

# RAPIDRIDE

## Rider Satisfaction Study

February 2020



RAPIDRIDE

A



King County  
**METRO**

*Moving forward together*

Prepared for:



Mobility Division

Research Conducted by:



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# Background and Objectives

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

Specific areas of investigation include:

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



# Background and Objectives (cont.)



Since 2010 King County Metro Transit has provided RapidRide bus service, which now includes six routes (lines A-F) in 2020. RapidRide provides bus service that is 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 | Serves the West Seattle area operating between South Lake Union, downtown Seattle, the Alaska Junction, the Fauntleroy ferry terminal, and Westwood Village. Service is provided around the clock, every day of the week. During most times of the day, trips depart every 10 – 15 minutes.   |
| D Line         | September 2012 | Brings Bus Rapid Transit (BRT) to the Ballard and Crown Hill areas. The D Line operates daily between Downtown Seattle, Uptown, Ballard and Crown Hill. Service is provided around the clock, with trips operating every 10 – 15 minutes during most times of the day.  |
| E Line         | February 2014  | Serves the Aurora Corridor with service between Downtown Seattle and Aurora Village Transit Center. Frequent service is provided every day of the week, and the E Line operates almost every hour of the day.   |
| F Line         | June 2014      | Offers Bus Rapid Transit (BRT) service between Burien Transit Center and Renton Landing. Frequent service is provided every day of the week, and the F Line operates from early morning to late-night.  |

# Methodology



## Times and Dates

Intercept interviewing took place between February 3<sup>rd</sup> and March 6<sup>th</sup>, 2020. Trips to be surveyed were selected to provide both peak and non-peak weekday and late-nights 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. A total of eleven completed A Line surveys were mailed in.

Metro routinely conducts on-board surveys to gauge the satisfaction of riders. This effort built off past RapidRide surveys. This report includes comparisons of 2020 survey results to the 2013 three-year post-implementation survey (obtained in October 2013).

| Federal Way Transit Center to Tukwila International Blvd Station |                   |                                      |                            |               |
|--|-------------------|--------------------------------------|----------------------------|---------------|
| A Line 2020  |                   | A Line 2013                          |                            |               |
| 2 shifts Mon., Feb. 3 <sup>rd</sup>                              | 3:30 PM to 8 PM   | 2 shifts Tues., Oct 29 <sup>th</sup> | 6 AM to 2 PM               |               |
| 2 shifts Tue., Feb. 4 <sup>th</sup>                              | 6 AM to 2:30 PM   |                                      | No Late-Night interviewing |               |
| 1 shift Fri., Mar. 6 <sup>th</sup>                               | 11:30 AM to 8 PM  | 2 shifts Wed., Oct 30 <sup>th</sup>  |                            | 12 PM to 8 PM |
| 1 shift Tue., Feb. 4 <sup>th</sup>                               | 10 PM to Midnight |                                      |                            |               |
| 2 shifts Wed., Feb. 5 <sup>th</sup>                              | 10 PM to Midnight |                                      |                            |               |
| 1 shift Thu., Feb. 6 <sup>th</sup>                               | 10 PM to Midnight |                                      |                            |               |

# Methodology (cont.)



Interceptors were responsible 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, eighteen A Line surveys were collected in these languages.

| Language   | Completed Surveys |
|------------|-------------------|
| Spanish    | 12                |
| Korean     | 2                 |
| Russian    | 3                 |
| Chinese    | 1                 |
| Amharic    | 0                 |
| Vietnamese | 0                 |

Response rate on the RapidRide A Line route as a *proportion of all questionnaires handed out* in 2020 was 47%. Thirty-two percent of A 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 A Line 2020 |         |            |
|-----------------------------------|--|---------|------------|
|                                   | Total                                      | Daytime | Late-Night |
| Completed Questionnaires          | 451  | 384     | 67         |
| % of Questionnaires Handed Out    | 47%  | 51%     | 35%        |
| % of All Riders on Sampled Trips* | 32%  | 32%     | 31%        |
| % Refused                         | 31%  | 26%     | 54%        |

\*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). A Line did not meet the goal of 400 weekday/daytime completes, due to scheduling limitations and ridership levels. Regarding late-night targets, the schedule allowed for a total of four late-night trips in the 10:00 PM to midnight time frame per line. Late-night ridership levels did not allow for completion of 100 questionnaires in the majority of lines. Final samples sizes for A 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 2013 data.

| A Line     | Completed Surveys |               |
|------------|-------------------|---------------|
|            | 2020 Wave         | 2013 Wave     |
| Total      | 451               | 606           |
| Daytime    | 384               | 606           |
| Late Night | 67                | Not conducted |



# Reporting Conventions



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

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

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

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

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

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

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

# Reporting Conventions (cont.)

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

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

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

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



**Interviewing Daypart:  
Daytime vs. Late-night**

n=384      n=67



**Gender:  
Male vs. Female**

n=187      n=135



**Race/Ethnicity:  
White vs. Minority**

n=75      n=249



**Frequency of Trips:**

1-4      5-35      36+  
n=40\*\*      n=135      n=87



**Low Income Qualified:  
Yes vs. No**

n=183      n=75



**Senior or Disabled:  
Yes vs. Total**

n=73      n=451

Actual base size responding varies by question.

\*\* Caution small base size

# Key Findings – RapidRide A Line



## Overall Satisfaction & Likely to Recommend

Nearly seven in ten (68%) are satisfied overall with RapidRide A Line. Satisfaction is significantly higher with the experience of *riding* (65%) the bus than with *waiting* (52%) for the bus. A vast majority (86%) would recommend A 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 A Line; seven out of ten riders are satisfied with the overall travel time as well as the reliability of the amount of time it takes.

### *Cleanliness and Condition*

Satisfaction with cleanliness and condition of the buses and waiting areas serving A Line is lower than satisfaction with travel time. About two in five (37%-40%) riders are satisfied with the cleanliness of the buses and the stops, and about half (48%-54%) of the riders are satisfied with the condition of the buses and the waiting areas.

### *Personal Safety*

While six in ten are satisfied with their ***personal safety during the day*** while waiting for or while being on the bus, less than half (47%) 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 the ***behavior of other people*** at the bus stop or on the bus becomes a greater concern. More than one out of three riders are dissatisfied with the behavior of other people while waiting for and/or riding the A Line at night. Safety is such a concern that one out of three (35%) avoid riding A Line, at least sometimes, due to personal safety reasons.

Furthermore, “addressing security/safety concerns” and “enforcement of rules” are the top recommendations to improve A Line in general, and when it comes to personal safety specifically.

# Key Findings – RapidRide A Line



## Comparison to Other Metro Service

More than three in five riders feel the A Line is better than other Metro bus services for frequency of stops, speed of service, and hours of bus operation. Riders are less likely to see the A Line as being better than other Metro bus service when it comes to personal safety or ensuring riders pay their fare.

## Fare Enforcement

Four in five riders have been asked to show proof of fare payment on the A Line in the past, usually between two and three times in the past 30 days. Daytime riders are less likely than those interviewed during the night hours to have been asked to show proof of payment.

Experiences with Fare Enforcement are generally more positive than negative, especially when it comes to professionalism and the process of inspecting proof of payment (over half of the riders report positive perceptions of Fare Enforcement in these areas).

Opinions on Fare Enforcement enhancing passenger safety are notably mixed, with less than half (43%) saying Fare Enforcement has a positive effect and a nearly equal number (41%) saying it has a neutral effect. Three in twenty (16%) feel Fare Enforcement has a negative effect on personal safety.



# Key Findings – RapidRide A Line



## Past Wave Comparison – Demographics and Ridership Behavior

RapidRide A Line riders surveyed in 2020 are older than 2013 riders, with significantly fewer under age 25, and more middle-aged riders. 2020 also saw a higher occurrence of Latino riders (23% in 2020 vs. 17% in 2013).

The average number of trips taken in the past 30 days has decreased significantly since 2013. While there has been a decline in the number of trips taken by the most frequent riders (those with 36 or more trips), the proportion of infrequent riders (< 5 trips in the past 30 days) has significantly increased since the last comparison period.

## Past Wave Comparison – Satisfaction

There has been a decline from 2013 to 2020 in all comparable satisfaction metrics: overall satisfaction, satisfaction with trip length, the cleanliness of bus stops and interiors, and personal safety while waiting for the bus (though waiting for the bus at night is not significant).

| Service Element                    | 2020 Wave Mean<br>5=Very Satisfied | 2013 Wave Mean<br>5=Very Satisfied |
|------------------------------------|------------------------------------|------------------------------------|
| Overall Satisfaction               | <b>3.74</b>                        | 4.07                               |
| How long the bus trip takes        | <b>3.84</b>                        | 3.99                               |
| Cleanliness                        |                                    |                                    |
| Of bus stops                       | <b>3.01</b>                        | 3.52                               |
| Of bus interiors                   | <b>3.07</b>                        | 3.80                               |
| Personal Safety while:             |                                    |                                    |
| Waiting for the bus during the day | <b>3.64</b>                        | 3.90                               |
| Waiting for the bus at night       | 3.17                               | 3.32                               |

*Text in **red bold** indicates significant decrease in satisfaction from 2013 wave at 95% confidence.*



# RapidRide A Line Detailed Findings

# Rider Profile - Demographics



## GENDER

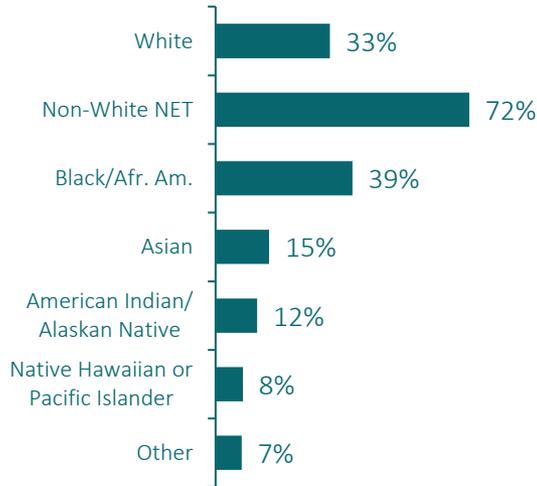


## DISABILITY

**21%** have a disability

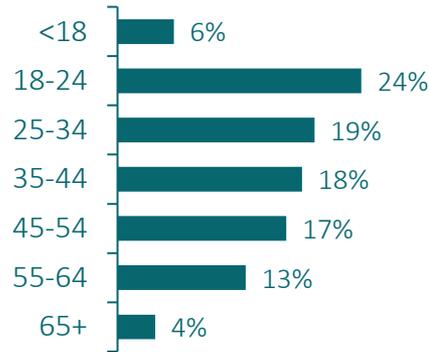
## ETHNICITY

Multiple responses allowed



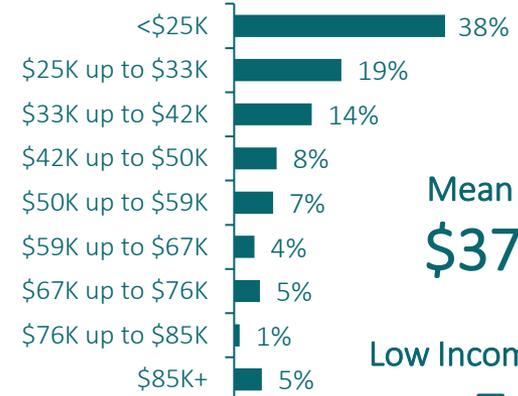
**23%** identify as Spanish, Hispanic, or Latinx

## AGE



**37** Mean Age

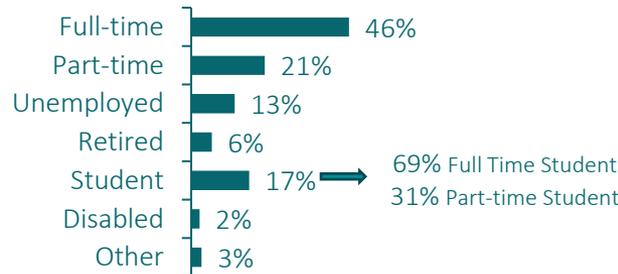
## HOUSEHOLD INCOME



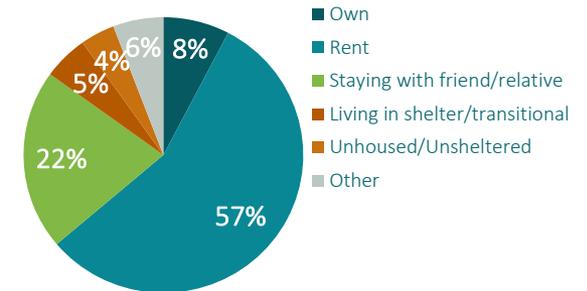
Mean Income  
**\$37,800**

Low Income Qualified  
**71%**

## EMPLOYMENT STATUS



## LIVING SITUATION



## LANGUAGE SPOKEN IN HOME

**80%** English **20%** Other language\*  
\*4% Spanish (no other language >1%)

## MEAN HOUSEHOLD SIZE

**3**  
household members

# Rider Profile – Travel Behavior



## AVERAGE # OF TRIPS ON A LINE

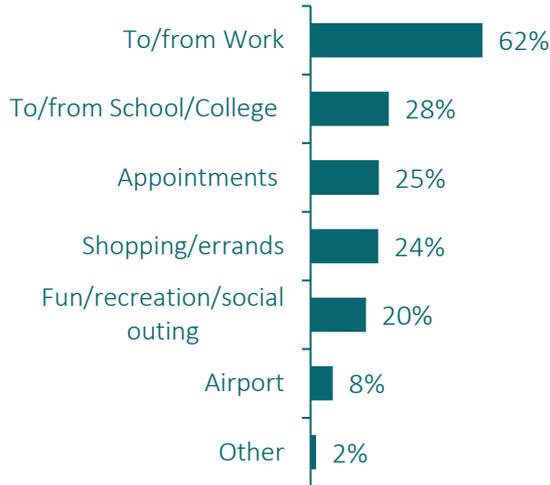


**30**  
Trips past 30 days

**20%**  
Say RapidRide A Line use has declined past few years

## REASON FOR TYPICAL TRIP ON A LINE

*Multiple responses allowed*



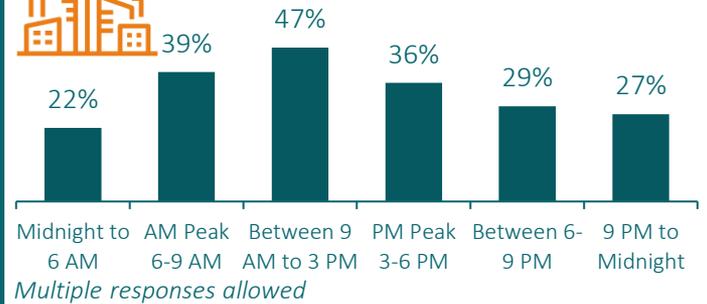
## LENGTH OF RIDERSHIP ON A LINE



## DAY/TIME RIDING A LINE



### A Line Weekday Travel



**Weekday ONLY Riders 36%**  
**Both Weekday and Weekend 64%**

## FARE PAYMENT

**69% ORCA card**  
**35% Cash or paper transfer**

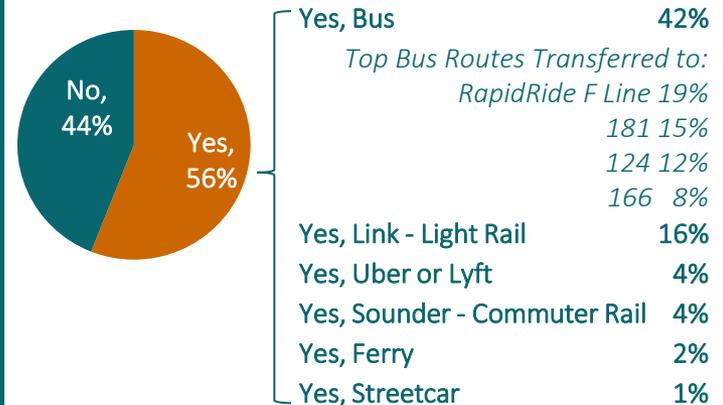
6% Human Services / Shelter Ticket  
4% Mobile Ticket  
4% Ride without paying a fare  
1% Other



*Multiple responses allowed*

## TRANSFER TO/FROM A LINE

*Multiple responses allowed*



# Rider Profile



## RapidRide A Line

|   | Total<br>(n=451) | Daytime<br>(n=384) | Late-Night<br>(n=67) |
|---|------------------|--------------------|----------------------|
| <i>Base size answering varies by question</i> |                  |                    |                      |
| <b>Gender</b>                                 |                  |                    |                      |
| Male  | 58%              | 56%                | 67%                  |
| Female  | 42%              | 43%                | 31%                  |
| Other   | 1%               | 1%                 | 2%                   |
| <b>Age</b>                                    |                  |                    |                      |
| < 25  | 30%              | 31%                | 24%                  |
| 25 – 34                                       | 19%              | 18%                | 26%                  |
| 35 – 44                                       | 18%              | 17%                | 24%                  |
| 45 – 54                                       | 17%              | 17%                | 14%                  |
| 55 – 64                                       | 13%              | 13%                | 8%                   |
| 65+   | 4%               | 4%                 | 4%                   |
| <b>Mean</b>                                   | <b>37</b>        | <b>37</b>          | <b>37</b>            |
| <b>Income</b>                                 |                  |                    |                      |
| <\$24,999                                     | 38%              | 40%                | 29%                  |
| \$25,000 - \$32,999                           | 19%              | 18%                | 25%                  |
| \$33,000+                                     | 43%              | 42%                | 46%                  |
| <b>% Low Income Qualified</b>                 | <b>71%</b>       | <b>72%</b>         | <b>64%</b>           |
| <b>Race / Ethnicity</b>                       |                  |                    |                      |
| % White                                       | 33%              | 31%                | 40%                  |
| % Non-White                                   | 72%              | 72%                | 76%                  |
| <b>% Hispanic</b>                             | <b>23%</b>       | <b>23%</b>         | <b>20%</b>           |
| <b>Language Spoken at Home</b>                |                  |                    |                      |
| English                                       | 80%              | 80%                | 84%                  |
| Other   | 20%              | 20%                | 16%                  |

