



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

Motion 15683

Proposed No. 2020-0267.1

Sponsors Dembowski

1 A MOTION relating to public transportation;
2 acknowledging receipt of the Access paratransit six-month
3 oversight report submitted in response to the 2019-2020
4 Biennial Budget Ordinance, Ordinance 18835, Section 109,
5 Proviso P1.

6 WHEREAS, the 2019-2020 Biennial Budget Ordinance, Ordinance 18835,
7 Section 109, Proviso P1, states that \$1,000,000 of the transit appropriation shall not be
8 expended or encumbered until the executive transmits two Access paratransit service
9 updates - a six-month oversight report and an annual report - and a motion
10 acknowledging receipt of each Access paratransit service update is passed by the council,
11 and

12 WHEREAS, Ordinance 18835, Section 109, Proviso P1 directs that the Access
13 paratransit service update motions required by the proviso are to reference the subject
14 matter and the proviso's ordinance, ordinance section and proviso number in both the title
15 and body of the motions, and

16 WHEREAS, in recognition of the importance of Access paratransit to the
17 passengers it serves and to reflect the council's commitment to service excellence in
18 Access paratransit operations, each Access paratransit service update should include, but
19 not be limited to:

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- 20 1. The contractor's compliance with contract terms;
- 21 2. Performance metrics and trends over each reporting period, including, but not
- 22 limited to:
- 23 a. on-time performance;
- 24 b. pick-up window, including early pick-ups, late pick-ups and excessively late
- 25 pick-ups;
- 26 c. missed trips;
- 27 d. drop-off window, including early drop-offs and late drop-offs;
- 28 e. on-board time and excessively long trips; and
- 29 f. will call;
- 30 3. Areas of deficiency or improvement during each reporting period;
- 31 4. Potential service improvements, including information about their budgetary
- 32 requirements; and
- 33 5. Potential service innovations, such as increased opportunities for same-day
- 34 service using taxicabs or transportation network companies, including information about
- 35 their budgetary requirements, and

36 WHEREAS, Ordinance 18835, Section 109, Proviso P1 directs the executive to

37 file each Access paratransit service update and the motions required by the proviso in the

38 form of a paper original and an electronic copy with the clerk of the council, who shall

39 retain the original and provide an electronic copy to all councilmembers, the council chief

40 of staff and the lead staff for the mobility committee, or its successor, and

41 WHEREAS, the April 30, 2020 filing date for the Access paratransit six-month

42 oversight report was extended to July 30, 2020, and

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43 WHEREAS, the Metro transit department has compiled the required information
44 and the executive has transmitted the Access paratransit six-month oversight report,
45 which is included as Attachment A to this motion;

46 NOW, THEREFORE, BE IT MOVED by the Council of King County:

47 The council hereby acknowledges receipt of the Access paratransit six-

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48 month oversight report, Attachment A to this motion, as required by Ordinance
49 18835, Section 109, Proviso P1.
50

Motion 15683 was introduced on 9/1/2020 and passed by the Metropolitan King County Council on 9/29/2020, by the following vote:

Yes: 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer and Mr. Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:
Claudia Balducci
F8830818F1C4427...

Claudia Balducci, Chair

ATTEST:

DocuSigned by:
Melani Pedroza
8DE1BB375AD3422...

Melani Pedroza, Clerk of the Council

Attachments: A. Access Paratransit Six-month Oversight Report July 30, 2020

Access Paratransit Six-month Oversight Report

July 30, 2020



King County

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Executive Summary

On May 23, 2019, King County Metro and MV Transportation, a private transportation contracting firm, entered into contract for provision of paratransit service for Access, Metro's Americans with Disabilities Act (ADA) complementary paratransit service as defined by the Federal Transit Administration (FTA).

This report is prepared in response to the adopted King County 2019-2020 Biennial Budget Ordinance 18853, Section 109, Proviso P1. It documents the performance of the Access Paratransit Service from November 2019 – April 2020, including the transition of the service, COVID-19 response and impacts, contractor's compliance with contract terms, performance metrics, areas of deficiency, potential service improvements, and potential service innovations.

Transition

To ensure a seamless transition for customers, that minimized risk and impacts to the service, the transition of the Access program from the former contractors to the current contractor was arranged into a three phase process beginning May 29, 2019: a Planning and Implementation Phase, a Service Stabilization Phase and a Service Improvement and System Optimization phase.

The Access Program successfully completed the Planning and Implementation phase by November 10, 2019. This phase included the hiring or transition of over 400 employees; and the transition of IT software and telecommunications equipment; vehicles and related equipment; call center and base and corresponding equipment; and a variety of agreements with subcontractors and non-dedicated service providers.

The Service Stabilization Phase was completed on January 31, 2020. During this phase, MV Transportation took full control of the day-to-day operations of the Access program and made changes to all aspects of the system, in order to increase overall performance to meet the standards of the current contract. The customer experience was generally unchanged or improved during the transition period.

The Service Improvement and System Optimization phase is scheduled to last until December 31, 2020. As of the writing of this report, the Access program has begun to introduce service improvements while continuing to optimize the system. System improvements included the implementation of Online Booking. E-Faring is scheduled to be implemented during this phase. Shortly after moving into this phase of the transition, the impacts of the COVID-19 pandemic significantly altered the Access system.



COVID-19

The COVID-19 virus and subsequent pandemic has dramatically impacted King County Metro and the Access Program. Both have experienced significant decreases in ridership as a result, with Access experiencing a sharp decline beginning in early March and stabilizing at 20-25 percent of normal volume in mid-April. Trip volumes decreased from a pre-COVID-19 monthly average of 80,000+ to 20,000 trips in April 2020. Access made policy and procedure changes to promote social distancing and increased cleanliness of vehicles; as such the service has been and is currently operating outside of normal conditions since the month of March, with an unclear picture of what the future may hold.

King County Metro and MV Transportation have been at the forefront of responding with innovative mobility options to support the County's transportation needs during the COVID-19 pandemic, including supporting nutritional assistance programs, partnering with King County Public Health to transport COVID-19 positive and presumptive persons, and supporting the County's essential workers. Due to the impacts of COVID-19 on the service, all performance metrics for Access have been impacted for the months of March and April.

Compliance with Contract Terms

Specific items of relevance during this reporting period include compliance with service availability and software maintenance policies. Some of the implementation dates related to new features and other items agreed to in the contract were delayed or postponed during transition. These delays were a result of additional challenges Access faced during the service stabilization phase of transition and COVID-19 response, and Metro's overall goal of reducing risk of service impacts during the transition. Monthly

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incentives and disincentives were waived for the first 90 days as agreed to in the Access contract, the months of March and April were waived due to the impacts on the system as a result of COVID-19.

Performance Metrics Improvements and Deficiencies

During this reporting period Access experienced significant and continuous improvement in overall system performance (when a customer schedules a trip, they pick either a pickup time or a drop off time). Of the 18 Key Performance Indicators (KPIs) listed in this report, 11 saw improvement. Of the remaining 7 that did not see significant improvement, 6 were performing above standard at the beginning of the reporting period and performed above standard for most or all of the reporting period. Of the 18 KPIs, 15 have defined performance standards, of those 9 reached the standard during this reporting period. Of the 6 that did not reach the performance standard during the month, 5 have a performance standard of 0 allowable instances in a month, a significantly more challenging KPI to achieve. Other significant findings for this report include:

- The 2 KPIs associated with [On-Time Performance](#) both saw improvement, with 1 of 2 meeting performance standards during the reporting period.
- All 3 KPIs associated with the [Pick-Up Window](#) improved, though the single KPI with a defined performance standard did not meet the standard.
- The 2 KPIs associated with [Missed Trips](#) both saw improvement, though both did not reach the performance standard of 0 instances during a month.
- The 2 KPIs associated with the [Drop-Off Window](#) increased performance during the reporting period, though both failed to reach the performance standard of 0 instances during a month.
- Average [On-Board Times](#) for Access performed above the standard for the entire reporting period
- [Excessively Long Trips](#) performed above the performance standard the entire reporting period.
- [Will Call Trip](#) response times fluctuated during the reporting period, ending with a marginal increase in response time.
- [Maintenance](#) had the best overall performance for KPIs with all three performing above standard by the conclusion of the reporting period, with 2 performing above standard for the full reporting period.
- The 2 KPIs associated with the [Control Center](#) performed above standard reaching the target 4 and 5 of six months during the period.
- Cost per boarding performed above standard for all four months pre-COVID-19.

The [Access annual survey](#) began implementation in Q3 2019, with three quarterly surveys having been completed through this reporting period. King County Metro staff is working with MV Transportation to identify opportunities and actions to take to continue to improve service based on survey responses. Significant results for this report include:

- 87 percent overall rider satisfaction with the service.
- Over 4 of 5 riders are satisfied with the courtesy and knowledge of the operators (82-89 percent satisfaction).

- Riders were most satisfied with the overall value of the service for the fare charged, having a satisfaction score range of 76-93 percent.
- The lowest satisfaction scores include communication with riders and directness of trips, both with 76 percent.

Next steps

Access is currently conducting operations outside of normal service conditions as a result of COVID-19. After making significant changes to policies, procedures and system settings, Access has stabilized service under the current conditions. At the time of this report, King County Metro is preparing and monitoring service for a return to pre-COVID-19 service demand though it is unclear as to when service demand will return to previous levels or what a “new normal” may be.

As King County Metro looks forward, budget and ridership impacts of COVID-19 remain significant concerns. Metro will continue to focus on service innovation and improvements such as same day service, feeder to fixed route, and technology improvements to meet the changing environment. Metro will also continue to work with MV Transportation to find efficiencies while delivering high quality service to meet the expectations of riders, stakeholders and those set forth in the Access contract.

Background

Department Overview

King County Metro is the largest public transportation agency in the Puget Sound region, delivering more than 130 million rides per year through a variety of mobility options, including: fixed-route services (bus, rail, streetcar, and water taxi), contracted services (Dial-A-Ride Transit and Access paratransit service), and shared and connected services (Vanpool, Vanshare, Rideshare, and Community Access Transportation). Metro was recognized as the number one transit agency in North America in 2018 by the American Public Transportation Association.

Key Historical Conditions

The Americans with Disabilities Act (ADA) requires that transit agencies like Metro make their bus and rail services user-friendly for people with disabilities. The ADA also requires transit systems to have a paratransit service when someone can't take the bus or rail because of their disability. Access Paratransit is the ADA complementary paratransit service provided by King County Metro and is designed to meet the service criteria established by the federal government. Annually, Access provides 1,000,000 trips for upwards of 12,000 registered users.

ADA paratransit has specific service criteria set forth by the Federal Transportation Administration (FTA). The FTA mandates that paratransit must be comparable to fixed-route in regards to: service area (at least ¼-mile on either side of a fixed-route), fares (not more than twice the regular fixed-route fare for a comparable trip), no restrictions on trip purpose, hours and days of service (at least the same as fixed-route), and no capacity constraints. Access Paratransit adheres to these criteria and provides service that goes above and beyond FTA minimum requirements through an expanded service area (providing service outside ¼ mile from fixed route) and increased hours of service in select areas.

Historically, Access service has been provided by King County Metro, contracting with private companies and non-profits who provide day-to-day operations and staffing to include operators, supervisors, maintenance, control center, and reservation staff and support. Under the former contract model there were three contractors, one provided control center, and call center support among other functions, while two separate contractors provided service provision, including operator and maintenance support.

On May 23, 2019, King County Metro and MV Transportation signed the contract for Access transportation. The term length set forth in the contract states that MV Transportation is to provide service for the Access program from November 1, 2019 - November 1, 2024, with renewal options available to extend the contract through October 31, 2029¹.

Current Conditions

Access Transportation strives to fulfill the goals and objectives of the County Strategic Plan², providing Mobility options that “deliver a safe, reliable and seamless network of transportation options to get people and goods where they need to go”. As King County Metro explores additional mobility projects to complement the Access program, services such as a feeder to fixed-route service will, “Increase integration between transportation modes and all service providers” an objective of the County’s Mobility goal.

Metro and the Access program are making efforts to, “Provide more equitable mobility access and reduce historic gaps,” another objective of the County’s Mobility goal. King County Metro continues to explore ways to implement the findings of the recent Equity Impact Review. Metro has also implemented strategies to engage with historically underserved populations as part of the Access annual survey and increased focus has been placed on providing surveys in non-English languages. The EIR recommends increased and focused outreach to communities where English is a second language and piloting a cultural navigator’s program to support possible applicants through the robust eligibility program. With the impact of Covid-19, this may limit the opportunities to outreach to identified communities and postpone the pilot project.

The collaborative efforts of Access and MV Transportation were closely aligned with the latest Metro Strategic Plan. King County Metro’s approach to contract management is geared to produce results that are in alignment with Metro’s goal of providing **Service Excellence** through strong customer support, reliable operations, and innovative improvements that are responsive to community needs. MV Transportation demonstrated consistent month-over-month improvement in several key performance indicators, including on-time performance for pickup and appointment-time drop off, missed trips, and onboard time. This sustained performance improvement resulted in increased value for Metro and an enhanced customer experience.

The Q1 customer survey supports Access’s commitment to **Public Engagement and Transparency** by promoting robust public engagement that informs, involves, and empowers people and communities.

¹ Amendments to Paratransit Service Contract 402388 (Transdev) and Paratransit Service Contract 6086103 (MV) extended Transdev’s service provision one day until November 2nd and changed the official start date for MV Transportation’s full operation of the service to November 2nd, 2020. This was done to ensure a seamless transition of the service.

² King County Strategic Plan, <https://www.kingcounty.gov/depts/executive/performance-strategy-budget/performance-strategy/Strategic-Planning/2015-strategic-plan-update.aspx>

The survey results indicated general satisfaction with the service. The results also present opportunities for operational enhancements, thus improving the overall customer experience. Metro will continue to engage its customers through quarterly customer survey, MV Transportation customer engagement, and the Access Paratransit Advisory Committee.

Transition of service:

A seamless transition for Access customers has been the primary goal for King County Metro and all contractors involved in the transition of service. Decisions about the overall process, timeline for service changeover, system changes and the implementation of service enhancements was done with this goal in mind. To reduce risk of impacts to riders and achieve the goal of a seamless contract changeover, the transition process was organized into three separate phases. These included a planning and implementation phase, a service stabilization phase and a system enhancement and optimization phase.

Phase I: Transition Planning and Implementation, May 29 – November 10, 2019

During this five-month time period MV Transportation, King County Metro along with collaboration from the former Access contractors, planned for and transitioned all aspects of the Access program. This included the following areas.

- **Staffing:** Hiring of over 400 employees, including the transition of over 85 percent of incumbent employees from the former contractors to MV Transportation.
- **Technology:** Transition of all telecommunications hardware, software and IT infrastructure at the control center, operations bases, and onboard Access vehicles. MV Transportation performed a “lift and shift” of the scheduling and trip management system, databases, reporting systems, and other IT services from on-premises IT systems to a cloud-based system.
- **Vehicles:** Transition of over 350+ County-owned Access vehicles. This included inspecting, re-inspecting, repairing and change of possession of all Access vehicles from the former contractors to MV Transportation.
- **Facilities:** Transition of leases for all Access facilities from former contractors to MV Transportation and planning the relocation of one base. The Access program utilizes four operations bases, one call center and one parking facility that are geographically dispersed across the County.
- **Non-dedicated Service Providers (NDS):** NDS providers include taxicabs and other Demand Response services that provide trips for the Access program. As part of the transition, MV Transportation negotiated and signed contracts with the NDS providers.
- **Customer Service:** Transition of the intake, and management of customer complaints and commendations from the Access Control Center to King County Metro’s Customer Information Office (CIO).

Phase 2: Service Stabilization, November 11, 2019 – January 31, 2020

This phase encompassed the first ninety days of service for MV Transportation, wherein the focus was on implementing new policies and procedures, on-boarding of new and incumbent employees, and introducing system-wide changes that allowed MV Transportation to raise performance levels up to the

current contract standards. MV Transportation invested a significant amount of effort into this phase and their efforts included:

- Updating, implementing, and integrating all data-reporting processes and software tools used to manage the system and monitor performance standards.
- Hiring and training staff, while reorganizing all employees under the new contract model.
- Updating, implementing, and integrating policies and procedures related to the control center, safety, vehicle operations and maintenance, and many other functions.
- Implementing new service mix strategies for NDS providers, to include strategies to address the new KPI of OTP-A.
- Performing root cause analysis on the many aspects of the system, to identify areas of improvement and opportunities for increased system efficiency.

Phase 3: Service Enhancements and System Optimization, February 1, 2020 – December 31, 2020

During this phase, the focus has shifted from service stabilization to the introduction of service enhancements and increased system optimization. This includes online booking, E-Faring, and exploring options for a same-day service pilot and other innovative programs, such as a “feeder-to-fixed” route service. As stated in [section 2 COVID-19](#), there have been significant impacts to this phase of the transition. Increased resources and attention have been reallocated to respond to the pandemic, while impacts on ridership and current system parameters have delayed further optimization efforts.

COVID-19

COVID-19 has significantly impacted Public Transportation across the country, with many top transit systems seeing a 70 – 90 percent decrease in ridership³. King County Metro and Access Transportation have been dramatically impacted as well. Access experienced a steady decrease in ridership from early March through mid-April, with ridership stabilizing at around 800 trips per day or 25 percent of normal volume.

As a result of decreased ridership, and policy and system changes, virtually all the

performance metrics for Access have been dramatically affected for the months of March and April. The

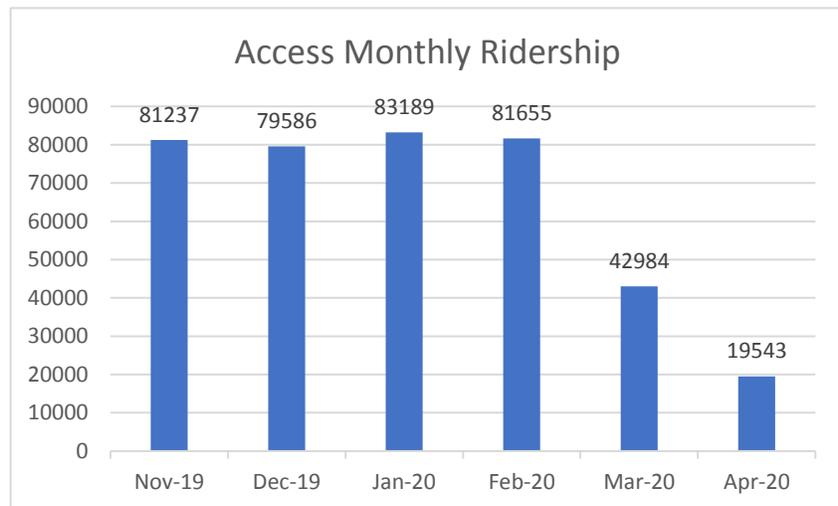


Figure 1: Monthly Ridership on Access November 2019 - April 2020

³Bliss, L. (2020, May 6th). A Post-Pandemic Reality Check for Transit Boosters. Retrieved from City Lab: <https://www.citylab.com/transportation/2020/05/public-transit-riders-coronavirus-bus-subway-public-funding/611203/>

impacts felt by the COVID-19 virus have not been related solely to ridership, as Access has had to enact significant policy and system changes to keep riders and operators safe during this time. The following are actions taken by MV Transportation and the Access program during the COVID-19 pandemic response.

- **Enhanced Sanitizing:** Additional actions were taken to prevent the potential spread of COVID-19 to riders and operators on Access vehicles, including enhanced cleaning procedures and the implementation of sanitizing stations at Access operations bases.
- **Social distancing:** King County Metro Increased social distancing by decreasing the number of riders on Access vehicles, King County Metro and MV Transportation agreed to decrease the allowable density on all vehicles.
- **Fare Collection:** King County Metro, along with Access, stopped fare collection.
- **Contact tracing:** Access developed and implemented procedures to conduct contact tracing when notified by staff or riders that they have been exposed to COVID-19.
- **Staffing** As the trip volume for Access decreased, Vehicle Revenue Hours (VRH), the primary compensation method for MV Transportation’s provision of Access service, were reduced. MV Transportation subsequently made the business decision to furlough employees.



Meeting the Transportation Needs of the Community

During the response to COVID-19, King County Metro and MV Transportation sought ways to implement the mobility goals of the County's strategic plan, delivering safe and reliable transportation. This led to the development of unique mobility solutions to the County's transportation needs during this public health crisis.

Transportation for Pandemic Response (TPR)

At the height of the pandemic, King County Public Health, area medical providers, and other social human services agencies were finding an increasing need for transportation services for confirmed positive COVID-19 patients, and symptomatic, test-pending individuals. King County Department of Public Health and King County Department of Community and Human Services were engaged in establishing isolation/quarantine sites, and larger assessment centers/recovery centers (AC/RC). They needed a way to transport COVID-19 positive or potentially positive clients to their sites, and to critical medical facilities. Metro's solution to meet this need is a fully separated subset of its Access paratransit service. Transportation for Pandemic Response (TPR) provides transportation for COVID-19 confirmed positive, presumptive positive, and recovered customers. It utilizes Metro Access vehicles, MV Transportation drivers, call center and maintenance support. Initiated April 2020, the service has provided over 550 trips through May 2020 at the direction of King County Public Health. As knowledge of this program has grown, King County Metro has received inquiries from organizations in and outside the United States seeking to learn and develop similar programs.

Transportation for Nutrition Support

As a response to the governor's stay-at-home order, along with social distancing guidelines and recommendations from King County Public Health officials, many local foodbanks and community-based organizations have closed their on-site food pantries and moved to a delivery only service model. Access has volunteered as a delivery option, collaborating with these organizations to deliver food boxes and hot meals in a safe manner. Access has partnered with United Way, Northwest Harvest and Seattle YWCA, among 17 other foodbanks, nonprofits, and community-based organizations.

Transportation of Unsheltered Persons

Access responded to requests to transport residents of local homeless shelters to new sites, in order to support COVID-19 social distancing requirements and prevent overcrowding.

Transportation for Non-Access Riders

As a response to the temporary service reductions made on fixed-route service, Access began transporting non-paratransit certified persons with disabilities to their essential destinations.

Transportation for Essential Workers

Access has provided transportation to essential workers whose regular bus service was affected by reductions in the fixed-route service network. Access has provided trips to some of the region's most critical workers from major medical centers such as Harborview Medical Center, Kaiser Permanente Capitol Hill, and the VA Medical Center.

Report Methodology

To produce this report, King County Metro staff queried internal data systems, and reviewed monthly and quarterly reports. The performance data represented in this report was developed in collaboration

Access Paratransit Six-month Oversight Report

between MV Transportation and King County Metro, as part of monthly performance reviews and other established reporting and monitoring processes. King County Metro Accessible Services staff completed the data queries, collection, and analysis. The report was developed by King County Metro Accessible Services staff with assistance from King County Metro's Communications Team.

The [Access Annual Survey report](#) was developed by WBA Research, the market research firm that King County Metro has contracted with to implement the Access Annual survey. This report was developed as part of the contractual requirement for WBA to produce an annual report analyzing the Access Annual survey results.

Report Requirements

Contractor's Compliance with Terms

This section of the report covers Council's request for an update on the Access contractor's compliance with contract terms.

Specific items with significance this reporting period include the following:

- *Service Level Agreement:* Service availability was within standard for this reporting period. No issues of non-compliance were identified during this reporting period.
- *Software Maintenance Policy:* The contractor has been compliant with the Software Maintenance Agreement. No issues of non-compliance were identified during this reporting period.
- *Pricing:* The contractor has been compliant with the pricing agreed to in the Access Contract. In response to the unique service conditions that arose as a result of the COVID-19 pandemic, King County Metro and MV Transportation agreed to an emergency pricing plan to ensure continuity of operations.
- *Contract Amendment:* During this reporting period, MV Transportation and King County Metro have agreed to five Contract Amendments.
- *Changed Requirements:* Due to the COVID-19 pandemic, local and state orders regarding social distancing have impacted the service. MV Transportation has responded to these requirements.
- *Audits:* MV Transportation has provided access for Metro staff to conduct audits of records, as part of contract oversight. There have been no issues of noncompliance identified during this report.
- *Contract Incentives and Disincentives:* Contract incentives and disincentives were waived for the first 90 days of service, as agreed to in the original Access contract. As a result of impacts of COVID-19 on the system performance, incentives and disincentives were waived for the months of March and April.
- *Implementation Date Changes:* Some of the implementation dates, for new features and timelines associated with transition activities, were delayed or postponed during transition, including Online Booking and E-Faring. This was a result of Metro's approach to reducing risk of service impacts and challenges faced during the transition, including COVID-19 response.

Performance Metrics and Trends

This section provides performance metrics and trends for the Key Performance Indicators (KPI) requested by Council for the reporting period of November 2019 through April 2020. Included in this section are KPIs related to: On-time Performance, Pick-up Window, Missed Trips, Drop-off window, On-board times, Will Call, Maintenance and Control Center, Cost Per Boarding and an update on the Access Annual Survey. King County Metro and MV Transportation regularly review all performance metrics with additional focus on areas that are not performing to standard.

