Technology Barriers

Heard of TransitGo Ticket Mobile App
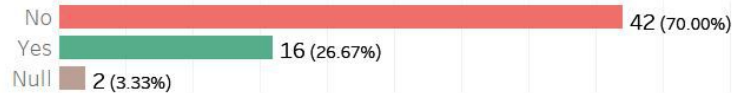
- No — 42 (70.00%)
- Yes — 16 (26.67%)
- Null — 2 (3.33%)

Used TransitGo Ticket Mobile App

- No — 52 (86.67%)
- Yes — 6 (10.00%)
- Null — 2 (3.33%)

Modes of transit

- Metro Bus — 57
- Link Light Rail — 37
- Sound Transit Bus — 26
- Community Tran.. — 11
- Sounder — 8
- First Hill Streetc.. — 7
- Pierce Transit — 5
- South Lake Unio.. — 4
- Other — 3
- Null — 0

Have a Cell Phone

- yes — 40 (66.67%)
- No — 18 (30.00%)
- Null — 2 (3.33%)

Is the phone a smart phone

- Yes — 35 (58.33%)
- No — 17 (28.33%)
- Null — 5 (8.33%)
- I don't know — 2 (3.33%)
- No, I don't know — 1 (1.67%)
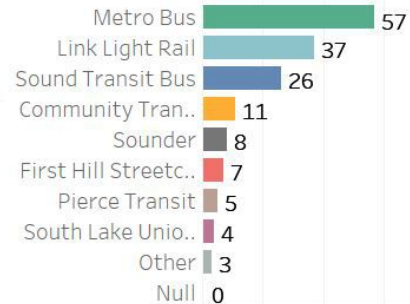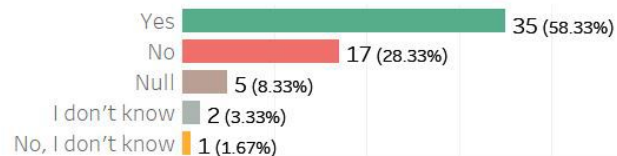
Access internet on phone

- Yes — 37 (61.67%)
- No — 20 (33.33%)
- Null — 3 (5.00%)

Rider Frequency

- Every day — 34 (56.67%)
- 2-6 times a week
- Once a week — 7 (11.67%)
- Once a year
- Once a month — 2 (3.33%)
- Never
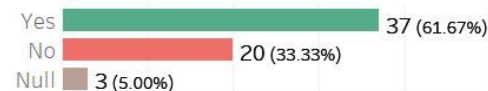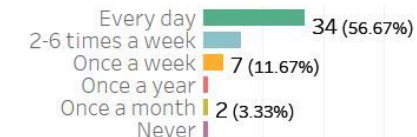
Anyone in family has smart phone

- Yes — 41 (68.33%)
- No — 18 (30.00%)
- Null — 1 (1.67%)

Internet Access Methods

- Wi-fi — 25 (36.76%)
- Cellular Data — 23 (33.82%)
- I don't use the i.. — 9 (13.24%)
- I don't know — 8 (11.76%)
- No Response — 3 (4.41%)
- Null — 0 (0.00%)
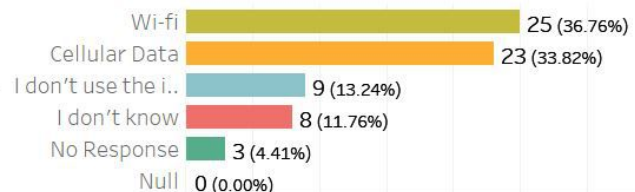
Pay/buy anything through mobile phone

- No — 35 (58.33%)
- Yes — 24 (40.00%)
- Null — 1 (1.67%)

Primary Language

- English — 49 (81.67%)
- Spanish — 11 (18.33%)

