RapidRide

Rider Satisfaction Study

February 2020

RapidRide E

King County METRO
Moving forward together

Prepared for:

King County
METRO
Mobility Division

Research Conducted by:

PACIFIC
MARKET RESEARCH

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Background and Objectives

The goal of this survey effort is to refresh Metro's understanding of RapidRide customer satisfaction on E 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

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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 quicker and more frequent and results in faster 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	Services 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 2018	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 2018	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.

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Methodology

Times and Dates

Intercept interviewing took place between February 26th and March 2nd, 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 seven completed E 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 2018 three-year post-implementation survey (obtained in February of 2018).

Prefontaine PL S & Yesler Way to 130th and Aurora Ave. N			
E Line 2020		**E Line 2018**	
2 shifts Wed., Feb 26th	11:30 AM to 8 PM	2 shifts Tues., Feb 6th 11:30 AM to 8 PM	
2 shifts Thu., Feb 27th	6 AM to 2:30 PM	2 shifts Wed., Feb 7th 6 AM to 2:20 PM	
1 shift Thu., Feb 27th	10 PM to Midnight		
2 shifts Fri., Feb. 28th	10 PM to Midnight	No Late-Night interviewing	
1 shift Mon., Mar 2nd	10 PM to Midnight		

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, fourteen E Line surveys were collected in these languages.

Language	Completed Surveys
Spanish	5
Korean	5
Russian	2
Chinese	2
Amharic	0
Vietnamese	0

Response rate on the RapidRide E Line route as a *proportion of all questionnaires handed out* in 2020 was 45%. Thirty-four percent of E 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 E Line 2020		
	Total	**Daytime**	**Late-Night**
Completed Questionnaires	546	435	111
% of Questionnaires Handed Out	54%	58%	45%
% of All Riders on Sampled Trips*	45%	47%	37%
% Refused	34%	33%	38%
*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). E line was able to exceed these goals. Final samples sizes for E 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 in order to keep the results comparable between waves, late-night interviews are excluded from the analysis when comparing 2020 to 2018 data.

E Line	Completed Surveys	
	2020 Wave	2018 Wave
Total	546	506
Daytime	435	506
Late Night	111	Not conducted

Reporting Conventions

This report presents results for the RapidRide E 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 those 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

E

Interviewing Daypart:
Daytime vs. Late-night
n=435   n=111

Gender:
Male vs. Female
n=243   n=193

Race/Ethnicity:
White vs. Minority
n=218   n=228

Frequency of Trips:
1-4   5-35   36+
n=46**   n=221   n=155

Low Income Qualified:
Yes   vs. No
n=149   n=225

Senior or Disabled:
Yes vs. Total
n=107   n=546

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

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Key Findings – RapidRide E Line

Overall Satisfaction & Likely to Recommend

Seven in ten (71%) are satisfied overall with RapidRide E Line. Satisfaction is significantly higher with the experience of *riding* (66%) the bus than with *waiting* (58%) for the bus. Four in five (81%) would recommend E Line to others in their lives.

Aspects of Satisfaction

Travel Time

Travel time is the aspect of the ridership experience that receives the highest level of satisfaction on the E Line, with three in four riders satisfied with the length of time the bus trip takes, and four in five satisfied that the trip length is reliable.

Cleanliness and Condition

Satisfaction with cleanliness and condition of the buses and waiting areas serving E Line is lower than satisfaction with travel time. Fewer than half are satisfied with the cleanliness of the stops (41%) and the bus interiors (47%), while over half are satisfied with the condition of the buses (63%) and the bus shelter (54%).

Personal Safety

While two in three (64%-67%) are satisfied with their **personal safety during the day** while waiting for or being on the bus less than half (46%-49%) are satisfied with safety when it comes to the **behavior of others during the day** either at the stop or on the bus. At night, satisfaction with personal safety elements of the E Line is a greater concern. Two in five are *dissatisfied* with the **behavior of other people** at the bus stop (42%) or on the bus (40%) at night and around one in three are dissatisfied with **personal safety** while waiting for (34%) or riding (30%) the bus. Safety is such a concern that one out of three (35%) avoid riding E Line at least sometimes due to personal safety reasons.

Furthermore, "addressing security and safety concerns" and "enforcement of rules" are the top recommendations to improve E Line in general, and when it comes to personal safety.

Key Findings – RapidRide E Line

Comparison to Other Metro Service

Two thirds of E Line riders feel the E Line is better than other Metro services for frequency of stops, and around three in five (55% to 62%) feel it is better for hours of bus operation, speed of service, and not having to rely on a predetermined schedule. Only one fifth and one quarter see the E Line as better when it comes to personal safety or ensuring riders pay their fare.

Fare Enforcement

Over three in four (77%) riders have been asked to show proof of fare payment on the E Line in the past, on average once or twice in the past 30 days.

The majority of E Line riders have either positive or neutral experiences with Fare Enforcement services, and professionalism is the most highly rated aspect.

However, around one in five gives a negative rating to compassion/care for riders, passengers' safety, or inspecting proof of fare payment.

Key Findings – RapidRide E Line

Past Wave Comparison – Demographics and Ridership Behavior

The proportion of E Line riders with a household income under $25,000 is significantly lower in 2020 (22% in 2020 vs. 29% in 2018). 2020 saw a higher occurrence of Hispanic or Latinx riders (15% in 2020 vs. 8% in 2018).

The average number of trips taken in the past 30 days by riders on the E Line has decreased somewhat (but not significantly), from an average of 34 trips in 2018 to an average of 29 trips in 2020. The proportion of riders falling into each ridership frequency category in 2020 and 2018 are not significantly different.

Past Wave Comparison – Satisfaction

Overall satisfaction with the E Line in 2020 is very similar to overall satisfaction in 2018. Of the comparable elements included in the 2020 study, 2020 mean satisfaction ratings are not significantly different to 2018 ratings, although some directional improvement is noted, especially with cleanliness of bus stops.

Service Element	2020 Wave Mean 5=Very Satisfied	2018 Wave Mean 5=Very Satisfied
Overall Satisfaction	3.83	3.80
How long the bus trip takes	3.96	3.89
Cleanliness		
Of bus stops	3.20	3.09
Of bus interiors	3.37	3.31
Personal Safety while:		
Waiting for the bus during the day	3.71	3.68
Waiting for the bus at night	2.96	3.00

RapidRide E Line Detailed Findings

Rider Profile - Demographics

E

GENDER

54% (male)
43% (female)
2% non-binary

DISABILITY

19% have a disability

ETHNICITY

Multiple responses allowed

- White/Caucasian — 60%
- Asian — 17%
- Black/Afr. Am. — 14%
- American Indian/ Alaskan Native — 9%
- Native Hawaiian or Pacific Islander — 2%
- Other — 5%
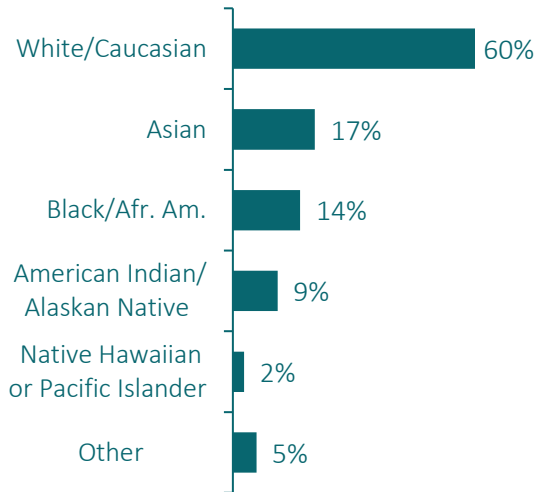
15% identify as Spanish, Hispanic, or Latinx

AGE

- <18 — 2%
- 18-24 — 14%
- 25-34 — 36%
- 35-44 — 17%
- 45-54 — 11%
- 55-64 — 12%
- 65+ — 8%

38 Mean Age

EMPLOYMENT STATUS

- Full-time — 59%
- Part-time — 16%
- Unemployed — 9%
- Retired — 9%
- Student — 11%
- Disabled — 1%
- Other — 3%

→ 72% Full Time Student
28% Part-time Student
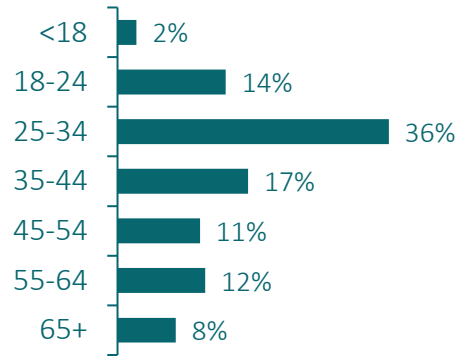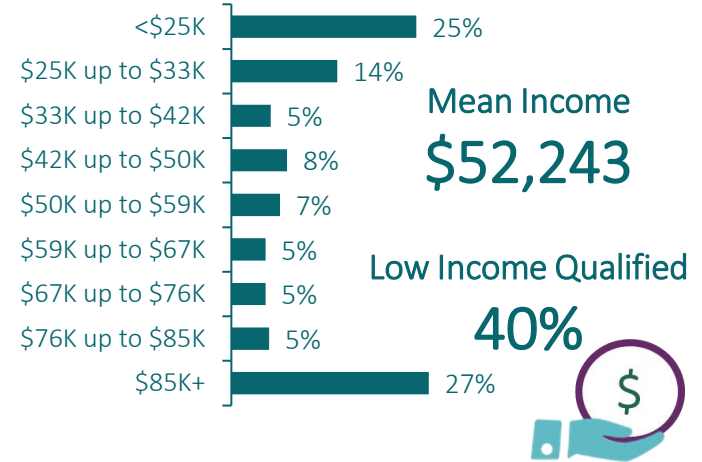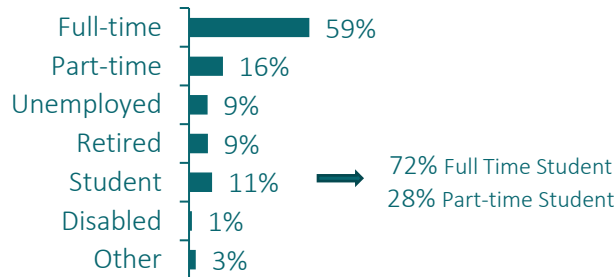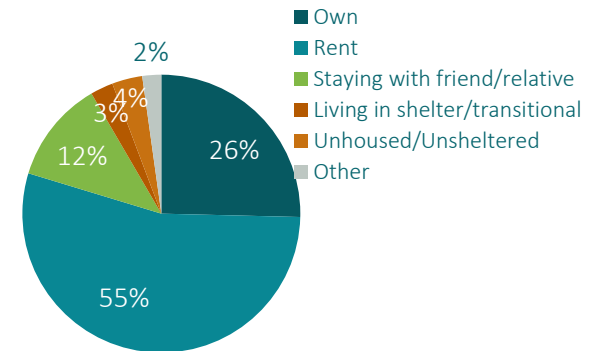
LANGUAGE SPOKEN IN HOME

90% English **10%** Other language*

*2% Spanish, 2% Chinese (no other language >1%)

HOUSEHOLD INCOME

- <$25K — 25%
- $25K up to $33K — 14%
- $33K up to $42K — 5%
- $42K up to $50K — 8%
- $50K up to $59K — 7%
- $59K up to $67K — 5%
- $67K up to $76K — 5%
- $76K up to $85K — 5%
- $85K+ — 27%

Mean Income
$52,243

Low Income Qualified
40%

$

LIVING SITUATION

- Own — 26%
- Rent — 55%
- Staying with friend/relative — 12%
- Living in shelter/transitional — 3%
- Unhoused/Unsheltered — 4%
- Other — 2%

MEAN HOUSEHOLD SIZE

3 household members

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Rider Profile – Travel Behavior

E

AVERAGE # OF TRIPS ON E LINE

31
Trips past 30 days

16%
Say RapidRide E Line use has declined past few years

REASON FOR TYPICAL TRIP ON E LINE

- To/from Work — 69%
- Appointments — 22%
- Fun/Recreation/Social Outing — 20%
- Shopping/Errands — 17%
- To/from School/College (As a student) — 11%
- Airport — 4%
- Other — 1%
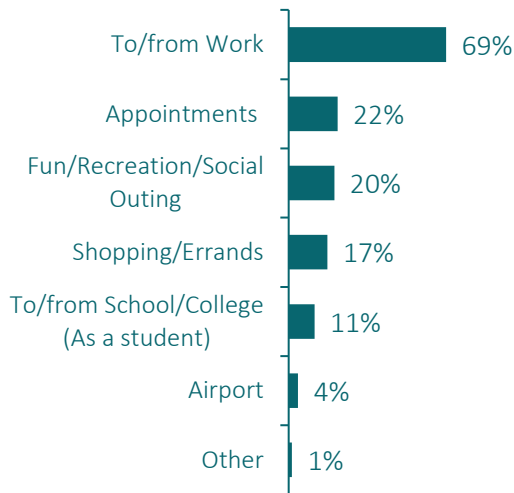
Multiple responses allowed

LENGTH OF RIDERSHIP ON E LINE

- <6 months — 18%
- 6-12 months — 17%
- 1-5 years — 36%
- More than 5 years — 29%

FARE PAYMENT

78% ORCA card
16% Cash or paper transfer

5% Human Services / Shelter Ticket
5% Mobile Ticket
2% Ride without paying a fare
2% Other

Multiple responses allowed
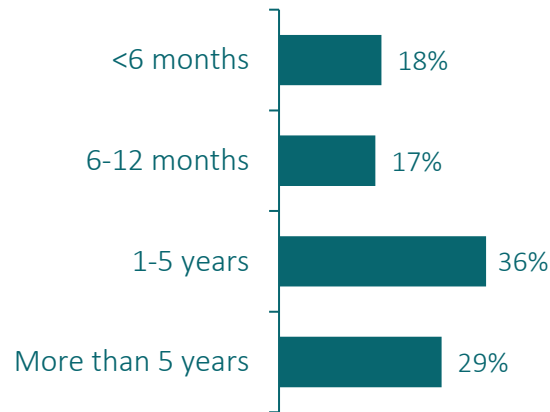
DAY/TIME RIDING E LINE

E Line Weekday Travel

- Midnight to 6 AM — 14%
- AM Peak 6-9 AM — 55%
- Between 9 AM to 3 PM — 45%
- PM Peak 3-6 PM — 47%
- Between 6-9 PM — 29%
- 9 PM to Midnight — 22%

Multiple responses allowed

| Weekday ONLY Riders | 45% |
| Both Weekday & Weekend | 55% |

TRANSFER TO/FROM E LINE

Multiple responses allowed

No, 62%
Yes, 38%
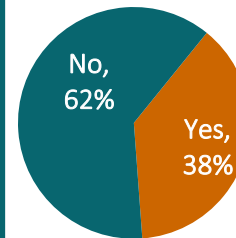
Yes, Bus	31%
Top Bus Routes Trans. to/from:	
40	*16%*
44	*15%*
45	*9%*
Yes, Link - Light Rail	6%
Yes, Uber or Lyft	2%
Yes, Sounder - Commuter Rail	2%
Yes, Ferry	1%
Yes, Streetcar	1%

Rider Profile

RapidRide E Line

	Total (n=546)	Daytime (n=435)	Late-Night (n=111)
	Base size answering varies by question		
Gender			
Male	54%	53%	63%
Female	43%	45%	34%
Other	2%	2%	4%
Age			
< 25	17%	16%	21%
25 – 34	36%	35%	41%
35 – 44	17%	18%	15%
45 – 54	11%	11%	11%
55 – 64	12%	12%	8%
65+	8%	9%	4%
Mean	**38**	**39**	**35**
Income			
<$24,999	25%	**22%**	**38%**
$25,000 - $32,999	14%	14%	18%
$33,000+	61%	**64%**	**44%**
% Low Income Qualified	40%	**36%**	**58%**
Race / Ethnicity			
% White	60%	62%	52%
% Non-White	45%	**42%**	**57%**
% Hispanic	**15%**	**15%**	**15%**
Language Spoken at Home			
English	90%	89%	92%
Other	10%	11%	8%

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 E Line

	Total (n=546)		Daytime (n=435)	Late-Night (n=111)
	Base size answering varies by question			
Disabled				
Yes	19%		18%	25%
No	81%		82%	75%
Employment				
Employed Full-time	59%		60%	50%
Employed Part-time	16%		16%	19%
Unemployed	9%		**7%**	**19%**
Retired	9%		10%	6%
Student	11%		10%	15%
Disabled	1%		1%	1%
Other	3%		3%	2%
Living Situation				
Own	26%		**28%**	**13%**
Rent	55%		54%	57%
Staying with a friend / relative	12%		**10%**	**20%**
Living in a shelter/transitional	3%		3%	1%
Unhoused	4%		3%	7%
Other	2%		2%	1%
Number Living in Household				
1	27%		27%	26%
2+	73%		73%	74%
Mean	**2.55**		**2.46**	**2.94**

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

Seven in ten (71%) are satisfied with RapidRide E Line overall.