Key Findings

- *Of the 18 performance metrics listed in this report, most performed the same or better over the course of the reporting period. Of those that did not improve the majority performed above the performance standard for most or all of the reporting period.*
- *Of the 15 KPIs with defined performance standards, 9 met the performance standard at some time during the reporting period.*
- *Of the 6 that did not meet the standard, all showed improvement and all, but one had a performance standard of 0 instances allowed in the month.*

As previously discussed in **Section IV, Subsection Current Conditions: [COVID-19](#)**, the COVID-19 virus has had dramatic impacts on the Access program, including: decreased ridership, changes in road conditions, rider transportation patterns, closure of common locations (e.g. adult day and community centers, places of work) along with policy and system changes put in place by King County Metro for social distancing purposes. As a result, virtually all performance metrics for the Access program have been impacted for the months of March and April 2020, with continued impacts likely to be felt for the near to mid-term future. Due to this, increased attention should be focused on performance metrics through the month of February, the last month of normal service conditions.

Within the Access contract there are three different tier levels of performance. The current funding for Access is for Tier Level One. All performance standards listed within this report are from Tier Level One. [Appendix C: Performance Standard Tier Chart](#) contains all tier levels as defined within the contract. Additional tables with performance metrics are included in [Appendix B: Performance Metrics Tables](#).

On-time Performance

On-time Performance has two associated performance metrics: *On-time Performance Appointment (OTP-A)* and *On-time Performance Pick-up (OTP-P)*. *On-Time Performance Appointment (OTP-A)* is a new KPI for Access, being established for the first time in November. The performance standard for On-time Performance Pick-up increased from 90 – 92 percent from the previous contract to the current contract.

- ***Overall, this reporting period saw significant improvement in both KPIs.***

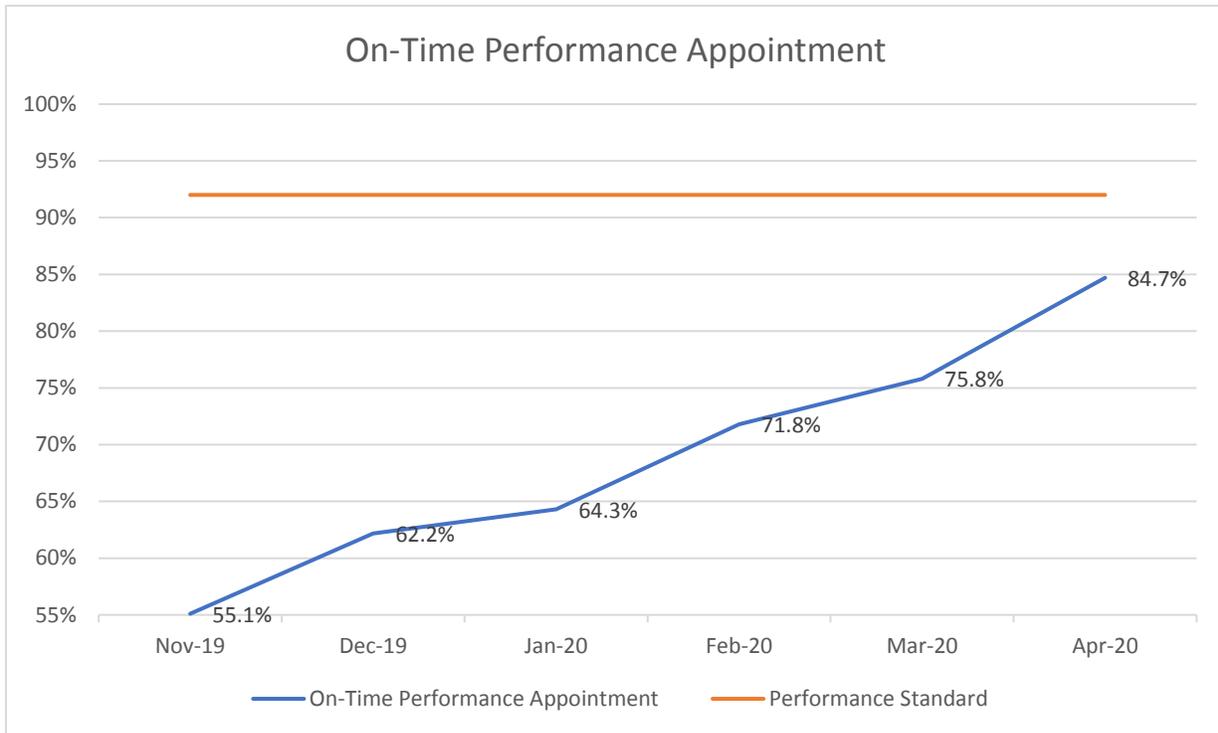


Figure 2: On-time Performance Appointment November 2019 - April 2020

On-time Performance Appointment (OTP-A) is defined as the percentage of total appointment-based trips (including No-shows and Cancel at Door appointments) where the Vehicle arrived between zero and 30 minutes before the Customer's scheduled Appointment Time. The performance standard for OTP-A is 92 percent. King County Metro continues to work with MV Transportation to bring this KPI to the 92 percent requirement.

- Access began the reporting period with an OTP-A of 55.1 percent for the month of November. This was the lowest performance rating for the entire period.
- Performance improved month-over-month for the entire reporting period, reaching 71.8 percent in February and a high of 84.7 percent in April.
- This equated to a 16.7 percent increase in performance from November - February, and a 29.6 percent increase from November to April.

OTP-A is a newly adapted KPI for the Access program, as such MV Transportation has put significant effort into developing new processes and procedures to improve performance. Monitoring and enacting system changes were key to improving performance for this KPI, including the **Rider's Choice Program**. MV Transportation developed the innovative Rider's Choice Program to improve the customer experience and to create a more flexible and responsive service. After Metro implemented the policy that riders should not be scheduled to arrive earlier than 30 minutes before an appointment, Access received feedback from some riders that they wanted to be dropped off earlier than 30 minutes for some of their appointments. The Rider's Choice Program allows customers the option to be dropped off

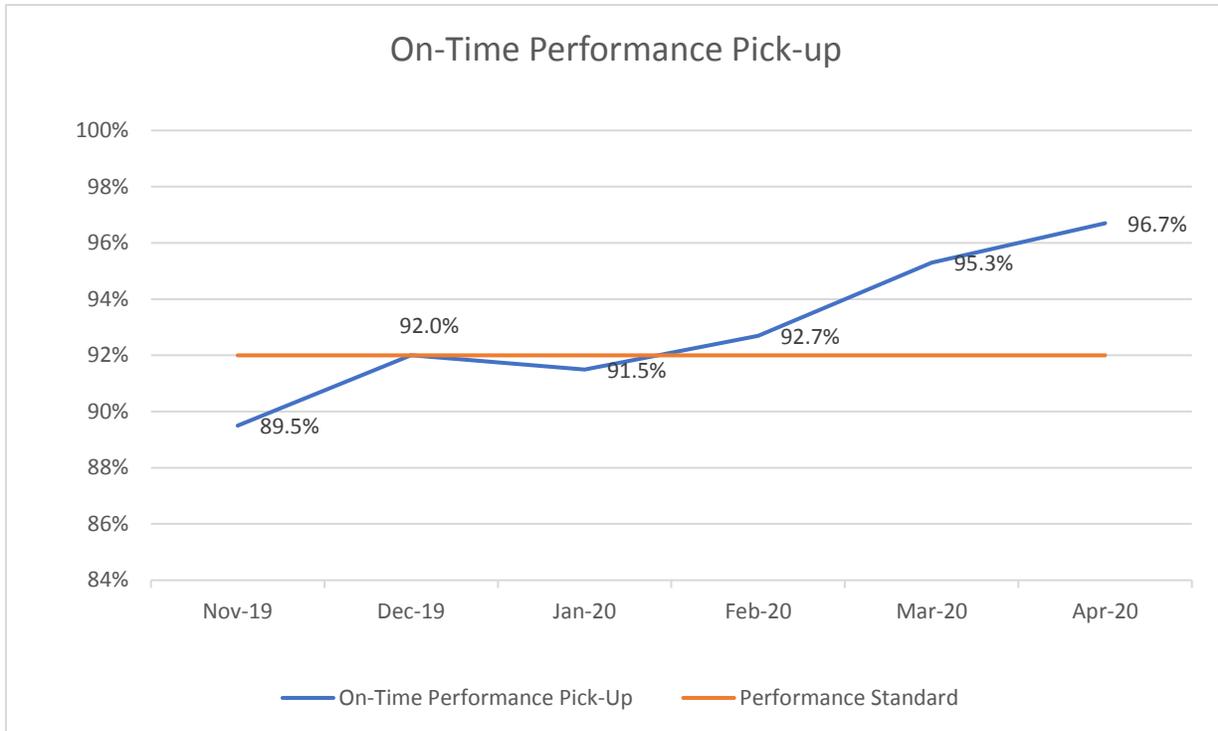


Figure 3: On-time Performance Pick-up November 2019 - April 2020

earlier than the 30-minute appointment window, on a trip-by-trip basis, while not penalizing MV Transportation for doing so.

On-time Performance Pick-up (OTP-P) is defined as the percentage of total trips (including No Shows and Cancel at Door appointments) where the vehicle arrived between zero and 30 minutes in relation to the beginning of the pickup window. The standard performance range for OTP-P is 92 percent. OTP-P may operate in a range of 91.5 - 92.5 percent before incentives or disincentives are applied.

- Access began the reporting period with an OTP-P of 89.5 percent for the month of November. This was the lowest performance for the entire reporting period.
- Performance improved month-over-month for the final 3 months of the reporting period, reaching 92.7 percent OTP-P for February and a high of 96.7 percent for April. This equated to an improvement of 3.2 percent throughout the first four months, and a 7.2 percent increase from November - April.
- OTP-P was above the performance standard for four of the six months of the reporting period.

Pick-up Window

The Pick-up window refers to the 30-minute time period when a rider is scheduled to be picked up by the Access vehicle. There are three KPIs associated with the Pick-up Window: *Early Pick-up*, *Late Pick-up* and *Excessively Late Pick-up*. Early Pick-up and Excessively Late Pick-up are new KPIs for Access, established for the first time in November. The performance standard for Late Pick-up was changed from the previous contract.

- **Overall, this reporting period saw improvement in all three KPIs associated with the Pick-up window.**

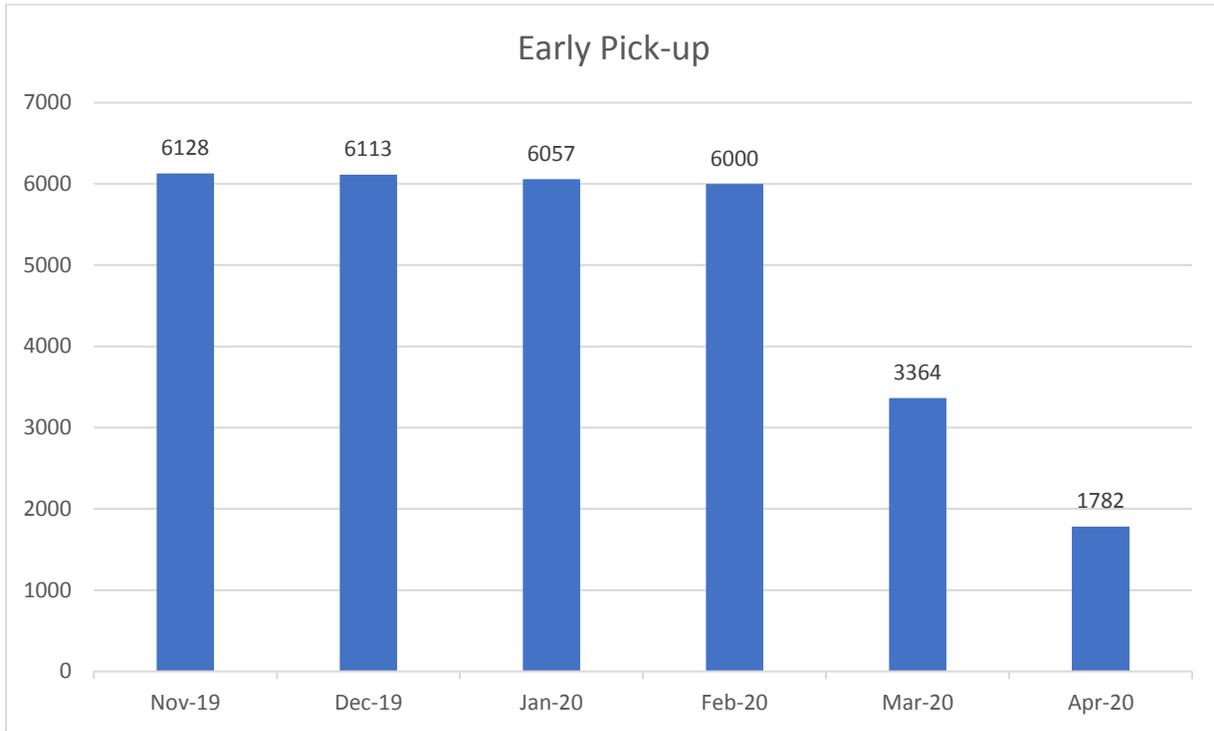


Figure 4: Early Pick-up November 2019 - April 2020

Early Pick-up is when the vehicle arrives before the beginning of the pick-up window. This practice is discouraged, but these trips are counted as on-time. There is currently no performance standard for Early Pick-up, but the trips are tracked and reported by the contractor and monitored by Access for excessive Early Pick-up activity.

- Access began the reporting period with 6,128 instances of Early Pick-up in November. This was a high number for the reporting period and the lowest rated performance for this time.
- Early Pick-ups totaled 6,000 in February and a low of 1,782 instances in April. This equates to a decrease of 2.1 percent through February and a decrease of 70.9 percent November through April.
- Early Pick-up saw month-over-month improvement for the entire reporting period.

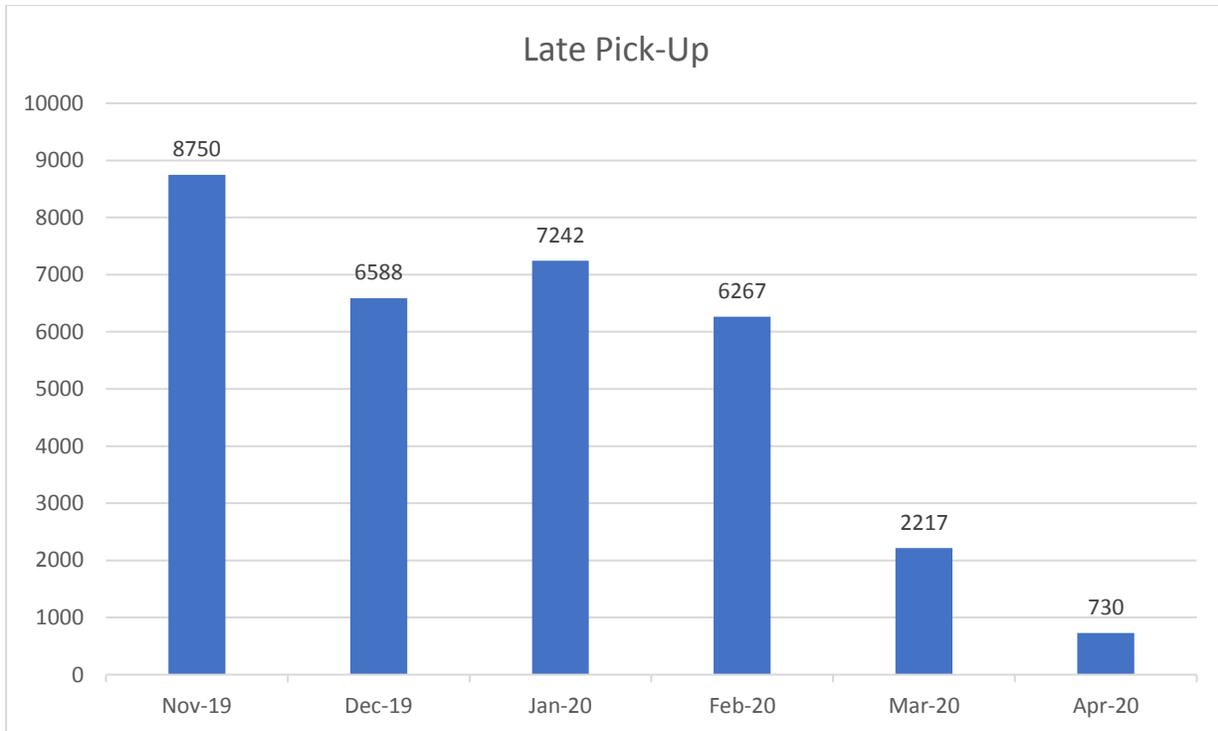


Figure 5: Late Pick-up November 2019 - April 2020

Late Pick-up is defined as a trip where the vehicle arrived between zero and 30 minutes after the pick-up window, and the rider chooses to still take the trip. There currently is no performance standard for Late Pick-up. This KPI is tracked and reported by the contractor and monitored by Access for excessive instances.

- Access began the reporting period with 8,750 instances of Late Pick-Up in November, a high number for the reporting period and lowest rated performance during this time.
- Performance fluctuated in December and January, reaching 6,267 instances in February and decreasing to 730 instances in April. This equates to a decrease of 28.4 percent in the first four months, and a 91.7 percent decrease through April.
- Late Pick-up saw a month-over-month decrease for the final three months of the reporting period.

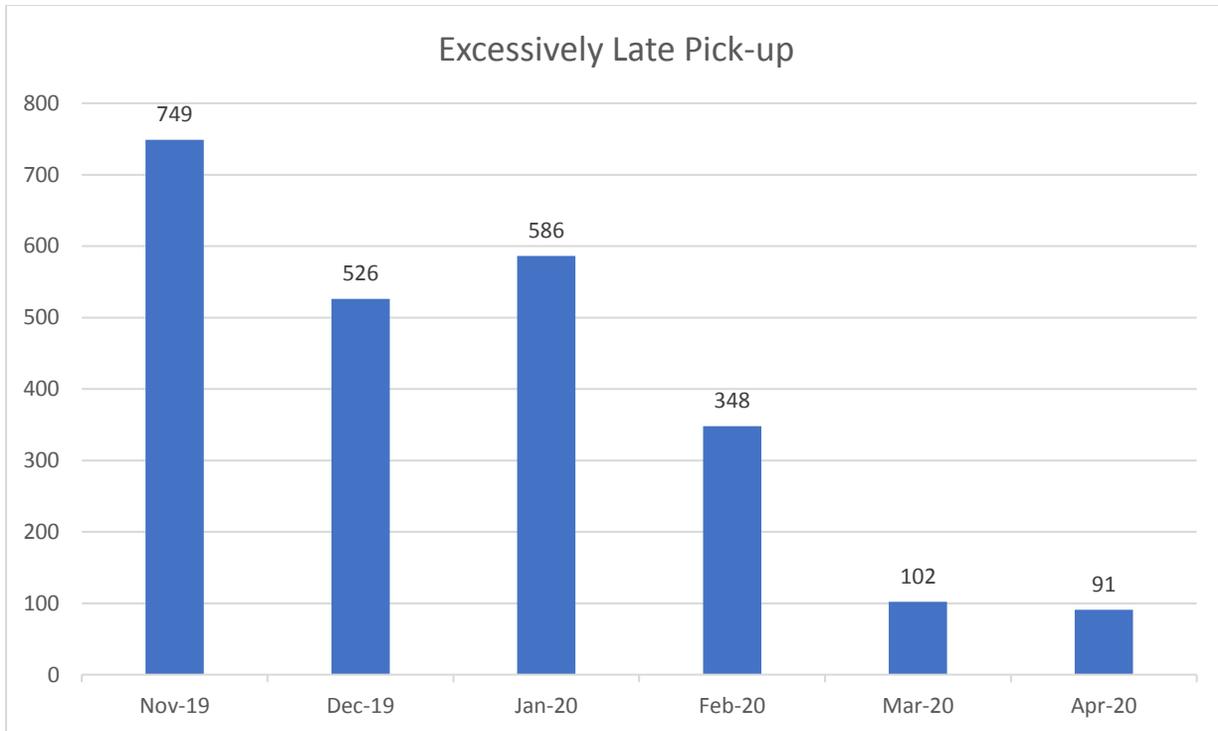


Figure 6: Excessively Late Pick-up November 2019 - April 2020

Excessively Late Pick-up is defined as a trip where the vehicle arrived between 30 and 60 minutes past the end of the pick-up window, and the rider chooses to still take the trip. The performance standard for Excessively Late Pick-up is zero instances.

- Access began with 749 instances of Excessively Late Pick-ups in November - a high for the reporting period and lowest performance rating during this time.
- Performance fluctuated in December and January, before decreasing to 348 instances in February and 91 in April. This equates to a 53.5 percent reduction of instances for the reporting period through February and 87.9 percent from November through April.
- Though it did not achieve the performance standard during this reporting period, excessively Late Pick-up saw a month-over-month decrease for the final three months of the reporting period.

Missed Trips

There are two KPIs associated with missed trips: Missed Trip Pick-up (MT-P) and Missed Trip Appointment (MT-A). Missed Trip Appointment is a new KPI for Access, established for the first time in November. Missed Trip Pick-up saw no change from the previous contract.

- **Overall both KPIs saw significant improvements over the reporting period, with missed trips for appointments seeing the biggest decrease.**

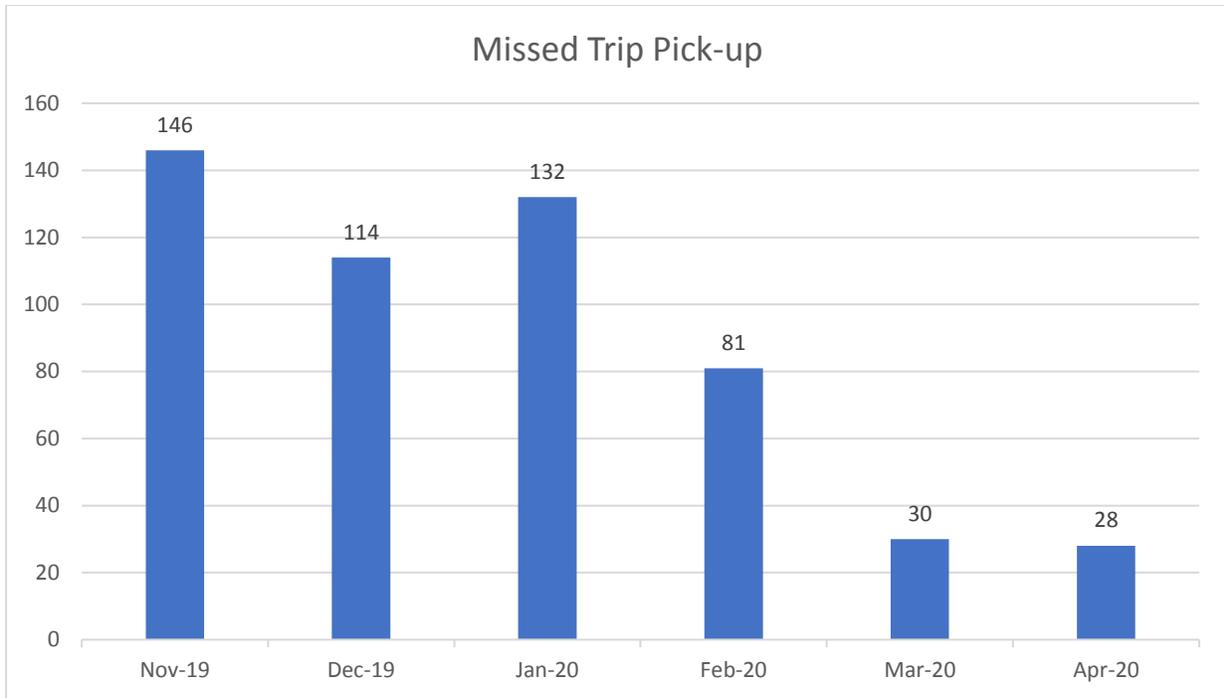


Figure 7: Missed Trip Pick-up November 2019 - April 2020

Missed Trip Pick-up (MT-P) is a trip where the vehicle arrived more than 60 minutes after the pick-up window, regardless of whether the rider chooses to take the Trip. The performance standard for Missed Trip Pick-up is zero missed trips.

- Access began the reporting period in November with 146 instances of Missed Trip Pick-ups, a high number for the reporting period and lowest performance during this time.
- Missed Trip Pick-ups performance fluctuated in December and January before decreasing to 81 instances in February and 28 in April. This equates to a reduction of 44.5 percent through the first four months and 80.8 percent from November to April.
- Access did not meet the performance standard of zero Missed Trip Pick-ups for any month during this period, however there was a month-over-month improvement for the final three months of the reporting period.

