

RAPIDRIDE

Rider Satisfaction Study

February 2020



RAPIDRIDE



King County

METRO

Moving forward together

Prepared for:



Research Conducted by:





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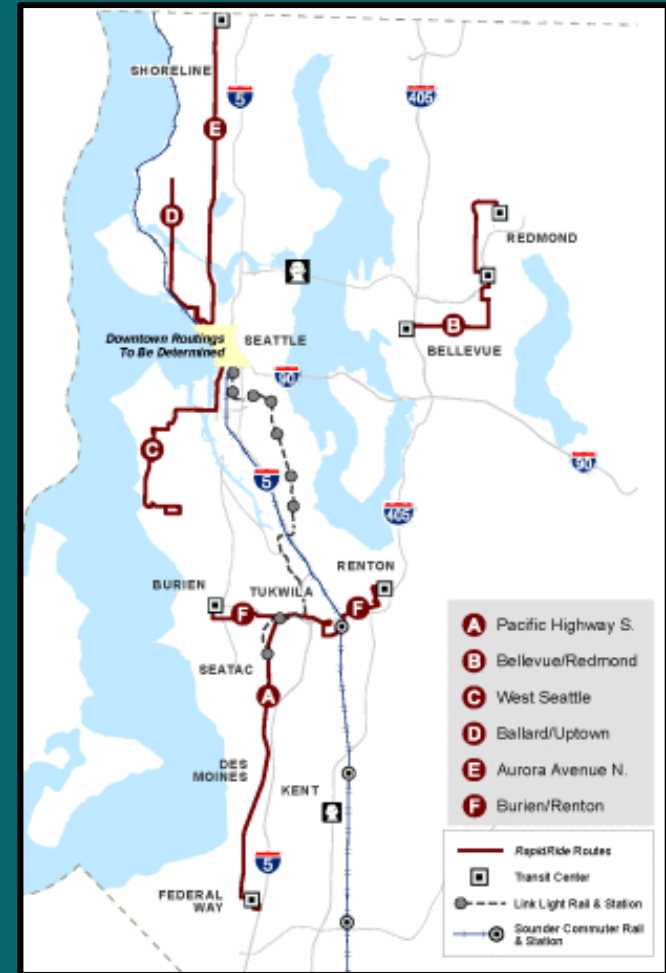
Background and Objectives



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

Specific areas of investigation include:

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



Background and Objectives (cont.)



Since 2010, King County Metro Transit has provided RapidRide bus service, which now includes six routes (lines A-F) in 2020. RapidRide provides bus service that is quicker and more frequent and results in faster service to each destination. RapidRide buses make extensive use of transit signal priority, and on some lines use semi-exclusive lanes to bypass traffic. A summary description of the six lines is provided below:

RapidRide Line	Line Initiated	Service Summary
A Line	2010	Offers Bus Rapid Transit (BRT) service between Tukwila International Boulevard Link Station and Federal Way Transit Center on Pacific Highway South/ International Boulevard, via SeaTac and Des Moines. A Line provides connections to Link light rail as well as buses that serve Burien, Tukwila, the city of SeaTac, the Duwamish area, and downtown Seattle. Service is provided around the clock, every day of the week, with trips operating every 10 – 15 minutes during most times of the day.
B Line	2011	Serving the Eastside, the B Line offers Bus Rapid Transit (BRT) service between the Bellevue Transit Center and the Redmond Transit Center, via Crossroads and Overlake. Frequent service is provided every day of the week, and the B Line operates from early morning to late-night.
C Line	September 2012	Serves the West Seattle area operating between South Lake Union, downtown Seattle, the Alaska Junction, the Fauntleroy ferry terminal, and Westwood Village. Service is provided around the clock, every day of the week. During most times of the day, trips depart every 10 – 15 minutes.
D Line	September 2012	Brings Bus Rapid Transit (BRT) to the Ballard and Crown Hill areas. The D Line operates daily between Downtown Seattle, Uptown, Ballard and Crown Hill. Service is provided around the clock, with trips operating every 10 – 15 minutes during most times of the day.
E Line	February 2014	Serves the Aurora Corridor with service between Downtown Seattle and Aurora Village Transit Center. Frequent service is provided every day of the week, and the E Line operates almost every hour of the day.
F Line	June 2014	Offers Bus Rapid Transit (BRT) service between Burien Transit Center and Renton Landing. Frequent service is provided every day of the week, and the F Line operates from early morning to late-night.

Methodology



Times and Dates

Intercept interviewing took place between February 13th and February 19th, 2020. Trips to be surveyed were selected to provide both peak and non-peak weekday and late-night riders.

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

Interceptors approached each rider as they boarded the bus asking them to participate in the survey and providing a survey for completion. Riders were strongly encouraged to complete and return the surveys while on the bus. Return envelopes were provided in circumstances where the rider indicated they would not have time to complete the survey while on the bus, so the completed questionnaire could still be returned via mail to Metro. There were a total of 15 completed C Line surveys mailed in.

Metro routinely conducts on-board surveys to gauge the satisfaction of riders. As such, this effort built off past RapidRide surveys. This report includes comparisons of 2020 survey results to the 2014 18-month post-implementation survey conducted in Spring of 2014.

South Lake Union to Westwood Village		
C Line 2020		C Line 2014
2 shifts Thu., Feb 13 th	11:30 to 8 PM	2 shifts April 15
2 shifts Fri., Feb 14 th	6 AM to 2:30 PM	2 shifts April 16
2 shifts Tues., Feb 18 th	10 PM to Midnight	2 shifts April 21
2 shifts Wed., Feb. 19 th	10 PM to Midnight	No Late-Night interviewing



Methodology (cont.)

Interceptors were responsible for tallying the number of riders on each surveyed trip and the outcome of rider interaction, including the number of surveys distributed and returned. To accommodate riders who do not speak English, the survey was also offered in seven additional languages: Spanish, Vietnamese, Amharic, Russian, Chinese, Somali and Korean. Riders who did not speak English were presented with a postcard of information translated into each language that explained the research and what was requested of the rider. In total, thirteen C Line surveys were collected in these languages.

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

Response rate on the RapidRide C Line route as a *proportion of all questionnaires handed out* in 2020 was 56%. Fifty percent of C Line riders completed surveys in 2020, with response rate as a *proportion of all riders contacted*.

The following table summarizes response rates:

	Completed Surveys on RapidRide C Line 2020		
	Total	Daytime	Late-Night
Completed Questionnaires	565	384	67
% of Questionnaires Handed Out	56%	56%	59%
% of All Riders on Sampled Trips*	50%	50%	49%
% Refused	33%	34%	24%

*All riders on sampled trips: this includes riders who declined to take a survey or had already completed one.

Methodology (cont.)

Data collection goals were set to complete approximately 500 questionnaires per line (400 weekday and 100 late-night). C Line was able to exceed the goal of 400 weekday completes. Regarding late-night targets, the schedule allowed for a total of four late-night trips in the 10:00 PM to midnight time frame per line. Late-night ridership levels did not allow for completion of 100 questionnaires in the majority of lines. Final samples sizes for C Line, by interviewing day part, can be found in the table below.

It should be noted that late-night interviewing was not included in previous waves and in order to keep the results comparable between waves, late-night interviews are excluded from the analysis when comparing 2020 to 2014 data.

C Line	Completed Surveys	
	2020 Wave	2014 Wave
Total	565	560
Daytime	518	560
Late Night	47	Not conducted





Reporting Conventions

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

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

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

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

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

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

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

Reporting Conventions (cont.)

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

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

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

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



**Interviewing Daypart:
Daytime vs. Late-night**
n=518 n=47**



**Gender:
Male vs. Female**
n=277 n=224



**Race/Ethnicity:
White vs. Minority**
n=307 n=192



Frequency of Trips:
1-4 5-35 36+
n=52 n=237 n=192



**Low Income Qualified:
Yes vs. No**
n=90 n=330



**Senior or Disabled:
Yes vs. Total**
n=80 n=565

Actual base size responding varies by question.

**Caution small base size.



Key Findings – RapidRide C Line

Overall Satisfaction & Likely to Recommend

Eight in ten (80%) are satisfied overall with the RapidRide C Line. Satisfaction is significantly higher with the experience of *riding* (80%) the bus than with *waiting* (66%) for the bus. A vast majority (95%) would recommend the C Line to others in their lives.

Aspects of Satisfaction

Travel Time

Travel time is among the aspects of the ridership experience that receive higher levels of satisfaction on the C Line, with seven out of ten riders satisfied with the overall travel time and over three quarters are satisfied with the reliability of the amount of time it takes.

Cleanliness and Condition

About two in three are satisfied with the cleanliness of the buses (68%) and the stops (62%), and with the condition of the bus shelters (65%). Seven in ten (72%) are satisfied with the condition of the buses.

Personal Safety

While eight in ten are satisfied with their ***personal safety during the day*** while waiting for or being on the bus, fewer are satisfied with safety when it comes to the ***behavior of others during the day*** either at the stop (65%) or on the bus (70%). At night, safety is more of a concern, with just two in five (41%) satisfied with the ***behavior of other people while waiting for the C Line at night***, and just half (50%) satisfied with the ***behavior of others while riding the bus at night***. Fewer than half (48%) are satisfied with ***personal safety while waiting for the bus at night***, and three in five (61%) are satisfied with ***safety while on the bus at night***.

One in six riders (17%) say they avoid riding RapidRide C Line due to concerns with their personal safety. More security/safety at bus stops/stations tops the list of recommendations that could be made to improve feelings of safety.

Key Findings – RapidRide C Line

Comparison to Other Metro Service

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

Fare Enforcement

Around four in five riders have been asked to show proof of fare payment on the C Line in the past, on average once or twice in the past 30 days.

The majority of C Line riders have positive perceptions/experiences with Fare Enforcement, and professionalism is the most highly rated aspect. Seven in ten report positive experiences with professionalism and over half (55%-57%) report positive experiences with the other measures (inspecting proof of payment, customer service, compassion or care for riders, passengers' safety).

However, around one in seven or eight riders (12%-14%) gives negative ratings to compassion/care for riders, inspecting proof of fare payment, or passengers' safety.





Key Findings – RapidRide C Line

Past Wave Comparison – Demographics and Ridership Behavior

While average age is consistent between waves, a higher proportion of RapidRide C Line riders surveyed in 2014 were under age 24, while more riders surveyed in 2020 were between the ages of 25 to 34. The proportion of C Line riders reporting household income over \$33,000 is significantly higher in 2020 (2014, 53% to 2020, 81%).

The average number of trips taken in the past 30 days held steady from 2014 to 2020 at twenty-nine trips. However, the level of mid-frequency ridership (5-35 trips in the past 30 days) has significantly decreased since the last study, while there was an increase in the number of trips by the most frequent riders (36+ trips).

Past Wave Comparison – Satisfaction

While overall satisfaction has not changed significantly since 2014, of the comparable elements included in the 2020 study, satisfaction has fallen with how long the bus trip takes, and with the cleanliness of bus interiors.

Service Element	2020 Wave Mean 5=Very Satisfied	2014 Wave Mean 5=Very Satisfied
Overall Satisfaction	4.03	4.10
How long the bus trip takes	3.84	4.14
Cleanliness		
Of bus stops	3.67	3.61
Of bus interiors	3.78	4.02
Personal Safety while:		
Waiting for the bus during the day	4.09	4.03
Waiting for the bus at night	3.37	3.35

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

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



RapidRide C Line Detailed Findings



Rider Profile - Demographics

GENDER

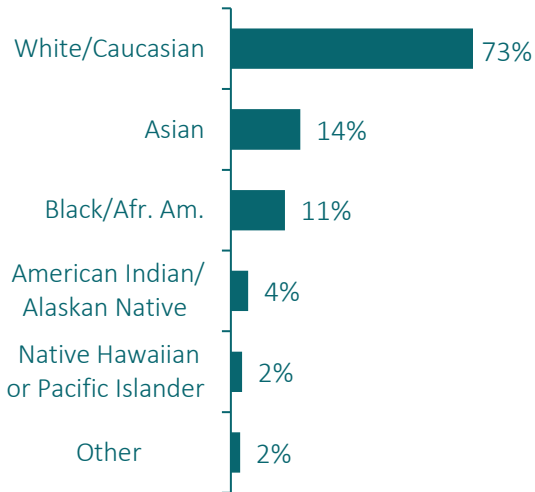


DISABILITY

9% have a disability

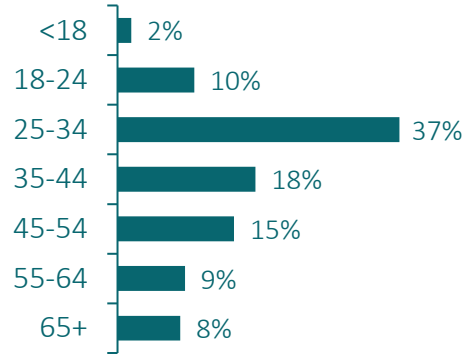
ETHNICITY

Multiple responses allowed



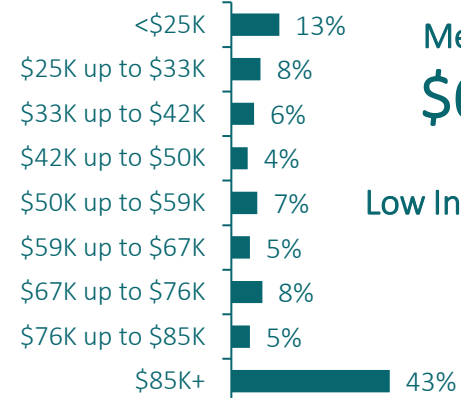
12% identify as Spanish, Hispanic, or Latinx

AGE



39 Mean Age

HOUSEHOLD INCOME

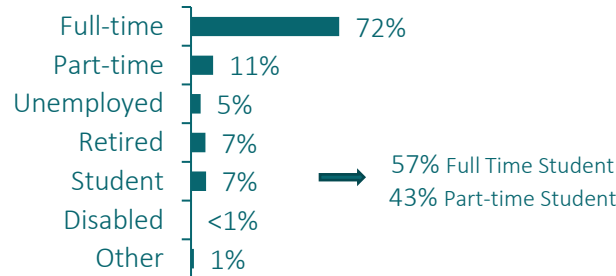


Mean Income
\$63,323

Low Income Qualified
21%



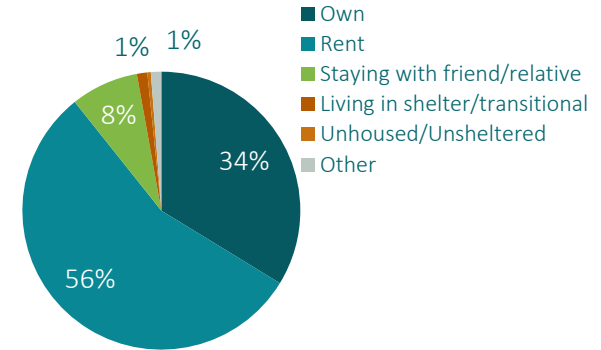
EMPLOYMENT STATUS



LANGUAGE SPOKEN IN HOME

93% English 7% Other language*
*3% Spanish (no other language >0%)

LIVING SITUATION



MEAN HOUSEHOLD SIZE

2 household members



Rider Profile – Travel Behavior

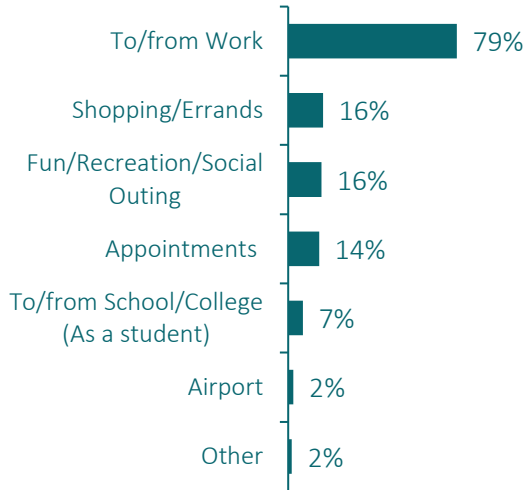
AVERAGE # OF TRIPS ON C LINE



29
Trips past 30 days

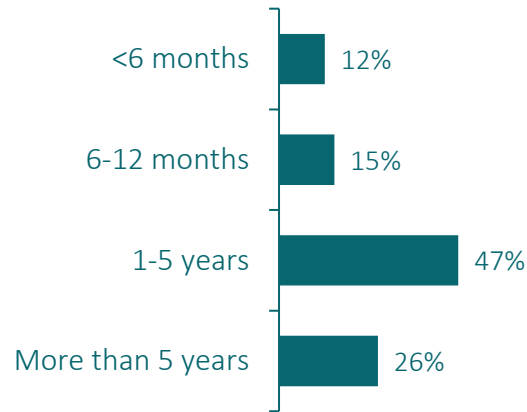
16%
Say RapidRide C Line use has declined past few years

REASON FOR TYPICAL TRIP ON C LINE



Multiple responses allowed

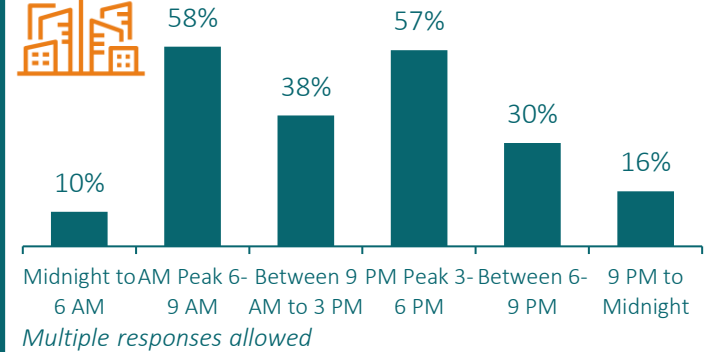
LENGTH OF RIDERSHIP ON C LINE



DAY/TIME RIDING C LINE



C Line Weekday Travel



Weekday ONLY Riders 45%
Both Weekday & Weekend 55%

FARE PAYMENT

85% ORCA card
14% Cash or paper transfer

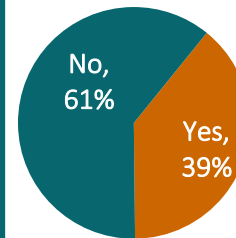
2% Human Services / Shelter Ticket
4% Mobile Ticket
2% Ride without paying a fare
1% Other



