

# RAPIDRIDE

## Rider Satisfaction Study

February 2020



RAPIDRIDE

D



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 2014	Serves the Aurora Corridor with service between Downtown Seattle and Aurora Village Transit Center. Frequent service is provided every day of the week, and the E Line operates almost every hour of the day.
F Line	June 2014	Offers Bus Rapid Transit (BRT) service between Burien Transit Center and Renton Landing. Frequent service is provided every day of the week, and the F Line operates from early morning to late-night.

# Methodology



## *Times and Dates*

Intercept interviewing took place between February 20<sup>th</sup> and February 25<sup>th</sup>, 2020. Trips to be surveyed were selected to provide both peak and non-peak weekday and late-nights riders.

All riders onboard selected RapidRide trips were invited to complete a questionnaire regarding their satisfaction with various service quality elements.

Interceptors approached each rider as they boarded the bus asking them to participate in the survey and providing a survey for completion. Riders were strongly encouraged to complete and return the surveys while on the bus. Return envelopes were provided in circumstances where the rider indicated they would not have time to complete the survey while on the bus, so the completed questionnaire could still be returned via mail to Metro. There were a total of six completed D Line surveys mailed in.

Metro routinely conducts on-board surveys to gauge the satisfaction of riders. As such, this effort was built off past RapidRide surveys. This report includes comparisons of 2020 survey results to the April 2014 survey results.

Prefontaine PL S & Yesler Way to NW 100th Place & 7th Ave NW		
D Line 2020		D Line 2014
2 shifts Thu., Feb 20th	11:30 to 8 PM	2 shifts April 15
2 shifts Fri., Feb 21st	6 AM to 2:30 PM	2 shifts April 16
1 shift Fri., Feb 21st	10 PM to Midnight	2 shifts April 21
1 shift Mon., Feb. 24th	10 PM to Midnight	No Late-Night interviewing
2 shifts Tue., Feb. 25th	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, nineteen D Line surveys were collected in these languages.

Language	Completed Surveys
Spanish	4
Korean	5
Russian	7
Chinese	2
Amharic	1
Vietnamese	0

Response rate on the RapidRide D Line route as a *proportion of all questionnaires handed out* in 2020 was 55%. Fifty percent of D 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 D Line 2020		
	Total	Daytime	Late-Night
Completed Questionnaires	584	487	97
% of Questionnaires Handed Out	55%	54%	60%
% of All Riders on Sampled Trips*	50%	48%	57%
% Refused	35%	35%	34%

\*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). Final samples sizes for D 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 2014 data.

D Line	Completed Surveys	
	2020 Wave	2014 Wave
Total	584	606
Daytime	487	606
Late Night	97	Not conducted





# Reporting Conventions

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

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

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

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

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

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

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

# Reporting Conventions (cont.)

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

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

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

Low Income Fare Qualification		
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=487      n=97



**Gender:**  
**Male vs. Female**  
 n=286      n=211



**Race/Ethnicity:**  
**White vs. Minority**  
 n=313      n=169



**Frequency of Trips:**  
**1-4      5-35      36+**  
 n=50      n=240      n=187



**Low Income Qualified:**  
**Yes vs. No**  
 n=96      n=327



**Senior or Disabled:**  
**Yes vs. Total**  
 n=75      n=584

\*Actual base size responding varies by question.

# Key Findings – RapidRide D Line

## Overall Satisfaction & Likely to Recommend

Four in five (80%) riders are satisfied overall with the RapidRide D Line. Satisfaction is significantly higher with the experience of *riding* (79%) the bus than with *waiting* (67%) for the bus. A vast majority (90%) would recommend the D Line to others in their lives.

## Aspects of Satisfaction

### *Travel Time*

Travel time is the aspect of the ridership experience that receives the highest level of satisfaction, with at least eight out of ten riders satisfied with both the overall travel time (80%) and the reliability of the amount of time it takes (85%).

### *Cleanliness and Condition*

Satisfaction with cleanliness and condition of the buses and waiting areas serving the D Line is lower than satisfaction with travel time. Just over half are satisfied with the cleanliness (54%) of the stops/shelters, while around three in five are satisfied with the condition (61%) of the stops/shelters and the cleanliness of the buses (60%). Nearly three in four though are satisfied with the bus condition (73%).

### *Personal Safety*

Over seven in ten are satisfied with their *personal safety during the day* while waiting for or being on the bus, and six in ten are satisfied with safety when it comes to the *behavior of others during the day* either at the stop or on the bus. At night, satisfaction with personal safety elements of the D Line is lower. A notable portion are *dissatisfied* with the *behavior of other people* at the bus stop (34%) or on the bus (27%) and around one in four are dissatisfied with *personal safety* while waiting for (27%) or riding (22%) the bus.

Safety is such a concern that one in four (24%) avoid riding D Line at least sometimes due to personal safety reasons. Furthermore, “addressing security/safety concerns” and “enforcement of rules” are the top recommendations to improve D Line in general and when it comes to personal safety.

# Key Findings – RapidRide D Line

## Comparison to Other Metro Service

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

## Fare Enforcement

More than four in five riders have been asked to show proof of fare payment on the D Line in the past, usually between one and two times in the past 30 days.

The majority of D Line riders have either positive or neutral experiences with Fare Enforcement, and professionalism is the most highly rated aspect, with seven in ten viewing it positively.

Very few report negative experiences or perceptions. About one in seven to eight report negative experiences with compassion/care for riders, inspecting proof of fare payment, or passengers' safety.



# Key Findings – RapidRide D Line

## Past Wave Comparison – Demographics and Ridership Behavior

The proportion of riders with a household income of \$33,000 and above is significantly higher in 2020 (81% in 2020 vs. 56% in 2014). 2020 also saw a higher occurrence of riders who primarily speak a language other than English (up to 8% from 3% in 2014).

The average number of trips taken in the past 30 days by riders on the D Line has increased slightly (but not significantly), from an average of 28 trips in 2014 to an average of 31 trips in 2020. The proportion of riders falling into each frequency category in 2020 and 2014 are not significantly different.

## Past Wave Comparison – Satisfaction

Overall satisfaction has remained high among RapidRide D Line riders. Of the comparable elements included in the 2020 study, satisfaction with trip length has improved since 2014, while satisfaction with the cleanliness of bus interiors and with safety while waiting for the bus at night has declined.

Service Element	2020 Wave Mean 5=Very Satisfied	2014 Wave Mean 5=Very Satisfied
<b>Overall Satisfaction</b>	<b>4.00</b>	<b>4.01</b>
How long the bus trip takes	<b>4.08</b>	<b>3.91</b>
Cleanliness		
Of bus stops	3.50	3.56
Of bus interiors	<b>3.62</b>	<b>3.94</b>
Personal Safety while:		
Waiting for the bus during the day	3.92	3.97
Waiting for the bus at night	<b>3.22</b>	<b>3.37</b>

*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 other wave at 95% confidence.*



# RapidRide D Line Detailed Findings

# Rider Profile - Demographics

## GENDER

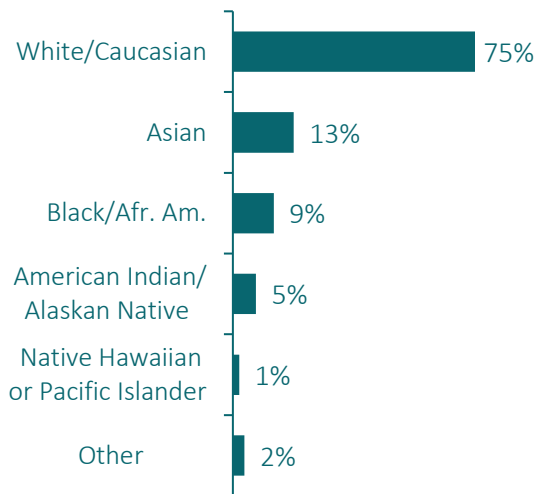


## DISABILITY

**11%** have a disability

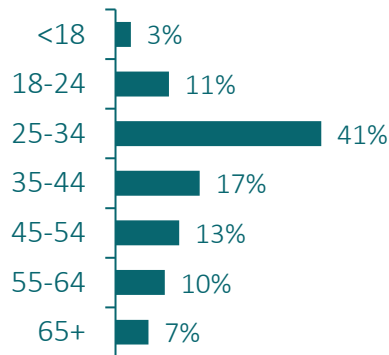
## ETHNICITY

Multiple responses allowed



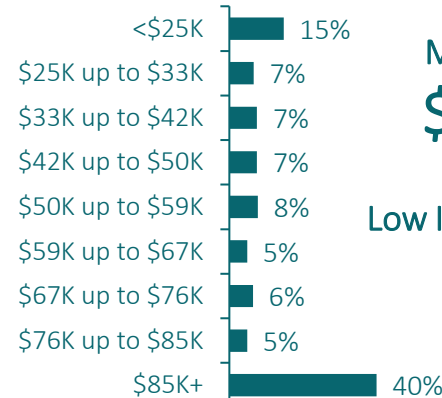
**11%** identify as Spanish, Hispanic, or Latinx

## AGE



**38** Mean Age

## HOUSEHOLD INCOME

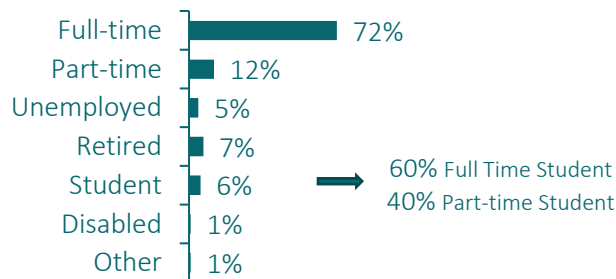


Mean Income  
**\$61,289**

Low Income Qualified  
**23%**



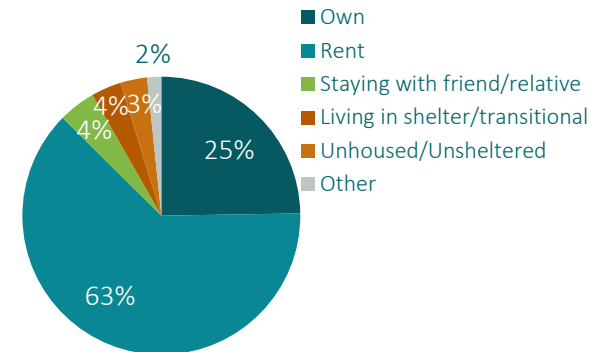
## EMPLOYMENT STATUS



## LANGUAGE SPOKEN IN HOME

**92%** English **8%** Other language\*  
\*2% Spanish (no other language >0%)

## LIVING SITUATION



## MEAN HOUSEHOLD SIZE

**2** household members

# Rider Profile – Travel Behavior

## AVERAGE # OF TRIPS ON D LINE

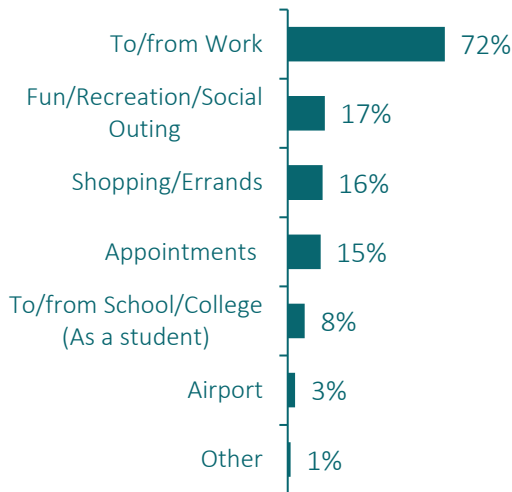


**30**  
Trips past 30 days

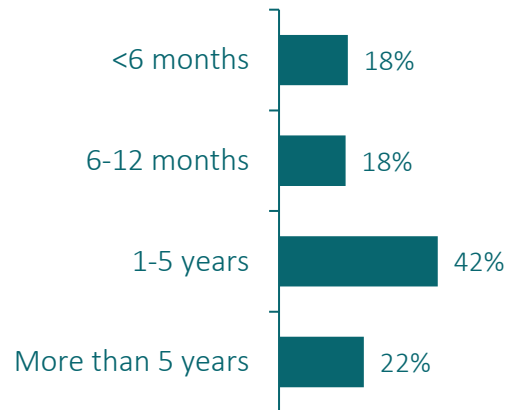
**13%**  
Say RapidRide D Line use has declined past few years

## REASON FOR TYPICAL TRIP ON D LINE

*Multiple responses allowed*



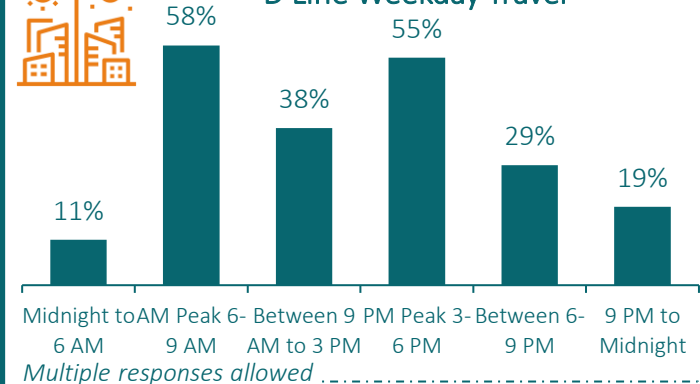
## LENGTH OF RIDERSHIP ON D LINE



## DAY/TIME RIDING D LINE



### D Line Weekday Travel



**Weekday ONLY Riders 41%**  
**Both Weekday & Weekend 59%**

## FARE PAYMENT

**82% ORCA card**  
**14% Cash or paper transfer**

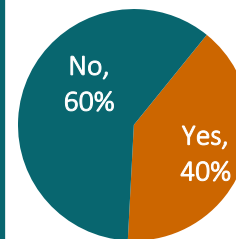
4% Human Services / Shelter Ticket  
4% Mobile Ticket  
1% Ride without paying a fare  
2% Other

*Multiple responses allowed*



## TRANSFER TO/FROM D LINE

*Multiple responses allowed*



**Yes, Bus 33%**  
*Top Bus Routes Trans. to/from:*  
40 13%  
44 11%  
8 7%

**Yes, Link - Light Rail 5%**  
**Yes, Uber or Lyft 1%**  
**Yes, Sounder - Commuter Rail 3%**  
**Yes, Ferry 1%**  
**Yes, Streetcar <1%**



# Rider Profile



## RapidRide D Line

	Total (n=584)	Daytime (n=487)	Late-Night (n=97)
<i>Base size answering varies by question</i>			
Gender			
Male	57%	<b>55%</b>	<b>68%</b>
Female	42%	<b>44%</b>	<b>31%</b>
Other	1%	1%	1%
Age			
< 25	14%	13%	16%
25 – 34	41%	40%	44%
35 – 44	17%	17%	14%
45 – 54	13%	13%	13%
55 – 64	10%	10%	9%
65+	7%	7%	4%
<b>Mean</b>	<b>38</b>	<b>38</b>	<b>36</b>
Income			
<\$24,999	15%	13%	22%
\$25,000 - \$32,999	7%	6%	11%
\$33,000+	79%	<b>81%</b>	<b>68%</b>
<b>% Low Income Qualified</b>	23%	<b>21%</b>	<b>33%</b>
Race / Ethnicity			
% White	75%	<b>77%</b>	<b>65%</b>
% Non-White	28%	27%	36%
<b>% Hispanic</b>	<b>11%</b>	<b>12%</b>	<b>6%</b>
Language Spoken at Home			
English	92%	92%	91%
Other	8%	8%	9%

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 D Line

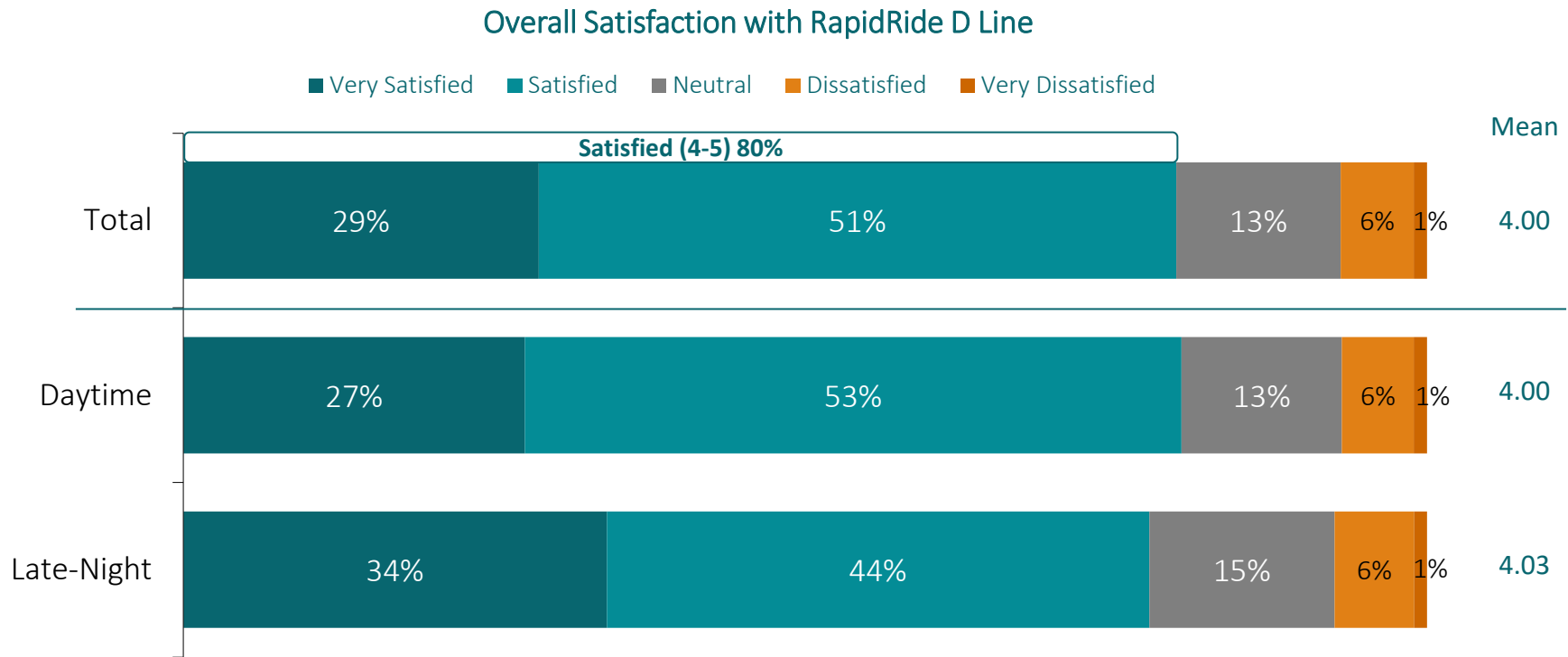
	Total (n=584)	Daytime (n=487)	Late-Night (n=97)
<i>Base size answering varies by question</i>			
Disabled			
Yes	11%	11%	10%
No	89%	89%	90%
Employment			
Employed Full-time	72%	73%	65%
Employed Part-time	12%	11%	17%
Unemployed	5%	4%	9%
Retired	7%	7%	6%
Student	6%	6%	2%
Disabled	1%	1%	0%
Other	1%	1%	1%
Living Situation			
Own	25%	<b>26%</b>	<b>16%</b>
Rent	63%	62%	68%
Staying with a friend / relative	4%	4%	5%
Living in a shelter/transitional	4%	3%	4%
Unhoused	3%	3%	5%
Other	2%	2%	1%
Number Living in Household			
1	31%	30%	40%
2+	69%	70%	60%
<b>Mean</b>	<b>2.24</b>	<b>2.22</b>	<b>2.33</b>

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

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

# Overall Satisfaction

Four in five (80%) RapidRide D Line riders are satisfied with RapidRide D Line overall.



