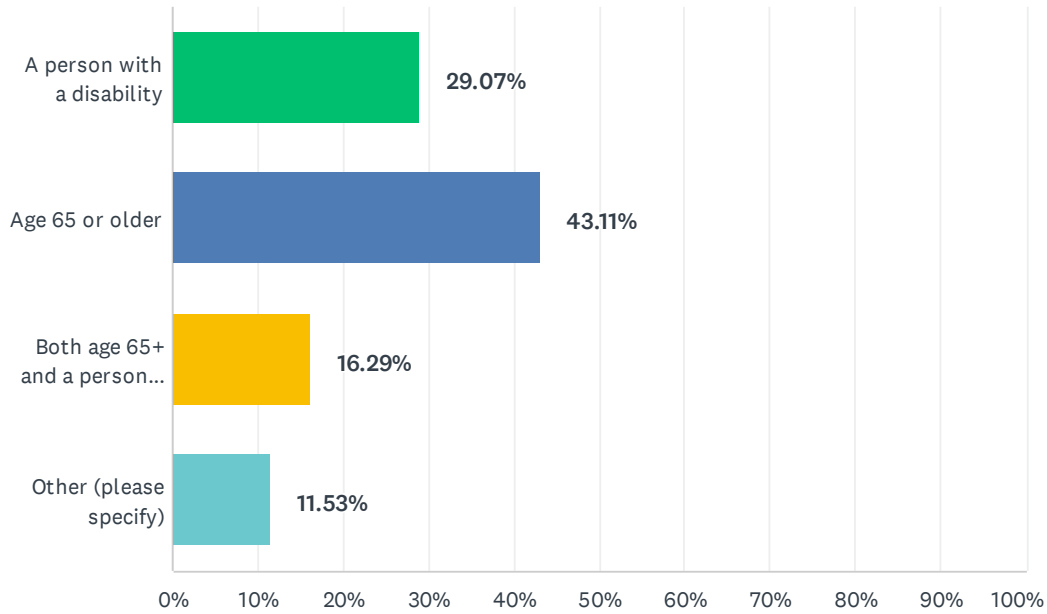


## Q1 I am:

Answered: 399 Skipped: 12



ANSWER CHOICES	RESPONSES	
A person with a disability	29.07%	116
Age 65 or older	43.11%	172
Both age 65+ and a person with a disability	16.29%	65
Other (please specify)	11.53%	46
<b>TOTAL</b>		<b>399</b>

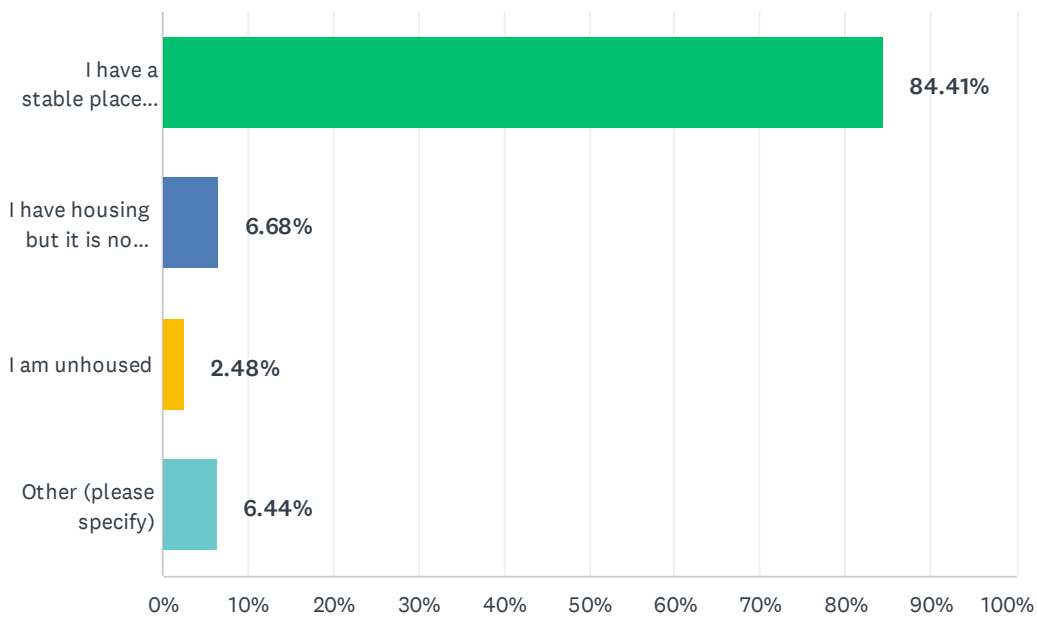
#	OTHER (PLEASE SPECIFY)	DATE
1	Both 65+ and caregiver for someone 65+	1/26/2022 12:56 PM
2	61	1/24/2022 11:34 AM
3	caregiver of teenager with disability	1/18/2022 2:36 PM
4	39 male	12/28/2021 4:15 PM
5	37 female	12/28/2021 4:01 PM
6	indignant indigent, the	12/27/2021 3:45 PM
7	People	12/27/2021 3:17 PM
8	Confused	12/27/2021 2:56 PM
9	CAREGIVER	12/25/2021 8:41 PM
10	Caregiver to someone w/ a disability	12/23/2021 4:51 PM
11	Homeless individual	12/23/2021 2:02 PM

## Mobility on Demand: A Ride to Transit

12	I work with people with disabilities.	12/22/2021 12:56 PM
13	I am a caregiver of a person with a disability	12/20/2021 1:22 PM
14	I have a child with disability	12/12/2021 8:32 PM
15	I am hard of hearing.	12/9/2021 3:49 PM
16	I have vertigo and disorientation difficulties making it hard to travel sometimes. This is especially difficult when it is dark, yet I do not qualify for Access.	12/9/2021 3:18 PM
17	78 yrs old	12/4/2021 1:42 PM
18	work with people with disabilities and help them arrange transport	12/2/2021 12:01 PM
19	Caregiver for the handicapped	12/1/2021 11:52 AM
20	Caregiver to an older adult	12/1/2021 10:37 AM
21	Care Giver	11/29/2021 10:13 PM
22	Care Giver	11/29/2021 10:04 PM
23	看护者	11/27/2021 5:08 PM
24	caregiver for person over 65 and parent of person with disability	11/26/2021 2:35 PM
25	Middle age	11/24/2021 8:11 PM
26	Advocate / service provider / navigator / trainer	11/24/2021 6:38 PM
27	照顾者	11/24/2021 1:41 PM
28	Caregiver for a person over age 65 and has a disability - will be answering for her	11/23/2021 2:42 PM
29	Caregiver	11/20/2021 9:40 AM
30	Part-time caregiver	11/19/2021 3:46 PM
31	leukemia	11/19/2021 1:58 PM
32	92 years old	11/19/2021 1:44 PM
33	Care giver	11/19/2021 1:26 PM
34	Partial disability	11/19/2021 1:10 PM
35	caretaker of 76 year with disability	11/19/2021 11:45 AM
36	caregiver for disabled young adult	11/18/2021 4:11 PM
37	service provider to seniors	11/18/2021 3:44 PM
38	My lung 's not working well	11/18/2021 1:30 PM
39	58	11/18/2021 1:00 PM
40	case manager	11/18/2021 12:43 PM
41	Amputated Have Diebetic	11/18/2021 12:27 PM
42	83 tuoi. ..benh rong xuong..	11/17/2021 7:42 PM
43	caregiver - transportation to a person with disability	11/16/2021 6:06 PM
44	Care giver of someone with Disability	11/16/2021 9:59 AM
45	I care for an individual over 65	11/16/2021 9:58 AM
46	Parent of child with disability	11/16/2021 9:54 AM

## Q2 Which best describes your housing situation?

Answered: 404 Skipped: 7



ANSWER CHOICES	RESPONSES	
I have a stable place to live	84.41%	341
I have housing but it is not stable	6.68%	27
I am unoused	2.48%	10
Other (please specify)	6.44%	26
<b>TOTAL</b>		<b>404</b>

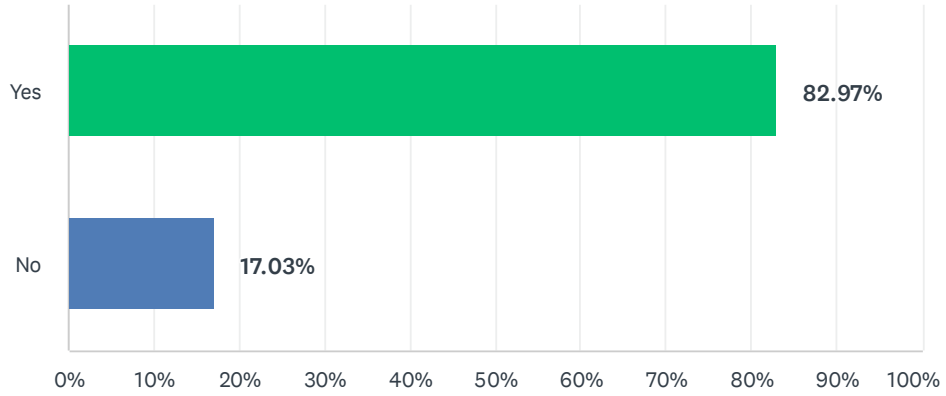
#	OTHER (PLEASE SPECIFY)	DATE
1	looking for apartment for 55+ community	1/26/2022 1:18 PM
2	[selected 1st response with a question mark and 2nd response]	1/24/2022 11:59 AM
3	I got a section 8 valcher and am currently looking for a place to for me.	12/30/2021 2:24 PM
4	i live in a shelter	12/28/2021 2:27 PM
5	.	12/28/2021 1:55 PM
6	Not yet	12/27/2021 3:17 PM
7	I don't I have a set place	12/27/2021 2:56 PM
8	Staying at "Executor Hotel" a LEHI Shelter	12/22/2021 3:15 PM
9	I rent an apartment	12/10/2021 2:13 PM
10	I have a temporary room	12/9/2021 7:49 PM
11	apartment	12/9/2021 3:49 PM

