

King County Paratransit Access Survey Biannual Report

Prepared for:



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BACKGROUND

Access Transportation is the paratransit service for King County's Department of Transportation Transit Division (Metro), serving eligible persons with disabilities. Access provides an invaluable service to riders and stakeholders, and King County Metro is committed to ensuring a high-quality service for its customers. Access provides more than 960,000 paratransit trips annually, an average of more than 3,000 trips each day, serving 7,500+ active riders.

Access has contracted WBA Research to conduct 200 customer satisfaction surveys per quarter (800 annually) among its current customers, and another 200 annually among non-customers, who are lapsed customers in that they have not used the service in the past 12 months.

What follows is the results of research conducted in 2020.

Note, due to the COVID-19 pandemic and related reductions in travel behaviors and service, fielding in Q2 of 2020 did not occur.

METHODOLOGY

Each quarter, King County Metro provides a list of all customers who had used Access in the month prior to fielding. For each wave, WBA selected a random sample of 1,200 records. These 1,200 records were sent a letter inviting them to participate in the survey (see Appendix). If customers spoke a language other than English (as indicated in the sample), they received an invitation letter printed in English on the front and the other language on the back. The survey was available online in the following languages:

- Amharic,
- Arabic,
- English,
- Filipino,
- Hindi,
- Japanese,
- Korean,
- Mandarin Chinese,
- Punjabi,
- Romanian,
- Russian,
- Somali,
- Spanish,
- Tigrinya,
- Vietnamese, and
- Yue Chinese.

Customers could complete the survey by going online and using a password printed on their letter or by calling WBA directly and completing the survey over the phone. After the letters were mailed, WBA also called customers to complete the survey by phone. For customers who did not speak English or wished to complete the survey in another language, in addition to the online option, phone interviews were completed by a WBA staff member with a translator from Compass Languages assisting. If a customer was unable to complete the survey themselves, a caregiver was permitted to complete it on their behalf. To qualify, customers needed to have taken a trip on Access in the past 30 days.

A total of 600 interviews were completed in 2020, with seven in ten (71%) being completed over the phone and the remaining 29% being completed online.

Mode	Completed Interviews
CATI	429
Web	171
Total	600

Language	Completed Interviews
English	92%
Spanish	4%
Russian	1%
Arabic	1%
Mandarin Chinese	1%
Yue Chinese	<1%
Vietnamese	<1%
Hindi	<1%
Simplified Chinese	<1%
Amharic	<1%
Uighur	<1%
Japanese	<1%
Somali	<1%
Tagalog	<1%
Tigrinya	<1%
Total	600

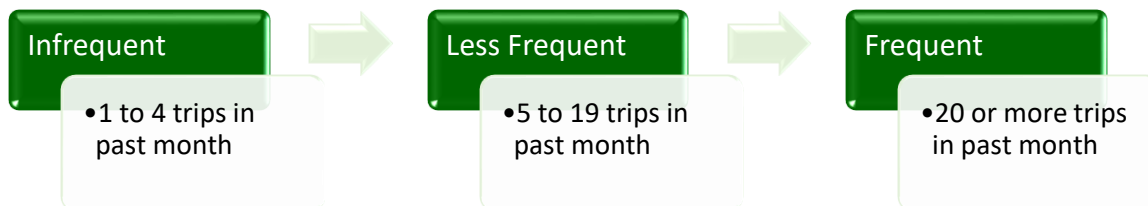
Of the 600 interviews completed in 2020, 551 (8%) were completed in a language other than English. After the fieldwork was concluded in each quarter, the results were weighted by region to match the proportions found in the original 30-day sample provided by King County Metro:

Region	Riders in 30-Day Sample	% of Riders in 30-Day Sample	Q1 2020 Completed Interviews	Weight	Adjusted
East	889	16.49%	35	0.94214	32.97478
North	1,866	34.61%	72	0.96130	69.21365
South	2,637	48.91%	93	1.05174	97.81157
Total	5,392	100%	200		200

Region	Riders in 30-Day Sample	% of Riders in 30-Day Sample	Q3 2020 Completed Interviews	Weight	Adjusted
East	329	11.95%	25	0.95605	23.90119869
North	1,042	37.85%	92	0.82282	75.6992372
South	1,382	50.20%	83	1.20963	100.3995641
Total	2,753	100%	200		200

Region	Riders in 30-Day Sample	% of Riders in 30-Day Sample	Q4 2020 Completed Interviews	Weight	Adjusted
East	358	12.49%	28	0.89192	24.97384025
North	1,048	36.55%	72	1.01539	73.10777817
South	1,461	50.96%	100	1.01918	101.9183816
Total	2,867	100%	200		200

For analysis purposes, respondents are categorized into three rider types. “Infrequent” riders are those who took one to four trips in the past month. “Less Frequent” riders are those who took anywhere from five to nineteen trips in the past month. “Frequent” riders are those who took twenty or more trips in the past month.



Small bases are defined as any base with under 50 respondents. They are denoted throughout this report with an asterisk (*). Findings with small bases should be interpreted with caution.

Arrows (↑ ↓) in the tables and graphs throughout this report indicate statistically significant increases or decreases over the prior quarter at the 95% confidence level, while solid arrows (▲, ▼) in the tables and graphs throughout indicate statistically significant increases or decreases from Q4 2019 to Q4 2020 at the 95% confidence level. In addition, superscript letters (^N, ^S, ^E) indicate statistically significant differences between regions (North, South, East) or other subgroups.

KEY FINDINGS

Headlines

Overall in 2020, Access customers are generally **satisfied with the service**, with nine in ten (89%) reporting as such. Furthermore, customers are even more pleased with the value of Access relative to what they pay (93% satisfied).

- Satisfaction with these attributes is relatively consistent throughout all regions of the Seattle area (North, South, and East).

Riders are the **least satisfied with the scheduling of subscription trips** (83% satisfied).

The proportion of riders who felt it is unsafe to travel outside of the home increased significantly from Q3 2020 to Q4 2020, from 25% to 34%, likely due to increases in nationwide COVID-19 cases in Q4 of 2020. However, the proportion of riders who find it safe to travel with Access specifically remained comparable over both quarters, showing that **while riders feelings on general travel outside the home may fluctuate given current public health concerns, they continue to find that Access offers a safe mode of travel for them.**

Customers consistently prefer to be dropped off within 30 minutes of their appointment time, even if it means they are in the van longer (40%). However, this measure has seen some major shifts during 2020, from those who have a drop-off preference to those who indicated “it depends” or have no opinion. This may be linked to an increase in satisfaction with the total trip time (from 83% in Q3 2020 to 91% in Q4 2020), possibly driving indifference towards pick-up and drop-off trade-off preferences.

Customers are also **highly satisfied with their driver**, with nearly nine in ten customers (88%) indicating that the driver on their last one-way trip was courteous. Additionally, more than eight in ten (85%) felt the driver was helpful, 89% were confident that the driver knew the best way to get them to their destination and/or were confident that the driver knew where to pick them up or drop them off.

Nearly one-half of Access customers believe that Access has stayed the same over the past year (47%) and **four in ten (44%) believe service has improved**. The proportion of respondents in 2020 indicating that service has improved over the past year has remained consistent with that seen in 2019 (43% in 2019).

In 2020, more than one-half of customers or caregivers who have a working smartphone indicate that they *would be comfortable* using Transit Go Ticket to pay their fare (56%) and 51% *would be likely* to use the app. Regarding EZ-Wallet, more than four in ten customers or caregivers (44%) indicate that they *would be comfortable* using the service to pay their fare. Additionally, a similar proportion (42%) indicate they *would be likely* to use the service to pay their fare.

Executive Summary

Overall in 2020, Access remains popular with its customers. Access service enjoys high rates of satisfaction among customers from all regions and rider types. This is especially notable given the unique challenges and situations presented over the course of the year due to the ongoing COVID-19 pandemic.

Nearly nine in ten Metro Access customers (89%) are satisfied with Access transportation overall. In addition, more than nine in ten (93%) are satisfied with the value of Access for the price paid. Lastly, nearly nine in ten (87%) rate their last one-way trip as either “Good” or “Very good”.

COVID-19 Travel Safety

Safety traveling outside the home continues to be an important concern for many riders, particularly given Access’ primary ridership, which includes many elderly or immuno-compromised riders. Beginning in Q3 2020, two questions were added to assess riders’ feelings of safety when traveling both outside the home and on Access specifically as a result of COVID-19 travel safety concerns.

Overall in the second half of 2020, 63% of riders feel it is safe to travel outside of the home. Notably, the proportion who felt it is unsafe to travel outside the home increased from 25% in Q3 2020 to 34% in Q4 2020. This likely is due to increases in nationwide COVID-19 cases beginning in Q4 of 2020. On their feelings of safety when traveling with Access specifically, nine in ten riders (90%) find it safe to do so. This remains comparable from 92% in Q3 2020 to 89% in Q4 2020, indicating that **while riders’ feelings on general travel outside the home may fluctuate given current public health concerns, they continue to find that Access offers a safe mode of travel for them.**

Travel Times and Pick-up/Drop-off

A majority of Access customers are picked up within the allotted 30-minute pick-up window. Eight in ten (80%) report being picked up within the 30-minute time period on their last Access trip. **Similarly, a majority of Access customers were also dropped off within a half-hour of their appointment time** on their last Access trip, with about seven in ten (71%) reporting as such.

Customers consistently prefer to be dropped off within 30 minutes of their appointment time, even if it means they are in the van longer (40%). However, this measure has seen some major shifts during 2020, from those who have a drop-off preference to those who indicated “it depends” or have no opinion.

- The proportion of those who prefer to be dropped off within 30 minutes of their appointment time decreased from 48% to 40% from 2019 to 2020, with the proportion of those who prefer to be dropped off more than 30 minutes early also decreasing from 36% to 28% from 2019 to 2020. Conversely, the proportion who indicated “it depends” increased from 8% to 16% and the proportion with no opinion increased from 8% to 17% in that same time period.
- This change in preference first began to take shape in Q3 of 2020, where the most notable change to the Access landscape was the existence of COVID-19 related restrictions. Similarly, satisfaction with the total time of riders’ last one-way trip has seen increases from Q3 2020 to Q4 2020 (from 83% to 91%).

In Q4 of 2020, riders were asked how they think their ride time would compare to a Metro bus (if they had taken the same trip via Metro bus instead of with Access). Riders generally find Access to be a less time consuming mode of transportation than Metro bus, with seven in ten riders (70%) said their trip would have taken more time had they taken it via Metro bus.

Driver Attributes

Customers continue to be satisfied with the behavior of the driver on their last one-way trip. Nearly nine in ten customers (88%) felt that the driver on their last one-way trip was courteous. Additionally, more than eight in ten (85%) felt the driver was helpful. However, one in seven (15%) deemed the driver to be less than helpful (rating as either okay or not very helpful).

Customers continue to be satisfied with the driving and navigation ability of their driver. Nine in ten (90%) were confident that the driver knew where to pick them up or drop them off while a similar proportion (89%) were confident that the driver knew the best way to get them to their destination.

Customer Service

Most Metro Access riders (85%) have not filed a complaint or commendation in the last month. Complaints were more common than commendations, with 10% indicating they filed a complaint only, compared to just 2% indicating they filed a commendation only. This is to be expected considering customers are generally more likely to raise a complaint than they are to give an unsolicited compliment. A small number of riders filed both a complaint and a commendation (3%).

Six in ten (62%) indicated they are satisfied with their ability to file a complaint and 85% indicating they are satisfied with their ability to file a commendation. Regarding complaints specifically, about one-third of those who filed a complaint were satisfied with their complaint resolution (35%). Those who filed a complaint or commendation were similarly likely to receive notice that their filing was received via phone call and/or mail (26% by phone and 22% by mail). Almost one-third (32%) did not receive a response.

Riders are more satisfied with their commendation response than their complaint resolution.

Improvements to Service

Nearly one-half of Access customers believe that Access has stayed the same over the past year (47%). Overall, the proportion of respondents in 2020 indicating that service has improved over the past year has remained consistent with that seen in 2019.

When asked for suggestions on how Access could improve the service it offers, the most cited improvements included improvements to online scheduling (18%), more fare payment options (16%); more call-takers/less time on hold (16%); and more reliable and/or on-time service (15%).

Communication Methods

More than nine in ten customers (91%) say they prefer the telephone for their communications with Access. Another 5% prefer to communicate with Access using the internet, either through a computer, smartphone, or tablet. Finally, 3% prefer to communicate with Access via mail. Additionally:

- Two-thirds of customers or primary contacts for the customer have a smartphone (66%).
- Nearly seven in ten use text messages (68%).
- Six in ten customers or primary contacts use email (60%).
- More than one-half of customers or primary contacts use the internet daily (54%).

Payment Methods and Cashless Fare Payment

Riders are generally satisfied with the payment methods provided by Access, with more than eight in ten indicating as such (86%), remaining consistent over both 2019 and 2020. **Moreover, cash is the most commonly used payment method for Access fare in 2020, with three-fourths of riders (76%) indicating cash as how they pay their fare.** Meanwhile, one in five report payment using the ORCA Access Monthly Pass (20%), and an additional 3% indicate they use tickets.

In 2020, more than one-half of customers or caregivers who have a working smartphone indicate that they *would be comfortable* using Transit Go Ticket to pay their fare (56%) and 51% *would be likely* to use the app. Regarding EZ-Wallet, more than four in ten customers or caregivers (44%) indicate that they *would be comfortable* using the service to pay their fare. Additionally, a similar proportion (42%) indicate they *would be likely* to use the service to pay their fare.

Access Attributes

- In 2020, all primary Access attributes were deemed as satisfactory by at least eight in ten customers. In particular, at least nine in ten customers were satisfied with the value of Access for what they pay and the Access service area.
- In Q4 of 2020 specifically, satisfaction with the amount of time their one-way trip took reached its highest levels to date, at 91% satisfied.
- After experiencing a drop in satisfaction in Q1 of 2020 (76%), satisfaction with how Access keeps riders informed recovered in Q3 of 2020 (87%), further holding steady in Q4 of 2020 (88%).

85%-90%

Most Access attributes receive satisfaction scores somewhere between 85%-90%. Attributes performing at 90% or greater should be seen as doing particularly well, while attributes receiving satisfaction ratings of less than 85% are where opportunities for improvement lie.

Almost nine in ten (87%) rated their last trip positively. Common reasons among those rating their last trip negatively include those related to on-time performance (32%), more specifically that the van did not show up or caused a long wait for the customer (19% and 16% respectively).

% Satisfied with Satisfaction Attribute

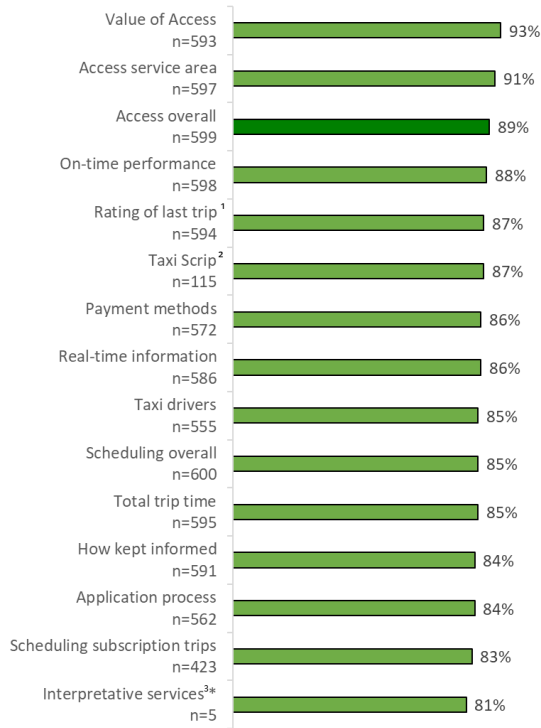


Figure 1 : Satisfaction Measures

Base: Those answering

*Caution: Small base

¹Rating scale different. Bar represents % Good

²Base: Those who use taxi scrip and answering

³Base: Those whose preferred language is not English and answering

2020 year-to-date responses

Figure 1: Attribute Rating	% Satisfied
Value of Access (n=593)	93%
Service Area (n=597)	91%
Access Overall (n=599)	89%
On-time performance (n=598)	88%
Rating of last trip ¹ (n=594)	87%
Taxi Scrip ² (n=115)	87%
Payment methods (n=572)	86%
Real-time information (n=586)	86%
Taxi drivers in place of vans (n=555)	85%
Scheduling overall (n=600)	85%
Total trip time (n=595)	85%
How kept informed (n=591)	84%
Application process (n=562)	84%
Scheduling subscription trips (n=423)	83%
Interpretative services ^{3*} (n=5)	81%

Subgroups

Access customers **across all regions** are generally satisfied with Access transportation overall (86%-90%).

- Satisfaction with travel time is particularly low among those in the East region, where 77% are satisfied in 2020 compared to 87% and 86% in the North and South regions.
- Those in the Southern region rated their satisfaction with their ability to get real-time information the highest (89%), specifically when compared against the Eastern region, where 79% were satisfied.
- Riders in the North region are more satisfied than those in the East with Access' service area, with 94% satisfied (compared to 83%). In the Southern region, satisfaction with the service area falls in the middle, at 90%.
- Those in the South region gave the highest satisfaction for satisfaction with the payment methods offered by Access in 2020, at 90%, compared to 83% in the North and East regions.

Riders are generally satisfied regardless of how often they ride Access, though there are some areas where the rider subgroups differ:

- Notably, on the value of Access for the price paid, Less Frequent travelers are more satisfied than their Frequent counterparts (95%, compared to 89%).
- Frequent riders are the most satisfied with the taxis sent in place of Access vans with 89% satisfied, markedly more than Infrequent riders (80% satisfied).
- Less Frequent riders continue to rate their ability to get real-time information favorably, with 89% satisfied (compared to 82% of Frequent riders, specifically).
- Infrequent riders tend to rate their personal safety onboard Access highest, with 99% indicating they felt safe on their most recent ride, compared to both Less Frequent (93%) and Frequent riders (95%).
- Infrequent riders were the most likely to feel that Access service has stayed the same over the past year (55%), significantly more so than Frequent riders (42%).
- Infrequent riders with a smartphone are the most likely to be comfortable using Transit Go Ticket, most specifically when compared to Less Frequent riders (64%, compared to 50% of Less Frequent riders). Similarly, Infrequent riders are the most likely to use the EZ-Wallet service, with 47% indicating they are likely to do so, compared to 36% of Less Frequent users specifically.
- Employment or school make up the largest share of Access trips in 2020 for Frequent riders (36%, compared to 6% of Infrequent and 14% of Less Frequent riders), while shopping or errands makes up the smallest share of trips for Frequent riders (13%, compared to 25% and 26% of Infrequent and Less Frequent riders).

