

Affordable Housing Transit Pass Pilot: Program Evaluation

A Report of the Capitol Hill EcoDistrict
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Affordable Housing Transit Pass Pilot Program

Introduction: *High-level introduction to pilot, goals, significant before/after analysis findings, lessons learned and recommendations going forward.*

The Affordable Housing Transit Pass Pilot program began as a partnership between Capitol Hill Housing (CHH) and the Seattle Department of Transportation (SDOT) to increase access to transit and decrease the monthly costs of transportation for low-income residents. SDOT agreed to cover the costs normally incurred by the property manager, allowing CHH to offer reduced-cost monthly transit passes to residents of three affordable housing buildings. Over the course of the pilot, an average of 54 percent of the 122 eligible households participated, purchasing unlimited monthly passes for either \$10, \$16, or \$17 per month, depending on the building. The total subsidy required from SDOT for the year was \$32,356.12, significantly below the \$38,000.00 allocated.

Transportation is the second largest cost for most households after housing. Many low-income households cannot afford standard individual monthly passes and do not have access to discounted passes through their employer. Affordable transit access can be a lifeline for low-income households for reaching work, school, goods and services, recreation, and community connections. The 3 pilot buildings provide housing for a range of incomes from 0 to 60 percent of area median income. The average annual income of participating residents is \$24,169. Fifty-five percent of participating households earn less than 200 percent of the poverty line, qualifying them for the ORCA LIFT reduced fare.

CHH residents took great advantage of the program, taking an average of 43 transit trips per month, with 74 percent using transit as their main mode of transportation to work or school (up from 53% before the program). Seventy-six percent saw the amount of money spent on transit costs decrease over the course of the program, with 41 percent able to spend less than \$25 per month. For many, this program opened the doors to the city, providing access to services, grocery stores, and cultural activities previously deemed unreachable.

The management burden on CHH for the program itself, excluding the evaluation, was negligible, requiring only a slight increase in staff time and costs. Billing was conducted through the same system used to collect rent and parking fees, and aside from the initial sign-up push, only a few staff hours a month were required for signing-up new tenants, tracking payment, and activating and deactivating cards. Enthusiasm and appreciation for the program built morale among tenants and strengthened relationships with staff.

The affordable housing transit pass program has the potential to decrease monthly expenses, increase transit ridership, and create a whole new system through which low-income individuals access public transportation. Through this program, transit agencies can leverage affordable housing providers to reach low income households. Such a partnership can complement existing reduced fare programs for employers, market rate buildings, low income individuals, youth, seniors, students, and people with disabilities.

Background: *What is the history of the pilot (inspiration from 2014 survey); How did the program come to be; Who are the stakeholders involved in the pilot*

Costs related to transportation are the second highest expense for the average US household, second only to housing. Many studies have linked access to transportation for low-income people with economic mobility and other positive outcomes, including increased ability to get to work and school, increased access to goods and services, and more connections with their community. As Seattle

commits to greater reliance on transit, it is important that the transit system is available to all, including those with limited or fixed incomes.

In 2014, with funding from Metro, Capitol Hill Housing conducted a transportation survey of 231 market rate and 78 affordable housing residents in Capitol Hill's Pike Pine Corridor for the report *District Shared Parking: Program, Policy, and Technology – Strategies for a More Resilient Parking System in Pike Pine*. While the survey primarily focused on parking, it also asked about transit use and access. The survey results showed that in market rate buildings 68 percent of residents with a transit pass benefitted from all or part of the cost being covered by their employer or school, through programs like the ORCA Business Passport. In affordable housing, only 21 percent received such assistance. Although the survey sample was not randomized, this finding suggested that low income affordable housing residents were paying more for transit than their wealthier neighbors in market rate housing.

At the same time, Metro began offering a product similar to the ORCA Business Passport, but for managers of multi-family buildings. This new product, the ORCA Multi-Family Development Passport, offered a potential remedy for residents of affordable housing that did not have access to the Business Passport. However, the structure of the program assumes that a property manager has the flexibility to raise rents to provide amenities for residents. In affordable housing, rents are fixed, preventing such buildings from participating in this new program as well. CHH approached SDOT and Metro in December 2015 with a proposal to address this imbalance. The resulting conversations led to the Affordable Housing Transit Pass Pilot.

Pilot Program: *What is the pilot – describe all aspects: ORCA Multi-Family Pass + The Travel Demand Management Parking; What's the purpose, what are the goals and what were the strategies to achieve these; Who are the program participants (total number as well as a break-down by building, include demographics, income eligibility, etc.)*

The Affordable Housing Transit Pass Pilot takes advantage of the new ORCA Multi-Family Development Passport Program and funding from SDOT to provide low cost access to transit for low income residents of affordable housing. SDOT agreed to cover the cost normally incurred by the property manager for the first year. Residents paid 50 percent of the discounted cost to use the passes. CHH committed to managing and evaluating the program and investigating long-term sources of funding.

CHH agreed to conduct before and after surveys and track ridership data to evaluate how the program helped reduce the monthly cost of a transit pass and increase access for low income households. The program also sought to reduce driving and parking. The pilot combined the passes with education about walking, biking and taking transit, incentives for bikeshare and carshare, and changes to parking management in the buildings. With these strategies, CHH anticipated residents would be able to reduce their monthly expenses, increase their access to services throughout the region, and decrease their reliance on personal vehicles.

The pilot was implemented in three low-income housing properties on Capitol Hill: the Boylston-Howell (30 units), the Holiday (30 units), and the Villa Apartments (62 units). These buildings were chosen because they are located in the Capitol Hill EcoDistrict, an area where Capitol Hill Housing has dedicated staff capacity to promote access to transit, had onsite parking, and were not solely for senior and disabled residents. Buildings were also selected to encompass a wide variety of resident demographics.

Program Management: Program management has been easy with limited staff time and costs. Transit pass billing is conducted through the same billing system that CHH uses for rents and parking. A small additional cost was required to add a new category on this system. Aside from the initial sign up and the

evaluation process, only a few staff hours were required per month for signing up new tenants, tracking payment, and activating and deactivating cards.

Additionally, the majority of survey respondents found the process of signing up for the transit pass to be extremely easy. Suggestions for improvement included increasing awareness of the program (especially among new residents), making sign-up automatic (and having people opt-out if they did not want to participate), making the sign-up process available online and, of course, making it permanent. Many residents expressed concern about the uncertain future of the program.

Resident Demographics: Residents of the three buildings represent a mix of incomes (from 0 to 60 percent of area median income), household sizes, racial backgrounds and ages. The average annual income across the three buildings is \$23,895, similar to the average income for CHH properties in general. However, only 56 percent of households in the buildings qualify for the ORCA LIFT discount program. In order to qualify, a single individual must make less than \$24,120 per year, or less than \$49,200 for a family of four. Household types vary significantly across buildings: 21 percent of households have children and 50 percent of residents are people of color. Ten percent of residents are seniors and 16 percent reported having disabilities.

The pilot was rolled out in April 2016, with 54 percent of households participating. Participants were demographically reflective of the overall building populations, but had slightly higher average annual incomes (\$24,169), were slightly more likely to have children (25%), and were slightly more likely to be people of color (51%). Fifty-five percent of participants would have qualified for LIFT.

The first-year cost of the passes was determined by Metro based on existing transit use in the neighborhood, calculated using US Census Journey to Work Data. The three buildings, though all located in Capitol Hill, are each in a different census tract, and thus have different price points. For the first year of the program, the monthly cost of the pass was \$32 for the Boylston-Howell, \$34 for the Holiday, and \$20 for the Villa. Half of these costs were subsidized by SDOT, so residents paid \$16, \$17, and \$10, respectively. The equivalent monthly costs for other programs are generally higher for the individual rider, including LIFT (\$54) and the regional reduced fare (\$36), let alone the regular individual Pugetpass, which can cost \$99 to \$117 per month depending on the zones used. Prior to the program, many residents were paying even more by relying on individual fares or driving.

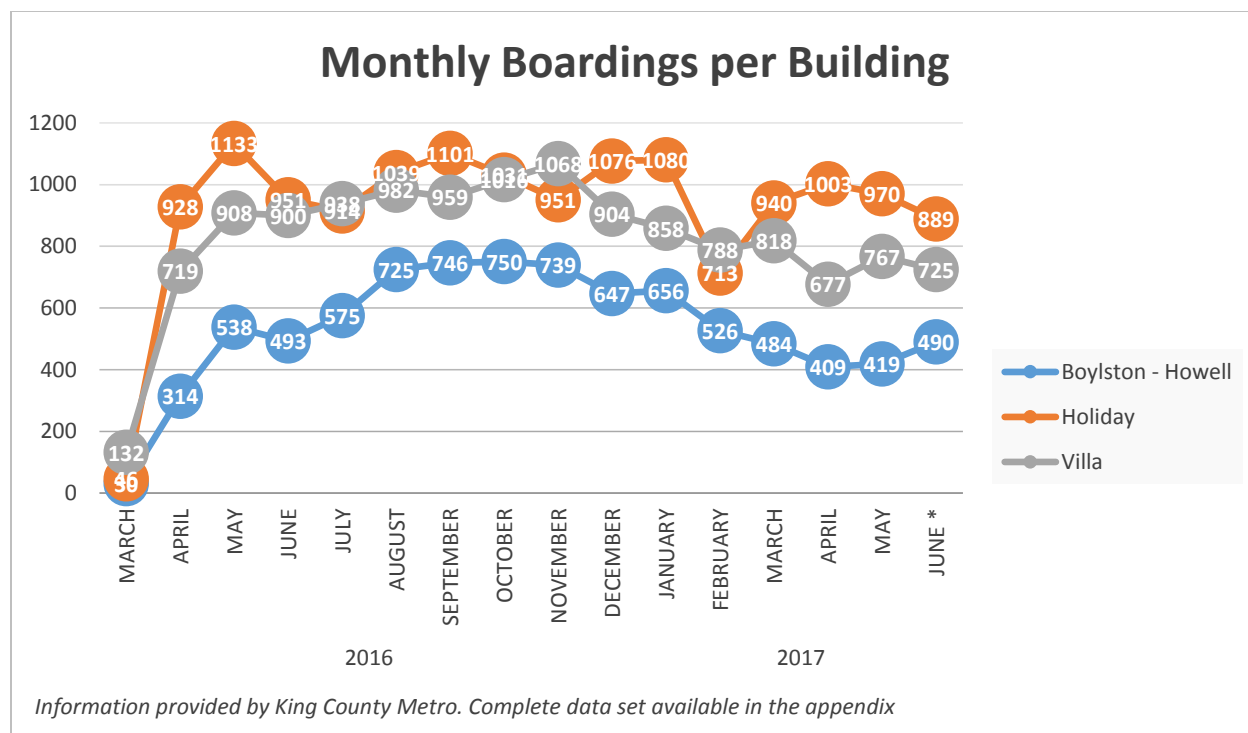
The long-term cost comparison is slightly more complicated. Because only 54 percent of households participated in the average month, the total cost (to resident and SDOT) per used pass for the first year was higher, \$34 per month. In the second year, the out of pocket pass cost for each resident increased to \$20 per month for all buildings. This increase was due to higher than expected transit use in the first year. Because the program is at the beginning of the second year and participation is in flux, data on the second-year total cost per used pass is not yet available, but it may begin to exceed some of the other programs mentioned above.

Ridership and Parking Analysis: *what does transit ridership data from Metro tell us about the program? How has the program impacted parking use in CHH buildings? Can increased parking revenue help cover the costs of the transit passes?*

Transit Ridership: Usage rates over time for the individual buildings show interesting trends. Stable usage rates were reached in the second month of the program, in May of 2016. In the Boylston-Howell, however, adoption appears to have been slower, with more use beginning in August. Rates then remained high throughout the year, with residents of the Holiday Apartments, adjacent to the Capitol

Hill light rail station, having particularly high usage. Despite having half the units, residents of the Holiday took more trips than residents of the Villa over the course of the pilot.

Usage rates across buildings declined slightly in 2017, perhaps partially explained by fewer people participating in the program once it was publicized that the pilot would be ending later that year (notice was given in January) and once the price per pass was increased (beginning in April). Between November 2016 and April 2017, the number of participants dropped from 61 to 51 individuals. Reasons why individuals may have taken fewer trips per pass during this time is unknown.



Overall, usage rates were 80 percent higher than expected by King County Metro for these census tracts. Because of this increase in anticipated usage rates, in the second year of the program, which began in April 2017, monthly costs of the passes rose an average of 53 percent. This rate, however, is not anticipated to continue to increase drastically in subsequent years, as usage rates have stabilized across buildings.

	2016	2017	% Change	\$/# Change
Cost	\$38,633	\$59,085	53%	\$20,000
Transit Trips	16,836	30,233	80%	13,000

Possible reasons for the high ridership include the March 2016 opening of the Capitol Hill light rail station (leading to more convenient and frequent trips for many Capitol Hill residents) and generally higher transit use trends among lower-income individuals (who are also less likely to have access to an

automobile).¹ Differentiating between these two effects is important for projecting usage and cost for other affordable housing buildings. This can be done in part by separating out the Holiday, where the impact of light rail should be the most significant.

When looking at the buildings individually, all buildings are projected to experience a price increase over the first year, but the Holiday stands out with a 73 percent increase above the first year. The Boylston-Howell (BH) and Villa have more moderate increases, 25 percent and 38 percent respectively, that are likely closer to the range of increases that should be expected for affordable housing.

	Total '17	Per Unit '17	Per Unit '16	% Change
BH	\$ 1,202	\$ 40.08	\$ 32.00	25%
Holiday	\$ 1,761	\$ 58.70	\$ 34.00	73%
Villa	\$ 1,717	\$ 27.70	\$ 20.00	38%

Note: cost projection data by building was only available for the first 11 months of the pilot

Parking Impacts: Parking changes at the garages for each building were not significant. Since 2015, CHH has been working hard to rent out empty parking spaces in our garages to help the financial health of our buildings. While prior to 2015 many spaces were vacant, by the time the pilot started, most of these vacant spaces had been rented out to non-tenants. The Villa and Holiday have always charged at or close to market rates for parking. The Boylston-Howell did not charge for parking several years ago and continues a slow increase in parking rates, which are still below market prices. According to our surveys, about half of residents with a car do not park in the building's garage, limiting the ability of the transit pass program to affect garage occupancy by tenants.

The introduction of the pilot does not appear to have affected garage occupancy by tenants. One tenant did report choosing to get rid of his car in response to the pilot and another tenant that is considering doing so. Several tenants mentioned the uncertain future of the program when discussing their reluctance to sell their car. Other tenants suggested that they would not have purchased a car or brought a car to the building, if the program had existed when they first moved in. Neither of these scenarios are testable within the scope of the pilot.

CHH also sought to generate additional garage revenue through shared parking. When residents take their cars to work during the day, CHH and other affordable housing providers, should be able to rent the spaces out to daytime employees. When daytime employees take their cars home, the organization should rent spaces out to residents including of nearby buildings. Unfortunately, the commercial parking tax and sales tax are currently triggered by this type of shared parking, erasing the potential financial benefits. CHH staff are working with partners at the City of Seattle and the Washington State Legislature to explore changes to these taxes that would remove the shared parking penalty.

Survey Analysis: Methodology describing the before survey and its distribution and data collection method(s), the after survey (and why there are difference and what the difference are) as well as its distribution and data collection method(s) (include all surveys and the aggregated responses in the appendix); Comparative analysis results

¹ For more information see: Anderson, Monica. "Who relies on public transit in the U.S." Pew Research Center. 7 April 2016. <http://www.pewresearch.org/fact-tank/2016/04/07/who-relies-on-public-transit-in-the-u-s/>

A baseline survey was conducted at the beginning of the pilot period in April 2016 with all households that signed up at the beginning of the program. The surveys were conducted in person at building events and later via scheduled one-on-one appointments with our Resident Services Manager. In total, data is available for 65 households that completed the survey.

As the program neared the end of its pilot phase, CHH conducted another survey with residents, including both those who did and did not participate in the program. Of the 122 households eligible to participate in the program, 77 individuals from 65 households participated in the program over the course of the pilot. The survey was distributed to the residents in paper form delivered to their unit, in person at transit information fairs, and over the phone. Staff received 74 responses (46 from participants and 28 from non-participants).

The structure of this second survey differed slightly from that of the first. While valuable information was gathered in the initial survey, over the course of the program, CHH identified further information that would be beneficial to track, including the frequency and purpose of ORCA card usage and resident demographics.² Staff also decided to include not only those residents who chose to participate in the program, but also those who did not. Some questions in the survey were reworded to make them clearer to the residents, as well as more options given in the answers to gather more specific feedback. However, the questions and structure of the survey remained consistent enough to still offer comparable data. The complete text of the surveys and resident responses can be found in the appendix.

Survey Results:

	Baseline Survey	12-Month Survey	
	Participants	Participants	Non-Participants
% attending work/school	62%	65%	50%
Primary mode of transportation to work/school	Transit: 53% Walking: 35% Driving: 10%	Transit: 74% Walking: 18% Driving: 8%	Transit: 44% Walking: 6% Driving: 44%
Primary reason for driving	Errands: 39% Work/School: 22% Fun/Recreation: 17% Friends/Family: 9%		
Driving as primary mode for which non-work trips		Errands: 13% Medical: 7% Friends: 13% Entertainment: 4%	Errands: 21% Medical: 14% Friends: 21% Entertainment: 18%
Average # of non-work/school trips per week (scale of 0 to 5)	Transit: 3.7 Walking: 4.2 Biking: 0.6 Driving: 1.2	Transit: 3.5 Walking: 3.7 Biking: 0.6 Driving: 0.6	Transit: 2.6 Walking: 3.5 Biking: 0.4 Driving: 1.4
% owning a bike	22%	26%	14%

² Demographic information had been available for the baseline survey as well, using our property management software. This same software was used to calculate the income, race, and household make up for the demographic section of this report. The additional demographic section of the survey was included to provide information not available via the software, and to make sure the survey samples reflected the demographic data already on file.

% owning a car	27% (53% onsite/47% offsite)	26% (53% onsite/47% offsite)	39% (77% onsite/23% offsite)
% with carshare	6%	11%	11%
% with ORCA card prior to the pilot	54% (paying full cost) 19% (subsidized through work/school)	LIFT: 11% RRFP: 18% Employer: 18% Student: 4%	Current: 48%
Monthly costs of transportation	<\$20: 3% \$20-90: 52% >\$91: 45%	<\$25: 41% \$26-99: 39% >\$100: 20%	<\$25: 39% \$26-99: 29% >\$100: 32%
Change in monthly cost of transportation since program began	n/a	Increase: 11% Decrease: 76% No Change: 13%	Increase: 35% Decrease: 17% No Change: 48%
Frequency of ORCA card usage per week	n/a	<1 time: 4% 1-5 times: 29% 6-10 times: 27% >10 times: 40%	n/a
Do you use transit more?	n/a	Yes: 75% No: 14% No Answer: 11%	Yes: 30% No: 57% No Answer: 13%
Reasons for not participating (respondents could select more than one option)	n/a	n/a	Drive: 32% Walk: 21% Employer Pass: 25% Other Discount: 32% Didn't Know: 32%

The following analysis compares both changes among participants from the baseline to the 12-month survey and differences between participants and non-participants in the 12-month survey.

Comparative Analysis - Participants:

Comparing the baseline survey that included only participants with the participant portion of the 12-month survey indicates ways that participants have been affected by the transit pass program. Increased access and cost savings are the most dramatic changes demonstrated by this survey comparison.

Increased Access to Opportunity: Overall, the survey responses present a picture of increased access to goods, services, and employment, and connecting more with friends and family thanks to increased transit use. The percentage of residents who used public transit as their main mode of transportation for work or school jumped from 53% in the baseline survey to 74% in the 12-month survey. Seventy-five percent of participants reported using transit more after the program. Forty percent of participants reported using their Orca card over 10 times per week. The one contradictory point was in the number of non-work trips residents reported per week. On this measure, the number of transit trips fell from 3.7 to 3.5. The total number of trips dropped from 9.6 to 8.3.

The increase in transit commuting was mainly a result of a switch from walking, which fell from 35 percent to 18 percent of participants, whereas the percentage of participants driving alone, already low at 10 percent, fell only slightly to 8 percent. While this data suggests that the pass had little effect on reducing congestion and greenhouse gas emissions from solo driving, it does indicate that participants were able to save time by taking the bus or light rail rather than walking and/or access more remote employment and education opportunities.

The lower number of non-work trips contradicts both the self-reported increase in transit use, the high card usage data, and the written comments many participants submitted. One possible explanation is in the framing of the question. The maximum number of trips that could be selected for each mode was 5. A separate survey question, already mentioned, shows that 67 percent of participants used their ORCA cards more than 5 times per week and 40 percent used the card more than 10 times. It may be that the non-work trip survey question simply did not capture the large increase in participants who took transit, not just 5 times per week, but many more times. Some of the written comments below suggest this may be the case.

Written comments by participants tell about the increase in access to the city:

- “The ORCA pass program fundamentally changed transportation for me. I make more frequent trips using public transportation since purchasing the card, and it has given me freedom to take advantage of opportunities in Seattle. For example, I'm able to take advantage of specials in grocery stores that are beyond walking distance. I'm able to get extensive reduced-fee dental care at the University of Washington School of Dentistry without worrying about transportation costs. I've explored new areas of Seattle that were previously out of reach because of transportation costs. The ORCA pass program has improved my quality of life.”
- “It's been nice to be able to go to Edmonds or Tacoma and Puyallup on my days off.”
- “My wife is unemployed, we have an infant son, my hours are cut at work and [thanks to this pass] I feel equally involved in the city's access to public transportation even though I'm low income - a blessing.”
- “This has made it affordable for my child and I to use the train and bus now when we couldn't afford it before the program started.”
- “Without the Orca card my family would not be able to travel nearly as much.”
- “I don't have to worry if I have enough money to go to the store or the doctor.”

Limited Decrease in Driving: As noted above, the program had only a small impact on reducing driving. Commuting by personal vehicle only fell from 10 percent to 8 percent. Average non-work trips by car per week fell from 1.2 to 0.6. Car ownership dropped 1 percent for participants in the program. One interesting change was in the reasons for driving. In the initial survey, errands were cited as the top reason for needing to drive by the largest quantity of participants, 39 percent. However, by the 12-month survey, only 13 percent of participants reported driving for errands. At the same time, more participants drove to pick up or meet friends and family, up from 9 percent to 13 percent. Another 9 percent, in the 12-month survey, relied on their friends to pick them up.

A few participants shared written comments about the program's impact on their car use:

- “Please keep it funded and going! I decided to not keep my car and just use this \$10 pass and walk. Loving it and saves me money. Is very convenient to include \$10 fee with rent. Thanks!”
- “I take the bus more instead of Uber, saving me \$100+/month”
- “I try not to drive and want to sell my car.”

Cost Savings for Residents: The baseline and 12-month surveys show a sharp decrease in the amount of money participants spent on transportation per month. In many cases the decrease is larger than would be expected simply by switching from other transit pass products. While the range given in the surveys varied slightly (raised by \$5 for most categories to match other SDOT and KC Metro transit surveys), the change is still clearly discernable. In the baseline survey, only 3 percent of residents spent less than \$20 a month on transportation costs, while the majority spent between \$20 and \$90, and 45 percent spent even more. 12 months into the program, 41 percent spent less than \$25, 52 percent spent between \$26 and \$99, and only 20 percent spent more than \$99 a month. Many residents cited the change in expense from covering the entire cost of a monthly pass (often ranging between \$99 and \$117) to paying somewhere between \$10-\$17 a month.

Some participants wrote about savings from the program and being able to redirect transportation savings towards other household expenses:

- “Makes my family feel normal and connected to public transportation, allowing my family to have extra funds to apply to other household cost.”
- “I will be so sad if it discontinues. Before this program I would spend \$10 a day on metro. You guys are lifesavers.”
- “Very helpful getting the discount. Transportation is a large part of my fixed budget.”
- “Please don't end this program. It saves me over \$100/month, and as a low income individual, that is a life-saver.”
- “The orca program has been awesome for my family! The discount helps us make ends meet every month! Thank you!!”

It is important to note, however, that for some residents, their monthly costs did increase with this program (a reported 11%). This 11 percent likely comes primarily from residents who did not have a pass or a car prior to this program. This dynamic further highlights the challenge for low income people for whom even a small monthly expense for transit must be weighed against food and other necessities.

Comparative Analysis – 12-month Survey:

Within the 12-month survey, comparing participants to non-participants provides another window into the impacts of the program. This is an important addition to the comparison with the baseline survey because it helps isolate the impact of the transit passes from other factors that may have changed travel behaviors among all residents, such as Metro’s recent bus restructure, the opening of the new Capitol Hill light rail station, and a decrease in gas prices. Reassuringly, the conclusions from this comparison are similar. Participants in the program were much more likely to report an increase in transit use and a reduction in costs related to transportation.

More Transit, More Walking, Less Driving: Participants were much more likely to report an increase in transit use over the program period. Seventy-three percent of participants increased their use of transit compared to only 30 percent of non-participants. Participants were also much more likely to name transit as their primary commuting mode, 74 percent, compared to only 44 percent for non-participants. Participants were also more likely to walk to work or school than non-participants even though walking fell relative to the baseline survey. Not surprisingly, non-participants were more likely to own a car (39% compared to only 26% of participants) and commute with a personal vehicle (44% compared to only 8% for participants). Thirty-two percent of non-participants cited their reliance on driving as the reason for not participating in the program.

There was also noticeable variation in other types of trips. Participants were more likely to use transit for all types of non-work trips. That gap was largest for accessing entertainment, 84 percent compared to only 38 percent. The smallest gap was for running errands. In general, non-participants substituted both walking and driving for transit trips, though rideshare was also a significant mode for accessing entertainment. For participants, errands and meeting friends were the main reasons for driving. Non-participants drove at higher rates for all types of trips, especially for friends and entertainment.

Participant						
	Transit	Walking	Biking	Driving	Carpool	Rideshare
Errands	48%	32%	2%	14%	0%	5%
Doctor	84%	7%	0%	7%	0%	2%
Friends	67%	7%	0%	14%	9%	2%
Entertainment	84%	11%	0%	5%	0%	0%
Non-Participant						
	Transit	Walking	Biking	Driving	Carpool	Rideshare
Errands	32%	39%	0%	21%	4%	4%
Doctor	54%	23%	0%	15%	4%	4%
Friends	36%	28%	0%	24%	4%	8%
Entertainment	38%	29%	0%	21%	0%	13%

Cost Savings for Residents: Participants were much more likely to save money on transportation compared to the year before. Seventy-six percent of participants reported a drop in transportation costs compared to only 17 percent of non-participants. Conversely, 35 percent of non-participants saw their monthly costs increase over the past year, whereas only 11 percent of participants reported the same. After the program, participants also reported spending less on average, a marked change from the cost reports prior to the survey when participants were spending much more. This dramatic reversal likely reflects the large portion of non-participants who were already receiving a free or reduced fare pass of some kind before the program began.

Reasons for Participation: In addition to showing the impact of the program, the comparison between participants and non-participants in the 12-month survey complements the demographic data described earlier in the report. The survey gives substantial insight into how participants and non-participants chose whether or not to participate.

Participants almost universally mentioned the affordable cost and increased access as reasons for choosing the pass. These residents saw great value in being able to take transit across the region, trips that they would not have taken otherwise. The non-participants presented a more complex picture.

Non-participants represent a mix of residents who drive, residents who already have a transit pass, and residents who take few trips or few long-distance trips. Almost a third were not interested because they mostly drove while 21 percent felt they could walk where they needed to go. Over half already had a reduced transit fare of some kind either through their employer (25%) or an individual discount pass like the regional reduced fare (32%). Almost a third reported either not knowing about the programming, being confused about how it works, or having forgotten to sign up. As an example of confusion

surrounding these decisions, the regional reduced fare permit is more expensive, for the resident, than the Multi-Family Passport, but many residents still cited it as a reason for not participating.

Final Conclusions & Recommendations: *What are the short-term and long-term strategies and recommendations that have been tested and proven here; What do you recommend going forward, including in-terms of funding sustainability*

The affordable housing transit pass program pilots a new transit pass product for low income residents in affordable housing. The program was designed to fill a gap between existing bulk purchasing programs, programs like the Business Passport and the Multi-Family Development Passport, that were not reaching residents of affordable housing. The goal for this pilot was to increase access to the city and reduce transportation costs for low income households. The pilot sought to achieve these goals in a logistically simple and financially sustainable way. A secondary goal was to reduce driving, car ownership, and related congestion and greenhouse gas emissions.

For the two primary goals, the pilot was a resounding success. Access, via the transit system, increased substantially and transportation costs for residents fell precipitously. These outcomes are strongly evident from the resident surveys both in comparing before and after surveys and in comparing the experience of demographically similar participants and non-participants in the same buildings. Success is also supported by the ridership data of program participants. Both quantitative measures are backed up by qualitative written comments submitted by residents that describe the program's impacts on their lives.

Not only did the program achieve its primary goals, but it was also simple and easy to administer. While the evaluation component of the pilot required significant resources, program management itself did not. The only significant staff management commitment came during the initial sign up stage. Overall, the administrative cost was minimal, indicating that affordable housing managers can take on this responsibility.

If the program is no longer available, many users anticipate returning to their previous (often more expensive) passes or going back to paying for single-rides. For many, it would mean fewer people in their household could afford a pass, fewer trips and less travel throughout the city, cutting back on volunteer engagements, and a reevaluation of their budgets. "It would be devastating," wrote one respondent. "Having an affordable pass enables us to get to places and participate in things we weren't able to before." For others, it means losing "the extra money that allows me to buy more food," and "takes money away from groceries or other bills." These are the stakes.

Financial Sustainability

Financial sustainability remains the key hurdle. The pilot was developed in response to the challenges of implementing the ORCA Multi-Family Development Passport in affordable housing. Affordable housing managers cannot raise rents to cover the costs of this new benefit. Attempts to increase revenue from parking to support the program were not successful. While the program is cost-competitive with other transit products, the total costs are still substantial.

The long-term sustainability of this program will most likely depend on local government support either through direct subsidy or restructuring of the product price. CHH staff are currently working with SDOT, King County Metro, the Seattle City Council, and the King County Council to explore funding and pricing options. CHH also continues to work on making additional parking revenue feasible both through

advocacy for parking tax reform and a partnership with the University of Washington to develop low cost parking sensors.

Calculating the cost of an expanded, ongoing program presents several difficulties. One option is to calculate the cost of a similar subsidy to a larger number of affordable housing residents. The second option is to calculate the net cost of the program to the various agencies involved including revenue losses from riders who previously paid higher rates, revenue gains from new riders, and the marginal costs of additional riders on the system, all in addition to the subsidy. Below is one simple attempt to estimate the former, the subsidy cost, as well as some suggestions for price changes and program restructuring. Further research and greater participation from Metro and Sound Transit would be needed to calculate the latter, the total net cost.

If the program structure and pricing remain the same, a good price estimate would look at the transit mode split for the participating area and adjust based on ridership during the pilot. As noted, while the overall pilot saw an increase in cost of 53 percent, the buildings further from the new light rail station saw smaller increases, 25 and 38 percent. A one third increase, therefore, might be more predictive of price increases in year 2 for other affordable housing properties. Assuming the Seattle transit commute mode split of 21 percent, the first year average price for a building in Seattle should be \$24 per month with half that cost paid by participating residents. For King County, with a transit commute mode split of 13 percent, the first year price should be \$16. Assuming a one third increase, the second year prices on average should go up to \$32 and \$21 respectively. If half of residents participate, then the monthly subsidy required would be \$21 per resident in Seattle or \$14 per resident countywide.

As of 2016, there were 13,873 affordable apartments throughout Seattle funded by the Seattle Office of Housing and managed by organizations like Capitol Hill Housing³. Countywide, similar organizations provide over 50,000 units of affordable housing for low income households⁴. Providing the affordable housing transit pass program, as is, to all these households would be expensive, \$3,495,996 per year for all the households in Seattle and over \$8,400,000 countywide.

Several pricing options could reduce this cost. Affordable housing could be given a different trip rate than market rate housing when calculating costs. This could reflect the level of LIFT and Regional Reduced Fare Permit eligibility or it could reflect a more general appreciation for the needs of low income residents. The program could also be structured to require a smaller property manager match in affordable housing than in market rate housing. The total cost could also be reduced by limiting the program to a subset of affordable housing units.

It is important for the transit agencies to reflect on the net cost of the program. In the pilot, 27 percent of participants had not been paying for transit at all before the program. Of the 73 percent who had previously paid for transit, over half reported previously receiving some form of discount. The written comments also indicate that a significant portion of the 73 percent who previously used transit were only paying for a small number of individual trips. These factors should be taken into account when considering the true cost of expansion. More research needs to be done to accurately calculate this cost.

³ 2009 Seattle Housing Levy Final Report and 2016 Report of Accomplishments.

⁴ <http://www.housingconsortium.org/resources/housing-facts/>

Appendix A: Baseline Survey

Introduction Page

Congratulations on becoming an ORCA Passport holder and thank you for participating in Capitol Hill Housing's

Thank you for your help!

1. What is your name?

2. Do you work or go to school?

☐ Yes

☐ No

Question 1

3. How do you typically get to work or school?

- ☐ Transit (bus, Streetcar, lightrail)
- ☐ Walking
- ☐ Biking
- ☐ Driving
- ☐ Other

4. What is your 2nd most used option for getting to work/school?

- ☐ Transit (bus, Streetcar, lightrail)
- ☐ Walking
- ☐ Biking
- ☐ Driving
- ☐ Other

5. How many times each week do you use the following transportation options for non work/school trips?

	1	2	3	4	5	6	7	8	9	10
Transit (bus, Streetcar, lightrail)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Biking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Do you own a car?

