An Onboard Survey of GoTriangle Customers

2023

A study conducted by:

In Conjunction with:

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Executive Summary

Introduction

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

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

Findings

- Travel characteristics
  - The share of riders who use GoTriangle five or more days a week has declined from 67% in 2018 to 63% in 2019 to 56% in 2023. (Figure 1)
  - Nearly half (45%) of riders said they had not been regular GoTriangle customers either before or during the COVID Pandemic, an indication of the turnover in ridership (Figure 3).
  - Overall, 39% of riders said they are using GoTriangle the same number of days per week as they did pre-pandemic, while 55% said they are riding more often now. Only 4% said they ride less often. (Figure 4)
  - Most people use GoTriangle to travel to work (65%). Other reasons for using GoTriangle include going to school/college (15%) and shopping (7%). (Figure 6)
  - GoTriangle customers are, as expected, more likely (75%) to use GoTriangle each week than the other transit services (Figure 7). However, many GoTriangle riders also use GoDurham (42%), GoRaleigh (41%), Chapel Hill Transit (29%), or GoCary (18%) on a regular basis.
  - There is a clear long-term increase in use of transit in the Triangle as a regional system rather than as several very local systems. GoTriangle riders have continually increased their use of the other six systems in the region since 2018. For example, in 2018 24% of GoTriangle riders also used GoDurham. This increased to 32% in 2019 and then to 41% in 2023. Similar increases occurred with GoRaleigh and GoCary. In addition, GoTriangle riders' regular use of Chapel Hill Transit increased from 19% in 2018 to 23% in 2019, and to 29% in 2023. The exceptions are Duke Transit and Wolfline, which showed inconsistent and little net change in GoTriangle rider usage since 2018. (Figure 7)
- Mobile Communication
  - Just over half (53%) of GoTriangle customers have a transit app on their cellphone. This is lower than in 2019 (57%) and 2018 (61%). TransLoc is used by more riders than any other transit app. Many riders expressed dissatisfaction with the apps. (Figure 8 and Figure 10)
- Alternatives to GoTriangle
  - 60% of GoTriangle riders reported that they do not have a vehicle available for their use, approximately twice as many without access to a car in 2018 (34%) or 2019 (31%) (Figure 11)
  - 45% of GoTriangle riders said they had used Uber or Lyft in the past 45 days to replace a trip that they would have otherwise made on GoTriangle. This is a significant increase from 2018 (21%) and 2019 (25%) (Figure 12).

- Demographics
  - Most (53%) GoTriangle customers are employed full time, 17% are employed part time, and 28% are students. Unemployed persons accounted for 12% of GoTriangle's ridership, a significant increase from 2018 (4%) and 2019 (3%). (Figure 13)
  - Of employed persons and students, 63% work or attend school onsite only, while 8% are remote only and 29% have hybrid schedules (Figure 14).
  - GoTriangle customers have low household incomes. In 2023, 32% reported incomes of less than $15,000, nearly double from 2019 (18%). Also, 32% report household incomes of $50,000 or more, a significant decrease from 45% in 2019. (Figure 17)
  - In 2023, GoTriangle's ridership was 41% female and 56% male; this is a change from 2019 when ridership was 50% female and 48% male. Those identifying as non-binary or preferring not to state a gender-identity increased from 2% to 4%.
  - Of all GoTriangle customers, the percentage who identify as African American changed very little from 2018 (33%) to 2019 (30%) but then increased in 2023 to 42%. At the same time, the percentage who identify as Caucasian/White remained fairly consistent from 2018 (41%) to 2019 (44%), but in 2023 decreased to only 30%. Percentages of other ethnic/racial group percentages remained quite consistent from 2018 to 2023. (Figure 18)
  - GoTriangle riders are young, with 49% aged 35 or less. This is less than in 2018 and 2019, when people aged 35 or less comprised 53% and 54% of riders, respectively (Figure 19)

PERCEPTION OF SERVICE QUALITY
  - The survey asked riders to rate (or score) GoTriangle service according to 18 service elements. Riders used a seven-point scale, whereby a score of 1 meant very poor, and 7 meant excellent. 22% of the riders rated service overall as excellent. Another 28% rated the service as 6 or very good. Combined, 50% rated GoTriangle as excellent or very good, a decrease from 2019 (61%) and 2018 (60%) (Figure 25 & Figure 26)[1]
  - Overall, customer service ratings are lower (less positive) as compared with 2019. While still positive overall, riders consistently gave GoTriangle services a lower score. The analysis tested possible demographic explanations for the change. The percentages of low income and African-American riders increased since 2019. If low income and African-American riders consistently gave lower ratings, the increase in the percent of African-American riders would help explain the ratings change. However, African-American riders did not consistently give lower scores.(Figure 27 & Figure 28)
  - While this could not be tested in this survey, lower ratings may be at least partially attributed to a larger cultural shift that includes more negative attitudes toward the national economy and satisfaction with institutions. (Figure 29 & Figure 30)

When asked to prioritize service elements that needed to either be improved or maintained, riders said:
  - "Buses running on time" is the most frequently cited aspect of service to improve. Nearly half (46%) of riders listed it as their first, second, or third priority for service improvement (Figure 31)

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[1] In this report service quality perception data from the 2018 survey are not included in the figures cited here. The changes from 2018 to 2019 were very minor and would add little to the analysis while making the chart illustrations unnecessarily complex.

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

Introduction and Methodology

Background

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

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

Methods: How the Survey Was Conducted

SAMPLE

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

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

Asking all customers to participate in the survey eliminates selection bias and improves the quality of the sample. In effect, a bus operating within a specified window of time became a sample cluster point in a sample of such clusters throughout the total system.

The GoTriangle survey collected 1,013 responses and has a margin of error of +/-2.9% at the 95% level of confidence. When the distribution of responses is other than 50:50 on a specific question, the margin of sample error for a given sample size decreases somewhat.

DATA COLLECTION

Temporary workers from the Greer Group Inc., of Raleigh, NC were trained to administer the surveys under the supervision of CJI Research, LLC staff. Surveyors wore smocks identifying them in large print as "Transit Survey" workers. The uniform helps customers understand visually why an interviewer would be approaching them and increases the rate of cooperation. Survey personnel met the bus operators at the GoTriangle Morrisville garage at the beginning of their shifts and stayed on the buses through the drivers' shifts.

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

Completion Rates on GoTriangle Onboard Survey, 2023

A total of	**2,700**	**persons were riding during the surveyed trips and had a chance to participate if of age and able to speak English or Spanish**	
Of those on the bus during the surveyed trips:	38	appeared to be younger than 16 and were not asked to participate	1%
and	69	customers spoke a language other than English or Spanish	3%
and	967	refused outright	36%
and	508	said they had already completed the survey (possibly on another system)	19%
and	1,219	accepted the survey form with the apparent intention of completing it	45%

			% of the effective distribution
Thus,	**1,219**	**customers represent, the total "effective distribution, " i.e., the raw sample**	
Of the effective distribution	206	Ultimately failed to return the survey they had accepted	17%
and	998	Completed the survey on the GoTriangle bus	82%
and	15	completed the survey and returned it by mail or to an operator on another bus	1.2%
Thus, finally	**1,013**	**Completed the survey and constitute the final sample**	83%

Key summary statistics	Of all persons on board the sampledtrips, this represents:	38%
	Of all English or Spanish speaking adults riding on a surveyed vehicle, this represents:	45%
.	Of all the customers on sampled trips who accepted a questionnaire, this represents:	83%

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

QUESTIONNAIRE

A copy of the questionnaire is included in Appendix A.

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

ANALYSIS

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

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

Rider Profile

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

Weekly Frequency of Using GoTriangle

	<1 to 1 day*	2 Days	3 Days	4 Days	5 Days	6 Days	Every day
■ 2023	13%	9%	11%	11%	30%	9%	17%
■ 2019	6%	8%	12%	11%	46%	8%	9%
■ 2018	8%	6%	8%	11%	53%	6%	8%
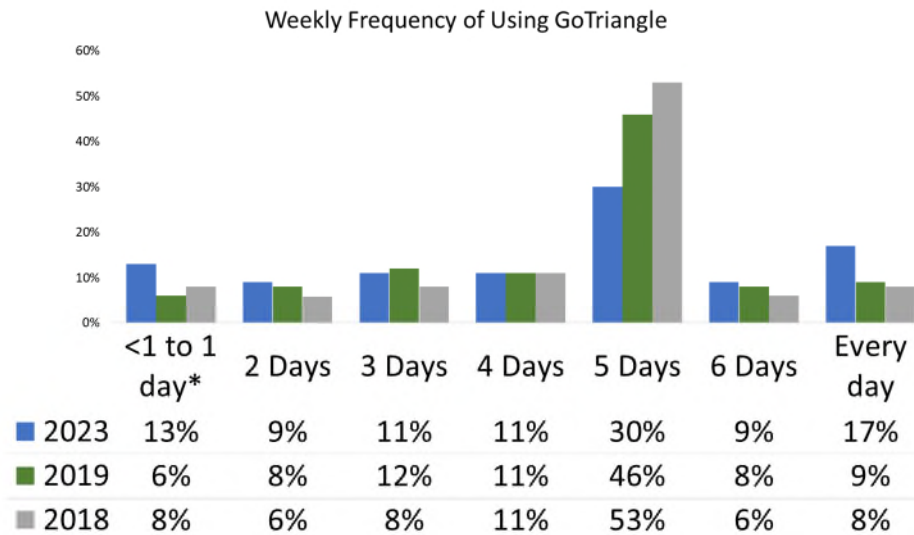
* The response "Less than one day" was introduced in 2023. Prior to 2023 the respondents in this situation appear to have answered "One day" as as the closest approximation.

Weekly Frequency of Using GoTriangle

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

• The number of riders who use GoTriangle five days per week has decreased steadily since 2018.

• In 2023, 30% reported using GoTriangle five days per week. This compares with 53% of riders in 2018 and 46% in 2019 reporting they used GoTriangle 5 days per week.

• The number of daily riders continued to decline between 2019 and 2023. This change appears to reflect the fact that, post-pandemic, many office workers work remotely at least some of the time (see Figure 14). However, the pre-pandemic decline in five-day riders from 2018 to 2019 suggests that this may be a trend that pre-dates the pandemic.

• On the other hand, a greater percentage of riders are using the system six or seven days per week now (26%) than in either 2018 (14%) or 2019 (17%). To some extent this change may result from fares having been suspended and/or the expanded service levels. Anecdotally, survey staff reported that a substantial number of riders stated that they were simply riding for the sake of riding because from their point of view, the suspended fare made it "free," and they had nothing else to do. This is consistent with the survey data which show that 24% of the riders who are unemployed in 2023 say they use GoTriangle 7 days a week.

