKE RACKS DO NOT HAVE THE CAPACITY NEEDED TO COMMUTE WITH A BICYCLE DURING PEAK HOURS. OFTEN, SOMEONE IS LEFT WAITING FOR THE NEXT BUS ADDING 30 MIN AT MINIMUM TO COMMUTE.
DRX	GET A BUS LANE! OR AN HOV LANE ON 7-40!
DRX	GOOD!
DRX	GOTRIANGLE DRX IS VERY HELPFUL WITH GETTING TO WORK, MY ONLY RECOMMENDATION IS MORE BUSES DURING THE BUSY HOURS.
DRX	GOTRIANGLE NEEDS A DIRECT ROUTE BETWEEN RDU AND DURHAM BUS STATION
DRX	GREAT SERVICE. WOULD LIKE TO SEE A FEW MORE DRX ROUTES DURING MID-DAY.
DRX	I AM VERY GRATEFUL FOR THIS SERVICE OVERALL AND FEEL IT IS A CRITICAL PIECE OF TRANSPORTATION IN THE TRIANGLE AREA.
DRX	I ENJOYED RIDING GOTRIANGLE TRANSIT DIALY!!!
DRX	I HATE DRIVING ON I-40 DURING RUSH HOUR. I LIVE IN CARRY & WORK AT DUKE. I LOVE HAVING THE DRX BUS AVAILABLE
DRX	I HAVE MULTIPLE TIMES SEEN BIKE RACKS FULL, WITH BIKES HAVING TO LOCK BIKE @ STATION. CONSIDER LARGER RACKS, E.G. THAT COULD HOLD 4 BIKES INSTEAD OF 2.
DRX	I HAVE REALLY ENJOYED RIDING WITH ROTRIANGLE! I USE THE APP TRANSIT TO KEEP TRACK OF THE COMMUTE & ROUTE. I WISH MORE BUSSES WERE AVAILABLE IN THE EVENING - THEY ARE OFTEN VERY FULL - WHICH IS A GOOD SIGN OF USAGE! AM: RALEIGH -> DURHAM PM: DURHAM -> RALEIGH
DRX	I HAVE TO BE AT WORK EVERYDAY AT 6:30AM. I COME FROM A CITY THAT MASS TRANSIT RUNS ALL THE TIME. IT WOULD BE NICE TO HAVE A BUS START AT 5AM FROM RALEIGH TO DURHAM.
DRX	I LIKE THE DRIVERS WHO TAKE CARE IN BRAKING IN ORDER TO DELIVER A SMOOTH RIDE.
DRX	I LIVE ON LAKE WHEELER. I DRIVE TO CARTER FINLEY P & R, BUT WISH THERE WAS A GOOD CONNECTING BUS TO THE DRX.
DRX	I LOVE BEING ABLE TO RIDE THE BUS TO WORK. THERE ARE JUST A FEW DRIVERS WHO STOP & START TOO FAST - MAKES FOR A ROUGH RIDE BUT OTHERWISE IS GREAT!
DRX	I LOVE THE BUS SYSTEM FOR GETTING TO RALEIGH. WISH DRX HAD MORE MIDDAY HOURS & THAT I COULD BOARD IN AM BY VA HOSPITAL ON ERWIN!
DRX	I LOVE THE BUS! MY LIFE HAS CHANGED FOR THE BETTER TAKING IT DURHAM - RALEIGH TYSM!
DRX	I LOVE USING GO TRIANGLE! WHEN IT RAINS SERVICE IS VERY SLOW. BUSSES ARE LATE. I LOVED THE BIG CHARTER BUSES!
DRX	I LOVE USING THE DRX; IT MAKES MY COMMUTE TO DURHAM MUCH EASIER. TIMELINESS IS ONE OF MY ONLY ISSUES BETWEEN THEN YALL DO A PRETTY GOOD JOB.
DRX	I REALLY LIKE THE BUS SYSTEM. I ONLY WISH THAT (1) THE GPS LOCATOR (TRANSLOC) WAS WORKING FOR ALL BUSES IN GODURHAM, AND (2) THE BCC RAN MORE PREDICTABLY. I CANNOT RELY ON THIS BUS TO SHOW UP ON TIME OR EVEN AT ALL.
