



**An Onboard Survey of
GoRaleigh Customers**

2023

A study conducted by:



In Conjunction with:



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Executive Summary

Introduction

In April 2023, CJ Research conducted an onboard survey of GoRaleigh customers. The GoRaleigh survey collected 1,332 responses and has a margin of error of +/-2.9% at the 95% level of confidence.

The 2023 survey is intended to provide an update to earlier surveys conducted in 2018 and 2019.

PERCEPTION OF MAJOR SERVICE IMPROVEMENTS

- The survey obtained customer ratings of overall GoRaleigh service as well as 19 elements of service. Customers rated each service element according to a seven-point scale, where a score of 1 means very poor, and 7 means excellent. Overall, 24% of the riders rated GoRaleigh service overall as excellent with a 7. Another 20% rated service as 6 on the same scale, meaning that the total rating service as excellent or very good is 44%, down somewhat from 49% in 2019.
- The specific elements that scored favorably (6 or 7) include:
 - Suspension of GoRaleigh fares (69%)
 - Usefulness of printed information (49%)
 - Bus operator courtesy/helpfulness (48%)
- The best scoring operational aspects of service are:
 - Weekday service hours (43%)
 - Weekday service frequency (40%)
- When asked to prioritize areas that needed to either be improved, or, if already very good or excellent, to be maintained:
 - "Buses running on time" is by far the most frequently cited aspect of service to improve. It was cited by 49% of customers as the first, second, or third most important service element that could be improved. Although it is cited by more customers in 2023 (49% compared to the 44% citing it in 2019), the 2023 score is a decrease from 2018 when 64% put on-time performance (OTP) as one of the top three.
 - Second most important in this sense is "Cleanliness of bus interiors" (37%)
 - Third most important is "Sense of personal safety from others on the bus" (26%).
 - Fourth most important is maintaining fare suspension (22%)
- Riders use GoRaleigh to travel to employment (64%) and school/college (13%), as well as shopping (7%).
- Demographics
 - GoRaleigh supports access to employment and education. Of all GoRaleigh customers, 46% are employed full time and 18% work part time. Another 14% are students, for a total of 78% of customers being employed or students.
 - Of employed persons and students, 59% work or attend school onsite only, while 19% are remote only and 22% use hybrid options.
 - 61% of GoRaleigh customers identify themselves as African-American, 20% as Caucasian/White, 8% Hispanic, 4% Asian, and 2% Native American.
 - Like most bus systems in the United States, the ridership of GoRaleigh is young, with 38% younger than 35. However, in both 2018 and 2019, this youthful cohort comprised 48% of the ridership.

- GoRaleigh customer households report low household incomes. In this survey, 55% report income of less than \$15,000 and only 11% report household incomes of \$50,000 or more.
- Customers are transit dependent, with 76% reporting that they have no vehicle available for their use, an increase from 65% in 2019.
- Travel characteristics
 - More riders are using GoRaleigh 6 or 7 days a week in 2023 (48%). This is greater than the proportion of riders using GoRaleigh daily in 2019 (43%).
 - When asked in 2023 the number of days per week they had used GoRaleigh before the beginning of the pandemic in March 2020, 18% said they had not been GoRaleigh customers then, indicating they are relatively new riders.
 - Overall, a total of 48% said they were using GoRaleigh the same number of days per week as they did pre-pandemic, while 40% said they were riding more often now, and 11% said there are riding less often.
 - When using other systems in the Triangle Region, GoRaleigh customers are more likely (28%) to use GoTriangle than the other systems.
- Ride hailing
 - 58% have used Uber or Lyft at least once in the thirty days prior to the survey a significant continued increase since 2019 (52%) and 2018 (37%).
 - Of the 58% using Uber or Lyft in the previous thirty days, 75% (44% of all GoRaleigh customers) used Uber or Lyft to replace a GoRaleigh trip.
- Mobile Communication
 - 51% of GoRaleigh customers have a transit app on their cellphone. This is lower than in 2019 (59%).
- Customer satisfaction
 - GoRaleigh's customer satisfaction scores have declined across the spectrum of the nineteen aspects of service studied. The change has been from high scores to middle scores, not to low scores.
 - This change appears to have little to do with actual changes in service quality. It appears to have to do with the increased number of lower income riders using GoRaleigh probably because of fare suspension. Lower income riders tend to give higher scores than higher income riders.
- When asked to name the services most important to improve (or to maintain if already excellent) GoRaleigh riders named on-time performance first, cleanliness of bus interiors second, a feeling of safety from others in the buses third, continued suspension of fares fourth, and availability of shelters at bus stops fifth.

Commented [BW1]: Do you have data that supports this?

Commented [HC2R1]: Yes - See Figure 28

Introduction and Methodology

Background

As part of a regional customer satisfaction measurement program, CJI Research, LLC conducted a survey of customers onboard GoRaleigh buses from April 28 through May 4 2023. Similar surveys were conducted during the subsequent two weeks with customers of GoTriangle and GoCary.

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

Methods: How the Survey Was Conducted

SAMPLE

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

Survey data collection occurred onboard the buses. Survey staff approached all customers who boarded each bus rather than sample riders. The only customers not sampled were those who appeared younger than sixteen, both for reasons of propriety and because children are typically unable to provide meaningful answers to several of the questions.

By asking all customers to participate, CJI eliminated selection bias in the 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 GoRaleigh survey includes 1,332 respondents and has a margin of error of +/-2.9% at the 95% level of confidence. When the distribution of responses is other than 50:50 on a specific question, the margin of sample error for a given sample size decreases somewhat. If a sub-sample is used, sample error increases somewhat. However, with an overall sample of more than 1,332 respondents, this would affect the findings only in a few circumstances in which only small sub-segments of the ridership were being examined separately.

DATA COLLECTION

Temporary workers from the Greer Group Inc., of Raleigh, NC were trained to administer the surveys under the supervision of CJI Research, LLC staff. Surveyors wore smocks identifying them in large print as "Transit Survey" workers. This uniform helps customers identify the surveyors and increases the cooperation rate. Survey personnel met the bus operators at the GoRaleigh garage at the beginning of their shifts and rode the buses throughout the driver's assignment.

The questionnaire was self-administered. Survey personnel handed surveys and a pen to customers and asked them to complete the survey and hand it back before exiting the bus. At the end of each sampled trip, 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 510 trips were sampled and recorded in this manner.

PARTICIPATION RATES

Completion Rates on GoRaleigh Onboard Survey, 2023

A total of 4,500 adults (16 years old or older) were riding during the surveyed trips and had a chance to participate			
Of this total...	535	said they had already completed the survey	25%
thus,	3,965	had not yet completed the survey	88%
and	2,076	of those who had not yet completed the survey refused outright	52%
and	123	customers spoke a language other than English or Spanish	3%
thus	1,766	accepted the survey form with the apparent intention of finishing it	45%
Thus, these 1,766 customers represent, the total "effective distribution," i.e., the raw sample			
Of these...	434	accepted the survey form but did not complete it on the bus	14%
and	1,319	completed the survey on the GoRaleigh bus	86%
	13	completed the survey and returned it by mail	1%
Finally:	1,332	returned useable survey questionnaires. They comprise the base sample	75%
Of all adults riding on a surveyed vehicle, including those who had already completed the survey, this represents:			30%
Of all adults riding on a surveyed vehicle who had not yet completed the survey, this represents:			34%
Of all the customers on sampled trips who accepted a questionnaire, this represents:			75%

In the analysis, unanswered questions were eliminated from the computation unless there was a way to infer the response. For example, if a rider gave as a trip purpose *getting to or from school*, the individual was coded as a student, , " even if the respondent had not responded to the employment question.

QUESTIONNAIRE

The questionnaire was self-administered (see Appendix A).

The questionnaires were serial numbered so that records could be kept for the route and day of the week on which the questionnaire was completed. This is a more accurate method than asking customers which route they are riding when completing the survey.

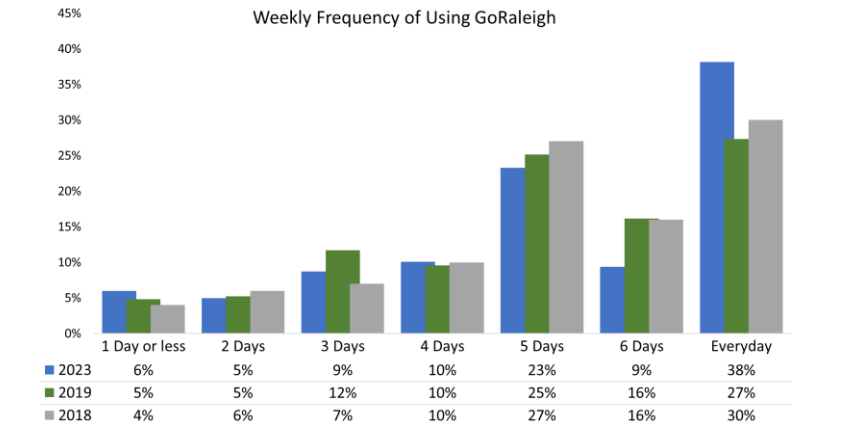
ANALYSIS

Analysis consists primarily of crosstabulations and frequency distributions. Tables were prepared in SPSS, version 29 and charts in Excel for Office 365. The GoRaleigh survey will be archived by CJI Research, LLC so that it will be available for further analysis as needed.

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

Rider Profile

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



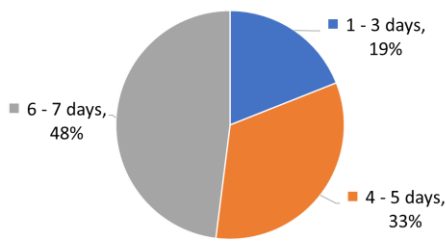
Frequency of Using GoRaleigh

Riders were asked the number of days in a typical week they use GoRaleigh. Survey results show patterns have changed since 2019. A greater percentage of riders are using the system seven days per week now than in either 2018 or 2019. This may in part be a result of fares being suspended.

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

Figure 2 Frequency of Using GoRaleigh

Weekly Frequency of Using GoRaleigh in 2023



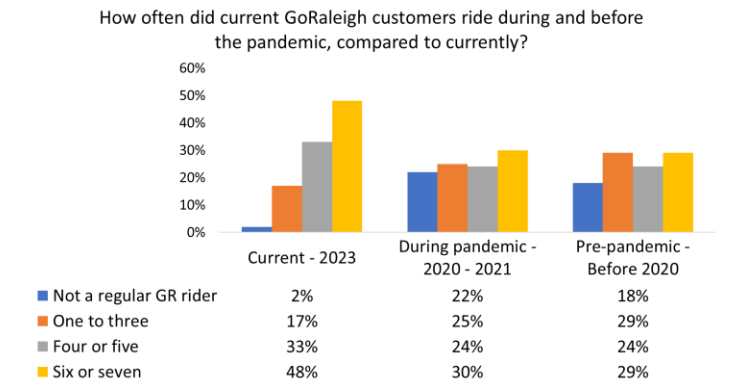
- Three-days a week or less: This includes those who are not regular riders or ride up to three-days a week (20%)
- Four-to-five-day: Those who use GoRaleigh four or five-days a week (33%)
- Six-to-seven-day: Those who use GoRaleigh six or seven-days a week (48%)

Why segment the sample in this manner? The frequency of using public transit is the most basic differentiating characteristic within the ridership. Understanding the ridership in groups rather than as

a monolith is generally useful to those involved with planning or marketing.