Detailed Findings

Access Attributes

Overall Satisfaction Attributes

Almost nine in ten riders are satisfied with Access overall (89%), while only one in ten are dissatisfied (7%). Riders are slightly more satisfied with the value of Access for what they pay, with more than nine in ten voicing their satisfaction (93%). **In fact, while Access is rated highly on all attributes (81%-93% satisfied among all primary satisfaction attributes), the value of Access for the price paid is the single most highly rated attribute.**

- Riders are satisfied with Access overall regardless of how frequently they travel. Though on the value of Access, Less Frequent travelers are more satisfied than their Frequent counterparts (95%, compared to 89%).

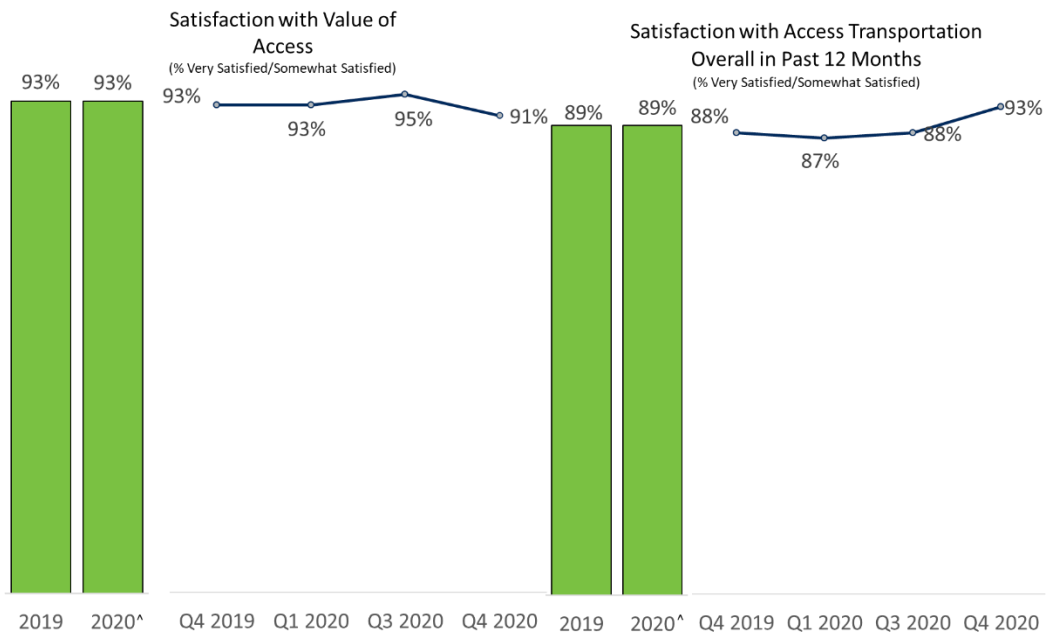


Figure 2: Overall Satisfaction Attributes	Satisfied with Value of Access (% Very Satisfied/Somewhat Satisfied)	Access Transportation Overall in Past 12 Months (% Very Satisfied/Somewhat Satisfied)
2019	93%	89%
2020^	93%	89%
Q1 2020	93%	87%
Q4 2019	93%	88%
Q3 2020	95%	88%
Q4 2020	91%	93%

Figure 2: Overall Satisfaction Attributes
 Q4A. How satisfied are you with Access transportation overall in the past 12 months?
 Q4B. How satisfied are you with the value of Access for what you pay?
 Base: Those answering
 ^2020 year-to-date responses

Trip Satisfaction Attributes

In 2020, almost nine in ten customers (88%) are satisfied with the on-time performance of Access service and a similar proportion rated their most recent one-way trip on Access as “Good” or “Very Good” (87%). Another 5% rated their most recent trip as “bad” or “very bad.”

- Common reasons for poor ratings among those rating their last trip negatively include those related to on-time performance (32%), more specifically that the van did not show up or did not take a direct route (19% and 16% respectively). Similarly, 27% of those who rated their last trip as “bad” or “very bad” cited the drivers’ customer service as driving their ratings, most frequently that the driver was rude or inconsiderate (10%), specifically. Note: this is a small base and should be interpreted with caution.

Furthermore, riders rate their satisfaction with taxis highly, when they are sent in place of Access vans, with almost nine in ten giving positive ratings (85%). Frequent riders of Access vans are the most satisfied with the taxis sent in place of Access vans, with 89% satisfied, markedly more than Infrequent riders (80% satisfied).

Figure 3: Reason for Rating Trip Poorly	2019*	2020^*	Q4 2019*	Q1 2020*	Q3 2020*	Q4 2020*
Net: On-time performance	40%	32%	51%	21%	50%	26%
They did not show up on time/Had a long wait	20%	19%	31%	10%	21%	26%
Not a direct route/took me out of my way to pick up other passengers	-	16%	-	21%	8%	19%
Net: Driver Customer Service	34%	27%	30%	-	21%	55%
The driver was rude/not considerate	5%	10%	-	-	-	28%
Driver had to pick up/drop off a second passenger/other passengers	5%	17%	10%	34%	-	18%
Net: Safety of trip	15%	11%	10%	11%	12%	9%
Net: Customer service representative	14%	3%	10%	-	-	8%

Figure 3: Reason for Rating Trip Poorly

Q7. Why did you rate this trip as Bad/Very bad?

Base: Those who rated their last one-way trip on Access as bad or very bad

Top mentions, multiple responses accepted

*Caution: Small base

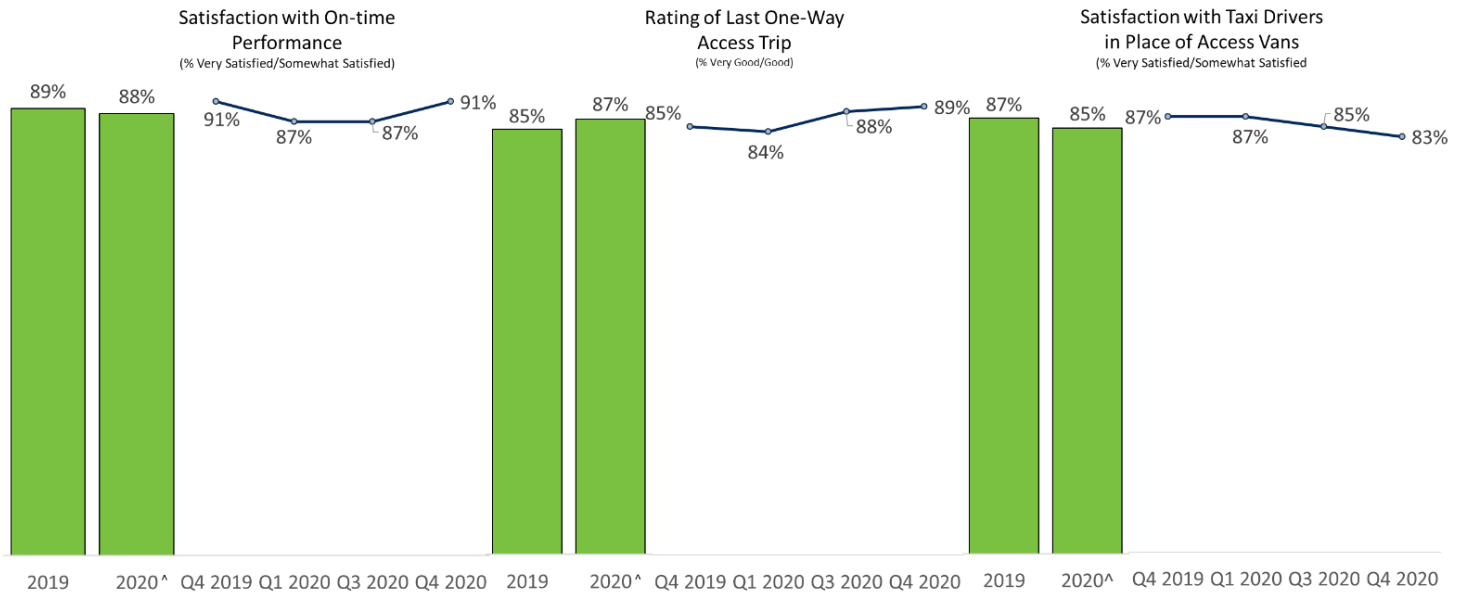


Figure 4: Trip Satisfaction Attributes	Satisfaction with On-time Performance (% Very Satisfied/Somewhat satisfied)	Rating of Last One-Way Access Trip (% Very Good/Good)	Satisfaction with Taxi Drivers in Place of Access Vans (% Very Satisfied/Somewhat satisfied)
2019	89%	85%	87%
2020^	88%	87%	85%
Q4 2019	91%	85%	87%
Q1 2020	87%	84%	87%
Q3 2020	87%	88%	85%
Q4 2020	91%	89%	83%

Figure 4: Trip Satisfaction Attributes

Q4I. How satisfied are you with the ability of Access to get you to your destination on-time?

Q4H. How satisfied are you with taxi drivers, when they are sent in place of Access vans?

Q6. Overall how would you rate your last ONE-WAY trip on an Access van?

Base: Those answering

^2020 year-to-date responses

More than eight in ten riders (85%) are satisfied with the total travel time of their last one-way trip. Satisfaction with this travel time is particularly low among those in the East region, where 77% are satisfied in 2020 compared to 87% and 86% in the North and South, respectively.

- Of those dissatisfied with the trip time, common reasons for low satisfaction include, unsurprisingly, long travel time (36%), the driver themselves (27%), being picked up late (16%), and/or the routing not making sense (13%). Note: the responses to their reasoning is drawn from a small base and should be interpreted with caution.
- Notably, the proportion of customers who were dissatisfied with their trip time and cited the driver as the main reason for their satisfaction in Q4 of 2020 specifically has seen a decrease from this time last year (down from 48% in Q4 of 2019).

Figure 5: Reason for Rating Trip Time Poorly			Q4	Q1	Q3	Q4
	2019*	2020 ^{^*}	2019*	2020*	2020*	2020*
Net: Long trip time	56%	36%	59%	41%	37%	28%
Trip took too long because driver had other passengers to drop off/pick-up first	16%	15%	30%	18%	16%	6%
Took too long to get home/Late getting home (not specific)	14%	12%	17%	9%	14%	15%
Long travel time/Trip took too long (not specific)	21%	8%	12%	9%	7%	6%
Net: Driver	34%	27%	48%	41%	20%	15%▼
Driver didn't know where he was going/went to the wrong location/I had to give driver directions	7%	6%	11%	14%	-	-
Driver did not let me off/pick me up in front of destination/didn't know where to drop me off	5%	4%	6%	5%	-	7%
Driver passed by me and did not pick me up	-	2%	-	-	-	7%
Was picked up late (not specific)	5%	16%	-	14%	24%	7%
Routing didn't make sense/Other passengers lived in opposite directions/Dropped off last but destination closest/first on last off	17%	13%	12%	18%	11%	7%
Net: Safety of trip	7%	4%	12%	5%	-	7%
Was picked up an hour/half hour earlier than scheduled time/Arrived too early for appointment	7%	2%	18%	-	-	7%
Late pick-up to go home/Was dark and cold out while waiting	-	2%	-	-	-	7%
Picked up and dropped off at destination early and then had to wait longer for ride home	-	2%	-	-	-	7%

Figure 5: Reason for Rating Trip Time Poorly
Q16. Why were you dissatisfied with this trip?

Base: Those who rated their satisfaction with total trip time for their last one-way trip on Access as very dissatisfied or somewhat dissatisfied

Top mentions, multiple responses accepted

*Caution: Small base

[^]2020 year-to-date responses

Satisfaction with Trip Time
(% Very Satisfied/Somewhat Satisfied)

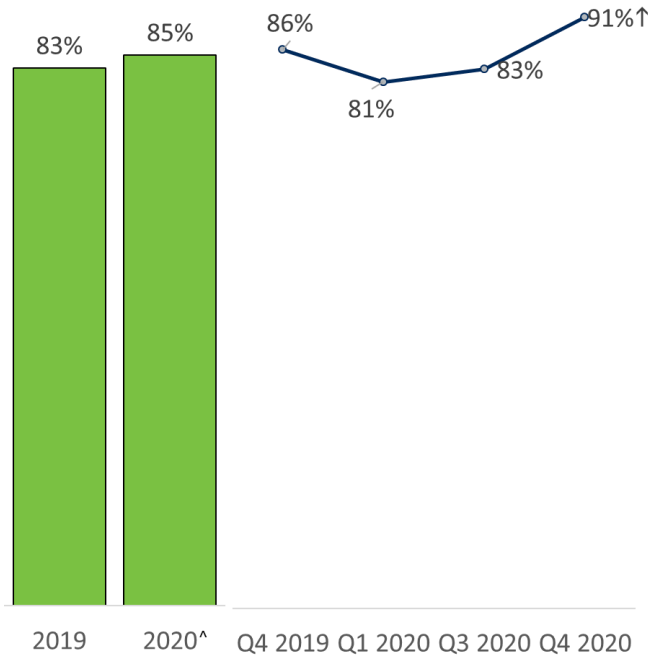


Figure 6: Trip Satisfaction Attributes	Satisfaction with Trip Time (% Very Satisfied/Somewhat Satisfied)
2019	83%
2020^	85%
Q4 2019	86%
Q1 2020	81%
Q3 2020	83%
Q4 2020	91%↑

Figure 6: Trip Satisfaction Attributes

Q15. How satisfied were you with the total amount of time this ONE-WAY trip took?

Base: Those answering

^2020 year-to-date responses

Figure 7: Trip Satisfaction Attributes by Region	North (N)	South (S)	East (E)
Satisfaction with on-time performance	87%	89%	89%
Satisfaction with taxi drivers in place of Access vans	84%	86%	83%
Rating of last one-way trip	88%	88%	81%
Satisfaction with trip time	87% ^E	86%	77%

Figure 7: Trip Satisfaction Attributes by Region
 Q4I/Q4H/Q6/Q15
 Base: Those answering
 2020 year-to-date responses

Scheduling Satisfaction Attributes

More than eight in ten riders are satisfied with the scheduling of Access overall and the scheduling of subscription trips (85% and 83%, respectively).

Sometimes scheduling certain trips can be difficult due to a perceived limited service area. However, this does not appear to be an issue with King County Access, as nine in ten riders (91%) are satisfied with the service area offered. Riders in the North region are more satisfied with service area than those in the East with, with 94% satisfied (compared to 83%). In the Southern region, satisfaction with the service area falls in the middle, at 90%.

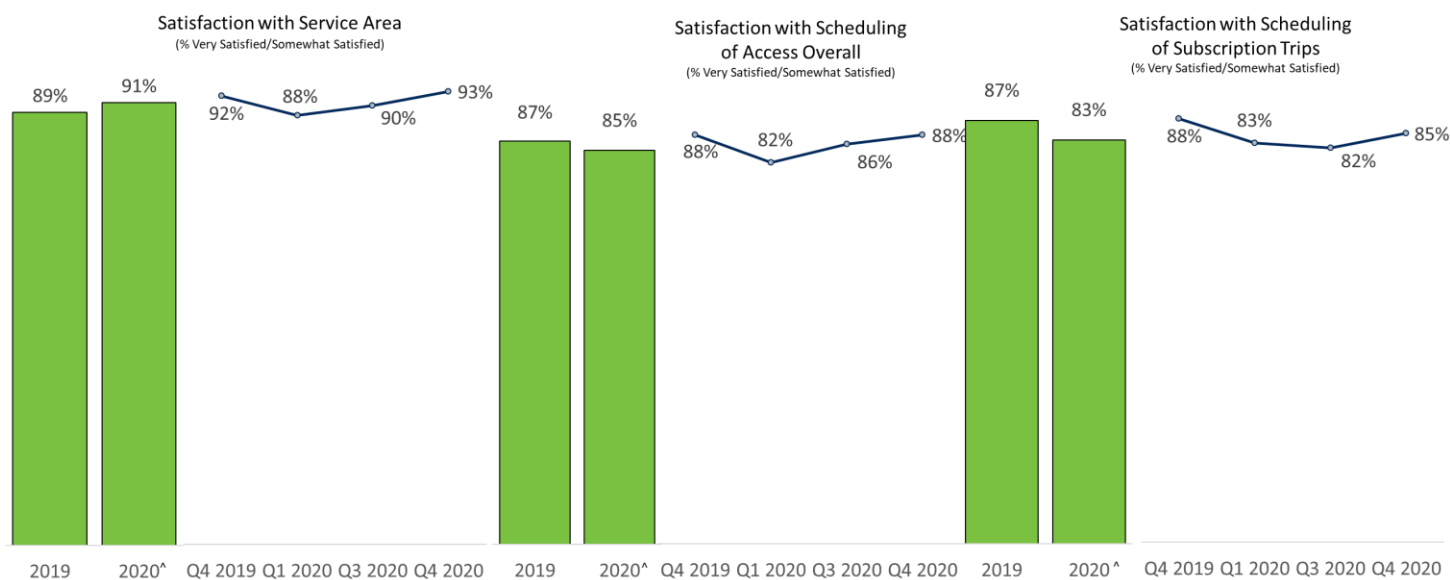


Figure 8: Scheduling Satisfaction Attributes	Satisfaction with Service Area (% Very Satisfied/ Somewhat Satisfied)	Satisfaction with Scheduling of Access Overall (% Very Satisfied/ Somewhat Satisfied)	Satisfaction with Scheduling of Subscription Trips (% Very Satisfied/ Somewhat Satisfied)
2019	89%	87%	87%
2020^	91%	85%	83%
Q4 2019	92%	88%	88%
Q1 2020	88%	82%	83%
Q3 2020	90%	86%	82%
Q4 2020	93%	88%	88%

Figure 8 : Scheduling Satisfaction Attributes
 Q4E. How satisfied are you with the scheduling of Access overall?
 Q4F. How satisfied are you with the scheduling of subscription trips?
 Q20. How satisfied are you with the Access service area?
 Base: Those answering
 ^2020 year-to-date responses

Communications Satisfaction Attributes

Effective communication is an important driver of satisfaction for many transportation agencies. This is especially the case for paratransit, whose customers are limited in mobility, and many of whom may have cognitive limitations as well, so they must rely even more so upon effective communication in lieu of being able to gather information themselves. In this regard, Access riders are again satisfied.

- More than eight in ten riders (86% in 2020) are satisfied with the real time information provided by Access and a similar proportion (84%) are satisfied with the application process.
 - Notably, Less Frequent riders continue to rate their ability to get real-time information favorably, with 89% satisfied (compared to 82% of Frequent riders). In a similar vein, those in the Southern region rated their satisfaction with their ability to get real-time information the highest (89%), specifically when compared against the Eastern region, where 79% were satisfied.
- After experiencing a decrease in satisfaction to 76% in Q1 of 2020, satisfaction with how Metro keeps riders informed has returned to levels seen this time last year at 88% satisfied in Q4 2020 and 84% satisfied in 2020 overall.

