

RAPIDRIDE

Rider Satisfaction Study

February 2020



RAPIDRIDE

B



King County
METRO

Moving forward together

Prepared for:



Research Conducted by:



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Background and Objectives

The goal of this survey effort is to refresh Metro’s understanding of RapidRide customer satisfaction on a line-by-line and system-wide basis. This research allows for the ability to gather and analyze rider feedback on customer satisfaction elements via onboard surveys of riders on six RapidRide (RR) lines. These elements include understanding passenger satisfaction, how the passenger experience can be improved, how satisfaction has changed over time, and how new dynamics (e.g., Viaduct closure, reroutes, light rail, etc.) are affecting passenger satisfaction and use of RapidRide.

Specific areas of investigation include:

- Overall satisfaction
- Satisfaction with rider experience elements:
 - Trip time
 - Personal safety
 - Cleanliness and condition of buses and shelters
 - Experience while riding and waiting for the bus
- Likelihood to recommend
- Recommendations for improvement
- Impact of personal safety concerns on ridership
- Recommendations to improve feelings of personal safety
- How RapidRide compares to other Metro bus service
- Travel behavior elements:
 - Trip purpose
 - Day/time of travel
 - Transfer
 - Rides taken during the past 30 days
 - Length of time as a rider
 - Decline in line usage
 - Payment of fares
- Frequency of fare enforcement
- Fare enforcement perceptions



Background and Objectives (cont.)



Since 2010 King County Metro Transit has provided RapidRide bus service, which now includes six routes (lines A-F) in 2020. RapidRide provides bus service that is faster and more frequent and results in more timely service to each destination. RapidRide buses make extensive use of transit signal priority, and on some lines use semi-exclusive lanes to bypass traffic. A summary description of the six lines is provided below:

RapidRide Line	Line Initiated	Service Summary
A Line	2010	Offers Bus Rapid Transit (BRT) service between Tukwila International Boulevard Link Station and Federal Way Transit Center on Pacific Highway South/ International Boulevard, via SeaTac and Des Moines. A Line provides connections to Link light rail as well as buses that serve Burien, Tukwila, the city of SeaTac, the Duwamish area, and downtown Seattle. Service is provided around the clock, every day of the week, with trips operating every 10 – 15 minutes during most times of the day.
B Line	2011	Serving the Eastside, the B Line offers Bus Rapid Transit (BRT) service between the Bellevue Transit Center and the Redmond Transit Center, via Crossroads and Overlake. Frequent service is provided every day of the week, and the B Line operates from early morning to late-night.
C Line	September 2012	Serves the West Seattle area operating between South Lake Union, downtown Seattle, the Alaska Junction, the Fauntleroy ferry terminal, and Westwood Village. Service is provided around the clock, every day of the week. During most times of the day, trips depart every 10 – 15 minutes.
D Line	September 2012	Brings Bus Rapid Transit (BRT) to the Ballard and Crown Hill areas. The D Line operates daily between Downtown Seattle, Uptown, Ballard and Crown Hill. Service is provided around the clock, with trips operating every 10 – 15 minutes during most times of the day.
E Line	February 2014	Serves the Aurora Corridor with service between Downtown Seattle and Aurora Village Transit Center. Frequent service is provided every day of the week, and the E Line operates almost every hour of the day.
F Line	June 2014	Offers Bus Rapid Transit (BRT) service between Burien Transit Center and Renton Landing. Frequent service is provided every day of the week, and the F Line operates from early morning to late-night.

Methodology



Times and Dates

Intercept interviewing took place between February 7th and February 20th, 2020. Trips to be surveyed were selected to provide both peak and non-peak weekday and late-night riders.

All riders onboard selected RapidRide trips were invited to complete a questionnaire regarding their satisfaction with various service quality elements.

Interceptors approached each rider as they boarded the bus asking them to participate in the survey and providing a survey for completion. Riders were strongly encouraged to complete and return the surveys while on the bus. Return envelopes were provided in circumstances where the rider indicated they would not have time to complete the survey while on the bus, so the completed questionnaire could still be returned via mail to Metro. There were a total of 13 completed B Line surveys mailed in.

Metro routinely conducts on-board surveys to gauge the satisfaction of riders. As such, this effort built off past RapidRide surveys. This report includes comparisons of 2020 survey results to the 2014 three-year post-implementation survey (obtained in October 2014).

Redmond Transit Center to Bellevue Transit Center			
B Line 2020		B Line 2014	
2 shifts Fri., Feb. 7th	11:30 to 8 PM	Tue. Oct. 28th	6 AM to 2 PM
2 shifts Wed., Feb. 12th	6 AM to 2:30 PM	Tue. Oct. 28 th	6 AM to 2 PM
1 shift Mon., Feb. 10th	10 PM to Midnight	Wed. Oct. 29 th	12 PM – 8 PM
2 shifts Tue., Feb. 11th	10 PM to Midnight	Wed. Oct. 29 th	12 PM – 8 PM
1 shift Mon., Feb. 20th	10 PM to Midnight	No Late-Night interviewing	
2 shifts Fri., Feb. 7th	11:30 to 8 PM		
2 shifts Wed., Feb. 12th	6 AM to 2:30 PM		

Methodology (cont.)

Interceptors were responsible for tallying the number of riders on each surveyed trip and the outcome of rider interaction, including the number of surveys distributed and returned. To accommodate riders who do not speak English, the survey was also offered in seven additional languages: Spanish, Vietnamese, Amharic, Russian, Chinese, Somali and Korean. Riders who did not speak English were presented with a postcard of information translated into each language that explained the research and what was requested of the rider. In total, thirty-eight B Line surveys were collected in these languages.

Language	Completed Surveys
Spanish	20
Korean	5
Russian	5
Chinese	5
Amharic	2
Vietnamese	1

Response rate on the RapidRide B Line route as a *proportion of all questionnaires handed out* in 2020 was 52%. Forty-five percent of B Line riders completed surveys in 2020, with response rate as a *proportion of all riders contacted*.

The following table summarizes response rates:

	Completed Surveys on RapidRide B Line 2020		
	Total	Daytime	Late-Night
Completed Questionnaires	506	463	43
% of Questionnaires Handed Out	52%	51%	64%
% of All Riders on Sampled Trips*	45%	44%	47%
% Refused	35%	36%	20%

*All riders on sampled trips: this includes riders who declined to take a survey or had already completed one.

Methodology (cont.)

Data collection goals were set to complete approximately 500 questionnaires per line (400 weekday and 100 late-night). B Line was able to exceed the goal of 400 weekday completes. Regarding late-night targets, the schedule allowed for a total of four late-night trips in the 10:00 PM to midnight time frame per line. Late-night ridership levels did not allow for completion of 100 questionnaires on the majority of lines. Final samples sizes for B Line, by interviewing day part, can be found in the table below.

It should be noted that late-night interviewing was not included in previous waves and as such in order to keep the results comparable between waves, late-night interviews are excluded from the analysis when comparing 2020 to previous data.

B Line	Completed Surveys	
	2020 Wave	2014 Wave
Total	506	529
Daytime	463	529
Late Night	43	Not conducted



Reporting Conventions



This report presents results for the RapidRide B Line only, including comparison with previous survey results where comparable questions are present. A summary of comparison of all six RapidRide lines can be found under separate cover.

Significance was tested at the 95 percent level where significance is presented unless otherwise noted. Data cross-tabulations with comprehensive significance testing are available under separate cover.

Where data is compared to previous years, other RapidRide lines, or among rider segments, significant differences are noted with an arrow (↑↓) and/or color differences (red or green). For readability, significant differences for proportions less than 6% may not be noted.

Response proportions presented in text and displayed in graphs and in tables exclude the number of respondents who did not answer the question as well as respondents who indicated “not applicable”.

Rounding mechanisms inherent in the software can make response proportions shown in graphs and reported in text vary from cross tabulation results by up to one percentage point.

Mean scores for satisfaction ratings are based in a 5-point scale where (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied or 5=Very Positive, 4=Somewhat Positive, 3=Neutral, 2=Somewhat Negative, 1=Very Negative).

In some instances, columns sum to more than 100 percent due to multiple responses given to a single question; these cases are noted.

Reporting Conventions (cont.)

Analysis was conducted on a variety of subgroups, listed and noted by the icons designated to the right. Some of the subgroups have a small base. A small base size may not be very representative, and the margin of error is large, so results should be interpreted with caution.

When shown, “Daytime” vs “Late-night” sub-groups reference the **time of day** in which the rider was on the RapidRide bus and invited to participate.

The low income qualified sub-group was calculated by combining respondent's reported household size and income level. If the respondent did not answer one of these questions their qualification could not be determined. This calculation matches Metro's low-income fare qualifications and is defined in the chart below.

Low Income Fare Qualification		
Maximum Income to Qualify		
HH Size	Monthly	Annual
1	\$2,023	\$24,276
2	\$2,743	\$32,916
3	\$3,463	\$41,556
4	\$4,183	\$50,196
5	\$4,903	\$58,836
6	\$5,623	\$67,476
7	\$6,343	\$76,116
8	\$7,063	\$84,756



**Interviewing Daypart:
Daytime vs. Late-night**
n=463 n=43**



**Gender:
Male vs. Female**
n=260 n=153



**Race/Ethnicity:
White vs. Minority**
n=149 n=245



Frequency of Trips:
1-4 5-35 36+
n=32** n=217 n=147



**Low Income Qualified:
Yes vs. No**
n=84 n=238



**Senior or Disabled:
Yes vs. Total**
n=55 n=506

Actual base size responding varies by question.
**Caution small base size

Key Findings – RapidRide B Line



Overall Satisfaction & Likely to Recommend

Nearly nine in ten (89%) are satisfied with the RapidRide B Line overall. Satisfaction is significantly higher with the experience of *riding* (91%) the bus than with *waiting* (75%) for the bus. Nearly all (97%) would recommend the B Line to others.

Aspects of Satisfaction

Travel Time

Travel time is among the highest rated aspects of the ridership experience on the B Line, with eight in ten (80%) riders satisfied with the overall travel time and slightly more (84%) satisfied with the reliability of the amount of time it takes.

Cleanliness and Condition

Satisfaction with the condition and cleanliness of the buses serving the B Line is also high, with at least eight in ten satisfied with the condition of the buses (85%) and cleanliness of the bus interiors (79%). Three in four are satisfied with the condition (75%) and cleanliness (75%) of the shelters and the waiting areas.

Personal Safety

Nearly nine in ten are satisfied with their ***personal safety during the day*** while waiting for (87%) or being on the bus (89%), and eight in ten are satisfied with safety when it comes to the ***behavior of others during the day*** either at the stop (79%) or on the bus (80%). At night, satisfaction with the ***behavior of other people*** at the bus stop or on the bus becomes more of a concern, with around two in three satisfied with the ***behavior of others*** either at the stop (63%) or on the bus (68%) during the night. Seven in ten (71%) are satisfied with their ***personal safety while waiting for the bus at night***, and close to eight in ten (77%) are satisfied with their ***personal safety while on the bus at night***.

One in ten (11%) say they avoid riding the RapidRide B Line due to concerns with their personal safety, and more lighting at shelters tops the list of recommendations that could be made to improve feelings of safety.

Key Findings – RapidRide B Line

Comparison to Other Metro Service

Around two in three B Line riders feel the B Line is better than other Metro services for frequency of stops and hours of bus operation, and three in five feel it is better for both speed of service and reliability of service. Fewer than half see the B Line as being better than other Metro service when it comes to personal safety or ensuring riders pay their fare.

Fare Enforcement

Four in five riders have been asked to show proof of fare payment on the B Line in the past, on average around twice in the past 30 days.

Experiences with Fare Enforcement on the B Line tend to be positive, with at least seven in ten reporting positive experiences on each measure (inspecting proof of payment, customer service, compassion or care for riders, passengers' safety) and eight in ten (82%) reporting positive experiences for professionalism.

Very few report negative experiences or perceptions when it comes to Fare Enforcement on the B Line, (only 4-6% had negative perceptions on any of the Fare Enforcement measures).



Key Findings – RapidRide B Line

Past Wave Comparison – Demographics and Ridership Behavior

RapidRide B Line riders surveyed in 2020 are similar in gender proportion and in age to those surveyed in 2014. While the majority reported household incomes over \$33,000 in 2014, the proportion of riders with a household income \$33,000 or higher is significantly higher in 2020.

The average number of trips taken in the past 30 days by riders on the B Line has decreased somewhat. While the level of infrequent riders (< 5 trips in the past 30 days) stayed the same since the last study, 2020 results show a significant decrease in the number of trips by the most frequent riders (those with 36 or more trips), and an increase in those who have taken from five to thirty-five trips.

Past Wave Comparison – Satisfaction

Overall satisfaction of B Line riders in 2020, on average, is similar to levels in 2014. Of the comparable elements included in the 2020 study, satisfaction has declined for cleanliness of bus interiors, but has risen for safety while waiting for the bus at night

Service Element	2020 Wave Mean 5=Very Satisfied	2014 Wave Mean 5=Very Satisfied
Overall Satisfaction	4.28	4.33
How long the bus trip takes	4.12	4.10
Cleanliness		
Of bus stops	3.98	4.00
Of bus interiors	4.10	4.25
Personal Safety while:		
Waiting for the bus during the day	4.32	4.28
Waiting for the bus at night	3.95	3.79

*Text in **dark green bold** indicates significantly higher than other wave at 95% confidence.*

*Text in **red bold** indicates significantly lower than the other wave at 95% confidence.*



RapidRide B Line Detailed Findings

Rider Profile - Demographics

GENDER

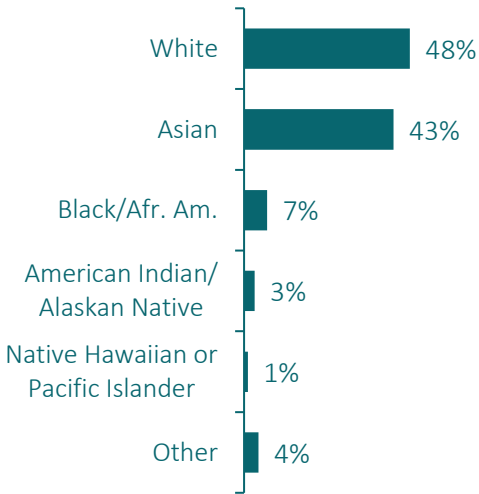


DISABILITY

12% have a disability

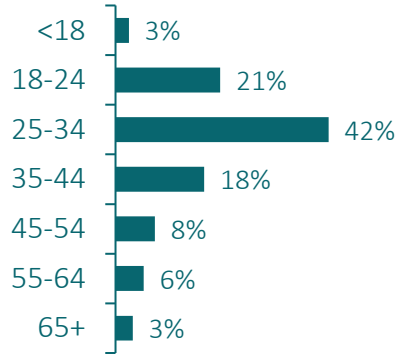
ETHNICITY

Multiple responses allowed



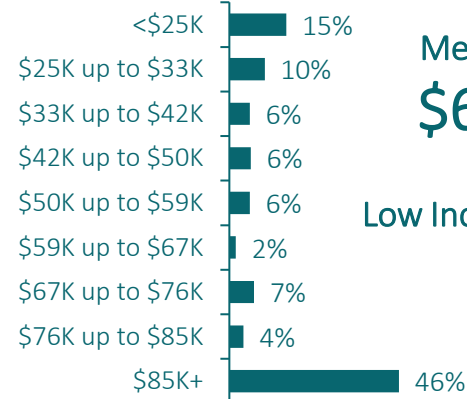
15% identify as Spanish, Hispanic, or Latinx

AGE



34 Mean Age

HOUSEHOLD INCOME

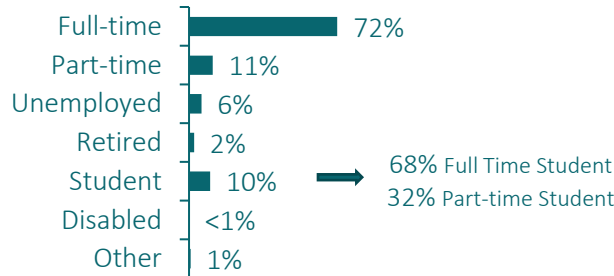


Mean Income
\$62,150

Low Income Qualified
26%



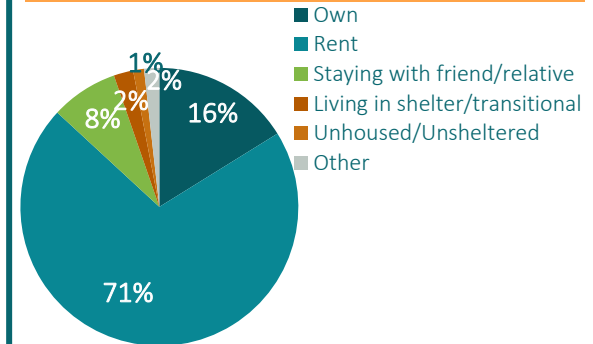
EMPLOYMENT STATUS



LANGUAGE SPOKEN IN HOME

71% English 29% Other language*
*6% Spanish. 3% Chinese (no other language >2%)

LIVING SITUATION



MEAN HOUSEHOLD SIZE

3 household members

Rider Profile – Travel Behavior



AVERAGE # OF TRIPS ON B LINE

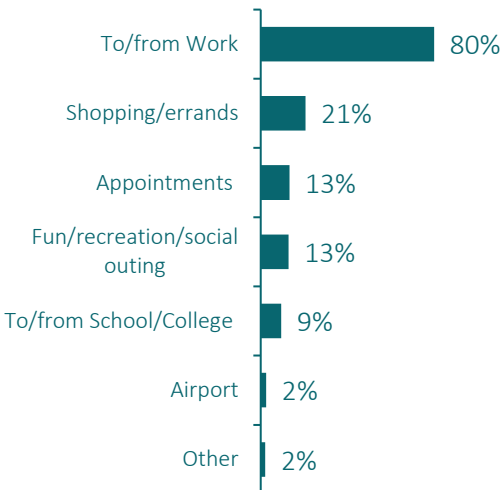


31
Trips past 30 days

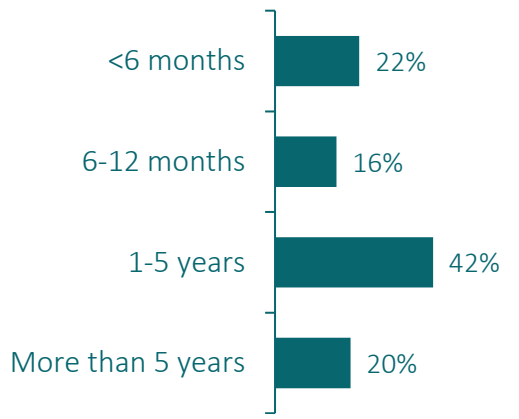
8%
Say RapidRide B Line use has declined past few years

