

Appendix A: Survey Results

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Study Background and Overview

Study Overview



As part of the Better Bus Network Redesign Team, led by Kimley-Horn, WBA Research conducted a survey of both bus riders and non-riders in the DC-Maryland-Virginia Metropolitan area. The purpose of this survey was to gather feedback on the Proposed 2025 Network and to begin community engagement with the upcoming redesign.

WBA Research was responsible for the design of the questionnaire with input and feedback from the rest of the project team as well as Customer Research at WMATA.

The data for this survey was gathered in two ways: through a survey available online that was promoted through various channels and through in-person interviews with the public at pop-up engagement events throughout the area. This survey was open from May 13 to July 15, 2024.

Online Quantitative Survey

WBA was responsible for programming the survey in Forsta, WBA’s online survey administration software, and supplied a link to the survey to be disseminated through community engagement efforts. This link was posted online on the Better Bus Network Redesign project web site where riders and non-riders had the opportunity to complete it.

Engagement Events

Additionally, the Project Team hosted pop-up engagement events throughout the Metropolitan area, where representatives were able to interview riders and non-riders in person, using a paper version of the survey. Participants at these engagement events also had opportunities to complete simple activities that in many cases aligned closely with survey questions. Where possible, the results of those are included in this report. Below is a table showing the total responses gathered from each survey type, as well as via each activity at the community engagement events.

Source	Responses
Web Survey	1,687
Paper Survey	460
Comment on Your Route Tool	222
Poll Activities	295
Total	2,664

Languages

The survey was available in English and Spanish.





Sampling Limitations

This study relied on non-probability (convenience) sampling rather than probability sampling. While this allowed for the collection of data from a large group of people relatively quickly, it also yields a sample that is not representative of the larger population as certain groups are likely over or under-represented. The results should not be considered representative of the population at large or of various sub-groups within the population.

Due to this, results shown throughout this report should not be viewed as representative of the general population of the Washington, DC Metropolitan Area, nor should they be viewed as representative of Metrobus riders either. Rather, ***results should be viewed as indicative of the attitudes and opinions of those who engaged with the Better Bus Network Redesign*** project at various levels throughout the engagement period.

Results shown throughout this report are not weighted. While the sample includes both riders and non-riders alike, because riders make up a small proportion of the general population but a large portion of the results from this phase of the research, weighting was not used to avoid over or underweighting non-riders or riders.

Notes on Analysis



Notes on Reading the Report

While all questions included in this report were asked in the web, “Comment on your route” Tool, and paper surveys, only select questions were included in the poll activities. For this reason, results in this report specify their source, using the information bar shown below. **Blue icons indicate the sources featured on a given question.**

Paper	Web	"Comment on your route" tool	Poll Activities
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Note that when data are shown by demographic groups, such as by race/ethnicity or income, only web, paper, and "Comment on your route" tool data are shown as these are the only sources where demographic information was gathered. **Some tables are reported by route region. Comments are divided into DC (Washington), A (Alexandria/Arlington), F (Fairfax), M (Montgomery County), and P (Prince George’s County), for the regions that have their own Metrobus route prefixes.**

Notes on Statistical Significance

Statistical significance means that there is a 95% chance that a difference found in this research would also have been found if all members of the population included in the data had been surveyed. Significant differences are shown, when applicable, through the use of superscript letters (B vs. C vs. D, etc.) for comparisons between relevant subgroups.

For example, if a percentage for Current Riders (B) was significantly greater than the percentage for Current Non-Riders (C), there would be a ‘C’ next to the greater Current Riders percentage.

Percentages in this report may not always add up to 100% due to rounding.

Caution should be taken when evaluating data with a small base (n<50) due to the high level of sampling error around the data

Sampling Error

Because the entire population is typically not interviewed in research, but rather a sample of that population is surveyed, the data are subject to sampling error. The maximum sampling error for the rider sample of 2,664 interviews is ±1.9 percentage points at the 95% confidence level. However, the actual standard error may be smaller, depending on the data being examined.

If the percentage found is around:	50%	40% or 60%	30% or 70%	20% or 80%	10% or 90%	1% or 99%
Then, the standard error in percentage points is:						
Total Sample (n=2,664)	±1.9	±1.9	±1.7	±1.5	±1.1	±0.4

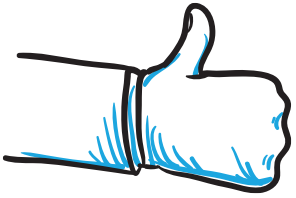
For example, if a question in the survey asked among all respondents (n=2,664) yielded a percentage of 20%, then we can be sure 95 out of 100 times that the true percentage would lie between 18.5% and 21.5% (20% ±1.5 percentage points).



A large, light blue graphic of an upward-pointing arrow is positioned to the left of the title text.