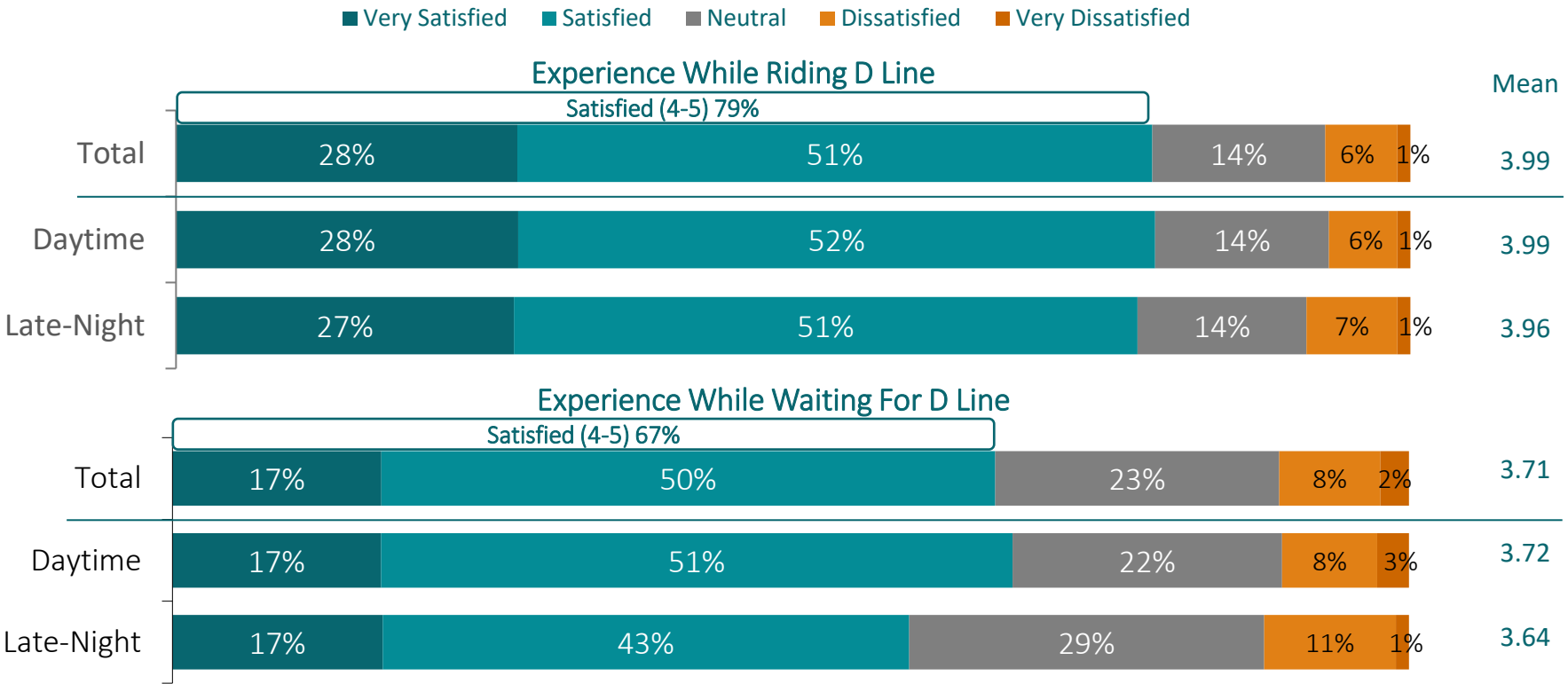
Males are more likely than females to be “very satisfied” overall (32% vs. 22%, respectively).



Non-minorities are more likely than minorities to be “dissatisfied” (8% vs. 3%, respectively).

# Satisfaction With Experience

Satisfaction is higher with the experience of *riding* the bus than with *waiting* for the bus. Nearly eight in ten D Line riders are satisfied with the experience while *riding* the bus, while two thirds (67%) are satisfied with the experience while *waiting*.



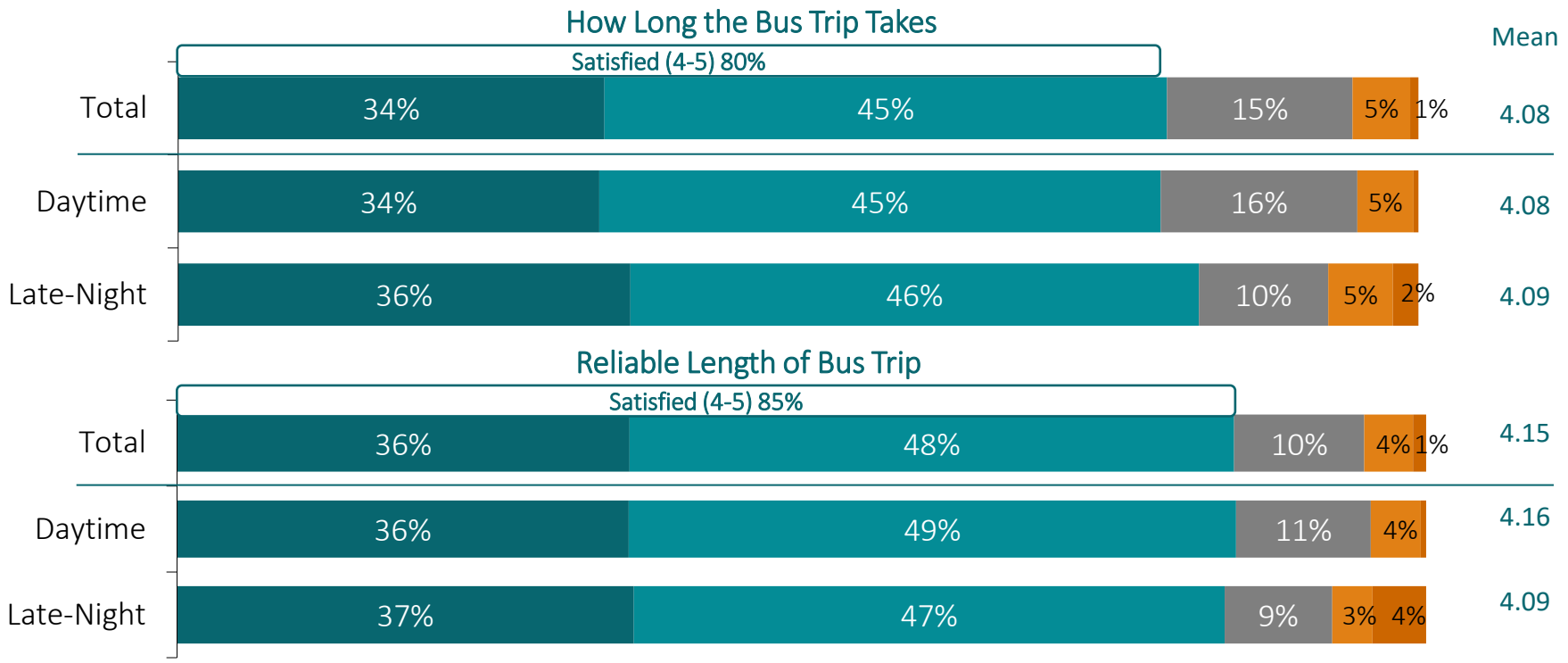
When it comes to the experience **while riding** the D Line, males are more likely than females to be “very satisfied” (30% vs 20%) while females are more likely to simply be “satisfied” (59% vs 49%). The average satisfaction with **waiting for the bus** for males is also significantly higher than for females (mean 3.77 vs 3.56, respectively).

Non-minorities are more likely than minorities to be dissatisfied/very dissatisfied with **the experience while riding** D line (9% vs 3%). Non-minorities are also more likely to be “dissatisfied” with the experience **while waiting** for D line (12% vs 4%).

# Satisfaction With Travel Time

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

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



The most frequent riders (36+ trips) are more likely than less frequent riders (<36 trips) to be dissatisfied/very dissatisfied with **how long the trip takes** (7% vs. 3%, respectively).

Low-income riders are more likely than non-low-income riders to be satisfied/very satisfied with **the reliability of the trip length** (91% vs 84%, respectively).

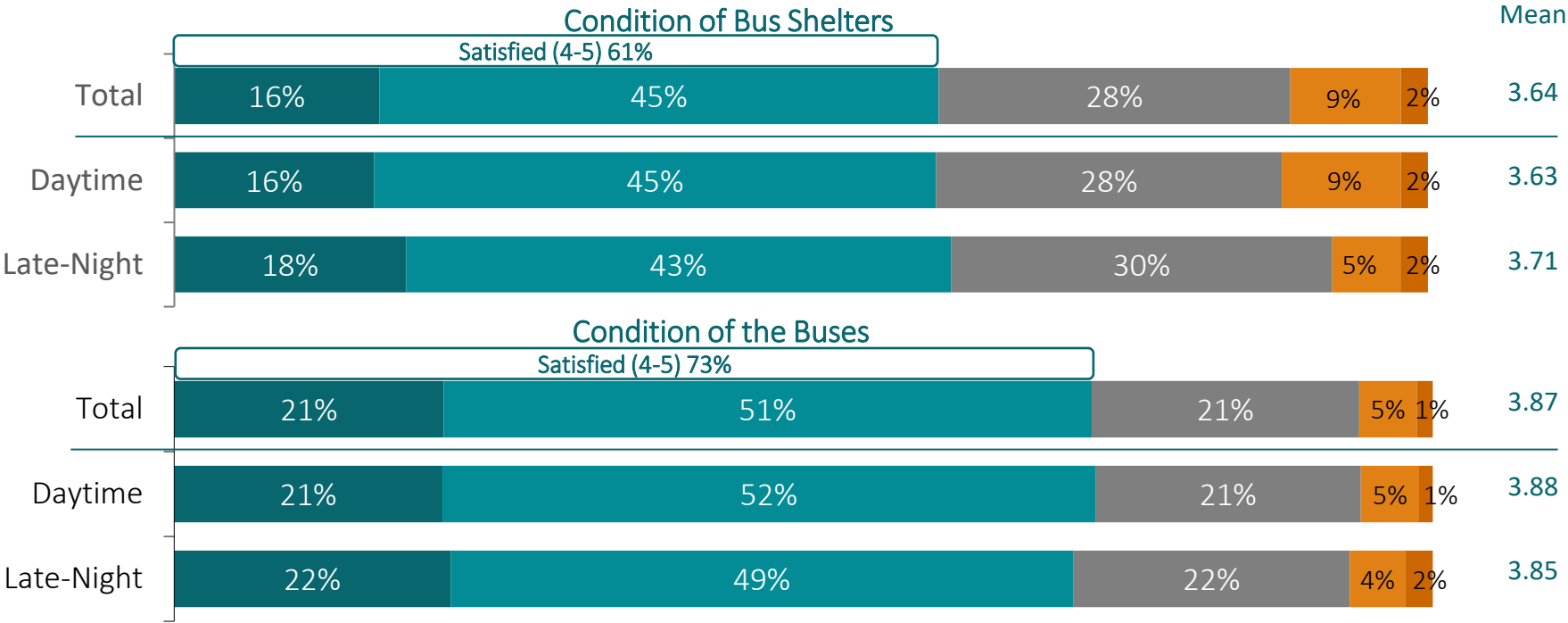
Females are more likely than males to be “dissatisfied” with the **reliability of the trip length** (7% vs 2%, respectively).

Q1\_A. How Long the Bus Trip Takes: Travel on RapidRide D Line; Base: Total n = 582; Daytime n = 486; Late-Night n = 96.  
 Q1\_B. The bus getting me where I'm going in a reliable amount of time: Travel on RapidRide D Line; Base: Total n = 566; Daytime n = 473; Late-Night n = 93.

# Satisfaction with the Condition of Buses/Shelters

Three in five D Line riders are satisfied or very satisfied with the condition of the shelters and nearly three in four with the condition of the buses.

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



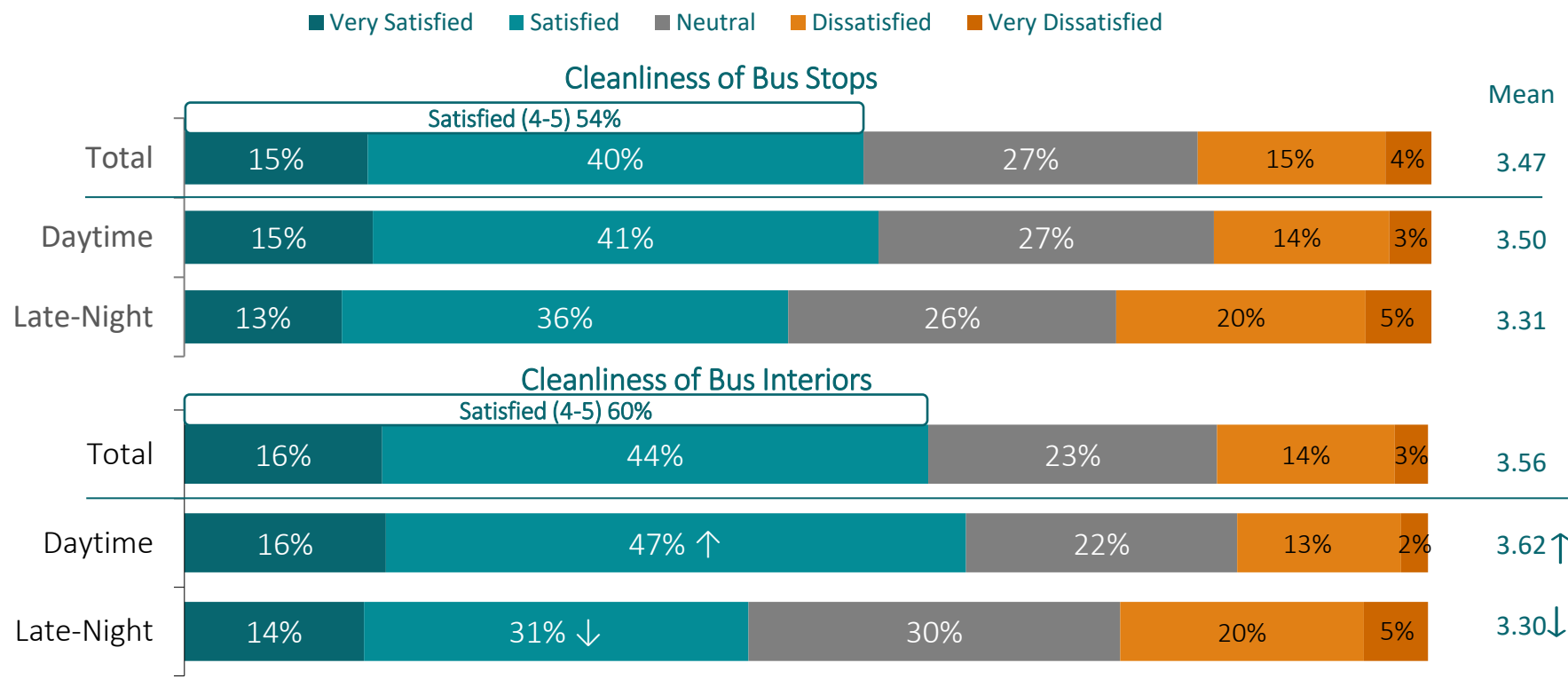
Males are more likely than females to be “very satisfied” with both the *condition of the bus shelters* (20% vs 12%), and the *condition of the buses* (26% vs 16%).