Overall Satisfaction with RapidRide E Line

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

						Mean
	Satisfied (4-5) 71%					
Total	21%	49%	19%	7%	3%	3.79
Daytime	22%	51%	18%	7%	2%	3.83
Late-Night	20%	43%	23%	8%	6%	3.63
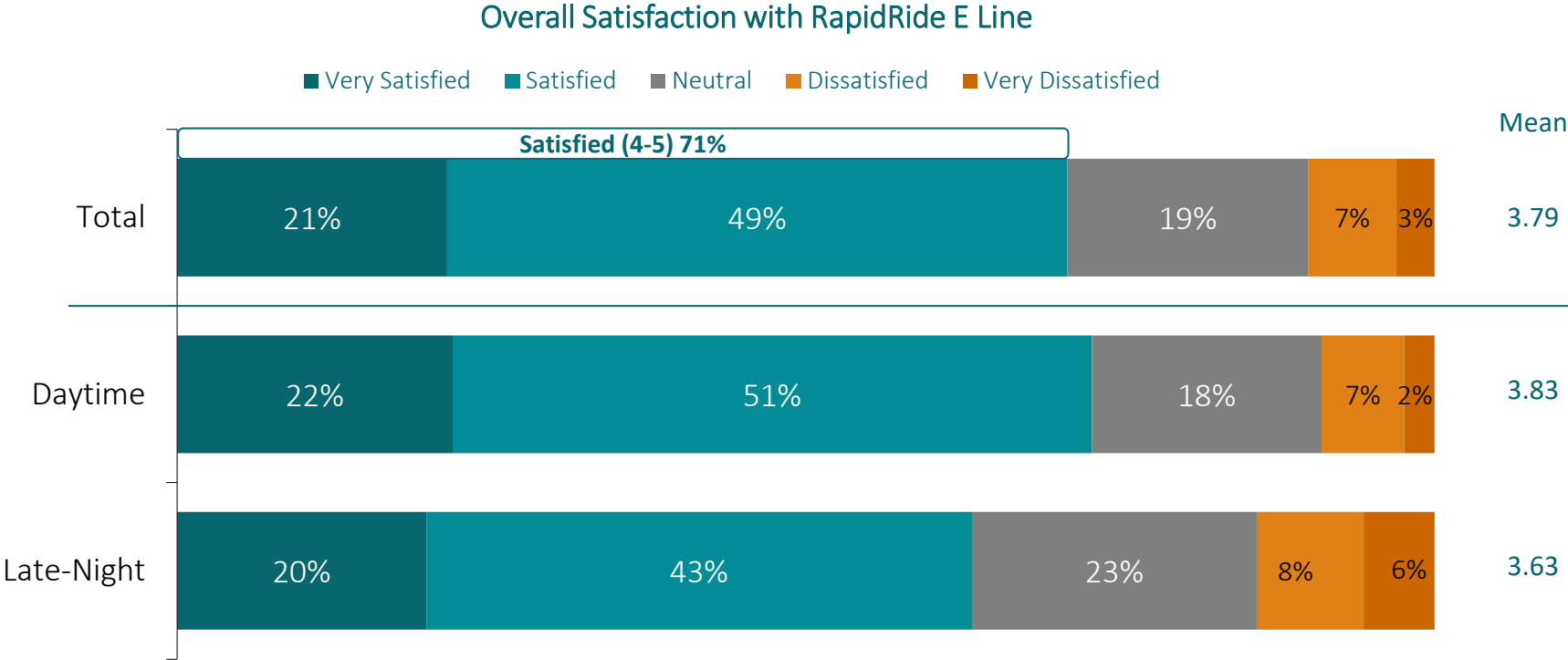
Seniors or those who are disabled are more satisfied with the E line overall (4.09 mean compared to 3.79 Total)

Q4_C. Overall how satisfied are you with RapidRide E Line? Base: Total n = 517; Daytime n = 411; Late-Night n = 106.

Satisfaction With Experience

Satisfaction is significantly higher with the experience of *riding* the bus than with *waiting* for the bus. Two in three (66%) E Line riders are satisfied with their experience while *riding* the bus, while somewhat fewer (58%) are satisfied with their experience while *waiting*.

Legend: ■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

Experience While Riding E Line

Satisfied (4-5) 66%

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Mean
Total	21%	46%	23%	8%	2%	3.74
Daytime	21%	48% ↑	22%	8%	1% ↓	3.78 ↑
Late-Night	20%	38% ↓	28%	7%	6% ↑	3.58 ↓

Experience While Waiting For E Line

Satisfied (4-5) 58%

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Mean
Total	14%	45%	26%	12%	4%	3.53
Daytime	14%	46%	26%	12%	3%	3.54
Late-Night	15%	41%	27%	11%	6%	3.46
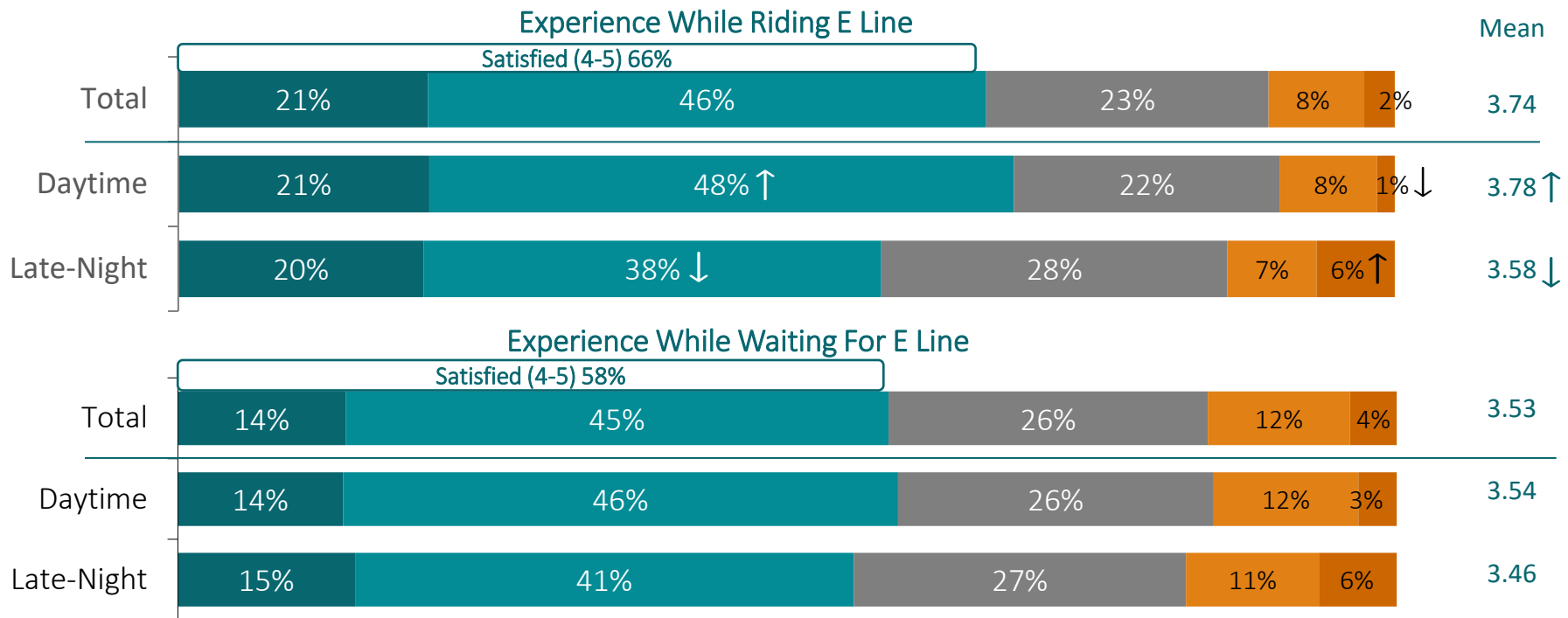
Daytime riders are more likely to be satisfied or very satisfied with their experience *while riding the bus*, compared to those interviewed late-night (69% vs. 58%, respectively); late-night riders are more likely to be "very dissatisfied" (6% vs. 1%).

Infrequent riders (<5 trips) are less likely than more frequent riders (5+ trips) to be dissatisfied/very dissatisfied with their experience while *riding the bus* (2% vs. 11%) or *waiting for the bus* (7% vs. 16%).

Low income riders are less likely than others to be satisfied/very satisfied with their experience *waiting for the bus* (54% vs. Non-low income qualified 66%).

Satisfaction With Travel Time

Three in four E Line riders are satisfied with the length of time the bus trip takes, and four in five are satisfied that the length of the trip is reliable.

Legend: ■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

How Long the Bus Trip Takes

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Mean
Total	30%	45%	18%	4%	2%	3.96
Daytime	29%	46%	18%	4%	2%	3.96
Late-Night	33%	41%	17%	5%	4%	3.95

Satisfied (4-5) 75%

Reliable Length of Bus Trip

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Mean
Total	34%	46%	13%	4%	3%	4.05
Daytime	34%	46%	14%	4%	2%	4.05
Late-Night	38%	43%	10%	5%	5%	4.04

Satisfied (4-5) 80%

Low income riders are less likely than non-low income qualified riders to be satisfied/very satisfied with *how long their trip takes* (70% vs. 81%, respectively) and with the *reliable length of the bus trip* (78% vs. 87%).

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Satisfaction with the Condition of Buses/Shelters

E

Just over half of E Line riders are satisfied or very satisfied with the condition of the bus shelters, and close to two thirds are satisfied or very satisfied with the condition of the buses.

■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied
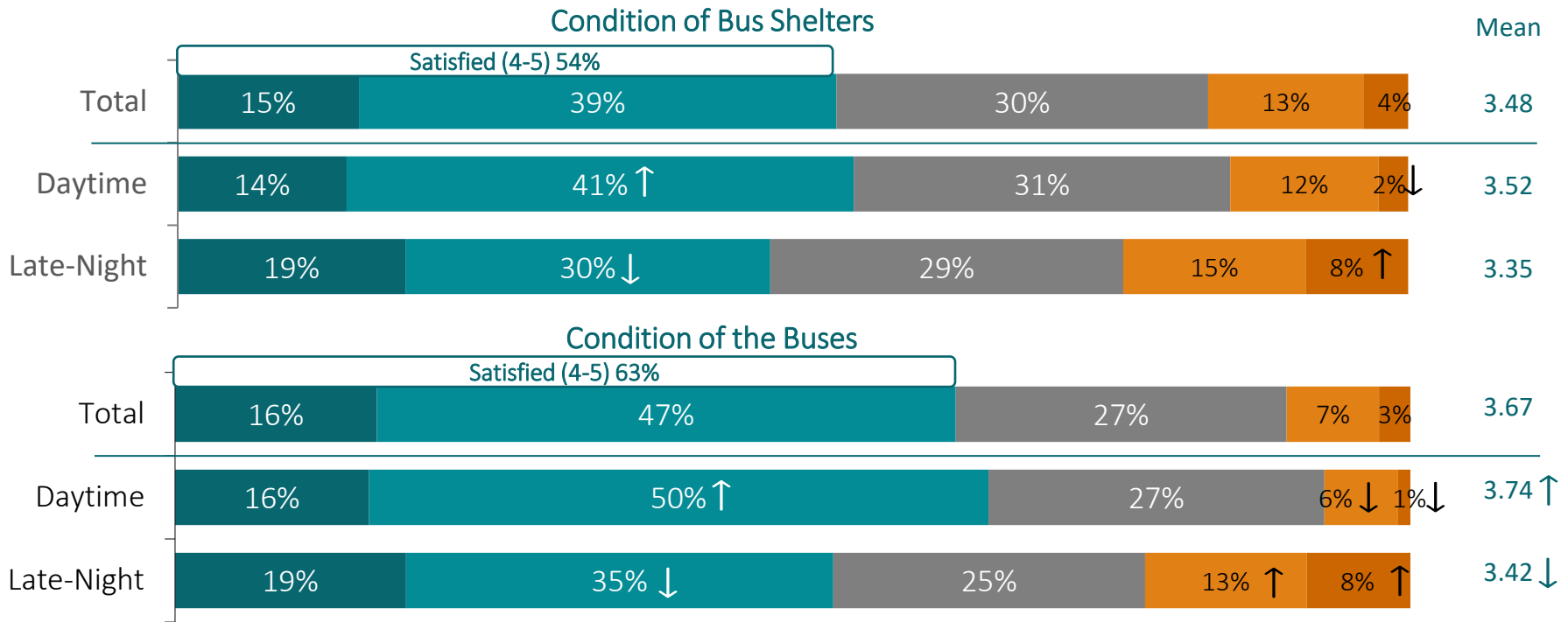
Condition of Bus Shelters

Mean

	Satisfied (4-5) 54%				
Total	15%	39%	30%	13%	4%	3.48
Daytime	14%	41% ↑	31%	12%	2% ↓	3.52
Late-Night	19%	30% ↓	29%	15%	8% ↑	3.35

Condition of the Buses

	Satisfied (4-5) 63%				
Total	16%	47%	27%	7%	3%	3.67
Daytime	16%	50% ↑	27%	6% ↓	1% ↓	3.74 ↑
Late-Night	19%	35% ↓	25%	13% ↑	8% ↑	3.42 ↓

Those surveyed late-night are more likely to be dissatisfied/very dissatisfied with the *condition of the bus shelters* (23% vs. 14%) and the *condition of the buses* (21% vs. 7%).

Frequent riders (36+ trips) are more likely than less frequent riders (<36 trips) to be satisfied/very satisfied with the *condition of bus shelters* (62% vs. 51%) and the *condition of the buses* (73% vs. 61%).

Non-low income riders are more likely to be satisfied/very satisfied with the *condition of bus shelters* (62% vs. 47%) and the *condition of the buses* (70% vs. 59%).

Minorities are less likely to be satisfied/very satisfied with the *condition of bus shelters* (50% vs. Non-minority 60%) and the *condition of the buses* (59% vs. Non-minority 70%).

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Satisfaction With Cleanliness of Buses/Stops

E

About two in five E Line riders are satisfied with the cleanliness of bus stops, and just under half are satisfied with the cleanliness of bus interiors.

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

Cleanliness of Bus Stops

						Mean
	Satisfied (4-5) 41%					
Total	9%	32%	30%	23%	6%	3.14
Daytime	8%	34%	32%	23%	4% ↓	3.20 ↑
Late-Night	11%	25%	25%	24%	15% ↑	2.93 ↓

Cleanliness of Bus Interiors

						Mean
	Satisfied (4-5) 47%					
Total	11%	36%	26%	21%	6%	3.26
Daytime	11%	40% ↑	27%	19% ↓	3% ↓	3.37 ↑
Late-Night	11%	20% ↓	23%	30% ↑	16% ↑	2.81 ↓
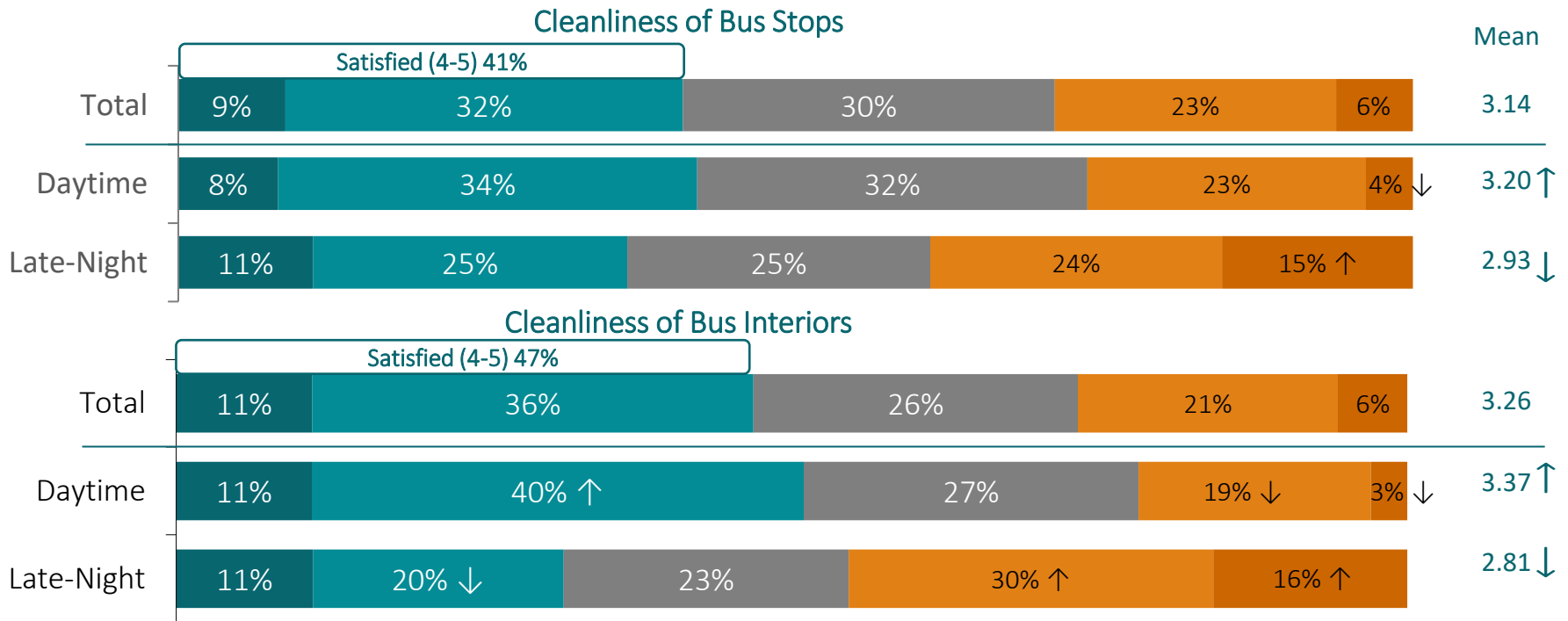
Those surveyed late-night are more likely than those surveyed in daytime to be dissatisfied/ very dissatisfied with the *cleanliness of bus stops* (39% vs. 26%) and the *cleanliness of bus interiors* (45% vs. 22%).

Frequent riders (36+ trips) are more likely than less frequent riders (<36 trips) to be "dissatisfied" with the *cleanliness of bus interiors* (28% vs. 19%).

Low income qualified riders are more likely than non-low income riders to be "very dissatisfied" with the *cleanliness of bus stops* (9% vs. 4%, respectively).

Minority riders are more likely than non-minority riders to be dissatisfied/very dissatisfied with the *cleanliness of bus interiors* (32% vs. 22 %).

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Satisfaction With Personal Safety During the Day

Around two in three are satisfied with their *personal safety* while waiting for or being on the RapidRide E Line bus. On the other hand, half or fewer are satisfied with the *behavior of others* either at the stop or on the bus, and over one in five (22%) are dissatisfied with the behavior of others.