Figure 2 Frequency of Using GoTriangle

Weekly Frequency of Using GoTriangle, 2023

Six or seven days, 26%
Not a regular rider, 7%
one to three days, 26%
Four or five days, 41%
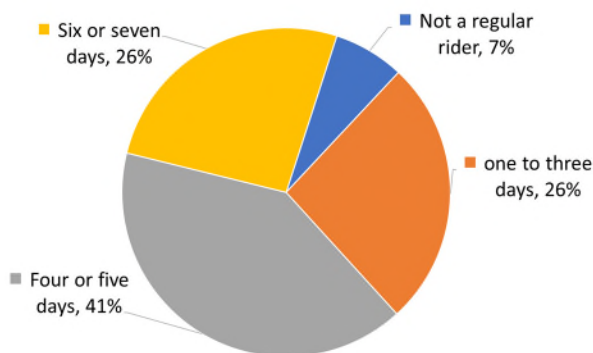
For purposes of further analysis, the customers are grouped into four sets depending upon how frequently they use GoTriangle:

• Those who are not regular riders (7%)

• Those who ride one to three-days a week (26%)

• Those who use GoTriangle four or five-days a week (41%)

• Those who use GoTriangle six or seven-days a week (26%)

CJI Research

Figure 3 The Pandemic and Use of GoTriangle

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

	Currently in 2023	2023 riders during pandemic (2020-2021)	2023 riders pre-pandemic (Before March 2020)
Currently not a regular rider	7%	45%	45%
Currently one to three days	26%	22%	18%
Currently four or five days	41%	18%	23%
Currently six or seven days	26%	15%	14%

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

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

• 45% of the current riders say they were not regular riders either during or before the pandemic.

• Of current riders, the statistically identical percentage rode GoTriangle six or seven days a week in 2018 (14%) and 2019 (15%).

• There was some change in the one to three day and four to five day riders. However, the basic rider frequency profile remained rather constant before and during the pandemic if rider memories are correct.

• However, post-pandemic in 2023, the four to five day riders more than doubled from 18% to 41%

• The six to seven day riders almost doubled from 15% to 26%.

Figure 4 Riding GoTriangle before Pandemic and Currently

Pre-Pandemic and Current Frequency of Weekly Use of GoTriangle
(Percentages are of all riders and sum to 100%)

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

Pre-Pandemic, March 2022 and earlier:	2023, Not a weekly rider	2023, One to three	2023, Four or five	2023, Six or seven
Not weekly rider	5%	15%	20%	5%
One to three	1%	9%	8%	3%
Four or five	0%	1%	12%	4%
Six or seven	0%	1%	1%	13%

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

The percentages on the diagonal and circled in green indicate consistent frequency pre and post pandemic. All other percentages indicate riders who are using GoTriangle either more often (above the diagonal) or less often (below the diagonal).

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

Figure 5 Ridership Statistics from GoTriangle, 2012 – 2021

GoTriangle Annual Unlinked Trips, 2013 - 2023 Compared to Average for the Period
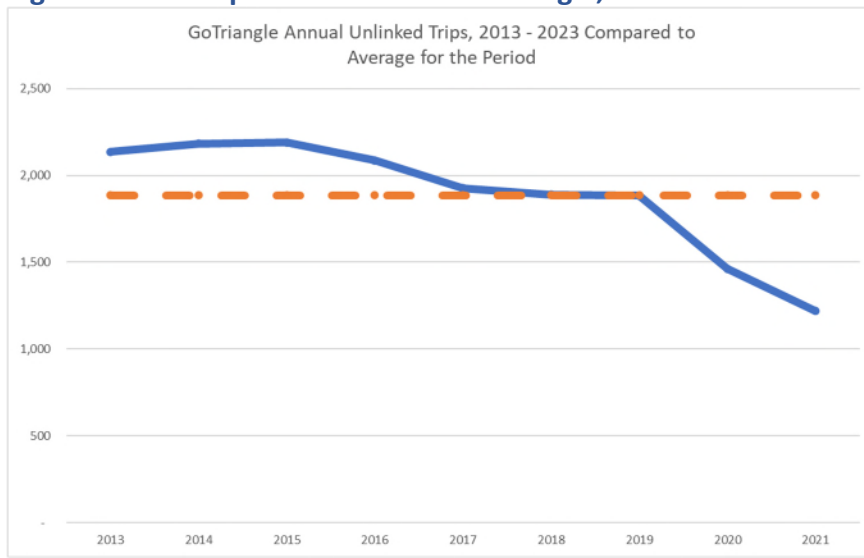
Ridership Trends

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

Figure 6 Trip Purpose

Main Trip Purpose for Using GoTriangle Buses

	2023	2019	2018
Medical/Dental	3%	2%	3%
Recreational Event	4%	3%	2%
Shopping	7%	4%	3%
Other	6%	4%	2%
School/College	15%	18%	17%
Work	65%	70%	72%
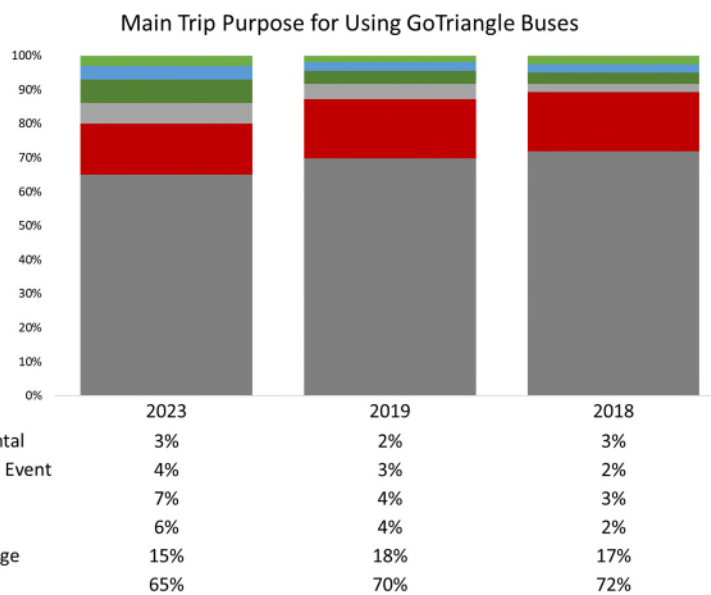
Trip Purpose

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

trips, an indication of its economic impact through the labor force.
• Another 7% of the customers indicate that they use GoTriangle to make shopping trips. Shopping has shown a gradual increase from 3% in 2018 to 4% in 2019, to 7% in 2023.
• Medical trips account for 3% and recreational trips for 4%.

Figure 7 Bus Systems Used in a Typical Week

Area Transit Systems Used in a Typical Week

	2023	2019	2018
■ Duke Transit	4%	4%	3%
■ Wolfline	7%	9%	3%
■ GoCary	18%	10%	6%
■ Chapel Hill Transit	29%	23%	19%
■ GoDurham	42%	27%	21%
■ GoRaleigh	41%	32%	24%
■ GoTriangle	75%	77%	71%
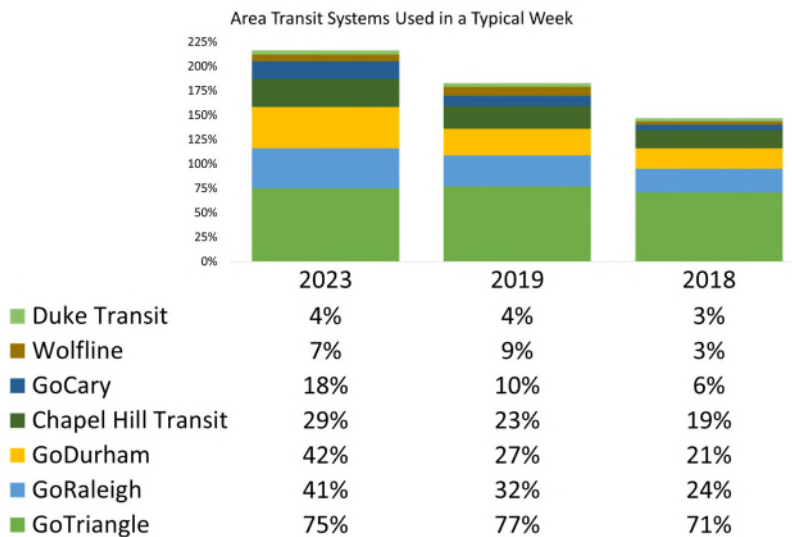
Use of Area Bus Systems

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

As expected, most GoTriangle riders (75%) said they use GoTriangle in a typical week. Conversely, this suggests that about 25% do not use GoTriangle in a typical week and were encountered during the survey on one of their multi-system trips, or else they use GoTriangle only occasionally, and not in a "typical week." Use of multiple systems in the Triangle has been increasing since the initial survey in 2018. Specifically:

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

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

Figure 8 Use of Cell Phones and the Transit App

Having a cell phone Transit app
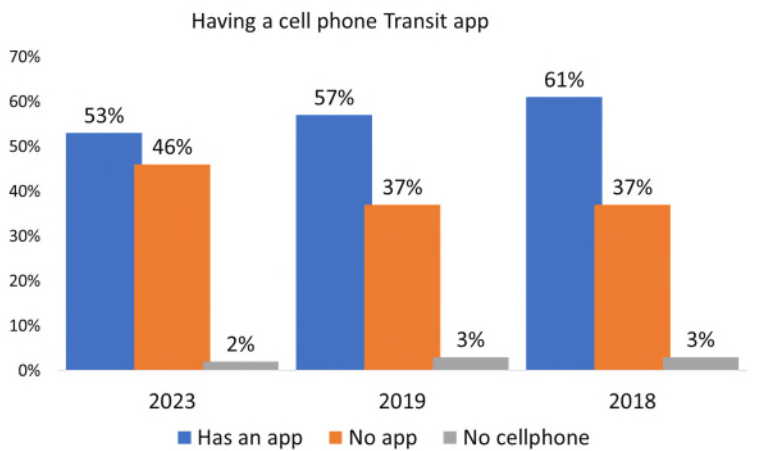
Use of a Transit App

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

The data does not explain the decline. Some of the change from 2019 to 2023 is likely due in part to the fact that the GoTriangle ridership has become somewhat older, and age is negatively associated with use of a transit app (see Figure 9). However, that does not explain the decline in usage from 2018 to 2019, because the age of GoTriangle riders was unchanged in that one-year time frame. Also, the change from 2019 to 2023 in usage of an app is greater than would be accounted for by the age difference. Something else the survey cannot measure must be causing this change. Given some of the comments about dissatisfaction with some of the apps, the decline may have to do with the reliability of the apps themselves.

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

Figure 9 Age and Use of a Cellphone Transit App

Age and Use of a Cellphone Transit App

	16 to 35	36 to 50	51 or older
■ Uses transit app	60%	55%	36%
■ Does not use transit app	39%	42%	61%
■ No cell phone	1%	4%	2%
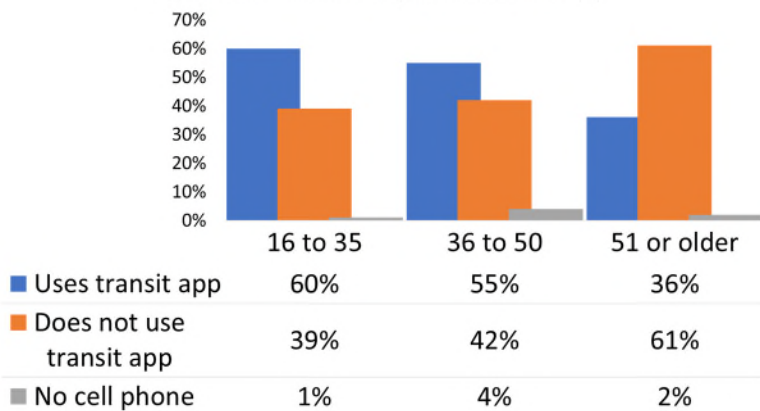
Among the 51% of GoTriangle riders who use a transit app, TransLoc, either alone or in combination with a second app, is by far the most widely used (total of 55%) of those who use an app (or 26% of all GoTriangle riders).

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

Figure 10 Which Transit App?

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

Anecdotally, GoTriangle managers report that many bus riders say they use the GoTriangle website or Google maps instead of transit-specific apps. In short, they appear able to find trip-planning information, but do not use an app for that purpose.