Low-income riders are more likely than non-low income riders to be “very satisfied” with the *condition of the buses* (31% vs 21%).

# Satisfaction With Cleanliness of Buses/Stops

Over half D Line riders are at least satisfied with the cleanliness of stops and shelters and three in five with the cleanliness of bus interiors.



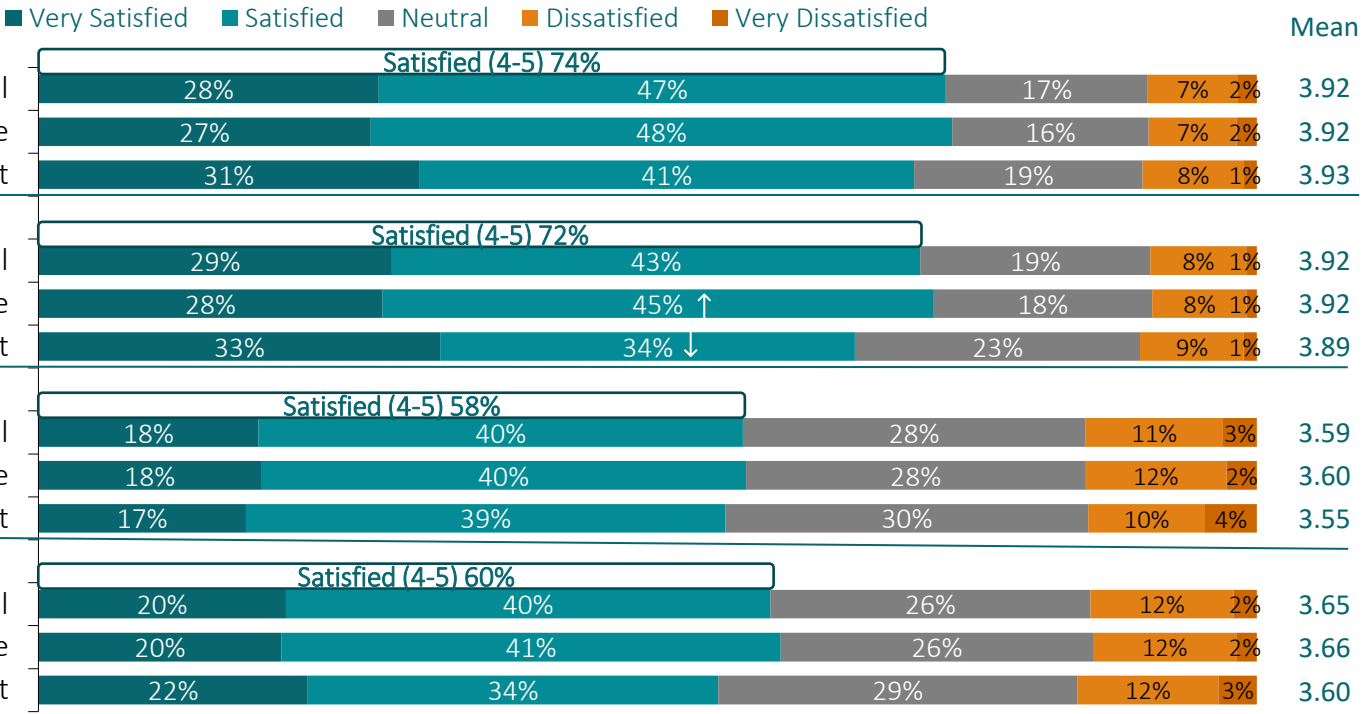
Riders interviewed during the day have, on average, higher satisfaction with the cleanliness of bus interiors than those interviewed late-night (mean 3.62 vs. 3.30).

Senior/disabled riders are more likely to be “very satisfied” with the **cleanliness of the bus stops** (25% vs. Total 7%). Likewise they are more likely, on average, to be satisfied with the **cleanliness of bus interiors** (mean 3.82 vs Total 3.26).

# Satisfaction With Personal Safety During the Day

Nearly three quarters are satisfied with their *personal safety* while waiting for or being on the RapidRide D Line bus. On the other hand, less than two thirds are satisfied with the *behavior of others* either at the stop or on the bus.

Personal Safety - During the Day



The most frequent riders (36+ trips) are more likely than less frequent riders (<36 trips) to be “neutral” in their satisfaction with *safety while waiting* (20% vs 13%, respectively); while those with fewer trips (<36) are more likely to be dissatisfied/very dissatisfied (11% vs 5%).

Females are more likely than males to be dissatisfied/very dissatisfied with: *safety while waiting* (13% vs. 6%), *safety while on the bus* (14% vs. 6%) and the *behavior of others at the stop* (21% vs. 10%).

Non-low income riders are more likely than low-income riders to be dissatisfied/very dissatisfied with: *behavior of others at the stop* (16% vs. 8%), and with *behavior of others on the bus* (16% vs. 6%).

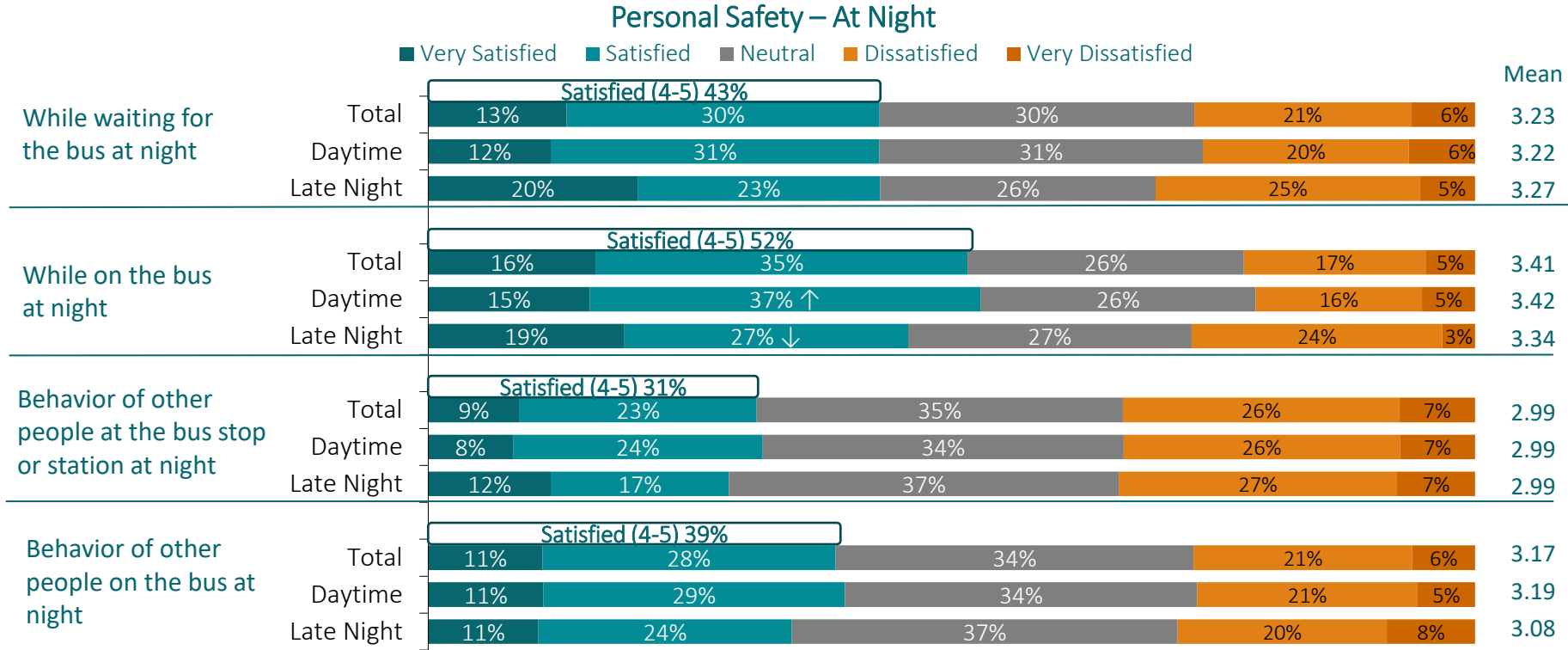
Non-minorities riders are more likely than minorities to be “dissatisfied” with *safety while on the bus* (10% vs 4%).

Those surveyed in the daytime are more likely than those surveyed late-night to be “satisfied” with *safety while on the bus* (45% vs 34%).



# Satisfaction With Personal Safety at Night

About two in five are satisfied with their *personal safety* while waiting for the bus at night and half are satisfied with their safety on the RapidRide D Line bus at night. On the other hand, about a third are satisfied with the *behavior of others* either at the stop or on the bus at night.



Females are more likely than males to be dissatisfied/very dissatisfied with: *safety while waiting* (39% vs. 19%), *behavior of others at the stop* (44% vs. 26%), and *safety while on the bus* (29% vs. 16%); and more likely to be “very dissatisfied” with *behavior of others on the bus* (9% vs. 4%).

Non-minorities average lower satisfaction than minorities with *safety while waiting* (3.12 vs. 3.37), *behavior of others at the stop* (2.90 vs. 3.16), and *safety while on the bus* (3.31 vs. 3.50).

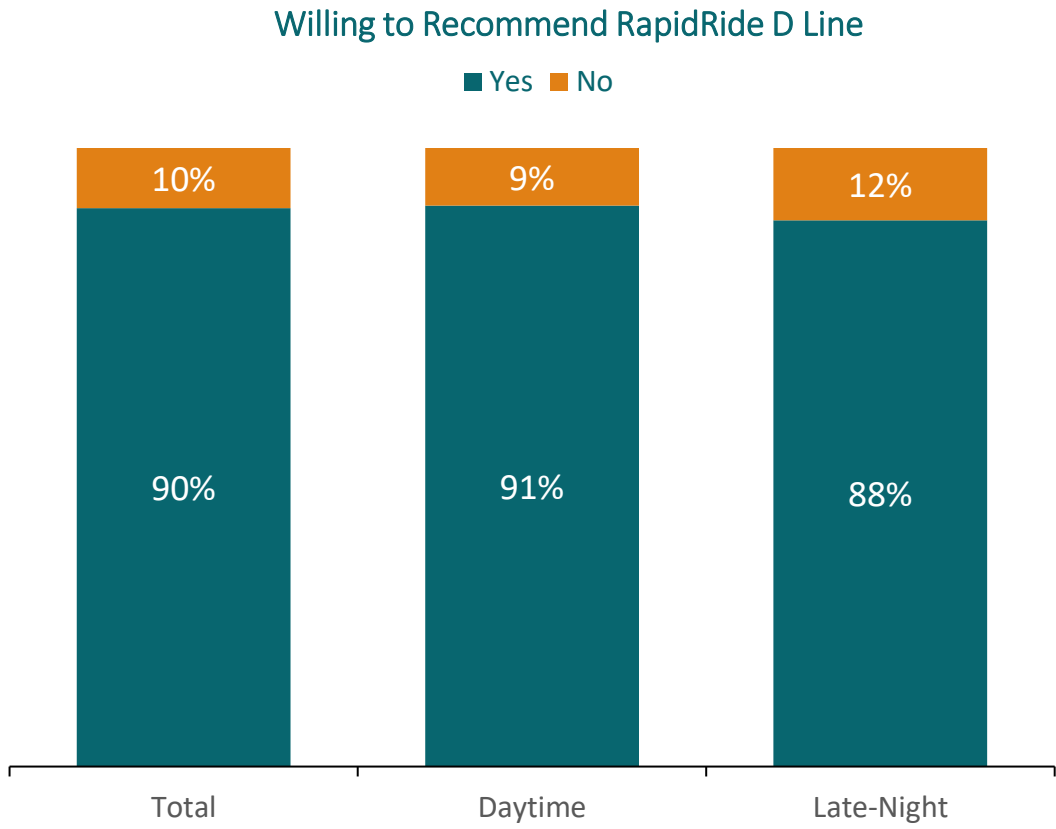
Non-low income riders average lower satisfaction than low-income riders with *safety while waiting* (3.13 vs. 3.41) and *behavior of others at the stop* (2.90 vs. 3.22), and they are more likely to be “dissatisfied” with *behavior of others on the bus* (23% vs. 13%).

# Willing to Recommend RapidRide

## RAPIDRIDE



The vast majority (90%) of D Line riders are willing to recommend RapidRide to a friend, coworker or family member.

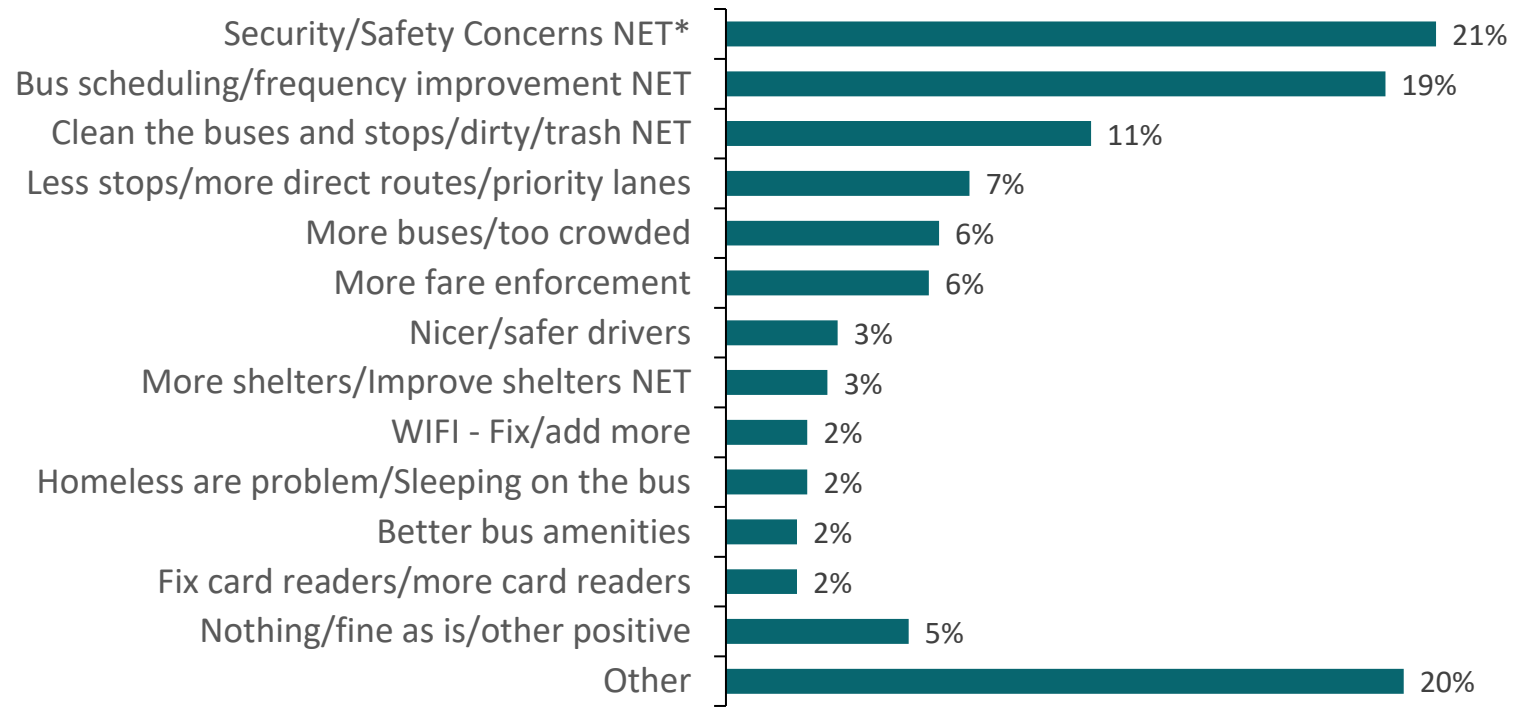


*There were no significant differences by sub-groups.*

# Recommendations for Improvement

When asked for recommendations regarding improvements to the RapidRide D Line, about one in five (21%) D Line riders recommend improvements to security and safety, including more security on the bus and at bus stops both during the day and night, better enforcement of bus rules, a police presence on the bus, and addressing drug use/sales.

Recommend to Improve RapidRide D Line



Females are more likely than males to recommend any **security/safety concerns** to improve RapidRide D Line (27% vs. 15%).

Daytime riders are more likely than those interviewed late-night to recommend **more security on the bus during the day** (7% vs. 2%), **cleaning the buses/ trash** (7% vs. 2%), and **more fare enforcement** (7% vs. 2%).

The most frequent riders (36+ trips) are less likely than those who ride less frequently (<36 trips) to recommend **more security on the bus during the day** (2% vs. 9%).

