

d. circulator

DC CIRCULATOR CUSTOMER SATISFACTION SURVEY

October 2021



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Executive Summary

The 2021 DC Circulator Customer Satisfaction Survey was conducted between July 19th, 2021 and October 4th, 2021 and collected information about DC Circulator rider attitudes, satisfaction, and travel behavior. The survey has been conducted previously in 2016, 2018, and 2019. Unlike prior years, however, the 2021 survey instrument was online instead of on paper, and the survey included additional questions designed to capture information about ridership changes and concerns regarding COVID-19.

Key Results

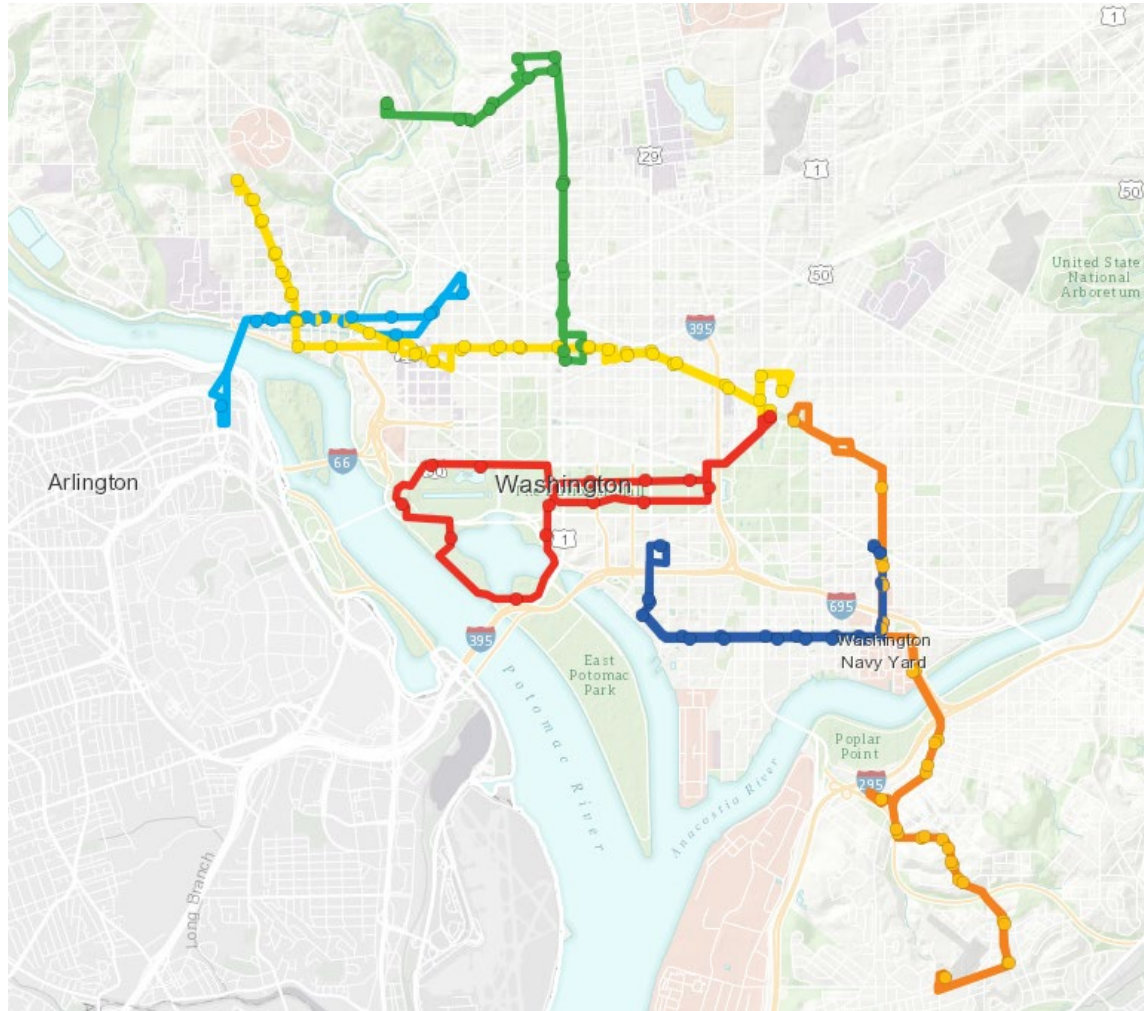
- The DC Circulator continues to enjoy strong satisfaction ratings from riders, with an average overall satisfaction rating of 8.4 on a 1 to 10 scale.
- An overwhelming majority of riders, 96%, would recommend DC Circulator to others.
- The areas in which DC Circulator scored highest are that riders find it easy to use and seats are usually available on buses. The latter is likely influenced by decreased ridership due to the COVID-19 pandemic.
- The areas in which DC Circulator scored lowest include onboard WiFi usefulness, and bus availability (i.e., DC Circulator “is available when you need it”). The bus availability rating may be a result of shortened service hours during the COVID-19 pandemic.


Executive Summary (cont.)

COVID-19 Insights

- 52% of riders who rode DC Circulator before March 2020 (pre-pandemic) say that they currently ride DC Circulator less than before March 2020. The primary reasons given for reduced ridership are concern over COVID-19 and increased telecommuting.
- Among DC Circulator users who have reduced their ridership or who do not currently ride at all due to COVID-19 concerns or increased teleworking, 62% expect to return to taking DC Circulator as often and for the same types of trips as before the COVID-19 pandemic, while 17% do not expect to ride as often or for the same types of trips.
- Nearly seven in ten riders (68%) who currently telecommute expect to continue telecommuting after COVID-19 concerns are alleviated.
- The shift away from commuting is also apparent in reported trip purposes, in which only 57% of riders report using DC Circulator to go to or from work at least once per week, down from 71% in 2019.
- However, riders with reduced ridership compared to before March 2020 still report high rates of making trips to or from dining out, social, or entertainment events, in line with riders who have not reduced their ridership. Focusing DC Circulator service improvements on these types of trips may help to encourage reduced riders to return to DC Circulator.

DC Circulator System Map



-  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 (NM)
-  Woodley Park-Adams Morgan (WP-AM)

Methodology

Survey Design

The 2021 survey was programmed on RSG's rSurvey platform. The online survey instrument allowed for streamlined data collection, data cleaning, and data analysis. The survey questionnaire remained similar to the 2019 survey questionnaire, although certain questions were modified to include updated answer options or added to accommodate service and travel behavior changes due to the COVID-19 pandemic.

Recruitment and Promotion Methods

The main recruitment tool consisted of printed postcard-sized flyers distributed to riders both via temporary staff who handed out flyers at DC Circulator bus stops, and Operations and Maintenance contractor staff who placed them on seats of buses (i.e., seat drop). Once a rider obtained the flyer in the field, they could access and complete the survey via the URL printed on the flyer or by scanning a QR code. Supplemental promotion methods included announcements on infotainment screens located on buses, announcements in goDCgo and DC Circulator newsletters, and outreach on social media and at community events. The survey initially accepted responses from July 19th, 2021 through August 12th, 2021. A second fielding period lasting from September 18, 2021 to October 4, 2021 was added to increase the number of completes.



Infographic Promotion



Survey Invitation Postcard

Methodology (cont.)

Data Cleaning

The data cleaning process included checking for duplicate responses and the project team discarded completes where multiple completes came clearly from the same respondent or could have been completed via automatic means (e.g., same comments, same email address or same IP address in addition to similar demographic profile, etc.). Frequency tables for each variable were also reviewed. The final sample size included 639 usable responses.

Weighting

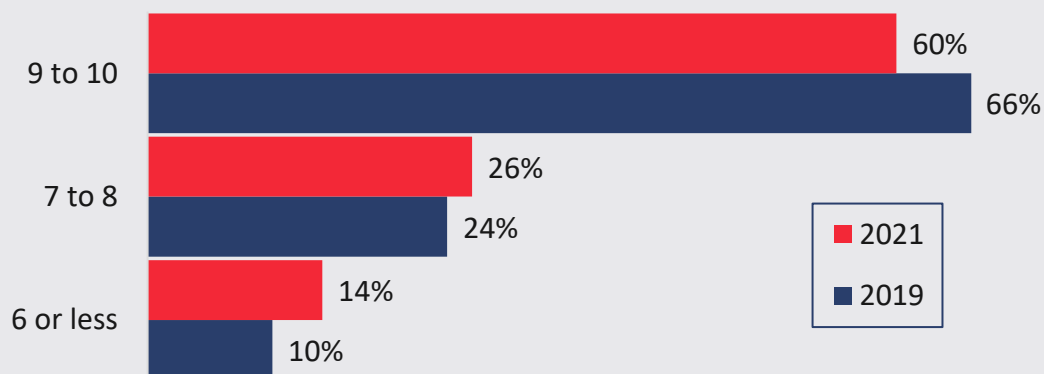
No control data for 2021 was available for weighting. Since dramatic changes due to the pandemic occurred that affected ridership volume, and likely also ridership profiles and travel behavior, weighting 2021 to 2019 ridership data (the most recent data available) could have decreased rather than increased representativeness of results. Therefore, after discussion with the DC Circulator staff, the project team decided not to weight the 2021 results.