Alternatives to Using GoTriangle for Local Travel

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

Figure 11 Availability of a Vehicle

Vehicle Availability

	No vehicle	One	Two	Three or more
2023	60%	26%	11%	3%
2019	31%	34%	26%	9%
2018	34%	41%	18%	6%
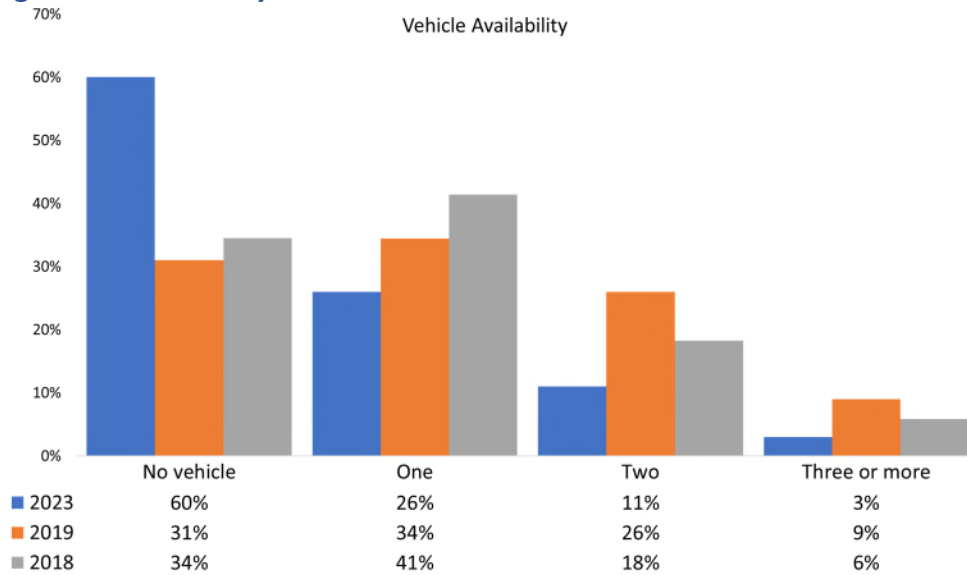
AVAILABILITY OF A VEHICLE

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

The change between 2019 and 2023 is due at least in part to change in household income and employment. Both are closely related to vehicle availability. For example, 49% of riders who are employed full time have access to a vehicle, but only 30% of those not employed full time have such access. Similarly, 58% of riders reporting household incomes of $25,000 or more have access to a vehicle, but only 19% of those reporting incomes of less than $25,000 have such access.

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

Ridership has declined for various reasons since 2019. One potential question is if ride-hailing replaced some GoTriangle trips. Of all GoTriangle riders, 45%, say they have used ride-hailing in place of a GoTriangle trip. This represents a major increase from 21% in 2018 and 25% in 2019.

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

Used Uber/Lyft to Replace a GoTriangle Trip
(as a percentage of all riders)

2023: 45%
2019: 25%
2018: 21%

Demographics

Figure 13 Employment

Employment - Multiple responses included

	2023	2019	2018
■ Volunteer position	6%	2%	2%
■ Homemaker	3%	2%	3%
■ Retired	3%	3%	3%
■ Unemployed	12%	3%	4%
■ Part time	17%	15%	14%
■ Student	28%	28%	26%
■ Full time	53%	61%	65%
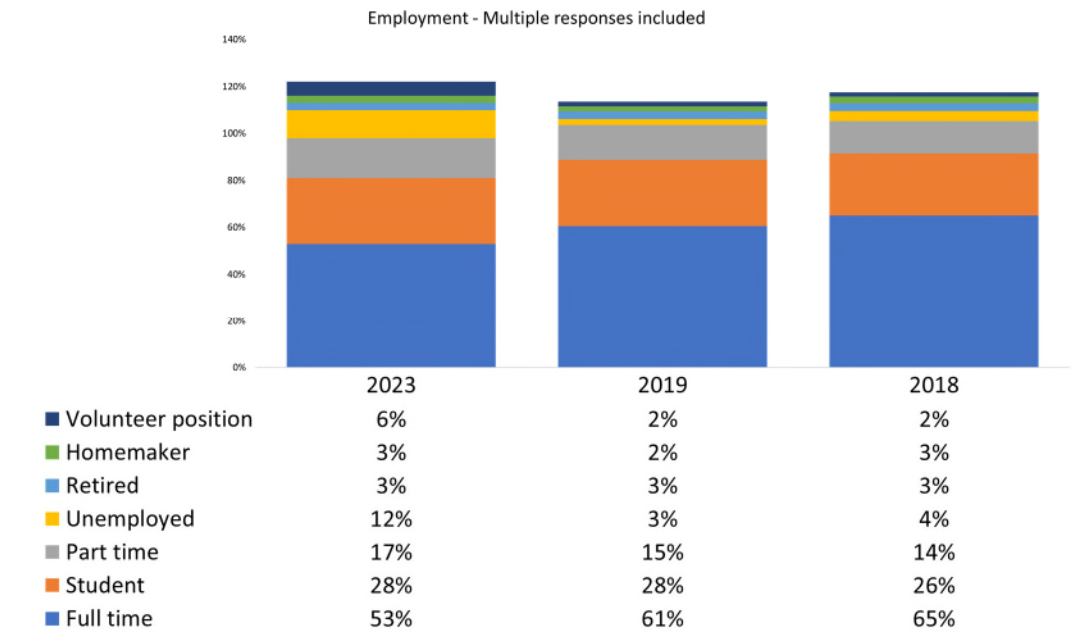
Employment

The employment profile of GoTriangle customers changed significantly between 2019 and 2023. There had been relatively minor changes in the employment profile from 2018 to 2019. In 2018, a total of 65% of GoTriangle customers reported being employed full time[2]. In 2019 that percentage decreased to 61%. There was greater change between 2019 and 2023. Specifically:

- The percentage of riders who said they were employed full time declined from 61% in 2019 to 53% in 2023.
- The percentage of riders who said they were unemployed increased from 3% to 12% although the unemployment rate in the spring of 2023 in Wake, Orange, and Durham counties ranged from only 2.7% (Wake) to 2.8% (Orange) to 3.1% (Durham)[3].
- It seems likely that the increase in the percentage of riders who are unemployed is in part a by-product of fare suspension. Evidence is anecdotal but, on many trips, the survey staff reported that some people said they were riding only because the fare, from their perspective, was "free," and they had "nothing else to do."
- The percentage of students remained constant at 28%.
- Part-time workers increased only slightly from 15% to 17%.
- Retirees were unchanged at 3%.

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

[3] Federal Reserve Bank https://fred.stlouisfed.org/series/NCWAKE3URN. Also https://www.bls.gov/eag/eag.nc_durham_msa.htm#eag_nc_durham_msa.f.1 https://www.google.com/search?q=unemploymenr+rate+Orange+county+NC+2023&rlz=1C1CHBD_enUS1053US1053&oq=unemploymenr+rate+Orange+county+NC+2023&gs_lcrp=EgZjaHJvbWUyBggAEEUYOdIBCTEzNDU1ajBqNKgCALACAA&sourceid=chrome&ie=UTF-8

Figure 14 Remote & Onsite Employment/School

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

- Remote only, 8%
- Mixed, 29%
- Onsite only, 63%
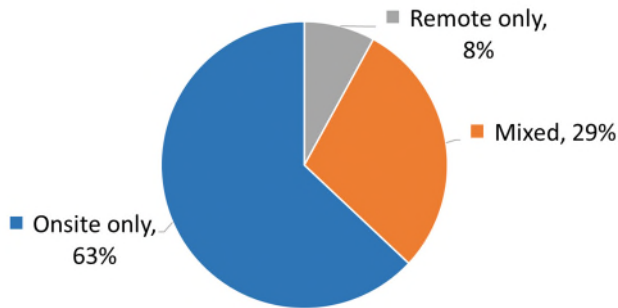
Figure 15 Remote v Onsite Work/School

Remote, Onsite, Mixed for Work and School

	Employed full time	Employed part time	Student
Remote only	8%	8%	4%
Mixed	32%	25%	30%
Onsite only	60%	62%	67%
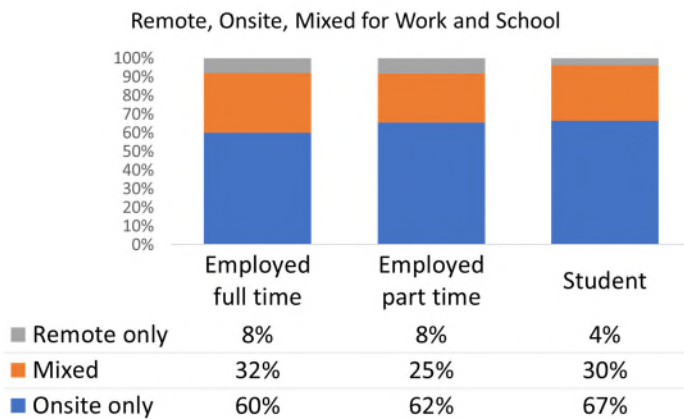
Remote Work/School

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

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

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

It is interesting to put these findings into a national context using information from WFHR Research and the PEW Research Center. The remote/onsite workplace percentages for GoTriangle riders follow a pattern reasonably similar to national statistics developed by WFHR Research as cited by Forbes Advisor[4]. While the percentages of remote-only and hybrid remote/onsite differ from the GoTriangle percentages, they are in the same general range. The percentage of onsite-only among GoTriangle riders (60%) is statistically the same as found by WFHR for the public (59.1%). These figures of working onsite only are also consistent with the PEW Research finding that 60% of US jobs cannot be done remotely.

According WFHR surveys:

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

According to the PEW Research Center surveys[5]:

> The majority of U.S. workers overall (61%) do not have jobs that can be done from home. Workers with lower incomes and those without a four-year college degree are more likely to fall into this category. Among those who do have teleworkable jobs, Hispanic adults and those without a college degree are among the most likely to say they rarely or

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[4] https://www.forbes.com/advisor/business/remote-work-statistics/

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

Figure 17 Income of Rider Households

Household Income

	2023	2019	2018
■ $50,000 or more	32%	45%	43%
■ $25,000 to $49,999	21%	23%	25%
■ $15,000 to $24,999	15%	14%	14%
■ Less than $15000	32%	18%	18%
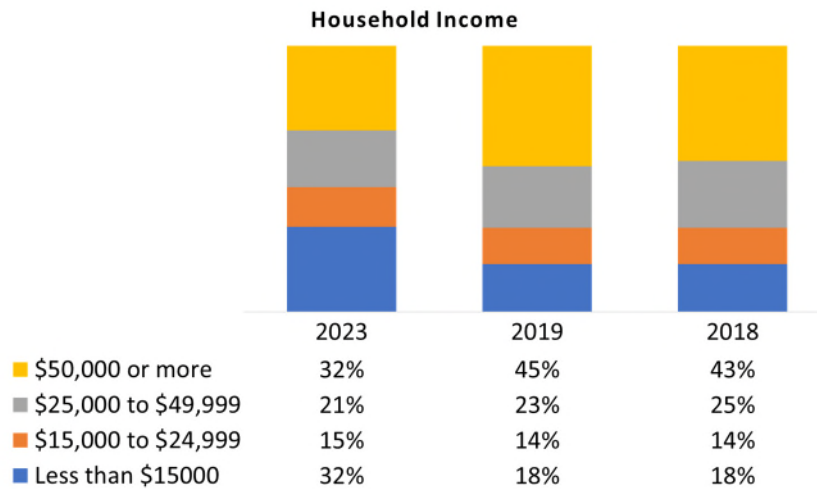
Income of Rider Households