Executive Summary

EXECUTIVE SUMMARY



Riders and non-riders alike who had the opportunity to complete the Phase 3 Survey were also given the opportunity to review the proposed 2025 Better Bus Network. This survey was among the suite of multiple online tools that gave customers and the community a chance to provide feedback and general ratings on how the proposed 2025 Network would or would not meet their needs travel. The network that was shared was built based on technical analyses and feedback from the two previous phases of engagement.

The proposed 2025 Network is the first step to implementing the Visionary Network—the bus network the region deserves—using the resources we have today. The comments and information featured in this report were critical to finalizing the 2025 Network. The revised 2025 Network presented to the Board in November 2024 reflects Metro staff’s refinement of the network based on detailed review of the comments received during this period. Results highlighted below and throughout this report are representative of those who engaged with the Better Bus Network Redesign project at various levels throughout the engagement period

Overall, more than half (51%) feel that the Proposed 2025 Network would be the same or better than the existing bus network.

- One-half (50%) felt that their trips on the Proposed 2025 Network would take less or the same amount of time as they currently do.
- Nearly six in ten (58%) felt that their trips on the Proposed 2025 Network would require fewer or the same amount of transfers.
- Six in ten (61%) felt that the Proposed 2025 Network would give them access to the same amount or more places they need to go.

Note that this study relied on convenience rather than probability sampling, which means the results in this report are not necessarily representative of the general population of the Washington, DC Metropolitan Area or of Metrobus riders. Rather, **results should be viewed as indicative of the attitudes and opinions of those who engaged with the Better Bus Network Redesign** project at various levels throughout the engagement period. See **Sampling Limitations** on page 5 of this report for more information.



In-Person Engagement Matters!

Those that participated at the in-person engagements had more of an opportunity to speak with project representatives and learn about the Proposed 2025 Network. These respondents were markedly different from those that responded online. **The most important difference is the more positive opinions and views of the Proposed 2025 Network expressed at in-person engagements compared to those captured online.** Additionally, the online survey respondents differed significantly in their race/ethnicity and income. Online survey respondents tended to be White and higher income than those who participated at in-person engagements. This aligns closely with the more positive feedback from Respondents of Color and lower income respondents throughout.

The differences in demographics among the various survey administration methods is impactful – engagement cannot rely on a specific forum or mode to hear from the full spectrum of people who have a vested interest in the Metrobus system. Online outreach may be tilted towards White, high-income respondents, while in-person engagements are key for activating People of Color or those with low household incomes.

- The online survey tended to skew White, with 68% of respondents identifying as such, compared to only 12% of the paper survey respondents.
- Online survey respondents tended to have higher incomes than long and short survey respondents, where the average income among online survey respondents was \$116,800, compared to \$31,900 among paper survey respondents.



Respondents of color and lower income respondents see the benefits of the Proposed 2025 Network

- Lower Income respondents were more likely to indicate their trips would take less time than their higher income counterparts (44% indicating less time, compared to 20% of those with annual incomes of \$100,000 or more).
- Respondents who identified as People of Color were more likely to indicate Proposed 2025 Network would take them to more places, particularly compared to White respondents (42%, compared to 23%).

Detailed Findings



Perception

General Perception



Overall, four in ten respondents (40%) felt that the Proposed 2025 Network would be either much better or somewhat better than the existing bus network, while 49% thought it would be worse. Note that there were a few key groups that tended to view the Proposed 2025 Network most positively:

- **Respondents who reside in Prince George's** (52% much or somewhat better), **Montgomery** (53% much or somewhat better), and **Fairfax counties** (53% much or somewhat better), compared to respondents who reside in DC (30% much or somewhat better);
- **Respondents identifying as People of Color** (47% much or somewhat better), compared to White, Non-Hispanic respondents (32%);
- **Lower income respondents** (55% much or somewhat better, compared to 35% to 37% of higher income respondents); and
- **Those who responded via in-person engagements** (as opposed to those who responded to the web survey), where 50% to 61% of in-person respondents felt the Proposed 2025 Network was much or somewhat better, compared to just 35% of the web survey respondents and 23% of "Comment on your route" tool respondents.

Based on what you've learned, will the proposed 2025 Network be better or worse than the current bus network? (Q1A)		Total (A) (n=2,664)	Current Riders (B) (n=2,195)	Current Non-Riders (C) (n=117)
Better		40%	36%	49% ^B
No Difference		11%	10%	16%
Worse		49%	54% ^C	35%
Paper	Web	"Comment on your route" tool		Poll Activities

Base: Those answering

Superscript letters (e.g., A, B, or C) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment

*Caution, small base

Perception of Effects on Trips



Overall, almost three in ten respondents (27%) felt that their trips on Proposed 2025 Network would take less time, while half (50%) felt they would take more time. Note that *current* Metrobus riders were most likely to expect their trips to take *more* time.

- **Lower Income respondents were more likely to indicate their trips would take less time** than their higher income counterparts (44% indicating less time, compared to 20% of those with annual incomes of \$100,000 or more).
- **Respondents to the web survey again gave less positive ratings**, with 58% indicating their trips would take more time. Respondents on "Comment on your route" tool were the most negative, with three in four (74%) reporting their trips would take more time.
 - This was led by web survey respondents with annual incomes of more than \$100,000, where 80% feel their trips would take more time.

