

Vashon Alternative Services

Phase 2 Outreach – Explore alternative service concepts

Summary of what we heard

April 5 – April 27, 2016

Overview

Our primary goal for this second phase of outreach was to engage existing and future riders in helping us understand:

- How well we understood mobility needs identified in phase 1
- How some alternative service concepts might meet those needs
- Potential riders perspectives on the alternative service concepts
- Whether the alternative service concepts would generate ridership.

This document summarizes our key activities for this outreach period and the results of the online and paper surveys we received, as well as the open house we hosted during the outreach period.

Notifications—how we let people know they could participate

- **Transit alerts sent to route subscribers**—Email or text messages were delivered to approximately 2,310 subscribers to routes 118 and 119 to announce and remind people about the open house and survey. The messages had an open rate of 10 and 13 percent respectively and a click rate of 2 percent.
- **Rack cards**— 800 rack cards were printed and distributed to riders via the timetable racks aboard routes 118 and 119 buses and handed out to working group members for on-island distribution.
- **Media coverage**—The Vashon-Maury Island Beachcomber ran a story (May 30) about the project, focusing on the open house and survey.
- **Working group activities**—Members connected with friends, family, neighbors, and professional/volunteer contacts to spread the word that the survey was open.
- **Ferry announcements**—King County Water Taxi made a captain’s announcement on the Vashon route about the survey and directed passengers to pick up rack cards.

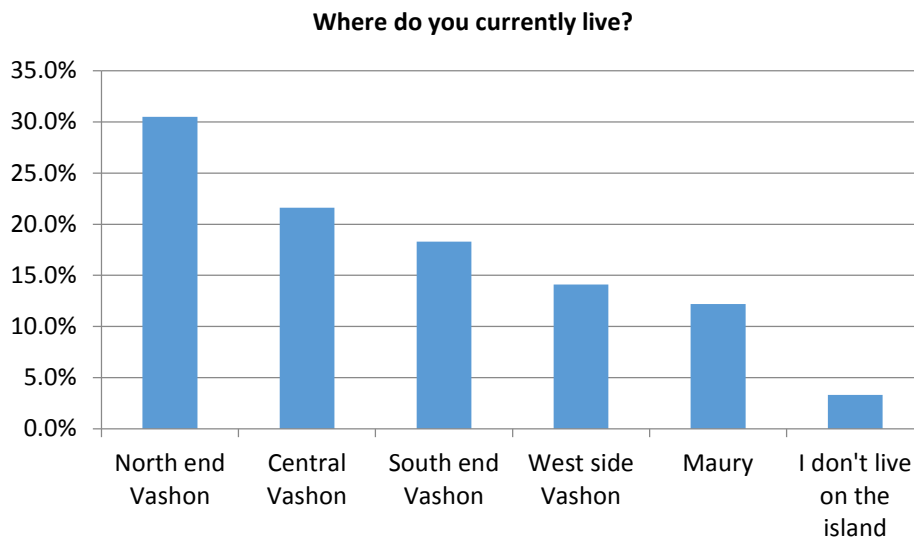
Feedback methods—how people shared their opinions

- **Online survey**—319 people completed the online survey
- **Paper survey** – 3 people completed paper surveys that were received by Metro staff, including people who use the senior center and food bank
- **Open house** – Approximately 35 people attending an open house meeting on April 5, 2016

Who we heard from in the online survey

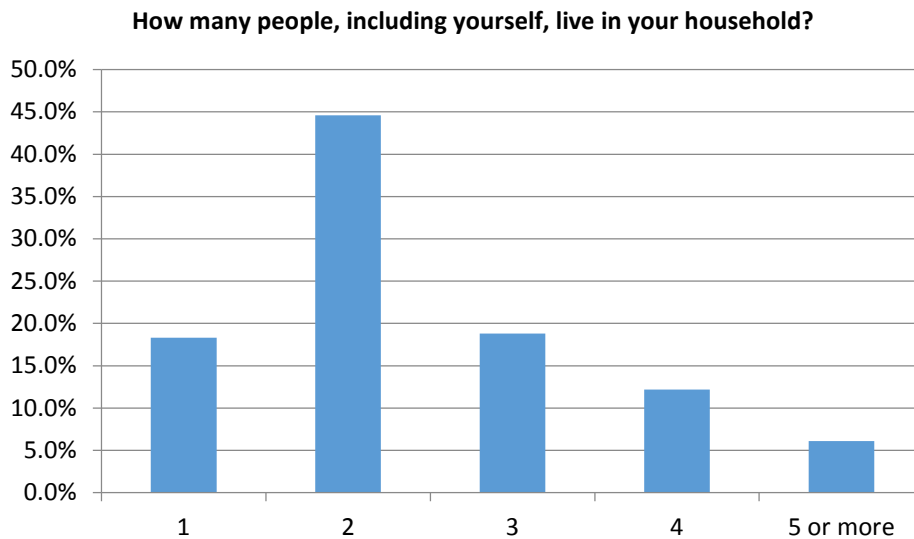
We asked survey respondents to indicate what part of the island they live in. The following table indicates how respondents answered this question from largest percent to smallest percent.

Where do you currently live?		
Answer Options	Response Percent	Response Count
North end Vashon	30.5%	65
Central Vashon	21.6%	46
South end Vashon	18.3%	39
West side Vashon	14.1%	30
Maury	12.2%	26
I don't live on the island	3.3%	7
answered question		213
skipped question		106



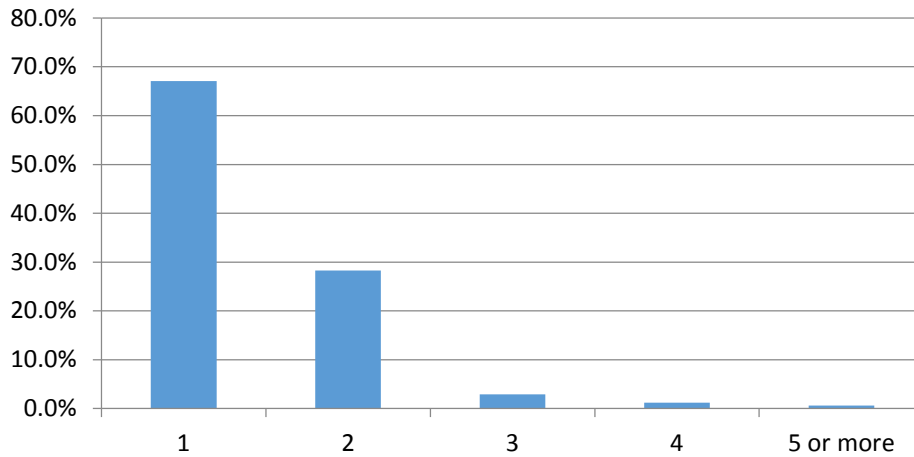
We asked how many people live in the respondent’s household and then how many in the household use transit.

How many people, including yourself, live in your household?		
Answer Options	Response Percent	Response Count
1	18.3%	39
2	44.6%	95
3	18.8%	40
4	12.2%	26
5 or more	6.1%	13
<i>answered question</i>		213
<i>skipped question</i>		106



How many people in your household, including yourself, ride the bus at least once per week?		
Answer Options	Response Percent	Response Count
1	67.1%	116
2	28.3%	49
3	2.9%	5
4	1.2%	2
5 or more	0.6%	1
<i>answered question</i>		173
<i>skipped question</i>		146

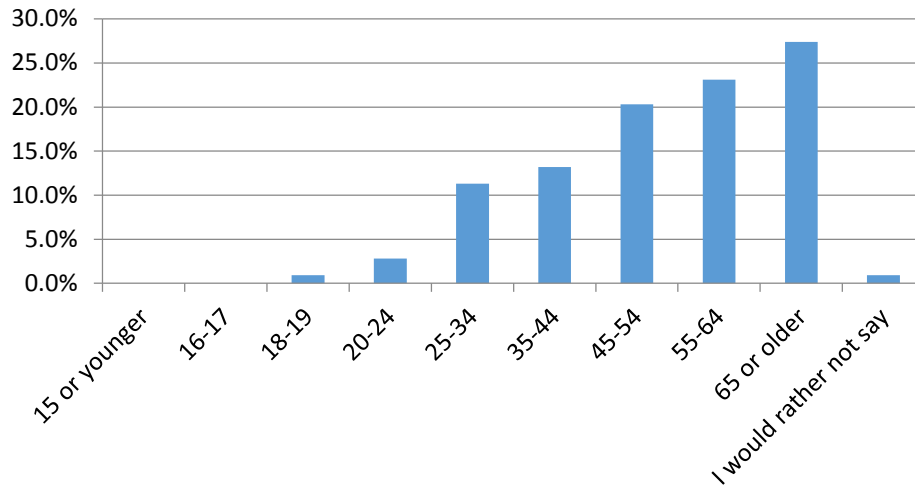
How many people in your household, including yourself, ride the bus at least once per week?



We asked people about their age, race and household income.

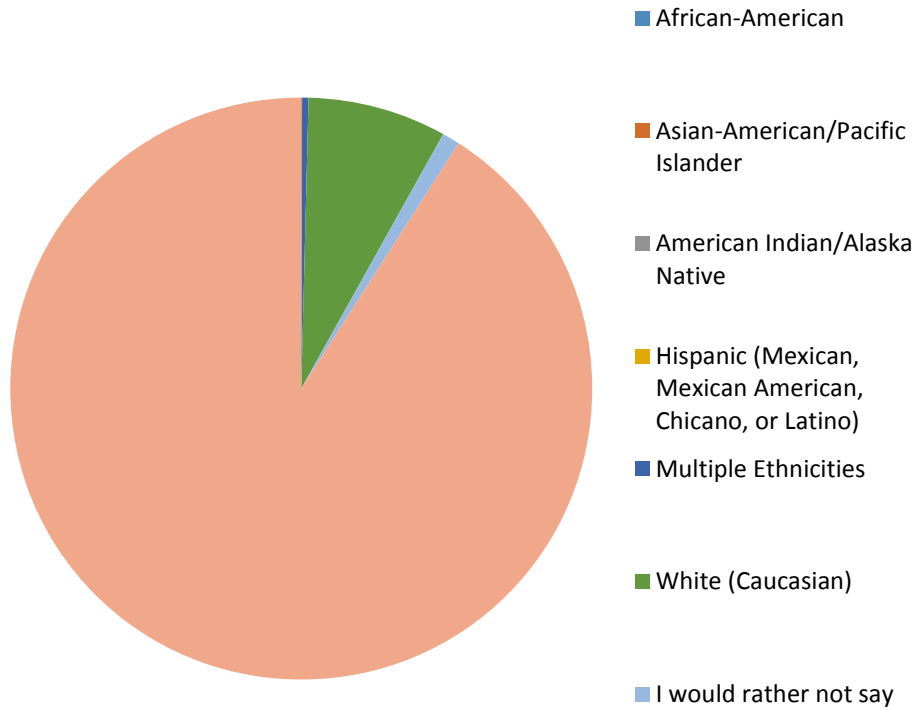
What is your age?		
Answer Options	Response Percent	Response Count
15 or younger	0.0%	0
16-17	0.0%	0
18-19	0.9%	2
20-24	2.8%	6
25-34	11.3%	24
35-44	13.2%	28
45-54	20.3%	43
55-64	23.1%	49
65 or older	27.4%	58
I would rather not say	0.9%	2
answered question		212
skipped question		107

What is your age?