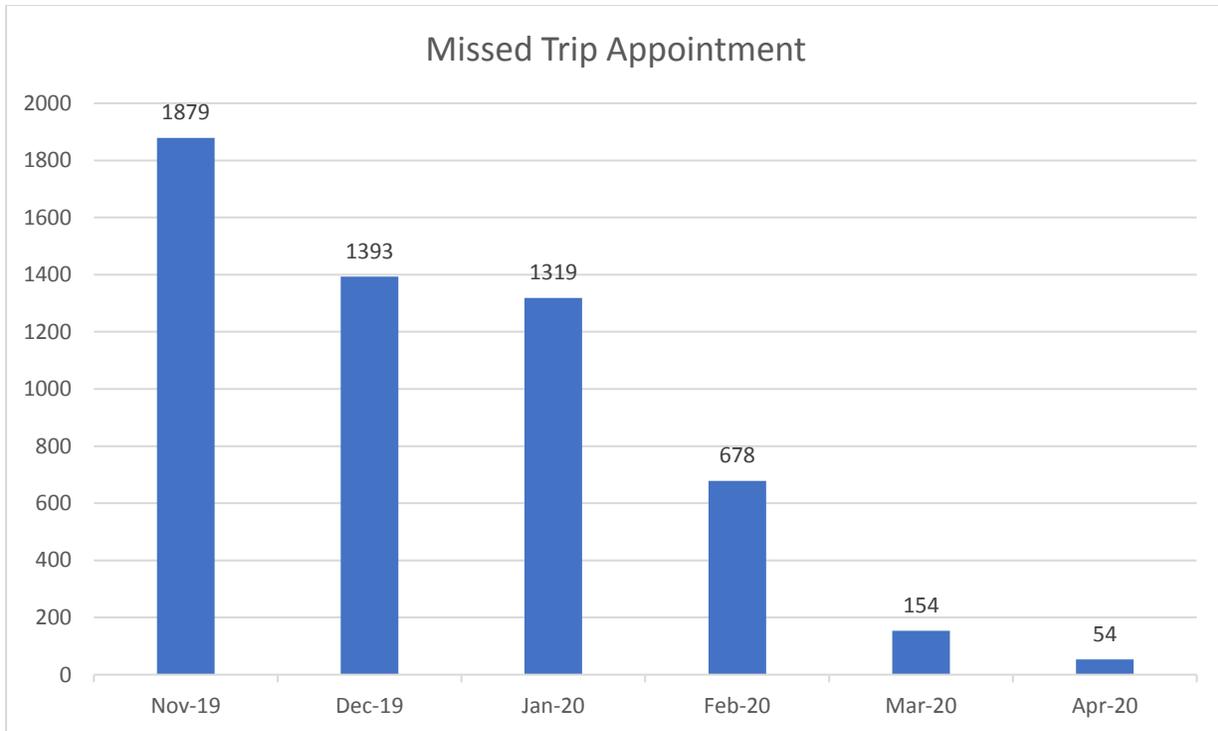


Figure 8: Missed Trip Appointment November 2019 - April 2020

Missed Trip Appointment (MT-A) is a trip in which the vehicle arrives more than ten minutes late for the customer's scheduled appointment Time. The performance standard is zero MT-A's per month.

- Access began the reporting period with 1,879 instances of MT-A's in November, a high for the reporting period and lowest performance rating during this time.
- Performance improved through February with a decreased total of 678 instances and continued decreasing to a total of 54 instances in April. This equated to a decrease of 63.9 percent through the first four months, and a 97.1 percent decrease November through April.
- Though Access saw a month-over-month improvement for the entire reporting period, it did not meet the performance standard during this time.

Drop-off Window

The Drop-off Window refers to the 30-minute window riders are given prior to their appointment. KPIs for this section include Early Drop-off and Late Drop-off. Both KPIs are new to Access and implemented for the first time in November 2019.

- **Overall both KPIs saw improvement during this reporting period.**

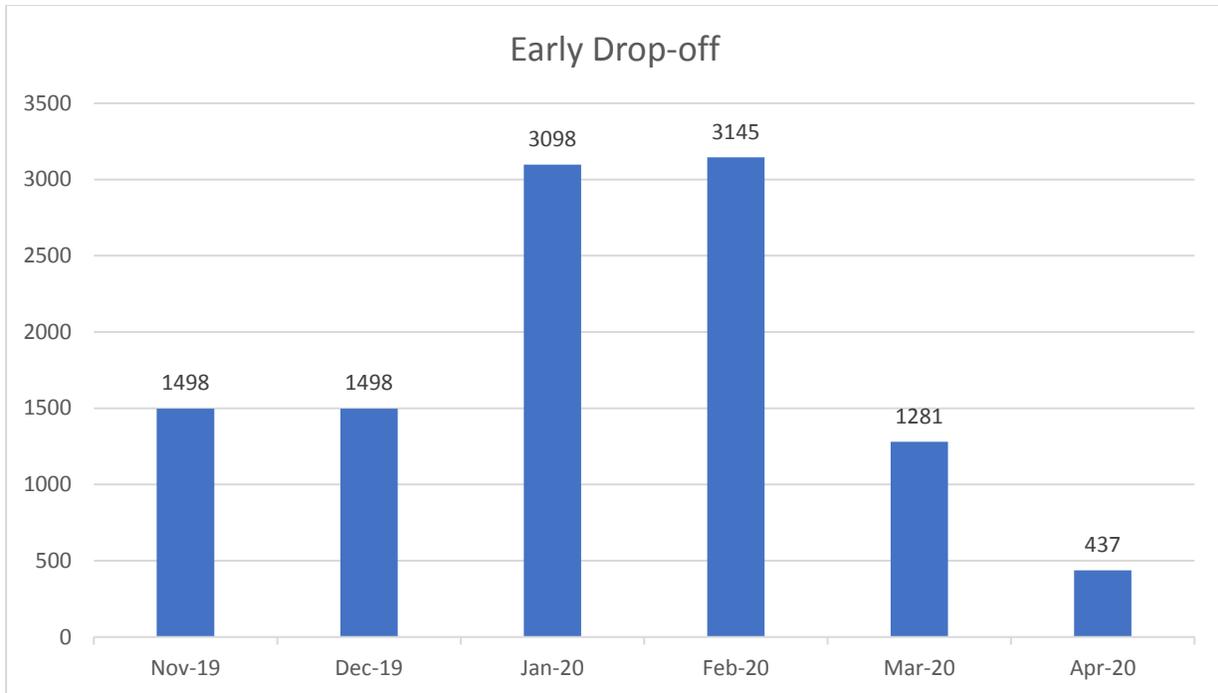


Figure 9: Early Drop-off November 2019 - April 2020

Early Drop-off is a trip where the Vehicle arrives at a drop-off more than 60 minutes prior to the customer's scheduled Appointment Time. The performance standard for early Drop-offs is zero Early Drop-offs.

- Access began the reporting period in November with 1,498 instances of Early Drop-off in November. February brought 3,145 instances of Early Drop-off, resulting in the highest number and lowest performance during this period.
- Performance improved from February through April, ending with 437 instances of Early Drop-off in the final month of the reporting period. This equated to a 109.9 percent increase in instances through February, before ending in April with a 70.8 percent total decrease in instances from November through April.
- Though Access saw a decrease in instances of Early Drop-offs during the reporting period, the performance standard of zero Early Drop-offs was not met during this time.

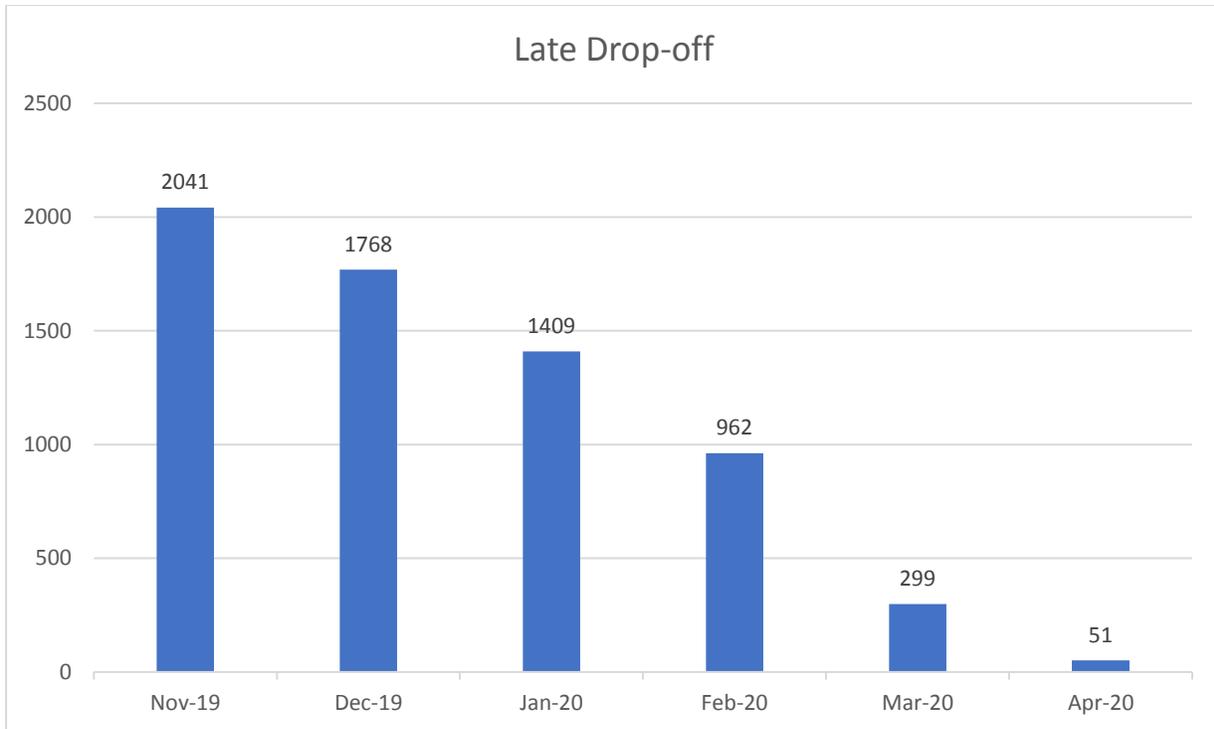


Figure 10: Late Drop-off November 2019 - April 2020

Late Drop-off is a trip where the vehicle arrived between zero and 10 minutes late in relation to the customer's scheduled appointment time. The performance standard for Late Drop-off is zero late Drop-offs.

- Access began the reporting period with a high of 2041 instances of Late Drop-offs in November, a high number and lowest performance during this period.
- Performance improved through February with 962 instances and continued improving with only 51 instances of Late Drop-offs in the month of April. This equated to a decrease in Late Drop-off instances of 52.9 percent November through February, and 97.5 percent overall.
- Though the performance standard was not met for any month during this time, this KPI saw a month-over-month improvement during the entire reporting period.

On Board Time, Excessively Long Trips, Will Call

On Board Time and Excessively Long Trip KPIs are associated with the amount of time a rider is on the Access vehicle during their trip. The Will Call response time is the amount of time it takes for the vehicle to arrive after a rider requests a Will Call Trip.

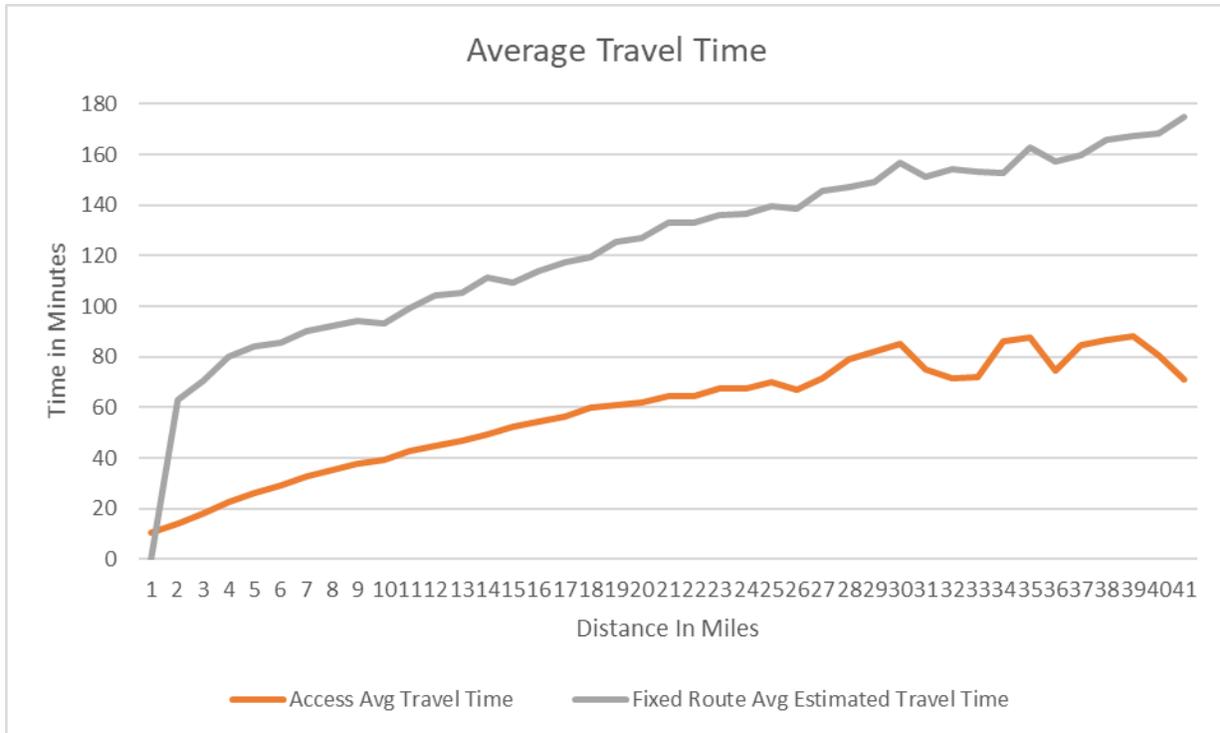


Figure 11: Average On-board Travel Time November 2019 - April 2020

On-Board Time (OBT) is the amount of time a rider spends on the Access vehicle. The performance standard for OBT is fixed-route travel time plus 15 minutes.

- Average OBT remained relatively unchanged during this reporting period from November through February, March and April saw a decrease in average OBT. [Appendix D](#) highlights the average monthly travel time based on mileage.
- For comparable trips, average travel times on Access were shorter than the estimated fixed-route time for all six months.

Excessively Long Trip is defined as a trip where the customer’s on-vehicle time from origin to destination is greater than an equivalent fixed-route travel time (as defined by the ADA) plus 15 minutes. The performance standard for Excessively Long Trip is the total percentage of excessively long trips that are longer than the defined value are not more than 3 percent of all trips delivered.

- Access began the reporting period with a high of .8 percent Excessive Long Trip in November and decreased to .7 for the month of February.
- The performance standard for this KPI was met for the entire reporting period.

Month	Excessively Long Trip
Nov-19	.8%
Dec-19	.8%
Jan-20	.8%
Feb-20	.7%
Mar-20	.3%
Apr-20	.19%

Table 1: Excessively Long Trip November 2019 – April 2020

During the reporting period, the way trip comparability and Excessively Long Trips are determined changed. Up until March 2020, the process Access used to determine trip comparability involved a table-based formula, this formula included trip length and other variables. In March 2020, Access

implemented Itinerary Planning Assistant (IPA), pulling data for trip comparability directly from Metro's fixed-route trip travel planning tool. This change impacted the available reporting data for the month of April 2020.

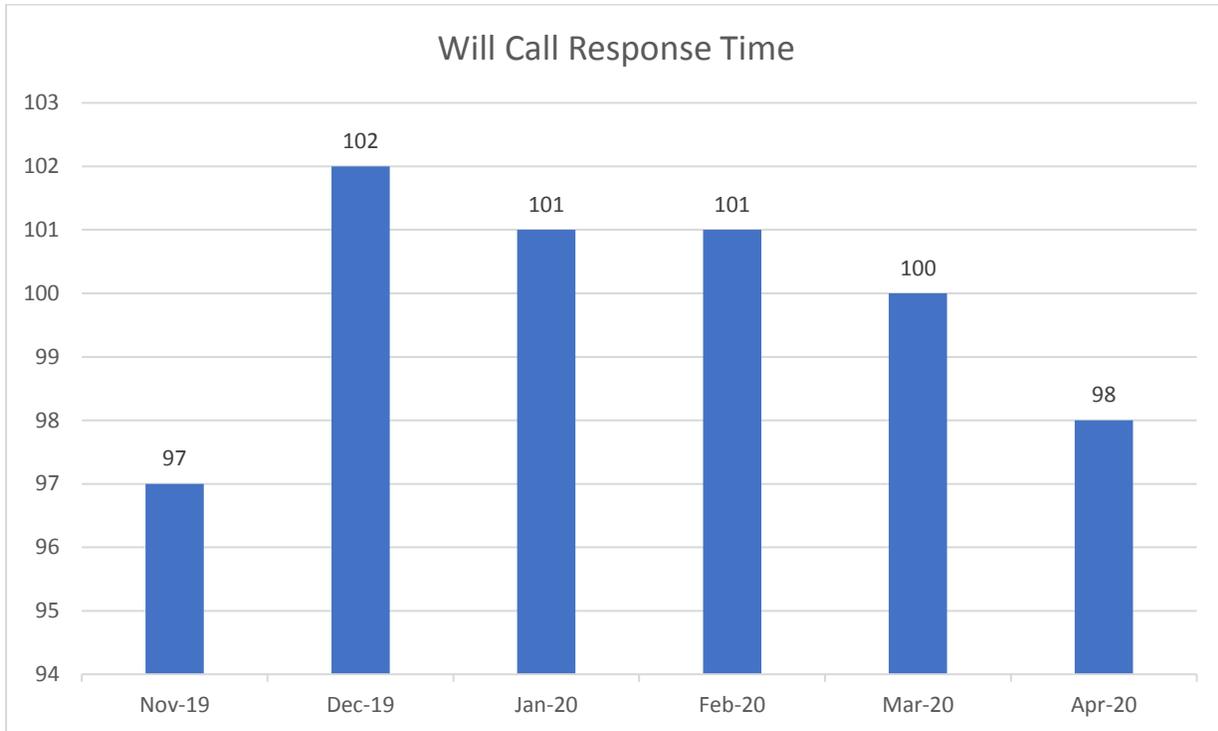


Figure 12: Average Will Call Response Time November 2019 - April 2020

Will Call is a same day trip that is scheduled for a rider that is not ready at the time of his or her original request. There currently is no performance standard for Will Call response times, but Access has a No Strand policy for riders, meaning Access guarantees a rider a ride back from their destination. Access will negotiate a Will Call ride home for customers as schedule permits. Though not required by FTA for ADA paratransit, Access's No Strand policy provides riders a piece of mind should they experience a delay in their regularly planned trip.

- Access began the reporting period in November with the lowest average and best performance of Will Call response time, with 97 minutes.
- Performance decreased in December, with response times slightly increasing to 102 minutes. Response times then decreased through April, ending with an average of 98 minutes.

Maintenance

Miles Between Road Calls, Preventative Maintenance, Random Inspection. There are three KPIs associated with vehicle maintenance for the Access program.

- **All three KPIs performed above the performance standard at the close of the reporting period.**

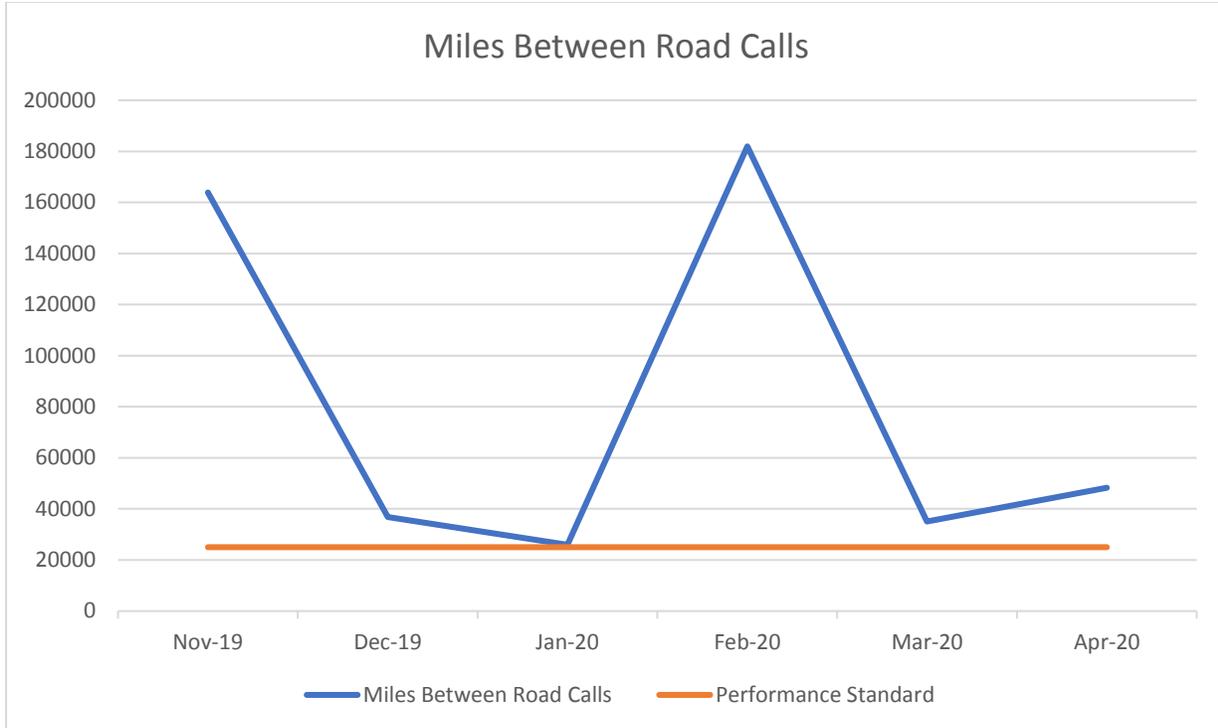


Figure 13: Miles Between Road Calls November 2019 - April 2020

Miles Between Road Calls is calculated by dividing the number of mechanical roads calls by the total mileage of revenue fleet Vehicles traveled in a period. The performance standard for miles between road calls is 25,000 between road calls for mechanical issues. A Road Call or “Vehicle Road Call” is defined as “Mechanical failures of a Vehicle in revenue service that causes a delay to service, and necessitates repair or adjustment in the field or removing the Vehicle from service until repairs are made”. High miles between road calls usually indicates good maintenance practices and prolonging the overall life of the vehicle.

- Access began the reporting period with 163,870 Miles Between Road Calls in November
- Performance fluctuated during the reporting period with February being the best performance with 181,932 Miles Between Road Calls, the period ended with 48,230 Mile Between Road Calls in April.
- Access performed above the performance standard for the entire reporting period.

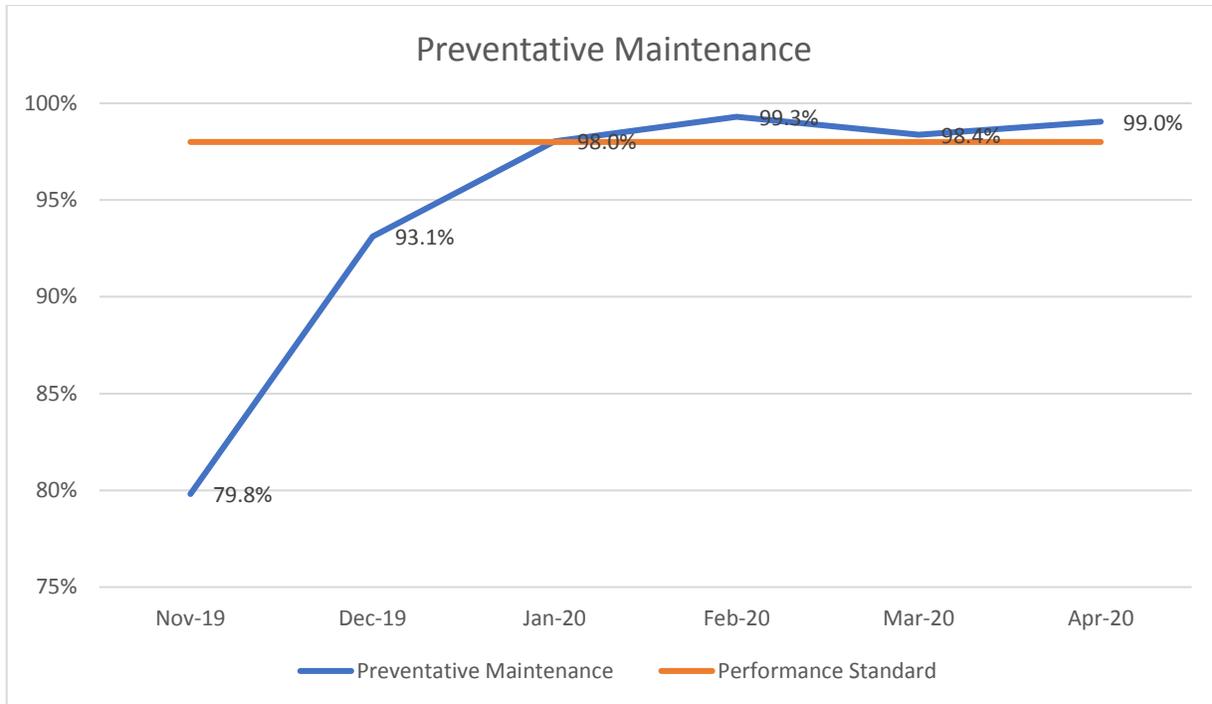


Figure 14: Preventative Maintenance Performance November 2019 - April 2020

Preventative Maintenance focuses on the performance of necessary maintenance on Access vehicles as specified by the manufacturer or within an accepted preventative maintenance plan. The performance standard is 98 percent of all preventative maintenance performed on-time and per plan.