Overall Satisfaction

86% of riders still provided an overall satisfaction rating of 7 or above on a 10-point scale, decreasing slightly from 90% in 2019. Only 14% of riders provided a rating of 6 or less. Likewise, most riders continue to say that they would recommend the DC Circulator to others (96% vs. 99% in 2019 and 2021, respectively).

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

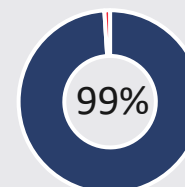
Overall, you are satisfied with DC Circulator



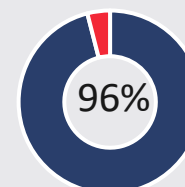
Base = Those Answering [rate_overall_satisfaction] (2019 n=1,020; 2021 n=589)

Would you recommend DC Circulator to others?

2019



2021

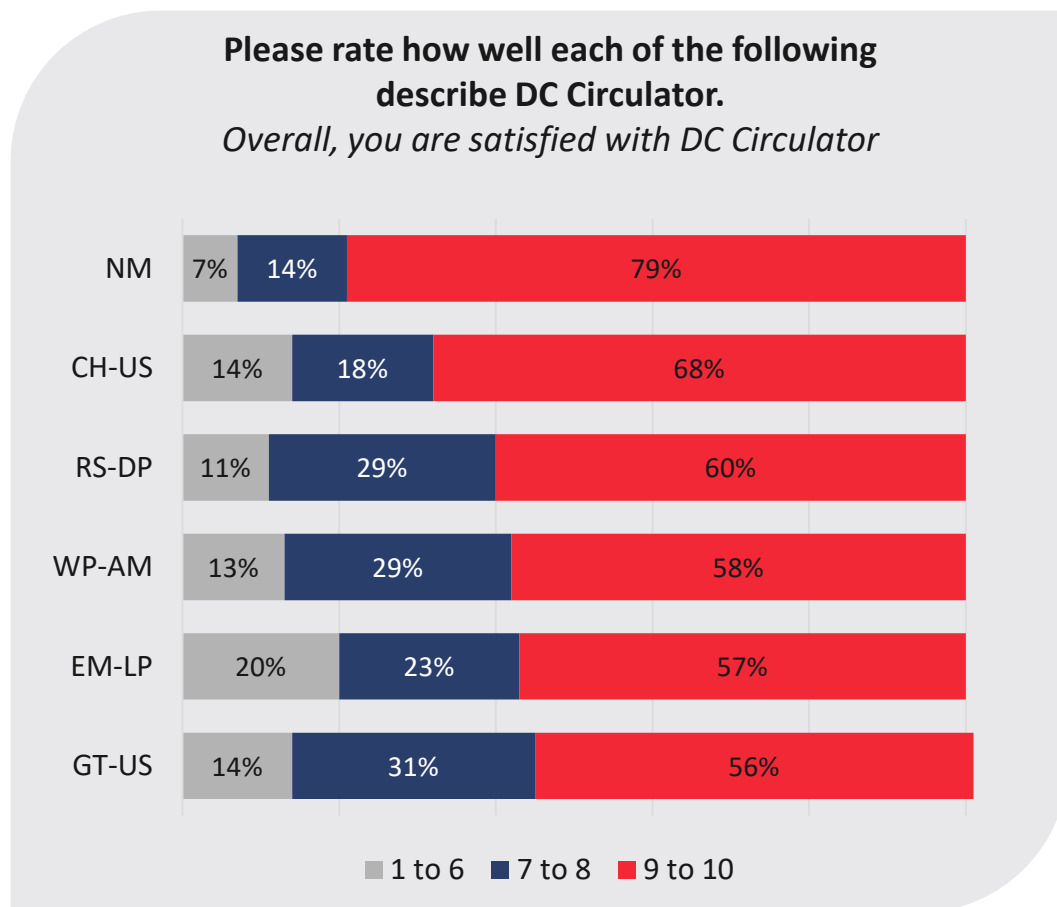


Base = Those Answering [recommend] (2019 n=847; 2021 n=589)

Overall Satisfaction by Route

Riders of the National Mall gave DC Circulator the highest average overall satisfaction ratings at 9.0. Eastern Market-L'Enfant Plaza and Georgetown-Union Station riders report lowest average satisfaction, with a mean rating of 8.1 and 8.3, respectively.

Mean Ratings	
NM	9.0
CH-US	8.5
RS-DP	8.5
WP-AM	8.4
GT-US	8.3
EM-LP	8.1

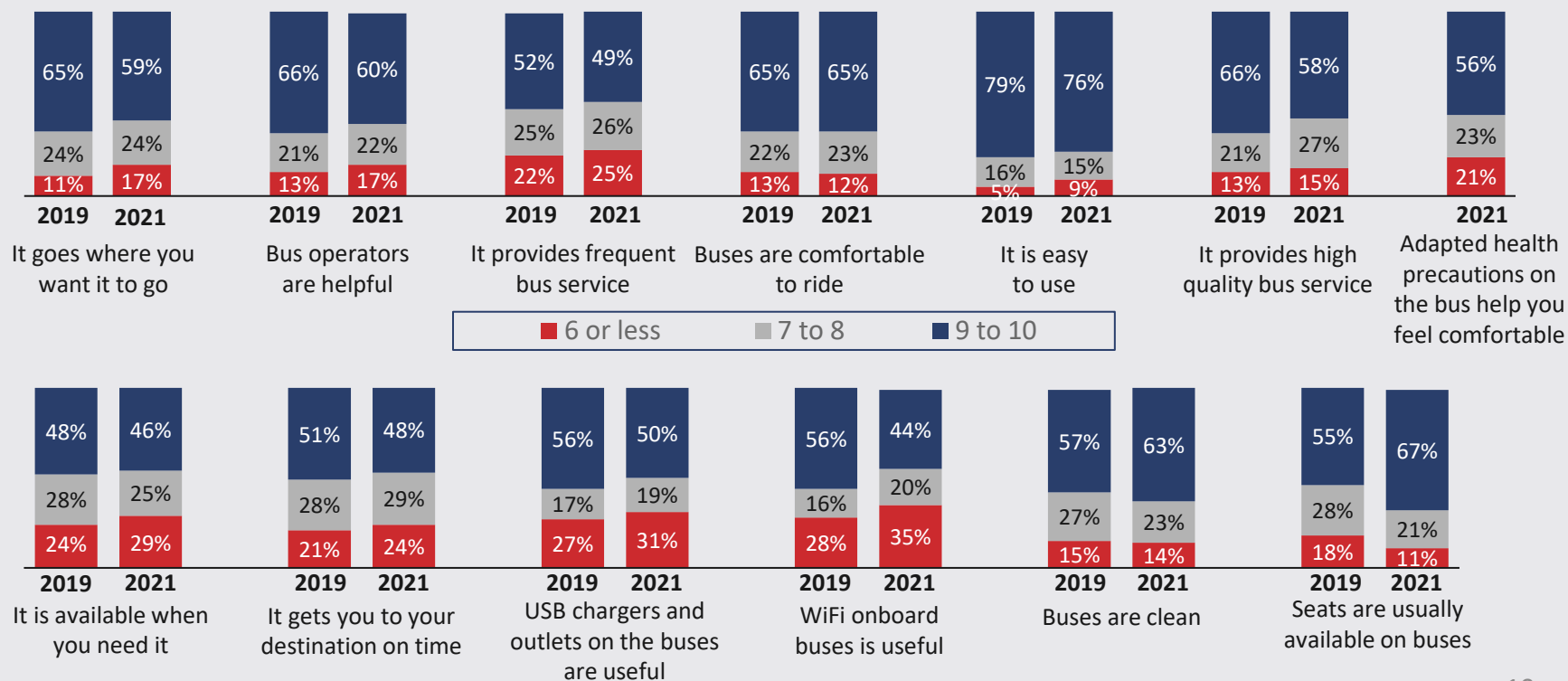


Base = Those Answering [rate_overall_satisfaction] (NM=42; CH-US=65; RS-DP=91; WP-AM=119; EM-LP=105; GT-US=167)

Attributes / Ratings

The survey included a battery of satisfaction questions related to various attributes of the DC Circulator. Attributes that were rated highest by riders included “easy to use”, “availability of seats”, and “buses are comfortable.” Of importance during a year dominated by the pandemic, riders increased their perception of cleanliness, with now 63% rating this attribute as “9” or “10” (up from 57%). The largest decreases in satisfaction were seen in “WiFi onboard buses is useful” and “It provides high quality bus service.” A new attribute was added in 2021 considering the COVID-19 pandemic, asking about riders’ comfort with “adapted health precautions on the bus;” 56% rated this attribute “9” or “10.”