Agency

- Compass Housin.. — 17
- Latino Communit.. — 15
- Real Change News — 28
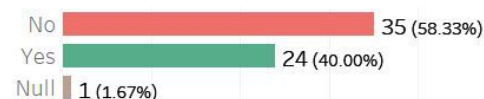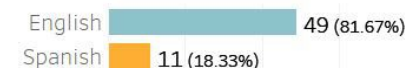
Demographic Barriers

Heard of TransitGo Ticket Mobile App
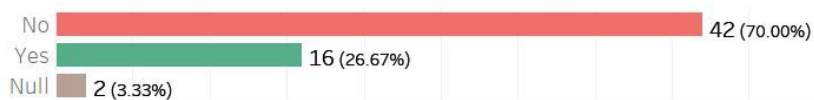
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Modes of transit

Metro Bus	57
Link Light Rail	37
Sound Transit Bus	26
Community Tran..	11
Sounder	8
First Hill Streetc..	7
Pierce Transit	5
South Lake Unio..	4
Other	3
Null	0

Primary Language

English	49 (81.67%)
Spanish	11 (18.33%)

Have a Bank Card

No	37 (61.67%)
Yes	20 (33.33%)
Null	3 (5.00%)

Annual Income

$5000 or less	29 (48.33%)
$5000 - $10,000	8 (13.33%)
$10,000 - $20,000	6 (10.00%)
Null	6 (10.00%)
$40,000 - $50,000	4 (6.67%)
$30,000 - $40,000	3 (5.00%)
$20,000 - $30,000	3 (5.00%)
Over $100,000	1 (1.67%)

Rider Frequency

Every day	34 (56.67%)
2-6 times a week	
Once a week	7 (11.67%)
Once a year	
Once a month	2 (3.33%)
Never	
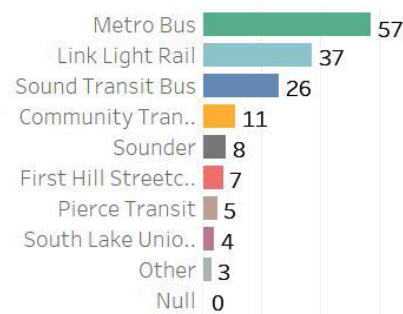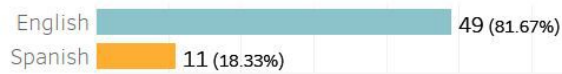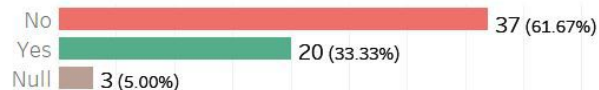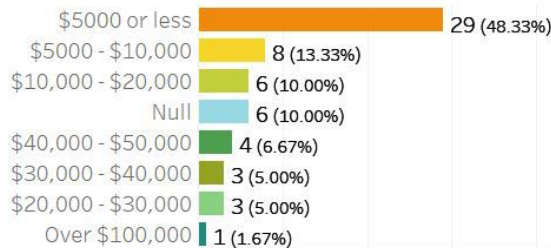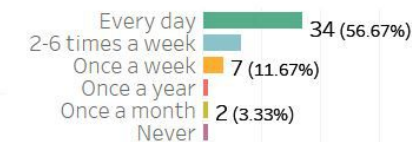
Comfort Reading English (Scale 1 - 10)?

10 - Fluent	35 (58.33%)
5 - average	5 (8.33%)
4	4 (6.67%)
7	4 (6.67%)
Null	3 (5.00%)
8	3 (5.00%)
6	
3	1 (1.67%)
2	
1 - Not at all	1 (1.67%)

Fare payment - Self

Cash	36 (46.15%)
Human servic..	9 (11.54%)
ORCA	
ORCA - Lift	7 (8.97%)
ORCA - I don't..	
ORCA - Adult	4 (5.13%)
ORCA - Subsi..	
I don't pay	3 (3.85%)
ORCA - RRFP	
Transit GO Ti..	1 (1.28%)
No Response	
Null	

of People in Household

1	27 (45.00%)
2	12 (20.00%)
4	
I don't know	3 (5.00%)
7 or more	3 (5.00%)
6	
3	
5	1 (1.67%)
Null	

