DC CIRCULATOR CUSTOMER SATISFACTION SURVEY

December 2022

wba RESEARCH

d. circulator

CIRCULATOR

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Executive Summary

Satisfaction

Overall, riders are satisfied with DC Circulator, with 61% giving a rating of 9 or 10 on a 1 to 10 scale. Notably, more than nine in ten (96%) would recommend DC Circulator to others.

An area where DC Circulator performs well is *Ease of Use.* By maintaining high satisfaction with attributes related to *Ease of Use*, DC Circulator can work to retain ridership and keep satisfaction high. These attributes include:
- **It is easy to pay your fare**
- **It is easy to use**
- **It goes where you want it to go**

Opportunities for Improvement

A factor and key driver analysis show that there are certain areas where DC Circulator can focus efforts and positively impact overall satisfaction. *Service can* be identified as an *opportunity*, as this factor has a significant impact on riders' satisfaction with the DC Circulator service and received low scores.

***Service* is made up of the following:**
- **Buses pick you up on time**
- **It provides frequent bus service**
- **It gets you to your destination on time**
- **It provides high quality bus service**
- **It is available when you need it**

Numerous attributes saw decreases in the proportion of riders who rated them a 9 or 10, with the largest decreases being in "It provides high quality bus service" (54%, down from 66% in 2019) and "Wi-Fi onboard buses is useful" (44%, down from 56%). Others that experienced a decrease in satisfaction include:

- **It is easy to pay your fare (75%, down from 85%);**
- **Bus operators are helpful (60%, down from 66%);**
- **It goes where you want it to go (59%, down from 65%);**
- **Buses are comfortable to ride (58%, down from 65%); and**
- **It provides frequent bus service (45%, down from 52%).**

Executive Summary (cont'd)

Ridership

Of all riders surveyed, about more than four in ten (44%) get their DC Circulator-related service information from social media. Additionally, 27% use the DC Circulator website to get information. More than one in ten (16%) cited onboard infotainment screens as their source of information.

- Facebook is the most commonly used social media for service information, with 16% using it for Circulator information.

Georgetown-Union Station is the most popular route, with 29% of riders indicating they use that route most often. Closely following are the Eastern Market-L'Enfant Plaza route (18%) and the Congress Heights-Union Station route (16%).

Riders use DC Circulator for a number of trip types, with no one reason accounting for the majority of trips. Still, aside from the National Mall route, riders most frequently use DC Circulator to commute to or from work (18% of all trips). This is a decrease from 24% in 2019 and is likely due to increases in working from home that occurred during the pandemic. The Rosslyn – Dupont Circle route experiences the highest proportion of trips taken for commuting purposes, accounting for 31% of all trips taken on this route with travel to or from work.

- On the National Mall route, riders are more likely to be going to or from a museum (45% of trips on this route).

Alternate Modes of Transit

About four in ten riders (39%) do not have another form of transportation available to them on a weekly bases for travel. Lack of access to alternate modes is more common for Black or African American riders (44%) than White riders (28%), as well as for those making less than $72,000 annually (44% to 52%) compared to those making $72,000 or more (18% to 19%).

Background and Purpose

The District Department of Transportation (DDOT) commissioned WBA Research to conduct the DC Circulator Customer Satisfaction Study in the Fall of 2022.

From October 25th to November 21st, 2022, WBA distributed surveys onboard buses throughout DDOT's DC Circulator bus system. The purpose of this survey was to gauge satisfaction with the service offered by DC Circulator, as well as to identify areas of strength and areas where there are opportunities for improvement.

This report reflects results from research conducted in 2016 (wave 1), the Spring of 2018 (wave 2), the Fall of 2019 (wave 3), and Fall of 2022 (current wave).

*Base sizes below 50 are noted and should be interpreted with caution.

↑/↓ are used to note significant increases or decreases from previous waves of research.

In places where trending results are shown, please note that 2016 data is unweighted.

Superscripts A/B/C/D/E/F/G note results that are significantly higher than other routes. In the example below, the proportion of riders that has used the USB outlets on CH-US (52 percent, column B) is significantly higher than those on EM-LP (27 percent, column C) and GT-US (27 percent, column D). Similarly, those who used neither the USB outlets or Wi-Fi on EM-LP (59 percent, columns C) and GT-US (54 percent, column D) is significantly higher than on CH-US (36 percent, column B).

	CH-US[B]	EM-LP[C]	GT-US[D]
USB Outlets	52%[CD]	27%	27%
Onboard Wi-Fi	41%[C]	28%	34%
Neither of these	36%	59%[B]	54%[B]

DC Circulator System Map

Legend:
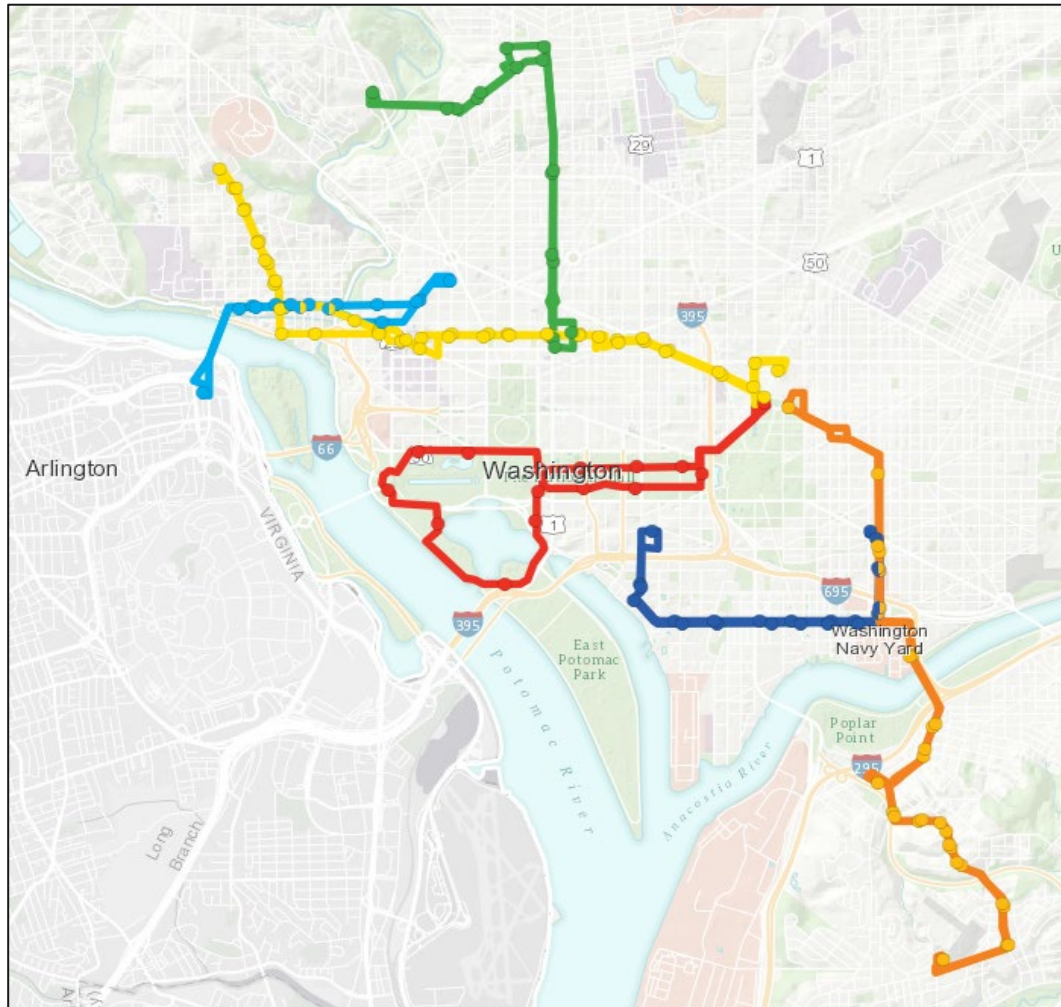
- 🟧 Congress Heights-Union Station (CH-US)
- 🟦 Eastern Market-L'Enfant Plaza (EM-LP)
- 🟨 Georgetown-Union Station (GT-US)
- 🟦 Rosslyn-Dupont Circle (RS-DP)
- 🟥 National Mall (NMS)
- 🟩 Woodley Park-Adams Morgan (WP-AM)

Methodology

Distribution and Completion

WBA's trained survey distributors handed out surveys aboard DC Circulator buses on all six routes across the DC Circulator system. Upon receiving a survey, riders had the option to either complete the survey during their ride and hand it back to the distributor when alighting the bus, completing the survey after their trip and dropping the survey in the mail to be delivered back to WBA, or completing the survey online using their unique password located on the survey.

In total, WBA received 681 completed surveys across weekdays and weekends on all six routes. What follows are the results of this research.

Weighting

So that the data is representative of actual ridership, WBA built daily weights by the route and day of the week on which a given respondent was surveyed. In order to build the weights, DDOT provided ridership counts for each route for the month of October 2022. By using the total ridership during the month of October 2022 for each route, WBA was able to build weights that allowed the results to be representative of each route's ridership on an average weekday or weekend. Below is the weighting formula used, as well as the proportion of surveys fielded across routes.

