



Rider/Non-Rider Survey

2024 Annual Report



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Key Findings



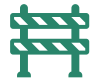
Public transit use

Over half of respondents (53%) reported using public transit in the past 30 days. King County Metro buses are the most popular choice, with 79% of riders relying on them, followed closely by the Link light rail (70%).



Frequency of use

Transit is a regular part of life for many riders. Two-thirds took at least three trips in the last month, and weekday afternoons, between 3 pm and 7 pm, are the busiest times for travel.



Access to transit and Barriers to use

- Most riders (82%) walk to their stops, and over half live less than half a mile away. Accessibility is a strong point, but the experience of using transit reveals mixed feelings.
- Travel time is a significant barrier to use transit, cited by 48% of respondents as a reason they don't ride more frequently.



Satisfaction with service

- While 61% of riders are somewhat or very satisfied with King County Metro's overall service, there's room for improvement.
- Satisfaction with safety on the bus, at stops, and traveling to/from transit drops sharply after dark, ranging from 36% to 43%, compared to 73–80% during the day.
- Many riders are dissatisfied with the cleanliness of shelters and stops (42%) and bus seating availability (35%).
- Despite nearly two-thirds (61%) feeling transit is safe, about half (49%) report encountering negative comments about it online or in the media.



Looking ahead

Despite these challenges, the future looks promising for public transit. An overwhelming 79% of respondents expressed interest in using transit more often in the future, signaling a strong potential for growth if key issues are addressed.

Survey methods

Study Overview

King County Metro conducted a survey to understand who is and who isn't using Metro's services to get a county-wide perspective on transit needs and barriers to public transportation.

Purpose

The purpose of this study is to learn King County residents' experiences with using Metro's transit services. By gathering insights on ridership patterns, satisfaction, barriers, and demographics, the study will help guide Metro's efforts to provide equitable, safe, and sustainable mobility options for all residents.

Approach

King County Metro hired PRR, an independent research firm, to conduct the 2024 semi-annual survey in English, Spanish, and Chinese, to:

- Understand who uses Metro transit, when, and for what purposes
- Identify travel and commute patterns across King County
- Identify the obstacles that prevent certain residents from using public transit to help uncover inequities in access to transit services.
- Evaluate residents' satisfaction with different aspects of Metro transit services, including safety, accessibility, and affordability.



Research objectives

- Explore trends and factors that influence transit usage.
- Outline resident's satisfaction level, needs, and barriers to using Metro's transit services.
- Provide Metro decisionmakers with input from a representative cross-section of King County residents.

Survey Recruitment

Survey pilot

Recruited 12 respondents to pilot the survey.

- PRR conducted a pilot survey before the main survey launch to test the instruments, procedures, and protocols. A mailing was sent to 500 households, offering participants a chance to win a \$100 gift card.
- The pilot received responses from 12 participants, yielding a 2.6% response rate. Insights from the pilot informed updates to recruitment materials, sampling strategies, and survey questions. Pilot respondents were later included in the main dataset.

Address-based sampling

Recruited 3,556 respondents from a mailed invitation. 3,410 individuals responded to the survey in English (96% of the total sample), 55 responded in Simplified Chinese (2%), 54 responded in Spanish (2%), and 25 responded in Traditional Chinese (1%).

- The project team mailed survey invitations to 33,500 randomly selected addresses within King County per wave (for a total of 67,000 unique households). Two weeks later, the team mailed a reminder postcard to all previously identified selected addresses. The following processes ensured the sample represented the population in the region for cross-region comparison:
 1. Stratified, random sampling (based on the proportion of households in each census tract) to select 67,500 residential addresses.
 2. Based on the adjusted distribution, the team applied Equity Priority Scores to oversample census tracts that are more racially diverse and have lower household incomes.
 - For the census tracts that score 4+ were oversampled by 30%.
 - For the census tracts that score 3.5-3.9+ were oversampled by 25%.
- To help increase participation rates, PRR sent multiple rounds of email reminders to participants for whom had available contact information in the sample file. Emails were sent directly to respondents via Alchemer, a professional online survey platform.

Study Sample and Weighting

Questionnaire design

- The semi-annual survey was available in Spanish, Chinese, and English. Respondents could complete the survey online or over the phone. Respondents were incentivized with an opportunity to win an e-gift card*. Please see Appendix A for recruitment materials.
- Data was collected through Alchemer, a professional online survey platform optimized for easy use on computers and mobile devices. See Appendix B for the survey instrument.

Weighting

- PRR weighted the data by age, gender, housing tenure (rent/own) and region to match the population distribution in King County.

** Wave 1 respondents had a chance to win one of ten \$100 gift cards, while Wave 2 respondents could win one of five \$200 gift cards.*

SURVEY PERIOD

Wave 1

April 11
to
May 19, 2024

Wave 2

September 9
to
October 6,
2024

SURVEY COMPLETION

3,556

people
completed
the survey
(unweighted,
across waves)

5.4%

response rate

+/- 1.4%

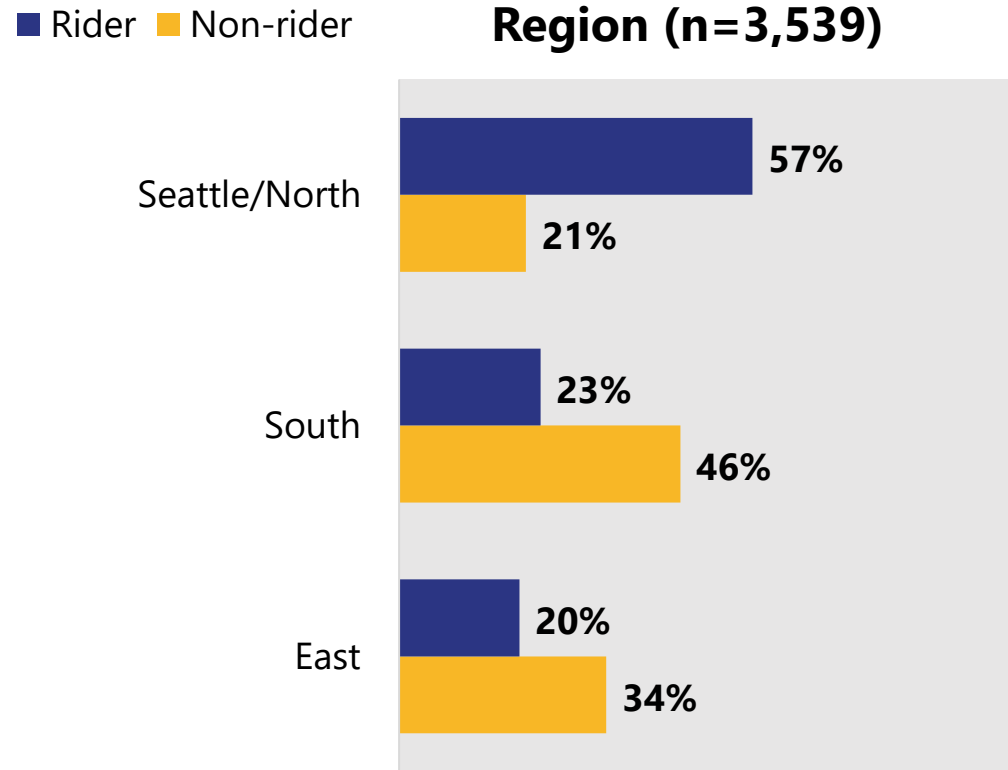
margin of error

67,500 randomly-selected households invited
1,642 invites returned undeliverable
5.4% response rate = $3,556 / (67,500 - 1,642)$

The survey was available in English, simplified and traditional Chinese, and Spanish.

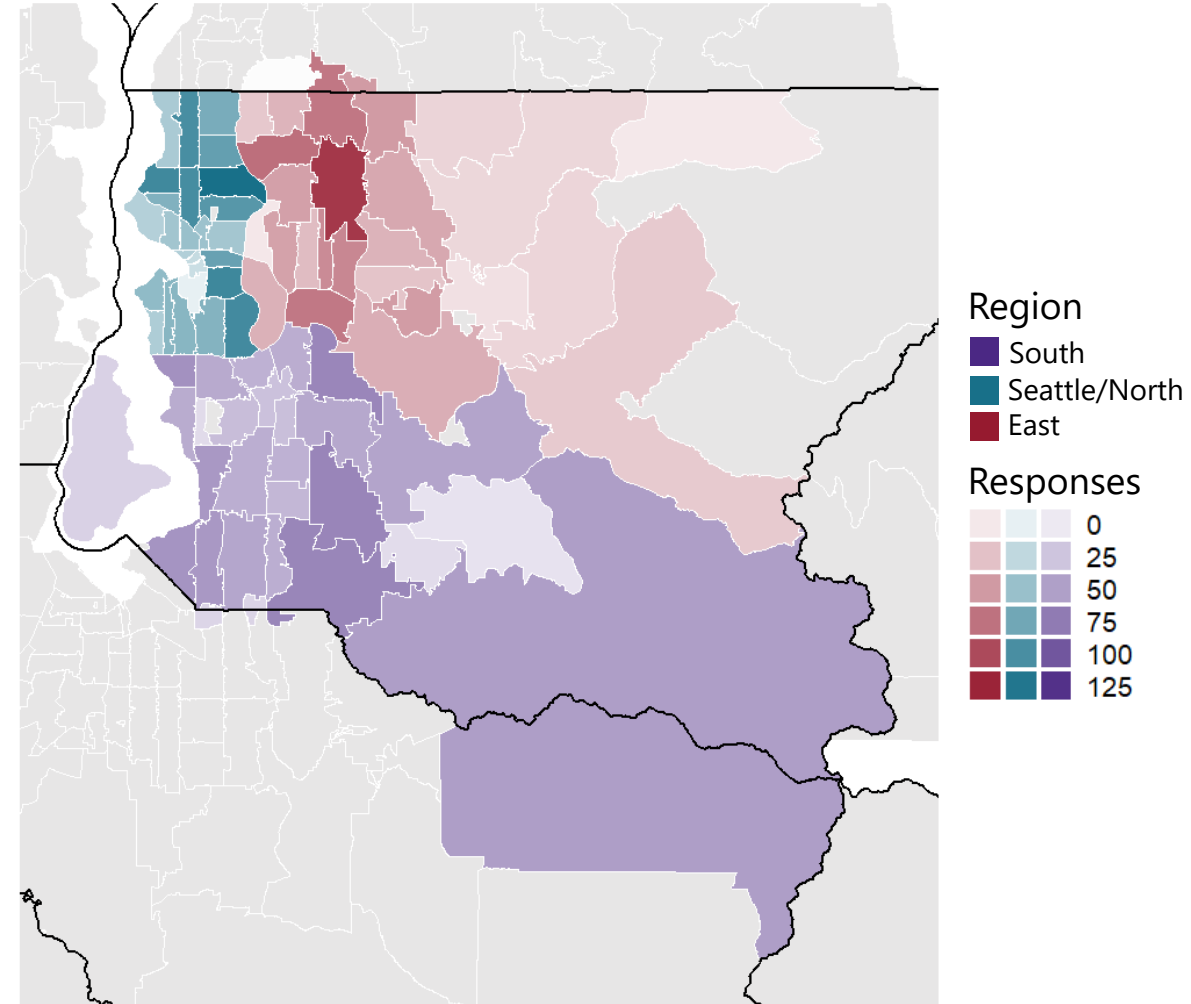
Survey respondent demographics

Seattle/North King County residents are more likely to be transit riders*



*Rider = someone who reports taking a transit trip in/around King County in the last 30 days

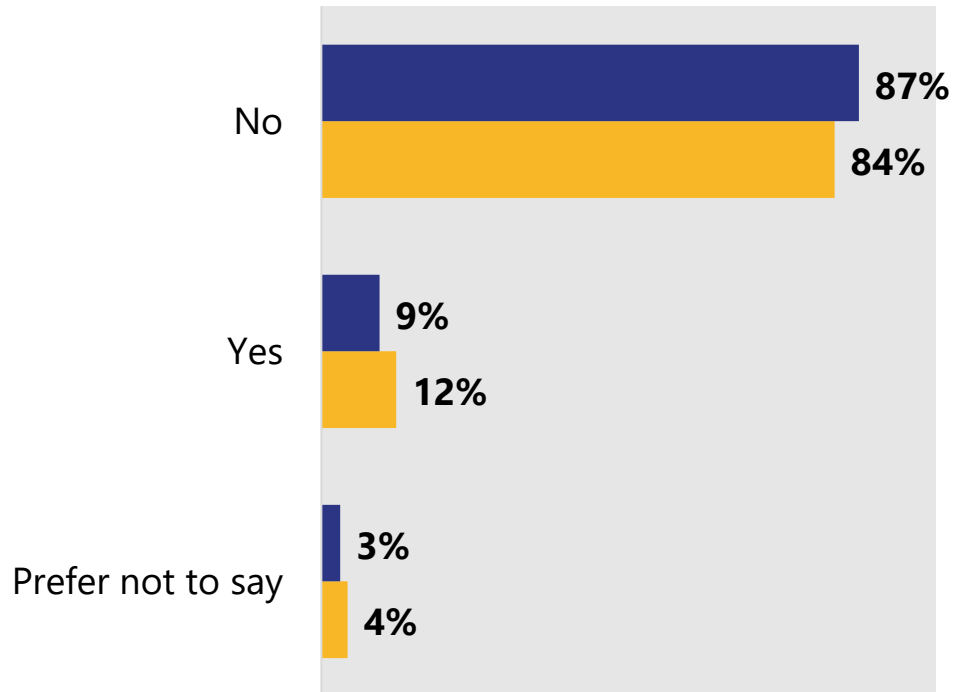
Responses by ZIP code (n=3,554)
unweighted