Personal Safety - During the Day

Legend: ■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

Attribute	Segment	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Mean
While waiting for the bus during the day (Satisfied (4-5) 67%)	Total	22%	44%	21%	10%	3%	3.74
	Daytime	21%	45%	20%	11%↑	3%	3.71
	Late Night	26%	43%	24%	5%↓	3%	3.84
While on the bus during the day (Satisfied (4-5) 64%)	Total	20%	44%	24%	9%	3%	3.68
	Daytime	19%	44%	24%	10%	3%	3.66
	Late Night	24%	44%	22%	6%	4%	3.78
Behavior of other people at the bus stop or station during the day (Satisfied (4-5) 46%)	Total	13%	33%	32%	17%	5%	3.33
	Daytime	13%	33%	32%	18%	4%	3.32
	Late Night	16%	30%	33%	15%	6%	3.33
Behavior of other people on the bus during the day (Satisfied (4-5) 49%)	Total	13%	36%	29%	17%	5%	3.35
	Daytime	13%	37%	28%	17%	5%	3.35
	Late Night	14%	33%	33%	14%	6%	3.36

Females are less likely than males to be satisfied/very satisfied with *safety while waiting* (59% vs. 71%) and *safety while on the bus* (57% vs. 69%).

Less frequent riders (<36 trips) are less likely than the most frequent riders (36+ trips) to be satisfied/very satisfied with *safety while waiting* (63% vs. 73%, respectively).

Low income qualified riders are more likely than non-low income riders to be "very satisfied" with *safety while on the bus* (26% vs. 15%) and more likely to be "very dissatisfied" with *behavior of others on the bus* (8% vs. Non-low income qualified 3%).

Q2. Personal safety on RapidRide E Line – During the day; Base varies by attribute: Total n = 533-536; Daytime n = 424-428; Late-night n = 108-109

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Satisfaction With Personal Safety at Night

At night, satisfaction with personal safety elements of the E Line is of greater concern. Two in five are *dissatisfied* with the **behavior of other people** at the bus stop (42%) or on the bus (40%) and around one in three are dissatisfied with *personal safety* while waiting for (34%) or riding (30%) the bus.

Personal Safety – At Night

Legend: ■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Mean
While waiting for the bus at night	Total	12%	25%	28%	23%	12%	3.03
	Daytime	11%	24%	29%	24%	13%	2.96 ↑
	Late Night	15%	31%	28%	17%	9%	3.28 ↓
While on the bus at night	Total	12%	31%	27%	21%	10%	3.14
	Daytime	11%	31%	27%	21%	10%	3.13
	Late Night	14%	31%	26%	20%	9%	3.21
Behavior of other people at the bus stop or station at night	Total	7%	19%	32%	29%	13%	2.79
	Daytime	8%	17%	32%	30%	13%	2.77
	Late Night	6%	24%	31%	25%	13%	2.86
Behavior of other people on the bus at night	Total	8%	21%	31%	28%	12%	2.84
	Daytime	8%	21%	31%	29%	11%	2.84
	Late Night	8%	22%	30%	26%	14%	2.85

Satisfied (4-5) 37% (While waiting for the bus at night)
Satisfied (4-5) 43% (While on the bus at night)
Satisfied (4-5) 26% (Behavior of other people at the bus stop or station at night)
Satisfied (4-5) 29% (Behavior of other people on the bus at night)

Those surveyed in the daytime are less likely than those surveyed late-night to be satisfied/very satisfied with *safety while waiting* (34% vs. 47%, respectively).

Those who ride more frequently are more dissatisfied: 36% of riders with 5-35 trips are "dissatisfied" with *behavior of others at the stop* vs. 21% of riders with <5 trips; 11% of riders with 5-35 trips are "very dissatisfied" with *safety while on the bus* vs. 3% of riders with <5 trips; 13% of riders with 36+ trips are "very dissatisfied" with *behavior of others on the bus* vs. 3% of riders with <5 trips.

Females are more likely than males to be dissatisfied/very dissatisfied with each element: *safety while waiting* (45% vs. 27%), *behavior of others at the stop* (50% vs. 38%), *safety while on the bus* (41% vs. 23%), and *behavior of others on the bus* (49% vs. 35%).

Non-low income riders are less likely than low income riders to be satisfied/very satisfied with *safety while waiting* (30% vs. 42%) and with *behavior of others at the stop* (19% vs. 34%), and are more likely to be "dissatisfied" with *behavior of others on the bus* (34% vs. 23%).
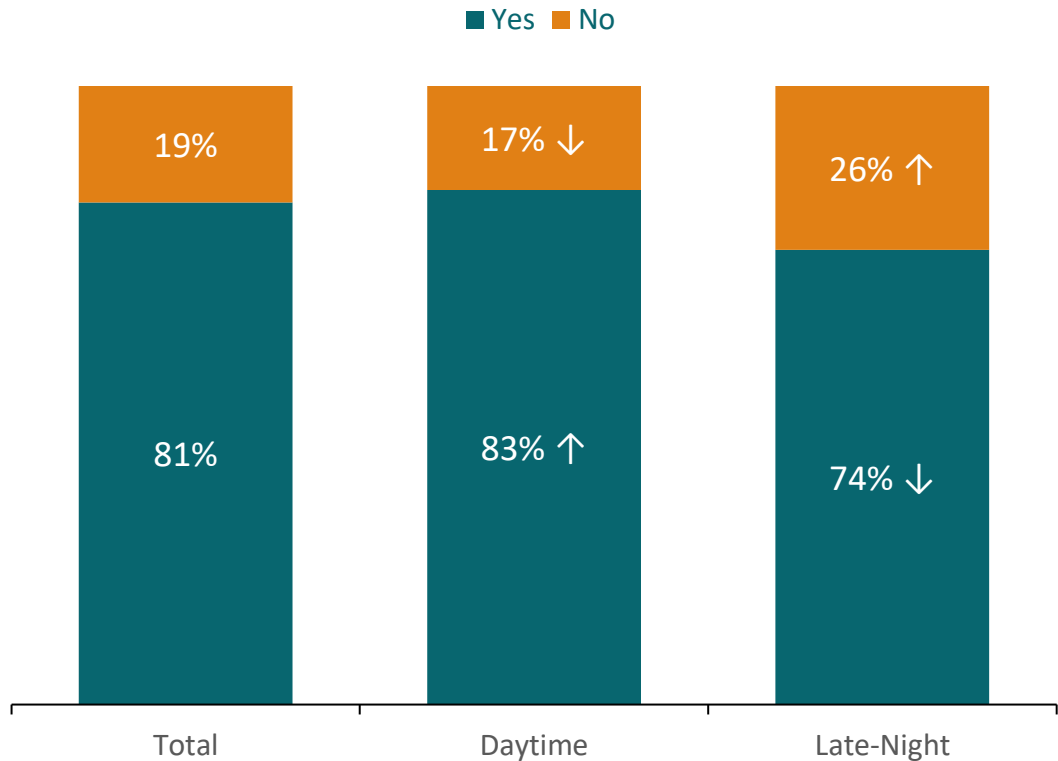
Q2. Personal safety on RapidRide E Line – At Night; Base varies by attribute: Total n = 479-491; Daytime n = 374-383; Late-night n = 105-108

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Willing to Recommend RapidRide

RAPIDRIDE

Four in five E Line riders are willing to recommend RapidRide to a friend, coworker or family member.

Willing to Recommend RapidRide E Line

■ Yes ■ No

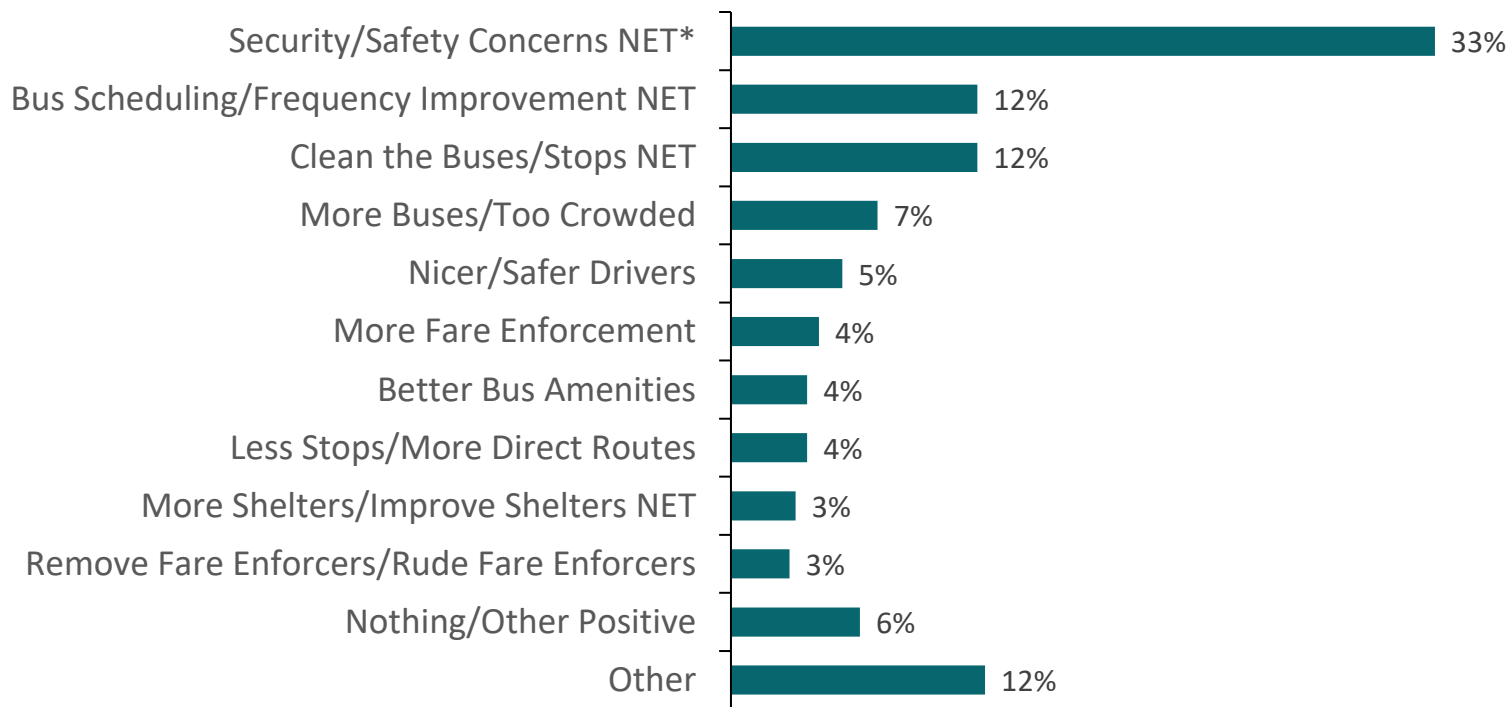|	Total	Daytime	Late-Night
No	19%	17% ↓	26% ↑
Yes	81%	83% ↑	74% ↓

Those surveyed in the daytime are more likely than those surveyed late-night to be willing to recommend RapidRide (83% vs. 74%, respectively).

Q5. Would you recommend RapidRide E Line to a friend, coworker, or family member? Base: Total n = 483; Daytime n = 381; Late-Night n = 102.

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Recommendations for Improvement

When asked for recommendations regarding improvements to the RapidRide E Line, one in three (33%) riders recommend improvements to security and safety, including more security on the bus and at bus stops, better enforcement of bus rules, addressing drug use/sales, and a police presence on the bus.

Recommend to improve RapidRide E Line

Category	Percent
Security/Safety Concerns NET*	33%
Bus Scheduling/Frequency Improvement NET	12%
Clean the Buses/Stops NET	12%
More Buses/Too Crowded	7%
Nicer/Safer Drivers	5%
More Fare Enforcement	4%
Better Bus Amenities	4%
Less Stops/More Direct Routes	4%
More Shelters/Improve Shelters NET	3%
Remove Fare Enforcers/Rude Fare Enforcers	3%
Nothing/Other Positive	6%
Other	12%

Those who ride more frequently (5+ trips) are more likely than infrequent riders (<5 trips) to mention *security/safety concerns* (net) (34% vs. 16%, respectively).

Minority riders are more likely than non-minority riders to mention *clean the buses and stops* (net) (17% vs. 9%).

Low income qualified riders are more likely than non-low income riders to mention *nicer/safer drivers* (8% vs. 2%).

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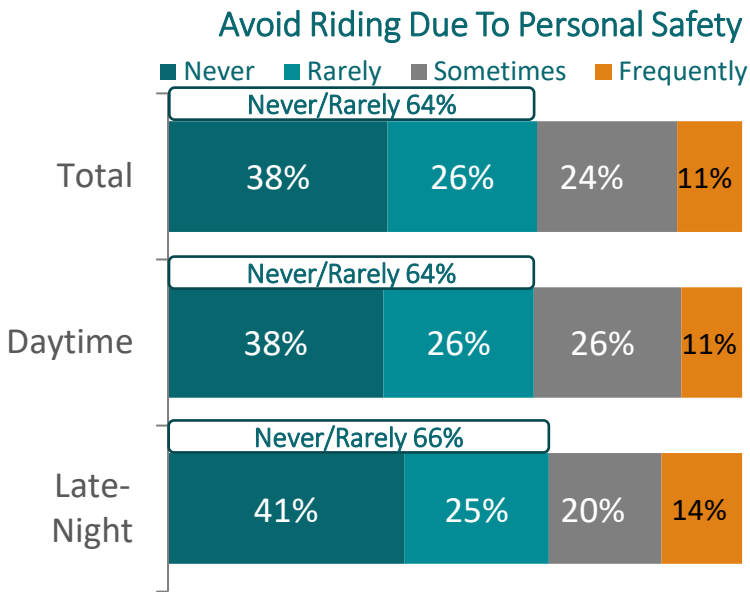**Q6. What ONE THING would you recommend to improve RapidRide E Line? Base: Total n = 361. Mentions 3% or greater shown.** *Multiple responses allowed. Sums to more than 100%. * Security/Safety includes On bus/At stops - Enforce rules/Police needed/Drug use.*

Recommendations for Improvement

E

Recommendations to Improve RapidRide E Line – All Mentions	
Security/Safety Concerns NET	**33%**
Enforce bus rules/Remove problem riders	14%
More security/safety on bus DAY time	14%
More security/Safety at bus stops and stations	4%
Drugs/Drug use/Drug deals	3%
More security/safety on bus at NIGHT	2%
Police or Sheriff on the bus	2%
Bus scheduling/Frequency NET	**12%**
Buses need to be on schedule	5%
Increase bus frequency	4%
Expand bus schedule PEAK HOURS	2%
Expand bus schedule MORNINGS	1%
Expand bus schedule NIGHT	1%
Expand bus schedule EVENING	<1%
Clean the Buses and Stops NET	**12%**
Clean the buses	9%
Clean the bus stops	3%
Buses smell/Need air freshener	1%
More buses/Too crowded	7%
Nicer/safer drivers	5%
More fare enforcement	4%
Less stops/more direct routes/express bus	4%
Better bus amenities	4%
More shelters/Improve shelters NET	**3%**
Fare enforcers are rude/less fare enforcers/remove fare enforcers	3%
Homeless are a problem/sleeping on the bus	2%
Keep fares low/don't raise fares/lower fares/free	2%
Space buses more evening/buses scheduled too close together	2%
Nothing/Fine as is/other positive	6%
Other	12%
Don't Know	1%

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Q6. What ONE THING would you recommend to improve RapidRide E Line? Base: Total n = 361.
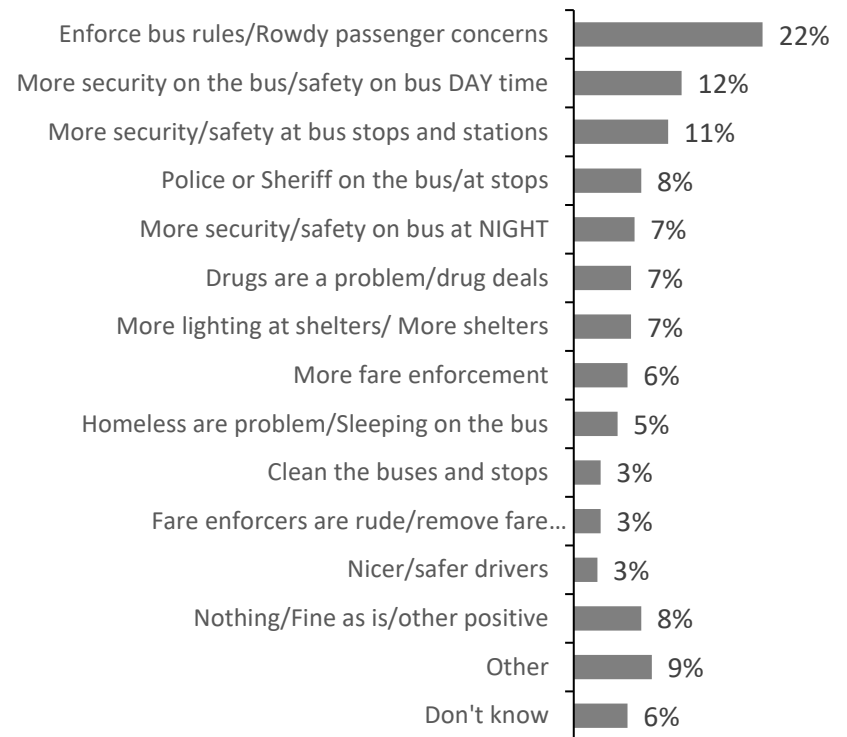*Multiple responses allowed. Sums to more than 100%.*

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Personal Safety Avoidance/Recommendations

E

More than one in three riders say they avoid riding the RapidRide E Line due to concerns with their personal safety (35% sometimes/frequently do so).

Enforcement of rules tops the list of recommendations that could be made to improve feelings of safety.

