

APPENDIX A
RESPONSES TO THE 2020 SHORELINE METRO
PASSENGER OPINION SURVEY

SHORELINE METRO PASSENGER OPINION SURVEY

Shoreline Metro is conducting this survey to learn about your travel on the bus and your attitudes toward bus service. Please take a few minutes to answer the following survey questions. Your input is very important and all responses are completely confidential.

1. What is the reason for your trip? (Check all that apply)

<u>46.0%</u> Shopping	<u>19.2%</u> Social/Recreational	<u>35.7%</u> Medical
<u>26.3%</u> Personal Business	<u>7.1%</u> Human Service Agency Visit	<u>47.3%</u> Work Related
<u>21.9%</u> School	<u>4.5%</u> Other	

2. How would you have made this trip if the bus were not available?

<u>5.0%</u> Drive a Vehicle	<u>30.2%</u> Walk	<u>5.4%</u> Bicycle
<u>16.7%</u> Taxi	<u>18.9%</u> Would Not Make Trip	<u>19.8%</u> As a Passenger in Someone's Vehicle
<u>4.1%</u> Other		

If you filled out one of these surveys earlier, stop at this point. Thank you for your cooperation.

3. How many times per week do you ride the bus? (a round trip equals 2 times)

<u>4.5%</u> Less Than Once	<u>13.8%</u> 1 – 2 Times	<u>40.2%</u> 3 – 6 Times
<u>18.8%</u> 7 – 10 Times	<u>22.8%</u> More Than 10 Times	

4. How many blocks do you live from a bus stop?

<u>51.1%</u> 1	<u>19.7%</u> 2	<u>10.3%</u> 3	<u>3.1%</u> 4	<u>4.0%</u> 5	<u>11.7%</u> 6 or More
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5. Was the availability of public transportation a factor in your choice of housing location?

<u>56.2%</u> Yes	<u>43.8%</u> No
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6. Do you have a driver's license?

<u>24.8%</u> Yes	<u>75.2%</u> No
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7. Did you have a vehicle available for this trip?

<u>8.6%</u> Yes	<u>91.4%</u> No
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8. How many vehicles do you have in your household?

52.9% 0 29.1% 1 14.8% 2 3.1% 3 or More

9. Do you have a disability that impacts your ability to use the bus?

87.7% None 0.9% Vision 6.8% Mobility 0.0% Hearing
4.6% Other Disability

10. How would you rate the following factors about Shoreline Metro?

1 = Poor 2 = Neutral 3 = Good

Riding comfort of buses	<u>2.60</u>
Interior/exterior cleanliness of bus	<u>2.62</u>
Buses run on schedule	<u>2.41</u>
Courtesy of driver	<u>2.67</u>
Ease of understanding bus routes	<u>2.69</u>
Cost of service	<u>2.62</u>
Length of ride time	<u>2.51</u>
Passenger safety	<u>2.72</u>
Hours of service	<u>2.20</u>
Bus Buddy program	<u>2.33</u>
Modern amenities	<u>2.57</u>

11. How would the following things or events affect your current bus riding habits?

1 = Ride Less Often 2 = Have No Effect 3 = Ride More Often

Special discounts are offered through your employer	<u>2.33</u>
It becomes easier to know all the routes and schedules	<u>2.45</u>
Better waiting areas are built	<u>2.53</u>
Fares increase 25 cents	<u>1.74</u>
Training is provided on how to use the bus	<u>2.13</u>
The bus stops on the nearest corner to your house	<u>2.48</u>
Transit maps and schedules become available in your language	<u>2.22</u>
Buses travel more frequently	<u>2.72</u>
Transfers become much easier	<u>2.49</u>
The bus route is moved 7 – 8 blocks from your house	<u>1.40</u>
A weekly bus pass is implemented	<u>2.35</u>
Bus Buddy program is expanded	<u>2.18</u>
Availability of modern amenities increased	<u>2.47</u>

12. Should the bus service hours be adjusted?

60.6% Yes

39.4% No

If yes, explain how (where and when): (107 of 123 who responded “yes” provided a written response to this question).

13. Are you:

38.3% Male

56.8% Female

4.9% Other/No Response

14. What is your age category?

6.8% Under 16

7.7% 16 – 17

13.5% 18 – 24

13.5% 25 – 34

15.5% 35 – 44

14.5% 45 – 54

9.2% 55 – 59

8.2% 60 – 64

11.1% 65 and Over

15. What is your ethnic background? (Check all that apply)

80.7% White

4.5% American Indian

5.9% Hispanic/Latino

2.5% Asian

12.4% Black

1.0% Other

16. How many persons live in your household, including you?

31.1% 1

21.8% 2

14.1% 3

11.2% 4

21.8% 5 or More

17. What is your current employment status? (Check all that apply)

14.9% Unemployed

30.2% Full-Time Employment

28.2% Part-Time Employment

13.4% Student

16.8% Retired

3.5% Homemaker

0.5% Temporarily Laid Off

6.5% Other

18. What is your annual household income category?

32.8% Under \$10,000

23.3% \$10,000 - \$19,999

21.1% \$20,000 - \$29,999

11.1% \$30,000 - \$39,999

2.8% \$40,000 - \$49,999

3.3% \$50,000 - \$59,999

5.6% \$60,000 or More

Additional comments:

43 Written Responses – Summary is available upon request.

Please return survey and pencil to survey taker on the bus. Thank you for your cooperation!