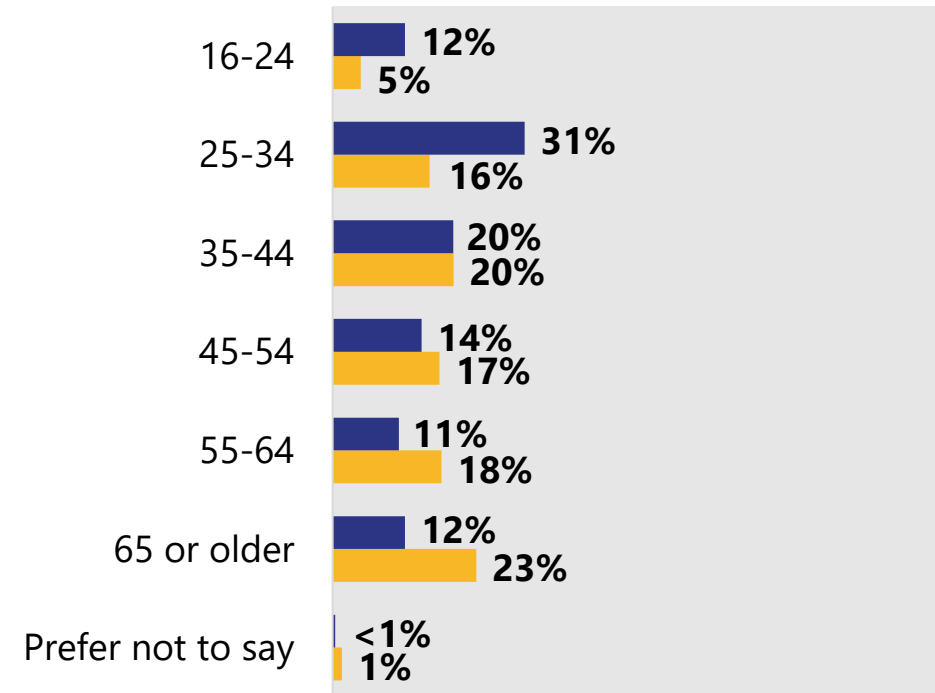
Riders are more likely to be younger and are slightly more likely to report a disability

■ Rider ■ Non-rider

Disability (n=3,035)

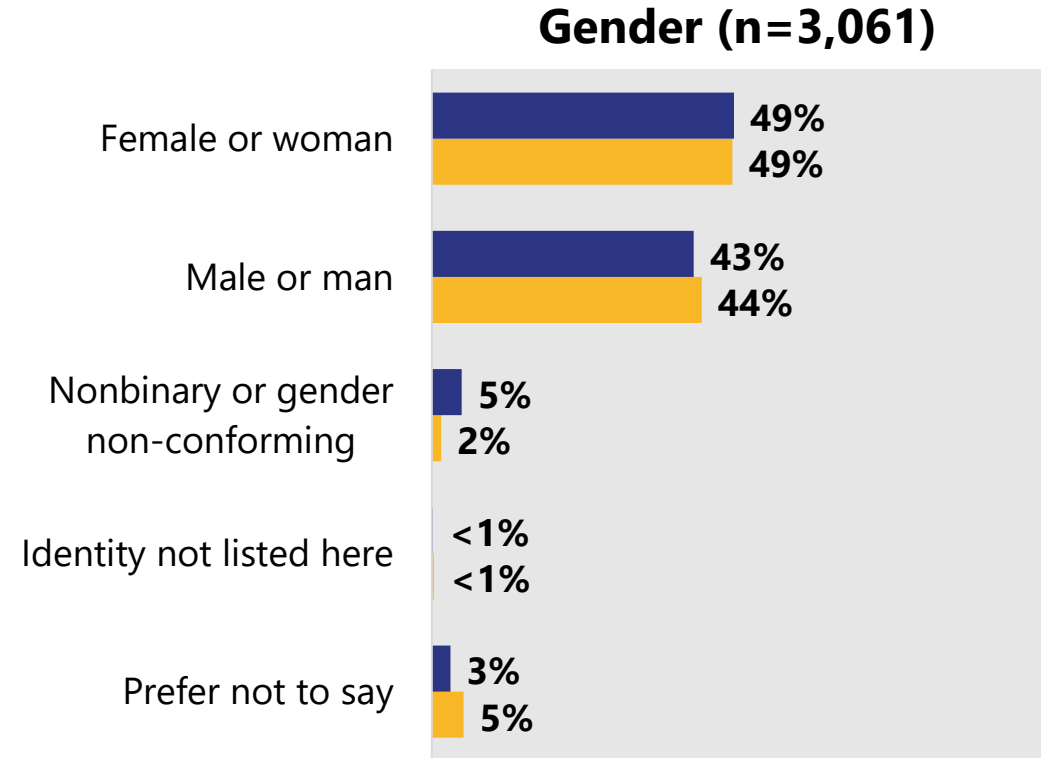
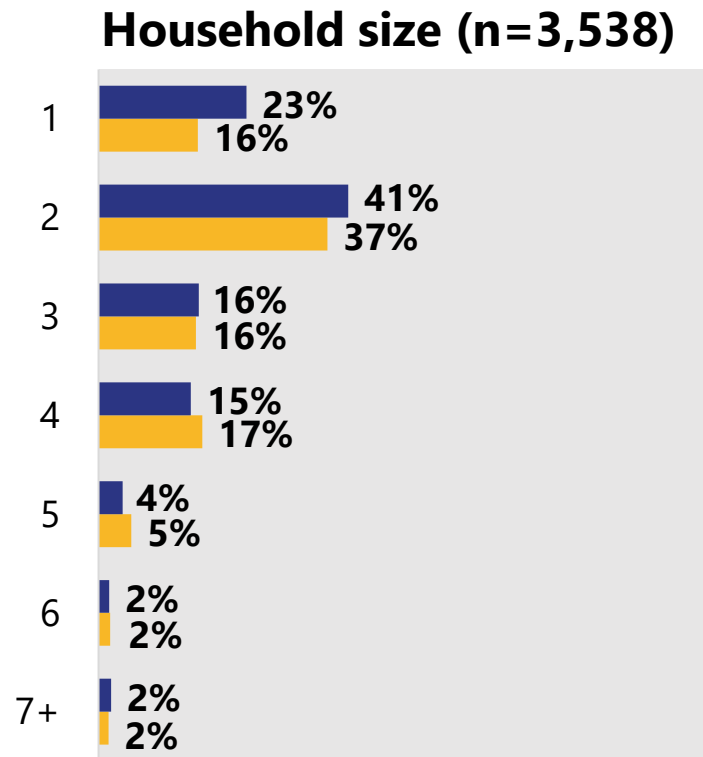


Age (n=3,187)



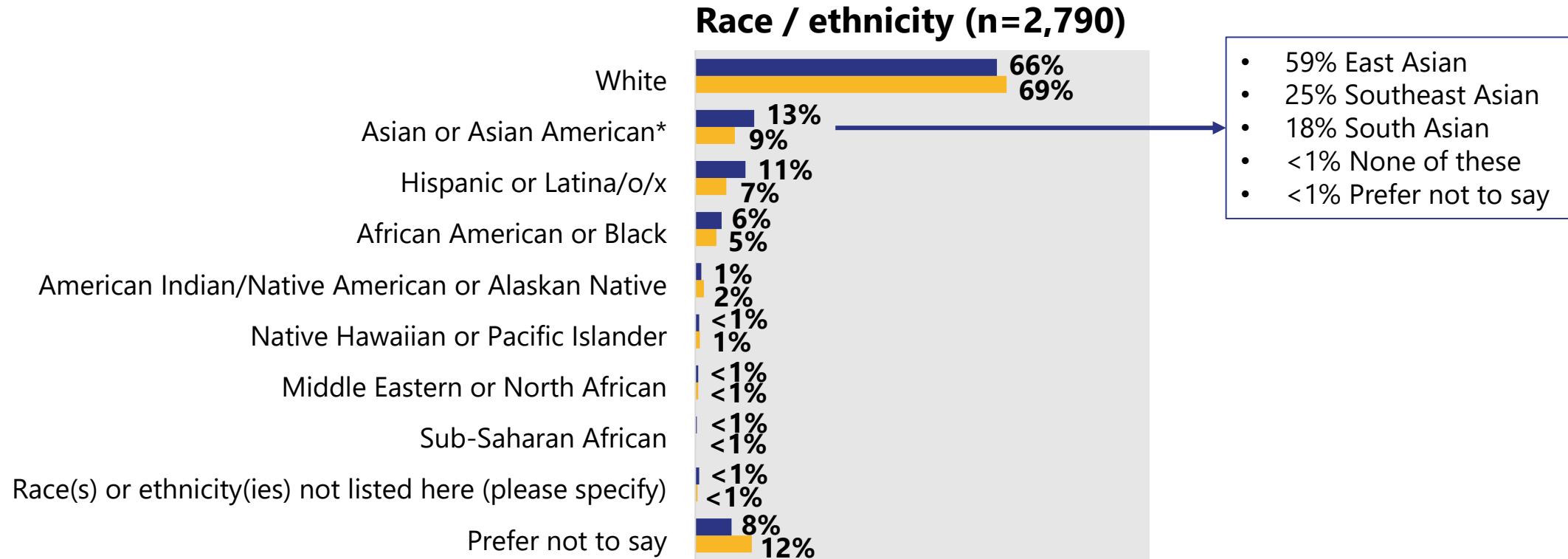
Riders are more likely to have smaller household sizes, but differences in ridership across gender identities is small

■ Rider ■ Non-rider



People who identify as Asian, Hispanic or Latino/a/x, or Black and African American are more likely to be riders

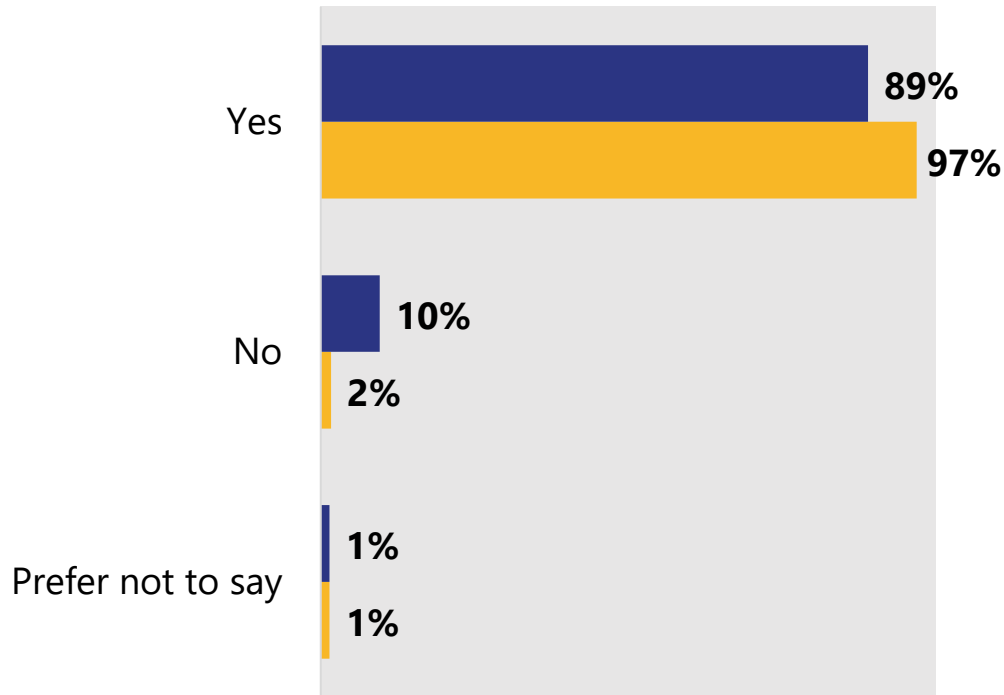
■ Rider ■ Non-rider



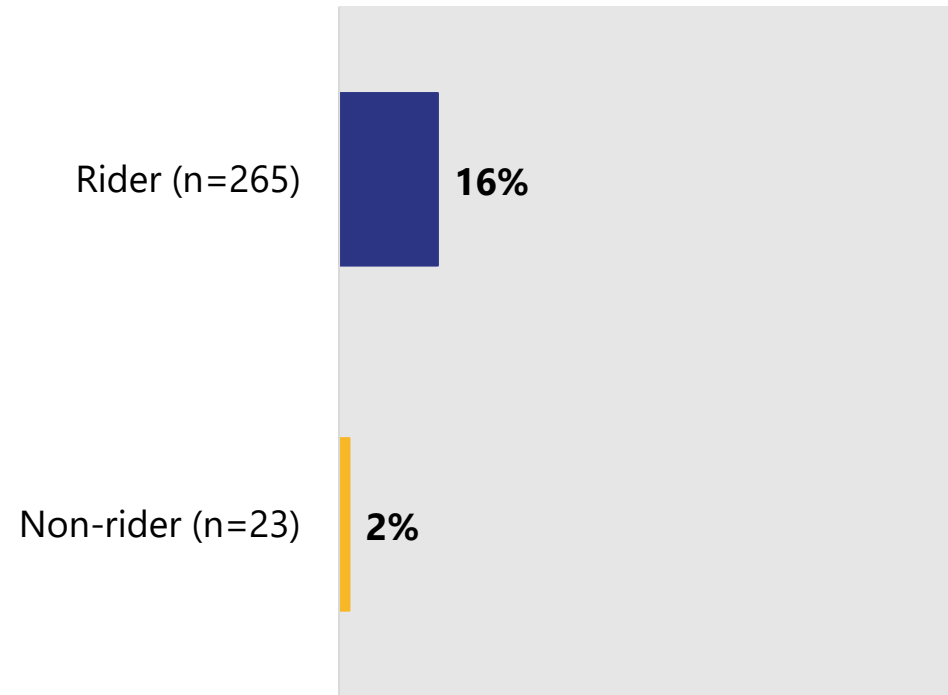
Riders are less likely to have a driver's license and a vehicle in their household, though most still do have a working vehicle at home

■ Rider ■ Non-rider

Valid driver's license (n=3,056)



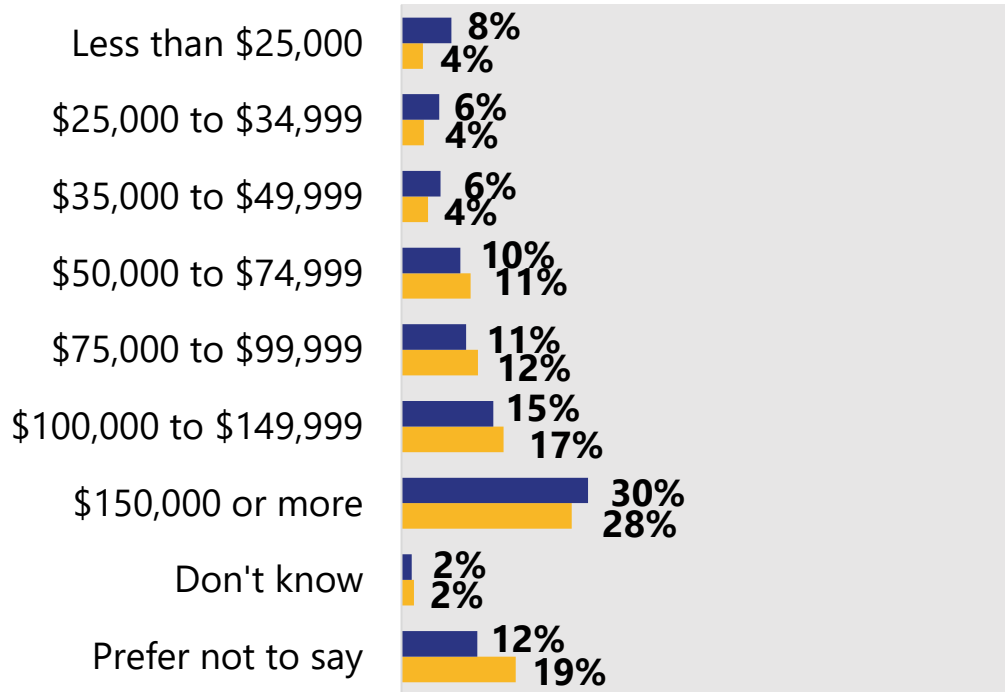
Households with no motor vehicles (n=287)