Nearly two in ten (17%) felt that their trips on the Proposed 2025 Network would require **fewer transfers**, whereas 42% thought more transfers would be required.

- **Respondents to the web and "Comment on your route" tool surveys again gave less positive ratings**, with 48% and 56%, respectively, indicating their trips would require more transfers respectively.

Please choose the option that best completes each statement. (Q1)			
Bus Trips will take... (Q1B)	Total (A) (n=2,852)	Current Riders (B) (n=2,197)	Current Non-Riders (C) (n=117)
Less time	27%	23%	36% ^B
No change	23%	20%	24%
More time	50%	57% ^C	40%
My bus trips will require... (Q1C)	Total (A) (n=2,848)	Current Riders (B) (n=2,196)	Current Non-Riders (C) (n=117)
Fewer transfers	23%	19%	34% ^B
No change	35%	34%	34%
More transfers	42%	47% ^C	32%
Paper	Web	"Comment on your route" tool	Poll Activities

Base: Those answering
 Superscript letters (e.g., A, B, or C) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment
 *Caution, small base



Perception of Effects on Trips

Over one in three respondents (34%) felt that the Proposed 2025 Network would give them access to more places. Note again that *current* riders were most likely to feel it would give them access to *fewer* places.

- **Respondents who identified as People of Color were more likely to indicate the Proposed 2025 Network would take them to more places**, particularly compared to White respondents (31%, compared to 11%).
- **Respondents to the web and "Comment on your route" tool surveys gave less positive ratings**, with 49% and 51% indicating they would have access to fewer places, respectively (compared to 16% to 21% of respondents from in-person engagements).
 - The less positive ratings among those taking the web survey were primarily led by White respondents, where 51% felt they would have access to fewer places (compared to 31% of Respondents of Color).

One-third (32%) said their buses would come more frequently. Half (51%) of Current Riders indicated their bus would come **less frequently**.

- **Respondents to the web and "Comment on your route" tool surveys again gave less positive ratings**, with 54% and 61%, respectively, indicating the Draft Network would come less frequently (compared to 25% to 19% of respondents from in-person engagements).

Please choose the option that best completes each statement. (Q1)			
The draft network takes me... (Q1D)	Total (A) (n=2,822)	Current Riders (B) (n=2,181)	Current Non-Riders (C) (n=115)
More places	34%	30%	42% ^B
No change	27%	26%	24%
Fewer places	39%	44% ^C	34%
My bus will arrive... (Q1E)	Total (A) (n=2,793)	Current Riders (B) (n=2,176)	Current Non-Riders (C) (n=114)
More often	32%	26%	35% ^B
No change	24%	23%	27%
Less often	44%	51% ^C	38%
Paper	Web	"Comment on your route" tool	Poll Activities

Base: Those answering

Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment

*Caution, small base

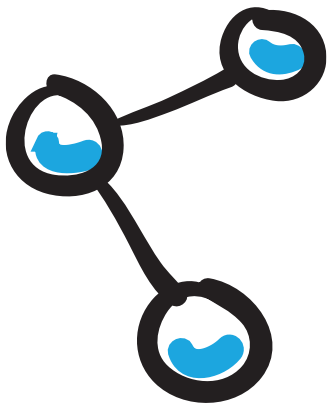
Perception of Operation Span



Ratings of routes were grouped into the regions the routes are named after, with results shown by DC routes (DC), Arlington and Alexandria (A), Fairfax (F), Montgomery County (M), and Prince George’s County (P).

Over half of those commenting on routes in Alexandria, Arlington, Fairfax, and Prince George’s Counties reported the route meeting their needs (54% to 58%). Those commenting on routes in the District and Montgomery county were more hesitant, with around four in ten (38% and 40%, respectively) reporting their route meeting their needs.

Low income respondents were significantly more likely to feel that bus spans meet their needs, with more than half (55%) compared to around four in ten (39% to 43%) of higher income respondents.



How well would you say where this route goes meets your needs? (Q3A)	DC (A) (n=1,085)	A (B) (n=191)	F (C) (n=91)	M (D) (n=101)	P (E) (n=243)
Meets your needs	38%	54% ^{AD}	55% ^{AD}	40%	58% ^{AD}
Neutral	13%	23%	20%	13%	16%
Does not meet your needs	48% ^{BCE}	24%	25%	48% ^{BCE}	26%
Paper	Web		"Comment on your route" tool		Poll Activities

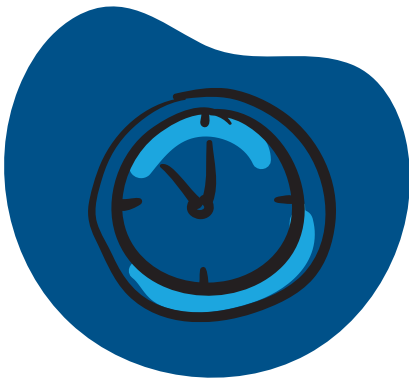
Base: Those answering
Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment
*Caution, small base



Perception of Weekday Operation Times



The majority of respondents reported their routes’ operation times on weekdays meet their needs (50% to 64%). Those with access to a car were significantly more likely to be critical of weekday operation times with half (50%) reporting that service hours do not meet their needs compared to those without access to a car (22%). People of Color were also more likely to feel positively about weekday operation times with six in ten (59%) reporting their needs being met compared to just over half (53%) of white respondents.