REASON FOR TYPICAL TRIP ON B LINE

Multiple responses allowed



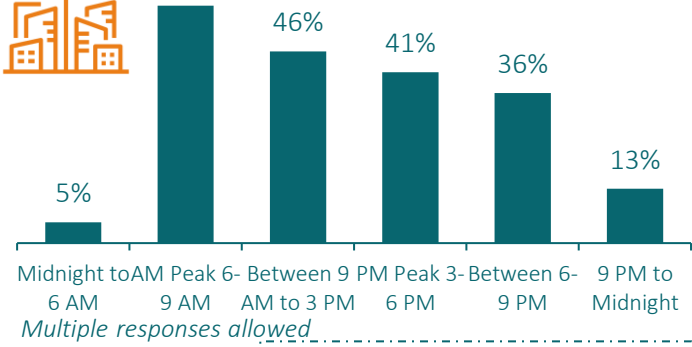
LENGTH OF RIDERSHIP ON B LINE



DAY/TIME RIDING B LINE



B Line Weekday Travel



Weekday ONLY Riders: **52%**
Both Weekday & Weekend: **48%**

FARE PAYMENT

89% ORCA card
8% Cash or paper transfer

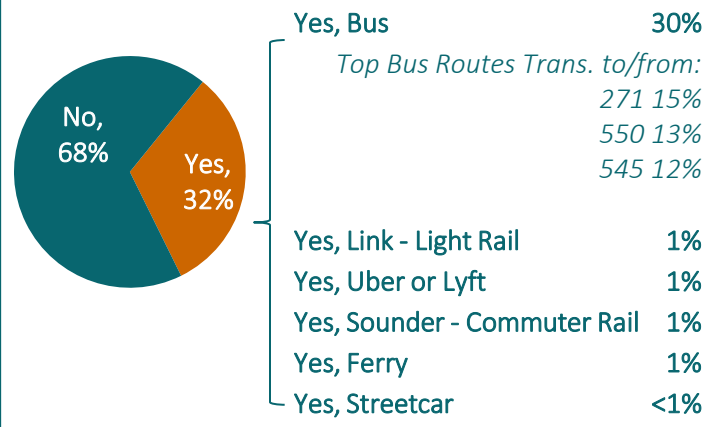
3% Human Services / Shelter Ticket
3% Mobile Ticket
1% Ride without paying a fare
2% Other



Multiple responses allowed

TRANSFER TO/FROM B LINE

Multiple responses allowed



Rider Profile



RapidRide B Line

	Total (n=506)	Daytime (n=463)	Late-Night (n=43*)
	<i>Base size answering varies by question</i>		<i>*Caution small base size</i>
Gender			
Male	62%	61%	78%
Female	36%	38%	16%
Other	2%	1%	6%
Age			
< 25	23%	23%	28%
25 – 34	42%	42%	45%
35 – 44	18%	17%	21%
45 – 54	8%	8%	3%
55 – 64	6%	6%	3%
65+	3%	4%	0%
Mean	34	34	30
Income			
<\$24,999	15%	15%	15%
\$25,000 - \$32,999	10%	10%	4%
\$33,000+	75%	75%	81%
% Low Income Qualified	26%	26%	30%
Race / Ethnicity			
% White	48%	49%	32%
% Non-White	56%	55%	77%
% Hispanic	15%	14%	28%
Language Spoken at Home			
English	71%	72%	65%
Other	29%	28%	35%

Text in **dark green bold** indicates significantly higher than other time of interview at 95% confidence.

Text in **red bold** indicates significantly lower than other time of interview at 95% confidence.

Rider Profile



RapidRide B Line

	Total (n=506)	Daytime (n=463)	Late-Night (n=43*)
	<i>Base size answering varies by question</i>		<i>*Caution small base size</i>
Disabled			
Yes	12%	13%	0%
No	88%	87%	100%
Employment			
Employed Full-time	72%	71%	81%
Employed Part-time	11%	12%	6%
Unemployed	6%	6%	0%
Retired	2%	3%	0%
Student	10%	10%	13%
Disabled	<1%	1%	0%
Other	1%	1%	0%
Living Situation			
Own	16%	17%	3%
Rent	71%	70%	86%
Staying with a friend / relative	8%	8%	7%
Living in a shelter/transitional	2%	2%	0%
Unhoused	1%	1%	0%
Other	2%	2%	3%
Number Living in Household			
1	27%	27%	27%
2+	73%	73%	73%
Mean	2.51	2.50	2.62

Text in **dark green bold** indicates significantly higher than other time of interview at 95% confidence.

Text in **red bold** indicates significantly lower than other time of interview at 95% confidence.

Overall Satisfaction

Nearly nine in ten (89%) are satisfied with RapidRide B Line overall.

Overall Satisfaction with RapidRide B Line

■ Very Satisfied
 ■ Satisfied
 ■ Neutral
 ■ Dissatisfied
 ■ Very Dissatisfied



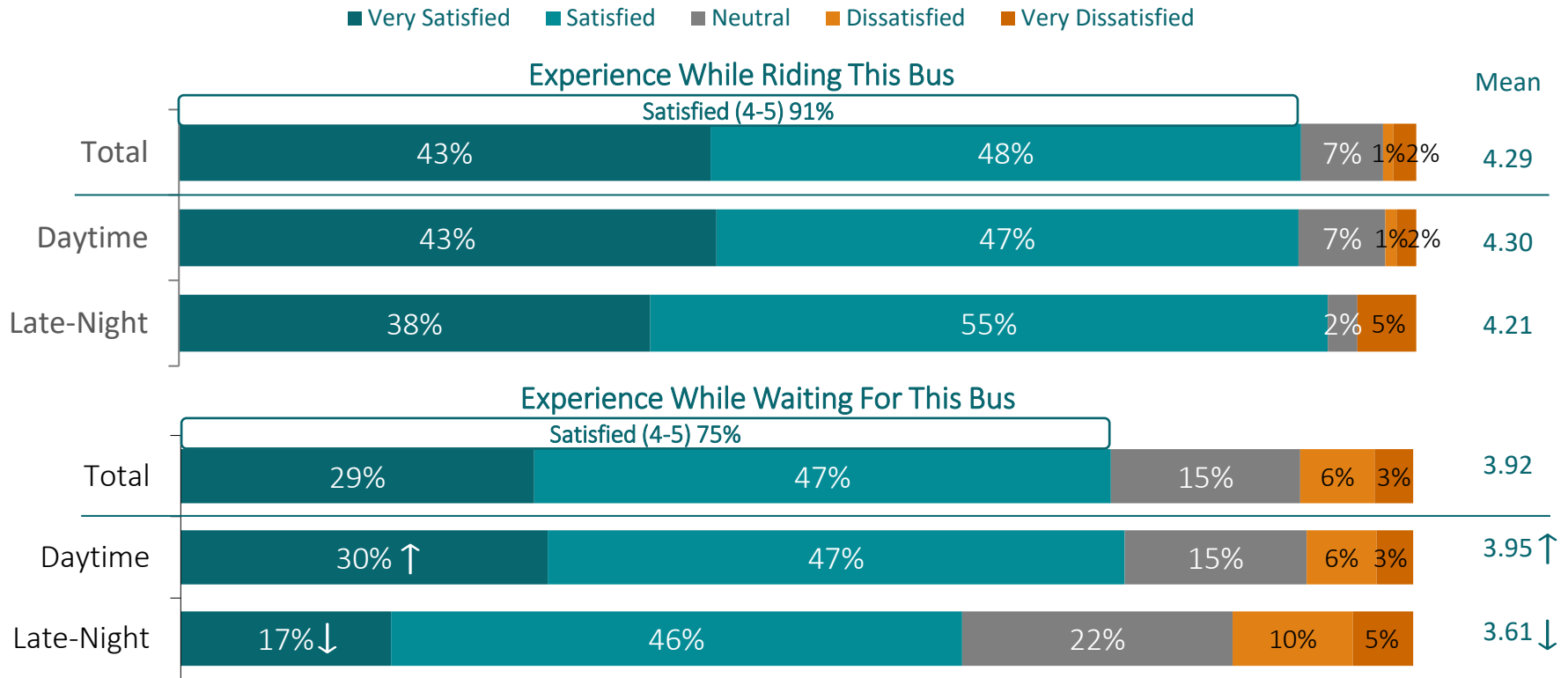
Daytime riders are more likely than late-night riders to be very satisfied with RapidRide B Line overall (43% vs 25%, respectively).

Seniors and/or disabled riders are more likely to be very satisfied overall (56% vs. Total (41%).

Low Income riders are less satisfied overall than those who are non-income qualified (84% very satisfied/satisfied vs. 94% respectively).

Satisfaction With Experience

Satisfaction is higher with the experience of *riding* the bus than with *waiting* for the bus. Nine in ten B Line riders are satisfied with the experience while *riding* the bus, while three in four are satisfied with the experience while *waiting*.



Males are more likely than females to be very satisfied with their experience **while riding the bus** (47% vs. 37%, respectively).

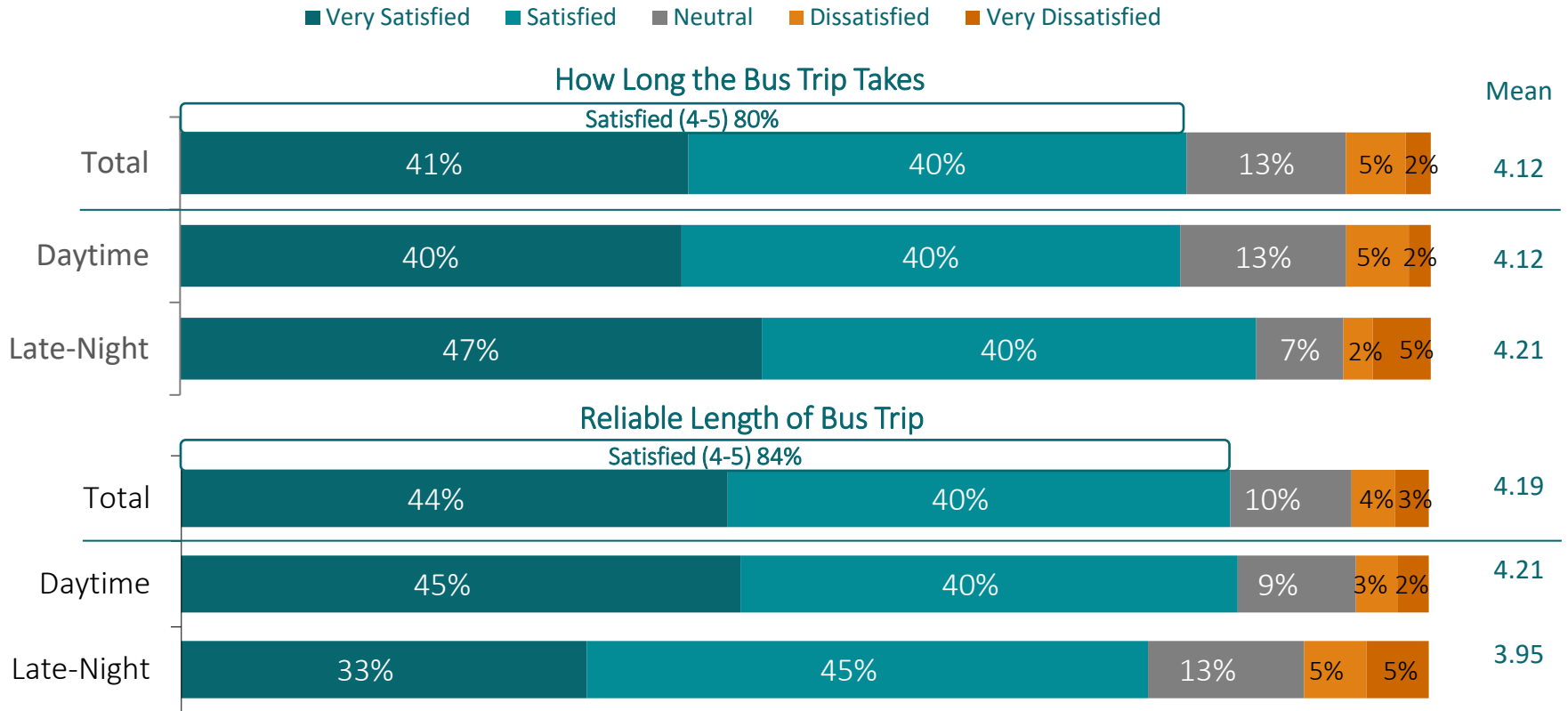
Low Income riders are less satisfied than those who are non-low income qualified with their experience **while riding the bus** (84% very satisfied/satisfied vs. 96% respectively).

Daytime riders are more likely to be very satisfied with their experience **while waiting for the bus**, compared to those interviewed late-night (30% vs. 17%, respectively).

Frequent riders (36+ trips) are more dissatisfied than less frequent riders (<36 trips) with their experience **while waiting for the bus** (14% very dissatisfied/dissatisfied vs. 5% respectively).

Satisfaction With Travel Time

Around four in five B Line riders are satisfied with both the length of time the bus trip takes and that the length of the trip is reliable.



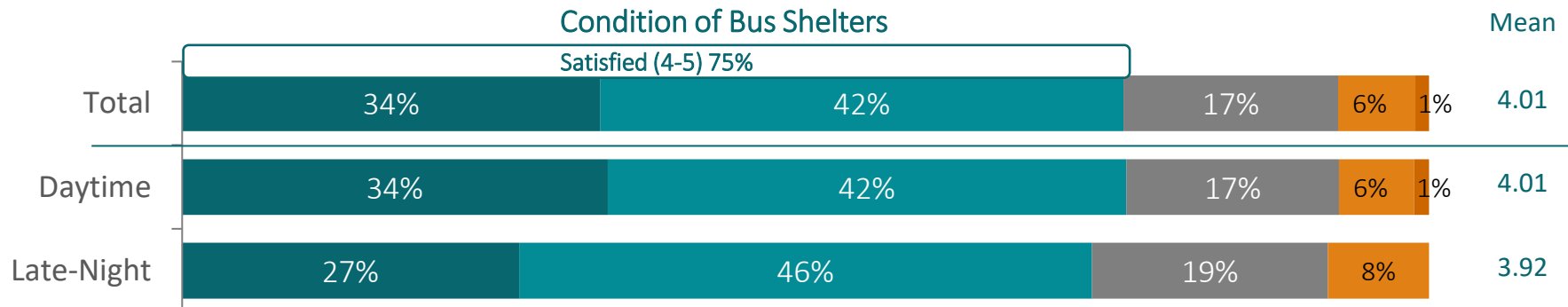
Males are more satisfied than females with **how long the bus trip takes** (85% vs. 76% very satisfied/satisfied), while females are more likely to be neutral than males (17% vs. 9%, respectively).

Satisfaction With the Condition of Buses/Shelters

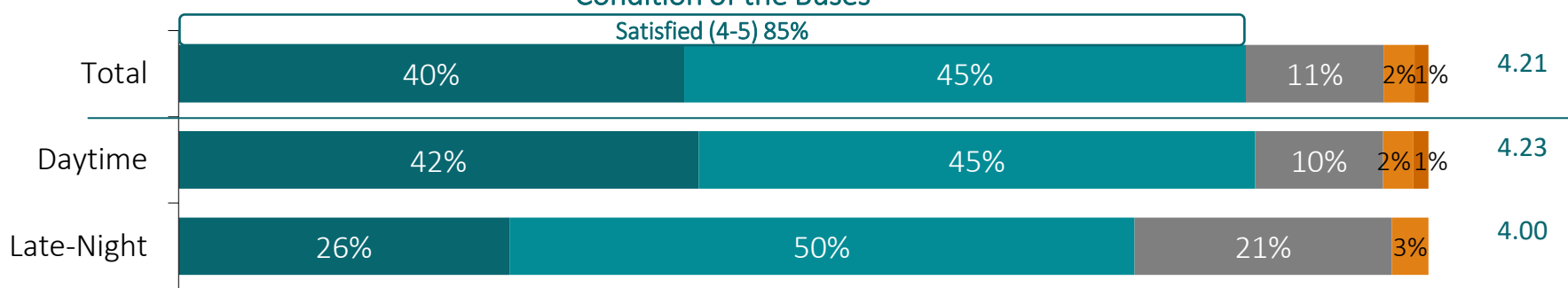
Three in four B Line riders are satisfied or very satisfied with the condition of the bus shelters, and more than four in five are satisfied or very satisfied with the condition of the buses.

■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

Condition of Bus Shelters



Condition of the Buses



Frequent riders (36+ trips) are more satisfied than infrequent riders (<5 trips) with the **condition of bus shelters** (81% very satisfied/satisfied vs. 60% respectively).



Females are less likely to be as strong in their satisfaction regarding the **condition of the buses** than males. Males are more likely to be very satisfied (45% vs. Female 35%), while females are more likely to be satisfied (53% vs. Males 42%).

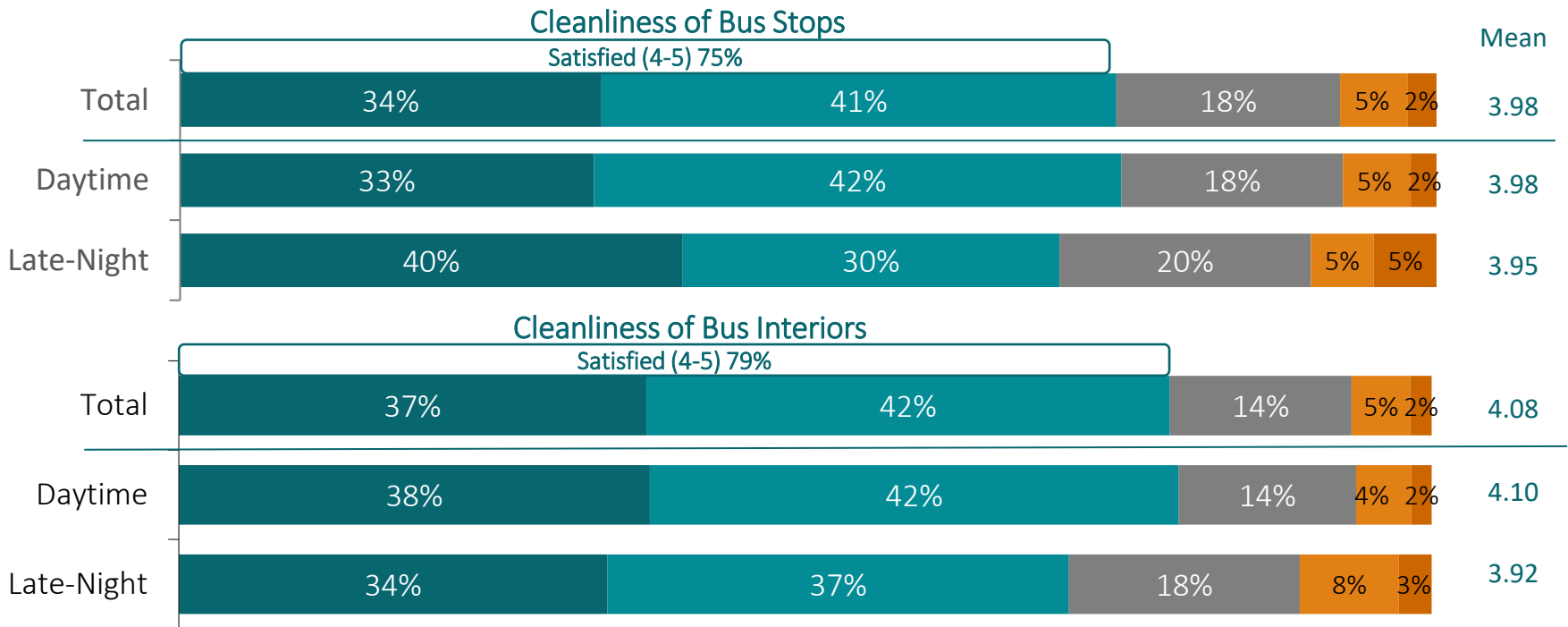


Low income riders have lower overall satisfaction with **the condition of the shelters** (3.88 mean vs 4.14 mean, respectively) and the **condition of the buses** than those who are non-income qualified (4.05 mean vs. 4.40 mean, respectively).

