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 Rouge 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.