## Mobility on Demand: A Ride to Transit

12	I live in our home.	12/3/2021 8:31 PM
13	Assisted living retirement community	12/3/2021 3:24 PM
14	Apt	12/2/2021 5:43 PM
15	Toi o Chung voi con toi	11/30/2021 1:03 PM
16	Toi o Chung voi con cua toi	11/30/2021 11:59 AM
17	Toi o Chung voi con toi	11/29/2021 9:52 AM
18	Toi o Chung voi con toi	11/28/2021 5:47 PM
19	No answer provided.	11/22/2021 11:16 AM
20	Low income housing	11/19/2021 2:44 PM
21	Low income housing	11/19/2021 1:22 PM
22	I use shuttle service for my transportation	11/19/2021 10:58 AM
23	Housing program	11/18/2021 1:00 PM
24	Housing program	11/18/2021 12:48 PM
25	Plymouth housing	11/18/2021 12:27 PM
26	Kikland city	11/17/2021 7:42 PM

### Q3 Do you use public mass transit in Seattle? (For example: Metro bus, Link light rail, etc.)

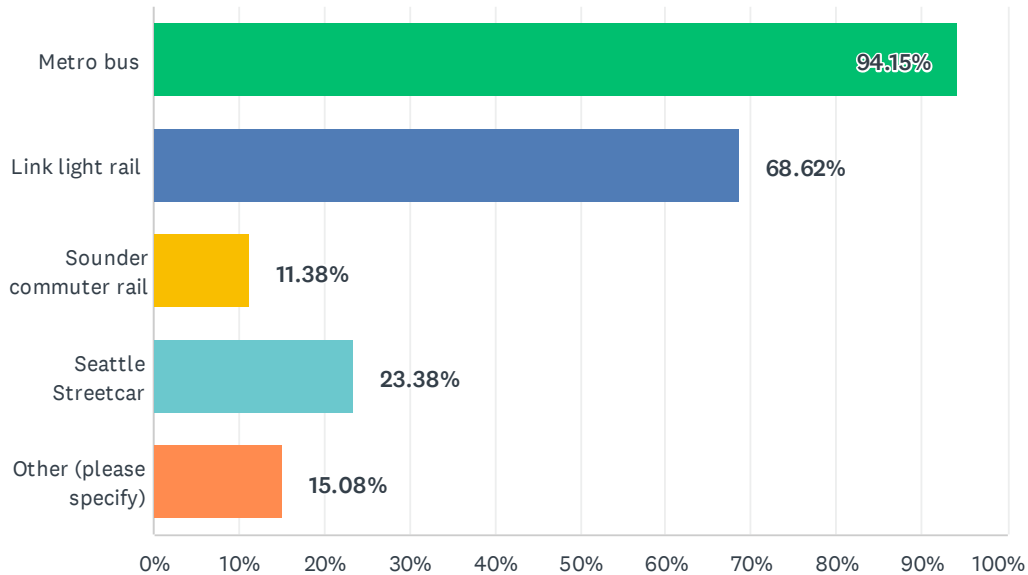
Answered: 411 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.97%	341
No	17.03%	70
TOTAL		411

## Q4 Which of these forms of public transit do you use? Please check all that apply.

Answered: 325 Skipped: 86



ANSWER CHOICES	RESPONSES	
Metro bus	94.15%	306
Link light rail	68.62%	223
Sounder commuter rail	11.38%	37
Seattle Streetcar	23.38%	76
Other (please specify)	15.08%	49
Total Respondents: 325		

#	OTHER (PLEASE SPECIFY)	DATE
1	Monorail	1/26/2022 1:13 PM
2	state ferry	1/26/2022 1:06 PM
3	scooters	12/28/2021 4:22 PM
4	All	12/27/2021 3:21 PM
5	SOUND TRANSIT	12/25/2021 8:41 PM
6	I'm in Kitsap County at Kitsap Rescue Mission in Bremerton So it's Kitsap Transit	12/15/2021 10:52 AM
7	Access and Hopelink	12/12/2021 8:33 PM
8	Drive some times	12/12/2021 8:17 PM
9	My kids also give me a ride for important appointments.	12/12/2021 8:09 PM
10	Access and Hopelink	12/11/2021 9:53 PM

## Mobility on Demand: A Ride to Transit

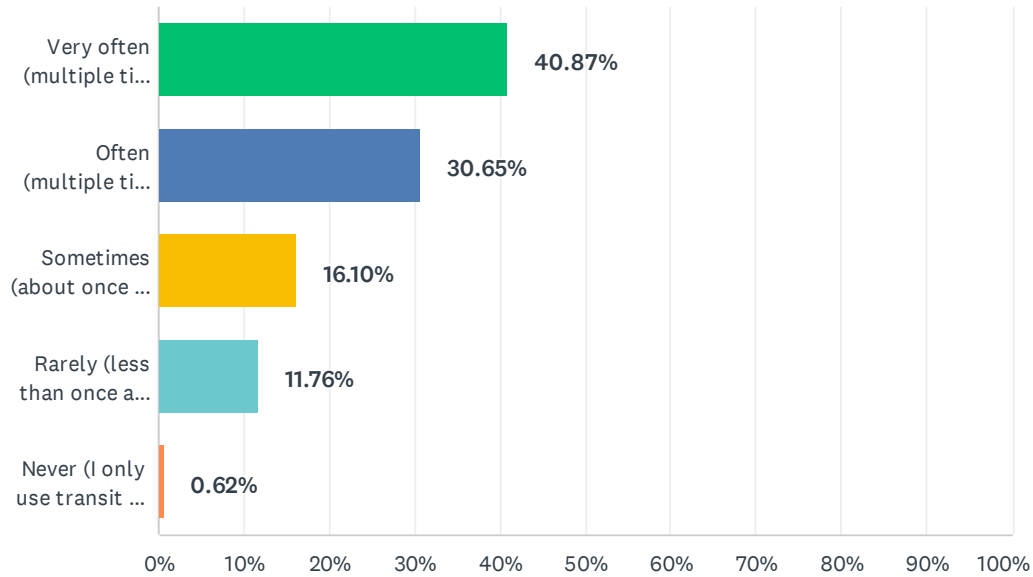
11	Access and Hope link	12/11/2021 8:57 PM
12	Metro Access, Hopelink and Via	12/11/2021 8:27 PM
13	west Seattle Foot Ferry	12/10/2021 6:08 PM
14	Used metro for work. Use less now.	12/10/2021 6:02 PM
15	I do not use it anymore	12/9/2021 7:36 PM
16	Access Paratransit	12/3/2021 3:25 PM
17	Access & Hopelink	12/3/2021 12:06 AM
18	Yellow Cab	11/29/2021 10:10 PM
19	Yellow Cab	11/29/2021 10:05 PM
20	Yellow Cab	11/29/2021 9:46 PM
21	Access Paratransit	11/29/2021 11:26 AM
22	bike share	11/29/2021 11:08 AM
23	ferry, amtrak, other bus services	11/24/2021 6:44 PM
24	Access	11/23/2021 6:33 PM
25	Sound Transit Bus	11/23/2021 2:56 PM
26	WSF from Colman Dock	11/23/2021 5:51 AM
27	ferry	11/22/2021 7:54 PM
28	monorail to Seattle Center	11/21/2021 3:25 PM
29	Also access bus to	11/19/2021 1:44 PM
30	Family members helped me to go somenplace	11/19/2021 1:23 PM
31	Access Shuttle to locations in Seattle and to Pierce County	11/19/2021 11:00 AM
32	Access Bus	11/19/2021 3:53 AM
33	Access para transit, yellow cab, Farwest taxi, Seattle express, Washington transportation, Über	11/18/2021 8:25 PM
34	Sound Transit	11/18/2021 8:12 PM
35	Yellow cap also hope link	11/18/2021 2:13 PM
36	Yellow cap	11/18/2021 2:05 PM
37	Yellow cap	11/18/2021 1:49 PM
38	Yellow cap	11/18/2021 1:31 PM
39	Yellow car	11/18/2021 1:14 PM
40	Yellow cap	11/18/2021 12:49 PM
41	My brother sometimes picked me up	11/18/2021 12:29 PM
42	Electric bike	11/18/2021 11:33 AM
43	Ferries	11/18/2021 11:14 AM
44	I drive	11/17/2021 11:38 AM
45	Access, Hopelink	11/17/2021 11:03 AM
46	Para transit	11/16/2021 5:40 PM
47	Wash. State Ferry, King Co. Passenger ferry	11/16/2021 2:27 PM
48	ST Express Bus, water taxi	11/16/2021 10:49 AM