Multiple responses allowed

TRANSFER TO/FROM C LINE

Multiple responses allowed



Yes, Bus 29%
Top Bus Routes Trans. to/from:
50 12%
128 10%
RapidRide D 10%

Yes, Link - Light Rail 6%
Yes, Uber or Lyft 1%
Yes, Sounder - Commuter Rail 2%
Yes, Ferry 3%
Yes, Streetcar <1%



Rider Profile

RapidRide C Line

	Total (n=565)	Daytime (n=518)	Late-Night (n=47*)
		<i>*Caution small base size</i>	
<i>Base size answering varies by question</i>			
Gender			
Male	55%	54%	68%
Female	45%	46%	27%
Other	<1%	0%	5%
Age			
< 25	12%	11%	20%
25 – 34	37%	36%	50%
35 – 44	18%	18%	16%
45 – 54	15%	16%	5%
55 – 64	9%	9%	7%
65+	8%	9%	2%
Mean	39	40	33
Income			
<\$24,999	13%	12%	21%
\$25,000 - \$32,999	8%	6%	26%
\$33,000+	79%	81%	54%
% Low Income Qualified	21%	20%	41%
Race / Ethnicity			
% White	73%	73%	70%
% Non-White	31%	31%	33%
% Hispanic	12%	12%	11%
Language Spoken at Home			
English	93%	93%	100%
Other	7%	7%	0%

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

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



Rider Profile

RapidRide C Line

	Total (n=565)	Daytime (n=518)	Late-Night (n=47*)
		<i>*Caution small base size</i>	
<i>Base size answering varies by question</i>			
Disabled			
Yes	9%	8%	10%
No	91%	92%	90%
Employment			
Employed Full-time	72%	72%	70%
Employed Part-time	11%	10%	14%
Unemployed	5%	4%	7%
Retired	7%	7%	7%
Student	7%	7%	5%
Disabled	<1%	<1%	0%
Other	1%	1%	0%
Living Situation			
Own	34%	35%	15%
Rent	56%	55%	67%
Staying with a friend / relative	8%	7%	13%
Living in a shelter/transitional	1%	1%	3%
Unhoused	<1%	<1%	3%
Other	1%	1%	0%
Number Living in Household			
1	31%	29%	43%
2+	69%	71%	57%
Mean	2.31	2.31	2.31

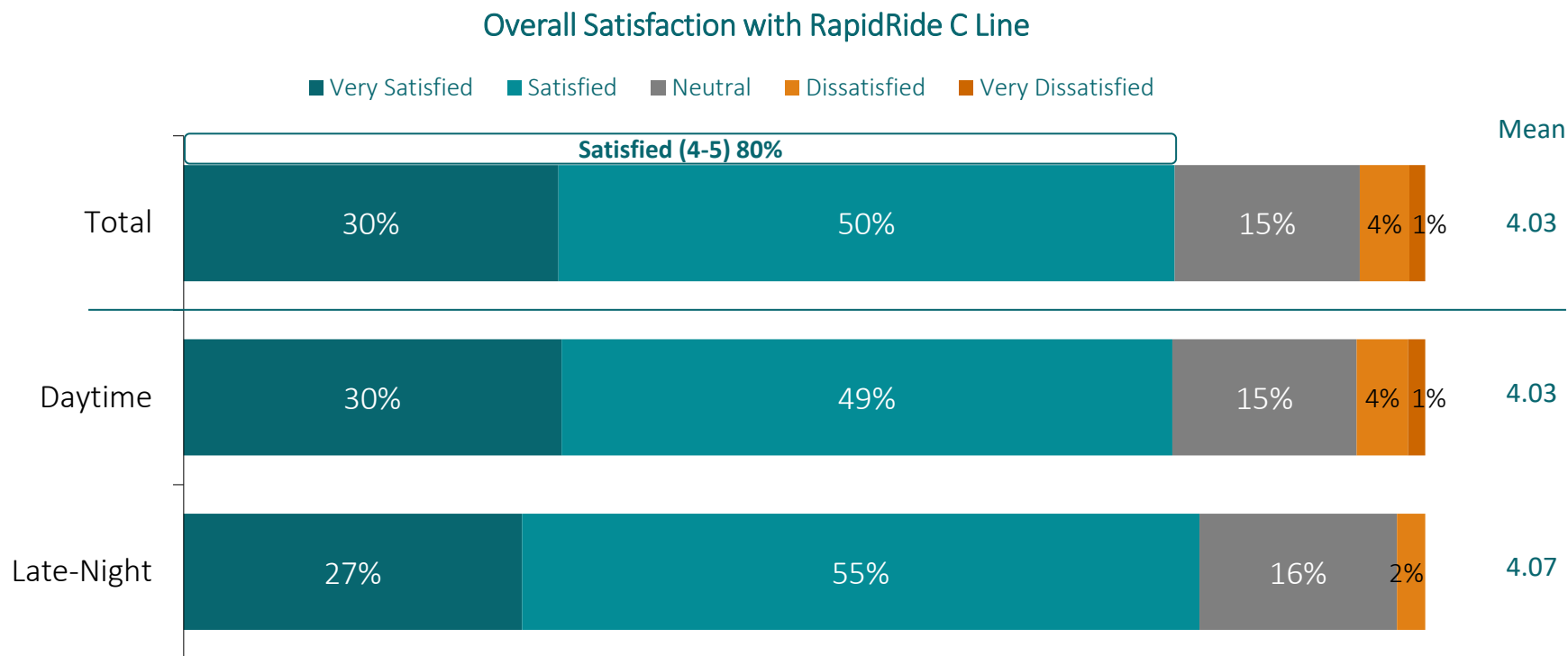
Text in **dark green bold** indicates significantly higher than other time of interview at 95% confidence.

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

Overall Satisfaction



Eight in ten (80%) are satisfied with the RapidRide C Line overall.

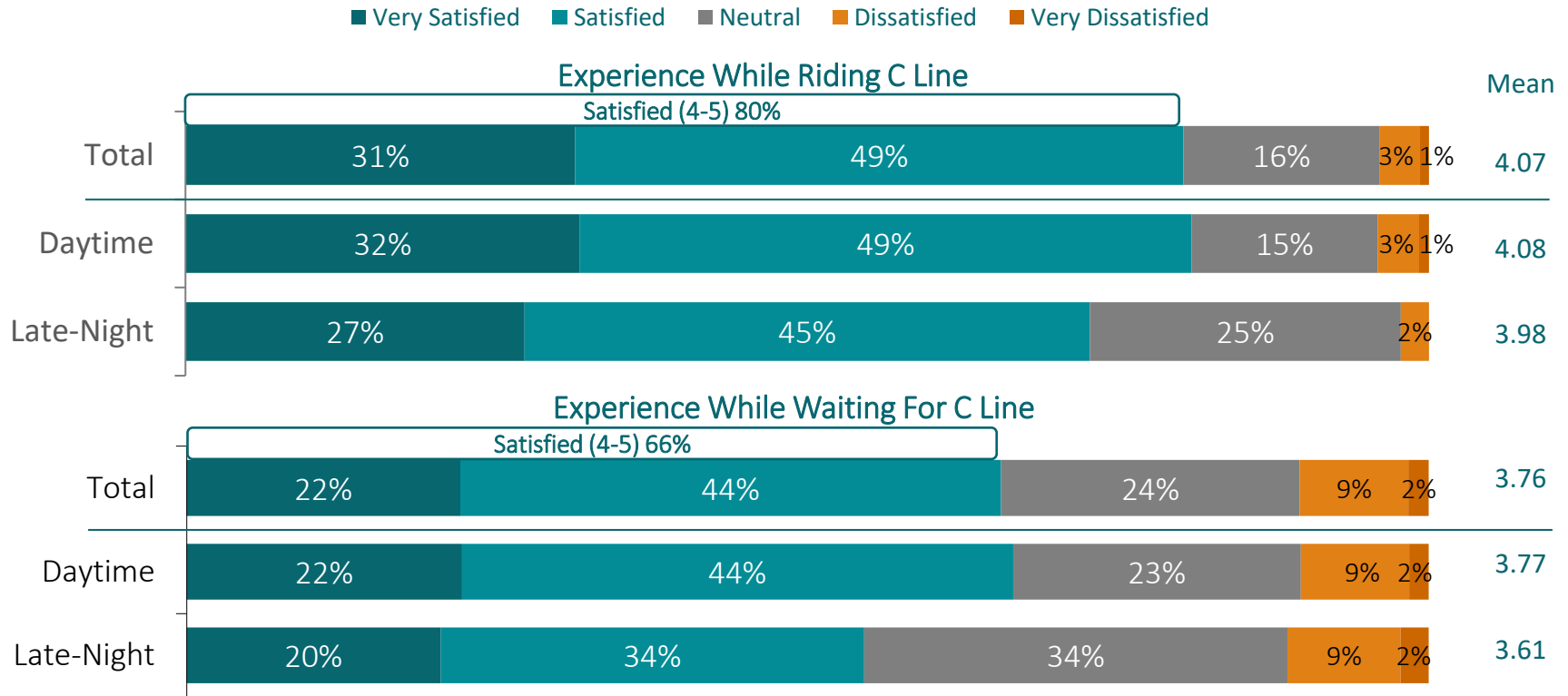


Seniors and/or disabled riders are more likely to be “very satisfied” overall (44% vs. Total 30%).



Satisfaction With Experience

Satisfaction is higher with the experience of *riding* the bus than with *waiting* for the bus. Eight in ten (80%) C Line riders are satisfied with their experience while *riding* the bus, while two in three (66%) are satisfied with their experience while *waiting*.



Frequent riders (36+ trips) are more likely than less frequent riders (<36 trips) to be dissatisfied/very dissatisfied with their experience **while riding the bus** (7% vs. 2%, respectively).



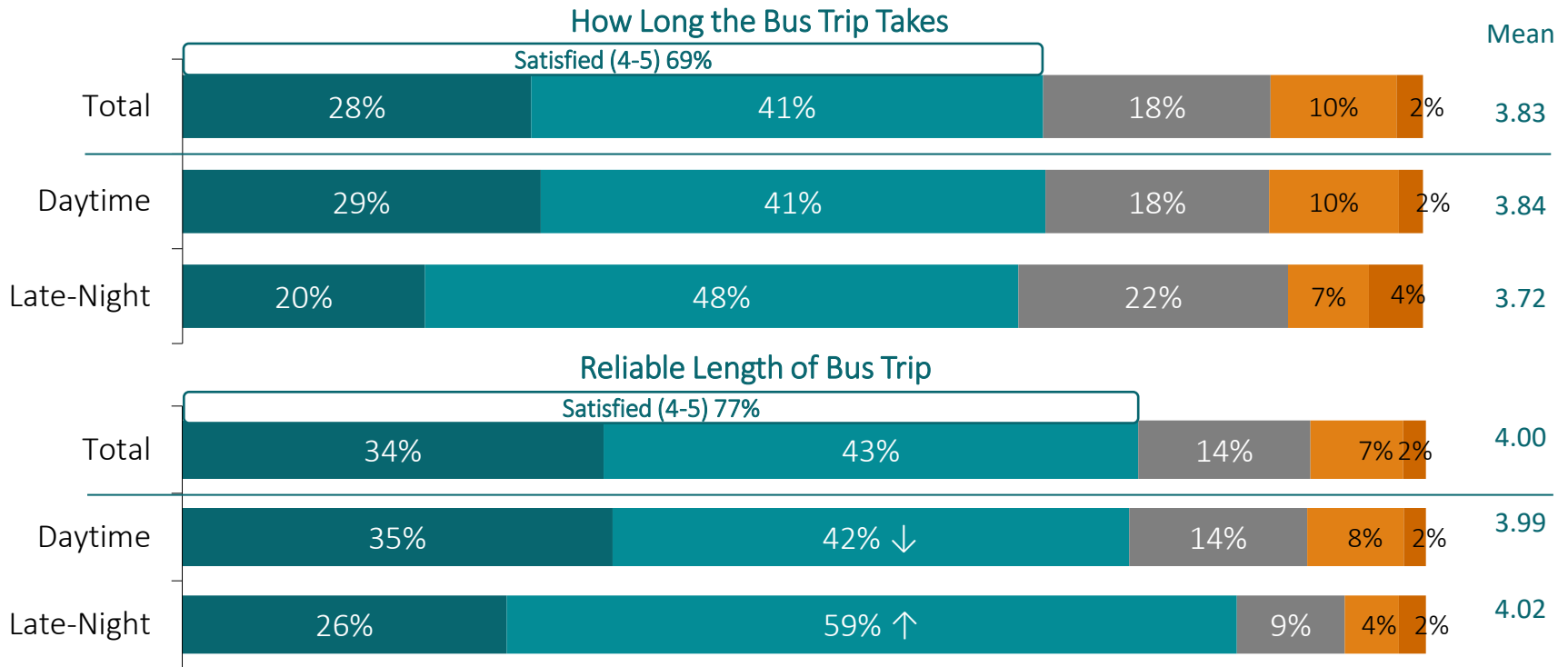
Low Income qualified riders are less likely than non-low income riders to be satisfied/very satisfied with their experience **while riding the bus** (72% vs. 84%, respectively).



Satisfaction With Travel Time

Seven in ten (69%) C Line riders are satisfied with the length of time the bus trip takes and even more (77%) are satisfied that the length of the trip is reliable.

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied



Seniors and/or disabled riders are more likely to be to be satisfied/very satisfied with **how long the bus trip takes** (80% vs. Total 69%); and fewer senior/disable riders are dissatisfied/very dissatisfied with **the reliability of trip length** (3% vs. Total 9%).



Females are more likely than males to be dissatisfied/very dissatisfied with **the reliability of trip length** (12% vs. 6%, respectively).

Q1_A. How Long the Bus Trip Takes: Travel on RapidRide C Line; Base: Total n = 562; Daytime n = 516; Late-Night n = 46.

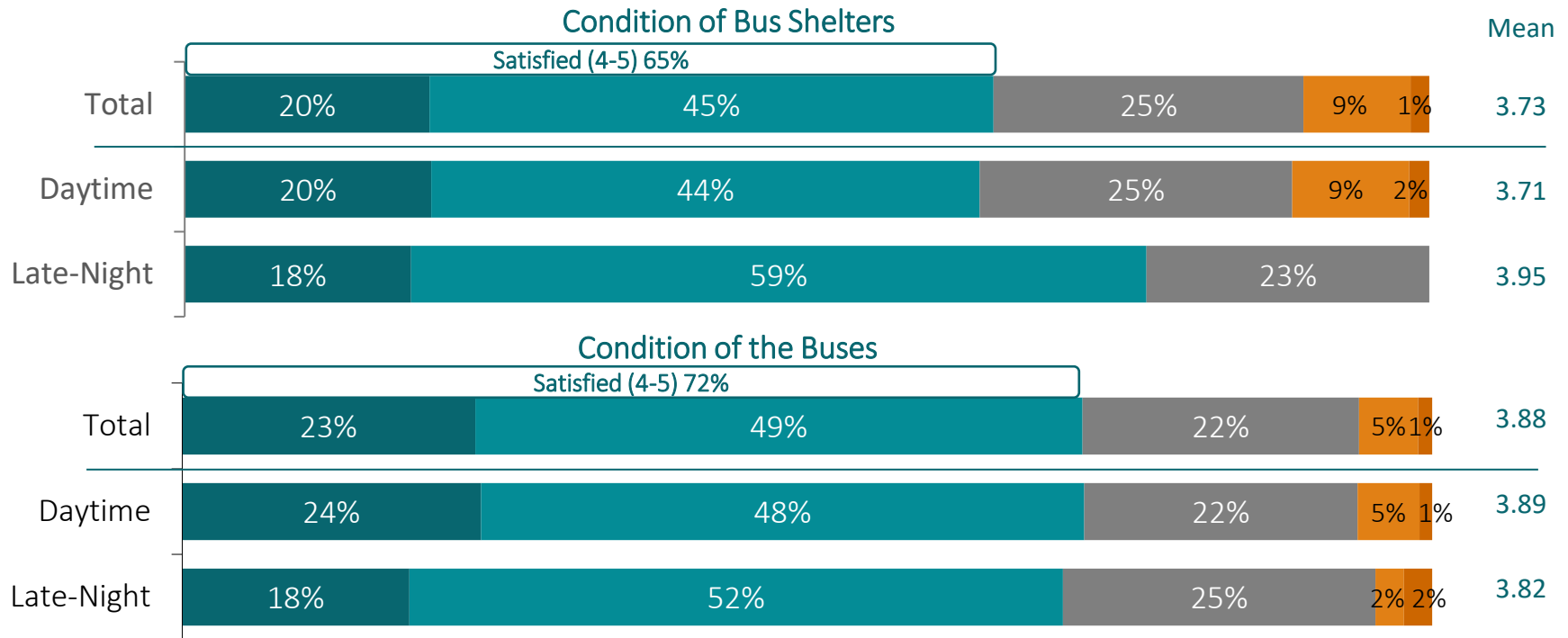
Q1_B. The bus getting me where I'm going in a reliable amount of time : Travel on RapidRide C Line; Base: Total n = 549; Daytime n = 503; Late-Night n = 46.



Satisfaction With the Condition of Buses/Shelters

Two in three C Line riders are satisfied with the condition of the of the bus shelters, and just over seven in ten are satisfied with the condition of the buses.

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



Those surveyed late-night are more likely than those surveyed in the daytime to be satisfied/very satisfied with the **condition of the bus shelters** (77% vs. 64%, respectively).



