

RAPIDRIDE

Rider Satisfaction Study

February 2020



RAPIDRIDE

F



King County
METRO

Moving forward together

Prepared for:



Research Conducted by:



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Background and Objectives



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

Specific areas of investigation include:

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



Background and Objectives (cont.)



Since 2010 King County Metro Transit has provided RapidRide bus service, which now includes six routes (lines A-F) in 2020. RapidRide provides bus service that is 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 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.

Methodology



Times and Dates

Intercept interviewing took place between March 3rd and March 6th, 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. As an incentive RapidRide F Line riders were offered two free ride tickets for completing the survey. 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 three completed F 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.

Burien Transit Center to Renton Landing		
F Line 2020		F Line 2018
2 shifts Tue., Mar 3rd	11:30 to 8 PM	2 shifts Tue., Jan 30 th 11:30 AM to 8 PM
2 shifts Wed., Mar 4th	6 AM to 2:30 PM	2 shifts, Wed., Jan 31 st 6 AM to 2:30 PM
1 shifts Wed., Mar 4th	10 PM to Midnight	1 shift, Thur., Feb 15 th 10 AM to 12 PM
		1 shift, Wed., Feb 21 st 10 AM to 12 PM
2 shifts Thur., Mar. 5th	10 PM to Midnight	No Late-Night interviewing
1 shifts Fri., Mar 6th	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 thirty-four F Line surveys were collected in these languages.

Language	Completed Surveys
Spanish	11
Korean	9
Russian	8
Chinese	1
Amharic	4
Vietnamese	1

Response rate on the RapidRide F Line route as a *proportion of all questionnaires handed out* in 2020 was 57%. Fifty-one percent of F 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 F Line 2020		
	Total	Daytime	Late-Night
Completed Questionnaires	499	434	65
% of Questionnaires Handed Out	57%	58%	55%
% of All Riders on Sampled Trips*	51%	52%	45%
% Refused	34%	34%	31%

*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). F Line met the goal of 400 weekday/daytime. 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 for the majority of the lines, F Line included. Final samples sizes for F 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.

F Line	Completed Surveys	
	2020 Wave	2018 Wave
Total	499	501
Daytime	434	501
Late Night	65	Not conducted



Reporting Conventions



This report presents results for the RapidRide F 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 didn't 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		
HH Size	Maximum Income to Qualify	
	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=434 n=65



**Gender:
Male vs. Female**
n=238 n=154



**Race/Ethnicity:
White vs. Minority**
n=110 n=276



Frequency of Trips:
1-4 5-35 36+
n=68 n=183 n=83



**Low Income Qualified:
Yes vs. No**
n=207 n=99



**Senior or Disabled:
Yes vs. Total**
n=100 n=499

*Actual base size responding varies by question.

Key Findings – RapidRide F Line

Overall Satisfaction & Likely to Recommend

The RapidRide F Line garners strong ratings overall, with four in five (81%) saying they are satisfied with the F Line. Satisfaction is higher with the experience of *riding* (80%) the bus than with *waiting* (67%) for the bus. The vast majority (92%) would recommend F Line to a friend, coworker, or family member.

Aspects of Satisfaction

Travel Time

Travel time is the aspect of the ridership experience that receives the highest level of satisfaction on the F Line, with nearly four in five riders being satisfied with both the overall travel time and the reliability of the amount of time it takes.

Cleanliness and Condition

Satisfaction with the condition of the buses and waiting areas is slightly higher than satisfaction with their cleanliness, but both rate lower than travel time. About three in five (59%-64%) riders are satisfied with the condition of the buses and shelters, while about half (51%-54%) are satisfied with their cleanliness.

Personal Safety

Satisfaction with feelings of personal safety is stronger during the day than at night, and satisfaction with the bus experience is higher than that with the behavior of others. Three quarters are satisfied with their ***personal safety during the day***, while both waiting for the bus (76%) and being on the bus (75%). Those ratings drops to 56% while waiting and 60% while on the bus ***at night***. Satisfaction with the ***behavior of others during the day*** is lower, with just over half (54%) saying they are satisfied with behavior at the bus stop, and three in five (60%) saying they are satisfied with behavior on the bus. Again, these ratings drop at night to less than half – 44% are satisfied with the behavior of others at the bus stop at night, and 47% are satisfied with behavior on the bus at night. A quarter of respondents (24%) avoid riding the F Line at least sometimes due to concerns about their personal safety.

Key Findings – RapidRide F Line

Comparison to Other Metro Service

A majority feel the overall transit experience on F Line is better than other Metro bus services. Specifically, more than three in five riders feel the F Line is better than other Metro bus services for frequency of stops, speed of service, and service reliability. However, riders are less likely to see the F Line as being better than other Metro bus service when it comes to personal safety or ensuring riders pay their fare.

Fare Enforcement

Seven in ten riders have been asked to show proof of fare payment on the F Line in the past, usually between one to two times in the past 30 days.

Experiences and perceptions of Fare Enforcement are more positive than negative, especially when it comes to professionalism, and over half of respondents report positive experiences or perceptions across all aspects of their fare enforcement interactions.



Key Findings – RapidRide F Line

Past Wave Comparison – Demographics and Ridership Behavior

RapidRide F Line riders surveyed in 2020 are similar in demographic makeup to those surveyed in 2018. The only significant difference is a larger proportion of Hispanic riders interviewed in 2020 (20% vs. 13% in 2018).

The average number of F Line trips taken in the past 30 days has not changed since 2018, though reported trips for fun/recreation and to/from school have both decreased significantly. Incidence of transferring to or from the F Line has also increased since 2018 (from 64% to 73%).

Past Wave Comparison – Satisfaction

Overall satisfaction has dropped since 2018, driven mostly by a shift from ratings of “Very satisfied” to simply “Satisfied.” Among specific elements rated, cleanliness of bus interiors is the only aspect whose score dropped significantly.

Service Element	2020 Wave Mean 5=Very Satisfied	2018 Wave Mean 5=Very Satisfied
Overall Satisfaction	4.07	4.25
How long the bus trip takes	4.10	4.16
Cleanliness		
Of bus stops	3.42	3.51
Of bus interiors	3.52	3.78
Personal Safety while:		
Waiting for the bus during the day	4.00	3.90
Waiting for the bus at night	3.60	3.54

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



RapidRide F Line Detailed Findings

Rider Profile - Demographics

GENDER

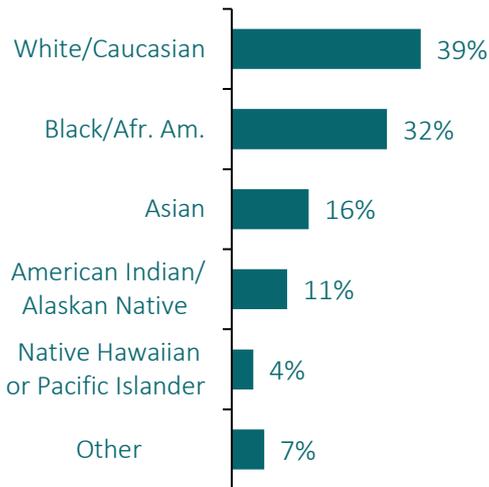


DISABILITY

22% have a disability

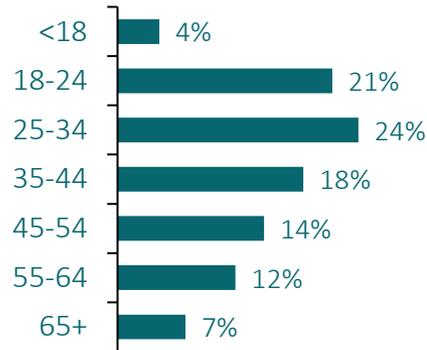
ETHNICITY

Multiple responses allowed



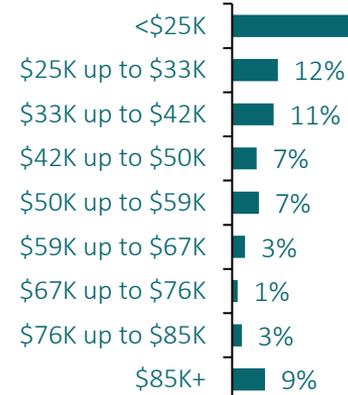
22% identify as Spanish, Hispanic, or Latinx

AGE



38 Mean Age

HOUSEHOLD INCOME

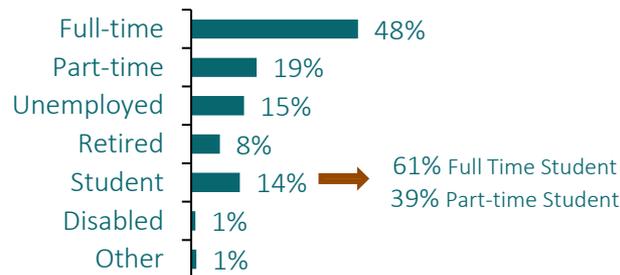


Mean Income
\$38,595

Low Income Qualified
68%



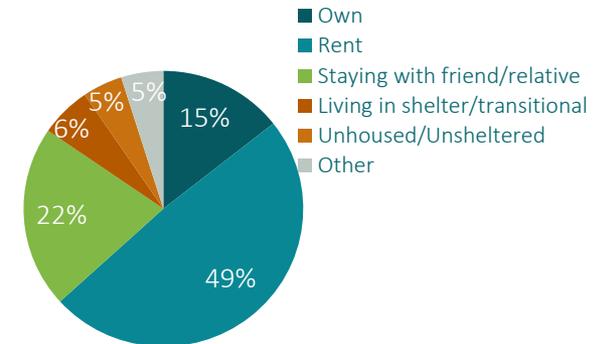
EMPLOYMENT STATUS



LANGUAGE SPOKEN IN HOME

86% English **14%** Other language*
*5% Spanish (no other language >1%)

LIVING SITUATION



MEAN HOUSEHOLD SIZE

3
household members

Rider Profile – Travel Behavior

AVERAGE # OF TRIPS ON F LINE



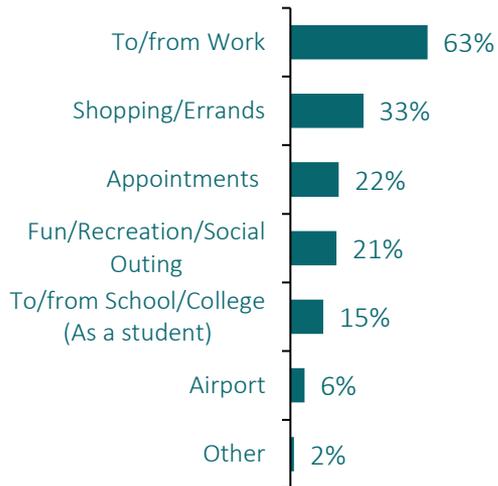
24
Trips past 30 days

12%

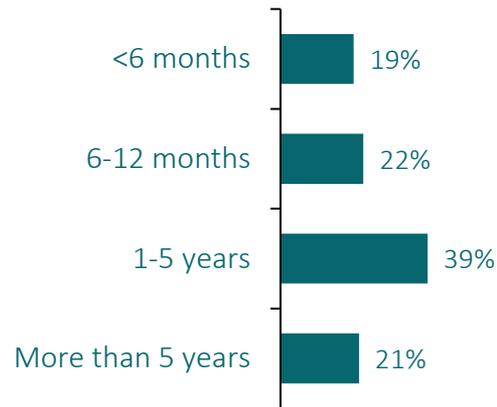
Say RapidRide F Line use has declined past few years

REASON FOR TYPICAL TRIP ON F LINE

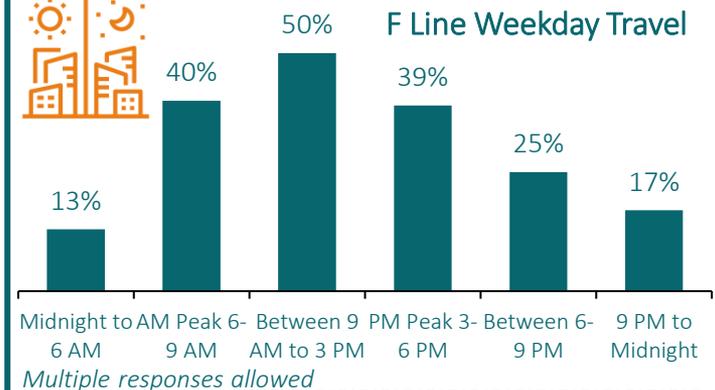
Multiple responses allowed



LENGTH OF RIDERSHIP ON F LINE



DAY/TIME RIDING F LINE



Weekday ONLY Riders 36%
Both Weekday & Weekend 64%

FARE PAYMENT

62% ORCA card
40% Cash or paper transfer

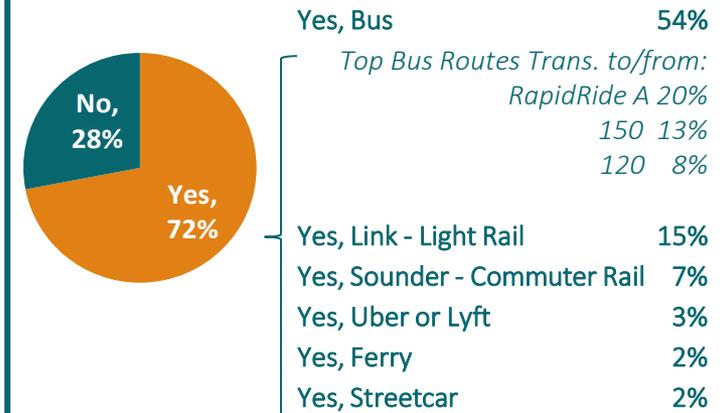
9% Human Services / Shelter Ticket
4% Mobile Ticket
3% Ride without paying a fare
1% Other

Multiple responses allowed



TRANSFER TO/FROM F LINE

Multiple responses allowed



Rider Profile



RapidRide F Line

	Total (n=499)	Daytime (n=434)	Late-Night (n=65)
<i>Base size answering varies by question</i>			
Gender			
Male	61%	58%	78%
Female	39%	42%	22%
Other	<1%	<1%	0%
Age			
< 25	25%	23%	37%
25 – 34	24%	25%	16%
35 – 44	18%	19%	12%
45 – 54	14%	14%	18%
55 – 64	12%	11%	16%
65+	7%	7%	2%
Mean	38	38	36
Income			
<\$24,999	46%	46%	50%
\$25,000 - \$32,999	12%	12%	11%
\$33,000+	41%	42%	39%
% Low Income Qualified	68%	66%	76%
Race / Ethnicity			
% White	39%	41%	24%
% Non-White	66%	64%	78%
% Hispanic	22%	20%	35%
Language Spoken at Home			
English	86%	86%	88%
Other	14%	14%	12%

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 F Line

	Total (n=499)	Daytime (n=434)	Late-Night (n=65)
<i>Base size answering varies by question</i>			
Disabled			
Yes	22%	23%	18%
No	78%	78%	82%
Employment			
Employed Full-time	48%	51%	32%
Employed Part-time	19%	17%	30%
Unemployed	15%	14%	25%
Retired	8%	9%	6%
Student	14%	13%	21%
Disabled	1%	1%	0%
Other	1%	2%	0%
Living Situation			
Own	15%	15%	8%
Rent	49%	51%	40%
Staying with a friend / relative	22%	21%	28%
Living in a shelter/transitional	6%	6%	6%
Unhoused	5%	4%	10%
Other	5%	4%	8%
Number Living in Household			
1	25%	26%	18%
2+	75%	74%	82%
Mean	2.97	2.89	3.50

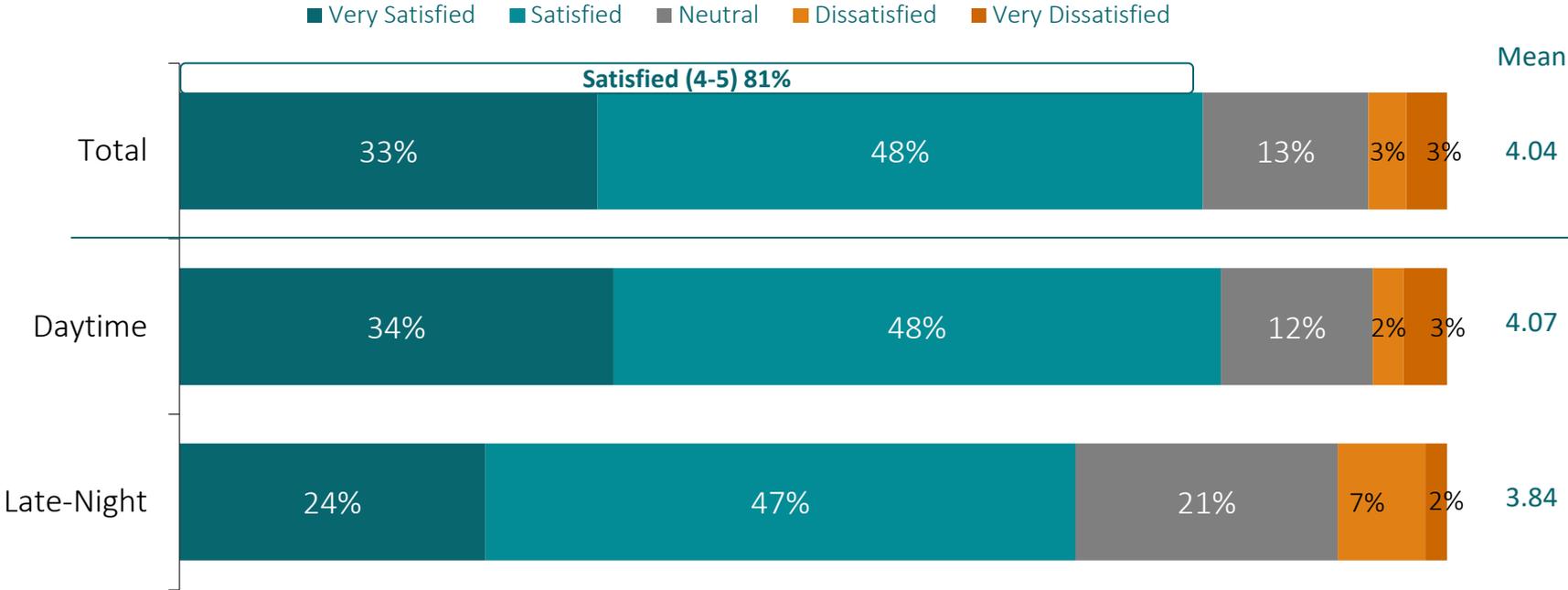
Text in **dark green bold** indicates significantly higher than other time of interview at 95% confidence.