Average Daily Boardings by Route ÷ *Records:* Completed Surveys = **Weight**

Route	
CH-US	10%
EM-LP	8%
GT-US	49%
NMS	9%
RS-DP	7%
WP-AM	17%

Base = Total Sample (n=681)

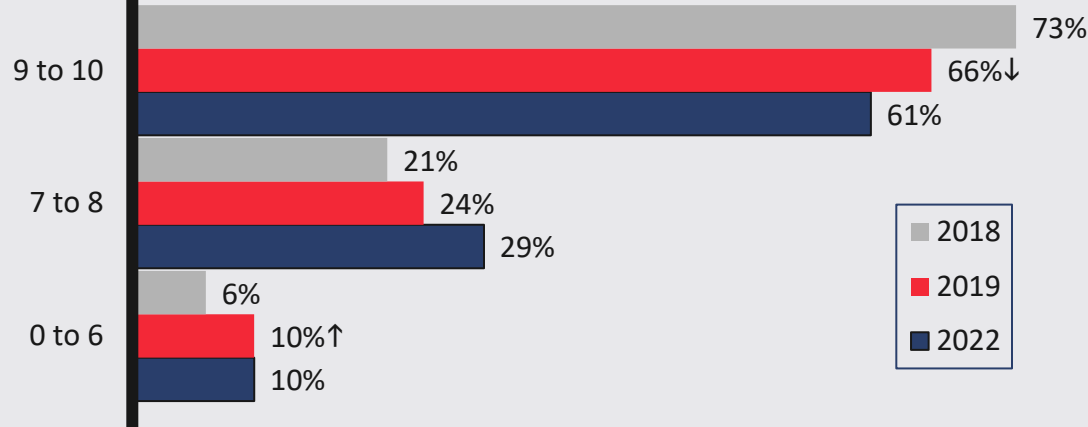| Day	
Weekday	95%
Weekend	5%

Base = Total Sample (n=681)

Overall Satisfaction

When prompted for their overall satisfaction with DC Circulator, riders gave an average rating of 8.7 out of 10 and 96 percent indicated they would recommend DC Circulator to others (down slightly from 99 percent in 2019). Riders on the National Mall route gave the highest ratings for overall satisfaction with a mean rating of 9.3.

Q15

Please rate how well each of the following describe DC Circulator.
Overall, you are satisfied with DC Circulator

Rating	2018	2019	2022
9 to 10	73%	66%↓	61%
7 to 8	21%	24%	29%
0 to 6	6%	10%↑	10%

Legend: 2018, 2019, 2022

Q16. Would you recommend DC Circulator to others?
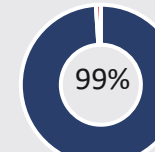
2018
99%

2019
99%

2022
96%↓
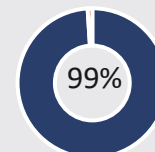
Base = Those Answering (2018 n=1,045; 2019 n=1,020; 2022 n=533)
Arrows indicate significant increase or decrease from previous year's result
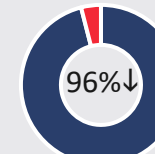*Rating scale was changed to 1 to 10 in 2022.*

Base = Those Answering (2018 n=1,086; 2019 n=847; 2022 n=429)

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Attributes/Ratings

Riders were asked to rate the DC Circulator on various attributes related to their satisfaction with service and amenities. Riders rated the attributes "It is easy to pay your fare" and "It is easy to use" most positively, with 75% rating a 9 or 10 for each. Notably, "Seats are usually available on buses" has seen in increase in those rating a 9 or 10 (66%, compared to 55% in 2019).

Numerous attributes saw decreases in the proportion of riders who rated them a 9 or 10, with the largest decreases being in "It provides high quality bus service" (54%, down from 66% in 2019) and "Wi-Fi onboard buses is useful" (44%, down from 56%). Others that experienced a decrease in satisfaction include:

- It is easy to pay your fare (75%, down from 85%);
- Bus operators are helpful (60%, down from 66%);
- It goes where you want it to go (59%, down from 65%);
- Buses are comfortable to ride (58%, down from 65%); and
- It provides frequent bus service (45%, down from 52%).

Notably, two attributes that were among the lowest rated attributes were regarding the usefulness of the USB chargers and the onboard Wi-Fi, with 54% and 44% rating either a 9 or 10, respectively. However, this may be due to a lack of usage, rather than a lack of satisfaction.

Attributes/Ratings (Continued)

It is easy to pay your fare
- 2018: 88% / 7% / 5%
- 2019: 85% / 8% / 7%
- 2022: 75%↓ / 18%↑ / 7%

It is easy to use
- 2018: 81% / 15% / 4%
- 2019: 79% / 16% / 5%
- 2022: 75% / 18% / 7%

Seats are usually available on buses
- 2018: 62% / 24% / 14%
- 2019: 55%↓ / 28% / 18%
- 2022: 66%↑ / 23% / 11%↓

Riders are safe from accidents while riding
- 2018: n/a
- 2019: n/a
- 2022: 64% / 24% / 11%

Bus operators are helpful
- 2018: 70% / 20% / 10%
- 2019: 66% / 21% / 13%
- 2022: 60%↓ / 22% / 18%↑

It goes where you want it to go
- 2018: 72% / 20% / 8%
- 2019: 65%↓ / 24% / 11%↑
- 2022: 59%↓ / 26% / 15%

Buses are comfortable to ride
- 2018: 68% / 23% / 9%
- 2019: 65% / 22% / 13%↑
- 2022: 58%↓ / 31%↑ / 11%

Riders are safe from incidents while riding
- 2018: n/a
- 2019: n/a
- 2022: 58% / 29% / 13%

Buses are clean
- 2018: 63% / 25% / 11%
- 2019: 57%↓ / 27% / 15%↑
- 2022: 56% / 30% / 14%

It provides high quality bus service
- 2018: 68% / 22% / 9%
- 2019: 66% / 21% / 13%↑
- 2022: 54%↓ / 30%↑ / 16%

USB chargers and outlets on the buses are useful
- 2018: 57% / 15% / 28%
- 2019: 56% / 17% / 27%
- 2022: 54% / 19% / 27%

It gets you to your destination on time
- 2018: 57% / 27% / 16%
- 2019: 51%↓ / 28% / 21%↑
- 2022: 51% / 28% / 21%

Adapted health precautions on the bus help you feel comfortable
- 2018: n/a
- 2019: n/a
- 2022: 51% / 29% / 20%

It provides frequent bus service
- 2018: 61% / 26% / 13%
- 2019: 52%↓ / 25% / 22%↑
- 2022: 45%↓ / 27% / 29%↑

It is available when you need it
- 2018: 59% / 26% / 15%
- 2019: 48%↓ / 28% / 24%↑
- 2022: 45% / 23%↓ / 32%↑

Buses pick you up on time
- 2018: n/a
- 2019: n/a
- 2022: 37% / 27% / 36%

WiFi onboard buses is useful
- 2018: 56% / 12% / 32%
- 2019: 56% / 16% / 28%
- 2022: 44%↓ / 19% / 38%↑

Legend: ■ 0 to 6 ■ 7 to 8 ■ 9 to 10

Base = Those Answering (2018 n=891-1,060; 2019 n=899-1,031; 2022 n=459-580)
In 2022, rating scale was changed to 1 to 10.

Factor Analysis

In order to identify groups of attributes or areas that have the greatest impacts on overall satisfaction when viewed together, a factor analysis was performed. **The factor analysis identified five specific areas, made up of individual attributes that, when combined, have a significant impact with satisfaction.** By performing a factor analysis instead of a correlation analysis, it is possible to control for the impacts that individual attributes can have on each other (for example, "It is easy to pay your fare" can have an impact on "It is easy to use") and put attributes into meaningful groups or factors.

Five areas were identified as having a high correlation with satisfaction:

- Service
- Ease of use
- Safety
- Amenities
- Other

Greater Impact

Lesser Impact
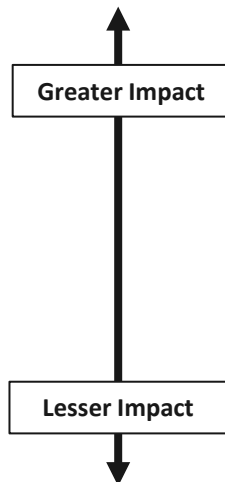
Factor	Attributes	Combined Satisfaction Mean
Factor 1: Service	B. Buses pick you up on time	7.71
	C. It provides frequent bus service	
	F. It gets you to your destination on time	
	E. It provides high quality bus service	
	I. It is available when you need it	
Factor 2: Ease of Use	L. It is easy to pay your fare	8.86
	M. It is easy to use	
	O. It goes where you want it to go	
Factor 3: Safety	Q. Riders are safe from accidents while riding	8.62
	P. Riders are safe from incidents while riding	
	G. Seats are usually available on buses	
Factor 4: Other	K. Adapted health precautions on the bus help you feel comfortable	8.33
	J. Bus operators are helpful	
	D. Buses are comfortable to ride	
	A. Buses are clean	
Factor 5: Amenities	H. Wi-Fi onboard buses is useful	7.44
	N. USB chargers and outlets on buses is useful	