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

# Rider Profile



## RapidRide A Line

|   | Total<br>(n=451) | Daytime<br>(n=384) | Late-Night<br>(n=67) |
|---|------------------|--------------------|----------------------|
| <i>Base size answering varies by question</i> |                  |                    |                      |
| Disabled                                      |                  |                    |                      |
| Yes   | 21%              | 22%                | 18%                  |
| No  | 79%              | 78%                | 82%                  |
| Employment                                    |                  |                    |                      |
| Employed Full-time                            | 46%              | 45%                | 53%                  |
| Employed Part-time                            | 21%              | 20%                | 29%                  |
| Unemployed                                    | 13%              | 14%                | 6%                   |
| Retired                                       | 6%               | 6%                 | 4%                   |
| Student                                       | 17%              | <b>18%</b>         | <b>8%</b>            |
| Disabled                                      | 2%               | 3%                 | 0%                   |
| Other   | 3%               | 3%                 | 2%                   |
| Living Situation                              |                  |                    |                      |
| Own   | 8%               | 8%                 | 6%                   |
| Rent  | 57%              | 56%                | 63%                  |
| Staying with a friend / relative              | 22%              | 23%                | 14%                  |
| Living in a shelter/transitional              | 5%               | 4%                 | 10%                  |
| Unhoused                                      | 4%               | 4%                 | 6%                   |
| Other   | 6%               | 6%                 | 4%                   |
| Number Living in Household                    |                  |                    |                      |
| 1   | 24%              | 25%                | 21%                  |
| 2+  | 76%              | 75%                | 79%                  |
| <b>Mean</b>                                   | <b>3.28</b>      | <b>3.33</b>        | <b>3.03</b>          |

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

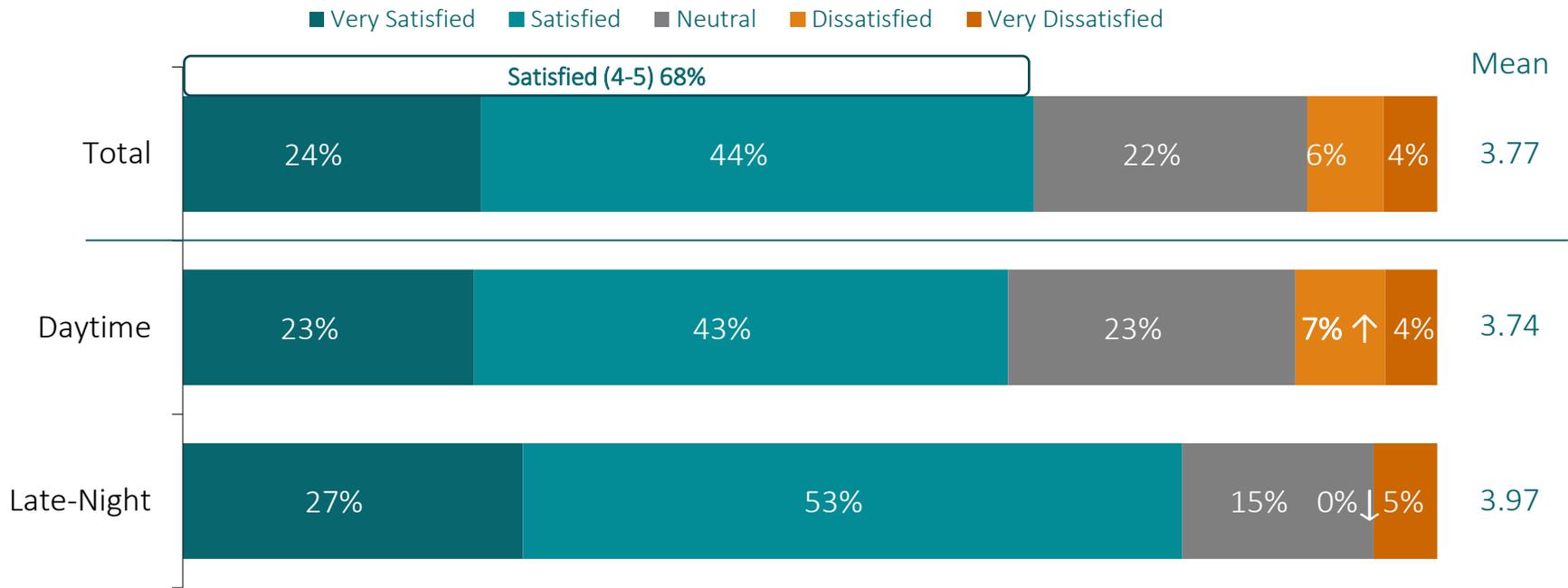
Text in **red bold** indicates significantly lower than other time of interview at 95% confidence.

# Overall Satisfaction



Nearly seven in ten (68%) are satisfied with RapidRide A Line overall.

## Overall Satisfaction with RapidRide A Line



 Late-night riders are more likely than daytime riders to be very satisfied/satisfied with RapidRide A Line overall (80% vs 66%, respectively).

 Minorities are more likely to be neutral when it comes to satisfaction (25% vs 13%).

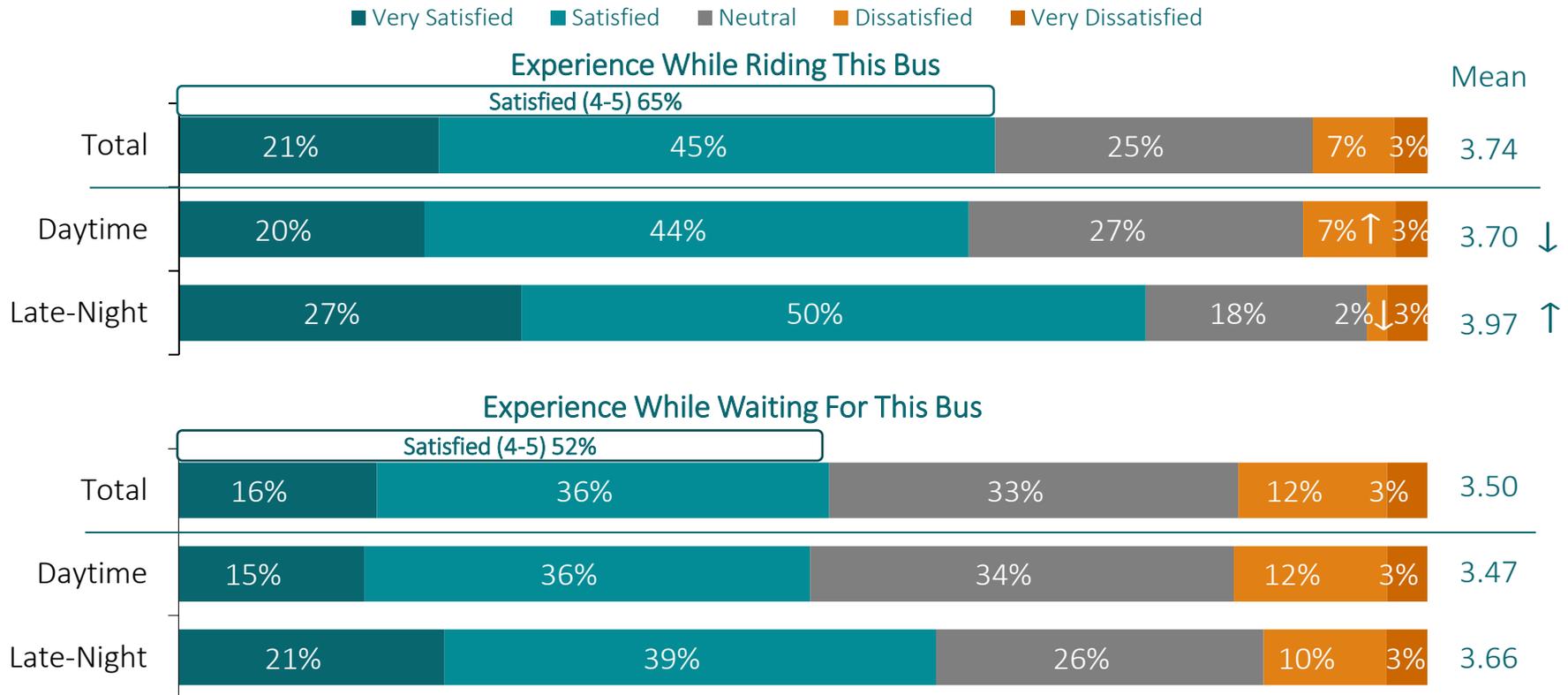
 Infrequent riders (<5 rides) are more satisfied overall (84% very satisfied/satisfied) than those with 5+ trips in the past 30 days (68% very satisfied/satisfied).

 Seniors and disabled riders are less likely than the total to be neutral in this rating (10% vs. 22%, respectively).

# Satisfaction With Experience



Satisfaction is higher with the experience of *riding* the bus than with *waiting* for the bus. The majority of A Line riders are satisfied with the experience while *riding* the bus, while just over half are satisfied with the experience while *waiting*.



Daytime riders are less satisfied (63%) with the experience **riding** the bus, compared to those interviewed Late-Night (77%).



Minorities are less likely to be “satisfied” (33%) with the experience **waiting** for the bus vs. non-minority riders (46%).

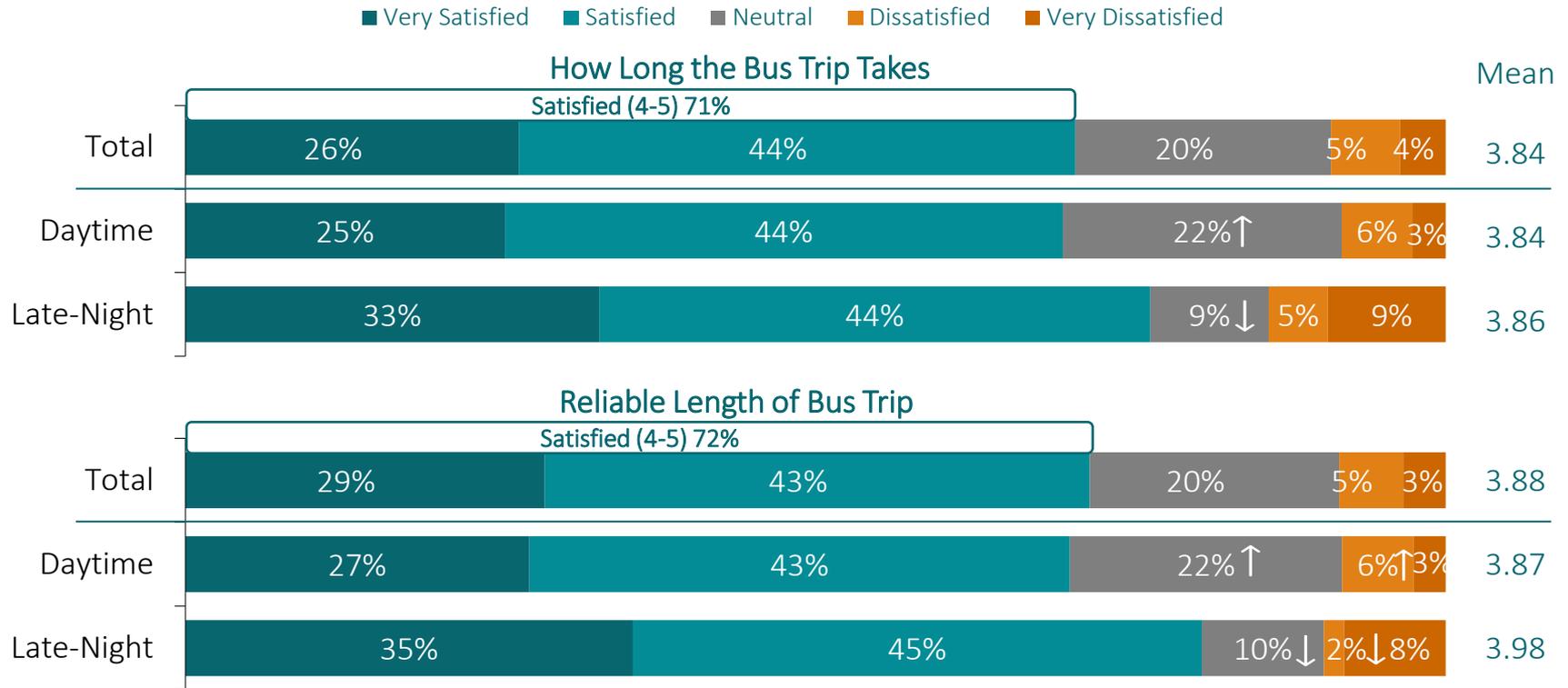


Infrequent riders (<5 rides in the past 30 days) are more satisfied (84% very satisfied/satisfied) than frequent riders with the experience **riding the bus** (84% vs. 65%, respectively). When it comes to **waiting** for the bus, infrequent riders (31%) are more likely to be “very satisfied” than frequent riders (14%).

# Satisfaction With Travel Time



Seven in ten A Line riders are satisfied with both the length of time the bus trip takes and that the length of the trip is reliable.



Infrequent riders (<5 trips) are more likely than more frequent riders to be satisfied with the amount of time the trip takes (87% vs. 73%, respectively).



Low income riders are more likely than those who are non-income qualified to be "very satisfied" that the trip time is reliable (32% vs. 19%, respectively).



Senior/disabled riders are more likely to be "very satisfied" (42%) with the time the trip takes (compared to Total: 26%).

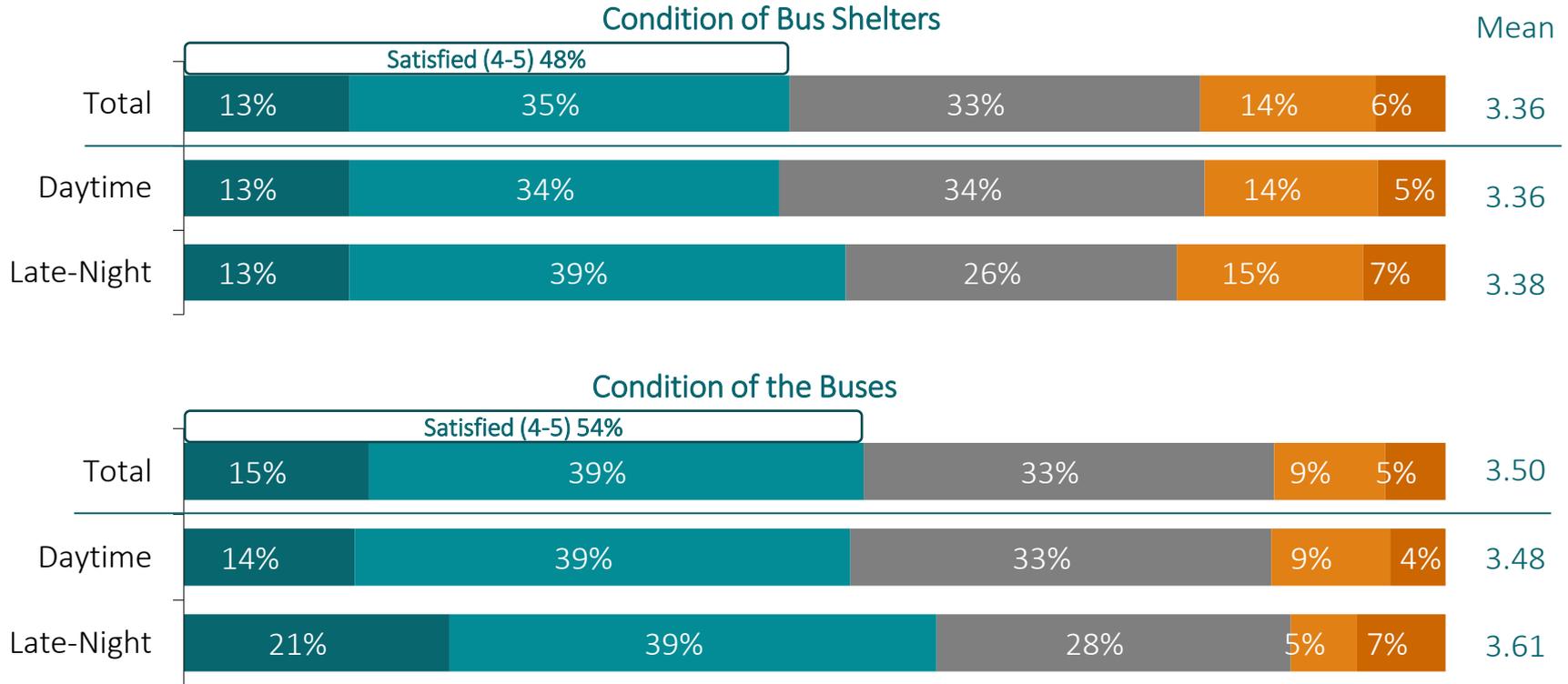
Q1\_A. How long my bus trip takes: Travel on RapidRide A Line; Base: Total n = 439; Daytime n = 375; Late-Night n = 64.

Q1\_B. The bus getting me where I'm going in a reliable amount of time: Travel on RapidRide A Line; Base: Total n = 414; Daytime n = 352; Late-Night n = 62.

# Satisfaction With the Condition of Buses/Shelters

Around half of A Line riders are satisfied or very satisfied with the condition of the buses and bus shelters.

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



Infrequent riders (<5 rides) are more likely than more frequent riders to be satisfied/very satisfied with the bus shelter condition (74% vs. 44%, respectively).



