

King County Metro Transit COVID-19 Impacts Survey

August 2020

SURVEY RESULTS REPORT

Research conducted for:
Metro Transit Department

Section Contents

Section	Slide #
Methodology	3
Key Findings	4
Issue Environment	16
Employment & Commute Behavior	20
Metro Bus Usage	27
King County Metro Ratings	32
Overall Satisfaction & Service Satisfaction Ratings	39
COVID-19 Rider Impacts	44
Barriers & Concerns	49
Current & Future Actions	54
Information Sources & Trust	62
Conclusions	65
Respondent Profiles	68

Methodology

- ▶ Multi-modal data collection, including an online survey distributed by email, by text, and live telephone interviewing;
- ▶ Conducted among respondents who participated in the Rider and Non-Rider survey and indicated interest in participating in future research;
- ▶ Conducted June 30 – July 16, 2020
 - Interviewing conducted during Phase 2 of reopening
- ▶ Effective n=1,548 adults; overall margin of error ± 2.5 percentage points

	Interviews (n)	Margin of Error
Current riders: Currently riding at least occasionally	268	$\pm 6.0\%$
Lapsed riders: Rode Metro before COVID-19 but do not ride now	786	$\pm 3.5\%$
Non-Riders: Haven't ridden Metro before or during the pandemic	494	$\pm 4.4\%$

- ▶ Survey offered in English, Spanish, Chinese, and Vietnamese

Please note that due to rounding, some percentages may not add up to exactly 100%.

Key Findings

- ▶ **With everything that has happened nationally and locally since the beginning of the pandemic, optimism remains high for King County. The region's public transportation system is largely regarded as an important asset as things in the County reopen.**
 - A majority of respondents feel things in King County are going in the right direction (59%) rather than the wrong track (34%).
 - Directional ratings are highest among lapsed riders, higher-income respondents and those living in East King and lowest among people of color and non-riders.
 - Three quarters (77%) consider the regional public transportation system important as things in King County begin to reopen.
 - A strong majority of those in all major subgroups believe public transit is important and these sentiments are highest among Seattle/North King, lower income, and younger respondents.
 - Homelessness and coronavirus-related issues are the leading top-of-mind concerns. About a quarter (25%) of respondents mentioned each.

- ▶ **Physical commute trips have plummeted amid COVID-19 as most respondents have been able to telecommute instead. Most intend to hold off on resuming their regular trips until a vaccine is available but many plan to continue telecommuting for at least some of the time after that.**
 - Nearly two-thirds of commuters are exclusively working from home (64%) compared to about one-in-five who exclusively commute to work (21%). Another 12% do some combination of both. Just under half (45%) have a job that is classified as Essential.
 - Compared to nearly 9-in-10 (91%) who made commute trips at least once per week before COVID-19, only a third (34%) do so now. Although this share is expected to rise to half (50%) as things open up more in Phase 3, it may not fully rebound to pre-COVID levels once a vaccine is available. About four-in-five (79%) plan to resume making weekly commute trips, eventually.
 - Prior to the pandemic, less than a third (29%) of commuters worked from home at least once per week. About three-quarters (74%) do so now but about half (51%) plan to continue telecommuting after a vaccine is available.

- ▶ **Reported Metro usage has fallen significantly since the pandemic started. A plurality of respondents are lapsed riders who used to ride Metro at least occasionally but no longer ride at all. Most of those lapsed riders anticipate returning to transit eventually – once a vaccine is available – but plan to ride slightly less frequently going forward.**
 - Prior to COVID-19, about two-thirds of respondents reported riding Metro at least occasionally (66%), including two-in-five who rode monthly or more (44%). Ridership has since fallen significantly (to 17% occasionally; 9% monthly) and is largely expected to rebound to just under pre-pandemic levels once a vaccine is available.
 - Amid the pandemic, usage has dropped significantly in all major County subareas, with Seattle/North continuing to ride most frequently (83%→25% occasionally or more). East King respondents now using the service least (63→10%), and South King in-between (50%→14%). Post-pandemic, occasional ridership is largely expected to rebound but may remain slightly lower in Seattle/North (77%) and East King (58%).
 - Nearly one-in-five respondents are current riders (17%) who report using Metro at least occasionally. Half are lapsed riders (49%), who used to ride at least occasionally but have completely stopped since the beginning of the pandemic. Another third (34%) are non-riders who did not ride regardless.
 - For lapsed riders who have recently stopped riding, they primarily used Metro to commute to/from work (44%) and for leisure/social trips (43%). Current riders use the service for a mix of work (37%), shopping/errands (36%), and leisure (36%).

Metro Favorability & Pandemic Response

- ▶ **King County Metro continues to earn high favorability ratings, overall, and for its response to the coronavirus public health crisis. Although broadly positive, there is relatively low intensity of positive and negative ratings for the agency and large shares of respondents are unable to rate Metro's performance across numerous aspects of its COVID-19 response.**
 - Three quarters of all respondents (74%) rate Metro favorably, overall, including a quarter (26%) who give the Agency a “strongly favorable” rating. Fewer than one-in-five (16%) give Metro an unfavorable rating, including just 6% who rate it as “strongly unfavorable.” Another 10% are unable to rate Metro.
 - Respondents' ratings of Metro are statistically unchanged from their previous ratings of the Agency in the Rider/Non-Rider survey.
 - A majority have either a “great deal” (18%) or “quite a lot” (35%) of confidence in Metro, and another third (37%) have expressed at least “some” confidence in the Agency. Negative ratings are low; about one-in-ten say they have “very little” (8%) or “none” (3%).
 - Pluralities of respondents (40-58%) rate Metro positively (“excellent” or “good”) for its overall coronavirus response and across each of the aspects tested, while negative “poor” ratings (4-8%) are low for each.
 - Among the specific aspects of its response, Metro earns highest marks for helping essential workers get to their jobs (53% “excellent” or “good”) and making policy and service changes in response (51%).
 - Many are unfamiliar with Metro's overall coronavirus response (26% not sure) and roughly a third (30-36%) are unable to rate each aspect tested.

- ▶ **Even as usage has dropped significantly, riders and recently lapsed riders continue to give Metro's service high marks, both overall and across the key level of service and cleanliness attributes tested.**
 - Nearly nine-in-ten (87%) are satisfied with Metro's service, including a third (34%) who are "very satisfied." About one-in-ten are either "somewhat" (8%) or "very" (2%) unsatisfied. These levels are in line with previous ratings in the Rider/Non-Rider survey.
 - Current riders have slightly higher ratings intensity (40% "very satisfied") compared to lapsed riders (32%). Positive intensity is also higher among those in South King (37%) and East King (37%) than in Seattle/North (30%).
 - Current and lapsed riders are largely satisfied with the individual level of service and cleanliness elements tested in the survey. Ratings are highest for reliability of service (79% "very" or "somewhat" satisfied), availability of seating (78%), inside cleanliness (75%) and on-time performance (73%) and relatively lower for cleanliness of shelters and stops (63%).

COVID-19 & Service Change Impacts

- ▶ **During the pandemic, Metro's service and policy changes have had greater reported impacts on current riders and those who are unemployed, people of color, and Seattle/North King residents. Younger, people of color, employed, and higher income respondents expect to ride less often than before the pandemic and cite changes in their work situations and coronavirus-related concerns as key factors.**
 - About a quarter (24%) of current riders say that Metro's recent service reductions and policy changes have had a significant impact on their travel.
 - Respondents who are current riders, unemployed, people of color, and Seattle/North residents report being impacted more than other subgroups.
 - Majorities of lapsed riders (54%) and riders who are age 16-34 (59%), people of color (52%), employed (53%), and from \$150K households (55%) plan to ride Metro at least a little less often than before the pandemic.
 - Those who expect to ride less often cite changes in their working situations (e.g. working from home) and a variety of public health and COVID-related concerns as reasons for their reduced ridership.

- ▶ **Riders – and particularly lapsed riders – express strong concerns about endangering the health of themselves and others on public transit and many consider it a firm barrier to riding in the near term. Going forward, many plan to use other modes of transportation more often.**
 - Riders cite mask-related concerns, especially with other riders not wearing them, as prominent top-of-mind challenges with riding Metro. Some also mention challenges with maintaining social distancing on board.
 - Strong majorities of both lapsed riders (86% “strongly” or “somewhat” agree) and current riders (72%) are concerned for their personal health on public transit, while narrower majorities of these groups (68% lapsed; 56% current riders) are also concerned with endangering the health of others.
 - Although current riders don’t share these sentiments to the same degree, majorities of lapsed riders do not see themselves riding public transit because of the coronavirus (82% “strongly” or “somewhat” agree).

Existing Service/Policy Changes

- ▶ **Of the service and policy changes Metro has already implemented in response to the pandemic, lapsed riders consider the mask and face covering requirements are the most effective in getting them to ride more frequently. Majorities also suggest disinfecting buses daily, limited bus capacity, and asking customers to maintain social distancing have also been effective.**
 - Three quarters of lapsed riders (76%) say that asking customers to wear masks or face coverings makes them at least somewhat more likely to ride, including nearly half (47% “7/Much more likely”) giving it the highest possible rating.
 - Nearly two-thirds of lapsed riders suggest disinfecting buses daily (63%) limiting bus capacity (62%) and asking customers to maintain social distancing (61%) has made them at least somewhat more likely to ride (5+ “more likely” rating out of 7).
 - Metro’s overall favorability strengthens slightly (74% → 80% “strongly” or “somewhat favorable”) after respondents hear details about some of the actions Metro has taken in response to the pandemic.

Potential Service/Policy Changes

- ▶ **Looking ahead, majorities of lapsed riders believe most of Metro's potential actions will be at least somewhat effective in getting them to ride the bus more often, although continuing to suspend fare payments will have a reduced effect for that group. Additionally, many respondents underscore that stricter enforcement of mask requirements may also help. If the appropriate actions are taken, more lapsed riders suggest they may ride at least occasionally but not necessarily more frequently.**
 - Most lapsed riders consider more frequent sanitization (76%), equipping buses with hand sanitizers (75%), installing plastic partitions (71%), and maintaining current capacity limits (71%) will be at least somewhat effective in getting them to ride more often (5+ “more likely” rating out of 7).
 - There is moderate intensity behind these sentiments, as at least a quarter (26%-32% 7 rating) consider each of these actions “much more likely” to make them ride a Metro bus.
 - Thinking about the main thing Metro could do to improve the likelihood of riding the bus in the future, top-of-mind suggestions include more strict enforcement of masks on board and additional sanitizing options (including hand sanitizing dispensers).
 - If all of the appropriate health and safety precautions were made to the service, more lapsed riders suggest they may ride at least occasionally (+12 point increase) but their anticipated monthly usage (+5) may not be much higher.

- ▶ **For news on local issues in King County, respondents continue to rely on local newspapers (including print and online). Regarding transportation-related issues in the County, Governor Inslee and Metro operators are the most-trusted figures in those conversations.**
 - About a third of respondents (33%) rely on newspapers (including print and online) for local news, followed by television (23%), social media, and radio (11%). Newspaper reliance is highest among those in Seattle/North (40%), while television news is highest in South King (33%).
 - Governor Inslee (51% “trust a lot”) and Metro operators (47%) have the highest standing in discussions about transportation-related issues in King County. Over a quarter (28%) also trust Executive Dow Constantine a lot in this conversation.

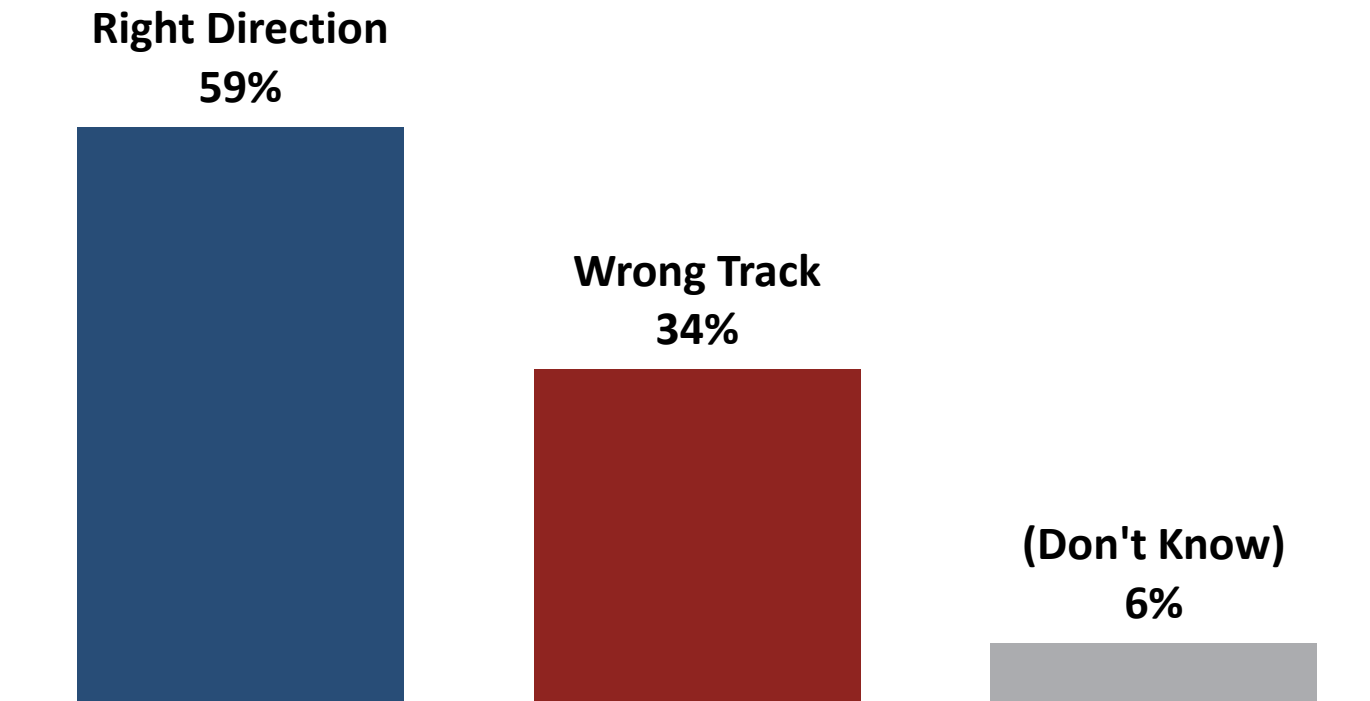
- ▶ Although their sentiments are still largely positive, non-white, lower income, and South King respondents are slightly less optimistic about the direction of things in King County than other respondent groups.
- ▶ Strong majorities of respondents across all major demographic and employment status subgroups consider the regional public transportation system to be important as things in King County begin to reopen.
- ▶ Unemployed and younger respondents are more likely to continue riding transit during the pandemic and view the service as an even higher priority than other major subgroups, including essential workers. South King and non-white respondents place slightly lower emphasis on the importance of public transit amid the reopening.
- ▶ During the pandemic, South King and non-white respondents continue to have high favorability and trust in Metro, even if their enthusiasm is lower than other respondent groups.
- ▶ Current and lapsed riders in South King strongly support mask requirements, on-board hand sanitizer dispensers, disinfecting buses and shelters more than once a day, and operator partitions.

Issue Environment

Right Direction/Wrong Track

Most respondents feel things in King County are generally going in the right direction compared to a third who say things are off on the wrong track. Those in East King and lapsed riders express relatively higher optimism.

All Respondents



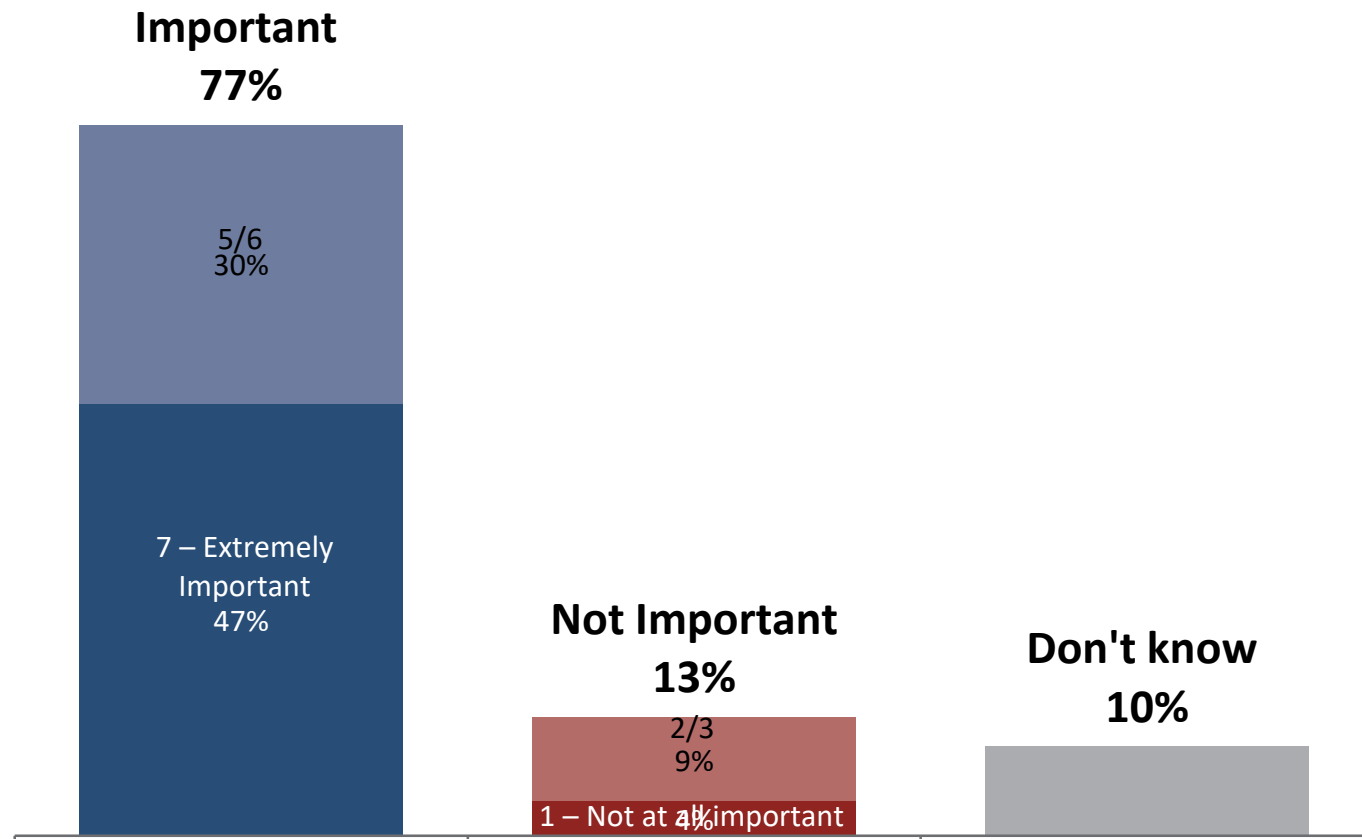
	Right Direction	Wrong Track	Don't know
Overall (100%)	59%	34%	6%
Current Rider (17%)	59%	34%	7%
Lapsed Rider (49%)	66%	28%	6%
Non-Rider (34%)	49%	45%	6%
Seattle/North King (37%)	59%	35%	7%
South King (35%)	54%	39%	7%
East King (28%)	66%	29%	5%
Employed (64%)	60%	33%	6%
Unemployed (9%)	55%	37%	8%
Not in Labor Market (27%)	59%	36%	5%
<35K (12%)	58%	35%	7%
35K-75K (18%)	60%	33%	8%
75K-150K (28%)	61%	33%	7%
150K+ (25%)	67%	29%	4%
White (62%)	63%	31%	6%
Non-White (38%)	53%	40%	8%
16-34 (23%)	62%	31%	6%
35-54 (39%)	60%	34%	7%
55+/PNR (38%)	57%	37%	6%

Q9. Do you feel that things in King County are generally going in the right direction or do you feel things have gotten pretty seriously off on the wrong track?