Key Driver Analysis

In order to identify priorities for improving DC Circulator service, the results of a factor analysis and riders' attribute ratings were plotted on a chart. The chart is laid out as follows:
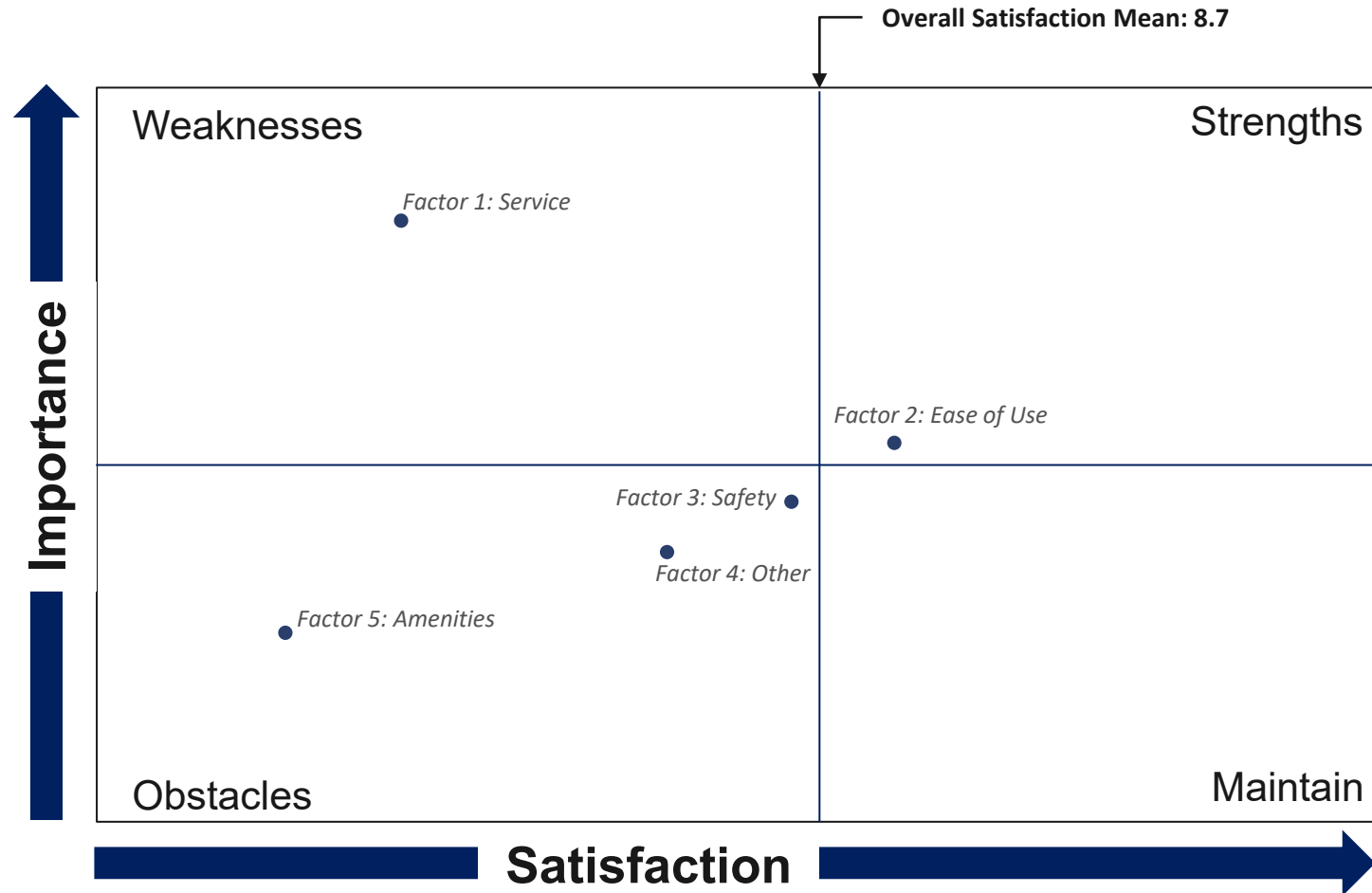
Weaknesses – These are attributes that have a large impact on attitudes, but for which riders give relatively low ratings, meaning that DC Circulator is not delivering on these important needs.

Strengths – These are attributes that receive relatively higher ratings from riders and also have a significant impact on attitudes. These are what drive riders to use DC Circulator.

Obstacles – These attributes receive lower ratings from riders and have a lesser impact on their perception of DC Circulator.

Maintain – These attributes have a moderate to low impact on rider attitudes, but receive moderate to high ratings. These secondary attributes can be used as a means to retain ridership.

Key Driver Analysis (cont.)

Key Driver Analysis quadrant chart. Vertical axis: **Importance**. Horizontal axis: **Satisfaction**. An arrow at the top marks **Overall Satisfaction Mean: 8.7**.

Quadrants:
- Top-left: Weaknesses
- Top-right: Strengths
- Bottom-left: Obstacles
- Bottom-right: Maintain

Plotted factors:
- Factor 1: Service (Weaknesses)
- Factor 2: Ease of Use (Strengths)
- Factor 3: Safety
- Factor 4: Other
- Factor 5: Amenities

Key Driver Analysis (cont.)

Service can be identified as an *opportunity* for DC Circulator. These factors have a significant impact on riders' satisfaction with DC Circulator and attributes in this category received low satisfaction scores.

By increasing satisfaction with attributes related to *Service*, DC Circulator will see a positive impact on overall satisfaction. The following attributes fall under the *Service* umbrella:

- Buses pick you up on time
- It provides frequent bus service
- It gets you to your destination on time
- It provides high quality bus service
- It is available when you need it

An area where DC Circulator performs well is ***Ease of Use.*** This factor has a moderate impact on riders' satisfaction with DC Circulator and attributes in this category received high satisfaction scores.

By maintaining high satisfaction with attributes related to *Ease of Use*, DC Circulator can work to retain ridership and keep satisfaction high. The following attributes fall under the Ease of Use umbrella:

- It is easy to pay your fare
- It is easy to use
- It goes where you want it to go

Additional Comments

In 2022, the most common additional comment left by riders was related to improving on-time service and sticking to the schedule (18%). The proportion of riders who indicated they would like to see real-time tracking or improvements to web site updates increased from that seen in 2019, from 1% to 7%.

Q26. Please add any additional comments you may have regarding DC Circulator current service.

	Total (2018)	Total (2019)	Total (2022)
Improve on-time service/Stick to schedule/Don't bunch up and leave long gaps in service/Fewer delays	12%	17%	18%
Expand routes/Add more routes/stops	8%	7%	7%
Offer real-time tracking/Site updates do not sync up with actual bus times	1%	1%	7%↑
Add more buses/Run more frequently	6%	8%	6%
Need better wifi/Wifi that works/Wifi on all buses	2%	2%	4%
Some drivers are not nice/Do not act professionally/are rude/Need interpersonal communication skills training	5%	<1%↓	3%
Provide accurate information/More reliable bus times to NextBus/timing app/Make app more user friendly	1%	2%	3%

Base = Those Answering (2018 n=321; 2019 n=285; 2022 n=144)
Top Mentions

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Safety

In 2022, more than one in ten indicated that they would feel safer if they experienced no loud or unruly passengers on Circulator. Note that, when rating their agreement with attributes (see **Attributes/Ratings**) about six in ten (58%) rated their safety from incidents on DC Circulator a 9 or 10.

Q17. Is there anything that makes you feel unsafe when riding DC Circulator? If so, what is it or what can be done to make you feel safer?

	Total (2022)
No unruly/loud/drunk/inconsiderate passengers	14%
No homeless passengers	6%
Not having to wait so long/Especially at night	6%
Not letting certain people on the bus (not specific)	3%
Nicer/Friendlier drivers	2%
Visible security/Someone to help if there is a problem	2%
More room/Not allow buses to get overcrowded	2%
Drivers being more considerate (not driving off until people are seated, driving with the door open)	2%

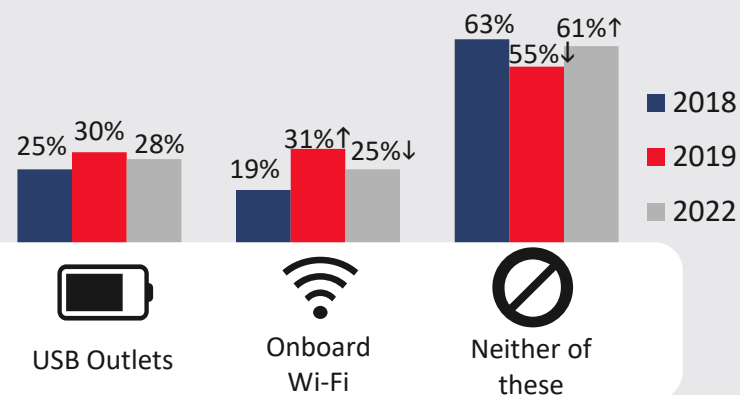*Base = Those Answering (2022 n=169)*
Top Mentions

New Amenities

Overall, one in four of riders have used the onboard Wi-Fi (25%, a decrease from 31% in 2019) and/or the onboard USB outlets (28%). The proportion of riders who do not make use of the amenities offered by Circulator has increased from the proportion observed in 2019 (61%, up from 55%).