DRX	I USUALLY BIKE TO THE BUS.
DRX	I WISH THERE WERE LIME BIKES IN OTHER NEIGHBORHOODS BESIDES CAMPUS
DRX	I WISH THERE WOULD BE ONE MORE DRX AFTER THE 9:05 AM BUS AND THE 6:40 (OR 6:55) BUS BECAUSE TAKING THE 700 AND 100 IN THOSE TIMES MAKE ME LATE FOR SCHOOL IN THE MORNING AND CAUSE ME A DIFFICULT TIME FINDING A RIDE IN THE EVENINGS
DRX	I WOULD LIKE IF I DID NOT HAVE TO DRIVE TO AND FROM A BUS STOP
DRX	I WOULD LOVE TO SEE MORE FREQUENT DRX BUSES AFTER 6PM. I CANT OFTEN CATCH THE 5:45 BUS AND HATE THE HOUR WAIT TILL THE NEXT. BRING BACK THE 6:45 BUS PLEASE! I ALSO WORK ON WEEKENDS BUT CANT MAKE THE DRX WORK MORE FREQUENT 8AM/5PM BUSES FOR STA-SUN WOULD BE GREAT.
DRX	IF I GOT SICK DURING THE MIDDLE OF THE DAY OR AN EMERGENCY ARIVE I CANT REALLY GET HOME BECAUSE THE DRX DOESNT RUN BETWEEN 930 AND 300
DRX	IT WOULD BE GOOD IF DRIVERS USED THE SHOULDER
DRX	IT WOULD BE GREAT TO HAVE MORE BUSSES WITH COMFORTABLE SEATS.

DRX	LOVE THE BUS HOURS FOR MORNING AND EVENING COMMUTES. I ENJOY RIDING THE BUS - GREAT SYSTEM.
DRX	MONEY
DRX	NEED AT LEAST 1 EXPRESS BEFORE 3:30 (LIKE 1:00 OR 1:30).
DRX	NEED MORE RALEIGH TO DURHAM AND DURHAM TO RDU SERVICE (EVEN IF INVOLVES A QUICK STOP AT RTC)
DRX	ONLY COMPLAINT IS DRX NOT ALWAYS RUNNING ON TIME DURING AFTERNOON SERVICE/WISHING AFTERNOON SERVICE STARTED EARLIER.
DRX	OVERALL SERVICE IS GREAT HOWEVER THE 485 RIDEN OPERATIONS ARE NOT KNOWLEDGEABLE ABOUT BUS LOCATIONS, ANNUAL TIMES, ETC.
DRX	OVERALL, SERVICE IS EXCELLENT. I USE DRX AND IT NEED ONE BUS TO MIN FROM RALEIGH TO DURHAM OR VICE VERSA DURING THE DAY/OFF PEEK HOURS. MY BE AT 1 HR INTERNET. THANKS.
DRX	PLEASE BRING BACK THAT 510 BUS FROM RALEIGH TO DURHAM.
DRX	PLEASE GET THE FIRST DURHAM DRX (6AM) TO LEAVE ON TIME & ARRIVE ON TIME.
DRX	PLEASE ONLY SCHEDULE OPERATORS ON THE DRX RUN THAT ARE COMFORTABLE DRIVING ON THE SHOULDERS - I ONLY RIDE THE DRX
DRX	POSTING A SCHEDULE WITHIN BUS SHELTERS WOULD BE HELPFUL. THE DRIVERS ARE USUALLY WONDERFUL BUT SOMETIMES THEY CAN BE SURLY. PLEASE BUILD A LIGHT RAIL BETWEEN ORANGE AND DURHAM COUNTIES.
DRX	RECENT TIEM CHANGES HELP - EXPRESS MEANS EXPRESS - SOME DRIVERS THINK THEY ARE DRIVING A SCHOOL BUS - BETTER COMMUNICATION WHEN BUSES ARE LATE. THE CALL CENTER IS NEVER HELPFUL AFTER 5 ESPECIALLY WHEN THERE IS A DELAY
DRX	SO I FEEL LIKE ITS DIFFICULT TO GET TO WORK ON TIME CONSISTANTLY ON THE GO DURHAM 15 ALSO IT IS VERY OFTEN NOT ON TMIE. UP TO 45 MIN - 60 MIN LATE MOST TIMES IN THE EVENING. DRX HOWEVER IS PRETTY AWESOME EXPENSIVE.