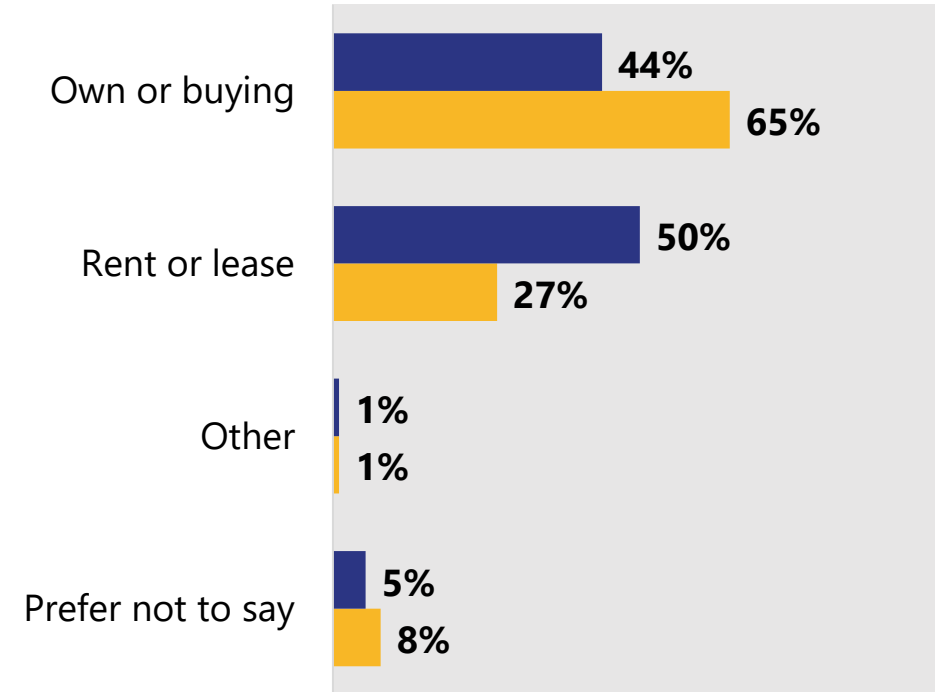
Riders are more likely to have smaller household incomes, and they are significantly more likely to be renters

■ Rider ■ Non-rider

Household income in 2023 (n=3,025)

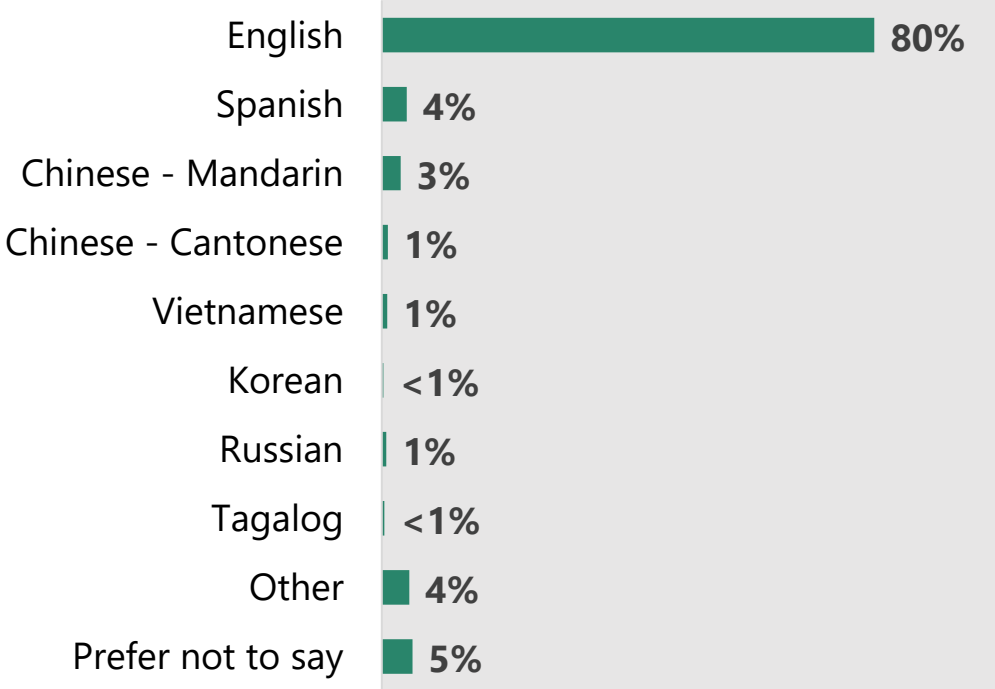


Housing tenure (n=3,020)

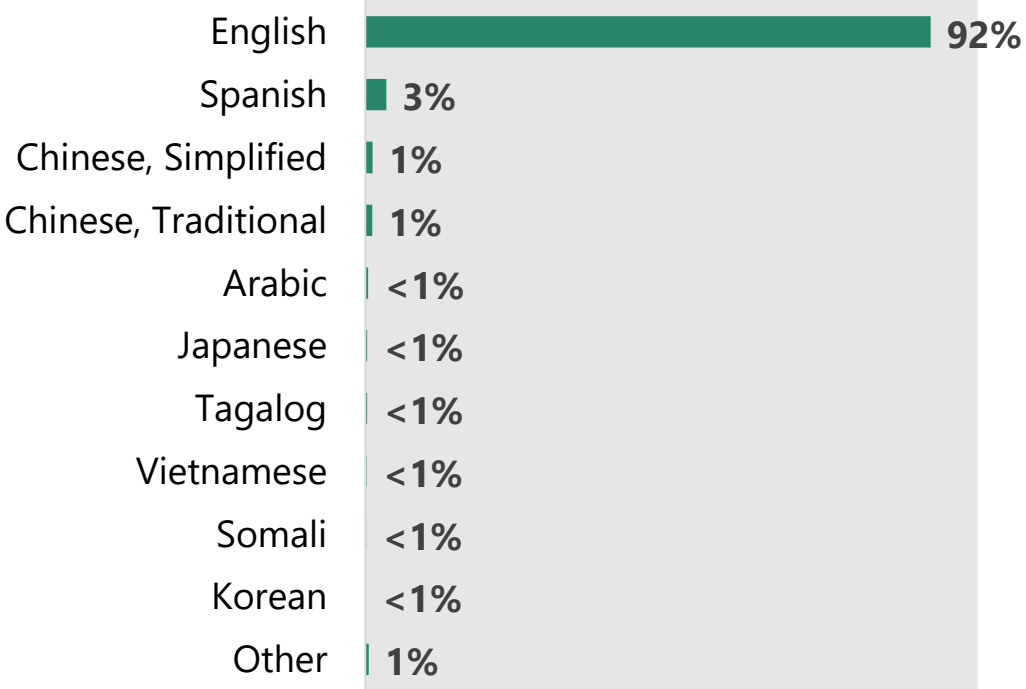


Languages used at home and with Metro are diverse

Wave 1: Primary language spoken at home (n=1,527)

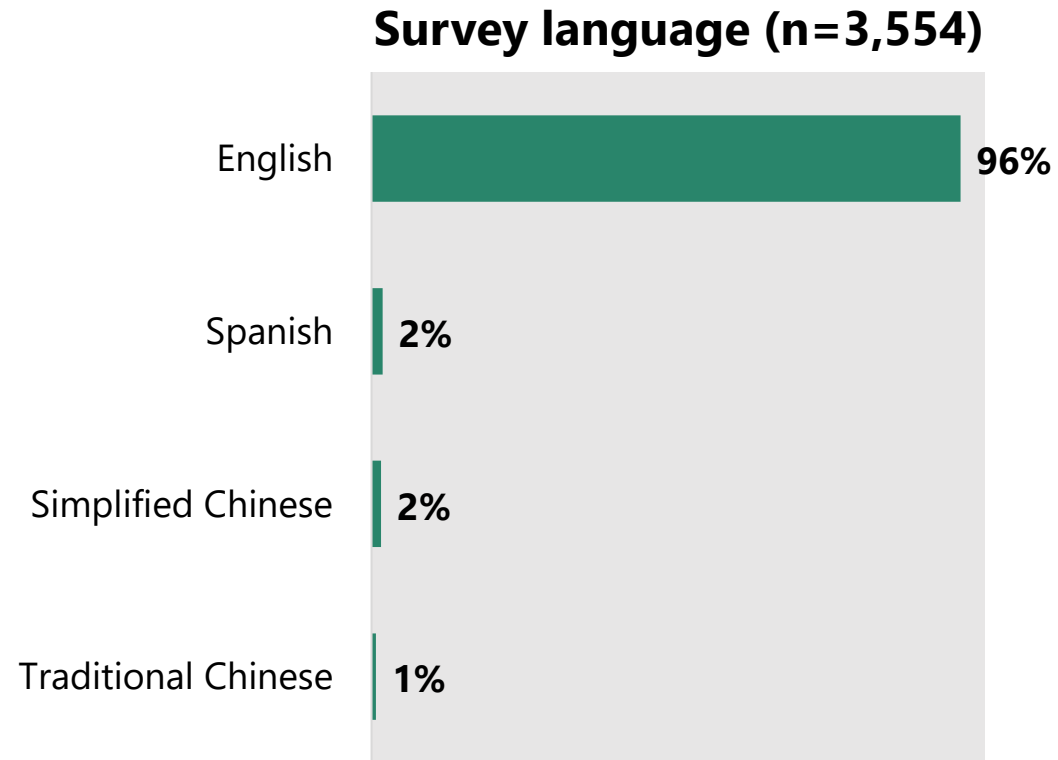


Wave 2: Preferred language to receive written information from Metro (n=1,517)



Note: Metro revised wave 2 language question to better understand the need for in-language service.

Most survey respondents took the survey in English



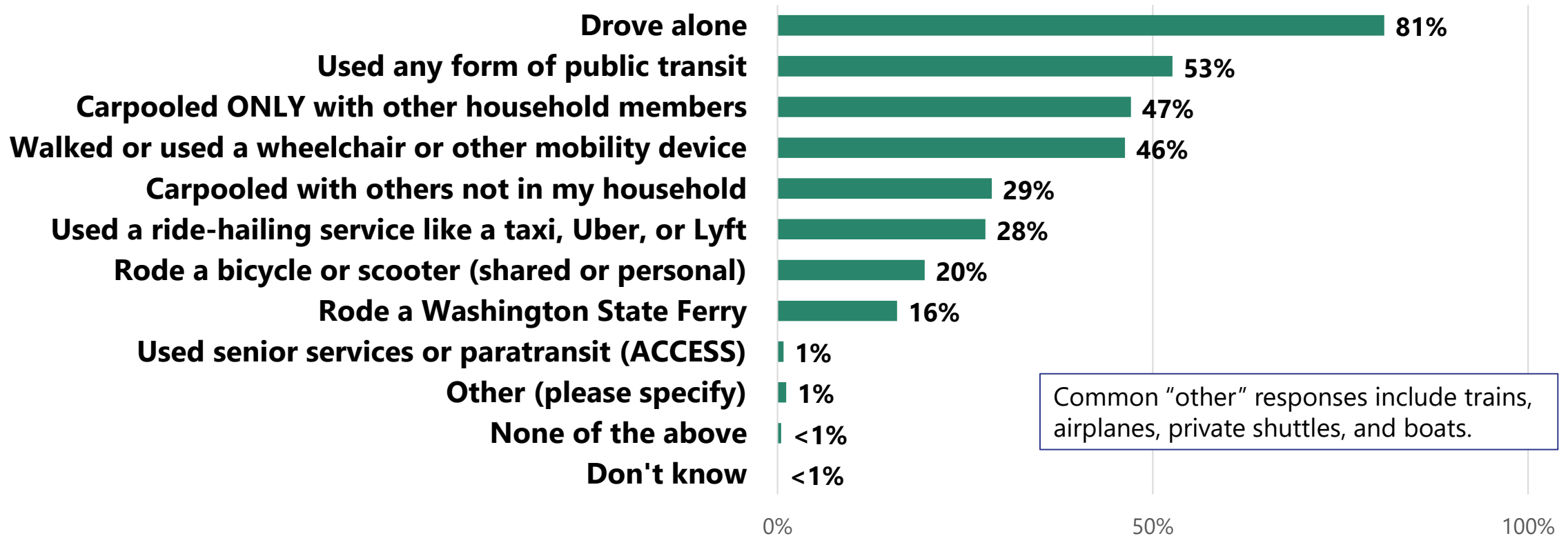
Detailed Findings

Transportation and commuting

Most (81%) respondents have driven alone in the past 30 days while 53% have used any form of public transit.

What methods of transportation have you used in the past 30 days?

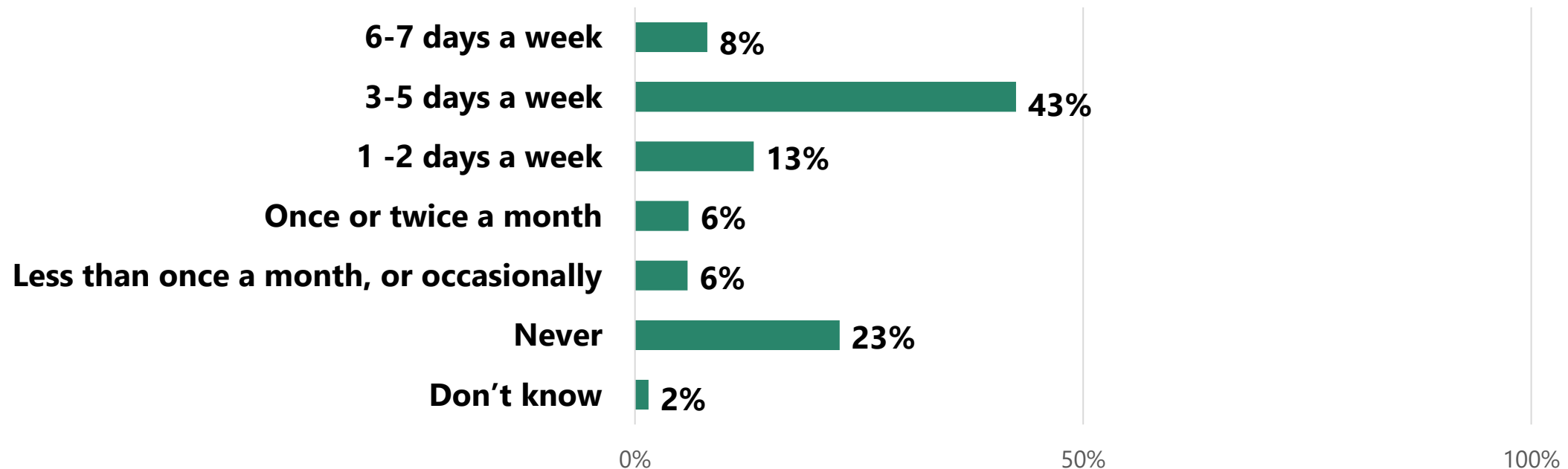
Base: all respondents (n=3,549)



About two-thirds (64%) of respondents commuted to a worksite or school at least once a week.