However, these proportions vary across the different routes. The National Mall, Rosslyn-Dupont Circle, and Woodley Park-Adams Morgan routes experienced the lowest proportion of riders saying they have used the USB outlets (19%, 19%, and 25% having used USB outlets, respectively).

The Congress Heights-Union Station and Eastern Market-L'Enfant Plaza routes have the highest usage of the USB outlets or onboard Wi-Fi, at 49% and 50%, respectively.

Q6. Have you used any of the following onboard DC Circulator buses?

Bar chart legend: 2018, 2019, 2022

USB Outlets: 25%, 30%, 28%
Onboard Wi-Fi: 19%, 31%↑, 25%↓
Neither of these: 63%, 55%↓, 61%↑

Base = Those Answering (2018 n=1,063; 2019 n=1,081; 2022 n=619)
Multiple responses accepted

|	Total	CH-US[B]	EM-LP[C]	GT-US[D]	RS-DP[E]	NMS[F]	WP-AM[G]
USB Outlets	28%	36%[E]	37%[EF]	29%[E]	19%	19%	25%
Onboard Wi-Fi	25%	34%	31%	24%	20%	17%	23%
Neither of these	61%	51%	50%	62%	70%[BC]	69%[C]	62%

Base = Those Answering (n=619; CH-US=47; EM-LP=70; GT-US=226; RS-DP=110; NMS=52; WP-AM=114)*
A/B/C/D/E/F/G note results that are significantly higher than that letter's corresponding route.
*Caution small base

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Routes Ridden Most Often

Overall, no matter which route they were surveyed on, the largest proportion of riders in 2022 (29%) indicated that they ride the Georgetown-Union Station route the most often. Closely following are the Eastern Market-L'Enfant Plaza route (18%) and the Congress Heights-Union Station route (16%).
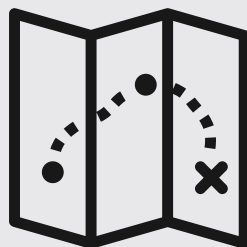
Q2. Which DC Circulator route do you ride most often?

	TOTAL 2022
Georgetown-Union Station	29%
Eastern Market-L'Enfant Plaza	18%
Congress Heights-Union Station	16%
Woodley Park-Adams Morgan-McPherson Square	15%
Dupont Circle-Georgetown-Rosslyn	14%
National Mall	8%

Base = Those Answering (2022 n=591)

Trip Purpose

The most common trip purpose for which riders use DC Circulator is to commute to or from work (51%). This is most common on the Rosslyn-Dupont Circle Route, where nearly seven in ten riders (68%) do so. Notably, shopping for groceries and household goods is most common on the Eastern Market-L'Enfant Plaza route, where 58% do so.

Among those on the National Mall route, nearly eight in ten riders (79%) ride DC Circulator for sightseeing purposes, compared to about one-fourth on other routes.

Q6A. For what reasons do you ride DC Circulator?

	Total '22	CH-US[B]	EM-LP[C]	GT-US[D]	RS-DP[E]	NMS[F]	WP-AM[G]
Commute to/from work	51%	44%[F]	63%[BF]	53%[F]	68%[BDF]	14%	57%[F]
Shopping for groceries/household goods	37	37[F]	58[BDEFG]	39[F]	32[F]	7	43[F]
Visit a doctor, pharmacy, or medical appointment	26	30[F]	33[EF]	27[F]	19[F]	5	30[EF]
Restaurant or bar	25	17[F]	27[F]	28[F]	32[BF]	4	27[F]
Sightseeing	24	17	25[G]	20[G]	21[G]	79[BCDEG]	10
Visit friends or family	24	30[F]	26[F]	23[F]	25[F]	11	28[F]
Job-related business	16	26[F]	18[F]	14[F]	19[F]	2	19[F]
Commute to/from school	15	24[F]	11	15[F]	12	7	17[F]
Theatre, concert or sporting event	13	17	16[E]	13[E]	6	14	8

Base = Those Answering (2022 n=659; CH-US=54; EM-LP=73; GT-US=231; RS-DP=112; NMS=57; WP-AM=132)
A/B/C/D/E/F/G note results that are significantly higher than that letter's corresponding route
Top Mentions; Multiple responses accepted

Trip Purpose (Continued)

Three in ten of all trips taken on the Rosslyn-Dupont Circle route (31%) are taken to go to or from work. And overall, systemwide, the prevalence of these trips has decreased from 2019 (18%, down from 24%). This is likely due to increases in working from home that occurred during the pandemic.

Moreover, the riders onboard the National Mall route show a marked deviation in trip purpose from the trends seen in the other five routes. Significantly more trips on the National Mall route are taken to go to or from a museum (45%) or to or from an arts or cultural venue (15%).

Share of Trip Purpose
% Using DC Circulator by route used most often

$$\% \text{ Using DC Circulator for [purpose]} = \frac{\text{total sum of trips for [purpose]}}{\text{total sum of all trips}}$$

	Total '18	Total '19	Total '22	CH-US[B]	EM-LP[C]	GT-US[D]	RS-DP[E]	NMS[F]	WP-AM[G]
Go to or from work	25%	24%	18%↓	16%[F]	17%[F]	19%[F]	31%[BCDFG]	5%	17%[F]
Go to or from a business or job-related meeting	9	9	13↑	13[F]	10[F]	14[F]	12[F]	4	13[F]
Go to or from shopping	12	12	12	10	14[F]	13[F]	11	6	14[F]
Go to or from dining out or a social or entertainment event	11	11	11	12	12	10	11	16	11
Go to or from a personal appointment	12	12	11	13[F]	11[F]	12[F]	8[F]	3	10[F]
Go to or from a medical appointment	8	8	10	13[EF]	10[F]	9[F]	7[F]	1	10[F]
Go to or from an arts or cultural venue	8	8	7	5	6	7	6	15[BCDEG]	7
Go to or from a museum	9	9	6↓	7	7	5	4	45[BCDEG]	5
Go to or from college/university[1]	n/a	n/a	6	7	6	6	7	3	6
Go to or from K-12 school[1]	n/a	n/a	5	6	6	5	3	2	7[EF]

Q8. How many times per week do you use DC Circulator for each of the following trips?
A/B/C/D/E/F/G note results that are significantly higher than that letter's corresponding route
[1]Category added in 2022.

Trip Purpose (Trending)

In 2022, riders indicated that they take an average of about 4 trips per week (4.3) aboard the DC Circulator specifically to go to or from work. This wave has also seen a slight increase in the average trips taken to go to or from a business or job-related meeting, with 3.2 trips on average, up from 2.0 trips in 2019.

Additionally, average trips per week to go to or from a medical appointment has also seen an increase from 2019, from 1.8 trips to 2.4 trips per week.

Q8. How many times _per week_ do you use DC Circulator for each of the following trips?

	Mean Trips _per week_			
	2016	**2018**	**2019**	**2022**
Go to or from work	3.7	4.0	4.1	4.3
Go to or from a business or job-related meeting	2.2	2.2	2.0	3.2↑
Go to or from a personal appointment	2.2	2.6	2.5	2.6
Go to or from shopping	2.0	2.6	2.5	2.6
Go to or from dining out or a social or entertainment event	2.1	2.4	2.3	2.6
Go to or from a medical appointment	1.7	1.9	1.8	2.4↑
Go to or from college/university[2]	n/a	n/a	n/a	1.8
Go to or from an arts or cultural venue	1.7	1.9	1.7	1.7
Go to or from K-12 school[2]	n/a	n/a	n/a	1.7
Go to or from a museum[1]	n/a	2.1	1.8	1.6

Base = Those Answering (2016=1,152-1,203; 2018=676-981; 2019=709-940; 2022 n=315-487)
Please note that 2016 data is unweighted.
[1]Category added in 2018
[2]Category added in 2022

Alternate Modes of Transportation

Two-thirds of DC Circulator riders (66%) indicate that they would ride Metrobus if they did not have DC Circulator available to them and more than one-half (55%) indicated they would ride Metrorail instead. Slightly less said that they would walk (47%).

Overall, eight in ten (80%) would use some other form of public transit. Notably, this proportion is greatest for those who are black or African American (87%). Four in ten riders overall (40%) would take a car had they not had DC Circulator available to them. This is highest for those making $96,000 annually or more (56%).

By Household Income	<$24K[B]	$24K to less than $48K[C]	$48K to less than $72K[D]	$72K to less than $96K[E]	$96K or more[F]
Net: Public Transit	80%	89%[F]	87%[F]	85%	73%
Net: Car	37	40	42	38	56[BCE]
Net: Bicycle	14	11	13	16	27[BCD]

By Race/Ethnicity	White[H]	Black or African American[I]	Hispanic[J]
Net: Public Transit	74%	87%[H]	85%
Net: Car	44	38	36
Net: Bicycle	19	14	12

Q7. If DC Circulator were not available, how would you make your typical trip?

	2022
Metrobus	66%
Metrorail	55
Walk	47
Private Ride Provider (ex: Uber or Lyft)	23
Drive a personal car or other vehicle	10
Taxi	10
Capital Bikeshare	10
Personal Bike	9
Get a ride with or from a friend or family member	8
Scooter share (ex: Lime, Bird)	6
Carshare (ex: Zipcar, Car2go or Enterprise)	3
Would not have made this trip	1
Net: Public Transit	80%
Net: Car	40%
Net: Bicycle	15%

Base = Those Answering (<$24K=93; $24K-$48K=89; $48K-$72K=91; $72K-$96K=56; >$96K=107)
Base = Those Answering (White=180; Black or African American=183; Hispanic=55)
Base = Those Answering (2022 n=632)
Top Mentions

Alternate Modes of Transportation (cont.)