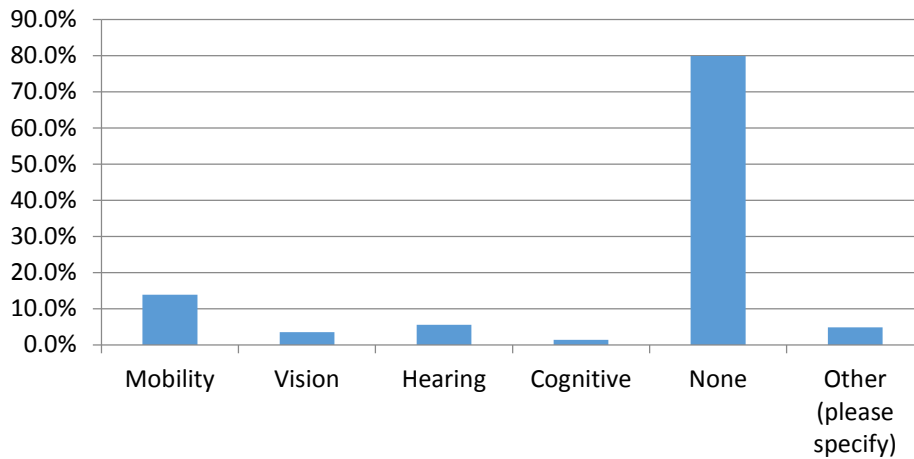
Do you consider yourself...		
Answer Options	Response Percent	Response Count
African-American	0.0%	0
Asian-American/Pacific Islander	0.5%	1
American Indian/Alaska Native	0.0%	0
Hispanic (Mexican, Mexican American, Chicano, or Latino)	0.0%	0
Multiple Ethnicities	3.9%	8
White (Caucasian)	84.7%	172
I would rather not say	10.8%	22
Other (please specify)	10	10
answered question		203
skipped question		116

Do you consider yourself...



If you have a disability, please indicate what kind. (Check all that apply)		
Answer Options	Response Percent	Response Count
Mobility	13.9%	20
Vision	3.5%	5
Hearing	5.6%	8
Cognitive	1.4%	2
None	79.9%	115
Other (please specify)	4.9%	7
answered question		144
skipped question		175

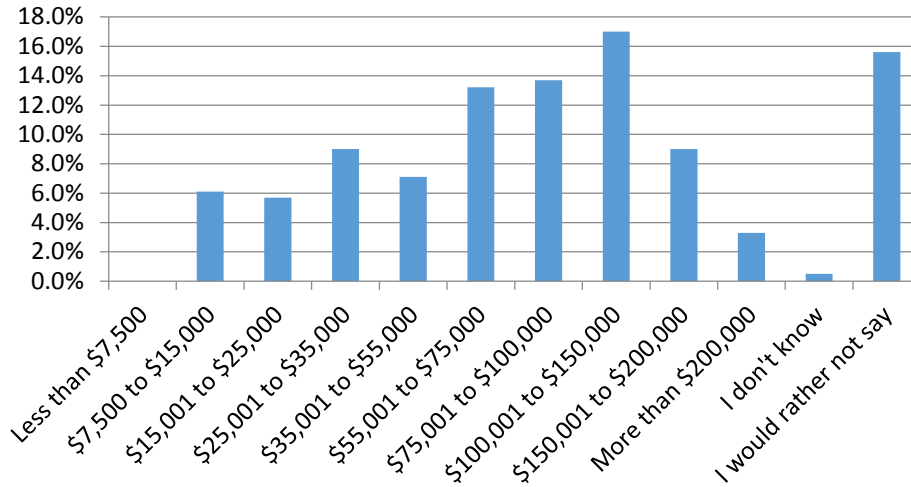
**If you have a disability, please indicate what kind.
(Check all that apply)**



What is your annual household income?

Answer Options	Response Percent	Response Count
Less than \$7,500	0.0%	0
\$7,500 to \$15,000	6.1%	13
\$15,001 to \$25,000	5.7%	12
\$25,001 to \$35,000	9.0%	19
\$35,001 to \$55,000	7.1%	15
\$55,001 to \$75,000	13.2%	28
\$75,001 to \$100,000	13.7%	29
\$100,001 to \$150,000	17.0%	36
\$150,001 to \$200,000	9.0%	19
More than \$200,000	3.3%	7
I don't know	0.5%	1
I would rather not say	15.6%	33
answered question		212
skipped question		107

What is your annual household income?



We asked whether a certain set of factors applied to each respondent.

Do you... (mark the items that pertain to you)		
Answer Options	Response Percent	Response Count
Have a valid Washington driver's license?	91.4%	192
Own a newer than year 2000 vehicle?	68.1%	143
Have a smartphone?	78.6%	165
Have a debit or credit bank card?	93.3%	196
Use Access paratransit	1.9%	4
Feel that you were notified of this survey in time to provide meaningful feedback in Metro's decision-making process?	73.8%	155
answered question		210
skipped question		109

What we heard about how well we understood transportation needs

We reflected back to survey respondents the transportation needs identified during the first phase of outreach and asked them to rate their level of agreement with these being the most important transportation needs to guide the development of alternative service concepts on the island:

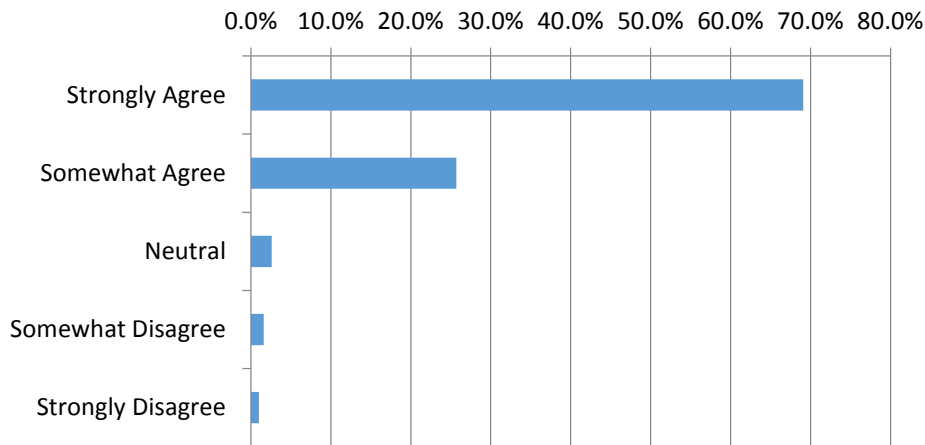
[From the survey] "In our first survey about assessing transportation needs, respondents shared information about what's working and what's not working with Vashon transportation. We came up with the following needs to guide our development of Alternative Services concepts:

- Alternative Services should serve areas where the bus doesn't go today.
- Alternative Services should be available weekends and evenings.

- Alternative Services should pick up and drop off people near their home.
- Alternative Services should offer sustainable, active (bike/walk) transportation options.”

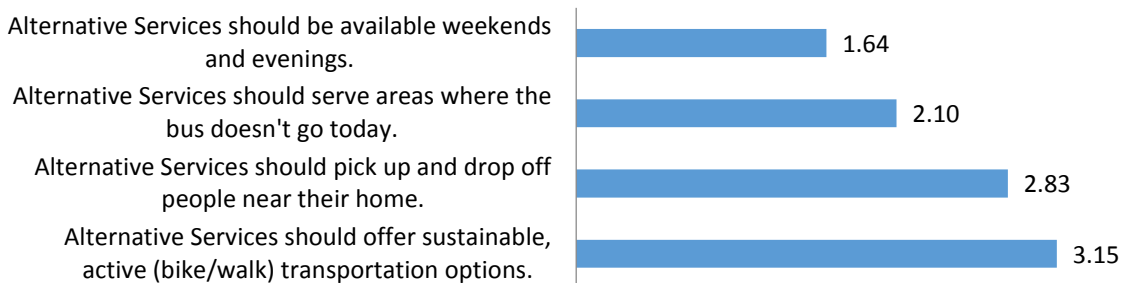
Do you agree that this list represents transportation needs on the island?		
Answer Options	Response Percent	Response Count
Strongly Agree	69.1%	215
Somewhat Agree	25.7%	80
Neutral	2.6%	8
Somewhat Disagree	1.6%	5
Strongly Disagree	1.0%	3
<i>answered question</i>		311
<i>skipped question</i>		8

Do you agree that this list represents transportation needs on the island?



Then we asked survey respondents how they would rank these transportation needs in terms of their importance to the respondent:

Please rank these transportation needs by importance to you from 1 (most important to you) to 4 (least important to you):



What we heard about alternative service concepts – on the online survey

We introduced survey respondents to four alternative service concepts and asked respondents a series of questions about how each concept met the needs identified, what appealed to or concerned the respondent about each concept, and respondent’s interest level in using or participating in the service. If someone said they would never use the service, they were not asked questions about their use of the service.

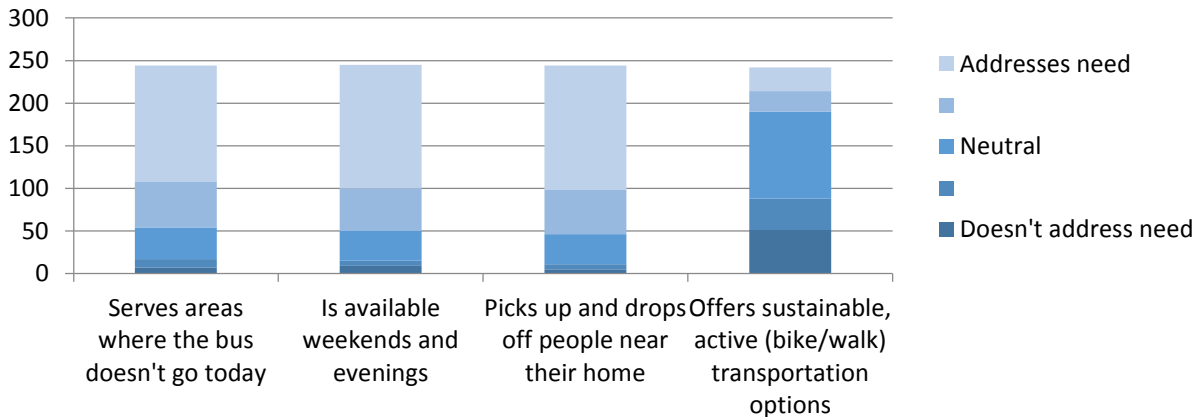
Real-Time Rideshare

Real-Time Rideshare is carpooling in your own car using a smartphone app to coordinate your carpool on-the-fly. The app matches users with drivers going their way and facilitates sharing the cost of the ride. Riders pay \$0.26 a mile. Drivers receive \$0.17 a mile.