Satisfaction With Cleanliness of Buses/Stops

At least three in four B Line riders are satisfied with the cleanliness of bus interiors and the cleanliness of stops and shelters.

■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied



Males are more likely than females to be very satisfied with the **cleanliness of bus stops** (39% vs. Females 27%).

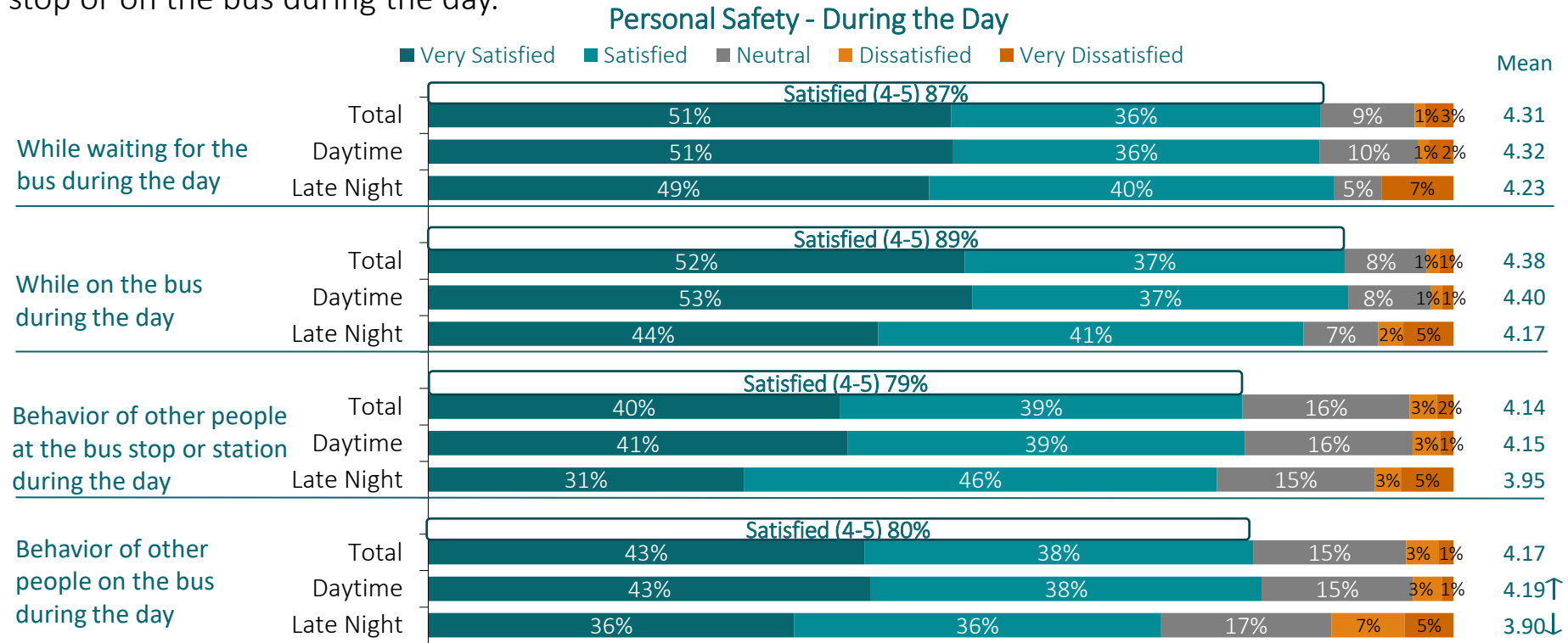
Minority riders are more likely to be satisfied/very satisfied with the **cleanliness of bus stops** (78% vs. 68%, respectively).

Low income riders are less likely than non-income qualified to be satisfied/very satisfied with the **cleanliness of bus stops** (63% vs. 80%), and also less likely to be satisfied/very satisfied with the **cleanliness of bus interiors** (68% vs. 87%).

Senior/disabled riders are less likely to be satisfied/very satisfied with the **cleanliness of bus interiors** (65% vs. Total 79%).

Satisfaction With Personal Safety During the Day

Nearly nine in ten are satisfied with their *personal safety* while waiting for or while being on the RapidRide B Line bus during the day, and around eight in ten are satisfied with the *behavior of others* either at the stop or on the bus during the day.



Females are less likely than males to be very satisfied on each measure: **safety while waiting** (43% vs. 56%), **safety while on the bus** (44% vs. 59%), **behavior of others at the stop** (34% vs. 46%), **behavior of others on the bus** (33% vs. 49%).



Senior/disabled riders are less likely to be very satisfied with the **behavior of others on the bus** (29% vs. Total 43%).



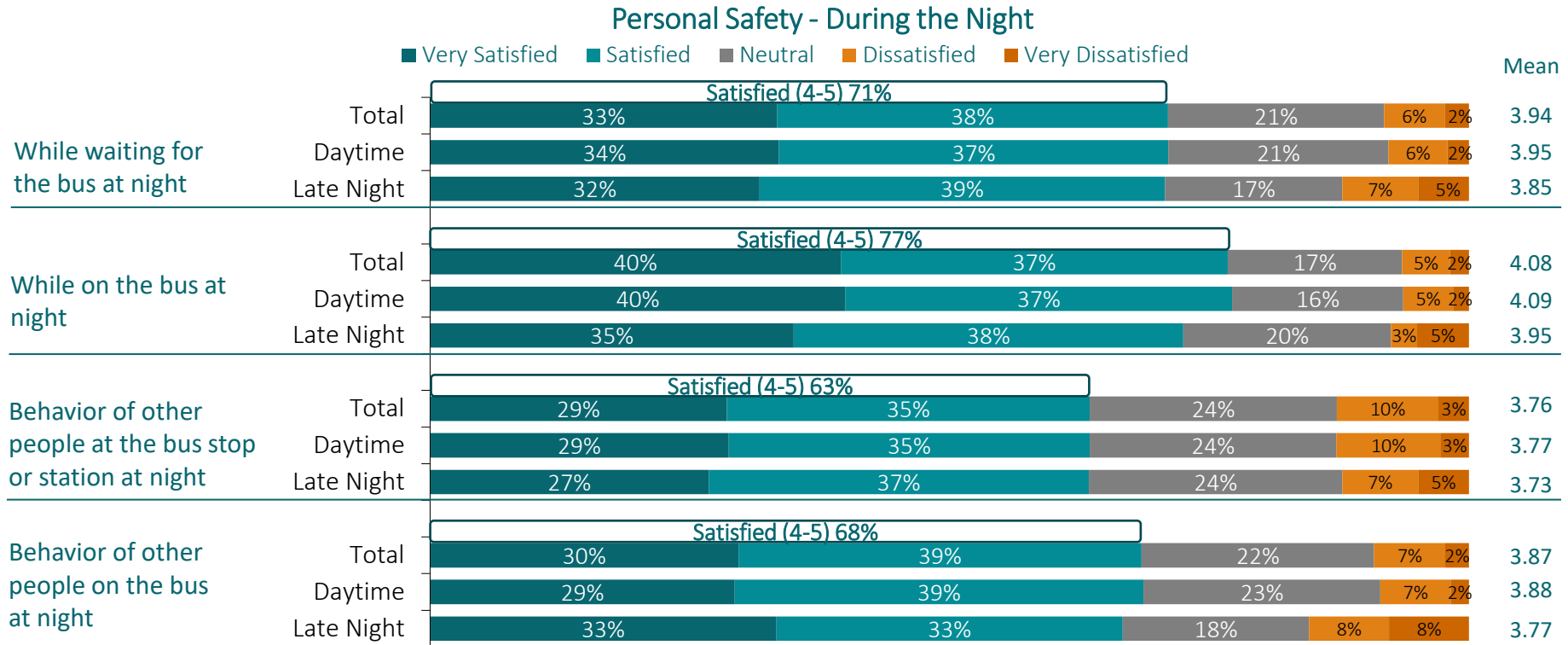
Low income riders are less likely than non-low income qualified riders to be very satisfied on each measure: **safety while waiting** (40% vs. 62%), **safety while on the bus** (36% vs. 65%), **behavior of others at the stop** (30% vs. 50%), **behavior of others on the bus** (33% vs. 52%).



Those surveyed late-night are less satisfied with **behavior of others on the bus than daytime riders** (mean 3.90 vs. 4.19, respectively)

Satisfaction With Personal Safety At Night

At night, seven in ten are satisfied with their *personal safety* while waiting for the RapidRide B Line bus and nearly eight in ten are satisfied with their safety while on the bus. Fewer, around two in three, are satisfied with the *behavior of others* either at the stop or on the bus at night.



Males are more likely than females to be very satisfied on each measure: **safety while waiting** (40% vs. 20%), **safety while on the bus** (45% vs. 29%), **behavior of others at the stop** (33% vs. 22%), **behavior of others on the bus** (36% vs. 19%).

Senior/disabled riders are less satisfied, on average, with their **safety while waiting at night** (mean 3.57 vs. Total 3.94).

Low income riders are less likely than non-low income qualified to be very satisfied on three measures: **safety while waiting** (24% vs. 38%), **safety while on the bus** (27% vs. 48%), and **behavior of others on the bus** (23% vs. 35%).

Willing to Recommend RapidRide

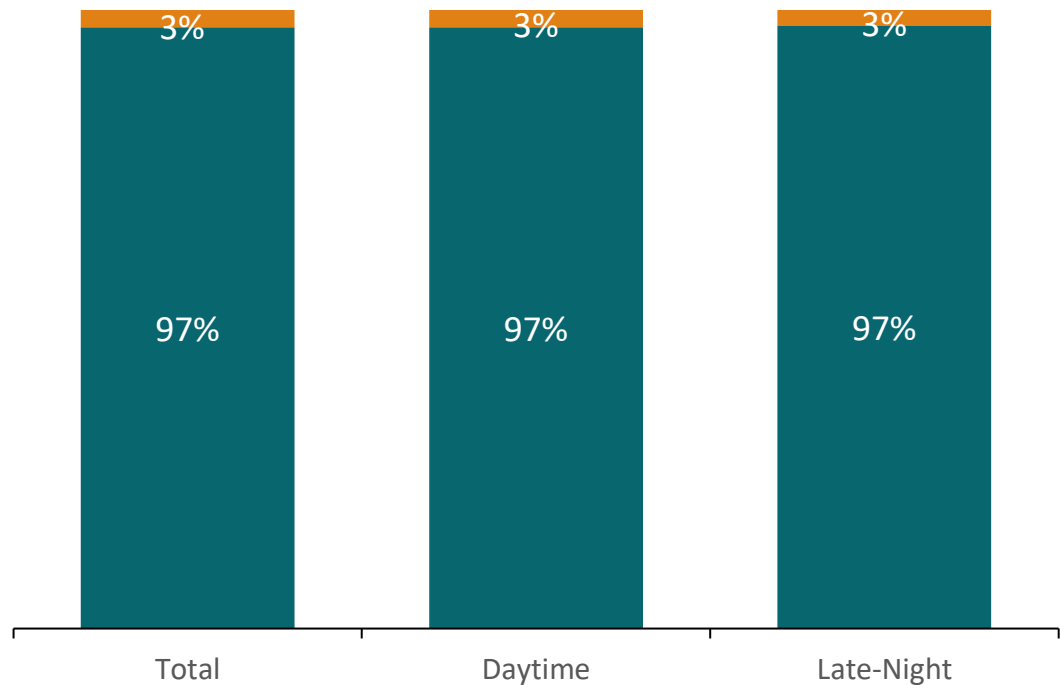
RAPIDRIDE



Nearly all (97%) B Line riders are willing to recommend RapidRide B Line to a friend, coworker or family member.

Willing to Recommend RapidRide B Line

■ Yes ■ No

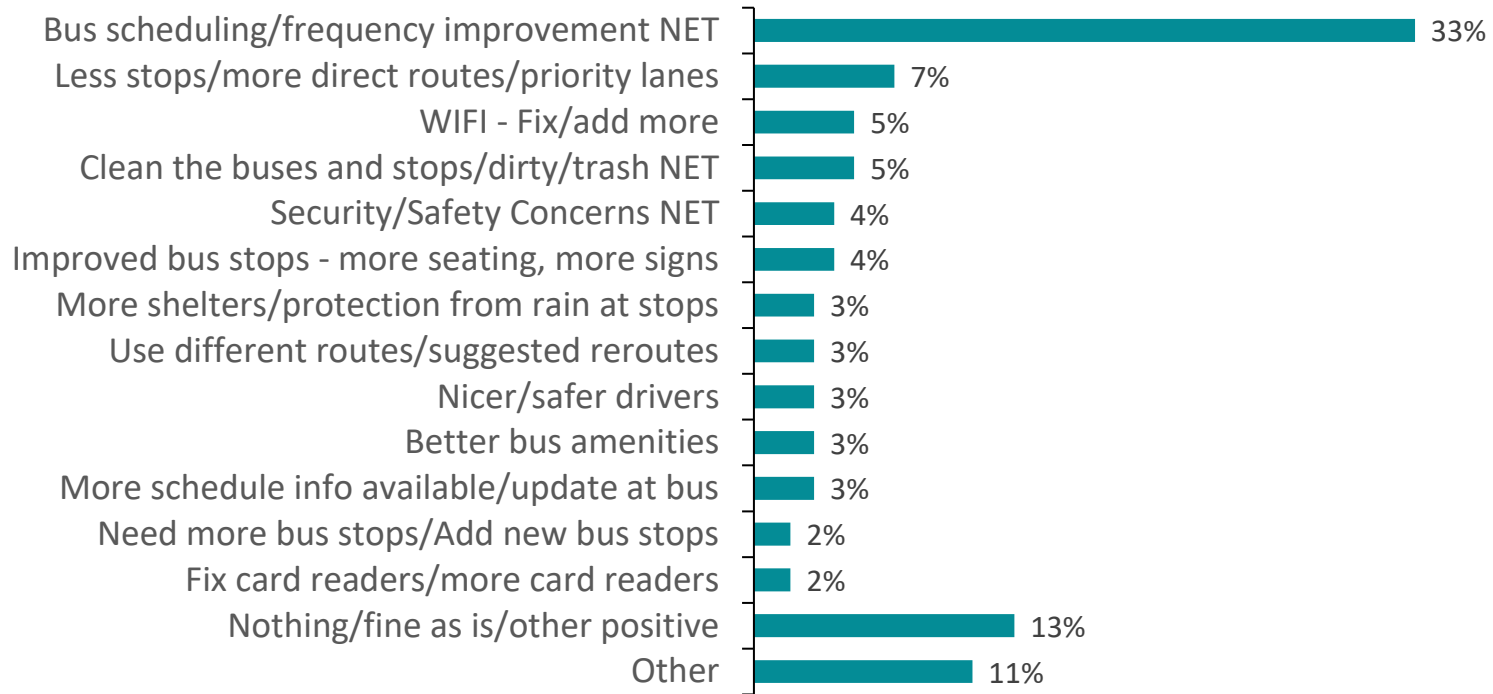


There were no significant difference by sub-groups.

Recommendations for Improvement

When asked for recommendations regarding improvements to the RapidRide B Line, one third (33%) of B Line riders offer improvements to bus scheduling/frequency.

One Thing To Improve RapidRide B Line



Senior/disabled riders are less likely to mention **bus scheduling/ frequency improvement** (14% vs. Total 33%).



Frequent riders (36+ trips) are more likely to mention **bus scheduling/ frequency improvement** (44% vs. 27% of those with <36 trips).



Minority riders are less likely to mention **improved bus stops – seating/signs** (1% vs. 10% Non-Minority riders).



Low income riders are less likely than non-low income qualified to mention **less stops /more direct routes/priority lanes** (2% vs. 10%); and more likely to say **nothing/ fine as is** (33% vs. 6%).

Recommendations for Improvement



Recommendations to Improve RapidRide B Line – All Mentions			
	TOTAL	MALE	FEMALE
Bus scheduling/frequency NET	33%	33%	34%
Buses need to be on schedule/punctual	18%	17%	23%
Increase bus frequency	10%	11%	4%
Expand bus schedule NIGHT	2%	1%	4%
Expand bus schedule PEAK HOURS	2%	3%	
Expand bus schedule MORNINGS	1%	1%	2%
Expand bus schedule WEEKEND	1%	1%	2%
More shelters/Improve shelters NET	8%	6%	11%
Improved bus stops - more seating, more signs	4%	3%	5%
More shelters/protection from the rain at stops	3%	3%	2%
More lighting at shelters	2%	1%	6%
Less stops/More direct routes/Express bus/Shorten the route/Priority lanes/Faster route	7%	6%	9%
Clean the buses and stops NET	5%	6%	6%
WIFI - Fix/add more	5%	5%	2%
Security/Safety Concerns NET	4%	3%	7%
More security/safety on bus DAY time	2%	1%	5%
Enforce bus rules /remove problem riders	2%	1%	4%
More security/Safety at bus stops and stations	1%	1%	
More schedule information available/update information at bus	3%	4%	2%
Use different routes/suggested reroutes	3%	4%	4%
Nicer /safer drivers	3%	1%	4%
Better bus amenities	3%	3%	4%
Need more bus stops/add new stop locations/extend route	2%	2%	
Fix card reader/More card readers	2%	2%	2%
Nothing/Fine as is/other positive	13%	14%	12%
Other	11%	12%	10%
Don't Know	1%	1%	

Text in **dark green bold** indicates significantly higher than other segment at 95% confidence.