Importance of Public Transportation

Three quarters of all respondents believe the region's public transportation system will be important as things reopen, including nearly half who consider it "extremely important." These feelings are strongest among current and lapsed riders, those in Seattle/North, white, and unemployed respondents.

All Respondents

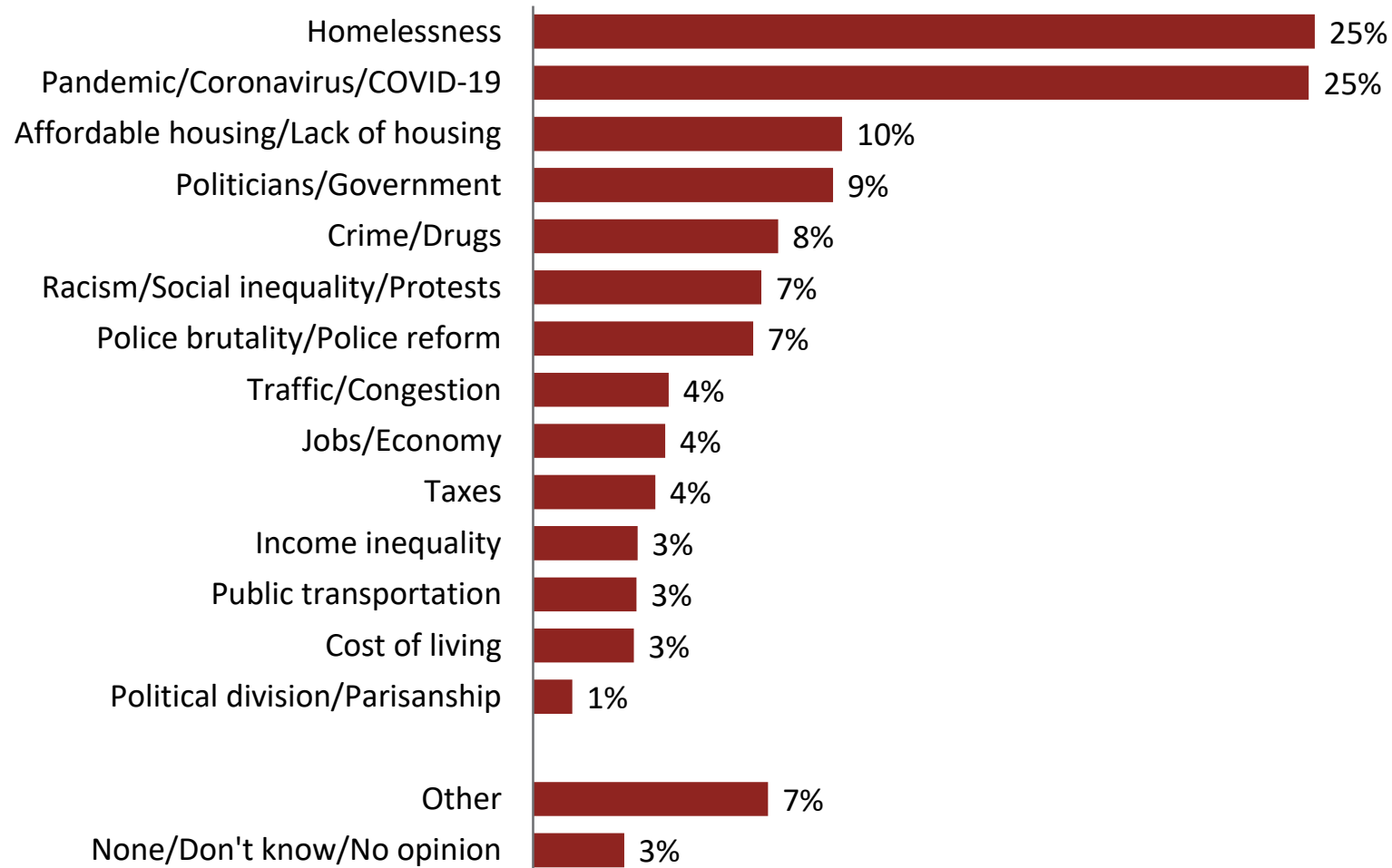


	Important	Not Important	Net Important
Overall (100%)	77%	13%	+65
Current Rider (17%)	92%	4%	+88
Lapsed Rider (49%)	85%	8%	+77
Non-Rider (34%)	60%	25%	+35
Seattle/North King (37%)	84%	8%	+76
South King (35%)	71%	15%	+56
East King (28%)	75%	17%	+59
Employed (64%)	76%	14%	+62
Unemployed (9%)	84%	11%	+73
Not in Labor Market (27%)	78%	11%	+67
Essential Worker (45%)	75%	15%	+60
<35K (12%)	85%	5%	+80
35K-75K (18%)	79%	15%	+65
75K-150K (28%)	82%	8%	+74
150K+ (25%)	75%	16%	+59
White (62%)	82%	9%	+73
Non-White (38%)	70%	19%	+51
16-34 (23%)	81%	10%	+71
35-54 (39%)	75%	15%	+61
55+/PNR (38%)	78%	13%	+65

Q11. How important is the regional public transportation system, which includes buses, light rail trains, commuter trains, and streetcars, as things in King County begin to reopen?

Most Important Problem

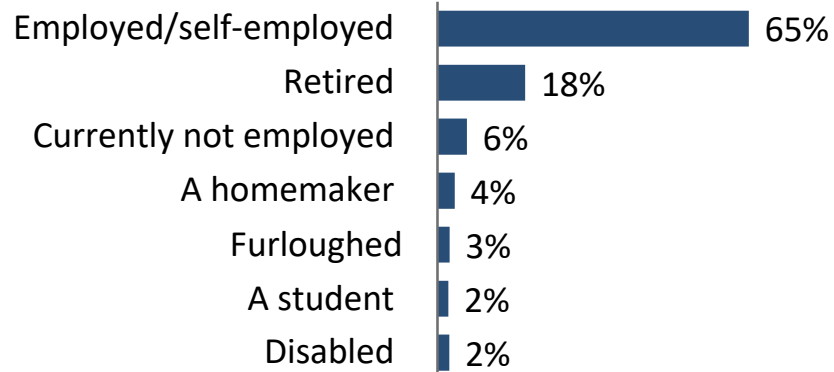
Homelessness and COVID-19 Pandemic are respondents' leading concerns in King County. Some mention traffic/congestion and public transportation, specifically, but they are relatively less top-of-mind compared to other issues.



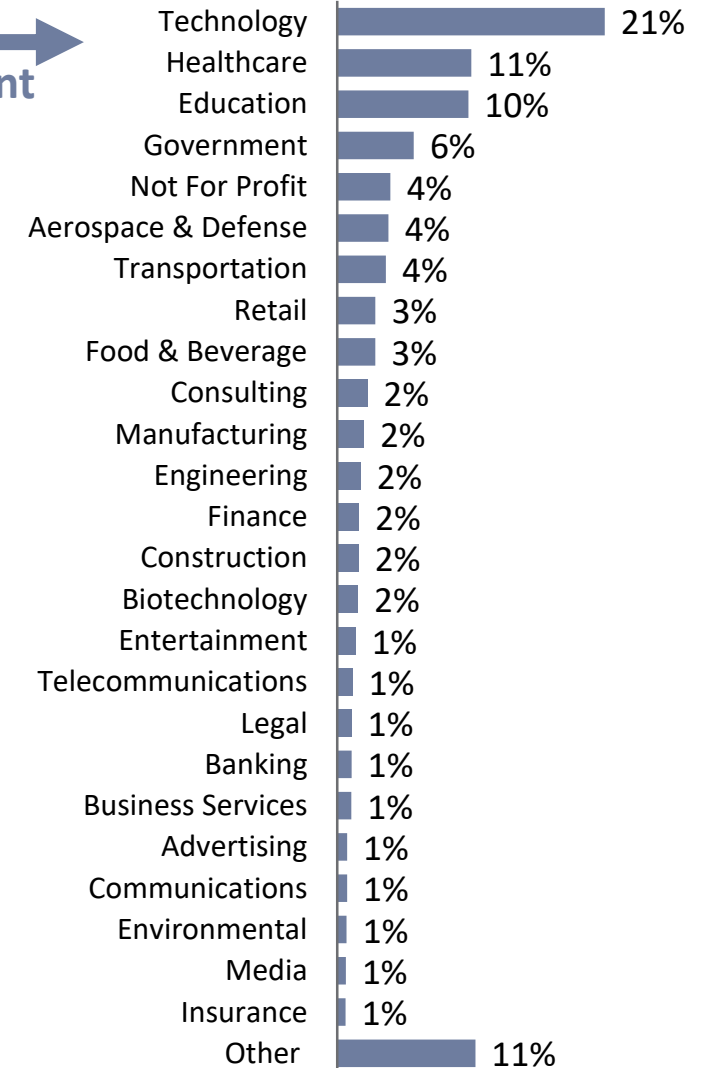
Employment & Commute Behavior

Employment & Commuter Profile

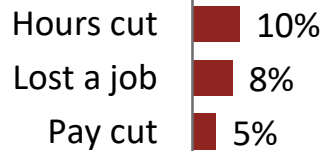
Current Employment



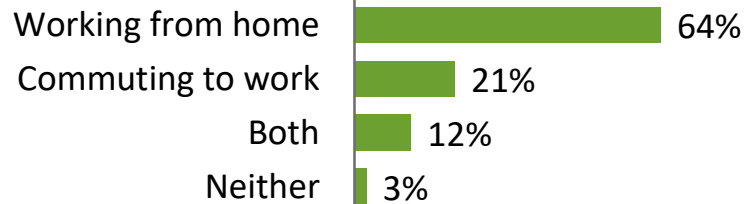
Industry of Employment



COVID-19 Employment Impacts



Current Work from Home Status



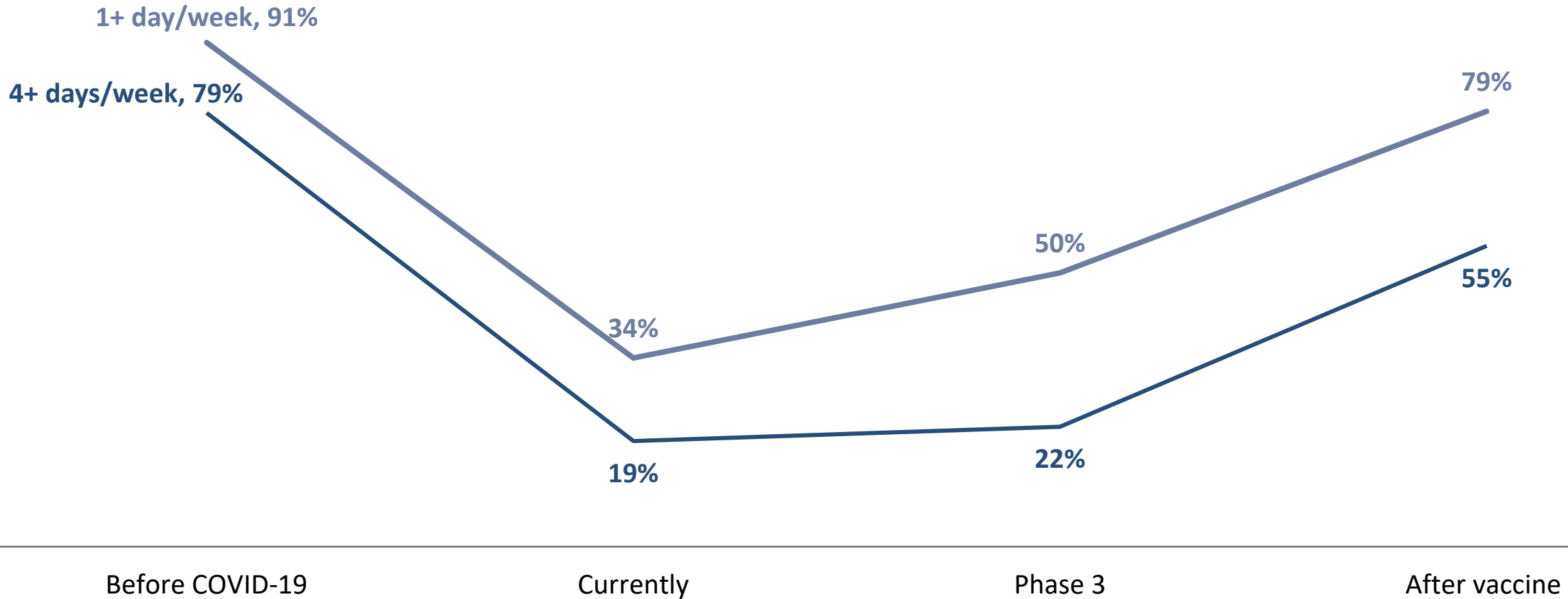
Essential Job Classification



Commute Trip Frequency

Reported commuting frequency has plummeted significantly during the pandemic. Most expect they will resume making their commute trips only after a vaccine is available but, even then, they may make those trips less frequently than before COVID-19.

Among Commuters (Employed or Student)

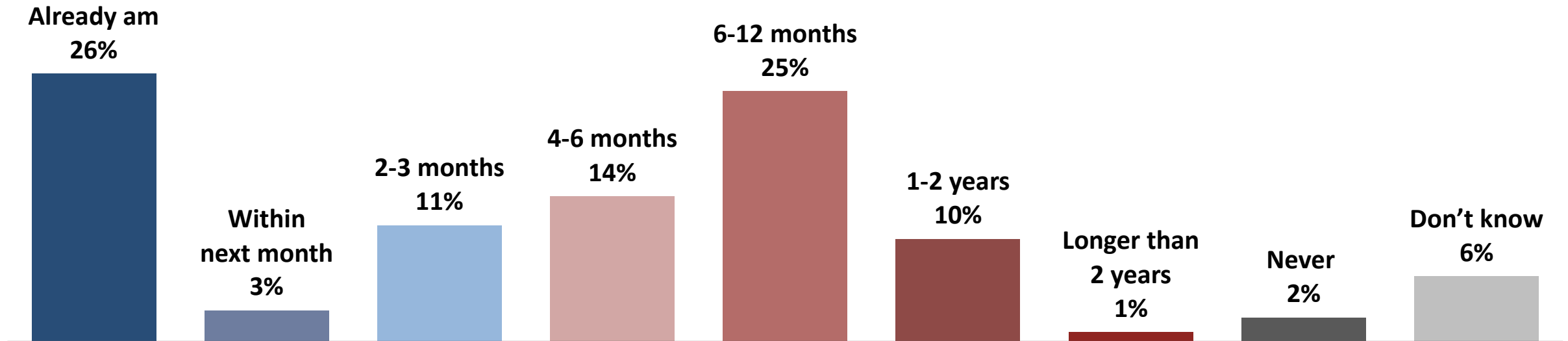


Q19-22. On average, how often did you or do you plan to make commute trips to work or school during each of the following time periods?

Make Regular Trips From Home

About a quarter of commuters already make their regular trips to work and school. Another quarter expect to resume making their regular trips in the next few months and more than a third think it will be at least six months.

Among Commuters (Employed or Student)

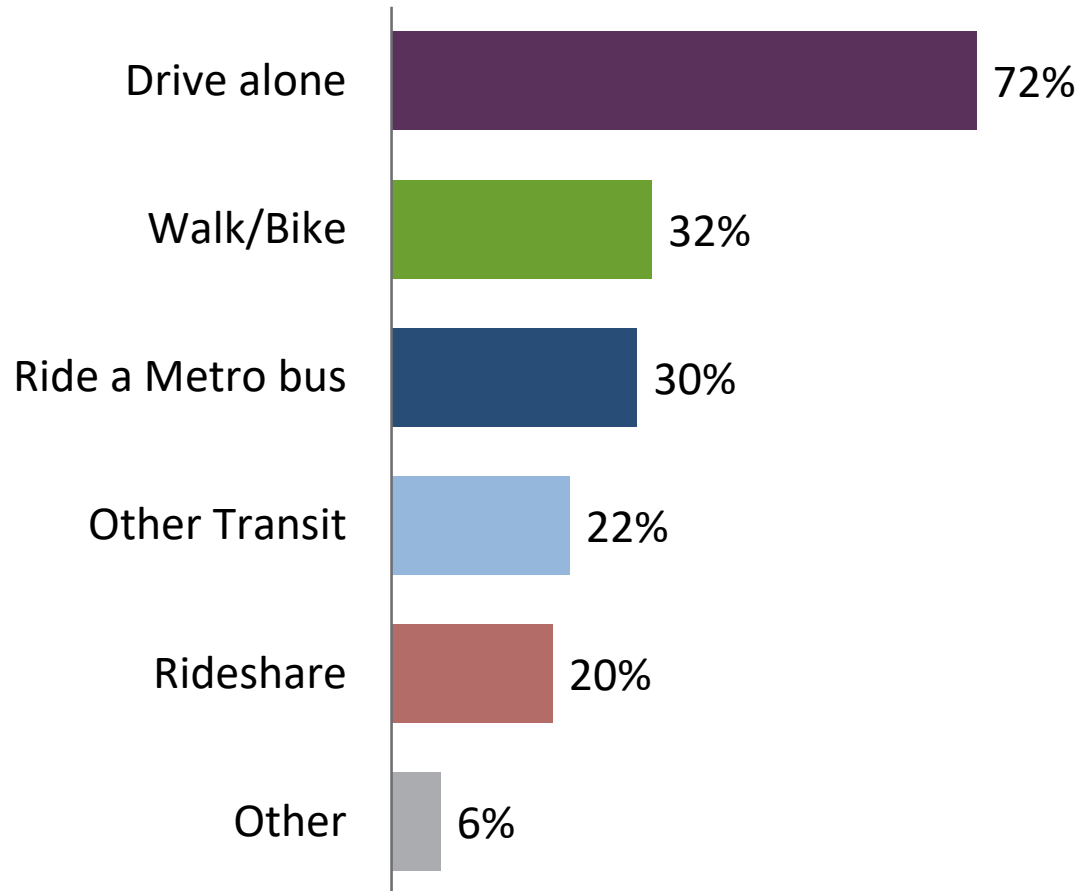


Q23. How long do you think it will be before you start making regular trips from your home for things like work and school?

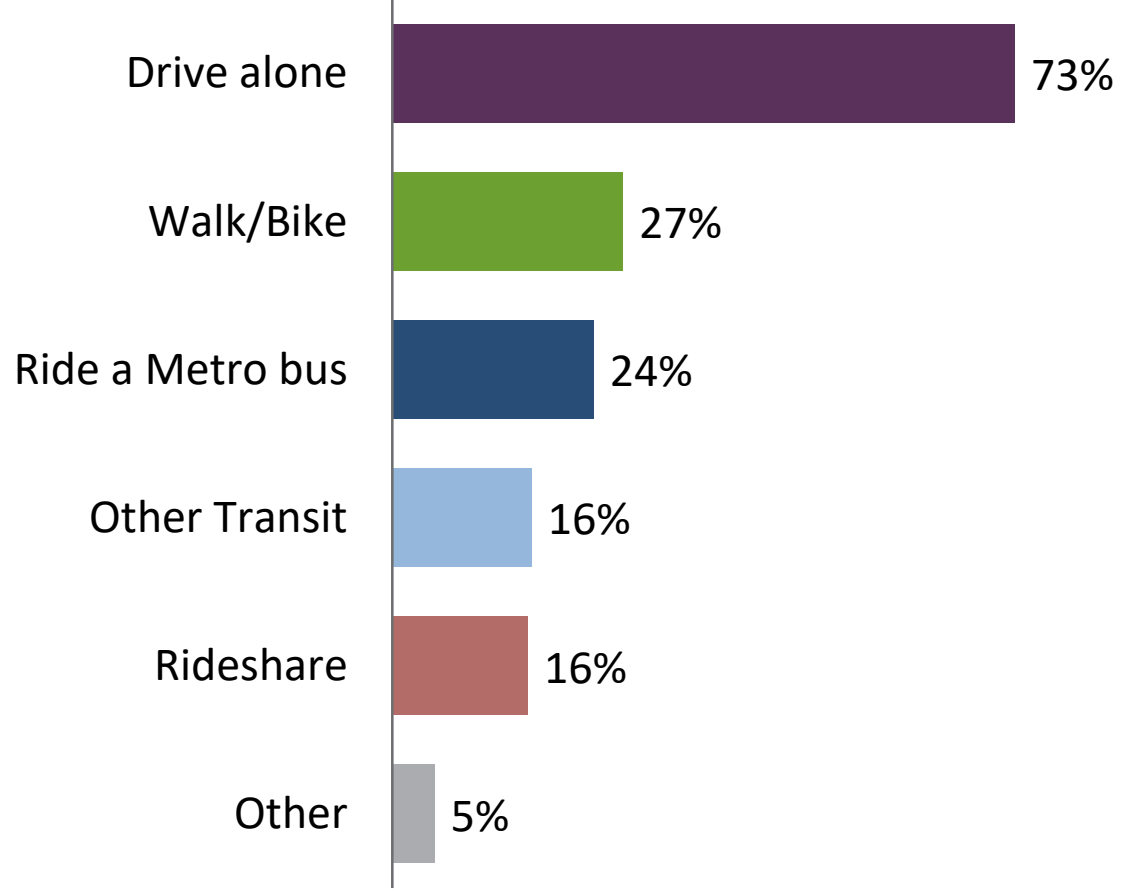
Modes of Transportation Before & After COVID-19

Thinking ahead to when respondents begin making physical trips again, roughly the same share plan to drive alone as they did before the pandemic. They also plan to reduce their weekly usage of every other travel mode.