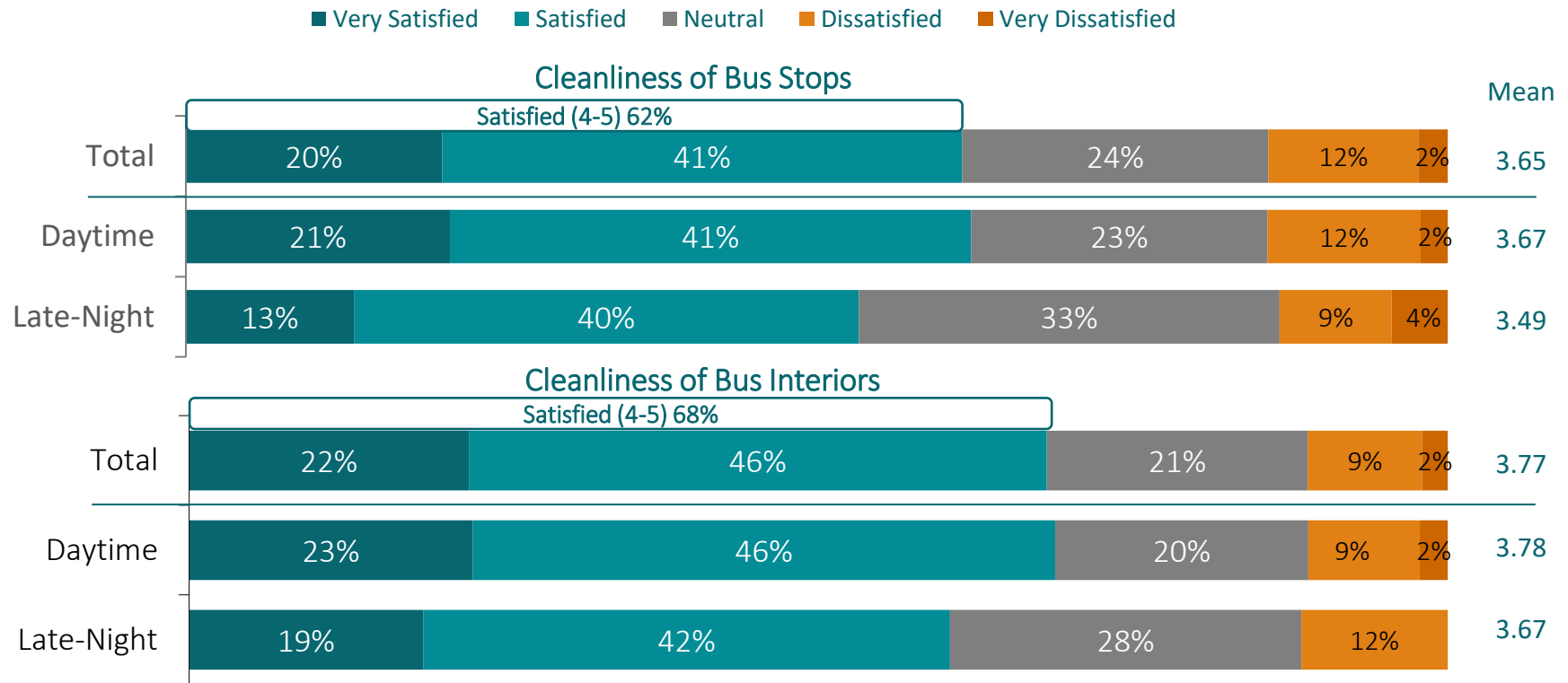
Frequent riders (36+ trips) are more likely than less frequent riders (<36 trips) to be satisfied/very satisfied with the **condition of bus shelters** (73% vs. 61%, respectively).



Males are more likely than females to be “very satisfied” with the **condition of the bus shelters** (24% vs. Females 17%) and the **condition of the buses** (28% vs. Female 19%).

Satisfaction With Cleanliness of Buses/Stops

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



Frequent riders (36+ trips) are more likely than less frequent riders (5-35 trips) to be satisfied/very satisfied with the **cleanliness of bus stops** (70% vs. 56%, respectively) and the **cleanliness of bus interiors** (73% vs. 63%, respectively).



Males are more likely than females to be "very satisfied" with the **cleanliness of bus stops** (24% vs. Female 17%).

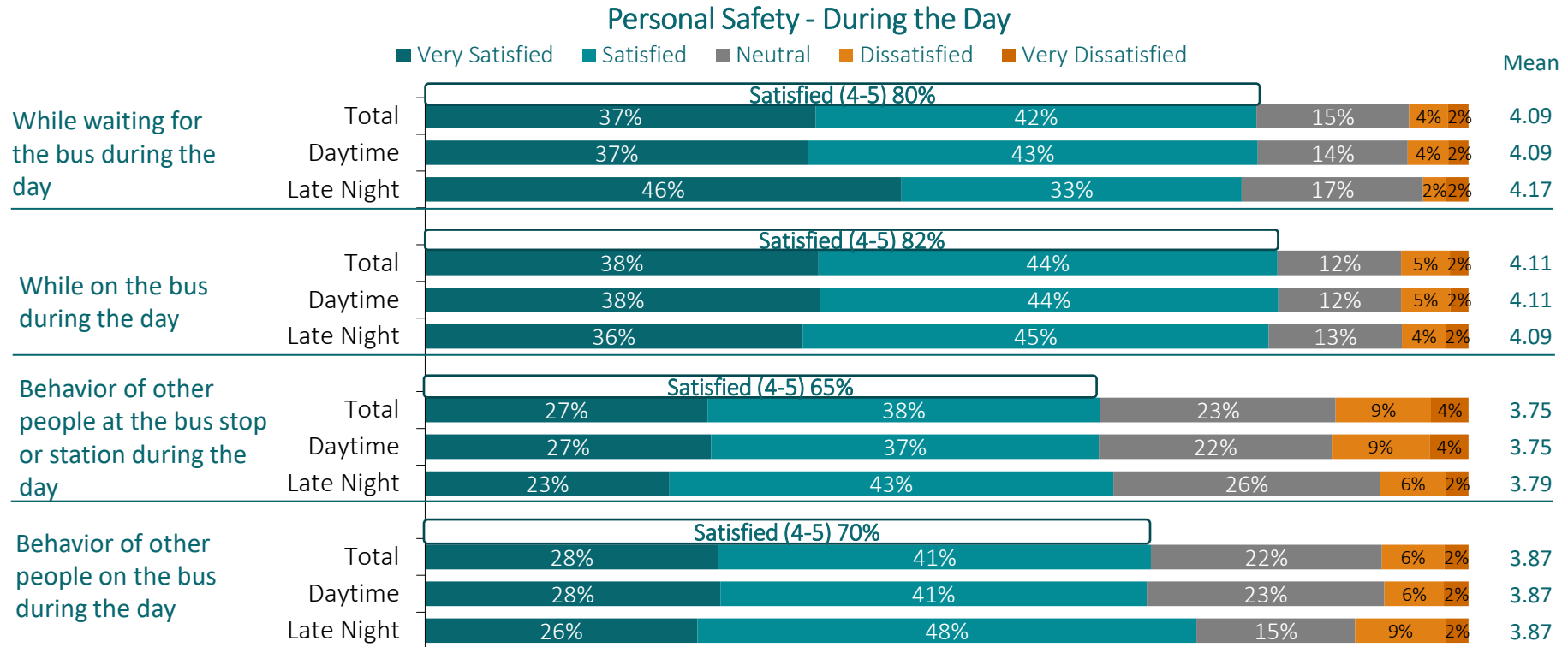


Minority riders are less likely than non-minority riders to be satisfied/very satisfied with the **cleanliness of bus stops** (56% vs. 68%, respectively) and the **cleanliness of bus interiors** (64% vs. 73%, respectively).



Satisfaction With Personal Safety During the Day

About eight in ten are satisfied with their *personal safety* while waiting for or being on the RapidRide C Line bus during the day, while two in three or more (65%-70%) are satisfied with the *behavior of others* either at the stop or on the bus during the day.



Females are less likely than males to be “very satisfied” with *safety while waiting* (33% vs. Male 43%) and *behavior of others at the stop* (23% vs. Male 31%), and are more likely to be “neutral” regarding *safety while on the bus* (15% vs. Male 9%) and *behavior of others on the bus* (26% vs. Male 19%).

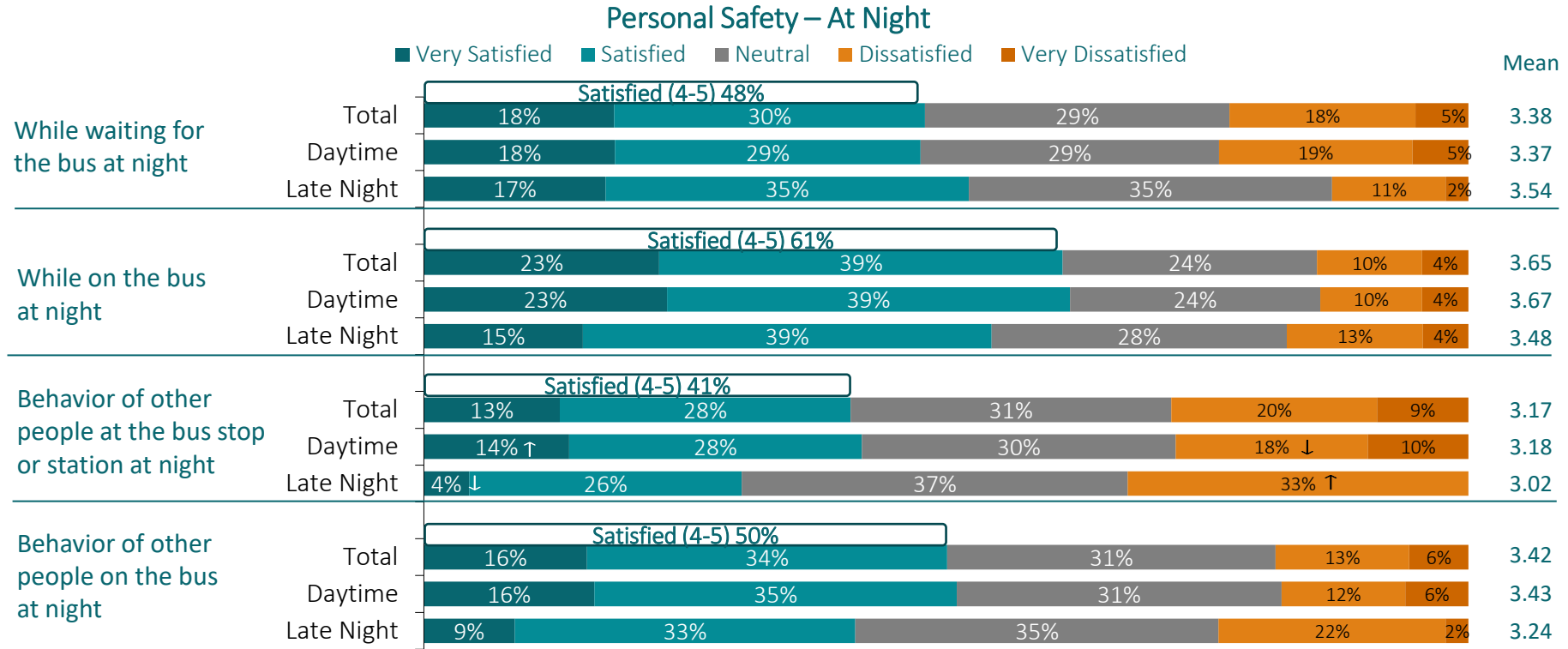
Low income riders are more likely than non-income qualified to be “dissatisfied” with *behavior of others on the bus* (10% vs. 3%, respectively).

Minority riders are less likely than non-minority riders to be satisfied/very satisfied for: *safety while waiting* (75% vs. 84%), *safety while on the bus* (78% vs. 85%), and *behavior of others on the bus* (65% vs. 73%).



Satisfaction With Personal Safety At Night

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



Females are less likely than males to be “very satisfied” with *behavior of others on the bus* (12% vs. 19%) and *safety while on the bus* (17% vs. 28%), and less likely to be satisfied/very satisfied with *safety while waiting* (43% vs. 53%) and *behavior of others at the stop* (35% vs. 45%).



Infrequent riders (<5 trips) are more likely to be satisfied/ very satisfied with *safety while waiting* (65% vs. 44% of those with 5+ trips).



Minority riders are more likely than non-minority riders to be “dissatisfied” with *safety while on the bus* (15% vs. 7%).

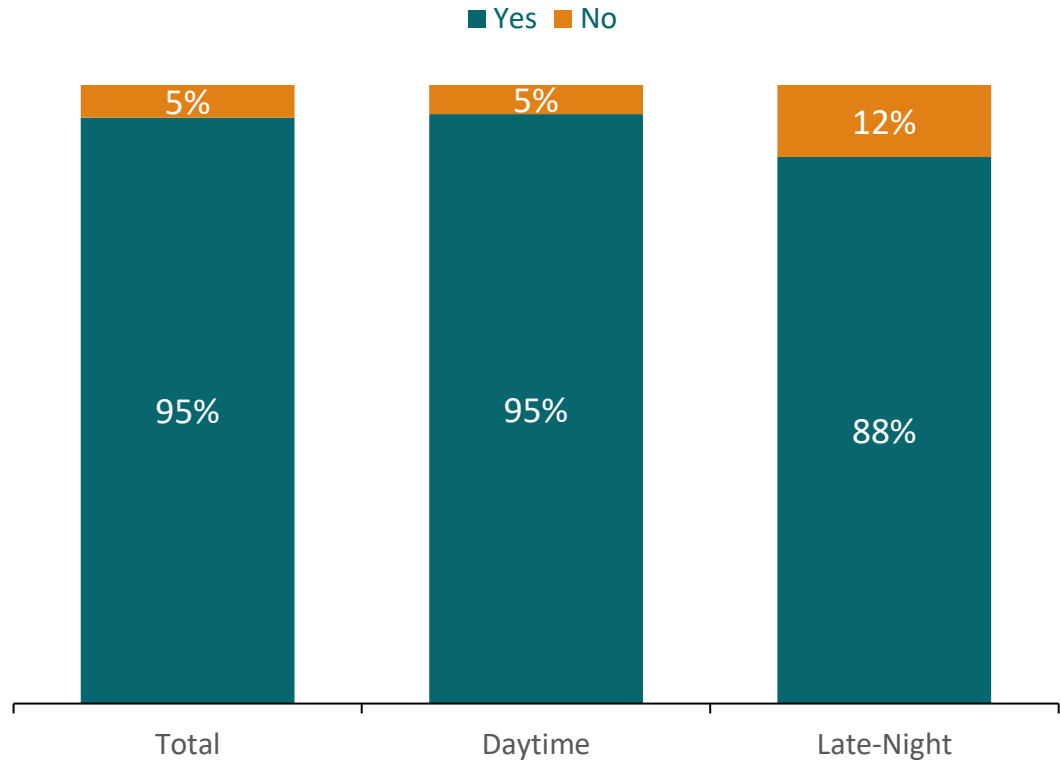
Willing to Recommend RapidRide

RAPIDRIDE



The vast majority (95%) of C Line riders are willing to recommend RapidRide C Line to a friend, coworker or family member.

Willing to Recommend RapidRide C Line



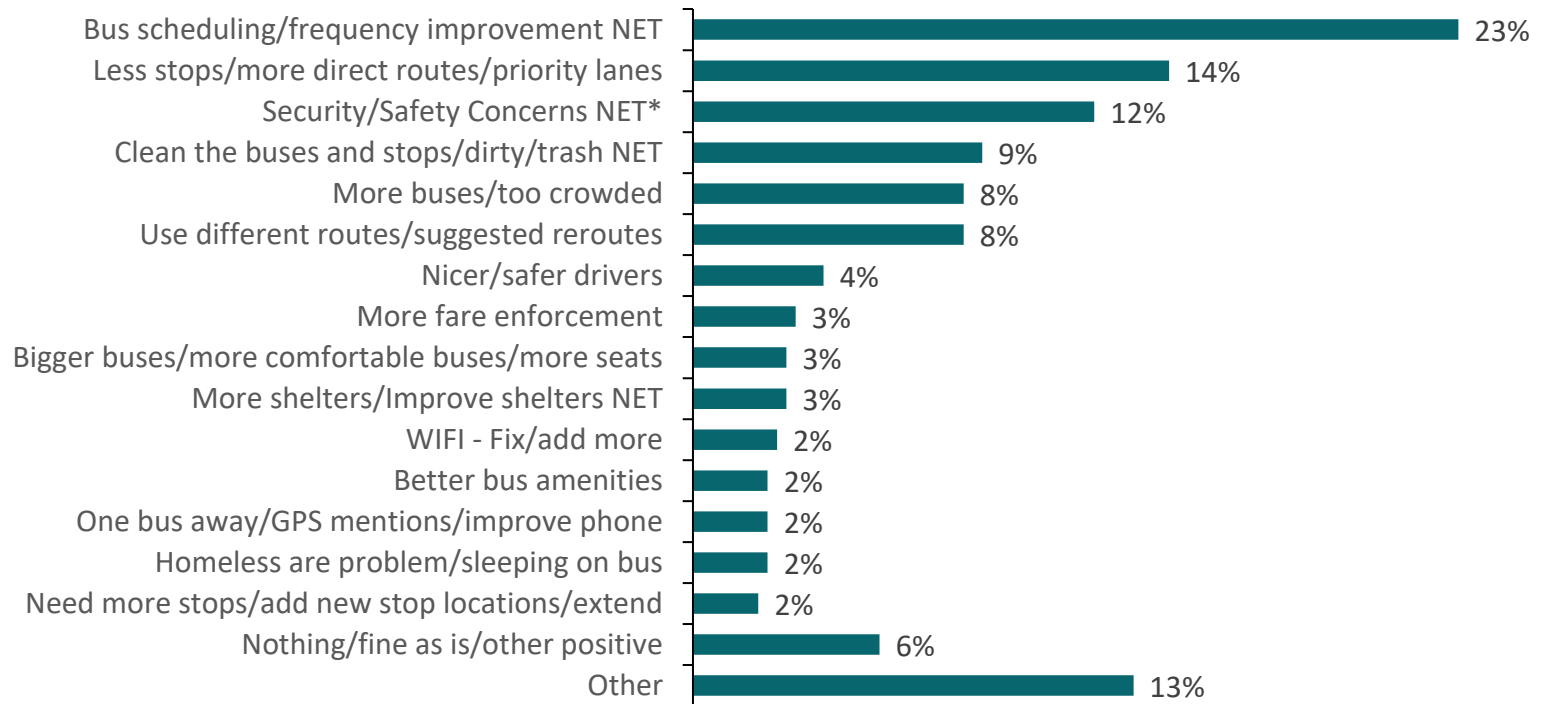
There were no significant difference by sub-groups.


Recommendations for Improvement



When asked for recommendations regarding improvements to the RapidRide C Line, nearly a quarter (23%) of C Line riders recommend improvements to bus scheduling/frequency.

Recommend to improve RapidRide C Line



 Those surveyed late-night are less likely than those surveyed in the daytime to mention **bus scheduling/frequency improvement (net)** (8% vs. 24%, respectively).



Non-income qualified riders are more likely than low income riders to mention **more buses/too crowded** (10% vs. 2%) and **less stops/more direct routes** (16% vs. 6%).