Commented [BW3]: Formatting issue

Figure 3 The Pandemic and Use of GoRaleigh



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

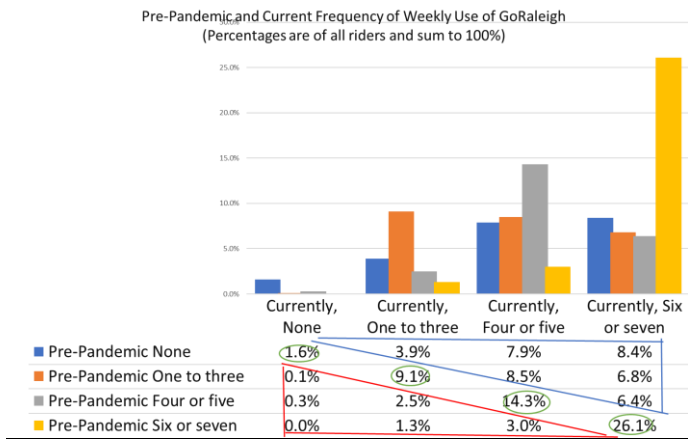
Among the current ridership, almost half, 48% use GoRaleigh six or seven days a week, while 33% use it four or five days, 17% from one to three days, and 2% are not regular riders.

Riders who use GoRaleigh currently say they used it

less frequently, both during the pandemic, and prior to the pandemic.

Of current riders, 22% say they did not use GoRaleigh during the pandemic, and 18% say they did not use GoRaleigh prior to the pandemic either. These riders are new to the system.

Figure 4 Riding GoRaleigh before Pandemic and Currently

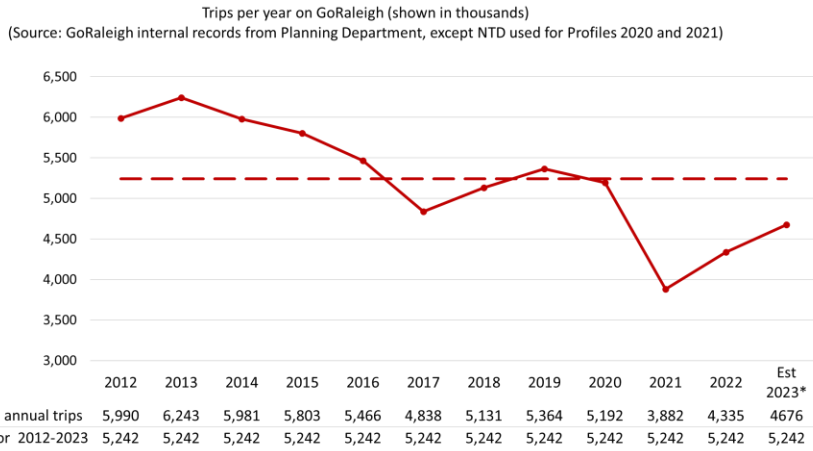


Another way to think about these pre and post pandemic riding tendencies is to consider the ridership as a whole rather than as current, pandemic and pre-pandemic riders separately. Figure 4 displays how often riders use GoRaleigh now and how often they say they used it pre-pandemic.

The circled percentages indicate consistent frequency pre and post. All other percentages indicate riders who are using GoRaleigh

either more often (in the blue triangle) or less often (in the red triangle). A total of 51.1% say they currently use GoRaleigh the same number or days per week they did pre-pandemic, while 7.2% say they are riding on fewer days. A significant portion - 41.9% - say they are using GoRaleigh more days per week. These figures pertain only to the period when fares remain suspended.

Figure 5 Ridership Statistics from GoRaleigh, 2012 – 2023



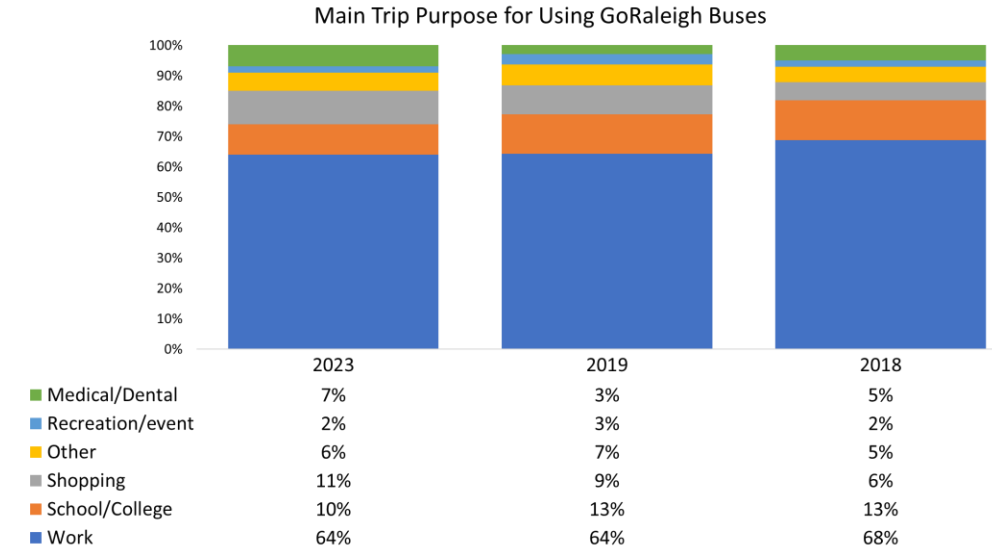
2023 estimate by CJI is simply 1st quarter * 4. This is not intended as a precise or final measure but only as an indicator of 2023 potential.

Ridership Trends

How do the survey data relate to the actual ridership data provided by GoRaleigh? With the caveat that we cannot directly infer changes in overall ridership from survey data, the survey responses among current riders are consistent with the recent ridership increase.

GoRaleigh ridership saw a long decline from 2013 to 2017 followed by a 4.5% increase from 2017 to 2019. Like all bus systems in the United States, ridership then declined precipitously during the pandemic years of 2020 and 2021. In 2022, ridership recovered substantially. In 2023 only first quarter results were available for this report. However, a rough estimate that assumes equal ridership for each quarter of 2023 shows the potential that the recovery will continue.

Figure 6 Trip Purpose



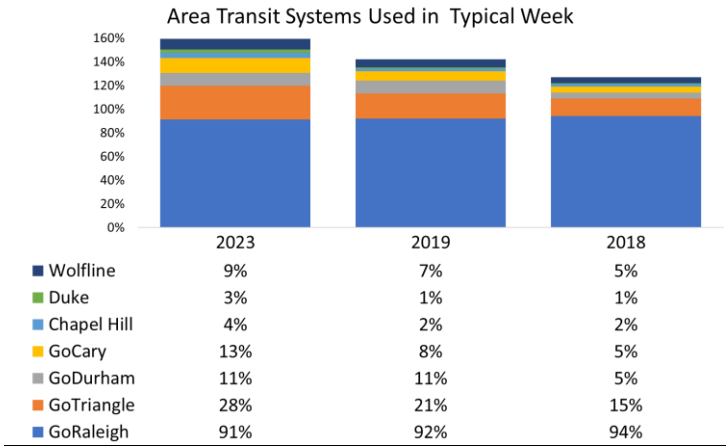
Trip Purpose

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

- Getting to or from work is the primary trip-purpose, with 64% of customers citing work their trip purpose in 2023. This percentage has been quite consistent since 2018, varying only between 64% and 68%.
- School and college trips make up another 10% of trips.
- Another 11% of the customers indicate that they use GoRaleigh to make shopping trips. Shopping has shown a gradual increase from 6% in 2018 to 9% in 2019, to 11% in 2023.
- Medical and recreational trips account for 7%

Commented [BW4]: I think this is interesting! I also surprise that it could be better (more frequent, longer hours of service).

Figure 7 Bus Systems Used in a Typical Week



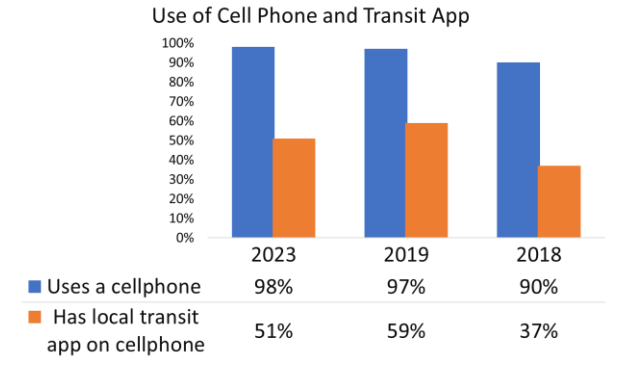
Use of Area Bus Systems

Respondents were asked which of the transit systems in the region they use in a typical week. Since they can use multiple systems, the sums of the percentages exceed 100% (see Figure 7).

As expected, most riders (91%) said they use GoRaleigh in a typical week. Conversely, this suggests that about 9% do not use GoRaleigh in a typical week and were encountered in the survey during one of their multi-system trips, or that they use GoRaleigh only occasionally, and not in a “typical week.”

- In 2023 GoRaleigh customers are more likely to use GoTriangle (28%). This percentage has been growing, increasing from 15% in 2018 to 21% in 2019 to 28% in 2023.
- Use of GoCary has also increased steadily since 2018, going from 5% in 2018 to 8% in 2019 and 13% currently.
- As a percentage of GoRaleigh customers using them, the GoCary, Chapel Hill, Duke and Wolfline have all increased somewhat.

Figure 8 Use of Cell Phones and the Transit App



Use of Cell and Smart Phones, and Use of the Transit App

Among GoRaleigh customers, cell phone ownership is essentially universal, with 98% of customers indicating they use a cell phone. Fifty-one percent (51%) of customers have a transit app installed on their phones, up from 37% in 2018, but down substantially since 2019.

Figure 9 demonstrates that through the age of fifty, a majority of GoRaleigh riders use a transit app. Among those 51 or older, however, only 36% use such an app.

The relationship of age to use of this technology is not surprising. What seems surprising is that 30% of the youngest age cohort does not use a transit app.

Among the 51% of GoRaleigh riders who use a transit app, TransLoc either stand-alone or with a second app as well, is by far the most widely used (50.4%) of those who use an app (i.e., 26% of all GoRaleigh riders).

Figure 9 Age and Use of a Cellphone Transit App

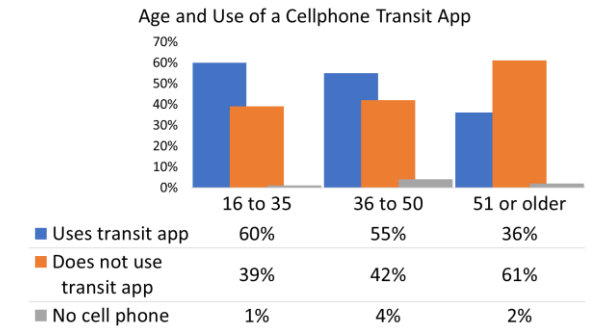
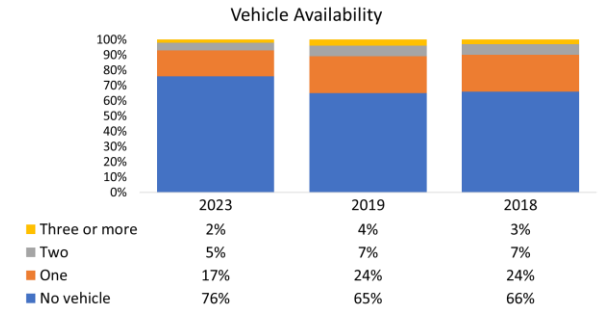


Figure 10 Which Transit App?