Used Weekly+ Before COVID-19



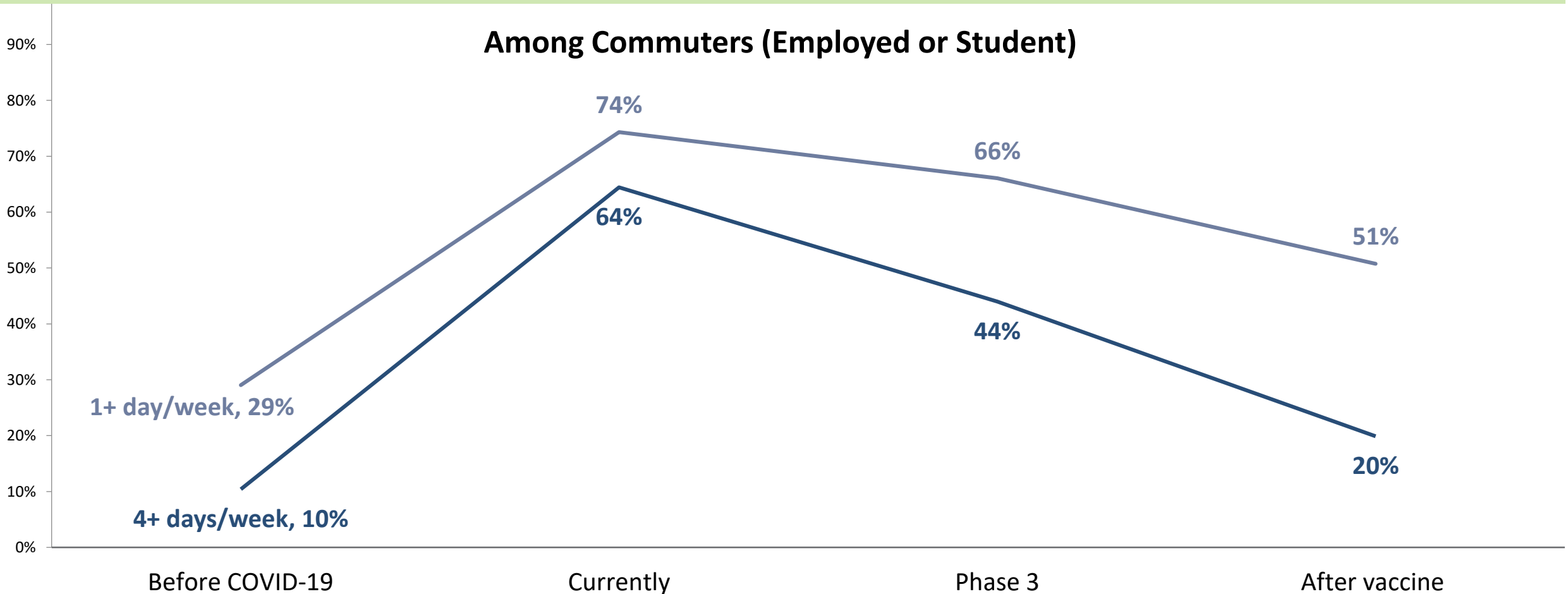
Plan to Use Weekly+ After COVID-19



Q24/26. [Before the coronavirus public health crisis/When you start making regular trips again], which mode(s) of transportation [did you use/do you plan to use] at least once a week to make physical trips from home? Select all that you [used/plan to use] at least once a week.

Telecommuting Frequency

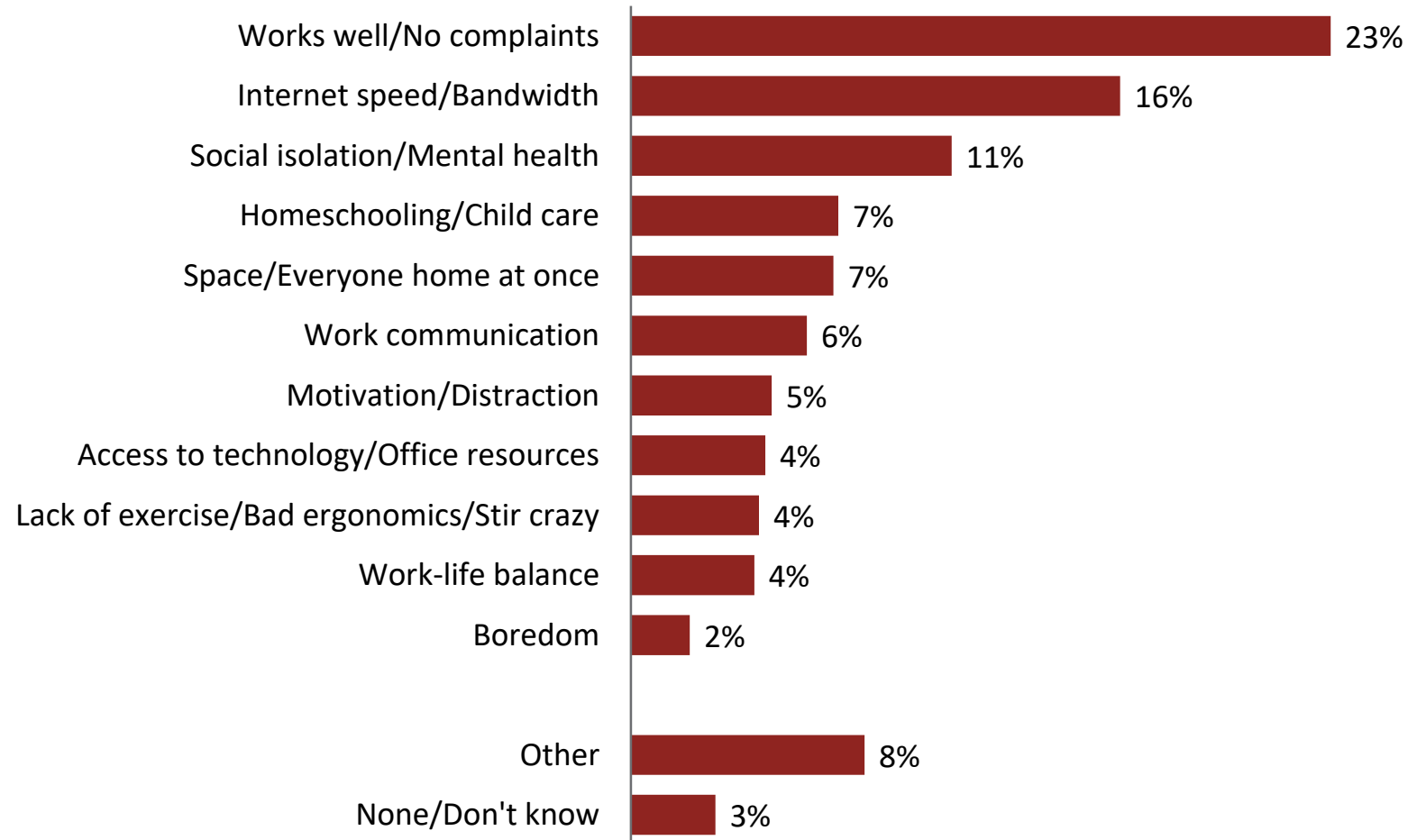
Prior to the outbreak, just under a third reported telecommuting at least one day a week, including one-in-ten who did so almost daily. During the pandemic, those shares jumped to three quarters and two thirds, respectively. Even once a vaccine available, about twice as many plan to continue telecommuting daily than before COVID-19. Half plan to continue telecommuting at least one day a week going forward.



Q38-42. On average, how often did you or do you plan to telecommute or work from home during each of the following time periods?

Top Challenges to Telecommuting

Internet speed and social isolation are stated as the biggest challenges of working from home.

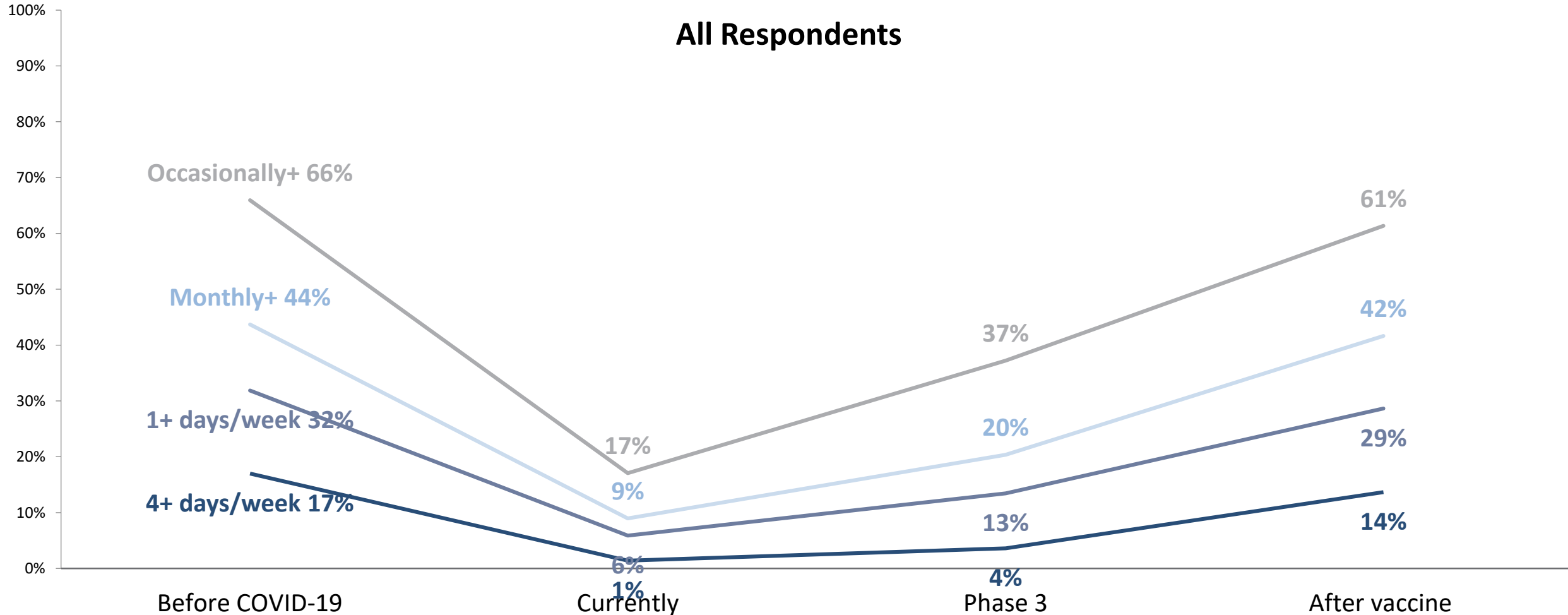


Q43. Over the last couple of months, what has been your biggest challenge with telecommuting/working from home, if anything?

Metro Bus Usage

Metro Bus Ride Frequency – by Subarea

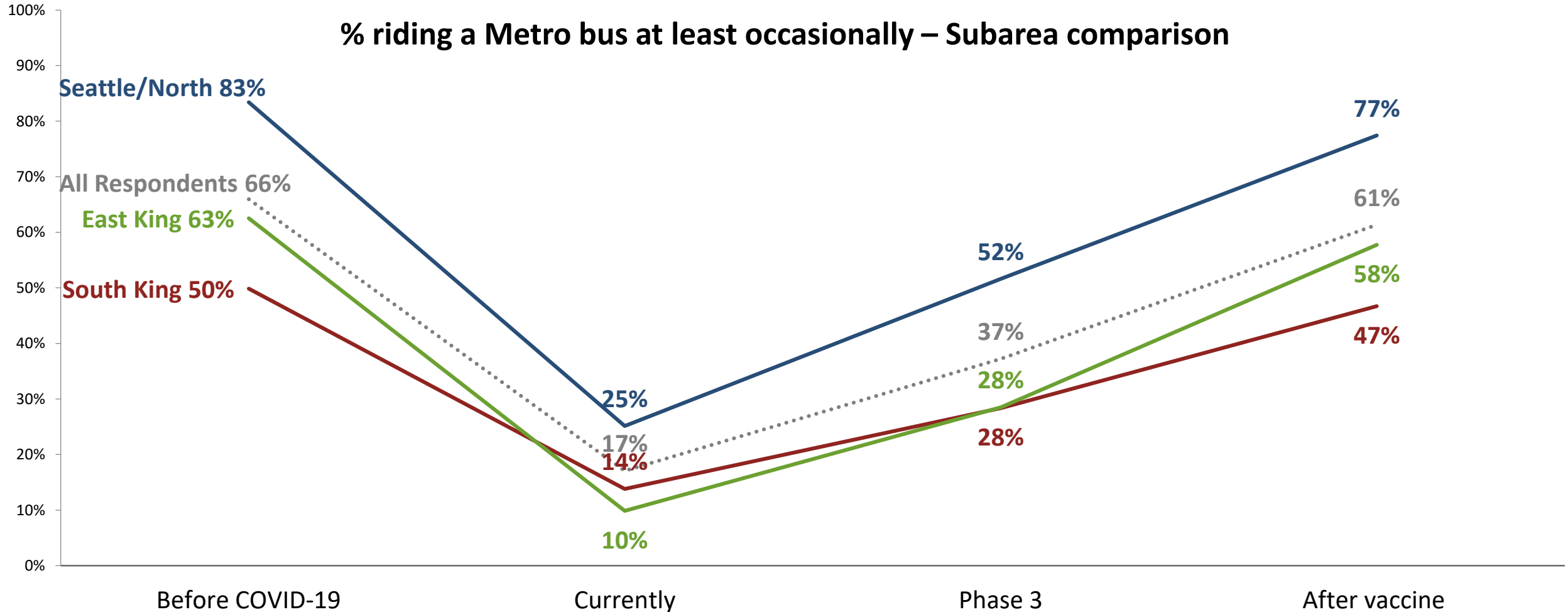
Compared to nearly half before the pandemic, fewer than one-in-ten respondents currently ride Metro at least monthly. They expect their usage to slowly rebound as things open back up.



Q28-32. On average, how often did you or do you plan to ride a Metro bus during each of the following time periods?

Metro Bus Ride Frequency – by Subarea

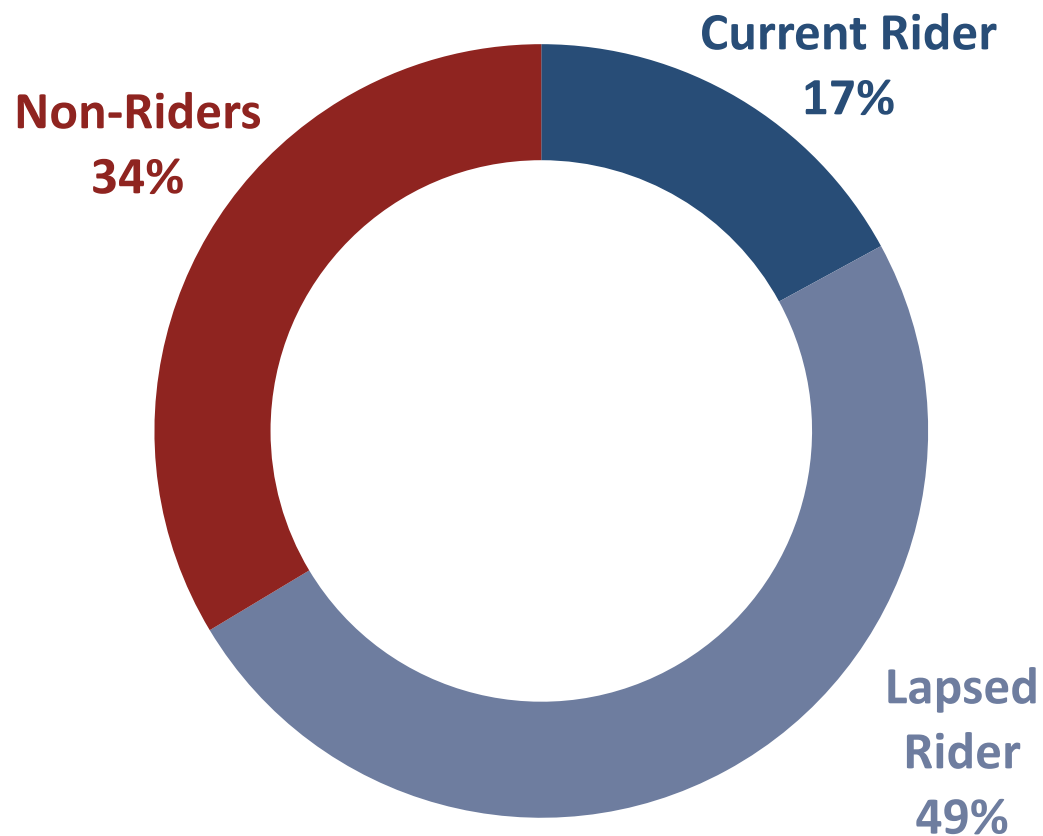
Reported Metro usage has dropped significantly in all three County subareas but the decline is starkest in East King. After a vaccine is available, anticipated ridership is expected to rebound but remain slightly below pre-pandemic levels.



Q28-32. On average, how often did you or do you plan to ride a Metro bus during each of the following time periods?

Rider Status

Just under one-in-five respondents ride Metro at least occasionally right now, during the pandemic. About a third of lower income and a quarter of Seattle/North and unemployed respondents are in this category. About half of respondents are lapsed riders who used to ride at least occasionally but have stopped altogether since COVID began. The share of lapsed riders is highest among Seattle/North, East King, younger, employed, and higher income respondents. The remaining third never ride Metro, either before or during the pandemic.