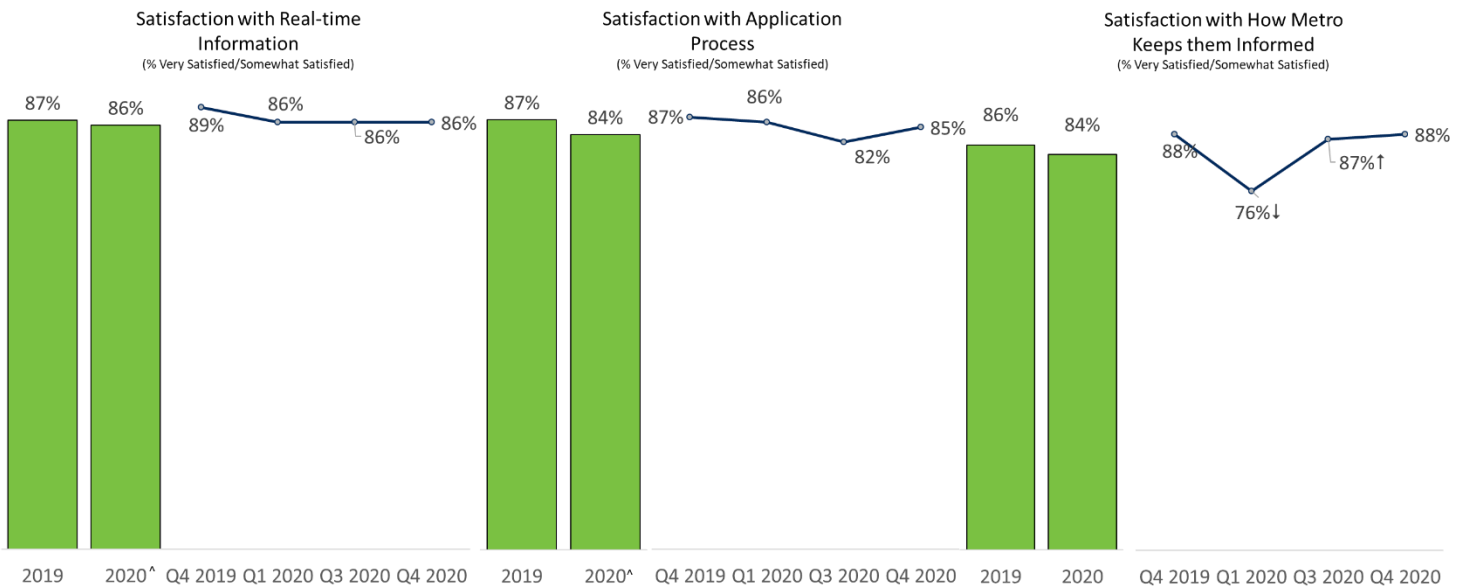


Figure 9: Communications Satisfaction Attributes	Satisfaction with Real-time Information (% Very Satisfied/ Somewhat Satisfied)	Satisfaction with Application Process (% Very Satisfied/ Somewhat Satisfied)	Satisfaction with How Metro Keeps them Informed (% Very Satisfied/ Somewhat Satisfied)
2019	87%	87%	86%
2020 [^]	86%	84%	84%
Q4 2019	89%	87%	88%
Q1 2020	86%	86%	76%↓
Q3 2020	86%	82%	87%↑
Q4 2020	86%	85%	88%

Figure 9: Communications Satisfaction Attributes
 Q1. How satisfied are you with how Metro keeps you informed?
 Q4D. How satisfied are you with the application process?
 Q4G. How satisfied are you with your ability to get real time information on your trip?
 Base: Those answering
[^]2020 year-to-date responses

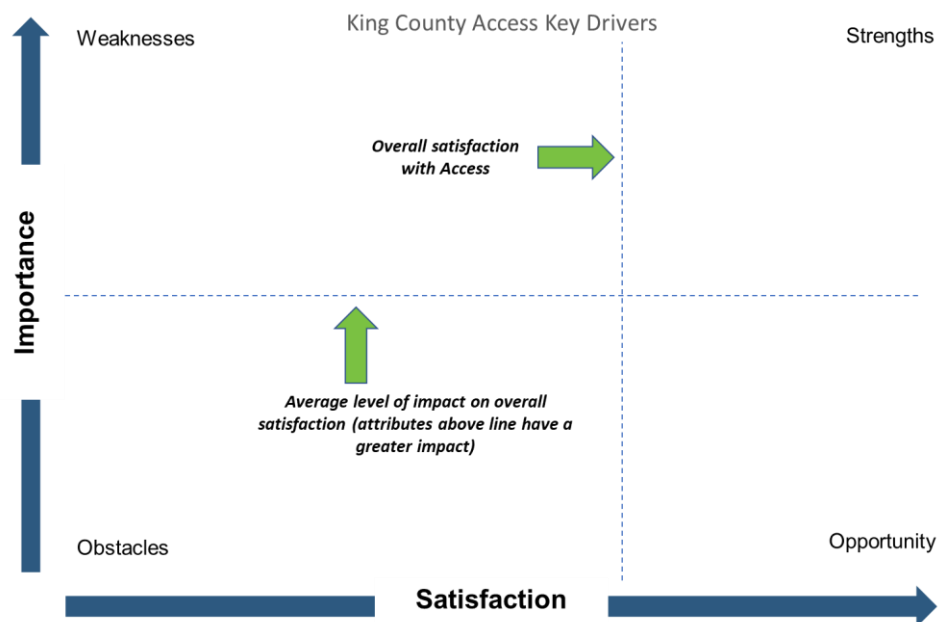
Key Driver Analysis

Overview of Key Driver Analysis

For the attributes used to measure satisfaction with King County Access, a regression analysis was utilized in an effort to better understand what drives satisfaction and where opportunities lie for each mode. This shows the impact each attribute has on overall satisfaction with each mode.

To identify priorities for improving satisfaction with King County Access, these results were plotted on a chart. The chart is laid out as follows:

- Weaknesses – These are attributes that have a significant impact on attitudes, but for which riders give relatively low ratings, meaning that Access is not delivering on this important need. For King County, these are attributes on which the system should aim to improve.
- Strengths – These are attributes that receive relatively higher ratings from riders and have a significant impact on attitudes. These are what drive riders to use Access.
- Obstacles – These attributes receive lower ratings from riders and have a moderate to low impact on their perception of Access. If other modes can better deliver on these attributes, there is an opportunity for mode switch.
- Opportunity – These attributes have a moderate to low impact on rider attitudes, while receiving moderate to high ratings. These secondary attributes can be used as a means to retain or increase usage.



In 2020, there were four key attributes that have a strong impact on satisfaction with Access but where the mean ratings are lower than the overall satisfaction mean:

- Rating of last trip;
- Scheduling of subscription trips;
- Overall rating of last trip; and
- Scheduling overall.

By increasing satisfaction for those attributes, Access will see a positive impact on overall satisfaction.

On the other hand, having a significant impact on satisfaction and being seen positively is Access':

- On-time performance

Interestingly, Access' service area, value, and the taxi drivers sent in place of vans are viewed positively by customers but have a lesser impact on overall satisfaction. These can be seen as **opportunities**.

Confidence that Access drivers knew the best way to get to the destination, as well as satisfaction with payment methods can be viewed as **obstacles**. These are attributes that have lower than average satisfaction ratings, but do not have as strong of an impact on satisfaction.

It is important to note that all satisfaction attributes were tested for this key driver analysis. The attributes that are not included in the graph did not have strong enough correlations to report upon.

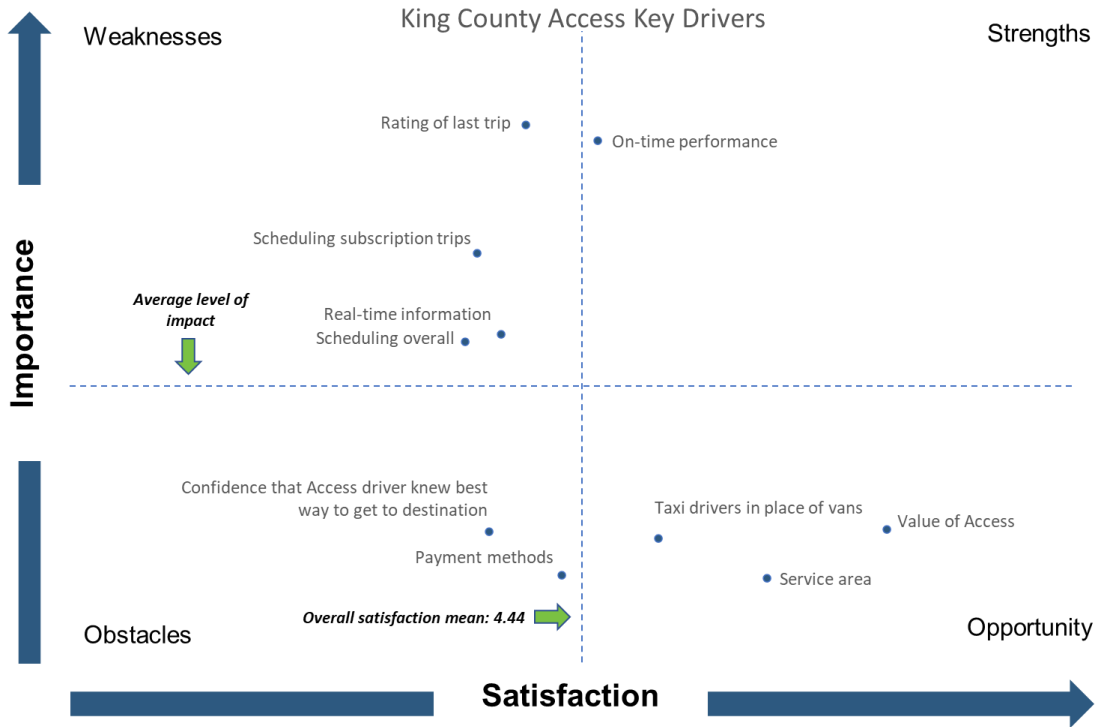


Figure 10: Key Driver Analysis	Importance	Satisfaction
Overall satisfaction mean		4.44
Weaknesses		
Rating of last trip	0.2231	4.38
Scheduling subscription trips	0.1682	4.34
Real-time information	0.1335	4.36
Scheduling overall	0.1302	4.33
Obstacles		
Confidence that Access driver knew best way to get to destination	0.0459	4.49
Payment methods	0.0301	4.41
Opportunities		
Value of Access	0.0497	4.68
Taxi drivers in place of vans	0.0487	4.35
Service area	0.0288	4.58
Strengths		
On-time performance	0.2163	4.44

Figure 10: Key Drivers

On-time Performance

A majority of Access customers are picked up within the allotted 30-minute pick-up window. Eight in ten (80%) report being picked up within the 30-minute time period on their last Access trip.

- In Q4 of 2020 specifically, this has decreased to 78% from 86% in Q3 of 2020, returning to levels seen prior to Q3, with Q3 appearing to be an anomaly, though a positive one.

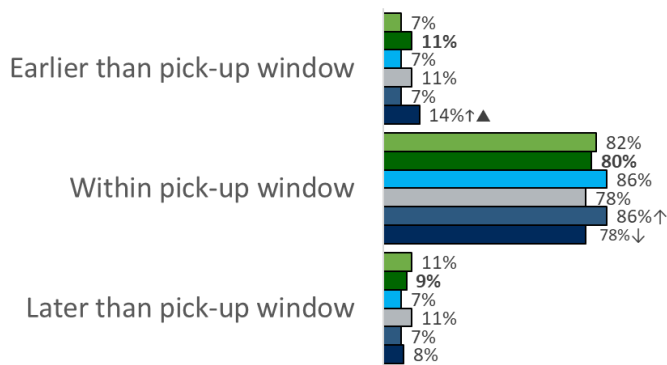
Those who were not picked up within the 30-minute time period were more likely to report being picked up earlier (14% of all riders in Q4 2020; an increase from 7% in Q3 2020 and Q4 2019). Those who were picked up before their pick-up window were, on average, picked up 18 minutes earlier than the start of their pick-up window. On the other hand, those who were picked up after their pick-up window were, on average, picked up around 20 minutes after the end of their pick-up window in 2020.

A majority of Access customers in 2020 were also dropped off within a half-hour of their appointment time on their last Access trip, with about seven in ten (71%) reporting as such. One-fourth (25%) report being dropped off more than 30 minutes early for their appointment, while only 5% report being dropped off late. Those who were dropped off earlier report a larger discrepancy between their drop-off window and actual drop-off time as compared to those who were dropped off later. In 2020, those who were dropped off earlier than their drop-off window report being dropped off, on average, an additional 29 minutes earlier than the beginning of their window, so a total of about one hour before when they needed to arrive when including the window, while those who were dropped off later report being dropped off an average of 19 minutes late.

Pick-up & Drop-off Windows

Pick-up Window

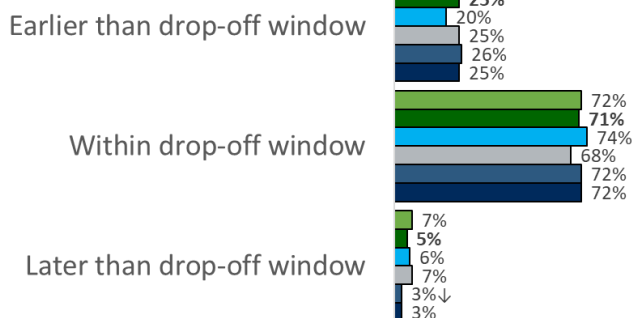
- 2019
- YTD 2020
- Q4 2019
- Q1 2020
- Q3 2020
- Q4 2020



Average Amount of Time Early ¹					
2019	2020*	Q4 2019	Q1 2020	Q3 2020	Q4 2020
14.8 mins*	17.8 mins*	16.5 mins*	18.0 mins*	13.7 mins*	19.7 mins*

Average Amount of Time Late ¹					
2019	2020*	Q4 2019	Q1 2020	Q3 2020	Q4 2020
18.5 mins*	20.4 mins*	19.9 mins*	15.1 mins*	29.3 mins*	19.5 mins*

Drop-off Window



Average Amount of Time Early ¹					
2019	2020*	Q4 2019	Q1 2020	Q3 2020	Q4 2020
29.0 mins	29.4 mins	30.7 mins*	29.8 mins*	30.5 mins*	27.9 mins*

Average Amount of Time Late ¹					
2019	2020*	Q4 2019	Q1 2020	Q3 2020	Q4 2020
21.0 mins*	18.6 mins*	16.7 mins*	13.0 mins*	21.7 mins*	27.9 mins*

Figure 11: Pick-up window	Earlier than pick-up window	Within pick- up window	Later than pick-up window	Average Amount of Time Early ¹ (mins)	Average Amount of Time Late ¹ (mins)
2019	7%	82%	11%	14.8 mins*	18.5 mins*
2020 [^]	11%	80%	9%	17.8 mins*	20.4 mins*
Q4 2019	7%	86%	7%	16.5 mins*	19.9 mins*
Q1 2020	11%	78%↓	11%	18.0 mins*	15.1 mins*
Q3 2020	7%	86%↑	7%	13.7 mins*	29.3 mins*
Q4 2020	14%↑▲	78%↓	8%	19.7 mins*	19.5 mins*

Figure 11: Drop-off window	Earlier than drop-off window	Within drop-off window	Later than drop-off window	Average Amount of Time Early ¹ (mins)	Average Amount of Time Late ¹ (mins)
2019	21%	72%	7%	29.0 mins	21.0 mins*
2020 [^]	25%	71%	5%	29.4 mins*	18.6 mins*
Q4 2019	20%	74%	6%	30.7 mins*	16.7 mins*
Q1 2020	25%	68%	7%	29.8 mins*	13.0 mins*
Q3 2020	26%	72%	3%↓	30.5 mins*	21.7 mins*
Q4 2020	25%	72%	3%	27.9 mins*	27.9 mins*

Figure 11: Pick-up & Drop-off Windows
Q12/Q12A/Q12B/Q13/Q13A/Q13B.

Base: Those answering

¹Base: Those who were picked up/dropped off early/late

*Caution: Small base

[^]2020 year-to-date responses

On-time Performance Preferences

When asked whether they would rather be dropped off within 30 minutes of their appointment time, with the caveat that they would be in the van longer, or be dropped off more than 30 minutes before their appointment, with the caveat that their travel time would be shorter, customers generally prefer the former (40% want to be dropped off within 30 minutes even if they are in the van longer) over the latter (28%).

Notably, there has been a slight shift from those who have a preference for when they are dropped off to indicating that “it depends” or “no opinion.” The proportion of those who prefer to be dropped off within 30 minutes of their appointment time decreased from 48% to 40% from 2019 to 2020, with the proportion of those who prefer to be dropped off more than 30 minutes early also decreasing from 36% to 28% from 2019 to 2020. Conversely, the proportion who indicated “it depends” increased from 8% to 16% and the proportion with no opinion increased from 8% to 17% in that same time period.

This change in preference first began to take shape in Q3 of 2020, where the most notable change to the Access landscape was the existence of COVID-19 related restrictions. Similarly, satisfaction with the total time of riders’ last one-way trip has seen increases over the second half of 2020. If riders are more satisfied with how long their trips take, they may be less concerned with trade-offs on travel time and punctuality in their drop-off window.

- When asked to clarify why “it depends,” riders most frequently cited concerns regarding how many other passengers the driver must drop off (22%), that it depends on their destination (22%) and that the office or building they are going to may or may not be open when they arrive (19%).

Figure 12: Travel Time vs. Punctuality Preferences	2019		Q3			
	2019	2020 [^]	Q4 2019	Q1 2020	2020	Q4 2020
Drop-off within 30 minutes but longer travel time	48%	40%↓	54%	46%↓	36%↓	37%▼
Drop-off more than 30 minutes early but shorter travel time	36%	28%↓	34%	36%	24%↓	24%▼
It depends	8%	16%↑	4%	12%	19%	16%▲
No opinion/It does not matter	8%	17%↑	8%	7%	21%↑	23%▲

Figure 12: Travel Time vs. Punctuality Preferences

Q13C. Which would you prefer regarding your trips to appointments?

Base: Those answering

[^]2020 year-to-date responses

Figure 13: Why Does it Depend?	2019*	2020^	Q4	Q1	Q3	Q4
			2019*	2020*	2020*	2020*
It depends on how many other passengers the driver has to drop off/it's tedious to ride around with other passengers not going in my direction/prefer shorter rides	4%	22%↑	-	27%	18%	23%
Depends on where I am going (not specific)	4%	22%	15%	17%	26%	19%
The office/building might not be open if I arrive too early/I am a hand-to-hand client	22%	19%	16%	29%	7%	26%↑
If appointment is at a place I can wait inside/Don't want to wait outside/in inclement weather	15%	16%	16%	12%	12%	22%
If going to an appointment I prefer to be early/For a social engagement it's not necessary to be early	4%	8%	-	6%	9%	8%
Don't want to arrive too early	-	8%	-	22%	7%	-
Need a place to sit and wait/cannot stand long	14%	5%	16%	5%	7%	4%

Figure 13: Why Does it Depend?

Q13D. Why do you say that?

Base: Those who indicated "It depends" and answering

*Caution: Small base

^2020 year-to-date responses

The time that an Access trip takes to get a rider from their origin to their destination is ultimately benchmarked against the time that that same trip would take via Metro bus. With that, in Q4 2020, riders were asked how they think their ride time would compare to a Metro bus (if they had taken the same trip via Metro bus instead of with Access). Seven in ten riders (70%) said their trip would have taken more time had they taken it via Metro bus. Nearly one in ten (8%) indicated their Access trip time would have been the same via Metro bus and 22% felt Metro bus would have been shorter.