While more than one-fourth of riders indicate that they have a personal vehicle (27%) or a private ride provider (for example, Uber or Lyft; 25%) available to them on a regular weekly basis, still about four in ten (39%) indicated that they do not have any other modes available for travel on a weekly basis.

Moreover, lack of access to alternate modes is more common for Black or African American riders (44%) than White riders (28%), as well as for those making less than $72,000 annually (44% to 52%) compared to those making $72,000 or more (18% to 19%).

Q14. Do you have any of the following available to use on a regular weekly basis for travel?

	2016	2018	2019	2022
Personal vehicle	49%	36%	31% ↓	27%
Private Ride Provider (ex: Uber or Lyft)	43	32	27	25
Personal bike	13	17	13 ↓	15
Capital Bikeshare membership	4	6	6	9
Carshare membership	9	6	6	7
Motorcycle or moped	5	1	1	2
None of the above[1]	n/a	18	37	39

By Household Income	<$24K B	$24K to less than $48K C	$48K to less than $72K D	$72K to less than $96K E	$96K or more F
None of the above	48% EF	52% EF	44% EF	19%	18%

By Race/Ethnicity	White H	Black or African American I	Hispanic J
None of the above	28%	44% H	43%

Base = Those Answering (<$24K=88; $24K-$48K=87; $48K-$72K=85; $72K-$96K=56; >$96K=106)
Base = Those Answering (White=175; Black or African American=176; Hispanic=53)

Base = Those Answering (2016=1,159; 2018=964; 2019=1,045; 2022 n=583)
Please note that 2016 data is unweighted.
Top Mentions
[1]Wording changed in 2019 to "None", but back to "None of the above" in 2022

	Total A	CH-US B	EM-LP C	GT-US D	RS-DP E	NMS F	WP-AM G
None of the above	39%	45%	38%	40%	35%	33%	35%

Base = Those Answering n=583; CH-US=49*; EM-LP=66; GT-US=206; RS-DP=106; NMS=48*; WP-AM=108)
*Caution small base

Travel Dates and Times

Overall, 92% of riders had taken a trip on a weekday in the last 7 days prior to being surveyed. Only about one-half had taken a trip on the weekend (51%).

Weekend trips were most common on the Congress Height-Union Station route, where 69% had taken a trip on the weekend. Additionally, 58% of riders had taken a weekend trip on the Georgetown-Union Station route in the last 7 days as well.

Riders generally take trips during Peak and Off-Peak hours equally, with 69% overall traveling at least once in the last 7 days during Peak hours and 68% traveling at least once during Off-Peak hours.

	Total '22	CH-US[B]	EM-LP[C]	GT-US[D]	RS-DP[E]	NMS[F]	WP-AM[G]
Q9. In the last 7 days – including today – on which of the following days did you ride DC Circulator?							
Monday	58%	60%[F]	77%[DFG]	55%[F]	67%[DF]	38%	62%[F]
Tuesday	56	73[CDEF]	49	53	57	43	66[CDF]
Wednesday	62	58	52	59	71[CD]	91[BCDEG]	62
Thursday	58	67[F]	58[F]	58[F]	65[F]	19	74[CDF]
Friday	45	58[DF]	54[F]	42[F]	49[F]	21	51[F]
Saturday	45	65[CEFG]	37[F]	52[CEF]	29[F]	15	41[F]
Sunday	27	38[F]	29	25	24	17	30
Q10. In the last 7 days – including today – during which times did you ride DC Circulator?							
6:00 AM – 9:29 AM	37%	43%[F]	42%[F]	37%[F]	41%[F]	14%	39%[F]
9:30 AM – 2:59 PM	50	57	45	49	53	64[CDG]	44
3:00 PM – 6:59 PM	54	45	54	56[E]	43	62[E]	53
7:00 PM – 8:59 PM	25	23	32[F]	26	26	16	25
9:00 PM – 12:00 AM	15	23[F]	11	15[F]	22[CFG]	6	10
After 12:00 AM	6	6	3	7	6	4	4

Base = Those Answering (2022 n=595-605; CH-US=47-48*; EM-LP=65; GT-US=212-216; RS-DP=106; NMS=50-53; WP-AM=115-117)*
Multiple responses accepted
A/B/C/D/E/F/G note results that are significantly higher than that letter's corresponding route.
**Caution small base*

Circulator

Changes in Travel After the Pandemic

About one-third of riders (35%) ride DC Circulator now more than they did prior to the pandemic, and a similar proportion (36%) indicated they ride as often now as they did before. The Woodley Park-Adams Morgan route tends to experience the largest proportion of riders who are using the same now as they did prior to the pandemic.

- Note that those no longer riding DC Circulator (i.e., lapsed riders) are not accounted for in this research.

Those who are riding less often now than they did prior to the pandemic most frequently stated this is because they work a hybrid schedule now, where the commute some days and telecommute on other days.

Notably, the National Mall route has the greatest proportion, by far, of those who did not ride DC Circulator prior to the pandemic (71%).
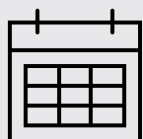
Q11. How often do you ride DC Circulator now, compared to before the pandemic (i.e., before March 2020)?

- I ride less often now than before the pandemic
- I ride the same now as I did before the pandemic
- I ride more often now than before the pandemic
- I did not ride DC Circulator before the pandemic

8%
21%
36%
35%
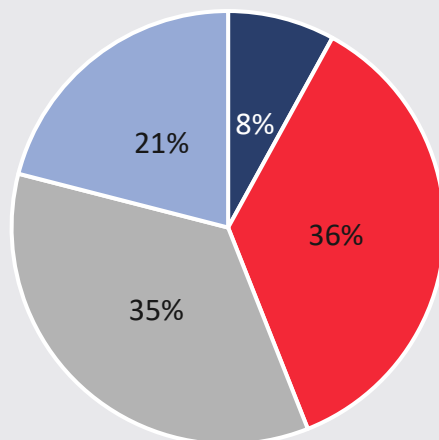
Base = Those Answering (2022 n=652)

Q12. Why do you currently ride DC Circulator less than you did prior to the pandemic (i.e., before March 2020)?

	TOTAL 2022
I work a hybrid schedule, where I commute some days and telecommute other days	38%
I use a car instead	15
I telecommute to work	15
I am concerned about global pandemic/epidemic safety	14
There are no routes near me	13

Base = Those who ride DC Circulator less than before and answering (2022 n=47)*
Top Mentions
*Caution small base

Future Travel Expectations

Nearly six in ten riders overall (58%) strongly agreed that they would take DC Circulator as often and for the same types of trips as they did before the pandemic. This is consistent across all routes.

Q13. Please indicate how much you agree or disagree with the following statement:
I expect to take DC Circulator as often, and for the same types of trips as I did before the pandemic.

Mean:

25%	18%	58%

8.1
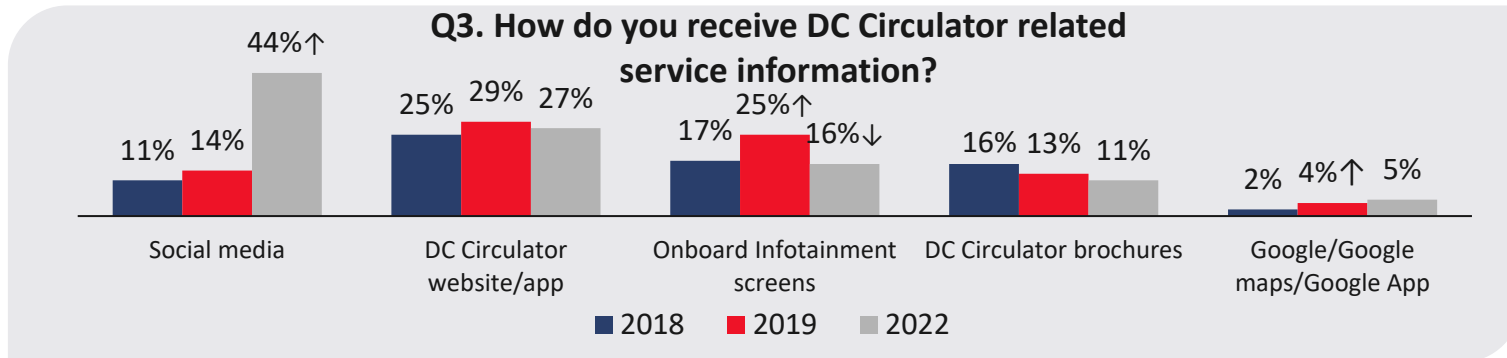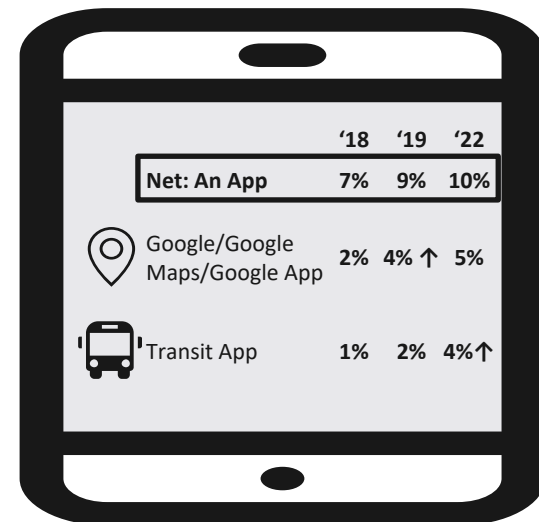
■ 1 to 6　■ 7 to 8　■ 9 to 10
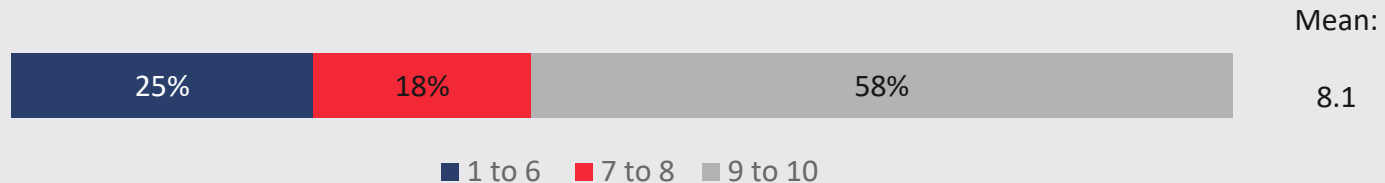
Base = Those Answering (2022 n=486)