Minority riders are more likely than non-minority riders to mention **clean the buses/dirty/trash** (13% vs. Non-Minority 2%), while non-minority riders are more likely to mention **more buses/too crowded** (10% vs. Minority 4%).



Recommendations for Improvement

Recommendations to Improve RapidRide C Line – All Mentions by Gender			
	TOTAL	MALE	FEMALE
Bus Scheduling/Frequency NET	23%	20%	27%
Buses need to be on schedule/punctual	9%	7%	10%
Increase bus frequency	5%	7%	3%
Expand schedule PEAK HOURS	3%	2%	5%
Expand schedule EVENING HOURS	3%	2%	4%
Expand schedule MORNINGS	2%	2%	3%
Expand bus schedule NIGHT	1%	1%	1%
Less stops/more direct routes/shorten route/priority lanes/faster route	14%	12%	16%
Security/Safety Concerns NET	12%	15%	9%
Enforce bus rules/remove problem riders	5%	5%	5%
More security/Safety on bus DAY time	4%	6%	2%
More security/Safety at bus stops and stations	2%	3%	1%
More security/Safety on bus at NIGHT	1%	1%	2%
Police/Sheriff on the bus	1%	2%	1%
Drugs/Drug use/Drug deals	1%	2%	1%
Clean the Buses/Stops NET	9%	8%	7%
Clean the bus stops/dirty/trash	6%	6%	6%
Clean the buses/dirty/trash	3%	2%	2%
Buses smell/Need air freshener	1%	--	1%
More buses/Too crowded	8%	6%	10%
Use different routes/Suggested reroutes	8%	8%	8%
Nicer/safer drivers	4%	5%	3%
More fare enforcement	3%	4%	1%
Bigger/more comfortable buses/more seats	3%	4%	1%
More shelters/protection from the rain at stops	2%	3%	2%
WIFI - Fix/add more	2%	2%	3%
Better bus amenities	2%	3%	2%
One bus away/GPS mentions/improve phone	2%	3%	2%
Homeless are a problem/sleeping on bus	2%	3%	1%
Need more stops/Add new locations/Extend route	2%	2%	1%
Nothing/Fine as is/Other positive	6%	4%	5%
Other	13%	13%	13%
Don't Know	1%	--	1%

There are no significant differences by gender.

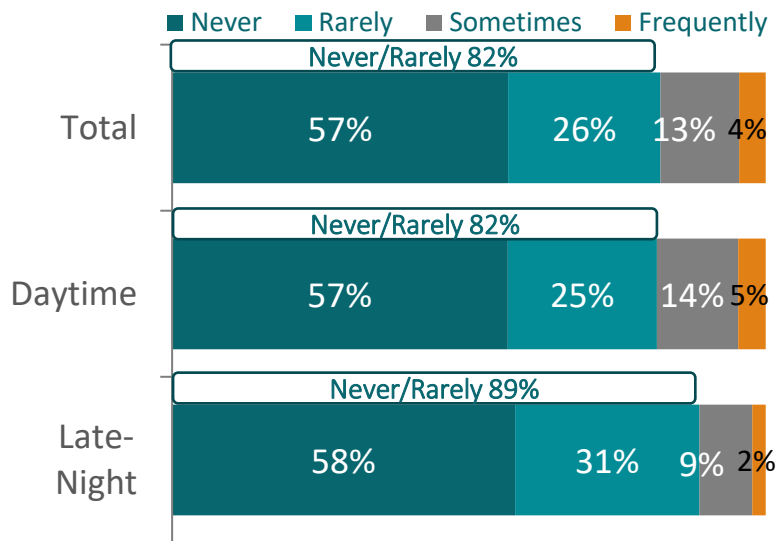


Personal Safety Avoidance/Recommendations

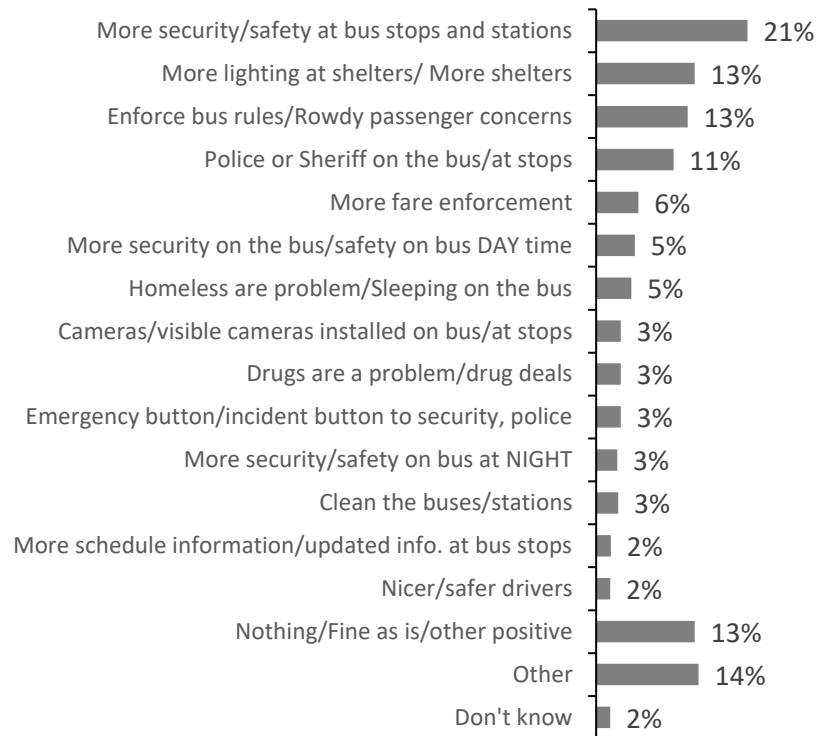
About one in six riders (17%) say they avoid riding RapidRide C Line due to concerns with their personal safety, though most say they never do.

More security/safety at bus stops and stations tops the list of recommendations that could be made to improve feelings of safety.

Avoid Riding Due To Personal Safety



Changes to Improve Feeling of Personal Safety (Total)



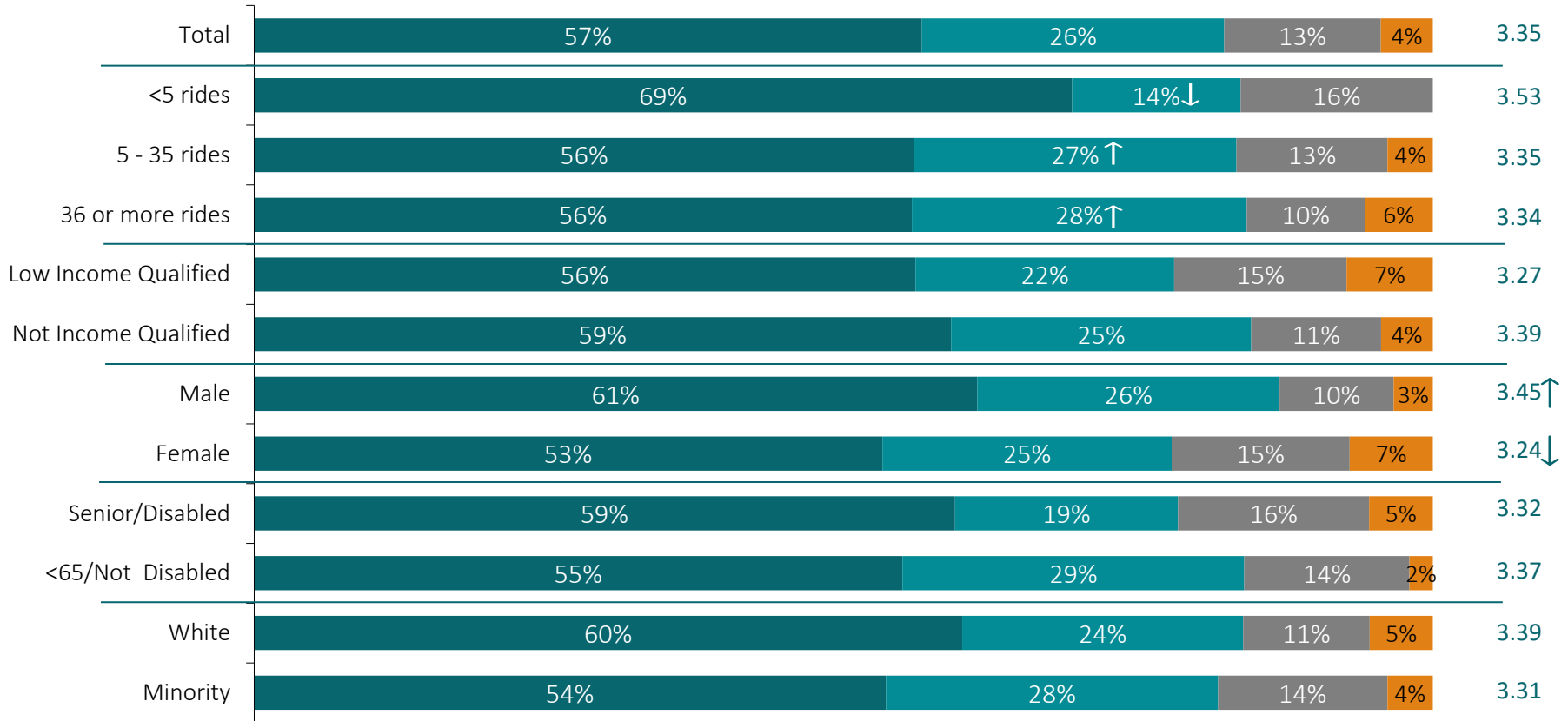
Personal Safety Avoidance by Key Groups



Avoid Riding RapidRide C Line Due to Personal Safety

■ Never ■ Rarely ■ Sometimes ■ Frequently

Mean



Males are more likely than females to say they (net) never/rarely avoid riding the RapidRide C Line (87% vs. Females 78%), while females are more likely to say they (net) sometimes/frequently do (22% vs. Males 13%).



Suggested Changes to Improve Personal Safety

	Total
More security at bus stops/Safety at bus stops and stations DAY time	21%
Enforce bus rules/Rowdy passenger concerns/Remove problem riders	13%
Police or Sheriff on the bus/at stops	11%
More security on the bus/Safety on bus DAY time	5%
Drugs are a problem/Drug deals	3%
More security on the bus/Safety on bus at NIGHT	3%
Emergency button/Incident button to security, police	3%
More shelters/Improve shelters NET	13%
More lighting at shelters	12%
More shelters/protection from the rain at stops	2%
More fare enforcement	6%
Homeless are problem/Sleeping on the bus	5%
Cameras/Visible cameras installed on bus/At stops	3%
More schedule information on buses	2%
Drivers (nicer, better, safer)	2%
Clean the buses and stops/stations (dirty, trash)	3%
Nothing/Fine as is/Other positive	13%
Other/Foreign language	14%
Don't know	2%



Non-low income qualified riders are more likely than low income riders to suggest more security at stops and stations (24% vs. 9%, respectively).



Less frequent riders (<36 trips over the past 30 days) are more likely than the most frequent riders (36+ trips) to suggest more shelters/improved shelters (net) (19% vs. 7%), and more lighting at shelters (16% vs. 7%).



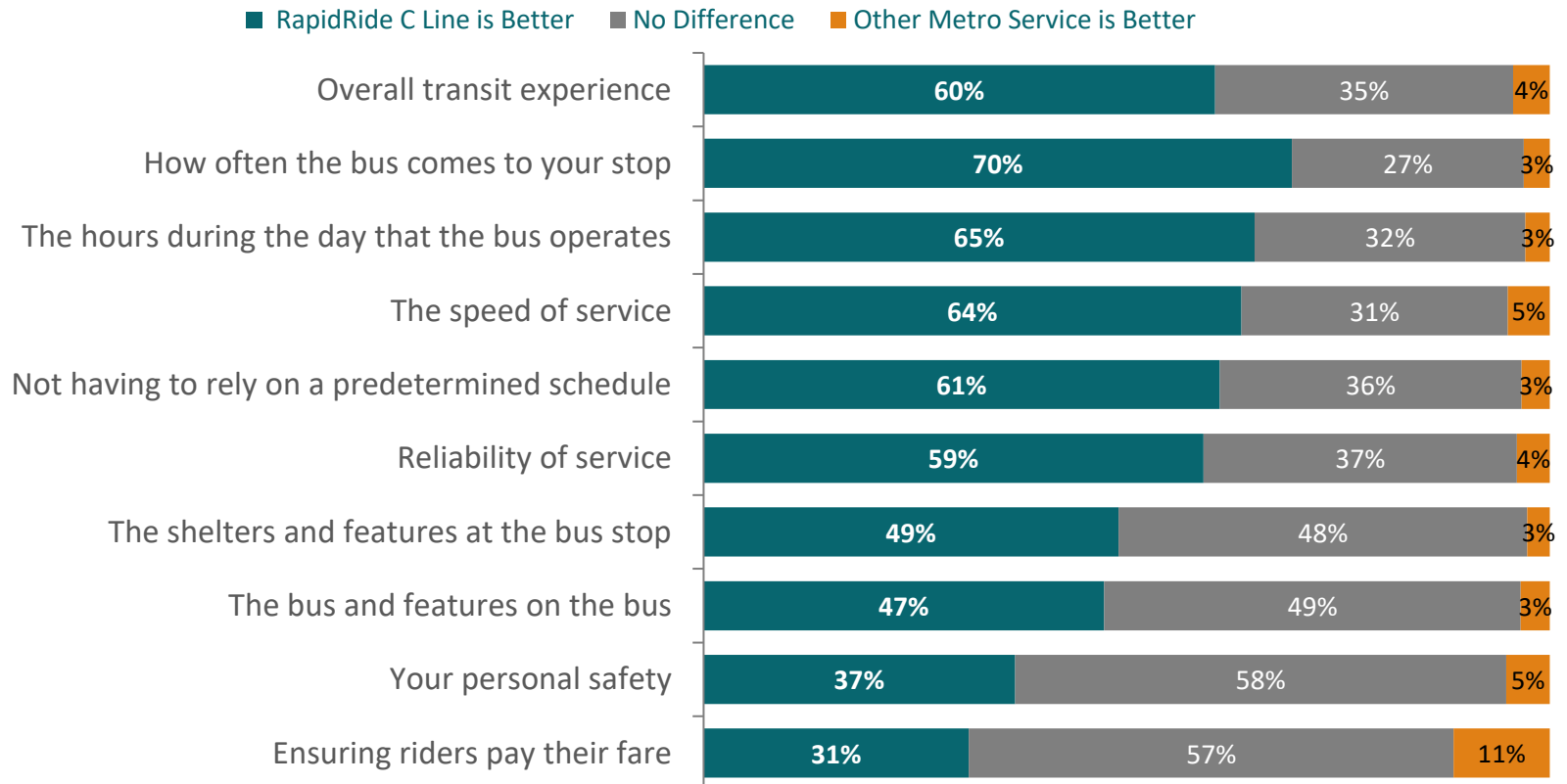
Males are more likely than females to suggest clean the buses and stops (net) (7% vs. 1%, respectively).



Comparison to Other Metro Services

About two in three C Line riders feel the C Line is better than other Metro services for frequency of stops, hours of bus operation, and the speed of service. Three in five feel it is better for not having to rely on a predetermined schedule and for reliability of service. Only around one in three see the C Line as being better than other Metro service when it comes to personal safety or ensuring riders pay their fare.

RapidRide C Line Compares to Other Metro Bus Service



Comparison to Other Metro Services



When looking at the difference in how C Line compares to other Metro bus service by overall satisfaction with RapidRide, we can identify areas that are most impactful to overall satisfaction. As would be expected, satisfied C Line riders are more likely to say that C Line is **better** than other Metro bus services on a number of service attributes. Conversely, those who are dissatisfied or neutral overall are more likely to say that C Line is **not as good** as other Metro bus service.

- The difference in opinion of satisfied vs. dissatisfied/neutral riders on how the C Line compares to other bus service, shown as Delta in the table below, is greatest for the following: **the reliability of service, the speed of service, and personal safety.**
- There is comparatively less difference between the two groups (satisfied riders vs. dissatisfied/neutral riders) on: **ensuring riders pay their fare and the hours the bus operates.**
- A higher Total Delta, shown far right in the table below, does not necessarily indicate that there is a service deficiency, it only indicates that issues experienced by a rider in that area will impact overall satisfaction to a greater extent.
- Improvements can be targeted to areas where there are relatively more satisfied riders saying that C Line falls short. This includes **ensuring riders pay their fare** (11% of satisfied riders say fare enforcement on the C Line is worse than other bus service).