How well would you say the hours that this route is in service on WEEKDAYS meets your needs? (Q4A)	DC (A) (n=953)	A (B) (n=175)	F (C) (n=92)	M (D) (n=91)	P (E) (n=168)
Meets your needs	55%	55%	50%	58%	64% ^{AC}
Neutral	16%	18%	21%	21%	17%
Does not meet your needs	29% ^E	27%	29%	21%	20%
	Paper	Web	"Comment on your route" tool	Poll Activities	

Base: Those answering
Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment
*Caution, small base



Perception of Weekend Operation Times



Sentiments on weekend service were slightly less favorable, with around half (47%) of respondents reporting that weekend service meets their needs, with no significant differences by route. While low-income respondents and respondents of Color tend to be more favorable across all attributes, this trend is reversed for weekend service. Less than four in ten low-income respondents (38%) reported weekend bus service meeting their needs compared to nearly half (49% and 47%) of higher income respondents. Interestingly, those with access to a car were still more critical than those without, with one in four (26%) reporting service meets their needs compared to almost half (47%) of those without access to a car.



How well would you say the hours that this route is in service on WEEKENDS meets your needs? (Q4C)	DC (A) (n=952)	A (B) (n=173)	F (C) (n=91)	M (D) (n=89)	P (E) (n=167)
Meets your needs	46%	46%	51%	54%	46%
Neutral	22%	20%	20%	24%	21%
Does not meet your needs	32% ^D	34% ^D	30%	22%	34%
Paper	Web		"Comment on your route" tool		Poll Activities

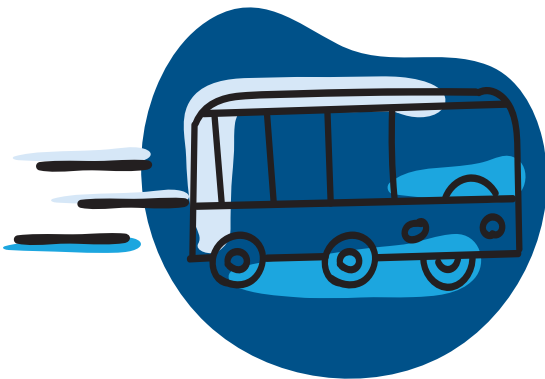
Base: Those answering
Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment
*Caution, small base



Perception of Weekday Frequency



Respondents were more critical when asked about service frequency. Those commenting on Maryland-based routes were significantly more likely to respond positively, with roughly one in three (28% to 33%) reporting that service frequency on weekdays does not meet their needs.



How well would you say how often this route comes on WEEKDAYS meets your needs? (Q5A)	DC (A) (n=949)	A (B) (n=171)	F (C) (n=92)	M (D) (n=90)	P (E) (n=163)
Meets your needs	24%	23%	28%	43% ^{ABC}	43% ^{ABC}
Neutral	20%	21%	27%	23%	29% ^A
Does not meet your needs	56% ^{CDE}	56% ^{DE}	45% ^E	33%	28%
Paper	Web		"Comment on your route" tool		Poll Activities

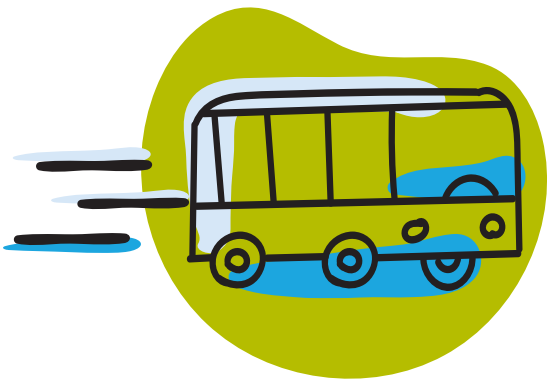
Base: Those answering
Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment
*Caution, small base



Perception of Weekend Frequency



Weekend frequency followed a similar trend, with slightly more positive results compared to weekday service frequency. Again, respondents gave more favorable ratings to Maryland based routes, with more than four in ten (42% and 43%) reporting that weekend frequency meets their needs. Conversely, almost one-half (48%) said that DC based routes did not meet their needs.