## Q5 How often do you use public transit to access places outside your neighborhood?

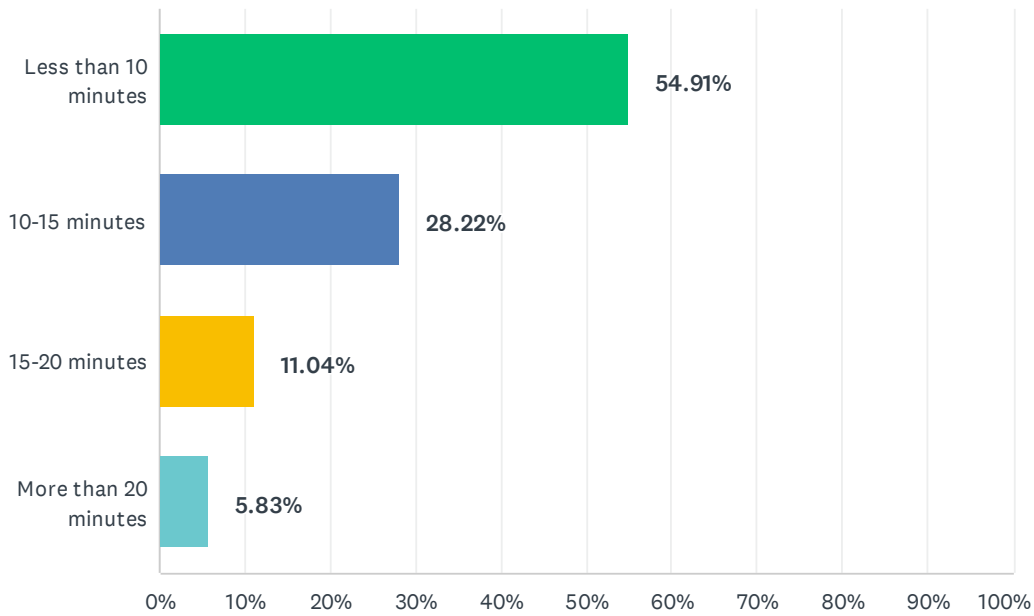
Answered: 323 Skipped: 88



ANSWER CHOICES	RESPONSES	
Very often (multiple times per week)	40.87%	132
Often (multiple times a month)	30.65%	99
Sometimes (about once a month)	16.10%	52
Rarely (less than once a month)	11.76%	38
Never (I only use transit to stay in my neighborhood)	0.62%	2
<b>TOTAL</b>		<b>323</b>

## Q6 How long does it take you to get to transit?

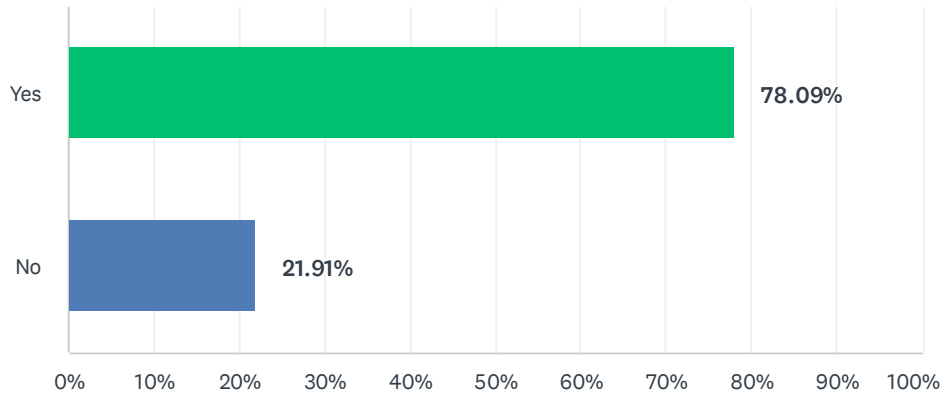
Answered: 326 Skipped: 85



ANSWER CHOICES	RESPONSES	
Less than 10 minutes	54.91%	179
10-15 minutes	28.22%	92
15-20 minutes	11.04%	36
More than 20 minutes	5.83%	19
<b>TOTAL</b>		<b>326</b>

### Q7 Do you feel like this is a reasonable amount of time to get to transit?

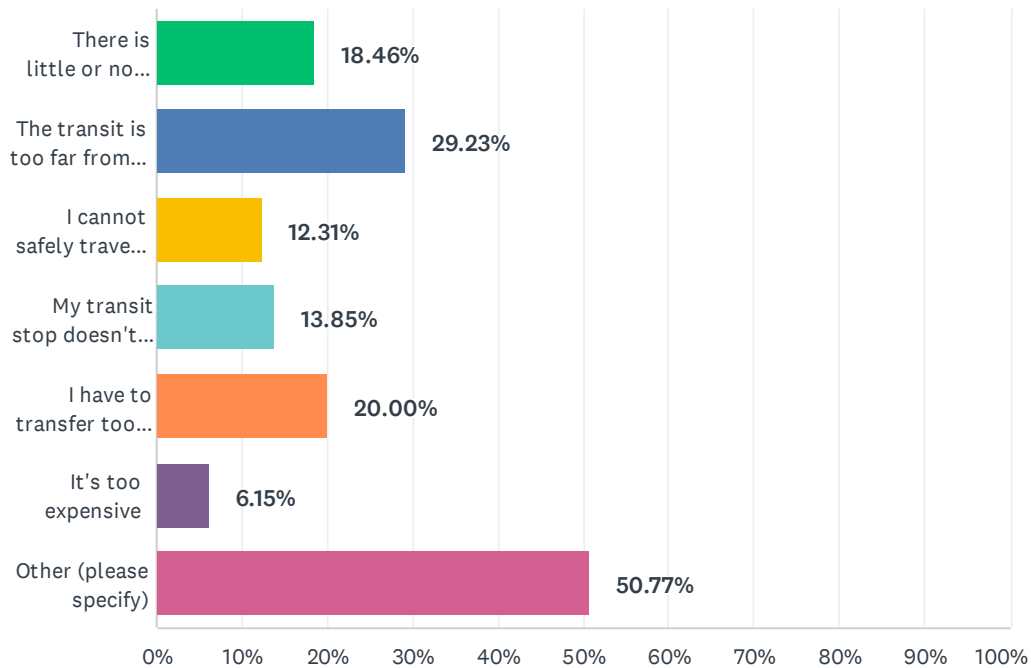
Answered: 324 Skipped: 87



ANSWER CHOICES	RESPONSES	
Yes	78.09%	253
No	21.91%	71
<b>TOTAL</b>		<b>324</b>

## Q8 I do not take public transit because... (please check all that apply)

Answered: 65 Skipped: 346



ANSWER CHOICES	RESPONSES	
There is little or no transit serving my neighborhood when I need it	18.46%	12
The transit is too far from where I live or where I'm trying to go	29.23%	19
I cannot safely travel to transit	12.31%	8
My transit stop doesn't feel safe	13.85%	9
I have to transfer too many times to get where I want to go	20.00%	13
It's too expensive	6.15%	4
Other (please specify)	50.77%	33
Total Respondents: 65		

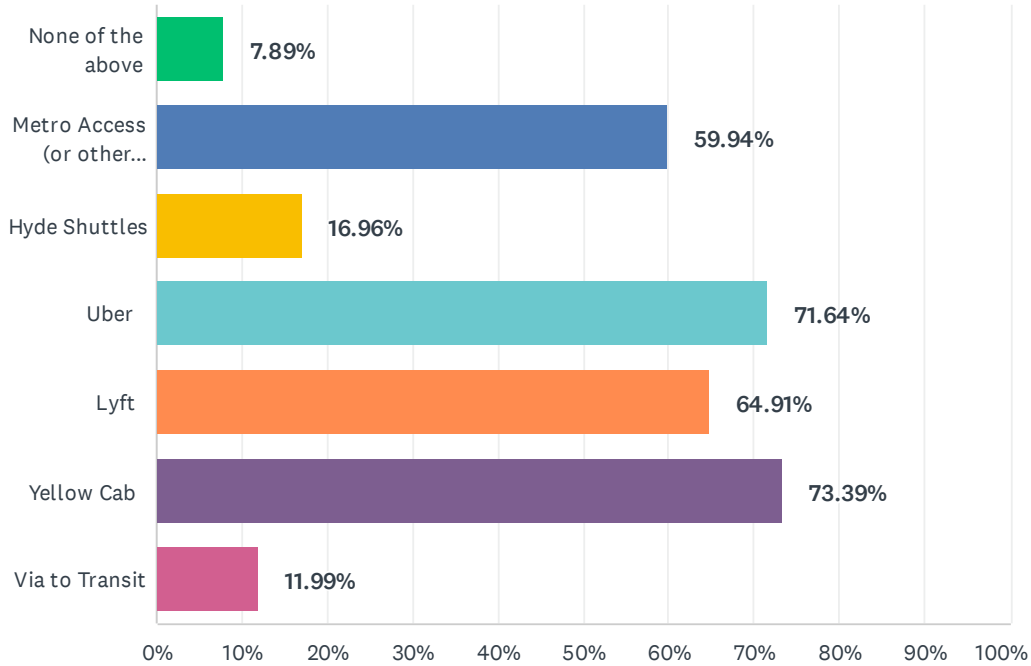
#	OTHER (PLEASE SPECIFY)	DATE
1	on foot (Streetcar is incorrectly written it literally says street and then car)	1/26/2022 5:19 PM
2	I do not use public transit	1/26/2022 1:25 PM
3	No need	1/26/2022 1:17 PM
4	I drive myself	1/26/2022 12:52 PM
5	daughter with ID can't figure out how to use public transit	1/18/2022 2:37 PM
6	not convenient	12/26/2021 6:34 PM
7	The transportation source (bus, L-rail) does not seem safe	12/21/2021 1:27 PM