Avoid Riding Due To Personal Safety

■ Never ■ Rarely ■ Sometimes ■ Frequently

Total — Never/Rarely 64%
| 38% | 26% | 24% | 11% |

Daytime — Never/Rarely 64%
| 38% | 26% | 26% | 11% |

Late-Night — Never/Rarely 66%
| 41% | 25% | 20% | 14% |

Changes to Improve Feeling of Personal Safety (Total)

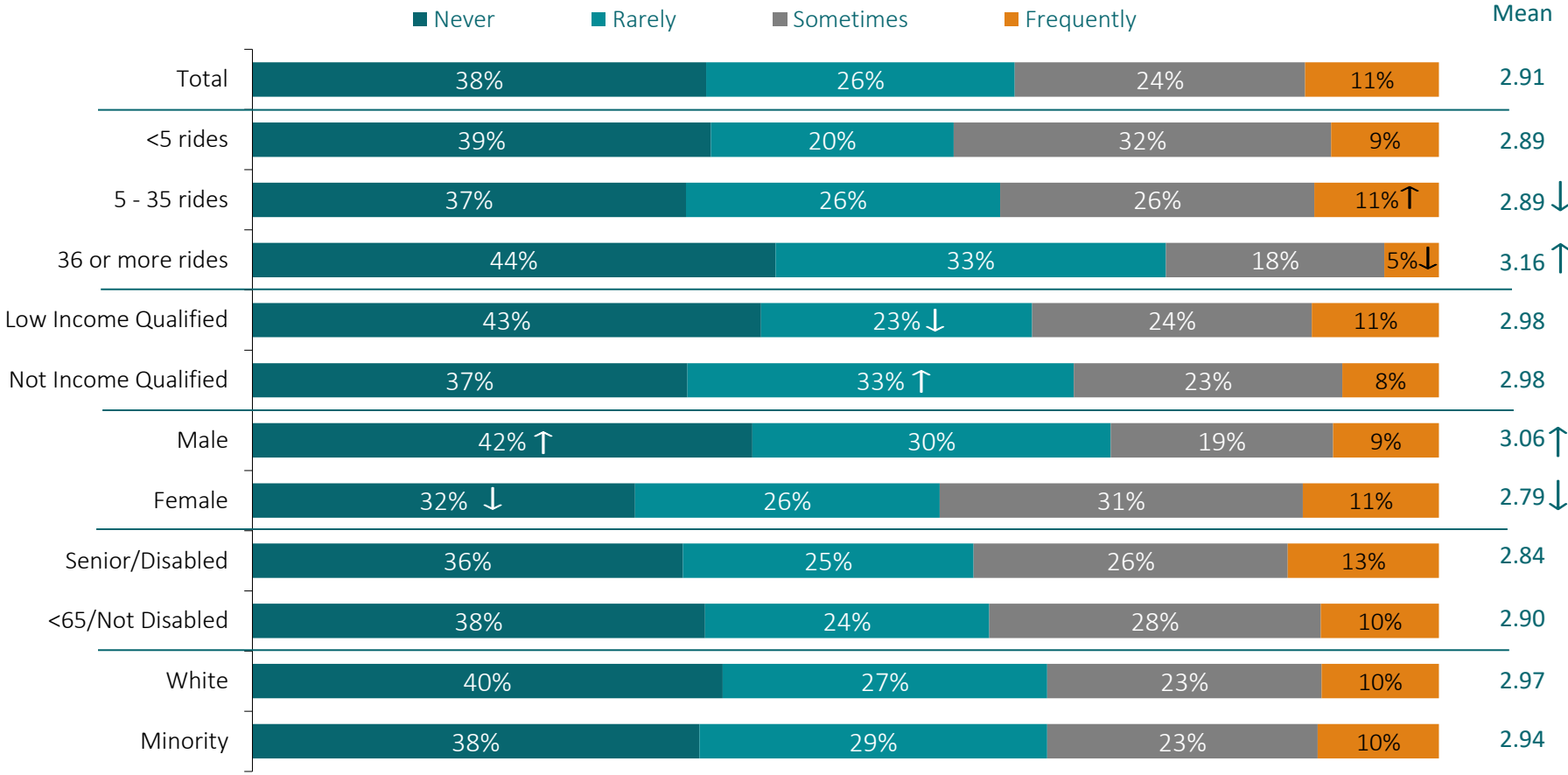| Recommendation	%
Enforce bus rules/Rowdy passenger concerns	22%
More security on the bus/safety on bus DAY time	12%
More security/safety at bus stops and stations	11%
Police or Sheriff on the bus/at stops	8%
More security/safety on bus at NIGHT	7%
Drugs are a problem/drug deals	7%
More lighting at shelters/ More shelters	7%
More fare enforcement	6%
Homeless are problem/Sleeping on the bus	5%
Clean the buses and stops	3%
Fare enforcers are rude/remove fare...	3%
Nicer/safer drivers	3%
Nothing/Fine as is/other positive	8%
Other	9%
Don't know	6%

Q8. How often do you avoid riding RapidRide E Line due to concerns about your personal safety? Base: Total n = 523; Daytime n = 416; Late-Night n = 107. Q9. What change(s) would improve your feeling of personal safety while waiting for or riding RapidRide E Line? Base Total n=257. *Mentions 3% or greater shown. Multiple responses allowed. Sums to more than 100%.*

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Personal Safety Avoidance by Key Groups

E

Avoid Riding RapidRide E Line Due to Personal Safety

■ Never   ■ Rarely   ■ Sometimes   ■ Frequently

Group	Never	Rarely	Sometimes	Frequently	Mean
Total	38%	26%	24%	11%	2.91
<5 rides	39%	20%	32%	9%	2.89
5 - 35 rides	37%	26%	26%	11%↑	2.89 ↓
36 or more rides	44%	33%	18%	5%↓	3.16 ↑
Low Income Qualified	43%	23%↓	24%	11%	2.98
Not Income Qualified	37%	33%↑	23%	8%	2.98
Male	42%↑	30%	19%	9%	3.06↑
Female	32%↓	26%	31%	11%	2.79↓
Senior/Disabled	36%	25%	26%	13%	2.84
<65/Not Disabled	38%	24%	28%	10%	2.90
White	40%	27%	23%	10%	2.97
Minority	38%	29%	23%	10%	2.94

Combining net sometimes/frequently shows that infrequent (<5 rides) and less frequent riders (5-35 trips) are more likely than the most frequent riders (36+ trips) to avoid riding the E Line due to personal safety (net 41% and 37% vs. 23% of those with 36+ trips).

Males are more likely than females to say they never/rarely avoid riding the E Line (72% vs. 58%), while females are more likely to say they sometimes/frequently do (42% vs. 28%).

Non-low income riders are more likely than low income riders to say they "rarely" avoid riding the E Line (33% vs. 23%), but their net never/rarely and sometimes/frequently responses are similar.

Q8. How often do you avoid riding RapidRide E Line due to concerns about your personal safety? Base: Total n = 523

Suggested Changes to Improve Personal Safety

	Total
Enforce bus rules/Rowdy passenger concerns/Remove problem riders	22%
More security on the bus/Safety on bus DAY time	12%
Safety/More security at bus stops and stations	11%
Police/Sheriff on the bus/at stops	8%
More security on the bus/Safety on bus at NIGHT	7%
Drugs are a problem/Drug use/Drug deals	7%
More shelters/Improve shelters NET	**7%**
More lighting at shelters	6%
More shelters/protection from the rain at stops	1%
More fare enforcement	6%
Homeless are problem/Sleeping on the bus	5%
Drivers (nicer, better, safer)	3%
Fare enforcers are rude/Less fare enforcers	3%
Clean the buses/dirty/trash	2%
More buses/too crowded	2%
Emergency button/Incident button to security, police	2%
Buses need to arrive/leave according to schedule/be on time	1%
Cameras/Visible cameras installed on bus/stops	1%
Clean bus stops and stations	1%
Keep fares low/Don't raise fares/Lower fares/Free	1%
WIFI – fix/add more	1%
Nothing/Fine as is/other positive	8%
Other	9%
Don't know	6%

Those surveyed in the daytime are more likely than those surveyed late-night to mention *more security on the bus during the DAY time* (15% vs. 5%).

Non-minority riders are more likely than minority riders to mention *more fare enforcement* (11% vs. 3%).

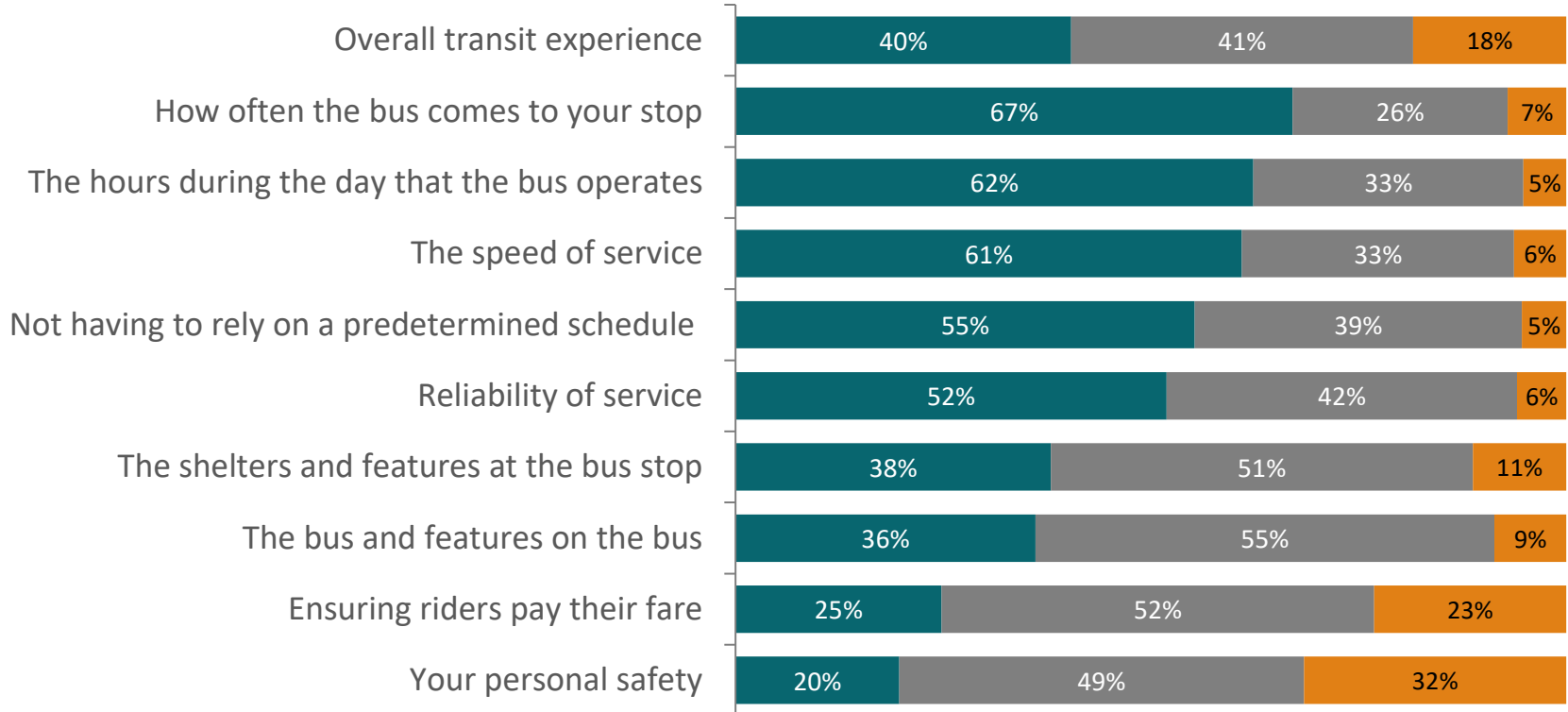Non-low income riders are more likely than low-income riders to mention *more fare enforcement* (10% vs. 3%).

Senior/disabled riders are less likely to mention *enforce rules/rowdy passenger concerns* (11% vs. Total 22%).

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Q9. What change(s) would improve your feeling of personal safety while waiting for or riding RapidRide E Line; Base: Total n = 131.
Multiple responses allowed. Sums to more than 100%.

Comparison to Other Metro Services

E

Two thirds of E Line riders feel the E Line is better than other Metro services for frequency of stops, and around three in five (55% to 62%) feel it is better for hours of bus operation, speed of service, and not having to rely on a predetermined schedule. Only one fifth and one quarter see the E Line as better when it comes to personal safety or ensuring riders pay their fare.

RapidRide E Line Compares to Other Metro Bus Service

■ RapidRide E Line is Better   ■ No Difference   ■ Other Metro Service is Better

Attribute	RapidRide E Line is Better	No Difference	Other Metro Service is Better
Overall transit experience	40%	41%	18%
How often the bus comes to your stop	67%	26%	7%
The hours during the day that the bus operates	62%	33%	5%
The speed of service	61%	33%	6%
Not having to rely on a predetermined schedule	55%	39%	5%
Reliability of service	52%	42%	6%
The shelters and features at the bus stop	38%	51%	11%
The bus and features on the bus	36%	55%	9%
Ensuring riders pay their fare	25%	52%	23%
Your personal safety	20%	49%	32%

Comparison to Other Metro Services

When looking at the difference in how E 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 E Line riders are more likely to say that E Line is **better** than other Metro bus service in almost all areas. Conversely, those who are dissatisfied or neutral overall are more likely to say that E Line is **not as good** as other Metro bus service.

- The difference in opinion of satisfied vs. dissatisfied/neutral riders on how the E Line compares to other bus service, shown as Delta in the table below, is greatest for the following: **personal safety**, **reliability of service**, and **speed of service**.

- There is comparatively less difference between the two groups (satisfied riders vs. dissatisfied/neutral riders) on: **how often the bus comes, bus and features of the bus,** and **shelters and features of the bus stop**.

- 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 E Line falls short. This includes **personal safety** (23% of satisfied riders say personal safety on the E Line is worse than other bus service) and **ensuring riders pay their fare** (19% of satisfied riders say fare enforcement is worse on the E Line versus other bus service).

	E Line is Better than Other Metro Bus Service			E Line Not As Good as Other Metro Bus Service			Total Delta (NET)
	Satisfied w/E Line	Neutral/Dissatisfied w/E Line	Delta	Satisfied w/E Line	Neutral/Dissatisfied w/E Line	Delta	
Personal safety	23%	9%	14	23%	50%	27	41
Reliability of service	59%	36%	23	3%	11%	8	31
Shelters and features of bus stop	42%	28%	14	10%	15%	5	19
Ensuring riders pay their fare	27%	19%	8	19%	32%	13	21
Bus and features on bus	39%	27%	12	7%	13%	6	18
Hours the bus operates	67%	50%	17	3%	9%	6	23
No predetermined schedule	58%	46%	12	3%	11%	8	20
Speed of service	68%	46%	22	4%	11%	7	29
How often the bus comes	70%	61%	9	5%	12%	7	16

Q7: How do you feel RapidRide E Line compares to other Metro bus service for the following items by Overall Satisfaction with RapidRide; Base varies by attribute: Satisfied with RapidRide n = 327-345 Neutral/Dissatisfied with RapidRide n = 142-148.

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Transit Trips Taken

Most riders (89%) meet Metro's definition of a regular rider (making five or more trips in the last 30 days) while a minority (11%) are infrequent riders (making fewer than 5 trips). Over a third ride frequently enough (36 or more trips) to make payment with a purchased monthly pass break-even.

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

- <5 rides — 11%
- 5 - 35 rides — 52%
- 36 or more rides — 37%

Mean 31.10

89% 5+ ride a month
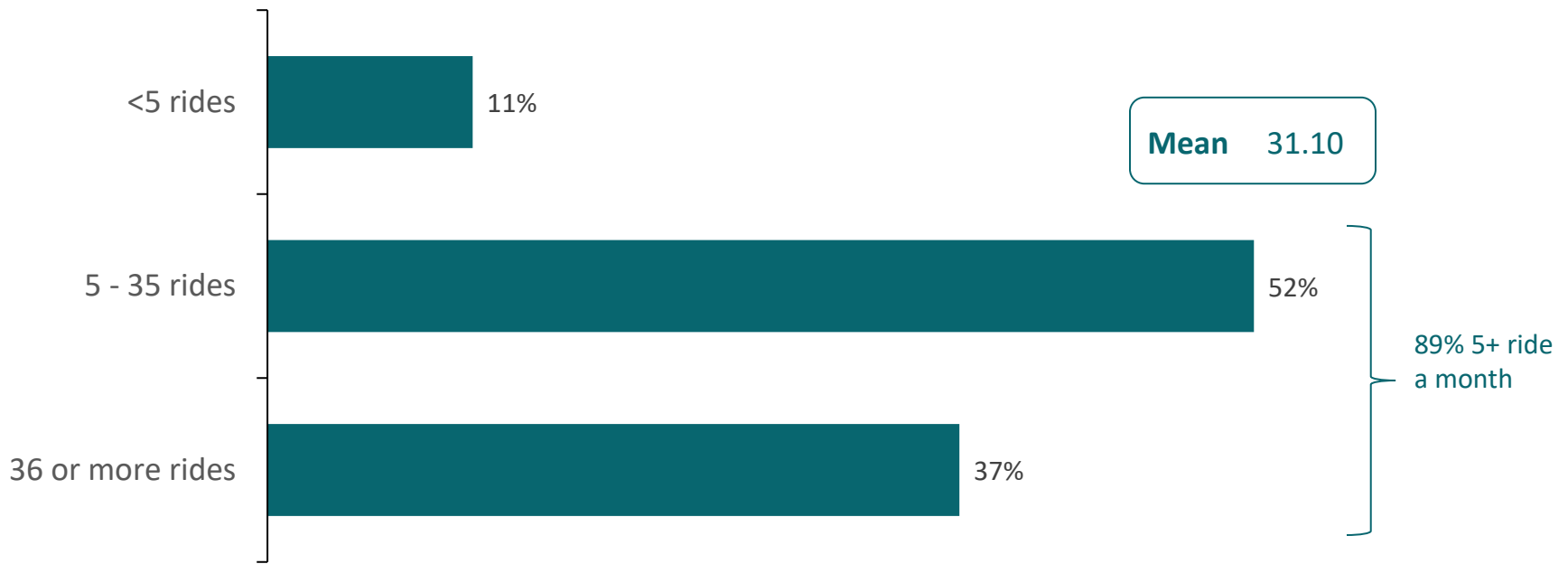
Those interviewed late-night averaged more trips in the last 30 days than those interviewed in the daytime (42 vs. 28).

Males riders averaged a greater number of trips compared to female riders (35 vs. 28, respectively).