Please rate how well each describe DC Circulator.



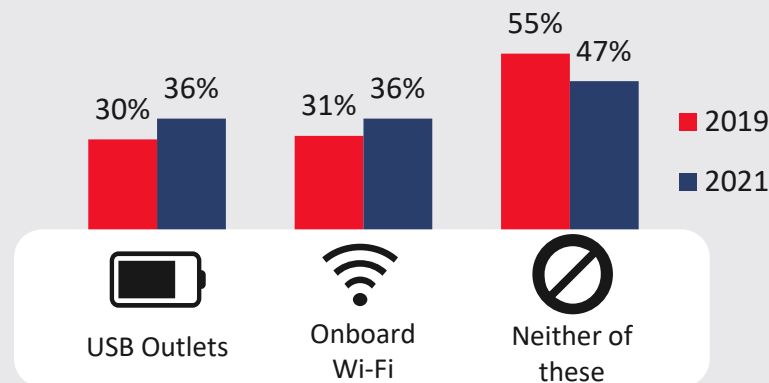
Base = Those Answering [rate] (2019 n=899-1,031; 2021 n=589)

Amenities

Amenity usage has increased since 2019, with 36% reporting having used USB charging outlets and 36% reporting having used onboard Wi-Fi (compared to 30% and 31% in 2019 respectively). Now less than half of riders say that they have not used either (47%, down from 55% in 2019). Even so, the increase in USB Outlet and Onboard Wi-Fi usage did not automatically translate into higher satisfaction ratings as satisfaction with both services decreased (see prior slide).

The CH-US route attracts riders with the greatest propensity to use these services (48% for both) whereas the NM route has the fewest USB users (24%) and the WP-AM the fewest Wi-Fi users (30%).

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



Base = Those Answering [amenity] (2019 n=1,081; 2021 n=589)
Multiple responses accepted

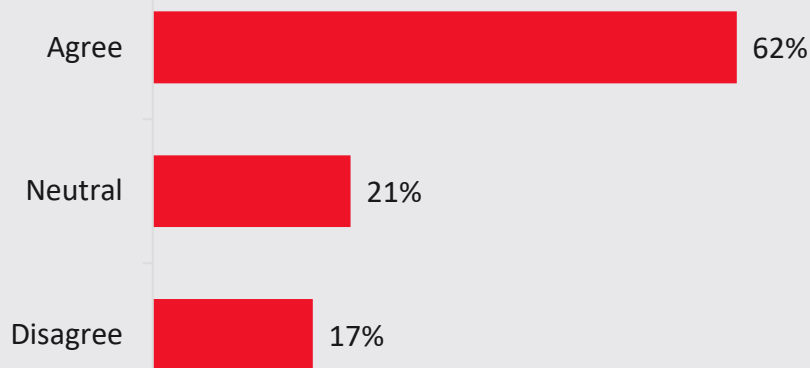
	Total	CH-US	EM-LP	GT-US	RS-DP	NM	WP-AM
USB Outlets	36%	48%	36%	36%	32%	24%	35%
Onboard Wi-Fi	36%	48%	42%	32%	35%	36%	30%
Neither of these	47%	37%	45%	50%	46%	55%	50%

Base = Those Answering [amenity] (n=589; CH-US=65; EM-LP=105; GT-US=167; RS-DP=91; NM=42; WP-AM=119)

COVID-19 Considerations - Future Trip Frequency

The project team added or modified questions in the 2021 survey to capture changes in travel behavior or attitudes due to the COVID-19 pandemic. Among respondents who rode DC Circulator prior to March 2020, 52% say that they currently ride DC Circulator less than before March 2020. Respondents who reported riding DC Circulator less than before March 2020 or who don't currently ride DC Circulator because they are concerned about COVID-19 or telecommute to work were asked to indicate how much they agree or disagree with the statement **"I expect to take DC Circulator as often, and for the same type of trips, as I did before the pandemic."** 62% agreed with the statement, while 17% disagreed and 21% were neutral (n=266). Given the sizeable percentage of riders who disagreed or were neutral (38%), further outreach to these riders should be undertaken, to help determine factors that would increase their likelihood to return.

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



Base = Those Answering [return] (n=266)

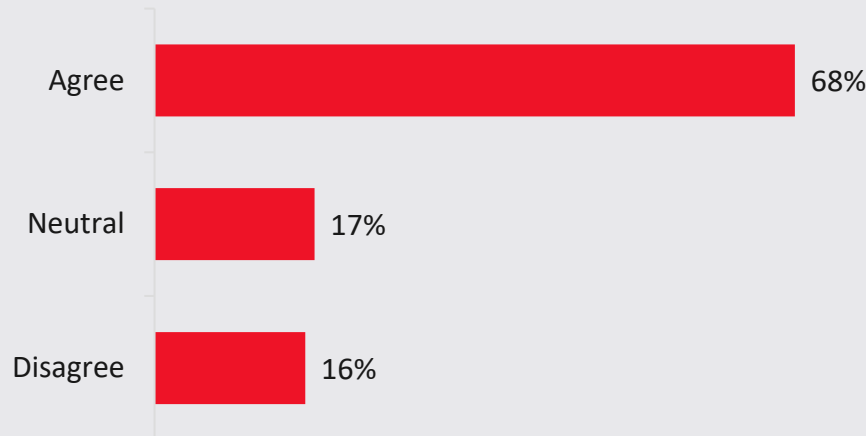
Agreement captured on a 10-point scale, where 1-4 has been recoded to "Disagree," 5-6 has been recoded to "Neutral," and 7-10 has been recoded to "Agree."

COVID-19 Considerations – Future Telecommuting

Workers who currently telecommute all or some days were asked to indicate how much they agree or disagree with the statement **“I will telecommute frequently even after public health concerns are alleviated and transit services are restored to pre-COVID levels.”** 68% agreed with the statement, while 16% disagreed and 17% were neutral (n=276).

Based on these anticipated higher levels of future telecommuting, prioritizing DC Circulator service for non-commute trip purposes such as shopping or dining out may help to recapture these riders.

I will telecommute frequently even after public health concerns are alleviated and transit services are restored to pre-COVID levels.



Base = Those Answering [telework_future] (n=276)

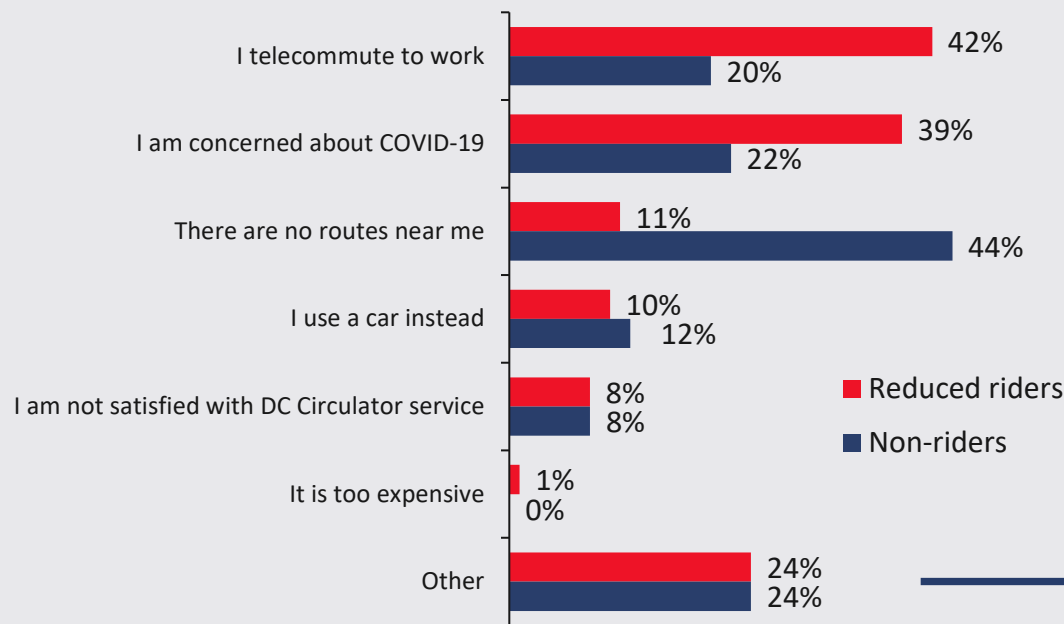
Agreement captured on a 10-point scale, where 1-4 has been recoded to “Disagree,” 5-6 has been recoded to “Neutral,” and 7-10 has been recoded to “Agree.”