## Mobility on Demand: A Ride to Transit

8	I can only travel by car	12/13/2021 2:15 PM
9	Lack of mobility	12/13/2021 10:41 AM
10	I use Access	12/9/2021 7:30 PM
11	Car. My wife must drive me.	12/9/2021 3:50 PM
12	Car. Many medical appointments with my husband so must drive. I prefer to use Metro buses when I can.	12/9/2021 3:39 PM
13	I am blind and need travel training	12/3/2021 12:40 PM
14	I rely on family member to take me out	12/1/2021 12:21 PM
15	I rely on family member to take me out	12/1/2021 12:19 PM
16	new here. dare not take bus alone	11/30/2021 12:42 PM
17	我目前还能开车，开车也很方便，不过过几年也许就要坐公交车了	11/29/2021 10:37 PM
18	PTSD	11/29/2021 10:17 PM
19	Unable to walk to bus stop.	11/29/2021 9:52 PM
20	The problems I have to go through riding a bus.	11/28/2021 8:21 PM
21	年纪大了，主要靠儿女帮忙接送	11/25/2021 9:50 PM
22	My disability does not permit me to get to mass transit. I do take Access	11/23/2021 5:35 PM
23	I would not be able to use even the services for people with disabilities.	11/23/2021 2:43 PM
24	No where to go for an old person	11/20/2021 7:23 AM
25	Tôi còn tự lái xe được	11/19/2021 7:03 PM
26	Ride paratransit	11/19/2021 3:00 PM
27	I'm immunocompromised and have stopped using transit during the covid pandemic; I also moved to a neighborhood with less nearby transit options/more transfers needed	11/19/2021 12:43 PM
28	It seems complicated and confusing	11/18/2021 5:17 PM
29	Con trai toi guip do toi di bac si va di cho..	11/17/2021 7:44 PM
30	I have a car	11/17/2021 11:29 AM
31	I own a car.	11/16/2021 2:39 PM
32	Do not live in Seattle.	11/16/2021 9:59 AM
33	I get a ride from my kids who live with me.	11/11/2021 11:48 AM

## Q9 Which of these other transportation options have you heard of before? Please check all that apply.

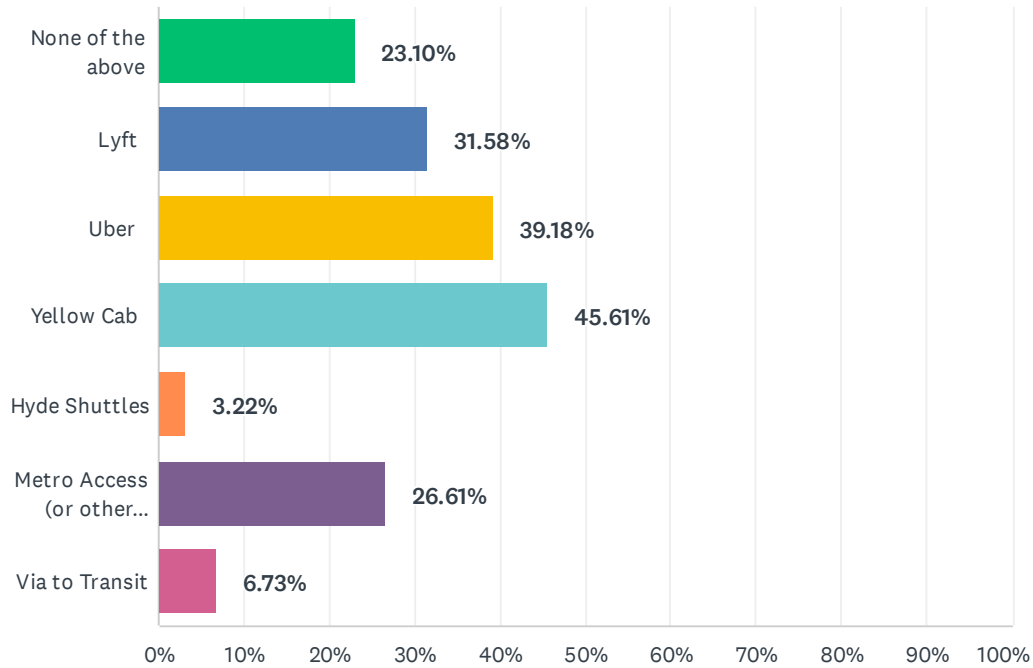
Answered: 342 Skipped: 69



ANSWER CHOICES	RESPONSES	
None of the above	7.89%	27
Metro Access (or other paratransit like Dial-A-Ride Snohomish)	59.94%	205
Hyde Shuttles	16.96%	58
Uber	71.64%	245
Lyft	64.91%	222
Yellow Cab	73.39%	251
Via to Transit	11.99%	41
Total Respondents: 342		

### Q10 Which of these have you used before? Please check all that apply

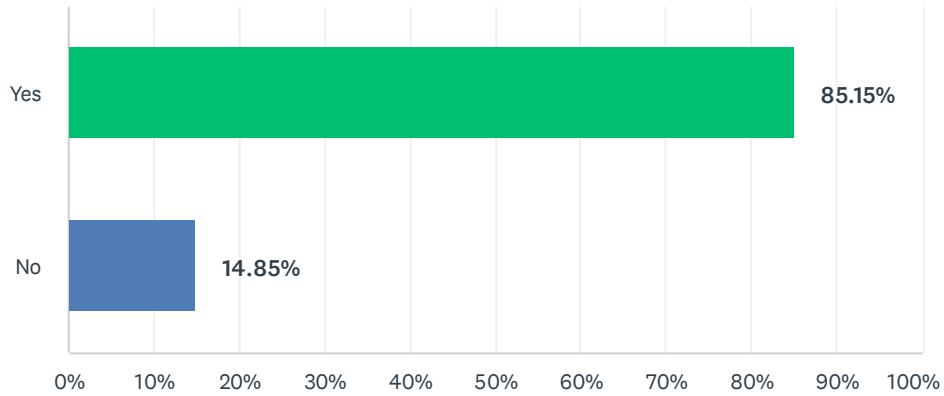
Answered: 342 Skipped: 69



ANSWER CHOICES	RESPONSES	
None of the above	23.10%	79
Lyft	31.58%	108
Uber	39.18%	134
Yellow Cab	45.61%	156
Hyde Shuttles	3.22%	11
Metro Access (or other paratransit like Dial-A-Ride Snohomish)	26.61%	91
Via to Transit	6.73%	23
Total Respondents: 342		

# Q11 Would this transportation service make you more likely to use public transit?

Answered: 357 Skipped: 54

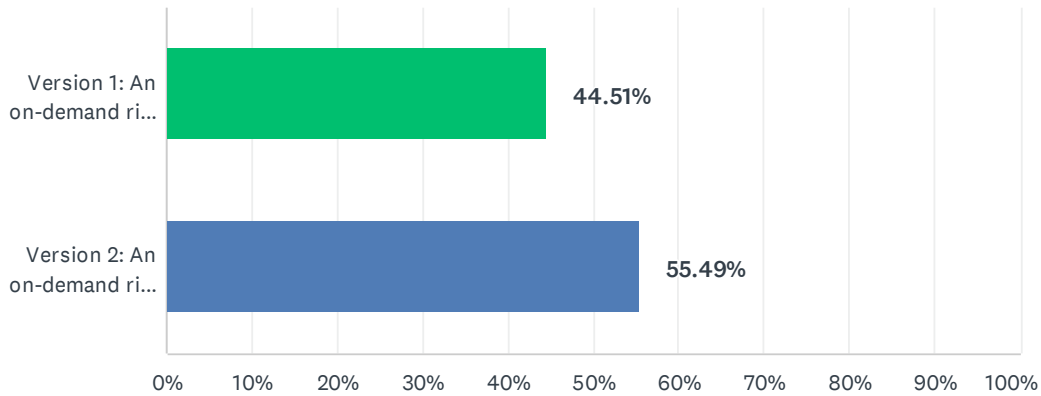


ANSWER CHOICES	RESPONSES	
Yes	85.15%	304
No	14.85%	53
TOTAL		357



Q12 The City of Seattle is also considering making this ride available to people for short trips (under 2 miles) to any destination. Which version of the ride would you be most likely to use?

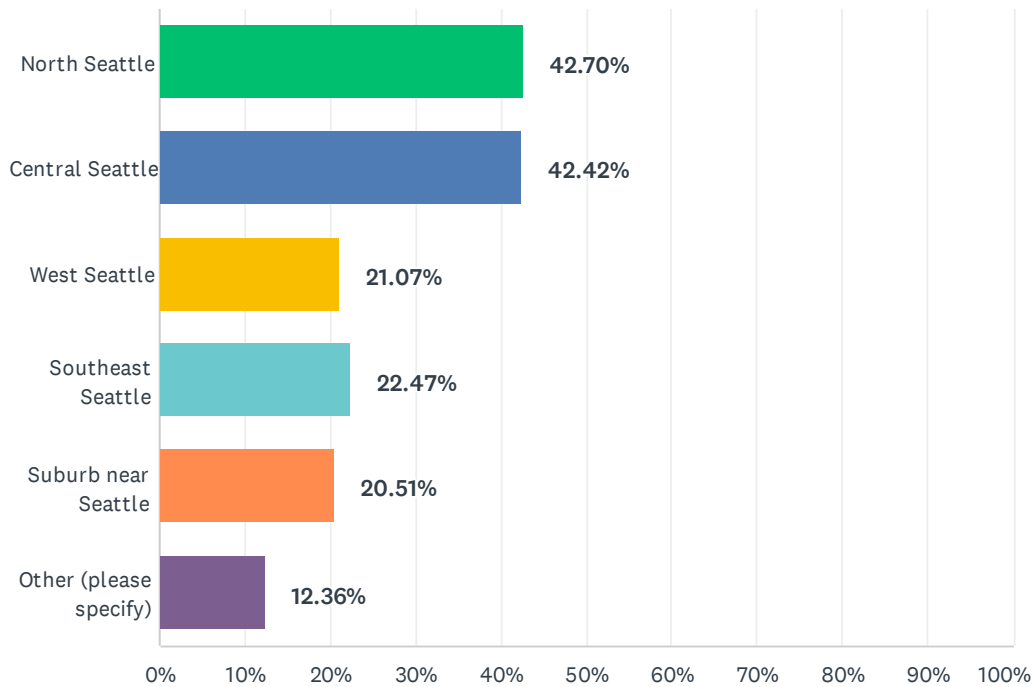
Answered: 346 Skipped: 65



ANSWER CHOICES	RESPONSES	
Version 1: An on-demand ride to or from my nearest transit station (up to 3-5 miles away)	44.51%	154
Version 2: An on-demand ride to any destination within 2 miles	55.49%	192
TOTAL		346