- ☐ Yes
- ☐ No
- ☐ I have a membership in a car share program

7. Why do you typically drive?

- ☐ to get to work/school
- ☐ to run errands
- ☐ For fun/recreation
- ☐ to pickup family/friends
- ☐ Other (please specify)

8. Do you rent a parking space?

- ☐ Yes, in my building
- ☐ Yes, in another building
- ☐ No, I park on the street

9. Do you own a bike?

- ☐ Yes
- ☐ No
- ☐ I have a bike share (Pronto) Membership

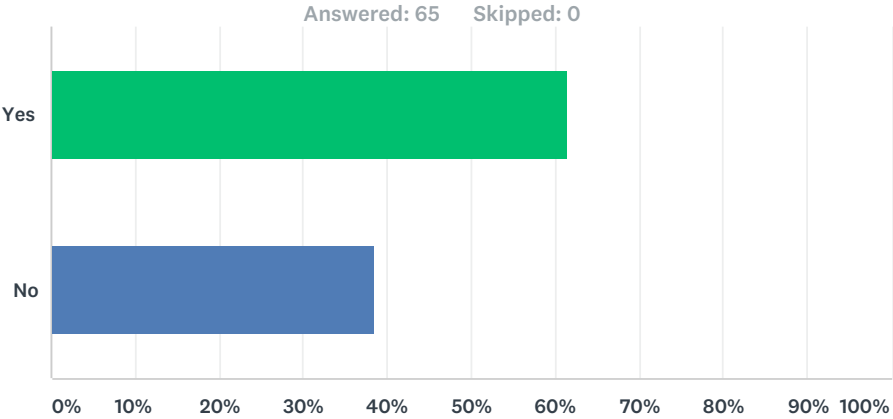
10. Did you have a monthly ORCA card prior to purchasing one through CHH?

- ☐ Yes, I paid 100% of the cost myself
- ☐ Yes, my employer covered some of the cost
- ☐ Yes, my educational institution subsidized the cost
- ☐ No

11. How much do you currently spend on transportation each month?

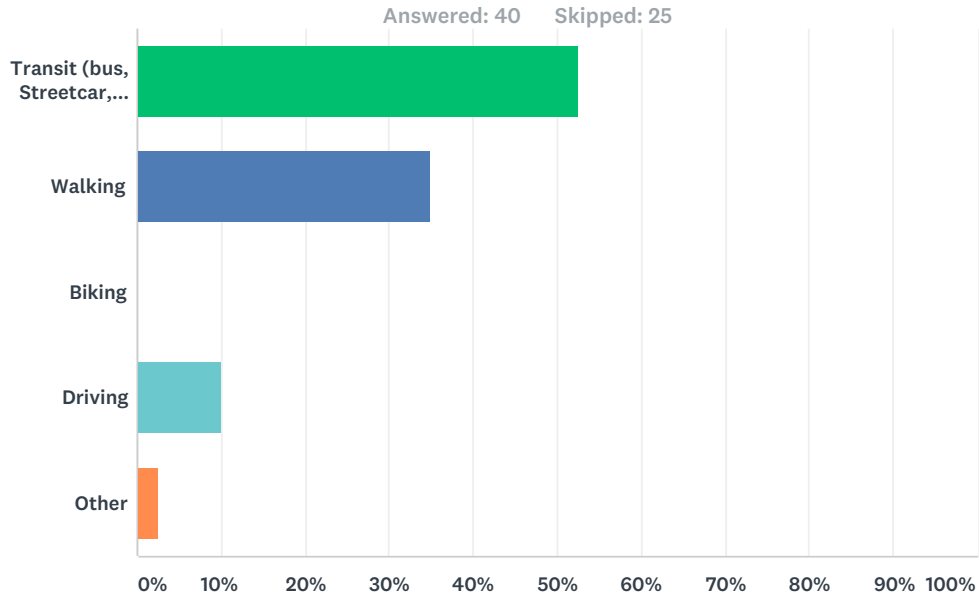
- ☐ under \$20
- ☐ \$20-\$90
- ☐ \$91-\$250
- ☐ Over \$250

Q2 Do you work or go to school?



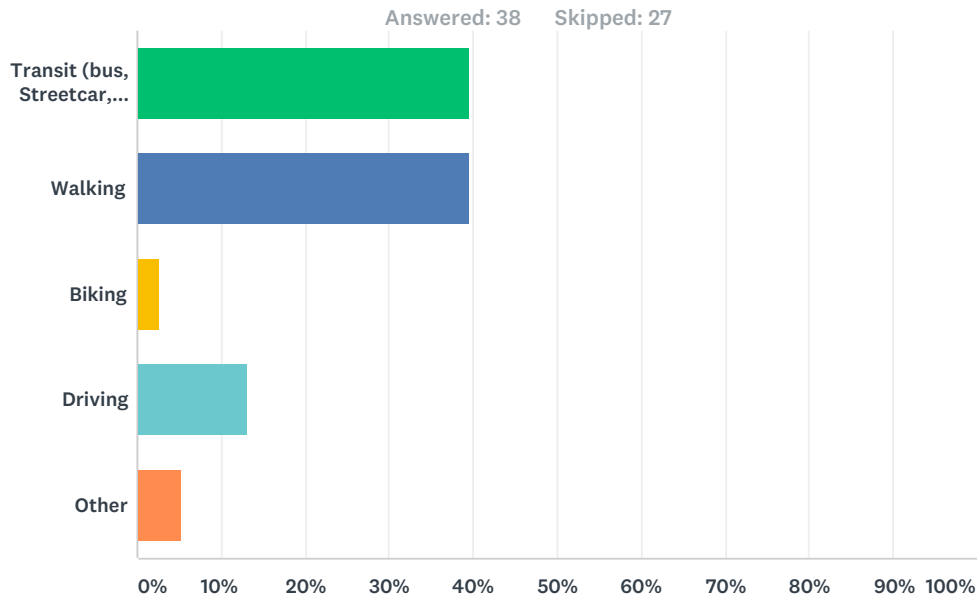
Answer Choices	Responses	
Yes	61.54%	40
No	38.46%	25
Total		65

Q3 How do you typically get to work or school?



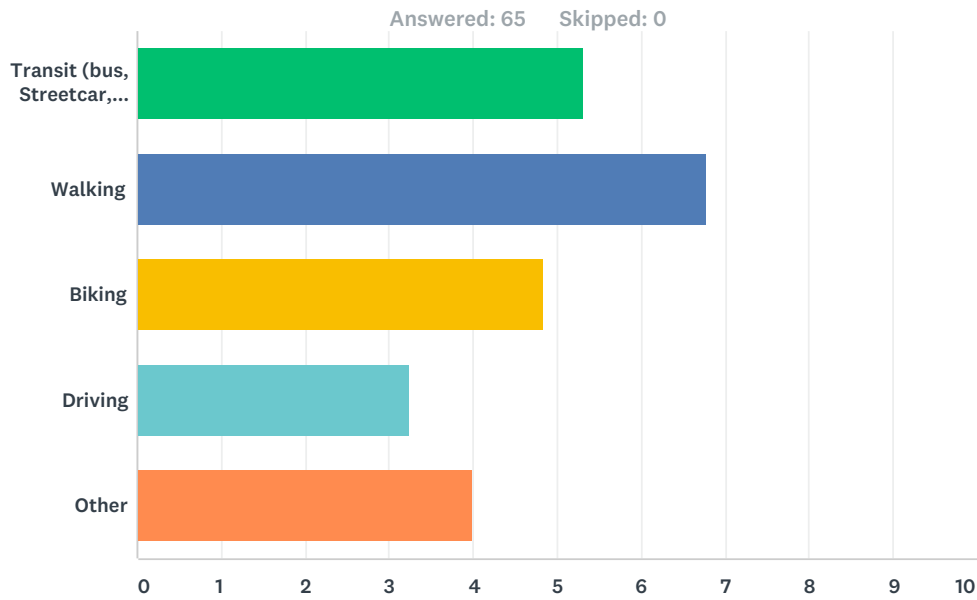
Answer Choices	Responses	
Transit (bus, Streetcar, lightrail)	52.50%	21
Walking	35.00%	14
Biking	0.00%	0
Driving	10.00%	4
Other	2.50%	1
Total		40

Q4 What is your 2nd most used option for getting to work/school?



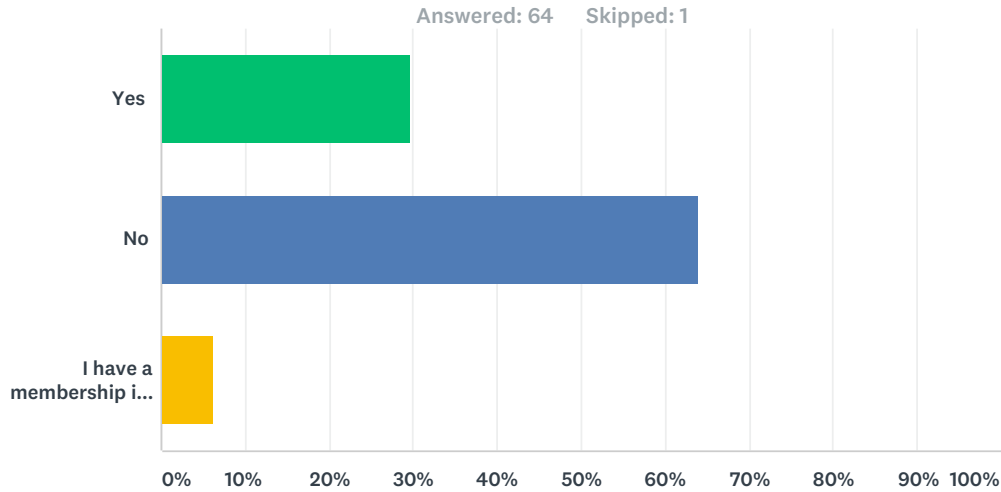
Answer Choices	Responses	
Transit (bus, Streetcar, light rail)	39.47%	15
Walking	39.47%	15
Biking	2.63%	1
Driving	13.16%	5
Other	5.26%	2
Total		38

Q5 How many times each week do you use the following transportation options for non work/school trips?



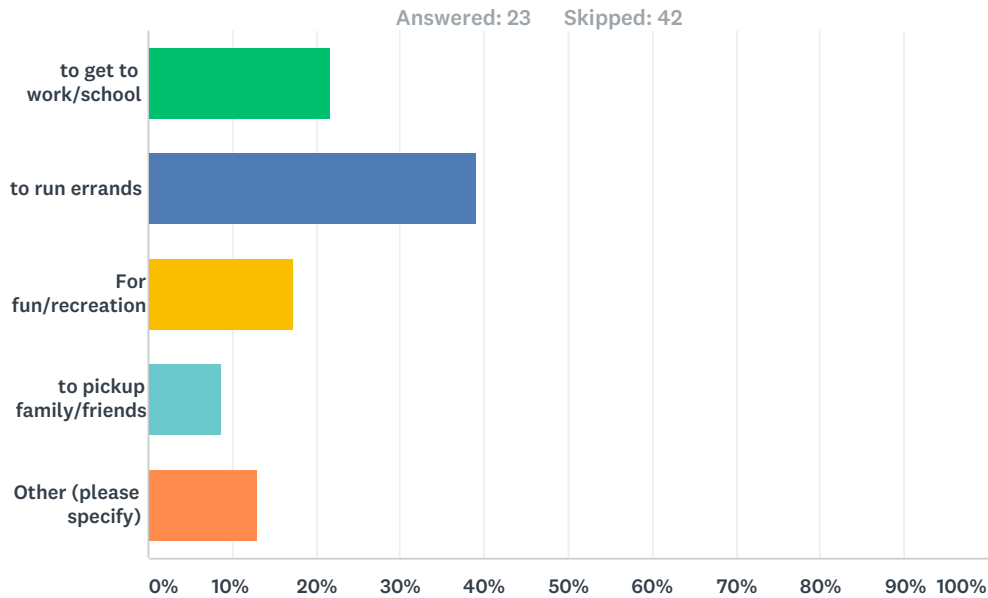
	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
Transit (bus, Streetcar, lightrail)	6.56% 4	13.11% 8	14.75% 9	11.48% 7	16.39% 10	6.56% 4	6.56% 4	1.64% 1	1.64% 1	21.31% 13	61	5.31
Walking	0.00% 0	6.67% 4	10.00% 6	6.67% 4	11.67% 7	10.00% 6	16.67% 10	5.00% 3	0.00% 0	33.33% 20	60	6.78
Biking	25.00% 3	8.33% 1	16.67% 2	8.33% 1	8.33% 1	0.00% 0	0.00% 0	8.33% 1	0.00% 0	25.00% 3	12	4.83
Driving	39.29% 11	17.86% 5	7.14% 2	7.14% 2	10.71% 3	0.00% 0	10.71% 3	0.00% 0	0.00% 0	7.14% 2	28	3.25
Other	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	4.00

Q6 Do you own a car?



Answer Choices	Responses	
Yes	29.69%	19
No	64.06%	41
I have a membership in a car share program	6.25%	4
Total		64

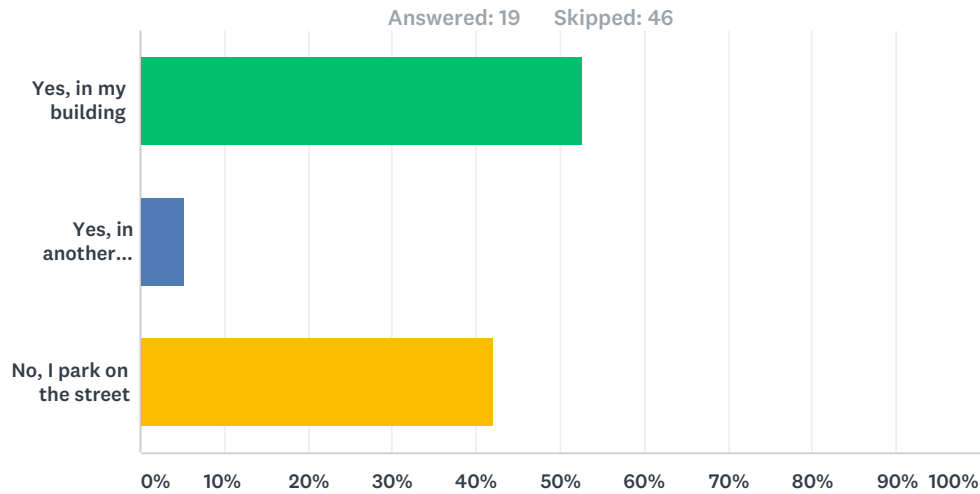
Q7 Why do you typically drive?



Answer Choices	Responses
to get to work/school	21.74% 5
to run errands	39.13% 9
For fun/recreation	17.39% 4
to pickup family/friends	8.70% 2
Other (please specify)	13.04% 3
Total	23

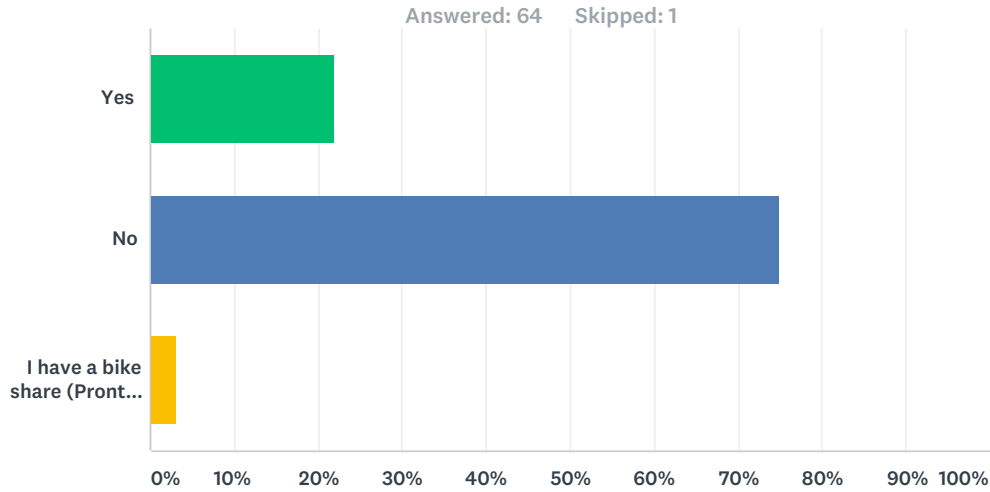
#	Other (please specify)	Date
1	when transit is inconvenient	12/21/2016 5:01 PM
2	outside easy transit options	11/10/2016 10:10 AM
3	Medical	3/30/2016 5:50 PM

Q8 Do you rent a parking space?



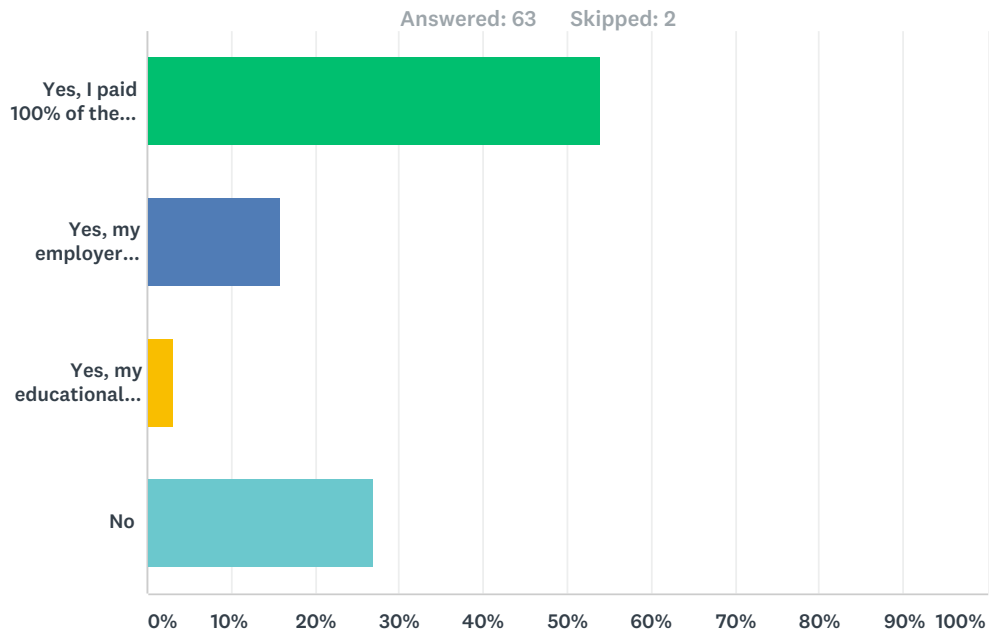
Answer Choices	Responses	
Yes, in my building	52.63%	10
Yes, in another building	5.26%	1
No, I park on the street	42.11%	8
Total		19

Q9 Do you own a bike?



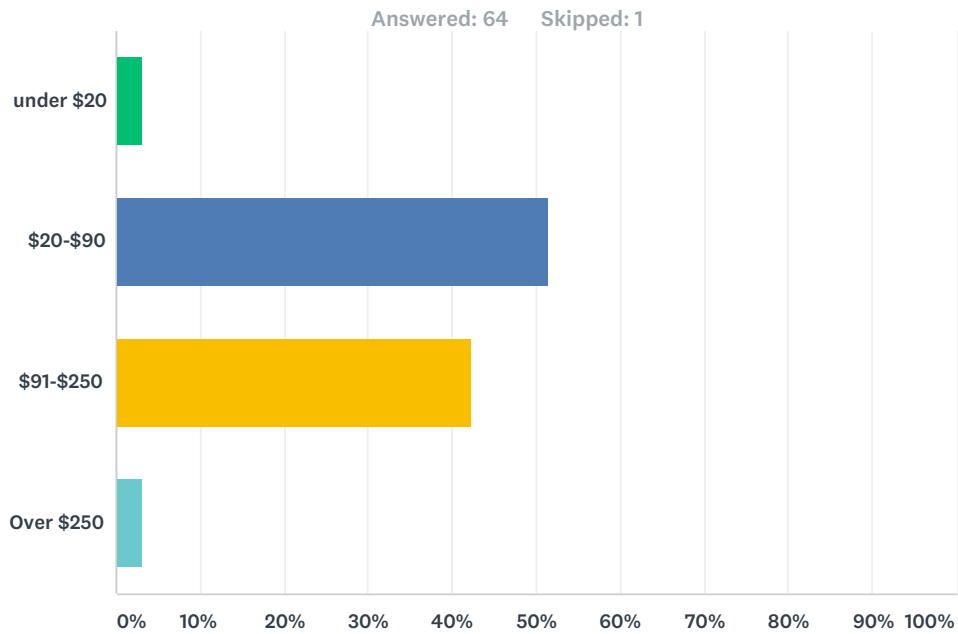
Answer Choices	Responses	
Yes	21.88%	14
No	75.00%	48
I have a bike share (Pronto) Membership	3.13%	2
Total		64

Q10 Did you have a monthly ORCA card prior to purchasing one through CHH?



Answer Choices	Responses	
Yes, I paid 100% of the cost myself	53.97%	34
Yes, my employer covered some of the cost	15.87%	10
Yes, my educational institution subsidized the cost	3.17%	2
No	26.98%	17
Total		63

Q11 How much do you currently spend on transportation each month?



Answer Choices	Responses	
under \$20	3.13%	2
\$20-\$90	51.56%	33
\$91-\$250	42.19%	27
Over \$250	3.13%	2
Total		64

Q12 Why did you choose NOT to purchase an ORCA Card through CHH?

Answered: 0 Skipped: 65

 No matching responses.

Answer Choices	Responses	
Do not use public transit often enough to justify cost because I typically drive	0.00%	0
Do not use public transit often enough to justify cost because I typically walk	0.00%	0
I receive a free or less expensive card through my employer/educational institution	0.00%	0
I did not know about the program	0.00%	0
Other (please specify)	0.00%	0
Total		0

#	Other (please specify)	Date
	There are no responses.	

Q13 How has the amount of money you spend on transportation changed in the past year?

Answered: 0 Skipped: 65

 No matching responses.

Answer Choices	Responses	
I spend more	0.00%	0
I spend less	0.00%	0
I spend about the same amount	0.00%	0
Total		0

Q14 Over the past year do you ride public transit

Answered: 0 Skipped: 65

 No matching responses.

Answer Choices	Responses	
More often?	0.00%	0
Less often?	0.00%	0
About the same amount?	0.00%	0
Total		0

Appendix B: 12-Month Participant Survey

Transit Pass Survey - Participants

1. Resident's Name:

2. Resident's Building:

3. Resident's Apartment Number:

4. Did you choose to participate in the Transit Pass Program?

☐ Yes

☐ No

5. Why or why not?

6. How would you rate the process of signing up for a card through CHH? (1 star = very difficult, 5 stars = extremely easy)



7. How would you improve the sign-up process?

8. How often do you use your ORCA pass?

☐ less than once a week

☐ 1-5 times per week

☐ 6-10 times per week

☐ more than 10 times per week

9. Had you used another free/discounted pass prior to signing up for the one provided by CHH? (i.e. employer provided, senior, disabled, etc.)

☐ Yes

☐ No

If yes, what kind of pass?

10. How has having this pass impacted your transit use/access to services? Do you feel you use transit more?

11. What are your plans if the transit pass program is unable to continue?

Transit Pass Survey - Participants

Demographics

PRIVACY AND CONFIDENTIALITY STATEMENT

All responses to these survey questions, including any personal information you provide, are voluntary and will be kept strictly confidential. Statistical and socioeconomic responses will not be identified by individual and instead will be compiled together and analyzed as a group.

12. What is your age?

- ☐ 17 or younger
- ☐ 18-35
- ☐ 36-50
- ☐ 50-65
- ☐ 66 or older

13. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Transgender
- ☐ _____

14. How much total income did members of your household earn last year?

- ☐ \$0 to \$19,999
- ☐ \$20,000 to \$39,999
- ☐ \$40,000 to \$59,999
- ☐ \$60,000 to \$74,999
- ☐ \$75,000 and above
- ☐ Prefer not to answer

15. In what language do you speak most often?

- ☐ Amharic
- ☐ Arabic
- ☐ Armenian
- ☐ Chinese
- ☐ English
- ☐ French
- ☐ French Creole
- ☐ German
- ☐ Greek
- ☐ Gujarati
- ☐ Hindi
- ☐ Italian
- ☐ Japanese
- ☐ Korean
- ☐ Persian
- ☐ Polish
- ☐ Portuguese
- ☐ Russian
- ☐ Spanish
- ☐ Tagalog
- ☐ Urdu
- ☐ Vietnamese
- ☐ Other (please specify)

16. What is your race/ethnicity?

- ☐ White
- ☐ Hispanic
- ☐ Black or African-American
- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ From multiple races
- ☐ Prefer not to answer

Some other race (please specify)

Transit Pass Survey - Participants

Common Questions

17. Do you work or go to school outside of the home?

☐ Yes

☐ No

18. How often do you use the following forms of transportation to get to work or school?

	5+ days/week	4 days/week	3 days/week	2 days/week	1 day/week	Less than once a week	Never	N/A
Public Transit (bus, streetcar, lightrail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving (private vehicle)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting a Ride from a Friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft/Taxi/Etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. How often do you use the following forms of transportation for non work/school trips?

	5+ days/week	4 days/week	3 days/week	2 days/week	1 day/week	Less than once a week	Never
Public Transit (bus, streetcar, lightrail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving (private vehicle)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting a Ride from a Friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft/Taxi/Etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. What type of transportation do you primarily use for the following?

	Public Transit	Walking	Biking	Driving (private vehicle)	Getting a Ride from a Friend	Uber/Lyft/Taxi/Etc.	N/A	Other
Getting to Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting to School	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Running Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking Children to School/Daycare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Going to Doctor's Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visiting Friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing Entertainment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

21. Do you own a car?

- ☐ Yes
- ☐ No
- ☐ Yes and have a car share membership
- ☐ No but have a car share membership (i.e. Uber/Lyft/Zip Car)

22. Do you rent a parking space?

- ☐ Yes - in my building
- ☐ Yes - in another building or lot
- ☐ No - I park on the street
- ☐ N/A

23. Do you own a bike?

- ☐ Yes
- ☐ No

24. How much do you currently spend on transportation each month (public transportation, bike repairs, car payments, insurance, parking, gas, taxis, etc.)

- ☐ Under \$25
- ☐ \$26-\$99
- ☐ \$100-\$250
- ☐ More than \$250

25. How has the amount of money you spend on transportation changed since you received the pass?

- ☐ Increased
- ☐ Decreased
- ☐ Stayed the Same

If the amount has changed, can you estimate by how much and for what reasons?

26. Do you qualify for any of the following discount programs?

	Yes	No	Unknown
ORCA Lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discounted Disabled Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discounted Senior Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discounted Youth Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. Did you have a bus pass prior to purchasing one through CHH?

- ☐ Yes
- ☐ No

28. Would you be interested in participating in a car sharing service, such as Car2Go? Why or why not?

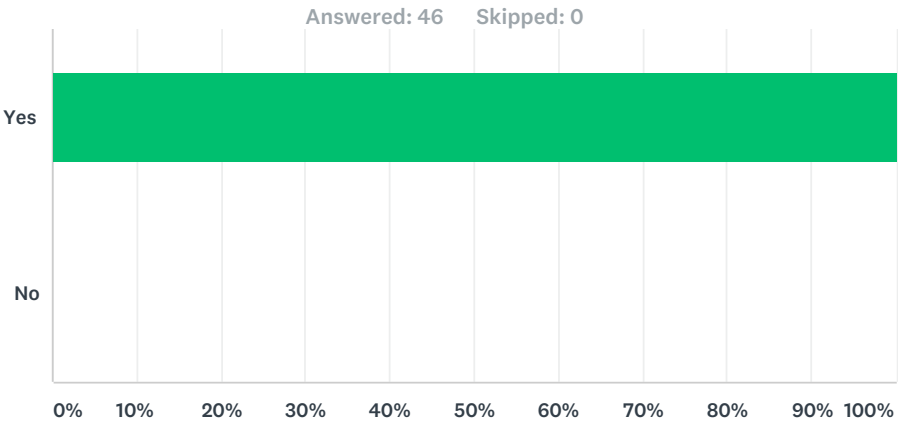
29. Would you be interested in participating in a free transit field trip to gain more experience riding the bus and/or light rail? Why or why not?

30. Do you have any additional comments you'd like to share?

Transit Pass Survey Results - Participants

Q1-Q3 Were withheld to protect the identity of our participants

Q4 Did you choose to participate in the Transit Pass Program?



Answer Choices	Responses	
Yes	100.00%	46
No	0.00%	0
Total		46

Q5 Why or why not?

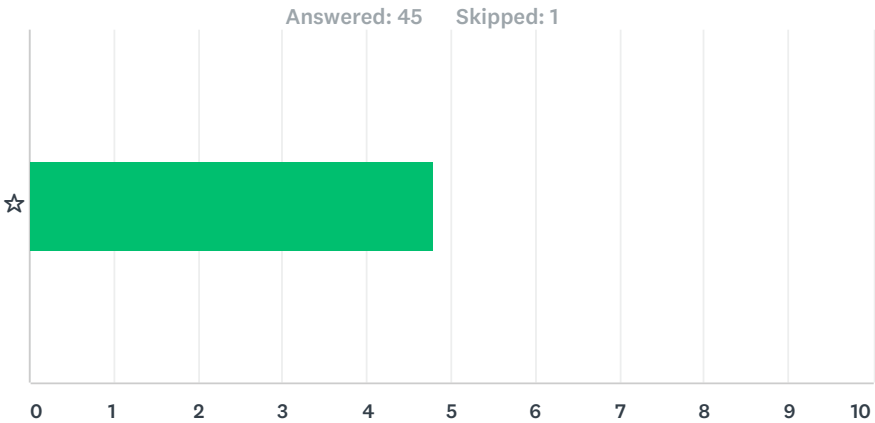
Answered: 44 Skipped: 2

#	Responses	Date
1	Allows me to take my granddaughter to future places	6/29/2017 10:35 AM
2	I knew that it would be beneficial to myself, my family, and my circumstances. It would enable us to get around, do different things we weren't able to do before.	6/26/2017 11:10 AM
3	It seemed right at the time	6/26/2017 11:10 AM
4	so I can use public transit occasionally	6/26/2017 11:09 AM
5	The bus is my only form of transportation. I live on social security so it can be a big expense. The card lets me go wherever I want	6/26/2017 11:09 AM
6	I don't drive and calling cars is expensive. It's nice to know I'll never be stuck somewhere ! <3	6/26/2017 11:08 AM
7	Affordable access to transit	6/26/2017 11:07 AM
8	The transit pass allowed me to take full advantage of Seattle's public transit system. It has significantly improved my quality of life by giving me access to all that Seattle offers.	6/26/2017 11:06 AM
9	Lower cost for ORCA passes makes it affordable for me now. Previously, I had the ORCA lift, but it still cost too much for me.	6/26/2017 11:06 AM
10	I don't like to drive, it's too much traffic	6/26/2017 11:05 AM
11	I can not afford 2 monthly passes for my family.	6/26/2017 9:02 AM
12	don't know I just did	6/22/2017 2:04 PM
13	It's the only way I can afford bus fare.	6/22/2017 1:35 PM
14	I take the bus everyday, and really appreciate the price and convenience.	6/22/2017 12:37 PM
15	A great value and of great utility	6/22/2017 12:05 PM
16	Was less expensive than employer pass - but now with the price increase, they are getting closer in price. (\$60/3 month)	6/22/2017 10:19 AM
17	Discount bus pass to commute to volunteer	6/22/2017 9:23 AM
18	It is a good deal	6/22/2017 9:20 AM
19	I use public bus transportation for my work (chess coaching) at schools in Shoreline and this program made it more affordable for me. I just work a few days per week, so I was having to constantly feed my e-purse.	6/22/2017 9:13 AM
20	Because it would help me lot	6/22/2017 9:04 AM
21	I can get around the city without a car	6/21/2017 6:27 PM
22	my disable pass had expired. I bus home from work and sometimes elsewhere. Good deal and saves me a little money	6/21/2017 6:24 PM
23	I take the bus daily so it saves me a lot of money	6/21/2017 6:17 PM
24	I ride the bus a lot	6/21/2017 6:12 PM
25	low price is affordable to ride more	6/21/2017 6:09 PM
26	Save money	6/21/2017 6:07 PM
27	made sense, convenient	6/21/2017 5:55 PM
28	Both my husband and I originally signed up, but on second thought, Charles decided not to participate because he did not ride transit enough	6/21/2017 11:46 AM
29	Do get downtown easily, difficult to walk otherwise	6/21/2017 11:01 AM
30	Convenience	6/21/2017 10:44 AM
31	Pass makes it affordable to access social activities and work	6/21/2017 9:52 AM
32	I need it	6/21/2017 9:42 AM

Transit Pass Survey - Participants

33	It's easier having it as a monthly expense	6/21/2017 9:27 AM
34	Because it is an affordable solution to getting around	6/20/2017 4:10 PM
35	I needed a bus pass for low cost	6/19/2017 12:01 PM
36	Save gas and parking	5/12/2017 8:42 AM
37	Use transit often, likes to walk, saves you money	5/10/2017 3:16 PM
38	Why not? For \$10 a month, it was a no brainer. It was the same for \$20/month, but if it goes up to \$30, he would have to think about it more. "The more you get out in the community, the more reasons you have to get out more."	5/10/2017 3:13 PM
39	Had a reduced fare pass, but this pass is cheaper. Other pass cost \$36/mo	5/10/2017 3:08 PM
40	Already used the bus to go to work, and this was an affordable option	5/10/2017 3:02 PM
41	Easy, unlimited rides. Love the program - am always using it!	5/10/2017 2:59 PM
42	So we could save money and it would be easier to use the bus	5/10/2017 2:54 PM
43	Makes it affordable to take the bus and train, especially with her daughter. The regular pass was too expensive	5/10/2017 2:42 PM
44	Way cheaper and more affordable than other options	5/10/2017 2:32 PM

Q6 How would you rate the process of signing up for a card through CHH? (1 star = very difficult, 5 stars = extremely easy)



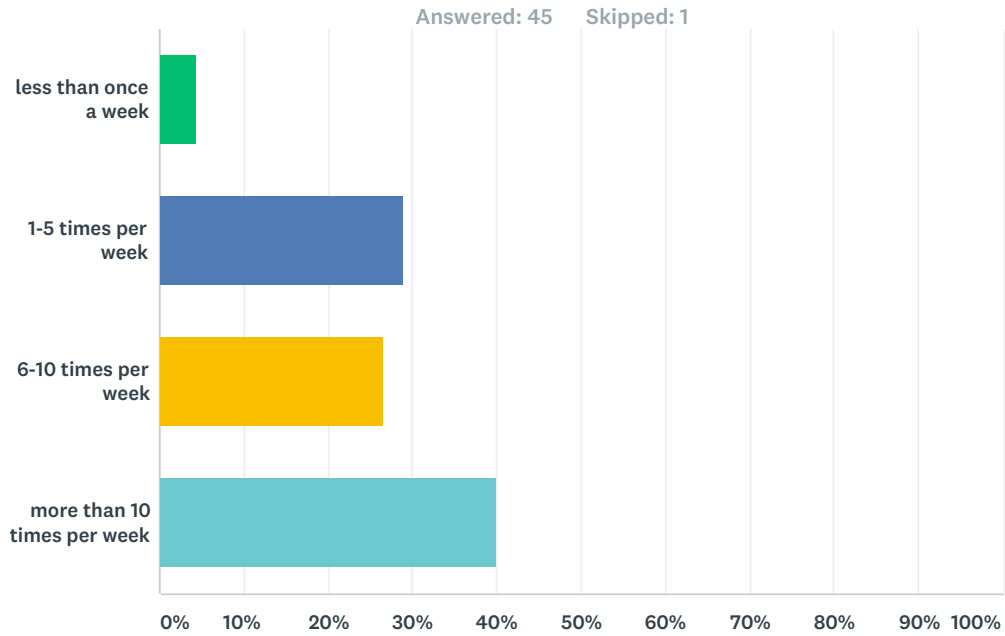
	1	2	3	4	5	Total	Weighted Average
☆	0.00% 0	0.00% 0	4.44% 2	11.11% 5	84.44% 38	45	4.80

Q7 How would you improve the sign-up process?