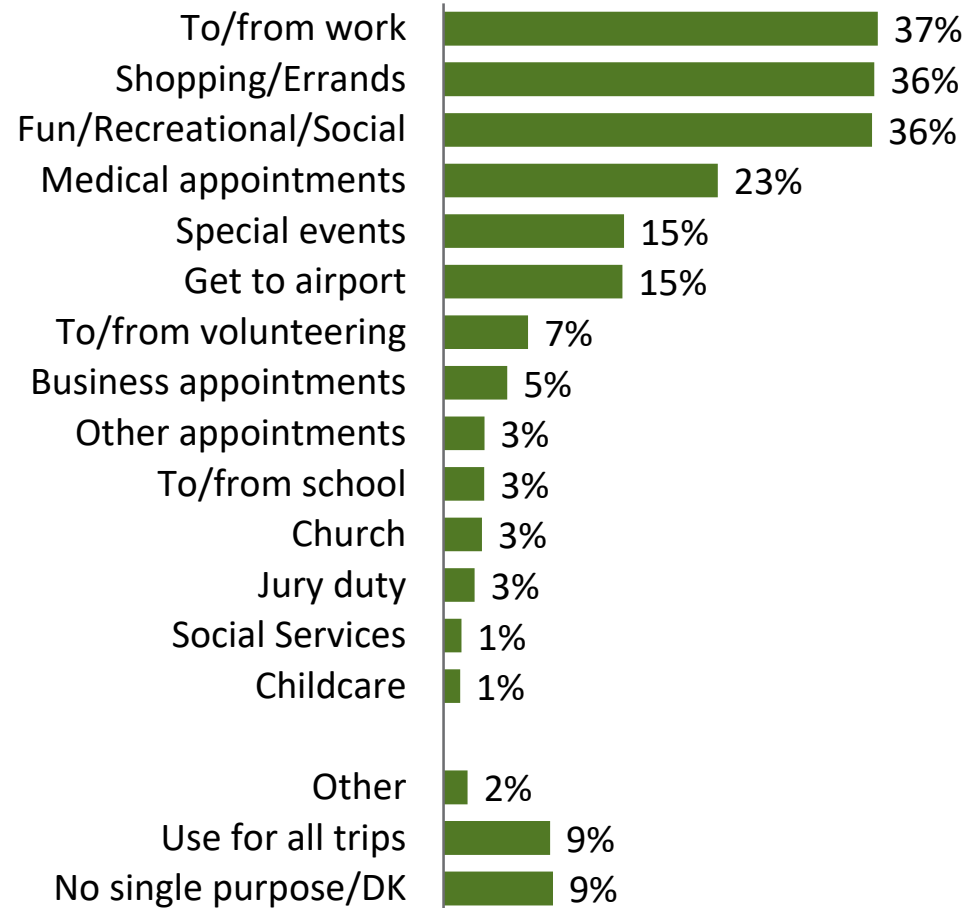
	Current Riders	Lapsed Riders	Non-Riders
Overall (100%)	17%	49%	34%
Seattle/North King (37%)	25%	59%	16%
South King (35%)	14%	37%	49%
East King (28%)	10%	53%	37%
Employed (64%)	15%	53%	32%
Unemployed (9%)	30%	40%	30%
Not in Labor Market (27%)	18%	43%	39%
Essential Worker (45%)	18%	45%	37%
<35K (12%)	31%	36%	33%
35K-75K (18%)	21%	44%	35%
75K-150K (28%)	17%	53%	30%
150K+ (25%)	9%	58%	32%
White (62%)	18%	51%	31%
Non-White (38%)	16%	46%	38%
16-34 (23%)	18%	60%	22%
35-54 (39%)	17%	51%	32%
55+/PNR (38%)	17%	42%	42%

Q28/29. On average, how often did you or do you plan to ride a Metro bus during each of the following time periods: Before the coronavirus public health crisis? / Currently?

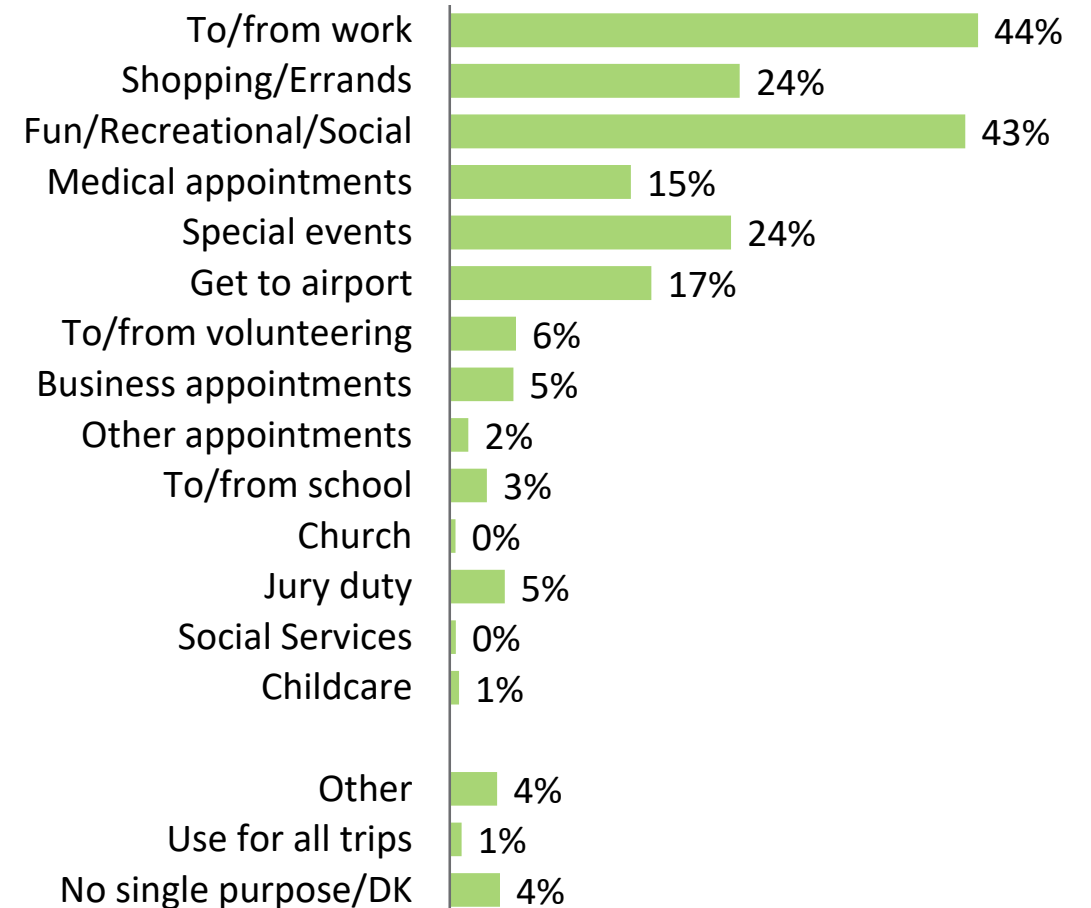
Trip Purpose

Those who continue to ride Metro do so equally for work, shopping/errands, and leisure. Lapsed riders most frequently used Metro to get to/from work and leisure before they stopped riding.

Current Riders



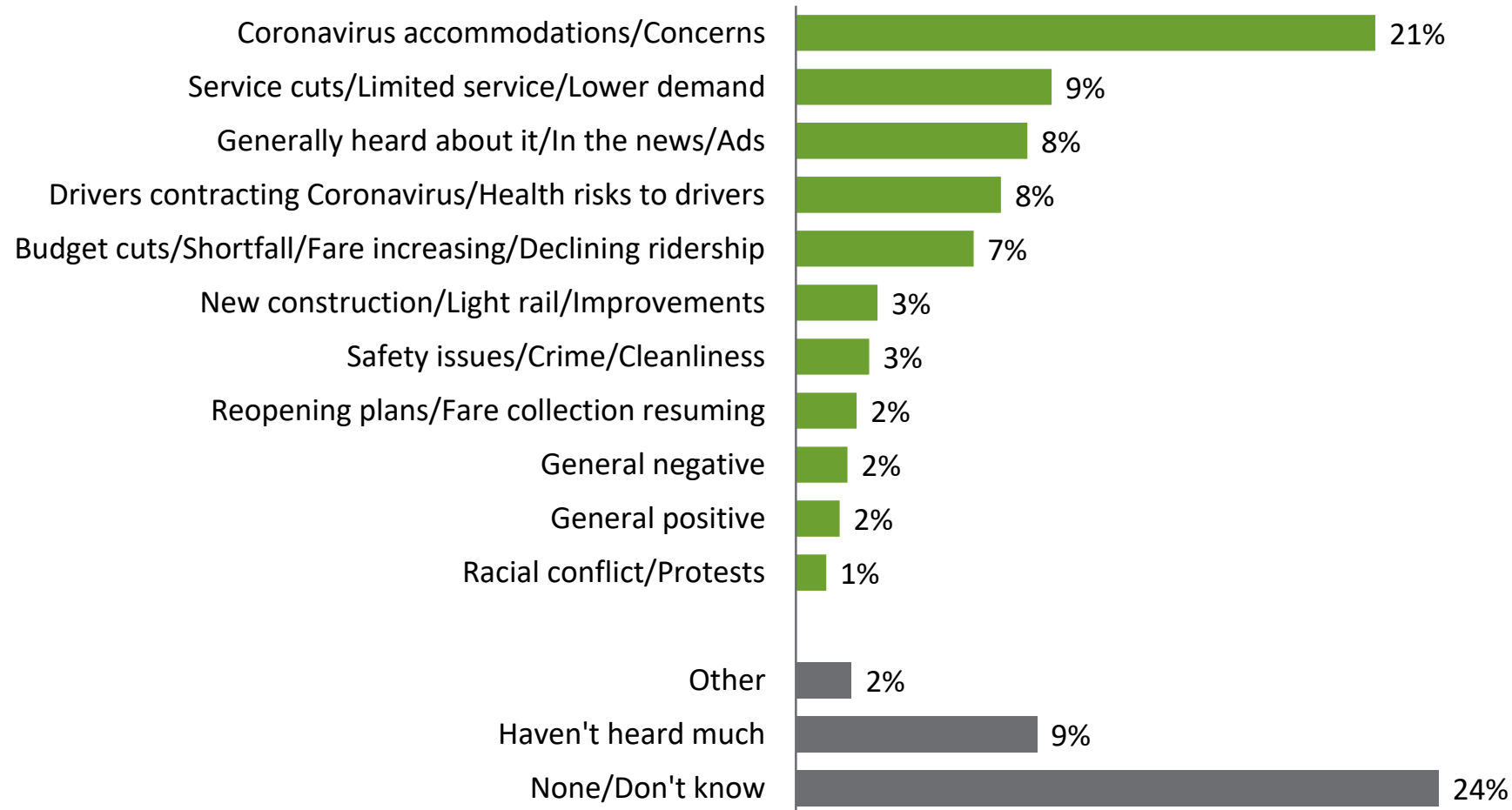
Lapsed Riders



King County Metro Ratings

Metro Top-of-Mind Mentions

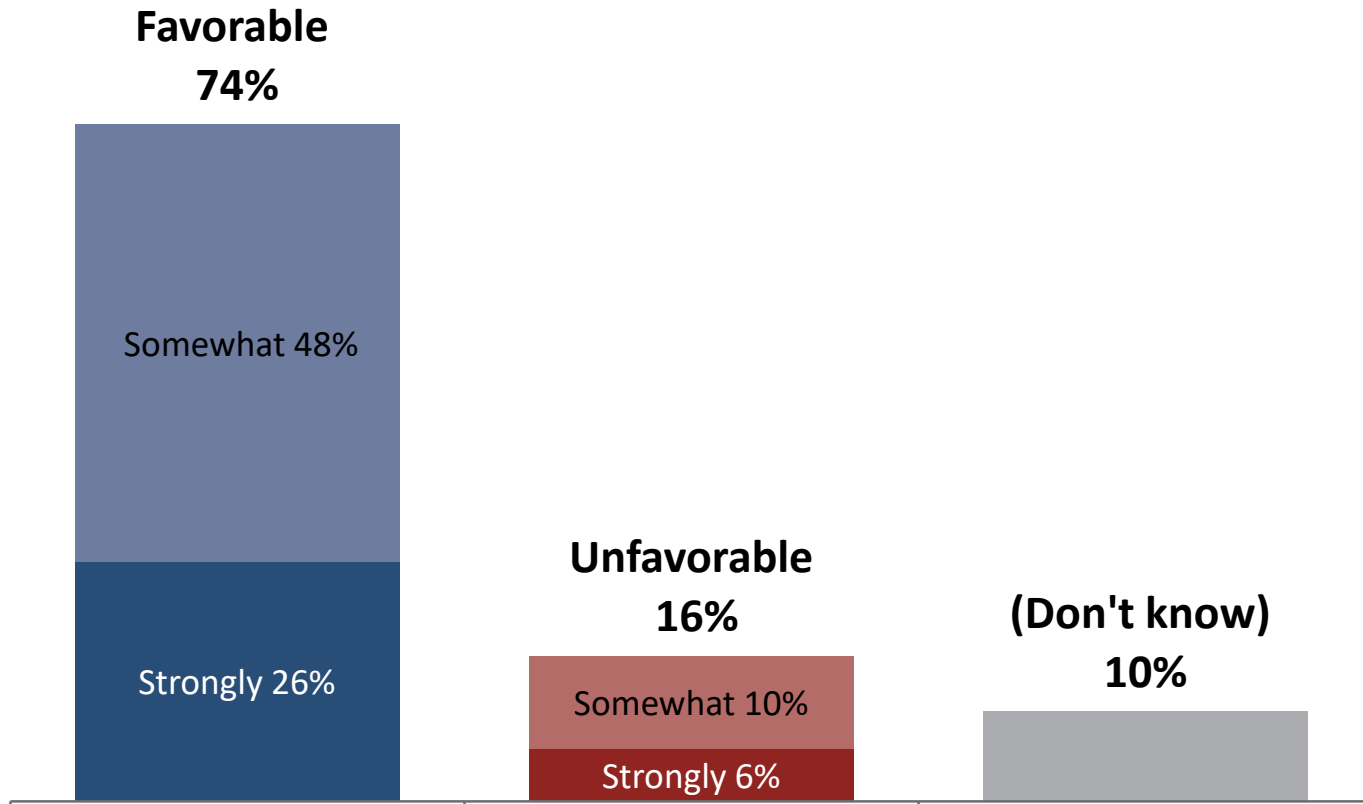
Coronavirus accommodations/Concerns are stated as the main top-of-mind mention about Metro.



Favorable Rating: King County Metro

About three quarters of all respondents have a favorable opinion of King County Metro, including a quarter who give it a “strongly favorable” rating. Favorability is net positive among all major subgroups but non-riders, people of color, and South King respondents are relatively more critical of the agency.

All Respondents



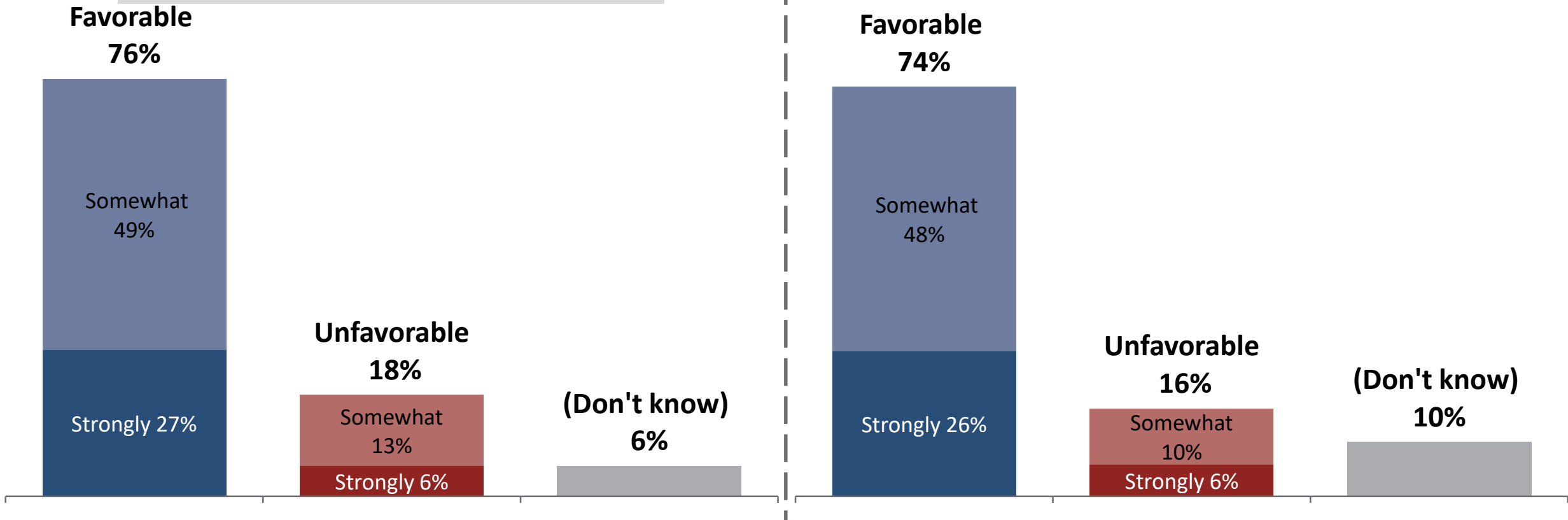
	Fav.	Unfav.	Net Fav.
Overall (100%)	74%	16%	+58
Current Rider (17%)	86%	10%	+77
Lapsed Rider (49%)	85%	12%	+74
Non-Rider (34%)	52%	25%	+27
Seattle/North King (37%)	82%	12%	+70
South King (35%)	65%	21%	+44
East King (28%)	75%	14%	+60
White (62%)	78%	13%	+66
Non-white (38%)	67%	21%	+47
16-34 (23%)	79%	14%	+65
35-54 (39%)	75%	16%	+60
55+ (38%)	70%	17%	+53

Favorable Rating: Past Comparison

Metro's favorability ratings are consistent with how respondents previously rated the agency in the Rider/Non-Rider survey.

RNR Survey/E1. Do you have a favorable or unfavorable opinion of King County Metro overall?

COVID Survey/Q46. What is your overall opinion of King County Metro?

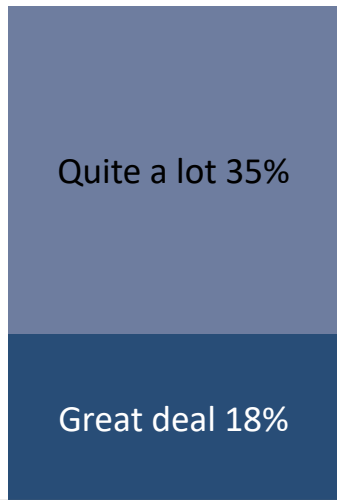


Agency Confidence

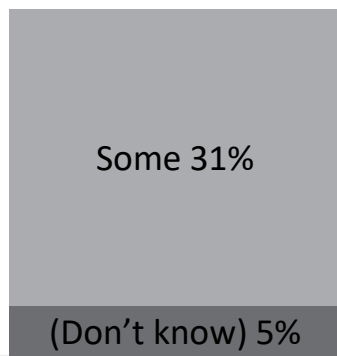
Majorities of respondents across key subgroups are confident in Metro as an agency. These sentiments are less enthusiastic – albeit still positive – among non-riders, South King, and people of color.