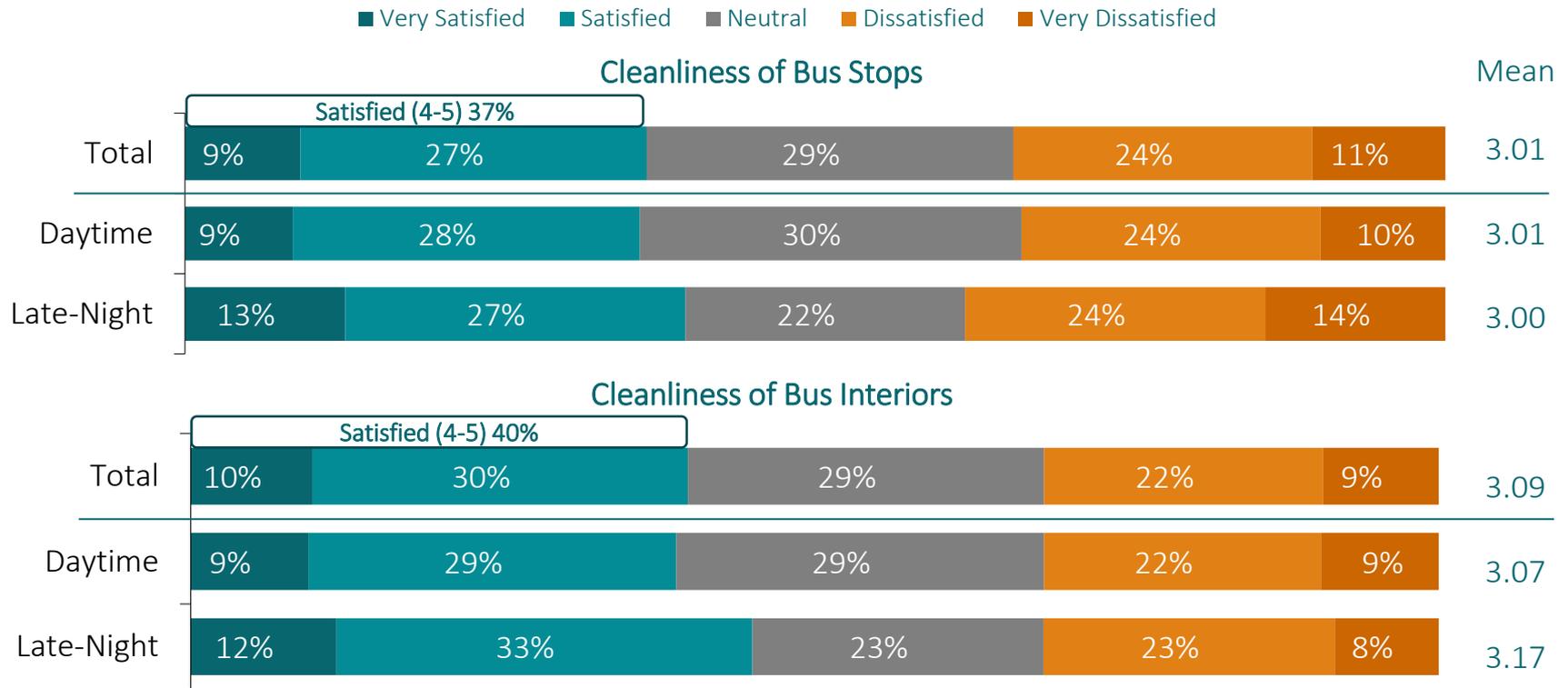
Minority riders are more likely than non-minorities to be “dissatisfied” with the condition of the buses (11% vs. 4%, respectively).



Low income riders are more likely than those who are not low income qualified to be satisfied/very satisfied with the condition of bus shelters (49% vs. 35%, respectively).

# Satisfaction With Cleanliness of Buses/Stops

About two in five A Line riders are satisfied with the cleanliness of bus interiors and the cleanliness of stops and shelters.



Minorities are more likely than non-minorities to be dissatisfied/very dissatisfied with the cleanliness of **bus interiors** (37% vs. 25%, respectively).



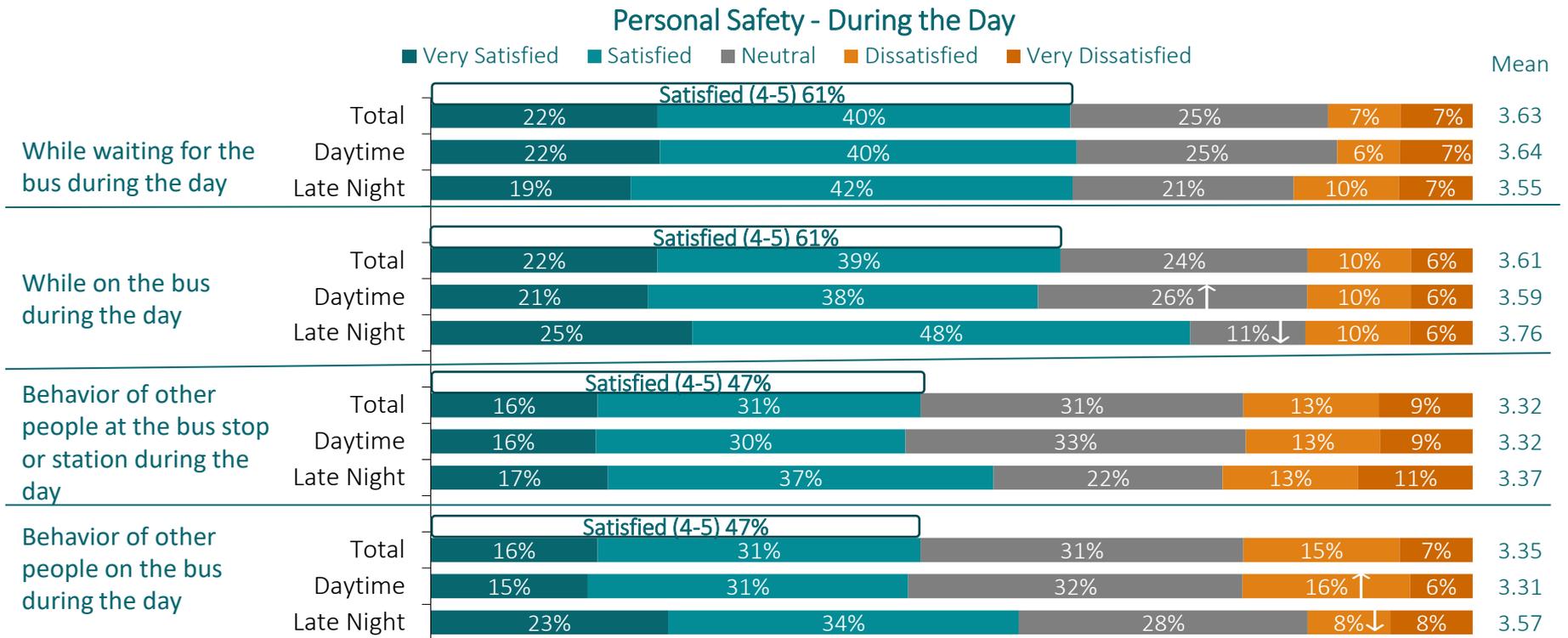
Infrequent riders (<5 trips) are more likely to be satisfied/very satisfied than more frequent riders (5+ trips) with the cleanliness **of bus stops** (56% vs. 34% respectively).



Low income riders are less likely than non-income qualified to be dissatisfied/very dissatisfied with the cleanliness of **bus interiors** (31% vs. 48%, respectively).

# Satisfaction With Personal Safety During the Day

About six in ten are satisfied with their *personal safety* while waiting for or being on the RapidRide A Line bus during the day. On the other hand, less than half are satisfied with the *behavior of others* either at the stop or on the bus during daytime hours.



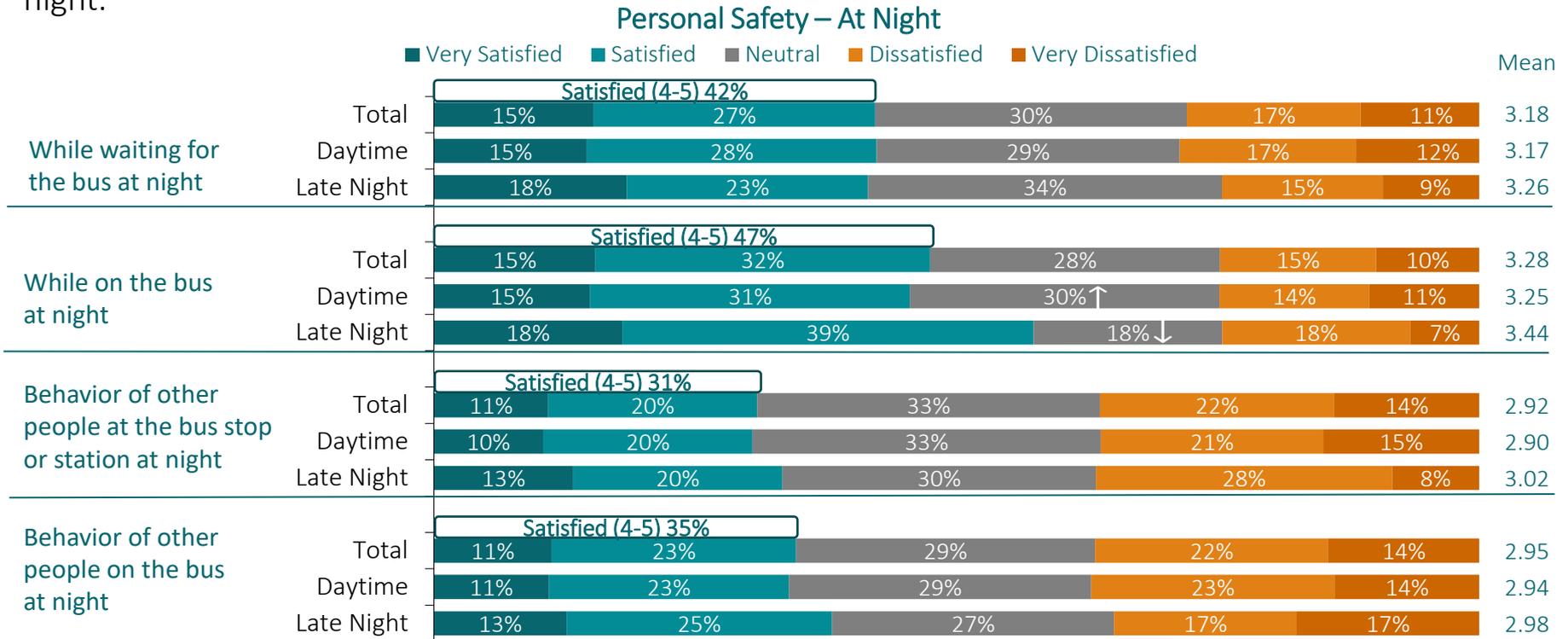
Daytime riders (vs. late-night riders) are less likely to be satisfied/very satisfied with personal safety *while on the bus during the day* (59% vs. 73%, respectively). They are also more likely to be “dissatisfied” with the *behaviors of others on the bus* (16% vs. 8%, respectively).



Infrequent riders (<5 trips) are more likely than more frequent riders to be satisfied/very satisfied with their personal safety while *waiting for the bus* (80% vs. 64%, respectively), *while on the bus* (80% vs. 63%, respectively), *and with the behavior of others on the bus* (64% vs. 46%, respectively).

# Satisfaction With Personal Safety At Night

At night, satisfaction with the *behavior of other people* at the bus stop or on the bus is lower than satisfaction with *personal safety* while waiting for and/or riding the bus. More than one out of three riders are dissatisfied with the behavior of other people while waiting for and/or riding the bus at night.



Senior and disabled riders are less likely to be satisfied with their *safety while on the bus at night* (mean 2.92 compared to Total: 3.28)



Males are more likely than females to be satisfied/very satisfied with their *personal safety while waiting for the bus at night* (44% vs. 31%, respectively).



Infrequent riders (<5 trips) are more likely than more frequent riders (5-35 trips) to be satisfied/very satisfied (63% vs. 34%) with their *personal safety while waiting for the bus at night, and with the behavior of others while waiting on the bus (46% vs. 26%, respectively) and while on the bus (48% vs. 28%, respectively).*

# Willing to Recommend RapidRide

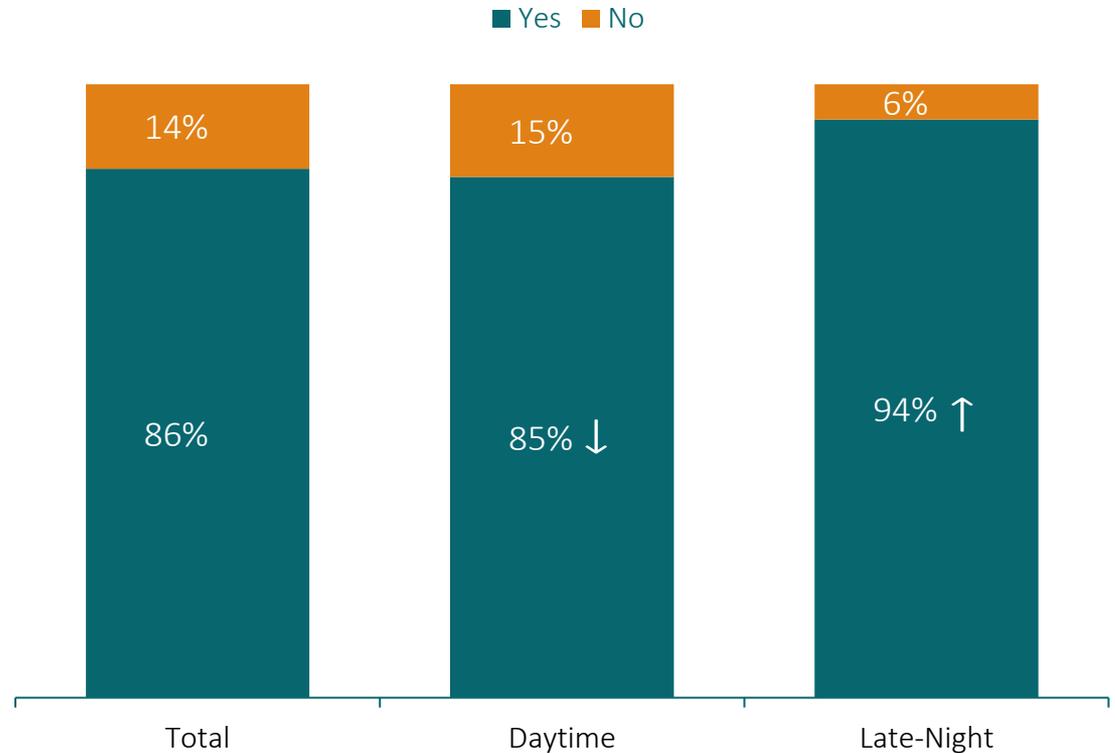


## RAPIDRIDE



The vast majority (86%) of A Line riders are willing to recommend RapidRide to a friend, coworker or family member.

Willing to Recommend RapidRide A Line



Late-night riders are more likely than daytime riders to be willing to recommend RapidRide A Line (94% vs. 85%, respectively).



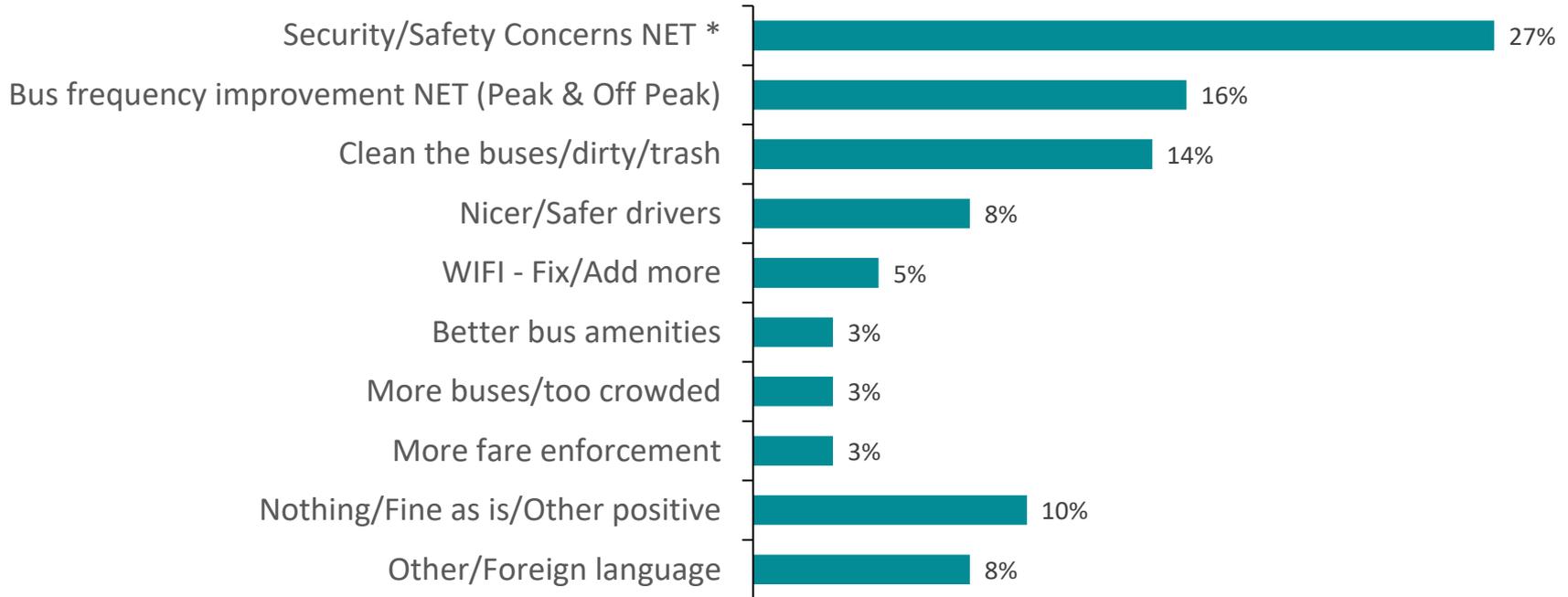
Infrequent riders (<5 trips) are more likely than those who ride most frequently (more than 36 trips in the past 30 days) to be willing to recommend RapidRide A Line (94% vs. 80% respectively).