### Q13 What part of the city could you see yourself using this ride in?

Answered: 356 Skipped: 55



ANSWER CHOICES	RESPONSES
North Seattle	42.70% 152
Central Seattle	42.42% 151
West Seattle	21.07% 75
Southeast Seattle	22.47% 80
Suburb near Seattle	20.51% 73
Other (please specify)	12.36% 44
Total Respondents: 356	

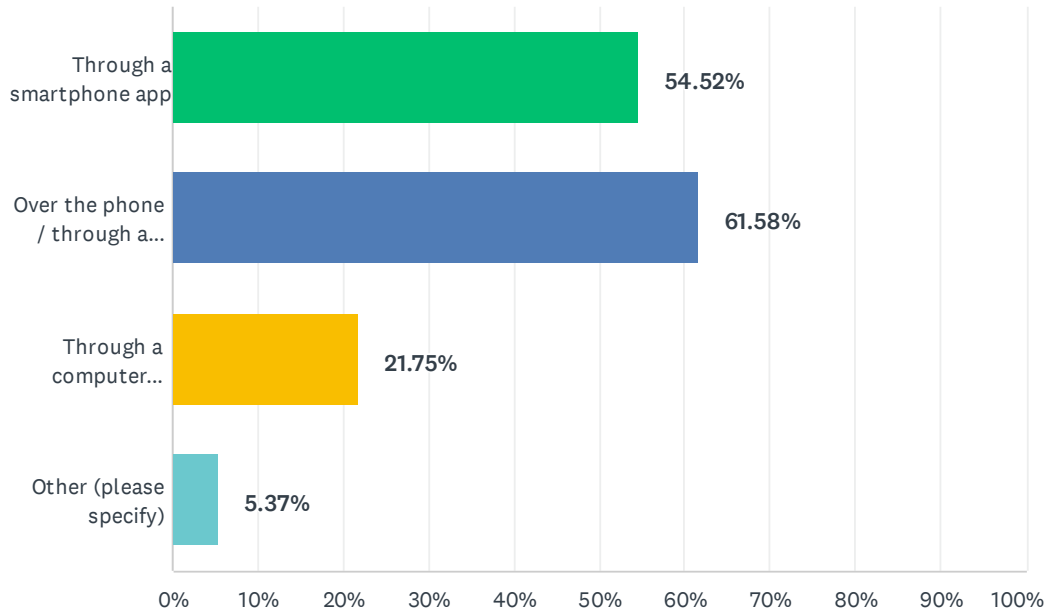
#	OTHER (PLEASE SPECIFY)	DATE
1	Northgate	1/26/2022 5:23 PM
2	I don't know	1/26/2022 5:21 PM
3	N/A	1/26/2022 1:26 PM
4	SeaTac	1/26/2022 1:11 PM
5	white center, burien, tukwila	12/28/2021 4:32 PM
6	South side Seattle	12/23/2021 4:57 PM
7	Chinatown	12/17/2021 5:00 PM
8	Seattle Tacoma Gig Harbor Pierce County	12/15/2021 10:59 AM

## Mobility on Demand: A Ride to Transit

9	Not applicable to my situation	12/13/2021 2:30 PM
10	Renton and Kent	12/12/2021 8:37 PM
11	SeaTac and Tukwila for community connections and shopping	12/12/2021 8:12 PM
12	SeaTac and Kent	12/11/2021 9:56 PM
13	SeaTac, Tukwila and Kent	12/11/2021 9:33 PM
14	Renton, Kent, and Tukwila	12/11/2021 9:15 PM
15	Tukwila, SeaTac and Kent areas.	12/11/2021 9:02 PM
16	Tukwila, Seatac and Federal Way	12/11/2021 8:52 PM
17	Kent, Tukwila, Renton and SeaTac	12/11/2021 8:37 PM
18	Burien	12/10/2021 6:07 PM
19	I do not use transit anymore because there are no buses near me.	12/9/2021 7:39 PM
20	Downtown Seattle	12/3/2021 3:34 PM
21	10-20 minute wait all too often becomes 40 minutes -	12/2/2021 3:59 PM
22	south Seattle area like Beacon Hill	12/1/2021 12:23 PM
23	Tacoma	11/29/2021 1:22 PM
24	All as I go from 205th (King County/Snohomish County) all the way down to Federal Way Transit Center and from Kitsap Ferry all the way to Bellevue.	11/29/2021 11:51 AM
25	南西雅图	11/28/2021 10:47 PM
26	SW	11/24/2021 8:07 PM
27	Anyplace where I need to travel in a group with people who have different access needs	11/24/2021 6:53 PM
28	西雅图东北部，华大地区	11/24/2021 1:44 PM
29	Normandy Park	11/24/2021 9:35 AM
30	Everywhere	11/23/2021 2:43 PM
31	on question 7. measuring a 10 minute walk is not an adequate measure. Whose 10 minute walk. I live withing a 3 to 5 minute able bodied walk and feel that is adequate. 10 minutes, not so much	11/22/2021 11:46 PM
32	None. Person wrote that it is a silly idea and a waste of taxpayer money	11/22/2021 11:30 AM
33	All areas	11/22/2021 11:21 AM
34	From Renton to Seattle	11/19/2021 1:30 PM
35	Dr's office	11/19/2021 1:25 PM
36	Pill Hill and UW and Tuckwila	11/19/2021 11:13 AM
37	I live close to a bus stop but for destinations with multiple transfers, i would use a ride to the second or last route to save time.	11/18/2021 5:26 PM
38	Downtown	11/18/2021 12:53 PM
39	Downtown seattle	11/18/2021 12:37 PM
40	burien	11/17/2021 1:31 PM
41	Northwest Seattle	11/16/2021 12:06 PM
42	NA	11/16/2021 10:01 AM
43	South Everett Transit Station	11/16/2021 10:01 AM
44	South Seattle	11/11/2021 11:52 AM

## Q14 How would you prefer to call/book this ride? Please check all that apply.

Answered: 354 Skipped: 57



ANSWER CHOICES	RESPONSES	
Through a smartphone app	54.52%	193
Over the phone / through a call center	61.58%	218
Through a computer webpage	21.75%	77
Other (please specify)	5.37%	19
Total Respondents: 354		

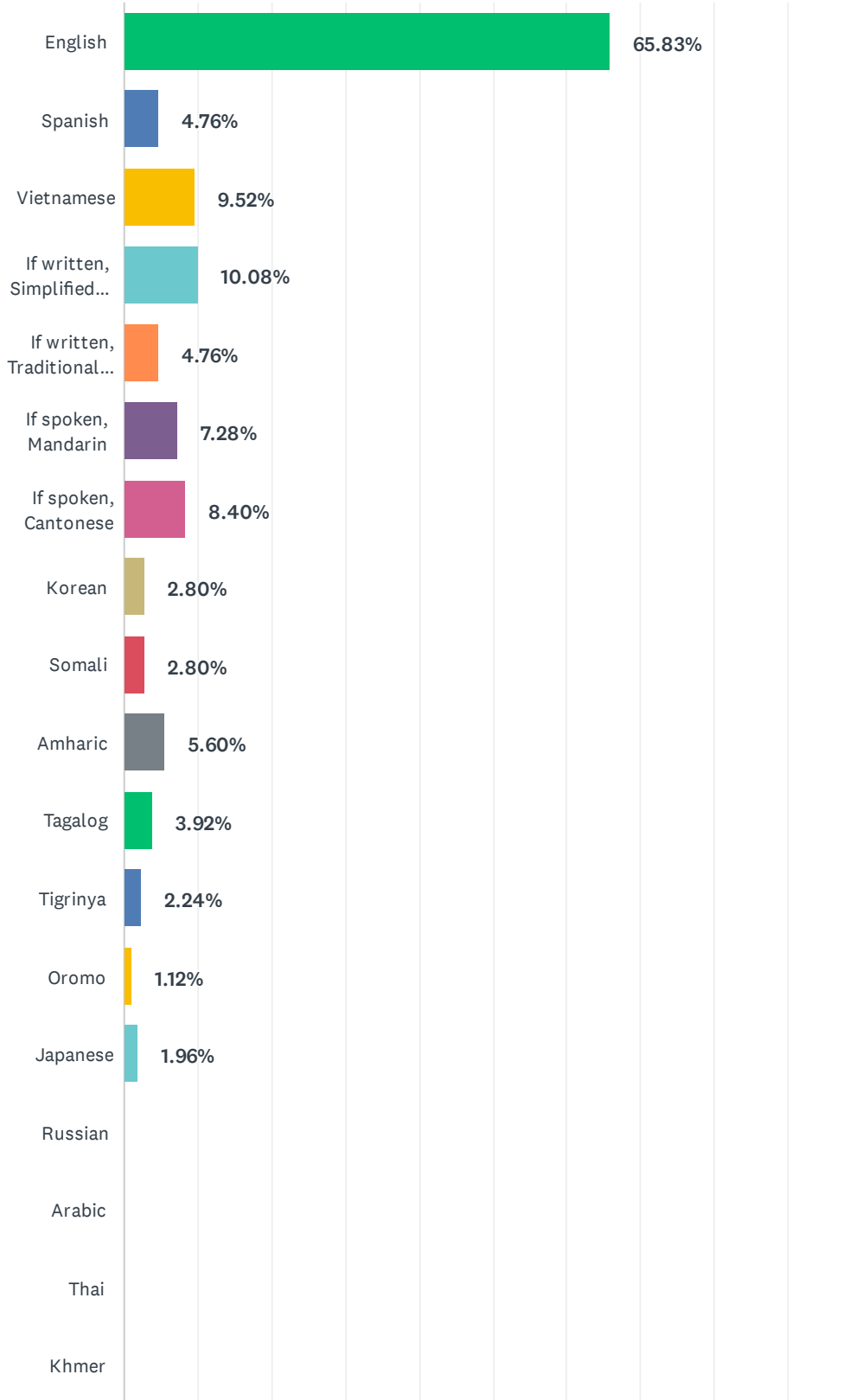
#	OTHER (PLEASE SPECIFY)	DATE
1	Soliciting help from others	1/26/2022 5:21 PM
2	N/A	1/26/2022 1:26 PM
3	Common area	12/27/2021 1:59 PM
4	1. interpretation on webpage with Google map; 2. interpreter provided over the phone	12/23/2021 12:42 PM
5	need to have interpreter	12/23/2021 11:34 AM
6	need to have interpreter	12/23/2021 11:08 AM
7	need to have interpreter	12/23/2021 9:30 AM
8	NA to my situation	12/13/2021 2:30 PM
9	let my daughter reserve for me	11/30/2021 12:45 PM
10	I won't use it.	11/29/2021 12:48 PM