# Recommendations for Improvement



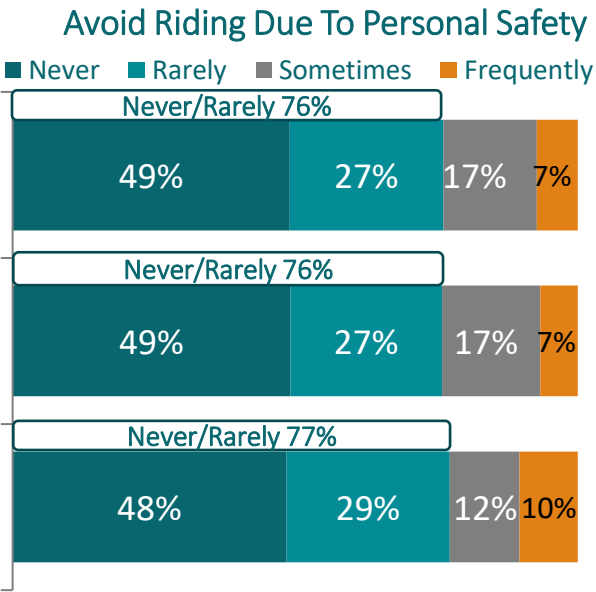
Recommendations to Improve RapidRide D Line – All Mentions			
	TOTAL	MALE	FEMALE
<b>Security/Safety Concerns NET</b>	<b>21%</b>	<b>15%</b>	<b>27%</b>
Enforce bus rules/remove problem riders	13%	<b>6%</b>	<b>20%</b>
More security/safety on bus DAY time	6%	6%	6%
More security/safety on bus at NIGHT	3%	4%	2%
More security/Safety at bus stops and stations	1%	1%	1%
Drugs/Drug use/Drug deals	1%	1%	1%
Police/Sheriff on the bus	1%	1%	1%
<b>Bus scheduling/Frequency NET</b>	<b>19%</b>	<b>24%</b>	<b>16%</b>
Buses need to be on schedule/punctual	8%	12%	6%
Increase bus frequency	3%	3%	3%
Expand bus schedule PEAK HOURS	3%	5%	2%
Expand bus schedule NIGHT	2%	3%	1%
Expand bus schedule MORNINGS	1%	1%	2%
Expand bus schedule EVENING	1%	1%	3%
Expand bus schedule MID-DAY	<1%	1%	--
<b>Clean the buses and stops NET</b>	<b>11%</b>	<b>9%</b>	<b>14%</b>
Clean the buses/dirty/trash	6%	6%	6%
Clean the bus stops and stations/dirty/trash	5%	<b>3%</b>	<b>8%</b>
Buses smell	1%	1%	1%
Less stops/More direct routes/Express bus/Shorten route/Faster	7%	8%	7%
More buses/too crowded	6%	7%	6%
More fare enforcement	6%	8%	5%
Nicer/safer drivers	3%	3%	2%
<b>More shelters/Improve shelters (lighting, seating, signs) NET</b>	<b>3%</b>	<b>2%</b>	<b>4%</b>
WIFI - Fix/add more	2%	3%	1%
Homeless are problem/Sleeping on the bus	2%	2%	4%
Better bus amenities	2%	2%	2%
Fix card readers/More card readers	2%	2%	2%
Nothing/Fine as is/Other positive	5%	6%	5%
Don't Know	1%	1%	1%

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

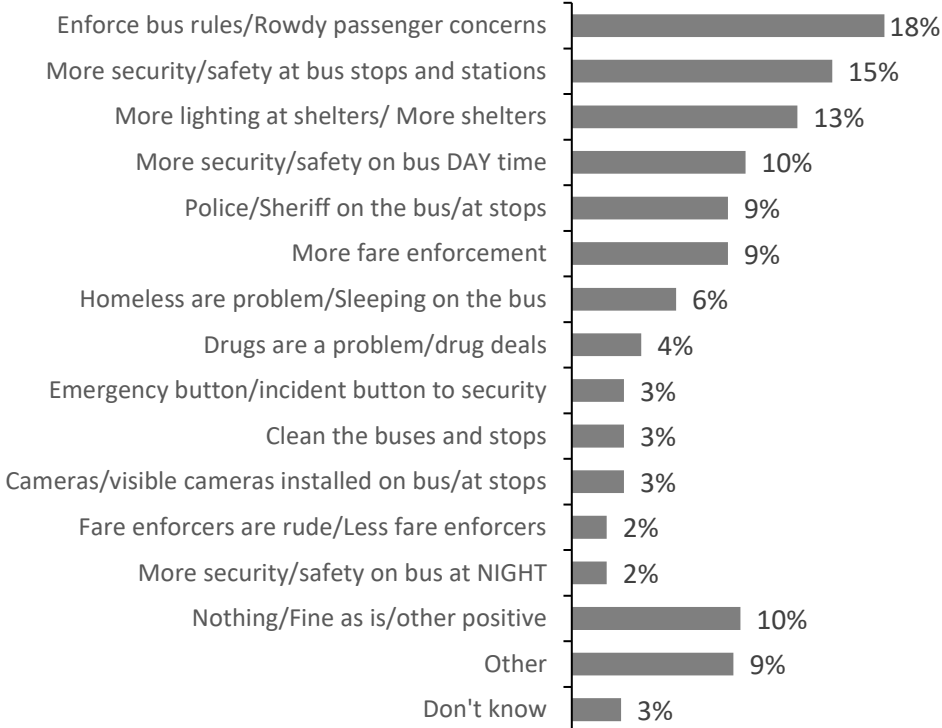
# Personal Safety Avoidance/Recommendations

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

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



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



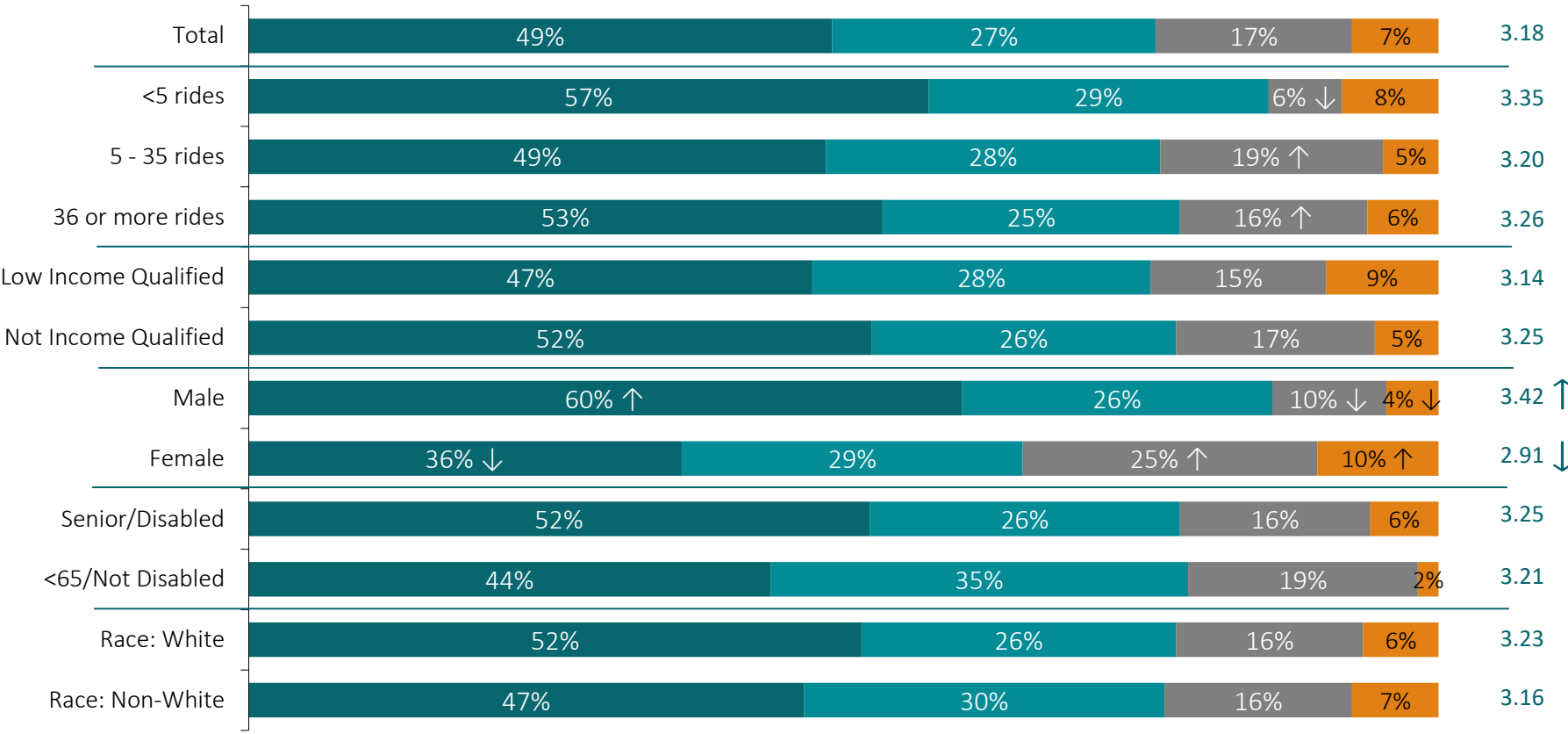
Q8. How often do you avoid riding RapidRide D Line due to concerns about your personal safety?; Base: Total n = 563; Daytime n = 466; Late-Night n = 97.  
 Q9. What change(s) would improve your feeling of personal safety while waiting for or riding RapidRide D Line?; Base: Total n = 247. Top mentions 2% or greater shown. Multiple responses allowed. Sums to more than 100%.

# Personal Safety Avoidance by Key Groups

Avoid Riding RapidRide D Line Due to Personal Safety

■ Never ■ Rarely ■ Sometimes ■ Frequently

Mean



Females are more likely than males to say they **sometimes** or **frequently** avoid riding the D Line due to personal safety (35% vs. 14%).



Infrequent riders (<5 trips) are less likely to report that they **sometimes** (6%) avoid riding the D Line due to safety concerns, compared to those with 5 or more trips (17%).

# Suggested Changes to Improve Personal Safety



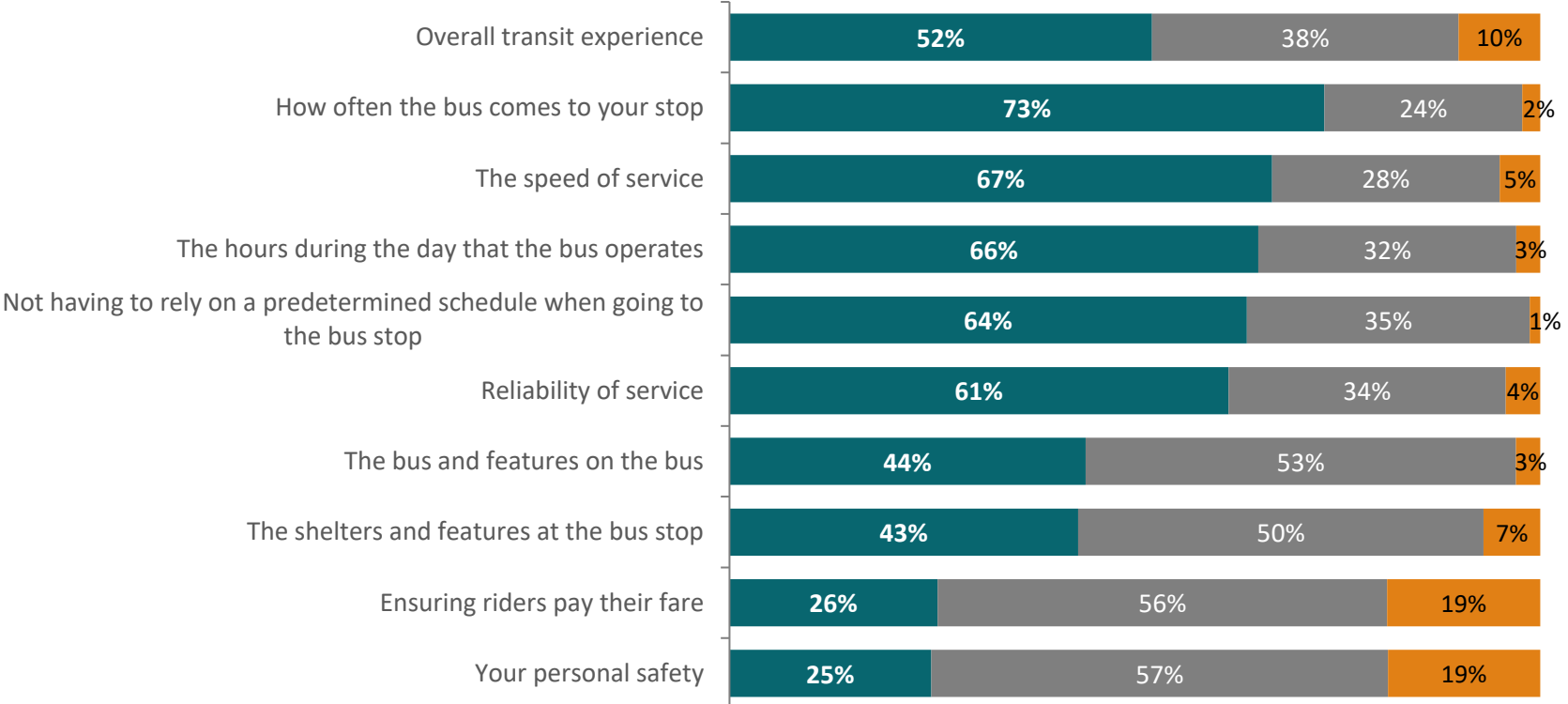
	Total
Enforce bus rules/Rowdy passenger concerns/Remove problem riders	18%
Safety/More security at bus stops and stations	15%
<b>More lighting at shelters/More shelters NET</b>	<b>14%</b>
More lighting at shelters	13%
Improved bus stops – more seating, more benches/signs	1%
More security on the bus/Safety on bus DAY time	10%
Police or Sheriff on the bus	9%
More fare enforcement	9%
Homeless are problem/Sleeping on the bus	6%
Drugs/Drug use/Drug deals	4%
Emergency button/Incident button to security or police	3%
Clean the buses and stops	3%
Cameras/Visible cameras installed on bus/At stops	3%
Fare enforcers are rude/Less fare enforcers	2%
More security on the bus/Safety on bus at NIGHT	2%
Nothing/Fine as is/Other positive	10%
Other	9%
Don't know	3%

# Comparison to Other Metro Services

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

**RapidRide D Line Compares to Other Metro Bus Service**

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





# Comparison to Other Metro Services



When looking at the difference in how D 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 D Line riders are more likely to say that D Line is **better** than other Metro bus services in nearly all service attributes. Conversely, those who are dissatisfied or neutral overall are more likely to say that D Line is **not as good** as other Metro bus service in a number of areas including the quality of the overall transit experience.

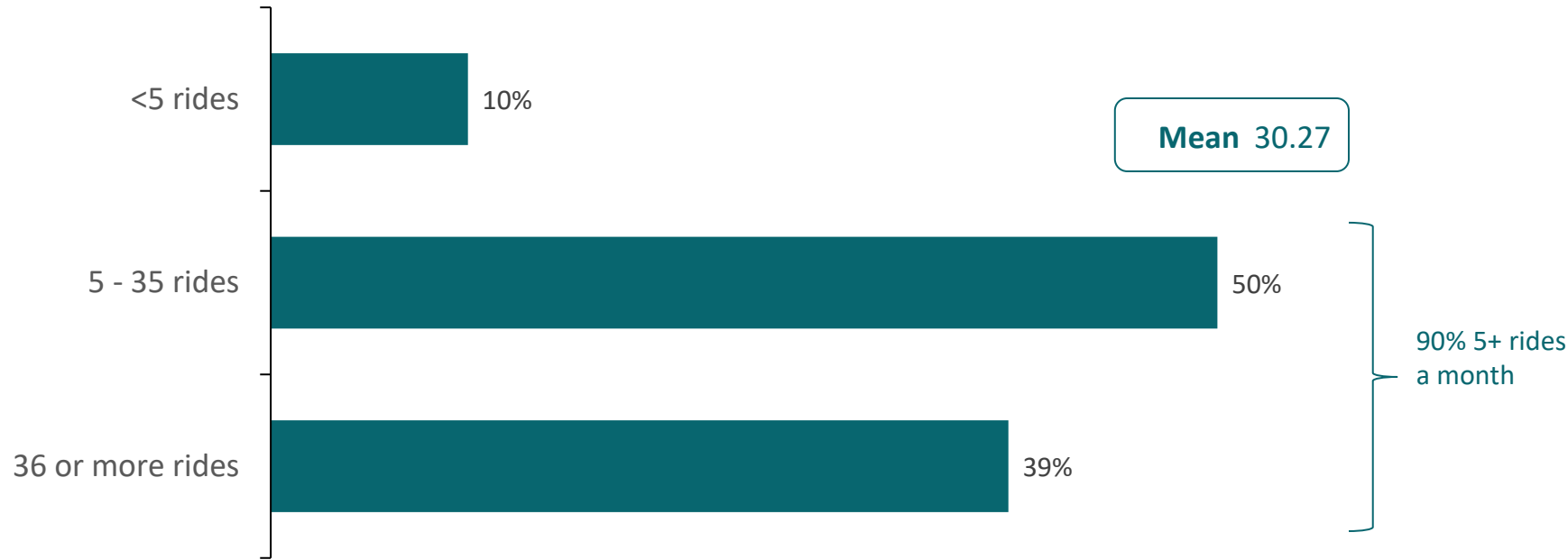
- The difference in opinion of satisfied vs. dissatisfied/neutral riders on how the D Line compares to other bus service, shown as Delta in the table below, is greatest for the following: **personal safety**.
- There is comparatively less difference between the two groups (satisfied riders vs. dissatisfied/neutral riders) on: **hours the bus operates, ensuring riders pay their fare**.
- 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 D Line falls short. This includes **ensuring riders pay their fare** (17% of satisfied riders say D Line is worse in this area than other bus service) and **personal safety** (13% of satisfied riders say personal safety on the D Line is worse than other bus service).