# Recommendations for Improvement



When asked for recommendations regarding improvements to the RapidRide A Line, more than a quarter (27%) of A Line riders recommend improvements to security and safety, including more security on the bus and at bus stops both during the day and night, better enforcement of bus rules, a police presence on the bus, and addressing drug use/sales.

## One Thing To Improve RapidRide A Line



# Recommendations for Improvement



| Recommendations to Improve RapidRide A Line – All Mentions |            |            |            |
|--|------------|------------|------------|
|  | TOTAL      | MALE       | FEMALE     |
| <b>Bus scheduling/frequency NET</b>                        | <b>16%</b> | <b>17%</b> | <b>17%</b> |
| Buses need to be on schedule/punctual                      | 13%        | 13%        | 15%        |
| Increase bus frequency                                     | 2%         | 3%         | 2%         |
| Expand bus schedule NIGHT                                  | 1%         | 1%         | 2%         |
| Expand bus schedule WEEKEND                                | 0%         |            | 1%         |
| <b>Security/Safety Concerns NET</b>                        | <b>27%</b> | <b>28%</b> | <b>26%</b> |
| More security/safety on bus DAY time                       | 12%        | 14%        | 10%        |
| Enforce bus rules /remove problem riders                   | 11%        | 12%        | 11%        |
| More security/safety on bus at NIGHT                       | 3%         | 4%         | 2%         |
| Police/Sheriff on the bus                                  | 2%         | 3%         | 2%         |
| Drugs/Drug use/Drug deals                                  | 2%         | 3%         | 2%         |
| More security/Safety at bus stops and stations             | 1%         | 2%         | 1%         |
| Clean the buses/dirty/trash                                | 14%        | <b>8%</b>  | <b>18%</b> |
| Nicer /safer drivers                                       | 8%         | <b>4%</b>  | <b>11%</b> |
| WIFI - Fix/add more  | 5%         | 6%         | 2%         |
| More buses/too crowded                                     | 3%         | 4%         | 1%         |
| Better bus amenities                                       | 3%         | 2%         | 6%         |
| More fare enforcement                                      | 3%         | 5%         | 1%         |
| Bigger/more comfortable buses/more seats                   | 2%         | 2%         | 2%         |
| More shelters/protection from the rain at stops            | 2%         | 2%         | 2%         |
| Improved bus stops - more seating, more signs              | 2%         | 2%         | 2%         |
| Nothing/Fine as is/other positive                          | 10%        | 10%        | 7%         |
| Other  | 18%        | 16%        | 16%        |
| Don't Know   | 1%         | 2%         | 1%         |

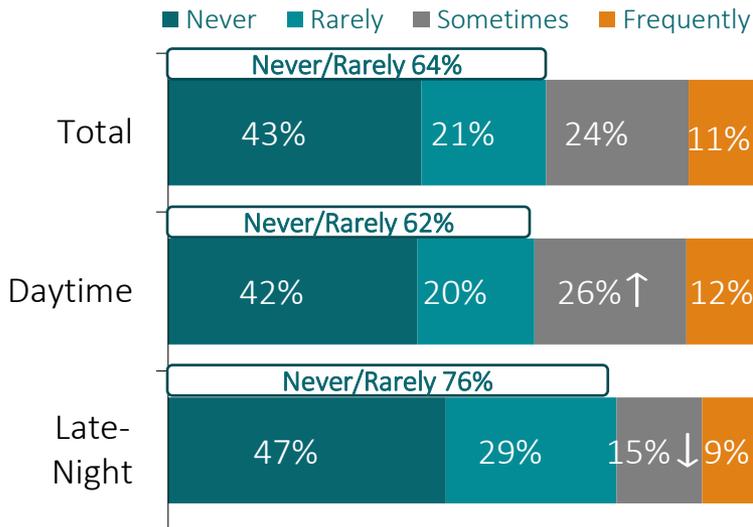
Text in **dark green bold** indicates significantly higher than other time of interview at 95% confidence.

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

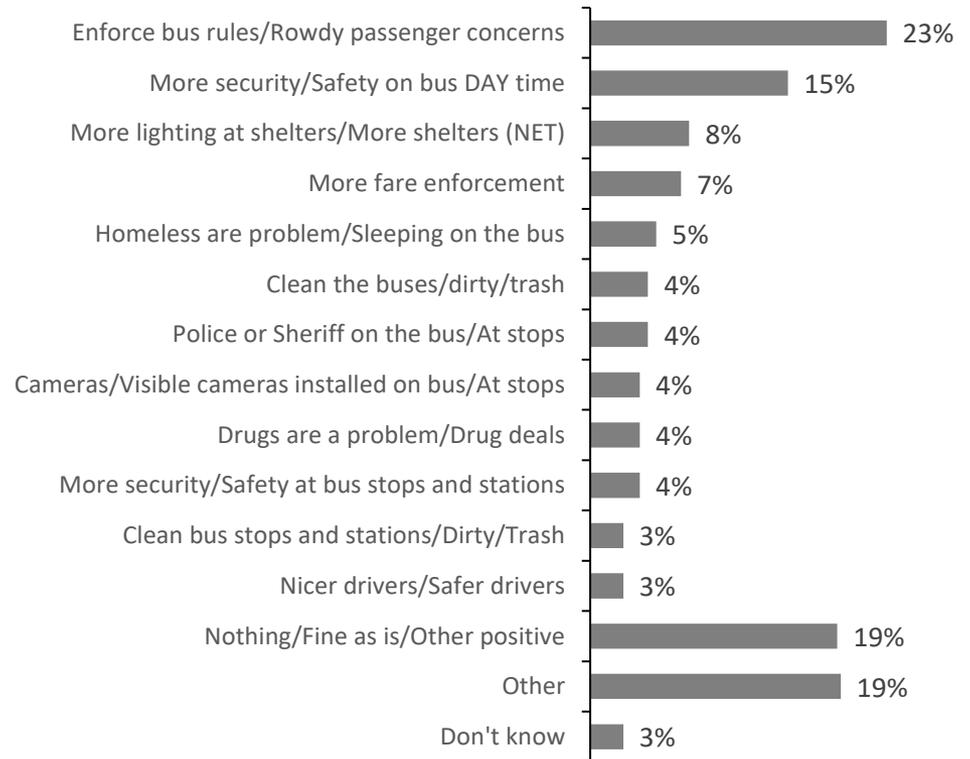
# Personal Safety Avoidance/Recommendations

One in ten riders say they frequently avoid riding RapidRide A Line due to concerns about their personal safety. Enforcement of rules tops the list of suggested improvements for personal safety.

## Avoid Riding Due To Personal Safety



## Changes to Improve Feeling of Personal Safety (Total)



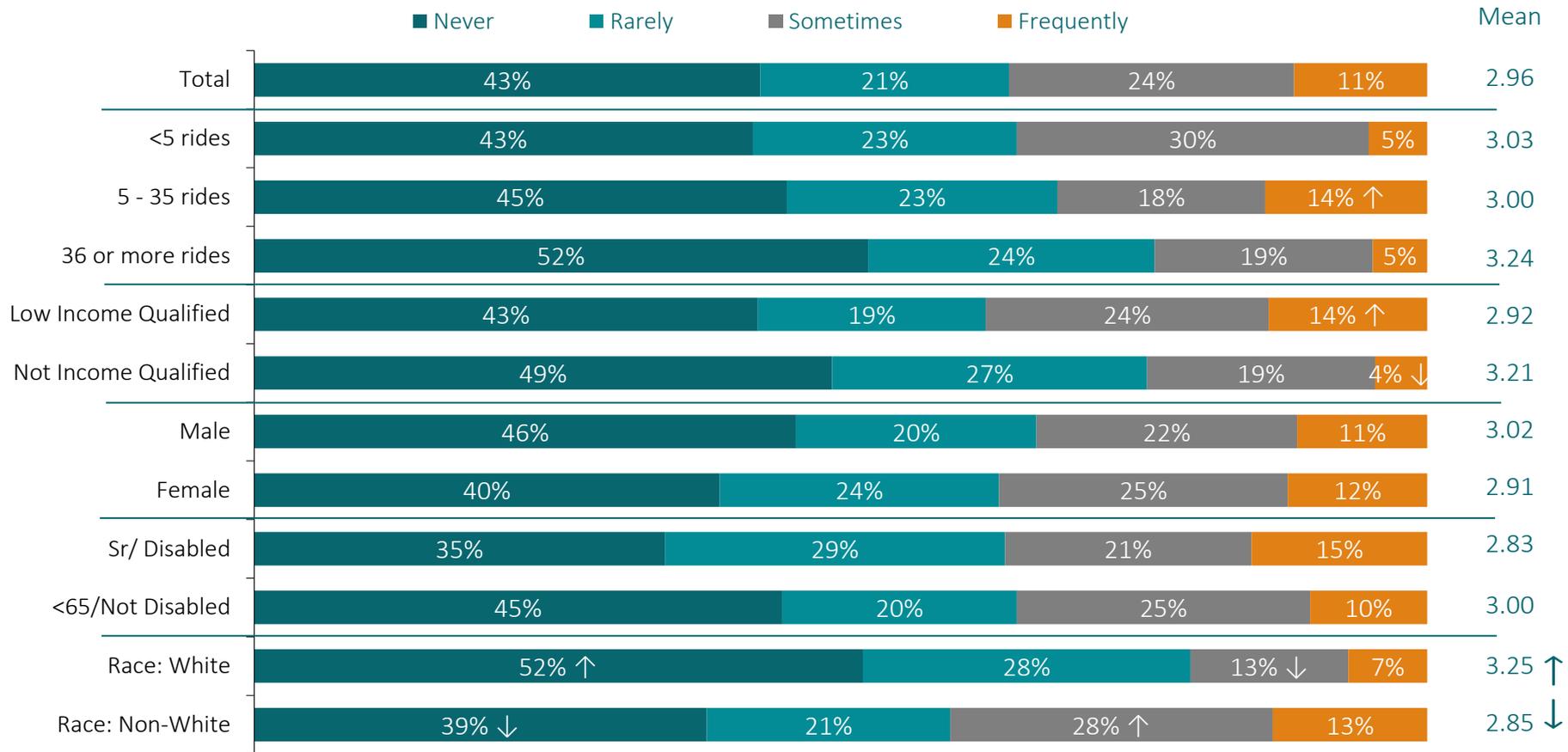
Riders interviewed during the daytime are more likely than those interviewed at night to say they *sometimes or frequently* avoid riding due to concerns with personal safety (38% vs. 24%, respectively).

# Personal Safety Avoidance by Key Groups



## Avoid Riding RapidRide A Line Due to Personal Safety

■ Never ■ Rarely ■ Sometimes ■ Frequently



Minorities are twice as likely as non-minorities to frequently avoid travel *sometimes or frequently* due to concerns about personal safety (40% vs. 20%, respectively).



Compared to others, low income qualified riders are more likely to say they *sometimes or frequently* avoid riding due to personal safety (38% vs 24%, respectively).

# Suggested Changes to Improve Personal Safety

|  | Total      |
|--|------------|
| <b>Security/Safety Overall NET</b>                               | <b>46%</b> |
| Enforce bus rules/Rowdy passenger concerns/Remove problem riders | 23%        |
| More security on the bus/Safety on bus DAY time                  | 15%        |
| Police or Sheriff on the bus/at stops                            | 4%         |
| Safety/More security at bus stops and stations                   | 4%         |
| Drugs/Drug use/Drug deals  | 4%         |
| More security on the bus/Safety on bus at NIGHT                  | 1%         |
| Emergency button/Incident button to security, police             | 1%         |
| <b>More lighting at shelters/More shelters NET</b>               | <b>8%</b>  |
| More lighting at shelters  | 7%         |
| More shelters/protection from the rain at stops                  | 1%         |
| More fare enforcement  | 7%         |
| Homeless are problem/Sleeping on the bus                         | 5%         |
| Clean the buses/dirty/trash                                      | 4%         |
| Cameras/Visible cameras installed on bus/At stops                | 4%         |
| Drivers (nicer, better, safer)                                   | 3%         |
| Clean bus stops and stations                                     | 3%         |
| Nothing/Fine as is/other positive                                | 19%        |
| Other/Foreign language   | 19%        |
| Don't know   | 3%         |



Female riders are more likely than males to suggest improvements to enforce bus rules (32% vs. 17%, respectively)



Low income riders are more likely than those who are not low income qualified to suggest enforcing bus rules (27% vs. 9% respectively). Non-low-income qualified riders are more likely to suggest more police presence on buses (16% vs. 1% among those who are low income qualified).

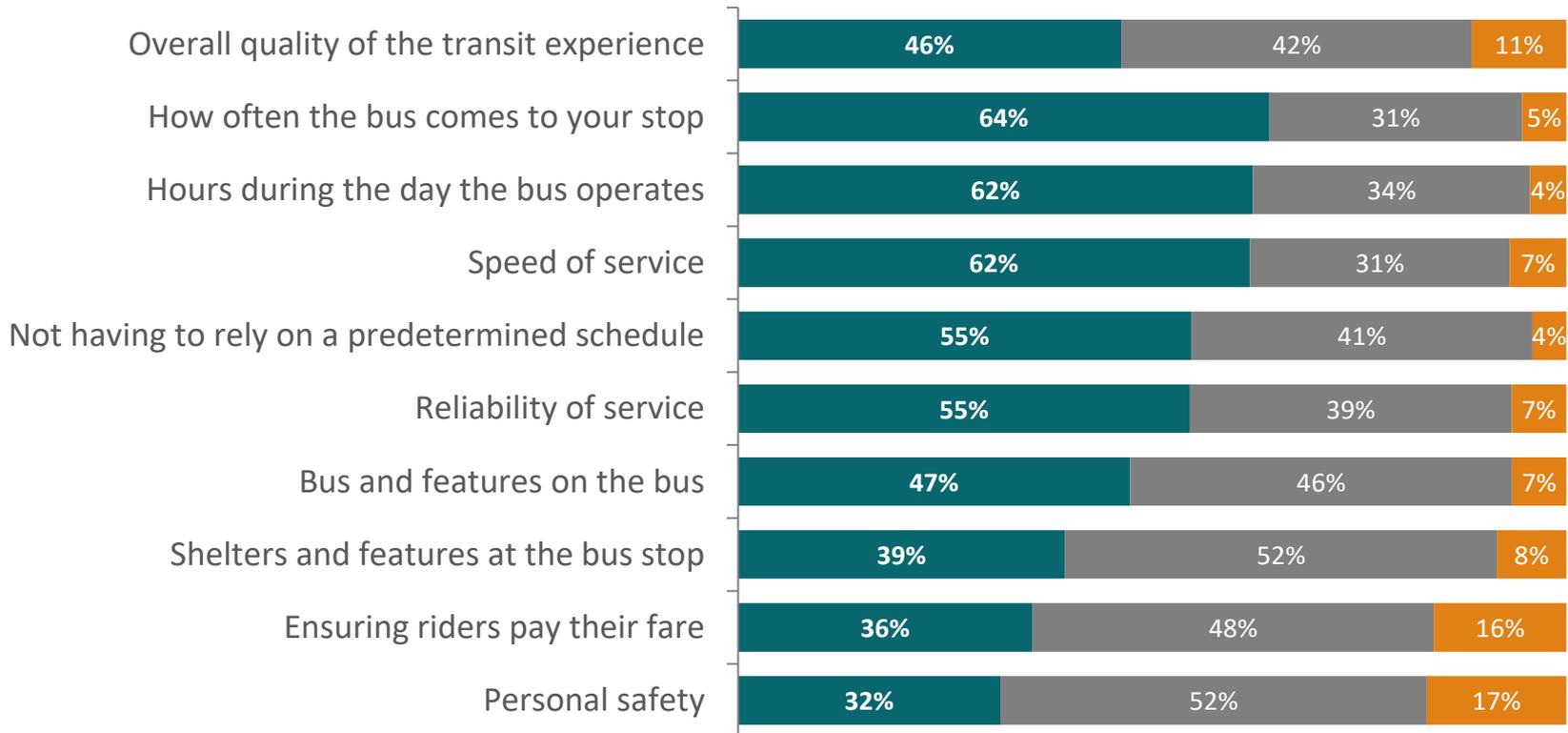
# Comparison to Other Metro Services



More than three in five A Line riders feel the A Line is better than other Metro services for frequency of stops, speed of service, and hours of bus operation. Riders are less likely to evaluate the A Line as better than other bus service when it comes to personal safety or ensuring riders pay their fare.