Benefits:

- No fixed schedules
- "Thumb-free" hitchhiking
- Save money on the cost of driving
- Ridesharing is a more sustainable way to travel

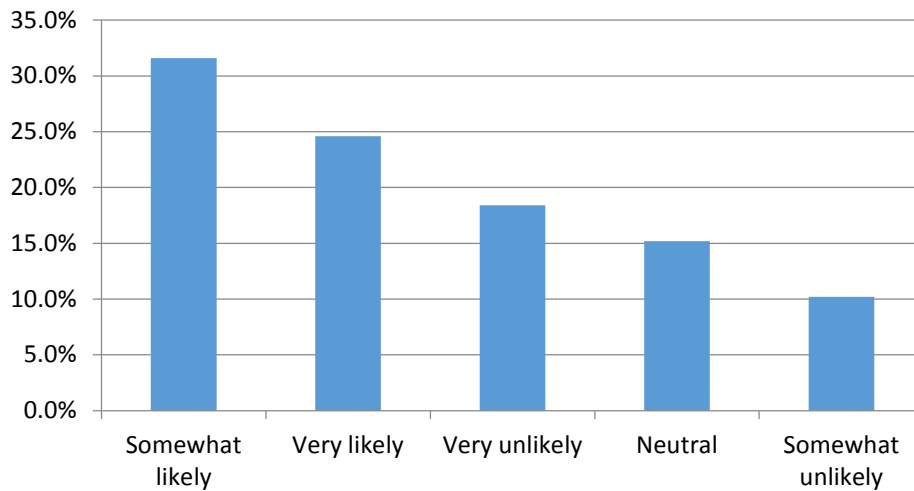
To what degree does Real-Time Rideshare address the following transportation needs?



How likely would you be to try Real-Time Rideshare?

Answer Options	Response Percent	Response Count
Somewhat likely	31.6%	77
Very likely	24.6%	60
Very unlikely	18.4%	45
Neutral	15.2%	37
Somewhat unlikely	10.2%	25
answered question		244
skipped question		75

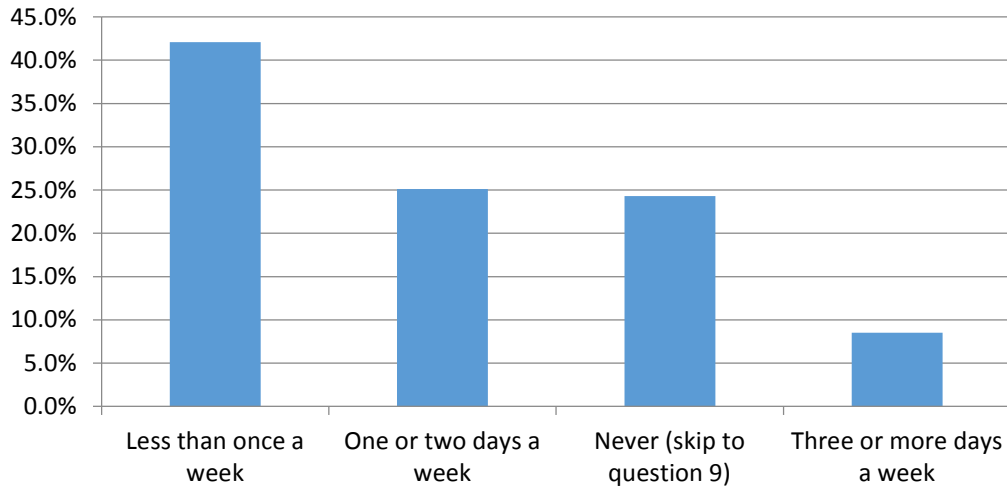
How likely would you be to try Real-Time Rideshare?



How often do you think you would use Real-Time Rideshare?

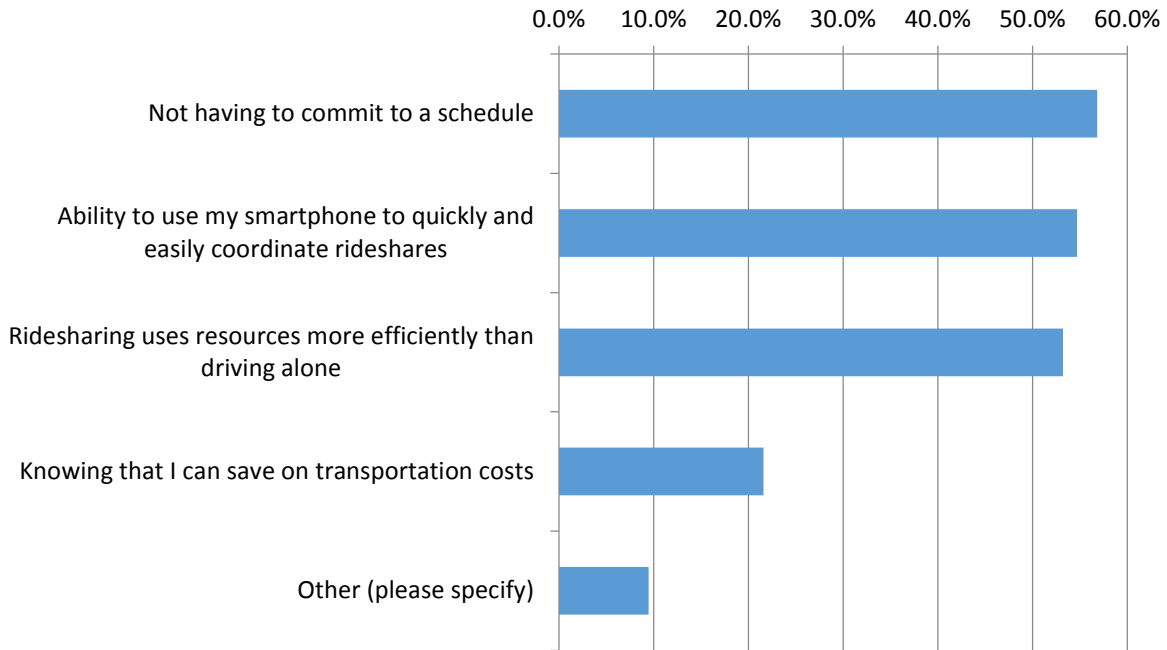
Answer Options	Response Percent	Response Count
Less than once a week	42.1%	104
One or two days a week	25.1%	62
Never (skip to question 9)	24.3%	60
Three or more days a week	8.5%	21
answered question		247
skipped question		72

How often do you think you would use Real-Time Rideshare?



What appeals to you about Real-Time Rideshare? (pick up to two)		
Answer Options	Response Percent	Response Count
Not having to commit to a schedule	56.8%	108
Ability to use my smartphone to quickly and easily coordinate rideshares	54.7%	104
Ridesharing uses resources more efficiently than driving alone	53.2%	101
Knowing that I can save on transportation costs	21.6%	41
Other (please specify)	9.5%	18
	answered question	190
	skipped question	129

What appeals to you about Real-Time Rideshare? (pick up to two)

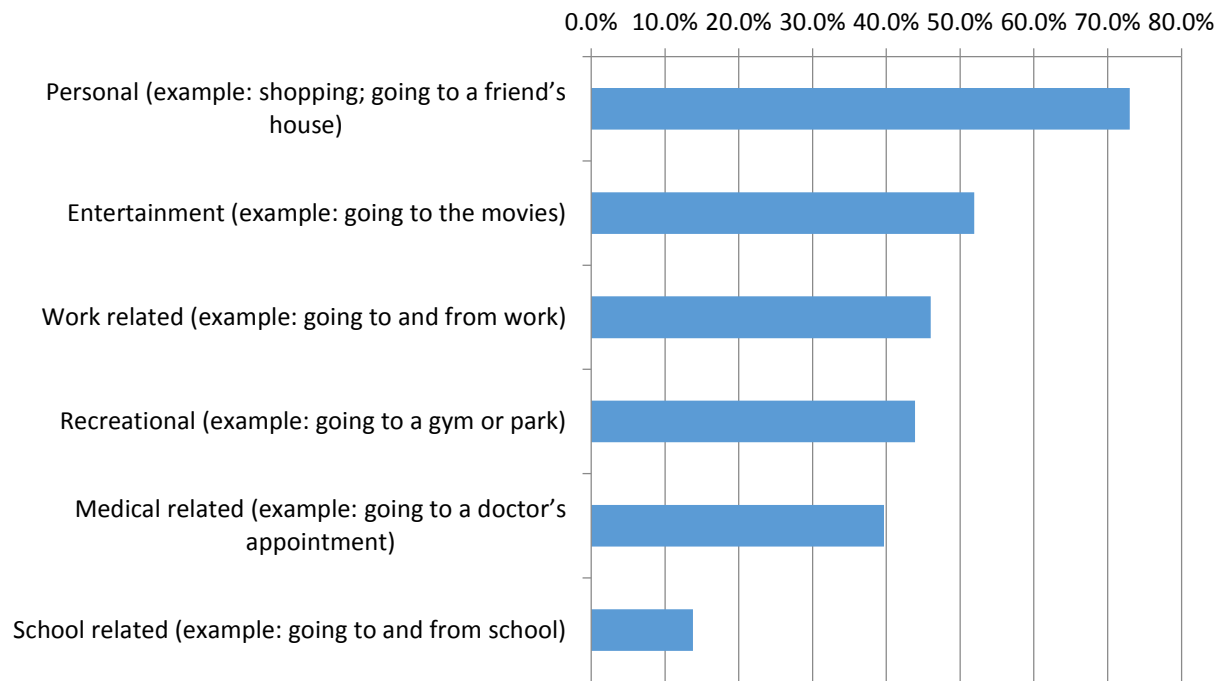


Respondents who selected “other” provided comments that reflect the following themes:

- Ability to be picked up and dropped off at user-specified destinations
- Flexibility and availability of service at times when transit isn’t available
- Would build community and make the island more friendly
- Uses existing resources
- Concerns about safety – riding with strangers
- Concerns about ability to access a ride without a smart phone

