

BELLEVUE TRANSIT IMPROVEMENT SURVEY



**Bellevue Transit
Master Plan**

CITY OF BELLEVUE

October 2012

Transportation Department



FOREWARD

"It doesn't matter what people like me think."

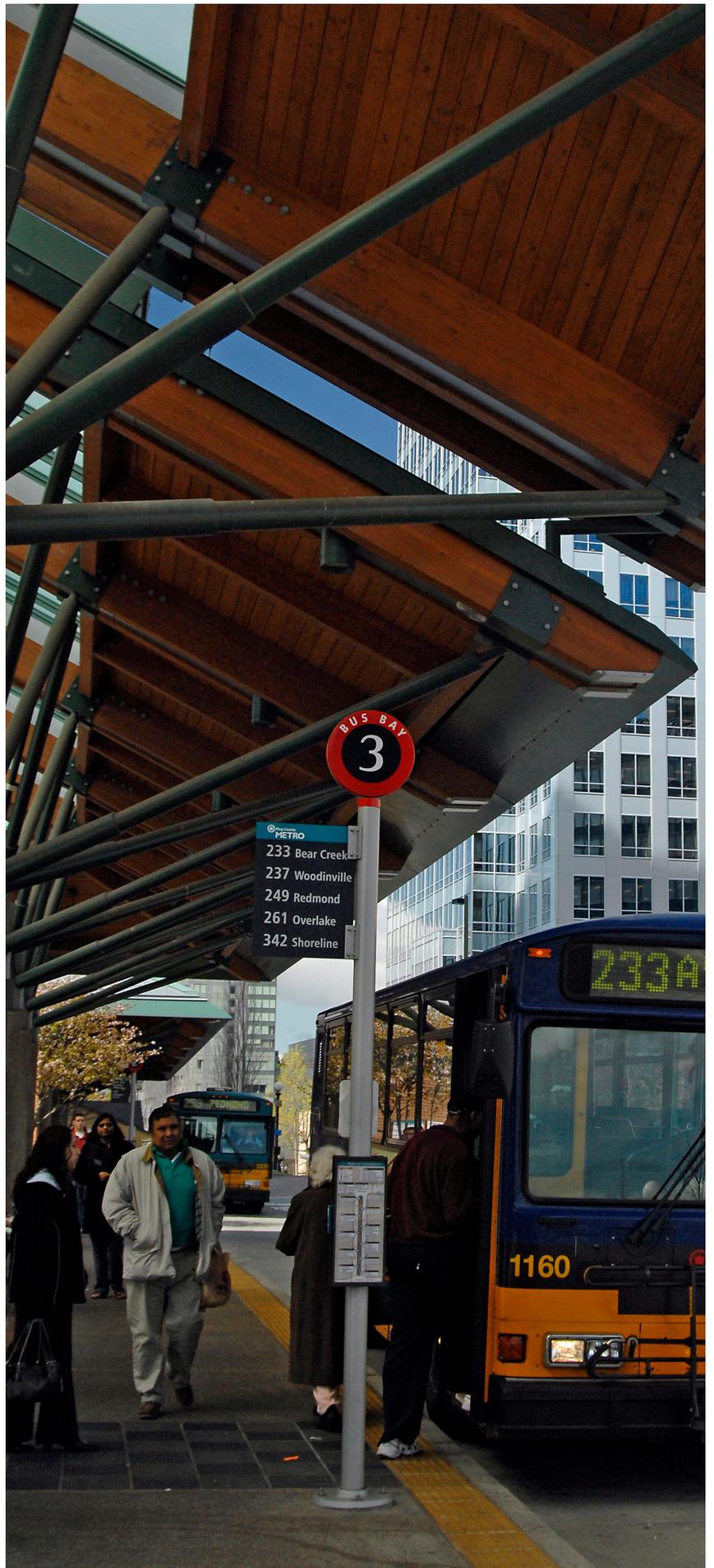
-Anonymous Non-Rider, March 14, 2012

In fact, it does.

We value the public's input a great deal in planning the future of transit service in Bellevue, and we hope this document, future outreach efforts, and the plans that are ultimately proposed will serve as a testament to this truth. Of course, limited resources will necessitate difficult trade-offs between valid and competing interests, and no matter what the outcomes, it is certain that we will not be able to please everyone, everywhere, without exception. But with the extensive feedback we received to our Transit Improvement Survey between February and March 2012, the results of which have been carefully analyzed and are summarized in the following pages, we will strive to ensure that our future transit network plans respond to the concerns and accommodate the priorities that the public has identified. After all, transit is here to serve you—the public—and our plans will not be successful if the results do not meet your needs.

Thank you once more to everyone who participated in our 2012 Transit Improvement Survey. To those who were unable to provide input to this survey, it is not too late to get involved in the conversation and have your voice heard. This was only the first step in our on-going engagement of the public in a discussion about the future of transit in Bellevue. If you would like to be informed of future outreach efforts or learn more about where the City is in the transit planning process, please visit the Bellevue Transit Master Plan project webpage at www.bellevuewa.gov/bellevue-transit-plan.htm.

-The City of Bellevue Transportation Department



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1 • INTRODUCTION

PHOTO BY John Tiscornia

PURPOSE

The City of Bellevue is updating its 2003 Transit Plan with a comprehensive 20-year look ahead to the type of system that will be required to meet Bellevue's transit needs through 2030. The Transit Master Plan will develop short- and long-term policies, programs, and projects that help foster a high-quality transit system that is easier, more effective, and more enjoyable for residents, employees, and visitors in Bellevue. Who are some of the system's current users, how do they use it, and what are their priorities?

The Transportation Department conducted the Transit Improvement Survey between February and March of 2012 as part of an ongoing effort to better understand the perspectives and ideas of Bellevue's current, former, and potential transit ridership.

"...effective network planners look beyond self-interested demands and think more broadly about what motivates people to use transit. This doesn't mean substituting our judgment for the customer's, but it does mean trying to discern underlying patterns in the diverse comments that agencies receive, and thinking about how various service changes would improve transit's ability to attract riders and fit the larger goals of the city or region it serves."

– Jarrett Walker, *Human Transit*, p.23-24



PHOTO BY John Tiscornia

The objectives of this survey include:

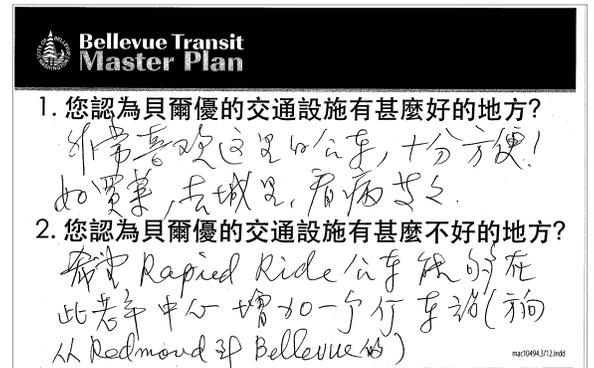
- Identify common characteristics of transit use in Bellevue and any variation that exists based on individuals' trip purpose, place of residence, destination, or demographic characteristics.
- Determine what motivates different groups to use transit, why others have stopped, and why some have never tried using transit here before.
- Identify which qualities of transit service—such as speed or frequency of service—are most important to current and potential transit users.
- Determine how various groups access transit, what routes they use, and what their perception is of the convenience, accessibility, and reliability of transit in Bellevue.
- Identify users' priorities for municipal investment in transit, municipal advocacy to regional transit agencies, and their preferred solutions in the event of future budget shortfalls at King County Metro.
- Determine how incentives like employer-provided ORCA passes—or conversely, free parking—affect respondents' decision to use transit when commuting to work or school.
- Determine how easy users think it is to obtain and understand bus route maps and schedule information, both at home and while on the go.
- Learn about the experiences, issues, and concerns of those who have used transit locally and any ideas they have that may help improve service in the community.

After the survey period closed, the responses were collected, formatted, and published in the *Outreach Report: Technical Appendix* in June 2012. Since then, those responses have been analyzed, write-in comments have been reviewed and categorized, and the results of those efforts are presented herein.

OUTREACH

The underlying intent of the outreach is to have as great a variety of respondents' voices reflected in the transit plan's proposals as possible. To that end, the following list documents some of the publicizing efforts used to engage diverse audiences with the Transit Improvement Survey:

- The Transportation Improvement Survey was linked from the City's webpage for the Transit Master Plan update (www.bellevuewa.gov/bellevue-transit-plan.htm).
- Outreach cards were distributed by volunteers recruited at Park & Rides, the downtown Bellevue Transit Center, and Crossroads Mall.
- The City of Bellevue worked with the Bellevue Downtown Association (BDA) to get the message out to buildings and with King County Metro to get the word out to commute trip reduction (CTR) affected businesses.
- The BDA was helpful in having the postcards distributed to hospitality and health care businesses (placed in the mailboxes of swing shift employees who are difficult to reach).
- Church organizations were asked to message their congregations by email, newsletters, and public announcements.
- The City of Bellevue coordinated with HopeLink to get the word out to Medicaid recipients. HopeLink generously mailed postcards to 1,400 residences.
- Several local groups with an interest in non-auto transportation—including Cascade Bicycle Club, Bellevue School District, and the Seattle Transit Blog—posted information on their websites (the Technical Appendix includes a screenshot of each).



- The City of Bellevue worked with neighboring cities, Redmond and Kirkland, to help get the word out. The City of Kirkland did a video spot on the survey which can be found at http://kirkland.granicus.com/MediaPlayer.php?view_id=13&clip_id=2384.
- A media release video was produced in cooperation with Bellevue TV (<http://www.youtube.com/watch?v=ZYYZZn-0Vo>).

FLOW CHART of SURVEY QUESTIONS

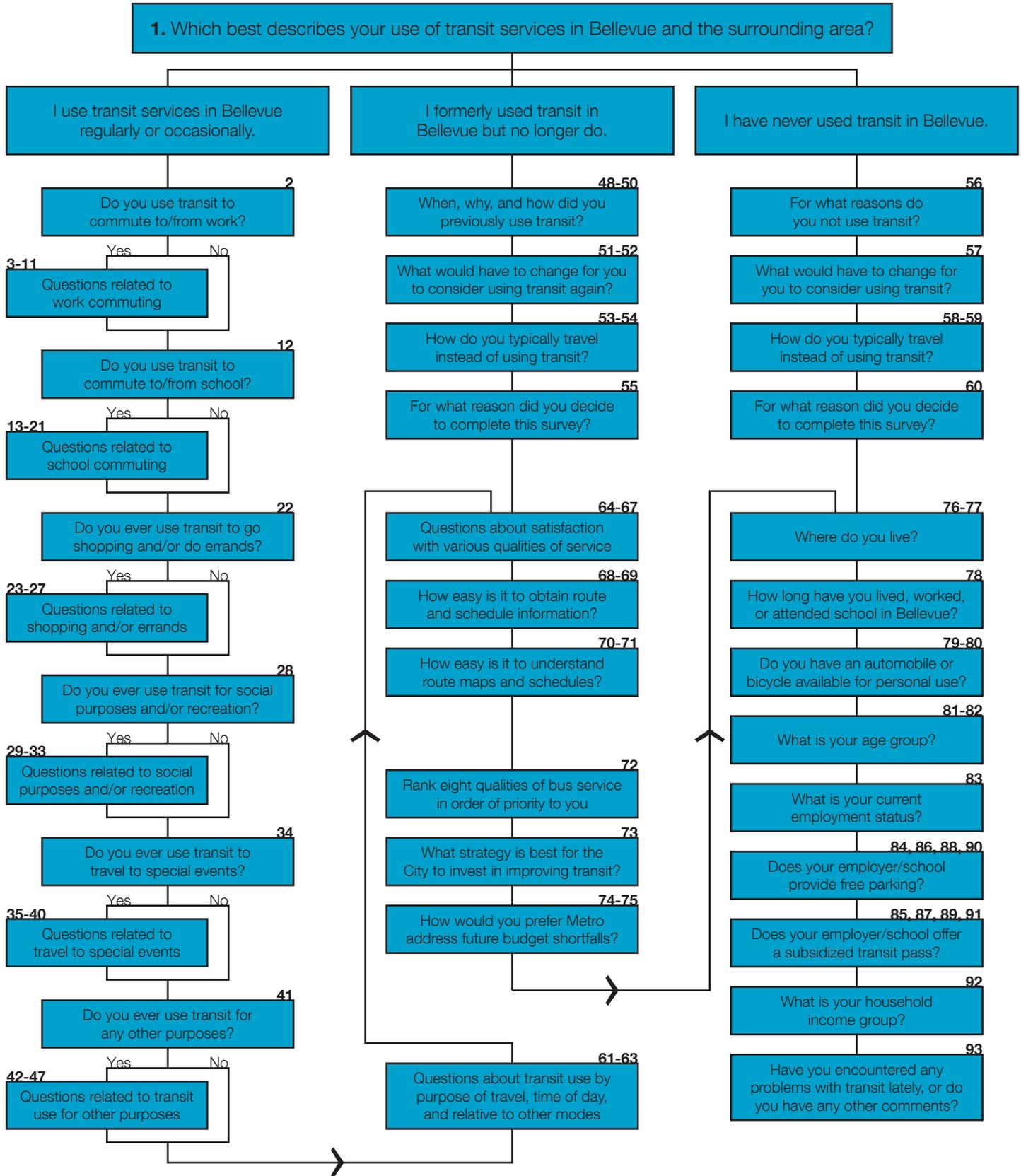


Figure 1.1 Respondents were first asked whether they currently use transit in Bellevue, formerly used transit in Bellevue, or have never used transit in Bellevue. Based on this response, respondents were then directed to a series of questions specific to their use type before answering questions applicable to all user types.

SURVEY ORGANIZATION

Figure 1.1 depicts the flow of questions respondents were asked throughout the survey. Respondents were initially prompted to identify themselves as either current users of transit in Bellevue, former users of transit in Bellevue, or as someone who has never used transit in Bellevue (question 1). Based on this response, respondents were then directed to a series of questions specific to their user type before answering questions applicable to all user types. In addition to common multiple-choice response selections, many questions offered respondents the opportunity to provide write-in responses via either an 'other' choice or an optional comment box.

Current transit users were further segmented based on trip purpose(s). Respondents were asked to identify whether they use transit for trips to work, school, shopping and/or other errands, social and/or recreational purposes, special events, and/or other identifiable purposes. Former transit users were also segmented by trip purpose(s), though in less depth. Former transit users and those who have never used transit in Bellevue were also asked about why they stopped/do not use transit, what changes might get them to start using transit, and how they typically travel. All respondents were asked questions about their place of residence, length of time living, working, or attending school in Bellevue, automobile ownership, bicycle ownership, age group, employment status, parking availability at work and school, transit pass ownership, and annual household income group.

Each of these different characteristics helps to relate survey respondents with identifiable user groups. Two such user groups, in this case based on access to an automobile for personal use, are the 'discretionary rider', who has a car but chooses to use transit instead, and those without a car, sometimes referred to (controversially) as 'captive riders'. Some characteristics more common of the latter group

"The market segments traditionally used in transportation planning are most often based on socioeconomic characteristics—such as income, gender or automobile ownership—or type of commute, namely city-to-city, suburb to city or city-to-suburb."

-Cambridge Systematics for Pace Suburban Bus Service, *Market Research Report*, p. ES-4.

are that they tend to be either young or elderly, are students, young professionals, or retired, include the disabled, and/or have a lower annual household income than 'discretionary riders'. In *Human Transit*, Jarrett Walker explains why the term 'captive rider' is inaccurate:

"Transit dependence, like wealth itself, is a spectrum, with vast numbers of people in gray areas between 'choice' and 'captive'. For example, many people with low incomes own a car out of necessity but... [i]f we give these people credible alternatives to car ownership, they can experience the result as liberating... Often they will find better things to spend that money on, such as education... and we can achieve both environmental and social good by giving them the option to own fewer cars."

-Jarrett Walker, Human Transit, p.43

Still, in the context of a market research survey such as this, being able to associate different trends in transit use and service priorities to different user groups makes it possible to ensure that the needs of all kinds of transit users are represented in our planning efforts. As a result we may better understand how the needs of work commuters differ from those going to school, that using transit to shop is almost twice as common among those without access to a car as among those with a car, and that as age increases, so does the degree to which respondents prioritize increasing Park & Ride vehicle capacity.

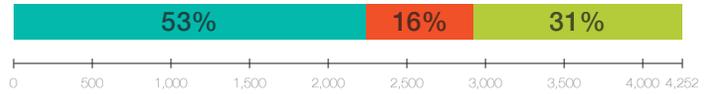
The following section presents a summary of some of the most notable findings from the Transit Improvement Survey. A more comprehensive examination of the survey results is provided in the main text.

EXECUTIVE SUMMARY

A total of 4,252 people took the Transit Improvement Survey. Of these, 52.7% (2,241) are current users, 16.1% (684) are former users, and 31.2% (1,327) have never used transit in Bellevue (see Figure 1.2). Bellevue residents more commonly identified themselves as current transit users than respondents overall (61.5%). The results of this survey analysis fundamentally address three broad questions:

- Who uses transit in Bellevue and how?
- How do people perceive various qualities about transit service in Bellevue?
- What are peoples' priorities for transit service in Bellevue?

All Respondents



Bellevue Residents



Non-Bellevue Residents



Figure 1.2 Percentage of respondents who identified as current, former, nor non-users of transit in Bellevue.

- Current user of transit Bellevue
- Former user of transit Bellevue
- Never used transit in Bellevue

Market Profile

Commuting to/from work is the most common trip purpose among transit users in Bellevue.

- 68.8% of respondents use transit in Bellevue to commute to work. (See Figure 2.8 on page 28)
- **Nearly two-thirds have a direct trip between their point of origin and place of employment.**
 - 30.8% of work trips include one transfer and 8.6% include two or more. (See Table 2.39 on page 88)
 - 24.7% of work commuters estimated a typical wait time of 10 minutes between connecting buses, while another 25.0% wait 15 minutes or more for a connection. (See page 88)

Most respondents use transit for more than one trip purpose.

- Only 23.0% are single-purpose transit users; approximately 30% each use transit for two or three different trip purposes. (See page 28)

Most respondents who use transit in Bellevue do so regularly (3 or more times per week). (See Table 2.9 on page 29 and Table A.8 on page A20)

- 69.5% of respondents are regular transit users for one or more trip purposes, compared to 63.3% infrequent riders and 45.0% occasional riders.
- **3 in 4 work and school commuters are regular riders.**
 - 75.7% of work- and 74.0% of school commuters use transit three or more times per week.
- **Those without access to an automobile are especially likely to be regular riders.**
 - 90.1% of those without access to an automobile are regular riders.
- **Regular ridership is strongly peak-oriented.** (See Figure 2.11 on page 36 and Table 2.13 on page 38)
 - Over half of all regular riders use transit during the morning and afternoon peak (56.9% and 54.0%, respectively), while less than 20% use transit during other times of the day.

Those who use transit for shopping or social purposes are most likely to be infrequent riders.

- 62.7% of shopping transit users and 76.1% of social transit users use transit less than once per week. (See Table 2.9 on page 29 and Table A.8 on page A20)

- **Infrequent riders are especially likely to ride mid-day, in the evening, and late at night.**
 - 47.2% of those who use transit mid-day do so infrequently, and 59.8% of infrequent riders use transit in the evening and/or night.

Those who use transit to attend special events are almost equally likely to do so regularly or occasionally. (See Table 2.9 on page 29 and Table A.8 on page A20)

- This is the only trip purpose for which users are more likely to access transit from a Park & Ride than by walking to a bus stop. (See Table 2.28 on page 73).

Urban centers attract the most transit trips. (See Figure 2.9 on page 33 and Table 2.12 on page 35)

- Downtown Seattle is the most common destination (77.9% of respondents), followed by Downtown Bellevue (64.4%) and the University District (31.4%)
- Factoria (25.0%), Crossroads (23.6%), and Eastgate (16.1%) are other common destinations among Bellevue residents and those of various other Eastside cities.

Transit use in Bellevue is inversely related to income.

- As income increases, the percentage of respondents who are transit riders decreases and those who are non-riders increases. (See Figure 2.5 on page 18)
- Frequency of transit use tends to decline as income increases. (See Table 2.9 on page 29)

1 in 10 transit users in Bellevue does not have access to a car.

- 88.7% are discretionary riders. (See Table 2.11 on page 32)

Bellevue residents drive alone more commonly than residents of other municipalities.

- 33.4% of Bellevue residents drive alone daily and 31.3% use transit daily, compared with 25.0% and 41.7%, respectively, among transit users overall. (See Figure 2.13 and Figure 2.14 on pages 42-43, and Table A.10 on page A26)

A perception that traveling by transit takes too long is the most common reason why former riders no longer use transit and why non-riders have never used transit.

- To consider using transit, 46.1% of non-riders indicated that service would need to be closer to their home/destination(s), and 35.9% would need speed of service to improve. (Figure 2.22 on page 63)

Parking availability and pricing have a significant influence on transit use.

- Among non-commute transit users, the hassle and cost associated with parking consistently rank among the top three reasons why respondents use transit. (See Table 2.58 on page 117, Table 2.67 on page 135, and Table 2.75 on page 147)

Employer-provided ORCA cards are an effective incentive to encourage employee transit use, but the provision of free parking is a stronger disincentive.

- More than 4 out of 5 (82.5%) work commuters whose employers provide a transit pass cited this as a motivating factor to ride. (See Table 2.37 on page 84)
- 25% more former riders have access to employer-provided free parking than current transit users. Although the percentage of employers offering a transit pass is only 8.4% lower, 42% fewer former riders have a transit pass than among respondents overall. (See Table 2.19 on page 56)

Perception of Service Qualities

Transit service in Bellevue is considered to be more reliable than it is convenient. (See Table 2.5 on page 19, Table 2.7 on page 22, and Table 2.14 on page 44)

- Still, roughly half of all work and school commuters have been late to work, class, or a meeting due to late buses. (See Figure 2.33 on page 92, Figure 2.41 on page 109)
- Write-in responses suggest that dissatisfaction with the convenience of transit service in Bellevue tends to relate to issues of accessibility, travel time, and transferring. (See Table A.6 on page A16)

Accessibility is rated favorably, but write-in responses reveal barriers still exist for some.

- Common issues include having a long or physically challenging walk to the nearest stop, an absence of sidewalks, and an insufficient supply of parking at Park & Rides. (See Table A.5 on page A14)

Route and schedule information is much easier to obtain from home than while on the go.

- 89.2% of respondents think information is easy to obtain at home, but only 57.0% think it is easy to obtain information on the go. There is significant interest in expanding the provision of real-time arrival information at stops.

Transit Service Priorities

Frequency of weekday service was most commonly ranked the most important and schedule reliability the second most important quality of transit service among most trip purposes. (See Table A.17 on page A42)

- In terms of the aggregate importance assigned through ranking, reliability is the most important priority among school, social, and special event transit users. (See Table A.36 on page A73, Table A.64 on page A121, and Table A.79 on A147)

Respondents' three highest priorities for municipal investment in transit address concerns about speed and reliability, information, and Park & Ride capacity. (See Table 2.16 on page 47)

- 30.3% support investment in roadway and traffic signal infrastructure.
- 20.6% support investment in providing real-time arrival information at major stops.
- 13.4% support increasing vehicle capacity at Park & Ride facilities, and support increases with age.

Respondents want the City to emphasize improving frequency during peak hours and to reduce overcrowding when advocating for improvements to transit agencies. (See Table A.13 on page A34)

- Bellevue residents are more likely than respondents overall to support increasing frequency throughout the day and to expand service coverage into un-served Bellevue neighborhoods.
- Park & Ride vehicle capacity is widely considered to be inadequate and requires investment. Support for such measures increases with age.

When considering how to address a hypothetical future budget shortfall, respondents tend to favor revenue-increasing solutions over service reduction solutions. (See Table A.15 on page A39)

- Nearly half of all transit users support extending the Congestion Reduction Charge (CRC).
- Support for seeking new revenue sources is highest among the young, low-income, and car-less, while support for raising fares and reducing costs by optimizing service is highest among older and wealthier respondents. Few support reducing off-peak and night service.



2 • RESULTS

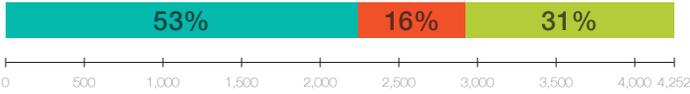
PHOTO BY John Tiscornia

A total of 4,252 people took the Transit Improvement Survey. The following is an explanation of the responses received, filtered primarily by user type, trip purpose, home address, income, and age.

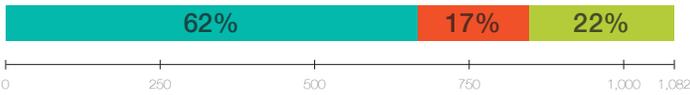
Survey respondents were initially prompted to identify themselves as either current users of transit in Bellevue, former users of transit in Bellevue, or as someone who has never used transit in Bellevue. Based on this response, respondents were then directed to a series of questions specific to their user type before answering several questions applicable to all user types. In addition to common multiple-choice response selections, many questions offered respondents the opportunity to provide write-in responses via either an 'other' choice or an optional comment box.

A complete catalog of the survey's questions and responses received, including all write-in responses, can be found in the Technical Appendix.

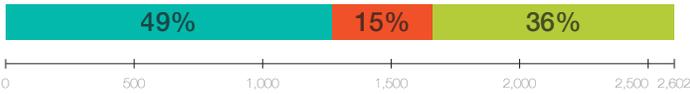
All Respondents



Bellevue Residents



Non-Bellevue Residents



■ I use transit services in Bellevue regularly or occasionally.
■ I formerly used transit in Bellevue but no longer do.
■ I have never used transit in Bellevue.

Figure 2.1 Percentage of respondents who identified as currently using transit services in Bellevue, formerly using transit in Bellevue, or having never used transit in Bellevue when asked "Which best describes your use of transit services in Bellevue and the surrounding area?" (Q:1).

RESPONDENT PROFILE

Of the 4,252 survey respondents, 52.7% (2,241) are current users, 16.1% (684) are former users, and 31.2% (1,327) have never used transit in Bellevue (see Figure 2.1 and Table 2.1).

A higher percentage of respondents who identified themselves as Bellevue residents are current transit users than respondents overall (61.5% versus 52.7%; see Figure 2.1 and Table 2.2). Bellevue residents include those who identified their home city as Bellevue or Eastgate, the latter of which was annexed in the months following the survey. A relatively consistent percentage of respondents identified themselves as former transit users among Bellevue residents (16.8%), non-Bellevue residents (15.1%), and respondents overall (16.1%).

More than 100 respondents identified their home

Table 2.1 User type by home city. Cities with over 100 respondents total are highlighted in blue.

Home City	Current	Former	Never	Total	Home City	Current	Former	Never	Total
Alderwood Manor	0 0.0%	1 100.0%	0 0.0%	1	Duvall	7 36.8%	5 26.3%	7 36.8%	19
Ames Lake	0 0.0%	0 0.0%	2 100.0%	2	Eastgate	2 66.7%	1 33.3%	0 0.0%	3
Arlington	4 80.0%	1 20.0%	0 0.0%	5	Echo Lake	1 100.0%	0 0.0%	0 0.0%	1
Auburn	13 39.4%	2 6.1%	18 54.5%	33	Edmonds	13 59.1%	2 9.1%	7 31.8%	22
Bainbridge Island	8 80.0%	0 0.0%	2 20.0%	10	Enumclaw	0 0.0%	0 0.0%	4 100.0%	4
Beaux Arts Village	3 60.0%	2 40.0%	0 0.0%	5	Everett	33 55.0%	8 13.3%	19 31.7%	60
Bellevue	665 61.5%	182 16.8%	235 21.7%	1,082	Fairwood	0 0.0%	0 0.0%	2 100.0%	2
Bellingham	0 0.0%	1 50.0%	1 50.0%	2	Fall City	5 50.0%	1 10.0%	4 40.0%	10
Black Diamond	1 16.7%	0 0.0%	5 83.3%	6	Federal Way	8 33.3%	4 16.7%	12 50.0%	24
Blaine	0 0.0%	0 0.0%	1 100.0%	1	Fife	2 100.0%	0 0.0%	0 0.0%	2
Bonney Lake	2 28.6%	1 14.3%	4 57.1%	7	Frederickson	0 0.0%	0 0.0%	1 100.0%	1
Bothell	74 52.5%	20 14.2%	47 33.3%	141	Gig Harbor	0 0.0%	0 0.0%	1 100.0%	1
Bow	1 100.0%	0 0.0%	0 0.0%	1	Graham	1 33.3%	0 0.0%	2 66.7%	3
Bremerton	3 100.0%	0 0.0%	0 0.0%	3	Greenbank	0 0.0%	0 0.0%	1 100.0%	1
Brier	1 50.0%	0 0.0%	1 50.0%	2	Hansville	0 0.0%	0 0.0%	1 100.0%	1
Buckley	3 75.0%	0 0.0%	1 25.0%	4	Hunts Point	1 100.0%	0 0.0%	0 0.0%	1
Burien	6 40.0%	1 6.7%	8 53.3%	15	Inglewood-Finn Hill	4 33.3%	1 8.3%	7 58.3%	12
Camano Island	1 25.0%	1 25.0%	2 50.0%	4	Issaquah	63 44.1%	27 18.9%	53 37.1%	143
Carnation	6 60.0%	1 10.0%	3 30.0%	10	Juanita	0 0.0%	0 0.0%	1 100.0%	1
Cascade-Fairwood	5 55.6%	2 22.2%	2 22.2%	9	Kenmore	18 52.9%	7 20.6%	9 26.5%	34
Cle Elum	0 0.0%	0 0.0%	1 100.0%	1	Kent	19 27.9%	11 16.2%	38 55.9%	68
Clinton	0 0.0%	0 0.0%	1 100.0%	1	Kingsgate	8 80.0%	1 10.0%	1 10.0%	10
Clyde Hill	10 83.3%	1 8.3%	1 8.3%	12	Kirkland	144 51.4%	46 16.4%	90 32.1%	280
Cottage Lake	3 37.5%	2 25.0%	3 37.5%	8	Kitsap	1 100.0%	0 0.0%	0 0.0%	1
Covington	0 0.0%	5 45.5%	6 54.5%	11	Lake Forest Park	5 55.6%	2 22.2%	2 22.2%	9
Des Moines	4 50.0%	2 25.0%	2 25.0%	8	Lake Stevens	7 43.8%	3 18.8%	6 37.5%	16

address in one of eight cities (Bellevue – 1,085; Seattle – 573; Kirkland – 280; Renton – 224; Redmond – 161; Issaquah – 143; Bothell – 141; Sammamish – 101; see Table 2.1 for a breakdown of user type by city of residence and Figure 2.2 on page 14 for a map of Bellevue and surrounding cities). Of these eight cities, Bellevue has the largest percentage of current transit users (61.5%) followed by Seattle (61.1%; see Figure 2.3 on page 15). The other six cities all have current transit user percentages below the overall average of 52.7%; Renton has the lowest percentage of current transit users (38.8%), followed by Sammamish (42.6%) and Issaquah (44.1%).

Between 50 – 99 respondents identified their home address in four additional cities (Kent – 68; Everett – 60; Lynnwood – 57; Woodinville – 50). While between 54 – 56% of respondents from Everett,

Table 2.2 User type by home city condensed from Table 2.1.

	Bellevue Resident		Non-Bellevue Resident		Total	
<i>Current</i>	667	61.5%	1,270	48.8%	2,241	52.7%
<i>Former</i>	183	16.9%	392	15.1%	684	16.1%
<i>Never</i>	235	21.7%	940	36.1%	1,327	31.2%
answered question	1,085		2,602		4,252	

Home City	Current		Former		Never		Total
Lake Tapps	0	0.0%	0	0.0%	2	100.0%	2
Lakeland North	1	50.0%	1	50.0%	0	0.0%	2
Langley	0	0.0%	0	0.0%	1	100.0%	1
Leavenworth	0	0.0%	1	100.0%	0	0.0%	1
Lynnwood	31	54.4%	5	8.8%	21	36.8%	57
Maltby	0	0.0%	0	0.0%	1	100.0%	1
Maple Valley	7	16.7%	6	14.3%	29	69.0%	42
Martha Lake	1	50.0%	0	0.0%	1	50.0%	2
Marysville	3	37.5%	0	0.0%	5	62.5%	8
Medina	7	87.5%	0	0.0%	1	12.5%	8
Mercer Island	24	57.1%	5	11.9%	13	31.0%	42
Mill Creek	9	42.9%	2	9.5%	10	47.6%	21
Milton	1	25.0%	2	50.0%	1	25.0%	4
Mirrorfont	0	0.0%	0	0.0%	1	100.0%	1
Monroe	4	25.0%	3	18.8%	9	56.3%	16
Mount Baker	1	100.0%	0	0.0%	0	0.0%	1
Mountlake Terrace	2	25.0%	2	25.0%	4	50.0%	8
Mukilteo	1	14.3%	3	42.9%	3	42.9%	7
Newcastle	15	42.9%	6	17.1%	14	40.0%	35
Normandy Park	1	100.0%	0	0.0%	0	0.0%	1
North Bend	9	34.6%	1	3.8%	16	61.5%	26
North Creek	4	66.7%	1	16.7%	1	16.7%	6
Olalla	1	100.0%	0	0.0%	0	0.0%	1
Olympia	0	0.0%	0	0.0%	2	100.0%	2
Philadelphia	1	100.0%	0	0.0%	0	0.0%	1
Port Orchard	0	0.0%	1	33.3%	2	66.7%	3

Home City	Current		Former		Never		Total
Poulsbo	1	25.0%	1	25.0%	2	50.0%	4
Preston	1	100.0%	0	0.0%	0	0.0%	1
Puyallup	5	41.7%	1	8.3%	6	50.0%	12
Ravensdale	0	0.0%	1	25.0%	3	75.0%	4
Redmond	84	52.2%	30	18.6%	47	29.2%	161
Renton	87	38.8%	43	19.2%	94	42.0%	224
Sammamish	43	42.6%	22	21.8%	36	35.6%	101
Seatac	1	50.0%	0	0.0%	1	50.0%	2
Seattle	350	61.1%	70	12.2%	153	26.7%	573
Seattle Hill-Silver Firs	3	60.0%	0	0.0%	2	40.0%	5
Shoreline	9	37.5%	4	16.7%	11	45.8%	24
Snohomish	10	33.3%	3	10.0%	17	56.7%	30
Snoqualmie	10	34.5%	9	31.0%	10	34.5%	29
South Hill	1	50.0%	0	0.0%	1	50.0%	2
Sultan	0	0.0%	0	0.0%	1	100.0%	1
Sumner	1	33.3%	1	33.3%	1	33.3%	3
Tacoma	9	37.5%	3	12.5%	12	50.0%	24
Tukwila	5	71.4%	0	0.0%	2	28.6%	7
Tulalip	1	33.3%	0	0.0%	2	66.7%	3
University Place	1	50.0%	0	0.0%	1	50.0%	2
Vashon	4	80.0%	1	20.0%	0	0.0%	5
Walla Walla	0	0.0%	0	0.0%	1	100.0%	1
Woodinville	28	56.0%	2	4.0%	20	40.0%	50
Yarrow Point	3	75.0%	0	0.0%	1	25.0%	4
none given	306	53.9%	110	19.4%	152	26.8%	568
overall	2,241	52.7%	684	16.1%	1,327	31.2%	4,252

SURROUNDING CITY BOUNDARIES

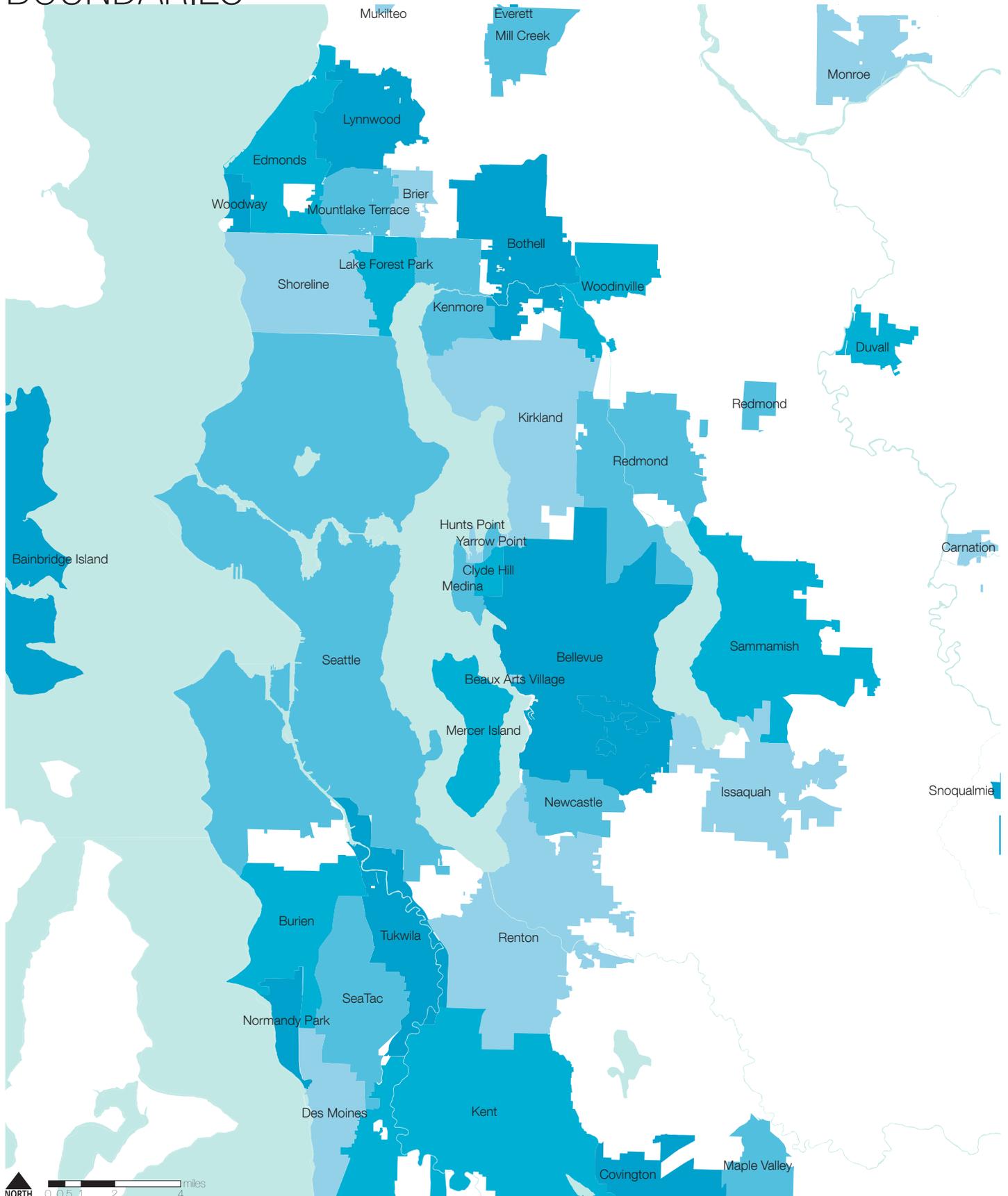


Figure 2.2 Boundaries of Bellevue and surrounding cities.

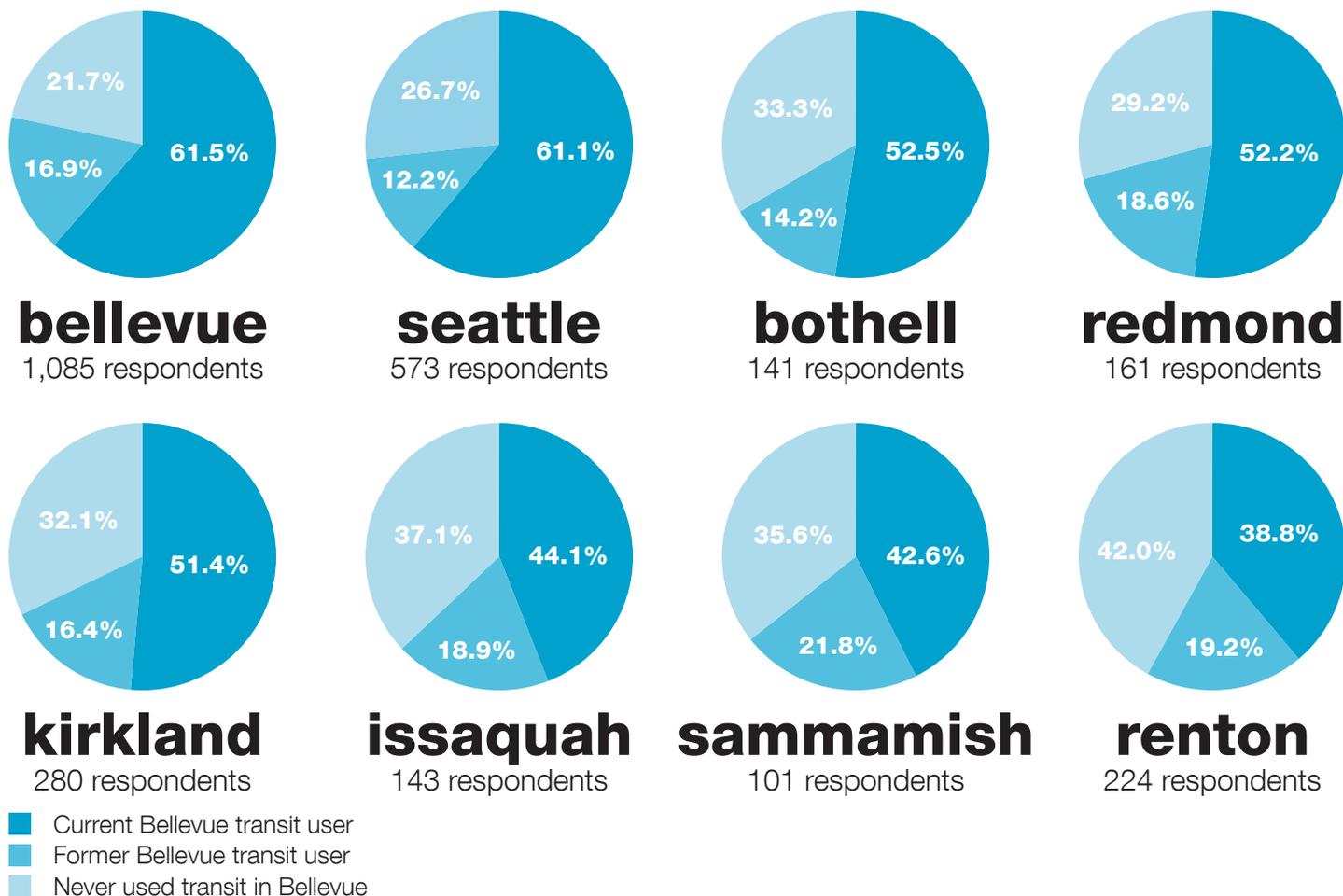


Figure 2.3 User type by location of residence for cities with 100 or more respondents.

Lynnwood, and Woodinville identified themselves as current transit users (all above the overall average of 52.7%), only 27.9% of Kent residents identify as current transit users, with 55.9% having never used transit in Bellevue.

More than 100 respondents identified their home zip code as one of eight (98006 – 292; 98004 – 276; 98008 – 184; 98005 – 170; 98007 – 167; 98003 – 148; 98034 – 135; 98052 – 128; see Table 2.3 for a breakdown of user type by home zip code and Figure 2.4 for a map of zip codes in Bellevue and the surrounding area on page 16). The five most frequent are almost entirely within Bellevue city limits (98006, 98004, 98008, 98005, and 98007). The sixth and seventh are in Kirkland (98033 and 98034), and the eighth is in Redmond (98052). Of these eight, zip code 98004 has the largest percentage of respondents who identified as current transit

Table 2.3 User type by home zip code. Zip codes with over 100 respondents total are highlighted in blue.

Home Zip	Current		Former		Never		Total
19103	1	100.0%	0	0.0%	0	0.0%	1
98001	6	40.0%	1	6.7%	8	53.3%	15
98002	4	57.1%	1	14.3%	2	28.6%	7
98003	4	36.4%	2	18.2%	5	45.5%	11
98004	192	69.6%	42	15.2%	42	15.2%	276
98005	111	65.3%	18	10.6%	41	24.1%	170
98006	159	54.5%	58	19.9%	75	25.7%	292
98007	115	68.9%	30	18.0%	22	13.2%	167
98008	97	52.7%	36	19.6%	51	27.7%	184
98010	1	16.7%	0	0.0%	5	83.3%	6
98011	35	59.3%	6	10.2%	18	30.5%	59
98012	33	49.3%	10	14.9%	24	35.8%	67
98014	6	60.0%	1	10.0%	3	30.0%	10
98019	7	36.8%	5	26.3%	7	36.8%	19
98020	4	66.7%	0	0.0%	2	33.3%	6
98021	23	50.0%	7	15.2%	16	34.8%	46
98022	0	0.0%	0	0.0%	4	100.0%	4
98023	3	30.0%	2	20.0%	5	50.0%	10
98024	5	50.0%	1	10.0%	4	40.0%	10
98026	7	46.7%	2	13.3%	6	40.0%	15
98027	34	46.6%	12	16.4%	27	37.0%	73
98028	18	51.4%	7	20.0%	10	28.6%	35
98029	21	35.6%	11	18.6%	27	45.8%	59
98030	7	50.0%	1	7.1%	6	42.9%	14
98031	7	30.4%	3	13.0%	13	56.5%	23
98032	2	16.7%	3	25.0%	7	58.3%	12
98033	74	50.0%	24	16.2%	74	50.0%	148
98034	71	52.6%	21	15.6%	43	31.9%	135
98036	5	33.3%	3	20.0%	7	46.7%	15
98037	14	77.8%	0	0.0%	4	22.2%	18
98038	7	17.5%	6	15.0%	27	67.5%	40
98039	7	87.5%	0	0.0%	1	12.5%	8
98040	24	57.1%	5	11.9%	13	31.0%	42
98042	3	12.0%	8	32.0%	14	56.0%	25
98043	2	25.0%	2	25.0%	4	50.0%	8
98045	9	37.5%	1	4.2%	14	58.3%	24
98051	0	0.0%	1	25.0%	3	75.0%	4
98052	69	53.9%	23	18.0%	36	28.1%	128
98053	12	44.4%	6	22.2%	9	33.3%	27
98055	8	40.0%	5	25.0%	7	35.0%	20
98056	15	20.3%	33	44.6%	26	35.1%	74
98057	8	61.5%	1	7.7%	4	30.8%	13
98058	25	43.9%	11	19.3%	21	36.8%	57
98059	26	27.7%	19	20.2%	49	52.1%	94
98065	10	34.5%	9	31.0%	10	34.5%	29
98070	4	80.0%	1	20.0%	0	0.0%	5
98072	25	64.1%	1	2.6%	13	33.3%	39
98074	19	40.4%	11	23.4%	17	36.2%	47
98075	24	49.0%	10	20.4%	15	30.6%	49
98077	5	31.3%	1	6.3%	10	62.5%	16
98087	11	47.8%	3	13.0%	9	39.1%	23

Home Zip	Current		Former		Never		Total
98092	5	33.3%	2	13.3%	8	53.3%	15
98101	7	70.0%	1	10.0%	2	20.0%	10
98102	23	63.9%	4	11.1%	9	25.0%	36
98103	31	59.6%	9	17.3%	12	23.1%	52
98104	10	100.0%	0	0.0%	0	0.0%	10
98105	20	83.3%	1	4.2%	3	12.5%	24
98106	6	66.7%	1	11.1%	2	22.2%	9
98107	8	61.5%	0	0.0%	5	38.5%	13
98108	10	71.4%	0	0.0%	4	28.6%	14
98109	15	60.0%	1	4.0%	9	36.0%	25
98110	8	80.0%	0	0.0%	2	20.0%	10
98112	14	77.8%	4	22.2%	0	0.0%	18
98115	49	74.2%	3	4.5%	14	21.2%	66
98116	8	44.4%	2	11.1%	8	44.4%	18
98117	13	56.5%	1	4.3%	9	39.1%	23
98118	13	52.0%	4	16.0%	8	32.0%	25
98119	11	57.9%	4	21.1%	4	21.1%	19
98121	11	78.6%	2	14.3%	1	7.1%	14
98122	20	58.8%	4	11.8%	10	29.4%	34
98125	25	67.6%	5	13.5%	7	18.9%	37
98126	7	50.0%	1	7.1%	6	42.9%	14
98133	15	65.2%	6	26.1%	2	8.7%	23
98134	2	100.0%	0	0.0%	0	0.0%	2
98136	5	41.7%	1	8.3%	6	50.0%	12
98144	9	33.3%	9	33.3%	9	33.3%	27
98146	4	50.0%	1	12.5%	3	37.5%	8
98148	2	100.0%	0	0.0%	0	0.0%	2
98155	8	34.8%	4	17.4%	11	47.8%	23
98166	2	33.3%	0	0.0%	4	66.7%	6
98168	3	60.0%	0	0.0%	2	40.0%	5
98177	4	50.0%	1	12.5%	3	37.5%	8
98178	5	62.5%	1	12.5%	2	25.0%	8
98188	2	66.7%	0	0.0%	1	33.3%	3
98198	4	44.4%	2	22.2%	3	33.3%	9
98199	4	33.3%	2	16.7%	6	50.0%	12
98201	8	66.7%	1	8.3%	3	25.0%	12
98203	2	33.3%	0	0.0%	4	66.7%	6
98204	6	66.7%	2	22.2%	1	11.1%	9
98208	20	55.6%	4	11.1%	12	33.3%	36
98223	4	80.0%	1	20.0%	0	0.0%	5
98225	0	0.0%	0	0.0%	1	100.0%	1
98229	0	0.0%	1	100.0%	0	0.0%	1
98230	0	0.0%	0	0.0%	1	100.0%	1
98232	1	100.0%	0	0.0%	0	0.0%	1
98236	0	0.0%	0	0.0%	1	100.0%	1
98253	0	0.0%	0	0.0%	1	100.0%	1
98258	7	43.8%	3	18.8%	6	37.5%	16
98260	0	0.0%	0	0.0%	1	100.0%	1
98270	3	50.0%	0	0.0%	3	50.0%	6
98271	1	25.0%	0	0.0%	3	75.0%	4
98272	3	21.4%	3	21.4%	8	57.1%	14

Home Zip	Current		Former		Never		Total
98275	1	14.3%	3	42.9%	3	42.9%	7
98282	1	25.0%	1	25.0%	2	50.0%	4
98290	6	46.2%	0	0.0%	7	53.8%	13
98294	0	0.0%	0	0.0%	1	100.0%	1
98296	4	21.1%	3	15.8%	12	63.2%	19
98310	2	100.0%	0	0.0%	0	0.0%	2
98311	1	100.0%	0	0.0%	0	0.0%	1
98321	3	75.0%	0	0.0%	1	25.0%	4
98335	0	0.0%	0	0.0%	1	100.0%	1
98338	1	33.3%	0	0.0%	2	66.7%	3
98354	1	25.0%	2	50.0%	1	25.0%	4
98367	1	33.3%	0	0.0%	2	66.7%	3
98370	1	25.0%	1	25.0%	2	50.0%	4
98371	2	100.0%	0	0.0%	0	0.0%	2
98372	0	0.0%	0	0.0%	2	100.0%	2
98373	0	0.0%	1	50.0%	1	50.0%	2
98374	2	66.7%	0	0.0%	1	33.3%	3
98375	2	40.0%	0	0.0%	3	60.0%	5
98390	1	50.0%	1	50.0%	0	0.0%	2
98391	1	14.3%	1	14.3%	5	71.4%	7
98402	1	100.0%	0	0.0%	0	0.0%	1
98404	0	0.0%	1	100.0%	0	0.0%	1
98405	0	0.0%	1	50.0%	1	50.0%	2
98406	2	50.0%	0	0.0%	2	50.0%	4
98407	0	0.0%	0	0.0%	2	100.0%	2
98408	1	50.0%	0	0.0%	1	50.0%	2
98422	2	66.7%	0	0.0%	1	33.3%	3
98424	2	100.0%	0	0.0%	0	0.0%	2
98443	0	0.0%	0	0.0%	1	100.0%	1
98444	0	0.0%	0	0.0%	1	100.0%	1
98445	0	0.0%	0	0.0%	1	100.0%	1
98446	1	50.0%	0	0.0%	1	50.0%	2
98467	1	50.0%	0	0.0%	1	50.0%	2
98498	1	50.0%	0	0.0%	1	50.0%	2
98516	0	0.0%	0	0.0%	2	100.0%	2
98826	0	0.0%	1	100.0%	0	0.0%	1
98922	0	0.0%	0	0.0%	1	100.0%	1
none given	365	51.8%	131	18.6%	209	29.6%	705
overall	2,241	52.7%	684	16.1%	1,327	31.2%	4,252

SURROUNDING ZIP CODE BOUNDARIES

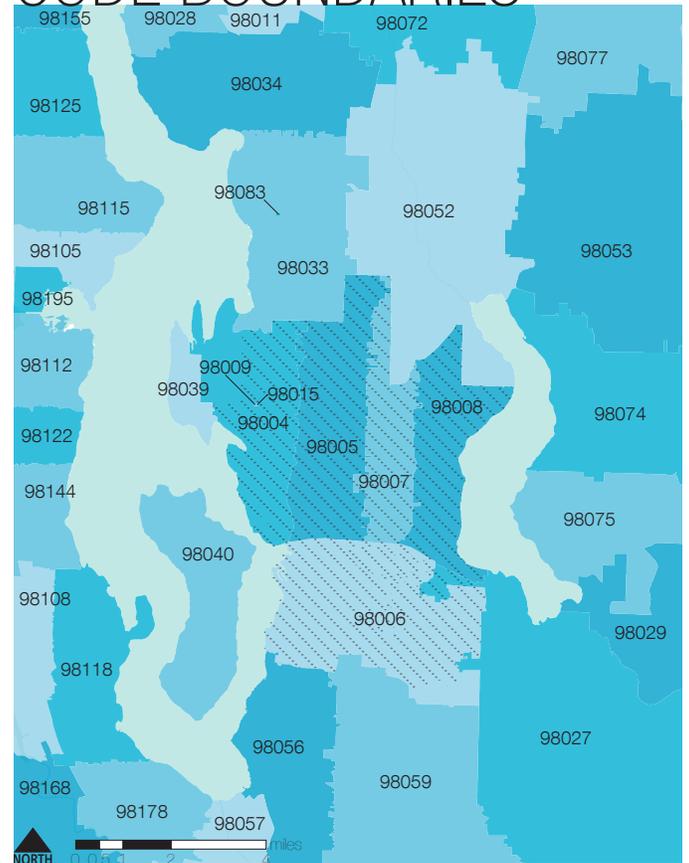


Figure 2.4 Boundaries of zip codes in Bellevue and surrounding cities. Bellevue city limits denoted by dotted diagonal lines.

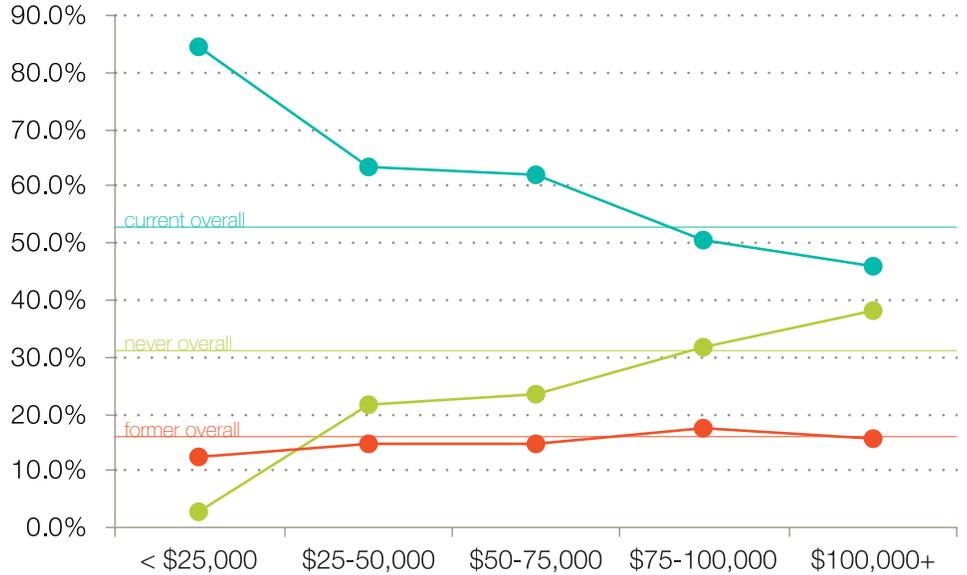
users (69.6%), followed by 98007 (68.9%). At least 50.0% of respondents in all eight zip codes identified themselves as current transit users. The Kirkland zip codes (98033 and 98034) are the only two where a smaller percentage of respondents identified as current transit users than the overall percentage of 52.7% (50.0% and 52.6%, respectively).

Table 2.4 User type by annual household income.

Annual Household Income	Current		Former		Never		Total
< \$25,000	94	84.7%	14	12.6%	3	2.7%	111
\$25,000 - \$50,000	182	63.2%	43	14.9%	63	21.9%	288
\$50,000 - \$75,000	344	62.1%	81	14.6%	129	23.3%	554
\$75,000 - \$100,000	336	50.4%	118	17.7%	213	31.9%	667
\$100,000 +	657	46.0%	225	15.8%	545	38.2%	1,427
overall	2,241	52.7%	684	16.1%	1,327	31.2%	4,252

- Current Bellevue transit user
- Former Bellevue transit user
- Never used transit in Bellevue

Figure 2.5 Percentage of respondents who currently ride transit in Bellevue, formerly rode transit in Bellevue, or have never ridden transit in Bellevue based on annual household income. As household income increases, the percentage of respondents who currently use transit in Bellevue decreases and the percentage of respondents who have never used transit in Bellevue increases. This suggests an inverse relationship between income and transit use.



The percentage of respondents who currently use transit in Bellevue consistently decreases as income increases (see Table 2.4 and Figure 2.5). 84.7% of those with a household income of less than \$25,000 currently use transit compared to 46.0% of those with a household income of \$100,000 or more. This trend is mirrored in the percentage of respondents who have never used transit in Bellevue: the percentage increases as income increases. 2.7% of those with an annual household income of \$25,000 or less have never used transit compared to 38.2% of those with an annual household income of \$100,000 or more. Lower income populations had a relatively low response rate compared to higher income populations: 94 current riders have an annual household income of \$25,000 and 657 have an annual household income of \$100,000 or more. The percentage of former riders is relatively consistent across all income groups, ranging between 12.6% and 17.7%.

*"Make riding mass transit irresistible to people who can afford Mercedes and BMWs. When rich people buy in, then change can happen on the Eastside."
-Anonymous Former Rider*

Perceptions and Priorities

All respondents were asked for their opinion on the quality of several aspects of transit service in Bellevue, including its accessibility, convenience, and reliability. Brief explanations of factors relevant to each concept were provided (see at right) to assist survey respondents in differentiating the intent of each question. Among these three qualities, all user groups (current, former, and non-riders) rated service reliability most positively and service convenience least positively (see Table 2.55). Among current transit users, 90.3% of respondents think it is either easy or somewhat easy to access transit in Bellevue, 83.7% think transit is either very or somewhat convenient, and 96.0% think transit is either very or somewhat reliable. Convenience is the only quality to have all three user groups respond 'somewhat' positively more commonly than 'very' positively.

Optional comment boxes were provided to allow interested respondents to elaborate on their selections, and the results of these write-in responses were categorized into primary and secondary themes (Table A.5 on page A14, Table A.6 on page A16, and Table A.7 on page A18). In total, 416 comments were provided to the question about accessibility, 406 to convenience, and 311 to reliability. With

Accessibility: *Includes such things as whether or not buses serve your neighborhood, the presence and quality of sidewalks and/or bicycle routes connecting to local stops, the availability of parking spaces at Park & Rides, and the possible effect of hilly terrain on your ability to reach the bus.*

Convenience: *Includes such things as how close bus stops are to your home and destinations, how directly buses take you where you want to go, and how easy it is to transfer between routes.*

Reliability: *Includes such things as how well you can count on buses to follow posted schedules, be on time, and have open seats (or standing room) available to you whenever you need to travel.*

Table 2.5 Perception of transit service quality and usability by user type.

	Current		Former		Never		All	
Accessibility								
Easy	673	48.1%	223	51.5%	377	45.4%	1,273	47.8%
Somewhat	591	42.2%	172	39.7%	373	44.9%	1,136	42.7%
Difficult	7	25.0%	7	25.0%	1	3.6%	1	3.6%
Convenience								
Very	524	37.4%	144	33.3%	281	33.9%	949	35.6%
Somewhat	648	46.3%	218	50.3%	402	48.4%	1,268	47.6%
Difficult	228	16.3%	71	16.4%	147	17.7%	446	16.7%
Reliability								
Very	711	50.8%	217	50.1%	388	46.7%	1,316	49.4%
Somewhat	633	45.2%	192	44.3%	405	48.8%	1,230	46.2%
Not	56	4.0%	24	5.5%	37	4.5%	117	4.4%

"Bellevue Trasit Center (BTC) is very centrally located-love the accessibility."

-Dee, Social and Special Event User
Resident of Kirkland

"For a suburban city, it is very accessible. For an up and coming urban city, not as accessible as it could be."

-Stephanie, Work Commuter
Resident of Bellevue

"I would like for my children to start using a bus to get home from school, but there is no bus stop close enough to home and no safe pedestrian connection from existing bus stops for them to be able to walk home alone."

-Lana, Non-Rider
Resident of Bellevue

"I live south of Eastgate in the Horizon Crest Neighborhood. Walking to a stop is not accessible."

-David, All-Around Transit User
Resident of Bellevue

"You should be able to walk a couple blocks and catch a mainline bus going downtown every 15 [minutes]. Need more frequent mainlines."

-John, Former Rider
Resident of Bellevue

"I think the city can help transit by creating more trails to existing transit stops."

-Bruce, All-Around Transit User
Resident of Bellevue

regards to accessibility, common themes include such issues as an insufficient supply of parking capacity at Park & Ride lots (19.5% of respondents), having a long walk to a local bus stop (8.4%), and a need for increased service frequency (7.0%). Specific locations were mentioned by 20.4% of respondents, with 4.8% noting Bellevue Transit Center and an additional 2.2% noting Downtown Bellevue—most rating service easily accessible—while 5.0% noted the South Bellevue Park & Ride, with most claiming service to be somewhat or not accessible.

Common themes regarding convenience include service being too infrequent (10.8%), travel time being too long (10.6%), and several issues related to connections and transfers (14.8%), including 5.7% claiming that too many transfers are required and 4.2% seeking direct service. Specific locations were mentioned by 33.0% of respondents, with Downtown Bellevue (5.4%) and Bellevue neighborhoods outside of Downtown (3.9%) being the most common—with respondents most commonly rating service as somewhat convenient—while Factoria (3.4%) and South Bellevue (1.5%) were more commonly noted by respondents who claimed service to be inconvenient. The most common themes related to reliability include buses arriving late (19.0%), buses being overcrowded (11.6%), and snow negatively affecting service reliability (8.4%).

Table 2.6 Perceptions of information availability and legibility by user type.

	Current		Former		Never		All	
It is _____ obtain route/schedule information from home								
Easy	1,224	88.8%	381	90.1%	730	89.4%	2,335	89.2%
Difficult	155	11.2%	42	9.9%	87	10.6%	284	10.8%
It is _____ to obtain route/schedule information on the go								
Easy	754	56.1%	237	57.1%	469	58.4%	1,460	57.0%
Difficult	589	43.9%	178	42.9%	334	41.6%	1,101	43.0%
Bus route maps are _____ to understand								
Easy	979	72.3%	309	73.2%	588	72.8%	1,876	72.6%
Difficult	376	27.7%	113	26.8%	220	27.2%	709	27.4%
Bus schedules are _____ to understand								
Easy	1,146	84.3%	357	84.8%	674	83.1%	2,177	84.0%
Difficult	214	15.7%	64	15.2%	137	16.9%	415	16.0%

Respondents were also asked to assess four aspects of transit information availability and legibility, including the ease with which bus route and schedule information can be obtained at home and while on the go, and how easy it is to understand route maps and bus schedules. While 88.8% of respondents think it is easy to obtain route or schedule information from home, only 56.1% think it is easy to obtain route or schedule information on the go. 72.3% think it is easy to understand route maps and 84.3% think it easy to understand bus schedules. These percentages are consistent amongst respondents who formerly used transit and those who have never used transit.

Optional comment boxes were also provided for all four information-related questions; however, the responses obtained have not yet been reviewed and categorized by theme due to time constraints and are hence not included in this report.

"It is convenient for my work commute from Seattle to Downtown Bellevue, but if I want to run an errand during the day or go somewhere else in Bellevue I don't find it very convenient."
 -Adam, All-Around Transit User
 Resident of Seattle

"[Transit is very convenient] where I live, but I chose where to live based off of access to transit. If I lived somewhere else, it would be a different story."
 -Elliot, All-Around Transit User
 Residence Unknown

"My bus always follows the schedule, is on time except for weather related issues, and always has seats."
 -Paula, Work Commuter
 Resident of Bellevue

"I miss my connection to the 555 at Bellevue Transit Center regularly (more than 50 percent of the time) because the 532/535 is 10 minutes or more late."
 -Allison, All-Around Transit User
 Resident of Kirkland



PHOTO BY John Tiscornia

Points-aggregated approach for analyzing service quality priorities:

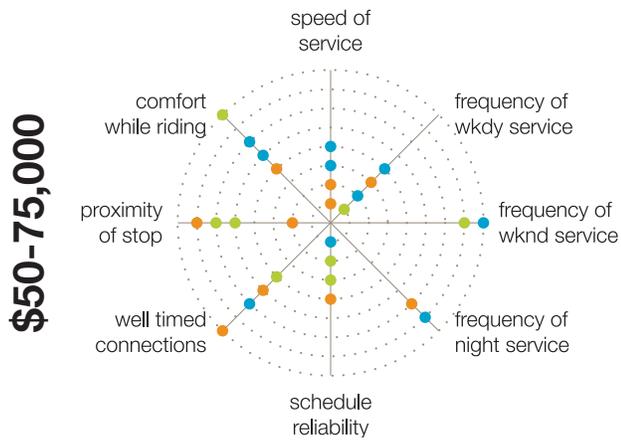
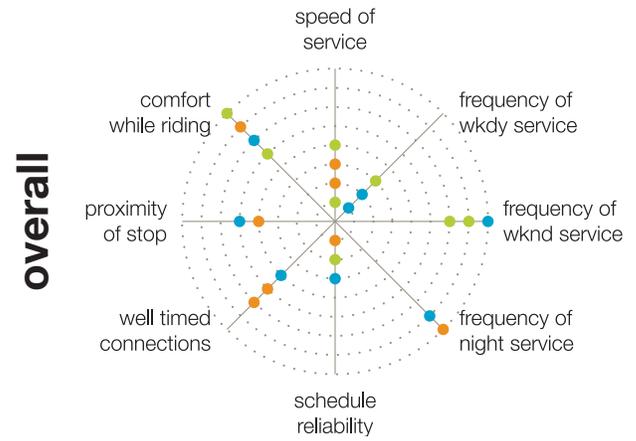
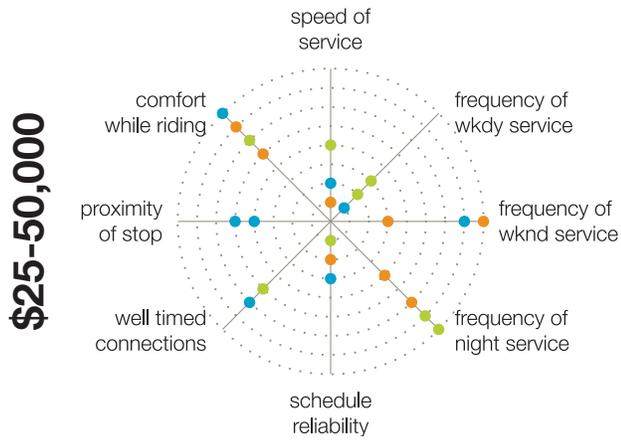
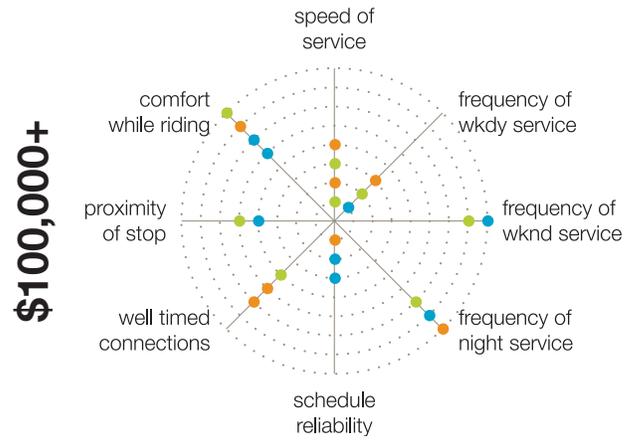
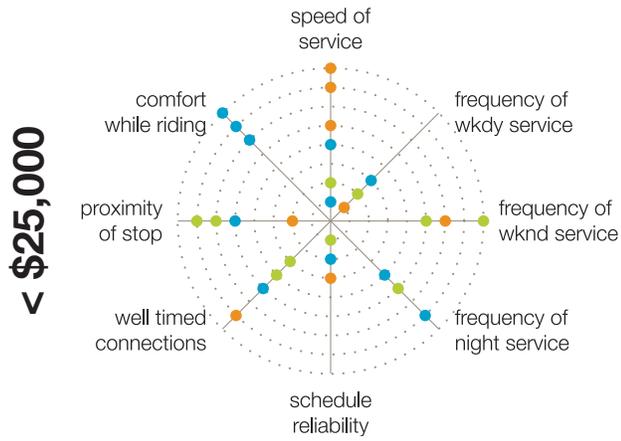
Refer to page 77 for an explanation of how the points-aggregated priority analysis depicted in Figure 2.6 on page 23 (opposite) was conducted, what the results mean, and how that relates to the results depicted in Table 2.8 on page 24.

Given the significant relationship between annual household income and transit ridership (see page 18), an analysis was conducted to determine what impact income might have on respondents' perceptions of various service qualities and their priorities for transit service. This examination determined that income does not influence respondents' perceptions of the usability of transit service in Bellevue in a manner similar to its influence on transit ridership (see Table 2.7). That is, although different income groups express varying degrees of satisfaction with a given aspect of transit service, there are no clear, consistent, nor linear trends in respondents' perceptions of accessibility, convenience, reliability, or information accessibility and legibility. Still, some notable variation does exist.

Table 2.7 Perceptions concerning ease of transit use by annual household income level.

	< \$25,000		\$25-50,000		\$50-75,000		\$75-100,000		\$100,000 +		All (use)		All	
Accessibility														
Easy	31	52.5%	49	50.5%	100	48.3%	106	49.8%	204	47.6%	673	48.1%	1,273	47.8%
Somewhat	26	44.1%	37	38.1%	83	40.1%	84	39.4%	179	41.7%	591	42.2%	1,136	42.7%
Difficult	2	3.4%	11	11.3%	24	11.6%	23	10.8%	46	10.7%	136	9.7%	254	9.5%
Convenience														
Very	23	39.0%	34	35.1%	79	38.2%	81	38.0%	161	37.5%	524	37.4%	949	35.6%
Somewhat	30	50.8%	45	46.4%	87	42.0%	95	44.6%	193	45.0%	648	46.3%	1,268	47.6%
Difficult	6	10.2%	18	18.6%	41	19.8%	37	17.4%	75	17.5%	228	16.3%	446	16.7%
Reliability														
Very	33	55.9%	44	45.4%	96	46.4%	111	52.1%	212	49.4%	711	50.8%	1,316	49.4%
Somewhat	26	44.1%	46	47.4%	101	48.8%	90	42.3%	202	47.1%	633	45.2%	1,230	46.2%
Not	0	0.0%	7	7.2%	10	4.8%	12	5.6%	15	3.5%	56	4.0%	117	4.4%
It is _____ obtain route/schedule information from home														
Easy	53	89.8%	85	89.5%	189	92.2%	183	86.7%	372	88.8%	1,224	88.8%	2,335	89.2%
Difficult	6	10.2%	10	10.5%	16	7.8%	28	13.3%	47	11.2%	155	11.2%	284	10.8%
It is _____ to obtain route/schedule information on the go														
Easy	29	50.9%	47	50.5%	112	56.3%	125	61.3%	235	57.2%	754	56.1%	1,460	57.0%
Difficult	28	49.1%	46	49.5%	87	43.7%	79	38.7%	176	42.8%	589	43.9%	1,101	43.0%
Bus route maps are _____ to understand														
Easy	40	70.2%	60	64.5%	146	72.6%	154	74.0%	303	74.1%	979	72.3%	1,876	72.6%
Difficult	17	29.8%	33	35.5%	55	27.4%	54	26.0%	106	25.9%	376	27.7%	709	27.4%
Bus schedules are _____ to understand														
Easy	50	84.7%	74	79.6%	171	84.7%	178	86.0%	347	84.2%	1,146	84.3%	2,177	84.0%
Difficult	9	15.3%	19	20.4%	31	15.3%	29	14.0%	65	15.8%	214	15.7%	415	16.0%

Note: the counts represent only those who currently use transit regularly or occasionally in Bellevue (question 1). The "All (use)" column is the number of respondents who answered the questions concerning ease of use (questions 65, 66, 67, 68, 69, 70, and 71) and who currently use transit. The "All" column includes those who formerly or have never used transit in Bellevue.



● 1st ● 2nd ● 3rd



quality of service

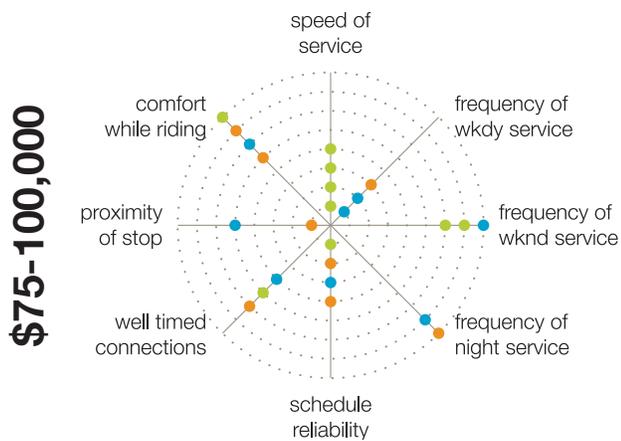
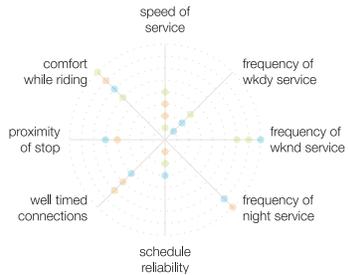


Figure 2.6 Qualities of transit service prioritized by annual household income group.

< \$25,000	1	2	3	4	5	6	7	8	Total
Speed of service	17 21.3%	14 17.7%	6 7.8%	16 19.3%	9 11.5%	5 6.7%	7 10.0%	5 7.5%	79
Frequency of wkdy service	13 16.3%	14 17.7%	16 20.8%	11 13.3%	7 9.0%	7 9.3%	1 1.4%	1 1.5%	70
Frequency of wknd service	3 3.8%	5 6.3%	11 14.3%	10 12.0%	11 14.1%	11 14.7%	6 8.6%	17 25.4%	74
Frequency of night service	5 6.3%	7 8.9%	7 9.1%	16 19.3%	11 14.1%	7 9.3%	16 22.9%	9 13.4%	78
Schedule reliability	16 20.0%	17 21.5%	13 16.9%	8 9.6%	4 5.1%	7 9.3%	5 7.1%	2 3.0%	72
Well timed connections	6 7.5%	8 10.1%	15 19.5%	13 15.7%	15 19.2%	9 12.0%	7 10.0%	3 4.5%	76
Proximity of stops	12 15.0%	9 11.4%	9 11.7%	2 2.4%	15 19.2%	14 18.7%	12 17.1%	3 4.5%	76
Comfort while riding	8 10.0%	5 6.3%	0 0.0%	7 8.4%	6 7.7%	15 20.0%	16 22.9%	27 40.3%	84
Total (by rank):	80	79	77	83	78	75	70	67	

\$25,000 – \$50,000	1	2	3	4	5	6	7	8	Total
Speed of service	26 15.9%	33 19.5%	20 12.4%	27 17.6%	17 11.1%	7 4.8%	10 6.7%	9 6.2%	149
Frequency of wkdy service	46 28.0%	30 17.8%	22 13.7%	17 11.1%	11 7.2%	8 5.4%	8 5.4%	8 5.5%	150
Frequency of wknd service	5 3.0%	13 7.7%	21 13.0%	10 6.5%	18 11.8%	20 13.6%	40 26.8%	26 17.9%	153
Frequency of night service	6 3.7%	7 4.1%	14 8.7%	21 13.7%	20 13.1%	22 15.0%	30 20.1%	30 20.7%	150
Schedule reliability	38 23.2%	26 15.4%	32 19.9%	15 9.8%	16 10.5%	13 8.8%	7 4.7%	2 1.4%	149
Well timed connections	12 7.3%	22 13.0%	17 10.6%	18 11.8%	24 15.7%	34 23.1%	14 9.4%	15 10.3%	156
Proximity of stops	23 14.0%	14 8.3%	20 12.4%	31 20.3%	26 17.0%	17 11.6%	18 12.1%	13 9.0%	162
Comfort while riding	8 4.9%	24 14.2%	15 9.3%	14 9.2%	21 13.7%	26 17.7%	22 14.8%	42 29.0%	172
Total (by rank):	164	169	161	153	153	147	149	145	

\$50,000 – \$75,000	1	2	3	4	5	6	7	8	Total
Speed of service	63 19.9%	46 14.4%	60 18.7%	46 14.9%	29 9.7%	15 5.0%	15 5.2%	21 7.3%	295
Frequency of wkdy service	64 20.3%	72 22.5%	40 12.5%	46 14.9%	22 7.3%	24 8.0%	17 5.9%	8 2.8%	293
Frequency of wknd service	12 3.8%	19 5.9%	22 6.9%	22 7.1%	34 11.3%	32 10.7%	53 18.4%	101 35.3%	295
Frequency of night service	14 4.4%	27 8.4%	33 10.3%	35 11.3%	32 10.7%	44 14.7%	82 28.5%	43 15.0%	310
Schedule reliability	88 27.8%	52 16.3%	59 18.4%	40 12.9%	30 10.0%	18 6.0%	12 4.2%	5 1.7%	304
Well timed connections	20 6.3%	38 11.9%	33 10.3%	45 14.6%	43 14.3%	60 20.1%	32 11.1%	26 9.1%	297
Proximity of stops	40 12.7%	46 14.4%	39 12.1%	35 11.3%	54 18.0%	46 15.4%	41 14.2%	17 5.9%	318
Comfort while riding	15 4.7%	20 6.3%	35 10.9%	40 12.9%	56 18.7%	60 20.1%	36 12.5%	65 22.7%	327
Total (by rank):	316	320	321	309	300	299	288	286	

continued on following page

Table 2.8 Ranked qualities of transit service prioritized by annual household income level.



Note: respondents were asked to rank the eight qualities of bus service listed in the left-most column in order of priority to them (1 is highest, 8 is lowest). columns represent rankings 1 – 8, and the table depicts the frequency with which each service quality was given a particular rank. Percentages are calculated using column totals by dividing the number of responses for each service quality by the total number of responses provided for each ranking. The first-, second-, and third most commonly selected service qualities are highlighted for priority rankings one through three. Therefore, the cell highlighted blue in column '1' of "overall" indicates that 'frequency of weekday service' is the most commonly selected service quality to be ranked as the top priority, while the cell highlighted yellow in the same column indicates that 'schedule reliability' is the third most commonly selected service quality to be ranked as the highest priority, etc.

Compared with respondents overall, a higher percentage of those with a household income of \$25,000 or less think transit is either very or somewhat convenient in Bellevue (96.6% versus 90.3% overall). Respondents who identified themselves with the two household income categories of \$50,000 or less find it more difficult to obtain route or schedule information on the go than respondents overall (49.1% and 49.5% compared to 43.9% overall), and those with a household income of \$25,000-\$50,000 also find it more difficult to understand bus route maps and schedules than transit users overall (35.5% versus 27.7% and 20.4% versus 15.7%, respectively).

\$75,000 – \$100,000	1	2	3	4	5	6	7	8	Total
Speed of service	68 21.5%	64 20.4%	53 17.2%	51 16.9%	28 9.3%	9 3.1%	19 6.7%	9 3.2%	301
Frequency of wkdy service	84 26.6%	80 25.5%	43 13.9%	27 9.0%	21 7.0%	13 4.5%	13 4.6%	8 2.8%	289
Frequency of wknd service	9 2.8%	13 4.1%	20 6.5%	12 4.0%	26 8.7%	56 19.2%	56 19.7%	99 34.9%	291
Frequency of night service	7 2.2%	14 4.5%	27 8.7%	36 12.0%	37 12.3%	42 14.4%	85 29.9%	56 19.7%	304
Schedule reliability	68 21.5%	51 16.2%	67 21.7%	49 16.3%	31 10.3%	15 5.2%	3 1.1%	5 1.8%	289
Well timed connections	11 3.5%	29 9.2%	37 12.0%	54 17.9%	53 17.7%	53 18.2%	37 13.0%	26 9.2%	300
Proximity of stops	55 17.4%	39 12.4%	29 9.4%	38 12.6%	60 20.0%	38 13.1%	28 9.9%	22 7.7%	309
Comfort while riding	14 4.4%	24 7.6%	33 10.7%	34 11.3%	44 14.7%	65 22.3%	43 15.1%	59 20.8%	316
Total (by rank):	316	314	309	301	300	291	284	284	

\$100,000 +	1	2	3	4	5	6	7	8	Total
Speed of service	119 19.5%	96 15.7%	100 16.7%	88 14.9%	64 11.3%	52 9.1%	32 5.8%	16 2.9%	567
Frequency of wkdy service	171 28.1%	127 20.8%	94 15.7%	62 10.5%	37 6.5%	27 4.7%	25 4.5%	27 4.9%	570
Frequency of wknd service	20 3.3%	29 4.8%	38 6.3%	47 8.0%	41 7.2%	72 12.7%	125 22.6%	195 35.7%	567
Frequency of night service	13 2.1%	41 6.7%	56 9.3%	50 8.5%	63 11.1%	97 17.0%	145 26.2%	109 20.0%	574
Schedule reliability	116 19.0%	143 23.4%	113 18.8%	71 12.1%	64 11.3%	29 5.1%	21 3.8%	16 2.9%	573
Well timed connections	47 7.7%	61 10.0%	64 10.7%	96 16.3%	90 15.9%	92 16.2%	69 12.5%	54 9.9%	573
Proximity of stops	100 16.4%	76 12.5%	90 15.0%	102 17.3%	99 17.5%	64 11.2%	53 9.6%	17 3.1%	601
Comfort while riding	23 3.8%	37 6.1%	45 7.5%	73 12.4%	108 19.1%	136 23.9%	84 15.2%	112 20.5%	618
Total (by rank):	609	610	600	589	566	569	554	546	

Overall	1	2	3	4	5	6	7	8	Total
Speed of service	498 20.8%	408 16.9%	332 14.0%	366 15.7%	253 11.2%	159 6.8%	142 6.5%	93 4.3%	2,251
Frequency of wkdy service	554 23.1%	533 22.1%	357 15.1%	260 11.2%	184 8.1%	137 5.9%	116 5.3%	80 3.7%	2,221
Frequency of wknd service	81 3.4%	118 4.9%	163 6.9%	159 6.8%	219 9.7%	395 17.0%	473 21.5%	741 34.1%	2,349
Frequency of night service	75 3.1%	149 6.2%	207 8.7%	259 11.1%	247 10.9%	351 15.1%	589 26.8%	421 19.4%	2,298
Schedule reliability	478 19.9%	432 17.9%	494 20.8%	318 13.7%	246 10.9%	132 5.7%	78 3.6%	47 2.2%	2,225
Well timed connections	169 7.0%	285 11.8%	306 12.9%	394 17.0%	355 15.7%	365 15.7%	238 10.8%	179 8.2%	2,291
Proximity of stops	429 17.9%	308 12.8%	306 12.9%	310 13.3%	393 17.4%	278 12.0%	228 10.4%	119 5.5%	2,371
Comfort while riding	115 4.8%	177 7.3%	207 8.7%	258 11.1%	364 16.1%	509 21.9%	331 15.1%	494 22.7%	2,455
Total (by rank):	2,399	2,410	2,372	2,324	2,261	2,326	2,195	2,174	

Respondents were also asked to rank the eight qualities of bus service listed at right (also in the left-most column of Table 2.8) in order of priority to them (1 is highest, 8 is lowest). Three qualities were consistently ranked the three most common first and second priorities: speed of service, frequency of weekday service, and schedule reliability/on-time service (however their order is not consistent between groups). The service qualities most commonly ranked as the third highest priority vary by income group: those with a household income of more than \$50,000 identified the same three qualities, those earning less than \$25,000 annually included well-

Qualities of Bus Service Ranked by Respondents

- Speed of service
- Frequency of weekday service
- Frequency of weekend service
- Frequency of evening / night service
- Schedule reliability / on-time service
- Well-timed connections between routes
- Proximity of stops to home / destination(s)
- Comfort while riding

"Direct bus service to and from my work is my highest priority."

-Kim, All-Around Transit User
Resident of Renton

"Transit is not frequent enough and runs off schedule due to horrific congestion around town."

-Devin, Former Rider
Resident of Seattle

"Getting wet is one reason why I'd rather drive at times. Shelters that adequately protect against rain while windy out... would make my ride more enjoyable."

-Andy, Work Commuter
Resident of Kirkland

"The South Bellevue P&R is always packed. A parking garage is needed here."

-Terri, Former Rider
Resident of Bellevue

"My buses are always overcrowded. I rarely am able to get a seat and frequently am uncomfortably squeezing onto the bus. But, because my morning bus is predictably more than 5 minutes late, I do not have the option of waiting for the next bus. I'm already late to work as it is thanks to the bus being consistently late."

-Merrilee, Work Commuter
Resident of Kirkland

"[Buses] are very punctual... I pretty much rely on it."

-Sangmi, All-Around Transit User
Resident of Bellevue

"I wish there were more evening/night buses."

-Michael, Former Rider
Resident of Bellevue

"I would like to take the bus to work, but it would take significantly longer than driving and require 3 different buses in order to do it."

-Paige, Non-Commute Transit User
Resident of Kirkland

timed connections as the second most common third priority (19.5%), and those with a household income of \$25,000 – 50,000 ranked frequency of weekend service the third most common third priority (13.0%).

The quality of bus service ranked first most often by respondents overall was frequency of weekday service (23.1%). The same applies to those with an annual household income of \$25,000 – 50,000 (28.0%), those earning \$75,000 – 100,000 (26.6%), and those earning \$100,000+ annually (28.1%). Respondents with an annual income of less than \$25,000 ranked speed of service first most often (21.3%), and those with an annual income of \$50,000 – 75,000 ranked schedule reliability / on-time service first most often (27.8%). Figure 2.6 on page 23 depicts the qualities of transit service ranked first, second, third, etc. most often (blue), second most often (green), and third most often (orange) by each annual household income group (these colors correspond to the cells highlighted blue, green, and orange in Table 2.8 on page 24).

Finally, all respondents—current, former, and non-transit users—were asked whether they had encountered any problems with King County Metro or Sound Transit services in Bellevue recently, or whether they had any other comments or questions to submit. A total of 1,318 respondents submitted a written answer, which were categorized into fifteen themes and numerous associated subthemes (see Table A.85 on page A161). Figure 2.7 provides a summary of those results. (Note that the percentages shown are out of 961 total respondents, which excludes the 457 responses received representing some variation of 'no comment' or 'N/A'.)

The theme most commonly addressed by respondents was some assessment of service quality or customer service, typically in generalities or in relation to bus operators (10.9% of respondents). Issues with service reliability were the next most common (8.6%), followed by requests for additional

CONCERNS, COMMENTS, & QUESTIONS

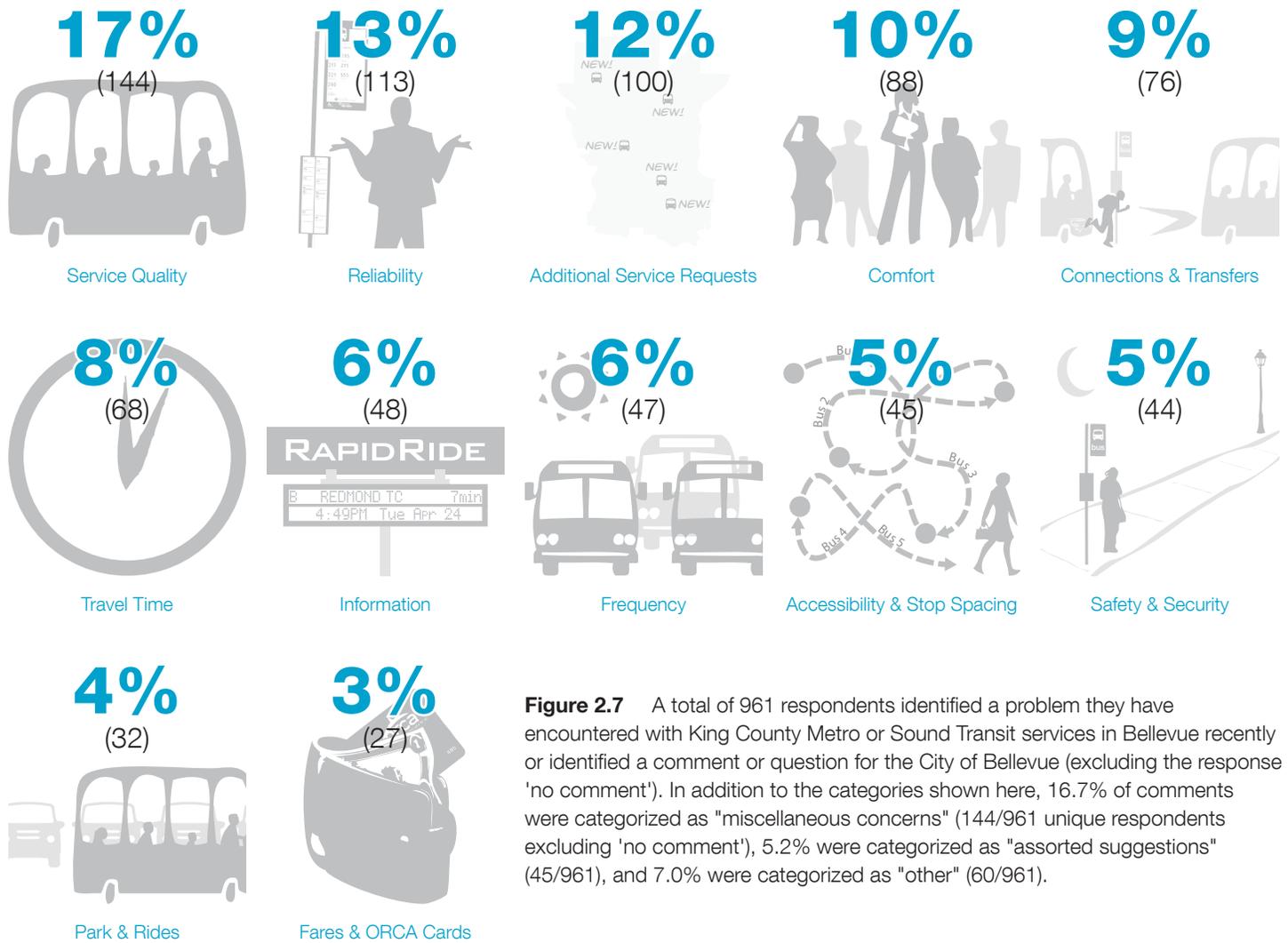


Figure 2.7 A total of 961 respondents identified a problem they have encountered with King County Metro or Sound Transit services in Bellevue recently or identified a comment or question for the City of Bellevue (excluding the response 'no comment'). In addition to the categories shown here, 16.7% of comments were categorized as "miscellaneous concerns" (144/961 unique respondents excluding 'no comment'), 5.2% were categorized as "assorted suggestions" (45/961), and 7.0% were categorized as "other" (60/961).

service (7.6%) like providing more express routes (1.7%) or extending service at night (1.0%). Eighty-eight respondents (6.7%) noted issues related to comfort, most of which address overcrowding on buses (4.2%). Discontentment with the indirectness of service and number of transfers required was common (5.8%), as were claims that using transit takes too long (5.2%). These latter two issues were often addressed in relation to one another. Comments directly expressing dissatisfaction with recent service changes were several times more common than positive feedback about changes (3.1% and 0.4%, respectively), but positive feedback about service quality in general was more common than both (5.7%).

"I can't see taking an hour to get to my destination, or have to stress about switching buses. If I could get a direct bus route at convenient times for me, I would take the bus for sure."

*-Penny, Non-Rider
Resident of Renton*

"The RapidRide is a great idea, but implementation is unsatisfactory... Buses come much less frequently than scheduled, and they are very slow. There needs to be more priority for buses, smart signals for buses, and bus lanes."

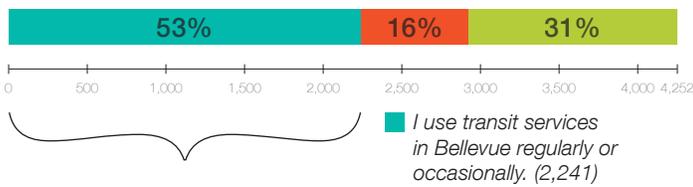
*-Delwin, All-Around Transit User
Resident of Bellevue*

CURRENT TRANSIT USERS

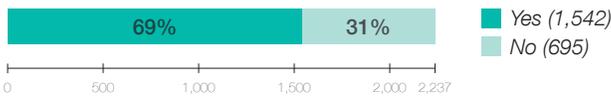
Of the 4,252 respondents to the Transit Improvement Survey, 2,241 (52.7%) claimed to use transit services in Bellevue regularly or occasionally. When asked for which of each of the following trip purposes respondents use transit, approximately 68.8% claimed to use transit for work, 10.7% for school, 47.1% for shopping or other errands, 50.1% for social purposes, 60.2% for special events, and 12.4% for other reasons (see Figure 2.8). Of those who use transit for one or more of the five primary trip purposes, 77.0% (505/2,195) use transit for more than one purpose—30.5% use transit for two purposes, 29.4% for three purposes, 15.9% for four purposes, and 1.2% for all five trip purposes.

Respondents who use transit were asked how often they do so for each trip purpose, with the option of responding daily (5+ days per week), often (3-4 days per week), occasionally (1-2 day per week), rarely (less than once per week), or never (see Appendix Table A.8 on page A20 and Table A.9 on page A24). Of the 2,170 current riders who provided responses, 69.5% are regular riders for one or more trip purposes, 45.0% are occasional riders for one or more trip purposes, and 63.3% are infrequent riders for one or more trip purposes. Table 2.9 summarizes some of the key characteristics of regular, occasional, and infrequent riders. This table can be read in two ways. Columns to the left of each descriptive category represent the percentage of that category classified as a regular, occasional, or infrequent rider. For example, 75.7% of work commuters are regular riders and 35.7% of those who use transit late at night are infrequent riders. Columns to the right of each category represent the percentage of regular, occasional, or infrequent rider groups composed of each descriptive category. For example, 76.9% of regular riders use transit to commute to work and 23.2% of infrequent riders use transit late at night.

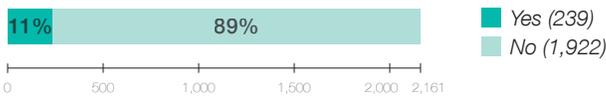
CURRENT RIDERS: TRIP PURPOSE



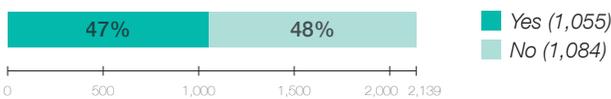
Use transit to commute to/from work? (Q:2)



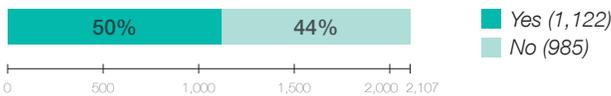
Use transit to commute to/from school? (Q:12)



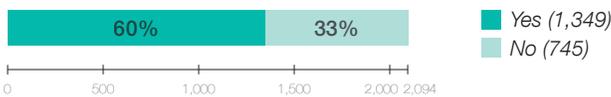
Use transit for shopping or other errands? (Q:22)



Use transit to travel for social purposes? (Q:28)



Use transit to travel to special events? (Q:34)



Use transit for any other purposes? (Q:41)

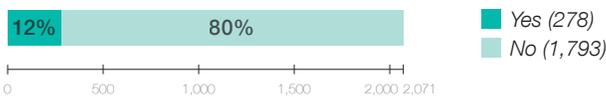


Figure 2.8 Trip purpose(s) of the 2,241 respondents who identified themselves as current users of transit in Bellevue. The most common purpose for using transit is work (69%) followed by special events (60%).

Table 2.9 Summary of common characteristics for respondent groups by frequency of transit use.

% of row are... Regular Riders are...			% of row are... Occasional Riders are...			% of row are... Infrequent Riders are...		
69.5% (1,509/2,170 Respondents)			45.0% (977/2,170 Respondents)			63.3% (1,373/2,170 Respondents)		
Primarily Commuters			Primarily Special Events & Shopping Users			Primarily Social & Shopping Users		
75.7%	Work Commuters	76.9%	13.6%	Work Commute	21.4%	10.4%	Work Commute	11.7%
74.0%	School Commuters	11.5%	19.6%	School Commute	4.7%	6.4%	School Commute	1.1%
8.7%	Shopping and/or Other Errands	6.2%	28.0%	Shopping and/or Other Errands	30.6%	62.7%	Shopping and/or Other Errands	48.8%
4.1%	Social/Recreation	3.1%	19.4%	Social/Recreation	22.6%	76.1%	Social/Recreation	63.0%
36.3%	Special Events	32.5%	37.1%	Special Events	51.4%	25.6%	Special Events	25.2%
Primarily Peak Travelers			All-Day Travelers with Minimal Peaking			Disproportionately All-Day & Night Travelers		
18.8%	Early Morning	11.9%	2.4%	Early Morning	2.4%	17.3%	Early Morning	12.0%
56.9%	Morning Peak	61.5%	11.4%	Morning Peak	19.0%	21.2%	Morning Peak	25.2%
16.3%	Mid-Day	11.5%	14.7%	Mid-Day	16.1%	47.2%	Mid-Day	36.7%
54.0%	Afternoon Peak	58.7%	13.9%	Afternoon Peak	23.4%	27.6%	Afternoon Peak	33.0%
18.6%	Evening	13.9%	18.4%	Evening	21.3%	44.6%	Evening	36.6%
3.5%	Late Night	2.1%	7.0%	Late Night	6.3%	35.7%	Late Night	23.2%
Commonly Park & Ride Users			Primarily Walkers			Commonly Park & Ride Users		
71.5%	Walk to transit	63.2%	51.6%	Walk to transit	70.5%	66.2%	Walk to transit	64.3%
70.5%	Drive to Park & Ride(s)	47.6%	39.4%	Drive to Park & Ride(s)	41.0%	69.7%	Drive to Park & Ride(s)	51.7%
Commonly Non-Bellevue Residents			Disproportionately Seattle Residents			Disproportionately Bellevue Residents		
61.6%	Bellevue	27.2%	48.0%	Bellevue	32.8%	66.7%	Bellevue	32.4%
78.0%	Seattle	18.1%	55.4%	Seattle	19.9%	61.7%	Seattle	15.7%
74.4%	Non-Bellevue (incl. Seattle)	62.5%	44.6%	Non-Bellevue (incl. Seattle)	57.9%	62.4%	Non-Bellevue (incl. Seattle)	57.6%
Commonly Employed or Students			Disproportionately Students			Primarily Non-Students		
70.4%	Employed or Self-Employed	79.3%	43.8%	Employed or Self-Employed	76.2%	64.8%	Employed or Self-Employed	80.2%
84.1%	Student	8.7%	61.1%	Student	9.8%	48.4%	Student	5.5%
30.6 - 58.3%	Unemployed / Retired / Homemaker	0.5 - 1.5%	50.0 - 60.0%	Unemployed / Retired / Homemaker	0.9 - 4.2%	65.3 - 73.3%	Unemployed / Retired / Homemaker	0.8 - 3.4%
Disproportionately Less Affluent			Primarily Middle Income			Primarily More Affluent		
81.9%	Less than \$25k	5.1%	59.6%	Less than \$25k	5.7%	53.2%	Less than \$25k	3.6%
71.1 - 73.0%	Middle Income Groups	8.6 - 16.6%	87.9 - 90.5%	Middle Income Groups	9.5 - 17.0%	52.7 - 64.0%	Middle Income Groups	7.0 - 16.0%
67.1%	More than \$100k	29.2%	43.5%	More than \$100k	29.3%	68.9%	More than \$100k	33.0%
Disproportionately Without an Automobile			Reduced Access to an Automobile			Likely to Have an Automobile		
90.1%	No Automobile Available	13.3%	62.3%	No Automobile Available	14.2%	49.3%	No Automobile Available	8.0%

Note: Percentages in the column to the left of each category reflect how many respondents of each category use transit with a given frequency (e.g. regular work commuters/total work commuters), the full results of which are available in Table A.8 on page A20. Percentages in columns to the right of each category reflect the composition of the regular, occasional, and infrequent rider groups (e.g. regular work commuters/total regular riders), the full results of which are available in Table A.9 on page A24. In both cases, values may not sum to 100%

Respondents who use transit to commute to work or school are significantly more likely to be regular riders (75.7% and 74.0%, respectively); more than half (51.4%) of occasional riders use transit to attend special events; and those who use transit for social or shopping purposes are most likely to be infrequent riders (76.1% and 62.7%, respectively). (Note that in the case of special events users, the terms ‘often’,

Regular Rider: Those who use transit daily or often, equating to 3 or more times weekly or more than 11 times monthly.

Occasional Rider: Those who use transit 1-2 days per week, equal to approximately 4-8 times monthly.

Infrequent Rider: Those who use transit in Bellevue only rarely—less than once per week, or less than 4 times per month.

"It works for my family as we use it by choice. I would rather you focus on needs of people who depend on the transit systems for their daily use."

-LeiMomi, Non-Commuting Transit User
Resident of Bellevue

"This service is very important for those unable to drive, for students, for the poor and disabled. I want money to go into transit before we beef up roads... I have not always had the ability or the privilege to drive and it is frightening to think one could lose one's job because of lack of adequate transit."

-Kate, Social and Special Event Transit User
Resident of Mill Creek

"I would like to support public transit in Bellevue to ensure that it's available to people who don't have a car, who must rely on public transportation. For me, I would like to use it only if there are advantages in saving gas, saving time (this is the biggest turning point), [and] ease of getting to/from a bus stop."

-Anonymous Non-Rider
Resident of Newcastle

'occasionally', etc. are subjective relative to how frequently one attends special events; they do not refer to the number of uses per week as with all other trip purposes.) Regular riders exhibit the strongest tendency to travel during peak hours and are the least likely group to use transit mid-day; occasional and infrequent riders are more likely to use transit throughout the day for one or more trip purposes. Respondents who use transit in the evening and late at night are most likely to ride infrequently, while those who use transit early in the morning are likely to ride either regularly or infrequently.

Occasional transit users are more likely to access transit by walking to a local bus stop than regular riders or infrequent riders, the latter of which are especially likely to drive to a Park & Ride. One third (33.0%) of Bellevue residents ride daily and 61.6% are regular riders—less in both cases than respondents overall (42.3% and 69.5%, respectively) and those from Seattle in particular (51.7% and 78.0%, respectively). By contrast, Bellevue residents are more likely than other respondents to be infrequent riders.

Students are most likely to be regular or occasional riders for one or more trip purposes, while those who are employed are most likely to be either regular or infrequent riders. Those who are not currently employed, who are retired, or are homemakers most commonly use transit infrequently. As previously noted, transit use is inversely related to annual household income. Thus, regular riders are disproportionately composed of the less affluent—81.9% of those with incomes of less than \$25,000 are regular riders—while infrequent riders are more likely to be more affluent, with one-third (33.0%) having incomes of over \$100,000. Although occasional riders have the marginally highest percentage of respondents without access to an automobile (14.2% versus 13.3% among regular riders), 90.1% of those without access to an automobile are regular riders for one or more trip purposes.

Among all current users of transit in Bellevue, 88.7% are discretionary riders who have a car available for personal use yet choose to use transit for one or more trip purposes (1,746/1,969 respondents; see Table 2.8). This proportion is relatively consistent for all trip purposes except among those who use transit to commute to school, who are much less likely to have access to an automobile (51.6%). Conversely, those who use transit to attend special events are the group most likely to have an automobile available (91.4%) yet choose to use transit.

Regardless of trip purpose, the prevalence of respondents without access to a vehicle increases almost invariably the more frequently transit is used (see Table 2.10). In other words, those without access to an automobile are more likely to use transit more frequently for all trip purposes than discretionary riders. While there are many possible reasons why respondents do not have access to a personal automobile—they may be too young or old to drive, without a license, unable to afford an automobile, or simply prefer a car-free or car-light lifestyle—it is clear that transit service is especially important to the mobility of these groups. Table 2.11 on page 32 helps further illustrate this point.

Discretionary Rider: One who has access to an automobile for personal use yet chooses to use transit.

"Three out of ten (30%) of Metro customers rely on the bus for all (7%) or most (33%) of their transportation needs. More than two out of five (42%) Regular Riders* rely on Metro for all (9%) or most (33%) of their transportation needs.

- Infogroup ORC, 2009 Metro Rider/ Non-Rider Survey, p. 45

* In Metro's Rider/Non-Rider Survey, Regular Riders are defined as "those who ride Metro Transit five or more times in the month prior to being surveyed" (45).

Table 2.10 Percent of respondents with and without access to an automobile by trip purpose and frequency of transit use.

	Work	School	Shopping	Social	Special*	Other						
Daily	711	90	23	11	96	11						
Auto Available	616	86.6%	41	45.6%	11	47.8%	4	36.4%	72	75.0%	6	54.5%
No Auto	95	13.4%	49	54.4%	12	52.2%	7	63.6%	24	25.0%	5	45.5%
Often	347	53	65	32	375	2						
Auto Available	304	87.6%	27	50.9%	27	41.5%	12	37.5%	345	92.0%	0	0.0%
No Auto	43	12.4%	26	49.1%	38	58.5%	20	62.5%	30	8.0%	2	100.0%
Occasionally	189	37	285	212	467	32						
Auto Available	176	93.1%	23	62.2%	210	73.7%	148	69.8%	434	92.9%	25	78.1%
No Auto	13	6.9%	14	37.8%	75	26.3%	64	30.2%	33	7.1%	7	21.9%
Rarely	134	13	600	812	327	217						
Auto Available	132	98.5%	8	61.5%	545	90.8%	744	91.6%	305	93.3%	202	93.1%
No Auto	2	1.5%	5	38.5%	55	9.2%	68	8.4%	22	6.7%	15	6.9%
Total	1,371	190	959	1,054	1,269	264						
Auto Available	1,222	89.1%	98	51.6%	779	81.2%	895	84.9%	1,160	91.4%	235	89.0%
No Auto	149	10.9%	92	48.4%	180	18.8%	159	15.1%	109	8.6%	29	11.0%

*When respondents were asked about the frequency of their transit use for travel to special events, the choice "exclusively" replaced "daily".
 Note: Percentages shown are a ratio of the total transit users for each specified trip purpose and use frequency. For instance, 711 respondents use transit daily to commute to/from work, and 616 of these (86.6%) have an automobile available for personal use while 95 (13.4%) do not. Similarly, 1,222 of 1,371 respondents overall (89.1%) use transit to commute to/from work have an auto available for personal use, while 149 (10.9%) do not.

Table 2.11 Percent of respondents with and without access to an automobile who use transit for a given trip purpose.

	Work		School		Shopping		Social		Special		Other		All	
Total*	1,371		190		959		1,054		1,269		264		1,969	
Auto Available	1,222	70.0%	98	5.6%	779	44.6%	895	51.3%	1,160	66.4%	235	13.5%	1,745	88.7%
<i>No Auto</i>	149	66.8%	92	41.3%	180	80.7%	159	71.3%	109	48.9%	29	13.0%	223	11.3%
Most Frequent**	1,272		142		120		141		230		63		1,968	
Auto Available	1,159	66.4%	72	4.1%	96	5.5%	132	7.6%	227	13.0%	59	3.4%	1,745	88.7%
<i>No Auto</i>	113	50.7%	70	31.4%	24	10.8%	9	4.0%	3	1.3%	4	1.8%	223	11.3%

*The “total” values represent all purposes for which respondents use transit in Bellevue (multiple selections were allowed).

**The “most frequent” values represent the most frequent purpose for which respondents use transit in Bellevue (multiple selections were not allowed).

Note: The percentages shown regarding trip purpose are a ratio of the total transit users with or without an auto available for personal use. For example, 66.8% of current transit users who do not have an automobile use transit to commute to/from work (149/223 respondents) while 80.7% use transit for shopping and/or other errands (180/223 respondents). Likewise, 66.4% of current transit users who have an auto available for personal use identify work as their most frequent trip purpose (1,159/1,745 respondents) compared to 50.7% of those without an automobile (113/223 respondents).



Whereas Table 2.10 depicts how automobile ownership varies with trip purpose and frequency of transit use, Table 2.11 depicts how commonly those with and without access to an automobile use transit for each trip purpose. When asked to identify all of the trip purposes for which they use transit, the 223 respondents who do not have access to an automobile provided 718 responses, a ratio of 3.2 to 1. Comparatively, 4,389 responses were provided by the 1,745 respondents who do have access to an automobile, a ratio of 2.5 to 1. This difference in response rates indicates that respondents without access to an automobile are more likely to use transit for a wider variety of trip purposes than are discretionary riders.

For example, those without an automobile use transit for school (41.3%), shopping (80.7%), and social trips (71.3%) with much greater frequency than discretionary riders. Work commuting is the only trip purpose for which respondents use transit approximately as commonly among both groups—70.0% and 66.8%, respectively—and this is also the trip purpose for which both groups use transit most frequently (66.4% and 50.7%, respectively). Travel to special events is the only purpose for which discretionary riders use transit significantly more commonly than those without an automobile.

When respondents were asked where they go when using transit, three areas emerged as the most consistently cited destinations almost irrespective of place of residence (see Table 2.12). Downtown Seattle is the most common destination (77.9%) and Downtown Bellevue the second most common (64.4%), both overall and for each of the eight origin cities with more than 100 total respondents (see Figure 2.9). Seattle’s University District is the third most common destination overall (31.4%) and among most origin-based groups, including Bellevue residents (37.4%).

Reflecting its character as a regional employment and retail center, Downtown Bellevue is a more common destination for respondents whose place of residence is outside of Bellevue (70.7%) than it is among Bellevue residents (55.8%). By contrast, Bellevue residents use transit to travel to Downtown Seattle (84.7%), the University District (37.4%), Factoria (25.0%), and Crossroads (23.6%) more commonly than respondents overall.

Redmond residents are the group that most commonly travels to Crossroads (30.1%); residents of Sammamish (28.6%) and Bellevue (25.0%) are

"Getting to Downtown Bellevue is great. Getting to other parts of town is hard."

-Anonymous Work Commuter
Resident of Maple Valley

"Transit solely within Bellevue can be convenient, but using transit as an option from outside of Bellevue seems to be much longer than it should be."

-John, Former Rider
Resident of Covington

"I don't want to go to Downtown Seattle. Let me go suburb to suburb."

-Anonymous Non-Rider
Resident of Renton

- All Current Riders
- Bellevue Residents
- Non-Bellevue Residents

Figure 2.9 Destinations of current transit users by city of residence.

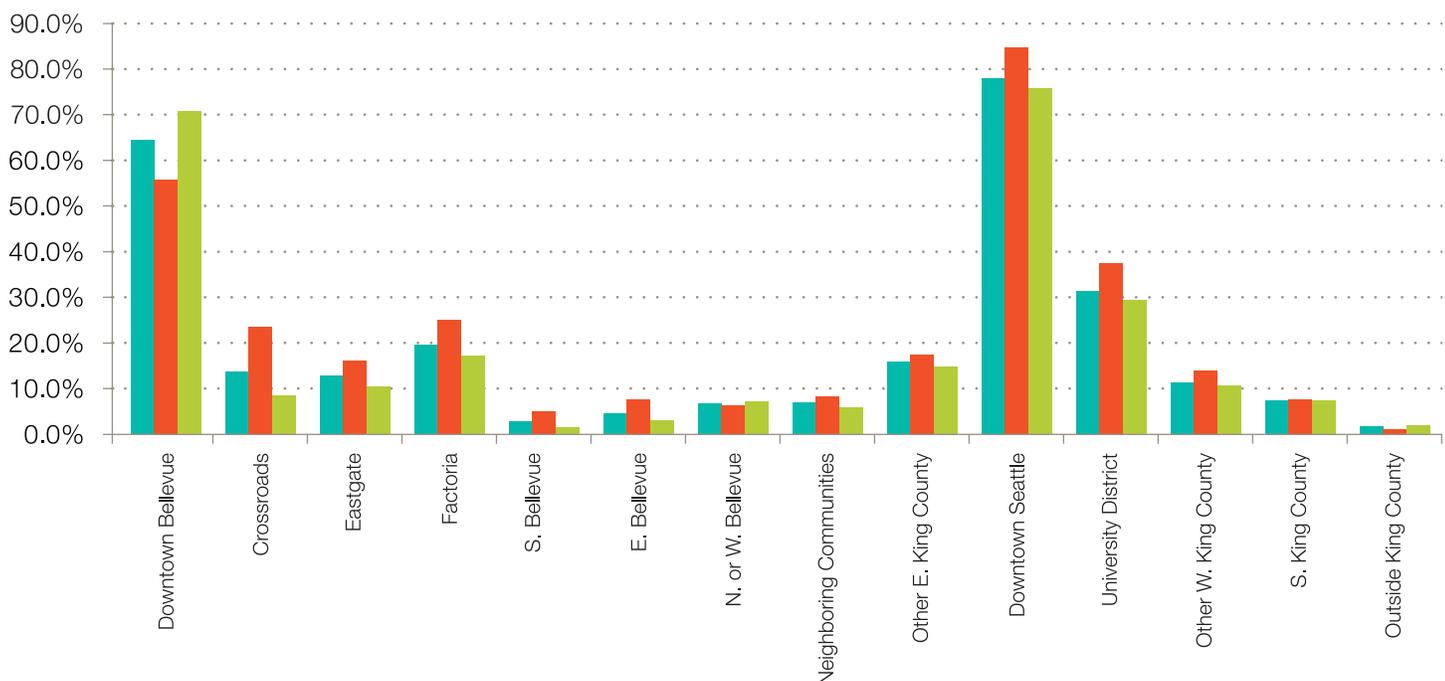
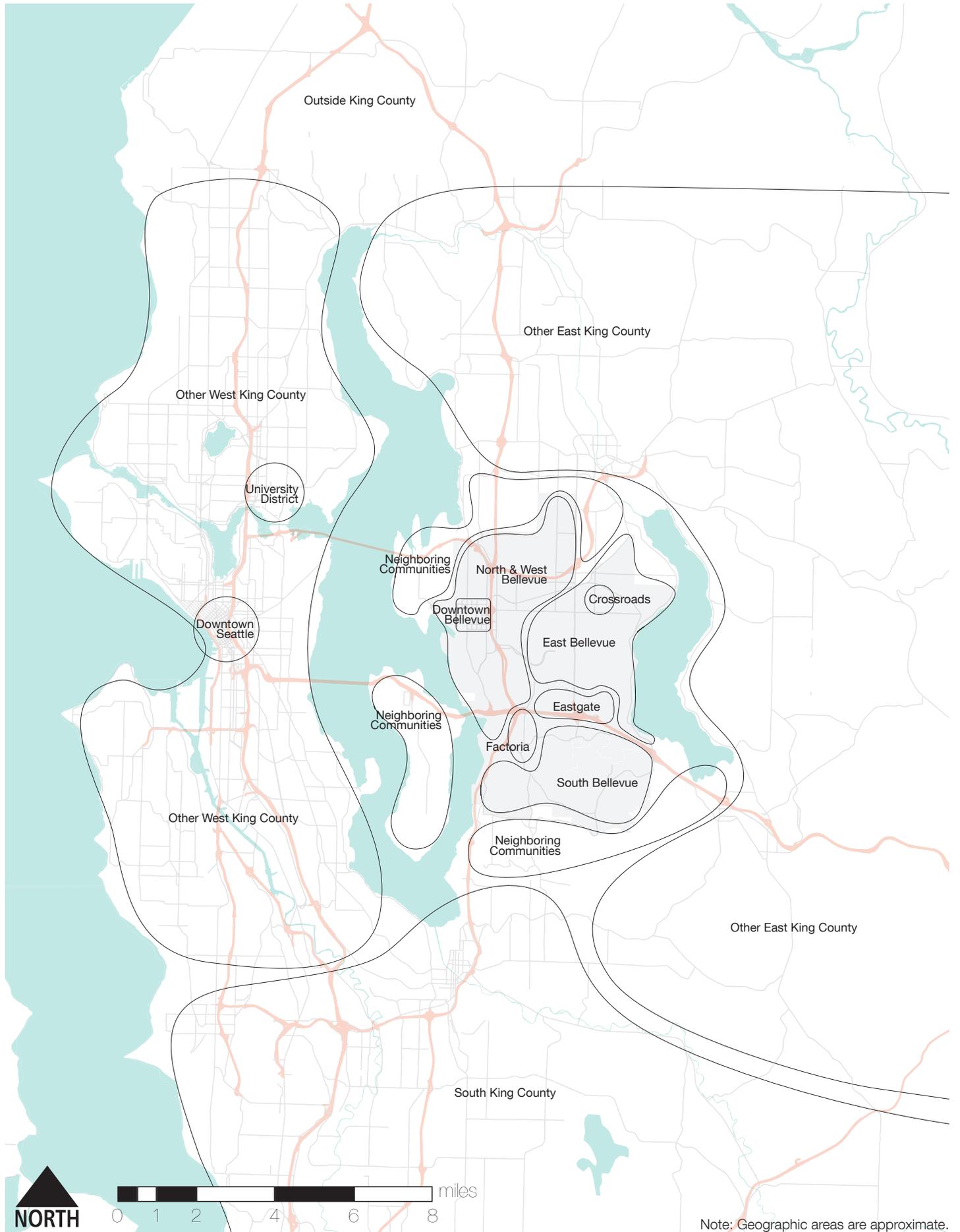


Figure 2.10 Destination regions of transit trips in Bellevue.



Note: Geographic areas are approximate.

Table 2.12 Origin-destination pairs of current transit users.

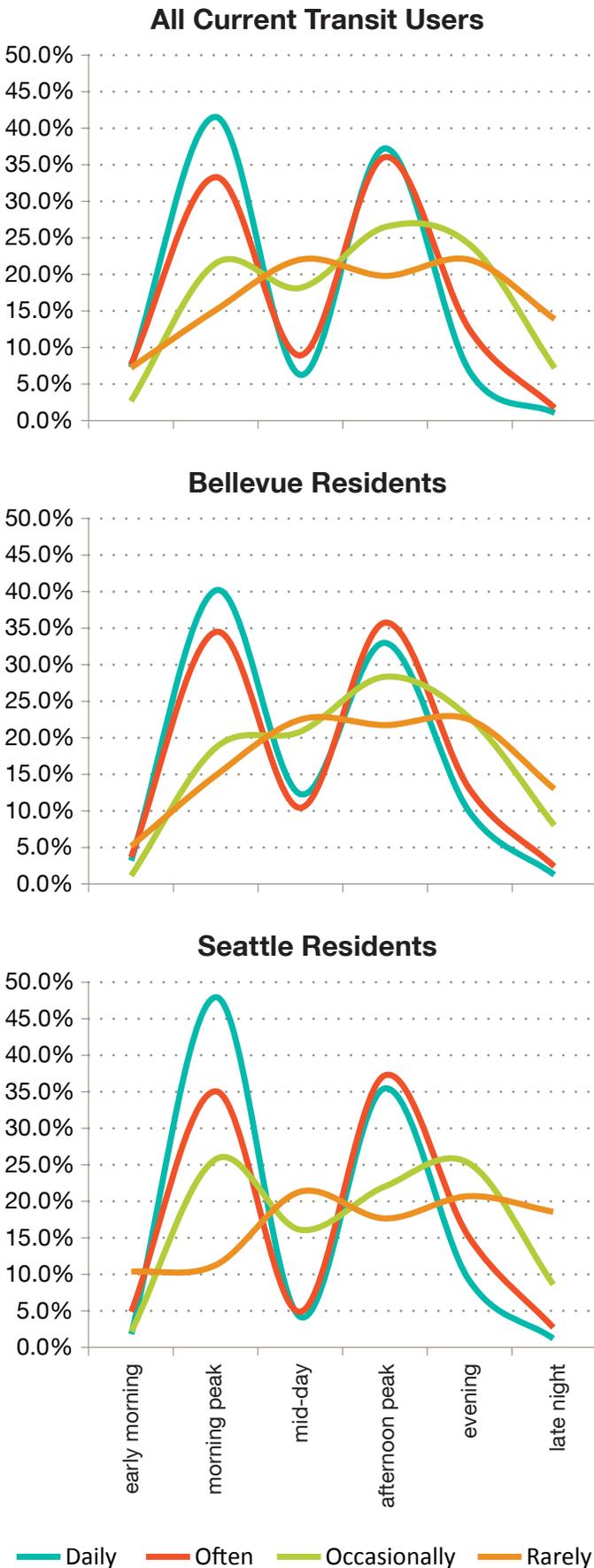
	Total	Downtown Bellevue		Crossroads		Eastgate		Factoria		South Bellevue		East Bellevue	
All Transit Riders	2,090	1,347	64.4%	288	13.8%	270	12.9%	409	19.6%	59	2.8%	95	4.5%
Place of Residence													
Bellevue	645	360	55.8%	152	23.6%	104	16.1%	161	25.0%	33	5.1%	49	7.6%
Non-Bellevue	1,245	880	70.7%	107	8.6%	129	10.4%	215	17.3%	19	1.5%	37	3.0%
Seattle	345	244	70.7%	11	3.2%	37	10.7%	76	22.0%	3	0.9%	6	1.7%
Kirkland	140	97	69.3%	19	13.6%	12	8.6%	15	10.7%	3	2.1%	8	5.7%
Renton	87	59	67.8%	8	9.2%	9	10.3%	19	21.8%	2	2.3%	1	1.1%
Redmond	83	59	71.1%	25	30.1%	17	20.5%	17	20.5%	2	2.4%	6	7.2%
Issaquah	61	41	67.2%	7	11.5%	12	19.7%	13	21.3%	2	3.3%	2	3.3%
Bothell	72	56	77.8%	5	6.9%	8	11.1%	6	8.3%	0	0.0%	0	0.0%
Sammamish	42	27	64.3%	8	19.0%	10	23.8%	12	28.6%	3	7.1%	1	2.4%
Unknown	200	107	53.5%	29	14.5%	37	18.5%	33	16.5%	7	3.5%	9	4.5%

	Total	North or West Bellevue		Neighboring Communities		Other East King County		Downtown Seattle		University District		Other West King County	
All Transit Riders	2,090	141	6.7%	145	6.9%	331	15.8%	1629	77.9%	656	31.4%	237	11.3%
Place of Residence													
Bellevue	645	41	6.4%	53	8.2%	113	17.5%	546	84.7%	241	37.4%	90	14.0%
Non-Bellevue	1,245	89	7.1%	73	5.9%	184	14.8%	943	75.7%	365	29.3%	134	10.8%
Seattle	345	18	5.2%	22	6.4%	35	10.1%	306	88.7%	162	47.0%	73	21.2%
Kirkland	140	10	7.1%	13	9.3%	43	30.7%	111	79.3%	54	38.6%	16	11.4%
Renton	87	5	5.7%	5	5.7%	10	11.5%	61	70.1%	17	19.5%	2	2.3%
Redmond	83	6	7.2%	9	10.8%	33	39.8%	60	72.3%	20	24.1%	4	4.8%
Issaquah	61	5	8.2%	3	4.9%	13	21.3%	47	77.0%	20	32.8%	4	6.6%
Bothell	72	5	6.9%	2	2.8%	10	13.9%	45	62.5%	12	16.7%	2	2.8%
Sammamish	42	2	4.8%	1	2.4%	9	21.4%	30	71.4%	7	16.7%	2	4.8%
Unknown	200	11	5.5%	19	9.5%	34	17.0%	140	70.0%	50	25.0%	13	6.5%

	Total	South King County		Outside King County	
All Transit Riders	2,090	156	7.5%	36	1.7%
Place of Residence					
Bellevue	645	49	7.6%	7	1.1%
Non-Bellevue	1,245	92	7.4%	25	2.0%
Seattle	345	18	5.2%	1	0.3%
Kirkland	140	4	2.9%	4	2.9%
Renton	87	23	26.4%	0	0.0%
Redmond	83	4	4.8%	1	1.2%
Issaquah	61	2	3.3%	0	0.0%
Bothell	72	2	2.8%	2	2.8%
Sammamish	42	4	9.5%	0	0.0%
Unknown	200	15	7.5%	4	2.0%

Note: The percentages shown reflect the percentage of total respondents from a given city of residence (origin) who use transit to travel to a given destination. Percentages highlighted in red vary by 5% or more from the corresponding percentage for respondents overall.