COVID-19 Considerations – Reasons for Travel Behavior Change

Both respondents who answered 1) “I currently don’t ride DC Circulator” when asked which route they use most often (n=50) and those who 2) currently ride DC Circulator but less than before March 2020 (n=248) were asked why they do not ride / ride less often.

The reasons for changing their riding behavior follow different patterns showing that those who cut back on riding the DC Circulator (“reduced riders”) vs. entirely discontinued (“non-riders”) are indeed two distinct groups. Among reduced riders, telecommuting (42%) and COVID-related concerns (39%) were the most common reasons. Among non-riders, the most important factor is not having routes near them (44% selected).

Why do you currently ride DC Circulator less than before March 2020? / Why do you currently not ride DC Circulator?



“Other” open-ended responses included reasons such as using active transportation modes, traveling less, destinations being closed due to COVID-19, and having moved.



“Reduced riders” Base = Those Answering [why_reduce] (n=248); “Non-riders” Base = Those answering [why_no_ride] (n=50)
Multiple responses accepted.

Reduced Rider Profile

Riders who reported using DC Circulator prior to March 2020 were subsequently asked if they currently ride less than they did before March 2020. The demographic profiles vary between those who currently ride less than before March 2020 and those who ride the same amount or more. Riders who ride the same amount or more are *less* likely to be employed full-time (49% vs. 60% vs. among reduced riders) and have lower household incomes (50% less than \$48,000 vs. 23% of reduced riders). They are also less likely to identify as white (28% vs. 52% among reduced riders), and more likely to identify as Black or African American (41% vs. 22% among reduced riders).

By Employment	Employed full-time	Employed part-time	Self-employed	Volunteer / intern	Employed, on leave / furlough	Unemployed, looking for work	Unemployed, not looking for work
Reduced riders	60%	10%	5%	2%	4%	5%	15%
Non-reduced riders	49%	14%	7%	3%	1%	8%	19%

Base = Those Answering [reduce] (full-time=261; part-time=56; self=27; volunteer=11; furlough=12; unempl. looking=30; unempl. not looking=78)

By Household Income	<\$24K	\$24K to less than \$48K	\$48K to less than \$72K	\$72K to less than \$96K	\$96K or more
Reduced riders	13%	10%	24%	15%	39%
Non-reduced riders	24%	26%	24%	10%	16%

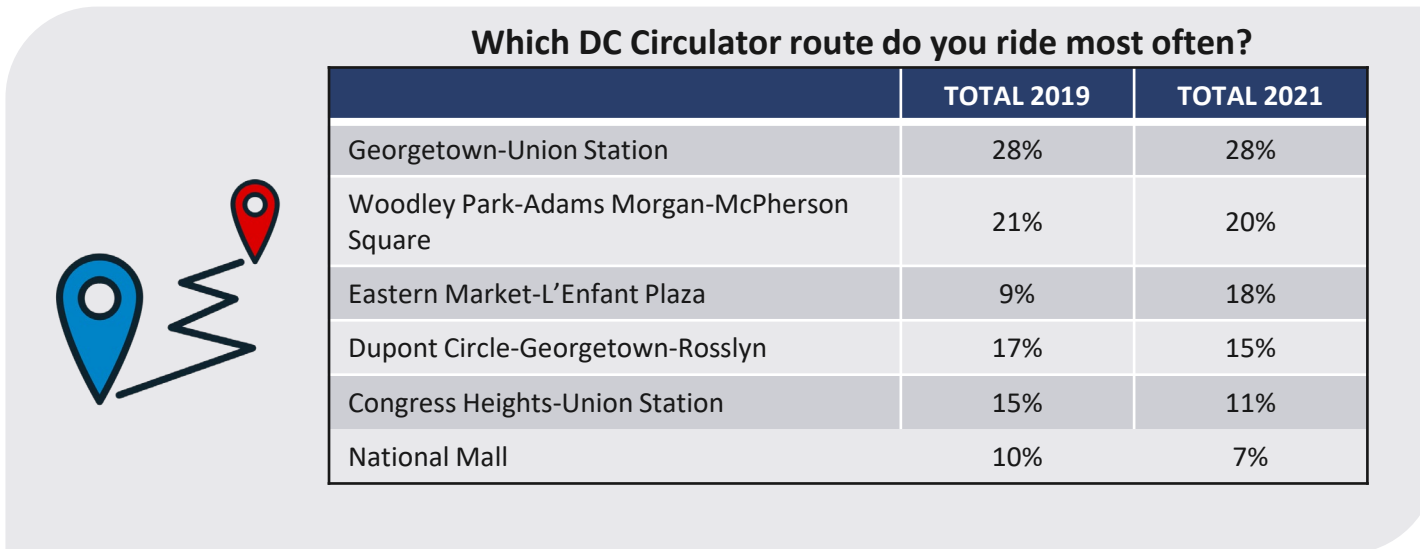
Base = Those Answering [reduce] (<\$24K=87; \$24K-\$48K=84; \$48K-\$72K=113; \$72K-\$96K=58; >\$96K=133)

By Race/Ethnicity	White	Black or African American	Hispanic	Other
Reduced riders	52%	22%	12%	18%
Non-reduced riders	38%	41%	14%	14%

Base = Those Answering [reduce] (White=215; Black or African American=146; Hispanic=61; Other=76)
Multiple responses accepted.

Routes Ridden Most Often

The route with the highest proportion of reported ridership is the Georgetown-Union Station route at 28%. Results of the most frequently ridden routes are largely consistent between 2019 vs. 2021, but a higher percentage of respondents (18%) selected the Eastern Market-L'Enfant Plaza route than in 2019, which could reflect changing travel behavior during the pandemic or sampling methodology (e.g., recruitment via newsletter)



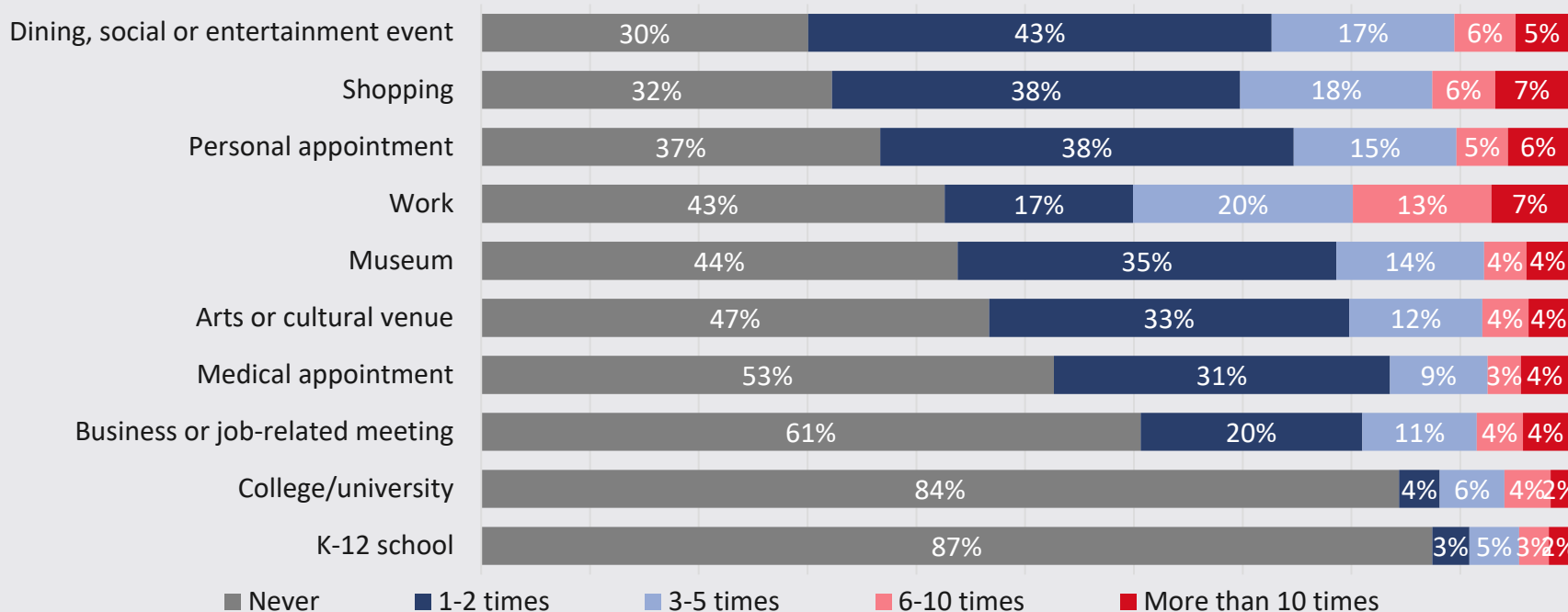
Base = Those Selecting a Route in [route] (2019 n=1,116; 2021 n=589)
 Note: 2019 percentages normalized to 100%