For what purposes might you be able to use Real-Time Rideshare? (check all that apply)		
Answer Options	Response Percent	Response Count
Personal (example: shopping; going to a friend’s house)	73.0%	138
Entertainment (example: going to the movies)	51.9%	98
Work related (example: going to and from work)	46.0%	87
Recreational (example: going to a gym or park)	43.9%	83
Medical related (example: going to a doctor’s appointment)	39.7%	75
School related (example: going to and from school)	13.8%	26
answered question		189
skipped question		130

**For what purposes might you be able to use Real-Time Rideshare?
(check all that apply)**



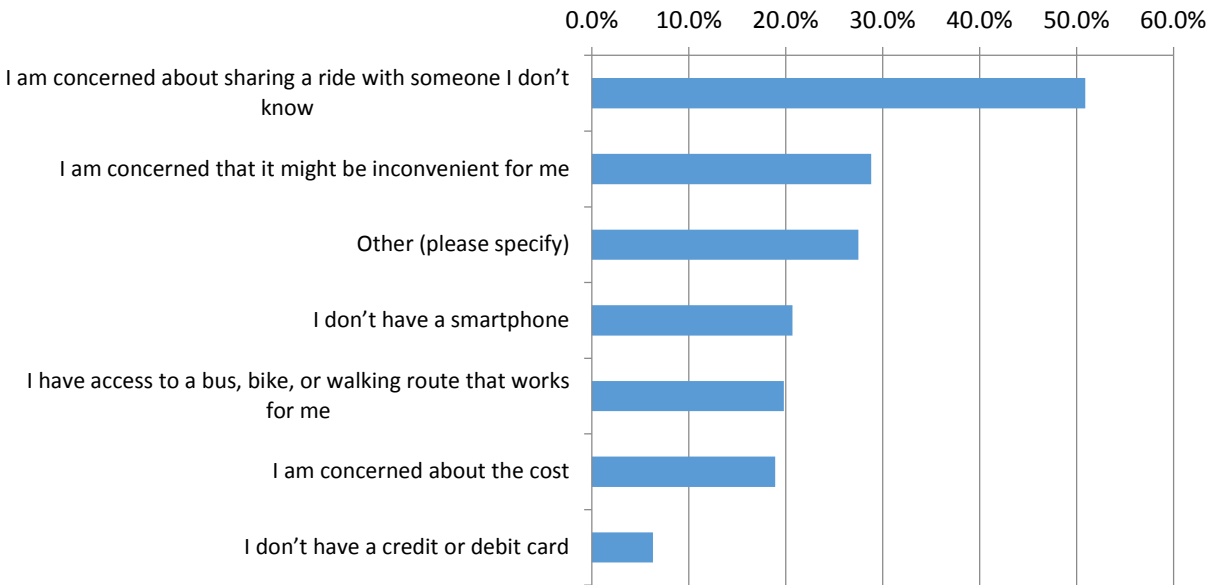
Real-Time Rideshare drivers use an app to offer rides in their personal vehicles to other people going their way. The app allows drivers to share the cost of the ride with the passenger(s). Are you interested in becoming a Real-Time Rideshare driver?

Answer Options	Response Percent	Response Count
Yes	19.0%	39
No	41.0%	84
Maybe	40.0%	82
answered question		205
skipped question		114

What concerns do you have about Real-Time Rideshare? (pick up to three)

Answer Options	Response Percent	Response Count
I am concerned about sharing a ride with someone I don't know	50.9%	113
I am concerned that it might be inconvenient for me	28.8%	64
Other (please specify)	27.5%	61
I don't have a smartphone	20.7%	46
I have access to a bus, bike, or walking route that works for me	19.8%	44
I am concerned about the cost	18.9%	42
I don't have a credit or debit card	6.3%	14
answered question		222
skipped question		97

What concerns do you have about Real-Time Rideshare? (pick up to three)



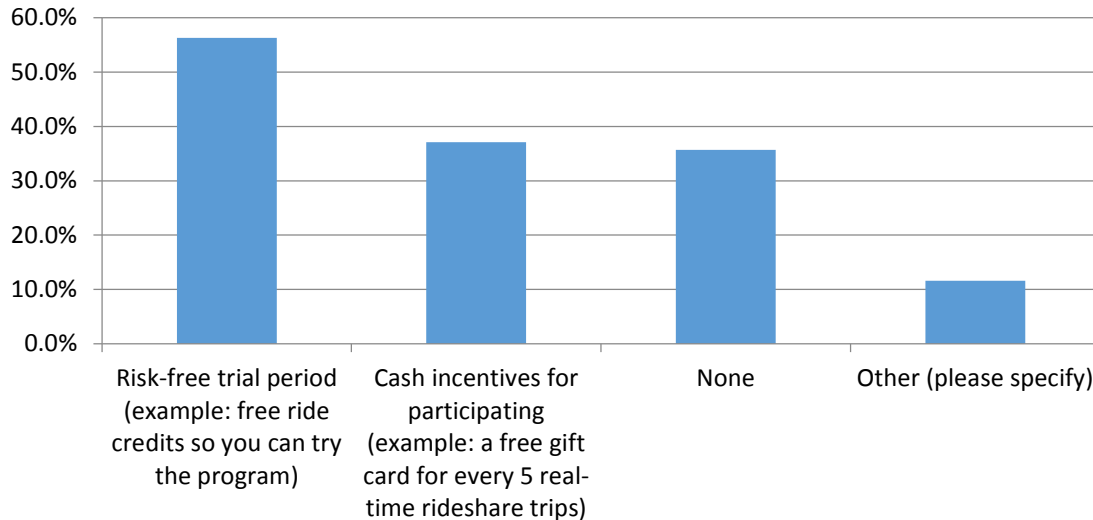
Respondents who selected “other” provided comments that reflect the following themes:

- Can riding with babies and children be accommodated?
- Concerns about safety – riding with strangers, driver training, screening
- Lack of demand/participation – does this service already exist (e.g. Uber)?, will there be enough usage, is there enough incentive to attract participating drivers
- Reliability or dependability – getting somewhere, but not being able to get back
- Technology barriers – lack of cell service, difficulty with enrollment in the app, having to use an app to connect drivers/riders, leaves this service inaccessible to those without access to technology

Which of the following incentives would motivate you to try Real-Time Rideshare? (pick up to two)

Answer Options	Response Percent	Response Count
Risk-free trial period (example: free ride credits so you can try the program)	56.3%	126
Cash incentives for participating (example: a free gift card for every 5 real-time rideshare trips)	37.1%	83
None	35.7%	80
Other (please specify)	11.6%	26
Entry into a drawing for a prize	9.4%	21
answered question		224
skipped question		95

Which of the following incentives would motivate you to try Real-Time Rideshare? (pick up to two)



Respondents who selected “other” wrote comments that reflect the following themes:

- Careful screening/vetting of drivers
- Smart phone vouchers or giveaways
- No incentives needed, ready to try it
- User testimonials

Open Door Access

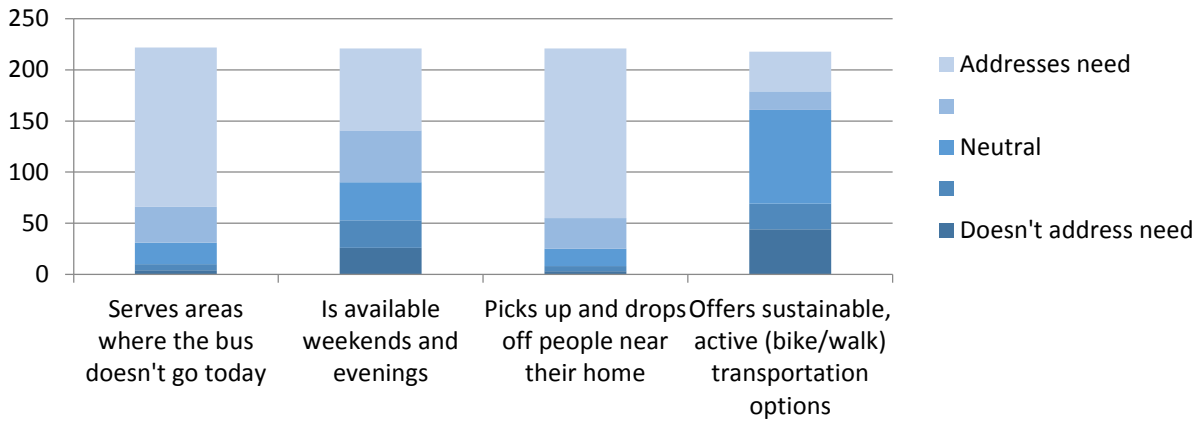
Metro is exploring the feasibility of a new service model on Vashon - leveraging excess capacity on our existing Access service. We're calling this two-year pilot project Open Door Access. Until now, Access has only been available to registered riders with disabilities. While these riders would still be given priority booking, Metro is evaluating ways to expand the service to support additional clients.

Open Door Access could operate using three on-island buses with paid, professional drivers during the same hours of operation as today: 5 a.m. to 9 p.m., Monday through Saturday. There would be no service on Sundays and buses would not take passengers off the island. Pick-up and drop-off would be scheduled in advance and available as space and schedules permit.

Benefits:

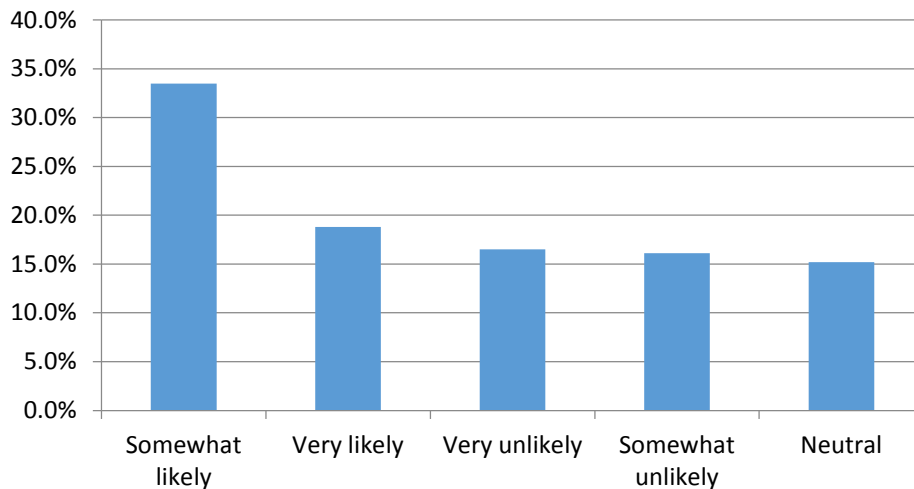
- Make better use of existing public resources
- Consistent hours of operation
- Professional, paid drivers
- Goes everywhere on the island

To what degree does Open Door Access address the following transportation needs?