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

Overall Satisfaction

Four in five (81%) are satisfied with RapidRide F Line overall.

Overall Satisfaction with RapidRide F Line



Low income qualified riders are more likely to be "very satisfied" (39%) than non-low income qualified, though the latter are more likely to be 'satisfied' (59%).



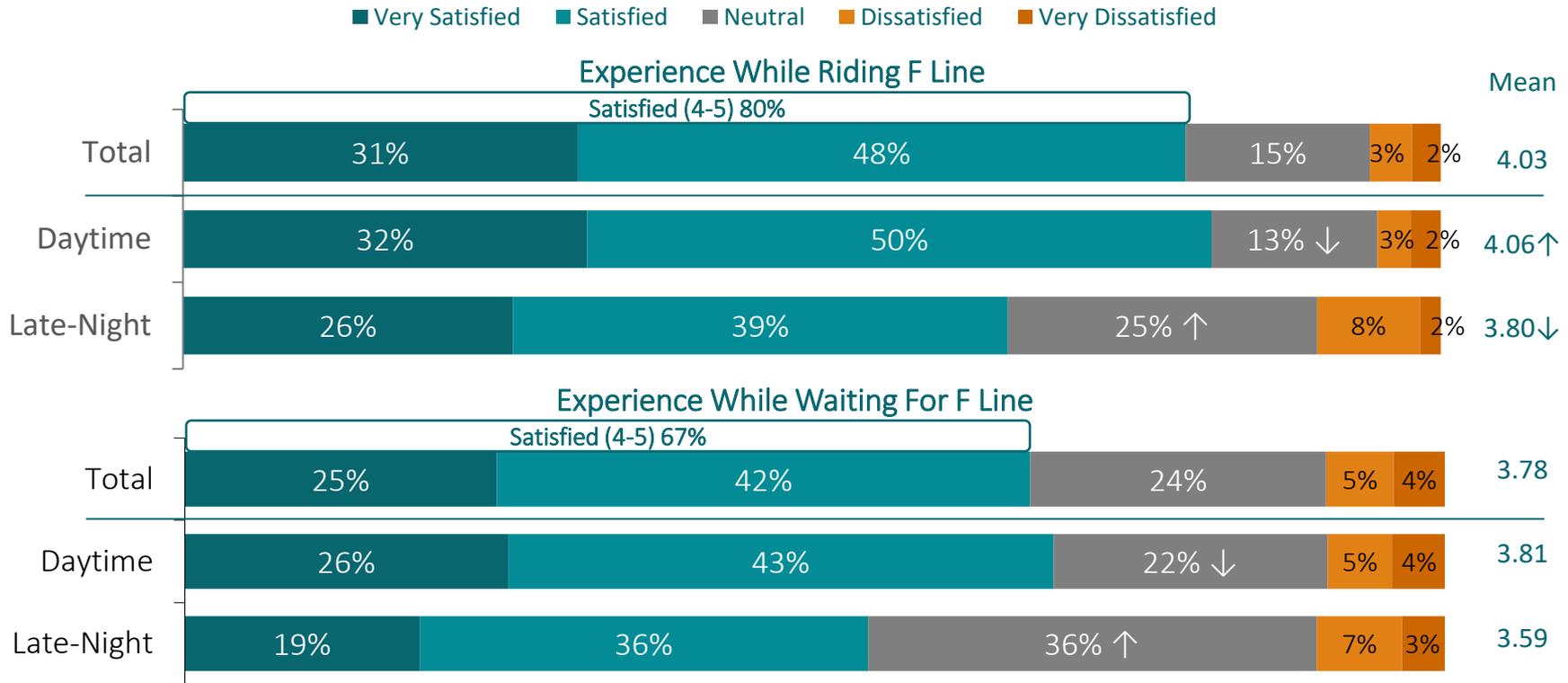
Minorities are less likely to be satisfied/very satisfied than non-minorities (77% vs 91%, respectively).



Seniors or disabled are less likely to be satisfied/very satisfied (67% vs. Total 81%).

Satisfaction With Experience

Satisfaction is higher with the experience of *riding* the bus than with *waiting* for the bus. The experience of both riding on and waiting for the F Line is more neutral among riders interviewed at night vs. during the day.



Seniors or disabled are less likely to be satisfied/very satisfied with the experience while **riding** the F Line (67% vs. Total 80%).



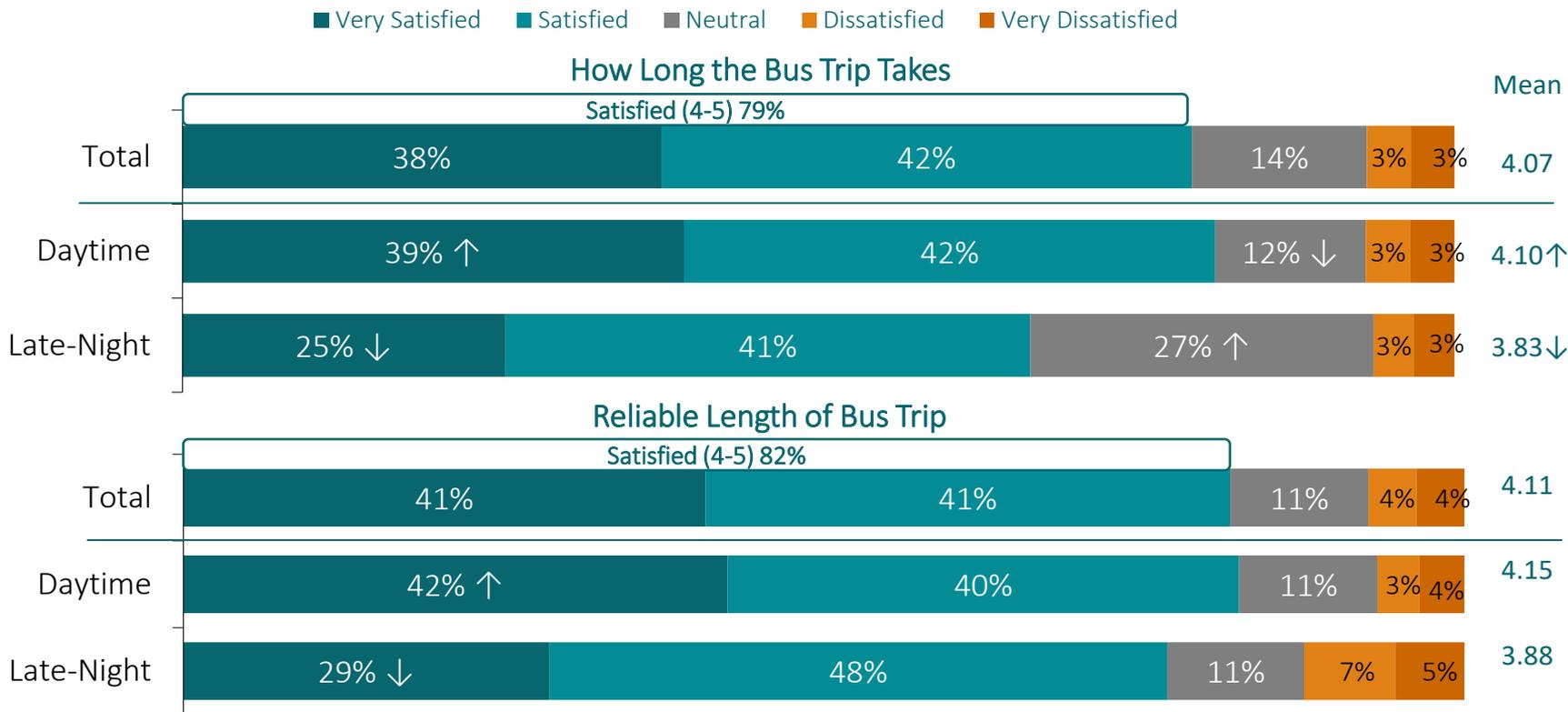
Minorities are less likely than non-minorities to be satisfied/very satisfied with the experience while **riding** (76% vs 92%, respectively), and while **waiting** for the F Line (64% vs 79%, respectively)



Riders interviewed during the day are more satisfied (satisfied/very satisfied) than those interviewed at night with the experience **waiting** for the bus (69% vs. 55%, respectively) and the experience while **riding** the bus (82% vs. 65%, respectively).

Satisfaction With Travel Time

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



Seniors and disabled riders are more likely to be dissatisfied on average with both the length of the trip (mean 3.81 vs. Total 4.07) and with the reliability of their trip (mean 3.82 vs. Total 4.11).



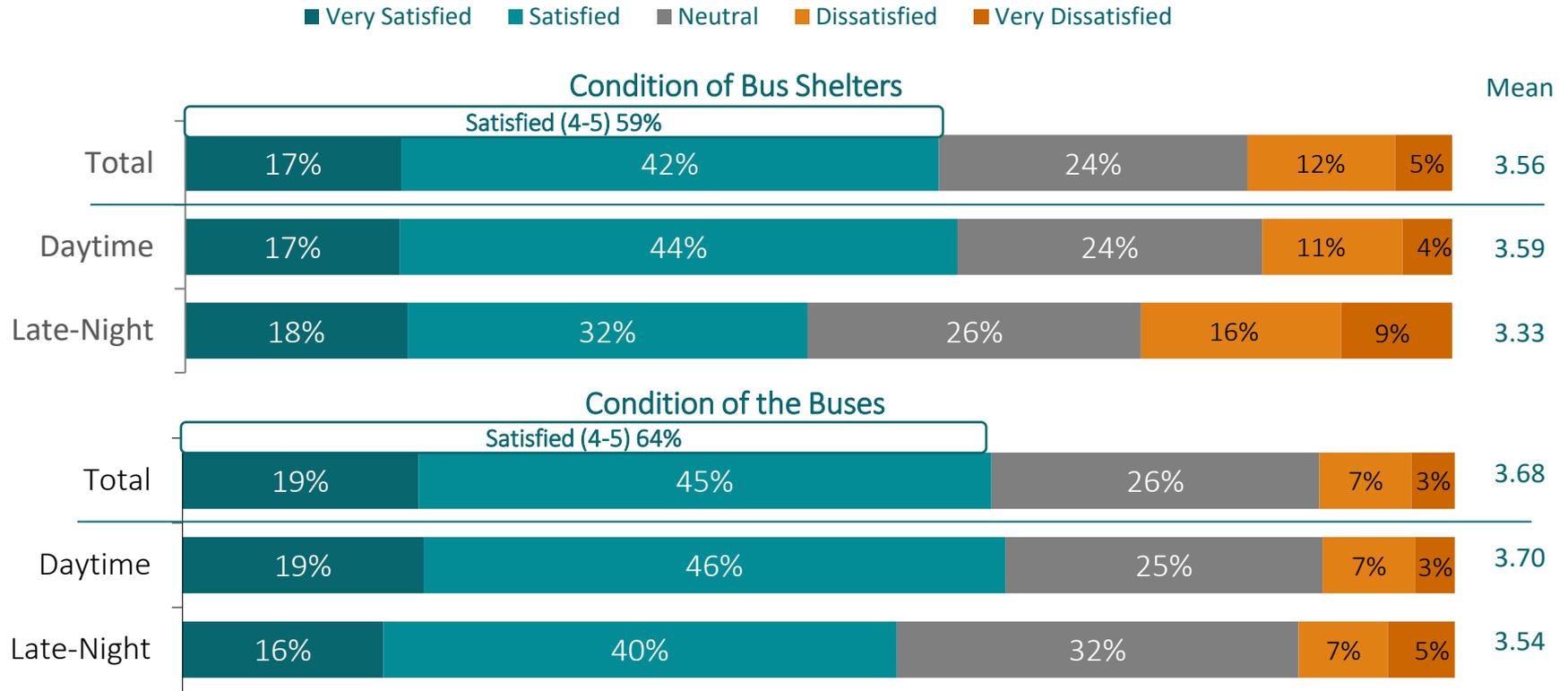
Non-minorities are more likely to be satisfied/very satisfied than minorities with the length of the bus trip (87% vs. 76%, respectively).



Riders interviewed in the day are more satisfied on average (mean 4.10) with the length of the bus trip than those interviewed late-night (mean 3.83). They are also more likely than those interviewed at night to be “very satisfied” with the trip reliability (42% vs. 29%, respectively).

Satisfaction with the Condition of Buses/Shelters

About three in five F Line riders are satisfied or very satisfied with the condition of the buses and bus shelters.



Males are more likely than females to be “neutral” (28% vs. 16%) on the condition of bus shelters, while females are more likely than males to be dissatisfied/very dissatisfied (22% vs 12%).



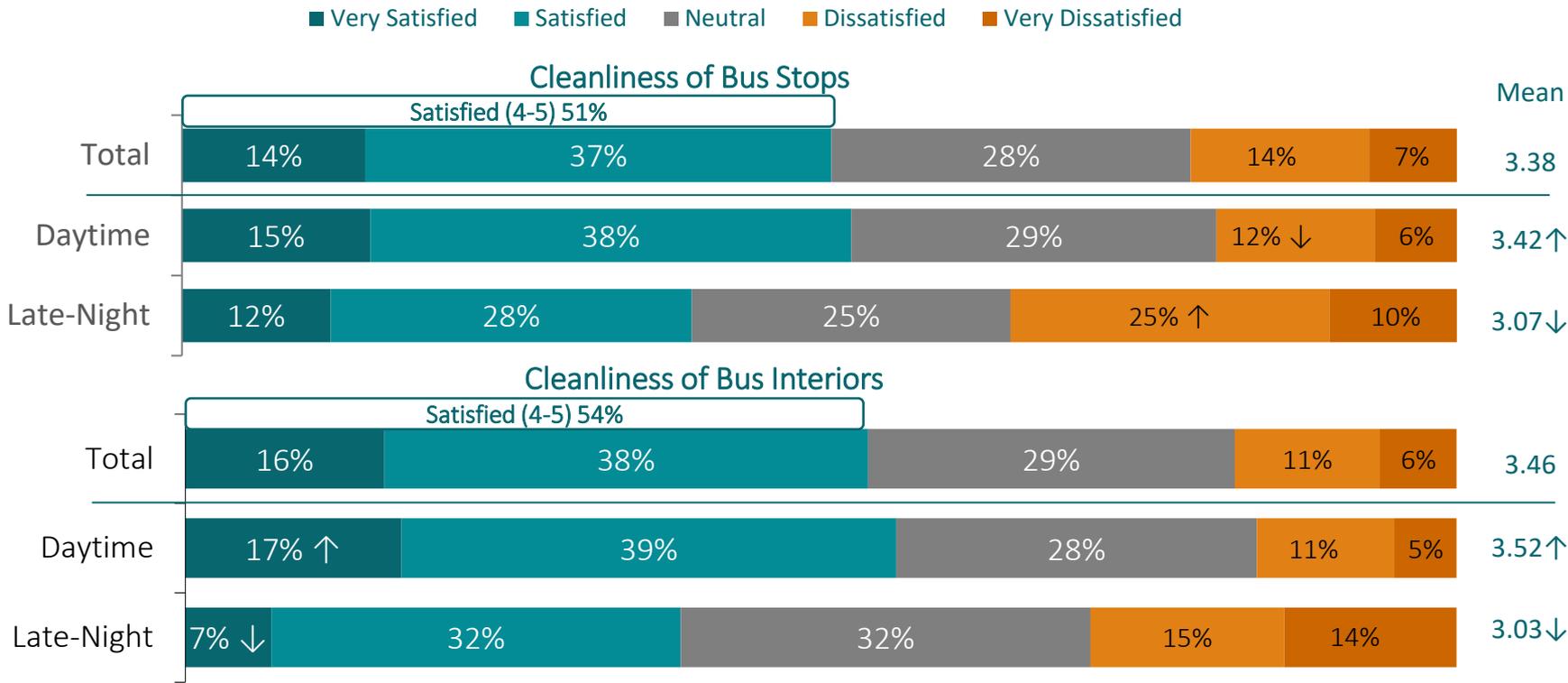
Low-income qualified riders are more likely to be “very satisfied” (19% vs 9% non-low income)) with the condition of bus shelters, while non-low income riders are more likely to be simply “satisfied” (53% vs. 40%, respectively).