DRX	SOME DRIVERS ARE NOT CUSTOMER FRIENDLY.
DRX	SUPERVISOR ARE NOT NICE TO PEOPLE.
DRX	THANK YOU FOR INCREASING NUMBER OF TRIPS ON WEEKDAYS DURING RUSH HOUR
DRX	THANK YOU!
DRX	THANKS!
DRX	THE BACK OF THE BUS HAS VERY THICK AIR. ITS HARD TO BECAUSE SOMETIMES.
DRX	THE COACH BUS IS THE BEST
DRX	THE DRIVERS ARE ALL FANTASTIC. WOULD LOVE IT IF THE 105 RAN LATER IN THE MORNINGS ALSO WOULD LOVE MORE/ANY PARKING IN DOWNTOWN DURHAM
DRX	THE DRIVERS FOR DRX ARE ALWAYS VERY FRIENDLY AND THE BUS IS ALWAYS CLEAN. THIS MAKES THE TRIP MUCH MORE ENJOYABLE. THANKS!
DRX	THE DRX ROUTE IS GREAT!
DRX	THE GODURHAM 1A DEPARTS US THE DRX ARRIVES AT THE STATION AND VICE VERSA FREQUENTLY
DRX	THERE SHOULD BE A DIRECT BUS TO/FROM DURHAM & WAKE FOREST. SOME RIDERS MAKE OTHER PASSENGERS UNCOMF ORTABLE & THE DRIVERS SHOULD INTERVENE.
DRX	TNX FOR YOUR WORK MORE X - BUSES WOULD BE GREAT
DRX	TRAFFIC CONGESTION BETWEEN DURHAM AND RALEIGH IS A MAJOR ISSUE. IT WOULD BE GREAT IF GOTRIANGLE ROUTES COULD USE THE SHOULDER ON DURHAM FREEWAY WHEN THE EAST END CONNECTOR IS COMPLETE.
DRX	USB CHARGING PORTS IN BUS DRX ROUTES ALL THROUGH THE DAY
DRX	VERY HAPPY WITH DRX OVERALL FOR MY DURHAM-RALEIGH COMMUTE. CONSIDER ADDING MORE FREQUENT SERVICE ON THE WEEKDAYS, PARTICULARLY BETWEEN 8 AND 9 AM AND AFTER 6:40PM

DRX	WISH WE COULD ADD MORE MORNING BUSES, 620 DRX - FULL, 703 FULL, AFTERNOON 500 FULL. LIKE THE COACH BUSES, THEY ARE NICE DURING RAIN THE ROOFS LEAK A LOT.
DRX	WOULD LIKE A MIDDAY DRX
DRX	WOULD LIKE MORE FREQUENT RRX BUSSES & THE DRX ROUTE EXTENDED IN AM AND MADE EARLIER IN PM.
DRX	WOULD LIKE TO BE ABLE TO USE THE NRX, BUT THERE ARE TOO MANY TRANSFERS NEEDED TO GET TO DUKE/VA HOSPITAL
DRX	WOULD LOVE MORE PERMANENT PASSES WE CAN RE-LOAD. SO THEYRE PLASTIC LIKE OTHER MAJOR CITIES! LOVE THE DRX SERVICE. THANK YOU!
DRX	WOULD LOVE TO SEE ADDITIONAL EVENING HOURS FOR 105 AND 805 ROUTES
NRX	Add reloadable value card
NRX	LOVE THE NRX!
NRX	NRX/540 BUSES SHOULD BE ALLOWED TO RIDE HWY SHOULDERS. NORMALLY, I WOULD TRANSFER FROM GO RALEIGH TO GO TRIANGLE; HOWEVER, THERE IS ABOUT A 20 MIN OR MORE WAIT BETWEEN BUSES. ID RATHER UBER THAN TO WAIT THAT LONG IN THE COLD/DARK MORNS.
NRX	SATISFIED WITH BUS 1-2 TIMES A WEEK.
ODX	ENJOY RIDING THE BUS GREAT TIME TO READ & RELAX.
