



Orbit ARBOC Survey Results: February 2019



In January and February of 2019, surveys were conducted both onboard and online seeking input regarding the ARBOC test bus. One hundred and thirteen (113) people responded. The online comment period was from Jan. 14 to Feb. 3, 2019. Not all responders answered every question. Below are the results of the surveys.

FACEBOOK

1/4/19 – Intro + video

- Reach/Impressions: 2831
- Engagement: 254
- Video views: 1194

1/14/19 – Reminder

- Reach/Impressions: 3873
- Engagement: 1054

TWITTER

1/4/19 – Intro + video

- Reach/Impressions: 3236
- Engagement: 73
- Video views: 525

1/14/19 – Reminder

- Reach/Impressions: 1850
- Engagement: 89

NEXTDOR

1/4/19 – Intro + video

- Reach/Impressions: 4461
- Engagement: 34

VALLEY METRO

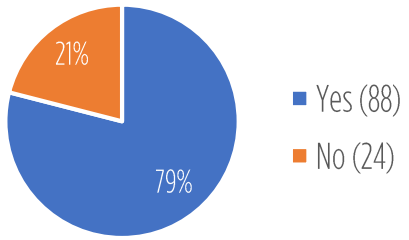
Facebook post 1/17 –

- Reach/Impressions: 1,178
- Engagements: 411

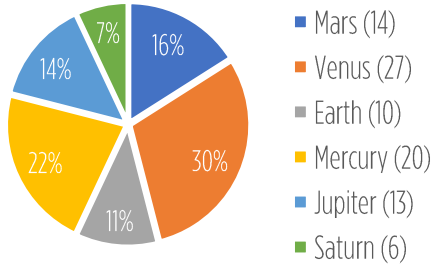
Twitter post 1/14 –

- Reach/Impressions: 2,465
- Engagements: 15

Question 1: Does the Orbit travel along your street?
(112 responses)

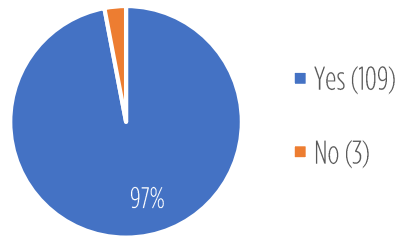


Question 2: If yes, what route?
(90 responses)



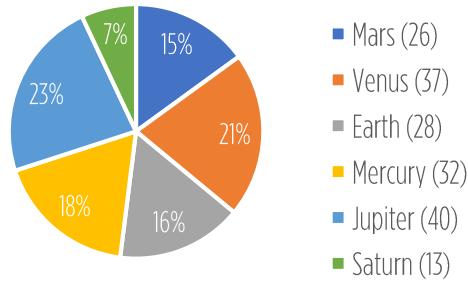
Question 3: Do you ride the Orbit?

(112 responses)



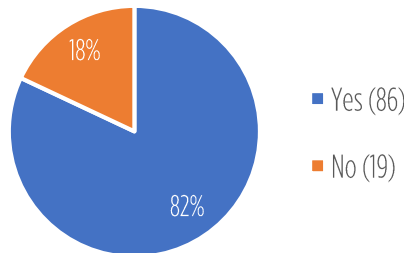
Question 4: If yes, which route

(may answer more than one route; 176 responses)



Question 5: Have you ridden the Arboc bus prototype?

(105 submissions)



Question 6: If yes, please tell us what you like about it: (89 responses)

1. Very comfortable, quiet. Provides adequate seating. Overall very nice bus
2. The space, seating arrangement and the size.
3. I like everything about this bus. It's very comfortable seats, comfortable ride, and leg room. Unlike the old orbits, which are very uncomfortable and very Rickety, almost got whiplash a few times
4. It's feels nice and clean and a lot roomier. Also seems to ride a little smoother than the others.
5. It was nice
6. The space and ability to hold more passengers is very nice.
7. Smooth ride, do not feel bumps like the blue buses. Nice 1 door design. Even better than all the other new buses
8. The increased forward seating is nice. The space for accommodating wheelchairs seemed more reasonable.
9. Overall very nice compared to the old version. Good seating arrangement.
10. It was a very quiet, smooth ride.
11. Seats are comfortable!
12. I like that the bus is large enough to hold many passengers as I have seen many people turned away due to the bus reaching capacity.