Trip Purpose

Seven in ten (70%) riders use the DC Circulator for dining out or a social or entertainment event at least once per week. Even though work trips are used at the highest frequency per week, as 40% of riders take a work trip using the DC Circulator 3 or more times each week, the percentage of riders who do not take it at all for this purpose increased from 26% in 2019 to 43% in 2021. Going to or from K-12 school and college/university are the least frequently selected trip purposes, with only 13% and 16% (respectively) using DC Circulator for those purposes at least once per week.

Trip Frequencies by Trip Purpose

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



Base = Those Answering [frequency] (n=589)

Trip Purpose (cont.)

Due to the impacts of COVID-19, the number of riders who say they use the DC Circulator at least once per week for work commute decreased from 71% in 2019 to 57% in 2021. On the other hand, in 2021 more riders report making at least one trip for dining, social, entertainment, museums or arts and culture compared to 2019, signaling a potential shift in how DC Circulator riders use the service. Not surprisingly, National Mall riders are least likely to report using the DC Circulator for work commute trip and are the most likely to use it for museum-related trips.

Percent of respondents using DC Circulator at least once per week for each trip purpose

	Total '19	Total '21	CH-US	EM-LP	GT-US	RS-DP	NM	WP-AM
Go to or from dining out or a social or entertainment event	65%	70%	68%	78%	72%	63%	40%	77%
Go to or from shopping	65%	68%	82%	63%	71%	66%	26%	76%
Go to or from a personal appointment	64%	63%	68%	69%	67%	55%	21%	72%
Go to or from a museum	49%	56%	52%	50%	54%	47%	83%	64%
Go to or from work	71%	57%	72%	51%	56%	64%	19%	65%
Go to or from an arts or cultural venue	47%	53%	43%	50%	56%	46%	52%	64%
Go to or from a medical appointment	42%	47%	60%	51%	51%	33%	12%	55%
Go to or from a business or job-related meeting	46%	39%	51%	37%	42%	30%	14%	48%
Go to or from college/university	-	16%	12%	6%	21%	18%	10%	19%
Go to or from K-12 school	-	13%	25%	12%	11%	5%	7%	16%

Base = Those Answering [frequency] (2019=702-940; 2021=74-412; CH-US=65; EM-LP=105; GT-US=167; RS-DP=91; NM=42; WP-AM=119)

Trip Purpose (cont.)

Riders who currently report riding DC Circulator less than they did before March 2020 report lower trip frequencies for many of the assessed trip purposes than riders who report riding the same amount or more. However, cutbacks among reduced riders did not occur uniformly: Work trips were decreased the most among this group, with only 52% of reduced riders using DC Circulator for work trips at least once a week, compared to 66% of non-reduced riders (a 14-point gap).

For other trip purposes this gap is less pronounced. In fact, the share of respondents who use DC Circulator for travel to dine out or to social / entertainment events is similar in both groups (72% vs. 74% for reduced and non-reduced riders, respectively), indicating that reduced riders are *selective* in the cutbacks they make. The DC Circulator may be able to make gains among reduced riders through serving this trip purpose.

Percent of respondents using DC Circulator at least once per week for each trip purpose

	Total '19	Total '21	Reduced riders	Non-reduced riders
Go to or from dining out or a social or entertainment event	65%	70%	72%	74%
Go to or from shopping	65%	68%	66%	75%
Go to or from a personal appointment	64%	63%	64%	75%
Go to or from a museum	49%	56%	53%	61%
Go to or from work	71%	57%	52%	66%
Go to or from an arts or cultural venue	47%	53%	55%	60%
Go to or from a medical appointment	42%	47%	47%	59%
Go to or from a business or job-related meeting	46%	39%	37%	47%
Go to or from college/university	-	16%	12%	17%
Go to or from K-12 school	-	13%	11%	17%

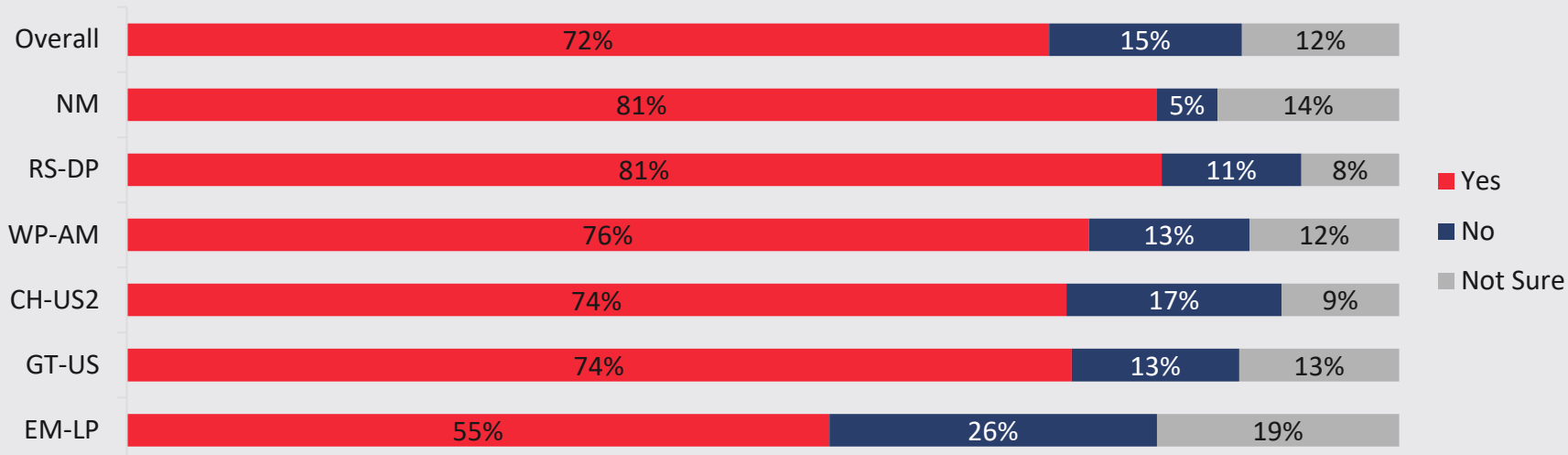
Base = Those Answering [frequency] (2019=702-940; 2021=74-412; Reduced riders=248; Non-reduced riders=227)

Future Usage Service Free

A question was added in 2021 to gauge impacts on ridership based on the continuation of the free fare program.

Most respondents (72%) expect that they would ride DC Circulator more if rides continue to be free. Dupont Circle-Georgetown-Rosslyn and National Mall riders are most likely to expect to ride DC Circulator more if fares continue to be free (81% each), while only 55% of Eastern Market-L'Enfant Plaza riders expect to ride more if fares continue to be free.

If rides continue to be free on the DC Circulator, do you expect that you would ride more?