DC Circulator Related Service Information

Riders gather information from a variety of sources, with social media being the predominant source of information about DC Circulator (44%, up from about one in ten in previous waves). One-fourth of riders (27%) use the DC Circulator website. DC Circulator's onboard Infotainment screens are being used less in 2022 than in 2019, with 16% of riders using them to receive information (down from 25% in 2019).

One in ten riders (10%) indicated they use an app when they need DC Circulator service information, with the most common apps being Google/Google Maps and Transit (5% and 4%, respectively).

Three-fourths of riders (77%, up from 69%) currently have a source for service information.

	'18	'19	'22
Net: An App	7%	9%	10%
Google/Google Maps/Google App	2%	4% ↑	5%
Transit App	1%	2%	4% ↑

Q3. How do you receive DC Circulator related service information?

	Social media	DC Circulator website/app	Onboard Infotainment screens	DC Circulator brochures	Google/Google maps/Google App
2018	11%	25%	17%	16%	2%
2019	14%	29%	25% ↑	13%	4% ↑
2022	44% ↑	27%	16% ↓	11%	5%

	Total '18	Total '19	Total '22	CH-US[B]	EM-LP[C]	GT-US[D]	RS-DP[E]	NMS[F]	WP-AM[G]
Do not receive DC Circulator related service information	31%	23% ↓	23%	26%	15%	26%[CF]	25%[F]	13%	22%
Net: Receive information	69%	77% ↑	77%	74%	85%[D]	74%	75%	88%[DE]	78%

Base = Those Answering (2018 n=1,180; 2019 n=1,104; 2022 n=668; CH-US=54; EM-LP=74; GT-US=235; RS-DP=114; NMS=56; WP-AM=135)
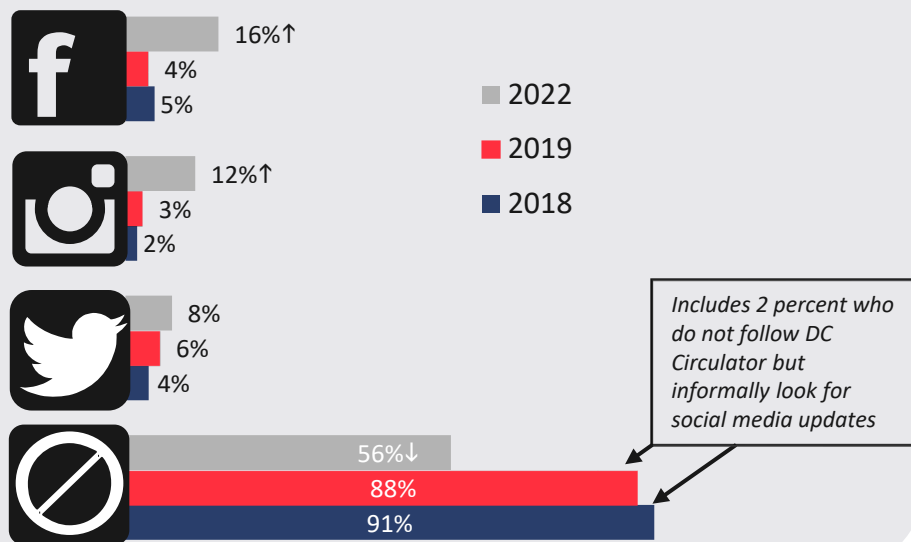*A/B/C/D/E/F/G note results that are significantly higher than that letter's corresponding route.*
Top Mentions

Social Media Sites Used

About four in ten riders (44%) indicated that they receive DC Circulator related service information via social media. While the majority of riders do not formally follow and/or receive updates from DC Circulator (56%), those who do primarily identified Facebook and Instagram as sources of service information (16% and 12%, respectively; both increases from 4% and 3% in 2019).

Q4. What social media sites do you use to get DC Circulator related service info?

- Facebook: 16%↑ (2022), 4% (2019), 5% (2018)
- Instagram: 12%↑ (2022), 3% (2019), 2% (2018)
- Twitter: 8% (2022), 6% (2019), 4% (2018)
- None: 56%↓ (2022), 88% (2019), 91% (2018)

Legend:
- 2022
- 2019
- 2018

Includes 2 percent who do not follow DC Circulator but informally look for social media updates

Base=Those with an answer to Q3 (2018 n=1,180; 2019 n=1,104; 2022 n=668)
Top mentions

Ridership Profile
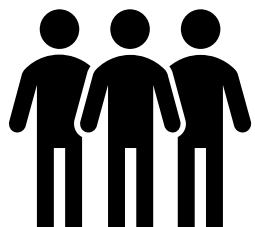
	Total '18	Total '19	Total '22	CH-US[B]	EM-LP[C]	GT-US[D]	RS-DP[E]	NMS[F]	WP-AM[G]
Q20. Race/Ethnicity[1]									
Black or African American	n/a	n/a	36%	63%[DEFG]	54%[DEFG]	35%[EF]	15%	15%	37%[EF]
White	n/a	n/a	32	14	15	31[BC]	42[BC]	73[BCDEG]	29[BC]
Asian	n/a	n/a	10	7	8	13	23[BCDG]	-	7
Hispanic/Latino	n/a	n/a	10	2	7	11[BF]	8	4	19[BCEF]
Mixed Ethnicity (not specific)	n/a	n/a	8	7	8	8	9	8	6
American Indian or Alaska Native	n/a	n/a	1	2	7	-	-	-	2
Middle Eastern	n/a	n/a	1	2	2	1	1	-	-
Native Hawaiian or other Pacific Islander	n/a	n/a	<1	2	-	1	-	-	-
Other	n/a	n/a	1	-	-	2	2	-	1
Q25. Income									
Less than $24,000	24%	22%	23%	47%[CDEFG]	25%	21%	14%	18%	21%
$24,000 to less than $36,000	15	13	12	19	11	10	13	9	17
$36,000 to less than $48,000	11	8	9	3	9	8	6	12	13[B]
$48,000 to less than $60,000	10	12	12	9	9	14	8	15	12
$60,000 to less than $72,000	9	7	8	6	13	7	14[F]	3	9
$72,000 to less than $84,000	5	6	8	-	9	9	9	9	4
$84,000 to less than $96,000	5	7	5	3	8	5	8	6	3
More than $96,000	22	24	24	13	15	26[B]	29[BC]	29	22
Median Income:	**$49.0K**	**$54.4K**	**$54.6K**	**$26.0K**	**$54.0K**	**$57.8K**	**$68.2K**	**$57.6K**	**$47.4K**

Base = Those Answering (2018 n=995; 2019 n=854; 2022 n=452-554; CH-US=32*-43*; EM-LP=53-61; GT-US=177-196; RS-DP=79-96; NMS=34*-52; WP-AM=77-106)
*Caution small base

	Total '18	Total '19	Total '22	CH-US[B]	EM-LP[C]	GT-US[D]	RS-DP[E]	NMS[F]	WP-AM[G]
Q21. Household Makeup									
% of Households With Children Under 18	38%	35%	39%	62%[DEFG]	42%	37%	36%	30%	33%
Mean (number of children)[2]:	**2.1**	**2.1**	**2.2**	**2.8[D]**	**2.5**	**1.7**	**2.0**	**3.1[D]**	**3.0[D]**
% of Households With More Than One Adult Age 18 or Over	67%	65%	60%	60%	67%	57%	58%	72%[D]	61%
Mean (number of adults):	**2.3**	**2.2**	**2.2**	**2.0**	**2.4[G]**	**2.3**	**2.0**	**2.3**	**1.9**

[1]Multiple responses accepted in 2018 and 2019 therefore trended data not shown
[2]Of those with children in their household
A/B/C/D/E/F/G note results that are significantly higher than that letter's corresponding route.

Ridership Profile (cont.)