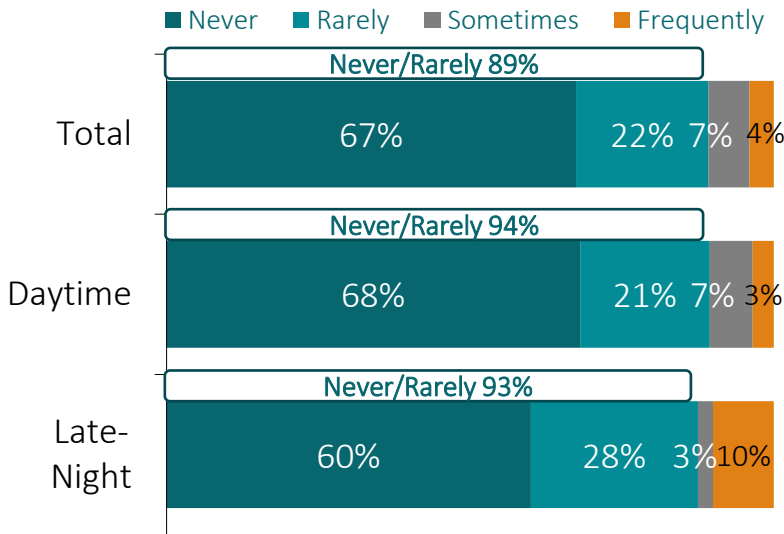
Text in **red bold** indicates significantly lower than other segment at 95% confidence.

Personal Safety Avoidance/Recommendations

One in ten (11%) say they avoid riding the RapidRide B Line at least sometimes due to concerns about their personal safety, though two out of three say they never do.

More lighting at shelters tops the list of recommendations that could be made to improve feelings of safety.

Avoid Riding Due To Personal Safety



Changes to Improve Feeling of Personal Safety (Total)

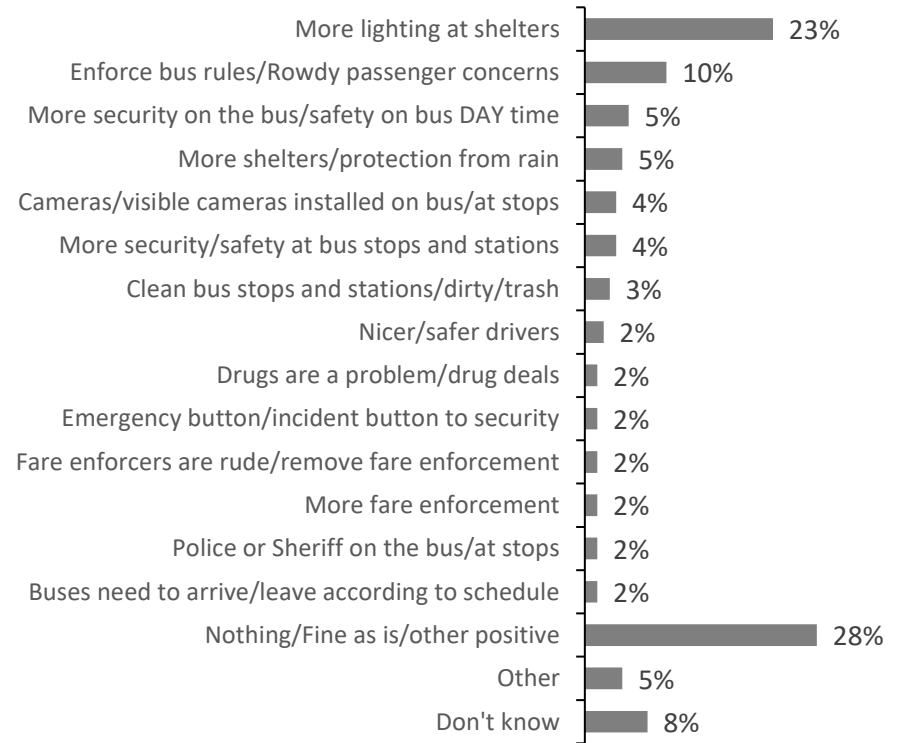


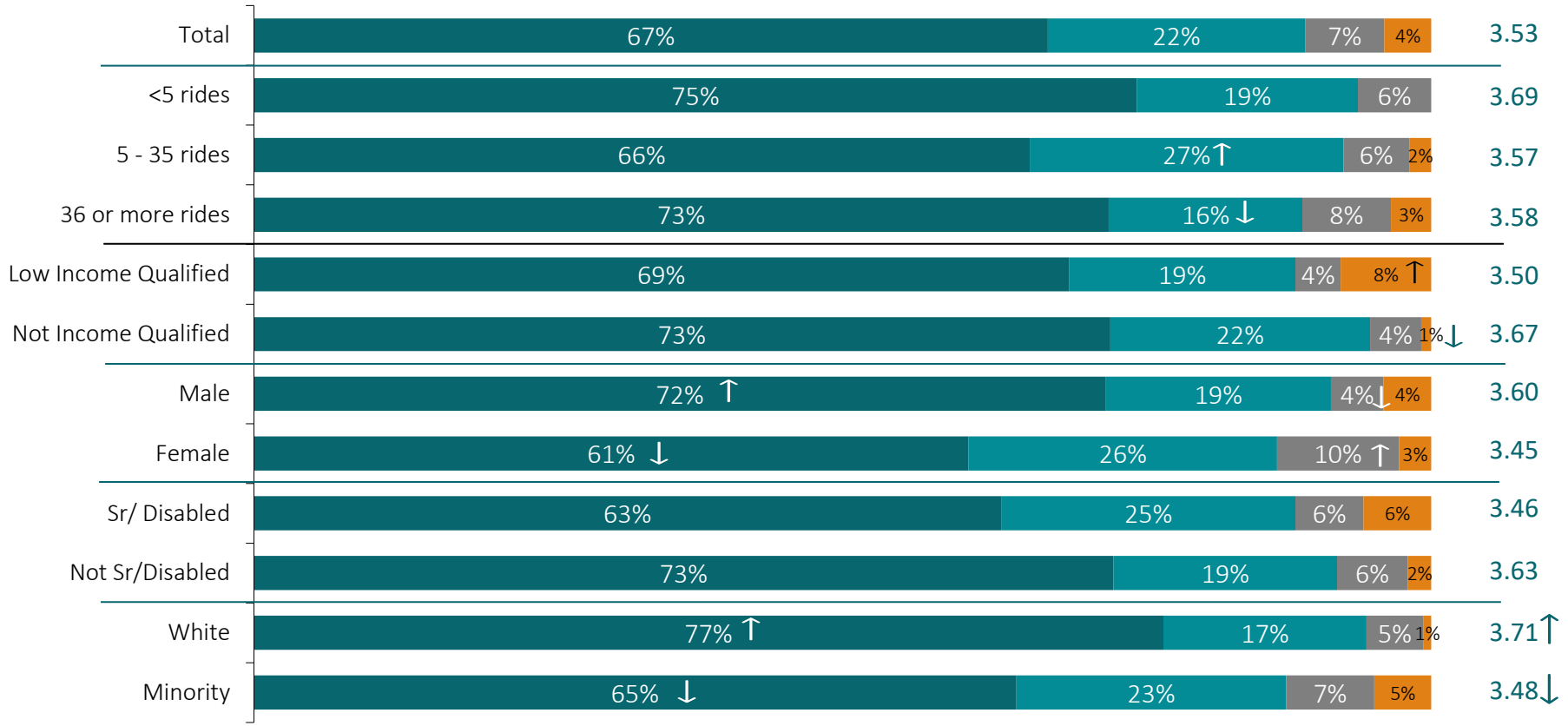
Chart shows responses of 2% or more.

Personal Safety Avoidance by Key Groups

Avoid Riding RapidRide B Line Due to Personal Safety

■ Never ■ Rarely ■ Sometimes ■ Frequently

Mean



Males are more likely than females to say they “never” avoid riding the RapidRide B Line (72% vs. Females 61%), while females are more likely than males to say they “sometimes” do (10% vs. 4%, respectively).



Low income riders are more likely than non-income qualified to say they “frequently” avoid riding the RapidRide B Line (8% vs. 1%, respectively).



Non-minority riders are more likely than minority riders to say they “never” avoid riding the RapidRide B Line (77% vs. minority 65%). Minority riders are more likely to say they “frequently” or “sometimes” avoid riding (net 12% vs. non-minority 6%).

Suggested Changes to Improve Personal Safety

	Total
More lighting at shelters/More shelters NET	26%
More lighting at shelters	23%
More shelters/Protection from rain	5%
Improve bus stops/More seating/benches	2%
Enforce bus rules/Rowdy passenger concerns	10%
More security on the bus/Safety on bus DAY time	5%
More security/safety at bus stops and stations	4%
Police or Sheriff on the bus/at stops	2%
Drugs are a problem/Drug deals	2%
Emergency button/Incident button to security, police	2%
Cameras/Visible cameras installed on bus/at stops	4%
Clean bus stops and stations/dirty/trash	3%
Drivers (nicer, better, safer)	2%
Buses need to arrive/leave according to schedule	2%
Fare enforcers are rude/Remove fare enforcement	2%
More fare enforcement	2%
Better bus amenities (heat, music, etc.)	1%
Homeless are problem/Sleeping on the bus	1%
Clean the buses/dirty/trash	1%
Nothing/Fine as is/Other positive	28%
Other	5%
Don't know	8%



Less frequent riders (5-35 trips over the past 30 days) are more likely than the most frequent riders (36+ trips) to suggest more lighting at shelters (34% vs. 17%, respectively), while the most frequent riders (36+ trips) are more likely to suggest a variety of overall security/safety enhancements (net 37% vs. 15% of those with <36 trips).

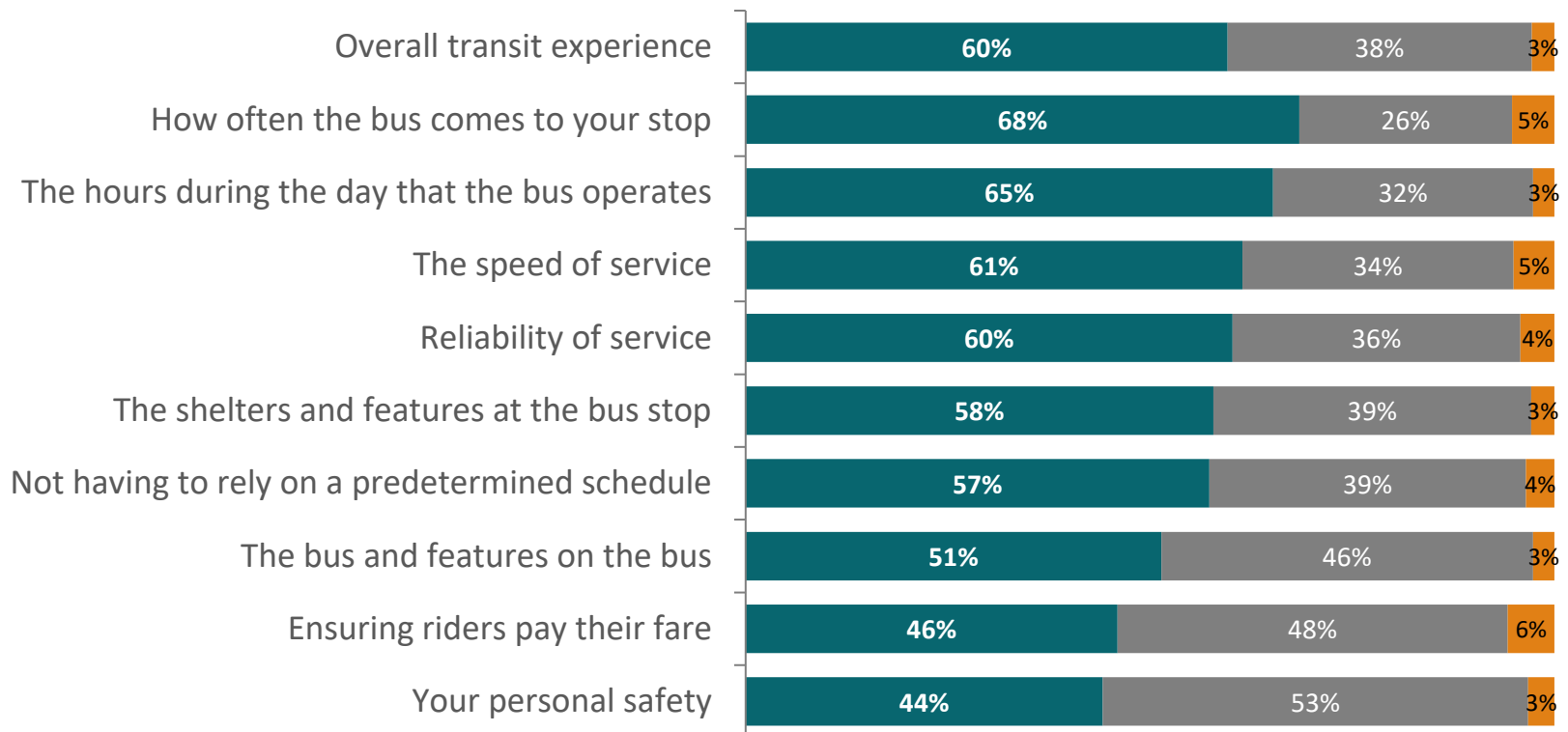
Comparison to Other Metro Services



Around two in three B Line riders feel the B Line is better than other Metro services for frequency of stops and hours of bus operation, and three in five feel it is better for both speed of service and reliability of service. Fewer than half see the B Line as being better than other Metro service when it comes to personal safety or ensuring riders pay their fare.

RapidRide B Line Compares to Other Metro Bus Service

■ This RapidRide is Better ■ There is No Difference ■ Other Metro Service is Better



Comparison to Other Metro Services



When looking at the difference in how B Line compares to other Metro bus service by overall satisfaction with RapidRide, we can identify areas that are most impactful to overall satisfaction. As would be expected, satisfied B Line riders are more likely to say that B Line is **better** than other Metro bus services in a number of service attributes including the quality of the overall transit experience. Conversely, those who are dissatisfied or neutral overall are more likely to say that B Line is **not as good** as other Metro bus service in a number of areas including the quality of the overall transit experience.

- The difference in opinion of satisfied vs. dissatisfied/neutral riders on how the B Line compares to other bus service, shown as Delta in the table below, is greatest for the following: **how often the bus comes, the speed of service, shelters and features of the bus stop, and the hours the bus operates.**
- There is comparatively less difference between the two groups (satisfied riders vs. dissatisfied/neutral riders) on: **ensuring riders pay their fare, the bus and features on the bus, and personal safety.**
- A higher Total Delta, shown far right in the table below, does not necessarily indicate that there is a service deficiency; it only indicates that issues experienced by a rider in that area will impact overall satisfaction to a greater extent.
- Improvements can be targeted to areas where there are relatively more satisfied riders saying that B Line falls short. This includes **ensuring riders pay their fare** (6% of satisfied riders say fare enforcement on the B Line is worse than other bus service).

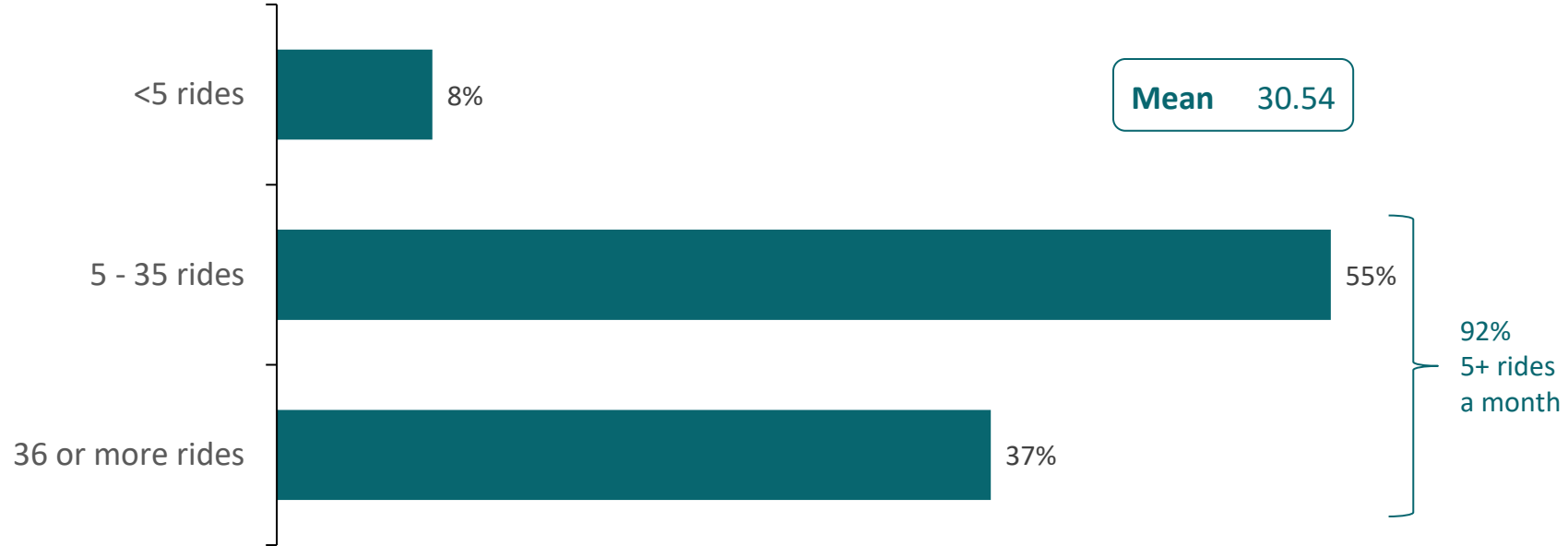
	B Line is Better than Other Metro Bus Service			B Line Not As Good as Other Metro Bus Service			Total Delta (NET)
	Satisfied w/B Line	*Neutral/Dissatisfied w/B Line	Delta	Satisfied w/B Line	*Neutral/Dissatisfied w/B Line	Delta	
Personal safety	46%	35%	11	3%	6%	3	14
Reliability of service	62%	49%	13	4%	9%	5	18
Shelters and features of bus stop	60%	40%	20	2%	6%	4	24
Ensuring riders pay their fare	47%	38%	9	6%	2%	-4	5
Bus and features on bus	53%	43%	10	2%	4%	2	12
Hours the bus operates	68%	50%	18	2%	8%	6	24
No predetermined schedule	59%	48%	11	3%	10%	7	18
Speed of service	64%	45%	19	4%	11%	7	26
How often the bus comes	71%	50%	21	4%	13%	9	30


**Small base size - interpret with caution*

Transit Trips Taken

Most riders (92%) meet Metro’s definition of a regular rider (making five or more trips in the last 30 days) while a minority (8%) are infrequent riders (making fewer than 5 trips). Over a third (37%) ride frequently enough (36+ trips) to make payment with a purchased monthly pass break-even. Usage is similar between those interviewed during the daytime and late-night travelers.