On average, how often do you travel to a fixed worksite or school?

Base: all respondents (n=3,411)

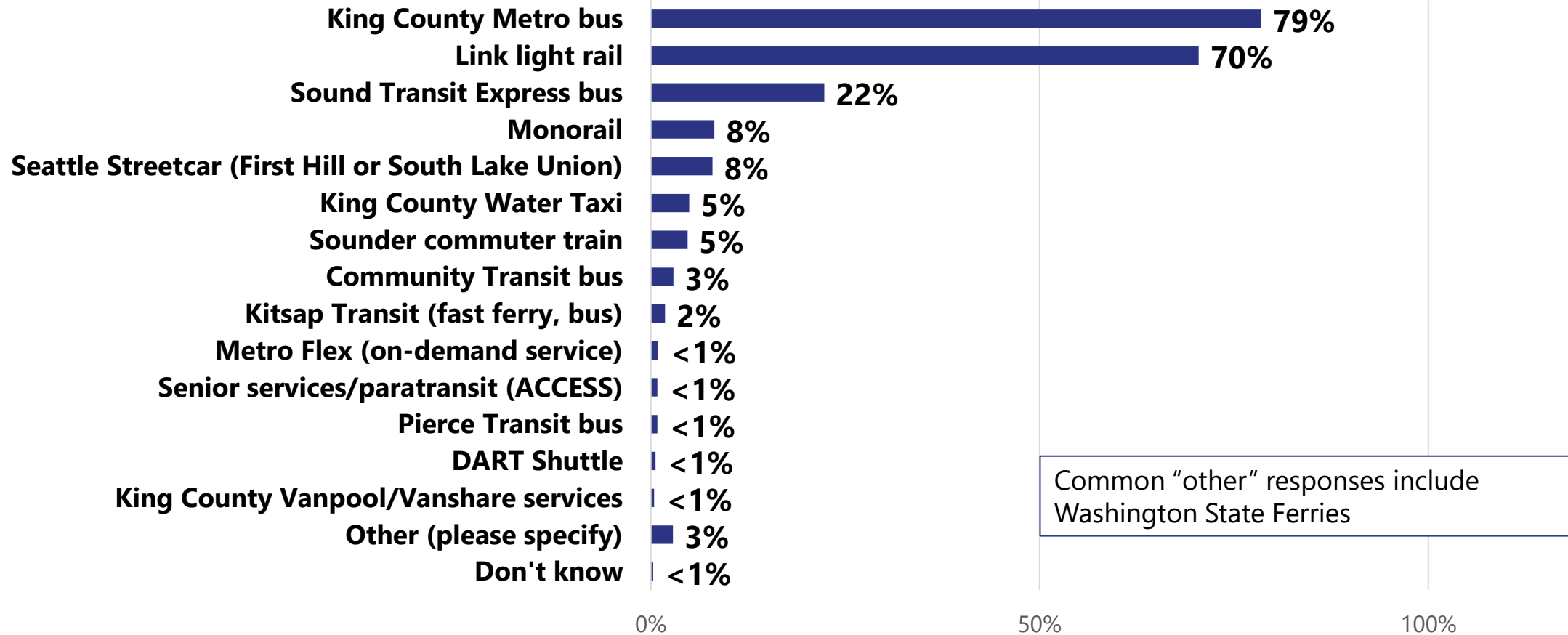


Current transit use

King County Metro buses (79%) and Link light rail (70%) are the two most frequently used transit options.

When you used public transit in the last 30 days, which of the following did you use?

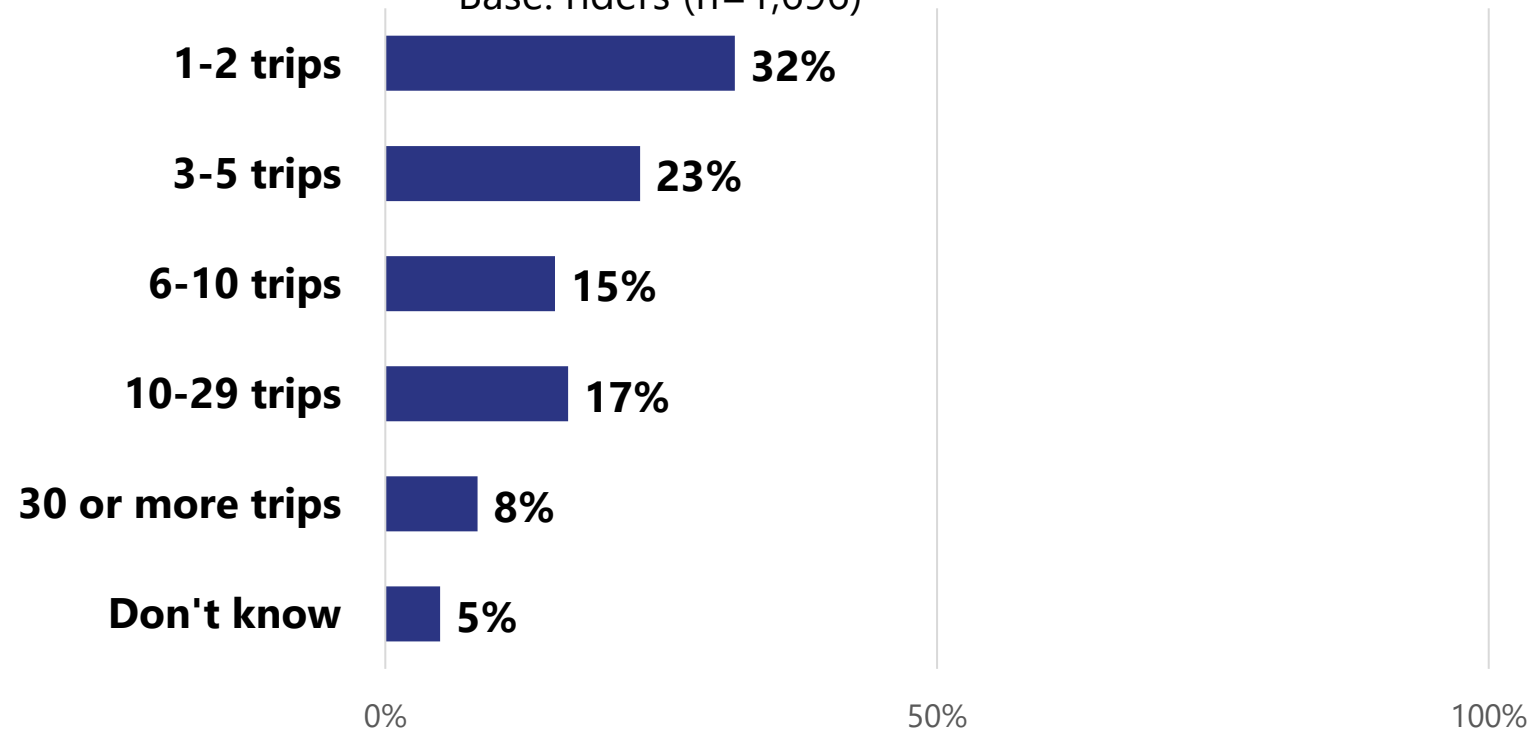
Base: riders (n=1,715)



Two-thirds (63%) of riders made at least three trips in the past 30 days.

How many one-way trips have you made using public transit in the last 30 days?

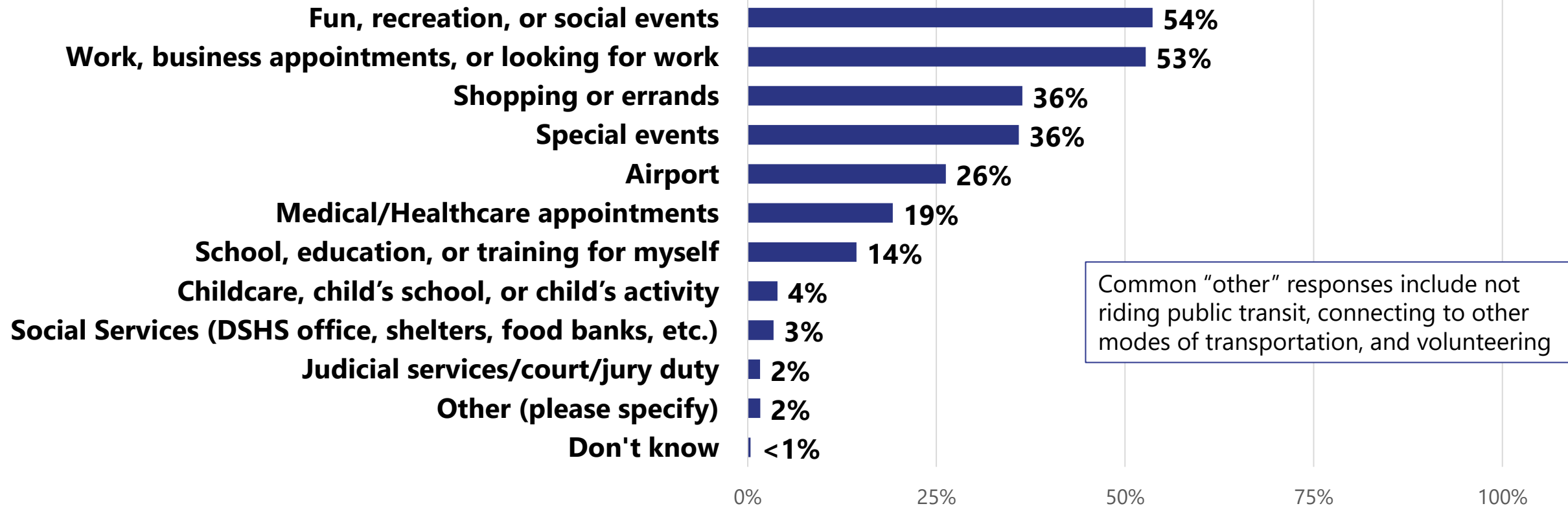
Base: riders (n=1,696)



Over half of riders use public transit for fun, recreation, or social events (54%) and for work (53%).

In the last 30 days, what kind of trip(s) did you make most often using public transit? Select all that apply.

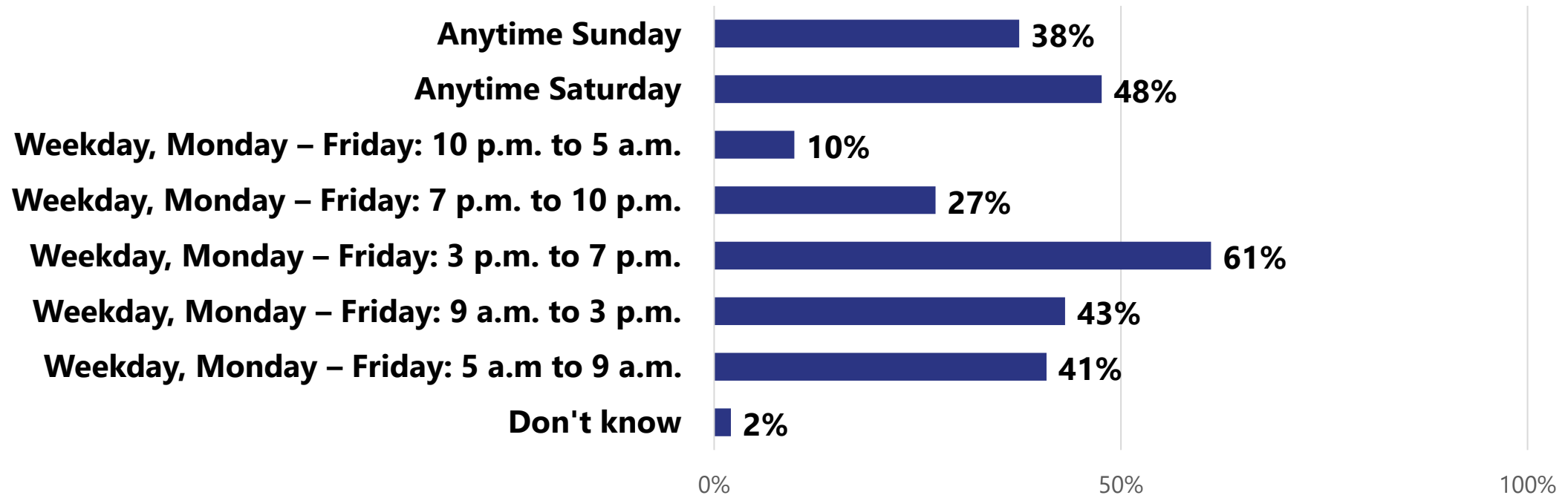
Base: riders (n=1,677)



Two-thirds (61%) of riders usually use public transit between 3pm and 7pm on a weekday.

In the last 30 days, when did you usually use public transit?
 Select all that apply.