Minorities are less likely on average to be satisfied with the condition of the bus shelters (mean 3.63 vs. Non-Minorities 3.89).

Satisfaction With Cleanliness of Buses/Stops

About half of F Line riders are satisfied with the cleanliness of bus interiors and the cleanliness of stops and shelters.

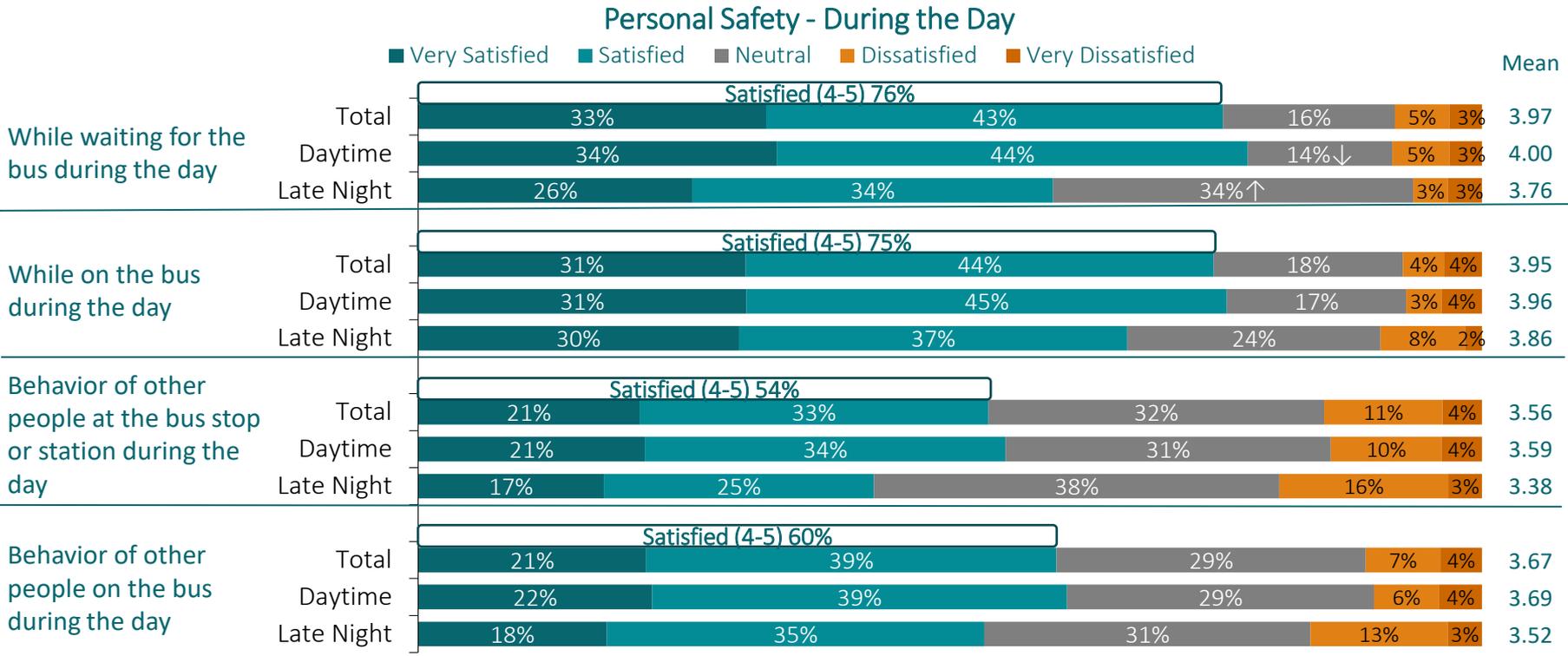


Minorities are less likely on average to be satisfied with the cleanliness of the bus stops (mean 3.30 vs. Non-Minorities 3.56) as well as the cleanliness of the bus interiors (3.32 vs. Non-minorities 3.46).

Riders interviewed during the day are more satisfied than late-night riders with the cleanliness of the bus stops (mean 3.42 vs. 3.07), as well as with the cleanliness of the bus interiors (mean 3.52 vs. 3.03).

Satisfaction With Personal Safety During the Day

About three quarters are satisfied with their *personal safety* while waiting for or being on the RapidRide F Line bus during the day, though fewer are satisfied with the *behavior of others* either at the stop or on the bus during this time.



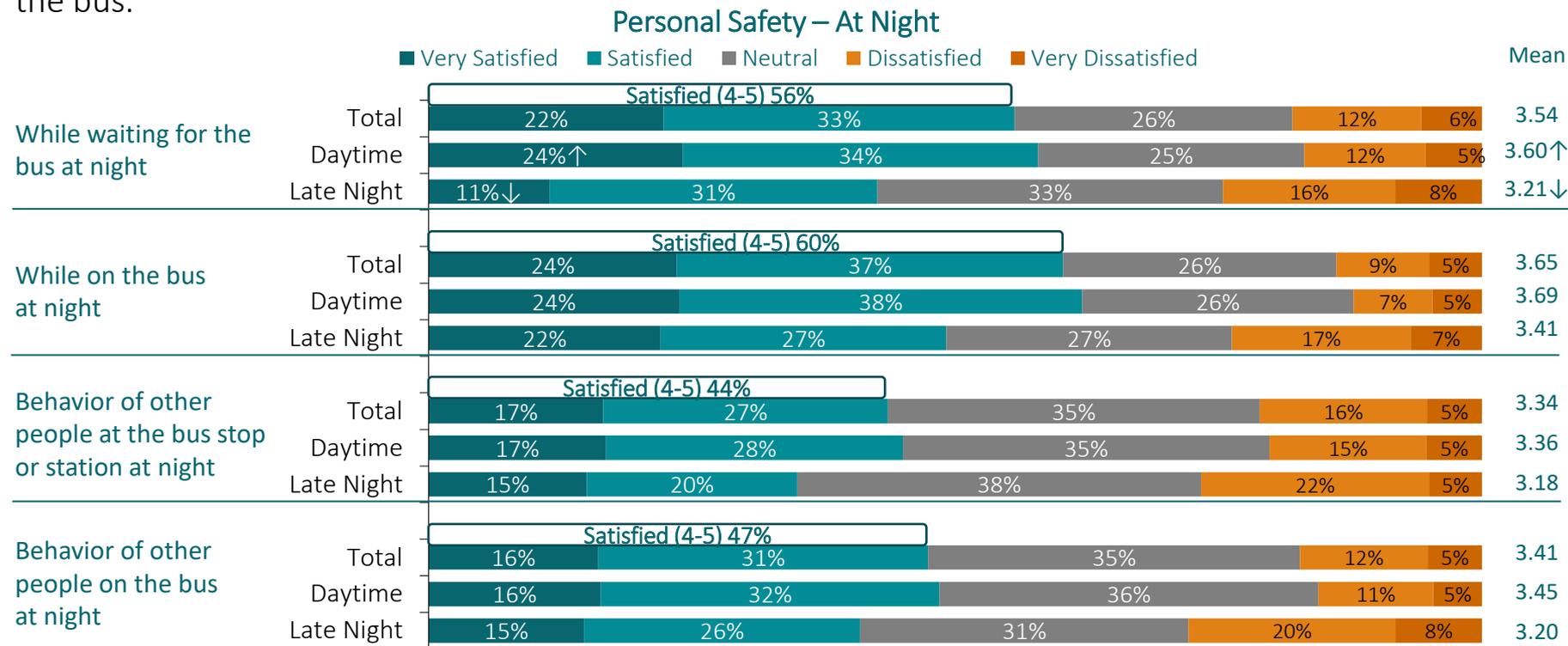
Those who are not low-income qualified are more likely to be dissatisfied/very dissatisfied with the behavior of others at the bus stop/station (20% vs. Non-low Income 10%) and “dissatisfied” with their behavior on the bus during the day (12% vs. 5%, respectively).

Minorities are more likely to be neutral (22% compared to 11% Non-minority) about their safety on the bus during the day. Non-minorities are more likely to be satisfied/very satisfied (83% vs. Minority 70%).

Riders interviewed during the day are more likely to be satisfied/very satisfied with personal safety waiting for the bus during the day than those interviewed late-night (78% vs. 60%, respectively).

Satisfaction With Personal Safety at Night

About six in ten are satisfied with their *personal safety* while waiting for or being on the RapidRide F Line bus at night, but less than half are satisfied with the *behavior of others* either at the stop or on the bus.



Non-minorities are more likely than minorities to be satisfied with their personal safety while waiting for the bus at night (43% vs. 29%, respectively). Non-minorities are more satisfied on average than minorities with personal safety on the bus at night (mean 3.94 vs. 3.53) and with the behavior of others on the bus (mean 3.58 vs. 3.29).



Those who do not qualify as low income are more likely to be dissatisfied/very dissatisfied with people's behavior at the bus stop/station (30% vs. Non-low income 17%) and on the bus (28% vs. Non-low income 17%).



Those interviewed during the day have higher satisfaction than those interviewed at night with personal safety while waiting for the bus at night (mean 3.60 vs. 3.21, respectively). They are also less likely to be dissatisfied/very dissatisfied with their safety while on the bus at night (12% vs. 24%).

Willing to Recommend RapidRide

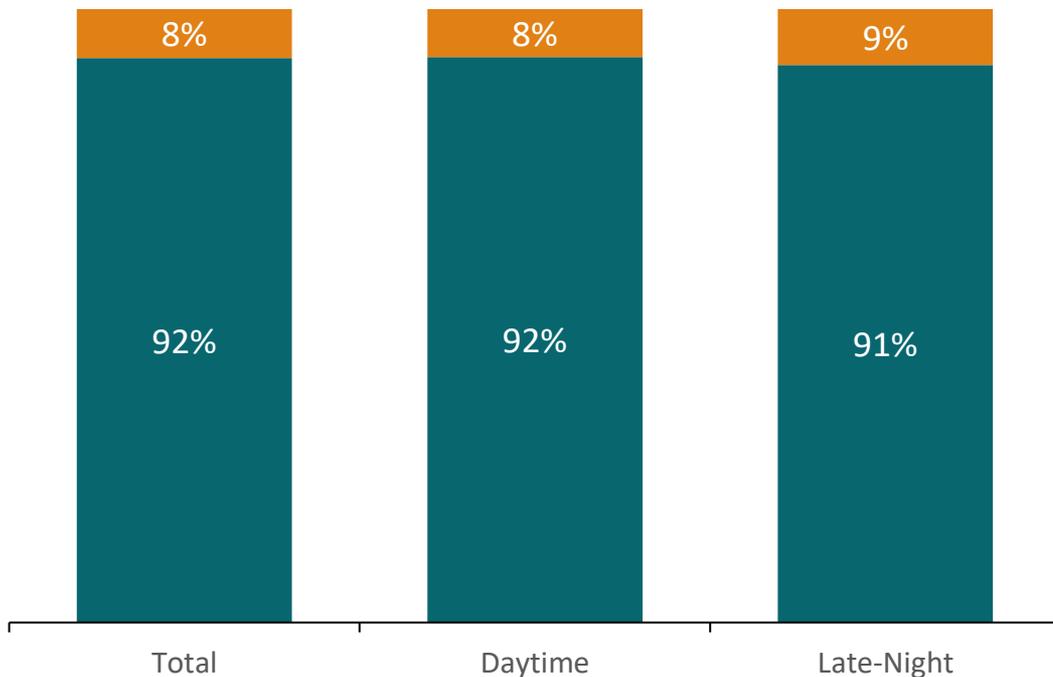
RAPIDRIDE



The vast majority (92%) of F Line riders are willing to recommend RapidRide to a friend, coworker or family member.

Willing to Recommend RapidRide F Line

■ Yes ■ No

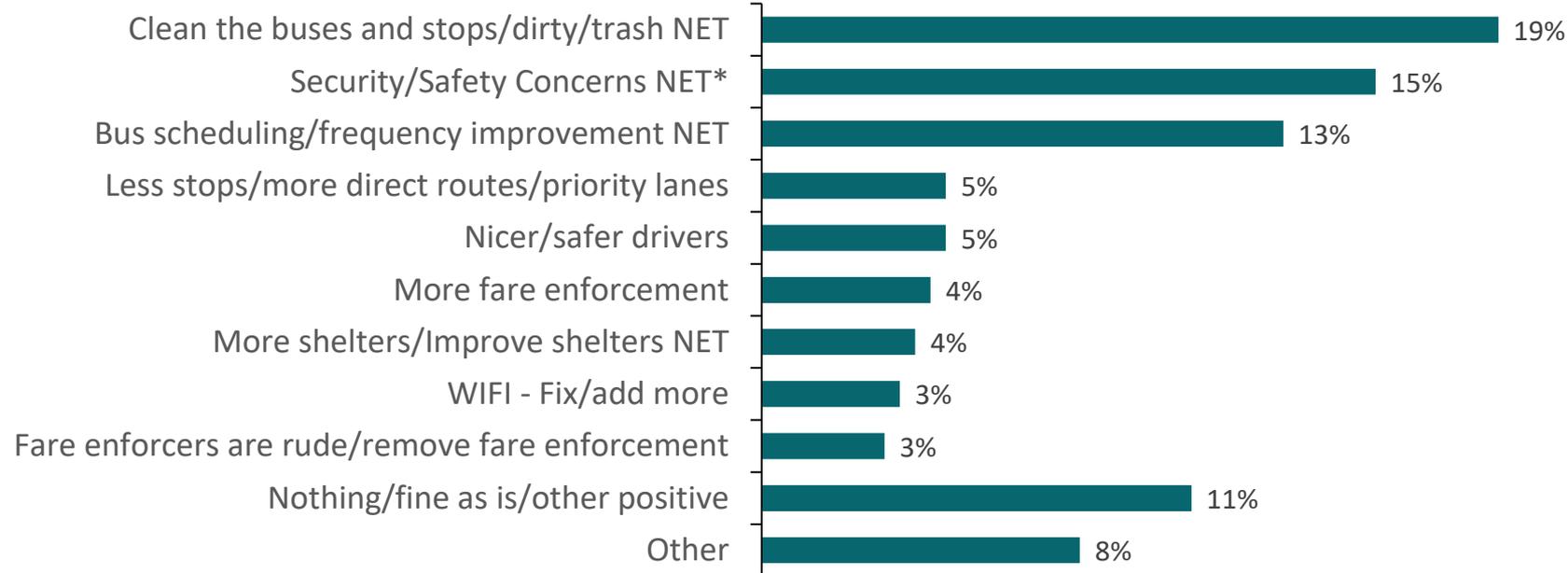


Seniors and those who are disabled are more likely to say they would not (16%) recommend RapidRide Line F (compared to Total 8%).

Recommendations for Improvement

When asked for recommendations regarding improvements to the RapidRide F Line, the top response is improving cleanliness of the buses and stops, followed by safety/security, and bus scheduling/frequency.

Recommend to Improve RapidRide F Line



Frequent riders (5+ trips) are more likely to recommend improvements to scheduling or frequency (16% vs <5 trips 5%).

Non-minorities are more likely than minorities to recommend more frequent bus scheduling (22% vs. 8%).

Females are more likely than males to recommend increased cleaning on the buses or at the stops (28% vs. 11%, respectively).

Those interviewed late night are more likely than those interviewed during the day to recommend nicer/safer drivers (16% vs 3%, respectively).