Answered: 30 Skipped: 16

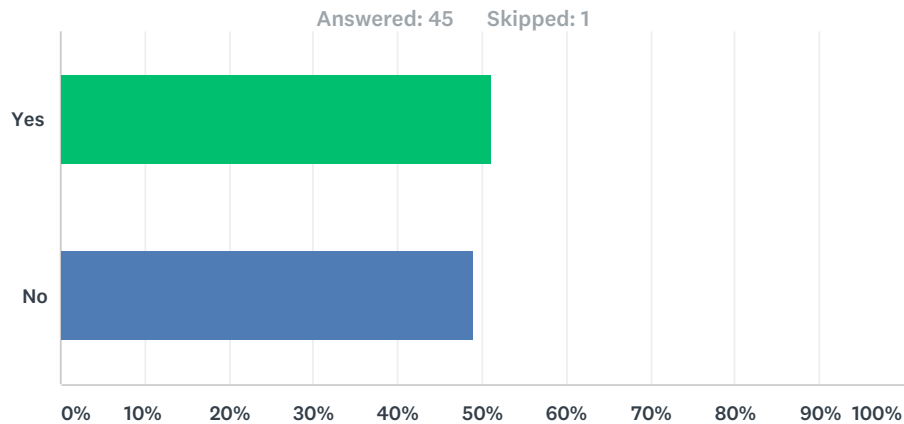
#	Responses	Date
1	Nothing, was very easy	6/29/2017 10:35 AM
2	Great - was helped by a counselor.	6/26/2017 11:10 AM
3	No need for improvement	6/26/2017 11:10 AM
4	none, ok	6/26/2017 11:09 AM
5	don't know.	6/26/2017 11:09 AM
6	I remember it being pretty painless tbh.	6/26/2017 11:08 AM
7	better staff work	6/26/2017 11:07 AM
8	I doubt the sign up process can be substantially improved. It's simple as can be.	6/26/2017 11:06 AM
9	n/a	6/26/2017 11:06 AM
10	no.	6/26/2017 11:05 AM
11	Available online	6/26/2017 9:02 AM
12	everything is okay to me	6/22/2017 2:04 PM
13	Make it automatic - residents can opt out, just like you did with the electricity, and is just included with the rent.	6/22/2017 1:35 PM
14	Include it with rent	6/22/2017 9:23 AM
15	Have it coincide with apartment manager office hours or anytime at CHH housing office via walk-in	6/22/2017 9:13 AM
16	Good Job	6/22/2017 9:04 AM
17	it was very simple as is.	6/21/2017 6:27 PM
18	sign up was easy for me	6/21/2017 6:17 PM
19	it was very easy	6/21/2017 6:09 PM
20	ok with me	6/21/2017 6:07 PM
21	a simple post in the lobby perhaps? for new signers	6/21/2017 5:55 PM
22	It's easy. Nothing needs to be improved.	6/21/2017 10:44 AM
23	Provide transit receipt from our employer for additional discount.	6/21/2017 9:52 AM
24	Make it automatic	6/21/2017 9:42 AM
25	Make it online	6/21/2017 9:27 AM
26	Move questions like this to an online form	6/20/2017 4:10 PM
27	It's perfect	6/19/2017 12:01 PM
28	Unsure - her husband signed them up.	5/10/2017 2:59 PM
29	Unsure - her dad did it!	5/10/2017 2:54 PM
30	No, it was simple. Had to go to the office, but that was okay...	5/10/2017 2:42 PM

Q8 How often do you use your ORCA pass?



Answer Choices	Responses	
less than once a week	4.44%	2
1-5 times per week	28.89%	13
6-10 times per week	26.67%	12
more than 10 times per week	40.00%	18
Total		45

Q9 Had you used another free/discounted pass prior to signing up for the one provided by CHH? (i.e. employer provided, senior, disabled, etc.)



Answer Choices	Responses
Yes	51.11% 23
No	48.89% 22
Total	45

#	If yes, what kind of pass?	Date
1	Orca Lift	6/29/2017 10:35 AM
2	Orca	6/26/2017 11:09 AM
3	Disabled, senior soon	6/26/2017 11:09 AM
4	Disabled, senior	6/26/2017 11:07 AM
5	Employer/ORCA Lift	6/26/2017 11:06 AM
6	Employer supplimented some of the fee	6/26/2017 9:02 AM
7	A student pass (not sure if it's discounted, but its not unlimited)	6/22/2017 12:37 PM
8	Employer provided	6/22/2017 12:05 PM
9	Employer pass	6/22/2017 10:19 AM
10	Regional Disability Reduced Fare	6/22/2017 9:23 AM
11	Disabled Pass	6/22/2017 9:20 AM
12	Orca discounted pass employer	6/22/2017 9:04 AM
13	disabled	6/21/2017 6:24 PM
14	disabled	6/21/2017 6:09 PM
15	had an employer based card	6/21/2017 5:55 PM
16	Lift	6/21/2017 11:04 AM
17	Employer provided	6/21/2017 11:01 AM
18	My student card is much more expensive than the one from CHH	6/21/2017 10:44 AM
19	Lift	6/21/2017 9:52 AM
20	Orca. My job had the program but it stopped it. (Discounts for employees) Was a discount too, but now too expensive, so many people dropped out.	6/19/2017 12:01 PM

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21	Orca Lift	5/10/2017 3:13 PM
22	Reduced fare disabled pass	5/10/2017 3:08 PM
23	From employer, but it was more expensive	5/10/2017 2:42 PM
24	Disabled Pass	5/10/2017 2:32 PM

Q10 How has having this pass impacted your transit use/access to services? Do you feel you use transit more?

Answered: 44 Skipped: 2

#	Responses	Date
1	Yes, allows me to go further	6/29/2017 10:35 AM
2	Am able to get around and access more areas of the city that weren't available to us before.	6/26/2017 11:10 AM
3	Yes I use it more	6/26/2017 11:10 AM
4	use truck less, use transit more	6/26/2017 11:09 AM
5	yes, it lets me go whenever I want without worrying about money. I'm on a fixed income so it can be difficult at times	6/26/2017 11:09 AM
6	I use it much more and feel very good that I will never be stranded!!	6/26/2017 11:08 AM
7	Minimal impact/ no	6/26/2017 11:07 AM
8	Absolutely! I could afford 1-2 transit trips per week. Now I ride several times a day! I've been able to use my money more wisely by shopping where prices are low, regardless of distance.	6/26/2017 11:06 AM
9	Yes, I am able to use transit more and my daughter can now use transit with me.	6/26/2017 11:06 AM
10	I use transit more before I had the card	6/26/2017 11:05 AM
11	It saves me money that i can use for healthier food	6/26/2017 9:02 AM
12	Yes	6/22/2017 2:04 PM
13	Yes, I use transit more.	6/22/2017 1:35 PM
14	Yeah, easier to get around	6/22/2017 12:37 PM
15	Oh yeah	6/22/2017 12:05 PM
16	No	6/22/2017 10:19 AM
17	pass works on transit pass bus, light rail, sounder	6/22/2017 9:23 AM
18	yes. I go to the library now	6/22/2017 9:20 AM
19	I look for any/every opportunity to use it, and I attend a lot more events around the city. I definitely use transit a lot more since I don't have to worry about individual cost of so many trips as I did before.	6/22/2017 9:13 AM
20	very much yes, now use rail transit	6/22/2017 9:04 AM
21	I am able to walk more with the security of transit if I need it.	6/21/2017 6:27 PM
22	yes, I use transit a little more because there is no extra cost.	6/21/2017 6:24 PM
23	I use transit every day for work, but on off days I now use transit more	6/21/2017 6:17 PM
24	I use it to get to work and get to social events	6/21/2017 6:12 PM
25	I am able to ride more	6/21/2017 6:09 PM
26	yes	6/21/2017 6:07 PM
27	yes definitely use transit more dont have to think about taking the bus	6/21/2017 5:55 PM
28	Yes	6/21/2017 11:04 AM
29	yes	6/21/2017 11:01 AM
30	Of course!	6/21/2017 10:44 AM
31	Makes transit for my family of 3 affordable and limits stress. I love it!	6/21/2017 9:52 AM
32	I use it 10 times a week for work and more on weekends. This pass enables me to use transit.	6/21/2017 9:42 AM
33	Yes	6/21/2017 9:27 AM
34	I use transit over driving more often	6/20/2017 4:10 PM

Transit Pass Survey - Participants

35	Yes, especially when food shopping, instead of walking over 15 blocks with very heavy bags.	6/19/2017 12:01 PM
36	Take transit more	5/12/2017 8:42 AM
37	Not necessarily, but don't have to think about it. It's easier to ride.	5/10/2017 3:16 PM
38	Gives greater access to health services and more convenient options	5/10/2017 3:13 PM
39	Hasn't changed much because had the reduced fare pass before. But before that, often didn't take trips or walked to avoid cost of transit. Has also become an avid electric biker and now mostly uses the bus for important trips	5/10/2017 3:08 PM
40	Yes, use the bus more	5/10/2017 3:02 PM
41	Can go more places, don't have to walk everywhere	5/10/2017 2:59 PM
42	Can go more places	5/10/2017 2:54 PM
43	Use transit more, easier to take daughter around	5/10/2017 2:42 PM
44	About the same, but takes more light rail trips now that the station has opened	5/10/2017 2:32 PM

Q11 What are your plans if the transit pass program is unable to continue?

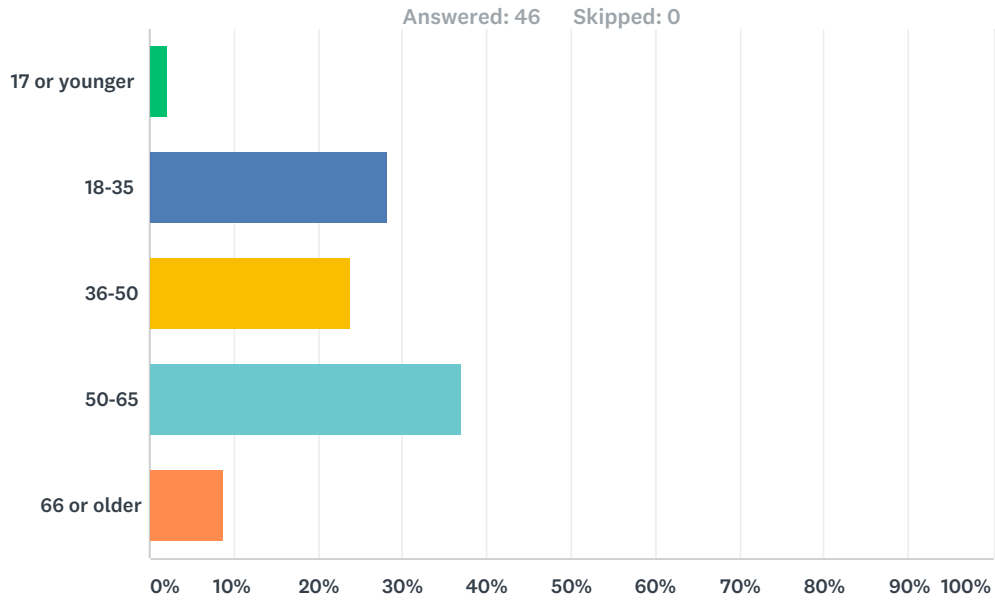
Answered: 44 Skipped: 2

#	Responses	Date
1	continue to ride, just not as much	6/29/2017 10:35 AM
2	It would be devastating. Having an economic affordable pass (vs. \$100/mo or \$2/ride) enables to get to places and participate in things we weren't able to before.	6/26/2017 11:10 AM
3	No plans	6/26/2017 11:10 AM
4	try to find other alternative pass program	6/26/2017 11:09 AM
5	cut back on how much I use the bus and only use it when necessary. On those months I know I have to use it frequently for medical appointments, I'll buy a pass, which will effect my budget. I'll possibly cut back or stop the volunteer work I do.	6/26/2017 11:09 AM
6	I'd be sad :(:(6/26/2017 11:08 AM
7	as always	6/26/2017 11:07 AM
8	I plan to cry. I don't have an alternate plan and I would miss the program terribly if it is discontinued.	6/26/2017 11:06 AM
9	My daughter will be unable to use transit with me. I will have to pay more for my own pass.	6/26/2017 11:06 AM
10	I'll try to get a bus pass myself from something else	6/26/2017 11:05 AM
11	I have to pay for transportation. I will take money away from groceries or other bills and still will buy a monthly pass.	6/26/2017 9:02 AM
12	I'd have to spend to get an unsubsidized pass	6/22/2017 2:04 PM
13	I wouldn't be able to get around the city as much, I would use transit less.	6/22/2017 1:35 PM
14	Re-join the school program	6/22/2017 12:37 PM
15	Go back to employer pass	6/22/2017 12:05 PM
16	Go back to employer pass	6/22/2017 10:19 AM
17	I haven't planned for it please keep it affordable.	6/22/2017 9:23 AM
18	I will have a harder time getting around.	6/22/2017 9:20 AM
19	Reapply for Lift card. Attending less events that require bus travel to other parts of city. Less use of light rail to U District (too expensive for a single trip!)	6/22/2017 9:13 AM
20	go back to employer if its still there	6/22/2017 9:04 AM
21	I cannot afford an Orca card at full price.	6/21/2017 6:27 PM
22	see if I qualify for LIFT pass or just walk home from work.	6/21/2017 6:24 PM
23	I would be devastated. The extra money that I have because of the pass allows me to buy more food.	6/21/2017 6:17 PM
24	pay with cash again	6/21/2017 6:12 PM
25	ride less and walk more or friends	6/21/2017 6:09 PM
26	keep	6/21/2017 6:07 PM
27	go back to cash and travel less	6/21/2017 5:55 PM
28	Use ORCA lift at a higher cost	6/21/2017 11:46 AM
29	Go back to ORCA lift	6/21/2017 11:04 AM
30	go back to employer pass or pay cash per ride	6/21/2017 11:01 AM
31	Well, I will have to use my student card to take the bus, which costs me a lot more	6/21/2017 10:44 AM
32	Will have to use resources to cover ORCA expenses from other expenses.	6/21/2017 9:52 AM

Transit Pass Survey - Participants

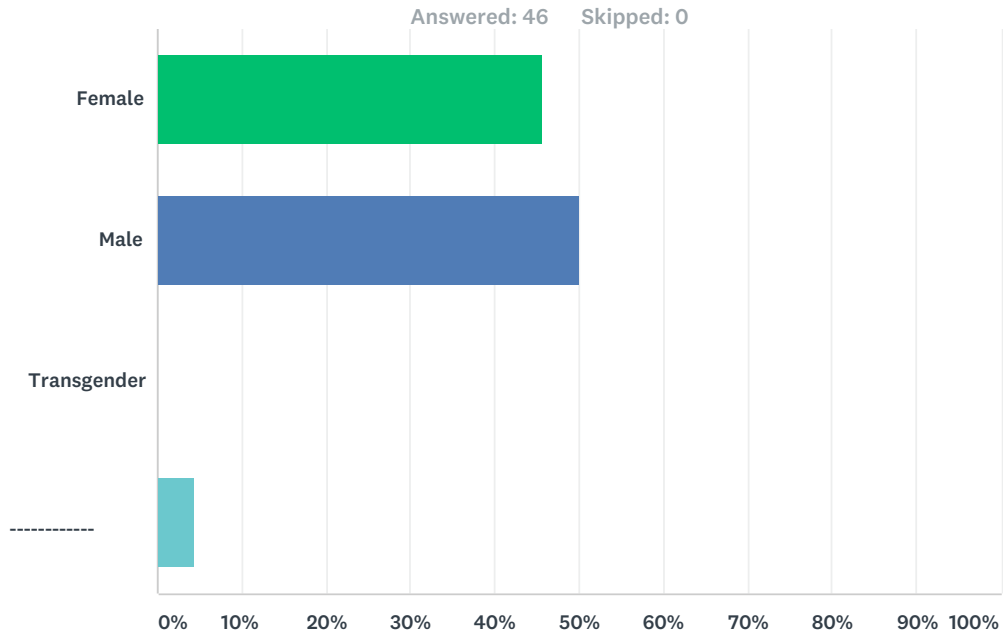
33	Spend over \$100 a month on transit	6/21/2017 9:42 AM
34	Walk more	6/21/2017 9:27 AM
35	Drive - having to pay for a transit pass at full costs puts me back in my car	6/20/2017 4:10 PM
36	Walk, not use transit as much or at all. I will not support transit if it becomes too expensive. Many of my friends feel the same.	6/19/2017 12:01 PM
37	More driving and paying more for transit	5/12/2017 8:42 AM
38	Get a senior pass, but it's more expensive	5/10/2017 3:16 PM
39	Would have to plan trips differently and wouldn't travel as often	5/10/2017 3:13 PM
40	Will be really sad - whereas if it continues, she will be happy and less likely to go back on meds	5/10/2017 3:08 PM
41	Maybe get another bus pass	5/10/2017 3:02 PM
42	Limit transit use	5/10/2017 2:59 PM
43	Still get an ORCA pass, but couldn't afford one for her daughter as well. Really hope the program is able to continue...	5/10/2017 2:42 PM
44	Go back to using the disabled pass	5/10/2017 2:32 PM

Q12 What is your age?



Answer Choices	Responses	
17 or younger	2.17%	1
18-35	28.26%	13
36-50	23.91%	11
50-65	36.96%	17
66 or older	8.70%	4
Total		46

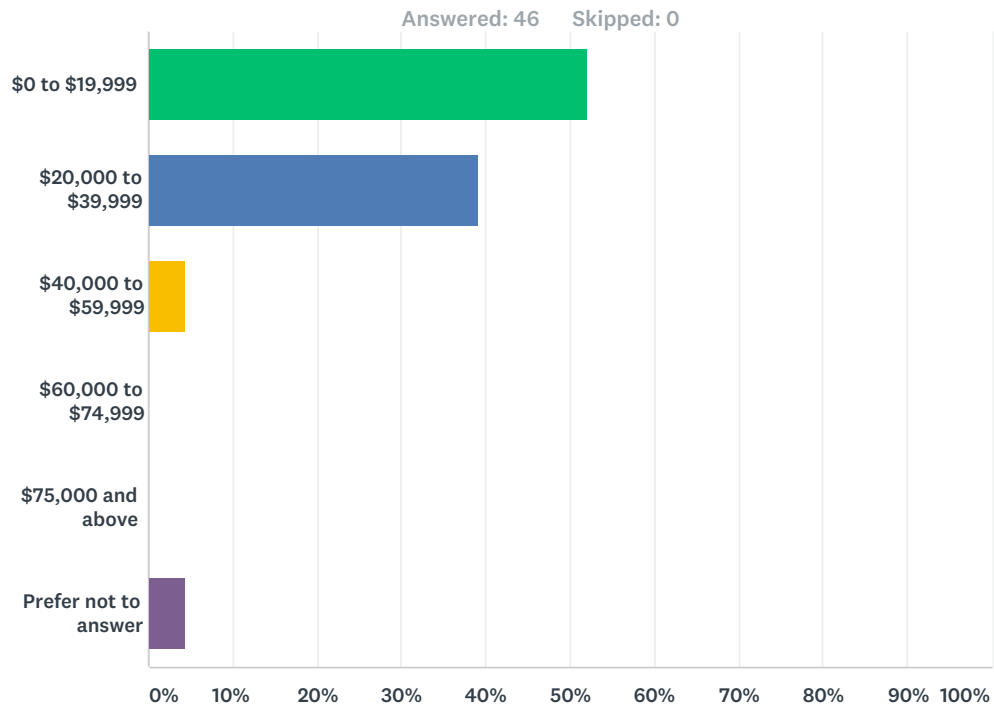
Q13 What is your gender?



Answer Choices	Responses
Female	45.65% 21
Male	50.00% 23
Transgender	0.00% 0
-----	4.35% 2
Total	46

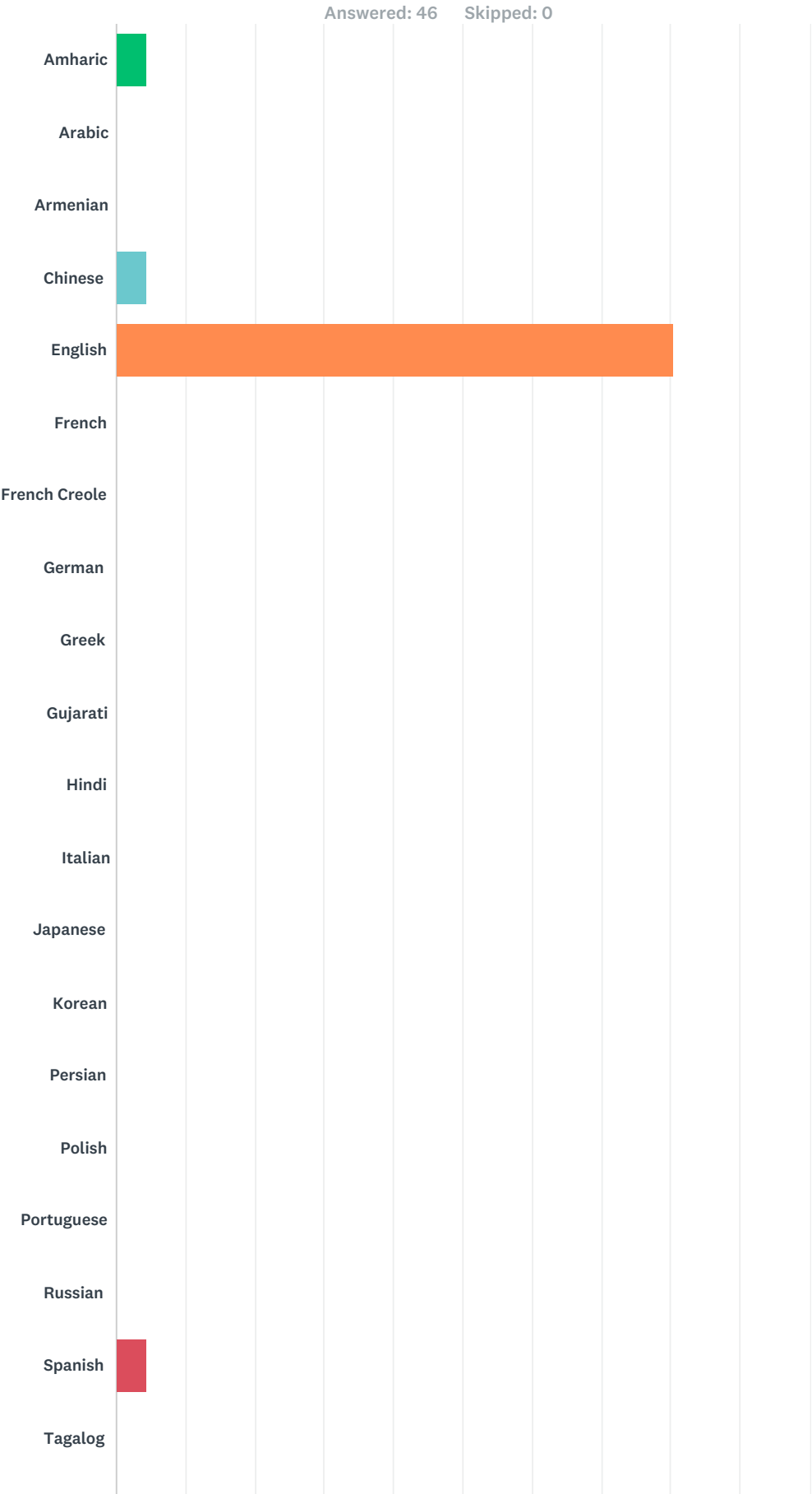
#	-----	Date
1	none but THANK YOU for having nonbinary options!!!	6/26/2017 11:08 AM
2	Queer	6/22/2017 9:20 AM

Q14 How much total income did members of your household earn last year?

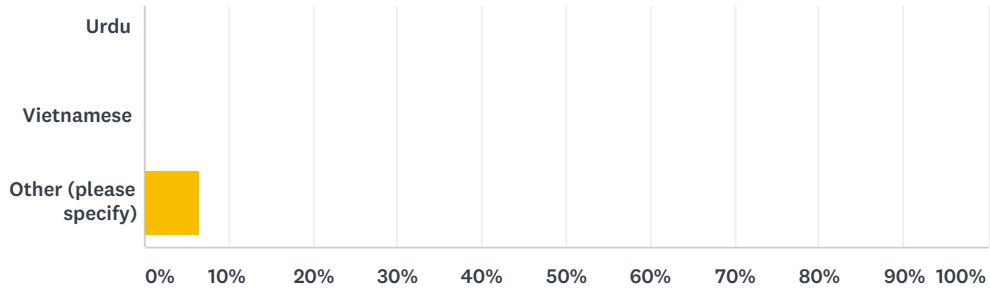


Answer Choices	Responses	
\$0 to \$19,999	52.17%	24
\$20,000 to \$39,999	39.13%	18
\$40,000 to \$59,999	4.35%	2
\$60,000 to \$74,999	0.00%	0
\$75,000 and above	0.00%	0
Prefer not to answer	4.35%	2
Total		46

Q15 In what language do you speak most often?



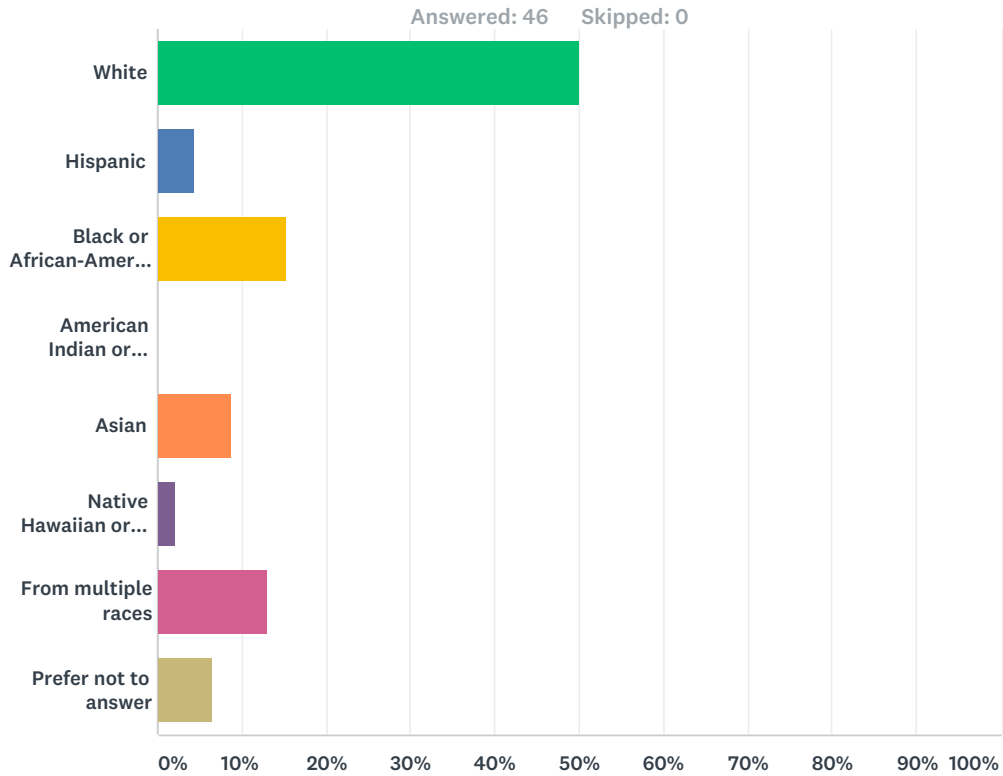
Transit Pass Survey - Participants



Answer Choices	Responses
Amharic	4.35% 2
Arabic	0.00% 0
Armenian	0.00% 0
Chinese	4.35% 2
English	80.43% 37
French	0.00% 0
French Creole	0.00% 0
German	0.00% 0
Greek	0.00% 0
Gujarati	0.00% 0
Hindi	0.00% 0
Italian	0.00% 0
Japanese	0.00% 0
Korean	0.00% 0
Persian	0.00% 0
Polish	0.00% 0
Portuguese	0.00% 0
Russian	0.00% 0
Spanish	4.35% 2
Tagalog	0.00% 0
Urdu	0.00% 0
Vietnamese	0.00% 0
Other (please specify)	6.52% 3
Total	46

#	Other (please specify)	Date
1	oromo, tgrinya	6/26/2017 11:05 AM
2	Thai	6/21/2017 11:46 AM
3	Filipino	5/10/2017 2:59 PM

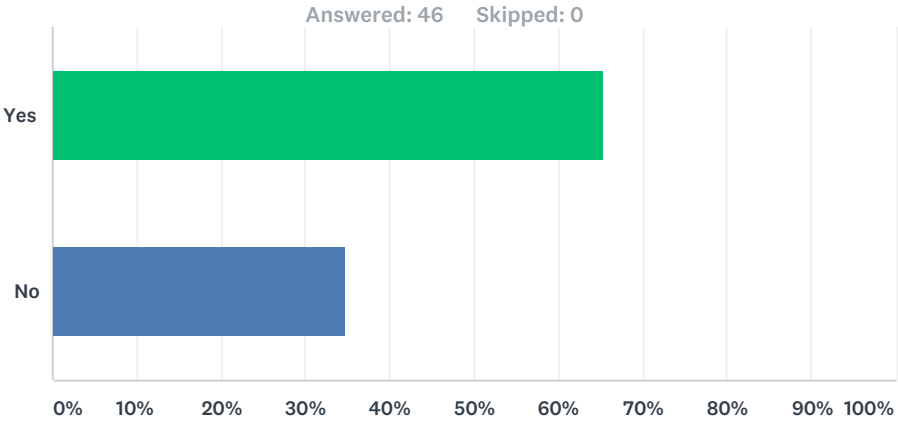
Q16 What is your race/ethnicity?