How likely would you be to try Open Door Access?		
Answer Options	Response Percent	Response Count
Somewhat likely	33.5%	75
Very likely	18.8%	42
Very unlikely	16.5%	37
Somewhat unlikely	16.1%	36
Neutral	15.2%	34
answered question		224
skipped question		95

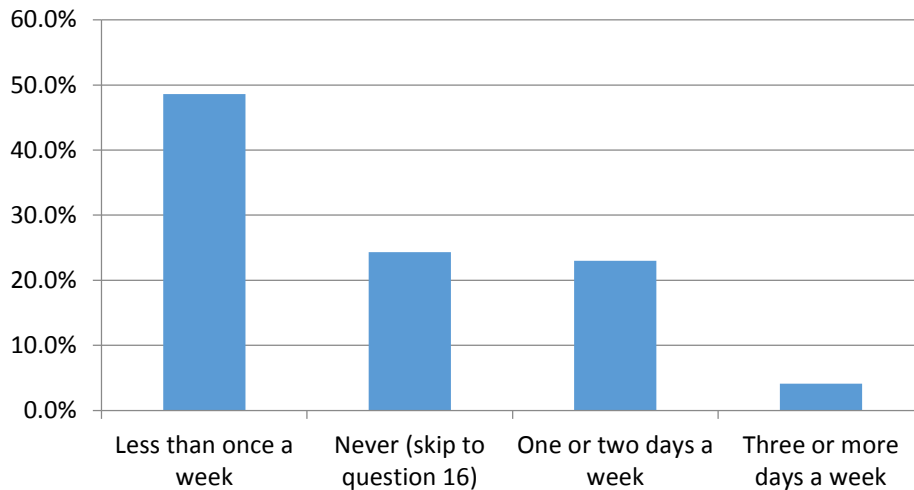
How likely would you be to try Open Door Access?



How often do you think you would use Open Door Access?

Answer Options	Response Percent	Response Count
Less than once a week	48.6%	108
Never (skip to question 16)	24.3%	54
One or two days a week	23.0%	51
Three or more days a week	4.1%	9
answered question		222
skipped question		97

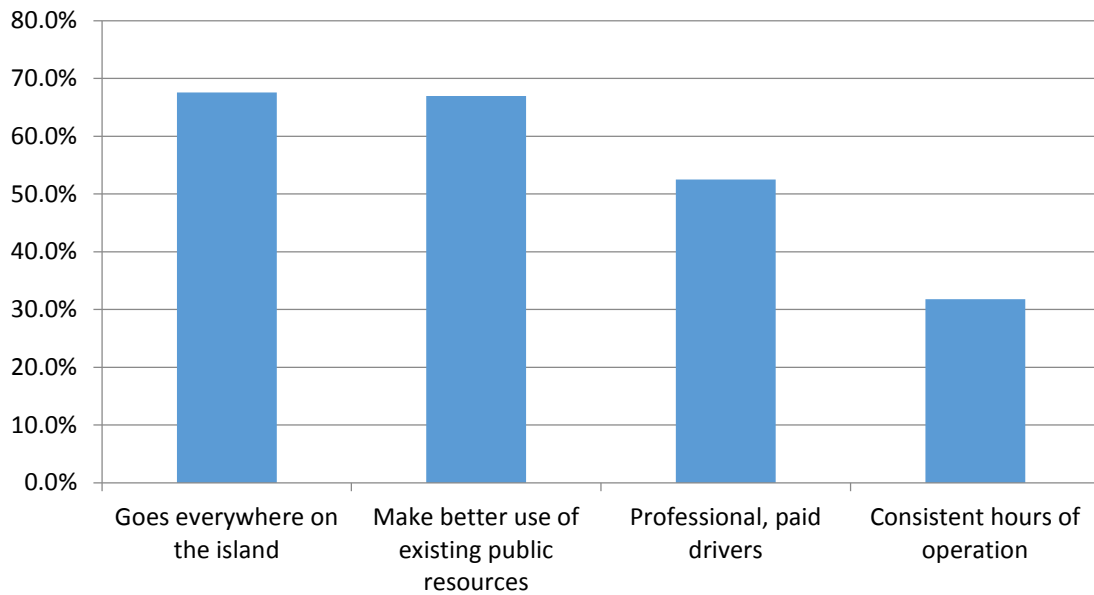
How often do you think you would use Open Door Access?



What appeals to you about Open Door Access? (pick up to two)

Answer Options	Response Percent	Response Count
Goes everywhere on the island	67.6%	121
Make better use of existing public resources	67.0%	120
Professional, paid drivers	52.5%	94
Consistent hours of operation	31.8%	57
Other (please specify)	5.6%	10
answered question		179
skipped question		140

What appeals to you about Open Door Access? (pick up to two)



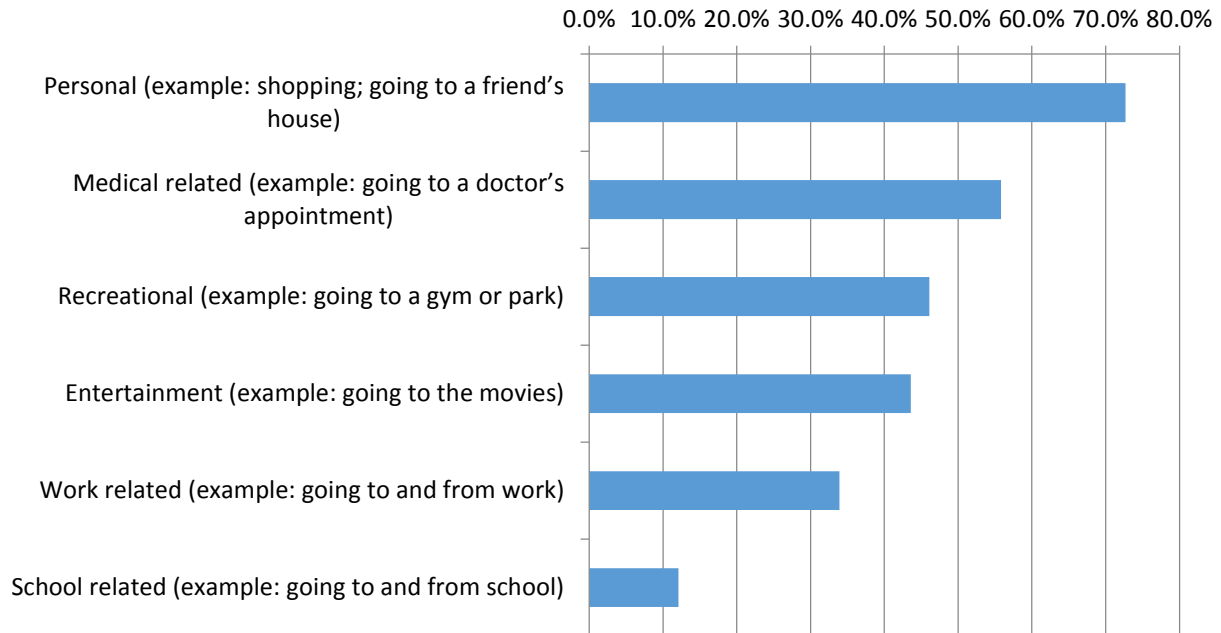
Respondents who selected “other” wrote comments that reflect the following themes:

- Would really help certain vulnerable populations (e.g. youth, seniors) – seems safe
- More trust of the drivers – screened, trained, paid
- Provides service to remote areas of the island
- Provides service during the midday
- If a bike rack were added to vehicles, could meet the need of the “sustainability” need

For what purposes might you be able to use Open Door Access? (check all that apply):

Answer Options	Response Percent	Response Count
Personal (example: shopping; going to a friend’s house)	72.7%	120
Medical related (example: going to a doctor’s appointment)	55.8%	92
Recreational (example: going to a gym or park)	46.1%	76
Entertainment (example: going to the movies)	43.6%	72
Work related (example: going to and from work)	33.9%	56
School related (example: going to and from school)	12.1%	20
	answered question	165
	skipped question	154

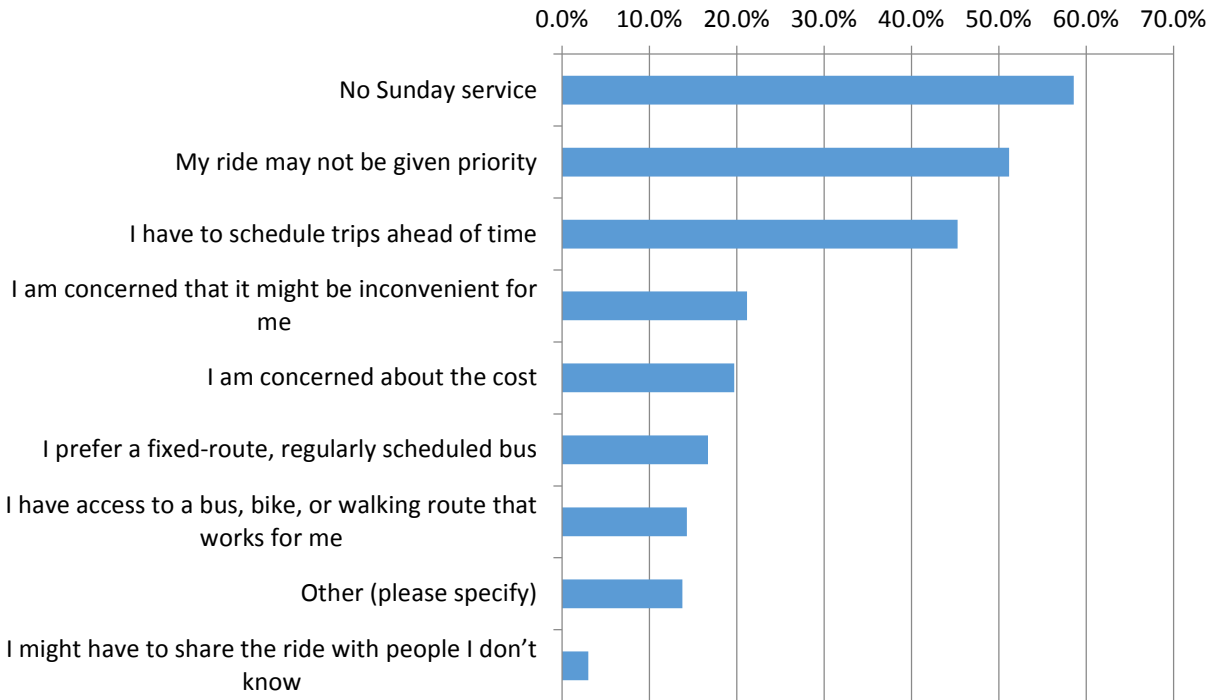
For what purposes might you be able to use Open Door Access? (check all that apply)