How well would you say how often this route comes on WEEKENDS meets your needs? (Q5C)	DC (A) (n=946)	A (B) (n=164)	F (C) (n=90)	M (D) (n=89)	P (E) (n=156)
Meets your needs	27%	28%	33%	42% ^{AB}	43% ^{AB}
Neutral	25%	32% ^E	23%	28%	19%
Does not meet your needs	48% ^{BDE}	40%	43%	30%	38%
Paper	Web		"Comment on your route" tool		Poll Activities

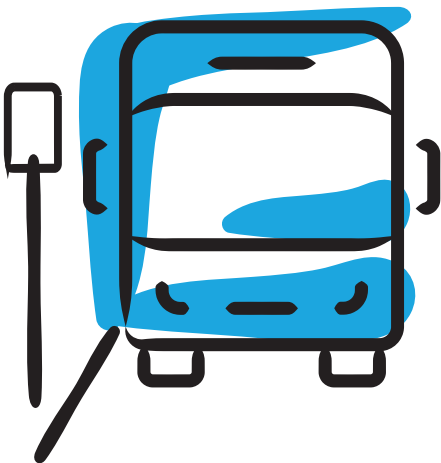
Base: Those answering
Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment
*Caution, small base



Perception of Stop Locations



Routes outside of DC received more positive reactions than negative to where stops were located, with about half (48% to 57%) rating non-DC-based route stop locations as meeting their needs. Respondents rating DC-based routes were more hesitant, though slightly more than half (53%) reported feeling neutral or positive regarding whether or not stop locations meet their needs.



How well would you say where this route stops meets your needs? (Q6A)	DC (A) (n=946)	A (B) (n=162)	F (C) (n=91)	M (D) (n=90)	P (E) (n=159)
Meets your needs	36%	57% ^A	48% ^A	51% ^A	52% ^A
Neutral	17% ^D	17%	21% ^D	10%	19% ^D
Does not meet your needs	47% ^{BCE}	26%	31%	39% ^B	29%
Paper	Web		"Comment on your route" tool		Poll Activities

Base: Those answering
Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment
*Caution, small base

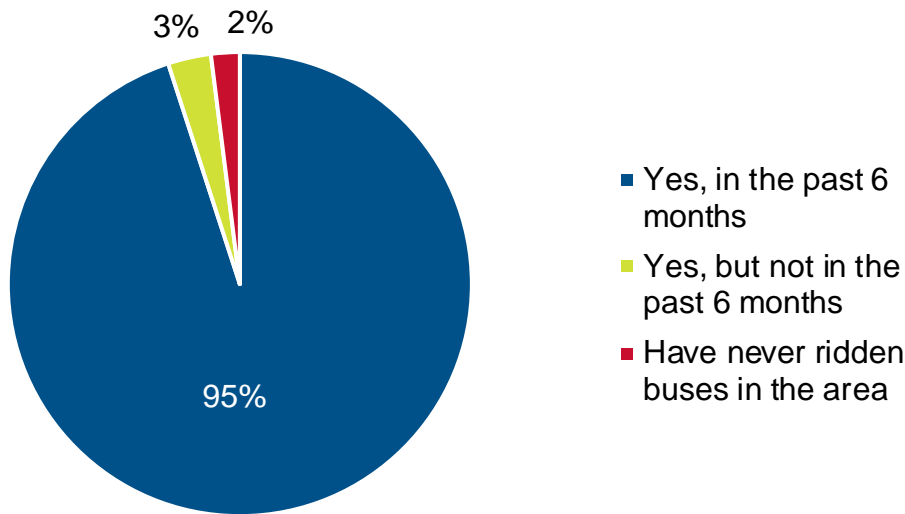




Ridership and Demographics



Have you ever ridden buses in the DC-MD-VA Metropolitan area, and if so, have you ridden buses in the past 6 months? (D6A)



Paper	Web	"Comment on your route" tool	Poll Activities
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Base=Those answering
n=2,319

If buses were not available, how would you travel to your destinations? (D6B)			Current Riders (n=2,095)
Metrorail			57%
Walk			54%
Taxi or rideshare (Lyft, Uber, etc.)			47%
Drive a car			34%
Personal bike			19%
Carpool with others			8%
None of the above, buses are my only travel option			11%
Paper	Web	"Comment on your route" tool	Poll Activities