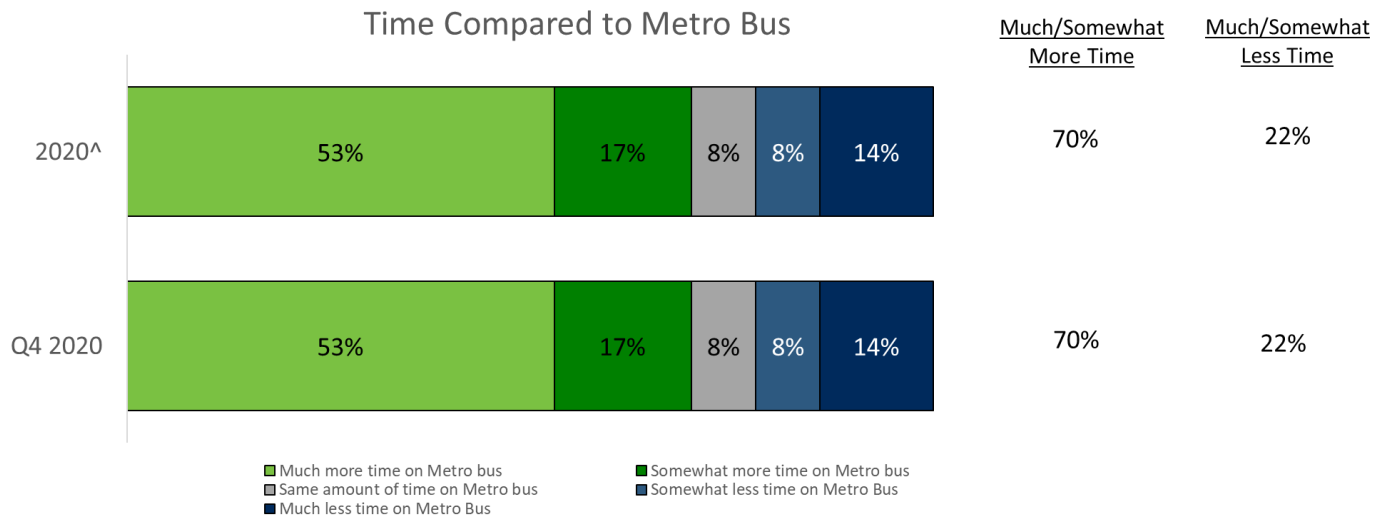


Figure 14: Travel Time vs. Punctuality Preferences	2020^	Q4 2020
Much less on time than Metro bus	14%	14%
Somewhat less on time than Metro bus	8%	8%
The same amount of time than Metro Bus	8%	8%
Somewhat more time than Metro Bus	17%	17%
Much more time than Metro bus	53%	53%
Net: Much/Somewhat less time than Metro Bus	22%	22%
Net: Much/Somewhat more time than Metro Bus	70%	70%

Figure 14: Travel Time vs. Punctuality Preferences
 Q14A. How do you think the length of time of this Access trip would compare to the same trip on a regular Metro Bus?

Base: Those answering

^2020 year-to-date responses

Driver Attributes

Access riders were asked to rate their driver on their last Access trip on four attributes:

- Helpfulness;
- Courteousness;
- Confidence that the driver knew where to pick them up and/or drop them off; and
- Confidence that the driver knew the best way to get to their destination.

In 2020, more than eight in ten riders (85%) rated their driver on their most recent one-way trip as “helpful.”

However, one in seven (15%) deemed the driver to be less than helpful (rating as either okay or not very helpful).

- Beginning in Q3 of 2020, those riders who indicated their driver was “okay” or “not very helpful” were asked to explain why they rated their driver as such. One fourth of these riders (24%) indicated that there was not anything particularly special about their driver’s service, followed by 14% who found the driver to be rude or inconsiderate, 13% who’s driver did not listen to or communicate with them, and 12% who’s driver did not help them to their door.

Nearly, nine in ten riders in 2020 (88%) found their driver to be courteous on their most recent one-way Access trip, with two-thirds (67%) finding their driver to be “very courteous.” Riders from the East region were the least likely to rate their driver as courteous, with 22% specifically finding their driver to be just “okay” or “not very courteous” (compared to 12% of riders in the North region and 10% of riders in the South region).

Nearly nine in ten riders (90%) were confident that the driver knew where to pick them up and/or drop them off. Moreover, customers generally believe that drivers know the best way to get to their destinations, with 89% saying they were confident with their driver’s route knowledge on their most recent one-way trip with Access.

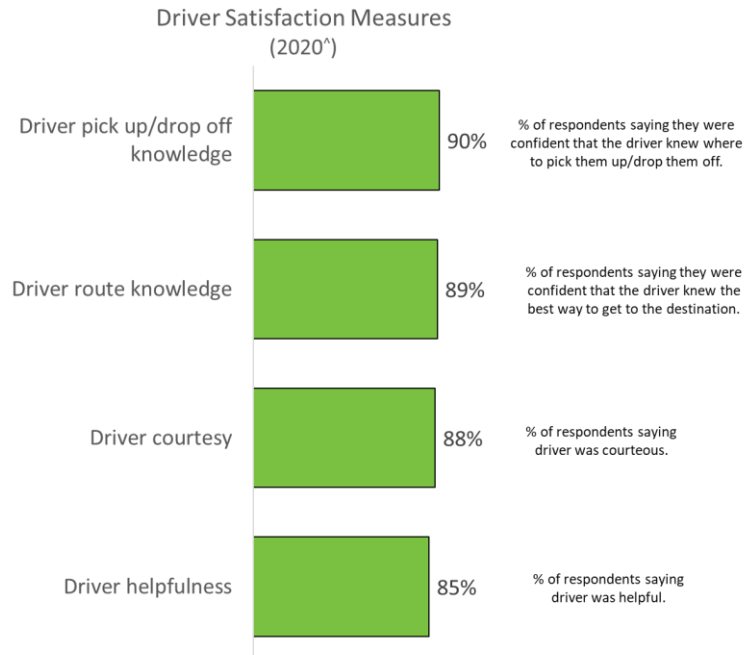


Figure 15: Driver Satisfaction Measures	
Driver pick up/drop off knowledge	90% of respondents saying they were confident that the driver knew where to pick them up/drop them off
Driver route knowledge	89% of respondents saying they were confident that the driver knew the best way to get to the destination
Driver courtesy	88% of respondents saying driver was courteous
Driver helpfulness	85% of respondents saying driver was helpful

Figure 15: Driver Satisfaction Measures
Q8-10/Q17
Base: Those answering

Figure 16: Reason for Rating Driver as Okay or Not Very Helpful	2020[^]	Q3 2020*	Q4 2020*
Nothing special about the driver's service/Just took me where I wanted to go	24%	10%	33%↑
Driver was rude/shouted/had a bad attitude/not considerate/friendly	14%	14%	13%
Driver did not communicate with me/listen to me	13%	21%	7%
Driver didn't help me to the door/offer door-to-door service	12%	19%	7%
Driver did not speak good English	8%	10%	7%
Driver didn't understand how to use the GPS/Didn't know where he was going	6%	-	10%

Figure 16: Driver Satisfaction Measures
Q8A. Why do you say that?
Base: Those answering who rated their driver as okay or not very helpful
*Caution: Small base

Safety

The survey used two measures to assess riders' feelings of safety on their most recent one-way trip on Access, both on a five-point scale of "Very unsafe" to "Very safe":

- Personal safety; and
- Operation of the vehicle.

Regarding their own personal safety on their most recent trip, riders overwhelmingly feel safe, with 95% indicating as much. This tended to be truest among Infrequent riders, where 99% indicate they felt safe on their most recent ride, compared to both Less Frequent (93%) and Frequent riders (95%).

Riders are also very satisfied with the safety of the operation of the vehicle, with 94% reporting that they feel safe. More specifically, eight in ten (82%) indicated they feel "Very safe".

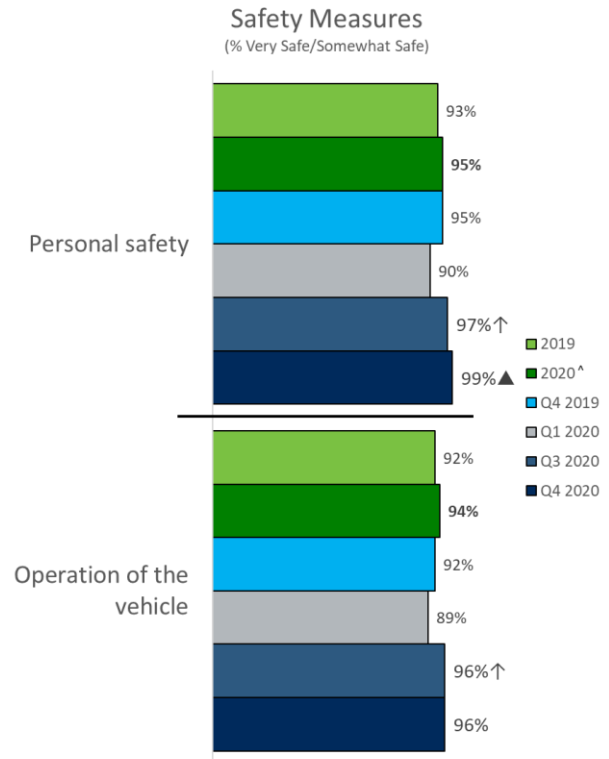


Figure 17: Safety Measures	2019	2020 [^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
Personal Safety	93%	95%	95%	90%	97%↑	99%▲
Operation of the vehicle	92%	94%	92%	89%	96%↑	96%

Figure 17: Safety Measures Q18/Q19. On a scale from 1 to 5, with 1 being "Very unsafe" and 5 being "Very safe," how safe did you feel regarding the following on your last ONE-WAY trip with Access?

Base: Those answering
[^]2020 year-to-date responses

Figure 18: Safety Measures by Frequency	Less Frequent		
	Infrequent (I)	Frequent (L)	Frequent (F)
Satisfaction with personal safety	99% ^{LF}	93%	95%
Satisfaction with safety of operation of the vehicle	97% ^F	91%	93%

Figure 18: Safety Measures by Region Q18/Q19. On a scale from 1 to 5, with 1 being "Very unsafe" and 5 being "Very safe," how safe did you feel regarding the following on your last ONE-WAY trip with Access?

Base: Those answering

Beginning in Q3 2020, two questions were added to assess riders’ feelings of safety when traveling both outside the home and on Access specifically as a result of COVID-19 travel safety concerns.

Overall in the second half of 2020, 63% of riders feel it is safe to travel outside of the home. Notably, the proportion who felt it is unsafe to travel outside the home increased from 25% in Q3 2020 to 34% in Q4 2020. This likely is due to increases in the COVID-19 positivity rate beginning in Q4 of 2020². Interestingly, riders age 65 or older tend to feel safer traveling outside the home than their younger than 65 counterparts (69% feeling safe traveling outside the home, compared to 58%).

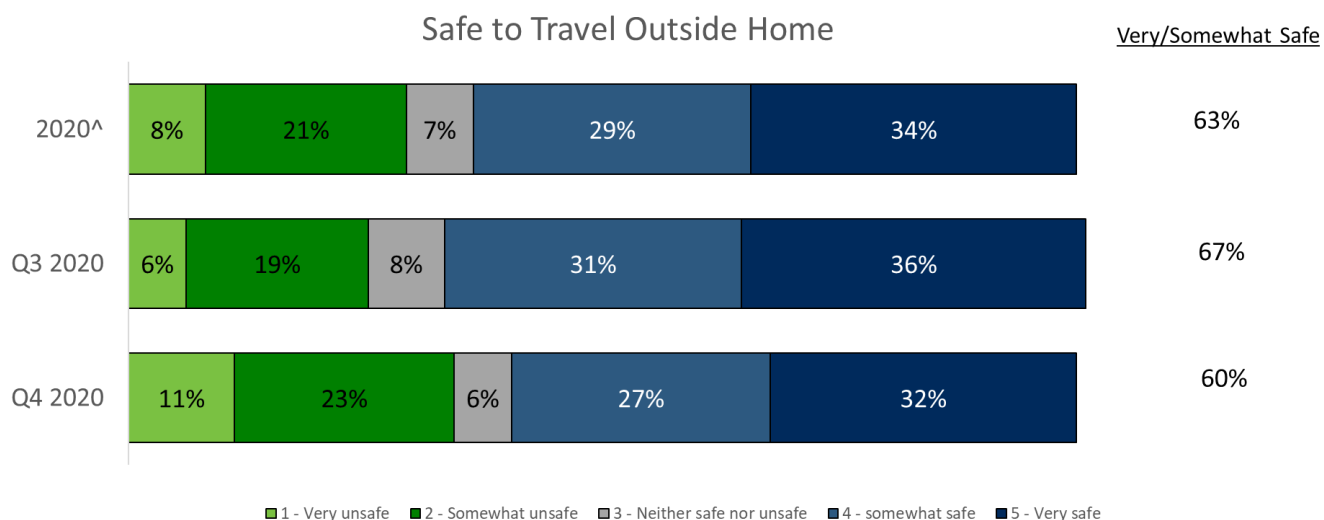


Figure 19: Safe to Travel Outside Home	2020 [^]	Q3 2020	Q4 2020
Very Unsafe	8%	6%	11%
Somewhat Unsafe	21%	19%	23%
Neither safe nor unsafe	7%	8%	6%
Somewhat safe	29%	31%	27%
Very safe	34%	36%	32%
Net: Safe	63%	67%	60%
Net: Unsafe	29%	25%	34%↑

Figure 19: Safe to Travel Outside Home
 Q21B. In your judgement, how safe is it right now to travel outside the home in general?
 Base: Those answering
[^]2020 year-to-date responses

² In King County, the COVID-19 positivity rate in Q3 of 2020 ranged from 1.6% to 4.0%, followed by 2.1% to 14.4% in Q4 of 2020 (Source: <https://kingcounty.gov/depts/health/covid-19/data/daily-summary.aspx>)

On their feelings of safety when traveling with Access specifically, nine in ten riders in 2020 (90%) find it safe to do so. This remains comparable from 92% in Q3 2020 and 89% in Q4 2020, indicating that while riders’ feelings on general travel outside the home may fluctuate given current public health concerns, they continue to find that Access offers a safe mode of travel for them.

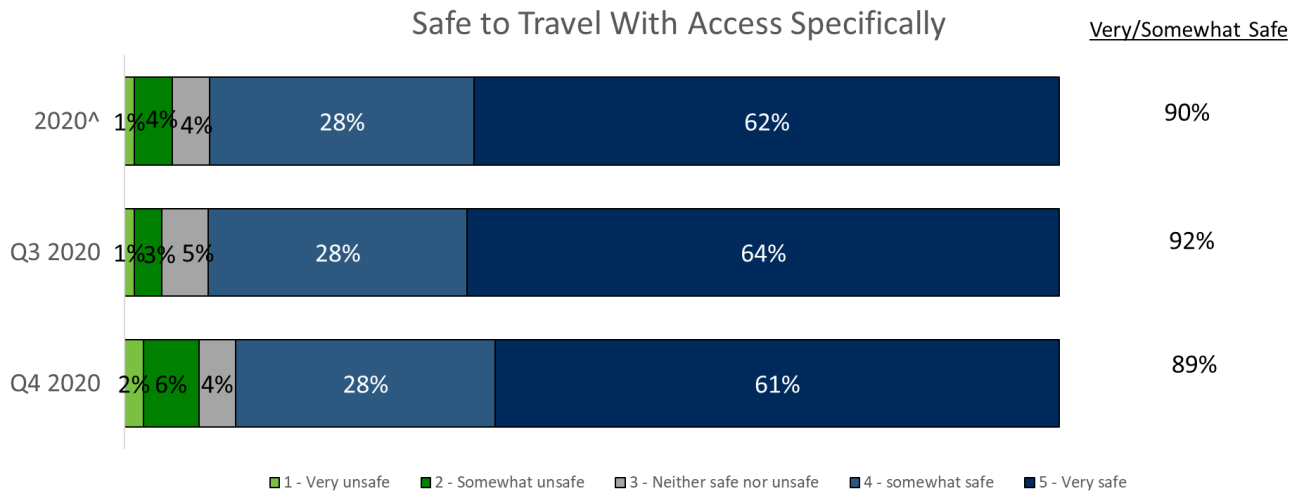


Figure 20: Safe to Travel With Access	2020^	Q3 2020	Q4 2020
Very Unsafe	1%	1%	2%
Somewhat Unsafe	4%	3%	6%
Neither safe nor unsafe	4%	5%	4%
Somewhat safe	28%	28%	28%
Very safe	62%	64%	61%
Net: Safe	90%	92%	89%
Net: Unsafe	6%	4%	7%

Figure 20: Safety Measures by Region

Q21C. In your judgment, how safe is it right now to travel with Access specifically

Base: Those answering

^2020 year-to-date responses

Question added in Q3 2020

Improvements to Service

Less than one-half of Access customers believe that Access service has stayed the same over the past year (47%). **Overall, the proportion of riders in 2020 indicating that service has improved over the past year has remained consistent with that seen in 2019** (44% in 2020, compared to 43% in 2019). In 2020, Infrequent riders were the most likely to feel that Access service has stayed the same over the past year (55%), significantly more so than Frequent riders (42%).

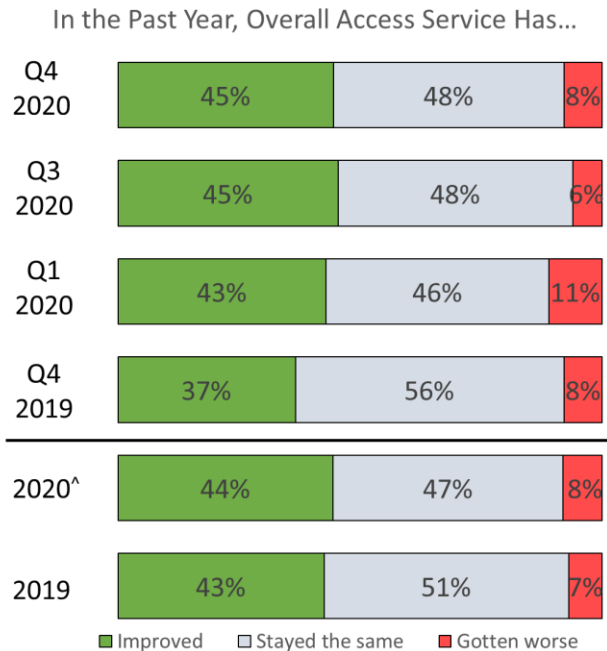


Figure 21: In the Past Year, Overall Access Service Has...			Q4		Q3	Q4
	2019	2020 [^]	2019	Q1 2020	2020	2020
Improved	43%	44%	37%	43%	45%	45%
Stayed the same	51%	47%	56%	46%	48%	48%
Got worse	7%	8%	8%	11%	6%	8%

Figure 21: In the Past Year, Overall Access Service Has...
 Q21. Would you say that in the past year, overall Access service has...?
 Base: Those answering
[^]2020 year-to-date responses

When presented with a list of potential improvements for Access, as well as the opportunity to give their own ideas, riders most commonly indicated that they were happy with the service, with 35% unable to think of any potential improvements. Unsurprisingly, those satisfied with Access were much more likely to report they had no possible improvements. Still, of those who were satisfied with Access service, the most popular suggestions in 2020 were to improve online scheduling (18%).