What concerns do you have about Open Door Access? (pick up to three)

Answer Options	Response Percent	Response Count
No Sunday service	58.6%	119
My ride may not be given priority	51.2%	104
I have to schedule trips ahead of time	45.3%	92
I am concerned that it might be inconvenient for me	21.2%	43
I am concerned about the cost	19.7%	40
I prefer a fixed-route, regularly scheduled bus	16.7%	34
I have access to a bus, bike, or walking route that works for me	14.3%	29
Other (please specify)	13.8%	28
I might have to share the ride with people I don't know	3.0%	6
	answered question	203
	skipped question	116

What concerns do you have about Open Door Access? (pick up to three)



Respondents who selected “other” wrote comments that reflect the following themes:

- Not wanting to negatively impact the priority of or quality of service for people with disabilities
- Not available late enough at night or on weekends
- Concern about getting bumped at the last minute
- Concerns about the areas served – does it go off-island? and opinions related to where it serves

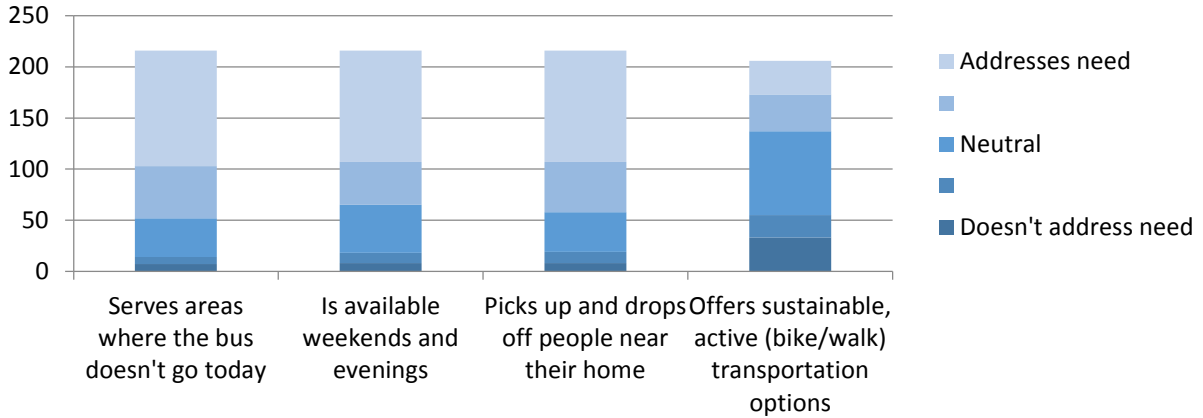
Community Van

Community Van is provided in partnership with an island community organization for neighbors to take pre-scheduled group trips to local, popular destinations. Riders request to join group trips through an island Community Transportation Coordinator and trips are promoted through a website and other island communications channels. Riders are picked up at pre-arranged stops along the way to the destination. Community Van is driven by volunteer drivers. Trips are free for volunteer drivers and riders pay a Metro fare.

Benefits:

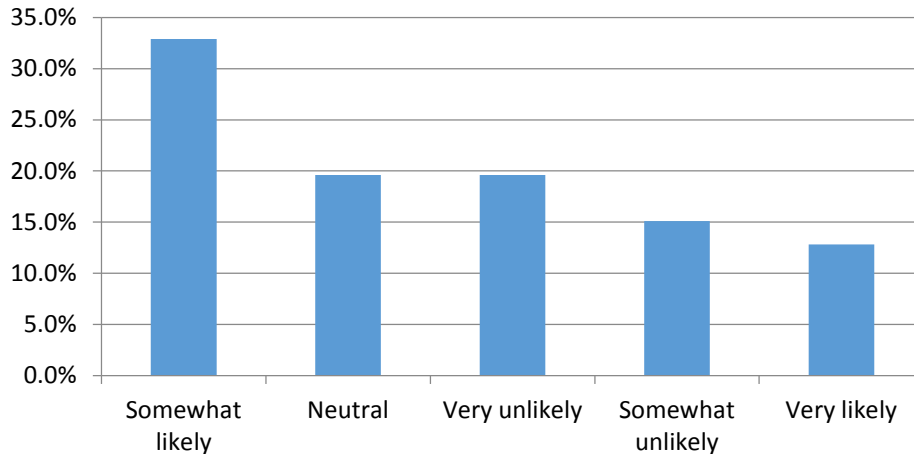
- Trips suggestions are provided by community members
- No need to commit to a fixed-schedule
- Ridesharing is a more sustainable way to travel

To what degree does Community Van address the following transportation needs?

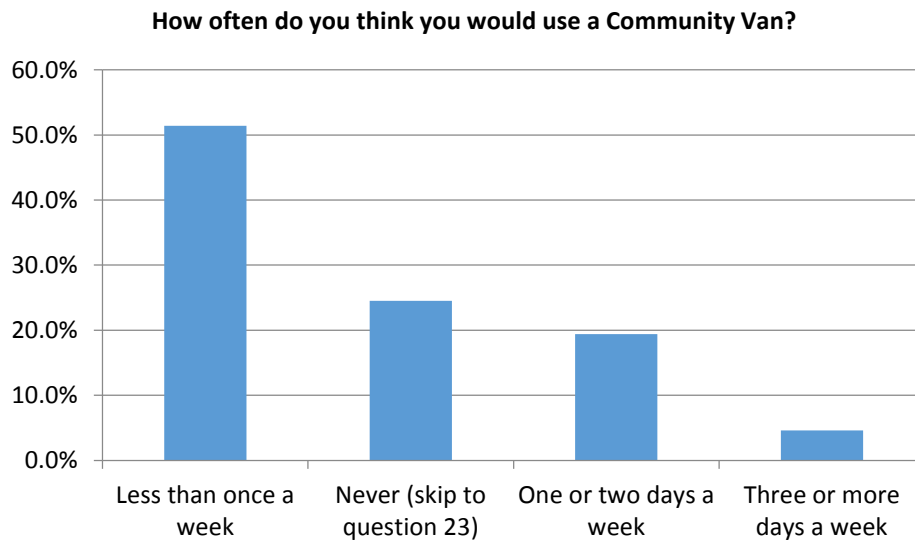


How likely would you be to try Community Van if it became available in your area?		
Answer Options	Response Percent	Response Count
Somewhat likely	32.9%	72
Neutral	19.6%	43
Very unlikely	19.6%	43
Somewhat unlikely	15.1%	33
Very likely	12.8%	28
answered question		219
skipped question		100

How likely would you be to try Community Van if it became available in your area?

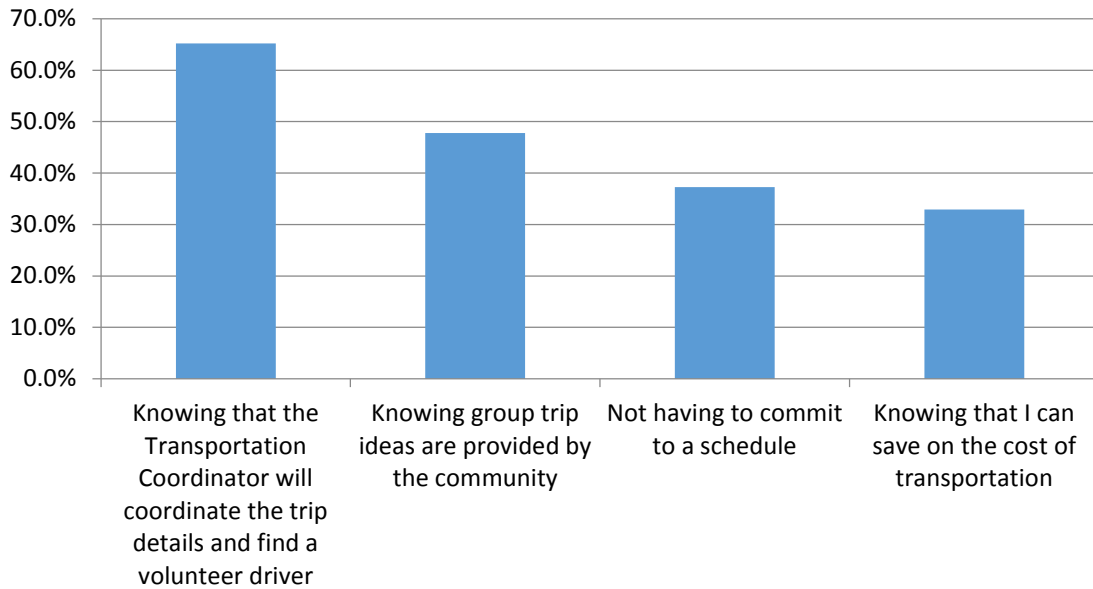


How often do you think you would use a Community Van?		
Answer Options	Response Percent	Response Count
Less than once a week	51.4%	111
Never (skip to question 23)	24.5%	53
One or two days a week	19.4%	42
Three or more days a week	4.6%	10
answered question		216
skipped question		103



What appeals to you about Community Van? (pick up to two)		
Answer Options	Response Percent	Response Count
Knowing that the Transportation Coordinator will coordinate the trip details and find a volunteer driver	65.2%	105
Knowing group trip ideas are provided by the community	47.8%	77
Not having to commit to a schedule	37.3%	60
Knowing that I can save on the cost of transportation	32.9%	53
Other (please specify)	10.6%	17
answered question		161
skipped question		158

What appeals to you about Community Van? (pick up to two)