Base = Those Answering [free] (2021=589; CH-US=65; EM-LP=105; GT-US=167; RS-DP=91; NM=42; WP-AM=119)

Alternate Modes of Transportation

Overall, six in ten (61%) would use some form of public transit if the DC Circulator was not available to them. Close to forty percent (39%) of riders indicate that they would ride Metrobus and 22% of riders indicated they would ride Metrorail if they did not have DC Circulator available to them.

About 3 in 4 (73%) riders who have a household income of between \$24,000 and \$48,000 and 71% of Black or African American riders would use some form of public transit if the DC Circulator was not available to them. A higher percentage of higher income riders indicated that they would use a car if the DC Circulator were not available.

By Household Income	<\$24K	\$24K to less than \$48K	\$48K to less than \$72K	\$72K to less than \$96K	\$96K or more
Net: Public Transit	67%	73%	63%	48%	54%
Net: Car	8%	11%	15%	17%	17%
Net: Bicycle	4%	2%	8%	13%	9%

Base = Those Answering [income] (<\$24K=111; \$24K-\$48K=114; \$48K-\$72K=131; \$72K-\$96K=71; >\$96K=162)

By Race/Ethnicity	White	Black or African American	Hispanic
Net: Public Transit	55%	71%	66%
Net: Car	14%	12%	10%
Net: Bicycle	11%	4%	1%

Base = Those Answering [race] (White=277; Black or African American=165; Hispanic=77)

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

	2019	2021 ¹
Metrobus	52%	39%
Metrorail	32	22
Walk	29	15
Private Ride Provider (e.g., Uber, Lyft)	13	5
Drive a personal car or other vehicle	3	7
Personal Bike	3	3
Taxi	3	1
Capital Bikeshare	2	4
Get a ride with or from a friend or family member	1	1
Carshare (e.g., Zipcar, Car2go, Enterprise)	1	<1
Scooter	1	1
Other	<1	1
Would not have made this trip	1	2
Net: Public Transit	71%	61%
Net: Car	20%	14%
Net: Bicycle	5%	7%

Base = Those Answering [alternate_mode] (2019=1,113, 2021 = 589)

¹2021 online survey permitted one response per respondent

Alternate Modes of Transportation (cont.)

Thirty-five percent of riders indicate that they have a personal vehicle and 28% of riders indicated that they have a private ride provider (for example, Uber or Lyft) available to them on a regular weekly basis. About one third (32 percent) of riders indicated that they do not have any other modes available for travel on a weekly basis. The share of riders with a Capital Bikeshare membership has increased from 6% in 2019 to 16% in 2021.

Almost half (51%) of riders who most commonly ride the Congress Heights-Union Station route, and 40% of riders who most commonly use the Georgetown-Union Station route do not have another mode of transportation available on a weekly basis for travel.

By Household Income		\$24K to less than \$48K	\$48K to less than \$72K	\$72K to less than \$96K	\$96K or more
None of the above	56%	46%	27%	20%	15%

Base = Those Answering [income] (<\$24K=111; \$24K-\$48K=114; \$48K-\$72K=131; \$72K-\$96K=71; >\$96K=162)

By Race/Ethnicity	White	Black or African American	Hispanic
None of the above	25%	41%	45%

Base = Those Answering [race] (White=277; Black or African American=165; Hispanic=77)

	Total	CH-US	EM-LP	GT-US	RS-DP	NM	WP-AM
None of the above	32%	51%	20%	40%	29%	17%	30%

Base = Those Answering [other_modes] (n=589; CH-US=65; EM-LP=105; GT-US=167; RS-DP=91; NM=42; WP-AM=119)

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

	2019	2021
Personal vehicle	31%	35%
Private Ride Provider (e.g., Uber, Lyft)	27	28
Personal bike	13	18
Carshare membership	6	8
Capital Bikeshare membership	6	16
Motorcycle or moped	1	1
Other	1	5
None	37	32

Base = Those Answering [other_modes] (2019 n=1,045; 2021 n=589)

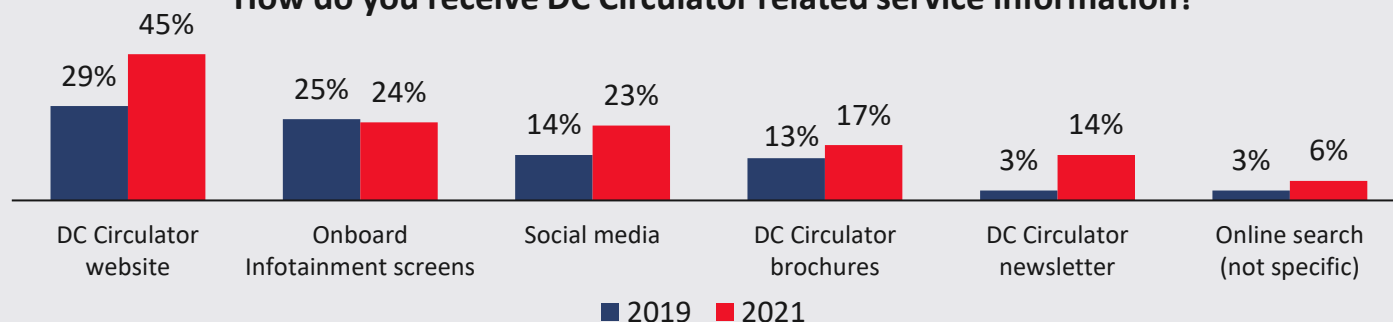
DC Circulator Related Service Information

Almost half of riders (45%) gather information from the DC Circulator website. Social media use as a source of information about DC Circulator increased from 14% in 2019 to 23% in 2021. Similarly, the use of DC Circulator brochures and newsletter increased from 2019 to 2021, however, this may be due to the 2021 survey being advertised in the DC Circulator newsletter.

Eighty-five percent (85%) of riders currently have a source for service information; an 8% increase from 2019 (77%).



How do you receive DC Circulator related service information?



	Total '19	Total '21	CH-US	EM-LP	GT-US	RS-DP	NM	WP-AM
Do not receive service information	23%	15%	17%	12%	14%	14%	12%	17%
Net: Receive service information	77%	85%	83%	88%	86%	86%	88%	83%

Base = Those Answering (2019 n=1,104, 2021 = 589 CH-US=65; EM-LP=105; GT-US=167; RS-DP=91; NM=42; WP-AM=119)

Social Media Sites Used

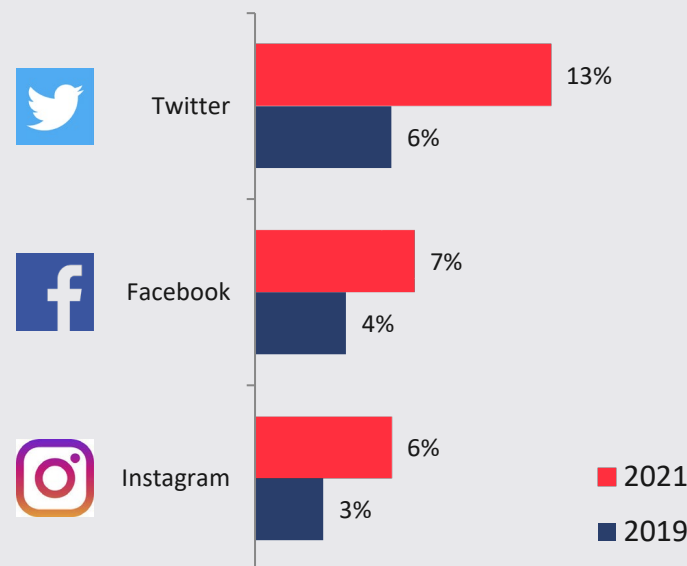
About one in four riders (23 percent) indicated that they receive DC Circulator related service information via social media. Twitter was the most used social media platform for DC Circulator-related service information (13%), followed by Facebook (7%) then Instagram (both 6%).

The percentage of riders using social media for service information increased for each social media platform; Twitter, Facebook and Instagram.



DC Circulator Twitter Page

What social media sites do you use to get DC Circulator related service information?