## RapidRide Compares to Other Metro Bus Service

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



# Comparison to Other Metro Services



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

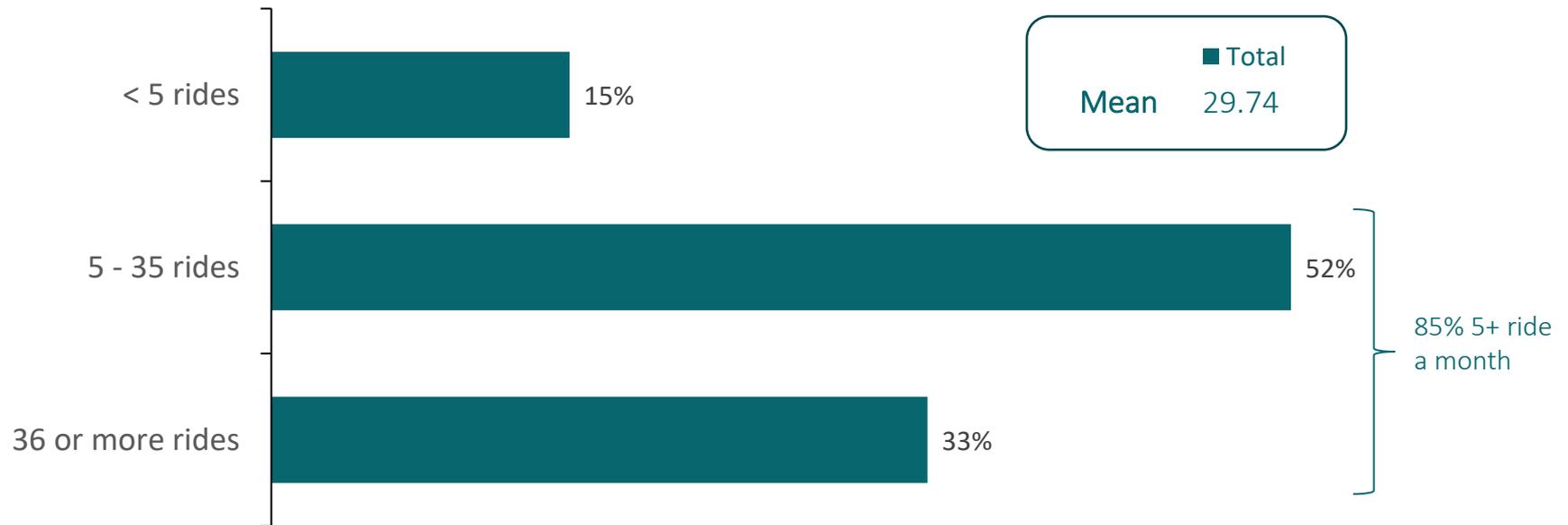
- The difference in opinion of satisfied vs. dissatisfied/neutral riders on how the A Line compares to other bus service, shown as Delta in the table below, is greatest for the following: **personal safety, reliability of service, shelters and features of the bus stop / on the bus, and ensuring riders pay their fare.**
- There is comparatively less difference between the two groups (satisfied riders vs. dissatisfied/neutral riders) on: **hours the bus operates, predetermined schedule, speed of service, and how often the bus comes.**
- 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 A Line falls short. This includes **personal safety** (11% of satisfied riders say personal safety on the A Line is worse than other bus service) and **ensuring riders pay their fare** (12% of satisfied riders say ensuring fare payment is worse on the A Line versus other bus service).

|                                   | A Line Better than Other Metro Service |                               |       | A Line Not As Good as Other Metro Service |                               |       | Total Delta (NET) |
|-----------------------------------|--|-------------------------------|-------|---|-------------------------------|-------|-------------------|
|                                   | Satisfied w/A Line                     | Neutral/Dissatisfied w/A Line | Delta | Satisfied w/A Line                        | Neutral/Dissatisfied w/A Line | Delta |                   |
| Personal safety                   | 35%                                    | 22%                           | 13    | 11%                                       | 31%                           | 20    | 33                |
| Reliability of service            | 62%                                    | 41%                           | 21    | 4%  | 13%                           | 9     | 30                |
| Shelters and features of bus stop | 47%                                    | 26%                           | 21    | 5%  | 13%                           | 8     | 29                |
| Ensuring riders pay their fare    | 41%                                    | 25%                           | 16    | 12%                                       | 24%                           | 12    | 28                |
| Bus and features on bus           | 53%                                    | 36%                           | 17    | 3%  | 13%                           | 10    | 27                |
| Hours the bus operates            | 68%                                    | 54%                           | 14    | 2%  | 9%                            | 7     | 21                |
| No predetermined schedule         | 60%                                    | 47%                           | 13    | 2%  | 7%                            | 5     | 18                |
| Speed of service                  | 65%                                    | 56%                           | 9     | 4%  | 12%                           | 8     | 17                |
| How often the bus comes           | 67%                                    | 61%                           | 6     | 3%  | 10%                           | 7     | 13                |

# Transit Trips Taken

Most (85%) riders meet Metro’s definition of a regular rider (making five or more trips in the last 30 days) while a minority (15%) are infrequent riders (making fewer than 5 trips). A third ride frequently enough to make payment with a purchased monthly pass break-even.

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

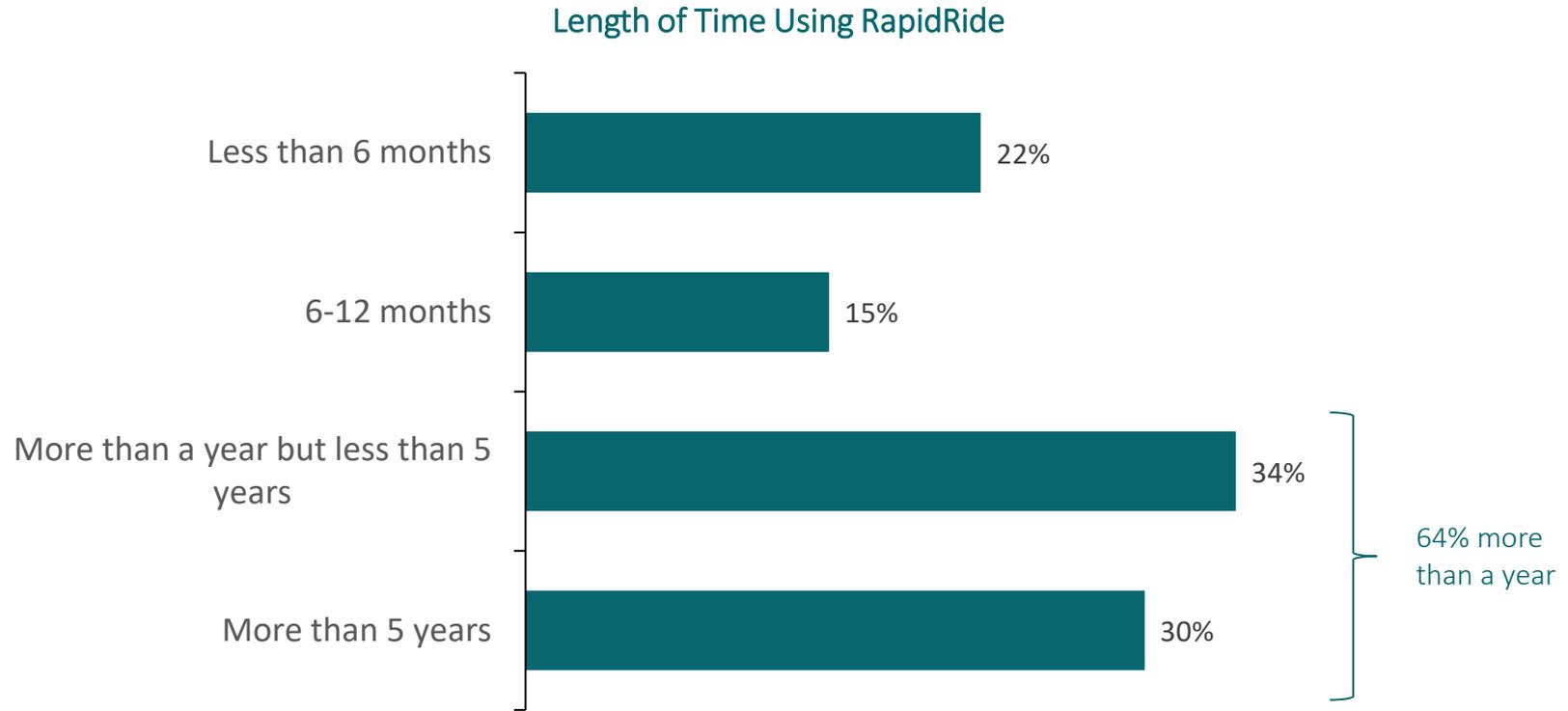


*There were no significant differences by sub-groups.*

# Length of Metro Ridership



Nearly two-thirds (64%) of riders have been using RapidRide A Line for more than a year.



Riders with the highest frequency of trips are less likely than those with fewer than 36 trips to have started riding in the past six months (27% compared to 8%, respectively).



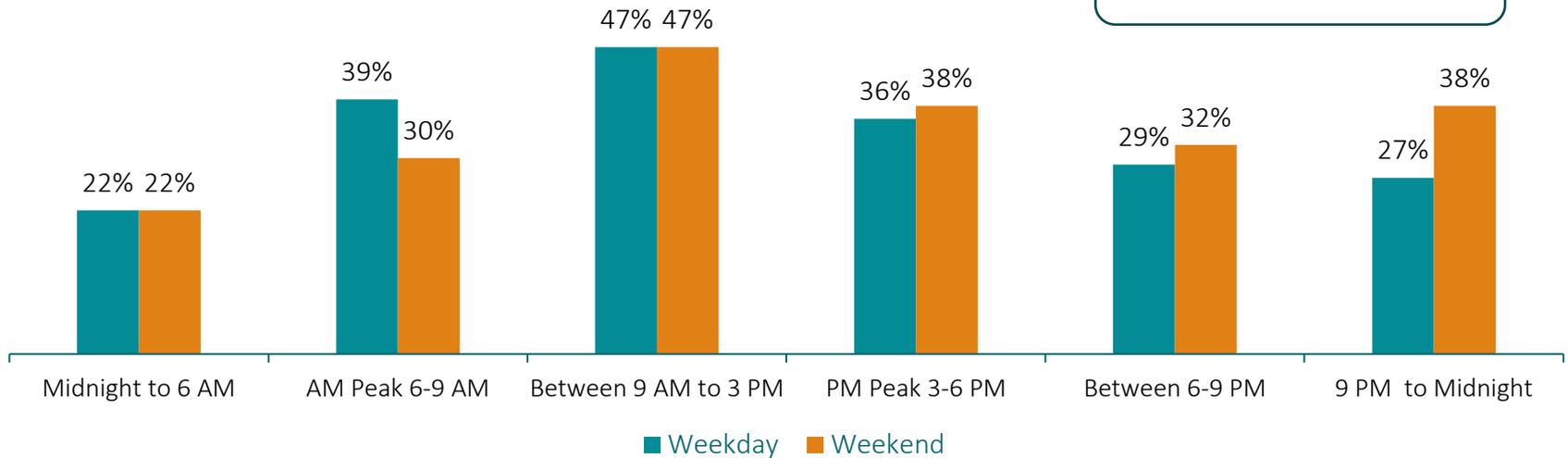
Senior/disabled riders are more likely to be long term riders of more than 5 years (50% vs. Total: 30%).

# Day and Times of Riding

About a third of A Line riders travel during peak morning or peak evening hours; while nearly half (47%) travel off peak 9 AM to 3 PM. Six in ten A Line Riders (62%) travel both weekday and weekend.

Day and Time Usually Ride RapidRide A Line

Weekday ONLY Riders 36%  
Both Weekday and Weekend 62%



No significant differences between Weekday and Weekend riders were found at the 95% confidence level.



Those who travel most (36+ trips per month), are more likely than less frequent riders to ride during peak weekday commuter hours of 6-9 AM (59% vs. 31%, respectively).



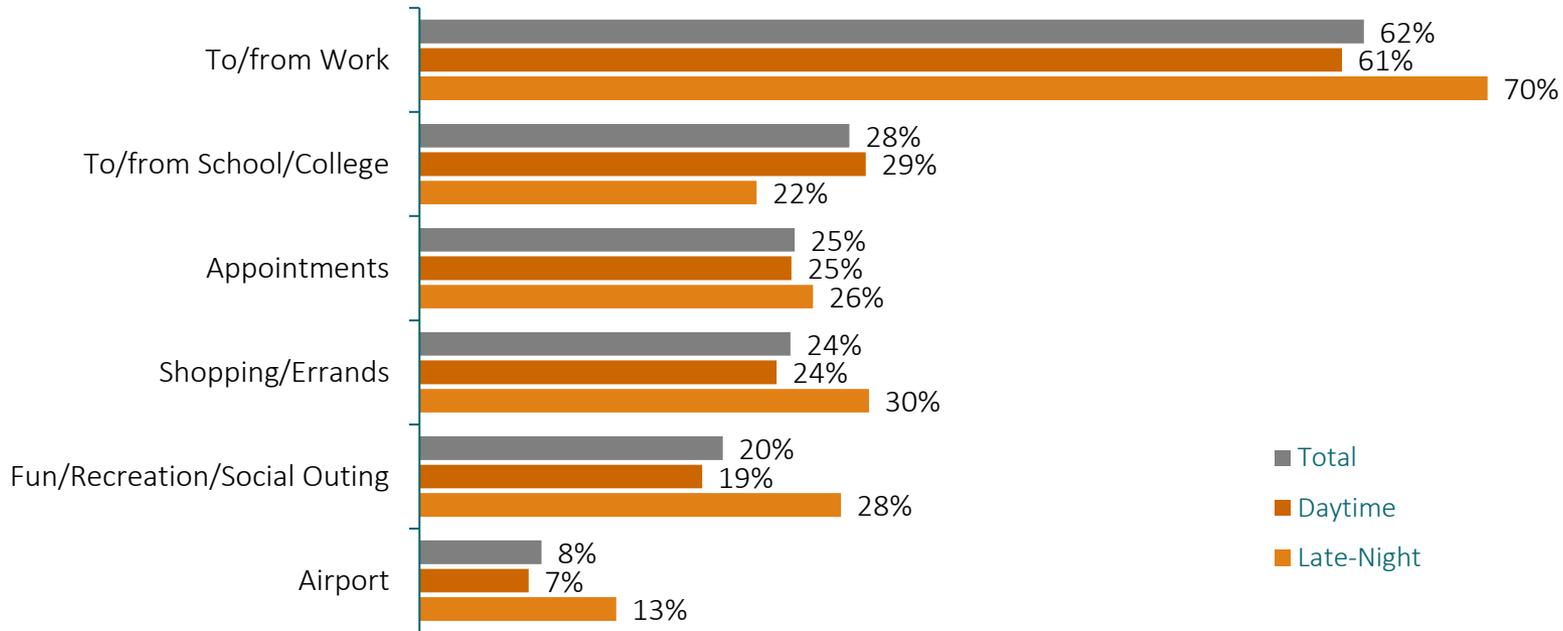
Males are more likely than females to travel late-night weekdays, between 9 PM and midnight (32% vs. 21%, respectively). Weekend peak AM riders (6-9 AM) are more likely to be female than male (36% vs 22%, respectively).

# Reason for Riding



Riders most often use the A Line to commute to and from work. Around a quarter use Metro most often for purposes like school, appointments, and errands. No significant differences exist between riders interviewed during the day vs. late-night when it comes to trip purpose.

Purpose of Trip Taken Most Often



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



Females are more likely than males to be traveling to school or college as a student (36% vs. 18% respectively).



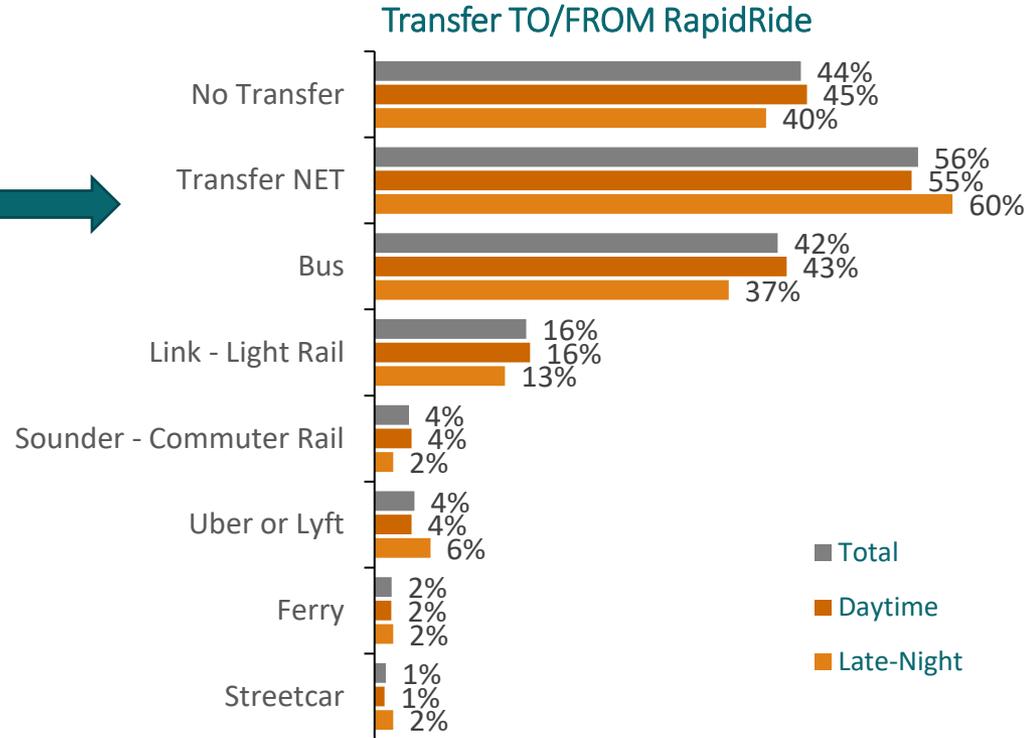
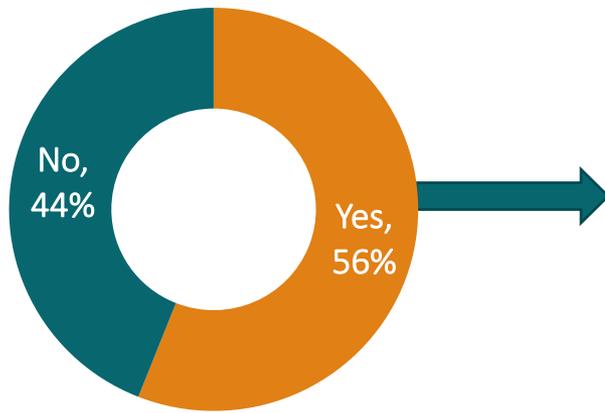
Low income qualified riders are more likely than others to be traveling the A Line for school (29% vs 10%, respectively), appointments (28% vs. 10%, respectively), or for fun (22% vs 10%, respectively), and less likely to be commuting (62% vs 75%, respectively).