- Access began the reporting period with a low of 79.8 percent Preventative Maintenance in November the lowest performance for the reporting period.
- Performance improved to a period high of 99.3 percent in February and finished with 99 percent to standard in April. This equated to an increase of 19.5 percent through the first four months and 19.2 percent improvement through six months.
- This KPI was above standard for four out of the six months, finishing above standard the final four months of this reporting period.

Random Vehicle Inspections is defined as random inspections of vehicles in revenue service. The performance standard for random vehicle inspections is all revenue service vehicles must meet standards specified for operational features and safety equipment when in service.

- There were no in-service vehicles identified during this reporting period that did not meet the performance standards.

[Control Center Hold Time, Control Center Call Chaining](#)

Control Center Hold Time is defined as the average time a call spends in queue before being answered by an employee. This applies to all public contact channels: reservations, ride check, rider services, etc. The performance standard for control center hold time is 90 percent of calls answered in less than 3 minutes and 95 percent of calls answered in less than 5 minutes per calendar month.

Month	Calls Answered in 3 Minutes	Performance Standard 3 Minutes	Calls Answered in 5 Minutes	Performance Standard 5 Minutes
Nov-19	72%	90%	85.3%	95%
Dec-19	85.8%	90%	93.8%	95%
Jan-20	91.5%	90%	97.8%	95%
Feb-20	95.3%	90%	99.3%	95%
Mar-20	97.5%	90%	99.5%	95%
Apr-20	99.7%	90%	99.9%	95%

Table 2: Control Center Hold Times November 2019 – April 2020

- Access began the reporting period with Control Center calls answered in 3 minutes at 72 percent and calls answered in 5 minutes with 85.3 percent both reporting period lows.
- Both performance measures trended upwards through February where calls answered in 3 minutes was 95.3 percent and calls answered in 5 minutes 99.3 percent.
- This KPI saw month-over-month improvement for the entire reporting period and performed above the performance standard four out of the six months.

Call Chaining is defined as when a customer call is answered and then immediately put on hold in order to meet performance requirement metrics. The performance standard is that call chaining is prohibited or there are zero instances of call chaining.

- Instances of call chaining were not identified in the months of November through March.
- In April, 22 instances of call chaining were identified, this coincides with a change in the monitoring process and likely not the result of increased instances

Cost Per Boarding



Figure 15: Cost Per Boarding November 2019 - April 2020

Cost Per Boarding is a key performance metric and part of overall system performance monitoring. The target cost per boarding for the first year of the Access contract is \$70.47. King County Metro and MV Transportation meet calendar quarterly to review cost per boarding as part of the cost containment strategy. The target cost per boarding for this contract is higher than other target costs across the country due to the size and geographical nature of the service area, King County's commitment to service that exceeds minimum ADA requirements, the expected commitment to excellent customer service, and high regional labor compensation relative to other areas of the country.

- The monthly cost per boarding for the month of November was \$62.61. This was the best performance and lowest cost during this reporting period.
- As additional resources were introduced into the system to raise performance to the new contract standards, the cost per boarding increased through January where it reached a pre-COVID-19 high of \$69.17 after which the cost per boarding stabilized at \$66.23 in February.
- For the months of November through February, the period of service not impacted with COVID-19 the average cost per boarding was \$65.78.
- For the months of March and April, the cost per boarding rose to \$125.35 and \$169.71. The increased cost per boarding was a direct result of the service impacts related to COVID-19.

Contributing factors for the increased costs include reduced trip volume due to social distancing (two riders per vehicle) and the impact of the State stay at home order. Although ridership decreased, fixed costs remained the same contributing to the increase in cost. Additionally, the emergency adjusted vehicle revenue hour rate contributed to the higher cost per boarding. It's worth noting that even with the reduced trip volume overall costs are down for service.

- Due to the impacts of COVID-19 on system performance, the cost per boarding disincentive was waived for Q1 of 2020.

Annual Survey

This section provides response to the Council’s request for an update on the Access annual survey and includes a summary of the full report of the last three surveys in [Appendix D Annual Survey Report](#).



Overview

King County Metro developed the Access annual survey to provide Access riders and stakeholders an opportunity to give their feedback to the department in an ongoing manner. The Access annual survey first began implementation in the third quarter of 2019. To conduct the survey, Metro selected WBA Research, a national market research firm that conducts research in a variety of subject areas including public transportation.

Methodology

The annual survey is implemented on a calendar quarterly schedule with four different survey periods spread throughout the year. Each quarter, a minimum of 200 riders are surveyed for a total of 800 riders annually. Surveys are completed by telephone or via an online option. Online surveys have been made available in 16 languages other than English with telephone interpretation services also available to support interviews in languages other than English.

Key Findings

- Access customers have responded with an 87 percent overall satisfaction with service.
- Operator satisfaction received high scores, with over 4 in 5 riders being satisfied with operator courtesy and knowledge receiving 82-89 percent; knowledge of the pick/drop-off received the highest score related to operators at 89 percent.
- How Metro keeps riders informed as well as the directness of the trips were the lowest satisfaction scores with both receiving 76 percent satisfaction.
- Riders ages 65 and older were most satisfied with the service then those under 65 in all areas.
- Roughly 89 percent of riders feel like the service has improved (43 percent) or stayed the same (46 percent) while 11 percent have felt the service has gotten worse.

Service Characteristics

- Access riders are most happy with the value of the service for the fare paid as it is the most highly rated attribute (76-93 percent).
- Of those polled in 2020, 90 percent indicated feeling safe on Access.

Customer Service

- Riders were more likely to file a complaint (11 percent) then commendation (2 percent).
- Most riders were satisfied with the ability to file a commendation (87 percent), and more than half satisfied (54 percent) with their ability to file a complaint.
- Of those that filed a complaint, 35 percent were satisfied with the resolution.

Rider Characteristics

- Most riders prefer to communicate via telephone (91 percent), while 6 percent prefer the internet and 2 percent via mail.
- Frequent riders are most likely to use Access for employment or education, less frequent riders are more likely to use Access for medical appointments.
- Riders who are 65 and older are more satisfied with Access service than riders under 65 years of age.
- A large majority of Access rider households or primary contacts have a cell phone (88 percent), with less than half (43 percent) having a landline.

Demographics

Race and Ethnicity: 59-60 percent of surveyed Access riders identified as White, 21-24 percent Black or African American, 11-13 percent Asian or Pacific Islander, 7 percent Hispanic, 4-6 percent American Indian or Alaskan Native, 1 percent Middle Eastern, 1 percent identified as another Race not listed in the survey and less than 1 percent identified as two or more races.

Age: The median age of survey participants was 66.4-68.3 with 3 percent identifying as 20-24, 8-9 percent 25-34, 6 percent 35-44, 45-54 6-9 percent, 15-18 percent 55-64, 27-31 percent 65-74, 28-30 percent 75 or older.

Gender: Of survey participants, 62-70 percent identified as female, 30-37 percent as male and 0-1 percent identified as a gender other than male or female.

Income: The median household income of survey participants was \$16.4 – 16.7K with 11-21 percent identifying with less than \$7,500; 27-35 percent \$7,500 - \$14,999; 19-25 percent \$15-\$24,999; 11-13 percent \$25-\$34,999; 8-11 percent \$35-\$54,999; 4-6 percent \$55-\$74,999; 2 percent \$75-\$99,000; 1-2 percent \$100-\$149,000; and 0-2 percent \$150,000 and up.

Next Steps: Access is currently developing surveys for Q3 2020, along with the standard survey format, additional focus will be given to understanding rider's experience on Access during the COVID-19 pandemic while also surveying non-riders from historically underserved populations.

Areas of Deficiency or Improvement

This section contains the response for Council's request for Areas of deficiency or improvement during each reporting period and covers the KPIs that either improved or failed to meet the performance standard during the reporting period. This information is also included in the [Performance Metrics and Trends](#) section. As part of regular performance monitoring King County Metro continues to monitor these KPIs and work closely with MV Transportation to improve service performance.

Key Findings

- Of the 18 performance metrics covered in this report, 11 saw improvement during the reporting period, 6 of the 7 that did not show improvement were performing above the performance standard at the start of the reporting period and performed above standard for most or all of the period.
- Missed Trip Appointments saw the largest improvement of all KPIs through the first four months, decreasing instances by 63.9 percent through February.

Race	2019	2020
White	60%	59%
Black or African American	21%	24%
Asian or Pacific Islander	13%	11%
Hispanic	4%	6%
American Indian or Alaskan Native	1%	1%
Middle Eastern	1%	1%
Some Other Race	1%	1%
Two or More Races	<1%	-
Income	2019	2020
<\$7,500	21%	11%
\$7,500-\$14,999	27%	35%
\$15,000-\$24,999	19%	25%
\$25,000-\$34,999	13%	11%
\$35,000-\$54,999	11%	8%
\$55,000-\$74,999	6%	4%
\$75,000-\$99,000	2%	2%
\$100,000-\$149,000	1%	2%
\$150,000+	-	2%

Table 3: Access Annual Survey participant demographics 2019 - 2020

- Late Drop-Offs saw the largest overall improvement of all KPIs through April, decreasing instances by 97.5 percent.
- Of the 11 KPIs that showed improvement 5 improved by more than 25 percent through February and 7 improved by more than 50 percent through April.

On Time Performance

Both On-Time Performance for Appointment and On-Time Performance Pick-Up saw improvement during this reporting period. On-Time Performance Appointment showed significant improvement increasing by 19.7 percent through the first four months of service and 29.6 percent through April. Although Access was unable to meet the performance standard for this KPI during the reporting period, OTP-A improved month-over-month for the entire reporting period.

On-Time Performance Pick-Up showed improvement during the reporting period increasing by 3.2 percent through the first four months and 7.2 percent overall. OTP-P improved month-over-month for the final three months and was above the performance standard for four of the six months.

Pickup Window

Early Pick-Up, Late Pick-Up and Excessively Late Pick-Up showed improvement during this reporting period. Early Pick-Up had moderate improvement through the first four months with a 2.1 percent decrease in instances from November to February and a 70.9 percent reduction through April. Early Pick-Up improved month-over-month for the entire reporting period.

Late Pick-Up showed significant improvement through the first four months of this reporting period with a 28.4 percent decrease from November to February and a 91.7 percent reduction through April. This KPI improved month-over-month for the entire reporting period.

Excessively Late Pick-Up showed significant improvement through the first four months with a 53.5 percent decrease in instances from November through February and an 87.9 percent reduction through April.

Missed Trips

Missed Trip Pick-Up and Missed Trip Appointment both showed improvement during this reporting period. Missed Trip Pick-Up had significant improvement through the first four months with a 44.5 percent decrease in instances from November through February and an 80.8 percent reduction through April. Though the performance standard of zero Missed Trip Pick-Ups in a month was not reached during this period, this KPI improved month-over-month for the entire reporting period.

Missed Trip Appointment showed significant improvement through the first four months with a 63.9 percent decrease in instances from November through February and a 97.1 percent reduction through April. Though the performance standard of zero Missed Trip Appointments in a month was not reached during this period, this KPI improved month-over-month for the entire reporting period.

Drop off window

Early Drop-Off and Late Drop-Off both showed improvement during this reporting period. Early Drop-Off saw a decrease in performance through the first four months, increasing instances by 109.9 percent

[Access Paratransit Six-month Oversight Report](#)

from November through February and a 70.8 percent overall reduction through April. The performance standard for Early Drop-Offs in a month was not reached during this reporting period.

Late Drop-Off showed significant improvement decreasing instances by 52.9 percent from November through February and a 97.5 percent reduction through April. Though the performance standard of zero Late-Drop-Offs in a month was not reached during this period, this KPI improved month-over-month for the entire reporting period.

Maintenance

Preventative Maintenance showed significant improvement through this reporting period, including an increase of 19.5 percent from November through February and 19.2 percent improvement through April. Preventative Maintenance was above standard for four out of the six months of this period.

Control Center

Control Center Hold Times showed significant improvement through this reporting period, including an increase of 23.3 percent from November through February for calls answered within 3 minutes and a 14 percent improvement for calls answered within 5 minutes. Through April, calls answered in 3 minutes had a 27.7 percent increase and 14.6 percent increase for calls answered in 5 minutes. Both categories were above the performance standard for four of the six months of the reporting period and showed month-over-month improvement for the entire reporting period.

Potential Service Improvements

This section provides response to Council's request for information on potential service improvements, including information about their budgetary requirements.

E-Faring

E-Faring or EZ-WALLET will enable customers to pay for their Access trips while booking online or over the phone. Once a customer creates an account, they will have the option to load funds to their account via credit or debit card. The original timeline for implementation of E-Faring was July 2020. Metro staff have needed more time than was anticipated to establish the accounting policies and practices necessary to accept and process credit card transactions. As a result, MV Transportation's rollout of electronic faring for the Access program has been delayed. The deployment timeline will resume once Metro has developed the procedures necessary. Despite the delay in implementation, costs for the program are expected to be within budget."

Online booking

Online booking allows Access customers to schedule trips, cancel trips, and view ride history via a web portal accessible from computer or smart phone device. Specific functions that Access riders or their representatives can do include:

- Receive "Where's my ride?" alerts
- Book casual trips, view and cancel their casual and recurring or subscription trips
- View their profile and update their personal information

- Change their password
- View announcements and general information from transit agency
- Provide feedback

Annual maintenance fees are included in the Access appropriation authority. To allow for increased focus on service stabilization, the implementation of PASS WEB was delayed until the service enhancements and system optimization phase of the transition. Launch and full implementation of online booking began in early July 2020.

Potential Service Innovations

This section provides response to Council's request for an update on potential service innovations, such as increased opportunities for same-day service using taxicabs or transportation network companies, including information about their budgetary requirements.

Same day service pilot

Same day service programs utilizing taxicabs or transportation network companies (TNCs) are becoming increasingly prevalent as transit agencies work to provide additional mobility options for paratransit riders while increasing overall system efficiencies. There are a variety of different service models and approaches that have been developed, with each tailored to fit the unique characteristics of the transit agency providing the service. To better understand and develop a same day pilot for Access customers, King County Metro has researched pilot programs at numerous transit agencies, begun collaboration with the Access contractor on parameters for a same day pilot, implemented a test project utilizing a taxi provider and entered into a partnership with the University of Washington to conduct extensive data analysis on a same day service project. Over the next 18-24 months, King County Metro will continue to explore the implementation of a same day service pilot project that is cost neutral or cost reducing for the overall Access program.

Feeder to fixed route

King County Metro and MV Transportation will be exploring the development of a feeder to fixed-route service. A feeder to fixed-route service will connect conditionally eligible⁴ Access riders with fixed-route and light rail throughout the county. A successful feeder to fixed-route service will provide additional mobility options for Access riders while reducing overall costs for the Access program. Due to other priorities within the Access transition and response to COVID-19, exploration and development of a feeder to fixed-route service pilot has not been undertaken at this time.

⁴ Conditional eligibility is defined as riders who may have barriers to riding the bus or light rail but may not always be present.



Conclusion

Access Transportation has undergone significant transformation leading up to and during the time period covered by this report while providing the increased level of service that riders and stakeholders of the program expect. This includes the transition of all facets of the service, including:

1. Transition of over 400 incumbent and new employees
2. Integration of new and existing computer hardware, software, telecommunications equipment, and infrastructure for the entire system
3. Inspecting, repairing and transitioning over 350 vehicles while retiring old and introducing 100 new vehicles into the system
4. Transferring lease agreements and signing new leases for nearly all facilities providing support to the program, including site selection, preparation permitting and relocation of the Kent Operations and Maintenance Facility
5. Creating new contracts with non-dedicated service providers
6. Transitioning a customer service function that oversees on average 4,000 complaints and commendations per year

After completing the initial changeover of responsibility for the service, MV Transportation and the Access program steadily stabilized into a new service model while shifting performance to a higher standard. During the first 90 days of service, MV Transportation increased performance in 11 of 18 indicators, with six of the seven achieving above the performance standard without improvement.

Shortly after stabilizing operations and performing to new standards a once in a century public health crisis took place. MV Transportation and King County Metro reacted swiftly to address public and workplace safety while stepping forward to meet the transportation needs of the County. Metro and the Access program have sought innovative and unique ways to support riders and the greater community during the COVID-19 pandemic. After undergoing a second major transformation and stabilization in less than 12 months, the Access program is preparing for yet another significant shift in operations as the program prepares to meet the challenge of restoring service from the historic decreases in ridership due to COVID-19.

Next Steps

As the Access program looks to next steps of the transition and continued integration of the new Access contract the following challenges and goals will be forefront:

- Continued service delivery during the COVID-19 pandemic and regular adjustments to system parameters, policies and procedures
- Recovery and restoration of service following COVID-19, including the significant ridership and budget impacts
- Continued exploration and implementation of service improvements and system optimization
- Continued advancement of goals and principals of the County's Strategic Plans

As the program looks forward and service restores post COVID-19, King County Metro and Access will look to continue the work of advancing service enhancements while optimizing the system. This includes introducing new technology to manage and support the system, as well as exploring and implementing new and exciting pilot programs such as Same Day Scheduling while continuing to deliver exceptional service that Access customers find of value. Access will also conduct analysis of the service area, regular system speeds analysis, and ensure increased alignment with fixed route to find system and financial efficiencies.

At the time of this report, it is unclear as to when the COVID-19 pandemic will be resolved and when Access will see a return to pre-COVID-19 trip volumes. After developing and implementing initial response measures to the COVID-19 pandemic, Access is planning on increased service volumes while preparing for decreased social distancing requirements. MV Transportation and King County Metro are formulating a COVID-19 recovery plan to ensure that the Access program is prepared to meet the increase in demand as the pandemic subsides. Challenges that Access expects to face include budget impacts due to the economic impacts of COVID-19, resumption of staffing levels after possible long-term furloughs or layoffs and the unknown impacts that this pandemic has had on the many organizations that serve Access riders such as senior centers, places of employment and recreation facilities.

- Access will continue to explore and implement Service Improvements and System Efficiencies, including the implementation of E-Faring, full rollout of Online Booking, further exploration and implementation of Same Day Service and Feeder to Fixed-route pilot projects. Continued attention will be devoted to improving system performance to meet the increased performance standards of Access. Additional system optimization tools such as Trip Broker, a tool that helps analyze the most cost-effective means to utilize NDS providers in real-time, and Just-In-Time scheduling, a system wide day of trip batching process, will further introduce flexibility and innovation in the Access program. Access will work with MV Transportation and the Access Paratransit Advisory Committee (APAC) to achieve customer focused system efficiencies to reduce costs without impacting customer experience.

As the Access program further settles into the new structure and performance standards of the new contract, it will continue to be guided by the goals and values set forth in the County’s Strategic Plans to **“Deliver a safe, reliable, and seamless network of transportation options to get people and goods where they need to go, when they need to get there”⁵**.

Access will continue to be guided by the Equity and Social Justice shared values as it continues to meet the needs of riders and stakeholders. Continued efforts will be made in addressing the recommendations provided within the Equity Impact Review of the Access program, such as community outreach, training, translated documents and creating a pilot for “cultural navigators” to assist with the application process.

⁵ King County Strategic Plan, <https://kingcounty.gov/depts/executive/performance-strategy-budget/performance-strategy/Strategic-Planning/2015-strategic-plan-update.aspx>



Appendix A: Proviso Text

P1 PROVIDED Of this appropriation, \$1,000,000 shall not be expended or encumbered until the executive transmits two Access paratransit service updates and a motion that should acknowledge receipt of each Access paratransit service update and reference the subject matter, the proviso's ordinance, ordinance section and proviso number in both the title and body of the motion and a motion acknowledging receipt of each Access paratransit service update is passed by the council.

- A. In recognition of the importance of Access paratransit to the passengers it serves and to reflect the council's commitment to service excellence in Access paratransit operations, each Access paratransit service update should include, but not be limited to:
1. The contractor's compliance with contract terms;
 2. Performance metrics and trends over each reporting period, including, but not limited to:
 - a. on-time performance;
 - b. pick-up window, including early pick-ups, late pick-ups and excessively late pick-ups;
 - c. missed trips;
 - d. drop-off window, including early drop-offs and late drop-offs;
 - e. on-board time and excessively long trips; and will call;
 - f. Annual survey
 3. Areas of deficiency or improvement during each reporting period;
 4. Potential service improvements, including information about their budgetary requirements; and
 - a. E-faring
 - b. Online booking
 5. Potential service innovations, such as increased opportunities for same-day service using taxicabs or transportation network companies, including information about their budgetary requirements.
 - a. Same day service pilot
 - b. Feeder to fixed route
- B. The following Access paratransit service updates shall be transmitted to the council:
1. A six-month oversight report by April 30,2020; and
 2. An annual report by August 31, 2020.

The executive should file each Access paratransit service update and the motions required by this proviso in the form of a paper original and an electronic copy with the clerk of the council, who shall retain the original and provide an electronic copy to all councilmembers, the council chief of staff and the lead staff for the mobility committee, or its successor.

Appendix B: Performance Metrics Tables

Month	Access Monthly Ridership
Nov-19	81,237
Dec-19	79,586
Jan-20	83,189
Feb-20	81,655
Mar-20	42,984
Apr-20	19,543

Table 4: Monthly Ridership on Access November 2019 – April 2020

Month	On-Time Performance Appointment
Nov-19	55.1%
Dec-19	62.2%
Jan-20	64.3%
Feb-20	71.8%
Mar-20	75.8%
Apr-20	84.7%

Table 5: On-Time Performance Appointment November 2019 – April 2020

Month	On-Time Performance Pick-Up
Nov-19	89.5%
Dec-19	92%
Jan-20	91.5%
Feb-20	92.7%
Mar-20	95.3%
Apr-20	96.7%

Table 6: On-Time Performance Pick-Up November 2019 – April 2020

Month	Early Pick-Up
Nov-19	6,128
Dec-19	6,113
Jan-20	6,057
Feb-20	6,000
Mar-20	3,364
Apr-20	1,782

Table 7: Early Pick-Up November 2019 – April 2020

Month	Late Pick-Up
Nov-19	8,750
Dec-19	6,588
Jan-20	7,242
Feb-20	6,267
Mar-20	2,217
Apr-20	730

Table 8: Late Pick-Up November 2019 – April 2020

Month	Excessively Late Pick-Up
Nov-19	749
Dec-19	526
Jan-20	586
Feb-20	348
Mar-20	102
Apr-20	91

Table 9: Excessively Late Pick-Up November 2019 – April 2020

Month	Missed Trip Pick-Up
Nov-19	146
Dec-19	114
Jan-20	132
Feb-20	81
Mar-20	30
Apr-20	28

Table 10: Missed Trip Pick-Up November 2019 – April 2020

Month	Missed Trip Appointment
Nov-19	1879
Dec-19	1393
Jan-20	1319
Feb-20	678
Mar-20	154
Apr-20	54

Table 11: Missed Trip Appointment November 2019 – April 2020

Month	Late Drop-Off
Nov-19	2041
Dec-19	1768
Jan-20	1409
Feb-20	962
Mar-20	299
Apr-20	51

Table 12: Late Drop-Off November 2019 – April 2020

Month	Early Drop-Off
Nov-19	1,498
Dec-19	1,498
Jan-20	3,098
Feb-20	3,145
Mar-20	1,281
Apr-20	437

Table 13: Early Drop-Off November 2019 – April 2020

Month	Will Call Response Time (Min)
Nov-19	97
Dec-19	102
Jan-20	101
Feb-20	101
Mar-20	100
Apr-20	98

Table 14: Will Call Response Time November 2019 – April 2020

Month	Miles Between Road Calls
Nov-19	163,870
Dec-19	36,792
Jan-20	25,937
Feb-20	181,932
Mar-20	35,097
Apr-20	48,230

Table 15: Miles Between Road Calls November 2019 – April 2020

Month	Preventative Maintenance
Nov-19	79.8%
Dec-19	93.1%
Jan-20	98.0%
Feb-20	99.3%
Mar-20	98.4%
Apr-20	99%

Table 16: Miles Between Road Calls November 2019 – April 2020

Month	Cost Per Boarding
Nov-19	\$62.61
Dec-19	\$65.12
Jan-20	\$69.17
Feb-20	\$66.23
Mar-20	\$119.66
Apr-20	\$159.32