Figure 2.11 Frequency of transit use by period of day and place of residence.



the groups that most commonly travel to Factoria; and residents of Sammamish (23.8%), Redmond (20.5%), and Issaquah (19.7%) are the groups that most commonly travel to Eastgate.

The times of the day during which respondents typically use transit are considered in two variations. The first (Figure 2.10) highlights how common transit use is during a given time of day depending on how often respondents use transit; the second provides an understanding of how often people who travel during various time periods use transit to do so (Table 2.11 on page 34).

Figure 2.11 depicts the relationship between base (off-peak) service and peak period service. Ridership peaking during morning (6–9 a.m.) and afternoon (3–6 p.m.) commute hours is most prevalent among daily riders—exhibiting a 29.9-34.2% premium over the third most common travel time, early morning (7.3%). However, peaking also exists among those

Service Periods

Early Morning: 4:00 – 6:00 a.m.

Morning Peak: 6:00 – 9:00 a.m.

Mid-Day: 9:00 a.m. – 3:00 p.m.

Afternoon Peak: 3:00 – 6:00 p.m.

Evening: 6:00 – 9:00 p.m.

Late Night: 9:00 p.m. – 4:00 a.m.

who use transit often and, to a lesser extent, occasionally. Among those who use transit often, there is a 20.9-23.7% premium of ridership during peak hours, and the evening (6–9 p.m.) is the third most common travel period (12.4%). Transit use during the morning peak is more common among riders who use transit daily (41.5% versus 37.2% in the afternoon), while the afternoon peak is more common among respondents who use transit often (23.7% versus 20.9% in the morning). The same trend is also present among respondents who reside in Bellevue and Seattle.

Among those who use transit only rarely, the most common time to ride is mid-day (22.0%). Transit use mid-day is inversely related to frequency of transit use, overall and among residents of Bellevue and Seattle. Those who use transit rarely (22.0%) are more than twice as likely to use transit mid-day than those who use transit daily or often (6.3% and 8.9%, respectively). The percentage of current riders who use transit daily mid-day is higher among Bellevue residents (10.8%) than among respondents overall (9.0%) and 8.4% among Seattle residents.

While the majority (61.4%) of current riders never use transit during the early morning, those who do are most likely to do so either rarely (17.4%) or daily (11.8%; see Figure 2.11). Residents of Bellevue (3.8%) and Seattle (4.0%) are less likely to use transit daily during the early morning than residents of other municipalities, reflecting the fact that others likely have longer distances to commute and thus require earlier service.

Relative to respondents overall and to those residing outside of Bellevue, residents of Bellevue indicated that smaller percentages use transit daily during every time period (other than mid-day, as noted). Only 28.1% of Bellevue respondents use transit in Bellevue during the morning peak and 22.5% during the afternoon peak, compared to 39.0% and 34.8% overall, respectively. Bellevue residents

Discussion Topics for Forum Participants

Bellevue Transit Master Plan



September 18, 2012



"Services with a short span, such as peak-only services are usually oriented to serving commuters. Service that wants to be useful to many different people for many kinds of trips requires a longer span, extending across the day and evening and also across the weekend."

- Bellevue Transportation Department,
Discussion Topics for Forum Participants, p. 2

"Make bus routes more accessible during the late evening. Most Bellevue bus routes end at around 10pm or 11pm. [This] makes it difficult for people to go to social gatherings in the late evening. Also some people have graveyard shifts."

-Juan, Non-Commute Transit User

Resident of Bellevue

ride only occasionally or rarely during most periods of the day. By comparison, larger percentages of Seattle residents use transit in Bellevue daily, often, or occasionally than respondents overall during most periods of the day. In fact, daily transit users from Seattle use transit during the morning (50.9%) and afternoon (41.2%) peak periods significantly more than respondents overall (39.0% and 34.8%, respectively).

Table 2.13 Frequency of ridership for current Bellevue transit users by time of day and location of residence for cities with 100 or more respondents. Percentages highlighted in red are higher than the corresponding percentages for respondents overall.

	Daily		Often		Occasionally		Rarely		Never		Count
Overall (current)											
4 a.m. - 6 a.m. (early morning)	112	11.8%	67	7.0%	23	2.4%	165	17.4%	584	61.4%	951
6 a.m. - 9 a.m. (morning peak)	637	39.0%	291	17.8%	186	11.4%	346	21.2%	173	10.6%	1,633
9 a.m. - 3 p.m. (mid-day)	96	9.0%	78	7.3%	157	14.7%	504	47.3%	231	21.7%	1,066
3 p.m. - 6 p.m. (afternoon peak)	571	34.8%	315	19.2%	229	13.9%	453	27.6%	74	4.5%	1,642
6 p.m. - 9 p.m. (evening)	102	9.0%	108	9.6%	208	18.4%	503	44.6%	207	18.4%	1,128
9 p.m. - 4 a.m. (late night)	16	1.8%	15	1.7%	62	7.0%	318	35.8%	478	53.8%	889
Bellevue											
4 a.m. - 6 a.m. (early morning)	12	3.8%	9	2.9%	4	1.3%	49	15.6%	240	76.4%	314
6 a.m. - 9 a.m. (morning peak)	146	28.1%	82	15.8%	60	11.5%	139	26.7%	93	17.9%	520
9 a.m. - 3 p.m. (mid-day)	45	10.8%	25	6.0%	67	16.1%	210	50.4%	70	16.8%	417
3 p.m. - 6 p.m. (afternoon peak)	120	22.5%	85	15.9%	91	17.0%	203	38.0%	35	6.6%	534
6 p.m. - 9 p.m. (evening)	36	8.6%	31	7.4%	73	17.5%	210	50.2%	68	16.3%	418
9 p.m. - 4 a.m. (late night)	5	1.5%	6	1.8%	26	7.8%	122	36.6%	174	52.3%	333
Seattle											
4 a.m. - 6 a.m. (early morning)	6	4.0%	9	6.0%	4	2.7%	34	22.7%	97	64.7%	150
6 a.m. - 9 a.m. (morning peak)	161	50.9%	65	20.6%	48	15.2%	37	11.7%	5	1.6%	316
9 a.m. - 3 p.m. (mid-day)	14	8.4%	9	5.4%	30	18.1%	70	42.2%	43	25.9%	166
3 p.m. - 6 p.m. (afternoon peak)	119	41.2%	69	23.9%	41	14.2%	58	20.1%	2	0.7%	289
6 p.m. - 9 p.m. (evening)	31	15.7%	28	14.1%	47	23.7%	68	34.3%	24	12.1%	198
9 p.m. - 4 a.m. (late night)	4	2.6%	5	3.2%	16	10.4%	61	39.6%	68	44.2%	154
Bothell											
4 a.m. - 6 a.m. (early morning)	9	23.7%	5	13.2%	2	5.3%	8	21.1%	14	36.8%	38
6 a.m. - 9 a.m. (morning peak)	26	47.3%	4	7.3%	6	10.9%	12	21.8%	7	12.7%	55
9 a.m. - 3 p.m. (mid-day)	7	21.9%	1	3.1%	4	12.5%	9	28.1%	11	34.4%	32
3 p.m. - 6 p.m. (afternoon peak)	28	46.7%	11	18.3%	6	10.0%	9	15.0%	6	10.0%	60
6 p.m. - 9 p.m. (evening)	3	9.1%	1	3.0%	9	27.3%	8	24.2%	12	36.4%	33
9 p.m. - 4 a.m. (late night)	0	0.0%	0	0.0%	1	3.8%	9	34.6%	16	61.5%	26
Redmond											
4 a.m. - 6 a.m. (early morning)	5	12.8%	0	0.0%	1	2.6%	9	23.1%	24	61.5%	39
6 a.m. - 9 a.m. (morning peak)	24	36.9%	9	13.8%	8	12.3%	16	24.6%	8	12.3%	65
9 a.m. - 3 p.m. (mid-day)	4	8.9%	6	13.3%	5	11.1%	22	48.9%	8	17.8%	45
3 p.m. - 6 p.m. (afternoon peak)	25	39.1%	9	14.1%	11	17.2%	14	21.9%	5	7.8%	64
6 p.m. - 9 p.m. (evening)	3	6.0%	4	8.0%	10	20.0%	20	40.0%	13	26.0%	50
9 p.m. - 4 a.m. (late night)	0	0.0%	0	0.0%	2	5.3%	12	31.6%	24	63.2%	38

Similar to respondents residing in Bellevue, smaller percentages of those residing in Issaquah use transit in Bellevue daily compared with respondents overall, but larger percentages use transit often or occasionally, particularly during the afternoon peak, evening, and late night time periods. Smaller percentages of respondents residing in Kirkland also indicated using transit daily, but larger percentages indicated using transit occasionally or rarely.

"I need to get to work by 5:00 AM and no buses run early enough for me to get to work on time."

-Myra, Former Rider
Resident of Bellevue

"The bus I use is only available during standard commuting times, and it would be better if it was offered later."

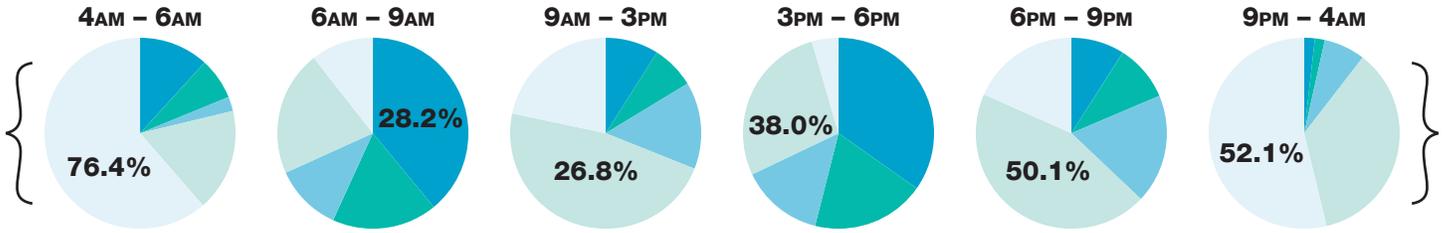
-Laura, All-Around Transit User
Resident of Redmond

	Daily		Often		Occasionally		Rarely		Never		Count
Kirkland											
4 a.m. - 6 a.m. (early morning)	7	10.0%	4	5.7%	1	1.4%	14	20.0%	44	62.9%	70
6 a.m. - 9 a.m. (morning peak)	34	32.4%	21	20.0%	12	11.4%	29	27.6%	9	8.6%	105
9 a.m. - 3 p.m. (mid-day)	5	6.1%	10	12.2%	14	17.1%	45	54.9%	8	9.8%	82
3 p.m. - 6 p.m. (afternoon peak)	35	32.1%	17	15.6%	18	16.5%	34	31.2%	5	4.6%	109
6 p.m. - 9 p.m. (evening)	5	6.0%	7	8.4%	17	20.5%	40	48.2%	14	16.9%	83
9 p.m. - 4 a.m. (late night)	1	1.5%	0	0.0%	7	10.8%	21	32.3%	36	55.4%	65
Issaquah											
4 a.m. - 6 a.m. (early morning)	2	6.9%	2	6.9%	1	3.4%	6	20.7%	18	62.1%	29
6 a.m. - 9 a.m. (morning peak)	13	20.6%	17	27.0%	16	25.4%	11	17.5%	6	9.5%	63
9 a.m. - 3 p.m. (mid-day)	2	6.3%	5	15.6%	3	9.4%	12	37.5%	10	31.3%	32
3 p.m. - 6 p.m. (afternoon peak)	11	21.2%	15	28.8%	13	25.0%	10	19.2%	3	5.8%	52
6 p.m. - 9 p.m. (evening)	1	2.8%	12	33.3%	8	22.2%	12	33.3%	3	8.3%	36
9 p.m. - 4 a.m. (late night)	1	3.7%	1	3.7%	3	11.1%	12	44.4%	10	37.0%	27
Sammamish											
4 a.m. - 6 a.m. (early morning)	3	23.1%	2	15.4%	0	0.0%	1	7.7%	7	53.8%	13
6 a.m. - 9 a.m. (morning peak)	16	47.1%	6	17.6%	3	8.8%	5	14.7%	4	11.8%	34
9 a.m. - 3 p.m. (mid-day)	1	4.8%	1	4.8%	2	9.5%	12	57.1%	5	23.8%	21
3 p.m. - 6 p.m. (afternoon peak)	16	43.2%	10	27.0%	4	10.8%	5	13.5%	2	5.4%	37
6 p.m. - 9 p.m. (evening)	2	9.1%	3	13.6%	2	9.1%	13	59.1%	2	9.1%	22
9 p.m. - 4 a.m. (late night)	0	0.0%	0	0.0%	1	7.1%	5	35.7%	8	57.1%	14
Renton											
4 a.m. - 6 a.m. (early morning)	8	20.5%	3	7.7%	0	0.0%	4	10.3%	24	61.5%	39
6 a.m. - 9 a.m. (morning peak)	26	37.7%	15	21.7%	4	5.8%	20	29.0%	4	5.8%	69
9 a.m. - 3 p.m. (mid-day)	5	13.2%	4	10.5%	4	10.5%	16	42.1%	9	23.7%	38
3 p.m. - 6 p.m. (afternoon peak)	29	41.4%	14	20.0%	5	7.1%	21	30.0%	1	1.4%	70
6 p.m. - 9 p.m. (evening)	3	7.7%	2	5.1%	3	7.7%	23	59.0%	8	20.5%	39
9 p.m. - 4 a.m. (late night)	2	6.1%	0	0.0%	2	6.1%	14	42.4%	15	45.5%	33



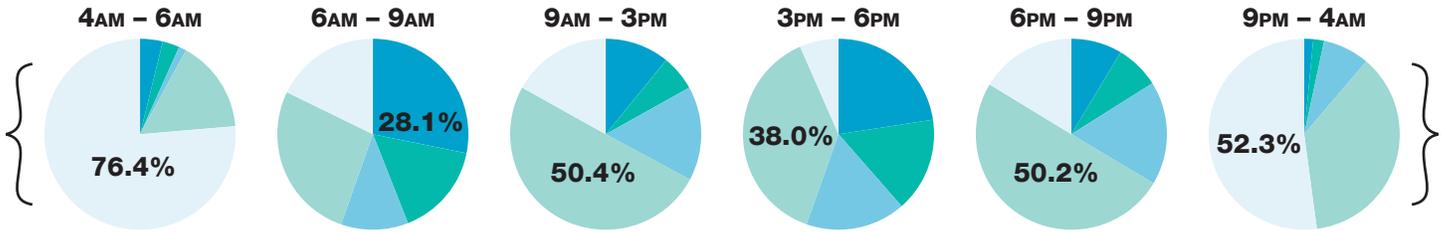
overall

52.7% of respondents are current transit users (2,241/4,252)



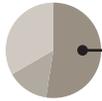
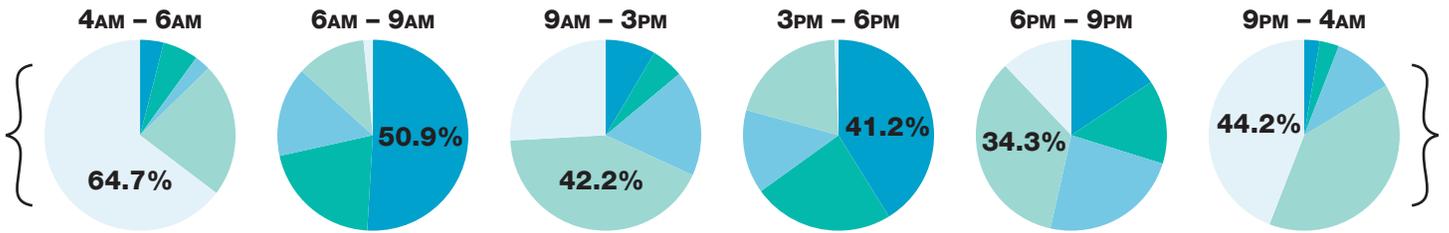
bellevue

61.5% of respondents are current transit users (667/1,085)



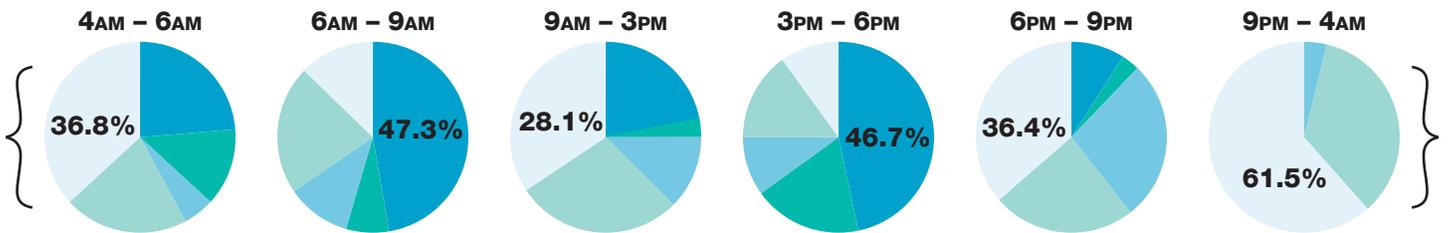
seattle

61.1% of respondents are current transit users (350/573)



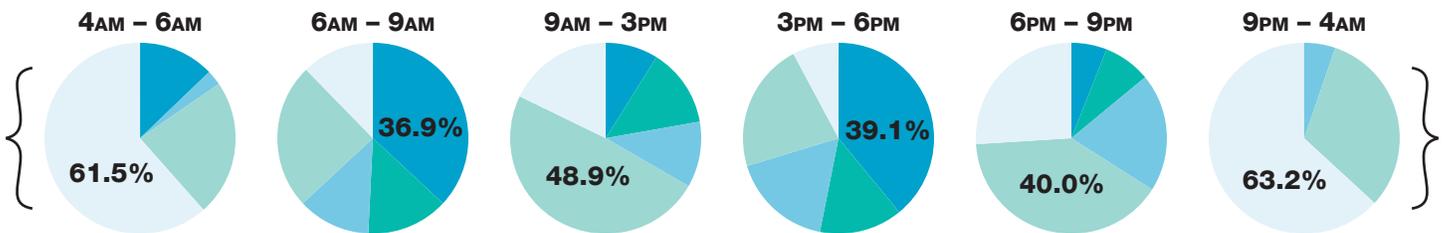
bothell

52.5% of respondents are current transit users (74/141)

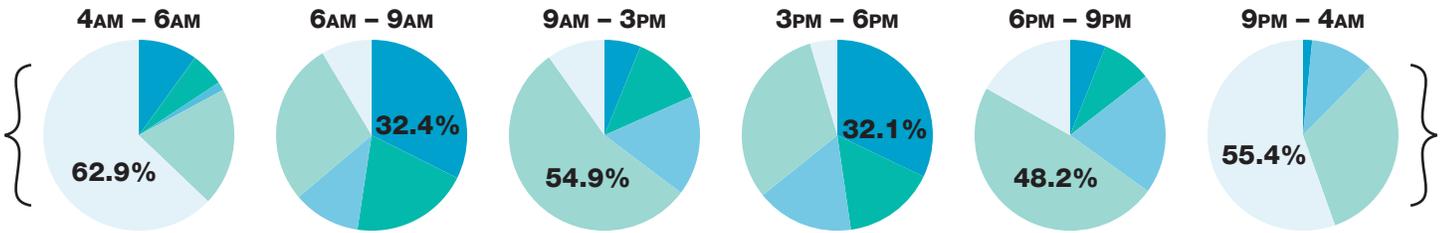


redmond

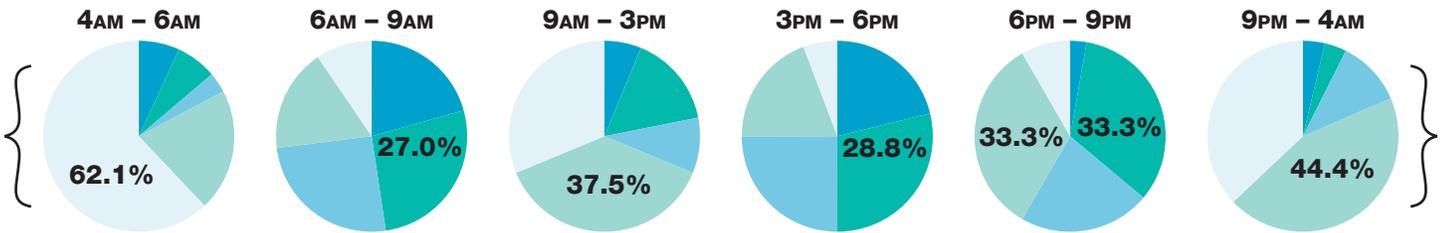
52.2% of respondents are current transit users (84/161)



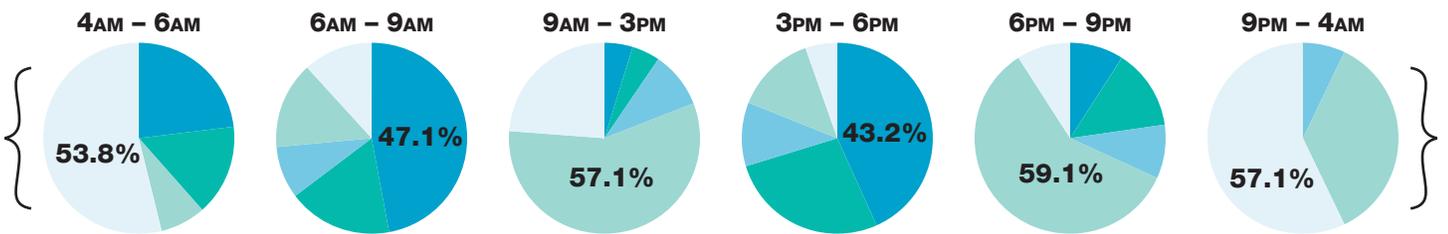
kirkland 51.4% of respondents are current transit users (144/280)



issaquah 44.1% of respondents are current transit users (63/143)



sammamish 42.6% of respondents are current transit users (43/101)



renton 38.8% of respondents are current transit users (87/224)

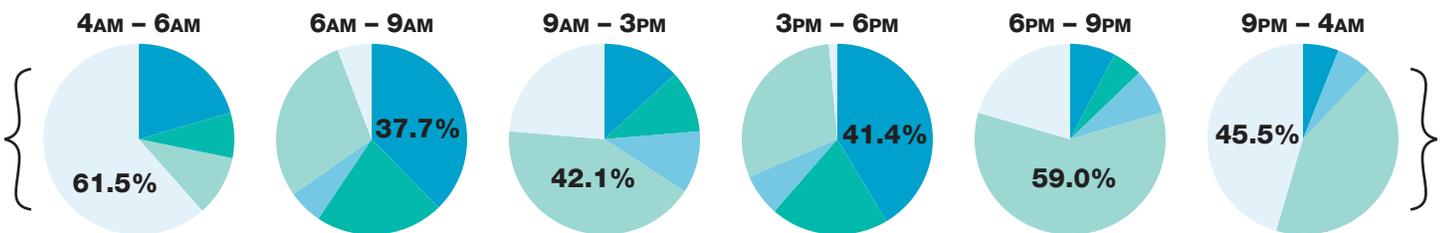


Figure 2.12 Frequency of ridership for current Bellevue transit users by time of day and location of residence for cities with 100 or more respondents.

"[Transit] gives me freedom of movement."

-Anonymous All-Around Transit User
Resident of Bellevue

"By riding transit during the week, I can enjoy my car on the weekend instead of being tired of driving."

-Tia, All-Around Transit User
Resident of Seattle

"I have to go out of my way to ride the bus. The money saved in gas is not worth the extra time..."

-Anonymous Non-Rider
Residence Unknown

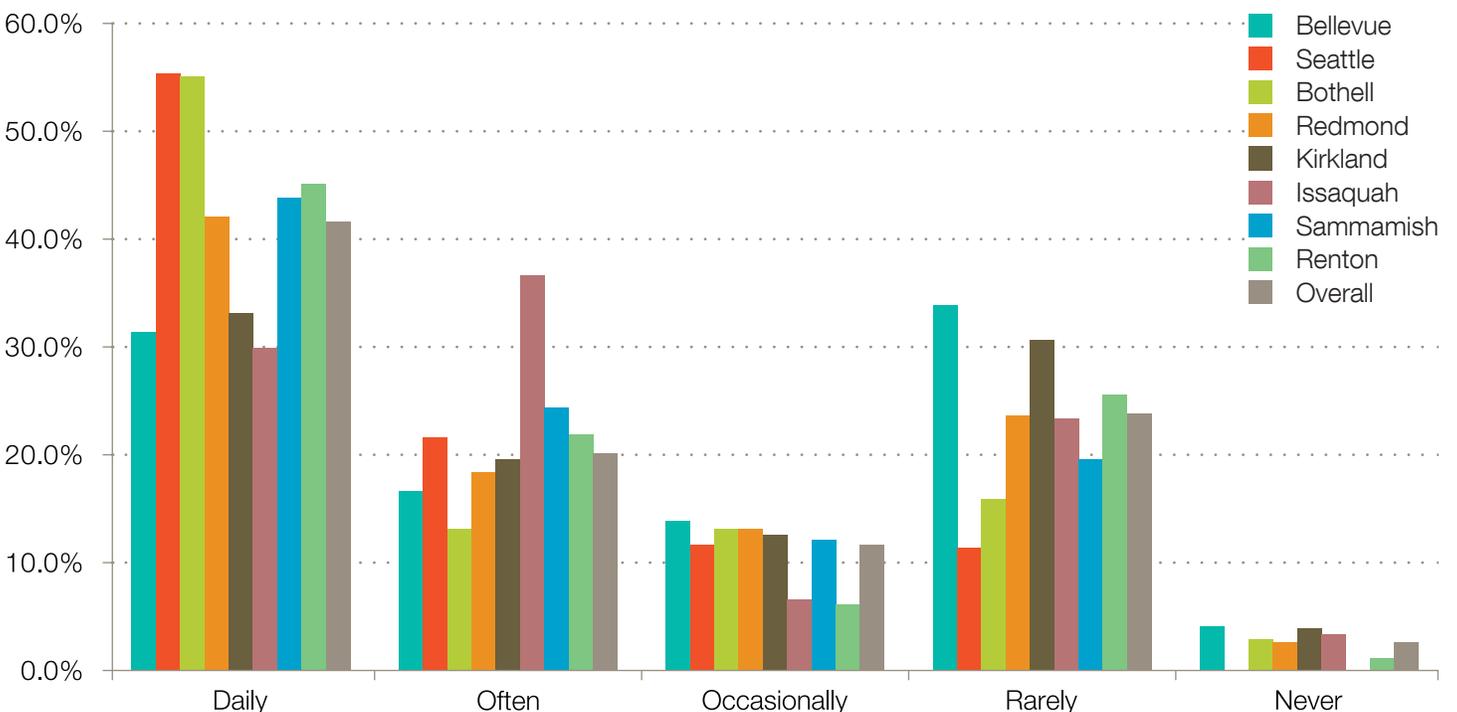
"I absolutely hate being behind a wheel stuck in traffic."

-Marc, All-Around Transit User
Resident of Seattle

Because most transit users still use other modes of transportation for some trips, respondents were asked to relate their transit use to their use of several other common modes, including driving alone, carpooling or vanpooling, bicycling, and walking. Overall, respondents indicated that they use transit daily more commonly than they drive alone daily (41.7% versus 25.0%, respectively), the second most common mode. Walking is the third most common mode, with 28.9% of respondents doing so daily or often, while bicycling is the least common mode, with only 7.5% doing so daily or often.

A lower percentage of respondents residing in Bellevue use transit daily (31.3%) or often (16.7%) than respondents overall (41.7% and 20.2%, respectively), and a higher percentage drive alone daily or often (33.4% and 18.2%, respectively) than any of the other eight cities analyzed (see Figure 2.13 [below], Figure 2.14 [opposite], and Table A.10 on page A26). The rate of daily transit use among residents of Bellevue, Kirkland, and Issaquah ranges between 8.6—11.7% lower than among respondents overall.

Figure 2.13 Frequency of transit use for current Bellevue transit users by location of residence for cities with 100 or more respondents.



In contrast, a higher percentage of respondents residing in Seattle use transit daily (55.4%; 13.7% higher than overall) and a lower percentage drive alone (12.7%; 12.3% lower than overall). Respondents residing in Renton, Redmond, Bothell, and Sammamish also exhibit a higher percentage of daily transit use and a lower daily drive-alone rate than respondents overall (Renton – 45.1% and 22.4%; Redmond – 42.1% and 23.9%; Bothell – 55.1% and 22.6%; Sammamish – 43.9% and 17.9%).

"My family has recently invested in an all electric car and feel this is an alternative to mass transit/ emissions reduction plan."

-Aubrey, Non-Rider
Resident of Bothell

"Transit can avoid congestion."

-Anonymous Social and Special Event User
Residence Unknown

Figure 2.14 Frequency of driving alone for current Bellevue transit users by location of residence for cities with 100 or more respondents.

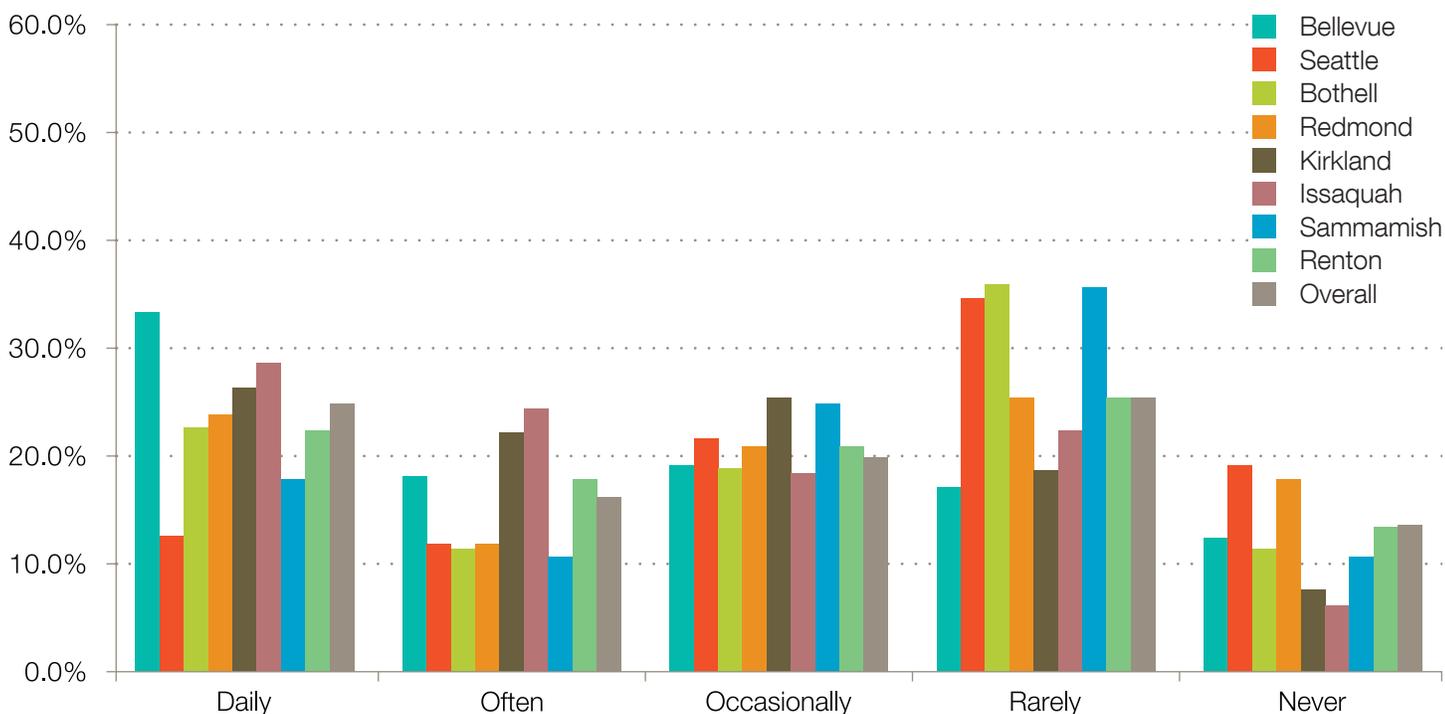


Table 2.14 Perception of transit service usability and information availability and legibility by place of residence.

	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		All (use)		All	
Accessibility										
Easy	206	47.4%	376	48.5%	91	48.1%	673	48.1%	1,273	47.8%
Somewhat	185	42.5%	323	41.6%	83	43.9%	591	42.2%	1,136	42.7%
Difficult	44	10.1%	77	9.9%	15	7.9%	136	9.7%	254	9.5%
Convenience										
Very	163	37.5%	290	37.4%	71	37.6%	524	37.4%	949	35.6%
Somewhat	200	46.0%	357	46.0%	91	48.1%	648	46.3%	1,268	47.6%
Difficult	72	16.6%	129	16.6%	27	14.3%	228	16.3%	446	16.7%
Reliability										
Very	218	50.1%	389	50.1%	104	55.0%	711	50.8%	1,316	49.4%
Somewhat	196	45.1%	359	46.3%	78	41.3%	633	45.2%	1,230	46.2%
Not	21	4.8%	28	3.6%	7	3.7%	56	4.0%	117	4.4%
It is _____ obtain route/schedule information from home										
Easy	385	89.5%	674	88.3%	165	88.7%	1,224	88.8%	2,335	89.2%
Difficult	45	10.5%	89	11.7%	21	11.3%	155	11.2%	284	10.8%
It is _____ to obtain route/schedule information on the go										
Easy	242	58.3%	412	55.3%	100	54.6%	754	56.1%	1,460	57.0%
Difficult	173	41.7%	333	44.7%	83	45.4%	589	43.9%	1,101	43.0%
Bus route maps are _____ to understand										
Easy	282	67.5%	566	75.4%	131	70.4%	979	72.3%	1,876	72.6%
Difficult	136	32.5%	185	24.6%	55	29.6%	376	27.7%	709	27.4%
Bus schedules are _____ to understand										
Easy	342	81.2%	641	85.2%	163	87.2%	1,146	84.3%	2,177	84.0%
Difficult	79	18.8%	111	14.8%	24	12.8%	214	15.7%	415	16.0%

Note: the counts represent only those who currently use transit regularly or occasionally in Bellevue (question 1). The "All (use)" column is the number of respondents who answered the questions concerning service quality and usability (questions 65, 66, 67, 68, 69, 70, and 71) and who currently use transit. The "All" column includes those who formerly or have never used transit in Bellevue.

Perceptions and Priorities

Transit users' place of residence (Bellevue versus non-Bellevue) does not have a significant influence on their perceptions about transit service quality and usability in Bellevue (see Table 2.12). However, Bellevue residents consider bus route maps difficult to understand with greater frequency (32.5%) than respondents overall (27.7%) and those residing elsewhere (24.6%; see Table 2.12). As with all respondents, including those who formerly or have never used transit in Bellevue, route and schedule information is considered easy to obtain from home much more commonly than information availability while on the go.

"I moved to Washington (from Nebraska) nearly 5 years ago. The overall transit system in this area has always impressed me."

-Brian, Work and Special Event Transit User
Resident of Issaquah

"In general, QUALITY of service is better on the eastside, but speed and reliability is worse..."

-Anonymous Work and Shopping Transit User
Resident of Everett

Table 2.15 Perception of transit service usability and information availability by length of time living, working, or attending school in Bellevue.

	0-6 months		6-12 months		1-2 years		2-5 years		5-10 years		10 + years		All (use)		All	
Accessibility																
Easy	36	40.9%	38	52.1%	63	53.8%	122	46.7%	140	50.7%	180	45.2%	673	48.1%	1,273	47.8%
Somewhat	47	53.4%	28	38.4%	44	37.6%	108	41.4%	115	41.7%	168	42.2%	591	42.2%	1,136	42.7%
Difficult	5	5.7%	7	9.6%	10	8.5%	31	11.9%	21	7.6%	50	12.6%	136	9.7%	254	9.5%
Convenience																
Very	27	30.7%	28	38.4%	48	41.0%	92	35.2%	115	41.7%	141	35.4%	524	37.4%	949	35.6%
Somewhat	52	59.1%	33	45.2%	53	45.3%	114	43.7%	122	44.2%	184	46.2%	648	46.3%	1,268	47.6%
Difficult	9	10.2%	12	16.4%	16	13.7%	55	21.1%	39	14.1%	73	18.3%	228	16.3%	446	16.7%
Reliability																
Very	41	46.6%	37	50.7%	58	49.6%	129	49.4%	155	56.2%	191	48.0%	711	50.8%	1,316	49.4%
Somewhat	45	51.1%	30	41.1%	58	49.6%	120	46.0%	114	41.3%	185	46.5%	633	45.2%	1,230	46.2%
Not	2	2.3%	6	8.2%	1	0.9%	12	4.6%	7	2.5%	22	5.5%	56	4.0%	117	4.4%
It is _____ obtain route/schedule information from home																
Easy	70	81.4%	65	90.3%	105	91.3%	225	87.5%	251	91.6%	347	88.5%	1,224	88.8%	2,335	89.2%
Difficult	16	18.6%	7	9.7%	10	8.7%	32	12.5%	23	8.4%	45	11.5%	155	11.2%	284	10.8%
It is _____ to obtain route/schedule information on the go																
Easy	48	56.5%	38	53.5%	63	57.8%	135	55.1%	149	56.0%	223	57.6%	754	56.1%	1,460	57.0%
Difficult	37	43.5%	33	46.5%	46	42.2%	110	44.9%	117	44.0%	164	42.4%	589	43.9%	1,101	43.0%
Bus route maps are _____ to understand																
Easy	59	70.2%	56	77.8%	88	77.9%	184	73.0%	194	72.4%	267	69.9%	979	72.3%	1,876	72.6%
Difficult	25	29.8%	16	22.2%	25	22.1%	68	27.0%	74	27.6%	115	30.1%	376	27.7%	709	27.4%
Bus schedules are _____ to understand																
Easy	74	87.1%	64	87.7%	95	82.6%	201	79.8%	229	85.8%	319	83.3%	1,146	84.3%	2,177	84.0%
Difficult	11	12.9%	9	12.3%	20	17.4%	51	20.2%	38	14.2%	64	16.7%	214	15.7%	415	16.0%

Note: the counts represent only those who currently use transit regularly or occasionally in Bellevue (question 1). The "All (use)" column is the number of respondents who answered the questions concerning ease of use (questions 65, 66, 67, 68, 69, 70, and 71) and who currently use transit. The "All" column includes those who formerly or have never used transit in Bellevue.

The length of time that respondents have lived, worked, or attended school in Bellevue also generally does not have a significant influence on respondents' perceptions of transit service quality and usability in Bellevue (see Table 2.13). However, those who have been in Bellevue for 0 to 6 months are less likely to find transit inconvenient or difficult to access than transit users overall (10.2% versus 16.3% and 5.7% versus 9.7%, respectively; see Table 2.13). A higher percentage of respondents who have been in Bellevue for 6 months to 1 year find transit to be unreliable than transit users overall (8.2% and 4.0%, respectively). However, a smaller percentage of respondents who have been in Bellevue for 0 to 6 months or 1 to 2

"Better route maps and bus numbering would help in attracting new riders. You should be able to easily explain the system to a visitor."

-Rob, Former Rider
Resident of Bellevue

"The OneBusAway app and the Orca Card are fabulous for making using the bus easy."

-Anonymous Social and Special Event User
Resident of Bellevue

"Increase HOV lanes for buses to use to get around rush [hour] traffic, [and] prioritize signals to allow buses to move through congested areas faster..."

-Russell, All-Around Transit User
Resident of Auburn

"The RapidRide B line is impossibly slow once it gets close to downtown. That bus should have the right of way and traffic signal priority downtown because without it, cars cut it off in rush hour and it is much faster to walk."

-Kristen, Non-Commute Transit User
Resident of Bellevue

"The real time bus arrival information is a very nice feature that should be included gradually at every line."

-Faruk, Work and Shopping Transit User
Resident of Burien

"Please get us more buses during peak hours and seats. We shouldn't have to stand all the time."

-Lauren, Work and Social Transit User
Resident of Bellevue

"[P]lease try to provide even a minimal form of a bus shelter at all bus routes... Oh, and if you could please, continue funding OneBusAway. It helps tens of thousands of people, students and non-students alike."

-Jason, All-Around Transit User
Resident of Bellevue

years find transit to be unreliable than transit users overall (2.3% and 0.9%, respectively, versus 4.0%). Respondents who have been in Bellevue for 6 months to 1 year or for 1 to 2 years find bus route maps slightly easier to understand than transit users overall (77.8% and 77.9%, respectively, versus 72.3%).

A series of questions sought to identify users' priorities for municipal investment in transit, municipal advocacy to regional transit agencies, and preferred solutions in the event of future budget shortfalls at King County Metro. Municipal investment priorities refer to actions the City of Bellevue can take independently of or with minimal involvement from other jurisdictions or agencies to improve transit service (see Table 2.14 for a summary and Appendix Table A.12 on page A26 for the full multiple choice results).

Municipal investment priorities generally do not vary substantially among transit users overall regardless of the category of sub-group considered. Infrastructure investments that would improve service speed and reliability, such as roadway and traffic signal infrastructure (e.g. HOV lanes, transit signal priority), are almost universally the most preferred means for Bellevue to invest in transit among transit users overall. Bellevue residents represent one notable exception to this trend, with infrastructure investments (22.5%) ranking second behind the provision of real-time bus arrival information at major stops (24.4%).

Other notable exceptions to the aforementioned trend include those who are 16-24 years of age, for whom infrastructure investment is also the second highest priority (25.4%) behind the provision of real-time bus arrival information at major stops (31.7%), and among riders who access transit by bicycle, who value such infrastructure investment second (28.3%) to the installation of additional bicycle lanes/trails to better connect neighborhoods to transit (34.0%). Riders whose destinations include Eastgate (29.3%) and Crossroads (27.3%), those whose household income is between \$25-50,000 (33.1%),

Table 2.16 Investment priorities of respondents overall and Bellevue residents who currently use transit in Bellevue.

Reason	All		Bellevue Resident	
	Count	Percent	Count	Percent
Improve service speed and reliability by investing in roadway and traffic signal infrastructure.	595	30.3%	149	22.5%
Provide real-time bus arrival information signs at major stops.	405	20.6%	161	24.4%
Increase vehicle parking capacity at Park and Ride lots.	264	13.4%	89	13.5%
Other	204	10.4%	67	10.1%
Provide additional route, schedule, and wayfinding information at bus shelters.	189	9.6%	74	11.2%
Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	105	5.3%	34	5.1%
Improve comfort at bus stops with improvements like additional seating and other street furniture.	60	3.1%	24	3.6%
Improve safety at bus stops by providing additional street lighting.	60	3.1%	28	4.2%
Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	48	2.4%	20	3.0%
Repair City-owned streets used as transit corridors to improve ride quality/comfort.	31	1.6%	15	2.3%
Increase bicycle parking capacity at Park and Ride lots.	3	0.2%	0	0.0%
	respondents	1,964	661	

HOW SHOULD THE CITY INVEST? ACCORDING TO CURRENT TRANSIT USERS

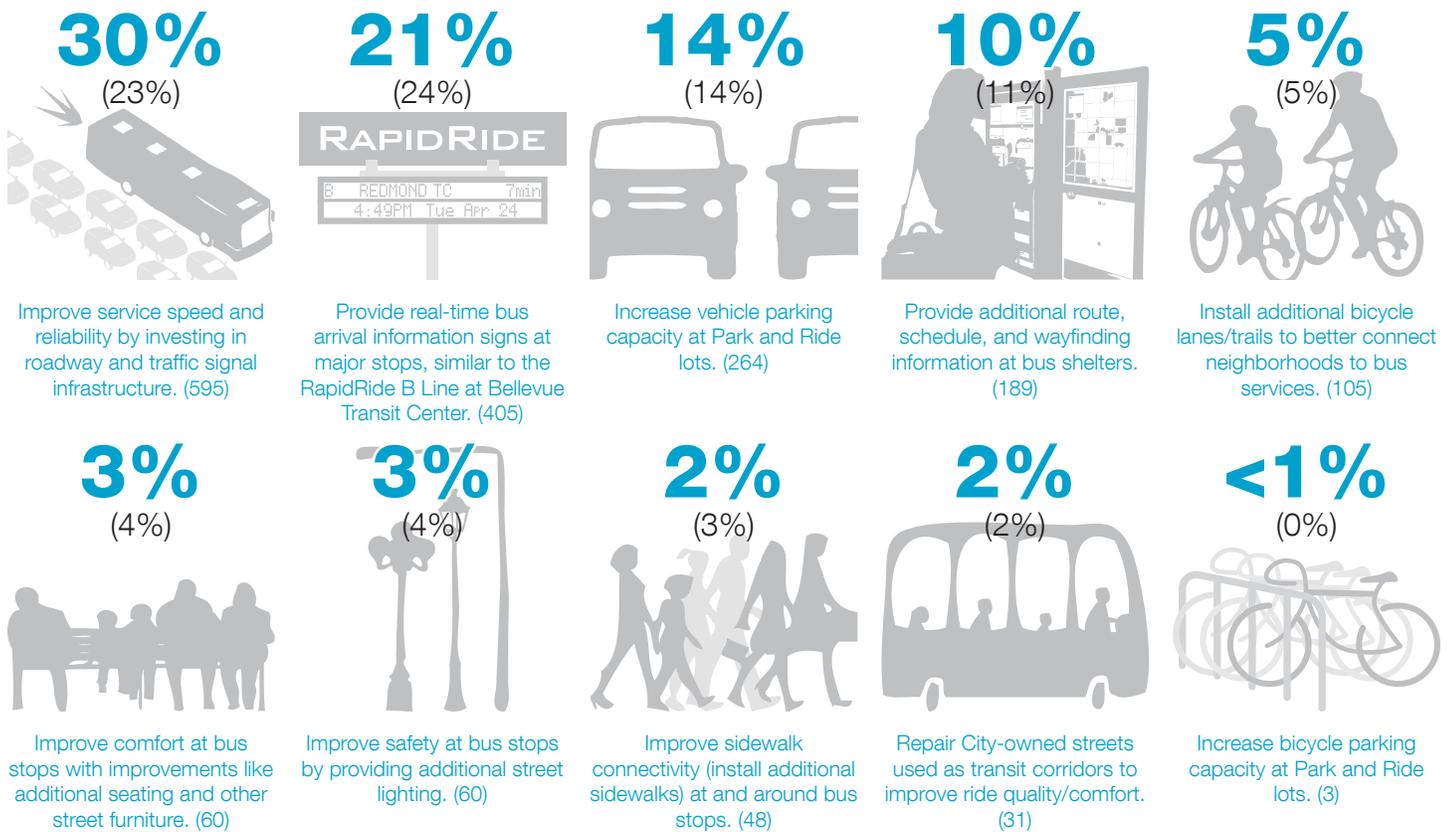


Figure 2.15 The most common way current transit users think the City should invest municipal resources to improve transit service in Bellevue is by “improving service speed and reliability by investing in roadway and traffic infrastructure” (30.3%; 595/1,962). In addition to the options listed above, 9.9% (194/1,962 respondents) chose “other.” Of these, 28 people identified light rail as the best investment option. Percentages for current transit users who live in Bellevue are shown in parenthesis (661 respondents).

and those without access to an automobile (27.6%) also indicated a greater interest in real-time arrival information investments than respondents overall.

Excepting these groups, provision of real-time arrival information at major stops is the second most common priority among most groups, with 20.6% of transit users overall selecting this investment measure. Users who access transit from Park & Rides represent the only other notable exception to this trend, with 21.9% preferring an increase in vehicle parking capacity at Park & Rides compared to 19.6% preferring real-time arrival information investments.

An increase in Park & Ride vehicle capacity is the third most commonly selected municipal investment priority overall, but this trend is notably less universal than for the first and second investment priorities. For example, while those whose destinations include Downtown Bellevue and/or Downtown Seattle indicated this as the third most common priority (13.9% and 12.9%, respectively), those whose destinations include many other areas, including Crossroads, Eastgate, neighboring communities (e.g. Clyde Hills, Overlake), and other east King County communities (e.g. Kirkland, Redmond), indicated a stronger preference for the provision of additional route, schedule, and wayfinding information at bus shelters. Provision of additional information at bus shelters is also the third most common municipal investment priority for those with annual household incomes of less than \$25,000 or between \$25,000 – 50,000 (20.0% and 11.0%, respectively), those without access to a personal automobile (11.5%), and those who access transit by walking to the bus stop (10.9%). Additionally, support for investments in increasing Park & Ride vehicle capacity is related directly to age—respondents 65 years of age and older cited this as their most common investment priority (25.3%), and the percentage of respondents supporting this priority declines with each subsequently younger age group.

"Lousy bike infrastructure makes [transit] hard to access."

-Anonymous Special Events User
Residence Unknown

"Stops are convenient, however [it] would be nice to have a shelter and sidewalk."

-Andrea, All-Around Transit User
Resident of Edmonds

"[P]lease make light rail a priority! Please, please, please!... Whenever I visit Vancouver, BC I make a point of using the SkyTrain to get around - so convenient, and a great solution to parking unavailability and traffic congestion."

-Allison, All-Around Transit User
Resident of Kirkland

"If you advocate for ANYTHING, PLEASE make this city less accommodating to cars and MORE accommodating to PEOPLE!"

-Matthew, All-Around Transit User
Resident of Bellevue

"...[E]ncourage businesses to provide ORCA card subsidies as well as increase the [percentage] of its employees who take transit to reduce traffic congestion and increase transit ridership."

-Yvonne, All-Around Transit User
Resident of Redmond

Table 2.17 Advocacy priorities of respondents overall and Bellevue residents who currently use transit in Bellevue.

Quality of Service	All		Bellevue Resident	
	Count	Percent	Count	Percent
Increase Frequency During Peak	643	33.2%	149	22.8%
Increase Frequency to Reduce Overcrowding	249	12.9%	74	11.3%
Increase Vehicle Capacity at Park & Rides	183	9.5%	65	9.9%
Other	168	8.7%	54	8.3%
Increase Frequency During Midday	152	7.9%	58	8.9%
Revise Schedules to Improve Connections	131	6.8%	44	6.7%
Expand Service Coverage in Bellevue	114	5.9%	71	10.9%
Install Additional Shelters	60	3.1%	30	4.6%
Increase Frequency on Weekends	50	2.6%	30	4.6%
Extend Service at Night on Weekends	48	2.5%	20	3.1%
Increase Frequency During Late Night	47	2.4%	22	3.4%
Expand ORCA Sales Locations in Bellevue	41	2.1%	18	2.8%
Extend Service at Night on Weekdays	32	1.7%	13	2.0%
Increase Bicycle Capacity at Park & Rides	18	0.9%	6	0.9%
	respondents	1,936	654	

“Other” was selected by 10.4% of respondents (204/1,964). Of these, 28 people identified light rail as the best investment option (see Table A.12 on page A32 for a summary of write-in response themes).

When asked how the City could best leverage its influence with local transit agencies to improve service in Bellevue, respondents universally selected advocacy for an increase in service frequency during peak hours among all groups analyzed (see Table 2.17 and Table A.13 on page A34). Support for this measure is especially strong among Seattle residents (47.2%) and those between 25-34 years of age (38.6%). Bellevue residents are the origin-based group that indicated the least support for increasing peak frequency (22.8%), instead expressing above average support for expanding service coverage in un-served parts of Bellevue (10.9% versus 5.9% overall) and slightly above average support for increasing service frequency and span during all other times of the day and days of the week.

The second most commonly selected priority for municipal advocacy is an increase in frequency at any time that reduces overcrowding on existing services, selected by 12.9% of respondents overall. However, this preference is not as universal as the top priority: those whose destinations include

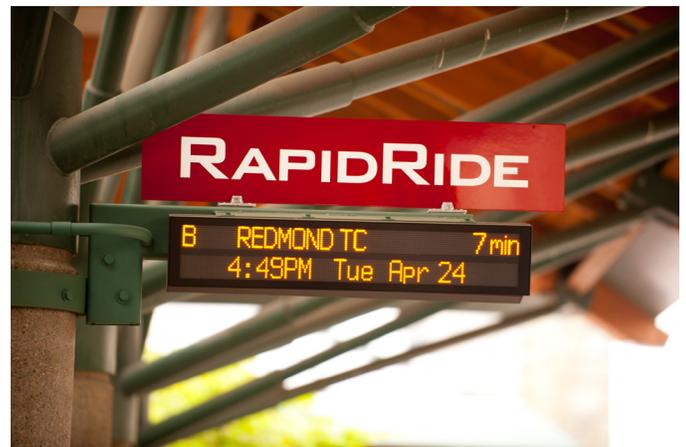


PHOTO BY John Tiscornia

"All these other things don't matter if you don't have frequent fast and reliable service between major points."

-Tim, All-Around Transit User
Resident of Bellevue

"Ideally the bus frequency is not less than 30 minutes."

-Marinus, All-Around Transit User
Resident of Bothell

"Bus transfer timing makes it difficult for me to use bus service on a regular basis because a missed transfer adds too much time to trips."

-Nat, All-Around Transit User
Resident of Seattle

"More direct routes from neighborhoods to Downtown Bellevue."

-Jacqueline, Non-Commute Transit User
Resident of Bellevue

"The rapid lines are a great improvement, and we need many more of them as soon as possible."

-Richard, Work and School Commuter
Resident of Seattle

"Don't mix express and local service on the same bus route. Express should only stop at transit centers, Park and Rides, and other major stops. Local service is the neighborhood stops leading to a major stop. [It is] ridiculous that ST 550 takes 3 times longer than driving between Bellevue and Seattle because it stops at every local stop in between the Park and Ride and Transit Center."

-James, All-Around Transit User
Resident of Seattle

Crossroads, Eastgate, Factoria, and South Bellevue and those under 24 years of age expressed a stronger preference for increasing service frequency midday, while those who use Park & Rides to access transit and those 65 years of age and older prefer advocacy to increase vehicle capacity at Park & Ride facilities.

An increase in vehicle capacity at Park & Ride facilities is the third most common priority for municipal advocacy overall (9.5%), but there is considerable variation in the measure indicated as the third priority among various respondent groups. Those whose destinations include Downtown Bellevue and/or Downtown Seattle indicated this as their third highest priority, but those whose destinations include nearly all other areas, including Crossroads, Eastgate, Factoria, other east King County communities, and south King County, among others, indicated a stronger preference for advocacy to revise schedules to improve connections. Bellevue residents indicated that an expansion of service coverage to un-served parts of Bellevue is their third highest priority for municipal advocacy (10.9%). Support for increasing vehicle capacity at Park & Ride facilities also varies with income – those with annual household incomes below \$50,000 indicated less support than others for this measure, instead indicating that an increase in midday service frequency (among those with annual household income of \$25-50,000 and those without access to an automobile) or an increase in service frequency on weekends (among those with annual incomes of less than \$25,000) would be preferred.

Other notable points include the higher than average interest among those whose destinations include North or West Bellevue in the installation of additional shelters (10.2%) and among those traveling to Crossroads in increasing service frequency on weekends (7.6%). Those with household incomes of less than \$25,000 expressed below-average interest in increasing frequency for the purpose of reducing overcrowding (6.7%). "Other" was selected by 8.7%

Table 2.18 Preferred solutions to hypothetical future budget shortfall scenarios of respondents overall and Bellevue residents who currently use transit in Bellevue

Quality of Service	All		Bellevue Resident	
	Count	Percent	Count	Percent
Extend the Congestion Reduction Charge (CRC)	870	45.0%	295	45.0%
Raise Fares & Reduce Operating Costs	530	27.4%	176	26.9%
Find New Revenue Sources	407	21.0%	133	20.3%
Reduce/Eliminate Low Ridership Routes	428	22.1%	143	21.8%
Reduce/Eliminate Select Weekend Service	217	11.2%	54	8.2%
Reduce/Eliminate All Sunday Service	195	10.1%	47	7.2%
Reduce Frequency for Select Night Service	219	11.3%	72	11.0%
Reduce Frequency for Select Off-Peak Service	170	8.8%	46	7.0%
Other	162	8.4%	51	7.8%
	respondents	1,935	655	

of current riders (see Table A.14 on page A37).

Survey question 75 presented a scenario in which a hypothetical future budget shortfall requires King County Metro to decide between service reductions and some means of raising additional revenue. When asked how they would prefer Metro address such a scenario, current riders strongly favored raising revenue by extending the Congestion Reduction Charge (CRC) as the best solution (45.0%; see Table 2.16). Respondent groups that expressed particular interest in this solution include Seattle residents (55.6%), those with annual household incomes over \$100,000 (51.7%), those without access to a personal automobile (55.9%), and those who access transit by bicycling to the bus stop (58.4%; see Table A.15 on page A39).

The other strictly revenue raising solution—consulting with county and/or state legislators to identify new means of raising revenue—was the fourth most commonly selected solution overall (21.0%), but it was the most common solution selected by those with annual household incomes of less than \$25,000, and the second most common solution selected by Seattle residents, those with household incomes of \$25-50,000, those without access to a personal automobile, and most of the destination-based respondent groups. Support for the identification of new revenue sources declines as

"Stop reducing routes and frequency; the harder it is for folks to take the bus the easier it is for them to stay in their cars. Your initial investment may be larger but every time you cut services you undermine what you are trying to achieve."

-Jaime, All-Around Transit User
Resident of Seattle

"Protecting frequency and reliable route coverage [is] necessary if a transit system is to move forward. Cutting schedules and routes weakens ridership potential for years to come. If it isn't convenient, people will either keep using their cars or go back to using them. So, tax away if necessary."

-Anonymous All-Around Transit User
Resident of Bellevue

"Increase parking fees at all lots and street parking in Downtown Bellevue substantially. Use the money to fund transit while also inspiring people to shift to transit."

-Alan, Work Commuter
Resident of Bellevue

"Please tax those of us that can afford it more so we can help supplement the needs of the poor. They often don't have an option to drive, where I do."

-Sharon, All-Around Transit User
Resident of Seattle

"No more taxes and fees! Taxes, tolls, and gas prices are already killing the working public! Those who use transit should pay for transit."

-Dinah, Work Commuter
Resident of Bellevue

annual household income increases.

The second most commonly selected budget shortfall solution among transit users overall was a combination of raising fares and revising service to reduce operating costs (27.4%). Support for this solution is especially high among respondents 65 years of age and over (40.2%) and particularly low among respondents between 16-24 years of age (22.3%) or under 16 (5.9%), those with annual incomes of less than \$25,000 (14.8%), and those without access to a personal automobile (16.4%).

The third most commonly selected solution was the elimination or reduction in service frequency of routes with low ridership (22.1%). Support for this solution is particularly low among those with household incomes of less than \$25,000 (14.8%), those without access to an automobile (15.5%), and those between 55-64 years of age (16.7%), as well as for those whose destinations include Crossroads (16.5%), south King County (14.8%), and west King County excluding Seattle's downtown and University District (13.7%).

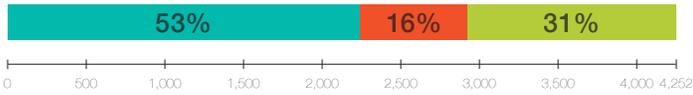
Few groups expressed sufficient interest in any of the specific service reduction solutions to rank them among a group's three most preferred solutions; those who did all have small sample sizes. All of the potential solutions relating to service reduction, except for that focused on low ridership routes (22.1%), received a minimum of roughly 10% less support than other potential solutions. Among these reduction-oriented solutions, the elimination or reduction of select night service was the most commonly selected (11.3%), achieving only slightly more support than elimination or reduction in service frequency of select weekend service (11.2%). Support for the reduction in service frequency of select off-peak service is the least popular hypothetical budget shortfall solution (8.8%).

FORMER TRANSIT USERS

As shown in Figure 1.1 on page 4, former riders were not asked the same series of trip purpose-based questions that current transit users were asked. Instead, former riders were first asked when they last used transit and for what trip purposes they used transit at that time. 22.9% of respondents had used transit within the past six months and another 20.8% used transit between six months and one year ago. The largest group of respondents (37.6%) used transit between one and five years ago, while the smallest group (18.8%) used transit more than five years ago.

Of the 684 people who said they formerly used transit services in Bellevue, 67.9% used transit for work, 10.8% for school, 16.8% for shopping or other errands, 12.7% for social purposes, 24.6% for special occasions, and 6.4% for other reasons (see Figure 2.16). While the percentage of former riders who used transit for work or school is nearly identical to that of current transit users, a comparatively smaller percentage of respondents said they previously used transit for shopping, social purposes, or special events.

FORMER RIDERS: TRIP PURPOSE



I formerly used transit in Bellevue but no longer do. (684)

For what purpose(s) did you previously use transit? (Q:49)

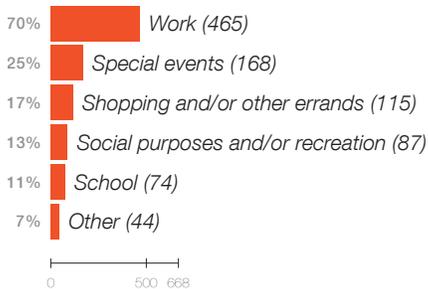


Figure 2.16 Of the 684 respondents who identified themselves as former riders of transit in Bellevue, 668 identified at least one purpose for which they formerly used transit. Similar to current users, the most common purpose for using transit was work (68.0%). However, a much smaller percentage of respondents said they previously used transit for shopping (16.8% versus 47.1%), social purposes (12.7% versus 50.1%), or special events (24.6% versus 60.2%).

WHAT IS THE MAIN REASON YOU NO LONGER RIDE? ACCORDING TO FORMER RIDERS OF TRANSIT IN BELLEVUE

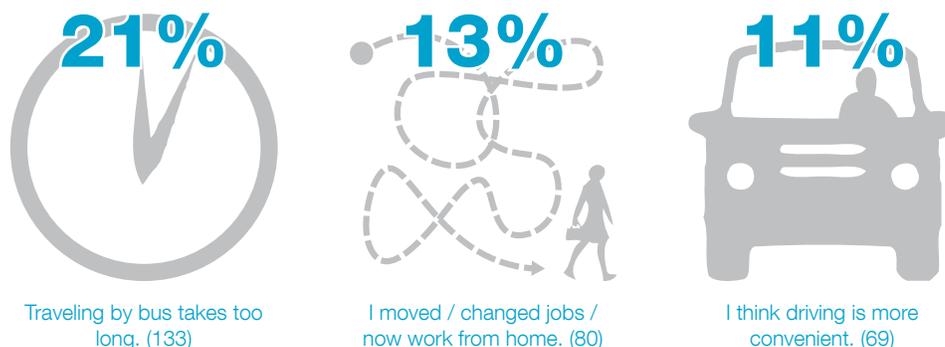


Figure 2.17 The three most common primary reasons for no longer taking the bus amongst former transit users are shown above. These are the only three reasons chosen by more than 10% of respondents, aside from the “other” option (13.1%; 83/634). See question 52 in the Technical Appendix for a complete list of the 19 available response options.

Respondents were asked two questions to determine their reasons for no longer using transit. The selection of answer choices was the same for both questions, but the first asked respondents to select all of the reasons for which they no longer use transit, while the second asked respondents to select the single main reason. When allowed to make multiple selections, nearly half (48.3%) of all respondents indicated that they no longer use transit because it takes too long (see Figure 2.18). This was also the most frequently-cited primary reason for no longer riding the bus, selected by 21.0% (see Figure 2.17). Other commonly selected reasons include a perception that driving is more convenient (37.3%), that bus service is not frequent enough (31.9%), and that transferring between buses is inconvenient and/or difficult (28.6%; see Figure 2.18).

"Work with transit agencies to solidify corridors the City wants used for transit priority and transform land use codes to create transit-oriented areas where transit service can thrive and be productive."

-Anonymous Former Rider
Resident of Seattle

For what reason(s) do you no longer use transit? (Q:51)



Figure 2.18 646 respondents identified why they no longer use transit in Bellevue. The most common reason for not using transit is because transit takes too long (48.3%; 312/646), followed by a perception that driving is more convenient (37.3%; 241/646), that bus service is not frequent enough to be convenient (31.9%; 206/646), and that transferring between buses is inconvenient and/or difficult (28.6%; 185/646).

Table 2.19 Prevalence of employer provided free parking and/or transit passes by user type.

	Current		Former		Never		Total	
Does Your Employer Provide Free Parking? (Q:84)								
Yes	918	54.6%	437	81.2%	984	87.8%	2,339	70.0%
No, near-by	34	2.0%	13	2.4%	15	1.3%	62	1.9%
No, pay	729	43.4%	88	16.4%	122	10.9%	939	28.1%
Does Your Employer Provide/Offer a Transit Pass? (Q:85)								
Yes, have	1,265	75.0%	177	33.0%	209	18.6%	1,651	49.3%
Yes, don't have	166	9.8%	233	43.4%	574	51.2%	973	29.1%
No	221	13.1%	94	17.5%	155	13.8%	470	14.0%
Don't know	35	2.1%	33	6.1%	184	16.4%	252	7.5%

Note: similar questions were asked of students but not enough respondents identified as former transit users or someone who has never used transit in Bellevue to allow a meaningful comparison between user types.

"Service is not frequent enough. If I missed the bus, I'm late to work."

-Carmi, Former Rider
Resident of Renton

"If T-Mobile was located in Downtown Bellevue, I would take the bus every day. The fact that we are in Factoria and I must transfer buses makes it impossible to commute to work in a timely manner."

-David, Former Rider
Resident of Lynnwood

"Getting from home to [a] bus route means slogging through the rain during most of the year. There are no bus shelters in our neighborhood [Enatai]."

-George, Former Rider
Resident of Bellevue

"Make more main line and express routes to service work commuters. I would pay more for express."

-John, Former Rider
Resident of Bellevue

"[Fares are] too expensive-if I had a had been given a free bus pass by my work, I would ride the bus to work."

-Anton, Former Rider
Resident of Bellevue

The percentage of former transit users with access to employer provided free parking is over 25% more than current transit users (81.2% versus 54.6%). The percentage of former transit users with an employer provided transit pass is 42% lower than current transit users (33.0% versus 75.0%; see Table 2.19). However, the percentage of former transit users with access to an employer provided transit pass is only 8.4% less than current users (76.4% versus 84.8%). This suggests that access to free parking is a stronger motive for employees to drive to work than access to a transit pass is a deterrent.

When asked why, as someone who no longer uses transit in Bellevue, they decided to complete the survey, 73.5% of former riders (503/684) provided a write-in response. Each of the 503 responses were categorized into at least one of twenty-two primary themes and corresponding sub-themes (see Table 2.21). Some responses addressed multiple concepts and, as such, were counted as multiple responses—1,003 responses were provided by the 503 unique respondents.

48.5% of respondents indicated that their decision to complete the survey was related to an interest in potentially using transit (see Figure 2.14). More than two-thirds (69.3%) of these 244 respondents noted one or more service-related conditions that would need to be improved for them to consider riding the bus again.

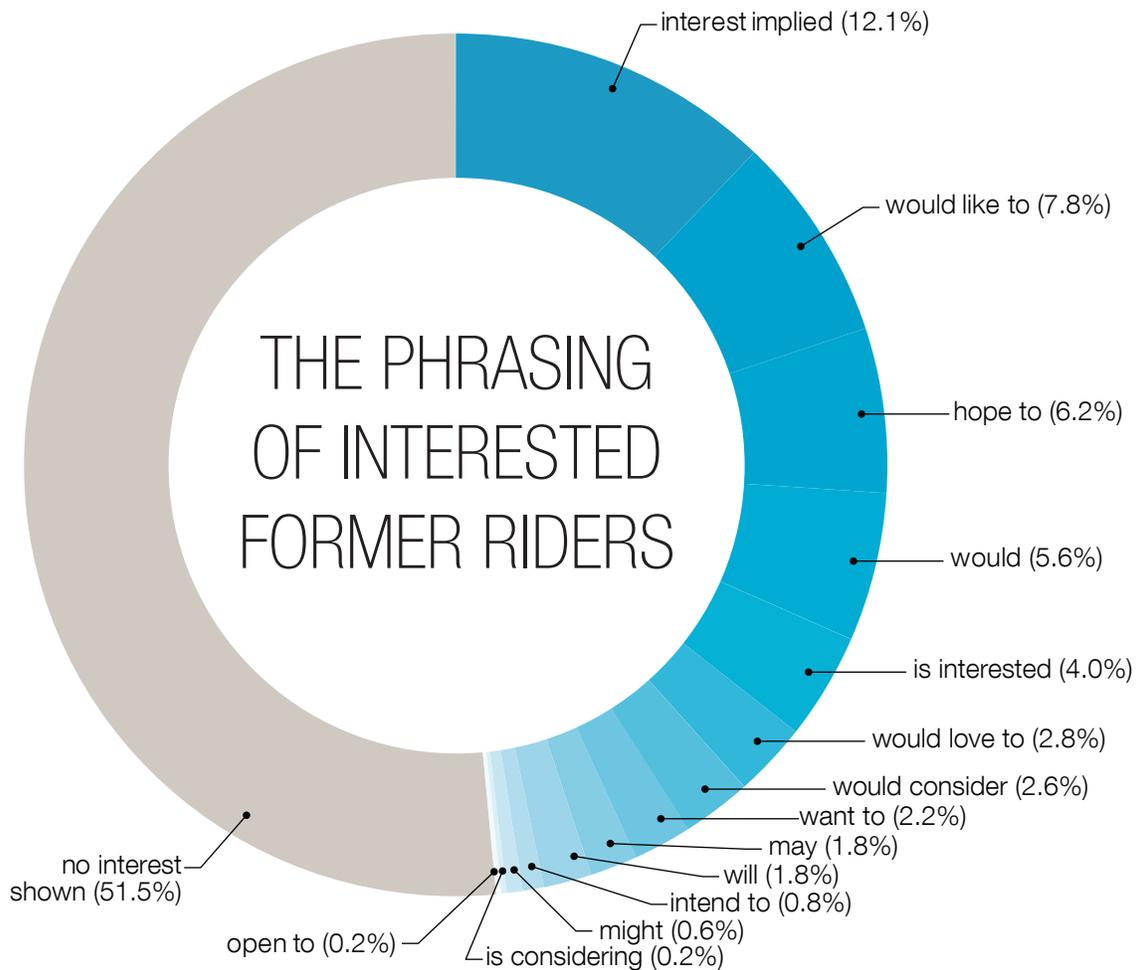


Figure 2.19 Fourteen phrases used by former riders who indicated an interest in potentially using transit. Nearly half of all former riders who identified why they decided to complete the survey indicated an interest in potentially using it again (47.7%; 451/945).

"If there was good public transportation that was fast, reliable, on-time, convenient, and easy-to-use, I'd switch to it in a heartbeat."

-Anonymous Former Rider
Resident of Seattle

"...I would LOVE to just hop on a bus and go somewhere versus depending on using a car. Make it within walking distance to catch a bus to local areas and easy to understand routes and I would think of doing it."

-Judy, Former Rider
Resident of Bellevue

"I moved to Duvall. With gas prices going up I may start using the bus again. However, when I drive, I'm at work by 6:30. I don't think the buses start early enough out there to get me to Bellevue by then."

-Terry, Former Rider
Resident of Duvall

Table 2.20 Phrases used by former riders who indicated an interest in potentially using transit again.

Phrasing	Count	Percent of Unique Respondents
<i>Interest Implied*</i>	61	12.1%
<i>Would like to</i>	39	7.8%
<i>Hope to</i>	31	6.2%
<i>Would</i>	28	5.6%
<i>Is interested</i>	20	4.0%
<i>Would love to</i>	14	2.8%
<i>Would consider</i>	13	2.6%
<i>Want to</i>	11	2.2%
<i>May</i>	9	1.8%
<i>Will</i>	9	1.8%
<i>Intend to</i>	4	0.8%
<i>Might</i>	3	0.6%
<i>Is considering</i>	1	0.2%
<i>Open to</i>	1	0.2%
Total	244	48.5%

No interest shown 259 51.5%

*Comments classified as 'Interest Implied' were those in which people indicated an interest in specific improvements that were deemed suggestive of an interest in using transit services if those qualities were met.

Table 2.21 Themes of responses to why those who no longer ride transit in Bellevue completed the survey.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Accessibility & Service Coverage	27	2.7%	5.4%
<i>BSD Route(s) Is the Only Service Near Home</i>	3	0.3%	0.6%
<i>Expand Local Service Coverage</i>	3	0.3%	0.6%
<i>Long Walk to Local Bus Stop</i>	12	1.2%	2.4%
<i>No Stops Near Home/Destination(s)</i>	8	0.8%	1.6%
<i>Improve Accessibility (Specific Location)</i>	3	0.3%	0.6%
Add Service	110	11.0%	21.9%
<i>Specific Location(s)</i>	83	8.3%	16.5%
<i>Specific Route(s)</i>	2	0.2%	0.4%
<i>Peak Periods</i>	1	0.1%	0.2%
<i>Off-Peak Periods</i>	9	0.9%	1.8%
<i>Weekends</i>	4	0.4%	0.8%
<i>Express Service</i>	11	1.1%	2.2%
Comfort	5	0.5%	1.0%
<i>Buses Are Overcrowded/Uncomfortable</i>	5	0.5%	1.0%
Connections & Transfers	28	2.8%	5.6%
<i>More Direct Service</i>	14	1.4%	2.8%
<i>Poorly Timed Transfers</i>	4	0.4%	0.8%
<i>Too Many Transfers Required</i>	10	1.0%	2.0%
Convenience	35	3.5%	7.0%
<i>Improve Convenience (General)</i>	24	2.4%	4.8%
<i>Driving to Reach Transit is Inconvenient</i>	2	0.2%	0.4%
<i>Transit is Inconvenient</i>	7	0.7%	1.4%
<i>Using Transit is Difficult/Complicated</i>	3	0.3%	0.6%
Expressed Interest in Using Transit Again	244	24.3%	48.5%
<i>Conditional on Service Improvements</i>	169	16.8%	33.6%
<i>General / No Conditions Specified</i>	35	3.5%	7.0%
<i>If Personal/Employment Situation Changes</i>	19	1.9%	3.8%
<i>To Replace Some Driving Trips</i>	6	0.6%	1.2%
<i>When East Link Arrives</i>	11	1.1%	2.2%
Fares & Driving Costs	14	1.4%	2.8%
<i>Employer-Subsidized ORCA Cards</i>	2	0.2%	0.4%
<i>Fares are Excessive</i>	2	0.2%	0.4%
<i>Influence of Gas Prices</i>	7	0.7%	1.4%
<i>Influence of Parking Costs</i>	1	0.1%	0.2%
<i>Influence of Tolls</i>	1	0.1%	0.2%
<i>Transit Saves Money</i>	1	0.1%	0.2%
Frequency	26	2.6%	5.2%
<i>Increase Service Frequency</i>	26	2.6%	5.2%
General	79	7.9%	15.7%
<i>Improve Service (General)</i>	54	5.4%	10.7%
<i>Improve Service for Work Commuting</i>	23	2.3%	4.6%
<i>Expand Eastside Service</i>	2	0.2%	0.4%
Information	1	0.1%	0.2%
<i>Simplify Schedules</i>	1	0.1%	0.2%
Light Rail	25	2.5%	5.0%
<i>Supportive of Light Rail</i>	25	2.5%	5.0%

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Non-Transit Modes	16	1.6%	3.2%
<i>Bicycling</i>	6	0.6%	1.2%
<i>Carpool/Vanpool</i>	4	0.4%	0.8%
<i>Driving</i>	6	0.6%	1.2%
Occasional Transit User	9	0.9%	1.8%
<i>Miscellaneous Purposes</i>	5	0.5%	1.0%
<i>Travel to SeaTac Airport</i>	2	0.2%	0.4%
<i>Travel to Special Events</i>	3	0.3%	0.6%
Park & Rides	10	1.0%	2.0%
<i>Insufficient Parking at Park & Ride(s)</i>	10	1.0%	2.0%
Personal/Employment Situation	29	2.9%	5.8%
<i>Moved Place of Residence</i>	5	0.5%	1.0%
<i>Need Car For Children (School, Daycare, etc.)</i>	4	0.4%	0.8%
<i>Service Does Not Accommodate Personal Needs</i>	7	0.7%	1.4%
<i>Work/Lifestyle Not Conducive to Transit Use</i>	13	1.3%	2.6%
Reliability	4	0.4%	0.8%
<i>Unreliable Service (General)</i>	2	0.2%	0.4%
<i>Lateness Results in Missed Connections</i>	2	0.2%	0.4%
Span of Service	11	1.1%	2.2%
<i>Extend Span (General)</i>	8	0.8%	1.6%
<i>Extend BSD Service Span</i>	3	0.3%	0.6%
Transit User Outside of Bellevue	7	0.7%	1.4%
<i>Outside Bellevue (General)</i>	3	0.3%	0.6%
<i>Transit User in Seattle</i>	4	0.4%	0.8%
Travel Time	57	5.7%	11.3%
<i>Not Competitive with Driving</i>	13	1.3%	2.6%
<i>Travel Time Is Too Long</i>	44	4.4%	8.7%
Was Asked to Take Survey	39	3.9%	7.8%
<i>Was Asked to Take Survey (General)</i>	20	2.0%	4.0%
<i>Was Asked by Employer</i>	18	1.8%	3.6%
Miscellaneous	97	9.7%	19.3%
<i>Civic Responsibility/ To Help the Community</i>	34	3.4%	6.8%
<i>Concern For Child</i>	3	0.3%	0.6%
<i>Concern For Elderly/Disabled</i>	2	0.2%	0.4%
<i>Concern For Environment</i>	3	0.3%	0.6%
<i>Concern For Other Transit Users</i>	8	0.8%	1.6%
<i>General Transit Advocacy</i>	35	3.5%	7.0%
<i>Transit Reduces Traffic Congestion</i>	3	0.3%	0.6%
<i>Refers to Example of Other Cities/Countries</i>	9	0.9%	1.8%
Other	130	13.0%	25.8%
<i>Dissatisfied with Recent Service Revision</i>	14	1.4%	2.8%
<i>Interested in Providing Feedback</i>	67	6.7%	13.3%
<i>Interested in Survey Contents</i>	7	0.7%	1.4%
<i>To Express Frustration With Transit Service/Planning</i>	5	0.5%	1.0%
<i>Prize Incentive</i>	25	2.5%	5.0%
<i>Other Comments</i>	12	1.2%	2.4%

total categorized responses 1,003

total unique respondents 503

NEVER USED TRANSIT

As indicated by Figure 1.1 on page 4, respondents who have never used transit in Bellevue received markedly different—and fewer—survey questions than others. Respondents were asked for what reason they have never used transit in Bellevue. Over half of the 1,327 non-riders cited "traveling by bus takes too long" among their reasons (53.1%; 667/1,257; see Figure 2.20). The second and third most common reasons were issues transferring between buses (38.9%) and infrequent bus service (35.2%). Issues concerning overcrowded buses (8.7%), safety (7.5%), and discomfort because of others on the bus (3.7%) were relatively scarce among non-riders.

In addition to the reasons listed in Figure 2.20, non-riders identified other impediments to riding the bus related to service quality and usability. According to those who have never used transit in Bellevue, 41.6% think it is difficult to obtain route or schedule information on the go (334/803) and nearly one third think the existing route maps are difficult to read (27.2%; 220/808).

Whereas most current and former transit users tend to express an interest in improving such service qualities as frequency and schedule reliability, and many include the provision of real-time schedule information at bus stops among their highest investment priorities, non-riders appear to suffer from a more fundamental problem—they do not have adequate access to transit to consider it as a reasonable alternative to other modes. When asked what improvements would need to be made for respondents to consider riding the bus, 46.1% cited improvements to the proximity of stops to their home and/or destinations among their answers. Speed of service ranks as the second most common necessary improvement (35.8%), and simplification of routes and schedules (33.1%) ranks third.

"The errands I need to run would be too complicated to do by bus."

-Michelle, Non-Rider
Resident of Bellevue

"Having to transfer buses during [my] commute is the reason I don't take the bus."

-Anonymous Non-Rider
Resident of Kent

"Bus costs are too high for short trips which is where I'm most likely to use the bus. It would be great to pay a lower cost for short trips of only a couple miles."

-James, Non-Rider
Resident of Bellevue

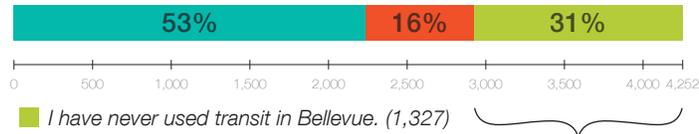
"Waiting for the bus is uncomfortable; often cold and windy, or raining. Better waiting stations would help."

-Sharon, Non-Rider
Resident of Lynnwood

"If there was a stop walking distance from my house and walking distance to work, and the time it took wasn't too much longer than driving, I would take the bus to save gas and money."

-Stacey, Non-Rider
Resident of Kenmore

NEVER RIDDEN: WHY?



For what reason(s) do you not use transit? (Q:56)

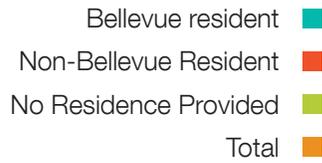


Figure 2.20 1,257 respondents identified why they have never used transit in Bellevue. The most common reason for not using transit is because transit takes too long (53.1%; 667/1,257 respondents), followed by transferring between buses being inconvenient/difficult (38.9%; 489/1,257), bus service not being frequent enough to be convenient (35.2%; 442/1,257), and then needing their car before or after work (33.7%; 423/1,257).

IMPEDIMENTS TO RIDING THE BUS

ACCORDING TO THOSE WHO HAVE NEVER USED TRANSIT IN BELLEVUE

- 41.6% THINK IT IS DIFFICULT TO OBTAIN ROUTE/SCHEDULE INFORMATION ON THE GO (334/803)
- 27.2% think the existing route maps are difficult to read (220/808)
- 17.7% think transit in Bellevue is not convenient (147/830)
- 16.9% think the schedules are difficult to read (137/811)
- 10.6% think it is difficult to obtain route/schedule information from home (87/817)
- 9.6% think it is difficult to access transit (80/830)
- 4.5% think transit in Bellevue is not reliable (37/830)



NON-RIDERS: MODE OF COMMUTING

Table 2.22 Frequency of travel by mode and place of residence for respondents who have never used transit in Bellevue when commuting to/from work or school.

Drive Alone	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	132	60.8%	531	59.9%	36	66.7%	699	60.4%
Often	33	15.2%	178	20.1%	11	20.4%	222	19.2%
Occasionally	21	9.7%	95	10.7%	3	5.6%	119	10.3%
Rarely	16	7.4%	64	7.2%	3	5.6%	83	7.2%
Never	15	6.9%	19	2.1%	1	1.9%	35	3.0%
Total	217		887		54		1,158	

Carpool/ Vanpool	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	18	12.2%	71	11.0%	3	9.4%	92	11.1%
Often	14	9.5%	82	12.7%	3	9.4%	99	12.0%
Occasionally	4	2.7%	37	5.7%	4	12.5%	45	5.4%
Rarely	15	10.1%	73	11.3%	2	6.3%	90	10.9%
Never	97	65.5%	385	59.4%	20	62.5%	502	60.6%
Total	148		648		32		828	

Bicycle	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	1	0.7%	3	0.5%	0	0.0%	4	0.5%
Often	1	0.7%	5	0.9%	0	0.0%	6	0.8%
Occasionally	2	1.5%	12	2.1%	1	3.6%	15	2.0%
Rarely	7	5.1%	23	4.0%	3	10.7%	33	4.4%
Never	125	91.9%	535	92.6%	24	85.7%	684	92.2%
Total	136		578		28		742	

Walk	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	6	4.3%	5	0.9%	0	0.0%	11	1.5%
Often	3	2.1%	2	0.4%	0	0.0%	5	0.7%
Occasionally	2	1.4%	2	0.4%	0	0.0%	4	0.5%
Rarely	15	10.6%	9	1.6%	1	3.7%	25	3.4%
Never	115	81.6%	549	96.8%	26	96.3%	690	93.9%
Total	141		567		27		735	

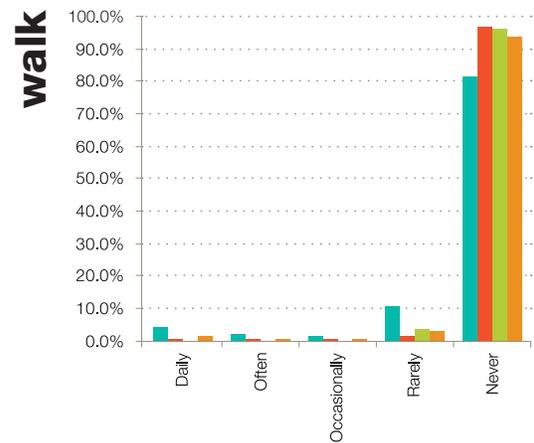
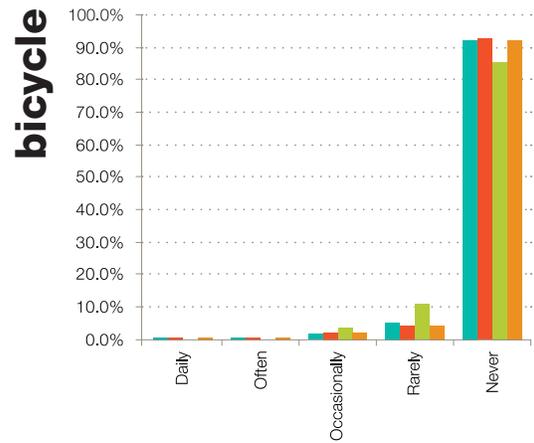
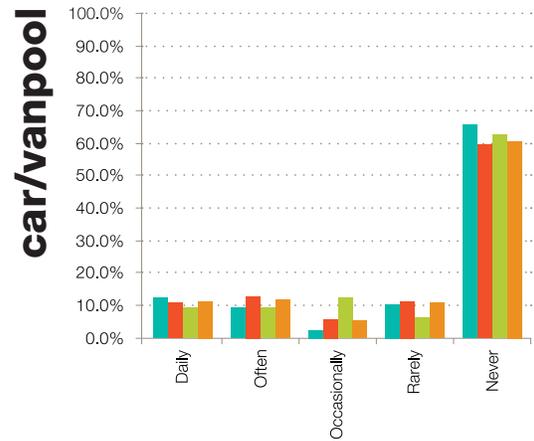
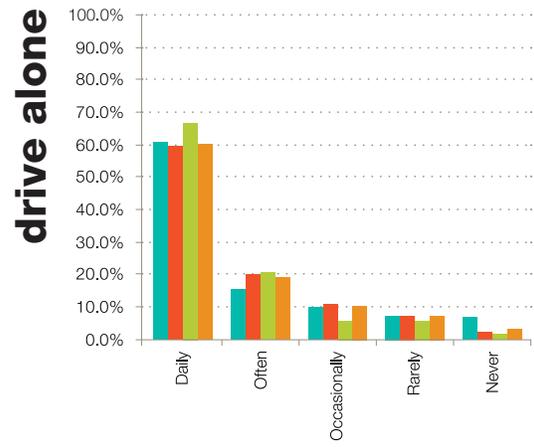


Figure 2.21 Frequency of travel by mode and place of residence for respondents who have never used transit in Bellevue when commuting to/from work or school.

The majority of non-riders currently drive alone daily when commuting to/from work or school (see Table 2.22 and Figure 2.21). This is consistent across place of residence—60.8% of respondents who live in Bellevue, 59.9% of respondents who live outside of Bellevue, and 60.4% of respondents overall commute to/from work or school daily by driving alone. Approximately 20% of respondents drive alone often when commuting to/from work or school, while among Bellevue residents it is slightly fewer (15.2% versus 19.2% overall). Therefore, over three quarters of non-riders drive alone at least three days per week (76.0% of Bellevue residents, 79.9% of non-Bellevue residents, and 79.5% of respondents overall).

Conversely, the majority of non-riders never carpool/vanpool, bike, or walk when commuting to/from work or school—60.6% of respondents overall never carpool/vanpool, 92.2% never bike, and 93.9% never walk. The percentage of respondents

Frequency Categories

- Daily: 5+ days per week
- Often: 3-4 days per week
- Occasionally: 1-2 days per week
- Rarely: less than once per week

WHAT IMPROVEMENTS WOULD GET YOU TO CONSIDER RIDING THE BUS?

ACCORDING TO THOSE WHO HAVE NEVER USED TRANSIT IN BELLEVUE

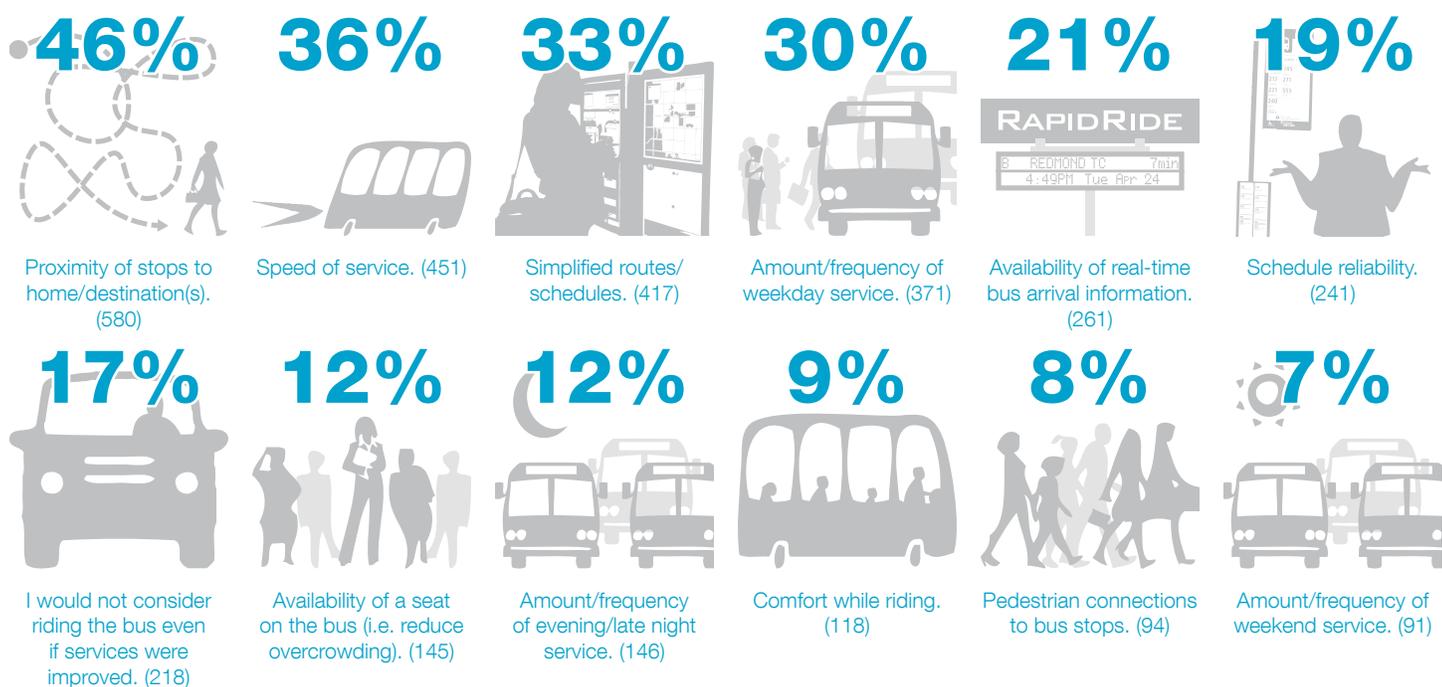
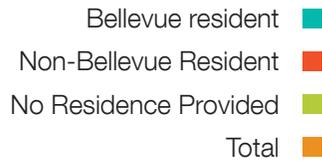


Figure 2.22 The most common improvement that would cause those who have never ridden transit in Bellevue to consider taking the bus is proximity of stop to their home or destination (46.1%; 580/1,257). In addition to the answers listed above, 13.1% of respondents identified “other” improvements (165/1,257). (Q: 57)



NON-RIDERS: MODE OF OTHER TRIPS

Table 2.23 Frequency of travel by mode and place of residence for respondents who have never used transit in Bellevue when making trips unrelated to commuting to/from work or school.

Drive Alone	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	110	50.7%	405	45.7%	33	22.9%	548	47.3%
Often	55	25.3%	197	22.2%	5	3.5%	257	22.2%
Occasionally	47	21.7%	207	23.3%	8	5.6%	262	22.6%
Rarely	7	3.2%	66	7.4%	3	2.1%	76	6.6%
Never	3	1.4%	11	1.2%	0	0.0%	14	1.2%
Total	222		886		49		1,157	

Carpool/ Vanpool	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	21	14.2%	50	7.7%	5	15.6%	76	9.2%
Often	21	14.2%	121	18.7%	5	15.6%	147	17.8%
Occasionally	22	14.9%	137	21.1%	6	18.8%	165	19.9%
Rarely	23	15.5%	64	9.9%	4	12.5%	91	11.0%
Never	65	43.9%	288	44.4%	14	43.8%	367	44.3%
Total	152		660		34		846	

Bicycle	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	1	0.7%	1	0.2%	0	0.0%	2	0.3%
Often	4	2.9%	7	1.2%	0	0.0%	11	1.5%
Occasionally	6	4.4%	19	3.3%	3	10.7%	28	3.8%
Rarely	12	8.8%	69	11.9%	4	14.3%	85	11.5%
Never	115	84.6%	466	80.6%	21	75.0%	602	81.1%
Total	138		562		28		728	

Walk	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	9	6.4%	24	4.2%	1	3.7%	34	4.6%
Often	8	5.7%	34	6.0%	2	7.4%	44	6.0%
Occasionally	27	19.1%	104	18.3%	5	18.5%	136	18.5%
Rarely	37	26.2%	99	17.5%	6	22.2%	142	19.3%
Never	67	47.5%	331	58.4%	16	59.3%	414	56.3%
Total	148		592		27		770	

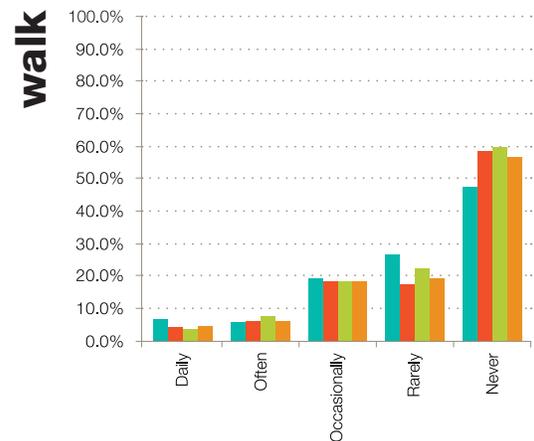
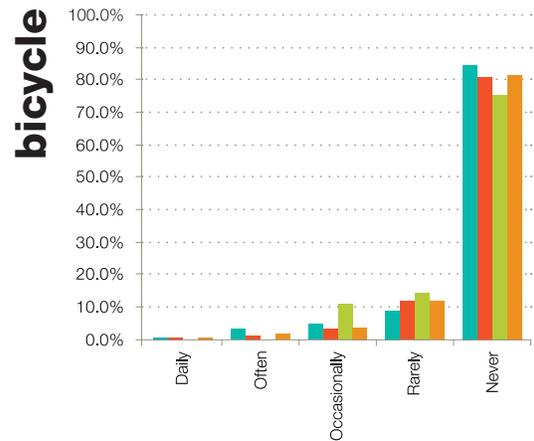
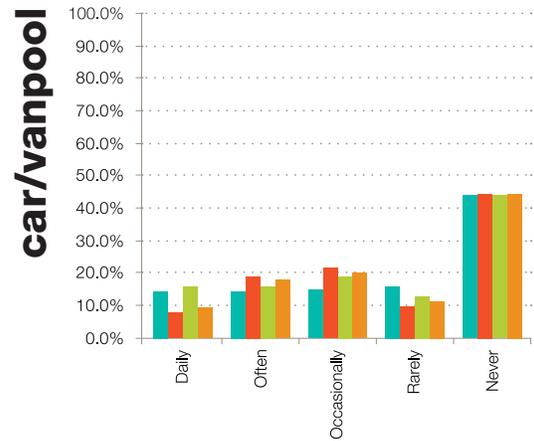
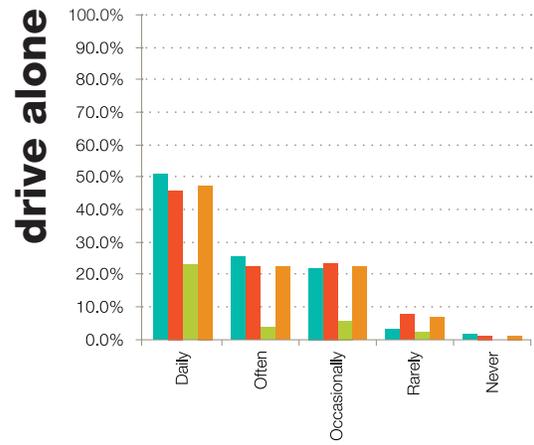


Figure 2.23 Frequency of travel by mode and place of residence for respondents who have never used transit in Bellevue when making trips unrelated to commuting to/from work or school.

who never walk to work is 10.6% lower among Bellevue residents (81.6% versus 93.9% overall), with correspondingly higher percentages who walk often, occasionally, or rarely. Approximately 10% of respondents carpool or vanpool to work or school daily, often or rarely, and approximately 5% carpool or vanpool occasionally. The percentage of Bellevue residents who never carpool or vanpool when commuting to/from work or school is 4.9% higher than respondents overall (65.5% versus 60.6%).

Over three quarters of non-riders—regardless of place of residence—carpool or vanpool to work or school two days or less per week, over 98% bike two days or less, and over 93% walk two days or less.

The travel behavior of non-riders is notably different for non-commuting purposes than for commuting purposes. Though still a majority, less than half of respondents overall drive alone for non-commuting trips (47.3%)—a slightly higher percentage of Bellevue residents and slightly lower percentage of non-Bellevue residents drive alone daily for non-commuting trips (50.7% and 45.7%, respectively; see Table 2.23 and Figure 2.23).

The percentages of non-riders who never carpool or vanpool and who never walk for non-commuting trips is significantly lower compared to commuting trips. Approximately 44% of respondents—regardless of place of residence—never carpool or vanpool for non-commuting purposes compared to approximately 60% when commuting (a difference of 16%). Less than half of non-riders who live in Bellevue said they never walk for non-commuting purposes (47.5%) compared to 81.6% when commuting (a difference of 34.1%). Approximately 58% of non-riders overall and those who do not live in Bellevue never walk for non-commuting purposes compared to approximately 96% when commuting (a difference of 38%). Relatively high percentages of non-riders never bike for non-commuting purposes; 84.6% of non-riders who live in Bellevue (versus 91.9% when

Frequency Categories

- *Daily: 5+ days per week*
- *Often: 3-4 days per week*
- *Occasionally: 1-2 days per week*
- *Rarely: less than once per week*

"Even though I don't use it, mass transit is still part of my community, and it affects me."

*-Vincent, Non-Rider
Resident of Bellevue*

"If it takes me an hour to commute with my car, and 1.5 to 2.5 hours with public transportation, I will choose the most convenient mode of transportation that also provides the least amount of commuting time -- the car. That's the root of why most people don't use public transportation."

*-Anonymous Non-Rider
Resident of Maple Valley*

"I want a reason to stop driving my car."

-Anonymous Non-Rider
Resident of Bellevue

"My commute is so short (10 minutes) that taking the bus would take much too long in comparison."

-Matt, Non-Rider
Resident of Newcastle

"I tried several times to figure out how to ride the bus to go shopping or into Seattle but online route info extremely confusing. Didn't want to get stuck somewhere and not able to get home."

-Marni, Non-Rider
Resident of Bellevue

"Willing to seriously consider taking [the] bus if there were direct service from my neighborhood."

-Andrew, Non-Rider
Resident of Seattle

"If you can get me from a Park & Ride to within 1/4-mile of my office with no transfers I would gladly use bus service."

-James, Non-Rider
Resident of Des Moines

"...[M]ore parking needs to be made available at Park-and-Ride lots to enable more users to ride the buses. I would utilize bus service more if there was a safe place and convenient place for me to park my car!"

-Michelle, Non-Rider
Resident of Snohomish

commuting), 80.6% of non-riders who do not live in Bellevue (versus 92.6%), and 81.1% of non-riders overall (versus 92.2%).

Despite this, nearly 70% of non-riders drive alone at least three days per week. Nearly 75% of non-riders carpool or vanpool, at least 95% bike, and at least 92% walk two or less days per week for non-commuting trips. This is consistent with trips made by non-riders when commuting to/from work or school.

When asked why, as someone who does not use transit in Bellevue, they decided to complete the survey, 71.2% provided written responses (945/1,327; see Table 2.25 on page 68). Each of the 945 open-ended responses were categorized into at least one of nineteen primary themes and corresponding sub-themes. Some responses included multiple reasons and were thus counted as multiple responses—1,571 responses were provided by the 945 unique respondents.

28.7% of responses (451/1,571) and 47.7% of respondents (451/945) indicated that their decision to complete the survey was related to an interest in potentially using transit. The majority of these 451 responses noted one or more conditions that would need to change about transit services for them to consider riding the bus (382/451). 330 of the 451 responses which indicated an interest in potentially using transit used one of 13 different phrases to describe their interest (see Figure 2.24 and Table 2.24). The remaining 121 responses classified as 'interest implied' were those in which respondents indicated a significant interest in specific improvements deemed suggestive of an interest in using transit services if those qualities were met.

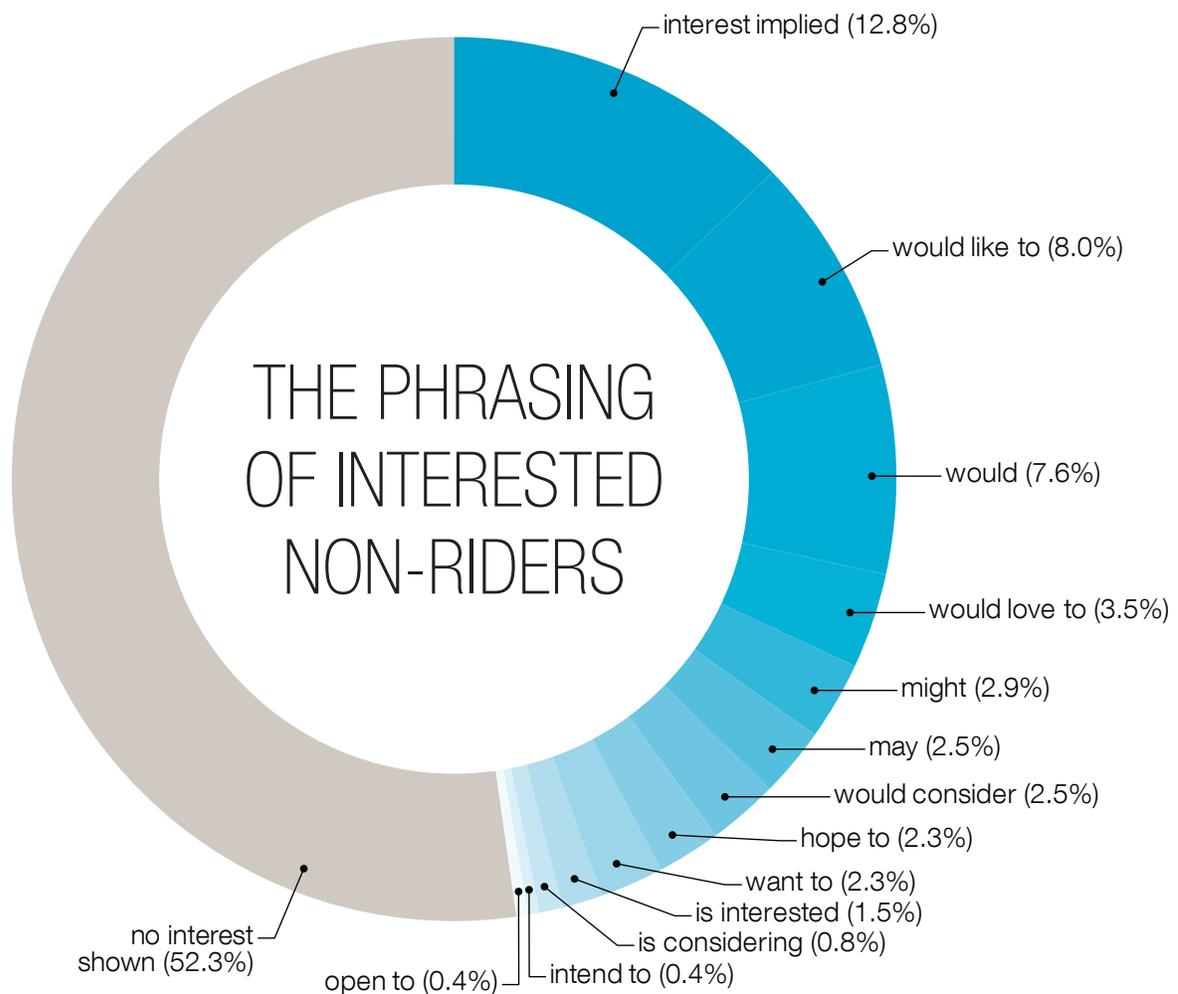


Figure 2.24 Thirteen phrases used by non-riders who indicated an interest in potentially using transit. Nearly half of non-riders who identified why they decided to complete the survey indicated an interest (47.7%; 451/945).

"I would like to take the bus to work, instead of driving and contributing to the traffic problem."

-Quyet, Non-Rider
Resident of Seattle

"We might try the bus to Bellevue from Seattle now that the tolls are choking traffic."

-James, Non-Rider
Resident of Seattle

"I would like to use transit - tired of the traffic"

-Pat, Non-Rider
Resident of Everett

"I want to avoid driving so frequently. I want to take public transportation in order to reduce pollution. But it's way too inconvenient for me-[it] would take twice as long to get to work (at least)."

-Karen, Non-Rider
Resident of Seattle

Table 2.24 Phrases used by non-riders who indicated an interest in potentially using transit.

Phrasing	Count	Percent of Unique Respondents
<i>Interest implied*</i>	121	12.8%
<i>Would like to</i>	76	8.0%
<i>Would</i>	72	7.6%
<i>Would love to</i>	33	3.5%
<i>Might</i>	27	2.9%
<i>May</i>	24	2.5%
<i>Would consider</i>	24	2.5%
<i>Hope to</i>	22	2.3%
<i>Want to</i>	22	2.3%
<i>Is interested</i>	14	1.5%
<i>Is considering</i>	8	0.8%
<i>Intend to</i>	4	0.4%
<i>Open to</i>	4	0.4%
Total	451	47.7%

No interest shown 494 52.3%

*Comments classified as 'Interest Implied' were those in which people indicated a significant interest in specific improvements that were deemed suggestive of an interest in using transit services if those qualities were met.

Table 2.25 Themes of responses to why those who have never ridden transit in Bellevue completed the survey.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Access	40	2.5%	4.2%
<i>Improve Accessibility (General)</i>	17	1.1%	1.8%
<i>Seeking Stops Closer to Home</i>	18	1.1%	1.9%
<i>Seeking Stops Closer to Work</i>	11	0.7%	1.2%
Add Service	34	2.2%	3.6%
<i>Specific Locations</i>	29	1.8%	3.1%
<i>Early Morning</i>	2	0.1%	0.2%
<i>Peak Periods</i>	1	0.1%	0.1%
<i>Evening</i>	3	0.2%	0.3%
<i>Late Night</i>	2	0.1%	0.2%
<i>Weekends</i>	1	0.1%	0.1%
<i>Express Service</i>	1	0.1%	0.1%
Was Asked to Take Survey	100	6.4%	10.6%
<i>Was Asked to Take Survey (General)</i>	40	2.5%	4.2%
<i>Was Informed by the Bellevue School District</i>	6	0.4%	0.6%
<i>Was Asked by a Municipality</i>	3	0.2%	0.3%
<i>Was Asked by Employer</i>	51	3.2%	5.4%
Comfort	4	0.3%	0.4%
<i>Comfort (General)</i>	3	0.2%	0.3%
<i>Overcrowding</i>	1	0.1%	0.1%
Convenience	58	3.7%	6.1%
<i>Convenience (General)</i>	47	3.0%	5.0%
<i>Convenience (Between Specific Destinations)</i>	11	0.7%	1.2%
Expressed Interest in Using Transit	451	28.7%	47.7%
<i>Conditional on Specific Improvements</i>	382	24.3%	40.4%
<i>General / No Conditions Specified</i>	39	2.5%	4.1%
<i>If Personal/Employment Situation Changes</i>	15	1.0%	1.6%
<i>To Replace Some Driving Trips</i>	15	1.0%	1.6%
Fares & Driving Costs	27	1.7%	2.9%
<i>Fares are Excessive</i>	5	0.3%	0.5%
<i>Influence of Gas Prices</i>	15	1.0%	1.6%
<i>Influence of Tolling</i>	3	0.2%	0.3%
<i>Influence of Parking Costs</i>	3	0.2%	0.3%
<i>Transit Saves Money</i>	4	0.3%	0.4%
Frequency	19	1.2%	2.0%
<i>Frequent Service (General)</i>	10	0.6%	1.1%
<i>Increase Frequency</i>	9	0.6%	1.0%
General	173	11.0%	18.3%
<i>Improve Service (General)</i>	108	6.9%	11.4%
<i>Improve Service for Work Commuting</i>	25	1.6%	2.6%
<i>Improve Service to Specific Locations</i>	11	0.7%	1.2%
<i>Seeking More/Better Transit Options</i>	7	0.4%	0.7%
<i>Service Does Not Accommodate Personal Needs</i>	28	1.8%	3.0%
Information	6	0.4%	0.6%
<i>Simplify Schedules</i>	5	0.3%	0.5%
<i>Provide Real-Time Schedule Information</i>	1	0.1%	0.1%

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Light Rail	43	2.7%	4.6%
<i>Supportive of Light Rail (General)</i>	33	2.1%	3.5%
<i>Intend to Use Light Rail</i>	4	0.3%	0.4%
<i>Opposed to Light Rail</i>	6	0.4%	0.6%
Non-Transit Options	12	0.8%	1.3%
<i>Non-Transit Options (General)</i>	2	0.1%	0.2%
<i>Bicycling</i>	10	0.6%	1.1%
Park & Rides	6	0.4%	0.6%
<i>Increase Capacity (General)</i>	3	0.2%	0.3%
<i>Develop More Facilities</i>	3	0.2%	0.3%
Reliability	4	0.3%	0.4%
<i>Reliable Service (General)</i>	40	2.5%	4.2%
Safety	5	0.3%	0.5%
<i>Safety (General)</i>	5	0.3%	0.5%
Transfers	86	5.5%	9.1%
<i>Too Many Transfers</i>	19	1.2%	2.0%
<i>Direct Service (General)</i>	19	1.2%	2.0%
<i>Direct Service (Between Specific Destinations)</i>	46	2.9%	4.9%
<i>Better Coordinated Connections</i>	3	0.2%	0.3%
Travel Time	85	5.4%	9.0%
<i>Travel Time Improves</i>	63	4.0%	6.7%
<i>Competitive with Driving</i>	23	1.5%	2.4%
<i>Buses Stop Too Often</i>	3	0.2%	0.3%
Miscellaneous	86	5.5%	9.1%
<i>Concern For Child</i>	22	1.4%	2.3%
<i>Concern For Elderly</i>	2	0.1%	0.2%
<i>Concern For Other Transit Users</i>	11	0.7%	1.2%
<i>Concern For Environment</i>	11	0.7%	1.2%
<i>Build HOV/Bus-Only Lanes</i>	3	0.2%	0.3%
<i>Impact of Transit on Traffic</i>	2	0.1%	0.2%
<i>General Transit Advocacy</i>	26	1.7%	2.8%
<i>Refers to Example of Other Cities/Countries</i>	15	1.0%	1.6%
Other	283	18.0%	29.9%
<i>Interested in Providing Feedback</i>	146	9.3%	15.4%
<i>Interested in Survey Contents</i>	18	1.1%	1.9%
<i>To Express Frustration With Transit Service/Planning</i>	6	0.4%	0.6%
<i>Uncertain/Confused About Content of Survey</i>	6	0.4%	0.6%
<i>Prize Incentive</i>	72	4.6%	7.6%
<i>Other Comments</i>	50	3.2%	5.3%

total categorized responses 1,571

total unique respondents 945

TRIP PURPOSE



Figure 2.25 Trip purposes used within the transit survey (clockwise from top left): work, school, social or recreation, other, special occasions, and shopping and/or other errands. The percentage of respondents who said they use transit for each purpose are shown above the icons.

Five primary trip purposes were considered by this survey to understand transit ridership in Bellevue: work, school, shopping and/or other errands, social or recreation, and special occasions (see Figure 2.25). Respondents were also able to specify “other” purposes for which they use transit.

Of the 1,519 workers who identified how frequently they use transit in Bellevue, 75.8% use transit daily or often (at least 3 days per week, 781 and 370 respondents, respectively; see Table 2.26). 73.7% of the 232 students use transit daily or often (104 and 67 respondents, respectively). Those who use transit in Bellevue for shopping, social or other purposes exhibit the opposite trend: 91.2% of shoppers use transit occasionally, rarely or never (2 days or less per week; 293, 660 and 4 respondents, respectively); 95.8% use transit for social reasons occasionally, rarely or never (220, 849 and 4 respondents, respectively); 94.9% use transit for other reasons occasionally, rarely or never (33, 223, and 5 respondents, respectively). The 1,346 respondents who identified how often they use transit for special events are less polarized in the frequency of their transit use—29.0% use transit 3-4 days per week (391 respondents), 37.3% use transit 1-2 days per week (502 respondents), and 25.4% use transit less than once per week (342 respondents).

Overall, 5,541 responses were provided related to frequency of transit use in Bellevue. (Note that

Table 2.26 Frequency and predominance of ridership by trip purpose.

	Work		School		Shopping		Social		Special		Other		Total	
<i>Daily</i>	781	51.4%	104	44.8%	24	2.3%	12	1.1%	99	7.4%	11	4.0%	1,031	18.6%
<i>Often</i>	370	24.4%	67	28.9%	68	6.5%	35	3.1%	391	29.0%	3	1.1%	934	16.9%
<i>Occasionally</i>	207	13.6%	43	18.5%	293	27.9%	220	19.6%	502	37.3%	33	12.0%	1,298	23.4%
<i>Rarely</i>	159	10.5%	15	6.5%	660	62.9%	849	75.8%	342	25.4%	223	81.1%	2,248	40.6%
<i>Never</i>	2	0.1%	3	1.3%	4	0.4%	4	0.4%	12	0.9%	5	1.8%	30	0.5%
Respondents	1,519		232		1,049		1,120		1,346		275		5,541	

Note: Respondents who answered ‘yes’ to using transit for each trip purpose listed were then asked how often they use transit for the specific type of trip purpose. Respondents were given the options of ‘daily (5+ days per week)’, ‘often (3-4 days per week)’, ‘occasionally (1-2 day per week)’, ‘rarely (less than once per week)’, or ‘never’. Special occasion transit users were given the option of ‘exclusively’ instead of ‘daily’. The “Total” column is the count of responses for all trip purposes by frequency of use.

multiple responses were possible; for example, a respondent who uses transit for work daily and for special events occasionally would be counted twice.) The largest percentage of these responses use transit rarely (40.6%; 2,248 responses) followed by occasionally (23.4%; 1,298 responses), daily (18.6%; 1,031 responses), often (16.9%; 934 responses), and never (0.5%; 30 responses).

Location of residence (Bellevue versus non-Bellevue) does not impact the polarization of frequency for respondents who use transit for work, school, shopping, social purposes, or some other purpose (see Table 2.27 at right and Figure 2.26 on page 72). Special occasion transit users are less polarized regardless of place of residence, though Bellevue residents who use transit for special occasions tend to do so more frequently. While comparable percentages of Bellevue and non-Bellevue residents use transit occasionally (36.9% and 36.4%, respectively), 33.6% of Bellevue residents versus 27.1% of non-Bellevue residents use transit often, and 21.8% versus 27.7% use transit rarely.

Workers who live in Bellevue are 5.2% less likely to use transit daily for work than those who do not live in Bellevue. Of the 1,519 workers who identified how frequently they use transit in Bellevue, a smaller percentage of Bellevue residents responded daily than non-Bellevue residents (47.4% versus 52.6%; 51.4% responded daily for workers overall, 4.0% more than Bellevue residents). 73.8% of workers who live in Bellevue use transit regularly (at least 3 days per week; 2.0% less than workers overall) compared to 77.4% of respondents who do not live in Bellevue (1.6% greater than workers overall).

Location of residence has a larger influence on frequency of transit use for school commuters than for work commuters. Students who live in Bellevue use transit daily for school more commonly than non-Bellevue residents by 18.2%. Of the 232 students who identified how frequently they use transit in Bellevue,

Table 2.27 Frequency and predominance of ridership by trip purpose and place of residence.

Work	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	154	47.4%	540	52.6%	87	51.8%	781	51.4%
Often	86	26.5%	254	24.8%	30	17.9%	370	24.4%
Occasionally	50	15.4%	132	12.9%	25	14.9%	207	13.6%
Rarely	34	10.5%	99	9.6%	26	15.5%	159	10.5%
Never	1	0.3%	1	0.1%	0	0.0%	2	0.1%
Total	325		1,026		168		1,519	

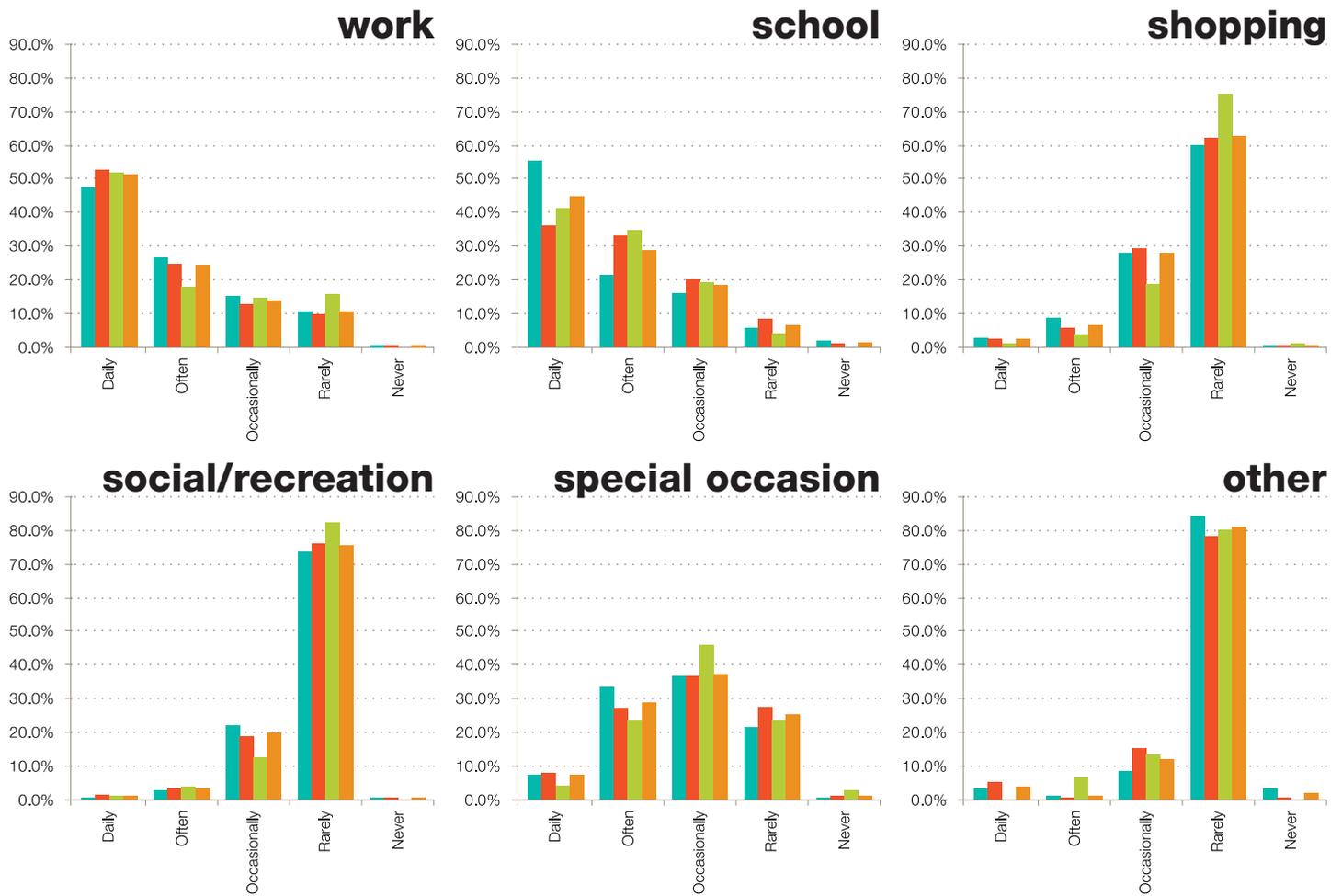
School	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	51	54.8%	34	36.6%	19	41.3%	104	44.8%
Often	20	21.5%	31	33.3%	16	34.8%	67	28.9%
Occasionally	15	16.1%	19	20.4%	9	19.6%	43	18.5%
Rarely	5	5.4%	8	8.6%	2	4.3%	15	6.5%
Never	2	2.2%	1	1.1%	0	0.0%	3	1.3%
Total	93		93		46		232	

Shopping	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	10	2.7%	13	2.3%	1	1.0%	24	2.3%
Often	32	8.7%	32	5.6%	4	3.8%	68	6.5%
Occasionally	103	27.9%	170	29.6%	20	19.0%	293	27.9%
Rarely	223	60.4%	358	62.3%	79	75.2%	660	62.9%
Never	1	0.3%	2	0.3%	1	1.0%	4	0.4%
Total	369		575		105		1,049	

Social	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	1	0.3%	10	1.5%	1	1.3%	12	1.1%
Often	12	3.0%	20	3.1%	3	3.8%	35	3.1%
Occasionally	87	22.0%	123	19.0%	10	12.7%	220	19.6%
Rarely	292	73.9%	492	76.2%	65	82.3%	849	75.8%
Never	3	0.8%	1	0.2%	0	0.0%	4	0.4%
Total	395		646		79		1,120	

Special	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	33	7.3%	62	7.8%	4	4.1%	99	7.4%
Often	153	33.6%	215	27.1%	23	23.5%	391	29.0%
Occasionally	168	36.9%	289	36.4%	45	45.9%	502	37.3%
Rarely	99	21.8%	220	27.7%	23	23.5%	342	25.4%
Never	2	0.4%	7	0.9%	3	3.1%	12	0.9%
Total	455		793		98		1,346	

Other	Bellevue Resident		Non-Bellevue Resident		No Residence Provided		Total	
Daily	4	3.3%	7	5.0%	0	0.0%	11	4.0%
Often	1	0.8%	1	0.7%	1	6.7%	3	1.1%
Occasionally	10	8.3%	21	15.0%	2	13.3%	33	12.0%
Rarely	101	84.2%	110	78.6%	12	80.0%	223	81.1%
Never	4	3.3%	1	0.7%	0	0.0%	5	1.8%
Total	120		140		15		275	



- Bellevue resident
- Non-Bellevue Resident
- No Residence Provided
- Total

Figure 2.26 Frequency of ridership by trip purpose and place of residence

"I work in Bellevue but use the bus when I need to attend work meetings in Downtown Seattle."
 -Laura, All-Around Transit User
 Resident of Bellevue

"Transit provides a reliable designated driver."
 -Ryan, All-Around Transit User
 Resident of Seattle

"I use transit for all of my travel."
 -Anonymous All-Around Transit User
 Unknown Residence

54.8% of Bellevue residents responded daily (10.0% greater than students overall) compared to 36.6% of non-Bellevue residents (8.2% less than students overall). 76.3% of students who live in Bellevue use transit daily or often (2.6% greater than students overall) compared to 69.9% of respondents who do not live in Bellevue (3.8% less than students overall).