Number of Rides on RapidRide B Line in the Last 30 Days

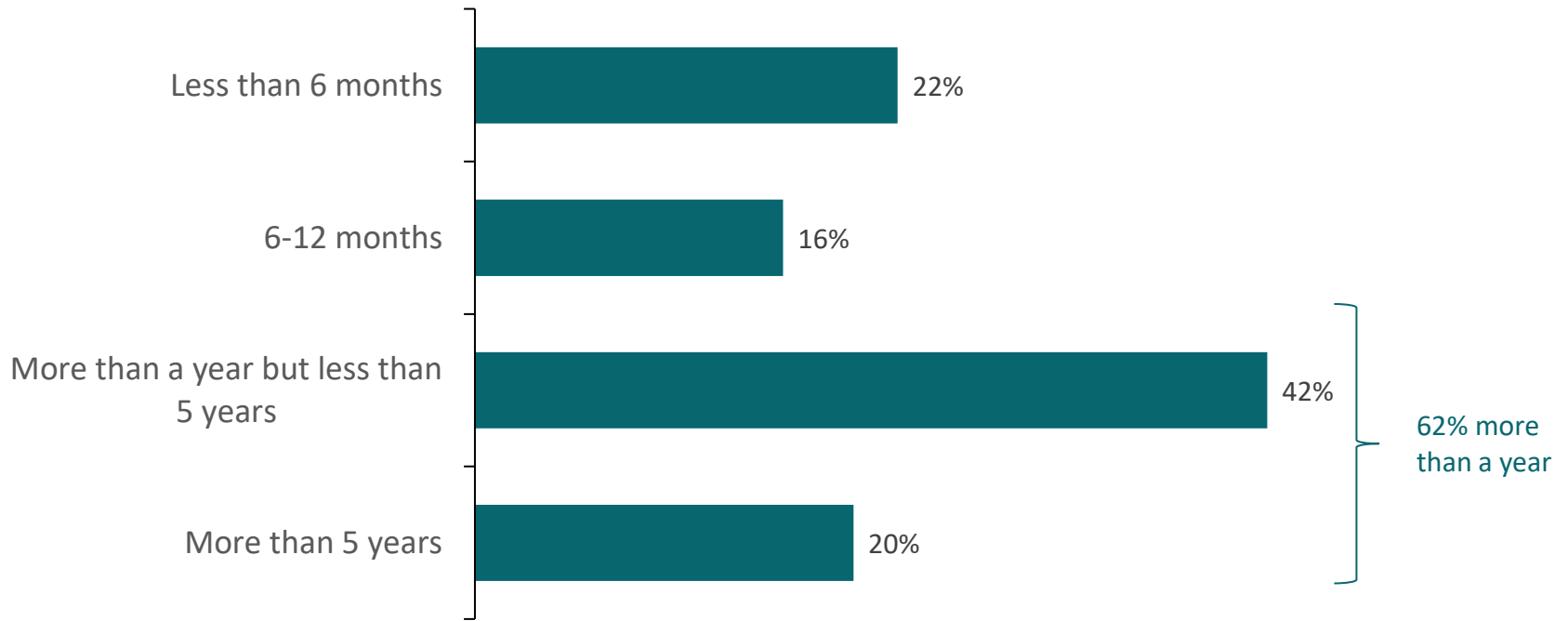


 Males are more likely than females to have taken 36 or more trips in the last 30 days (42% vs. Females 29%), while females are more likely than males to have taken between 5 and 35 trips (61% vs. 50%, respectively).

Length of Metro Ridership

Over three in five riders (62%) have been using the RapidRide B Line for more than a year.

Length of Time Using RapidRide B Line



Infrequent riders (<5 trips over the past 30 days) are more likely than frequent riders to have been riding the B Line for less than six months (38% vs. 19% of those with 36+ trips over the past 30 days).



Males are more likely than females to have been riding the B Line for less than six months (29% vs. Females 13%), while females are more likely than males to have ridden it for more than a year (69% vs. 55%, respectively).



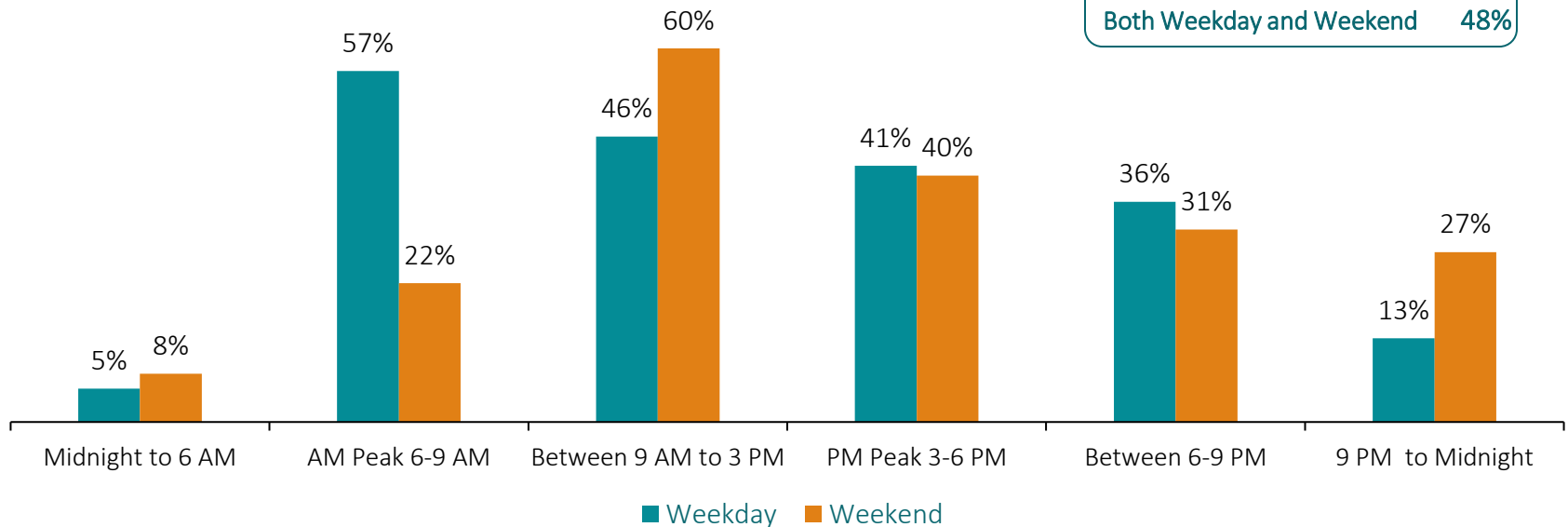
Senior/disable riders are more likely to have ridden B Line for more than 5 years (38% vs. Total 20%).

Day and Times of Riding

On weekdays, more than half (57%) of B Line riders travel during peak morning hours, close to half (46%) travel off peak 9 AM to 3 PM, and two in five (41%) travel during peak evening hours. About half of B Line Riders (48%) travel both weekdays and weekends. Three in five (60%) travel off peak 9am to 3pm on weekends.

Day and Time Usually Ride RapidRide B Line

Weekday ONLY Riders	52%
Both Weekday and Weekend	48%



Males are more likely than females to travel late-night weekends, between 9pm and midnight (32% vs. 19%, respectively).



Senior/disabled riders are less likely to travel late-night weekends, between 9pm and midnight (11% vs. Total 27%).



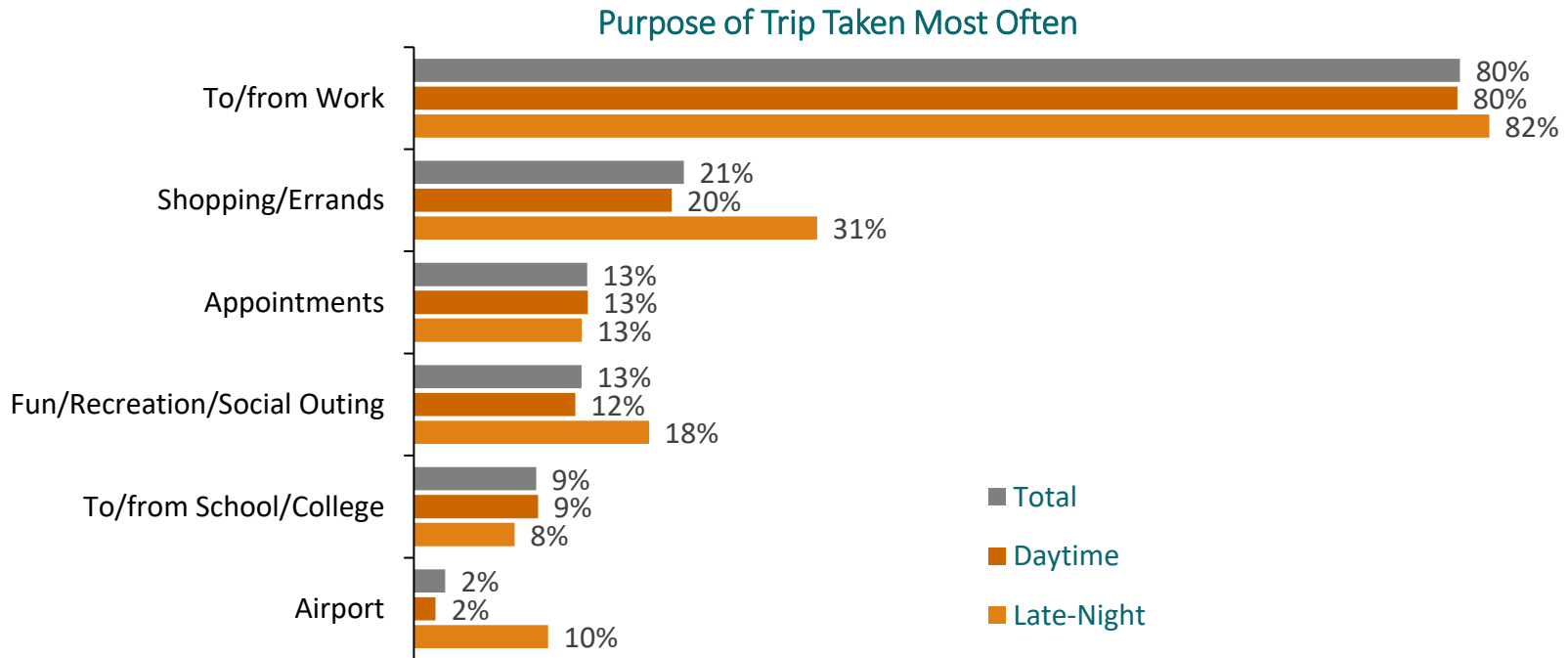
Low income riders are less likely than non-low income qualified to travel weekdays peak morning 6-9am (48% vs. 64%) and evening hours 6-9pm (28% vs. 42%), and weekends 9am-3pm (49% vs. 79%). They are more likely to travel weekends 6-9am (29% vs. 14%).



The most frequent riders (36+ trips over the past 30 days) are more likely than less frequent riders (<36 trips) to travel weekdays peak morning 6-9am (65% vs. 54%), evening hours 6-9pm (44% vs. 33%), and 9pm to midnight (18% vs. 8%). They are more likely to travel weekends 9pm to midnight (35% vs. 21%).

Reason for Riding

Riders are most often using the B Line to commute to and from work.



Senior/disabled riders are less likely to use the B Line to commute to/from work (54% vs. Total 80%), but more likely to use it for shopping/errands (38% vs. Total 21%) and appointments (29% vs. Total 13%).



Low income riders are less likely than non-low income riders to use the B Line to commute to/from work (62% vs. 90%) but are more likely to use it for shopping/errands (31% vs. 14%), appointments (21% vs. 9%), and going to/from school (16% vs. 5%).



Minority riders are more likely than Non-Minority riders to use the B Line to go to/from school (11% vs. 4%, respectively).



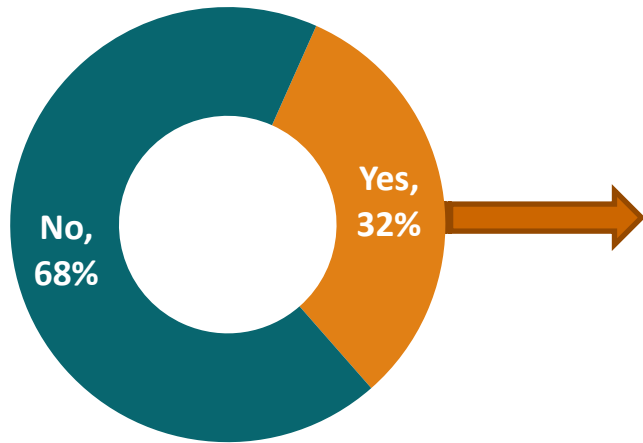
The most frequent riders (36+ trips over the past 30 days) are more likely than less frequent riders to use the B Line to commute to/from work (94% vs 73%, respectively).



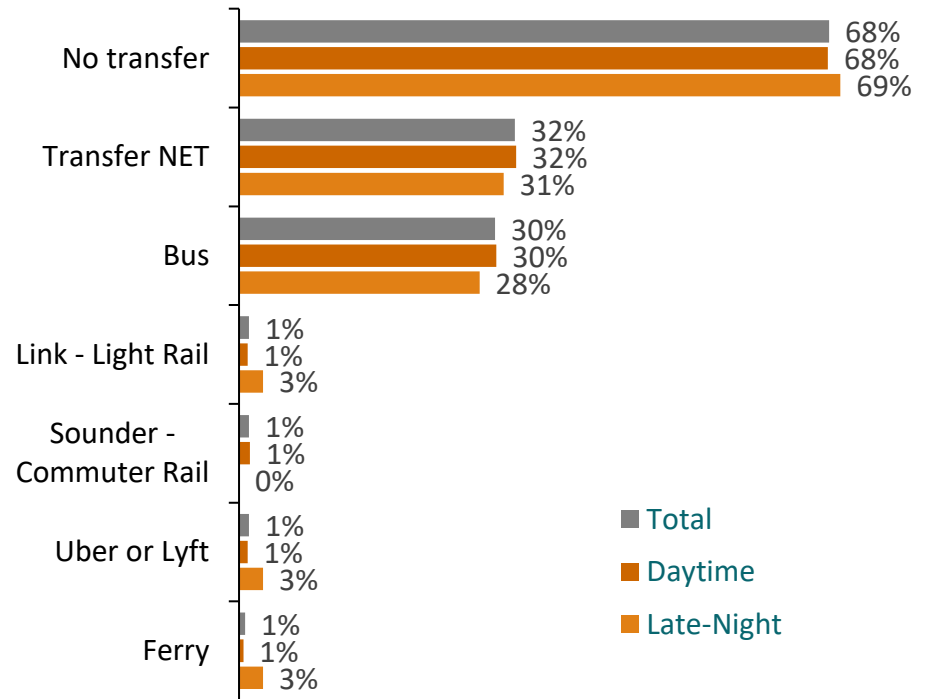
Males are more likely than females to use the B Line to commute to/from work (86% vs 70%); while females are more likely to use the B Line for shopping/errands (28% vs. 15%) or for fun/recreation/ social outings (20% vs. 8%).

Transferring to/from Route

One in three B Line riders transferred to or from this route. Most transfers were to or from other buses. Other transit, such as the Link, the Sounder, rideshares such as Uber or Lyft, and the ferry or the streetcar were used by a small minority.



Transfer TO/FROM RapidRide B Line



No significant differences between Daytime and Late-Night riders were found at the 95% confidence level.



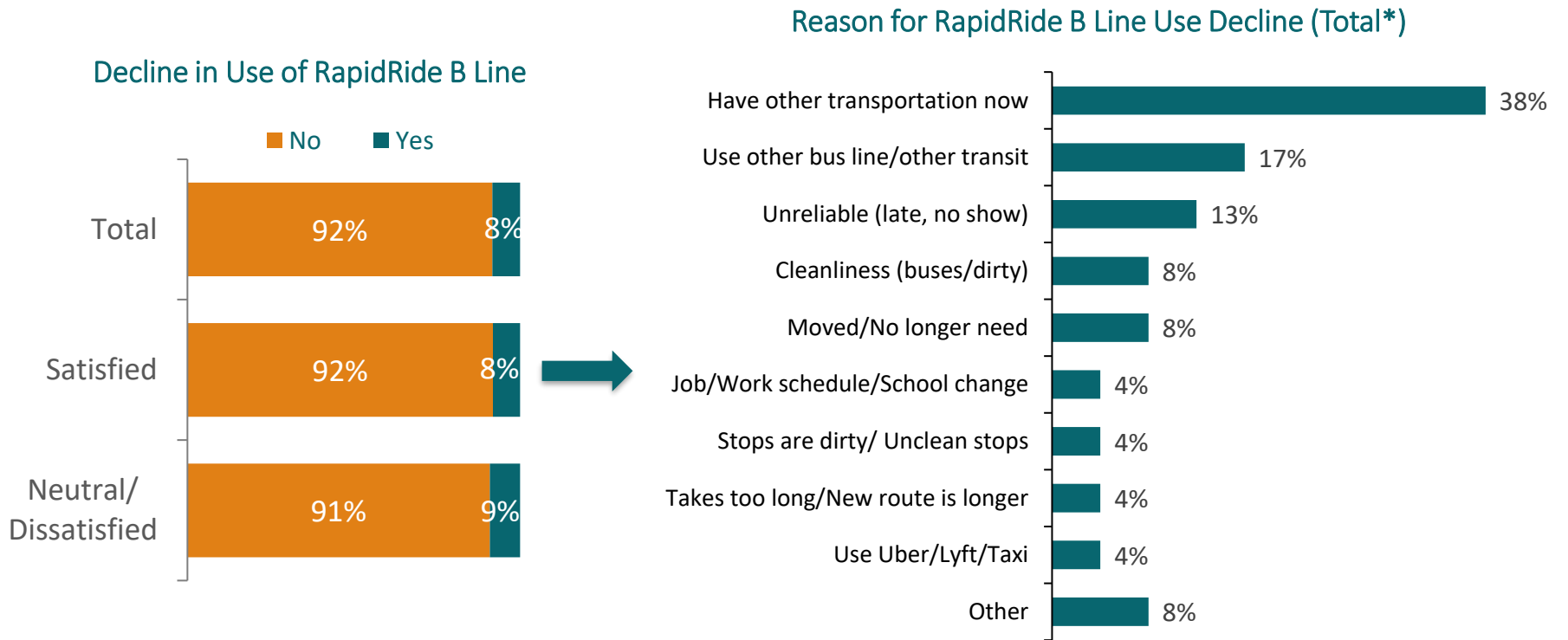
Senior/disabled riders are more likely to have transferred to/from the route (52% vs. Total 32%).