## Mobility on Demand: A Ride to Transit

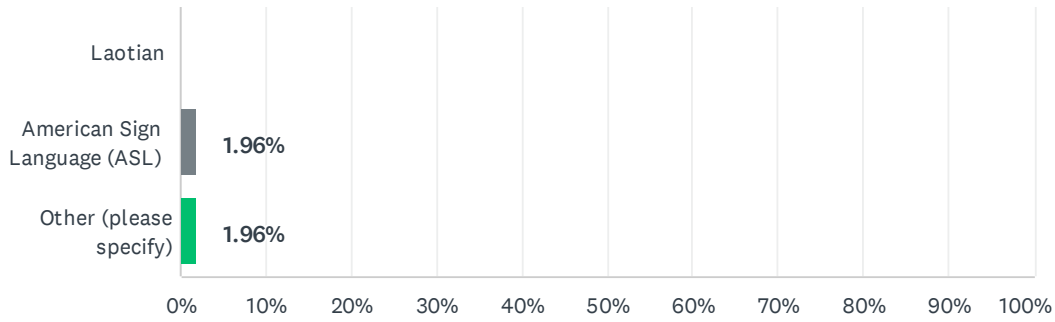
11	Cell phone/TTY service	11/29/2021 11:51 AM
12	I would prefer that Community based organizations be able to book rides for their clients as well as individuals booking for themselves	11/24/2021 6:53 PM
13	no access to computer/smart phone - only uses technology pre 1980	11/23/2021 2:46 PM
14	None	11/22/2021 11:30 AM
15	Help from family	11/21/2021 5:22 PM
16	Not real confident about taking rides from strangers.	11/19/2021 9:28 PM
17	Phone is easy	11/18/2021 1:37 PM
18	Phone from downstairs	11/18/2021 12:53 PM
19	Chinese (Cantonese) or Vietnamese answer & confirm	11/14/2021 1:35 PM

# Q15 In what language would you prefer to request a ride? Please check all that apply.

Answered: 357 Skipped: 54



## Mobility on Demand: A Ride to Transit



ANSWER CHOICES	RESPONSES	
English	65.83%	235
Spanish	4.76%	17
Vietnamese	9.52%	34
If written, Simplified Chinese	10.08%	36
If written, Traditional Chinese	4.76%	17
If spoken, Mandarin	7.28%	26
If spoken, Cantonese	8.40%	30
Korean	2.80%	10
Somali	2.80%	10
Amharic	5.60%	20
Tagalog	3.92%	14
Tigrinya	2.24%	8
Oromo	1.12%	4
Japanese	1.96%	7
Russian	0.00%	0
Arabic	0.00%	0
Thai	0.00%	0
Khmer	0.00%	0
Laotian	0.00%	0
American Sign Language (ASL)	1.96%	7
Other (please specify)	1.96%	7
Total Respondents: 357		

#	OTHER (PLEASE SPECIFY)	DATE
1	N/A	1/26/2022 1:26 PM
2	N A	12/13/2021 2:30 PM

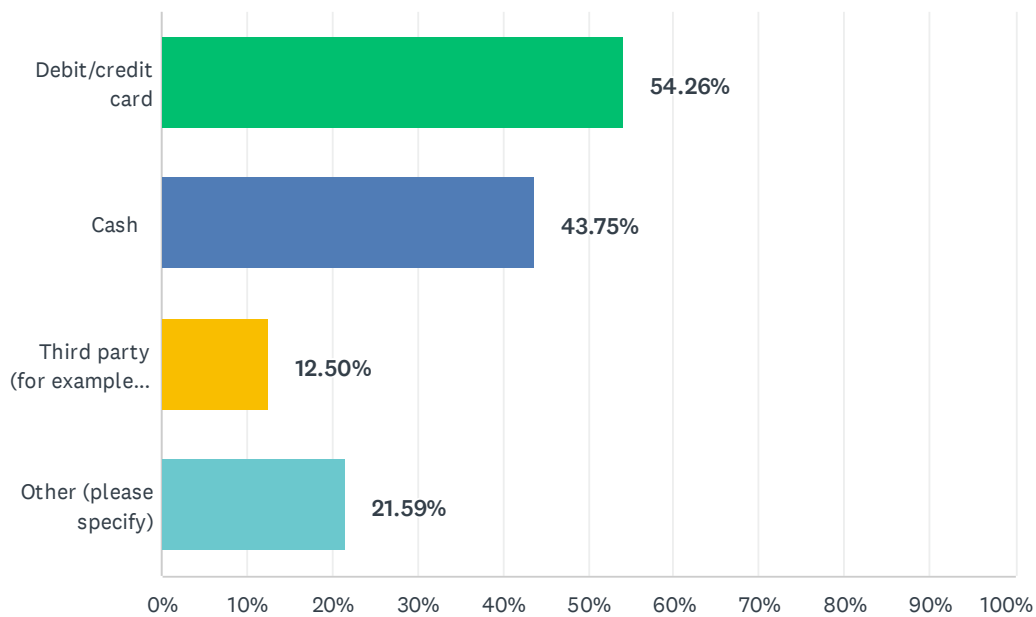
## Mobility on Demand: A Ride to Transit

3	don't forget ASCII for Blind/Deaf People	11/29/2021 11:51 AM
4	Whatever language the rider needs. I can book in English but I am not the only people who need to get around	11/24/2021 6:53 PM
5	Little bit korean	11/19/2021 1:47 PM
6	Some sign language	11/18/2021 2:18 PM
7	Romanian	11/17/2021 11:07 AM



### Q16 How would you prefer to pay for this ride? Please check all that apply.







Answered: 352 Skipped: 59



















ANSWER CHOICES	RESPONSES	
Debit/credit card	54.26%	191
Cash	43.75%	154
Third party (for example, shelter or service provider)	12.50%	44
Other (please specify)	21.59%	76
Total Respondents: 352		

#	OTHER (PLEASE SPECIFY)	DATE
1	<input checked="" type="checkbox"/> ORCA ORCA card	1/26/2022 1:07 PM
2	<input type="checkbox"/> App	1/26/2022 12:58 PM
3	<input type="checkbox"/> Free	1/24/2022 11:36 AM
4	<input type="checkbox"/> It would be nice if there was no fee because we are disabled	12/30/2021 2:51 PM
5	<input checked="" type="checkbox"/> ORCA ebt, orca cards	12/28/2021 4:32 PM
6	<input type="checkbox"/> n/a	12/28/2021 3:22 PM
7	<input checked="" type="checkbox"/> ORCA ORCA card	12/23/2021 12:42 PM
8	<input checked="" type="checkbox"/> ORCA ORCA card, voucher	12/23/2021 11:34 AM
9	<input checked="" type="checkbox"/> ORCA ORCA card, voucher	12/23/2021 11:08 AM
10	<input checked="" type="checkbox"/> ORCA ORCA card, voucher	12/23/2021 9:30 AM
11	<input type="checkbox"/> apple wallet	12/23/2021 7:05 AM