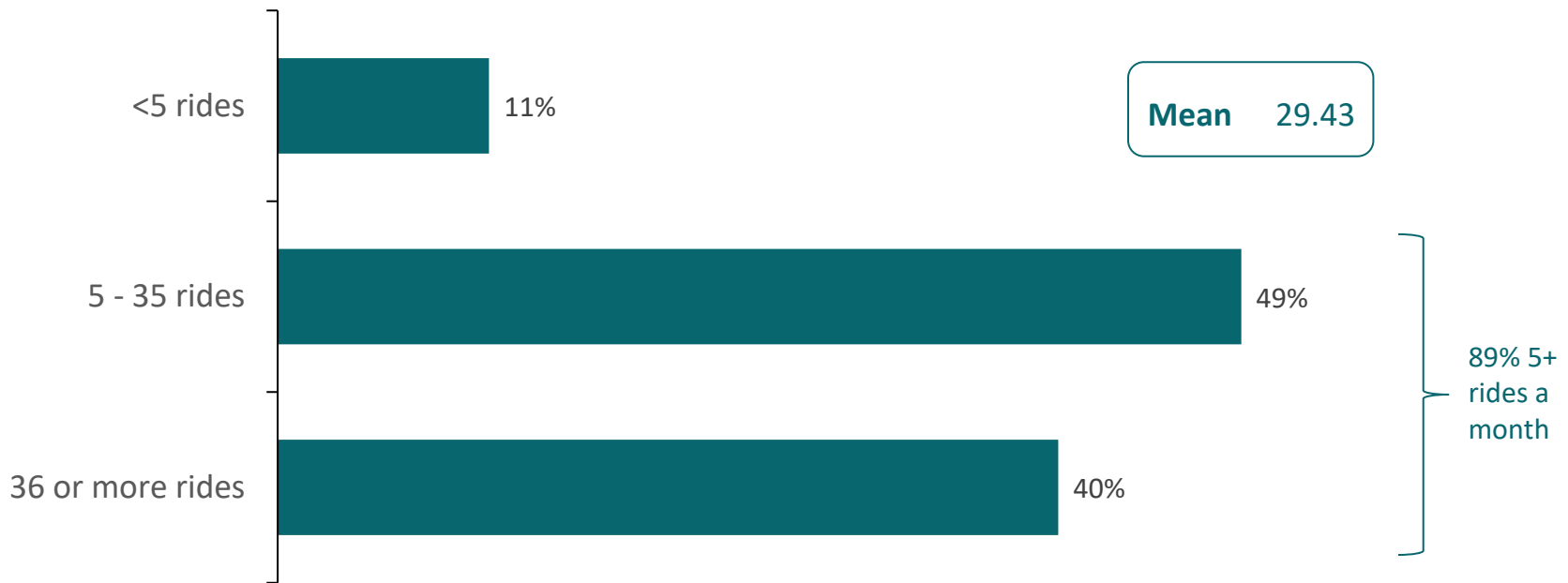
	C Line is Better than Other Metro Bus Service			C Line Not As Good as Other Metro Bus Service			Total Delta (NET)
	Satisfied w/C Line	Neutral/Dissatisfied w/C Line	Delta	Satisfied w/C Line	Neutral/Dissatisfied w/C Line	Delta	
Personal safety	41%	21%	20	3%	11%	7	27
Reliability of service	64%	41%	23	2%	9%	7	30
Shelters and features of bus stop	52%	39%	13	3%	3%	0	13
Ensuring riders pay their fare	32%	29%	3	11%	12%	1	4
Bus and features on bus	50%	35%	15	3%	6%	3	18
Hours the bus operates	67%	58%	9	3%	4%	1	10
No predetermined schedule	64%	50%	14	2%	7%	5	19
Speed of service	69%	45%	24	4%	8%	4	28
How often the bus comes	72%	63%	9	2%	6%	4	13



Transit Trips Taken

Most riders (89%) meet Metro’s definition of a regular rider (making five or more trips in the last 30 days) while a minority (11%) are infrequent riders (making fewer than 5 trips). Two out of five ride frequently enough (36+ trips) to make payment with a purchased monthly pass break-even. Usage is similar between those interviewed during the daytime and late-night travelers.

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

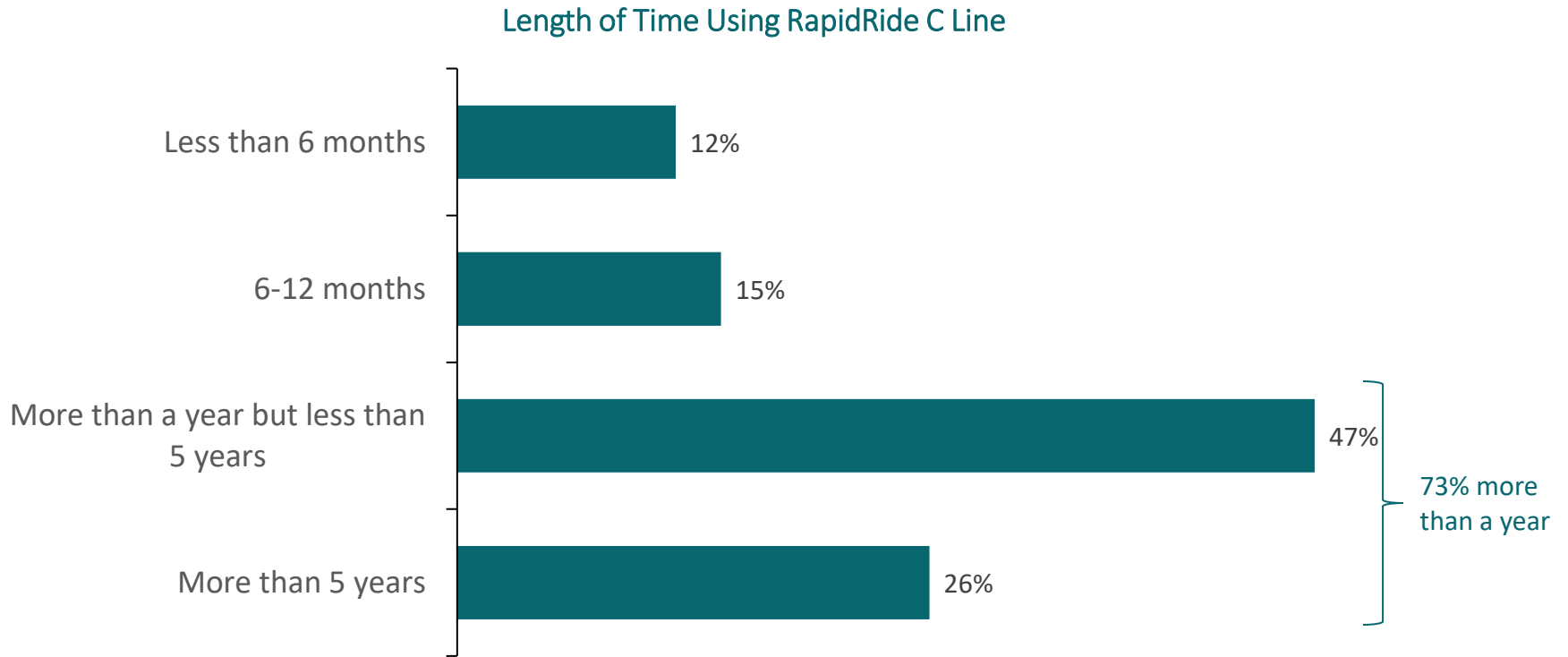


Senior/disabled riders are less likely to have taken 36 or more trips in the last 30 days (28% vs. Total 40%).



Length of Metro Ridership

Nearly three in four riders (73%) have been using RapidRide C Line for more than a year.



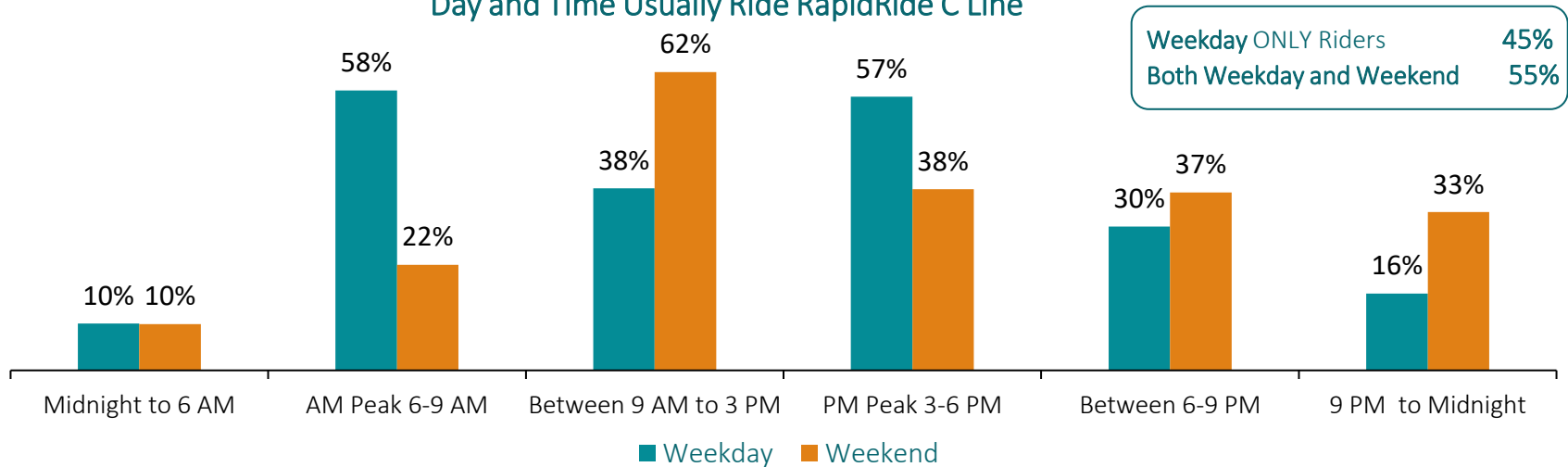
Infrequent riders (<5 trips over the past 30 days) are more likely than frequent riders to have been riding the C Line for fewer than six months (23% vs. 11% of those with 5+ trips over the past 30 days).



Day and Times of Riding

On weekdays, more than half of C Line riders travel during peak morning (58%) or peak evening (57%) hours. Over half of C Line Riders (55%) travel both weekday and weekend. Over three in five (62%) travel off peak 9am to 3pm on weekends.

Day and Time Usually Ride RapidRide C Line



Males are more likely than females to use the C Line on weekdays, between midnight and 6am (12% vs. Female 6%).



Low income riders are less likely than non-low income qualified to use the C Line on weekdays: peak morning 6-9am (40% vs. 66%) and peak afternoon 3-6pm (48% vs. 60%), and more likely to use the C Line on weekdays midnight to 6am (17% vs. 6%), 9am-3pm (51% vs. 31%), and 9pm to midnight (33% vs. 11%).



Senior/disabled riders are less likely to use the C Line on weekdays 6-9am (37% vs Total 58%); but more likely to use it from 9am to 3pm (67% vs. Total 38%).



The most frequent riders (36+ trips over the past 30 days) are more likely than less frequent riders (<36 trips) to use the C Line weekdays peak morning 6-9am (77% vs. 47%) and peak afternoon 3-6pm (65% vs. 55%), and they are less likely to use it weekdays off-peak 9am-3pm (28% vs. 43%). They are also less likely to use the C Line on weekends 3-6pm (31% vs. 45%, respectively).



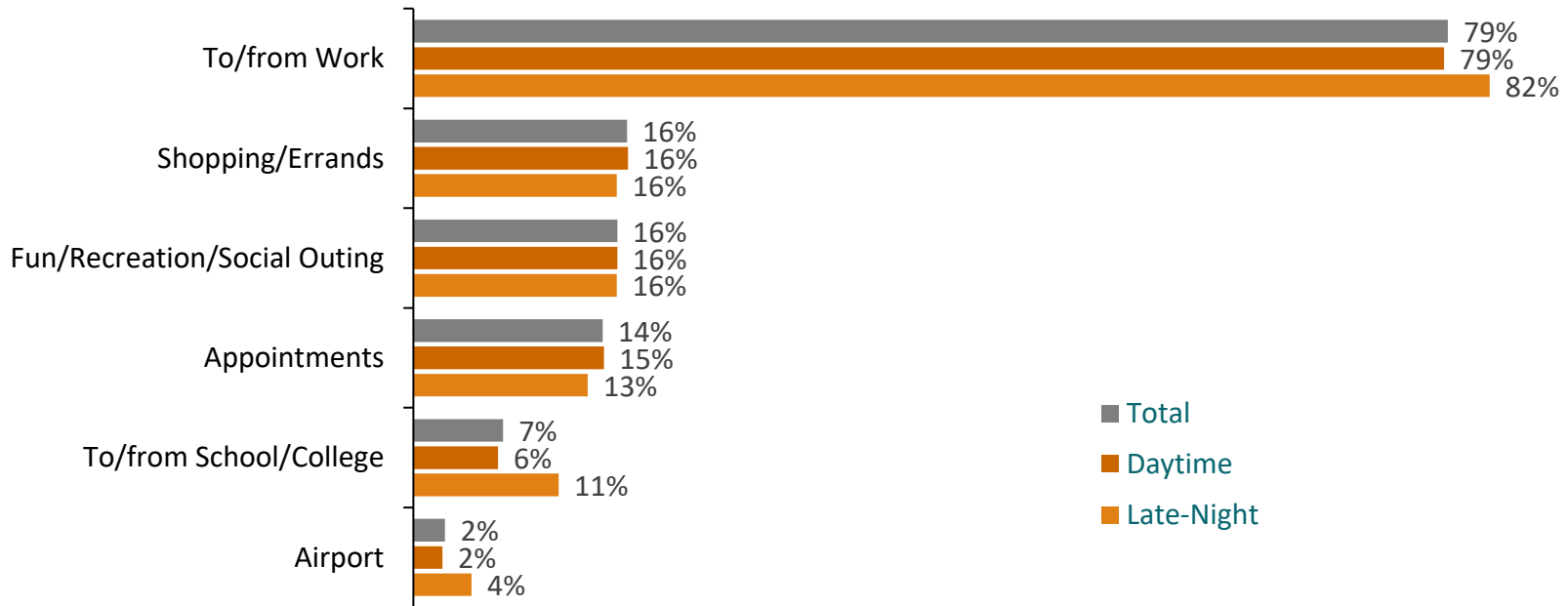
Non-minority riders are more likely than Minority riders to use the C Line on weekends from 9am-3pm (68% vs. 52%, respectively).

Low income riders are more likely than non-low income qualified to use the C Line on weekends 6-9am (39% vs. 16%, respectively).

Reason for Riding

Four in five riders use the C Line most often to commute to and from work. One in six or seven use the C Line most often for purposes such as shopping/errands, social outings, or appointments.

Purpose of Trip Taken Most Often



The most frequent riders (36+ trips over the past 30 days) are more likely than less frequent (<36 trips) riders to use the C Line to commute to/from work (91% vs. 72%). Infrequent riders (<5 trips) are more likely than more frequent riders (5+ trips) to use the C Line most often for appointments (30% vs. 12%).



Low income riders are less likely than non-low income qualified to use the C Line to commute to/from work (61% vs. 88%) but are more likely to use it for shopping/errands (30% vs. 10%) or appointments (29% vs. 10%).



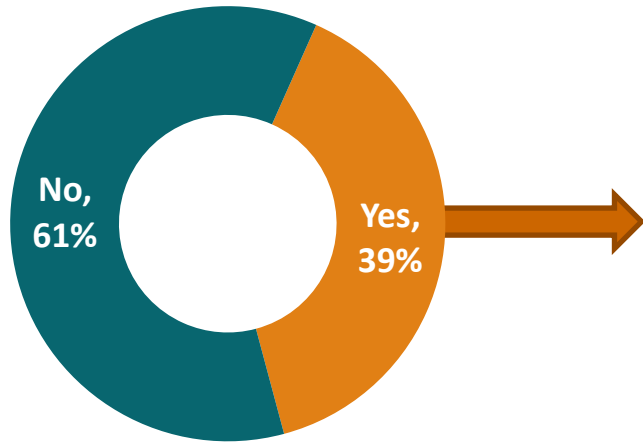
Senior/disabled riders are less likely to use the C Line to commute to/from work (47% vs. Total 79%), but more likely to use it for shopping/errands (30% vs. Total 16%) or appointments (38% vs. Total 14%).



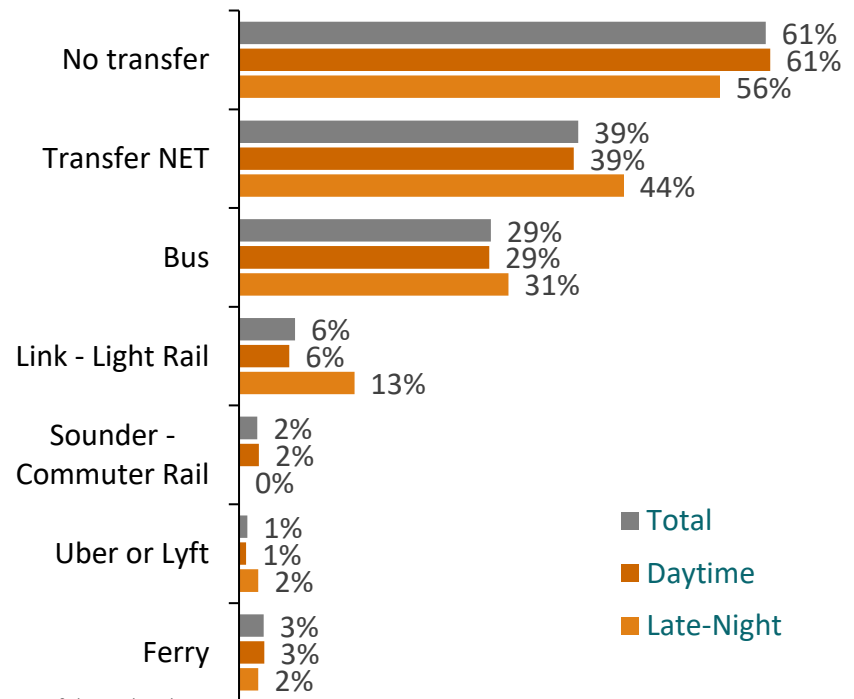
Minority riders are more likely than non-minority riders to use the C Line for shopping/errands (22% vs. 13%) or to go to/from school (11% vs. 4%).

Transferring to/from Route

Two in five C Line riders transferred to or from this route. Most transfers were to or from other buses. Other transit, such as the Link, the Sounder, rideshares such as Uber or Lyft, and the ferry or the streetcar were used by a small minority.



Transfer TO/FROM RapidRide C Line



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



Less frequent riders (<36 trips over the past 30 days) are more likely than the most frequent riders (36+ trips) to have transferred to/from the route (44% vs. 29%).



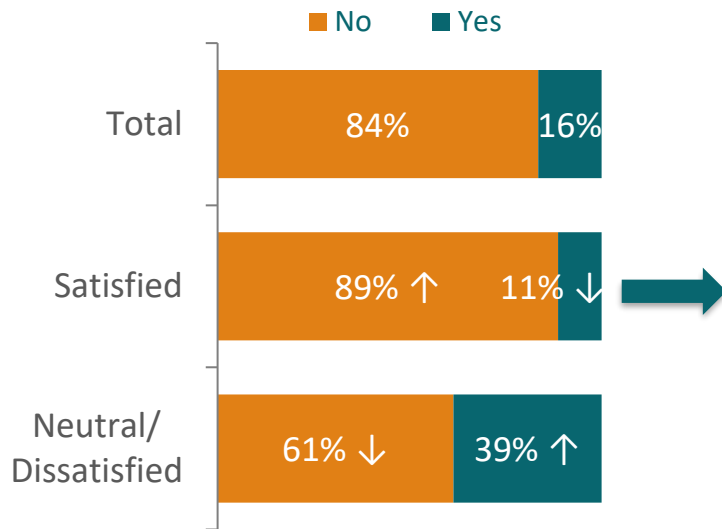
Low income riders are more likely than non-low income qualified to have transferred to/from the route (52% vs. 33%).