Low income riders are more likely than non-income qualified to have transferred to/from the route (40% vs. 26%, respectively).

Decline in Usage

Fewer than one in ten B Line riders say their B Line Ridership has declined in the past few years. Responses are similar whether riders are satisfied, neutral or dissatisfied with their RapidRide line overall. Having other means of transportation now is the top reason given for a decline in RapidRide B Line use.

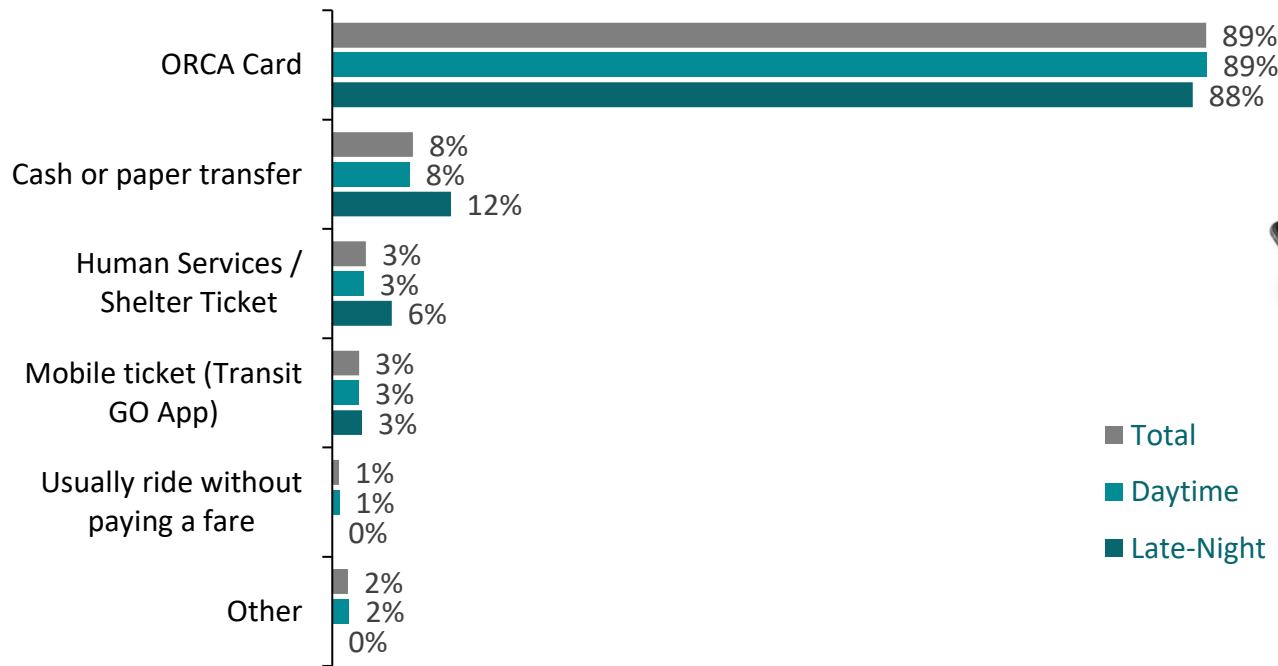


The most frequent riders (36+ trips over the past 30 days) are more likely than less frequent riders (<36 trips) to say their use of RapidRide B Line has not declined (96% vs 89%, respectively).

Fare Payment

Around nine in ten B Line riders pay their fare via an ORCA card, while only one in twelve (8%) use cash/paper transfer. Few use a ticket from human services or a shelter, or the Transit GO app. Only one in one hundred report riding without paying a fare.

Mode of Fare Payment



Senior/disabled riders are less likely to use an **ORCA Card** (75% vs. Total 89%).

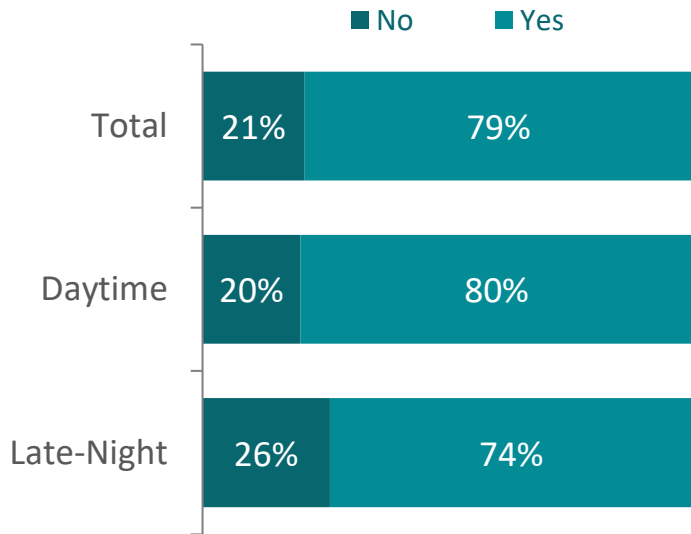


Low income riders are less likely than non-low income qualified to use an **ORCA Card** (75% vs. 97%), and more likely pay via **cash or paper transfer** (14% vs. 2%), or to use **Human Services/Shelter Tickets** (11% vs. 0%).

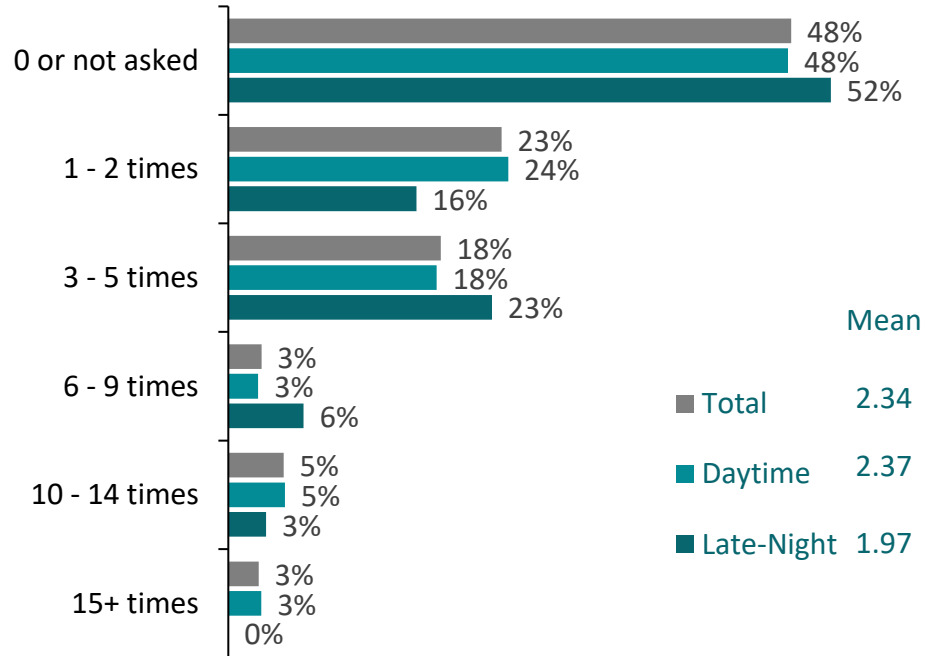
Fare Enforcement Experience

Four in five riders have been asked to show proof of fare payment on the B Line in the past, on average around twice in the past 30 days.

Ever Asked To Show Proof of Payment



Frequency of Request to Show Proof of Payment



As expected, the most frequent riders (36+ trips over the past 30 days) are more likely to have been required to show proof of payment than less frequent riders (85% vs 76%, respectively). They also report a significantly greater number of requests over the past 30 days (3.7 on average, compared to 1.8 for less frequent riders).

Q17. On RapidRide B Line, have you ever been asked to show your proof of payment by a fare enforcement officer?

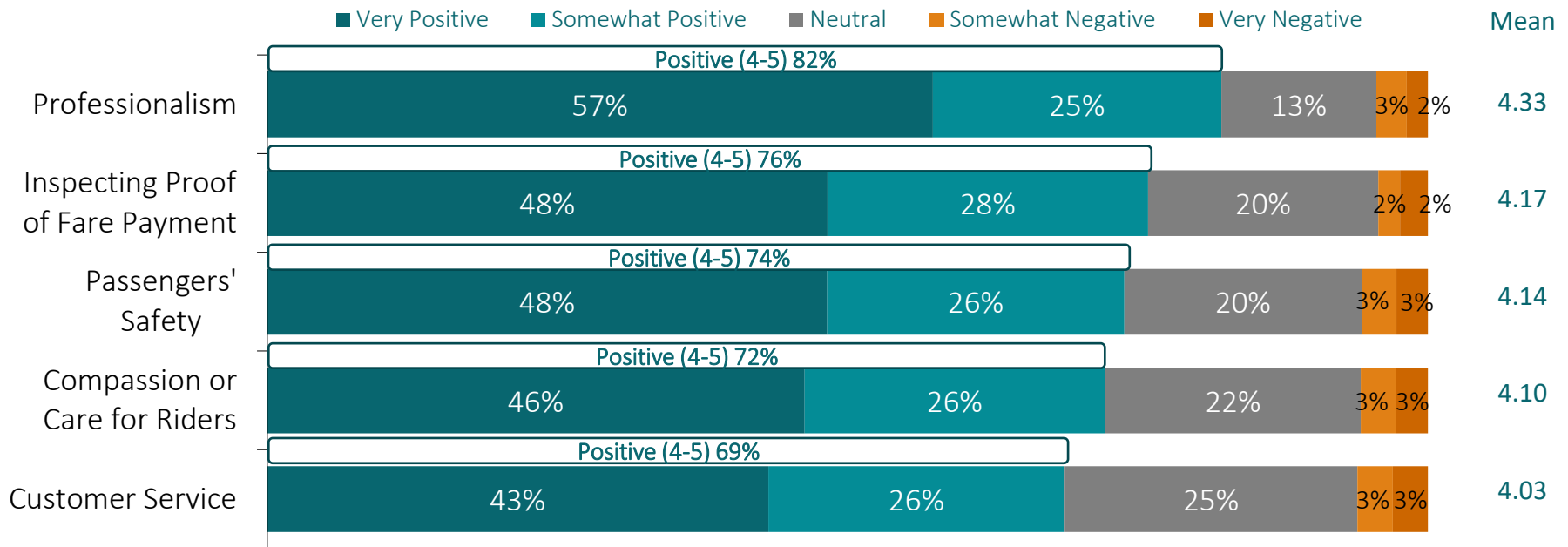
Q17A. If YES, about how many times have you been asked to show proof of payment in the last 30 days?

Base: Total n = 423; Daytime n = 392; Late-Night n = 31.

Perceptions of Fare Enforcement

Experiences with Fare Enforcement on the B Line tend to be positive, with at least seven in ten reporting positive experiences on each measure, and eight in ten reporting positive experiences for professionalism. Very few report negative perceptions or experiences.

Experiences/Perceptions of the Fare Enforcement



More frequent riders (5+ rides) are more likely to report positive (net very/somewhat) experiences on each measure compared to infrequent riders (<5 rides): **professionalism** (84% vs. 57%); **inspecting proof of fare payment** (78% vs. 52%); **passengers' safety** (76% vs. 55%); **compassion/care** (73% vs. 50%); **customer service** (72% vs. 45%).



Senior/disabled riders are more likely to report "very negative" experiences for **customer service** (13% vs. Total 3%).



Low income riders are less likely than non-low income qualified to report positive (net very/somewhat) experiences for **professionalism** (73% vs. 87%, respectively).



Minority riders are more likely than Non-Minority riders to report positive (net very/somewhat) experiences for: **inspecting proof of fare payment** (79% vs. 69%), **compassion/care** (77% vs. 65%), and **customer service** (74% vs. 58%); and "very positive" experiences for **professionalism** (64% vs. 48%) and passengers' safety (54% vs. 42%).



Past Wave Comparison

Past Wave Comparison

The following section is a comparison of results collected on RapidRide B Line in February 2020 to the 3-year post implementation wave conducted in October 2014.

The 2014 wave did not include late-night interviewing. For this comparison between waves the data for 2020 interviews excludes late-night survey collection data.

Questions asked in both 2020 and 2014 waves with comparable wording and measurement are included in this section.

Wave Comparison Questions

- Q4_C. Overall how satisfied are you with B Line
- Q1_A. How long my bus trip takes: Travel on B Line
- Q2_A1. Personal safety while waiting for the bus – Day
- Q2_A2. Personal safety while waiting for the bus – Night
- Q3_A1. Cleanliness of B Line bus stops
- Q3_A2. Cleanliness of B Line bus interiors
- Q7. B Line compared to other Metro bus service
 - The quality of the overall transit experience
 - Personal safety
 - The shelters and features at the bus stop
 - How often the bus comes
 - No predetermined schedule
 - The hours during the day that the bus operates
- Q10. Purpose of the trip taken most often on B Line
- Q12. Transfer TO/FROM B Line
- Q13. Number of rides taken on B Line in the last 30 days
- Q16. Fare Payment on B Line
- Q17. Fare enforcement on B Line

Demographics

- Q19. Gender identity
- Q20. Age
- Q23. Household income
- Q24. Hispanic or Latinx?
- Q26. Primary language spoken at home

Rider Profile

- RapidRide B Line riders surveyed in 2020 are similar in gender proportion and in age to those surveyed in 2014.
- While the majority of riders reported household incomes over \$33,000 in 2014, the proportion of riders with a household income \$33,000 or higher is significantly higher in 2020.

RapidRide B Line

	2020 Wave (n=463)	2014 Wave (n=529)
<i>Base size answering varies by question</i>		
Gender		
Male	61%	64%
Female	38%	36%
Other	1%	-
Age		
< 25	23%	26%
25 – 34	42%	44%
35 – 44	17%	14%
45 – 54	8%	7%
55 – 64	6%	6%
65+	4%	3%
Mean	35	34
Income		
<\$24,999	15%	25%
\$25,000 - \$32,999	10%	16%
\$33,000+	75%	59%
% White	49%	45%
% Non-White	51%	55%
% Hispanic	14%	12%
Language Spoken at Home		
English	72%	75%
Other	28%	25%

Text in **dark green bold** indicates significantly higher than other wave at 95% confidence.

Text in **red bold** indicates significantly lower than the other wave at 95% confidence..

Satisfaction with Service Elements

On average, overall satisfaction of B Line riders in 2020 is similar to levels in 2014. Of the comparable elements included in the 2020 study, satisfaction has declined for cleanliness of bus interiors, but has improved for safety while waiting for the bus at night.

Service Element	2020 Wave Mean 5=Very Satisfied	2014 Wave Mean 5=Very Satisfied
Overall Satisfaction	4.28	4.33
How long the bus trip takes	4.12	4.10
Cleanliness		
Of bus stops	3.98	4.00
Of bus interiors	4.10	4.25
Personal Safety while:		
Waiting for the bus during the day	4.32	4.28
Waiting for the bus at night	3.95	3.79

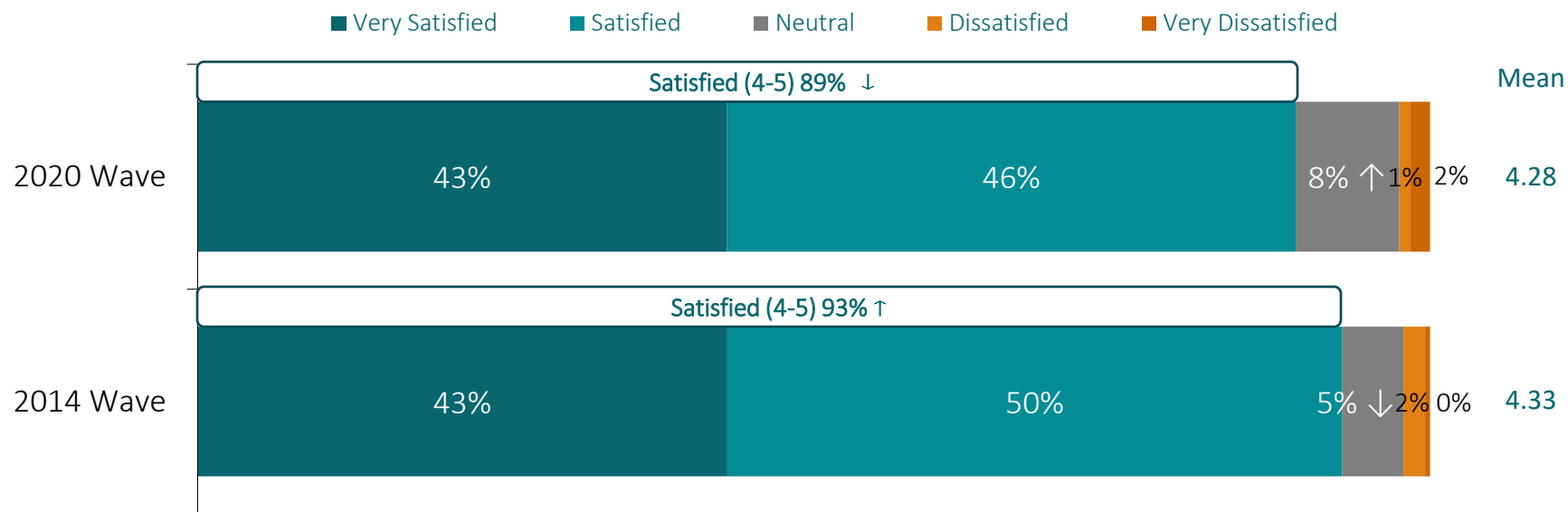
*Text in **dark green bold** indicates significantly higher than other wave at 95% confidence.*

*Text in **red bold** indicates significantly lower than the other wave at 95% confidence.*

Overall Satisfaction

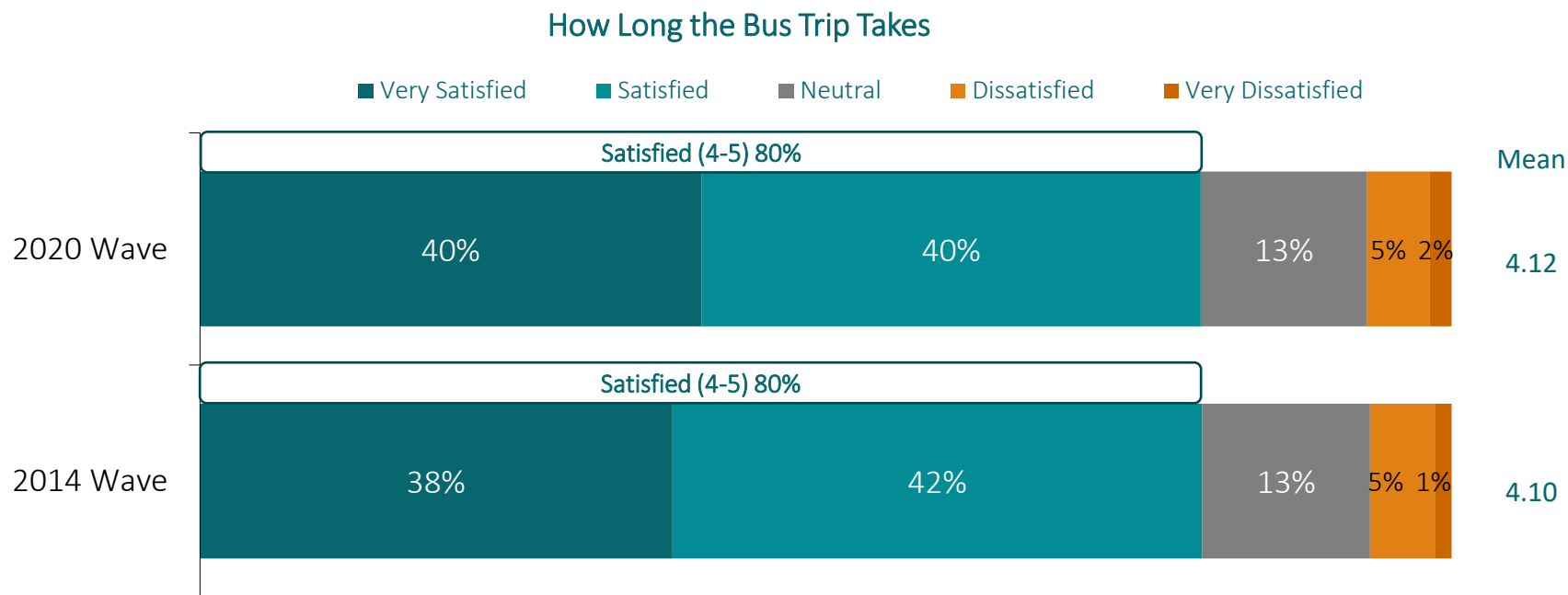
Since 2014, net overall satisfaction (combined satisfied/very satisfied) with RapidRide B Line decreased slightly, with a portion of riders moving from the “satisfied” into the “neutral” category.