Minority riders averaged more trips compared to non-minority riders (average 34 vs. 28, respectively), and non-minority riders were more likely than minority riders to have taken fewer than five trips (15% vs. 8%).

Length of Metro Ridership

Two-thirds (65%) of riders have been using RapidRide E Line for more than a year.

Length of Time Using RapidRide E Line

Less than 6 months	18%
6-12 months	17%
More than a year but less than 5 years	36%
More than 5 years	29%
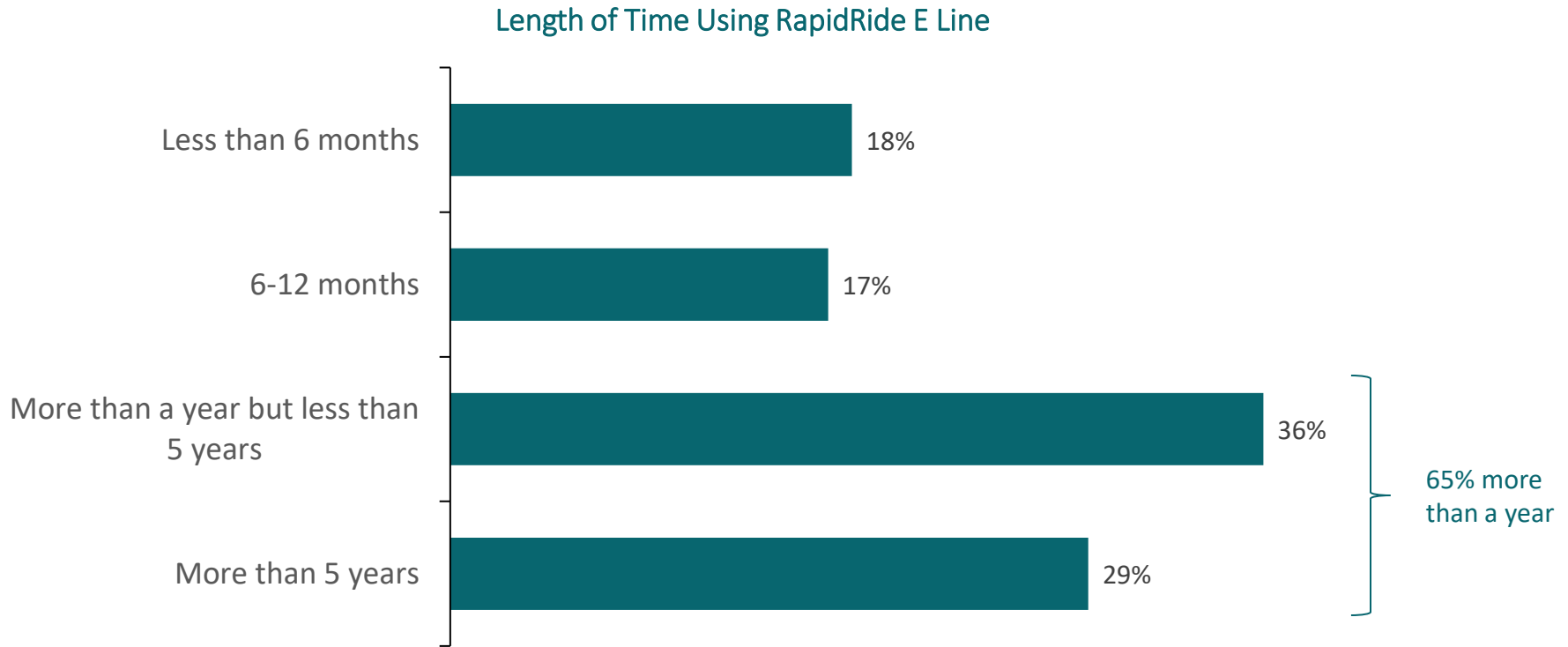
65% more than a year

Frequent riders (36+ trips over the past 30 days) are more likely than less frequent riders (<36 trips) to have been riding the E Line for more than a year but less than five years (46% vs. 33%).

Minority riders are more likely than non-minority riders to have been riding the E Line for less than six months (22% vs. 14%), while non-minority riders are more likely than minority riders to have been riding the E Line for more than five years (33% vs. 23%, respectively).

Those surveyed in the daytime are more likely than those surveyed late-night to have been riding the E Line for more than a year but less than five years (39% vs 28%, respectively).

Day and Times of Riding

On weekdays, more than half (55%) of E Line riders travel during peak morning and nearly half (47%) travel peak evening hours. Over half (55%) of E Line Riders travel both weekday and weekend. Three in five (59%) travel off peak 9am to 3pm on weekends.

Day and Time Usually Ride RapidRide E Line

Weekday ONLY Riders **45%**
Both Weekday & Weekend 55%

	Midnight to 6 AM	AM Peak 6-9 AM	Between 9 AM to 3 PM	PM Peak 3-6 PM	Between 6-9 PM	9 PM to Midnight
Weekday	14%	55%	45%	47%	29%	22%
Weekend	19%	29%	59%	37%	40%	38%

Legend: ■ Weekday ■ Weekend
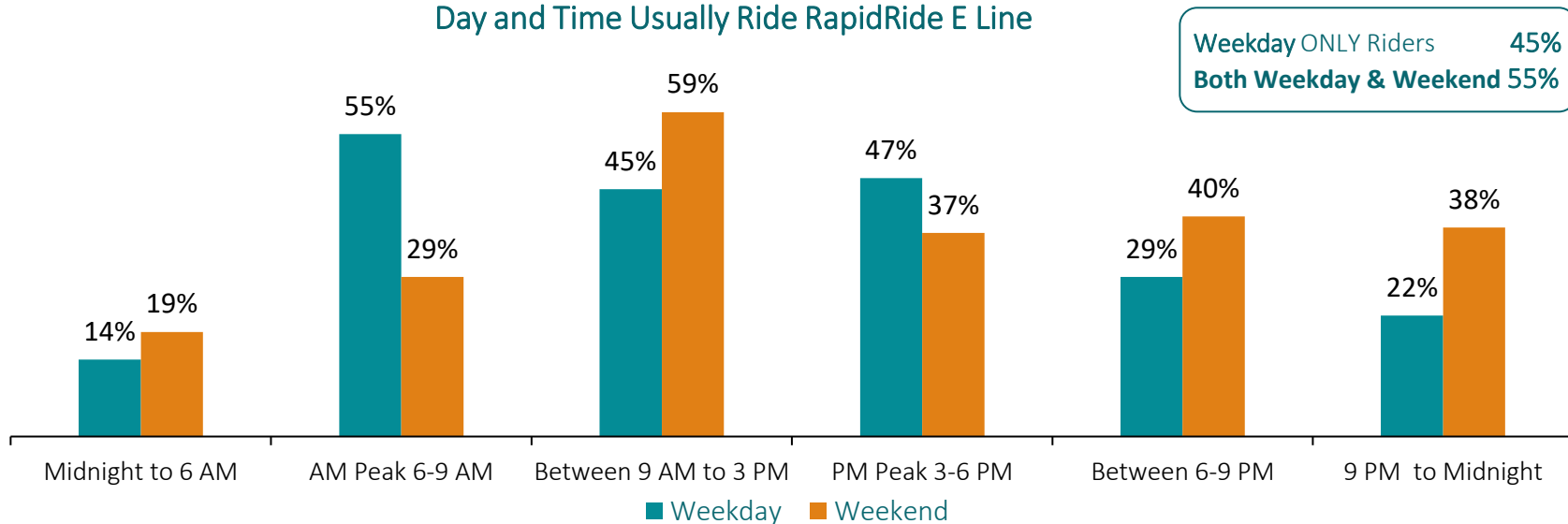
Males are more likely than females to use the E Line on weekdays, between midnight and 6am (16% vs. 9%).

Senior/disabled riders are more likely to use the E Line on weekdays from 9am to 3pm (58% vs. Total 49%).

Minority riders are more likely than non-minority riders to use the E Line on weekdays between 6-9pm (32% vs. 24%), from 9pm to midnight (26% vs. 13%), and between midnight and 6am (17% vs. 10%).

Low income qualified riders are less likely than non-low income to use the E Line on weekdays: peak morning 6-9am (45% vs. 64%), and more likely to use the E Line on weekdays midnight to 6am (23% vs. 8%), 9am-3pm (56% vs. 38%), 6-9pm (35% vs. 23%), and 9pm to midnight (29% vs. 15%).

The most frequent riders (36+ trips) are more likely than less frequent riders (<36 trips) to use the E Line weekdays peak morning 6-9am (72% vs. 49%) peak afternoon 3-6pm (60% vs. 44%), and 9pm to midnight (30% vs. 17%). Infrequent riders (<5 trips) are more likely to use the E Line between 9am to 3pm (62% vs. 43% of those with 5+ trips), and less likely to use it at all other weekday times.
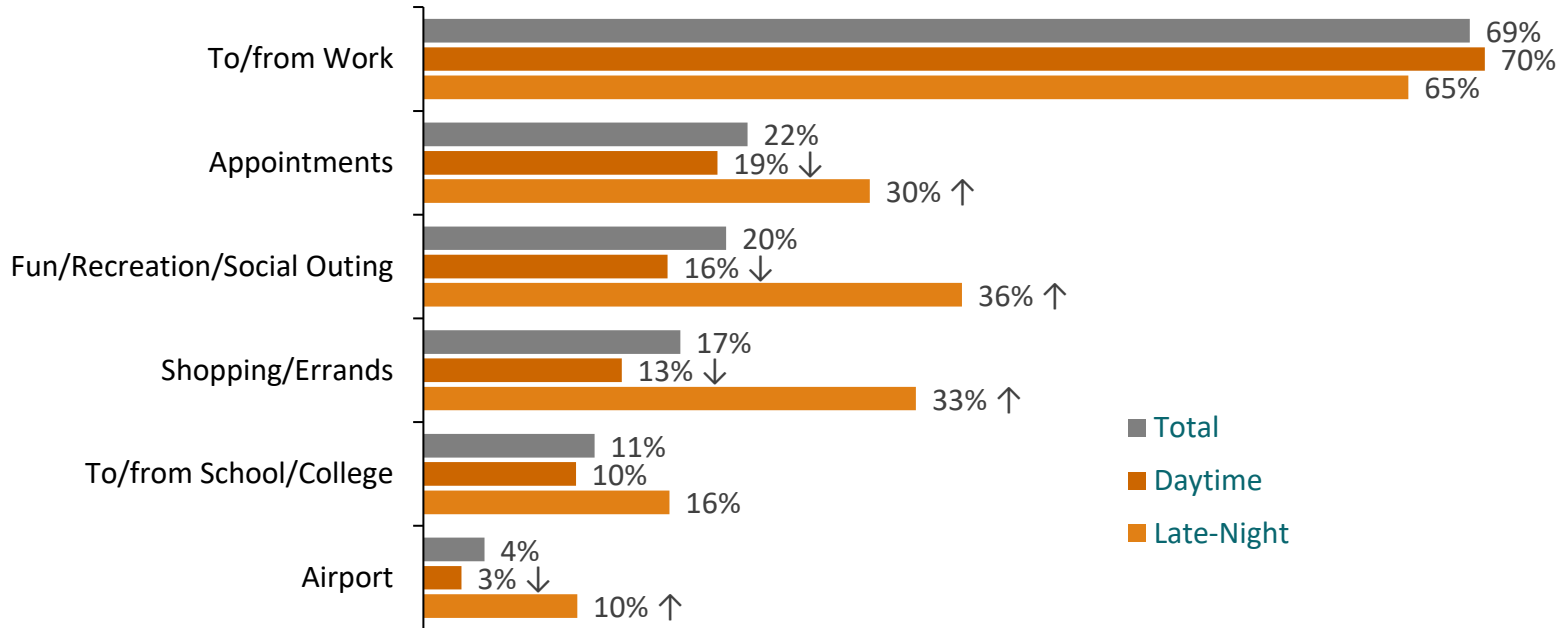
Infrequent riders (<5 trips) are less likely to use the E Line weekends from 9pm to midnight (14% vs. 42% of those with 5+ trips).

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Q11A/B. Weekday/Weekend: When do you usually ride RapidRide E Line?; Base: Weekday n = 478, Weekend n = 270.
Multiple responses allowed. Sums to more than 100%.

Reason for Riding

Riders are most often using the E Line to commute to and from work. Those surveyed late-night have significantly higher usage of the E Line for appointments, fun/social outings, shopping/errands, and airport travel than those interviewed during the daytime.

Purpose of Trip Taken Most Often

Purpose	Total	Daytime	Late-Night
To/from Work	69%	70%	65%
Appointments	22%	19% ↓	30% ↑
Fun/Recreation/Social Outing	20%	16% ↓	36% ↑
Shopping/Errands	17%	13% ↓	33% ↑
To/from School/College	11%	10%	16%
Airport	4%	3% ↓	10% ↑

Legend: ■ Total ■ Daytime ■ Late-Night

The most frequent riders (36+ trips) are more likely than less frequent riders (<36 trips) to use the E Line to commute to/from work (86% vs. 64%). Infrequent riders (<5 trips) are more likely than more frequent riders (5+ trips) to use the E Line most often for appointments (35% vs. 18%).

Low income qualified riders are less likely than non-low income riders to use the E Line to commute to/from work (59% vs. 78%), but are more likely to use it for appointments (30% vs. 15%), fun/social outings (30% vs. 16%), shopping/ errands (28% vs. 13%), or travel to/from school (17% vs. 6%).
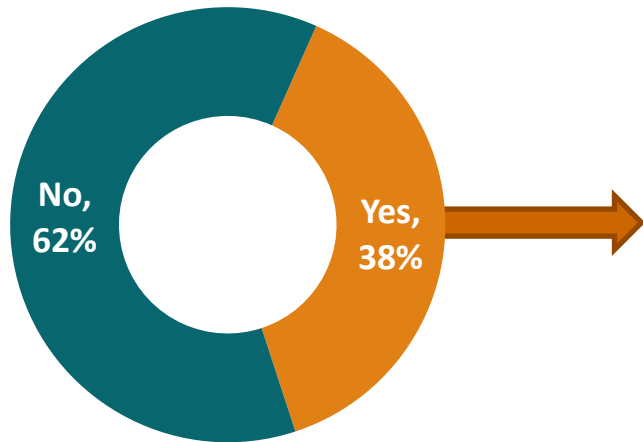
Senior/disabled riders are less likely to use the E Line to commute to/from work (41% vs. Total 69%) or to/from school (5% vs. 11%), but more likely to use it for appointments (37% vs. Total 22%), fun/social outings (39% vs. Total 20%) or shopping/errands (31% vs. Total 17%).

Minority riders are more likely than non-minority riders to use the E Line to travel to/from school (16% vs. 6%).

Q10. What is the purpose of the trip you take most often on RapidRide E Line; Base: Total n = 493; Daytime n = 395; Late-Night n = 98. Multiple responses allowed. Sums to more than 100%.

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Transferring to/from Route

Just under two in five (38%) E Line riders transferred to or from this route. Most transfers were to or from other buses (31%). A minority (6%) transferred to/from Link, and even smaller numbers transferred to/from Sounder, rideshares such as Uber or Lyft, or the ferry or the streetcar.
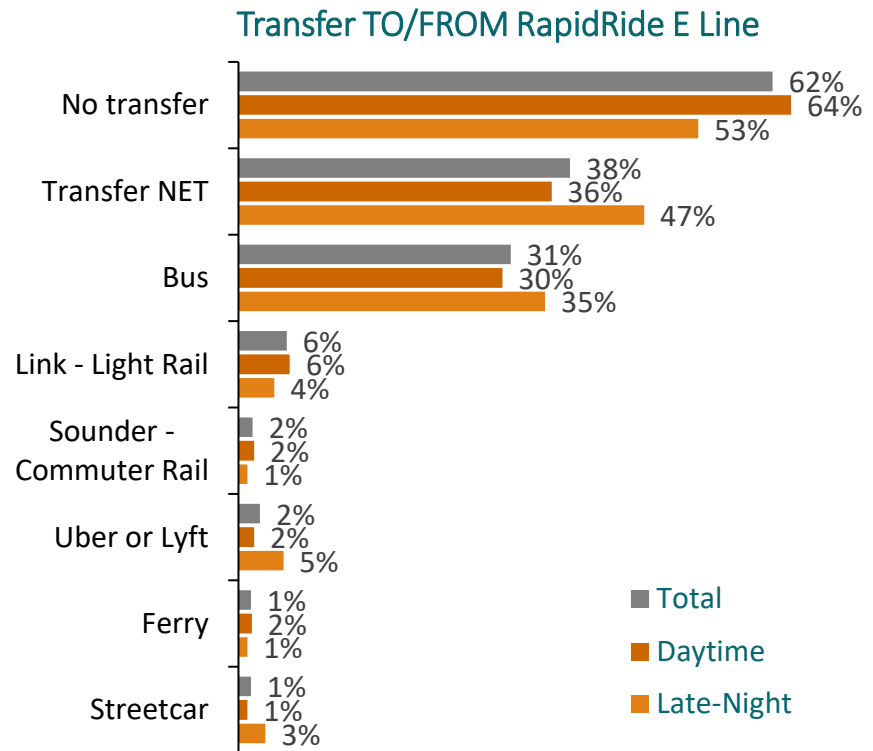
Donut chart: No, 62%; Yes, 38%

Transfer TO/FROM RapidRide E Line

	Total	Daytime	Late-Night
No transfer	62%	64%	53%
Transfer NET	38%	36%	47%
Bus	31%	30%	35%
Link - Light Rail	6%	6%	4%
Sounder - Commuter Rail	2%	2%	1%
Uber or Lyft	2%	2%	5%
Ferry	1%	2%	1%
Streetcar	1%	1%	3%

Less frequent riders (<36 trips) are more likely than the most frequent riders (36+ trips) to have transferred to/from the route (44% vs. 25%); with least frequent riders the most likely to have transferred (57%).

Low income qualified riders are more likely than non-low income riders to have transferred to/from the route (48% vs. 32%).