Table 17: Cost Per Boarding November 2019 – April 2020

Appendix C: Performance Standard Tier Chart

Measure	Tier 1	Tier 2	Tier 3
On-Time Performance	A Rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 92% of the time (change from past)	A Rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 95% of the time (change from previous tier)	A Rider can expect to be picked up and dropped off within the respective window 96% of the time (change from Previous tier)
Pick-Up Window	A Rider is given a 30-minute pickup window	A Rider is given a pick-up window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles (change from Previous tier)	A Rider is given a pick-up window of 20 minutes (change from previous tier)
Early Pick-Up	Early pick-ups are counted as on-time and monitored	Early pick-ups are counted as on-time and monitored	Early pick-ups are allowed when the Rider pre-approves them when booking the trip (change from previous tier)
Late Pick-Up	Pick-up is late if the vehicle arrives >0.0 and <30 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives >0.0 and <20minutes after the end of the pick-up window (change from previous tier)	Pick-up is late if the vehicle arrives >0.0 and <20 minutes after the end of the pick-up window
Excessively Late Pick-Up	Pickup is excessively late if the vehicle arrives >=30 and <=60 minutes after the end of the pick-up window	Pickup is excessively late if the vehicle arrives >=20.0 and <=60 minutes after the end of the pick-up window (change from Previous tier)	Pickup is excessively late if the vehicle arrives >=20.0 and <=40.0 minutes after the end of the pick-up window (change from Previous tier)
Missed Trips	Trip is missed if the vehicle arrives >60 minutes after the end of the window	Trip is missed if the vehicle arrives >60 minutes after the end of the window	Trip is missed if the vehicle arrives >40.0 minutes after the end of the window (change from Previous tier)
Drop-Off Window	A Rider is given a 30-minute appointment drop-off window	A Rider is given an appointment drop-off window of 20 minutes	A Rider is given an appointment drop-off window of 20 minutes

Measure	Tier 1	Tier 2	Tier 3
		for trips < 8 miles or 30 minutes for trips > 8 miles (change from Previous tier)	(change from Previous tier)
Early Drop- Offs	Early drop-offs are when a Rider is dropped off ≥ 60 minutes before the scheduled appointment time (change from past contract)	Early drop-offs are when a Rider is dropped off ≥ 20 minutes before the start of the drop-off window (change from previous tier)	Early drop-offs are when a Rider is dropped off > 0.0 and < 20.0 minutes before the drop-off window begins (change from previous tier)
Late Drop- Offs	Late drop-offs are when a Rider is dropped off > 0.0 and < 10.0 minutes after the end of the window (change from past)	Late drop-offs are when a Rider is dropped off > 0.0 and < 10.0 minutes after the end of the window	Late drop-offs are not defined (change from previous)
Missed Trips	Trip is missed when a Rider arrives ≥ 10 minutes after appointment time (change from past)	Trip is missed when a Rider arrives ≥ 10 minutes after appointment time	Trip is missed when a Rider arrives ≥ 20.0 minutes before the drop-off window or > 0.0 minutes after the appointment time (change from previous)
On-Board Time	On-board time (OBT) is fixed-route travel time plus 15 minutes	On-board time (OBT) is fixed-route travel time plus 15 minutes	On-board time (OBT) is fixed-route travel time plus 15 minutes
Excessively Long Trips	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 2% of the time (change from previous)
Will Call	Access has a “no strand policy” and negotiates a will call ride home for Customers as schedule permits	Access has a “no strand policy” and negotiates a will call ride home for Customers within 75 minutes (change from previous)	Access has a “no strand policy” and negotiates a will call ride home for Customers within 45 minutes (change from previous)

Appendix D: Average On-Board Times Access November 2019 – April 2020

Length in Miles	Avg Travel Time (min) November 2019	Avg Travel Time (min) December 2019	Avg Travel Time (min) January 2020	Avg Travel Time (min) February 2020	Avg Travel Time (min) March 2020	Avg Travel Time (min) April 2020
0	11	11	11	11	10	8
1	15	15	15	15	14	11
2	19	19	19	19	17	14
3	25	24	24	24	21	16
4	29	28	28	28	24	19
5	32	32	32	33	27	20
6	36	35	36	37	31	22
7	38	38	39	39	33	24
8	42	40	42	42	36	25
9	43	42	44	44	38	27
10	48	45	47	48	40	29
11	49	48	50	51	42	30
12	52	51	53	53	44	30
13	53	53	56	57	46	31
14	57	56	59	58	49	36
15	60	59	61	61	51	35
16	65	60	65	63	52	32
17	65	64	70	68	55	36
18	65	62	70	69	56	43
19	67	64	69	70	59	43
20	71	67	75	73	60	40
21	69	69	70	71	61	46
22	77	71	78	73	61	44
23	73	68	74	72	68	50
24	83	73	77	77	66	45
25	74	69	77	71	67	44
26	73	72	81	78	77	47
27	85	86	88	86	77	54
28	89	93	84	89	76	60
29	85	80	90	89	80	N/A
30	84	77	94	76	67	53
31	82	74	73	80	71	49
32	68	87	64	102	52	60
33	92	79	104	91	81	71
34	65	98	105	92	78	N/A
35	88	78	72	72	63	N/A
36	90	86	87	85	79	80
37	83	125	71	84	N/A	70
38	93	73	133	80	88	62
39	95	89	59	84	76	N/A
40	N/A	71	N/A	N/A	N/A	N/A

Appendix E: Access Annual Survey Report

Prepared for:



Prepared by:



WBA Project Number: 20-116

May 2020

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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 are results of Q1 2020 research among customers who traveled between January 1, 2020 and January 31, 2020.

Note, due to the COVID-19 pandemic and related reductions in travel behaviors and service, fielding in Q2 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:

<ul style="list-style-type: none"> • Amharic, • Arabic, • English, • Filipino, • Hindi, • Japanese, 	<ul style="list-style-type: none"> • Korean, • Mandarin Chinese, • Punjabi, • Romanian, • Russian, • Somali, 	<ul style="list-style-type: none"> • Spanish, • Tigrinya, • Vietnamese, and • Yue Chinese.
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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 200 interviews were completed in Q1 of 2020, with two-thirds (71%) being completed over the phone and the remaining third (29%) being completed online.

Mode	Completed Interviews
------	----------------------

CATI	141
Web	59
Total	200

Language	Completed Interviews
English	182
Spanish	11
Russian	2
Amharic	2
Arabic	1
Mandarin Chinese	1
Simplified Chinese	1
Total	200

Of the 200 interviews completed, 18 (9%) were completed in a language other than English.

After the fieldwork was concluded, 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	Q3 2019 Completed Interviews	Weight	Adjusted
East	902	16.66%	27	1.25903	34.0
North/Seattle	1,856	34.29%	72	0.97149	69.9
South	2,655	49.05%	105	0.95291	100.1
Total	5,413	100%	204		204

Region	Riders in 30-Day Sample	% of Riders in 30-Day Sample	Q4 2019 Completed Interviews	Weight	Adjusted
East	901	16.39%	28	1.19397	33.4
North/Seattle	1,896	34.49%	70	1.00500	70.3
South	2,701	49.13%	106	0.94546	100.2
Total	5,498	100%	204		204.0

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/Seattle	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

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. In addition, superscript letters (^N, ^S, ^E) indicate statistically significant differences between regions (North/Seattle, South, East).

KEY FINDINGS

Headlines

Overall, Access customers are generally **satisfied with the service**, with almost nine in ten (87%) 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 are relatively consistent throughout all regions of the King County area (North/Seattle, South, and East).

Riders are the **least satisfied with how King County Metro kept them informed** (76% satisfied) **as well as the directness of their trip routes** (76%). Total trip time improved from the previous biannual study; however, satisfaction with how Metro kept them informed and the directness of their trip decreased. These attributes should be monitored in future waves to make sure satisfaction does not dip further, even though they are still rated very highly.

One subgroup appears to **consistently give higher ratings across all satisfaction attributes: those who are 65 and older**. Conversely, those younger than 65 tend to give lower scores across all areas. In fact, while 79% of those younger than 65 are satisfied overall, less than two in five are very satisfied. While riders younger than 65 only represent 39% of this study, they're satisfaction levels should continue to be monitored to ensure that they do not decrease further.

Customers are also **highly satisfied with their driver**, with more than four in five (82%-89%) indicating their satisfaction with various driver-related attributes such as driver courtesy and knowledge regarding the best route to get to the destination. Customers were most satisfied (89%) with their drivers pick up/drop off knowledge.

Slightly less than one-half of Access customers believe that Access has stayed the same over the past year (46%) and **four in ten (43%) believe service has improved**. There is a slight increase in riders who feel that Access service has gotten worse (11% compared to 7%) and while these results are not significant this will be a trend to be cognizant of in continuing waves.

Finally, preferred communication with Access has remained virtually unchanged since the previous biannual report. More than nine in ten (91%) say they prefer the telephone. Furthermore, 6% prefer using the internet to communicate with Access, either through a computer, smartphone, or tablet and only 2% prefer to communicate with Access via mail.

Executive Summary

Overall, Access remains popular with its customers. Access service enjoys high rates of satisfaction among customers from all regions and rider types.

Nearly nine in ten Metro Access customers (87%) 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, more than eight in ten (84%) rate their last one-way trip as either “Good” or “Very good”.

Subgroups

Access customers **across all regions** are generally satisfied with Access transportation overall (86%-89%).

- In the South region, riders tend to be more likely than in other regions to indicate they feel “Very safe” with regard to their personal safety using Access (87%, compared to 71%-77%).
- Riders in no single region are particularly more or less likely than others to pay using cash. Even though many customers in the East region pay using cash, they tend to be more likely to not asked to pay (59%). Conversely, the South region tends to have a greater proportion of customers that were asked to pay (60%).
 - The South region has the smallest proportion of riders who ride Metro bus or Link light rail (14%, compared to 29% from other regions).
- The South region possesses the most diverse ridership where nearly one in three (29%) identify as Black or African American, 11% identifying as Hispanic, and 9% identifying as Asian or Pacific Islander.

Customers seem to be generally satisfied regardless of how often they ride Access:

- Less frequent riders, while still generally satisfied with Access, tend to express lower levels of satisfaction, particularly within top box scores (i.e., the highest ratings on a scale). Less frequent riders are an area where Access may want to focus as they could be critical to expanding ridership within the system. **If less frequent riders have more positive experiences, they may turn into frequent riders.**
- Both younger and older riders tend to use Access for medical appointments the most, riders under 65 also tend to use Access for work or school.
 - Frequent riders are also most likely to be using Access for employment or school, with 30% of the trips they take in a particular week being for this purpose. Infrequent and less frequent riders are more likely to use Access to take trips for Medical appointments, with 55% and 41% of their weekly Access trips being taken for these purposes, respectively.

Unsurprisingly, those who are less than satisfied with Access overall report higher dissatisfaction rates among various attributes of Access than do those who are satisfied with Access overall. In fact, they are significantly more dissatisfied with payment methods, scheduling overall (and subscription trips), and ability to get real time information than those who report being satisfied with Access overall.

Driver Attributes

Customers continue to be satisfied with the behavior of the driver on their last one-way trip. More than eight in ten customers (83%) felt that the driver on their last one-way trip was courteous. Additionally, a little more than eight in ten (82%) felt the driver was helpful. However, almost two in ten (18%) deemed the driver to be less than helpful (rating as either okay or not very helpful). Results for driver satisfaction have decreased slightly from the previous biannual results; however, WBA conducted regression analysis and studied these results in depth to conclude that there was no one group driving decreased satisfaction. That being said, these results should continue to be monitored.

Customers continue to be satisfied with the driving and navigability of their driver. More than eight in ten (84%) were confident that the driver knew the best way to get them to their destination while nine in ten (89%) were confident that the driver knew where to pick them up or drop them off. These numbers are consistent with data from the previous biannual.

Customer Service

Most Metro Access riders (84%) have not filed a complaint or commendation in the last month. Complaints were more common than commendations, with 11% 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. An exiguous number of riders filed both a complaint and a commendation (2%).

Riders are generally happy to have the ability to file complaints and commendations with more than half (54%) indicating they are satisfied with their ability to file a complaint and 87% indicating they are satisfied with their ability to file a commendation. Regarding complaints specifically, more than one-third of those who filed a complaint were satisfied with their complaint resolution (35%). Those who filed a complaint or commendation were equally likely (40% each) to receive notice that their filing was received via phone call and/or mail.

Unsurprisingly, 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 (46%). A greater proportion of riders in Q1 2020 said that Access service has improved (43%) compared to those who said it has gotten worse (11%).

Conversely, in Q1 2020, slightly more than one in ten (11%) say service has gotten worse, compared to 8% in Q4 2019. While this is not significant, this should be monitored in future waves.

- Riders under 65 years of age were significantly more likely to say that Access service has gotten worse (17%) compared to riders 65 and older (7%).

Communication Methods

More than nine in ten customers (91%) say they prefer the telephone for their communications with Access. Another 6% prefer to communicate with Access using the internet, either through a computer, smartphone, or tablet. Finally, 2% prefer to communicate with Access via mail.

Roughly three-fourths (74%) of the personal caregivers who completed the survey indicate that they are the primary point of contact for the customer. Those personal caregivers who are also the primary contact of 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. In general, personal caregivers tend to use technology more so than riders. For example, all (100%) have a working smartphone and nearly nine in ten use email (87% each). Furthermore, almost nine in ten (87%) use text messages and one-half (51%) use the internet daily. These results indicate that Metro may be able to leverage a broader array of technologies to interact with caregivers.

Access Attributes

- Customers feel that Access is a very safe means of travel. Nine in ten customers felt safe on their last one-way trip with Access with regard to personal safety (90%) and operation of the vehicle (89%).
- Twelve 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.
- Consistent with Q3 and Q4 in 2019, among all attributes riders rate Access' value for what they pay the highest, with more than nine in ten (93%) satisfied.
- Customers were the least satisfied (75%) with interpretive services; however, this is a small base and should be interpreted with caution.
- In Q1 2020, dissatisfaction increased (15%) with the amount of time their one-way trip took compared to Q4 2019 (8%). The results from Q1 2020 are comparable to Q3 2019 but should be monitored carefully.
- In 2020 customers are significantly less satisfied (76%) with how Metro keeps them informed compared to Q4 2019 (86%).
 - o Metro may want to delve deeper into this issue to figure out what the barrier is to good communication and how it may be overcome.

75%-93%

Most Access attributes receive satisfaction scores somewhere between 75%-93%. 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.

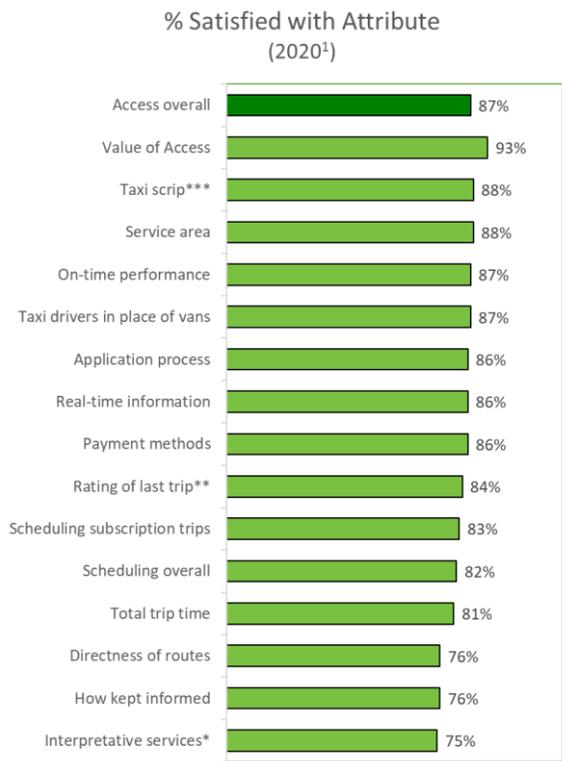


Table 1: Satisfaction Measures
 Base: Those answering
 *Caution: Small base (Those whose preferred language is not English and answering)
 **Rating scale different. Bar represents % Good
 ***Base: Those who use taxi scrip and answering
¹2020 year-to-date responses

- Ratings for their last one-way trip on Access also remain consistent with more than eight in ten riders (84%) rating their trip as “Good” or “Very good”. Only 5% rated their last trip as “Bad” or “Very bad”.

Common reasons among those rating their last trip negatively include the ride being too long (56%) and the driver having to pick up other people (34%). Note: this is a small base and should be interpreted with caution.

Detailed Findings

Access Attributes

Overall Satisfaction Attributes

Almost nine in ten riders are satisfied with Access overall (87%), while only one in ten are dissatisfied (9%). 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 (76%-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. This is further explored in the section “Rider Frequency & Age”.

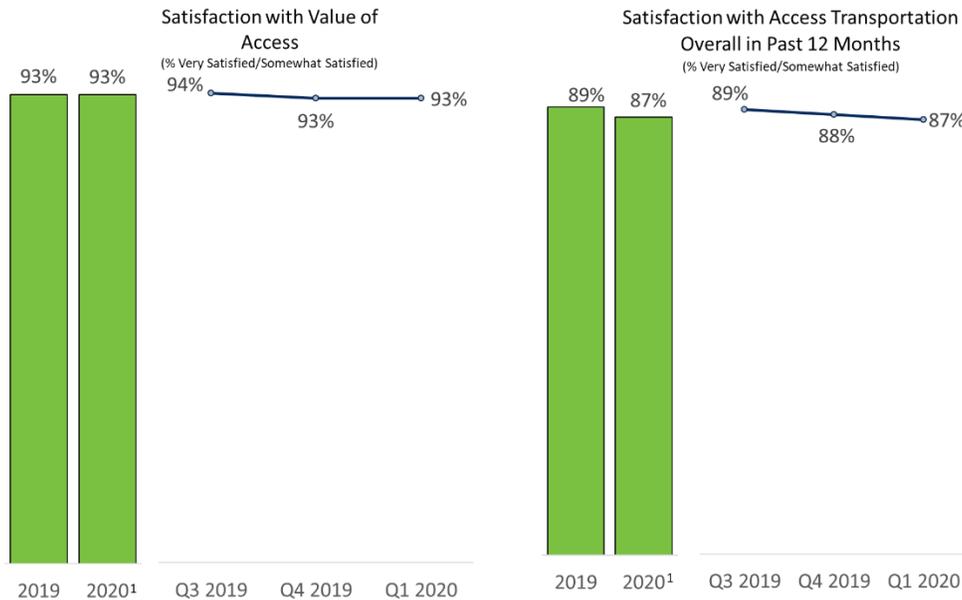


Table 2: Overall Satisfaction Attributes
 Q4A. How satisfied are you with Access transportation overall in the past 12 months?
 Q4B. How satisfied are you with the value of Access for what you pay?
 Base: Those answering
¹2020 year-to-date responses

Trip Satisfaction Attributes

Almost nine in ten customers (87%) are satisfied with the on-time performance of Access service. However, **infrequent riders appear to be less satisfied than less frequent and frequent riders** (73% vs. 87% and 88%, respectively). This may be because customers who ride more often are more likely to experience delays from time to time.

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 (87%).

When asked to rate their last one-way trip on Access, more than eight in ten (84%) rated their trip as “Good” or “Very good”. Another 5% rated their last trip as “Bad” or “Very bad”.

- Common reasons for poor ratings among those rating their last trip negatively include the ride being too long (56%) and the driver having to pick up or drop off other passengers (34%). Note: this is a small base and should be interpreted with caution.

Reason for Rating Trip Poorly	2019*	2020 ¹ *	Q3 2019*	Q4 2019*	Q1 2020*
Ride home took hours/was too long (not specific)/too long as defined by the ADA	22%	56%	23%	22%	56%
Driver had to pick up/drop off a second passenger/other passengers	5%	34%	-	10%	34%
Net: On-time performance	40%	21%	29%	51%	21%
Had to request another ride because driver never showed up	-	11%	-	-	11%
They did not show up on time/Had a long wait	20%	10%	10%	31%	10%
Not a direct route/took me out of my way to pick up other passengers	-	21%	-	-	21%
Net: Safety of trip	15%	11%	20%	10%	11%
Driver drove recklessly/was speeding/I did not feel safe	10%	11%	20%	-	11%
Driver went to pick me up at the wrong location/had inaccurate information	14%	11%	10%	19%	11%
Driver said he was at pick-up location when he wasn't	-	11%	-	-	11%
Felt profiled as Asian because of the Coronavirus and picked up last	-	10%	-	-	10%

Table 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
 *Caution: Small base
¹2020 year-to-date responses
 Top mentions

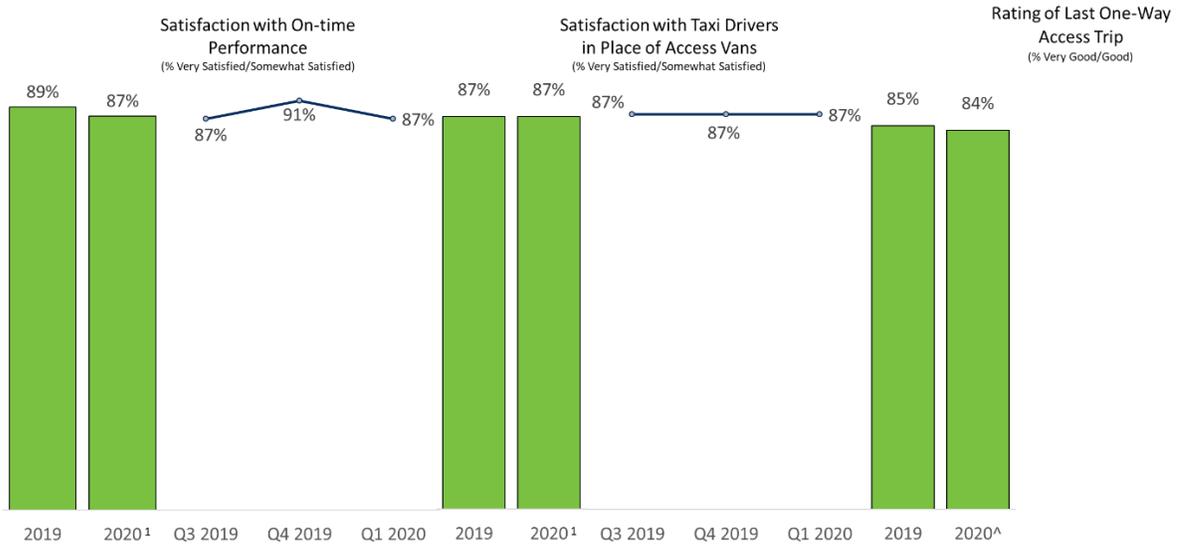


Table 4: Trip Satisfaction Attributes
 Q4I. How satisfied are you with the ability of Access to get you to your destination on-time?
 Q4H. How satisfied are you with taxi drivers, when they are sent in place of Access vans?
 Q6. Overall how would you rate your last ONE-WAY trip on an Access van?
 Base: Those answering
¹2020 year-to-date responses

Eight in ten riders (81%) are satisfied with the total travel time of their last one-way trip.

- Of those dissatisfied with the trip time, common reasons for low satisfaction with the trip time include, unsurprisingly, long travel time (41%), the driver themselves (41%), the routing not making sense (18%), or being picked up late (14%). Note: this is a small base and should be interpreted with caution.

Three-fourths of riders (76%) are satisfied with the directness of their trip routes. This represents the lowest satisfaction rating among all primary satisfaction attributes. However, given the nature of shared-ride services coupled with the moderately high score that is currently trending upward, this should still be considered a positive sign by King County Metro.

- After dropping from 15% to 8% from Q3 2019 to Q4 2019, dissatisfaction with the directness of trips routes has climbed back to 15% in Q1 2020. The question now is whether this is a negative trend or simply a return to normal.

Reason for Rating Trip Time Poorly	2019*	2020 ¹ *	Q3 2019*	Q4 2019*	Q1 2020*
Net: Long trip time	56%	41%	54%	59%	41%
Trip took too long because driver had other passengers to drop off/pick-up first	16%	18%	5%	30%↑	18%
Long travel time/Trip took too long	21%	9%	28%	12%	9%
Took too long to get home/Late getting home (not specific)	14%	9%	12%	17%	9%
Net: Driver	34%	41%	25%	48%	41%
Driver didn't know where he was going/went to the wrong location/I had to give driver directions	7%	14%	4%	11%	14%
Driver passed my house/appointment/ would not drop me off	2%	13%	4%	-	13%
Routing didn't make sense/Other passengers lived in opposite directions/Dropped off last but destination closest/first on last off	17%	18%	22%	12%	18%
Was picked up late (not specific)	5%	14%	8%	-	14%
Net: Safety of trip	7%	5%	4%	12%	5%

Table 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
 *Caution: Small base
¹2020 year-to-date responses
 Top mentions

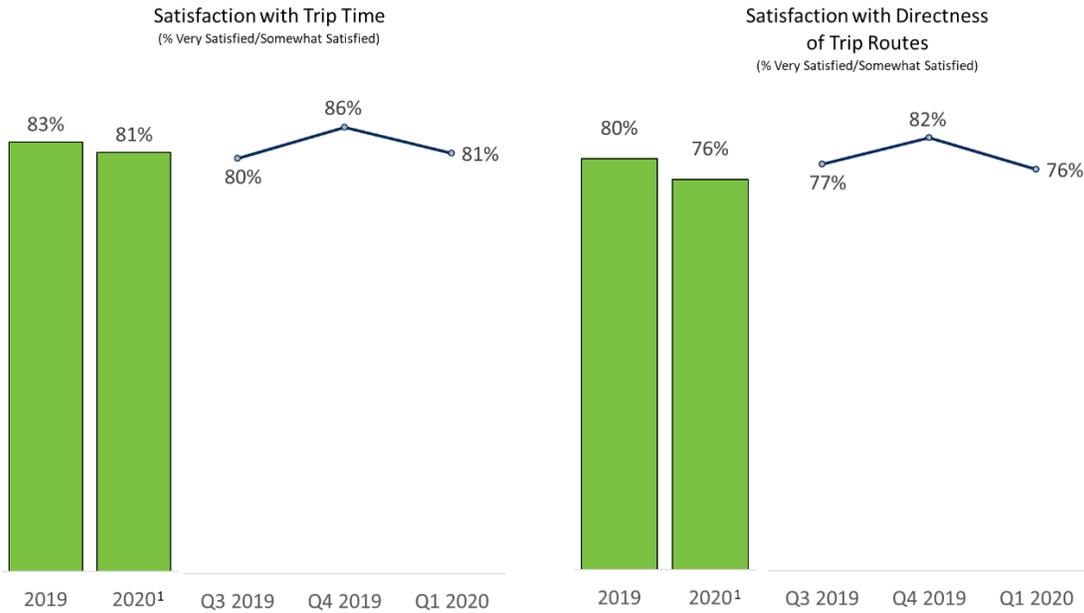


Table 6: Trip Satisfaction Attributes

Q14. Given that Access is a shared-ride service, are you satisfied with the directness of your trip routes?