Base = Those Answering [information] (2019 n=1,104; 2021 = 589)

Respondent Profile

	Total '19	Total '21	CH-US	EM-LP	GT-US	RS-DP	NM	WP-AM
Race/Ethnicity								
White	39%	48%	25%	49%	49%	52%	69%	45%
Black or African American	38%	28%	63%	35%	24%	10%	12%	28%
Hispanic/Latino	13%	12%	8%	7%	12%	18%	7%	22%
Asian	10%	11%	2%	9%	13%	21%	12%	6%
American Indian or Alaska Native	3%	1%	5%	1%	1%	1%	0%	1%
Native Hawaiian or other Pacific Islander	1%	1%	0%	2%	0%	0%	2%	2%
Middle Eastern	<1%							
Other	2%	4%	2%	6%	4%	8%	0%	3%
Income								
Less than \$24,000	22%	19%	38%	13%	20%	13%	7%	19%
\$24,000 to less than \$36,000	13%	10%	22%	11%	7%	12%	7%	8%
\$36,000 to less than \$48,000	8%	9%	2%	7%	10%	12%	7%	11%
\$48,000 to less than \$60,000	12%	12%	12%	11%	13%	9%	17%	12%
\$60,000 to less than \$72,000	7%	9%	2%	8%	11%	12%	7%	16%
\$72,000 to less than \$84,000	6%	5%	6%	6%	5%	3%	2%	8%
\$84,000 to less than \$96,000	7%	7%	3%	6%	5%	12%	17%	4%
More than \$96,000	24%	30%	15%	38%	28%	26%	36%	22%
Household Makeup								
% of Households With Children Under 18	35%	23%	31%	27%	17%	9%	29%	2%
Mean (number of children)¹:	2.1	1.9	2.1	2.2	1.6	2.3	1.6	1.8
% of Households With More Than One Adult Age 18 or Over	65%	62%	55%	69%	59%	54%	76%	65%
Mean (number of adults):	2.2	2.0	2.2	1.9	1.9	1.8	2.1	2.2

Base = Those Answering [race], [income], [num_adults], [num_children] (2019 n=1,104; 2021 = 589 CH-US=65; EM-LP=105; GT-US=167; RS-DP=91; NM=42; WP-AM=119)

¹Of those with children in their household

Respondent Profile (cont.)

	Total '19 ¹	Total '21	CH-US	EM-LP	GT-US	RS-DP	NM	WP-AM
Language Spoken at Home								
English	90%	89%	95%	97%	89%	82%	90%	78%
Spanish	11	7	5%	2%	5%	10%	5%	14%
Chinese	1	1			2%	2%		
Amharic	1	1			1%	2%		3%
Tagalog	<1	<1				1%		
Vietnamese	<1	<1					2%	
French	2	0						
Other	-	3		1%	3%	2%	2%	5%
Net: Do not speak English at home	10%	11%	5%	3%	11%	18%	10%	22%

Base = Those Answering [language] (2019 n=1,104; 2021 = 589 CH-US=65; EM-LP=105; GT-US=167; RS-DP=91; NM=42; WP-AM=119)

¹Multiple responses accepted

Respondent Profile (cont.)

	Total '21	CH-US	EM-LP	GT-US	RS-DP	NM	WP-AM
Employment¹							
Employed full-time (paid, working 30 or more hours per week)	56%	45%	53%	54%	68%	48%	56%
Unemployed and not looking for work (e.g., retired, stay-at-home parent, student)	18%	20%	23%	19%	13%	19%	12%
Employed part-time (paid, working less than 30 hours per week)	11%	17%	10%	11%	12%	5%	12%
Primarily self-employed	6%	8%	3%	7%	2%	14%	5%
Unemployed and looking for work	5%	8%	4%	5%	3%	2%	8%
Employed but not currently working (e.g., on leave, furloughed 100%)	2%	3%	4%	1%	0%	2%	5%
Unpaid volunteer or intern	2%	0%	4%	2%	1%	10%	2%
Net: Employed full / part / self / volunteer / furlough	77%	72%	73%	75%	84%	79%	80%
Work Location²							
Telework some days and travel to a work location for the remainder	31%	22%	34%	30%	32%	31%	31%
Only one work location outside of home	29%	38%	26%	33%	33%	22%	26%
Telework ONLY from home (or remotely)	27%	13%	32%	28%	20%	28%	28%
Work location regularly varies (different offices/jobsites)	10%	24%	7%	6%	12%	19%	11%
Drive/bike/travel for work (driver, sales, deliveries)	3%	2%	1%	3%	4%	0%	3%

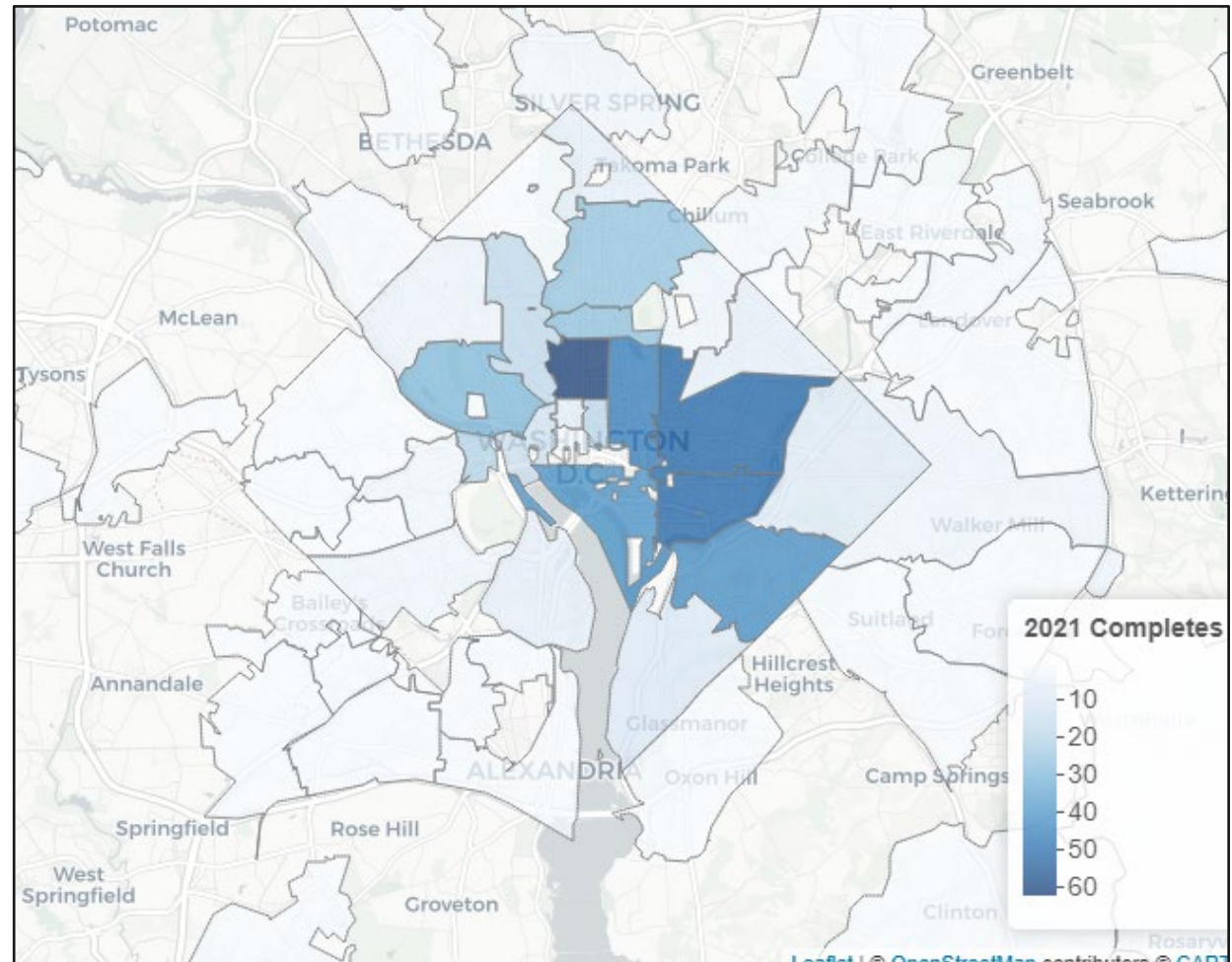
¹Base = Those Answering [employment] (2021 = 589 CH-US=65; EM-LP=105; GT-US=167; RS-DP=91; NM=42; WP-AM=119)

²Base = Those Answering [work_loc_type] (2021 n=478; CH-US=45; EM-LP=73; GT-US=125; RS-DP=76; NM=32; WP-AM=89)

Map of ZIP Codes

Top ZIP codes by number of complete responses:

ZIP Code	Completes
20009	62
20002	53
20003	53
20001	47
20020	43
20024	42
20007	30
20010	28
20011	27
22209	21
20005	20



APPENDIX

Survey Instrument

Thank you for participating in the 2021 DC Circulator Annual Survey!