Base: Current riders and answering

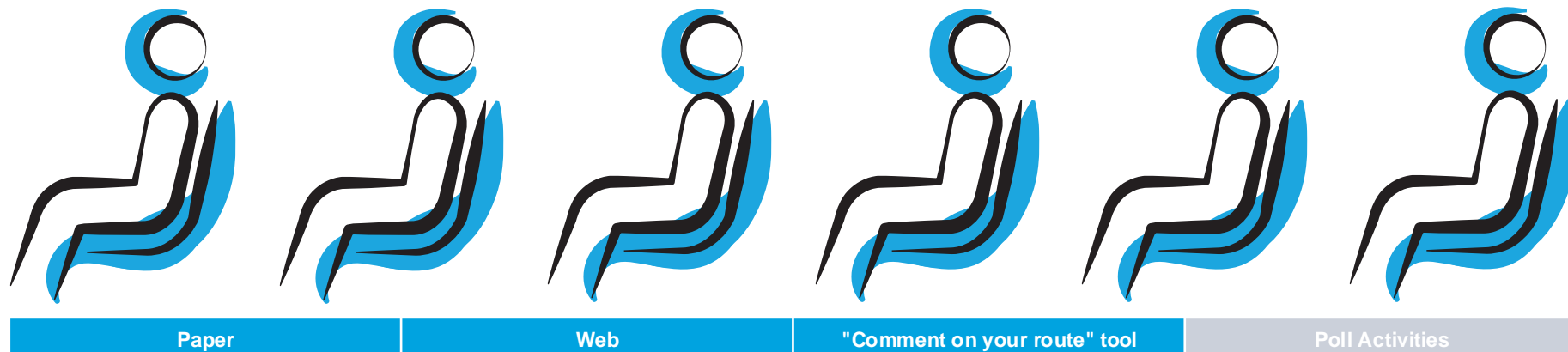


Demographic Characteristics

A look at the demographics reveals some distinct differences between how respondents engaged with the Proposed 2025 Network in Phase 3, which can shed some light on attitudinal differences seen throughout this report. Overall, **web respondents tended to be White, have higher incomes, and higher levels of education.**

For example:

- The web survey and "Comment on your route" tool tend towards DC residents, where 60% and 76% of respondents reside respectively (versus 39% in the paper survey).
- The web survey and "Comment on your route" tool were far more likely to be responded to by those who are White, with 68% and 76% of respondents, respectively, identifying as such, compared to only 12% of the paper survey respondents who were engaged in person.
 - This gives some perspective on the less positive opinions seen throughout this report among both White respondents and web survey respondents.
- Web survey and "Comment on your route" tool respondents tended to have higher incomes than paper survey respondents, where the median income among web survey respondents was \$97,000 and "Comment on your route" tool was \$113,000, compared to \$26,000 among paper survey respondents.



Demographic Characteristics



State of residence (D1)	Total (A) (n=2,198)	Current Riders (B) (n=2,078)	Current Non-Riders (C) (n=103)
DC	57%	58% ^C	37%
Maryland	23%	22%	32% ^B
Virginia	20%	20%	31% ^B
How many working cars, trucks, SUVs, or motorcycles do you have in your household (D5)	Total (A) (n=2,147)	Current Riders (B) (n=2,046)	Current Non-Riders (C) (n=98)
Average	0.7	0.7	1.0 ^B
Median	1.0	1.0	1.0
Which of the following best describes your current employment status? (D10)	Total (A) (n=2,138)	Current Riders (B) (n=2,037)	Current Non-Riders (C) (n=95)
NET: Employed	81%	81% ^C	68%
Employed full-time	71%	72% ^C	56%
Employed part-time	10%	9%	13%
NET: Not Employed			
Full-time student	6%	6%	4%
A homemaker	1%	1%	4%
Retired	8%	8%	18% ^B
Paper	Web	"Comment on your route" tool	Poll Activities

Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment
Top mentions

Demographics Characteristics



Please chose one or more races you consider yourself to be (D3) ¹	Total (A) (n=1,948)	Current Riders (B) (n=1,860)	Current Non-Riders (C) (n=80)
White/Caucasian	58%	58%	59%
Net: POC	42%	42%	41%
Black/African American	26%	26%	25%
Asian	8%	8%	9%
Hispanic/Latino	4%	4%	3%
Middle Eastern/North African	2%	2%	1%
Native American	1%	1%	1%
Pacific Islander	1%	1%	-
Do you Consider yourself to be Spanish/Hispanic/Latino? (D2)	Total (A) (n=2,127)	Current Riders (B) (n=2,020)	Current Non-Riders (C) (n=95)
Yes	16%	16%	24%
No	84%	84%	76%
How Well do you speak English? (D11/D12)	Total (A) (n=2,226)	Current Riders (B) (n=2,114)	Current Non-Riders (C) (n=106)
Very Well	94%	94% ^C	85%
Well	1%	1%	6% ^B
Not Well	5%	5%	9%
Paper	Web	"Comment on your route" tool	Poll Activities

Base: Those answering

Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment

Demographics Characteristics



What is the highest level of education you have completed? (D9)	Total (n=2,047)	Current Riders (B) (n=1,944)	Current Non-Riders (C) (n=96)
NET: College Graduate or More			
College Graduate	28%	28% ^C	18%
Graduate School	42%	42%	39%
NET: Some College or Less			
High School Graduate or Less	16%	15%	20%
Some College	10%	10%	22% ^B
Technical/Training Beyond High School	5%	5%	2%
What is your annual household income before taxes? (D4)	Total (n=1,683)	Current Riders (B) (n=1,616)	Current Non-Riders (C) (n=67)
Less than \$30,000	22%	21%	27%
\$30,000 to less than \$50,000	11%	11%	10%
\$50,000 to less than \$75,000	14%	14%	9%
\$75,000 to less than \$100,000	13%	13%	9%
\$100,000 to less than \$150,000	16%	16%	13%
\$150,000 or more	25%	25%	31%
Average Income	\$102.5K	\$102.2K	\$108.1K
Median Income	\$81.9K	\$81.8K	\$85.4K
Paper	Web	"Comment on your route" tool	Poll Activities