ODX	FOR 44 DONT HAVE INCOME YET
ODX	HOPEFULLY A NEW PARK AND RIDE WILL BE AVAILABLE SOON ON US 70 NORTHERN HILLSBOROUGH.
ODX	I JUST WISH TRANSIT FROM MEBANE NC TO DURHAM RAN 7 DAYS A WEEK OR AT LEAST SATURDAYS.
ODX	I PREFER NOT TO ANSWER #44.
ODX	I THINK THERE SHOULD BE MORE AFTERNOON BUSES FROM DURHAM - MEBANE OFFERED. CERTAIN DAYS I DO NOT RIDE THE BUS BECAUSE I HAVE SCHOOL AND THE BUS GETS IN LATE AND IM LATE FOR CLASS
ODX	MORE BUS STOPS IN MEBANE PLEASE. ELMWOOD APT PLS
ODX	MORE TIMES AVAILABLE FOR ODX WOULD BE GOOD SINCE MEBANE AND BURLINGTON ARE RAPIDLY GROWING.
ODX	MY COWORKER LIVES IN APEX AND WOULD LOVE BUS SERVICE. (AS IM SURE MANY OTHERS WOULD AS WELL) - TO DUKE.
ODX	ODX NEEDS TO RUN MORE OFTEN EXP EVERY 15-30 BN NOTES
ODX	SOME BUS DRIVERS MAKE FOR A ROUGH RIDE - BAD BRAKING FAST TURNS.
ODX	WOULD LIKE AN ODX STOP ON MY SIDE OF HILLSBOROUGH MONWAY WDS PERFECT I NOW DRIVE 20 MIN JUST TO GET TO PARK & RIDE. I CAN DRIVE TO WORK IN 25 MINS.
ODX	WOULD LIKE MORE BUSES TO RUN THE ODX ROUTE EVERY 30 MINS
ODX	WOULD REALLY LIKE TO SEE MORE ODX BUSES (6MORNING/EVENING) AND/OR A MESA EXPRESS BUS
WRX WAKE FOREST	SOME DRIVERS PUMP THE ACCELERATOR FOR NO APPARENT REASON. THIS IS NAUSGATING. HEAT VS. A/C CAN BE EXTREME & NEEDS TO BE AUTOMATED
WRX WAKE FOREST	THE ON-TIME RELIABILITY IS NOT DEPENDABLE, CAUSING PEOPLE TO BE LATE, MISS CONNECTIONS, ETC. CALLING FOR STATUS IS USELESS BECAUSE WE ARE TOLD THE ISSUE WILL BE RESOLVED IN 15 MINUTES, REGARDLESS OF THE TIME OF DELAY.
WRX WAKE FOREST	THE WRX SHOULD RUN ALL DAY & THE WAKE FOREST LOOP SHOULD RUN ON THE WEEKENDS, SOME PEOPLE NEED IT FOR WORK.
WRX WAKE FOREST	WRX BUSES ARE USUALLY OLD, DIRTY, AND/OR SMALL/SHORT. PLEASE GIVE DRIVERS GPS, NEW DRIVERS STRUGGLE WITH 3X5 CARD OF DIRECTIONS.
ZWX ZEBULON	CONTINUE TO BE ON TIME BECAUSE IM A BUSY MAN!
ZWX ZEBULON	ESTABLISH DIRECT TRANSFER BETWEEN CARY DEPOT AND CRABTREE VALLEY TRAIL.

ZWX ZEBULON	I WOULD RECOMMEND CONVERTING THE WENDELL EXPRESS BUS INTO GORALEIGH COVAL BUS LIKE KNIGHT DATE. IT WOULD BE ALSO HELPFUL TO PROVIDE WEEKEND SERVICE AS WELL.
ZWX ZEBULON	NEED BUS TO RUN ON WEEKENDS
ZWX ZEBULON	OVERA LL NO COMPLAINTS.
ZWX ZEBULON	WOULD REALLY LIKE TO SEE TRIPLE BIKE RACKS ON ALL BUSES, 30 MIN SERVICE DURING PEAK HOURS FOR EXPRE SS BUSES (ZWX) AND/OR LATER HOURS FOR -- WOULD LOVE A 7 PM OPTION