Decline in Usage

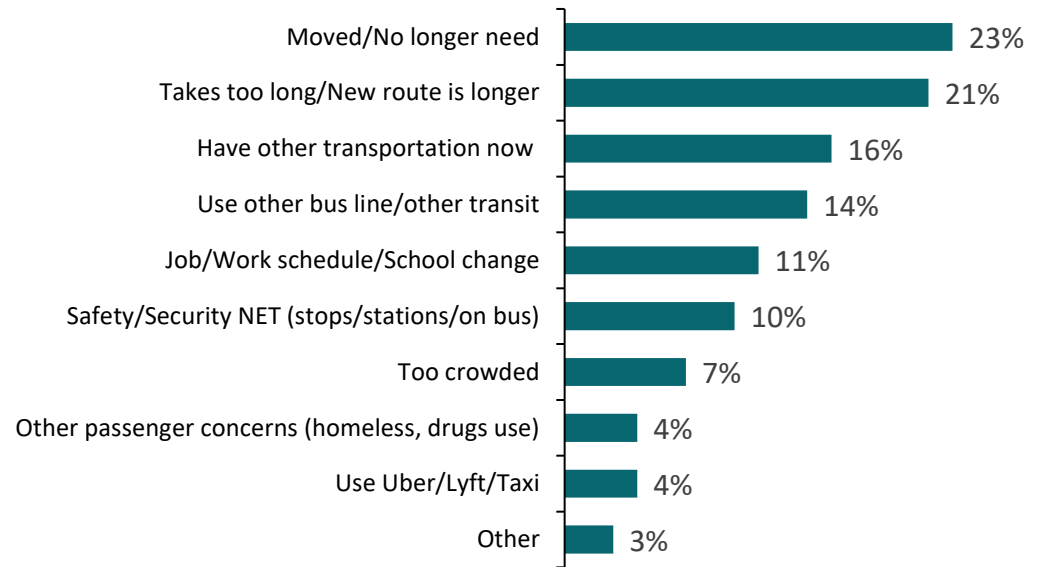
One in six C Line riders say their C Line Ridership has declined in the past few years. Decline is greatest among those who are neutral or dissatisfied with the RapidRide E Line overall. Around two in five (39%) who are neutral/dissatisfied report a decline in their usage, compared to roughly one in ten (11%) who are satisfied.

Having moved or feeling the route takes too long are the top reasons given for a decline in RapidRide C Line use.

Decline in Use of RapidRide C Line



Reason for RapidRide C Line Use Decline (Total)



Less frequent riders (<36 trips over the past 30 days) are more likely than the most frequent riders (36+ trips) to say their use of the RapidRide C Line **has declined** (22% vs. 11%, respectively).

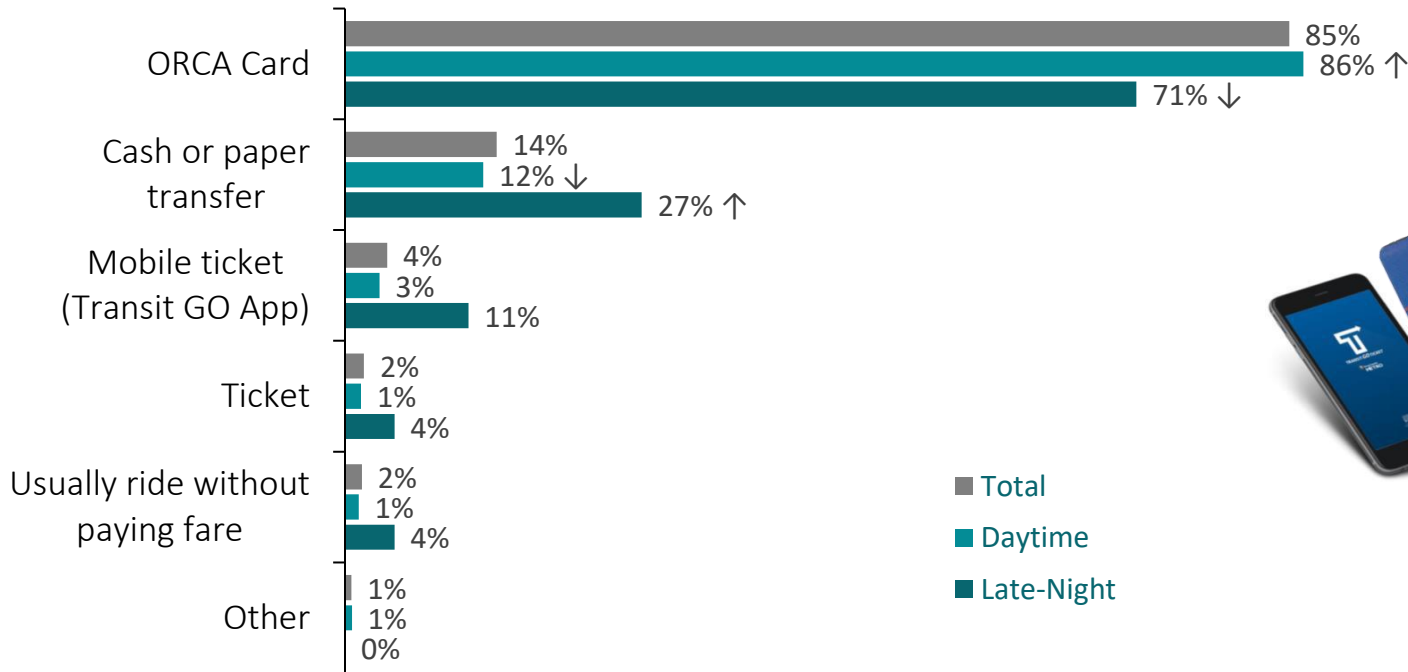


Non-minority riders are more likely than minority riders to say their use of the RapidRide C Line **has declined** (19% vs. 11%, respectively).

Fare Payment

Approaching nine in ten (85%) C Line riders pay their fare via an ORCA card, one in seven (14%) utilize cash/paper transfer. Few use the Transit GO app or a shelter/human services ticket. Only one in fifty report riding without paying a fare.

Mode of Fare Payment



Those surveyed in the daytime are more likely than those surveyed late-night to use an **ORCA Card** (86% vs. Late-night 71%), and less likely to pay via **cash or paper transfer** (12% vs. Late-night 27%).



Low income riders are less likely than non-low income qualified to use an **ORCA Card** (73% vs. 88%), and more likely to pay via **cash or paper transfer** (30% vs. 8%).



Senior/disabled riders are more likely to pay via **cash or paper transfer** (27% vs. Total 14%).



Minority riders are more likely than non-minority riders to pay via **cash or paper transfer** (19% vs. 10%, respectively).



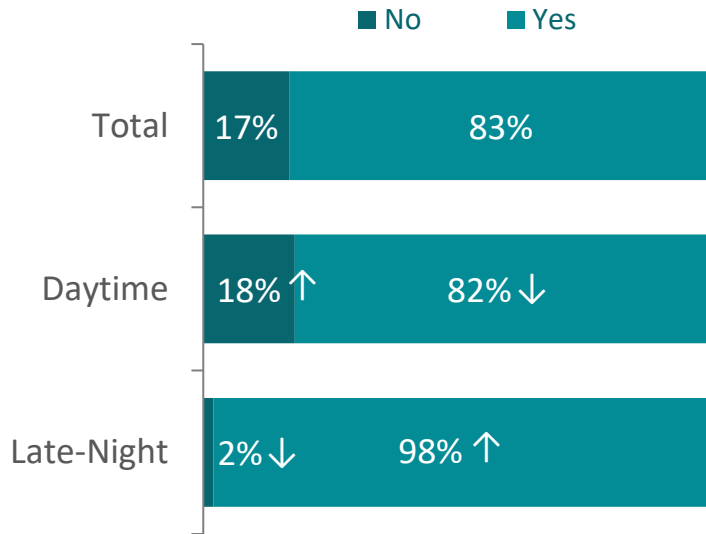
The most frequent riders (36+ trips over the past 30 days) are more likely than less frequent riders (<36 trips) to use an **ORCA Card** (91% vs. 82%, respectively), and less likely to pay via **cash or paper transfer** (8% vs. 15%, respectively).



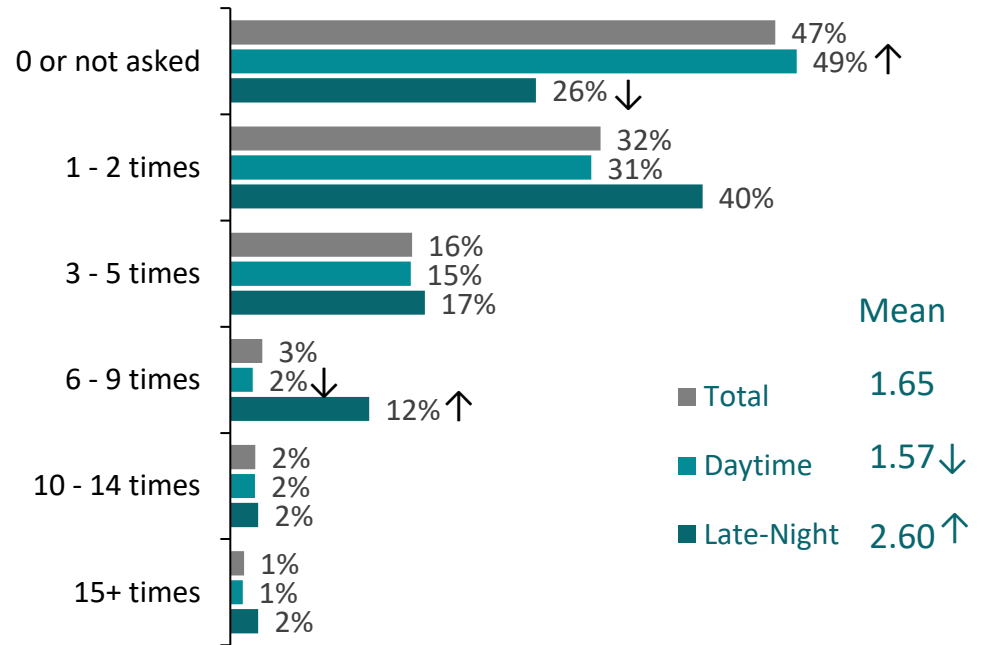
Fare Enforcement Experience

Around four in five (83%) riders have been asked to show proof of fare payment on the C Line in the past, on average once or twice in the past 30 days. Significantly more riders surveyed late-night (98%) have been required to show proof of payment than those surveyed in the daytime (82%). They also report a significantly greater number of requests over the past 30 days (2.6 vs. 1.6, respectively).

Asked To Show Proof of Payment



Frequency of Request to Show Proof of Payment



The most frequent riders (36+ trips over the past 30 days) are more likely to have been required to show proof of payment than less frequent riders (90% vs. 79%). They also report a significantly greater number of requests over the past 30 days (2.3 on average vs. 1.2, respectively).



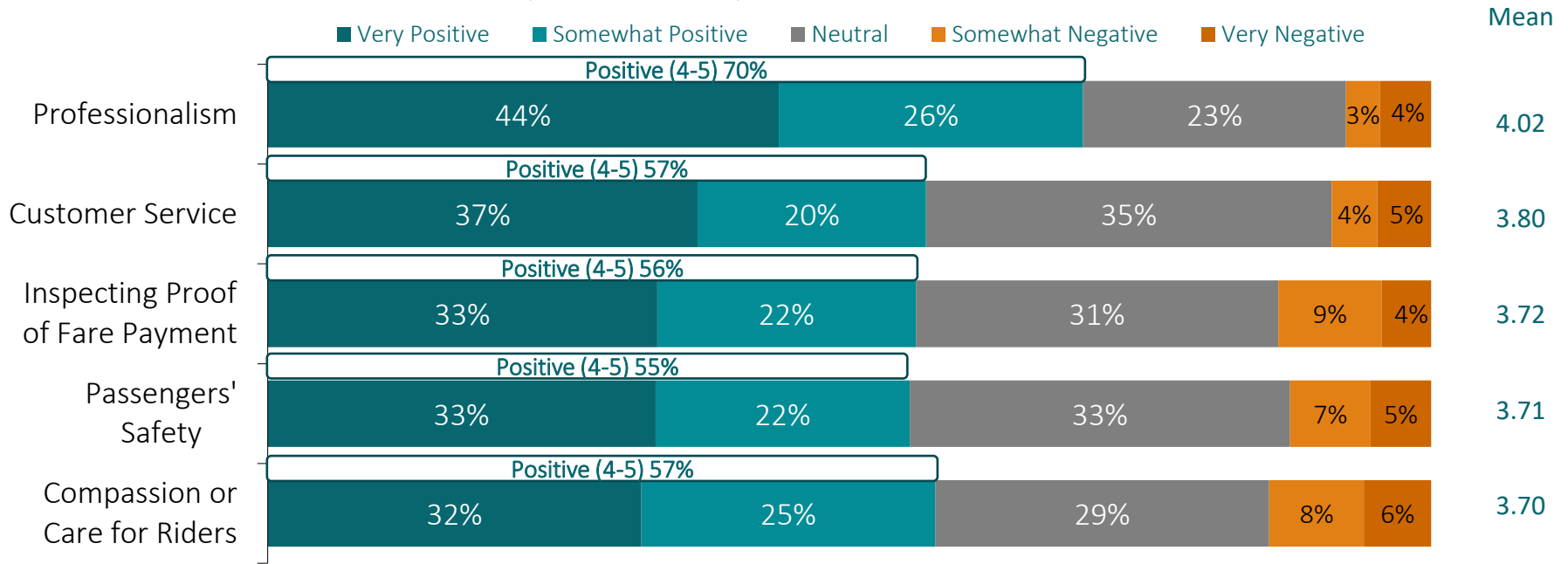
Senior/disabled riders are more likely to have been required to show proof of payment (93% vs. Total 83%).



Perceptions of Fare Enforcement

The majority of C Line riders have positive perceptions/experiences with Fare Enforcement, and professionalism is the most highly rated aspect. However, around one in seven or eight gives a negative rating to compassion/care for riders, inspecting proof of fare payment, or passengers' safety.

Experiences/Perceptions of the Fare Enforcement



Frequent riders (36+ rides in the past 30 days) are more likely than infrequent riders (<5 rides) to report net negative experiences for **customer service** (9% vs. 2%) and "somewhat negative" experiences for **compassion/care for riders** (10% vs. 2%), but more likely to report "very positive" experiences for **inspecting proof of fare payment** (39% vs. 20%).



Low income riders are more likely than non-low income qualified riders to report net negative experiences for **customer service** (15% vs. 5%) and **professionalism** (13% vs. 4%), and "very negative" experiences for **passengers' safety** (12% vs. 4%) and **compassion/care for riders** (13% vs. 4%).



Minority riders are more likely than non-minority riders to report net negative experiences for **passengers' safety** (16% vs. 9%), and "very negative" experiences for **professionalism** (7% vs. 2%).



Those surveyed in the daytime are more likely than those surveyed late-night to report "very positive" experiences for **inspecting proof of fare payment** (35% vs. 21%) and for **passengers' safety** (35% vs. 20%).



Past Wave Comparison

Past Wave Comparison

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

The 2014 wave did not include late-night interviewing. For this comparison between waves the data for 2020 interviews excludes late-night survey collection data.

Questions asked in both 2020 and 2014 waves with comparable wording and measurement are included in this section.



Wave Comparison Questions

- Q4_C. Overall how satisfied are you with C Line
- Q1_A. How long my bus trip takes: Travel on C Line
- Q2_A1. Personal safety while waiting for the bus – Day
- Q2_A2. Personal safety while waiting for the bus – Night
- Q3_A1. Cleanliness of C Line bus stops
- Q3_A2. Cleanliness of C Line bus interiors
- Q7. C Line compared to other Metro bus service
 - The quality of the overall transit experience
 - Personal safety
 - The shelters and features at the bus stop
 - How often the bus comes
 - No predetermined schedule
 - The hours during the day that the bus operates
- Q10. Purpose of the trip taken most often on C Line
- Q12. Transfer TO/FROM C Line
- Q13. Number of rides taken on C Line in the last 30 days
- Q16. Fare Payment on C Line
- Q17. Fare enforcement on C Line

Demographics

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

Rider Profile



- While the average (mean) age of the C Line rider is the same in 2020 as it was in 2014, a higher proportion of RapidRide C Line riders surveyed in 2014 were under age 25, while more riders surveyed in 2020 were between the ages of 25 to 34.
- Nearly half of riders reported household incomes under \$33,000 in 2014, while four in five riders report a household income \$33,000 or higher in 2020.

RapidRide C Line

	2020 Wave (n=518)	2014 Wave (n=560)
<i>Base size answering varies by question</i>		
Gender		
Male	54%	50%
Female	46%	50%
Other	-	-
Age		
< 25	11%	21%
25 – 34	36%	25%
35 – 44	18%	20%
45 – 54	16%	14%
55 – 64	9%	13%
65+	9%	8%
Mean	40	40
Income		
<\$24,999	12%	24%
\$25,000 - \$32,999	6%	23%
\$33,000+	81%	53%
% White	73%	78%
% Non-White	27%	22%
% Hispanic	12%	10%
Language Spoken at Home		
English	93%	94%
Other	7%	6%

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

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

Satisfaction with Service Elements

While overall satisfaction has not changed significantly since 2014, of the comparable elements included in the 2020 study, satisfaction has declined with how long the bus trip takes, and with the cleanliness of bus interiors.