## Mobility on Demand: A Ride to Transit

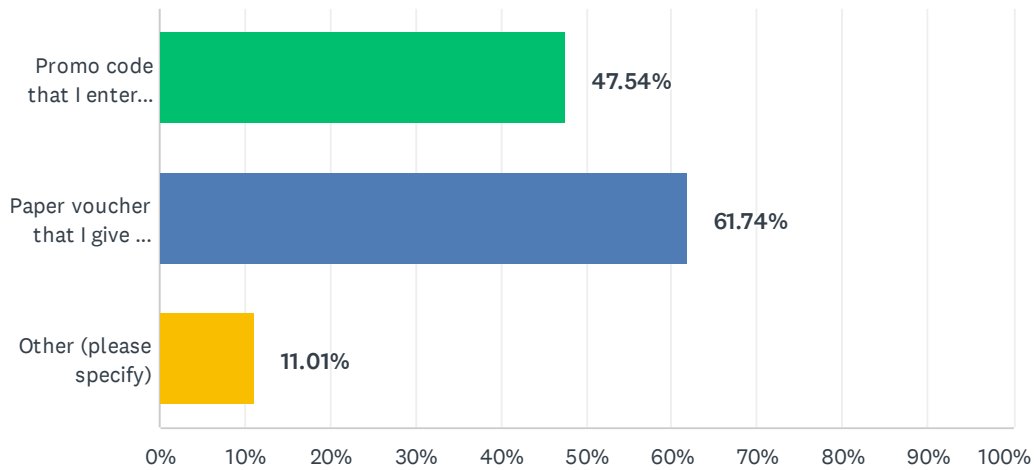
12	Voucher	12/22/2021 3:20 PM
13	 orca card	12/21/2021 1:33 PM
14	Not pay free service	12/20/2021 2:11 PM
15	should be paid for for people with disability	12/20/2021 1:26 PM
16	 bus paper ticket, ORCA card	12/17/2021 5:00 PM
17	Voucher	12/15/2021 10:59 AM
18	NA	12/13/2021 2:30 PM
19	 orca card - subsidized annual pass	12/13/2021 1:37 PM
20	 Orca card	12/13/2021 1:26 PM
21	 Orca card - subsidized annual pass	12/13/2021 1:17 PM
22	 Orca card	12/13/2021 11:33 AM
23	 Orca card	12/13/2021 11:21 AM
24	 Orca Card	12/13/2021 10:47 AM
25	 Orca card	12/13/2021 10:01 AM
26	 Orca Card	12/13/2021 9:51 AM
27	 ORCA card	12/12/2021 10:22 PM
28	 Orca Card	12/12/2021 8:37 PM
29	 Orca Card	12/12/2021 8:20 PM
30	 Orca Card	12/11/2021 9:15 PM
31	 Orca Card	12/11/2021 9:02 PM
32	Debit/Bank card	12/11/2021 8:37 PM
33	 Orca card	12/10/2021 6:15 PM
34	 Orca	12/10/2021 6:07 PM
35	I need support	12/4/2021 8:50 PM
36	 ORCA Pass (the blue ORCA or the Green/white ORCA)	11/29/2021 11:51 AM
37	Apple Pay or Google Pay on my phone.	11/29/2021 11:36 AM
38	 regional pass	11/24/2021 6:53 PM
39	PayPal	11/23/2021 8:57 PM
40	UW UPass	11/23/2021 3:01 PM
41	 orca	11/23/2021 6:51 AM
42	 orca card	11/22/2021 11:46 PM
43	 Orca Card	11/22/2021 12:19 PM
44	 Orca card	11/22/2021 11:26 AM
45	Prepaid card on account in the smartphone app would be easiest	11/20/2021 5:17 PM
46	 Metro orca card	11/20/2021 7:25 AM
47	Should be free	11/19/2021 9:28 PM
48	 ORCA	11/19/2021 4:00 PM
49	 bus card that subtracts amount previously paid	11/19/2021 3:05 PM

## Mobility on Demand: A Ride to Transit

50	 Orca card	11/19/2021 2:50 PM
51	 orca	11/19/2021 2:14 PM
52	 bus pass/orca	11/19/2021 2:01 PM
53	 orca	11/19/2021 1:55 PM
54	 orca	11/19/2021 1:35 PM
55	it should be free like all public transit should be free	11/19/2021 12:54 PM
56	 Orca	11/19/2021 12:44 PM
57	 orca card	11/19/2021 11:24 AM
58	Account created with ability to use credit card to set money up in with automatic reload option when below a certain amount	11/19/2021 11:13 AM
59	 orca card	11/19/2021 8:23 AM
60	 Monthly Pass	11/18/2021 8:23 PM
61	 Orca	11/18/2021 5:26 PM
62	 Orca card	11/18/2021 1:09 PM
63	 Orca card or paying cash	11/18/2021 1:05 PM
64	I have a provider 1 card . I don't paid	11/18/2021 12:37 PM
65	 Metro pass	11/18/2021 11:38 AM
66	 Orca type card	11/18/2021 10:41 AM
67	bus ticket from idic	11/17/2021 3:39 PM
68	bus ticket from idic	11/17/2021 1:34 PM
69	apps such as venmo	11/17/2021 8:09 AM
70	 ORCA	11/16/2021 7:26 PM
71	Via an app	11/16/2021 3:08 PM
72	 Orca card	11/16/2021 2:33 PM
73	Cash app, such as Zelle or Venmo, or within transit app (contactless payment options)	11/16/2021 11:38 AM
74	Apple Pay	11/16/2021 10:31 AM
75	paypal	11/16/2021 10:01 AM
76	Unknown	11/14/2021 1:35 PM

### Q17 What type of voucher would you prefer? Please check all that apply.









Answered: 345 Skipped: 66



ANSWER CHOICES	RESPONSES	
Promo code that I enter in an app or give to dispatcher over the phone	47.54%	164
Paper voucher that I give to the driver	61.74%	213
Other (please specify)	11.01%	38
Total Respondents: 345		

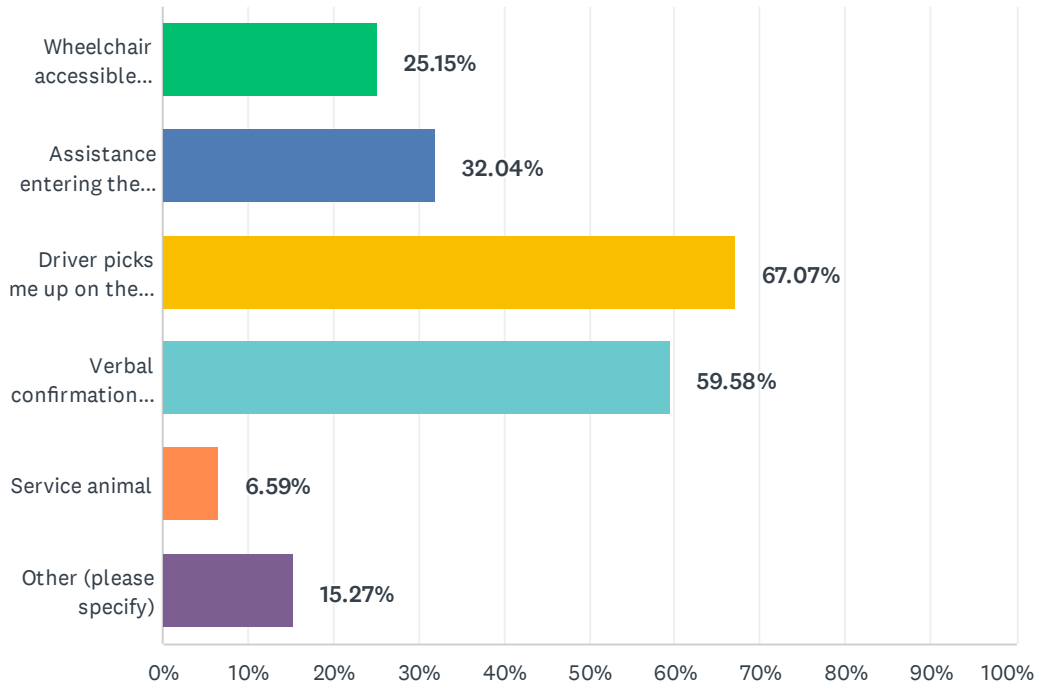
#	OTHER (PLEASE SPECIFY)	DATE
1	Gift card (debit card)	1/26/2022 5:21 PM
2	Maybe you can "access ride card"	12/30/2021 2:51 PM
3	Promo code in app which pays driver directly.	12/28/2021 5:51 PM
4	n/a	12/28/2021 3:22 PM
5	<span style="background-color: green; color: white; padding: 2px;">Orca</span> ORCA card	12/23/2021 12:42 PM
6	<span style="background-color: green; color: white; padding: 2px;">Orca</span> ORCA card	12/23/2021 11:34 AM
7	<span style="background-color: green; color: white; padding: 2px;">Orca</span> ORCA card	12/23/2021 11:08 AM
8	<span style="background-color: green; color: white; padding: 2px;">Orca</span> ORCA card	12/23/2021 9:30 AM
9	smart device app on phone etc.	12/23/2021 7:05 AM
10	<span style="background-color: green; color: white; padding: 2px;">Orca</span> orca card	12/21/2021 1:33 PM
11	<span style="background-color: green; color: white; padding: 2px;">Orca</span> ORCA card	12/17/2021 5:00 PM
12	<span style="background-color: green; color: white; padding: 2px;">Orca</span> Like the Orca Card	12/15/2021 10:59 AM
13	NA	12/13/2021 2:30 PM
14	Card for on demand transportation	12/12/2021 8:37 PM
15	Hopelink, but they are not responsive.	12/11/2021 9:15 PM

## Mobility on Demand: A Ride to Transit

16	Debit card	12/11/2021 9:08 PM
17	Having smart system payment or issued govt card will be great.	12/11/2021 8:37 PM
18	 Orca Card	12/10/2021 6:15 PM
19	 Orca Card	12/10/2021 6:07 PM
20	 orca	12/10/2021 5:59 PM
21	People are helping me with the card	12/4/2021 8:44 PM
22	Set up account that links me to Drivers	12/3/2021 3:34 PM
23	 loaded on the Blue or Green/White ORCA. Like the Access paratransit bus passes are loaded each month.	11/29/2021 11:51 AM
24	Please God no vouchers for me to manage. I have enough to do already. Just set it up in a way that vouchers are unnecessary.	11/29/2021 11:36 AM
25	 Both of the above modes are needed. I want to be able to pay with a pass through next gen ORCA	11/24/2021 6:53 PM
26	 through orca	11/22/2021 11:46 PM
27	Cash	11/22/2021 11:30 AM
28	A text link or QR code in a text message, email, or within the smartphone app	11/20/2021 5:17 PM
29	No preference	11/19/2021 9:28 PM
30	prepaid card system that identifies client	11/19/2021 3:05 PM
31	no idea	11/19/2021 11:24 AM
32	Schedule ride provider has access to payment through account info including monthly pass	11/19/2021 11:13 AM
33	From my place yelling can very quick but way back yellow cap takes forever	11/18/2021 1:37 PM
34	Metro pass	11/18/2021 11:38 AM
35	Preloaded card to use each month, but with rollover capability.	11/18/2021 9:32 AM
36	card	11/17/2021 9:59 PM
37	 Orca card credit	11/16/2021 2:33 PM
38	 Orca	11/14/2021 2:34 PM