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

Base: Those answering

¹2020 year-to-date responses

Trip Satisfaction Attributes by Region	North (N)	South (S)	East (E)
Satisfaction with on-time performance	81%	90%	89%
Satisfaction with taxi drivers in place of Access vans	89%	86%	82%
Rating of last one-way trip	87%	83%	80%
Satisfaction with directness of trip routes	82%	76%	66%
Satisfaction with trip time	87%	81%	71%

Table 7: Trip Satisfaction Attributes by Region
Q4I/Q4H/Q6/Q14/Q15

Base: Those answering

Scheduling Satisfaction Attributes

More than eight in ten riders are satisfied with the scheduling of subscription trips and the scheduling of Access overall (83% and 82%, respectively).

- Frequent riders are more likely to be satisfied with scheduling of subscription trips (90% satisfied, compared to 77% of less frequent and 50% of infrequent).

Sometimes scheduling certain trips can be difficult due to a limited service area. However, this does not appear to be an issue with King County Access, as nearly nine in ten riders (88%) are satisfied with the service area offered. Riders in no single region stick out as more or less satisfied with the service area, with satisfaction ranging from 83% to 93% across all three regions.

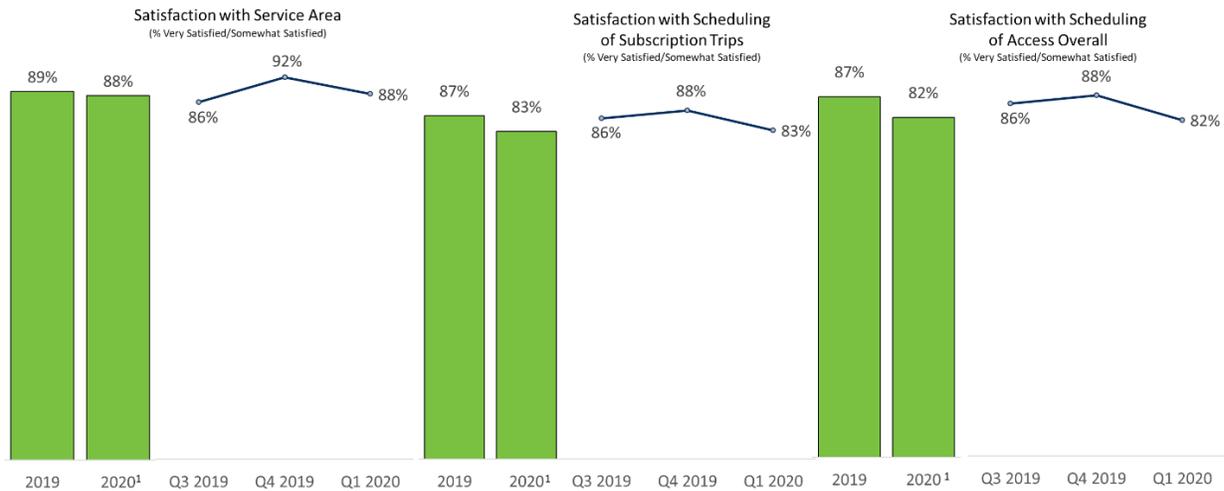


Table 8: Scheduling Satisfaction Attributes
 Q4E. How satisfied are you with the scheduling of Access overall?
 Q4F. How satisfied are you with the scheduling of subscription trips?
 Q2D. How satisfied are you with the Access service area?
 Base: Those answering
¹2020 year-to-date responses

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, 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%) are satisfied with the real time information provided by Access and/or the application process.
- Notably, satisfaction with how Metro keeps riders informed has seen a decrease from both Q4 2019 and 2019 overall, at 76% in Q1 2020.
 - This drop occurred among both infrequent and frequent riders; however less frequent riders remained comparably satisfied with how Metro keeps them informed in 2020. Similarly, across the three regions both the North/Seattle and East regions saw decreases in satisfaction with how Metro keeps them informed, while the South region did not. This suggests that the overall drop in satisfaction with how Metro keeps riders informed is mediated by continued high satisfaction from Southern and less frequent riders. Efforts to improve this score should be focused outside of those areas.

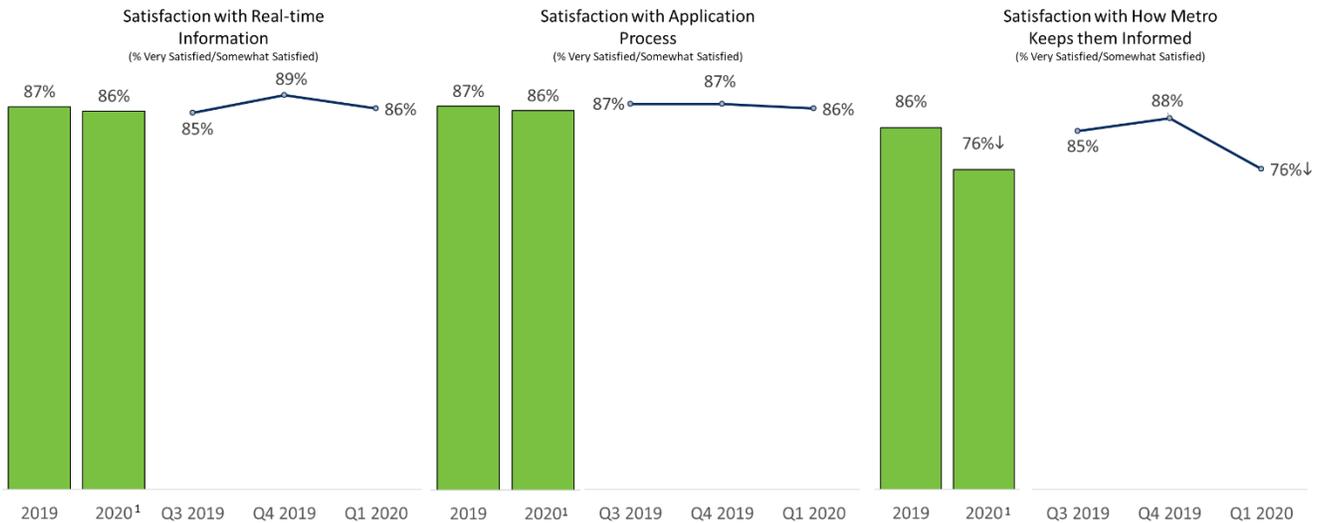


Table 9: Communications Satisfaction Attributes
 Q1. How satisfied are you with how Metro keeps you informed?
 Q4D. How satisfied are you with the application process?
 Q4G. How satisfied are you with your ability to get real time information on your trip?
 Base: Those answering
¹2020 year-to-date responses

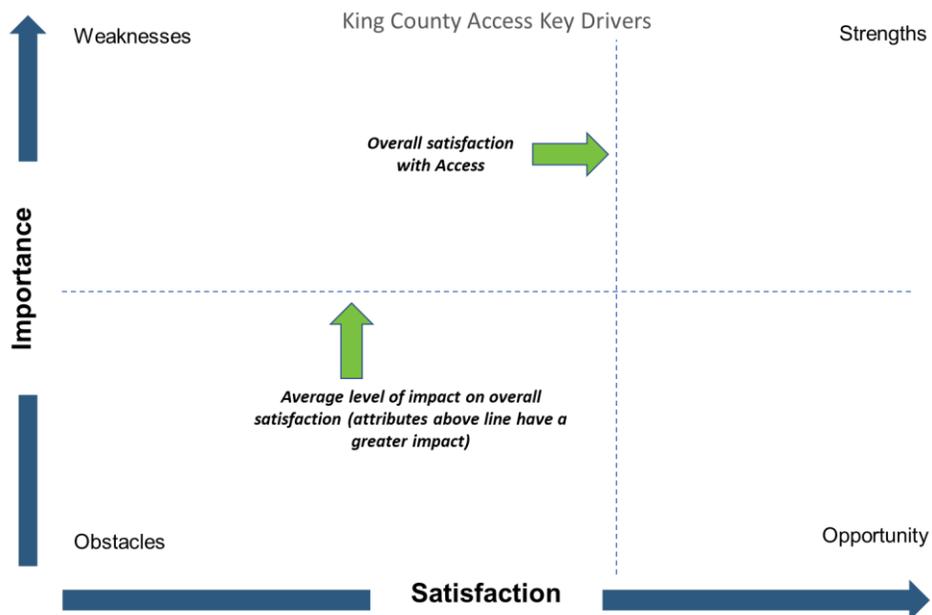
Key Driver Analysis

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.



There are two key attributes that have a strong impact on satisfaction with Access but the service is seen as less satisfactory:

- 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 are Access’:

- On-time performance; and
- Taxi drivers sent in place of vans.

In previous waves, taxi drivers sent in place of vans was seen as a strength. However, while satisfaction has remained high, its importance has waned slightly.

Interestingly, Access’ service area and value 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 real-time information and 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.

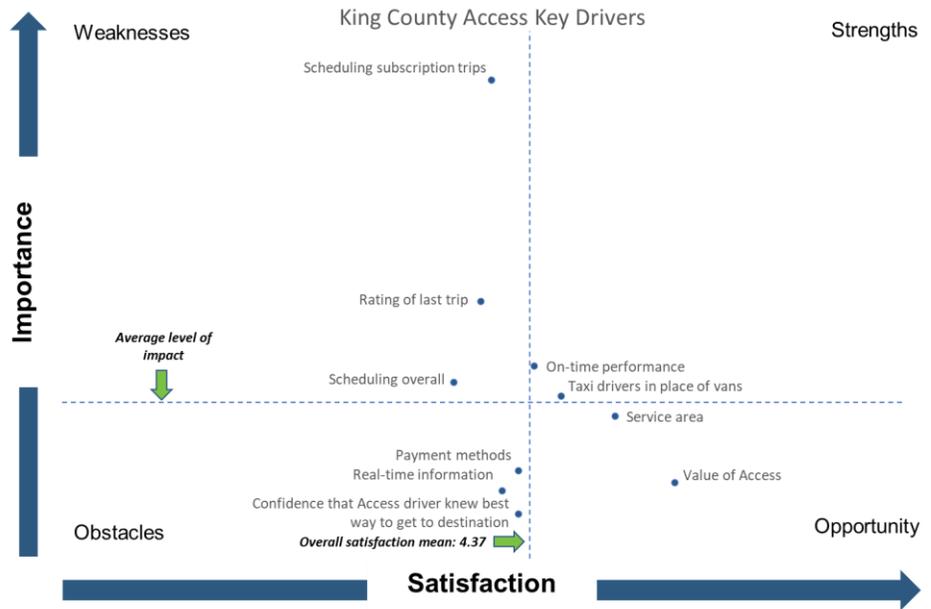


Table 10: Key Driver Analysis

Rider Frequency & Age

Frequent riders tend to be more likely to use Access for employment or school (28% of frequent riders, compared to 14% of less frequent and 22% of infrequent riders).

Those who are 65 and older are much more satisfied with Access service overall than those younger than 65.

- Interestingly, infrequent Access users still use Access just as much as their most-used mode of transportation. Similar proportions of infrequent riders' trips are by Access (33%) or from a friend or family (35%). Infrequent riders do take a greater proportion of their trips by public transportation (23%) compared to 12% for less frequent and 6% for frequent Access riders.

Satisfaction Attributes by Rider Frequency (% "Very Satisfied")	Infrequent (I)	Less Frequent (L)	Frequent (F)
Access transportation overall	73%	51%	66% ^L
Value of Access	82%	75%	75%
On-time performance	45%	59%	69%
Service area	100% ^{LF}	60%	80% ^L
Application process	64%	55%	69%
Real-time information	73%	57%	61%
Scheduling subscription trips	50%	42%	67% ^L
Scheduling overall	46%	52%	60%
Taxi drivers in place of vans	70%	69%	71%
How kept informed	55%	50%	58%
Payment methods	82%	61%	67%
Total trip time	73%	57%	65%
Directness of routes	46%	41%	53%

Table 11: Satisfaction Attributes by Rider Frequency (% "Very Satisfied")
Q1, Q4A-I, Q14-15, Q20
Base: Those answering

Satisfaction Attributes by Age (% "Very Satisfied")	65+ (A)	Under 65 (B)
Access transportation overall	73% ^A	38%
Value of Access	86% ^A	60%
On-time performance	72% ^A	50%
Service area	81% ^A	59%
Application process	70% ^A	51%
Real-time information	69% ^A	46%
Scheduling subscription trips	69% ^A	39%
Scheduling overall	65% ^A	40%
Taxi drivers in place of vans	79% ^A	56%
How kept informed	61% ^A	43%
Payment methods	74% ^A	51%
Total trip time	68% ^A	52%
Directness of routes	56% ^A	34%

Table 12: Satisfaction Attributes by Age (% "Very Satisfied")
Q1, Q4A-I, Q14-15, Q20
Base: Those answering

On-time Performance

A majority of Access customers are picked up within the allotted 30-minute pick-up window. Nearly eight in ten (78%) report being picked up within the 30-minute time period on their last Access trip.

- This is a slight decrease from 86% in Q4 2019 but is consistent with results in Q3 2019 (78%).

Those who were not picked up within the 30-minute time period were equally likely to report being picked up later (11%) rather than earlier (11%). 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 15 minutes after the end of their pick-up window.

- The proportion of customers who said they were picked up later increased from 7% in Q4 2019 to 11% in Q1 2020; these results are not significant but are important to note.

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 (68%) reporting as such. One in five (25%) report being dropped off more than 30 minutes early for their appointment, while only 7% 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. Those who were dropped off earlier than their drop-off window report being dropped off, on average, an additional 30 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 13 minutes late.

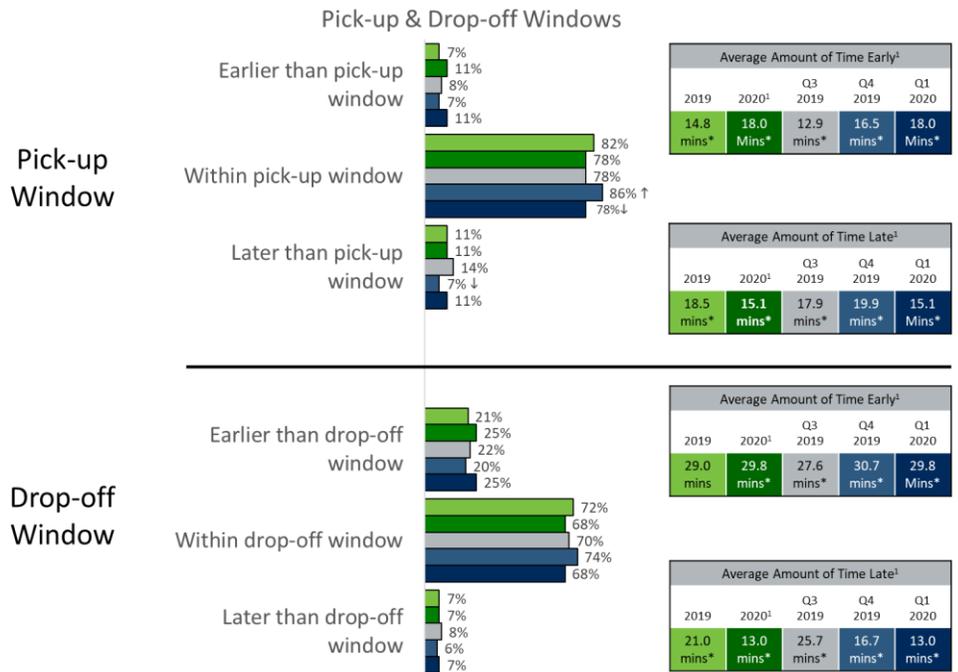
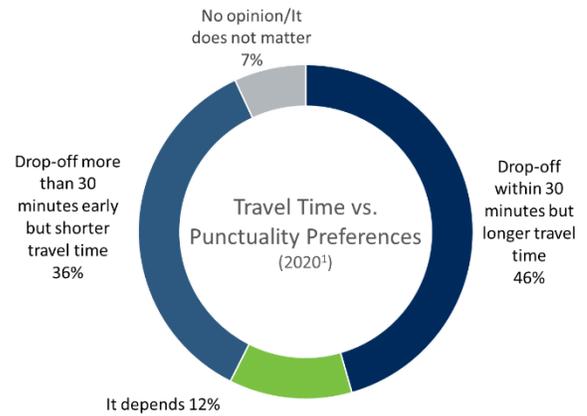


Table 13: Pick-up & Drop-off Windows Q12/Q12A/Q12B/Q13/Q13A/Q13B.
 Base: Those answering
¹Base: Those who were picked up/dropped off early/late
 *Caution: Small base
¹2020 year-to-date responses

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 time travel time would be shorter, customers consistently prefer the former (46% want to be dropped off within 30 minutes even if they are in the van longer) over the latter (36%).

- When asked to clarify their response, those who indicated “it depends” most frequently cited concerns regarding the office or building not being open if they arrived too early (29%), the number of passengers the driver has to drop off (27%) and not wanting to arrive too early (22%). Note: this is a small base and should be interpreted with caution.



Travel Time vs. Punctuality Preferences	2019	2020 ¹	Q3 2019	Q4 2019	Q1 2020
Drop-off within 30 minutes but longer travel time	48%	46%	43%	54% ↑	46%
Drop-off more than 30 minutes early but shorter travel time	36%	36%	38%	34%	36%
It depends	8%	12%	11%	4% ↓	12% ↑
No opinion/It does not matter	8%	7%	8%	8%	7%

Table 14: Travel Time vs. Punctuality Preferences
 Q13C. Which would you prefer regarding your trips to appointments?
 Base: Those answering
¹2020 year-to-date responses

Why Does it Depend?	2019*	2020 ¹	Q3 2019*	Q4 2019*	Q1 2020*
The office/building might not be open if I arrive too early/I am a hand-to-hand client	22	29	24	16	29
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	27	6	-	27
Don't want to arrive too early (not specific)	-	22	-	-	22
Depends on where I am going (not specific)	4	17	-	15	17
Depends on distance (not specific)	8	17	11	-	17
If appointment is at a place I can wait inside/Don't want to wait outside/in inclement weather	15	12	15	16	12

Table 15: Why Does it Depend?
 Q13D. Why do you say that?
 Base: Those who indicated “It depends” and answering
 *Caution: Small base
¹2020 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 Q1 2020, more than eight in ten riders (82%) rated their driver on their most recent one-way trip as “Helpful.” While riders of all ages gave their drivers high marks, riders 65 and older were significantly more like to rate their driver as helpful (87%) compared to riders under 65 (75%).

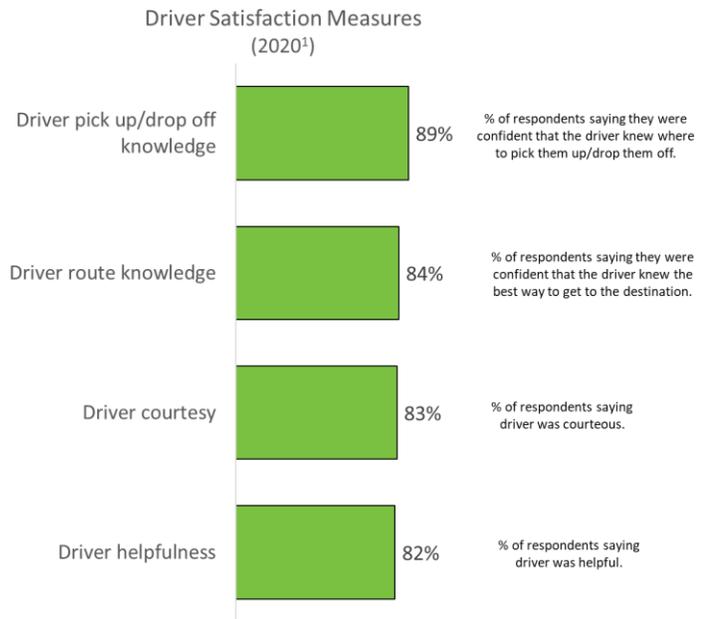


Table 16: Driver Satisfaction Measures
 Q8-10/Q17
 Base: Those answering
¹2020 year-to-date responses

More than eight in ten riders (83%) found their driver to be courteous on their most recent one-way Access trip, with more than three-fifths (64%) finding their driver to be “very courteous.” Similarly, nearly nine in ten riders (89%) were confident that the driver knew where to pick them up and/or drop them off. Again those 65 and older were significantly more confident the driver knew where to pick them up and/or drop them off than riders under 65 (93% vs. 83%, respectively).

Customers generally believe that drivers know the best way to get to their destinations, with 84% saying they were confident with their driver’s route knowledge on their most recent one-way trip with Access.

Safety

The rider survey used two measures to assess Metro Access 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 90% indicating as much. This tended to be truest among those riders in the South region, where 87% indicate they felt “Very safe” on their most recent ride, compared to both those in the North/Seattle (77%) and East (71%).

Riders are also very satisfied with the safety of the operation of the vehicle, with 89% reporting that they feel safe. More specifically, nearly eight in ten (77%) indicated they feel “Very safe”.

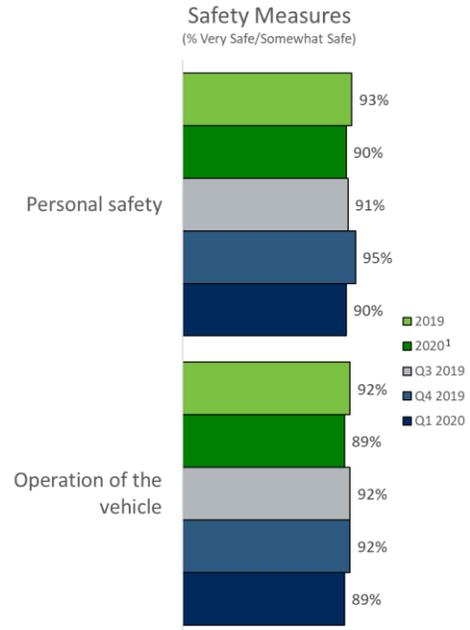


Table 17: Safety Measures Q18/Q19. On a scale from 1 to 5, with 1 being “Very unsafe” and 5 being “Very safe,” how safe did you feel regarding the following on your last ONE-WAY trip with Access?
Base: Those answering
¹2020 year-to-date responses

Safety Measures by Region	North (N)	South (S)	East (E)
Satisfaction with personal safety	90%	91%	86%
Satisfaction with safety of operation of the vehicle	87%	89%	91%

Table 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

Improvements to Service

Less than one-half of Access customers believe that Access has stayed the same over the past year (46%). Overall, the proportion of respondents in Q1 2020 indicating that service has improved over the past year shows signs of possible improvements from a drop in Q4 2019.

In the Past Year, Overall Access Service Has...



Table 19: In the Past Year, Overall Access Service Has...
 Q21. Would you say that in the past year, overall Access service has...?
 Base: Those answering
¹2020 year-to-date responses

It is worth noting, however, that riders younger than 65 were significantly more likely to report that Access has gotten worse, compared to those 65 and older (17%, compared to 7%).

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 30% 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 suggestion was to have more call takers and less time on hold (24%).

The most cited improvements among all customers include:

- More call takers or less time on hold (23%),
- More reliable or on-time service (20%),
- Online scheduling (18%), and
- Having more fare payment options (16%).

Customer Service

The majority of Metro Access riders (84%) have not filed a complaint or commendation in the last month. Complaints were more prevalent than commendations, which is expected given that people are more likely to report a negative occurrence than a positive one. One in ten (11%) indicated they filed a complaint only, compared to only 2% stating that they filed a commendation only. A small number of riders indicated they filed both a complaint and a commendation (3%).

Riders who filed complaints were relatively unhappy with their complaint resolution. Nearly one-half (46%) of those who filed a complaint reported being dissatisfied with its resolution. That being said, 54% 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 (n=8-28) and should be interpreted with caution.