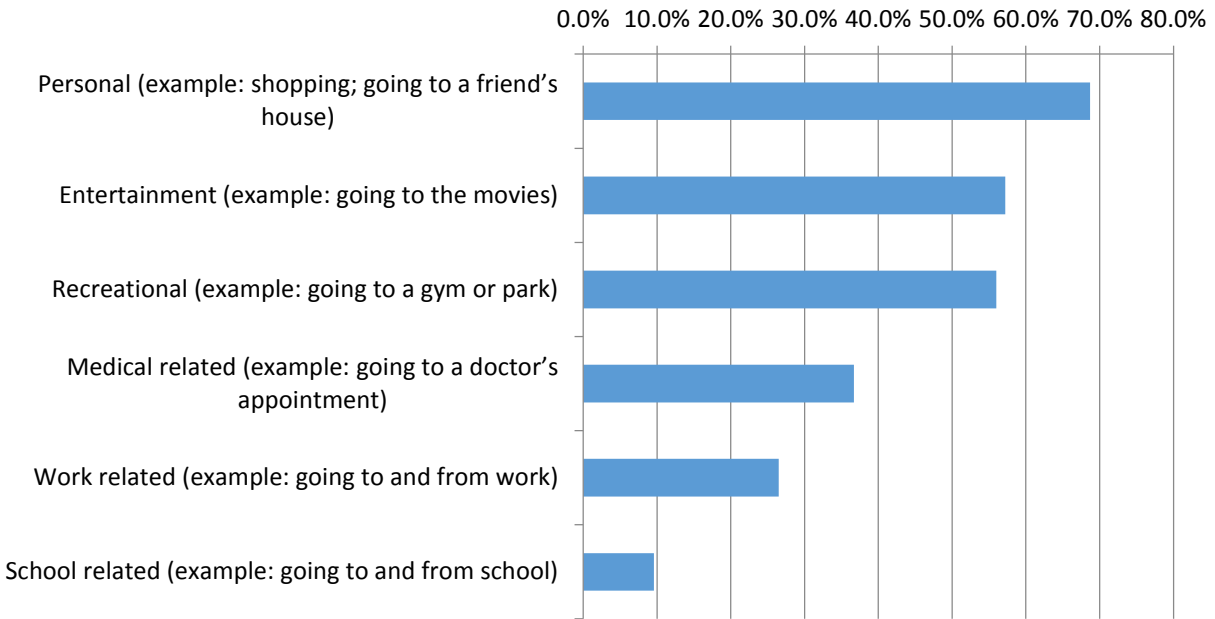


Respondents who selected “other” wrote comments that reflect the following themes:

- This would be great for seniors
- If it operates at nights and on weekends, it would be a good option
- Builds community
- Questions about how much it would cost

For what purposes might you be able to use the Community Van? (check all that apply):		
Answer Options	Response Percent	Response Count
Personal (example: shopping; going to a friend’s house)	68.7%	114
Entertainment (example: going to the movies)	57.2%	95
Recreational (example: going to a gym or park)	56.0%	93
Medical related (example: going to a doctor’s appointment)	36.7%	61
Work related (example: going to and from work)	26.5%	44
School related (example: going to and from school)	9.6%	16
	answered question	166
	skipped question	153

For what purposes might you be able to use the Community Van? (check all that apply)



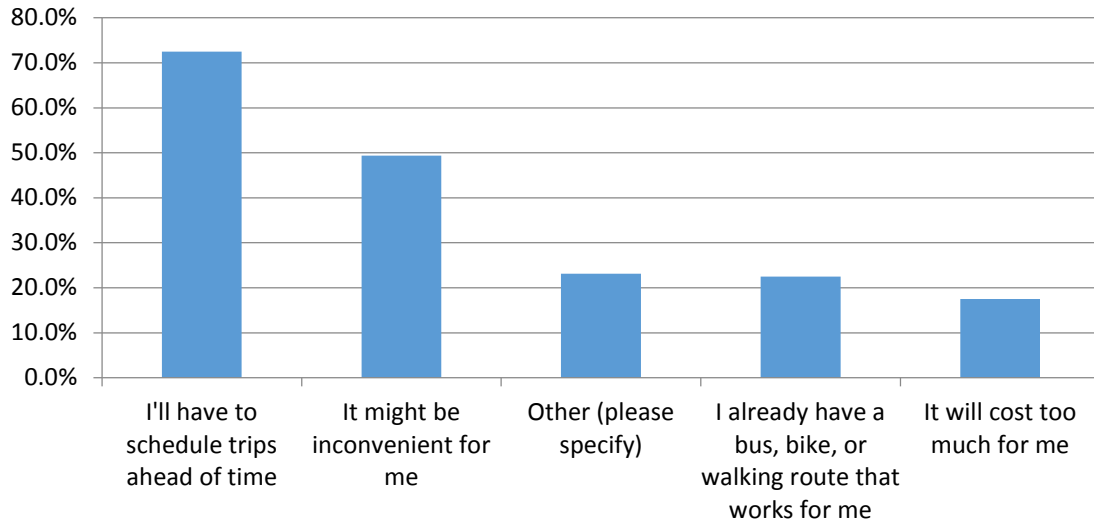
Would you be interested in becoming a Community Van volunteer driver?"

Answer Options	Response Percent	Response Count
Yes	7.8%	14
No	65.6%	118
Maybe	26.7%	48
answered question		180
skipped question		139

What concerns do you have about Community Van? (pick up to three)

Answer Options	Response Percent	Response Count
I'll have to schedule trips ahead of time	72.5%	116
It might be inconvenient for me	49.4%	79
Other (please specify)	23.1%	37
I already have a bus, bike, or walking route that works for me	22.5%	36
It will cost too much for me	17.5%	28
I might have to share a ride with people I don't know	8.1%	13
answered question		160
skipped question		159

What concerns do you have about Community Van? (pick up to three)



Respondents who selected “other” wrote comments that reflect the following themes:

- Difficulty recruiting enough volunteer drivers
- Concerns about driver safety
- Concerns about safety of other passengers
- Difficulty finding group trips – mostly individuals with unique schedules needing the service
- Confusion about operating hours and specificity of destinations served
- How far in advance would reservations need to be made?
- Concerns about reliability of the service
- Concerns about lack of privacy

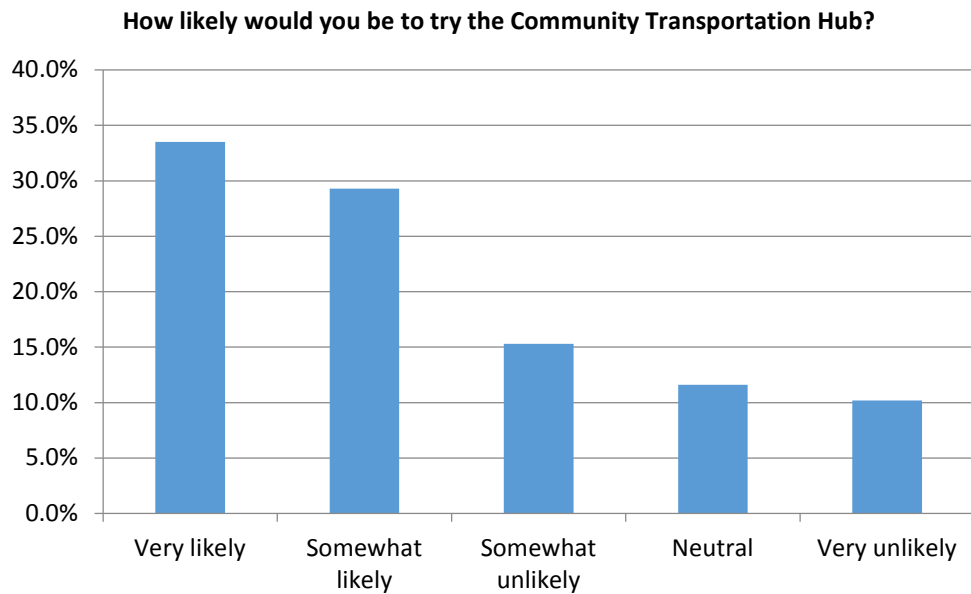
Community Transportation Hub

A Community Transportation Hub is a one-stop shop for community members to find out about local transportation options and to connect with others to share a ride. The hub may be a website or a physical (on the island) location with on-site kiosks. Information can be provided by a Community Transportation Coordinator who could answer questions online, in-person, or by telephone. A physical (on the island) hub provides accessible meeting places for participants to learn about transportation options in their community and opportunities to speak with the coordinator about planning group trips.

Benefits:

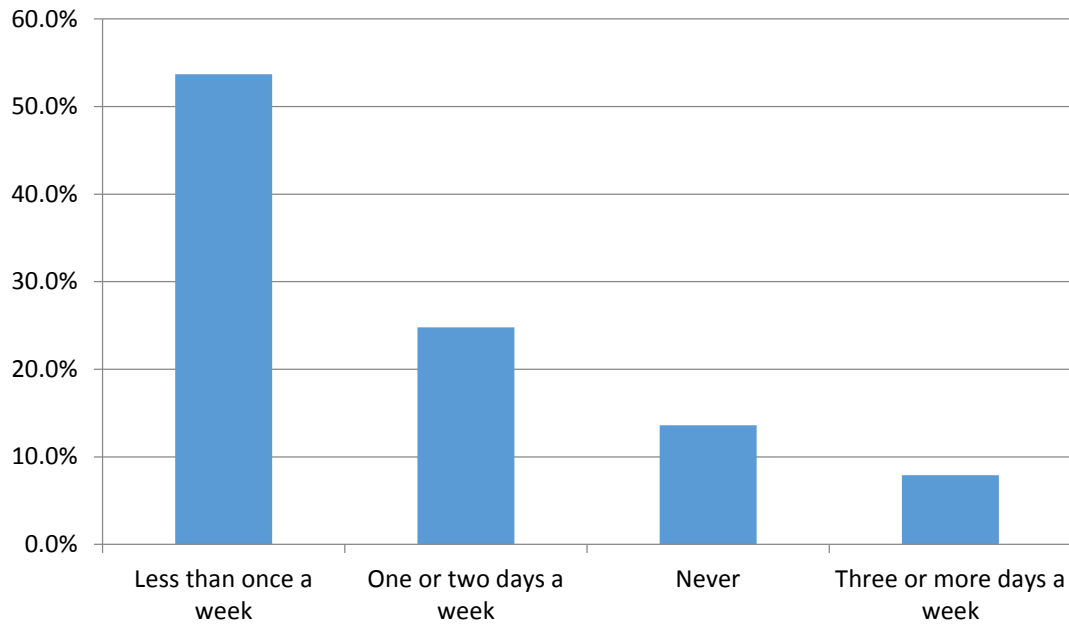
- Single source for Vashon-specific transportation information
- Talk to someone who knows your community and all the options available
- Learn about new alternative services and existing transportation services

How likely would you be to try the Community Transportation Hub?		
Answer Options	Response Percent	Response Count
Very likely	33.5%	72
Somewhat likely	29.3%	63
Somewhat unlikely	15.3%	33
Neutral	11.6%	25
Very unlikely	10.2%	22
answered question		215
skipped question		104



How often do you think you would use a Community Transportation Hub?		
Answer Options	Response Percent	Response Count
Less than once a week	53.7%	115
One or two days a week	24.8%	53
Never	13.6%	29
Three or more days a week	7.9%	17
answered question		214
skipped question		105

How often do you think you would use a Community Transportation Hub?