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Q12. On this trip today did you or will you transfer TO/FROM RapidRide E Line? Base Total n=483; Daytime n = 387; Late-Night n = 96. Mentions 2% or greater shown. Multiple responses allowed. Sums to more than 100%.

Decline in Usage

One in six E Line riders (16%) say their E Line ridership has declined in the past few years. Decline is greatest among those who are neutral or dissatisfied with the RapidRide E Line overall. One in three (32%) who are neutral/dissatisfied report a decline in their usage, compared to one in ten (10%) who are satisfied.

Safety/security concerns and a change in a job/work schedule or school are the top reasons given for a decline in use.

Decline in Use of RapidRide E Line

Legend: ■ No ■ Yes

	No	Yes
Total	84%	16%
Satisfied	90% ↑	10% ↑
Neutral/Dissatisfied	68% ↓	32% ↑
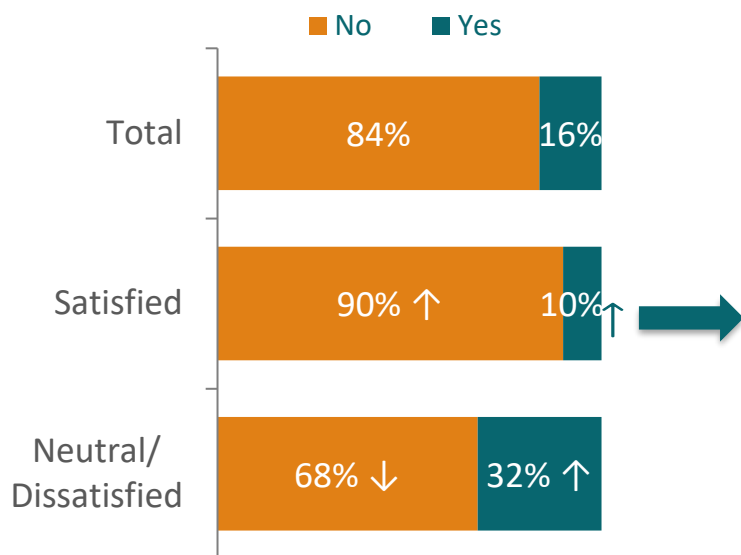
Reason for RapidRide E Line Use Decline (Total)

Reason	%
Safety/Security NET (stops/stations/on bus)	25%
Job/Work schedule/School change	18%
Moved/No longer need	12%
Other passenger concerns (homeless, drugs)	12%
Use other bus line/other transit	12%
Have other transportation now	7%
Unreliable (late, no show)	5%
Takes too long/New route is longer	4%
Too crowded	4%
Cleanliness (stops/dirty)	2%
Cleanliness (buses/dirty)	2%
Use Uber/Lyft/Taxi	2%
Other	7%
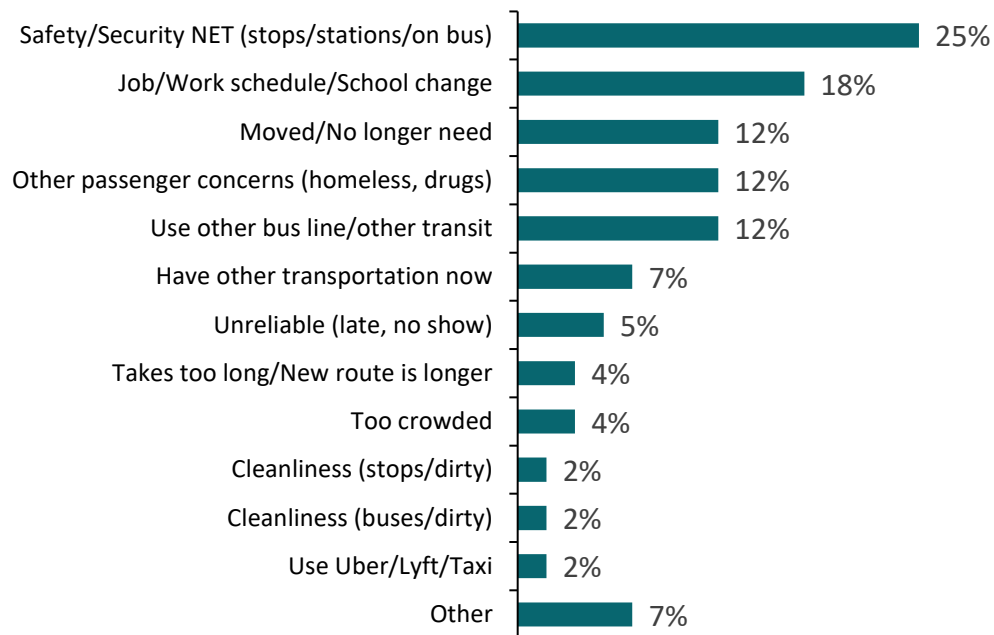
Infrequent riders (<5 trips) are more likely than the more frequent riders (5+ trips) to say their use of the RapidRide E Line *has declined* (31% vs. 13%). The most frequent riders (36+ trips) are the least likely to have had decline in their use (91% say *no decline*).

Among those whose use of the E Line has declined, non-minority riders are more likely than minority riders to cite *safety/security concerns* as a reason (31% vs. 9%).

Q15. Has your use of RapidRide E Line declined over the last few years? Base: Total n = 422; Satisfied n = 290; Neutral/ Dissatisfied n = 118. Q15A. Why has your use of RapidRide E Line declined ; Base: Total n = 57. Mentions 2% or greater shown. Multiple responses allowed. Sums to more than 100%.

Fare Payment

Nearly eight in ten (78%) E Line riders pay their fare via an ORCA card, while one in six (16%) utilize cash/paper transfer. Few use a shelter/human services ticket or the Transit GO app. One in fifty ride without paying a fare.

Mode of Fare Payment

Mode	Total	Daytime	Late-Night
ORCA Card	78%	82% ↑	62% ↓
Cash or paper transfer	16%	12% ↓	35% ↑
Mobile ticket (Transit GO App)	5%	5%	7%
Ticket	5%	4%	8%
Usually ride without paying a fare	2%	1% ↓	6% ↑
Other	2%	2%	3%

- Total
- Daytime
- Late-Night
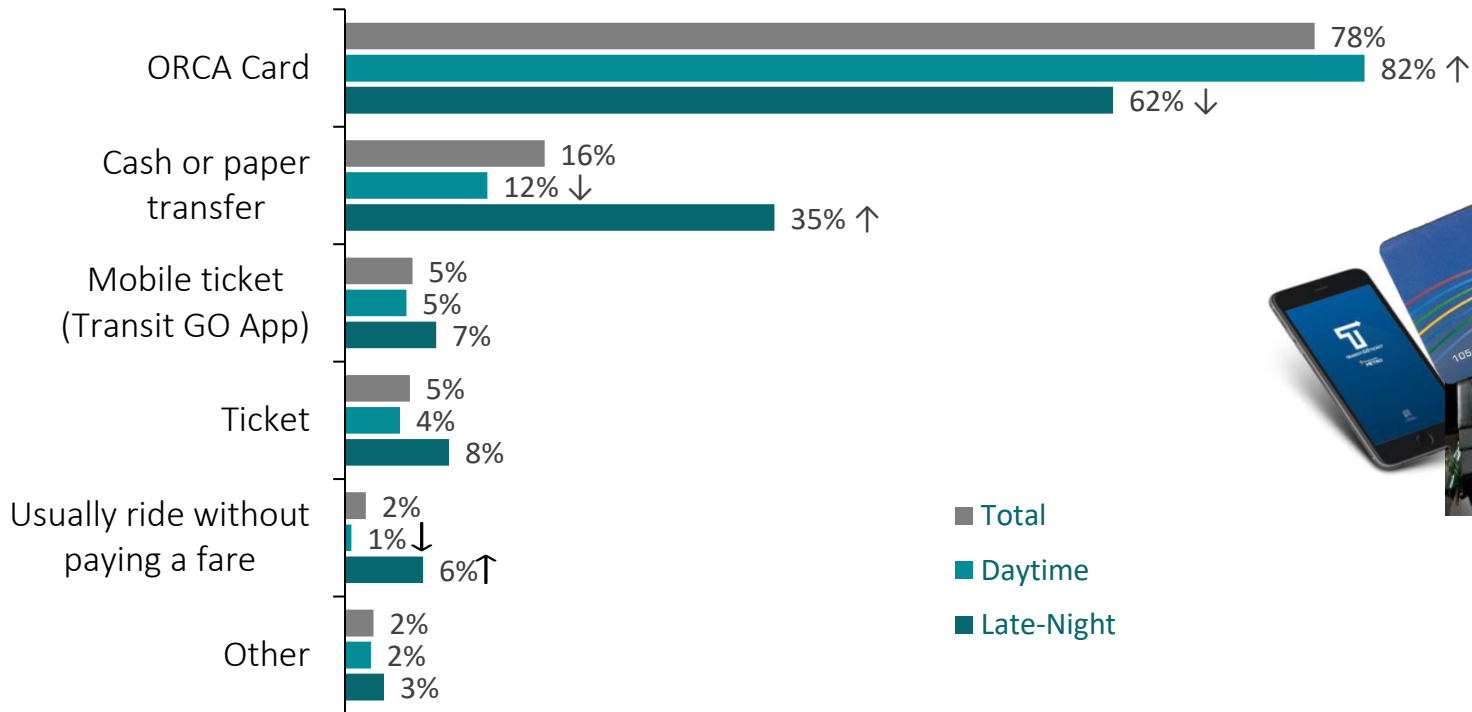
Those surveyed in the daytime are more likely than those surveyed late-night to use an *ORCA Card* (82% vs. 62%), and less likely to pay via *cash or paper transfer* (12% vs. 35%).

Low income riders are less likely than non-low income to use an *ORCA Card* (63% vs. 87%), and more likely to pay via *cash or paper transfer* (31% vs. 6%) or to use a *shelter/human services ticket* (13% vs. 2%).

Senior/disabled riders are more likely to pay via *cash or paper transfer* (26% vs. Total 16%).

Minority riders are more likely than non-minority riders to use a *shelter/human services ticket* (7% vs. 3%).

Q16. How do you usually pay your fare? Base: Total n = 477; Daytime n = 382; Late-Night n = 95. Mentions 2% or greater shown. Multiple responses allowed. Sums to more than 100%.

Fare Enforcement Experience

Over three in four (77%) riders have been asked to show proof of fare payment on the E Line in the past, on average once or twice in the past 30 days.

Ever Asked To Show Proof of Payment

■ No   ■ Yes

	No	Yes
Total	23%	77%
Daytime	23%	77%
Late-Night	22%	78%
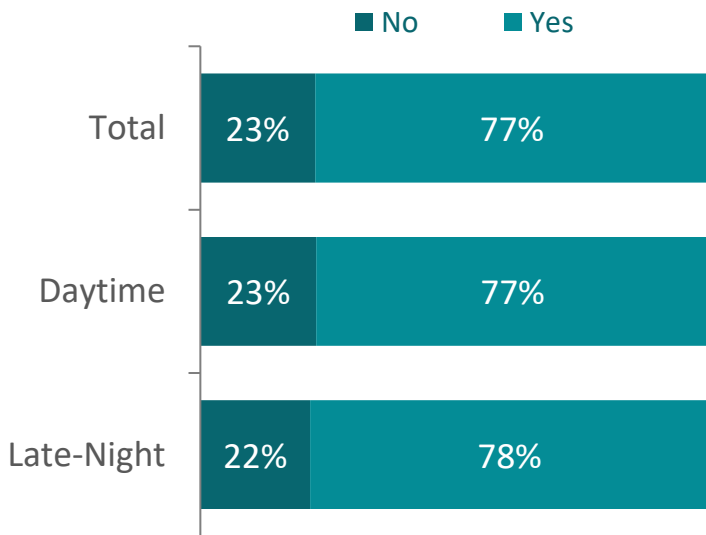
Frequency of Request to Show Proof of Payment

	Total	Daytime	Late-Night
0 or not asked	53%	54%	51%
1 - 2 times	26%	28% ↑	16% ↓
3 - 5 times	16%	14%	22%
6 - 9 times	2%	1%	6%
10 - 14 times	2%	1%	3%
15+ times	1%	1%	2%

Mean

■ Total   1.50
■ Daytime   1.32↓
■ Late-Night 2.25↑
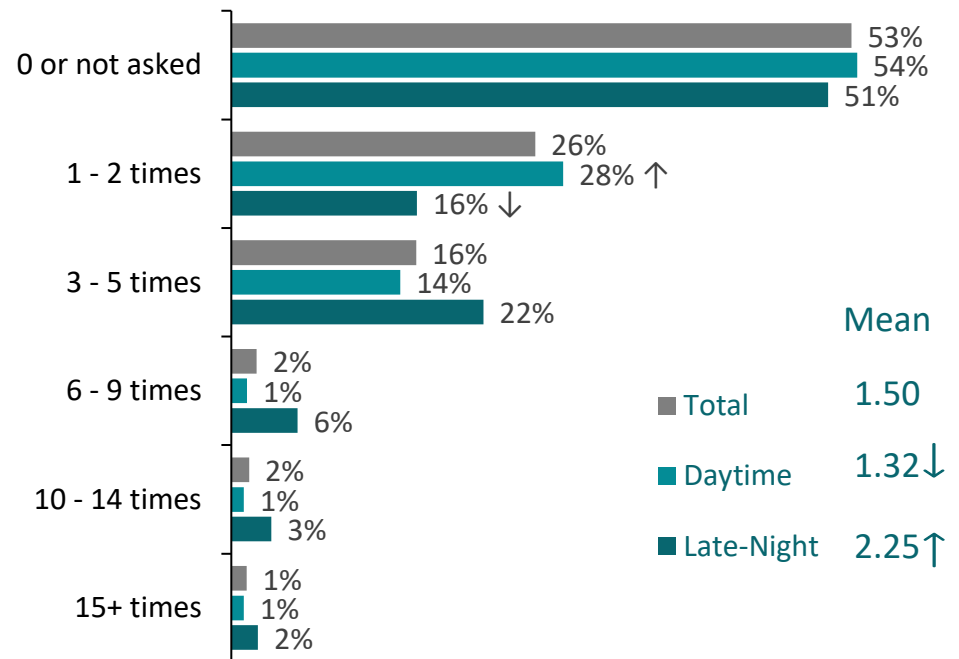
The most frequent riders (36+) are more likely to have been required to show proof of payment than less frequent riders(<36 trips) (89% vs. 73%). They also report a significantly greater number of requests, on average (2.03 on average vs. 1.16, respectively).

Those surveyed late-night report a significantly greater number of requests, on average, compared to those surveyed during the daytime (2.25 vs. 1.32, respectively).

Low income qualified riders report a significantly greater number of requests, on average, compared to non-low income riders (1.73 vs. 1.18).

Minority riders report a significantly greater number of requests, on average, compared to non-minority riders (1.74 vs. 1.07).

Perceptions of Fare Enforcement

The majority of E Line riders have either positive or neutral perceptions/experiences with Fare Enforcement, and professionalism is the most highly rated aspect. However, around one in five riders gives a negative rating to compassion/care for riders, passengers' safety, or inspecting proof of fare payment, and one in seven rates professionalism and customer service negatively.

Experiences/Perceptions of the Fare Enforcement

Legend: ■ Very Positive ■ Somewhat Positive ■ Neutral ■ Somewhat Negative ■ Very Negative — Mean

Category	Very Positive	Somewhat Positive	Neutral	Somewhat Negative	Very Negative	Mean
Professionalism — Positive (4-5) 63%	36%	27%	24%	8%	5%	3.82
Customer Service — Positive (4-5) 48%	27%	20%	39%	8%	6%	3.56
Inspecting Proof of Fare Payment — Positive (4-5) 47%	27%	20%	34%	10%	9%	3.45
Compassion or Care for Riders — Positive (4-5) 45%	22%	22%	33%	12%	10%	3.36
Passengers' Safety — Positive (4-5) 43%	22%	22%	37%	13%	7%	3.38
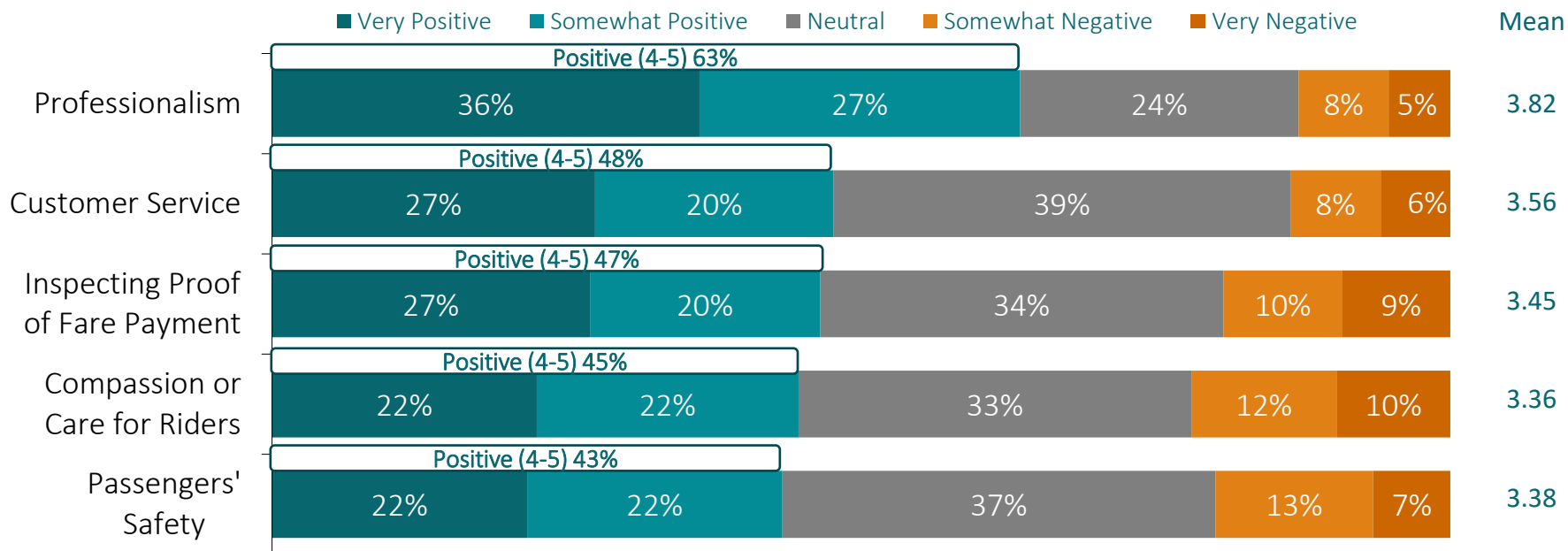
Those surveyed in the daytime are more likely than those surveyed late-night to report net positive experiences for **compassion for riders** (48% vs. 33%) and for **professionalism** (67% vs. 49%). Those surveyed in the evening are more likely to report net negative experiences for **customer service** (24% vs. 11%) and "very negative" experiences for **professionalism** (12% vs. 4%).