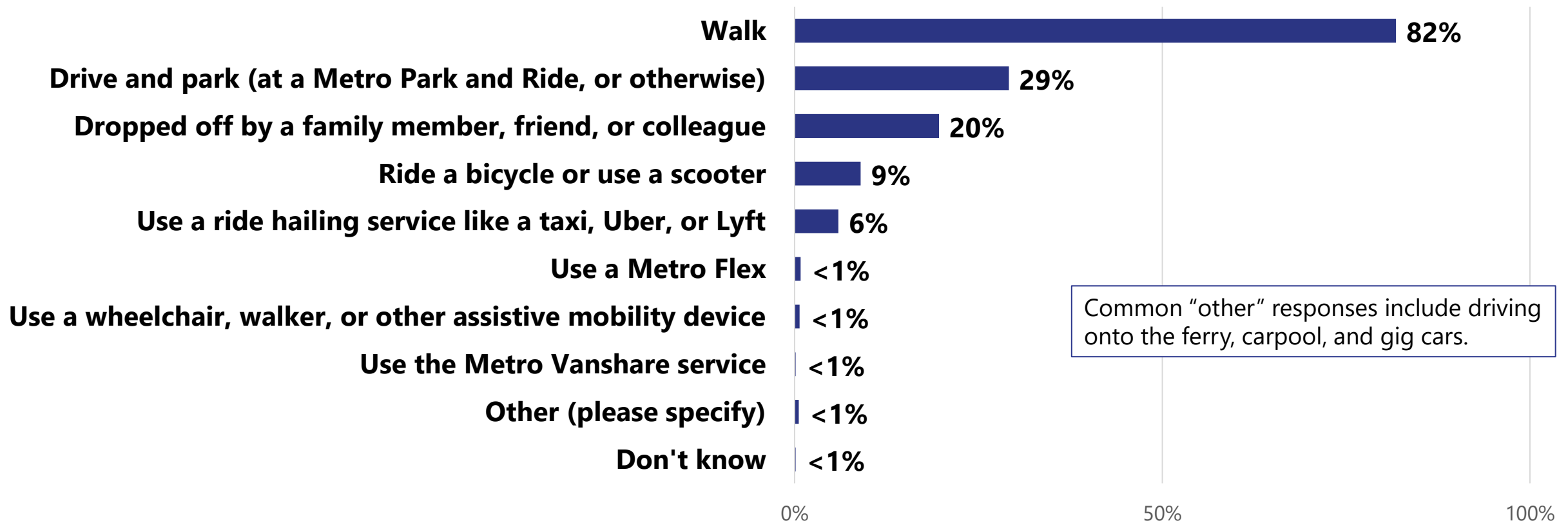
Base: riders (n=1,692)



Most (82%) riders usually walk to public transportation.

How do you usually travel to public transportation? Select all that apply.

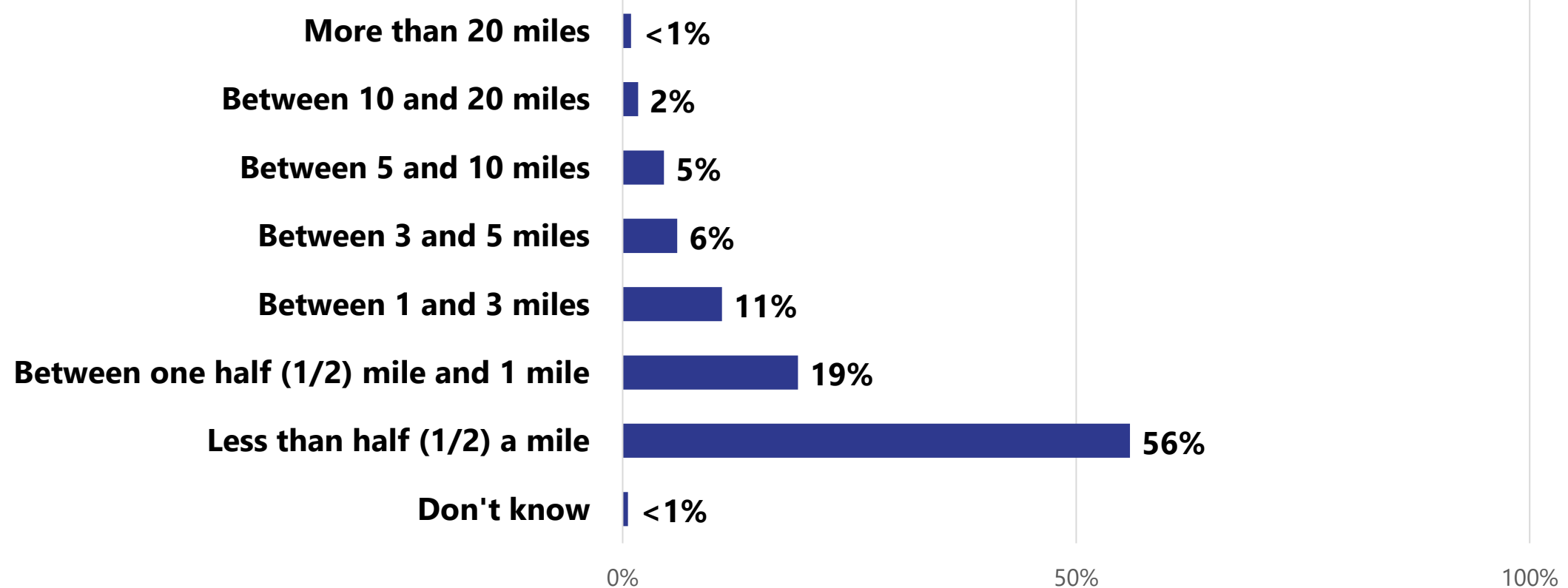
Base: riders (n=1,690)



Over half (56%) of riders live less than half a mile from where they access transit most often.

How far is it from your home to where you access transit most often?

Base: riders (n=1,665)

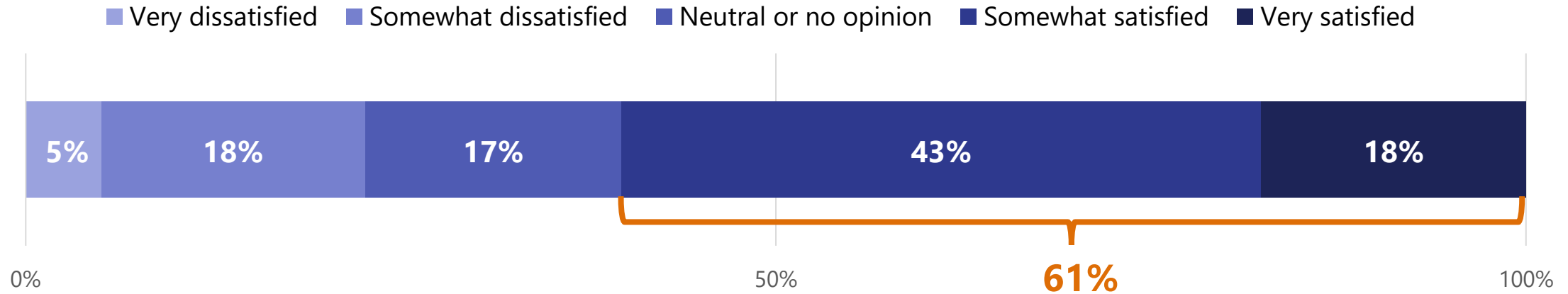


Rider satisfaction with services

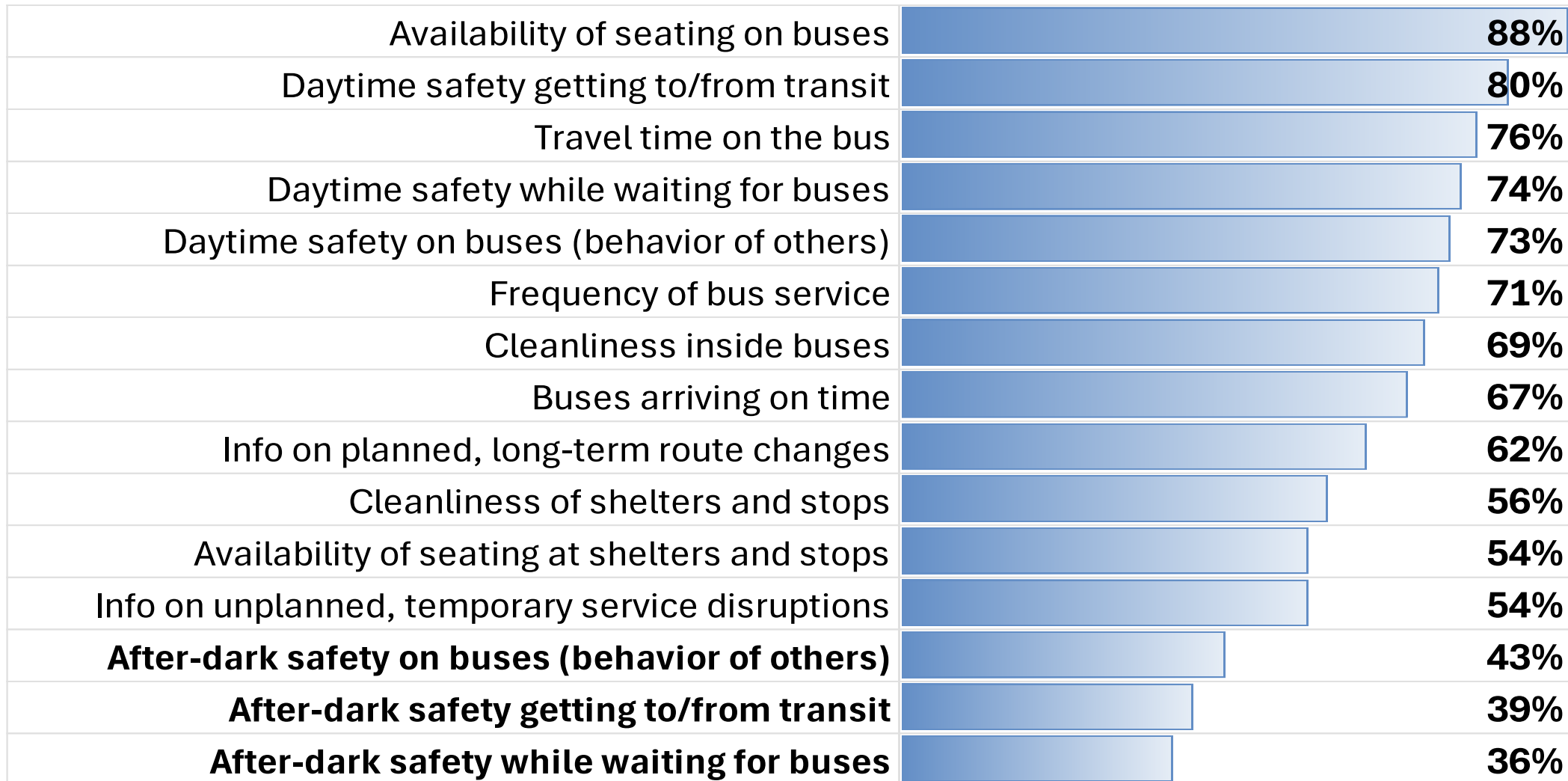
Two-thirds (61%) of riders are somewhat or very satisfied with King County Metro's bus service overall.

Overall, how satisfied are you with King County Metro's bus service?

Base: riders (n=1,343)



Riders' satisfaction with transit services (ranked)



The percentages indicate the sum of those who are somewhat satisfied and very satisfied.
(n=875 to 1,074)

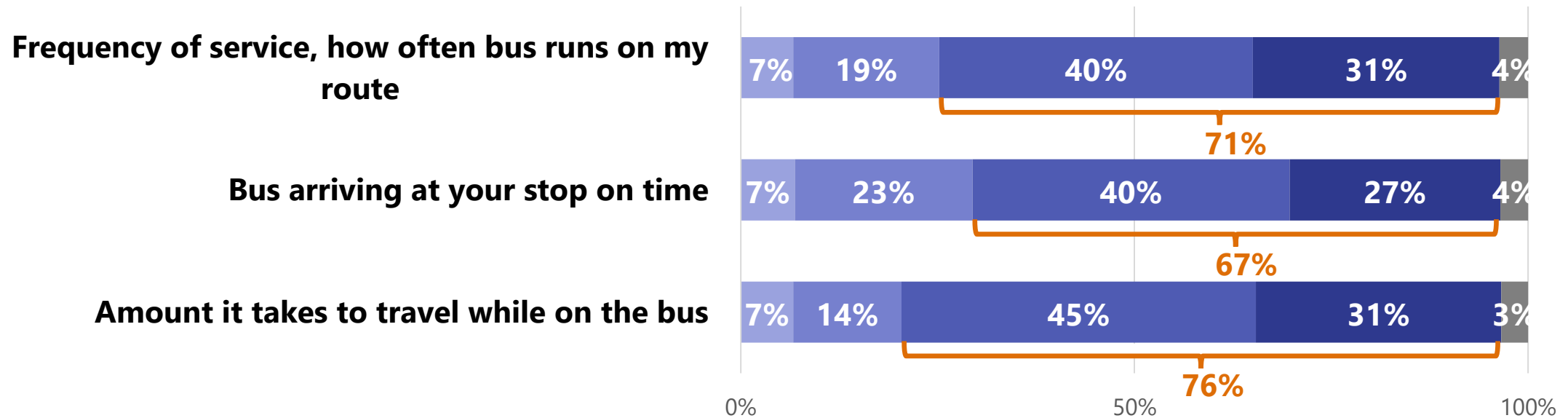
Least satisfied services

Most riders were satisfied with travel time on the bus (76%), service frequency (71%), and on-time arrivals (67%).

Please rate your satisfaction with different aspects of King County Metro's bus service.

Base: riders (n=1,343)

■ Very dissatisfied
 ■ Somewhat dissatisfied
 ■ Somewhat satisfied
 ■ Very satisfied
 ■ Does not apply to me

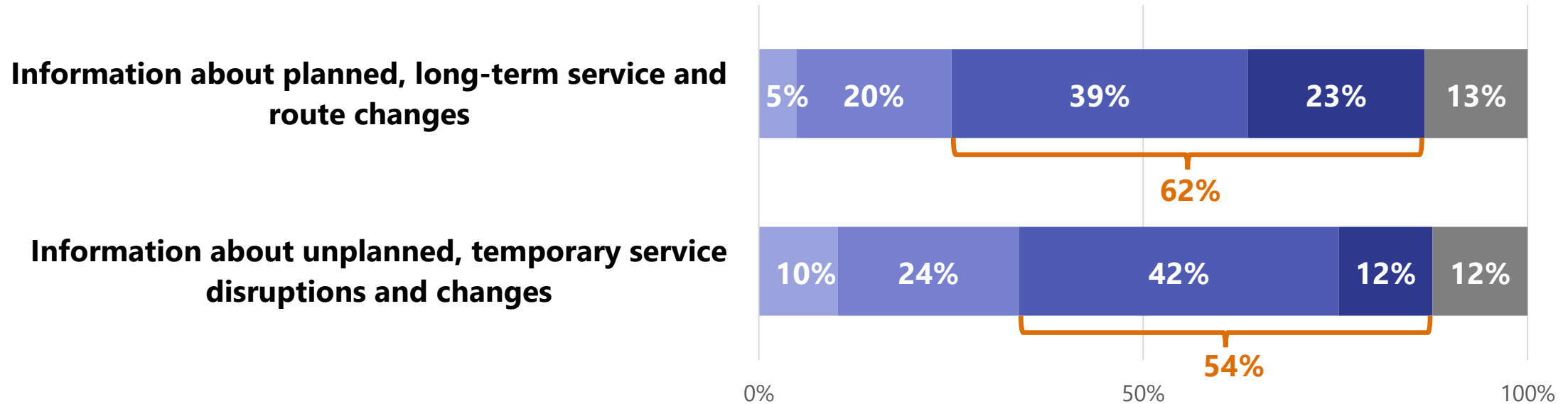


Many riders (62%) are satisfied with details on long-term changes, while 54% are satisfied with information about temporary service disruptions.