Answer Choices	Responses	
White	50.00%	23
Hispanic	4.35%	2
Black or African-American	15.22%	7
American Indian or Alaskan Native	0.00%	0
Asian	8.70%	4
Native Hawaiian or other Pacific Islander	2.17%	1
From multiple races	13.04%	6
Prefer not to answer	6.52%	3
Total		46

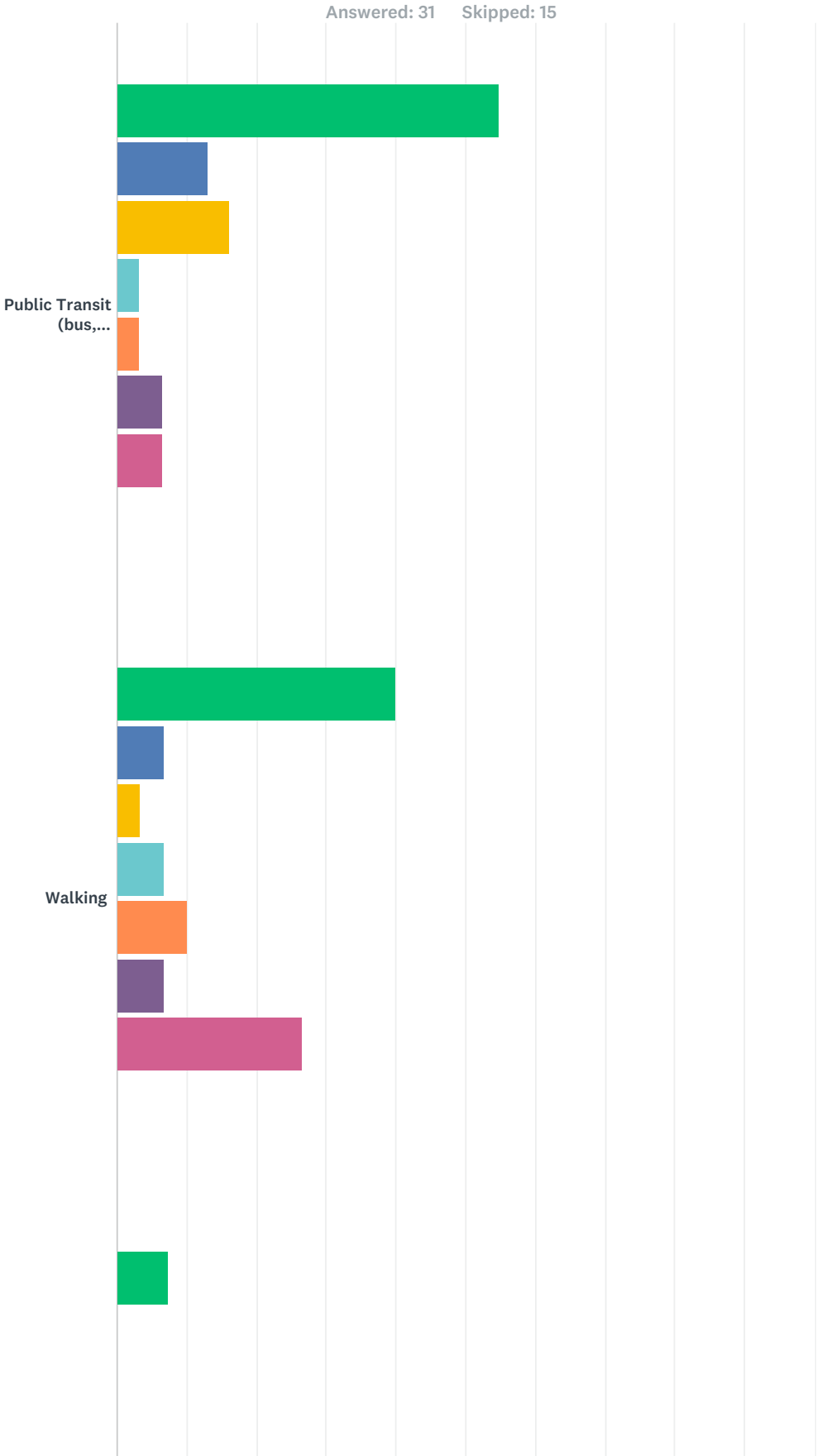
#	Some other race (please specify)	Date
1	White & Filipino	5/10/2017 2:55 PM
2	White, African American, American Indian	5/10/2017 2:42 PM

Q17 Do you work or go to school outside of the home?

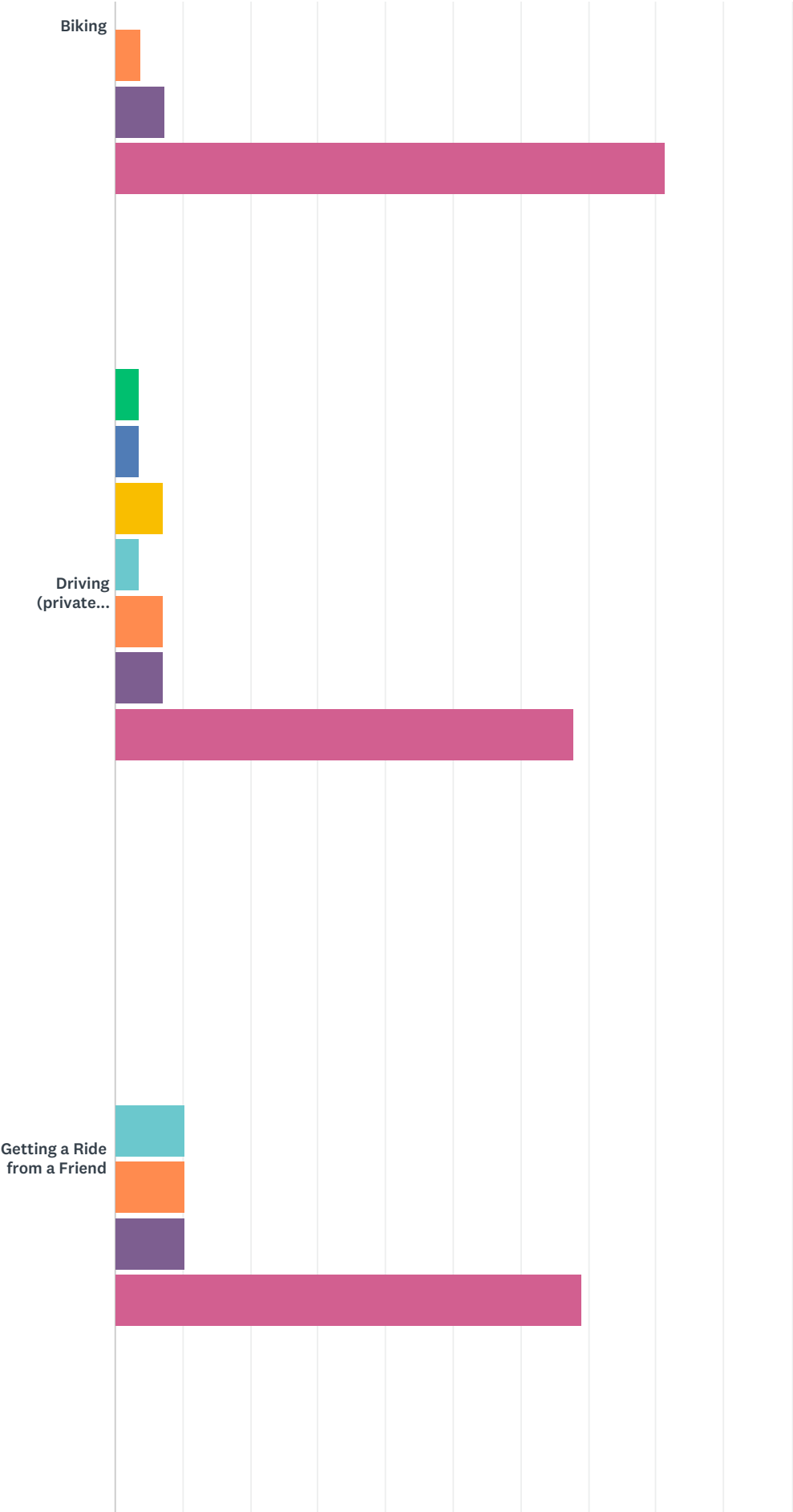


Answer Choices	Responses	
Yes	65.22%	30
No	34.78%	16
Total		46

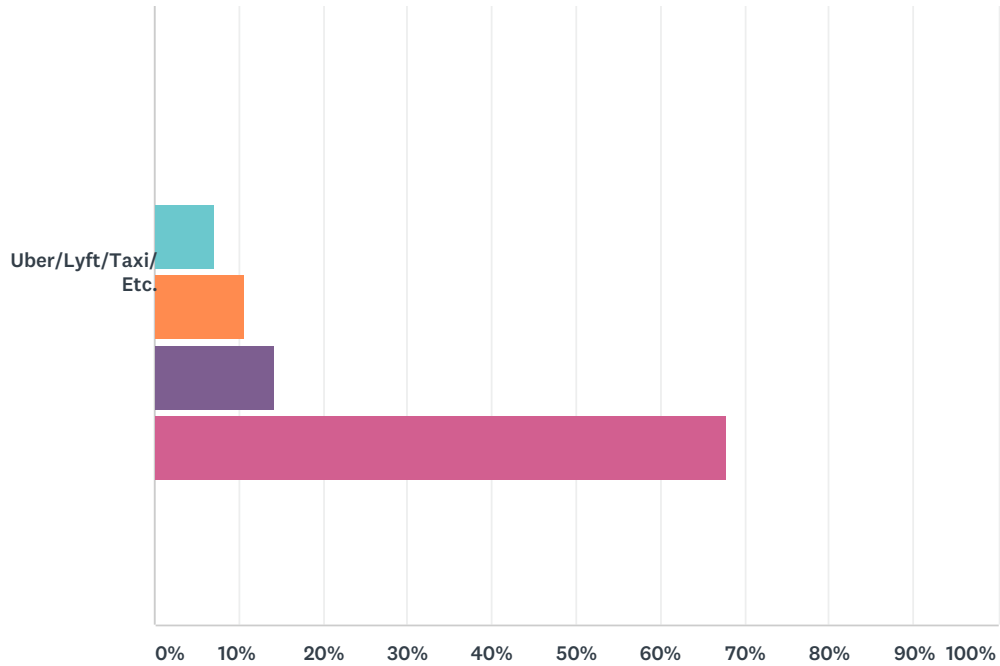
Q18 How often do you use the following forms of transportation to get to work or school?



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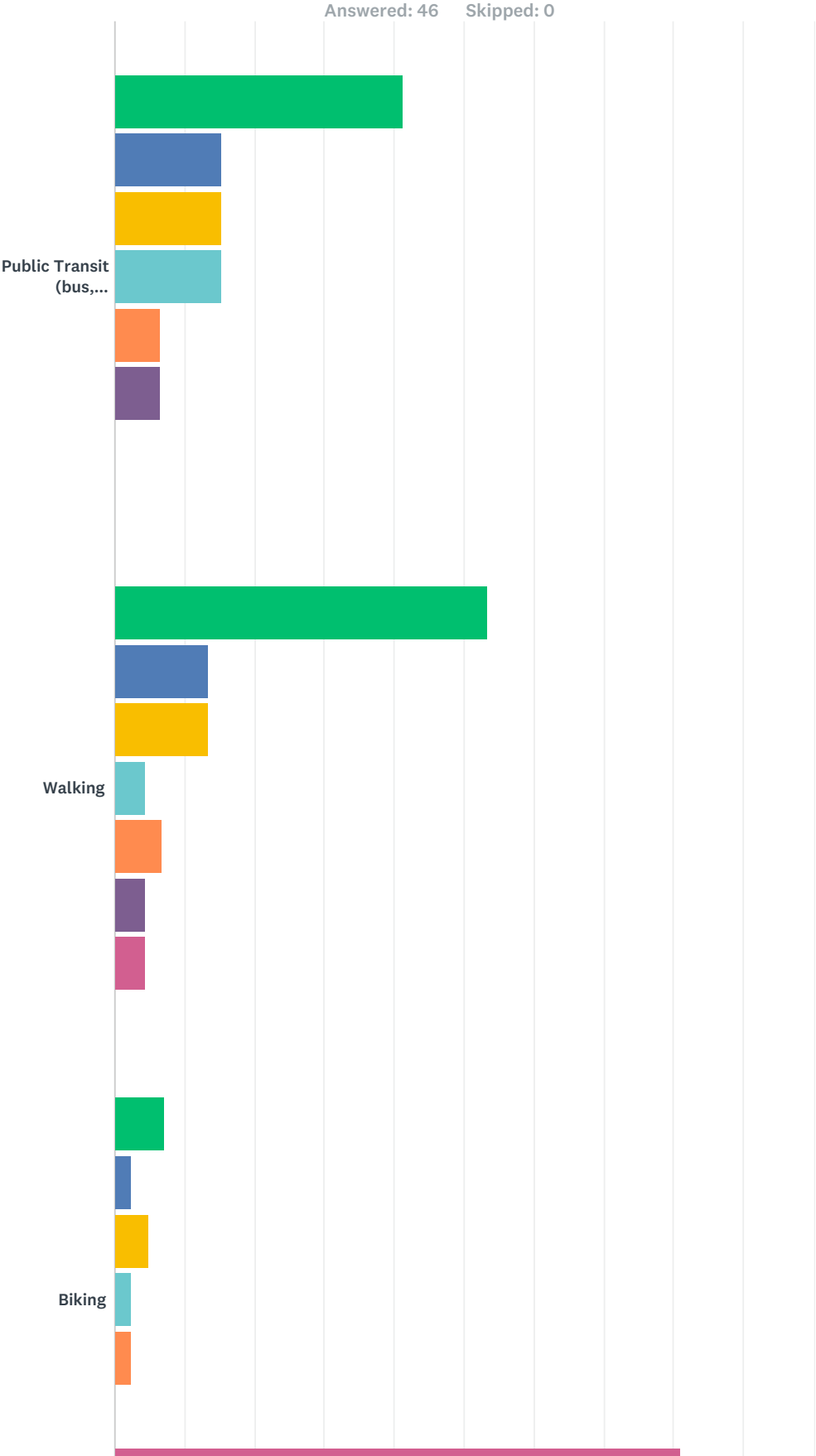
Transit Pass Survey - Participants



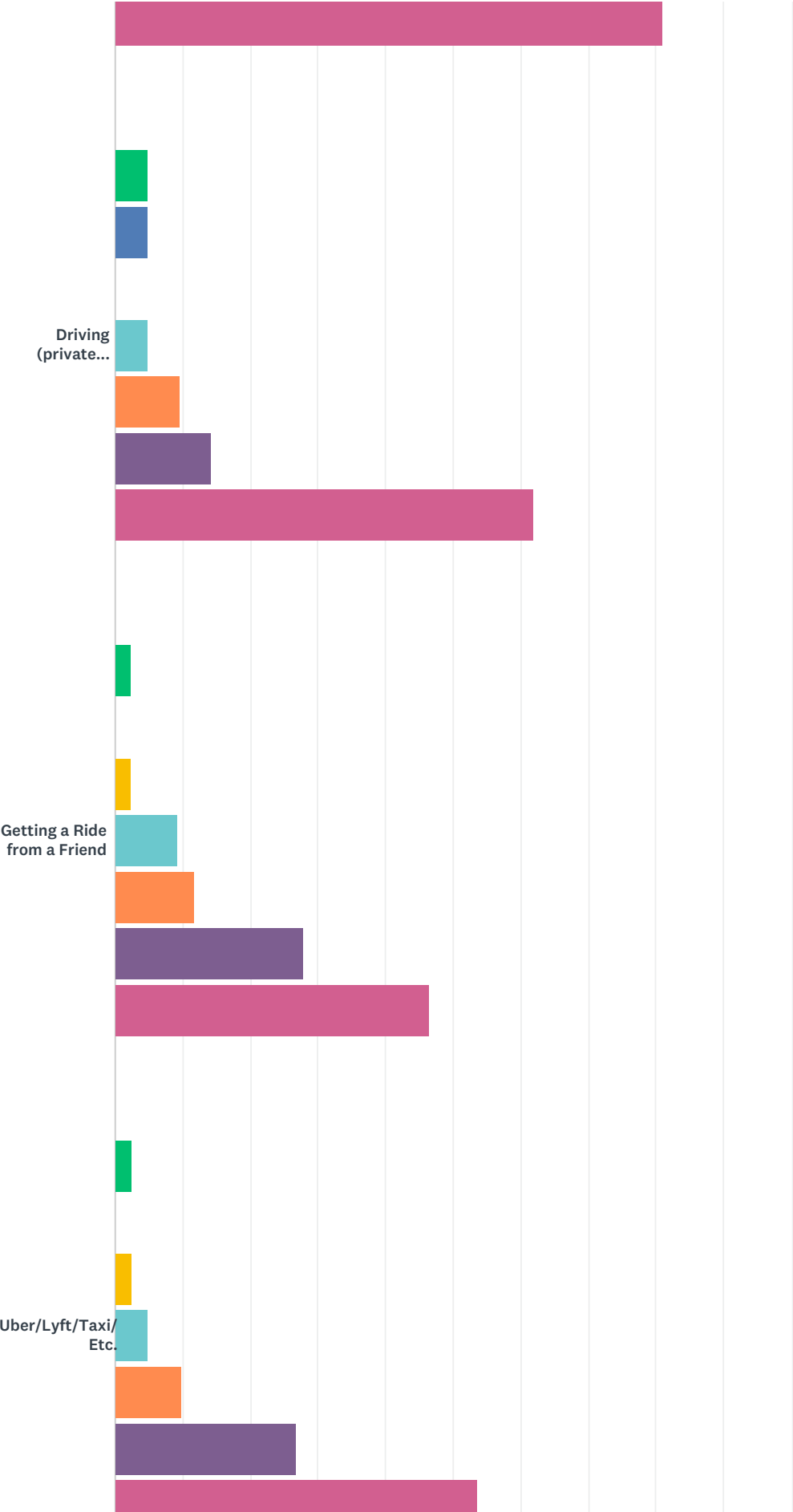
■ 5+ days/week
 ■ 4 days/week
 ■ 3 days/week
 ■ 2 days/week
 ■ 1 day/week
 ■ Less than once a week
 ■ Never
 ■ N/A

	5+ days/week	4 days/week	3 days/week	2 days/week	1 day/week	Less than once a week	Never	N/A	Total Respondents
Public Transit (bus, streetcar, lightrail)	54.84% 17	12.90% 4	16.13% 5	3.23% 1	3.23% 1	6.45% 2	6.45% 2	0.00% 0	31
Walking	40.00% 12	6.67% 2	3.33% 1	6.67% 2	10.00% 3	6.67% 2	26.67% 8	0.00% 0	30
Biking	7.41% 2	0.00% 0	0.00% 0	0.00% 0	3.70% 1	7.41% 2	81.48% 22	0.00% 0	27
Driving (private vehicle)	3.57% 1	3.57% 1	7.14% 2	3.57% 1	7.14% 2	7.14% 2	67.86% 19	0.00% 0	28
Getting a Ride from a Friend	0.00% 0	0.00% 0	0.00% 0	10.34% 3	10.34% 3	10.34% 3	68.97% 20	0.00% 0	29
Uber/Lyft/Taxi/Etc.	0.00% 0	0.00% 0	0.00% 0	7.14% 2	10.71% 3	14.29% 4	67.86% 19	0.00% 0	28

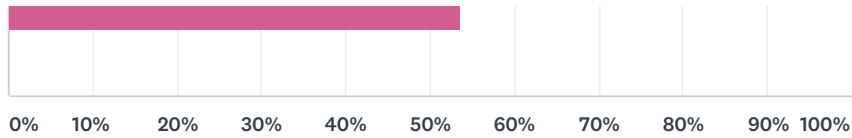
Q19 How often do you use the following forms of transportation for non work/school trips?



Transit Pass Survey - Participants



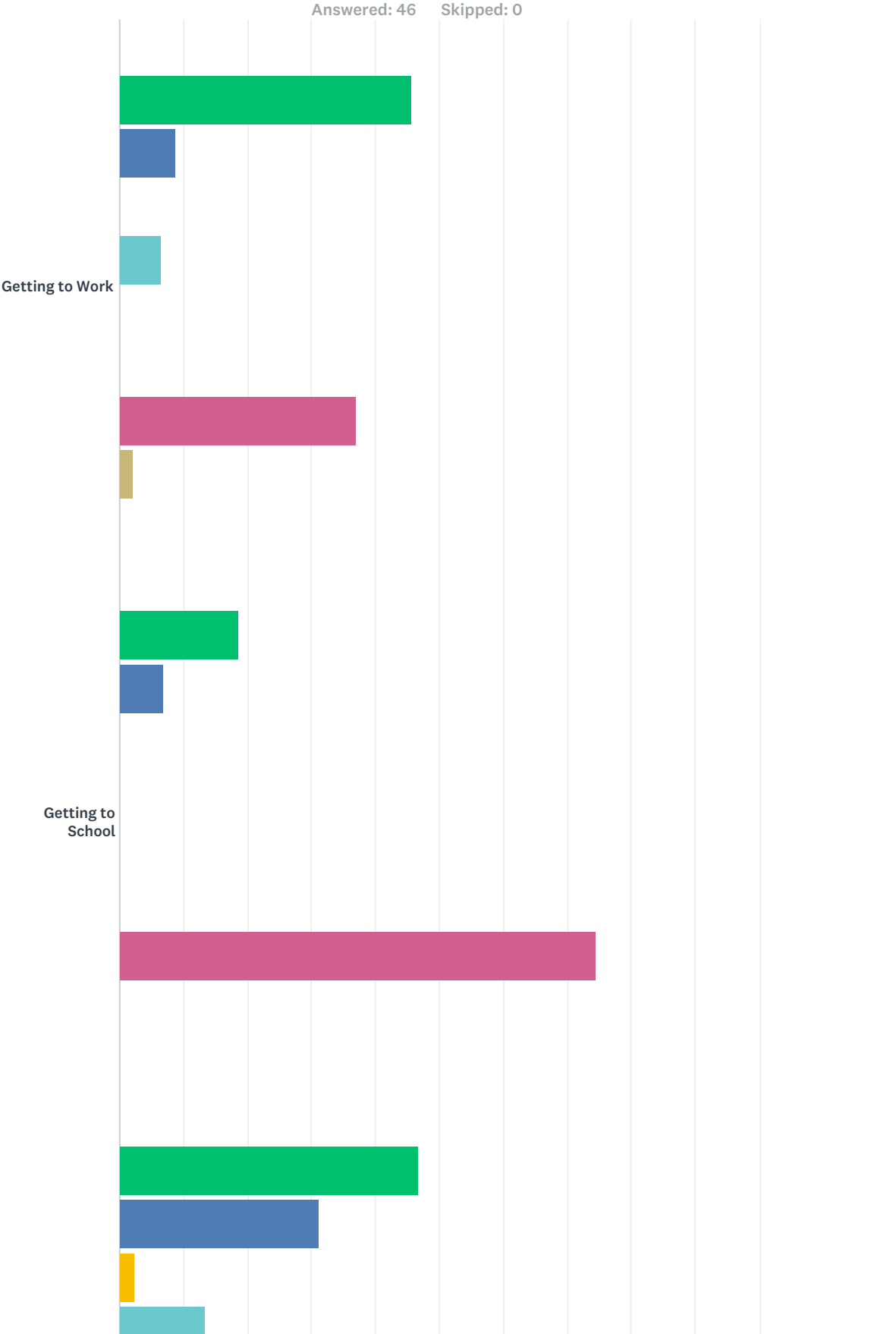
Transit Pass Survey - Participants



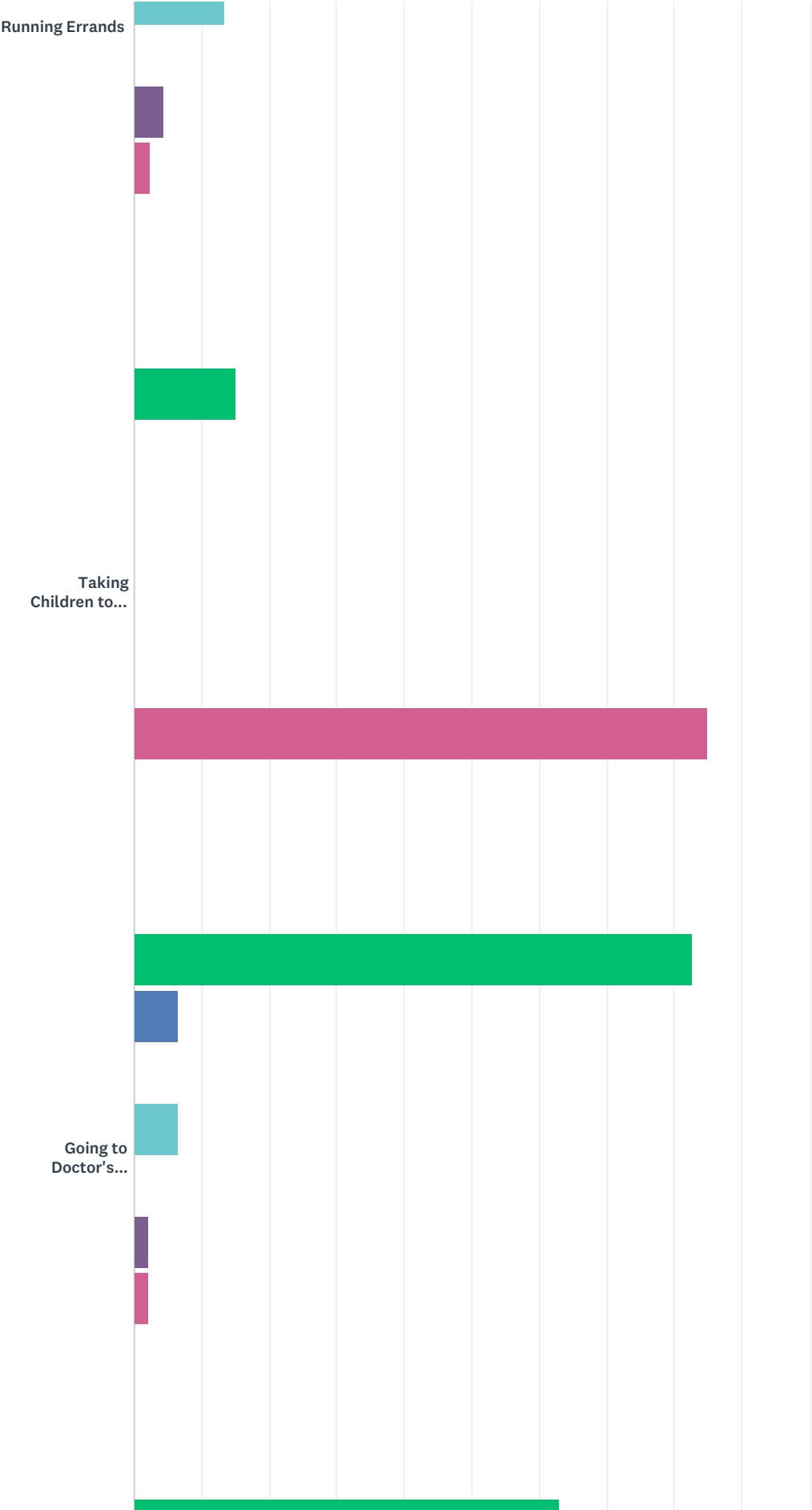
■ 5+ days/week
 ■ 4 days/week
 ■ 3 days/week
 ■ 2 days/week
■ 1 day/week
 ■ Less than once a week
 ■ Never

	5+ days/week	4 days/week	3 days/week	2 days/week	1 day/week	Less than once a week	Never	Total Respondents
Public Transit (bus, streetcar, lightrail)	41.30% 19	15.22% 7	15.22% 7	15.22% 7	6.52% 3	6.52% 3	0.00% 0	46
Walking	53.33% 24	13.33% 6	13.33% 6	4.44% 2	6.67% 3	4.44% 2	4.44% 2	45
Biking	7.14% 3	2.38% 1	4.76% 2	2.38% 1	2.38% 1	0.00% 0	80.95% 34	42
Driving (private vehicle)	4.76% 2	4.76% 2	0.00% 0	4.76% 2	9.52% 4	14.29% 6	61.90% 26	42
Getting a Ride from a Friend	2.33% 1	0.00% 0	2.33% 1	9.30% 4	11.63% 5	27.91% 12	46.51% 20	43
Uber/Lyft/Taxi/Etc.	2.44% 1	0.00% 0	2.44% 1	4.88% 2	9.76% 4	26.83% 11	53.66% 22	41

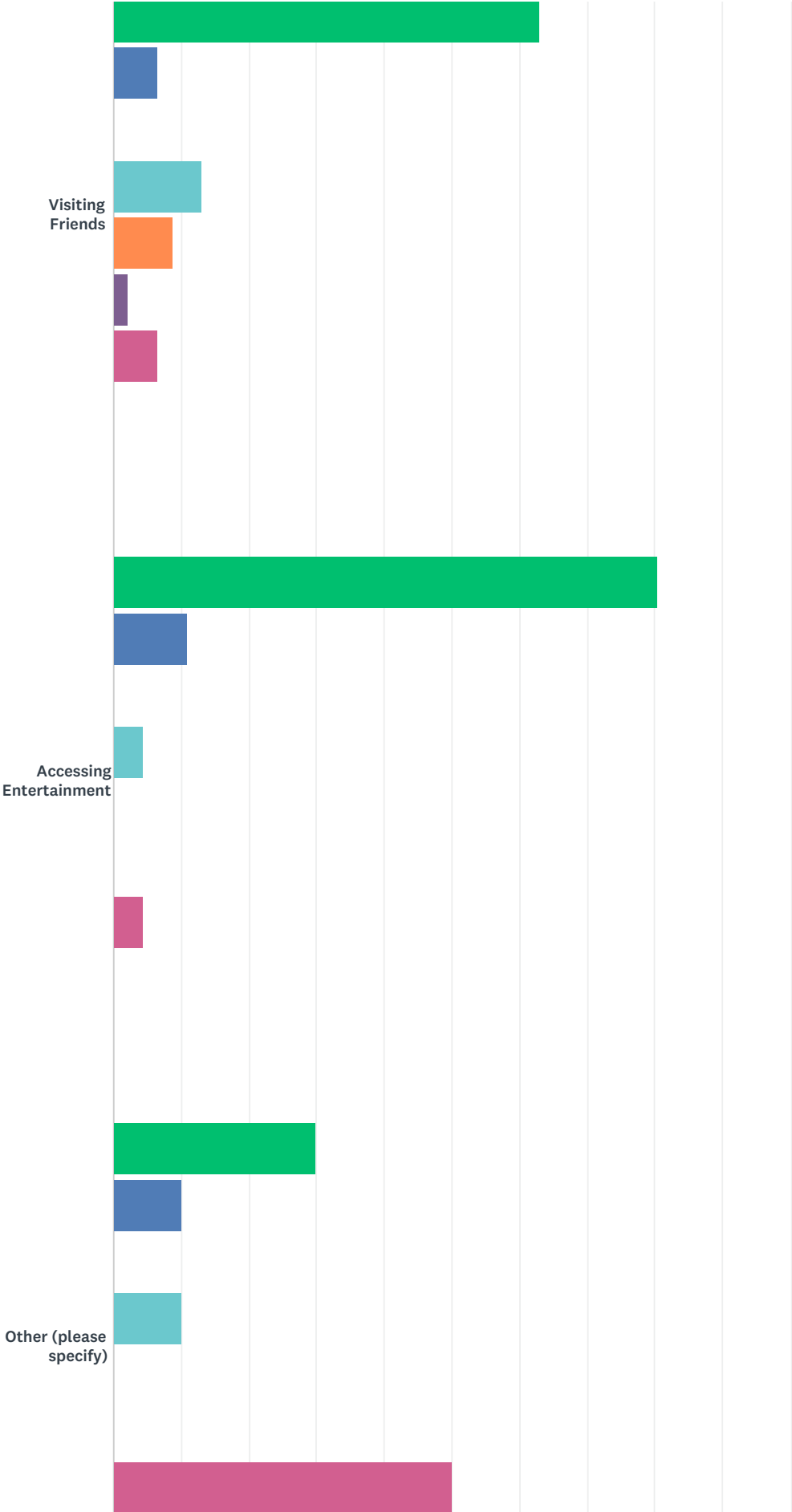
Q20 What type of transportation do you primarily use for the following?