Recommendations for Improvement



Recommendations to Improve RapidRide F Line – All Mentions

	TOTAL	MALE	FEMALE
Clean the buses/dirty/trash NET	19%	11%	28%
Clean the buses/dirty/trash	17%	11%	24%
Clean bus stops and stations/Dirty/Trash	2%	1%	6%
Buses smell/Stink/Need air freshener	2%	1%	3%
Security/Safety Concerns NET	15%	15%	15%
More security/safety on bus DAY time	8%	7%	9%
Enforce bus rules/remove problem riders	6%	7%	4%
Police/Sheriff on the bus	2%	1%	1%
More security at bus stops and stations/Safety at bus stops and stations	1%	2%	1%
Drugs are a problem/Drug use on the bus/Drug deals	1%	1%	0%
Bus scheduling/Frequency NET	13%	15%	9%
Buses need to be on schedule/punctual	7%	5%	8%
Increase bus frequency	3%	3%	1%
Expand bus schedule NIGHT	2%	5%	0%
Expand bus schedule WEEKEND	1%	2%	0%
Expand bus schedule PEAK HOURS	<1%	1%	0%
Less stops/More direct routes	5%	5%	4%
Nicer/safer drivers	5%	5%	6%
More fare enforcement	4%	7%	1%
WIFI - Fix/add more	3%	6%	0%
Fare enforcers are rude/Remove fare enforcement	3%	2%	6%
Better bus amenities	2%	2%	2%
More shelters/protection from the rain at stops	2%	2%	3%
More lighting at shelters	2%	2%	2%
Make transfers easier/Wait for transferring passengers	2%	3%	1%
Use different routes/suggested reroutes	2%	2%	2%
Keep fares low/Don't Raise fares/Free	2%	2%	1%
Nothing/Fine as is/Other positive	11%	10%	11%
Other	8%	8%	7%
Don't Know	2%	1%	1%

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

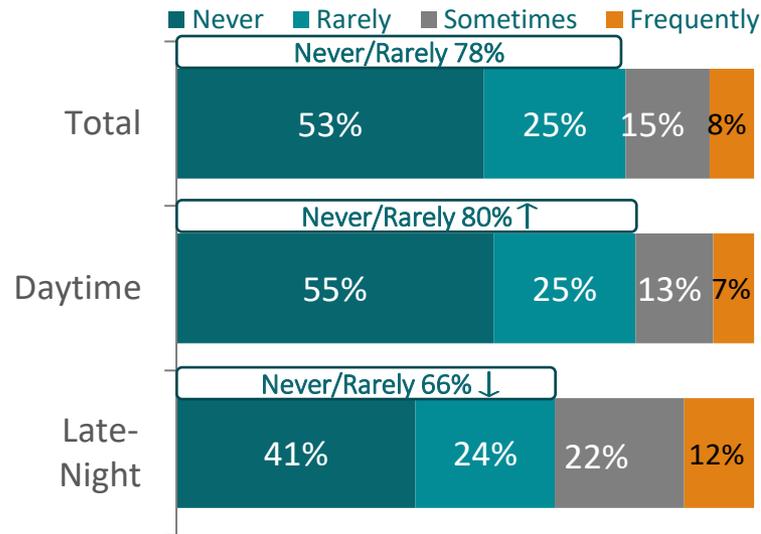
Text in **red bold** indicates significantly lower than other gender at 95% confidence.

Personal Safety Avoidance/Recommendations

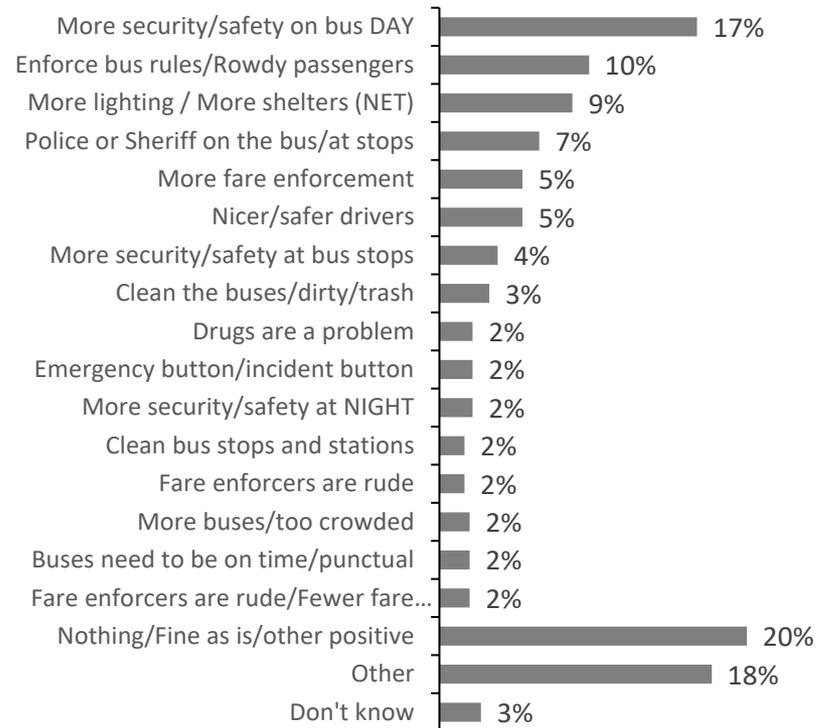
Almost a quarter say they at least sometimes avoid riding RapidRide F Line due to concerns with their personal safety, though over half say they never do.

More security and improved safety on the bus during the day is the top recommended change to improve feelings of safety.

Avoid Riding Due To Personal Safety



Changes to Improve Feeling of Personal Safety Total



Riders interviewed during the day are less likely to avoid riding the F line due to personal safety concerns than those interviewed late night (never/rarely 80% vs. 66%, respectively).

Q8. How often do you avoid riding RapidRide F Line due to concerns about your personal safety?; Base: Total n = 468; Daytime n = 410; Late-Night n = 58.

Q9. What change(s) would improve your feeling of personal safety while waiting for or riding RapidRide F Line; Base Total n=182.

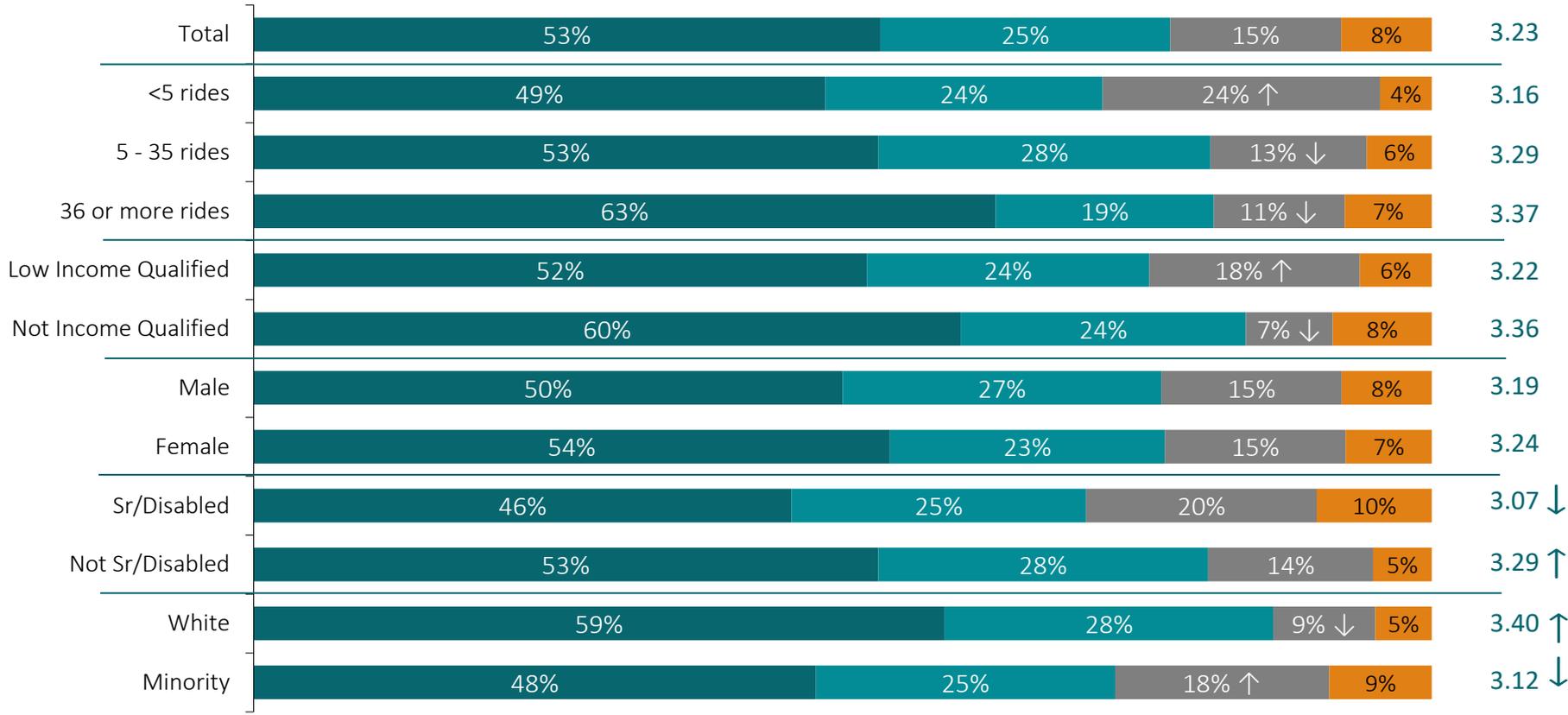
Mentions 2% or greater shown. Multiple responses allowed. Sums to more than 100%.

Personal Safety Avoidance by Key Groups

Avoid Riding RapidRide F Line Due to Personal Safety

■ Never ■ Rarely ■ Sometimes ■ Frequently

Mean



Non-minorities are more likely than minorities to say they avoid riding RapidRide F sometimes due to personal safety (mean of 3.40 vs. 3.12, respectively).



Senior and disabled riders are more likely to avoid riding F line due to safety (mean 3.07 vs. Non-Senior/Disabled 3.29).

Suggested Changes to Improve Personal Safety

More security on the bus//Safety on bus DAY time	17%
Enforce bus rules/Rowdy passenger concerns/Remove problem riders	10%
More shelters/Improve shelters NET	9%
More lighting at shelters	7%
More shelters/protection from the rain at stops	2%
Police or Sheriff on the bus	7%
More fare enforcement	5%
Drivers (nicer, better, safer)	5%
Clean the buses and stops (NET)	5%
Clean the buses/dirty/trash	3%
Clean bus stops and stations	2%
Safety/More security at bus stops and stations	4%
Drugs/Drug use/Drug deals	2%
More security on the bus/Safety on bus at NIGHT	2%
Emergency button/Incident button to security, police	2%
More buses/too crowded	2%
Buses need to arrive/leave according to schedule/be on time/punctual	2%
Fare enforcers are rude/Less fare enforcers/Remove fare enforcement	2%
Nothing/Fine as is/Other positive	20%
Other/Foreign language	18%
Don't know	3%



Females are more likely than males to want more shelters or lighting at shelters (15% vs. 4%, respectively).

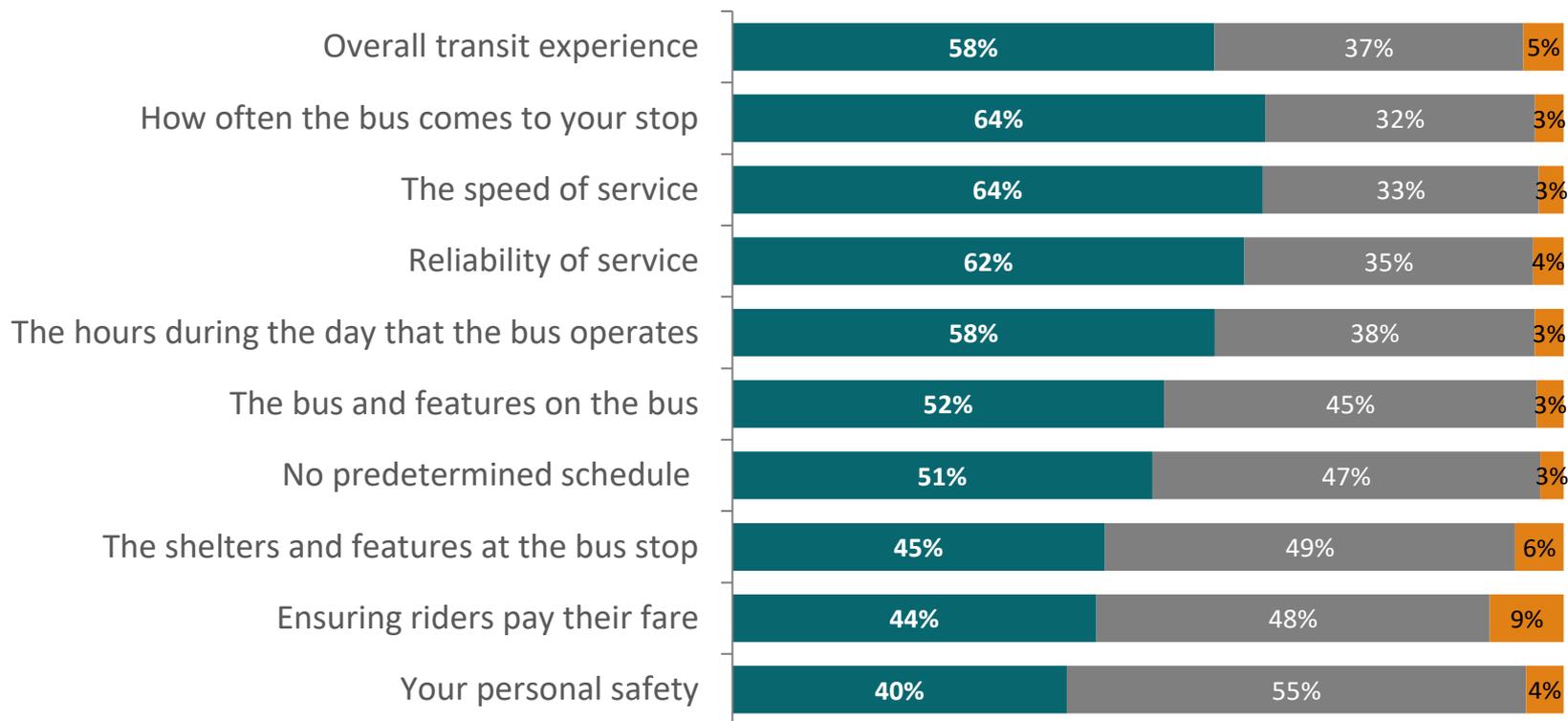
Comparison to Other Metro Services



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

RapidRide F Line Compares to Other Metro Bus Service

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



Comparison to Other Metro Services



When looking at the difference in how F 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 F Line riders are more likely to say that F 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 F Line is **not as good** as other Metro bus service in a variety of service attributes.

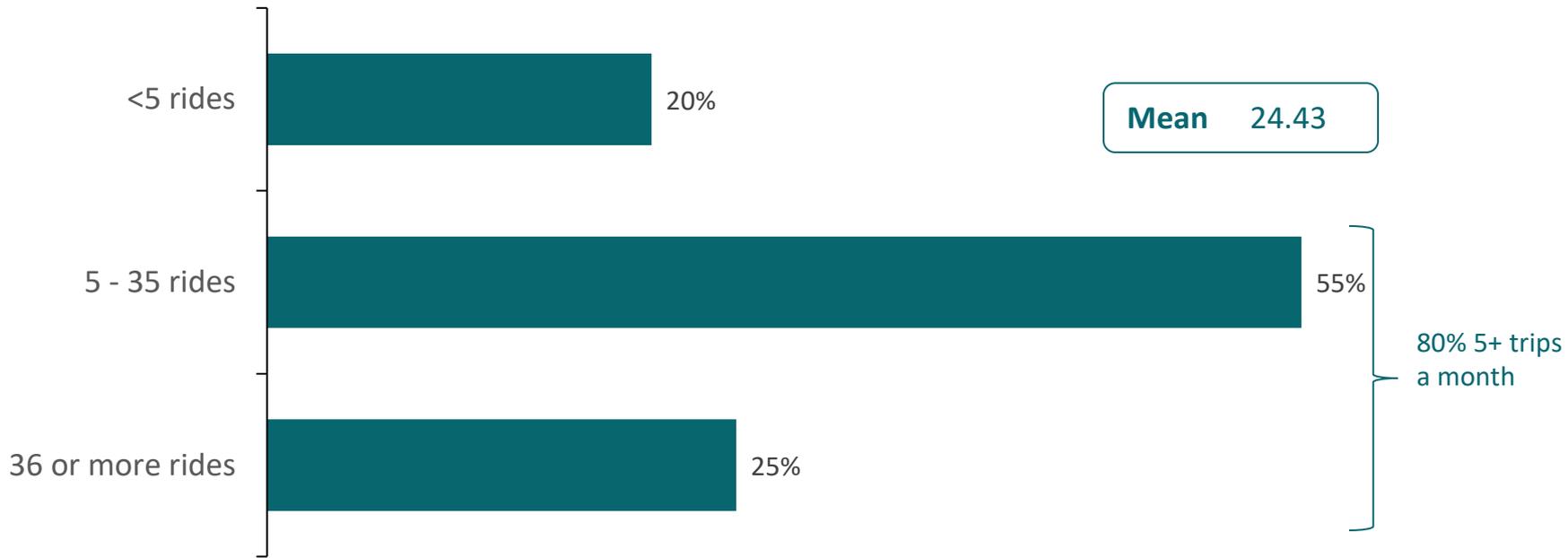
- The difference in opinion of satisfied vs. dissatisfied/neutral riders on how the F Line compares to other bus service, shown as Delta in the table below, is greatest for the following: **reliability of service, shelters and features of bus stops, speed of service, how often the bus comes, personal safety, and predetermined schedule.**
- There is less difference between the two groups (satisfied riders vs. dissatisfied/neutral riders) on: **bus and features on the bus, ensuring riders pay their fare, and hours the bus operates.**
- 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 F Line falls short. This includes **ensuring riders pay their fare** (8% of satisfied riders say fare enforcement is worse on the F Line than other bus service).