Agency

Compass Housin..	17
Latino Communit..	15
Real Change News	28
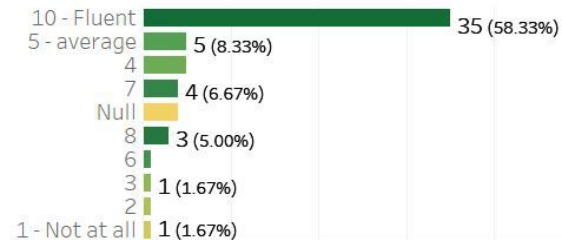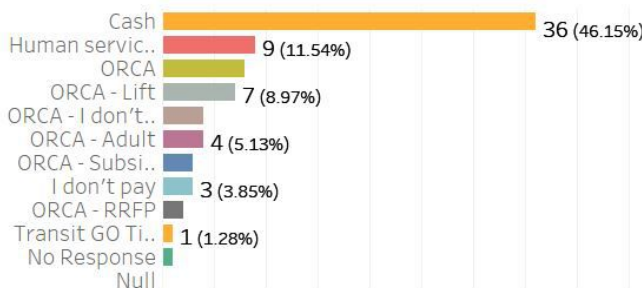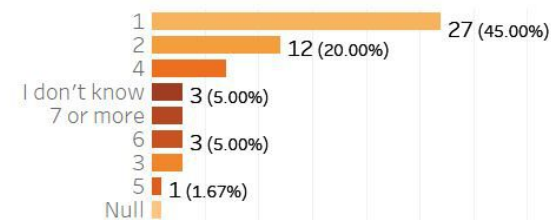
Payment Barriers

Heard of TransitGo Ticket Mobile App
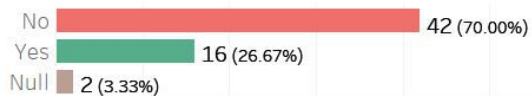
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- Null — 2 (3.33%)

Used TransitGo Ticket Mobile App

- No — 52 (86.67%)
- Yes — 6 (10.00%)
- Null — 2 (3.33%)

Rider Frequency

- Every day — 34 (56.67%)
- 2-6 times a week — 13 (21.67%)
- Once a week
- Once a year — 2 (3.33%)
- Once a month
- Never — 2 (3.33%)

Modes of transit

- Metro Bus — 57
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- First Hill Streetc.. — 7
- Pierce Transit — 5
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- Other — 3
- Null — 0

Have a Bank Card

- No — 37 (61.67%)
- Yes — 20 (33.33%)
- Null — 3 (5.00%)
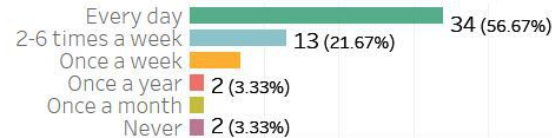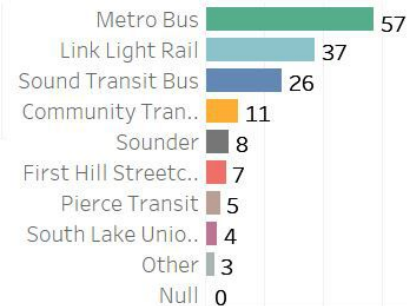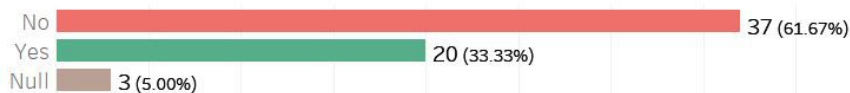
Travel with family members

- No — 37 (61.67%)
- Yes — 23 (38.33%)

Primary Language

- English — 49 (81.67%)
- Spanish — 11 (18.33%)