Please rate your satisfaction with different aspects of King County Metro's bus service.

Base: riders (n=1,343)

■ Very dissatisfied
 ■ Somewhat dissatisfied
 ■ Somewhat satisfied
 ■ Very satisfied
 ■ Does not apply to me

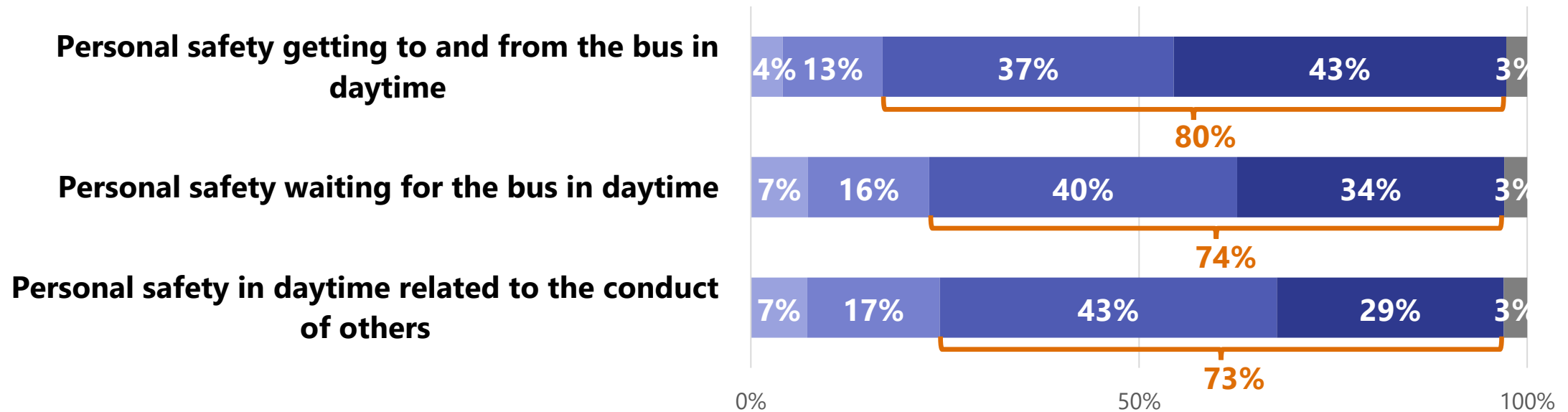


Overall, riders are satisfied with their personal safety accessing public transit during the day.

Please rate your satisfaction with different aspects of King County Metro's bus service

Base: riders (n=1,343)

■ Very dissatisfied
 ■ Somewhat dissatisfied
 ■ Somewhat satisfied
 ■ Very satisfied
 ■ Does not apply to me

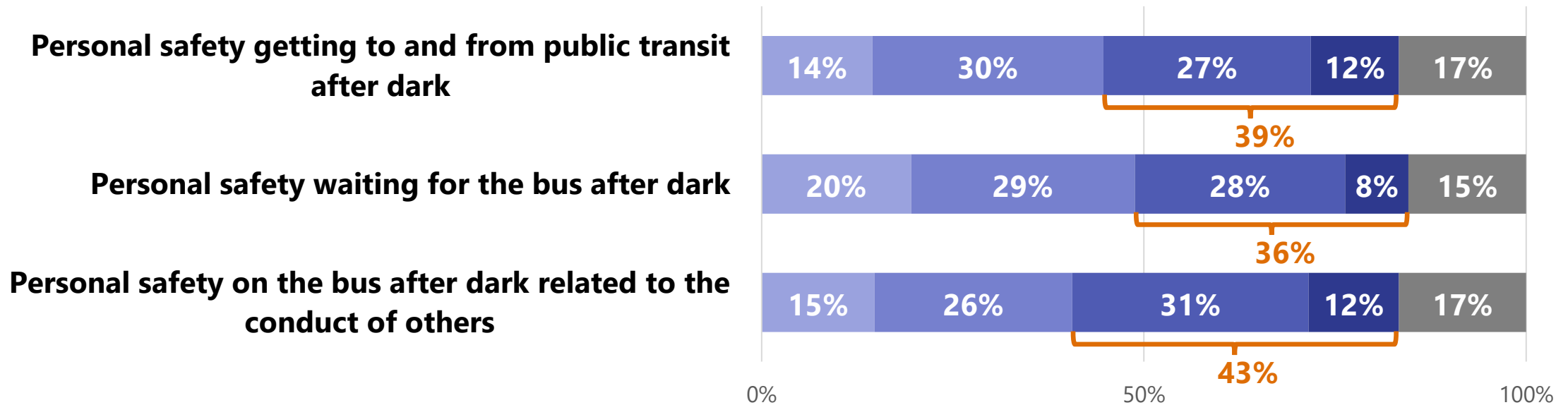


Satisfaction with personal safety when accessing public transit drops significantly after dark compared to during the day.

Please rate your satisfaction with different aspects of King County Metro's bus service.

Base: riders (n=1,343)

■ Very dissatisfied
 ■ Somewhat dissatisfied
 ■ Somewhat satisfied
 ■ Very satisfied
 ■ Does not apply to me



Many riders are dissatisfied with the cleanliness of shelters and stops (42%) and bus seating availability (35%).

Please rate your satisfaction with different aspects of King County Metro's bus service.

Base: riders (n=1,343)



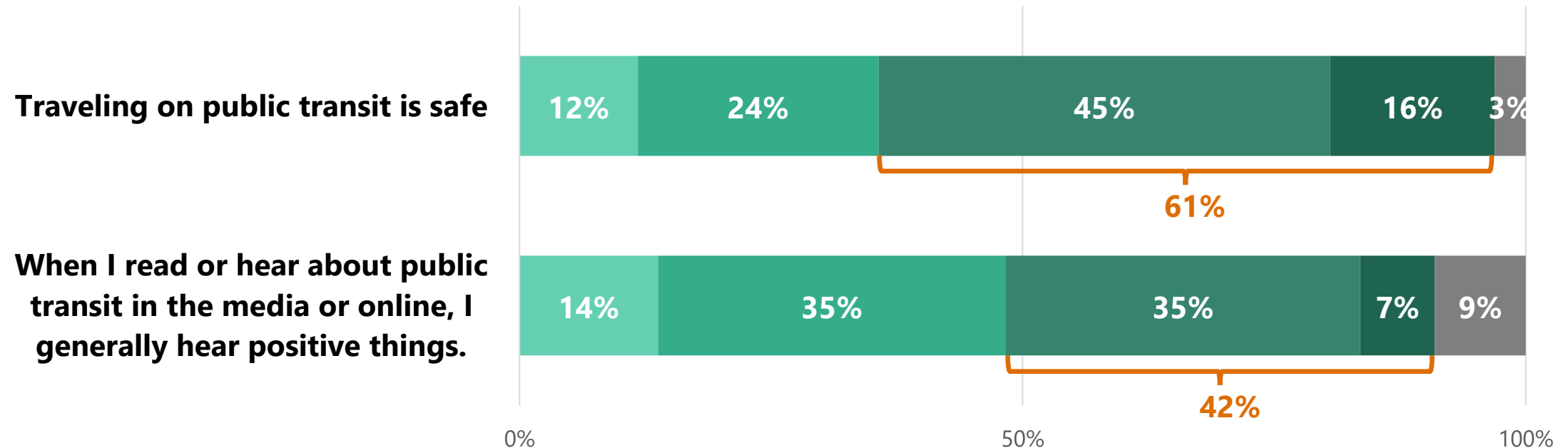
Attitudes and barriers

Despite nearly two-thirds (61%) feeling transit is safe, about half (49%) report encountering negative comments about it online or in the media.

Please indicate whether you agree or disagree with the following statements.

Base: all respondents (n=2,253)

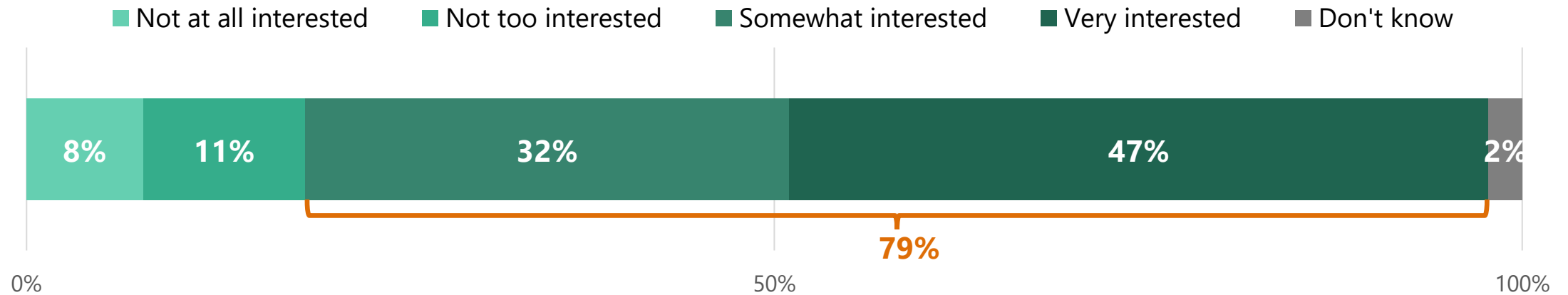
Strongly disagree Somewhat disagree Somewhat agree Strongly agree Don't know



Most (79%) of respondents are somewhat or very interested in using public transit in the future.

How interested are you in using public transit in the future?

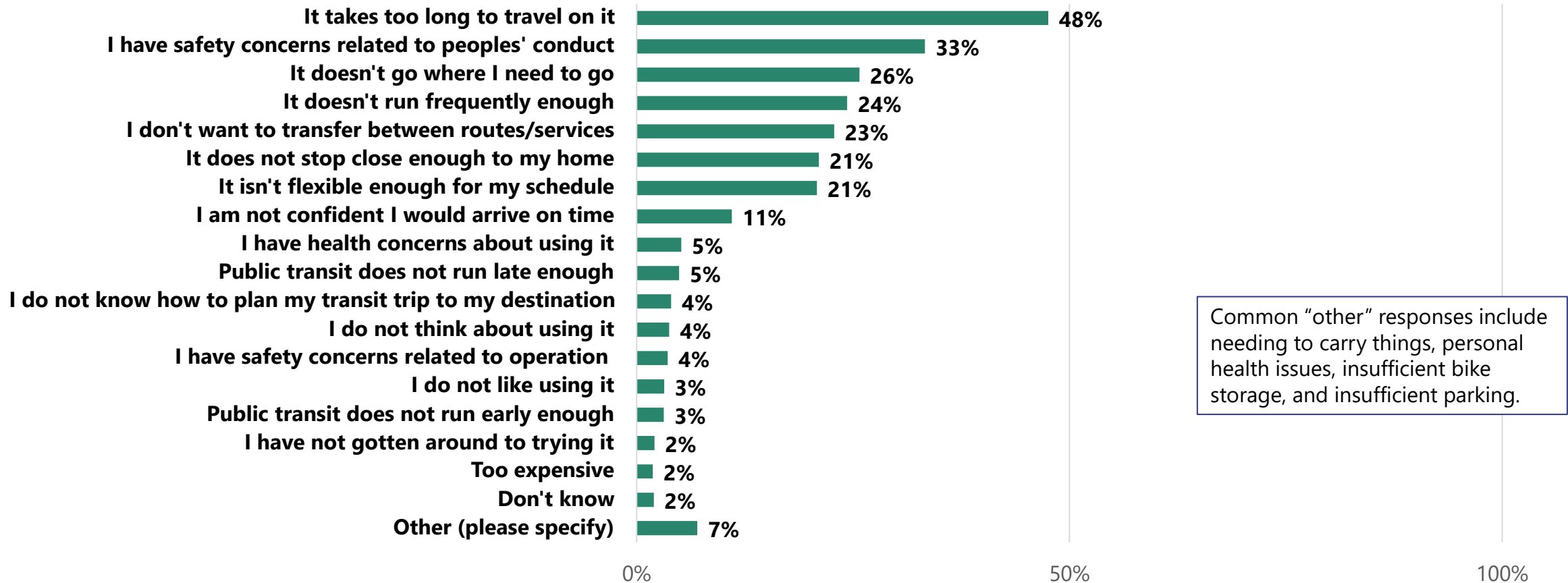
Base: all respondents (n=3,086)



Top barriers to public transit: Long travel time and personal safety concerns.

What barriers prevent you from riding transit most frequently? Please select up to three (3).

Base: all respondents (n=3,225).



Common "other" responses include needing to carry things, personal health issues, insufficient bike storage, and insufficient parking.

Riders are more concerned with transit frequency, whereas non-riders focus on accessibility to transit stops.