13. I love it. The sound of the bus on the much less even roads isn't annoying and it so smooth. I like the amount of seats for the occasions where the bus does get a little filled.
14. It drives smoothly. That's it.
15. I love the seating. How they have high seating for elderly and the wheel chairs options. And its nice and quite which is great. I also like that it has a back view camera which is a lovely touch.
16. Very comfortable seating, not as bumpy over speed bumps, a very pleasant ride home altogether.
17. I like the Arboc because it's quiet and low to the ground not as ugly looking as the new orbit bus.
18. The interior is nice.
19. more roomy and modern
20. It's a bit more spacious. I like it.
21. Nice and roomie
22. The new model looks way better green seats, more roomy too
23. More quiet, shakes less, w/c ramp doesn't rattle
24. Smoother, green, great free. Forward facing seats. No steps
25. It looks pretty and quiet
26. The air conditioner and more spacious
27. Everything
28. The frequency
29. very spacious as for as seats go
30. more seats
31. More seating
32. Bigger, more seating. Sometimes it's really crowded. Feels smoother
33. Roomier, seats nicer, Ventalation is good
34. Bigger
35. Think its good
36. Roomy
37. More room, quieter
38. This is a good size bus not too big.
39. I do like the seating arrangement seems to have less problems than the other bus.
40. Seats facing forward, Smells good, Smoother ride.
41. Low to the ground.
42. Doesn't bounce when you brake
43. very spacious, more seats
44. bring good- normal service, almost the same that others orbit bus. Also is big inside-
45. More space
46. Very Quiet
47. Seats are comfortable. Ride is smoother.
48. clean, new, quiet
49. More space, smooth ride
50. I don't like it
51. Yes, everything.
52. Quiet
53. spacious, smoother rides, more seating as well as more comfy
54. I like that the back area has more seats and that you don't have to walk up the steps to get to them.
55. Bigger
56. clean, large
57. Large, clean, I like stop button
58. It looks clean and beautiful
59. It is spacious and has more standing space. And the white color looks good.
60. The seats arrangements is great
61. clean, new, more seats
62. I like that there are more seats facing the front of the bus
63. I like how much space it has
64. I like how it has more room
65. It's bigger and has more seats and room
66. seat placement, space

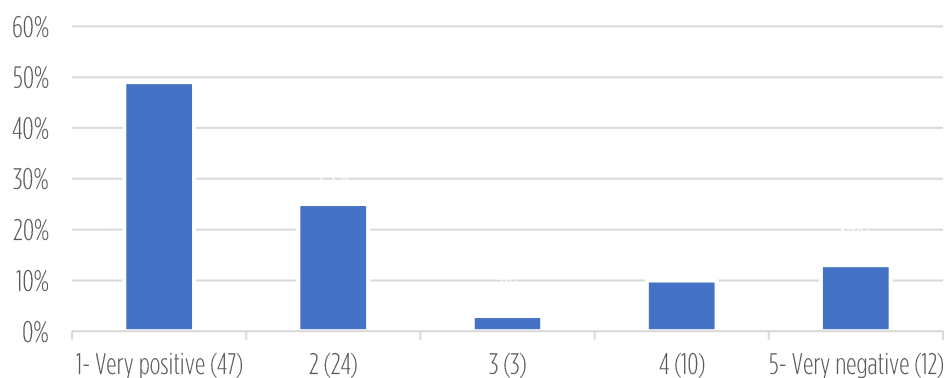
67. Greater seating capacity
68. newer, cleaner
69. I like it better than the small blue bus
70. spacious, additional seating
71. Space and seats
72. more space
73. Rides fine. I like the seating very spacious.
74. The design
75. I like how there is more space and seats
76. I like that it's bigger
77. I like it very nice
78. more room. more seats
79. Roomy
80. Bus windows
81. Most of the seats are facing forward and it's bigger
82. That it's better than the original ones
83. I like it
84. It has more space and more seats
85. More space, it's nicer, it's more enjoyable
86. I like it better than the older blue van style buses. But not as much as the newer blue and silver orbit buses.
87. The side by side two seats with an arm between them.
88. It's great. Spacious, clean, comfortable and way better than the tiny buses
89. I like the wider body since Mercury is the busiest route. I appreciate the higher capacity

Question 7: What do you dislike about it? (41 responses)

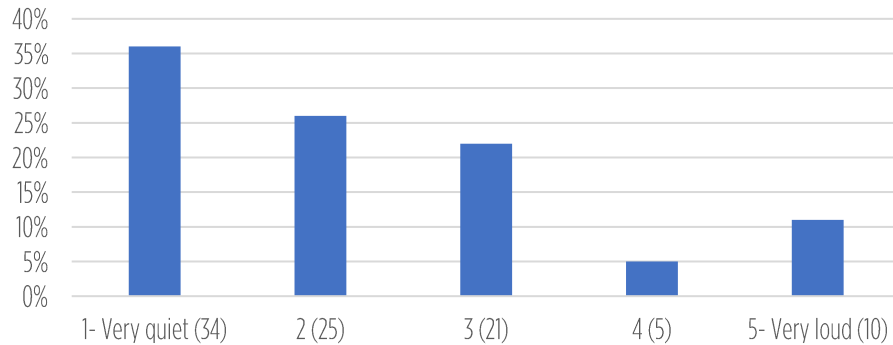
1. A little jerky but overall a comfortable ride
2. As for space goes for ADA purposes the entrance corner is a little tight.
3. Bus louder than regular orbit
4. couldn't hear it coming
5. doesn't have 2 doors, need secure storage for drivers items
6. Don't have enough space for people who stand up
7. I am 5'2" so if I have to stand it's rather a stretch to grab the handles. I did like the poles in the smaller blue bus to hold.
8. I dislike the stop button
9. I don't like that there isn't a second exit door or the really high seats in the front
10. I got confused because I didn't know if it was the right bus since it looked different.
11. I like dislike how loud the stop button is
12. I think I prefer the rope "request stop" rather than the button. The button would be harder to someone who doesn't have the reach for it.
13. I would say that there is anything I personally dislike.
14. It only has one door. Two doors seem to be pretty useful. especially on crowded routes like Mercury
15. It seems small. The seats seem small. I sit in the back usually and my knees touch the seat seat in the front.
16. Its smaller than the other buses
17. Kinda ugly
18. Loud bus signal
19. More seating
20. No dislikes
21. No middle door.
22. Not as many seats as full bus
23. Not many seats
24. Nothing
25. Nothing
26. Nothing much.
27. Nothing to dislike
28. Nothing!
29. Nothing, it's perfect.