CIRCULATOR

	Total '22	CH-US[B]	EM-LP[C]	GT-US[D]	RS-DP[E]	NMS[F]	WP-AM[G]
Q22. Employment Status[1,2]							
Net: Employed	78%	75%	78%	81%[F]	87%[FG]	65%	74%
Employed full time	63	53	58	68[F]	77[BCFG]	44	61
Employed part time	11	17	13	11	8	7	9
Net: Unemployed	22%	25%	22%	19%	13%	35%[DE]	26%[E]
Unemployed and looking for work	9	22[EFG]	8	9[EF]	3	2	5
Unemployed and not looking for work	11	3	12	8	8	30[BCDE]	19[BDE]
Q23. Current Work Location[3]							
Telework ONLY	8%	10%	3%	10%	6%	-	4%
Telework some days	37	43	31	40	41	29	30
Travel to work location every day	39	24	36	40	41	35	44
Work location regularly varies	11	19	22[D]	6	10	24	17
Drive/bike/travel for work	5	5	8	3	3	12	6
Q24. Work Location Prior to Pandemic[4]							
Teleworked ONLY	9%	13%	6%	9%	15%	7%	5%
Teleworked some days	13	13	11	14	13	7	15
Traveled to work location every day	58	38	54	63[B]	61[B]	44	60
Work location regularly varied	15	33[DE]	20	10	8	26	16
Drove/biked/traveled for work	5	4	9	4	3	15	5

[1]Top Mentions
[2]Base = Those Answering (2022 n=507; CH-US=36*; EM-LP=60; GT-US=182; RS-DP=91; NMS=43*; WP-AM=95)
[3]Base = Those who are employed and answering (2022 n=323; CH-US=21*; EM-LP=36*; GT-US=126; RS-DP=69; NMS=17*; WP-AM=54)
[4]Base = Those employed prior to March 2020 and answering (2022 n=340; CH-US=24*; EM-LP=35*; GT-US=130; RS-DP=62; NMS=27*; WP-AM=62)
A/B/C/D/E/F/G note results that are significantly higher than that letter's corresponding route.
*Caution small base

Ridership Profile (cont.)

	Total '22	CH-US[B]	EM-LP[C]	GT-US[D]	RS-DP[E]	NMS[F]	WP-AM[G]
Q18. Language Spoken at Home[1,2]							
English	89%	95%[EFG]	98%[DEFG]	91%[G]	84%	82%	79%
Spanish	6	2	-	5	7	2	17[BDF]
Chinese	1	-	2	2	5	-	1
French	1	-	-	1	-	6	-
Italian	1	-	-	-	-	6	1
Net: Do not speak English at home	**11%**	**5%**	**2%**	**9%[C]**	**16%[BC]**	**18%[BC]**	**21%[BCD]**
Q19. English Proficiency[3]							
Very well	63%	100%[DEFG]	100%[DEFG]	60%	42%	67%	63%
Less than very well	37	-	-	40	58	33	38

[1]*Top Mentions*
[2]*Base = Those Answering (2022 n=519; CH-US=44*; EM-LP=60; GT-US=181; RS-DP=81; NMS=50; WP-AM=103)*
[3]*Base = Those who speak a language other than English at home and answering (2022 n=55; CH-US=2*; EM-LP=1*; GT-US=15*; RS-DP=12*; NMS=9*; WP-AM=16*)*
A/B/C/D/E/F/G note results that are significantly higher than that letter's corresponding route.
**Caution small base*

Map of ZIP Codes

DC Circulator's riders, while primarily coming from the DC Metropolitan Region, extend across the country.

Map of ZIP Codes (cont.)

Within the DC city limits, riders come from a spread of zip codes. Outside of the District, riders come from Arlington, other areas in Northern Virginia, and Maryland.

The ZIP codes with the greatest number of riders include 20009, 20020, and 20024.
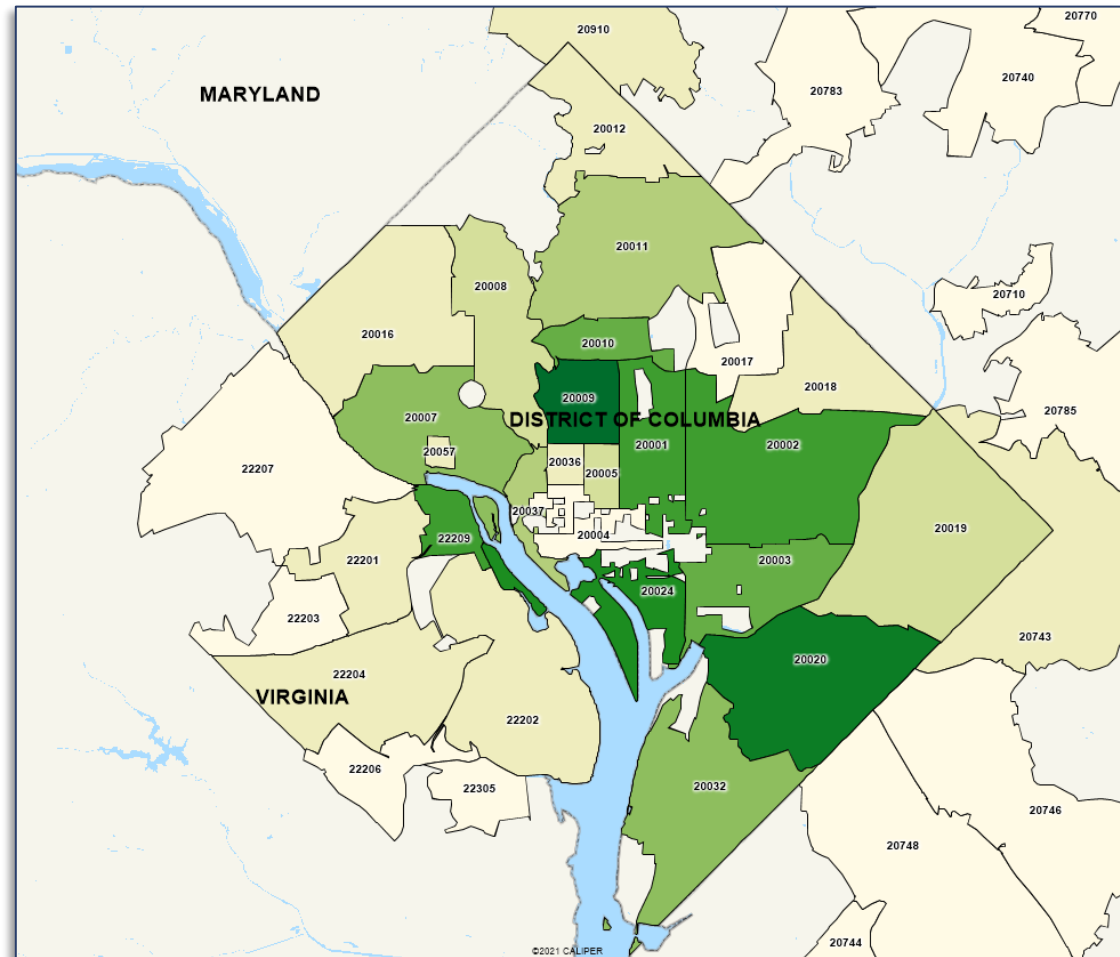
APPENDIX

Survey Instrument

17. Is there anything that makes you feel unsafe when riding DC Circulator? If so, what is it or what can be done to make you feel safer? Please be as specific as possible.

18. What language do you usually speak at home?
   - 01 ☐ English
   - 02 ☐ Spanish
   - 03 ☐ Amharic
   - 04 ☐ French
   - 05 ☐ Chinese
   - 06 ☐ Tagalog
   - 07 ☐ Vietnamese
   - 95 ☐ Other (specify)_____

19. How well do you speak English?
   - 01 ☐ Very well
   - 02 ☐ Less than very well

20. What is your race/ethnicity? (Select all that apply)
   - 01 ☐ American Indian or Alaska Native
   - 02 ☐ Black or African American
   - 03 ☐ Asian
   - 04 ☐ Hispanic/Latino
   - 05 ☐ Native Hawaiian or other Pacific Islander
   - 06 ☐ White
   - 95 ☐ Other (specify)_____

21. Including yourself, how many people live in your household?
   Number of adults who are 18 years or older:_____
   Number of children under 18 years old:_____

22. What is your employment status?
   - 01 ☐ Employed full time (paid, working 30 or more hours per week)
   - 02 ☐ Employed part time (paid, working less than 30 hours per week)
   - 03 ☐ Employed, but not currently working (e.g., on leave, furloughed 100%)
   - 04 ☐ Primarily self-employed
   - 05 ☐ Unpaid volunteer or intern
   - 06 ☐ Unemployed and looking for work
   - 07 ☐ Unemployed and not looking for work (e.g. retired, stay-at-home parent, student)

23. If you are employed, which of the following best describes your current work location? Please answer this for your primary job if you have multiple jobs.
   - 01 ☐ Telework ONLY from home (or remotely)
   - 02 ☐ Telework some days and travel to a work location for the remainder
   - 03 ☐ Travel to one work location outside of the home every day
   - 04 ☐ Work location regularly varies (e.g., different offices/job sites)
   - 05 ☐ Drive/bike/travel for work (e.g., driver, sales, deliveries)