All Respondents (Riders & Non-Riders)

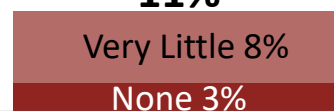
High Confidence 52%



Some/(Don't know) 37%



Low Confidence 11%



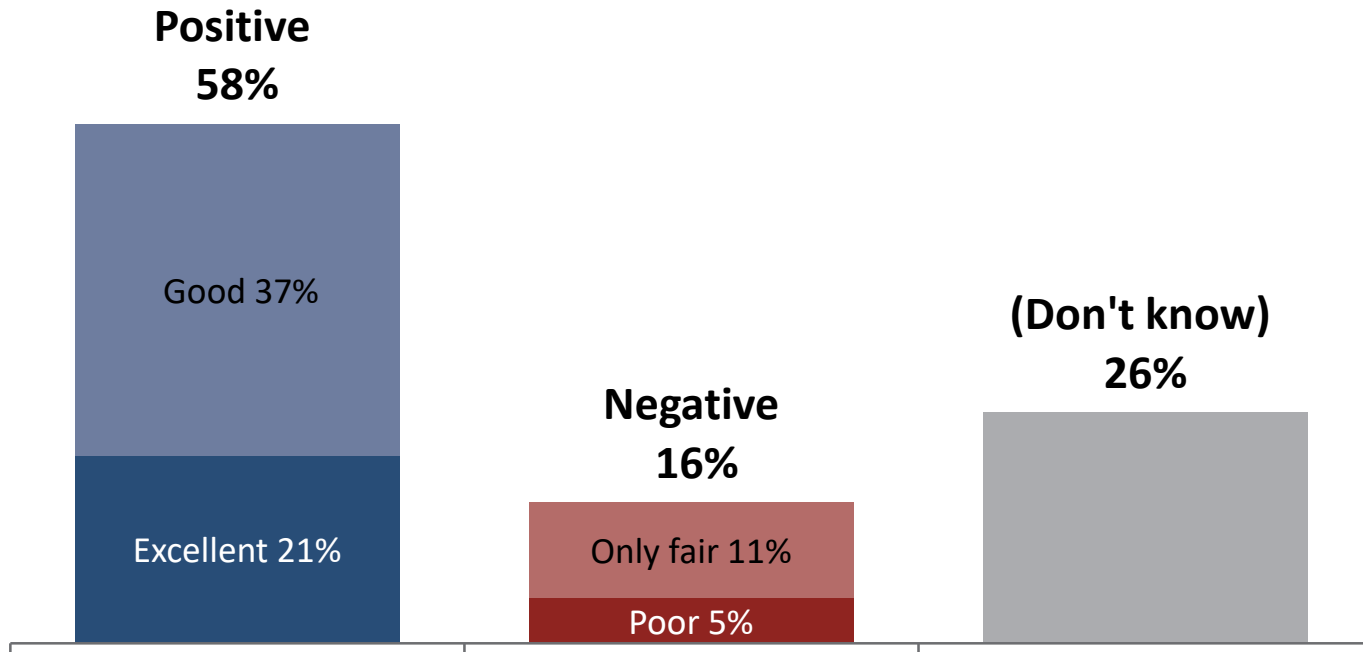
	Confident	Some/(DK)	Not Confident
Overall (100%)	52%	37%	11%
Current Rider (17%)	64%	30%	6%
Lapsed Rider (49%)	61%	34%	5%
Non-Rider (34%)	34%	44%	22%
Seattle/North King (37%)	61%	33%	6%
South King (35%)	46%	37%	17%
East King (28%)	48%	42%	10%
White (62%)	56%	36%	8%
Non-white (38%)	47%	38%	15%
16-34 (23%)	52%	40%	8%
35-54 (39%)	54%	37%	10%
55+ (38%)	52%	35%	13%

Q47. Based on what you have seen, heard, or directly experienced, how much confidence do you have in King County Metro, overall? How much confidence do you have in King County Metro?

Agency's Coronavirus Response Ratings

Majorities of respondents across key subgroups give the agency positive marks for its response to the coronavirus public health crisis. Non-riders, people of color, and South King respondents are relatively more critical of the agency.

All Respondents (Riders & Non-Riders)



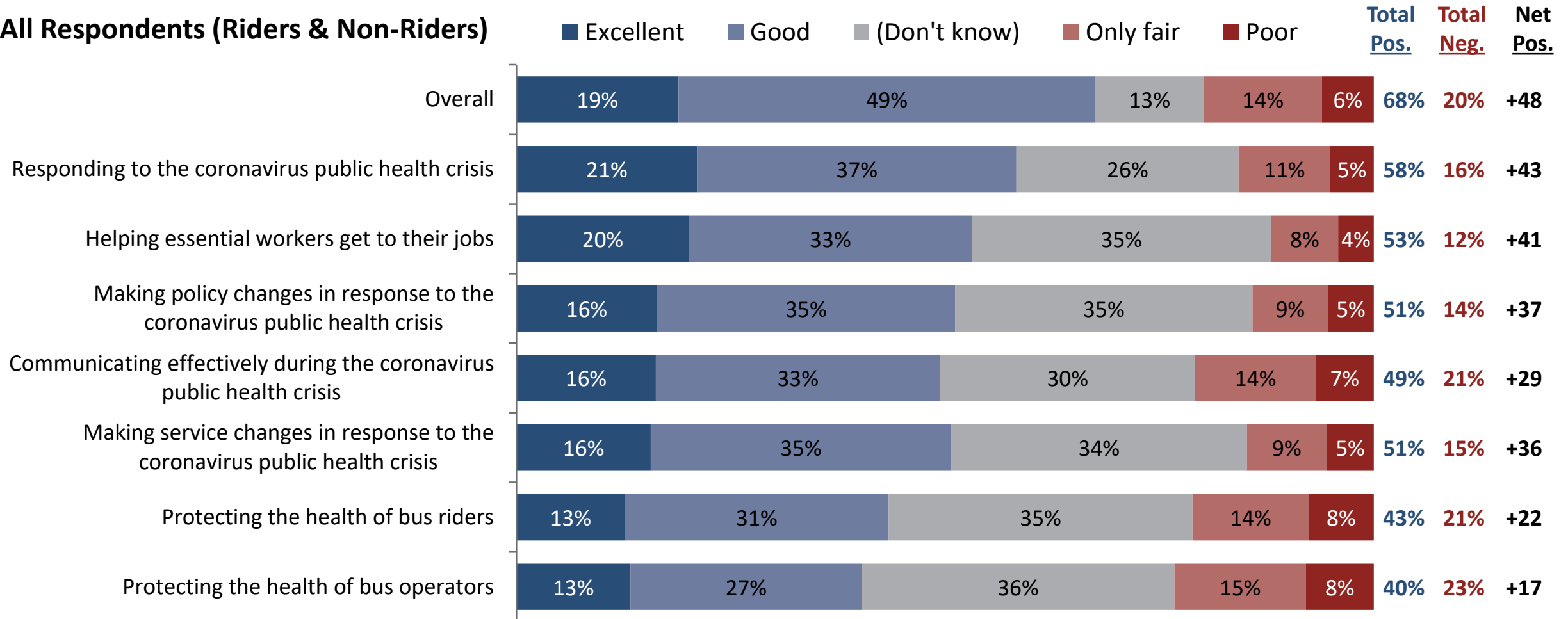
	Positive	Negative	Not Positive
Overall (100%)	58%	16%	+43
Current Rider (17%)	73%	17%	+56
Lapsed Rider (49%)	62%	12%	+50
Non-Rider (34%)	46%	20%	+26
Seattle/North King (37%)	65%	13%	+53
South King (35%)	53%	21%	+32
East King (28%)	56%	14%	+42
White (62%)	60%	15%	+45
Non-white (38%)	56%	18%	+39
16-34 (23%)	56%	17%	+40
35-54 (39%)	59%	14%	+46
55+ (38%)	59%	18%	+41

Q49. Based on what you have seen, heard, or directly experienced, how would you rate the job King County Metro is doing responding to the coronavirus public health crisis?

Coronavirus Response Ratings

Majorities of respondents give the agency positive marks for various facets of its coronavirus response, albeit with relatively low intensity (Excellent ratings). Negative ratings are also low but at least a quarter are unfamiliar with and unable to rate how Metro is responding.

All Respondents (Riders & Non-Riders)



Q48-55. Based on what you have seen, heard, or directly experienced, please use a scale of excellent, good, only fair, or poor to rate each of the following aspects of King County Metro's service.

Coronavirus Response Improvement

Enforcing masks and distancing lead the lists of top-of-mind improvements.

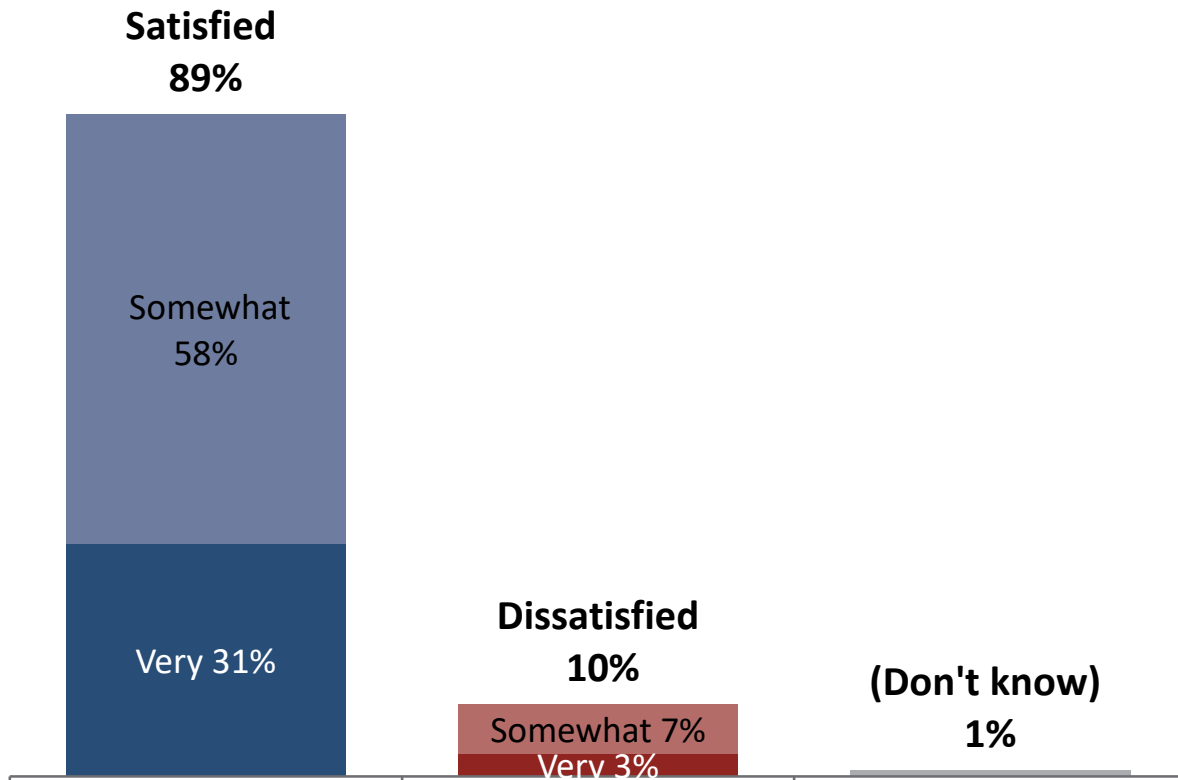
	Current Rider	Lapsed Rider
Enforce masks and distancing/Provide masks and sanitizer	15%	13%
Continue service/Metro doing a good job already	10%	6%
Increased service/More routes	9%	5%
Sanitize/Clean buses	5%	2%
Communication/Bus updates/Phone app	3%	8%
Contactless payment/No fare	3%	3%
Air filtration/Circulation/Barriers	2%	3%
Promote healthy practices	1%	2%
Safety/Protect drivers and riders/Increase driver pay	5%	6%
Other	11%	9%
None/Don't know	36%	43%

Overall Satisfaction & Service Satisfaction Ratings

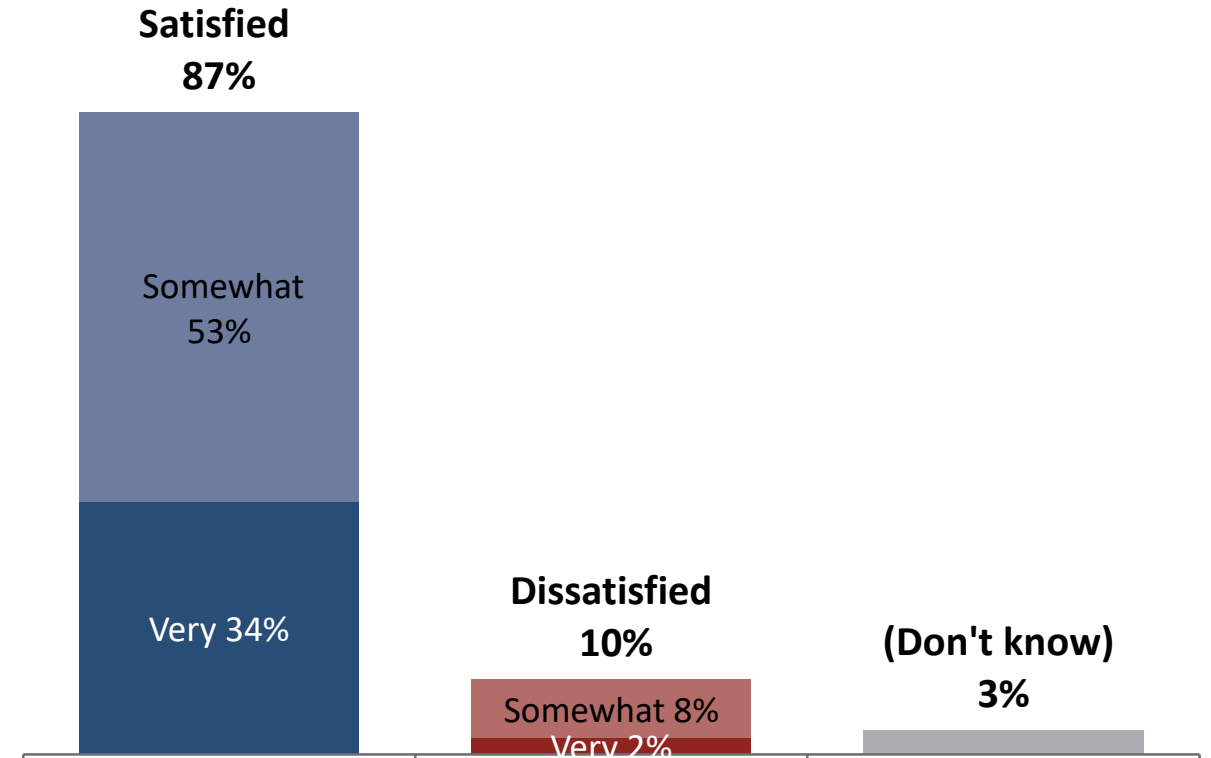
Satisfaction: All Riders – Previous Comparison

Nearly nine-in-ten current and lapsed riders are satisfied with King County Metro, overall, including a third who are “very satisfied.” These ratings are unchanged from the Rider/Non-Rider survey.

RNR Survey/GW1A. Overall, would you say you are satisfied or dissatisfied with Metro?



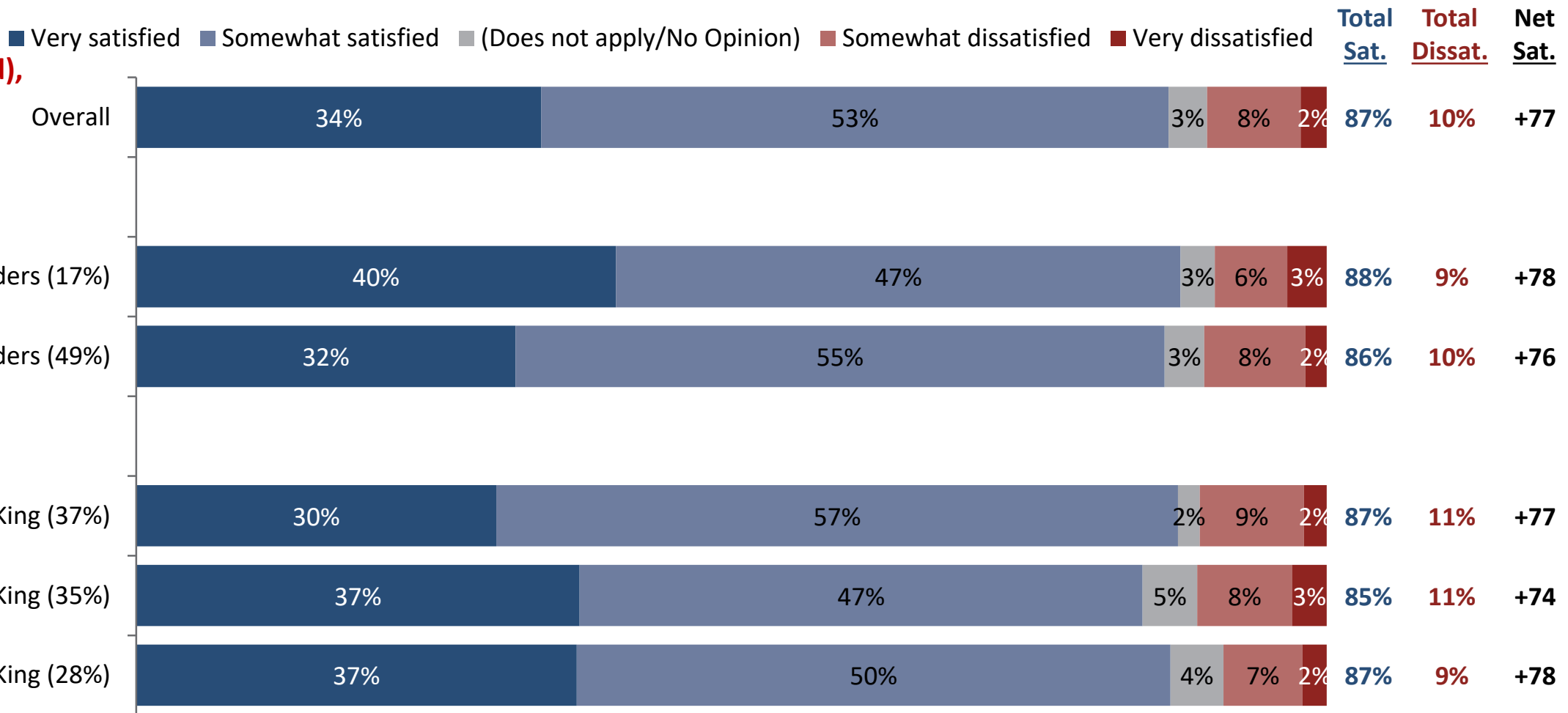
COVID Survey/Q57. Overall, how would you rate your satisfaction with King County Metro?



Overall Rider Satisfaction

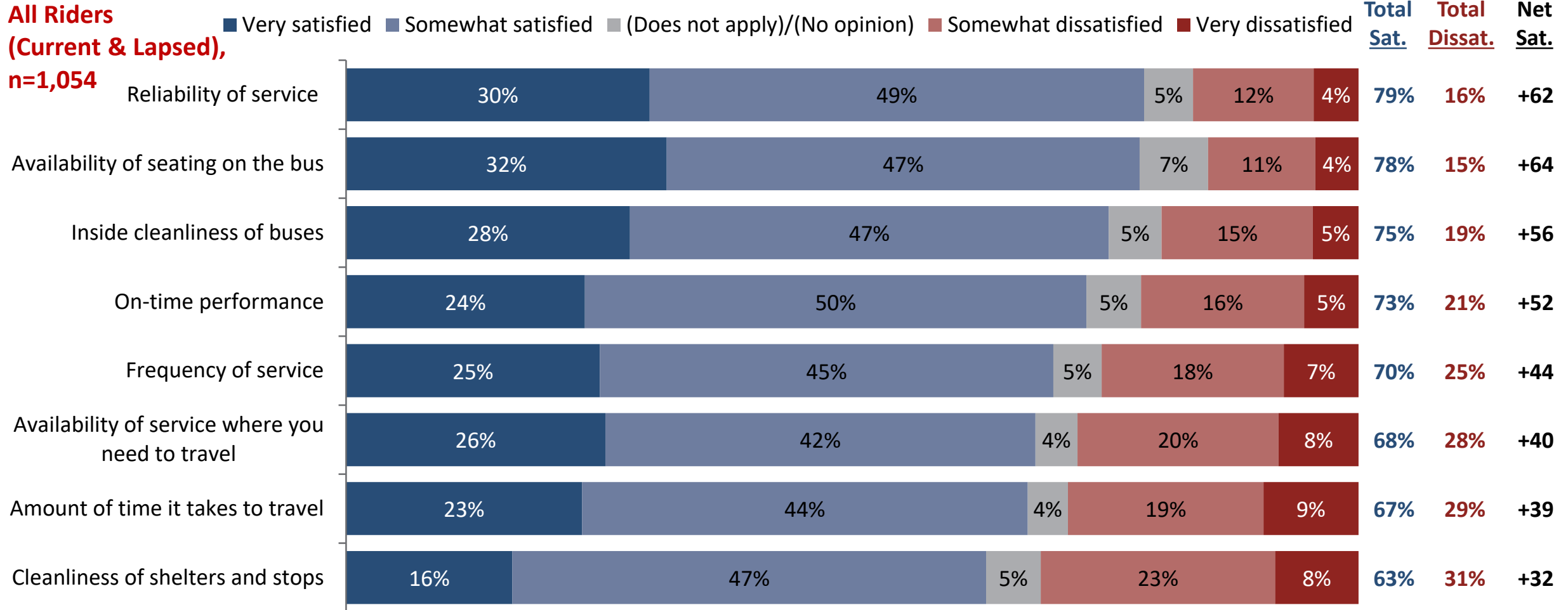
Although the intensity of satisfaction (“very satisfied”) is slightly higher among current riders and lower among those in Seattle/North King, riders’ overall satisfaction with Metro is comparably between regional and current/lapsed rider groups.