Bellevue residents use transit in Bellevue more frequently for shopping purposes than do non-Bellevue residents. 11.4% of Bellevue residents use transit for shopping daily or often (2.6% greater than shoppers overall) compared to 7.8% of non-Bellevue residents (1.0% less than shoppers overall).

Of the 5,350 responses provided overall concerning how riders access transit, 58.6% of current Bellevue transit users walk to the bus stop (3,133/5,350 responses) while 38.4% use a Park & Ride facility (2,052/5,350 responses; 34.3% drive to a Park & Ride and 4.1% are dropped off at a Park &

Table 2.28 How respondents access transit by trip purpose.

	Work		School		Shopping		Social		Special		Other		Responses	
Walk	771	52.2%	186	85.3%	729	71.8%	662	61.2%	602	46.5%	183	69.8%	3,133	58.6%
Load bike on bus	67	4.5%	4	1.8%	20	2.0%	18	1.7%	16	1.2%	8	3.1%	133	2.5%
Park bike at bus stop	10	0.7%	1	0.5%	11	1.1%	6	0.6%	4	0.3%	0	0.0%	32	0.6%
Drive to P&R* facility	571	38.6%	9	4.1%	227	22.4%	356	32.9%	622	48.0%	50	19.1%	1,835	34.3%
Dropped off at P&R* facility	59	4.0%	18	8.3%	28	2.8%	39	3.6%	52	4.0%	21	8.0%	217	4.1%
Respondents	1,478		218		1,015		1,081		1,296		262		5,350	

Ride; see Table 2.28). Bicycling is the least common means of accessing transit for all trip purposes. Work commuters are the group most likely to use their bicycle to access transit (5.2%), while 1.5—3.1% use their bike for all other trip purposes.

School commuters are the group that most commonly walks to the bus stop (85.3%; 186/218 respondents), though respondents who use transit for shopping, social, and ‘other’ purposes also do so more commonly than transit users overall (71.8%, 61.2%, and 69.8% versus 58.6%, respectively). Respondents who use transit for special events are most likely to access transit by driving to or getting dropped off at a Park & Ride (48.0% drive to and 4.0% are dropped off at a Park & Ride facility).

Of the 5,350 responses provided concerning how riders access transit, 2,052 responses indicated use of a Park & Ride facility (see Table 2.29). Those using transit for special events (32.8%; 674/2,052 responses) and for work commuting (30.7%; 630/2,052 responses) constitute nearly two-thirds of all Park & Ride responses. The majority reach Park & Rides by driving there themselves (89.4%; 1,835 responses); only 10.6% (217 responses) get dropped off. Those who use transit to commute to school are the only group more likely to be dropped off at a Park & Ride than to drive there themselves (8.3% versus 4.1%, respectively; see Table 2.28).

"If the bus route came closer to where I live I wouldn't need to drive to the Park and Ride. So either the city should have a lot more Park and Ride spaces or have more bus routes in un-served parts of Bellevue."
 -Pat, Shopping and Social Transit User
 Resident of Bellevue

"Walking to/from the bus stop is good exercise."
 -Tracy, Work and Shopping Transit User
 Resident of Bothell

Table 2.29 How respondents use Park & Ride facilities by trip purpose.

	Work		School		Shopping		Social		Special		Other		Responses	
Drive to P&R* facility	571	31.1%	9	0.5%	227	12.4%	356	19.4%	622	33.9%	50	2.7%	1,835	58.6%
Dropped off at P&R facility	59	27.2%	18	8.3%	28	12.9%	39	18.0%	52	24.0%	21	9.7%	217	4.1%
Respondents	630		27		255		395		674		71		2,052	

Perceptions and Priorities

"If I miss a bus in Seattle due to a class/meeting finishing late, I can expect another one in about 10 minutes. In Bellevue, I have to wait for 30 minutes (1 hour on weekends)."

-Alexandra, All-Around Transit User
Resident of Bellevue

Trip purpose does not have a significant influence on respondents' perceptions of transit service quality and usability in Bellevue (see Table 2.30). Regardless of trip purpose, respondents rated service reliability most positively and service convenience least positively—consistent with earlier comparisons between current, former, and non-riders (refer to Table 2.5) and by place of residence (refer to Table 2.14). However, a higher percentage of school commuters think transit is either very or somewhat convenient in Bellevue (88.5% versus 83.7% overall). School commuters also find route maps more difficult to understand than other transit users (32.8% versus 27.7% overall).

Table 2.30 Perceptions of transit service qualities and usability, and information availability and legibility by trip purpose.

	Work		School		Shopping		Social		Special		Other		All (use)		All	
Accessibility																
Easy	472	48.7%	69	49.3%	295	45.4%	329	47.8%	407	46.3%	87	46.3%	673	48.1%	1,273	47.8%
Somewhat	401	41.4%	64	45.7%	279	42.9%	291	42.2%	376	42.7%	83	44.1%	591	42.2%	1,136	42.7%
Difficult	96	9.9%	7	5.0%	76	11.7%	69	10.0%	97	11.0%	18	9.6%	136	9.7%	254	9.5%
Convenience																
Very	364	37.6%	58	41.4%	231	35.5%	256	37.2%	311	35.3%	63	33.5%	524	37.4%	949	35.6%
Somewhat	439	45.3%	66	47.1%	299	46.0%	309	44.8%	412	46.8%	90	47.9%	648	46.3%	1,268	47.6%
Difficult	166	17.1%	16	11.4%	120	18.5%	124	18.0%	157	17.8%	35	18.6%	228	16.3%	446	16.7%
Reliability																
Very	484	49.9%	74	52.9%	323	49.7%	344	49.9%	436	49.5%	96	51.1%	711	50.8%	1,316	49.4%
Somewhat	447	46.1%	62	44.3%	299	46.0%	314	45.6%	405	46.0%	84	44.7%	633	45.2%	1,230	46.2%
Not	38	3.9%	4	2.9%	28	4.3%	31	4.5%	39	4.4%	8	4.3%	56	4.0%	117	4.4%
It is ____ obtain route/schedule information from home																
Easy	842	88.4%	123	90.4%	568	88.2%	595	87.4%	762	88.0%	163	87.6%	1,224	88.8%	2,335	89.2%
Difficult	111	11.6%	13	9.6%	76	11.8%	86	12.6%	104	12.0%	23	12.4%	155	11.2%	284	10.8%
It is ____ to obtain route/schedule information on the go																
Easy	520	56.3%	71	54.2%	337	53.7%	367	55.4%	458	54.2%	91	50.3%	754	56.1%	1,460	57.0%
Difficult	404	43.7%	60	45.8%	291	46.3%	295	44.6%	387	45.8%	90	49.7%	589	43.9%	1,101	43.0%
Bus route maps are _____ to understand																
Easy	666	71.1%	90	67.2%	454	71.7%	487	73.0%	608	71.7%	131	73.6%	979	72.3%	1,876	72.6%
Difficult	271	28.9%	44	32.8%	179	28.3%	180	27.0%	240	28.3%	47	26.4%	376	27.7%	709	27.4%
Bus schedules are _____ to understand																
Easy	787	83.6%	112	83.6%	525	82.5%	564	83.8%	713	83.6%	154	84.2%	1,146	84.3%	2,177	84.0%
Difficult	154	16.4%	22	16.4%	111	17.5%	109	16.2%	140	16.4%	29	15.8%	214	15.7%	415	16.0%

Note: the counts represent only those who currently use transit regularly or occasionally in Bellevue (question 1). The "All (use)" column is the number of respondents who answered the questions concerning ease of use (questions 65, 66, 67, 68, 69, 70, and 71) and who currently use transit. The "All" column includes those who formerly or have never used transit in Bellevue.

Almost regardless of trip purpose, respondents who use transit selected the same three qualities of service as their three highest priorities (see Table A.25 on page A55, Table A.36 on page A73, Table A.50 on page A97, Table A.64 on page A121, and Table A.79 on page A147). With school commuters as the lone exception, the following trends are otherwise unanimous:

- frequency of weekday service was rated as the most common first and second priority;
- schedule reliability/on-time service was rated the second most common first and second priority and the most common third priority; and
- speed of service was rated the third most common first and second priority and the second most common third priority.

Figure 2.27 on page 76 depicts the qualities of transit service ranked first, second, third, etc. most often (blue), second most often (green), and third most often (orange) by trip purpose.

Although percentages differ slightly between the various trip purposes, and some variation exists when considering the rankings by place of residence or destination, these rankings among the top three priorities do not vary when considered for each user

Qualities of Bus Service Ranked by Respondents

- Speed of service
- Frequency of weekday service
- Frequency of weekend service
- Frequency of evening / night service
- Schedule reliability / on-time service
- Well-timed connections between routes
- Proximity of stops to home / destination(s)
- Comfort while riding

"A reliable transit system has sufficient frequency regardless of day of the week or time of day and is within walking distance from home."

-Barbara, All-Around Transit User
Resident of Bellevue

"Speed and frequency of service goes a long way to make up for schedule reliability and connection timing."

-Anonymous Former Rider
Resident of Kirkland

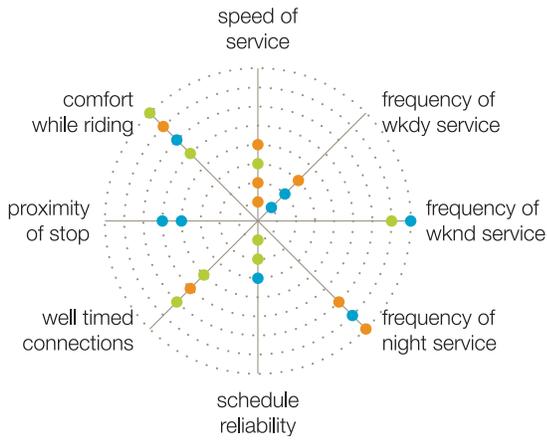
"Buses that run frequently enough don't need to stick to strict schedules, but some of the less frequent routes (e.g. 540) can be pretty inconsistent."

-Heather, Work and Special Event User
Resident of Bellevue

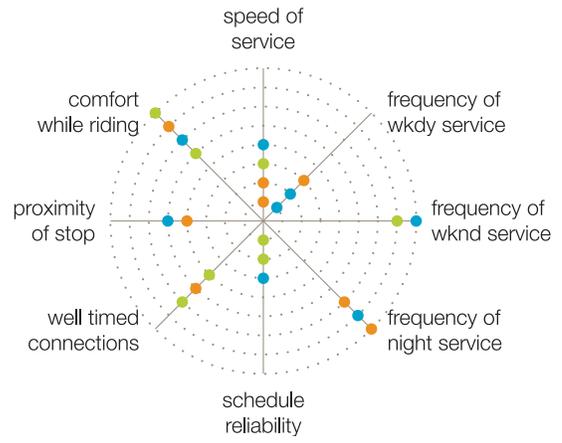
Table 2.31 Rank of service quality priorities by trip purpose (frequency approach).

Service Quality	Rank	Work		School		Shopping		Social		Special	
		Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Frequency of Weekday Service	1	371	26.7%	31	15.4%	224	23.0%	235	20.9%	303	23.6%
	2	314	22.6%	38	18.9%	199	20.4%	210	18.7%	251	19.5%
	3	190	13.7%	30	14.9%	127	13.0%	139	12.4%	177	13.8%
Schedule Reliability / On-Time Service	1	294	21.2%	40	19.9%	197	20.2%	210	18.7%	243	18.9%
	2	256	18.5%	34	16.9%	164	16.8%	184	16.4%	228	17.7%
	3	264	19.0%	35	17.4%	173	17.7%	187	16.7%	237	18.4%
Speed of Service	1	255	18.4%	33	16.4%	171	17.5%	190	16.9%	239	18.6%
	2	227	16.4%	34	16.9%	150	15.4%	161	14.3%	213	16.6%
	3	210	15.1%	26	12.9%	132	13.5%	148	13.2%	178	13.8%
respondents		1,387		201		976		1,123		1,286	

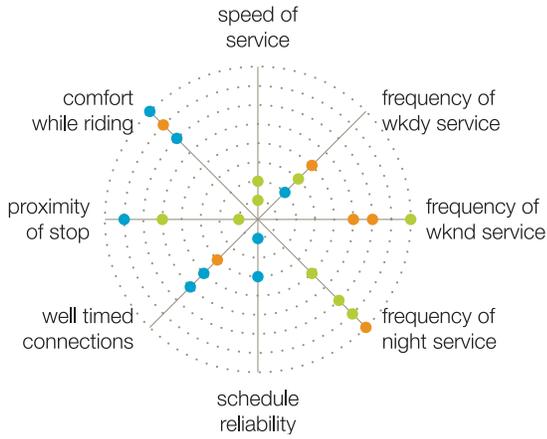
work



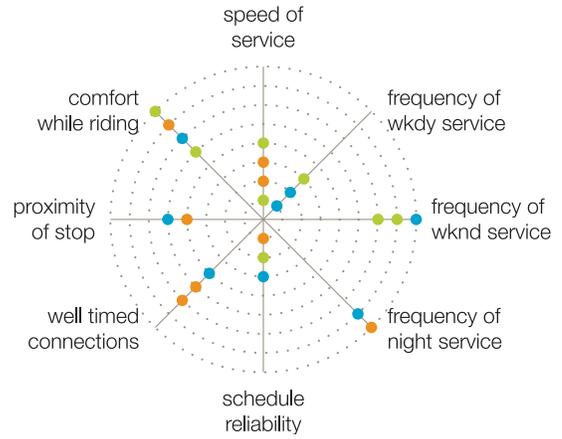
special events



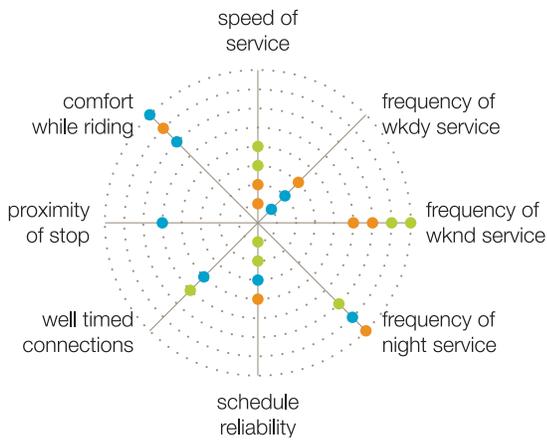
school



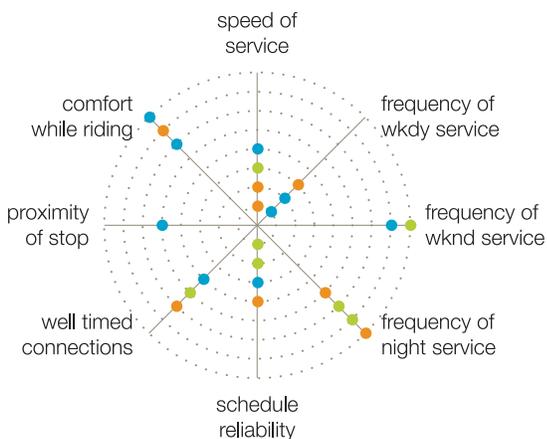
overall



shopping



social



1st 2nd 3rd



quality of service

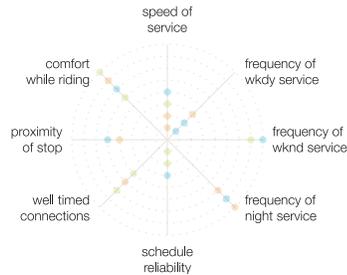


Figure 2.27 Qualities of transit service prioritized by trip purpose (by rank).

group overall (again, except in the case of school commuters; see Table 2.31). The following are two examples of the variation evident when comparing subgroups between trip purposes, in both cases among Bellevue residents:

- Bellevue residents ranked speed of service as their most common top priority for school commuting and as their second most common top priority for work, shopping, and social trip purposes, but this quality was not the first, second, or third most commonly selected top priority for those who use transit to travel to special events.
- Likewise, the proximity of stops to home/destination(s) is the second most commonly selected top priority among school commuters and the third most commonly selected top priority for respondents who use transit to shop and attend special events, but not for work commuters or social users, who instead rank this quality as the second most common third priority and the third most common second and third priorities, respectively.

In this format, the results are not only complex to explain but also difficult to interpret and extract the most salient points from. Therefore, in an effort to simplify the analysis of respondents' priorities in transit service, priorities were also considered using a point scale wherein a ranking of 1 is equal to 8 points, a ranking of 2 equal to 7 points, and so on, with the number of responses for each quality multiplied by the appropriate number of points for each respective priority assigned (see Table A.27 on page A57, Table A.37 on page A75, Table A.51 on page A99, Table A.65 on page A123, and Table A.80 on page A149). This process of converting priority-specific response counts into an aggregated point scale has the effect of normalizing scores to some extent and therefore masking some of the nuance present in the response

POINTS-AGGREGATED APPROACH USED TO ANALYZE SERVICE QUALITY PRIORITIES:

Respondents prioritization of service qualities (survey question 72) for each trip purpose were first analyzed by frequency of response and then using a points-aggregated approach. Considering only the frequency with which respondents selected particular priority rankings for each of the eight service qualities limits the ability to directly compare frequency between priority ranks meaningfully. To address this issue, the points-aggregated approach calculated results by assigning points to each priority rank (8 points for the highest priority, 1 point for the lowest priority), then multiplying those points by the number of respondents to rank each service quality for each priority level. Points were then summed to provide an aggregate number of points assigned to each service quality. This method is less concerned with the specific priority ranking that respondents assigned each individual service quality, focusing instead on the aggregate importance attributed to any given quality as represented by the point-weighted frequency with which respondents prioritized that quality.

Table 2.32 Prioritization of service quality priorities by trip purpose (points-aggregated approach).

Service Quality	Work		School		Shopping		Social		Special	
	Points	Percent	Points	Percent	Points	Percent	Points	Percent	Points	Percent
Frequency of Weekday Service	7,525	16.6%	937	14.9%	4,999	15.7%	3,171	9.1%	6,535	15.6%
Schedule Reliability / On-Time Service	7,235	16.0%	986	15.7%	4,970	15.6%	5,473	15.6%	6,545	15.6%
Speed of Service	6,807	15.0%	912	14.5%	4,638	14.6%	5,107	14.6%	6,279	15.0%
	points	45,239	6,284		31,818		35,020		41,899	

frequency approach. However, while the variation in the percentage of points assigned to each service quality is smaller, sample sizes are considerably larger for each quality, therefore potentially providing a more reliable assessment.

When considering priorities using this point scale, it can be seen that respondents who use transit for work commuting and shopping share the same priority rankings—frequency of weekday service is first, schedule reliability is second, and speed of service is third—while respondents who use transit to commute to school, for social purposes, and to attend special events reverse the top two priorities, ranking schedule reliability first and frequency of weekday service second (see Table 2.32). However, the priorities of Bellevue residents who use transit to commute to work are not universally the same as those who use transit to shop: work commuters from Bellevue rank frequency of weekend service as their lowest priority (7.7%; see Table A.27 on page A57), while shopping users rank comfort while riding as their lowest priority (9.4%; see Table A.51 on page A99).

Among transit users overall, notable variation by subgroup from the three aforementioned prevailing trends is relatively minimal (see Table 2.33 on page 80 and Table A.17 on page A42). The priorities of Bellevue residents conform to these trends in each case except in relation to schedule reliability/on-time service. While transit users overall rank this as the second most common top priority (20.2%), that ranking is instead assigned to the proximity of stops to home/destination(s) by Bellevue residents

"Recent improvements to Routes 271 and 255 are deeply appreciated by me. Both the increased frequency during the day and evening hours."
 -Anonymous All-Around Transit User
 Resident of Bellevue

"Schedules are not regular. Buses are almost always late and often depart early. The latter is very frustrating."
 -Joyce, All-Around Transit User
 Resident of Bellevue

"Other than going to school, the bus routes require too many transfers and the time required to travel is prohibitive."
 -Max, School Commuter
 Resident of Bellevue

(19.2%)—a quality that is not among the three most common top three priorities overall. The same quality is also ranked the third most common third priority by Bellevue residents, and it ranks as the third most important priority on the point-scale for Bellevue residents alone (see Table A.18 on page A44).

While the difference in points between stop proximity and speed of service—the prevailing third priority for almost all other groups—is so small that the percentages are equivalent (14.6% of points), this remains a potentially telling characteristic for Bellevue residents that differentiates them from other transit users. With at least one full percent more points (in the normalized scale, where N=2,000) assigned to stop proximity by Bellevue residents than by non-Bellevue respondents and nearly all destination groups, it might reasonably be suggested that the accessibility of bus stops is of greater importance to Bellevue residents than to many of the other transit user groups, even if only nominally.

Seattle residents rank frequency of weekday service the most common top priority with significantly greater frequency than transit users overall (30.1% versus 23.2%), and more than 10% more frequently than Bellevue residents (19.8%; see Table A.17 on page A42). Conversely, Bellevue residents rank stop proximity the top priority (19.2%, as noted above) with significantly greater frequency than Seattle residents (10.1%). On the point-based scale (Table A.18 on page A44), the difference in the prioritization of weekday service frequency translates to a 2.2% premium among Seattle residents over Bellevue residents, with the former ranking this quality the highest priority and the latter ranking it second.

Respondents whose destinations include Eastgate rank schedule reliability/on-time service as the most common top and second priorities (23.6% and 19.9%, respectively) and rank frequency of weekday service as the second most common top and second priorities (19.9% and 16.3%, respectively). This is the

"I wish there were more buses that come closer to my house and more often."

*-Joyce, All-Around Transit User
Resident of Bellevue*

"Proximity to my house is very important, or otherwise it's too easy to not take. Proximity to my destination is less important, especially for places I don't visit frequently."

*-Anonymous All-Around Transit User
Residence Unknown*

"The bus stop can be quite a distance from where people live. We are one block south of NE 8th and it is still 1/4 mile. It would be much longer for most in our neighborhood."

*-Derek, Non-Commute Transit User
Resident of Bellevue*

"The routes, though they are where I want to go aren't very direct. There are typically so many stops between where I start and where I want to go, so the ride often takes too long."

*-Carmel, All-Around Transit User
Resident of Bellevue*

Table 2.33 Partial comparison of service quality priorities as ranked by respondents who use currently use transit and by trip purpose.

		Speed of Service						Frequency of Weekday Service					
Ranking	Total	1		2		3		1		2		3	
All Current Transit Users	2,000	360	18.0%	318	15.9%	291	14.6%	463	23.2%	398	19.9%	269	13.5%
Trip Purpose													
Work	1,387	255	18.4%	227	16.4%	210	15.1%	371	26.7%	314	22.6%	190	13.7%
School	201	33	16.4%	34	16.9%	26	12.9%	31	15.4%	38	18.9%	30	14.9%
Shopping	976	171	17.5%	150	15.4%	132	13.5%	224	23.0%	199	20.4%	127	13.0%
Social	1,123	190	16.9%	161	14.3%	148	13.2%	235	20.9%	210	18.7%	139	12.4%
Special Events	1,286	239	18.6%	213	16.6%	178	13.8%	303	23.6%	251	19.5%	177	13.8%

		Frequency of Weekend Service						Frequency of Evening/Night Service					
Ranking	Total	1		2		3		1		2		3	
All Current Transit Users	2,000	57	2.9%	96	4.8%	135	6.8%	55	2.8%	118	5.9%	169	8.5%
Trip Purpose													
Work	1,387	35	2.5%	48	3.5%	67	4.8%	25	1.8%	80	5.8%	119	8.6%
School	201	1	0.5%	9	4.5%	20	10.0%	8	4.0%	8	4.0%	12	6.0%
Shopping	976	26	2.7%	63	6.5%	83	8.5%	30	3.1%	57	5.8%	97	9.9%
Social	1,123	32	2.8%	61	5.4%	101	9.0%	35	3.1%	72	6.4%	105	9.3%
Special Events	1,286	34	2.6%	62	4.8%	90	7.0%	36	2.8%	71	5.5%	116	9.0%

		Schedule Reliability/On-Time Service						Well-Timed Connections Between Routes					
Ranking	Total	1		2		3		1		2		3	
All Current Transit Users	2,000	403	20.2%	351	17.6%	364	18.2%	125	6.3%	206	10.3%	205	10.3%
Trip Purpose													
Work	1,387	294	21.2%	256	18.5%	264	19.0%	70	5.0%	133	9.6%	144	10.4%
School	201	40	19.9%	34	16.9%	35	17.4%	16	8.0%	23	11.4%	27	13.4%
Shopping	976	197	20.2%	164	16.8%	173	17.7%	67	6.9%	103	10.6%	117	12.0%
Social	1,123	210	18.7%	184	16.4%	187	16.7%	79	7.0%	112	10.0%	115	10.2%
Special Events	1,286	243	18.9%	228	17.7%	237	18.4%	91	7.1%	146	11.4%	129	10.0%

		Proximity of Stops to Home/Destination(s)						Comfort While Riding					
Ranking	Total	1		2		3		1		2		3	
All Current Transit Users	2,000	292	14.6%	231	11.6%	235	11.8%	93	4.7%	134	6.7%	157	7.9%
Trip Purpose													
Work	1,387	171	12.3%	142	10.2%	165	11.9%	68	4.9%	94	6.8%	112	8.1%
School	201	33	16.4%	22	10.9%	21	10.4%	15	7.5%	13	6.5%	8	4.0%
Shopping	976	138	14.1%	109	11.2%	110	11.3%	52	5.3%	61	6.3%	60	6.1%
Social	1,123	149	13.3%	127	11.3%	133	11.8%	61	5.4%	68	6.1%	58	5.2%
Special Events	1,286	187	14.5%	152	11.8%	170	13.2%	62	4.8%	73	5.7%	89	6.9%

Priority (by rank): 1st Rank 1 Rank 2 Rank 3
 2nd Rank 1 Rank 2 Rank 3
 3rd Rank 1 Rank 2 Rank 3

opposite order compared to transit users overall.

Respondents whose destinations include Crossroads rank speed of service less highly than transit users overall. Also, Crossroads is one of two destinations—the other being other East King County communities (e.g. Redmond)—for which comfort is the lowest-ranked service quality on the point-

Table 2.34 Points based comparison of service priorities as ranked by respondents who use currently use transit and by trip purpose.

	Speed of Service			Frequency of Weekday Service			Frequency of Weekend Service		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Current Transit Users	1,736	9,677	15.0%	1,705	10,149	15.7%	1,719	5,231	8.1%
Trip Purpose									
Work	1,200	6,807	15.0%	1,204	7,525	16.6%	1,211	3,247	7.2%
School	165	912	14.5%	162	937	14.9%	168	569	9.1%
Shopping	855	4,638	14.6%	840	4,999	15.7%	851	2,923	9.2%
Social	939	5,107	14.6%	930	5,401	15.4%	929	3,171	9.1%
Special Events	1,129	6,279	15.0%	1,103	6,535	15.6%	1,112	3,480	8.3%

	Frequency of Evening/Night Service			Schedule Reliability/On-Time Service			Well-Timed Connections		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Current Transit Users	1,759	6,064	9.4%	1,720	10,163	15.7%	1,750	7,654	11.8%
Trip Purpose									
Work	1,243	4,193	9.3%	1,209	7,235	16.0%	1,223	5,197	11.5%
School	171	599	9.5%	167	986	15.7%	173	831	13.2%
Shopping	858	3,054	9.6%	851	4,970	15.6%	858	3,890	12.2%
Social	952	3,502	10.0%	939	5,473	15.6%	953	4,205	12.0%
Special Events	1,136	3,934	9.4%	1,115	6,545	15.6%	1,143	5,053	12.1%

	Proximity of Stops			Comfort While Riding			Total		
	Respondents	Points	Percent	Respondents	Points	Percent	Points	Percent	
All Current Transit Users	1,816	8,968	13.9%	1,884	6,804	10.5%	64,710		
Trip Purpose									
Work	1,266	6,104	13.5%	1,319	4,931	10.9%	45,239	69.9%	
School	177	855	13.6%	185	595	9.5%	6,284	9.7%	
Shopping	885	4,262	13.4%	930	3,082	9.7%	31,818	49.2%	
Social	987	4,757	13.6%	1,021	3,404	9.7%	35,020	54.1%	
Special Events	1,175	5,868	14.0%	1,219	4,205	10.0%	41,899	64.7%	

Note: figures in the above table indicate the number of points, not respondents. Figures were calculated by multiplying the number of respondents by the number of points associated with each priority ranking. Points were assigned such that the highest priority received eight points, the second highest received seven, and so on, and the lowest priority received one point.

based scale among transit users overall (see Table A.18 on page A44). Crossroads and Redmond are both served by the RapidRide B Line, whose speed and comfort improvements are among the service’s benefits over standard Metro service. There is no implication by the results that the sentiments expressed by users are in any way correlated to the B Line specifically, but consideration of whether users bound for these destinations are less concerned about speed and comfort because of or in spite of the B Line’s enhanced service is presented here as an example of the how the findings of this analysis might potentially be applied to service planning efforts.

Table A.19 on page A46 categorizes the write-

Rank of a factor's selection frequency by user group (rankings by row)

- 1st (most frequent)
- 2nd
- 3rd

in responses into sixteen primary themes and corresponding sub-themes—191 responses were provided by the 155 unique respondents. The most common sentiment expressed was a desire to rank two or more qualities equally (18.7% of respondents). Also common were concerns related to safety and security (16.8% of respondents), especially at bus stops and Park & Ride lots (6.5%), and issues related to passenger comfort (15.5%), especially a displeasure with the level of cleanliness of buses and stops (6.5%).

Summaries of some of the notable differences in transit service priorities unique to each trip purpose are included at the end of each trip purpose section in the following pages.



Work

A total of 1,545 respondents use transit to commute to work (68.7% of 2,248 respondents). Work commuters use transit with significantly greater regularity than those using transit for other trip purposes (see Table A.8 on page A20). More than half use transit to commute to work daily (51.5%), nearly a quarter commute by transit 3-4 times per week (24.3%), and 13.6% commute by transit once or twice per week (see Table 2.35). Most are long-time transit users who have been using transit for their work commute for more than one year (75.3%; see Table 2.36).

Bellevue residents tend to commute to work using transit with slightly less frequency than respondents overall—fewer use transit to commute daily, but more use transit to commute a couple of times per week (see Table A.20 on page A48). They are thus approximately equally likely to use transit at least once per week.

Respondents with annual household incomes of less than \$25,000 and those without access to a personal automobile are more likely to use transit to commute to work at least once weekly (96.1% and 98.7%, respectively) than other respondents. Those without a car are also more likely than discretionary riders to commute to work by transit daily (61.7% versus 50.3%, respectively) and regularly (90.6% versus 74.8%, respectively).

Respondents who have children 16 years of age or younger in their household are less likely than those without children to use transit to commute to work daily (44.8% and 54.7%, respectively) or regularly (79.1% and 70.9%, respectively). Despite this, their

Table 2.35 Frequency of using transit in Bellevue to commute to work.

Frequency	Response Percent	Response Count
Daily	51.5%	783
Often	24.4%	370
Occasionally	13.6%	207
Rarely	10.5%	159
Never	0.1%	2
respondents		1,519

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.

Table 2.36 Length of time using transit in Bellevue to commute to work.

Length of Time Using Transit	Response Percent	Response Count
5 years +	31.0%	469
3-5 years	25.0%	379
1-2 years	19.3%	293
10-12 months	4.7%	71
6-9 months	7.3%	110
3-5 months	5.9%	90
Less than 3 months	6.8%	103
respondents		1,515

Regular Rider: Those who use transit daily or often, equating to 3 or more times weekly or more than 11 times monthly.

Discretionary Rider: One who has access to an automobile for personal use yet chooses to use transit.

Table 2.37 Reason for using transit in Bellevue to commute to/from work.

Reason	Count	Percent
My employer provides transit benefits (e.g. ORCA card).	1,096	72.2%
Transit costs me less than driving.	1,085	71.5%
Transit is convenient and/or easy to use.	860	56.7%
Transit is better for the environment than driving.	800	52.7%
Transit allows me to have a productive/ relaxing ride to work.	769	50.7%
Gasoline is too expensive.	730	48.1%
Parking is too expensive.	696	45.9%
Driving is too much of a hassle.	614	40.5%
Parking is too much of a hassle.	407	26.8%
I simply prefer taking transit, in general.	293	19.3%
SR-520 tolls are too expensive.	189	12.5%
Using transit makes it easier for me to commute by bicycle.	168	11.1%
I do not have access to a motor vehicle / I do not drive.	159	10.5%
Because of the effect of SR-520 tolling on traffic	155	10.2%
Other	109	7.2%
respondents		1,517



PHOTO BY Community Transit

propensity to use transit to commute to work at least once per week is not significantly different (90.7% versus 88.9%; see Table A.20 on page A48).

Respondents were asked for what reason(s) they use transit to commute to work; both of the most commonly cited reasons relate to minimizing the cost of commuting. Most commonly cited (72.2% of respondents) is the provision of transit benefits by an employer (e.g. ORCA card, tax-exempt benefits; see Table 2.37 on page 84). More than 4 out of 5 respondents (82.5%) whose employers provide or offer a subsidized transit pass cited the pass as a motivating factor to use transit. This reason was cited especially often by Seattle residents (80.3%), those with annual household incomes of \$75-100,000 (79.0%), and those between the ages of 25-34 (80.8%) or 35-44 (77.7%; see Table A.21 on page A49). Conversely, Bellevue residents (65.3%), those with annual incomes of less than \$25,000 (27.5%), those without access to a personal automobile (57.0%), and those under 25 years of age are less likely than work commuters overall to have cited this as a reason for using transit to commute to work.

Respondents' second most common reason for using transit to commute to work is that transit costs them less than driving (71.5%). Of the 1,085 respondents who selected this reason, 82.4% are offered a subsidized transit pass by their employer. These two reasons are therefore closely related, with 79.5% of respondents who selected the former also indicating their employer-provided transit pass as a motivation. It is notable, however, that the lower cost of transit relative to driving was the most commonly selected reason for most groups that did not select receipt of an employer-provided transit pass as their most common motivating factor, including students, those with household incomes of up to \$75,000, those between the ages of 16-24, and those 65 and over.

7.2% of respondents identified 'other' reasons

for why they use transit in Bellevue to commute to/ from work (see Table 2.25 on page 68). Each of the write-in responses were categorized into at least one of eight primary themes and corresponding sub-themes. Some responses included multiple reasons and were thus counted as multiple responses—113 responses were provided by the 112 unique respondents. 23.9% of responses and 24.1% of unique respondents think that using transit is better than driving for one or more reasons, while 23.0% of responses and 23.2% of respondents said they use transit when their personal vehicle is unavailable.

Some expenses related to driving that can affect its cost relative to transit include the prices of gasoline, parking, and tolls, which were cited by 48.1%, 45.9%, and 12.5% of work commuters overall, respectively, and by 60.9%, 52.9%, and 14.7%, respectively, of those who also cited the lower cost of transit relative to driving as a motivating factor. This distinguishes work commuters from respondents who use transit for all other trip purposes, as other respondents consistently indicated the expense of parking to be a more common motivating factor to use transit than the expense of gasoline by significant margins (see the following trip purpose sections for a discussion of the associated reasons for using transit). Nearly half (47.9%) of work commuters have free parking available at their place of employment.

Bellevue residents differ from work commuters overall in this regard, as they are less likely to claim that “driving is too much of a hassle” but more likely to claim that “parking is too much of a hassle” (see Table 2.38). Bellevue residents are likewise more motivated to use transit by the cost of parking than by the cost of gasoline, a reversal of the trend which is shared only by those whose annual household income is \$75,000 or more, those between the ages of 55-64, and residents of Redmond and Sammamish.

While the top two motivating factors are related to minimizing the cost of commuting, the third most

"ORCA card partially subsidized by employer."

*-Dale, Work Commuter
Resident of Woodinville*

"Traffic completely stresses me out!"

*-Michael, Work Commuter
Resident of Lynnwood*

"Never got a drivers liscence--insurance is expensive."

*-Elizabeth, Work Commuter
Resident of Bellevue*

"I commute to save money and out of social responsibility."

*-Loreen, Work Commuter
Resident of Sammamish*

Table 2.38 Categories of reason(s) for taking transit to work in which a notable difference in response rates exists between all work commuters and residents of Bellevue and/or non-residents.

	Bellevue Resident		Non-Bellevue Resident		All Workers	
<i>Gasoline is too expensive</i>	117	36.2%	533	51.9%	730	48.1%
<i>Driving is too much of a hassle</i>	92	28.5%	453	44.1%	614	40.5%
<i>Parking is too much of a hassle</i>	104	32.2%	253	24.6%	407	26.8%
answered question	323		1,027		1,517	

common is the perception that transit is convenient and/or easy to use (56.7%). However, this reason, like others that might be considered matters of convenience (e.g. avoidance of the hassles of driving, the productivity gained by the relaxing nature of using transit), was not commonly selected by those with annual incomes of less than \$25,000, who instead indicated a lack of access to an automobile as their third most common reason for using transit (49.0%). Among those who do not have access to a personal automobile, that lack of access was the most commonly cited reason for using transit to commute to work (69.8%).

Concern for the environment has a notably greater influence on respondents' decision to use transit among work commuters than it does on respondents who use transit for other trip purposes. Over half (52.7%) of work commuters cited the environmental benefits of transit relative to driving as a reason for using transit.

The impacts of tolling on SR-520 are among the least important factors of the options provided; 10.2% of work respondents claimed the effect of SR-520 tolling on traffic as a reason for using transit (155/1,517) and 12.3% said SR-520 tolls are too expensive (186/1,517).

Consistent with the findings of the work commuter origin-destination analysis (see Table 2.40 on page 89), the routes most commonly used by

"I can work while commuting, so I'm only in the office six hours per day instead of eight, giving me a better work/life balance."

-Kathy, All-Around Transit User
Resident of Bothell

"I have two teenage drivers and we didn't want to purchase another vehicle, so I use community transit."

-Hillary, Work and Special Events User
Resident of Bothell

"My commute is shorter by bus than if I were to drive non-HOV."

-Jason, Work and Special Events User
Resident of Marysville

ROUTES WORKERS USE

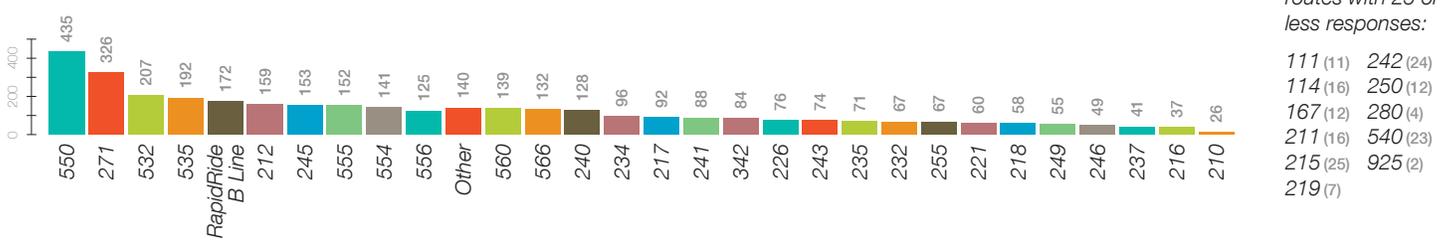


Figure 2.28 The most commonly used route by those who use transit to commute to work is Route 550 (435 respondents), slightly more than 100 respondents above the next most commonly used route (Route 271; 326 respondents).

respondents who commute to/from work using transit are Route 550 (29.4%), connecting Downtown Bellevue to Downtown Seattle, Route 271 (22.0%), connecting Issaquah to Seattle's University District via Downtown Bellevue, and Route 532 (14.0%), connecting Everett to Downtown Bellevue via Bothell (see Figure 2.28 and Table A.23 on page A53). Route 550 is the most commonly used route by more than 100 respondents.

Other routes commonly used by respondents when commuting to work include Route 535 (13.0%), connecting Lynnwood to Downtown Bellevue via Bothell, the RapidRide B Line (11.6%), connecting Downtown Bellevue to Redmond via Overlake, Route 212 (10.7%), connecting Eastgate to Downtown Seattle during peak hours, Route 245 (10.3%), connecting Kirkland to Factoria via Overlake and Eastgate, and Route 555 (10.3%), connecting Issaquah to Northgate via Eastgate and Downtown Bellevue. A total of 3,839 routes were selected by 1,480 unique respondents.

Over half (51.9%) of respondents who use transit to commute to work access transit by walking to a bus stop (see Figure 2.29 and Table A.24 on page A54). Most of the remaining respondents access transit from a Park & Ride (42.6%), the majority of which drive themselves (90.6%), while the rest are

"...[T]he new Rapid B Line and 550 are frequent enough that they are convenient to take."

-Gurvinder, All-Around Transit User
Resident of Seattle

"The B Line stuff is great! More of that."

-Richard, Work and School Commuter
Resident of Seattle

"It would be great if some local routes had Express services, particularly the 240."

-Sandy, Work Commuter
Resident of Renton

HOW WORKERS ACCESS TRANSIT

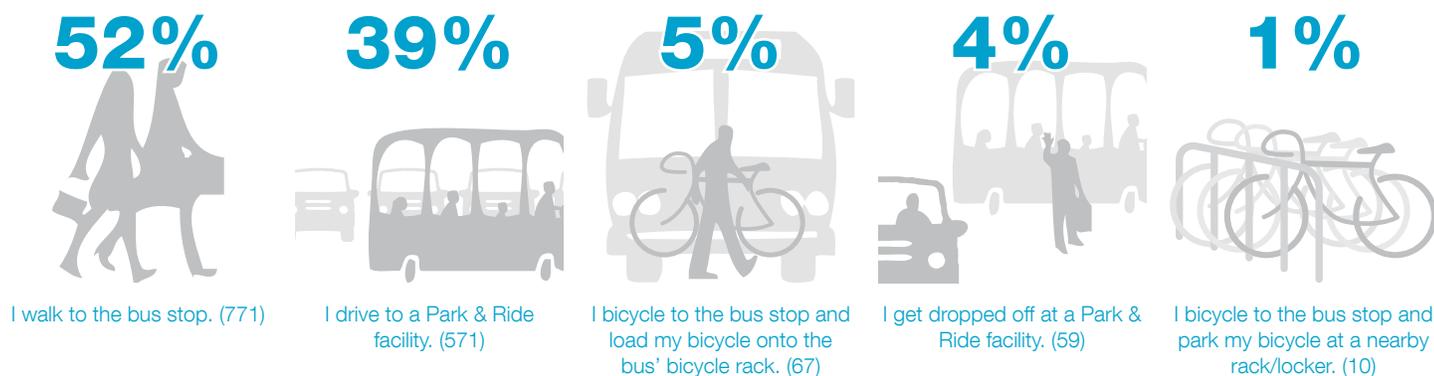


Figure 2.29 The most common way work commuters access transit is by walking to the bus stop (52.2%; 771/1,478), followed by driving to a Park & Ride facility (38.6%; 571/1,478). Of the 630 respondents who said they use a Park & Ride, 572 specified which facility.

Table 2.39 Number of transfers work commuters make when using transit to commute to/from work.

Number of Transfers	Count	Percent	Percent of Transfers
0 transfers	901	60.6%	
1 transfer	459	30.8%	78.2%
2 or more transfers	128	8.6%	21.8%
respondents		1,488	

dropped off there by someone else (9.4%). 572 of the 630 respondents who said they either drive to or get dropped off at a Park & Ride identified one or more facilities they use; 59 respondents (10.3%) included the South Bellevue Park & Ride among the facilities they use.

Respondents who use transit to commute to work are more likely than respondents using transit for any other trip purpose to access transit by bicycle, with 5.2% indicating that they do so. Of the 77 respondents who bicycle to the bus stop, 87.0% bring their bicycle with them by loading it on the bus' bicycle rack.

Nearly two-thirds (60.6%) of work commuters have direct trips from their point of origin to their place of employment (see Table 2.39). Of the respondents who must transfer buses to reach their destination, 78.2% must transfer once and the remaining 21.8% must transfer two or more times. 328 work commuters provided write-in responses estimating how long they typically wait between connecting buses. Of these, one-quarter (24.7%) estimated that they typically wait 10 minutes, and another 25.0% wait longer than 15 minutes. The median estimated wait time is 12.5 minutes, and the average wait time is 14.3 minutes.

24.0% of respondents who use transit to commute to/from work live in Bellevue (325/1,354) and 23.3% live in Seattle (315/1,354; see Figure 2.31 on page 90). Small clusters live within a quarter mile of Downtown Bellevue (4.0%; 54/1,354) or Downtown Seattle (3.4%; 46/1,354).

Figure 2.30 is a detailed map of the destination regions work locations were categorized into. Table 2.40 lists the response counts and percentages for each destination region by place of residence. 1,422 respondents provided a name, address, or nearest street intersection when asked for the location of their place of employment (1,385 of which were identifiable addresses; see Figure 2.32 on page 91).

Figure 2.30 Destination regions of transit trips in Bellevue.

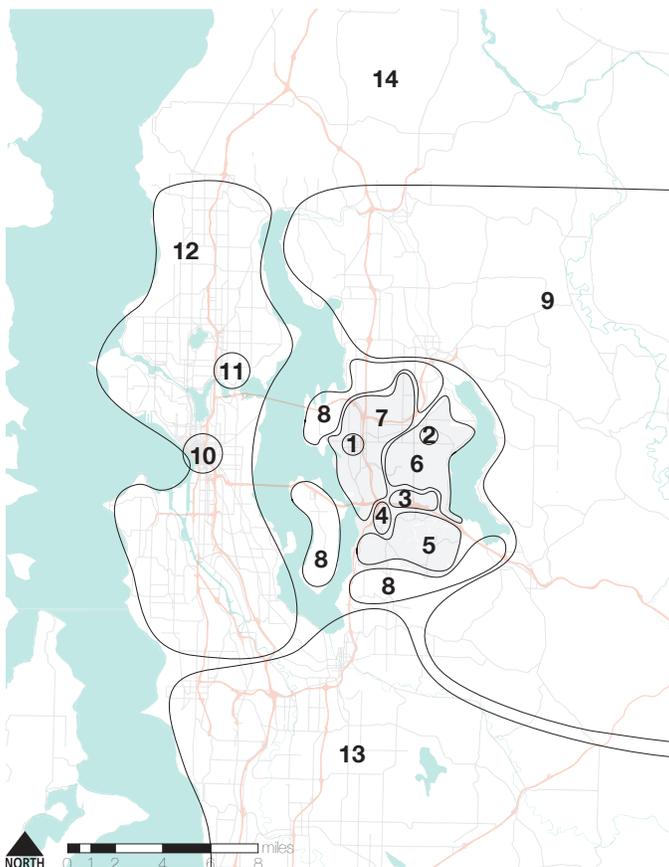


Table 2.40 Destination of work related transit trips filtered by place of residence.

Destination Region	Place of Residence											
	All Workers		Bellevue		Non-Bellevue		Seattle		Kirkland		Renton	
1 Bellevue – Downtown	713	51.5%	72	24.2%	608	61.4%	178	58.6%	41	48.8%	39	59.1%
2 Bellevue – Crossroads	7	0.5%	2	0.7%	2	0.2%	0	0.0%	2	2.4%	0	0.0%
3 Bellevue – Eastgate	74	5.3%	12	4.0%	49	4.9%	17	5.6%	5	6.0%	3	4.5%
4 Bellevue – Factoria	204	14.7%	32	10.8%	156	15.7%	64	21.1%	8	9.5%	9	13.6%
5 Bellevue – South Bellevue	2	0.1%	1	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
6 Bellevue – East Bellevue	12	0.9%	5	1.7%	6	0.6%	2	0.7%	1	1.2%	0	0.0%
7 North or West Bellevue	84	6.1%	11	3.7%	67	6.8%	17	5.6%	5	6.0%	4	6.1%
8 Neighboring Communities	64	4.6%	21	7.1%	35	3.5%	14	4.6%	5	6.0%	3	4.5%
9 Other East King County	39	2.8%	15	5.1%	22	2.2%	6	2.0%	2	2.4%	4	6.1%
10 Seattle – Downtown	94	6.8%	63	21.2%	26	2.6%	2	0.7%	9	10.7%	1	1.5%
11 Seattle – University District	31	2.2%	21	7.1%	6	0.6%	2	0.7%	1	1.2%	2	3.0%
12 Other West King County	58	4.2%	41	13.8%	14	1.4%	2	0.7%	5	6.0%	1	1.5%
13 South King County	3	0.2%	1	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
14 Outside King County and/or Other	5	0.4%	4	1.3%	1	0.1%	0	0.0%	1	1.2%	0	0.0%
respondents	1,385		297		991		304		84		66	

Destination Region	Place of Residence											
	All Workers		Redmond		Issaquah		Bothell		Sammamish		No Response	
1 Bellevue – Downtown	713	51.5%	30	50.8%	25	55.6%	44	72.1%	18	62.1%	33	34.0%
2 Bellevue – Crossroads	7	0.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	3.1%
3 Bellevue – Eastgate	74	5.3%	7	11.9%	4	8.9%	5	8.2%	0	0.0%	13	13.4%
4 Bellevue – Factoria	204	14.7%	8	13.6%	8	17.8%	5	8.2%	9	31.0%	16	16.5%
5 Bellevue – South Bellevue	2	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.0%
6 Bellevue – East Bellevue	12	0.9%	1	1.7%	0	0.0%	0	0.0%	0	0.0%	1	1.0%
7 North or West Bellevue	84	6.1%	2	3.4%	3	6.7%	5	8.2%	1	3.4%	6	6.2%
8 Neighboring Communities	64	4.6%	4	6.8%	0	0.0%	1	1.6%	0	0.0%	8	8.2%
9 Other East King County	39	2.8%	3	5.1%	1	2.2%	1	1.6%	0	0.0%	2	2.1%
10 Seattle – Downtown	94	6.8%	2	3.4%	2	4.4%	0	0.0%	1	3.4%	5	5.2%
11 Seattle – University District	31	2.2%	1	1.7%	0	0.0%	0	0.0%	0	0.0%	4	4.1%
12 Other West King County	58	4.2%	1	1.7%	2	4.4%	0	0.0%	0	0.0%	3	3.1%
13 South King County	3	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.1%
14 Outside King County and/or Other	5	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
respondents	1,385		59		45		61		29		97	

Note: multiple selections were allowed. Percentages shown in the "Place of Residence" section reflect the percentage of total respondents from a given home city (origin) who use transit for work in the indicated destinations. The eight cities with 100 or more total survey respondents are shown.

Of the 1,385 respondents, over half (51.5%; 713 respondents) identified a work location in Downtown Bellevue, making it the most common destination for work commuters overall and for each of the eight municipalities with at least 100 respondents. This is the only trip purpose for which Downtown Seattle is not the most common destination, instead ranking third overall among work commuters (6.8%).

Additional concentrations work in Factoria (14.7%; 204/1,385), Downtown Seattle (6.8%; 94/1,385),

ORIGIN OF WORK TRIPS

FOR TRANSIT USERS

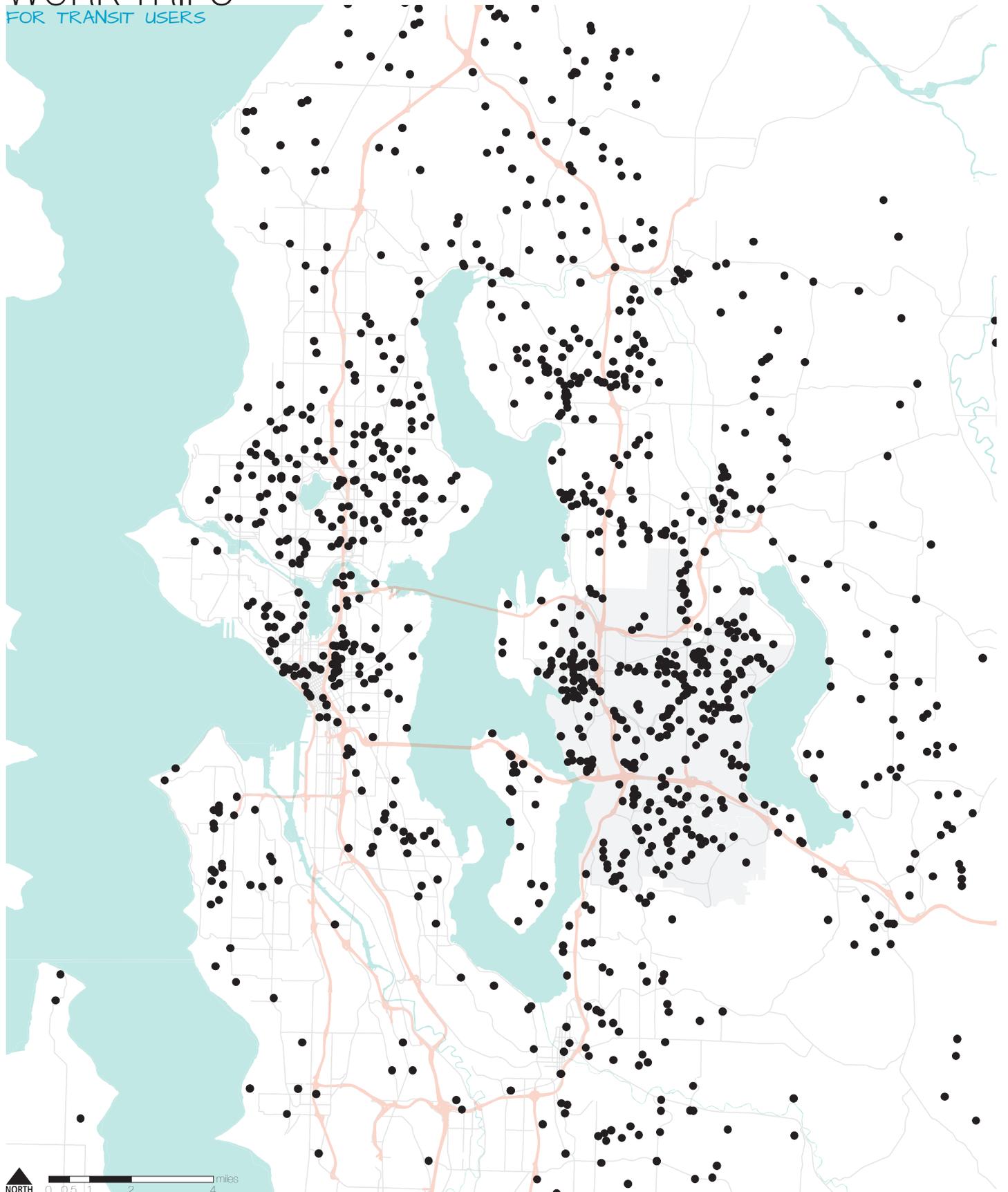


Figure 2.31 The origins of respondents who use transit to commute to work are scattered; 24.0% live in Bellevue (325/1,354) and 23.3% live in Seattle (315/1,354). Small clusters are within ¼ mile of Downtown Bellevue (4.0%; 54) or Downtown Seattle (3.4%; 46).

DESTINATION OF WORK TRIPS FOR TRANSIT USERS

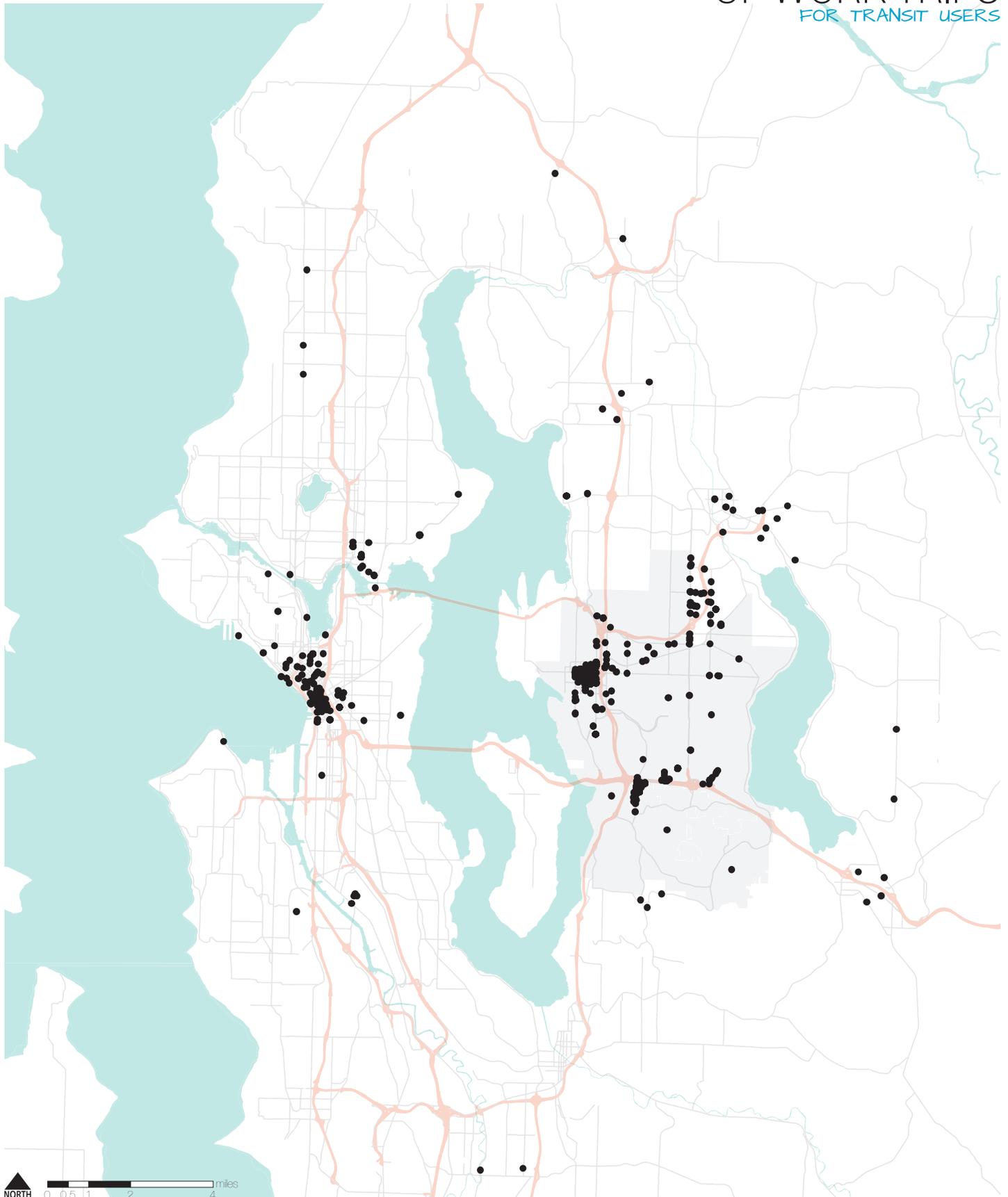


Figure 2.32 51.5% of work locations provided by employees who use transit are in Downtown Bellevue (713/1,385), with additional concentrations in Downtown Seattle (6.8%; 94), Factoria (14.7%; 204), and near Microsoft in Redmond (4.9%; 69).



Figure 2.34 Standing loads on Route 243 during the afternoon peak (5:20 p.m.).

and near Microsoft in Redmond (5.0%; 69/1,385). A total of 1,321 respondents provided both a home and employment location/name.

Although Downtown Bellevue is the most common work destination for Bellevue residents, it is a significantly less common destination for Bellevue residents (24.2%) than for non-Bellevue residents (61.4%). Factoria is the second most common destination overall among respondents who use transit to commute to work (14.7%), but it ranks as the fourth most common work destination among Bellevue residents (10.8%). Instead, Bellevue residents who use transit to commute to work are significantly more likely to work in Downtown Seattle (21.2%), or elsewhere in west King County (excluding Downtown Seattle and the University District; 13.8%).

As shown in see Figure 2.33, the top three issues experienced among all work commuters (multiple selections were allowed) were:

- “I had to stand while riding the bus because every seat was occupied.” – 65.1% (880/1,351).
- “I was unable to stay out of the rain/snow/wind while waiting at my bus stop because there is no shelter/the shelter is too small” – 51.1% (690/1,351).
- “I was late for work/ an appointment because the bus arrived at my stop more than five minutes late” – 48.1% (650/1,351).

ISSUES EXPERIENCED BY WORK COMMUTERS



Figure 2.33 The three most common issues experienced among respondents who use transit to commute to work are shown above. See question 11 in the Technical Appendix for a complete list of the options.

Table 2.41 on page 94 summarizes the write-in responses submitted regarding issues experienced while riding the bus. Responses were categorized into fourteen primary themes and corresponding sub-themes—221 responses were provided by the 112 unique respondents. Issues related to reliability represent the most common theme (29.5% of respondents), most of which address late arrivals. 23.2% of respondents expressed dissatisfaction with recent service changes; 20.5% noted an insufficient supply of parking at Park & Ride facilities; and 13.4% stated that buses are overcrowded.

While several notable trends may be observed about the priorities of work commuters from Table A.25 on page A55 and Table A.27 on page A57, the point to most emphasize is the particular importance that work commuters place on frequency of weekday service. As might be anticipated for work commuters, whose transit use tends to focus on the five-day work week, this propensity comes at the expense of concern for weekend service frequency, which work commuters assign the lowest percentage of points of any service quality by any trip purpose group (7.2% overall).

Work commuters assigned weekday service frequency more points overall (16.6%; see Table A.27) than any other trip purpose group, and while residents of Seattle are more likely to prioritize this quality than Bellevue residents among all trip purposes, Bellevue residents also rank this as the most important quality for commuting to work.

Although Bellevue residents, both among transit users overall and among work commuters, ranked frequency of weekday service as the most common top and second priorities (Table A.25), on the point-based scale, schedule reliability was ranked the top priority for Bellevue's transit users overall (15.7%; Table A.27), while frequency of weekday service was ranked the top priority for Bellevue's work commuters (16.7%). Shopping users are the only other trip

"Overcrowding on the 550 is getting to the point where I am considering driving."

-Katie, All-Around Transit User
Resident of Bellevue

"Main detracting factors include on-time reliability and open seat availability, particularly for the 271 during peak hours."

-Anonymous Work and Social Transit User
Resident of Seattle

"Schedule articulated buses for high morning usage. More times than not, 532/535 express single buses are standing room only at 6:50AM, but a bus 5 minutes later is articulated."

-Vicky, Work Commuter
Resident of Bothell

"I have missed the morning 271 back to Bellevue several times because the bus driver comes a couple of minutes early and leaves right away, so I have to wait 15 minutes in the rain/cold before the next bus comes."

-Anonymous All-Around Transit User
Resident of Bellevue

"I'd like to take the 249, but it runs too infrequently."

-Heather, Work and Special Event User
Resident of Bellevue

"Infrequent service means 30 minute wait time if you miss your connection from Seattle."

-David, Work Commuter
Resident of Bellevue

Table 2.41 Themes of write-in responses to issues experienced by respondents who commute to/from work using transit.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Accessibility & Service Coverage	15	6.8%	13.4%
<i>Bicycle Access to Evergreen Point Negatively Affected by Construction</i>	1	0.5%	0.9%
<i>Bus Stops are Too Far Away</i>	4	1.8%	3.6%
<i>Transit Does Not Serve My Neighborhood</i>	5	2.3%	4.5%
<i>No Sidewalks Available to/at Bus Stop</i>	5	2.3%	4.5%
Bicycle Issues	3	1.4%	2.7%
<i>Buses Don't Have Enough Bike Racks</i>	3	1.4%	2.7%
Comfort	21	9.5%	18.8%
<i>Buses Are Overcrowded</i>	15	6.8%	13.4%
<i>Buses Are Uncomfortable</i>	1	0.5%	0.9%
<i>Issues Related to Shelters</i>	5	2.3%	4.5%
Connections & Transfers	10	4.5%	8.9%
<i>Connections Are Poorly Timed/Planned</i>	5	2.3%	4.5%
<i>Missed Connection Due to Late Arrival</i>	4	1.8%	3.6%
<i>Too Many Transfers Required</i>	1	0.5%	0.9%
Frequency	7	3.2%	6.3%
<i>Increase Frequency</i>	7	3.2%	6.3%
Information	3	1.4%	2.7%
<i>Route/Schedule Information is Inaccurate</i>	3	1.4%	2.7%
Park & Rides	24	10.9%	21.4%
<i>There is Insufficient Parking Available at P&R Lot(s)</i>	23	10.4%	20.5%
<i>Concerned About Safety at P&R Lot(s)</i>	1	0.5%	0.9%
Reliability	33	14.9%	29.5%
<i>Bus Maintenance Problems</i>	2	0.9%	1.8%
<i>Buses Arrive at Stops Late</i>	16	7.2%	14.3%
<i>Buses Do Not Show Up</i>	10	4.5%	8.9%
<i>Buses Leave Stops Early</i>	5	2.3%	4.5%

purpose group to value frequency of weekday service more highly than schedule reliability on the point scale.

Work commuters who reside in Bellevue ranked schedule reliability/on-time service as the top priority less commonly than respondents overall (16.6% versus 21.2%; Table A.25). This quality is ranked the third most common top priority among Bellevue work commuters; however, unlike the case of transit users overall, it is speed of service—not stop proximity—that replaces reliability as the second most common top priority. This is further reflected in Table A.27 on page A57, which illustrates that Bellevue residents share in the overall trend ranking speed of service as the

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Safety & Security	3	1.4%	2.7%
<i>Buses and/or Bus Stops Do Not Feel Safe</i>	3	1.4%	2.7%
Service & Span	17	7.7%	15.2%
<i>Add Service in Offpeak Hours</i>	4	1.8%	3.6%
<i>Add Service Midday</i>	7	3.2%	6.3%
<i>Add Service on Weekends</i>	1	0.5%	0.9%
<i>Extend Peak Service Hours</i>	5	2.3%	4.5%
Service Quality & Customer Service	14	6.3%	12.5%
<i>Bus Operators Are Rude/ Unhelpful/ Etc</i>	3	1.4%	2.7%
<i>Bus Operators Miss Passengers at Bus Stops</i>	2	0.9%	1.8%
<i>Negative Feedback About Service</i>	3	1.4%	2.7%
<i>Positive Feedback About Service Quality</i>	6	2.7%	5.4%
Travel Time	17	7.7%	15.2%
<i>Delays Due To Traffic</i>	1	0.5%	0.9%
<i>Delays in Downtown Seattle Transit Tunnel</i>	3	1.4%	2.7%
<i>Too Many Bus Stops</i>	3	1.4%	2.7%
<i>Transit is Too Slow</i>	10	4.5%	8.9%
Miscellaneous Issues	37	16.7%	33.0%
<i>Dissatisfied with Recent Service Changes</i>	26	11.8%	23.2%
<i>Issues Related to Snow</i>	11	5.0%	9.8%
Miscellaneous Reasons	13	11.5%	11.6%
<i>Other / No Issues</i>	13	5.9%	11.6%
<i>Other Comments</i>	11	5.0%	9.8%
total categorized responses	221		
total unique respondents	112		

Table 2.42 Partial comparison of service quality priorities among all respondents and work commuters who use transit in Bellevue. The priorities ranked first, second, and third most often by all transit users and work commuters are highlighted blue.

	First		Second				Third				Response Count			
	All	Work												
Speed of service	498	22.1%	255	21.3%	408	18.1%	227	18.9%	332	14.7%	210	17.5%	2,251	1,200
Frequency of weekday service	554	24.9%	371	30.8%	533	24.0%	314	26.1%	357	16.1%	190	15.8%	2,221	1,204
Frequency of weekend service	81	3.6%	35	2.9%	118	5.2%	48	4.0%	163	7.2%	67	5.5%	2,249	1,211
Frequency of evening/night service	75	3.3%	25	2.0%	149	6.5%	80	6.4%	207	9.0%	119	9.6%	2,296	1,243
Schedule reliability/on-time performance	478	21.5%	294	24.3%	432	19.4%	256	21.2%	494	22.2%	264	21.8%	2,225	1,209
Connections	169	7.4%	70	5.7%	286	12.5%	133	10.9%	306	13.4%	144	11.8%	2,287	1,223
Stop proximity	429	18.1%	171	13.5%	308	13.0%	142	11.2%	306	12.9%	165	13.0%	2,371	1,266
Comfort	115	4.7%	68	5.2%	177	7.2%	94	7.1%	207	8.4%	112	8.5%	2,455	1,319
total by rank	2,399		1,289		2,411		1,294		2,372		1,271			

Table 2.43 Investment priorities of respondents who use transit in Bellevue to commute to/from work.

Reason	Count	Percent
Improve service speed and reliability by investing in roadway and traffic signal infrastructure.	470	34.4%
Provide real-time bus arrival information signs at major stops.	272	19.9%
Increase vehicle parking capacity at Park and Ride lots.	171	12.5%
Other	132	9.7%
Provide additional route, schedule, and wayfinding information at bus shelters.	129	9.4%
Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	68	5.0%
Improve comfort at bus stops with improvements like additional seating and other street furniture.	41	3.0%
Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	34	2.5%
Improve safety at bus stops by providing additional street lighting.	29	2.1%
Repair City-owned streets used as transit corridors to improve ride quality/comfort.	18	1.3%
Increase bicycle parking capacity at Park and Ride lots.	3	0.2%

respondents 1,367

"Partner with transit agencies to build necessary infrastructure for transit speed and reliability."
 -Anonymous All-Around Transit User
 Residence Unknown

"Transit agencies need to find a way to communicate with riders when a particular route is delayed. It is extremely frustrating not to know if your bus is going to show up or if you should use alternate routes."
 -Becky, All-Around Transit User
 Resident of Seattle

"Allow more commercial and residential density in nodes and corridors, with true pedestrian orientation between buildings and transit stops."
 -Mike, Work and Special Events User
 Resident of Kirkland

third highest priority, unlike Bellevue residents among transit users overall (see Table A.18 on page A44).

Well-timed connections between routes received a smaller share of the total points assigned among work commuters (11.5% of points) than among any other trip purpose group. Two respondents describe the interrelationships between several qualities that may help to explain the reason for this trend:

"[I]f your frequency decreases, timed connections become more important. What really matters is the time I have to wait. [I]f I have a well-timed connection but have to wait 30 minutes because my late bus just missed it, it's not much help. In order to encourage transfers you need frequency."

-Christian, All-Around Transit Rider
 Resident of Seattle

"Speed and frequency of service goes a long way to make up for schedule reliability and connection timing."

-Anonymous Former Rider
 Resident of Kirkland

34.4% of respondents who use transit to commute to/from work believe that the best way for the City to invest municipal resources to improve transit is to "improve service speed and reliability by investing in roadway and traffic signal infrastructure" (see Table 2.43 and Figure 2.35). Speed- and reliability-related infrastructure investment is almost unanimously the highest priority among variously segmented work commuter groups (Table A.28 on page A59). Unlike among transit users overall, among which Bellevue residents favor investment in real-time arrival information (24.4%; Table A.11 on page A28), Bellevue's work commuters join the majority of respondent groups in favoring speed- and reliability-related infrastructure investment. However, they still notably prioritize infrastructure improvements with significantly less frequency than transit users overall (25.5% versus 34.4%, respectively; Table A.28).

Workers between the ages of 25–34 are especially likely to favor improving service speed and reliability as the best way to invest municipal resources (41.8%; see Table A.28 on page A59).

Among respondents who are 65 years of age and over, support for increasing vehicle capacity at Park & Rides is lower among work commuters (18.8%) than among transit users overall (25.3%), ranking as their third highest priority instead of their first. Still, this group continues to support investments increasing Park & Ride vehicle capacity with greater frequency than work commuters overall (12.5%). Conversely, support for such Park & Ride investments is higher among some groups of work commuters than for the same groups among all transit users. This includes those who work in Downtown Seattle and the

"[There are] 4,000 employees on our [Factoria] campus and no close transit stop without standing on a busy corner in the rain."

-Sharon, All-Around Transit User
Resident of Mercer Island

"For those of us who commute into Downtown Seattle, it isn't very realistic to catch the bus from our neighborhoods and transfer. So we depend upon the Park and Rides. It is therefore crucial that adequate parking spaces be provided at the Park and Rides in order for Bellevue residents to use transit for commuting."

-Sarah, Work and Special Event User
Resident of Bellevue

"Bicycling through Bellevue is very difficult, there are virtually no easy routes."

-Jiri, All-Around Transit User
Resident of Renton

HOW SHOULD THE CITY INVEST?

ACCORDING TO WORK COMMUTERS

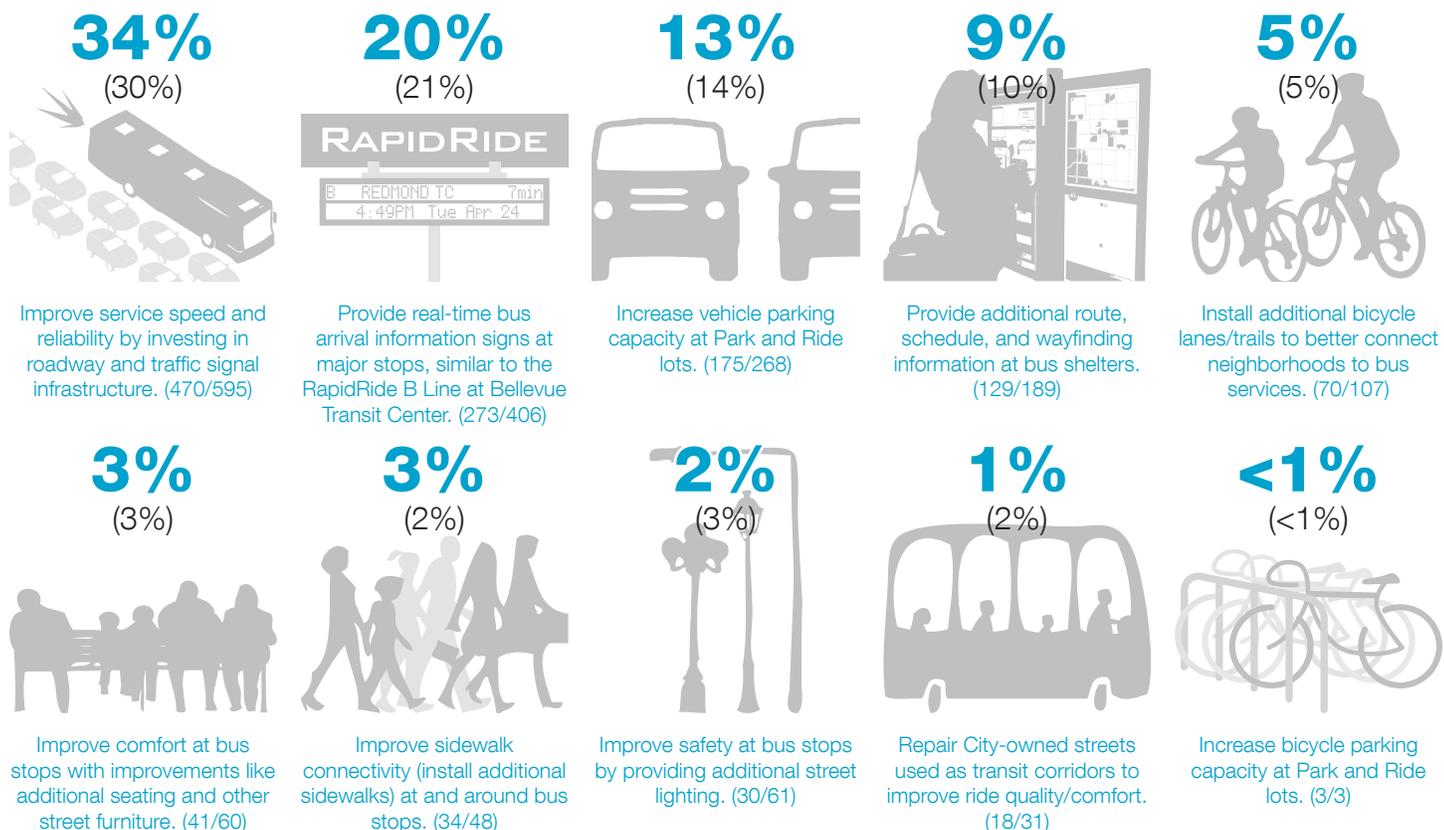


Figure 2.35 The percentages displayed are for workers who use transit to commute. The percentages for current transit users overall are shown in parentheses for comparison (note: the counts shown below each icon are [work respondents]/[total current transit user respondents]). The most common way work commuters think the City should invest municipal resources to improve transit service in Bellevue is by “improving service speed and reliability by investing in roadway and traffic infrastructure” (34.4%; 470/1,366 respondents). In addition to the options listed above, 9.0% of workers (123/1,366) chose “other.”

Table 2.44 Advocacy priorities of respondents who use transit in Bellevue to commute to/from work.

Quality of Service	Count	Percent
Increase Frequency During Peak	518	38.4%
Increase Frequency to Reduce Overcrowding	180	13.4%
Increase Vehicle Capacity at Park & Rides	114	8.5%
Other	112	8.3%
Increase Frequency During Midday	108	8.0%
Revise Schedules to Improve Connections	82	6.1%
Expand Service Coverage in Bellevue	60	4.5%
Extend Service at Night on Weekdays	33	2.4%
Increase Frequency During Late Night	32	2.4%
Install Additional Shelters	32	2.4%
Increase Frequency on Weekends	26	1.9%
Expand ORCA Sales Locations in Bellevue	20	1.5%
Extend Service at Night on Weekends	16	1.2%
Increase Bicycle Capacity at Park & Rides	15	1.1%
respondents	1,348	

"I sometimes have to pass two Park & Ride lots on my route before finding a parking space. By that time, I've driven half way to work."
 -Don, All-Around Transit User
 Resident of Kirkland

"Advocate for expanding service to underserved areas. Especially in areas where there is higher poverty and population density."
 -Anonymous All-Around Transit User
 Resident of Medina

"When the [East] Link Light Rail is completed, sync bus schedule arrivals with train arrivals/departures so people can get off the bus and not have to wait any more than 5-10 min for the train and vice versa."
 -Timothy, All-Around Transit User
 Resident of Bellevue

University District (24.4% and 17.9%, respectively), both of whom rank this as their second highest priority.

Those who access transit by bicycling to a bus stop are the only group to rank installation of additional bike lanes/trails as the best way to use municipal resources is to invest in transit (39.1%)—and this percentage is higher among work commuters than among transit users overall (34.0%). Respondents who access transit by driving to a Park & Ride more highly prioritize vehicle parking capacity improvements at Park & Ride lots than work commuters overall (23.7% versus 12.5%, respectively).

Table 2.44 summarizes work commuters' priorities for advocacy to transit agencies. Comparing these to Table A.28 on page A59, it can be seen Bellevue residents who use transit to commute to work share the same two top agency advocacy priorities as transit users overall—increasing peak service frequency and increasing frequency to reduce overcrowding (26.6% and 11.3%, respectively)—but they value both of these less highly than work commuters overall (38.4% and 13.4%, respectively). Expansion of service coverage in Bellevue is only the fourth-ranked advocacy priority among work commuters—not third, as among transit users overall (Table A.13)—yet Bellevue work commuters value it significantly more than work commuters overall (10.0% versus 4.5%, respectively). Those whose destinations include Factoria value an increase in midday frequency more highly than other work commuters, ranking this the second priority for advocacy to transit agencies (11.5%). Revising schedules to improve connections ranks third among commuters whose place of employment is in Factoria (7.1%).

The preferences expressed by work commuters for addressing a future budget shortfall scenario are largely similar to those expressed by transit users overall (Table 2.43; Table A.30 on page A66). Nearly half (46.1%) of work commuters support extending

the CRC, and more than 25% support a combination of raising fares and revising service to reduce operating costs (see Table 2.43). Unlike transit users overall, work commuters, including those who reside in Bellevue, tend to favor finding new revenue sources slightly over reducing/eliminating low-performance routes, reversing the third and fourth most commonly preferred solutions.

Compared with work commuters generally and those residing in Bellevue, work commuters residing in Seattle tend to more strongly favor revenue-increasing solutions, including extending the CRC (55.9% versus 46.1% overall) and seeking new revenue sources (28.0% versus 22.8% overall), and find greater disfavor in service reduction solutions, including reduction or elimination of low-performing routes (16.4% versus 22.1% overall).

Table 2.45 Preferred solutions to hypothetical future budget shortfall scenarios of respondents who use transit in Bellevue to commute to/from work.

Quality of Service	Count	Percent
Extend the Congestion Reduction Charge (CRC)	622	46.1%
Raise Fares & Reduce Operating Costs	357	26.5%
Find New Revenue Sources	308	22.8%
Reduce/Eliminate Low Ridership Routes	298	22.1%
Reduce/Eliminate Select Weekend Service	176	13.1%
Reduce/Eliminate All Sunday Service	165	12.2%
Reduce Frequency for Select Night Service	156	11.6%
Reduce Frequency for Select Off-Peak Service	136	10.1%
Other	117	8.7%
respondents		1,348

"I am grateful for keeping all routes and not reducing them by 17 percent as it was planned. Bus drivers kept a job and bus riders have flexibility to get where they want. Thanks!"

*-Olena, Work and School Commuter
Resident of Seattle*

"Service reductions will kill transit as a viable alternative as more and more people decide they simply can't make a reduced schedule work for them. We have the foundation of a great transit system here, but for it to grow into a truly amazing transit system, ways of increasing revenue and ridership must be found."

*-Justin, Work Commuter
Resident of Tacoma*

"[Implement a] graduated CRC based on [the] Blue Book value of [a] vehicle."

*-Anonymous All-Around Transit User
Resident of Seattle*

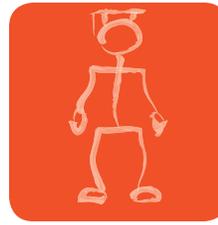
"Toll more bridges, increase gas prices, and encourage more people to use transit, [thereby] increasing revenues into King County. Do not tax people \$20 for leaving their cars at home. Reward good behavior."

*-Alexandra, All-Around Transit User
Resident of Seattle*

Table 2.46 Frequency of using transit in Bellevue to commute to school.

Frequency	Response Percent	Response Count
Daily	45.1%	105
Often	28.8%	67
Occasionally	18.5%	43
Rarely	6.4%	15
Never	1.3%	3
respondents		233

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.



School

A total of 241 respondents use transit to commute to school (11.1% of 2,167 respondents). Of these, 45.1% commute to school daily (105/233; see Table 2.46) and over half have been using transit for their school commute for more than one year (55.5%; see Table 2.47). The distribution of length of time using transit to commute to school is more spread than for those using transit to commute to work (compare Figure 2.36 to the skew seen in Table 2.36 on page 83).

When asked how they typically access transit when commuting to/from school, 84.9% of 219 respondents claimed to walk to the bus stop while 12.3% claimed to use a Park & Ride facility (see Figure 2.37). 23 of the 27 respondents who said they either drive to or get dropped off at a Park & Ride identified the facility they use; seven respondents (30.4%) included the Eastgate Park & Ride among the facilities they use. School commuters are the least likely of all trip purpose groups to use a Park & Ride facility to access transit. However, those who do are more likely to be dropped off there by someone else (8.2%) than they are to drive there themselves (4.1%). This is the only trip purpose for which this is the case—all others are significantly more likely to drive to a Park & Ride themselves than be dropped off there by someone else.

Table 2.47 Length of time using transit in Bellevue to commute to school.

Length of Time Using Transit	Response Percent	Response Count
5 years +	6.5%	15
3-5 years	20.0%	46
1-2 years	27.8%	64
10-12 months	4.3%	10
6-9 months	16.1%	37
3-5 months	14.8%	34
Less than 3 months	10.4%	24
respondents		230

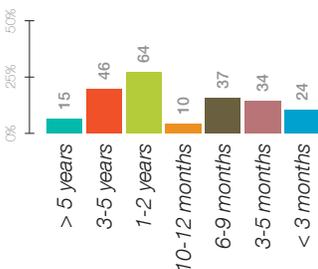


Figure 2.36 The distribution of length of time using transit for school commuting purposes is spread.

50.0% of respondents provided a home address or nearest street intersection in Bellevue (94/188) and 14.4% in Seattle (27/188; see Figure 2.39 on page 102). 205 respondents provided a name, address, or nearest street intersection when asked for the location of their school (see Figure 2.40 on page

HOW STUDENTS ACCESS TRANSIT



Figure 2.37 The most common way school commuters access transit – by a wide margin – is walking to the bus stop (84.9%; 186/219).

103); of these, 53.7% attend Bellevue College (110 respondents), 26.8% attend a secondary school in Bellevue (55 respondents), and 13.7% attend the UW (28 respondents). A total of 173 respondents provided both a home address and school name/location.

Of respondents who use transit to commute to school, 43.9% claimed Route 271 is among the routes they use (95/214)—the most commonly-used route by nearly twice the next highest selection (see Figure 2.38). Route 550, the most commonly-used route among work commuters (see Figure 2.28 on page 86), was selected by only 10.3% of school commuters. A total of 497 routes were selected by 214 unique respondents.



PHOTO BY John Tiscornia

ROUTES STUDENTS USE

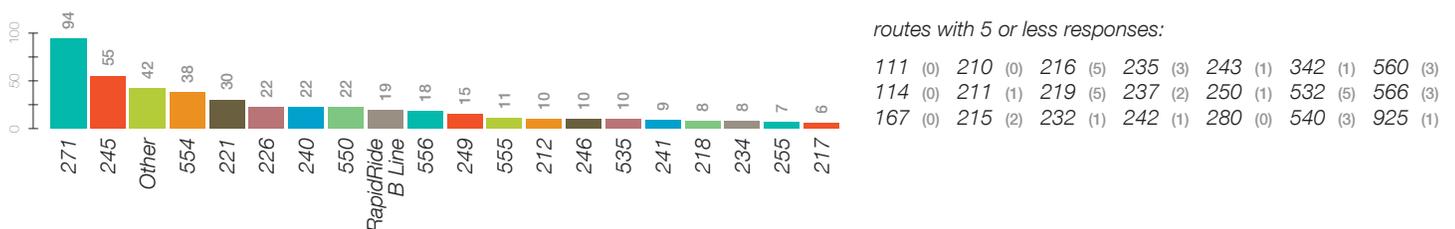


Figure 2.38 The most commonly used route by those who use transit to commute to school is Route 271 (94/214 respondents; 43.9%), 39 respondents above the next most commonly used route (Route 245).

ORIGIN OF SCHOOL TRIPS

FOR TRANSIT USERS

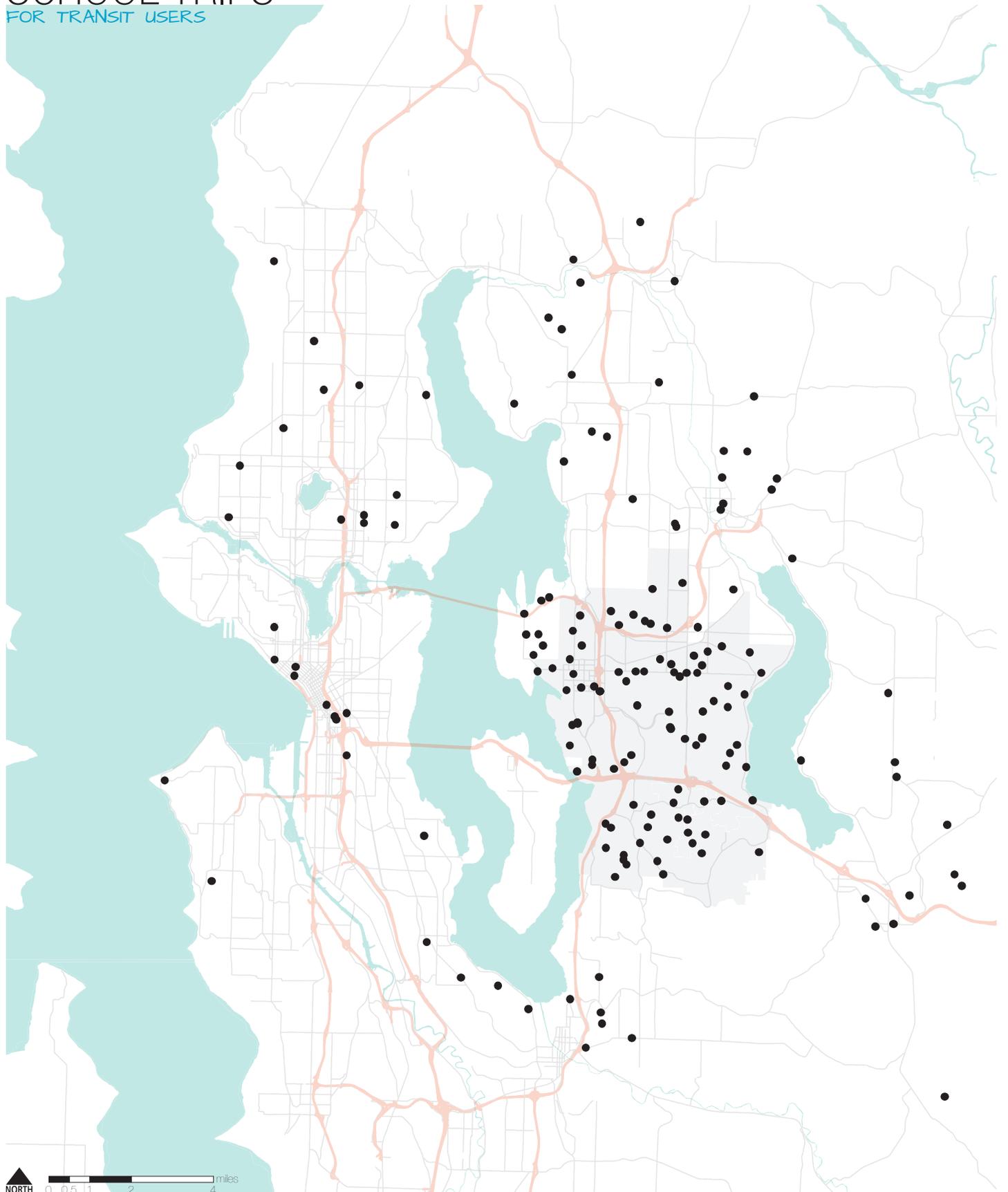


Figure 2.39 50.0% of respondents who said they use transit to commute to school live in Bellevue (94/188) and 14.4% live in Seattle (27/188).

DESTINATION OF SCHOOL TRIPS FOR TRANSIT USERS

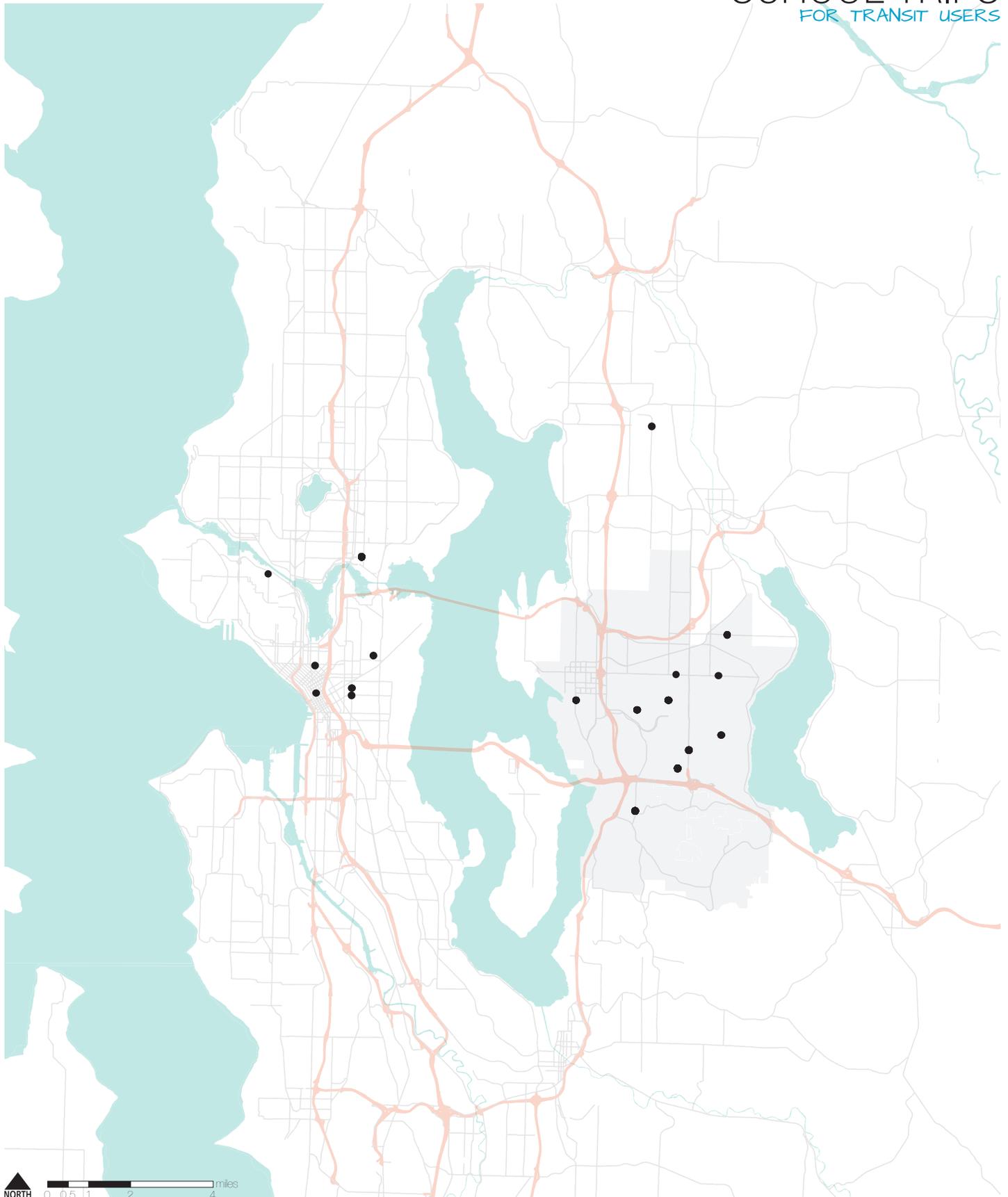


Figure 2.40 Students are using transit in Bellevue primarily to commute to Bellevue College (53.7%; 110), secondary schools in Bellevue (26.8%; 55), or the University of Washington, Seattle Campus (13.7%; 28). A total of 205 respondents provided the location of their school.

Table 2.48 shows the three most common routes used by those who attend Bellevue College, secondary schools in Bellevue, and the UW. The three most common routes selected by Bellevue College respondents are the same as for all school commuters (Routes 271, 245, and 554). A higher percentage of Bellevue College students use each of these routes than school commuters overall (Route 271 – 46.4% versus 39.4%; Route 245 – 31.8% versus 22.8%; and Route 554 – 30.0% versus 15.8%).

Routes 271 and 245 are also the most common routes used by respondents who attend secondary schools in Bellevue. However, Route 245 is the most common in this case (14 respondents), followed by Route 271 (10 respondents), and Route 249 (9 respondents). 34.5% of secondary school commuters use Route 245 (compared to 22.8% of school commuters overall) while 25.5% use Route 271 (compared to 39.4% of school commuters overall).

The three most common routes selected by UW respondents are Route 271, 556, and the RapidRide B Line. Route 271 is used by 82.1% of respondents who attend the UW (23/28), a significantly larger percentage than Bellevue College or secondary school commuters.

Table 2.48 and Table 2.49 show the frequency and proportion of route types used by respondents who use transit to commute to/from school. The three different route types considered are I-90, SR-520, and non-Seattle. I-90 routes include any route which travels in Bellevue and crosses Lake Washington via I-90. SR-520 routes include any route which travels in Bellevue and crosses Lake Washington via SR-520. Non-Seattle routes include any route which travels in Bellevue but does not cross Lake Washington and/or travel to Seattle.

Individual respondents may be counted multiple times when filtered by route type because they may use an I-90 route, a SR-520 route and/or a non-Seattle route. Non-Seattle routes are the most common route

Table 2.48 Type of route(s) used filtered by school attended.

	Count	% of Total School Commuters	% of School Commuters by School
Total school commuters	241		
Total who provided school location	205		
Route 271	95	39.4%	
Route 245	55	22.8%	
Route 554	38	15.8%	
I-90 route(s)	58	24.1%	
SR-520 route(s)	104	43.2%	
Non-Seattle route(s)	142	58.9%	
Total Bellevue College Commuters	110	45.6%	
Route 271	51	21.2%	46.4%
Route 245	35	14.5%	31.8%
Route 554	33	13.7%	30.0%
I-90 route(s)	40	16.6%	36.4%
SR-520 route(s)	57	23.7%	51.8%
Non-Seattle route(s)	72	29.9%	65.5%
Total Secondary School Commuters	55	22.8%	
Route 245	14	5.8%	34.5%
Route 271	10	4.1%	25.5%
Route 249	9	3.7%	18.2%
I-90 route(s)	7	2.9%	12.7%
SR-520 route(s)	11	4.6%	20.0%
Non-Seattle route(s)	47	19.5%	85.5%
Total UW, Seattle Commuters	28	11.6%	
Route 271	23	9.5%	82.1%
Route 556	8	3.3%	28.6%
Route Rapid Ride Line B	4	1.7%	17.9%
I-90 route(s)	3	1.2%	10.7%
SR-520 route(s)	24	10.0%	85.7%
Non-Seattle route(s)	8	3.3%	28.6%

Note: only the three most commonly selected routes are shown for each user type. I-90 routes include any route which travels in Bellevue and crosses Lake Washington via I-90. SR-520 routes include any route which travels in Bellevue and crosses Lake Washington via SR-520. Non-Seattle routes include any route which travels in Bellevue but do not cross Lake Washington and/or travel to Seattle.

Table 2.49 Total route selection(s) filtered by school attended.

	Count	% of Total Route Selections	% of Selections by School	% of Selections by Route Type
Total school commuters	241			
Total who provided school location	205			
Total Route selections	495			
I-90 routes	81	16.4%		
SR-520 routes	124	25.1%		
Non-Seattle routes	224	45.3%		
Routes which do not serve Bellevue	21	4.2%		
Bellevue College commuters	110			
Route selections	297	60.0%		
I-90 routes	68	13.7%	22.9%	84.0%
SR-520 routes	74	14.9%	24.9%	59.7%
Non-Seattle routes	140	28.3%	47.1%	62.5%
Secondary School commuters	55			
Route selections	95	19.2%		
I-90 routes	8	1.6%	8.4%	9.9%
SR-520 routes	15	3.0%	15.8%	12.1%
Non-Seattle routes	72	14.5%	75.8%	32.1%
UW, Seattle commuters	28			
Route selections	58	11.7%		
I-90 routes	5	1.0%	8.6%	6.2%
SR-520 routes	35	7.1%	60.3%	28.2%
Non-Seattle routes	12	2.4%	20.7%	5.4%

Note: I-90 routes include any route which travels in Bellevue and crosses Lake Washington via I-90. SR-520 routes include any route which travels in Bellevue and crosses Lake Washington via SR-520. Non-Seattle routes include any route which travels in Bellevue but do not cross Lake Washington and/or travel to Seattle.

type used (58.9%; 142/241 respondents; see Table 2.48) and the most common route selection made (45.3% 224/495 total route selections; see Table 2.49).

Approximately one third of Bellevue College respondents use at least one I-90 route, over half use at least one SR-520 route, and 65.5% use at least one non-Seattle route (see Table 2.48). 85.5% of secondary school respondents use at least one non-Seattle route while 85.7% of UW respondents use at least one SR-520 route.

Non-Seattle routes remain the most common route selection made by Bellevue College and secondary school respondents (47.1% and 75.8% of route selections by school, respectively; see Table 2.49). In

"I emphasize that transit allows for more productivity than driving (i.e. being able to study, work on assignments, or other similar activities)."

-Anonymous All-Around Transit User
Resident of Bellevue

"Please add a bus stop so my kids can get to high school using transit without having to walk in the dark or horrible weather for a mile."

-Karen, All-Around Transit User
Resident of Bellevue

"Since Route 222 has been eliminated it makes it very inconvenient for students that live in South Bellevue to get to Newport High School in the morning. There are many students living in South Bellevue who attend Newport High due to [the] Spanish program that is offered [there]."

-Jacob, All-Around Transit User
Resident of Bellevue

"I only take transit when my car is out of commission. Transit to/from school takes way too long to take it by choice."

-Melissa, School Commuter
Resident of Kirkland



PHOTO BY John Tiscornia

contrast, 60.3% of the route selections made by UW respondents are SR-520 routes (35/58).

These differences in route selection by school attended make sense given the location of each school. Students of secondary schools in Bellevue tend to live in Bellevue and are thus more likely to take a non-Seattle route. The UW is located closer to SR-520 than I-90 and so students are more likely to take a direct route to the campus via SR-520 (namely Route 271).

As previously noted, school commuters are the lone outlier from the three overarching trends present among the other trip purpose groups concerning qualities of service. Schedule reliability supplants frequency of weekday service as the most commonly selected top priority overall (19.9%), while among Bellevue residents the most common top priority is speed of service (23.7%; see Table A.36 on page A73). Speed of service is ranked as the second most common top and second priorities among school commuters overall (16.4% and 16.9%, respectively), instead of as the third most common like all other trip purpose groups.

School commuters are the only trip purpose group for which proximity of stops to home/destination(s) is ranked among the most common top three priorities overall – it is tied with speed of service as the second most common top priority (16.4%). Stop proximity is also the second most common top priority among Bellevue school commuters (19.4%). While also true of transit users overall, this is not the case for any other trip purpose. However, Bellevue residents who use transit to shop or attend special events ranked this as the third most common top priority, and both of these groups are the only two trip purpose groups to rank stop proximity among the three highest priorities on the points-aggregated scale (see Table A.37 on page A75).

Because the sample size of school commuters (201 respondents) is considerably smaller than all

Table 2.50 Partial comparison of service quality priorities among all respondents and school commuters who use transit in Bellevue. The priorities ranked first, second, and third most often by all transit users and students are highlighted blue.

	First				Second				Third				Response Count	
	All		School		All		School		All		School		All	School
Speed of service	498	22.1%	33	20.0%	408	18.1%	34	20.6%	332	14.7%	26	15.8%	2,251	165
Frequency of weekday service	554	24.9%	31	19.1%	533	24.0%	38	23.5%	357	16.1%	30	18.5%	2,221	162
Frequency of weekend service	81	3.6%	1	0.6%	118	5.2%	9	5.4%	163	7.2%	20	11.9%	2,249	168
Frequency of evening/night service	75	3.3%	8	4.7%	149	6.5%	8	4.7%	207	9.0%	12	7.0%	2,296	171
Schedule reliability/on-time performance	478	21.5%	40	24.0%	432	19.4%	34	20.4%	494	22.2%	35	21.0%	2,225	167
Connections	169	7.4%	16	9.8%	286	12.5%	23	14.1%	306	13.4%	27	16.6%	2,287	163
Stop proximity	429	18.1%	33	18.6%	308	13.0%	22	12.4%	306	12.9%	21	11.9%	2,371	177
Comfort	115	4.7%	15	8.1%	177	7.2%	13	7.0%	207	8.4%	8	4.3%	2,455	185
total by rank	2,399		177		2,411		181		2,372		179			

other trip purpose groups, the destination-based analysis yields less decisive results and as such will not be specifically addressed here.

Table 2.50 is a partial summary of priorities among all respondents who use transit in Bellevue compared to school commuters who use transit in Bellevue—here, percentages are based on the response count by service quality. Among all transit users, frequency of weekday service is ranked as the most important quality of service by the most number of respondents (24.9%; 554/2,221 responses). Among school commuters who use transit in Bellevue, schedule reliability/on-time performance is of greater importance, ranking as the most important quality (24.0%; 40/167 responses) more often than frequency of weekday service (19.1%; 31/162 responses). The second and third most important qualities for school commuters are ranked consistent with all transit users.

For all user types except respondents of secondary schools in Bellevue, a larger percentage of respondents rank schedule reliability/on-time performance first than among all respondents who use transit in Bellevue (see the values highlighted

"The route to Sammamish High School could be easier. My son has to catch 2 buses to get 3 miles and it take him 30 minutes!"

-Amy, Non-Rider
Resident of Bellevue

"[Transit is] somewhat reliable because I can expect it to be 5-10 minutes late everyday."

-Jade, Work and School Commuter
Resident of Sammamish

"Bellevue transit is not efficient compared to Seattle. Students and employees are often late to the bus stop by 5 minutes or less, merely due to a class/meeting that ran over time. Whenever this happens in Seattle, I can expect the next bus in 10 minutes or less. In Bellevue, I have always needed to wait 20-30 minutes (1 hour on weekends)."

-Alexandra, All-Around Transit User
Resident of Bellevue

Table 2.51 Schedule reliability/on-time performance is of greater importance to school commuters than transit users overall, ranking as the most important quality of transit service more often than frequency of weekday service.

	Frequency of Weekday Service								Schedule Reliability/On-Time Performance							
	1	2	3	Respondents	% of Total School Commuter Respondents	1	2	3	Respondents	% of Total School Commuter Respondents						
Bellevue College	13	15.9%	15	18.3%	20	24.4%	82	50.6%	27	31.8%	21	24.7%	11	12.9%	85	50.9%
Bellevue secondary schools	9	22.5%	12	30.0%	5	12.5%	40	24.7%	5	12.2%	7	17.1%	15	36.6%	41	24.6%
UW, Seattle	4	19.0%	6	28.6%	4	19.0%	21	13.0%	6	26.1%	5	21.7%	6	26.1%	23	13.8%
I-90 route(s)	5	12.8%	10	25.6%	11	28.2%	76	46.9%	23	54.8%	16	38.1%	18	42.9%	42	25.1%
SR-520 route(s)	14	18.4%	17	22.4%	16	21.1%	102	63.0%	18	22.5%	14	17.5%	13	16.3%	80	47.9%
Non-Seattle route(s)	19	18.6%	24	23.5%	18	17.6%	39	24.1%	23	22.5%	21	20.6%	24	23.5%	102	61.1%
Total school commuters	31	19.1%	38	23.5%	30	18.5%	162		40	24.0%	34	20.4%	35	21.0%	167	
Total transit users	554	24.9%	533	24.0%	357	16.1%	2,221		478	21.5%	432	19.4%	494	22.2%	2,225	

Note: values highlighted blue are school respondents who ranked schedule reliability/on-time performance first more frequently than the percentage among all commuters. Values highlighted red are school respondents who ranked frequency of weekday service first less frequently than the percentage among all commuters.

blue in Table 2.51 compared to 21.5% of transit users overall). Significantly higher percentages of students who use at least one I-90 route or attend Bellevue College ranked schedule reliability/on-time performance first (54.8% and 31.8%, respectively).

Among all school commuter user types, a correspondingly smaller percentage of respondents rank frequency of weekday service first than among all respondents who use transit in Bellevue (see the values highlighted red compared to 24.9% of transit users overall). A significantly lower percentage of students who use at least one I-90 route and Bellevue College respondents ranked frequency of weekday service first (12.8% and 15.9%, respectively).

Table 2.52 and Figure 2.41 summarize common issue(s) experienced by school commuters (189 respondents, 613 responses; respondents were allowed to make multiple selections). The three most common issues experienced among all school commuters were:

- “I was unable to stay out of the rain/snow/wind while waiting at my bus stop because there is no shelter/ the shelter is too small” – 58.7% (111/189).



PHOTO BY John Tiscornia

ISSUES EXPERIENCED BY STUDENTS



Figure 2.41 The three most common issues experienced among respondents who use transit to commute to school are shown above. See question 21 in the Technical Appendix for a complete list of the options.

Table 2.52 Common issues experienced by students who use transit in Bellevue.

	Bellevue College	Secondary Schools	UW, Seattle	I-90 Route(s)	SR-520 Route(s)	Non-Seattle Route(s)	All School Commuters
Respondents	110	55	28	53	97	132	241
<i>I was late for school/ class because the bus arrived at my stop more than five minutes late.</i>	58 58.6%	14 28.6%	19 76.0%	28 53.8%	56 62.2%	65 52.4%	100 52.9%
<i>I missed the bus because it departed from my stop three or more minutes early as I was approaching the stop.</i>	58 58.6%	19 38.8%	14 56.0%	25 48.1%	55 61.1%	73 58.9%	103 54.5%
<i>I had to walk in the street because there is no sidewalk connecting to my bus stop.</i>	16 16.2%	13 26.5%	2 8.0%	5 9.6%	22 24.4%	28 22.6%	35 18.5%
<i>I was unable to sit at a bus stop when I wanted to because there are too few benches for the number of people waiting for a bus.</i>	36 36.4%	20 40.8%	12 48.0%	19 36.5%	40 44.4%	53 42.7%	73 38.6%
<i>I was unable to stay out of the rain/snow/wind while waiting at my bus stop because there is no shelter/ the shelter is too small.</i>	55 55.6%	34 69.4%	17 68.0%	26 50.0%	51 56.7%	80 64.5%	111 58.7%
<i>I was unable to board the first bus that arrived at my stop because it was overcrowded.</i>	8 8.1%	10 20.4%	16 64.0%	9 17.3%	26 28.9%	18 14.5%	37 19.6%
<i>I was unable to board the first bus that arrived at my stop because there were no open racks available for my bicycle.</i>	5 5.1%	0 0.0%	1 4.0%	4 7.7%	5 5.6%	4 3.2%	8 4.2%
<i>I had to stand while riding the bus because every seat was occupied.</i>	36 36.4%	14 28.6%	20 80.0%	24 46.2%	48 53.3%	48 38.7%	81 42.9%
<i>My commute was negatively affected by a route or schedule revision that I was not informed of until it was too late.</i>	17 17.2%	6 12.2%	3 12.0%	3 5.8%	16 17.8%	22 17.7%	27 14.3%
<i>My commute is no longer as convenient as it previously was because of recent service changes.</i>	20 20.2%	10 20.4%	5 20.0%	6 11.5%	20 22.2%	33 26.6%	38 20.1%
Total responses	309	140	109	149	339	424	613
Total respondents	99	49	25	52	90	124	189
Percent of total respondents	52.4%	25.9%	13.2%	27.5%	47.6%	65.6%	

Note: multiple responses were allowed. The percentages shown are a percent of the total respondents for the school or route type. The most common issue for each category is highlighted red.



PHOTO BY John Tiscornia

"I have sometimes been really late for class because the bus didn't come at the scheduled time."

-Anonymous School Commuter
Residence Unknown

"My son has to take [Route] 888 to go to Interlake HS. Disappointing and unreliable are the politest things I can say. I have to delay my own departure for work (every day) in case the bus doesn't come or is late. 'The bus is late,' or 'I had to walk to school because the bus didn't come,' is not an acceptable excuse for an excused tardy at school."

-OJ, Non-Rider
Resident of Bellevue

"Park and Rides are full in Bothell and Lynnwood very early-doesn't align with school schedules."

-Elesa, Non-Rider
Resident of Bothell

- "I missed the bus because it departed from my stop three or more minutes early as I was approaching the stop." – 54.5% (103/189).
- "I was late for school/class because the bus arrived at my stop more than five minutes late" – 52.9% (100/189).

Regardless of school or route type, school commuters who use transit in Bellevue experience issues of reliability (either late or early buses). For students of Bellevue College, the top three issues remain the same though missing the bus because it departed three or more minutes early and having been late for school/class because of a late bus are the most common issues experienced (58 respondents each), followed by a lack of shelter or shelter space (55 respondents). The most common issue experienced by secondary students in Bellevue is a lack of shelter or shelter space (34 respondents), followed by not being able to sit at a bus stop (20 respondents), and then missing the bus because it departed three or minutes early (19 respondents). The most common issue experienced by UW respondents is having

Table 2.53 Perceptions of reliability among school commuters using transit in Bellevue.

Route	Yes, transit in Bellevue is very reliable.		Yes, transit in Bellevue is somewhat reliable.		No, transit in Bellevue is not reliable.		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Bellevue College	37	56.1%	27	40.9%	2	3.0%	66	46.8%
Bellevue secondary schools	19	57.6%	12	36.4%	2	6.1%	33	23.4%
UW, Seattle	9	50.0%	9	50.0%	0	0.0%	18	12.8%
I-90 route(s)	44	55.0%	35	43.8%	1	1.3%	80	56.7%
SR-520 route(s)	18	56.3%	13	40.6%	1	3.1%	32	22.7%
Non-Seattle route(s)	31	53.4%	25	43.1%	2	3.4%	58	41.1%
All school commuters	75	53.2%	62	44.0%	4	2.8%	141	

to stand on the bus (20 respondents), followed by having been late for school/class because of a late bus (19 respondents), and a lack of shelter or shelter space (17 respondents).

The top three issues experienced are the same as school commuters overall for students who use at least one non-Seattle route and/or at least one I-90 route. Among students who use at least one SR-520 route, the top three issues are the same, but having been late for school/class because the bus was late was the most common issue (56 respondents), followed by missing the bus because it was early (55 respondents), and then a lack of shelter or shelter space (51 respondents).

Despite the frequency of issues experienced regarding early or late buses, 97.2% of school commuters overall find transit in Bellevue to be either very or somewhat reliable (75/141 and 62/141 respondents, respectively; see Table 2.53). Equally large percentages of respondents filtered by school and route type find transit in Bellevue to be either very or somewhat reliable (97.0% of Bellevue College respondents, 93.9% of secondary school respondents, 100.0% of UW respondents, 96.9% of respondents who use at least one I-90 route, 96.6% of respondents who use at least one SR-520 route, and 98.8% of respondents who use at least one non-Seattle route). Regardless of school or route type, at least half of students think transit in Bellevue is very reliable.

Table 2.54 Investment priorities of respondents who use transit in Bellevue to commute to/from school.

Reason	Count	Percent
Provide real-time bus arrival information signs at major stops.	48	25.0%
Improve service speed and reliability by investing in roadway and traffic signal infrastructure.	46	24.0%
Provide additional route, schedule, and wayfinding information at bus shelters.	36	18.8%
Other	18	9.4%
Increase vehicle parking capacity at Park and Ride lots.	11	5.7%
Improve comfort at bus stops with improvements like additional seating and other street furniture.	9	4.7%
Improve safety at bus stops by providing additional street lighting.	9	4.7%
Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	9	4.7%
Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	6	3.1%
Repair City-owned streets used as transit corridors to improve ride quality/comfort.	0	0.0%
Increase bicycle parking capacity at Park and Ride lots.	0	0.0%
respondents		192

"Add routes between Bellevue high schools for students taking WaNIC classes for a portion of the school day at a school other than their own."
 -Jennifer, All-Around Transit User
 Resident of Bellevue

"My child needs to go to [the] gifted program [at] Interlake High School, but there is no bus route past our area (SE 63rd St) for her to take to school. She may need to drop that program and go back to home school if no bus service added."
 -Peiyong Non-Rider
 Resident of Bellevue

"Lack of connection information at stops makes it really difficult to plan an efficient trip."
 -Timothy, All-Around Transit User
 Resident of Bellevue

This perception is especially important given that school commuters tend to think the most important quality of transit service is schedule reliability/on-time performance (see Table 2.50 on page 107 and Table 2.51 on page 108). Future investments in roadway and traffic signal infrastructure to improve service speed and reliability could maintain students' positive perception of reliability while reducing the number of actual reliability issues experienced.

Among all respondents who use transit in Bellevue, 30.3% believe that the best way for the City to invest municipal resources to improve transit is to "improve service speed and reliability by investing in roadway and traffic signal infrastructure" (see Table A.11 on page A28). This trend is less pronounced among school commuters (24.0%), who are the only trip purpose group for which investment in speed- and reliability-related infrastructure is the second—not the first—highest priority for municipal investment (see Table A.38 on page A77). Instead, the most common priority is the provision of real-time bus arrival information signs at major stops, similar to those provided at many RapidRide stations (25.0%; see Table 2.54 and Figure 2.42). Respondents from all other trip purpose groups rank this investment measure second.

Like those who use transit for shopping and/or other errands, school commuters expressed a particular interest in information-related investments, ranking the provision of additional route, schedule, and wayfinding information at bus shelters as their third priority (18.8%—nearly twice the overall transit user rate of 9.6%). School commuters are also similar to shopping transit users in their low level of support for increasing vehicle capacity at Park & Ride facilities (5.7%), which is significantly below the average among transit users overall (13.4%).

Consistent with the trend of Bellevue residents who use transit for all other trip purposes, support for investment in roadway and traffic signal infrastructure

HOW SHOULD THE CITY INVEST?

ACCORDING TO SCHOOL COMMUTERS

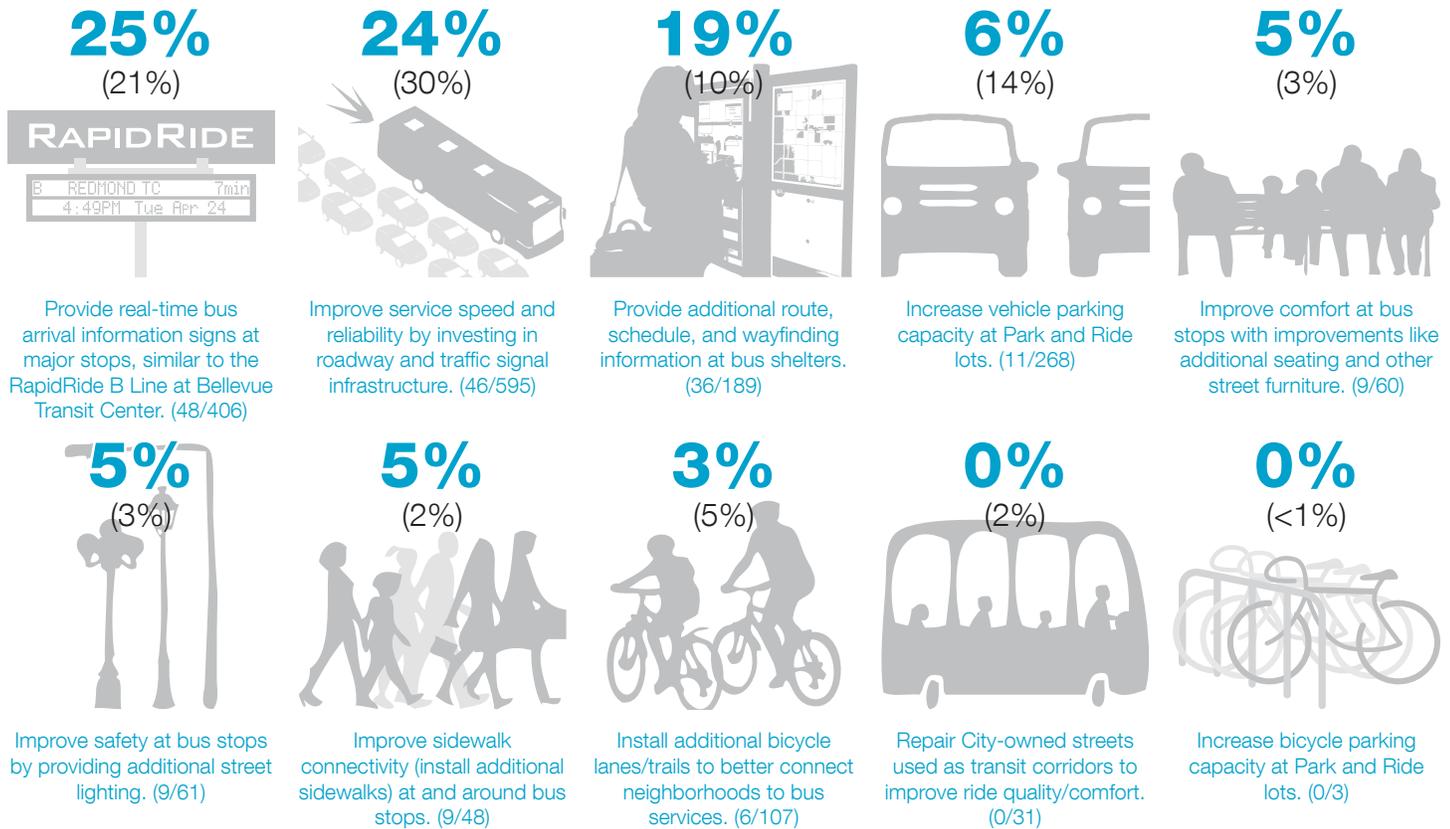


Figure 2.42 The percentages displayed are for students who use transit to commute. The percentages for current transit users overall are shown in parentheses for comparison (note: the counts shown below each icon are [school respondents]/[total current transit user respondents]). The most common way school commuters think the City should invest municipal resources to improve transit service in Bellevue is by “providing real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center” (25.0%; 48/192 respondents). In addition to the options listed above, 9.4% of students (18/192) chose “other.”

is lower among Bellevue residents than among respondents overall. In fact, only 16.3% of school commuters who reside in Bellevue support this municipal investment strategy—the lowest of any trip purpose for Bellevue residents and the only one to rank this strategy as the third priority. Conversely, school commuters who reside outside of Bellevue rank such infrastructure investment as their top priority, with Seattle residents doubling the level of support expressed by Bellevue residents (33.3%).

Various characteristics, including school attended, route type, and access to an automobile for personal use do not appear to have a significant impact on the investment priorities of school commuters. Although some characteristics do appear to affect investment

*"Increase bus availability near schools."
-Brian, Former Rider
Resident of Bellevue*

*"Buses do come. Surface street traffic is terrible and buses are stuck in it. Light rail needs to be expanded yesterday."
-Derek, All-Around Transit User
Resident of Seattle*

"Change the pick up time after school for Route 889 so that it picks up the kids after tutorial ends at 3:15, not 2:55. Also, let them use the ORCA card for other bus routes during the school year and allow the parents to fill the cards over the summer."

-Michelle, Social and Special Event Transit User
Resident of Bellevue

"Streamline Metro routes such that there are minimal redundancies, like [the] RapidRide B Line has done. However, when reducing redundancies, please provide more frequent trips for the buses that run the route."

-Jason, School and Social Transit User
Resident of Bellevue

priorities, such as annual income and age, sample sizes are small and therefore unreliable. Still, available data suggests that support for speed- and reliability-related infrastructure investment tends to be higher among school commuters who have annual household incomes of less than \$25,000 (32.1%) or between \$75,000 – 100,000 (33.3%), and among those who between the ages of 16-24 (40.0%) or 45-54 (30.0%). Also, 30.2% of Bellevue College commuters (29/96) and 32.7% of school commuters who indicated use of an I-90 serving route (17/52) think speed- and reliability-related infrastructure is the most important investment priority (see Table A.39 on page A81).

The priorities of school commuters for municipal advocacy to transit agencies tend to be consistent with the priorities of transit users overall. The most common priority is advocating for increased frequency during peak hours (25.1%; see Table 2.55); however, school commuters expressed notably less support for this measure than transit users overall (33.2%) and all other trip purpose groups. School commuters overall expressed equal support for two measures which tied for the second most common priority: increasing frequency to reduce overcrowding and expanding service coverage in Bellevue (10.5% for each). Bellevue residents who use transit to commute to school expressed less support for the former measure than respondents overall (7.7%, versus 10.5% among all school commuters and 12.9% among all transit users), ranking it as only the fifth highest priority.

School commuters rank advocacy for the expansion of service coverage in Bellevue more highly than transit users overall (5.9%) and any other trip purpose group, and they are the only trip purpose to rank this among their top three priorities overall. Bellevue residents are particularly likely to favor this measure (16.5%), whereas those who reside outside of Bellevue are unlikely to support this measure,

Table 2.55 Advocacy priorities of respondents who use transit in Bellevue to commute to/from school.