TransLoc	46.2%
TransLoc plus other	4.2%
GoRaleigh	14.0%
Transit	8.4%
Moovit	7.9%
Lyft	2.7%
Google Maps	2.0%
Go Raleigh	1.8%
Uber	1.6%
GPS	1.3%
Other	10.0%

Figure 11 Availability of a Vehicle

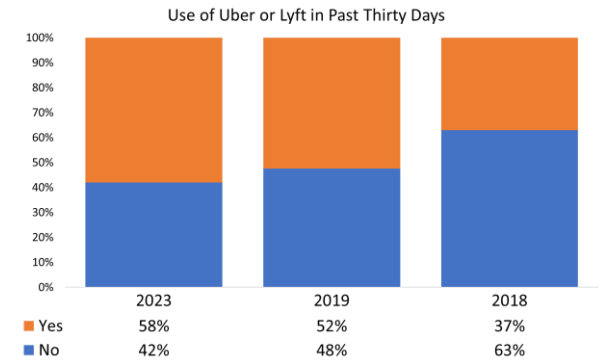


Availability of a Vehicle

Availability of a vehicle was basically unchanged between 2018 and 2019, however, between 2019 and 2023, the percentage of GoRaleigh riders without access to a vehicle jumped from 65% to 76%.

This change is due in part to the fact that the percentage of riders who say they are not employed rose by ten points from 8% to 18% between 2019 and 2023.

Figure 12 Using Uber/Lyft



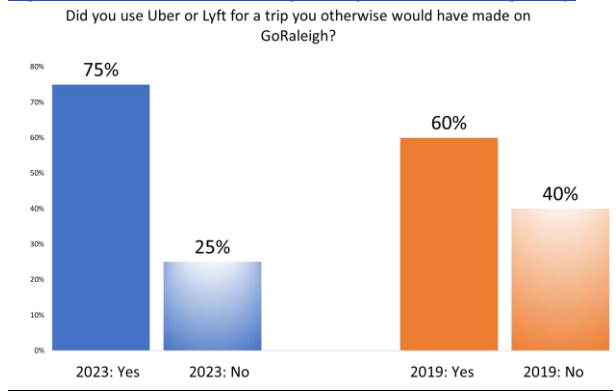
Ride-Hailing

Among GoRaleigh customers, the percentage of riders who say they have used Uber/Lyft in the past thirty days increased from 37% in 2018 to 58% in 2023.

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

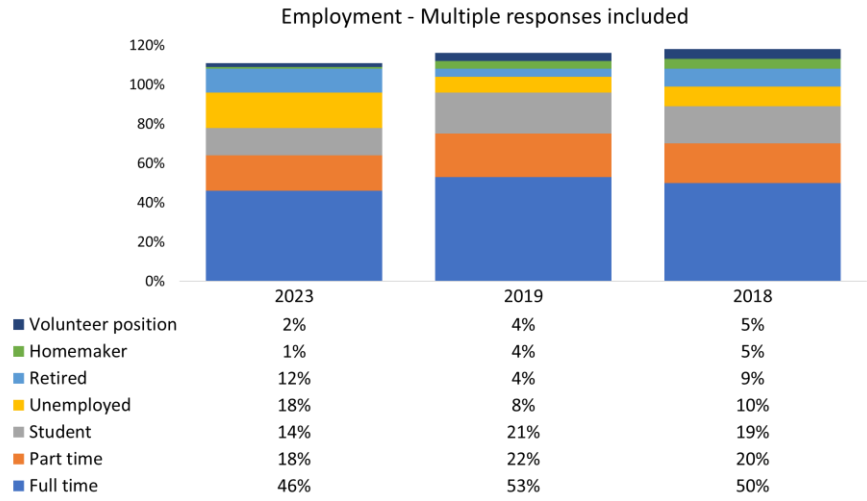
Of the 58% of customers who have used Uber or Lyft in the past thirty days, 75% say they used ride-hailing in place of a GoRaleigh trip. This amounts to 44%, of GoRaleigh riders (75% of 58%). This represents a major increase from 31% in 2019 (60% of 52%).

Figure 13 Use of Ride-Hailing to Replace a GoRaleigh Trip



Demographics

Figure 14 Employment



Employment

The employment profile of GoRaleigh customers changed significantly between 2019 and 2023. There had been only minor changes in the employment profile from 2018 to 2019. In 2018, 50% of GoRaleigh customers reported being employed full time¹. By 2019, the percentage of employed people increased slightly to 53%. There was greater change between 2019 and 2023:

- The percentage of riders who said they were employed full time declined from 53% in 2019 to 46% in 2023.
- The percentage of riders who said they were unemployed increased from 8% to 18% although in the unemployment rate in March for Wake County just prior to the survey was only 2.7%².
- The percentage of students decreased somewhat from 21% to 14%. This apparent change may have been influenced by the fact that the 2013 survey occurred after major area universities ended classes for the academic year.
- Retirees increased from 4% to 12%

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

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

Figure 15 Remote & Onsite Employment/School

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

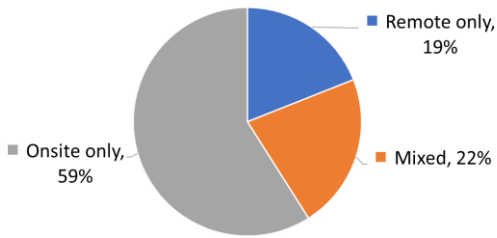
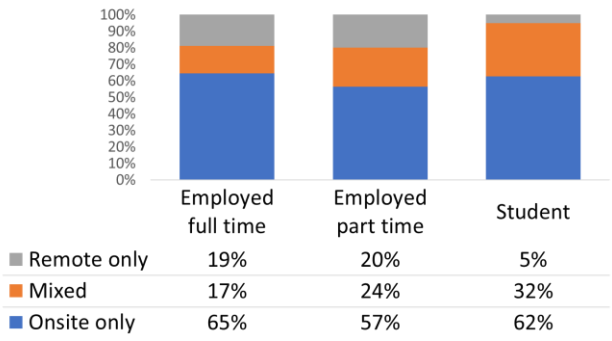


Figure 16 Remote v Onsite Work/School

Remote, Onsite, Mixed for Work and School

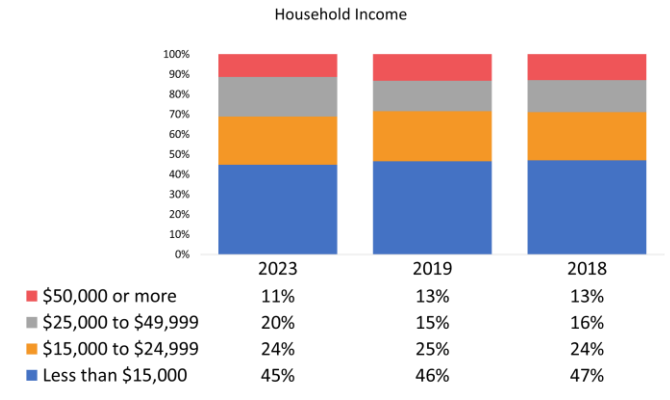


Remote Work/School

In April 2023, the early post-pandemic period when the GoRaleigh survey was conducted, 59% of riders said they worked or attended school only on-site. Another 19% said they worked or attended school only remotely and 22% said they followed a hybrid remote/onsite pattern.

The remote/onsite experience differs between students and employed persons. Only 5% of student riders say that they attend classes only remotely. This compares with 19% and 20%, respectively, of those who work full or part-time. More students (32%) and part-time workers (24%) than full time employees (17%) follow a hybrid schedule of onsite and remote attendance.

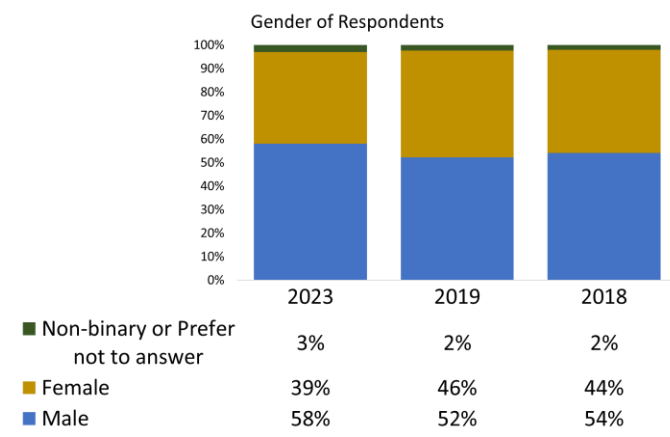
Figure 17 Income of Rider Households



Income of Rider Households

Riders’ reports of their household incomes have changed very little over the course of the three surveys. In 2023, as in 2019 and 2018, the largest proportion of riders reported household incomes of less than \$15,000 (45% in 2023, 46% in 2019, and 47% in 2018). The percentages in the other income levels were also constant, although there were some minor differences in the percentages in the income levels of \$25,000 and above.

Figure 18 Gender



Gender

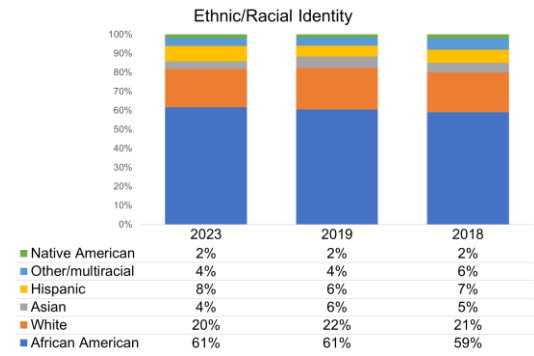
GoRaleigh customers more often identify as male (58%) than female (39%). Also, 3% identify as non-binary or prefer not to state a gender identity.

The male/female GoRaleigh gender split is roughly the reverse of the national figures cited in the CJI’s

report for APTA “Who Rides Public Transportation” which shows that among bus customers nationally, 56% are women.

The GoRaleigh gender split has been quite consistent among the three surveys, with a significant majority identifying as male in each survey.

Figure 19 Race and Ethnicity of Customers



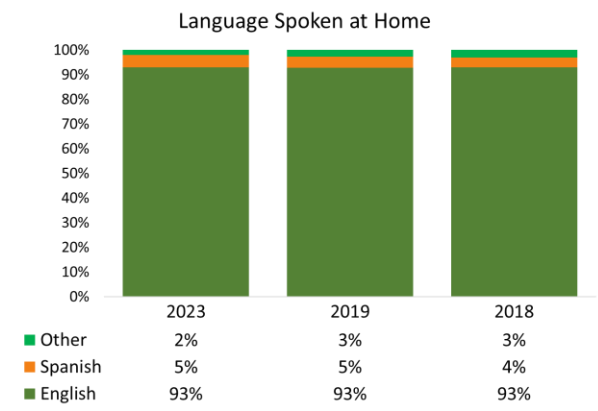
Race and Ethnicity of Customers

The percentage of riders identifying either with a racial group or as Hispanic has changed very little between 2018 and 2023.

- In 2023 as in 2019, 61% of the respondents identified themselves as African American/Black.
- 20% identify as Caucasian/ White in 2023 (20% in 2019, 21% in 2018).