	D Line is Better than Other Metro Bus Service			D Line Not As Good as Other Metro Bus Service			Total Delta (NET)
	Satisfied w/D Line	Neutral/Dissatisfied w/D Line	Delta	Satisfied w/D Line	Neutral/Dissatisfied w/D Line	Delta	
Personal safety	29%	9%	20	13%	44%	31	51
Reliability of service	64%	47%	17	3%	10%	7	24
Shelters and features of bus stop	47%	29%	18	5%	14%	9	27
Ensuring riders pay their fare	27%	19%	8	17%	27%	10	18
Bus and features on bus	47%	28%	19	3%	6%	3	22
Hours the bus operates	68%	55%	13	2%	6%	4	17
No predetermined schedule	67%	47%	20	0%	6%	6	26
Speed of service	70%	53%	17	4%	11%	7	24
How often the bus comes	76%	61%	15	1%	6%	5	20

# Transit Trips Taken

Most riders (90%) meet Metro’s definition of a regular rider (making five or more trips in the last 30 days) while a minority (10%) are infrequent riders (making fewer than 5 trips). Over a third ride frequently enough (36 or more trips) to make payment with a purchased monthly pass break-even. Usage is similar between those interviewed during the daytime and late-night travelers.

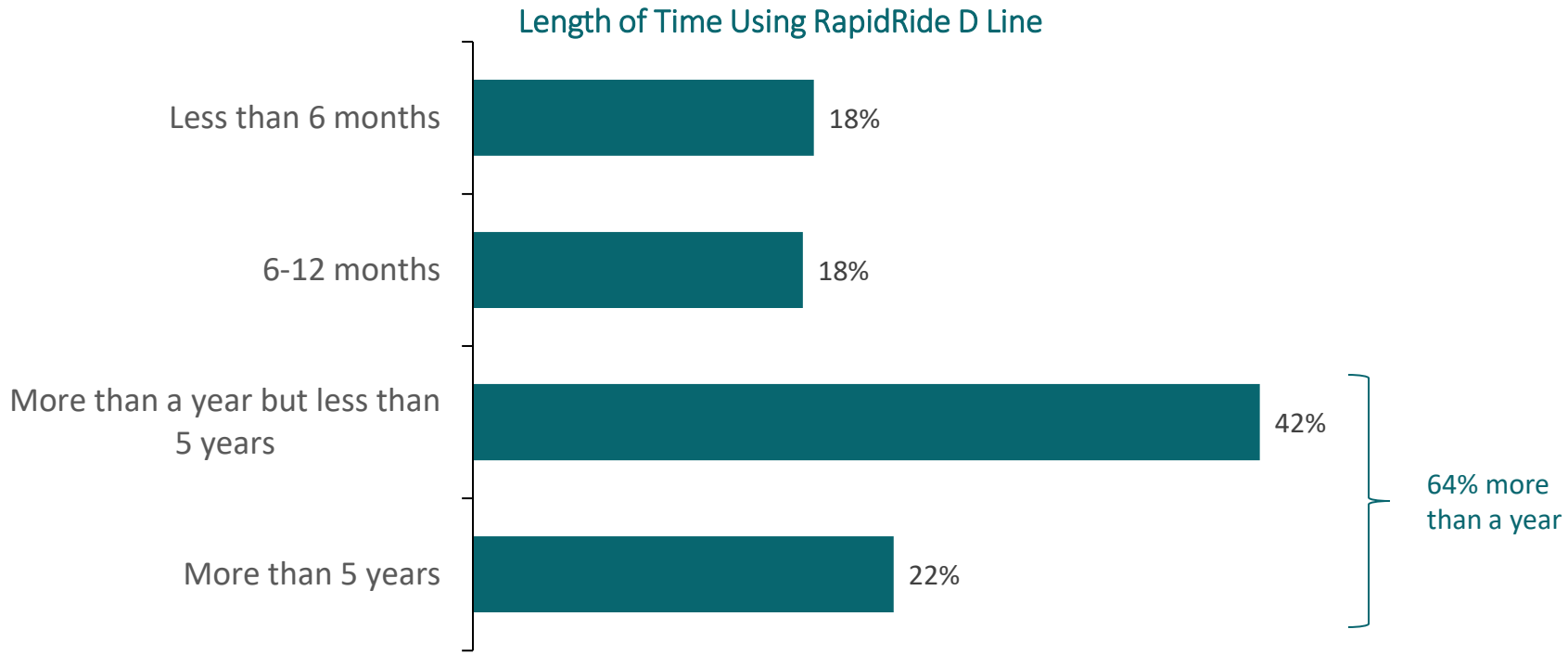
Number of Rides on RapidRide D Line in the Last 30 Days



Minority riders are more likely to have taken fewer trips in the 30 days (17% 1-4 rides) than non-minority riders (8% 1-4 rides).

# Length of Metro Ridership

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



Compared to the most frequent riders (36+ trips) those with fewer than 5 trips are more likely to have been using RapidRide for less than six months (28% vs. 36+ trips 14%).

Seniors/disabled tend to be more long-term riders when compared to total. Thirty-seven percent have ridden for more than 5 years (compared to Total 22%).

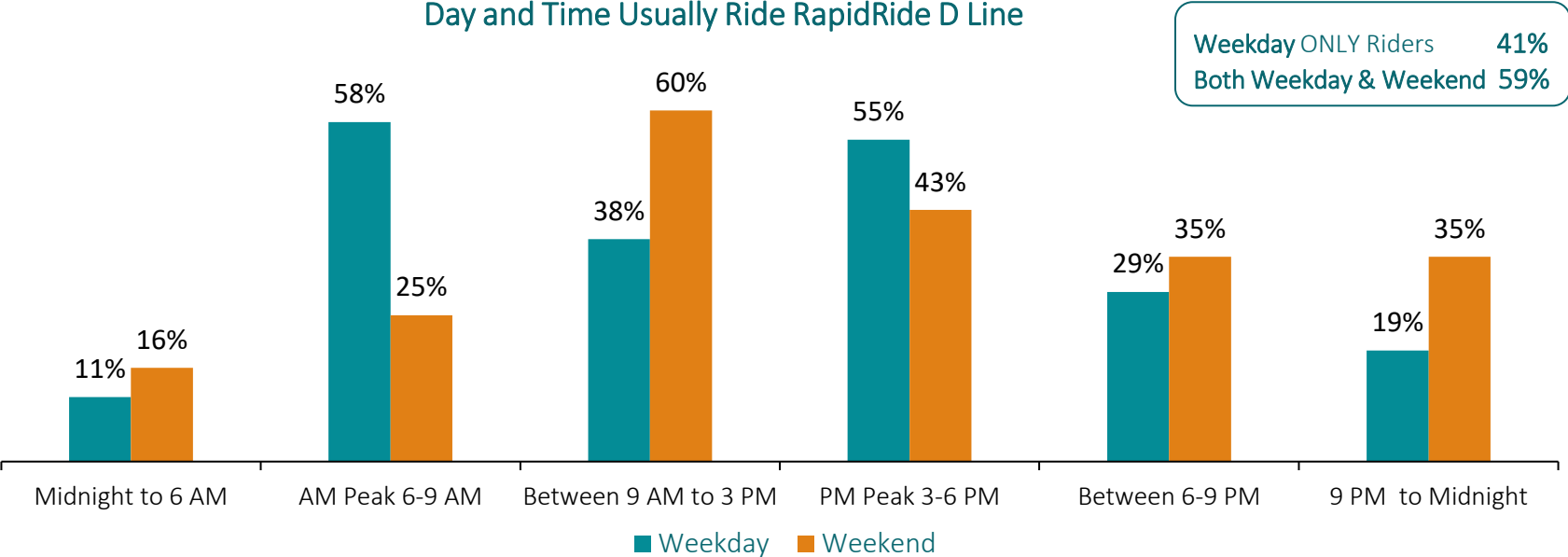
Minority riders are more likely than non-minorities to have been riding the D Line for less than six months (27% vs. 14%), while non-minority riders are more likely to have ridden for more than a year (70% vs. 52%, respectively).

Compared to those interviewed late night, daytime riders are newer to the D Line and are more likely to have been using RapidRide fewer than 6 months (20% vs 9%). Late night riders are more likely to have been riding for more than five years (31% vs. 21%, respectively).

# Day and Times of Riding

Over half of weekday D Line riders travel during peak morning or peak evening hours, while a similar level of weekend riders (60%) travel off peak 9 AM to 3 PM. Six in ten D Line Riders (59%) travel both weekday and weekend.

Day and Time Usually Ride RapidRide D Line



Males are more likely than females to travel late-night weekends, between 9pm and midnight (39% vs. 27%).

Low income riders are less likely than non-low income riders to travel weekdays from 6-9am (43% vs. 64%), but are more likely to travel weekdays from midnight to 6am (18% vs. 6%), from 9am to 3pm (58% vs. 32%), and from 9pm to midnight (30% vs. 15%). They are also more likely to travel weekends 9am-3pm (70% vs. 56%).

Senior/disabled riders are less likely to travel weekdays during peak hours, but more likely to travel from 9am to 3pm (56% vs. Total 41%).

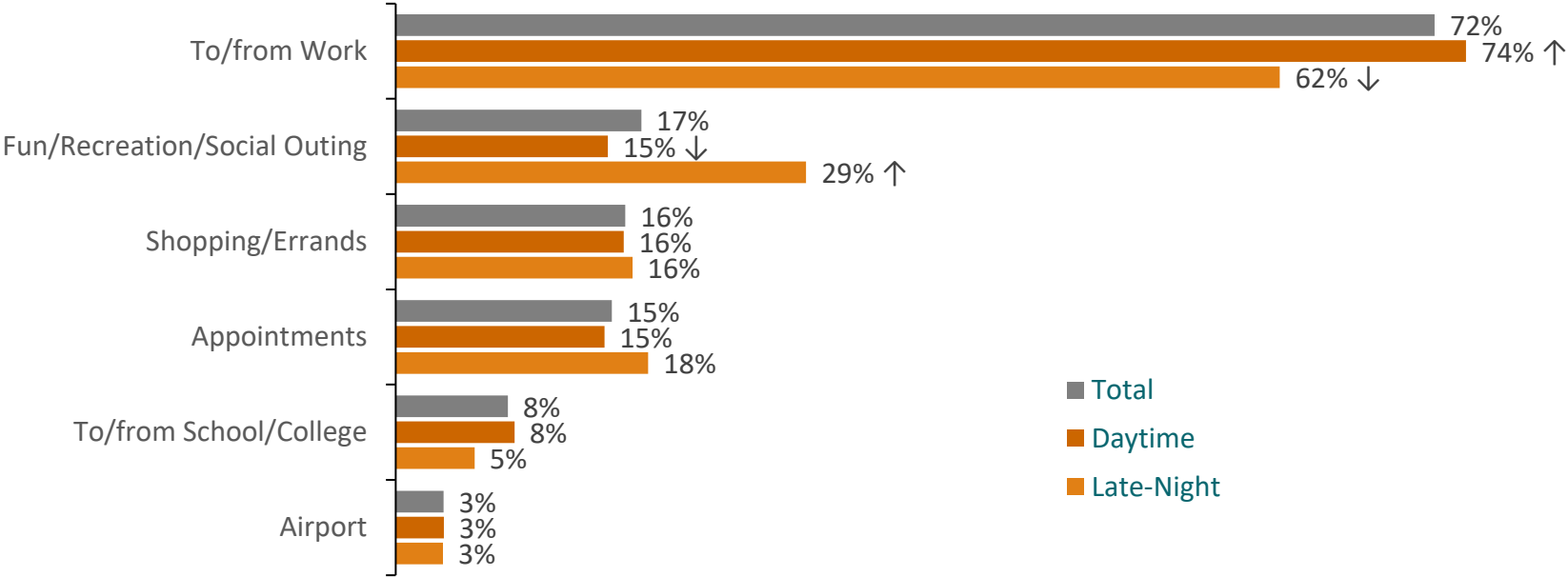
Non-minority riders are more likely than minority riders to travel weekdays from 3-6pm (61% vs. 48%), and on weekends from 6-9pm (40% vs 28%).

The most frequent riders (36+ trips over the past 30 days) are more likely than less frequent riders (<36 trips) to travel weekdays peak morning 6-9am (74% vs. 49%) and evening hours 6-9pm (35% vs. 25%), but less likely to travel from 9am to 3pm (31% vs. 43%).

# Reason for Riding

Riders are most often using the D Line to commute to and from work. Those interviewed during the day are more likely to be work commuters, and those interviewed late night to travel for fun or recreation.

Purpose of Trip Taken Most Often



The most frequent riders (36+ trips) are more likely than less frequent riders (<36 trips) to use the D Line to commute to/from work (87% vs. 66%). Infrequent riders (<5 trips) are more likely than more frequent riders (5+ trips) to use the D Line most often for fun/social outings (32% vs. 13%).



Females are more likely than males to use the D Line to commute to/from work (79% vs. 68%) and to go to/from appointments (17% vs. 10%).



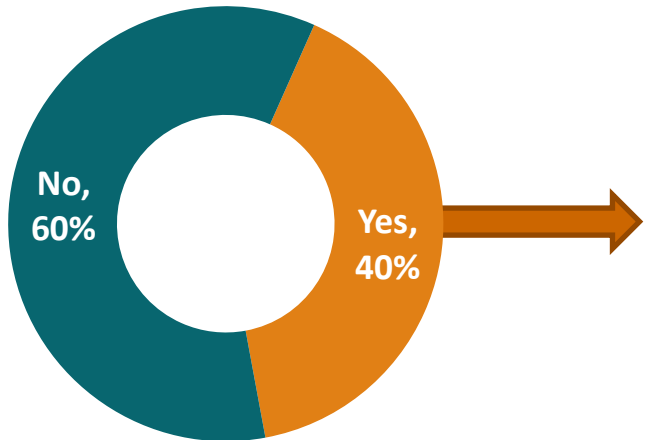
Low income riders are less likely than non-low income riders to use the D Line to commute to/from work (49% vs. 81%), but are more likely to use it for fun/social outings (32% vs. 11%), shopping/ errands (32% vs. 9%), appointments (22% vs. 9%), or travel to/from school (12% vs. 4%).



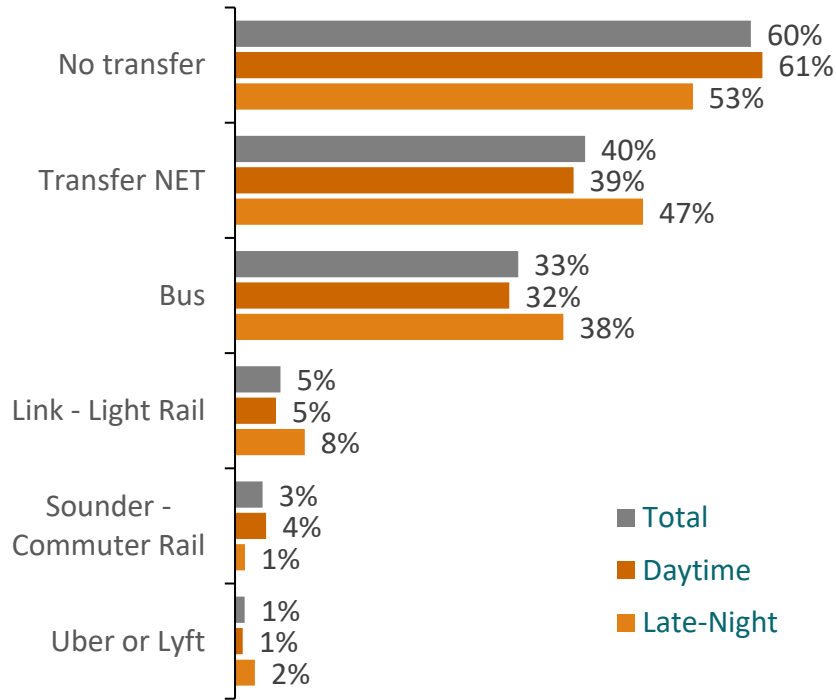
Senior/disabled riders are less likely to use the D Line to commute to/from work (38% vs. Total 72%), but more likely to use it for fun/social outings (33% vs. Total 17%) or shopping/errands (33% vs. Total 16%).

# Transferring to/from Route

Two out of five (40%) D Line riders transferred to or from this route. Most transfers were to or from other buses (33%). Other transit, such as the Light Rail, Sounder, and rideshares such as Uber or Lyft were used by a small minority.