Preferred Access Service Improvements

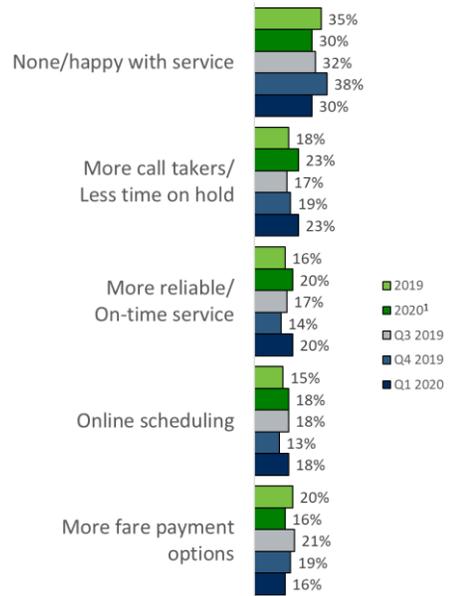
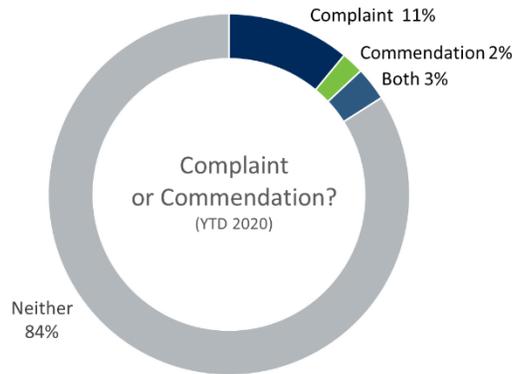


Table 20: Preferred Access Service Improvements Q22. From the following options which two would you choose to help improve Access service?
Base: Those answering
¹2020 year-to-date responses
Top mentions



Filed Complaint or Commendation	2019	2020 ¹	Q3 2019*	Q4 2019*	Q1 2020*
Complaint	70%	74%	80%	61%	74%
Commendation	21%	10%	17%	26%	10%
Both	8%	17%	3%	13%	17%

Table 21: Complaint or Commendation? (Trending)
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
¹2020 year-to-date responses

Complaints

Concerning complaints, seven in ten of those who filed complaint (71%) indicated that they were given notice that the concern was received, this is a marked improvement from Q4 2019 and a return to what was seen in Q3 2019 (keeping in mind caution due to the small base size for these questions). Customers received responses by letter and phone call at the same rate (40%).

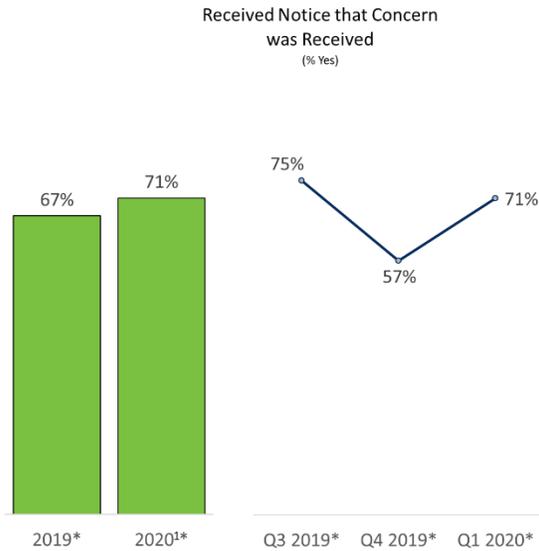


Table 22: Received Notice that Concern was Received
 Q5B. Did you receive notice that the concern was received?
 Base: Those who filed a complaint and answering
 *Caution: Small base
 †2020 year-to-date responses

Response Received from Customer Service	2019*	2020 ¹ *	Q3 2019*	Q4 2019*	Q1 2020*
Phone call	35%	35%	27%	47%	35%
Letter	30%	34%	45%	8%↓	34%↑
Email	12%	21%	5%	22%	21%
Both phone call and letter	10%	5%	-	23%	5%
Net: Phone call	48%	40%	33%	70%↑	40%
Net: Letter	39%	40%	45%	31%	40%
Neither	10%	5%	17%	-	5%

Table 23: Response Received from Customer Service (Trending)
 Q5C. What type of response did you receive from Customer Service?
 Base: Those who received a complaint response and answering
 *Caution: Small base
 †2020 year-to-date responses
 ‡Top mentions



Table 24: Complaint Satisfaction Measures
 Q5D. How satisfied were you with the complaint resolution?
 Q5E. How would you rate the customer service
 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

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 (46%).

Those who filed a complaint in the last month were also asked to rate the helpfulness of the customer service representative who assisted them. Roughly one-third of riders who filed a complaint (32%) felt that the customer service representative was “Very helpful”, down from 50% in the second half of 2019. Though these results are not statistically significant and represent a minority of riders, this downward trend will be something to watch moving forward.

Commendations

Those who filed a commendation were asked to rate their satisfaction with the response they received. Nearly nine in ten Metro Access riders who filed a commendation (87%) were satisfied with the commendation response, with an equal proportion (87%) indicating they were satisfied with the response.

**Note this accounts for only eight respondents, so results should be interpreted with caution.

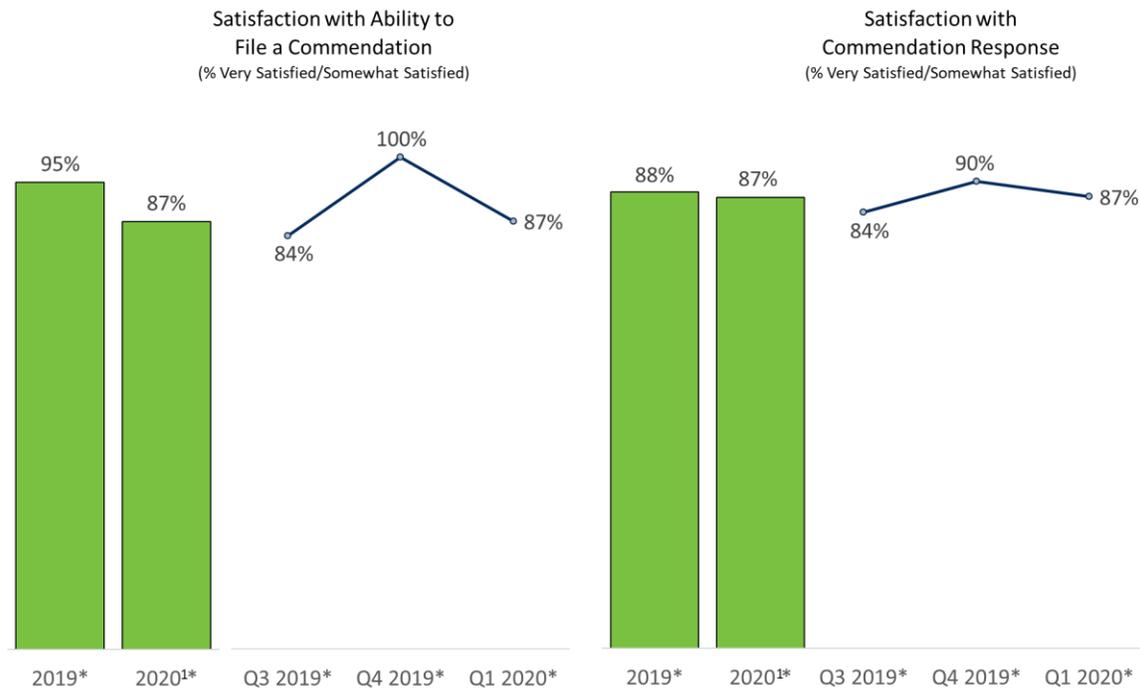
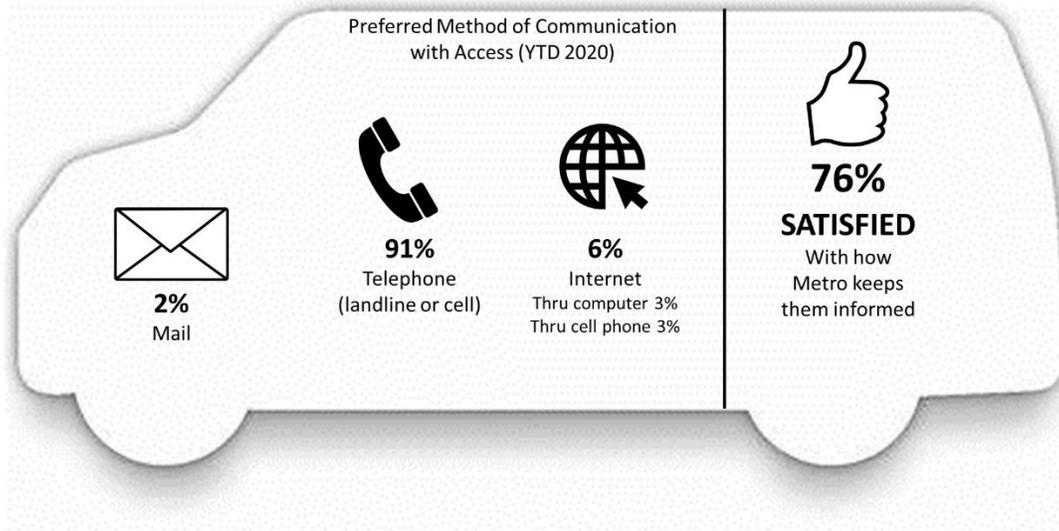


Table 25: Commendation Satisfaction Measures
 Q5H. How satisfied are you with your ability to file a commendation?
 Q5I. How satisfied were you with the commendation response?
 Base: Those who filed a commendation and answering
 *Caution: Small base
¹2020 year-to-date responses

Communication Methods

When it comes to preferred methods for communicating with Access, nine in ten (91%) say they prefer the telephone. Moreover, 6% prefer using the internet to communicate with Access, either through a computer, smartphone, or tablet. These findings are comparable to the overall 2019 findings. Riders older than 65 were significantly more satisfied (61%) with how Metro kept them informed than those 65 and younger (43%).



Preferred Communication Methods	2019	2020 ¹	Q3 2019	Q4 2019	Q1 2020
Telephone (Either landline or cell phone)	91%	91%	90%	93%	91%
Internet (Through computer, cell phone, or tablet/iPad)	6%	6%	7%	6%	6%
Mail	2%	2%	3%	1%	2%

Table 26: Preferred Communication Methods
 Q2. What is your preferred method for communicating with Access?
 Base: Those answering
¹2020 year-to-date responses
 Top mentions

- Nearly nine in ten customer households or primary contacts have a cell phone (88%). Meanwhile, less than half (43%) have a landline.
- About six in ten customers or primary contacts for the customer have a smartphone (62%).
- Nearly six in ten use text messages (59%).
- One-half of customers or primary contacts use email (50%).
- Less than one-half of customers or primary contacts use the internet daily (45%).

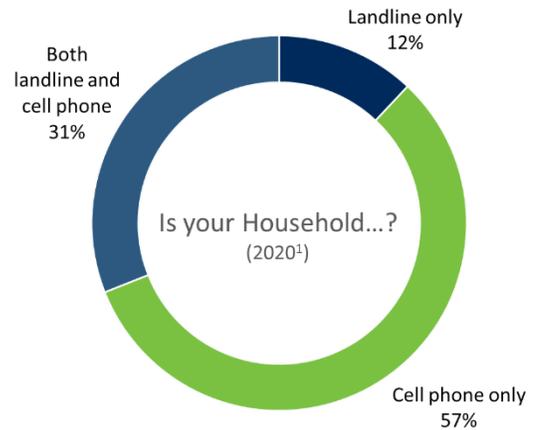


Table 27: Is your Household...?
Q25. Is your household...?
Base: Those answering
¹2020 year-to-date responses

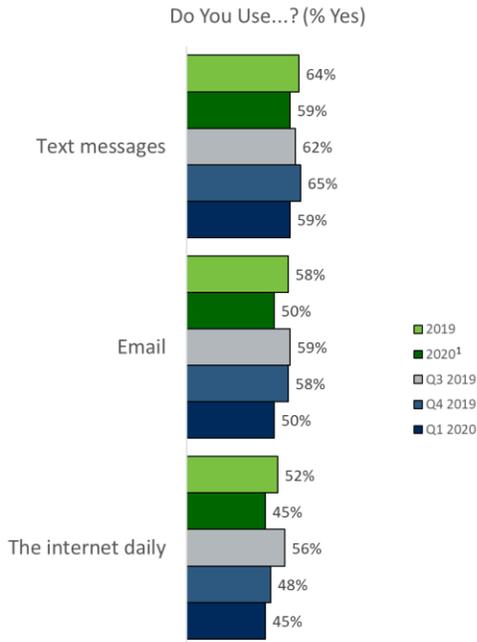


Table 29: Do You Use...? (% Yes)
Q26-28
Base: Those answering
¹2020 year-to-date responses

Do you have a working smartphone?	2019	2020 ¹	Q3 2019	Q4 2019	Q1 2020
Yes	62%	62%	59%	65%	62%
No	38%	38%	41%	35%	38%

Table 28: Do you have a working smartphone?
Q24. Do you/does the customer have a working smartphone?
Base: Those answering
¹2020 year-to-date responses

Caregivers

Furthermore, the majority (74%) 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.
- One-fourth (25%) live in a household that has both a landline and cell phone.
 - The majority (62%) live in a household that is cell phone only with just over one in ten (13%) in a household that is landline only.
- One-half (51%) use the internet daily.
- Almost nine in ten (87%) use email.
- Almost nine in ten (87%) 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%). This satisfaction spans all regions and rider types and has stayed consistent throughout the past two quarters.

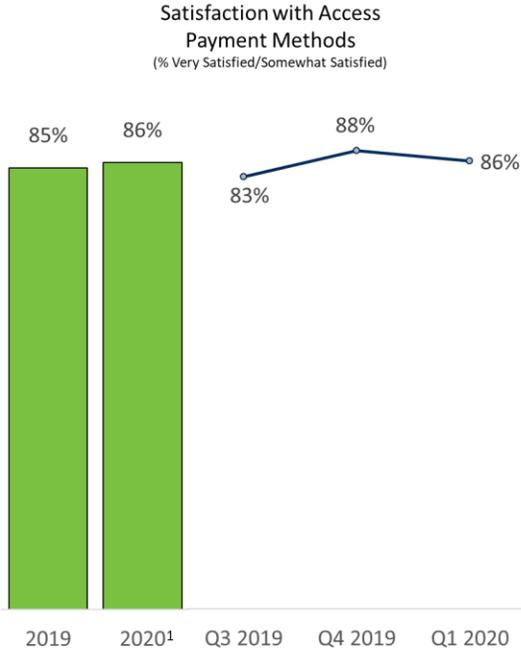


Table 30: Satisfaction with Access Payment Methods
Q4C. How satisfied are you with the payment methods provided by Access or that you can use to pay for Access trips?
Base: Those answering
¹2020 year-to-date responses



Did the Driver ask you to Pay?	2019	2020 [^]	Q3 2019	Q4 2019	Q1 2020
Yes	56%	56%	55%	57%	56%
No	32%	32%	32%	31%	32%
No, I have a pass	12%	12%	13%	12%	12%

Table 31: Did the Driver ask you to Pay?
Q11. Did the driver ask you to pay?
Base: Those answering
¹2020 year-to-date responses

More than one-half of customers (56%) were asked to pay by their driver on their last trip.

- One in eight (12%) 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 (19%, as compared to 5% of less frequent and no infrequent riders).

Cash is the most popular payment method for Access fare, with eight in ten (80%) indicating cash as how they pay their fare. Meanwhile, about two in ten report payment using the ORCA Access Monthly Pass (21%), and an additional 3% indicate they use tickets.

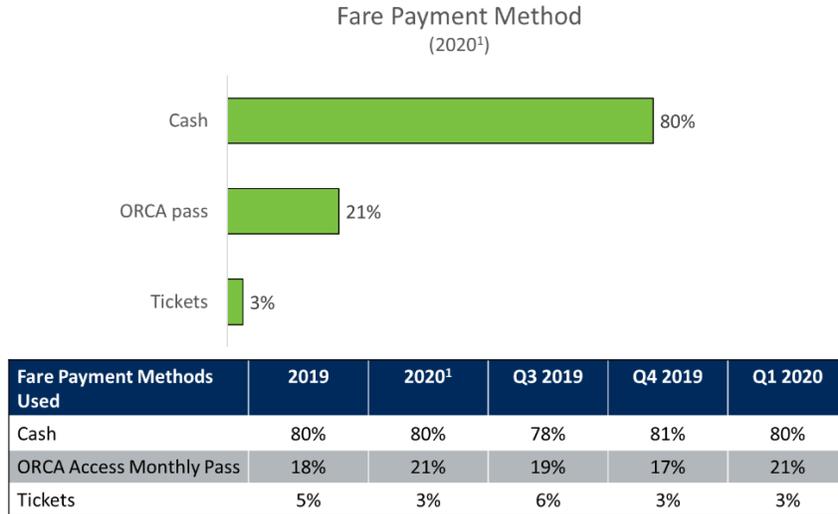


Table 32: Fare Payment Method
D11A. How do you pay your Access fare?
Base: Those answering
¹2020 year-to-date responses
Top mentions

Frequent riders tend to be more likely than others to use the ORCA Pass (31%), whereas infrequent and less frequent riders are much more likely to use cash (100% and 93%, respectively compared to 67% of frequent riders).

Fare payment methods used do not appear to differ greatly across regions, with 78% to 84% utilizing cash and about one in five (19% to 22%) utilizing an ORCA Pass.

- This is a change from results in 2019, where cash was used more often in the North/Seattle region than in other regions.

Cashless Fare Payment Methods

In Q4 2019, new questions were added 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.

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

- About one-half of customers or caregivers who have a working smartphone (53%) indicate that they would be comfortable using Transit Go Ticket to pay their fare. Additionally, a similar

- proportion (48%) indicate they would be likely to use the app to pay their fare.
- Interestingly, those who have not recently utilized fixed-route transit are more unlikely to use Transit Go Tickets than those who have used Metro or Light Rail recently (51% unlikely, compared to 28%).

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

- Nearly four in ten customers or caregivers (39%) indicate that they would be comfortable using EZ-Wallet to pay their fare. Additionally, a similar proportion (37%) indicate they would be likely to use the service to pay their fare.
- Similarly to Transit Go Tickets, those who have recently utilized fixed-route transit are more likely to use EZ-Wallet than those who have not used Metro or Light Rail recently (52% likely, compared to 32%).
- Those in the South and East regions are more likely than those in the North/Seattle region to use EZ-Wallet to pay their fare, where 43% and 45% are likely, compared to 25% in the North/Seattle.

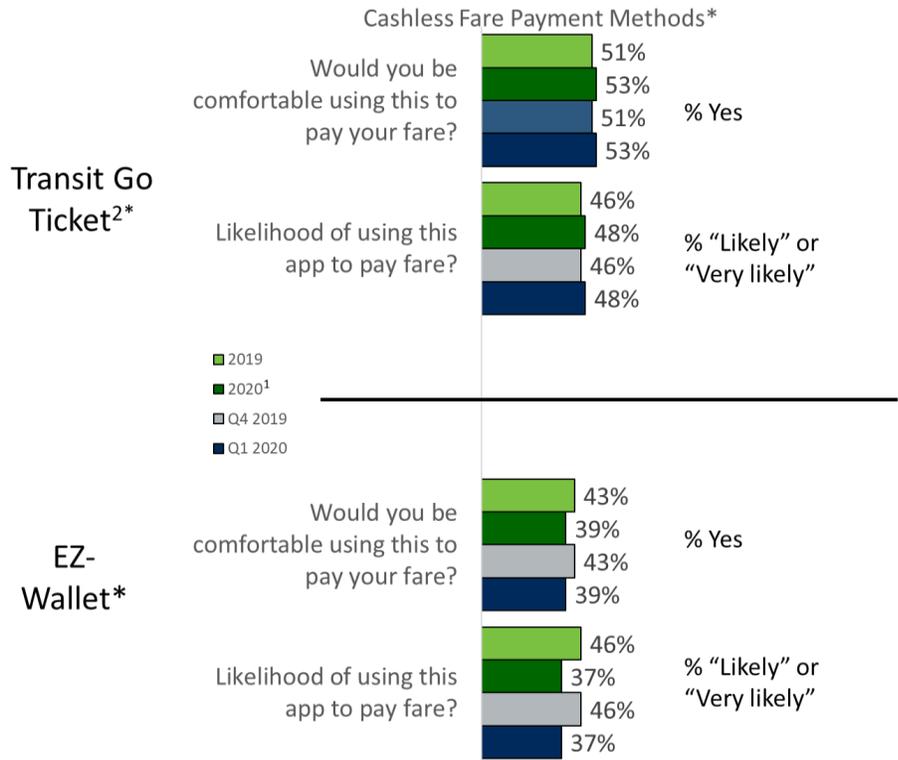


Table 33: Cashless Fare Payment Methods Q24A-D

Base: Those answering

²Base: Those who have a working smartphone and answering

*Question added in Q4 2019

¹2020 year-to-date responses

Notably, caregivers who serve as the primary point of contact for the customer appear to have a higher inclination toward using EZ-Wallet.

- 87% are comfortable using EZ-Wallet and 75% indicating they are likely to use it.

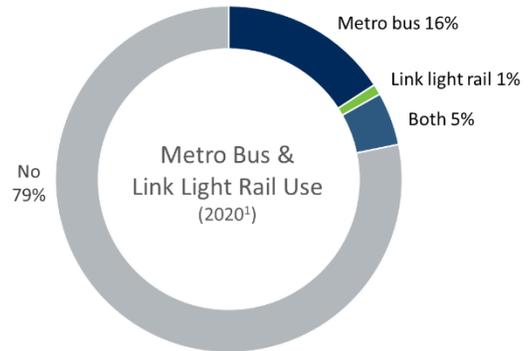
It should be noted that the base size for caregivers who serve as the primary point of contact for the customer is small (n=8), so results should be interpreted with caution.

Alternative Transportation Options

Fixed-route Usage

Interestingly, about one in five customers (21%) report using the regular Metro bus or Link light rail in the past month, with most of those using Metro buses (21%) as compared to Link light rail (6%).

- The North/Seattle region has the greatest proportion of riders who use public transportation, with three in ten (30%) 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, those who have not used fixed-route transit are more likely to be satisfied with Metro Access (90% v. 74% of those who have used fixed-route transit).



Metro Bus & Link Light Rail Use	2019	2020¹	Q3 2019	Q4 2019	Q1 2020
Metro bus	16%	16%	15%	16%	16%
Link light rail	1%	1%	1%	2%	1%
Both	6%	5%	5%	7%	5%
Neither	77%	79%	79%	75%	79%

Table 34: 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
 ¹2020 year-to-date responses

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 takes them where they need to go (25%), that it is convenient or easy to use (19%), traveling with friends or family (17%), or that the trip they needed to take was last minute and would not have satisfied the 24 hour requirement for Access (17%).

Why did you choose to ride Metro bus or Link light rail in the past month?	2019	2020¹	Q3 2019*	Q4 2019*	Q1 2020
Takes me where I need to go	11%	25%	16%	7%	25%↑
Convenient/Easy/Easy to use (not specific)	12%	19%	16%	9%	19%
Traveling with friends/family/personal care attendant	11%	17%	11%	11%	17%
Last minute trip/Not within 24 hour requirement/Didn't have to book ahead	9%	17%	13%	6%	17%
Destination is only a short distance	7%	11%	8%	6%	11%
Was shopping	2%	9%	-	4%	9%
Saves time/Is faster	10%	8%	16%	5%	8%
There is a stop/station close to home/where I was	7%	8%	5%	8%	8%
For something fun/different	1%	8%	-	2%	8%
Forgot to call before 5PM/to book ride	-	6%	-	-	6%

Table 35: 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
 *Caution: Small base
 ¹2020 year-to-date responses
 Top mentions

Taxi Scrip

About one-fourth of riders (23%) use taxi scrip service in addition to using Access. 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 (23%, up from 16%). Among taxi scrip users, about nine in ten (88%) are satisfied with the taxi scrip.