Quality of Service	Count	Percent
Increase Frequency During Peak	48	25.1%
Increase Frequency to Reduce Overcrowding	20	10.5%
Expand Service Coverage in Bellevue	20	10.5%
Increase Frequency During Midday	19	9.9%
Revise Schedules to Improve Connections	19	9.9%
Other	16	8.4%
Increase Frequency on Weekends	12	6.3%
Install Additional Shelters	8	4.2%
Increase Frequency During Late Night	7	3.7%
Increase Vehicle Capacity at Park & Rides	6	3.1%
Expand ORCA Sales Locations in Bellevue	6	3.1%
Extend Service at Night on Weekdays	6	3.1%
Extend Service at Night on Weekends	4	2.1%
Increase Bicycle Capacity at Park & Rides	0	0.0%

respondents 191

instead favoring an increase in service frequency mid-day (13.3%) or revision of route schedules to improve connections (11.1%).

When asked how they would prefer King County Metro address a hypothetical future budget shortfall scenario, school commuters expressed preferences that are relatively consistent with transit users overall yet somewhat unique. As with all trip purpose groups, school commuters favor extension of the Congestion Reduction Charge (CRC) as their preferred budget shortfall solution (45.4%; see Table 2.56 and Table A.40 on page A84). Their second most commonly selected solution is consulting with legislators to find new revenue sources (33.5%), which, though similar to shopping transit users in terms of rank, is favored significantly more by school commuters than by any other trip purpose (21.0% among transit users overall). Like those who use transit to attend special events, school commuters rank reducing/eliminating low ridership routes as their third most preferred budget shortfall solution (21.1%). However, while preferred by Bellevue residents (23.3%), those who do not reside in Bellevue instead prefer raising fares and reducing operating costs as their third most common solution (22.5%).

Table 2.56 Preferred solutions to hypothetical future budget shortfall scenarios of respondents who use transit in Bellevue to commute to/from school.

Quality of Service	Count	Percent
Extend the Congestion Reduction Charge (CRC)	84	45.4%
Find New Revenue Sources	62	33.5%
Reduce/Eliminate Low Ridership Routes	39	21.1%
Raise Fares & Reduce Operating Costs	36	19.5%
Reduce Frequency for Select Night Service	24	13.0%
Reduce/Eliminate Select Weekend Service	17	9.2%
Reduce/Eliminate All Sunday Service	15	8.1%
Other	14	7.6%
Reduce Frequency for Select Off-Peak Service	13	7.0%
respondents		185



Shopping

Table 2.57 Frequency of using transit in Bellevue for shopping and/or other errands.

Frequency	Response Percent	Response Count
Daily	2.3%	24
Often	6.5%	68
Occasionally	27.9%	293
Rarely	62.9%	660
Never	0.4%	4
respondents		1,049

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.

A total of 1,055 respondents use transit for shopping and/or other errands (49.3% of 2,141 respondents). Shopping is the non-commute trip purpose for which respondents most frequently use transit, with 36.7% of respondents overall and 39.3% of Bellevue residents doing so at least once per week (Table A.41 on page A86). Seattle residents use transit in Bellevue for shopping more often than shoppers overall (49.1% use transit to shop at least once per week compared to 36.7% overall). Bellevue residents use transit to shop less frequently than those from Seattle but slightly more frequently than average (11.4% use transit to shop at least three days per week versus 8.8% overall).

In general, as household income rises, the frequency with which respondents use transit for the purpose of shopping and/or completing other errands decreases. Those with annual household incomes under \$25,000 or between \$25-50,000 are considerably more likely to use transit to shop daily (8.5% and 8.0%, respectively) or at least once per week (67.6% and 54.0%, respectively) than users with higher incomes. Those without access to an automobile use transit to shop at least once per week with more than twice the frequency of those with an automobile (68.9% and 31.1%, respectively).

Students use transit to shop more frequently than respondents with any other employment status, with 64.9% using transit to shop at least once per week. Likewise, respondents between the ages of 16-24 and 25-34 use transit to shop with greater frequency than other age groups, with 59.2% and 47.2%, respectively, using transit to shop at least once per



PHOTO BY John Tiscornia

week. Respondents who have children under 16 years of age in their household are significantly less likely to use transit for shopping purposes at least once per week than are respondents from households without children (29.3% and 41.5%, respectively).

The primary reason that respondents use transit for shopping and/or other errands is because they perceive transit to be convenient and/or easy to use (54.2%; see Table 2.58). This is the only trip purpose for which the perceived convenience of transit is the most commonly cited reason for its use. This reason was cited especially often among Seattle residents (60.5%), respondents who are retired (70.0%), and those who are 55-64 years of age (65.3%). Conversely, several groups cited this reason notably less commonly than others, including students (48.5%) and those with annual incomes of less than \$25,000 (47.9%), both of whom more commonly cited a lack of access to an automobile (59.8% and 50.7%, respectively). Those without access to an automobile cited this lack of access as their most common motivating factor to use transit to shop (76.7%).

The second and third most common reasons for using transit to shop are perceived inconveniences related to parking—52.1% of respondents consider parking to be too much of a hassle and 46.2% consider parking to be too expensive. The hassle of parking was the most commonly cited reason among those with access to an automobile (58.5%) and those with annual household incomes of over \$100,000 (54.5%), among others, while the expense of parking was the most commonly cited reason only by the retired (70.0%) and those 65 years of age and over (64.9%).

The lower cost of using transit compared with driving is the fourth most commonly cited reason overall (42.3%), but it is the second most common reason among students (39.2%), those with incomes of \$75-100,000 (52.0%), and those between the

Table 2.58 Reason for using transit in Bellevue for shopping and/or other errands.

Reason	Count	Percent
Transit is convenient and/or easy to use.	549	54.2%
Parking is too much of a hassle.	527	52.1%
Parking is too expensive.	468	46.2%
Transit costs me less than driving.	428	42.3%
Transit is better for the environment than driving.	390	38.5%
Driving is too much of a hassle.	370	36.6%
Transit allows me to have a productive/ relaxing ride to work.	329	32.5%
Gasoline is too expensive.	298	29.4%
I do not have access to a motor vehicle / I do not drive.	201	19.9%
I simply prefer taking transit, in general.	180	17.8%
SR-520 tolls are too expensive.	134	13.2%
Because of the effect of SR-520 tolling on traffic	102	10.1%
Other	62	6.1%
Using transit makes it easier for me to commute by bicycle.	52	5.1%
respondents		1,012

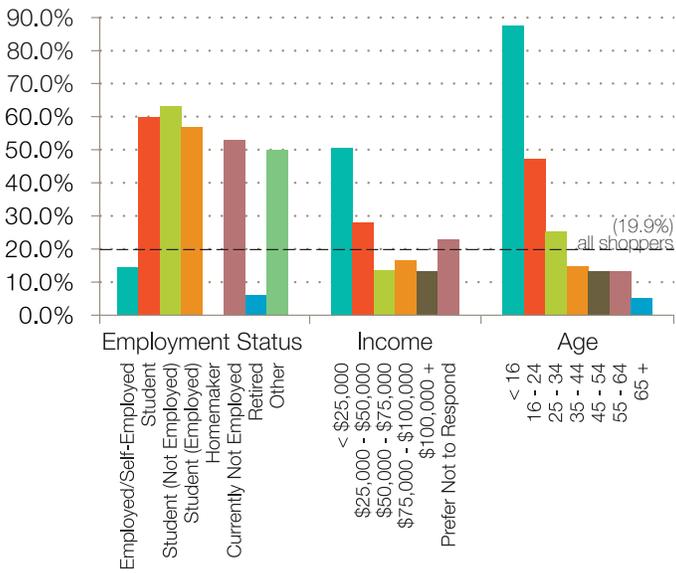


Figure 2.44 Percent of respondents who indicated their lack of access to an automobile as a motivating factor to use transit for shopping and/or other errands by employment status, annual household income, and age.

ages of 25-34 (48.4%). Respondents from Seattle are significantly more likely than those living in Bellevue to use transit for shopping trips for this reason—50.5% versus 40.8%, respectively; see Table A.42 on page A87). Consideration of the expense of gasoline and SR-520 tolls are similar between residents of the two cities, but Seattleites are more likely to consider parking costs as a motivating factor to use transit for shopping (51.0% versus 46.0%, respectively).

Consistent with Downtown Seattle and Downtown Bellevue being the most common shopping destinations, Route 550 is the most commonly used route, used by nearly half (48.5%) of respondents who use transit for shopping and/or other errands (see Figure 2.43). Route 271 is the second most commonly used route, used by 25.5% of respondents, which is consistent with Downtown Bellevue and Seattle’s University District being the second and third most common shopping destinations, respectively. Despite having only been introduced in October of 2011, the RapidRide B Line is the third most commonly used route for shopping and/or other errands, used by 22.8% of respondents. This is consistent with Crossroads being the third most common shopping destination for Bellevue residents.

Walking to the bus stop is the most common means of accessing transit among respondents who use transit to shop (71.6%; see Figure 2.45 and Table A.45 on page A92). Only school commuters access transit on foot more commonly. Nearly one quarter

ROUTES SHOPPERS USE

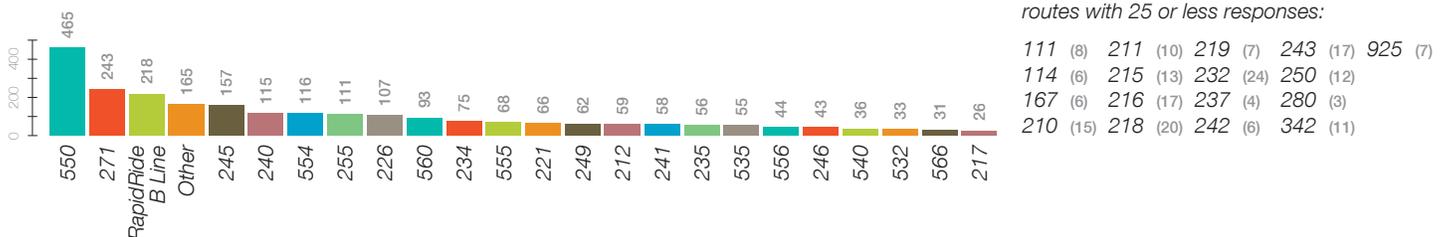


Figure 2.43 The most commonly used route by those who use transit for shopping and/or other errands is Route 550, more than 200 respondents above the next most commonly used route (Route 271).

HOW SHOPPERS ACCESS TRANSIT



Figure 2.45 The most common way shoppers access transit is walking to the bus stop (71.6%; 734/1,025 respondents).

(24.9%) access transit from a Park & Ride facility, which 89.0% reach by driving there themselves. The most commonly used Park & Ride facilities, based on write-in responses provided in the same question, are the South Bellevue Park & Ride (24.7% of shopping-related P&R users), the Eastgate Park & Ride (20.4%), and the South Kirkland Park & Ride (9.4%).

944 respondents who use transit for shopping and/or other errands provided a name, address, or nearest street intersection when asked for their place of residence (see Figure 2.46 on page 122). 37.6% of respondents live in Bellevue (355/944) and 22.7% live in Seattle (214/944). A small cluster live within one-quarter mile of Downtown Bellevue (6.5%; 61/944). Figure 2.10 on page 34 is a map of the destination regions identified by respondents. Table 2.60 lists the response counts and percentages for each region by place of residence. 1,045 respondents identified at least one region for the destination of their shopping related transit trip(s) (see Figure 2.47 on page 123).

Among respondents who use transit for shopping and/or other errands, Downtown Seattle is the most common destination, both overall (77.7%) and for respondents from each of the eight cities with the highest survey response rate. Among Bellevue residents, 76.2% cited Downtown Seattle among their shopping destinations.

Downtown Bellevue is the second most-common destination overall (54.8%) and for each of the origin-

Table 2.59 Transit facilities identified by respondents who access transit via a Park & Ride for shopping and/or other errands.

Transit Facility	Count
Ash Way Park & Ride	2
Bear Creek Park & Ride	4
Bellevue Transit Center	8
Bothell Park & Ride	5
Brickyard Road Park & Ride	1
Canyon Park Park & Ride	7
Eastgate Park & Ride	52
Everett Station	2
Federal Way Transit Center	1
Houghton Park & Ride	3
Issaquah Highlands Park & Ride	6
Issaquah Transit Center	9
Kenmore Park & Ride	1
Kent Station	4
Kingsgate Park & Ride	6
Kirkland Transit Center	2
Mercer Island Park & Ride	17
Newcastle Transit Center	1
Newport Hills Park & Ride	3
Northgate Transit Center	5
Overlake Park & Ride	4
Overlake Transit Center	3
Redmond Transit Center	8
Renton Transit Center	4
South Bellevue Park & Ride	63
South Everett Freeway Station	1
South Kirkland Park & Ride	24
South Renton Park & Ride	1
South Sammamish Park & Ride	1
Tukwila Station	3
Wilburton Park & Ride	1
Woodinville Park & Ride	1
Yarrow Point Freeway Station	2

I take transit to Bellevue for work and then transit to Seattle for shopping after work.

-Melissa, All-Around Transit User
Resident of Auburn

"See if there is enough demand for Capitol Hill to Bellevue Routes, like they did with the 545."

-Christopher, All-Around Transit User
Resident of Seattle

"I would like to see more night time service on 234. If it existed I would use it [to] return home after shopping / dinner / drinks / a movie in Bellevue (or to connect from Downtown Seattle)."

-J.J., Work and Special Events Transit User
Resident of Kirkland

"I tried several times to figure out how to ride the bus to go shopping or into Seattle but online route info extremely confusing. Didn't want to get stuck somewhere and not able to get home."

-Marni, Non-Rider
Resident of Bellevue

based groups analyzed except for Seattle, for which the University District is second and Downtown Bellevue third. Bellevue residents use transit to shop in Downtown Bellevue 10% more than respondents overall. Overall, Seattle's University District is the third most common shopping destination (29.0%), but among Bellevue residents, Crossroads ranks third (33.9%), Factoria fourth (32.8%), and the University District fifth (30.4%).

Crossroads is the fourth most common shopping destination among respondents overall (22.0%). Residents of Redmond are the only group that uses transit to shop in Crossroads (48.9%) more commonly than do residents of Bellevue. Bellevue residents account for more than half of all respondents (in absolute terms) who cited Factoria among their shopping destinations, and the percentage of Bellevue residents who use transit to shop in Factoria (32.8%) is nearly three times that of non-Bellevue respondents (11.7%).

Respondents who live in other east King County cities—like Kirkland, Redmond, and Issaquah—indicated a greater level of transit use for shopping in these destinations than did respondents who live in Bellevue. 20.1% of respondents who live in Bellevue use transit to shop in other areas of east King County compared to 43.4% of Kirkland based respondents, 44.7% of Redmond respondents, and 29.6% of Issaquah respondents. A larger percentage of respondents who live in Bothell and Sammamish also use transit to shop in other areas of East King County than do Bellevue respondents (38.1% and 38.9%, respectively).

Among shoppers overall, 91.9% are either very or somewhat satisfied with transit service in Bellevue

Table 2.60 Destination of shopping related transit trips filtered by place of residence.

Region	Place of Residence											
	All Shoppers		Bellevue		Non-Bellevue		Seattle		Kirkland		Renton	
1 Bellevue – Downtown	573	54.8%	239	64.8%	275	47.8%	84	39.3%	49	64.5%	21	55.3%
2 Bellevue – Crossroads	230	22.0%	125	33.9%	86	15.0%	10	4.7%	13	17.1%	5	13.2%
3 Bellevue – Eastgate	89	8.5%	46	12.5%	34	5.9%	7	3.3%	2	2.6%	1	2.6%
4 Bellevue – Factoria	203	19.4%	121	32.8%	65	11.3%	25	11.7%	5	6.6%	7	18.4%
5 Bellevue – South Bellevue	34	3.3%	19	5.1%	13	2.3%	3	1.4%	1	1.3%	2	5.3%
6 Bellevue – East Bellevue	53	5.1%	28	7.6%	20	3.5%	4	1.9%	3	3.9%	1	2.6%
7 North or West Bellevue	38	3.6%	23	6.2%	12	2.1%	0	0.0%	4	5.3%	1	2.6%
8 Neighboring Communities	66	6.3%	26	7.0%	28	4.9%	5	2.3%	5	6.6%	1	2.6%
9 Other East King County	223	21.3%	74	20.1%	124	21.6%	20	9.3%	33	43.4%	5	13.2%
10 Seattle – Downtown	813	77.8%	281	76.2%	455	79.1%	194	90.7%	54	71.1%	29	76.3%
11 Seattle – University District	303	29.0%	112	30.4%	171	29.7%	97	45.3%	24	31.6%	5	13.2%
12 Other West King County	97	9.3%	20	5.4%	72	12.5%	50	23.4%	3	3.9%	1	2.6%
13 South King County	106	10.1%	38	10.3%	59	10.3%	10	4.7%	2	2.6%	17	44.7%
14 Outside King County and/or Other	33	3.2%	7	1.9%	24	4.2%	1	0.5%	4	5.3%	0	0.0%
respondents	1,045		369		575		214		76		38	

Region	Place of Residence											
	All Shoppers		Redmond		Issaquah		Bothell		Sammamish		No Response	
1 Bellevue – Downtown	573	54.8%	28	59.6%	15	55.6%	15	71.4%	9	50.0%	59	53.2%
2 Bellevue – Crossroads	230	22.0%	23	48.9%	6	22.2%	5	23.8%	5	27.8%	19	17.1%
3 Bellevue – Eastgate	89	8.5%	2	4.3%	8	29.6%	0	0.0%	6	33.3%	9	8.1%
4 Bellevue – Factoria	203	19.4%	6	12.8%	5	18.5%	1	4.8%	5	27.8%	17	15.3%
5 Bellevue – South Bellevue	34	3.3%	1	2.1%	1	3.7%	0	0.0%	1	5.6%	2	1.8%
6 Bellevue – East Bellevue	53	5.1%	4	8.5%	1	3.7%	0	0.0%	0	0.0%	5	4.5%
7 North or West Bellevue	38	3.6%	2	4.3%	1	3.7%	0	0.0%	1	5.6%	3	2.7%
8 Neighboring Communities	66	6.3%	6	12.8%	2	7.4%	2	9.5%	1	5.6%	12	10.8%
9 Other East King County	223	21.3%	21	44.7%	8	29.6%	8	38.1%	7	38.9%	25	22.5%
10 Seattle – Downtown	813	77.8%	34	72.3%	20	74.1%	17	81.0%	11	61.1%	77	69.4%
11 Seattle – University District	303	29.0%	8	17.0%	10	37.0%	4	19.0%	1	5.6%	20	18.0%
12 Other West King County	97	9.3%	1	2.1%	1	3.7%	1	4.8%	1	5.6%	5	4.5%
13 South King County	106	10.1%	1	2.1%	2	7.4%	0	0.0%	4	22.2%	9	8.1%
14 Outside King County and/or Other	33	3.2%	1	2.1%	0	0.0%	2	9.5%	0	0.0%	3	2.7%
respondents	1,045		47		27		21		18		111	

Note: multiple selections were allowed. Percentages shown in the "Place of Residence" section reflect the percentage of total respondents from a given home city (origin) who use transit to shop in the indicated destinations. The eight cities with 100 or more total survey respondents are shown.

ORIGIN OF SHOPPING TRIPS

FOR TRANSIT USERS

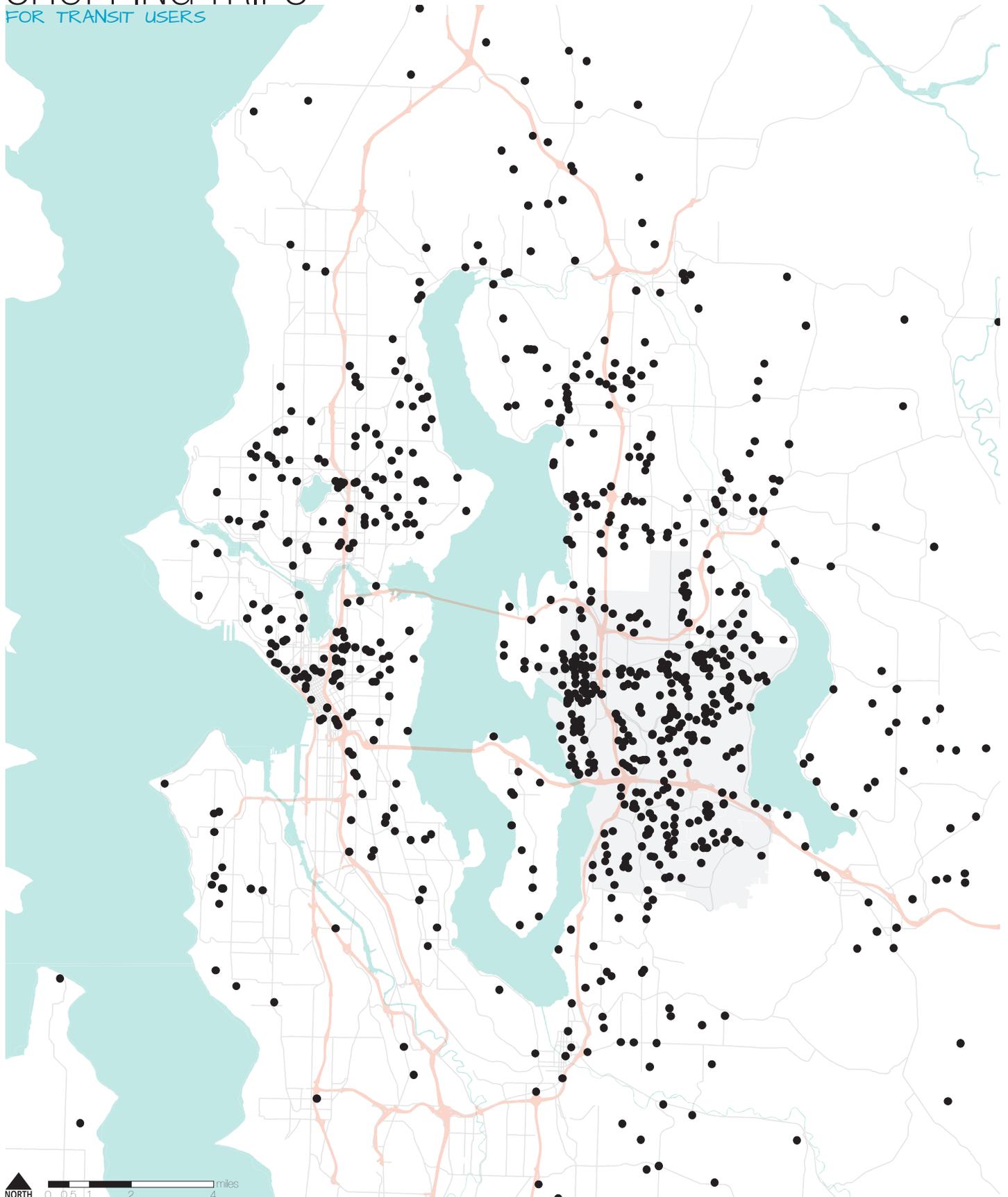


Figure 2.46 37.6% of respondents who said they use transit for shopping live in Bellevue (355/944) and 22.7% live in Seattle (214/944). A small cluster live within 0.25 miles of Downtown Bellevue (6.5%; 61).

DESTINATION OF SHOPPING TRIPS FOR TRANSIT USERS

Note: the number of respondents for each area is listed in Table 2.60 and is equal to $900\pi \cdot (D/2)^2$, where D is the diameter of the circle.

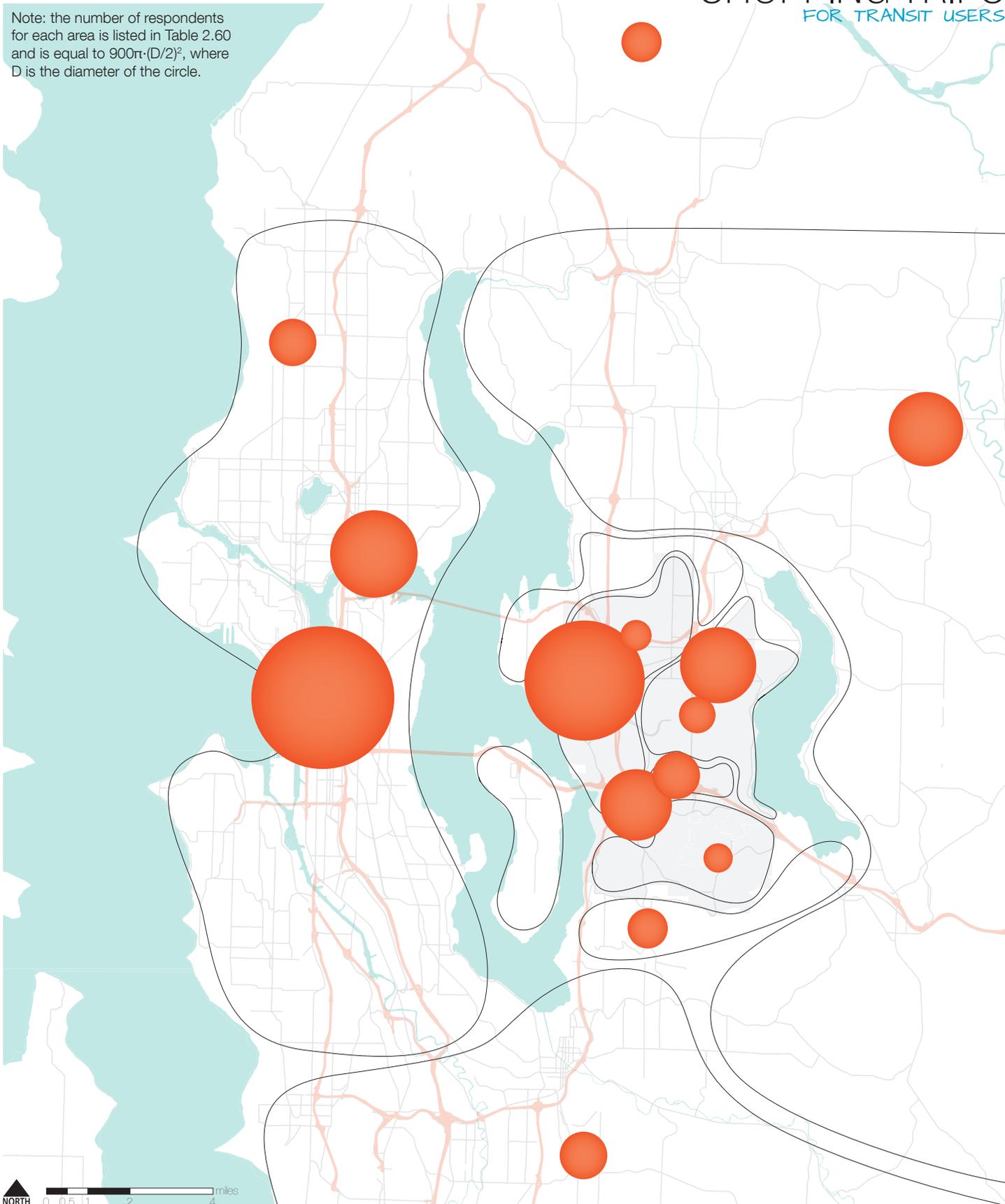
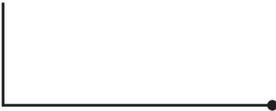


Figure 2.47 Destination of respondents using transit in Bellevue for shopping and/or other errands. 54.8% of respondents travel to Downtown Bellevue and 77.8% to Downtown Seattle (573/1,045 and 813/1,045, respectively).

Table 2.61 Satisfaction with transit service and perception of accessibility, convenience, and reliability among those who use transit in Bellevue for shopping and/or other errands.

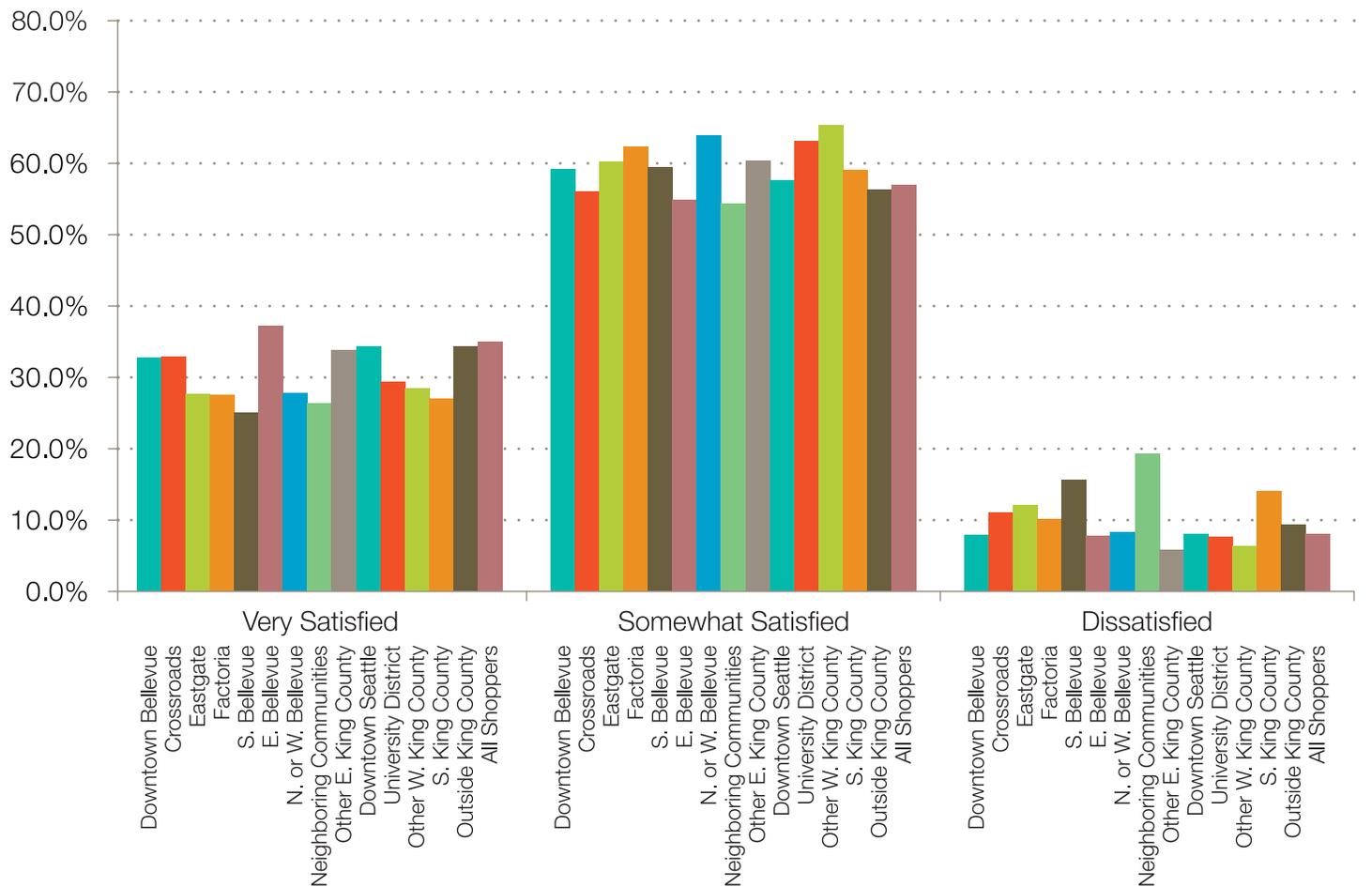
Overall Satisfaction		990 respondents	
Satisfied	910	91.9%	
<i>Very Satisfied</i>	564	57.0%	
<i>Somewhat Satisfied</i>	346	34.9%	
Dissatisfied	80	8.1%	
Accessibility		650 respondents	
Accessible	574	88.3%	
<i>Easily Accessible</i>	295	45.4%	
<i>Somewhat Accessible</i>	279	42.9%	
Difficult to Access	76	11.7%	
Convenience		650 respondents	
Convenient	530	81.5%	
<i>Very Convenient</i>	231	35.5%	
<i>Somewhat Convenient</i>	299	46.0%	
Not Convenient	120	18.5%	
Reliability		650 respondents	
Reliable	622	95.7%	
<i>Very Reliable</i>	323	49.7%	
<i>Somewhat Reliable</i>	299	46.0%	
Not Reliable	28	4.3%	



(see Table 2.61). Bellevue residents who use transit for shopping and/or other errands are slightly less inclined to claim to be 'very satisfied' (29.8%) and more inclined to be 'somewhat satisfied' (60.2%) with transit service in Bellevue than respondents overall (34.9% and 57.0%, respectively) and respondents who live outside of Bellevue (38.1% and 55.0%, respectively; see Figure 2.48 and Table A.46 on page A93). 10.0% of respondents residing in Bellevue claimed to be 'dissatisfied' with transit services in Bellevue. Fully 100% of the 204 respondents who reside in Seattle and use transit for shopping and related purposes claimed to be either 'very' or 'somewhat' satisfied with transit service in Bellevue. The same is true of Bothell residents, though the sample size for the latter is very small (seven respondents).

Bellevue residents who use transit for shopping and/or other errands have a slightly lower perception of the accessibility of transit in Bellevue (86.3% consider transit 'easily' or 'somewhat' accessible) than do respondents overall (88.3%) and those who live outside of Bellevue (89.5%), including residents of Seattle (91.4%), Kirkland (90.7%), and Renton (95.8%; see Table A.47 on page A94). Those who travel to south King County (52.9% 'very accessible'), Eastgate (50.0% 'easily accessible'), Factoria (48.9% 'very accessible'), and Downtown Bellevue (47.7% 'very accessible') have the most positive opinion of transit accessibility in Bellevue. Conversely, respondents whose shopping destinations include south and east Bellevue indicated particularly low opinions of transit accessibility in Bellevue, with 20.0% and 18.8% claiming transit is difficult to access, respectively.

Bellevue residents have a slightly lower perception of the convenience of transit service in Bellevue (80.0% convenient, 20.0% not convenient) than do respondents overall (81.5% convenient, 18.5% not convenient; see Table A.48 on page A95). Non-Bellevue residents tend to have slightly higher



"Would be nice if more bus routes went closer to Bellevue Square, as it's a fifteen minute hike from there to BTC, which is not ideal."

-Kathy, All-Around Transit User
Resident of Bothell

"Ever since the change on October 1st, [2011,] I don't think [transit] has been as reliable, time-wise."

-Dani, All-Around Transit User
Resident of Seattle

"A car trip from Redmond to Bellevue takes 15 min; a bus trip to the same place takes 30-45 min; that's not convenient."

-Timothy, All-Around Transit User
Resident of Bellevue

perceptions of the convenience of transit in Bellevue, while Seattle residents fall in between these other two groups. Respondents who use transit for shopping and/or other errands in other east King County communities—like Redmond, Kirkland, and Issaquah—indicated a more positive perception of the convenience of transit in Bellevue than did other shopping destination-based groups. This is the only one of the service categories for which other east King County communities significantly exceed the average. The perception of the reliability of transit service in Bellevue among Bellevue residents who use transit for shopping and/or other errands tends to align closely with that of respondents overall (see Table A.49 on page A96).

Overall among all respondents who use transit in Bellevue for shopping and/or other errands, reliability is perceived most favorably (95.7% positive), overall satisfaction is second (91.9% positive), accessibility is third (88.3% positive), and convenience is perceived the least favorably (81.5% positive; see Table 2.61 on page 124).

Table 2.62 is a partial summary of priorities among all respondents who use transit in Bellevue compared to respondents who use transit in Bellevue for shopping and/or other errands (see Table A.50 on page A97 for the full analysis). Among all transit users, frequency of weekday service is ranked as the most important quality of service by the most number of respondents. The first, second, and third most important qualities for shoppers ranked consistent with transit users overall. Frequency of weekday service is the most highly prioritized quality, selected most commonly for both the first and second priorities. This quality was also ranked as the highest priority by nearly all of the places of residence and shopping destinations analyzed.

Schedule reliability is the second highest priority, having been the second most commonly selected

quality of service for the first and second priorities and the most commonly selected third priority. Speed of service is the third highest priority. Bellevue residents who use transit for shopping and related purposes prioritize the proximity of stops to their home/destination(s) more highly than do those residing elsewhere (7.5% more than non-Bellevue residents generally and 10% more than Seattle residents; see Table A.50 on page A97). Among Bellevue residents, stop proximity is the third most commonly selected top priority. The same trend holds for several Bellevue neighborhood shopping destinations.

By considering the points-aggregated approach (see Table A.51 on page A99), it can be seen that like work commuters, respondents who use transit for shopping and/or other errands prioritized frequency of weekday service above all other service qualities, both overall (15.7% of points) and among Bellevue residents (15.0% of points). Unlike work commuters, shopping users are the group most concerned with the frequency of weekend service. While few rank it among the top three priorities, and this quality continues to rank as the least important among shoppers overall on the points-aggregated



PHOTO BY John Tiscornia

Table 2.62 Partial comparison of service quality priorities among all respondents and respondents who use transit in Bellevue for shopping and/or other errands. The priorities ranked first, second, and third most often by all transit users and shoppers are highlighted blue. Percentages shown are based on the response count by service quality.

	First				Second				Third				Response Count	
	All		Shop		All		Shop		All		Shop		All	Shop
Speed of service	498	22.1%	171	20.0%	408	18.1%	150	17.5%	332	14.7%	132	15.4%	2,251	855
Frequency of weekday service	554	24.9%	224	26.7%	533	24.0%	199	23.7%	357	16.1%	127	15.1%	2,221	840
Frequency of weekend service	81	3.6%	26	3.1%	118	5.2%	63	7.4%	163	7.2%	83	9.8%	2,249	851
Frequency of evening/night service	75	3.3%	30	3.5%	149	6.5%	57	6.6%	207	9.0%	97	11.3%	2,296	858
Schedule reliability/on-time performance	478	21.5%	197	23.1%	432	19.4%	164	19.3%	494	22.2%	173	20.3%	2,225	851
Connections	169	7.4%	67	7.8%	286	12.5%	103	12.0%	306	13.4%	117	13.6%	2,287	858
Stop proximity	429	18.1%	138	15.6%	308	13.0%	109	12.3%	306	12.9%	110	12.4%	2,371	885
Comfort	115	4.7%	52	5.6%	177	7.2%	61	6.6%	207	8.4%	60	6.5%	2,455	930
total by rank	2,399		905		2,411		906		2,372		899			

scale (9.2% of points), among Bellevue shoppers it ranks sixth of eight qualities (10.0% of points) above both frequency of evening/night service and comfort while riding.

Further, while weekend frequency ranks as the least important quality for work commuters for almost all destination groups, among shoppers it is the least prioritized only among those traveling to Downtown Seattle and destinations outside of King County, with frequency of evening/night service and comfort while riding instead ranking as the lowest priority for the other destination groups.

One of the more useful things communicated by Table A.51, which is absent from Table A.50, is the

HOW SHOULD THE CITY INVEST?

ACCORDING TO THOSE WHO USE TRANSIT FOR SHOPPING AND/OR OTHER ERRANDS

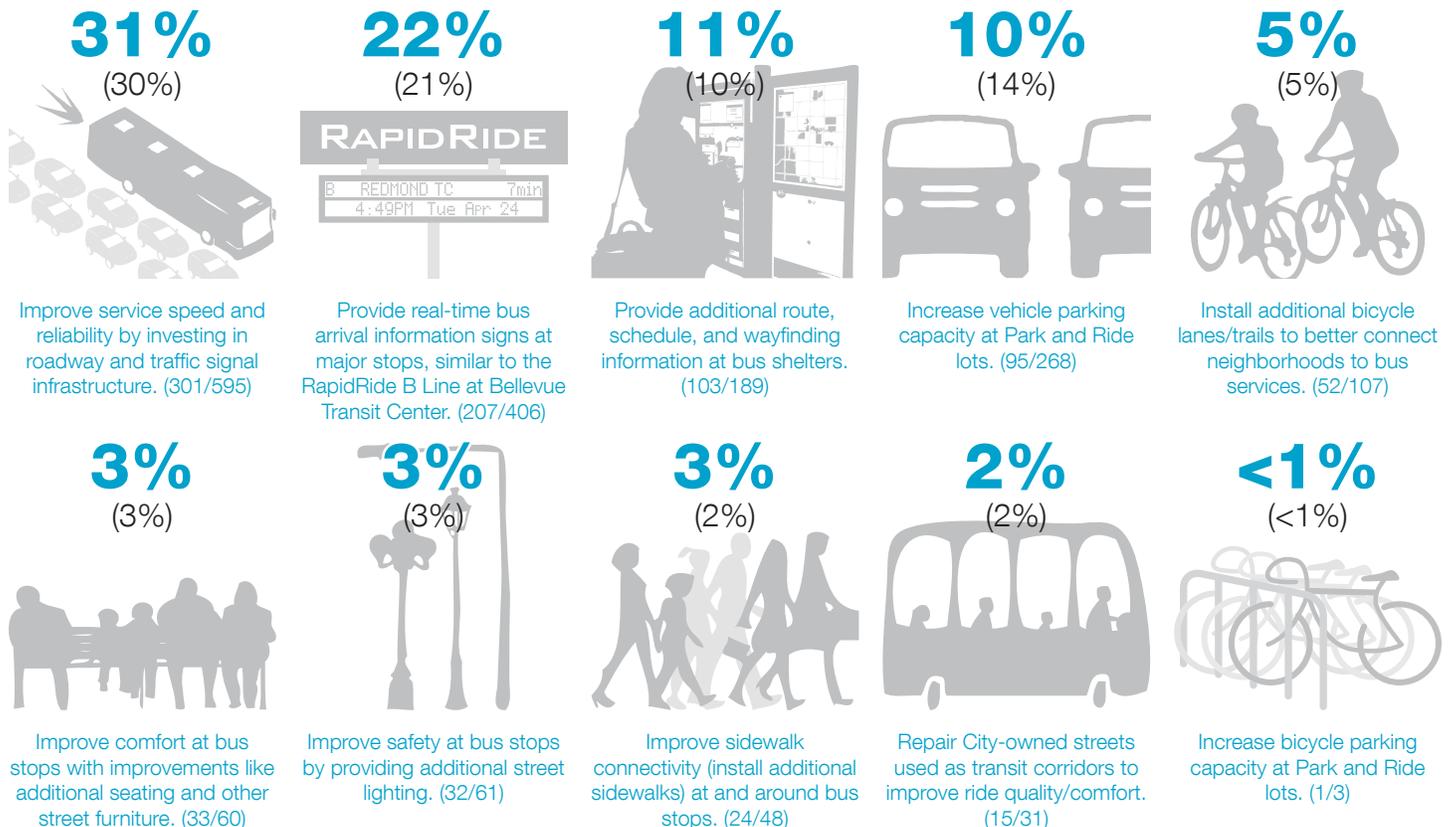


Figure 2.49 The percentages displayed are for respondents who use transit for shopping and/or other errands. The percentages for current transit users overall are shown in parentheses for comparison (note: the counts shown below each icon are [shopper respondents]/[total transit user respondents]). The most common way shoppers think the City should invest municipal resources to improve transit service in Bellevue is by “improving service speed and reliability by investing in roadway and traffic infrastructure” (31.3%; 301/963 respondents). In addition to the options listed above, 10.5% of shoppers (101/963 respondents) chose “other.”

full range of rankings for all eight service qualities. Among respondents who use transit for shopping and/or errands, frequency of weekend service is the lowest priority overall (9.2% of points), among respondents who live outside of Bellevue (8.6%) and in Seattle (7.7%), and among those who travel to Downtown Seattle (9.3%). Residents of Bellevue and those whose shopping destinations include Downtown Bellevue and Crossroads, among others, consider comfort while riding to be the least important quality of service (9.4%, 9.4%, and 9.3%, respectively), while frequency of evening/night service is the least important priority for respondents with shopping destinations throughout much of Bellevue, including Eastgate (8.9%), Factoria (9.3%), south Bellevue (8.8%), east Bellevue (8.1%), and north or west Bellevue (9.1%).

Respondents who use transit for shopping and/or other errands conform to two of the three top priorities expressed by transit users overall: infrastructure investment is the most favored municipal investment (31.2%), and the provision of real-time arrival information at major stops is second (21.5%; Table 2.63). As is common among other trip purpose groups, Bellevue residents reverse the order of these two top priorities, ranking infrastructure investments particularly lowly (23.1%). By contrast, Seattle residents rank infrastructure investment more highly among shopping users (50.5%) than among any other trip purpose group.

Shopping is the only trip purpose other than commuting to school for which respondents cited the provision of additional route, schedule, and wayfinding information at bus shelters as their third highest municipal investment priority overall (10.7%). However, respondents under 25 years of age consistently rank such investments among their top three priorities, regardless of trip purpose.

Shopping users are also the only trip purpose group other than school commuters not to include Park &

Table 2.63 Investment priorities of respondents who use transit in Bellevue for shopping and/or other errands.

Reason	Count	Percent
Improve service speed and reliability by investing in roadway and traffic signal infrastructure.	301	31.2%
Provide real-time bus arrival information signs at major stops.	207	21.5%
Provide additional route, schedule, and wayfinding information at bus shelters.	103	10.7%
Other	101	10.5%
Increase vehicle parking capacity at Park and Ride lots.	95	9.9%
Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	52	5.4%
Improve comfort at bus stops with improvements like additional seating and other street furniture.	33	3.4%
Improve safety at bus stops by providing additional street lighting.	32	3.3%
Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	24	2.5%
Repair City-owned streets used as transit corridors to improve ride quality/comfort.	15	1.6%
Increase bicycle parking capacity at Park and Ride lots.	1	0.1%

respondents 964

"I understand the construction impacts, but traffic is by far the biggest problem. Buses are subject to traffic delays; 405 HOV lanes are clogged, and 148th needs BAT/HOV lanes."

-Anonymous Work and Shopping Transit User
Resident of Everett

"Bike racks on some buses occasionally fill up and leave me stranded."

-Anonymous Non-Commute Transit User
Resident of Seattle

"Many regularly used bus stops lack benches or covering."

-Christina, Shopping and Social Transit User
Resident of Bellevue

"I drive when doing errands because the bus routes are no longer convenient unless I am going to Downtown Bellevue."

-Anonymous Work and Social Transit User
Residence Unknown

Ride investments among their three highest priorities. This is consistent with the fact that respondents who use transit to shop are the second least-likely group (behind school commuters) to access transit from a Park & Ride facility. Despite this, those 65 years of age and older continue to rank this as their highest priority, consistent with all trip purpose groups other than work commuters. Interest in municipal investment to increase vehicle parking capacity at Park & Ride lots increases almost linearly with age. No respondents under 16 selected this as their highest priority, while 25.0% of respondents 65 and over selected this as their highest priority.

The prioritization of speed- and reliability-related infrastructure investments follows a distinct pattern related to age: support is lowest among the youngest (under 16) and oldest (65 and over) respondents, highest among those aged 25-34, and declines gradually in both directions from this peak. The inverse is true of interest in the provision of real-time bus arrival information at major stops – support is highest among youths and the elderly, lowest among those aged 55-64, and increases gradually to the peaks at both ends. Both of these investment priorities are among the top three most commonly selected priorities for every age group.

The installation of additional bicycle lanes/trails to better connect neighborhoods to bus services is the most commonly selected investment priority among the two groups of respondents who bicycle to the bus stop. These are the only user groups analyzed for which this is the top priority. Those without access to an automobile indicated significantly more support for investment in the provision of real-time bus arrival information at major stops than did respondents with access to an automobile.

The most common priority for advocacy to transit agencies among respondents who use transit in Bellevue for shopping and/or other errands is an increase in service frequency during peak hours (see

Table 2.64 on page 131). This is almost unanimously the top advocacy priority for all origin- and shopping destination-based user groups analyzed, with the only exceptions being Kirkland residents and those traveling to north or west Bellevue or neighboring communities like Overlake (Table A.52 on page A101).

Although respondents who live in Bellevue ranked an increase in frequency during peak hours as their top priority (19.6%), they did so with the lowest frequency of any origin-based group analyzed—lower even than Kirkland residents (19.7%), who ranked this as their second highest priority, and less than half as frequently as Seattle residents (41.5%), the group most concerned with this priority. This lower-than-average response rate for peak frequency among Bellevue residents appears to be a result of those respondents selecting other options with at least slightly greater frequency than other respondent groups, including an increase in midday (12.4% versus 9.7% overall), late night (3.9% versus 3.0% overall), and weekend frequency (6.6% versus 3.9% overall), and a notably greater interest in expanding service coverage in Bellevue than other groups (10.7% versus 5.5% overall). In fact, shoppers are the only trip purpose group for which advocacy for increased service frequency mid-day is among the three most common priorities—third overall (9.7%) and second for Bellevue residents (12.4%).

Residents of Bellevue and Issaquah are the only two user groups to rank an increase in midday service frequency as their second highest priority for municipal advocacy to transit agencies. Also, respondents who live in Bellevue are the only origin- or destination-based group to rank the expansion of service coverage in Bellevue among their top three priorities for municipal advocacy to transit agencies.

Respondents who use transit for shopping and related purposes that reside in Redmond and Bothell are notably more interested in increasing vehicle parking capacity at Park and Ride facilities than other

"I often get frustrated with the availability of transit services outside of peak service times."
 -Anonymous All-Around Transit User
 Resident of Bellevue

"A convenient bus mid-day from Factoria to Seattle is not available."
 -Daj, All-Around Transit User
 Resident of Seattle

"If other areas in Bellevue are more frequently served, I might go there more often. Pretty much my only shopping apart from Downtown Bellevue is an occasional (maybe 6 times a year) trip to the Overlake shopping area around Sears/Fred Meyer."
 -Daniel, Non-Commute Transit User
 Resident of Seattle

Table 2.64 Advocacy priorities of respondents who use transit in Bellevue to commute to/from work.

Quality of Service	Count	Percent
Increase Frequency During Peak	270	28.4%
Increase Frequency to Reduce Overcrowding	122	12.8%
Increase Frequency During Midday	92	9.7%
Revise Schedules to Improve Connections	86	9.0%
Other	74	7.8%
Increase Vehicle Capacity at Park & Rides	72	7.6%
Expand Service Coverage in Bellevue	52	5.5%
Increase Frequency on Weekends	37	3.9%
Install Additional Shelters	37	3.9%
Increase Frequency During Late Night	29	3.0%
Expand ORCA Sales Locations in Bellevue	29	3.0%
Extend Service at Night on Weekdays	24	2.5%
Extend Service at Night on Weekends	19	2.0%
Increase Bicycle Capacity at Park & Rides	8	0.8%

respondents 951

Table 2.65 Preferred solutions to hypothetical future budget shortfall scenarios of respondents who use transit in Bellevue for shopping and/or other errands.

Quality of Service	Count	Percent
Extend the Congestion Reduction Charge (CRC)	476	50.3%
Find New Revenue Sources	239	25.2%
Raise Fares & Reduce Operating Costs	230	24.3%
Reduce/Eliminate Low Ridership Routes	171	18.1%
Reduce Frequency for Select Night Service	92	9.7%
Other	80	8.4%
Reduce/Eliminate All Sunday Service	69	7.3%
Reduce Frequency for Select Off-Peak Service	58	6.1%
Reduce/Eliminate Select Weekend Service	56	5.9%
respondents	947	

"Increase ridership and revenue by creating incentives (not dis-incentives for driving) for residents to want to ride transit. Use employers and retailers to offer transit 'validation' or free ride coupons when we purchase items (similar to parking validation programs). Make our ORCA card more valuable and usable. Let us swipe our ORCA card at retailers to receive free ride credits. Encourage businesses to offer discounts for customers who present their ORCA card at the time of purchase."

-Berry, All-Around Transit User
Resident of Bellevue

"Plan incentives for commuters like us who go for shopping to Bellevue downtown malls... using transit 4-5 times in a week...and use buses to travel to other places too."

-Himani, Non-Commute Transit User
Resident of Bellevue

respondents (15.6% and 19.0%, respectively, versus 7.6% overall). These were the only two origin-based groups to rank this among their top three priorities. Respondents traveling to west King County (i.e. Seattle, excluding downtown and the University District, and Shoreline) also ranked this among their top three priorities.

Among those who use transit for shopping and related purposes, respondents from almost all origin- and destination-based groups favor budget shortfall solutions that involve financial and policy approaches over those that involve reductions or eliminations of service (see Table 2.65 and Table A.54 on page A108). Approximately half (50.3%) of all respondents favored an extension of the Congestion Reduction Charge (CRC) as their preferred solution to a hypothetical future budget shortfall scenario, more than 25% favored the exploration of new revenue sources, and nearly 25% favored a combination of raising fares and revising services to reduce operating costs. (Note that respondents were asked to select up to two solutions, so totals sum to greater than 100%.) Residents of Bothell and Sammamish were the only groups analyzed to indicate a preference for service adjustments over those related to revenue collection (whether by the CRC or new sources).

Support for extending the CRC is greatest among Seattle residents (57.8%), while Bellevue residents favor this solution slightly less than the overall average. Bellevue residents were the origin-based group least favorable to reducing or eliminating weekend or Sunday service and among the groups least favorable to reducing or eliminating off-peak, night, and low ridership service. Respondents who use transit for shopping and related purposes that travel to south Bellevue, east Bellevue, and neighboring communities like Clyde Hill and Overlake are the only destination-based groups to include the reduction or elimination of low ridership service among their

top three preferred solutions to a hypothetical future budget shortfall scenario.

Respondents using transit to reach destinations outside of King County were the only origin- or destination-based group analyzed to include the elimination or reduction of frequency of all Sunday service among their top three preferred solutions to a hypothetical future budget shortfall scenario. Given that over 80% of respondents destined for locations outside of King County travel to Everett or Snohomish County, this trend may be a result of experience with Community Transit services.

"Employers in the eastside should not be allowed to provide free parking to employees."

-Glen, Non-Commute Transit User
Resident of Kirkland

"Eliminate free parking and have parking rates based upon time of day demand. Eliminate codes that tell developers how many spaces are required. Toll all of SR-520 and I-405 and I-90."

-Jim, All-Around Transit User
Resident of Bellevue

"Since Bellevue college started charging students to park on campus this year, the Eastgate Park and Ride is always full when previously I was able to find parking at least on the top level. I have missed my bus on 2 occasions recently while driving around the entire parking garage for 10 minutes. If this does not improve, I will stop taking the bus."

-Anonymous All-Around Transit User
Resident of Seattle

"[C]harge for parking longer than 5 hours at Park and Ride lots. Use ORCA to track commuters using Park and Rides and when they leave... With over 16,500 parking spaces at Park and Rides and 75 percent utilization, Metro could generate \$60K/day, \$300K/week, and over \$15 million per year in additional revenue. This is almost as much as the \$20M/year generated by the 2 year Congestion Fee on King County vehicles."

-Gregory, Work and Shopping Transit User
Resident of Mercer Island

Table 2.66 Frequency of using transit in Bellevue for social and/or recreational trips.

Frequency	Response Percent	Response Count
Daily	1.1%	12
Often	3.1%	35
Occasionally	19.6%	220
Rarely	75.8%	849
Never	0.4%	4
respondents		1,120

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.



Social

A total of 1,123 respondents use transit for social and/or recreational reasons (53.2% of 2,109 respondents). Respondents who use transit for social and/or recreational purposes tend not to use transit regularly for this purpose—less than one-quarter (23.8%) do so at least once per week (see Table 2.66). Seattle residents use transit in Bellevue for social and/or recreational purposes more often than social users overall (38.6% use transit at least once per week), while Bellevue residents use transit for this purpose only marginally more often (25.3%) than respondents overall (see Table A.55 on page A110).

Frequency of transit use for social/recreational purposes generally tends to decrease as age increases—those between the ages of 16-24 and 25-34 are notably more likely to use transit at least once per week for such purposes (48.8% and 31.4%, respectively), while those between the ages of 35-64 do so between 5-7% less than respondents overall. This trend is also reflected in the above average frequency with which students use transit for social purposes (48.9%). 48.7% of unemployed students and 49.1% of employed students use transit for social reasons at least once per week.

Respondents who are generally considered more likely to depend on public transit for their transportation needs also tend to use transit for social purposes more frequently than respondents overall, including those with annual household incomes of less than \$25,000 (50.8%) or between \$25-50,000 (38.3%), those without access to a personal automobile (57.2%), and those without access to a bicycle (29.3%).



PHOTO BY John Tiscornia

Respondents who have children 16 years of age or younger in their household are less likely to use transit for social/recreational purposes at least once per week than those without children (17.2% and 26.6%, respectively). Other than respondents who use transit for shopping, this is the trip purpose for which the presence of children in a household has the greatest impact on frequency of transit use.

The two most common reasons that respondents use transit for social/recreational purposes, overall and among most subgroups, are related to parking issues—62.0% cited the hassle of parking and 55.2% cited the expense of parking (see Table 2.67). These are the same two top reasons as those cited by respondents who use transit to attend special events, though the latter cited parking issues with even greater frequency. Both reasons were cited especially often among respondents who are retired (79.6% and 71.4%, respectively) and those 65 years of age and over (77.4% and 64.2%, respectively). The expense of parking alone was also common among those with annual incomes of \$75,000-100,000 (62.2%; see Table A.56 on page A111). Both parking-related factors were cited significantly more commonly among those with access to an automobile and those with higher incomes. Conversely, neither of these factors ranked among the top three among students, those with annual incomes of less than \$25,000, or those without access to an automobile. Instead, these groups ranked a lack of access to a personal vehicle as the most common reason for using transit for social/recreational trips—more frequently than for any other trip purpose.

The perceived convenience of transit was the third most common reason cited to use transit for social/recreational purposes, with 54.2% of respondents selecting this factor. The lower cost of using transit compared with driving and the hassle of driving are the fourth and fifth most commonly cited reasons overall (40.2% and 38.3%), respectively. Both were

Table 2.67 Reason for using transit in Bellevue for social and/or recreational reasons.

Reason	Count	Percent
Parking is too much of a hassle.	677	62.0%
Parking is too expensive.	603	55.2%
Transit is convenient and/or easy to use.	592	54.2%
Transit costs me less than driving.	439	40.2%
Driving is too much of a hassle.	418	38.3%
Transit is better for the environment than driving.	368	33.7%
Transit allows me to have a productive/ relaxing ride to work.	339	31.0%
Gasoline is too expensive.	283	25.9%
I simply prefer taking transit, in general.	164	15.0%
I do not have access to a motor vehicle / I do not drive.	161	14.7%
SR-520 tolls are too expensive.	141	12.9%
Other	133	12.2%
Because of the effect of SR-520 tolling on traffic	105	9.6%
Using transit makes it easier for me to commute by bicycle.	43	3.9%

respondents 1,092



PHOTO BY Ana Rivero

cited especially often by the retired (57.1% and 51.0%, respectively), those with annual incomes of \$50-75,000 (53.5% and 45.5%), and those 55-64 years of age (46.3% and 50.0%) or 65 and over (60.4% and 49.1%).

Table A.57 on page A114 presents social users' write-in responses categorized into seven primary themes and corresponding sub-themes—169 responses were provided by the 135 unique respondents. The most common theme is using transit to avoid driving under the influence after drinking during social activities, cited by 61.5% of respondents (83/135). Also common is the notion that transit can be particularly useful when meeting or traveling with others (10.4% of respondents.)

Consistent with Downtown Seattle being the most common social/recreational destination, 50.2% of respondents claimed Route 550 among the routes they use (503/1,001 respondents)—the most commonly-used route by nearly three hundred selections (see Figure 2.50 and Table A.58 on page A115). Route 271, the next most commonly-used route among social transit users ("other" excluded), was selected by 21.9% of respondents (219/1,001). This is consistent with Downtown Bellevue and Seattle's University District being the second and third most common shopping destinations, respectively.

The ranking of Route 554 as the third most commonly used route (15.2%) is suggestive of the high propensity for residents of Issaquah and

"Metro is my designated driver."
-Scott, All-Around Transit User
Resident of Seattle

"[Transit is] way cheaper than a taxi for getting back at night."
-Louis, Non-Commute Transit User
Resident of Renton

"My children like taking the bus."
-Neil, All-Around Transit User
Resident of Bellevue

ROUTES USED FOR SOCIAL REASONS

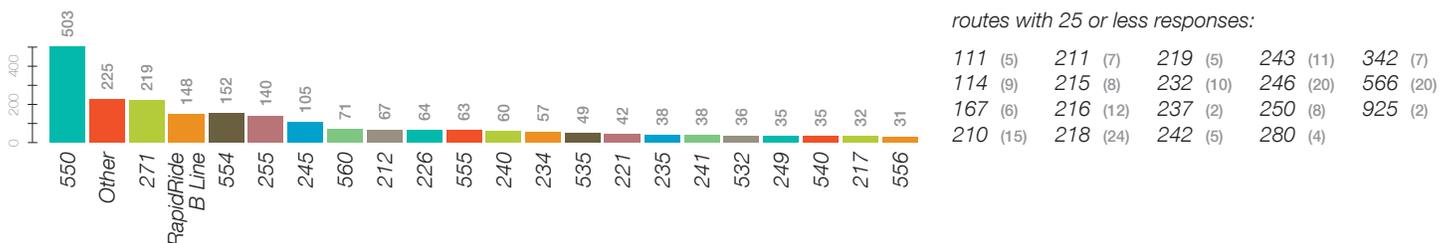


Figure 2.50 The most commonly used route by those who use transit for social and/or recreational purposes is Route 550, nearly 300 respondents above the next most commonly used route (Route 271).

HOW SOCIAL USERS ACCESS TRANSIT



Figure 2.51 The most common way social users access transit is walking to the bus stop (60.9%; 662/1,087 respondents).

Sammamish—as well as perhaps including residents of south and east Bellevue—to travel to Downtown Seattle for shopping/recreational purposes. The fourth and fifth most common routes—the RapidRide B Line, connecting Downtown Bellevue and Redmond, and Route 255, connecting Kirkland with Downtown Seattle—are indicative of the importance of these other East King County communities as both social/recreational destinations and generators of trips to Downtown Bellevue and Downtown Seattle. A total of 2,390 routes were selected by 1,001 unique respondents.

When asked how they typically access transit for social and/or recreational purposes, 60.9% of 1,087 respondents indicated that they walk to the bus stop, while nearly one-third (32.8%) drive to a Park & Ride facility (see Figure 2.51 and Table A.58 on page A115). 288 of the 395 respondents who said they either drive to or get dropped off at a Park & Ride identified one or more facilities they use—96 included the South Bellevue Park & Ride and 75 included the Eastgate Park & Ride among the facilities they use (33.3% and 26.0%, respectively).

1,042 respondents who use transit for social and/or recreational reasons provided a name, address, or nearest street intersection when asked for their place of residence (see Figure 2.52 on page 138). 37.8% of respondents live in Bellevue (394/1,042) and

ORIGIN OF SOCIAL TRIPS

FOR TRANSIT USERS

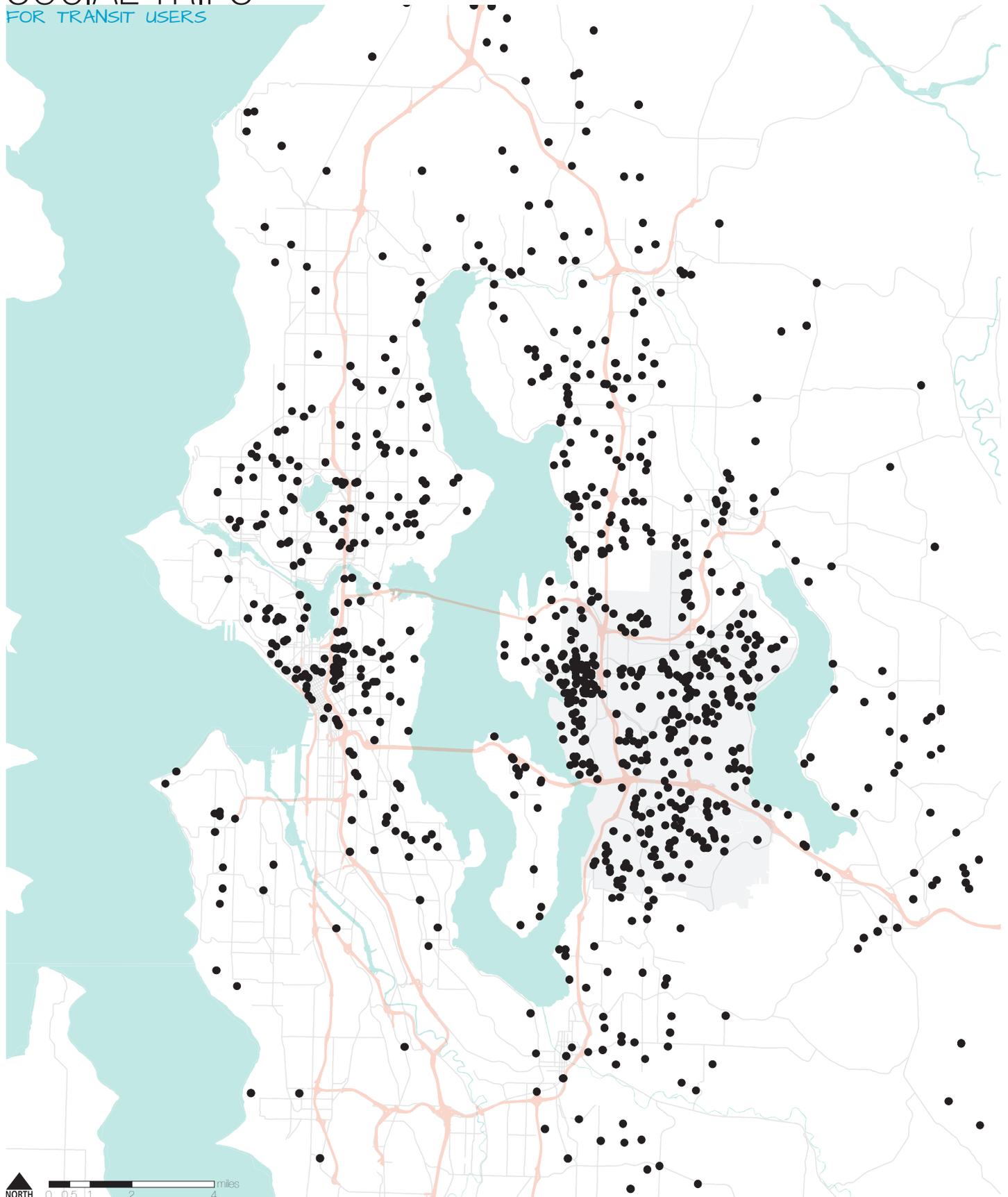


Figure 2.52 37.8% of respondents who said they use transit for social and/or recreational reasons live in Bellevue (394/1,042). Small clusters live within 0.25 miles of Downtown Bellevue (7.8%; 81) or Downtown Seattle (3.8%; 40).

DESTINATION OF SOCIAL TRIPS FOR TRANSIT USERS

Note: the number of respondents for each area is listed in Table 2.68 and is equal to $900\pi \cdot (D/2)^2$, where D is the diameter of the circle.

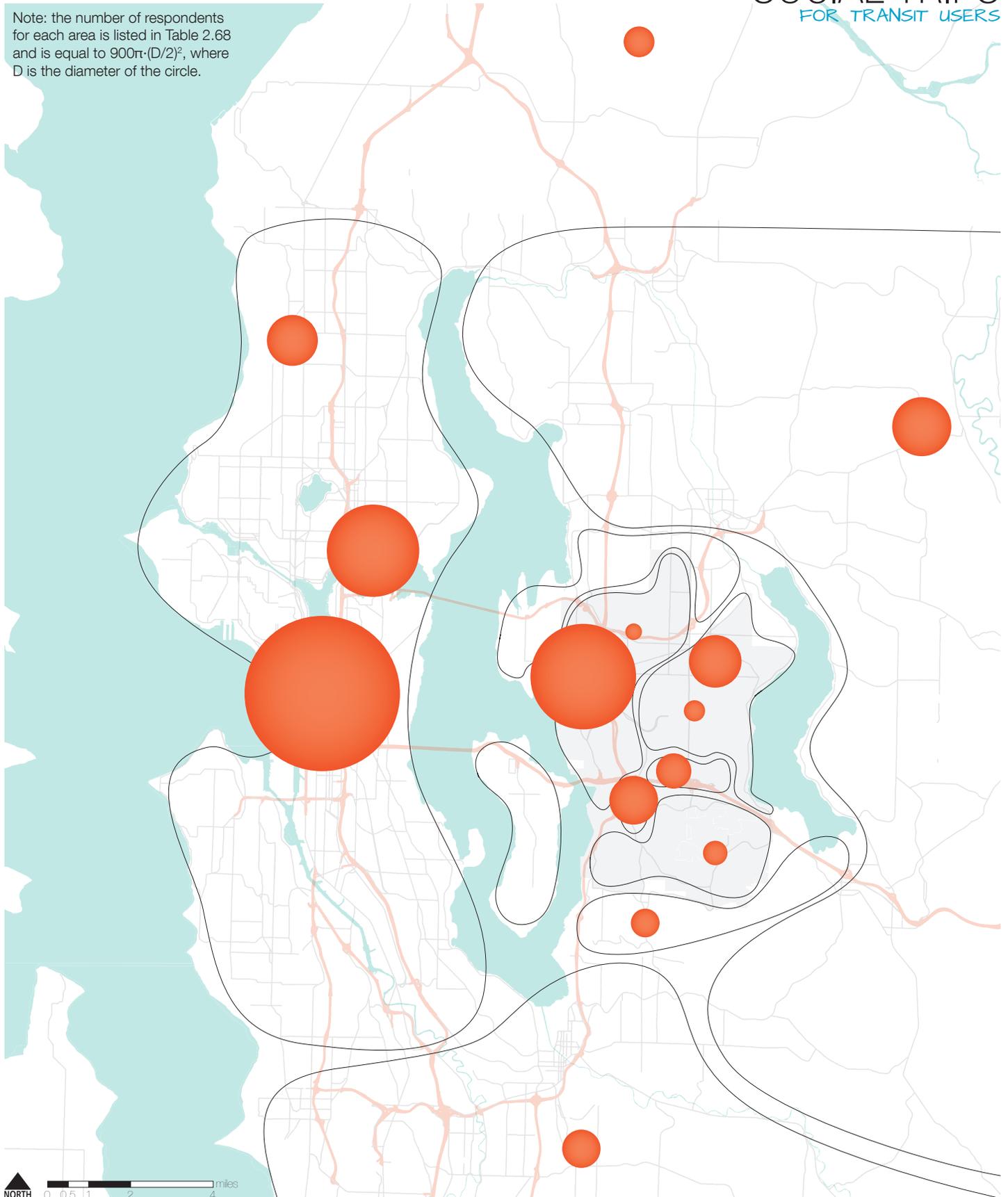


Figure 2.53 Destination of respondents using transit in Bellevue for social and/or recreational purposes. 40.2% of respondents travel to Downtown Bellevue (447/1,113), 86.9% to Downtown Seattle (967/1,113), and 30.7% to the University District in Seattle (342/1,113).

Table 2.68 Destination of social transit trips filtered by place of residence.

Region	Place of Residence											
	All Social		Bellevue		Non-Bellevue		Seattle		Kirkland		Renton	
1 Bellevue – Downtown	447	40.2%	175	44.4%	272	37.8%	73	31.5%	40	48.2%	15	34.9%
2 Bellevue – Crossroads	111	10.0%	70	17.8%	41	5.7%	1	0.4%	6	7.2%	3	7.0%
3 Bellevue – Eastgate	50	4.5%	25	6.3%	25	3.5%	3	1.3%	3	3.6%	0	0.0%
4 Bellevue – Factoria	95	8.5%	50	12.7%	45	6.3%	15	6.5%	5	6.0%	5	11.6%
5 Bellevue – South Bellevue	24	2.2%	9	2.3%	15	2.1%	2	0.9%	3	3.6%	0	0.0%
6 Bellevue – East Bellevue	18	1.6%	10	2.5%	8	1.1%	2	0.9%	4	4.8%	0	0.0%
7 North or West Bellevue	11	1.0%	5	1.3%	6	0.8%	1	0.4%	1	1.2%	0	0.0%
8 Neighboring Communities	32	2.9%	15	3.8%	17	2.4%	3	1.3%	1	1.2%	1	2.3%
9 Other East King County	137	12.3%	44	11.2%	93	12.9%	19	8.2%	16	19.3%	0	0.0%
10 Seattle – Downtown	967	86.9%	337	85.5%	630	87.6%	208	89.7%	71	85.5%	38	88.4%
11 Seattle – University District	342	30.7%	118	29.9%	224	31.2%	106	45.7%	28	33.7%	7	16.3%
12 Other West King County	94	8.4%	21	5.3%	73	10.2%	48	20.7%	3	3.6%	0	0.0%
13 South King County	59	5.3%	20	5.1%	39	5.4%	5	2.2%	1	1.2%	11	25.6%
14 Outside King County and/or Other	53	4.8%	11	2.8%	42	5.8%	12	5.2%	3	3.6%	2	4.7%
respondents	1,113		394		719		232		83		43	

Region	Place of Residence											
	All Social		Redmond		Issaquah		Bothell		Sammamish		No Response	
1 Bellevue – Downtown	447	40.2%	24	60.0%	11	35.5%	13	48.1%	4	22.2%	35	46.1%
2 Bellevue – Crossroads	111	10.0%	9	22.5%	4	12.9%	1	3.7%	2	11.1%	8	10.5%
3 Bellevue – Eastgate	50	4.5%	2	5.0%	5	16.1%	0	0.0%	1	5.6%	7	9.2%
4 Bellevue – Factoria	95	8.5%	4	10.0%	4	12.9%	0	0.0%	0	0.0%	3	3.9%
5 Bellevue – South Bellevue	24	2.2%	1	2.5%	2	6.5%	0	0.0%	1	5.6%	4	5.3%
6 Bellevue – East Bellevue	18	1.6%	0	0.0%	2	6.5%	0	0.0%	0	0.0%	0	0.0%
7 North or West Bellevue	11	1.0%	1	2.5%	1	3.2%	0	0.0%	0	0.0%	0	0.0%
8 Neighboring Communities	32	2.9%	2	5.0%	1	3.2%	2	7.4%	1	5.6%	1	1.3%
9 Other East King County	137	12.3%	16	40.0%	6	19.4%	5	18.5%	3	16.7%	13	17.1%
10 Seattle – Downtown	967	86.9%	34	85.0%	29	93.5%	24	88.9%	17	94.4%	64	84.2%
11 Seattle – University District	342	30.7%	7	17.5%	9	29.0%	5	18.5%	4	22.2%	25	32.9%
12 Other West King County	94	8.4%	3	7.5%	0	0.0%	1	3.7%	0	0.0%	7	9.2%
13 South King County	59	5.3%	3	7.5%	1	3.2%	0	0.0%	1	5.6%	3	3.9%
14 Outside King County and/or Other	53	4.8%	3	7.5%	3	9.7%	0	0.0%	1	5.6%	2	2.6%
respondents	1,113		40		31		27		18		76	

Note: multiple selections were allowed. Percentages shown in the "Place of Residence" section reflect the percentage of total respondents from a given home city (origin) who use transit for social reasons in the indicated destinations. The eight cities with 100 or more total survey respondents are shown.

22.3% live in Seattle (232/1,042). A small cluster live within one-quarter mile of Downtown Bellevue (7.8%; 81/1,042) or Downtown Seattle (3.8%; 40/1,042). Figure 2.10 on page 34 is a detailed map of the destination regions identified by respondents. Table 2.68 lists the response counts and percentages for each region by place of residence. 1,113 respondents identified at least one region for the destination of their social related transit trip(s) (see Figure 2.53 on page 139).

Among respondents who use transit for social and/or recreational purposes, Downtown Seattle is the most common destination overall and among residents of each of the eight municipalities with at least 100 respondents overall. Downtown Bellevue is almost unanimously the second most common destination, cited by 40.2% of respondents overall and 44.4% of Bellevue residents. It was also cited especially frequently by residents of Kirkland (48.2%) and Redmond (60.0%). Residents of Seattle more frequently cited the University District (45.7%), with Downtown Bellevue instead ranking as their third most common destination.

Seattle's University District is the third most common destination for social/recreational transit users overall (30.7%) and among Bellevue residents (29.9%). Bellevue residents also account for nearly two-thirds of all respondents (in absolute terms) who cited Crossroads among their social/recreational destinations (17.8%). Redmond residents are the only other respondent group to cite Crossroads as a significant destination (22.5%). Crossroads ranks fourth among Bellevue residents and fifth overall behind other East King County destinations (e.g. Kirkland, Redmond). A total of 1,037 respondents provided both a home address and identified at least one destination region.

"One of the main reasons I like living in Bellevue is that I can commute to the U-District and Downtown Seattle by bus without having to make any transfers. There are a lot of neighborhoods in Seattle that can't even make that claim."

-Bruce, All-Around Transit User
Resident of Bellevue

"Getting to Bellevue from outer areas is difficult. It's easier for me to get from Sammamish to Seattle than it is to get from Sammamish to Bellevue at the times I need."

-Anonymous All-Around Transit User
Resident of Sammamish

"[Transit] needs to connect to the entertainment areas better like Bellevue Square. RapidRide B should continue down NE 8th to 100th and [Sound Transit Route] 550 should continue up Bellevue Way to NE 8th or 10th."

-Anonymous All-Around Transit User
Resident of Auburn

"Your downtown businesses would make a lot more money if you kept up bus schedules at least until 9 PM."

-K, All-Around Transit User
Resident of Seattle

"[Provide] additional buses during peak hours on game days (this is typically when overcrowding and not being able to take the first bus that arrives is the worst) for major Routes between Bellevue and Seattle."

-Anonymous Work and Social Transit User
Resident of Federal Way

"Consider reducing stops for Rapid Ride B and take other measures to make buses faster."

-Wendy, All-Around Transit User
Resident of Seattle

"Too many transfers and waiting at stops required. Too centric on Downtown Seattle and Bellevue Transit Center."

-Hugh, Social and Special Event Transit User
Resident of Bellevue

Table 2.69 provides a partial summary of the service priorities for all current users of transit in Bellevue and those who use transit for social trips. Like most other transit users (except school commuters), those who use transit for social/recreational purposes selected frequency of weekday service most commonly as both their first and second priority, and schedule reliability most commonly as their third priority. (See also Table A.64 on page A121.)

Respondents who use transit for social/recreational purposes are most similar to those who use transit to attend special events (see Table A.64 on page A121). Both expressed the same overall prioritization of service qualities in terms of the points-aggregated method, ranking schedule reliability the highest priority, frequency of weekday service second, and speed of service third, but some variation exists between the two among Bellevue residents.

Although the third highest priority among social transit users overall, Bellevue residents rank speed of service fourth (14.4% of points), instead ranking proximity of stops to home/destination(s) as their third highest priority (14.5% of points; see Table

Table 2.69 Partial comparison of service quality priorities among all respondents and respondents who use transit in Bellevue for social and/or recreational purposes. The priorities ranked first, second, and third most often by all transit users and social users are highlighted blue. Percentages are based on the response count by service quality.

	First				Second				Third				Response Count	
	All		Social		All		Social		All		Social		All	Social
Speed of service	498	22.1%	190	20.2%	408	18.1%	161	17.1%	332	14.7%	148	15.8%	2,251	939
Frequency of weekday service	554	24.9%	235	25.3%	533	24.0%	210	22.6%	357	16.1%	139	14.9%	2,221	930
Frequency of weekend service	81	3.6%	32	3.4%	118	5.2%	61	6.6%	163	7.2%	101	10.9%	2,249	929
Frequency of evening/night service	75	3.3%	35	3.7%	149	6.5%	72	7.6%	207	9.0%	105	11.0%	2,296	952
Schedule reliability/on-time performance	478	21.5%	210	22.4%	432	19.4%	184	19.6%	494	22.2%	187	19.9%	2,225	939
Connections	169	7.4%	79	8.3%	286	12.5%	112	11.8%	306	13.4%	115	12.1%	2,287	953
Stop proximity	429	18.1%	149	15.1%	308	13.0%	127	12.9%	306	12.9%	133	13.5%	2,371	987
Comfort	115	4.7%	61	6.0%	177	7.2%	68	6.7%	207	8.4%	58	5.7%	2,455	1,021
total by rank	2,399		991		2,411		995		2,372		986			

A.65 on page A123). While frequency of weekend service is the least prioritized service quality among social users overall (9.1%), comfort while riding is the least important quality among Bellevue residents (9.3% of point). Bellevue residents who use transit for social/recreational purposes prioritize frequency of weekday service approximately equally as those who use transit to attend special events on the points-aggregated scale (14.8% and 14.7%, respectively).

The municipal investment priorities of respondents who use transit for social/recreational purposes closely reflect those of transit users overall. 31.8% of social/recreational transit users believe that the best way for the City to invest municipal resources is to "improve service speed and reliability by investing in roadway and traffic signal infrastructure" (see Table 2.70 and Figure 2.54 on page 144). Social users between the ages of 25—34 and those whose annual household income is \$100,000 or more are especially likely to think improving service speed and reliability is the best way to invest municipal resources (41.9% and 37.9%, respectively; see Table A.66 on page A125). Consistent with other trip purpose groups, support for this investment measure is lower among respondents who live in Bellevue than social users overall (24.5% and 31.8%, respectively).

Respondents between the ages of 16—24, those with an annual household income of \$25,000—\$50,000, and those without access to an automobile are more likely to think providing real-time arrival information is the best way to invest municipal resources (33.8%, 33.0%, and 28.2%, respectively, compared to 21.3% of social users overall). Support for investment in real-time arrival information is especially high among Bellevue residents (27.6%) and those whose destinations include Crossroads (29.0%) and Eastgate (34.9%), while support for speed- and reliability-related infrastructure investment is especially high among those traveling to west King County (excluding Downtown Seattle and the

Table 2.70 Investment priorities of respondents who use transit in Bellevue for social and/or recreational reasons.

Reason	Count	Percent
Improve service speed and reliability by investing in roadway and traffic signal infrastructure.	334	31.8%
Provide real-time bus arrival information signs at major stops.	224	21.3%
Increase vehicle parking capacity at Park and Ride lots.	118	11.2%
Other	115	10.9%
Provide additional route, schedule, and wayfinding information at bus shelters.	91	8.7%
Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	64	6.1%
Improve safety at bus stops by providing additional street lighting.	35	3.3%
Improve comfort at bus stops with improvements like additional seating and other street furniture.	34	3.2%
Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	25	2.4%
Repair City-owned streets used as transit corridors to improve ride quality/comfort.	9	0.9%
Increase bicycle parking capacity at Park and Ride lots.	2	0.2%
respondents		1,051

"It would be very helpful to have real-time updates for all routes at bus stops to see how long it would be for the next bus to arrive."

-Joy, All-Around Transit User
Resident of Bellevue

"Advocate for streamlining bus routes so as to minimize redundancy. Also, please try to provide real-time information and bus shelters (even to the minimal standards) at locations that lack shelters."

-Jason, School and Social Transit User
Resident of Bellevue

"For the most part there is just not enough frequency to make it reliable and time management effective."

-Doug, Non-Commute Transit User
Resident of Bellevue

HOW SHOULD THE CITY INVEST?

ACCORDING TO THOSE WHO USE TRANSIT FOR SOCIAL/RECREATIONAL PURPOSES

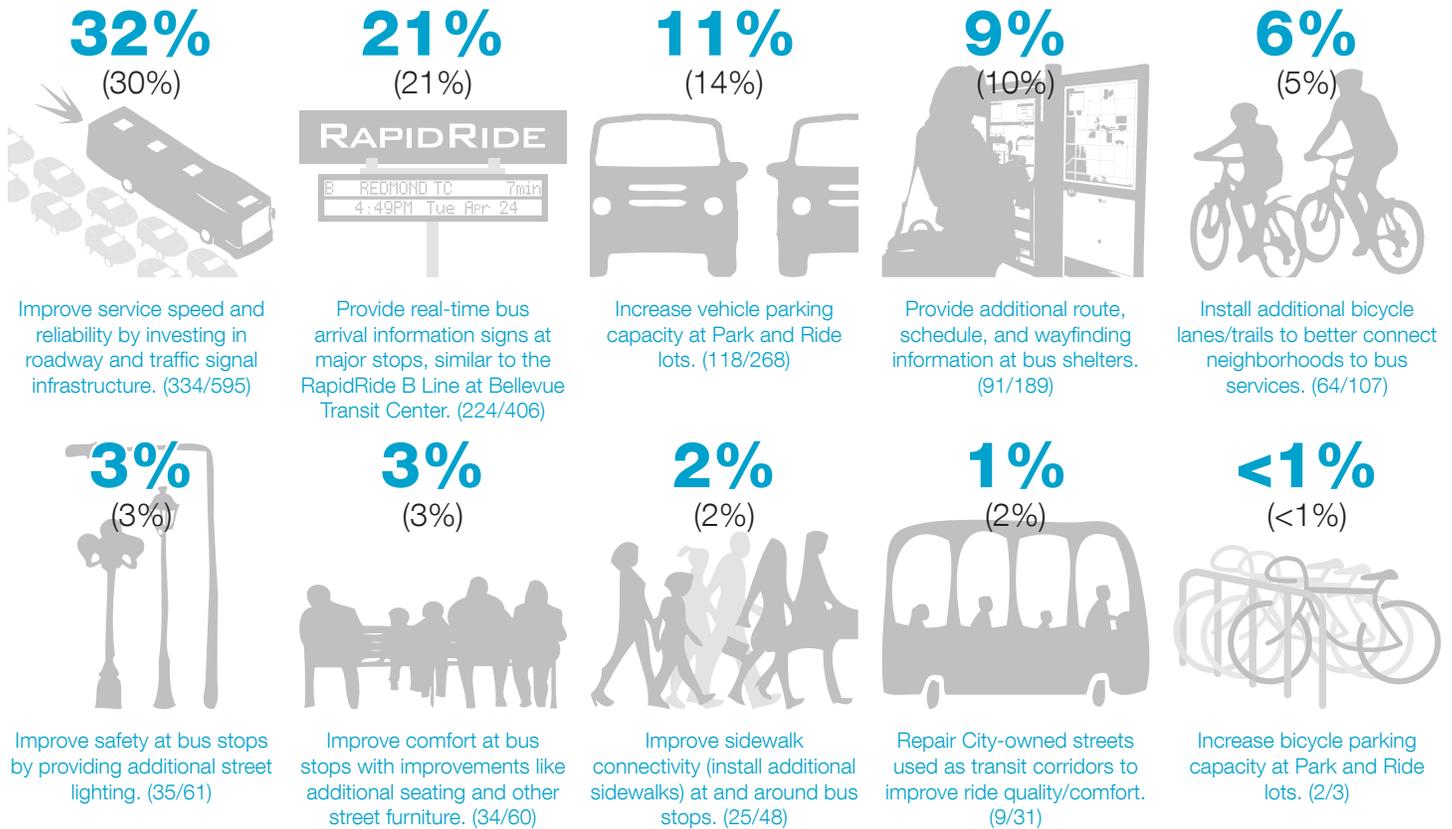


Figure 2.54 The percentages displayed are for respondents who use transit for social/recreational purposes. The percentages for current transit users overall are shown in parentheses for comparison (note: the counts shown below each icon are [shopper respondents]/[total transit user respondents]). The most common way social users think the City should invest municipal resources to improve transit service in Bellevue is by “improving service speed and reliability by investing in roadway and traffic infrastructure” (31.8%; 334/1,051 respondents). In addition to the options listed above, 10.4% of social transit users (109/1,051 respondents) chose “other.”

Table 2.71 Advocacy priorities of respondents who use transit in Bellevue for social and/or recreational reasons.

Quality of Service	Count	Percent
Increase Frequency During Peak	309	29.7%
Increase Frequency to Reduce Overcrowding	133	12.8%
Other	92	8.8%
Increase Frequency During Midday	91	8.7%
Increase Vehicle Capacity at Park & Rides	84	8.1%
Revise Schedules to Improve Connections	80	7.7%
Expand Service Coverage in Bellevue	64	6.1%
Increase Frequency on Weekends	38	3.6%
Increase Frequency During Late Night	35	3.4%
Install Additional Shelters	32	3.1%
Extend Service at Night on Weekdays	30	2.9%
Extend Service at Night on Weekends	21	2.0%
Expand ORCA Sales Locations in Bellevue	21	2.0%
Increase Bicycle Capacity at Park & Rides	12	1.2%

respondents 1,042

University District; 50.5%) and those with annual incomes of more than \$100,000 (37.9%; Table A.66 on page A125.)

The priorities for municipal advocacy to transit agencies among respondents who use transit for social/recreational purposes are consistent with those of transit users overall and similar to special events users (see Table A.67 on page A129). Support for increasing frequency during the peak, though ranked first, has less support among social/recreational transit riders (29.7%) than among transit users overall (33.2%). Bellevue residents expressed especially low support for increasing peak service (though still top-ranking with 19.7%); conversely, nearly half (45.2%) of all Seattle residents using

transit for social/recreational reasons. Similar to shoppers, social/recreational transit users value advocacy for increasing Park & Ride vehicle capacity somewhat less than transit users overall, instead exhibiting a slightly greater interest in advocating for increased frequency mid-day, late at night, and on the weekends.

Respondents' preferred means of addressing a budget shortfall do not generally vary substantially with trip purpose. Still, social/recreational transit users are the group that expressed the greatest support for extending the Congestion Reduction Charge (CRC) as a preferred means of addressing a hypothetical Metro budget shortfall scenario (51.2%, versus 45.0% overall). Seattle residents who use transit for social purposes support this measure more commonly than any other origin-based group (60.4%). Those using transit for social/recreational purposes expressed preferences that most closely align with work commuters—after the CRC, the second and third most preferred courses of action are a combination of increasing fares and reducing operating costs (26.7%) and finding new revenue sources (22.6%; see Table A.68 on page A132).

Bellevue residents who use transit for social/recreational purposes expressed the least support for reducing or eliminating all Sunday service of any origin-based group for any trip purpose (3.6%, versus 6.1% of social users overall, 10.1% of transit users overall, and 12.2% for work commuters overall.) Bellevue residents consistently express less support for this service reduction measure than respondents overall.

Table 2.72 Preferred solutions to hypothetical future budget shortfall scenarios of respondents who use transit in Bellevue for social and/or recreational reasons.

Quality of Service	Count	Percent
Extend the Congestion Reduction Charge (CRC)	529	51.2%
Raise Fares & Reduce Operating Costs	276	26.7%
Find New Revenue Sources	234	22.6%
Reduce/Eliminate Low Ridership Routes	200	19.3%
Reduce Frequency for Select Night Service	100	9.7%
Other	87	8.4%
Reduce Frequency for Select Off-Peak Service	82	7.9%
Reduce/Eliminate Select Weekend Service	74	7.2%
Reduce/Eliminate All Sunday Service	63	6.1%
respondents		1.034

"Increase the number of through and looped Routes to create criss-cross service rather than the current spoked wheel paradigm."
 -Martin, Non-Commute Transit User
 Resident of Bellevue

"Create revenue by selling more advertising on buses and stops/stations."
 -Bart, All-Around Transit User
 Resident of Bellevue

"Raise the gas tax."
 -Kent, All-Around Transit User
 Resident of Black Diamond

"Increase transit system efficiency by reducing labor costs, seeking more efficient capital investments and capital deployment (more efficient equipment, more efficient routing, less deadheading routes, more efficient operator scheduling, etc.)"
 -Chris, All-Around Transit User
 Resident of Seattle

Table 2.73 Frequency of attending special events (festivals, sporting events, conventions, etc.)

Frequency	Response Percent	Response Count
Multiple times per week	1.0%	13
Once per week	1.5%	20
Once or twice per month	12.5%	168
Once every couple of month	33.5%	450
Once or twice per year	44.3%	595
Less than once per year	7.3%	98
respondents		1,344



Special Events

A total of 1,349 respondents use transit for special events (64.4% of 2,095 respondents). Acknowledging that special event attendance is likely a less frequent occurrence for many people than other trip purposes, respondents were asked two questions to better understand the habits of these users. Question 35 asked, “On average, how often do you attend special events (festivals, sporting events, conventions, etc.)?” Table 2.71 summarizes the results. Question 36 asked, “How often do you use transit to travel to special events?” Table 2.74 summarizes the relationship between responses to these questions; see Table A.69 on page A134 and Table A.70 on page A135 for full results.

Those who attend special events at least once per month are most likely to use transit often or occasionally for those trips (43.8% and 35.8%, respectively). Generally, the less frequently respondents attend special events, the less likely they are to use transit when attending events. For example, by contrast to the above, only 10.2% of those who attend special events less than once per year use transit often, while 63.3% go by transit only rarely. Most respondents (44.3%) claimed to attend

Table 2.74 Frequency of using transit in Bellevue for special events by frequency of attendance.

	Total	Exclusively		Often		Occasionally		Rarely		Never	
All Special Event Users	1,346	99	7.4%	391	29.0%	502	37.3%	342	25.4%	12	0.9%
Frequency of Attending											
Multiple times per week	13	2	15.4%	4	30.8%	5	38.5%	2	15.4%	0	0.0%
Once per week	20	6	30.0%	10	50.0%	3	15.0%	1	5.0%	0	0.0%
Once or twice per month	168	18	10.7%	74	44.0%	64	38.1%	10	6.0%	2	1.2%
Once every couple of month	450	39	8.7%	171	38.0%	181	40.2%	59	13.1%	0	0.0%
Once or twice per year	595	33	5.5%	122	20.5%	227	38.2%	207	34.8%	6	1.0%
Less than once per year	98	1	1.0%	10	10.2%	21	21.4%	62	63.3%	4	4.1%

special events once or twice per year, and one-third (33.5%) do so once every couple of months (see Table 2.73). Only 2.5% of respondents attend special events once or more per week, so regardless of how many of those trips are made with transit, special events are the trip purpose for which respondents least frequently use transit.

The frequency with which respondents use transit to attend special events is relatively evenly divided—more so than most other segmentation questions (see Table A.70 on page A135). The largest group (37.3%) use transit occasionally, 29.0% use transit often, and 25.4% rarely use transit to attend special events. Only 7.4% of respondents claimed to reach special events exclusively by transit.

While it is notably more common to attend special events exclusively by transit among those without access to a personal automobile (22.0%) and those with annual household incomes of less than \$25,000 (18.6%) or between \$25,000-50,000 (13.2%), even in these groups the majority do not attend events exclusively by transit. Frequency of transit use generally tends to decline as age and income increase, though these trends are not as dramatic as in the cases of other trip purposes, most notably shopping- and social-related transit use.

The two most common reasons why respondents use transit to attend special events are the hassle and expense associated with parking (75.6% and 72.2%; see Table 2.75). While these are the same two top reasons as among respondents who use transit for social/recreational purposes, special events transit users cited these with significantly greater frequency than any other trip purpose group. The perceived convenience of transit factors into the decision of more than half (56.3%) of respondents who use transit to attend special events, ranking as the third most commonly selected reason almost unanimously among all subgroups analyzed.

Table 2.75 Reason for using transit in Bellevue for special events.

Reason	Count	Percent
Gasoline is too expensive.	984	75.6%
Parking is too expensive.	940	72.2%
My employer provides transit benefits (e.g. ORCA card).	733	56.3%
Transit is better for the environment than driving.	605	46.5%
Transit is convenient and/or easy to use.	505	38.8%
SR-520 tolls are too expensive.	348	26.7%
Transit costs me less than driving.	336	25.8%
Transit allows me to have a productive/ relaxing ride to work.	293	22.5%
I do not have access to a motor vehicle / I do not drive.	170	13.1%
Parking is too much of a hassle.	147	11.3%
Driving is too much of a hassle.	120	9.2%
I simply prefer taking transit, in general.	92	7.1%
Other	54	4.1%
Using transit makes it easier for me to commute by bicycle.	26	2.0%
respondents		1,302

ROUTES USED FOR SPECIAL EVENTS

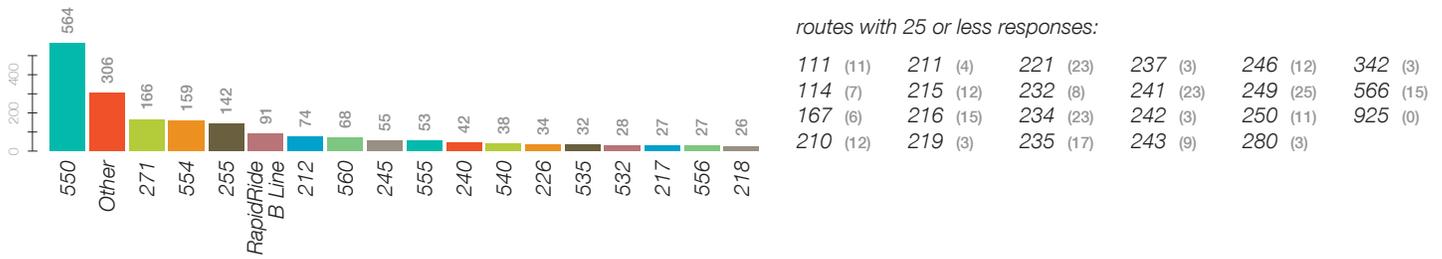


Figure 2.55 The most commonly used route by those who use transit for special events is Route 550, nearly 400 respondents above the next most commonly used route (Route 271). “Other” was the second most common selection (approximately 250 below Route 550) but not all of the selections were for the same route.

Special events are the trip purpose for which a lack of access to a personal vehicle has the least impact on respondents’ decision to use transit, cited by only 7.1% of respondents overall (see Table A.71 on page A137). Among those without access to an automobile, that lack of access is cited by 69.8% of respondents (the same percentage as among work commuters), but it is cited by notably less than 50% of students (40.3%) and those with incomes of less than \$25,000 (37.5%)—the only trip purpose for which this is the case.

Consideration of the environmental benefits of transit was cited less frequently (26.7%) by those using transit to attend special events than by any other trip purpose group. Table A.72 on page A140 categorizes the write-in responses into seven primary themes and corresponding sub-themes—54 responses were provided by the 54 unique respondents. More than half (51.9%) claimed to use transit to avoid driving under the influence after an event, while 16.7% (9 respondents) noted that transit is in some way a superior alternative to driving—five respondents relating to traffic and four to lower transportation costs.

Consistent with Downtown Seattle being the most common destination for those attending special events, Route 550 is the most commonly used route—as with all other trip purposes except school—in this case by nearly four hundred selections (48.9%; see Figure 2.55 and Table A.73 on page A141). Route



HOW SPECIAL EVENT USERS ACCESS TRANSIT



Figure 2.56 The most common way special event users access transit is driving to a Park & Ride facility (47.8%; 622/1,301 respondents).

554, connecting Issaquah to Downtown Seattle, is the third most common route (13.8%), and Route 255, connecting Kirkland to Downtown Seattle, is the fourth most common route (12.3%).

Consistent with the University District being the second most common destination, Route 271 is the second most commonly used route (14.4%). The common use of Routes 550 and 271, as well as the RapidRide B Line ranking as the fifth most commonly used route (7.9%) are also consistent with Downtown Bellevue being the third most common destination for those attending special events by transit. A total of 2,180 routes were selected by 1,153 unique respondents.

Unlike all other trip purposes, walking to the bus stop is not the most common means of accessing transit among respondents who use transit to attend special events; only 46.3% of respondents do so (see Figure 2.56 and Table A.74 on page A142). Instead, more than half (51.8%) of respondents use Park & Ride facilities (47.8% drive to a Park & Ride, and 4.0% are dropped off there). Transit users of all trip purposes (except school commuters) are more likely to drive to a Park & Ride themselves than they are to be driven there by someone else, but those traveling to special events are the group most likely to do so (92.3%). 447 of the 674 respondents who use a Park & Ride identified one or more facilities they use; 133

"When taking the bus to sporting events it's because I don't want to drink and drive."

-Kim, Special Event Transit User
Resident of Newcastle

"Transit is faster during rush hour--no need to look for parking in Seattle."

-Theodora, Shopping and Special Event User
Resident of Bellevue

"I live close to my office so I don't have much need for transit; however, I would love to see more service for baseball and football games to eliminate the hassle of driving and parking."

-Jared, Non-Rider
Resident of Bellevue

"[The] bus stop at 520 and Montlake is convenient to get off at for Husky games."

-Anonymous Non-Commuter Transit User
Resident of Bellevue

ORIGIN OF SPECIAL EVENT TRIPS

FOR TRANSIT USERS

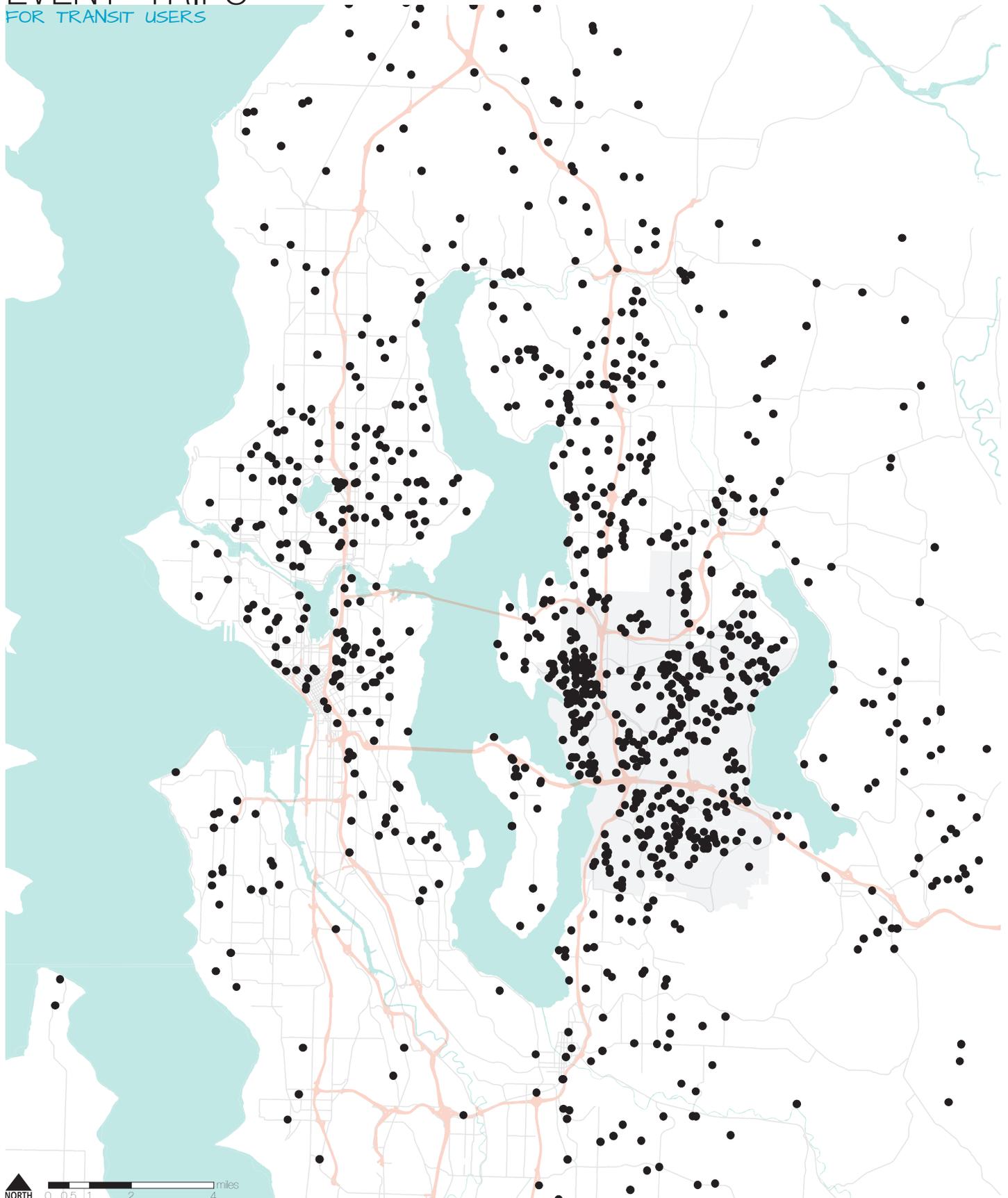


Figure 2.57 36.5% of respondents who said they use transit for special events live in Bellevue (455/1,248), 87 of which live within 0.25 miles of Downtown Bellevue (7.0%).

DESTINATION OF SPECIAL EVENT TRIPS

FOR TRANSIT USERS

Note: the number of respondents for each area is listed in Table 2.76 and is equal to $900\pi \cdot (D/2)^2$, where D is the diameter of the circle.

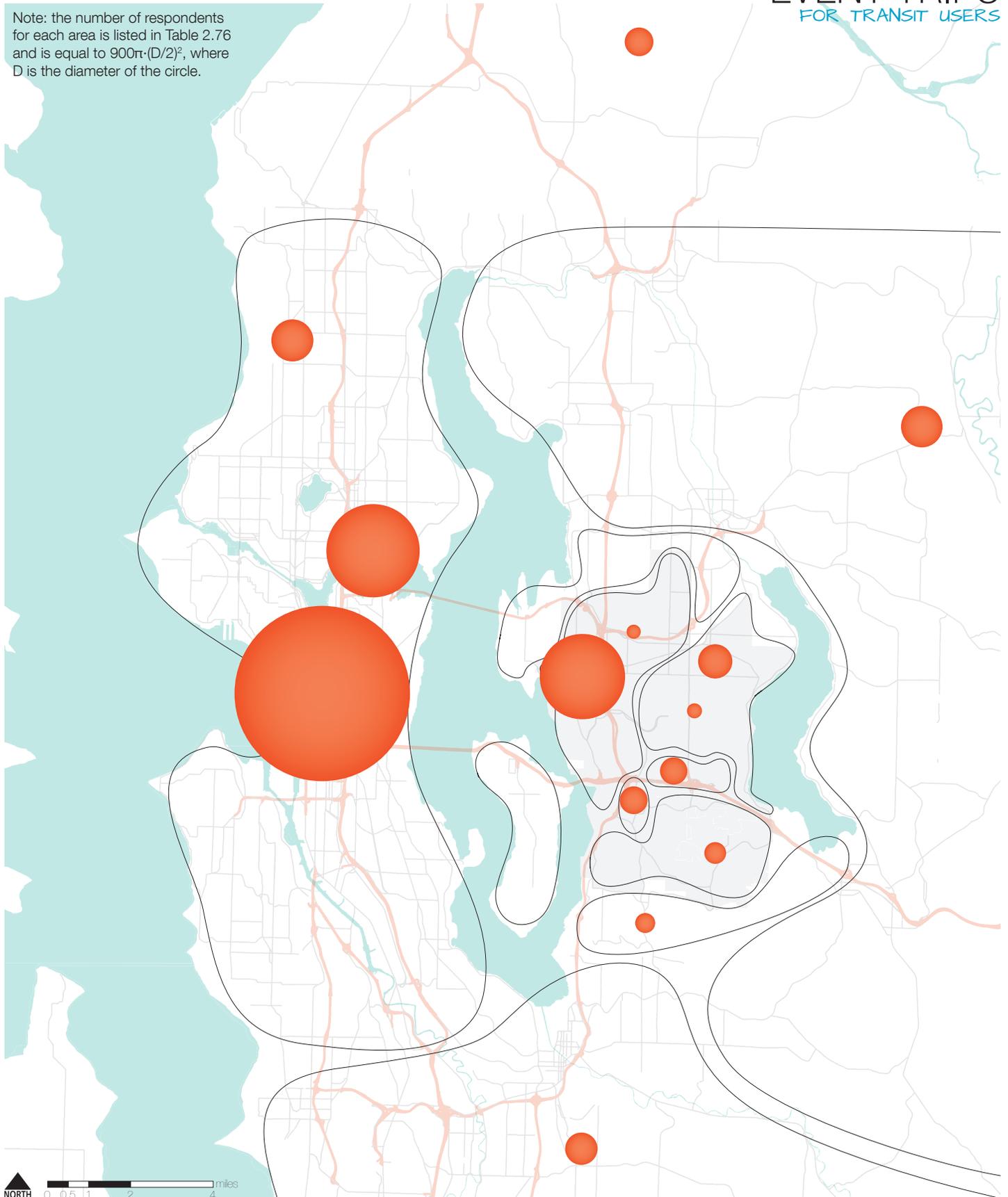


Figure 2.58 Destination of respondents using transit in Bellevue for special events. 21.8% of respondents travel to Downtown Bellevue (292/1,337), 92.3% to Downtown Seattle (1,234/1,337), and 26.1% to the University District in Seattle (349/1,337).

Table 2.76 Destination of special event related transit trips filtered by place of residence.

Region	Place of Residence											
	All Shoppers		Bellevue		Non-Bellevue		Seattle		Kirkland		Renton	
1 Bellevue – Downtown	292	21.8%	117	25.7%	151	19.2%	29	12.9%	26	27.1%	9	16.4%
2 Bellevue – Crossroads	47	3.5%	31	6.8%	12	1.5%	1	0.4%	4	4.2%	1	1.8%
3 Bellevue – Eastgate	30	2.2%	15	3.3%	12	1.5%	4	1.8%	0	0.0%	0	0.0%
4 Bellevue – Factoria	31	2.3%	20	4.4%	7	0.9%	3	1.3%	0	0.0%	0	0.0%
5 Bellevue – South Bellevue	19	1.4%	11	2.4%	5	0.6%	2	0.9%	0	0.0%	0	0.0%
6 Bellevue – East Bellevue	9	0.7%	5	1.1%	3	0.4%	0	0.0%	1	1.0%	0	0.0%
7 North or West Bellevue	8	0.6%	4	0.9%	3	0.4%	0	0.0%	0	0.0%	0	0.0%
8 Neighboring Communities	16	1.2%	8	1.8%	8	1.0%	1	0.4%	3	3.1%	2	3.6%
9 Other East King County	69	5.2%	26	5.7%	41	5.2%	5	2.2%	12	12.5%	1	1.8%
10 Seattle – Downtown	1,234	92.3%	412	90.5%	741	94.0%	219	97.3%	92	95.8%	52	94.5%
11 Seattle – University District	349	26.1%	127	27.9%	198	25.1%	68	30.2%	35	36.5%	10	18.2%
12 Other West King County	71	5.3%	28	6.2%	42	5.3%	26	11.6%	7	7.3%	1	1.8%
13 South King County	42	3.1%	8	1.8%	29	3.7%	4	1.8%	2	2.1%	8	14.5%
14 Outside King County and/or Other	33	2.5%	9	2.0%	22	2.8%	8	3.6%	1	1.0%	0	0.0%
respondents	1,337		455		788		225		96		55	

Region	Place of Residence											
	All Shoppers		Redmond		Issaquah		Bothell		Sammamish		No Response	
1 Bellevue – Downtown	292	21.8%	16	30.2%	11	26.8%	11	27.5%	3	12.0%	24	25.5%
2 Bellevue – Crossroads	47	3.5%	2	3.8%	0	0.0%	1	2.5%	1	4.0%	4	4.3%
3 Bellevue – Eastgate	30	2.2%	0	0.0%	1	2.4%	0	0.0%	3	12.0%	3	3.2%
4 Bellevue – Factoria	31	2.3%	1	1.9%	0	0.0%	0	0.0%	1	4.0%	4	4.3%
5 Bellevue – South Bellevue	19	1.4%	1	1.9%	0	0.0%	0	0.0%	1	4.0%	3	3.2%
6 Bellevue – East Bellevue	9	0.7%	1	1.9%	0	0.0%	0	0.0%	0	0.0%	1	1.1%
7 North or West Bellevue	8	0.6%	2	3.8%	0	0.0%	0	0.0%	0	0.0%	1	1.1%
8 Neighboring Communities	16	1.2%	1	1.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
9 Other East King County	69	5.2%	9	17.0%	4	9.8%	2	5.0%	2	8.0%	2	2.1%
10 Seattle – Downtown	1,234	92.3%	45	84.9%	38	92.7%	38	95.0%	25	100.0%	81	86.2%
11 Seattle – University District	349	26.1%	9	17.0%	10	24.4%	10	25.0%	5	20.0%	24	25.5%
12 Other West King County	71	5.3%	0	0.0%	2	4.9%	0	0.0%	1	4.0%	1	1.1%
13 South King County	42	3.1%	1	1.9%	0	0.0%	2	5.0%	0	0.0%	5	5.3%
14 Outside King County and/or Other	33	2.5%	1	1.9%	0	0.0%	1	2.5%	1	4.0%	2	2.1%
respondents	1,337		53		41		40		25		94	

Note: multiple selections were allowed. Percentages shown in the "Place of Residence" section reflect the percentage of total respondents from a given home city (origin) who use transit for special events in the indicated destinations. The eight cities with 100 or more total survey respondents are shown.

noted the Eastgate Park & Ride and 132 noted the South Bellevue Park & Ride among the facilities they use (29.8% and 29.3%, respectively).

1,248 respondents who use transit for special events provided a name, address, or nearest street intersection when asked for their place of residence (see Figure 2.57 on page 150). 36.5% of respondents live in Bellevue (455/1,248) and 18.1% live in Seattle (226/1,248). A small cluster live within one-quarter

mile of Downtown Bellevue (87/7.0% of 1,248).

Figure 2.10 on page 34 is a detailed map of the destination regions identified by respondents. Table 2.76 on page 152 lists the response counts and percentages for each region by place of residence. 1,337 respondents identified at least one region for the destination of their special event transit trip(s) (see Figure 2.58 on page 151). Downtown Seattle is the most common destination for special events by a significant margin—92.3% of respondents cited this among their destinations. All other destinations combined still do not attract as many trips for this purpose as Downtown Seattle. Seattle's University District is the second most common destination for special event trips among respondents overall (26.1%) and residents of most of the municipalities assessed, including Bellevue residents (27.9%). Downtown Bellevue is the third most common destination, attracting 21.8% of respondents who use transit to attend special events and 25.7% of Bellevue residents. Residents of Kirkland and Redmond are other groups with a particular propensity to attend special events in Downtown Bellevue (27.1% and 30.2%, respectively). A total of 1,243 respondents provided both a home address and identified at least one destination region.

Respondents who use transit to attend special events share the same priorities overall as those who use transit for social/recreational purposes. The response frequency method indicates that frequency of weekday service was ranked as the most common first and second priority (26.3% and 19.5%, respectively), while schedule reliability as the second most common first and second priorities and the most common third priority (18.9%, 17.7%, and 18.4%, respectively; see Table 2.77 on page 154 and Table A.79 on page A147). The points-aggregated method of priority assessment shows that schedule reliability and frequency of weekday service are prioritized almost equally by special

"[Route] 550 is overcrowded on Seahawks gamedays."

-Nancy, Non-Commute Transit User
Resident of Kirkland

"It is especially difficult to use after sporting events at Safeco and Qwest Field events. If we are putting money into a regional facility for us to attend, we also need to put money into the infrastructure to get us there."

-Diane, Non-Commute Transit User
Resident of Bellevue

"I have, in the past, used bus service to Downtown Seattle for sports venues and the experience was not pleasant, both while waiting for the bus and riding."

-Anonymous Former Rider
Resident of Lake Stevens

"I would use buses more if my local park and ride was not always full to capacity in the weekday time."

-Anonymous Special Events User
Resident of Beaux Arts Village

"I've noticed that the 'evening peak' routes at 3pm are hardly crowded, but that the 'off-peak' buses at 6pm are always filled to the brim. Is there some way to change the bus services' peak hours to coordinate with actual peak demand? Money could probably be saved by not starting evening peak service until 4:30 on most days (perhaps with extra Friday service)."

-Joshua, All-Around Transit User
Resident of Seattle

Table 2.77 Partial comparison of service quality priorities among all respondents and respondents who use transit in Bellevue for special events. The priorities ranked first, second, and third most often by all transit users and special event users are highlighted blue.

	First				Second				Third				Response Count	
	All		Special		All		Special		All		Special		All	Special
Speed of service	498	22.1%	239	21.2%	408	18.1%	213	18.9%	332	14.7%	178	15.8%	2,251	1,129
Frequency of weekday service	554	24.9%	303	27.5%	533	24.0%	251	22.8%	357	16.1%	177	16.0%	2,221	1,103
Frequency of weekend service	81	3.6%	34	3.1%	118	5.2%	62	5.6%	163	7.2%	90	8.1%	2,249	1,112
Frequency of evening/night service	75	3.3%	36	3.2%	149	6.5%	71	6.3%	207	9.0%	116	10.2%	2,296	1,136
Schedule reliability/on-time performance	478	21.5%	243	21.8%	432	19.4%	228	20.4%	494	22.2%	237	21.3%	2,225	1,115
Connections	169	7.4%	91	8.0%	286	12.5%	146	12.8%	306	13.4%	129	11.3%	2,287	1,143
Stop proximity	429	18.1%	187	15.9%	308	13.0%	152	12.9%	306	12.9%	170	14.5%	2,371	1,175
Comfort	115	4.7%	62	5.1%	177	7.2%	73	6.0%	207	8.4%	89	7.3%	2,455	1,219
total by rank	2,399		1,195		2,411		1,196		2,372		1,186			

events users (15.6% each), while speed of service is third (15.0%) and frequency of weekend service last (8.3%; see Table A.80 on page A149). However, there are several notable differences in these groups' priorities among various subgroups, in particular among Bellevue residents.

Bellevue residents who use transit to attend special events prioritize three qualities almost exactly equally—speed of service, proximity of stops to destinations, and frequency of weekday service were all assigned 14.7% of the total points, with the former two given 2,169 points and the latter 2,156 points (see Table A.80 on page A149). This is the only trip purpose for which multiple service qualities are regarded this similarly. Bellevue residents who use transit to attend special events are the trip purpose group most concerned with the proximity of stops to home/destination(s), ranking it as the second highest priority on the points-aggregated scale. This is of particular note given that this is the only trip purpose for which respondents were more likely to access transit from a Park & Ride facility than by walking to the bus stop (51.8% versus 46.3%, respectively).

Table 2.78 Investment priorities of respondents who use transit in Bellevue for special events.

Reason	Count	Percent
Improve service speed and reliability by investing in roadway and traffic signal infrastructure.	393	31.0%
Provide real-time bus arrival information signs at major stops.	248	19.5%
Increase vehicle parking capacity at Park and Ride lots.	180	14.2%
Other	141	11.1%
Provide additional route, schedule, and wayfinding information at bus shelters.	114	9.0%
Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	73	5.8%
Improve safety at bus stops by providing additional street lighting.	37	2.9%
Improve comfort at bus stops with improvements like additional seating and other street furniture.	35	2.8%
Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	31	2.4%
Repair City-owned streets used as transit corridors to improve ride quality/comfort.	15	1.2%
Increase bicycle parking capacity at Park and Ride lots.	2	0.2%
respondents	1,269	

HOW SHOULD THE CITY INVEST?

ACCORDING TO THOSE WHO USE TRANSIT FOR SPECIAL EVENTS

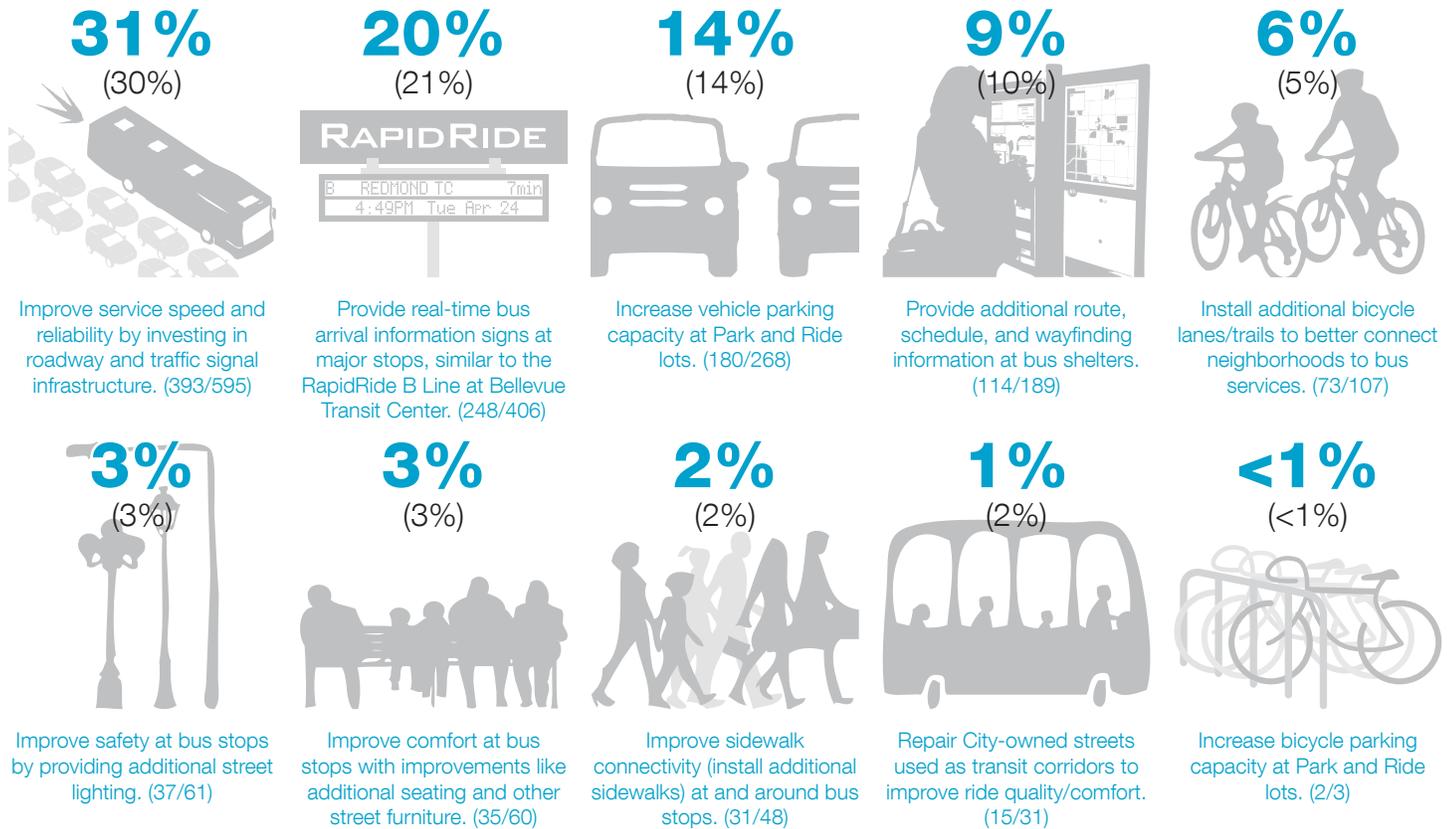


Figure 2.59 The percentages displayed are for respondents who use transit for special events. The percentages for current transit users overall are shown in parentheses for comparison (note: the counts shown below each icon are [shopper respondents]/[total transit user respondents]). The most common way shoppers think the City should invest municipal resources to improve transit service in Bellevue is by “improving service speed and reliability by investing in roadway and traffic infrastructure” (31.0%; 393/1,269 respondents). In addition to the options listed above, 11.1% of special event transit users (141/1,269 respondents) chose “other.”

Respondents who use transit to attend special events expressed priorities for municipal investment in transit that closely reflect those of transit users overall and the prevailing trends previously addressed (see the section on Current Transit Users ‘Perceptions and Priorities’ on page 44). The most notable characteristic unique to special event users is that they expressed the highest level of support for investment in Park & Ride vehicle capacity of any trip purpose group, both overall and among Bellevue residents (14.2% and 15.3%, respectively; see Table A.81 on page A151). This is consistent with this being the trip purpose for which respondents are most likely to access transit from a Park & Ride.

“[Route] 550 is not an Express bus. Shouldn't be on Bellevue Way stuck in traffic.”

-Emil, All-Around Transit User
Resident of Seattle

“It would be nice if there were a route (554) that ran after midnight from near the stadiums in Seattle.”

-Vera, All-Around Transit User
Resident of Bellevue

“Schedules are posted at many stops. Would it be asking to much to have route maps posted there too?”

-Anonymous All-Around Transit User
Resident of Bellevue

Table 2.79 Advocacy priorities of respondents who use transit in Bellevue for special events.

Quality of Service	Count	Percent
Increase Frequency During Peak	386	30.8%
Increase Frequency to Reduce Overcrowding	169	13.5%
Increase Vehicle Capacity at Park & Rides	127	10.1%
Other	116	9.3%
Increase Frequency During Midday	97	7.7%
Revise Schedules to Improve Connections	92	7.3%
Expand Service Coverage in Bellevue	77	6.2%
Install Additional Shelters	36	2.9%
Increase Frequency on Weekends	35	2.8%
Increase Frequency During Late Night	34	2.7%
Extend Service at Night on Weekdays	30	2.4%
Extend Service at Night on Weekends	22	1.8%
Expand ORCA Sales Locations in Bellevue	21	1.7%
Increase Bicycle Capacity at Park & Rides	10	0.8%
respondents		1,252

However, this priority continues to rank third—as with work and social transit users—behind infrastructure investments that aid speed and reliability (31.0%) and the provision of real-time arrival information at major stops (19.5%).