Service Element	2020 Wave Mean 5=Very Satisfied	2014 Wave Mean 5=Very Satisfied
Overall Satisfaction	4.03	4.10
How long the bus trip takes	3.84	4.14
Cleanliness		
Of bus stops	3.67	3.61
Of bus interiors	3.78	4.02
Personal Safety while:		
Waiting for the bus during the day	4.09	4.03
Waiting for the bus at night	3.37	3.35

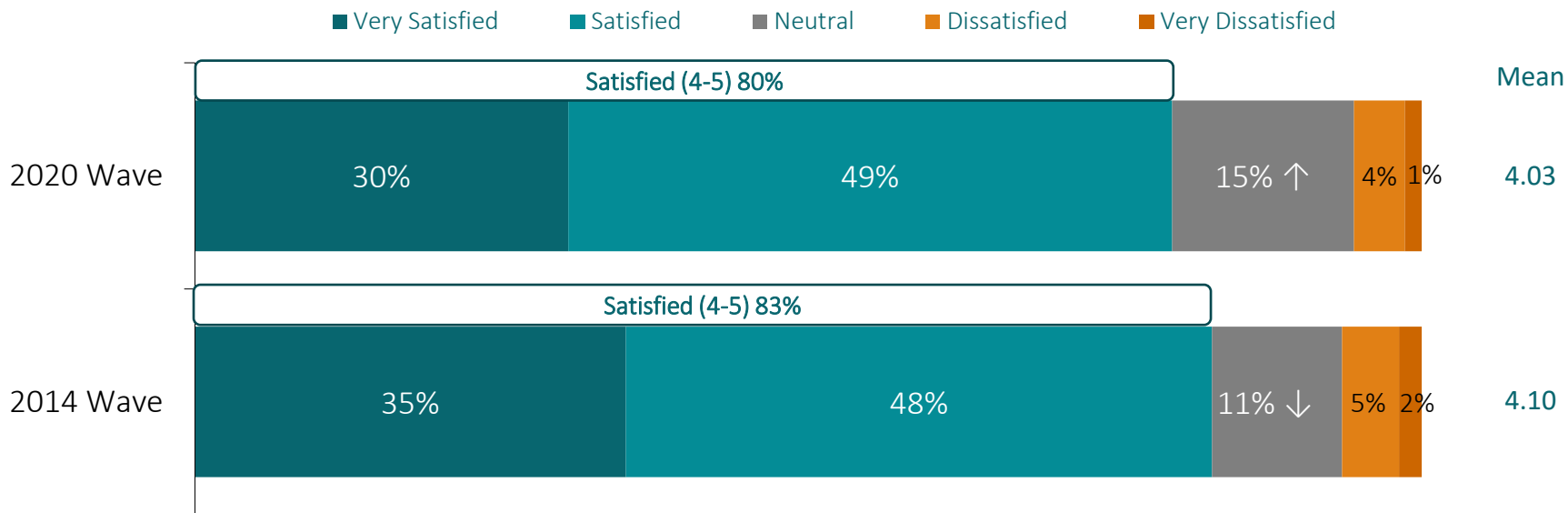
*Text in **dark green bold** indicates significant increase in satisfaction from the other wave at 95% confidence.*

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

Overall Satisfaction

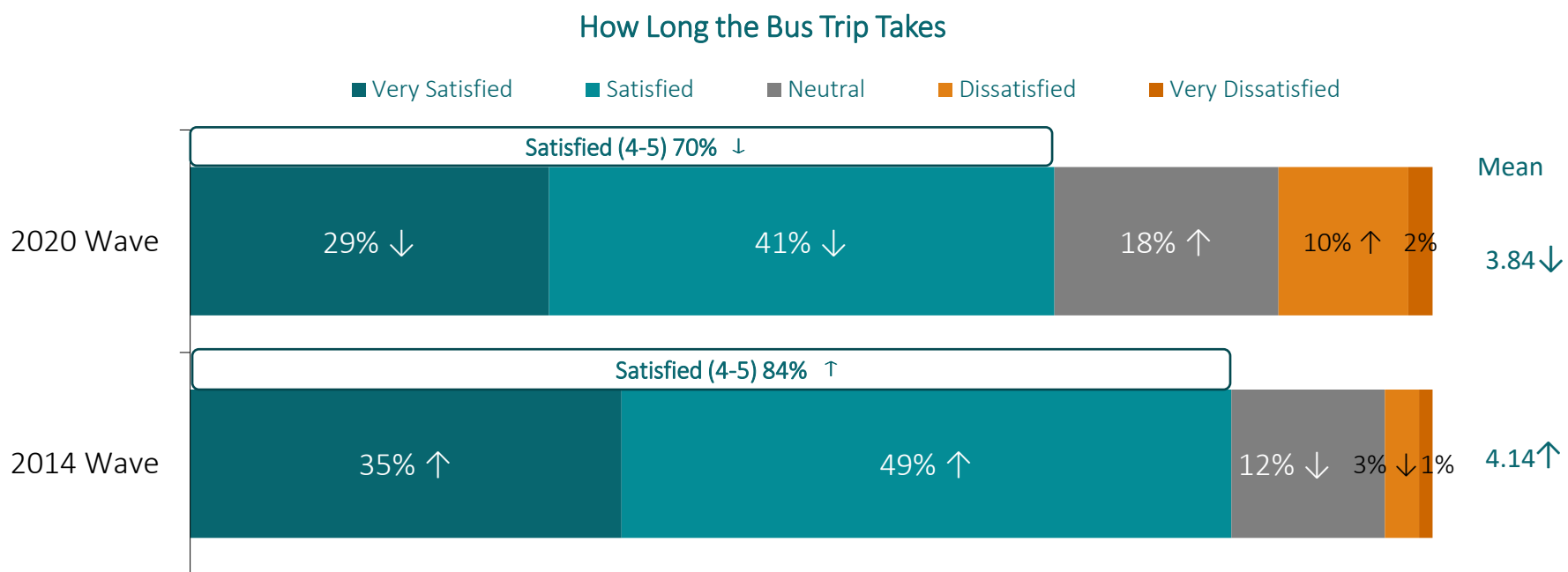
Since 2014, satisfaction with RapidRide C Line has remained generally stable, although a higher proportion falls into the neutral category in 2020.

Overall Satisfaction with RapidRide C Line



Satisfaction With Travel Time

When asked about their satisfaction with how long the bus trip takes, riders are less satisfied in 2020. In 2014, more than eight in ten riders were satisfied or very satisfied with the trip length, while in 2020 this number has declined to seven in ten riders, with significantly more falling into the neutral or dissatisfied categories.

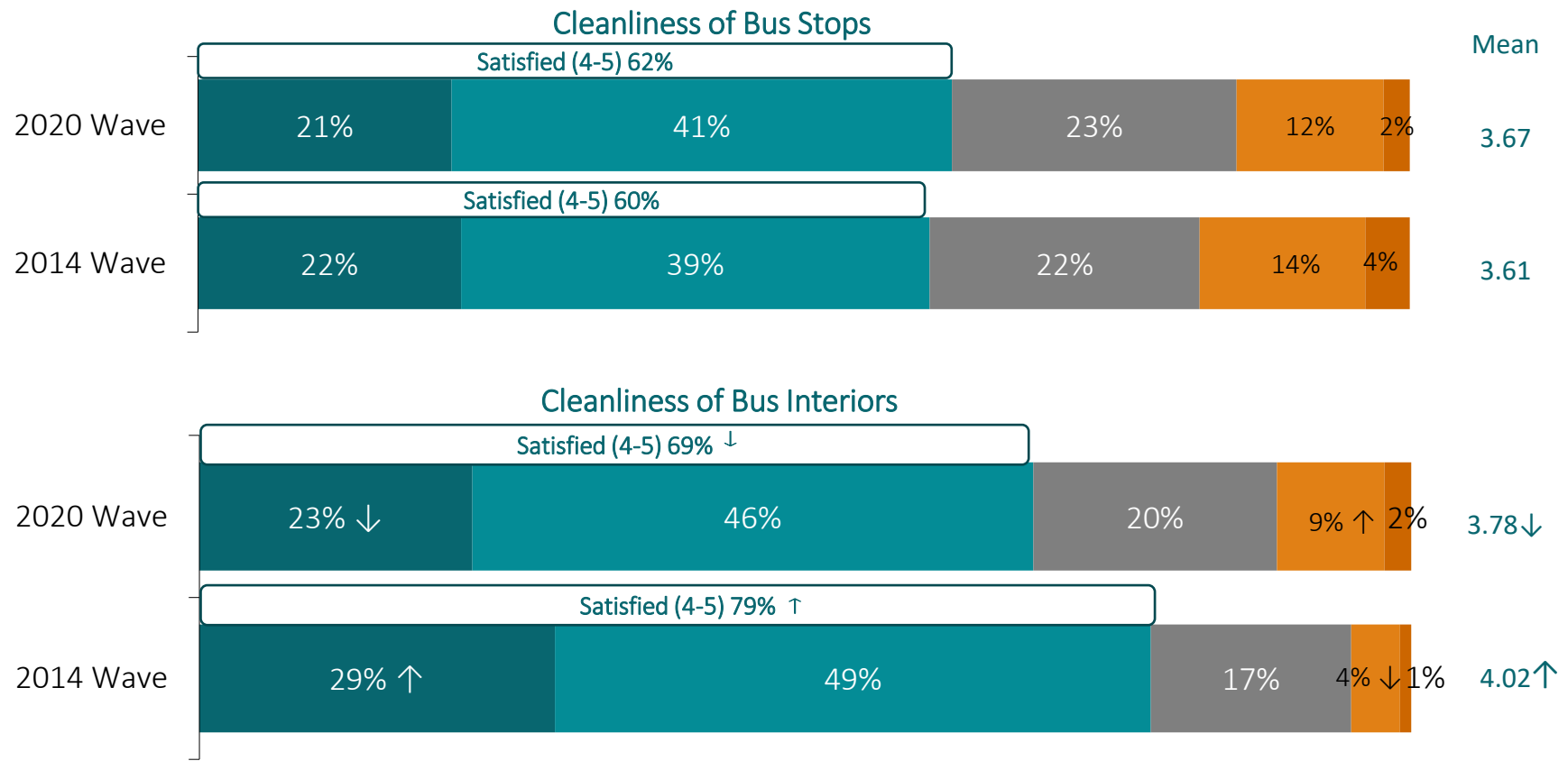


Satisfaction With Cleanliness of Buses/Stops



While ratings remained similar for the *cleanliness of bus stops*, 2020 saw a significant decline in satisfaction with the *cleanliness of bus interiors*, with fewer riders satisfied and more dissatisfied compared to 2014.

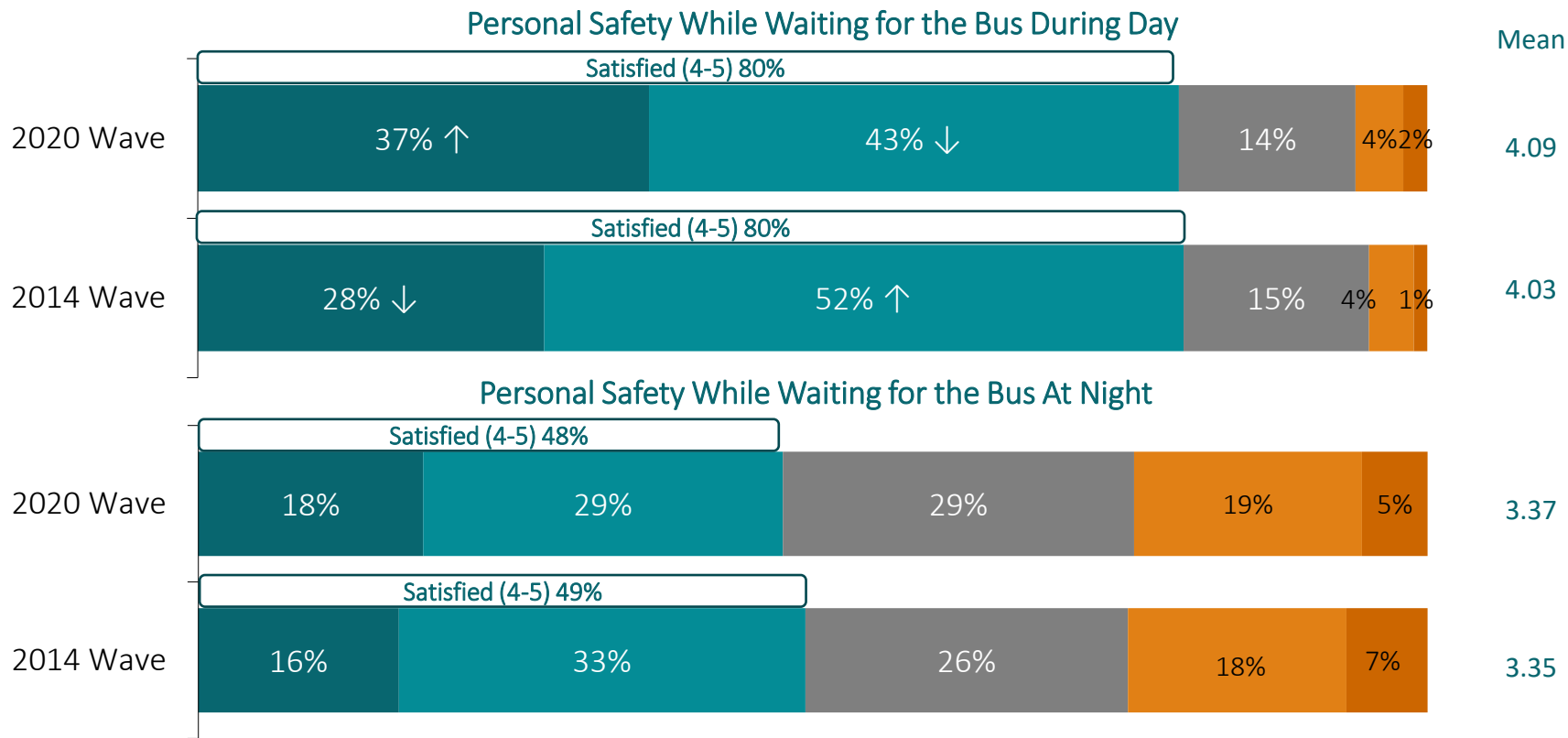
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied



Satisfaction With Personal Safety

Satisfaction with personal safety while waiting for the bus *during the day* has improved since 2014, with significantly more riders falling into the “very satisfied” category. Satisfaction ratings with personal safety waiting for the bus *at night* are quite similar in 2020 and 2014, with little to no differences.

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



Comparison to Other Metro Bus Services

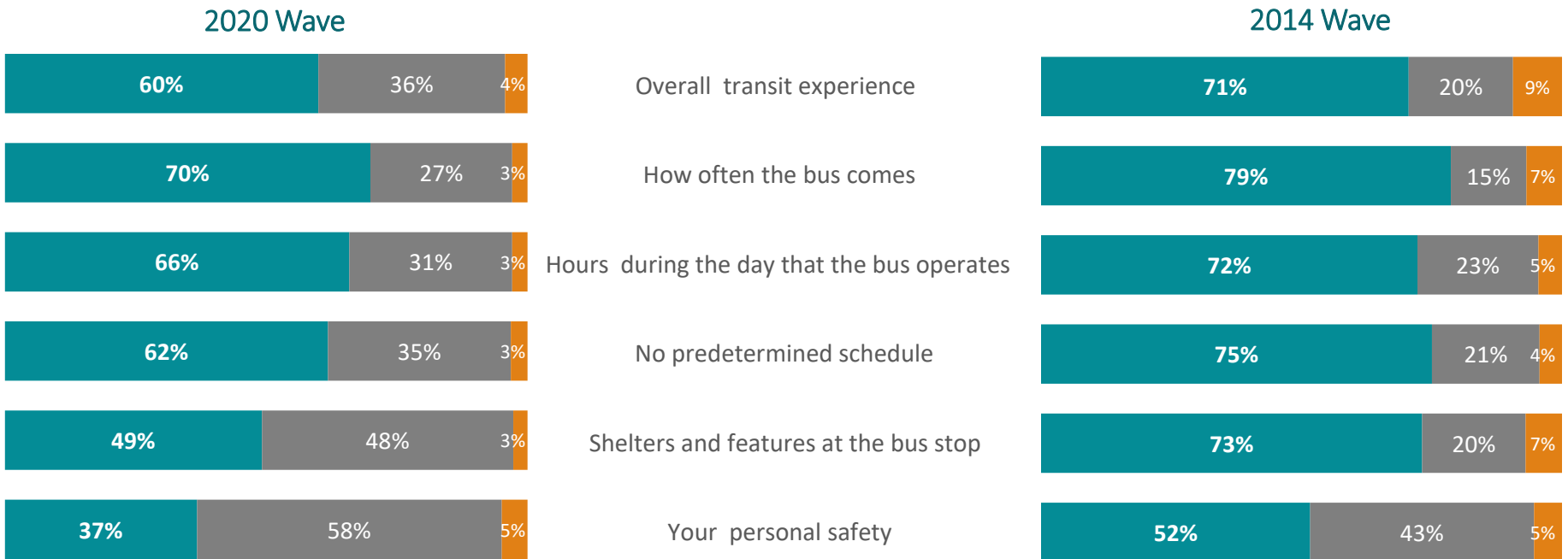


When compared to 2014, significantly fewer riders in 2020 consider the RapidRide C Line to be better than other Metro bus services. In 2020, riders are more neutral in their perceptions with significantly more saying there is “no difference” between the C Line and other Metro bus services.

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

RapidRide C Line Compares to Other Metro Bus Service

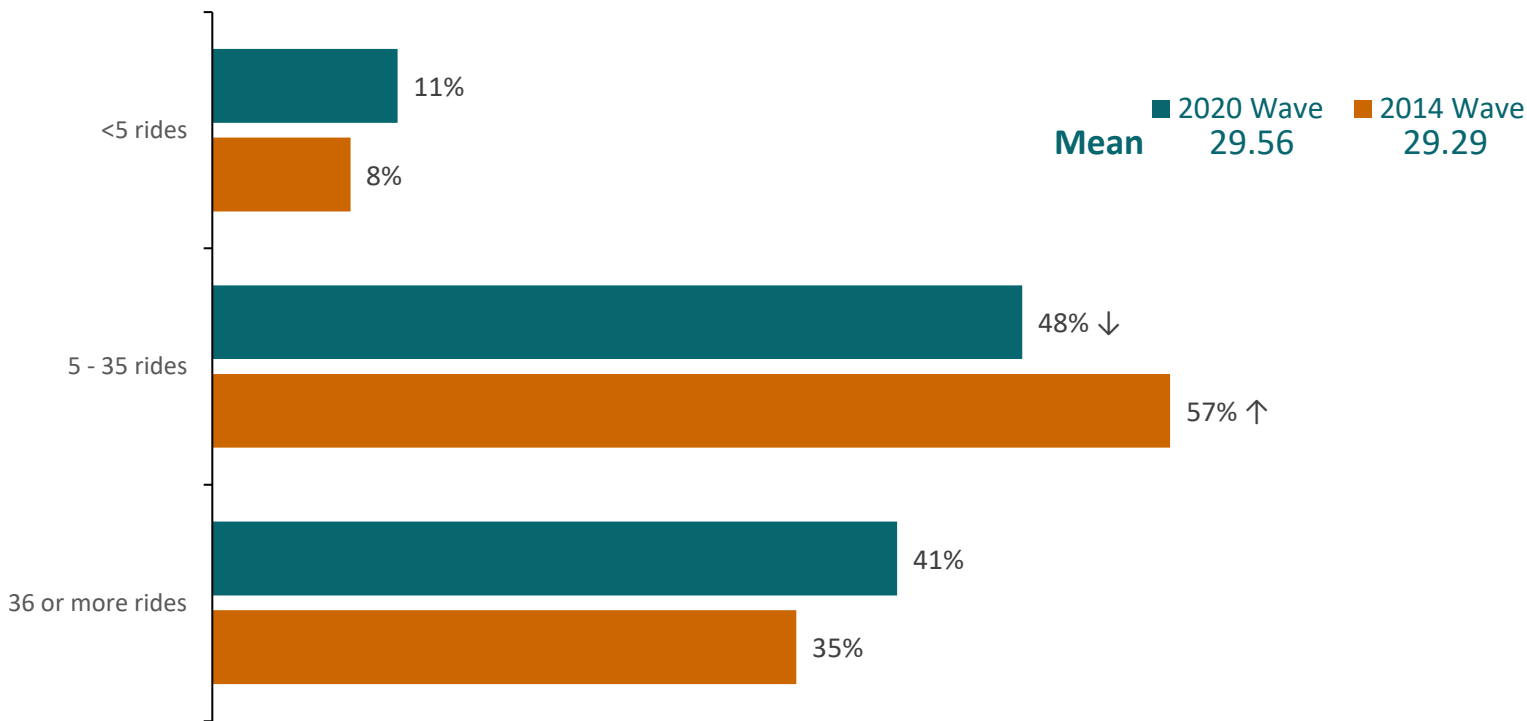
■ RapidRide C Line is Better ■ No Difference ■ Other Metro Service is Better



Transit Trips Taken

The average number of trips taken in the past 30 days by riders on the C Line is similar in 2020 and 2014. However, the level of mid-frequency ridership (5-35 trips in the past 30 days) has significantly decreased since the last study, while there was a directional increase in the most frequent riders (36+ trips).

