

# Top three things we heard about the C Line (and what we did about them)

It's been about six weeks since we launched the RapidRide C Line between West Seattle and downtown Seattle, and there have been bumps in the road.

We've heard a lot of feedback, and continue to tackle the issues that bug riders most.

We want what riders want: frequent, reliable service, especially during the peak commute.

Most days that's no easy task. Our buses travel the same congested streets and intersections as commuters in cars, pedestrians and bicyclists.

We keep working at the problem, and gathering rider feedback, ridership data and reports on how the service is operating.

Here are the top concerns we've heard from our customers and what we've done (or are doing) to fix them. We also posted a questionnaire to learn more about your experiences traveling RapidRide C Line to and from West Seattle. We hope your feedback can continue to help us make the system better.

Let's keep each other posted on how things are going. You can start by telling us how it's going. Visit <http://www.surveymonkey.com/s/B66X2XN>

## What you said

"It is so overcrowded during peak riding periods that riders aren't able to get on in our neighborhood."

"...tired of spending every morning waiting 15 minutes for a bus."

"Waiting for #rapidride is turning out to be a common occurrence. Always so long between buses @kcmetrobus."

"While I was able to board the bus, there was still standing room only!"

"When is RapidRide going to be on OneBusAway? We don't know when the next bus is going to arrive."

## What we did

We added bus trips to target overloaded buses during the morning and evening commutes.

This helps meet growing rider demand and provides more frequent service when there are more riders and thicker traffic congestion.

Besides 8 more RapidRide buses, we also added 4 Route 55 buses and 4 Route 120 buses, and updated the schedule for drivers.

By adding buses, we helped reduce crowding. During the busiest commute times, there isn't always a seat for everyone, especially as ridership grows faster than revenue to provide service.

RapidRide buses carry about as many passengers as other low-floor Metro buses — about 100 people when very full. RapidRide buses are designed with fewer seats, more floor space and three doors to speed up boarding and exiting. We need riders to help give seats to those who need them most.

We continue to work to activate and troubleshoot our real-time arrival signs when they aren't working — including problems that crop up with hardware, wireless signals and electrical connections.

We continue to work with OneBusAway to iron out how the bus data translates into their tracking system. This is still a work in progress, but the data is available on Metro tracker.