The priorities for municipal advocacy to transit agencies among respondents who use transit to attend special events are consistent with those of transit users overall and similar to social/recreational transit users (see Table 2.79 and Table A.82 on page A155). Support for increasing frequency during the peak, though ranked first, has slightly less support among special events transit users (30.8%) than among transit users overall (33.2%). Bellevue residents expressed especially low support for increasing peak service (though still top-ranking with 22.0%), while Seattle residents expressed twice Bellevue’s level of support for this measure (44.3%). Special events users are the trip purpose group to express the greatest support for increasing frequency to reduce overcrowding (13.5%), ranking this as their second priority, and for advocating for increased vehicle capacity at Park & Ride facilities (10.1%), ranking this as their third priority.

Respondents’ preferred means of addressing a budget shortfall generally do not vary substantially with trip purpose. Like transit users overall, those who use transit to attend special events prefer extension of the Congestion Reduction Charge (CRC) and raising fares while reducing operating costs as the top two budget shortfall solutions (48.0% and 27.9%, respectively; see Table 2.80). However, special events users favor the reduction/elimination of low-ridership routes (21.5%) over finding new revenue sources (20.0%) as their third most common solution, and they are the only trip purpose group to do so (see Table A.83 on page A158).

Table 2.80 Preferred solutions to hypothetical future budget shortfall scenarios of respondents who use transit in Bellevue for social and/or recreational reasons.

Quality of Service	Count	Percent
Extend the Congestion Reduction Charge (CRC)	601	48.0%
Raise Fares & Reduce Operating Costs	349	27.9%
Reduce/Eliminate Low Ridership Routes	270	21.5%
Find New Revenue Sources	250	20.0%
Reduce Frequency for Select Night Service	134	10.7%
Reduce/Eliminate Select Weekend Service	116	9.3%
Reduce/Eliminate All Sunday Service	110	8.8%
Reduce Frequency for Select Off-Peak Service	110	8.8%
Other	105	8.4%
respondents		1,253

"I'd love for the transit agencies to find a funding model that was more stable so services aren't being cut/alterd so frequently."

-Meg, All-Around Transit User
Resident of Renton

"Tolls instead of/as well as the CRC? I pay the CRC even though I leave my car at home every day, which isn't quite fair."

-Dave, Work and Special Events Transit User
Resident of Redmond

"Region-wide tolling with some supplement to transit."

-Ryan, Special Events Transit User
Resident of Bellevue

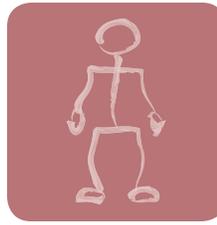
"Consider making a yearly subscription price for unlimited or discounted ORCA plans. This may encourage higher ridership."

-Hugh, All-Around Transit User
Resident of Seattle

"Absolutely do not eliminate any route or limit service... The transit system is a great way to connect with other communities and if the routes were not available or the frequency was lessened, I would rarely come into the Bellevue area...I'd just go to Seattle since I'm central to both cities... Get creative, look to other cities who have built and maintained their transit service despite any budget shortfalls."

-Tim, All-Around Transit User
Resident of Kenmore





Other

Table 2.81 Frequency of using transit in Bellevue for other purposes.

Frequency	Response Percent	Response Count
Daily	4.0%	11
Often	1.1%	3
Occasionally	12.0%	33
Rarely	81.1%	223
Never	1.8%	5
respondents		275

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.

A total of 278 respondents use transit for other reasons (13.4% of 2,072 respondents). Of these, the majority (81.1%) use transit only rarely for their specified purpose (see Table 2.81).

Table 2.82 summarizes the write-in responses submitted explaining for what other purposes individuals use transit and categorizes these into nine primary themes and corresponding sub-themes. 302 responses were provided by 278 unique respondents. Nearly half (43.9%) of respondents said they use transit in Bellevue for multi-modal transportation connections, the vast majority of which use transit to reach SeaTac Airport (41.4%). Most other respondents (42.8%) identified travel purposes associated with one of the five primary trip purpose categories previously addressed (work, school, shopping, social purposes, and/or special events).

Due to the small sample sizes associated with each of these categories and time constraints associated with this project, analysis of the 'other' trip purpose group is less comprehensive than for the five primary trip purposes. The following are a few groups that exhibit notable deviations from 'other' respondents overall (see Table A.84 on page A160):

- Respondents who live in Seattle, Kirkland, and Issaquah more commonly use transit in Bellevue daily for their specified other purpose than users overall (8.3%, 8.0%, and 10.0%, respectively, versus 4.0% overall).
- Respondents who are students, unemployed, or retired more commonly use transit in Bellevue daily or occasionally for their specified other purpose than those who are employed.



PHOTO BY John Tiscornia

Table 2.82 Themes of write-in responses for what 'other' reasons respondents use transit.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Multi-Modal Transportation Connections	122	40.4%	43.9%
<i>Travel to SeaTac Airport</i>	115	38.1%	41.4%
<i>Travel to King Street Station</i>	7	2.3%	2.5%
Work & Business	48	15.9%	17.3%
<i>Commute to/from Work/ Business Meetings (General)</i>	29	9.6%	10.4%
<i>Commute to/from Work/ Business Meetings in Seattle</i>	14	4.6%	5.0%
<i>Volunteer Work</i>	5	1.7%	1.8%
Social & Recreational Activities	41	13.6%	14.7%
<i>Special Events & Cultural Institutions</i>	11	3.6%	4.0%
<i>Travel to Seattle Downtown</i>	7	2.3%	2.5%
<i>Social Activities with Friends/Family</i>	13	4.3%	4.7%
<i>Avoid Driving Under the Influence</i>	6	2.0%	2.2%
<i>Just For Fun</i>	4	1.3%	1.4%
School and Related Activities	5	1.7%	1.8%
<i>School and Related Activities (General)</i>	5	1.7%	1.8%
Shopping & Errands	25	8.3%	9.0%
<i>Shopping</i>	5	1.7%	1.8%
<i>Medical, Dental, and Other Appointments</i>	20	6.6%	7.2%
For All Travel Needs	6	2.0%	2.2%
<i>For All Travel Needs</i>	6	2.0%	2.2%
Alternative to My Standard Mode of Travel	16	5.3%	5.8%
<i>When a Personal Vehicle is Unavailable</i>	12	4.0%	4.3%
<i>Backup to Carpool/Vanpool</i>	4	1.3%	1.4%
Miscellaneous	24	7.9%	8.6%
<i>Jury Duty</i>	10	3.3%	3.6%
<i>Religious Activities</i>	4	1.3%	1.4%
<i>Bicycling</i>	4	1.3%	1.4%
<i>During Poor Weather Conditions</i>	6	2.0%	2.2%
Other / No Comment	15	5.0%	5.4%
<i>Other Purposes</i>	9	3.0%	3.2%
<i>No Comment</i>	6	2.0%	2.2%
total categorized responses	302		
total unique respondents	278		

- Those with annual household incomes under \$25,000 more commonly use transit in Bellevue daily for their specified other purpose than users with higher incomes.
- Respondents without access to an automobile use transit for their specified other purpose considerably more frequently than those with access to an automobile.

"I'd love for the transit agencies to find a funding model that was more stable so services aren't being cut/alterd so frequently."
 -Meg, All-Around Transit User
 Resident of Renton

"Tolls instead of/as well as the CRC? I pay the CRC even though I leave my car at home every day, which isn't quite fair."
 -Dave, Work and Special Events Transit User
 Resident of Redmond

ROUTES USED FOR OTHER REASONS

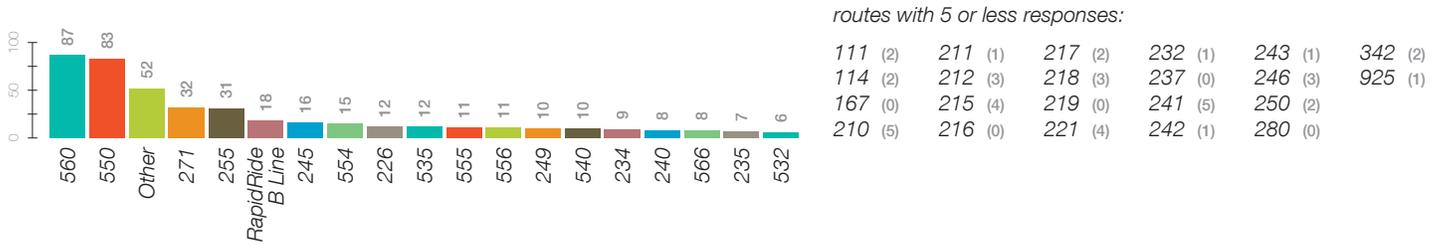


Figure 2.61 The two most commonly used routes by those who use transit for “other” reasons are Route 560 (87) and Route 550 (83), approximately 50 respondents above the next most commonly used route (Route 271). “Other” was the third most common selection (52), but this includes a variety of routes written-in by respondents.

*"I'd love for the transit agencies to find a funding model that was more stable so services aren't being cut/alterd so frequently."
-Meg, All-Around Transit User
Resident of Renton*

*"Tolls instead of/as well as the CRC? I pay the CRC even though I leave my car at home every day, which isn't quite fair."
-Dave, Work and Special Events Transit User
Resident of Redmond*

35.8% of respondents who use transit for other reasons cited Route 560 among the routes they use (87/243 respondents), making it the most commonly-used route for 'other' trips (see Figure 2.61). This is the only trip purpose for which Route 550 is not the most commonly used route, reflecting the frequency with which respondents cited travel to SeaTac Airport (which is served by Route 560) as their 'other' trip purpose. Route 550, the second most commonly-used route among other transit users, was selected by 34.2% of respondents (83/243). A total of 480 routes were selected by 243 unique respondents.

When asked how they typically access transit for other purposes, 69.8% of 262 respondents said they walk to the bus stop while 19.1% said they drive to a Park & Ride facility (see Figure 2.60 on page 160). 54 of the 71 respondents who said they either drive to or get dropped off at a Park & Ride identified the facility

HOW OTHER USERS ACCESS TRANSIT



Figure 2.60 The most common way other users access transit is by walking to the bus stop (69.8%; 183/262 respondents).

HOW SHOULD THE CITY INVEST?

ACCORDING TO THOSE WHO USE TRANSIT FOR OTHER PURPOSES

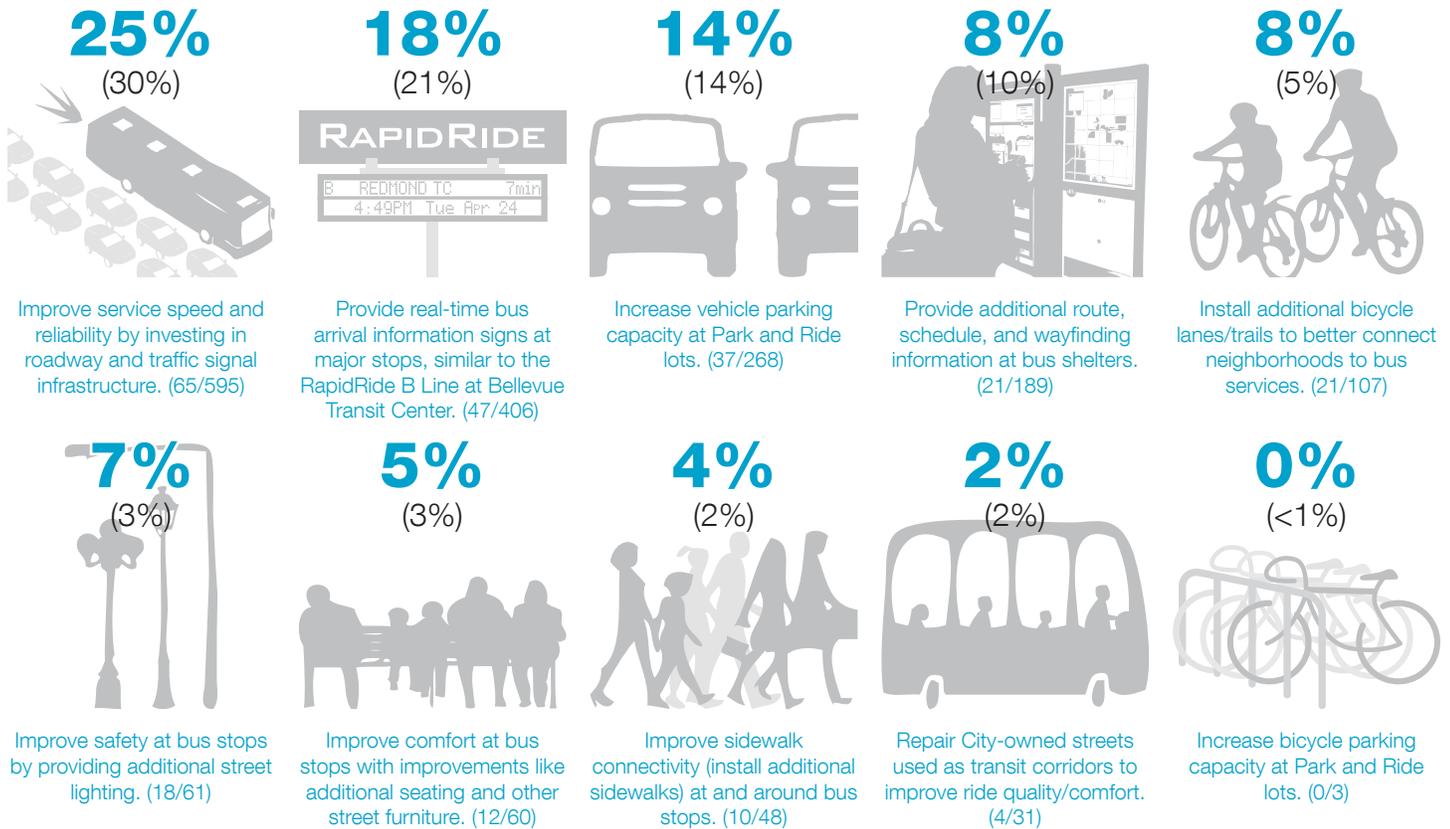


Figure 2.62 The percentages displayed are for respondents who use transit for social/recreational purposes. The percentages for current transit users overall are shown in parentheses for comparison (note: the counts shown below each icon are [shopper respondents]/[total transit user respondents]). The most common way 'other' users think the City should invest municipal resources to improve transit service in Bellevue is by "improving service speed and reliability by investing in roadway and traffic infrastructure" (24.8%; 65/262 respondents). In addition to the options listed above, 10.3% of social users (27/262 respondents) chose "other."

they use: 15 noted the South Bellevue Park & Ride and 12 noted the Eastgate Park & Ride (27.8% and 22.2%, respectively). 46.2% of respondents live in Bellevue (120/260; see Figure 2.63 on page 162).

269 respondents identified at least one region for the destination of their other transit trip(s) (see Figure 2.64 on page 163). Of these, 24.5% travel to Downtown Bellevue (66/269 respondents) and 43.1% travel to Downtown Seattle (116 respondents). Additional concentrations of respondents travel to south King County (23.4%; 63 respondents) and outside King County (21.2%; 57 respondents). A total of 254 respondents provided both a home address and identified at least one destination region.

The most common way 'other' users think the City should invest municipal resources to improve transit service in Bellevue is by "improving service speed and reliability by investing in roadway and traffic infrastructure" (24.8%; see Figure 2.62). In addition to the options listed above, 10.3% of social users (27/262 respondents) chose "other."

ORIGIN OF OTHER TRIPS

FOR TRANSIT USERS

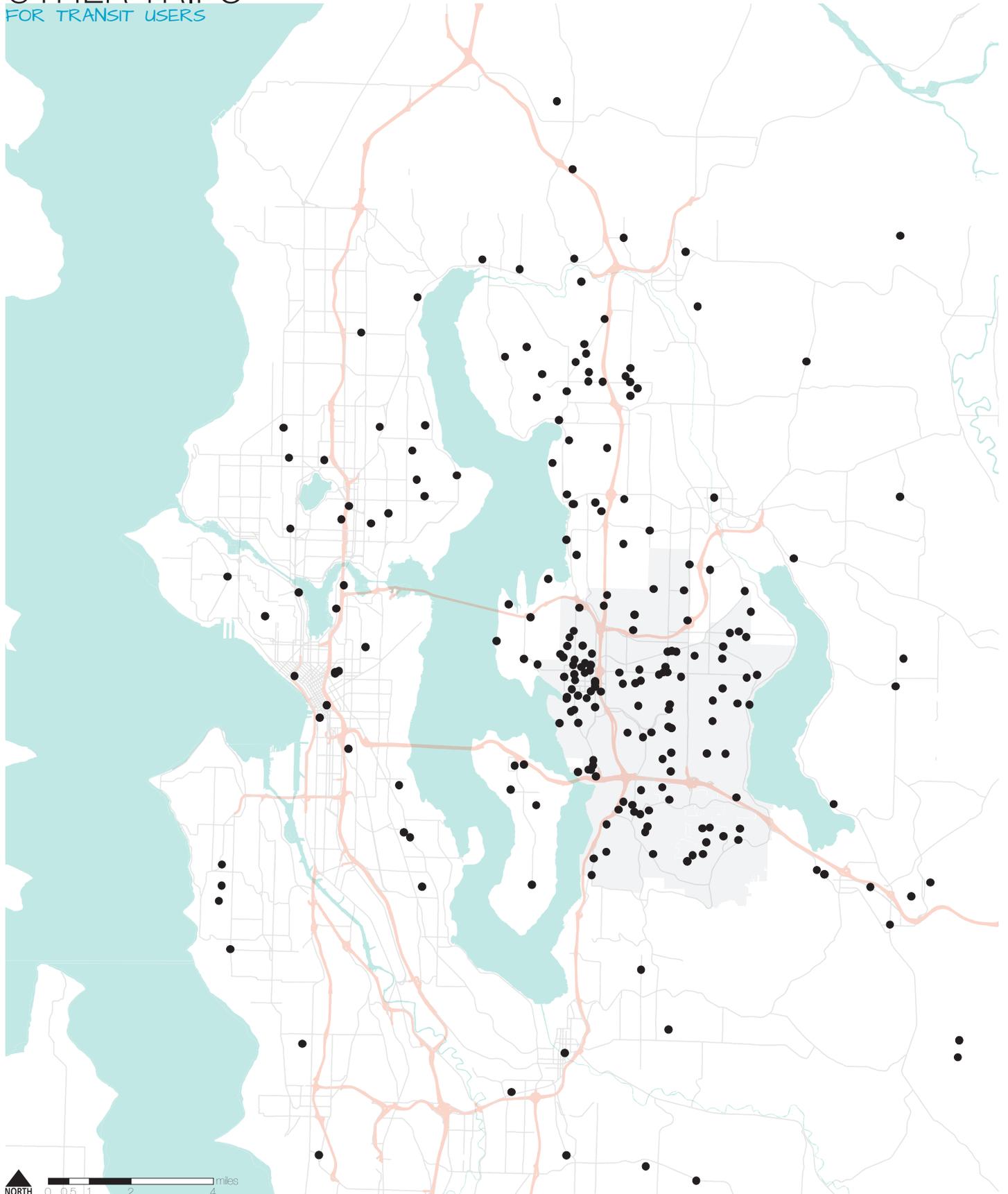


Figure 2.63 46.2% of respondents who said they use transit trips for “other” reasons live in Bellevue (120/260), 27 of which live within 0.25 miles of Downtown Bellevue (10.4%).

DESTINATION OF OTHER TRIPS FOR TRANSIT USERS

Note: the number of respondents for each area is equal to $900\pi \cdot (D/2)^2$, where D is the diameter of the circle.

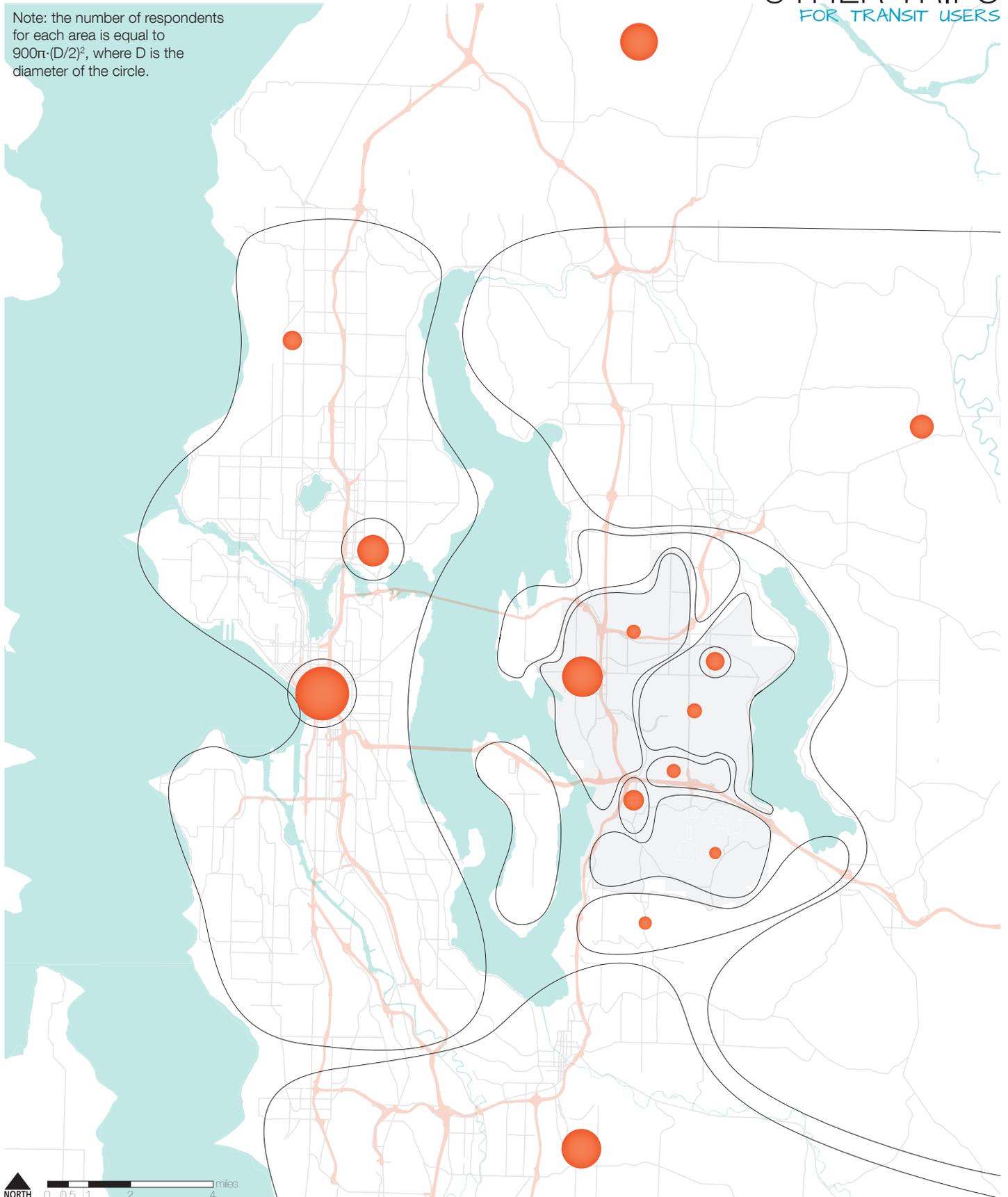


Figure 2.64 Destination of respondents using transit in Bellevue for other purposes. 24.5% of respondents travel to Downtown Bellevue and 43.1% to Downtown Seattle (66/269 and 116/269, respectively).

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Table A.1 Themes of write-in comments about reasons why respondents no longer ride the bus.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Accessibility & Service Coverage	22	11.9%	15.0%
Inadequate Pedestrian Accommodations	1	0.5%	0.7%
Long Walk To Local Bus Stop	13	7.0%	8.8%
No Transit Service Near Home	8	4.3%	5.4%
Comfort	11	5.9%	7.5%
Buses Are Uncomfortable	2	1.1%	1.4%
Install Shelters	2	1.1%	1.4%
Other Riders Make Me Uncomfortable	3	1.6%	2.0%
Weather Makes Transit Use Uncomfortable	4	2.2%	2.7%
Connections & Transfers	12	6.5%	8.2%
Connections Are Poorly Timed	1	0.5%	0.7%
No Direct/Express Service Available	7	3.8%	4.8%
Too Many Transfers Required	4	2.2%	2.7%
Fares & Driving Costs	13	7.0%	8.8%
Employer Provides Free Parking	2	1.1%	1.4%
Fares Are Too Expensive	6	3.2%	4.1%
No Employer-Provided ORCA Pass	3	1.6%	2.0%
ORCA Issues	2	1.1%	1.4%
Fares & Driving Costs	13	7.0%	8.8%
Employer Provides Free Parking	2	1.1%	1.4%
General	10	5.4%	6.8%
Service is Inadequate (General)	3	1.6%	2.0%
Service is Not Convenient (General)	7	3.8%	4.8%
Parking Issues	15	8.1%	10.2%
Insufficient Capacity at Park & Rides	15	8.1%	10.2%
Personal/Employment Situation	29	15.7%	19.7%
Children Make Transit Use Difficult	1	0.5%	0.7%
Completed School	5	2.7%	3.4%
Employment Not Conducive to Transit Use	1	0.5%	0.7%
Medical Condition Makes Using Transit Difficult	6	3.2%	4.1%
Moved Place of Residence	1	0.5%	0.7%
Transportation Needs Changed	15	8.1%	10.2%
Reliability	3	1.6%	2.0%
Service is Not Reliable	3	1.6%	2.0%
Safety & Security	2	1.1%	1.4%
Concerns About Park & Ride Security	1	0.5%	0.7%
Install Lighting	1	0.5%	0.7%
Span of Service	6	3.2%	4.1%
Require Earlier Morning Service	3	1.6%	2.0%
Require Later Evening Service	3	1.6%	2.0%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Travel Time	15	8.1%	10.2%
Travel Time Is Not Competitive With Driving	6	3.2%	4.1%
Travel Time is Too Long	9	4.9%	6.1%
Use Alternate Mode	27	14.6%	18.4%
Bicycle	3	1.6%	2.0%
Carpool/Vanpool	19	10.3%	12.9%
Microsoft Connector Service	1	0.5%	0.7%
Walk	4	2.2%	2.7%
Miscellaneous	13	7.0%	8.8%
Dissatisfied With Recent Service Change	5	2.7%	3.4%
Occasional Transit User	3	1.6%	2.0%
Preference for Driving	1	0.5%	0.7%
Transit User Outside Bellevue	4	2.2%	2.7%
Other	4	2.2%	2.7%
Other Comments	4	2.2%	2.7%

total categorized responses 185

total unique respondents 147

Table A.2 Themes of write-in comments about the single main reason why respondents no longer ride the bus.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Accessibility & Service Coverage	7	7.1%	8.4%
Long Walk To Local Bus Stop	6	6.1%	7.2%
No Transit Service Near Home	1	1.0%	1.2%
Comfort	2	2.0%	2.4%
Other Riders Make Me Uncomfortable	1	1.0%	1.2%
Weather Makes Transit Use Uncomfortable	1	1.0%	1.2%
Connections & Transfers	8	8.1%	9.6%
No Direct Service Available	3	3.0%	3.6%
Too Many Transfers Required	5	5.1%	6.0%
Fares & Driving Costs	9	9.1%	10.8%
Employer Provides Free Parking	1	1.0%	1.2%
Fares Are Too Expensive	4	4.0%	4.8%
No Employer-Provided ORCA Pass	2	2.0%	2.4%
ORCA Issues	2	2.0%	2.4%
Frequency	1	1.0%	1.2%
Increase Service Frequency	1	1.0%	1.2%
General	3	3.0%	3.6%
Service is Not Convenient (General)	3	3.0%	3.6%
Parking Issues	7	7.1%	8.4%
Insufficient Capacity at Park & Rides	7	7.1%	8.4%
Personal/Employment Situation	18	18.2%	21.7%
Children Make Transit Use Difficult	3	3.0%	3.6%
Completed School	4	4.0%	4.8%
Employment Not Conducive to Transit Use	2	2.0%	2.4%
Medical Condition Makes Using Transit Difficult	2	2.0%	2.4%
Moved Place of Residence	1	1.0%	1.2%
Transportation Needs Changed	6	6.1%	7.2%
Reliability	1	1.0%	1.2%
Service is Not Reliable	1	1.0%	1.2%
Span of Service	3	3.0%	3.6%
Require Later Evening Service	3	3.0%	3.6%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Travel Time	9	9.1%	10.8%
Travel Time Is Not Competitive With Driving	3	3.0%	3.6%
Travel Time is Too Long	6	6.1%	7.2%
Use Alternate Mode	21	21.2%	25.3%
Bicycle	1	1.0%	1.2%
Carpool/Vanpool	15	15.2%	18.1%
Microsoft Connector Service	1	1.0%	1.2%
Walk	4	4.0%	4.8%
Miscellaneous	7	7.1%	8.4%
Dissatisfied With Recent Service Change	1	1.0%	1.2%
Occasional Transit User	4	4.0%	4.8%
Preference for Driving	1	1.0%	1.2%
Transit Is Not Convenient for Shopping/Errands	1	1.0%	1.2%
Other	3	3.0%	3.6%
Other Comments	3	3.0%	3.6%

total categorized responses 99

total unique respondents 83

Table A.3 Themes of write-in comments about reasons why respondents have never used transit.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Accessibility & Service Coverage	5	2.2%	2.5%
Long Walk To Local Bus Stop	3	1.3%	1.5%
No Transit Service Near Home	2	0.9%	1.0%
Bicycling Issues	1	0.4%	0.5%
Insufficient Bicycle Racks on Buses	1	0.4%	0.5%
Comfort	9	3.9%	4.5%
Buses Are In Poor Condition	2	0.9%	1.0%
Other Riders Make Me Uncomfortable	2	0.9%	1.0%
Weather Makes Transit Use Uncomfortable	5	2.2%	2.5%
Connections & Transfers	40	17.3%	19.9%
No Direct Service Available	22	9.5%	10.9%
Too Many Transfers Required	18	7.8%	9.0%
Fares & Driving Costs	7	3.0%	3.5%
Fares Are Too Expensive	4	1.7%	2.0%
Influence of Gas Prices	1	0.4%	0.5%
No/Limited Employer-Provided ORCA Pass	2	0.9%	1.0%
Information	6	2.6%	3.0%
Route/Schedule Information is Difficult to Obtain/Understand	6	2.6%	3.0%
Parking Issues	7	3.0%	3.5%
Insufficient Capacity at Park & Rides	7	3.0%	3.5%
Personal/Employment Situation	40	17.3%	19.9%
After Work Commitments	3	1.3%	1.5%
I Live Too Far Away	8	3.5%	4.0%
Medical Condition Makes Using Transit Difficult	8	3.5%	4.0%
My Commute is Short	10	4.3%	5.0%
Need Car For Children	6	2.6%	3.0%
Need Car For Flexibility	3	1.3%	1.5%
Need Car For Work	2	0.9%	1.0%
Span of Service	4	1.7%	2.0%
Extend Service Span	4	1.7%	2.0%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Travel Time	38	16.5%	18.9%
Travel Time Is Not Competitive With Driving	15	6.5%	7.5%
Travel Time is Too Long	23	10.0%	11.4%
Use Alternate Mode	24	10.4%	11.9%
Bicycle	1	0.4%	0.5%
Carpool/Vanpool	16	6.9%	8.0%
Walk	7	3.0%	3.5%
Miscellaneous	41	17.7%	20.4%
I Do Not Live In Bellevue	10	4.3%	5.0%
May Use Transit in the Future	5	2.2%	2.5%
No Personal Need For Transit in Bellevue	11	4.8%	5.5%
Service Is Inadequate (General)	6	2.6%	3.0%
Transit Is Less Convenient Than Driving	3	1.3%	1.5%
Transit Is Not Convenient for Shopping/Errands	6	2.6%	3.0%
Other	9	3.9%	4.5%
Other Comments	9	3.9%	4.5%

total categorized responses 231

total unique respondents 201

Table A.4 Themes of comments about qualities of transit service that would need to change for non-riders to consider using transit.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Bicycling Issues	2	1.0%	1.2%
Provide Additional Bicycle Racks	2	1.0%	1.2%
Comfort	8	4.1%	4.8%
Comfort on Buses	2	1.0%	1.2%
Improve Kiss-and-Ride Accommodations	1	0.5%	0.6%
Install Shelters and/or Improve Stop Accommodations	4	2.0%	2.4%
Provide On-Board WiFi	1	0.5%	0.6%
Connections & Transfers	83	42.1%	50.3%
Improve Connection Timing	1	0.5%	0.6%
Too Many Transfers Required	12	6.1%	7.3%
Direct and/or Express Service (General)	22	11.2%	13.3%
Direct and/or Express Service (Specific Destinations)	48	24.4%	29.1%
<i>Bellevue Schools</i>	1	0.5%	0.6%
<i>Burien</i>	1	0.5%	0.6%
<i>Canyon Park Park & Ride</i>	1	0.5%	0.6%
<i>Colman Dock</i>	1	0.5%	0.6%
<i>Covington</i>	1	0.5%	0.6%
<i>Eastgate</i>	9	4.6%	5.5%
<i>Everett</i>	3	1.5%	1.8%
<i>Factoria</i>	9	4.6%	5.5%
<i>Federal Way</i>	1	0.5%	0.6%
<i>Kent</i>	1	0.5%	0.6%
<i>Kirkland</i>	2	1.0%	1.2%
<i>Maple Valley</i>	1	0.5%	0.6%
<i>Mountlake Terrace</i>	1	0.5%	0.6%
<i>North Bend</i>	1	0.5%	0.6%
<i>North Seattle</i>	2	1.0%	1.2%
<i>Puyallup</i>	1	0.5%	0.6%
<i>Queen Anne</i>	1	0.5%	0.6%
<i>Redmond</i>	1	0.5%	0.6%
<i>Renton</i>	1	0.5%	0.6%
<i>Sammamish</i>	1	0.5%	0.6%
<i>Seattle</i>	1	0.5%	0.6%
<i>Snohomish</i>	1	0.5%	0.6%
<i>South Bellevue</i>	1	0.5%	0.6%
<i>Tacoma</i>	3	1.5%	1.8%
<i>West Seattle</i>	2	1.0%	1.2%
Fares & Driving Costs	7	3.6%	4.2%
Lower Fares	7	3.6%	4.2%
Frequency	3	1.5%	1.8%
Increase Service Frequency	3	1.5%	1.8%
Information	3	1.5%	1.8%
Improve the Metro Website	1	0.5%	0.6%
Information and Mobile Devices	2	1.0%	1.2%
Light Rail	7	3.6%	4.2%
Supportive of Light Rail	7	3.6%	4.2%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Parking Issues	6	3.0%	3.6%
Increase Park & Ride Capacity	6	3.0%	3.6%
Personal/Employment Situation	12	6.1%	7.3%
Employment Not Conducive to Transit Use	2	1.0%	1.2%
Need Car For Children	2	1.0%	1.2%
Need Car For Work	2	1.0%	1.2%
Personal Vehicle is All-Electric	2	1.0%	1.2%
Riding Is Difficult With Young Children	4	2.0%	2.4%
Safety & Security	7	3.6%	4.2%
Install Lighting	2	1.0%	1.2%
Safety Improvements	5	2.5%	3.0%
Span of Service	3	1.5%	1.8%
Extend Service Span	3	1.5%	1.8%
Travel Time	12	6.1%	7.3%
Travel Time Is Not Competitive With Driving	6	3.0%	3.6%
Travel Time is Too Long	6	3.0%	3.6%
Miscellaneous	28	14.2%	17.0%
I Do Not Live In Bellevue	8	4.1%	4.8%
No Personal Need For Transit in Bellevue	6	3.0%	3.6%
No Specific Improvements Needed	7	3.6%	4.2%
Not Interested in Riding the Bus	3	1.5%	1.8%
Preference For Driving	3	1.5%	1.8%
Provide a Local Circulator Service	1	0.5%	0.6%
Other	16	8.1%	9.7%
Other Comments	16	8.1%	9.7%

total categorized responses 197

total unique respondents 165

Table A.5 Themes of comments about accessibility of transit service in Bellevue.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Easily Accessible		Somewhat Accessible		Difficult to Access	
				Count	Percent of Unique Respondents	Count	Percent of Unique Respondents	Count	Percent of Unique Respondents
Accessibility & Service Coverage	224	42.0%	53.8%	41	9.9%	118	28.4%	65	15.6%
Accessible by Driving to Park & Ride(s)	7	1.3%	1.7%	1	0.2%	4	1.0%	2	0.5%
Age/Health Issues Impact Personal Mobility	7	1.3%	1.7%	1	0.2%	5	1.2%	1	0.2%
Challenging Terrain	12	2.3%	2.9%	1	0.2%	6	1.4%	5	1.2%
Crosswalks & Stop Light Timing	7	1.3%	1.7%	0	0.0%	7	1.7%	0	0.0%
Downtown Bellevue Is Not Pedestrian Friendly	7	1.3%	1.7%	0	0.0%	4	1.0%	3	0.7%
Expand Local Service Coverage	8	1.5%	1.9%	0	0.0%	5	1.2%	3	0.7%
Lack of Sidewalks	12	2.3%	2.9%	1	0.2%	5	1.2%	6	1.4%
Long Walk to Local Bus Stop	35	6.6%	8.4%	2	0.5%	21	5.0%	12	2.9%
No Stops Near Home/Destination(s)	4	0.8%	1.0%	0	0.0%	2	0.5%	2	0.5%
Main Corridors/ Dense Areas	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
Reduce Stop Spacing	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
Routes Serving Nearby Stops Are Not Useful to My Travel Needs	5	0.9%	1.2%	0	0.0%	1	0.2%	4	1.0%
Sidewalk Repair/Improvements Needed	4	0.8%	1.0%	2	0.5%	2	0.5%	0	0.0%
Unspecified Employment Area	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
Unspecified Residential Neighborhood(s)	13	2.4%	3.1%	4	1.0%	2	0.5%	7	1.7%
Specific Location(s)	85	15.9%	20.4%	29	7.0%	38	9.1%	18	4.3%
<i>Bellevue (General)</i>	14	2.6%	3.4%	8	1.9%	3	0.7%	3	0.7%
<i>Bellevue College</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Bellevue Square Shopping Center</i>	3	0.6%	0.7%	0	0.0%	3	0.7%	0	0.0%
<i>Bellevue Transit Center</i>	20	3.8%	4.8%	13	3.1%	7	1.7%	0	0.0%
<i>Boeing Eastgate</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Bothell</i>	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
<i>Central Bellevue</i>	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
<i>Crossroads</i>	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
<i>Downtown Bellevue</i>	9	1.7%	2.2%	3	0.7%	5	1.2%	1	0.2%
<i>East Bellevue</i>	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
<i>Eastgate</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Everett</i>	2	0.4%	0.5%	0	0.0%	0	0.0%	2	0.5%
<i>Kirkland</i>	3	0.6%	0.7%	0	0.0%	1	0.2%	2	0.5%
<i>Maple Valley</i>	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
<i>Monroe</i>	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
<i>Northwest Bellevue</i>	2	0.4%	0.5%	0	0.0%	1	0.2%	1	0.2%
<i>Eastgate Park & Ride</i>	5	0.9%	1.2%	0	0.0%	5	1.2%	0	0.0%
<i>Houghton Park & Ride</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>South Bellevue Park & Ride</i>	21	3.9%	5.0%	2	0.5%	16	3.8%	3	0.7%
<i>Renton</i>	2	0.4%	0.5%	1	0.2%	0	0.0%	1	0.2%
<i>Sammamish</i>	4	0.8%	1.0%	0	0.0%	1	0.2%	3	0.7%
<i>Seattle</i>	3	0.6%	0.7%	1	0.2%	2	0.5%	0	0.0%
<i>South Bellevue</i>	6	1.1%	1.4%	0	0.0%	5	1.2%	1	0.2%
<i>South Kirkland Park & Ride</i>	3	0.6%	0.7%	0	0.0%	2	0.5%	1	0.2%
<i>Unspecified Residential Neighborhood(s)</i>	3	0.6%	0.7%	0	0.0%	2	0.5%	1	0.2%
<i>West Lake Sammamish</i>	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
Specific Route(s)	7	1.3%	1.7%	0	0.0%	6	1.4%	1	0.2%
<i>RapidRide B Line</i>	6	1.1%	1.4%	0	0.0%	5	1.2%	1	0.2%
<i>Route 240</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
General Comments	6	1.1%	1.4%	0	0.0%	6	1.4%	0	0.0%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Easily Accessible		Somewhat Accessible		Difficult to Access	
				Count	Percent of Unique Respondents	Count	Percent of Unique Respondents	Count	Percent of Unique Respondents
Bicycling Issues	23	4.3%	5.5%	1	0.2%	11	2.6%	11	2.6%
Bicycle Infrastructure Needs Improvement	16	3.0%	3.8%	0	0.0%	9	2.2%	7	1.7%
Inadequate Bicycle Parking at Bellevue Destination(s)	4	0.8%	1.0%	0	0.0%	2	0.5%	2	0.5%
Inadequate Space For Bicycles on Buses	2	0.4%	0.5%	0	0.0%	0	0.0%	2	0.5%
Positive Feedback About Bicycle Racks on Buses	1	0.2%	0.2%	1	0.2%	0	0.0%	0	0.0%
Comfort	12	2.3%	2.9%	1	0.2%	6	1.4%	5	1.2%
Additional Shelters Needed	7	1.3%	1.7%	1	0.2%	3	0.7%	3	0.7%
Buses Are Overcrowded	5	0.9%	1.2%	0	0.0%	3	0.7%	2	0.5%
Connections & Transfers	39	7.3%	9.4%	1	0.2%	21	5.0%	17	4.1%
More Direct Service	13	2.4%	3.1%	0	0.0%	6	1.4%	7	1.7%
Poorly Timed Transfers	4	0.8%	1.0%	0	0.0%	1	0.2%	3	0.7%
To Bellevue From Other Municipalities (General)	2	0.4%	0.5%	1	0.2%	1	0.2%	0	0.0%
Too Many Transfers Required	11	2.1%	2.6%	0	0.0%	5	1.2%	6	1.4%
Connections Between Specific Destination(s)	8	1.5%	1.9%	0	0.0%	7	1.7%	1	0.2%
Connections To Specific Routes(s)	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
Assorted Service Qualities	50	9.4%	12.0%	3	0.7%	27	6.5%	20	4.8%
Increase Service Frequency	29	5.4%	7.0%	1	0.2%	16	3.8%	12	2.9%
Improve Schedule Reliability	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
Extend Service Span	12	2.3%	2.9%	1	0.2%	7	1.7%	4	1.0%
Lack of Weekend Service	4	0.8%	1.0%	0	0.0%	2	0.5%	2	0.5%
Service Information is Inadequate/Difficult to Understand	4	0.8%	1.0%	1	0.2%	1	0.2%	2	0.5%
Parking Issues	92	17.3%	22.1%	10	2.4%	55	13.2%	27	6.5%
Develop More Facilities	4	0.8%	1.0%	1	0.2%	2	0.5%	1	0.2%
Difficult to Access Park & Ride(s)	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
Insufficient Parking at Park & Ride(s)	81	15.2%	19.5%	9	2.2%	47	11.3%	25	6.0%
Parking Needed Near Bellevue Transit Center	2	0.4%	0.5%	0	0.0%	1	0.2%	1	0.2%
Poor Kiss-and-Ride Accommodations	3	0.6%	0.7%	0	0.0%	3	0.7%	0	0.0%
Safety & Security	17	3.2%	4.1%	0	0.0%	12	2.9%	5	1.2%
Safety (General)	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
Concerns About Bicycling Safety	4	0.8%	1.0%	0	0.0%	2	0.5%	2	0.5%
Park & Ride Security Concerns	2	0.4%	0.5%	0	0.0%	1	0.2%	1	0.2%
Pedestrian Safety Concerns	10	1.9%	2.4%	0	0.0%	8	1.9%	2	0.5%
Travel Time	18	3.4%	4.3%	1	0.2%	11	2.6%	6	1.4%
Travel Time is Too Long	15	2.8%	3.6%	0	0.0%	9	2.2%	6	1.4%
Stops Are Too Frequent	3	0.6%	0.7%	1	0.2%	2	0.5%	0	0.0%
Other Comments	58	10.9%	13.9%	12	2.9%	27	6.5%	19	4.6%
Supportive of Light Rail	6	1.1%	1.4%	1	0.2%	3	0.7%	2	0.5%
Dissatisfied with Service Revisions	8	1.5%	1.9%	0	0.0%	4	1.0%	4	1.0%
Limited Use / No Basis For Answer	16	3.0%	3.8%	5	1.2%	9	2.2%	2	0.5%
Reference to Another Answer	8	1.5%	1.9%	1	0.2%	2	0.5%	5	1.2%
Seeking Downtown Circulator	2	0.4%	0.5%	0	0.0%	1	0.2%	1	0.2%
Other Comments	18	3.4%	4.3%	5	1.2%	8	1.9%	5	1.2%

total categorized responses 533

total unique respondents 416

Table A.6 Themes of comments about convenience of transit service in Bellevue.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Very Convenient		Somewhat Convenient		Not Convenient	
				Count	Percent of Unique Respondents	Count	Percent of Unique Respondents	Count	Percent of Unique Respondents
Convenience	178	33.5%	43.8%	45	11.1%	89	21.9%	44	10.8%
Convenience (General)	8	1.5%	2.0%	2	0.5%	4	1.0%	2	0.5%
Driving to Reach Transit is Inconvenient	7	1.3%	1.7%	0	0.0%	4	1.0%	3	0.7%
Some Locations Are More Convenient Than Others (General)	7	1.3%	1.7%	1	0.2%	6	1.5%	0	0.0%
Suits Personal Needs	6	1.1%	1.5%	4	1.0%	2	0.5%	0	0.0%
Specific Location(s)	134	25.2%	33.0%	34	8.4%	68	16.7%	32	7.9%
<i>Bellevue (General)</i>	4	0.8%	1.0%	2	0.5%	2	0.5%	0	0.0%
<i>Bellevue Transit Center</i>	14	2.6%	3.4%	12	3.0%	1	0.2%	1	0.2%
<i>Central Bellevue</i>	1	0.2%	0.2%	1	0.2%	0	0.0%	0	0.0%
<i>Children's Hospital</i>	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
<i>Downtown Bellevue</i>	22	4.1%	5.4%	4	1.0%	16	3.9%	2	0.5%
<i>Downtown Seattle</i>	8	1.5%	2.0%	5	1.2%	3	0.7%	0	0.0%
<i>East Bellevue</i>	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
<i>East Side (General)</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Eastgate</i>	2	0.4%	0.5%	0	0.0%	1	0.2%	1	0.2%
<i>Factoria</i>	14	2.6%	3.4%	0	0.0%	5	1.2%	9	2.2%
<i>Federal Way</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Issaquah</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Kirkland</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Main Corridors/ Dense Areas</i>	2	0.4%	0.5%	2	0.5%	0	0.0%	0	0.0%
<i>Northwest Bellevue</i>	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
<i>North Seattle</i>	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
<i>Overlake</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Park & Ride(s)</i>	14	2.6%	3.4%	2	0.5%	10	2.5%	2	0.5%
<i>Queen Anne</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Redmond</i>	2	0.4%	0.5%	0	0.0%	0	0.0%	2	0.5%
<i>Renton</i>	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
<i>Sammamish</i>	5	0.9%	1.2%	0	0.0%	1	0.2%	4	1.0%
<i>SeaTac Airport</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>Seattle</i>	3	0.6%	0.7%	3	0.7%	0	0.0%	0	0.0%
<i>Snohomish County</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>South Bellevue</i>	6	1.1%	1.5%	0	0.0%	2	0.5%	4	1.0%
<i>South Seattle</i>	1	0.2%	0.2%	1	0.2%	0	0.0%	0	0.0%
<i>SR-520 Freeway Stations</i>	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
<i>To Bellevue From Other Municipalities</i>	2	0.4%	0.5%	1	0.2%	1	0.2%	0	0.0%
<i>Tukwila</i>	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
<i>West Lake Sammamish</i>	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
<i>Within Bellevue, Neighborhoods Outside of Downtown (General)</i>	16	3.0%	3.9%	1	0.2%	11	2.7%	4	1.0%
Specific Route(s)	11	2.1%	2.7%	4	1.0%	3	0.7%	4	1.0%
<i>RapidRide B Line</i>	3	0.6%	0.7%	2	0.5%	0	0.0%	1	0.2%
<i>Route 240</i>	2	0.4%	0.5%	0	0.0%	0	0.0%	2	0.5%
<i>Route 243</i>	2	0.4%	0.5%	1	0.2%	0	0.0%	1	0.2%
<i>Route 550</i>	3	0.6%	0.7%	1	0.2%	2	0.5%	0	0.0%
Specific Trip Purpose(s)	5	0.9%	1.2%	0	0.0%	2	0.5%	3	0.7%
<i>Commuting To Work</i>	2	0.4%	0.5%	0	0.0%	2	0.5%	0	0.0%
<i>Shopping</i>	3	0.6%	0.7%	0	0.0%	0	0.0%	3	0.7%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Very Convenient		Somewhat Convenient		Not Convenient	
				Count	Percent of Unique Respondents	Count	Percent of Unique Respondents	Count	Percent of Unique Respondents
Accessibility & Service Coverage	77	14.5%	19.0%	0	0.0%	38	9.4%	39	9.6%
Age/Health Issues Impact Personal Mobility	3	0.6%	0.7%	0	0.0%	1	0.2%	2	0.5%
Bicycle Infrastructure Needs Improvement	1	0.2%	0.2%	0	0.0%	0	0.0%	1	0.2%
Bus Stop Location Recommendations	11	2.1%	2.7%	0	0.0%	8	2.0%	3	0.7%
Expand Local Service Coverage	13	2.4%	3.2%	0	0.0%	5	1.2%	8	2.0%
Insufficient Parking at Park & Ride(s)	9	1.7%	2.2%	0	0.0%	6	1.5%	3	0.7%
Lack of Sidewalks	1	0.2%	0.2%	0	0.0%	1	0.2%	0	0.0%
Long Walk to Local Bus Stop	24	4.5%	5.9%	0	0.0%	9	2.2%	15	3.7%
No Stops Near Home/Destination(s)	6	1.1%	1.5%	0	0.0%	1	0.2%	5	1.2%
Reduce Stop Spacing	3	0.6%	0.7%	0	0.0%	3	0.7%	0	0.0%
Routes Serving Nearby Stops Are Not Useful to My Travel Needs	3	0.6%	0.7%	0	0.0%	1	0.2%	2	0.5%
Safety Concerns	3	0.6%	0.7%	0	0.0%	3	0.7%	0	0.0%
Comfort	7	1.3%	1.7%	1	0.2%	3	0.7%	3	0.7%
Additional Shelters Needed	3	0.6%	0.7%	0	0.0%	3	0.7%	0	0.0%
Buses Are Overcrowded	1	0.2%	0.2%	1	0.2%	0	0.0%	0	0.0%
Poor Protection From Rain/Cold	3	0.6%	0.7%	0	0.0%	0	0.0%	3	0.7%
Connections & Transfers	60	11.3%	14.8%	3	0.7%	29	7.1%	28	6.9%
Adjust Schedules to Improve Connections	11	2.1%	2.7%	1	0.2%	4	1.0%	6	1.5%
Seeking Direct Service	17	3.2%	4.2%	0	0.0%	9	2.2%	8	2.0%
Seeking Express Service	4	0.8%	1.0%	1	0.2%	2	0.5%	1	0.2%
Too Many Transfers Required	23	4.3%	5.7%	0	0.0%	10	2.5%	13	3.2%
Transfers Are Time Consuming / Difficult	5	0.9%	1.2%	1	0.2%	4	1.0%	0	0.0%
Frequency	44	8.3%	10.8%	2	0.5%	22	5.4%	20	4.9%
Increase Service Frequency	44	8.3%	10.8%	2	0.5%	22	5.4%	20	4.9%
Information	7	1.3%	1.7%	1	0.2%	4	1.0%	2	0.5%
Mobile Devices	1	0.2%	0.2%	1	0.2%	0	0.0%	0	0.0%
Provide More Information at Stops	4	0.8%	1.0%	0	0.0%	3	0.7%	1	0.2%
Route Information is Inaccurate	2	0.4%	0.5%	0	0.0%	1	0.2%	1	0.2%
Reliability	5	0.9%	1.2%	1	0.2%	1	0.2%	3	0.7%
Service is Not Reliable/On-Time	5	0.9%	1.2%	1	0.2%	1	0.2%	3	0.7%
Span of Service	32	6.0%	7.9%	1	0.2%	19	4.7%	12	3.0%
Extend Service Span	32	6.0%	7.9%	1	0.2%	19	4.7%	12	3.0%
Travel Time	43	8.1%	10.6%	0	0.0%	17	4.2%	26	6.4%
Travel Time is Too Long	43	8.1%	10.6%	0	0.0%	17	4.2%	26	6.4%
Other Comments	79	14.8%	19.5%	7	1.7%	40	9.9%	32	7.9%
Dissatisfied with Recent Services Changes	9	1.7%	2.2%	0	0.0%	7	1.7%	2	0.5%
Seeking Local Circulator Service	4	0.8%	1.0%	0	0.0%	2	0.5%	2	0.5%
Supportive of Light Rail	10	1.9%	2.5%	0	0.0%	5	1.2%	5	1.2%
Limited Use / No Basis For Answer	17	3.2%	4.2%	5	1.2%	6	1.5%	6	1.5%
Reference to Another Answer	18	3.4%	4.4%	1	0.2%	10	2.5%	7	1.7%
Other Comments	21	3.9%	5.2%	1	0.2%	10	2.5%	10	2.5%

total categorized responses 532

total unique respondents 406

Table A.7 Themes of comments about reliability of transit service in Bellevue.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Very Reliable		Somewhat Reliable		Not Reliable	
				Count	Percent of Unique Respondents	Count	Percent of Unique Respondents	Count	Percent of Unique Respondents
Reliability	258	67.5%	83.0%	53	17.0%	149	47.9%	56	18.0%
Service is Reliable (General)	35	9.2%	11.3%	26	8.4%	9	2.9%	0	0.0%
Buses Do Not Adhere to Posted Schedules (General)	23	6.0%	7.4%	0	0.0%	14	4.5%	9	2.9%
Issues with Reliability (General)	14	3.7%	4.5%	4	1.3%	7	2.3%	3	1.0%
Buses Arrive Late	59	15.4%	19.0%	1	0.3%	39	12.5%	19	6.1%
Buses Depart Early	15	3.9%	4.8%	1	0.3%	12	3.9%	2	0.6%
Buses Arrive Late and Depart Early	9	2.4%	2.9%	1	0.3%	7	2.3%	1	0.3%
Buses Do Not Always Show Up	17	4.5%	5.5%	1	0.3%	9	2.9%	7	2.3%
Buses Do Not Stop	5	1.3%	1.6%	0	0.0%	3	1.0%	2	0.6%
Construct Transit-Only Lanes	3	0.8%	1.0%	0	0.0%	3	1.0%	0	0.0%
Lateness Results in Missed Connections	6	1.6%	1.9%	0	0.0%	3	1.0%	3	1.0%
Reliability Varies with Time of Day	2	0.5%	0.6%	0	0.0%	2	0.6%	0	0.0%
Some Routes Are More Reliable Than Others	10	2.6%	3.2%	1	0.3%	9	2.9%	0	0.0%
Factors Affecting Reliability	45	11.8%	14.5%	9	2.9%	29	9.3%	7	2.3%
<i>Bus Maintenance Issues</i>	3	0.8%	1.0%	1	0.3%	1	0.3%	1	0.3%
<i>Snow</i>	26	6.8%	8.4%	6	1.9%	17	5.5%	3	1.0%
<i>Traffic / Accidents / Construction</i>	14	3.7%	4.5%	1	0.3%	10	3.2%	3	1.0%
<i>Weather</i>	2	0.5%	0.6%	1	0.3%	1	0.3%	0	0.0%
Specific Route(s)	12	3.1%	3.9%	6	1.9%	3	1.0%	3	1.0%
<i>RapidRide B Line</i>	6	1.6%	1.9%	2	0.6%	3	1.0%	1	0.3%
<i>Route 245</i>	1	0.3%	0.3%	1	0.3%	0	0.0%	0	0.0%
<i>Route 271</i>	3	0.8%	1.0%	3	1.0%	0	0.0%	0	0.0%
<i>Route 560</i>	1	0.3%	0.3%	0	0.0%	0	0.0%	1	0.3%
Specific Location(s)	3	0.8%	1.0%	3	1.0%	0	0.0%	0	0.0%
<i>Downtown Seattle</i>	2	0.5%	0.6%	2	0.6%	0	0.0%	0	0.0%
<i>Everett</i>	1	0.3%	0.3%	1	0.3%	0	0.0%	0	0.0%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Very Reliable		Somewhat Reliable		Not Reliable	
				Count	Percent of Unique Respondents	Count	Percent of Unique Respondents	Count	Percent of Unique Respondents
Bicycling Issues	3	0.8%	1.0%	1	0.3%	2	0.6%	0	0.0%
Inadequate Space for Bicycles on Bus Racks	2	0.5%	0.6%	1	0.3%	1	0.3%	0	0.0%
Install Additional Bicycle Lanes	1	0.3%	0.3%	0	0.0%	1	0.3%	0	0.0%
Comfort	36	9.4%	11.6%	4	1.3%	25	8.0%	7	2.3%
Buses Are Overcrowded	36	9.4%	11.6%	4	1.3%	25	8.0%	7	2.3%
Connections, Transfers, & Travel Time	6	1.6%	1.9%	0	0.0%	4	1.3%	2	0.6%
Adjust Schedules to Improve Connections	2	0.5%	0.6%	0	0.0%	2	0.6%	0	0.0%
Too Many Transfers Required	1	0.3%	0.3%	0	0.0%	0	0.0%	1	0.3%
Travel Time Is Too Long	3	0.8%	1.0%	0	0.0%	2	0.6%	1	0.3%
Frequency	7	1.8%	2.3%	1	0.3%	5	1.6%	1	0.3%
Increase Service Frequency	7	1.8%	2.3%	1	0.3%	5	1.6%	1	0.3%
Information	14	3.7%	4.5%	1	0.3%	12	3.9%	1	0.3%
Improve Notification of Delays / Snow Routing	5	1.3%	1.6%	0	0.0%	5	1.6%	0	0.0%
Provide More Information at Stops	3	0.8%	1.0%	1	0.3%	2	0.6%	0	0.0%
Issues Related to OneBusAway	6	1.6%	1.9%	0	0.0%	5	1.6%	1	0.3%
Parking Issues	2	0.5%	0.6%	1	0.3%	1	0.3%	0	0.0%
Inadequate Parking Available at Park & Ride Facilities	2	0.5%	0.6%	1	0.3%	1	0.3%	0	0.0%
Span of Service	6	1.6%	1.9%	2	0.6%	3	1.0%	1	0.3%
Extend Service Span	4	1.0%	1.3%	2	0.6%	1	0.3%	1	0.3%
Holiday Scheduling is Problematic	2	0.5%	0.6%	0	0.0%	2	0.6%	0	0.0%
Other Comments	50	13.1%	16.1%	15	4.8%	26	8.4%	9	2.9%
Dissatisfied With Recent Service Changes	2	0.5%	0.6%	1	0.3%	1	0.3%	0	0.0%
Supportive of Light Rail	3	0.8%	1.0%	0	0.0%	2	0.6%	1	0.3%
Limited Use / No Basis For Answer	20	5.2%	6.4%	4	1.3%	11	3.5%	5	1.6%
Reference to Another Answer	3	0.8%	1.0%	0	0.0%	3	1.0%	0	0.0%
Not Applicable	3	0.8%	1.0%	1	0.3%	2	0.6%	0	0.0%
Other Comments	19	5.0%	6.1%	9	2.9%	7	2.3%	3	1.0%

total categorized responses 382

total unique respondents 311

Table A.8 Frequency of using transit in Bellevue among current riders by trip purpose, place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Daily (5+ days/week)		Often (3-4 days/week)		Regularly (3+ days/week)		Occasionally (1-2 days/week)		Weekly (1+ days/week)	
All Current Riders	2,170	917	42.3%	791	36.5%	1,509	69.5%	977	45.0%	1,904	87.7%
Trip Purpose											
Work Commute	1,533	787	51.3%	374	24.4%	1,161	75.7%	209	13.6%	1370	89.4%
School Commute	235	106	45.1%	68	28.9%	174	74.0%	46	19.6%	220	93.6%
Shopping and/or Other Errands	1,068	24	2.2%	69	6.5%	93	8.7%	299	28.0%	392	36.7%
Social/Recreation	1,137	12	1.1%	35	3.1%	47	4.1%	221	19.4%	268	23.6%
Special Events	1,352	99	7.3%	392	29.0%	491	36.3%	502	37.1%	993	73.4%
Time of Day of Transit Use											
Early Morning	952	112	11.8%	67	7.0%	179	18.8%	23	2.4%	202	21.2%
Morning Peak	1,634	638	39.0%	291	17.8%	929	56.9%	186	11.4%	1115	68.2%
Mid-Day	1,067	96	9.0%	78	7.3%	174	16.3%	157	14.7%	331	31.0%
Afternoon Peak	1,643	572	34.8%	315	19.2%	887	54.0%	229	13.9%	1116	67.9%
Evening	1,129	102	9.0%	108	9.6%	210	18.6%	208	18.4%	418	37.0%
Late Night	890	16	1.8%	15	1.7%	31	3.5%	62	7.0%	93	10.4%
Means of Accessing Transit											
I walk to the bus stop	1,334	594	44.5%	521	39.1%	954	71.5%	689	51.6%	1195	89.6%
I bicycle to the bus stop and park my bicycle at a nearby rack/locker	21	7	33.3%	11	52.4%	14	66.7%	12	57.1%	19	90.5%
I bicycle to the bus stop and load my bicycle onto the bus' bicycle rack	94	29	30.9%	42	44.7%	64	68.1%	51	54.3%	84	89.4%
I drive to a Park & Ride facility	1,018	419	41.2%	371	36.4%	718	70.5%	401	39.4%	900	88.4%
I get dropped off at a Park & Ride facility	142	56	39.4%	52	36.6%	94	66.2%	57	40.1%	117	82.4%
Place of Residence											
Bellevue	667	220	33.0%	254	38.1%	411	61.6%	320	48.0%	552	82.8%
Non-Bellevue	1,268	596	47.0%	469	37.0%	943	74.4%	566	44.6%	1140	89.9%
<i>Seattle</i>	350	181	51.7%	152	43.4%	273	78.0%	194	55.4%	320	91.4%
<i>Kirkland</i>	144	48	33.3%	54	37.5%	94	65.3%	63	43.8%	122	84.7%
<i>Renton</i>	87	41	47.1%	26	29.9%	60	69.0%	39	44.8%	76	87.4%
<i>Redmond</i>	84	36	42.9%	32	38.1%	59	70.2%	40	47.6%	74	88.1%
<i>Issaquah</i>	63	21	33.3%	28	44.4%	47	74.6%	27	42.9%	55	87.3%
<i>Bothell</i>	74	42	56.8%	23	31.1%	58	78.4%	23	31.1%	69	93.2%
<i>Sammamish</i>	43	20	46.5%	13	30.2%	32	74.4%	21	48.8%	42	97.7%
Employment Status											
Employed / Self-Employed	1,698	727	42.8%	620	36.5%	744	43.8%	1101	64.8%	19	1.1%
Student	157	88	56.1%	73	46.5%	96	61.1%	76	48.4%	4	2.5%
<i>Student (Not Employed)</i>	68	44	64.7%	28	41.2%	37	54.4%	33	48.5%	3	4.4%
<i>Student with a Job or Internship</i>	89	44	49.4%	45	50.6%	59	66.3%	43	48.3%	1	1.1%
Homemaker	15	5	33.3%	2	13.3%	9	60.0%	11	73.3%	1	6.7%
Currently Not Employed	24	4	16.7%	11	45.8%	12	50.0%	17	70.8%	0	0.0%
Retired	72	8	11.1%	16	22.2%	41	56.9%	47	65.3%	0	0.0%
Other	18	6	33.3%	12	66.7%	9	50.0%	10	55.6%	1	5.6%

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Note: The 'regularly' column is comprised of those who ride daily or often, and the 'weekly' column is comprised of those who ride daily, often, or occasionally. However, in the case of both of these broader categories, totals reflect the number of unique respondents and may therefore not be equal to the sum of the columns of which they are respectively composed. For example, the same respondent may use transit daily for work commuting and often for social purposes, thereby appearing once in each of these columns, but this respondent would be counted only once in the 'regularly' and 'weekly' columns.

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	Total	Rarely (<1 day/week)		Never	
All Current Riders	2,170	1,373	63.3%	29	1.3%
Trip Purpose					
Work Commute	1,533	160	10.4%	3	0.2%
School Commute	235	15	6.4%	0	0.0%
Shopping and/or Other Errands	1,068	670	62.7%	6	0.6%
Social/Recreation	1,137	865	76.1%	4	0.4%
Special Events	1,352	346	25.6%	13	1.0%
Time of Day of Transit Use					
Early Morning	952	165	17.3%	585	61.4%
Morning Peak	1,634	346	21.2%	173	10.6%
Mid-Day	1,067	504	47.2%	232	21.7%
Afternoon Peak	1,643	453	27.6%	74	4.5%
Evening	1,129	503	44.6%	208	18.4%
Late Night	890	318	35.7%	479	53.8%
Means of Accessing Transit					
I walk to the bus stop	1,334	883	66.2%	15	1.1%
I bicycle to the bus stop and park my bicycle at a nearby rack/locker	21	10	47.6%	0	0.0%
I bicycle to the bus stop and load my bicycle onto the bus' bicycle rack	94	64	68.1%	0	0.0%
I drive to a Park & Ride facility	1,018	710	69.7%	12	1.2%
I get dropped off at a Park & Ride facility	142	94	66.2%	3	2.1%
Place of Residence					
Bellevue	667	445	66.7%	9	1.3%
Non-Bellevue	1,268	791	62.4%	16	1.3%
<i>Seattle</i>	350	216	61.7%	4	1.1%
<i>Kirkland</i>	144	97	67.4%	1	0.7%
<i>Renton</i>	87	55	63.2%	1	1.1%
<i>Redmond</i>	84	56	66.7%	2	2.4%
<i>Issaquah</i>	63	41	65.1%	0	0.0%
<i>Bothell</i>	74	40	54.1%	1	1.4%
<i>Sammamish</i>	43	26	60.5%	1	2.3%
Employment Status					
Employed / Self-Employed	1,698	727	42.8%	620	36.5%
Student	157	88	56.1%	73	46.5%
<i>Student (Not Employed)</i>	68	44	64.7%	28	41.2%
<i>Student with a Job or Internship</i>	89	44	49.4%	45	50.6%
Homemaker	15	5	33.3%	2	13.3%
Currently Not Employed	24	4	16.7%	11	45.8%
Retired	72	8	11.1%	16	22.2%
Other	18	6	33.3%	12	66.7%

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	Total	Daily (5+ days/week)	Often (3-4 days/week)	Regularly (3+ days/week)	Occasionally (1-2 days/week)	Weekly (1+ days/week)
Household Income Group						
Less than \$25,000	94	47 50.0%	48 51.1%	77 81.9%	56 59.6%	87 92.6%
\$25,000 – \$50,000	182	91 50.0%	63 34.6%	130 71.4%	93 51.1%	160 87.9%
\$50,000 – \$75,000	344	149 43.3%	128 37.2%	251 73.0%	166 48.3%	309 89.8%
\$75,000 – \$100,000	336	150 44.6%	117 34.8%	239 71.1%	154 45.8%	304 90.5%
\$100,000 +	657	248 37.7%	257 39.1%	441 67.1%	286 43.5%	567 86.3%
Prefer not to respond	340	134 39.4%	114 33.5%	223 65.6%	144 42.4%	278 81.8%
Age Group						
Under 16	19	13 68.4%	9 47.4%	17 89.5%	8 42.1%	19 100.0%
16 – 24	128	69 53.9%	58 45.3%	105 82.0%	70 54.7%	122 95.3%
25 – 34	495	239 48.3%	202 40.8%	380 76.8%	252 50.9%	455 91.9%
35 – 44	458	188 41.0%	173 37.8%	321 70.1%	182 39.7%	399 87.1%
45 – 54	438	169 38.6%	155 35.4%	290 66.2%	191 43.6%	373 85.2%
55 – 64	327	123 37.6%	108 33.0%	212 64.8%	156 47.7%	277 84.7%
65 +	98	27 27.6%	26 26.5%	48 49.0%	43 43.9%	73 74.5%
Access to Personal Automobile						
Yes	1,746	691 39.6%	617 35.3%	1,177 67.4%	767 43.9%	1,511 86.5%
No	223	140 62.8%	116 52.0%	201 90.1%	139 62.3%	214 96.0%
Access to Personal Bicycle						
Yes	1,101	449 40.8%	426 38.7%	769 69.8%	514 46.7%	961 87.3%
No	867	381 43.9%	306 35.3%	607 70.0%	390 45.0%	762 87.9%
Children 16 or Younger in Household						
Yes	613	235 38.3%	229 37.4%	414 67.5%	248 40.5%	532 86.8%
No	1,352	595 44.0%	501 37.1%	960 71.0%	656 48.5%	1,188 87.9%

Note: Respondents were asked to indicate how frequently they use transit for each individual trip purpose; this table is a compilation of those results. Values in the 'Total' column reflect the number of unique respondents per category, while values in other columns reflect the number of respondents who use transit a given frequency for any trip purpose. As such, row percentages may not sum to 100% because a single respondent may use transit daily when commuting to work and occasionally for social purposes—this respondent would appear twice, once in each column. However, values in the 'Regularly', 'Weekly - Overall', and 'Total' column reflect the number of unique respondents, not the total number of responses. For example, the number of those using transit regularly is equal to the unique number of respondents using transit daily and often, not the sum of these columns. Note also that the time of day and means of access groups are special cases. Respondents were asked directly how often they use transit during each time period, so these values (and associated totals) derive from the results of that question and are not based on compiled trip purpose frequencies. Respondents were asked about their means of access for each trip purpose individually; these values are therefore their own compilations of responses for all trip purposes and subject to different totals.

Additionally, the 'regularly' column is comprised of those who ride daily or often, and the 'weekly' column is comprised of those who ride daily, often, or occasionally. However, in the case of both of these broader categories, totals reflect the number of unique respondents and may therefore not be equal to the sum of the columns of which they are respectively composed. For example, the same respondent may use transit daily for work commuting and often for social purposes, thereby appearing once in each of these columns, but this respondent would be counted only once in the 'regularly' and 'weekly' columns.

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	Total	Rarely (<1 day/week)	Never		
Household Income Group					
Less than \$25,000	94	50	53.2%	3	3.2%
\$25,000 – \$50,000	182	96	52.7%	1	0.5%
\$50,000 – \$75,000	344	220	64.0%	6	1.7%
\$75,000 – \$100,000	336	208	61.9%	3	0.9%
\$100,000 +	657	453	68.9%	6	0.9%
Prefer not to respond	340	217	63.8%	5	1.5%
Age Group					
Under 16	19	14	73.7%	1	5.3%
16 – 24	128	63	49.2%	4	3.1%
25 – 34	495	293	59.2%	1	0.2%
35 – 44	458	309	67.5%	6	1.3%
45 – 54	438	299	68.3%	6	1.4%
55 – 64	327	205	62.7%	6	1.8%
65 +	98	65	66.3%	0	0.0%
Access to Personal Automobile					
Yes	1,746	1142	65.4%	21	1.2%
No	223	110	49.3%	4	1.8%
Access to Personal Bicycle					
Yes	1,101	746	67.8%	14	1.3%
No	867	506	58.4%	11	1.3%
Children 16 or Younger in Household					
Yes	613	399	65.1%	7	1.1%
No	1,352	850	62.9%	17	1.3%

Table A.9 Percent of current riders classified as regular, occasional, or infrequent riders by trip purpose, time of transit use, means of accessing transit, place of residence, and various demographic characteristics.

	Weekly Riders						
	Total	Regular Riders (3+ days/week)	Occasional Riders (1-2 days/week)	Infrequent Riders (<1 day/week)			
All Current Riders	2,170	1,509	69.5%	977	45.0%	1,373	63.3%
Trip Purpose							
Work Commute	1,533	1,161	76.9%	209	21.4%	160	11.7%
School Commute	235	174	11.5%	46	4.7%	15	1.1%
Shopping and/or Other Errands	1,068	93	6.2%	299	30.6%	670	48.8%
Social/Recreation	1,137	47	3.1%	221	22.6%	865	63.0%
Special Events	1,352	491	32.5%	502	51.4%	346	25.2%
Time of Day of Transit Use							
Early Morning	952	179	11.9%	23	2.4%	165	12.0%
Morning Peak	1,634	928	61.5%	186	19.0%	346	25.2%
Mid-Day	1,067	174	11.5%	157	16.1%	504	36.7%
Afternoon Peak	1,643	886	58.7%	229	23.4%	453	33.0%
Evening	1,129	210	13.9%	208	21.3%	503	36.6%
Late Night	890	31	2.1%	62	6.3%	318	23.2%
Means of Accessing Transit							
I walk to the bus stop	1,334	954	63.2%	689	70.5%	883	64.3%
I bicycle to the bus stop and park my bicycle at a nearby rack/locker	21	14	0.9%	12	1.2%	10	0.7%
I bicycle to the bus stop and load my bicycle onto the bus' bicycle rack	94	64	4.2%	51	5.2%	64	4.7%
I drive to a Park & Ride facility	1,018	718	47.6%	401	41.0%	710	51.7%
I get dropped off at a Park & Ride facility	142	94	6.2%	57	5.8%	94	6.8%
Place of Residence							
Bellevue	667	411	27.2%	320	32.8%	445	32.4%
Non-Bellevue	1,268	943	62.5%	566	57.9%	791	57.6%
<i>Seattle</i>	350	273	18.1%	194	19.9%	216	15.7%
<i>Kirkland</i>	144	94	6.2%	63	6.4%	97	7.1%
<i>Renton</i>	87	60	4.0%	39	4.0%	55	4.0%
<i>Redmond</i>	84	59	3.9%	40	4.1%	56	4.1%
<i>Issaquah</i>	63	47	3.1%	27	2.8%	41	3.0%
<i>Bothell</i>	74	58	3.8%	23	2.4%	40	2.9%
<i>Sammamish</i>	43	32	2.1%	21	2.1%	26	1.9%

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Weekly Riders

	Total	Regular Riders (3+ days/week)	Occasional Riders (1-2 days/week)	Infrequent Riders (<1 day/week)			
Employment Status							
Employed / Self-Employed	1,698	1,196	79.3%	744	76.2%	1101	80.2%
Student	157	132	8.7%	96	9.8%	76	5.5%
<i>Student (Not Employed)</i>	68	60	4.0%	37	3.8%	33	2.4%
<i>Student with a Job or Internship</i>	89	72	4.8%	59	6.0%	43	3.1%
Homemaker	15	7	0.5%	9	0.9%	11	0.8%
Currently Not Employed	24	14	0.9%	12	1.2%	17	1.2%
Retired	72	22	1.5%	41	4.2%	47	3.4%
Other	18	14	0.9%	9	0.9%	10	0.7%
Household Income Group							
Less than \$25,000	94	77	5.1%	56	5.7%	50	3.6%
\$25,000 – \$50,000	182	130	8.6%	93	9.5%	96	7.0%
\$50,000 – \$75,000	344	251	16.6%	166	17.0%	220	16.0%
\$75,000 – \$100,000	336	239	15.8%	154	15.8%	208	15.1%
\$100,000 +	657	441	29.2%	286	29.3%	453	33.0%
Prefer not to respond	340	223	14.8%	144	14.7%	217	15.8%
Age Group							
Under 16	19	17	1.1%	8	0.8%	14	1.0%
16 – 24	128	105	7.0%	70	7.2%	63	4.6%
25 – 34	495	380	25.2%	252	25.8%	293	21.3%
35 – 44	458	321	21.3%	182	18.6%	309	22.5%
45 – 54	438	290	19.2%	191	19.5%	299	21.8%
55 – 64	327	212	14.0%	156	16.0%	205	14.9%
65 +	98	48	3.2%	43	4.4%	65	4.7%
Access to Personal Automobile							
Yes	1,746	1,177	78.0%	767	78.5%	1,142	83.2%
No	223	201	13.3%	139	14.2%	110	8.0%
Access to Personal Bicycle							
Yes	1,101	769	51.0%	514	52.6%	746	54.3%
No	867	607	40.2%	390	39.9%	506	36.9%
Children 16 or Younger in Household							
Yes	613	414	27.4%	248	25.4%	399	29.1%
No	1,352	960	63.6%	656	67.1%	850	61.9%

Note: Respondents were asked to indicate how frequently they use transit for each individual trip purpose; this table is a compilation of those results. Values in the 'Total' column reflect the number of unique respondents per category, while values in other columns reflect the number of respondents who use transit a given frequency for any trip purpose. As such, row percentages may not sum to 100% because a single respondent may use transit regularly when commuting to work and occasionally for social purposes—this respondent would appear twice, once in each column. Note also that the time of day and means of access groups are special cases. Respondents were asked directly how often they use transit during each time period, so these values (and associated totals) derive from the results of that question and are not based on compiled trip purpose frequencies. Respondents were asked about their means of access for each trip purpose individually; these values are therefore their own compilations of responses for all trip purposes and subject to different totals.

Table A.10 Frequency of mode for current Bellevue transit users by location of residence for cities with 100 or more respondents. Percentages highlighted in red are higher than the corresponding percentages for respondents overall who currently use transit in Bellevue.

	Daily		Often		Occasionally		Rarely		Never		Count
Overall (current)											
<i>transit</i>	785	41.7%	380	20.2%	219	11.6%	449	23.9%	49	2.6%	1,882
<i>drive alone</i>	395	25.0%	256	16.2%	314	19.8%	402	25.4%	215	13.6%	1,582
<i>carpool/vanpool</i>	145	11.0%	158	11.9%	160	12.1%	186	14.0%	675	51.0%	1,324
<i>bicycle</i>	26	2.1%	65	5.3%	110	9.0%	179	14.7%	840	68.9%	1,220
<i>walk</i>	262	20.0%	116	8.9%	186	14.2%	214	16.3%	532	40.6%	1,310
Bellevue											
<i>transit</i>	191	31.3%	102	16.7%	85	13.9%	208	34.0%	25	4.1%	611
<i>drive alone</i>	183	33.4%	100	18.2%	105	19.2%	93	17.0%	67	12.2%	548
<i>carpool/vanpool</i>	42	9.2%	54	11.8%	49	10.7%	61	13.4%	250	54.8%	456
<i>bicycle</i>	3	0.7%	19	4.5%	35	8.4%	75	17.9%	287	68.5%	419
<i>walk</i>	104	21.4%	52	10.7%	82	16.8%	115	23.6%	134	27.5%	487
Seattle											
<i>transit</i>	180	55.4%	70	21.5%	38	11.7%	37	11.4%	0	0.0%	325
<i>drive alone</i>	34	12.7%	32	11.9%	58	21.6%	93	34.7%	51	19.0%	268
<i>carpool/vanpool</i>	14	6.3%	31	13.8%	29	12.9%	41	18.3%	109	48.7%	224
<i>bicycle</i>	12	5.4%	20	9.0%	31	13.9%	43	19.3%	117	52.5%	223
<i>walk</i>	59	26.2%	25	11.1%	34	15.1%	21	9.3%	86	38.2%	225
Bothell											
<i>transit</i>	38	55.1%	9	13.0%	9	13.0%	11	15.9%	2	2.9%	69
<i>drive alone</i>	12	22.6%	6	11.3%	10	18.9%	19	35.8%	6	11.3%	53
<i>carpool/vanpool</i>	14	28.0%	6	12.0%	2	4.0%	3	6.0%	25	50.0%	50
<i>bicycle</i>	1	2.3%	0	0.0%	6	13.6%	3	6.8%	34	77.3%	44
<i>walk</i>	9	19.1%	3	6.4%	3	6.4%	4	8.5%	28	59.6%	47
Redmond											
<i>transit</i>	32	42.1%	14	18.4%	10	13.2%	18	23.7%	2	2.6%	76
<i>drive alone</i>	16	23.9%	8	11.9%	14	20.9%	17	25.4%	12	17.9%	67
<i>carpool/vanpool</i>	4	6.8%	9	15.3%	8	13.6%	9	15.3%	29	49.2%	59
<i>bicycle</i>	0	0.0%	5	8.8%	2	3.5%	7	12.3%	43	75.4%	57
<i>walk</i>	7	11.9%	6	10.2%	7	11.9%	13	22.0%	26	44.1%	59

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	Daily		Often		Occasionally		Rarely		Never		Count
Kirkland											
<i>transit</i>	42	33.1%	25	19.7%	16	12.6%	39	30.7%	5	3.9%	127
<i>drive alone</i>	31	26.3%	26	22.0%	30	25.4%	22	18.6%	9	7.6%	118
<i>carpool/vanpool</i>	9	10.0%	5	5.6%	16	17.8%	14	15.6%	46	51.1%	90
<i>bicycle</i>	2	2.2%	3	3.3%	7	7.8%	13	14.4%	65	72.2%	90
<i>walk</i>	19	20.9%	10	11.0%	16	17.6%	11	12.1%	35	38.5%	91
Issaquah											
<i>transit</i>	18	30.0%	22	36.7%	4	6.7%	14	23.3%	2	3.3%	60
<i>drive alone</i>	14	28.6%	12	24.5%	9	18.4%	11	22.4%	3	6.1%	49
<i>carpool/vanpool</i>	5	12.2%	2	4.9%	7	17.1%	7	17.1%	20	48.8%	41
<i>bicycle</i>	0	0.0%	1	2.6%	3	7.9%	4	10.5%	30	78.9%	38
<i>walk</i>	8	21.6%	1	2.7%	2	5.4%	2	5.4%	24	64.9%	37
Sammamish											
<i>transit</i>	18	43.9%	10	24.4%	5	12.2%	8	19.5%	0	0.0%	41
<i>drive alone</i>	5	17.9%	3	10.7%	7	25.0%	10	35.7%	3	10.7%	28
<i>carpool/vanpool</i>	6	25.0%	5	20.8%	1	4.2%	2	8.3%	10	41.7%	24
<i>bicycle</i>	0	0.0%	2	11.8%	1	5.9%	3	17.6%	11	64.7%	17
<i>walk</i>	2	12.5%	0	0.0%	1	6.3%	1	6.3%	12	75.0%	16
Renton											
<i>transit</i>	37	45.1%	18	22.0%	5	6.1%	21	25.6%	1	1.2%	82
<i>drive alone</i>	15	22.4%	12	17.9%	14	20.9%	17	25.4%	9	13.4%	67
<i>carpool/vanpool</i>	6	12.2%	5	10.2%	9	18.4%	6	12.2%	23	46.9%	49
<i>bicycle</i>	0	0.0%	2	4.3%	6	12.8%	5	10.6%	34	72.3%	47
<i>walk</i>	9	18.4%	2	4.1%	7	14.3%	7	14.3%	24	49.0%	49

Table A.11 Municipal investment priorities of current Bellevue transit users by place of residence, destination, household income, age group, access to personal automobile, and means of accessing transit.

	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Current Transit Users	1,964	595	30.3%	189	9.6%	405	20.6%	60	3.1%	60	3.1%	48	2.4%
Place of Residence													
Bellevue	661	149	22.5%	74	11.2%	161	24.4%	24	3.6%	28	4.2%	20	3.0%
Non-Bellevue	1246	429	34.4%	109	8.7%	233	18.7%	34	2.7%	30	2.4%	27	2.2%
<i>Seattle</i>	343	165	48.1%	28	8.2%	60	17.5%	7	2.0%	2	0.6%	5	1.5%
<i>Kirkland</i>	141	39	27.7%	12	8.5%	31	22.0%	8	5.7%	4	2.8%	5	3.5%
<i>Renton</i>	84	20	23.8%	15	17.9%	21	25.0%	0	0.0%	2	2.4%	0	0.0%
<i>Redmond</i>	83	23	27.7%	9	10.8%	19	22.9%	3	3.6%	1	1.2%	3	3.6%
<i>Issaquah</i>	63	21	33.3%	2	3.2%	16	25.4%	4	6.3%	3	4.8%	3	4.8%
<i>Bothell</i>	72	14	19.4%	4	5.6%	15	20.8%	0	0.0%	2	2.8%	1	1.4%
<i>Sammamish</i>	42	14	33.3%	4	9.5%	5	11.9%	1	2.4%	1	2.4%	1	2.4%
Unknown	57	17	29.8%	6	10.5%	11	19.3%	2	3.5%	2	3.5%	1	1.8%
Destination													
Downtown Bellevue	1,263	395	31.3%	120	9.5%	272	21.5%	36	2.9%	33	2.6%	35	2.8%
Crossroads	267	73	27.3%	34	12.7%	73	27.3%	13	4.9%	11	4.1%	9	3.4%
Eastgate	239	66	27.6%	31	13.0%	70	29.3%	9	3.8%	7	2.9%	6	2.5%
Factoria	375	96	25.6%	47	12.5%	95	25.3%	18	4.8%	12	3.2%	10	2.7%
South Bellevue	53	12	22.6%	5	9.4%	12	22.6%	2	3.8%	1	1.9%	2	3.8%
East Bellevue	87	32	36.8%	11	12.6%	16	18.4%	6	6.9%	4	4.6%	1	1.1%
North or West Bellevue	130	38	29.2%	9	6.9%	26	20.0%	7	5.4%	8	6.2%	5	3.8%
Neighboring Communities	132	38	28.8%	16	12.1%	33	25.0%	6	4.5%	3	2.3%	2	1.5%
Other East King County	308	83	26.9%	31	10.1%	74	24.0%	12	3.9%	12	3.9%	5	1.6%
Downtown Seattle	1511	471	31.2%	145	9.6%	310	20.5%	41	2.7%	39	2.6%	36	2.4%
University District	617	181	29.3%	58	9.4%	138	22.4%	19	3.1%	26	4.2%	21	3.4%
Other West King County	229	88	38.4%	17	7.4%	35	15.3%	8	3.5%	8	3.5%	8	3.5%
South King County	143	39	27.3%	19	13.3%	29	20.3%	5	3.5%	5	3.5%	2	1.4%
Other / Outside King County	33	10	30.3%	3	9.1%	8	24.2%	0	0.0%	2	6.1%	1	3.0%

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	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Current Transit Users	1,964	595	30.3%	189	9.6%	405	20.6%	60	3.1%	60	3.1%	48	2.4%
Household Income Group													
Less than \$25,000	90	28	31.1%	18	20.0%	19	21.1%	8	8.9%	1	1.1%	2	2.2%
\$25,000 – \$50,000	181	46	25.4%	20	11.0%	60	33.1%	8	4.4%	10	5.5%	4	2.2%
\$50,000 – \$75,000	342	107	31.3%	28	8.2%	71	20.8%	9	2.6%	23	6.7%	7	2.0%
\$75,000 – \$100,000	330	101	30.6%	26	7.9%	72	21.8%	4	1.2%	7	2.1%	11	3.3%
\$100,000 +	648	226	34.9%	52	8.0%	115	17.7%	17	2.6%	9	1.4%	17	2.6%
Prefer not to respond	331	75	22.7%	38	11.5%	62	18.7%	13	3.9%	8	2.4%	7	2.1%
No response provided	42	12	28.6%	7	16.7%	6	14.3%	1	2.4%	2	4.8%	0	0.0%
Age Group													
Under 16	18	3	16.7%	3	16.7%	5	27.8%	0	0.0%	3	16.7%	1	5.6%
16 – 24	126	32	25.4%	22	17.5%	40	31.7%	6	4.8%	6	4.8%	1	0.8%
25 – 34	491	201	40.9%	36	7.3%	104	21.2%	8	1.6%	9	1.8%	9	1.8%
35 – 44	453	129	28.5%	43	9.5%	103	22.7%	12	2.6%	11	2.4%	19	4.2%
45 – 54	427	121	28.3%	41	9.6%	73	17.1%	12	2.8%	10	2.3%	6	1.4%
55 – 64	325	81	24.9%	25	7.7%	56	17.2%	19	5.8%	14	4.3%	12	3.7%
65 +	95	17	17.9%	11	11.6%	20	21.1%	2	2.1%	7	7.4%	0	0.0%
No response provided	29	11	37.9%	8	27.6%	4	13.8%	1	3.4%	0	0.0%	0	0.0%
Access to Personal Automobile													
Yes	1,725	523	30.3%	161	9.3%	341	19.8%	48	2.8%	51	3.0%	41	2.4%
No	217	65	30.0%	25	11.5%	60	27.6%	11	5.1%	9	4.1%	7	3.2%
No response provided	22	7	31.8%	3	13.6%	4	18.2%	1	4.5%	0	0.0%	0	0.0%
Means of Accessing Transit													
Walk to the bus stop	1,221	425	34.8%	133	10.9%	263	21.5%	47	3.8%	36	2.9%	35	2.9%
Bike to the bus stop and...	106	30	28.3%	4	3.8%	11	10.4%	4	3.8%	0	0.0%	2	1.9%
...load bike on bus's bike rack	19	5	26.3%	0	0.0%	2	10.5%	2	10.5%	0	0.0%	0	0.0%
...park bike	87	25	28.7%	4	4.6%	9	10.3%	2	2.3%	0	0.0%	2	2.3%
Park & Rider users	1,076	290	27.0%	99	9.2%	211	19.6%	16	1.5%	31	2.9%	19	1.8%
Drive to a Park & Ride	953	261	27.4%	87	9.1%	183	19.2%	14	1.5%	25	2.6%	17	1.8%
Dropped off at a Park & Ride	123	29	23.6%	12	9.8%	28	22.8%	2	1.6%	6	4.9%	2	1.6%
No response provided	36	7	19.4%	1	2.8%	3	8.3%	1	2.8%	4	11.1%	1	2.8%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.		Increase vehicle parking capacity at Park and Ride lots.		Increase bicycle parking capacity at Park and Ride lots.		Repair City-owned streets used as transit corridors to improve ride quality/comfort.		Other	
All Current Transit Users	1,964	105	5.3%	264	13.4%	3	0.2%	31	1.6%	204	10.4%
Place of Residence											
Bellevue	661	34	5.1%	89	13.5%	0	0.0%	15	2.3%	67	10.1%
Non-Bellevue	1,246	66	5.3%	170	13.6%	3	0.2%	16	1.3%	129	10.4%
Seattle	343	24	7.0%	8	2.3%	0	0.0%	1	0.3%	43	12.5%
Kirkland	141	9	6.4%	19	13.5%	0	0.0%	2	1.4%	12	8.5%
Renton	84	6	7.1%	13	15.5%	0	0.0%	1	1.2%	6	7.1%
Redmond	83	4	4.8%	16	19.3%	0	0.0%	0	0.0%	5	6.0%
Issaquah	63	2	3.2%	5	7.9%	0	0.0%	0	0.0%	7	11.1%
Bothell	72	4	5.6%	21	29.2%	1	1.4%	1	1.4%	9	12.5%
Sammamish	42	2	4.8%	9	21.4%	0	0.0%	0	0.0%	5	11.9%
Unknown	57	5	8.8%	5	8.8%	0	0.0%	0	0.0%	8	14.0%
Destination											
Downtown Bellevue	1,263	59	4.7%	176	13.9%	2	0.2%	14	1.1%	121	9.6%
Crossroads	267	7	2.6%	16	6.0%	0	0.0%	5	1.9%	26	9.7%
Eastgate	239	11	4.6%	12	5.0%	1	0.4%	0	0.0%	26	10.9%
Factoria	375	21	5.6%	16	4.3%	0	0.0%	5	1.3%	55	14.7%
South Bellevue	53	5	9.4%	7	13.2%	0	0.0%	0	0.0%	7	13.2%
East Bellevue	87	3	3.4%	6	6.9%	0	0.0%	0	0.0%	8	9.2%
North or West Bellevue	130	9	6.9%	11	8.5%	0	0.0%	2	1.5%	15	11.5%
Neighboring Communities	132	9	6.8%	7	5.3%	0	0.0%	6	4.5%	12	9.1%
Other East King County	308	28	9.1%	28	9.1%	0	0.0%	4	1.3%	31	10.1%
Downtown Seattle	1,511	87	5.8%	195	12.9%	2	0.1%	20	1.3%	165	10.9%
University District	617	45	7.3%	56	9.1%	2	0.3%	5	0.8%	66	10.7%
Other West King County	229	19	8.3%	20	8.7%	0	0.0%	1	0.4%	25	10.9%
South King County	143	9	6.3%	11	7.7%	0	0.0%	3	2.1%	21	14.7%
Other / Outside King County	33	0	0.0%	4	12.1%	0	0.0%	0	0.0%	5	15.2%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	Increase vehicle parking capacity at Park and Ride lots.	Increase bicycle parking capacity at Park and Ride lots.	Repair City-owned streets used as transit corridors to improve ride quality/comfort.	Other
All Current Transit Users	1,964	105 5.3%	264 13.4%	3 0.2%	31 1.6%	204 10.4%
Household Income Group						
Less than \$25,000	90	2 2.2%	3 3.3%	0 0.0%	0 0.0%	9 10.0%
\$25,000 – \$50,000	181	2 1.1%	17 9.4%	0 0.0%	3 1.7%	11 6.1%
\$50,000 – \$75,000	342	12 3.5%	51 14.9%	0 0.0%	2 0.6%	32 9.4%
\$75,000 – \$100,000	330	17 5.2%	57 17.3%	1 0.3%	3 0.9%	31 9.4%
\$100,000 +	648	44 6.8%	80 12.3%	2 0.3%	12 1.9%	74 11.4%
Prefer not to respond	331	25 7.6%	52 15.7%	0 0.0%	11 3.3%	40 12.1%
No response provided	42	3 7.1%	4 9.5%	0 0.0%	0 0.0%	7 16.7%
Age Group						
Under 16	18	1 5.6%	2 11.1%	0 0.0%	0 0.0%	0 0.0%
16 – 24	126	7 5.6%	6 4.8%	0 0.0%	0 0.0%	6 4.8%
25 – 34	491	21 4.3%	51 10.4%	0 0.0%	5 1.0%	47 9.6%
35 – 44	453	29 6.4%	55 12.1%	0 0.0%	8 1.8%	44 9.7%
45 – 54	427	31 7.3%	63 14.8%	0 0.0%	9 2.1%	61 14.3%
55 – 64	325	12 3.7%	61 18.8%	3 0.9%	7 2.2%	35 10.8%
65 +	95	2 2.1%	24 25.3%	0 0.0%	2 2.1%	10 10.5%
No response provided	29	2 6.9%	2 6.9%	0 0.0%	0 0.0%	1 3.4%
Access to Personal Automobile						
Yes	1,725	90 5.2%	260 15.1%	3 0.2%	26 1.5%	181 10.5%
No	217	12 5.5%	3 1.4%	0 0.0%	4 1.8%	21 9.7%
No response provided	22	3 13.6%	1 4.5%	0 0.0%	1 4.5%	2 9.1%
Means of Accessing Transit						
Walk to the bus stop	1,221	62 5.1%	80 6.6%	1 0.1%	18 1.5%	121 9.9%
Bike to the bus stop and...	106	36 34.0%	5 4.7%	1 0.9%	2 1.9%	11 10.4%
...load bike on bus's bike rack	19	5 26.3%	2 10.5%	0 0.0%	0 0.0%	3 15.8%
...park bike	87	31 35.6%	3 3.4%	1 1.1%	2 2.3%	8 9.2%
Park & Rider users	1,076	42 3.9%	236 21.9%	2 0.2%	13 1.2%	117 10.9%
Drive to a Park & Ride	953	38 4.0%	215 22.6%	2 0.2%	12 1.3%	99 10.4%
Dropped off at a Park & Ride	123	4 3.3%	21 17.1%	0 0.0%	1 0.8%	18 14.6%
No response provided	36	4 11.1%	4 11.1%	0 0.0%	4 11.1%	7 19.4%

Table A.12 Themes of comments about municipal investment priorities.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Accessibility & Service Coverage	28	8.4%	10.0%
Consolidate Routes	3	0.9%	1.1%
Expand Local Service Coverage	12	3.6%	4.3%
Improve Pedestrian Accommodations	8	2.4%	2.9%
Improve Stop Locations	2	0.6%	0.7%
Reduce Stop Spacing	3	0.9%	1.1%
Add Service	64	19.1%	22.9%
Add Service (General)	9	2.7%	3.2%
Expand RapidRide Services	1	0.3%	0.4%
Express Service	15	4.5%	5.4%
Increase Service to Bellevue	5	1.5%	1.8%
Local Circulator Service	2	0.6%	0.7%
Local Shuttle/Connector Service	5	1.5%	1.8%
Off-Peak	9	2.7%	3.2%
Peak Periods	1	0.3%	0.4%
To Bellevue Schools	4	1.2%	1.4%
To Employment Centers	3	0.9%	1.1%
Specific Destination(s)	11	3.3%	3.9%
<i>Downtown Seattle</i>	2	0.6%	0.7%
<i>East Bellevue</i>	1	0.3%	0.4%
<i>Eastgate</i>	2	0.6%	0.7%
<i>Factoria</i>	3	0.9%	1.1%
<i>Issaquah</i>	1	0.3%	0.4%
<i>North Bend</i>	1	0.3%	0.4%
<i>Redmond</i>	1	0.3%	0.4%
Bicycling Issues	9	2.7%	3.2%
Improve Bicycle Infrastructure	7	2.1%	2.5%
Provide Additional Bicycle Racks on Buses	2	0.6%	0.7%
Comfort	16	4.8%	5.7%
Improve Bus Comfort	2	0.6%	0.7%
Improve Stop Areas / Install Shelters	9	2.7%	3.2%
Reduce Overcrowding	5	1.5%	1.8%
Connections & Transfers	24	7.2%	8.6%
Improve Connection Timing	5	1.5%	1.8%
More Direct Service	19	5.7%	6.8%
Fares & Funding	9	2.7%	3.2%
Assorted Fare/Funding Comments	4	1.2%	1.4%
Reduce Transit Spending/Subsidies	3	0.9%	1.1%
ORCA Comments	2	0.6%	0.7%
Frequency	22	6.5%	7.9%
Increase Service Frequency	22	6.5%	7.9%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Information	16	4.8%	5.7%
Improve Online Route/Schedule Information	4	1.2%	1.4%
Improve Printed Route Maps/Schedules	1	0.3%	0.4%
Improve Wayfinding	1	0.3%	0.4%
Information for Mobile Devices	6	1.8%	2.2%
Provide Real-Time Arrival Information	4	1.2%	1.4%
Light Rail	59	17.6%	21.1%
Opposed to Light Rail	2	0.6%	0.7%
Supportive of Light Rail	54	16.1%	19.4%
Heavy/Commuter Rail	3	0.9%	1.1%
Parking Issues	16	4.8%	5.7%
Develop Additional Park & Ride Facilities	3	0.9%	1.1%
Improve Kiss-and-Ride Accommodations	1	0.3%	0.4%
Increase Capacity at Park & Rides	11	3.3%	3.9%
Parking Policy	1	0.3%	0.4%
Reliability	2	0.6%	0.7%
Improve Reliability	2	0.6%	0.7%
Safety & Security	8	2.4%	2.9%
Invest in Safety/Security Improvements	8	2.4%	2.9%
Span of Service	10	3.0%	3.6%
Extend Service Span	10	3.0%	3.6%
Travel Time	2	0.6%	0.7%
Improve Travel Time	2	0.6%	0.7%
Miscellaneous	9	2.7%	3.2%
Dissatisfied with Recent Service Change	3	0.9%	1.1%
Invest in HOV/Bus-Only Infrastructure	5	1.5%	1.8%
Promote Carpool/Vanpool	1	0.3%	0.4%
Other	41	12.2%	14.7%
Current Service is Satisfactory/No Changes Needed	7	2.1%	2.5%
Other Comments	24	7.2%	8.6%
Two or More Actions Are Equally Important	7	2.1%	2.5%
No Comment / Not Applicable	3	0.9%	1.1%

total categorized responses 335

total unique respondents 279

Table A.13 Advocacy priorities of current Bellevue transit users by place of residence and destination.

	Total	Increase Frequency During Peak		Increase Frequency During Midday		Increase Frequency During Late Night		Increase Frequency on Weekends		Increase Frequency to Reduce Overcrowding	
All Current Transit Users	1,936	643	33.2%	152	7.9%	47	2.4%	50	2.6%	249	12.9%
Place of Residence											
Bellevue	654	149	22.8%	58	8.9%	22	3.4%	30	4.6%	74	11.3%
Non-Bellevue	1,228	478	38.9%	90	7.3%	22	1.8%	18	1.5%	168	13.7%
<i>Seattle</i>	343	162	47.2%	22	6.4%	7	2.0%	5	1.5%	47	13.7%
<i>Kirkland</i>	142	36	25.4%	13	9.2%	3	2.1%	3	2.1%	25	17.6%
<i>Renton</i>	82	28	34.1%	3	3.7%	4	4.9%	1	1.2%	13	15.9%
<i>Redmond</i>	80	26	32.5%	9	11.3%	0	0.0%	1	1.3%	6	7.5%
<i>Issaquah</i>	63	23	36.5%	8	12.7%	3	4.8%	1	1.6%	10	15.9%
<i>Bothell</i>	73	27	37.0%	5	6.8%	0	0.0%	0	0.0%	9	12.3%
<i>Sammamish</i>	41	18	43.9%	5	12.2%	0	0.0%	1	2.4%	1	2.4%
Unknown	54	16	29.6%	4	7.4%	3	5.6%	2	3.7%	7	13.0%
Destination											
Downtown Bellevue	1,251	421	33.7%	100	8.0%	33	2.6%	36	2.9%	163	13.0%
Crossroads	262	63	24.0%	35	13.4%	9	3.4%	20	7.6%	21	8.0%
Eastgate	238	74	31.1%	25	10.5%	5	2.1%	16	6.7%	21	8.8%
Factoria	374	122	32.6%	43	11.5%	9	2.4%	18	4.8%	31	8.3%
South Bellevue	52	10	19.2%	10	19.2%	3	5.8%	0	0.0%	5	9.6%
East Bellevue	84	16	19.0%	12	14.3%	2	2.4%	3	3.6%	11	13.1%
North or West Bellevue	128	37	28.9%	14	10.9%	0	0.0%	1	0.8%	17	13.3%
Neighboring Communities	128	30	23.4%	10	7.8%	5	3.9%	5	3.9%	16	12.5%
Other East King County	304	69	22.7%	31	10.2%	12	3.9%	13	4.3%	33	10.9%
Downtown Seattle	1,494	479	32.1%	120	8.0%	41	2.7%	42	2.8%	191	12.8%
University District	607	182	30.0%	53	8.7%	26	4.3%	22	3.6%	90	14.8%
Other West King County	222	56	25.2%	19	8.6%	9	4.1%	8	3.6%	36	16.2%
South King County	140	27	19.3%	15	10.7%	3	2.1%	6	4.3%	24	17.1%
Other / Outside King County	32	8	25.0%	2	6.3%	1	3.1%	1	3.1%	7	21.9%

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	Total	Extend Service at Night on Weekdays		Extend Service at Night on Weekends		Expand Service Coverage in Bellevue		Revise Schedules to Improve Connections		Install Additional Shelters	
All Current Transit Users	1,936	48	2.5%	32	1.7%	114	5.9%	131	6.8%	60	3.1%
Place of Residence											
Bellevue	654	20	3.1%	13	2.0%	71	10.9%	44	6.7%	30	4.6%
Non-Bellevue	1,228	27	2.2%	18	1.5%	37	3.0%	83	6.8%	30	2.4%
<i>Seattle</i>	343	3	0.9%	4	1.2%	9	2.6%	20	5.8%	7	2.0%
<i>Kirkland</i>	142	4	2.8%	2	1.4%	8	5.6%	15	10.6%	6	4.2%
<i>Renton</i>	82	3	3.7%	2	2.4%	4	4.9%	7	8.5%	1	1.2%
<i>Redmond</i>	80	4	5.0%	2	2.5%	3	3.8%	11	13.8%	1	1.3%
<i>Issaquah</i>	63	1	1.6%	1	1.6%	3	4.8%	2	3.2%	0	0.0%
<i>Bothell</i>	73	2	2.7%	2	2.7%	1	1.4%	4	5.5%	0	0.0%
<i>Sammamish</i>	41	1	2.4%	1	2.4%	0	0.0%	5	12.2%	2	4.9%
Unknown	54	1	1.9%	1	1.9%	6	11.1%	4	7.4%	0	0.0%
Destination											
Downtown Bellevue	1,251	34	2.7%	18	1.4%	56	4.5%	87	7.0%	35	2.8%
Crossroads	262	10	3.8%	5	1.9%	22	8.4%	25	9.5%	14	5.3%
Eastgate	238	7	2.9%	5	2.1%	22	9.2%	24	10.1%	10	4.2%
Factoria	374	8	2.1%	7	1.9%	28	7.5%	37	9.9%	16	4.3%
South Bellevue	52	2	3.8%	1	1.9%	2	3.8%	6	11.5%	1	1.9%
East Bellevue	84	4	4.8%	2	2.4%	8	9.5%	14	16.7%	4	4.8%
North or West Bellevue	128	5	3.9%	0	0.0%	9	7.0%	12	9.4%	13	10.2%
Neighboring Communities	128	8	6.3%	5	3.9%	9	7.0%	14	10.9%	9	7.0%
Other East King County	304	16	5.3%	12	3.9%	14	4.6%	30	9.9%	13	4.3%
Downtown Seattle	1,494	36	2.4%	25	1.7%	95	6.4%	105	7.0%	48	3.2%
University District	607	13	2.1%	13	2.1%	43	7.1%	39	6.4%	25	4.1%
Other West King County	222	5	2.3%	3	1.4%	7	3.2%	21	9.5%	11	5.0%
South King County	140	2	1.4%	3	2.1%	6	4.3%	19	13.6%	4	2.9%
Other / Outside King County	32	0	0.0%	0	0.0%	1	3.1%	1	3.1%	3	9.4%

	Total	Increase Vehicle Capacity at Park & Rides		Increase Bicycle Capacity at Park & Rides		Expand ORCA Sales Locations in Bellevue		Other	
All Current Transit Users	1,936	183	9.5%	18	0.9%	41	2.1%	168	8.7%
Place of Residence									
Bellevue	654	65	9.9%	6	0.9%	18	2.8%	54	8.3%
Non-Bellevue	1,228	115	9.4%	12	1.0%	22	1.8%	108	8.8%
<i>Seattle</i>	343	9	2.6%	3	0.9%	4	1.2%	41	12.0%
<i>Kirkland</i>	142	13	9.2%	1	0.7%	2	1.4%	11	7.7%
<i>Renton</i>	82	8	9.8%	2	2.4%	1	1.2%	5	6.1%
<i>Redmond</i>	80	10	12.5%	1	1.3%	0	0.0%	6	7.5%
<i>Issaquah</i>	63	6	9.5%	0	0.0%	1	1.6%	4	6.3%
<i>Bothell</i>	73	16	21.9%	1	1.4%	1	1.4%	5	6.8%
<i>Sammamish</i>	41	4	9.8%	0	0.0%	1	2.4%	2	4.9%
Unknown	54	3	5.6%	0	0.0%	1	1.9%	6	11.1%
Destination									
Downtown Bellevue	1,251	120	9.6%	14	1.1%	23	1.8%	111	8.9%
Crossroads	262	10	3.8%	3	1.1%	9	3.4%	16	6.1%
Eastgate	238	3	1.3%	2	0.8%	6	2.5%	18	7.6%
Factoria	374	14	3.7%	3	0.8%	11	2.9%	27	7.2%
South Bellevue	52	3	5.8%	1	1.9%	2	3.8%	6	11.5%
East Bellevue	84	0	0.0%	1	1.2%	1	1.2%	6	7.1%
North or West Bellevue	128	6	4.7%	1	0.8%	2	1.6%	11	8.6%
Neighboring Communities	128	3	2.3%	1	0.8%	1	0.8%	12	9.4%
Other East King County	304	16	5.3%	5	1.6%	9	3.0%	31	10.2%
Downtown Seattle	1,494	134	9.0%	14	0.9%	33	2.2%	131	8.8%
University District	607	36	5.9%	7	1.2%	7	1.2%	51	8.4%
Other West King County	222	18	8.1%	3	1.4%	5	2.3%	21	9.5%
South King County	140	9	6.4%	3	2.1%	7	5.0%	12	8.6%
Other / Outside King County	32	4	12.5%	0	0.0%	1	3.1%	3	9.4%

Table A.14 Themes of comments about priorities for advocacy to transit agencies.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Accessibility & Service Coverage	19	6.5%	7.9%
Consolidate Routes	3	1.0%	1.3%
Expand Local Service Coverage	8	2.7%	3.3%
Improve Pedestrian Accommodations	2	0.7%	0.8%
Improve Stop Locations	2	0.7%	0.8%
Install Additional Stops	4	1.4%	1.7%
Add Service	64	21.8%	26.8%
Add Service (General)	3	1.0%	1.3%
Expand RapidRide Services	2	0.7%	0.8%
Express Service	9	3.1%	3.8%
For Special Events	4	1.4%	1.7%
Increase Service to Bellevue	3	1.0%	1.3%
Off-Peak	10	3.4%	4.2%
Peak Periods	6	2.0%	2.5%
Weekends	4	1.4%	1.7%
To Bellevue Schools	5	1.7%	2.1%
To Employment Centers	2	0.7%	0.8%
Specific Destination(s)	16	5.5%	6.7%
<i>Factoria</i>	1	0.3%	0.4%
<i>Kirkland</i>	1	0.3%	0.4%
<i>Mountlake Terrace</i>	1	0.3%	0.4%
<i>Renton</i>	2	0.7%	0.8%
<i>SeaTac Airport</i>	1	0.3%	0.4%
<i>Downtown Seattle</i>	1	0.3%	0.4%
<i>North Seattle</i>	1	0.3%	0.4%
<i>Seattle (Various Neighborhoods)</i>	5	1.7%	2.1%
<i>Snohomish County</i>	2	0.7%	0.8%
<i>South King County</i>	1	0.3%	0.4%
Bicycling Issues	5	1.7%	2.1%
Improve Bicycle Infrastructure	3	1.0%	1.3%
Provide Additional Bicycle Racks on Buses	2	0.7%	0.8%
Comfort	11	3.8%	4.6%
Improve Bus Comfort	3	1.0%	1.3%
Improve Stop Areas / Install Shelters	4	1.4%	1.7%
Reduce Overcrowding	4	1.4%	1.7%
Connections & Transfers	20	6.8%	8.4%
Improve Connection Timing	4	1.4%	1.7%
More Direct Service	16	5.5%	6.7%
Fares & Funding	11	3.8%	4.6%
Discounts / Incentives	3	1.0%	1.3%
Reduce Transit Spending/Subsidies	2	0.7%	0.8%
ORCA Comments	6	2.0%	2.5%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Frequency	9	3.1%	3.8%
Increase Service Frequency	9	3.1%	3.8%
Information	6	2.0%	2.5%
Improve Information Accessibility (General)	2	0.7%	0.8%
Improve Online Route/Schedule Information	1	0.3%	0.4%
Information for Mobile Devices	2	0.7%	0.8%
Provide Real-Time Arrival Information	1	0.3%	0.4%
Light Rail	56	19.1%	23.4%
Opposed to Light Rail	1	0.3%	0.4%
Supportive of Light Rail	55	18.8%	23.0%
Parking Issues	12	4.1%	5.0%
Develop Additional Park & Ride Facilities	4	1.4%	1.7%
Increase Capacity at Park & Rides	8	2.7%	3.3%
Reliability	4	1.4%	1.7%
Improve Reliability	4	1.4%	1.7%
Safety & Security	3	1.0%	1.3%
Invest in Safety/Security Improvements	3	1.0%	1.3%
Span of Service	9	3.1%	3.8%
Extend Service Span	9	3.1%	3.8%
Travel Time	3	1.0%	1.3%
Improve Travel Time	3	1.0%	1.3%
Miscellaneous	11	3.8%	4.6%
Dissatisfied with Recent Service Change	3	1.0%	1.3%
Invest in HOV/Transit-Only Infrastructure	4	1.4%	1.7%
Seek Network Efficiencies	2	0.7%	0.8%
Routing Suggestion(s)	2	0.7%	0.8%
Other	50	17.1%	20.9%
Current Service is Satisfactory/No Changes Needed	2	0.7%	0.8%
Other Comments	40	13.7%	16.7%
Two or More Actions Are Equally Important	8	2.7%	3.3%

total categorized responses 293

total unique respondents 239

Table A.15 Preferred solutions to hypothetical future budget shortfall scenarios of workers by place of residence and work destination.

	Total	Extend the Congestion Reduction Charge (CRC)		Raise Fares & Reduce Operating Costs		Find New Revenue Sources		Reduce/ Eliminate Low Ridership Routes		Reduce/ Eliminate All Sunday Service	
All Current Transit Users	1,935	870	45.0%	530	27.4%	407	21.0%	428	22.1%	195	10.1%
Place of Residence											
Bellevue	655	295	45.0%	176	26.9%	133	20.3%	143	21.8%	47	7.2%
Non-Bellevue	1,231	554	45.0%	345	28.0%	258	21.0%	273	22.2%	144	11.7%
<i>Seattle</i>	338	188	55.6%	85	25.1%	94	27.8%	55	16.3%	31	9.2%
<i>Kirkland</i>	141	65	46.1%	33	23.4%	31	22.0%	32	22.7%	11	7.8%
<i>Renton</i>	84	27	32.1%	25	29.8%	16	19.0%	30	35.7%	10	11.9%
<i>Redmond</i>	81	33	40.7%	26	32.1%	13	16.0%	16	19.8%	8	9.9%
<i>Issaquah</i>	62	31	50.0%	19	30.6%	19	30.6%	14	22.6%	10	16.1%
<i>Bothell</i>	71	27	38.0%	17	23.9%	14	19.7%	17	23.9%	12	16.9%
<i>Sammamish</i>	41	16	39.0%	13	31.7%	8	19.5%	12	29.3%	3	7.3%
Unknown	49	21	42.9%	9	18.4%	16	32.7%	12	24.5%	4	8.2%
Destination											
Downtown Bellevue	1,246	567	45.5%	341	27.4%	290	23.3%	273	21.9%	139	11.2%
Crossroads	260	129	49.6%	58	22.3%	80	30.8%	43	16.5%	16	6.2%
Eastgate	232	120	51.7%	51	22.0%	72	31.0%	45	19.4%	17	7.3%
Factoria	369	165	44.7%	89	24.1%	90	24.4%	79	21.4%	37	10.0%
South Bellevue	52	34	65.4%	10	19.2%	11	21.2%	9	17.3%	3	5.8%
East Bellevue	84	42	50.0%	15	17.9%	20	23.8%	16	19.0%	4	4.8%
North or West Bellevue	129	64	49.6%	32	24.8%	29	22.5%	25	19.4%	13	10.1%
Neighboring Communities	126	74	58.7%	22	17.5%	38	30.2%	29	23.0%	6	4.8%
Other East King County	302	167	55.3%	66	21.9%	85	28.1%	54	17.9%	22	7.3%
Downtown Seattle	1,488	720	48.4%	409	27.5%	310	20.8%	315	21.2%	126	8.5%
University District	614	327	53.3%	157	25.6%	162	26.4%	109	17.8%	49	8.0%
Other West King County	227	141	62.1%	54	23.8%	59	26.0%	31	13.7%	15	6.6%
South King County	142	67	47.2%	36	25.4%	39	27.5%	21	14.8%	15	10.6%
Other / Outside King County	32	19	59.4%	4	12.5%	11	34.4%	4	12.5%	6	18.8%

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	Total	Reduce/ Eliminate Select Weekend Service	Reduce Frequency for Select Night Service	Reduce Frequency for Select Off-Peak Service	Other
All Current Transit Users	1,935	217 11.2%	219 11.3%	170 8.8%	162 8.4%
Place of Residence					
Bellevue	655	54 8.2%	72 11.0%	46 7.0%	51 7.8%
Non-Bellevue	1,231	156 12.7%	144 11.7%	119 9.7%	107 8.7%
<i>Seattle</i>	338	31 9.2%	25 7.4%	29 8.6%	33 9.8%
<i>Kirkland</i>	141	15 10.6%	24 17.0%	9 6.4%	13 9.2%
<i>Renton</i>	84	10 11.9%	8 9.5%	5 6.0%	3 3.6%
<i>Redmond</i>	81	9 11.1%	15 18.5%	8 9.9%	8 9.9%
<i>Issaquah</i>	62	5 8.1%	7 11.3%	3 4.8%	7 11.3%
<i>Bothell</i>	71	18 25.4%	10 14.1%	8 11.3%	7 9.9%
<i>Sammamish</i>	41	6 14.6%	4 9.8%	7 17.1%	1 2.4%
Unknown	49	7 14.3%	3 6.1%	5 10.2%	4 8.2%
Destination					
Downtown Bellevue	1,246	134 10.8%	150 12.0%	107 8.6%	107 8.6%
Crossroads	260	15 5.8%	26 10.0%	13 5.0%	21 8.1%
Eastgate	232	18 7.8%	29 12.5%	13 5.6%	18 7.8%
Factoria	369	38 10.3%	46 12.5%	35 9.5%	30 8.1%
South Bellevue	52	3 5.8%	4 7.7%	3 5.8%	2 3.8%
East Bellevue	84	8 9.5%	6 7.1%	3 3.6%	6 7.1%
North or West Bellevue	129	13 10.1%	15 11.6%	9 7.0%	10 7.8%
Neighboring Communities	126	13 10.3%	9 7.1%	9 7.1%	10 7.9%
Other East King County	302	19 6.3%	31 10.3%	24 7.9%	24 7.9%
Downtown Seattle	1,488	137 9.2%	150 10.1%	128 8.6%	126 8.5%
University District	614	36 5.9%	65 10.6%	47 7.7%	57 9.3%
Other West King County	227	9 4.0%	21 9.3%	10 4.4%	21 9.3%
South King County	142	12 8.5%	16 11.3%	10 7.0%	14 9.9%
Other / Outside King County	32	1 3.1%	1 3.1%	0 0.0%	2 6.3%

Table A.16 Themes of comments about preferred solutions for addressing hypothetical future budget shortfall scenarios.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Administrative & Managerial Solutions	29	13.2%	13.6%
Financial Management	29	13.2%	13.6%
<i>Reduce Administrative Costs</i>	14	6.4%	6.5%
<i>Reduce Waste / Improve Efficiency</i>	15	6.8%	7.0%
Funding Solutions	91	41.6%	42.5%
Do Not Increase Funding	5	2.3%	2.3%
<i>Do Not Levy Additional Taxes/Fees</i>	5	2.3%	2.3%
Raise Additional Revenue	20	9.1%	9.3%
<i>Increase Advertising Revenues</i>	5	2.3%	2.3%
<i>Eliminate Seattle Ride Free Area</i>	3	1.4%	1.4%
<i>Increase Transit Fares</i>	12	5.5%	5.6%
Secure Additional Funding	56	25.6%	26.2%
<i>Expand Highway Tolling</i>	12	5.5%	5.6%
<i>Increase Gas Tax</i>	6	2.7%	2.8%
<i>Increase Other Tax(es)</i>	19	8.7%	8.9%
<i>Levy Additional Fees</i>	9	4.1%	4.2%
<i>Seek Alternate Funding Sources</i>	10	4.6%	4.7%
Keep Service Affordable	10	4.6%	4.7%
<i>No Additional Fare Increases</i>	8	3.7%	3.7%
<i>Subsidize Fares</i>	2	0.9%	0.9%
Operational Solutions	64	29.2%	29.9%
Operations Management	42	19.2%	19.6%
<i>Increase Ridership</i>	10	4.6%	4.7%
<i>Infrastructure Investment</i>	5	2.3%	2.3%
<i>Assorted Operations Suggestions</i>	9	4.1%	4.2%
<i>Operate Smaller Buses on Less-Travelled Routes</i>	10	4.6%	4.7%
<i>Route Optimization</i>	8	3.7%	3.7%
Service Reductions	22	10.0%	10.3%
<i>Do Not Reduce Service</i>	11	5.0%	5.1%
<i>Reduce, Consolidate, and/or Eliminate Service</i>	11	5.0%	5.1%
Operational Solutions	64	29.2%	29.9%
Operations Management	42	19.2%	19.6%
Operational Solutions	64	29.2%	29.9%
Operations Management	42	19.2%	19.6%
<i>Reduce, Consolidate, and/or Eliminate Service</i>	11	5.0%	5.1%

total categorized responses 219

total unique respondents 214

Table A.17 Partial comparison of service quality priorities as ranked by respondents who use currently use transit in Bellevue.