Service	F Line is Better than Other Metro Bus Service			F Line Not As Good as Other Metro Bus Service			Total Delta (NET)
	Satisfied w/F Line	Neutral/Dissatisfied w/F Line	Delta	Satisfied w/F Line	Neutral/Dissatisfied w/F Line	Delta	
Reliability of service	68%	32%	36	2%	10%	8	44
Shelters and features of bus stop	49%	24%	25	4%	14%	10	35
Speed of service	69%	40%	29	2%	5%	3	32
How often the bus comes	69%	41%	28	3%	6%	3	31
Personal safety	44%	20%	24	3%	9%	6	30
No predetermined schedule	55%	31%	24	2%	7%	5	29
Bus and features on bus	56%	32%	24	3%	6%	3	27
Ensuring riders pay their fare	47%	27%	20	8%	12%	4	24
Hours the bus operates	62%	41%	21	3%	5%	2	23

Transit Trips Taken

Most riders (80%) meet Metro’s definition of a regular rider (making five or more trips in the last 30 days) while a minority (20%) are infrequent riders (making fewer than 5 trips). A quarter ride frequently enough (36+ trips) to make payment with a purchased monthly pass break-even. Usage is similar between those interviewed during the daytime and late-night travelers.

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



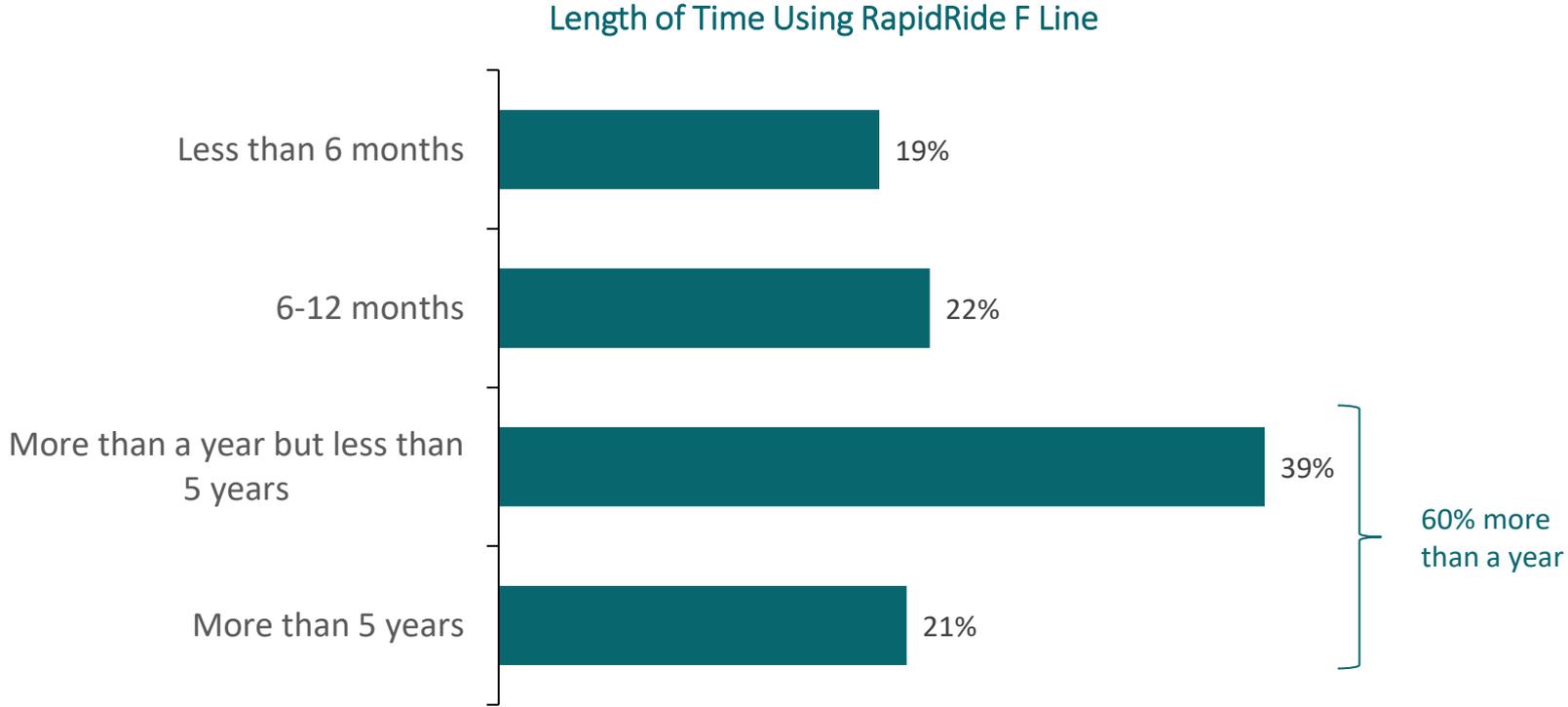
Males are more likely than females to have taken 36+ rides (29% vs. 16%, respectively).



Low income qualified riders are more likely to have taken fewer than five rides (27% vs. Non-low income 14%).

Length of Metro Ridership

Three in five riders have been using RapidRide F Line for more than a year.



Infrequent riders (<5 trips) are more likely to be newer riders (less than six months) (31% vs. 5+ trips 18%).



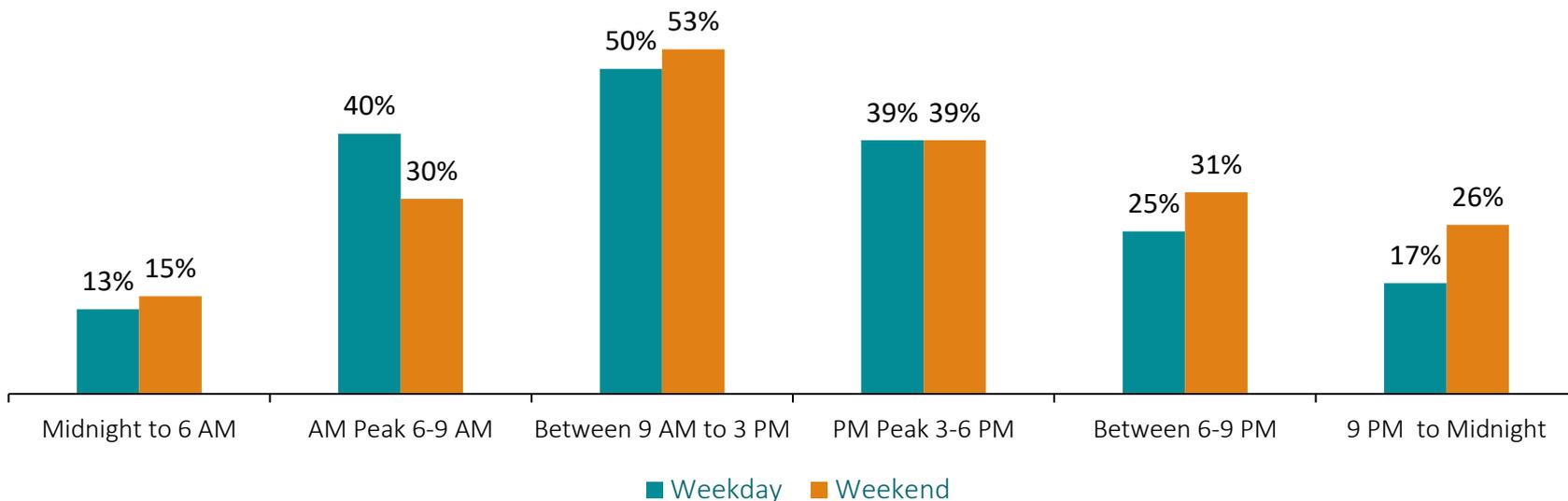
Low income qualified riders are more likely to have been riding for over five years (23% vs Non-low Income 9%).

Day and Times of Riding

About a third of F Line riders travel during peak morning or peak evening hours, though half (50%) travel off peak 9 AM to 3 PM. Almost two-thirds of F Line Riders (64%) travel both weekday and weekend.

Day and Time Usually Ride RapidRide F Line

Weekday ONLY Riders 36%
Both Weekday & Weekend 64%



Low income qualified riders are more likely to ride from 9AM-3PM (58% vs Non-low income 45%) and from 9pm-midnight (20% vs. Non-low income 9%), while those who do not qualify as low income are more likely to ride earlier between 6-9AM (49% vs. Low income qualified 32%). On weekends, non-low income qualified riders are more likely to ride between 9AM and 3PM (67% compared to Low income 49%).



Females are more likely to be riding the bus peak weekday 3-6PM than males (51% vs. 32%).

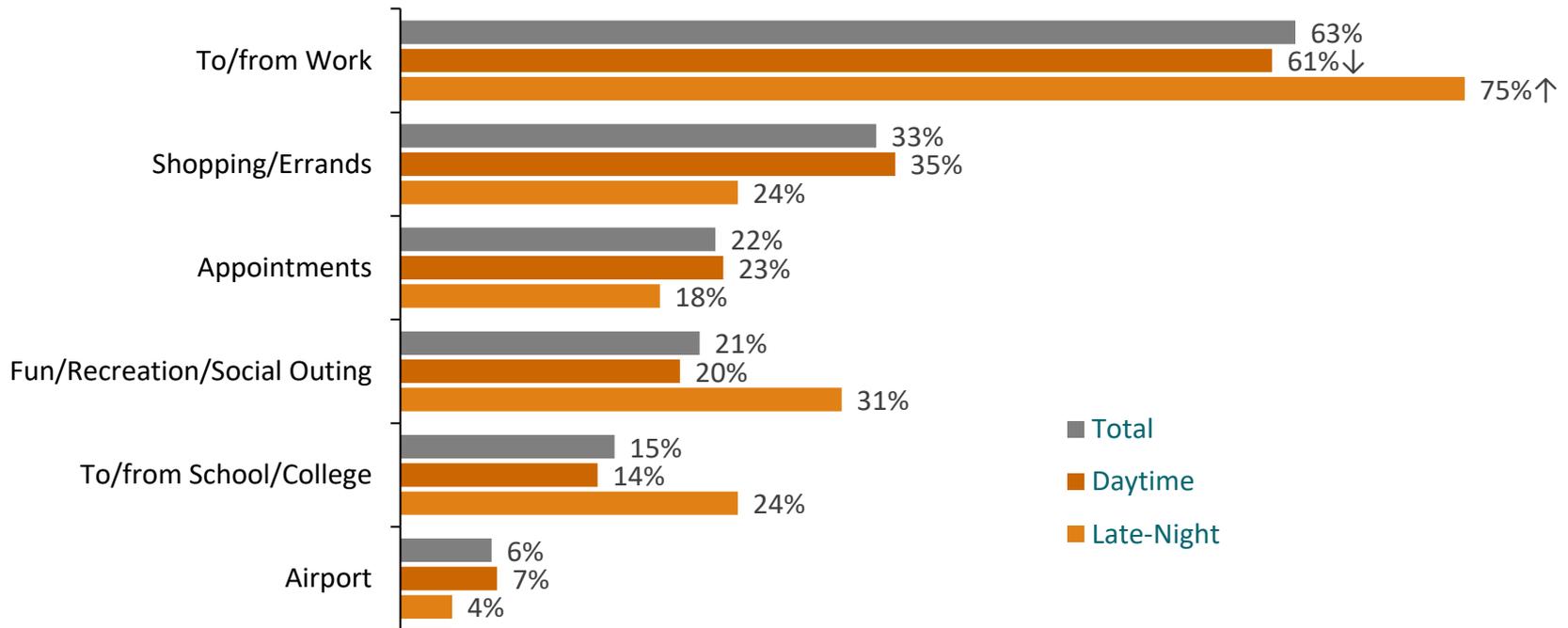


The most frequent riders (36+ trips over the past 30 days) are more likely than less frequent riders (<36 trips) to travel peak morning hours 6-9AM both weekday (60% vs.36%) and weekend (49% vs 24%, respectively).

Reason for Riding

Riders are most often using the F Line to commute to and from work with those interviewed late-night more likely to do so. A third use it for shopping/errands. Around one in five use it for appointments and fun/recreation.

Purpose of Trip Taken Most Often



Frequent riders (36+ trips in the past 30 days) are most likely to be riding to/from work (84% vs <36 trips 58%).



Females are more likely to be riding the bus to go shopping or run errands (43% vs. Male 26%), or to/from school (19% vs. Male 11%).



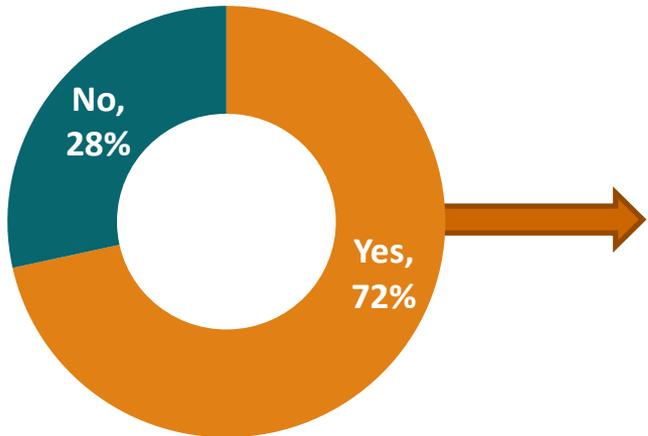
Those who do not qualify as low income are more likely to be riding to/from work (76% vs. Non-low income 59%), while low income riders are more likely to ride for shopping (41% vs. Non-low income 20%), appointments (28% vs. Non-low income 12%), or fun/recreation (29% vs. Non-low income 14%).



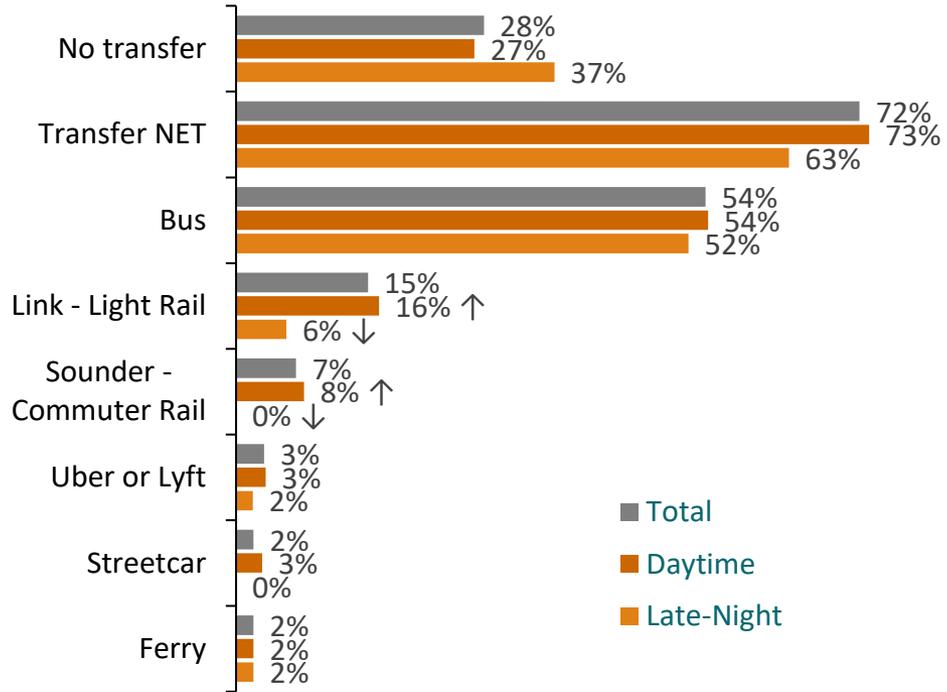
Senior/disabled riders are more likely to ride the bus for appointments (34% vs. Total 22%) or fun/recreation (32% vs. Total 21%).