The most cited improvements among all customers in 2020 include:

- Improvements to online scheduling (18%);
- More fare payment options (16%);
- More call-takers/less time on hold (16%); and
- More reliable and/or on-time service (15%).

Preferred Access Service Improvements

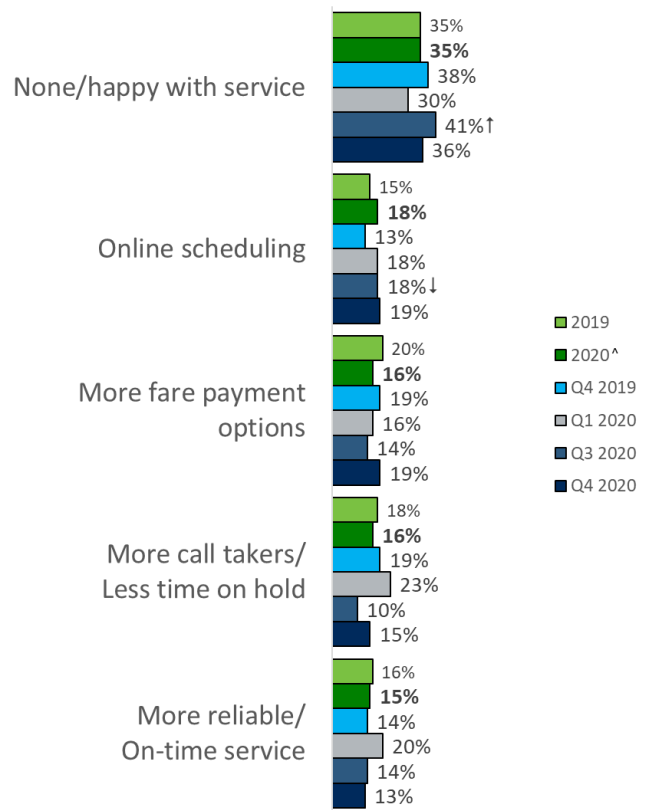


Figure 22: Preferred Access Service Improvements	2019	2020 [^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
None/Happy with service	35%	35%	38%	30%	41%↑	36%
Online scheduling	15%	18%	13%	18%	18%↓	19%
More fare payment options	20%	16%	19%	16%	14%	19%
More call takers/Less time on hold	18%	16%	19%	23%	10%↓	15%
More reliable/On-time service	16%	15%	14%	20%	14%	13%

Figure 22: Preferred Access Service Improvements

Q22. From the following options which two would you choose to help improve Access service?

Top mentions

Base: Those answering

[^]2020 year-to-date responses

Customer Service

The majority of 2020 Access riders (85%) have not filed a complaint or commendation in the month prior to being surveyed. Complaints were more prevalent than commendations, which is expected given that people are more likely to report a negative occurrence than a positive one. Of all riders in 2020, one in ten (10%; equivalent to 65% of those who filed either a complaint and/or a commendation) indicated they filed a complaint only, compared to 2% stating that they filed a commendation only (or 15% of those who filed a complaint and/or a commendation). A small number of riders indicated they filed both a complaint and a commendation (3%; or 20% of those who filed a complaint and/or a commendation).

Riders who filed complaints were relatively unhappy with their complaint resolution. Nearly one-half of those who filed a complaint (47%) reported being dissatisfied with its resolution. That being said, 62% of those who filed a complaint were satisfied with their *ability* to file that complaint.

For this Customer Service section, it is important to take into account that all base sizes for questions asked solely of those who filed a complaint or commendation are small at the quarterly level and should be interpreted with caution.

Figure 23: Filed Complaint or Commendation	2019	2020 [^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
Yes	15%	15%	15%	16%	14%	15%
No	85%	85%	85%	84%	86%	85%

Figure 23: Complaint or Commendation	2019	2020 [^]	Q4 2019*	Q1 2020*	Q3 2020*	Q4 2020*
Complaint	70%	65%	61%	74%	53%	67%
Commendation	21%	15%	26%	10%	25%	11%
Both	8%	20% [↑]	13%	17%	22%	22%

Figure 23: Complaint or Commendation?

Q5. Have you filed a complaint or commendation with Access in the last month?

Q5A. Did you file a complaint or commendation?

Base: Those who filed a complaint or commendation and answering

*Caution: Small base

[^]2020 year-to-date response

Complaints

Concerning complaints, seven in ten of those who filed complaints (70%) indicated that they were given notice that the concern was received, consistent with that seen in 2019. Customers received responses by phone call and letter at similar rates (30% and 36%, respectively).

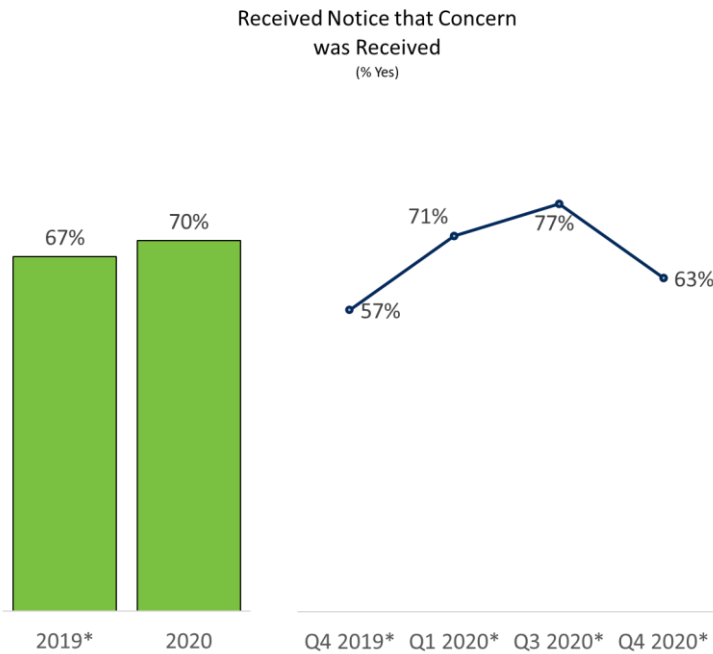


Figure 24: Received Notice that Concern was Received	% Yes
2019*	67%
2020^	70%
Q4 2019*	57%
Q1 2020*	71%
Q3 2020*	77%
Q4 2020*	63%

Figure 24: Received Notice that Concern was Received
Q5B. Did you receive notice that the concern was received?
Base: Those who filed a complaint and answering
*Caution: Small base
^2020 year-to-date responses

Figure 25: Response Received from Customer Service			Q4	Q1	Q3	Q4
	2019*	2020^	2019*	2020*	2020*	2020*
Phone call	26%	26%	32%	32%	37%	12%
Letter	25%	22%	9%	25%	21%	20%
Email	8%	10%	13%	15%	11%	4%
Both phone call and letter	6%	8%	14%	4%	4%	16%
Net: Phone call	35%	36%	46%	39%	41%	28%
Net: Letter	31%	30%	23%	28%	25%	36%
Neither	32%	32%	32%	21%	27%	49%

Figure 25: Response Received from Customer Service
Q5C. What type of response did you receive from Customer Service?
Base: Those who filed a complaint and answering
*Caution: Small base
^2020 year-to-date responses

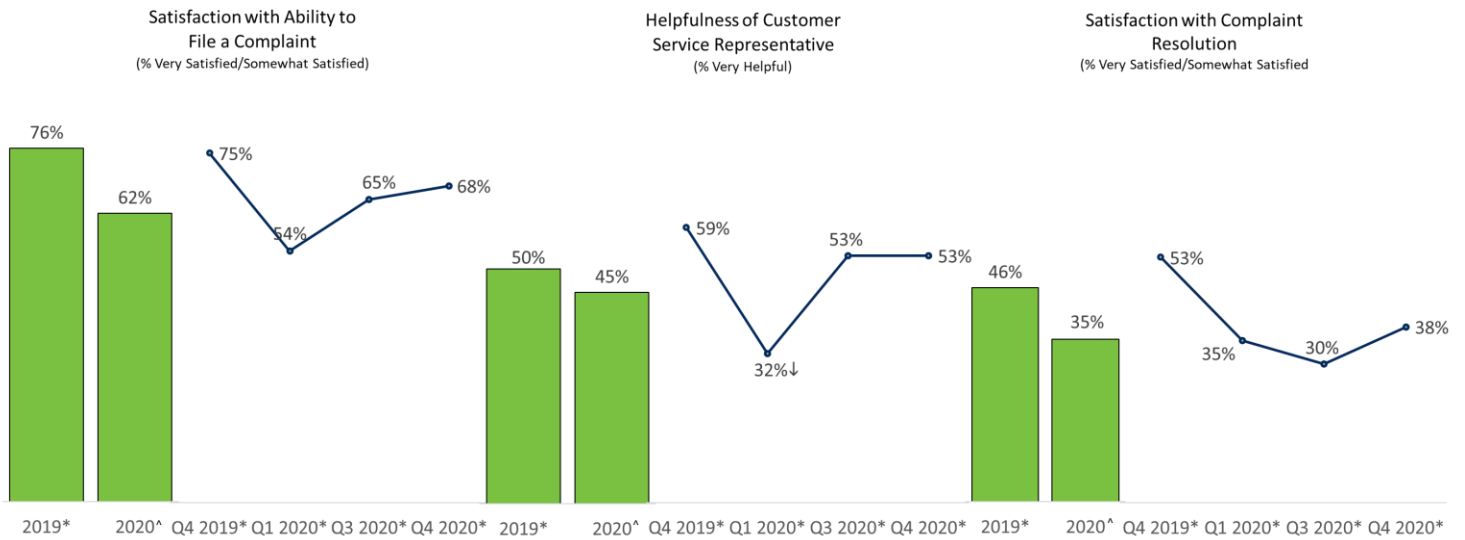


Figure 26: Response received from Customer Service	Satisfaction with Ability to File a Complaint (% Very Satisfied/Somewhat Satisfied)	Helpfulness of Customer Service Representative (% Very Helpful)	Satisfaction with Complaint Resolution (% Very Satisfied/Somewhat Satisfied)
2019*	76%	50%	46%
2020^	62%	45%	35%
Q4 2019*	75%	59%	53%
Q1 2020*	54%	32%↓	35%
Q3 2020*	65%	53%	30%
Q4 2020*	68%	53%	38%

Figure 26 : Complaint Satisfaction Measures
 Q5D. How satisfied were you with the complaint resolution?
 Q5E. How would you rate the customer service representative who assisted you?
 Q5F. How satisfied are you with your ability to file a complaint?
 Base: Those who filed a complaint and answering
 *Caution: Small base
 ^2020 year-to-date responses

In 2020, less than four in ten riders who filed a complaint (35%) indicated they were satisfied with the complaint resolution. Notably, a greater proportion indicated they were dissatisfied with the resolution of their complaint (47%).

Those who filed a complaint in the last month were also asked to rate the helpfulness of the customer service representative who assisted them. More than four in ten riders who filed a complaint (45%) felt that the customer service representative was “very helpful”.

Commendations

Those who filed a commendation were asked to rate their satisfaction with the response they received. More than eight in ten Access riders who filed a commendation were satisfied with the commendation response (83%), with a similar proportion (85%) indicating they were satisfied with their ability to file a commendation.

**Note this accounts for only 31 respondents in all of 2020, so results should be interpreted with caution.

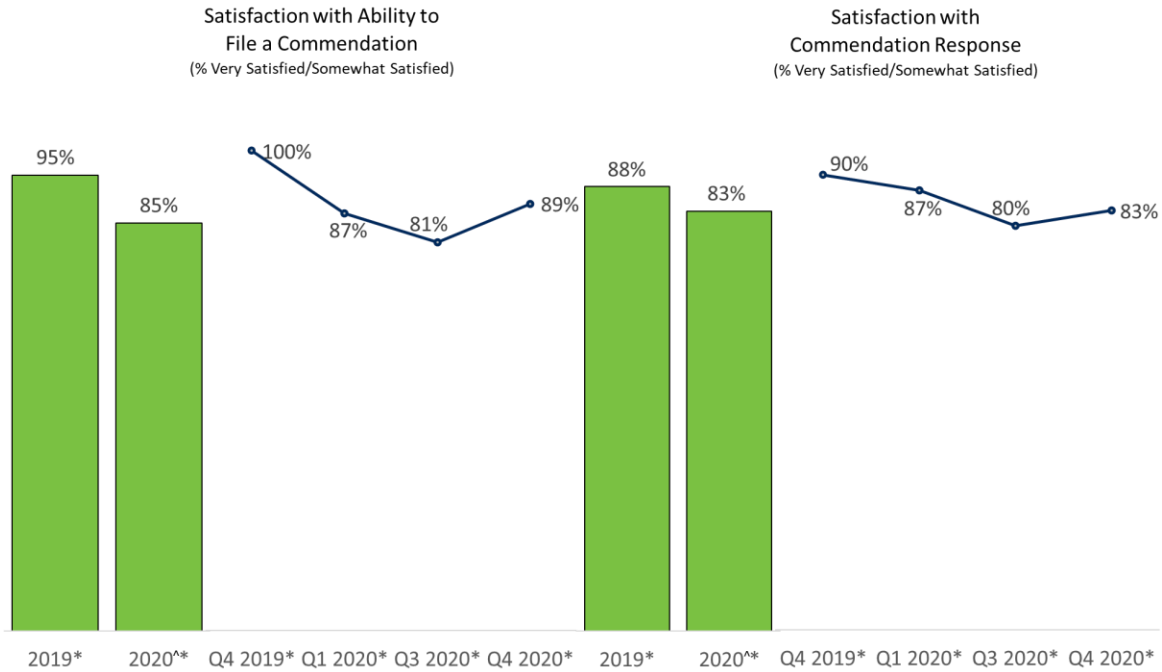


Figure 27: Commendation Satisfaction Measures	Satisfaction with Ability to File a Commendation (% Very Satisfied/Somewhat Satisfied)	Satisfaction with Commendation Response (% Very Satisfied/Somewhat Satisfied)
2019*	95%	88%
2020^*	85%	83%
Q4 2019*	100%	90%
Q1 2020*	87%	87%
Q3 2020*	81%	80%
Q4 2020*	89%	83%

Figure 27: Commendation Satisfaction Measures
 Q5H. How satisfied are you with your ability to file a commendation?
 Q5I. How satisfied were you with the commendation response?
 Base: Those who filed a commendation and answering
 *Caution: Small base
 ^2020 year-to-date responses

Communication Methods

When it comes to preferred methods for communicating with Access, nine in ten 2020 riders (91%) say they prefer the telephone; whereas 5% prefer using the internet to communicate with Access, either through a computer, smartphone, or tablet. These findings are comparable to the overall 2019 findings.

Figure 28: Preferred Communication Methods	2019	2020 [^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
Telephone (Either landline or cell phone)	91%	91%	93%	91%	91%	92%
Internet (Through computer, cell phone, or tablet/iPad)	6%	5%	6%	6%	4%	5%
Mail	2%	3%	1%	2%	4%	3%

Figure 28: Preferred Communication Methods

Q2. What is your preferred method for communicating with Access?

Top mentions

Base: Those answering

[^]2020 year-to-date responses

- In 2020, nearly nine in ten customer households or primary contacts have a cell phone (92%). Meanwhile, nearly half (39%) have a landline.
- Two-thirds of customers or primary contacts for the customer have a smartphone (66%).
- Nearly seven in ten use text messages (68%).
- Six in ten customers or primary contacts use email (60%).
- More than one-half of customers or primary contacts use the internet daily (54%).

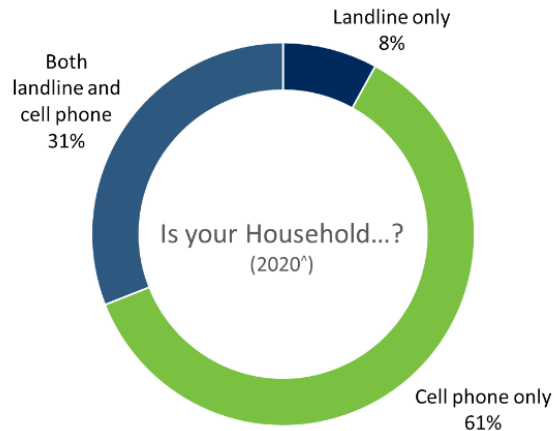


Figure 29: Is your Household...?		2020^
Cell phone only		61%
Landline only		8%
Both landline and cell phone		31%

Figure 29: Is your Household...?
 Q25. Is your household...?
 Base: Those answering
 ^2020 year-to-date responses

Figure 30: Do you have a working smartphone?			Q4	Q1	Q3	Q4
	2019	2020^	2019	2020	2020	2020
Yes	62%	66%	65%	62%	71%	65%
No	38%	34%	35%	38%	29%	35%

Figure 30: Do you have a working smartphone?
 Q24. Do you/does the customer have a working smartphone?
 Base: Those answering
 ^2020 year-to-date responses

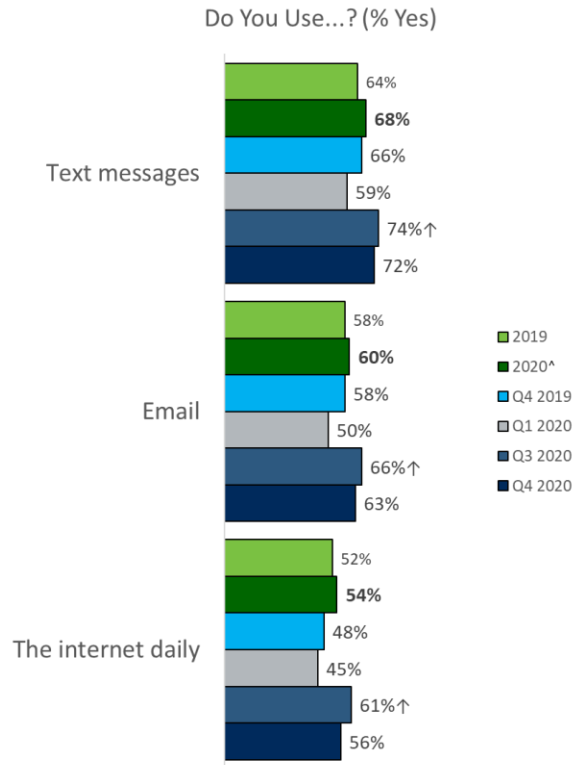


Figure 31: Do you use...?	2019	2020^	Q4 2019	Q1 2020	Q3 2020	Q4 2020
Text messages	64%	68%	66%	59%	74%↑	72%
Email	58%	60%	58%	50%	66%↑	63%
The internet daily	52%	54%	48%	45%	61%↑	56%

Figure 31: Do You Use...? (% Yes)
 Q26-28
 Base: Those answering
 ^2020 year-to-date responses

Caregivers

Furthermore, the majority (83%) of the personal caregivers who completed the survey indicate they are the primary point of contact for the customer. Those personal caregivers who are also the primary contact for the Access rider were instructed to answer questions regarding communication methods about themselves. For all other questions, they were instructed to give answers on behalf of their client.