Transfer TO/FROM RapidRide D Line



Low income riders are more likely than non-low income riders to have transferred to/from the route (60% vs. 32%, respectively).

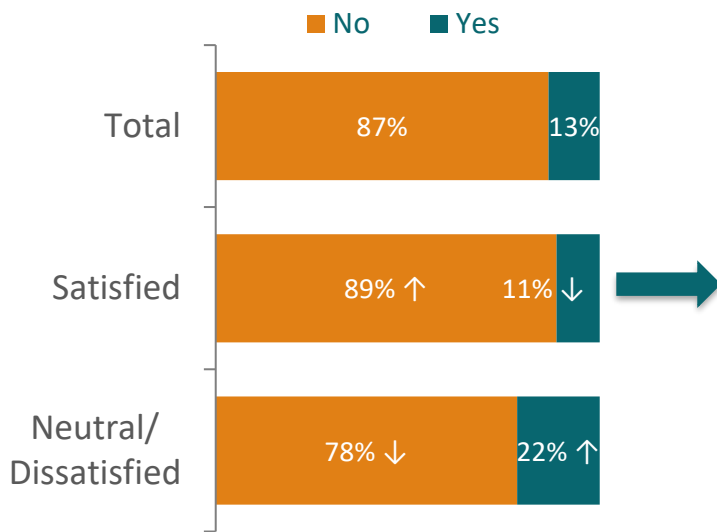
Senior/disabled riders are more likely to have transferred to/from the route (53% vs. Total 40%).

# Decline in Usage

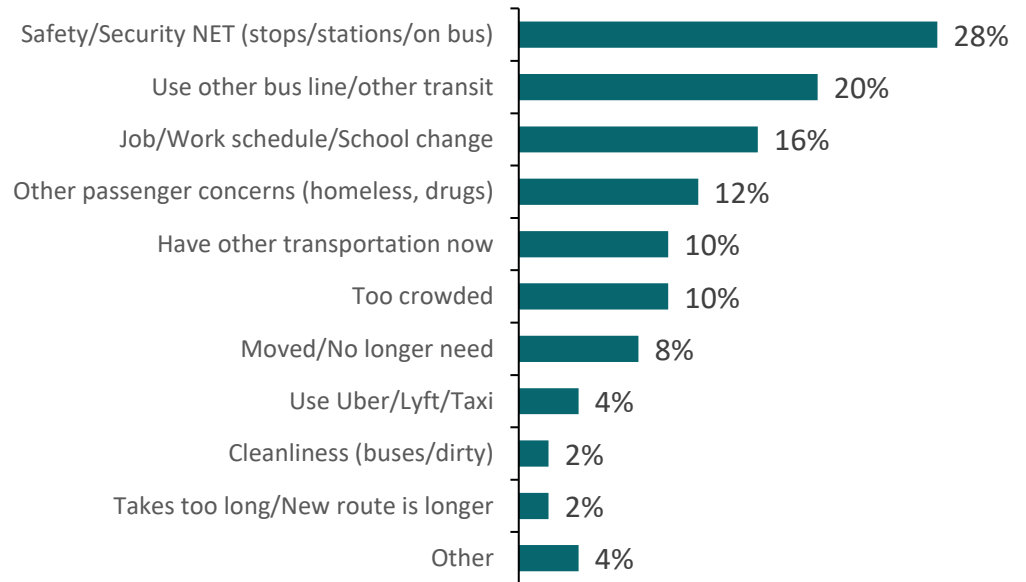
One in eight D Line riders say their D Line Ridership has declined in the past few years. Those who are neutral or dissatisfied (22%) with RapidRide Line D are significantly more likely to say their usage declined compared to those who are satisfied (11%) with it.

Personal safety concerns on the RapidRide D Line bus and at stops are the top reasons given for a decline in use.

Decline in Use of RapidRide D Line



Reason for RapidRide D Line Use Decline (Total)

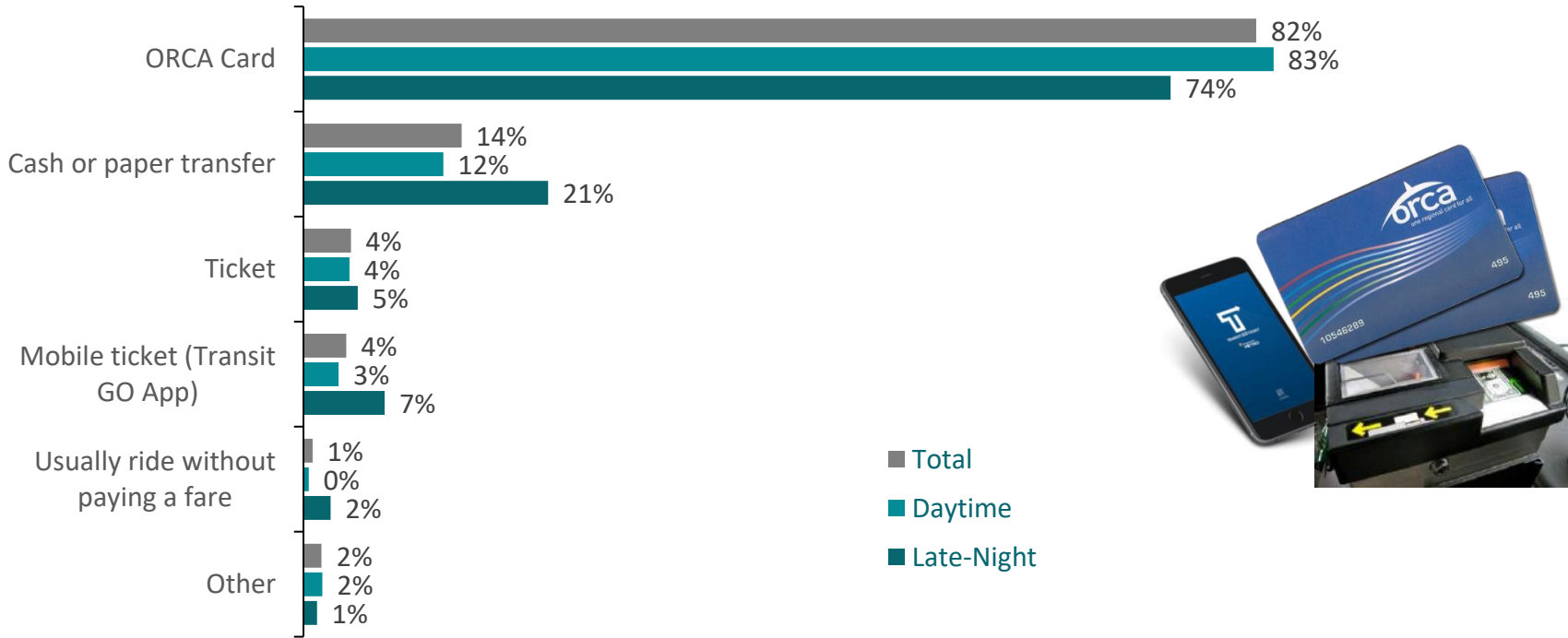


Those with fewer than five trips in the past 30 days are more likely to say their use of RapidRide D Line has declined compared to the most frequent riders (36+ trips) (24% vs 10%, respectively).

# Fare Payment

Four in five (82%) D Line riders pay their fare via an ORCA card, while only one in seven (14%) utilize cash/paper transfer. Few use a shelter/human services ticket or the Transit GO app. Only one in one hundred report riding without paying a fare.

Mode of Fare Payment



Low income qualified riders are less likely than others to use an **ORCA Card** (66% vs. 88%) but are more likely to pay via **cash or paper transfer** (21% vs. 8%), or to use **Human Services/Shelter Tickets** (13% vs. 1%).

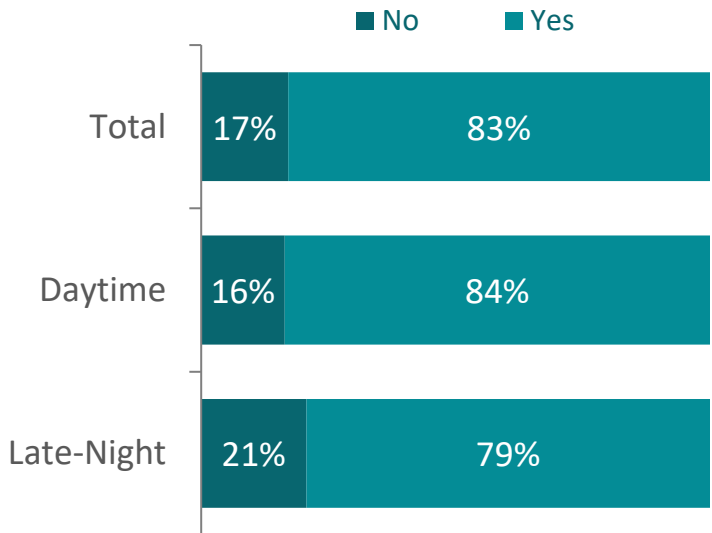
Senior/disabled riders are less likely to use an **ORCA Card** (65% vs. Total 82%). Instead, they are more likely to use cash or paper transfer (26% vs Total 4%).



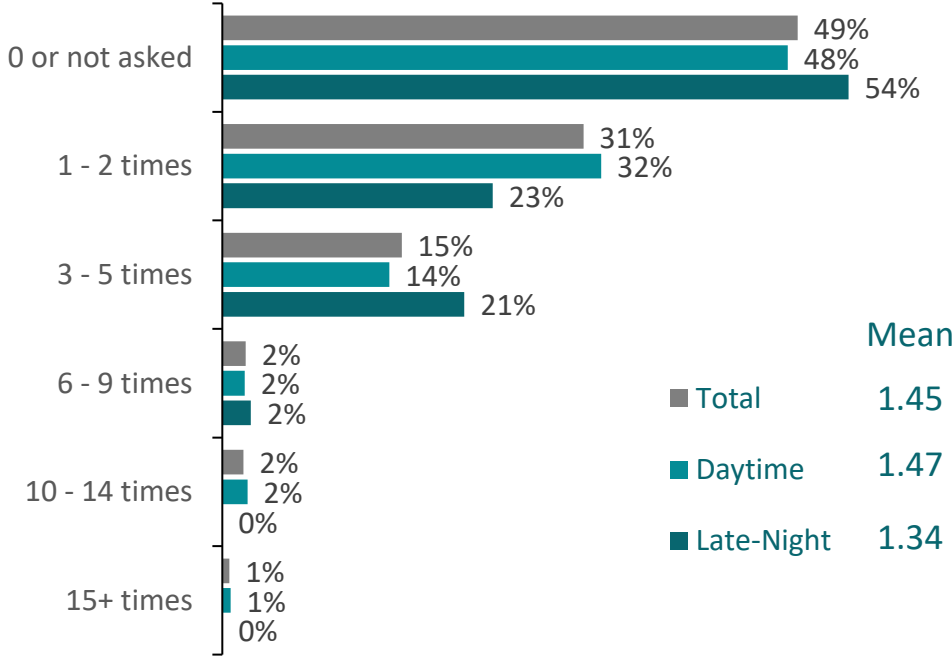
# Fare Enforcement Experience


More than four in five riders have been asked to show proof of fare payment on the D Line in the past, usually between one and two times in the past 30 days.

Ever Asked To Show Proof of Payment



Frequency of Request to Show Proof of Payment



 As expected, the most frequent riders (36+ trips over the past 30 days) are more likely to have been required to show proof of payment than those taking fewer than 36 trips in the past 30 days (92% vs 78%, respectively). They also report a significantly greater number of requests over the past 30 days (1.93 on average, compared to <36 trips 1.17.).

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

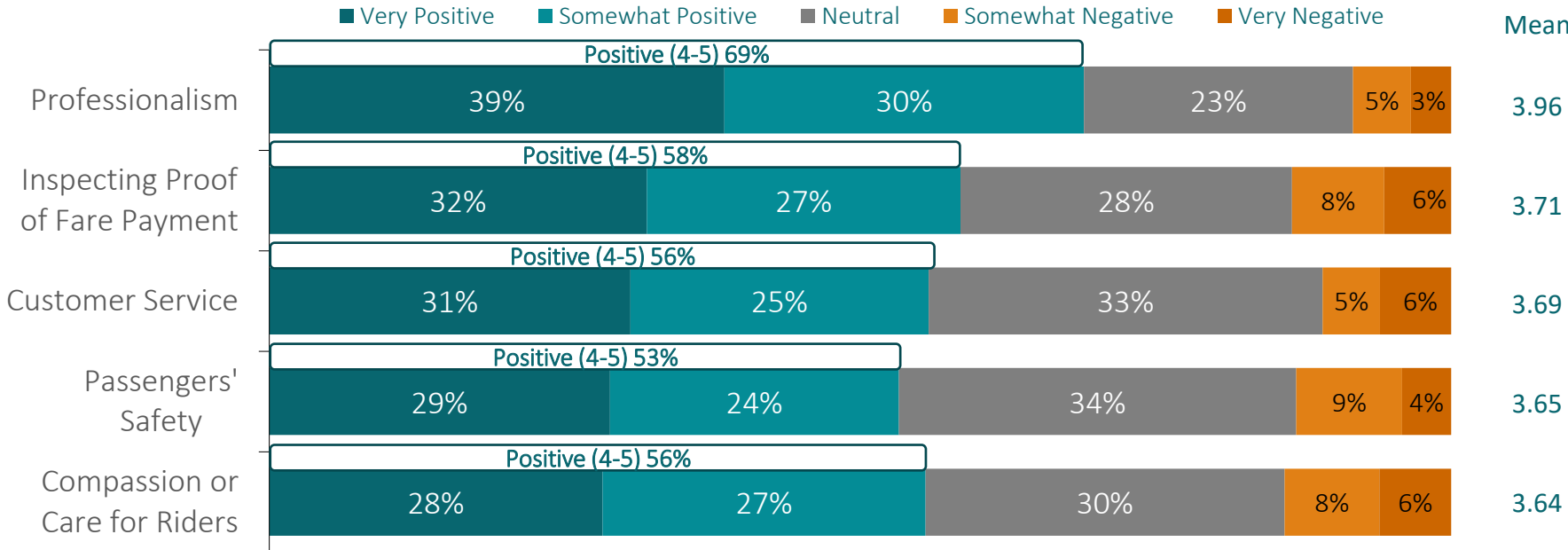
Q17A. If YES, about how many times have you been asked to show proof of payment in the last 30 days?

Base: Total n = 501; Daytime n = 419; Late-Night n = 82.

# Perceptions of Fare Enforcement

Experiences with Fare Enforcement on the D Line tend to be either positive or neutral. Seven in ten (69%) report positive experiences with professionalism and over half (53%-58%) report positive experiences with each of the other aspects. However, around one in seven or eight report negative experiences with compassion/care for riders, inspecting proof of fare payment, or passengers' safety.

Experiences/Perceptions of the Fare Enforcement



Low income riders are more likely than non-low income riders to report "very negative" experiences for *inspecting proof of fare payment* (10% vs. 4%).



# Past Wave Comparison

# Past Wave Comparison

The following section is a comparison of results collected on RapidRide D Line in February 2020 to the 18-month post implementation wave conducted in April 2014.

The 2014 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 2014 waves with comparable wording and measurement are included in this section.

## Wave Comparison Questions

- Q4\_C. Overall how satisfied are you with D Line
- Q1\_A. How long my bus trip takes: Travel on D 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 D Line bus stops
- Q3\_A2. Cleanliness of D Line bus interiors
- Q7. D 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 D Line
- Q12. Transfer TO/FROM D Line
- Q13. Number of rides taken on D Line in the last 30 days
- Q16. Fare Payment on D Line
- Q17. Fare enforcement on D Line

### **Demographics**

- Q19. Gender identity
- Q20. Age
- Q23. Household income
- Q24. Hispanic or Latinx?
- Q26. Primary language spoken at home

# Rider Profile

- RapidRide D Line riders surveyed in 2020 are similar in age to riders from the 2014 study, with mostly middle-aged riders (age 25-54).
- While the majority of riders reported household incomes over \$33,000 in 2014, the proportion of riders with a household income \$33,000 or higher is significantly higher in 2020.
- 2020 also saw a higher occurrence of riders who primarily speak a language other than English (up to 8% from 3% in 2014).