30. Pull over straps
31. small
32. Sound made by the stop button is too loud and annoying.
33. The Arboc feels smaller but open at the same time. I don't like how the seats are set on the bus, also don't like that it has one door you need two doors. I looked on the website and you should have voted on the ARBOC Spirit of Liberty now that bus looks better and not too different from the one testing now also the Grande West Vicinity bus you looked at was okay but if you don't get it with the front and back door don't get it at all.
34. The bus seemed much less maneuverable in downtown traffic -- the driver took the turns from partly into the second lane, rather than tightly in the turning lane. The bus also seemed less able to squeeze into spaces to get over to pick up waiting riders, or get to stops. The smaller size seems to help a lot when the traffic is really tight -- which it often is coming out of the transit center and on Mill Ave. Also, the beep for the stop request is so shrill and unpleasant that people jumped and made faces when it sounded. Some passengers skipped pushing the button to avoid the sound, and just asked the driver for their stop. You sit there dreading the next stop request. Probably this bus (without the beep) would be good away from high traffic areas, but for the Earth route, I'd rather have the small bus.
35. the color
36. The color white is difficult to notice, maybe brighter colors might be better.
37. The only thing that could be changed is the bell to get off is very loud.
38. The seats are uncomfortable, the larger newer blue buses are MUCH better and most of all this new test bus has the MOST Annoying Piercing STOP Sound I've ever heard. It HURTS my ears! This will get a low ranking because of that obnoxious sound.
39. The seats that are elevated up are a little too high. The dash is also squeaky.
40. There really isn't anything I dislike about this bus at the moment
41. What I dislike are the cotton seats. These seats are going to get dirty very fast. Today was my first day riding the new bus and I already saw a large wet spot on the green fabric. Not only will it look dirty, but it can harbor bacteria and bugs such as lice and bed bugs. With as many transient people that ride the bus, I think to have regular hard plastic seats are best for sanitation reasons. I like having the new button instead of the string to pull when signaling the driver, however, the noise that is omitted after pushing the button is WAY too loud!

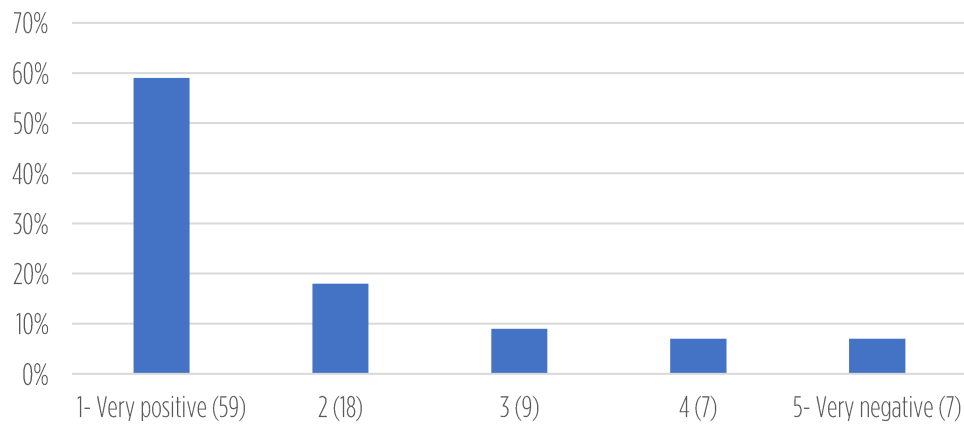
Question 8 : If yes, please rate your overall experience as a passenger riding the Arboc test bus on a scale of 1 to 5, with 1 being very positive and 5 being very negative. (96 responses)



Question 9: If yes, please rate your perception of the noise made by the Arboc test bus on a scale of 1 to 5 with 1 being very quiet and 5 being very loud. (95 responses)



Question 10: On a scale of 1 to 5 with 1 being very positive and 5 being very negative, please indicate your overall experience of having the Arboc test bus in our community. (100 responses)



Question 11: On a scale of 1 to 5 with 1 being very important and 5 being not important at all, please indicate how important it is to add seating and space on the Orbit buses (106)