Overall Satisfaction with RapidRide B Line



Satisfaction With Travel Time

When asked about their level of satisfaction with how long the bus trip takes, riders report very similar satisfaction ratings in 2020 to those reported in 2014. In each time period, four in five riders indicate satisfaction with the length of the bus trip.



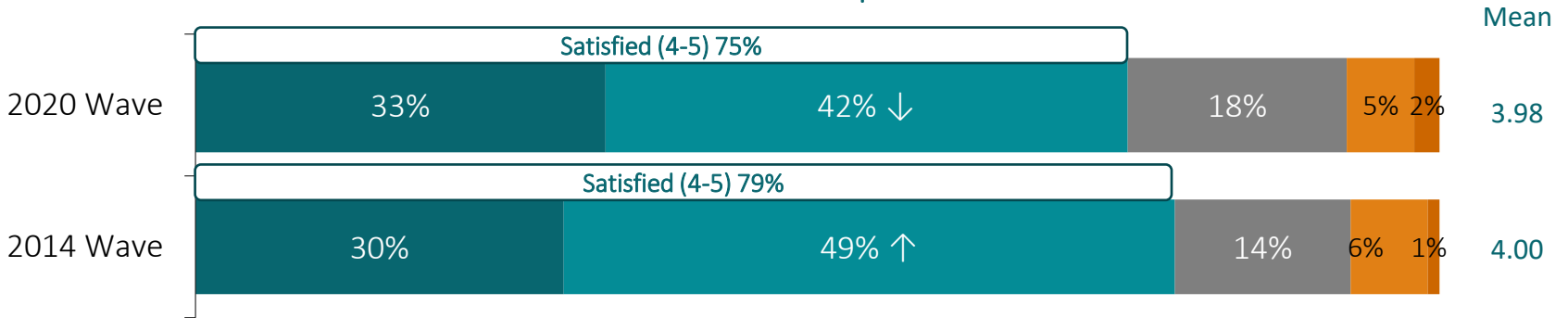
Satisfaction With Cleanliness of Buses/Stops



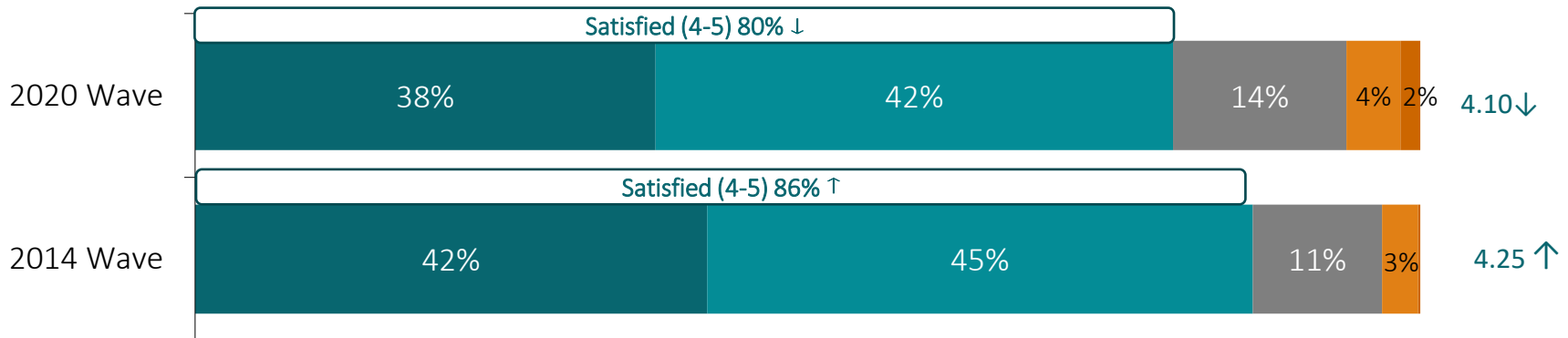
In 2020, there was a minor decline in satisfaction with the cleanliness of bus stops, and a more significant decline with the cleanliness of bus interiors, compared to 2014.

■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

Cleanliness of Bus Stops

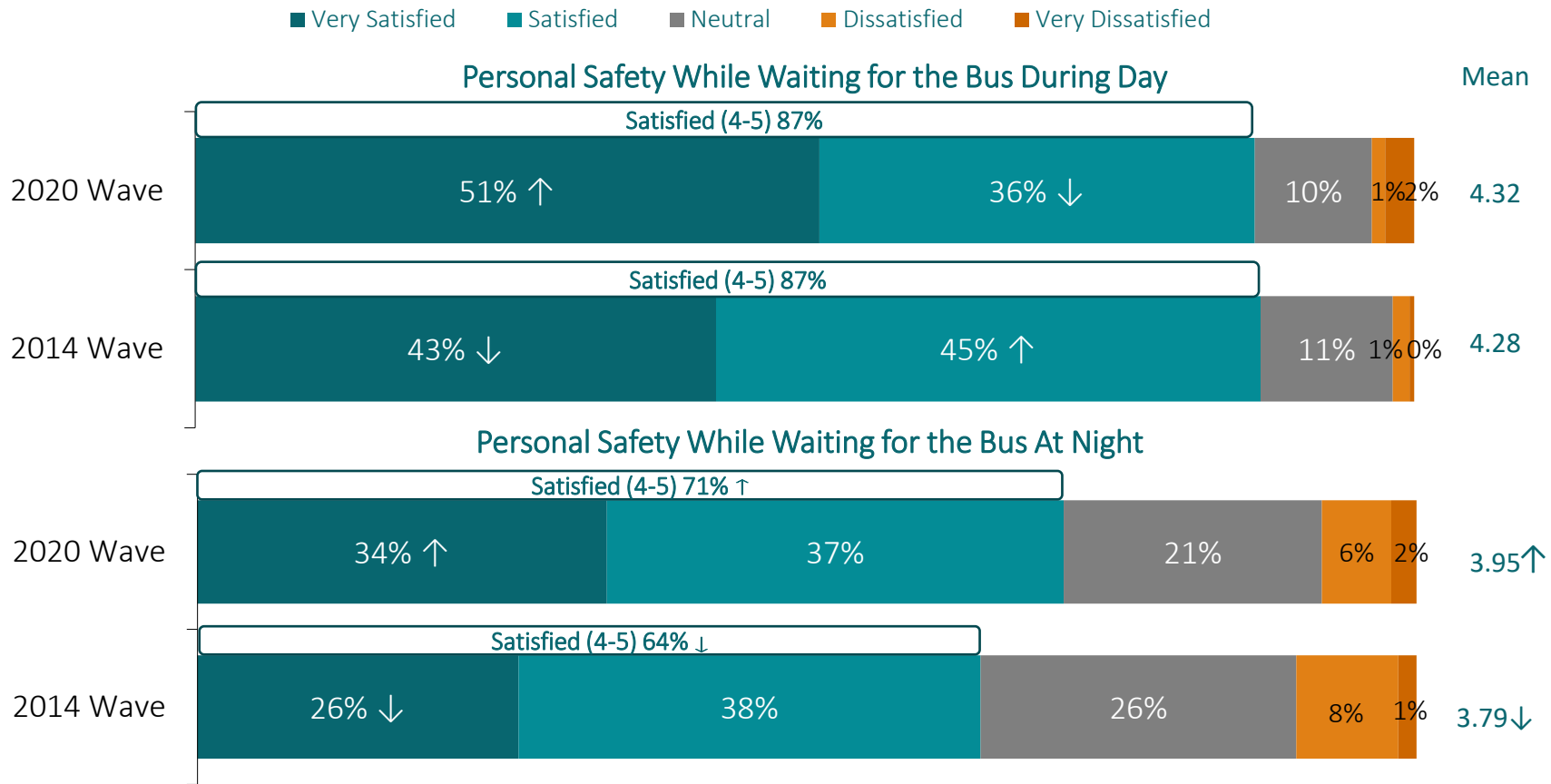


Cleanliness of Bus Interiors



Satisfaction With Personal Safety

Satisfaction with personal safety while waiting for the bus *during the evening* has improved significantly since 2014. More riders are “very satisfied” while waiting *during the day* and *during the evening* than in the 2014 survey.

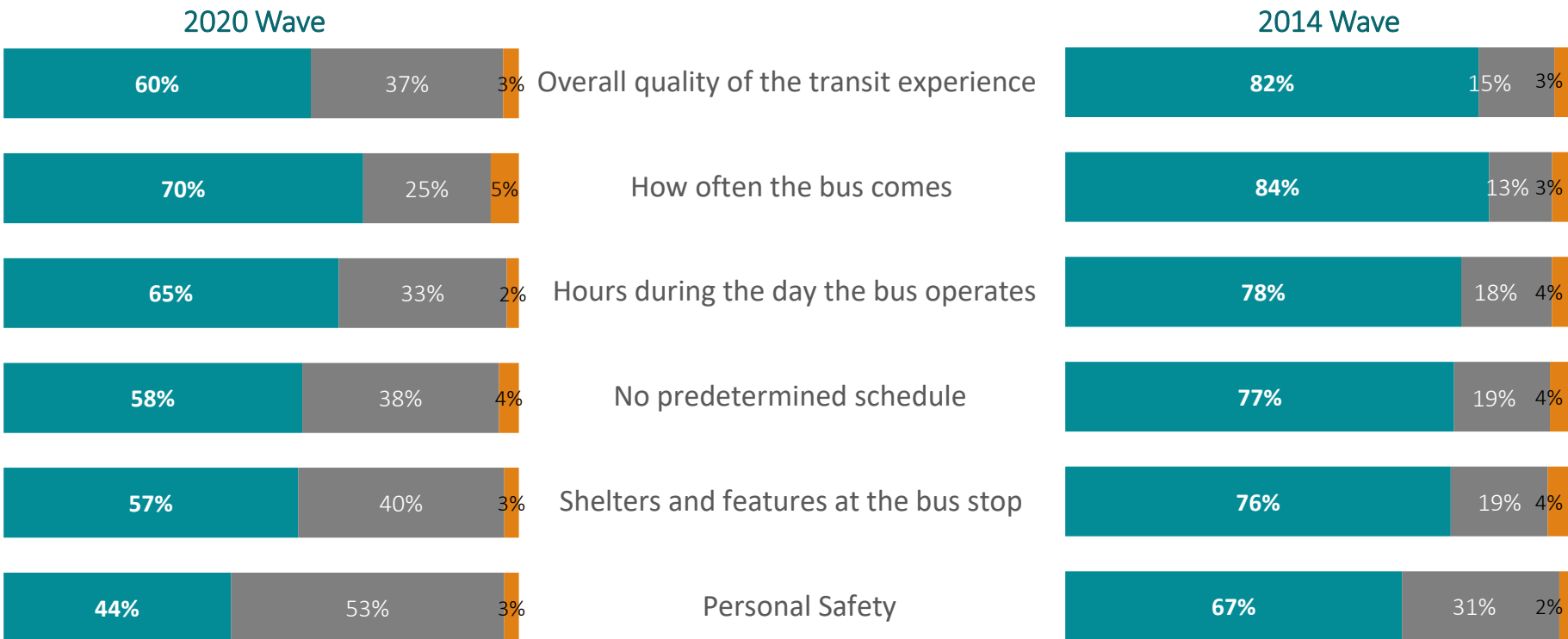


Comparison to Other Metro Bus Services

When compared to 2014, significantly fewer riders in 2020 consider the RapidRide B Line to be better than other Metro bus services across the range of attributes. In 2020, riders are more neutral in their perceptions with significantly more saying there is “no difference” between the B Line and other Metro bus services.

RapidRide B Line Compares to Other Metro Bus Service

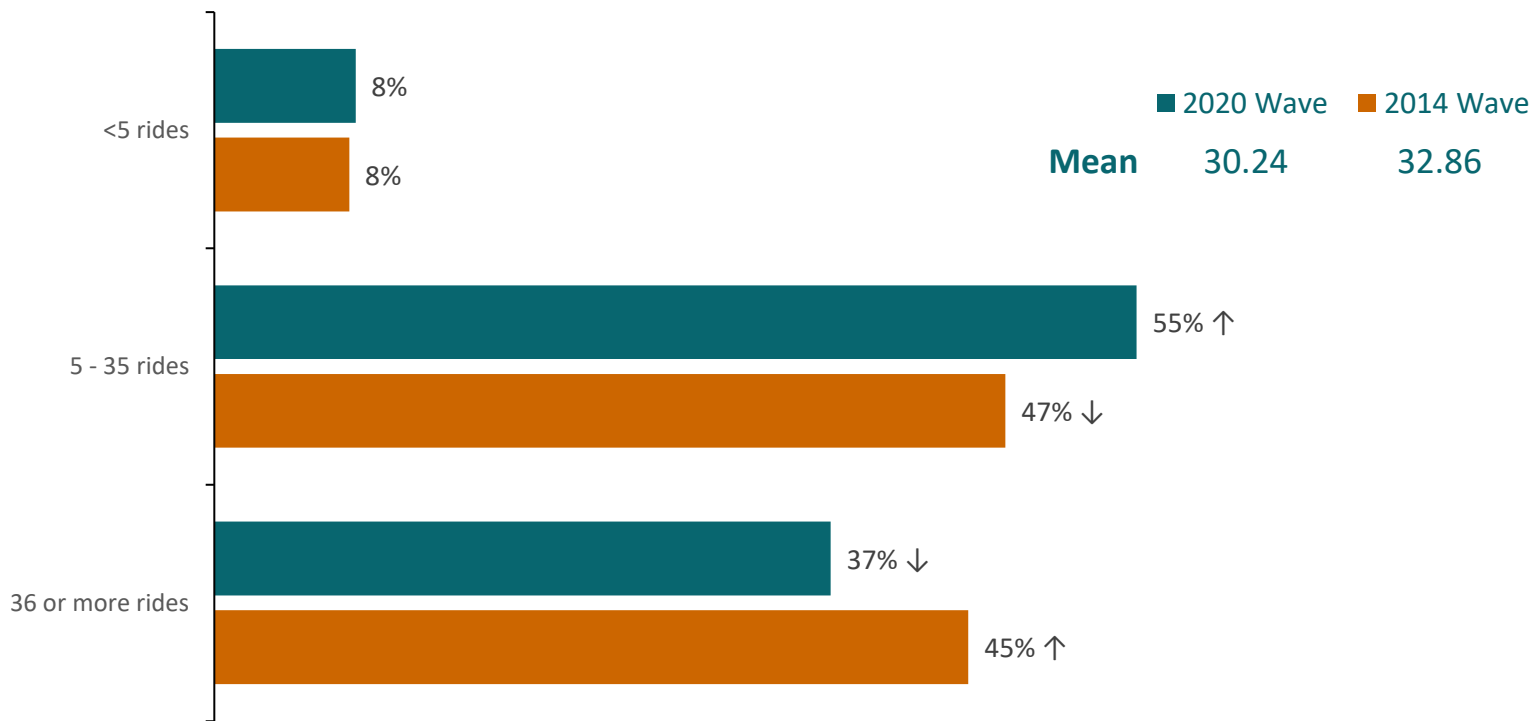
■ RapidRide B Line is Better ■ There is No Difference ■ Other Metro Service is Better



Transit Trips Taken

The average number of trips taken in the past 30 days by riders on the B Line has decreased somewhat since 2014. While the level of infrequent riders (< 5 trips in the past 30 days) has remained the same since the last study, 2020 results show a significant decrease in the most frequent riders (those with 36 or more trips), and an increase in those who have taken from five to thirty-five trips.