Ranking	Total	Speed of Service						Frequency of Weekday Service					
		1	2	3	1	2	3	1	2	3			
All Current Transit Users	2,000	360	18.0%	318	15.9%	291	14.6%	463	23.2%	398	19.9%	269	13.5%
Place of Residence													
Bellevue	663	121	18.3%	97	14.6%	83	12.5%	131	19.8%	127	19.2%	79	11.9%
Non-Bellevue	1,260	228	18.1%	207	16.4%	200	15.9%	319	25.3%	258	20.5%	180	14.3%
<i>Seattle</i>	346	77	22.3%	64	18.5%	56	16.2%	104	30.1%	63	18.2%	57	16.5%
<i>Non-Seattle</i>	914	151	16.5%	143	15.6%	144	15.8%	215	23.5%	195	21.3%	123	13.5%
Unknown	77	11	14.3%	14	18.2%	8	10.4%	13	16.9%	13	16.9%	10	13.0%
Destination													
Downtown Bellevue	1,283	223	17.4%	207	16.1%	195	15.2%	330	25.7%	260	20.3%	180	14.0%
Crossroads	271	35	12.9%	44	16.2%	36	13.3%	69	25.5%	47	17.3%	35	12.9%
Eastgate	246	36	14.6%	38	15.4%	31	12.6%	49	19.9%	40	16.3%	36	14.6%
Factoria	385	65	16.9%	61	15.8%	41	10.6%	83	21.6%	74	19.2%	55	14.3%
South Bellevue	53	8	15.1%	10	18.9%	7	13.2%	18	34.0%	8	15.1%	3	5.7%
East Bellevue	89	8	9.0%	18	20.2%	11	12.4%	25	28.1%	16	18.0%	5	5.6%
North or West Bellevue	134	21	15.7%	23	17.2%	18	13.4%	32	23.9%	22	16.4%	17	12.7%
Neighboring Communities	135	23	17.0%	18	13.3%	20	14.8%	27	20.0%	27	20.0%	20	14.8%
Other East King County	312	49	15.7%	46	14.7%	46	14.7%	74	23.7%	54	17.3%	41	13.1%
Downtown Seattle	1,532	281	18.3%	243	15.9%	219	14.3%	360	23.5%	296	19.3%	210	13.7%
University District	622	109	17.5%	116	18.6%	82	13.2%	156	25.1%	103	16.6%	91	14.6%
Other West King County	232	32	13.8%	43	18.5%	31	13.4%	60	25.9%	39	16.8%	33	14.2%
South King County	144	22	15.3%	23	16.0%	27	18.8%	22	15.3%	26	18.1%	14	9.7%
Outside King County	33	3	9.1%	2	6.1%	8	24.2%	11	33.3%	5	15.2%	4	12.1%

Ranking	Total	Frequency of Weekend Service						Frequency of Evening/Night Service					
		1	2	3	1	2	3	1	2	3			
All Current Transit Users	2,000	57	2.9%	96	4.8%	135	6.8%	55	2.8%	118	5.9%	169	8.5%
Place of Residence													
Bellevue	663	21	3.2%	41	6.2%	56	8.4%	22	3.3%	37	5.6%	56	8.4%
Non-Bellevue	1,260	32	2.5%	52	4.1%	71	5.6%	32	2.5%	73	5.8%	106	8.4%
<i>Seattle</i>	346	5	1.4%	14	4.0%	22	6.4%	5	1.4%	19	5.5%	29	8.4%
<i>Non-Seattle</i>	914	27	3.0%	38	4.2%	49	5.4%	27	3.0%	54	5.9%	77	8.4%
Unknown	77	4	5.2%	3	3.9%	8	10.4%	1	1.3%	8	10.4%	7	9.1%
Destination													
Downtown Bellevue	1,283	43	3.4%	65	5.1%	90	7.0%	33	2.6%	76	5.9%	117	9.1%
Crossroads	271	2	0.7%	22	8.1%	24	8.9%	14	5.2%	11	4.1%	25	9.2%
Eastgate	246	3	1.2%	16	6.5%	25	10.2%	12	4.9%	12	4.9%	18	7.3%
Factoria	385	10	2.6%	22	5.7%	29	7.5%	10	2.6%	19	4.9%	27	7.0%
South Bellevue	53	1	1.9%	3	5.7%	6	11.3%	0	0.0%	3	5.7%	3	5.7%
East Bellevue	89	2	2.2%	7	7.9%	7	7.9%	2	2.2%	3	3.4%	7	7.9%
North or West Bellevue	134	4	3.0%	7	5.2%	13	9.7%	4	3.0%	8	6.0%	13	9.7%
Neighboring Communities	135	3	2.2%	6	4.4%	13	9.6%	2	1.5%	7	5.2%	12	8.9%
Other East King County	312	10	3.2%	19	6.1%	34	10.9%	10	3.2%	30	9.6%	28	9.0%
Downtown Seattle	1,532	41	2.7%	78	5.1%	113	7.4%	44	2.9%	95	6.2%	132	8.6%
University District	622	16	2.6%	31	5.0%	51	8.2%	16	2.6%	43	6.9%	59	9.5%
Other West King County	232	9	3.9%	10	4.3%	22	9.5%	6	2.6%	13	5.6%	21	9.1%
South King County	144	3	2.1%	10	6.9%	15	10.4%	3	2.1%	9	6.3%	13	9.0%
Outside King County	33	0	0.0%	2	6.1%	2	6.1%	1	3.0%	6	18.2%	0	0.0%

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Ranking	Total	Schedule Reliability/On-Time Service						Well-Timed Connections Between Routes					
		1		2		3		1		2		3	
All Current Transit Users	2,000	403	20.2%	351	17.6%	364	18.2%	125	6.3%	206	10.3%	205	10.3%
Place of Residence													
Bellevue	663	121	18.3%	119	17.9%	125	18.9%	42	6.3%	61	9.2%	79	11.9%
Non-Bellevue	1,260	268	21.3%	221	17.5%	225	17.9%	76	6.0%	134	10.6%	120	9.5%
<i>Seattle</i>	346	73	21.1%	71	20.5%	64	18.5%	16	4.6%	44	12.7%	31	9.0%
<i>Non-Seattle</i>	914	195	21.3%	150	16.4%	161	17.6%	60	6.6%	90	9.8%	89	9.7%
Unknown	77	14	18.2%	11	14.3%	14	18.2%	7	9.1%	11	14.3%	6	7.8%
Destination													
Downtown Bellevue	1,283	259	20.2%	242	18.9%	222	17.3%	74	5.8%	111	8.7%	127	9.9%
Crossroads	271	46	17.0%	49	18.1%	50	18.5%	26	9.6%	23	8.5%	37	13.7%
Eastgate	246	58	23.6%	49	19.9%	38	15.4%	20	8.1%	25	10.2%	32	13.0%
Factoria	385	74	19.2%	62	16.1%	75	19.5%	34	8.8%	52	13.5%	46	11.9%
South Bellevue	53	11	20.8%	12	22.6%	9	17.0%	4	7.5%	3	5.7%	11	20.8%
East Bellevue	89	19	21.3%	15	16.9%	19	21.3%	6	6.7%	7	7.9%	17	19.1%
North or West Bellevue	134	28	20.9%	17	12.7%	25	18.7%	8	6.0%	20	14.9%	18	13.4%
Neighboring Communities	135	25	18.5%	28	20.7%	20	14.8%	14	10.4%	12	8.9%	16	11.9%
Other East King County	312	59	18.9%	55	17.6%	55	17.6%	22	7.1%	32	10.3%	36	11.5%
Downtown Seattle	1,532	291	19.0%	277	18.1%	282	18.4%	96	6.3%	171	11.2%	154	10.1%
University District	622	131	21.1%	117	18.8%	99	15.9%	34	5.5%	74	11.9%	76	12.2%
Other West King County	232	50	21.6%	42	18.1%	40	17.2%	15	6.5%	27	11.6%	29	12.5%
South King County	144	33	22.9%	25	17.4%	21	14.6%	13	9.0%	17	11.8%	20	13.9%
Outside King County	33	10	30.3%	5	15.2%	5	15.2%	2	6.1%	7	21.2%	6	18.2%

Ranking	Total	Proximity of Stops to Home/Destination(s)						Comfort While Riding					
		1		2		3		1		2		3	
All Current Transit Users	2,000	292	14.6%	231	11.6%	235	11.8%	93	4.7%	134	6.7%	157	7.9%
Place of Residence													
Bellevue	663	127	19.2%	80	12.1%	80	12.1%	35	5.3%	50	7.5%	44	6.6%
Non-Bellevue	1,260	153	12.1%	146	11.6%	144	11.4%	52	4.1%	80	6.3%	109	8.7%
<i>Seattle</i>	346	35	10.1%	39	11.3%	44	12.7%	11	3.2%	12	3.5%	16	4.6%
<i>Non-Seattle</i>	914	118	12.9%	107	11.7%	100	10.9%	41	4.5%	68	7.4%	93	10.2%
Unknown	77	12	15.6%	5	6.5%	11	14.3%	6	7.8%	4	5.2%	4	5.2%
Destination													
Downtown Bellevue	1,283	167	13.0%	136	10.6%	154	12.0%	63	4.9%	94	7.3%	92	7.2%
Crossroads	271	42	15.5%	36	13.3%	25	9.2%	18	6.6%	16	5.9%	14	5.2%
Eastgate	246	30	12.2%	27	11.0%	33	13.4%	15	6.1%	19	7.7%	14	5.7%
Factoria	385	57	14.8%	42	10.9%	52	13.5%	25	6.5%	23	6.0%	27	7.0%
South Bellevue	53	5	9.4%	7	13.2%	8	15.1%	5	9.4%	4	7.5%	2	3.8%
East Bellevue	89	15	16.9%	12	13.5%	7	7.9%	6	6.7%	7	7.9%	5	5.6%
North or West Bellevue	134	19	14.2%	17	12.7%	11	8.2%	8	6.0%	12	9.0%	8	6.0%
Neighboring Communities	135	18	13.3%	23	17.0%	17	12.6%	12	8.9%	2	1.5%	8	5.9%
Other East King County	312	47	15.1%	39	12.5%	36	11.5%	20	6.4%	22	7.1%	16	5.1%
Downtown Seattle	1,532	230	15.0%	173	11.3%	197	12.9%	80	5.2%	90	5.9%	108	7.0%
University District	622	83	13.3%	70	11.3%	96	15.4%	41	6.6%	34	5.5%	28	4.5%
Other West King County	232	28	12.1%	26	11.2%	28	12.1%	15	6.5%	16	6.9%	9	3.9%
South King County	144	24	16.7%	14	9.7%	13	9.0%	11	7.6%	7	4.9%	7	4.9%
Outside King County	33	2	6.1%	2	6.1%	5	15.2%	1	3.0%	1	3.0%	1	3.0%

Priority (by rank): 1st Rank 1 Rank 2 Rank 3 2nd Rank 1 Rank 2 Rank 3 3rd Rank 1 Rank 2 Rank 3

Table A.18 Points based comparison of service priorities as ranked by respondents who use currently use transit in Bellevue.

	Speed of Service			Frequency of Weekday Service			Frequency of Weekend Service		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Current Transit Users	1,736	9,677	15.0%	1,705	10,149	15.7%	1,719	5,231	8.1%
Place of Residence									
Bellevue	573	3,121	14.6%	557	3,180	14.8%	562	1,938	9.0%
Non-Bellevue	1,099	6,215	15.2%	1,088	6,626	16.2%	1,100	3,082	7.5%
<i>Seattle</i>	310	1,821	15.8%	312	1,955	17.0%	303	835	7.3%
<i>Non-Seattle</i>	789	4,394	14.9%	776	4,671	15.9%	797	2,247	7.6%
Unknown	64	341	14.8%	60	343	14.9%	57	211	9.2%
Destination									
Downtown Bellevue	1,121	6,221	14.9%	1,103	6,739	16.2%	1,111	3,410	8.2%
Crossroads	236	1,229	13.9%	232	1,376	15.6%	240	866	9.8%
Eastgate	210	1,097	13.7%	212	1,207	15.1%	217	727	9.1%
Factoria	339	1,805	14.4%	334	1,960	15.7%	332	1,078	8.6%
South Bellevue	48	241	13.8%	47	280	16.0%	47	160	9.1%
East Bellevue	76	403	14.2%	72	436	15.3%	77	260	9.1%
North or West Bellevue	117	637	14.8%	111	666	15.4%	116	370	8.6%
Neighboring Communities	117	644	14.7%	115	673	15.4%	118	401	9.2%
Other East King County	281	1,486	14.4%	276	1,602	15.6%	276	994	9.7%
Downtown Seattle	1,344	7,451	14.9%	1,322	7,830	15.7%	1,332	4,193	8.4%
University District	549	3,051	14.8%	541	3,186	15.5%	554	1,803	8.8%
Other West King County	204	1,075	14.1%	201	1,201	15.8%	202	688	9.0%
South King County	126	689	14.8%	121	648	13.9%	126	467	10.0%
Outside King County	29	149	13.7%	28	181	16.6%	30	83	7.6%

	Frequency of Evening/Night Service			Schedule Reliability/On-Time Service			Well-Timed Connections		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Current Transit Users	1,759	6,064	9.4%	1,720	10,163	15.7%	1,750	7,654	11.8%
Place of Residence									
Bellevue	581	2,014	9.4%	571	3,354	15.7%	583	2,561	12.0%
Non-Bellevue	1,120	3,817	9.3%	1,090	6,465	15.8%	1,107	4,794	11.7%
<i>Seattle</i>	310	1,048	9.1%	309	1,847	16.0%	311	1,372	11.9%
<i>Non-Seattle</i>	810	2,769	9.4%	781	4,618	15.7%	796	3,422	11.6%
Unknown	58	233	10.1%	59	344	14.9%	60	299	13.0%
Destination									
Downtown Bellevue	1,128	3,919	9.4%	1,114	6,591	15.8%	1,137	4,863	11.7%
Crossroads	240	856	9.7%	235	1,371	15.5%	237	1,116	12.7%
Eastgate	217	765	9.6%	213	1,304	16.3%	221	1,051	13.1%
Factoria	338	1,123	9.0%	327	1,921	15.3%	342	1,667	13.3%
South Bellevue	48	155	8.8%	47	284	16.2%	48	219	12.5%
East Bellevue	77	234	8.2%	79	480	16.9%	74	356	12.5%
North or West Bellevue	123	405	9.4%	115	664	15.4%	115	543	12.6%
Neighboring Communities	119	396	9.0%	116	676	15.4%	117	544	12.4%
Other East King County	278	1,043	10.1%	270	1,593	15.5%	275	1,257	12.2%
Downtown Seattle	1,360	4,750	9.5%	1,333	7,814	15.6%	1,353	5,926	11.8%
University District	562	1,948	9.5%	553	3,249	15.8%	559	2,517	12.2%
Other West King County	213	760	10.0%	201	1,198	15.7%	208	942	12.4%
South King County	127	448	9.6%	124	734	15.8%	127	594	12.8%
Outside King County	30	108	9.9%	30	178	16.3%	30	162	14.9%

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	Proximity of Stops			Comfort While Riding			Total	
	Respondents	Points	Percent	Respondents	Points	Percent	Points	Percent
All Current Transit Users	1,816	8,968	13.9%	1,884	6,804	10.5%	64,710	
Place of Residence								
Bellevue	603	3,137	14.6%	621	2,124	9.9%	21,429	33.1%
Non-Bellevue	1,149	5,528	13.5%	1,197	4,449	10.9%	40,976	63.3%
<i>Seattle</i>	326	1,531	13.3%	336	1,106	9.6%	11,515	17.8%
<i>Non-Seattle</i>	823	3,997	13.6%	861	3,343	11.3%	29,461	45.5%
Unknown	64	303	13.1%	66	231	10.0%	2,305	3.6%
Destination								
Downtown Bellevue	1,167	5,597	13.4%	1,216	4,373	10.5%	41,713	64.5%
Crossroads	247	1,183	13.4%	259	823	9.3%	8,820	13.6%
Eastgate	223	1,047	13.1%	235	799	10.0%	7,997	12.4%
Factoria	352	1,720	13.7%	365	1,249	10.0%	12,523	19.4%
South Bellevue	46	234	13.4%	50	179	10.2%	1,752	2.7%
East Bellevue	78	396	13.9%	83	283	9.9%	2,848	4.4%
North or West Bellevue	117	578	13.4%	128	455	10.5%	4,318	6.7%
Neighboring Communities	122	624	14.2%	130	422	9.6%	4,380	6.8%
Other East King County	288	1,379	13.4%	298	939	9.1%	10,293	15.9%
Downtown Seattle	1,406	6,978	14.0%	1,457	5,072	10.1%	50,014	77.3%
University District	579	2,836	13.8%	598	2,014	9.8%	20,604	31.8%
Other West King County	212	1,004	13.2%	223	739	9.7%	7,607	11.8%
South King County	128	603	13.0%	136	465	10.0%	4,648	7.2%
Outside King County	31	131	12.0%	32	97	8.9%	1,089	1.7%

Note: figures in the above table indicate the number of points, not respondents. Figures were calculated by multiplying the number of respondents by the number of points associated with each priority ranking. Points were assigned such that the highest priority received eight points, the second highest received seven, and so on, and the lowest priority received one point.

Rank of a factor's selection frequency
by user group (rankings by row)

- 1st (most frequent)
- 2nd
- 3rd
- 8th (least frequent)

Table A.19 Themes of write-in responses ranking qualities of bus service.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Percent of Total (excludes 'No Comment')
Two or More Qualities Rank Equally	29	15.2%	18.7%	19.9%
<i>All of the Qualities Are Important</i>	8	4.2%	5.2%	5.5%
<i>Frequency & Reliability</i>	1	0.5%	0.6%	0.7%
<i>Frequency & Stop Proximity</i>	1	0.5%	0.6%	0.7%
<i>Frequency (All Times) & Well-Timed Connections</i>	1	0.5%	0.6%	0.7%
<i>Frequency (Weekday), Reliability, Stop Proximity, & Well-Timed Connections</i>	1	0.5%	0.6%	0.7%
<i>Frequency (Weekday), Speed of Service, & Reliability</i>	1	0.5%	0.6%	0.7%
<i>Multiple Factors Impact Speed of Service</i>	1	0.5%	0.6%	0.7%
<i>Reliability & Early Morning Service</i>	1	0.5%	0.6%	0.7%
<i>Speed of Service & Frequency</i>	1	0.5%	0.6%	0.7%
<i>Speed of Service, Frequency (All Times), & Reliability</i>	1	0.5%	0.6%	0.7%
<i>Speed of Service, Frequency, Reliability, & Well-Timed Connections</i>	2	1.0%	1.3%	1.4%
<i>Well-Timed Connections & Speed of Service</i>	1	0.5%	0.6%	0.7%
<i>Unspecified</i>	9	4.7%	5.8%	6.2%
Frequency	10	5.2%	6.5%	6.8%
<i>Frequency (General)</i>	2	1.0%	1.3%	1.4%
<i>Frequency at Night</i>	3	1.6%	1.9%	2.1%
<i>Frequency on Weekends</i>	1	0.5%	0.6%	0.7%
<i>Frequency at All Times on All Days</i>	1	0.5%	0.6%	0.7%
<i>Frequency on Specific Route(s)</i>	3	1.6%	1.9%	2.1%
Reliability	2	1.0%	1.3%	1.4%
<i>Improve Reliability</i>	2	1.0%	1.3%	1.4%
Accessibility & Service Coverage	7	3.7%	4.5%	4.8%
<i>Expand Local Service Coverage</i>	3	1.6%	1.9%	2.1%
<i>Proximity of Stops to Home/Destination(s)</i>	4	2.1%	2.6%	2.7%
Bicycling Issues	4	2.1%	2.6%	2.7%
<i>Bicycling Issues (General)</i>	1	0.5%	0.6%	0.7%
<i>Bicycle Rack Capacity</i>	3	1.6%	1.9%	2.1%
Travel Time	8	4.2%	5.2%	5.5%
<i>Travel Time (General)</i>	3	1.6%	1.9%	2.1%
<i>Buses Stop Too Frequently</i>	2	1.0%	1.3%	1.4%
<i>Travel Time Competitive with Driving</i>	3	1.6%	1.9%	2.1%
Connections & Transfers	12	6.3%	7.7%	8.2%
<i>Provide More Direct Service</i>	10	5.2%	6.5%	6.8%
<i>Well-Timed Connections</i>	2	1.0%	1.3%	1.4%
Comfort	24	12.6%	15.5%	16.4%
<i>Buses Are Uncomfortable</i>	6	3.1%	3.9%	4.1%
<i>Reduce Overcrowding</i>	5	2.6%	3.2%	3.4%
<i>Cleanliness/Maintenance of Buses and/or Bus Stops</i>	10	5.2%	6.5%	6.8%
<i>Install Shelters / Improve Stop Areas</i>	3	1.6%	1.9%	2.1%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Percent of Total (excludes 'No Comment')
Safety & Security	26	13.6%	16.8%	17.8%
<i>Safety (General)</i>	7	3.7%	4.5%	4.8%
<i>Safety/Security on Buses</i>	6	3.1%	3.9%	4.1%
<i>Safety/Security at Bus Stops and/or Park & Ride Lots</i>	10	5.2%	6.5%	6.8%
<i>Install Lighting to Improve Safety</i>	3	1.6%	1.9%	2.1%
Service & Span	8	4.2%	5.2%	5.5%
<i>Extend Peak Service Hours</i>	2	1.0%	1.3%	1.4%
<i>Service in the Early Morning</i>	1	0.5%	0.6%	0.7%
<i>Service at Night</i>	2	1.0%	1.3%	1.4%
<i>Service on Weekends</i>	1	0.5%	0.6%	0.7%
<i>Service To/Between Specific Destination(s)</i>	1	0.5%	0.6%	0.7%
<i>Express Service To/Between Specific Destinations</i>	1	0.5%	0.6%	0.7%
Information	3	1.6%	1.9%	2.1%
<i>Notification of Service Delays</i>	1	0.5%	0.6%	0.7%
<i>Real Time Information</i>	2	1.0%	1.3%	1.4%
Parking Issues	12	6.3%	7.7%	8.2%
<i>Vehicle Capacity at Park & Ride Lot(s)</i>	11	5.8%	7.1%	7.5%
<i>Develop New Park & Ride Locations</i>	1	0.5%	0.6%	0.7%
Fares & ORCA Cards	0	0.0%	0.0%	0.0%
<i>Travel Costs Competitive with Driving</i>	3	1.6%	1.9%	2.1%
<i>Subsidized Transit Passes</i>	1	0.5%	0.6%	0.7%
Service Quality & Customer Service	8	4.2%	5.2%	5.5%
<i>Bus Operator Service Quality/Demeanor</i>	6	3.1%	3.9%	4.1%
<i>Accommodations for Disabled, Special Needs</i>	2	1.0%	1.3%	1.4%
Miscellaneous Comments	21	11.0%	13.5%	14.4%
<i>On-Board Wi-Fi</i>	3	1.6%	1.9%	2.1%
<i>Dissatisfied with Recent Service Changes</i>	2	1.0%	1.3%	1.4%
<i>Negative Impacts Associated with SR-520 Tolling</i>	1	0.5%	0.6%	0.7%
<i>Issues with This Question / Forced Ranking</i>	12	6.3%	7.7%	8.2%
<i>Behavior of Other Passengers</i>	3	1.6%	1.9%	2.1%
Other / No Comment	13	6.8%	8.4%	2.7%
<i>No Comment</i>	9	4.7%	5.8%	—
<i>Other Comments</i>	4	2.1%	2.6%	2.7%

total categorized responses 191

total unique respondents 155

total unique respondents (excl. 'no comment') 146

Table A.20 Frequency of using transit in Bellevue for work by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Daily	Often	Occasionally	Rarely	Never					
All Workers	1,521	783	51.5%	370	24.3%	207	13.6%	159	10.5%	2	0.1%
Place of Residence											
Bellevue	325	154	47.4%	86	26.5%	50	15.4%	34	10.5%	1	0.3%
Non-Bellevue	1,028	542	52.7%	254	24.7%	132	12.8%	99	9.6%	1	0.1%
<i>Seattle</i>	315	164	52.1%	74	23.5%	47	14.9%	29	9.2%	1	0.3%
<i>Kirkland</i>	90	39	43.3%	27	30.0%	10	11.1%	14	15.6%	0	0.0%
<i>Renton</i>	69	38	55.1%	15	21.7%	5	7.2%	11	15.9%	0	0.0%
<i>Redmond</i>	61	28	45.9%	12	19.7%	11	18.0%	10	16.4%	0	0.0%
<i>Issaquah</i>	48	17	35.4%	18	37.5%	8	16.7%	5	10.4%	0	0.0%
<i>Bothell</i>	61	38	62.3%	10	16.4%	8	13.1%	5	8.2%	0	0.0%
<i>Sammamish</i>	30	17	56.7%	9	30.0%	2	6.7%	2	6.7%	0	0.0%
Employment Status											
Employed / Self-Employed	1,292	680	52.6%	313	24.2%	167	12.9%	131	10.1%	1	0.1%
Student	72	29	40.3%	22	30.6%	17	23.6%	3	4.2%	1	1.4%
<i>Student (Not Employed)</i>	15	9	60.0%	4	26.7%	1	6.7%	0	0.0%	1	6.7%
<i>Student with a Job or Internship</i>	57	20	35.1%	18	31.6%	16	28.1%	3	5.3%	0	0.0%
Homemaker	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Currently Not Employed	4	1	25.0%	1	25.0%	2	50.0%	0	0.0%	0	0.0%
Retired	1	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%
Other	13	4	30.8%	6	46.2%	1	7.7%	2	15.4%	0	0.0%
Household Income Group											
Less than \$25,000	51	22	43.1%	17	33.3%	10	19.6%	2	3.9%	0	0.0%
\$25,000 – \$50,000	129	77	59.7%	27	20.9%	15	11.6%	10	7.8%	0	0.0%
\$50,000 – \$75,000	247	133	53.8%	64	25.9%	27	10.9%	23	9.3%	0	0.0%
\$75,000 – \$100,000	258	133	51.6%	67	26.0%	39	15.1%	18	7.0%	1	0.4%
\$100,000 +	464	224	48.3%	119	25.6%	65	14.0%	56	12.1%	0	0.0%
Prefer not to respond	206	106	51.5%	46	22.3%	28	13.6%	25	12.1%	1	0.5%
Age Group											
Under 16	5	2	40.0%	2	40.0%	1	20.0%	0	0.0%	0	0.0%
16 – 24	71	35	49.3%	21	29.6%	10	14.1%	4	5.6%	1	1.4%
25 – 34	386	207	53.6%	93	24.1%	51	13.2%	35	9.1%	0	0.0%
35 – 44	355	172	48.5%	90	25.4%	53	14.9%	40	11.3%	0	0.0%
45 – 54	298	152	51.0%	72	24.2%	39	13.1%	34	11.4%	1	0.3%
55 – 64	220	115	52.3%	57	25.9%	31	14.1%	17	7.7%	0	0.0%
65 +	33	21	63.6%	8	24.2%	1	3.0%	3	9.1%	0	0.0%
Access to Personal Automobile											
Yes	1,224	616	50.3%	300	24.5%	175	14.3%	131	10.7%	2	0.2%
No	149	92	61.7%	43	28.9%	12	8.1%	2	1.3%	0	0.0%
Access to Personal Bicycle											
Yes	778	386	49.6%	194	24.9%	119	15.3%	77	9.9%	2	0.3%
No	594	321	54.0%	149	25.1%	68	11.4%	56	9.4%	0	0.0%
Children 16 or Younger in Household											
Yes	422	189	44.8%	110	26.1%	76	18.0%	47	11.1%	0	0.0%
No	947	518	54.7%	231	24.4%	110	11.6%	86	9.1%	2	0.2%

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.

Table A.21 Reason for using transit in Bellevue to commute to/from work by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Transit is convenient and/or easy to use.		Transit allows me to have a productive/relaxing ride.		Transit costs me less than driving.		Driving is too much of a hassle.		Gasoline is too expensive.	
All Workers	1,012	860	56.7%	769	50.7%	1085	71.5%	614	40.5%	730	48.1%
Place of Residence											
Bellevue	323	191	59.1%	152	47.1%	210	65.0%	92	28.5%	117	36.2%
Non-Bellevue	1,027	590	57.4%	553	53.8%	769	74.9%	453	44.1%	533	51.9%
<i>Seattle</i>	314	186	59.2%	192	61.1%	238	75.8%	160	51.0%	143	45.5%
<i>Kirkland</i>	90	52	57.8%	44	48.9%	65	72.2%	36	40.0%	44	48.9%
<i>Renton</i>	69	41	59.4%	26	37.7%	56	81.2%	26	37.7%	42	60.9%
<i>Redmond</i>	61	32	52.5%	19	31.1%	37	60.7%	21	34.4%	23	37.7%
<i>Issaquah</i>	48	30	62.5%	20	41.7%	30	62.5%	17	35.4%	23	47.9%
<i>Bothell</i>	61	36	59.0%	33	54.1%	48	78.7%	25	41.0%	41	67.2%
<i>Sammamish</i>	30	18	60.0%	15	50.0%	19	63.3%	10	33.3%	15	50.0%
Employment Status											
Employed / Self-Employed	1,290	750	58.1%	678	52.6%	945	73.3%	530	41.1%	621	48.1%
Student	71	38	53.5%	28	39.4%	42	59.2%	21	29.6%	32	45.1%
<i>Student (Not Employed)</i>	14	6	42.9%	5	35.7%	7	50.0%	5	35.7%	9	64.3%
<i>Student with a Job or Internship</i>	57	32	56.1%	23	40.4%	35	61.4%	16	28.1%	23	40.4%
Homemaker	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Currently Not Employed	4	0	0.0%	1	25.0%	1	25.0%	3	75.0%	1	25.0%
Retired	1	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%
Other	13	7	53.8%	5	38.5%	7	53.8%	3	23.1%	7	53.8%
Household Income Group											
Less than \$25,000	51	23	45.1%	19	37.3%	34	66.7%	13	25.5%	24	47.1%
\$25,000 – \$50,000	129	85	65.9%	63	48.8%	94	72.9%	47	36.4%	72	55.8%
\$50,000 – \$75,000	247	151	61.1%	138	55.9%	195	78.9%	101	40.9%	137	55.5%
\$75,000 – \$100,000	257	149	58.0%	140	54.5%	197	76.7%	117	45.5%	146	56.8%
\$100,000 +	463	266	57.5%	251	54.2%	318	68.7%	188	40.6%	177	38.2%
Prefer not to respond	205	108	52.7%	89	43.4%	137	66.8%	75	36.6%	91	44.4%
Age Group											
Under 16	5	3	60.0%	1	20.0%	0	0.0%	0	0.0%	1	20.0%
16 – 24	70	42	60.0%	33	47.1%	52	74.3%	21	30.0%	32	45.7%
25 – 34	386	211	54.7%	205	53.1%	286	74.1%	167	43.3%	182	47.2%
35 – 44	355	205	57.7%	187	52.7%	262	73.8%	143	40.3%	178	50.1%
45 – 54	297	162	54.5%	140	47.1%	208	70.0%	111	37.4%	141	47.5%
55 – 64	219	141	64.4%	117	53.4%	149	68.0%	91	41.6%	97	44.3%
65 +	33	25	75.8%	22	66.7%	28	84.8%	16	48.5%	21	63.6%
Access to Personal Automobile											
Yes	1,221	704	57.7%	636	52.1%	898	73.5%	501	41.0%	603	49.4%
No	149	88	59.1%	70	47.0%	93	62.4%	52	34.9%	54	36.2%
Access to Personal Bicycle											
Yes	776	448	57.7%	407	52.4%	561	72.3%	314	40.5%	349	45.0%
No	593	343	57.8%	299	50.4%	429	72.3%	239	40.3%	307	51.8%
Children 16 or Younger in Household											
Yes	422	233	55.2%	207	49.1%	294	69.7%	138	32.7%	202	47.9%
No	944	559	59.2%	499	52.9%	692	73.3%	411	43.5%	450	47.7%

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	Total	Parking is too much of a hassle		Parking is too expensive		Because of the effects of SR-520 tolling on traffic.		SR-520 tolls are too expensive.		I do not have access to a motor vehicle / I do not drive.	
All Workers	1,012	407	26.8%	696	45.9%	155	10.2%	189	12.5%	159	10.5%
Place of Residence											
Bellevue	323	104	32.2%	157	48.6%	36	11.1%	43	13.3%	50	15.5%
Non-Bellevue	1,027	253	24.6%	479	46.6%	100	9.7%	120	11.7%	87	8.5%
<i>Seattle</i>	314	75	23.9%	122	38.9%	70	22.3%	88	28.0%	44	14.0%
<i>Kirkland</i>	90	27	30.0%	44	48.9%	8	8.9%	12	13.3%	5	5.6%
<i>Renton</i>	69	23	33.3%	33	47.8%	2	2.9%	1	1.4%	5	7.2%
<i>Redmond</i>	61	18	29.5%	30	49.2%	2	3.3%	5	8.2%	8	13.1%
<i>Issaquah</i>	48	12	25.0%	23	47.9%	3	6.3%	0	0.0%	4	8.3%
<i>Bothell</i>	61	16	26.2%	31	50.8%	1	1.6%	0	0.0%	4	6.6%
<i>Sammamish</i>	30	11	36.7%	18	60.0%	0	0.0%	0	0.0%	1	3.3%
Employment Status											
Employed / Self-Employed	1,290	329	25.5%	612	47.4%	125	9.7%	150	11.6%	102	7.9%
Student	71	27	38.0%	25	35.2%	10	14.1%	13	18.3%	36	50.7%
<i>Student (Not Employed)</i>	14	7	50.0%	7	50.0%	1	7.1%	1	7.1%	6	42.9%
<i>Student with a Job or Internship</i>	57	20	35.1%	18	31.6%	9	15.8%	12	21.1%	30	52.6%
Homemaker	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Currently Not Employed	4	2	50.0%	2	50.0%	1	25.0%	0	0.0%	1	25.0%
Retired	1	1	100.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%
Other	13	7	53.8%	8	61.5%	1	7.7%	1	7.7%	3	23.1%
Household Income Group											
Less than \$25,000	51	15	29.4%	14	27.5%	6	11.8%	8	15.7%	25	49.0%
\$25,000 – \$50,000	129	41	31.8%	57	44.2%	14	10.9%	17	13.2%	23	17.8%
\$50,000 – \$75,000	247	77	31.2%	126	51.0%	24	9.7%	26	10.5%	23	9.3%
\$75,000 – \$100,000	257	65	25.3%	147	57.2%	27	10.5%	27	10.5%	22	8.6%
\$100,000 +	463	112	24.2%	209	45.1%	42	9.1%	56	12.1%	24	5.2%
Prefer not to respond	205	48	23.4%	85	41.5%	20	9.8%	27	13.2%	23	11.2%
Age Group											
Under 16	5	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	80.0%
16 – 24	70	26	37.1%	25	35.7%	10	14.3%	14	20.0%	29	41.4%
25 – 34	386	107	27.7%	180	46.6%	45	11.7%	62	16.1%	55	14.2%
35 – 44	355	85	23.9%	152	42.8%	37	10.4%	41	11.5%	23	6.5%
45 – 54	297	68	22.9%	139	46.8%	26	8.8%	20	6.7%	17	5.7%
55 – 64	219	67	30.6%	123	56.2%	16	7.3%	23	10.5%	13	5.9%
65 +	33	10	30.3%	21	63.6%	2	6.1%	2	6.1%	0	0.0%
Access to Personal Automobile											
Yes	1,221	325	26.6%	603	49.4%	126	10.3%	151	12.4%	37	3.0%
No	149	40	26.8%	43	28.9%	11	7.4%	13	8.7%	104	69.8%
Access to Personal Bicycle											
Yes	776	197	25.4%	354	45.6%	83	10.7%	92	11.9%	66	8.5%
No	593	168	28.3%	291	49.1%	54	9.1%	72	12.1%	76	12.8%
Children 16 or Younger in Household											
Yes	422	97	23.0%	192	45.5%	35	8.3%	31	7.3%	41	9.7%
No	944	265	28.1%	449	47.6%	101	10.7%	131	13.9%	101	10.7%

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	Total	My employer provides transit benefits (e.g. ORCA card).		Transit is better for the environment than driving.		Using transit makes it easier for me to commute by bicycle.		I simply prefer taking transit, in general.		Other	
All Workers	1,012	1,096	72.2%	800	52.7%	168	11.1%	293	19.3%	109	7.2%
Place of Residence											
Bellevue	323	211	65.3%	159	49.2%	36	11.1%	59	18.3%	33	10.2%
Non-Bellevue	1,027	785	76.4%	560	54.5%	107	10.4%	200	19.5%	66	6.4%
<i>Seattle</i>	314	252	80.3%	208	66.2%	60	19.1%	91	29.0%	18	5.7%
<i>Kirkland</i>	90	64	71.1%	50	55.6%	8	8.9%	18	20.0%	5	5.6%
<i>Renton</i>	69	56	81.2%	39	56.5%	11	15.9%	12	17.4%	2	2.9%
<i>Redmond</i>	61	40	65.6%	29	47.5%	3	4.9%	11	18.0%	4	6.6%
<i>Issaquah</i>	48	40	83.3%	27	56.3%	2	4.2%	11	22.9%	1	2.1%
<i>Bothell</i>	61	48	78.7%	24	39.3%	3	4.9%	7	11.5%	5	8.2%
<i>Sammamish</i>	30	25	83.3%	16	53.3%	2	6.7%	8	26.7%	2	6.7%
Employment Status											
Employed / Self-Employed	1,290	995	77.1%	696	54.0%	142	11.0%	244	18.9%	90	7.0%
Student	71	16	22.5%	29	40.8%	3	4.2%	17	23.9%	7	9.9%
<i>Student (Not Employed)</i>	14	3	21.4%	8	57.1%	1	7.1%	2	14.3%	1	7.1%
<i>Student with a Job or Internship</i>	57	13	22.8%	21	36.8%	2	3.5%	15	26.3%	6	10.5%
Homemaker	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Currently Not Employed	4	1	25.0%	2	50.0%	1	25.0%	1	25.0%	1	25.0%
Retired	1	1	100.0%	1	100.0%	0	0.0%	1	100.0%	0	0.0%
Other	13	5	38.5%	6	46.2%	2	15.4%	4	30.8%	2	15.4%
Household Income Group											
Less than \$25,000	51	14	27.5%	22	43.1%	2	3.9%	10	19.6%	7	13.7%
\$25,000 – \$50,000	129	87	67.4%	60	46.5%	9	7.0%	26	20.2%	8	6.2%
\$50,000 – \$75,000	247	188	76.1%	134	54.3%	25	10.1%	52	21.1%	13	5.3%
\$75,000 – \$100,000	257	203	79.0%	145	56.4%	23	8.9%	48	18.7%	18	7.0%
\$100,000 +	463	356	76.9%	265	57.2%	62	13.4%	91	19.7%	33	7.1%
Prefer not to respond	205	148	72.2%	94	45.9%	23	11.2%	35	17.1%	18	8.8%
Age Group											
Under 16	5	1	20.0%	2	40.0%	0	0.0%	1	20.0%	1	20.0%
16 – 24	70	25	35.7%	30	42.9%	3	4.3%	17	24.3%	7	10.0%
25 – 34	386	312	80.8%	206	53.4%	36	9.3%	71	18.4%	21	5.4%
35 – 44	355	276	77.7%	184	51.8%	44	12.4%	68	19.2%	25	7.0%
45 – 54	297	209	70.4%	161	54.2%	41	13.8%	48	16.2%	22	7.4%
55 – 64	219	161	73.5%	126	57.5%	19	8.7%	47	21.5%	19	8.7%
65 +	33	24	72.7%	18	54.5%	2	6.1%	11	33.3%	4	12.1%
Access to Personal Automobile											
Yes	1,221	926	75.8%	648	53.1%	128	10.5%	221	18.1%	88	7.2%
No	149	85	57.0%	80	53.7%	18	12.1%	44	29.5%	12	8.1%
Access to Personal Bicycle											
Yes	776	586	75.5%	451	58.1%	141	18.2%	165	21.3%	59	7.6%
No	593	424	71.5%	278	46.9%	5	0.8%	100	16.9%	41	6.9%
Children 16 or Younger in Household											
Yes	422	310	73.5%	197	46.7%	46	10.9%	73	17.3%	37	8.8%
No	944	701	74.3%	531	56.3%	99	10.5%	191	20.2%	62	6.6%

Table A.22 Themes of write-in responses to why respondents use transit in Bellevue for commuting to/from work.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
I Am Unable to Drive	8	7.1%	7.1%
<i>I Do Not Have A License</i>	4	3.5%	3.6%
<i>Medical Reasons</i>	4	3.5%	3.6%
In Poor Weather Conditions	12	10.6%	10.7%
<i>In Poor Weather Conditions (General)</i>	2	1.8%	1.8%
<i>Instead of Bicycling on Rainy Days</i>	4	3.5%	3.6%
<i>When It Snows</i>	6	5.3%	5.4%
Transit Is Convenient	11	9.7%	9.8%
<i>Transit Is Convenient (General)</i>	2	1.8%	1.8%
<i>A Bus Stop/Park & Ride is Close To Home</i>	2	1.8%	1.8%
<i>To Avoid Driving in Seattle</i>	7	6.2%	6.3%
Transit Provides Personal Benefits	6	5.3%	5.4%
<i>Transit Allows Me To Be Productive While Commuting</i>	2	1.8%	1.8%
<i>Using Transit Gives Me Exercise</i>	4	3.5%	3.6%
Using Transit is Better Than Driving	27	23.9%	24.1%
<i>To Avoid the Hassle of Parking</i>	1	0.9%	0.9%
<i>To Avoid Traffic</i>	7	6.2%	6.3%
<i>Transit Costs Less Than Driving</i>	7	6.2%	6.3%
<i>Transit is Less Stressful Than Driving</i>	7	6.2%	6.3%
<i>Travel Time is Shorter By Bus Than Driving</i>	3	2.7%	2.7%
<i>Other Benefits of Transit</i>	2	1.8%	1.8%
When A Personal Vehicle is Unavailable	26	23.0%	23.2%
<i>When Driving Is Not An Option (General)</i>	3	2.7%	2.7%
<i>My Household Shares A Personal Vehicle</i>	14	12.4%	12.5%
<i>Personal Vehicle is in for Service</i>	9	8.0%	8.0%
Miscellaneous Reasons	13	11.5%	11.6%
<i>As A Supplement to Ridesharing</i>	10	8.8%	8.9%
<i>I Have An Employer/School-Provided ORCA Card</i>	3	2.7%	2.7%
Other Comments	10	8.8%	8.9%
<i>Other Comments</i>	10	8.8%	8.9%

total categorized responses 113

total unique respondents 112

Table A.23 Routes workers use when commuting to/ from work (only the top 20 are ranked).

Route	Count	Percent	Rank
RapidRide B Line	172	11.6%	5
111	11	0.7%	
114	16	1.1%	
167	12	0.8%	
210	26	1.8%	
211	16	1.1%	
212	159	10.7%	6
215	25	1.7%	
216	37	2.5%	
217	92	6.2%	15
218	58	3.9%	
219	7	0.5%	
221	60	4.1%	
226	76	5.1%	18
232	67	4.5%	
234	96	6.5%	14
235	71	4.8%	20
237	41	2.8%	
240	128	8.6%	12
241	88	5.9%	16
242	23	1.6%	
243	74	5.0%	19
245	153	10.3%	7
246	49	3.3%	
249	55	3.7%	
250	12	0.8%	
255	67	4.5%	
271	326	22.0%	2
280	4	0.3%	
342	84	5.7%	17
532	207	14.0%	3
535	192	13.0%	4
540	23	1.6%	
550	435	29.4%	1
554	141	9.5%	9
555	152	10.3%	8
556	125	8.4%	13
560	139	9.4%	10
566	132	8.9%	11
925	2	0.1%	
Other	0	0.0%	
respondents	1,480		

Table A.24 How workers access transit when commuting to/from work.

Means of Access	Count	Percent
I walk to the bus stop.	771	52.2%
I bicycle to the bus stop and...	77	5.2%
...park my bicycle at a nearby rack/locker.	10	0.7%
...load my bicycle onto the bus' bicycle rack.	67	4.5%
Total Park & Ride Users.	630	42.6%
I drive to a Park & Ride facility.	571	38.6%
I get dropped off at a Park & Ride facility.	59	4.0%
respondents	1,478	

Table A.25 Partial comparison of service quality priorities as ranked by respondents who use transit in Bellevue to commute to/from work.

Ranking	Total	Speed of Service						Frequency of Weekday Service					
		1		2		3		1		2		3	
All Workers	1,387	255	18.4%	227	16.4%	210	15.1%	371	26.7%	314	22.6%	190	13.7%
Place of Residence													
Bellevue	325	69	21.2%	50	15.4%	36	11.1%	90	27.7%	81	24.9%	37	11.4%
Non-Bellevue	1,020	180	17.6%	170	16.7%	171	16.8%	274	26.9%	225	22.1%	146	14.3%
<i>Seattle</i>	312	67	21.5%	56	17.9%	54	17.3%	94	30.1%	58	18.6%	53	17.0%
<i>Non-Seattle</i>	708	113	16.0%	114	16.1%	117	16.5%	180	25.4%	167	23.6%	93	13.1%
Unknown	42	6	14.3%	7	16.7%	3	7.1%	7	16.7%	8	19.0%	7	16.7%
Work Destination													
Downtown Bellevue	692	120	17.3%	121	17.5%	121	17.5%	194	28.0%	171	24.7%	100	14.5%
Crossroads	4	2	50.0%	0	0.0%	0	0.0%	1	25.0%	1	25.0%	0	0.0%
Eastgate	64	12	18.8%	5	7.8%	9	14.1%	9	14.1%	11	17.2%	9	14.1%
Factoria	189	35	18.5%	29	15.3%	24	12.7%	48	25.4%	42	22.2%	24	12.7%
South Bellevue	2	1	50.0%	0	0.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%
East Bellevue	11	1	9.1%	2	18.2%	1	9.1%	3	27.3%	3	27.3%	0	0.0%
North or West Bellevue	79	15	19.0%	15	19.0%	10	12.7%	22	27.8%	15	19.0%	12	15.2%
Neighboring Communities	63	15	23.8%	9	14.3%	11	17.5%	17	27.0%	11	17.5%	9	14.3%
Other East King County	38	6	15.8%	7	18.4%	3	7.9%	9	23.7%	4	10.5%	4	10.5%
Downtown Seattle	90	27	30.0%	16	17.8%	10	11.1%	28	31.1%	28	31.1%	12	13.3%
University District	28	5	17.9%	3	10.7%	2	7.1%	5	17.9%	6	21.4%	5	17.9%
Other West King County	57	4	7.0%	7	12.3%	13	22.8%	17	29.8%	6	10.5%	5	8.8%
South King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Outside King County	5	0	0.0%	2	40.0%	0	0.0%	1	20.0%	1	20.0%	1	20.0%
Frequency of Weekend Service													
Ranking	Total	1		2		3		1		2		3	
All Workers	1,387	35	2.5%	48	3.5%	67	4.8%	25	1.8%	80	5.8%	119	8.6%
Place of Residence													
Bellevue	325	7	2.2%	11	3.4%	22	6.8%	6	1.8%	19	5.8%	27	8.3%
Non-Bellevue	1,020	25	2.5%	35	3.4%	41	4.0%	18	1.8%	56	5.5%	87	8.5%
<i>Seattle</i>	312	5	1.6%	12	3.8%	17	5.4%	4	1.3%	15	4.8%	26	8.3%
<i>Non-Seattle</i>	708	20	2.8%	23	3.2%	24	3.4%	14	2.0%	41	5.8%	61	8.6%
Unknown	42	3	7.1%	2	4.8%	4	9.5%	1	2.4%	5	11.9%	5	11.9%
Work Destination													
Downtown Bellevue	692	23	3.3%	19	2.7%	18	2.6%	9	1.3%	36	5.2%	59	8.5%
Crossroads	4	0	0.0%	0	0.0%	1	25.0%	0	0.0%	1	25.0%	0	0.0%
Eastgate	64	1	1.6%	6	9.4%	4	6.3%	2	3.1%	3	4.7%	4	6.3%
Factoria	189	5	2.6%	7	3.7%	10	5.3%	5	2.6%	8	4.2%	9	4.8%
South Bellevue	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
East Bellevue	11	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	18.2%
North or West Bellevue	79	0	0.0%	3	3.8%	8	10.1%	3	3.8%	4	5.1%	9	11.4%
Neighboring Communities	63	1	1.6%	4	6.3%	4	6.3%	1	1.6%	4	6.3%	8	12.7%
Other East King County	38	1	2.6%	2	5.3%	4	10.5%	0	0.0%	6	15.8%	4	10.5%
Downtown Seattle	90	2	2.2%	3	3.3%	3	3.3%	2	2.2%	5	5.6%	13	14.4%
University District	28	0	0.0%	0	0.0%	2	7.1%	0	0.0%	3	10.7%	1	3.6%
Other West King County	57	0	0.0%	3	5.3%	4	7.0%	1	1.8%	3	5.3%	5	8.8%
South King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Outside King County	5	0	0.0%	0	0.0%	0	0.0%	1	20.0%	0	0.0%	0	0.0%

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Ranking	Total	Schedule Reliability/On-Time Service						Well-Timed Connections Between Routes					
		1	2	3	1	2	3						
All Workers	1,387	294	21.2%	256	18.5%	264	19.0%	70	5.0%	133	9.6%	144	10.4%
Place of Residence													
Bellevue	325	54	16.6%	60	18.5%	69	21.2%	13	4.0%	19	5.8%	42	12.9%
Non-Bellevue	1,020	228	22.4%	188	18.4%	187	18.3%	53	5.2%	108	10.6%	97	9.5%
<i>Seattle</i>	312	67	21.5%	66	21.2%	55	17.6%	15	4.8%	39	12.5%	29	9.3%
<i>Non-Seattle</i>	708	161	22.7%	122	17.2%	132	18.6%	38	5.4%	69	9.7%	68	9.6%
Unknown	42	12	28.6%	8	19.0%	8	19.0%	4	9.5%	6	14.3%	5	11.9%
Work Destination													
Downtown Bellevue	692	168	24.3%	134	19.4%	129	18.6%	27	3.9%	47	6.8%	65	9.4%
Crossroads	4	0	0.0%	0	0.0%	2	50.0%	1	25.0%	0	0.0%	0	0.0%
Eastgate	64	14	21.9%	15	23.4%	8	12.5%	6	9.4%	6	9.4%	6	9.4%
Factoria	189	35	18.5%	30	15.9%	42	22.2%	13	6.9%	31	16.4%	22	11.6%
South Bellevue	2	1	50.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%
East Bellevue	11	3	27.3%	2	18.2%	2	18.2%	2	18.2%	1	9.1%	3	27.3%
North or West Bellevue	79	15	19.0%	14	17.7%	14	17.7%	4	5.1%	12	15.2%	11	13.9%
Neighboring Communities	63	7	11.1%	14	22.2%	11	17.5%	6	9.5%	5	7.9%	5	7.9%
Other East King County	38	2	5.3%	6	15.8%	11	28.9%	3	7.9%	4	10.5%	5	13.2%
Downtown Seattle	90	14	15.6%	13	14.4%	24	26.7%	1	1.1%	9	10.0%	6	6.7%
University District	28	7	25.0%	7	25.0%	2	7.1%	5	17.9%	4	14.3%	6	21.4%
Other West King County	57	14	24.6%	12	21.1%	4	7.0%	1	1.8%	6	10.5%	8	14.0%
South King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Outside King County	5	2	40.0%	1	20.0%	2	40.0%	0	0.0%	1	20.0%	1	20.0%

Ranking	Total	Proximity of Stops to Home/Destination(s)						Comfort While Riding					
		1	2	3	1	2	3						
All Workers	1,387	171	12.3%	142	10.2%	165	11.9%	68	4.9%	94	6.8%	112	8.1%
Place of Residence													
Bellevue	325	45	13.8%	38	11.7%	43	13.2%	20	6.2%	25	7.7%	21	6.5%
Non-Bellevue	1,020	122	12.0%	100	9.8%	116	11.4%	46	4.5%	68	6.7%	88	8.6%
<i>Seattle</i>	312	31	9.9%	36	11.5%	39	12.5%	11	3.5%	11	3.5%	14	4.5%
<i>Non-Seattle</i>	708	91	12.9%	64	9.0%	77	10.9%	35	4.9%	57	8.1%	74	10.5%
Unknown	42	4	9.5%	4	9.5%	6	14.3%	2	4.8%	1	2.4%	3	7.1%
Work Destination													
Downtown Bellevue	692	81	11.7%	69	10.0%	76	11.0%	30	4.3%	52	7.5%	64	9.2%
Crossroads	4	0	0.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Eastgate	64	8	12.5%	5	7.8%	13	20.3%	3	4.7%	7	10.9%	4	6.3%
Factoria	189	30	15.9%	20	10.6%	29	15.3%	7	3.7%	10	5.3%	18	9.5%
South Bellevue	2	0	0.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
East Bellevue	11	2	18.2%	2	18.2%	0	0.0%	0	0.0%	0	0.0%	1	9.1%
North or West Bellevue	79	9	11.4%	6	7.6%	5	6.3%	5	6.3%	7	8.9%	4	5.1%
Neighboring Communities	63	6	9.5%	10	15.9%	7	11.1%	3	4.8%	0	0.0%	5	7.9%
Other East King County	38	7	18.4%	4	10.5%	3	7.9%	6	15.8%	2	5.3%	1	2.6%
Downtown Seattle	90	8	8.9%	7	7.8%	12	13.3%	4	4.4%	3	3.3%	6	6.7%
University District	28	4	14.3%	3	10.7%	6	21.4%	0	0.0%	2	7.1%	1	3.6%
Other West King County	57	6	10.5%	9	15.8%	9	15.8%	7	12.3%	5	8.8%	3	5.3%
South King County	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Outside King County	5	1	20.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	20.0%

Priority (by rank): 1st Rank 1 Rank 2 Rank 3 2nd Rank 1 Rank 2 Rank 3 3rd Rank 1 Rank 2 Rank 3

Table A.27 Points based comparison of service priorities as ranked by respondents who use transit to commute to/from work.

	Speed of Service			Frequency of Weekday Service			Frequency of Weekend Service		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Workers	1,200	6,807	15.0%	1,204	7,525	16.6%	1,211	3,247	7.2%
Place of Residence									
Bellevue	278	1,575	14.9%	276	1,764	16.7%	279	808	7.7%
Non-Bellevue	884	5,038	15.1%	891	5,549	16.7%	894	2,309	6.9%
<i>Seattle</i>	278	1,625	15.7%	282	1,768	17.0%	274	729	7.0%
<i>Non-Seattle</i>	606	3,413	14.9%	609	3,781	16.5%	620	1,580	6.9%
Unknown	38	194	13.8%	37	212	15.1%	38	130	9.2%
Work Destination									
Downtown Bellevue	607	3,480	15.3%	601	3,843	16.9%	603	1,462	6.4%
Crossroads	3	20	16.7%	3	18	15.0%	3	11	9.2%
Eastgate	50	262	13.1%	54	309	15.4%	58	170	8.5%
Factoria	169	936	14.8%	174	1,039	16.5%	167	465	7.4%
South Bellevue	2	10	13.9%	2	10	13.9%	2	5	6.9%
East Bellevue	9	48	13.7%	8	53	15.1%	9	24	6.8%
North or West Bellevue	69	395	15.4%	68	430	16.8%	69	199	7.8%
Neighboring Communities	56	328	16.0%	55	342	16.7%	57	180	8.8%
Other East King County	34	176	14.4%	32	178	14.6%	32	108	8.9%
Downtown Seattle	81	493	16.3%	83	551	18.2%	81	229	7.6%
University District	22	128	14.1%	22	133	14.6%	26	66	7.3%
Other West King County	44	217	12.3%	46	270	15.3%	47	136	7.7%
South King County	0	0	0.0%	0	0	0.0%	0	0	0.0%
Outside King County	5	29	16.1%	5	27	15.0%	5	8	4.4%

	Frequency of Evening/Night Service			Schedule Reliability/On-Time Service			Well-Timed Connections		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Workers	1,243	4,193	9.3%	1,209	7,235	16.0%	1,223	5,197	11.5%
Place of Residence									
Bellevue	292	994	9.4%	277	1,635	15.5%	285	1,179	11.2%
Non-Bellevue	911	3,039	9.1%	895	5,372	16.1%	901	3,834	11.5%
<i>Seattle</i>	280	929	8.9%	279	1,680	16.2%	282	1,250	12.0%
<i>Non-Seattle</i>	631	2,110	9.2%	616	3,692	16.1%	619	2,584	11.3%
Unknown	40	160	11.4%	37	228	16.2%	37	184	13.1%
Work Destination									
Downtown Bellevue	619	2,012	8.9%	618	3,775	16.6%	617	2,450	10.8%
Crossroads	3	10	8.3%	3	17	14.2%	3	10	8.3%
Eastgate	55	192	9.6%	52	322	16.0%	57	275	13.7%
Factoria	169	550	8.7%	163	953	15.1%	173	833	13.2%
South Bellevue	2	9	12.5%	2	11	15.3%	2	12	16.7%
East Bellevue	10	29	8.3%	10	64	18.2%	9	53	15.1%
North or West Bellevue	74	249	9.7%	67	390	15.2%	68	315	12.3%
Neighboring Communities	58	206	10.1%	53	291	14.2%	54	236	11.5%
Other East King County	33	138	11.3%	33	182	14.9%	32	149	12.2%
Downtown Seattle	86	315	10.4%	81	474	15.6%	80	282	9.3%
University District	25	74	8.1%	23	146	16.1%	24	138	15.2%
Other West King County	49	168	9.5%	46	279	15.9%	47	206	11.7%
South King County	0	0	0.0%	0	0	0.0%	0	0	0.0%
Outside King County	5	14	7.8%	5	35	19.4%	5	25	13.9%

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	Proximity of Stops			Comfort While Riding			Total	
	Respondents	Points	Percent	Respondents	Points	Percent	Points	Percent
All Workers	1,266	6,104	13.5%	1,319	4,931	10.9%	45,239	
Place of Residence								
Bellevue	297	1,502	14.2%	309	1,104	10.5%	10,561	23.3%
Non-Bellevue	931	4,435	13.3%	970	3,695	11.1%	33,271	73.5%
<i>Seattle</i>	295	1,389	13.4%	302	1,010	9.7%	10,380	22.9%
<i>Non-Seattle</i>	636	3,046	13.3%	668	2,685	11.7%	22,891	50.6%
Unknown	38	167	11.9%	40	132	9.4%	1,407	3.1%
Work Destination								
Downtown Bellevue	639	3,063	13.5%	661	2,618	11.5%	22,703	50.2%
Crossroads	4	20	16.7%	4	14	11.7%	120	0.3%
Eastgate	54	263	13.1%	59	214	10.7%	2,007	4.4%
Factoria	182	897	14.2%	182	633	10.0%	6,306	13.9%
South Bellevue	2	9	12.5%	2	6	8.3%	72	0.2%
East Bellevue	11	56	16.0%	10	24	6.8%	351	0.8%
North or West Bellevue	69	312	12.2%	77	276	10.8%	2,566	5.7%
Neighboring Communities	56	272	13.3%	61	194	9.5%	2,049	4.5%
Other East King County	35	161	13.2%	36	126	10.3%	1,218	2.7%
Downtown Seattle	82	385	12.7%	86	300	9.9%	3,029	6.7%
University District	27	139	15.3%	26	85	9.4%	909	2.0%
Other West King County	49	265	15.1%	53	219	12.4%	1,760	3.9%
South King County	1	8	100.0%	0	0	0.0%	8	0.0%
Outside King County	5	24	13.3%	5	18	10.0%	180	0.4%

Note: figures in the above table indicate the number of points, not respondents. Figures were calculated by multiplying the number of respondents by the number of points associated with each priority ranking. Points were assigned such that the highest priority received eight points, the second highest received seven, and so on, and the lowest priority received one point.

Rank of a factor's selection frequency
by user group (rankings by row)

- 1st (most frequent)
- 2nd
- 3rd
- 8th (least frequent)

Table A.28 Investment priorities of workers by place of residence, destination, household income, age group, access to personal automobile, and means of accessing transit.

	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Workers	1,367	470	34.4%	129	9.4%	272	19.9%	41	3.0%	29	2.1%	34	2.5%
Place of Residence													
Bellevue	322	82	25.5%	38	11.8%	74	23.0%	13	4.0%	11	3.4%	11	3.4%
Non-Bellevue	1,011	377	37.3%	87	8.6%	191	18.9%	28	2.8%	18	1.8%	22	2.2%
<i>Seattle</i>	310	152	49.0%	23	7.4%	52	16.8%	7	2.3%	2	0.6%	5	1.6%
<i>Kirkland</i>	89	29	32.6%	9	10.1%	18	20.2%	6	6.7%	3	3.4%	2	2.2%
<i>Renton</i>	67	18	26.9%	10	14.9%	20	29.9%	0	0.0%	1	1.5%	0	0.0%
<i>Redmond</i>	61	18	29.5%	7	11.5%	15	24.6%	1	1.6%	0	0.0%	3	4.9%
<i>Issaquah</i>	48	15	31.3%	2	4.2%	14	29.2%	4	8.3%	3	6.3%	3	6.3%
<i>Bothell</i>	59	12	20.3%	3	5.1%	11	18.6%	0	0.0%	2	3.4%	1	1.7%
<i>Sammamish</i>	29	11	37.9%	3	10.3%	3	10.3%	1	3.4%	0	0.0%	1	3.4%
Unknown	34	11	32.4%	4	11.8%	7	20.6%	0	0.0%	0	0.0%	1	2.9%
Work Destination													
Downtown Bellevue	683	254	37.2%	56	8.2%	133	19.5%	17	2.5%	9	1.3%	16	2.3%
Crossroads	4	1	25.0%	0	0.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
Eastgate	63	19	30.2%	7	11.1%	16	25.4%	2	3.2%	1	1.6%	1	1.6%
Factoria	184	61	33.2%	20	10.9%	43	23.4%	10	5.4%	3	1.6%	4	2.2%
South Bellevue	2	1	50.0%	0	0.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%
East Bellevue	11	6	54.5%	3	27.3%	0	0.0%	0	0.0%	1	9.1%	0	0.0%
North or West Bellevue	77	26	33.8%	4	5.2%	12	15.6%	4	5.2%	7	9.1%	3	3.9%
Neighboring Communities	62	19	30.6%	6	9.7%	17	27.4%	1	1.6%	1	1.6%	1	1.6%
Other East King County	38	8	21.1%	6	15.8%	8	21.1%	1	2.6%	2	5.3%	0	0.0%
Downtown Seattle	90	36	40.0%	8	8.9%	12	13.3%	1	1.1%	1	1.1%	4	4.4%
University District	28	8	28.6%	5	17.9%	4	14.3%	0	0.0%	0	0.0%	0	0.0%
Other West King County	56	16	28.6%	4	7.1%	8	14.3%	0	0.0%	3	5.4%	1	1.8%
South King County	1	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Outside King County	5	2	40.0%	0	0.0%	0	0.0%	1	20.0%	0	0.0%	1	20.0%

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	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Workers	1,367	470	34.4%	129	9.4%	272	19.9%	41	3.0%	29	2.1%	34	2.5%
Household Income Group													
Less than \$25,000	51	19	37.3%	11	21.6%	9	17.6%	2	3.9%	1	2.0%	2	3.9%
\$25,000 – \$50,000	129	39	30.2%	13	10.1%	41	31.8%	4	3.1%	7	5.4%	2	1.6%
\$50,000 – \$75,000	245	79	32.2%	22	9.0%	50	20.4%	8	3.3%	12	4.9%	4	1.6%
\$75,000 – \$100,000	254	85	33.5%	21	8.3%	49	19.3%	4	1.6%	4	1.6%	9	3.5%
\$100,000 +	458	180	39.3%	33	7.2%	80	17.5%	14	3.1%	3	0.7%	12	2.6%
Prefer not to respond	199	59	29.6%	22	11.1%	39	19.6%	9	4.5%	1	0.5%	5	2.5%
No response provided	31	9	29.0%	7	22.6%	4	12.9%	0	0.0%	1	3.2%	0	0.0%
Age Group													
Under 16	5	2	40.0%	1	20.0%	1	20.0%	0	0.0%	1	20.0%	0	0.0%
16 – 24	70	24	34.3%	13	18.6%	17	24.3%	2	2.9%	4	5.7%	0	0.0%
25 – 34	383	160	41.8%	27	7.0%	79	20.6%	8	2.1%	6	1.6%	8	2.1%
35 – 44	348	114	32.8%	29	8.3%	75	21.6%	11	3.2%	6	1.7%	12	3.4%
45 – 54	291	93	32.0%	30	10.3%	49	16.8%	8	2.7%	5	1.7%	3	1.0%
55 – 64	220	61	27.7%	20	9.1%	41	18.6%	11	5.0%	5	2.3%	11	5.0%
65 +	32	9	28.1%	2	6.3%	8	25.0%	1	3.1%	2	6.3%	0	0.0%
No response provided	18	7	38.9%	7	38.9%	2	11.1%	0	0.0%	0	0.0%	0	0.0%
Access to Personal Automobile													
Yes	1,208	416	34.4%	114	9.4%	232	19.2%	34	2.8%	25	2.1%	29	2.4%
No	146	50	34.2%	12	8.2%	38	26.0%	7	4.8%	4	2.7%	5	3.4%
No response provided	13	4	30.8%	3	23.1%	2	15.4%	0	0.0%	0	0.0%	0	0.0%
Means of Accessing Transit													
Walk to the bus stop	698	267	38.3%	81	11.6%	143	20.5%	31	4.4%	18	2.6%	23	3.3%
Bike to the bus stop and...	69	15	21.7%	4	5.8%	6	8.7%	2	2.9%	0	0.0%	1	1.4%
...load bike on bus's bike rack	8	0	0.0%	0	0.0%	0	0.0%	2	25.0%	0	0.0%	0	0.0%
...park bike	61	15	24.6%	4	6.6%	6	9.8%	0	0.0%	0	0.0%	1	1.6%
Park & Rider users	586	185	31.6%	41	7.0%	123	21.0%	7	1.2%	11	1.9%	9	1.5%
Drive to a Park & Ride	534	169	31.6%	37	6.9%	109	20.4%	6	1.1%	9	1.7%	8	1.5%
Dropped off at a Park & Ride	52	16	30.8%	4	7.7%	14	26.9%	1	1.9%	2	3.8%	1	1.9%
No response provided	14	3	21.4%	3	21.4%	0	0.0%	1	7.1%	0	0.0%	1	7.1%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.		Increase vehicle parking capacity at Park and Ride lots.		Increase bicycle parking capacity at Park and Ride lots.		Repair City-owned streets used as transit corridors to improve ride quality/comfort.		Other	
All Workers	1,367	68	5.0%	171	12.5%	3	0.2%	18	1.3%	132	9.7%
Place of Residence											
Bellevue	322	16	5.0%	42	13.0%	0	0.0%	5	1.6%	30	9.3%
Non-Bellevue	1,011	50	4.9%	126	12.5%	3	0.3%	13	1.3%	96	9.5%
<i>Seattle</i>	310	22	7.1%	7	2.3%	0	0.0%	1	0.3%	39	12.6%
<i>Kirkland</i>	89	3	3.4%	11	12.4%	0	0.0%	2	2.2%	6	6.7%
<i>Renton</i>	67	4	6.0%	10	14.9%	0	0.0%	0	0.0%	4	6.0%
<i>Redmond</i>	61	4	6.6%	10	16.4%	0	0.0%	0	0.0%	3	4.9%
<i>Issaquah</i>	48	1	2.1%	3	6.3%	0	0.0%	0	0.0%	3	6.3%
<i>Bothell</i>	59	2	3.4%	18	30.5%	1	1.7%	1	1.7%	8	13.6%
<i>Sammamish</i>	29	2	6.9%	6	20.7%	0	0.0%	0	0.0%	2	6.9%
Unknown	34	2	5.9%	3	8.8%	0	0.0%	0	0.0%	6	17.6%
Work Destination											
Downtown Bellevue	683	24	3.5%	107	15.7%	2	0.3%	6	0.9%	59	8.6%
Crossroads	4	1	25.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Eastgate	63	3	4.8%	3	4.8%	1	1.6%	0	0.0%	10	15.9%
Factoria	184	12	6.5%	4	2.2%	0	0.0%	3	1.6%	24	13.0%
South Bellevue	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
East Bellevue	11	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	9.1%
North or West Bellevue	77	6	7.8%	8	10.4%	0	0.0%	2	2.6%	5	6.5%
Neighboring Communities	62	5	8.1%	4	6.5%	0	0.0%	2	3.2%	6	9.7%
Other East King County	38	5	13.2%	2	5.3%	0	0.0%	1	2.6%	5	13.2%
Downtown Seattle	90	2	2.2%	22	24.4%	0	0.0%	1	1.1%	3	3.3%
University District	28	3	10.7%	5	17.9%	0	0.0%	0	0.0%	3	10.7%
Other West King County	56	6	10.7%	8	14.3%	0	0.0%	1	1.8%	9	16.1%
South King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Outside King County	5	0	0.0%	0	0.0%	0	0.0%	1	20.0%	0	0.0%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	Increase vehicle parking capacity at Park and Ride lots.	Increase bicycle parking capacity at Park and Ride lots.	Repair City-owned streets used as transit corridors to improve ride quality/comfort.	Other
All Workers	1,367	68 5.0%	171 12.5%	3 0.2%	18 1.3%	132 9.7%
Household Income Group						
Less than \$25,000	51	2 3.9%	1 2.0%	0 0.0%	0 0.0%	4 7.8%
\$25,000 – \$50,000	129	1 0.8%	12 9.3%	0 0.0%	2 1.6%	8 6.2%
\$50,000 – \$75,000	245	10 4.1%	36 14.7%	0 0.0%	2 0.8%	22 9.0%
\$75,000 – \$100,000	254	13 5.1%	43 16.9%	1 0.4%	2 0.8%	23 9.1%
\$100,000 +	458	28 6.1%	54 11.8%	2 0.4%	8 1.7%	44 9.6%
Prefer not to respond	199	12 6.0%	23 11.6%	0 0.0%	4 2.0%	25 12.6%
No response provided	31	2 6.5%	2 6.5%	0 0.0%	0 0.0%	6 19.4%
Age Group						
Under 16	5	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
16 – 24	70	3 4.3%	4 5.7%	0 0.0%	0 0.0%	3 4.3%
25 – 34	383	18 4.7%	41 10.7%	0 0.0%	2 0.5%	34 8.9%
35 – 44	348	19 5.5%	40 11.5%	0 0.0%	6 1.7%	36 10.3%
45 – 54	291	21 7.2%	42 14.4%	0 0.0%	4 1.4%	36 12.4%
55 – 64	220	6 2.7%	38 17.3%	3 1.4%	6 2.7%	18 8.2%
65 +	32	0 0.0%	6 18.8%	0 0.0%	0 0.0%	4 12.5%
No response provided	18	1 5.6%	0 0.0%	0 0.0%	0 0.0%	1 5.6%
Access to Personal Automobile						
Yes	1,208	57 4.7%	168 13.9%	3 0.2%	15 1.2%	115 9.5%
No	146	10 6.8%	3 2.1%	0 0.0%	2 1.4%	15 10.3%
No response provided	13	1 7.7%	0 0.0%	0 0.0%	1 7.7%	2 15.4%
Means of Accessing Transit						
Walk to the bus stop	698	29 4.2%	28 4.0%	0 0.0%	8 1.1%	70 10.0%
Bike to the bus stop and...	69	27 39.1%	2 2.9%	1 1.4%	2 2.9%	9 13.0%
...load bike on bus's bike rack	8	4 50.0%	1 12.5%	0 0.0%	0 0.0%	1 12.5%
...park bike	61	23 37.7%	1 1.6%	1 1.6%	2 3.3%	8 13.1%
Park & Rider users	586	11 1.9%	139 23.7%	2 0.3%	8 1.4%	50 8.5%
Drive to a Park & Ride	534	11 2.1%	131 24.5%	2 0.4%	7 1.3%	45 8.4%
Dropped off at a Park & Ride	52	0 0.0%	8 15.4%	0 0.0%	1 1.9%	5 9.6%
No response provided	14	1 7.1%	2 14.3%	0 0.0%	0 0.0%	3 21.4%

Table A.29 Advocacy priorities of workers by place of residence and destination.

	Total	Increase Frequency During Peak		Increase Frequency During Midday		Increase Frequency During Late Night		Increase Frequency on Weekends		Increase Frequency to Reduce Overcrowding	
All Workers	1,348	518	38.4%	108	8.0%	32	2.4%	26	1.9%	180	13.4%
Place of Residence											
Bellevue	320	85	26.6%	33	10.3%	15	4.7%	13	4.1%	36	11.3%
Non-Bellevue	997	424	42.5%	72	7.2%	15	1.5%	12	1.2%	142	14.2%
<i>Seattle</i>	309	150	48.5%	21	6.8%	5	1.6%	5	1.6%	45	14.6%
<i>Kirkland</i>	89	33	37.1%	7	7.9%	3	3.4%	1	1.1%	14	15.7%
<i>Renton</i>	66	25	37.9%	2	3.0%	4	6.1%	0	0.0%	12	18.2%
<i>Redmond</i>	59	20	33.9%	6	10.2%	0	0.0%	1	1.7%	5	8.5%
<i>Issaquah</i>	48	19	39.6%	6	12.5%	1	2.1%	1	2.1%	7	14.6%
<i>Bothell</i>	60	22	36.7%	5	8.3%	0	0.0%	0	0.0%	8	13.3%
<i>Sammamish</i>	29	13	44.8%	3	10.3%	0	0.0%	0	0.0%	1	3.4%
Unknown	31	9	29.0%	3	9.7%	2	6.5%	1	3.2%	2	6.5%
Work Destination											
Downtown Bellevue	675	282	41.8%	44	6.5%	12	1.8%	6	0.9%	107	15.9%
Crossroads	4	3	75.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Eastgate	61	22	36.1%	2	3.3%	1	1.6%	2	3.3%	5	8.2%
Factoria	183	83	45.4%	21	11.5%	3	1.6%	4	2.2%	12	6.6%
South Bellevue	2	0	0.0%	0	0.0%	1	50.0%	0	0.0%	0	0.0%
East Bellevue	11	0	0.0%	4	36.4%	1	9.1%	0	0.0%	1	9.1%
North or West Bellevue	75	30	40.0%	5	6.7%	0	0.0%	1	1.3%	9	12.0%
Neighboring Communities	58	17	29.3%	2	3.4%	3	5.2%	3	5.2%	7	12.1%
Other East King County	38	9	23.7%	4	10.5%	4	10.5%	1	2.6%	4	10.5%
Downtown Seattle	90	32	35.6%	7	7.8%	1	1.1%	2	2.2%	12	13.3%
University District	26	7	26.9%	2	7.7%	0	0.0%	0	0.0%	5	19.2%
Other West King County	55	13	23.6%	3	5.5%	2	3.6%	2	3.6%	15	27.3%
South King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Outside King County	5	0	0.0%	0	0.0%	1	20.0%	1	20.0%	2	40.0%

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	Total	Extend Service at Night on Weekdays		Extend Service at Night on Weekends		Expand Service Coverage in Bellevue		Revise Schedules to Improve Connections		Install Additional Shelters	
All Workers	1,348	33	2.4%	16	1.2%	60	4.5%	82	6.1%	32	2.4%
Place of Residence											
Bellevue	320	12	3.8%	4	1.3%	32	10.0%	17	5.3%	10	3.1%
Non-Bellevue	997	21	2.1%	11	1.1%	26	2.6%	61	6.1%	22	2.2%
<i>Seattle</i>	309	3	1.0%	4	1.3%	8	2.6%	17	5.5%	6	1.9%
<i>Kirkland</i>	89	3	3.4%	1	1.1%	4	4.5%	8	9.0%	3	3.4%
<i>Renton</i>	66	3	4.5%	1	1.5%	3	4.5%	5	7.6%	1	1.5%
<i>Redmond</i>	59	4	6.8%	0	0.0%	2	3.4%	8	13.6%	0	0.0%
<i>Issaquah</i>	48	1	2.1%	1	2.1%	3	6.3%	2	4.2%	0	0.0%
<i>Bothell</i>	60	2	3.3%	1	1.7%	1	1.7%	3	5.0%	0	0.0%
<i>Sammamish</i>	29	0	0.0%	1	3.4%	0	0.0%	3	10.3%	2	6.9%
Unknown	31	0	0.0%	1	3.2%	2	6.5%	4	12.9%	0	0.0%
Work Destination											
Downtown Bellevue	675	11	1.6%	3	0.4%	20	3.0%	34	5.0%	8	1.2%
Crossroads	4	0	0.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%
Eastgate	61	2	3.3%	1	1.6%	10	16.4%	8	13.1%	1	1.6%
Factoria	183	5	2.7%	6	3.3%	7	3.8%	13	7.1%	5	2.7%
South Bellevue	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
East Bellevue	11	2	18.2%	0	0.0%	2	18.2%	1	9.1%	0	0.0%
North or West Bellevue	75	2	2.7%	0	0.0%	4	5.3%	5	6.7%	10	13.3%
Neighboring Communities	58	2	3.4%	2	3.4%	4	6.9%	6	10.3%	3	5.2%
Other East King County	38	3	7.9%	0	0.0%	1	2.6%	4	10.5%	1	2.6%
Downtown Seattle	90	4	4.4%	1	1.1%	2	2.2%	6	6.7%	1	1.1%
University District	26	0	0.0%	0	0.0%	4	15.4%	1	3.8%	0	0.0%
Other West King County	55	0	0.0%	0	0.0%	3	5.5%	3	5.5%	1	1.8%
South King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Outside King County	5	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

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	Total	Increase Vehicle Capacity at Park & Rides		Increase Bicycle Capacity at Park & Rides		Expand ORCA Sales Locations in Bellevue		Other	
All Workers	1,348	114	8.5%	15	1.1%	20	1.5%	112	8.3%
Place of Residence									
Bellevue	320	23	7.2%	6	1.9%	5	1.6%	29	9.1%
Non-Bellevue	997	89	8.9%	9	0.9%	15	1.5%	78	7.8%
<i>Seattle</i>	309	6	1.9%	3	1.0%	1	0.3%	35	11.3%
<i>Kirkland</i>	89	6	6.7%	0	0.0%	0	0.0%	6	6.7%
<i>Renton</i>	66	7	10.6%	0	0.0%	0	0.0%	3	4.5%
<i>Redmond</i>	59	7	11.9%	1	1.7%	0	0.0%	5	8.5%
<i>Issaquah</i>	48	4	8.3%	0	0.0%	1	2.1%	2	4.2%
<i>Bothell</i>	60	14	23.3%	1	1.7%	1	1.7%	2	3.3%
<i>Sammamish</i>	29	3	10.3%	0	0.0%	1	3.4%	2	6.9%
Unknown	31	2	6.5%	0	0.0%	0	0.0%	5	16.1%
Work Destination									
Downtown Bellevue	675	78	11.6%	5	0.7%	7	1.0%	58	8.6%
Crossroads	4	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Eastgate	61	1	1.6%	1	1.6%	2	3.3%	3	4.9%
Factoria	183	4	2.2%	3	1.6%	4	2.2%	13	7.1%
South Bellevue	2	0	0.0%	0	0.0%	0	0.0%	1	50.0%
East Bellevue	11	0	0.0%	0	0.0%	0	0.0%	0	0.0%
North or West Bellevue	75	4	5.3%	1	1.3%	0	0.0%	4	5.3%
Neighboring Communities	58	1	1.7%	1	1.7%	1	1.7%	6	10.3%
Other East King County	38	1	2.6%	1	2.6%	1	2.6%	4	10.5%
Downtown Seattle	90	12	13.3%	0	0.0%	3	3.3%	7	7.8%
University District	26	2	7.7%	0	0.0%	0	0.0%	5	19.2%
Other West King County	55	4	7.3%	2	3.6%	1	1.8%	6	10.9%
South King County	1	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Outside King County	5	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Table A.30 Preferred solutions to hypothetical future budget shortfall scenarios of workers by place of residence and work destination.

	Total	Extend the Congestion Reduction Charge (CRC)		Raise Fares & Reduce Operating Costs		Find New Revenue Sources		Reduce/ Eliminate Low Ridership Routes		Reduce/ Eliminate All Sunday Service	
All Workers	1,348	622	46.1%	357	26.5%	308	22.8%	298	22.1%	165	12.2%
Place of Residence											
Bellevue	320	149	46.6%	81	25.3%	78	24.4%	69	21.6%	33	10.3%
Non-Bellevue	999	463	46.3%	271	27.1%	218	21.8%	221	22.1%	130	13.0%
<i>Seattle</i>	304	170	55.9%	79	26.0%	85	28.0%	50	16.4%	31	10.2%
<i>Kirkland</i>	89	41	46.1%	20	22.5%	20	22.5%	19	21.3%	10	11.2%
<i>Renton</i>	67	23	34.3%	18	26.9%	16	23.9%	24	35.8%	9	13.4%
<i>Redmond</i>	59	29	49.2%	17	28.8%	8	13.6%	11	18.6%	5	8.5%
<i>Issaquah</i>	47	25	53.2%	12	25.5%	15	31.9%	10	21.3%	8	17.0%
<i>Bothell</i>	60	23	38.3%	16	26.7%	12	20.0%	13	21.7%	10	16.7%
<i>Sammamish</i>	30	13	43.3%	10	33.3%	6	20.0%	10	33.3%	2	6.7%
Unknown	29	10	34.5%	5	17.2%	12	41.4%	8	27.6%	2	6.9%
Work Destination											
Downtown Bellevue	675	292	43.3%	194	28.7%	150	22.2%	152	22.5%	102	15.1%
Crossroads	4	2	50.0%	1	25.0%	0	0.0%	1	25.0%	0	0.0%
Eastgate	60	34	56.7%	11	18.3%	19	31.7%	13	21.7%	6	10.0%
Factoria	180	78	43.3%	51	28.3%	34	18.9%	41	22.8%	24	13.3%
South Bellevue	2	1	50.0%	0	0.0%	1	50.0%	0	0.0%	1	50.0%
East Bellevue	11	4	36.4%	4	36.4%	1	9.1%	2	18.2%	0	0.0%
North or West Bellevue	77	40	51.9%	21	27.3%	17	22.1%	14	18.2%	6	7.8%
Neighboring Communities	59	33	55.9%	10	16.9%	17	28.8%	13	22.0%	3	5.1%
Other East King County	37	25	67.6%	5	13.5%	10	27.0%	9	24.3%	3	8.1%
Downtown Seattle	90	44	48.9%	25	27.8%	19	21.1%	22	24.4%	6	6.7%
University District	27	14	51.9%	7	25.9%	9	33.3%	4	14.8%	2	7.4%
Other West King County	56	24	42.9%	14	25.0%	12	21.4%	12	21.4%	8	14.3%
South King County	1	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Outside King County	5	3	60.0%	1	20.0%	0	0.0%	1	20.0%	0	0.0%

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	Total	Reduce/ Eliminate Select Weekend Service		Reduce Frequency for Select Night Service		Reduce Frequency for Select Off-Peak Service		Other	
All Workers	1,348	176	13.1%	156	11.6%	136	10.1%	117	8.7%
Place of Residence									
Bellevue	320	35	10.9%	38	11.9%	30	9.4%	31	9.7%
Non-Bellevue	999	136	13.6%	116	11.6%	102	10.2%	82	8.2%
<i>Seattle</i>	304	30	9.9%	22	7.2%	27	8.9%	30	9.9%
<i>Kirkland</i>	89	12	13.5%	15	16.9%	7	7.9%	8	9.0%
<i>Renton</i>	67	8	11.9%	6	9.0%	4	6.0%	3	4.5%
<i>Redmond</i>	59	4	6.8%	10	16.9%	4	6.8%	5	8.5%
<i>Issaquah</i>	47	3	6.4%	5	10.6%	1	2.1%	5	10.6%
<i>Bothell</i>	60	15	25.0%	10	16.7%	8	13.3%	5	8.3%
<i>Sammamish</i>	30	6	20.0%	3	10.0%	5	16.7%	0	0.0%
Unknown	29	5	17.2%	2	6.9%	4	13.8%	4	13.8%
Work Destination									
Downtown Bellevue	675	96	14.2%	84	12.4%	69	10.2%	51	7.6%
Crossroads	4	0	0.0%	0	0.0%	1	25.0%	0	0.0%
Eastgate	60	8	13.3%	6	10.0%	5	8.3%	4	6.7%
Factoria	180	28	15.6%	22	12.2%	23	12.8%	18	10.0%
South Bellevue	2	1	50.0%	0	0.0%	1	50.0%	0	0.0%
East Bellevue	11	1	9.1%	2	18.2%	0	0.0%	0	0.0%
North or West Bellevue	77	11	14.3%	10	13.0%	7	9.1%	6	7.8%
Neighboring Communities	59	8	13.6%	5	8.5%	6	10.2%	7	11.9%
Other East King County	37	4	10.8%	3	8.1%	3	8.1%	6	16.2%
Downtown Seattle	90	7	7.8%	10	11.1%	9	10.0%	8	8.9%
University District	27	3	11.1%	3	11.1%	3	11.1%	4	14.8%
Other West King County	56	4	7.1%	6	10.7%	2	3.6%	8	14.3%
South King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Outside King County	5	0	0.0%	0	0.0%	1	20.0%	0	0.0%

Table A.31 Frequency of using transit in Bellevue for school by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Daily		Often		Occasionally		Rarely		Never	
All School Commuters	233	105	45.1%	67	28.8%	43	18.5%	15	6.4%	3	1.3%
Place of Residence											
Bellevue	94	52	55.3%	20	21.3%	15	16.0%	5	5.3%	2	2.1%
Non-Bellevue	93	34	36.6%	31	33.3%	19	20.4%	8	8.6%	1	1.1%
<i>Seattle</i>	27	9	33.3%	8	29.6%	6	22.2%	4	14.8%	0	0.0%
<i>Non-Seattle</i>	66	25	37.9%	23	34.8%	13	19.7%	4	6.1%	1	1.5%
Employment Status											
Employed / Self-Employed	37	8	21.6%	9	24.3%	12	32.4%	6	16.2%	2	5.4%
Student	136	78	57.4%	41	30.1%	12	8.8%	5	3.7%	0	0.0%
<i>Student (Not Employed)</i>	62	39	62.9%	18	29.0%	1	1.6%	4	6.5%	0	0.0%
<i>Student with a Job or Internship</i>	74	39	52.7%	23	31.1%	11	14.9%	1	1.4%	0	0.0%
Homemaker	8	4	50.0%	0	0.0%	3	37.5%	1	12.5%	0	0.0%
Currently Not Employed	4	0	0.0%	0	0.0%	4	100.0%	0	0.0%	0	0.0%
Retired	1	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%
Other	7	0	0.0%	3	42.9%	2	28.6%	1	14.3%	1	14.3%
Household Income Group											
Less than \$25,000	56	26	46.4%	18	32.1%	8	14.3%	3	5.4%	1	1.8%
\$25,000 – \$50,000	27	12	44.4%	10	37.0%	4	14.8%	1	3.7%	0	0.0%
\$50,000 – \$75,000	22	8	36.4%	3	13.6%	8	36.4%	3	13.6%	0	0.0%
\$75,000 – \$100,000	21	12	57.1%	3	14.3%	5	23.8%	1	4.8%	0	0.0%
\$100,000 +	23	8	34.8%	7	30.4%	5	21.7%	2	8.7%	1	4.3%
Prefer not to respond	43	23	53.5%	12	27.9%	4	9.3%	3	7.0%	1	2.3%
Age Group											
Under 16	19	13	68.4%	4	21.1%	0	0.0%	2	10.5%	0	0.0%
16 – 24	78	45	57.7%	22	28.2%	9	11.5%	1	1.3%	1	1.3%
25 – 34	41	17	41.5%	11	26.8%	12	29.3%	1	2.4%	0	0.0%
35 – 44	25	7	28.0%	9	36.0%	3	12.0%	5	20.0%	1	4.0%
45 – 54	21	6	28.6%	6	28.6%	7	33.3%	1	4.8%	1	4.8%
55 – 64	7	2	28.6%	0	0.0%	2	28.6%	3	42.9%	0	0.0%
65 +	1	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%
Access to Personal Automobile											
Yes	99	41	41.4%	26	26.3%	22	22.2%	8	8.1%	2	2.0%
No	92	48	52.2%	26	28.3%	12	13.0%	5	5.4%	1	1.1%
Access to Personal Bicycle											
Yes	102	51	50.0%	23	22.5%	20	19.6%	7	6.9%	1	1.0%
No	89	38	42.7%	29	32.6%	14	15.7%	6	6.7%	2	2.2%
Children 16 or Younger in Household											
Yes	84	42	50.0%	24	28.6%	11	13.1%	5	6.0%	2	2.4%
No	107	47	43.9%	28	26.2%	23	21.5%	8	7.5%	1	0.9%

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.

Table A.32 Reason for using transit in Bellevue to commute to/from school by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Transit is convenient and/or easy to use.		Transit allows me to have a productive/relaxing ride.		Transit costs me less than driving.		Driving is too much of a hassle.		Gasoline is too expensive.	
All School Commuters	228	125	54.8%	87	38.2%	116	50.9%	69	30.3%	98	43.0%
Place of Residence											
Bellevue	91	51	56.0%	32	35.2%	41	45.1%	23	25.3%	35	38.5%
Non-Bellevue	92	52	56.5%	39	42.4%	51	55.4%	29	31.5%	44	47.8%
<i>Seattle</i>	27	16	59.3%	13	48.1%	16	59.3%	13	48.1%	16	59.3%
<i>Non-Seattle</i>	65	36	55.4%	26	40.0%	35	53.8%	16	24.6%	28	43.1%
Employment Status											
Employed / Self-Employed	35	21	60.0%	13	37.1%	20	57.1%	14	40.0%	13	37.1%
Student	136	78	57.4%	58	42.6%	69	50.7%	34	25.0%	62	45.6%
<i>Student (Not Employed)</i>	62	31	50.0%	24	38.7%	25	40.3%	14	22.6%	27	43.5%
<i>Student with a Job or Internship</i>	74	47	63.5%	34	45.9%	44	59.5%	20	27.0%	35	47.3%
Homemaker	7	4	57.1%	1	14.3%	2	28.6%	2	28.6%	4	57.1%
Currently Not Employed	4	0	0.0%	0	0.0%	1	25.0%	2	50.0%	0	0.0%
Retired	1	1	100.0%	0	0.0%	1	100.0%	1	100.0%	1	100.0%
Other	6	2	33.3%	1	16.7%	2	33.3%	1	16.7%	2	33.3%
Household Income Group											
Less than \$25,000	55	31	56.4%	27	49.1%	32	58.2%	15	27.3%	28	50.9%
\$25,000 – \$50,000	27	16	59.3%	11	40.7%	11	40.7%	7	25.9%	12	44.4%
\$50,000 – \$75,000	22	11	50.0%	9	40.9%	10	45.5%	4	18.2%	9	40.9%
\$75,000 – \$100,000	21	17	81.0%	11	52.4%	14	66.7%	13	61.9%	10	47.6%
\$100,000 +	22	10	45.5%	3	13.6%	7	31.8%	3	13.6%	7	31.8%
Prefer not to respond	41	20	48.8%	11	26.8%	20	48.8%	11	26.8%	15	36.6%
Age Group											
Under 16	19	10	52.6%	4	21.1%	2	10.5%	0	0.0%	3	15.8%
16 – 24	77	44	57.1%	32	41.6%	47	61.0%	23	29.9%	41	53.2%
25 – 34	41	23	56.1%	18	43.9%	24	58.5%	13	31.7%	17	41.5%
35 – 44	23	10	43.5%	8	34.8%	8	34.8%	6	26.1%	10	43.5%
45 – 54	20	13	65.0%	7	35.0%	10	50.0%	5	25.0%	6	30.0%
55 – 64	7	5	71.4%	3	42.9%	3	42.9%	5	71.4%	4	57.1%
65 +	1	1	100.0%	0	0.0%	1	100.0%	1	100.0%	1	100.0%
Access to Personal Automobile											
Yes	96	52	54.2%	38	39.6%	51	53.1%	34	35.4%	46	47.9%
No	91	53	58.2%	34	37.4%	44	48.4%	20	22.0%	36	39.6%
Access to Personal Bicycle											
Yes	101	61	60.4%	43	42.6%	52	51.5%	28	27.7%	45	44.6%
No	86	44	51.2%	29	33.7%	43	50.0%	26	30.2%	37	43.0%
Children 16 or Younger in Household											
Yes	81	40	49.4%	24	29.6%	29	35.8%	13	16.0%	29	35.8%
No	106	65	61.3%	48	45.3%	66	62.3%	41	38.7%	52	49.1%

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	Total	Parking is too much of a hassle	Parking is too expensive	Because of the effects of SR-520 tolling on traffic.	SR-520 tolls are too expensive.	I do not have access to a motor vehicle / I do not drive.
All School Commuters	228	85 37.3%	98 43.0%	30 13.2%	38 16.7%	102 44.7%
Place of Residence						
Bellevue	91	30 33.0%	36 39.6%	14 15.4%	16 17.6%	45 49.5%
Non-Bellevue	92	39 42.4%	42 45.7%	11 12.0%	16 17.4%	44 47.8%
<i>Seattle</i>	27	18 66.7%	14 51.9%	6 22.2%	6 22.2%	12 44.4%
<i>Non-Seattle</i>	65	21 32.3%	28 43.1%	5 7.7%	10 15.4%	32 49.2%
Employment Status						
Employed / Self-Employed	35	18 51.4%	17 48.6%	5 14.3%	6 17.1%	7 20.0%
Student	136	49 36.0%	62 45.6%	17 12.5%	22 16.2%	73 53.7%
<i>Student (Not Employed)</i>	62	20 32.3%	26 41.9%	5 8.1%	7 11.3%	36 58.1%
<i>Student with a Job or Internship</i>	74	29 39.2%	36 48.6%	12 16.2%	15 20.3%	37 50.0%
Homemaker	7	1 14.3%	1 14.3%	1 14.3%	2 28.6%	2 28.6%
Currently Not Employed	4	2 50.0%	0 0.0%	1 25.0%	1 25.0%	2 50.0%
Retired	1	1 100.0%	1 100.0%	1 100.0%	1 100.0%	0 0.0%
Other	6	1 16.7%	1 16.7%	1 16.7%	1 16.7%	6 100.0%
Household Income Group						
Less than \$25,000	55	19 34.5%	24 43.6%	11 20.0%	11 20.0%	31 56.4%
\$25,000 – \$50,000	27	10 37.0%	12 44.4%	1 3.7%	3 11.1%	14 51.9%
\$50,000 – \$75,000	22	10 45.5%	12 54.5%	4 18.2%	6 27.3%	4 18.2%
\$75,000 – \$100,000	21	11 52.4%	12 57.1%	2 9.5%	5 23.8%	8 38.1%
\$100,000 +	22	5 22.7%	4 18.2%	3 13.6%	3 13.6%	10 45.5%
Prefer not to respond	41	16 39.0%	17 41.5%	4 9.8%	4 9.8%	23 56.1%
Age Group						
Under 16	19	2 10.5%	0 0.0%	0 0.0%	1 5.3%	12 63.2%
16 – 24	77	31 40.3%	42 54.5%	13 16.9%	14 18.2%	41 53.2%
25 – 34	41	21 51.2%	23 56.1%	7 17.1%	9 22.0%	20 48.8%
35 – 44	23	6 26.1%	6 26.1%	0 0.0%	3 13.0%	9 39.1%
45 – 54	20	6 30.0%	6 30.0%	3 15.0%	3 15.0%	6 30.0%
55 – 64	7	4 57.1%	4 57.1%	2 28.6%	2 28.6%	2 28.6%
65 +	1	1 100.0%	1 100.0%	1 100.0%	1 100.0%	0 0.0%
Access to Personal Automobile						
Yes	96	46 47.9%	49 51.0%	20 20.8%	24 25.0%	18 18.8%
No	91	25 27.5%	33 36.3%	6 6.6%	9 9.9%	72 79.1%
Access to Personal Bicycle						
Yes	101	40 39.6%	42 41.6%	13 12.9%	20 19.8%	47 46.5%
No	86	31 36.0%	40 46.5%	13 15.1%	13 15.1%	43 50.0%
Children 16 or Younger in Household						
Yes	81	23 28.4%	24 29.6%	7 8.6%	11 13.6%	44 54.3%
No	106	49 46.2%	58 54.7%	19 17.9%	22 20.8%	46 43.4%

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	Total	My employer provides transit benefits (e.g. ORCA card).		Transit is better for the environment than driving.		Using transit makes it easier for me to commute by bicycle.		I simply prefer taking transit, in general.		Other	
All School Commuters	228	130	57.0%	88	38.6%	11	4.8%	43	18.9%	16	7.0%
Place of Residence											
Bellevue	91	55	60.4%	34	37.4%	5	5.5%	16	17.6%	9	9.9%
Non-Bellevue	92	52	56.5%	42	45.7%	4	4.3%	22	23.9%	4	4.3%
<i>Seattle</i>	27	15	55.6%	13	48.1%	1	3.7%	9	33.3%	0	0.0%
<i>Non-Seattle</i>	65	37	56.9%	29	44.6%	3	4.6%	13	20.0%	4	6.2%
Employment Status											
Employed / Self-Employed	35	17	48.6%	15	42.9%	1	2.9%	6	17.1%	3	8.6%
Student	136	86	63.2%	54	39.7%	7	5.1%	30	22.1%	11	8.1%
<i>Student (Not Employed)</i>	62	41	66.1%	30	48.4%	4	6.5%	14	22.6%	6	9.7%
<i>Student with a Job or Internship</i>	74	45	60.8%	24	32.4%	3	4.1%	16	21.6%	5	6.8%
Homemaker	7	4	57.1%	4	57.1%	0	0.0%	1	14.3%	0	0.0%
Currently Not Employed	4	1	25.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%
Retired	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	6	3	50.0%	2	33.3%	1	16.7%	2	33.3%	0	0.0%
Household Income Group											
Less than \$25,000	55	28	50.9%	16	29.1%	2	3.6%	12	21.8%	3	5.5%
\$25,000 – \$50,000	27	14	51.9%	11	40.7%	2	7.4%	6	22.2%	1	3.7%
\$50,000 – \$75,000	22	15	68.2%	11	50.0%	0	0.0%	4	18.2%	1	4.5%
\$75,000 – \$100,000	21	12	57.1%	15	71.4%	3	14.3%	6	28.6%	2	9.5%
\$100,000 +	22	13	59.1%	7	31.8%	1	4.5%	2	9.1%	4	18.2%
Prefer not to respond	41	28	68.3%	16	39.0%	1	2.4%	9	22.0%	3	7.3%
Age Group											
Under 16	19	15	78.9%	8	42.1%	2	10.5%	5	26.3%	6	31.6%
16 – 24	77	44	57.1%	29	37.7%	2	2.6%	17	22.1%	3	3.9%
25 – 34	41	27	65.9%	21	51.2%	3	7.3%	8	19.5%	2	4.9%
35 – 44	23	10	43.5%	6	26.1%	1	4.3%	3	13.0%	2	8.7%
45 – 54	20	12	60.0%	8	40.0%	1	5.0%	3	15.0%	1	5.0%
55 – 64	7	3	42.9%	5	71.4%	0	0.0%	3	42.9%	0	0.0%
65 +	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Access to Personal Automobile											
Yes	96	59	61.5%	38	39.6%	3	3.1%	13	13.5%	6	6.3%
No	91	50	54.9%	38	41.8%	6	6.6%	26	28.6%	7	7.7%
Access to Personal Bicycle											
Yes	101	70	69.3%	51	50.5%	8	7.9%	25	24.8%	8	7.9%
No	86	39	45.3%	25	29.1%	1	1.2%	14	16.3%	5	5.8%
Children 16 or Younger in Household											
Yes	81	56	69.1%	30	37.0%	4	4.9%	15	18.5%	9	11.1%
No	106	54	50.9%	46	43.4%	5	4.7%	24	22.6%	5	4.7%

Table A.33 Routes students use when commuting to/from school (only the top 20 are ranked).

Route	Count	Percent	Rank
RapidRide B Line	19	8.9%	7
111	0	0.0%	
114	0	0.0%	
167	0	0.0%	
210	0	0.0%	
211	1	0.5%	
212	10	4.7%	10
215	2	0.9%	
216	5	2.3%	
217	6	2.8%	
218	8	3.7%	
219	5	2.3%	
221	30	14.0%	4
226	22	10.3%	5
232	1	0.5%	
234	8	3.7%	
235	3	1.4%	
237	2	0.9%	
240	22	10.3%	5
241	9	4.2%	
242	1	0.5%	
243	1	0.5%	
245	55	25.7%	2
246	10	4.7%	
249	15	7.0%	9
250	1	0.5%	
255	7	3.3%	
271	94	43.9%	1
280	0	0.0%	
342	1	0.5%	
532	5	2.3%	
535	10	4.7%	10
540	3	1.4%	
550	22	10.3%	5
554	38	17.8%	3
555	11	5.1%	
556	18	8.4%	8
560	3	1.4%	
566	3	1.4%	
925	1	0.5%	
Other	0	0.0%	
respondents	214		

Table A.34 How students access transit when commuting to/from school.

Means of Access	Count	Percent
I walk to the bus stop.	186	84.9%
I bicycle to the bus stop and...	5	2.3%
...park my bicycle at a nearby rack/locker.	1	0.5%
...load my bicycle onto the bus' bicycle rack.	4	1.8%
Total Park & Ride Users.	27	12.3%
I drive to a Park & Ride facility.	9	4.1%
I get dropped off at a Park & Ride facility.	18	8.2%
respondents	219	

Table A.35 Themes of write-in responses to why respondents use transit to commute to/from school.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Using Transit Is Better Than Driving	5	29.4%	29.4%
<i>Transit Allows Me To Avoid Traffic Delays</i>	1	5.9%	5.9%
<i>Transit Allows Me To Be Productive While Commuting</i>	1	5.9%	5.9%
<i>Transit Costs Less Than Driving</i>	2	11.8%	11.8%
<i>Transit Is Better for the Environment</i>	1	5.9%	5.9%
Unable To Drive	4	23.5%	23.5%
<i>I Do Not Have A License</i>	2	11.8%	11.8%
<i>When My Personal Vehicle Is Not Available</i>	2	11.8%	11.8%
Miscellaneous Reasons	8	47.1%	47.1%
<i>I Prefer Transit to Other Options</i>	4	23.5%	23.5%
<i>Metro's Student Transit is My School Bus</i>	2	11.8%	11.8%
<i>Other Comments</i>	2	11.8%	11.8%
total categorized responses	17		
total unique respondents	17		

Table A.36 Partial comparison of service quality priorities as ranked by respondents who use transit in Bellevue to commute to/from school.

Ranking	Total	Speed of Service						Frequency of Weekday Service					
		1		2		3		1		2		3	
All Workers	201	33	16.4%	34	16.9%	26	12.9%	31	15.4%	38	18.9%	30	14.9%
Place of Residence													
Bellevue	93	22	23.7%	13	14.0%	10	10.8%	15	16.1%	22	23.7%	12	12.9%
Non-Bellevue	93	10	10.8%	17	18.3%	14	15.1%	14	15.1%	15	16.1%	16	17.2%
<i>Seattle</i>	27	4	14.8%	6	22.2%	2	7.4%	8	29.6%	4	14.8%	5	18.5%
<i>Non-Seattle</i>	66	6	9.1%	11	16.7%	12	18.2%	6	9.1%	11	16.7%	11	16.7%
Unknown	15	1	6.7%	4	26.7%	2	13.3%	2	13.3%	1	6.7%	2	13.3%
School Destination													
Downtown Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
Crossroads	5	0	0.0%	1	20.0%	2	40.0%	2	40.0%	1	20.0%	0	0.0%
Eastgate	100	16	16.0%	12	12.0%	10	10.0%	13	13.0%	15	15.0%	20	20.0%
Factoria	12	3	25.0%	1	8.3%	1	8.3%	3	25.0%	5	41.7%	0	0.0%
South Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
East Bellevue	21	3	14.3%	6	28.6%	3	14.3%	3	14.3%	5	23.8%	2	9.5%
North or West Bellevue	14	3	21.4%	2	14.3%	2	14.3%	1	7.1%	2	14.3%	3	21.4%
Neighboring Communities	—	—	—	—	—	—	—	—	—	—	—	—	—
Other East King County	1	0	0.0%	1	100.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—	—	—	—	—
University District	26	3	11.5%	8	30.8%	5	19.2%	4	15.4%	6	23.1%	4	15.4%
Other West King County	5	1	20.0%	1	20.0%	1	20.0%	1	20.0%	1	20.0%	1	20.0%
South King County	—	—	—	—	—	—	—	—	—	—	—	—	—
Outside King County	1	0	0.0%	0	0.0%	1	100.0%	1	100.0%	0	0.0%	0	0.0%
Frequency of Weekend Service													
Frequency of Evening/Night Service													
Ranking	Total	1		2		3		1		2		3	
All Workers	201	1	0.5%	9	4.5%	20	10.0%	8	4.0%	8	4.0%	12	6.0%
Place of Residence													
Bellevue	93	1	1.1%	5	5.4%	7	7.5%	1	1.1%	4	4.3%	5	5.4%
Non-Bellevue	93	0	0.0%	4	4.3%	10	10.8%	7	7.5%	4	4.3%	5	5.4%
<i>Seattle</i>	27	1	3.7%	2	7.4%	4	14.8%	1	3.7%	2	7.4%	2	7.4%
<i>Non-Seattle</i>	66	0	0.0%	2	3.0%	6	9.1%	6	9.1%	2	3.0%	3	4.5%
Unknown	15	0	0.0%	0	0.0%	3	20.0%	0	0.0%	0	0.0%	2	13.3%
School Destination													
Downtown Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
Crossroads	5	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	20.0%	0	0.0%
Eastgate	100	1	1.0%	5	5.0%	14	14.0%	6	6.0%	4	4.0%	6	6.0%
Factoria	12	0	0.0%	1	8.3%	1	8.3%	0	0.0%	0	0.0%	2	16.7%
South Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
East Bellevue	21	0	0.0%	1	4.8%	0	0.0%	1	4.8%	0	0.0%	1	4.8%
North or West Bellevue	14	0	0.0%	0	0.0%	1	7.1%	0	0.0%	1	7.1%	0	0.0%
Neighboring Communities	—	—	—	—	—	—	—	—	—	—	—	—	—
Other East King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—	—	—	—	—
University District	26	0	0.0%	0	0.0%	1	3.8%	0	0.0%	1	3.8%	2	7.7%
Other West King County	5	0	0.0%	0	0.0%	1	20.0%	0	0.0%	0	0.0%	0	0.0%
South King County	—	—	—	—	—	—	—	—	—	—	—	—	—
Outside King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

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Ranking	Total	Schedule Reliability/On-Time Service						Well-Timed Connections Between Routes					
		1		2		3		1		2		3	
All Workers	201	40	19.9%	34	16.9%	35	17.4%	16	8.0%	23	11.4%	27	13.4%
Place of Residence													
Bellevue	93	13	14.0%	17	18.3%	21	22.6%	6	6.5%	8	8.6%	14	15.1%
Non-Bellevue	93	25	26.9%	15	16.1%	13	14.0%	7	7.5%	13	14.0%	13	14.0%
<i>Seattle</i>	27	8	29.6%	5	18.5%	4	14.8%	0	0.0%	4	14.8%	5	18.5%
<i>Non-Seattle</i>	66	17	25.8%	10	15.2%	9	13.6%	7	10.6%	9	13.6%	8	12.1%
Unknown	15	2	13.3%	2	13.3%	1	6.7%	3	20.0%	2	13.3%	0	0.0%
School Destination													
Downtown Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
Crossroads	5	0	0.0%	1	20.0%	0	0.0%	1	20.0%	0	0.0%	0	0.0%
Eastgate	100	27	27.0%	21	21.0%	11	11.0%	5	5.0%	12	12.0%	13	13.0%
Factoria	12	1	8.3%	1	8.3%	4	33.3%	1	8.3%	1	8.3%	1	8.3%
South Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
East Bellevue	21	2	9.5%	4	19.0%	8	38.1%	2	9.5%	1	4.8%	3	14.3%
North or West Bellevue	14	2	14.3%	1	7.1%	3	21.4%	1	7.1%	3	21.4%	2	14.3%
Neighboring Communities	—	—	—	—	—	—	—	—	—	—	—	—	—
Other East King County	1	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—	—	—	—	—
University District	26	6	23.1%	5	19.2%	6	23.1%	5	19.2%	4	15.4%	2	7.7%
Other West King County	5	2	40.0%	0	0.0%	0	0.0%	0	0.0%	1	20.0%	1	20.0%
South King County	—	—	—	—	—	—	—	—	—	—	—	—	—
Outside King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%

Ranking	Total	Proximity of Stops to Home/Destination(s)						Comfort While Riding					
		1		2		3		1		2		3	
All Students	201	33	16.4%	22	10.9%	21	10.4%	15	7.5%	13	6.5%	8	4.0%
Place of Residence													
Bellevue	93	18	19.4%	9	9.7%	11	11.8%	9	9.7%	9	9.7%	3	3.2%
Non-Bellevue	93	12	12.9%	11	11.8%	7	7.5%	4	4.3%	4	4.3%	4	4.3%
<i>Seattle</i>	27	1	3.7%	2	7.4%	2	7.4%	2	7.4%	0	0.0%	1	3.7%
<i>Non-Seattle</i>	66	11	16.7%	9	13.6%	5	7.6%	2	3.0%	4	6.1%	3	4.5%
Unknown	15	3	20.0%	2	13.3%	3	20.0%	2	13.3%	0	0.0%	1	6.7%
School Destination													
Downtown Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
Crossroads	5	1	20.0%	1	20.0%	1	20.0%	0	0.0%	0	0.0%	1	20.0%
Eastgate	100	9	9.0%	14	14.0%	11	11.0%	7	7.0%	5	5.0%	4	4.0%
Factoria	12	2	16.7%	0	0.0%	1	8.3%	2	16.7%	0	0.0%	0	0.0%
South Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
East Bellevue	21	9	42.9%	2	9.5%	1	4.8%	1	4.8%	1	4.8%	1	4.8%
North or West Bellevue	14	5	35.7%	2	14.3%	2	14.3%	1	7.1%	2	14.3%	0	0.0%
Neighboring Communities	—	—	—	—	—	—	—	—	—	—	—	—	—
Other East King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—	—	—	—	—
University District	26	5	19.2%	0	0.0%	3	11.5%	1	3.8%	2	7.7%	2	7.7%
Other West King County	5	0	0.0%	1	20.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
South King County	—	—	—	—	—	—	—	—	—	—	—	—	—
Outside King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Priority (by rank): 1st Rank 1 Rank 2 Rank 3 2nd Rank 1 Rank 2 Rank 3 3rd Rank 1 Rank 2 Rank 3

Table A.37 Points based comparison of service priorities as ranked by respondents who use transit to commute to/from school.

	Speed of Service			Frequency of Weekday Service			Frequency of Weekend Service		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Students	165	912	14.5%	162	937	14.9%	168	569	9.1%
Place of Residence									
Bellevue	78	449	15.1%	77	457	15.3%	77	257	8.6%
Non-Bellevue	77	401	13.8%	76	430	14.8%	80	266	9.2%
<i>Seattle</i>	23	128	14.6%	23	150	17.1%	23	95	10.8%
<i>Non-Seattle</i>	54	273	13.4%	53	280	13.8%	58	179	8.8%
Unknown	10	62	15.3%	9	50	12.3%	11	46	11.4%
School Destination									
Downtown Bellevue	—	—	—	—	—	—	—	—	—
Crossroads	3	19	13.5%	4	28	19.9%	3	11	7.8%
Eastgate	81	419	13.4%	82	457	14.6%	87	313	10.0%
Factoria	9	49	13.6%	10	67	18.7%	9	30	8.4%
South Bellevue	—	—	—	—	—	—	—	—	—
East Bellevue	18	105	15.5%	16	97	14.3%	18	61	9.0%
North or West Bellevue	13	77	17.9%	11	60	13.9%	10	26	6.0%
Neighboring Communities	—	—	—	—	—	—	—	—	—
Other East King County	1	7	19.4%	1	8	22.2%	1	4	11.1%
Downtown Seattle	—	—	—	—	—	—	—	—	—
University District	22	132	15.3%	21	123	14.2%	22	61	7.1%
Other West King County	4	26	18.1%	4	26	18.1%	4	13	9.0%
South King County	—	—	—	—	—	—	—	—	—
Outside King County	3	18	37.5%	1	8	16.7%	1	1	2.1%
Frequency of Evening/Night Service									
Frequency of Evening/Night Service									
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Workers	171	599	9.5%	167	986	15.7%	173	831	13.2%
Place of Residence									
Bellevue	82	267	9.0%	80	462	15.5%	81	378	12.7%
Non-Bellevue	80	297	10.2%	78	472	16.3%	81	393	13.5%
<i>Seattle</i>	23	90	10.3%	23	145	16.5%	24	111	12.6%
<i>Non-Seattle</i>	57	207	10.2%	55	327	16.1%	57	282	13.9%
Unknown	9	35	8.6%	9	52	12.8%	11	60	14.8%
School Destination									
Downtown Bellevue	—	—	—	—	—	—	—	—	—
Crossroads	3	13	9.2%	4	20	14.2%	3	16	11.3%
Eastgate	83	307	9.8%	85	519	16.6%	88	410	13.1%
Factoria	10	27	7.5%	9	54	15.0%	10	46	12.8%
South Bellevue	—	—	—	—	—	—	—	—	—
East Bellevue	17	49	7.2%	19	115	16.9%	19	83	12.2%
North or West Bellevue	11	32	7.4%	10	57	13.2%	12	57	13.2%
Neighboring Communities	—	—	—	—	—	—	—	—	—
Other East King County	1	2	5.6%	1	6	16.7%	1	5	13.9%
Downtown Seattle	—	—	—	—	—	—	—	—	—
University District	26	87	10.1%	23	140	16.2%	22	125	14.5%
Other West King County	4	12	8.3%	4	25	17.4%	4	20	13.9%
South King County	—	—	—	—	—	—	—	—	—
Outside King County	1	5	10.4%	1	4	8.3%	1	7	14.6%

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	Proximity of Stops			Comfort While Riding			Total	
	Respondents	Points	Percent	Respondents	Points	Percent	Points	Percent
All Students	177	855	13.6%	185	595	9.5%	6,284	
Place of Residence								
Bellevue	85	424	14.2%	88	284	9.5%	2,978	47.4%
Non-Bellevue	80	367	12.7%	85	275	9.5%	2,901	46.2%
<i>Seattle</i>	23	87	9.9%	24	72	8.2%	878	14.0%
<i>Non-Seattle</i>	57	280	13.8%	61	203	10.0%	2,031	32.3%
Unknown	12	64	15.8%	12	36	8.9%	405	6.4%
School Destination								
Downtown Bellevue	—	—	—	—	—	—	—	—
Crossroads	5	25	17.7%	4	9	6.4%	141	2.2%
Eastgate	85	392	12.6%	94	303	9.7%	3,120	49.6%
Factoria	10	51	14.2%	11	35	9.7%	359	5.7%
South Bellevue	—	—	—	—	—	—	—	—
East Bellevue	20	114	16.8%	18	55	8.1%	679	10.8%
North or West Bellevue	12	76	17.6%	13	46	10.7%	431	6.9%
Neighboring Communities	—	—	—	—	—	—	—	—
Other East King County	1	3	8.3%	1	1	2.8%	36	0.6%
Downtown Seattle	—	—	—	—	—	—	—	—
University District	26	116	13.4%	26	80	9.3%	864	13.7%
Other West King County	4	13	9.0%	4	9	6.3%	144	2.3%
South King County	—	—	—	—	—	—	—	—
Outside King County	1	3	6.3%	1	2	4.2%	48	0.8%

Note: figures in the above table indicate the number of points, not respondents. Figures were calculated by multiplying the number of respondents by the number of points associated with each priority ranking. Points were assigned such that the highest priority received eight points, the second highest received seven, and so on, and the lowest priority received one point.

Rank of a factor's selection frequency
by user group (rankings by row)

- 1st (most frequent)
- 2nd
- 3rd
- 8th (least frequent)

Table A.38 Investment priorities of students by place of residence, destination, household income, age group, access to personal automobile, and means of accessing transit.

	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Students	192	46	24.0%	36	18.8%	48	25.0%	9	4.7%	9	4.7%	9	4.7%
Place of Residence													
Bellevue	92	15	16.3%	19	20.7%	22	23.9%	4	4.3%	6	6.5%	5	5.4%
Non-Bellevue	91	29	31.9%	17	18.7%	23	25.3%	4	4.4%	3	3.3%	4	4.4%
<i>Seattle</i>	27	9	33.3%	7	25.9%	8	29.6%	1	3.7%	0	0.0%	0	0.0%
<i>Non-Seattle</i>	64	20	31.3%	10	15.6%	15	23.4%	3	4.7%	3	4.7%	4	6.3%
Unknown	9	2	22.2%	0	0.0%	3	33.3%	1	11.1%	0	0.0%	0	0.0%
School Destination													
Downtown Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
Crossroads	4	0	0.0%	0	0.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%
Eastgate	96	29	30.2%	17	17.7%	26	27.1%	6	6.3%	2	2.1%	5	5.2%
Factoria	11	2	18.2%	4	36.4%	3	27.3%	0	0.0%	0	0.0%	1	9.1%
South Bellevue	—	—	—	—	—	—	—	—	—	—	—	—	—
East Bellevue	20	3	15.0%	3	15.0%	6	30.0%	0	0.0%	4	20.0%	0	0.0%
North or West Bellevue	13	4	30.8%	0	0.0%	3	23.1%	0	0.0%	0	0.0%	1	7.7%
Neighboring Communities	—	—	—	—	—	—	—	—	—	—	—	—	—
Other East King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—	—	—	—	—
University District	26	5	19.2%	4	15.4%	8	30.8%	1	3.8%	2	7.7%	0	0.0%
Other West King County	4	0	0.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
South King County	—	—	—	—	—	—	—	—	—	—	—	—	—
Outside King County	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

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	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure	Provide additional route, schedule, and wayfinding information at bus shelters	Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center	Improve comfort at bus stops with improvements like additional seating and other street furniture	Improve safety at bus stops by providing additional street lighting	Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.
All Students	192	46 24.0%	36 18.8%	48 25.0%	9 4.7%	9 4.7%	9 4.7%
Household Income Group							
Less than \$25,000	53	17 32.1%	10 18.9%	14 26.4%	4 7.5%	1 1.9%	1 1.9%
\$25,000 – \$50,000	27	6 22.2%	6 22.2%	6 22.2%	3 11.1%	1 3.7%	2 7.4%
\$50,000 – \$75,000	22	5 22.7%	5 22.7%	7 31.8%	0 0.0%	2 9.1%	0 0.0%
\$75,000 – \$100,000	21	7 33.3%	1 4.8%	7 33.3%	0 0.0%	1 4.8%	3 14.3%
\$100,000 +	22	4 18.2%	6 27.3%	4 18.2%	0 0.0%	1 4.5%	3 13.6%
Prefer not to respond	41	5 12.2%	8 19.5%	8 19.5%	2 4.9%	3 7.3%	0 0.0%
No response provided	6	2 33.3%	0 0.0%	2 33.3%	0 0.0%	0 0.0%	0 0.0%
Age Group							
Under 16	18	3 16.7%	3 16.7%	5 27.8%	0 0.0%	3 16.7%	1 5.6%
16 – 24	76	16 21.1%	18 23.7%	19 25.0%	5 6.6%	4 5.3%	1 1.3%
25 – 34	40	16 40.0%	7 17.5%	10 25.0%	0 0.0%	0 0.0%	2 5.0%
35 – 44	24	3 12.5%	3 12.5%	7 29.2%	2 8.3%	1 4.2%	3 12.5%
45 – 54	20	6 30.0%	3 15.0%	4 20.0%	2 10.0%	0 0.0%	0 0.0%
55 – 64	7	0 0.0%	1 14.3%	1 14.3%	0 0.0%	1 14.3%	2 28.6%
65 +	1	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response provided	6	2 33.3%	1 16.7%	2 33.3%	0 0.0%	0 0.0%	0 0.0%
Access to Personal Automobile							
Yes	97	21 21.6%	18 18.6%	22 22.7%	5 5.2%	4 4.1%	5 5.2%
No	89	23 25.8%	18 20.2%	23 25.8%	4 4.5%	5 5.6%	4 4.5%
No response provided	6	2 33.3%	0 0.0%	3 50.0%	0 0.0%	0 0.0%	0 0.0%
Means of Accessing Transit							
Walk to the bus stop	163	39 23.9%	31 19.0%	43 26.4%	7 4.3%	8 4.9%	8 4.9%
Bike to the bus stop and...	5	0 0.0%	0 0.0%	0 0.0%	2 40.0%	0 0.0%	1 20.0%
...load bike on bus's bike rack	1	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
...park bike	4	0 0.0%	0 0.0%	0 0.0%	2 50.0%	0 0.0%	1 25.0%
Park & Rider users	19	6 31.6%	3 15.8%	4 21.1%	0 0.0%	1 5.3%	0 0.0%
Drive to a Park & Ride	6	1 16.7%	0 0.0%	2 33.3%	0 0.0%	0 0.0%	0 0.0%
Dropped off at a Park & Ride	13	5 38.5%	3 23.1%	2 15.4%	0 0.0%	1 7.7%	0 0.0%
No response provided	5	1 20.0%	2 40.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	Increase vehicle parking capacity at Park and Ride lots.	Increase bicycle parking capacity at Park and Ride lots.	Repair City-owned streets used as transit corridors to improve ride quality/comfort.	Other
All Students	192	6 3.1%	11 5.7%	0 0.0%	0 0.0%	18 9.4%
Place of Residence						
Bellevue	92	5 5.4%	6 6.5%	0 0.0%	0 0.0%	10 10.9%
Non-Bellevue	91	1 1.1%	3 3.3%	0 0.0%	0 0.0%	7 7.7%
<i>Seattle</i>	27	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 7.4%
<i>Non-Seattle</i>	64	1 1.6%	3 4.7%	0 0.0%	0 0.0%	5 7.8%
Unknown	9	0 0.0%	2 22.2%	0 0.0%	0 0.0%	1 11.1%
School Destination						
Downtown Bellevue	—	— —	— —	— —	— —	— —
Crossroads	4	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 50.0%
Eastgate	96	1 1.0%	2 2.1%	0 0.0%	0 0.0%	8 8.3%
Factoria	11	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 9.1%
South Bellevue	—	— —	— —	— —	— —	— —
East Bellevue	20	2 10.0%	1 5.0%	0 0.0%	0 0.0%	1 5.0%
North or West Bellevue	13	1 7.7%	2 15.4%	0 0.0%	0 0.0%	2 15.4%
Neighboring Communities	—	— —	— —	— —	— —	— —
Other East King County	1	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Downtown Seattle	—	— —	— —	— —	— —	— —
University District	26	0 0.0%	4 15.4%	0 0.0%	0 0.0%	2 7.7%
Other West King County	4	1 25.0%	1 25.0%	0 0.0%	0 0.0%	0 0.0%
South King County	—	— —	— —	— —	— —	— —
Outside King County	1	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	Increase vehicle parking capacity at Park and Ride lots.	Increase bicycle parking capacity at Park and Ride lots.	Repair City-owned streets used as transit corridors to improve ride quality/comfort.	Other
All Students	1,367	6 3.1%	11 5.7%	0 0.0%	0 0.0%	18 9.4%
Household Income Group						
Less than \$25,000	53	1 1.9%	1 1.9%	0 0.0%	0 0.0%	4 7.5%
\$25,000 – \$50,000	27	0 0.0%	2 7.4%	0 0.0%	0 0.0%	1 3.7%
\$50,000 – \$75,000	22	0 0.0%	2 9.1%	0 0.0%	0 0.0%	1 4.5%
\$75,000 – \$100,000	21	2 9.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
\$100,000 +	22	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 18.2%
Prefer not to respond	41	3 7.3%	4 9.8%	0 0.0%	0 0.0%	8 19.5%
No response provided	6	0 0.0%	2 33.3%	0 0.0%	0 0.0%	0 0.0%
Age Group						
Under 16	18	1 5.6%	2 11.1%	0 0.0%	0 0.0%	0 0.0%
16 – 24	76	3 3.9%	5 6.6%	0 0.0%	0 0.0%	5 6.6%
25 – 34	40	1 2.5%	2 5.0%	0 0.0%	0 0.0%	2 5.0%
35 – 44	24	1 4.2%	0 0.0%	0 0.0%	0 0.0%	4 16.7%
45 – 54	20	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 25.0%
55 – 64	7	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 28.6%
65 +	1	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%
No response provided	6	0 0.0%	1 16.7%	0 0.0%	0 0.0%	0 0.0%
Access to Personal Automobile						
Yes	97	3 3.1%	9 9.3%	0 0.0%	0 0.0%	10 10.3%
No	89	3 3.4%	1 1.1%	0 0.0%	0 0.0%	8 9.0%
No response provided	6	0 0.0%	1 16.7%	0 0.0%	0 0.0%	0 0.0%
Means of Accessing Transit						
Walk to the bus stop	163	6 3.7%	7 4.3%	0 0.0%	0 0.0%	14 8.6%
Bike to the bus stop and...	5	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 40.0%
...load bike on bus's bike rack	1	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
...park bike	4	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 25.0%
Park & Rider users	19	0 0.0%	3 15.8%	0 0.0%	0 0.0%	2 10.5%
Drive to a Park & Ride	6	0 0.0%	3 50.0%	0 0.0%	0 0.0%	0 0.0%
Dropped off at a Park & Ride	13	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 15.4%
No response provided	5	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%

Table A.39 Advocacy priorities of students by place of residence and destination.