**All Riders
(Current & Lapsed),
n=1,054**



Service Element Satisfaction – All Riders

Among both current and lapsed riders, strong majorities remain satisfied with each of the main level of service satisfaction elements, with relatively low positive or negative intensity. During the pandemic, ratings have been highest for service reliability and availability of seating and a little lower for cleanliness of shelters/stops, travel time, and service availability.



Service Element Satisfaction by Subarea

Lapsed riders rate Metro's level of service and cleanliness elements nearly as highly as current riders, with slightly lower marks for availability of service, travel time, and frequency. Geographically, riders in South King are most satisfied with service reliability and seating availability but rate travel time and stop/shelter cleanliness relatively lower. East King riders give reliability of service and on-board cleanliness the highest marks but are less satisfied with the availability and frequency of service. These fluctuations are less pronounced among riders in Seattle/North, who are similarly satisfied with most elements but remain more critical of shelter/stop cleanliness.

All Current and Lapsed Riders

Total Satisfied (Very + Somewhat) %	All Riders	Current Riders	Lapsed Riders	Seattle/ North Riders	South King Riders	East King Riders
Reliability of service	79%	82%	78%	77%	80%	81%
Availability of seating on the bus	78%	81%	77%	78%	82%	75%
Inside cleanliness of buses	75%	77%	75%	73%	72%	81%
On-time performance	73%	74%	73%	71%	74%	76%
Frequency of service	70%	75%	68%	75%	67%	64%
Availability of service where you need to travel	68%	76%	65%	73%	65%	61%
Amount of time it takes to travel	67%	73%	65%	71%	61%	68%
Cleanliness of shelters and stops	63%	66%	62%	60%	61%	71%

Service Element Satisfaction by Ethnicity and Income

Compared to white respondents, POC respondents are less satisfied with certain aspects of Metro’s service like frequency of service, on-time performance, inside cleanliness of the buses and cleanliness of shelters and stops. Higher income respondents are relatively less satisfied with all the service elements except cleanliness of shelters and stops.

All Current and Lapsed Riders

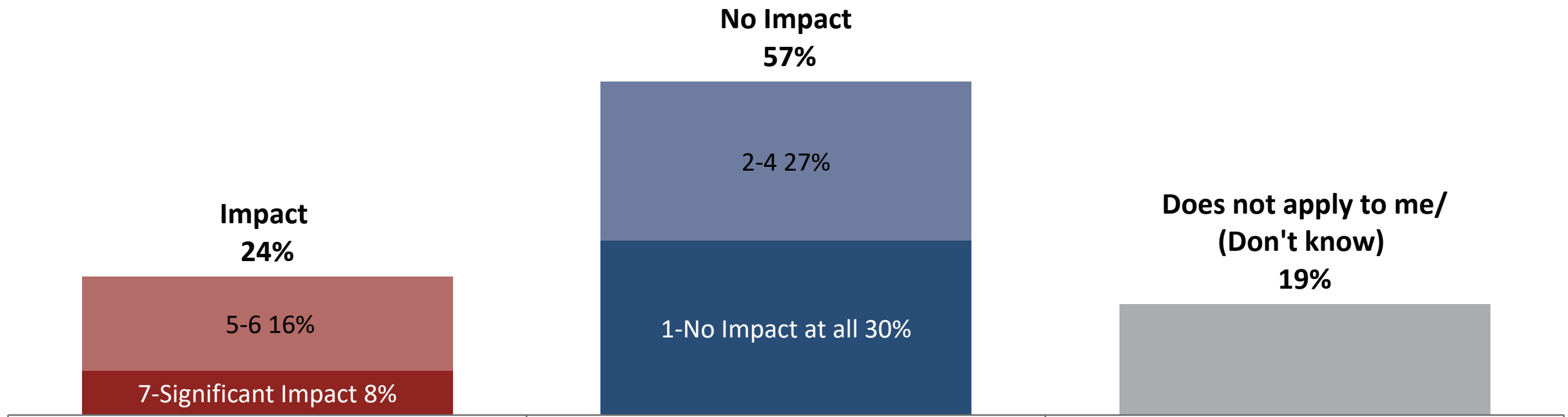
Total Satisfied (Very + Somewhat) %	All Riders	White	Non-White	<35K	35K-75K	75K-150K	150K+
Reliability of service	79%	80%	77%	88%	80%	81%	74%
Availability of seating on the bus	78%	79%	78%	82%	83%	77%	77%
Inside cleanliness of buses	75%	77%	72%	82%	75%	77%	75%
On-time performance	73%	75%	70%	79%	79%	76%	64%
Frequency of service	70%	72%	66%	76%	73%	74%	64%
Availability of service where you need to travel	68%	68%	68%	77%	72%	69%	64%
Amount of time it takes to travel	67%	67%	68%	76%	70%	70%	62%
Cleanliness of shelters and stops	63%	65%	61%	59%	60%	68%	66%

COVID-19 Rider Impacts

Impact of Service Changes – Current Riders

About a third of those who have been riding during the pandemic say Metro's recent service changes have made at least a moderate impact on their travel, with relatively low intensity behind that sentiment.

Current Riders

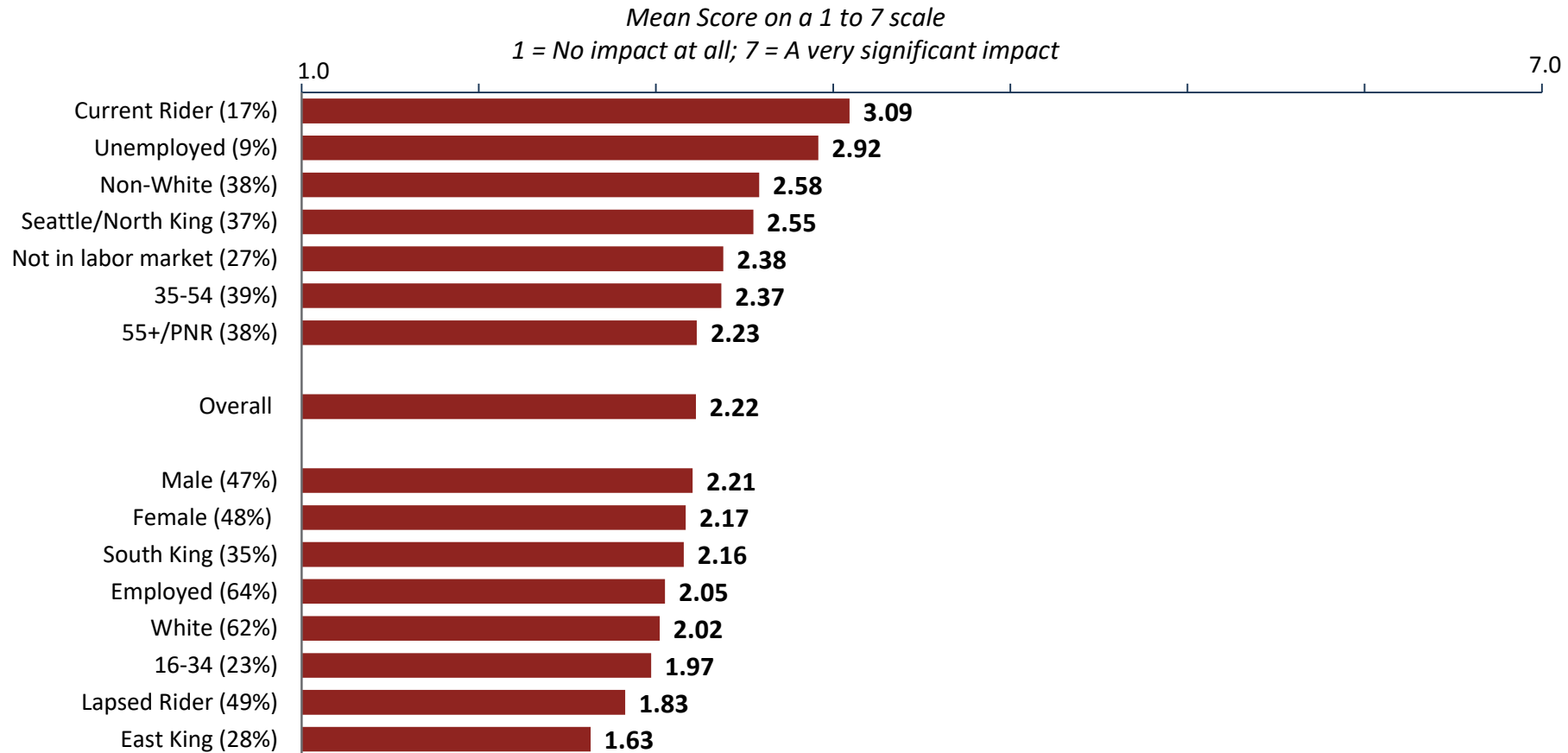


Q84. Metro has made a number of changes to its service during the coronavirus public health crisis which include reducing the frequency of service of most routes and reducing the number of people who can be on board at the same time. How much of an impact have these changes had on your travel during this time?

Impact of Service Changes

Aside from current riders, riders who are unemployed, POC, and living in Seattle/North King have been the most significantly impacted by Metro's service changes relative to other respondent groups.

How much of an impact have these changes had on your travel during this time? (Rider Subgroups)



Q84. As you may know, Metro has made a number of changes to its service during the coronavirus public health crisis, which include reducing the frequency of service of most routes and reducing the number of people who can be on board at the same time. How much of an impact have these changes had on your travel during this time?

Impact of Service Changes

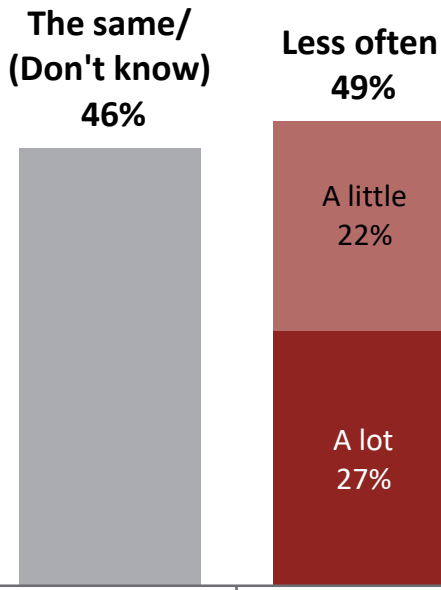
About a quarter of riders stated that they got impacted by fewer buses which resulted in additional travel time for them. Stopped routes and crowded buses were mentioned as well.

How have you have been affected by those service changes and reductions, if at all? (n=257)	All Riders	Current Riders	Lapsed Riders
Fewer buses/Additional travel time	27%	31%	26%
Not affected	20%	16%	22%
Not taking bus/Don't travel as much	13%	17%	12%
Route stopped	12%	7%	14%
Crowded	5%	10%	3%
Rideshares	1%	-	1%
Don't feel safe	1%	-	1%
Other	11%	19%	8%
None/Don't know	10%	-	13%

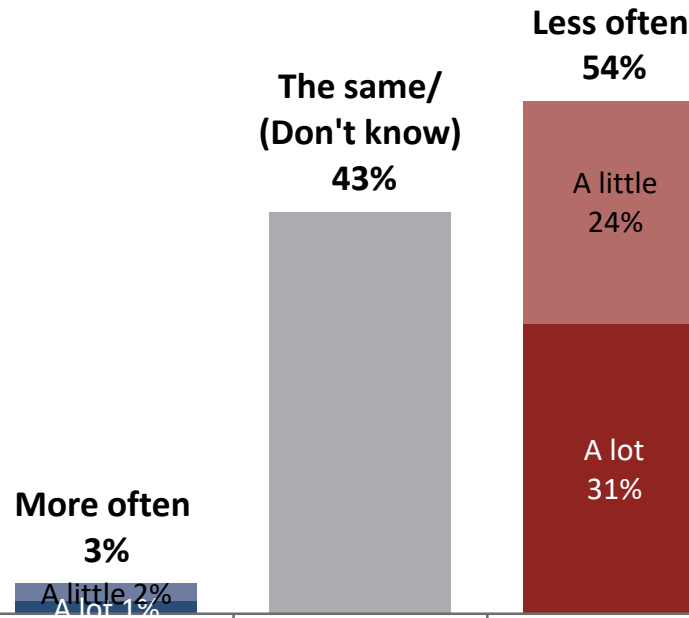
Predicted Relative Future Use

Majorities of lapsed riders and riders who are employed, higher income, POC, and younger plan to ride Metro less often compared to before the pandemic.

All Riders



Lapsed Riders



	All Riders		
	More	Same	Less
Overall (100%)	4%	46%	49%
Seattle/North King (37%)	5%	43%	51%
South King (35%)	3%	49%	48%
East King (28%)	4%	48%	48%
Employed (64%)	4%	43%	53%
Unemployed (9%)	6%	51%	43%
Not in Labor Market (27%)	6%	52%	42%
Essential Worker (45%)	5%	48%	47%
<35K (12%)	9%	50%	41%
35K-75K (18%)	5%	50%	45%
75K-150K (28%)	3%	48%	48%
150K+ (25%)	4%	41%	55%
White (62%)	5%	48%	48%
Non-White (38%)	4%	44%	52%
16-34 (23%)	3%	38%	59%
35-54 (39%)	4%	47%	49%
55+ (38%)	6%	52%	42%

Q74. Compared to before the coronavirus public health crisis, do you think you will ride King County Metro transit a lot less often, a little less often, about the same, a little more often, or a lot more often?

Main Reasons for Reduced Metro Usage

Concern about getting the virus is the top reason for reduced Metro usage, followed by telecommuting, crowding/avoiding people, concerns about passengers not following guidelines and cleanliness.

Q75. What is the main reason you think you will ride less often than you did before the coronavirus public health crisis? (n=534)	All Riders	Current Riders	Lapsed Riders	Non-Riders
Concern about getting virus	40%	40%	41%	39%
Telecommute/Work from home	16%	16%	16%	15%
Don't take bus/No reason	15%	18%	14%	15%
Crowding/Avoid people	8%	8%	9%	7%
Passengers not following guidelines	7%	6%	8%	6%
Buses aren't clean/Lack of trust	6%	6%	4%	8%
Fewer buses/Takes too long	3%	2%	2%	4%
Other	6%	5%	6%	6%
None/Don't know	0%	-	0%	-

Barriers & Concerns

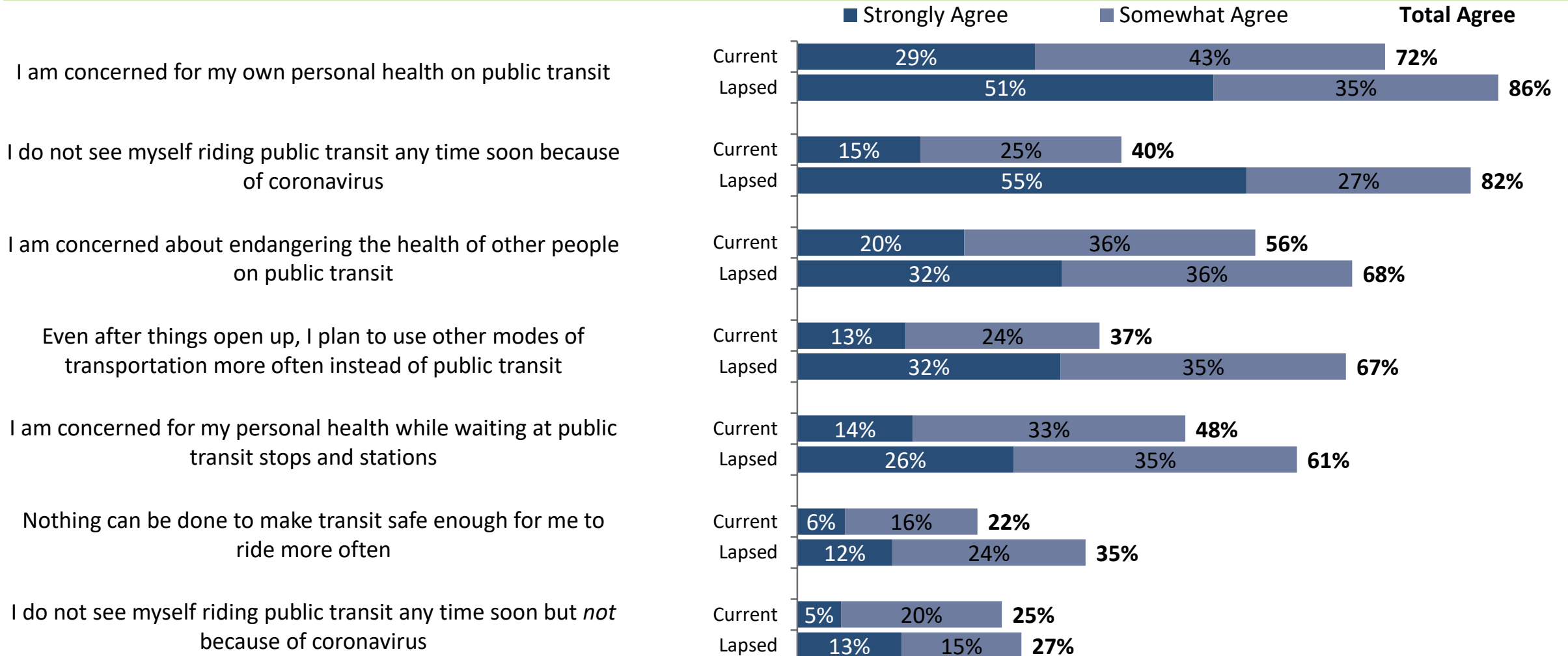
Main Concerns/Challenges During Pandemic

While current riders states no social distancing/crowding on the bus as their top concern with riding a Metro bus, spreading/contracting/exposure to COVID-19 lead the lists of concerns among lapsed riders.

Q36. What has been your biggest concern or challenge with riding a Metro bus during the Coronavirus public health crisis, if anything? (n=986)	All Riders	Current Riders	Lapsed Riders
Spreading/Contracting/Exposure to COVID-19	24%	10%	28%
No social distancing/Crowding on bus	13%	16%	13%
My health/Safety	13%	9%	14%
Haven't used bus/Essential trips only	13%	7%	15%
Masks	6%	14%	4%
Cleanliness/Germs on surfaces	5%	5%	5%
Other riders not taking safety precautions	5%	5%	5%
Reduced routes/Schedule changes	5%	10%	3%
Enclosed space	3%	2%	3%
Other	6%	12%	4%
None/Don't know/Not riding the bus	7%	10%	7%

Barriers Battery – Current and Lapsed Riders

Majorities of all riders – both current and lapsed – are at least somewhat concerned for the health of themselves and others on public transit. The public health concerns are particularly pronounced for lapsed riders, who largely do not see themselves riding again soon particularly because of COVID-19. Two thirds also see themselves replacing some of their public transit trips with other travel modes once things open up.



Barriers by Subarea

The ridership challenges amid the pandemic are similar for riders in all three County subareas. About a third of riders in each geography agree that nothing can make transit feel safe enough to ride more often. About a third of riders in South and East King plan to use other modes of transportation instead of public transit.

All Current and Lapsed Riders

Total Agree (Strongly + Somewhat) %	All Riders	Seattle/ North Riders	South King Riders	East King Riders
Concern for my own personal health on public transit	82%	83%	80%	83%
I do not see myself riding public transit anytime soon because of Coronavirus	71%	70%	68%	77%
Concern about endangering the health of others on public transit	65%	67%	62%	65%
Even after things open up, I plan to use other modes of transportation instead of public transit	59%	56%	63%	63%
Concern for personal health while waiting at stops and stations	58%	55%	59%	62%
Nothing can make transit safe enough for me to ride more often	32%	30%	32%	35%
I do not see myself riding public transit anytime soon, but not because of Coronavirus	27%	19%	33%	36%

Barriers by Ethnicity and Income

The public health concerns are particularly pronounced for POC and higher income respondents.