Seniors or those who are disabled are more likely to use RapidRide A Line for appointments (40% vs Total: 25%) and less likely for work or school (48% vs Total: 62%).

# Transferring to/from Route

More than half (56%) of A Line riders transferred to this route. Most transfers were to or from other buses followed by light rail (42% and 16% of riders, respectively). Other transit, such as the Sounder, rideshares such as Uber or Lyft, and the ferry or the streetcar were used by a small minority.



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



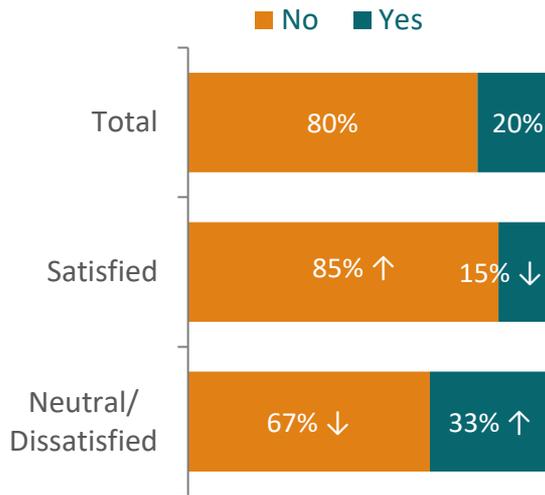
Low income qualified riders are less likely than other riders to have used a transfer on this trip (50% vs 70% respectively).

# Decline in Usage

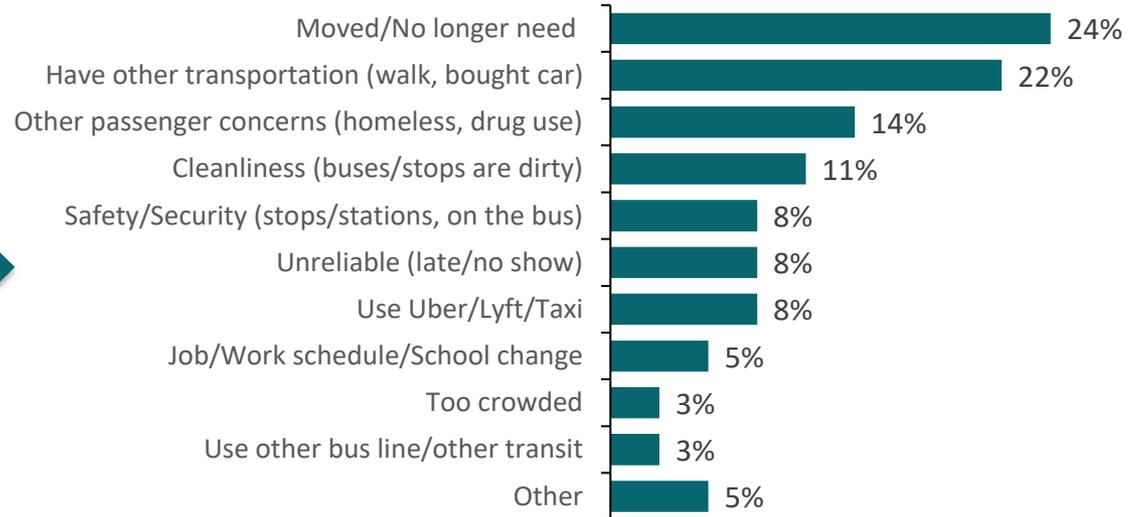


One in five A Line riders say their A Line Ridership has declined in the past few years. Those who are neutral or dissatisfied with RapidRide overall are significantly more likely to say their usage of RapidRide has declined in the last few years. A third of those that are neutral/dissatisfied report a decline in their usage, compared to roughly one in seven (15%) of those who are satisfied with RapidRide Line A.

## Decline in Use of RapidRide



## Reason for RapidRide Use Decline (Total\*)



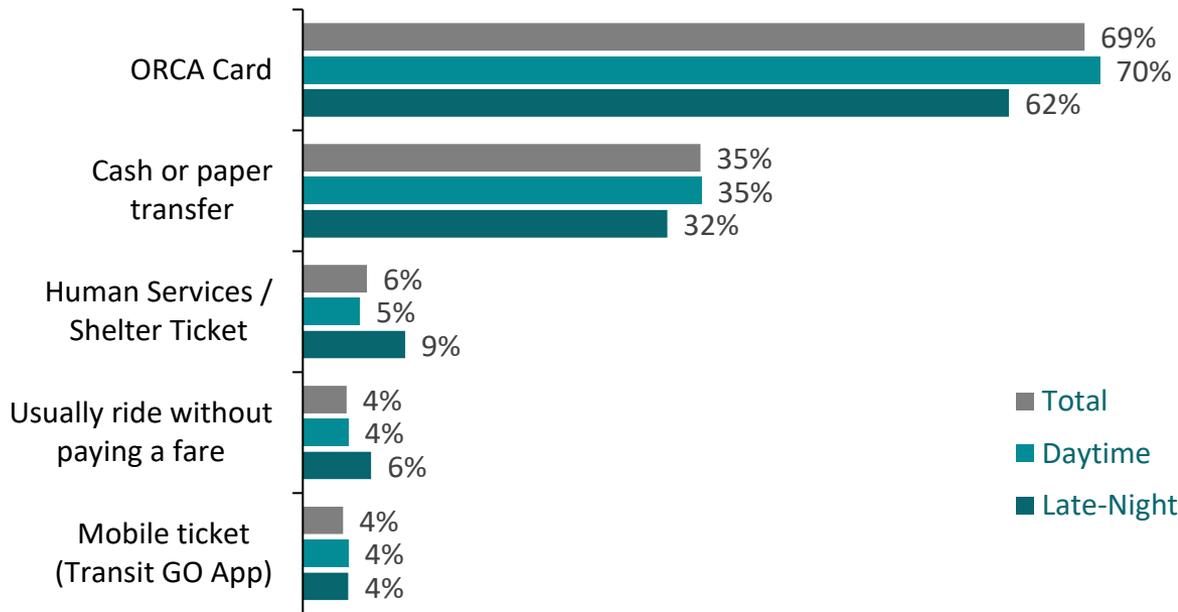
Males (24%) are more likely than females (14%) to report a decline in RapidRide usage.

# Fare Payment



Seven in ten (69%) A Line riders pay their fare via an ORCA card, while a third (35%) utilize cash or paper transfer. A few use a ticket from human services or a shelter, or the Transit GO app. One in twenty-five ride without paying a fare.

Mode of Fare Payment



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



Minorities (37%) are more likely than others (21%) to pay via **cash or paper transfer**.



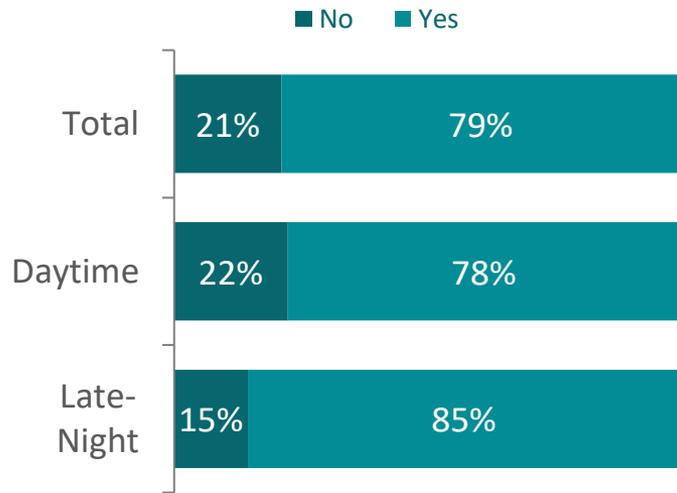
The most frequent riders (36+ trips past 30 days) are more likely to use an **ORCA card**, (84% vs. <36 trips: 65%), more infrequent riders (<36 trips) are more likely to use **cash or paper transfer** (40% vs 22%, respectively).

# Fare Enforcement Experience

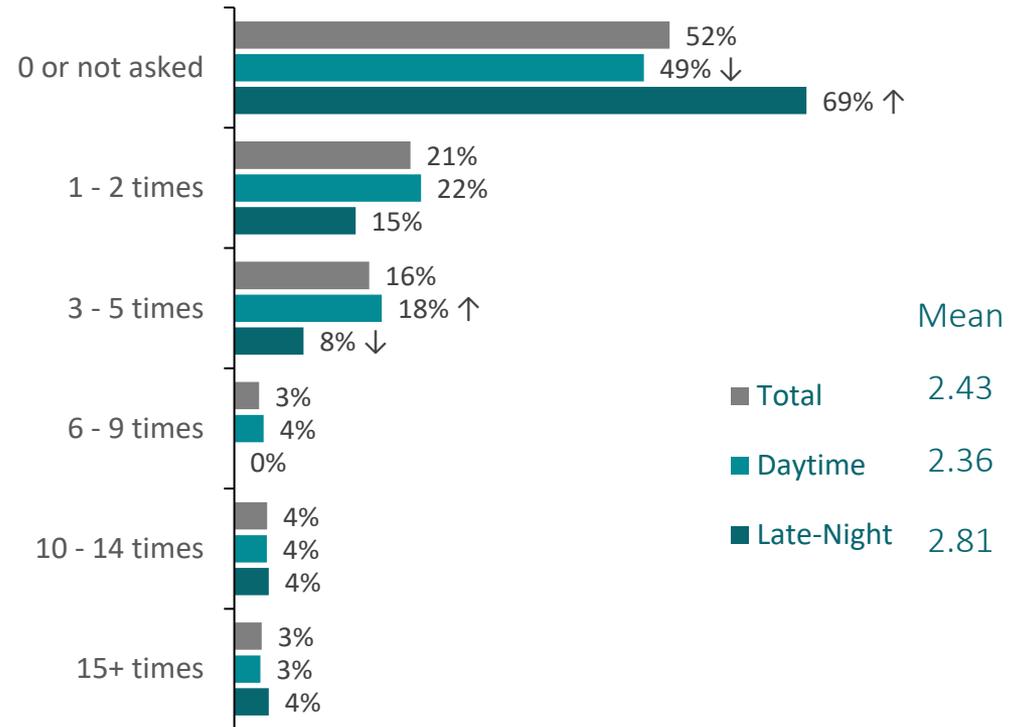


Four in five riders have been asked to show proof of fare payment on the A Line, usually between two and three times in the past 30 days.

Asked To Show Proof of Payment



Frequency of Request to Show Proof of Payment



Late-night riders (69%) are more likely than those surveyed during the day (49%) to say they have **not been asked** to show proof of payment in the past 30 days.



As expected, the most frequent riders (36+ trips over the past 30 days) are more likely than less frequent riders to have been required to show proof of payment (93% vs 76%, respectively). They also report a significantly higher number of requests over the past 30 days (4 on average, compared to 2 for less frequent riders).

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

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

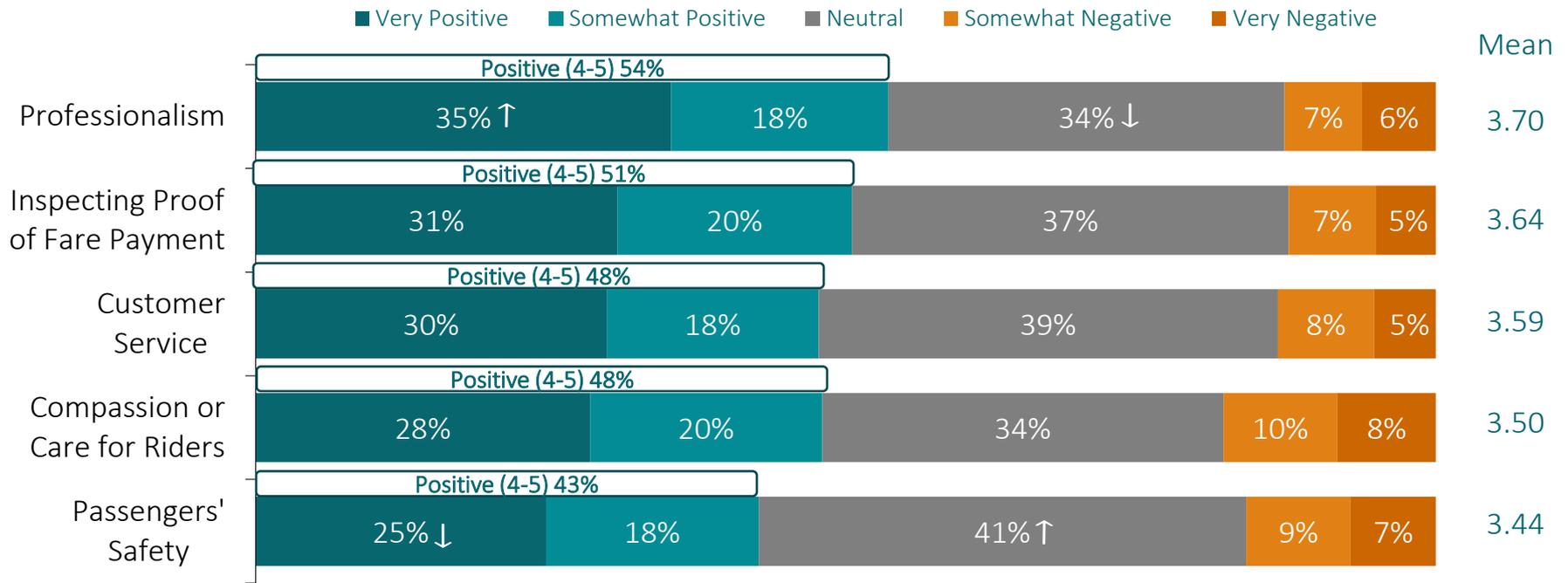
Base: Total n = 302; Daytime n = 254; Late-Night n = 48.

# Perceptions of Fare Enforcement



Experiences with Fare Enforcement are generally more positive than negative, especially when it comes to professionalism and the process of inspecting proof of payment. Opinions on whether Fare Enforcement enhances passenger safety are notably mixed, with more endorsing neutral or negative perceptions in this area.

Experiences/Perceptions of the Fare Enforcement



More frequent riders (5+ trips past 30 days) are more likely than those with fewer trips to have a negative perception regarding *passengers' safety* on the A Line (15% vs 3%, respectively).



Minority riders are more likely than others to have a "somewhat negative" impression when it comes to *customer service* on the A Line (9% vs. 3%, respectively).



## Past Wave Comparison

# Past Wave Comparison



The following section is a comparison of results collected on RapidRide A Line in February 2020 to the 3-year post implementation wave conducted in October 2013.

The 2013 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 2013 waves with comparable wording and measurement are included in this section.

## Wave Comparison Questions

- Q4\_C. Overall how satisfied are you with A Line
- Q1\_A. How long my bus trip takes: Travel on A 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 A Line bus stops
- Q3\_A2. Cleanliness of A Line bus interiors
- Q7. A 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 A Line
- Q12. Transfer TO/FROM A Line
- Q13. Number of rides taken on A Line in the last 30 days
- Q16. Fare Payment on A Line
- Q17. Fare enforcement on A Line
- Demographics*
- Q19. Gender identity
- Q20. Age
- Q23. Household income
- Q24. Hispanic or Latinx?
- Q26. Primary language spoken at home

# Rider Profile Comparison



RapidRide A Line riders surveyed in 2020 are older than 2013 riders, with significantly fewer under age 25, and more middle-aged riders.

While the majority of riders reported household incomes under \$25,000 in 2013, the proportion of riders with a household income \$33,000 or higher is significantly higher in 2020.

2020 also saw a higher occurrence of Hispanic or Latinx riders (up to 23% from 17% in 2013).

## RapidRide A Line

|   | 2020 Wave<br>(n=384) | 2013 Wave<br>(n=606) |
|---|----------------------|----------------------|
| <i>Base size answering varies by question</i> |                      |                      |
| Gender  |                      |                      |
| Male  | 56%                  | 53%                  |
| Female  | 43%                  | 47%                  |
| Other   | 1%                   | -                    |
| Age   |                      |                      |
| < 25  | 31%                  | <b>50%</b>           |
| 25 – 34                                       | 18%                  | 20%                  |
| 35 – 44                                       | <b>17%</b>           | 11%                  |
| 45 – 54                                       | <b>17%</b>           | 10%                  |
| 55 – 64                                       | <b>13%</b>           | 6%                   |
| 65+   | 4%                   | 2%                   |
| <b>Mean</b>                                   | <b>38</b>            | <b>32</b>            |
| Income  |                      |                      |
| <\$24,999                                     | 40%                  | <b>56%</b>           |
| \$25,000 - \$32,999                           | 18%                  | <b>26%</b>           |
| \$33,000+                                     | <b>42%</b>           | 18%                  |
| % White                                       | 31%                  | 43%                  |
| % Non-White                                   | <b>69%</b>           | <b>57%</b>           |
| % Hispanic                                    | 23%                  | 17%                  |
| Language Spoken at Home                       |                      |                      |
| English                                       | 80%                  | 80%                  |
| Other   | 20%                  | 20%                  |

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.