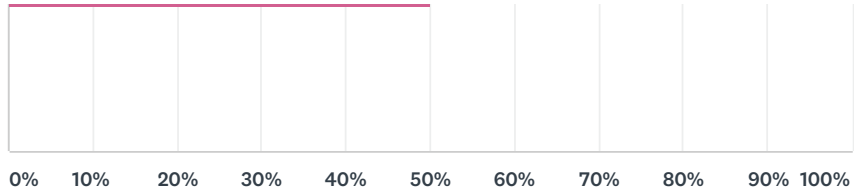
Transit Pass Survey - Participants



Transit Pass Survey - Participants



Transit Pass Survey - Participants

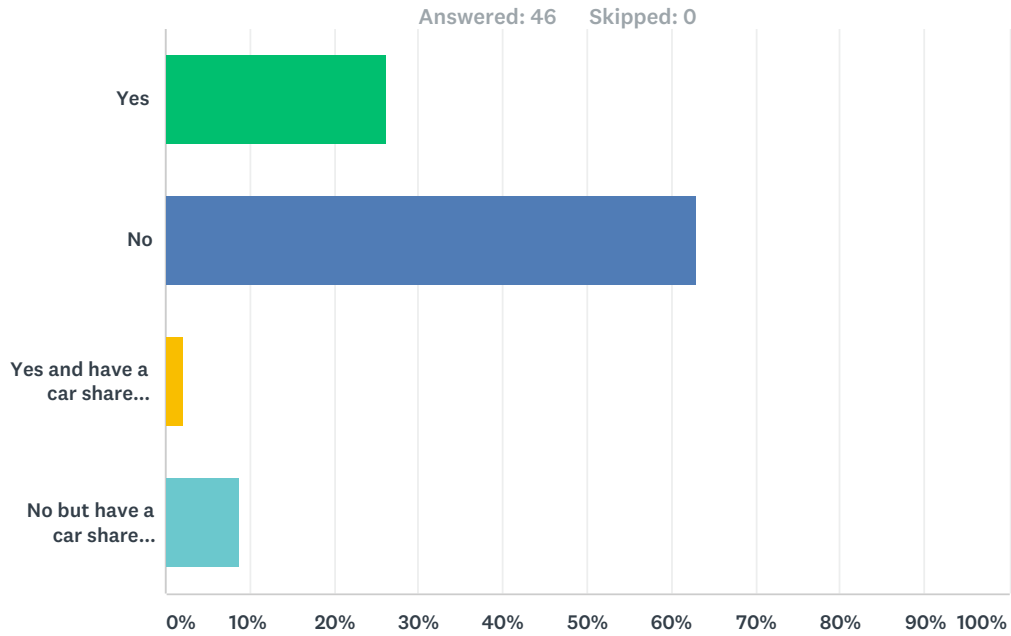


■ Public Transit
 ■ Walking
 ■ Biking
 ■ Driving (private vehicle)
 ■ Getting a Ride from a Friend
 ■ Uber/Lyft/Taxi/Etc.
 ■ N/A
 ■ Other

	Public Transit	Walking	Biking	Driving (private vehicle)	Getting a Ride from a Friend	Uber/Lyft/Taxi/Etc.	N/A	Other	Total
Getting to Work	45.65% 21	8.70% 4	0.00% 0	6.52% 3	0.00% 0	0.00% 0	36.96% 17	2.17% 1	46
Getting to School	18.60% 8	6.98% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	74.42% 32	0.00% 0	43
Running Errands	46.67% 21	31.11% 14	2.22% 1	13.33% 6	0.00% 0	4.44% 2	2.22% 1	0.00% 0	45
Taking Children to School/Daycare	15.00% 6	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	85.00% 34	0.00% 0	40
Going to Doctor's Appointments	82.61% 38	6.52% 3	0.00% 0	6.52% 3	0.00% 0	2.17% 1	2.17% 1	0.00% 0	46
Visiting Friends	63.04% 29	6.52% 3	0.00% 0	13.04% 6	8.70% 4	2.17% 1	6.52% 3	0.00% 0	46
Accessing Entertainment	80.43% 37	10.87% 5	0.00% 0	4.35% 2	0.00% 0	0.00% 0	4.35% 2	0.00% 0	46
Other (please specify)	30.00% 3	10.00% 1	0.00% 0	10.00% 1	0.00% 0	0.00% 0	50.00% 5	0.00% 0	10

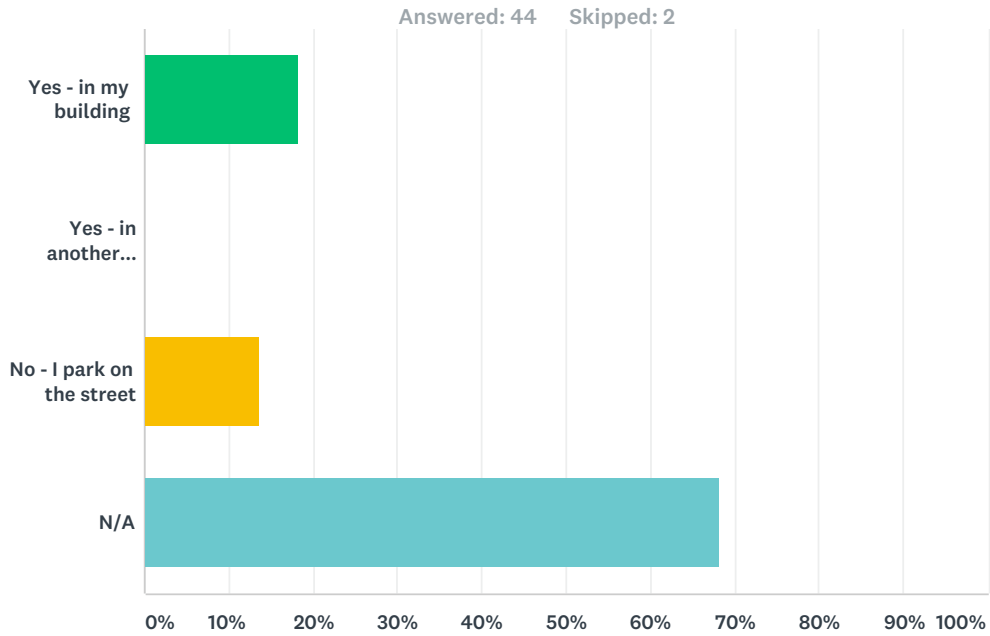
#	Other (please specify)	Date
1	Often walk/take transit in tandem	6/26/2017 11:10 AM
2	Often walk/take transit in tandem	6/26/2017 11:06 AM
3	Split between bus and zipcar	6/22/2017 12:11 PM
4	Often walk/take transit in tandem	6/22/2017 10:26 AM
5	Mental Health Counseling	6/22/2017 9:19 AM
6	getting home from work, bus 3X per week	6/21/2017 6:26 PM
7	Often walk/take transit in tandem	6/21/2017 11:07 AM
8	Often walk/take transit in tandem	6/21/2017 9:57 AM
9	Often walk/take transit in tandem	5/10/2017 3:18 PM
10	Often walk/take transit in tandem	5/10/2017 2:48 PM

Q21 Do you own a car?



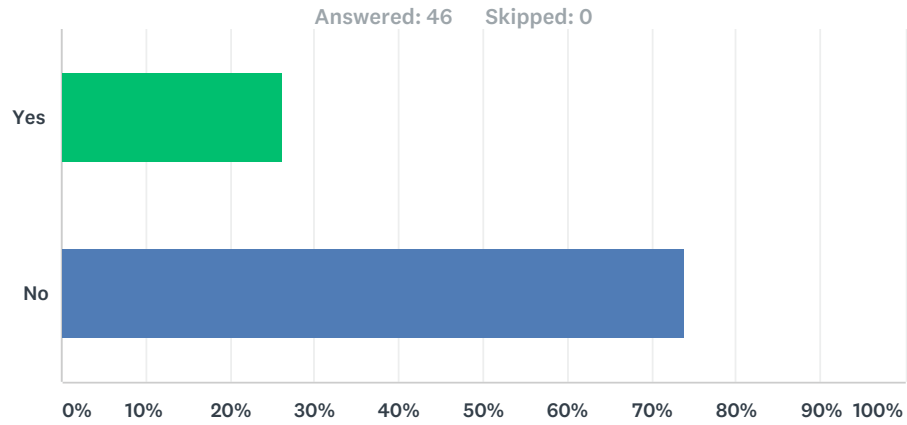
Answer Choices	Responses	
Yes	26.09%	12
No	63.04%	29
Yes and have a car share membership	2.17%	1
No but have a car share membership (i.e. Uber/Lyft/Zip Car)	8.70%	4
Total		46

Q22 Do you rent a parking space?



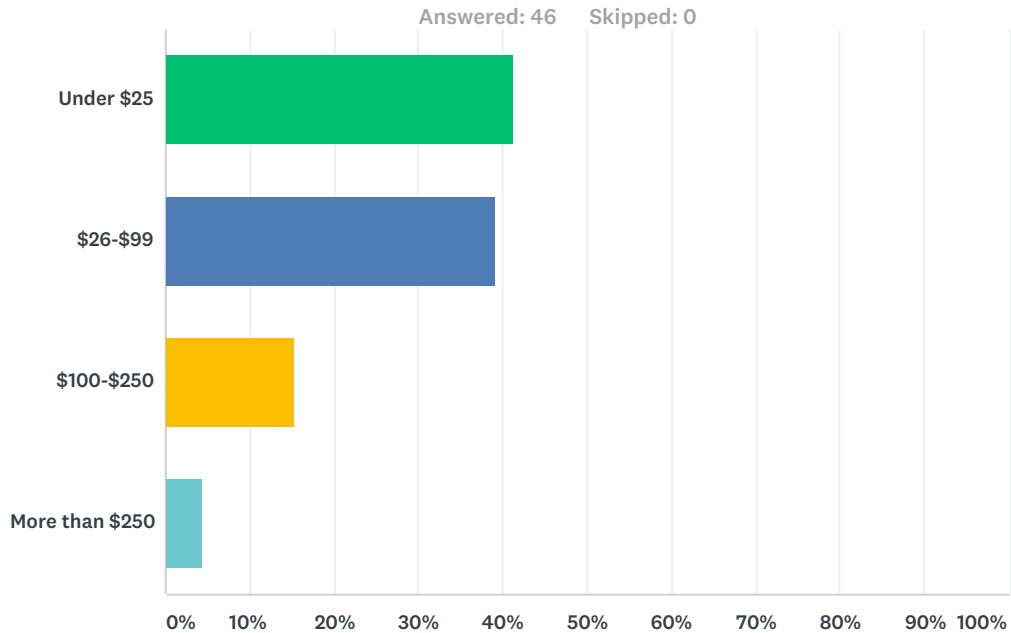
Answer Choices	Responses	
Yes - in my building	18.18%	8
Yes - in another building or lot	0.00%	0
No - I park on the street	13.64%	6
N/A	68.18%	30
Total		44

Q23 Do you own a bike?



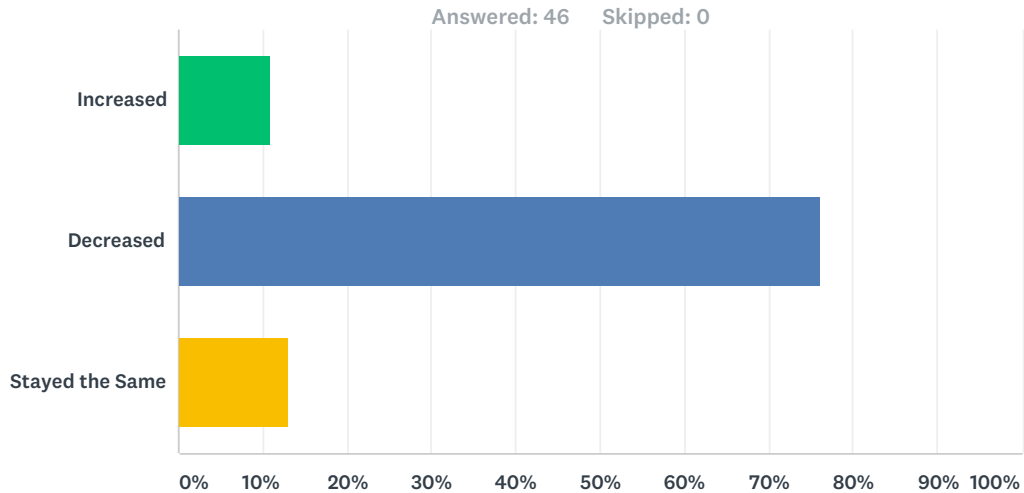
Answer Choices	Responses	
Yes	26.09%	12
No	73.91%	34
Total		46

Q24 How much do you currently spend on transportation each month (public transportation, bike repairs, car payments, insurance, parking, gas, taxis, etc.)



Answer Choices	Responses	
Under \$25	41.30%	19
\$26-\$99	39.13%	18
\$100-\$250	15.22%	7
More than \$250	4.35%	2
Total		46

Q25 How has the amount of money you spend on transportation changed since you received the pass?



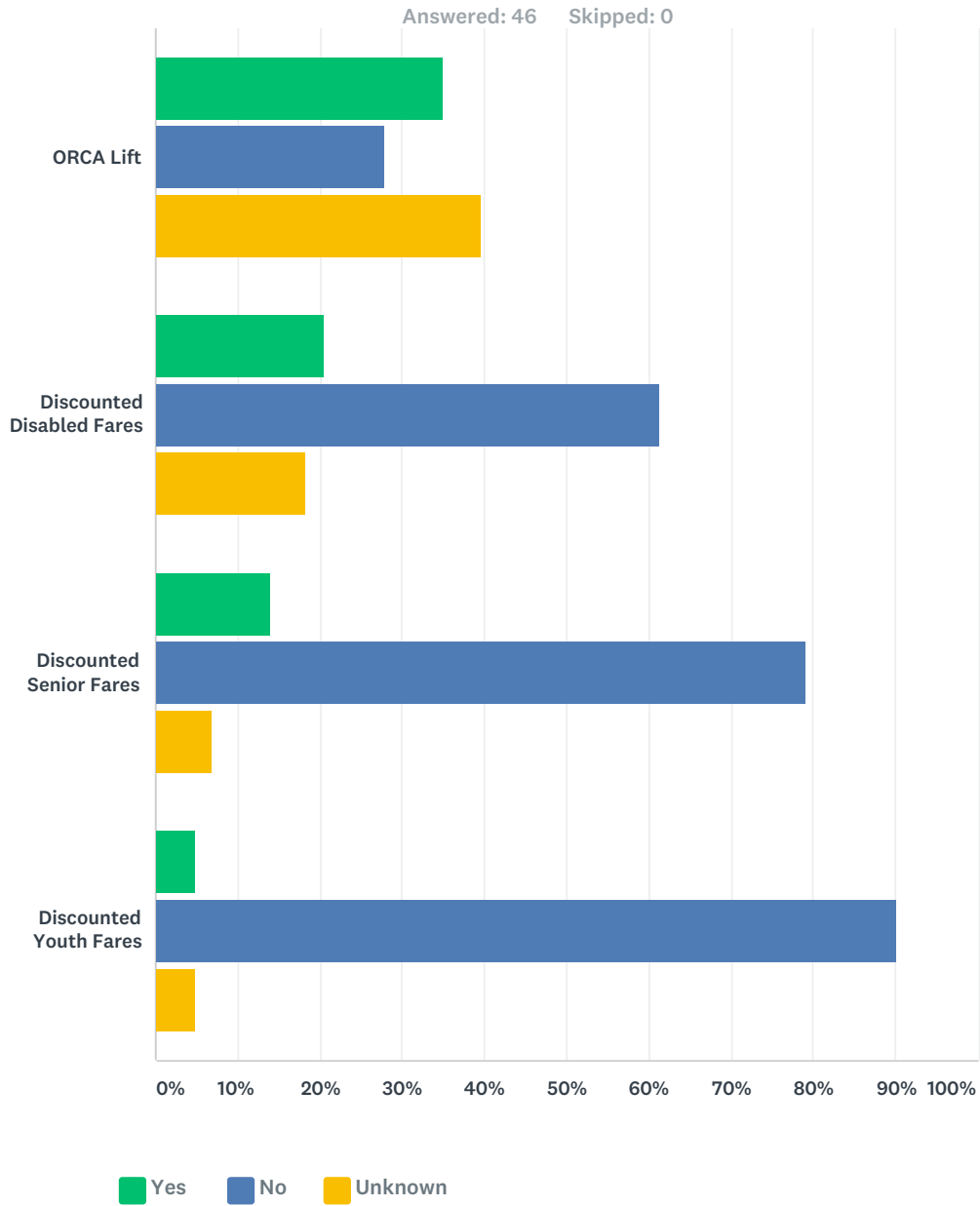
Answer Choices	Responses
Increased	10.87% 5
Decreased	76.09% 35
Stayed the Same	13.04% 6
Total	46

#	If the amount has changed, can you estimate by how much and for what reasons?	Date
1	Am able to go more places	6/26/2017 11:10 AM
2	? not yet	6/26/2017 11:09 AM
3	\$26 a month or more, depending if I buy a pass	6/26/2017 11:09 AM
4	decreased a lot- I have a pass now!	6/26/2017 11:08 AM
5	The amount spent has decreased 70%. Having the pass has shifted focus to public transportation.	6/26/2017 11:06 AM
6	Decreased by at least \$50	6/26/2017 11:06 AM
7	140 the diff of 2 monthly passes and what i pay now	6/26/2017 9:07 AM
8	a lot of travelling	6/22/2017 2:11 PM
9	The pass is less expensive	6/22/2017 12:38 PM
10	Don't have to pay the regular monthly fare	6/22/2017 12:11 PM
11	pass went from \$10 to \$20 a month	6/22/2017 9:25 AM
12	with the program, I also purchased a pass for my roommate, who would have had to pay for individual trips (she is reduced fare). Regarding myself, I had not used the bus enough fo ra pass, but paying for individual trips was too expensive. I make less that \$11,000 per year working part time, so now I have been able to use the bus a lot more frequently for things that I would not otherwise attend due to trip expenses	6/22/2017 9:19 AM
13	Less spent on gas -\$40	6/21/2017 6:30 PM
14	maybe save \$10 a month or a bit more	6/21/2017 6:26 PM
15	-\$150	6/21/2017 6:19 PM
16	cheaper than paying cash or having to put money on the card	6/21/2017 5:58 PM

Transit Pass Survey - Participants

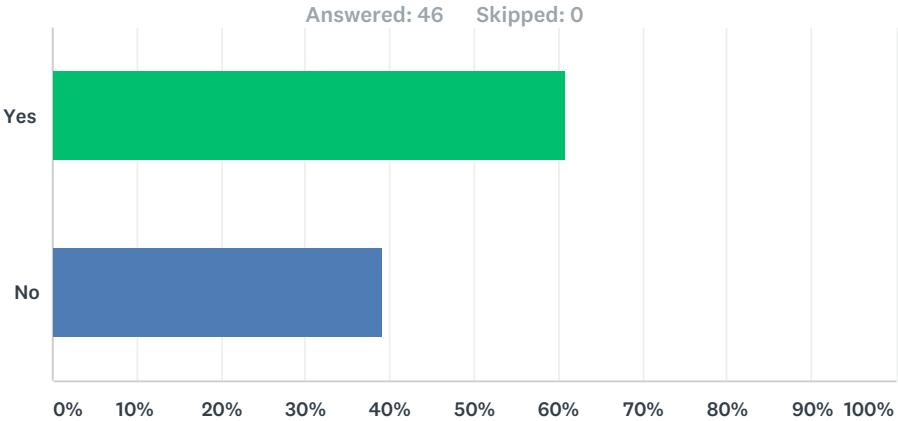
17	Much lower with this card	6/21/2017 11:07 AM
18	from \$39 to \$20	6/21/2017 11:02 AM
19	Decreased a lot - I save at least \$200/month	6/21/2017 10:47 AM
20	At \$100/month, the bus pass was my single major expense for transportation	6/21/2017 9:46 AM
21	The ORCA pass fee was raised by CHHIP	6/19/2017 12:05 PM
22	\$300 for the year	5/12/2017 8:52 AM
23	\$36 to \$20 per month for bus pass	5/10/2017 3:10 PM
24	When first moved here, paid for individual trips, which was very expensive. This pass is \$16 less than the disabled pass	5/10/2017 2:34 PM

Q26 Do you qualify for any of the following discount programs?



	Yes	No	Unknown	Total Respondents
ORCA Lift	34.88% 15	27.91% 12	39.53% 17	43
Discounted Disabled Fares	20.45% 9	61.36% 27	18.18% 8	44
Discounted Senior Fares	13.95% 6	79.07% 34	6.98% 3	43
Discounted Youth Fares	4.88% 2	90.24% 37	4.88% 2	41

Q27 Did you have a bus pass prior to purchasing one through CHH?



Answer Choices	Responses	
Yes	60.87%	28
No	39.13%	18
Total		46

Q28 Would you be interested in participating in a car sharing service, such as Car2Go? Why or why not?

Answered: 46 Skipped: 0

#	Responses	Date
1	yes, something different	6/29/2017 10:35 AM
2	No	6/26/2017 11:10 AM
3	no	6/26/2017 11:10 AM
4	No, I like having my own transportation	6/26/2017 11:09 AM
5	yes, but it would be too expensive. plus I don't have a smart phone or a major credit card.	6/26/2017 11:09 AM
6	no- don't drive	6/26/2017 11:08 AM
7	no; too expensive, weird	6/26/2017 11:08 AM
8	Yes, I currently belong to zipcar and car2go	6/26/2017 11:06 AM
9	Yes, because it is a way to afford a car when needed	6/26/2017 11:06 AM
10	no, don't like driving	6/26/2017 11:05 AM
11	I do	6/26/2017 9:07 AM
12	No, I don't like small cars	6/22/2017 2:11 PM
13	No - I don't drive.	6/22/2017 1:41 PM
14	No	6/22/2017 12:38 PM
15	Already have a membership	6/22/2017 12:11 PM
16	No	6/22/2017 10:26 AM
17	No	6/22/2017 9:35 AM
18	Yes see what the costs are	6/22/2017 9:25 AM
19	I can't drive	6/22/2017 9:22 AM
20	No. I have not had a drivers license while living in the city and I haven't driven since 1991. It would cause me too much anxiety/stress	6/22/2017 9:19 AM
21	no because most of my transportation is better using bus rail system	6/22/2017 9:06 AM
22	Possibly. I want to sell my car-I don't use it enough	6/21/2017 6:30 PM
23	no. public transit and walking serves my needs at what I can afford.	6/21/2017 6:26 PM
24	I already do, but have trouble driving due to my anxiety	6/21/2017 6:19 PM
25	maybe, depends on prices	6/21/2017 6:14 PM
26	I have a membership but don't use	6/21/2017 6:11 PM
27	sure/ visit family	6/21/2017 6:08 PM
28	no, no need	6/21/2017 5:58 PM
29	Sure, when needed in the future	6/21/2017 11:48 AM
30	No, I don't drive	6/21/2017 11:07 AM
31	no	6/21/2017 11:02 AM
32	Yes, why not - saves time and money	6/21/2017 10:47 AM
33	Yes, sometimes time of travel is a factor	6/21/2017 9:57 AM
34	Yes, I already have it.	6/21/2017 9:46 AM
35	Yes	6/21/2017 9:30 AM
36	I already have it. I don't like it. Company is awful to work with.	6/20/2017 4:13 PM

Transit Pass Survey - Participants

37	No, I don't trust drivers I don't know.	6/19/2017 12:05 PM
38	No, too small.	5/12/2017 8:52 AM
39	No, doesn't have a driver's license.	5/10/2017 3:18 PM
40	No	5/10/2017 3:15 PM
41	Maybe, but unsure if she would use it	5/10/2017 3:10 PM
42	No - not a good option with children	5/10/2017 3:05 PM
43	No	5/10/2017 3:00 PM
44	No	5/10/2017 2:57 PM
45	Yes, it's convenient to have a car when you need it and can pay just for the time you use it	5/10/2017 2:48 PM
46	Yes	5/10/2017 2:34 PM

Q29 Would you be interested in participating in a free transit field trip to gain more experience riding the bus and/or light rail? Why or why not?

Answered: 46 Skipped: 0

#	Responses	Date
1	yes	6/29/2017 10:35 AM
2	No	6/26/2017 11:10 AM
3	no	6/26/2017 11:10 AM
4	yes so I can learn more about public transportation	6/26/2017 11:09 AM
5	no, I have a lot of experience and can actually help others.	6/26/2017 11:09 AM
6	no-done it all my life!	6/26/2017 11:08 AM
7	no; why indeed?	6/26/2017 11:08 AM
8	Probably not. I've learned the system pretty well on my own	6/26/2017 11:06 AM
9	No	6/26/2017 11:06 AM
10	yes, I would be	6/26/2017 11:05 AM
11	No. Im from here and get around well	6/26/2017 9:07 AM
12	Yes, just out of curiosity	6/22/2017 2:11 PM
13	No - I have plenty of experience.	6/22/2017 1:41 PM
14	No	6/22/2017 12:38 PM
15	No	6/22/2017 12:11 PM
16	No	6/22/2017 10:26 AM
17	No	6/22/2017 9:35 AM
18	sure	6/22/2017 9:25 AM
19	no	6/22/2017 9:22 AM
20	No. I already have experience riding the bus and light rail regularly. I would be interested, however, in a similar opportunity to learn about travel via street car or water ferry/taxi.	6/22/2017 9:19 AM
21	yes because it would me me better informed	6/22/2017 9:06 AM
22	Possibly- I know some routes well but it would be good to know more	6/21/2017 6:30 PM
23	no. I'm familiar with transit already.	6/21/2017 6:26 PM
24	no I've been a regular transit user for 5+ years	6/21/2017 6:19 PM
25	sure, although I'm pretty good already	6/21/2017 6:14 PM
26	es. it would be nice to learn routing better	6/21/2017 6:11 PM
27	yes	6/21/2017 6:08 PM
28	no, been traveling by bus for years	6/21/2017 5:58 PM
29	No, we're already familiar	6/21/2017 11:48 AM
30	No - We know how to get around	6/21/2017 11:07 AM
31	yeah	6/21/2017 11:02 AM
32	Yes, more experience would be good for me.	6/21/2017 10:47 AM
33	Yes, many new bus routes - need to learn metro - more knowledge is better	6/21/2017 9:57 AM
34	No, I am an active and knowledgeable consumer already	6/21/2017 9:46 AM
35	No, I know enough	6/21/2017 9:30 AM

Transit Pass Survey - Participants

36	No, I know how to ride.	6/20/2017 4:13 PM
37	No. I ride it every day	6/19/2017 12:05 PM
38	No, the kids love going by transit but already know how.	5/12/2017 8:52 AM
39	No, doesn't need more experience	5/10/2017 3:18 PM
40	No	5/10/2017 3:15 PM
41	Field trip sounds fun, but is already familiar with transit	5/10/2017 3:10 PM
42	No	5/10/2017 3:05 PM
43	Maybe	5/10/2017 3:00 PM
44	Maybe	5/10/2017 2:57 PM
45	No, already comfortable with transit	5/10/2017 2:48 PM
46	No	5/10/2017 2:34 PM

Q30 Do you have any additional comments you'd like to share?

Answered: 40 Skipped: 6

#	Responses	Date
1	The ORCA program has been great for my granddaughter and I.	6/29/2017 10:35 AM
2	I appreciate that this program is available and hope that it continues so people can enjoy the same joy and benefits that I have.	6/26/2017 11:10 AM
3	I think its a stellar idea that Capitol Hill Housing provides this services and I hope they keep it up	6/26/2017 11:10 AM
4	Thank you So much for this program! It makes a lot of difference to us living on a fixed income!	6/26/2017 11:09 AM
5	ya'll are great and also please don't cancel the program!	6/26/2017 11:08 AM
6	\$10/ month is right	6/26/2017 11:08 AM
7	The transit pass program has been a life-changer for me. I certainly hope it continues. Thanks so much for this wonderful program!	6/26/2017 11:06 AM
8	No	6/26/2017 11:06 AM
9	It's a good program, I hope it continues.	6/26/2017 11:05 AM
10	Thank you!	6/26/2017 9:07 AM
11	N/A	6/22/2017 2:11 PM
12	I'd like to say that the transit pass program makes it possible to do my errands, see my friends and see my doctor without.	6/22/2017 1:41 PM
13	I really appreciate this program - thanks so much	6/22/2017 12:38 PM
14	Really great that this pass covers the street car!	6/22/2017 12:11 PM
15	I use the bus everyday - if my employer didn't provide a pass for the same price, I would definitely keep using it.	6/22/2017 10:26 AM
16	No	6/22/2017 9:35 AM
17	I hope that this program continues. Not having to worry about individual trip expenses has allowed me to take part in a lot more activities and use more convenient direct forms of transportation, such as light rail to the U District.	6/22/2017 9:19 AM
18	I just hope that this program keeps going very helpful for people	6/22/2017 9:06 AM
19	Please keep the program.	6/21/2017 6:30 PM
20	Thanks for this program! I appreciated it. All of us that use it do :)	6/21/2017 6:26 PM
21	discontinuing this program would really suck.	6/21/2017 6:14 PM
22	thank you chh!	6/21/2017 6:11 PM
23	no	6/21/2017 6:08 PM
24	Thank you for this service and hope it continues. It is a wonderful thing to be able to tap the ORCA card and see "bus and train transit expires in 2025" nice, to be just a little more secure for transportation!	6/21/2017 5:58 PM
25	Thanks for the offer to try to extend the program! Good cause advocacy	6/21/2017 11:48 AM
26	I want the program to continue!	6/21/2017 11:02 AM
27	Please keep the card, for us it saves a lot.	6/21/2017 10:47 AM
28	Please do not eliminate the program provided by CHH - I love it! Thank you.	6/21/2017 9:57 AM
29	It would be nice to know if the program continues or if the costs change more than a month in advance. It makes it difficult and precarious to plan. Thanks!	6/21/2017 9:46 AM
30	No	6/21/2017 9:30 AM
31	This reduced ORCA card for our group's building is an amazing program that should continue, please and thank you!	6/20/2017 4:13 PM

Transit Pass Survey - Participants

32	If you continue to raise the fee of the pass many people will not be able to afford it. Metro will lose money, not gain. People are starting to walk. Seattle will be a city with new metro routes and subways that many people will not use. If you have time everyone can walk in the city. Many people are carpooling without Metro, for long distance travel. If metro wants more customers, they should keep the rates low and make more accessible routes. You will charge less but get more people to ride, so in the long run you will make more money when people see a crowded transit train or bus, they think the system is good. People will want to ride. Low prices=More riders= more profit for Metro=Happy Customers	6/19/2017 12:05 PM
33	It helps us save money and not worry about finding parking.	5/12/2017 8:52 AM
34	The ORCA card is just an awesome thing to have. I have to have this card to go where I need to go.	5/10/2017 3:18 PM
35	Keep it up and make sure to track the data	5/10/2017 3:15 PM
36	It is helping us and we have saved money	5/10/2017 3:05 PM
37	N/A	5/10/2017 3:00 PM
38	N/A	5/10/2017 2:57 PM
39	Really appreciates the program and hopes it continues	5/10/2017 2:48 PM
40	Elevators at Westlake need a guard	5/10/2017 2:34 PM

Appendix C: 12-Month Non-Participant Survey

Transit Pass Survey - Non-Participants

1. Resident's Name:

2. Resident's Building:

3. Resident's Apartment Number:

4. Did you choose to participate in the Transit Pass Program?

☐ Yes

☐ No

5. Why or why not?

6. Were any of the following reasons why you chose not to purchase an ORCA card through CHH?

	Yes	No
Do not use public transportation enough to justify cost because I typically drive	<input type="radio"/>	<input type="radio"/>
Do not use public transportation enough to justify cost because I typically walk	<input type="radio"/>	<input type="radio"/>
I receive a free or less expensive card through my employer/educational institution	<input type="radio"/>	<input type="radio"/>
I already have a reduced fare pass through another discount program (LIFT, senior, disabled, youth, etc)	<input type="radio"/>	<input type="radio"/>
I don't feel comfortable using the public transportation system	<input type="radio"/>	<input type="radio"/>
The public transportation system doesn't go where/when I need to go	<input type="radio"/>	<input type="radio"/>
I did not know about the program	<input type="radio"/>	<input type="radio"/>
Cost was too high	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>

Other (please specify)

7. Is there anything that could be changed that would make you consider purchasing the pass in the future?

8. How has your use of transit changed in the past year? Do you feel you use it more?

Transit Pass Survey - Non-Participants

Demographics

PRIVACY AND CONFIDENTIALITY STATEMENT

All responses to these survey questions, including any personal information you provide, are voluntary and will be kept strictly confidential. Statistical and socioeconomic responses will not be identified by individual and instead will be compiled together and analyzed as a group.

Thank you for your participation

9. What is your age?

- ☐ 17 or younger
- ☐ 18-35
- ☐ 36-50
- ☐ 50-65
- ☐ 66 or older

10. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Transgender
- ☐ _____

11. How much total income did members of your household earn last year?

- ☐ \$0 to \$19,999
- ☐ \$20,000 to \$39,000
- ☐ \$40,000 to \$59,999
- ☐ \$60,000 to \$74,999
- ☐ \$75,000 and above
- ☐ Prefer not to answer

12. In what language do you speak most often?

- ☐ Amharic
- ☐ Arabic
- ☐ Armenian
- ☐ Chinese
- ☐ English
- ☐ French
- ☐ French Creole
- ☐ German
- ☐ Greek
- ☐ Gujarati
- ☐ Hindi
- ☐ Italian
- ☐ Japanese
- ☐ Korean
- ☐ Persian
- ☐ Polish
- ☐ Portuguese
- ☐ Russian
- ☐ Spanish
- ☐ Tagalog
- ☐ Urdu
- ☐ Vietnamese
- ☐ Other (please specify)

13. What is your race/ethnicity?

- ☐ White
- ☐ Hispanic
- ☐ Black or African-American
- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ From multiple races
- ☐ Prefer not to answer

Some other race (please specify)

Transit Pass Survey - Non-Participants

Common Questions

14. Do you work or go to school outside of the home?

☐ Yes

☐ No

15. How often do you use the following forms of transportation to get to work or school?

	5+ days/week	4 days/week	3 days/week	2 days/week	1 day/week	Less than once a week	Never	N/A
Public Transit (bus, streetcar, lightrail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving (private vehicle)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting a Ride from a Friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft/Taxi/Etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. How often do you use the following forms of transportation for non work/school trips?

	5+ days/week	4 days/week	3 days/week	2 days/week	1 day/week	Less than once a week	Never
Public Transit (bus, streetcar, lightrail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving (private vehicle)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting a Ride from a Friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft/Taxi/Etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. What type of transportation do you primarily use for the following?

	Public Transit	Walking	Biking	Getting a Ride from a Friend	Uber/Lyft/Taxi/Etc.	Driving (private vehicle)	N/A	Other
Getting to Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting to School	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Running Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking Children to School/Daycare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Going to Doctor's Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visiting Friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing Entertainment (?)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

18. Do you own a car?

- ☐ Yes
- ☐ No
- ☐ Yes and have a car share membership (i.e. Uber/Lyft/Zip Car)
- ☐ No but have a car share membership (i.e. Uber/Lyft/Zip Car)

19. Do you rent a parking space?

- ☐ Yes - in my building
- ☐ Yes - in another building or lot
- ☐ No - I park on the street
- ☐ N/A

20. Do you own a bike?

- ☐ Yes
- ☐ No

21. How much do you currently spend on transportation each month (public transportation, bike repairs, car payments, insurance, parking, gas, taxis, etc.)

- ☐ Under \$25
- ☐ \$26-\$99
- ☐ \$100-\$250
- ☐ More than \$250

22. How has the amount of money you spend on transportation changed in the past year?

- ☐ Increased
- ☐ Decreased
- ☐ Stayed the Same

If the amount has changed, can you estimate by how much and for what reasons?

23. Do you qualify for any of the following discount programs?

	Yes	No	Unknown
ORCA Lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discounted Disabled Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discounted Senior Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discounted Youth Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Do you use a bus pass (not provided by CHH)?

- ☐ Yes
- ☐ No

25. Would you be interested in participating in a car sharing service, such as Car2Go? Why or why not?

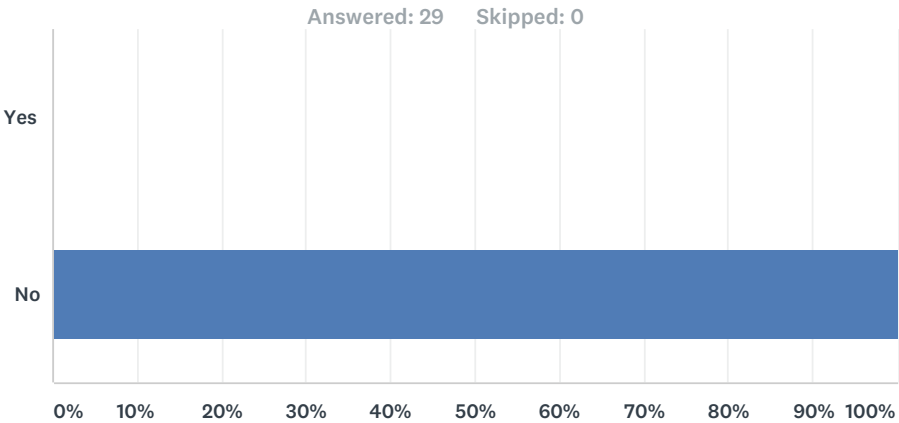
26. Would you be interested in participating in a free transit field trip to gain more experience riding the bus and/or light rail? Why or why not?