Those identifying as Hispanic account for 8% of the ridership, Asian as 4%, and Native American as 2%. The “Other” category allowed for a handwritten response. But most who checked the “Other” category did not write in a response.

Figure 20 Language Most Often Spoken at Home

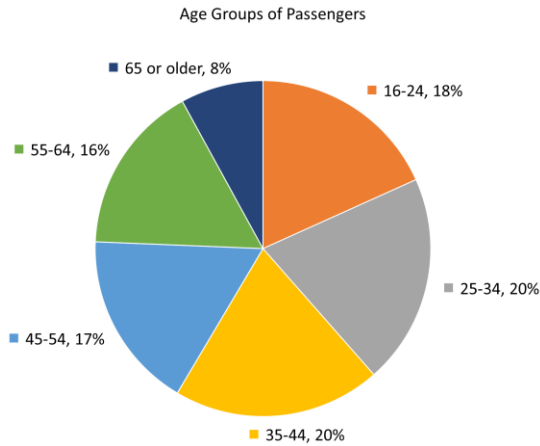


Language Spoken Most Often at Home

The overwhelming majority (93%) of GoRaleigh customers most often speak English at home. Only 5% speak Spanish at home.

Age of the Customers

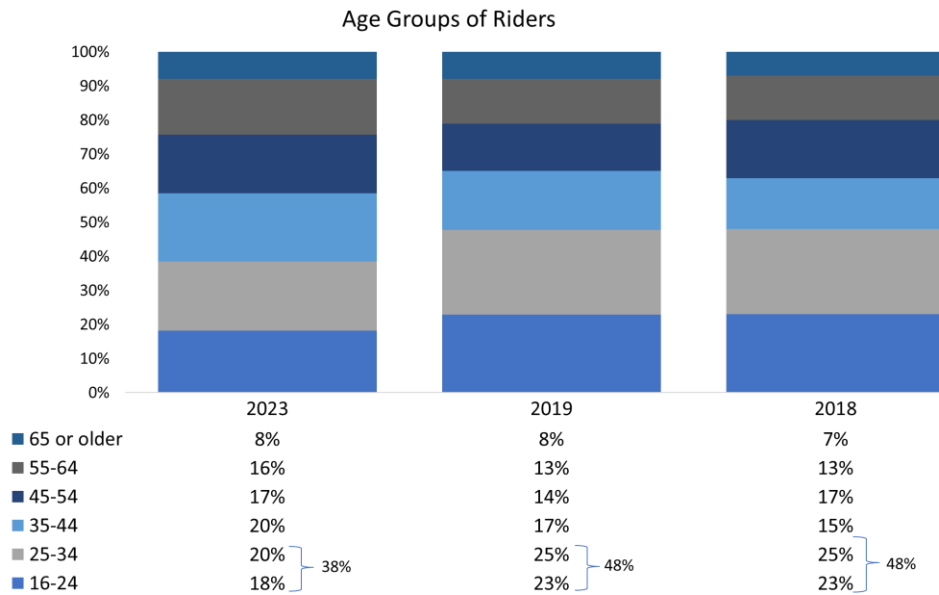
Figure 21 Age of Customers



Age of Customers

Like most bus transit systems in the United States, GoRaleigh has a young ridership, but its riders are older now than in 2018 or 2019. Of all GoRaleigh riders in 2023, 38% are under the age of thirty-five³. However, in 2018 and 2019, 48% were in this young cohort. The decline in this age group was offset by an increase in those 35 to 64 who increased from a total of 44% in 2019 to 53% in 2023.

Figure 22 Changing Age Distribution of GoRaleigh Riders

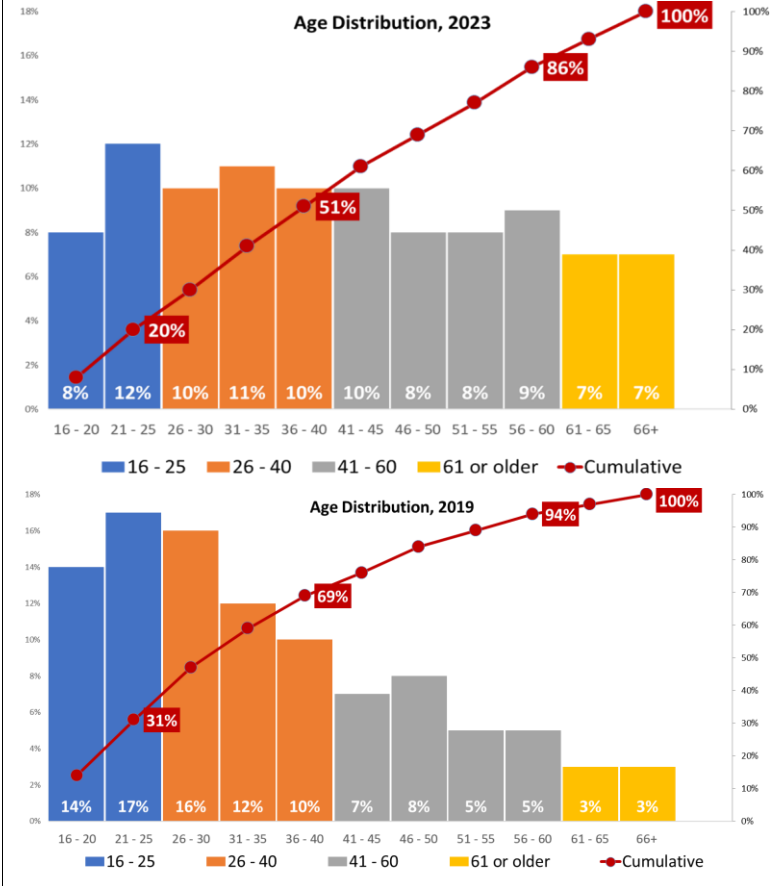


³ This percentage actually underestimates the youth somewhat because for reasons of data validity and ethical practice, we did not attempt to survey anyone who appeared to be younger than sixteen.

Figure 23 and Figure 24 provide another way to visualize this change in riders' ages. The data show that in 2023, the youngest age groups do not dominate the ridership as they did in 2019. The groupings of ages shown in the charts differ from those in Figure 22, but they do illustrate the nature of the change. In 2019 compared to 2023, larger percentages of riders were under the age of 35 and then the percentages declined, causing a curve pattern to the age distribution (red line in the chart). In 2023, the age distribution is rather flat in comparison to 2019.

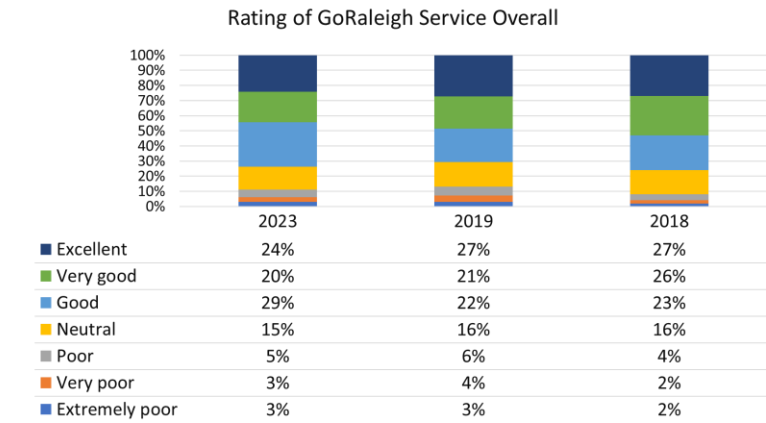
Figure 23 Age Distribution, 2023

Figure 24 Age Distribution, 2019



Customer Satisfaction

Figure 25 Overall Service Rating



Overall System Rating Score by Rider Segment

Customers were asked to rate 19 aspects of GoRaleigh service using a scale from 1 to 7, on which a score of 7 means “Excellent,” and 1 means “Very poor.” They were then asked to rate the service overall (See questionnaire, Appendix A).

CHANGE IN THE OVERALL SCORE

In 2023, 24% rate service overall as excellent. This score represents some slippage from 2019 when 27% rated service overall as excellent. The change does not, however, indicate a movement from positive to negative scores. Instead, it indicates a movement from more positive to less positive scores. What occurred was an increase in the percent rating service as “good” rather than “excellent.”

In the charts that follow, we differentiate among three elements of service.

1. Operational services - these involve basic aspects of service used by all transit customers - route structure, schedule adherence and other aspects of service used by all.
2. Service elements such as Sunday service or transfers that a substantial number of customers use only occasionally if at all.
3. Service environment in which the customer experiences GoRaleigh services. For example, “Quality of Wi-Fi,” “Suspended fares,” “Courtesy and helpfulness of bus operators” are among several service elements that help set the general environment of the riding experience.

Rating Scores: Scores of "Excellent" in 2023 on Individual Components of GoRaleigh Service

Figure 26 on the following page presents a first look at customer rating scores for individual elements of service. This chart includes only the top score of seven, or “Excellent,” on the seven-point scale⁴.

Figure 26 is organized by the type of service being rated. At the top of the chart are seven operational service fundamentals to all or almost all GoRaleigh customers. Four of these have more than 20% scoring the service as excellent: weekday service hours, service to all locations, weekday service frequency, and the time the usual trip takes have the highest percent of excellent ratings in the high utilization operational group, with 25%, 24%, 22%, and 21% respectively. On-time performance (19%) and Saturday service hours (19%) and Saturday frequency (17%) score slightly lower.

⁴ Note that the percentages are based on only those who were able to provide a rating, not the total sample, so that the percent “excellent” is not falsely reduced by inclusion of those who answered “not applicable” in the denominator.

The second set in the chart includes operational services used by many but not all riders. Ease of transfer between systems, scores 25% excellent. Ease of transfer within the GoRaleigh system receives an almost identical score of 24%. The other two items in this set both involve Sunday service, service span (“Sunday service hours”) at 18% and Sunday service frequency at 17%.

The third set of services involves the environment in which GoRaleigh customers travel. The notable score in this set is 55% for the suspension of GoRaleigh fares. Of the other seven service elements in this set, four have scores between 25% and 29%. Three aspects of service score below 20% - the sense of safety from other passengers, cleanliness of bus interiors (18%) and availability of bus stop shelters (17%). These three are probably mutually reinforcing because attention to cleanliness and providing shelter .