All Current and Lapsed Riders

Total Agree (Strongly + Somewhat) %	All Riders	White	Non-White	<35K	35K-75K	75K-150K	150K+
Concern for my own personal health on public transit	82%	76%	83%	81%	77%	79%	79%
I do not see myself riding public transit anytime soon because of Coronavirus	71%	67%	71%	60%	64%	67%	76%
Concern about endangering the health of others on public transit	65%	63%	59%	57%	59%	66%	65%
Even after things open up, I plan to use other modes of transportation instead of public transit	59%	65%	69%	64%	62%	66%	70%
Concern for personal health while waiting at stops and stations	58%	52%	67%	62%	61%	58%	55%
Nothing can make transit safe enough for me to ride more often	32%	34%	40%	37%	37%	33%	37%
I do not see myself riding public transit anytime soon, but not because of Coronavirus	27%	44%	49%	36%	47%	48%	46%

Feeling more Comfortable Riding the Bus

A number of respondents suggest that stronger enforcement of masks and face coverings could help make them feel more comfortable with riding the bus.



Feeling more Comfortable Riding the Bus

Enforcing distancing/Limiting capacity leads the lists of the things Metro can do to make riders feel more comfortable riding the bus, followed by security/homeless people, enforcing masks and cleaning and ventilating the buses.

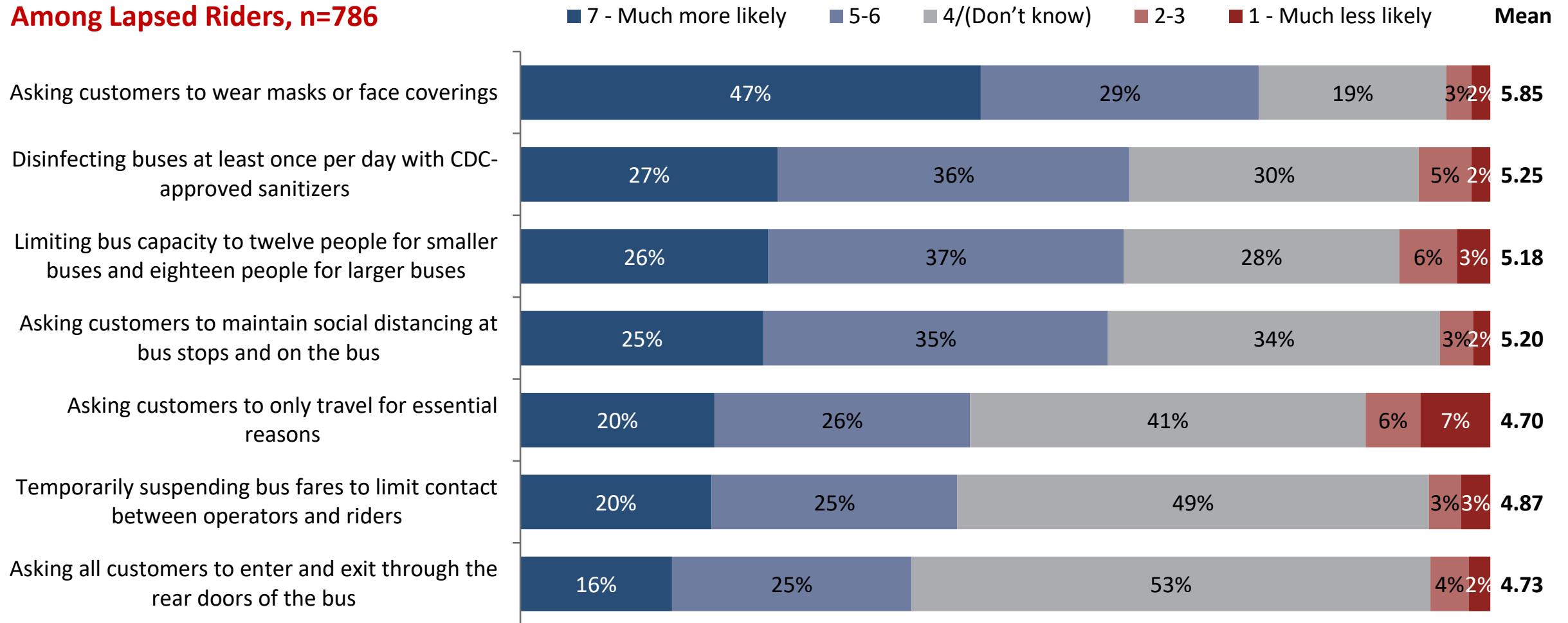
Q83. What is the main thing Metro can do to make you feel more comfortable riding the bus, if anything?	All Riders	Current Riders	Lapsed Riders
Enforce distancing/Limiting capacity	16%	15%	16%
Security/Homeless people	9%	10%	8%
Require masks	7%	7%	7%
Clean the buses/Open the windows/Ventilation	7%	7%	7%
Too much pandemic risk/Nowhere to go	5%	3%	5%
I don't use the bus normally	4%	4%	4%
Communicate schedules/Be on time/Communication in general	3%	3%	3%
Change routes/Inconvenient/Stops in my area	3%	3%	3%
Vaccine	3%	3%	3%
Feel comfortable already	2%	2%	2%
Sanitizer/Masks available on buses	2%	1%	2%
Other	4%	4%	4%
None/Don't know	36%	39%	36%

Current & Future Actions

Likelihood to Ride - Actions Taken

Of the steps Metro has taken so far, mask requirements, disinfecting buses daily, limiting capacity, and social distancing have had the greatest impact on likely usage for lapsed riders. Strong majorities consider these items at least somewhat more likely to ride, while suspended fares, rear entrance/exits, and encouraging essential trips only have had comparatively less impact.

Among Lapsed Riders, n=786



Likelihood to Ride - Actions Taken

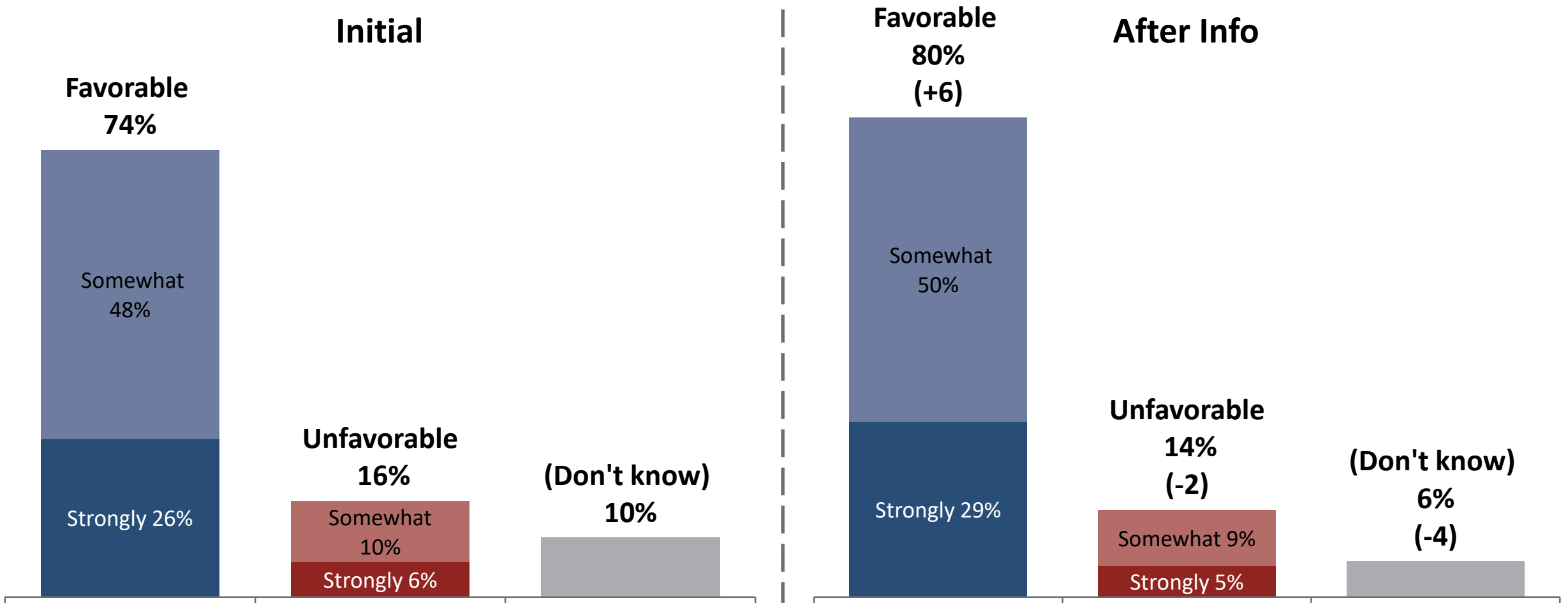
Of the service and policy changes Metro has already implemented, mask requirements and disinfecting buses daily are reportedly the most effective. strong majorities of riders across all geographies say these actions make them at least somewhat more likely to ride Metro. In general, riders in Seattle/North are more likely to favor every action across the board.

All Current and Lapsed Riders

Total More Likely (5-7) %	All Riders	Current Riders	Lapsed Riders	Seattle/ North Riders	South King Riders	East King Riders
Asking customers to wear masks	76%	77%	76%	80%	73%	74%
Disinfecting buses at least daily	65%	71%	63%	68%	59%	66%
Asking customers to maintain social distancing	61%	63%	61%	66%	55%	59%
Limiting bus capacity	61%	58%	62%	65%	55%	61%
Temporarily suspending bus fares	47%	54%	45%	49%	48%	43%
Asking customers to travel for essential reasons only	46%	46%	46%	49%	42%	47%
Asking customers to enter and exit through rear doors	41%	45%	40%	46%	38%	36%

Favorability Rating: King County Metro

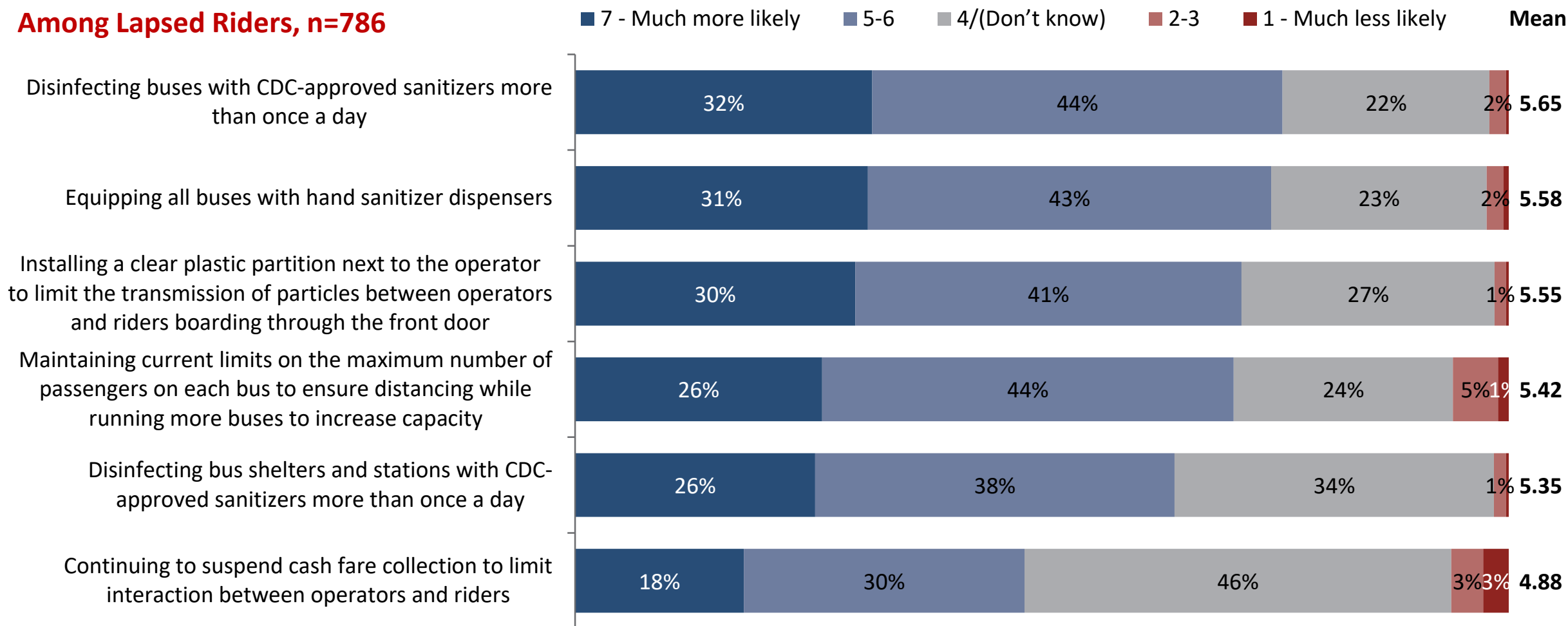
Between the initial rating and after hearing about the service and policy changes Metro has implemented later in the survey, favorability of Metro improves slightly.



Likelihood to Ride – Future Actions

Large majorities of lapsed riders favor disinfecting buses and shelters/stations multiple times a day, on-board hand sanitizers, plastic partitions, and maintaining passenger limits, including at least a quarter who say each are “much more likely” to make them ride.

Among Lapsed Riders, n=786



Likelihood to Ride – Potential Actions

Between half and three quarters of riders in suggest each of the proposed service and policy changes would make them at least somewhat more likely to ride. Sentiments are highest for disinfecting buses multiple times daily and equipping buses with hand sanitizer dispensers, followed by installing operator partitions and increasing bus frequency. There is little variance geographically, though relatively more Seattle/North riders support running more buses while maintaining current capacity limits.

All Current and Lapsed Riders

Total More Likely (5-7) %	All Riders	Current Riders	Lapsed Riders	Seattle/ North Riders	South King Riders	East King Riders
Disinfecting buses more than once daily	75%	73%	76%	77%	72%	74%
Equipping buses with hand sanitizer dispensers	72%	65%	75%	73%	72%	70%
Installing partitions next to operators to limit contact	69%	63%	71%	69%	69%	71%
Maintaining current limits on bus capacity while running more buses	68%	61%	71%	72%	64%	65%
Disinfecting shelters and stations more than once daily	64%	65%	64%	64%	66%	62%
Continuing to suspend cash fare collection	49%	52%	48%	48%	49%	50%

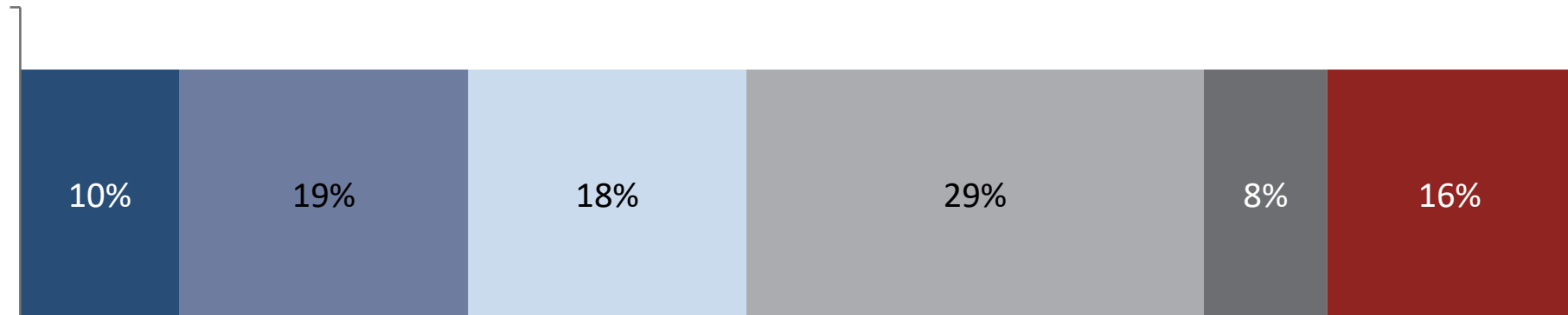
Predicted Future Ridership – Lapsed Riders

Theoretically – if all the appropriate health and safety actions are taken – lapsed riders may be more likely to ride Metro, with most of those gains going towards occasional, rather than frequent trips.

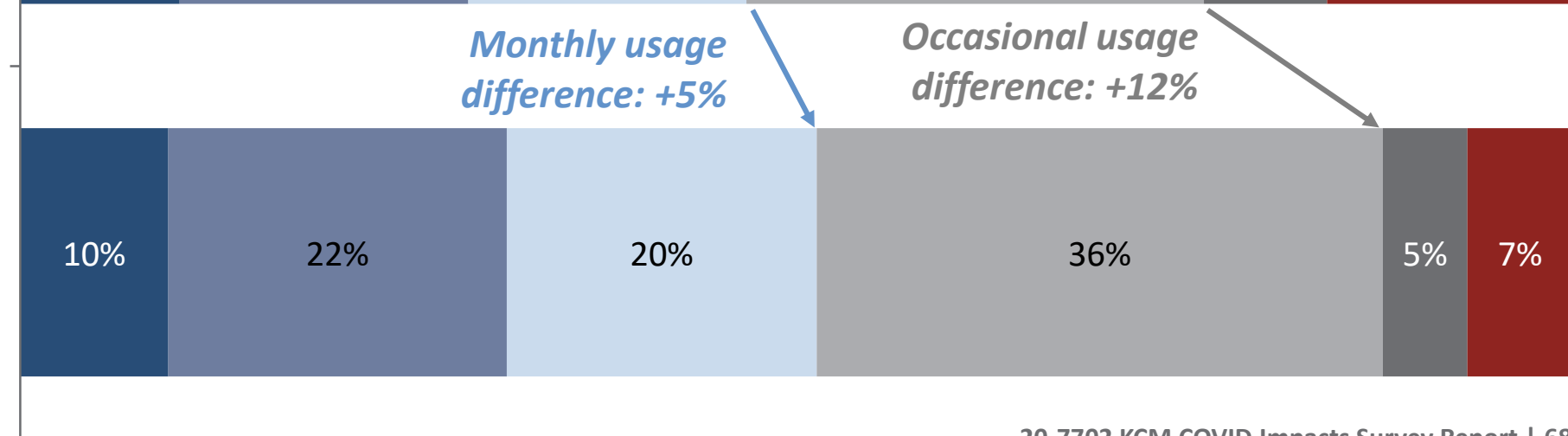
Lapsed Riders

■ 4+ Days/Week ■ 1-3 Days/Week ■ Once or twice a month ■ Occasionally ■ (Don't know) ■ Never

Q32. On average, how often do you plan to ride a Metro bus when you start making regular trips to a location outside your home again?



Q100. Thinking ahead to when you start making regular physical trips for things like work, running errands, or going to appointments, if all the appropriate health and safety precautions were made to the service, how often do you plan to ride a Metro bus?



Suggested Top-of-Mind Metro Actions

One-fifth of the respondent thinks that there is nothing Metro could do to make them more likely to ride the bus in the future. Among those who made suggestions, more routes and buses, increasing security/enforcing rules and cleanliness/ventilation are the highest mentions.