27. Do you have any additional comments you'd like to share?

Transit Pass Survey Results - Non-Participants

Q1-Q3 Were withheld to protect the identity of our participants

Q4 Did you choose to participate in the Transit Pass Program?



Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	29
Total		29

Q5 Why or why not?

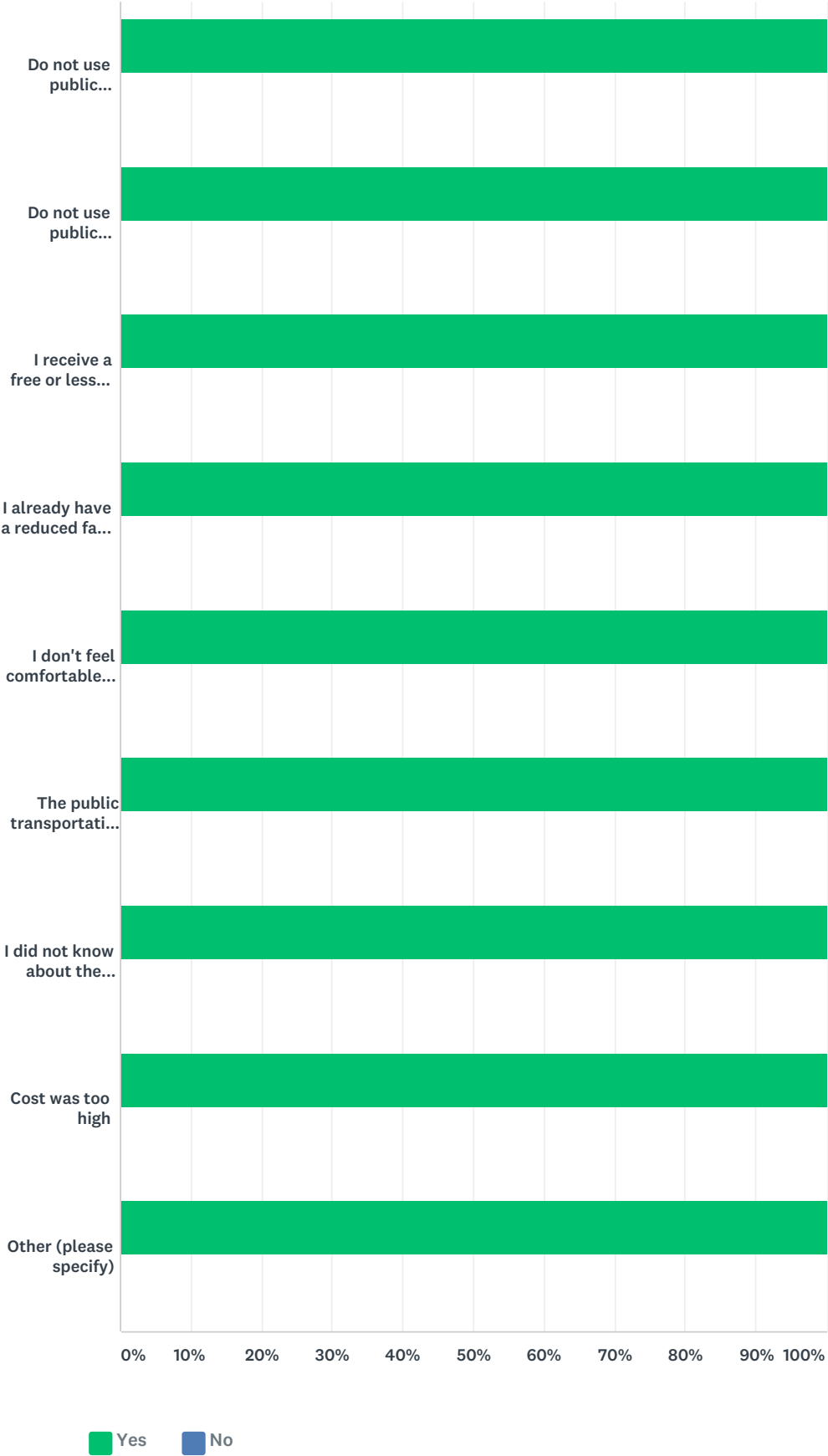
Answered: 28 Skipped: 1

#	Responses	Date
1	Too till to take required actions	6/29/2017 10:37 AM
2	Don't use public transportation	6/26/2017 11:01 AM
3	Didn't have a chance to really learn about it	6/26/2017 10:59 AM
4	Don't go enough places to justify it, and I need my car for work	6/26/2017 10:59 AM
5	I have to drive for my job	6/26/2017 10:58 AM
6	Client of bailey boushay house, gets a pass through their program.	6/26/2017 10:58 AM
7	Use a car to get around, don't often use the bus. Have another reduced pass.	6/26/2017 10:57 AM
8	Already receive a pass through work; also didn't like the uncertainty of how long the program would last. Would have supported it/participated if we knew it would have been permanent.	6/26/2017 10:56 AM
9	I have a card	6/26/2017 10:55 AM
10	I travel by bus too infrequently for it to be cost effective	6/26/2017 10:55 AM
11	Work Pass	6/26/2017 10:54 AM
12	I have a car but I might participate in the future	6/26/2017 10:53 AM
13	I was in the program, but I had a medical emergency and had to cancel.	6/26/2017 10:52 AM
14	I own a car	6/26/2017 10:51 AM
15	Just learned about the program through the survey	6/26/2017 10:50 AM
16	I kept forgetting to sign up.	6/26/2017 10:49 AM
17	Scheduling conflicts, work 7 days a week generally start work before office is open, and leave after CHH office closes	6/26/2017 10:49 AM
18	I forgot - too lazy to sign up. I drive, so there wasn't a critical need. I don't use transit enough to justify it.	6/26/2017 10:47 AM
19	I pay as I go because I already have a reduced fare, which is affordable. But I appreciate the program and might join in the future.	6/26/2017 10:37 AM
20	I already have a pass	6/26/2017 10:34 AM
21	Didn't have enough information	6/26/2017 10:32 AM
22	Already have an ORCA pass through another program	6/26/2017 10:30 AM
23	use alternate program	6/21/2017 5:46 PM
24	I get a metro pass at my work	6/21/2017 5:32 PM
25	I didn't choose to participate, but if it helps the tenants of the buildings, it's a good thing	6/21/2017 11:37 AM
26	I used to participate but decided not to continue	6/21/2017 11:33 AM
27	Just moved into the building a few weeks ago and did not know about the program	5/10/2017 2:49 PM
28	Didn't want to lose his current pass, and didn't know how payment for this program worked	5/10/2017 2:05 PM

Q6 Were any of the following reasons why you chose not to purchase an ORCA card through CHH?

Answered: 28 Skipped: 1

Transit Pass Survey - Non-Participants



	Yes	No	Total
Do not use public transportation enough to justify cost because I typically drive	100.00% 9	0.00% 0	9

Transit Pass Survey - Non-Participants

Do not use public transportation enough to justify cost because I typically walk	100.00% 6	0.00% 0	6
I receive a free or less expensive card through my employer/educational institution	100.00% 7	0.00% 0	7
I already have a reduced fare pass through another discount program (LIFT, senior, disabled, youth, etc)	100.00% 9	0.00% 0	9
I don't feel comfortable using the public transportation system	100.00% 1	0.00% 0	1
The public transportation system doesn't go where/when I need to go	100.00% 3	0.00% 0	3
I did not know about the program	100.00% 5	0.00% 0	5
Cost was too high	100.00% 3	0.00% 0	3
Other (please specify)	100.00% 4	0.00% 0	4

#	Other (please specify)	Date
1	Uncertainty of how long it would last	6/26/2017 10:56 AM
2	I kept forgetting.	6/26/2017 10:49 AM
3	Scheduling conflicts- no availability to register for the program in person	6/26/2017 10:49 AM
4	Forgot to sign up	6/26/2017 10:47 AM
5	Didn't fully understand how the program worked	5/10/2017 2:05 PM

Q7 Is there anything that could be changed that would make you consider purchasing the pass in the future?

Answered: 23 Skipped: 6

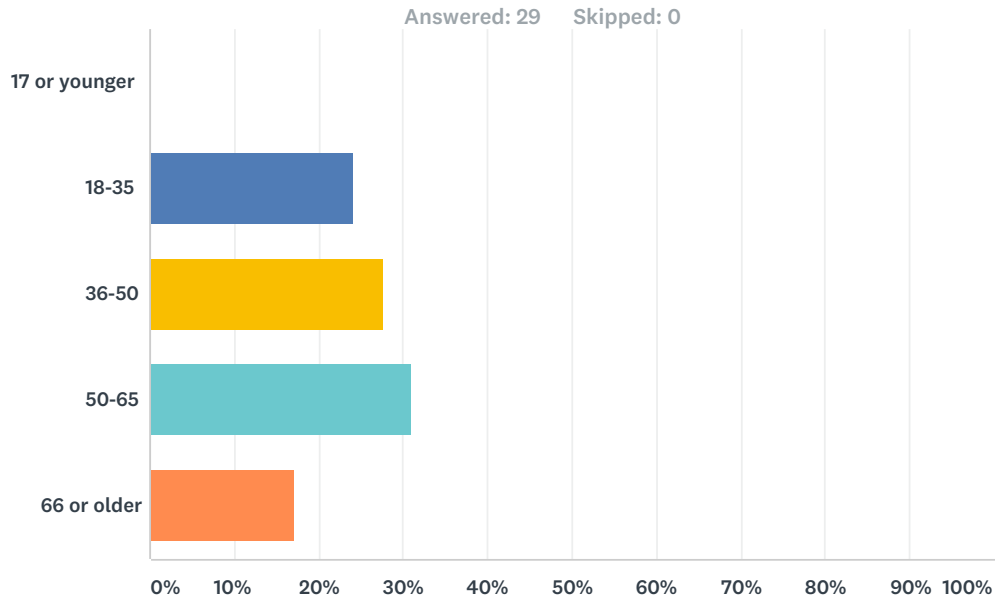
#	Responses	Date
1	No	6/29/2017 10:37 AM
2	No	6/26/2017 11:01 AM
3	Make more information available	6/26/2017 10:59 AM
4	No	6/26/2017 10:59 AM
5	No - my wife has a pass and she loves it	6/26/2017 10:58 AM
6	if I lost the current funding for my other subsidized pass through Bailey Boushay House	6/26/2017 10:58 AM
7	Probably not - a lot of other things going on my life so this hasn't taken priority.	6/26/2017 10:57 AM
8	Make it permanent	6/26/2017 10:56 AM
9	no	6/26/2017 10:55 AM
10	no	6/26/2017 10:55 AM
11	no	6/26/2017 10:54 AM
12	selling my car	6/26/2017 10:53 AM
13	I just need to get better and I'll do it again	6/26/2017 10:52 AM
14	No	6/26/2017 10:51 AM
15	Knowing about it ahead of time	6/26/2017 10:50 AM
16	Coordinated with the building manager to sign up	6/26/2017 10:49 AM
17	Provide more information to residents	6/26/2017 10:32 AM
18	no	6/21/2017 5:46 PM
19	When I retire	6/21/2017 5:32 PM
20	No	6/21/2017 11:41 AM
21	No	6/21/2017 11:33 AM
22	Seems like a good deal, and I ride it everyday	5/10/2017 2:49 PM
23	If the future of the program was more certain	5/10/2017 2:05 PM

Q8 How has your use of transit changed in the past year? Do you feel you use it more?

Answered: 23 Skipped: 6

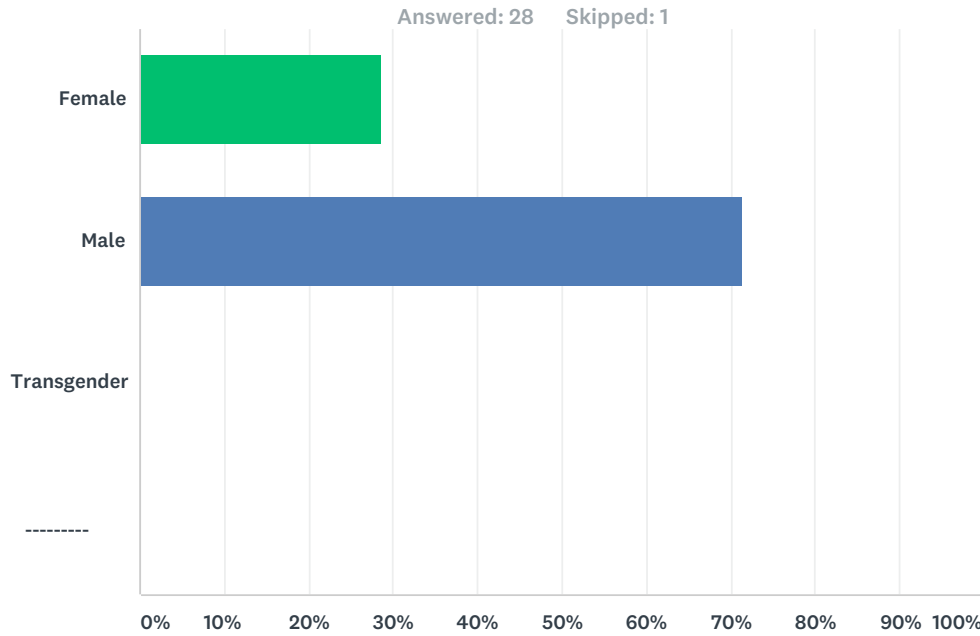
#	Responses	Date
1	Reduced due to disability	6/29/2017 10:37 AM
2	No	6/26/2017 11:01 AM
3	A lot more	6/26/2017 10:59 AM
4	No	6/26/2017 10:59 AM
5	No	6/26/2017 10:58 AM
6	Yes, I can't walk as much as I used too/ for my health	6/26/2017 10:58 AM
7	No	6/26/2017 10:57 AM
8	No	6/26/2017 10:56 AM
9	same	6/26/2017 10:55 AM
10	no same as before	6/26/2017 10:55 AM
11	More with light rail	6/26/2017 10:54 AM
12	N/a	6/26/2017 10:53 AM
13	Yes	6/26/2017 10:52 AM
14	N/A	6/26/2017 10:51 AM
15	More, to avoid driving	6/26/2017 10:50 AM
16	About the same	6/26/2017 10:49 AM
17	More, directly because of the lightrail	6/26/2017 10:49 AM
18	Use transit less-do follow changes closely	6/21/2017 5:46 PM
19	No	6/21/2017 11:41 AM
20	I use it one day a week to go downtown	6/21/2017 11:37 AM
21	No	6/21/2017 11:33 AM
22	I use it much more, went from not using it all to now use it exclusively	5/10/2017 2:49 PM
23	It has stayed the same	5/10/2017 2:05 PM

Q9 What is your age?



Answer Choices	Responses	
17 or younger	0.00%	0
18-35	24.14%	7
36-50	27.59%	8
50-65	31.03%	9
66 or older	17.24%	5
Total		29

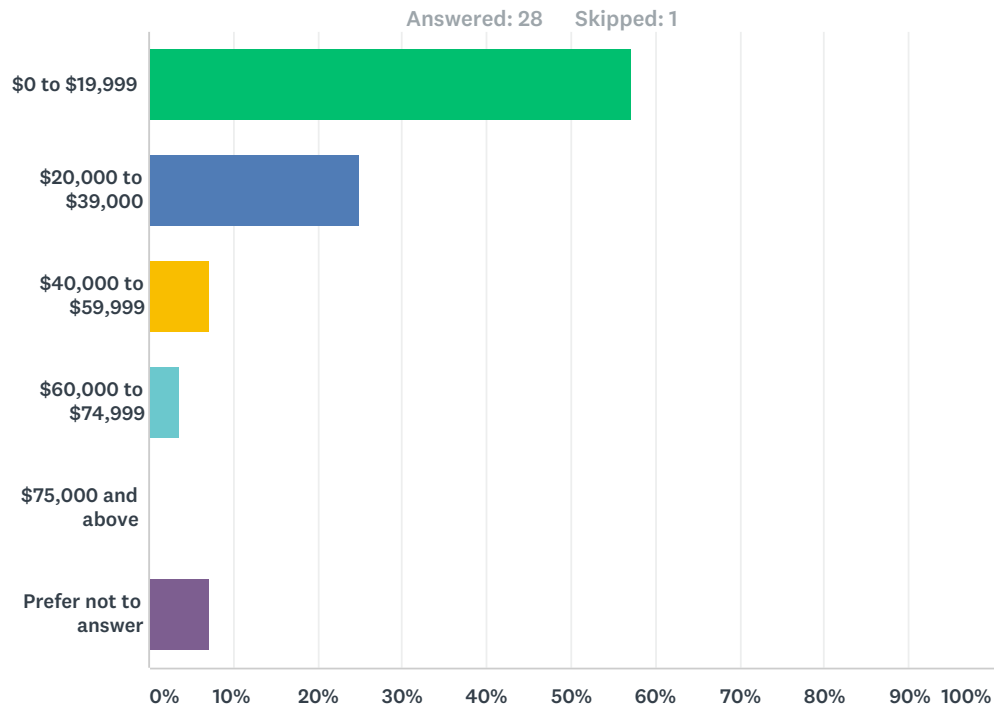
Q10 What is your gender?



Answer Choices	Responses	
Female	28.57%	8
Male	71.43%	20
Transgender	0.00%	0
-----	0.00%	0
Total		28

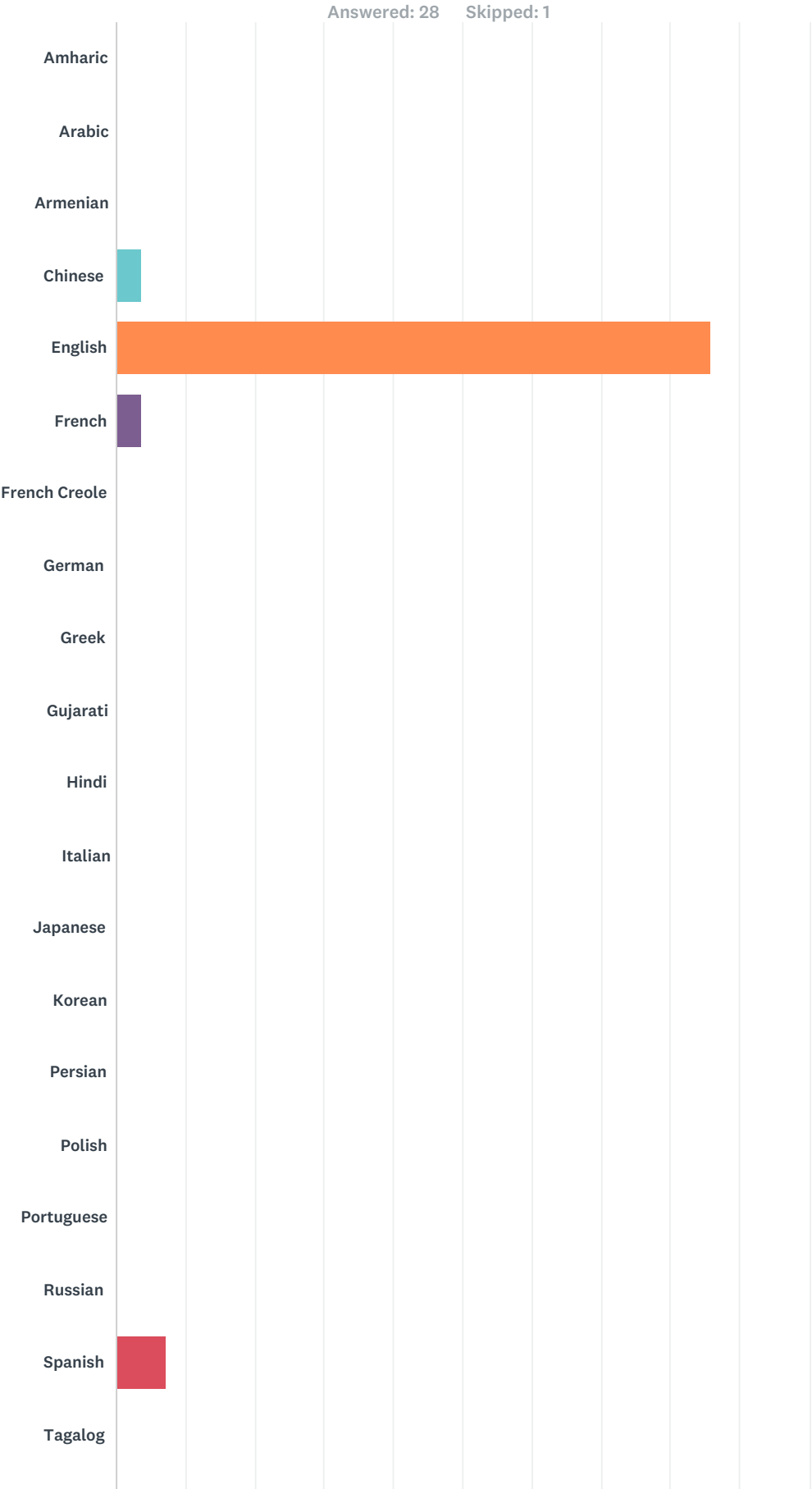
#	-----	Date
	There are no responses.	

Q11 How much total income did members of your household earn last year?

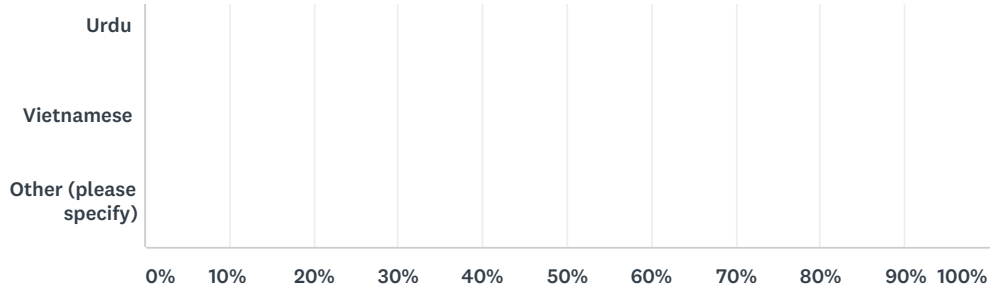


Answer Choices	Responses	
\$0 to \$19,999	57.14%	16
\$20,000 to \$39,000	25.00%	7
\$40,000 to \$59,999	7.14%	2
\$60,000 to \$74,999	3.57%	1
\$75,000 and above	0.00%	0
Prefer not to answer	7.14%	2
Total		28

Q12 In what language do you speak most often?



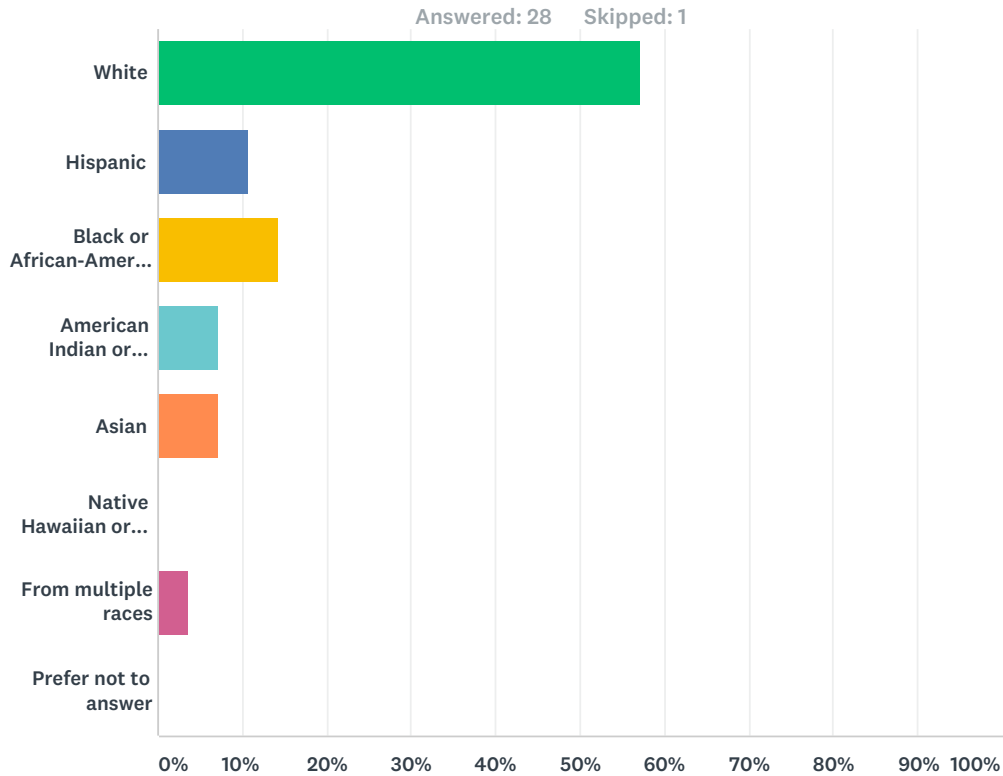
Transit Pass Survey - Non-Participants



Answer Choices	Responses
Amharic	0.00% 0
Arabic	0.00% 0
Armenian	0.00% 0
Chinese	3.57% 1
English	85.71% 24
French	3.57% 1
French Creole	0.00% 0
German	0.00% 0
Greek	0.00% 0
Gujarati	0.00% 0
Hindi	0.00% 0
Italian	0.00% 0
Japanese	0.00% 0
Korean	0.00% 0
Persian	0.00% 0
Polish	0.00% 0
Portuguese	0.00% 0
Russian	0.00% 0
Spanish	7.14% 2
Tagalog	0.00% 0
Urdu	0.00% 0
Vietnamese	0.00% 0
Other (please specify)	0.00% 0
Total	28

#	Other (please specify)	Date
	There are no responses.	

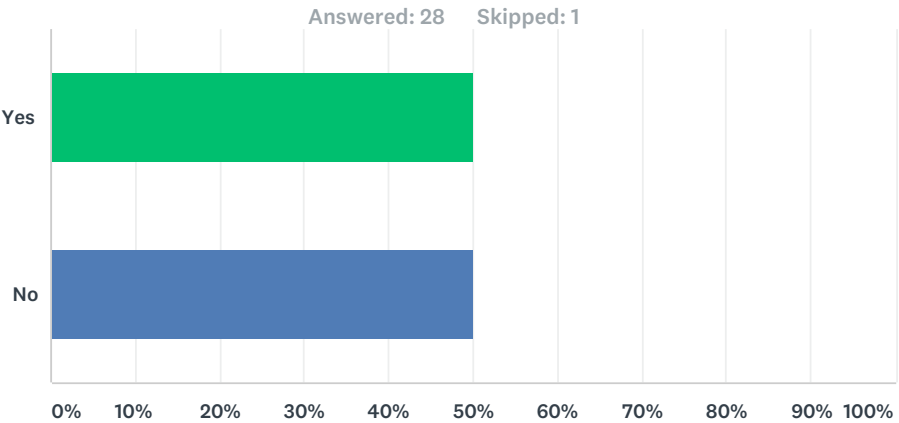
Q13 What is your race/ethnicity?



Answer Choices	Responses	
White	57.14%	16
Hispanic	10.71%	3
Black or African-American	14.29%	4
American Indian or Alaskan Native	7.14%	2
Asian	7.14%	2
Native Hawaiian or other Pacific Islander	0.00%	0
From multiple races	3.57%	1
Prefer not to answer	0.00%	0
Total		28

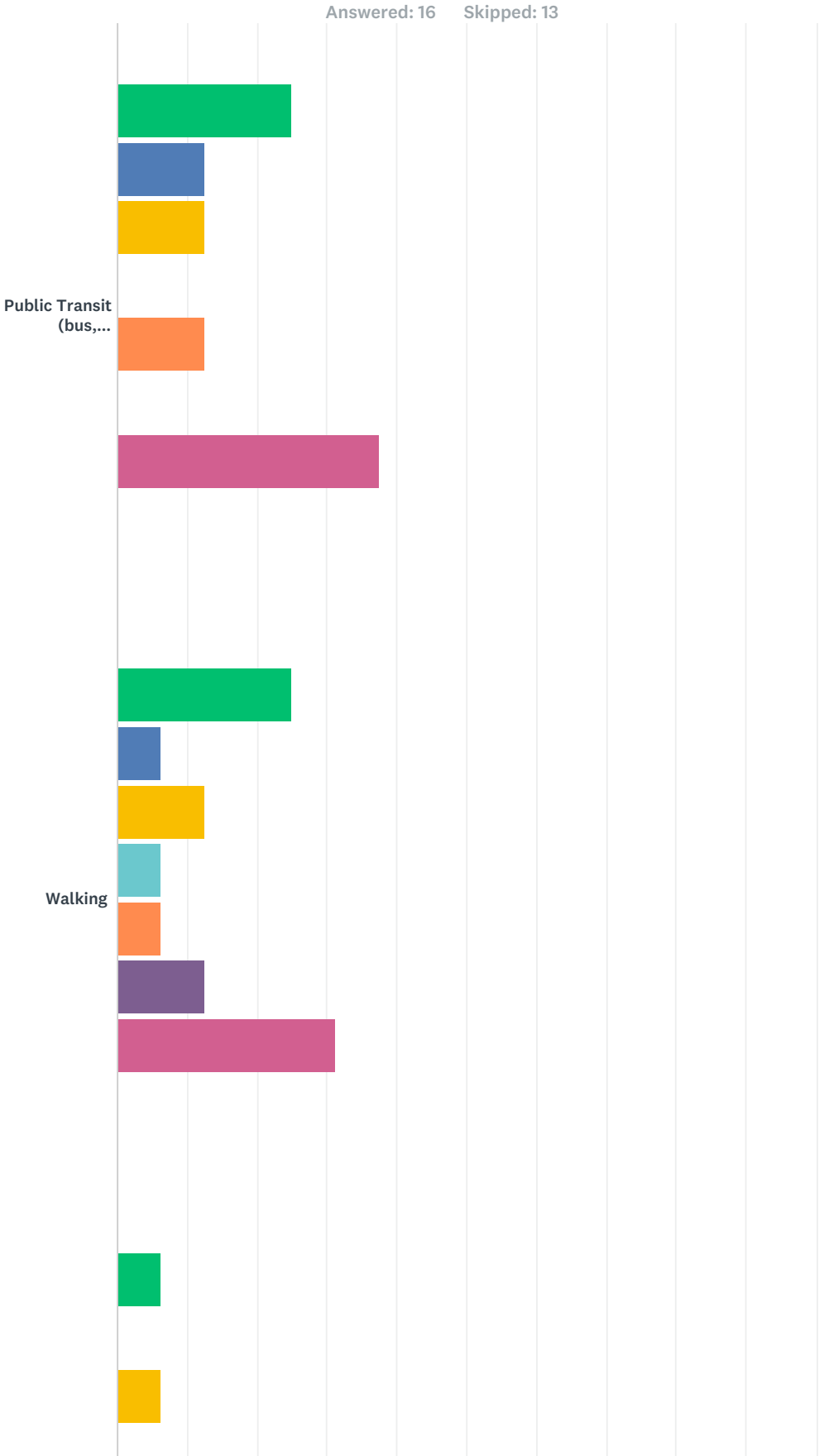
#	Some other race (please specify)	Date
	There are no responses.	

Q14 Do you work or go to school outside of the home?