Current Transit Riders

1. Takes too long to travel (48%)
2. Does not run frequently (34%)
3. Personal safety concerns related to other's conduct (32%)
4. It doesn't go where I need to go (26%)
5. I don't want to transfer between routes/services (25%)
6. It doesn't give me enough flexibility (19%)

Top 3 barriers for riders only

Non-Riders

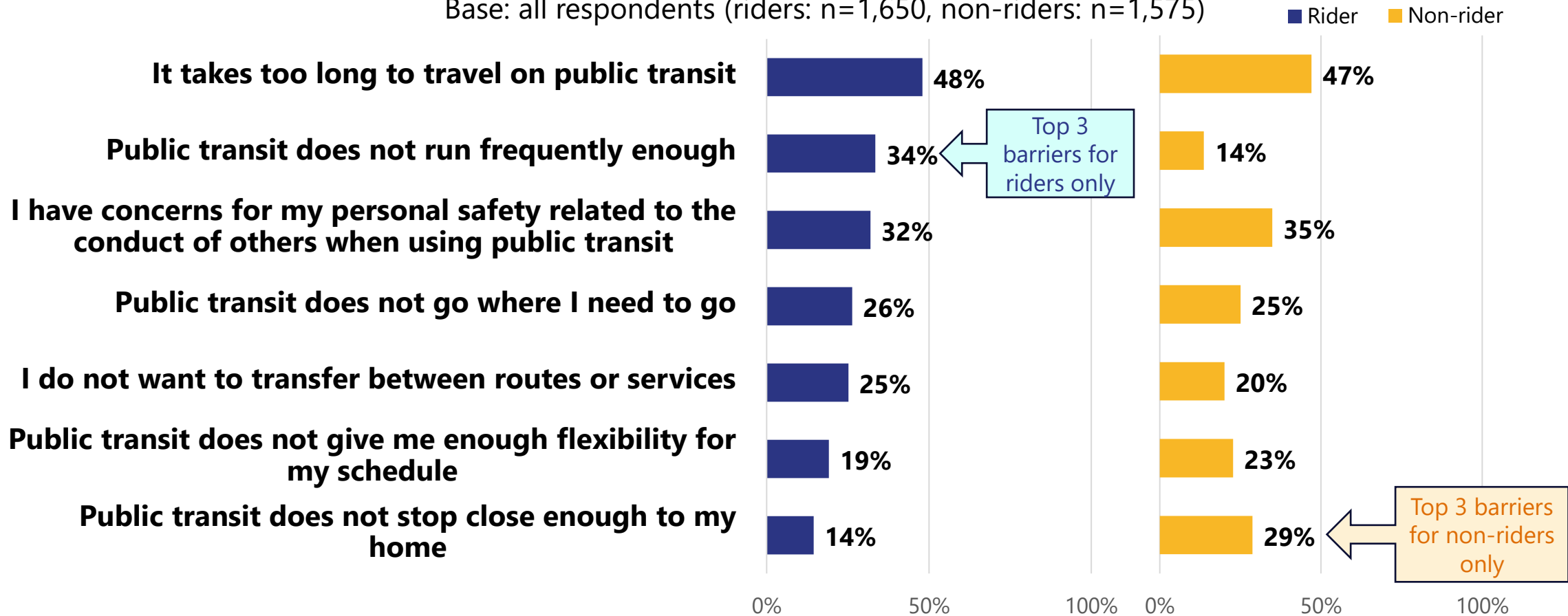
1. Takes too long to travel (47%)
2. Personal safety concerns related to other's conduct (34%)
3. It doesn't stop close enough to home (29%)
4. It doesn't go where I need to go (25%)
5. It doesn't give me enough flexibility (23%)
6. I don't want to transfer between routes/services (20%)

Top 3 barriers for non-riders only

Riders are more concerned with transit frequency, whereas non-riders focus on accessibility to transit stops.

What barriers prevent you from riding transit most frequently?

Base: all respondents (riders: n=1,650, non-riders: n=1,575)



Appendices

Appendix A: Survey Invitation Postcards

King County wants to invite you to take a 15-minute survey to help:

- Improve King County services and
- Reduce transportation barriers.

Your responses will be kept confidential. Adults 18+ can enter a drawing for one of ten \$100 online VISA cards.

Take the survey using any of the following methods by May 5th:

- Scan the QR code
- Visit kingcounty.gov/metro/survey-spring24 to take the survey
- Call 877-586-1133 to take the survey by phone

Use this ID to enter the survey:

Must be at least 16 to take the survey. Must be at least 18 to enter the drawing. Limit one drawing entry per household. To enter the drawing without taking the survey, please send a postcard with your name, mailing address, and survey access code to PRR, Inc., 1501 4th Ave, Suite 550, Seattle, WA 98101 by May 5th. We hired PRR, an independent research firm, to administer this survey. Please contact kcmetroresearch@kingcounty.gov if you have any questions.

El gobierno del condado de King quiere invitarle a realizar una encuesta de 15 minutos para ayudar a:

- Mejorar los servicios del condado de King y
- Reducir las barreras en el transporte.

Sus respuestas serán confidenciales. Las personas mayores de 18 años pueden participar en un sorteo y tener la oportunidad de ganar una de diez tarjetas electrónicas VISA de \$100.

Realice la encuesta de cualquiera de las siguientes maneras antes del 5 de mayo:

- Escanee el código QR
- Visite kingcounty.gov/metro/survey-spring24/es o llame al 833-716-0236

Utilice este número de identificación para entrar en la encuesta:

Para participar en la encuesta debe tener al menos 16 años. Debe tener al menos 18 años para participar en el sorteo. Límite de una participación por hogar. Para participar en el sorteo sin realizar la encuesta, envíe una postal con su nombre, dirección postal y código de acceso a la encuesta a PRR, Inc., 1501 4th Ave, Suite 550, Seattle, WA 98101 antes del 5 de mayo. Contratamos a PRR, una agencia independiente, para administrar esta encuesta. Escríbale a kcmetroresearch@kingcounty.gov si tiene alguna pregunta.

金郡(King County)政府邀請您填寫一份15分鐘的簡短問卷。您的回復將幫助

- 改善金郡服務
- 減少交通運輸障礙

您的回答將會被保密。18歲以上的成年人可以參加抽獎活動，贏得\$100的線上VISA卡（共十張）。

請在5月5日之前根據以下任一方式完成問卷：

- 掃描二維碼
- 訪問 kingcounty.gov/metro/survey-spring24/zh-t
- 致電206-774-0870參與電話問卷

請使用此ID進入問卷：

必須年滿16歲才能參與問卷。必須年滿18歲才能參加抽獎。每個家庭只能參加一次抽獎。想要參加抽獎而不參加問卷調查，請在5月5日之前將包含您姓名、郵寄地址和問卷調查訪問代碼的明信片發送至 PRR, Inc., 1501 4th Ave, Suite 550, Seattle, WA 98101。我們聘請了獨立研究公司 PRR 來進行這項問卷調查。如果您有任何疑問，請聯繫 kcmetroresearch@kingcounty.gov。

金郡(King County)政府邀請您填寫一份15分鐘的簡短問卷。您的回復將幫助

- 改善金郡服務
- 減少交通運輸障礙

您的回答將會被保密。18歲以上的成年人可以參加抽獎活動，贏得\$100的線上VISA卡（共十張）。

請在5月5日之前根據以下任一方式完成問卷：

- 掃描二維碼
- 訪問 kingcounty.gov/metro/survey-spring24/zh-t
- 致電206-774-0870參與電話問卷

請使用此ID進入問卷：

必須年滿16歲才可參與調查。必須年滿18歲才能參加抽獎。每戶只限抽獎一次。如只參加抽獎但不參與調查，請在5月5日前將您的姓名、郵寄地址和含有調查訪問代碼的明信片寄往 PRR, Inc., 1501 4th Ave, Suite 550, Seattle, WA 98101。我們聘請了獨立研究公司 PRR 進行這項調查。假如您有任何問題，請發送電子郵件至 kcmetroresearch@kingcounty.gov。

Let's make travel easier in King County.

Share your thoughts for a chance to win a \$100 gift card!

Flip this card over for details.

Hagamos que viajar en el condado de King sea más fácil.

¡Comparta su opinión y podrá ganar una tarjeta regalo de \$100!

Dé la vuelta a esta tarjeta para ver los detalles.

让King County的出行变得更轻松。

分享您的想法还有机会获得\$100 VISA礼卡!

想了解更多详情,请翻看卡片背面。

讓King County的出行變得更輕鬆。

分享您的想法還有機會獲得\$100 VISA禮卡!

想瞭解更多詳情,請翻看卡片背面。



Market Innovation
KSC-TR-0411
201 S Jackson St
Seattle, WA 98104



Thank you! 感谢您的参与
¡Gracias! 感謝您的參與

Research Team,
King County Metro Transit
kcmetroresearch@kingcounty.gov

Appendix A: Reminder Postcards

El Condado de King lo invitó recientemente a realizar una encuesta de 15 minutos para ayudar a mejorar los servicios del condado de King y reducir las barreras en el transporte.

Si ya completó la encuesta, ¡gracias! Si no lo ha hecho, realice la encuesta de cualquiera de las siguientes maneras antes del 5 de mayo:

- Visite kingcounty.gov/metro/survey-spring24/es o llame al 833-716-0236

- Escanee el código QR



Las personas mayores de 18 años pueden participar en un sorteo y tener la oportunidad de ganar una de diez tarjetas electrónicas VISA de \$100.

Utilice este número de identificación para entrar en la encuesta:

金郡(King County)政府前不久邀请您填写一份15分钟的简短问卷。

您的回复将帮助改善金郡服务和减少交通运输障碍。如果您已经完成了问卷, 谢谢您! 如果还没有, 请在5月5日之前根据以下任一方式完成问卷:

- 访问kingcounty.gov/metro/survey-spring24/zh-s

- 致电206-774-0870参与电话问卷

- 扫描二维码



18岁以上的成年人可以参加抽奖活动, 赢得\$100的在线VISA卡(共十张)。

请使用此ID进入问卷:

金郡(King County)政府前不久邀请您填写一份15分钟的简短问卷。

您的回复将说明改善金郡服务和减少交通運輸障礙。如果您已經完成了問卷, 謝謝您! 如果還沒有, 請在5月5日之前根據以下任一方式完成問卷:

- 訪問kingcounty.gov/metro/survey-spring24/zh-t

- 致電206-774-0870參與電話問卷

- 掃描二維碼



18歲以上的成年人可以參加抽獎活動, 贏得\$100的線上VISA卡(共十張)。

請使用此ID進入問卷:

King County recently invited you to take a 15-minute survey to help improve King County services and reduce transportation barriers.

If you have already completed the survey, thank you! If not, take the survey using any of the following methods by **May 5th**:

- Scan the QR code



- Visit kingcounty.gov/metro/survey-spring24

- Call 877-586-1133 to take the survey by phone

Adults 18+ can enter a drawing for one of **ten \$100 online VISA cards**.

Use this ID to enter the survey:



Market Innovation
KSC-TR-0411
201 S Jackson St
Seattle, WA 98104



Thank you! ¡Gracias! 感谢您的参与 感謝您的參與

Research Team, King County Metro Transit
kcmetroresearch@kingcounty.gov

Appendix B: Survey Instrument - Both Waves

- *To take the survey in your language, click on the globe button at the top right of the page.*
- *如您需使用您的常用語言來完成這份問卷，請點擊頁面右上角的地球按鈕。*
- *要使用您常用的語言參與問卷，請點擊頁面右上角的地球按鈕。*
- *Para realizar la encuesta en español, haga clic en el botón con el símbolo del mundo en la parte superior de la pantalla a la derecha.*

Thank you for taking our survey! King County will use the survey results to inform transportation decisions and planning in our region. The survey takes about [15; 20] minutes to complete. All your answers are confidential. Please complete the survey by [May 5th, 2024; September 29, 2024]. We truly appreciate your participation.

In recognition and appreciation of your time, adults 18+ will have a chance to enter a drawing for [one of ten \$100 online VISA cards; one of five \$200 online VISA cards] at the end of the survey.

Please enter the **access code** provided in your survey invitation.

To participate in the survey, you must be at least 16 years old. Are you 16 years of age or older?*

- Yes
- No

Appendix B: Survey Instrument - Both Waves

Do you live in King County?

- Yes
- No
- I don't know

What is your home 5-digit zip code?

Including yourself, please tell us how many people in your household fall within each age group. Please enter "0" where applicable.

18 or under

19-35

36-64

65 or older

Appendix B: Survey Instrument - Both Waves

Have any of the children or youth in your household (ages 18 years or younger) used public transit in the last 30 days? Please do NOT include trips on a school bus.

- Yes
- No
- Don't know

What methods of transportation have you used in the past 30 days? Please select all of the modes that you have used.

- Drove alone
- Used any form of public transit (bus, light rail, streetcar, commuter train, water taxi, vanpool, etc.)
- Carpooled ONLY with other household members
- Carpooled with others not in my household
- Rode a bicycle or scooter (shared or personal)
- Walked or used a wheelchair or other mobility device
- Used a ride-hailing service like a taxi, Uber, or Lyft
- Used senior services or paratransit (ACCESS)
- Rode a Washington State Ferry
- Other (please specify):
- None of the above
- Don't know

Appendix B: Survey Instrument - Both Waves

You indicated that you have not used public transit in the last 30 days. When was the last time you used public transit, if ever? Your best estimate is fine.

- Within the last 3 months
- Between 3 and 5 months ago
- Between 6 and 11 months ago
- Between 12 and 23 months ago
- Between 2 and 4 years ago
- 5 or more years ago
- I have never used public transit
- Don't know

In the past 30 days, how often did you have to reschedule an appointment because of a problem with transportation?

- Often
- Sometimes
- Never

In the past 30 days, how often did you skip going somewhere because of a problem with transportation?

- Often
- Sometimes
- Never

In the past 30 days, how often were you not able to leave the house when you wanted to because of a problem with transportation?

- Often
- Sometimes
- Never

In the past 30 days, how often did you feel bad because you did not have the transportation you needed?

- Often
- Sometimes
- Never

In the past 30 days, how often did you worry about inconveniencing your friends, family, or neighbors because you needed help with transportation?

- Often
- Sometimes
- Never

Appendix B: Survey Instrument - Both Waves

In the past 30 days, how often did problems with transportation affect your relationships with others?

- Often
- Sometimes
- Never

When you used public transit in the last 30 days, which of the following types of transit did you use? Please select all that apply.

- King County Metro bus
- Link light rail
- Sound Transit Express bus
- Sounder commuter train
- Seattle Streetcar (First Hill or South Lake Union)
- King County Water Taxi
- Monorail
- King County Vanpool/Vanshare services
- Pierce Transit bus
- Community Transit bus
- Kitsap Transit (fast ferry, bus)
- Senior services/paratransit (ACCESS)
- DART Shuttle
- Metro Flex (on-demand s)
- Other (please specify):
- Don't know

Appendix B: Survey Instrument - Both Waves

How many one-way trips have you made using public transit in the last 30 days?

A one-way trip where you made a transfer is just one trip, but a round-trip to and from a destination would be two trips. Your best estimate is fine.

- 1-2 trips
- 3-5 trips
- 6-10 trips
- 10-29 trips
- 30 or more trips
- Don't know

In the last 30 days, how often did you use public transit while it was dark outside?

- Never
- Rarely
- Sometimes
- Frequently
- Always
- Don't know

You indicated that you rode a King County Metro bus in the last 30 days. Which route(s) did you use? Please list routes in order of how frequently you used each route, starting with the route you used most often.

First route/service (most often):

Second route/service (if applicable):

Third route/service (if applicable):

Fourth route/service (if applicable):

Fifth route/service (if applicable):

Sixth route/service (if applicable):

Appendix B: Survey Instrument - Both Waves

In the last 30 days, what kind of trip(s) did you make most often using public transit? Select all that apply.