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

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

Gender

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

Figure 16 Gender

Gender Identity

	2023	2019	2018
■ Non-binary or Prefer not to answer	4%	2%	2%
■ Male	56%	48%	50%
■ Female	41%	50%	48%
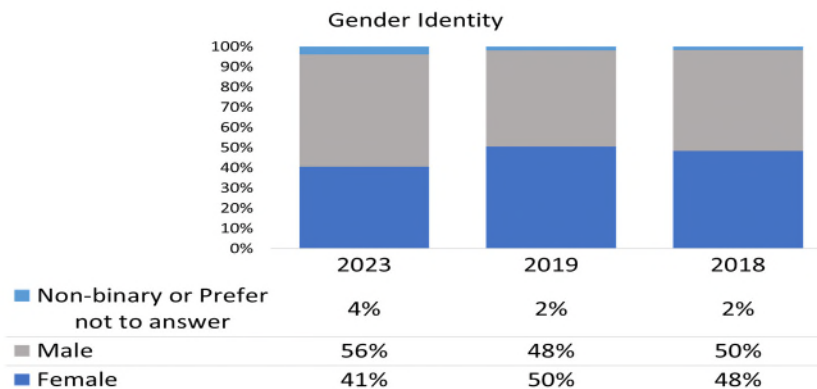
The male/female GoTriangle gender split is roughly the reverse of the national figures cited in the 2015 CJI report for APTA "Who Rides Public Transportation" which shows that among bus customers nationally, 56% have tended to be women and only 44% men. The GoTriangle gender split has not been consistent among the three GoTriangle surveys. Until 2023, the gender split was close

to 50:50. The post-COVID GoTriangle rider population is clearly more male than female.

Figure 18 Race and Ethnicity of Customers

Ethnic/Racial Background of Respondents

	2023	2019	2018
■ Native American Indian	1%	1%	2%
■ Other	4%	4%	4%
■ Hispanic	7%	7%	6%
■ Asian	15%	15%	13%
■ African American/Black	42%	30%	33%
■ Caucasian/White	30%	44%	41%
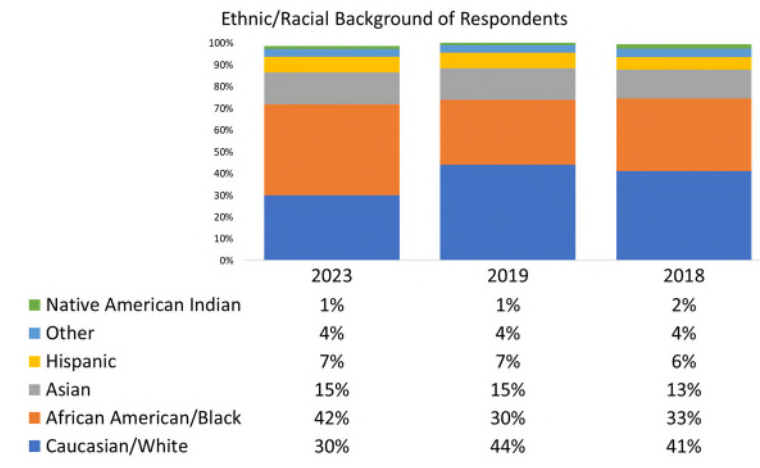
Race and Ethnicity of Customers

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

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

Figure 19 Language Most Often Spoken at Home

Language Spoken at Home

	2023	2019	2018
■ Other	4%	6%	4%
■ Spanish	6%	4%	4%
■ English	90%	89%	92%
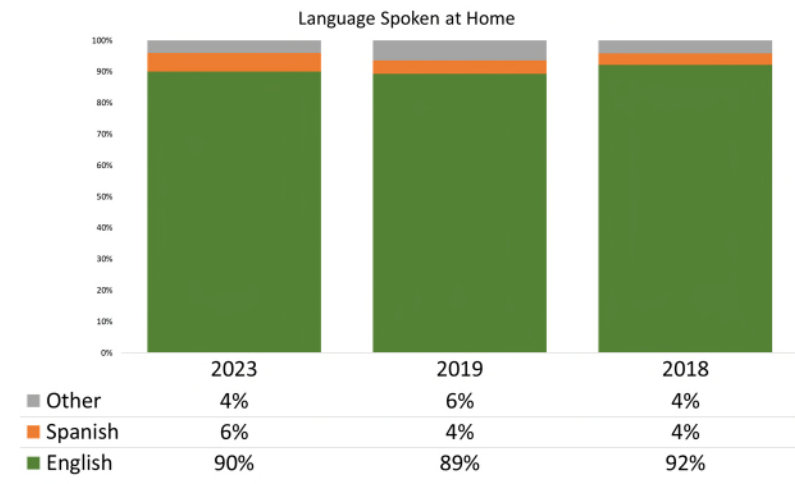
Language Spoken Most Often at Home

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

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

Figure 20 Age of GoTriangle Riders, 2023
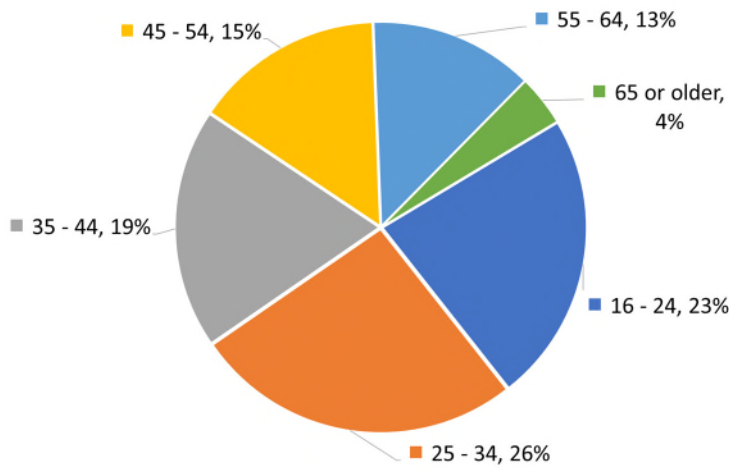
Age of Customers

Like most bus transit systems in the United States, GoTriangle has a young ridership. However, its riders as a whole are somewhat older now than in 2018 or 2019. Of all GoTriangle riders in 2023, 23% are between 16 and 34 and 26% are between 25 and 34 for a total of 49% who are younger than 35[6]. In 2018 and 2019, slightly larger percentages of the riders (53% and 54%, respectively) were that young.

While the youngest riders shrank somewhat as a group, there was an increase in the percentage of those 35 to 64. They increased from a total of 43% in 2019 to 47% in 2023. In short, the ridership is becoming somewhat less youthful and somewhat more middle-aged.

Figure 21 Changing Age Distribution of GoTriangle Riders

	2023	2019	2018
65 or older	4%	4%	4%
55 - 64	13%	10%	11%
45 - 54	15%	15%	16%
35 - 44	19%	18%	16%
25 - 34	26% } 49%	30% } 54%	32% } 53%
16 - 24	23%	24%	21%

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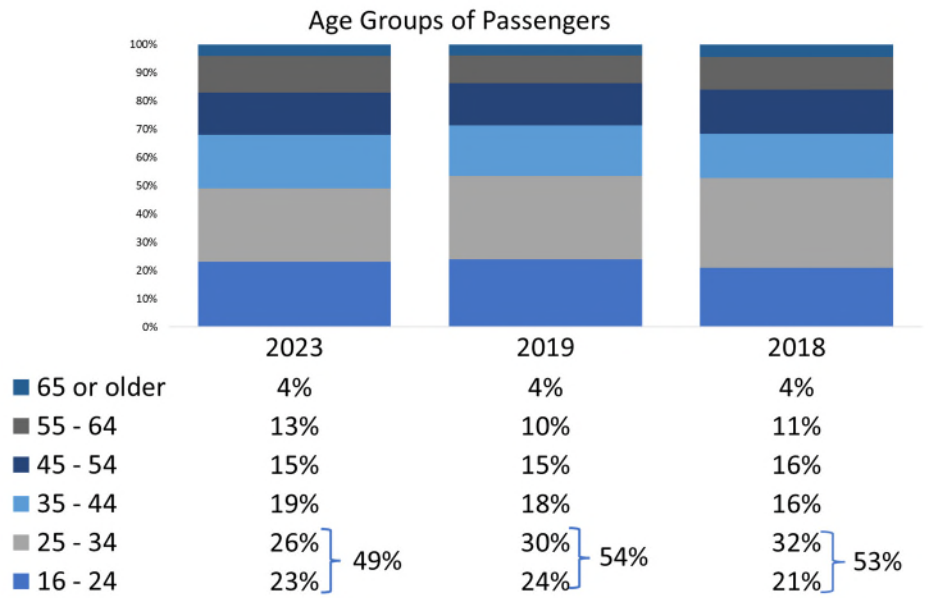
[6] This percentage actually underestimates the youth somewhat because for reasons of data validity and ethical practice, we did not attempt to survey anyone who appeared to be younger than sixteen.

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

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

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

Figure 22 Rider Age Distribution, 2023
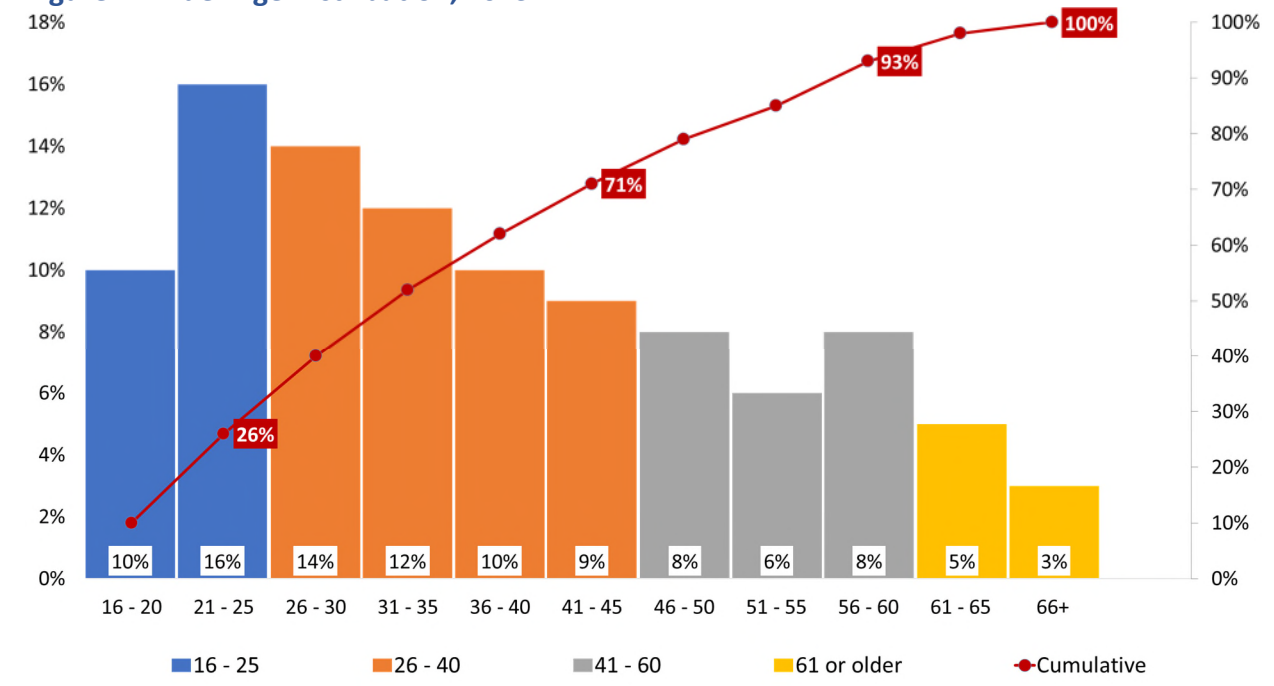
Customer Satisfaction