Transferring to/from Route

Nearly three quarters (72%) of F Line riders transferred to or from this route. Most transfers were to or from other buses (54%). Other transit, such as Link, the Sounder, and rideshares are used by a small minority.



Transfer TO/FROM RapidRide F Line

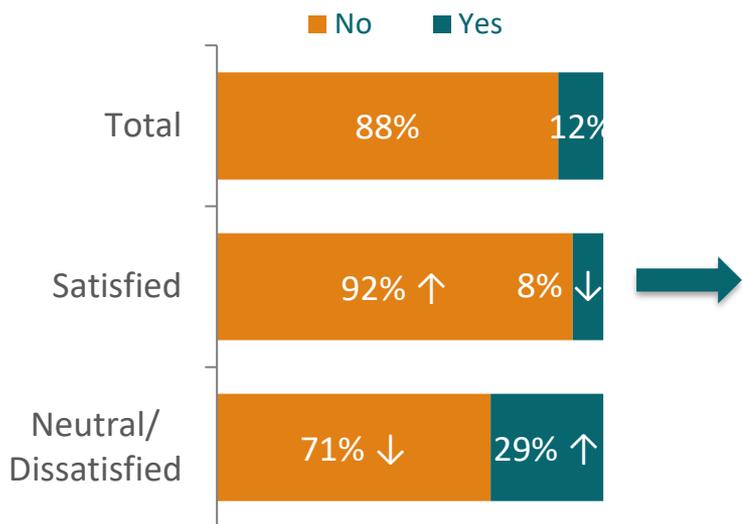


Those who are not low income qualified are more likely to transfer to Sounder Commuter Rail (14% vs. Low income qualified 3%).

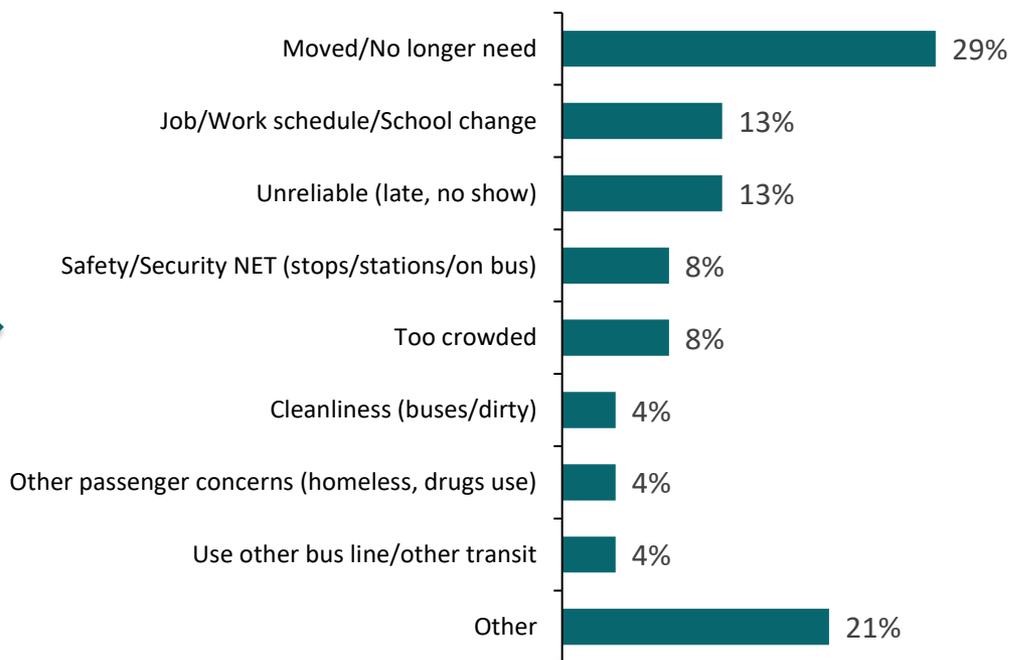
Decline in Usage

Around one in ten F Line riders say their F 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. The top reason for reducing ridership is a recent move or other reason for no longer needing F Line.

Decline in Use of RapidRide F Line



Reason for RapidRide F Line Use Decline (Total*)

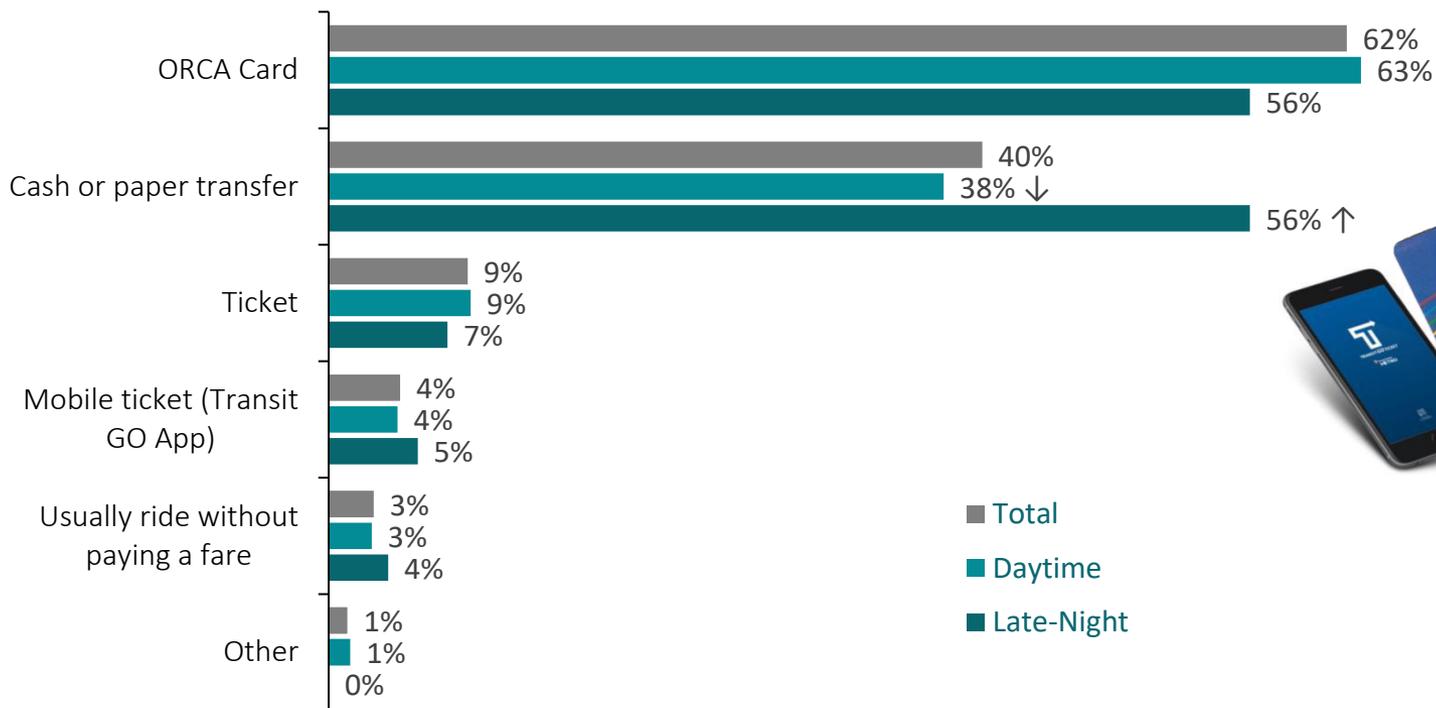


Low income qualified riders are more likely to have reduced their F Line ridership (13% vs Non-low income 5%).

Fare Payment

Three in five (62%) F Line riders pay their fare via an Orca card, two in five (40%) utilize cash/paper transfer. Few use a shelter ticket/human services or the Transit GO app. Only three in one hundred report riding without paying a fare.

Mode of Fare Payment



Frequent riders (36+ trips) are more likely to use ORCA Cards (76% compared to <36 trips 58%), while the least frequent riders (1-4 trips) are more likely (62%) to pay with cash/paper transfer compared to riders with 5+ trips in the past 30 days (24%).



Those who qualify as low income are more likely to use cash (50% vs. Non-low income 29%), while those who do not qualify as low income are more likely to use an ORCA Card (71% vs. Low income 55%).

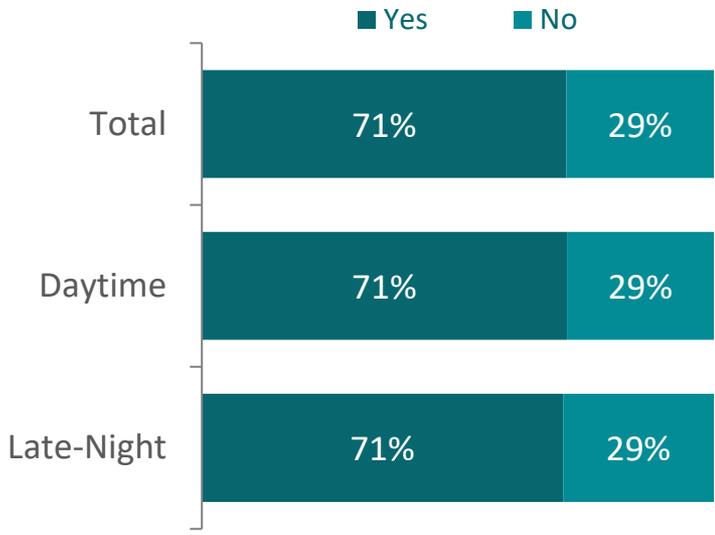


Minority riders are more likely to use cash (45% vs. 33% Non-minority), and less likely to use an ORCA card (57% vs. 70% respectively).

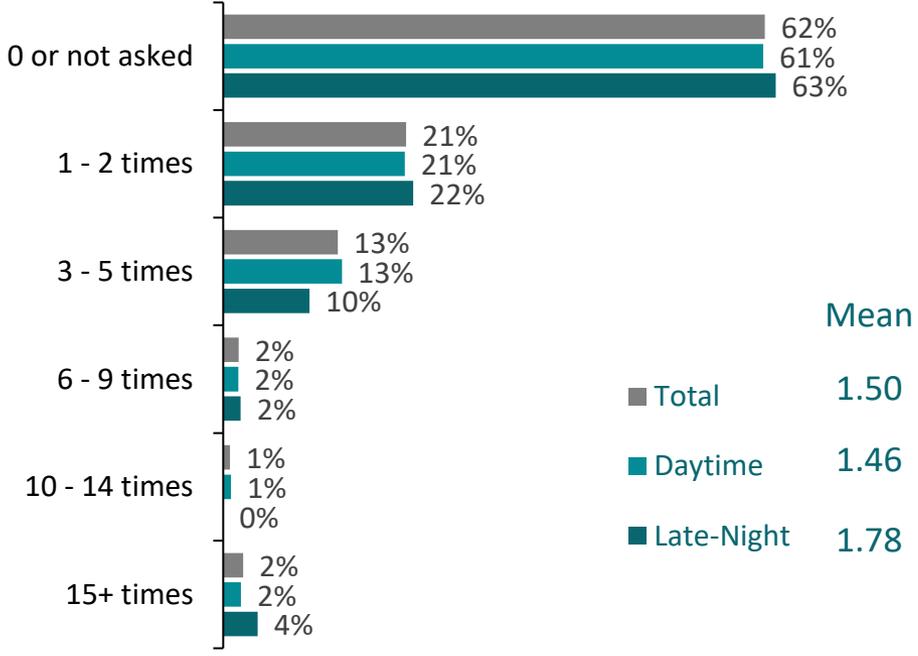
Fare Enforcement Experience

Seven in ten riders have been asked to show proof of fare payment on the F Line. Those who have report being asked one to two times in the past 30 days.

Ever Asked To Show Proof of Payment



Frequency of Request to Show Proof of Payment

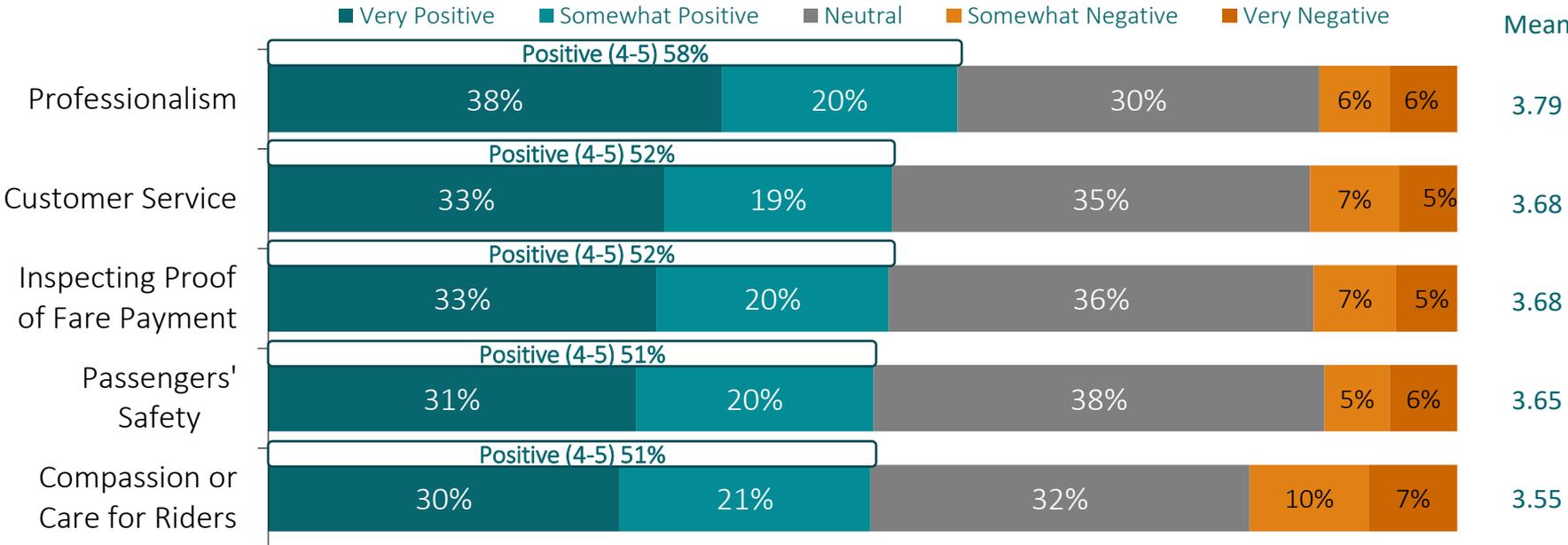


Frequent riders (36+ trips) are most likely to have been asked to show proof of payment (88%), (68% among <36 trips per month). They also report a higher occurrence with an average of nearly 2.90 times in the past 30 days (compared to 1.39 times for those with fewer than 36 trips).

Perceptions of Fare Enforcement

The majority of F Line riders have positive perceptions/experiences with Fare Enforcement services, and professionalism is the most highly rated aspect. However, at least one in ten riders gives a negative rating to each service. That negativity increases to one in six for compassion or care for riders.

Experiences/Perceptions of the Fare Enforcement



Females are more likely to have “very positive” perceptions of fare enforcement inspecting proof of payment (40% vs. Male 28%). Regarding customer service, females are more likely than males to be satisfied on average (mean 3.87 vs. Male 3.60).



Past Wave Comparison

Past Wave Comparison

The following section is a comparison of results collected on RapidRide F Line in February 2020 to the 3-year post implementation wave conducted in February 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 F Line
- Q1_A. How long my bus trip takes: Travel on F 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 F Line bus stops
- Q3_A2. Cleanliness of F Line bus interiors
- Q7. F 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 F Line
- Q12. Transfer TO/FROM F Line
- Q13. Number of rides taken on F Line in the last 30 days
- Q16. Fare Payment on F Line
- Q17. Fare enforcement on F Line
- Demographics**
- Q19. Gender identity
- Q20. Age
- Q23. Household income
- Q24. Hispanic or Latinx?
- Q26. Primary language spoken at home

Rider Profile

- There are no significant differences in age, gender, or income between RapidRide F Line riders surveyed in 2020 and those surveyed in 2018.
- 2020 saw a higher occurrence of Hispanic/Latinx riders (up to 20% from 13% in 2018), but the proportion of respondents who primarily speak English at home remained the same.