	Total	Increase Frequency During Peak		Increase Frequency During Midday		Increase Frequency During Late Night		Increase Frequency on Weekends		Increase Frequency to Reduce Overcrowding	
All Students	191	48	25.1%	19	9.9%	7	3.7%	12	6.3%	20	10.5%
Place of Residence											
Bellevue	91	22	24.2%	7	7.7%	3	3.3%	6	6.6%	7	7.7%
Non-Bellevue	90	22	24.4%	12	13.3%	4	4.4%	5	5.6%	12	13.3%
<i>Seattle</i>	27	7	25.9%	3	11.1%	2	7.4%	3	11.1%	5	18.5%
<i>Non-Seattle</i>	63	15	23.8%	9	14.3%	2	3.2%	2	3.2%	7	11.1%
Unknown	10	4	40.0%	0	0.0%	0	0.0%	1	10.0%	1	10.0%
School Destination											
Downtown Bellevue	—	—	—	—	—	—	—	—	—	—	—
Crossroads	4	2	50.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%
Eastgate	97	27	27.8%	5	5.2%	3	3.1%	10	10.3%	7	7.2%
Factoria	11	2	18.2%	1	9.1%	0	0.0%	1	9.1%	1	9.1%
South Bellevue	—	—	—	—	—	—	—	—	—	—	—
East Bellevue	18	5	27.8%	3	16.7%	0	0.0%	0	0.0%	2	11.1%
North or West Bellevue	13	2	15.4%	1	7.7%	0	0.0%	0	0.0%	3	23.1%
Neighboring Communities	—	—	—	—	—	—	—	—	—	—	—
Other East King County	1	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—	—	—
University District	26	6	23.1%	5	19.2%	1	3.8%	1	3.8%	5	19.2%
Other West King County	4	1	25.0%	0	0.0%	0	0.0%	0	0.0%	1	25.0%
South King County	—	—	—	—	—	—	—	—	—	—	—
Outside King County	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

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	Total	Extend Service at Night on Weekdays		Extend Service at Night on Weekends		Expand Service Coverage in Bellevue		Revise Schedules to Improve Connections		Install Additional Shelters	
All Students	191	6	3.1%	4	2.1%	20	10.5%	19	9.9%	8	4.2%
Place of Residence											
Bellevue	91	2	2.2%	3	3.3%	15	16.5%	8	8.8%	3	3.3%
Non-Bellevue	90	4	4.4%	1	1.1%	3	3.3%	10	11.1%	5	5.6%
<i>Seattle</i>	27	0	0.0%	0	0.0%	1	3.7%	1	3.7%	2	7.4%
<i>Non-Seattle</i>	63	4	6.3%	1	1.6%	2	3.2%	9	14.3%	3	4.8%
Unknown	10	0	0.0%	0	0.0%	2	20.0%	1	10.0%	0	0.0%
School Destination											
Downtown Bellevue	—	—	—	—	—	—	—	—	—	—	—
Crossroads	4	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Eastgate	97	4	4.1%	3	3.1%	7	7.2%	13	13.4%	6	1.0%
Factoria	11	0	0.0%	0	0.0%	2	18.2%	0	0.0%	0	0.0%
South Bellevue	—	—	—	—	—	—	—	—	—	—	—
East Bellevue	18	1	5.6%	1	5.6%	3	16.7%	2	11.1%	1	5.6%
North or West Bellevue	13	1	7.7%	0	0.0%	3	23.1%	1	7.7%	0	0.0%
Neighboring Communities	—	—	—	—	—	—	—	—	—	—	—
Other East King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—	—	—
University District	26	0	0.0%	0	0.0%	2	7.7%	1	3.8%	1	3.8%
Other West King County	4	0	0.0%	0	0.0%	0	0.0%	1	25.0%	0	0.0%
South King County	—	—	—	—	—	—	—	—	—	—	—
Outside King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

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	Total	Increase Vehicle Capacity at Park & Rides		Increase Bicycle Capacity at Park & Rides		Expand ORCA Sales Locations in Bellevue		Other	
All Students	191	6	3.1%	0	0.0%	6	3.1%	16	8.4%
Place of Residence									
Bellevue	91	3	3.3%	0	0.0%	2	2.2%	10	11.0%
Non-Bellevue	90	3	3.3%	0	0.0%	4	4.4%	5	5.6%
<i>Seattle</i>	27	1	3.7%	0	0.0%	1	3.7%	1	3.7%
<i>Non-Seattle</i>	63	2	3.2%	0	0.0%	3	4.8%	4	6.3%
Unknown	10	0	0.0%	0	0.0%	0	0.0%	1	10.0%
School Destination									
Downtown Bellevue	—	—	—	—	—	—	—	—	—
Crossroads	4	0	0.0%	0	0.0%	0	0.0%	1	25.0%
Eastgate	97	1	1.0%	0	0.0%	3	3.1%	8	8.2%
Factoria	11	0	0.0%	0	0.0%	1	9.1%	3	27.3%
South Bellevue	—	—	—	—	—	—	—	—	—
East Bellevue	18	0	0.0%	0	0.0%	0	0.0%	0	0.0%
North or West Bellevue	13	0	0.0%	0	0.0%	0	0.0%	2	15.4%
Neighboring Communities	—	—	—	—	—	—	—	—	—
Other East King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—
University District	26	3	11.5%	0	0.0%	0	0.0%	1	3.8%
Other West King County	4	1	25.0%	0	0.0%	0	0.0%	0	0.0%
South King County	—	—	—	—	—	—	—	—	—
Outside King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Table A.40 Preferred solutions to hypothetical future budget shortfall scenarios of students by place of residence and school destination.

	Total	Extend the Congestion Reduction Charge (CRC)		Raise Fares & Reduce Operating Costs		Find New Revenue Sources		Reduce/ Eliminate Low Ridership Routes		Reduce/ Eliminate All Sunday Service	
All Students	1,348	84	45.4%	36	19.5%	62	33.5%	39	21.1%	15	8.1%
Place of Residence											
Bellevue	90	40	44.4%	14	15.6%	25	27.8%	21	23.3%	4	4.4%
Non-Bellevue	89	43	48.3%	20	22.5%	34	38.2%	18	20.2%	10	11.2%
<i>Seattle</i>	27	14	51.9%	5	18.5%	12	44.4%	3	11.1%	0	0.0%
<i>Non-Seattle</i>	62	29	46.8%	15	24.2%	22	35.5%	15	24.2%	10	16.1%
Unknown	6	1	16.7%	2	33.3%	3	50.0%	0	0.0%	1	16.7%
School Destination											
Downtown Bellevue	—	—	—	—	—	—	—	—	—	—	—
Crossroads	4	0	0.0%	1	25.0%	4	100.0%	2	50.0%	0	0.0%
Eastgate	92	43	46.7%	19	20.7%	33	35.9%	16	17.4%	7	7.6%
Factoria	11	7	63.6%	1	9.1%	4	36.4%	3	27.3%	1	9.1%
South Bellevue	—	—	—	—	—	—	—	—	—	—	—
East Bellevue	17	7	41.2%	2	11.8%	2	11.8%	6	35.3%	0	0.0%
North or West Bellevue	13	5	38.5%	5	38.5%	0	0.0%	3	23.1%	2	15.4%
Neighboring Communities	—	—	—	—	—	—	—	—	—	—	—
Other East King County	1	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—	—	—
University District	26	10	38.5%	7	26.9%	12	46.2%	5	19.2%	1	3.8%
Other West King County	4	3	75.0%	0	0.0%	1	25.0%	0	0.0%	1	25.0%
South King County	—	—	—	—	—	—	—	—	—	—	—
Outside King County	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

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	Total	Reduce/ Eliminate Select Weekend Service	9.2%	Reduce Frequency for Select Night Service	13.0%	Reduce Frequency for Select Off-Peak Service	7.0%	Other	7.6%
All Students	185	17	9.2%	24	13.0%	13	7.0%	14	7.6%
Place of Residence									
Bellevue	90	8	8.9%	9	10.0%	6	6.7%	6	6.7%
Non-Bellevue	89	8	9.0%	14	15.7%	6	6.7%	8	9.0%
<i>Seattle</i>	27	1	3.7%	2	7.4%	1	3.7%	3	11.1%
<i>Non-Seattle</i>	62	7	11.3%	12	19.4%	5	8.1%	5	8.1%
Unknown	6	1	16.7%	1	16.7%	1	16.7%	0	0.0%
School Destination									
Downtown Bellevue	—	—	—	—	—	—	—	—	—
Crossroads	4	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Eastgate	92	7	7.6%	13	14.1%	6	6.5%	6	6.5%
Factoria	11	1	9.1%	2	18.2%	1	9.1%	0	0.0%
South Bellevue	—	—	—	—	—	—	—	—	—
East Bellevue	17	3	17.6%	3	17.6%	2	11.8%	0	0.0%
North or West Bellevue	13	1	7.7%	2	15.4%	1	7.7%	1	7.7%
Neighboring Communities	—	—	—	—	—	—	—	—	—
Other East King County	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%
Downtown Seattle	—	—	—	—	—	—	—	—	—
University District	26	3	11.5%	2	7.7%	2	7.7%	3	11.5%
Other West King County	4	0	0.0%	0	0.0%	1	25.0%	2	50.0%
South King County	—	—	—	—	—	—	—	—	—
Outside King County	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Table A.41 Frequency of using transit in Bellevue for shopping and/or other errands by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Daily		Often		Occasionally		Rarely		Never	
All Shoppers	1,049	24	2.3%	68	6.5%	293	27.9%	660	62.9%	4	0.4%
Place of Residence											
Bellevue	369	10	2.7%	32	8.7%	103	27.9%	223	60.4%	1	0.3%
Non-Bellevue	575	13	2.3%	32	5.6%	170	29.6%	358	62.3%	2	0.3%
<i>Seattle</i>	214	8	3.7%	23	10.7%	74	34.6%	108	50.5%	1	0.5%
<i>Kirkland</i>	76	1	1.3%	0	0.0%	23	30.3%	52	68.4%	0	0.0%
<i>Renton</i>	38	0	0.0%	2	5.3%	14	36.8%	22	57.9%	0	0.0%
<i>Redmond</i>	47	1	2.1%	3	6.4%	11	23.4%	32	68.1%	0	0.0%
<i>Issaquah</i>	27	1	3.7%	0	0.0%	9	33.3%	17	63.0%	0	0.0%
<i>Bothell</i>	21	0	0.0%	2	9.5%	4	19.0%	15	71.4%	0	0.0%
<i>Sammamish</i>	18	0	0.0%	0	0.0%	3	16.7%	15	83.3%	0	0.0%
Employment Status											
Employed / Self-Employed	779	11	1.4%	39	5.0%	215	27.6%	511	65.6%	3	0.4%
Student	97	6	6.2%	15	15.5%	42	43.3%	34	35.1%	0	0.0%
<i>Student (Not Employed)</i>	46	4	8.7%	5	10.9%	20	43.5%	17	37.0%	0	0.0%
<i>Student with a Job or Internship</i>	51	2	3.9%	10	19.6%	22	43.1%	17	33.3%	0	0.0%
Homemaker	9	1	11.1%	0	0.0%	2	22.2%	6	66.7%	0	0.0%
Currently Not Employed	17	2	11.8%	2	11.8%	2	11.8%	11	64.7%	0	0.0%
Retired	50	3	6.0%	3	6.0%	18	36.0%	26	52.0%	0	0.0%
Other	12	0	0.0%	5	41.7%	2	16.7%	5	41.7%	0	0.0%
Household Income Group											
Less than \$25,000	71	6	8.5%	13	18.3%	29	40.8%	23	32.4%	0	0.0%
\$25,000 – \$50,000	100	8	8.0%	15	15.0%	31	31.0%	46	46.0%	0	0.0%
\$50,000 – \$75,000	168	3	1.8%	13	7.7%	44	26.2%	106	63.1%	2	1.2%
\$75,000 – \$100,000	152	2	1.3%	1	0.7%	46	30.3%	103	67.8%	0	0.0%
\$100,000 +	288	2	0.7%	8	2.8%	86	29.9%	191	66.3%	1	0.3%
Prefer not to respond	170	2	1.2%	13	7.6%	41	24.1%	114	67.1%	0	0.0%
Age Group											
Under 16	8	0	0.0%	0	0.0%	2	25.0%	6	75.0%	0	0.0%
16 – 24	76	6	7.9%	9	11.8%	30	39.5%	31	40.8%	0	0.0%
25 – 34	248	7	2.8%	22	8.9%	88	35.5%	131	52.8%	0	0.0%
35 – 44	203	4	2.0%	12	5.9%	41	20.2%	145	71.4%	1	0.5%
45 – 54	203	2	1.0%	13	6.4%	56	27.6%	139	68.5%	0	0.0%
55 – 64	150	1	0.7%	5	3.3%	43	28.7%	99	66.0%	2	1.3%
65 +	57	3	5.3%	3	5.3%	16	28.1%	35	61.4%	0	0.0%
Access to Personal Automobile											
Yes	779	11	1.4%	26	3.3%	205	26.3%	535	68.7%	2	0.3%
No	180	12	6.7%	38	21.1%	74	41.1%	55	30.6%	1	0.6%
Access to Personal Bicycle											
Yes	522	9	1.7%	30	5.7%	136	26.1%	347	66.5%	0	0.0%
No	436	14	3.2%	34	7.8%	143	32.8%	242	55.5%	3	0.7%
Children 16 or Younger in Household											
Yes	259	4	1.5%	11	4.2%	61	23.6%	182	70.3%	1	0.4%
No	696	19	2.7%	52	7.5%	218	31.3%	405	58.2%	2	0.3%

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.

Table A.42 Reason for using transit in Bellevue for shopping and/or other errands by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Transit is convenient and/or easy to use.		Transit allows me to have a productive/relaxing ride.		Transit costs me less than driving.		Driving is too much of a hassle.		Gasoline is too expensive.	
All Workers	1,012	549	54.2%	329	32.5%	428	42.3%	370	36.6%	298	29.4%
Place of Residence											
Bellevue	365	199	54.5%	123	33.7%	149	40.8%	128	35.1%	101	27.7%
Non-Bellevue	571	320	56.0%	191	33.5%	259	45.4%	213	37.3%	183	32.0%
<i>Seattle</i>	210	127	60.5%	79	37.6%	106	50.5%	80	38.1%	59	28.1%
<i>Kirkland</i>	75	40	53.3%	28	37.3%	34	45.3%	29	38.7%	20	26.7%
<i>Renton</i>	38	18	47.4%	7	18.4%	11	28.9%	13	34.2%	15	39.5%
<i>Redmond</i>	47	25	53.2%	16	34.0%	21	44.7%	18	38.3%	14	29.8%
<i>Issaquah</i>	27	22	81.5%	13	48.1%	13	48.1%	10	37.0%	14	51.9%
<i>Bothell</i>	21	11	52.4%	8	38.1%	9	42.9%	10	47.6%	8	38.1%
<i>Sammamish</i>	18	8	44.4%	2	11.1%	6	33.3%	4	22.2%	6	33.3%
Employment Status											
Employed / Self-Employed	779	423	54.3%	257	33.0%	331	42.5%	292	37.5%	223	28.6%
Student	97	47	48.5%	25	25.8%	38	39.2%	25	25.8%	34	35.1%
<i>Student (Not Employed)</i>	46	18	39.1%	10	21.7%	14	30.4%	16	34.8%	17	37.0%
<i>Student with a Job or Internship</i>	51	29	56.9%	15	29.4%	24	47.1%	9	17.6%	17	33.3%
Homemaker	9	6	66.7%	3	33.3%	3	33.3%	1	11.1%	2	22.2%
Currently Not Employed	17	7	41.2%	6	35.3%	5	29.4%	3	17.6%	2	11.8%
Retired	50	35	70.0%	21	42.0%	29	58.0%	24	48.0%	22	44.0%
Other	12	7	58.3%	4	33.3%	7	58.3%	3	25.0%	6	50.0%
Household Income Group											
Less than \$25,000	71	34	47.9%	19	26.8%	30	42.3%	17	23.9%	24	33.8%
\$25,000 – \$50,000	100	58	58.0%	37	37.0%	50	50.0%	37	37.0%	38	38.0%
\$50,000 – \$75,000	168	98	58.3%	60	35.7%	88	52.4%	66	39.3%	63	37.5%
\$75,000 – \$100,000	152	83	54.6%	60	39.5%	79	52.0%	58	38.2%	59	38.8%
\$100,000 +	288	153	53.1%	89	30.9%	95	33.0%	98	34.0%	57	19.8%
Prefer not to respond	170	95	55.9%	48	28.2%	66	38.8%	67	39.4%	45	26.5%
Age Group											
Under 16	8	4	50.0%	2	25.0%	1	12.5%	0	0.0%	0	0.0%
16 – 24	76	41	53.9%	22	28.9%	35	46.1%	27	35.5%	34	44.7%
25 – 34	248	121	48.8%	86	34.7%	120	48.4%	91	36.7%	71	28.6%
35 – 44	203	107	52.7%	69	34.0%	73	36.0%	67	33.0%	51	25.1%
45 – 54	210	116	55.2%	63	30.0%	81	38.6%	67	31.9%	57	27.1%
55 – 64	150	98	65.3%	53	35.3%	67	44.7%	67	44.7%	51	34.0%
65 +	57	34	59.6%	19	33.3%	30	52.6%	25	43.9%	22	38.6%
Access to Personal Automobile											
Yes	779	431	55.3%	261	33.5%	337	43.3%	302	38.8%	241	30.9%
No	180	93	51.7%	54	30.0%	76	42.2%	44	24.4%	47	26.1%
Access to Personal Bicycle											
Yes	522	448	57.7%	407	52.4%	561	72.3%	314	40.5%	349	45.0%
No	436	250	57.3%	136	31.2%	192	44.0%	155	35.6%	138	31.7%
Children 16 or Younger in Household											
Yes	259	132	51.0%	77	29.7%	91	35.1%	79	30.5%	74	28.6%
No	696	392	56.3%	238	34.2%	319	45.8%	265	38.1%	211	30.3%

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	Total	Parking is too much of a hassle		Parking is too expensive		Because of the effects of SR-520 tolling on traffic.		SR-520 tolls are too expensive.		I do not have access to a motor vehicle / I do not drive.	
All Workers	1,012	527	52.1%	468	46.2%	102	10.1%	134	13.2%	201	19.9%
Place of Residence											
Bellevue	365	191	52.3%	168	46.0%	39	10.7%	44	12.1%	82	22.5%
Non-Bellevue	571	299	52.4%	275	48.2%	57	10.0%	81	14.2%	104	18.2%
<i>Seattle</i>	210	108	51.4%	107	51.0%	17	8.1%	26	12.4%	50	23.8%
<i>Kirkland</i>	75	47	62.7%	38	50.7%	13	17.3%	19	25.3%	5	6.7%
<i>Renton</i>	38	20	52.6%	14	36.8%	3	7.9%	3	7.9%	7	18.4%
<i>Redmond</i>	47	26	55.3%	22	46.8%	4	8.5%	6	12.8%	12	25.5%
<i>Issaquah</i>	27	14	51.9%	18	66.7%	2	7.4%	2	7.4%	7	25.9%
<i>Bothell</i>	21	13	61.9%	7	33.3%	1	4.8%	2	9.5%	3	14.3%
<i>Sammamish</i>	18	11	61.1%	7	38.9%	2	11.1%	0	0.0%	2	11.1%
Employment Status											
Employed / Self-Employed	779	415	53.3%	364	46.7%	74	9.5%	97	12.5%	113	14.5%
Student	97	32	33.0%	33	34.0%	10	10.3%	14	14.4%	58	59.8%
<i>Student (Not Employed)</i>	46	16	34.8%	17	37.0%	4	8.7%	7	15.2%	29	63.0%
<i>Student with a Job or Internship</i>	51	16	31.4%	16	31.4%	6	11.8%	7	13.7%	29	56.9%
Homemaker	9	6	66.7%	4	44.4%	2	22.2%	2	22.2%	0	0.0%
Currently Not Employed	17	7	41.2%	8	47.1%	2	11.8%	3	17.6%	9	52.9%
Retired	50	33	66.0%	35	70.0%	9	18.0%	12	24.0%	3	6.0%
Other	12	6	50.0%	7	58.3%	0	0.0%	1	8.3%	6	50.0%
Household Income Group											
Less than \$25,000	71	20	28.2%	23	32.4%	12	16.9%	11	15.5%	36	50.7%
\$25,000 – \$50,000	100	51	51.0%	47	47.0%	5	5.0%	15	15.0%	28	28.0%
\$50,000 – \$75,000	168	97	57.7%	94	56.0%	24	14.3%	24	14.3%	23	13.7%
\$75,000 – \$100,000	152	78	51.3%	67	44.1%	17	11.2%	22	14.5%	25	16.4%
\$100,000 +	288	157	54.5%	127	44.1%	21	7.3%	32	11.1%	38	13.2%
Prefer not to respond	170	91	53.5%	87	51.2%	18	10.6%	23	13.5%	39	22.9%
Age Group											
Under 16	8	0	0.0%	0	0.0%	0	0.0%	1	12.5%	7	87.5%
16 – 24	76	34	44.7%	31	40.8%	8	10.5%	15	19.7%	36	47.4%
25 – 34	248	121	48.8%	110	44.4%	32	12.9%	34	13.7%	63	25.4%
35 – 44	203	110	54.2%	99	48.8%	14	6.9%	22	10.8%	30	14.8%
45 – 54	210	108	51.4%	91	43.3%	13	6.2%	18	8.6%	28	13.3%
55 – 64	150	87	58.0%	78	52.0%	20	13.3%	24	16.0%	20	13.3%
65 +	57	35	61.4%	37	64.9%	10	17.5%	14	24.6%	3	5.3%
Access to Personal Automobile											
Yes	779	40	22.2%	37	20.6%	13	7.2%	18	10.0%	138	76.7%
No	180	40	26.8%	43	28.9%	11	7.4%	13	8.7%	104	69.8%
Access to Personal Bicycle											
Yes	522	274	52.5%	235	45.0%	43	8.2%	69	13.2%	80	15.3%
No	436	221	50.7%	215	49.3%	54	12.4%	58	13.3%	109	25.0%
Children 16 or Younger in Household											
Yes	259	120	46.3%	118	45.6%	20	7.7%	27	10.4%	55	21.2%
No	696	375	53.9%	330	47.4%	77	11.1%	99	14.2%	134	19.3%

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	Total	Transit is better for the environment than driving.		Using transit makes it easier for me to commute by bicycle.		I simply prefer taking transit, in general.		Other	
All Workers	1,012	390	38.5%	52	5.1%	180	17.8%	62	6.1%
Place of Residence									
Bellevue	365	146	40.0%	13	3.6%	55	15.1%	22	6.0%
Non-Bellevue	571	218	38.2%	37	6.5%	114	20.0%	35	6.1%
<i>Seattle</i>	210	86	41.0%	19	9.0%	58	27.6%	8	3.8%
<i>Kirkland</i>	75	36	48.0%	5	6.7%	12	16.0%	3	4.0%
<i>Renton</i>	38	10	26.3%	1	2.6%	3	7.9%	3	7.9%
<i>Redmond</i>	47	19	40.4%	2	4.3%	7	14.9%	4	8.5%
<i>Issaquah</i>	27	12	44.4%	2	7.4%	8	29.6%	0	0.0%
<i>Bothell</i>	21	8	38.1%	1	4.8%	2	9.5%	3	14.3%
<i>Sammamish</i>	18	6	33.3%	0	0.0%	6	33.3%	0	0.0%
Employment Status									
Employed / Self-Employed	779	299	38.4%	43	5.5%	139	17.8%	56	7.2%
Student	97	34	35.1%	6	6.2%	17	17.5%	0	0.0%
<i>Student (Not Employed)</i>	46	18	39.1%	3	6.5%	7	15.2%	0	0.0%
<i>Student with a Job or Internship</i>	51	16	31.4%	3	5.9%	10	19.6%	0	0.0%
Homemaker	9	0	0.0%	0	0.0%	0	0.0%	2	22.2%
Currently Not Employed	17	7	41.2%	1	5.9%	2	11.8%	0	0.0%
Retired	50	25	50.0%	0	0.0%	13	26.0%	1	2.0%
Other	12	7	58.3%	1	8.3%	3	25.0%	1	8.3%
Household Income Group									
Less than \$25,000	71	25	35.2%	1	1.4%	14	19.7%	2	2.8%
\$25,000 – \$50,000	100	41	41.0%	7	7.0%	18	18.0%	1	1.0%
\$50,000 – \$75,000	168	62	36.9%	10	6.0%	26	15.5%	15	8.9%
\$75,000 – \$100,000	152	64	42.1%	6	3.9%	27	17.8%	11	7.2%
\$100,000 +	288	121	42.0%	20	6.9%	63	21.9%	18	6.3%
Prefer not to respond	170	56	32.9%	6	3.5%	24	14.1%	10	5.9%
Age Group									
Under 16	8	3	37.5%	0	0.0%	3	37.5%	0	0.0%
16 – 24	76	28	36.8%	3	3.9%	14	18.4%	1	1.3%
25 – 34	248	89	35.9%	14	5.6%	46	18.5%	13	5.2%
35 – 44	203	72	35.5%	13	6.4%	31	15.3%	10	4.9%
45 – 54	210	77	36.7%	12	5.7%	30	14.3%	27	12.9%
55 – 64	150	76	50.7%	6	4.0%	37	24.7%	4	2.7%
65 +	57	23	40.4%	1	1.8%	12	21.1%	4	7.0%
Access to Personal Automobile									
Yes	779	304	39.0%	39	5.0%	133	17.1%	52	6.7%
No	180	64	35.6%	11	6.1%	40	22.2%	7	3.9%
Access to Personal Bicycle									
Yes	522	226	43.3%	45	8.6%	107	20.5%	35	6.7%
No	436	143	32.8%	5	1.1%	66	15.1%	24	5.5%
Children 16 or Younger in Household									
Yes	259	80	30.9%	13	5.0%	40	15.4%	19	7.3%
No	696	289	41.5%	37	5.3%	134	19.3%	40	5.7%

Table A.43 Themes of write-in responses to why respondents use transit in Bellevue for shopping and/or other errands.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
As An Alternative To Other Modes	4	6.5%	6.5%
<i>As An Alternative to Riding My Bicycle</i>	2	3.2%	3.2%
<i>As An Alternative to Walking</i>	2	3.2%	3.2%
Convenience	20	32.3%	32.3%
<i>I Commute By Bus and Shop/Run Errands Before Returning Home</i>	20	32.3%	32.3%
Transit Is Better Than Alternatives	5	8.1%	8.1%
<i>Transit Is Less Expensive Than A Taxi</i>	2	3.2%	3.2%
<i>Transit Is Sometimes Faster Than Driving</i>	2	3.2%	3.2%
<i>Using Transit Saves Gas</i>	1	1.6%	1.6%
Transit Provides Personal Benefits	1	1.6%	1.6%
<i>Using Transit Gives Me Exercise</i>	1	1.6%	1.6%
Unable To Drive	5	8.1%	8.1%
<i>I Am Unable To Drive (General)</i>	1	1.6%	1.6%
<i>Medical Reasons</i>	4	6.5%	6.5%
When A Personal Vehicle is Unavailable	13	21.0%	21.0%
<i>My Household Shares A Personal Vehicle</i>	7	11.3%	11.3%
<i>When My Personal Vehicle is in For Service</i>	6	9.7%	9.7%
Miscellaneous Reasons	9	14.5%	14.5%
<i>I Have An Employer-Provided ORCA Card</i>	1	1.6%	1.6%
<i>To Meet New People On The Bus</i>	1	1.6%	1.6%
<i>To Teach/Have Fun With My Children</i>	4	6.5%	6.5%
<i>Transit Is Comfortable</i>	1	1.6%	1.6%
<i>When Meeting or Traveling With Others</i>	2	3.2%	3.2%
Other Comments	5	8.1%	8.1%
<i>Other Comments</i>	5	8.1%	8.1%

total categorized responses 62

total unique respondents 62

Table A.44 Routes respondents use for shopping and/or other errands (only the top 20 are ranked).

Route	Count	Percent	Rank
RapidRide B Line	218	22.9%	3
111	8	0.8%	
114	7	0.7%	
167	6	0.6%	
210	15	1.6%	
211	10	1.1%	
212	59	6.2%	14
215	13	1.4%	
216	17	1.8%	
217	26	2.7%	
218	20	2.1%	
219	7	0.7%	
221	66	6.9%	12
226	107	11.2%	8
232	24	2.5%	
234	75	7.9%	10
235	56	5.9%	16
237	4	0.4%	
240	115	12.1%	6
241	58	6.1%	15
242	6	0.6%	
243	17	1.8%	
245	157	16.5%	4
246	43	4.5%	19
249	62	6.5%	13
250	12	1.3%	
255	111	11.7%	7
271	243	25.5%	2
280	3	0.3%	
342	11	1.2%	
532	33	3.5%	20
535	55	5.8%	17
540	36	3.8%	19
550	462	48.5%	1
554	116	12.2%	5
555	68	7.1%	11
556	44	4.6%	18
560	93	9.8%	9
566	31	3.3%	
925	7	0.7%	
Other	165	17.3%	
respondents	952		

Table A.45 How respondents access transit for shopping and/or other errands.

Means of Access	Count	Percent
I walk to the bus stop.	734	71.6%
I bicycle to the bus stop and...	32	3.1%
...park my bicycle at a nearby rack/locker.	11	1.1%
...load my bicycle onto the bus' bicycle rack.	21	2.0%
Total Park & Ride Users.	255	24.9%
I drive to a Park & Ride facility.	227	22.1%
I get dropped off at a Park & Ride facility.	28	2.7%
respondents	1,025	

Table A.46 Overall satisfaction with transit service in Bellevue of respondents who use transit for shopping and/or other errands.

	Total	Satisfied				Dissatisfied			
		Very	Somewhat	Overall					
All Shoppers	990	346	34.9%	564	57.0%	910	91.9%	80	8.1%
Place of Residence									
Bellevue	369	110	29.8%	222	60.2%	332	90.0%	37	10.0%
Non-Bellevue	575	219	38.1%	316	55.0%	535	93.0%	40	7.0%
<i>Seattle</i>	204	69	33.8%	135	66.1%	204	100.0%	0	0.0%
<i>Kirkland</i>	76	26	34.2%	38	50.0%	64	84.2%	12	15.8%
<i>Renton</i>	38	13	34.2%	19	50.0%	32	84.2%	6	15.8%
<i>Redmond</i>	47	22	46.8%	24	51.1%	46	97.9%	1	2.1%
<i>Issaquah</i>	27	12	44.4%	14	51.9%	26	96.3%	1	3.7%
<i>Bothell</i>	21	7	33.3%	14	66.7%	21	100.0%	0	0.0%
<i>Sammamish</i>	18	7	38.9%	9	50.0%	16	88.9%	2	11.1%
Unknown	46	17	37.0%	26	56.5%	43	93.5%	3	6.5%
Shopping Destination									
Downtown Bellevue	539	177	32.8%	319	59.2%	496	92.0%	43	8.0%
Crossroads	216	71	32.9%	121	56.0%	192	88.9%	24	11.1%
Eastgate	83	23	27.7%	50	60.2%	73	88.0%	10	12.0%
Factoria	196	54	27.6%	122	62.2%	176	89.8%	20	10.2%
South Bellevue	32	8	25.0%	19	59.4%	27	84.4%	5	15.6%
East Bellevue	51	19	37.3%	28	54.9%	47	92.2%	4	7.8%
North or West Bellevue	36	10	27.8%	23	63.9%	33	91.7%	3	8.3%
Neighboring Communities	57	15	26.3%	31	54.4%	46	80.7%	11	19.3%
Other East King County	207	70	33.8%	125	60.4%	195	94.2%	12	5.8%
Downtown Seattle	764	262	34.3%	440	57.6%	702	91.9%	62	8.1%
University District	290	85	29.3%	183	63.1%	268	92.4%	22	7.6%
Other West King County	95	27	28.4%	62	65.3%	89	93.7%	6	6.3%
South King County	100	27	27.0%	59	59.0%	86	86.0%	14	14.0%
Outside King County	32	11	34.4%	18	56.3%	29	90.6%	3	9.4%

Table A.47 Perception of transit accessibility in Bellevue of respondents who use transit for shopping and/or other errands.

	Total	Accessible				Difficult			
		Easily	Somewhat	Overall					
All Shoppers	650	295	45.4%	279	42.9%	574	88.3%	76	11.7%
Place of Residence									
Bellevue	240	102	42.5%	105	43.8%	207	86.3%	33	13.8%
Non-Bellevue	344	158	45.9%	150	43.6%	308	89.5%	36	10.5%
<i>Seattle</i>	128	61	47.7%	56	43.8%	117	91.4%	11	8.6%
<i>Kirkland</i>	43	12	27.9%	27	62.8%	39	90.7%	4	9.3%
<i>Renton</i>	24	19	79.2%	4	16.7%	23	95.8%	1	4.2%
<i>Redmond</i>	29	10	34.5%	14	48.3%	24	82.8%	5	17.2%
<i>Issaquah</i>	19	8	42.1%	7	36.8%	15	78.9%	4	21.1%
<i>Bothell</i>	12	5	41.7%	6	50.0%	11	91.7%	1	8.3%
<i>Sammamish</i>	10	3	30.0%	5	50.0%	8	80.0%	2	20.0%
Unknown	66	35	53.0%	24	36.4%	59	89.4%	7	10.6%
Shopping Destination									
Downtown Bellevue	344	164	47.7%	138	40.1%	302	87.8%	42	12.2%
Crossroads	135	62	45.9%	54	40.0%	116	85.9%	19	14.1%
Eastgate	52	26	50.0%	19	36.5%	45	86.5%	7	13.5%
Factoria	131	64	48.9%	54	41.2%	118	90.1%	13	9.9%
South Bellevue	20	7	35.0%	9	45.0%	16	80.0%	4	20.0%
East Bellevue	32	13	40.6%	13	40.6%	26	81.3%	6	18.8%
North or West Bellevue	24	9	37.5%	13	54.2%	22	91.7%	2	8.3%
Neighboring Communities	33	14	42.4%	15	45.5%	29	87.9%	4	12.1%
Other East King County	129	56	43.4%	55	42.6%	111	86.0%	18	14.0%
Downtown Seattle	514	236	45.9%	215	41.8%	451	87.7%	63	12.3%
University District	180	76	42.2%	74	41.1%	150	83.3%	30	16.7%
Other West King County	57	23	40.4%	26	45.6%	49	86.0%	8	14.0%
South King County	70	37	52.9%	23	32.9%	60	85.7%	10	14.3%
Outside King County	23	7	30.4%	13	56.5%	20	87.0%	3	13.0%

Table A.48 Perception of transit convenience in Bellevue of respondents who use transit for shopping and/or other errands.

	Total	Convenient				Overall		Not Convenient	
		Very	Somewhat						
All Shoppers	650	231	35.5%	299	46.0%	530	81.5%	120	18.5%
Place of Residence									
Bellevue	240	78	32.5%	114	47.5%	192	80.0%	48	20.0%
Non-Bellevue	344	131	38.1%	154	44.8%	285	82.8%	59	17.2%
<i>Seattle</i>	128	49	38.3%	55	43.0%	104	81.3%	24	18.8%
<i>Kirkland</i>	43	8	18.6%	29	67.4%	37	86.0%	6	14.0%
<i>Renton</i>	24	16	66.7%	6	25.0%	22	91.7%	2	8.3%
<i>Redmond</i>	29	11	37.9%	13	44.8%	24	82.8%	5	17.2%
<i>Issaquah</i>	19	6	31.6%	8	42.1%	14	73.7%	5	26.3%
<i>Bothell</i>	12	6	50.0%	5	41.7%	11	91.7%	1	8.3%
<i>Sammamish</i>	10	4	40.0%	2	20.0%	6	60.0%	4	40.0%
Unknown	66	22	33.3%	31	47.0%	53	80.3%	13	19.7%
Shopping Destination									
Downtown Bellevue	344	122	35.5%	157	45.6%	279	81.1%	65	18.9%
Crossroads	135	48	35.6%	61	45.2%	109	80.7%	26	19.3%
Eastgate	52	19	36.5%	23	44.2%	42	80.8%	10	19.2%
Factoria	131	49	37.4%	60	45.8%	109	83.2%	22	16.8%
South Bellevue	20	4	20.0%	11	55.0%	15	75.0%	5	25.0%
East Bellevue	32	10	31.3%	16	50.0%	26	81.3%	6	18.8%
North or West Bellevue	24	8	33.3%	12	50.0%	20	83.3%	4	16.7%
Neighboring Communities	33	13	39.4%	15	45.5%	28	84.8%	5	15.2%
Other East King County	129	42	32.6%	66	51.2%	108	83.7%	21	16.3%
Downtown Seattle	514	190	37.0%	226	44.0%	416	80.9%	98	19.1%
University District	180	61	33.9%	82	45.6%	143	79.4%	37	20.6%
Other West King County	57	22	38.6%	26	45.6%	48	84.2%	9	15.8%
South King County	70	33	47.1%	24	34.3%	57	81.4%	13	18.6%
Outside King County	23	5	21.7%	12	52.2%	17	73.9%	6	26.1%

Table A.49 Perception of transit reliability in Bellevue of respondents who use transit for shopping and/or other errands.

	Total	Reliable				Overall		Not Reliable	
		Easily	Somewhat						
All Shoppers	650	295	45.4%	279	42.9%	574	88.3%	76	11.7%
Place of Residence									
Bellevue	240	114	47.5%	116	48.3%	230	95.8%	10	4.2%
Non-Bellevue	344	172	50.0%	156	45.3%	328	95.3%	16	4.7%
<i>Seattle</i>	128	64	50.0%	56	43.8%	120	93.8%	8	6.3%
<i>Kirkland</i>	43	14	32.6%	29	67.4%	43	100.0%	0	0.0%
<i>Renton</i>	24	18	75.0%	4	16.7%	22	91.7%	2	8.3%
<i>Redmond</i>	29	13	44.8%	15	51.7%	28	96.6%	1	3.4%
<i>Issaquah</i>	19	12	63.2%	7	36.8%	19	100.0%	0	0.0%
<i>Bothell</i>	12	5	41.7%	7	58.3%	12	100.0%	0	0.0%
<i>Sammamish</i>	10	4	40.0%	4	40.0%	8	80.0%	2	20.0%
Unknown	66	37	56.1%	27	40.9%	64	97.0%	2	3.0%
Shopping Destination									
Downtown Bellevue	344	177	51.5%	154	44.8%	331	96.2%	13	3.8%
Crossroads	135	69	51.1%	63	46.7%	132	97.8%	3	2.2%
Eastgate	52	25	48.1%	24	46.2%	49	94.2%	3	5.8%
Factoria	131	71	54.2%	53	40.5%	124	94.7%	7	5.3%
South Bellevue	20	6	30.0%	13	65.0%	19	95.0%	1	5.0%
East Bellevue	32	14	43.8%	18	56.3%	32	100.0%	0	0.0%
North or West Bellevue	24	8	33.3%	15	62.5%	23	95.8%	1	4.2%
Neighboring Communities	33	13	39.4%	20	60.6%	33	100.0%	0	0.0%
Other East King County	129	60	46.5%	65	50.4%	125	96.9%	4	3.1%
Downtown Seattle	514	261	50.8%	231	44.9%	492	95.7%	22	4.3%
University District	180	90	50.0%	83	46.1%	173	96.1%	7	3.9%
Other West King County	57	30	52.6%	24	42.1%	54	94.7%	3	5.3%
South King County	70	34	48.6%	34	48.6%	68	97.1%	2	2.9%
Outside King County	23	4	17.4%	18	78.3%	22	95.7%	1	4.3%

Table A.50 Partial comparison of service quality priorities as ranked by respondents who use transit for shopping and/or other errands.

Ranking	Total	Speed of Service						Frequency of Weekday Service					
		1		2		3		1		2		3	
All Shoppers	976	171	17.5%	150	15.4%	132	13.5%	224	23.0%	199	20.4%	127	13.0%
Place of Residence													
Bellevue	368	69	18.8%	50	13.6%	37	10.1%	75	20.4%	74	20.1%	42	11.4%
Non-Bellevue	571	96	16.8%	95	16.6%	91	15.9%	144	25.2%	118	20.7%	79	13.8%
<i>Seattle</i>	211	45	21.3%	45	21.3%	32	15.2%	66	31.3%	42	19.9%	35	16.6%
<i>Non-Seattle</i>	361	51	14.1%	50	13.9%	59	16.3%	78	21.6%	76	21.1%	44	12.2%
Unknown	37	6	16.2%	5	13.5%	4	10.8%	5	13.5%	7	18.9%	6	16.2%
Shopping Destination													
Downtown Bellevue	533	82	15.4%	75	14.1%	68	12.8%	129	24.2%	98	18.4%	72	13.5%
Crossroads	215	29	13.5%	37	17.2%	27	12.6%	58	27.0%	38	17.7%	27	12.6%
Eastgate	82	8	9.8%	13	15.9%	11	13.4%	20	24.4%	8	9.8%	14	17.1%
Factoria	193	31	16.1%	31	16.1%	19	9.8%	37	19.2%	28	14.5%	30	15.5%
South Bellevue	32	5	15.6%	7	21.9%	5	15.6%	9	28.1%	5	15.6%	1	3.1%
East Bellevue	50	5	10.0%	9	18.0%	5	10.0%	18	36.0%	7	14.0%	3	6.0%
North or West Bellevue	36	3	8.3%	7	19.4%	5	13.9%	9	25.0%	4	11.1%	3	8.3%
Neighboring Communities	57	6	10.5%	9	15.8%	5	8.8%	10	17.5%	12	21.1%	9	15.8%
Other East King County	206	29	14.1%	27	13.1%	33	16.0%	54	26.2%	38	18.4%	24	11.7%
Downtown Seattle	755	136	18.0%	115	15.2%	110	14.6%	175	23.2%	153	20.3%	98	13.0%
University District	287	43	15.0%	53	18.5%	39	13.6%	85	29.6%	42	14.6%	36	12.5%
Other West King County	94	16	17.0%	16	17.0%	14	14.9%	22	23.4%	16	17.0%	13	13.8%
South King County	99	14	14.1%	17	17.2%	18	18.2%	16	16.2%	18	18.2%	6	6.1%
Outside King County	32	3	9.4%	2	6.3%	7	21.9%	10	31.3%	5	15.6%	4	12.5%
Frequency of Weekend Service													
Ranking	Total	1		2		3		1		2		3	
All Shoppers	976	26	2.7%	63	6.5%	83	8.5%	30	3.1%	57	5.8%	97	9.9%
Place of Residence													
Bellevue	368	11	3.0%	31	8.4%	40	10.9%	12	3.3%	19	5.2%	37	10.1%
Non-Bellevue	571	14	2.5%	30	5.3%	39	6.8%	18	3.2%	35	6.1%	58	10.2%
<i>Seattle</i>	211	2	0.9%	7	3.3%	17	8.1%	3	1.4%	14	6.6%	20	9.5%
<i>Non-Seattle</i>	361	12	3.3%	23	6.4%	22	6.1%	15	4.2%	21	5.8%	38	10.5%
Unknown	37	1	2.7%	2	5.4%	4	10.8%	0	0.0%	3	8.1%	2	5.4%
Shopping Destination													
Downtown Bellevue	533	18	3.4%	46	8.6%	58	10.9%	20	3.8%	33	6.2%	58	10.9%
Crossroads	215	1	0.5%	20	9.3%	21	9.8%	12	5.6%	11	5.1%	22	10.2%
Eastgate	82	1	1.2%	7	8.5%	10	12.2%	4	4.9%	6	7.3%	4	4.9%
Factoria	193	5	2.6%	15	7.8%	19	9.8%	7	3.6%	9	4.7%	17	8.8%
South Bellevue	32	1	3.1%	3	9.4%	4	12.5%	0	0.0%	1	3.1%	2	6.3%
East Bellevue	50	2	4.0%	5	10.0%	6	12.0%	0	0.0%	2	4.0%	3	6.0%
North or West Bellevue	36	3	8.3%	4	11.1%	4	11.1%	1	2.8%	2	5.6%	3	8.3%
Neighboring Communities	57	1	1.8%	2	3.5%	7	12.3%	0	0.0%	2	3.5%	5	8.8%
Other East King County	206	8	3.9%	15	7.3%	23	11.2%	5	2.4%	21	10.2%	18	8.7%
Downtown Seattle	755	20	2.6%	50	6.6%	65	8.6%	23	3.0%	46	6.1%	77	10.2%
University District	287	5	1.7%	20	7.0%	27	9.4%	9	3.1%	24	8.4%	37	12.9%
Other West King County	94	1	1.1%	5	5.3%	9	9.6%	2	2.1%	5	5.3%	12	12.8%
South King County	99	2	2.0%	8	8.1%	11	11.1%	2	2.0%	6	6.1%	12	12.1%
Outside King County	32	0	0.0%	2	6.3%	2	6.3%	1	3.1%	6	18.8%	0	0.0%

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Ranking	Total	Schedule Reliability/On-Time Service						Well-Timed Connections Between Routes					
		1	2	3	1	2	3						
All Shoppers	976	197	20.2%	164	16.8%	173	17.7%	67	6.9%	103	10.6%	117	12.0%
Place of Residence													
Bellevue	368	64	17.4%	67	18.2%	69	18.8%	20	5.4%	33	9.0%	50	13.6%
Non-Bellevue	571	127	22.2%	92	16.1%	96	16.8%	42	7.4%	63	11.0%	66	11.6%
<i>Seattle</i>	211	47	22.3%	41	19.4%	37	17.5%	13	6.2%	26	12.3%	21	10.0%
<i>Non-Seattle</i>	361	80	22.2%	51	14.1%	59	16.3%	29	8.0%	37	10.2%	45	12.5%
Unknown	37	6	16.2%	5	13.5%	8	21.6%	5	13.5%	7	18.9%	1	2.7%
Shopping Destination													
Downtown Bellevue	533	100	18.8%	95	17.8%	85	15.9%	44	8.3%	53	9.9%	55	10.3%
Crossroads	215	36	16.7%	38	17.7%	43	20.0%	19	8.8%	19	8.8%	29	13.5%
Eastgate	82	21	25.6%	15	18.3%	12	14.6%	8	9.8%	11	13.4%	11	13.4%
Factoria	193	36	18.7%	39	20.2%	31	16.1%	18	9.3%	22	11.4%	26	13.5%
South Bellevue	32	6	18.8%	6	18.8%	7	21.9%	3	9.4%	2	6.3%	4	12.5%
East Bellevue	50	10	20.0%	7	14.0%	10	20.0%	3	6.0%	5	10.0%	8	16.0%
North or West Bellevue	36	8	22.2%	2	5.6%	8	22.2%	3	8.3%	3	8.3%	4	11.1%
Neighboring Communities	57	14	24.6%	10	17.5%	7	12.3%	6	10.5%	6	10.5%	8	14.0%
Other East King County	206	41	19.9%	37	18.0%	40	19.4%	15	7.3%	23	11.2%	20	9.7%
Downtown Seattle	755	157	20.8%	126	16.7%	133	17.6%	43	5.7%	82	10.9%	84	11.1%
University District	287	58	20.2%	56	19.5%	42	14.6%	18	6.3%	31	10.8%	38	13.2%
Other West King County	94	25	26.6%	18	19.1%	16	17.0%	7	7.4%	15	16.0%	12	12.8%
South King County	99	27	27.3%	15	15.2%	15	15.2%	9	9.1%	12	12.1%	16	16.2%
Outside King County	32	10	31.3%	5	15.6%	5	15.6%	2	6.3%	6	18.8%	6	18.8%

Ranking	Total	Proximity of Stops to Home/Destination(s)						Comfort While Riding					
		1	2	3	1	2	3						
All Shoppers	976	138	14.1%	109	11.2%	110	11.3%	52	5.3%	61	6.3%	60	6.1%
Place of Residence													
Bellevue	368	68	18.5%	39	10.6%	45	12.2%	22	6.0%	29	7.9%	16	4.3%
Non-Bellevue	571	63	11.0%	67	11.7%	59	10.3%	27	4.7%	30	5.3%	43	7.5%
<i>Seattle</i>	211	18	8.5%	19	9.0%	26	12.3%	9	4.3%	6	2.8%	9	4.3%
<i>Non-Seattle</i>	361	45	12.5%	48	13.3%	33	9.1%	18	5.0%	24	6.6%	34	9.4%
Unknown	37	7	18.9%	3	8.1%	6	16.2%	3	8.1%	2	5.4%	1	2.7%
Shopping Destination													
Downtown Bellevue	533	74	13.9%	54	10.1%	62	11.6%	29	5.4%	37	6.9%	29	5.4%
Crossroads	215	31	14.4%	27	12.6%	19	8.8%	17	7.9%	11	5.1%	9	4.2%
Eastgate	82	13	15.9%	7	8.5%	11	13.4%	3	3.7%	9	11.0%	5	6.1%
Factoria	193	30	15.5%	20	10.4%	24	12.4%	14	7.3%	15	7.8%	9	4.7%
South Bellevue	32	4	12.5%	4	12.5%	6	18.8%	3	9.4%	3	9.4%	2	6.3%
East Bellevue	50	5	10.0%	7	14.0%	5	10.0%	3	6.0%	6	12.0%	4	8.0%
North or West Bellevue	36	5	13.9%	9	25.0%	3	8.3%	2	5.6%	3	8.3%	4	11.1%
Neighboring Communities	57	10	17.5%	11	19.3%	9	15.8%	8	14.0%	2	3.5%	3	5.3%
Other East King County	206	33	16.0%	27	13.1%	23	11.2%	11	5.3%	11	5.3%	12	5.8%
Downtown Seattle	755	107	14.2%	79	10.5%	87	11.5%	41	5.4%	49	6.5%	44	5.8%
University District	287	37	12.9%	31	10.8%	41	14.3%	17	5.9%	17	5.9%	8	2.8%
Other West King County	94	11	11.7%	9	9.6%	12	12.8%	5	5.3%	5	5.3%	2	2.1%
South King County	99	14	14.1%	11	11.1%	8	8.1%	9	9.1%	6	6.1%	6	6.1%
Outside King County	32	2	6.3%	2	6.3%	5	15.6%	1	3.1%	1	3.1%	1	3.1%

Priority (by rank): 1st Rank 1 Rank 2 Rank 3 2nd Rank 1 Rank 2 Rank 3 3rd Rank 1 Rank 2 Rank 3

Table A.51 Points based comparison of service priorities as ranked by respondents who use transit for shopping and/or other errands.

	Speed of Service			Frequency of Weekday Service			Frequency of Weekend Service		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Shoppers	855	4,638	14.6%	840	4,999	15.7%	851	2,923	9.2%
Place of Residence									
Bellevue	321	1,720	14.4%	310	1,789	15.0%	317	1,200	10.0%
Non-Bellevue	502	2,753	14.7%	500	3,043	16.2%	505	1,612	8.6%
<i>Seattle</i>	192	1,111	15.6%	196	1,238	17.4%	185	547	7.7%
<i>Non-Seattle</i>	310	1,642	14.1%	304	1,805	15.5%	320	1,065	9.2%
Unknown	32	165	14.8%	30	167	15.0%	29	111	9.9%
Shopping Destination									
Downtown Bellevue	463	2,401	13.9%	455	2,709	15.7%	466	1,784	10.3%
Crossroads	189	999	14.1%	184	1,112	15.7%	193	709	10.0%
Eastgate	70	348	12.7%	72	405	14.8%	75	287	10.5%
Factoria	171	880	14.1%	164	920	14.7%	168	624	10.0%
South Bellevue	31	157	14.3%	29	162	14.8%	31	116	10.6%
East Bellevue	43	221	13.8%	42	256	16.0%	45	154	9.6%
North or West Bellevue	33	161	13.4%	29	162	13.5%	33	131	10.9%
Neighboring Communities	51	262	13.8%	49	280	14.8%	52	190	10.0%
Other East King County	185	958	14.0%	184	1096	16.0%	187	688	10.0%
Downtown Seattle	661	3609	14.6%	655	3880	15.7%	660	2285	9.3%
University District	257	1383	14.4%	255	1513	15.8%	255	883	9.2%
Other West King County	90	468	14.6%	86	500	15.6%	87	302	9.4%
South King County	88	476	14.6%	83	445	13.6%	90	342	10.5%
Outside King County	28	143	13.6%	27	173	16.4%	29	82	7.8%
Frequency of Evening/Night Service									
All Shoppers	858	3,054	9.6%	851	4,970	15.6%	858	3,890	12.2%
Place of Residence									
Bellevue	322	1,132	9.5%	321	1,872	15.6%	328	1,446	12.1%
Non-Bellevue	509	1,825	9.7%	502	2,933	15.7%	501	2,287	12.2%
<i>Seattle</i>	191	675	9.5%	191	1,126	15.8%	194	881	12.4%
<i>Non-Seattle</i>	318	1,150	9.9%	311	1,807	15.5%	307	1,406	12.1%
Unknown	27	97	8.7%	28	165	14.8%	29	157	14.1%
Shopping Destination									
Downtown Bellevue	460	1,701	9.9%	453	2,633	15.2%	472	2,166	12.5%
Crossroads	194	702	9.9%	189	1,097	15.5%	188	879	12.4%
Eastgate	72	243	8.9%	75	458	16.7%	75	369	13.5%
Factoria	168	580	9.3%	167	987	15.8%	171	834	13.4%
South Bellevue	31	96	8.8%	29	168	15.3%	30	134	12.2%
East Bellevue	45	130	8.1%	43	255	15.9%	40	200	12.5%
North or West Bellevue	35	109	9.1%	34	188	15.6%	31	147	12.2%
Neighboring Communities	47	151	8.0%	50	296	15.6%	50	240	12.7%
Other East King County	182	667	9.7%	179	1075	15.7%	183	850	12.4%
Downtown Seattle	668	2393	9.7%	659	3867	15.7%	668	2959	12.0%
University District	259	961	10.0%	256	1499	15.7%	258	1179	12.3%
Other West King County	91	336	10.5%	86	526	16.4%	89	417	13.0%
South King County	89	325	10.0%	86	523	16.0%	87	422	12.9%
Outside King County	29	103	9.8%	29	174	16.5%	29	155	14.7%

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	Proximity of Stops			Comfort While Riding			Total	
	Respondents	Points	Percent	Respondents	Points	Percent	Points	Percent
All Shoppers	885	4,262	13.4%	930	3,082	9.7%	31,818	
Place of Residence								
Bellevue	335	1,685	14.1%	351	1,119	9.4%	11,963	37.6%
Non-Bellevue	519	2,421	12.9%	548	1,865	10.0%	18,739	58.9%
<i>Seattle</i>	199	890	12.5%	206	648	9.1%	7,116	22.4%
<i>Non-Seattle</i>	320	1,531	13.2%	342	1,217	10.5%	11,623	36.5%
Unknown	31	156	14.0%	31	98	8.8%	1,116	3.5%
Shopping Destination								
Downtown Bellevue	479	2,257	13.1%	504	1,615	9.4%	17,266	54.3%
Crossroads	196	918	13.0%	207	660	9.3%	7,076	22.2%
Eastgate	75	360	13.2%	79	266	9.7%	2,736	8.6%
Factoria	170	832	13.3%	181	590	9.4%	6,247	19.6%
South Bellevue	29	150	13.7%	31	112	10.2%	1,095	3.4%
East Bellevue	42	207	12.9%	48	180	11.2%	1,603	5.0%
North or West Bellevue	33	176	14.6%	35	128	10.6%	1,202	3.8%
Neighboring Communities	53	286	15.1%	56	187	9.9%	1,892	5.9%
Other East King County	190	921	13.4%	198	603	8.8%	6,858	21.6%
Downtown Seattle	690	3311	13.4%	727	2398	9.7%	24,702	77.6%
University District	270	1284	13.4%	277	870	9.1%	9,572	30.1%
Other West King County	90	396	12.3%	91	269	8.4%	3,214	10.1%
South King County	89	400	12.3%	96	329	10.1%	3,262	10.3%
Outside King County	30	128	12.2%	31	95	9.0%	1,053	3.3%

Note: figures in the above table indicate the number of points, not respondents. Figures were calculated by multiplying the number of respondents by the number of points associated with each priority ranking. Points were assigned such that the highest priority received eight points, the second highest received seven, and so on, and the lowest priority received one point.

Rank of a factor's selection frequency
by user group (rankings by row)

- 1st (most frequent)
- 2nd
- 3rd
- 8th (least frequent)

Table A.52 Investment priorities of shoppers by place of residence, destination, household income, age group, access to personal automobile, and means of accessing transit.

	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Shoppers	964	301	31.2%	103	10.7%	207	21.5%	33	3.4%	32	3.3%	24	2.5%
Place of Residence													
Bellevue	368	85	23.1%	51	13.9%	94	25.5%	15	4.1%	14	3.8%	11	3.0%
Non-Bellevue	567	206	36.3%	49	8.6%	108	19.0%	17	3.0%	16	2.8%	12	2.1%
Seattle	210	106	50.5%	14	6.7%	37	17.6%	7	3.3%	2	1.0%	3	1.4%
Kirkland	76	17	22.4%	6	7.9%	21	27.6%	5	6.6%	3	3.9%	3	3.9%
Renton	36	8	22.2%	8	22.2%	6	16.7%	0	0.0%	2	5.6%	0	0.0%
Redmond	46	12	26.1%	5	10.9%	12	26.1%	1	2.2%	1	2.2%	1	2.2%
Issaquah	27	7	25.9%	1	3.7%	7	25.9%	1	3.7%	1	3.7%	2	7.4%
Bothell	21	4	19.0%	1	4.8%	4	19.0%	0	0.0%	1	4.8%	0	0.0%
Sammamish	18	6	33.3%	1	5.6%	3	16.7%	1	5.6%	1	5.6%	0	0.0%
Unknown	29	10	34.5%	3	10.3%	5	17.2%	1	3.4%	2	6.9%	1	3.4%
Shopping Destination													
Downtown Bellevue	529	138	26.1%	60	11.3%	134	25.3%	16	3.0%	17	3.2%	16	3.0%
Crossroads	214	59	27.6%	26	12.1%	61	28.5%	8	3.7%	9	4.2%	6	2.8%
Eastgate	81	20	24.7%	5	6.2%	32	39.5%	1	1.2%	4	4.9%	1	1.2%
Factoria	189	38	20.1%	24	12.7%	55	29.1%	8	4.2%	9	4.8%	5	2.6%
South Bellevue	31	9	29.0%	3	9.7%	7	22.6%	1	3.2%	1	3.2%	1	3.2%
East Bellevue	49	21	42.9%	5	10.2%	7	14.3%	4	8.2%	0	0.0%	1	2.0%
North or West Bellevue	35	9	25.7%	3	8.6%	9	25.7%	2	5.7%	1	2.9%	1	2.9%
Neighboring Communities	55	15	27.3%	7	12.7%	11	20.0%	4	7.3%	3	5.5%	2	3.6%
Other East King County	203	60	29.6%	17	8.4%	52	25.6%	5	2.5%	9	4.4%	5	2.5%
Downtown Seattle	747	248	33.2%	70	9.4%	152	20.3%	21	2.8%	21	2.8%	17	2.3%
University District	287	97	33.8%	25	8.7%	68	23.7%	10	3.5%	9	3.1%	7	2.4%
Other West King County	94	43	45.7%	5	5.3%	13	13.8%	3	3.2%	5	5.3%	2	2.1%
South King County	99	28	28.3%	12	12.1%	22	22.2%	3	3.0%	4	4.0%	0	0.0%
Outside King County	32	9	28.1%	3	9.4%	8	25.0%	0	0.0%	2	6.3%	1	3.1%

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	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Shoppers	964	301	31.2%	103	10.7%	207	21.5%	33	3.4%	32	3.3%	24	2.5%
Household Income Group													
Less than \$25,000	68	18	26.5%	14	20.6%	17	25.0%	5	7.4%	0	0.0%	2	2.9%
\$25,000 – \$50,000	100	23	23.0%	12	12.0%	35	35.0%	3	3.0%	6	6.0%	3	3.0%
\$50,000 – \$75,000	167	51	30.5%	15	9.0%	35	21.0%	6	3.6%	14	8.4%	4	2.4%
\$75,000 – \$100,000	151	54	35.8%	9	6.0%	34	22.5%	3	2.0%	4	2.6%	5	3.3%
\$100,000 +	285	113	39.6%	26	9.1%	47	16.5%	7	2.5%	2	0.7%	7	2.5%
Prefer not to respond	169	35	20.7%	24	14.2%	36	21.3%	8	4.7%	5	3.0%	3	1.8%
No response provided	24	7	29.2%	3	12.5%	3	12.5%	1	4.2%	1	4.2%	0	0.0%
Age Group													
Under 16	8	1	12.5%	2	25.0%	4	50.0%	0	0.0%	1	12.5%	0	0.0%
16 – 24	75	19	25.3%	14	18.7%	27	36.0%	2	2.7%	3	4.0%	1	1.3%
25 – 34	248	109	44.0%	17	6.9%	56	22.6%	5	2.0%	6	2.4%	4	1.6%
35 – 44	200	61	30.5%	21	10.5%	42	21.0%	8	4.0%	6	3.0%	10	5.0%
45 – 54	207	62	30.0%	21	10.1%	36	17.4%	5	2.4%	5	2.4%	4	1.9%
55 – 64	150	34	22.7%	14	9.3%	25	16.7%	12	8.0%	8	5.3%	5	3.3%
65 +	56	8	14.3%	9	16.1%	14	25.0%	0	0.0%	3	5.4%	0	0.0%
No response provided	20	7	35.0%	5	25.0%	3	15.0%	1	5.0%	0	0.0%	0	0.0%
Access to Personal Automobile													
Yes	774	247	31.9%	80	10.3%	153	19.8%	25	3.2%	24	3.1%	19	2.5%
No	177	51	28.8%	23	13.0%	50	28.2%	7	4.0%	8	4.5%	5	2.8%
No response provided	13	3	23.1%	0	0.0%	4	30.8%	1	7.7%	0	0.0%	0	0.0%
Means of Accessing Transit													
Walk to the bus stop	402	161	40.0%	47	11.7%	85	21.1%	19	4.7%	11	2.7%	10	2.5%
Bike to the bus stop and...	37	9	24.3%	2	5.4%	3	8.1%	1	2.7%	0	0.0%	1	2.7%
...load bike on bus's bike rack	32	9	28.1%	2	6.3%	3	9.4%	0	0.0%	0	0.0%	1	3.1%
...park bike	5	0	0.0%	0	0.0%	0	0.0%	1	20.0%	0	0.0%	0	0.0%
Park & Rider users	184	61	33.2%	15	8.2%	36	19.6%	2	1.1%	4	2.2%	4	2.2%
Drive to a Park & Ride	164	54	32.9%	13	7.9%	30	18.3%	2	1.2%	3	1.8%	3	1.8%
Dropped off at a Park & Ride	20	7	35.0%	2	10.0%	6	30.0%	0	0.0%	1	5.0%	1	5.0%
No response provided	341	70	20.5%	39	11.4%	83	24.3%	11	3.2%	17	5.0%	9	2.6%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	Increase vehicle parking capacity at Park and Ride lots.	Increase bicycle parking capacity at Park and Ride lots.	Repair City-owned streets used as transit corridors to improve ride quality/comfort.	Other
All Shoppers	964	52 5.4%	95 9.9%	1 0.1%	15 1.6%	101 10.5%
Place of Residence						
Bellevue	368	18 4.9%	35 9.5%	0 0.0%	7 1.9%	38 10.3%
Non-Bellevue	567	31 5.5%	59 10.4%	1 0.2%	8 1.4%	60 10.6%
Seattle	210	11 5.2%	4 1.9%	0 0.0%	0 0.0%	26 12.4%
Kirkland	76	3 3.9%	9 11.8%	0 0.0%	2 2.6%	7 9.2%
Renton	36	4 11.1%	4 11.1%	0 0.0%	1 2.8%	3 8.3%
Redmond	46	3 6.5%	8 17.4%	0 0.0%	0 0.0%	3 6.5%
Issaquah	27	2 7.4%	3 11.1%	0 0.0%	0 0.0%	3 11.1%
Bothell	21	1 4.8%	5 23.8%	0 0.0%	1 4.8%	4 19.0%
Sammamish	18	2 11.1%	3 16.7%	0 0.0%	0 0.0%	1 5.6%
Unknown	29	3 10.3%	1 3.4%	0 0.0%	0 0.0%	3 10.3%
Shopping Destination						
Downtown Bellevue	529	25 4.7%	56 10.6%	1 0.2%	9 1.7%	57 10.8%
Crossroads	214	7 3.3%	13 6.1%	0 0.0%	5 2.3%	20 9.3%
Eastgate	81	5 6.2%	2 2.5%	0 0.0%	0 0.0%	11 13.6%
Factoria	189	10 5.3%	8 4.2%	0 0.0%	2 1.1%	30 15.9%
South Bellevue	31	4 12.9%	2 6.5%	0 0.0%	0 0.0%	3 9.7%
East Bellevue	49	1 2.0%	5 10.2%	0 0.0%	0 0.0%	5 10.2%
North or West Bellevue	35	2 5.7%	1 2.9%	0 0.0%	0 0.0%	7 20.0%
Neighboring Communities	55	4 7.3%	2 3.6%	0 0.0%	2 3.6%	5 9.1%
Other East King County	203	13 6.4%	17 8.4%	0 0.0%	4 2.0%	21 10.3%
Downtown Seattle	747	45 6.0%	76 10.2%	1 0.1%	10 1.3%	86 11.5%
University District	287	19 6.6%	11 3.8%	1 0.3%	3 1.0%	37 12.9%
Other West King County	94	4 4.3%	7 7.4%	0 0.0%	0 0.0%	12 12.8%
South King County	99	5 5.1%	6 6.1%	0 0.0%	2 2.0%	17 17.2%
Outside King County	32	0 0.0%	4 12.5%	0 0.0%	0 0.0%	5 15.6%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	Increase vehicle parking capacity at Park and Ride lots.	Increase bicycle parking capacity at Park and Ride lots.	Repair City-owned streets used as transit corridors to improve ride quality/comfort.	Other
All Shoppers	964	52 5.4%	95 9.9%	1 0.1%	15 1.6%	101 10.5%
Household Income Group						
Less than \$25,000	68	2 2.9%	3 4.4%	0 0.0%	0 0.0%	7 10.3%
\$25,000 – \$50,000	100	2 2.0%	8 8.0%	0 0.0%	1 1.0%	7 7.0%
\$50,000 – \$75,000	167	6 3.6%	22 13.2%	0 0.0%	1 0.6%	13 7.8%
\$75,000 – \$100,000	151	8 5.3%	20 13.2%	1 0.7%	2 1.3%	11 7.3%
\$100,000 +	285	19 6.7%	22 7.7%	0 0.0%	8 2.8%	34 11.9%
Prefer not to respond	169	13 7.7%	18 10.7%	0 0.0%	3 1.8%	24 14.2%
No response provided	24	2 8.3%	2 8.3%	0 0.0%	0 0.0%	5 20.8%
Age Group						
Under 16	8	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
16 – 24	75	4 5.3%	1 1.3%	0 0.0%	0 0.0%	4 5.3%
25 – 34	248	13 5.2%	12 4.8%	0 0.0%	3 1.2%	23 9.3%
35 – 44	200	13 6.5%	17 8.5%	0 0.0%	1 0.5%	21 10.5%
45 – 54	207	14 6.8%	26 12.6%	0 0.0%	4 1.9%	30 14.5%
55 – 64	150	5 3.3%	23 15.3%	1 0.7%	6 4.0%	17 11.3%
65 +	56	2 3.6%	14 25.0%	0 0.0%	1 1.8%	5 8.9%
No response provided	20	1 5.0%	2 10.0%	0 0.0%	0 0.0%	1 5.0%
Access to Personal Automobile						
Yes	774	41 5.3%	92 11.9%	1 0.1%	11 1.4%	81 10.5%
No	177	10 5.6%	2 1.1%	0 0.0%	3 1.7%	18 10.2%
No response provided	13	1 7.7%	1 7.7%	0 0.0%	1 7.7%	2 15.4%
Means of Accessing Transit						
Walk to the bus stop	402	17 4.2%	10 2.5%	0 0.0%	4 1.0%	38 9.5%
Bike to the bus stop and...	37	12 32.4%	1 2.7%	0 0.0%	1 2.7%	7 18.9%
...load bike on bus's bike rack	32	9 28.1%	1 3.1%	0 0.0%	1 3.1%	6 18.8%
...park bike	5	3 60.0%	0 0.0%	0 0.0%	0 0.0%	1 20.0%
Park & Rider users	184	2 1.1%	39 21.2%	1 0.5%	3 1.6%	17 9.2%
Drive to a Park & Ride	164	2 1.2%	38 23.2%	1 0.6%	3 1.8%	15 9.1%
Dropped off at a Park & Ride	20	0 0.0%	1 5.0%	0 0.0%	0 0.0%	2 10.0%
No response provided	341	21 6.2%	45 13.2%	0 0.0%	7 2.1%	39 11.4%

Table A.53 Advocacy priorities of shoppers by place of residence and destination.

	Total	Increase Frequency During Peak		Increase Frequency During Midday		Increase Frequency During Late Night		Increase Frequency on Weekends		Increase Frequency to Reduce Overcrowding	
All Shoppers	951	270	28.4%	92	9.7%	29	3.0%	37	3.9%	122	12.8%
Place of Residence											
Bellevue	363	71	19.6%	45	12.4%	14	3.9%	24	6.6%	35	9.6%
Non-Bellevue	561	190	33.9%	45	8.0%	14	2.5%	12	2.1%	84	15.0%
<i>Seattle</i>	207	86	41.5%	14	6.8%	7	3.4%	3	1.4%	31	15.0%
<i>Kirkland</i>	76	15	19.7%	10	13.2%	1	1.3%	2	2.6%	16	21.1%
<i>Renton</i>	35	11	31.4%	3	8.6%	2	5.7%	1	2.9%	5	14.3%
<i>Redmond</i>	45	12	26.7%	5	11.1%	0	0.0%	1	2.2%	5	11.1%
<i>Issaquah</i>	27	7	25.9%	5	18.5%	1	3.7%	1	3.7%	4	14.8%
<i>Bothell</i>	21	5	23.8%	0	0.0%	0	0.0%	0	0.0%	5	23.8%
<i>Sammamish</i>	17	6	35.3%	1	5.9%	0	0.0%	1	5.9%	1	5.9%
Unknown	27	9	33.3%	2	7.4%	1	3.7%	1	3.7%	3	11.1%
Shopping Destination											
Downtown Bellevue	523	123	23.5%	58	11.1%	22	4.2%	26	5.0%	59	11.3%
Crossroads	209	49	23.4%	26	12.4%	7	3.3%	15	7.2%	17	8.1%
Eastgate	80	24	30.0%	12	15.0%	1	1.3%	5	6.3%	6	7.5%
Factoria	188	41	21.8%	23	12.2%	7	3.7%	13	6.9%	19	10.1%
South Bellevue	31	7	22.6%	7	22.6%	2	6.5%	0	0.0%	3	9.7%
East Bellevue	48	9	18.8%	6	12.5%	1	2.1%	3	6.3%	8	16.7%
North or West Bellevue	35	4	11.4%	7	20.0%	0	0.0%	0	0.0%	5	14.3%
Neighboring Communities	54	7	13.0%	5	9.3%	1	1.9%	4	7.4%	8	14.8%
Other East King County	200	45	22.5%	19	9.5%	7	3.5%	9	4.5%	23	11.5%
Downtown Seattle	739	216	29.2%	73	9.9%	23	3.1%	29	3.9%	100	13.5%
University District	281	78	27.8%	33	11.7%	15	5.3%	13	4.6%	41	14.6%
Other West King County	91	21	23.1%	10	11.0%	3	3.3%	3	3.3%	15	16.5%
South King County	96	19	19.8%	12	12.5%	2	2.1%	4	4.2%	15	15.6%
Outside King County	31	7	22.6%	2	6.5%	1	3.2%	1	3.2%	7	22.6%

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	Total	Extend Service at Night on Weekdays		Extend Service at Night on Weekends		Expand Service Coverage in Bellevue		Revise Schedules to Improve Connections		Install Additional Shelters	
All Shoppers	951	24	2.5%	19	2.0%	52	5.5%	86	9.0%	37	3.9%
Place of Residence											
Bellevue	363	11	3.0%	10	2.8%	39	10.7%	31	8.5%	16	4.4%
Non-Bellevue	561	12	2.1%	9	1.6%	10	1.8%	52	9.3%	21	3.7%
<i>Seattle</i>	207	3	1.4%	3	1.4%	5	2.4%	17	8.2%	7	3.4%
<i>Kirkland</i>	76	2	2.6%	1	1.3%	0	0.0%	8	10.5%	6	7.9%
<i>Renton</i>	35	0	0.0%	1	2.9%	1	2.9%	4	11.4%	0	0.0%
<i>Redmond</i>	45	1	2.2%	1	2.2%	2	4.4%	8	17.8%	0	0.0%
<i>Issaquah</i>	27	1	3.7%	0	0.0%	1	3.7%	2	7.4%	0	0.0%
<i>Bothell</i>	21	1	4.8%	2	9.5%	0	0.0%	0	0.0%	0	0.0%
<i>Sammamish</i>	17	1	5.9%	0	0.0%	0	0.0%	4	23.5%	1	5.9%
Unknown	27	1	3.7%	0	0.0%	3	11.1%	3	11.1%	0	0.0%
Shopping Destination											
Downtown Bellevue	523	17	3.3%	13	2.5%	30	5.7%	45	8.6%	24	4.6%
Crossroads	209	8	3.8%	5	2.4%	16	7.7%	21	10.0%	13	6.2%
Eastgate	80	4	5.0%	1	1.3%	7	8.8%	5	6.3%	3	3.8%
Factoria	188	4	2.1%	2	1.1%	18	9.6%	22	11.7%	12	6.4%
South Bellevue	31	2	6.5%	1	3.2%	1	3.2%	3	9.7%	1	3.2%
East Bellevue	48	0	0.0%	1	2.1%	3	6.3%	7	14.6%	3	6.3%
North or West Bellevue	35	2	5.7%	0	0.0%	3	8.6%	4	11.4%	4	11.4%
Neighboring Communities	54	5	9.3%	2	3.7%	5	9.3%	5	9.3%	5	9.3%
Other East King County	200	9	4.5%	9	4.5%	8	4.0%	21	10.5%	9	4.5%
Downtown Seattle	739	18	2.4%	12	1.6%	34	4.6%	60	8.1%	30	4.1%
University District	281	6	2.1%	5	1.8%	14	5.0%	21	7.5%	14	5.0%
Other West King County	91	1	1.1%	1	1.1%	2	2.2%	9	9.9%	6	6.6%
South King County	96	2	2.1%	3	3.1%	4	4.2%	13	13.5%	2	2.1%
Outside King County	31	0	0.0%	0	0.0%	1	3.2%	1	3.2%	3	9.7%

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	Total	Increase Vehicle Capacity at Park & Rides		Increase Bicycle Capacity at Park & Rides		Expand ORCA Sales Locations in Bellevue		Other	
All Shoppers	951	72	7.6%	8	0.8%	29	3.0%	74	7.8%
Place of Residence									
Bellevue	363	26	7.2%	1	0.3%	13	3.6%	27	7.4%
Non-Bellevue	561	45	8.0%	7	1.2%	15	2.7%	45	8.0%
<i>Seattle</i>	207	4	1.9%	0	0.0%	2	1.0%	25	12.1%
<i>Kirkland</i>	76	8	10.5%	1	1.3%	1	1.3%	5	6.6%
<i>Renton</i>	35	2	5.7%	2	5.7%	1	2.9%	2	5.7%
<i>Redmond</i>	45	7	15.6%	1	2.2%	0	0.0%	2	4.4%
<i>Issaquah</i>	27	3	11.1%	0	0.0%	1	3.7%	1	3.7%
<i>Bothell</i>	21	4	19.0%	0	0.0%	1	4.8%	3	14.3%
<i>Sammamish</i>	17	1	5.9%	0	0.0%	1	5.9%	0	0.0%
Unknown	27	1	3.7%	0	0.0%	1	3.7%	2	7.4%
Work Destination									
Downtown Bellevue	523	45	8.6%	6	1.1%	13	2.5%	42	8.0%
Crossroads	209	8	3.8%	3	1.4%	8	3.8%	13	6.2%
Eastgate	80	2	2.5%	0	0.0%	2	2.5%	8	10.0%
Factoria	188	8	4.3%	0	0.0%	5	2.7%	14	7.4%
South Bellevue	31	1	3.2%	0	0.0%	1	3.2%	2	6.5%
East Bellevue	48	0	0.0%	1	2.1%	1	2.1%	5	10.4%
North or West Bellevue	35	2	5.7%	0	0.0%	1	2.9%	3	8.6%
Neighboring Communities	54	1	1.9%	1	1.9%	0	0.0%	5	9.3%
Other East King County	200	11	5.5%	0	0.0%	7	3.5%	23	11.5%
Downtown Seattle	739	54	7.3%	5	0.7%	24	3.2%	61	8.3%
University District	281	9	3.2%	2	0.7%	5	1.8%	25	8.9%
Other West King County	91	10	11.0%	0	0.0%	1	1.1%	9	9.9%
South King County	96	4	4.2%	2	2.1%	6	6.3%	8	8.3%
Outside King County	31	4	12.9%	0	0.0%	1	3.2%	3	9.7%

Table A.54 Preferred solutions to hypothetical future budget shortfall scenarios of shoppers by place of residence and shopping destination.

	Total	Extend the Congestion Reduction Charge (CRC)		Raise Fares & Reduce Operating Costs		Find New Revenue Sources		Reduce/ Eliminate Low Ridership Routes		Reduce/ Eliminate All Sunday Service	
All Shoppers	947	476	50.3%	230	24.3%	239	25.2%	171	18.1%	69	7.3%
Place of Residence											
Bellevue	364	172	47.3%	91	25.0%	89	24.5%	64	17.6%	18	4.9%
Non-Bellevue	559	288	51.5%	134	24.0%	142	25.4%	105	18.8%	50	8.9%
<i>Seattle</i>	206	119	57.8%	45	21.8%	65	31.6%	32	15.5%	16	7.8%
<i>Kirkland</i>	76	41	53.9%	17	22.4%	21	27.6%	15	19.7%	5	6.6%
<i>Renton</i>	37	13	35.1%	9	24.3%	8	21.6%	9	24.3%	3	8.1%
<i>Redmond</i>	45	22	48.9%	13	28.9%	5	11.1%	9	20.0%	3	6.7%
<i>Issaquah</i>	26	14	53.8%	5	19.2%	8	30.8%	5	19.2%	4	15.4%
<i>Bothell</i>	20	6	30.0%	4	20.0%	5	25.0%	7	35.0%	3	15.0%
<i>Sammamish</i>	16	4	25.0%	6	37.5%	4	25.0%	5	31.3%	1	6.3%
Unknown	24	16	66.7%	5	20.8%	8	33.3%	2	8.3%	1	4.2%
Shopping Destination											
Downtown Bellevue	521	256	49.1%	131	25.1%	135	25.9%	94	18.0%	36	6.9%
Crossroads	208	109	52.4%	43	20.7%	64	30.8%	30	14.4%	15	7.2%
Eastgate	77	39	50.6%	13	16.9%	24	31.2%	12	15.6%	5	6.5%
Factoria	185	83	44.9%	40	21.6%	58	31.4%	35	18.9%	15	8.1%
South Bellevue	31	20	64.5%	4	12.9%	6	19.4%	7	22.6%	1	3.2%
East Bellevue	49	26	53.1%	7	14.3%	12	24.5%	8	16.3%	4	8.2%
North or West Bellevue	34	15	44.1%	7	20.6%	8	23.5%	6	17.6%	5	14.7%
Neighboring Communities	52	34	65.4%	7	13.5%	18	34.6%	9	17.3%	1	1.9%
Other East King County	200	106	53.0%	44	22.0%	55	27.5%	28	14.0%	11	5.5%
Downtown Seattle	736	384	52.2%	167	22.7%	189	25.7%	133	18.1%	51	6.9%
University District	285	172	60.4%	62	21.8%	93	32.6%	40	14.0%	15	5.3%
Other West King County	92	59	64.1%	23	25.0%	26	28.3%	10	10.9%	2	2.2%
South King County	98	49	50.0%	22	22.4%	28	28.6%	13	13.3%	9	9.2%
Outside King County	31	18	58.1%	4	12.9%	11	35.5%	4	12.9%	6	19.4%

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	Total	Reduce/ Eliminate Select Weekend Service	5.9%	Reduce Frequency for Select Night Service	9.7%	Reduce Frequency for Select Off-Peak Service	6.1%	Other	8.4%
All Shoppers	947	56	5.9%	92	9.7%	58	6.1%	80	8.4%
Place of Residence									
Bellevue	364	16	4.4%	37	10.2%	17	4.7%	25	6.9%
Non-Bellevue	559	39	7.0%	53	9.5%	39	7.0%	55	9.8%
<i>Seattle</i>	206	11	5.3%	13	6.3%	14	6.8%	22	10.7%
<i>Kirkland</i>	76	5	6.6%	10	13.2%	3	3.9%	4	5.3%
<i>Renton</i>	37	3	8.1%	4	10.8%	2	5.4%	1	2.7%
<i>Redmond</i>	45	3	6.7%	8	17.8%	5	11.1%	4	8.9%
<i>Issaquah</i>	26	3	11.5%	3	11.5%	1	3.8%	3	11.5%
<i>Bothell</i>	20	2	10.0%	3	15.0%	2	10.0%	5	25.0%
<i>Sammamish</i>	16	0	0.0%	2	12.5%	3	18.8%	1	6.3%
Unknown	24	1	4.2%	2	8.3%	2	8.3%	0	0.0%
Shopping Destination									
Downtown Bellevue	521	29	5.6%	60	11.5%	27	5.2%	49	9.4%
Crossroads	208	13	6.3%	19	9.1%	8	3.8%	20	9.6%
Eastgate	77	2	2.6%	9	11.7%	3	3.9%	8	10.4%
Factoria	185	12	6.5%	22	11.9%	12	6.5%	14	7.6%
South Bellevue	31	1	3.2%	1	3.2%	0	0.0%	2	6.5%
East Bellevue	49	4	8.2%	2	4.1%	1	2.0%	5	10.2%
North or West Bellevue	34	0	0.0%	3	8.8%	1	2.9%	3	8.8%
Neighboring Communities	52	4	7.7%	3	5.8%	3	5.8%	1	1.9%
Other East King County	200	10	5.0%	21	10.5%	16	8.0%	18	9.0%
Downtown Seattle	736	35	4.8%	66	9.0%	47	6.4%	73	9.9%
University District	285	8	2.8%	24	8.4%	19	6.7%	32	11.2%
Other West King County	92	2	2.2%	6	6.5%	4	4.3%	10	10.9%
South King County	98	7	7.1%	8	8.2%	5	5.1%	12	12.2%
Outside King County	31	1	3.2%	1	3.2%	0	0.0%	2	6.5%

Table A.55 Frequency of using transit in Bellevue for social and/or recreational purposes by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Daily		Often		Occasionally		Rarely		Never	
All Social Users	1,120	12	1.1%	35	3.1%	220	19.6%	849	75.8%	4	0.4%
Place of Residence											
Bellevue	395	1	0.3%	12	3.0%	87	22.0%	292	73.9%	3	0.8%
Non-Bellevue	646	10	1.5%	20	3.1%	123	19.0%	492	76.2%	1	0.2%
<i>Seattle</i>	233	7	3.0%	15	6.4%	68	29.2%	143	61.4%	0	0.0%
<i>Kirkland</i>	83	1	1.2%	0	0.0%	16	19.3%	66	79.5%	0	0.0%
<i>Renton</i>	43	0	0.0%	1	2.3%	8	18.6%	34	79.1%	0	0.0%
<i>Redmond</i>	40	1	2.5%	1	2.5%	6	15.0%	32	80.0%	0	0.0%
<i>Issaquah</i>	31	0	0.0%	0	0.0%	2	6.5%	29	93.5%	0	0.0%
<i>Bothell</i>	27	0	0.0%	0	0.0%	4	14.8%	23	85.2%	0	0.0%
<i>Sammamish</i>	19	0	0.0%	0	0.0%	4	21.1%	14	73.7%	1	5.3%
Employment Status											
Employed / Self-Employed	876	7	0.8%	22	2.5%	153	17.5%	692	79.0%	2	0.2%
Student	94	2	2.1%	7	7.4%	37	39.4%	47	50.0%	1	1.1%
<i>Student (Not Employed)</i>	39	1	2.6%	4	10.3%	14	35.9%	20	51.3%	0	0.0%
<i>Student with a Job or Internship</i>	55	1	1.8%	3	5.5%	23	41.8%	27	49.1%	1	1.8%
Homemaker	11	0	0.0%	0	0.0%	3	27.3%	7	63.6%	1	9.1%
Currently Not Employed	18	1	5.6%	1	5.6%	4	22.2%	12	66.7%	0	0.0%
Retired	50	1	2.0%	1	2.0%	11	22.0%	37	74.0%	0	0.0%
Other	12	0	0.0%	1	8.3%	5	41.7%	6	50.0%	0	0.0%
Household Income Group											
Less than \$25,000	65	2	3.1%	6	9.2%	25	38.5%	32	49.2%	0	0.0%
\$25,000 – \$50,000	107	3	2.8%	7	6.5%	31	29.0%	66	61.7%	0	0.0%
\$50,000 – \$75,000	191	2	1.0%	7	3.7%	39	20.4%	142	74.3%	1	0.5%
\$75,000 – \$100,000	166	1	0.6%	2	1.2%	27	16.3%	136	81.9%	0	0.0%
\$100,000 +	354	1	0.3%	4	1.1%	57	16.1%	290	81.9%	0	0.0%
Prefer not to respond	163	2	1.2%	5	3.1%	33	20.2%	122	74.8%	1	0.6%
Age Group											
Under 16	11	0	0.0%	0	0.0%	3	27.3%	8	72.7%	0	0.0%
16 – 24	80	3	3.8%	5	6.3%	31	38.8%	40	50.0%	1	1.3%
25 – 34	290	4	1.4%	14	4.8%	73	25.2%	199	68.6%	0	0.0%
35 – 44	240	3	1.3%	6	2.5%	35	14.6%	195	81.3%	1	0.4%
45 – 54	239	0	0.0%	5	2.1%	36	15.1%	197	82.4%	1	0.4%
55 – 64	136	0	0.0%	1	0.7%	22	16.2%	112	82.4%	1	0.7%
65 +	54	1	1.9%	1	1.9%	10	18.5%	42	77.8%	0	0.0%
Access to Personal Automobile											
Yes	895	4	0.4%	12	1.3%	147	16.4%	729	81.5%	3	0.3%
No	159	7	4.4%	20	12.6%	64	40.3%	67	42.1%	1	0.6%
Access to Personal Bicycle											
Yes	631	5	0.8%	12	1.9%	113	17.9%	498	78.9%	3	0.5%
No	423	6	1.4%	20	4.7%	98	23.2%	298	70.4%	1	0.2%
Children 16 or Younger in Household											
Yes	279	1	0.4%	2	0.7%	45	16.1%	230	82.4%	1	0.4%
No	772	10	1.3%	29	3.8%	166	21.5%	564	73.1%	3	0.4%

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.

Table A.56 Reason for using transit in Bellevue for social and/or recreation purposes by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Transit is convenient and/or easy to use.		Transit allows me to have a productive/relaxing ride.		Transit costs me less than driving.		Driving is too much of a hassle.		Gasoline is too expensive.	
All Social Users	1,092	592	54.2%	339	31.0%	439	40.2%	418	38.3%	283	25.9%
Place of Residence											
Bellevue	391	216	55.2%	123	31.5%	158	40.4%	144	36.8%	93	23.8%
Non-Bellevue	637	350	54.9%	205	32.2%	264	41.4%	256	40.2%	177	27.8%
<i>Seattle</i>	231	139	60.2%	88	38.1%	95	41.1%	98	42.4%	53	22.9%
<i>Kirkland</i>	83	42	50.6%	27	32.5%	33	39.8%	34	41.0%	22	26.5%
<i>Renton</i>	43	17	39.5%	11	25.6%	14	32.6%	18	41.9%	14	32.6%
<i>Redmond</i>	39	28	71.8%	12	30.8%	19	48.7%	15	38.5%	8	20.5%
<i>Issaquah</i>	31	17	54.8%	10	32.3%	14	45.2%	11	35.5%	13	41.9%
<i>Bothell</i>	26	12	46.2%	6	23.1%	11	42.3%	11	42.3%	8	30.8%
<i>Sammamish</i>	18	7	38.9%	4	22.2%	8	44.4%	8	44.4%	6	33.3%
Employment Status											
Employed / Self-Employed	862	475	55.1%	277	32.1%	355	41.2%	354	41.1%	218	25.3%
Student	94	43	45.7%	26	27.7%	35	37.2%	22	23.4%	33	35.1%
<i>Student (Not Employed)</i>	39	15	38.5%	12	30.8%	12	30.8%	10	25.6%	15	38.5%
<i>Student with a Job or Internship</i>	55	28	50.9%	14	25.5%	23	41.8%	12	21.8%	18	32.7%
Homemaker	11	7	63.6%	2	18.2%	2	18.2%	2	18.2%	1	9.1%
Currently Not Employed	18	8	44.4%	5	27.8%	5	27.8%	2	11.1%	2	11.1%
Retired	49	33	67.3%	21	42.9%	28	57.1%	25	51.0%	16	32.7%
Other	12	8	66.7%	3	25.0%	4	33.3%	2	16.7%	5	41.7%
Household Income Group											
Less than \$25,000	63	31	49.2%	20	31.7%	26	41.3%	14	22.2%	19	30.2%
\$25,000 – \$50,000	107	55	51.4%	32	29.9%	48	44.9%	45	42.1%	33	30.8%
\$50,000 – \$75,000	187	115	61.5%	63	33.7%	100	53.5%	85	45.5%	67	35.8%
\$75,000 – \$100,000	164	92	56.1%	57	34.8%	68	41.5%	66	40.2%	44	26.8%
\$100,000 +	351	194	55.3%	108	30.8%	131	37.3%	139	39.6%	70	19.9%
Prefer not to respond	163	81	49.7%	51	31.3%	53	32.5%	54	33.1%	41	25.2%
Age Group											
Under 16	11	5	45.5%	2	18.2%	1	9.1%	0	0.0%	2	18.2%
16 – 24	79	41	51.9%	24	30.4%	33	41.8%	22	27.8%	27	34.2%
25 – 34	287	146	50.9%	95	33.1%	117	40.8%	122	42.5%	74	25.8%
35 – 44	238	132	55.5%	78	32.8%	90	37.8%	90	37.8%	54	22.7%
45 – 54	236	128	54.2%	61	25.8%	88	37.3%	75	31.8%	58	24.6%
55 – 64	136	86	63.2%	52	38.2%	63	46.3%	68	50.0%	38	27.9%
65 +	53	32	60.4%	19	35.8%	32	60.4%	26	49.1%	20	37.7%
Access to Personal Automobile											
Yes	886	496	56.0%	288	32.5%	371	41.9%	371	41.9%	237	26.7%
No	157	77	49.0%	46	29.3%	57	36.3%	34	21.7%	38	24.2%
Access to Personal Bicycle											
Yes	627	339	54.1%	206	32.9%	259	41.3%	237	37.8%	161	25.7%
No	416	234	56.3%	128	30.8%	169	40.6%	168	40.4%	114	27.4%
Children 16 or Younger in Household											
Yes	276	140	50.7%	76	27.5%	100	36.2%	86	31.2%	70	25.4%
No	765	432	56.5%	257	33.6%	325	42.5%	319	41.7%	204	26.7%

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	Total	Parking is too much of a hassle		Parking is too expensive		Because of the effects of SR-520 tolling on traffic.		SR-520 tolls are too expensive.		I do not have access to a motor vehicle / I do not drive.	
All Social Users	1,092	677	62.0%	603	55.2%	105	9.6%	141	12.9%	161	14.7%
Place of Residence											
Bellevue	391	240	61.4%	215	55.0%	41	10.5%	50	12.8%	66	16.9%
Non-Bellevue	637	397	62.3%	355	55.7%	60	9.4%	85	13.3%	85	13.3%
<i>Seattle</i>	231	135	58.4%	113	48.9%	16	6.9%	25	10.8%	42	18.2%
<i>Kirkland</i>	83	60	72.3%	56	67.5%	16	19.3%	25	30.1%	6	7.2%
<i>Renton</i>	43	30	69.8%	25	58.1%	2	4.7%	4	9.3%	5	11.6%
<i>Redmond</i>	39	20	51.3%	17	43.6%	5	12.8%	6	15.4%	11	28.2%
<i>Issaquah</i>	31	21	67.7%	20	64.5%	2	6.5%	1	3.2%	4	12.9%
<i>Bothell</i>	26	16	61.5%	13	50.0%	2	7.7%	1	3.8%	2	7.7%
<i>Sammamish</i>	18	14	77.8%	12	66.7%	3	16.7%	3	16.7%	2	11.1%
Employment Status											
Employed / Self-Employed	862	556	64.5%	490	56.8%	81	9.4%	103	11.9%	82	9.5%
Student	94	30	31.9%	33	35.1%	10	10.6%	18	19.1%	59	62.8%
<i>Student (Not Employed)</i>	39	14	35.9%	15	38.5%	3	7.7%	6	15.4%	26	66.7%
<i>Student with a Job or Internship</i>	55	16	29.1%	18	32.7%	7	12.7%	12	21.8%	33	60.0%
Homemaker	11	7	63.6%	6	54.5%	2	18.2%	1	9.1%	0	0.0%
Currently Not Employed	18	8	44.4%	7	38.9%	2	11.1%	2	11.1%	8	44.4%
Retired	49	39	79.6%	35	71.4%	7	14.3%	10	20.4%	1	2.0%
Other	12	7	58.3%	7	58.3%	0	0.0%	1	8.3%	6	50.0%
Household Income Group											
Less than \$25,000	63	20	31.7%	22	34.9%	8	12.7%	10	15.9%	33	52.4%
\$25,000 – \$50,000	107	58	54.2%	60	56.1%	12	11.2%	18	16.8%	32	29.9%
\$50,000 – \$75,000	187	113	60.4%	111	59.4%	24	12.8%	19	10.2%	21	11.2%
\$75,000 – \$100,000	164	107	65.2%	102	62.2%	15	9.1%	22	13.4%	15	9.1%
\$100,000 +	351	231	65.8%	175	49.9%	26	7.4%	39	11.1%	24	6.8%
Prefer not to respond	163	112	68.7%	105	64.4%	17	10.4%	27	16.6%	30	18.4%
Age Group											
Under 16	11	0	0.0%	0	0.0%	0	0.0%	2	18.2%	0	0.0%
16 – 24	79	31	39.2%	30	38.0%	10	12.7%	16	20.3%	37	46.8%
25 – 34	287	177	61.7%	159	55.4%	34	11.8%	44	15.3%	58	20.2%
35 – 44	238	154	64.7%	134	56.3%	15	6.3%	23	9.7%	18	7.6%
45 – 54	236	149	63.1%	133	56.4%	21	8.9%	19	8.1%	17	7.2%
55 – 64	136	91	66.9%	85	62.5%	16	11.8%	21	15.4%	14	10.3%
65 +	53	41	77.4%	34	64.2%	6	11.3%	10	18.9%	1	1.9%
Access to Personal Automobile											
Yes	886	608	68.6%	543	61.3%	91	10.3%	119	13.4%	30	3.4%
No	157	38	24.2%	35	22.3%	11	7.0%	16	10.2%	125	79.6%
Access to Personal Bicycle											
Yes	627	403	64.3%	249	39.7%	52	8.3%	83	13.2%	64	10.2%
No	416	243	58.4%	229	55.0%	50	12.0%	52	12.5%	91	21.9%
Children 16 or Younger in Household											
Yes	276	160	58.0%	155	56.2%	22	8.0%	26	9.4%	42	15.2%
No	765	485	63.4%	422	55.2%	80	10.5%	109	14.2%	114	14.9%

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	Total	Transit is better for the environment than driving.		Using transit makes it easier for me to commute by bicycle.		I simply prefer taking transit, in general.		Other	
All Social Users	1,092	368	33.7%	43	3.9%	164	15.0%	133	12.2%
Place of Residence									
Bellevue	391	132	33.8%	11	2.8%	49	12.5%	41	10.5%
Non-Bellevue	637	217	34.1%	31	4.9%	109	17.1%	88	13.8%
<i>Seattle</i>	231	81	35.1%	17	7.4%	59	25.5%	36	15.6%
<i>Kirkland</i>	83	33	39.8%	3	3.6%	13	15.7%	9	10.8%
<i>Renton</i>	43	10	23.3%	0	0.0%	4	9.3%	7	16.3%
<i>Redmond</i>	39	16	41.0%	3	7.7%	4	10.3%	4	10.3%
<i>Issaquah</i>	31	11	35.5%	1	3.2%	6	19.4%	5	16.1%
<i>Bothell</i>	26	8	30.8%	0	0.0%	2	7.7%	6	23.1%
<i>Sammamish</i>	18	8	44.4%	0	0.0%	4	22.2%	0	0.0%
Employment Status									
Employed / Self-Employed	862	290	33.6%	38	4.4%	128	14.8%	119	13.8%
Student	94	28	29.8%	2	2.1%	16	17.0%	3	3.2%
<i>Student (Not Employed)</i>	39	14	35.9%	0	0.0%	7	17.9%	0	0.0%
<i>Student with a Job or Internship</i>	55	14	25.5%	2	3.6%	9	16.4%	3	5.5%
Homemaker	11	3	27.3%	0	0.0%	0	0.0%	3	27.3%
Currently Not Employed	18	6	33.3%	2	11.1%	3	16.7%	4	22.2%
Retired	49	23	46.9%	0	0.0%	12	24.5%	3	6.1%
Other	12	6	50.0%	1	8.3%	2	16.7%	0	0.0%
Household Income Group									
Less than \$25,000	63	18	28.6%	2	3.2%	12	19.0%	3	4.8%
\$25,000 – \$50,000	107	35	32.7%	2	1.9%	15	14.0%	8	7.5%
\$50,000 – \$75,000	187	68	36.4%	9	4.8%	34	18.2%	28	15.0%
\$75,000 – \$100,000	164	54	32.9%	3	1.8%	21	12.8%	17	10.4%
\$100,000 +	351	129	36.8%	20	5.7%	57	16.2%	61	17.4%
Prefer not to respond	163	48	29.4%	6	3.7%	20	12.3%	14	8.6%
Age Group									
Under 16	11	3	27.3%	0	0.0%	3	27.3%	0	0.0%
16 – 24	79	22	27.8%	1	1.3%	14	17.7%	5	6.3%
25 – 34	287	90	31.4%	12	4.2%	38	13.2%	49	17.1%
35 – 44	238	72	30.3%	13	5.5%	32	13.4%	39	16.4%
45 – 54	236	81	34.3%	11	4.7%	26	11.0%	24	10.2%
55 – 64	136	59	43.4%	5	3.7%	35	25.7%	9	6.6%
65 +	53	26	49.1%	0	0.0%	12	22.6%	4	7.5%
Access to Personal Automobile									
Yes	886	302	34.1%	32	3.6%	122	13.8%	119	13.4%
No	157	53	33.8%	10	6.4%	38	24.2%	12	7.6%
Access to Personal Bicycle									
Yes	627	240	38.3%	39	6.2%	100	15.9%	76	12.1%
No	416	115	27.6%	3	0.7%	60	14.4%	55	13.2%
Children 16 or Younger in Household									
Yes	276	90	32.6%	12	4.3%	39	14.1%	89	32.2%
No	765	265	34.6%	30	3.9%	122	15.9%	42	5.5%

Table A.57 Themes of write-in responses to why respondents use transit in Bellevue for social and/or recreational reasons.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Convenience	10	5.9%	7.4%
<i>Transit is Convenient</i>	5	3.0%	3.7%
<i>When Attending Social Events After Work</i>	5	3.0%	3.7%
Safety	83	49.1%	61.5%
<i>To Avoid Driving Under The Influence</i>	83	49.1%	61.5%
Unable to Drive	2	1.2%	1.5%
<i>Medical Reasons</i>	2	1.2%	1.5%
Using Transit Is Better Than Alternatives	15	8.9%	11.1%
<i>To Avoid The Hassle of Parking</i>	3	1.8%	2.2%
<i>To Avoid Traffic</i>	3	1.8%	2.2%
<i>Transit Costs Less Than Driving</i>	5	3.0%	3.7%
<i>Transit Is Better for the Environment Than Driving</i>	1	0.6%	0.7%
<i>Transit is Less Expensive Than a Taxi</i>	3	1.8%	2.2%
When A Personal Vehicle is Unavailable	3	1.8%	2.2%
<i>My Household Shares A Personal Vehicle</i>	3	1.8%	2.2%
Miscellaneous Reasons	19	11.2%	14.1%
<i>My Children Enjoy Transit</i>	5	3.0%	3.7%
<i>When Meeting or Traveling with Others</i>	14	8.3%	10.4%
Other Comments	4	2.4%	3.0%
<i>Other Comments</i>	4	2.4%	3.0%

total categorized responses 169

total unique respondents 135

Table A.58 Routes respondents use for social and/or recreational reasons (only the top 20 are ranked).

Route	Count	Percent	Rank
RapidRide B Line	148	14.8%	4
111	5	0.5%	
114	9	0.9%	
167	6	0.6%	
210	15	1.5%	
211	7	0.7%	
212	67	6.7%	8
215	8	0.8%	
216	12	1.2%	
217	32	3.2%	19
218	24	2.4%	
219	5	0.5%	
221	42	4.2%	14
226	64	6.4%	9
232	10	1.0%	
234	57	5.7%	12
235	38	3.8%	15
237	2	0.2%	
240	60	6.0%	11
241	38	3.8%	15
242	5	0.5%	
243	11	1.1%	
245	105	10.5%	6
246	20	2.0%	
249	35	3.5%	18
250	8	0.8%	
255	140	14.0%	5
271	219	21.9%	2
280	4	0.4%	
342	7	0.7%	
532	36	3.6%	17
535	49	4.9%	13
540	35	3.5%	17
550	503	50.2%	1
554	152	15.2%	3
555	63	6.3%	10
556	31	3.1%	20
560	71	7.1%	7
566	20	2.0%	
925	2	0.2%	
Other	225	22.5%	
respondents	1,001		

Table A.59 How respondents access transit when traveling for social and/or recreational purposes.

Means of Access	Count	Percent
I walk to the bus stop.	662	60.9%
I bicycle to the bus stop and...	24	2.2%
...park my bicycle at a nearby rack/locker.	6	0.6%
...load my bicycle onto the bus' bicycle rack.	18	1.7%
Total Park & Ride Users.	395	36.3%
I drive to a Park & Ride facility.	356	32.8%
I get dropped off at a Park & Ride facility.	39	3.6%
respondents	1,087	

Table A.60 Overall satisfaction with transit service in Bellevue of respondents who use transit for social and/or recreational purposes.

	Total	Satisfied				Dissatisfied			
		Very	Somewhat	Overall					
All Social Users	1,080	379	35.1%	623	57.7%	1,002	92.8%	78	7.2%
Place of Residence									
Bellevue	395	126	31.9%	234	59.2%	360	91.1%	35	8.9%
Non-Bellevue	646	244	37.8%	362	56.0%	606	93.8%	40	6.2%
<i>Seattle</i>	233	81	34.8%	142	60.9%	223	95.7%	10	4.3%
<i>Kirkland</i>	83	29	34.9%	43	51.8%	72	86.7%	11	13.3%
<i>Renton</i>	43	13	30.2%	26	60.5%	39	90.7%	4	9.3%
<i>Redmond</i>	40	17	42.5%	23	57.5%	40	100.0%	0	0.0%
<i>Issaquah</i>	31	11	35.5%	18	58.1%	29	93.5%	2	6.5%
<i>Bothell</i>	27	11	40.7%	16	59.3%	27	100.0%	0	0.0%
<i>Sammamish</i>	19	7	36.8%	9	47.4%	16	84.2%	3	15.8%
Unknown	39	9	23.1%	27	69.2%	36	92.3%	3	7.7%
Social Destination									
Downtown Bellevue	431	147	34.1%	251	58.2%	398	92.3%	33	7.7%
Crossroads	109	32	29.4%	66	60.6%	98	89.9%	11	10.1%
Eastgate	47	16	34.0%	25	53.2%	41	87.2%	6	12.8%
Factoria	92	32	34.8%	48	52.2%	80	87.0%	12	13.0%
South Bellevue	22	7	31.8%	14	63.6%	21	95.5%	1	4.5%
East Bellevue	18	3	16.7%	13	72.2%	16	88.9%	2	11.1%
North or West Bellevue	11	2	18.2%	8	72.7%	10	90.9%	1	9.1%
Neighboring Communities	31	9	29.0%	17	54.8%	26	83.9%	5	16.1%
Other East King County	133	43	32.3%	80	60.2%	123	92.5%	10	7.5%
Downtown Seattle	933	316	33.9%	554	59.4%	870	93.2%	63	6.8%
University District	330	103	31.2%	208	63.0%	311	94.2%	19	5.8%
Other West King County	93	25	26.9%	60	64.5%	85	91.4%	8	8.6%
South King County	57	14	24.6%	34	59.6%	48	84.2%	9	15.8%
Outside King County	52	18	34.6%	30	57.7%	48	92.3%	4	7.7%

Table A.61 Perception of transit accessibility in Bellevue of respondents who use transit for social and/or recreational purposes.

	Total	Easily		Somewhat		Overall		Difficult	
All Social Users	690	330	47.8%	291	42.2%	621	90.0%	69	10.0%
Place of Residence									
Bellevue	259	126	48.6%	106	40.9%	232	89.6%	27	10.4%
Non-Bellevue	383	181	47.3%	167	43.6%	348	90.9%	35	9.1%
<i>Seattle</i>	148	75	50.7%	60	40.5%	135	91.2%	13	8.8%
<i>Kirkland</i>	40	12	30.0%	25	62.5%	37	92.5%	3	7.5%
<i>Renton</i>	24	13	54.2%	8	33.3%	21	87.5%	3	12.5%
<i>Redmond</i>	23	8	34.8%	12	52.2%	20	87.0%	3	13.0%
<i>Issaquah</i>	21	8	38.1%	9	42.9%	17	81.0%	4	19.0%
<i>Bothell</i>	16	5	31.3%	10	62.5%	15	93.8%	1	6.3%
<i>Sammamish</i>	13	9	69.2%	2	15.4%	11	84.6%	2	15.4%
Unknown	48	23	47.9%	18	37.5%	41	85.4%	7	14.6%
Social Destination									
Downtown Bellevue	269	122	45.4%	112	41.6%	234	87.0%	35	13.0%
Crossroads	67	32	47.8%	28	41.8%	60	89.6%	7	10.4%
Eastgate	26	14	53.8%	8	30.8%	22	84.6%	4	15.4%
Factoria	65	33	50.8%	27	41.5%	60	92.3%	5	7.7%
South Bellevue	15	6	40.0%	7	46.7%	13	86.7%	2	13.3%
East Bellevue	13	6	46.2%	5	38.5%	11	84.6%	2	15.4%
North or West Bellevue	6	0	0.0%	4	66.7%	4	66.7%	2	33.3%
Neighboring Communities	20	7	35.0%	11	55.0%	18	90.0%	2	10.0%
Other East King County	93	42	45.2%	42	45.2%	84	90.3%	9	9.7%
Downtown Seattle	596	287	48.2%	247	41.4%	534	89.6%	62	10.4%
University District	210	94	44.8%	92	43.8%	186	88.6%	24	11.4%
Other West King County	54	22	40.7%	28	51.9%	50	92.6%	4	7.4%
South King County	36	21	58.3%	10	27.8%	31	86.1%	5	13.9%
Outside King County	34	15	44.1%	17	50.0%	32	94.1%	2	5.9%

Table A.62 Perception of transit convenience in Bellevue of respondents who use transit for social and/or recreational purposes.

	Total	Convenient				Overall		Not Convenient	
		Very	Somewhat						
All Social Users	690	257	37.2%	309	44.8%	566	82.0%	124	18.0%
Place of Residence									
Bellevue	259	100	38.6%	119	45.9%	219	84.6%	40	15.4%
Non-Bellevue	383	142	37.1%	169	44.1%	311	81.2%	72	18.8%
<i>Seattle</i>	148	57	38.5%	63	42.6%	120	81.1%	28	18.9%
<i>Kirkland</i>	40	7	17.5%	25	62.5%	32	80.0%	8	20.0%
<i>Renton</i>	24	10	41.7%	10	41.7%	20	83.3%	4	16.7%
<i>Redmond</i>	23	7	30.4%	12	52.2%	19	82.6%	4	17.4%
<i>Issaquah</i>	21	8	38.1%	5	23.8%	13	61.9%	8	38.1%
<i>Bothell</i>	16	7	43.8%	7	43.8%	14	87.5%	2	12.5%
<i>Sammamish</i>	13	7	53.8%	3	23.1%	10	76.9%	3	23.1%
Unknown	48	15	31.3%	21	43.8%	36	75.0%	12	25.0%
Social Destination									
Downtown Bellevue	269	98	36.4%	115	42.8%	213	79.2%	56	20.8%
Crossroads	67	28	41.8%	28	41.8%	56	83.6%	11	16.4%
Eastgate	26	12	46.2%	10	38.5%	22	84.6%	4	15.4%
Factoria	65	23	35.4%	28	43.1%	51	78.5%	14	21.5%
South Bellevue	15	5	33.3%	7	46.7%	12	80.0%	3	20.0%
East Bellevue	13	4	30.8%	5	38.5%	9	69.2%	4	30.8%
North or West Bellevue	6	2	33.3%	2	33.3%	4	66.7%	2	33.3%
Neighboring Communities	20	7	35.0%	12	60.0%	19	95.0%	1	5.0%
Other East King County	93	36	38.7%	42	45.2%	78	83.9%	15	16.1%
Downtown Seattle	596	227	38.1%	259	43.5%	486	81.5%	110	18.5%
University District	210	81	38.6%	93	44.3%	174	82.9%	36	17.1%
Other West King County	54	19	35.2%	30	55.6%	49	90.7%	5	9.3%
South King County	36	15	41.7%	14	38.9%	29	80.6%	7	19.4%
Outside King County	34	12	35.3%	16	47.1%	28	82.4%	6	17.6%

Table A.63 Perception of transit reliability in Bellevue of respondents who use transit for social and/or recreational purposes.

	Total	Reliable				Overall		Not Reliable	
		Very	Somewhat						
All Social Users	690	345	50.0%	314	45.5%	659	95.5%	31	4.5%
Place of Residence									
Bellevue	259	132	51.0%	118	45.6%	250	96.5%	9	3.5%
Non-Bellevue	383	188	49.1%	177	46.2%	365	95.3%	18	4.7%
<i>Seattle</i>	148	73	49.3%	67	45.3%	140	94.6%	8	5.4%
<i>Kirkland</i>	40	13	32.5%	27	67.5%	40	100.0%	0	0.0%
<i>Renton</i>	24	11	45.8%	11	45.8%	22	91.7%	2	8.3%
<i>Redmond</i>	23	9	39.1%	13	56.5%	22	95.7%	1	4.3%
<i>Issaquah</i>	21	13	61.9%	7	33.3%	20	95.2%	1	4.8%
<i>Bothell</i>	16	5	31.3%	11	68.8%	16	100.0%	0	0.0%
<i>Sammamish</i>	13	8	61.5%	3	23.1%	11	84.6%	2	15.4%
Unknown	48	25	52.1%	19	39.6%	44	91.7%	4	8.3%
Social Destination									
Downtown Bellevue	269	130	48.3%	128	47.6%	258	95.9%	11	4.1%
Crossroads	67	37	55.2%	27	40.3%	64	95.5%	3	4.5%
Eastgate	26	18	69.2%	7	26.9%	25	96.2%	1	3.8%
Factoria	65	39	60.0%	25	38.5%	64	98.5%	1	1.5%
South Bellevue	15	9	60.0%	6	40.0%	15	100.0%	0	0.0%
East Bellevue	13	7	53.8%	6	46.2%	13	100.0%	0	0.0%
North or West Bellevue	6	4	66.7%	2	33.3%	6	100.0%	0	0.0%
Neighboring Communities	20	10	50.0%	10	50.0%	20	100.0%	0	0.0%
Other East King County	93	40	43.0%	46	49.5%	86	92.5%	7	7.5%
Downtown Seattle	596	301	50.5%	266	44.6%	567	95.1%	29	4.9%
University District	210	104	49.5%	93	44.3%	197	93.8%	13	6.2%
Other West King County	54	30	55.6%	20	37.0%	50	92.6%	4	7.4%
South King County	36	16	44.4%	18	50.0%	34	94.4%	2	5.6%
Outside King County	34	12	35.3%	22	64.7%	34	100.0%	0	0.0%

Table A.64 Partial comparison of service priorities as ranked by respondents who use transit for social and/or recreational purposes.

Ranking	Total	Speed of Service						Frequency of Weekday Service					
		1		2		3		1		2		3	
All Social Transit Users	1,123	190	16.9%	161	14.3%	148	13.2%	235	20.9%	210	18.7%	139	12.4%
Place of Residence													
Bellevue	394	72	18.3%	55	14.0%	46	11.7%	82	20.8%	70	17.8%	47	11.9%
Non-Bellevue	641	114	17.8%	104	16.2%	98	15.3%	148	23.1%	136	21.2%	88	13.7%
<i>Seattle</i>	230	49	21.3%	48	20.9%	38	16.5%	66	28.7%	47	20.4%	35	15.2%
<i>Non-Seattle</i>	411	65	15.8%	56	13.6%	60	14.6%	82	20.0%	89	21.7%	53	12.9%
Unknown	32	4	12.5%	2	6.3%	4	12.5%	5	15.6%	4	12.5%	4	12.5%
Social Destination													
Downtown Bellevue	428	81	18.9%	58	13.6%	59	13.8%	104	24.3%	74	17.3%	59	13.8%
Crossroads	109	14	12.8%	14	12.8%	13	11.9%	23	21.1%	18	16.5%	16	14.7%
Eastgate	45	4	8.9%	12	26.7%	5	11.1%	9	20.0%	7	15.6%	9	20.0%
Factoria	92	17	18.5%	18	19.6%	6	6.5%	18	19.6%	15	16.3%	16	17.4%
South Bellevue	21	2	9.5%	2	9.5%	3	14.3%	9	42.9%	4	19.0%	1	4.8%
East Bellevue	18	1	5.6%	4	22.2%	2	11.1%	4	22.2%	5	27.8%	0	0.0%
North or West Bellevue	11	1	9.1%	2	18.2%	2	18.2%	0	0.0%	0	0.0%	1	9.1%
Neighboring Communities	31	3	9.7%	6	19.4%	4	12.9%	4	12.9%	6	19.4%	6	19.4%
Other East King County	133	20	15.0%	18	13.5%	24	18.0%	32	24.1%	17	12.8%	15	11.3%
Downtown Seattle	925	159	17.2%	141	15.2%	136	14.7%	212	22.9%	176	19.0%	124	13.4%
University District	328	55	16.8%	61	18.6%	40	12.2%	83	25.3%	57	17.4%	51	15.5%
Other West King County	92	13	14.1%	17	18.5%	10	10.9%	19	20.7%	16	17.4%	16	17.4%
South King County	56	7	12.5%	8	14.3%	9	16.1%	9	16.1%	11	19.6%	6	10.7%
Outside King County	52	9	17.3%	5	9.6%	8	15.4%	12	23.1%	7	13.5%	8	15.4%
Frequency of Weekend Service													
Ranking	Total	1			2			3			Frequency of Evening/Night Service		
All Social Transit Users	1,123	32	2.8%	61	5.4%	101	9.0%	35	3.1%	72	6.4%	105	9.3%
Place of Residence													
Bellevue	394	11	2.8%	28	7.1%	44	11.2%	17	4.3%	24	6.1%	38	9.6%
Non-Bellevue	641	19	3.0%	31	4.8%	53	8.3%	17	2.7%	45	7.0%	61	9.5%
<i>Seattle</i>	230	4	1.7%	8	3.5%	21	9.1%	2	0.9%	14	6.1%	21	9.1%
<i>Non-Seattle</i>	411	15	3.6%	23	5.6%	32	7.8%	15	3.6%	31	7.5%	40	9.7%
Unknown	32	2	6.3%	2	6.3%	4	12.5%	1	3.1%	3	9.4%	6	18.8%
Social Destination													
Downtown Bellevue	428	13	3.0%	32	7.5%	49	11.4%	16	3.7%	31	7.2%	54	12.6%
Crossroads	109	1	0.9%	10	9.2%	11	10.1%	7	6.4%	3	2.8%	9	8.3%
Eastgate	45	0	0.0%	3	6.7%	1	2.2%	1	2.2%	1	2.2%	5	11.1%
Factoria	92	3	3.3%	5	5.4%	8	8.7%	1	1.1%	5	5.4%	10	10.9%
South Bellevue	21	0	0.0%	1	4.8%	1	4.8%	0	0.0%	2	9.5%	1	4.8%
East Bellevue	18	1	5.6%	2	11.1%	1	5.6%	1	5.6%	2	11.1%	3	16.7%
North or West Bellevue	11	0	0.0%	2	18.2%	0	0.0%	1	9.1%	1	9.1%	1	9.1%
Neighboring Communities	31	0	0.0%	2	6.5%	3	9.7%	1	3.2%	1	3.2%	3	9.7%
Other East King County	133	3	2.3%	11	8.3%	16	12.0%	7	5.3%	14	10.5%	12	9.0%
Downtown Seattle	925	28	3.0%	54	5.8%	85	9.2%	31	3.4%	65	7.0%	96	10.4%
University District	328	8	2.4%	16	4.9%	26	7.9%	9	2.7%	24	7.3%	36	11.0%
Other West King County	92	6	6.5%	4	4.3%	11	12.0%	2	2.2%	6	6.5%	13	14.1%
South King County	56	1	1.8%	6	10.7%	6	10.7%	2	3.6%	3	5.4%	7	12.5%
Outside King County	52	1	1.9%	5	9.6%	6	11.5%	2	3.8%	4	7.7%	2	3.8%

continued on following page

Ranking	Total	Schedule Reliability/On-Time Service						Well-Timed Connections Between Routes					
		1		2		3		1		2		3	
All Social	1,123	210	18.7%	184	16.4%	187	16.7%	79	7.0%	112	10.0%	115	10.2%
Place of Residence													
Bellevue	394	71	18.0%	74	18.8%	72	18.3%	25	6.3%	30	7.6%	49	12.4%
Non-Bellevue	641	133	20.7%	103	16.1%	111	17.3%	52	8.1%	75	11.7%	62	9.7%
<i>Seattle</i>	230	52	22.6%	41	17.8%	39	17.0%	12	5.2%	34	14.8%	20	8.7%
<i>Non-Seattle</i>	411	81	19.7%	62	15.1%	72	17.5%	40	9.7%	41	10.0%	42	10.2%
Unknown	32	6	18.8%	7	21.9%	4	12.5%	2	6.3%	7	21.9%	4	12.5%
Social Destination													
Downtown Bellevue	428	75	17.5%	92	21.5%	65	15.2%	31	7.2%	43	10.0%	49	11.4%
Crossroads	109	16	14.7%	26	23.9%	17	15.6%	13	11.9%	8	7.3%	18	16.5%
Eastgate	45	11	24.4%	9	20.0%	9	20.0%	7	15.6%	3	6.7%	8	17.8%
Factoria	92	16	17.4%	20	21.7%	13	14.1%	11	12.0%	9	9.8%	10	10.9%
South Bellevue	21	5	23.8%	7	33.3%	4	19.0%	1	4.8%	2	9.5%	5	23.8%
East Bellevue	18	6	33.3%	3	16.7%	5	27.8%	1	5.6%	0	0.0%	4	22.2%
North or West Bellevue	11	6	54.5%	1	9.1%	1	9.1%	1	9.1%	2	18.2%	3	27.3%
Neighboring Communities	31	7	22.6%	5	16.1%	7	22.6%	4	12.9%	3	9.7%	3	9.7%
Other East King County	133	25	18.8%	24	18.0%	23	17.3%	9	6.8%	13	9.8%	16	12.0%
Downtown Seattle	925	189	20.4%	164	17.7%	159	17.2%	68	7.4%	102	11.0%	94	10.2%
University District	328	76	23.2%	59	18.0%	57	17.4%	23	7.0%	43	13.1%	44	13.4%
Other West King County	92	19	20.7%	19	20.7%	15	16.3%	10	10.9%	10	10.9%	7	7.6%
South King County	56	10	17.9%	10	17.9%	9	16.1%	7	12.5%	7	12.5%	7	12.5%
Outside King County	52	12	23.1%	7	13.5%	8	15.4%	2	3.8%	11	21.2%	4	7.7%

Ranking	Total	Proximity of Stops to Home/Destination(s)						Comfort While Riding					
		1		2		3		1		2		3	
All Social Transit Users	1,123	149	13.3%	127	11.3%	133	11.8%	61	5.4%	68	6.1%	58	5.2%
Place of Residence													
Bellevue	394	65	16.5%	59	15.0%	48	12.2%	26	6.6%	27	6.9%	19	4.8%
Non-Bellevue	641	79	12.3%	64	10.0%	82	12.8%	31	4.8%	41	6.4%	37	5.8%
<i>Seattle</i>	230	25	10.9%	16	7.0%	32	13.9%	9	3.9%	9	3.9%	9	3.9%
<i>Non-Seattle</i>	411	54	13.1%	48	11.7%	50	12.2%	22	5.4%	32	7.8%	28	6.8%
Unknown	32	5	15.6%	4	12.5%	3	9.4%	4	12.5%	0	0.0%	2	6.3%
Social Destination													
Downtown Bellevue	428	52	12.1%	46	10.7%	51	11.9%	27	6.3%	24	5.6%	14	3.3%
Crossroads	109	19	17.4%	13	11.9%	9	8.3%	8	7.3%	10	9.2%	7	6.4%
Eastgate	45	4	8.9%	6	13.3%	1	2.2%	6	13.3%	2	4.4%	5	11.1%
Factoria	92	9	9.8%	9	9.8%	13	14.1%	11	12.0%	4	4.3%	5	5.4%
South Bellevue	21	2	9.5%	1	4.8%	3	14.3%	2	9.5%	0	0.0%	1	4.8%
East Bellevue	18	1	5.6%	2	11.1%	2	11.1%	3	16.7%	0	0.0%	1	5.6%
North or West Bellevue	11	0	0.0%	1	9.1%	1	9.1%	1	9.1%	0	0.0%	0	0.0%
Neighboring Communities	31	4	12.9%	4	12.9%	2	6.5%	5	16.1%	1	3.2%	0	0.0%
Other East King County	133	15	11.3%	17	12.8%	14	10.5%	11	8.3%	11	8.3%	4	3.0%
Downtown Seattle	925	123	13.3%	106	11.5%	120	13.0%	56	6.1%	55	5.9%	48	5.2%
University District	328	39	11.9%	32	9.8%	46	14.0%	21	6.4%	18	5.5%	9	2.7%
Other West King County	92	12	13.0%	10	10.9%	9	9.8%	4	4.3%	4	4.3%	4	4.3%
South King County	56	9	16.1%	6	10.7%	5	8.9%	6	10.7%	1	1.8%	0	0.0%
Outside King County	52	8	15.4%	7	13.5%	5	9.6%	5	9.6%	4	7.7%	3	5.8%

Priority (by rank): 1st Rank 1 Rank 2 Rank 3 2nd Rank 1 Rank 2 Rank 3 3rd Rank 1 Rank 2 Rank 3

Table A.65 Points based comparison of service priorities as ranked by respondents who use transit for social and/or recreational purposes.