Fare payment - Self

- Cash — 36 (46.15%)
- Human servic.. — 9 (11.54%)
- ORCA
- ORCA - Lift — 7 (8.97%)
- ORCA - I don't..
- ORCA - Adult — 4 (5.13%)
- ORCA - Subsi..
- I don't pay — 3 (3.85%)
- ORCA - RRFP
- Transit GO Ti.. — 1 (1.28%)
- No Response
- Null
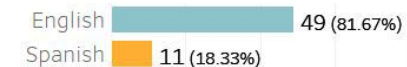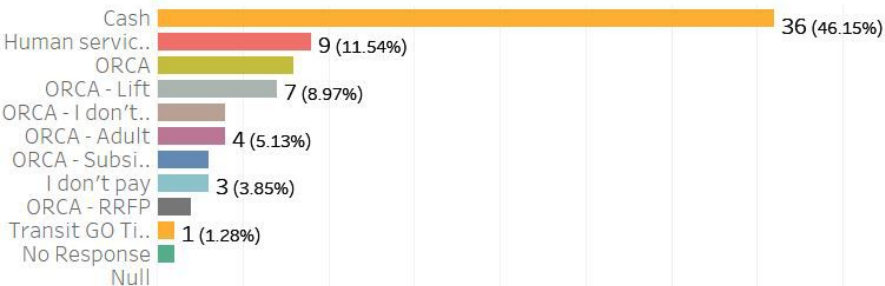
Fare payment - family members

- Cash — 24
- No Response — 11
- Human service ti.. — 7
- ORCA - Adult — 6
- ORCA - I don't kn.. — 5
- I don't pay — 4
- ORCA - Subsidized — 4
- ORCA - Lift — 3
- ORCA
- Null

Agency

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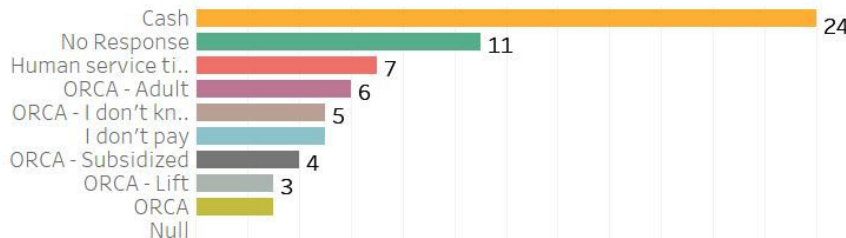
Is there anything that would make you want to use an app to pay your fare?

	Count (Percentage)
Extra benefits - offers/reduced f..	20 (24.10%)
Having a smartphone	17 (20.48%)
Ease of using the app	14 (16.87%)
Having a bank account	12 (14.46%)
Languages other than English	8 (9.64%)
No Response	7 (8.43%)
Others? Please explain below:	5 (6.02%)
Null	0 (0.00%)

Heard of TransitGo Ticket Mobile App

	Count (Percentage)
No	42 (70.00%)
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	Count (Percentage)
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Every day	34 (56.67%)
2-6 times a week	
Once a week	7 (11.67%)
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Never	

Is the phone a smart phone

	Count (Percentage)
Yes	35 (58.33%)
No	17 (28.33%)
Null	5 (8.33%)
I don't know	2 (3.33%)
No, I don't know	1 (1.67%)

Have a Bank Card

	Count (Percentage)
No	37 (61.67%)
Yes	20 (33.33%)
Null	3 (5.00%)

Agency

	Count
Compass Housin..	17
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1. Please tell us why you use the type(s) of fare that you selected.

Economical
ORCA is simple
No bank account
Can't afford ORCA
Affordable
That's how I roll
Using cash is only known method
ORCA is Convenient
Job provides ORCA
Only have cash
Reduced fair
Homeless

2. Please briefly explain why you do or do not use Transit GO Ticket.

No time
No incentive
Never heard of it
No income
No smartphone
I use free tickets
No bank account
No data