Males are more likely than females to report net negative experiences for **inspecting proof of fare payment** (23% vs. 11%), but more likely to report "somewhat positive" experiences for **passengers' safety** (27% vs. 17%).

Low income riders are more likely than non-low income riders to report neutral experiences for **professionalism** (29% vs. 18%), while non-low income riders are more likely to report net positive experiences for **professionalism** (72% vs. 55%).

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Past Wave Comparison

Past Wave Comparison

The following section is a comparison of results collected on RapidRide E Line in February 2020 to the 3-year post implementation wave conducted in 2018.

The 2018 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 2018 waves with comparable wording and measurement are included in this section.

Wave Comparison Questions

Q4_C. Overall how satisfied are you with E Line

Q1_A. How long my bus trip takes: Travel on E 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 E Line bus stops

Q3_A2. Cleanliness of E Line bus interiors

Q7. E 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 E Line

Q12. Transfer TO/FROM E Line

Q13. Number of rides taken on E Line in the last 30 days

Q16. Fare Payment on E Line

Q17. Fare enforcement on E Line

Demographics

Q19. Gender identity

Q20. Age

Q23. Household income

Q24. Hispanic or Latinx?

Q26. Primary language spoken at home

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Rider Profile

- While the majority of E Line riders reported household incomes of $33,000 or greater in both surveys, the proportion of riders with a household income under $25,000 is significantly lower in 2020.

- 2020 saw a higher occurrence of Hispanic or Latinx riders (up to 15% from 8% in 2018).

	2020 Wave (n=435)	2018 Wave (n=506)
Base size answering varies by question		
Gender		
Male	53%	50%
Female	45%	49%
Other	2%	2%
Age		
< 25	16%	16%
25 – 34	35%	31%
35 – 44	18%	18%
45 – 54	11%	14%
55 – 64	12%	14%
65+	9%	8%
Mean	39	39
Income		
<$24,999	**22%**	**29%**
$25,000 - $32,999	14%	11%
$33,000+	64%	59%
% White	62%	61%
% Non-White	38%	39%
% Hispanic	**15%**	**8%**
Language Spoken at Home		
English	89%	91%
Other	11%	9%

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

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

Satisfaction with Service Elements

Overall satisfaction with the E Line in 2020 is very similar to overall satisfaction in 2018. Of the comparable elements included in the 2020 study, 2020 mean satisfaction ratings are not significantly different to 2018 ratings, although some directional improvement is noted, especially with cleanliness of bus stops.

Service Element	2020 Wave Mean 5=Very Satisfied	2018 Wave Mean 5=Very Satisfied
Overall Satisfaction	3.83	3.80
How long the bus trip takes	3.96	3.89
Cleanliness		
Of bus stops	3.20	3.09
Of bus interiors	3.37	3.31
Personal Safety while:		
Waiting for the bus during the day	3.71	3.68
Waiting for the bus at night	2.96	3.00

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Q4_C. Overall how satisfied are you with RapidRide E Line? Q1A. …How long trip takes Q3A. …Cleanliness   Q2A. …Personal Safety Base varies by attribute: 2020 Wave n = from 374 to 434; Past Wave n = from 459 to 499.

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Overall Satisfaction

Satisfaction with RapidRide E Line has held steady since 2018, with nearly three in four riders satisfied overall.

Overall Satisfaction with RapidRide E Line

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

Mean

	Satisfied (4-5)	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Mean
2020 Wave	73%	22%	51%	18%	7%	2%	3.83
2018 Wave	72%	19%	53%	18%	7%	2%	3.80

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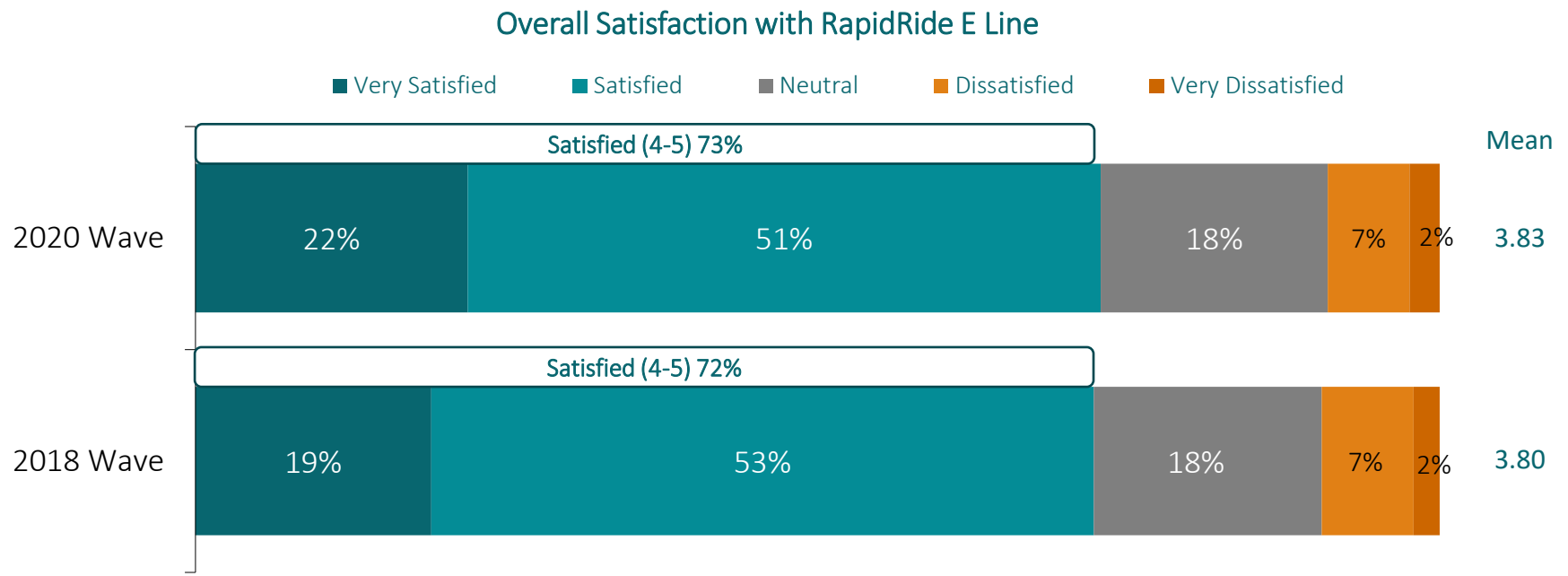
Satisfaction With Travel Time

When asked about their level of satisfaction with how long the bus trip takes, riders reported similar levels of satisfaction in both 2020 and 2018.

How Long the Bus Trip Takes

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

Mean

2020 Wave — Satisfied (4-5) 75%
| 29% | 46% | 18% | 4% | 2% | 3.96 |

2018 Wave — Satisfied (4-5) 74%
| 26% | 48% | 17% | 6% | 3% | 3.89 |

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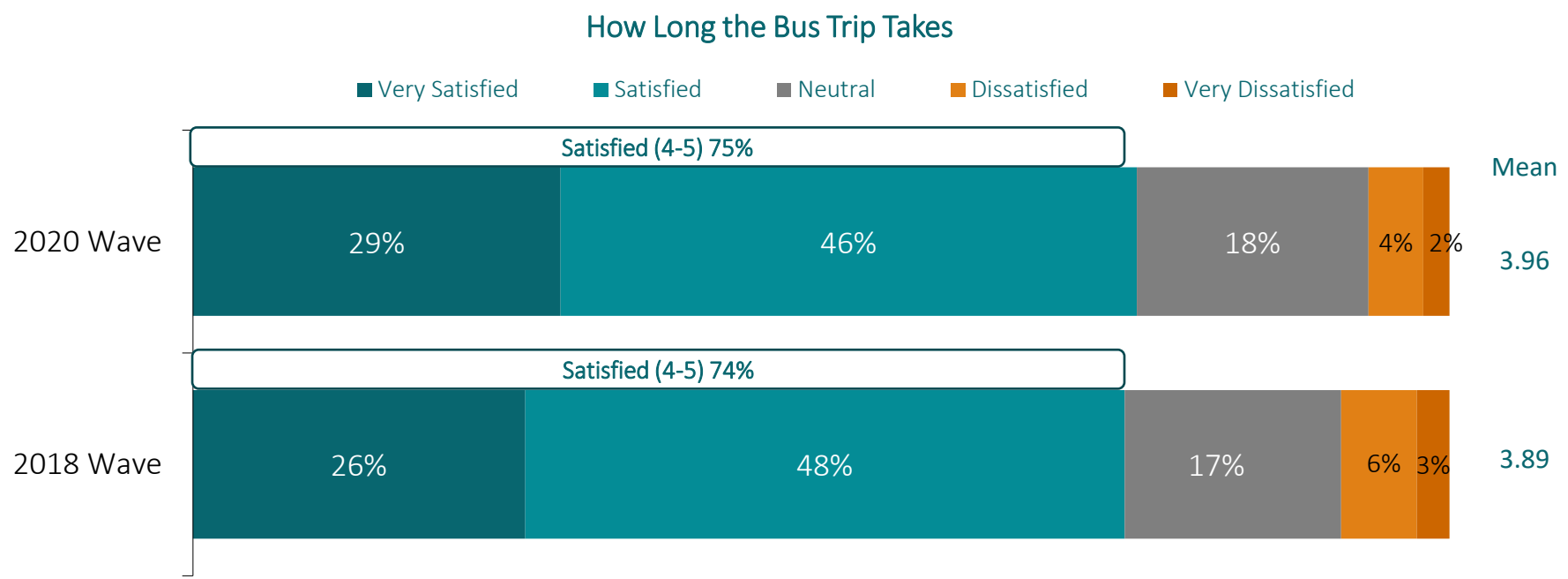
Satisfaction With Cleanliness of Buses/Stops

2020 saw an improvement in satisfaction with the cleanliness of bus stops, with significantly more "satisfied" and fewer "very dissatisfied." There was also some improvement in satisfaction with cleanliness of bus interiors, with significantly fewer "very dissatisfied" compared to 2018.

Legend: ■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

Cleanliness of Bus Stops

Mean

2020 Wave — Satisfied (4-5) 42%
8% | 34% ↑ | 32% | 23% | 4% ↓ — **3.20**

2018 Wave — Satisfied (4-5) 38%
10% | 27% ↓ | 31% | 24% | 8% ↑ — **3.09**

Cleanliness of Bus Interiors

2020 Wave — Satisfied (4-5) 51%
11% | 40% | 27% | 19% | 3% ↓ — **3.37**

2018 Wave — Satisfied (4-5) 48%
13% | 35% | 28% | 15% | 8% ↑ — **3.31**

Q3_A1. Cleanliness on RapidRide E Line: things that can be wiped/washed away - Of bus stops; Base: 2020 Wave n = 421; 2018 Wave n = 491. Q3_A2. Cleanliness on RapidRide E Line: things that can be wiped/washed away - Of bus interiors; Base: 2020 Wave n = 408; 2018 Wave n = 495.

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Satisfaction With Personal Safety

Rider satisfaction with personal safety while waiting for the bus in 2020 is similar to 2018, with around two thirds satisfied with personal safety while waiting for the bus *during the day*, but only around one third are satisfied with personal safety waiting for the bus *during the evening.*

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

Personal Safety While Waiting for the Bus During Day

Mean

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Mean
2020 Wave — Satisfied (4-5) 66%	21%	45%	20%	11%	3%	3.71
2018 Wave — Satisfied (4-5) 65%	17%	48%	23%	10%	2%	3.68

Personal Safety While Waiting for the Bus At Night

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Mean
2020 Wave — Satisfied (4-5) 34%	11%	24%	29%	24%	13%	2.96
2018 Wave — Satisfied (4-5) 36%	10%	26%	31%	20%	13%	3.00

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Q2_A1. Personal safety while waiting for the bus - During the day; Base: 2020 Wave n = 424; 2018 Wave n = 492.
Q2_A2. Personal safety while waiting for the bus - At night; Base: 2020 Wave n = 374; 2018 Wave n = 459.

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Comparison to Other Metro Bus Services

When compared to 2018, significantly fewer riders in 2020 consider the RapidRide E Line to be better than other Metro bus services. In 2020, riders are more neutral in their perceptions with significantly more saying there is "no difference" between the E Line and other Metro bus services.

Areas with the largest shift of ratings from E Line is better to no difference include overall quality of the transit experience, shelters and features at the bus stop, and personal safety.

RapidRide E Line Compares to Other Metro Bus Service

■ RapidRide E Line is Better   ■ No Difference   ■ Other Metro Service is Better

2020 Wave / 2018 Wave

Attribute	2020 E Line Better	2020 No Diff	2020 Other Better	2018 E Line Better	2018 No Diff	2018 Other Better
Overall transit experience	38%	43%	18%	54%	28%	18%
How often the bus comes	68%	25%	7%	78%	16%	6%
Hours during the day that the bus operates	62%	33%	5%	73%	21%	6%
No predetermined schedule	57%	39%	4%	65%	29%	6%
Shelters and features at the bus stop	35%	52%	13%	52%	38%	10%
Your personal safety	17%	51%	32%	28%	41%	31%

Q7. RapidRide E Line compares to other Metro bus service; Base varies by attribute: 2020 Wave n = from 396 to 406; 2018 Wave n = from 466 to 476.

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Transit Trips Taken

The average number of trips taken in the past 30 days by riders on the E Line has decreased, though not significantly, from an average of 34 trips in 2018 to an average of 29 trips in 2020. The proportion of riders falling into each frequency category in 2020 and 2018 are not significantly different.

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

	2020 Wave	2018 Wave
Mean	28.64	33.92

<5 rides: 2020 Wave 12%, 2018 Wave 9%

5 - 35 rides: 2020 Wave 53%, 2018 Wave 54%

36 or more rides: 2020 Wave 35%, 2018 Wave 38%

Q13. How many rides have you taken on RapidRide E Line in the last 30 days? Base: 2020 Wave n = 342; 2018 Wave n = 455.

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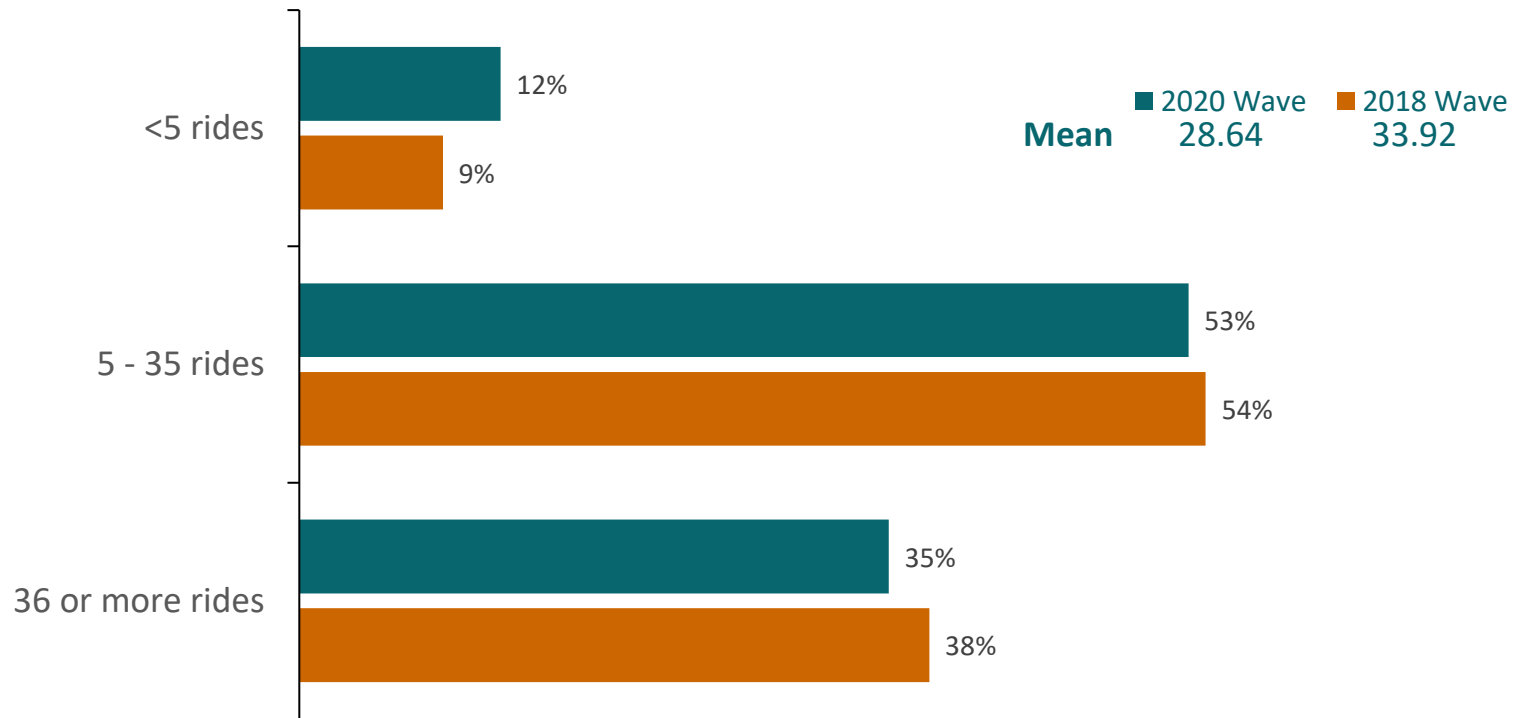
Reason for Riding

Riders were asked to list the purpose of the trip they take most often on this route. Since 2018, the use of the E Line for commuting to/from work has stayed the same, while significantly fewer report taking the bus for fun/social outings or for shopping/errands, and slightly fewer have used the E Line for travel to appointments or to/from school.

