

Route 40 Transit Plus Multimodal Corridor Project
Online survey results
April 2020

1,060 bus riders responded to the Route 40 survey, open from 2/28/2020 to 4/3/2020. A summary of their responses is as follows:

Q3: When do you normally ride the Route 40 bus? Please check all that apply. (Total respondents: 1048)

- 784: Weekdays during morning/afternoon peak (6-9am, 3-6pm)
- 492: Weekends
- 322: Weekdays between 9am and 3pm
- 171: Weekdays later than 9pm
- 51 responses: Weekdays before 6 am

Q4: If you do not typically ride the Route 40 bus, how would you get to your destinations? Please check all that apply. (881)

- 471: Other bus routes
- 333: Drive
- 297: Rideshare services (carpool, Lyft, Uber, etc.)
- 232: Walk
- 216: Bike
- 74: Get dropped off

Q5: How far do you live from a street that the Route 40 runs on? (1055)

- 482 or 46%: 1-2 blocks away
- 264 or 25%: 3-5 blocks away
- 211 or 20%: More than 5 blocks away
- 98 or 9%: I don't live along the Route 40 corridor

Q6: How do you get to the Route 40 bus? Please check all that apply. (1057)

- 962: Walk
- 228: Transfer from other bus routes
- 30: Bike
- 25: Drive
- 22: Other
- 20: Get dropped off
- 6: Rideshare services (carpool, Lyft, Uber, etc.)

Q7: If you drive, park, and then ride the Route 40, where do you park? Please check all that apply. (704)

- 639: I never drive
- 36: Unpaid street parking
- 17: Park-and rides
- 15: Other
- 9: Parking locks
- 4: Paid street parking

Q8 & Q9: Where do you normally *BEGIN* and *END* your trip on Route 40? Please check all that apply. (1056)

- 91 / 135: Northgate
- 10 / 14: Maple Leaf
- 135 / 114: Crown Hill
- 131 / 71: Loyal Heights
- 598 / 440: Ballard
- 250 / 294: Fremont
- 226 / 443: South Lake Union
- 255 / 495: Downtown
- 37 / 100: Pioneer Square
- 50 / 24: Other

Q10: Why do you choose to ride the Route 40 bus? Please check all that apply. (1049)

- 823: Convenience
- 537: Environmental concerns
- 451: Cost
- 403: Lack of alternatives (e.g. do not own a car)
- 267: To avoid traffic delays
- 33: Limited mobility

Q11: How satisfied are you with the speed and reliability of your trips on the Route 40? (1050)

- 433: Dissatisfied
- 380: Satisfied
- 101: No opinion
- 95 Very dissatisfied
- 41: Very satisfied

Q12: Please rank projects under consideration for Route 40 in order of their importance to you, with 1 being most important, 5 being least important. The weighted averages are reported here. (1046)

- 1.25: Bus speed and reliability improvements
- 2.73: Walking and bicycle accessibility improvements and new crossings
- 3.17: Keeping cars and freight moving
- 3.69: Reducing traffic speeds for safety reasons
- 4.33: Keeping parking along the route

Q13: What could improve your experience while waiting at bus stops? Please check all that apply. (1026)

- 723: Weather protection
- 507: Cleanliness
- 506: Lighting
- 410: Bus route and connection information
- 355: Sitting areas
- 285: Walking and biking crossings
- 107: Smooth pavement
- 83: Landscaping

Q14: Please rank the following walking and biking project ideas for the Route 40 corridor in order of their importance to you. The weighted averages are reported here. (1012)

- 1.79: Improved sidewalks and crosswalks
- 2.59: Accessible ramps and curbs at intersections
- 2.64: Improved bike paths and crossings
- 3.11: Improved bike connections

Q15: Please rank the following bus speed and reliability project ideas to improve the Route 40 by importance. The weighted averaged are reported here. (1038)

- 1.91: Designated bus-only lanes
- 2.29: Queue jumps
- 2.35: Transit signal priority timing improvements
- 3.46: Stop relocation or stop consolidation
- 3.57: Bus bulb-outs

Qualitative Responses

196 survey respondents provided additional text comments. Several key themes emerged from their written feedback:

- 51 respondents explicitly noted the need to increase bus speed.
 - 24 remarked that the addition of express buses, particularly during rush hour between Ballard and Downtown, would be extremely helpful.
 - 20 more respondents in this category noted the need to increase the frequency of buses
 - 5 more stated that it could be beneficial to break up the Route 40 route and also extend it in the north.
- 41 commented on their frustration with bus reliability.
 - Respondents noted the inaccuracy of bus apps in predicting bus arrivals.
 - Buses that arrived at a bus stop early would depart from that stop early.
 - Unreliability meant that riders could be left waiting at stops for up to 30 minutes without getting on their bus.
- 31 felt that bus capacity was a major concern.
 - Most respondents noted that buses tended to fill up in the Amazon/SLU area.
 - Buses during peak hour may become too full to accept more passengers
 - A handful of respondents offered that all buses should be changed to double-carriage buses.
- 16 wrote that their primary frustrations were with traffic backups. These 16 respondents and a handful of other respondents identified key segments of Route 40 that experienced backups, including:
 - 16 noted that SLU was a big area of traffic backups, particularly between 4:30 and 6, when Amazon employees end work.
 - 10 respondents answered that Westlake was a traffic chokepoint. Respondents noted that it is difficult and slow for northbound buses to make a turn onto Westlake, and existing bus priority measures are not enough.

- 6 respondents noted traffic backups in general in Ballard and Fremont, particularly along Leary Way.
- 11 respondents explicitly wrote their support for increased bus prioritization measures, including bus lanes and queue jumps.
- 9 respondents supported the removal of bus stops, but 9 asked that bus stops not be removed.
 - Respondents that supported removal of bus stops tended to want fewer stops in SLU, or the addition of an entire route altogether to connect SLU.
 - Respondents that supported the retention of bus stops noted that stops in Ballard and Fremont should be kept.
- 10 respondents commented that buses would sometimes arrive in clusters.