	Speed of Service			Frequency of Weekday Service			Frequency of Weekend Service		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Social Transit Users	939	5,107	14.6%	930	5,401	15.4%	929	3,171	9.1%
Place of Residence									
Bellevue	348	1,857	14.4%	339	1,912	14.8%	341	1,266	9.8%
Non-Bellevue	564	3,126	14.8%	563	3,337	15.8%	561	1,795	8.5%
<i>Seattle</i>	209	1,217	15.7%	212	1,324	17.1%	204	627	8.1%
<i>Non-Seattle</i>	355	1,909	14.3%	351	2,013	15.1%	357	1,168	8.8%
Unknown	27	124	12.1%	28	152	14.9%	27	110	10.8%
Social Destination									
Downtown Bellevue	376	2,020	14.3%	376	2,223	15.7%	375	1,389	9.8%
Crossroads	92	462	12.9%	96	549	15.4%	96	360	10.1%
Eastgate	40	203	13.5%	40	223	14.8%	38	115	7.6%
Factoria	79	414	14.0%	75	452	15.3%	75	255	8.7%
South Bellevue	19	86	12.4%	19	125	18.0%	18	53	7.6%
East Bellevue	18	88	13.6%	18	96	14.9%	17	60	9.3%
North or West Bellevue	9	46	13.9%	9	37	11.2%	9	32	9.7%
Neighboring Communities	25	137	13.8%	26	140	14.1%	25	85	8.6%
Other East King County	121	639	14.6%	119	675	15.4%	118	446	10.2%
Downtown Seattle	824	4,475	14.6%	815	4,746	15.5%	811	2,737	9.0%
University District	295	1,613	14.6%	299	1,766	16.0%	291	961	8.7%
Other West King County	83	428	14.0%	81	479	15.7%	82	312	10.2%
South King County	50	256	13.9%	50	267	14.4%	51	193	10.4%
Outside King County	41	219	13.0%	43	255	15.1%	47	182	10.8%
Frequency of Evening/Night Service									
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Social Transit Users	952	3,502	10.0%	939	5,473	15.6%	953	4,205	12.0%
Place of Residence									
Bellevue	349	1,273	9.9%	352	2,040	15.8%	348	1,492	11.6%
Non-Bellevue	574	2,100	10.0%	560	3,276	15.5%	577	2,577	12.2%
<i>Seattle</i>	205	720	9.3%	211	1,238	16.0%	212	948	12.2%
<i>Non-Seattle</i>	369	1,380	10.4%	349	2,038	15.3%	365	1,629	12.2%
Unknown	29	129	12.6%	27	145	14.2%	28	136	13.3%
Social Destination									
Downtown Bellevue	386	1,480	10.5%	379	2,197	15.6%	389	1,755	12.4%
Crossroads	93	321	9.0%	96	561	15.7%	100	488	13.7%
Eastgate	39	133	8.8%	41	258	17.1%	42	222	14.7%
Factoria	79	286	9.7%	78	462	15.7%	81	411	13.9%
South Bellevue	18	52	7.5%	20	131	18.9%	19	97	14.0%
East Bellevue	18	65	10.1%	18	114	17.7%	18	83	12.9%
North or West Bellevue	9	31	9.4%	10	69	20.9%	9	51	15.5%
Neighboring Communities	27	87	8.8%	27	165	16.6%	27	137	13.8%
Other East King County	120	460	10.5%	116	674	15.4%	117	518	11.8%
Downtown Seattle	830	3,064	10.0%	820	4,804	15.7%	834	3,650	11.9%
University District	293	1,042	9.4%	299	1,767	16.0%	304	1,416	12.8%
Other West King County	87	343	11.2%	81	480	15.7%	82	368	12.0%
South King County	50	181	9.8%	51	285	15.4%	53	259	14.0%
Outside King County	46	160	9.5%	45	262	15.5%	45	214	12.7%

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	Proximity of Stops			Comfort While Riding			Total	
	Respondents	Points	Percent	Respondents	Points	Percent	Points	Percent
All Social Transit Users	987	4,757	13.6%	1,021	3,404	9.7%	35,020	
Place of Residence								
Bellevue	364	1,869	14.5%	372	1,206	9.3%	12,915	36.9%
Non-Bellevue	594	2,759	13.1%	618	2,101	10.0%	21,071	60.2%
<i>Seattle</i>	219	972	12.5%	225	700	9.0%	7,746	22.1%
<i>Non-Seattle</i>	375	1,787	13.4%	393	1,401	10.5%	13,325	38.0%
Unknown	29	129	12.6%	31	97	9.5%	1,022	2.9%
Social Destination								
Downtown Bellevue	399	1,820	12.9%	408	1,237	8.8%	14,121	40.3%
Crossroads	103	491	13.8%	106	337	9.4%	3,569	10.2%
Eastgate	45	186	12.3%	45	168	11.1%	1,508	4.3%
Factoria	84	381	12.9%	87	286	9.7%	2,947	8.4%
South Bellevue	18	89	12.8%	20	60	8.7%	693	2.0%
East Bellevue	17	79	12.2%	18	60	9.3%	645	1.8%
North or West Bellevue	8	34	10.3%	9	30	9.1%	330	0.9%
Neighboring Communities	29	140	14.1%	29	101	10.2%	992	2.8%
Other East King County	122	557	12.7%	128	413	9.4%	4,382	12.5%
Downtown Seattle	859	4,114	13.5%	884	2,960	9.7%	30,550	87.2%
University District	311	1,443	13.1%	322	1,027	9.3%	11,035	31.5%
Other West King County	86	381	12.5%	89	263	8.6%	3,054	8.7%
South King County	51	242	13.1%	55	165	8.9%	1,848	5.3%
Outside King County	48	228	13.5%	49	165	9.8%	1,685	4.8%

Note: figures in the above table indicate the number of points, not respondents. Figures were calculated by multiplying the number of respondents by the number of points associated with each priority ranking. Points were assigned such that the highest priority received eight points, the second highest received seven, and so on, and the lowest priority received one point.

Rank of a factor's selection frequency
by user group (rankings by row)

- 1st (most frequent)
- 2nd
- 3rd
- 8th (least frequent)

Table A.66 Investment priorities of respondents who use transit for social and/or recreational purposes by place of residence, destination, household income, age group, access to personal automobile, and means of accessing transit.

	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Social Users	1,051	334	31.8%	91	8.7%	224	21.3%	34	3.2%	35	3.3%	25	2.4%
Place of Residence													
Bellevue	392	96	24.5%	39	9.9%	108	27.6%	14	3.6%	14	3.6%	11	2.8%
Non-Bellevue	636	232	36.5%	50	7.9%	113	17.8%	18	2.8%	19	3.0%	13	2.0%
<i>Seattle</i>	229	112	48.9%	16	7.0%	37	16.2%	6	2.6%	2	0.9%	3	1.3%
<i>Kirkland</i>	82	23	28.0%	6	7.3%	20	24.4%	5	6.1%	2	2.4%	3	3.7%
<i>Renton</i>	43	7	16.3%	8	18.6%	7	16.3%	0	0.0%	2	4.7%	0	0.0%
<i>Redmond</i>	39	8	20.5%	5	12.8%	14	35.9%	2	5.1%	1	2.6%	0	0.0%
<i>Issaquah</i>	31	12	38.7%	0	0.0%	6	19.4%	2	6.5%	1	3.2%	2	6.5%
<i>Bothell</i>	26	4	15.4%	1	3.8%	5	19.2%	0	0.0%	1	3.8%	0	0.0%
<i>Sammamish</i>	19	7	36.8%	1	5.3%	2	10.5%	0	0.0%	1	5.3%	0	0.0%
Unknown	23	6	26.1%	2	8.7%	3	13.0%	2	8.7%	2	8.7%	1	4.3%
Social Destination													
Downtown Bellevue	423	134	31.7%	35	8.3%	96	22.7%	14	3.3%	15	3.5%	16	3.8%
Crossroads	107	29	27.1%	12	11.2%	31	29.0%	3	2.8%	2	1.9%	5	4.7%
Eastgate	43	9	20.9%	5	11.6%	15	34.9%	1	2.3%	2	4.7%	3	7.0%
Factoria	91	22	24.2%	11	12.1%	22	24.2%	4	4.4%	3	3.3%	3	3.3%
South Bellevue	21	5	23.8%	1	4.8%	6	28.6%	1	4.8%	0	0.0%	1	4.8%
East Bellevue	18	6	33.3%	0	0.0%	6	33.3%	2	11.1%	0	0.0%	0	0.0%
North or West Bellevue	11	1	9.1%	2	18.2%	2	18.2%	1	9.1%	1	9.1%	0	0.0%
Neighboring Communities	31	8	25.8%	4	12.9%	7	22.6%	1	3.2%	2	6.5%	1	3.2%
Other East King County	131	36	27.5%	16	12.2%	30	22.9%	6	4.6%	4	3.1%	3	2.3%
Downtown Seattle	913	292	32.0%	74	8.1%	191	20.9%	28	3.1%	28	3.1%	19	2.1%
University District	324	104	32.1%	28	8.6%	70	21.6%	11	3.4%	12	3.7%	10	3.1%
Other West King County	91	46	50.5%	6	6.6%	12	13.2%	2	2.2%	2	2.2%	3	3.3%
South King County	57	15	26.3%	8	14.0%	10	17.5%	1	1.8%	3	5.3%	1	1.8%
Outside King County	51	17	33.3%	3	5.9%	11	21.6%	2	3.9%	3	5.9%	1	2.0%

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	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure	Provide additional route, schedule, and wayfinding information at bus shelters	Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center	Improve comfort at bus stops with improvements like additional seating and other street furniture	Improve safety at bus stops by providing additional street lighting	Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.
All Social Users	1,051	334 31.8%	91 8.7%	224 21.3%	34 3.2%	35 3.3%	25 2.4%
Household Income Group							
Less than \$25,000	64	20 31.3%	12 18.8%	15 23.4%	4 6.3%	1 1.6%	1 1.6%
\$25,000 – \$50,000	106	28 26.4%	9 8.5%	35 33.0%	5 4.7%	5 4.7%	4 3.8%
\$50,000 – \$75,000	189	63 33.3%	12 6.3%	40 21.2%	6 3.2%	15 7.9%	2 1.1%
\$75,000 – \$100,000	162	51 31.5%	11 6.8%	36 22.2%	2 1.2%	3 1.9%	5 3.1%
\$100,000 +	351	133 37.9%	23 6.6%	61 17.4%	9 2.6%	6 1.7%	10 2.8%
Prefer not to respond	161	33 20.5%	21 13.0%	35 21.7%	7 4.3%	4 2.5%	3 1.9%
No response provided	18	6 33.3%	3 16.7%	2 11.1%	1 5.6%	1 5.6%	0 0.0%
Age Group							
Under 16	10	3 30.0%	3 30.0%	2 20.0%	0 0.0%	1 10.0%	1 10.0%
16 – 24	80	19 23.8%	13 16.3%	27 33.8%	4 5.0%	4 5.0%	1 1.3%
25 – 34	289	121 41.9%	18 6.2%	59 20.4%	4 1.4%	7 2.4%	6 2.1%
35 – 44	238	71 29.8%	17 7.1%	52 21.8%	10 4.2%	6 2.5%	7 2.9%
45 – 54	236	69 29.2%	20 8.5%	43 18.2%	8 3.4%	6 2.5%	2 0.8%
55 – 64	135	35 25.9%	10 7.4%	28 20.7%	7 5.2%	8 5.9%	8 5.9%
65 +	51	11 21.6%	7 13.7%	11 21.6%	0 0.0%	3 5.9%	0 0.0%
No response provided	12	5 41.7%	3 25.0%	2 16.7%	1 8.3%	0 0.0%	0 0.0%
Access to Personal Automobile							
Yes	888	285 32.1%	75 8.4%	179 20.2%	24 2.7%	28 3.2%	19 2.1%
No	156	47 30.1%	15 9.6%	44 28.2%	9 5.8%	7 4.5%	6 3.8%
No response provided	7	2 28.6%	1 14.3%	1 14.3%	1 14.3%	0 0.0%	0 0.0%
Means of Accessing Transit							
Walk to the bus stop	639	222 34.7%	57 8.9%	140 21.9%	28 4.4%	22 3.4%	21 3.3%
Bike to the bus stop and...	24	8 33.3%	0 0.0%	4 16.7%	0 0.0%	0 0.0%	0 0.0%
...load bike on bus's bike rack	6	1 16.7%	0 0.0%	1 16.7%	0 0.0%	0 0.0%	0 0.0%
...park bike	18	7 38.9%	0 0.0%	3 16.7%	0 0.0%	0 0.0%	0 0.0%
Park & Rider users	369	102 27.6%	30 8.1%	75 20.3%	6 1.6%	12 3.3%	4 1.1%
Drive to a Park & Ride	336	95 28.3%	26 7.7%	69 20.5%	6 1.8%	10 3.0%	3 0.9%
Dropped off at a Park & Ride	33	7 21.2%	4 12.1%	6 18.2%	0 0.0%	2 6.1%	1 3.0%
No response provided	19	2 10.5%	4 21.1%	5 26.3%	0 0.0%	1 5.3%	0 0.0%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.		Increase vehicle parking capacity at Park and Ride lots.		Increase bicycle parking capacity at Park and Ride lots.		Repair City-owned streets used as transit corridors to improve ride quality/comfort.		Other	
All Social Users	1,051	64	6.1%	118	11.2%	2	0.2%	9	0.9%	115	10.9%
Place of Residence											
Bellevue	392	17	4.3%	49	12.5%	0	0.0%	5	1.3%	39	9.9%
Non-Bellevue	636	45	7.1%	67	10.5%	2	0.3%	4	0.6%	73	11.5%
<i>Seattle</i>	229	19	8.3%	4	1.7%	0	0.0%	0	0.0%	30	13.1%
<i>Kirkland</i>	82	6	7.3%	8	9.8%	0	0.0%	0	0.0%	9	11.0%
<i>Renton</i>	43	6	14.0%	8	18.6%	0	0.0%	1	2.3%	4	9.3%
<i>Redmond</i>	39	2	5.1%	5	12.8%	0	0.0%	0	0.0%	2	5.1%
<i>Issaquah</i>	31	2	6.5%	2	6.5%	0	0.0%	0	0.0%	4	12.9%
<i>Bothell</i>	26	1	3.8%	7	26.9%	1	3.8%	0	0.0%	6	23.1%
<i>Sammamish</i>	19	1	5.3%	4	21.1%	0	0.0%	0	0.0%	3	15.8%
Unknown	23	2	8.7%	2	8.7%	0	0.0%	0	0.0%	3	13.0%
Social Destination											
Downtown Bellevue	423	24	5.7%	40	9.5%	1	0.2%	3	0.7%	45	10.6%
Crossroads	107	4	3.7%	8	7.5%	0	0.0%	1	0.9%	12	11.2%
Eastgate	43	3	7.0%	4	9.3%	0	0.0%	0	0.0%	1	2.3%
Factoria	91	5	5.5%	5	5.5%	0	0.0%	1	1.1%	15	16.5%
South Bellevue	21	2	9.5%	1	4.8%	0	0.0%	0	0.0%	4	19.0%
East Bellevue	18	1	5.6%	2	11.1%	0	0.0%	0	0.0%	1	5.6%
North or West Bellevue	11	1	9.1%	0	0.0%	0	0.0%	0	0.0%	3	27.3%
Neighboring Communities	31	4	12.9%	0	0.0%	0	0.0%	1	3.2%	3	9.7%
Other East King County	131	11	8.4%	9	6.9%	0	0.0%	0	0.0%	16	12.2%
Downtown Seattle	913	59	6.5%	111	12.2%	2	0.2%	7	0.8%	102	11.2%
University District	324	26	8.0%	18	5.6%	1	0.3%	2	0.6%	42	13.0%
Other West King County	91	5	5.5%	5	5.5%	0	0.0%	0	0.0%	10	11.0%
South King County	57	4	7.0%	5	8.8%	0	0.0%	0	0.0%	10	17.5%
Outside King County	51	3	5.9%	4	7.8%	0	0.0%	0	0.0%	7	13.7%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.			Increase vehicle parking capacity at Park and Ride lots.		Increase bicycle parking capacity at Park and Ride lots.		Repair City-owned streets used as transit corridors to improve ride quality/comfort.		Other	
All Social Users	1,051	64	6.1%	118	11.2%	2	0.2%	9	0.9%	115	10.9%	
Household Income Group												
Less than \$25,000	64	2	3.1%	2	3.1%	0	0.0%	0	0.0%	7	10.9%	
\$25,000 – \$50,000	106	2	1.9%	10	9.4%	0	0.0%	0	0.0%	8	7.5%	
\$50,000 – \$75,000	189	9	4.8%	21	11.1%	0	0.0%	0	0.0%	21	11.1%	
\$75,000 – \$100,000	162	11	6.8%	28	17.3%	1	0.6%	0	0.0%	14	8.6%	
\$100,000 +	351	28	8.0%	33	9.4%	1	0.3%	5	1.4%	42	12.0%	
Prefer not to respond	161	11	6.8%	23	14.3%	0	0.0%	4	2.5%	20	12.4%	
No response provided	18	1	5.6%	1	5.6%	0	0.0%	0	0.0%	3	16.7%	
Age Group												
Under 16	10	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
16 – 24	80	5	6.3%	2	2.5%	0	0.0%	0	0.0%	5	6.3%	
25 – 34	289	17	5.9%	24	8.3%	3	1.0%	1	0.3%	32	11.1%	
35 – 44	238	18	7.6%	30	12.6%	0	0.0%	3	1.3%	24	10.1%	
45 – 54	236	18	7.6%	34	14.4%	0	0.0%	4	1.7%	32	13.6%	
55 – 64	135	4	3.0%	15	11.1%	2	1.5%	0	0.0%	18	13.3%	
65 +	51	1	2.0%	13	25.5%	0	0.0%	1	2.0%	4	7.8%	
No response provided	12	1	8.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Access to Personal Automobile												
Yes	888	54	6.1%	118	13.3%	2	0.2%	7	0.8%	97	10.9%	
No	156	9	5.8%	0	0.0%	0	0.0%	2	1.3%	17	10.9%	
No response provided	7	1	14.3%	0	0.0%	0	0.0%	0	0.0%	1	14.3%	
Means of Accessing Transit												
Walk to the bus stop	639	39	6.1%	34	5.3%	1	0.2%	5	0.8%	70	11.0%	
Bike to the bus stop and...	24	10	41.7%	0	0.0%	0	0.0%	0	0.0%	2	8.3%	
...load bike on bus's bike rack	6	2	33.3%	0	0.0%	0	0.0%	0	0.0%	2	33.3%	
...park bike	18	8	44.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Park & Rider users	369	13	3.5%	80	21.7%	1	0.3%	4	1.1%	42	11.4%	
Drive to a Park & Ride	336	13	3.9%	76	22.6%	1	0.3%	4	1.2%	33	9.8%	
Dropped off at a Park & Ride	33	0	0.0%	4	12.1%	0	0.0%	0	0.0%	9	27.3%	
No response provided	19	2	10.5%	4	21.1%	0	0.0%	0	0.0%	1	5.3%	

Table A.67 Advocacy priorities of respondents who use transit for social and/or recreational purposes by place of residence and destination.

	Total	Increase Frequency During Peak		Increase Frequency During Midday		Increase Frequency During Late Night		Increase Frequency on Weekends		Increase Frequency to Reduce Overcrowding	
All Social Users	1,042	309	29.7%	91	8.7%	35	3.4%	38	3.6%	133	12.8%
Place of Residence											
Bellevue	390	77	19.7%	37	9.5%	16	4.1%	24	6.2%	44	11.3%
Non-Bellevue	630	228	36.2%	52	8.3%	18	2.9%	12	1.9%	86	13.7%
<i>Seattle</i>	228	103	45.2%	17	7.5%	6	2.6%	3	1.3%	33	14.5%
<i>Kirkland</i>	81	13	16.0%	11	13.6%	2	2.5%	3	3.7%	14	17.3%
<i>Renton</i>	41	12	29.3%	0	0.0%	3	7.3%	1	2.4%	2	4.9%
<i>Redmond</i>	39	10	25.6%	6	15.4%	0	0.0%	0	0.0%	4	10.3%
<i>Issaquah</i>	31	11	35.5%	2	6.5%	2	6.5%	1	3.2%	6	19.4%
<i>Bothell</i>	27	11	40.7%	1	3.7%	0	0.0%	0	0.0%	4	14.8%
<i>Sammamish</i>	19	8	42.1%	2	10.5%	0	0.0%	1	5.3%	1	5.3%
Unknown	22	4	18.2%	2	9.1%	1	4.5%	2	9.1%	3	13.6%
Social Destination											
Downtown Bellevue	421	111	26.4%	36	8.6%	21	5.0%	27	6.4%	49	11.6%
Crossroads	106	22	20.8%	12	11.3%	7	6.6%	8	7.5%	10	9.4%
Eastgate	44	9	20.5%	8	18.2%	0	0.0%	1	2.3%	5	11.4%
Factoria	92	22	23.9%	12	13.0%	3	3.3%	7	7.6%	6	6.5%
South Bellevue	21	3	14.3%	4	19.0%	1	4.8%	0	0.0%	3	14.3%
East Bellevue	18	3	16.7%	4	22.2%	0	0.0%	1	5.6%	0	0.0%
North or West Bellevue	11	1	9.1%	0	0.0%	0	0.0%	0	0.0%	1	9.1%
Neighboring Communities	31	5	16.1%	4	12.9%	1	3.2%	1	3.2%	4	12.9%
Other East King County	130	18	13.8%	17	13.1%	4	3.1%	9	6.9%	16	12.3%
Downtown Seattle	907	268	29.5%	80	8.8%	31	3.4%	30	3.3%	119	13.1%
University District	322	88	27.3%	30	9.3%	18	5.6%	12	3.7%	51	15.8%
Other West King County	88	20	22.7%	10	11.4%	4	4.5%	4	4.5%	11	12.5%
South King County	56	8	14.3%	5	8.9%	3	5.4%	3	5.4%	8	14.3%
Outside King County	49	14	28.6%	6	12.2%	3	6.1%	2	4.1%	5	10.2%

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	Total	Extend Service at Night on Weekdays		Extend Service at Night on Weekends		Expand Service Coverage in Bellevue		Revise Schedules to Improve Connections		Install Additional Shelters	
All Social Users	1,042	30	2.9%	21	2.0%	64	6.1%	80	7.7%	32	3.1%
Place of Residence											
Bellevue	390	11	2.8%	11	2.8%	39	10.0%	28	7.2%	17	4.4%
Non-Bellevue	630	18	2.9%	10	1.6%	21	3.3%	49	7.8%	15	2.4%
<i>Seattle</i>	228	3	1.3%	2	0.9%	6	2.6%	14	6.1%	5	2.2%
<i>Kirkland</i>	81	3	3.7%	1	1.2%	5	6.2%	12	14.8%	3	3.7%
<i>Renton</i>	41	2	4.9%	2	4.9%	4	9.8%	6	14.6%	0	0.0%
<i>Redmond</i>	39	3	7.7%	1	2.6%	1	2.6%	8	20.5%	0	0.0%
<i>Issaquah</i>	31	0	0.0%	1	3.2%	1	3.2%	2	6.5%	0	0.0%
<i>Bothell</i>	27	1	3.7%	1	3.7%	0	0.0%	1	3.7%	0	0.0%
<i>Sammamish</i>	19	1	5.3%	0	0.0%	0	0.0%	2	10.5%	1	5.3%
Unknown	22	1	4.5%	0	0.0%	4	18.2%	3	13.6%	0	0.0%
Social Destination											
Downtown Bellevue	421	14	3.3%	8	1.9%	18	4.3%	32	7.6%	20	4.8%
Crossroads	106	3	2.8%	2	1.9%	10	9.4%	9	8.5%	6	5.7%
Eastgate	44	1	2.3%	1	2.3%	5	11.4%	4	9.1%	2	4.5%
Factoria	92	2	2.2%	2	2.2%	4	4.3%	11	12.0%	6	6.5%
South Bellevue	21	1	4.8%	0	0.0%	1	4.8%	3	14.3%	0	0.0%
East Bellevue	18	2	11.1%	0	0.0%	1	5.6%	4	22.2%	0	0.0%
North or West Bellevue	11	1	9.1%	0	0.0%	0	0.0%	2	18.2%	1	9.1%
Neighboring Communities	31	5	16.1%	1	3.2%	0	0.0%	6	19.4%	0	0.0%
Other East King County	130	12	9.2%	4	3.1%	6	4.6%	12	9.2%	5	3.8%
Downtown Seattle	907	23	2.5%	20	2.2%	54	6.0%	68	7.5%	28	3.1%
University District	322	8	2.5%	10	3.1%	20	6.2%	21	6.5%	13	4.0%
Other West King County	88	3	3.4%	1	1.1%	2	2.3%	11	12.5%	4	4.5%
South King County	56	1	1.8%	1	1.8%	3	5.4%	12	21.4%	0	0.0%
Outside King County	49	0	0.0%	1	2.0%	3	6.1%	4	8.2%	1	2.0%

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	Total	Increase Vehicle Capacity at Park & Rides		Increase Bicycle Capacity at Park & Rides		Expand ORCA Sales Locations in Bellevue		Other	
All Social Users	1,042	84	8.1%	12	1.2%	21	2.0%	92	8.8%
Place of Residence									
Bellevue	390	40	10.3%	5	1.3%	9	2.3%	32	8.2%
Non-Bellevue	630	44	7.0%	7	1.1%	12	1.9%	58	9.2%
<i>Seattle</i>	228	3	1.3%	2	0.9%	3	1.3%	28	12.3%
<i>Kirkland</i>	81	6	7.4%	1	1.2%	1	1.2%	6	7.4%
<i>Renton</i>	41	3	7.3%	2	4.9%	1	2.4%	3	7.3%
<i>Redmond</i>	39	4	10.3%	0	0.0%	0	0.0%	2	5.1%
<i>Issaquah</i>	31	3	9.7%	0	0.0%	1	3.2%	1	3.2%
<i>Bothell</i>	27	4	14.8%	0	0.0%	1	3.7%	3	11.1%
<i>Sammamish</i>	19	3	15.8%	0	0.0%	0	0.0%	0	0.0%
Unknown	22	0	0.0%	0	0.0%	0	0.0%	2	9.1%
Social Destination									
Downtown Bellevue	421	29	6.9%	8	1.9%	9	2.1%	39	9.3%
Crossroads	106	3	2.8%	1	0.9%	5	4.7%	8	7.5%
Eastgate	44	1	2.3%	1	2.3%	2	4.5%	4	9.1%
Factoria	92	3	3.3%	1	1.1%	4	4.3%	9	9.8%
South Bellevue	21	0	0.0%	1	4.8%	1	4.8%	3	14.3%
East Bellevue	18	0	0.0%	0	0.0%	1	5.6%	2	11.1%
North or West Bellevue	11	0	0.0%	0	0.0%	1	9.1%	4	36.4%
Neighboring Communities	31	0	0.0%	0	0.0%	0	0.0%	4	12.9%
Other East King County	130	4	3.1%	2	1.5%	5	3.8%	16	12.3%
Downtown Seattle	907	78	8.6%	11	1.2%	20	2.2%	77	8.5%
University District	322	12	3.7%	5	1.6%	3	0.9%	31	9.6%
Other West King County	88	7	8.0%	0	0.0%	2	2.3%	9	10.2%
South King County	56	4	7.1%	1	1.8%	3	5.4%	4	7.1%
Outside King County	49	3	6.1%	0	0.0%	1	2.0%	6	12.2%

Table A.68 Preferred solutions to hypothetical future budget shortfall scenarios of respondents who use transit for social and/or recreational purposes by place of residence and destination.

	Total	Extend the Congestion Reduction Charge (CRC)		Raise Fares & Reduce Operating Costs		Find New Revenue Sources		Reduce/ Eliminate Low Ridership Routes		Reduce/ Eliminate All Sunday Service	
All Social Users	1,034	529	51.2%	276	26.7%	234	22.6%	200	19.3%	63	6.1%
Place of Residence											
Bellevue	389	192	49.4%	106	27.2%	85	21.9%	72	18.5%	14	3.6%
Non-Bellevue	627	326	52.0%	167	26.6%	145	23.1%	123	19.6%	49	7.8%
<i>Seattle</i>	227	137	60.4%	51	22.5%	74	32.6%	33	14.5%	14	6.2%
<i>Kirkland</i>	80	41	51.3%	21	26.3%	20	25.0%	17	21.3%	3	3.8%
<i>Renton</i>	42	20	47.6%	12	28.6%	7	16.7%	15	35.7%	3	7.1%
<i>Redmond</i>	39	20	51.3%	13	33.3%	7	17.9%	4	10.3%	2	5.1%
<i>Issaquah</i>	31	18	58.1%	9	29.0%	6	19.4%	3	9.7%	3	9.7%
<i>Bothell</i>	26	10	38.5%	7	26.9%	7	26.9%	7	26.9%	3	11.5%
<i>Sammamish</i>	18	6	33.3%	7	38.9%	4	22.2%	3	16.7%	0	0.0%
Unknown	18	11	61.1%	3	16.7%	4	22.2%	5	27.8%	0	0.0%
Social Destination											
Downtown Bellevue	419	210	50.1%	113	27.0%	112	26.7%	77	18.4%	25	6.0%
Crossroads	105	53	50.5%	27	25.7%	42	40.0%	13	12.4%	3	2.9%
Eastgate	44	20	45.5%	15	34.1%	14	31.8%	5	11.4%	6	13.6%
Factoria	90	44	48.9%	17	18.9%	29	32.2%	11	12.2%	6	6.7%
South Bellevue	21	17	81.0%	2	9.5%	6	28.6%	3	14.3%	0	0.0%
East Bellevue	18	11	61.1%	3	16.7%	6	33.3%	3	16.7%	0	0.0%
North or West Bellevue	11	10	90.9%	1	9.1%	4	36.4%	1	9.1%	0	0.0%
Neighboring Communities	29	18	62.1%	6	20.7%	10	34.5%	7	24.1%	2	6.9%
Other East King County	129	77	59.7%	27	20.9%	42	32.6%	19	14.7%	6	4.7%
Downtown Seattle	903	474	52.5%	251	27.8%	194	21.5%	174	19.3%	50	5.5%
University District	326	189	58.0%	70	21.5%	92	28.2%	56	17.2%	18	5.5%
Other West King County	90	68	75.6%	18	20.0%	30	33.3%	10	11.1%	3	3.3%
South King County	56	30	53.6%	11	19.6%	19	33.9%	7	12.5%	5	8.9%
Outside King County	48	26	54.2%	16	33.3%	11	22.9%	8	16.7%	7	14.6%

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	Total	Reduce/ Eliminate Select Weekend Service	7.2%	Reduce Frequency for Select Night Service	9.7%	Reduce Frequency for Select Off-Peak Service	7.9%	Other	8.4%
All Social Users	1,034	74	7.2%	100	9.7%	82	7.9%	87	8.4%
Place of Residence									
Bellevue	389	18	4.6%	35	9.0%	24	6.2%	26	6.7%
Non-Bellevue	627	54	8.6%	63	10.0%	56	8.9%	59	9.4%
<i>Seattle</i>	227	17	7.5%	15	6.6%	21	9.3%	21	9.3%
<i>Kirkland</i>	80	5	6.3%	11	13.8%	5	6.3%	8	10.0%
<i>Renton</i>	42	4	9.5%	4	9.5%	3	7.1%	0	0.0%
<i>Redmond</i>	39	3	7.7%	7	17.9%	4	10.3%	4	10.3%
<i>Issaquah</i>	31	2	6.5%	2	6.5%	2	6.5%	5	16.1%
<i>Bothell</i>	26	2	7.7%	4	15.4%	3	11.5%	4	15.4%
<i>Sammamish</i>	18	1	5.6%	0	0.0%	0	0.0%	1	5.6%
Unknown	18	2	11.1%	2	11.1%	2	11.1%	2	11.1%
Social Destination									
Downtown Bellevue	419	25	6.0%	46	11.0%	32	7.6%	45	10.7%
Crossroads	105	2	1.9%	11	10.5%	5	4.8%	8	7.6%
Eastgate	44	2	4.5%	6	13.6%	3	6.8%	2	4.5%
Factoria	90	5	5.6%	12	13.3%	8	8.9%	7	7.8%
South Bellevue	21	1	4.8%	0	0.0%	0	0.0%	0	0.0%
East Bellevue	18	2	11.1%	1	5.6%	0	0.0%	2	11.1%
North or West Bellevue	11	0	0.0%	0	0.0%	0	0.0%	1	9.1%
Neighboring Communities	29	2	6.9%	2	6.9%	1	3.4%	1	3.4%
Other East King County	129	6	4.7%	10	7.8%	11	8.5%	10	7.8%
Downtown Seattle	903	64	7.1%	81	9.0%	69	7.6%	82	9.1%
University District	326	14	4.3%	32	9.8%	20	6.1%	37	11.3%
Other West King County	90	2	2.2%	6	6.7%	4	4.4%	5	5.6%
South King County	56	4	7.1%	8	14.3%	5	8.9%	6	10.7%
Outside King County	48	2	4.2%	6	12.5%	6	12.5%	3	6.3%

Table A.69 Frequency of attending special events by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Multiple Times per Week		Once per Week		Once or Twice per Month		Once Every Couple of Months		Once or Twice per Year		Less than Once per Year	
All Special Event Users	1,344	13	1.0%	20	1.5%	168	12.5%	450	33.5%	595	44.3%	98	7.3%
Place of Residence													
Bellevue	454	2	0.4%	6	1.3%	59	13.0%	161	35.5%	197	43.4%	29	6.4%
Non-Bellevue	793	11	1.4%	14	1.8%	97	12.2%	263	33.2%	350	44.1%	58	7.3%
<i>Seattle</i>	226	4	1.8%	8	3.5%	30	13.3%	85	37.6%	86	38.1%	13	5.8%
<i>Kirkland</i>	97	0	0.0%	2	2.1%	15	15.5%	39	40.2%	34	35.1%	7	7.2%
<i>Renton</i>	56	2	3.6%	1	1.8%	5	8.9%	20	35.7%	22	39.3%	6	10.7%
<i>Redmond</i>	54	0	0.0%	1	1.9%	8	14.8%	18	33.3%	23	42.6%	4	7.4%
<i>Issaquah</i>	41	0	0.0%	0	0.0%	5	12.2%	11	26.8%	24	58.5%	1	2.4%
<i>Bothell</i>	40	0	0.0%	2	5.0%	5	12.5%	9	22.5%	20	50.0%	4	10.0%
<i>Sammamish</i>	25	0	0.0%	0	0.0%	4	16.0%	9	36.0%	11	44.0%	1	4.0%
Employment Status													
Employed / Self-Employed	1,118	11	1.0%	12	1.1%	137	12.3%	374	33.5%	504	45.1%	80	7.2%
Student	63	2	3.2%	1	1.6%	7	11.1%	21	33.3%	25	39.7%	7	11.1%
<i>Student (Not Employed)</i>	25	1	4.0%	0	0.0%	2	8.0%	9	36.0%	10	40.0%	3	12.0%
<i>Student w/a Job or Internship</i>	38	1	2.6%	1	2.6%	5	13.2%	12	31.6%	15	39.5%	4	10.5%
Homemaker	11	0	0.0%	0	0.0%	1	9.1%	5	45.5%	5	45.5%	0	0.0%
Currently Not Employed	17	0	0.0%	1	5.9%	3	17.6%	6	35.3%	6	35.3%	1	5.9%
Retired	60	0	0.0%	6	10.0%	7	11.7%	22	36.7%	24	40.0%	1	1.7%
Other	8	0	0.0%	0	0.0%	2	25.0%	3	37.5%	2	25.0%	1	12.5%
Household Income Group													
Less than \$25,000	43	1	2.3%	2	4.7%	11	25.6%	21	48.8%	8	18.6%	0	0.0%
\$25,000 – \$50,000	106	0	0.0%	5	4.7%	15	14.2%	28	26.4%	53	50.0%	5	4.7%
\$50,000 – \$75,000	226	6	2.7%	5	2.2%	31	13.7%	67	29.6%	103	45.6%	14	6.2%
\$75,000 – \$100,000	207	1	0.5%	1	0.5%	29	14.0%	68	32.9%	92	44.4%	16	7.7%
\$100,000 +	465	3	0.6%	6	1.3%	46	9.9%	177	38.1%	202	43.4%	31	6.7%
Prefer not to respond	211	2	0.9%	1	0.5%	23	10.9%	68	32.2%	97	46.0%	20	9.5%
Age Group													
Under 16	8	1	12.5%	0	0.0%	1	12.5%	3	37.5%	2	25.0%	1	12.5%
16 – 24	63	1	1.6%	2	3.2%	10	15.9%	20	31.7%	23	36.5%	7	11.1%
25 – 34	303	3	1.0%	4	1.3%	44	14.5%	119	39.3%	121	39.9%	12	4.0%
35 – 44	287	3	1.0%	3	1.0%	31	10.8%	103	35.9%	127	44.3%	20	7.0%
45 – 54	301	2	0.7%	3	1.0%	32	10.6%	95	31.6%	148	49.2%	21	7.0%
55 – 64	231	3	1.3%	4	1.7%	29	12.6%	65	28.1%	107	46.3%	23	10.0%
65 +	70	0	0.0%	4	5.7%	8	11.4%	24	34.3%	31	44.3%	3	4.3%
Access to Personal Automobile													
Yes	1,159	12	1.0%	17	1.5%	139	12.0%	385	33.2%	523	45.1%	83	7.2%
No	109	1	0.9%	3	2.8%	19	17.4%	46	42.2%	35	32.1%	5	4.6%
Access to Personal Bicycle													
Yes	771	7	0.9%	10	1.3%	94	12.2%	275	35.7%	340	44.1%	45	5.8%
No	495	6	1.2%	10	2.0%	63	12.7%	155	31.3%	218	44.0%	43	8.7%
Children 16 or Younger in Household													
Yes	362	1	0.3%	2	0.6%	39	10.8%	119	32.9%	176	48.6%	25	6.9%
No	902	12	1.3%	18	2.0%	117	13.0%	310	34.4%	383	42.5%	61	6.8%

Note: exclusively means respondents only take transit when travelling to/from special events. Often, occasionally, and rarely did not include any percentage guidelines for respondents.

Table A.70 Frequency of using transit in Bellevue for special events by frequency of attendance, place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Exclusively	Often	Occasionally	Rarely	Never					
All Special Event Users	1,346	99	7.4%	391	29.0%	502	37.3%	342	25.4%	12	0.9%
Frequency of Attending											
Multiple times per week	13	2	15.4%	4	30.8%	5	38.5%	2	15.4%	0	0.0%
Once per week	20	6	30.0%	10	50.0%	3	15.0%	1	5.0%	0	0.0%
Once or twice per month	168	18	10.7%	74	44.0%	64	38.1%	10	6.0%	2	1.2%
Once every couple of month	450	39	8.7%	171	38.0%	181	40.2%	59	13.1%	0	0.0%
Once or twice per year	595	33	5.5%	122	20.5%	227	38.2%	207	34.8%	6	1.0%
Less than once per year	98	1	1.0%	10	10.2%	21	21.4%	62	63.3%	4	4.1%
Place of Residence											
Bellevue	455	33	7.3%	153	33.6%	168	36.9%	99	21.8%	2	0.4%
Non-Bellevue	793	62	7.8%	215	27.1%	289	36.4%	220	27.7%	7	0.9%
<i>Seattle</i>	226	25	11.1%	68	30.1%	78	34.5%	55	24.3%	0	0.0%
<i>Kirkland</i>	97	8	8.2%	31	32.0%	35	36.1%	22	22.7%	1	1.0%
<i>Renton</i>	56	4	7.1%	13	23.2%	24	42.9%	14	25.0%	1	1.8%
<i>Redmond</i>	54	5	9.3%	21	38.9%	17	31.5%	10	18.5%	1	1.9%
<i>Issaquah</i>	41	3	7.3%	10	24.4%	15	36.6%	13	31.7%	0	0.0%
<i>Bothell</i>	40	0	0.0%	12	30.0%	13	32.5%	14	35.0%	1	2.5%
<i>Sammamish</i>	25	1	4.0%	5	20.0%	14	56.0%	5	20.0%	0	0.0%
Employment Status											
Employed / Self-Employed	1,119	81	7.2%	332	29.7%	404	36.1%	294	26.3%	8	0.7%
Student	63	6	9.5%	17	27.0%	23	36.5%	16	25.4%	1	1.6%
<i>Student (Not Employed)</i>	25	3	12.0%	8	32.0%	8	32.0%	5	20.0%	1	4.0%
<i>Student with a Job or Internship</i>	38	3	7.9%	9	23.7%	15	39.5%	11	28.9%	0	0.0%
Homemaker	11	1	9.1%	2	18.2%	7	63.6%	1	9.1%	0	0.0%
Currently Not Employed	17	2	11.8%	8	47.1%	5	29.4%	2	11.8%	0	0.0%
Retired	60	5	8.3%	13	21.7%	28	46.7%	14	23.3%	0	0.0%
Other	8	2	25.0%	2	25.0%	3	37.5%	1	12.5%	0	0.0%

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	Total	Exclusively		Often		Occasionally		Rarely		Never	
All Special Event Users	1,346	99	7.4%	391	29.0%	502	37.3%	342	25.4%	12	0.9%
Household Income Group											
Less than \$25,000	43	8	18.6%	15	34.9%	10	23.3%	9	20.9%	1	2.3%
\$25,000 – \$50,000	106	14	13.2%	22	20.8%	44	41.5%	25	23.6%	1	0.9%
\$50,000 – \$75,000	226	13	5.8%	64	28.3%	94	41.6%	54	23.9%	1	0.4%
\$75,000 – \$100,000	207	12	5.8%	54	26.1%	86	41.5%	53	25.6%	2	1.0%
\$100,000 +	466	32	6.9%	157	33.7%	154	33.0%	122	26.2%	1	0.2%
Prefer not to respond	211	17	8.1%	57	27.0%	76	36.0%	59	28.0%	2	0.9%
Age Group											
Under 16	8	0	0.0%	3	37.5%	2	25.0%	2	25.0%	1	12.5%
16 – 24	63	8	12.7%	20	31.7%	22	34.9%	13	20.6%	0	0.0%
25 – 34	303	36	11.9%	103	34.0%	111	36.6%	53	17.5%	0	0.0%
35 – 44	287	20	7.0%	95	33.1%	92	32.1%	77	26.8%	3	1.0%
45 – 54	301	19	6.3%	83	27.6%	106	35.2%	90	29.9%	3	1.0%
55 – 64	232	11	4.7%	51	22.0%	102	44.0%	67	28.9%	1	0.4%
65 +	70	3	4.3%	17	24.3%	30	42.9%	20	28.6%	0	0.0%
Access to Personal Automobile											
Yes	1,160	72	6.2%	344	29.7%	434	37.4%	301	25.9%	9	0.8%
No	109	24	22.0%	30	27.5%	33	30.3%	22	20.2%	0	0.0%
Access to Personal Bicycle											
Yes	772	51	6.6%	241	31.2%	280	36.3%	193	25.0%	7	0.9%
No	495	45	9.1%	132	26.7%	185	37.4%	131	26.5%	2	0.4%
Children 16 or Younger in Household											
Yes	362	17	4.7%	118	32.6%	117	32.3%	107	29.6%	3	0.8%
No	902	80	8.9%	254	28.2%	348	38.6%	215	23.8%	5	0.6%

Note: exclusively means respondents only take transit when travelling to/from special events. Often, occasionally, and rarely did not include any percentage guidelines for respondents.

Table A.71 Reason for using transit in Bellevue for special events by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Transit is convenient and/ or easy to use.		Transit allows me to have a productive/ relaxing ride.		Transit costs me less than driving.		Driving is too much of a hassle.		Gasoline is too expensive.	
All Special Event Users	1,302	733	56.3%	336	25.8%	505	38.8%	605	46.5%	293	22.5%
Place of Residence											
Bellevue	450	273	60.7%	131	29.1%	185	41.1%	215	47.8%	83	18.4%
Non-Bellevue	778	425	54.6%	193	24.8%	297	38.2%	357	45.9%	193	24.8%
<i>Seattle</i>	219	129	58.9%	63	28.8%	76	34.7%	95	43.4%	44	20.1%
<i>Kirkland</i>	95	48	50.5%	28	29.5%	42	44.2%	47	49.5%	24	25.3%
<i>Renton</i>	54	27	50.0%	12	22.2%	17	31.5%	28	51.9%	19	35.2%
<i>Redmond</i>	51	29	56.9%	14	27.5%	24	47.1%	23	45.1%	13	25.5%
<i>Issaquah</i>	41	25	61.0%	11	26.8%	16	39.0%	20	48.8%	9	22.0%
<i>Bothell</i>	40	21	52.5%	11	27.5%	16	40.0%	22	55.0%	13	32.5%
<i>Sammamish</i>	25	13	52.0%	4	16.0%	11	44.0%	10	40.0%	8	32.0%
Employment Status											
Employed / Self-Employed	1,099	621	56.5%	285	25.9%	417	37.9%	517	47.0%	245	22.3%
Student	62	30	48.4%	14	22.6%	26	41.9%	21	33.9%	18	29.0%
<i>Student (Not Employed)</i>	24	9	37.5%	4	16.7%	6	25.0%	8	33.3%	5	20.8%
<i>Student with a Job or Internship</i>	38	21	55.3%	10	26.3%	20	52.6%	13	34.2%	13	34.2%
Homemaker	11	9	81.8%	3	27.3%	2	18.2%	4	36.4%	1	9.1%
Currently Not Employed	17	9	52.9%	7	41.2%	4	23.5%	6	35.3%	1	5.9%
Retired	57	36	63.2%	16	28.1%	34	59.6%	33	57.9%	13	22.8%
Other	8	4	50.0%	2	25.0%	6	75.0%	4	50.0%	3	37.5%
Household Income Group											
Less than \$25,000	40	20	50.0%	10	25.0%	18	45.0%	15	37.5%	11	27.5%
\$25,000 – \$50,000	105	61	58.1%	27	25.7%	48	45.7%	48	45.7%	34	32.4%
\$50,000 – \$75,000	222	125	56.3%	52	23.4%	98	44.1%	107	48.2%	61	27.5%
\$75,000 – \$100,000	206	116	56.3%	57	27.7%	99	48.1%	93	45.1%	51	24.8%
\$100,000 +	457	270	59.1%	121	26.5%	144	31.5%	216	47.3%	76	16.6%
Prefer not to respond	208	110	52.9%	59	28.4%	79	38.0%	100	48.1%	45	21.6%
Age Group											
Under 16	7	4	57.1%	1	14.3%	1	14.3%	1	14.3%	1	14.3%
16 – 24	63	32	50.8%	17	27.0%	27	42.9%	24	38.1%	18	28.6%
25 – 34	298	156	52.3%	68	22.8%	111	37.2%	147	49.3%	70	23.5%
35 – 44	283	171	60.4%	86	30.4%	92	32.5%	129	45.6%	62	21.9%
45 – 54	297	164	55.2%	66	22.2%	109	36.7%	129	43.4%	53	17.8%
55 – 64	228	137	60.1%	66	28.9%	99	43.4%	115	50.4%	56	24.6%
65 +	69	42	60.9%	21	30.4%	45	65.2%	37	53.6%	19	27.5%
Access to Personal Automobile											
Yes	1,144	654	57.2%	302	26.4%	454	39.7%	544	47.6%	257	22.5%
No	106	56	52.8%	25	23.6%	34	32.1%	39	36.8%	24	22.6%
Access to Personal Bicycle											
Yes	762	432	56.7%	205	26.9%	297	39.0%	343	45.0%	176	23.1%
No	486	276	56.8%	121	24.9%	190	39.1%	240	49.4%	104	21.4%
Children 16 or Younger in Household											
Yes	357	194	54.3%	88	24.6%	122	34.2%	155	43.4%	69	19.3%
No	888	512	57.7%	238	26.8%	364	41.0%	427	48.1%	210	23.6%

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	Total	Parking is too much of a hassle		Parking is too expensive		Because of the effects of SR-520 tolling on traffic.		SR-520 tolls are too expensive.		I do not have access to a motor vehicle / I do not drive.	
All Special Event Users	1,302	984	75.6%	940	72.2%	120	9.2%	147	11.3%	92	7.1%
Place of Residence											
Bellevue	450	341	75.8%	329	73.1%	50	11.1%	53	11.8%	28	6.2%
Non-Bellevue	778	593	76.2%	566	72.8%	65	8.4%	89	11.4%	55	7.1%
<i>Seattle</i>	219	166	75.8%	149	68.0%	10	4.6%	14	6.4%	28	12.8%
<i>Kirkland</i>	95	76	80.0%	74	77.9%	21	22.1%	28	29.5%	4	4.2%
<i>Renton</i>	54	47	87.0%	38	70.4%	2	3.7%	2	3.7%	3	5.6%
<i>Redmond</i>	51	38	74.5%	32	62.7%	2	3.9%	5	9.8%	6	11.8%
<i>Issaquah</i>	41	33	80.5%	33	80.5%	2	4.9%	2	4.9%	2	4.9%
<i>Bothell</i>	40	33	82.5%	31	77.5%	4	10.0%	3	7.5%	2	5.0%
<i>Sammamish</i>	25	22	88.0%	16	64.0%	1	4.0%	1	4.0%	1	4.0%
Employment Status											
Employed / Self-Employed	1,099	845	76.9%	805	73.2%	90	8.2%	110	10.0%	54	4.9%
Student	62	35	56.5%	39	62.9%	12	19.4%	15	24.2%	25	40.3%
<i>Student (Not Employed)</i>	24	12	50.0%	14	58.3%	2	8.3%	4	16.7%	10	41.7%
<i>Student with a Job or Internship</i>	38	23	60.5%	25	65.8%	10	26.3%	11	28.9%	15	39.5%
Homemaker	11	6	54.5%	7	63.6%	1	9.1%	0	0.0%	0	0.0%
Currently Not Employed	17	13	76.5%	11	64.7%	2	11.8%	6	35.3%	5	29.4%
Retired	57	47	82.5%	41	71.9%	11	19.3%	11	19.3%	1	1.8%
Other	8	6	75.0%	6	75.0%	0	0.0%	0	0.0%	3	37.5%
Household Income Group											
Less than \$25,000	40	20	50.0%	20	50.0%	12	30.0%	11	27.5%	15	37.5%
\$25,000 – \$50,000	105	67	63.8%	69	65.7%	8	7.6%	14	13.3%	18	17.1%
\$50,000 – \$75,000	222	177	79.7%	174	78.4%	25	11.3%	25	11.3%	12	5.4%
\$75,000 – \$100,000	206	160	77.7%	158	76.7%	19	9.2%	26	12.6%	7	3.4%
\$100,000 +	457	355	77.7%	322	70.5%	28	6.1%	36	7.9%	16	3.5%
Prefer not to respond	208	160	76.9%	159	76.4%	23	11.1%	30	14.4%	19	9.1%
Age Group											
Under 16	7	2	28.6%	5	71.4%	0	0.0%	2	28.6%	2	28.6%
16 – 24	63	40	63.5%	37	58.7%	7	11.1%	9	14.3%	21	33.3%
25 – 34	298	236	79.2%	223	74.8%	40	13.4%	40	13.4%	29	9.7%
35 – 44	283	227	80.2%	221	78.1%	17	6.0%	23	8.1%	11	3.9%
45 – 54	297	210	70.7%	207	69.7%	20	6.7%	26	8.8%	13	4.4%
55 – 64	228	175	76.8%	157	68.9%	22	9.6%	30	13.2%	10	4.4%
65 +	69	55	79.7%	53	76.8%	10	14.5%	13	18.8%	1	1.4%
Access to Personal Automobile											
Yes	1,144	907	79.3%	866	75.7%	108	9.4%	132	11.5%	14	1.2%
No	106	40	37.7%	42	39.6%	8	7.5%	11	10.4%	74	69.8%
Access to Personal Bicycle											
Yes	762	589	77.3%	547	71.8%	63	8.3%	87	11.4%	44	5.8%
No	486	357	73.5%	359	73.9%	53	10.9%	56	11.5%	44	9.1%
Children 16 or Younger in Household											
Yes	357	264	73.9%	274	76.8%	27	7.6%	38	10.6%	19	5.3%
No	888	681	76.7%	630	70.9%	89	10.0%	105	11.8%	69	7.8%

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	Total	Transit is better for the environment than driving.		Using transit makes it easier for me to commute by bicycle.		I simply prefer taking transit, in general.		Other	
All Special Event Users	1,302	348	26.7%	26	2.0%	170	13.1%	54	4.1%
Place of Residence									
Bellevue	450	121	26.9%	5	1.1%	48	10.7%	16	3.6%
Non-Bellevue	778	212	27.2%	18	2.3%	114	14.7%	37	4.8%
<i>Seattle</i>	219	64	29.2%	11	5.0%	49	22.4%	11	5.0%
<i>Kirkland</i>	95	31	32.6%	0	0.0%	14	14.7%	2	2.1%
<i>Renton</i>	54	13	24.1%	0	0.0%	5	9.3%	3	5.6%
<i>Redmond</i>	51	19	37.3%	1	2.0%	4	7.8%	1	2.0%
<i>Issaquah</i>	41	7	17.1%	0	0.0%	6	14.6%	0	0.0%
<i>Bothell</i>	40	9	22.5%	1	2.5%	5	12.5%	2	5.0%
<i>Sammamish</i>	25	9	36.0%	0	0.0%	6	24.0%	0	0.0%
Employment Status									
Employed / Self-Employed	1,099	295	26.8%	23	2.1%	140	12.7%	50	4.5%
Student	62	21	33.9%	1	1.6%	9	14.5%	0	0.0%
<i>Student (Not Employed)</i>	24	7	29.2%	1	4.2%	4	16.7%	0	0.0%
<i>Student with a Job or Internship</i>	38	14	36.8%	0	0.0%	5	13.2%	0	0.0%
Homemaker	11	1	9.1%	0	0.0%	1	9.1%	1	9.1%
Currently Not Employed	17	4	23.5%	0	0.0%	2	11.8%	1	5.9%
Retired	57	19	33.3%	0	0.0%	13	22.8%	2	3.5%
Other	8	2	25.0%	1	12.5%	2	25.0%	0	0.0%
Household Income Group									
Less than \$25,000	40	11	27.5%	0	0.0%	8	20.0%	1	2.5%
\$25,000 – \$50,000	105	26	24.8%	2	1.9%	16	15.2%	7	6.7%
\$50,000 – \$75,000	222	59	26.6%	6	2.7%	24	10.8%	13	5.9%
\$75,000 – \$100,000	206	56	27.2%	1	0.5%	23	11.2%	3	1.5%
\$100,000 +	457	134	29.3%	12	2.6%	71	15.5%	24	5.3%
Prefer not to respond	208	54	26.0%	3	1.4%	22	10.6%	6	2.9%
Age Group									
Under 16	7	3	42.9%	0	0.0%	1	14.3%	0	0.0%
16 – 24	63	18	28.6%	1	1.6%	10	15.9%	2	3.2%
25 – 34	298	83	27.9%	5	1.7%	47	15.8%	17	5.7%
35 – 44	283	62	21.9%	7	2.5%	28	9.9%	17	6.0%
45 – 54	297	85	28.6%	8	2.7%	27	9.1%	8	2.7%
55 – 64	228	69	30.3%	3	1.3%	42	18.4%	7	3.1%
65 +	69	21	30.4%	0	0.0%	11	15.9%	3	4.3%
Access to Personal Automobile									
Yes	1,144	307	26.8%	20	1.7%	143	12.5%	49	4.3%
No	106	35	33.0%	3	2.8%	23	21.7%	5	4.7%
Access to Personal Bicycle									
Yes	762	233	30.6%	22	2.9%	106	13.9%	25	3.3%
No	486	109	22.4%	2	0.4%	60	12.3%	29	6.0%
Children 16 or Younger in Household									
Yes	357	84	23.5%	6	1.7%	41	11.5%	15	4.2%
No	888	258	29.1%	18	2.0%	126	14.2%	39	4.4%

Table A.72 Themes of write-in responses to why respondents use transit for special events.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents
Convenience	4	7.4%	7.4%
<i>Transit is Convenient</i>	4	7.4%	7.4%
Safety	28	51.9%	51.9%
<i>To Avoid Driving Under The Influence</i>	28	51.9%	51.9%
Transit Is Better Than Driving	9	16.7%	16.7%
<i>To Avoid Traffic</i>	5	9.3%	9.3%
<i>Transit Costs Less Than Driving</i>	4	7.4%	7.4%
Unable to Drive	2	3.7%	3.7%
<i>Medical Reasons</i>	2	3.7%	3.7%
When A Personal Vehicle is Unavailable	1	1.9%	1.9%
<i>My Household Shares A Personal Vehicle</i>	1	1.9%	1.9%
Miscellaneous Reasons	7	13.0%	13.0%
<i>Riding Transit Is Enjoyable</i>	2	3.7%	3.7%
<i>When Meeting or Traveling with Others</i>	5	9.3%	9.3%
Other Comments	3	5.6%	5.6%
<i>Other Comments</i>	3	5.6%	5.6%
total categorized responses	54		
total unique respondents	54		

Table A.73 Routes respondents use for special events (only the top 20 are ranked).

Route	Count	Percent	Rank
RapidRide B Line	91	7.9%	3
111	11	1.0%	
114	7	0.6%	
167	6	0.5%	
210	12	1.0%	
211	4	0.3%	
212	74	6.4%	14
215	12	1.0%	
216	15	1.3%	
217	27	2.3%	
218	26	2.3%	
219	3	0.3%	
221	23	2.0%	12
226	34	2.9%	8
232	8	0.7%	
234	23	2.0%	10
235	17	1.5%	16
237	3	0.3%	
240	42	3.6%	6
241	23	2.0%	15
242	3	0.3%	
243	9	0.8%	
245	55	4.8%	4
246	12	1.0%	19
249	25	2.2%	13
250	11	1.0%	
255	142	12.3%	7
271	166	14.4%	2
280	3	0.3%	
342	3	0.3%	
532	28	2.4%	20
535	32	2.8%	17
540	38	3.3%	19
550	564	48.9%	1
554	159	13.8%	5
555	53	4.6%	11
556	27	2.3%	18
560	68	5.9%	9
566	15	1.3%	
925	0	0.0%	
Other	306	26.5%	
respondents	1,153		

Table A.74 How respondents access transit when traveling to special events.

Means of Access	Count	Percent
I walk to the bus stop.	602	46.3%
I bicycle to the bus stop and...	20	1.5%
...park my bicycle at a nearby rack/locker.	4	0.3%
...load my bicycle onto the bus' bicycle rack.	16	1.2%
Total Park & Ride Users.	674	51.8%
I drive to a Park & Ride facility.	622	47.8%
I get dropped off at a Park & Ride facility.	52	4.0%
respondents	1,301	

Table A.75 Overall satisfaction with transit service in Bellevue of respondents who use transit for special events.

	Total	Satisfied				Dissatisfied			
		Very	Somewhat	Overall					
All Special Event Users	1,308	451	34.5%	742	56.7%	1,193	91.2%	115	8.8%
Place of Residence									
Bellevue	455	136	29.9%	269	59.1%	405	89.0%	50	11.0%
Non-Bellevue	793	296	37.3%	438	55.2%	734	92.6%	59	7.4%
<i>Seattle</i>	226	68	30.1%	142	62.8%	210	92.9%	16	7.1%
<i>Kirkland</i>	97	36	37.1%	51	52.6%	87	89.7%	10	10.3%
<i>Renton</i>	56	22	39.3%	29	51.8%	51	91.1%	5	8.9%
<i>Redmond</i>	54	23	42.6%	29	53.7%	52	96.3%	2	3.7%
<i>Issaquah</i>	41	17	41.5%	23	56.1%	40	97.6%	1	2.4%
<i>Bothell</i>	40	16	40.0%	23	57.5%	39	97.5%	1	2.5%
<i>Sammamish</i>	25	9	36.0%	11	44.0%	20	80.0%	5	20.0%
Unknown	60	19	31.7%	35	58.3%	54	90.0%	6	10.0%
Special Event Destination									
Downtown Bellevue	285	96	33.7%	164	57.5%	260	91.2%	25	8.8%
Crossroads	46	17	37.0%	27	58.7%	44	95.7%	2	4.3%
Eastgate	29	13	44.8%	14	48.3%	27	93.1%	2	6.9%
Factoria	29	11	37.9%	12	41.4%	23	79.3%	6	20.7%
South Bellevue	17	6	35.3%	9	52.9%	15	88.2%	2	11.8%
East Bellevue	9	5	55.6%	4	44.4%	9	100.0%	0	0.0%
North or West Bellevue	7	3	42.9%	4	57.1%	7	100.0%	0	0.0%
Neighboring Communities	16	5	31.3%	7	43.8%	12	75.0%	4	25.0%
Other East King County	69	22	31.9%	44	63.8%	66	95.7%	3	4.3%
Downtown Seattle	1,201	406	33.8%	687	57.2%	1,093	91.0%	108	9.0%
University District	339	111	32.7%	200	59.0%	311	91.7%	28	8.3%
Other West King County	71	15	21.1%	47	66.2%	62	87.3%	9	12.7%
South King County	40	14	35.0%	24	60.0%	38	95.0%	2	5.0%
Outside King County	32	10	31.3%	21	65.6%	31	96.9%	1	3.1%

Table A.76 Perception of transit accessibility in Bellevue of respondents who use transit for special events.

	Total	Easily		Somewhat		Overall		Difficult	
All Special Event Users	880	407	46.3%	376	42.7%	783	89.0%	97	11.0%
Place of Residence									
Bellevue	307	142	46.3%	132	43.0%	274	89.3%	33	10.7%
Non-Bellevue	513	237	46.2%	219	42.7%	456	88.9%	57	11.1%
<i>Seattle</i>	153	73	47.7%	63	41.2%	136	88.9%	17	11.1%
<i>Kirkland</i>	52	16	30.8%	31	59.6%	47	90.4%	5	9.6%
<i>Renton</i>	36	20	55.6%	12	33.3%	32	88.9%	4	11.1%
<i>Redmond</i>	37	15	40.5%	17	45.9%	32	86.5%	5	13.5%
<i>Issaquah</i>	32	14	43.8%	14	43.8%	28	87.5%	4	12.5%
<i>Bothell</i>	25	11	44.0%	11	44.0%	22	88.0%	3	12.0%
<i>Sammamish</i>	14	7	50.0%	4	28.6%	11	78.6%	3	21.4%
Unknown	60	28	46.7%	25	41.7%	53	88.3%	7	11.7%
Special Event Destination									
Downtown Bellevue	200	96	48.0%	86	43.0%	182	91.0%	18	9.0%
Crossroads	33	10	30.3%	20	60.6%	30	90.9%	3	9.1%
Eastgate	19	7	36.8%	7	36.8%	14	73.7%	5	26.3%
Factoria	23	10	43.5%	9	39.1%	19	82.6%	4	17.4%
South Bellevue	12	4	33.3%	5	41.7%	9	75.0%	3	25.0%
East Bellevue	4	1	25.0%	3	75.0%	4	100.0%	0	0.0%
North or West Bellevue	5	1	20.0%	4	80.0%	5	100.0%	0	0.0%
Neighboring Communities	7	3	42.9%	4	57.1%	7	100.0%	0	0.0%
Other East King County	40	16	40.0%	20	50.0%	36	90.0%	4	10.0%
Downtown Seattle	800	369	46.1%	346	43.3%	715	89.4%	85	10.6%
University District	226	103	45.6%	99	43.8%	202	89.4%	24	10.6%
Other West King County	46	19	41.3%	21	45.7%	40	87.0%	6	13.0%
South King County	29	12	41.4%	14	48.3%	26	89.7%	3	10.3%
Outside King County	22	9	40.9%	11	50.0%	20	90.9%	2	9.1%

Table A.77 Perception of transit convenience in Bellevue of respondents who use transit for special events.

	Total	Convenient				Overall		Not Convenient	
		Very	Somewhat						
All Special Event Users	880	311	35.3%	412	46.8%	723	82.2%	157	17.8%
Place of Residence									
Bellevue	307	115	37.5%	140	45.6%	255	83.1%	52	16.9%
Non-Bellevue	513	176	34.3%	245	47.8%	421	82.1%	92	17.9%
<i>Seattle</i>	153	57	37.3%	65	42.5%	122	79.7%	31	20.3%
<i>Kirkland</i>	52	8	15.4%	33	63.5%	41	78.8%	11	21.2%
<i>Renton</i>	36	16	44.4%	15	41.7%	31	86.1%	5	13.9%
<i>Redmond</i>	37	14	37.8%	16	43.2%	30	81.1%	7	18.9%
<i>Issaquah</i>	32	9	28.1%	16	50.0%	25	78.1%	7	21.9%
<i>Bothell</i>	25	10	40.0%	11	44.0%	21	84.0%	4	16.0%
<i>Sammamish</i>	14	5	35.7%	5	35.7%	10	71.4%	4	28.6%
Unknown	60	20	33.3%	27	45.0%	47	78.3%	13	21.7%
Special Event Destination									
Downtown Bellevue	200	74	37.0%	94	47.0%	168	84.0%	32	16.0%
Crossroads	33	9	27.3%	19	57.6%	28	84.8%	5	15.2%
Eastgate	19	5	26.3%	9	47.4%	14	73.7%	5	26.3%
Factoria	23	6	26.1%	12	52.2%	18	78.3%	5	21.7%
South Bellevue	12	3	25.0%	5	41.7%	8	66.7%	4	33.3%
East Bellevue	4	0	0.0%	4	100.0%	4	100.0%	0	0.0%
North or West Bellevue	5	3	60.0%	2	40.0%	5	100.0%	0	0.0%
Neighboring Communities	7	3	42.9%	4	57.1%	7	100.0%	0	0.0%
Other East King County	40	12	30.0%	22	55.0%	34	85.0%	6	15.0%
Downtown Seattle	800	284	35.5%	369	46.1%	653	81.6%	147	18.4%
University District	226	82	36.3%	104	46.0%	186	82.3%	40	17.7%
Other West King County	46	20	43.5%	17	37.0%	37	80.4%	9	19.6%
South King County	29	10	34.5%	14	48.3%	24	82.8%	5	17.2%
Outside King County	22	8	36.4%	11	50.0%	19	86.4%	3	13.6%

Table A.78 Perception of transit reliability in Bellevue of respondents who use transit for special events.

	Total	Reliable				Overall		Not Reliable	
		Very	Somewhat						
All Special Event Users	880	436	49.5%	405	46.0%	841	95.6%	39	4.4%
Place of Residence									
Bellevue	307	153	49.8%	140	45.6%	293	95.4%	14	4.6%
Non-Bellevue	513	252	49.1%	240	46.8%	492	95.9%	21	4.1%
<i>Seattle</i>	153	78	51.0%	66	43.1%	144	94.1%	9	5.9%
<i>Kirkland</i>	52	18	34.6%	34	65.4%	52	100.0%	0	0.0%
<i>Renton</i>	36	19	52.8%	15	41.7%	34	94.4%	2	5.6%
<i>Redmond</i>	37	17	45.9%	19	51.4%	36	97.3%	1	2.7%
<i>Issaquah</i>	32	17	53.1%	14	43.8%	31	96.9%	1	3.1%
<i>Bothell</i>	25	10	40.0%	14	56.0%	24	96.0%	1	4.0%
<i>Sammamish</i>	14	7	50.0%	5	35.7%	12	85.7%	2	14.3%
Unknown	60	31	51.7%	25	41.7%	56	93.3%	4	6.7%
Special Event Destination									
Downtown Bellevue	200	110	55.0%	82	41.0%	192	96.0%	8	4.0%
Crossroads	33	18	54.5%	14	42.4%	32	97.0%	1	3.0%
Eastgate	19	8	42.1%	10	52.6%	18	94.7%	1	5.3%
Factoria	23	11	47.8%	12	52.2%	23	100.0%	0	0.0%
South Bellevue	12	5	41.7%	7	58.3%	12	100.0%	0	0.0%
East Bellevue	4	1	25.0%	3	75.0%	4	100.0%	0	0.0%
North or West Bellevue	5	5	100.0%	0	0.0%	5	100.0%	0	0.0%
Neighboring Communities	7	5	71.4%	2	28.6%	7	100.0%	0	0.0%
Other East King County	40	18	45.0%	21	52.5%	39	97.5%	1	2.5%
Downtown Seattle	800	399	49.9%	363	45.4%	762	95.3%	38	4.8%
University District	226	111	49.1%	106	46.9%	217	96.0%	9	4.0%
Other West King County	46	28	60.9%	16	34.8%	44	95.7%	2	4.3%
South King County	29	14	48.3%	14	48.3%	28	96.6%	1	3.4%
Outside King County	22	7	31.8%	15	68.2%	22	100.0%	0	0.0%

Table A.79 Partial comparison of service quality priorities as ranked by respondents who use transit in Bellevue for special events.

Ranking	Total	Speed of Service						Frequency of Weekday Service					
		1	2	3	1	2	3						
All Special	1,286	239	18.6%	213	16.6%	178	13.8%	303	23.6%	251	19.5%	177	13.8%
Place of Residence													
Bellevue	452	82	18.1%	76	16.8%	56	12.4%	90	19.9%	83	18.4%	55	12.2%
Non-Bellevue	788	151	19.2%	129	16.4%	116	14.7%	203	25.8%	161	20.4%	116	14.7%
<i>Seattle</i>	223	48	21.5%	44	19.7%	42	18.8%	71	31.8%	43	19.3%	40	17.9%
<i>Non-Seattle</i>	565	103	18.2%	85	15.0%	74	13.1%	132	23.4%	118	20.9%	76	13.5%
Unknown	46	6	13.0%	8	17.4%	6	13.0%	10	21.7%	7	15.2%	6	13.0%
Shopping Destination													
Downtown Bellevue	284	44	15.5%	38	13.4%	33	11.6%	73	25.7%	49	17.3%	44	15.5%
Crossroads	46	8	17.4%	6	13.0%	5	10.9%	9	19.6%	8	17.4%	12	26.1%
Eastgate	27	2	7.4%	10	37.0%	4	14.8%	9	33.3%	5	18.5%	5	18.5%
Factoria	28	2	7.1%	9	32.1%	1	3.6%	5	17.9%	4	14.3%	6	21.4%
South Bellevue	15	1	6.7%	4	26.7%	2	13.3%	8	53.3%	1	6.7%	1	6.7%
East Bellevue	8	0	0.0%	2	25.0%	1	12.5%	0	0.0%	3	37.5%	0	0.0%
North or West Bellevue	7	2	28.6%	1	14.3%	1	14.3%	0	0.0%	1	14.3%	1	14.3%
Neighboring Communities	16	2	12.5%	1	6.3%	1	6.3%	2	12.5%	3	18.8%	3	18.8%
Other East King County	69	15	21.7%	9	13.0%	10	14.5%	15	21.7%	19	27.5%	12	17.4%
Downtown Seattle	1,187	218	18.4%	197	16.6%	168	14.2%	288	24.3%	230	19.4%	163	13.7%
University District	333	67	20.1%	63	18.9%	46	13.8%	87	26.1%	63	18.9%	47	14.1%
Other West King County	70	10	14.3%	21	30.0%	6	8.6%	19	27.1%	11	15.7%	13	18.6%
South King County	37	9	24.3%	5	13.5%	2	5.4%	2	5.4%	7	18.9%	5	13.5%
Outside King County	32	7	21.9%	5	15.6%	1	3.1%	8	25.0%	7	21.9%	3	9.4%

Ranking	Total	Frequency of Weekend Service						Frequency of Evening/Night Service					
		1	2	3	1	2	3						
All Shoppers	1,286	34	2.6%	62	4.8%	90	7.0%	36	2.8%	71	5.5%	116	9.0%
Place of Residence													
Bellevue	452	13	2.9%	25	5.5%	37	8.2%	16	3.5%	22	4.9%	43	9.5%
Non-Bellevue	788	19	2.4%	35	4.4%	49	6.2%	20	2.5%	46	5.8%	68	8.6%
<i>Seattle</i>	223	3	1.3%	6	2.7%	13	5.8%	2	0.9%	14	6.3%	14	6.3%
<i>Non-Seattle</i>	565	16	2.8%	29	5.1%	36	6.4%	18	3.2%	32	5.7%	54	9.6%
Unknown	46	2	4.3%	2	4.3%	4	8.7%	0	0.0%	3	6.5%	5	10.9%
Shopping Destination													
Downtown Bellevue	284	13	4.6%	23	8.1%	24	8.5%	6	2.1%	14	4.9%	35	12.3%
Crossroads	46	1	2.2%	8	17.4%	2	4.3%	3	6.5%	0	0.0%	4	8.7%
Eastgate	27	1	3.7%	1	3.7%	1	3.7%	0	0.0%	0	0.0%	3	11.1%
Factoria	28	0	0.0%	2	7.1%	3	10.7%	0	0.0%	0	0.0%	5	17.9%
South Bellevue	15	0	0.0%	0	0.0%	1	6.7%	0	0.0%	0	0.0%	1	6.7%
East Bellevue	8	0	0.0%	0	0.0%	2	25.0%	0	0.0%	0	0.0%	0	0.0%
North or West Bellevue	7	1	14.3%	2	28.6%	0	0.0%	1	14.3%	0	0.0%	2	28.6%
Neighboring Communities	16	2	12.5%	1	6.3%	2	12.5%	0	0.0%	1	6.3%	2	12.5%
Other East King County	69	1	1.4%	5	7.2%	10	14.5%	2	2.9%	3	4.3%	8	11.6%
Downtown Seattle	1,187	32	2.7%	57	4.8%	79	6.7%	35	2.9%	67	5.6%	109	9.2%
University District	333	10	3.0%	14	4.2%	25	7.5%	4	1.2%	18	5.4%	31	9.3%
Other West King County	70	4	5.7%	2	2.9%	5	7.1%	2	2.9%	3	4.3%	6	8.6%
South King County	37	0	0.0%	2	5.4%	2	5.4%	0	0.0%	2	5.4%	4	10.8%
Outside King County	32	0	0.0%	2	6.3%	4	12.5%	0	0.0%	1	3.1%	1	3.1%

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Ranking	Total	Schedule Reliability/On-Time Service						Well-Timed Connections Between Routes					
		1	2	3	1	2	3						
All Shoppers	1,286	243	18.9%	228	17.7%	237	18.4%	91	7.1%	146	11.4%	129	10.0%
Place of Residence													
Bellevue	452	86	19.0%	81	17.9%	86	19.0%	31	6.9%	46	10.2%	54	11.9%
Non-Bellevue	788	150	19.0%	139	17.6%	142	18.0%	57	7.2%	90	11.4%	70	8.9%
<i>Seattle</i>	223	47	21.1%	47	21.1%	40	17.9%	14	6.3%	30	13.5%	16	7.2%
<i>Non-Seattle</i>	565	103	18.2%	92	16.3%	102	18.1%	43	7.6%	60	10.6%	54	9.6%
Unknown	46	7	15.2%	8	17.4%	9	19.6%	3	6.5%	10	21.7%	5	10.9%
Shopping Destination													
Downtown Bellevue	284	54	19.0%	62	21.8%	44	15.5%	17	6.0%	26	9.2%	29	10.2%
Crossroads	46	13	28.3%	5	10.9%	4	8.7%	3	6.5%	5	10.9%	11	23.9%
Eastgate	27	8	29.6%	6	22.2%	6	22.2%	2	7.4%	2	7.4%	4	14.8%
Factoria	28	9	32.1%	3	10.7%	4	14.3%	4	14.3%	5	17.9%	3	10.7%
South Bellevue	15	5	33.3%	3	20.0%	3	20.0%	1	6.7%	2	13.3%	3	20.0%
East Bellevue	8	4	50.0%	0	0.0%	1	12.5%	0	0.0%	0	0.0%	1	12.5%
North or West Bellevue	7	3	42.9%	0	0.0%	0	0.0%	0	0.0%	2	28.6%	1	14.3%
Neighboring Communities	16	4	25.0%	1	6.3%	2	12.5%	3	18.8%	2	12.5%	2	12.5%
Other East King County	69	19	27.5%	8	11.6%	9	13.0%	5	7.2%	8	11.6%	5	7.2%
Downtown Seattle	1,187	226	19.0%	217	18.3%	219	18.4%	83	7.0%	135	11.4%	124	10.4%
University District	333	65	19.5%	67	20.1%	56	16.8%	17	5.1%	38	11.4%	36	10.8%
Other West King County	70	13	18.6%	10	14.3%	18	25.7%	7	10.0%	8	11.4%	11	15.7%
South King County	37	9	24.3%	5	13.5%	6	16.2%	4	10.8%	5	13.5%	3	8.1%
Outside King County	32	8	25.0%	2	6.3%	9	28.1%	1	3.1%	8	25.0%	4	12.5%

Ranking	Total	Proximity of Stops to Home/Destination(s)						Comfort While Riding					
		1	2	3	1	2	3						
All Shoppers	1,286	187	14.5%	152	11.8%	170	13.2%	62	4.8%	73	5.7%	89	6.9%
Place of Residence													
Bellevue	452	85	18.8%	56	12.4%	58	12.8%	22	4.9%	29	6.4%	25	5.5%
Non-Bellevue	788	94	11.9%	92	11.7%	105	13.3%	35	4.4%	42	5.3%	63	8.0%
<i>Seattle</i>	223	22	9.9%	22	9.9%	32	14.3%	5	2.2%	6	2.7%	12	5.4%
<i>Non-Seattle</i>	565	72	12.7%	70	12.4%	73	12.9%	30	5.3%	36	6.4%	51	9.0%
Unknown	46	8	17.4%	4	8.7%	7	15.2%	5	10.9%	2	4.3%	1	2.2%
Shopping Destination													
Downtown Bellevue	284	40	14.1%	31	10.9%	33	11.6%	15	5.3%	19	6.7%	22	7.7%
Crossroads	46	5	10.9%	9	19.6%	3	6.5%	2	4.3%	2	4.3%	0	0.0%
Eastgate	27	5	18.5%	1	3.7%	2	7.4%	0	0.0%	1	3.7%	1	3.7%
Factoria	28	4	14.3%	3	10.7%	1	3.6%	2	7.1%	1	3.6%	1	3.6%
South Bellevue	15	0	0.0%	3	20.0%	2	13.3%	0	0.0%	1	6.7%	0	0.0%
East Bellevue	8	0	0.0%	2	25.0%	1	12.5%	2	25.0%	0	0.0%	0	0.0%
North or West Bellevue	7	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Neighboring Communities	16	2	12.5%	5	31.3%	0	0.0%	1	6.3%	0	0.0%	0	0.0%
Other East King County	69	5	7.2%	8	11.6%	7	10.1%	2	2.9%	5	7.2%	1	1.4%
Downtown Seattle	1,187	173	14.6%	138	11.6%	162	13.6%	53	4.5%	69	5.8%	83	7.0%
University District	333	41	12.3%	37	11.1%	46	13.8%	22	6.6%	13	3.9%	20	6.0%
Other West King County	70	8	11.4%	6	8.6%	6	8.6%	4	5.7%	4	5.7%	0	0.0%
South King County	37	2	5.4%	4	10.8%	5	13.5%	5	13.5%	1	2.7%	3	8.1%
Outside King County	32	3	9.4%	4	12.5%	4	12.5%	4	12.5%	0	0.0%	2	6.3%

Priority (by rank): 1st Rank 1 Rank 2 Rank 3 2nd Rank 1 Rank 2 Rank 3 3rd Rank 1 Rank 2 Rank 3

Table A.80 Points based comparison of service quality priorities as ranked by respondents who use transit in Bellevue for special

	Speed of Service			Frequency of Weekday Service			Frequency of Weekend Service		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Special Event Users	1,129	6,279	15.0%	1,103	6,535	15.6%	1,112	3,480	8.3%
Place of Residence									
Bellevue	397	2,169	14.7%	382	2,156	14.7%	387	1,338	9.1%
Non-Bellevue	691	3,902	15.1%	684	4,164	16.2%	690	2,018	7.8%
<i>Seattle</i>	202	1,186	15.8%	204	1,308	17.4%	196	534	7.1%
<i>Non-Seattle</i>	489	2,716	14.9%	480	2,856	15.6%	494	1,484	8.1%
Unknown	41	208	14.6%	37	215	15.1%	35	124	8.7%
Special Event Destination									
Downtown Bellevue	246	1,252	13.6%	241	1,442	15.7%	242	883	9.6%
Crossroads	41	211	13.9%	41	234	15.4%	42	161	10.6%
Eastgate	24	136	14.7%	26	164	17.8%	24	66	7.2%
Factoria	26	129	14.6%	24	133	15.0%	22	77	8.7%
South Bellevue	12	64	13.4%	13	84	17.6%	12	33	6.9%
East Bellevue	6	34	15.2%	5	27	12.1%	6	20	9.0%
North or West Bellevue	5	33	15.9%	5	24	11.5%	6	29	13.9%
Neighboring Communities	12	55	11.3%	12	66	13.6%	13	53	10.9%
Other East King County	63	337	15.0%	60	360	16.0%	60	230	10.2%
Downtown Seattle	1,052	5,834	15.0%	1,032	6,100	15.6%	1,037	3,219	8.3%
University District	291	1,663	15.2%	287	1,716	15.7%	296	954	8.7%
Other West King County	63	360	15.6%	60	366	15.9%	60	207	9.0%
South King County	30	179	15.9%	29	148	13.1%	31	100	8.9%
Outside King County	28	152	14.5%	27	161	15.4%	26	90	8.6%

	Frequency of Evening/Night Service			Schedule Reliability/On-Time Service			Well-Timed Connections		
	Respondents	Points	Percent	Respondents	Points	Percent	Respondents	Points	Percent
All Special Event Users	1,136	3,934	9.4%	1,115	6,545	15.6%	1,143	5,053	12.1%
Place of Residence									
Bellevue	397	1,374	9.3%	393	2,321	15.8%	405	1,789	12.2%
Non-Bellevue	704	2,425	9.4%	686	4,016	15.6%	701	3,069	11.9%
<i>Seattle</i>	202	677	9.0%	202	1,208	16.1%	202	910	12.1%
<i>Non-Seattle</i>	502	1,748	9.6%	484	2,808	15.4%	499	2,159	11.8%
Unknown	35	135	9.5%	36	208	14.6%	37	195	13.7%
Special Event Destination									
Downtown Bellevue	251	911	9.9%	244	1,465	15.9%	253	1,115	12.1%
Crossroads	41	146	9.6%	40	238	15.7%	44	214	14.1%
Eastgate	25	75	8.1%	25	165	17.9%	25	115	12.5%
Factoria	22	72	8.1%	23	148	16.7%	25	134	15.2%
South Bellevue	13	40	8.4%	13	89	18.7%	13	60	12.6%
East Bellevue	5	15	6.7%	7	46	20.6%	6	21	9.4%
North or West Bellevue	5	23	11.1%	6	37	17.8%	6	30	14.4%
Neighboring Communities	13	40	8.2%	14	84	17.3%	13	71	14.6%
Other East King County	61	231	10.3%	57	347	15.5%	61	264	11.8%
Downtown Seattle	1,055	3,665	9.4%	1,039	6,114	15.7%	1,063	4,711	12.1%
University District	301	983	9.0%	296	1,736	15.9%	298	1,299	11.9%
Other West King County	63	215	9.3%	60	357	15.5%	66	310	13.4%
South King County	30	103	9.1%	30	177	15.7%	33	154	13.7%
Outside King County	29	89	8.5%	28	164	15.7%	29	148	14.1%

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	Proximity of Stops			Comfort While Riding			Total	
	Respondents	Points	Percent	Respondents	Points	Percent	Points	Percent
All Special Event Users	1,175	5,868	14.0%	1,219	4,205	10.0%	41,899	
Place of Residence								
Bellevue	415	2,169	14.7%	424	1,390	9.5%	14,706	35.1%
Non-Bellevue	722	3,504	13.6%	753	2,667	10.4%	25,765	61.5%
<i>Seattle</i>	213	998	13.3%	219	683	9.1%	7,504	17.9%
<i>Non-Seattle</i>	509	2,506	13.7%	534	1,984	10.9%	18,261	43.6%
Unknown	38	195	13.7%	42	148	10.4%	1,428	3.4%
Special Event Destination								
Downtown Bellevue	255	1,231	13.4%	268	897	9.8%	9,196	21.9%
Crossroads	41	196	12.9%	42	116	7.7%	1,516	3.6%
Eastgate	25	124	13.4%	26	78	8.5%	923	2.2%
Factoria	23	114	12.9%	25	77	8.7%	884	2.1%
South Bellevue	13	67	14.1%	13	39	8.2%	476	1.1%
East Bellevue	7	34	15.2%	7	26	11.7%	223	0.5%
North or West Bellevue	6	17	8.2%	6	15	7.2%	208	0.5%
Neighboring Communities	14	79	16.3%	14	38	7.8%	486	1.2%
Other East King County	62	277	12.3%	65	198	8.8%	2,244	5.4%
Downtown Seattle	1,094	5,461	14.0%	1,128	3,888	10.0%	38,992	93.1%
University District	309	1,513	13.8%	318	1,087	9.9%	10,951	26.1%
Other West King County	64	291	12.6%	67	202	8.8%	2,308	5.5%
South King County	31	137	12.2%	33	129	11.4%	1,127	2.7%
Outside King County	30	135	12.9%	32	108	10.3%	1,047	2.5%

Note: figures in the above table indicate the number of points, not respondents. Figures were calculated by multiplying the number of respondents by the number of points associated with each priority ranking. Points were assigned such that the highest priority received eight points, the second highest received seven, and so on, and the lowest priority received one point.

Rank of a factor's selection frequency
by user group (rankings by row)

- 1st (most frequent)
- 2nd
- 3rd
- 8th (least frequent)

Table A.81 Investment priorities of respondents who use transit for special events by place of residence, destination, household income, age group, access to personal automobile, and means of accessing transit.

	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Special Event Users	1,269	393	31.0%	114	9.0%	248	19.5%	35	2.8%	37	2.9%	31	2.4%
Place of Residence													
Bellevue	452	114	25.2%	41	9.1%	105	23.2%	15	3.3%	16	3.5%	14	3.1%
Non-Bellevue	782	268	34.3%	68	8.7%	138	17.6%	19	2.4%	19	2.4%	16	2.0%
Seattle	223	107	48.0%	15	6.7%	39	17.5%	4	1.8%	2	0.9%	5	2.2%
Kirkland	95	26	27.4%	9	9.5%	20	21.1%	5	5.3%	2	2.1%	3	3.2%
Renton	55	10	18.2%	9	16.4%	14	25.5%	0	0.0%	2	3.6%	0	0.0%
Redmond	53	15	28.3%	8	15.1%	11	20.8%	1	1.9%	1	1.9%	1	1.9%
Issaquah	41	14	34.1%	2	4.9%	10	24.4%	2	4.9%	2	4.9%	1	2.4%
Bothell	39	5	12.8%	2	5.1%	8	20.5%	0	0.0%	2	5.1%	0	0.0%
Sammamish	25	10	40.0%	0	0.0%	2	8.0%	0	0.0%	1	4.0%	0	0.0%
Unknown	35	11	31.4%	5	14.3%	5	14.3%	1	2.9%	2	5.7%	1	2.9%
Special Event Destination													
Downtown Bellevue	282	75	26.6%	29	10.3%	63	22.3%	12	4.3%	11	3.9%	6	2.1%
Crossroads	45	6	13.3%	5	11.1%	13	28.9%	4	8.9%	6	13.3%	1	2.2%
Eastgate	27	7	25.9%	2	7.4%	5	18.5%	2	7.4%	3	11.1%	0	0.0%
Factoria	28	7	25.0%	4	14.3%	6	21.4%	4	14.3%	2	7.1%	0	0.0%
South Bellevue	16	4	25.0%	1	6.3%	3	18.8%	0	0.0%	0	0.0%	0	0.0%
East Bellevue	8	2	25.0%	1	12.5%	2	25.0%	2	25.0%	0	0.0%	0	0.0%
North or West Bellevue	7	0	0.0%	2	28.6%	2	28.6%	0	0.0%	1	14.3%	0	0.0%
Neighboring Communities	16	1	6.3%	1	6.3%	4	25.0%	1	6.3%	1	6.3%	1	6.3%
Other East King County	68	13	19.1%	7	10.3%	17	25.0%	4	5.9%	6	8.8%	0	0.0%
Downtown Seattle	1174	374	31.9%	98	8.3%	235	20.0%	30	2.6%	33	2.8%	30	2.6%
University District	330	85	25.8%	27	8.2%	64	19.4%	8	2.4%	16	4.8%	14	4.2%
Other West King County	71	25	35.2%	4	5.6%	10	14.1%	5	7.0%	2	2.8%	4	5.6%
South King County	37	4	10.8%	6	16.2%	6	16.2%	2	5.4%	1	2.7%	1	2.7%
Outside King County	30	9	30.0%	4	13.3%	4	13.3%	2	6.7%	2	6.7%	0	0.0%

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	Total	Improve service speed and reliability by investing in roadway and traffic signal infrastructure		Provide additional route, schedule, and wayfinding information at bus shelters		Provide real-time bus arrival information signs at major stops, similar to the RapidRide B Line at Bellevue Transit Center		Improve comfort at bus stops with improvements like additional seating and other street furniture		Improve safety at bus stops by providing additional street lighting		Improve sidewalk connectivity (install additional sidewalks) at and around bus stops.	
All Special Event Users	1,269	393	31.0%	114	9.0%	248	19.5%	35	2.8%	37	2.9%	31	2.4%
Household Income Group													
Less than \$25,000	42	17	40.5%	4	9.5%	7	16.7%	5	11.9%	0	0.0%	1	2.4%
\$25,000 – \$50,000	105	27	25.7%	9	8.6%	39	37.1%	3	2.9%	5	4.8%	2	1.9%
\$50,000 – \$75,000	224	73	32.6%	20	8.9%	41	18.3%	4	1.8%	17	7.6%	5	2.2%
\$75,000 – \$100,000	205	58	28.3%	16	7.8%	49	23.9%	3	1.5%	3	1.5%	6	2.9%
\$100,000 +	461	167	36.2%	38	8.2%	75	16.3%	11	2.4%	7	1.5%	13	2.8%
Prefer not to respond	206	45	21.8%	22	10.7%	35	17.0%	8	3.9%	4	1.9%	4	1.9%
No response provided	26	6	23.1%	5	19.2%	2	7.7%	1	3.8%	1	3.8%	0	0.0%
Age Group													
Under 16	8	2	25.0%	1	12.5%	2	25.0%	0	0.0%	0	0.0%	1	12.5%
16 – 24	63	20	31.7%	10	15.9%	21	33.3%	1	1.6%	1	1.6%	0	0.0%
25 – 34	302	124	41.1%	18	6.0%	61	20.2%	3	1.0%	6	2.0%	6	2.0%
35 – 44	283	86	30.4%	23	8.1%	63	22.3%	8	2.8%	9	3.2%	10	3.5%
45 – 54	297	86	29.0%	28	9.4%	49	16.5%	8	2.7%	6	2.0%	4	1.3%
55 – 64	230	57	24.8%	20	8.7%	35	15.2%	13	5.7%	10	4.3%	10	4.3%
65 +	68	12	17.6%	9	13.2%	15	22.1%	1	1.5%	5	7.4%	0	0.0%
No response provided	18	6	33.3%	5	27.8%	2	11.1%	1	5.6%	0	0.0%	0	0.0%
Access to Personal Automobile													
Yes	1,149	355	30.9%	102	8.9%	218	19.0%	30	2.6%	34	3.0%	28	2.4%
No	107	35	32.7%	10	9.3%	28	26.2%	4	3.7%	3	2.8%	3	2.8%
No response provided	13	3	23.1%	2	15.4%	2	15.4%	1	7.7%	0	0.0%	0	0.0%
Means of Accessing Transit													
Walk to the bus stop	580	213	36.7%	45	7.8%	129	22.2%	24	4.1%	19	3.3%	20	3.4%
Bike to the bus stop and...	19	5	26.3%	0	0.0%	1	5.3%	0	0.0%	0	0.0%	0	0.0%
...load bike on bus's bike rack	4	1	25.0%	0	0.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%
...park bike	15	4	26.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Park & Rider users	642	167	26.0%	36	5.6%	113	17.6%	8	1.2%	18	2.8%	11	1.7%
Drive to a Park & Ride	598	157	26.3%	32	5.4%	102	17.1%	7	1.2%	16	2.7%	11	1.8%
Dropped off at a Park & Ride	44	10	22.7%	4	9.1%	11	25.0%	1	2.3%	2	4.5%	0	0.0%
No response provided	28	8	28.6%	3	10.7%	5	17.9%	3	10.7%	0	0.0%	0	0.0%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.		Increase vehicle parking capacity at Park and Ride lots.		Increase bicycle parking capacity at Park and Ride lots.		Repair City-owned streets used as transit corridors to improve ride quality/comfort.		Other	
All Special Event Users	1,269	73	5.8%	180	14.2%	2	0.2%	15	1.2%	141	11.1%
Place of Residence											
Bellevue	452	20	4.4%	69	15.3%	0	0.0%	8	1.8%	50	11.1%
Non-Bellevue	782	49	6.3%	109	13.9%	2	0.3%	7	0.9%	87	11.1%
<i>Seattle</i>	223	14	6.3%	7	3.1%	0	0.0%	1	0.4%	29	13.0%
<i>Kirkland</i>	95	6	6.3%	12	12.6%	0	0.0%	2	2.1%	10	10.5%
<i>Renton</i>	55	6	10.9%	9	16.4%	0	0.0%	1	1.8%	4	7.3%
<i>Redmond</i>	53	3	5.7%	10	18.9%	0	0.0%	0	0.0%	3	5.7%
<i>Issaquah</i>	41	2	4.9%	5	12.2%	0	0.0%	0	0.0%	3	7.3%
<i>Bothell</i>	39	4	10.3%	11	28.2%	1	2.6%	1	2.6%	5	12.8%
<i>Sammamish</i>	25	2	8.0%	6	24.0%	0	0.0%	0	0.0%	4	16.0%
Unknown	35	4	11.4%	2	5.7%	0	0.0%	0	0.0%	4	11.4%
Special Event Destination											
Downtown Bellevue	282	13	4.6%	39	13.8%	1	0.4%	4	1.4%	29	10.3%
Crossroads	45	3	6.7%	2	4.4%	0	0.0%	0	0.0%	5	11.1%
Eastgate	27	3	11.1%	3	11.1%	0	0.0%	0	0.0%	2	7.4%
Factoria	28	1	3.6%	1	3.6%	0	0.0%	0	0.0%	3	10.7%
South Bellevue	16	0	0.0%	5	31.3%	0	0.0%	0	0.0%	3	18.8%
East Bellevue	8	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	12.5%
North or West Bellevue	7	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	28.6%
Neighboring Communities	16	2	12.5%	1	6.3%	0	0.0%	1	6.3%	3	18.8%
Other East King County	68	9	13.2%	7	10.3%	0	0.0%	0	0.0%	5	7.4%
Downtown Seattle	1174	66	5.6%	158	13.5%	2	0.2%	15	1.3%	133	11.3%
University District	330	30	9.1%	44	13.3%	1	0.3%	4	1.2%	37	11.2%
Other West King County	71	7	9.9%	5	7.0%	0	0.0%	0	0.0%	9	12.7%
South King County	37	4	10.8%	4	10.8%	0	0.0%	1	2.7%	8	21.6%
Outside King County	30	2	6.7%	1	3.3%	0	0.0%	1	3.3%	5	16.7%

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	Total	Install additional bicycle lanes/trails to better connect neighborhoods to bus services.	Increase vehicle parking capacity at Park and Ride lots.	Increase bicycle parking capacity at Park and Ride lots.	Repair City-owned streets used as transit corridors to improve ride quality/comfort.	Other
All Special Event Users	1,269	73 5.8%	180 14.2%	2 0.2%	15 1.2%	141 11.1%
Household Income Group						
Less than \$25,000	42	2 4.8%	3 7.1%	0 0.0%	0 0.0%	3 7.1%
\$25,000 – \$50,000	105	2 1.9%	10 9.5%	0 0.0%	1 1.0%	7 6.7%
\$50,000 – \$75,000	224	7 3.1%	33 14.7%	0 0.0%	0 0.0%	24 10.7%
\$75,000 – \$100,000	205	11 5.4%	37 18.0%	1 0.5%	1 0.5%	20 9.8%
\$100,000 +	461	33 7.2%	55 11.9%	1 0.2%	7 1.5%	54 11.7%
Prefer not to respond	206	16 7.8%	38 18.4%	0 0.0%	6 2.9%	28 13.6%
No response provided	26	2 7.7%	4 15.4%	0 0.0%	0 0.0%	5 19.2%
Age Group						
Under 16	8	0 0.0%	2 25.0%	0 0.0%	0 0.0%	0 0.0%
16 – 24	63	6 9.5%	1 1.6%	0 0.0%	0 0.0%	3 4.8%
25 – 34	302	16 5.3%	32 10.6%	0 0.0%	1 0.3%	35 11.6%
35 – 44	283	18 6.4%	36 12.7%	0 0.0%	3 1.1%	27 9.5%
45 – 54	297	23 7.7%	46 15.5%	0 0.0%	6 2.0%	41 13.8%
55 – 64	230	8 3.5%	44 19.1%	2 0.9%	4 1.7%	27 11.7%
65 +	68	1 1.5%	17 25.0%	0 0.0%	1 1.5%	7 10.3%
No response provided	18	1 5.6%	2 11.1%	1 5.6%	0 0.0%	0 0.0%
Access to Personal Automobile						
Yes	1,149	34 3.0%	179 15.6%	2 0.2%	12 1.0%	125 10.9%
No	107	7 6.5%	0 0.0%	0 0.0%	3 2.8%	14 13.1%
No response provided	13	2 15.4%	1 7.7%	0 0.0%	0 0.0%	2 15.4%
Means of Accessing Transit						
Walk to the bus stop	580	27 4.7%	30 5.2%	0 0.0%	8 1.4%	65 11.2%
Bike to the bus stop and...	19	11 57.9%	2 10.5%	0 0.0%	0 0.0%	0 0.0%
...load bike on bus's bike rack	4	2 50.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
...park bike	15	9 60.0%	2 13.3%	0 0.0%	0 0.0%	0 0.0%
Park & Rider users	642	34 5.3%	145 22.6%	2 0.3%	7 1.1%	71 11.1%
Drive to a Park & Ride	598	31 5.2%	139 23.2%	2 0.3%	7 1.2%	64 10.7%
Dropped off at a Park & Ride	44	3 6.8%	6 13.6%	0 0.0%	0 0.0%	7 15.9%
No response provided	28	1 3.6%	3 10.7%	0 0.0%	0 0.0%	5 17.9%

Table A.82 Advocacy priorities of respondents who use transit in Bellevue for special events by place of residence and destination.

	Total	Increase Frequency During Peak		Increase Frequency During Midday		Increase Frequency During Late Night		Increase Frequency on Weekends		Increase Frequency to Reduce Overcrowding	
All Special Event Users	1,252	386	30.8%	97	7.7%	34	2.7%	35	2.8%	169	13.5%
Place of Residence											
Bellevue	450	99	22.0%	38	8.4%	16	3.6%	18	4.0%	55	12.2%
Non-Bellevue	770	278	36.1%	56	7.3%	16	2.1%	16	2.1%	109	14.2%
<i>Seattle</i>	221	98	44.3%	16	7.2%	5	2.3%	4	1.8%	30	13.6%
<i>Kirkland</i>	96	21	21.9%	12	12.5%	2	2.1%	3	3.1%	17	17.7%
<i>Renton</i>	53	17	32.1%	1	1.9%	2	3.8%	1	1.9%	6	11.3%
<i>Redmond</i>	51	15	29.4%	5	9.8%	0	0.0%	1	2.0%	4	7.8%
<i>Issaquah</i>	41	12	29.3%	6	14.6%	3	7.3%	1	2.4%	7	17.1%
<i>Bothell</i>	40	14	35.0%	1	2.5%	0	0.0%	0	0.0%	7	17.5%
<i>Sammamish</i>	25	9	36.0%	2	8.0%	0	0.0%	1	4.0%	1	4.0%
Unknown	32	9	28.1%	3	9.4%	2	6.3%	1	3.1%	5	15.6%
Special Event Destination											
Downtown Bellevue	279	76	27.2%	27	9.7%	8	2.9%	10	3.6%	31	11.1%
Crossroads	43	7	16.3%	7	16.3%	3	7.0%	3	7.0%	3	7.0%
Eastgate	27	15	55.6%	4	14.8%	0	0.0%	1	3.7%	0	0.0%
Factoria	28	9	32.1%	2	7.1%	0	0.0%	2	7.1%	2	7.1%
South Bellevue	15	4	26.7%	3	20.0%	0	0.0%	0	0.0%	2	13.3%
East Bellevue	8	2	25.0%	1	12.5%	0	0.0%	0	0.0%	0	0.0%
North or West Bellevue	7	1	14.3%	1	14.3%	0	0.0%	0	0.0%	1	14.3%
Neighboring Communities	16	4	25.0%	1	6.3%	0	0.0%	1	6.3%	2	12.5%
Other East King County	67	21	31.3%	7	10.4%	1	1.5%	3	4.5%	8	11.9%
Downtown Seattle	1158	357	30.8%	91	7.9%	33	2.8%	31	2.7%	157	13.6%
University District	325	101	31.1%	28	8.6%	12	3.7%	10	3.1%	48	14.8%
Other West King County	68	16	23.5%	9	13.2%	2	2.9%	2	2.9%	8	11.8%
South King County	34	5	14.7%	4	11.8%	0	0.0%	2	5.9%	4	11.8%
Outside King County	30	7	23.3%	2	6.7%	1	3.3%	1	3.3%	9	30.0%

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	Total	Extend Service at Night on Weekdays		Extend Service at Night on Weekends		Expand Service Coverage in Bellevue		Revise Schedules to Improve Connections		Install Additional Shelters	
All Special Event Users	1,252	30	2.4%	22	1.8%	77	6.2%	92	7.3%	36	2.9%
Place of Residence											
Bellevue	450	13	2.9%	10	2.2%	47	10.4%	31	6.9%	19	4.2%
Non-Bellevue	770	17	2.2%	12	1.6%	26	3.4%	58	7.5%	17	2.2%
<i>Seattle</i>	221	3	1.4%	3	1.4%	5	2.3%	13	5.9%	5	2.3%
<i>Kirkland</i>	96	3	3.1%	1	1.0%	5	5.2%	7	7.3%	5	5.2%
<i>Renton</i>	53	2	3.8%	2	3.8%	4	7.5%	6	11.3%	0	0.0%
<i>Redmond</i>	51	2	3.9%	2	3.9%	2	3.9%	10	19.6%	0	0.0%
<i>Issaquah</i>	41	0	0.0%	1	2.4%	2	4.9%	1	2.4%	0	0.0%
<i>Bothell</i>	40	1	2.5%	1	2.5%	1	2.5%	2	5.0%	0	0.0%
<i>Sammamish</i>	25	1	4.0%	0	0.0%	0	0.0%	5	20.0%	1	4.0%
Unknown	32	0	0.0%	0	0.0%	4	12.5%	3	9.4%	0	0.0%
Special Event Destination											
Downtown Bellevue	279	11	3.9%	6	2.2%	20	7.2%	20	7.2%	10	3.6%
Crossroads	43	3	7.0%	2	4.7%	3	7.0%	3	7.0%	4	9.3%
Eastgate	27	1	3.7%	0	0.0%	2	7.4%	2	7.4%	1	3.7%
Factoria	28	1	3.6%	0	0.0%	3	10.7%	5	17.9%	0	0.0%
South Bellevue	15	1	6.7%	0	0.0%	0	0.0%	1	6.7%	0	0.0%
East Bellevue	8	1	12.5%	0	0.0%	0	0.0%	1	12.5%	1	12.5%
North or West Bellevue	7	1	14.3%	0	0.0%	0	0.0%	0	0.0%	1	14.3%
Neighboring Communities	16	2	12.5%	2	12.5%	0	0.0%	1	6.3%	1	6.3%
Other East King County	67	3	4.5%	3	4.5%	2	3.0%	6	9.0%	4	6.0%
Downtown Seattle	1158	27	2.3%	21	1.8%	72	6.2%	84	7.3%	35	3.0%
University District	325	6	1.8%	8	2.5%	23	7.1%	20	6.2%	11	3.4%
Other West King County	68	3	4.4%	3	4.4%	1	1.5%	6	8.8%	3	4.4%
South King County	34	1	2.9%	1	2.9%	1	2.9%	6	17.6%	2	5.9%
Outside King County	30	0	0.0%	0	0.0%	0	0.0%	4	13.3%	1	3.3%

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	Total	Increase Vehicle Capacity at Park & Rides		Increase Bicycle Capacity at Park & Rides		Expand ORCA Sales Locations in Bellevue		Other	
All Special Event Users	1,252	127	10.1%	10	0.8%	21	1.7%	116	9.3%
Place of Residence									
Bellevue	450	51	11.3%	3	0.7%	11	2.4%	39	8.7%
Non-Bellevue	770	75	9.7%	7	0.9%	10	1.3%	73	9.5%
<i>Seattle</i>	221	7	3.2%	2	0.9%	1	0.5%	29	13.1%
<i>Kirkland</i>	96	10	10.4%	0	0.0%	2	2.1%	8	8.3%
<i>Renton</i>	53	5	9.4%	2	3.8%	1	1.9%	4	7.5%
<i>Redmond</i>	51	7	13.7%	0	0.0%	0	0.0%	3	5.9%
<i>Issaquah</i>	41	5	12.2%	0	0.0%	0	0.0%	3	7.3%
<i>Bothell</i>	40	9	22.5%	1	2.5%	1	2.5%	2	5.0%
<i>Sammamish</i>	25	4	16.0%	0	0.0%	1	4.0%	0	0.0%
Unknown	32	1	3.1%	0	0.0%	0	0.0%	4	12.5%
Special Event Destination									
Downtown Bellevue	279	26	9.3%	5	1.8%	5	1.8%	24	8.6%
Crossroads	43	1	2.3%	1	2.3%	1	2.3%	2	4.7%
Eastgate	27	0	0.0%	1	3.7%	0	0.0%	0	0.0%
Factoria	28	0	0.0%	1	3.6%	0	0.0%	3	10.7%
South Bellevue	15	2	13.3%	0	0.0%	0	0.0%	2	13.3%
East Bellevue	8	0	0.0%	0	0.0%	1	12.5%	1	12.5%
North or West Bellevue	7	0	0.0%	0	0.0%	0	0.0%	2	28.6%
Neighboring Communities	16	1	6.3%	0	0.0%	0	0.0%	1	6.3%
Other East King County	67	3	4.5%	2	3.0%	0	0.0%	4	6.0%
Downtown Seattle	1158	114	9.8%	9	0.8%	19	1.6%	108	9.3%
University District	325	25	7.7%	3	0.9%	4	1.2%	26	8.0%
Other West King County	68	5	7.4%	1	1.5%	1	1.5%	8	11.8%
South King County	34	2	5.9%	2	5.9%	1	2.9%	3	8.8%
Outside King County	30	1	3.3%	0	0.0%	0	0.0%	4	13.3%

Table A.83 Preferred solutions to hypothetical future budget shortfall scenarios of respondents who use transit for special events by place of residence and destination.

	Total	Extend the Congestion Reduction Charge (CRC)		Raise Fares & Reduce Operating Costs		Find New Revenue Sources		Reduce/Eliminate Low Ridership Routes		Reduce/Eliminate All Sunday Service	
All Special Event Users	1,253	601	48.0%	349	27.9%	250	20.0%	270	21.5%	110	8.8%
Place of Residence											
Bellevue	449	215	47.9%	125	27.8%	84	18.7%	90	20.0%	30	6.7%
Non-Bellevue	773	369	47.7%	218	28.2%	157	20.3%	173	22.4%	78	10.1%
<i>Seattle</i>	219	126	57.5%	53	24.2%	63	28.8%	41	18.7%	17	7.8%
<i>Kirkland</i>	95	48	50.5%	25	26.3%	19	20.0%	22	23.2%	5	5.3%
<i>Renton</i>	54	22	40.7%	17	31.5%	10	18.5%	17	31.5%	8	14.8%
<i>Redmond</i>	51	26	51.0%	18	35.3%	7	13.7%	9	17.6%	3	5.9%
<i>Issaquah</i>	41	21	51.2%	10	24.4%	10	24.4%	9	22.0%	4	9.8%
<i>Bothell</i>	40	19	47.5%	8	20.0%	9	22.5%	8	20.0%	7	17.5%
<i>Sammamish</i>	24	11	45.8%	10	41.7%	4	16.7%	5	20.8%	2	8.3%
Unknown	31	17	54.8%	6	19.4%	9	29.0%	7	22.6%	2	6.5%
Special Event Destination											
Downtown Bellevue	277	132	47.7%	63	22.7%	71	25.6%	65	23.5%	28	10.1%
Crossroads	44	22	50.0%	8	18.2%	13	29.5%	9	20.5%	1	2.3%
Eastgate	26	15	57.7%	5	19.2%	4	15.4%	7	26.9%	3	11.5%
Factoria	27	17	63.0%	7	25.9%	7	25.9%	4	14.8%	2	7.4%
South Bellevue	15	12	80.0%	7	46.7%	1	6.7%	3	20.0%	1	6.7%
East Bellevue	8	3	37.5%	2	25.0%	3	37.5%	3	37.5%	0	0.0%
North or West Bellevue	7	6	85.7%	1	14.3%	2	28.6%	2	28.6%	0	0.0%
Neighboring Communities	15	11	73.3%	2	13.3%	3	20.0%	4	26.7%	1	6.7%
Other East King County	67	38	56.7%	13	19.4%	16	23.9%	12	17.9%	6	9.0%
Downtown Seattle	1159	568	49.0%	323	27.9%	232	20.0%	250	21.6%	100	8.6%
University District	329	174	52.9%	86	26.1%	85	25.8%	64	19.5%	23	7.0%
Other West King County	70	50	71.4%	10	14.3%	24	34.3%	4	5.7%	2	2.9%
South King County	36	17	47.2%	7	19.4%	6	16.7%	4	11.1%	6	16.7%
Outside King County	30	15	50.0%	9	30.0%	3	10.0%	6	20.0%	4	13.3%

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	Total	Reduce/ Eliminate Select Weekend Service	9.3%	Reduce Frequency for Select Night Service	10.7%	Reduce Frequency for Select Off-Peak Service	8.8%	105	8.4%
All Special Event Users	1,253	116	9.3%	134	10.7%	110	8.8%	105	8.4%
Place of Residence									
Bellevue	449	32	7.1%	47	10.5%	32	7.1%	35	7.8%
Non-Bellevue	773	81	10.5%	84	10.9%	74	9.6%	69	8.9%
<i>Seattle</i>	219	21	9.6%	17	7.8%	19	8.7%	21	9.6%
<i>Kirkland</i>	95	5	5.3%	15	15.8%	7	7.4%	9	9.5%
<i>Renton</i>	54	5	9.3%	6	11.1%	3	5.6%	1	1.9%
<i>Redmond</i>	51	5	9.8%	9	17.6%	5	9.8%	5	9.8%
<i>Issaquah</i>	41	2	4.9%	2	4.9%	2	4.9%	5	12.2%
<i>Bothell</i>	40	4	10.0%	4	10.0%	3	7.5%	5	12.5%
<i>Sammamish</i>	24	1	4.2%	3	12.5%	3	12.5%	1	4.2%
Unknown	31	3	9.7%	3	9.7%	4	12.9%	1	3.2%
Special Event Destination									
Downtown Bellevue	277	22	7.9%	36	13.0%	24	8.7%	33	11.9%
Crossroads	44	3	6.8%	7	15.9%	3	6.8%	4	9.1%
Eastgate	26	2	7.7%	6	23.1%	3	11.5%	1	3.8%
Factoria	27	1	3.7%	8	29.6%	5	18.5%	0	0.0%
South Bellevue	15	0	0.0%	3	20.0%	2	13.3%	0	0.0%
East Bellevue	8	0	0.0%	1	12.5%	0	0.0%	0	0.0%
North or West Bellevue	7	1	14.3%	0	0.0%	0	0.0%	1	14.3%
Neighboring Communities	15	0	0.0%	1	6.7%	0	0.0%	2	13.3%
Other East King County	67	5	7.5%	8	11.9%	5	7.5%	6	9.0%
Downtown Seattle	1159	108	9.3%	120	10.4%	98	8.5%	97	8.4%
University District	329	22	6.7%	34	10.3%	21	6.4%	31	9.4%
Other West King County	70	3	4.3%	5	7.1%	3	4.3%	9	12.9%
South King County	36	4	11.1%	4	11.1%	4	11.1%	4	11.1%
Outside King County	30	3	10.0%	1	3.3%	4	13.3%	3	10.0%

Table A.84 Frequency of using transit in Bellevue for other purposes by place of residence, employment status, household income, age group, access to personal automobile, access to personal bicycle, and age of children in household (if any).

	Total	Daily	Often	Occasionally	Rarely	Never					
All Other Users	275	11	4.0%	3	1.1%	33	12.0%	223	81.1%	5	1.8%
Place of Residence											
Bellevue	120	4	3.3%	1	0.8%	10	8.3%	101	84.2%	4	3.3%
Non-Bellevue	140	7	5.0%	1	0.7%	21	15.0%	110	78.6%	1	0.7%
<i>Seattle</i>	36	3	8.3%	0	0.0%	6	16.7%	27	75.0%	0	0.0%
<i>Kirkland</i>	25	2	8.0%	0	0.0%	3	12.0%	20	80.0%	0	0.0%
<i>Renton</i>	8	0	0.0%	0	0.0%	1	12.5%	7	87.5%	0	0.0%
<i>Redmond</i>	6	0	0.0%	0	0.0%	1	16.7%	5	83.3%	0	0.0%
<i>Issaquah</i>	10	1	10.0%	0	0.0%	1	10.0%	8	80.0%	0	0.0%
<i>Bothell</i>	10	0	0.0%	0	0.0%	1	10.0%	9	90.0%	0	0.0%
<i>Sammamish</i>	3	0	0.0%	0	0.0%	1	33.3%	2	66.7%	0	0.0%
Employment Status											
Employed / Self-Employed	212	5	2.4%	1	0.5%	18	8.5%	184	86.8%	4	1.9%
Student (Not Employed)	7	2	28.6%	0	0.0%	2	28.6%	3	42.9%	0	0.0%
Student with a Job or Internship	7	2	28.6%	0	0.0%	2	28.6%	3	42.9%	0	0.0%
Homemaker	1	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Currently Not Employed	9	1	11.1%	1	11.1%	1	11.1%	6	66.7%	0	0.0%
Retired	24	1	4.2%	0	0.0%	5	20.8%	17	70.8%	1	4.2%
Other	6	0	0.0%	0	0.0%	3	50.0%	3	50.0%	0	0.0%
Household Income Group											
Less than \$25,000	17	5	29.4%	0	0.0%	1	5.9%	11	64.7%	0	0.0%
\$25,000 – \$50,000	22	0	0.0%	0	0.0%	6	27.3%	16	72.7%	0	0.0%
\$50,000 – \$75,000	40	1	2.5%	0	0.0%	2	5.0%	36	90.0%	1	2.5%
\$75,000 – \$100,000	36	1	2.8%	0	0.0%	4	11.1%	31	86.1%	0	0.0%
\$100,000 +	86	2	2.3%	0	0.0%	13	15.1%	71	82.6%	0	0.0%
Prefer not to respond	62	2	3.2%	2	3.2%	5	8.1%	49	79.0%	4	6.5%
Age Group											
Under 16	1	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
16 – 24	12	3	25.0%	0	0.0%	4	33.3%	5	41.7%	0	0.0%
25 – 34	58	2	3.4%	1	1.7%	4	6.9%	50	86.2%	1	1.7%
35 – 44	42	2	4.8%	0	0.0%	6	14.3%	34	81.0%	0	0.0%
45 – 54	56	3	5.4%	1	1.8%	5	8.9%	46	82.1%	1	1.8%
55 – 64	67	0	0.0%	0	0.0%	7	10.4%	57	85.1%	3	4.5%
65 +	28	1	3.6%	0	0.0%	4	14.3%	23	82.1%	0	0.0%
Access to Personal Automobile											
Yes	235	6	2.6%	0	0.0%	24	10.2%	200	85.1%	5	2.1%
No	29	5	17.2%	2	6.9%	7	24.1%	15	51.7%	0	0.0%
Access to Personal Bicycle											
Yes	148	6	4.1%	0	0.0%	23	15.5%	115	77.7%	4	2.7%
No	114	5	4.4%	2	1.8%	8	7.0%	98	86.0%	1	0.9%
Children 16 or Younger in Household											
Yes	52	1	1.9%	0	0.0%	11	21.2%	40	76.9%	0	0.0%
No	210	9	4.3%	2	1.0%	20	9.5%	174	82.9%	5	2.4%

Note: daily means 5+ days per week, often means 3-4 days per week, occasionally means 1-2 days per week, and rarely means less than once per week.

Table A.85 Themes of write-in responses concerning problems encountered with King County Metro, Sound Transit, comments, and/or questions.

Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Percent of Total (excl. 'No Comment')
Frequency	47	2.9%	3.6%	5.5%
<i>Improve Frequency (General)</i>	15	0.9%	1.1%	1.7%
<i>Improve Frequency in Peak Hours</i>	9	0.6%	0.7%	1.0%
<i>Improve Frequency at Night</i>	1	0.1%	0.1%	0.1%
<i>Improve Frequency on Specific Route(s)...</i>	13	0.8%	1.0%	1.5%
<i>Improve Frequency to Specific Destination(s)...</i>	7	0.4%	0.5%	0.8%
<i>Service is Too Frequent for the Ridership</i>	7	0.4%	0.5%	0.8%
Reliability	113	7.0%	8.6%	13.1%
<i>Service is Unreliable (General)</i>	23	1.4%	1.7%	2.7%
<i>Service is Unreliable on Specific Route(s)...</i>	26	1.6%	2.0%	3.0%
<i>Buses Arrive at Stops Late</i>	44	2.7%	3.3%	5.1%
<i>Buses Leave Stops Early</i>	19	1.2%	1.4%	2.2%
<i>Buses Do Not Show Up</i>	21	1.3%	1.6%	2.4%
Accessibility & Spacing Between Stops	45	2.8%	3.4%	5.2%
<i>Improve Accessibility (General)</i>	7	0.4%	0.5%	0.8%
<i>Improve Accessibility in Specific Area(s)...</i>	13	0.8%	1.0%	1.5%
<i>Bus Stops are Too Far Away</i>	11	0.7%	0.8%	1.3%
<i>Install Sidewalks...</i>	9	0.6%	0.7%	1.0%
<i>Install Bicycle Lanes...</i>	9	0.6%	0.7%	1.0%
Travel Time	68	4.2%	5.2%	7.9%
<i>Transit is Too Slow (General)</i>	37	2.3%	2.8%	4.3%
<i>Transit is Too Slow (Specific Routes/Locations)...</i>	30	1.9%	2.3%	3.5%
<i>Buses Stop Too Frequently</i>	3	0.2%	0.2%	0.3%
Connections & Transfers	76	4.7%	5.8%	8.8%
<i>Too Many Transfers Required (General)</i>	14	0.9%	1.1%	1.6%
<i>Too Many Transfers Required Between...</i>	9	0.6%	0.7%	1.0%
<i>Poor Connections Between...</i>	15	0.9%	1.1%	1.7%
<i>Seeking Direct Service (General)</i>	5	0.3%	0.4%	0.6%
<i>Seeking Direct Service To/Between...</i>	35	2.2%	2.7%	4.1%
Comfort	88	5.5%	6.7%	10.2%
<i>Buses Are Uncomfortable</i>	11	0.7%	0.8%	1.3%
<i>Buses Are Overcrowded (General)</i>	32	2.0%	2.4%	3.7%
<i>Buses Are Overcrowded on Route(s)...</i>	24	1.5%	1.8%	2.8%
<i>Negative Feedback About Transit Center/ Bus Stop Design</i>	13	0.8%	1.0%	1.5%
<i>Install Shelters...</i>	8	0.5%	0.6%	0.9%
<i>Bus Stops & Vicinity Require Better Maintenance</i>	4	0.2%	0.3%	0.5%
Safety & Security	44	2.7%	3.3%	5.1%
<i>Buses and/or Bus Stops Do Not Feel Safe</i>	38	2.4%	2.9%	4.4%
<i>Concerns About Safety/Security at P&R Lot(s)...</i>	5	0.3%	0.4%	0.6%
<i>Install Lighting...</i>	3	0.2%	0.2%	0.3%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Percent of Total (excl. 'No Comment')
Additional Service Requests (Span & Coverage)	100	6.2%	7.6%	11.6%
<i>Add Service in Offpeak Hours (General)</i>	7	0.4%	0.5%	0.8%
<i>Add Service in the Early Morning</i>	2	0.1%	0.2%	0.2%
<i>Add Service Midday</i>	9	0.6%	0.7%	1.0%
<i>Add Service in the Evening</i>	11	0.7%	0.8%	1.3%
<i>Add Service Late at Night</i>	13	0.8%	1.0%	1.5%
<i>Add Service on Weekends</i>	10	0.6%	0.8%	1.2%
<i>Expand Eastside Service Area (General)</i>	7	0.4%	0.5%	0.8%
<i>Add Service to Specific Destination(s)</i>	11	0.7%	0.8%	1.3%
<i>Add Service to SeaTac Airport</i>	4	0.2%	0.3%	0.5%
<i>Add Service to Bellevue-Area Schools</i>	6	0.4%	0.5%	0.7%
<i>Add Service to Seattle Stadium District</i>	5	0.3%	0.4%	0.6%
<i>Add Express Service</i>	22	1.4%	1.7%	2.6%
<i>Expand RapidRide Services</i>	3	0.2%	0.2%	0.3%
Information	48	3.0%	3.6%	5.6%
<i>Route/Schedule Information is Difficult to Understand</i>	7	0.4%	0.5%	0.8%
<i>Route/Schedule Information is Difficult to Obtain</i>	7	0.4%	0.5%	0.8%
<i>Schedules Change Without Adequate Notification</i>	3	0.2%	0.2%	0.3%
<i>Inadequate Notification of Service Changes Due to Snow</i>	8	0.5%	0.6%	0.9%
<i>Metro's/ST's Website is Difficult to Use</i>	3	0.2%	0.2%	0.3%
<i>Metro's Trip Planner is Difficult to Use</i>	4	0.2%	0.3%	0.5%
<i>Metro/ST Website Provided Inaccurate Information</i>	6	0.4%	0.5%	0.7%
<i>Real Time Information at Transit Centers/ Bus Stops</i>	2	0.1%	0.2%	0.2%
<i>Wayfinding is Difficult</i>	4	0.2%	0.3%	0.5%
<i>Information and Mobile Devices</i>	10	0.6%	0.8%	1.2%
Park & Rides	32	2.0%	2.4%	3.7%
<i>Negative Feedback About P&R Lots (General)</i>	3	0.2%	0.2%	0.3%
<i>There is Insufficient Parking Available at P&R Lot(s)...</i>	25	1.5%	1.9%	2.9%
<i>Develop New Park & Ride Locations</i>	4	0.2%	0.3%	0.5%
Fares & ORCA Cards	27	1.7%	2.0%	3.1%
<i>Fares Are Too Expensive (General)</i>	10	0.6%	0.8%	1.2%
<i>The Fare System is Too Complicated/Confusing</i>	5	0.3%	0.4%	0.6%
<i>ORCA Card is Difficult to Purchase/Reload/Replace</i>	7	0.4%	0.5%	0.8%
<i>ORCA Card is Difficult to Use</i>	6	0.4%	0.5%	0.7%
Service Quality & Customer Service	144	8.9%	10.9%	16.7%
<i>Positive Feedback About Service Quality</i>	75	4.6%	5.7%	8.7%
<i>Negative Feedback About Customer Service (General)</i>	14	0.9%	1.1%	1.6%
<i>Bus Operators Are Kind/ Friendly/ Helpful/ Etc.</i>	8	0.5%	0.6%	0.9%
<i>Bus Operators Are Rude/ Unhelpful/ Etc.</i>	17	1.1%	1.3%	2.0%
<i>Bus Operators Are Missing Passengers at Bus Stops</i>	13	0.8%	1.0%	1.5%
<i>Bus Operators Do Not Drive Safely</i>	21	1.3%	1.6%	2.4%
<i>Buses Are Not Accommodating to Disabled, Special Needs</i>	4	0.2%	0.3%	0.5%
<i>Buses Don't Have Enough Bicycle Racks</i>	4	0.2%	0.3%	0.5%

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Theme	Count	Percent of Total Responses	Percent of Unique Respondents	Percent of Total (excl. 'No Comment')
Miscellaneous Concerns	144	8.9%	10.9%	16.7%
<i>Satisfied with Recent Service Changes</i>	5	0.3%	0.4%	0.6%
<i>Dissatisfied with Recent Service Changes</i>	41	2.5%	3.1%	4.8%
<i>Concerns About Specific Route(s)...</i>	6	0.4%	0.5%	0.7%
<i>Negative Impacts Associated with SR-520 Tolling</i>	10	0.6%	0.8%	1.2%
<i>Dissatisfied with this Survey</i>	3	0.2%	0.2%	0.3%
<i>Opposed to East Link Light Rail</i>	4	0.2%	0.3%	0.5%
<i>Supportive of East Link Light Rail</i>	28	1.7%	2.1%	3.3%
<i>Other Transit Users Are Rude/ Disobey Rules/ Etc.</i>	13	0.8%	1.0%	1.5%
<i>Negative Feedback About Service During Snow</i>	10	0.6%	0.8%	1.2%
<i>Stabilize/Increase Transit Funding</i>	6	0.4%	0.5%	0.7%
<i>Reduce Transit Subsidies/Spending</i>	6	0.4%	0.5%	0.7%
<i>Relationship Between Metro and Sound Transit</i>	9	0.6%	0.7%	1.0%
<i>General Transit Advocacy</i>	9	0.6%	0.7%	1.0%
Assorted Suggestions	45	2.8%	3.4%	5.2%
<i>Simplify the Transit Network/Service</i>	3	0.2%	0.2%	0.3%
<i>Construct More HOV/Transit-Only Facilities</i>	6	0.4%	0.5%	0.7%
<i>Organize Promotions/Campaigns</i>	4	0.2%	0.3%	0.5%
<i>Consider Example of Other Cities/Countries to Improve Service</i>	11	0.7%	0.8%	1.3%
<i>Free Ride Area(s)</i>	2	0.1%	0.2%	0.2%
<i>Other Suggestions</i>	21	1.3%	1.6%	2.4%
No Comments / Other	517	32.0%	39.2%	7.0%
<i>No Comment</i>	457	28.3%	34.7%	—
<i>Never Used Transit or Prefer Driving</i>	18	1.1%	1.4%	2.1%
<i>Questions</i>	5	0.3%	0.4%	0.6%
<i>Other Comments</i>	37	2.3%	2.8%	4.3%

total categorized responses 1,614

total unique respondents 1,318

total unique respondents (excl. 'no comment') 961

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