## RapidRide D Line

	2020 Wave (n=487)	2014 Wave (n=606)
<i>Base size answering varies by question</i>		
Gender		
Male	55%	52%
Female	44%	48%
Other	1%	-
Age		
< 25	13%	16%
25 – 34	40%	36%
35 – 44	17%	18%
45 – 54	13%	13%
55 – 64	10%	10%
65+	7%	8%
<b>Mean</b>	38	39
Income		
<\$24,999	<b>13%</b>	<b>23%</b>
\$25,000 - \$32,999	<b>6%</b>	<b>21%</b>
\$33,000+	<b>81%</b>	<b>56%</b>
% Hispanic	12%	10%
Language Spoken at Home		
English	<b>92%</b>	<b>97%</b>
Other	<b>8%</b>	<b>3%</b>

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

# Satisfaction with Service Elements

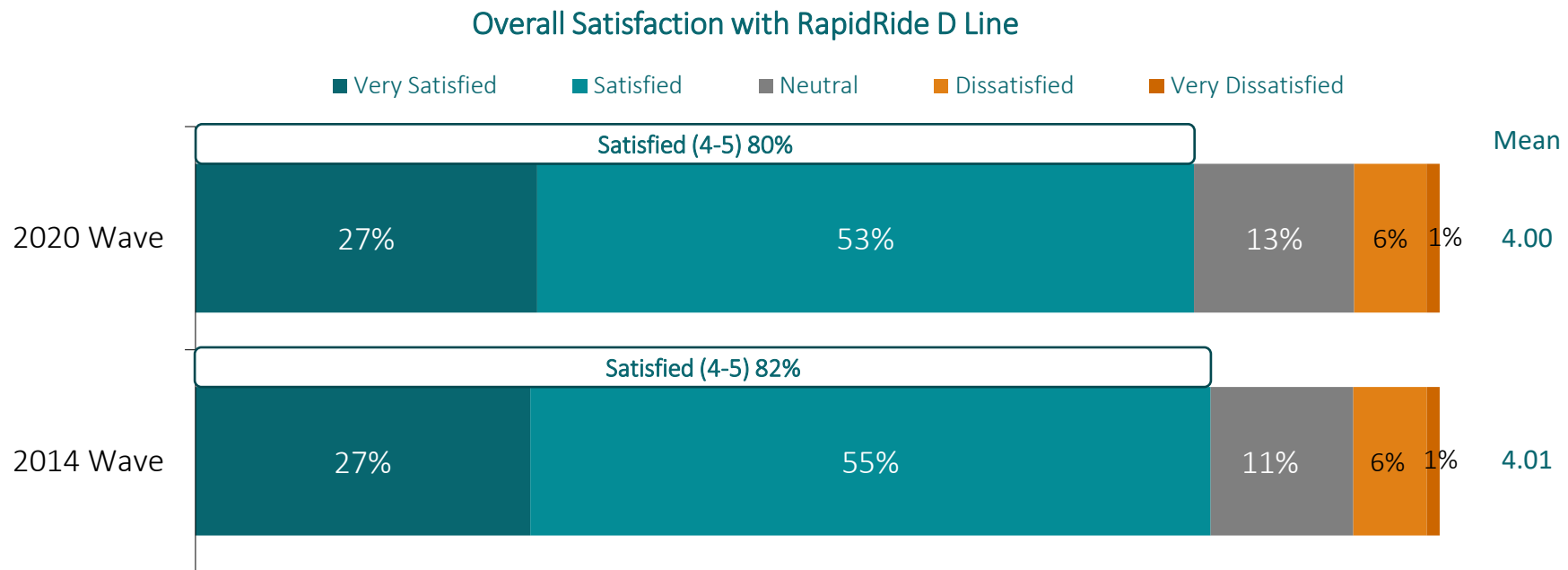
Overall satisfaction has remained high among RapidRide D Line riders. Of the comparable elements included in the 2020 study, satisfaction has fallen with the cleanliness of bus interiors, and with safety while waiting for the bus at night. Conversely, satisfaction with trip length has improved since 2014.

Service Element	2020 Wave Mean 5=Very Satisfied	2014 Wave Mean 5=Very Satisfied
<b>Overall Satisfaction</b>	4.00	4.01
How long the bus trip takes	<b>4.08</b>	<b>3.91</b>
Cleanliness		
Of bus stops	3.50	3.56
Of bus interiors	<b>3.62</b>	<b>3.94</b>
Personal Safety while:		
Waiting for the bus during the day	3.92	3.97
Waiting for the bus at night	<b>3.22</b>	<b>3.37</b>

*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 other wave at 95% confidence.*

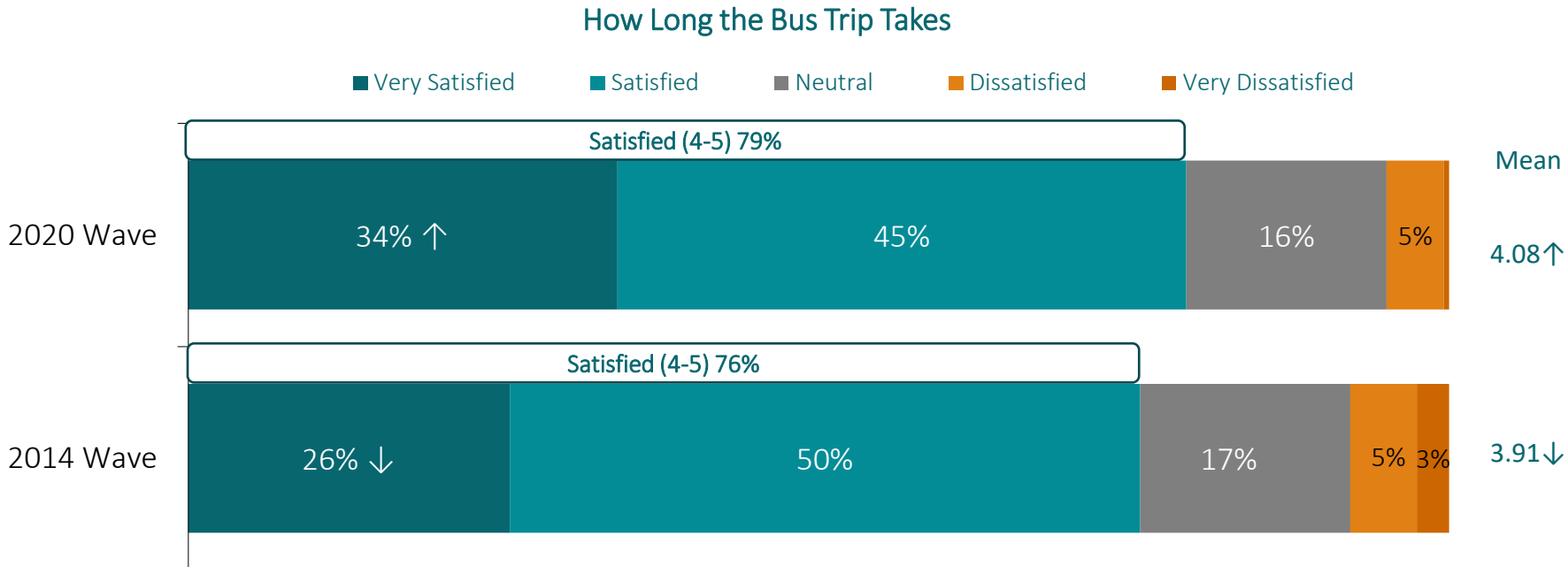
# Overall Satisfaction

Since 2014, overall satisfaction with RapidRide D Line has held fairly steady with four out of five riders satisfied with their experience.



# Satisfaction With Travel Time

When asked about the level of satisfaction regarding how long the bus trip takes, riders reported an increase in average satisfaction since 2014. In 2020, a third of riders are “very satisfied” with their trip length, where only a quarter were “very satisfied” in 2014.



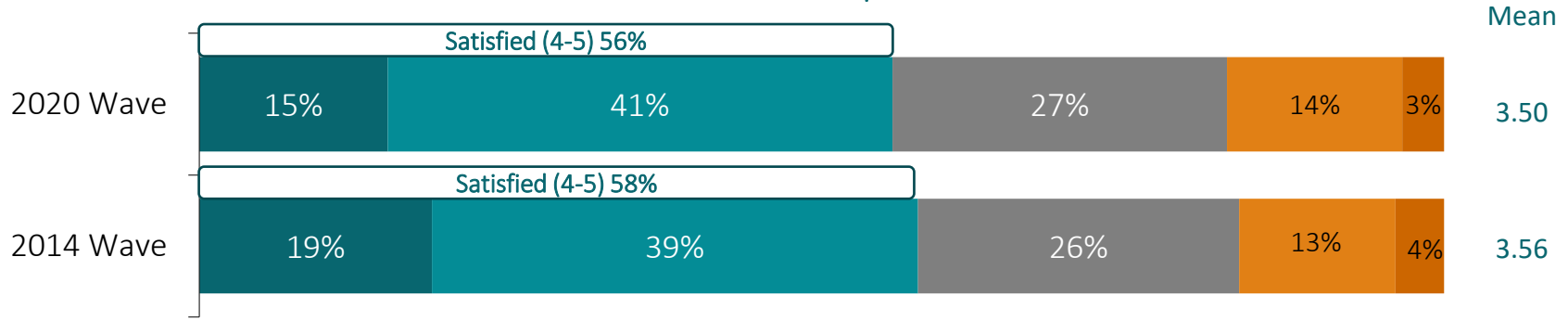


# Satisfaction With Cleanliness of Buses/Stops

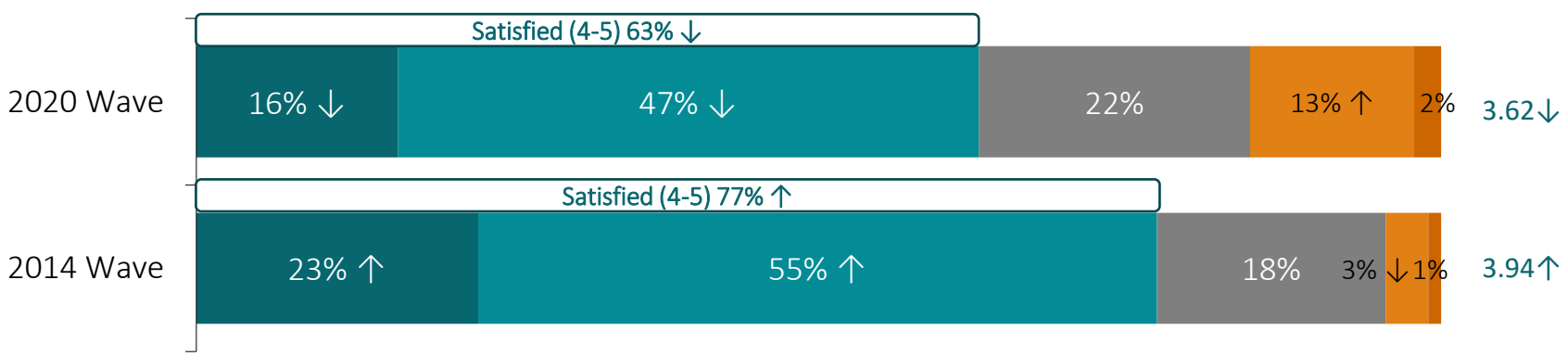
2020 saw a notable decline in satisfaction with the cleanliness of buses. Significantly fewer D Line riders are satisfied/very satisfied with the cleanliness of bus interiors, when compared to 2014. On the other hand, satisfaction for the cleanliness of the bus stops is similar to 2014.

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

## Cleanliness of Bus Stops

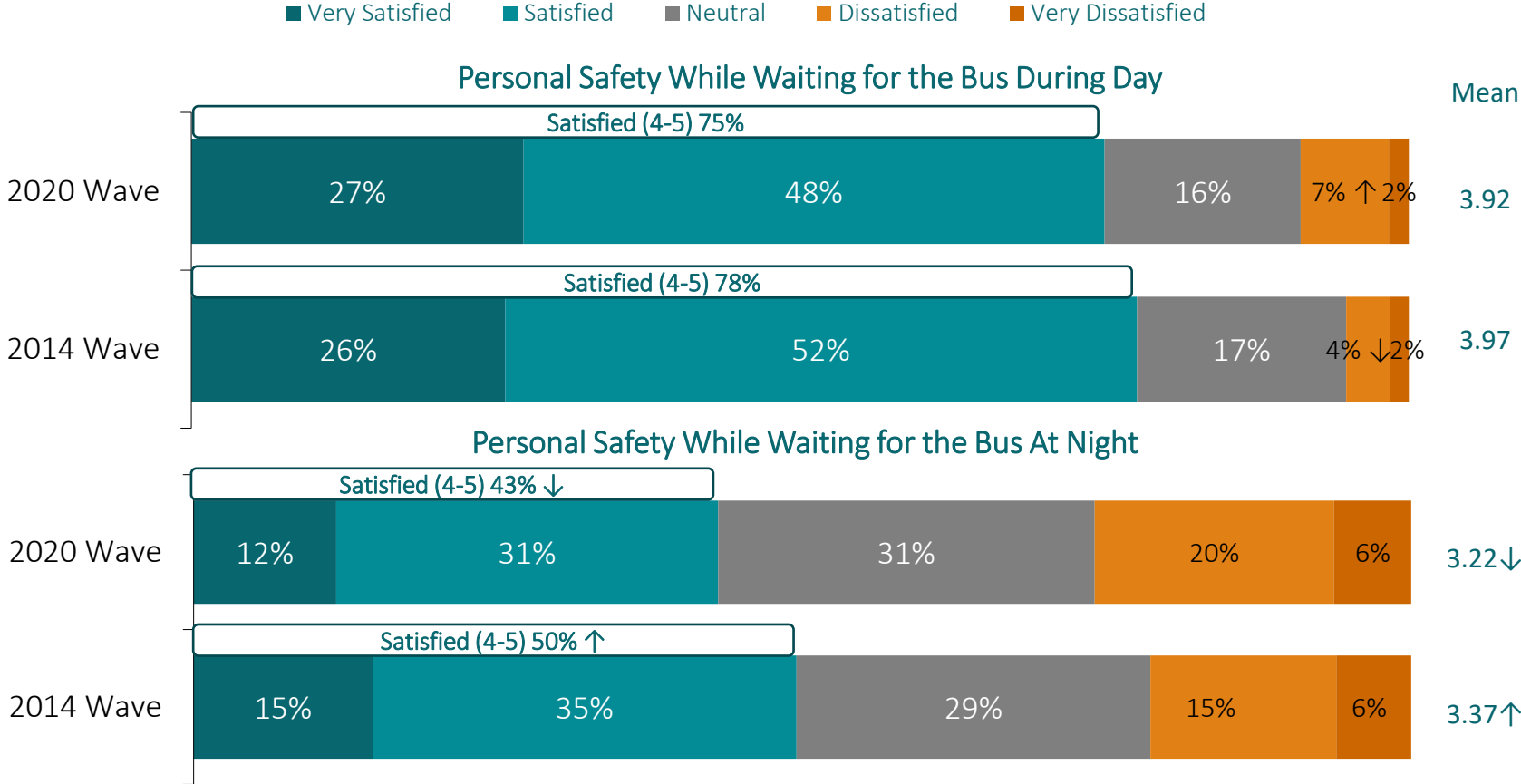


## Cleanliness of Bus Interiors



# Satisfaction With Personal Safety

Satisfaction with personal safety while waiting for the bus *during the day* has held fairly steady since 2014. However, riders in 2020 are less likely to be satisfied with personal safety waiting for the bus *during the evening or at night*.



# Comparison to Other Metro Bus Services

When compared to 2014, significantly fewer 2020 D Line riders consider the RapidRide D Line to be better than other Metro bus services. Riders are more neutral in their perceptions in 2020, with significantly more saying there is “no difference” between the D Line and other Metro bus services.

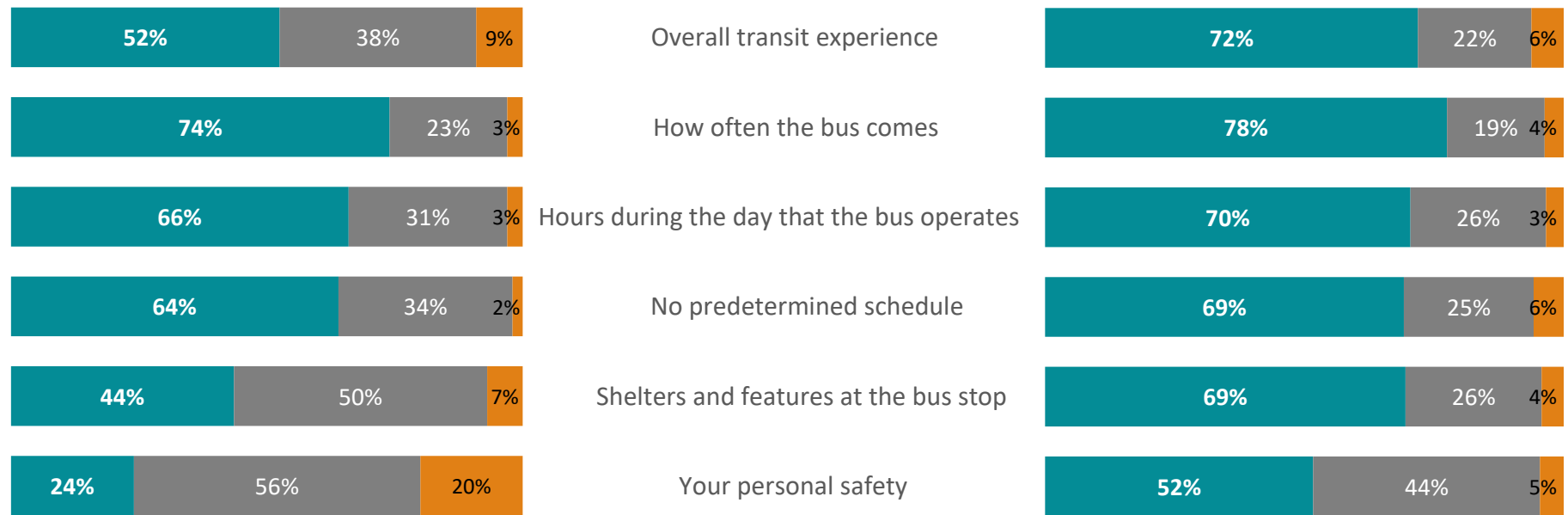
The area with the largest shift since 2014 is personal safety, followed by shelters and features of the bus stop and the overall quality of the transit experience.