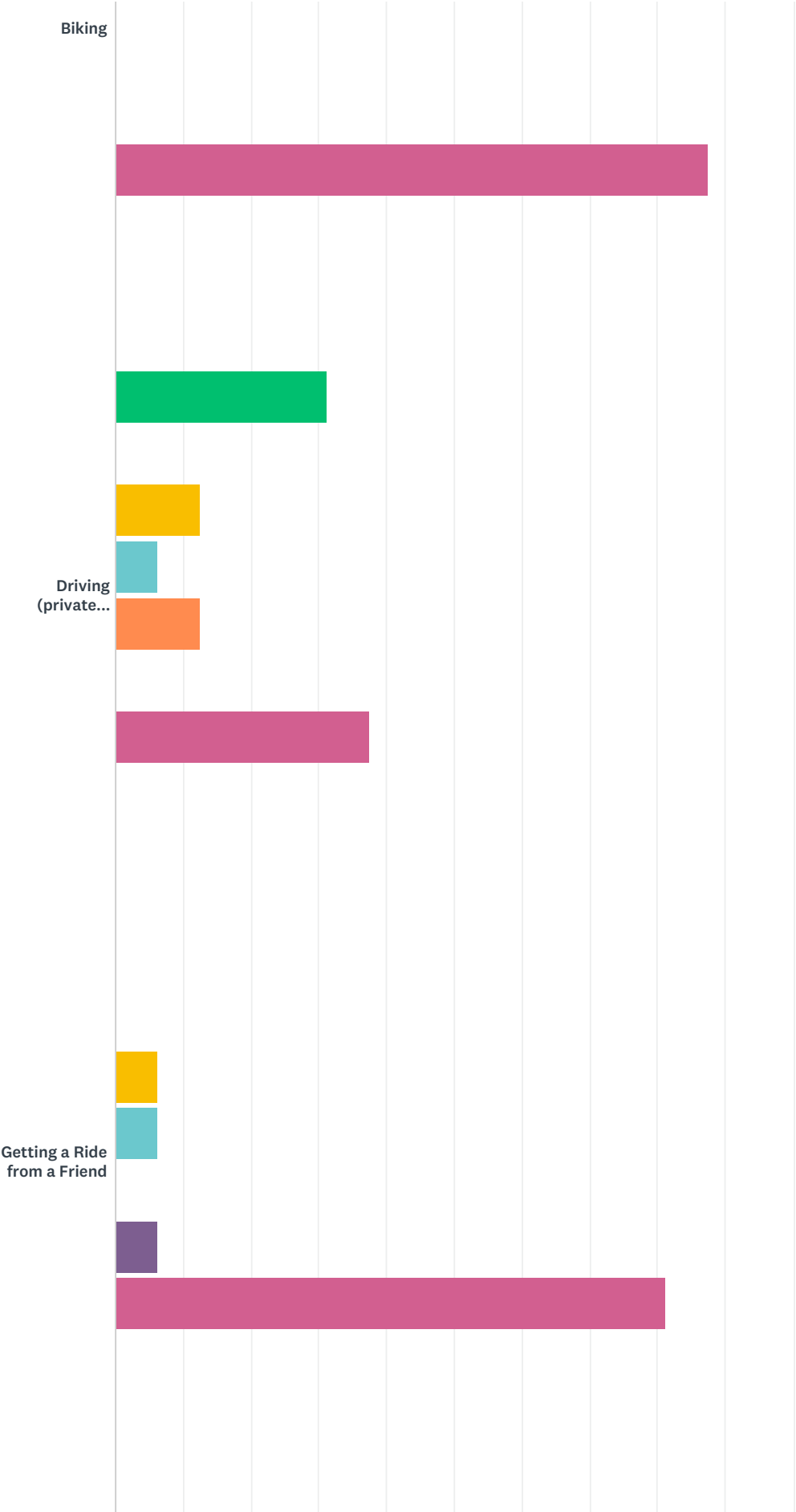


Answer Choices	Responses	
Yes	50.00%	14
No	50.00%	14
Total		28

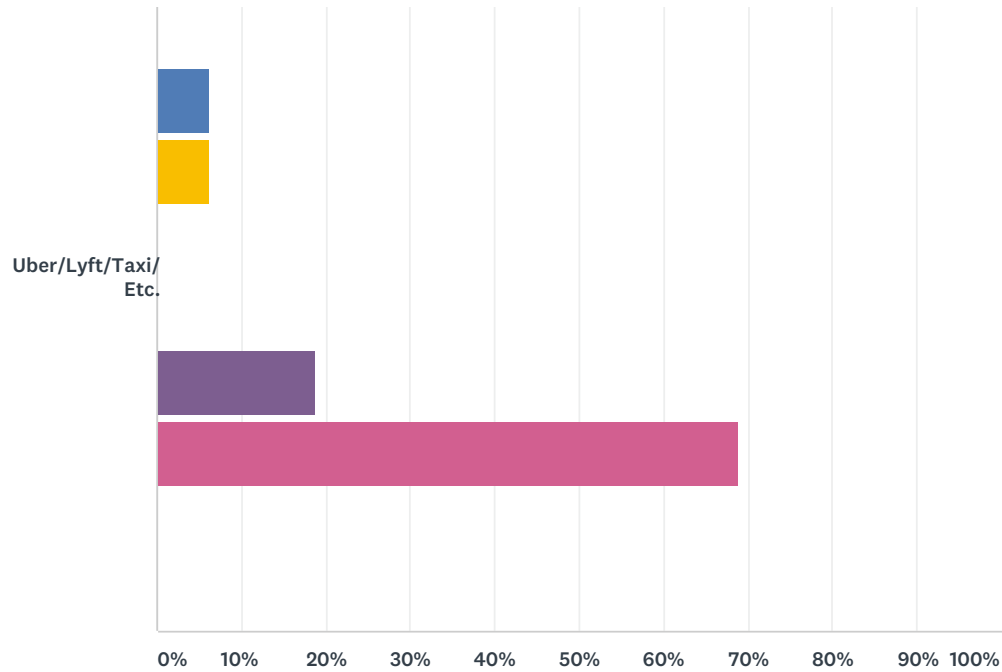
Q15 How often do you use the following forms of transportation to get to work or school?



Transit Pass Survey - Non-Participants



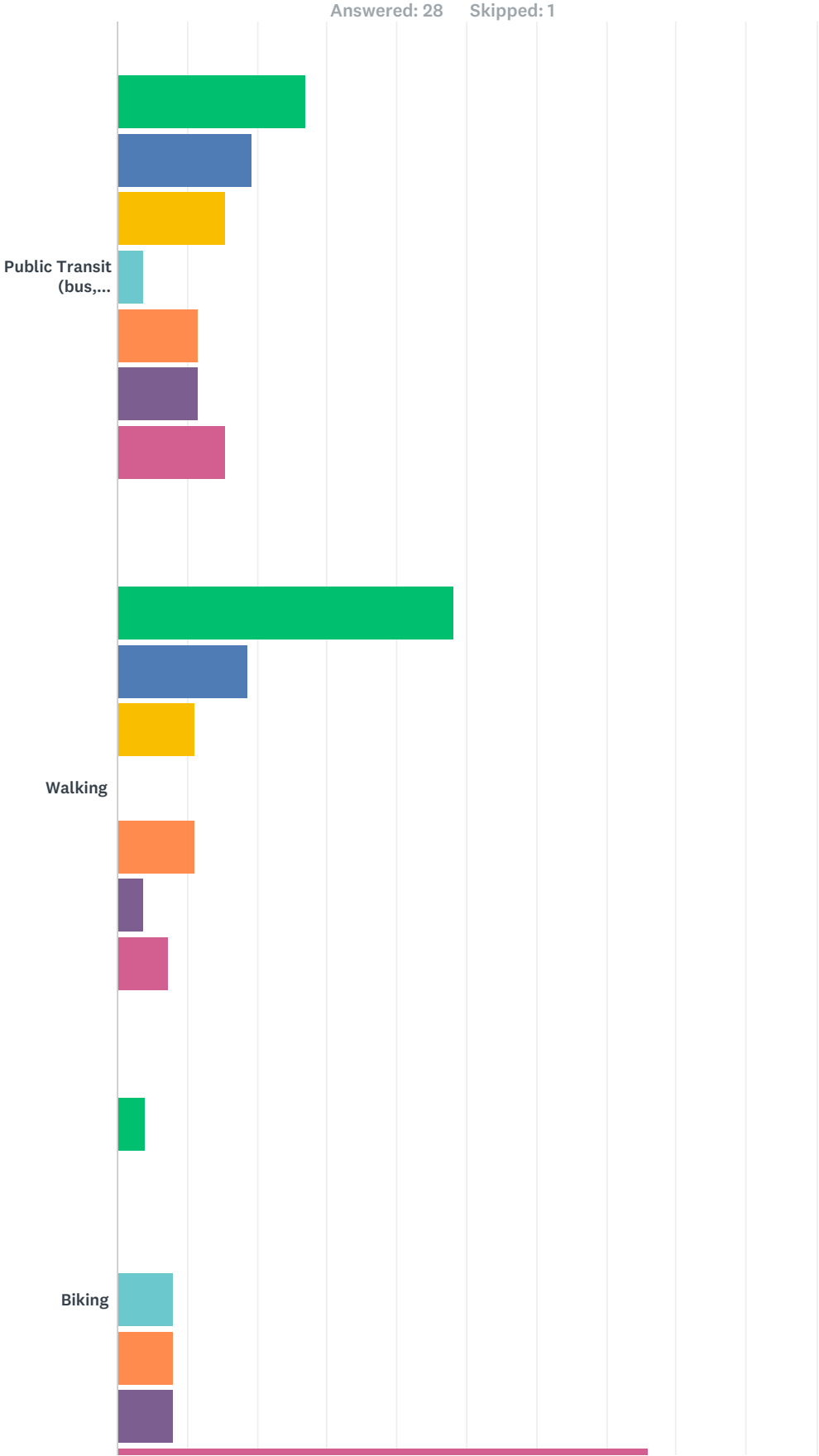
Transit Pass Survey - Non-Participants



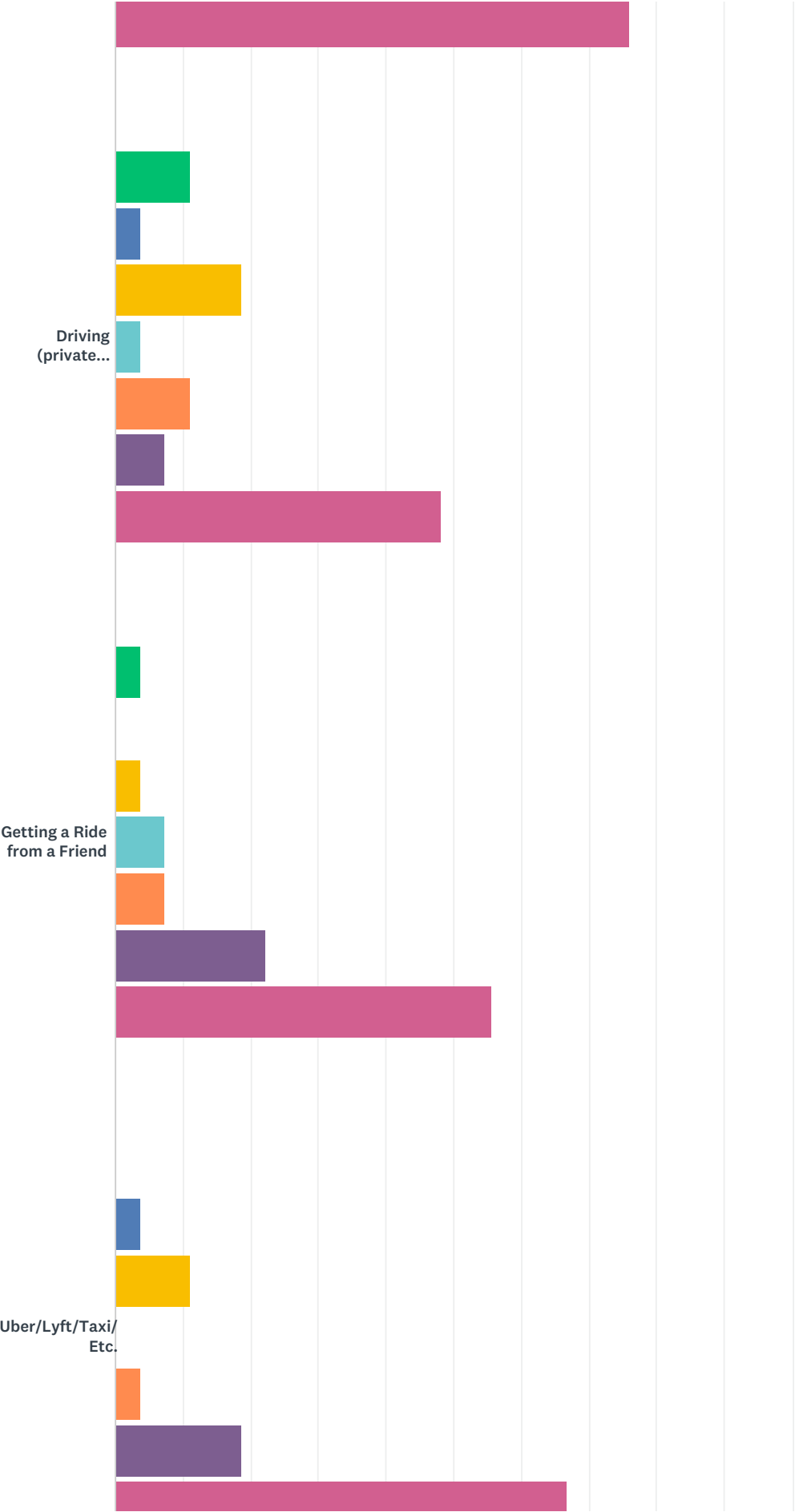
■ 5+ days/week
 ■ 4 days/week
 ■ 3 days/week
 ■ 2 days/week
 ■ 1 day/week
 ■ Less than once a week
 ■ Never
 ■ N/A

	5+ days/week	4 days/week	3 days/week	2 days/week	1 day/week	Less than once a week	Never	N/A	Total Respondents
Public Transit (bus, streetcar, lightrail)	25.00% 4	12.50% 2	12.50% 2	0.00% 0	12.50% 2	0.00% 0	37.50% 6	0.00% 0	16
Walking	25.00% 4	6.25% 1	12.50% 2	6.25% 1	6.25% 1	12.50% 2	31.25% 5	0.00% 0	16
Biking	6.25% 1	0.00% 0	6.25% 1	0.00% 0	0.00% 0	0.00% 0	87.50% 14	0.00% 0	16
Driving (private vehicle)	31.25% 5	0.00% 0	12.50% 2	6.25% 1	12.50% 2	0.00% 0	37.50% 6	0.00% 0	16
Getting a Ride from a Friend	0.00% 0	0.00% 0	6.25% 1	6.25% 1	0.00% 0	6.25% 1	81.25% 13	0.00% 0	16
Uber/Lyft/Taxi/Etc.	0.00% 0	6.25% 1	6.25% 1	0.00% 0	0.00% 0	18.75% 3	68.75% 11	0.00% 0	16

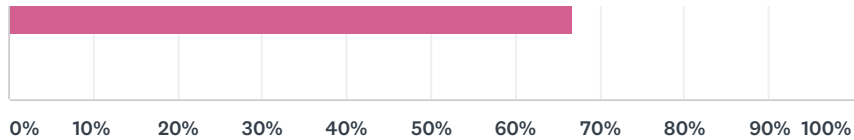
Q16 How often do you use the following forms of transportation for non work/school trips?



Transit Pass Survey - Non-Participants



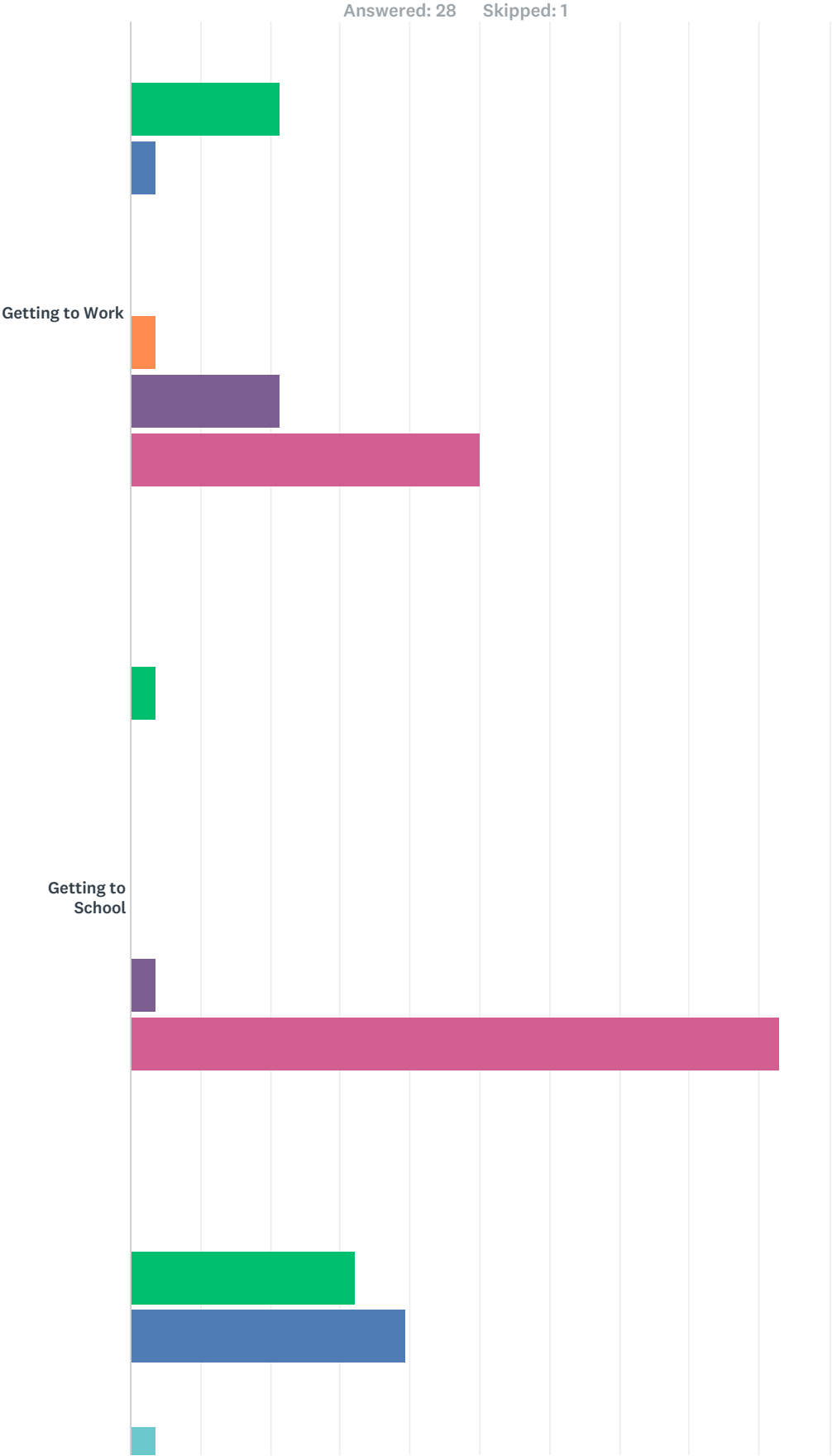
Transit Pass Survey - Non-Participants



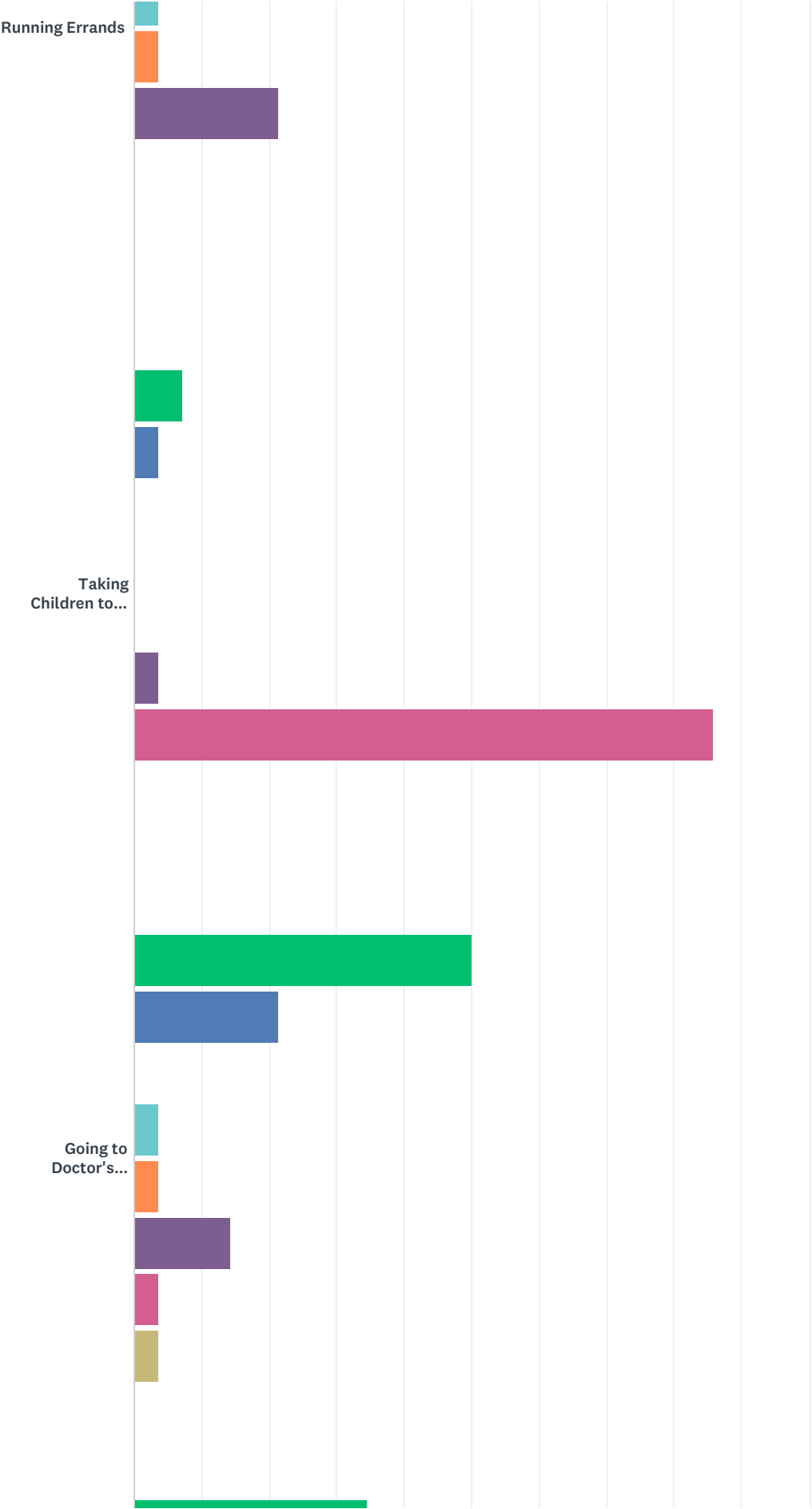
■ 5+ days/week
 ■ 4 days/week
 ■ 3 days/week
 ■ 2 days/week
■ 1 day/week
 ■ Less than once a week
■ Never

	5+ days/week	4 days/week	3 days/week	2 days/week	1 day/week	Less than once a week	Never	Total Respondents
Public Transit (bus, streetcar, lightrail)	26.92% 7	19.23% 5	15.38% 4	3.85% 1	11.54% 3	11.54% 3	15.38% 4	26
Walking	48.15% 13	18.52% 5	11.11% 3	0.00% 0	11.11% 3	3.70% 1	7.41% 2	27
Biking	4.00% 1	0.00% 0	0.00% 0	8.00% 2	8.00% 2	8.00% 2	76.00% 19	25
Driving (private vehicle)	11.11% 3	3.70% 1	18.52% 5	3.70% 1	11.11% 3	7.41% 2	48.15% 13	27
Getting a Ride from a Friend	3.70% 1	0.00% 0	3.70% 1	7.41% 2	7.41% 2	22.22% 6	55.56% 15	27
Uber/Lyft/Taxi/Etc.	0.00% 0	3.70% 1	11.11% 3	0.00% 0	3.70% 1	18.52% 5	66.67% 18	27

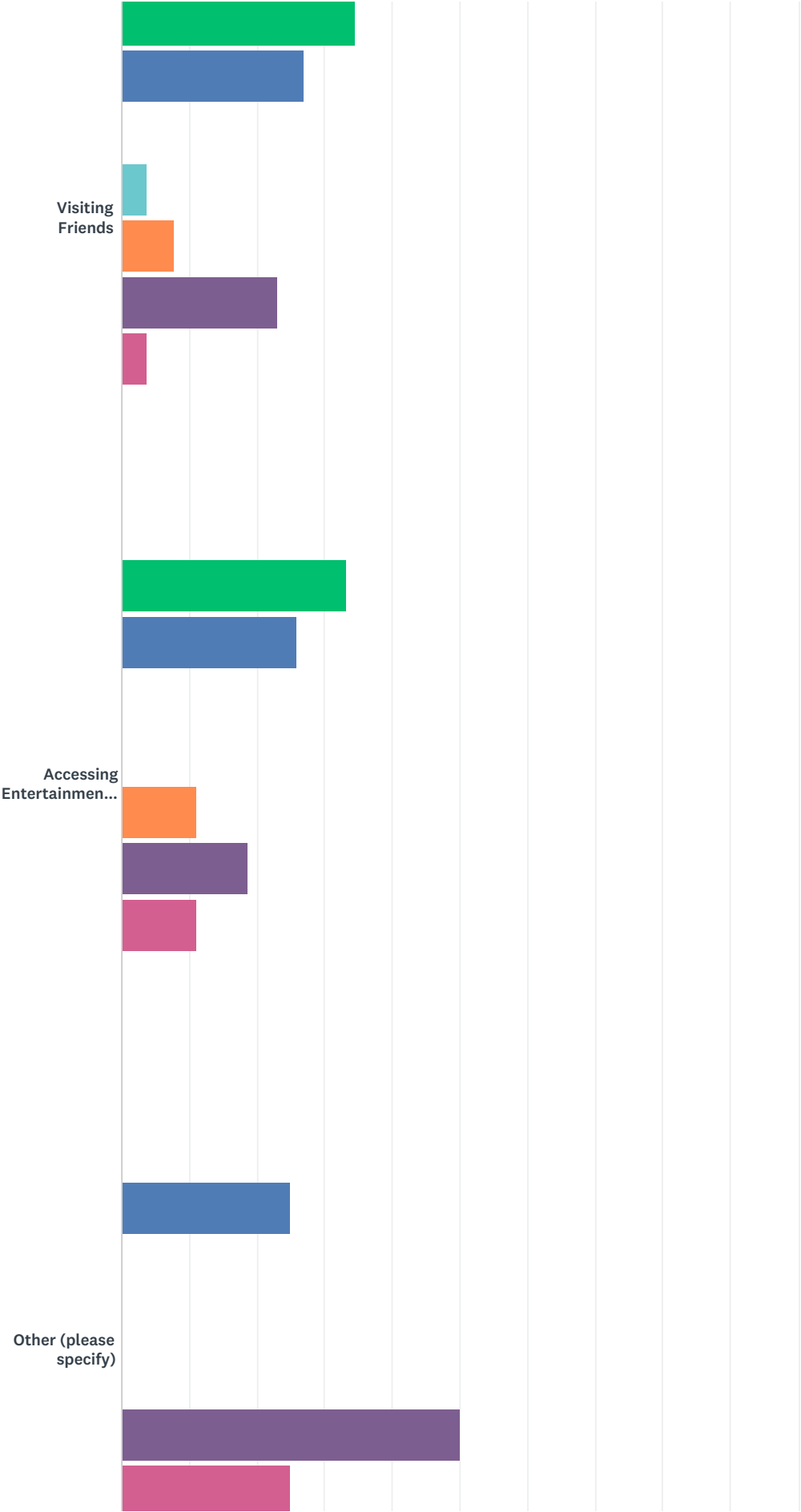
Q17 What type of transportation do you primarily use for the following?



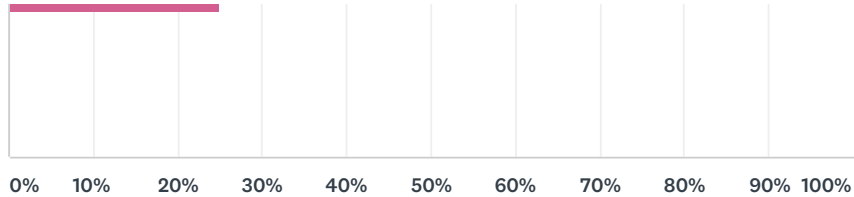
Transit Pass Survey - Non-Participants



Transit Pass Survey - Non-Participants



Transit Pass Survey - Non-Participants

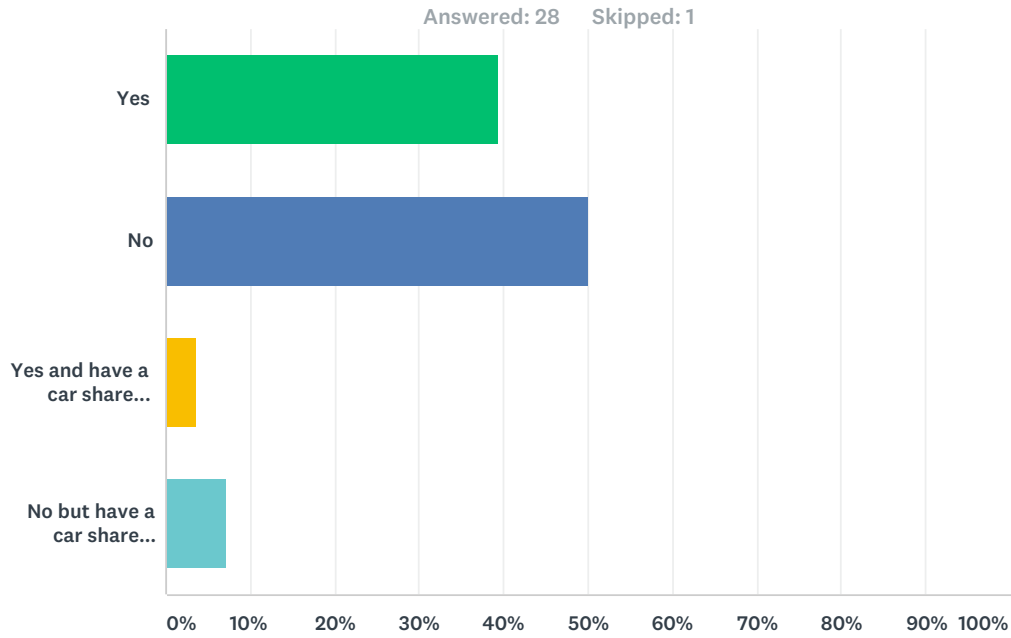


■ Public Transit
 ■ Walking
 ■ Biking
 ■ Getting a Ride from a Friend
 ■ Uber/Lyft/Taxi/Etc.
 ■ Driving (private vehicle)
 ■ N/A
 ■ Other

	Public Transit	Walking	Biking	Getting a Ride from a Friend	Uber/Lyft/Taxi/Etc.	Driving (private vehicle)	N/A	Other	Total
Getting to Work	21.43% 6	3.57% 1	0.00% 0	0.00% 0	3.57% 1	21.43% 6	50.00% 14	0.00% 0	28
Getting to School	3.57% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3.57% 1	92.86% 26	0.00% 0	28
Running Errands	32.14% 9	39.29% 11	0.00% 0	3.57% 1	3.57% 1	21.43% 6	0.00% 0	0.00% 0	28
Taking Children to School/Daycare	7.14% 2	3.57% 1	0.00% 0	0.00% 0	0.00% 0	3.57% 1	85.71% 24	0.00% 0	28
Going to Doctor's Appointments	50.00% 14	21.43% 6	0.00% 0	3.57% 1	3.57% 1	14.29% 4	3.57% 1	3.57% 1	28
Visiting Friends	34.62% 9	26.92% 7	0.00% 0	3.85% 1	7.69% 2	23.08% 6	3.85% 1	0.00% 0	26
Accessing Entertainment (?)	33.33% 9	25.93% 7	0.00% 0	0.00% 0	11.11% 3	18.52% 5	11.11% 3	0.00% 0	27
Other (please specify)	0.00% 0	25.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 2	25.00% 1	0.00% 0	4

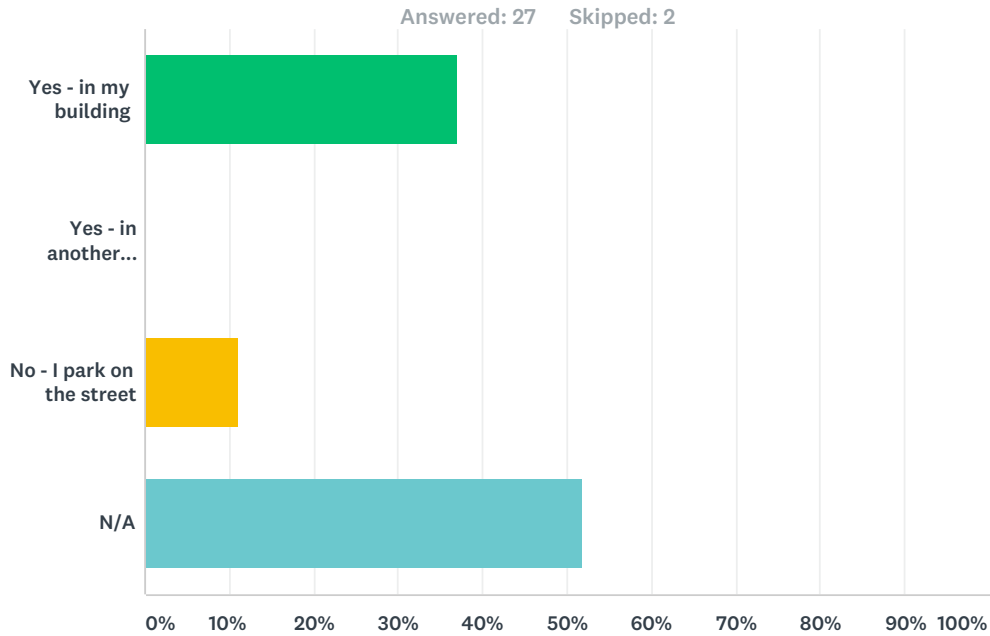
#	Other (please specify)	Date
1	Go to library	6/21/2017 5:48 PM
2	Often bikes as well	6/21/2017 11:39 AM
3	Often use tranist/walking in tandem	5/10/2017 2:50 PM

Q18 Do you own a car?



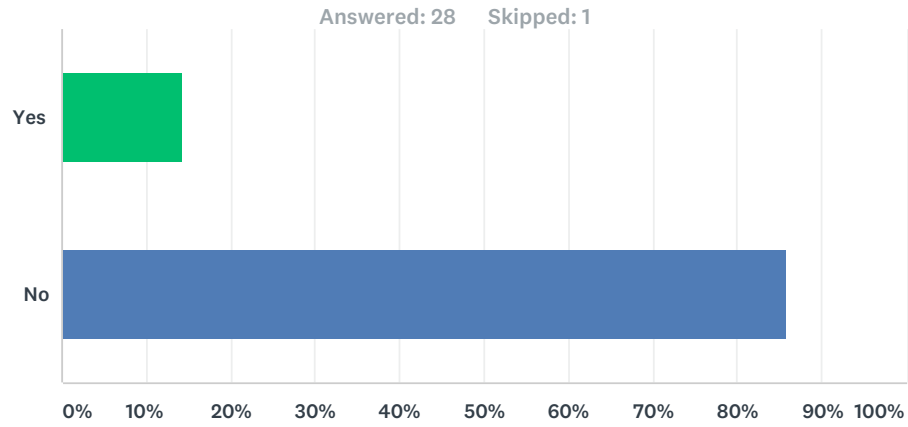
Answer Choices	Responses	
Yes	39.29%	11
No	50.00%	14
Yes and have a car share membership (i.e. Uber/Lyft/Zip Car)	3.57%	1
No but have a car share membership (i.e. Uber/Lyft/Zip Car)	7.14%	2
Total		28

Q19 Do you rent a parking space?