Figure 23 Overall Service Rating

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

	2023		2019		2018
■ 7 Excellent	22%	} 50%	25%	} 61%	25%	} 35%
■ 6	28%		36%		35%
■ 5	33%	} 45%	25%	} 35%	26%
■ 4 Neutral	12%		10%		10%
■ 3	3%		2%		3%
■ 2	1%		1%		1%
■ 1 Very poor	1%		0%		1%
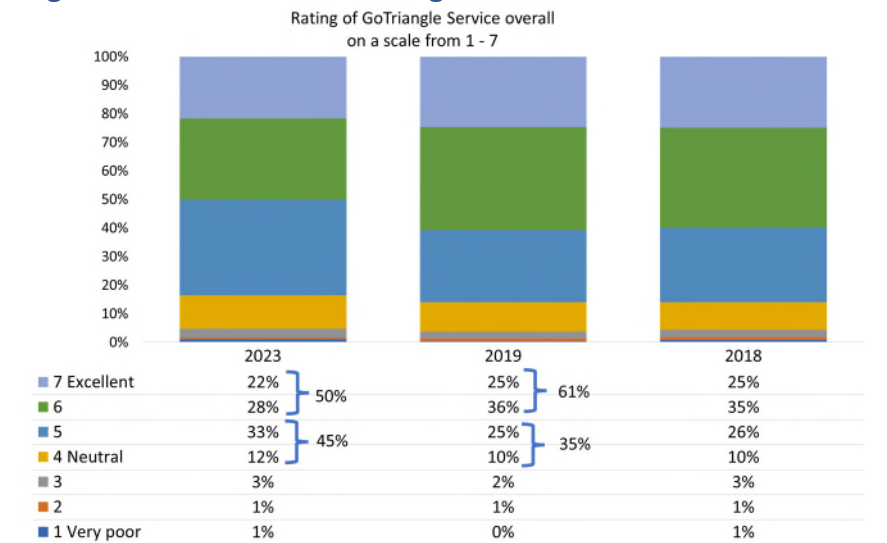
Overall System Rating Score

Customers were asked to rate eighteen aspects of GoTriangle service using a scale from 1 to 7, on which a score of 1 means "Very Poor" and 7 means "Excellent." They were then asked to rate the service overall (See questionnaire, Appendix A).

CHANGE IN THE OVERALL SCORE

In 2023, 22% rate service overall as 7 or "Excellent" and another 28% as 6 or "Very good" for a total of 50% in the top two categories. This score represents a decline from 2019 when 25% rated service overall as excellent and 36% as very good for a total of 61%. The change does not, however, indicate a movement from positive to negative scores. Instead, it indicates a movement from more positive to fewer positive scores. What occurred was an increase in the percent rating service as "neutral" or "good" rather than "Very good" or "excellent."

Scores on Individual Elements of Service

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

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

Figure 24 on the following page presents a first look at customer rating scores for individual elements of service. This chart includes only the top score of seven, or "Excellent," on the seven-point scale[7]. The chart is organized by the type of service being rated. At the top of the chart are the seven operational services which are fundamental to all or almost all GoTriangle customers. All of these find between 20% and 26% scoring the service as excellent.

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

The third set of services involves the environment in which GoTriangle customers travel. The top percentage in this set, 33%, is for the helpfulness of bus operators. This positive view of bus operators is

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[7] 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 <u>not</u> falsely reduced by inclusion of those who answered "not applicable" in the denominator.

typical of such surveys. The lowest single score among all eighteen service elements is for availability of shelter at bus stops which are rated ass excellent by only 15%.

Figure 24 Scores on Individual Components of GoTriangle Service

Percent of all customers rating service "Excellent"

Operating Services Used by All	
Q36 The overall quality of GoTriangle service	22%
Q28 Ease of transfer Btwn GoTriangle and other systems	26%
Q22 Hours the buses operate weekdays	25%
Q19 Frequency of service on weekdays	25%
Q27 Ease of transfer among GoTriangle routes	24%
Q26 Service to all locations you want to go	22%
Q25 Total time it takes for your usual trip	21%
Q18 Buses running on-time	20%
Operating Services Used by Many	
Q23 Hours the buses operate Saturday	19%
Q21 Frequency of service on Sunday	19%
Q20 Frequency of service on Saturday	19%
Q24 Hours the buses operate Sunday	18%
Travel Enviroment	
Q32 Courtesy & helpfulness of bus operators	33%
Q34 Usefulness of schedule or brochures	24%
Q29 Cleanliness of the bus interiors	23%
Q31 Your sense of personal safety from other passengers	22%
Q33 Usefulness of information from 485-RIDE	21%
Q35 Quality of WIFI service	18%
Q30 Availability of shelters at bus stops	15%

0% 5% 10% 15% 20% 25% 30% 35%

Service Rating Distributions

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

To simplify the chart showing the distributions, the scores of 1 to 7 in Figure 25 have been combined into three levels. The top two positive scores (6 and 7) are combined, as are the bottom two scores (1 and 2). The combined middle scores of 3, 4, and 5 can be considered neither extremely positive nor extremely negative. The scores of six or seven represent either "excellent" or "very good" scores.

RESULTS TEND TO BE POSITIVE

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

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

Figure 25 Distribution of Grouped Service Rating Scores

Operating Services Used by All

Question	Very poor to Poor (1,2)	Middle (3,4,5)	Very good to excellent (6,7)
Q36 The overall quality of GoTriangle service	4%	49%	50%
Q28 Ease of transfer btw GoTriangle and other systems	8%	48%	49%
Q22 Hours the buses operate weekdays	6%	50%	48%
Q27 Ease of transfer among GoTriangle routes	6%	51%	46%
Q19 Frequency of service on weekdays	7%	52%	46%
Q18 Buses running on-time	3%	52%	45%
Q26 Service to all locations you want to go	12%	53%	43%
Q25 Total time it takes for your usual trip	12%	52%	43%

Operating Services Used by Many

Question	Very poor to Poor (1,2)	Middle (3,4,5)	Very good to excellent (6,7)
Q23 Hours the buses operate Saturday	14%	59%	36%
Q20 Frequency of service on Saturday	17%	59%	35%
Q24 Hours the buses operate Sunday	18%	59%	32%
Q21 Frequency of service on Sunday	20%	60%	32%

Travel Environment

Question	Very poor to Poor (1,2)	Middle (3,4,5)	Very good to excellent (6,7)
Q32 Courtesy & helpfulness of bus operators	6%	40%	57%
Q29 Cleanliness of the bus interiors	8%	48%	46%
Q34 Usefulness of printed schedule or brochures	9%	50%	46%
Q31 Sense of personal safety from other passengers	8%	53%	43%
Q33 Usefulness of information from 485-RIDE	11%	52%	42%
Q35 Quality of WIFI service	17%	56%	35%
Q30 Availability of shelters at bus stops	22%	61%	31%

■ Very poor to Poor (1,2)   ■ Middle (3,4,5)   ■ Very good to excellent (6,7)

Figure 26 Change in Ratings 2019-2023

Percentage of Riders Giving Scores of 6 or 7 on the 7 Point Scale Where 7 means "Excellent" and 6 Means "Very Good."
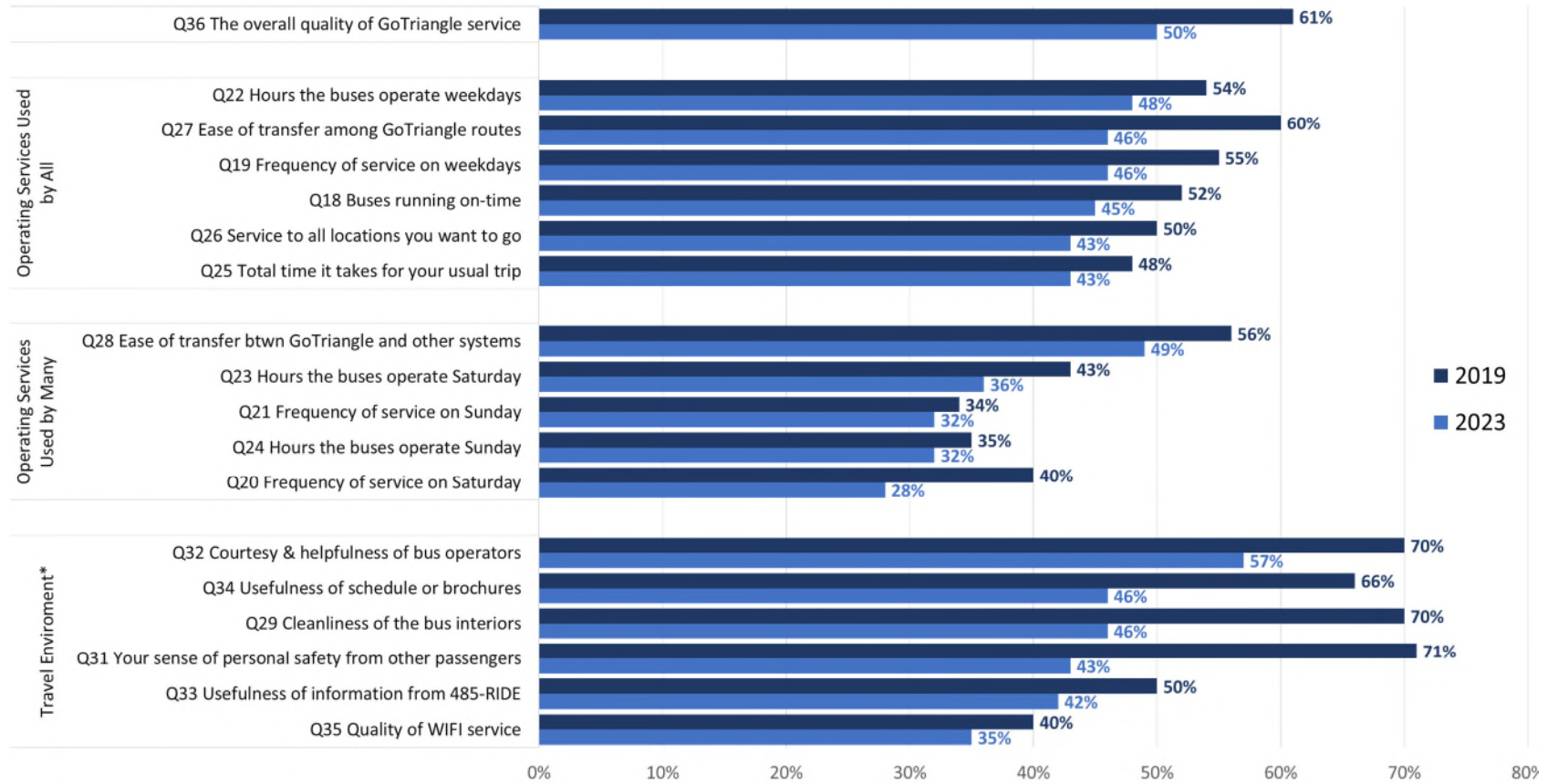
*Availability of shelters was not asked in 2019, and for this reason the 2023 percentage of 6 and 7 scores (30%) is not included in this inter-year comparison chart.