- Work, business appointments, or looking for work
- School, education, or training for myself
- Childcare, child's school, or child's activity
- Shopping or errands
- Fun, recreation, or social events (meeting friends, visiting parks, going to church, etc.)
- Special events (including concerts, sporting events, festivals, etc.)
- Airport
- Medical/Healthcare appointments
- Social Services (DSHS office, shelters, food banks, etc.)
- Judicial services/court/jury duty
- Other (please specify):
- Don't know

27) In the last 30 days, when did you usually use public transit? Select all that apply.

- Weekday, Monday – Friday: 5 a.m. to 9 a.m.
- Weekday, Monday – Friday: 9 a.m. to 3 p.m.
- Weekday, Monday – Friday: 3 p.m. to 7 p.m.
- Weekday, Monday – Friday: 7 p.m. to 10 p.m.
- Weekday, Monday – Friday: 10 p.m. to 5 a.m.
- Anytime Saturday
- Anytime Sunday
- Don't know

Appendix B: Survey Instrument - Both Waves

How do you usually get to where you access to public transportation? Select all that apply.

- Walk
- Use a wheelchair, walker, or other assistive mobility device
- Ride a bicycle or use a scooter
- Drive and park (at a Metro Park and Ride, or otherwise)
- Dropped off by a family member, friend, or colleague
- Use the Metro Vanshare service
- Use a Metro Flex
- Use a ride hailing service like a taxi, Uber, or Lyft
- Other (please specify):
- Don't know

How far is it from your home to where you access transit most often?

- Typically, 10 blocks is equal to one half (1/2) mile.
- Less than half (1/2) a mile
- Between one half (1/2) mile and 1 mile
- Between 1 and 3 miles
- Between 3 and 5 miles
- Between 5 and 10 miles
- Between 10 and 20 miles
- More than 20 miles
- Don't know

In the last 30 days, how have you paid your fare on public transit? Select all that apply.

- With any type of ORCA or tap-to-ride transit card*
- With cash
- With paper tickets
- With an ACCESS Pass
- With the Transit GO Mobile App (Mobile ticketing)
- I did not pay a fare on my trip
- Other (please specify):
- Don't know

*Another question item was added in Wave 2, "With a mobile ORCA card on Google Pay"

Appendix B: Survey Instrument - Both Waves

There are a few different types of ORCA or tap-to-ride cards. Which type(s) of cards did you use in the last 30 days? Please select all that apply.

- Regular/Adult ORCA card
- ORCA Youth Card (reduced fares for those 18 years old or younger)
- Regional Reduced Fare Permit, Senior
- Regional Reduced Fare Permit, Disabled
- ORCA LIFT Card (income-based reduced fare)
- ORCA card or ID badge/card **provided by school/employer**
- Other (please specify):
- I'm not sure which type of ORCA card I have
- Don't know

Traveling on public transit is a safe.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Strongly agree
- Don't know

On average, how often do you travel to a fixed worksite or school?

- Never
- Less than once a month, or occasionally
- Once or twice a month
- 1 -2 days a week
- 3-5 days a week
- 6-7 days a week
- Don't know

Appendix B: Survey Instrument - Both Waves

When you make commute trips to work or school outside the home, how do you typically get to your commute destination? Select all that apply.

- Use a personal vehicle (driven by you or another household member)
- Use public transit (bus, light rail, commuter train, water taxi, etc.)
- Carpool with a person outside of your household
- Ride a bicycle or scooter (shared or personal)
- Walk or roll (use a wheelchair or other mobility device)
- Use a ride-hailing service like a taxi, Uber, or Lyft
- Use senior services/paratransit (ACCESS)
- Ride a Washington State Ferry
- Other (please specify):
- Don't know

Overall, how satisfied are you with Metro's bus service?

- Very dissatisfied
- Somewhat dissatisfied
- Neutral or no opinion
- Somewhat satisfied
- Very satisfied

Appendix B: Survey Instrument - Both Waves

Please rate your satisfaction with different aspects of Metro's bus service.

Frequency of service, or how often the bus runs on my route.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Bus arriving at your stop on time.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Amount of time it takes to travel while on the bus.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Cleanliness of shelters and stops.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Inside cleanliness of buses.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Availability of seating on the bus.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Availability of seating at shelters and stops.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Personal safety on the bus in the daytime related to the conduct of others.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Appendix B: Survey Instrument - Both Waves

Please rate your satisfaction with different aspects of Metro's bus service.

Personal safety waiting for the bus in the daytime.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Personal safety while getting to and from public transit in the daytime.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Personal safety on the bus after dark related to the conduct of others.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Personal safety waiting for the bus after dark.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Personal safety while getting to and from public transit after dark.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Information about planned, long-term service and route changes.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Information about unplanned, temporary service disruptions and changes.

- Very dissatisfied
 Somewhat dissatisfied
 Somewhat satisfied
 Very satisfied
 Does not apply to me

Appendix B: Survey Instrument - Both Waves

How interested are you in using public transit more often in the future?

- Not at all interested
- Not too interested
- Somewhat interested
- Very interested
- Don't know

When I hear my family, friends, and/or colleagues talking about public transit, I generally hear positive things.*

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Strongly agree
- Don't know

*Slightly changed question in Wave 2 to "When I read or hear about public transit in the media or online, I generally hear positive things."

What barriers prevent you from using public transit more frequently? Please select up to three (3).

- It takes too long to travel on public transit
- Public transit does not give me enough flexibility for my schedule
- Public transit does not run frequently enough
- Public transit does not stop close enough to my home
- Public transit does not go where I need to go
- I do not want to transfer between routes or services
- I have concerns for my personal safety related to the conduct of others when using public transit
- I have concerns for my personal safety related to the operation of public transit vehicles
- Public transit does not run early enough for my schedule
- Public transit does not run late enough for my schedule
- I am not confident that I would arrive to my destination on time
- I have health concerns about using public transit (e.g., COVID-related)
- I do not know how to plan my public transit trip to that destination
- Taking public transit would be too expensive
- I have not gotten around to trying public transit
- I do not like using public transit
- I do not think about using public transit
- Other (please specify)
- Don't know

Appendix B: Survey Instrument - Both Waves

How old are you?*

- 16-17
- 18-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older
- Prefer not to say

How do you identify?

- Male
- Nonbinary
- Female
- Identity not listed here
- Prefer not to say

Do you have a valid driver's license?

- Yes
- No
- Prefer not to say

How many motor vehicles in working condition are available in your household? (Vehicles include cars, trucks, motorcycles, etc.)

- 0
- 1
- 2
- 3
- 4
- Other (please specify):
- Prefer not to say

How do you identify? Please select all that apply.

- African American or Black
- American Indian/Native American or Alaskan Native
- Asian or East Asian
- Asian or Southeast Asian
- Asian or South Asian
- Hispanic or Latina/o/x
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- Sub-Saharan African
- White
- Race(s) or ethnicity(ies) not listed here (please specify):
- Prefer not to say

*Wave 2 asked "In what year were you born?"

Appendix B: Survey Instrument - Both Waves

What is the primary language you speak at home?*

- Chinese - Cantonese
- Chinese - Mandarin
- English
- Korean
- Russian
- Somali
- Spanish
- Tagalog
- Vietnamese
- Other (please specify):
- Prefer not to say

* The option "Arabic" was added in Wave 2

Do you have access to information from King County Metro in your preferred language?

- Yes
- No
- Not sure
- Prefer not to say

What was your total household income in 2023?

Your best guess is fine.

- Less than \$25,000
- \$25,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more
- Don't know
- Prefer not to say

Do you own or rent your home?

- Own or buying
- Rent or lease
- Other arrangement (please tell us more):
- Prefer not to say

Do you have a condition that limits your ability to do one or more major life activities, such as walking, climbing stairs, running errands, hearing announcements, using a computer, reading, or understanding signs?

- Yes
- No
- Prefer not to say

Thank you for completing our survey! If there's anything we missed or if you have additional comments, please share them below.

Appendix B: Survey Instrument – Wave 1

Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9 or more

Please specify how many people live in your household:

Regardless of whether you use public transit or not, how often do you consider public transit as a potential way to get where you need to go?

- Never
- Rarely
- Sometimes
- Often
- Always

When you are deciding whether to make a trip on public transit or not, what factors are the most important in your choice? Please select up to two (2) options.

- The overall estimated trip time on public transit
- The estimated time it would take get to the stop or station
- The estimated time that would be spent on the public transit vehicle
- Whether the public transit trip requires a transfer between routes or services
- How confident I am in my ability to find the right stops, stations, routes, or services
- What time of day I am travelling
- How confident I am that public transit will show up as planned
- How frequently the route or service comes if I change my schedule or miss the bus/train
- The type of trip I am making (such as for a regular work day, an appointment, a social outing, a concert or special event, etc.)
- The traffic conditions along my trip
- The availability or cost of parking at my destination
- I do not enjoy using public transit, or I prefer other transportation modes
- Other (please tell us more):

Appendix B: Survey Instrument – Wave 1

If a public transit service provides “frequent service” on a weekday, how frequently would you expect public transit to arrive during each of the following times?

Please provide your answer in minutes, between 5 and 30.

Early morning, 1am-4am:

Morning, 5am-9am:

Midday, 9am-3pm:

Afternoon, 3pm-7pm:

Evening, 7pm-10pm:

Late night, 10pm-1am:

If a public transit service provides "frequent service" on a weekend, how frequently would you expect public transit to arrive?

Please provide your answer in minutes, between 5 and 60.

In the last 30 days, on how many days did you make the following types of trips on public transit?

Work, business appointments, or looking for work	<input type="text"/>
School, education, or training for myself	<input type="text"/>
Childcare, child’s school, or child’s activity	<input type="text"/>
Shopping or errands	<input type="text"/>
Fun, recreation, or social events (meeting friends, visiting parks, going to church, etc.)	<input type="text"/>
Special events (including concerts, sporting events, festivals, etc.)	<input type="text"/>
Airport	<input type="text"/>
Medical/Healthcare appointments	<input type="text"/>
Social Services (DSHS office, shelters, food banks, etc.)	<input type="text"/>
Judicial services/court/jury duty	<input type="text"/>
Other (please specify):	<input type="text"/>

Appendix B: Survey Instrument – Wave 1

Which of the following tools do you usually use to plan your public transit trips? Select all that apply.

- King County Trip Planner online
- Posted/printed information at stops/stations
- Google Maps
- Apple Maps
- One Bus Away app
- Other transit app (please specify):
- Word of mouth
- Metro's customer service call center ((206) 553-3000)
- Text for Departure service
- Other (please specify):
- I don't usually use any tools to plan my trips
- Don't know

I like using public transit.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Strongly agree
- Don't know

Access to public transportation is important, even if I don't personally use it.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Strongly agree
- Don't know

I think about the environmental impacts of my travel choices.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Strongly agree
- Don't know

When I read or hear about public transit in the media or online, I generally hear positive things.

- Strongly disagree
- Somewhat disagree
- Somewhat agree
- Strongly agree
- Don't know

Appendix B: Survey Instrument – Wave 1

Thinking about your friends and family in King County, how often do you think most of them use public transit?

- Never
- Less than once a month, or occasionally
- Once or twice a month
- 1 -2 days a week
- 3-5 days a week
- 6-7 days a week
- Don't know

Overall, what is your opinion of Metro?

- Strongly unfavorable
- Somewhat unfavorable
- Neutral or no opinion
- Somewhat favorable
- Strongly favorable

Regardless of your current public transit use, how many of your transportation needs do you think the current public transit system in King County could meet?

- All of my transportation needs
- Most of my transportation needs
- Some of my transportation needs
- Very few of my transportation needs
- None of my transportation needs
- Don't know

Appendix B: Survey Instrument – Wave 2

Where do you usually get information or updates about public transit in King County? Select all that apply.

- King County Metro resources
- Other transit agencies' resources (Sound Transit, Pierce Transit, Community Transit, etc.)
- Friends and family, word of mouth
- Community-based organizations (e.g., community centers, resource center, places of worship, etc.)
- Local social media accounts, please provide example:
- Local blogs or subscription newsletters (West Seattle Blog, The Urbanist, etc.), please provide example:
- Local news or newspapers, please provide example:
- Other (please specify):

You previously mentioned that you usually get information or updates from King County Metro resources. Which King County Metro resources do you usually look at? Select all that apply.

- Metro's website (<https://kingcounty.gov/en/dept/metro>)
- Metro's Instagram (@kcmetrobus)
- Metro's Facebook account (@King County Metro Transit)
- Metro's X account (@KingCountyMetro)
- Metro text alerts
- Metro email alerts
- Metro Matters blog
- Printed/posted information at stops
- Other (please specify):

I know how to report an issue or incident when riding a King County Metro bus, at a stop, or at a transit center.

- Yes
- No
- Don't know

How would you report an issue or incident on a bus or at a stop or transit center?

Appendix B: Survey Instrument – Wave 2

When you are on or around transit, where would you prefer to find information for reporting issues, incidents, or positive experiences? Select all that apply.

- Posted at stops or transit centers
- Posted on board buses
- On King County Metro's website
- Posted on King County Metro's social media
- In another place (Please describe):

King County Metro has undertaken several actions to make transit safe, clean, and welcoming. Which of the following actions, if any, were you aware of? Select all that apply.

- Hiring specialists to provide social, psychological, and health services to community members
- Doubling the number of Transit Security Officers
- Deploying Safety Ambassadors at some stops and stations
- Increasing staff to address issues at stops and shelters
- Not aware of any of the actions

Since you are aware of one or more of the actions above, what do you think of the action(s) to keep transit safe, clean, and welcoming?

- Very Ineffective
- Ineffective
- Effective
- Very effective
- Don't know

Appendix B: Survey Instrument – Wave 2

We would like to better understand how people make decisions on how to travel in King County. Please review the following imaginary situation:

After meeting a friend at Pike Place Market in downtown Seattle in the afternoon, you are going home. Which of the following two options would you likely choose?

Option A: Use ride-hailing or ride-sharing service (Lyft, Uber, etc.)

- Travel Time: 25 minutes
- Wait Time: up to 5 minutes
- Cost: approximately \$35

Option B: Use public transit [on 3rd Ave.]

- Travel time: 32 minutes
- Wait Time: up to 5 minutes
- Cost: \$2.75
- Bus stop located less than 5 minutes away

Which travel option would you be most likely to choose?

- Option A
- Option B
- Equally likely to choose both options
- Don't know

Do you identify as any of the following?

- East Asian (including Chinese, Japanese, Korean, Mongolian, Tibetan, and Taiwanese)
- Southeast Asian (including Burmese, Cambodian, Filipino, Hmong, Indonesian, Laotian, Malaysian, Mien, Singaporean, Thai, and Vietnamese)
- South Asian (including Bangladeshi, Bhutanese, Indian, Nepali, Pakistani, and Sri Lankan)
- None of these
- Prefer not to say