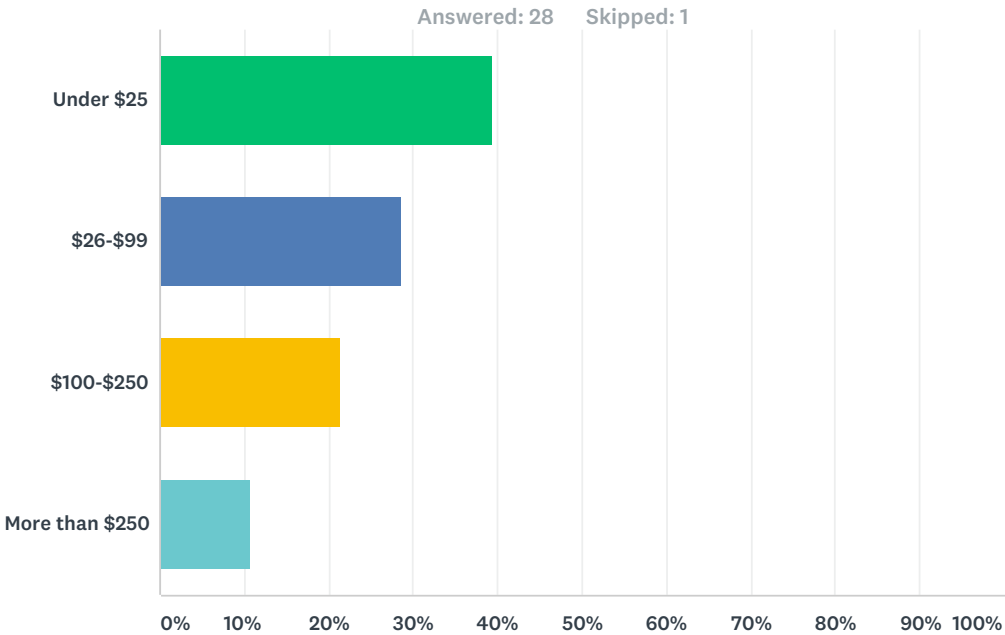
Answer Choices	Responses	
Yes - in my building	37.04%	10
Yes - in another building or lot	0.00%	0
No - I park on the street	11.11%	3
N/A	51.85%	14
Total		27

Q20 Do you own a bike?



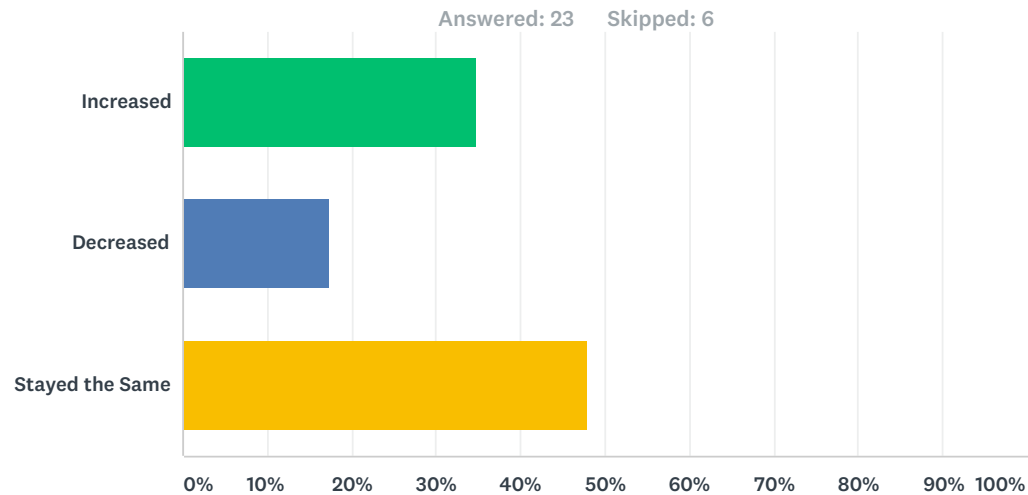
Answer Choices	Responses	
Yes	14.29%	4
No	85.71%	24
Total		28

Q21 How much do you currently spend on transportation each month (public transportation, bike repairs, car payments, insurance, parking, gas, taxis, etc.)



Answer Choices	Responses	
Under \$25	39.29%	11
\$26-\$99	28.57%	8
\$100-\$250	21.43%	6
More than \$250	10.71%	3
Total		28

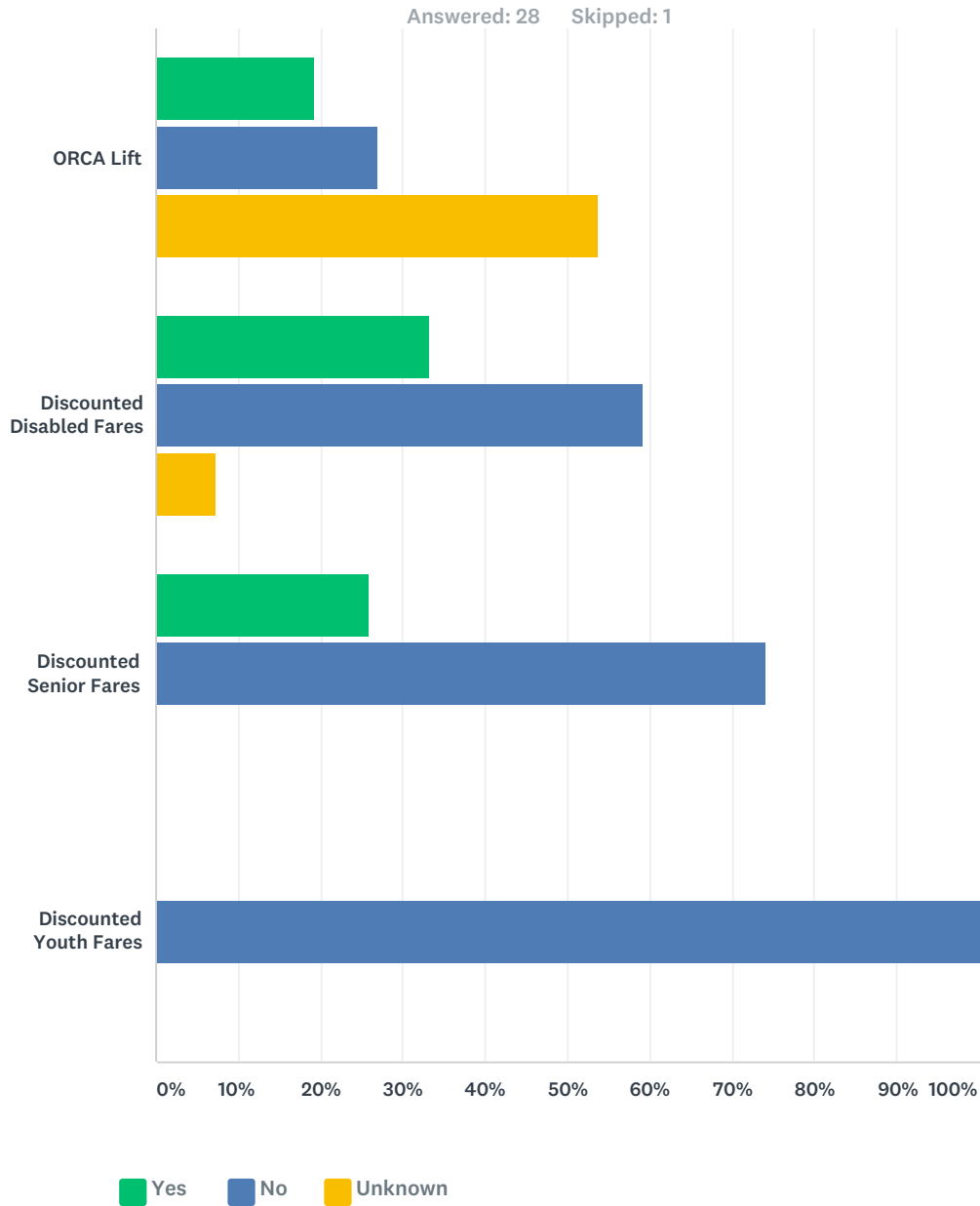
Q22 How has the amount of money you spend on transportation changed in the past year?



Answer Choices	Responses
Increased	34.78% 8
Decreased	17.39% 4
Stayed the Same	47.83% 11
Total	23

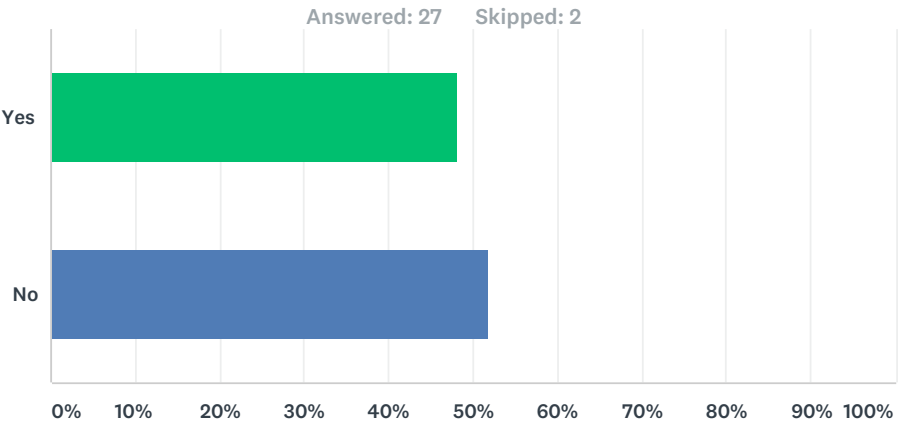
#	If the amount has changed, can you estimate by how much and for what reasons?	Date
1	less cabs	6/29/2017 10:38 AM
2	General inflation in the cost of everything, rising rents	6/26/2017 10:58 AM
3	getting a car \$300 plus a month	6/26/2017 10:54 AM
4	+\$100	6/26/2017 10:53 AM
5	Not sure. It's more expensive.	6/26/2017 10:52 AM
6	Live closer to work	6/26/2017 10:51 AM
7	Paying for car parking, I started traveling more in general	6/26/2017 10:50 AM
8	injury	6/21/2017 5:34 PM
9	Increased since moved to Seattle; decreased with loss of car	5/10/2017 2:50 PM
10	The cost of his current pass went up	5/10/2017 2:08 PM

Q23 Do you qualify for any of the following discount programs?



	Yes	No	Unknown	Total Respondents
ORCA Lift	19.23% 5	26.92% 7	53.85% 14	26
Discounted Disabled Fares	33.33% 9	59.26% 16	7.41% 2	27
Discounted Senior Fares	25.93% 7	74.07% 20	0.00% 0	27
Discounted Youth Fares	0.00% 0	100.00% 25	0.00% 0	25

Q24 Do you use a bus pass (not provided by CHH)?



Answer Choices	Responses	
Yes	48.15%	13
No	51.85%	14
Total		27

Q25 Would you be interested in participating in a car sharing service, such as Car2Go? Why or why not?

Answered: 28 Skipped: 1

#	Responses	Date
1	Yes. Provides 4 wheel transport at low cost for occasions that demand it.	6/29/2017 10:38 AM
2	Yes.	6/26/2017 11:02 AM
3	Maybe	6/26/2017 11:00 AM
4	No	6/26/2017 10:59 AM
5	No	6/26/2017 10:59 AM
6	I would interested, in case I need to go shopping to places I can't get to easily, to get to certain places faster (example: Ikea/ Bellevue Mall)	6/26/2017 10:58 AM
7	No	6/26/2017 10:57 AM
8	No	6/26/2017 10:56 AM
9	n/a	6/26/2017 10:56 AM
10	yes for convenience	6/26/2017 10:55 AM
11	yes already a member	6/26/2017 10:54 AM
12	Not now but maybe I own a car.	6/26/2017 10:53 AM
13	Yes	6/26/2017 10:52 AM
14	Would need more information to decide	6/26/2017 10:51 AM
15	Yes, I already use Car2go	6/26/2017 10:50 AM
16	Possibly	6/26/2017 10:49 AM
17	No because I already have my own car	6/26/2017 10:47 AM
18	No, I think I'd stick with ZipCar because I'm more independent	6/26/2017 10:39 AM
19	Not really, my life is really small. If I were driving a lot, I would probably be interested, but I don't.	6/26/2017 10:36 AM
20	Perhaps, I don't know much about them	6/26/2017 10:32 AM
21	No, I don't drive	6/26/2017 10:32 AM
22	no-dont like vehicles	6/21/2017 5:48 PM
23	no	6/21/2017 5:34 PM
24	Yes	6/21/2017 11:42 AM
25	It would probably be too expensive	6/21/2017 11:39 AM
26	No	6/21/2017 11:35 AM
27	Yes - sometimes it's more convenient to have your own car. i.e. to carry things	5/10/2017 2:50 PM
28	No	5/10/2017 2:08 PM

Q26 Would you be interested in participating in a free transit field trip to gain more experience riding the bus and/or light rail? Why or why not?

Answered: 27 Skipped: 2

#	Responses	Date
1	Light rail-don't know how to use it	6/29/2017 10:38 AM
2	No	6/26/2017 11:02 AM
3	No	6/26/2017 11:00 AM
4	No	6/26/2017 10:59 AM
5	No	6/26/2017 10:59 AM
6	Yes, I would be interested...just out curiosity	6/26/2017 10:58 AM
7	No	6/26/2017 10:57 AM
8	No	6/26/2017 10:56 AM
9	no	6/26/2017 10:56 AM
10	no	6/26/2017 10:55 AM
11	no	6/26/2017 10:54 AM
12	No, I got it	6/26/2017 10:53 AM
13	Yes	6/26/2017 10:52 AM
14	No	6/26/2017 10:51 AM
15	No, I'm happy with my ability to use the bus/lightrail system	6/26/2017 10:50 AM
16	I am fairly knowledgeable about the transit system.	6/26/2017 10:49 AM
17	No, I'm already experienced using public transit	6/26/2017 10:47 AM
18	No, I already know what I'm doing.	6/26/2017 10:39 AM
19	No, I'm very experienced using public transit.	6/26/2017 10:36 AM
20	Perhaps, I might be interested in it as a social event, though I do know how to use transit in Seattle	6/26/2017 10:32 AM
21	Sure	6/26/2017 10:32 AM
22	already been there done that	6/21/2017 5:48 PM
23	Yes yes yes why not?	6/21/2017 5:34 PM
24	No	6/21/2017 11:42 AM
25	No	6/21/2017 11:35 AM
26	No	5/10/2017 2:50 PM
27	No	5/10/2017 2:08 PM

Q27 Do you have any additional comments you'd like to share?

Answered: 19 Skipped: 10

#	Responses	Date
1	I appreciate all the efforts to support my participation in community life.	6/29/2017 10:38 AM
2	No	6/26/2017 11:02 AM
3	If this program continues, I'd love to learn more and participate!	6/26/2017 11:00 AM
4	No	6/26/2017 10:59 AM
5	My wife uses the pass and loves it! I just don't need it for my lifestyle	6/26/2017 10:59 AM
6	N/A	6/26/2017 10:58 AM
7	I love that you guys are doing this, and if it ever becomes permanent, I'd love to sign-up! CHH has supported me from the beginning, and I appreciate that they're supporting others that need it too.	6/26/2017 10:56 AM
8	no	6/26/2017 10:56 AM
9	it seems like the bus service has really been cut back	6/26/2017 10:55 AM
10	no	6/26/2017 10:54 AM
11	No	6/26/2017 10:53 AM
12	No	6/26/2017 10:51 AM
13	I really encourage you guys doing this program - plenty of people will use it, and if it's comparable to what I'm already paying, then I might try out the program too.	6/26/2017 10:39 AM
14	Public transportation is so important to me and so valuable. I think the city is doing a decent job right now - sometimes I get frustrated, but with the light rail now, I feel like they're really trying.	6/26/2017 10:36 AM
15	no	6/21/2017 5:48 PM
16	No	6/21/2017 11:42 AM
17	No	6/21/2017 11:35 AM
18	N/A	5/10/2017 2:50 PM
19	N/A	5/10/2017 2:08 PM

Appendix D: Demographics

TPP?	Apartment Name	Ethnicity	Annual Income	Adults	Children	Total	LIFT?
y	Boylston-Howell	Caucasian	\$33,269.00	2	0	2	FALSE
y	Boylston-Howell	Hispanic/Latino	\$68,794.00	2	0	2	FALSE
y	Boylston-Howell	Black	\$33,000.00	2	4	6	LIFT
y	Boylston-Howell	Asian	\$20,691.53	2	2	4	LIFT
y	Boylston-Howell	Black	\$49,969.00	4	0	4	FALSE
y	Boylston-Howell	Black	\$16,900.00	1	0	1	LIFT
y	Boylston-Howell	Black	\$9,529.00	1	3	4	LIFT
y	Boylston-Howell	Caucasian	\$30,000.00	1	3	4	LIFT
y	Boylston-Howell	Asian	\$45,000.00	2	0	2	FALSE
y	Boylston-Howell	AmerIndian/Alaskan	\$36,000.00	1	1	2	FALSE
y	Boylston-Howell	Hispanic/Latino	\$0.00	1	0	1	LIFT
y	Boylston-Howell	Caucasian	\$18,000.00	2	0	2	LIFT
y	Boylston-Howell	AmerIndian/Alaskan	\$27,655.00	1	1	2	LIFT
y	Boylston-Howell	Black	\$45,041.61	2	1	3	FALSE
y	Holiday Apartments	Other	\$34,760.00	2	1	3	LIFT
y	Holiday Apartments	Caucasian	\$41,100.00	1	1	2	FALSE
y	Holiday Apartments	na	\$25,330.04	1	0	1	FALSE
y	Holiday Apartments	Caucasian	\$35,120.00	2	0	2	FALSE
y	Holiday Apartments	na	\$5,112.00	1	1	2	LIFT
y	Holiday Apartments	Caucasian	\$32,000.00	1	0	1	FALSE
y	Holiday Apartments	Caucasian	\$45,000.00	1	0	1	FALSE
y	Holiday Apartments	Caucasian	\$15,444.00	2	1	3	LIFT
y	Holiday Apartments	Black	\$12,072.00	1	1	2	LIFT
y	Holiday Apartments	Hispanic/Latino	\$39,400.00	1	0	1	FALSE
y	Holiday Apartments	Caucasian	\$0.00	1	0	1	LIFT
y	Holiday Apartments	Black	\$27,000.00	2	2	4	LIFT
y	Villa Apartments	Other	\$4,350.00	1	0	1	LIFT
y	Villa Apartments	AmerIndian/Alaskan	\$26,723.38	2	0	2	LIFT
y	Villa Apartments	Caucasian	\$18,930.00	2	0	2	LIFT
y	Villa Apartments	na	\$9,036.00	1	0	1	LIFT
y	Villa Apartments	Black	\$55,000.00	2	0	2	FALSE
y	Villa Apartments	Caucasian	\$32,428.00	1	0	1	FALSE
y	Villa Apartments	Black	\$20,000.00	1	0	1	LIFT
y	Villa Apartments	Hispanic/Latino	\$14,376.00	1	0	1	LIFT
y	Villa Apartments	Caucasian	\$31,320.00	1	0	1	FALSE
y	Villa Apartments	Caucasian	\$1,800.00	1	0	1	LIFT
y	Villa Apartments	Caucasian	\$16,162.80	1	0	1	LIFT
y	Villa Apartments	Asian	\$0.00	1	0	1	LIFT
y	Villa Apartments	Caucasian	\$8,796.00	1	0	1	LIFT
y	Villa Apartments	na	\$28,496.27	1	0	1	FALSE
y	Villa Apartments	Caucasian	\$600.00	1	0	1	LIFT
y	Villa Apartments	Caucasian	\$10,032.00	1	0	1	LIFT
y	Villa Apartments	Hispanic/Latino	\$35,612.00	1	0	1	FALSE
y	Villa Apartments	Caucasian	\$29,000.00	1	0	1	FALSE
y	Villa Apartments	Caucasian	\$26,400.00	1	0	1	FALSE
y	Villa Apartments	Caucasian	\$26,408.00	1	0	1	FALSE

y	Villa Apartments	Caucasian	\$30,000.00	1	0	1	FALSE
y	Villa Apartments	Black	\$8,796.00	1	0	1	LIFT
y	Villa Apartments	Caucasian	\$33,840.00	2	0	2	FALSE
y	Villa Apartments	Black	\$28,000.00	1	0	1	FALSE
y	Villa Apartments	Caucasian	\$9,276.00	1	0	1	LIFT
y	Villa Apartments	Black	\$2,364.00	1	0	1	LIFT
y	Villa Apartments	Caucasian	\$27,000.00	1	0	1	FALSE
	Boylston-Howell	Black	\$48,000.00	1	0	1	FALSE
	Boylston-Howell	Black	\$35,444.80	1	2	3	LIFT
	Boylston-Howell	Caucasian	\$8,796.00	1	0	1	LIFT
	Boylston-Howell	Caucasian	\$14,520.00	1	0	1	LIFT
	Boylston-Howell	AmerIndian/Alaskan	\$8,554.00	2	0	2	LIFT
	Boylston-Howell	Caucasian	\$360.00	1	0	1	LIFT
	Boylston-Howell	Black	\$15,600.00	1	3	4	LIFT
	Boylston-Howell	Black	\$16,750.00	2	3	5	LIFT
	Boylston-Howell	Black	\$30,000.00	1	2	3	LIFT
	Boylston-Howell	Caucasian	\$24,940.81	1	0	1	FALSE
	Boylston-Howell	Black	\$18,000.00	1	2	3	LIFT
	Boylston-Howell	Hispanic/Latino	\$16,800.00	1	2	3	LIFT
	Boylston-Howell	Asian	\$30,600.00	1	1	2	LIFT
	Boylston-Howell	Caucasian	\$24,130.80	1	0	1	FALSE
	Boylston-Howell	Hispanic/Latino	\$35,700.00	1	1	2	FALSE
	Boylston-Howell	Hispanic/Latino	\$23,037.00	1	0	1	LIFT
	Holiday Apartments	Caucasian	\$40,998.54	1	0	1	FALSE
	Holiday Apartments	Caucasian	\$29,644.13	1	0	1	FALSE
	Holiday Apartments	Black	\$0.00	1	1	2	LIFT
	Holiday Apartments	Caucasian	\$10,168.80	1	0	1	LIFT
	Holiday Apartments	Caucasian	\$18,887.12	1	0	1	LIFT
	Holiday Apartments	Caucasian	\$5,040.00	1	1	2	LIFT
	Holiday Apartments	Hispanic/Latino	\$10,365.00	1	0	1	LIFT
	Holiday Apartments	na	\$32,436.72	1	0	1	FALSE
	Holiday Apartments	Black	\$27,000.00	1	0	1	FALSE
	Holiday Apartments	Caucasian	\$14,628.00	1	0	1	LIFT
	Holiday Apartments	Black	\$29,568.00	1	0	1	FALSE
	Holiday Apartments	AmerIndian/Alaskan	\$9,060.00	2	0	2	LIFT
	Holiday Apartments	Caucasian	\$31,200.00	1	1	2	LIFT
	Holiday Apartments	na	\$34,600.89	1	0	1	FALSE
	Holiday Apartments	Caucasian	\$8,820.00	1	0	1	LIFT
	Holiday Apartments	Hispanic/Latino	\$800.00	1	0	1	LIFT
	Holiday Apartments						
	Holiday Apartments	Caucasian	\$40,000.00	1	0	1	FALSE
	Villa Apartments	Caucasian	\$22,500.00	1	0	1	LIFT
	Villa Apartments	Hispanic/Latino	\$24,000.00	1	0	1	LIFT
	Villa Apartments	Caucasian	\$2,400.00	1	0	1	LIFT
	Villa Apartments	Asian	\$65,000.00	1	0	1	FALSE
	Villa Apartments	Caucasian	\$39,000.00	1	0	1	FALSE
	Villa Apartments	Black	\$45,760.00	1	0	1	FALSE

Villa Apartments	Hispanic/Latino	\$22,800.00	1	0	1	LIFT
Villa Apartments	Hispanic/Latino	\$9,516.00	1	0	1	LIFT
Villa Apartments	Asian	\$32,610.00	1	0	1	FALSE
Villa Apartments	Caucasian	\$9,120.00	1	0	1	LIFT
Villa Apartments	Caucasian	\$26,880.00	1	0	1	FALSE
Villa Apartments	Black	\$18,500.00	1	0	1	LIFT
Villa Apartments	Hispanic/Latino	\$21,054.80	1	0	1	LIFT
Villa Apartments	Black	\$19,000.00	1	0	1	LIFT
Villa Apartments	AmerIndian/Alaskan	\$2,364.00	1	0	1	LIFT
Villa Apartments	Caucasian	\$28,210.00	1	0	1	FALSE
Villa Apartments	Caucasian	\$40,000.00	1	0	1	FALSE
Villa Apartments	Hispanic/Latino	\$0.00	1	0	1	LIFT
Villa Apartments	Caucasian	\$28,000.00	1	0	1	FALSE
Villa Apartments	Caucasian	\$1,587.90	1	0	1	LIFT
Villa Apartments	Caucasian	\$34,000.00	1	0	1	FALSE
Villa Apartments	Caucasian	\$57,000.00	1	0	1	FALSE
Villa Apartments	na	\$28,000.00	1	0	1	FALSE
Villa Apartments	Caucasian	\$12,729.60	1	0	1	LIFT
Villa Apartments	Caucasian	\$30,000.00	1	0	1	FALSE
Villa Apartments						
Villa Apartments	Caucasian	\$8,784.00	1	0	1	LIFT
Villa Apartments	Hispanic/Latino	\$76,600.00	2	1	3	FALSE
Villa Apartments						
Villa Apartments	na	\$31,200.70	1	0	1	FALSE
Villa Apartments	Caucasian	\$35,000.00	1	0	1	FALSE
Villa Apartments	Asian	\$25,268.00	1	0	1	FALSE
Villa Apartments	na	\$12,888.00	1	0	1	LIFT
Villa Apartments	Caucasian	\$39,260.00	1	0	1	FALSE
Villa Apartments	Caucasian	\$19,090.80	1	0	1	LIFT

Community Stats Report

Printed on: 7/27/17

Community = Boylston-Howell (15)
Effective Date = 7/27/2017

Residents:	71	
Handicapped Residents:	0	0.0%
Disabled Residents:	6	8.5%
Elderly Residents:	3	4.2%

Community Stats Report

Printed on: 7/27/17

Community = Holiday Apartments (46)

Residents:	44	
Handicapped Residents:	1	2.3%
Disabled Residents:	3	6.8%
Elderly Residents:	5	11.4%

Community Stats Report

Printed on: 7/27/17

Community = Villa Apartments (27)

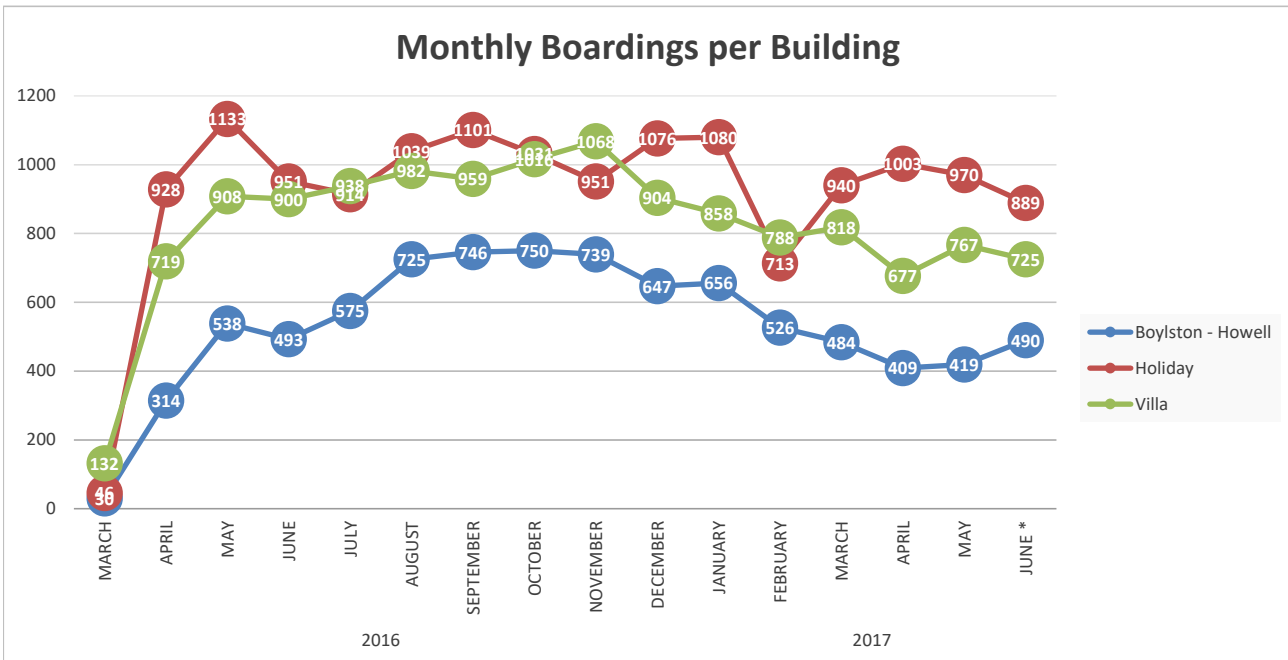
Residents:	71	
Handicapped Residents:	1	1.4%
Disabled Residents:	19	26.8%
Elderly Residents:	10	14.1%

Appendix E: Transit Use

Capitol Hill Housing Tenants

ORCA Boardings by Building					# of cards used				Boardings per Card			
	Boylston -				Boylston -				Boylston -			
	Howell	Holiday	Villa	Total	Howell	Holiday	Villa	Total	Howell	Holiday	Villa	Total
2016 March	30	46	132	208	4	9	15	28	7.5	5.1	8.8	7.4
April	314	928	719	1961	12	11	21	44	26.2	84.4	34.2	44.6
May	538	1133	908	2579	14	18	26	58	38.4	62.9	34.9	44.5
June	493	951	900	2344	14	16	26	56	35.2	59.4	34.6	41.9
July	575	914	938	2427	13	14	26	53	44.2	65.3	36.1	45.8
August	725	1039	982	2746	14	16	25	55	51.8	64.9	39.3	49.9
September	746	1101	959	2806	16	18	26	60	46.6	61.2	36.9	46.8
October	750	1031	1016	2797	15	18	25	58	50.0	57.3	40.6	48.2
November	739	951	1068	2758	15	19	27	61	49.3	50.1	39.6	45.2
December	647	1076	904	2627	15	18	26	59	43.1	59.8	34.8	44.5
2017 January	656	1080	858	2594	16	18	26	60	41.0	60.0	33.0	43.2
February	526	713	788	2027	16	16	24	58	32.9	44.6	32.8	34.9
March	484	940	818	2242	14	15	23	56	34.6	62.7	35.6	40.0
April	409	1003	677	2089	12	15	21	51	34.1	66.9	32.2	41.0
May	419	970	767	2156	13	16	23	55	32.2	60.6	33.3	39.2
June *	490	889	725	2104	14	16	23	56	35.0	55.6	31.5	37.6

* through 6/26



Appendix F: Resident Written Comments

Resident Written Comments
The Orca pass program fundamentally changed transportation for me. I make more frequent trips using public transportation since purchasing the card, and it has given me freedom to take advantage of opportunities in Seattle. For example, I'm able to take advantage of specials in grocery stores that are beyond walking distance. I'm able to get extensive reduced-fee dental care at the University of Washington School of Dentistry without worrying about transportation costs. I've explored new areas of Seattle that were previously out of reach because of transportation costs. The Orca pass program has improved my quality of life
Makes my family feel normal and connected to public transportation, allowing my family to have extra funds to apply to other household cost. My wife is unemployed, we have an infant son, my hours are cut at work and [thanks to this pass] I feel equally involved in the city's access to public transportation even though I'm low income - a blessing
If this were to go away, I am not sure what I would do.... I can't really afford to go back to spending \$90 per month for an Orca card. It's been nice to be able to go to Edmonds or Tacoma and Puyallup on my days off. That's not a bad thing. Not a bad thing at all. I probably wouldn't do as much regional traveling if it wasn't for this Orca card. And yes, trips to the grocery store and work just makes more sense with an Orca card. Thank you for this card. It's been good to me.
Please keep it funded and going! I decided to not keep my car and just use this \$10 pass and walk. Loving it and saves me money. Is very convenient to include \$10 fee with rent. Thanks!
Thank you
Great program for low income people
I will be so sad if it discontinues. Before this program I would spend \$10 a day on metro. You guys are lifesavers.
I like it :-)
Thank you very much.
Good job. Keep it going.
Very helpful getting the discount. Transportation is a large part of my fixed budget.
It's a great program for those of us who don't own cars and \$100/month for pass is expensive.
Please keep the program! <3
Thank you.
Please don't end this program. It saves me over \$100/month, and as a low income individual, that is a life-saver.
It has improved my health because I can combine walking with transit. I can get to the airport with ease and without the huge expense.
Make it permanent, make it universal
Great Program! Thanks!
Nothing. It is perfect.
Seems to be working well
Nothing
Love it! Thank you!
Nothing. This program is great. I hope I can keep using this card. It save us a lot of money.
It would be helpful if this program continued
Thank you!

The orca program has been awesome for my family! The discount helps us make ends meet every month! Thank you!!

Thank you, thank you, thank you!

Not really other than my family and I are grateful to have the Orca cards. Thank you!

No really, but this has made it affordable for my child and I to use the train and bus now when we couldn't afford it before the program started.

Without the Orca card my family would not be able to travel nearly as much.

I hope I can keep the CHH Orca. It helps me a lot.