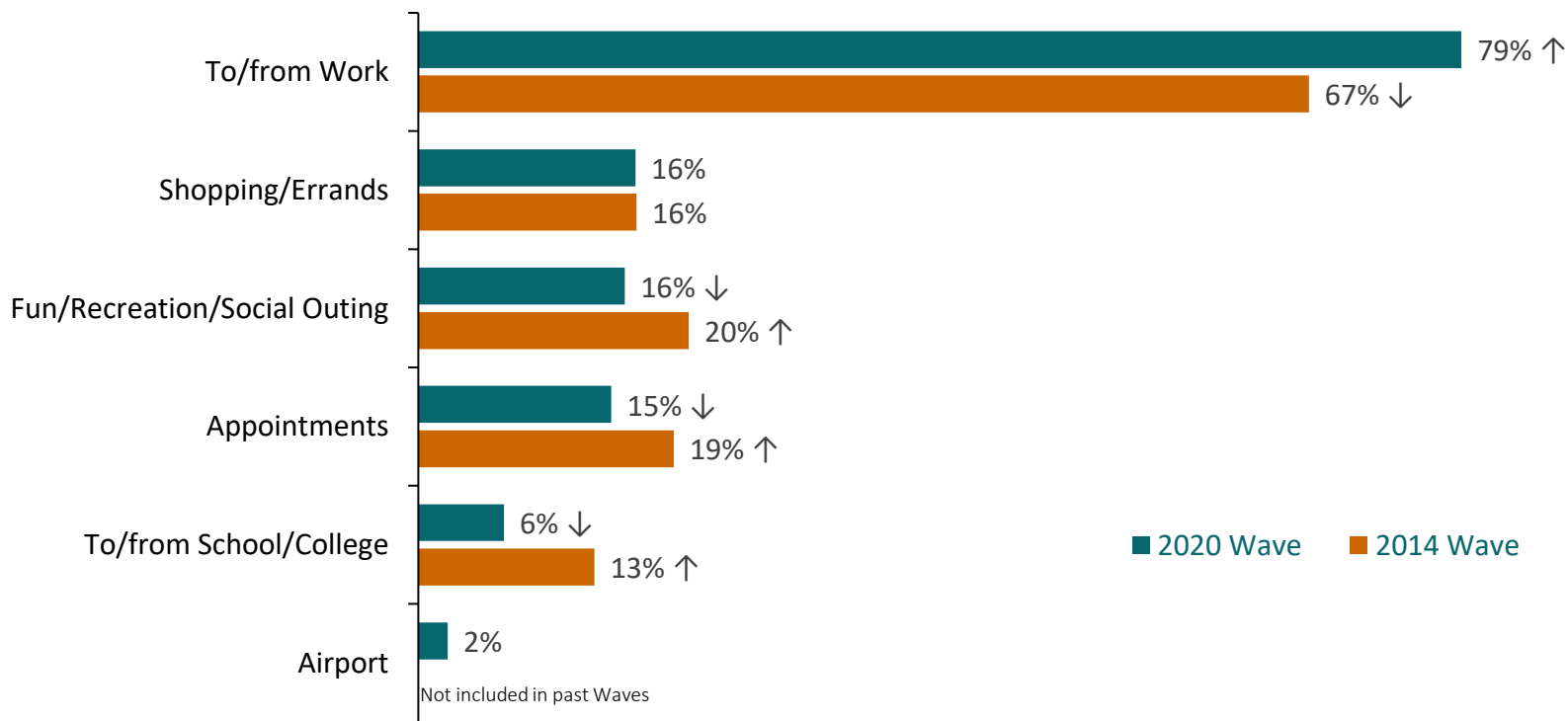
Number of Rides on RapidRide C Line in the Last 30 Days



Reason for Riding

Respondents were asked the purpose of the trip they take most often on this route. Since 2014, the use of the C Line for commuting to/from work has increased significantly, while significantly fewer respondents took the bus for fun/social outings, appointments, and travel to/from school in 2020.

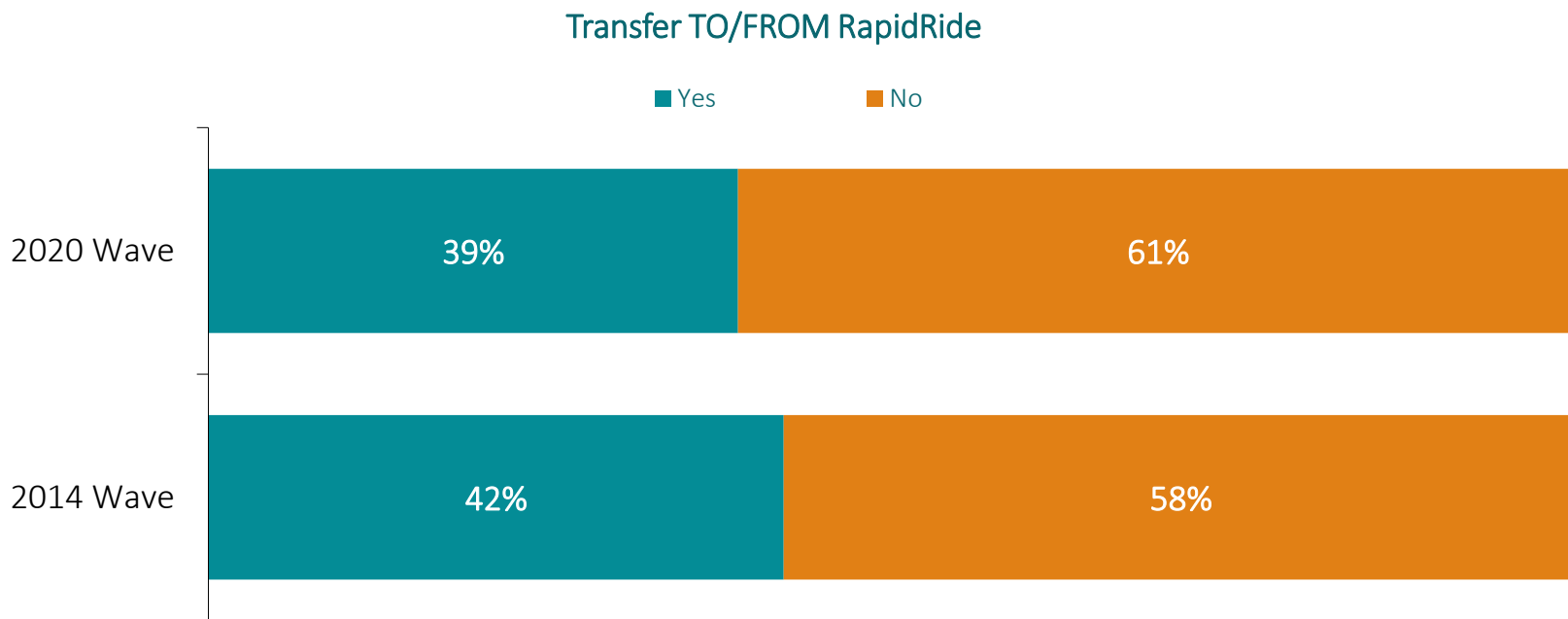
Purpose of Trip Taken Most Often



Multiple responses given. Sums to more than 100%.

Transferring to/from Route

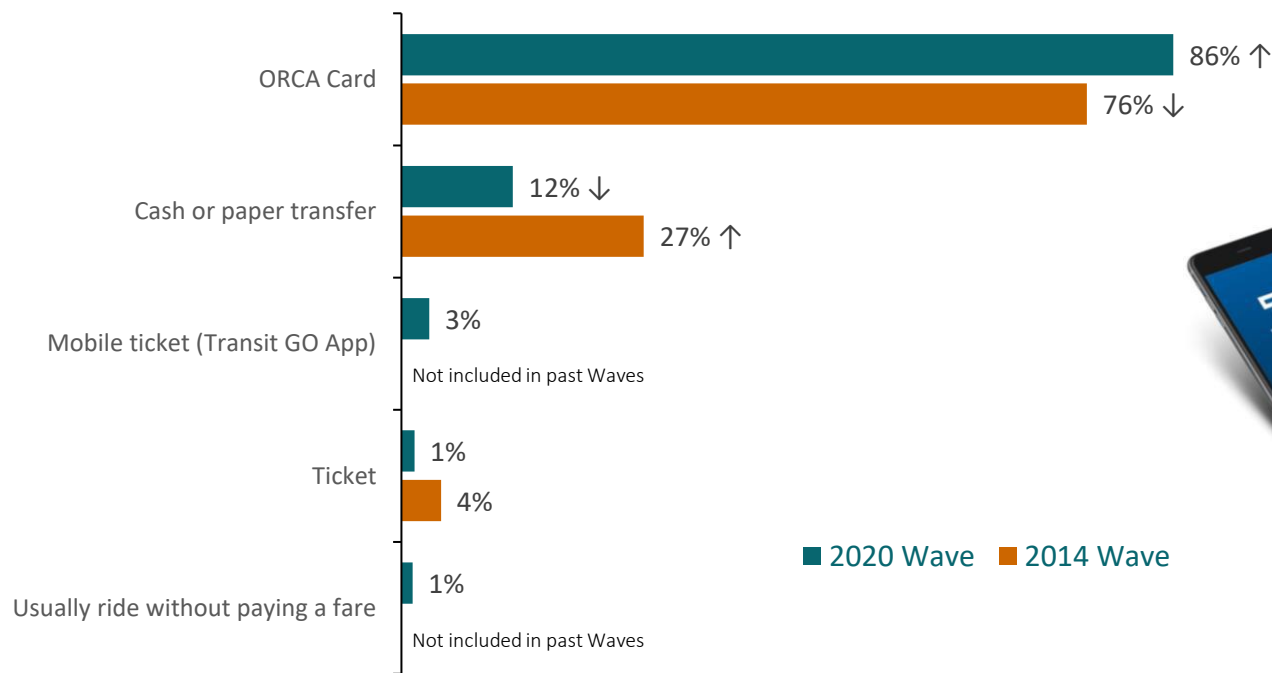
The proportion of riders transferring either to or from the RapidRide C Line has remained about the same since 2014.



Fare Payment

Use of the ORCA card as a form of payment for Metro ridership has grown significantly since 2014, while usage of cash or paper transfer declined significantly. A modest 3% of RapidRide C Line riders use the Transit GO app, implemented since the 2014 study.

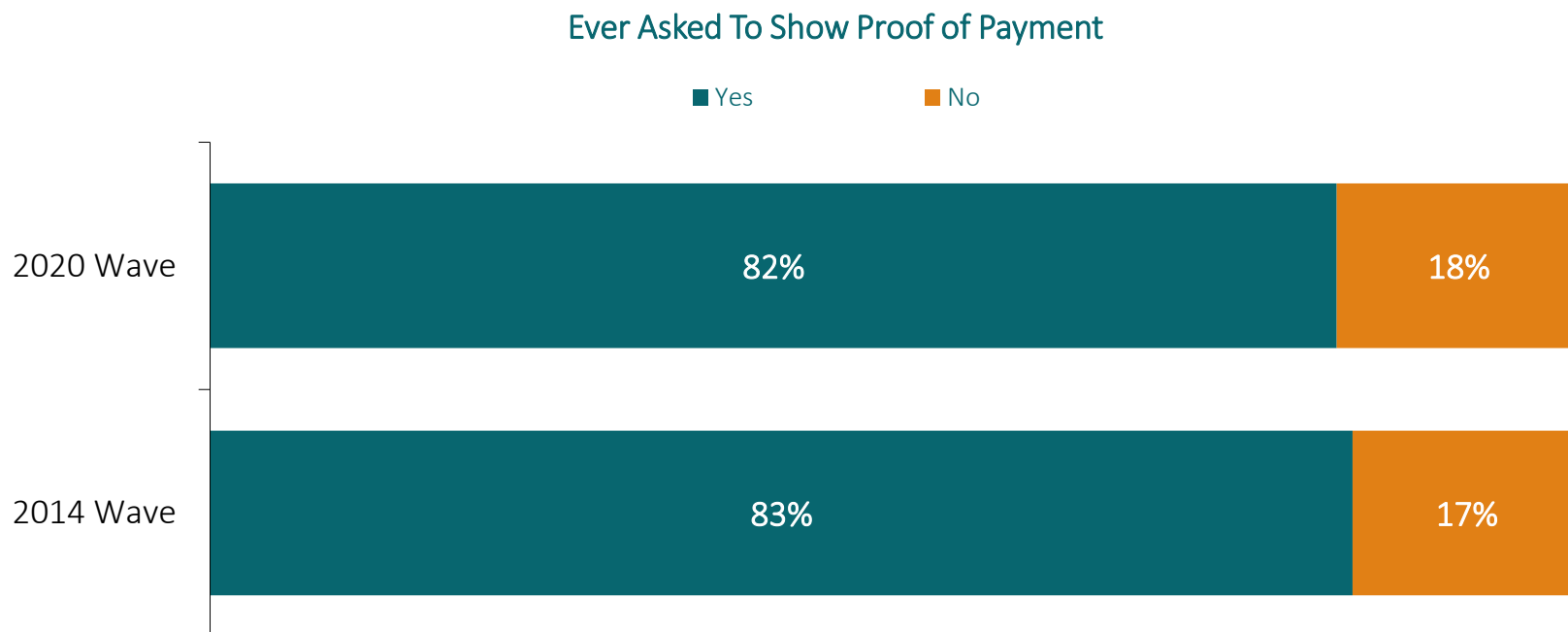
Mode of Fare Payment



Multiple responses allowed. Sums to more than 100%

Fare Enforcement Experience

In both 2020 and 2014, around eight in ten C Line riders report being asked to show proof of payment.





Appendix

2020 QUESTIONNAIRE

TIME: _____ AM / PM



RapidRide C Line

Rider Report Card

Please complete the questionnaire to let King County Metro Transit know how they are doing and how they can improve service on this route.

Return your completed questionnaire to the survey worker. Or if you are unable to complete the questionnaire while riding, return directly to Metro using the postage paid return envelope provided by the survey worker.

IF YOU HAVE ALREADY COMPLETED THE QUESTIONNAIRE, PLEASE RETURN THIS TO THE SURVEY WORKER.

Thank you very much for your help.

Instructions

Please check the box to show how satisfied or dissatisfied you are with each item for this route you are riding. Check "Not Applicable" if the item does not apply to you. Remember to rate RapidRide C Line, not other routes or Metro Transit in general. THANK YOU!

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

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

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

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

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

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

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

8. How often do you avoid riding RapidRide C Line due to concerns about your personal safety?
 Never Rarely Sometimes Frequently

9. What change(s) would improve your feeling of personal safety while waiting for or riding RapidRide C Line?

2020 QUESTIONNAIRE

Your Travel Patterns

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

- To/from Work
 To/from School/College (As a student)
 Shopping/errands
 Other *(please specify):* _____
 Fun/recreation/social outing
 Appointments (business, medical, etc.)
 Airport

11. When do you usually ride RapidRide C Line? <i>(Please check all that apply.)</i>	Midnight to 6 AM	AM Peak 6-9 AM	Between 9 AM to 3 PM	PM Peak 3-6 PM	Between 6-9 PM	9 PM to Midnight	Not Applicable
▼ Weekday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Weekend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- No transfer
 Yes, bus - Which bus route? _____
 Yes, Link - Light Rail
 Yes, Sounder - Commuter Rail
 Yes, Uber or Lyft
 Yes, Ferry
 Yes, Streetcar
 Yes other, *(please specify):* _____

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

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

- Less than 6 months
 6-12 months
 More than a year but less than 5 years
 More than 5 years

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

15a. If YES, Why has your use of RapidRide C Line declined? _____

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

- ORCA Card
 Human Services / Shelter Ticket
 Mobile ticket (Transit GO App)
 Cash or paper transfer
 Usually ride without paying a fare
 Other *(please specify):* _____

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

- No Yes ▼ Please answer Q17a

17a. If YES, about how many times have you been asked to show proof of payment in the last 30 days? _____

18. Please rate your experiences with or perceptions of the Fare Enforcement services on RapidRide C Line	Very Negative	Somewhat Negative	Neutral	Somewhat Positive	Very Positive	Don't Know
▼ Customer Service (e.g., providing way-finding directions, assisting with ORCA or fare payment systems, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Inspecting proof of fare payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Passengers' Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Compassion or care for riders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▼ Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

20. What is your age? _____ Years

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

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

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

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

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

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

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

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

26. What is the primary language spoken at home?

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

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

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

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

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

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

Please note:

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

First name: _____

Telephone number to reach you at for future studies: _____

Email address to reach you at for future studies: _____