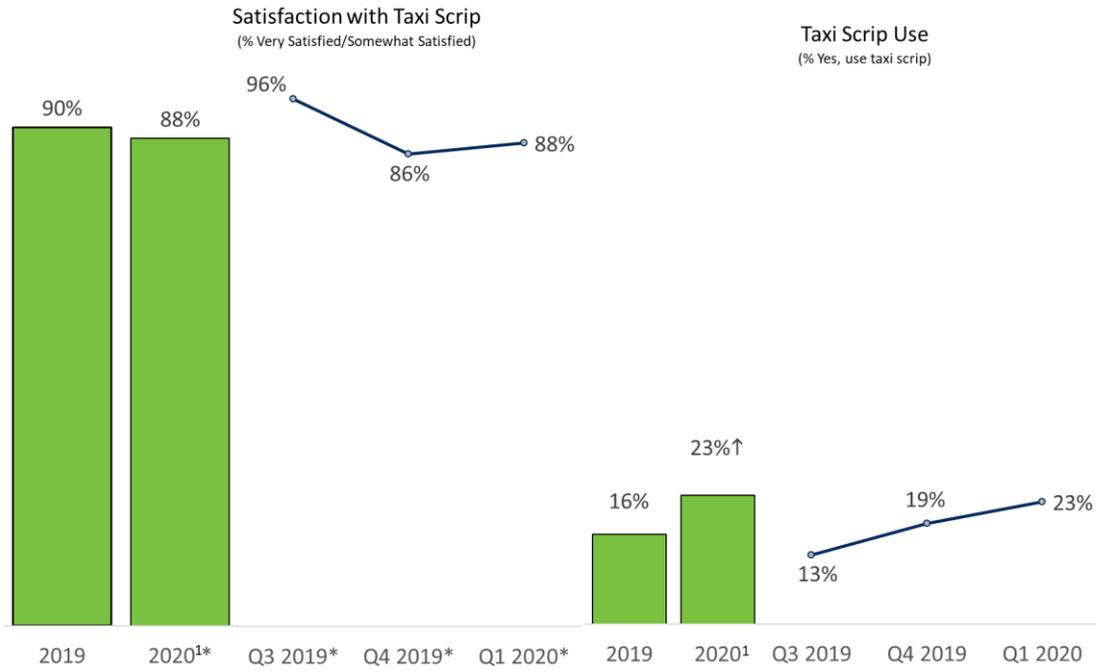


Table 36: Taxi Scrip Measures
 Q20A. Do you use taxi scrip?
 Q20B. How satisfied are you with the taxi scrip?
 Base: Those answering
 *Caution: Small base
¹2020 year-to-date responses

Customer Profile

- About one-half of customers (52%) can be categorized as “frequent” riders, with four in ten “less frequent” riders (42%), and the remaining 5% being “infrequent” riders.⁷
- One-half of riders live in the South region (49%), about one-third (35%) live in the North/Seattle region, and the remaining 16% live in the East region.
- Medical appointments make up one-third (33%) of the trips taken on Access in 2020, while employment or school, and recreational trips make up about one in five trips (23% and 22% of trips, respectively).
 - Medical appointments make up the largest share of trips for both infrequent and less frequent riders (55% and 41%, respectively, compared to 27% of frequent riders), while employment or school makes up the largest share of trips for frequent riders only (30%, compared to 9% and 12% of infrequent and less frequent riders).
- Of all the trips that riders take, Access is used for about one-half (52%). Frequent and less frequent riders utilize Access for more trips than any other modes (56% and 48% of trips, respectively), while infrequent users also tend to rely heavily on being driven by a friend or family member (35% of trips) while using Access for 33% of their trips.

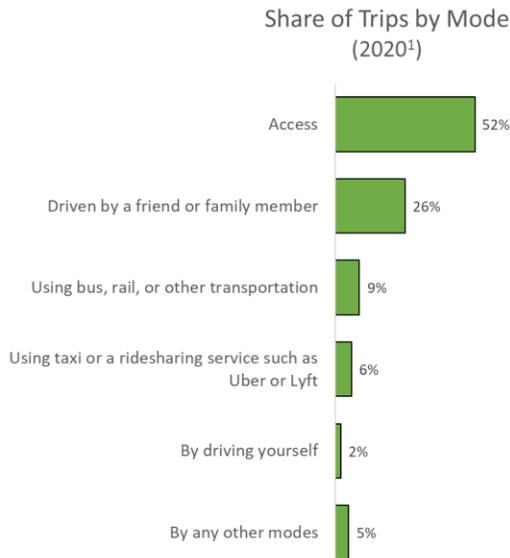


Table 38: Trip Mode
 Q29. Thinking about all of the trips you take in a typical week, how many trips do you take...
 Base: Those answering
¹2020 year-to-date responses
 Top mentions

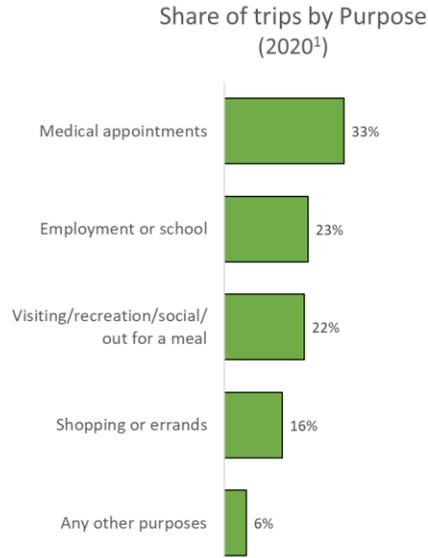


Table 39: Trip Purposes
 Q30. Thinking about all of the trips you take on Access in a typical week, how many of your Access trips do you take for the following purposes?
 Base: Those answering
¹2020 year-to-date responses
 Top mentions

⁷ See *Methodology* section for the definition of rider frequency types.

- The average age of riders is about 63 years old.
- About two to three people live in the customers' household, on average (2.21).
 - Riders who do not have a cell phone tend to have more people in their household than those who do have a cell phone (3 people in household, compared to 2 for those who have a cell phone).
- Riders have a median household income of \$16,700.
- Seven in ten customers identify as female (70%) while three in ten identify as male (30%).

	2019	2020 ¹	Q3 2019	Q4 2019	Q1 2020
Age	n=407	n=200	n=203	n=204	n=200
Under 16	-	-	-	-	-
16-17	-	-	-	-	-
18-19	-	-	-	-	-
20-24	3%	3%	1%	5%↑	3%
25-34	9%	8%	9%	8%	8%
35-44	6%	6%	5%	7%	6%
45-54	9%	6%	11%	7%	6%
55-64	18%	15%	18%	19%	15%
65-74	27%	31%	26%	28%	31%
75 or over	28%	30%	30%	25%	30%
Mean	61.2	62.9	62.1	60.3	62.9
Median	66.4	68.3	67.0	66.0	68.3
Household Income	n=289	n=133	n=137	n=152	n=133
Less than \$7,500	21%	11% ↓	21%	20%	11% ↓
\$7,500-\$14,999	27%	35%	23%	30%	35%
\$15,000-\$24,999	19%	25%	18%	21%	25%
\$25,000-\$34,999	13%	11%	12%	15%	11%
\$35,000-\$54,999	11%	8%	15%	8%	8%
\$55,000-\$74,999	6%	4%	8%	5%	4%
\$75,000-\$99,999	2%	2%	3%	1%	2%
\$100,000-\$149,999	1%	2%	1%	1%	2%
\$150,000 and up	-	2%	-	-	2%
Mean	\$24.0K	\$27.9K	\$26.9K	\$21.4K↓	\$27.9↑
Median	\$16.4K	\$16.7K	\$18.3K	\$14.9K	\$16.7K
# of People in Household	n=397	n=195	n=198	n=199	n=195
Mean	2.6	2.2	2.5	2.7	2.2
Median	2.0	1.0	2.0	2.0	1.0

Table 39: Age/Incomes Demographics
 Base: Those answering D4
 D14/D14A-B
 D13
¹2020 year-to-date responses

	North (N)	South (S)	East (E)
Age	n=72	n=93	n=35*
Under 16	-	-	-
16-17	-	-	-
18-19	-	-	-
20-24	-	5%	3%
25-34	6%	11%	3%
35-44	4%	6%	11%
45-54	7%	8%	-
55-64	18% ^E	16%	6%
65-74	39%	27%	29%
75 or over	26%	27%	49% ^{NS}
Mean	65.1 ^S	59.9	67.1 ^S
Median	68.5	66.3	73.6
Household Income	n=49*	n=63	n=21*
Less than \$7,500	14%	10%	10%
\$7,500-\$14,999	39%	33%	29%
\$15,000-\$24,999	24%	22%	33%
\$25,000-\$34,999	8%	14%	10%
\$35,000-\$54,999	8%	8%	5%
\$55,000-\$74,999	4%	3%	10%
\$75,000-\$99,999	-	5%	-
\$100,000-\$149,999	2%	2%	-
\$150,000 and up	-	3%	5%
Mean	21.6	31.3	31.3
Median	14.4	18.2	18.6
# of People in Household	n=71	n=90	n=34*
Mean	1.9	2.5 ^N	2.2
Median	1.0	2.0	2.0

Table 40: Age/Incomes Demographics by Region
 Base: Those answering D4
 D14/D14A-B
 D13
 *Caution: Small base

Race, Ethnicity, and Language

- Roughly six in ten customers identify as White (59%). Additionally, nearly one-fourth identify as Black/African-Americans (24%), slightly more than one in ten identify as Asian (11%), and less than one in ten identifying as Hispanic (7%).
 - The East region also a significantly greater proportion of Asian or Pacific Islander customers (26%) and a smaller proportion of Black/African-Americans (3%) than the North/Seattle and South.
 - The South region possesses the most diverse ridership where nearly one in three (29%) identify as Black or African American, 11% identifying as Hispanic, and 9% identifying as Asian or Pacific Islander.
- Three-fourths (75%) of those Access riders who have a preferred language other than English are satisfied with the interpretative services provided by Access.
 - *Note: this is a small base and should be interpreted with caution.*

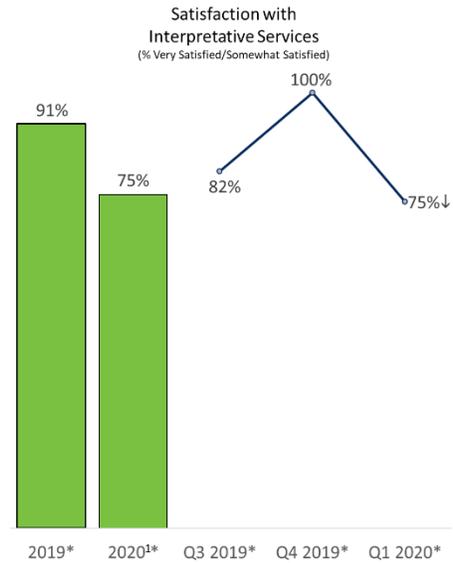


Table 43: Satisfaction with Interpretative Services
 Q3. How satisfied are you with interpretative services overall when communicating with Access staff?
 Base: Those whose preferred language is not English and answering
 *Caution: Small base
 †2020 year-to-date responses

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 (91%). The remaining 9% completed the survey in another language, most often Spanish (6%), but also including Russian, Arabic, Amharic, Mandarin Chinese, and Simplified Chinese (1% or less for each).

	2019	2020 ¹	Q3 2019	Q4 2019	Q1 2020
Race	n=400	n=191	n=201	n=199	n=191
White	60%	59%	61%	59%	59%
Black or African American	21%	24%	19%	23%	24%
Asian or Pacific Islander	13%	11%	12%	14%	11%
Hispanic	7%	7%	9%	4%	7%
American Indian or Alaskan Native	4%	6%	4%	5%	6%
Middle Eastern	1%	1%	1%	<1%	1%
Some other race	1%	1%	1%	1%	1%
Two or more races	<1%	-	-	1%	-
Hispanic or Latino	n=405	n=198	n=202	n=203	n=198
Hispanic or Latino	10%	7%	13%	7%↓	7%
Not Hispanic or Latino	90%	93%	87%	93%↑	93%
Gender	n=407	n=200	n=203	n=204	n=200
Female	62%	70%	61%	63%	70%
Male	37%	30%	38%	37%	30%
A different identity	1%	<1%	1%	<1%	<1%

Table 41: 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...?
¹2020 year-to-date responses

	North (N)	South (S)	East (E)
Race	n=68	n=89	n=34*
White	59%	56%	65%
Black or African American	28% ^E	29% ^F	3%
Asian or Pacific Islander	7%	9%	26% ^{NS}
Hispanic	3%	11% ^N	3%
American Indian or Alaskan Native	9%	6%	-
Middle Eastern	-	1%	-
Some other race	-	1%	3%
Two or more races	-	-	-
Hispanic or Latino	n=72	n=91	n=35*
Hispanic or Latino	4%	10%	6%
Not Hispanic or Latino	96%	90%	94%
Gender	n=72	n=93	n=35*
Female	75%	67%	69%
Male	25%	33%	29%
A different identity	-	-	3%

Table 42: 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

APPENDIX

Motion 15683

Attachment A

Q3 2019 Language Contacts and Completes Report

Language	Total Completes	Total Records	Total Calls Made	Letters sent	Contacts/Complete	Contacts/Record
Arabic	4	5	12	5	4.25	3.40
Sign Language	1	3	2	3	5.00	1.67
Mandarin Chinese	2	5	17	5	11.00	4.40
Russian	4	6	11	6	4.25	2.83
Spanish	14	49	17	49	4.71	1.35
Vietnamese	0	6	21	6	0.00	4.50
Yue Chinese	4	10	22	10	8.00	3.20
Other	0	1	0	2	0.00	2.00

Q4 2019 Language Contacts and Completes Report

Language	Total Completes	Total Records	Total Calls Made	Letters sent	Contacts/Complete	Contacts/Record
Arabic	3	6	5	6	3.67	1.83
Sign Language	1	3	2	3	5.00	1.67
Mandarin Chinese	1	5	6	5	11.00	2.20
Russian	1	3	4	3	7.00	2.33
Spanish	8	41	51	41	11.50	2.24
Vietnamese	1	9	7	9	16.00	1.78
Yue Chinese	2	5	12	5	8.50	3.40
Hindi	2	4	7	4	5.50	2.75
Punjabi	1	2	2	2	4.00	2.00
Japanese	0	2	2	2	0.00	2.00
Korean	0	2	2	2	0.00	2.00
Somali	0	1	1	1	0.00	2.00
Tagalog	0	4	7	4	0.00	2.75
Tigrinya	0	3	3	3	0.00	2.00

Q1 2020 Language Contacts and Completes Report

Language	Total Completes	Total Records	Total Calls Made	Letters sent	Contacts/Complete	Contacts/Record
Arabic	2	3	2	3	2.50	1.67
American Sign Language	0	1	1	1	0.00	2.00
Mandarin Chinese	3	7	10	7	5.67	2.43
Russian	2	3	3	3	3.00	2.00
Spanish	11	35	27	35	5.64	1.77
Yue Chinese	1	3	1	3	4.00	1.33
Vietnamese	0	2	2	2	0.00	2.00
Hindi	0	1	1	1	0.00	2.00
Punjabi	0	1	1	1	0.00	2.00
Japanese	0	2	2	2	0.00	2.00
Korean	0	3	3	3	0.00	2.00
Somali	0	3	1	3	0.00	1.33
Tagalog	0	3	3	3	0.00	2.00
Tigrinya	0	2	2	2	0.00	2.00
Amharic	2	4	6	4	5.00	2.50
Swahili	1	1	1	1	2.00	2.00
Estonian	0	1	1	1	0.00	2.00
Persian	0	2	1	2	0.00	1.50
Filipino	0	1	0	1	0.00	1.00
Xiang Chinese	0	1	0	1	0.00	1.00
Igbo	0	1	1	1	0.00	2.00
Italian	0	1	1	1	0.00	2.00
Khmer	0	1	0	1	0.00	1.00
Lao (Laotian)	0	1	0	1	0.00	1.00
Marshallese	0	1	1	1	0.00	2.00
Burmese (mynmarese)	0	1	1	1	0.00	2.00
Oromo	0	1	1	1	0.00	2.00
Samoan	0	2	1	2	0.00	1.50
Ukranian	0	1	1	1	0.00	2.00



WBA Research
Job #19-670
September 2019

KING COUNTY PARATRANSIT ACCESS SURVEY – Q3

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. 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

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 30 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. Given that Access is a shared-ride service, are you satisfied with the directness of your trip routes? Would you say you are...? **(IF NECESSARY, READ: These are situations where you are sharing your Access ride with another customer and they drop that customer off first rather than going directly to your destination. 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

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

Q20C. What is the main purpose of the majority of your trips on taxis? Would you say...? **(READ LIST. RANDOMIZE BUT KEEP 01 AND 02 TOGETHER. ACCEPT ONE RESPONSE ONLY.)**

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

Q20D. Why did you use taxi scrip instead of Access for specific trips?

- 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.)**

- 03 Improved
- 02 Stayed the same

- 03 Gotten worse
 99 **DO NOT READ:** Don't know/Refused
- Q21A. Would you say that in the past month, overall Access service has...? **(READ LIST.)**
- 03 Improved
 02 Stayed the same
 03 Gotten worse
 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

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
- 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



WBA Research
Job #19-670
October 2019

KING COUNTY PARATRANSIT ACCESS SURVEY- Q4

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. 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.)**
- | | | | |
|-----|--|---|--------------------------------------|
| 04 | 1-4 times | → | CODE AS 'INFREQUENT RIDER' |
| 05 | 5-19 times | → | CODE AS 'LESS FREQUENT RIDER' |
| 06 | 20+ times | → | CODE AS 'FREQUENT RIDER' |
| 100 | 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")**

- 06 Very dissatisfied
- 07 Somewhat dissatisfied
- 08 Neither satisfied nor dissatisfied
- 09 Somewhat satisfied
- 10 Very satisfied
- 100 **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.)**

- 06 Telephone (either landline or cell phone)
- 07 Internet through a computer
- 08 Internet through a cell phone
- 09 Internet through a tablet or iPad
- 10 Mail; or
- 96 Another method (**specify**)
- 100 **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?
- 03 Yes
 - 04 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.)
- 04 Complaint
 - 05 Commendation
 - 06 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?
- 03 Yes
 - 04 No
 - 99 **DO NOT READ:** Don't know/Refused
- Q5C. What type of response did you receive from Customer Service? **(READ LIST.)**
- 05 Letter
 - 06 Phone call
 - 07 Both
 - 08 Neither
 - 96 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.)**

- 04 Very helpful
- 05 Somewhat helpful; or
- 06 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
- 02 Not very helpful
- 99 **DO NOT READ:** Don't know/Refused

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

- 04 Very courteous
- 03 Courteous
- 02 Okay; or
- 02 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.)**

- 06 Not at all confident
- 07 Not very confident
- 08 Neither confident nor unconfident
- 09 Somewhat confident
- 10 Very confident
- 99 **DO NOT READ:** Don't know/Refused

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

- 04 Yes
- 05 No, I have a pass
- 06 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.
- 04 Earlier, before your pick-up window
- 05 Later, after your pick-up window
- 06 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...?
- 04 More than 30 minutes before your appointment time,
- 05 Within 30 minutes of your appointment time, or
- 06 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.)**

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

05 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

06 **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. Given that Access is a shared-ride service, are you satisfied with the directness of your trip routes? Would you say you are...? **(IF NECESSARY, READ: These are situations where you are sharing your Access ride with another customer and they drop that customer off first rather than going directly to your destination. 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

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

(READ LIST.)

- 06 Very dissatisfied
- 07 Somewhat dissatisfied
- 08 Neither satisfied nor dissatisfied
- 09 Somewhat satisfied
- 10 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.)

- 06 Not at all confident
- 07 Not very confident
- 08 Neither confident nor unconfident
- 09 Somewhat confident
- 10 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?

- 03 Yes
- 04 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

Q20C. What is the main purpose of the majority of your trips on taxis? Would you say...? **(READ LIST. RANDOMIZE BUT KEEP 01 AND 02 TOGETHER. ACCEPT ONE RESPONSE ONLY.)**

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

Q20D. Why did you use taxi scrip instead of Access for specific trips?

- 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.)**

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

Q21A. Would you say that in the past month, overall Access service has...? **(READ LIST.)**

- 03 Improved
- 02 Stayed the same
- 03 Gotten worse
- 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

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?

- 03 Yes
- 04 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 Spring 2020. Access currently offers virtual Transit Go Tickets that a rider or caregiver can use to cover each Access trip. In Spring 2020, 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

- 05 Yes, Metro bus
- 06 Yes, Link light rail
- 07 Yes, both
- 08 No

100 **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



WBA Research
Job #20-116
January 2020

KING COUNTY PARATRANSIT ACCESS SURVEY- Q1 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. 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 |

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")**

- | | |
|-----|--|
| 11 | Very dissatisfied |
| 12 | Somewhat dissatisfied |
| 13 | Neither satisfied nor dissatisfied |
| 14 | Somewhat satisfied |
| 15 | Very satisfied |
| 101 | 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.)

- 11 Telephone (either landline or cell phone)
- 12 Internet through a computer
- 13 Internet through a cell phone
- 14 Internet through a tablet or iPad
- 15 Mail; or
- 97 Another method **(specify)**
- 101 **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?

05 Yes

06 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.)

- 07 Complaint
- 08 Commendation
- 09 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?

- 05 Yes
- 06 No
- 99 **DO NOT READ:** Don't know/Refused

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

- 09 Letter
- 10 Phone call
- 11 Both
- 12 Neither
- 97 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.)**

- 07 Very helpful
- 08 Somewhat helpful; or
- 09 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
- 03 Not very helpful
- 99 **DO NOT READ:** Don't know/Refused

- Q9. How courteous was the driver? Was the driver...? **(READ LIST.)**
- 04 Very courteous
 - 03 Courteous
 - 02 Okay; or
 - 03 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.)**
- 11 Not at all confident
 - 12 Not very confident
 - 13 Neither confident nor unconfident
 - 14 Somewhat confident
 - 15 Very confident
 - 99 **DO NOT READ:** Don't know/Refused
- Q11. Did the driver ask you to pay? **(READ LIST.)**
- 07 Yes
 - 08 No, I have a pass
 - 09 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.
- 07 Earlier, before your pick-up window
 - 08 Later, after your pick-up window
 - 09 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...?
- 07 More than 30 minutes before your appointment time,

- 08 Within 30 minutes of your appointment time, or
- 09 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.**)

- 07 To be dropped off within 30 minutes of your appointment even if it means your travel time on the van is longer
- 08 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
- 09 **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. Given that Access is a shared-ride service, are you satisfied with the directness of your trip routes? Would you say you are...? **(IF NECESSARY, READ: These are situations where you are sharing your Access ride with another customer and they drop that customer off first rather than going directly to your destination. 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**

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

- 11 Very dissatisfied
- 12 Somewhat dissatisfied
- 13 Neither satisfied nor dissatisfied
- 14 Somewhat satisfied
- 15 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.)**

- 11 Not at all confident
- 12 Not very confident
- 13 Neither confident nor unconfident
- 14 Somewhat confident
- 15 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?

- 05 Yes
- 06 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.)**

- 03 Improved
- 02 Stayed the same
- 03 Gotten worse
- 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

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?

05 Yes

06 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 Spring 2020. Access currently offers virtual Transit Go Tickets that a rider or caregiver can use to cover each Access trip. In Spring 2020, 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
- 09 Yes, Metro bus
 - 10 Yes, Link light rail
 - 11 Yes, both
 - 12 No
 - 101 **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

Certificate Of Completion

Envelope Id: FEDE20B958BE4D72803E103B59240DDF	Status: Completed
Subject: Please DocuSign: Motion 15683.docx, Motion 15683 Attachment A.docx	
Source Envelope:	
Document Pages: 4	Signatures: 2
Supplemental Document Pages: 143	Initials: 0
Certificate Pages: 5	Envelope Originator:
AutoNav: Enabled	Angel Allende
Envelopeld Stamping: Enabled	401 5th Ave
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	Suite 100
	Seattle, WA 98104
	Angel.Allende@kingcounty.gov
	IP Address: 198.49.222.20

Record Tracking

Status: Original	Holder: Angel Allende	Location: DocuSign
9/30/2020 2:19:16 PM	Angel.Allende@kingcounty.gov	
Security Appliance Status: Connected	Pool: FedRamp	
Storage Appliance Status: Connected	Pool: King County General (ITD)	Location: DocuSign

Signer Events

Claudia Balducci
 claudia.balducci@kingcounty.gov
 Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

 F8830816F1C4427...
 Signature Adoption: Pre-selected Style
 Using IP Address: 198.49.222.20

Timestamp

Sent: 9/30/2020 2:22:50 PM
 Viewed: 10/6/2020 10:45:30 AM
 Signed: 10/6/2020 10:45:51 AM

Electronic Record and Signature Disclosure:

Accepted: 10/6/2020 10:45:30 AM
 ID: dd29eec3-644c-4305-b64d-53d8367eba1b
 Supplemental Documents: Motion 15683 Attachment A.docx

Viewed: 10/6/2020 10:45:38 AM
 Read: Not Required
 Accepted: Not Required

Melani Pedroza
 melani.pedroza@kingcounty.gov
 Clerk of the Council
 King County Council
 Security Level: Email, Account Authentication (None)

DocuSigned by:

 8DE1BB375AD3422...
 Signature Adoption: Uploaded Signature Image
 Using IP Address: 198.49.222.20

Sent: 10/6/2020 10:45:56 AM
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 Signed: 10/6/2020 10:54:22 AM

Electronic Record and Signature Disclosure:

Not Offered via DocuSign
 Supplemental Documents: Motion 15683 Attachment A.docx

Viewed: 10/6/2020 10:54:11 AM
 Read: Not Required
 Accepted: Not Required

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events	Status	Timestamp
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	10/6/2020 10:45:56 AM
Certified Delivered	Security Checked	10/6/2020 10:54:07 AM
Signing Complete	Security Checked	10/6/2020 10:54:22 AM
Completed	Security Checked	10/6/2020 10:54:22 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure

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Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of a DocuSign envelope instead of signing it. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

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How to contact Carahsoft OBO King County ITD:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: bob.johnson@kingcounty.gov

To advise Carahsoft OBO King County ITD of your new e-mail address

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at bob.johnson@kingcounty.gov and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

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To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to bob.johnson@kingcounty.gov and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any.

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Required hardware and software

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum

Enabled Security Settings:	Allow per session cookies
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** These minimum requirements are subject to change. If these requirements change, you will be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

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