Change in Ratings Since 2019

Figure 26 demonstrates how the positive ratings ("Very good" or "Excellent") have changed since 2019[8]. As has been pointed out, the changes were not from positive to negative, but changed only in the degree of positive ratings. Positive ratings of all elements of GoTriangle service decreased from 2019 to 2023. This finding appears odd in several respects. Why would _all_ aspects of service show a decline? For example, why would the perceived courtesy and helpfulness of the bus operators have declined along with apparently unrelated items like the hours of weekday operations or usefulness of printed schedules? Can all of these be real changes or are they simply changes in perception? And why would they occur across the several systems with different managements, different route structures, and other differences? It seems to make no sense.

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

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

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

All of the ratings of the basic operational aspects of service declined somewhat, mostly between 6% to 9%. The one service element with change greater than that was for ease of transfer among GoTriangle routes, which declined from 60% positive to 46%.

What Might Explain the General Negative Direction of the Changes?

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

Potential explanations for the change include that ridership has changed. Many riders surveyed in 2019 had stopped using GoTriangle by 2023. Perhaps they were simply more positive in their ratings. If so, their loss would have brought down the scores across the board.

Another possibility is that although most services that had been reduced during the pandemic had been restored by the time of the survey in May 2023, some reductions were continuing because of a shortage of operators. In addition, some pandemic reductions may have had a residual effect on rider attitudes. Also, it

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[8] In this report service quality perception data from the 2018 survey are not included in the figures cited here. The changes from 2018 to 2019 were very minor and would add little to the analysis while making the chart illustrations unnecessarily complex.

is widely known that consumers tend to judge quality based in part on price. Could the pandemic period suspension of fares have had the paradoxical effect of reducing perceptions of service value and quality? Any of these things is possible but none can be measured by a survey of current riders. Yet the fact that the changes in rating scores are all in the negative direction suggests that something systematic is causing the change
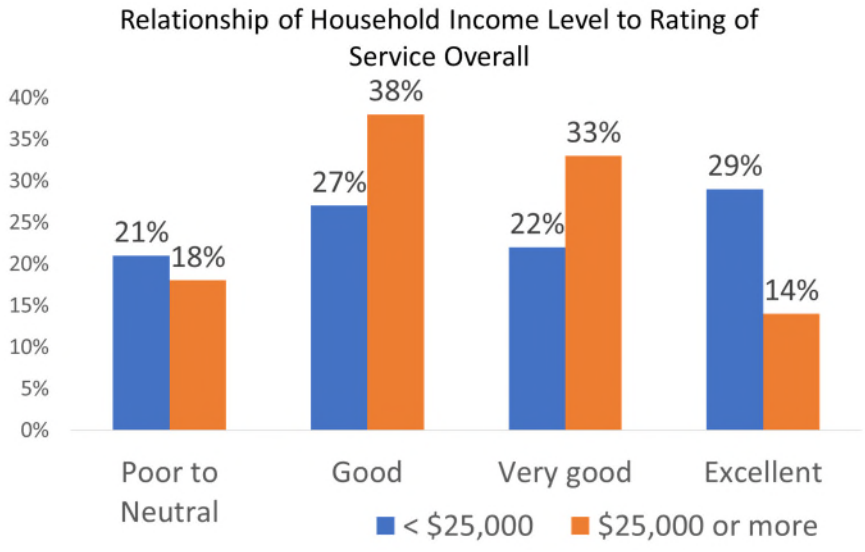
Figure 27 Relationship of Household Income to Overall Service Rating

Relationship of Household Income Level to Rating of Service Overall

INCOME AND SERVICE RATINGS

The survey documents that the percentage of low-income riders increased from 2019 to 2023, perhaps in response to the suspension of fares. Could it be that an increase in the proportion of lower income riders might lead to lower ratings systemwide? It might if low income riders consistently gave lower ratings.

That hypothesis can be tested by examining the relationship of income level to rating scores. If the survey data showed that the lower the income, the lower the service score (and *vice versa*), that would support change in rider income as an explanation of score changes. Is that what occurred? No. Figure 27 shows the opposite. Lower income riders were twice as likely as somewhat higher income riders to give a score of excellent. In short, the suggestion that the increase in the percentage of low income riders might lead to an overall score reduction is false.

RACE AND SERVICE RATINGS

The survey documents the fact that the percentage of riders who identify as African American increased substantially since 2019 while the percentage of those identifying as Caucasian declined (Figure 18). In 2023,

Figure 28 Race and Service Rating

Race and Rating of Service Overall

	Caucasian	African American
Very poor to neutral	13%	19%
Good	37%	30%
Very good	35%	26%
Excellent	15%	25%
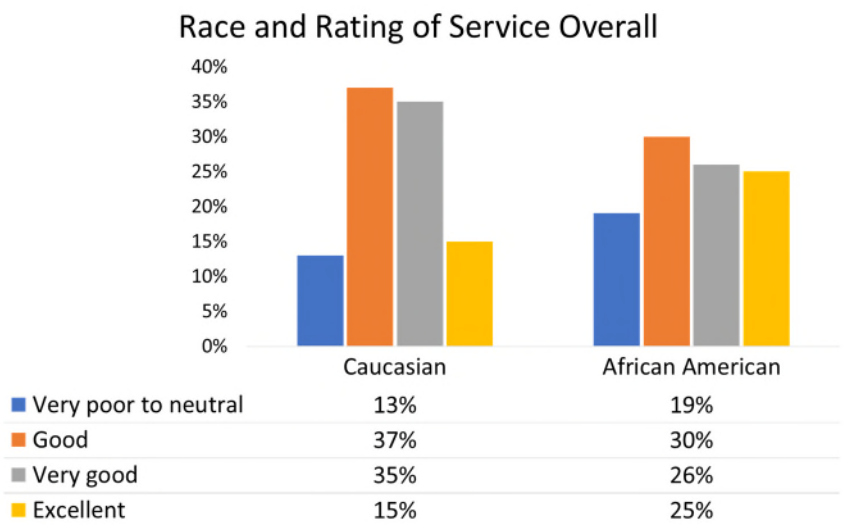
African-American customers are more likely than their fellow riders who identify as Caucasian to give negative to neutral scores, but they are also more likely to give scores of excellent. Riders identifying as Caucasian are more likely to give middle scores of good or very good. In other words, the changing racial composition of the ridership is somewhat related to the negative change in the ratings, but it does not provide a simple or complete explanation for the across-the-board decline in scores.

The fact that ratings of every aspect of service declined and that this has occurred across three of the four systems surveyed suggests that something beyond demographic changes among the riders may be having an effect on these perceptions.

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

Figure 29 Consumer Confidence Index, 2007 to 2023 (Source: The Conference Board)
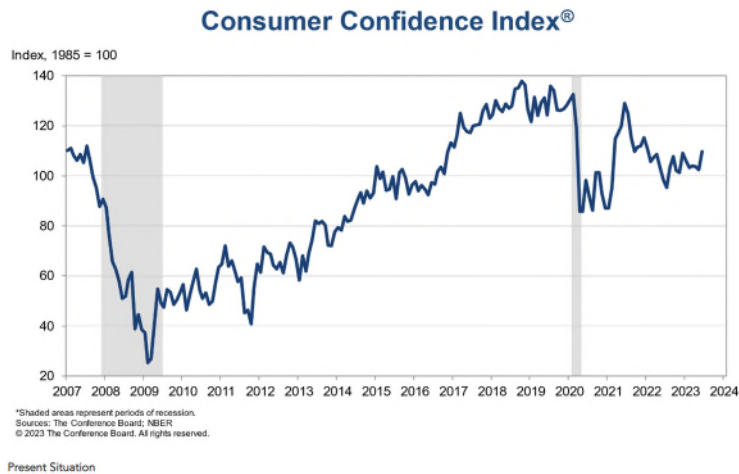
It is widely reported in the press that the "national mood" has been trending negative. It is speculative but interesting to observe parallels between national and local trends. For example, the Consumer Confidence Index published by the business organization, The Conference Board, report of May 2023 shows that after the financial collapse of 2008 confidence hit a high point in 2019. Then, because of the pandemic, confidence declined precipitously until the end of 2021. It then reversed and gained until it had almost regained its 2019 peak when it dropped again through the first quarter of 2023 when the GoTriangle rider survey was conducted. The Index subsequently began to rise again.

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

Other national survey data also reflect this increasing negativity of "national mood" in the period between the 2019 and 2023 rider surveys. For example, the American Customer Satisfaction Index (CSI) conducts surveys with consumers in virtually all sectors of the economy (including the public sector) and publishes an index of overall consumer satisfaction. Like the Consumer Confidence Index, it demonstrates the pre-pandemic rise and then pandemic fall of satisfaction in the overall economy. Local transportation cannot be exempt from this national mood swing.
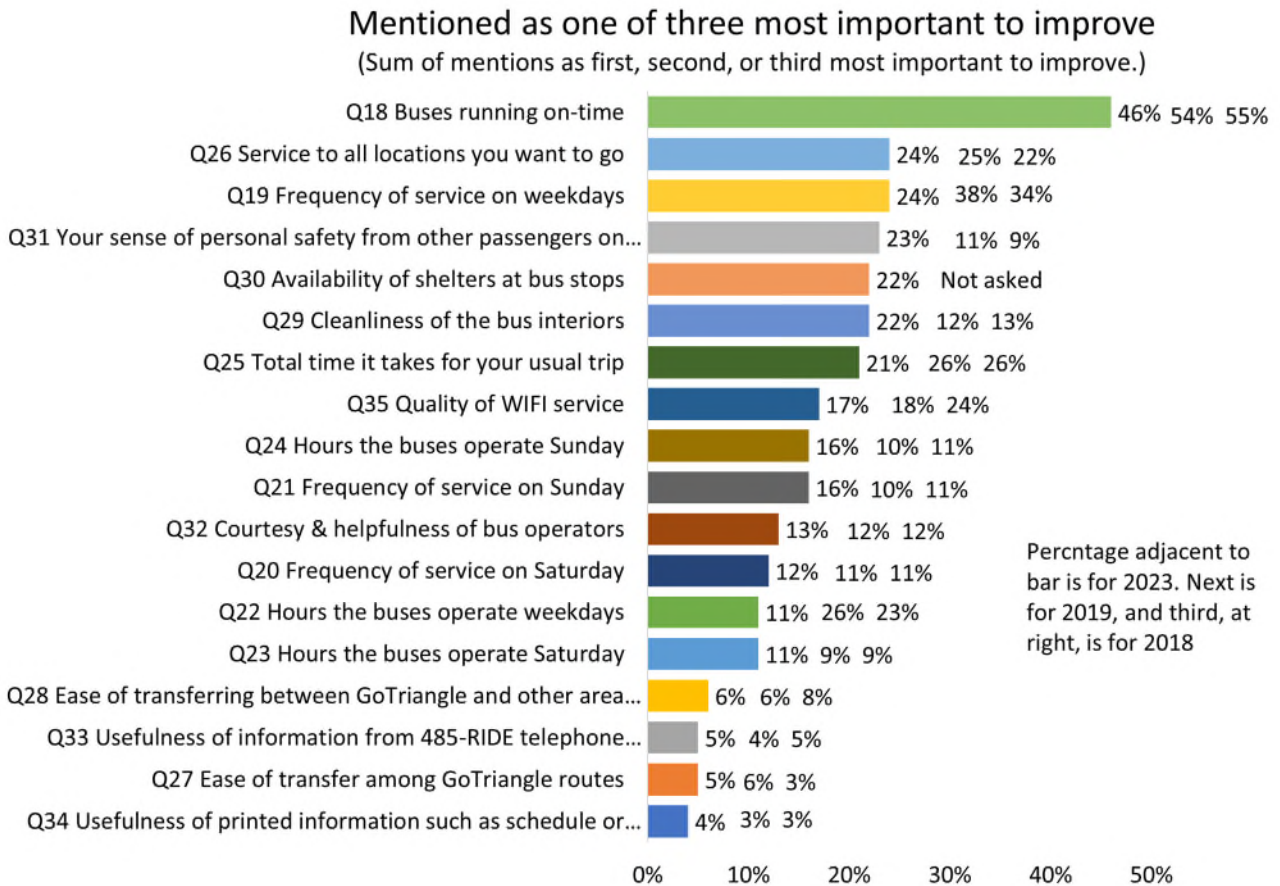
Possibly the tilt toward negative perceptions in the 2023 GoTriangle survey results has as much to do with the "national mood" as it does with the performance and changing demographics of the several Triangle Region transit systems.