Figure 26 Scores on Individual Components of GoRaleigh Service

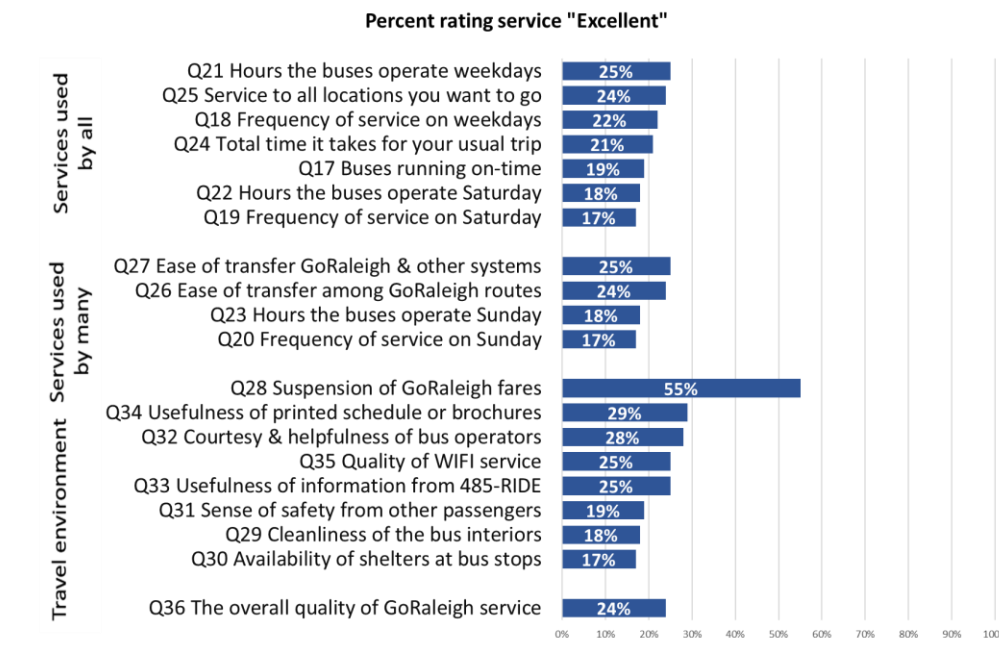
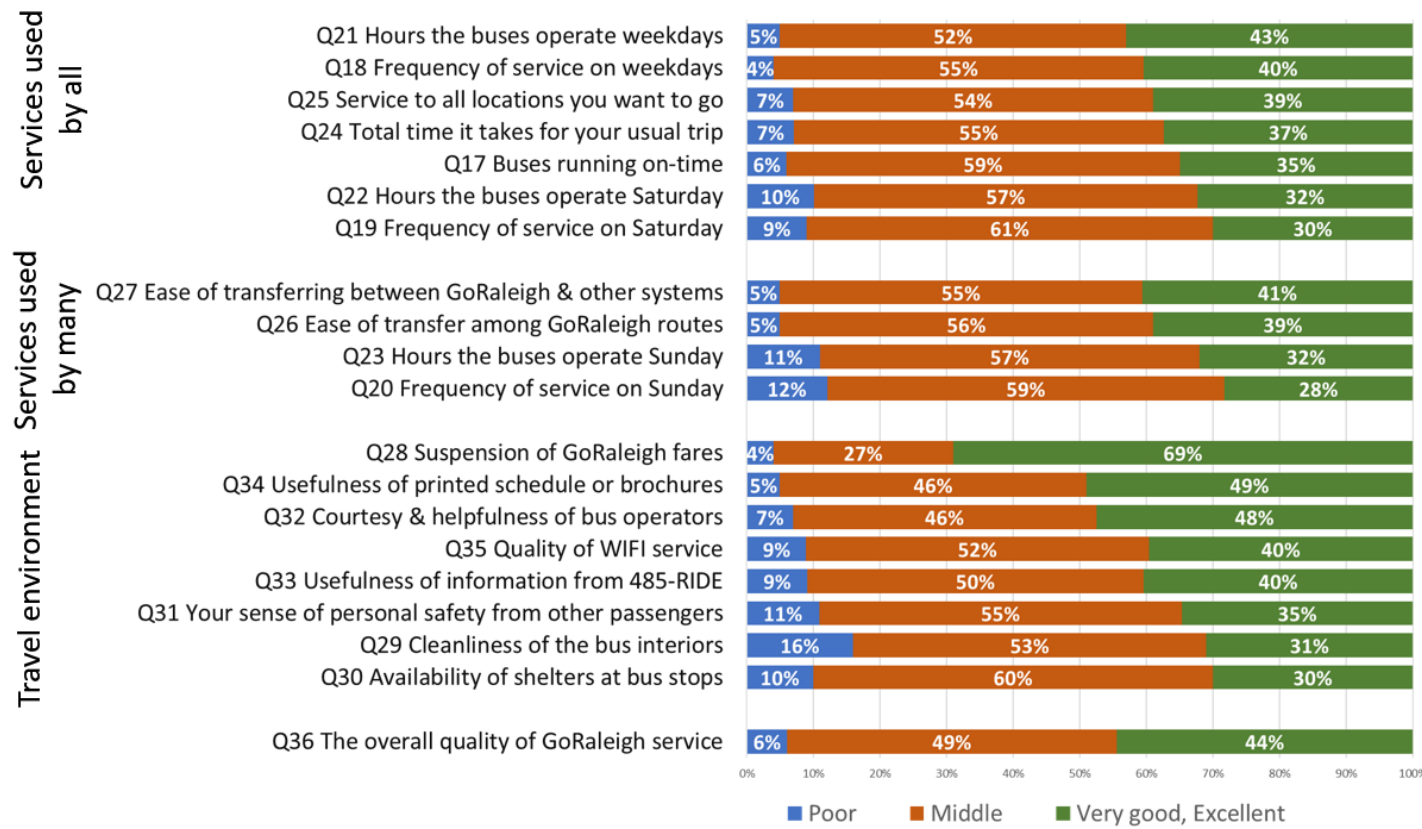


Figure 27 Distribution of Grouped Service Rating Scores



Service Rating Distributions

The previous chart, Figure 26, showed the top percentages on the seven-point scale. However, it is important to consider the distribution of scores within the full 1 – 7 range.

To simplify the chart showing the distributions, the scores of 1 to 7 have been combined into three levels (see Figure 27). The top two positive scores (6 and 7) are combined, as the bottom 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.

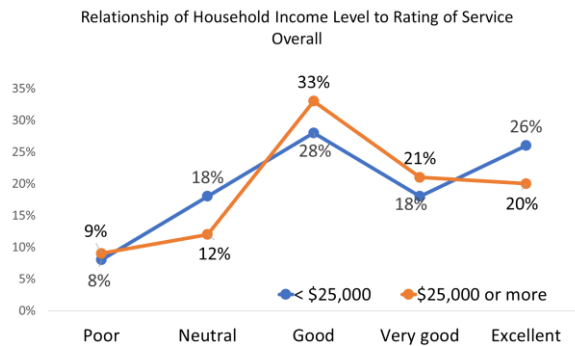
RESULTS TEND TO BE POSITIVE

The data show that ratings differ primarily in the degrees of positive ratings, not in stark differences between positive and negative ratings. With one exception (cleanliness of bus interiors, at 16%) the percentages in the lowest rating categories of 1 and 2 are below 15%. The percentages giving positive scores of six and seven on the scale in contrast, are much greater.

Figure 29 demonstrates how the positive ratings have changed since 2019. As discussed, the changes reflect the degree of positive ratings. Positive ratings of all elements of service decreased from 2019 to 2023, a finding that appears odd. Why would all aspects of service show a decline? For example, would the perceived courtesy and helpfulness of the bus operators have declined along with the perceived usefulness of printed schedules, and the weekday service hours and frequency? Can all of these be real changes or are some simply changes in perception?

The fact that ratings of every aspect of service declined suggests that something more than actual changes in service is having an effect on rider perceptions. There were major service reductions during the pandemic. Also, it is widely known that consumers tend to judge quality based in part on price. With fares suspended, could this suspension have had the paradoxical effect of reducing perceptions of service value and quality? Or could it be that with the riders lost since 2019 were simply more positive in their appraisal of the GoRaleigh system, and their loss brought down the scores across the board?

Figure 28 Relationship of -Household Income to Overall Service Rating

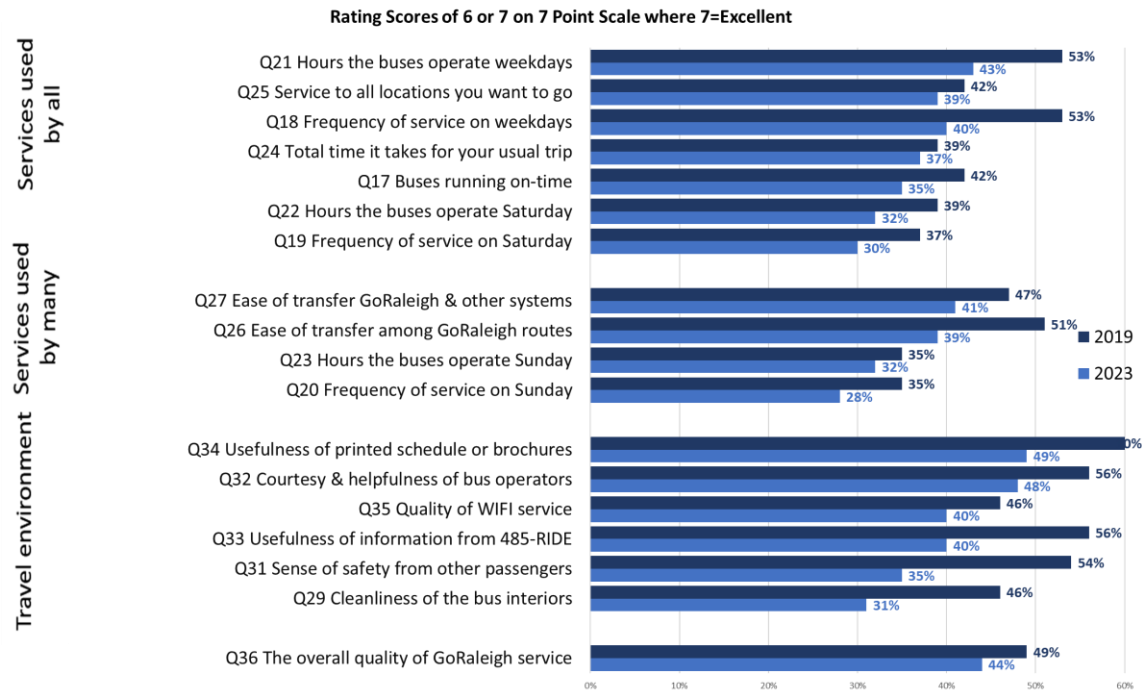


Unfortunately, the survey data do not enable us to develop a definitive explanation for the across the board change in perception of service quality. We have, however, tested several hypotheses. We have seen that there are fewer young riders than in the past and the typical age of passengers is now older than in 2019. We examined the possibility that that relationship of age to rating could perhaps help explain the decline in scores. However, there is no clear evidence of such a relationship in either the 2019 or the 2023 data.

The survey documents that the percentage of low-income riders increased from 2019 to 2023, perhaps as a result of the suspension of fares. Could it be that service ratings are positively related to income? If so, this would mean that the lower the income, the lower the service score would be. Thus with more lower income riders, the systemwide scores would be lower? No. Figure 28 shows the opposite: As the percentage of lower income ridership increases, possibly

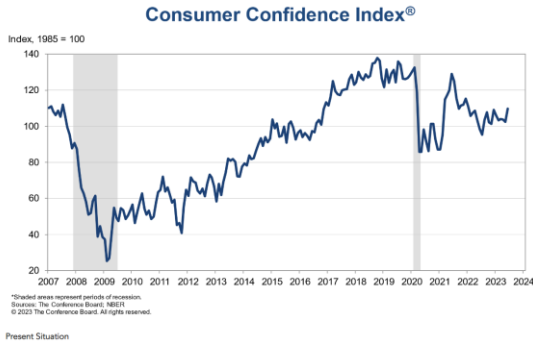
because of suspended fares, the percentage of "Excellent" rating scores also tends to increase.

Figure 29 Change in Ratings 2019-2023



The fact that ratings of every aspect of service declined and that this has occurred across the four systems suggests that something even beyond the income change among the riders may be having an effect on rider perceptions.

Figure 30 Consumer Confidence Index, 2007 to 2023
(Source: The Conference Board)



the first quarter of 2023 when it began to rise. The data we are comparing in this study reflect the difference between the peak optimism of 2019 and its decline in early 2023. The onboard surveys would not have picked up the very recent improvement in mood.