# Satisfaction with Service Elements



Overall satisfaction declined significantly since 2013. Of the comparable elements included in the 2020 study, satisfaction has fallen with trip length, the cleanliness of bus stops and bus interiors, and with safety while waiting for the bus during the day. While not significant, satisfaction with waiting for the bus at night has also declined.

| Service Element                    | 2020 Wave Mean<br>5=Very Satisfied | 2013 Wave Mean<br>5=Very Satisfied |
|------------------------------------|------------------------------------|------------------------------------|
| Overall Satisfaction               | <b>3.74</b>                        | 4.07                               |
| How long the bus trip takes        | <b>3.84</b>                        | 3.99                               |
| Cleanliness                        |                                    |                                    |
| Of bus stops                       | <b>3.01</b>                        | 3.52                               |
| Of bus interiors                   | <b>3.07</b>                        | 3.80                               |
| Personal Safety while:             |                                    |                                    |
| Waiting for the bus during the day | <b>3.64</b>                        | 3.90                               |
| Waiting for the bus at night       | 3.17                               | 3.32                               |

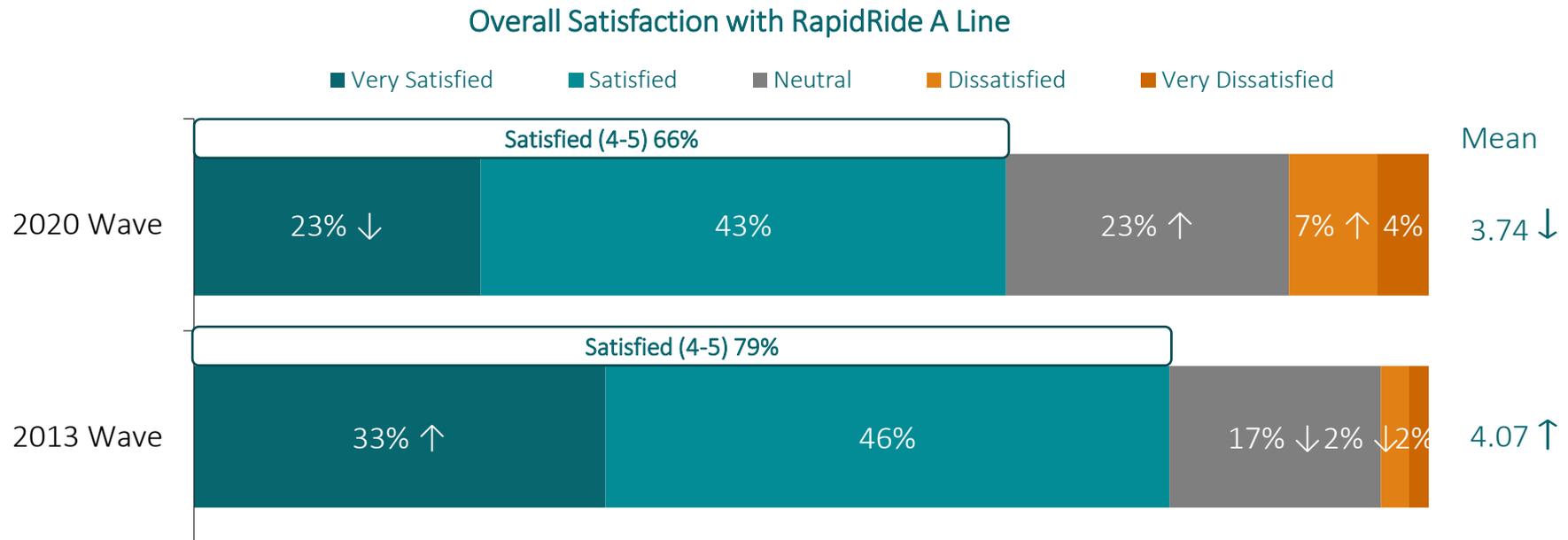
*Text in **dark green bold** indicates significant increase in satisfaction from the previous wave at 95% confidence.*

*Text in **red bold** indicates significant decrease in satisfaction from the previous wave at 95% confidence.*

# Overall Satisfaction



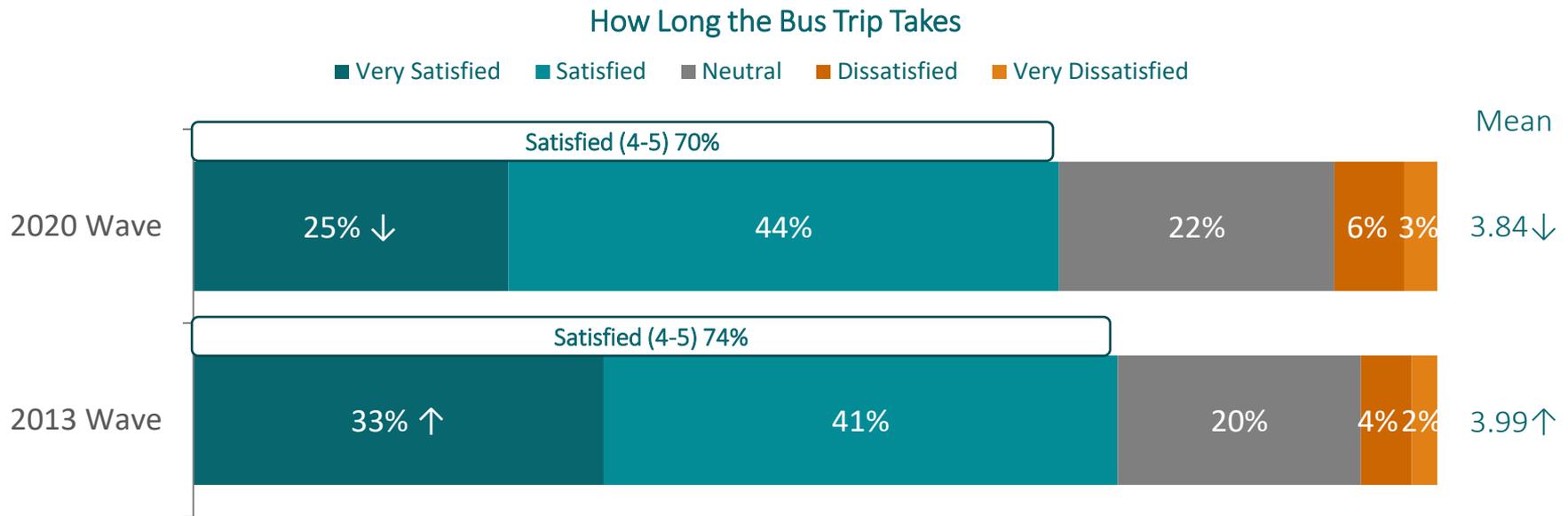
Since 2013, satisfaction with RapidRide A Line has decreased. Riders indicating they are “very satisfied” is significantly lower in 2020, while those who are now “neutral” or “dissatisfied” has increased significantly.



# Satisfaction With Travel Time



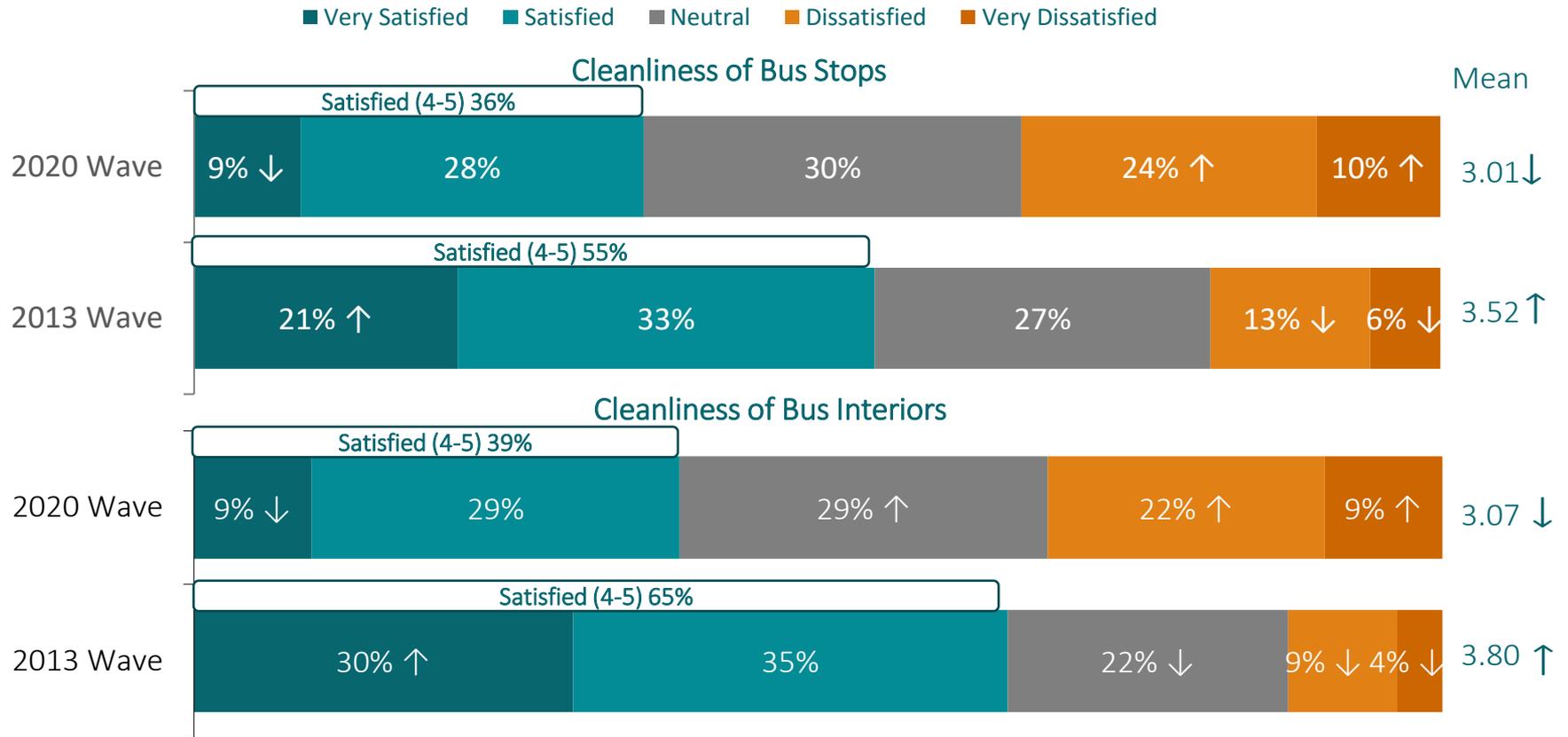
When asked about the level of satisfaction with how long the bus trip takes, riders reported a decline in satisfaction since 2013. In 2013 a third of riders were “very satisfied” with the trip length, where only a quarter are “very satisfied” in 2020.



# Satisfaction With Cleanliness of Buses/Stops



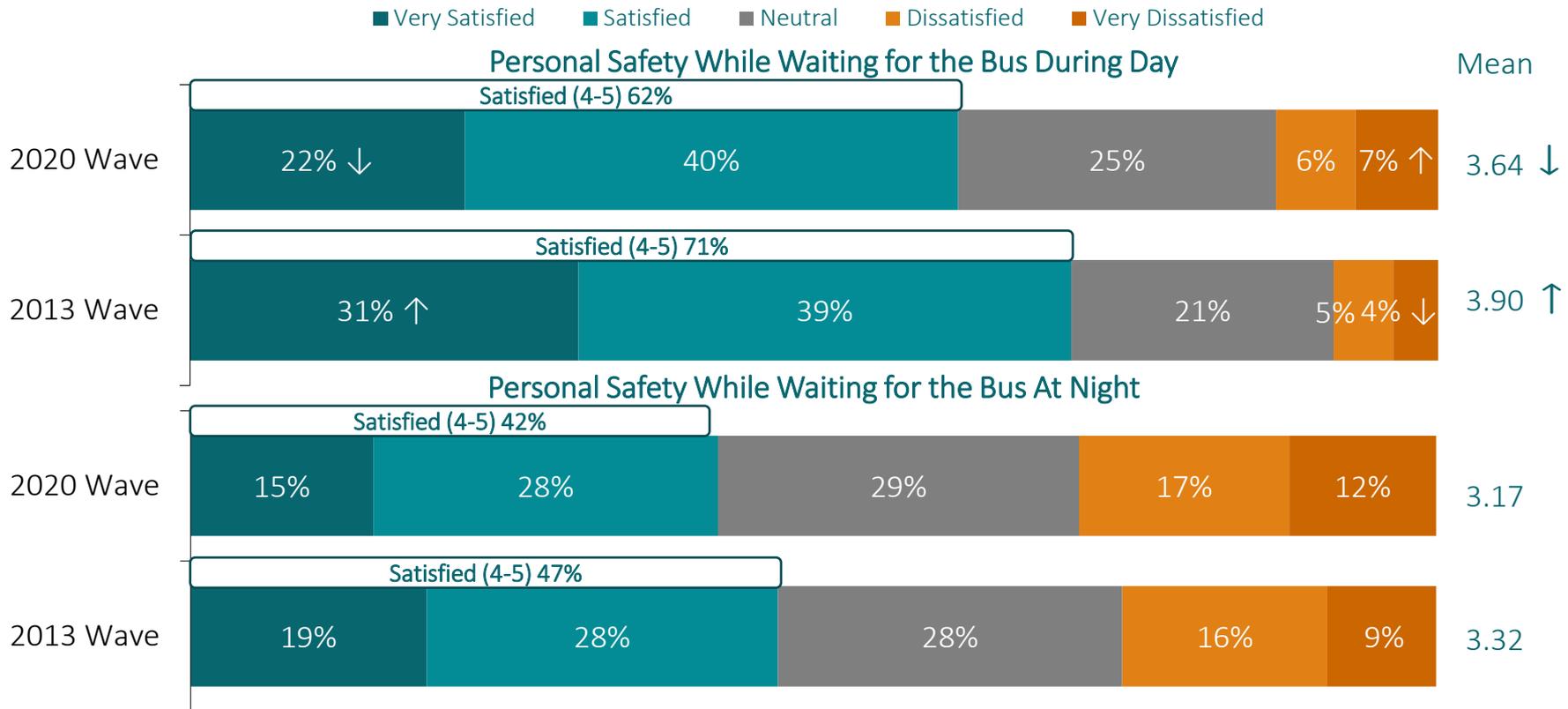
2020 saw a large shift in satisfaction with the cleanliness of buses and stops. Significantly more riders are dissatisfied/very dissatisfied with the cleanliness of bus stops and bus interiors, compared to 2013.



# Satisfaction With Personal Safety



Satisfaction while waiting for the bus *during the evening* has held fairly steady since 2013. However, riders in 2020 are less likely to be satisfied with personal safety waiting for the bus *during the day*.



# Comparison to Other Metro Bus Services

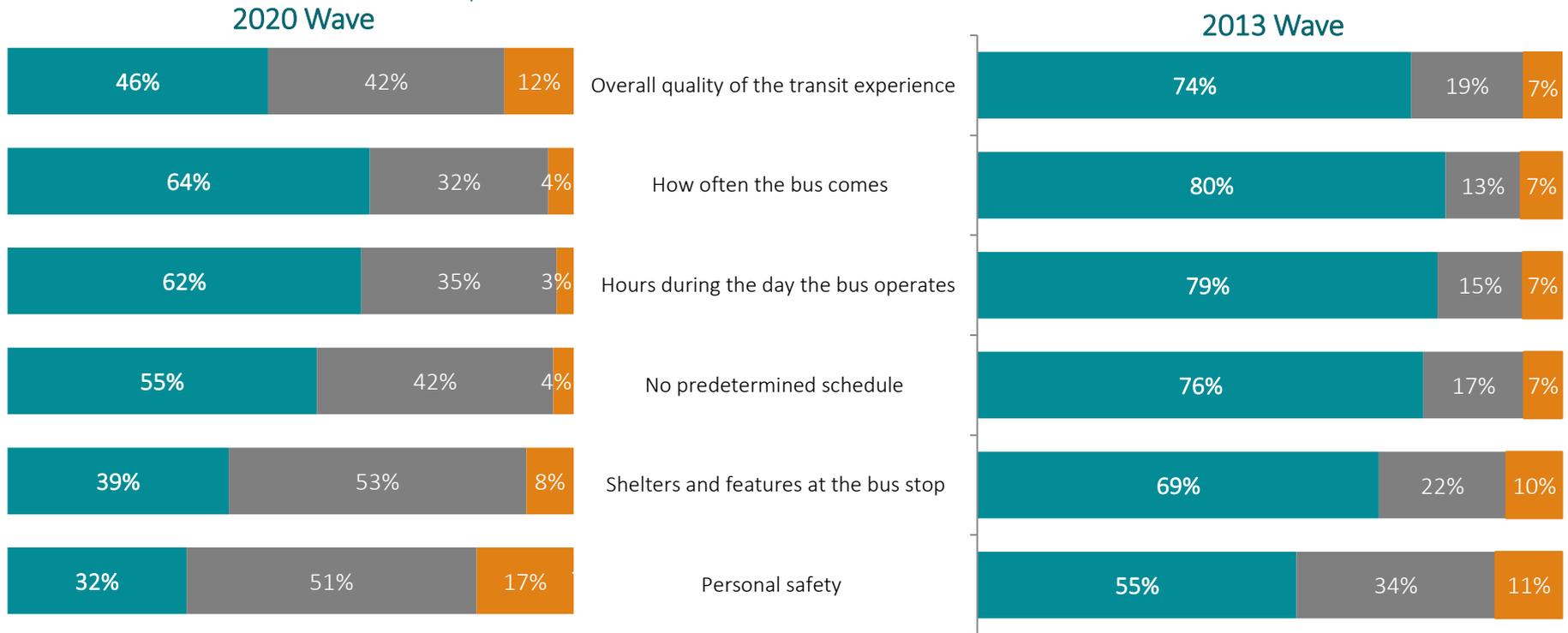


When compared to 2013, riders are more neutral in their perceptions with significantly more in 2020 saying there is “no difference” between the A Line and other Metro bus services. Additionally, significantly fewer consider RapidRide A Line to be better than other Metro bus services.

Areas with the largest shift from A Line is better to neutral since 2013 include shelters and features of the bus and the overall quality of the transit experience.