Customers' Priorities

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

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

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

	2023	2019	2018
Q18 Buses running on-time	46%	54%	55%
Q26 Service to all locations you want to go	24%	25%	22%
Q19 Frequency of service on weekdays	24%	38%	34%
Q31 Your sense of personal safety from other passengers on…	23%	11%	9%
Q30 Availability of shelters at bus stops	22%	Not asked	
Q29 Cleanliness of the bus interiors	22%	12%	13%
Q25 Total time it takes for your usual trip	21%	26%	26%
Q35 Quality of WIFI service	17%	18%	24%
Q24 Hours the buses operate Sunday	16%	10%	11%
Q21 Frequency of service on Sunday	16%	10%	11%
Q32 Courtesy & helpfulness of bus operators	13%	12%	12%
Q20 Frequency of service on Saturday	12%	11%	11%
Q22 Hours the buses operate weekdays	11%	26%	23%
Q23 Hours the buses operate Saturday	11%	9%	9%
Q28 Ease of transferring between GoTriangle and other area…	6%	6%	8%
Q33 Usefulness of information from 485-RIDE telephone…	5%	4%	5%
Q27 Ease of transfer among GoTriangle routes	5%	6%	3%
Q34 Usefulness of printed information such as schedule or…	4%	3%	3%

Percntage adjacent to bar is for 2023. Next is for 2019, and third, at right, is for 2018

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

In an earlier section of this report (Figure 25, page 31) 45% of riders gave on-time performance a very good or excellent rating, and only 3% give it a poor rating. Yet in Figure 31 it appears at the top of the improvement priority list. The reason for this apparent paradox is that for the passenger, there is no limit on the demand for "on-time" performance, by which people appear to mean, a bus at their stop when they want it.

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

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

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

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

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

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

Appendix A: Questionnaire

GO▸ Triangle

1. Did you participate in a GoPass program *(by obtaining a transit pass through your school or employer)* **before GoTriangle suspended fares?**
1 ☐ Yes, I had an active GoPass in 2020   2 ☐ I have used a GoPass previously but not in 2020
3 ☐ I have never participated in a GoPass program

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

3. In a _typical week_ on how many days do you currently use GoTriangle? *(Circle only one)*
0 (None)   1   2   3   4   5   6   7

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

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

6. What is the ONE main purpose for which you _most often_ use the GoTriangle bus? Is it to go to or from
1 ☐ Work   2 ☐ School/college   3 ☐ Shopping
4 ☐ Medical/dental   5 ☐ Recreation/event   6 ☐ Other _____

7. Please mark _all_ of the following that apply to you. Are you...
1 ☐ Employed full time   2 ☐ Employed part time   3 ☐ Unemployed   4 ☐ Homemaker
5 ☐ Student   6 ☐ Retired   7 ☐ Volunteer position

8. If you are employed or a student, do you work/attend school...
1 ☐ Remote only   2 ☐ Remote some days; onsite other days   3 ☐ Onsite only

9. How old are you? _____ Years old

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

11. Do you consider yourself to be... *(Please check all that apply to you)*
1 ☐ African American/Black   2 ☐ Asian   3 ☐ Caucasian/White
4 ☐ Hispanic   5 ☐ Native American Indian   6 ☐ Other: _____

12. What language do you most often speak at home? *(Check only one)*
1 ☐ English   2 ☐ Spanish   3 ☐ Other: _____

13. Please check _all_ Triangle Region bus systems you use in a _typical_ week
1 ☐ GoRaleigh   2 ☐ GoTriangle   3 ☐ GoDurham   4 ☐ GoCary   5 ☐ Chapel Hill Transit
6 ☐ Duke Transit   7 ☐ Wolfline   10 ☐ None of these

14. What is your total annual household income? *(Check only one)*
1 ☐ Less than $10,000   2 ☐ $10,000 to $14,999   3 ☐ $15,000 to $19,999
4 ☐ $20,000 to $24,999   5 ☐ $25,000 to $34,999   6 ☐ $35,000 to $49,999
7 ☐ $50,000 to $74,999   8 ☐ $75,000 to $100,000   9 ☐ More than $100,000

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

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

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

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

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

Comments: _____
_____
_____

CJI▸ Research

GO Triangle

1. ¿Participó en un programa GoPass *(obteniendo un pase de tránsito a través de su escuela o empleador)* **antes de que GoTriangle suspendiera las tarifas?**
1 ☐ Sí, tenía un GoPass activo en 2020   2 ☐ He usado un GoPass antes pero no en 2020
3 ☐ Nunca he participado en un programa GoPass

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

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

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

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

6. ¿Cuál es el ÚNICO objetivo que utiliza *con frecuencia* el autobús GoTriangle? es para ir hacia o desde
1 ☐ Trabajo   2 ☐ Escuela/colegio   3 ☐ Compras
4 ☐ Médico/dental   5 ☐ Recreación/evento   6 ☐ Otro:_____

7. Por favor marque *todos* los siguientes que se aplican a usted. Eres...
1 ☐ Empleado de tiempo completo   2 ☐ Empleado medio tiempo   3 ☐ Desempleado
4 ☐ Ama/o de casa   5 ☐ Estudiante   6 ☐ Jubilado   7 ☐ Puesto de voluntario

8. Si está empleado o es estudiante, ¿trabaja/asiste a la escuela...?
1 ☐ Solo remoto   2 ☐ Remoto algunos días; presencial otros días   3 ☐ Solo en el sitio

9 ¿Cuántos años tiene? _____ Años

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

11. ¿Te consideras a ti mismo... *(Por favor marque todo lo que se aplica a usted)*
1 ☐ Afroamericano/Negro   2 ☐ Asiático   3 ☐ Caucásico/Blanco
4 ☐ Hispano   5 ☐ Indio Nativo Americano   6 ☐ Otro: _____

12. ¿Qué idioma habla con más frecuencia en casa? *(Marque solo uno)*
1 ☐ Inglés   2 ☐ Español   3 ☐ Otro: _____

13. Marque los sistemas de autobuses de la región de Triangle que utiliza en una *semana normal*
1 ☐ GoRaleigh   2 ☐ GoTriangle   3 ☐ GoDurham   4 ☐ GoCary   5 ☐ Chapel Hill Transit
6 ☐ Duke Transit   7 ☐ Wolfline   10 ☐ Ninguno de estos

14. ¿Cuál es el ingreso total anual de su hogar? *(Marque solo uno)*
1 ☐ Menos de $10,000   2 ☐ $10,000 a $14,999   3 ☐ $15,000 a $19,999
4 ☐ $20,000 a $24,999   5 ☐ $25,000 a $34,999   6 ☐ $35,000 a $49,999
7 ☐ $50,000 a $74,999   8 ☐ $75,000 a $100,000   9 ☐ Más de $100,000

15. ¿Cuántos autos u otros vehículos están disponibles para su uso? 0 Ninguno   1   2   3   4 o más

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

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

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

37. De los servicios en las preguntas 18 a 35 anteriores, enumere los tres más importantes para mejorar.
Lo más importante _____   2do más _____   3ro más _____

Comentarios: _____
_____
_____

Appendix B: Rider Comments

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

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

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

100	Can accept what offerings you have. Please advise us when we must pay again.
100	Buses on time, Later hours operating bus service, Kinder bus drivers.
100	Bus start / Routes at fair grounds all fooled up
100	Bus routes need more drivers to improve in these areas of bus routes being needed the secondly once drivers are in place times area can be re adjusted for those areas needed. Thank you to all drivers and bus operators for what you do I understand for some dealing with some riders is not that easy But I thankyou for keeping us safe. I appreciate you all.
100	Bus Home From Airport is a Nightmare. Bus Home From Weekend Events is Impossible
100	Bus drivers are rude if you are running for bus they will pass you buy, Bus drivers have jobs because of passengers stop being rude
100	Bus drivers are rude if they see you running for the bus they just pass you by
100	Awesome
100	All good
100	Add a bus stop in Eastown Community
100	75% Weekend Connection to Bus #8 is Missed By 5Mins. If The RTC Would Ask The Drivers of the 700 to Call the 100 If It Were Late On Weekend Riders Would Not Have to Wait An Additional Hour For The Next 100
300	Your survey was excellent!!
300	When someone is 7 minute late they should open the doors back open instead of driving off.(Rupe)
300	Time of the trip if possible,
300	The times the bus leaves GoCary & Raleigh stations causes my trip an extra 45 minutes. If they left on the hour and half hour like the rest it would be much easier.
300	The bus used to stop near the building Where I work, but not any more now. Used to get 40 mins to get to work now takes 11/2 hours because i have to take 2 buses
300	The bus service in our region is excellent. I have even seen an improvement since the pandemic. Keep up the Good work!
300	Thanks in this great service
300	Thank you for improving
300	State fair-TTA detour their stops at the state fair. One of the state prominant economy stimulators.
300	Please extend bus #300 service to government building area as it was before pandemic.
300	Please arrange bus no 6 route to go through Bacarru lane 27606.
300	Ontime, Frequency, Safety
300	Need more systems for direct feedback
300	Need more stops! on bus 300 western blvd Newark Rd!!
300	Most buses I ride lack wifi and outlets to charge phones
300	Keep up the good work
300	I would love to have buses operate more often/earlier/later and travel to places further away.
300	I rarely ever catch the 300ct the time it is suppose to be making me miss my next bus and late for work.
300	I like the service. I hope they add more routes if they can

300	I feel like it depends on who is driving the bus that day.
300	GoTriangle has been generally helpful to the achievement of my career with minimal cost expenses.
300	Good work
300	Get to and from on the bus. The passengers, People that have to use belts
300	Extend the 300 until 11pm mon-sat and bring back 301
300	Excelente servicio y trato de los operadores
300	Es un buen servicio de jan gracias pov lel buen servicio
300	Could Use USB Port On Go Transloc & GoCary More Time Frames For 305
300	Could do better with having shelters for bus stops especially on rainy or cold days. 1: On Nc 54 in fronts of circle k gas station and 2:NC 54 in front of UNC eye center. THank you. Please make public bus services free.This is the best way to conserve energy reduce co and cool down the earth.
300	Can be more quicker, more stops can be made
300	Buses - Need to be cleaned more inside-Some passengers use the bathroom on the bus. have sit down in urine seats-some you cant tell its wet, more deodorant sprays for stinky people
300	Bus Schedule should be consistent all day long, Switching hours midday is confusing (i.e. route 300 weekday hours)
300	Bus needs to be on Time! Use alternate route from Construction! Supervisors are invisibles when on site! 300 route
300	Bus drivers are courteous, and thoughtful, Buses are great for traffic, calming and efficient reserve utilization, GoCary, Need a route an trinity rd!! By the PNC!!! Work w/city of Raleigh please!
300	All are important to me
300	A lot of the bus stops could use more shelter. The bus hours also end a little early for people who work closing shifts.
300	5/10/2023 is my first time using GoTriangle and planning to use 2-3 times a week.
300	300 needs to depart downtown Raleigh as earlier many times I have missed my conx at the Cary Station
305	The Triangle deserves world-class public transportation system. Improvements need to be made to complete with large metro areas.
305	Over all its good
305	Need a bus that goes down Louisburg rd in Raleigh , All the way down
305	Live tracking on Mobile app needs to improvement please.
305	I don't own a car and buses are my main mode of transportation. But there are merely buses (such as late at night >10 PM) where no buses opertaing and therefore limiting where/what I can do
305	Hand sanitizers need to be available at all times. A lot buses don't have them gloves for passengers should be a option as well.
305	Great
305	EN (illegible "GOUBZAL") MUY BIEN
305	305 Stop on Wilmington do not feel safe waiting for bus.