Of those personal caregivers who indicate that they are the primary point of contact for the customer:

- All (100%) have a working smartphone.
- About four in ten (39%) live in a household that has both a landline and cell phone.
 - One-half (56%) live in a household that is cell phone only.
- Six in ten (60%) use the internet daily.
- Three-fourths (76%) use email.
- Nine in ten (90%) use text messages.

Payment

Riders are generally satisfied with the payment methods provided by Access, with more than eight in ten indicating as such (86%), remaining consistent over both 2019 and 2020. Those in the South region gave the highest satisfaction for this measure in 2020, at 90%, compared to 83% in both the North and East regions.

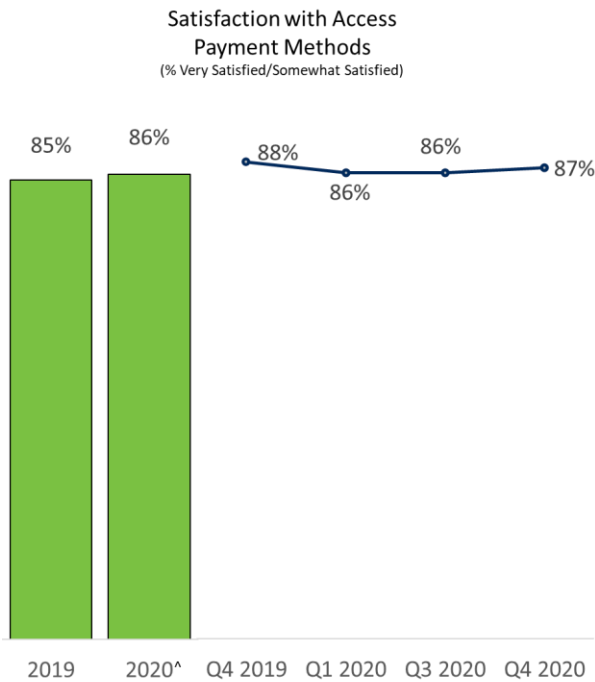


Figure 32: Satisfaction with Access Payment Methods	% Yes
2019	85%
2020^	86%
Q4 2019	88%
Q1 2020	86%
Q3 2020	86%
Q4 2020	87%

Figure 32: Satisfaction with Access Payment Methods
Q4C. How satisfied are you with the payment methods provided by Access or that you can use to pay for Access trips?
Base: Those answering
^2020 year-to-date responses

Overall in 2020, four in ten customers (42%) were asked to pay by their driver on their last trip. After experiencing a drop in Q3 2020, the proportion of riders surveyed who were asked to pay by their driver has increased significantly in Q4 2020, back to levels seen prior to Q3 2020. This is an expected change, as in Q3 2020 Access did not collect fares, due to ongoing safety concerns of handling payment during the COVID-19 pandemic. Additionally:

- One in ten (10%) were not asked because they have a pass.
- Naturally, Frequent riders are more likely to indicate that they were not asked to pay because they have a pass (18%, as compared to 8% of Less Frequent and 4% of Infrequent riders).

Figure 33: Did the driver ask you to pay?	2019	2020[^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
Yes	56%	42%↓	57%	56%	9%↓	61%↑
No	32%	49%↑	31%	32%	82%↑	31%↓
No, I have a pass	12%	10%	12%	12%	9%	8%

Figure 33: Did the driver ask you to pay?
 Q11. Did the driver ask you to pay?
 Base: Those answering
[^]2020 year-to-date responses

Cash is the most common payment method for Access fares, with three-fourths of 2020 riders (76%) indicating cash as how they pay their fare. Meanwhile, two in ten report payment using the ORCA Access Monthly Pass (20%), and an additional 3% indicate they use tickets.

Figure 34: Fare Payment Method	2019	2020 [^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
	Cash	80%	76%	81%	80%	66%↓
ORCA Access Monthly Pass	18%	20%	17%	21%	21%	17%
Tickets	5%	3%	3%	3%	1%	4%

Figure 34: Fare Payment Method
 D11A. How do you pay your Access fare?
 Base: Those answering
 Top mentions
[^]2020 year-to-date responses

Frequent riders tend to be more likely than others to use the ORCA Pass (34%), whereas Infrequent and Less Frequent riders are much more likely to use cash (83% and 82%, respectively, compared to 61% of Frequent riders).

Fare payment methods used do not appear to differ greatly across regions, with 74% to 77% utilizing cash and about one in five (19% to 20%) utilizing an ORCA Pass.

- This is a change from results in 2019, where cash was used more often in the Northern/Seattle region than in other regions (87% in the North region using cash in 2019, compared to 73% in the East and 77% in the South region).

Cashless Fare Payment Methods

To explore customers' or primary contacts' inclinations toward using two cashless fare payment methods either currently offered or soon-to-be offered by King County Metro, the survey included questions regarding two types of cashless fare payment options:

Transit Go Ticket, a mobile app that customers can use to buy Access tickets and pay fares.

- In 2020, more than one-half of customers or caregivers who have a working smartphone indicate that they would be comfortable using Transit Go Ticket to pay their fare (56%). Additionally, a similar proportion (51%) indicate they would be likely to use the app to pay their fare.
- Interestingly, Infrequent riders are the most likely to be comfortable using Transit Go Ticket, most specifically when compared to Less Frequent riders (64%, compared to 50% of Less Frequent riders). Frequent riders fall in the middle, with 56% comfortable.

EZ-Wallet, King County's upcoming online fare payment system that allows customers to pre-pay their fare and book trips online.

- More than four in ten customers or caregivers (44%) indicate that they would be comfortable using EZ-Wallet to pay their fare. Additionally, a similar proportion (42%) indicate they would be likely to use the service to pay their fare.
- Infrequent riders are the most likely to use the EZ-Wallet service, with 47% indicating they are likely to do so, compared to 36% of Less Frequent users specifically. Frequent riders fall in the middle, with 44% likely.

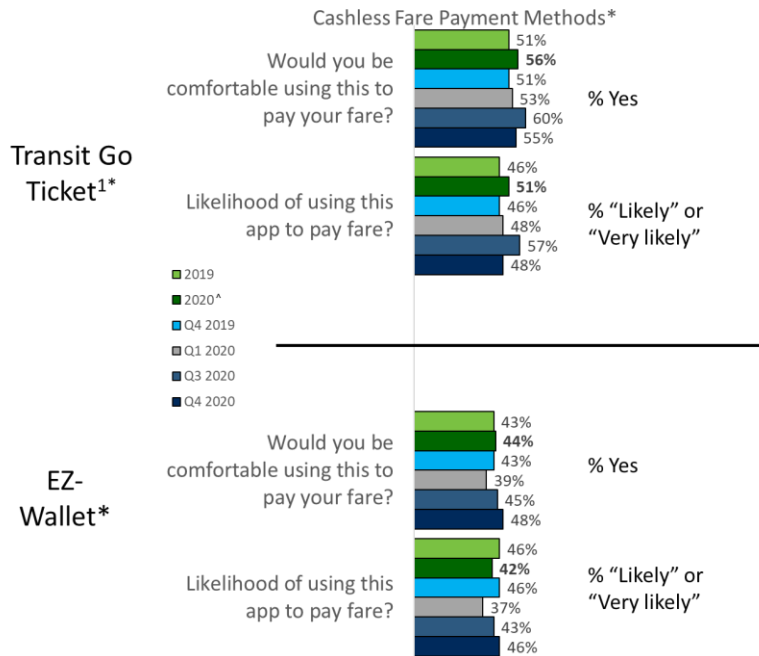


Figure 35: Cashless Fare Payment Methods: Transit Go Ticket ¹	2019	2020 [^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
Would you be comfortable using this to pay your fare? (% Yes)	51%	56%	51%	53%	60%	55%
Likelihood of using this app to pay fare? Member (% "Likely" or "Very likely")	46%	51%	46%	48%	57%	48%

Figure 35: Cashless Fare Payment Methods: EZ-Wallet	2019	2020 [^]	Q4 2019	Q1 2020	Q4 2019	Q3 2020
Would you be comfortable using this to pay your fare? (% Yes))	43%	44%	43%	39%	45%	48%
Likelihood of using this app to pay fare? Member (% "Likely" or "Very likely")	46%	42%	46%	37%	43%	46%

Figure 35: Cashless Fare Payment Methods
 Q24A-D
 Base: Those answering
¹Base: Those who have a working smartphone and answering
[^]2020 year-to-date responses
 Question added in Q4 2019

Alternative Transportation Options

Fixed Route Usage

Interestingly, about one in five customers (19%) report using the regular Metro bus or Link light rail in the past month, with most of those using Metro buses (15%) as compared to Link light rail (4%).

- The North/Seattle region has the greatest proportion of riders who use public transportation, with nearly three in ten (28%) indicating that they ride Metro bus or Link light rail. This is to be expected since Seattle is the most urban area in the county.
- Interestingly, in 2020 those who have not used fixed route transit are more likely to be satisfied with Metro Access (91% v. 83% of those who have used fixed route transit).

Those who have used Metro buses or Link light rail in the past month cite many reasons as to why they did so, including that it is convenient or easy to use (15%), it takes them where they need to go (13%), there was a stop or station close to where they were (11%), or that they had no other mode of transportation available (11%).

Figure 36: Metro bus & Link Light Rail Use			Q4	Q1	Q3	Q4
	2019	2020 [^]	2019	2020	2020	2020
Metro bus	16%	15%	16%	16%	17%	12%
Link light rail	1%	<1%	2%	1%	<1%	-
Both	6%	4%	7%	5%	3%	3%
Neither	77%	81%	75%	79%	80%	85%▲

Figure 36: Metro Bus & Link Light Rail Use

D1A. Did you/the customer ride on the regular Metro bus or Link light rail in the past month?

Base: Those answering

Top mentions

[^]2020 year-to-date responses

Figure 37: Why did you choose to ride Metro bus or Link light rail in the past month?	2019	2020[^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
Convenient/Easy/Easy to use (not specific)	12%	15%	8%	19%	12%	16%
Takes me where I need to go	11%	13%	6%	25%	2%↓	11%
There is a stop/station close to home/where I was	7%	11%	8%	8%	7%	20%
It was available/No other transportation/Do not have a car	6%	11%	10%	5%	10%	19%
Was shopping/doing errands	2%	10%	4%	9%	13%	8%
Destination is only a short distance	7%	9%	6%	11%	8%	8%
Saves time/Is faster	10%	9%	4%	8%	12%	8%
Last minute trip/not within 24-hour requirement/didn't have to book ahead	8%	8%	6%	14%	4%	3%
Direct service/Drops me right in front of my destination/No transfers	10%	6%	7%	-	10%	8%
Missed my Access ride/Access left me/didn't show up	4%	5%	4%	5%	2%	8%

Figure 37: Why did you choose to ride Metro bus or Link light rail in the past month?

D1B. Why did you choose to ride Metro bus or Link light rail in the past month?

Base: Those who rode Metro bus or Link light rail and answering

[^]2020 year-to-date responses

Taxi Scrip

About one in five riders (21%) used taxi scrip service in addition to using Access in 2020. This is consistent across all regions and rider types in 2020, however, the proportion using taxi scrip overall has increased from that seen in 2019 (21%, up from 16%). Among taxi scrip users, nearly nine in ten (87%) are satisfied with the taxi scrip.

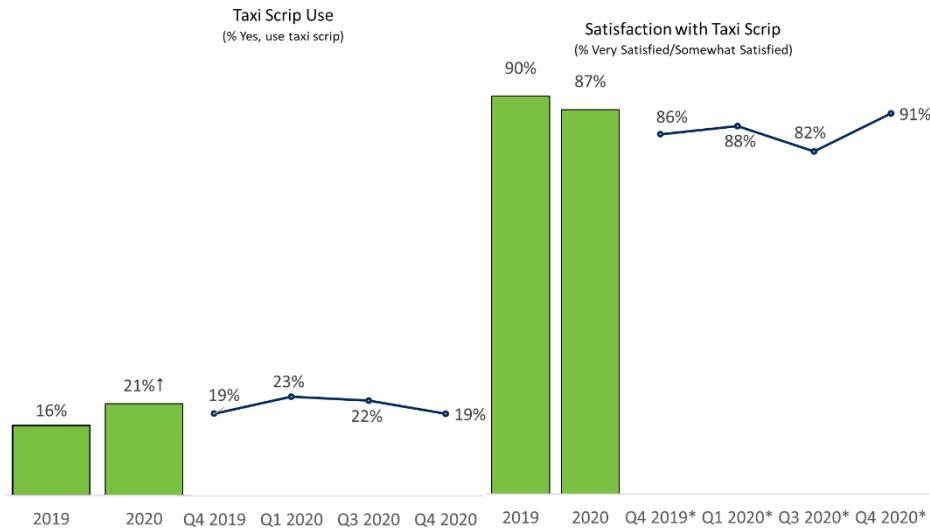


Figure 38: Taxi Scrip Use	% Used
2019	16%
2020 [^]	21%↑
Q4 2019	19%
Q1 2020	23%
Q3 2020	22%
Q4 2020	19%

Satisfaction with Taxi Scrip	% Satisfied
2019	90%
2020 [^]	87%
Q4 2019*	86%
Q1 2020*	88%
Q3 2020*	82%
Q4 2020*	91%

Figure 38: Taxi Scrip Measures

Q20A. Do you use taxi scrip?

Base: Those answering

Q20B. How satisfied are you with the taxi scrip?

Base: Those who used Taxi Scrip and answering

*Caution: Small base

[^]2020 year-to-date responses

Customer Profile

- About three in ten customers in 2020 (29%) can be categorized as “Frequent” riders, with four in ten “Less Frequent” riders (43%), and the remaining 28% being “Infrequent” riders.³
- One-half of riders live in the South region (50%), about one-third (36%) live in the North region, and the remaining 14% live in the East region.
- Medical appointments make up about one-third (36%) of the trips taken on Access in 2020, while employment or school and shopping or errands make up about one in five trips (21% and 20% of trips, respectively).
 - Employment or school make up the largest share of trips for Frequent riders (36%, compared to 6% of Infrequent and 14% of Less Frequent riders), while shopping or errands makes up the smallest share of trips for Frequent riders only (13%, compared to 25% and 26% of Infrequent and Less Frequent riders, respectively).
- Of all the trips riders take, Access is used for more than one-half (55%). Infrequent riders are more likely than Frequent riders to use fixed route transportation, taking 15% of their trips in 2020 by this mode, compared to 6% of Frequent users.
- The average age of riders is about 61 years old and about two-thirds of riders identify as female (64%) while about one-third identify as male (35%).
- About two people live in the customers’ household, on average (2.2) and riders have a median household income of \$17,700.

³ See *Methodology* section for the definition of rider frequency types.

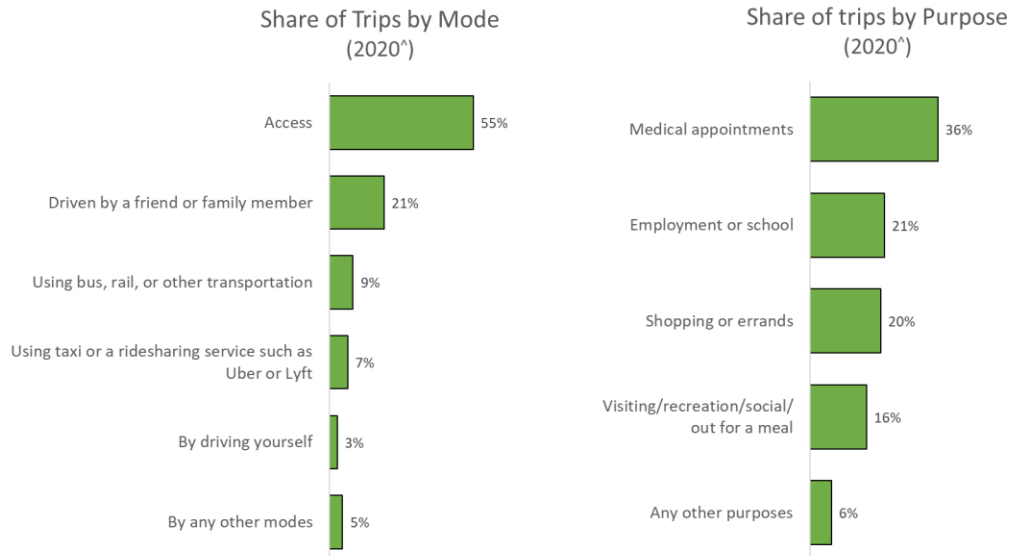


Figure 39: Trip Mode	Share of Trips by Mode (2020)
Access	55%
Driven by a friend or family member	21%
Using bus, rail, or other transportation	9%
Using taxi or a ridesharing service such as Uber or Lyft	7%
By driving yourself	3%
By and other modes	5%

Share of trips by Purpose	Share of Trips by Purpose (2020)
Medical appointments	36%
Employment or school	21%
Shopping or errands	20%
Visiting/recreation/social/out for a meal	16%
Any other purpose	6%

Figure 39: Trip Mode and Trip Purpose

Q29. Thinking about all of the trips you take in a typical week, how many trips do you take by...?

Q30. Thinking about all of the trips you take on Access in a typical week, how many of your Access trips do you take for the following purposes?

Base: Those answering

2020 year-to-date responses

Race, Ethnicity, and Language

More than one-half of customers in 2020 identify as White (56%). Additionally, nearly one-fourth identify as Black or African-American (25%), more than one in ten identify as Asian (14%), and less than one in ten identifying as Hispanic (8%).

- The North and South regions have larger proportions of Black or African American riders, compared to the East region (26% and 29%, respectively, compared to 3%). Conversely, the East region has a higher proportion of White riders than other regions (67%, compared to 53% to 56%).

Eight in ten Access riders who have a preferred language other than English are satisfied with the interpretative services provided by Access (81%).

- *Note: this is a small base and should be interpreted with caution.*

In order to ensure all Access riders were given an opportunity to voice their opinions, the King County Access survey was provided in English as well as 15 other languages. Nine in ten customers or caretakers completed the survey in English in 2020 (92%). The remaining 8% completed the survey in another language, most often Spanish (4%), but also including Russian, Arabic, Mandarin Chinese, and Simplified Chinese, to name a few.