Figure 31 The American Customer Satisfaction Index, 2000-2023 (Source, ACSI)

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

The American Customer Satisfaction Index (ACSI) 2000 - 2023



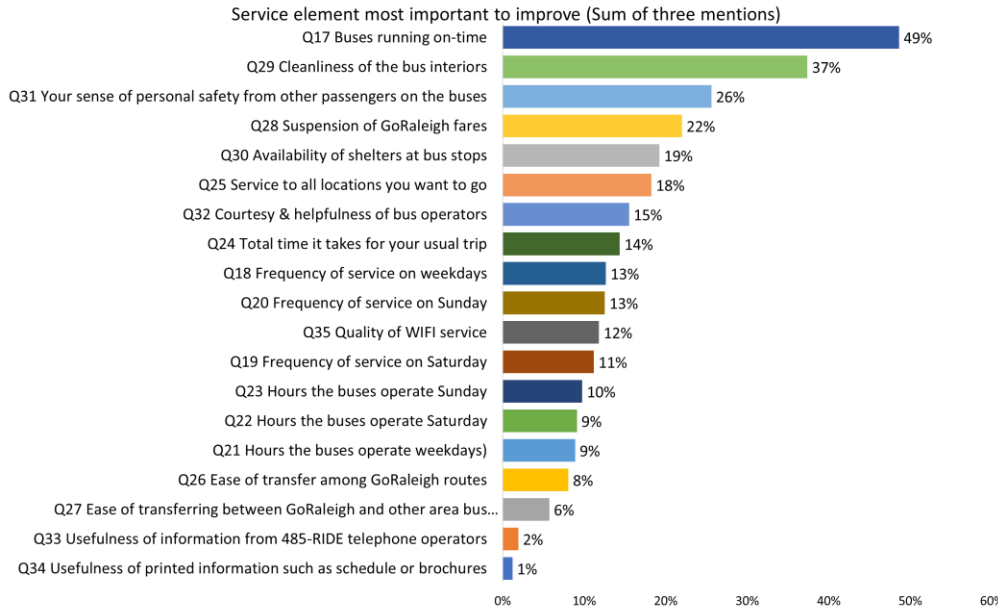
Other national survey data also reflect this kind of tendency. For example, the American Customer Satisfaction Index (CSI) conducts surveys with consumers in virtually all sectors of the economy (including public sector) and publishes an index of overall consumer satisfaction. Like the Consumer Confidence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

Possibly the tilt toward negative in the 2023 survey results has as much to do with the “national mood” as it does with the performance of the several Triangle Region transit systems.

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

It is widely reported in the press that the “national mood” has been “sour.” It is speculative but interesting to observe parallels between national and local trends. For example, the Consumer Confidence Index published by the business organization, The Conference Board, showed in May that confidence hit a high point in 2019, then, because of the pandemic, declined precipitously until the end of 2021. It then when it had almost regained its 2019 heights, it dropped again until

Figure 32 Most Important Element to Improve (2023)



Customers’ Priorities

Respondents were asked, “Of the services in questions 17 through 35 above, please list the three most important to improve, or if service is already very good or excellent, to maintain?” The percentage naming each service as one of the top three is shown in the chart.

Forty-nine percent (49%) of GoRaleigh customers indicate that having the buses run on-time is one of their top priorities for improving or maintaining a service. At GoRaleigh, 35% give on-time performance a very good or excellent rating, and only 6% give it a poor rating. Yet it appears at the top of the improvement priority list.

In 2019, the top five services to improve were all operational: On-time performance, the total time the trip takes, weekday service frequency, and Saturday service frequency were all named in the top four. In contrast, three of the top four in 2023 are elements affecting the travel environment, specifically, cleanliness of the bus interiors, the sense of personal safety from others on the bus, and continued suspension on fares.

Commented [BW5]: Key finding

•

Appendix A: Questionnaire

PASSENGER SURVEY — Please tell us about how you use GoRaleigh

El cuestionario en español se encuentra en el otro lado



1. In a typical week on how many days do you currently use GoRaleigh? *(Circle only one)*
0 (None – Not a regular GoRaleigh rider) 1 2 3 4 5 6 7
2. Before the pandemic which began in March 2020, on how many days a week did you typically use GoRaleigh? 0 (Did not use GoRaleigh then) 1 2 3 4 5 6 7
3. During the pandemic in 2020 and 2021, on how many days a week did you typically use GoRaleigh? 0 (Did not use GoRaleigh then) 1 2 3 4 5 6 7
4. What is the ONE main purpose for which you most often use the GoRaleigh bus? Is it to go to or from
1 Work 2 School/college 3 Shopping
4 Medical/dental 5 Recreation/event 6 Other: _____
5. Please mark all of the following that apply to you. Are you...
1 Employed full time 2 Employed part time 3 Unemployed
4 Homemaker 5 Student/Retired 7 Volunteer position
6. If you are employed or a student, do you work/attend school...
1 Remote only 2 Remote some days; onsite other days 3 Onsite only
7. How old are you? _____ Years old
8. Do you identify as... 1 Male 2 Female 3 Non-binary 4 Prefer not to answer
9. Do you consider yourself to be... *(Please check all that apply to you)*
1 African American/Black 2 Asian 3 Caucasian/White
4 Hispanic 5 Native American Indian 6 Other: _____
10. What language do you most often speak at home? *(Check only one)*
1 English 2 Spanish 3 Other: _____
11. 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
12. How many cars or other vehicles are available for your use? 0 None 1 2 3 4 or more
13. Please check all Triangle Region bus systems you use in a typical week
1 GoRaleigh 2 GoTriangle 3 GoDurham 4 GoCary
5 Chapel Hill Transit 6 Duke Transit 7 Wolfline
14. Have you used Uber or Lyft in the past thirty days? 1 Yes 2 No
15. Did you use Uber/Lyft instead of GoRaleigh for a trip you otherwise would have made on GoRaleigh? 1 Yes 2 No
16. Do you use a transit app on your cell phone? 1 Yes 2 No 3 No cell phone
If you use a transit app, which one? _____

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

37. Of the services in questions 17 to 35 above, please list the three most important to improve or if service is already very good or excellent, to maintain?
Most important _____ 2nd most _____ 3rd most _____

Comments: _____

ENCUESTA DE PASAJEROS — Cuéntenos cómo usa GoRaleigh



1. En una semana típica, ¿cuántos días utiliza actualmente GoRaleigh? *(Círcule solo uno)*
0 (Ninguno – No usa GoRaleigh regularmente) 1 2 3 4 5 6 7
2. Antes de la pandemia que comenzó en marzo de 2020, ¿cuántos días a la semana solía usar GoRaleigh? 0 (Entonces no uso GoRaleigh) 1 2 3 4 5 6 7
3. Durante la pandemia en 2020 y 2021, ¿cuántos días a la semana solía usar GoRaleigh?
0 (Entonces no uso GoRaleigh) 1 2 3 4 5 6 7
4. ¿Cuál es el ÚNICO objetivo para utiliza con frecuencia el autobús GoRaleigh? es para ir hacia o desde
1 Trabajo 2 Escuela/colegio 3 Compras
4 Médico/dental 5 Recreación/evento 6 Otro: _____
5. Por favor marque todos los siguientes que se aplican a usted. Eres...
1 Empleado de tiempo completo 2 Empleado medio tiempo 3 Desempleado
4 Amaño de casa 5 Estudiante/Jubilado 7 Puesto de voluntario
6. Si está empleado o es estudiante, ¿trabaja/asiste a la escuela...?
1 Solo remoto 2 Remoto algunos días; presencial otros días 3 Solo en el sitio
7. ¿Cuántos años tiene? _____ Años
8. ¿Te identificas como... 1 Masculino 2 Femenino 3 No binario 4 Prefiero no responder
9. ¿Te consideras a ti mismo... *(Por favor marque todo lo que se aplica a usted)*
1 Afroamericano/Negro 2 Asiático 3 Caucásico/Blanco
4 Hispano 5 Indio Nativo Americano 6 Otro: _____
10. ¿Qué idioma habla con más frecuencia en casa? *(Marque solo uno)*
1 Inglés 2 Español 3 Otro: _____
11. ¿Cuál es el ingreso total anual de su hogar? *(Marque solo uno)*
1 Menos de \$10,000 2 \$10,000 a \$14,999 3 \$15,000 a \$19,999
4 \$20,000 a \$24,999 5 \$25,000 a \$34,999 6 \$35,000 a \$49,999
7 \$50,000 a \$74,999 8 \$75,000 a \$100,000 9 Más de \$100,000
12. ¿Cuántos autos u otros vehículos están disponibles para su uso? 0 Ninguno 1 2 3 4 o más
13. Marque los sistemas de autobuses de la región de Triangle que utiliza en una semana normal
1 GoRaleigh 2 GoTriangle 3 GoDurham 4 GoCary
5 Chapel Hill Transit 6 Duke Transit 7 Wolfline
14. ¿Ha utilizado Uber o Lyft en los últimos treinta días? 1 Sí 2 No
15. ¿Usó Uber/Lyft en lugar de GoRaleigh para un viaje que de otro modo habría hecho en GoRaleigh? 1 Sí 2 No
16. ¿Utiliza una aplicación de tránsito en su teléfono celular? 1 Sí 2 No 3 Sin celular
Si usa una aplicación de tránsito, ¿cuál? _____

En los últimos 30 días, ¿cómo calificar a GoRaleigh en los siguientes servicios?	Excelente			Neutral			Muy mal	No aplica
17. Autobuses funcionando a tiempo	7	6	5	4	3	2	1	<input type="checkbox"/>
18. Frecuencia de servicio entre semana	7	6	5	4	3	2	1	<input type="checkbox"/>
19. Frecuencia de servicio el sábado	7	6	5	4	3	2	1	<input type="checkbox"/>
20. Frecuencia de servicio el domingo	7	6	5	4	3	2	1	<input type="checkbox"/>
21. Horas de operación entre semana	7	6	5	4	3	2	1	<input type="checkbox"/>
22. Horas de operación el sábado	7	6	5	4	3	2	1	<input type="checkbox"/>
23. Horas de operación el domingo	7	6	5	4	3	2	1	<input type="checkbox"/>
24. Tiempo total que tarda su viaje habitual	7	6	5	4	3	2	1	<input type="checkbox"/>
25. Servicio a todos los lugares que quieras ir	7	6	5	4	3	2	1	<input type="checkbox"/>
26. Facilidad de transferir rutas de GoRaleigh	7	6	5	4	3	2	1	<input type="checkbox"/>
27. Facilidad de transferir entre GoRaleigh y otros sistemas de autobuses del área	7	6	5	4	3	2	1	<input type="checkbox"/>
28. Suspensión de las tarifas de GoRaleigh	7	6	5	4	3	2	1	<input type="checkbox"/>
29. Limpieza en interiores de los autobuses	7	6	5	4	3	2	1	<input type="checkbox"/>
30. Disponibilidad de techos en las paradas	7	6	5	4	3	2	1	<input type="checkbox"/>
31. Su sentido de seguridad personal de otros pasajeros en los autobuses	7	6	5	4	3	2	1	<input type="checkbox"/>
32. Cortesía y amabilidad de los operadores	7	6	5	4	3	2	1	<input type="checkbox"/>
33. Utilidad de la información del 485-RIDE operadores telefónicos	7	6	5	4	3	2	1	<input type="checkbox"/>
34. Utilidad de la información impresa como horario o folletos	7	6	5	4	3	2	1	<input type="checkbox"/>
35. Calidad del servicio WIFI	7	6	5	4	3	2	1	<input type="checkbox"/>
36. Calidad general del servicio de GoRaleigh	7	6	5	4	3	2	1	<input type="checkbox"/>
37. De los servicios en las preguntas 17 a 35 anteriores, enumere los tres más importantes para mejorar o, si el servicio ya es muy bueno o excelente, para mantener. Lo más importante _____ 2do más _____ 3ro más _____								
Comentarios: _____								