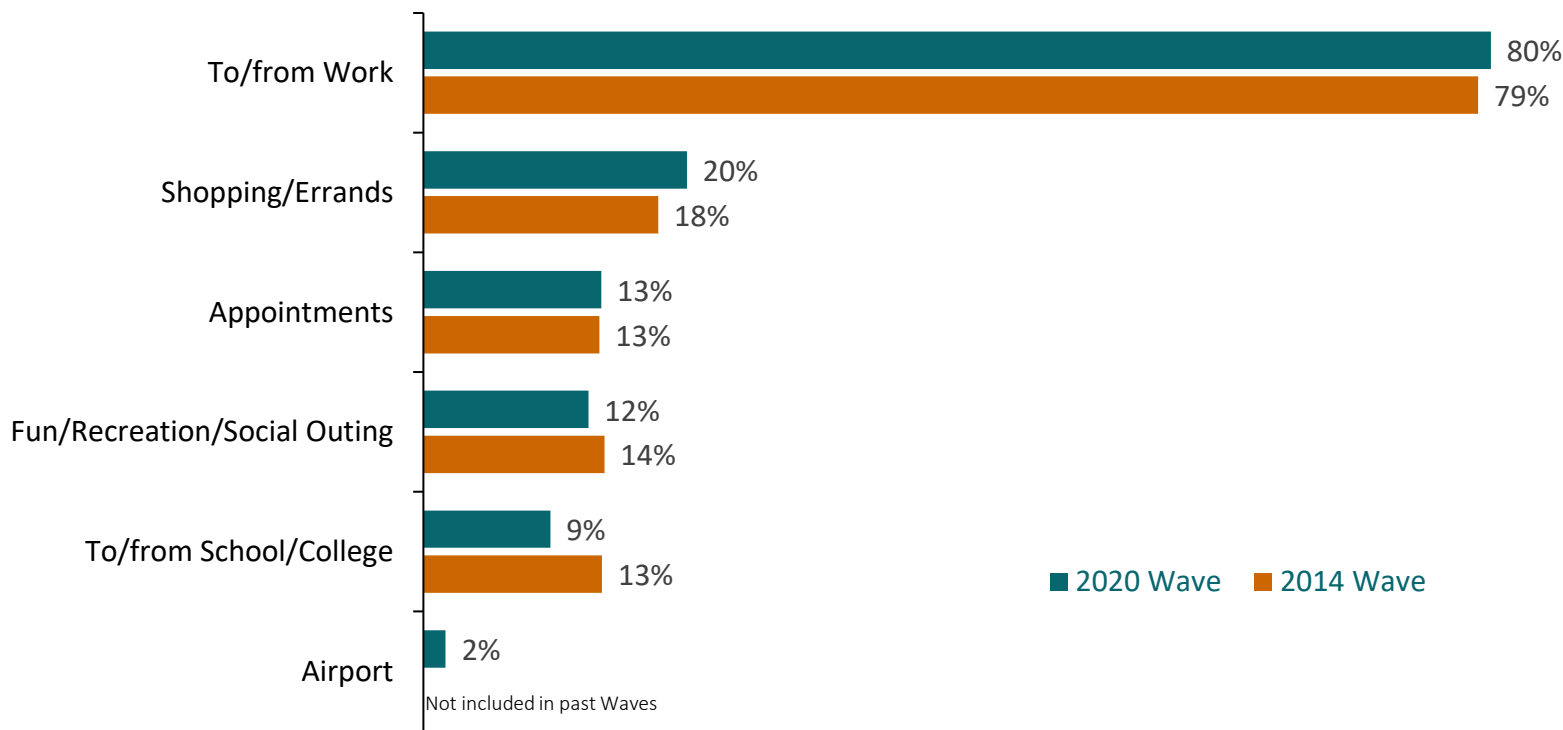
Number of Rides on RapidRide B Line in the Last 30 Days



Reason for Riding

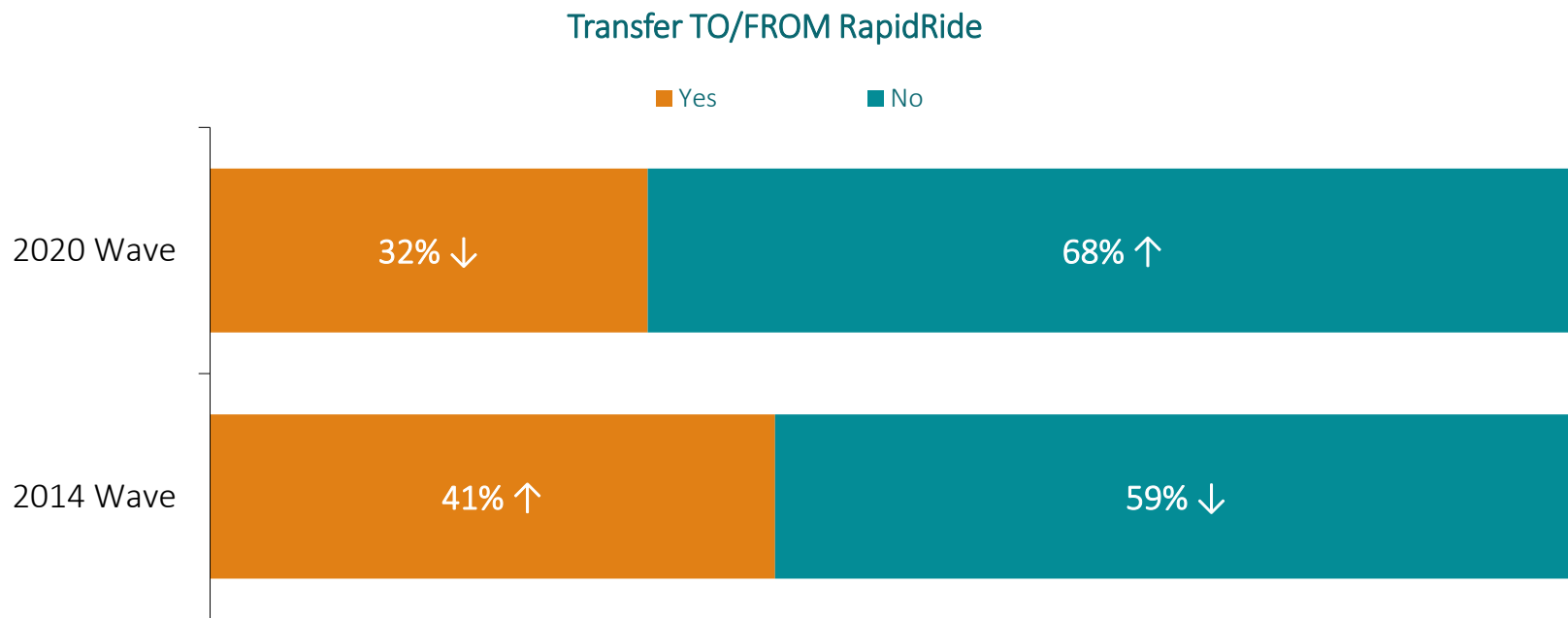
Respondents were asked to list the purpose of the trip they take most often on this route. Responses from the 2020 survey did not differ significantly from those in 2014. In each survey, around four in five cite traveling to and from work, and one in five report traveling for shopping or errands.

Purpose of Trip Taken Most Often



Transferring to/from Route

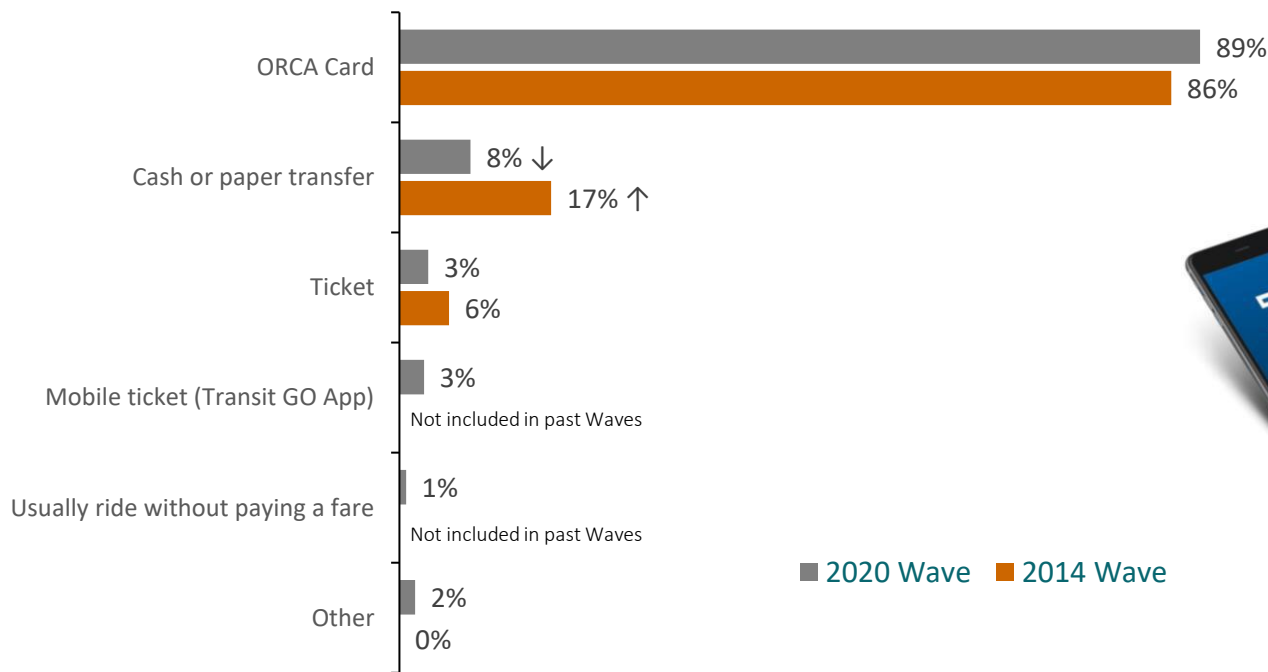
The proportion of riders transferring either to or from the RapidRide B Line has declined significantly since 2014 to around one in three riders.



Fare Payment

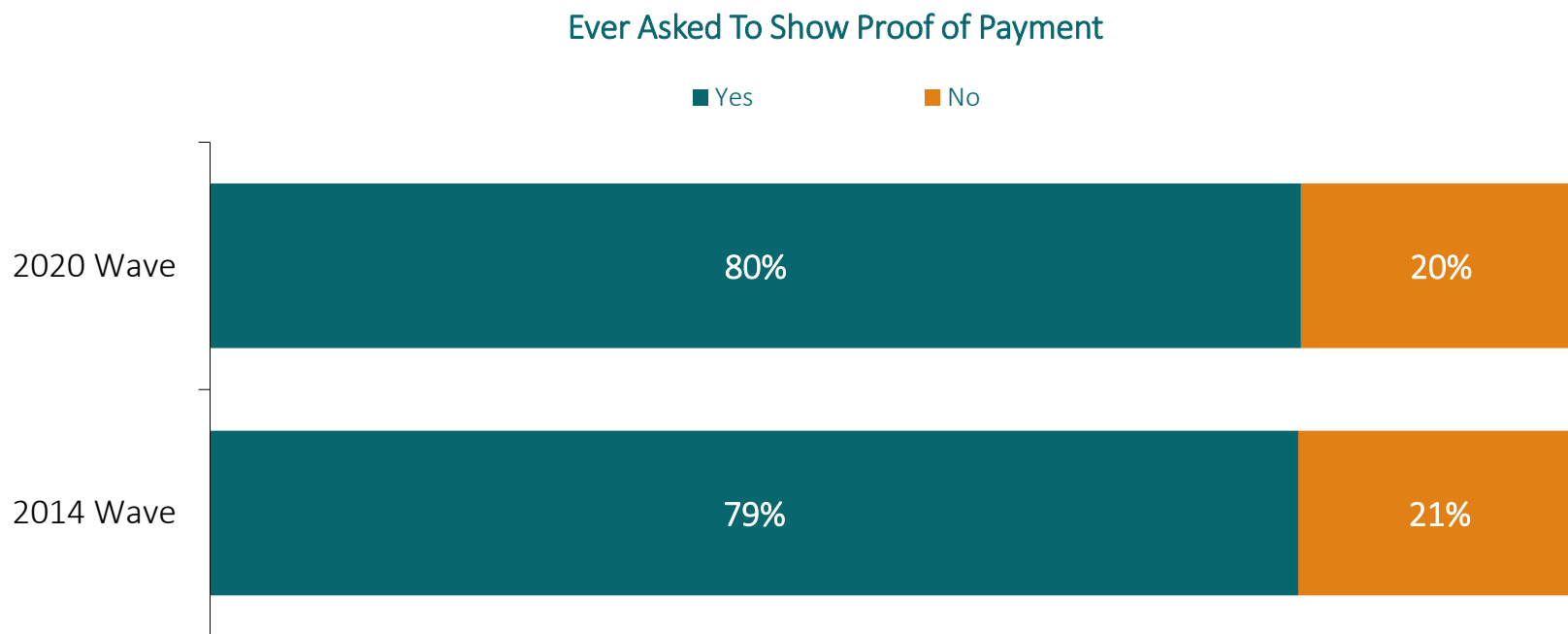
Use of the ORCA card as a form of payment for Metro ridership has increased slightly since 2014, while usage of cash or paper transfer declined significantly. A modest 3% of RapidRide B Line riders use the Transit GO app, implemented since the 2014 study.

Mode of Fare Payment



Fare Enforcement Experience

In both 2020 and 2014, eight in ten B Line riders report being asked to show proof of payment.





Appendix

2020 QUESTIONNAIRE

TIME: _____ AM / PM



RapidRide B Line

Rider Report Card

Please complete the questionnaire to let King County Metro Transit know how they are doing and how they can improve service on this route.

Return your completed questionnaire to the survey worker. Or if you are unable to complete the questionnaire while riding, return directly to Metro using the postage paid return envelope provided by the survey worker.

IF YOU HAVE ALREADY COMPLETED THE QUESTIONNAIRE, PLEASE RETURN THIS TO THE SURVEY WORKER.

Thank you very much for your help.

Instructions

Please check the box to show how satisfied or dissatisfied you are with each item for this route you are riding. Check "Not Applicable" if the item does not apply to you.

Remember to rate RapidRide B Line, not other routes or Metro Transit in general. THANK YOU!

1. Travel on RapidRide B Line	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
▼ How long my bus trip takes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The bus getting me where I'm going in a reliable amount of time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Personal Safety on RapidRide B Line	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
▼ Personal safety while waiting for the bus:						
- During the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- At night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Behavior of other people at the bus stop or station:						
- During the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- At night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Personal safety while on the bus:						
- During the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- At night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Behavior of other passengers on the bus:						
- During the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- At night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Cleanliness and Condition of RapidRide B Line	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
▼ Cleanliness: things that can be wiped/washed away						
- Of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Of bus interiors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Condition: Things that must be repaired, replaced, repainted)						
- Of bus shelters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Of the buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Overall Satisfaction with RapidRide B Line	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
▼ Experience while riding this bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Experience while waiting for this bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Overall how satisfied are you with RapidRide B Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Would you recommend RapidRide B Line to a friend, coworker, or family member? Yes No

6. What ONE THING would you recommend to improve RapidRide B Line? _____

7. How do you feel RapidRide B Line compares to other Metro bus service for the following items? (Please check only one answer per item.)	This RapidRide is Better	There is No Difference	Other Metro Service is Better
▼ The quality of the overall transit experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Your personal safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The shelters and features at the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The bus and features on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ How often the bus comes to your stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The speed of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Reliability of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Not having to rely on a predetermined schedule when going to the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ The hours during the day that the bus operates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Ensuring riders pay their fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How often do you avoid riding RapidRide B Line due to concerns about your personal safety?

Never Rarely Sometimes Frequently

9. What change(s) would improve your feeling of personal safety while waiting for or riding RapidRide B Line?

2020 QUESTIONNAIRE

Your Travel Patterns

10. What is the purpose of the trip you take most often on RapidRide B Line? (Please check only one.)

- To/from Work
 To/from School/College (As a student)
 Shopping/errands
 Other (please specify): _____
 Fun/recreation/social outing
 Appointments (business, medical, etc.)
 Airport

11. When do you usually ride RapidRide B Line? (Please check all that apply.)	Between						
	Midnight to 6 AM	AM Peak 6-9 AM	9 AM to 3 PM	PM Peak 3-6 PM	Between 6-9 PM	9 PM to Midnight	Not Applicable
▼ Weekday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Weekend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. On this trip today did you or will you transfer TO/FROM RapidRide B Line? (Please check all that apply.)

- No transfer
 Yes, bus - Which bus route? _____
 Yes, Link - Light Rail
 Yes, Sounder - Commuter Rail
 Yes, Uber or Lyft
 Yes, Ferry
 Yes, Streetcar
 Yes other, (please specify): _____

13. How many rides have you taken on RapidRide B Line in the last 30 days? (Count a roundtrip as 2 rides.) _____

14. How long have you been using RapidRide B Line? (Please check only one.)

- Less than 6 months
 6-12 months
 More than a year but less than 5 years
 More than 5 years

15. Has your use of RapidRide B Line declined over the last few years? No Yes ▼ Please answer Q15a

15a. If YES, Why has your use of RapidRide B Line declined? _____

16. How do you usually pay your fare? (Check one.)

- ORCA Card
 Human Services / Shelter Ticket
 Mobile ticket (Transit GO App)
 Cash or paper transfer
 Usually ride without paying a fare
 Other (please specify): _____

17. On RapidRide B Line, have you ever been asked to show your proof of payment by a fare enforcement officer?

- No Yes ▼ Please answer Q17a

17a. If YES, about how many times have you been asked to show proof of payment in the last 30 days? _____

18. Please rate your experiences with or perceptions of the Fare Enforcement services on RapidRide B Line	Very Negative	Somewhat Negative	Neutral	Somewhat Positive	Very Positive	Don't Know
	▼ Customer Service (e.g., providing way-finding directions, assisting with ORCA or fare payment systems, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Inspecting proof of fare payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Passengers' Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Compassion or care for riders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tell us a little about yourself (this information will be used for analytical purposes only)

19. What is your gender identity? (Check one.) Male Female Other (please specify): _____

20. What is your age? _____ Years

21. Are you . . . ? (Check all that apply.)

- Employed Full-time
 Employed Part-time
 Unemployed
 Retired
 Student ▶ Full-time Part-time
 Other: _____

22. Including yourself, how many persons live in your household? _____

23. What is your total annual household income before taxes? (Check one.)

- Less than \$24,999
 \$25,000 - \$32,999
 \$33,000 - \$41,999
 \$42,000 - \$49,999
 \$50,000 - \$58,999
 \$59,000 - \$66,999
 \$67,000 - \$75,999
 \$76,000 - \$84,999
 \$85,000 or more

24. Do you identify yourself as Hispanic or Latinx? Yes No

25. Do you identify yourself as . . . ? (Check all that apply.)

- American Indian/Alaskan Native
 Asian
 Black/African American
 Native Hawaiian or Pacific Islander
 White/Caucasian
 Other (please specify): _____

26. What is the primary language spoken at home?

- English Other (please specify the language): _____

27. Do you consider yourself to have a disability? Yes No

28. Which of the following best describes your living situation? (Check one.)

- Own my own home
 Rent my own apartment/ home
 Staying with a friend or relative
 Living in a shelter or transitional housing
 Unhoused/ Unsheltered
 Other, not listed: _____

29. What is your home zip code? _____ Currently unsheltered/no home Zip code

Optional: King County Metro Transit may be conducting other research studies in the future. These could be surveys or focus groups. Would you be willing to be contacted if we do further research? If so, please provide your contact information below.

Please note:

- Your responses will be anonymous, and all survey responses will be reported in the aggregate.
- The information you provide will only be used by King County Metro Transit to recruit for transit related surveys or focus groups.

First name: _____

Telephone number to reach you at for future studies: _____

Email address to reach you at for future studies: _____