310	The overall services from GoTriangle and other bus systems are good and quite accessible from my home and work place.
310	Telephone operators and some bus drivers are absolutely horrible people
310	I would like for the 310 bus to run on Saturdays & sundays, its frustrating having to ride all the way to Raleigh and then go to Cary from there
310	I have only used the bus for 4 weeks & found that some routes run every 30 while others every hour, extending wait times & making the bus a less attractive option (1.5hr commute to work vs 20-25 drive).Also nearest stop 2 miles from my house.
310	GoCary should want for 310
310	Excellent Services
310	Every thing's are perfect
310	Changed my mind in doing the survey it was too many questions.
400	Wifi, on time, waiting time
400	Wfi, Shelter, 4&5 Ride. They are wonderful drivers and very hospitility
400	We need an express bus from Roxboro/Horton to major stops in N Durham & then to UNC
400	waiting area
400	Very much appreciate GoTriangle!
400	very few evening buses on route 400 would like to have one later bus -eg 11pm for after evenings
400	They all run good.
400	The YOD seems too never be on time, when it's time to connect w/ the NS, and other buses at the Durham station; and downtown franklin/Columbia.
400	The buses should start running at earlier times considering that everyone doesn't have late naps.
400	The bus needs to run until 12am Sunday - Saturday
400	The Air unit 15 too too cold on buses 400, 405
400	Thanks!
400	Thank You!
400	Thank you for your efforts to improve public transport.
400	Thank you for providing this service for sure over the last years.
400	Thank you
400	They really stepped up their service
400	Sundays, Ferriable
400	Sunday
400	Sometimes a bus doesn't show up when the bus change route and on the weekend have to wait a hour for the next one.
400	Some buses run off schedule comes before the time!
400	Should increase the frequency of 11A, 11B hourly to half hourly
400	Shelters at bus stops are important because we can't control the weather.

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

400	I'm a student @UNC and use bus in Chapel Hill only
400	I travel between Cary & Chapel Hill (310 _ 800) and the 310 has limited hours (last bust from RTC at 8:30 pm) and doesn't run on weekends.
400	I like it bus free for all to ride.
400	I know you all are doing your best and I thank you for what you do
400	I have seen people doing drugs and stopping in the bus. Please stop this, as it is not a safe place to travel
400	I have only used GoTriangle 3 times in the past 30 days, So i don't think i can really rate these but my experiences have been positive.
400	I had to finish a trip with Uber earlier this week because the bus only runs during "peak" times. One of my coworkers was talking the bus but stopped for this reason. frequency coverage though always. Thank you for receiving feedback!
400	Hope to have more stops, Walk a lot
400	Hope the telephone app will work, so that we can track the bus realtime. Thank You.
400	Great Service. Please think about adding more buses on Sundays.
400	GoTriangle
400	Drivers are good
400	Cleanliness, Courtesy Quality
400	Cleanliness
400	Buses are usually labeled incorrectly, apps to track buses are not reliable and buses usually late in the afternoon/evenings @ certain times
400	Bus to be on time
400	Bus comes late so we are late to job, bus should come in time its a request.
400	Buen Service
400	Brown (illegible: "Fges") must go. Next time we gone fight she disrespected.
400	Attitude, less talk, please put the foot on the gas a little
400	At lane the bus service is (Illegible), but as a college student at UNC. We expect more for-our funds.
400	311 There was one passenger who told me ''This isn't Russia'' and slapped the back of my seat who frequently makes other passengers uncomfortable and yells but the driver did kick her off the bus.
400	30: none of the bus stops / frequent have any seating or shelter. 18: Buses are usually late by about 10 minutes.
400	29 Enforcing Rules of respect between drivers and passengers A public share personal hygiene enforce
400	Sometimes I feel unsafe when I'm waiting at the bus shelters. 2) I take bus to work every day but sometimes the bus didn't come and I took uber. (I usually wait at bus stop 10 min ahead.)
405	We need to get the real time bus app working. Buses needs to get the correct bus numbers on the display.
405	The buses need to be cleaned.
405	Thank You!

405	Intend to participate in GoPass when/if available
405	I hope to have some designated parking system at gate, shopping mall for commuters.
405	Everything is good.
405	Buses never on time to work or terminal
405	Bus drivers have always been polite and helpful.
58 CRX	There is No Use Having a Phone Line For Help If They Can't See More Than I do on Apps. They Don't Know How Late a Bus is Running. Also. With Timed Stop & Departures, You Should Not Have a 5 Minute Window to Leave Early. Trains Don't Do That Neither Should You.
58 CRX	The Busses With The Seats Turned Sideways (In The Rear & Front) Should Not Be Used On Express Routes
58 CRX	Thank You!
58 CRX	Please Keep The Service!
58 CRX	I Waited Really 40 Minutes For The Bus That Was Supposed to Arrive at 4:49. The Bus Never Comes at or Around the Time it's Supposed to.
58 CRX	GoTriangle Buses Don't Show Up On Transloc At All Anymore-Please Fix. Also The Wifi Doesn't Work At least Half The Time On CRX Buses- Please Fix.
59 DRX	Transloc is great when it saves! Driving on weekend saves time! Thanks!
59 DRX	Transfers need to Improve. Enforce ear phones!!
59 DRX	The service durham station to Raleigh station is excelent. Thanks!
59 DRX	Thank you!
59 DRX	Some drivers won't delay a moment to allow a stranger to board. I a m drx regular. They know me overall I'm very satisfied.(over)
59 DRX	Please Bypass Durham station go straight to Duke
59 DRX	More frequent service would make using buses much easier and i think it would increase riders. Also, please improve reliability of the transit app.
59 DRX	Make sure buses leave the stops at the listed not before
59 DRX	It would be good to get Eno Back !! Very happy to have a Dex back!
59 DRX	I would like a return to the pre-pandemic level of service for the drx , though i know ridership is down.
59 DRX	Everything is ok
59 DRX	Bus always late for afternoon pickup and shelter at downtown stop
59 DRX	Also most important to me is that buses are able to be tracked on the transit app (too often they don't appear on the app)
700	Todo Bien
700	The drivers leave folks.
700	The biggest improvement would be accurate information about how soon the next bus will arrive.
700	ThankYou for the service.
700	Some bus stops need shelters
700	Need to keep buses clean.
700	Missed a route transfer from the 4 to the 100 to get from Raleigh to Durham, the driver was fast the time driven and passed night by me and could use routes that nw later.

700	I personally love all Go transits, It helped me work and transition to carry from Greensboro!
700	Good service so far, Thank you so much.
700	Give new routes.
700	Friendliness and helpfulness of drivers. Weekend schedule.
700	Bus driver getting us to work on time
800	Would love more evening service than 1-hour intervals for 800, and later 805, late work nights are rough.
800	would like to see an app on the phone for all bus companies
800	Wish the CRX bus can operate on some weekends.
800	Very good service overall
800	UNC Hospitals shelter is poorly maintained, used by un-housed folks. Drivers vary in terms of courtesy and customer service. I am unhappy with the ability of help at the RTG e.g. Bus arrived for a starting crews
800	Tracking app no longer working, tracking on website is much better than before
800	Tracking app is not working currently.
800	Timetable updates should be improve. (More info on the bus stop!!!
800	This is my first time on the bus
800	This is a great service do what you must to pay staff and drivers good wages to expand and sustain service
800	There is something about 800 after 4:00 PM where it gets unreliable. There are times when it is exceptionally late or simply does not show up. This is particularly true of the 4:50 pm bus.
800	The app doesn't track buses in real time anymore
800	The 805 bus is more convenient to my home but I typically take 800 bus because it runs more often (805 bus time frequency dropped in 2021)
800	thanks for all you do !
800	Thank you for all that you do
800	Public transport should improve on weekends.
800	Por el anominto gacias per mi es buen servicio
800	Please make sure the bus on time and app will give correct information.
800	Please improve on time performance for the 800 from Chapel Hill to RTC!
800	Please get GPS up and running again
800	Please construct shelters at 2 bus stops
800	Please bring back NRX
800	Please add more stops in apex, Holly Springs , and Frquay Varina
800	On 5/6/2023 a route 5 bus driver allowed three passengers to board the bus before I got off at a stop on Fayetteville St. He then smashed me in the door as I was exiting the bus.
800	Occasional bud, profane conversations that are aggressive. Overheard.
800	Need better freq. in weekends.
800	Need a better app

800	My concerns loitering constantly on buses
800	Muy Buen Servicio Gracias
800	More frequent bus & more routes please
800	Manage bus service on weekends
800	Lately we had trouble bus not going to the mall – bus driver passed exit and took us to transit center – it happened second times.
800	Late night service would be great
800	Late bus, Dirty bus, disrespectful drivers
800	Just started taking bus, new job assignment. I have enjoyed the past week bus on time and safe clean environment. Pleasant drivers too. Thank you
800	Jonathan small-I have been riding GoDurham Transit bus since 2006 & I have been riding GoTriangle bus since 2010
800	It's free! that is amazing.
800	It's fantastic free service
800	Improving the morning time on time
800	Improve the frequency of the buses on the weekend. Please extend the bus hours at night to 12:00 PM
800	Improve Maths people pay 2;00
800	If 800 could be made express(without stopping at Southpoint) and 800 s could ne made seamy Southpoint, my commute would be much better. Thank you for your service!
800	I wish all stops had seats & shelters from the rain
800	I wan't aware there was WiFi service
800	I really enjoy GoTriangle, however I wish there was a live location view of the 800 bus on Transloc!
800	I lived in the Triangle prior 2020 currently live out of the town. Only visiting today
800	I don't ride enough to request more improvements great service in my opinion
800	I didn't know there was wifi on the bus
800	I am grateful about all your services The only problem is about #300 that its not on time. Thank you
800	From my being of Things all is Good/Excellent
800	Frequency, on time, connection shown on bus screen, sometimes I miss bus because it shows incorrect route number
800	Frequency on weekends hours on weekends service to all locations. Extending the frequency of buses & service to more location would be great!
800	For CRX route, make sure that all scheduled routes are running and running on time
800	Expanded 805 hours during midday would be nice
800	Early Sat-morn.
800	Driver ethics needs work I have been left wet & cold by drivers refusing to stop more times then I care to count.
800	Dispatch providing the right information about times the buses are running
800	Clean buses keep the free fare shelter

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