Appendix B: Rider Comments

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

- #152 & #1 are the routes I feel the least safe. Go Cary is amazing
- #16 4:00 PM village district connect #23 Crabtree 4:45. If there is a problem the next 23L 5 5:45 PM
- #17 stop running too early, have to walk the rest of the way home everyday. No bus runs from Pool rd to Sunny brook rd.
- #21 route morning needs to improve, my mom handicapped my son school the bus driver rode
- 1- Come on time 2- Don't pull off when people are running for the bus. 3- Clean the buses more.
- 1. Customer satisfactory 2. Cleanliness of buses and safety of customers with masks and brochures 3. I think that are improving which just started recently, but I think the drivers need to take in consideration of their commute
- 1. Helpfulness of bus drivers 2. Punctuality of buses 3. Cleanliness of buses
- 1. For Routes 26827 A New Brochure Needs to be Printed Up With New Bus Stops. 2. Bus Garner Service. Needed on Sat & Sun. 3. Bus Sch Need To Be
- 1. It would be nice if the #20 route ran on the weekends. 2. More frequency ran #6 during week/weekend 3. Routes 1/15/7 more frequency on weekends (right now it's crowded) 4. Lightning/Seats shelters without glass.
- 1. Safety to passenger 2. Cleanliness to bus 3. frequency of buses
- 28: Maintain , 19: Can Improve , 25: Improve Walk forest area
- 30,35,32,18 need at least benches. Bus drivers need to be (illegible)
- A little more time and patience to load up bus riders
- A lot of homeless people sleeping on the bus. They have beer cans and trash and some buses smell like urine and alcohol
- All are Important
- All buses need to run every 30 min all day
- All buses need to run every 30 min all day
- All buses should be 30 min
- All of them of Ride
- Also 17 Because It Plays a Factor in Making People Late or On Time for Important Personal matters. Buses Play a Key Part in Peoples Schedule
- Also, transfer or connections make @ bus station from GoRaleigh to GoRaleigh buses unnecessary time spent waiting when buses pull off, when buses pull in no connect for wait. Be more courteous to people w/mobile driver/ walking i
- Although there are a few good driver. Bus drivers on average can improve greatly-from angry countenance to sometimes antagonistic comments are anger.
- Always on time
- Appreciate having transportation and those who drive the bus.
- As a teen working full time, the suspension of the fare has made it a lot easier to go to and from work without interrupting my budget.
- Attitude of your drivers. cleanliness
- Availability during the weekends in Garner price of fare needs to stay free, at night buses should come every 15 mins instead of every hour.
- Availability on weekends in Knightdale

- Average driver's disposition and attitude are poor. You never see the good one or they no longer work for the company. Supervisor cocky attitude
- Awesome Service
- Bad Bus Drivers
- Be on time! if paying for bus rides again will improve overall quality of service then do it. Hire drivers with better attitude more(illegible). Fix for buses nationally.
- Been riding to NCSU since 2005. Some bad experiences but mostly very good and thankful to have this service.
- Been riding to ncsu since 2005. Some times experience not worth it
- Better frequency, stop radios on buses
- Better Wifi on Buses
- Booking Back bus fares, to improve the system stop people from hanging out at go Raleigh downtown.
- Braille system for laurin and or for printed information. (2) Need to be more stops that are covered. Bus stops in safe places not in ditches and back holidays cat connection more correct
- Buen Servicio
- Bueno dia todo bien el operador es muy amable
- Bus #2204 pulled off ass i was right in front of bus then would not let me on bus
- Bus 20 in Garner does not run on the weekends - makes it hard
- Bus 20 Needs to Run on the Weekends
- bus are dirty, driver are rude and never on time needs to get better
- Bus does not show up sometimes with no warning
- Bus drivers are
- Bus drivers are always polite to me
- Bus drivers are awesome
- Bus drivers are rude and impatient (unprofessional)
- Bus drivers are so disrespectful
- Bus drivers attitude
- Bus drivers should stop pulling the people I could be going to a funeral then
- Bus Drivers Showing Respect to All Passengers, Not All Are Bad. Buses On Time Saturdays & Sundays Should Be Ran On Weekend Schedule
- Bus is satisfactory i m pleased. Would like it to stay free
- Bus need cleaning more and better seating at the shelter bus stops less attitude from bus operator and respect for the disabled and the elderly!
- Bus needs to run every 30 minutes on Saturday and Sunday instead 1 hrs
- Bus needs to stay free and run more on sundays
- Bus on time, Nasty driver
- Bus seats needs to be sanitized and sprayed with Lysol daily very badly!
- Bus security
- Bus security
- Bus stop to close to the road with no side walk at stadium dr. Wake forest
- Buses and station are dirty. Bus drivers are friendly. Rose is the best driver!!!
- Buses Are Convenient Mode of Transportation but the Buses/Stations are Filthy. Some Routes Smaller Buses With More Frequent Service Would be useful. Pay These Drivers Well, They Have Hard Jobs.

- Buses on weekends. Run buses 30 mins
- Buses to remote places like Fuquay, Apex, etc need buses on the weekend
- Car in shop
- Change interior to green you all are doing excellent
- Changing bus signs on the bus quality of your drivers usb ports
- Children safety when comes to the carriers daughter got hurt when followed the rules
- Clean 28 29 18
- Clean Interiors try to be on time don't slam the brakes
- Clean the bus seats
- Cleaner Buses
- Cleanliness is important and hygiene crackheads should nt be able to do it on the bus. Weapons should be brought on the bus seats and floors need to be cleaned. Certain people should not be allowed on buses. If ur hygenie is bad you should not be on bus
- Cleanness on some buses
- Cleaning
- Cleaning specially the seats. Clean seats clean seats
- Cleanliness
- Cleanliness / Communication / Professional / Ethics
- Cleanliness need to
- cleanliness needed
- Cleanliness of the buses is important to me. Route #15-there are safety concerns.
- cleanliness, frequency, on – time
- Connect the Wake Forest Bus Loop to Other Routes
- Consider transit police to assist drivers with mentally ill and criminal behaviour on buses.
- Continue Your Journey
- Could you run a bus up Try on
- Courtesy and helpfulness of bus operators
- Customer service
- De Las Rutas deberian transitar con mas frecuencia
- Dirty, nasty buses, bus drivers drive slow driving late to leave the terminal, too min stand
- Does not make sense list one bus leaves at us just inventor of the same time. I'm the sleeping bus complexion
- Don't like at all
- Don't Need Improvement
- Drivers and employees not being threatening. Ensuring personal safety of all passengers and not being racially bias or sexual harassment.
- Drivers attitude really needs improvement
- Drivers go through a lot but can be more nice.
- Drivers not to use their cellphones unless on a personal break unless an emergency.
- Drivers should stop at bus stops that have people sitting at stop.
- Drivers work so hard. Old folk put
- Easier Transportation From Wake Forest to Downtown Raleigh & More Frequent Stops/Busses
- Enjoy riding
- Es muy bueno

- Everything good i love it!
- Everything Ok
- First thank you all for what you do Suspension of the fares, is crucial to Raleigh residents
- For the most part they're fine but some turn on the A.C when its already cold outside.
- Frank Marsh Jr
- Get rid of the new turn around right side front seat
- Get the 20 bus to run on Saturday
- Glad bus is free
- Glad Busses are Free at this Time. It Helps with Money Being Tight.
- Go Trans rugged cell phone out its
- Gol buses drivers!
- Good
- Good 1#
- Good for now
- Good Job
- Good Job
- Good overall
- GoRaleigh An Excellent Public Transport System
- GoRaleigh is Good
- GoRaleigh is good
- GoRaleigh is great.
- GoTriangle needs cell phone outlet
- Gracias Por Tomar en cuenta nuestra opinion.
- Grateful, thank you. What triggers me is not enough bus routes. Thank you GoRaleigh.
Operators are great.
- Great experence with the public transit. most are clean and quality of the service good
- Great job
- Great Job!
- Great people
- Great Service
- Great service! Thankful for it as a student (foreign)
- Great staff & Drivers GoRaleigh
- Had to go - stop
- Handicap tie down is very poor
- Home
- How come the bus really is never on time sometime they are late or barley show up at all!
- I am not a regular rider so I can't elaborate on that statement
- I been riding the bus since a kid you really Help
- I believe busses should operate on weekends as well.
- I can't always fault the drivers. They do the best they can for the most driver I really like taking the bus
- I do not ride GoRaleigh enough so 17-36 do not apply.
- I end up missing the second bus/route I take a lot of the time due to the first one being late, or just trouble transforms

- I have lived in many cities in US. This is the worst transit system. I've experienced so sad! That's why no one rides the bus as convenient as it may be downtown.
- I have no complaint! I mean really. Its free!
- I have no complaints overall. I would rank most of the box a 5-6. My biggest issue is that the weakened does not now run every 30 minutes during the peak hours like it does on the weekdays. I understand how much that would effect
- I have Seizures Cannot Drive
- I hope Raleigh can become a 15 minute city
- I just don't like how bus drivers are being treated because of the passengers
- I like riding the bus
- I live at Portland
- I love GoRaleigh
- I Love RLD vs the Bus I am Vision Impaired
- I love the suspension a fares would be like to have bus
- I No Longer Use The Transit App Because The Info Was Inaccurate/Unreliable. Passengers Smoke On The Platforms And At Stops, But Transit Personnel Do Nothing About It. Passengers Even Bring Their Lit Cigarettes On Buses.
- I only use the 24L i really wish it now in both directions so getting home didn't take 10x as long as getting out!
- I picked 17 because I take two routes to get to my location. Sometimes the buses don't align w/timing but if were running behind to see the bus or get the drivers attention they'll pull off ... Some will let you on which is right
- I really appreciate the suspension of GoRaleigh fares. As a full time student who does not a have driver license, it has been an affordable blessing for my family.
- I ride everyday not having to pay for transportation a big help. The only real complaint is the 23 does not run long enough. It should end around 9pm so I can get home at night
- I suggest offer availability on weekends.
- I Thank Y'all For The Fare Being Waved, But Do WOH on Couple of Your Routes. The Homeless Population Can Get Proper Rude Need An (illegible) Program
- I Think GoRaleigh Does a Pretty Good Job Overall, My Only Concern is For Our Safety When There is an Intoxicated or Unruly Passenger
- I think GoRaleigh is doing a great job
- I Think if they charge, we would not have all these problems with these passengers that do not work, they just want to go to sleep on the bus and disrespect the driver's
- I Think They Should Make People Pay Of the bus
- I think what would make riding the bus on Sunday same as the week days schedule instead of switching it hours later on schedule.
- I understand this likely boils down to
- I use bus service when I want to. Given when I have ample time would love to have bus service in Afren Louis to assist with commutes
- I was assaulted by the another passenger on the bus. I was yelling to the driver for help but driver ignored I asked driver to call all because I was assaulted and they didn't call of acknowledge me
- I wish the buses that have abbreviated schedules would go back to regular schedule.
- I would like the service on sundays and every day at 6:00 am in the morning
- If bus broken down there is button in the application