What appeals to you about Community Transportation Hub? (pick up to two)

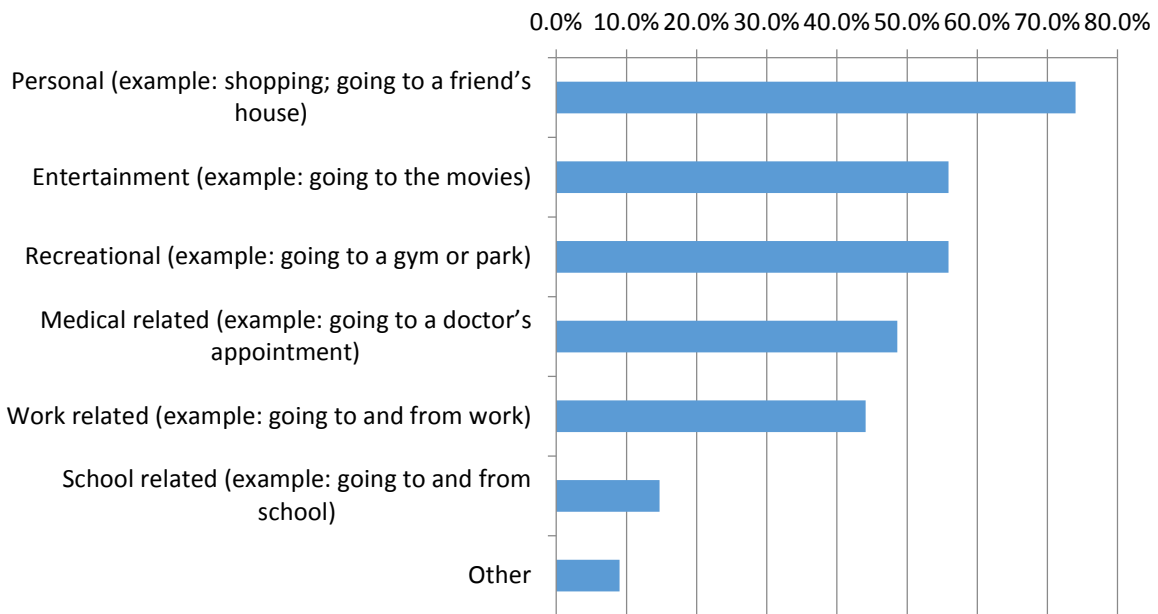
Answer Options	Response Percent	Response Count
It's a single source for Vashon-specific transportation information	76.0%	139
You can talk to someone who knows your community and all the options available	56.8%	104
You can learn more about new alternative services and existing transportation services	55.7%	102
Other (please specify)	7.7%	14
answered question		183
skipped question		136

Respondents who selected “other” wrote comments that reflect the following themes:

- Would be great for island visitors
- Seems like this would be good back-up to the Rideshare app
- Would build community
- Confusion between this concept and the Community Van concept
- Seems duplicative of the Internet

What kind of trips might you plan using the Community Transportation Hub? (check all that apply):		
Answer Options	Response Percent	Response Count
Personal (example: shopping; going to a friend's house)	74.0%	131
Entertainment (example: going to the movies)	55.9%	99
Recreational (example: going to a gym or park)	55.9%	99
Medical related (example: going to a doctor's appointment)	48.6%	86
Work related (example: going to and from work)	44.1%	78
School related (example: going to and from school)	14.7%	26
Other	9.0%	16
answered question		177
skipped question		142

What kinds of trips might you plan using the Community Transportation Hub?
(check all that apply)

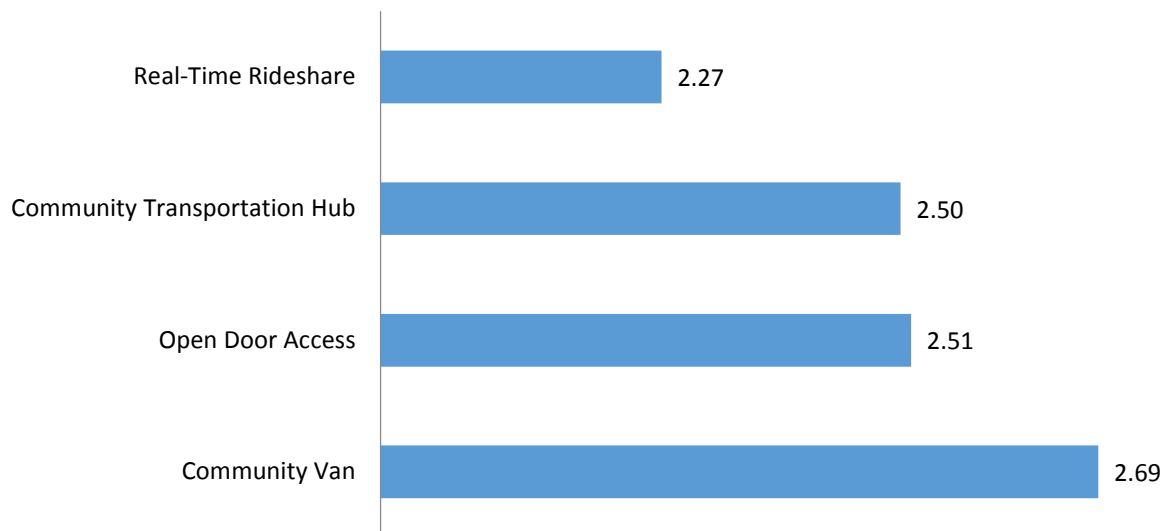


Where would you most like a Community Transportation Hub located?		
Answer Options	Response Percent	Response Count
Vashon Town	62.4%	123
Other (please specify)	12.2%	24
Ferry dock	9.6%	19
Center	7.6%	15
Park-and-ride	7.6%	15
School	0.5%	1
answered question		197
skipped question		122

Respondents who selected “other” wrote comments that reflect the following themes:

- Online/virtual
- Available by phone
- Several locations
- One hub, but multiple places showing real-time schedule information – e.g. the Vashon Library with kiosks at the ferry terminals
- Vashon Library
- Parks building
- Off-island
- Dockton
- Maury Island

Which service are you most likely to use?
 Rank each service from 1 (most likely to use) to 4 (least likely to use)



What we heard about alternative service concepts – at the open house

At an open house on April 5, we set up stations dedicated to each of the four alternative service concepts. We took notes at each station of the comments and questions received. These notes are transcribed here:

Community Transportation Hub

- This links all the other three concepts. Great!
- Transportation coordinator could do dispatch and connect the options, fill empty seats, and utilize Real-Time Rideshare.
- What about options for kids to ride without their parents?
- Multiple signs and info hubs would be a good idea (both ferry docks, library, etc.).
- Need a community center to host the hub.
- Rides for each ferry through 2 a.m.
- Rides for safety from pubs.

Community Van

- Could take people to church on Sundays.
- Available Sundays.
- Could it go off the island?
- Car-free residents need more options to get to destinations off the island.
- Could it be used for airport trips? There's a need.
- Odd-hours trips are needed.
- Who would be a volunteer driver?
- Need late Friday and Saturday night trips for safety from bars.
- I use Access today and have permission to have a Personal Care Attendant who gets a free ride. Will that still be the case on Community Van and Open Door Access?
- Off-island destinations such as Safeco Field, Trader Joe's and Costco could be visited with Community Van.
- Will be hard to get volunteer drivers. Need better incentives.
- Can the volunteer driver take the vehicle home? Or work with the next driver to pass it off directly instead of returning to the hub?
- Will the van be stationed on the island or in Seattle?
- Parking idea – Fin (sp?) station
- Trip ideas: Low tide day at Point Robinson, special events with Vashon Parks District, transportation to hubs or park-and-rides.
- Expand services to support special events and tourism.
- Follow the Car2Go model.
- Put vans in areas where people can pick them up.

- Perhaps the coordinator could assist nonprofits with finding and acquiring grants.
- House a van at the north end parking lot.
- For volunteer drivers, can they be from nonprofits and for-profits and maybe be paid to drive?

Real-Time Rideshare

- Fewer empty seats in cars.
- Concerned about cell phone service coverage.
- Explore an incentive that is ongoing rather than one-time.
- Explore a low-tech alternative such as former Metro employees as drivers and issue them a sign and whiteboard to write their destination and display the sign in their vehicle. Any signs in vehicles would need to be visible at night.
- Vet drivers.
- Make sure to reach out to part-time island residents.
- Make the service ferry-friendly.
- Explore ways to compensate drivers for their time.
- Make it as similar to hitchhiking as possible. Negotiate with driver for partial trips, quicker origin/destination identification.
- How far in advance can a rider/driver announce a trip?
- Not good for people unfamiliar with technology or for those who don't have smartphones.

Open Door Access

- Questions about cost vs. utilizing current resources on the island.
- This vehicle will make it easier for people who have difficulty getting in and out of regular cars.
- People who do not fully qualify for access have a chance to use this service without going through the formal access eligibility process.
- Bus service on Sundays does not exist.
- Off-island destinations are needed, including the airport.
- Access-eligible should have priority booking.
- Yes, we should use resources that are already here.
- Use this service for public meeting attendance as a group trip.
- Link with the non-profits (evening activities, fundraisers).
- Athletic club destinations (water walking, people with mobility issues).
- Should be available to kids.
- Older kids should be able to schedule their own trips on Access.
- I use Access today and have permission to have a Personal Care Attendant who gets a free ride. Will that still be the case on Community Van and Open Door Access?
- Use app to schedule an appointment and make it easier to cancel.
- Kids could ride to dentist since they live off the main bus corridor.
- We need this service to become on-demand instead of pre-scheduled.

- Access pre-scheduling should be reduced from one week to three days advance notice.
- Combine this service with the Real-Time Rideshare app for greater flexibility; passenger can then communicate with driver.
- Can we do functional evaluations on the island?
- Having to schedule Access a day in advance is cumbersome. We need to make the service more flexible.

Other

- It's difficult for bicyclists to get up the hill at the north end ferry dock, good if we could have vehicle help to get bicyclists up the hill.
- There are vehicles in the ferry lot going unused throughout the day. Can they be used for carsharing?
- The RapidRide C Line at Fauntleroy is fabulous.
- We want King County to pay for services if it's part of the government's mission.
- If Water Taxi gets canceled, people need to get another transportation mode to other transportation hubs. Why can't we have additional buses to pick people up?
- What is the future of Water Taxi funding?
- Why aren't there bicycling concepts being presented?
- We need more bike storage on buses heading up the hill from the ferry docks. The rack on the buses is often full.
- Need better bus connections with Water Taxi.
- We need a service that meets each and every ferry and doesn't need to be scheduled 24 hours in advance.
- Mid-day trips to Seattle are difficult because of lack of bus service.
- Since this is a pilot program, residents will need to use the services to make them successful and demonstrate to the county that they should be made permanent.