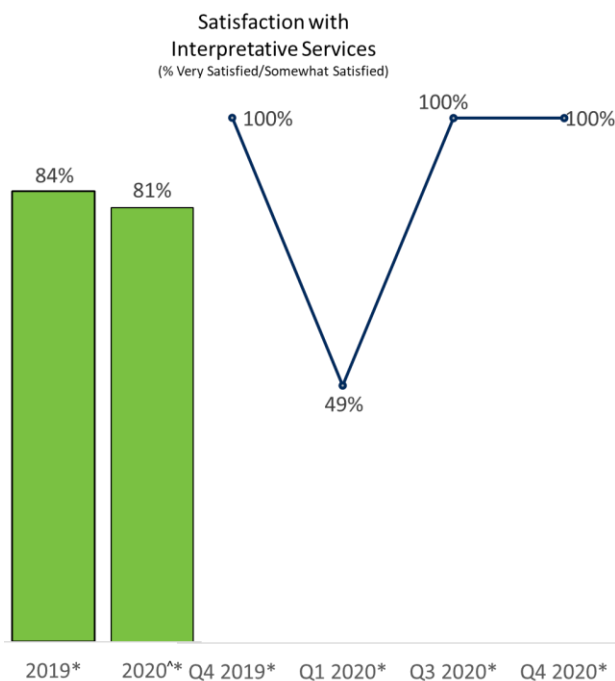


Figure 40: Satisfaction with Interpretive Services	Satisfaction with Trip Time (% Very Satisfied/Somewhat Satisfied)
2019*	84%
2020^*	81%
Q4 2019*	100%
Q1 2020*	49%
Q3 2020*	100%
Q4 2020*	100%

Figure 40: Satisfaction with Interpretative Services Q3. How satisfied are you with interpretative services overall when communicating with Access staff?

Base: Those whose preferred language is not English and answering

*Caution: Extremely small base

^2020 year-to-date responses

Figure 41: Age/Incomes Demographics						
	2019	2020[^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
Age	<i>n=407</i>	<i>n=600</i>	<i>n=204</i>	<i>n=200</i>	<i>n=200</i>	<i>n=200</i>
Under 16	-	<1%	-	-	-	1%
16-17	-	<1%	-	-	<1%	-
18-19	-	-	-	-	-	-
20-24	3%	3%	5%	3%	4%	2%
25-34	9%	6%	8%	8%	4%	5%
35-44	6%	6%	7%	6%	7%	6%
45-54	9%	12%	7%	6%	16%↑	14%▲
55-64	18%	20%	19%	15%	23%↑	21%
65-74	27%	28%	28%	31%	26%	27%
75 or over	28%	25%	25%	30%	20%↓	24%
Mean	61.2	61.3	60.3	62.9	60.1	60.9
Median	66.4	65.9	65.9	68.3	62.5	65.1
Household Income	<i>n=337</i>	<i>n=478</i>	<i>n=171</i>	<i>n=152</i>	<i>n=165</i>	<i>n=161</i>
Less than \$7,500	18%	11%↓	18%	10%↓	12%	10%
\$7,500-\$14,999	23%	28%	26%	30%	26%	29%
\$15,000-\$24,999	16%	21%	18%	22%	20%	21%
\$25,000-\$34,999	11%	12%	13%	10%	12%	15%
\$35,000-\$54,999	9%	9%	7%	7%	10%	9%
\$55,000-\$74,999	5%	4%	4%	4%	5%	5%
\$75,000-\$99,999	1%	2%	1%	2%	3%	1%
\$100,000- \$149,999	1%	2%	1%	1%	2%	1%
\$150,000 and up	-	1%	-	2%	1%	1%
Mean	\$24.0K	\$26.8K	\$21.4K	\$27.9K	\$27.0K	\$25.6K
Median	\$16.4K	\$17.7K	\$14.9K	\$16.7K	\$18.3K	\$18.2K
# of People in Household	<i>n=397</i>	<i>n=578</i>	<i>n=199</i>	<i>n=195</i>	<i>n=192</i>	<i>n=191</i>
Mean	2.6	2.2↓	2.7	2.2	2.1	2.2
Median	2.0	1.0	2.0	1.0	1.0	1.0

Figure 41: Age/Incomes Demographics

Base: Those answering

D4

D14/D14A-B

D13

[^]2020 year-to-date responses

Figure 42: Age/Incomes Demographics by Region			
	North (N)	South (S)	East (E)
Age	<i>n=236</i>	<i>n=276</i>	<i>n=88</i>
Under 16	-	1%	-
16-17	<1%	-	-
18-19	-	-	-
20-24	1%	4% ^N	3%
25-34	3%	8% ^N	4%
35-44	6%	6%	8%
45-54	14% ^E	12% ^E	6%
55-64	20%	21% ^E	13%
65-74	31%	27%	24%
75 or over	24%	21%	42% ^{NS}
Mean	62.8 ^S	59.2	64.9 ^S
Median	66.4	63.0	71.0
Household Income	<i>n=197</i>	<i>n=217</i>	<i>n=64*</i>
Less than \$7,500	12% ^E	11%	5%
\$7,500-\$14,999	34% ^S	25%	25%
\$15,000-\$24,999	18%	22%	27%
\$25,000-\$34,999	11%	16% ^E	5%
\$35,000-\$54,999	9%	8%	8%
\$55,000-\$74,999	3%	3%	12% ^{NS}
\$75,000-\$99,999	<1%	2%	3%
\$100,000-\$149,999	2%	1%	-
\$150,000 and up	1%	1%	2%
Mean	25.1K	26.9K	31.8K
Median	14.8K	19.1K	20.0K
# of People in Household	<i>n=226</i>	<i>n=269</i>	<i>n=83</i>
Mean	1.7	2.5 ^N	2.2 ^N
Median	1.0	2.0	1.0

Figure 42: Age/Incomes Demographics by Region

Base: Those answering

D4

D14/D14A-B

D13

*Caution: Small base

2020 year-to-date responses

Figure 43: Race/Ethnicity/Gender Demographics		2019	2020[^]	Q4 2019	Q1 2020	Q3 2020	Q4 2020
<u>Race</u>		<i>n=400</i>	<i>n=577</i>	<i>n=199</i>	<i>n=191</i>	<i>n=190</i>	<i>n=196</i>
White		60%	56%	59%	59%	53%	57%
Black or African American		21%	25%	23%	24%	25%	24%
Asian or Pacific Islander		13%	14%	14%	11%	18%	13%
Hispanic		7%	8%	4%	7%	7%	9%
American Indian or Alaskan Native		4%	4%	5%	6%	4%	3%
Middle Eastern		1%	1%	<1%	1%	1%	-
Some other race		1%	1%	1%	1%	2%	1%
Two or more races		<1%	<1%	1%	-	1%	-
<u>Hispanic or Latino</u>		<i>n=405</i>	<i>n=590</i>	<i>n=203</i>	<i>n=198</i>	<i>n=197</i>	<i>n=195</i>
Hispanic or Latino		10%	9%	7%	7%	9%	11%
Not Hispanic or Latino		90%	91%	93%	93%	91%	89%
<u>Gender</u>		<i>n=407</i>	<i>n=599</i>	<i>n=204</i>	<i>n=200</i>	<i>n=200</i>	<i>n=199</i>
Female		62%	64%	63%	70%	59%↓	64%
Male		37%	35%	37%	30%	41%↑	36%
A different identity		1%	<1%	<1%	<1%	<1%	-

Figure 43: Race/Ethnicity/Gender Demographics

Base: Those answering

D10. Please choose one or more races you/the customer consider yourself/themselves to be?

D9. Are you/the customer Spanish, Hispanic, or Latino?

D12. Do you identify as...?

[^]2020 year-to-date responses

Figure 44: Race/Ethnicity/Gender Demographics by Region			
	North (N)	South (S)	East (E)
Race	<i>n</i> =223	<i>n</i> =268	<i>n</i> =86
White	56%	53%	67% ^S
Black or African American	26% ^E	29% ^E	3%
Asian or Pacific Islander	15%	12%	21%
Hispanic	4%	11% ^N	7%
American Indian or Alaskan Native	6%	4%	1%
Middle Eastern	<1%	1%	-
Two or more races	-	<1%	-
Hispanic or Latino	<i>n</i> =234	<i>n</i> =269	<i>n</i> =87
Hispanic or Latino	6%	11% ^N	10%
Not Hispanic or Latino	94% ^S	89%	90%
Gender	<i>n</i> =235	<i>n</i> =276	<i>n</i> =88
Female	70% ^S	59%	70% ^S
Male	30%	41% ^{NE}	28%
A different identity	<1%	-	1%

Figure 44: Race/Ethnicity/Gender Demographics by Region

Base: Those answering

D10. Please choose one or more races you/the customer consider yourself/themselves to be?

D9. Are you/the customer Spanish, Hispanic, or Latino?

D12. Do you identify as...?

*Caution: Small base

2020 year-to-date responses

APPENDIX

KING COUNTY PARATRANSIT ACCESS SURVEY- Q4 2020

QUOTAS (QUARTERLY)				
	Frequent Users	Less Frequent Users	Infrequent Users	Total Interviews
North/Seattle				
South				
East				
TOTAL				200

INTRODUCTION:

- S1. Hello, my name is _____ and I'm calling from WBA, a national research company, on behalf of King County Metro Access. May I speak to **(NAME OF RESPONDENT ON LIST)**?
- 01 Speaking → **SKIP TO S2**
- 02 I'll get her/him → **REINTRODUCE YOURSELF WHEN RESPONDENT ANSWERS, THEN SKIP TO S2**
- 03 Not available/not here right now → **ARRANGE FOR CALLBACK**
- 04 Person cannot speak due to physical/other condition → **CONTINUE**
- 98 Refused → **TERMINATE, CODE AS 'REFUSED'**

IF PERSON CANNOT SPEAK OR IS TOO YOUNG TO SPEAK (UNDER 16) [S1(04)], ASK:

- S1A. May I speak to their personal caregiver or care attendant? **IF TOO YOUNG UNDER 16: or a parent?**
- 01 Yes → **CONTINUE**
- 02 No → **TERMINATE, CODE AS 'REFUSAL'**
- 03 Person unavailable → **RECORD PERSON'S NAME, SCHEDULE CALLBACK**
- 04 Does not have personal caregiver/attendant → **ARRANGE FOR CALLBACK**

ASK EVERYONE:

S2. **(INTRODUCE SELF IF NECESSARY.)** We are conducting a survey for King County Metro Access to learn about its customers' experiences and how satisfied they are with the services they receive.

While King County Metro continues to encourage the public to only use public transportation for ESSENTIAL trips, we are trying to learn as much about your experiences during this time as possible.

We recently sent you a letter informing you about the survey. As an Access customer, your opinions are very important, and we would very much appreciate your feedback. **[IF S1A(01,03) INSERT:** As the customer's caregiver or care attendant please provide answers from the actual customer and not your opinions.] This call may be recorded for quality control purposes.

If you qualify and complete this survey, you will be entered into a drawing for 1 of 5 \$50 Visa gift cards.

(READ IF NECESSARY: This information will help Metro improve Access service. We are not trying to sell anything, we are collecting this information on a completely confidential basis.)

- 01 OK, Continue → **CONTINUE**
- 02 Can't talk now → **ARRANGE FOR CALLBACK**
- 98 Refused → **THANK AND TERMINATE**

SCREENER

S3. First, have you used King County's Metro Access service within the past 30 days?

- 01 Yes
- 02 No → **THANK AND TERMINATE**
- 03 Have never used Metro Access → **THANK AND TERMINATE**
- 99 **DO NOT READ:** Don't know/Refused → **THANK AND TERMINATE**

ASK THOSE WHO HAVE USED SERVICE IN PAST MONTH [S3(01)]:

S5. How many trips in the past month have you taken using Access service? If you made a round-trip, that counts as two trips. **IF RESPONDENT IS UNSURE:** Your best guess is fine. **(READ ENTIRE LIST.)**

- 01 1-4 times → **CODE AS 'INFREQUENT RIDER'**
- 02 5-19 times → **CODE AS 'LESS FREQUENT RIDER'**
- 03 20+ times → **CODE AS 'FREQUENT RIDER'**
- 99 **DO NOT READ:** Don't know/Refused

We will be asking you some questions about your experience with Access. When answering the next few questions please think about the past 12 months:

COMMUNICATION

ASK EVERYONE:

Q1. How satisfied are you with how Metro keeps you informed? Would you say you are...? **(READ LIST. ROTATE ORDER OF SCALE SO THAT ONE-HALF ARE READ LIST STARTING WITH "VERY SATISFIED" AND ONE-HALF ARE READ LIST STARTING WITH "VERY DISSATISFIED", SAME ORDER FOR EACH RATINGS QUESTION FOR EACH RESPONDENT")**

- 01 Very dissatisfied
- 02 Somewhat dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat satisfied
- 05 Very satisfied
- 99 **DO NOT READ:** Don't know/Refused

Q2. What is your preferred method for communicating with Access? **(READ LIST IF NECESSARY. ACCEPT ONE RESPONSE ONLY.)**

- 01 Telephone (either landline or cell phone)
- 02 Internet through a computer
- 03 Internet through a cell phone
- 04 Internet through a tablet or iPad
- 05 Mail; or
- 95 Another method **(specify)**
- 99 **DO NOT READ:** Don't know/Refused

LIMITED ENGLISH PROFICIENCY

ASK THOSE WHOSE PREFERRED LANGUAGE IS NOT ENGLISH (GET FROM DATABASE):

Q3. How satisfied are you with interpretative services overall when communicating with Access staff? Would you say you are...? **(READ LIST.)**

- 01 Very dissatisfied
- 02 Somewhat dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat satisfied
- 05 Very satisfied
- 99 **DO NOT READ:** Don't know/Refused

FARES

ASK EVERYONE:

Q4. Please tell me whether you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with each of the following aspects of Access? First/Next, how satisfied are you with...? **(READ LIST. RANDOMIZE. *ALWAYS KEEPING Q4A FIRST. REPEAT SCALE AS NECESSARY.)**

		Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	DO NOT READ: Don't know/Refused	DO NOT READ: Not Applicable
A.	Access Transportation overall in the past 12 months*	05	04	03	02	01	99	
B.	The value of Access for what you pay	05	04	03	02	01	99	
C.	The payment methods provided by Access or that you can use to pay for Access trips	05	04	03	02	01	99	
D.	The application process	05	04	03	02	01	99	
E.	The scheduling of Access overall	05	04	03	02	01	99	
F.	The scheduling of subscription trips	05	04	03	02	01	99	97
G.	Your ability to get real time information on your trip	05	04	03	02	01	99	
H.	Taxi drivers, when they are sent in place of Access vans	05	04	03	02	01	99	97
I.	The ability of Access to get you to your destination on-time	05	04	03	02	01	99	

CUSTOMER SERVICE

Q5. Have you filed a complaint or commendation with Access in the last month?

- 01 Yes
- 02 No
- 99 **DO NOT READ:** Don't know/Refused

THOSE WHO FILED A COMPLAINT OR COMMENDATION [Q5(01)]:

Q5A. Did you file a complaint or commendation? **(READ LIST.)**

(READ IF NECESSARY: A complaint is something negative, a commendation is something positive.)

- 01 Complaint
- 02 Commendation
- 03 Both
- 99 **DO NOT READ:** Don't know/Refused

THOSE WHO FILED A COMPLAINT [Q5A(01,03)]:

Please answer the next few questions about your MOST RECENT complaint.

Q5B. Did you receive notice that the concern was received?

- 01 Yes
- 02 No
- 99 **DO NOT READ:** Don't know/Refused

Q5C. What type of response did you receive from Customer Service? **(READ LIST.)**

- 01 Letter
- 02 Phone call
- 03 Both
- 04 Neither
- 95 Other **(specify)**
- 99 **DO NOT READ:** Don't know/Refused

Q5D. How satisfied were you with the complaint resolution? Would you say you were...? **(READ LIST.)**

- 01 Very dissatisfied
- 02 Somewhat dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat satisfied
- 05 Very satisfied
- 99 **DO NOT READ:** Don't know/Refused

Q5E. How would you rate the customer service representative who assisted you? Would you say they were...? **(READ LIST.)**

- 01 Very helpful
- 02 Somewhat helpful; or
- 03 Not helpful
- 99 **DO NOT READ:** Don't know/Refused

Q5F. How satisfied are you with your ability to file a complaint? Would you say you are...? **(READ LIST.)**

- 01 Very dissatisfied
- 02 Somewhat dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat satisfied
- 05 Very satisfied
- 99 **DO NOT READ:** Don't know/Refused

THOSE WHO FILED A COMMENDATION [Q5A(02,03)]:

Please answer the next few questions about your MOST RECENT commendation.

Q5H. How satisfied are you with your ability to file a commendation? Would you say you are...? **(READ LIST.)**

- 01 Very dissatisfied
- 02 Somewhat dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat satisfied
- 05 Very satisfied
- 99 **DO NOT READ:** Don't know/Refused

Q5I. How satisfied were you with the commendation response? Would you say you were...? **(READ LIST.)**

- 01 Very dissatisfied
- 02 Somewhat dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat satisfied
- 05 Very satisfied
- 99 **DO NOT READ:** Don't know/Refused

TRIP

ASK EVERYONE:

Please answer the next few questions about your last ONE-WAY trip in an Access van. A one-way trip could have been one one-way trip or one leg of a round-trip.

Q6. Overall how would you rate your last ONE-WAY trip on an Access van? Would you say it was...? **(READ LIST.)**

- 01 Very bad
- 02 Bad
- 03 Neither good nor bad
- 04 Good
- 05 Very good
- 99 **DO NOT READ:** Don't know/Refused

IF BAD OR VERY BAD [Q6(01-02)], ASK:

Q7. Why did you rate this trip as **[INSERT RESPONSE FROM Q6]**?

99 **DO NOT READ:** Don't know/Refused

ASK EVERYONE:

Q8. On your last ONE-WAY trip, how helpful was the driver? Was the driver...? **(READ LIST.)**

04 Very helpful

03 Helpful

02 Okay; or

01 Not very helpful

99 **DO NOT READ:** Don't know/Refused

IF OKAY OR NOT VERY HELPFUL [Q8(01-02)], ASK:

Q8A. Why did you rate your driver as **[INSERT RESPONSE FROM Q8]**?

99 **DO NOT READ:** Don't know/Refused

ASK EVERYONE:

Q9. How courteous was the driver? Was the driver...? **(READ LIST.)**

04 Very courteous

03 Courteous

02 Okay; or

01 Not very courteous

99 **DO NOT READ:** Don't know/Refused

Q10. How confident were you that the driver knew where to pick you up or drop you off? **(READ LIST.)**

01 Not at all confident

02 Not very confident

03 Neither confident nor unconfident

04 Somewhat confident

05 Very confident

99 **DO NOT READ:** Don't know/Refused

Q11. Did the driver ask you to pay? **(READ LIST.)**

01 Yes

02 No, I have a pass

03 No

99 Don't know/Refused

D11A. How do you pay your Access fare? (**READ ENTIRE LIST. ACCEPT ALL THAT APPLY**)

- 01 Cash
- 02 ORCA Access Monthly Pass
- 03 Tickets
- 95 Or something else? (**specify**)
- 99 **DO NOT READ:** Don't know/Refused

Q12. On your last trip, were you picked up earlier or later than your pick-up window? Or were you within the window? By pick-up window, we mean the 30 minute time period within which Access said they would pick you up.