The purpose of this survey is to help DC Circulator understand your travel preferences and plan service improvements.

This survey is conducted by RSG on behalf of the District Department of Transportation (DDOT). We are committed to your privacy, and we take it very seriously. Read the survey's privacy documentation [here](#).

By completing this survey, you can earn a chance to win:


One of four **\$100** Visa gift cards

Use the "Next" and "Previous" buttons below to navigate the survey. Do **NOT** use your browser's "forward" and "back" buttons because your answers will **NOT** be recorded.

Answering all the questions will take approximately 5 minutes.

By clicking "Next", I consent to participate in the survey.

☐ I'm not a robot


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6%

What is the ZIP code where you live*?

☐ I live outside the US

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12%

Which DC Circulator route do you currently ride **most often**?

- ☐ Dupont Circle-Georgetown-Rosslyn
- ☐ Georgetown-Union Station
- ☐ Congress Heights-Union Station
- ☐ Woodley Park-Adams Morgan-McPherson Square
- ☐ Eastern Market-L'Enfant Plaza
- ☐ National Mall
- ☒ I currently don't ride the DC Circulator

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16%

Why do you currently not ride DC Circulator?

Please select all that apply.

- ☒ I am concerned about COVID-19
- ☒ I telecommute to work
- ☐ I use a car instead
- ☒ It is too expensive
- ☒ There are no routes near me
- ☐ I am not satisfied with DC Circulator service
- ☐ Other

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19%

How do you receive DC Circulator related service information?

Please select all that apply.

- ☒ DC Circulator website
- ☒ DC Circulator newsletter
- ☒ Social media
- ☐ On-board Infotainment screens
- ☐ DC Circulator brochures
- ☒ Online search
- ☒ Call center
- ☐ Other
- ☐ I do not receive DC Circulator related service information

What social media sites do you use to get DC Circulator related service information?

- ☐ Facebook
- ☐ Twitter
- ☐ Instagram
- ☐ Other

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Did you ride DC Circulator prior to **March 2020** (pre-pandemic)?

- ☒ Yes
- ☐ No

Before **March 2020** (pre-pandemic), how did you typically pay your DC Circulator fare?

- ☐ Cash
- ☐ SmarTrip® Card
- ☐ Senior SmarTrip® Card
- ☐ Kids Ride Free Card
- ☐ WMATA 7-Day Bus Pass
- ☐ Other

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25%

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

Please select all that apply.

- ☒ USB Outlets
- ☒ Onboard WiFi
- ☐ Neither of these

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29%

If DC Circulator were not available, how would you make your **typical trip** on DC Circulator?

- ☐ Metrobus
- ☐ Metrorail
- ☒ Capital Bikeshare
- ☐ Personal bike
- ☐ Walk
- ☐ Drive a personal car or other vehicle
- ☐ Get a ride with or from a friend or family member
- ☐ Taxi
- ☐ Private Ride Provider (e.g., Uber, Lyft)
- ☐ Scooter share (e.g., Lime, Bird)
- ☐ Carshare (e.g., Zipcar, car2go, Enterprise)
- ☐ Other, please specify:
- ☐ Would not have made this trip

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32%

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
Go to or from shopping	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to or from college/university	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to or from a museum	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to or from K-12 school	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to or from a personal appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Go to or from a business or job-related meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Go to or from an arts or cultural venue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Go to or from a medical appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Go to or from dining out or a social or entertainment event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Go to or from work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you currently ride the DC Circulator less than you did before [March 2020](#) (pre-pandemic)?

- ☒ Yes
- ☐ No

Why do you currently ride DC Circulator less?

- ☐ I am concerned about COVID-19
- ☐ I telecommute to work
- ☐ I use a car instead
- ☐ It is too expensive
- ☐ There are no routes near me
- ☐ I am not satisfied with DC Circulator service
- ☐ Other

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38%

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

	Strongly agree (10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	Strongly disagree (1)
I expect to take DC Circulator as often, and for the same type of trips, as I did before the pandemic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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41%

If rides continue to be free on the DC Circulator, do you expect that you would ride more?

- ☐ Yes
- ☐ No
- ☐ Not sure

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

Please select all that apply.

- ☐ Personal vehicle
- ☒ Motorcycle or moped
- ☒ Carshare membership
- ☒ Personal bike
- ☐ Capital Bikeshare membership
- ☐ Private Ride Provider (e.g., Uber, Lyft)
- ☐ Other
- ☐ None of the above

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45%

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

	Describes very well									Does not describe at all
	(10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	(1)
Buses are clean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
It provides frequent bus service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses are comfortable to ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Overall, you are satisfied with DC Circulator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It provides high quality bus service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
It gets you to your destination on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seats are usually available on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WiFi onboard buses is useful	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is available when you need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bus operators are helpful	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adapted health precautions on the bus help you feel comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to pay your fare	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USB chargers and outlets on buses are useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
It goes where you want it to go	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you recommend the DC Circulator to others?

☒ Yes

☐ No

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51%

Thank you for your answers so far. Next, we'd like to ask about your household composition.

This helps us understand how representative the survey responses collected are for all riders.

Please click "Next" to continue.

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54%

What language do you usually speak at home*?

- ☐ English
- ☐ Spanish
- ☐ Amharic
- ☐ French
- ☐ Chinese
- ☐ Tagalog
- ☐ Vietnamese

☒ Other

***Note**

This information is only used to understand if we have received a representative sample of riders. Your answers will never be linked back to you and will only be analyzed with all other survey responses combined.

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58%

How well do you speak English*?

- ☒ Very well
- ☐ Less than very well

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61%

What is your race/ethnicity*?

Please select all that apply.

- ☐ American Indian or Alaska Native
- ☐ Black or African American
- ☐ Asian
- ☐ Hispanic/Latino
- ☐ Native Hawaiian or other Pacific Islander
- ☐ White

☒ Other

***Note**

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64%

Including yourself, how many people live in your household*?

Number of adults who are 18 years old and over:

Please select...

Number of children under 18 years old

Please select...

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67%

What is your employment status*?

- ☐ Employed full-time (paid, working 30 or more hours per week)
- ☐ Employed part-time (paid, working less than 30 hours per week)
- ☐ Employed but not currently working (e.g., on leave, furloughed 100%)
- ☐ Primarily self-employed
- ☐ Unpaid volunteer or intern
- ☒ Unemployed and looking for work
- ☐ Unemployed and not looking for work (e.g., retired, stay-at-home parent, student)

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70%

Which of the following best describes your **current** work location?

Please answer this question for your primary job if you have multiple jobs.

- ☐ Telework ONLY from home (or remotely)
- ☐ Telework some days and travel to a work location for the remainder
- ☐ Only one work location outside of home
- ☐ Work location regularly varies (different offices/jobsites)
- ☒ Drive/bike/travel for work (driver, sales, deliveries)

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74%

Which of the following best describes your work location **prior to March 2020** (pre-pandemic)?

*Please answer this question for your primary job if you had multiple jobs prior to **March 2020**.*

- ☒ Teleworked ONLY from home (or remotely)
- ☐ Teleworked some days and travelled to a work location for the remainder
- ☐ Only one work location outside of home
- ☐ Work location regularly varied (different offices/jobsites)
- ☐ Drove/biked/travelled for work (driver, sales, deliveries)
- ☐ Not applicable (e.g., I did not work prior to March 2020, etc.)

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77%

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

Please answer this question for your primary job if you have multiple jobs.

	Strongly agree (10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	Strongly disagree (1)
I will telecommute frequently even after public health concerns are alleviated and transit services are restored to pre-COVID levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

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80%

What is your approximate total ANNUAL household income (before taxes)*?

- ☒ Less than \$24,000
- ☐ \$24,000 to less than \$36,000
- ☐ \$36,000 to less than \$48,000
- ☐ \$48,000 to less than \$60,000
- ☐ \$60,000 to less than \$72,000
- ☐ \$72,000 to less than \$84,000
- ☐ \$84,000 to less than \$96,000
- ☐ More than \$96,000

***Note**

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83%

Would you like to participate in future research regarding daily travel and transit use in the DC region?

☐ Yes

☒ No

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87%

Would you like to be entered into the drawing for prizes for completing this survey?

☐ Yes

☒ No

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90%

Please enter your email address to be entered into the prize drawing.

Email:

☐ I do not have an email address

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93%

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

textarea_comment

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96%