## RapidRide D Line Compares to Other Metro Bus Service

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

2020 Wave

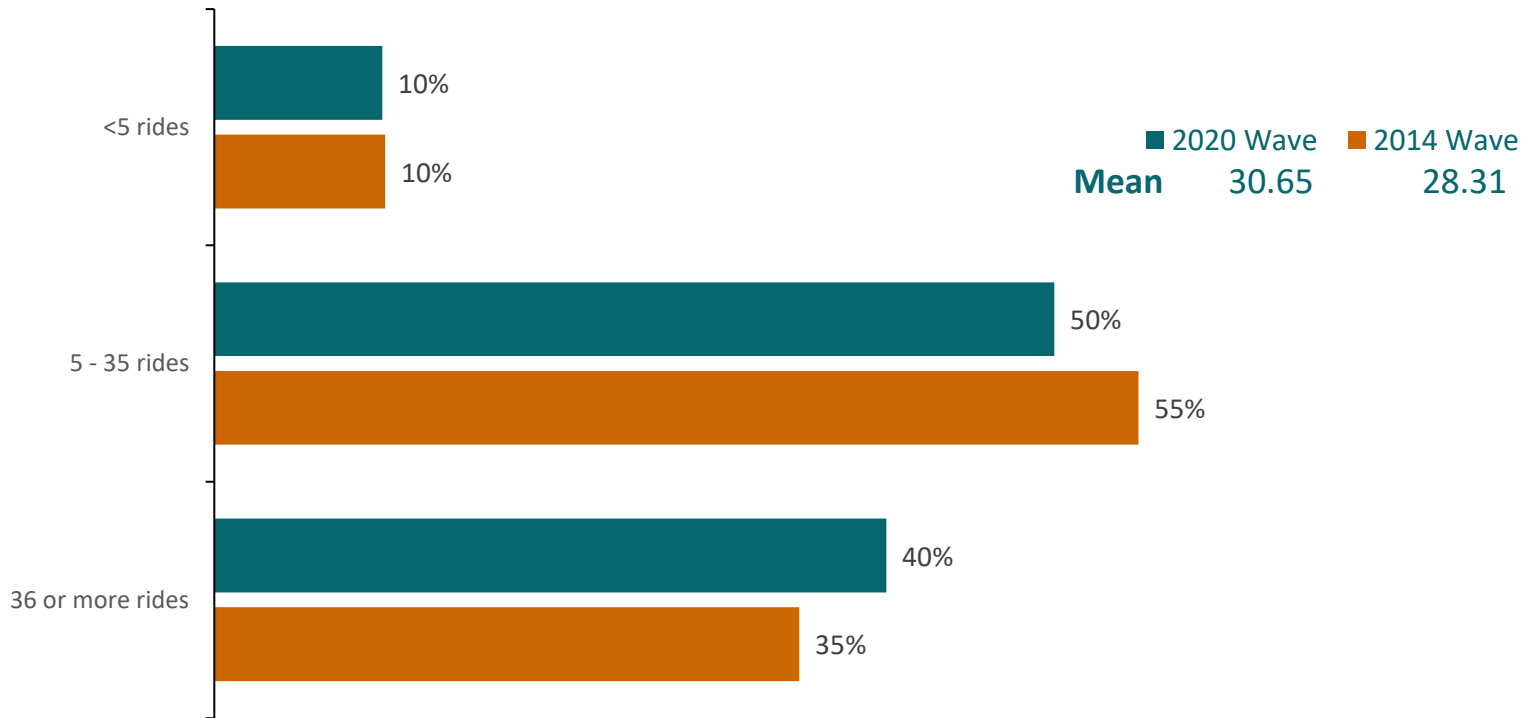
2014 Wave



# Transit Trips Taken

The average number of trips taken in the past 30 days by riders on the D Line increased slightly in 2020, though not significantly compared to 2014.

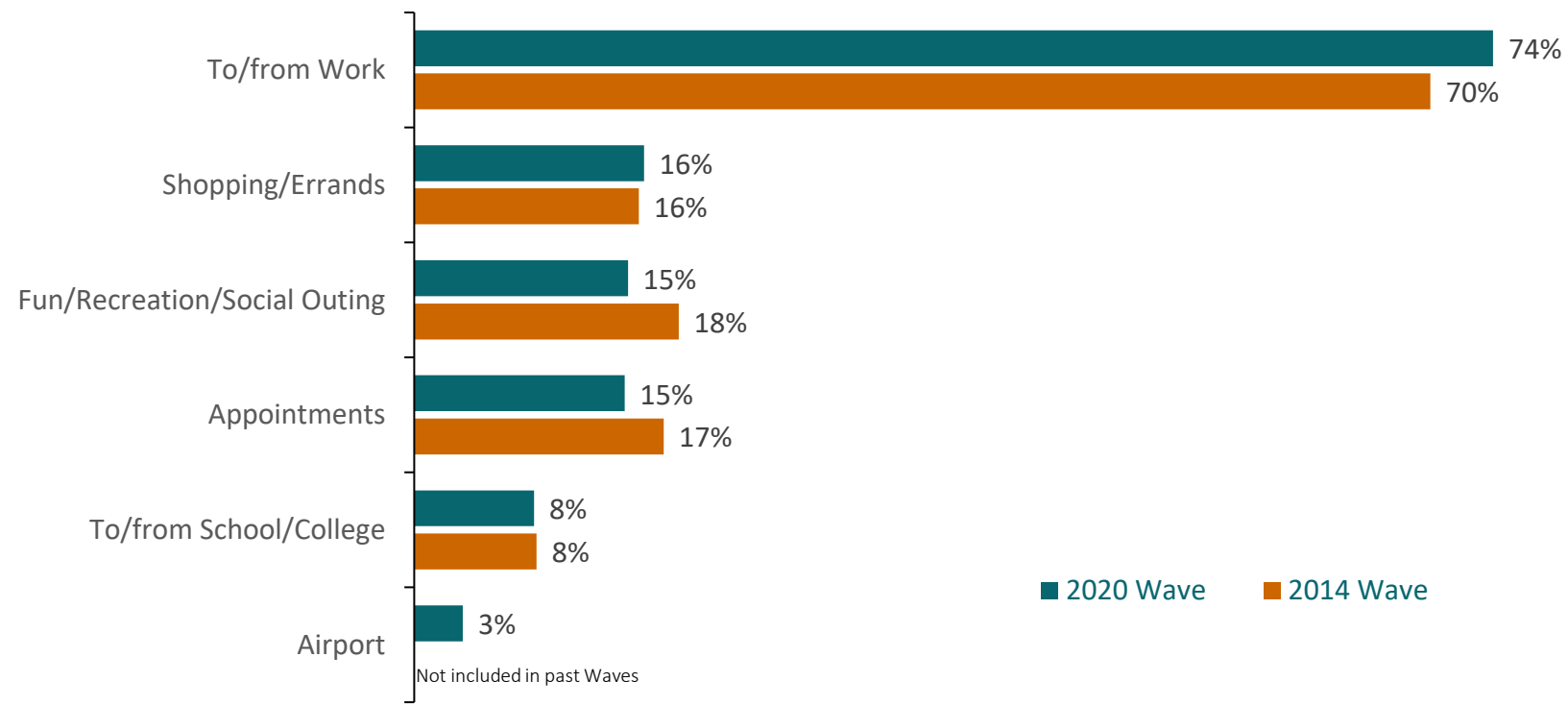
Number of Rides on RapidRide D Line in the Last 30 Days



# Reason for Riding

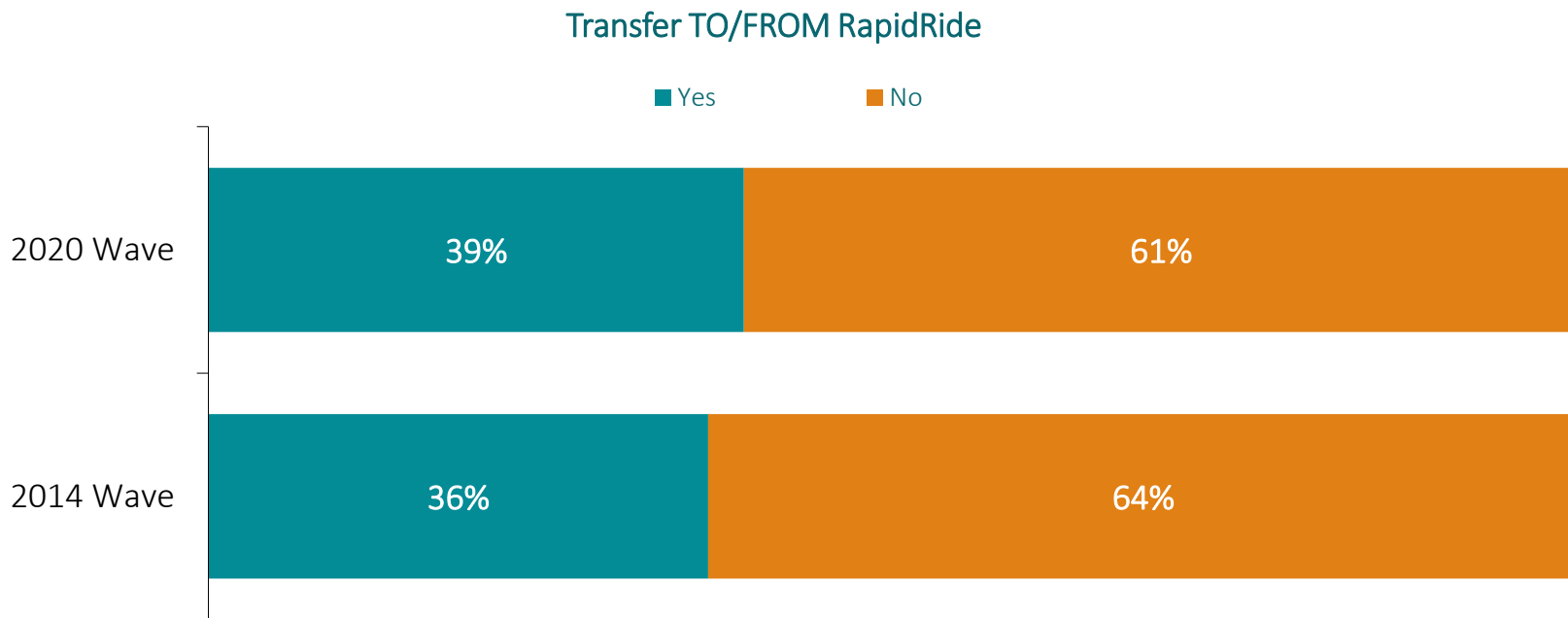
Respondents were asked to list the purpose of the trip they take most often on this route. Responses from the 2020 survey did not differ significantly from those of 2014. Use of the D Line for commuting to/from work or for appointments continues to be the most common purpose.

Purpose of Trip Taken Most Often



# Transferring to/from Route

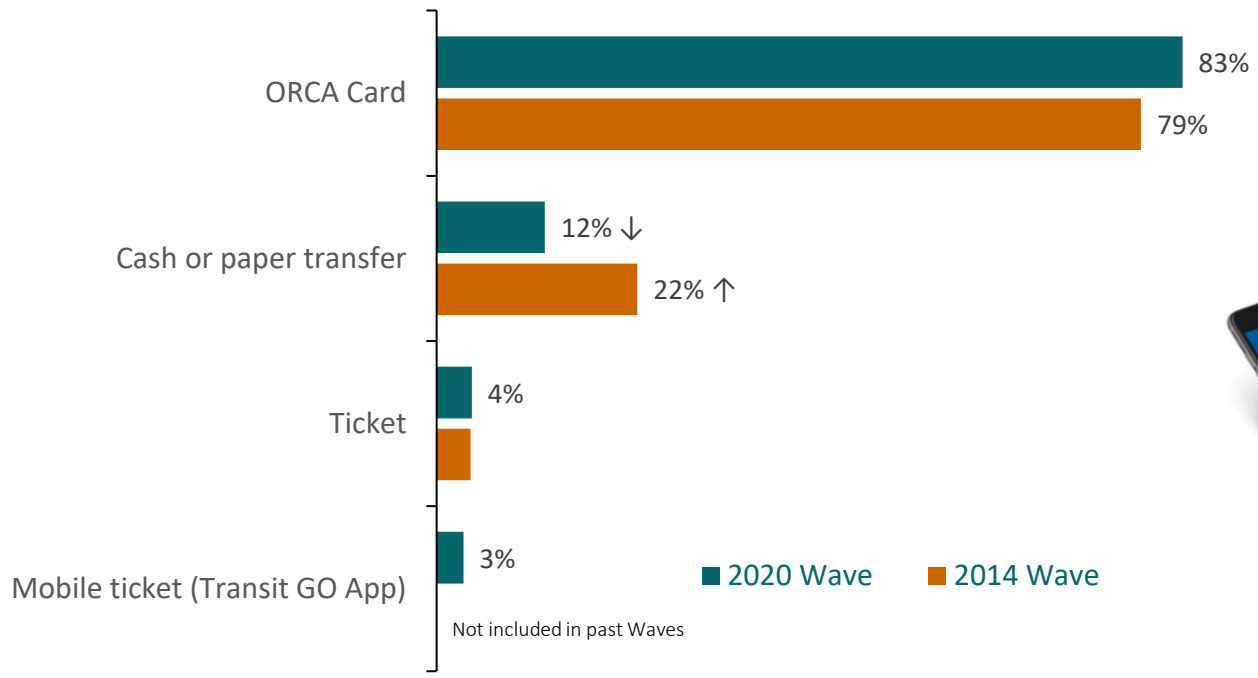
The proportion of riders transferring either to or from the RapidRide D Line remains unchanged since 2014.



# Fare Payment

Use of the ORCA card continues to be the most common payment method for Metro ridership. Cash or paper transfer are being used by significantly fewer D Line riders in 2020.

Mode of Fare Payment



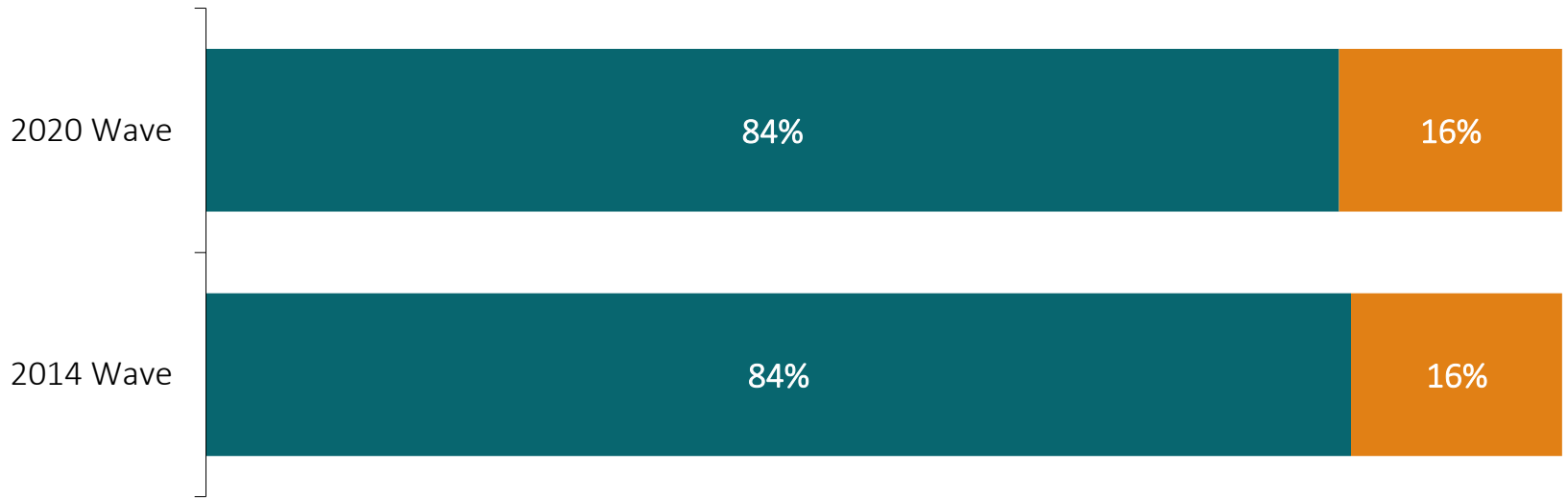
Multiple responses allowed. Sums to more than 100%

# Fare Enforcement Experience

More than eight in ten (84%) D Line riders in 2020 report being asked to show proof of payment, the same as in 2014.

Ever Asked To Show Proof of Payment

■ Yes ■ No







# Appendix

# 2020 QUESTIONNAIRE

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



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

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

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

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

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

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

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

7. How do you feel RapidRide D 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 D 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 D Line?  
 \_\_\_\_\_  
 \_\_\_\_\_

# 2020 QUESTIONNAIRE

## Your Travel Patterns

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

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

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

15a. If YES, Why has your use of RapidRide D 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 D 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 D 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Inspecting proof of fare payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Passengers' Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Compassion or care for riders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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: \_\_\_\_\_