	2020 Wave (n=339)	2018 Wave (n=354)
<i>Base size answering varies by question</i>		
Gender		
Male	58%	56%
Female	42%	41%
Other	<1%	3%
Age		
< 25	23%	27%
25 – 34	25%	24%
35 – 44	19%	16%
45 – 54	14%	13%
55 – 64	11%	12%
65+	7%	7%
Mean	38	38
Income		
<\$24,999	46%	50%
\$25,000 - \$32,999	12%	15%
\$33,000+	42%	36%
% Hispanic	20%	13%
Language Spoken at Home		
English	86%	88%
Other	14%	12%

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

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

Satisfaction with Service Elements

While overall satisfaction is still high, it has declined significantly since 2018, along with ratings of the cleanliness of F Line bus interiors. Ratings of other aspects similarly asked in 2018 have remained relatively consistent for the F Line.

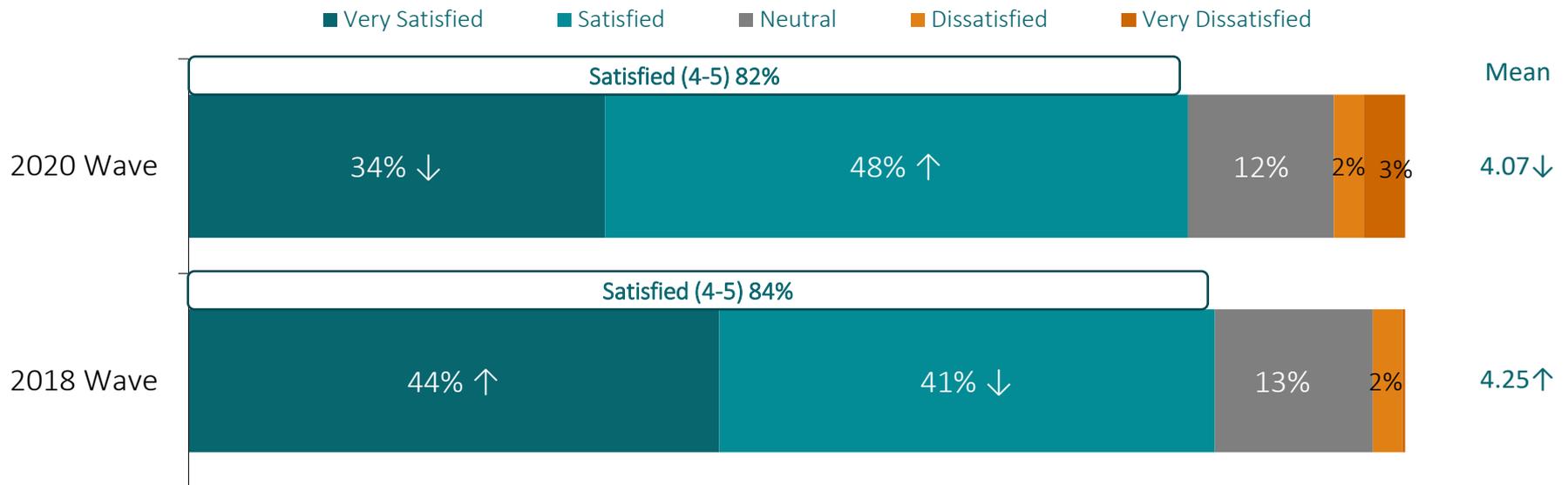
Service Element	2020 Wave Mean 5=Very Satisfied	2018 Wave Mean 5=Very Satisfied
Overall Satisfaction	4.07	4.25
How long the bus trip takes	4.10	4.16
Cleanliness		
Of bus stops	3.42	3.51
Of bus interiors	3.52	3.78
Personal Safety while:		
Waiting for the bus during the day	4.00	3.90
Waiting for the bus at night	3.60	3.54

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

Overall Satisfaction

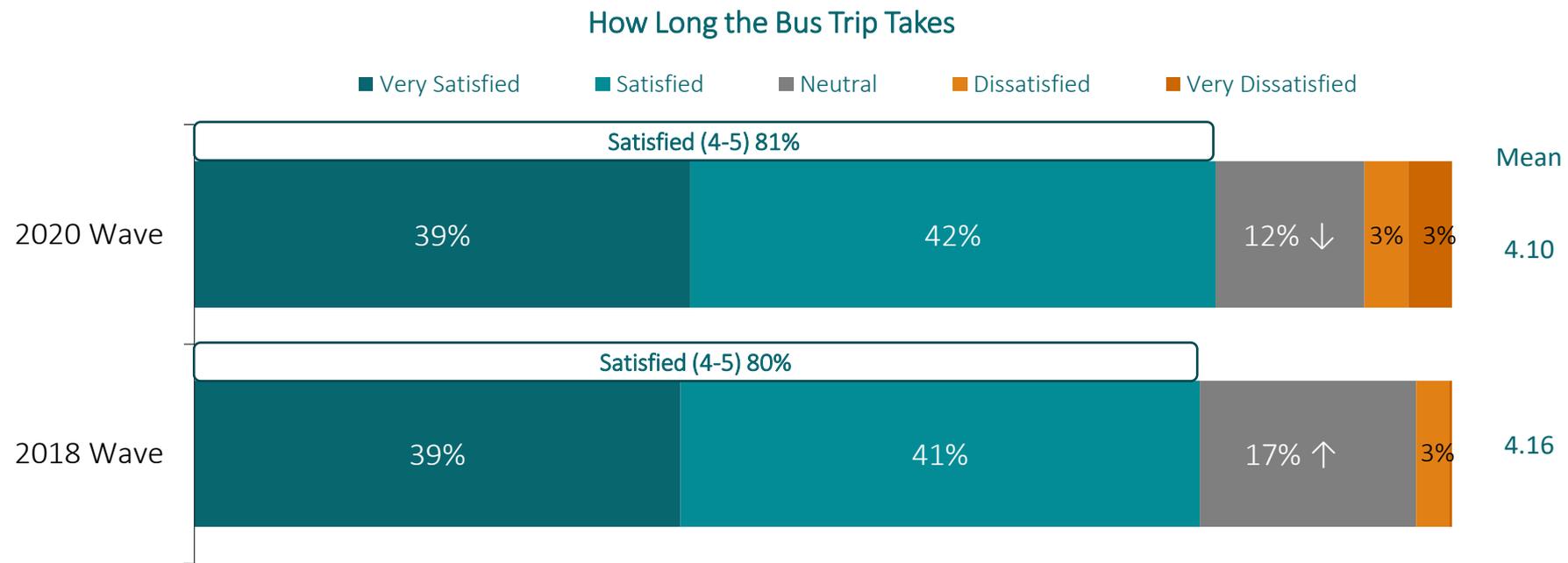
Since 2018, overall (mean) satisfaction scores for RapidRide F Line have decreased, driven mostly by a significant shift from top box “very satisfied” ratings down to “satisfied.”

Overall Satisfaction with RapidRide F Line



Satisfaction With Travel Time

Overall satisfaction levels with F Line trip duration remain steady since 2018, although there has been a significant decrease in the proportion of neutral ratings.

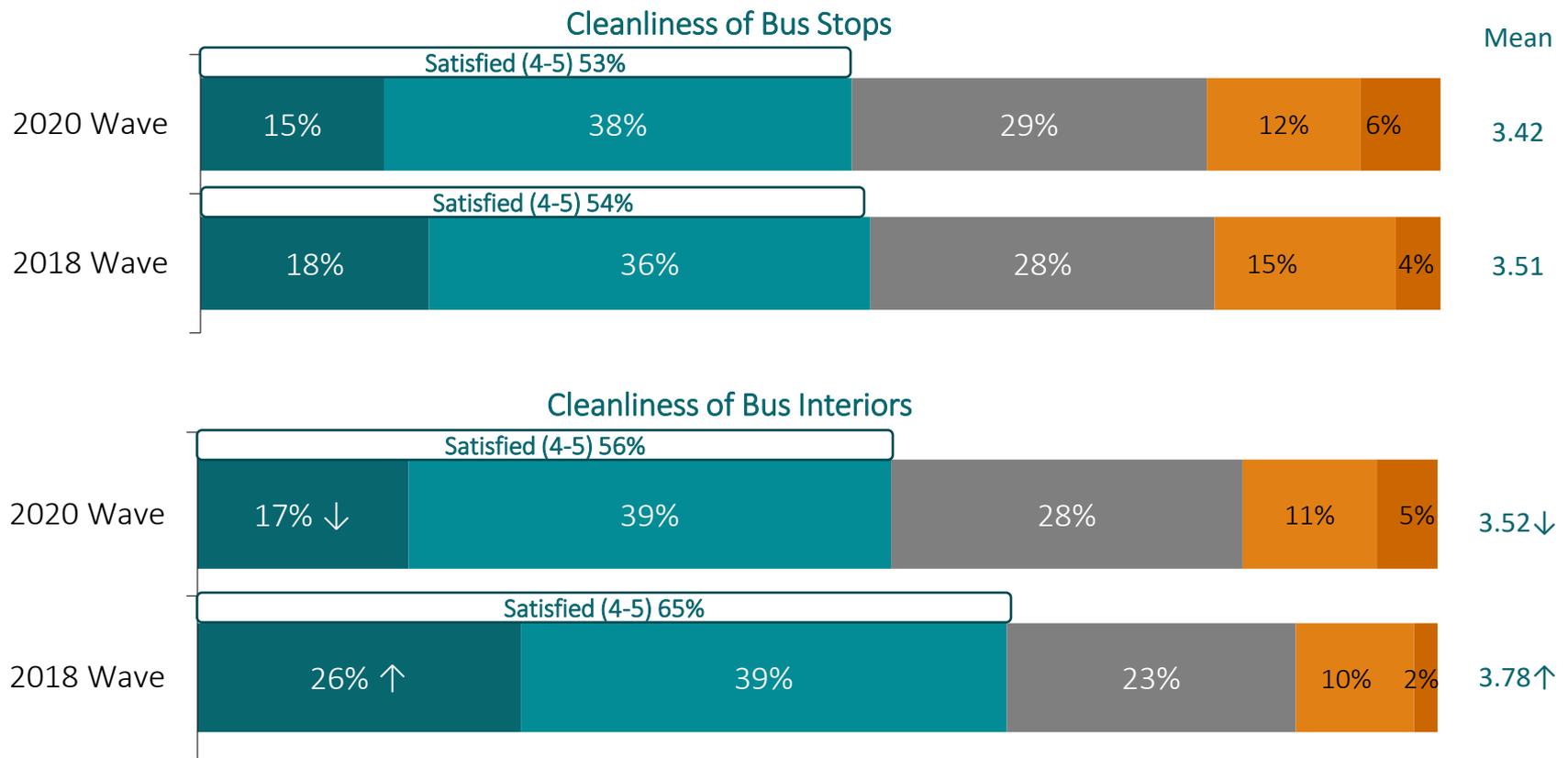


Satisfaction With Cleanliness of Buses/Stops



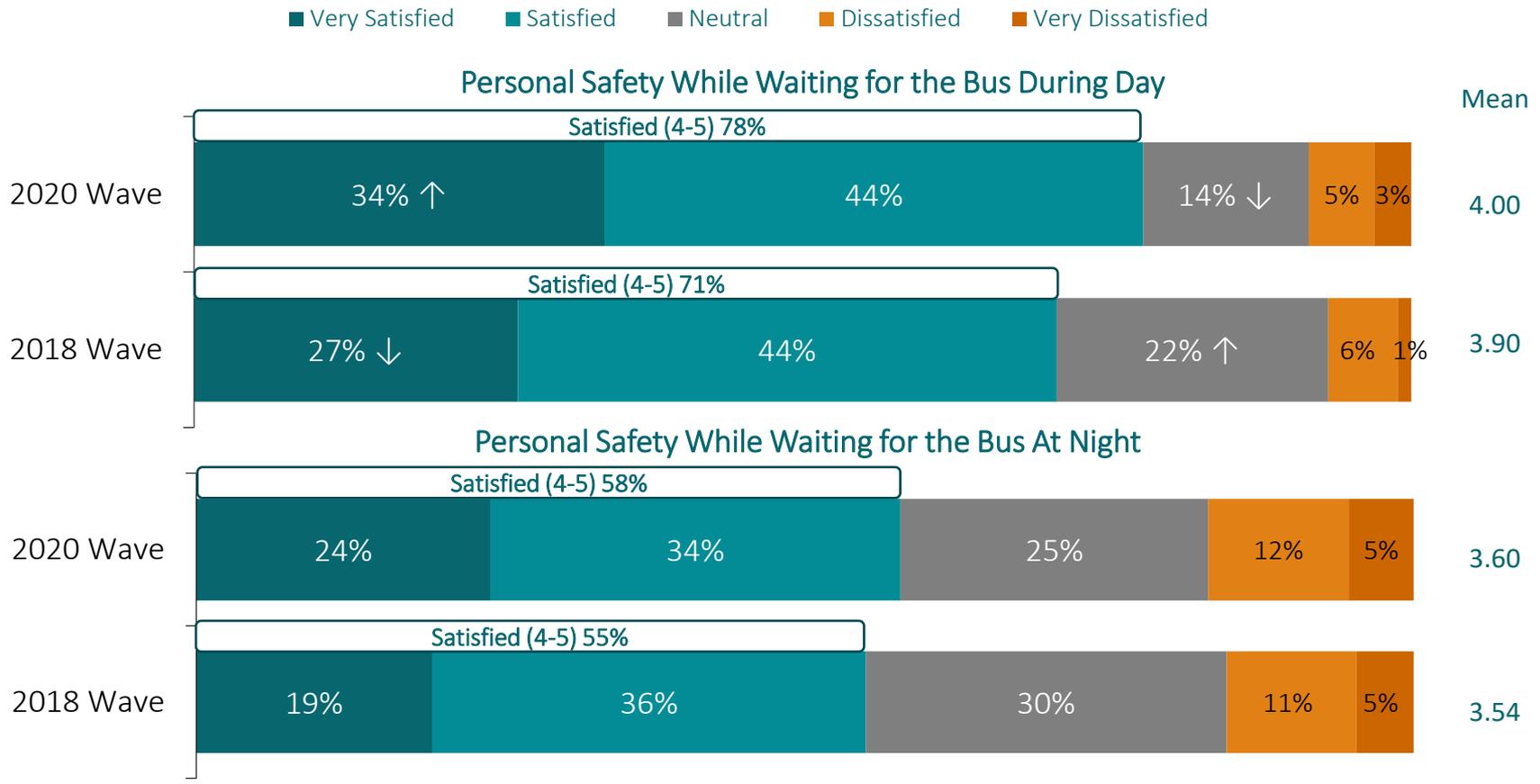
Ratings of the cleanliness of F Line’s bus interiors decreased significantly overall (mean score) vs. 2018, driven by a drop in “very satisfied” ratings. Cleanliness of F Line bus stops remained steady.

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied



Satisfaction With Personal Safety

Satisfaction with personal safety while waiting for the bus *during the day* (those “very satisfied”) increased significantly since 2018, while ratings of “dissatisfied” significantly decreased. Ratings of personal safety while waiting *at night* remain stable.