Base: Those answering

Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment



Demographic Characteristics



What is your age? (D7)	Total (A) (n=2,156)	Current Riders (B) (n=2,041)	Current Non-Riders (C) (n=106)
18-24	8%	8%	9%
25-34	24%	25% ^C	17%
35-44	26%	27%	22%
45-54	18%	18%	16%
55-64	12%	12%	14%
65-74	7%	7%	14% ^B
75 or older	4%	4%	8%
Average	43.7	43.4	47.8 ^B
Median	41.0	40.8	46.1
Are you...? (D8)	Total (A) (n=2,123)	Current Riders (B) (n=2,011)	Current Non-Riders (C) (n=103)
Female	57%	57%	57%
Male	41%	41%	42%
Other/Non-binary	2%	2%	1%
Paper	Web	"Comment on your route" tool	Poll Activities

Base: Those answering

Superscript letters (e.g., A, B, C, or D) indicate that the labeled percentage is significantly higher than the percentage in the corresponding segment


A blue dashed line with an arrowhead pointing upwards and to the right is positioned to the left of the word 'Appendix'.

Appendix



Questionare





WBA Research
Job #22-548

BBNR Phase 3 Public Engagement – Public Coordinate Embedded Survey

PROGRAMMING NOTES:
SHOW BBNR LOGO ON EACH PAGE
SURVEY SHOWS AS EMBEDDED IFRAME ON PUBLIC COORDINATE SIDEBAR.
WHERE POSSIBLE, PUT QUESTIONS ON SINGLE PAGE

INTRODUCTION:


Thank you for giving us your feedback on the **Better Bus Network Redesign**. Your input will help us design a bus system that better serves all customers, including yourself.

Before completing the survey, we encourage you to check out the map and comment tool on the left side of this page to provide feedback or learn more about the Better Bus Network Redesign.

This survey is being conducted on behalf of Metro and Prince George's County's **TheBus**. **If you complete the survey, you will have the opportunity to enter a drawing to win a prepaid \$50 gift card.** This survey will take around 10 minutes to complete.


Q1A. Based on what you've learned, will the proposed 2025 Network be better or worse than the current bus network?

05




Much better

04




Somewhat better

03




No change

02



Somewhat worse

01



Much worse


SENSITIVE

Page 1 of 9

Q1B. Please choose the option that best completes each statement.


My bus trips will take...

05




Less time

04




03




No change

02




01



More time


Q1C. My bus trips will require...

05




Fewer transfers

04




03




No change

02



01



More transfers






SENSITIVE

Page 2 of 9





Q1D. The draft network takes me...

- 05  More places
- 04 
- 03  No change
- 02 
- 01  Fewer places

Q1E. My bus will arrive...

- 05  More often
- 04 
- 03  No change
- 02 
- 01  Less often

SENSITIVE

Page 3 of 9

Q1F. Next, we will ask you a few questions about a specific route that you are interested in. If you have already provided your thoughts and comments on different routes in the mapping tool [on this page](#), just let us know.

- 01 Yes, I would like to continue and provide some route-specific comments
- 02 No, I have already provided my route-comments in another way

THOSE WHO WOULD LIKE TO PROVIDE ROUTE SPECIFIC COMMENTS [Q1F(01)], ASK:

Q2. We would like to ask you a few additional questions about the route you [decide](#) to comment on. First, which of the new routes in the proposed 2025 Network would you like to comment on?

[SHOW DROP DOWN LIST OF ALL ROUTES]
99998 I do not want to comment on any specific routes

THOSE WHO PICKED A ROUTE TO COMMENT ON, ASK:

Q3A. How well would you say WHERE ROUTE [ROUTE] GOES meets your needs?

- 05 Meets your needs extremely well
- 04
- 03
- 02
- 01 Does not meet your needs at all

Q3B. Why do you say that? (OPEN END. DO NOT REQUIRE RESPONSE.)

Q4A. How well would you say the hours that [ROUTE] is in service on WEEKDAYS [meets](#) your needs?

REMINDER: [INSERT].

- 05 Meets your needs extremely well
- 04
- 03
- 02
- 01 Does not meet your needs at all

Q4B. Why do you say that? (OPEN END. DO NOT REQUIRE RESPONSE.)

SENSITIVE

Page 4 of 9



Q6B. Why do you say that? (OPEN END. DO NOT REQUIRE RESPONSE.)

Q8. Would you like to comment on any additional routes? (PROGRAMMING NOTE: LIMIT TO 5 LOOPS BACK.)

01 Yes, please take me back to select another route to comment on --> RETURN TO Q2

02 No --> CONTINUE

ASK EVERYONE:

Q7. Do you have any additional comments regarding the proposed 2025 Network? (OPEN END. DO NOT REQUIRE RESPONSE.)