## Q18 What are your access needs? Please check all that apply.

Answered: 334 Skipped: 77



ANSWER CHOICES	RESPONSES	
Wheelchair accessible vehicle	25.15%	84
Assistance entering the vehicle	32.04%	107
Driver picks me up on the side of the street I am waiting on (doesn't expect me to cross the street)	67.07%	224
Verbal confirmation of correct vehicle	59.58%	199
Service animal	6.59%	22
Other (please specify)	15.27%	51
Total Respondents: 334		

#	OTHER (PLEASE SPECIFY)	DATE
1	door to door to make sure daughter gets to correct place	1/18/2022 2:40 PM
2	A vehicle that is able to carry a bicycle on board	12/30/2021 2:51 PM
3	extra large vehicles for carrying laundry to laundromats	12/28/2021 4:32 PM
4	Hm	12/27/2021 3:29 PM
5	1. text message in Chinese to tell the vehicle no. of the car which printed on the side of the car	12/23/2021 12:42 PM
6	1. rider provide written name and address to verify identity; 2. text message in Chinese to tell the vehicle no. of the car	12/23/2021 11:34 AM
7	rider provide written name and address to verify identity	12/23/2021 9:30 AM

## Mobility on Demand: A Ride to Transit

8	Able to communicate in Chinese	12/13/2021 1:37 PM
9	Able to communicate in Chinese	12/13/2021 11:33 AM
10	Language interpretation tools	12/13/2021 11:21 AM
11	Able to have interpretation methods to speak to driver	12/13/2021 10:01 AM
12	Somali Speaking driver	12/11/2021 9:02 PM
13	Somali speaking drivers for me and other Somali vulnerable customers.	12/11/2021 8:37 PM
14	Do not need help	12/4/2021 9:05 PM
15	Just go by myself	12/4/2021 8:44 PM
16	I am healthy and do not need any help	12/4/2021 1:56 PM
17	I am healthy and do not need any help	12/4/2021 1:52 PM
18	I use a rollator walker	12/3/2021 3:34 PM
19	The driver can show me the order receipt with my name on it	12/1/2021 12:23 PM
20	Check car plate number	12/1/2021 10:42 AM
21	let me know the car plate so I can check	11/30/2021 12:45 PM
22	needs to accommodate a power wheel chair	11/30/2021 12:25 PM
23	ASL/Finger Spelling Fluent	11/29/2021 11:51 AM
24	Ability to go places in groups with multiple people who have different access needs	11/24/2021 6:53 PM
25	最好有针对未成年人的看护服务	11/24/2021 1:44 PM
26	中文路标	11/23/2021 8:35 PM
27	I use a walker	11/23/2021 3:01 PM
28	Must be very close to the door, and be parked for at least 12" (18" better) between curb and car. Must have room for walker, and driver must be able to fold and store walker	11/23/2021 2:46 PM
29	None	11/23/2021 2:43 PM
30	none	11/22/2021 11:46 PM
31	None	11/22/2021 11:30 AM
32	Let me know when transit arrives/ get a phone call (weather conditions)	11/22/2021 11:21 AM
33	Pickup at residence	11/21/2021 10:15 PM
34	ASL or written communication	11/20/2021 8:19 AM
35	I need safe bike routes and sidewalks with curb cuts at the intersections because my bike is my mobility device	11/19/2021 9:28 PM
36	Assistance with doors, able to wait sheltered from rain AND sun	11/19/2021 12:54 PM
37	x	11/19/2021 11:47 AM
38	Rollator walker so need lift or I can get into van or minibus but need to stow or secure walker	11/19/2021 11:13 AM
39	Captioning/ text communication	11/19/2021 7:10 AM
40	Less people riding the Access Bus at the same time.	11/19/2021 4:00 AM
41	pick up at my bustop is fine	11/18/2021 5:26 PM
42	verify driver and/or vehicle type and license#	11/18/2021 1:17 PM
43	I am not sure -- none?	11/18/2021 11:34 AM
44	I don't need this service just now but as I'm 75 I think I'll need it in the next 10 yrs or so!	11/16/2021 2:33 PM

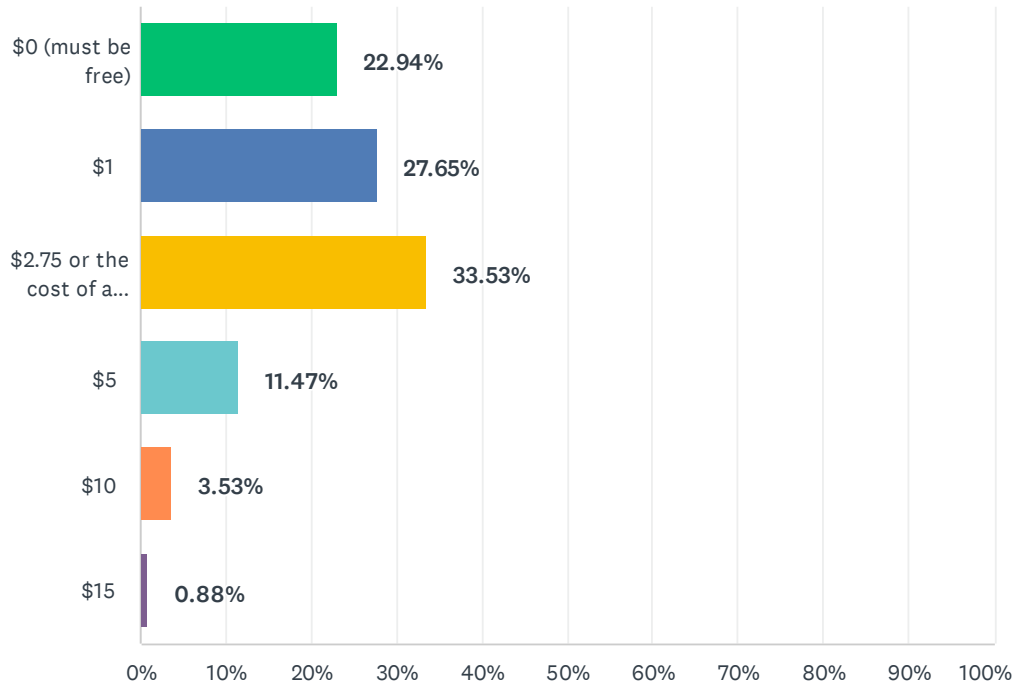
## Mobility on Demand: A Ride to Transit

45	app is accessible for my visual disabilities; vehicle is visibly marked/easily identified	11/16/2021 10:29 AM
46	Communication needed in sign language	11/16/2021 9:57 AM
47	Speak my language	11/14/2021 5:45 PM
48	Need to know what's the calling & waiting time	11/14/2021 2:34 PM
49	Instant call is available	11/14/2021 2:17 PM
50	The driver able to name you.	11/14/2021 1:54 PM
51	Chinese (Cantonese) answer and confirm	11/14/2021 1:13 PM



## Q19 What is the maximum amount you would be willing to pay for this kind of ride?

Answered: 340 Skipped: 71



ANSWER CHOICES	RESPONSES
\$0 (must be free)	22.94% 78
\$1	27.65% 94
\$2.75 or the cost of a transit ticket	33.53% 114
\$5	11.47% 39
\$10	3.53% 12
\$15	0.88% 3
<b>TOTAL</b>	<b>340</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	\$3.00 is okay.	12/28/2021 5:51 PM
2	maybe my medical coverage would cover this like hopelink	12/28/2021 4:32 PM
3	1. i am low income rider	12/23/2021 12:42 PM
4	1. i am low income rider	12/23/2021 11:34 AM
5	\$2	12/22/2021 3:20 PM
6	Another item that needs PAAC is Sidewalk obstructions (Solid Waste bins, vegetation, damaged sidewalk, veihcless	12/21/2021 1:33 PM

## Mobility on Demand: A Ride to Transit

7	NA	12/13/2021 2:30 PM
8	My income is limited	12/11/2021 8:37 PM
9	Senior \$1 cost of transit ticket	12/3/2021 12:57 PM
10	\$4.50 max. Any higher and I will not be able to afford it.	11/29/2021 11:51 AM
11	I would like to be able to include this in whatever level of pass I purchase. I personally when travelling alone would most care when I need to carry home things like groceries but travelling in groups everyone with a disabled pass should have a disabled rate like #1.00	11/24/2021 6:53 PM
12	What about tipping	11/23/2021 8:57 PM
13	\$2	11/23/2021 6:38 PM
14	cost of transit ticket, but transferrable to the rest of the ride	11/23/2021 6:51 AM
15	No limit	11/22/2021 11:30 AM
16	1. If to a local destination directly, \$1-3. (For low income folks, free.) 2. If it's a ride to a transit location, free (because I would use my ORCA card at that point).	11/20/2021 5:17 PM
17	No money	11/19/2021 1:41 PM
18	If it's part of transit it should be free as all transit should be, but at most it should be the same \$1 cost as a disabled/senior ticket, not a standard adult fare	11/19/2021 12:54 PM
19	0 for up to miles ride, and \$1 for 2 zone bus/light Rail Ride	11/18/2021 8:23 PM
20	I ideally paid aged time to yellow cap and he came anytime picked me up when money was gone I deposit more money to yellow cap	11/18/2021 1:37 PM
21	No tips	11/18/2021 12:53 PM
22	When they helped to be in the I usually paid \$3.00	11/18/2021 12:37 PM
23	\$2	11/17/2021 8:37 PM
24	If need, I will pay the cost.	11/15/2021 4:38 PM
25	Within \$20	11/14/2021 2:17 PM
26	\$25	11/14/2021 2:09 PM