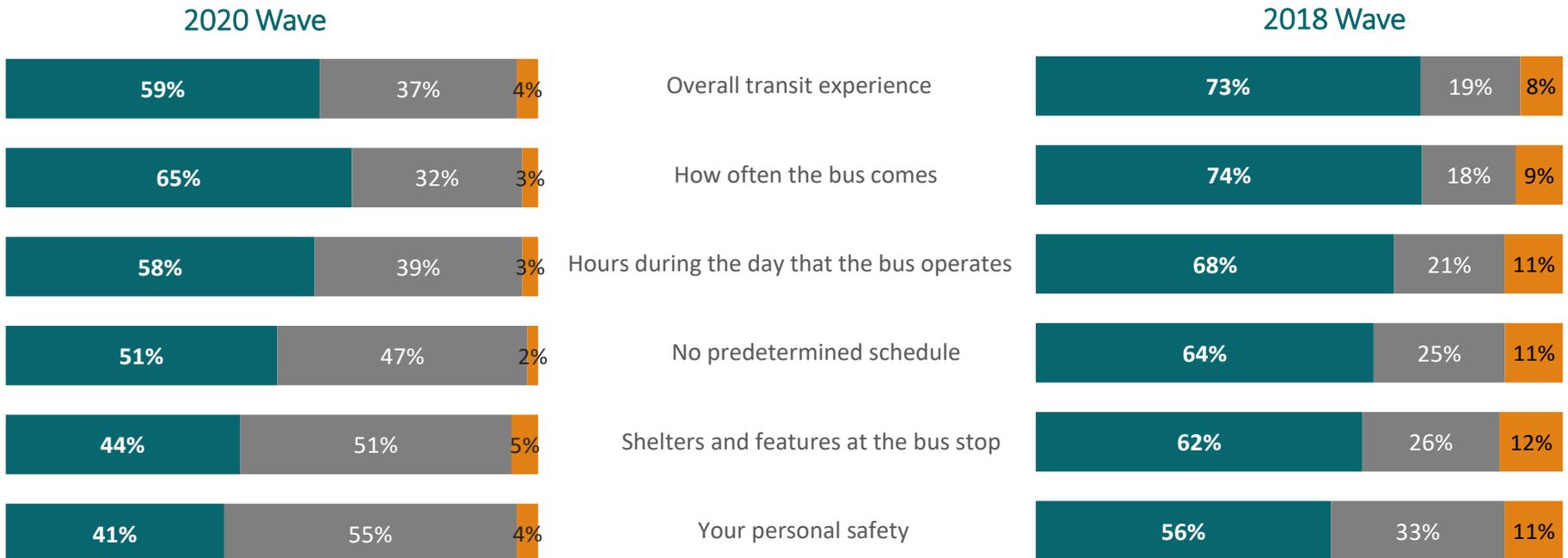
Comparison to Other Metro Bus Services

When compared to 2018, significantly fewer riders in 2020 consider the RapidRide F Line to be better than other Metro bus services across a number of service attributes. In 2020, riders are more neutral in their perceptions with significantly more saying there is “no difference” between the F Line and other Metro bus services.

Areas with the largest shift of ratings from F Line is better to no difference include shelters and features at the bus stop, personal safety, and lack of predetermined schedule.

RapidRide F Line Compares to Other Metro Bus Service

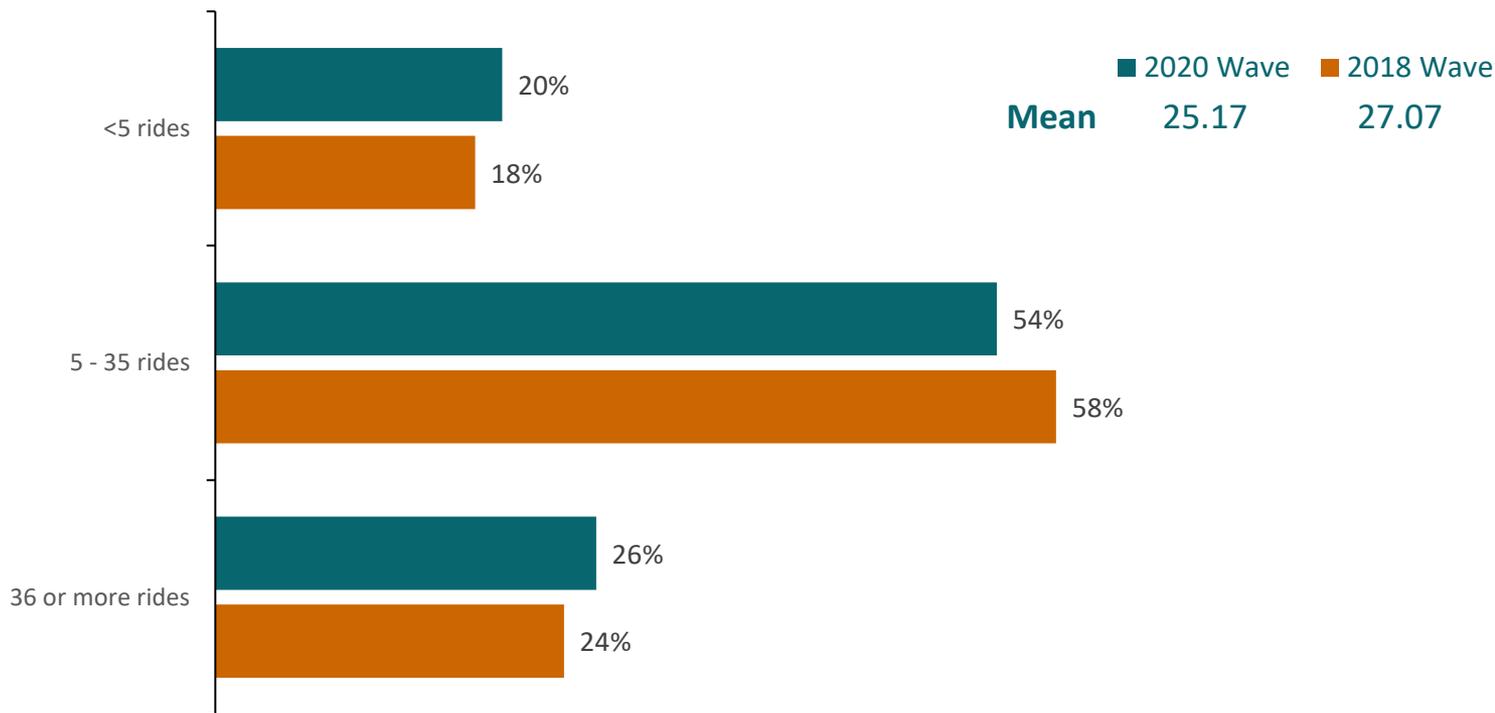
■ RapidRide F Line is Better ■ No Difference ■ Other Metro Service is Better



Transit Trips Taken

The average number of trips taken in the past 30 days by riders on the F Line remains relatively stable since 2018, averaging about 25 trips. The majority have taken between 5 and 35 trips in the past 30 days.

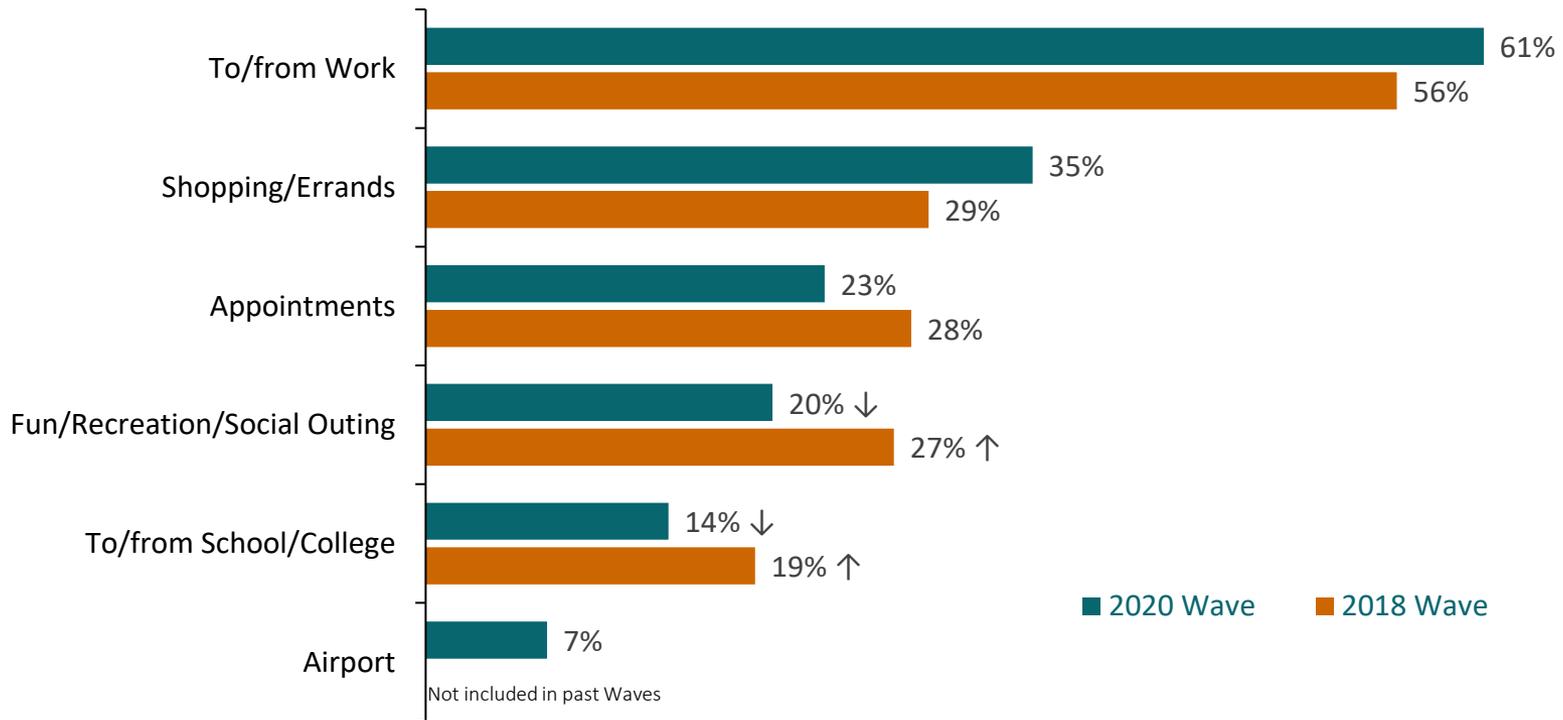
Number of Rides on RapidRide F Line in the Last 30 Days



Reason for Riding

Respondents were asked to list the purpose of the trip they take most often on this route. Since 2018, the use of the F Line for commuting to/from work has remained the primary reason for riding, followed by shopping/errands. Ridership for fun/recreation or to/from school has decreased since 2018.

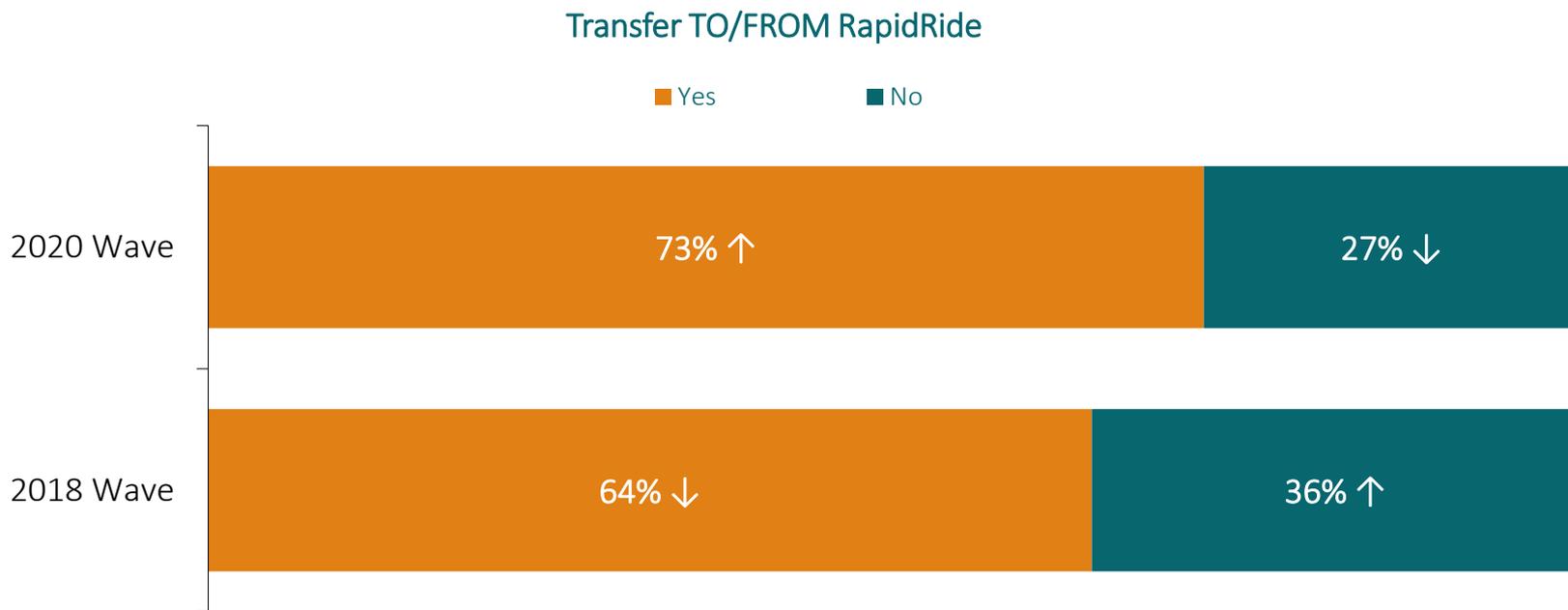
Purpose of Trip Taken Most Often



Multiple responses given. Sums to more than 100%.

Transferring to/from Route

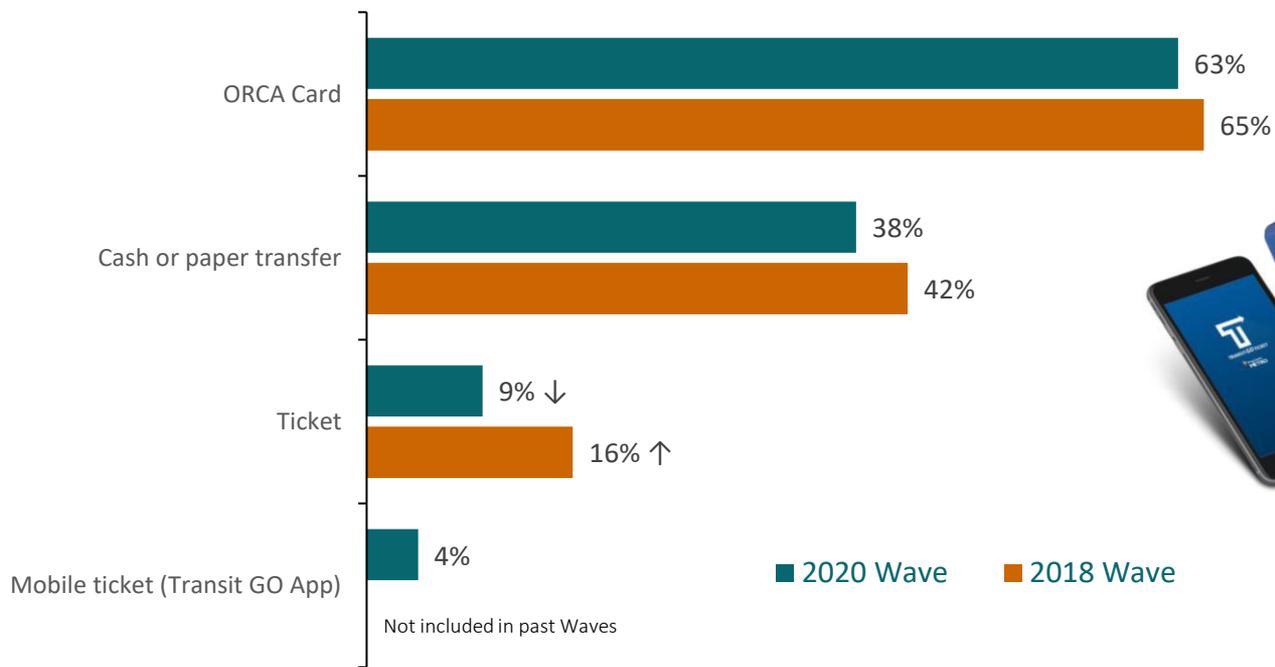
The proportion of riders transferring either to or from the RapidRide F Line has increased significantly since 2018, with nearly three quarters of 2020 riders transferring.



Fare Payment

Use of the ORCA card as a form of payment for Metro ridership remains the top used method since 2018. Use of Human Services or shelter tickets has significantly decreased. A modest four percent (4%) of RapidRide F Line riders use the Transit GO app, implemented since the 2018 study.

Mode of Fare Payment



Fare Enforcement Experience

When compared to 2018, significantly fewer F Line riders in 2020 report being asked to show proof of payment (80% vs. 71%, respectively) .

Ever Asked To Show Proof of Payment





Appendix

2020 QUESTIONNAIRE

TIME: _____ AM / PM



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

1. Travel on RapidRide F 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 F 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 F 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 F 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 F Line	<input type="checkbox"/>					

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

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

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

8. How often do you avoid riding RapidRide F 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 F Line?

2020 QUESTIONNAIRE

Your Travel Patterns

10. What is the purpose of the trip you take **most often** on RapidRide F 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 F 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	<input type="checkbox"/>						
▼ Weekend	<input type="checkbox"/>						

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

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

15a. If YES, Why has your use of RapidRide F 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 F 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 F 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.)*

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

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

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

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

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

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

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

26. What is the primary language spoken at home?

- English Other *(please specify the language):* _____

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

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

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

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

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

Please note:

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

First name: _____

Telephone number to reach you at for future studies: _____

Email address to reach you at for future studies: _____