Now, we have some questions about your background to close out the survey:

D1. What is your home ZIP code?

99998 Prefer not to answer

D2. Do you consider yourself to be Spanish/Hispanic/Latino?

01 Yes

02 No

98 Prefer not to answer

D3. Please choose one or more races you consider yourself to be. *Please select all that apply*

01 White/Caucasian

02 Black/African American

03 Asian

04 Pacific Islander

05 Native American

06 Middle Eastern/North African

95 Some other race (specify)

98 Prefer not to answer

SENSITIVE

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Questionnaire



D4. What is your annual household income before taxes?

- 01 Less than \$10,000
- 02 \$10,000 to less than \$15,000
- 03 \$15,000 to less than \$20,000
- 04 \$20,000 to less than \$25,000
- 05 \$25,000 to less than \$30,000
- 06 \$30,000 to less than \$50,000
- 07 \$50,000 to less than \$75,000
- 08 \$75,000 to less than \$100,000
- 09 \$100,000 to less than \$150,000
- 10 \$150,000 to less than \$200,000
- 11 \$200,000 or more
- 99 Don't know/Prefer not to answer

D5. How many working cars, trucks, SUVs, or motorcycles do you have in your household?

- 00 None
- 01 1
- 02 2
- 03 3
- 04 4
- 05 5 or more
- 98 Prefer not to answer

Q6A. Have you ever ridden buses in the DC-MD-VA Metropolitan Area, and if so, have you ridden buses in the past six months?

- 01 Yes, have ridden buses in the DC-MD-VA Metropolitan Area in the past 6 months
- 02 Have ridden buses in the DC-MD-VA Metropolitan Area but not in the past 6 months
- 03 Have never ridden buses in the DC-MD-VA Metropolitan Area

ASK CURRENT RIDERS (QD6A(01)):

D6B. If buses were not available, how would you travel to your destinations? *Please select all that apply* (MULTIPLE RESPONSES ACCEPTED.)

- 01 Metrorail
- 02 Walk
- 03 Taxi or rideshare (Lyft, Uber, etc.)
- 04 Drive a car
- 05 Personal bike
- 06 Carpool with others
- 95 Some other way (specify)
- 97 None of the above, buses are my only travel option
- 99 Not sure

SENSITIVE

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ASK EVERYONE:

D7. What is your age?

- 01 18-24
- 02 25-34
- 04 35-44
- 05 45-54
- 06 55-64
- 07 65-74
- 08 75 or older
- 98 Prefer not to answer

D8. Are you...? (MULTIPLE RESPONSES ACCEPTED.)

- 01 Male
- 02 Female
- 04 Non-binary/Gender non-conforming
- 98 Prefer not to answer

D9. What is the highest level of education you have completed?

- 01 High school graduate or less
- 02 Technical/training beyond high school
- 03 Some college
- 04 Bachelor's degree
- 05 Graduate school (Master's, Doctoral, Law, Medical Degree, etc.)
- 98 Prefer not to answer

D10. Which of the following best describes your current employment status? (ACCEPT 12 OR 13 AS A MULTIPLE RESPONSE WITH OTHERS.)

- 01 PAID full-time worker
- 02 PAID part-time worker
- 09 Full time military
- 03 Unpaid worker or volunteer
- 04 Retired
- 05 Homemaker/house wife/house husband
- 12 Full-time student
- 13 Part-time student
- 10 Temporarily unemployed or furloughed
- 11 Otherwise not currently working for an extended period of time
- 95 Something else (specify)
- 98 Prefer not to answer

SENSITIVE

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D11. Do you speak English fluently?

- 01 Yes
- 02 No
- 98 Prefer not to answer

THOSE WHO DO NOT SPEAK ENGLISH FLUENTLY [D11(02)], ASK:

D12. How well do you speak English?

- 03 Very well
- 02 Well
- 01 Not well
- 98 Prefer not to answer

ASK EVERYONE:

D13. We recognize it can be difficult to understand the proposed bus changes. Can you help the project team with suggestions on what tools or information might better help you understand the potential changes in the future? *Please be as specific as possible (OPEN END.)*

D14. Would you like to sign up for Better Bus Updates, so you know what's happening and how to share your feedback? (PROGRAMMING NOTE: AUTOFILL 01 WHEN QUESTION IS SHOWN.)

- 01 Yes, sign me up! (Please provide your email address)
- 02 No thank you

D15. To be entered into the drawing for a chance to win a \$50 gift card, please provide either your email address and/or phone number.

By providing your email below, you agree that you have read, understood, and accept the 2024 Better Bus Survey Gift Card Giveaway Official Rules.

- A. Email:
- B. Telephone number:
- 97 Do not wish to enter into drawing

Thank you for completing the survey. Your feedback will be provided to Metro's leadership and project team for review and integration into the development of new network options. For more information and continuous updates on the project, visit wmata.com/betterbus.