24. Which of the following best describes your work location prior to the pandemic (i.e., prior to March 2020)? Please answer this question for your primary job if you had multiple jobs prior to March 2020.
   - 01 ☐ Teleworked ONLY from home (or remotely)
   - 02 ☐ Teleworked some days and traveled to a work location for the remainder
   - 03 ☐ Traveled to one work location outside of the home every day
   - 04 ☐ Work location regularly varied (e.g., different offices/job sites)
   - 06 ☐ Drove/biked/traveled for work (e.g., driver, sales, deliveries)
   - 97 ☐ Not applicable (e.g., I did not work prior to March 2020)

25. What is your approximate total ANNUAL household income (before taxes)
   - 01 ☐ Less than $24,000
   - 02 ☐ $24,000 to less than $36,000
   - 03 ☐ $36,000 to less than $48,000
   - 04 ☐ $48,000 to less than $60,000
   - 05 ☐ $60,000 to less than $72,000
   - 06 ☐ $72,000 to less than $84,000
   - 07 ☐ $84,000 to less than $96,000
   - 08 ☐ More than $96,000

26. Please add any additional comments you may have regarding DC Circulator service.

27. Would you like to participate in future research regarding daily travel and transit use in the DC region? 01 ☐ Yes 02 ☐ No

Please provide your contact information for a chance to win a $100 Mastercard gift card.
Name:_____ Phone:_____
Mailing address:_____
City:_____ State:_____ ZIP:_____
Email address:_____

WBA RESEARCH
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CIRCULATOR

2022 DC Circulator Annual Survey

Thank you for choosing to participate in the DC Circulator Customer Satisfaction survey. This survey and your responses will be used for planning purposes. All feedback will remain anonymous. Completed surveys will be entered for a chance to win a $100 Mastercard gift card.

Please answer this survey online by scanning the QR code or visiting http://gowba.info/CIRC2022]. You will need the 6-digit ID number at the bottom of this survey to complete it online

1. What is the ZIP Code where you live? _____

2. Which DC Circulator route do you currently ride most often? (Please select one response)
   - 01 ☐ Dupont Circle-Georgetown-Rosslyn
   - 02 ☐ Georgetown-Union Station
   - 03 ☐ Congress Heights-Union Station
   - 04 ☐ Woodley Park-Adams Morgan-McPherson Square
   - 05 ☐ Eastern Market-L'Enfant Plaza
   - 06 ☐ National Mall

3. How do you receive DC Circulator related service information? (Please select all that apply)
   - 01 ☐ DC Circulator website
   - 02 ☐ DC Circulator newsletter
   - 03 ☐ Social media
   - 04 ☐ Onboard infotainment screens
   - 05 ☐ DC Circulator brochures
   - 03 ☐ Online search (specify websites)_____
   - 04 ☐ DC Circulator Customer Service Call Center
   - 95 ☐ Other (specify)_____
   - 97 ☐ I do not receive DC Circulator related service information

CONTINUE →

Survey Instrument (cont.)

4. Which social media sites do you use to get DC Circulator related service information? (*Please select all that apply*)

- 01 ☐ Facebook
- 02 ☐ Twitter
- 03 ☐ Instagram
- 95 ☐ Other (specify)_____

11. How often do you ride DC Circulator now, compared to before the pandemic (i.e., before March 2020)?

- 03 ☐ I ride more often now than before the pandemic
- 02 ☐ I ride the same now as I did before the pandemic
- 01 ☐ I ride less often now than before the pandemic
- 97 ☐ I did not ride DC Circulator before the pandemic

12. Why do you currently ride DC Circulator less than you did prior to the pandemic (i.e. before March 2020)?

- 01 ☐ I am concerned about global pandemic/epidemic safety
- 02 ☐ I telecommute to work
- 03 ☐ I work a hybrid schedule, where I commute some days and telecommute other days
- 04 ☐ I use a car instead
- 05 ☐ It is too expensive
- 06 ☐ There are no routes near me
- 07 ☐ I am not satisfied with DC Circulator service
- 95 ☐ Other (specify)_____

6. Have you used any of the following onboard DC Circulator buses? (*Please select all that apply*)

- 01 ☐ USB outlets
- 02 ☐ Onboard WiFi
- 03 ☐ Neither of these

6A. For what reasons do you ride DC Circulator? (*Please select all that apply*)

- 01 ☐ Commute to/from work
- 02 ☐ Job-related business
- 03 ☐ Shopping for groceries/household goods
- 04 ☐ Commute to/from school
- 05 ☐ Visit a doctor, pharmacy, or medical appointment
- 06 ☐ Sightseeing
- 07 ☐ Concert or sporting event
- 08 ☐ Visit friends or family
- 09 ☐ Restaurant or bar
- 95 ☐ Other (specify)_____

7. If DC Circulator were not available, how would you make your typical trip? (*Please select all that apply*)

- 01 ☐ Metrorail
- 02 ☐ Metrobus
- 03 ☐ Capitol Bikeshare
- 04 ☐ Personal bike
- 05 ☐ Walk
- 06 ☐ Drive a personal car or other vehicle
- 07 ☐ Get a ride with or from a friend or family member
- 08 ☐ Taxi
- 09 ☐ Private ride provider (e.g. Uber, Lyft)
- 10 ☐ Scooter share (e.g. Lime, Bird)
- 11 ☐ Carshare (e.g. Zipcar, car2go, Enterprise)
- 95 ☐ Other (specify)_____
- 97 ☐ Would not have made this trip

8. How many times *per week* do you use DC Circulator for each of the following trips?

	Never	1-2 times	3-5 times	6-10 times	More than 10 times	Never make this type of trip
a. Go to or from shopping	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐
b. Go to or from college/university	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐
c. Go to or from a museum	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐
d. Go to or from K-12 school	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐
e. Go to or from a personal appointment	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐
f. Go to or from a business or job-related meeting	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐
g. Go to or from an arts or cultural venue	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐
h. Go to or from a medical appointment	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐
i. Go to or from dining out or a social or entertainment event	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐
j. Go to or from work	00 ☐	01 ☐	02 ☐	03 ☐	04 ☐	97 ☐

9. In the last 7 days – including today – on which of the following days did you ride DC Circulator? (*Please select all that apply*)

- 01 ☐ Monday
- 02 ☐ Tuesday
- 03 ☐ Wednesday
- 04 ☐ Thursday
- 05 ☐ Friday
- 06 ☐ Saturday
- 07 ☐ Sunday

10. In the last 7 days – including today – during which times did you ride DC Circulator? (*Please select all that apply*)

- 01 ☐ From 6:00 am to 9:29 am
- 02 ☐ From 9:30 am to 2:59 pm
- 03 ☐ From 3:00 pm to 6:59 pm
- 04 ☐ From 7:00 pm to 8:59 pm
- 05 ☐ From 9:00pm to 12:00 am
- 06 ☐ After 12:00 am

13. Please indicate how much you agree or disagree with the following statement.

I expect to take DC Circulator as often, and for the same types of trips, as I did before the pandemic.

Strongly agree									Strongly disagree	Don't know/ Not sure
10	9	8	7	6	5	4	3	2	1	99

14. Do you have any of the following available to use on a regular weekly basis for travel? (*Please select all that apply*)

- 01 ☐ Personal vehicle
- 02 ☐ Motorcycle or moped
- 03 ☐ Carshare membership
- 04 ☐ Personal bike
- 05 ☐ Capital Bikeshare membership
- 06 ☐ Private ride provider (e.g. Uber, Lyft)
- 95 ☐ Other (specify)_____
- 97 ☐ None of the above

15. Please rate how well each of the following describe DC Circulator.

	Describes very well									Does not describe at all
a. Buses are clean	10	9	8	7	6	5	4	3	2	1
b. Buses pick you up on time	10	9	8	7	6	5	4	3	2	1
c. It provides frequent bus service	10	9	8	7	6	5	4	3	2	1
d. Buses are comfortable to ride	10	9	8	7	6	5	4	3	2	1
e. It provides high quality bus service	10	9	8	7	6	5	4	3	2	1
f. It gets you to your destination on time	10	9	8	7	6	5	4	3	2	1
g. Seats are usually available on buses	10	9	8	7	6	5	4	3	2	1
h. WiFi onboard buses is useful	10	9	8	7	6	5	4	3	2	1
i. It is available when you need it	10	9	8	7	6	5	4	3	2	1
j. Bus operators are helpful	10	9	8	7	6	5	4	3	2	1
k. Adapted health precautions on the bus help you feel comfortable	10	9	8	7	6	5	4	3	2	1
l. It is easy to pay your fare	10	9	8	7	6	5	4	3	2	1
m. It is easy to use	10	9	8	7	6	5	4	3	2	1
n. USB chargers and outlets on buses are useful	10	9	8	7	6	5	4	3	2	1
o. It goes where you want it to go	10	9	8	7	6	5	4	3	2	1
p. Riders are safe from incidents while riding	10	9	8	7	6	5	4	3	2	1
q. Riders are safe from accidents while riding	10	9	8	7	6	5	4	3	2	1
r. Overall, you are satisfied with DC Circulator	10	9	8	7	6	5	4	3	2	1

16. Would you recommend DC Circulator to others? 01 ☐ Yes 02 ☐ No