- If transit starts charging again there would be only working people riding the bus!!!
- In General Excellent Service
- It is very good and excellent ride in the bus the bus driver and the
- It is Very Good For We People that get Kid to go Everywhere We Want to go Thank to the GoRaleigh and the Government Good Job Keep It Up
- It is very good service. Thank you to GoRaleigh and the government.
- It Would Be Amazing If the Buses Went a Little Late For Work Related Resources
- Its a great service
- Its been far
- It's cool like it is
- Its Ok but More Drivers are Needed ASAP
- Just visiting
- Keep fare free! It makes an important in so many lives!
- Keep going with the good services.
- Keep it Free
- Keep it Free
- Keep it Free
- Keep the cost down for the homeless
- Keep up the good
- Keep up the good work
- Keep up the good work
- Keep up the good work
- Late night service would be good
- Live on 24 L Route - need shelters & more buses
- Loop
- Make & Route More Frequent
- Mas bueno servicio excelente 1924
- Mas Servicio Fin de Semana
- May FQ1.2 overview
- Meens Peter connections i.e. Falls of Neuse to walk loops
- Mi ruta de bus los choferes son amables
- More 23, then every hour
- More buses on connectors and not miss any buses
- More frequency more connectivity Better wifi
- More frequency on weekends
- More frequency required on weekends.
- More frequency required on weekends.
- More garner buses
- More outspoken drivers & less attitudes.
- More Respectable drivers
- More Service on 70X. More trips. Wifi working is spotty. Most of your drivers are rude and talk to some ppl like dogs
- More shelters needed
- More sidewalks throughout Raleigh

- More Tell all Drivers!
- Most Buses Are Clean. There Are Only Two Buses That Need Some Serious Cleaning.
- Most drivers has very bad attitudes. Bus needs to run quicker
- Most Important
- Most important they need to improve on the frequency of buses during the weekends.
- Most important time, wifi, location
- Most phone chargers do not work, some do not have charger point.
- Muchas gracias for electrain
- Must cover more locations
- Need a train/ faster way to commute
- Need bus ride
- need code on strickland from triangle town CTR to Briar Creek
- Need concert times and routes (route 17 rock Quarry)
- Need Improve on Time arriving and destination
- Need more benches+shelter esp for bad weather
- Need more bus drivers so routes aren't cancelled
- Need more buses and faster time
- Need more drivers
- Need more frequency! Frequency, Supplied fares.
- Need more hours on weekend, still be mayhem if bus starts charging.
- Need more info b/c there are stops online that do not exist and stops that do not have the proper route. EX 17 & 5
- Need good drivers
- Need security for bus. Have problems with wheel chair access!
- need service to white oak on weekends and get need of drivers who do not people skills and ugly personalities
- Need to be on Time
- need to clean the buses
- Need to have more bus drivers
- Need to keep bus free to help people of just a little more
- Need to stop saying bus #18 doesn't have a driver. Most all other buses have drivers but that bus constantly doesn't have a driver or is always late coming to moore square.
- Need to work and how people talk to others.
- Need transit through bahrain
- Never on bus 1 & 15 always late buses are nasty and all the drunks
- New to the area, I appreciate the service. Most of the drivers have been helpful.
- Nice keep don't brag, Running free oil, plug other folks
- No fees
- No more routes especially on ur through Royer's lane.
- None at this time Ive been here 4 months
- Not all issues that's presented from company in certain. Putting following questions and the community can help a lot more
- not every stop has a shelter
- Not Good

- Not Penalty But Mont Missing This Year -> 30 Minute Transfer Wait
- Number 8 Route should be every 30 or 15 mins
- On time and bus drivers need to be more respectful to each other 24hr bus service.
- On Time Bus
- On Time service
- Operators / Reps need to give accurate info to customers.
- Operators being more kind to passengers
- Operators/Reps need to give accurate info to customers
- Over all great service
- overall good service/Homeless riders a headache.
- Overall GoRaleigh has been good
- Overall great service
- Overall I am satisfied with GoRaleigh services
- Overall I'm Thankful for GoRaleigh transit system.
- Overall I'm Thankful for GoRaleigh transit system.
- Overall I've been very Impressed with the reliability of service
- Overall satisfied except for the Weed smell, can't help that
- Overall the system is good for it helps people get to and from different location. If cleanliness will improve that it will make it a better environment and safer
- Passage
- passengers really need to know how to not tight the bus drivers throw things or objects of them then nothing happens to them
- People holding the route up, For the working people, people riding around with no where to go.
- Perfection is achievable Great start Thank you
- Please 29 omg
- Please Clean or Replace seats. Please repeat the 27bus every 30 mins
- Please clean the buses. Thank you.
- Please consider keeping bus service free through downtown of economy
- Please keep the contact me
- Please work on the wifi the phone charging situation improved but internet is a term of security
- Pls Put Service of WFL Buses Back on Main ST All The Way to Calvin Jones Blvd. The Re-Routing Thru Heritage Makes No Sense Because There Are Hardly Any Bus Stops On That Route
- Provide more Schedule on Saturday and Sunday. Thank you
- Racial tensions
- Regularmente buen servicio
- Ride on weekends
- Safety Cleanliness
- Safety cleanliness
- Safety on our buses cleanliness of our buses approved time and lobes of destination.
- Saturdays and Sundays
- Sense & personal safety
- Service all right
- Service Good
- Service is adequate. Improvement is needed in all categories.

- Service is good but buses should run until 1 A.M.
- Service on Saturday. Service on Sunday. Cleanliness.
- Service to all locations I want hours on Sun. Freq on Sun
- Services are already excellent
- Several operators are just very rude and unprofessional. The 6:35 FKY is the best bus driver we had.
- Since Covid the Service Overall Has Gone Way Down. Maybe Start Charging as Again to Bring More Revenue to Hire More People / Long Hours/ More Routes Dirty.
- So far everything is great on busses
- Some bus drivers are often rude or late. The bus is not always easy to navigate so patience is important.
- Some bus stops
- Some Buses are Clean, Some are Nasty, Some Bathrooms Nasty N Smelly, All Buses Should Have Wifi
- Some drivers
- Some drivers are rude and nasty but I m not mad at all. I can get to my pick pt and grab
- Some Gas Drivers Have Very Poor Attitudes When are Asked Any Questions at All
- Some of the drivers need to practice patience
- Some of the passenger rude or drunk. Some drivers are not nice. Bus is dirty at times
- Some of urgency bus make people lie for work
- Some, not all of the drivers are considerate
- Someone slips in bus
- Sometimes buses don't run a route and I am not informed ahead of time. Sometimes they run little early or late.
- Sometimes buses pass the stop 10 min earlier
- Sometimes buses skip mean stop it helps proper way to report when and where that happens please.
- Sometimes buses, esp. with low frequency routes
- Sometimes I Feel Disgusted Getting Onto Bus Because of the Cleanliness of its Interior as well as it's Passengers, Who have no consideration for their Fellow Passenger
- Sometimes the bus don't come at all or late and some don't know the route
- Sometimes the Driver are Rude More Bus,
- Start back charging fare to eliminate unruly passengers
- Stop at sungrove In.
- Stop Vaping fighting cease
- Supervisors Should be in Tune to Move Things & Pay Attention to Things That Happen at Station
- Suspension of fare buses run each day polite drivers
- Suspension of fares Buses run each day polite drivers
- Suspension, running on time, Courtesy & helpfulness from drivers
- Tell your drivers to stop driving like bats out of hell please
- Thank You
- Thank You
- Thank you
- Thank you
- Thank you

- Thank you for all that you guys do for the triangle, much appreciation!
- Thank you for all your kindly services! Nahid JK
- Thank you for asking!
- Thank You!
- Thanks
- Thanks
- Thanks!
- Thanks!
- The #1 is worse at night and it runs every hour inconvenient.
- The 33 Knightdale only running once an hour 13 a nocroms, as when as the fact that it crosses running at 9pm with no weekend service, no weekend service is off the wall
- The 6 bus need to run later
- The bus can use some WIPES
- The bus is very beneficial to the people of Raleigh.
- The buses always some sort trash all over the floor. Maybe they should clean the buses after service, or something
- The buses need to be cleaner
- The buses should be power cleaned
- The Downtown station doesn't feel safe. Police needed.
- The GoLive texting has been saying "(illegible)" for many stops across multiple routes for the last couple of weeks, maybe longer
- The Interiors Need Work Bad, No Wifi Services, And Bus Drivers Could Be Move Friendly
- The Main Problem That I Have is, When Specific Buses are Delayed or Missed Its Hard to Find the Alternative Transportation If You are not Informed of Potential Problems
- The of the bus driver rudeness. Driving past people
- The online schedule should be updated continuously to reflect when buses actually arrive, if a route has delays/can't comes let people know.
- The only problem I have had with go Raleigh is buses coming before time and I miss job opportunities
- The Passengers Are Intoxicated & The Outlets are Faulty
- The rolips buses
- The scheduling issues mean that end no (illegible) is waiting/riding the bus any time. I use it.
- The seats need, to be clean some of the floors on your bus need to be fix.
- The seats on the buses are filthy.
- The service is good
- The service need more improvement on weekends we cannot get bus
- The X 10 bus
- There is not a weekend bus that runs to Knightdale #33
- There need to be more shelters at these bus stops.
- There needs to be a bench on every stop in the event the bus is running late... I've stood for hours waiting on buses..
- There shld be live tracking in the app
- There's a lot of pollen on the bus (windows) overall good service.
- They Need to be on Time. Stop Homeless People From Just Riding & Not Going Anywhere with all them Bags

- Time it ends-2am
- Time of service/ frequency. Bus cleanliness. Personal safety
- Time schedule
- Time, Frequency, Stops
- Time, Frequency, Stops
- timing, shelter, clean
- To much smoking at the bus station should stop people smoking at the bus terminal because of people sickness different conditions especially for the elders
- Trains Please. Get rid of cars. Trex Utr parasitic passes of at a symnt of a car monopoly.
- Transloc app is useful
- Transloc app is useful
- Unorganized Except For Drivers Arrogant
- Use of the 485 ride customer services.
- Very good bus service always thankful
- Very good service
- We can improve cleanliness apart from that great service overall.
- We need better infrastructure more routes and a focus on public transit rather than car centric expansion
- We need buses that go to one stations/locations and make it faster to travel lex. I want 1hr to go to Crabtree Mall from NC State
- When my family got in a wreck on #15. Everytime dad ask they at clueless but they said they were gone call us when they took our names after the wreck y'all never did.
- Whoever says they are cleaning these buses is lying !!!!
- Wifi is good
- Wifi is good
- Wifi/Times/ Better shelter
- Wish it could start getting fares so because the quality of people are appreciated
- Without a phone there is very little clear information to help you navigate
- Would be Great to Have More Buses Equipped to Charge Phones
- Would like overnight routes
- WRX please, 254 please the operate on Sat & Sun. / Extend route close to walk forest/ Raleigh
- You all do great job! thank you all for what you do!
- You all need Wifi on all buses and half of the time they are Running late....be on time
- You need a service on Hodge Rd to Raleigh
- You need lights at benches at all bus stop and wifi needs to work. bus drivers are rude as hell better drivers
- You Will Be Late For Work