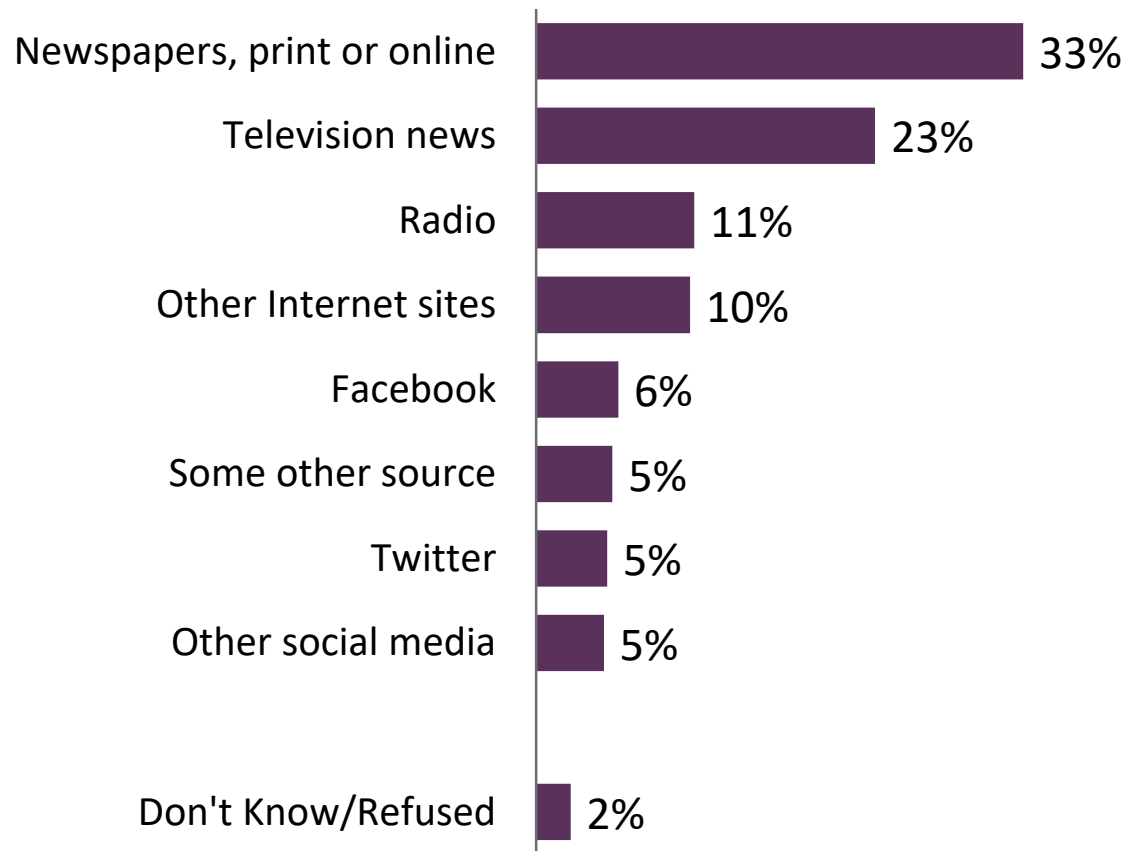
Q101. What is the main thing King County Metro could do to make you more likely to ride the bus in the future?	Overall	Current Riders	Lapsed Riders	Non-Riders
Nothing/Don't feel safe/Vaccine	21	17	23	21
More routes and buses/On schedule	13	11	15	11
Need security/Enforce rules	12	11	14	10
Cleanliness/Ventilation	10	13	8	11
Don't ride the bus	6	4	6	7
Offer masks/Sanitizer	5	4	5	5
Safety of passengers and drivers	4	6	4	4
Already feel safe	3	4	3	2
Free rides	2	4	1	2
Crime/Homelessness	1	1	1	2
Other	9	9	7	12
None/Don't know	14	16	13	14

Information Sources & Trust

Information Sources

About a third of respondents rely on newspapers (including print and online) for local news, followed by television, social media, and radio. Newspaper reliance is highest among those in Seattle/North, while television news is highest in South King.

All Respondents

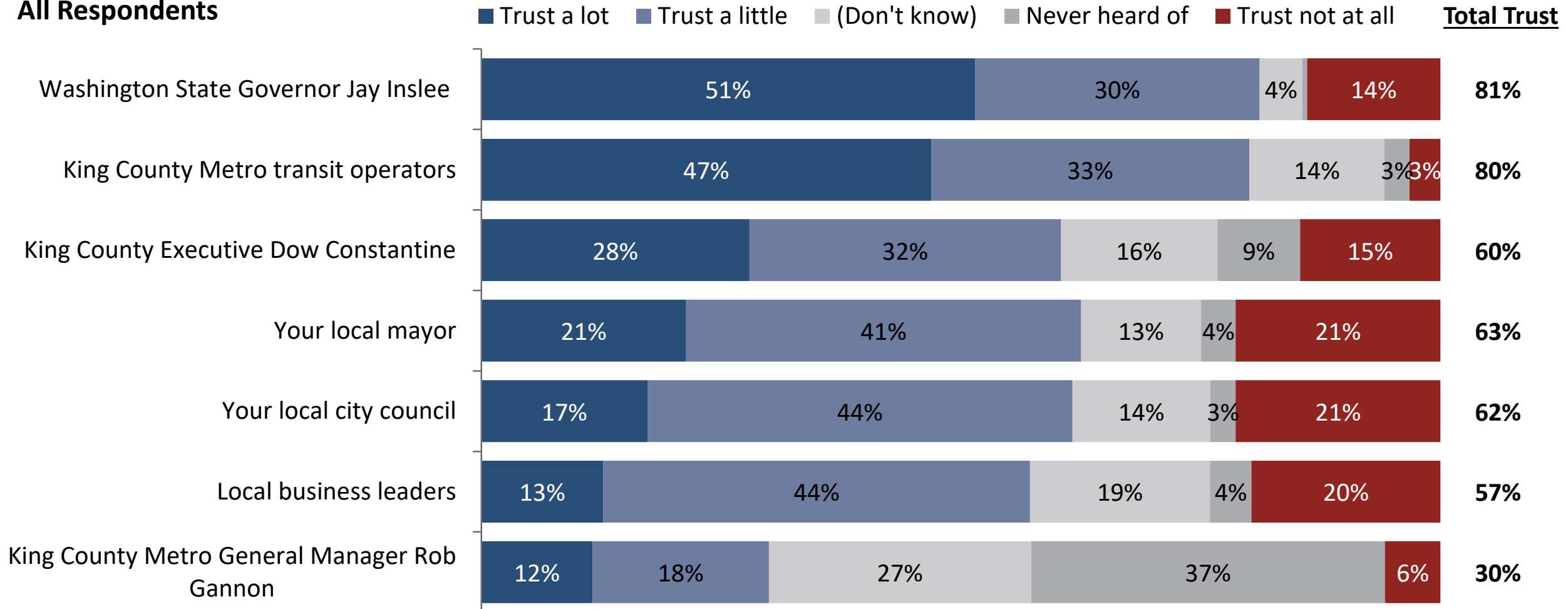


	Seattle/ North King (37%)	South King (35%)	East King (28%)
Newspapers, print or online	40%	26%	33%
Television news	14%	33%	21%
Radio	10%	12%	11%
Other Internet sites	9%	8%	15%
Facebook	4%	8%	5%
Some other source	7%	4%	5%
Twitter	8%	3%	4%
Other social media	6%	4%	4%
Don't know/Refused	2%	3%	2%

Trust in Transportation-Related Issues

Governor Inslee and Metro operators have the highest standing in discussions about transportation-related issues in King County. Just over a quarter also trust Executive Dow Constantine a lot in this conversation.

All Respondents



Q103-109. When it comes to transportation-related issues in King County, please indicate how much you trust each of the following public figures and organizations.

Conclusions

Conclusions

- ▶ **Optimism remains high in King County amid the pandemic and the local public transportation system is widely seen as an important asset during the recovery.**
- ▶ **Although commuting and transit ridership have plummeted, King County Metro continues to earn high favorability and trust as an agency, overall. Many remain unfamiliar with the actions Metro has taken in its response to the coronavirus, which poses opportunities to reduce the awareness gap by emphasizing the actions already taken in addition to future service and policy changes.**
- ▶ **Lapsed riders – those who rode Metro at least occasionally prior to the pandemic but have not used it since – continue to be satisfied with the agency and other facets of its service but the pandemic poses very strong barriers to riding, particularly as safety concerns endure and most have settled in to telecommuting and working from home as an alternative.**
- ▶ **Most lapsed riders intend to return to riding Metro, eventually, but unlikely before a vaccine is available and less frequently than before the pandemic. In the long term, many plan to continue telecommuting and working from home but more as a part-time supplement to, rather than a complete replacement of their transit usage.**

Conclusions

- ▶ **For now and into the medium term, trepidation will continue to run high among riders as most remain worried about endangering the health of themselves and others on board.**
- ▶ **Majorities of lapsed riders support most of the actions Metro has already taken, particularly mask requirements, followed by disinfecting buses daily, limiting capacity, and social distancing at bus stops. Additionally, many respondents suggest stricter enforcement of masks and face coverings while on board.**
- ▶ **Most of Metro's proposed service and policy changes are also popular, with majorities of lapsed riders supporting more frequent sanitization of buses and shelters, equipping buses with hand sanitizer dispensers, installing operator partitions, and maintaining current passenger limits in conjunction with running more buses.**
- ▶ **Local newspapers and television news remain crucial venues for education and communication and Governor Inslee and Metro operators are widely trusted in discussions surrounding transportation-related issues.**

Respondent Profiles

Current Rider Respondent Profile

Current riders tend to be lower income with higher rates of unemployment and non-employment, are more likely to be renters, have an essential job, are less likely to have a personal vehicle, and are more concentrated in Seattle/North King.



24% Age 16-34
19% Age 35-44
19% Age 45-54
16% Age 55-64
20% Age 65+

7% Latinx
12% Asian
9% African American
63% White
5% Other Ethnicity

51% Men
44% Women
2% Different identity
3% Refused



55% Seattle/North King
29% South King
16% East King

Current Riders (n=268)



15% HH income <\$25,000
17% HH income \$25,000-\$54,999
12% HH income \$55,000-\$74,999
14% HH income \$75,000- \$99,999
27% HH income \$100,000+
15% Refused

34% Homeowner
61% Renter



38% 1 person in HH
31% 2 people in HH
27% 3-4 people in HH
6% 4+ people in HH

30% Immune-Suppressed in Household



57% Employed
15% Unemployed
28% Not in labor market

31% Lost job or had hours/pay cut

54% Essential worker

49% Working from home
38% Commuting to workplace
11% Both



67% Vehicle available for personal use

Lapsed Rider Respondent Profile

On average, lapsed riders have higher household incomes and higher rates of employment. They more likely to be working from home during the pandemic but a vast majority also have personal vehicles as an option. Geographically, lapsed riders are more balanced throughout the County, particularly in East King.

Lapsed Riders (n=786)



28% Age 16-34
20% Age 35-44
20% Age 45-54
13% Age 55-64
18% Age 65+

8% Latinx
15% Asian
3% African American
64% White
5% Other Ethnicity



5% HH income <\$25,000
10% HH income \$25,000-\$54,999
10% HH income \$55,000-\$74,999
12% HH income \$75,000- \$99,999
48% HH income \$100,000+
15% Refused



70% Employed
7% Unemployed
24% Not in labor market

18% Lost job or had hours/pay cut

38% Essential worker

46% Men
51% Women
1% Different identity
2% Refused

57% Homeowner
40% Renter

28% 1 person in HH
38% 2 people in HH
27% 3-4 people in HH
6% 5+ people in HH



73% Working from home
14% Commuting to workplace
11% Both



44% Seattle/North King
26% South King
30% East King

27% Immune-Suppressed in Household

92% Vehicle available for personal use

Demographics – All Residents by Subarea

	Overall	Seattle/North King	South King	East King	Current Riders	Lapsed Riders	Non-Riders
Rider	66%	84%	51%	63%	100%	100%	-
Current Rider	17%	25%	14%	10%	100%	-	-
Lapsed Rider	49%	59%	37%	53%	-	100%	-
Non-Rider	34%	16%	49%	37%	-	-	100%
Male	47%	48%	47%	47%	51%	46%	48%
Female	48%	48%	49%	48%	44%	51%	48%
Other/Ref	4%	4%	4%	5%	6%	3%	4%
16-34	23%	27%	20%	20%	24%	28%	15%
35-54	39%	38%	39%	42%	39%	40%	38%
55+/Ref	38%	34%	41%	38%	37%	32%	47%
Male 16-44	21%	25%	17%	21%	21%	24%	16%
Male 45+	28%	25%	31%	28%	31%	23%	34%
Female 16-44	21%	25%	20%	18%	23%	23%	18%
Female 45+	30%	26%	31%	33%	25%	30%	33%
Latinx	7%	6%	10%	6%	7%	8%	7%
Asian	15%	13%	12%	21%	12%	15%	15%
African American	4%	4%	6%	1%	9%	3%	2%
White	62%	68%	56%	60%	63%	64%	57%
Other Ethnicity	6%	5%	8%	6%	5%	5%	9%
<\$35K/year	12%	14%	13%	6%	21%	8%	11%
\$35K-\$75k/year	18%	19%	22%	11%	23%	16%	19%
\$75K-\$150k/year	28%	27%	32%	26%	27%	30%	25%
+ \$150K/year	25%	25%	16%	38%	14%	30%	24%
Ref	17%	14%	18%	19%	15%	15%	20%

Demographics – All Residents by Subarea

	Overall	Seattle/North King	South King	East King	Current Riders	Lapsed Riders	Non-Riders
Homeowner	56%	45%	60%	64%	34%	57%	66%
Renter	39%	51%	34%	30%	61%	40%	28%
Other/Ref	5%	4%	6%	5%	5%	4%	7%
1 person in HH	27%	39%	21%	18%	38%	28%	19%
2 people in HH	37%	36%	38%	37%	31%	38%	39%
3-4 people in HH	29%	20%	30%	39%	22%	27%	35%
5+ people in HH	6%	3%	10%	6%	6%	6%	7%
Employed	64%	70%	60%	64%	57%	69%	61%
Unemployed	9%	9%	9%	8%	15%	7%	8%
Not in labor market	27%	22%	31%	28%	28%	24%	31%
Lost job or had hours/pay cut	22%	25%	21%	18%	31%	18%	22%
No impact on job	78%	75%	79%	82%	69%	82%	78%
Essential worker	45%	37%	63%	34%	54%	38%	52%
Non-essential worker	52%	60%	34%	63%	43%	60%	44%
Working from home	64%	67%	51%	75%	49%	73%	57%
Commuting to workplace	21%	21%	30%	12%	38%	14%	25%
Both	12%	11%	15%	10%	11%	11%	14%
Vehicle available	89%	80%	95%	94%	67%	92%	95%
No vehicles available	11%	20%	5%	6%	33%	8%	5%

Demographics – All Residents by Ethnicity & Income

	Overall	White	Non-White	<35K	35K-75K	75K-150K	>150K
Rider	66%	69%	62%	67%	65%	70%	68%
Current Rider	17%	18%	16%	31%	21%	17%	9%
Lapsed Rider	49%	51%	46%	36%	44%	53%	58%
Non-Rider	34%	31%	38%	33%	35%	30%	32%
Homeowner	56%	50%	65%	29%	36%	62%	76%
Renter	39%	46%	28%	67%	62%	36%	23%
Other/Ref	5%	3%	8%	4%	2%	2%	1%
1 person in HH	27%	31%	21%	59%	40%	22%	11%
2 people in HH	37%	39%	34%	21%	36%	39%	39%
3-4 people in HH	29%	26%	33%	13%	21%	31%	41%
5+ people in HH	6%	4%	10%	5%	3%	6%	8%
Employed	64%	61%	70%	31%	60%	70%	83%
Unemployed	9%	10%	7%	17%	13%	6%	5%
Not in labor market	27%	29%	23%	52%	27%	24%	12%
Lost job or had hours/pay cut	22%	21%	23%	33%	29%	20%	13%
No impact on job	78%	79%	77%	67%	71%	80%	87%
Essential worker	45%	44%	47%	50%	54%	56%	31%
Non-essential worker	52%	54%	50%	47%	46%	41%	67%
Working from home	64%	65%	63%	49%	39%	64%	81%
Commuting to workplace	21%	21%	21%	32%	41%	19%	10%
Both	12%	11%	13%	13%	17%	15%	9%
Vehicle available	89%	89%	89%	73%	87%	96%	97%
No vehicles available	11%	11%	11%	27%	13%	4%	3%

Origin and Destination - Commuters

Commute Origin

Among Commuters that Indicated a ZIP Code within the County Limits, n=1,051		Resident ZIP Code Regions (Q2)					
		Downtown Seattle	Central Seattle	North Seattle	South Seattle	South King	East King
Commute Destination Commute Trip Destination (Q18)	Downtown Seattle	63%	31%	22%	33%	16%	15%
	Central Seattle	10%	34%	18%	12%	5%	5%
	North Seattle	2%	6%	34%	7%	3%	3%
	South Seattle	9%	5%	3%	34%	9%	3%
	South King	2%	1%	5%	8%	43%	5%
	East King	13%	14%	10%	8%	15%	64%
	Outside King County	-	8%	8%	-	7%	5%

Q2. What is your home zip code?

Q18. What is the five-digit zip code of the location where you would usually make most of your work or school commute trips?

Origin and Destination – Current Riders

Commute Origin

Commute Destination

Among Current Riders that Indicated a ZIP Code within the County Limits, n=263		Resident ZIP Code Regions (Q2)					
		Downtown Seattle	Central Seattle	North Seattle	South Seattle	South King	East King
Metro Trip Destination (Q35)	Downtown Seattle	53%	37%	28%	33%	29%	34%
	Central Seattle	11%	37%	10%	10%	9%	2%
	North Seattle	13%	15%	48%	5%	3%	10%
	South Seattle	3%	5%	7%	46%	10%	2%
	South King	3%	-	-	3%	37%	1%
	East King	9%	4%	-	-	1%	35%
	Outside King County	7%	-	4%	3%	9%	15%

Q2. What is your home zip code?

Q35. And what is the five-digit zip code for the destination of the trip you would [make/made] most often using a Metro bus?

Origin and Destination – Lapsed Riders

Commute Origin

Commute Destination

Among Lapsed Riders that Indicated a ZIP Code within the County Limits, n=765		Resident ZIP Code Regions (Q2)					
		Downtown Seattle	Central Seattle	North Seattle	South Seattle	South King	East King
Metro Trip Destination (Q35)	Downtown Seattle	29%	36%	42%	50%	35%	40%
	Central Seattle	21%	34%	23%	17%	9%	11%
	North Seattle	15%	6%	22%	4%	5%	7%
	South Seattle	12%	5%	3%	20%	13%	6%
	South King	10%	2%	1%	2%	23%	3%
	East King	-	3%	3%	1%	4%	24%
	Outside King County	13%	12%	7%	7%	10%	9%

Q2. What is your home zip code?

Q35. And what is the five-digit zip code for the destination of the trip you would [make/made] most often using a Metro bus?

Route Groupings

Routes	Overall Riders	Current Riders	Lapsed Riders			Overall Riders	Current Riders	Lapsed Riders
Seattle/Shoreline	42%	52%	38%		Tukwila/SeaTac	3%	5%	3%
South King County	18%	18%	18%		Kirkland/NE King Co.	3%	3%	3%
East King County	11%	10%	11%		North King & Shoreline	3%	4%	3%
					Delridge	3%	3%	2%
N. Central Seattle & Crosstown	10%	13%	9%		Burien	2%	3%	2%
Capitol Hill/South Lake Union	9%	15%	7%		Eastgate	2%	3%	2%
SE Seattle	7%	12%	6%		I-90	2%	1%	2%
NE Seattle & SR-522	6%	8%	5%		I-5 South	1%	2%	1%
Renton	6%	6%	6%		Other Seattle Route	1%	0%	1%
West Seattle	5%	4%	6%		Other South Route	3%	0%	4%
Ballard	4%	5%	4%		Other East Route	1%	0%	2%
Queen Anne	4%	6%	4%					
Kent	4%	6%	4%		Other	6%	9%	5%
Bellevue	3%	3%	3%		Refused/None/DK	20%	14%	22%

Q37. As more businesses and venues open back up and you make more regular trips from home, what Metro bus route(s) do you plan to use most often?

King County Metro PM/contact:

Metro Transit Department
Lori Mimms, Project/Program Manager

Research conducted by:

EMC Research
Brian Vines, Director
206.204.8034
brian@emcresearch.com

For comments or questions contact:

Lori Mimms
206.477.5864
Lori.Mimms@kingcounty.gov