## RapidRide A Line Compares to Other Metro Bus Service

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

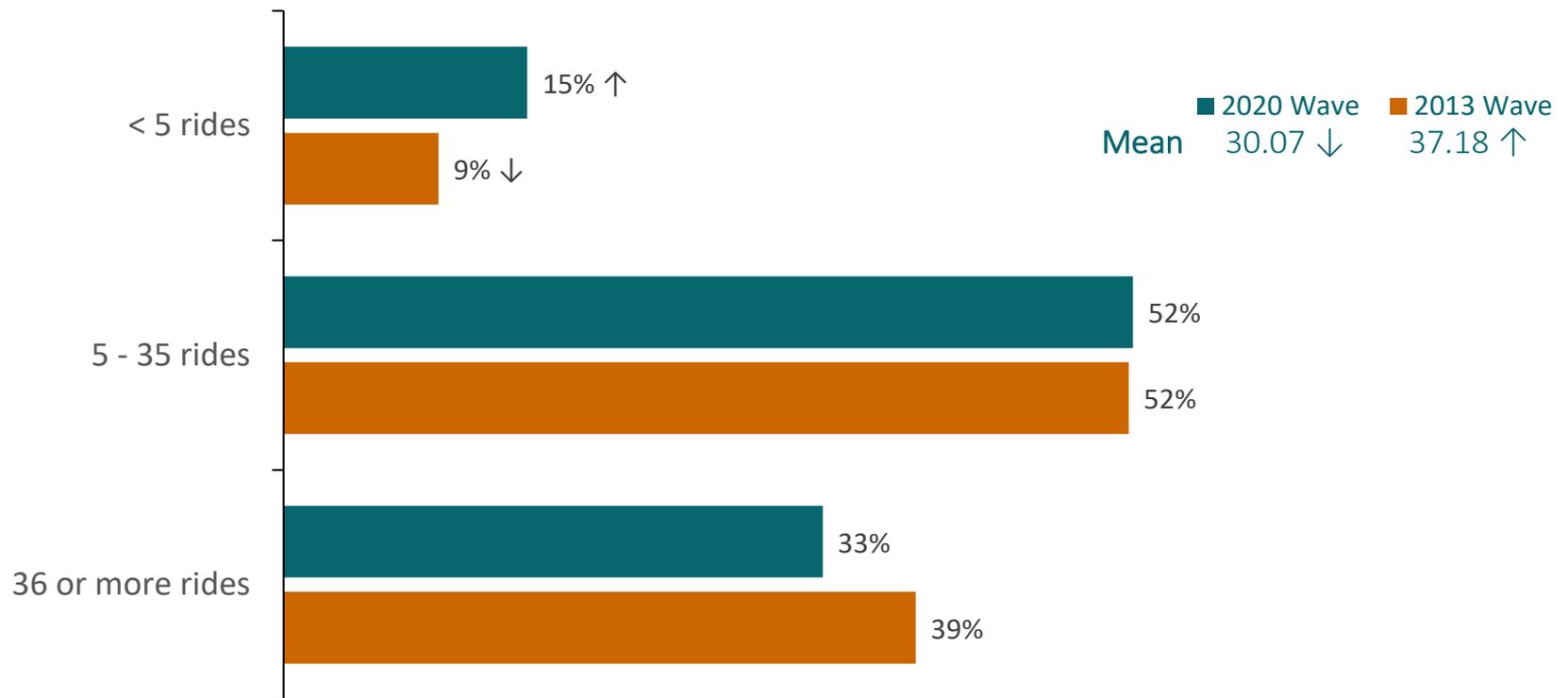


# Transit Trips Taken



The average number of trips taken in the past 30 days by riders on the A Line has decreased significantly. While the level of infrequent riders (< 5 trips in the past 30 days) has significantly increased since the last study, a directional drop in the number of trips by the most frequent riders (those with 36 or more trips), indicates heavy users are utilizing the line less frequently than in the past.

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

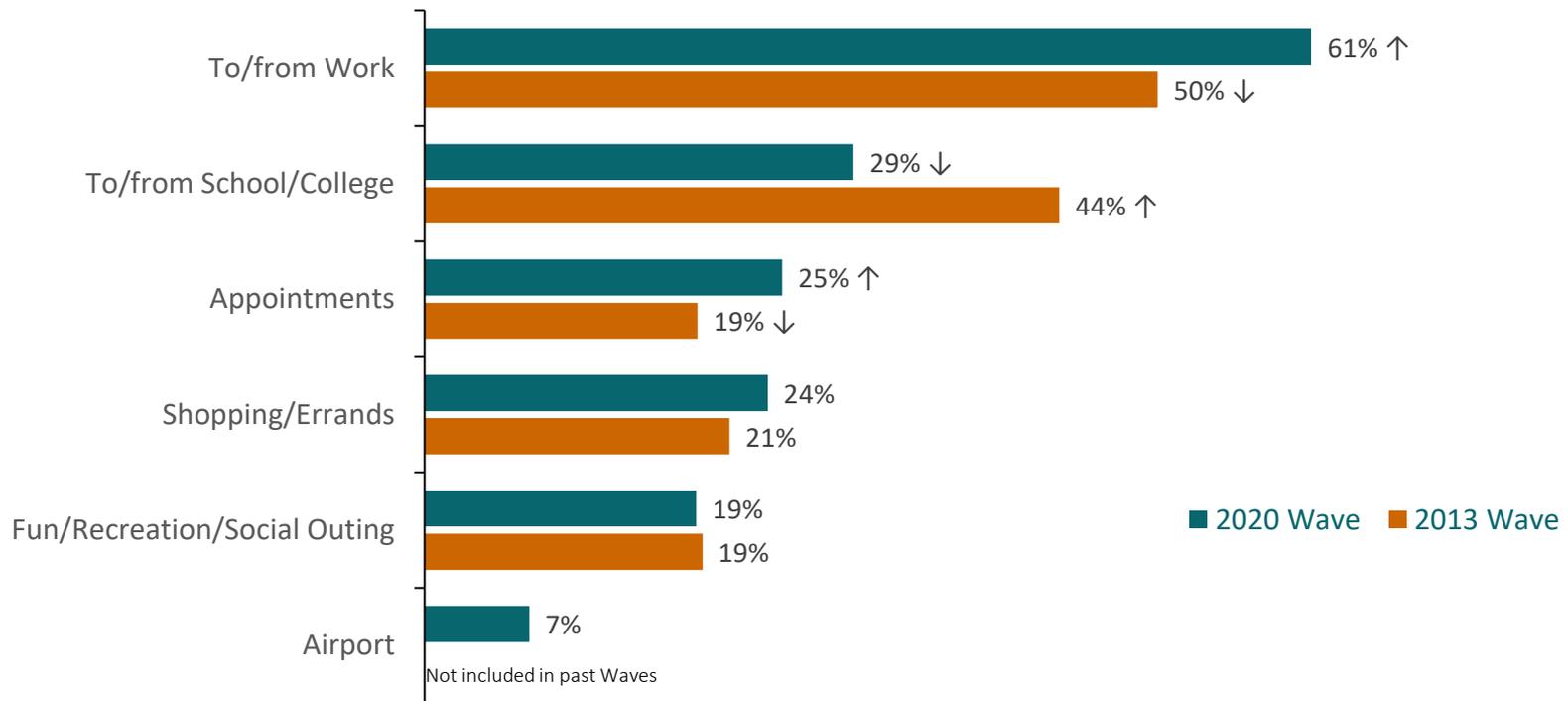


# Reason for Riding



Respondents were asked to list the purpose of the trip they take most often on this route. Since 2013, the use of the A Line for commuting to/from work or for appointments has significantly increased, while significantly fewer respondents took the bus for travel to/from school.

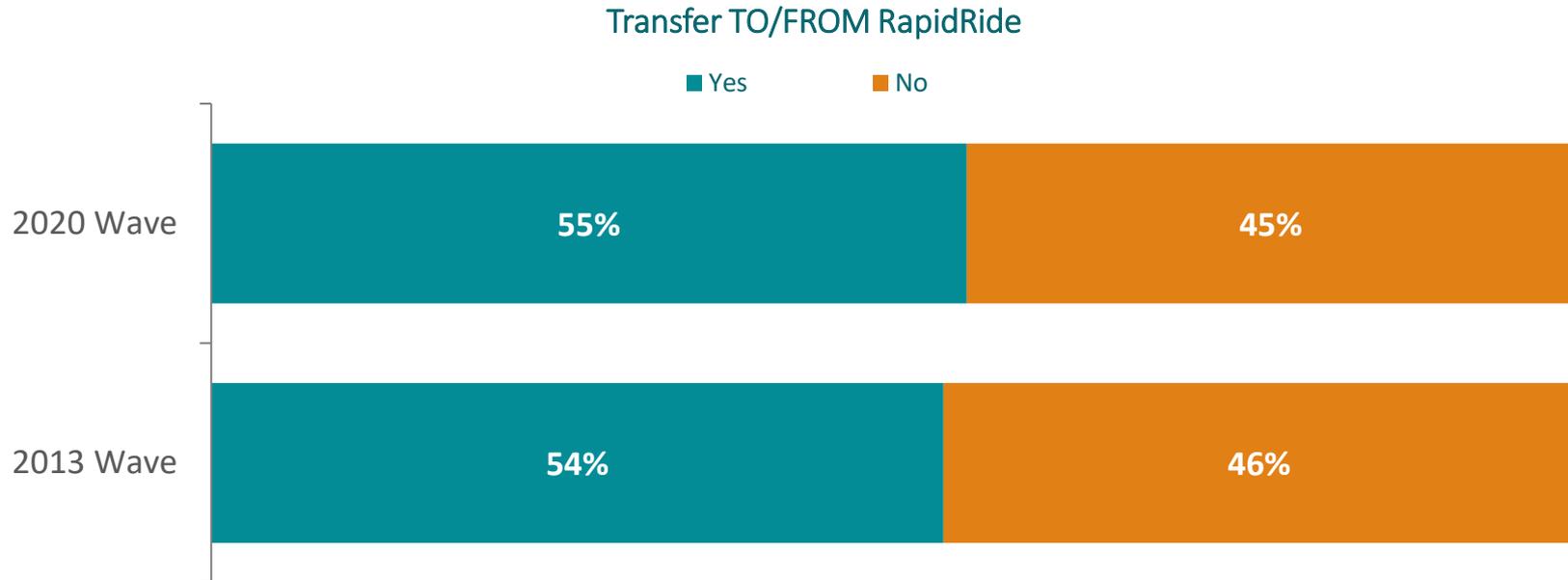
Purpose of Trip Taken Most Often



# Transferring to/from Route



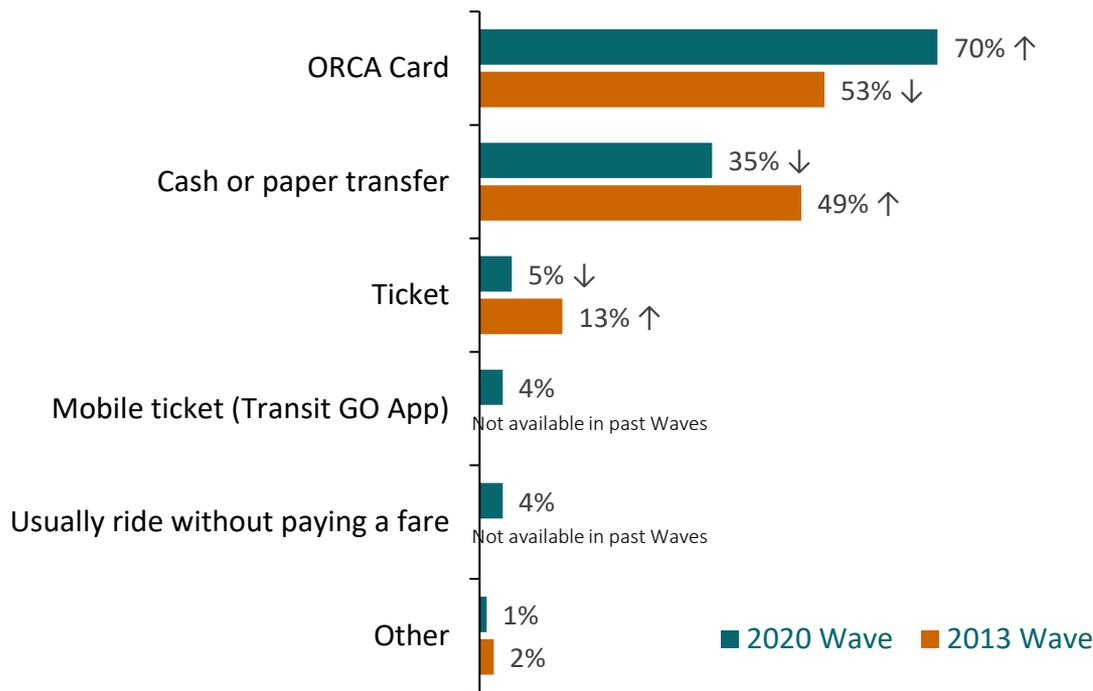
The proportion of riders transferring either to or from the RapidRide A Line has remained the same since 2013.



# Fare Payment

Use of the ORCA card as a form of payment for Metro ridership has grown significantly since 2013, replacing some usage of cash or paper transfer and tickets. Only 4% of RapidRide A Line riders use the Transit GO app, implemented since the 2013 study.

Mode of Fare Payment



# Fare Enforcement Experience



When compared to 2013, significantly fewer A Line riders in 2020 report being asked to show proof of payment (84% vs. 78%, respectively) .





# Appendix

# 2020 QUESTIONNAIRE

TIME: \_\_\_\_\_ AM / PM



## RapidRide A 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 A Line, not other routes or Metro Transit in general. THANK YOU!**

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

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

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

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

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

6. What ONE THING would you recommend to improve RapidRide A Line? \_\_\_\_\_

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

8. How often do you avoid riding RapidRide A 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 A Line? \_\_\_\_\_

# 2020 QUESTIONNAIRE

## Your Travel Patterns

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

- |  |   |
|--|---|
| <input type="checkbox"/> To/from Work                          | <input type="checkbox"/> Fun/recreation/social outing           |
| <input type="checkbox"/> To/from School/College (As a student) | <input type="checkbox"/> Appointments (business, medical, etc.) |
| <input type="checkbox"/> Shopping/errands                      | <input type="checkbox"/> Airport                                |
| <input type="checkbox"/> Other <i>(please specify):</i> _____  |   |

| 11. When do you usually ride RapidRide A Line?<br><i>(Please check all that apply.)</i> | 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   | <input type="checkbox"/> |
| ▼ Weekend   | <input type="checkbox"/> |

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

- |  |  |
|--|--|
| <input type="checkbox"/> No transfer                       | <input type="checkbox"/> Yes, Uber or Lyft                         |
| <input type="checkbox"/> Yes, bus - Which bus route? _____ | <input type="checkbox"/> Yes, Ferry                                |
| <input type="checkbox"/> Yes, Link - Light Rail            | <input type="checkbox"/> Yes, Streetcar                            |
| <input type="checkbox"/> Yes, Sounder - Commuter Rail      | <input type="checkbox"/> Yes other, <i>(please specify):</i> _____ |

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

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

- |   |   |
|---|---|
| <input type="checkbox"/> Less than 6 months | <input type="checkbox"/> More than a year but less than 5 years |
| <input type="checkbox"/> 6-12 months        | <input type="checkbox"/> More than 5 years                      |

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

15a. If YES, Why has your use of RapidRide A Line declined? \_\_\_\_\_  
\_\_\_\_\_

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

- |  |   |
|--|---|
| <input type="checkbox"/> ORCA Card                       | <input type="checkbox"/> Cash or paper transfer               |
| <input type="checkbox"/> Human Services / Shelter Ticket | <input type="checkbox"/> Usually ride without paying a fare   |
| <input type="checkbox"/> Mobile ticket (Transit GO App)  | <input type="checkbox"/> Other <i>(please specify):</i> _____ |

17. On RapidRide A 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 A Line       | Very Negative            | Somewhat Negative        | Neutral                  | Somewhat Positive        | Very Positive            | Don't Know               |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| ▼ Customer Service (e.g., providing way-finding directions, assisting with ORCA or fare payment systems, etc.). | <input type="checkbox"/> |
| ▼ Inspecting proof of fare payment  | <input type="checkbox"/> |
| ▼ Passengers' Safety  | <input type="checkbox"/> |
| ▼ Compassion or care for riders   | <input type="checkbox"/> |
| ▼ Professionalism   | <input type="checkbox"/> |

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

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

20. What is your age? \_\_\_\_\_ Years

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

- |   |  |
|---|--|
| <input type="checkbox"/> Employed Full-time | <input type="checkbox"/> Retired   |
| <input type="checkbox"/> Employed Part-time | <input type="checkbox"/> Student ► <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time |
| <input type="checkbox"/> Unemployed         | <input type="checkbox"/> Other: _____  |

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

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

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Less than \$24,999  | <input type="checkbox"/> \$42,000 - \$49,999 | <input type="checkbox"/> \$67,000 - \$75,999 |
| <input type="checkbox"/> \$25,000 - \$32,999 | <input type="checkbox"/> \$50,000 - \$58,999 | <input type="checkbox"/> \$76,000 - \$84,999 |
| <input type="checkbox"/> \$33,000 - \$41,999 | <input type="checkbox"/> \$59,000 - \$66,999 | <input type="checkbox"/> \$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.)*

- |   |   |
|---|---|
| <input type="checkbox"/> American Indian/Alaskan Native | <input type="checkbox"/> Native Hawaiian or Pacific Islander  |
| <input type="checkbox"/> Asian                          | <input type="checkbox"/> White/Caucasian                      |
| <input type="checkbox"/> Black/African American         | <input type="checkbox"/> Other <i>(please specify):</i> _____ |

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.)*

- |  |  |
|--|--|
| <input type="checkbox"/> Own my own home                   | <input type="checkbox"/> Living in a shelter or transitional housing |
| <input type="checkbox"/> Rent my own apartment/ home       | <input type="checkbox"/> Unhoused/ Unsheltered                       |
| <input type="checkbox"/> Staying with a friend or relative | <input type="checkbox"/> Other, not listed: _____                    |

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

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

Please note:

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

First name: \_\_\_\_\_

Telephone number to reach you at for future studies: \_\_\_\_\_

Email address to reach you at for future studies: \_\_\_\_\_