- 01 Earlier, before your pick-up window
- 02 Later, after your pick-up window
- 03 On time, within your pick-up window
- 99 **DO NOT READ:** Don't know/Refused

THOSE WHO WERE PICKED UP EARLIER [Q12(01)]:

Q12A. How much earlier than the scheduled pick-up window were you picked up?

___minutes

- 99 **DO NOT READ:** Don't know/Refused

THOSE WHO WERE PICKED UP LATER [Q12(02)]:

Q12B. How much later than the scheduled pick-up window were you picked up?

___minutes

- 99 **DO NOT READ:** Don't know/Refused

ASK EVERYONE:

Q13. The goal of King County Metro Access is to drop you off at your destination within a half hour of your appointment time. On your last trip were you dropped off...?

- 01 More than thirty minutes before your appointment time,
- 02 Within 30 minutes of your appointment time, or
- 03 Later than your appointment
- 99 **DO NOT READ:** Don't know/Refused

THOSE WHO WERE DROPPED OFF EARLIER [Q13(01)]:

Q13A. How much earlier were you dropped off? Please do not include the first 30 minutes before your scheduled drop off time.

___minutes

- 99 **DO NOT READ:** Don't know/Refused

THOSE WHO WERE DROPPED OFF LATER [Q13(03)]:

Q13B. How much later were you dropped off?

____minutes

99 **DO NOT READ:** Don't know/Refused

ASK EVERYONE:

Q13C. Which would you prefer regarding your trips to appointments? Would you prefer...? (**READ LIST. ROTATE RESPONSES 01 & 02.**)

01 To be dropped off within 30 minutes of your appointment even if it means your travel time on the van is longer

02 To be dropped off, possibly arriving more than 30 minutes before your appointment time, if it means your travel time on the van is shorter

03 **DO NOT READ:** It depends

97 **DO NOT READ:** No opinion/It does not matter

99 **DO NOT READ:** Don't know/Refused

THOSE WHO INDICATE IT DEPENDS [Q13C(03)]:

Q13D. Why do you say that?

99 **DO NOT READ:** Don't know/Refused

ASK EVERYONE:

[Q14 REMOVED Q4 2020]

Q14A. How do you think the length of time of this Access trip would compare to the same trip on a regular Metro Bus? Would it take...? **(READ LIST.)**

- 01 Much less time on Metro Bus
- 02 Somewhat less time on Metro Bus
- 03 The same amount of time on Metro Bus
- 04 Somewhat more time on Metro Bus
- 05 Much more time on Metro Bus
- 99 **DO NOT READ:** Don't know/Refused

Q15. How satisfied were you with the total amount of time this ONE-WAY trip took? Were you...? **(READ LIST.)**

- 01 Very dissatisfied
- 02 Somewhat dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat satisfied
- 05 Very satisfied
- 99 **DO NOT READ:** Don't know/Refused

IF SOMEWHAT OR VERY DISSATISFIED [Q15(01-02)], ASK:

Q16. Why were you dissatisfied with this trip?

- 99 **DO NOT READ:** Don't know/Refused

ASK EVERYONE:

Q17. How confident were you that the driver knew the best way to get you to your destination?
(READ LIST.)

- 01 Not at all confident
- 02 Not very confident
- 03 Neither confident nor unconfident
- 04 Somewhat confident
- 05 Very confident
- 99 **DO NOT READ:** Don't know/Refused

Q18/Q19. On a scale from 1 to 5, with 1 being "Very unsafe" and 5 being "Very safe," how safe did you feel regarding the following on your last ONE-WAY trip with Access? **(READ LIST.)**

		1- Very unsafe	2	3	4	5- Very safe	DO NOT READ: Don't know/ Refused
Q18	Operation of the vehicle	01	02	03	04	05	99
Q19	Personal safety	01	02	03	04	05	99

Q20. How satisfied are you with the Access service area? Does it go where you want? Would you say you are...? **(READ LIST.)**

- 01 Very dissatisfied
- 02 Somewhat dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat satisfied
- 05 Very satisfied
- 99 **DO NOT READ:** Don't know/Refused

Q20A. Do you use taxi scrip?

- 01 Yes
- 02 No
- 99 **DO NOT READ:** Don't know/Refused

THOSE WHO USE TAXI SCRIP [Q20A(01)]:

Q20B. How satisfied are you with the taxi scrip? Would you say you are...? **(READ LIST.)**

- 01 Very dissatisfied
- 02 Somewhat dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat satisfied
- 05 Very satisfied
- 99 **DO NOT READ:** Don't know/Refused

IMPROVEMENTS

ASK EVERYONE:

Q21. Would you say that in the past year, overall Access service has...? **(READ LIST.)**

- 01 Gotten worse
- 02 Stayed the same
- 03 Improved
- 99 **DO NOT READ:** Don't know/Refused

Q21A. Since the beginning of COVID-19 stay-at-home orders, would you say that overall Access service has...? **(READ LIST.)**

- 01 Gotten worse
- 02 Stayed the same
- 03 Improved
- 99 **DO NOT READ:** Don't know/Refused

Q22. From the following options which two would you choose to help improve Access service? (**READ LIST. RANDOMIZE ORDER. ALLOW UP TO TWO RESPONSES. IF 01 CHOSEN, DO NOT ALLOW SECOND RESPONSE.**)

(**READ IF ONLY ONE CHOSEN:** And do you have a second option?)

- 01 None/happy with service
- 02 More call takers
- 03 More reliable
- 04 Online scheduling
- 05 More fare payment options
- 95 Something else? (**specify**)
- 99 **DO NOT READ:** Don't know/Refused

Q21B. In your judgment, how safe is it right now to travel outside the home in general? (**READ LIST.**)

- 01 Very unsafe
- 02 Somewhat unsafe
- 03 Neither safe nor unsafe
- 04 Somewhat safe
- 05 Very safe
- 99 **DO NOT READ:** Don't know/Refused

Q21C. In your judgment, how safe is it right now to travel with Access specifically? (**READ LIST.**)

- 01 Very unsafe
- 02 Somewhat unsafe
- 03 Neither safe nor unsafe
- 04 Somewhat safe
- 05 Very safe
- 99 **DO NOT READ:** Don't know/Refused

COMMUTATION METHODS

For these next questions, we will be asking you about the types of transportation you use as well as the general purpose of your trips.

ASK EVERYONE:

Q29. Thinking about all of the trips you take in a typical week, how many trips do you take... **IF NECESSARY:** Your best guess is fine. **(READ LIST. RANDOMIZE.)**

		Count	DO NOT READ: Don't know/ Refused
A.	Using Access	___	99
B.	Using Taxi or a ridesharing service such as Uber or Lyft	___	99
C.	By being driven by a friend or family member	___	99
D.	By driving yourself	___	99
E.	Using bus, rail, or other public transportation	___	99
F.	By other modes	___	99

Q30. Thinking about all of the trips you take on Access in a typical week, how many of your Access trips do you take for the following purposes? **IF NECESSARY:** Your best guess is fine. **(READ LIST. RANDOMIZE A-D.)**

		Count	DO NOT READ: Don't know/ Refused
A.	Shopping or errands	___	99
B.	Employment or school	___	99
C.	Medical appointments	___	99
D.	Visiting, recreation, social, or out for a meal	___	99
E.	Any other purposes	___	99

MEANS OF COMMUNICATION

IF A CAREGIVER IS ANSWERING ON BEHALF OF A CUSTOMER [S1A(01,03)], ASK:

Q23. Are you the primary point of contact for the customer?

- 01 Yes
- 02 No
- 99 **DO NOT READ:** Don't know/Refused

IF [S1A(01,03) AND Q23(02,99)]: For the next few questions, please give responses pertaining to the customer, not yourself.

IF [S1A(01,03) AND Q23(01)]: For the next few questions, please give responses pertaining to yourself. We will tell you when to answer on behalf of the customer again.

ASK EVERYONE:

Q24. (Do you)* have a working smartphone? ***IF[S1A(01,03) AND Q23(02)]:** Does the customer **IF NEEDED:** A smartphone is a cell phone that can access the internet. **(DO NOT READ LIST.)**

- 01 Yes, I have a smartphone
- 02 No, I do not have a smartphone
- 99 **DO NOT READ:** Don't know/Refused

IF HAVE A WORKING SMART PHONE [Q24(01)]

Q24A. Let's explore two options for cashless fare payment on Access. One is currently offered, and one is launching in 2021. Access currently offers virtual Transit Go Tickets that a rider or caregiver can use to cover each Access trip. In 2021, Access will offer an EZ-Wallet that riders or caregivers can use to pre-pay for trips on almost any electronic device.

Transit Go Ticket is a mobile app that you can use to buy Access tickets and pay fares without having to pay cash. You download the app onto your phone, use it to purchase tickets, and when you are ready to board the Access vehicle, activate the ticket and show it on your phone to your driver.

(Would you)* be comfortable using this app on your* smart phone to pay your* fare?

***IF[S1A(01,03) AND Q23(02)]:** Would the customer be comfortable using this app on their* smart phone to pay their* fare? **(DO NOT READ LIST.)**

IF NEEDED: A smartphone is a cell phone that can access the internet.

- 01 Yes
- 02 No
- 95 Already use Transit Go Ticket
- 99 **DO NOT READ:** Unsure

Q24B. How likely (would you)* be to use this app to pay your* fare? *IF[S1A(01,03) AND Q23(02)]:How likely would the customer be to use this app to pay their* fare? (READ LIST.)

IF NEEDED: A smartphone is a cell phone that can access the internet.

- 01 Very unlikely
- 02 Unlikely
- 03 Neither likely nor unlikely
- 04 Likely
- 05 Very likely
- 95 Already use Transit Go Ticket
- 99 **DO NOT READ:** Unsure

ASK EVERYONE:

Q24C. EZ-Wallet is King County's upcoming online fare payment system. By going online, you will be able to book trips and pre-pay your fares at the time of booking through a secure web site using a credit or debit card, as well as e-checks.

(Would you)* be comfortable using this service on your* computer or smart phone to pre-pay your* fare? *IF[S1A(01,03) AND Q23(02)]:Would the customer be comfortable using this service on their* computer or smart phone to pre-pay their* fare? (DO NOT READ LIST.)

IF NEEDED: A smartphone is a cell phone that can access the internet.

- 01 Yes
- 02 No
- 99 **DO NOT READ:** Unsure

Q24D. How likely (would you)* be to use this service to pre-pay your* fare? *IF[S1A(01,03) AND Q23(02)]:How likely would the customer be to use this service to pre-pay their* fare? (READ LIST.)

IF NEEDED: A smartphone is a cell phone that can access the internet.

- 01 Very unlikely
- 02 Unlikely
- 03 Neither likely nor unlikely
- 04 Likely
- 05 Very likely
- 99 **DO NOT READ:** Unsure

Q25. Is your household...? (READ ENTIRE LIST.)

- 01 Landline only
- 02 Cell phone only
- 03 Both landline and cell phone
- 99 **DO NOT READ:** Don't know/Refused

Q26. (Do you)* use the internet daily? *IF[S1A(01,03) AND Q23(02)]: Does the customer

- 01 Yes
- 02 No
- 99 **DO NOT READ:** Don't know/Refused

Q27. (Do you)* use email? *IF[S1A(01,03) AND Q23(02)]: Does the customer

- 01 Yes
- 02 No
- 99 **DO NOT READ:** Don't know/Refused

Q28. (Do you)* use text messages? *IF[S1A(01,03) AND Q23(02)]: Does the customer

- 01 Yes
- 02 No
- 99 **DO NOT READ:** Don't know/Refused

DEMOGRAPHICS

IF [S1A(01,03) AND Q23(01)]: For the last few questions, you should answer on behalf of the customer again.

D1A. Did (you)* ride on the regular Metro bus or Link light rail in the past month? *IF [S1A(01,03)]: the customer

- 01 Yes, Metro bus
- 02 Yes, Link light rail
- 03 Yes, both
- 04 No
- 99 **DO NOT READ:** Don't know/Refused

THOSE WHO RODE REGULAR METRO OR LIGHT RAIL [D1A(01-03)]:

D1B. Why did (you)* choose to ride Metro bus or Link light rail? *IF [S1A(01,03)]: the customer

- 99 **DO NOT READ:** Don't know/Refused

D4. Which age group (are you)* in? **(READ LIST, STOP WHEN REACH ANSWER.)** *IF [S1A(01,03)]: is the customer

- 10 75 or over
- 09 65-74
- 08 55-64
- 07 45-54
- 06 35-44
- 05 25-34
- 04 20-24
- 03 18-19
- 02 16-17
- 01 Under 16
- 99 **DO NOT READ:** Don't know/Refused

D5. What is the main purpose of the majority of (your)* trips on Access? Would you say...? **(READ LIST. RANDOMIZE BUT KEEP 01 AND 02 FIRST. ACCEPT ONE RESPONSE ONLY.) *IF [S1A(01,03)]:** their

- 01 Occasional medical appointments
- 02 Regularly scheduled medical appointments
- 03 Shopping/errands **(IF NECESSARY: grocery shopping, bank, drug store, hair appointment)**
- 04 Visiting/recreation/social/out for a meal
- 05 Worship
- 06 Employment
- 07 School; or
- 95 Something else? **(specify)**
- 99 **DO NOT READ: Don't know/Refused**

D9. (Are you)* Spanish, Hispanic, or Latino? ***IF [S1A(01,03)]:** Is the customer **(READ IF RESPONDENT SEEMS UNSURE: Are you or were your ancestors Mexican, Puerto Rican, Cuban, Central or South American, or from Spain?) DO NOT READ LIST.**

- 01 Yes
- 02 No
- 99 **DO NOT READ: Don't know/Refused**

D10. I am going to read a list of race categories. Please choose one or more races *(you consider yourself) to be: ***IF [S1A(01,03)]:** the customer considers themselves **(IF THEY SAY "HISPANIC" PROBE WITH: "In addition to Hispanic, what other race categories do you consider yourself to be?" BEFORE CODING ON LIST AS HISPANIC.) (READ LIST UNTIL VALID RESPONSE GIVEN; SELECT ALL THAT APPLY.)**

- 01 White
- 02 Black or African American
- 03 American Indian or Alaskan Native
- 04 Asian or Pacific Islander
- 05 Hispanic; or
- 95 Another race **(specify)**
- 98 **DO NOT READ: Don't know**
- 99 **DO NOT READ: Refused**

D12. (Do you) identify as...? ***IF [S1A(01,03)]:** Does the customer **(READ LIST.)**

- 01 Male
- 02 Female
- 03 Or a different identity
- 99 **DO NOT READ: Refused**

D13. Including yourself, how many people live in (your) household? ***IF [S1A(01,03)]:** the customer's **(RECORD AS 2-DIGIT NUMBER. RANGE=01-50. USE 99 FOR DON'T KNOW/REFUSED.)**

- ____ number of people in household
- 99 **DO NOT READ: Don't know/Refused**

D14. Is (your) **total** annual **household** income less than \$35,000 per year or is it \$35,000 per year or more? ***IF [S1A(01,03)]**: the customer's (IF RESPONDENT STARTS TO SAY "MY INCOME IS..." RE-READ QUESTION)

- 01 Less than \$35,000
- 02 \$35,000 or more
- 99 **DO NOT READ**: Don't know/Refused

IF [D14(01)]:

D14A. Would that be...? (READ LIST UNTIL VALID RESPONSE GIVEN)

- 01 Less than \$7,500,
- 02 \$7,500 to less than \$15,000,
- 03 \$15,000 to less than \$25,000, or
- 04 \$25,000 to less than \$35,000?
- 99 **DO NOT READ**: Don't know/Refused

IF [D14(02)]:

D14B. Would that be...? (READ LIST UNTIL VALID RESPONSE GIVEN)

- 01 \$35,000 to less than \$55,000,
- 02 \$55,000 to less than \$75,000,
- 03 \$75,000 to less than \$100,000,
- 04 \$100,000 to less than \$150,000, or
- 05 \$150,000 and up?
- 99 **(DO NOT READ)** Don't know/Refused

READ TO EVERYONE:

By completing this survey, (you)* will be entered into a drawing for [INSERT DRAWING INFO]. ***IF [S1A(01,03)]**: the customer

D15. If (you are)¹ selected, we will send (you)² a gift card in the mail containing a code to redeem a \$50 Visa gift card at the completion of the study. Can you confirm the best address to mail this gift card to if you are selected? We will only use this address for this purpose. **(ENTER MAILING ADDRESS.)**

- 97 **DO NOT READ**: Not interested in entering raffle
- 98 **DO NOT READ**: Refused

Those are all the questions I have. Thank you for participating in this survey. Have a nice day/evening.

LEAVE MESSAGE:

My name is _____, from WBA, a national research company. We are conducting a survey on behalf of King County Metro to learn about its customers' experiences with Metro Access and how satisfied they are with the service. We will call back another time or, you can call us to set up an appointment that is convenient for you at 1-800-383-2324 and reference job number 670. Thank you!

INFORMATION PROVIDED WITH CONTACT LIST

- First and last name
- Date of last trip, trip frequency
- How long customer has been riding Access
- Home address, zip code/ subarea, also mailing address
- Service type
 - D2D = Will ask for rider
 - C2C = Will ask for rider
 - H2H = Will ask for rider or caregiver
- Phone
- Email
- Comments for spoken language
- Alt formats V1, H1
- Emergency contact name & number



Moving forward together
Contracted Services
201 S. Jackson Street
KSC-TR-0800
Seattle, WA 98104-3856

King County's Metro Access would like to learn about Paratransit customers' experiences with Access, and how the service can be improved. With that in mind, we have commissioned WBA Research to conduct an independent survey of randomly selected Access customers. Your answers are absolutely confidential and will not be disclosed. Those who qualify for and complete the survey will be entered into a drawing for 1 of 5 gift cards of \$50 each.

There are two ways you can choose to participate in this study:

To participate online please visit: <http://gowba.info/MetroAccess>

You will need the Saved to Y: Drive below to access the web survey:
PASSWORD

If you would prefer to participate by telephone, please call 855-999-6868 and reference study 116. When making an appointment, you will need the unique password above. In addition, WBA will try to call you, so be on the lookout for their call!

We would very much appreciate your cooperation with the interview in the event you are called. Your opinions as an Access customer are very important, even if you do not often request rides. Access customers who are interviewed provide King County with an objective report on how customers view the Access service, in order to take appropriate action to improve service.

We thank you in advance for your cooperation.

Cordially,
Gwendolyn Clemens
Managing Director
Contracted Services

Please note that WBA is unable to conduct unsolicited interviews. You may call WBA *only* if they have contacted you for an interview, and you would like to be called for an interview on a specific day and/or at a specific time.

Accessible Formats

People with disabilities who need this information in accessible formats may call 206-477-6066 (voice) or WA Relay: 711.



Interpreter - 206-477-2883

Intérpretes Tujubaan Переводчик
Перекладач 통역사 傳譯員
翻譯員 Thông Dịch Viên टिटरपुटेर