Purpose of Trip Taken Most Often

Purpose	2020 Wave	2014 Wave
To/from Work	70%	70%
Appointments	19%	23%
Fun/Recreation/Social Outing	16% ↓	25% ↑
Shopping/Errands	13% ↓	19% ↑
To/from School/College	10%	12%
Airport	3%	Not included in past Waves

■ 2020 Wave   ■ 2014 Wave

Q10. What is the purpose of the trip you take most often on RapidRide E Line? Base: 2020 Wave n = 395; 2018 Wave n = 474. *Multiple responses given. Sums to more than 100%.*

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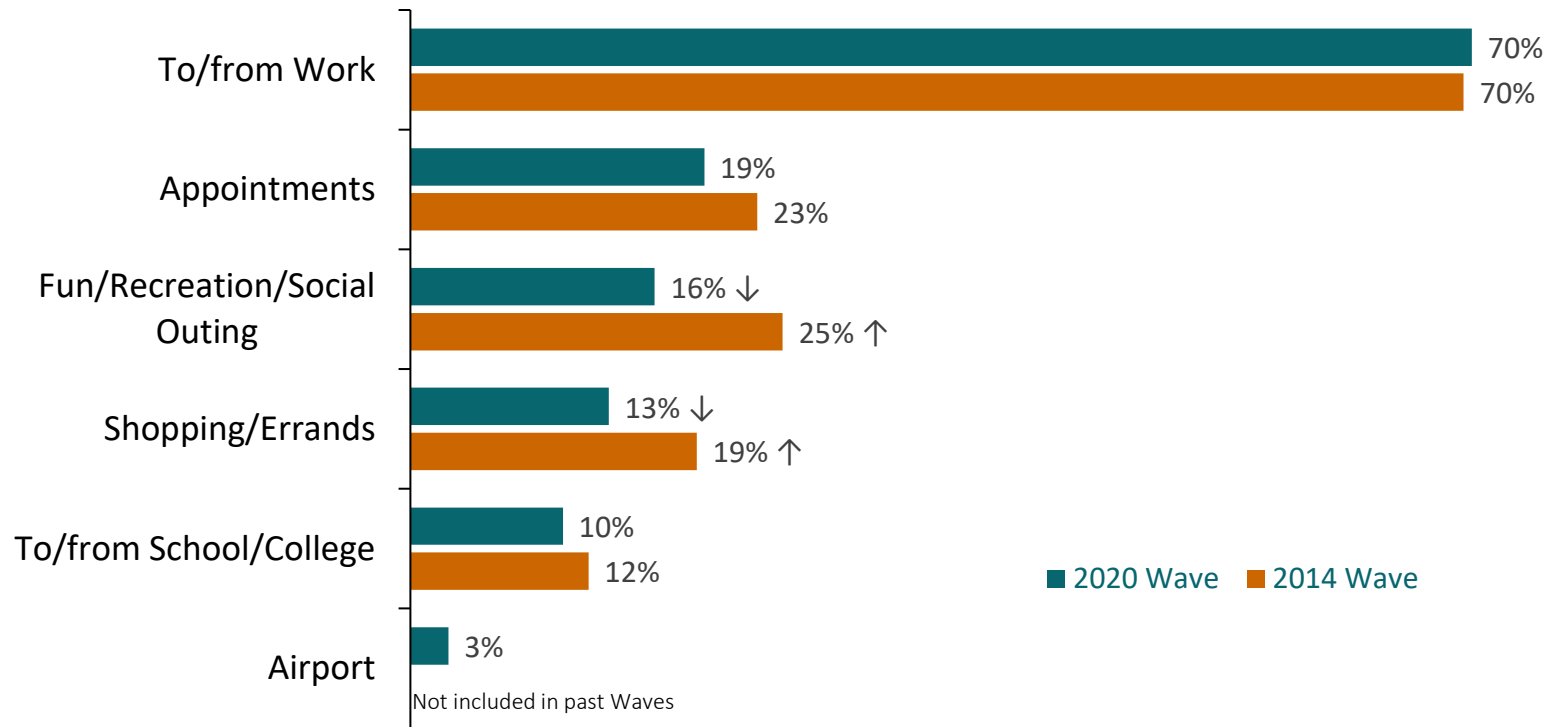
Transferring to/from Route

Significantly fewer riders transferred either to or from the RapidRide E Line in 2020 compared to 2018.

Transfer TO/FROM RapidRide

■ Yes   ■ No

	Yes	No
2020 Wave	36% ↓	64% ↑
2018 Wave	46% ↑	54% ↓
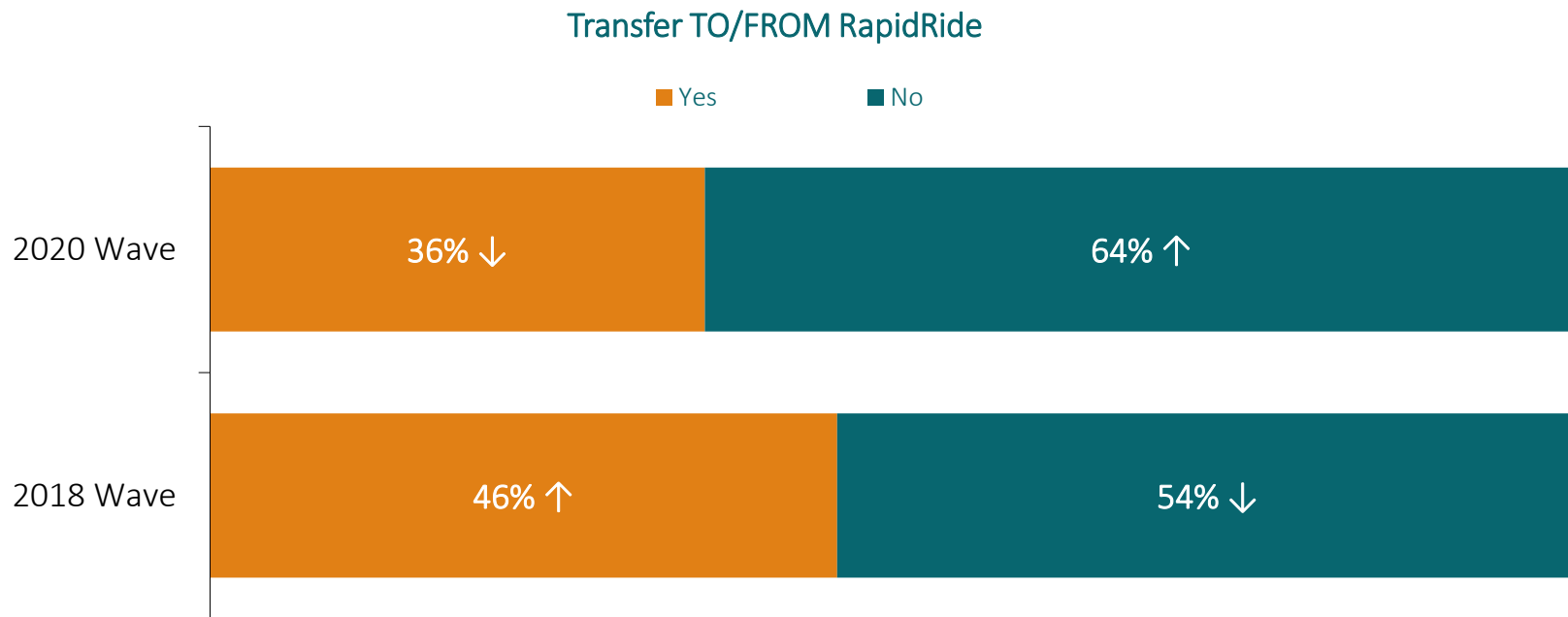
Fare Payment

Use of the ORCA card as a form of payment for Metro ridership has grown somewhat since 2018, while the usage of cash or paper transfer and tickets declined significantly. A modest 5% of RapidRide E Line riders use the Transit GO app, implemented since the 2018 study.

Mode of Fare Payment

Mode	2020 Wave	2018 Wave
ORCA Card	82%	78%
Cash or paper transfer	12% ↓	23% ↑
Mobile ticket (Transit GO App)	5% (Not included in past Waves)	
Ticket	4% ↓	10% ↑
Usually ride without paying a fare	1%	0%
Other	2%	1%

■ 2020 Wave ■ 2018 Wave

Q16. How do you usually pay your fare? Base: 2020 Wave n = 382; 2018 Wave n = 479.
Multiple responses allowed. Sums to more than 100%.

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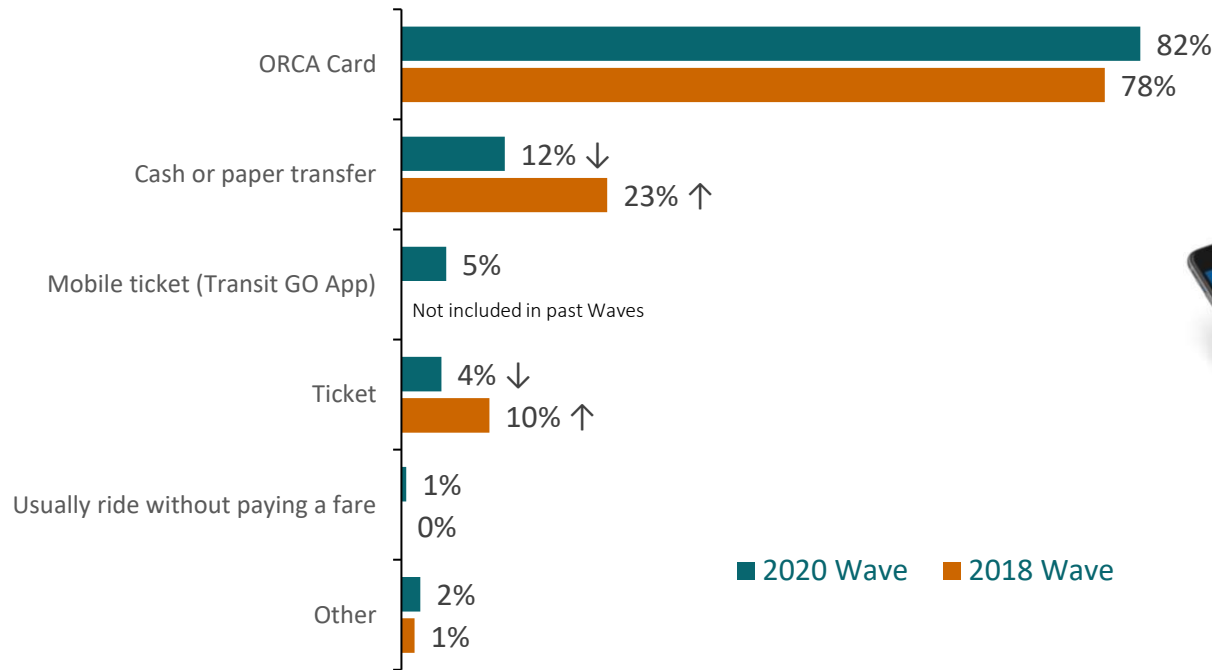
Fare Enforcement Experience

When compared to 2018, significantly fewer E Line riders in 2020 report being asked to show proof of payment (87% vs. 77%, respectively) .

Ever Asked To Show Proof of Payment

■ Yes   ■ No

	Yes	No
2020 Wave	77% ↓	23% ↑
2018 Wave	87% ↑	13%

Q17. On RapidRide E Line, have you ever been asked to show your proof of payment by a fare enforcement officer?
Base: 2020 Wave n = 373; 2018 Wave n = 464.

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E Past Wave
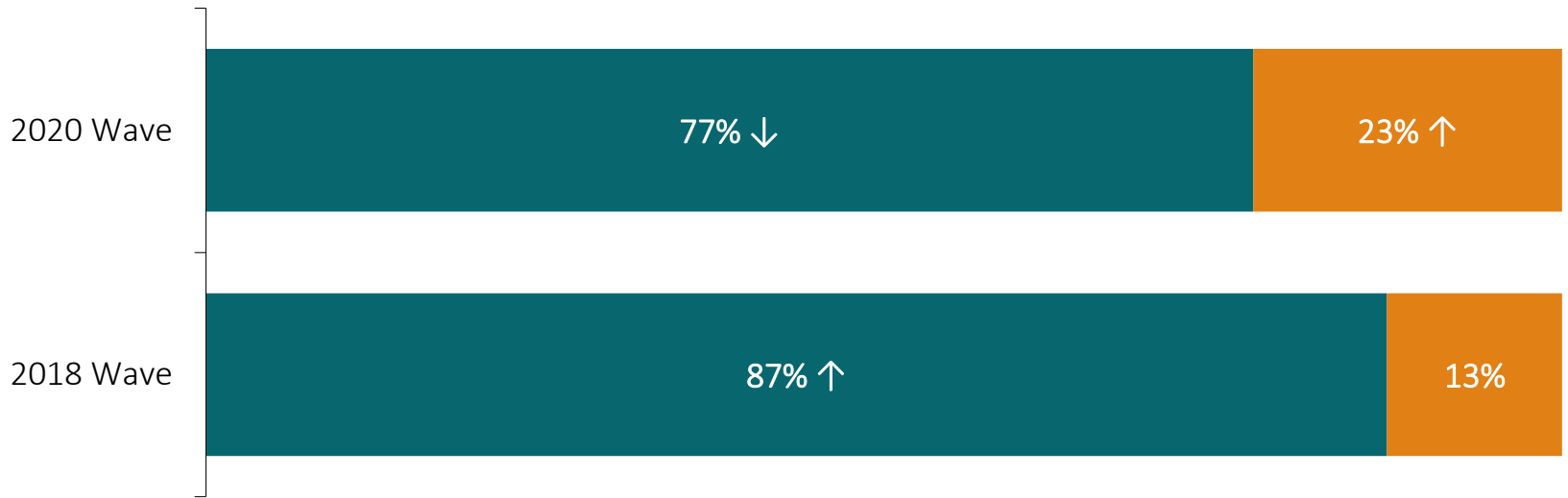
Appendix

2020 QUESTIONNAIRE

TIME:_____ AM / PM

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We'll Get You There

RapidRide E 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 E Line, not other routes or Metro Transit in general. THANK YOU!

1. Travel on RapidRide E Line	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
▼ How long my bus trip takes	☐	☐	☐	☐	☐	☐
▼ The bus getting me where I'm going in a reliable amount of time	☐	☐	☐	☐	☐	☐

2. Personal Safety on RapidRide E Line	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
▼ Personal safety while waiting for the bus: - During the day	☐	☐	☐	☐	☐	☐
- At night	☐	☐	☐	☐	☐	☐
▼ Behavior of other people at the bus stop or station: - During the day	☐	☐	☐	☐	☐	☐
- At night	☐	☐	☐	☐	☐	☐
▼ Personal safety while on the bus: - During the day	☐	☐	☐	☐	☐	☐
- At night	☐	☐	☐	☐	☐	☐
▼ Behavior of other passengers on the bus: - During the day	☐	☐	☐	☐	☐	☐
- At night	☐	☐	☐	☐	☐	☐

3. Cleanliness and Condition of RapidRide E Line	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
▼ Cleanliness: things that can be wiped/washed away - Of bus stops	☐	☐	☐	☐	☐	☐
- Of bus interiors	☐	☐	☐	☐	☐	☐
▼ Condition: Things that must be repaired, replaced, repainted) - Of bus shelters	☐	☐	☐	☐	☐	☐
- Of the buses	☐	☐	☐	☐	☐	☐

4. Overall Satisfaction with RapidRide E Line	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
▼ Experience while riding this bus	☐	☐	☐	☐	☐	☐
▼ Experience while waiting for this bus	☐	☐	☐	☐	☐	☐
▼ Overall how satisfied are you with RapidRide E Line	☐	☐	☐	☐	☐	☐

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

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

7. How do you feel RapidRide E 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	☐	☐	☐
▼ Your personal safety	☐	☐	☐
▼ The shelters and features at the bus stop	☐	☐	☐
▼ The bus and features on the bus	☐	☐	☐
▼ How often the bus comes to your stop	☐	☐	☐
▼ The speed of service	☐	☐	☐
▼ Reliability of service	☐	☐	☐
▼ Not having to rely on a predetermined schedule when going to the bus stop	☐	☐	☐
▼ The hours during the day that the bus operates	☐	☐	☐
▼ Ensuring riders pay their fare	☐	☐	☐

8. How often do you avoid riding RapidRide E 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 E Line?
_____
_____

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2020 QUESTIONNAIRE

Your Travel Patterns

10. What is the purpose of the trip you take most often on RapidRide E 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 E Line? *(Please check all that apply.)*

	Midnight to 6 AM	AM Peak 6-9 AM	Between 9 AM to 3 PM	PM Peak 3-6 PM	Between 6-9 PM	9 PM to Midnight	Not Applicable
▼ Weekday	☐	☐	☐	☐	☐	☐	☐
▼ Weekend	☐	☐	☐	☐	☐	☐	☐

12. On this trip today did you or will you transfer TO/FROM RapidRide E 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 E Line in the last 30 days? *(Count a roundtrip as 2 rides.)* _____

14. How long have you been using RapidRide E 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 E Line declined over the last few years?   ☐ No   ☐ Yes▼ Please answer Q15a

15a. If YES, Why has your use of RapidRide E 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 E 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 E 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.).	☐	☐	☐	☐	☐	☐
▼ Inspecting proof of fare payment	☐	☐	☐	☐	☐	☐
▼ Passengers' Safety	☐	☐	☐	☐	☐	☐
▼ Compassion or care for riders	☐	☐	☐	☐	☐	☐
▼ Professionalism	☐	☐	☐	☐	☐	☐

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

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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: _____

King County METRO