

2018 ST Express Fare Simplification Public Outreach Report

March, 2018

Introduction

This report summarizes the outreach efforts that were undertaken to provide the Sound Transit Board with feedback from a diverse set of stakeholders on the proposed ST Express fare simplification options. It includes a complete list of the outreach methods and examples of the tools used, as well as a summary of the results of the outreach.

The report will be included as part of the staff recommendations that will be provided to Sound Transit's Operations and Administration Committee for their review on March 1st, 2018. A decision whether to adopt the staff recommended fare simplification option will be made by the full Sound Transit Board on March 22nd, 2018.

Background

In 2016, board members and council representatives of the seven ORCA agencies: Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit, Sound Transit and Washington State Ferries, came together in a third Regional Fare Forum. The purpose of this forum was to provide the next generation ORCA program with guidance on the regional fare structure to be included in the new system design.

The mission of the 2016 Forum was to:

- Reaffirm a commitment to regional fare coordination
- Provide guiding principles for the next generation ORCA system's fare structure design
- Discuss strategies to further integrate and simplify fares for seamless regional travel

Snapshot of the Public Outreach

- Over **1300 people** provided feedback via the survey
- Display advertisements placed in **27 publications**
- Survey and fact sheets available in **7 languages**
- **960 fact sheets** distributed in all 3 counties that Sound Transit serves
- Over **11,000** visits to the project webpage

The 2016 Fare Forum recommended that the ORCA agencies simplify fares by, in part, eliminating zone-based fare structures for bus service.

In 2017, the King County Council and Community Transit Board of Directors adopted simplified fare structures for King County Metro and Community Transit bus services. In fall 2017, Sound Transit identified two options for

simplifying ST Express bus fares in alignment with the Fare Forum recommendations. Option 1 was a \$3.25 flat fare for adult riders and Option 2 was a route-based fare that

“The 2016 Fare Forum recommended that the ORCA agencies simplify fares by, in part, eliminating zone-based fare structures for bus service.”

eliminated the lower one-zone fare for riders travelling within one county on two-county routes. Option 2 would not change the current \$2.75 adult fare for one-zone trips on one-county routes, and the adult fare for all two-county routes would be \$3.75.

Sound Transit implemented a public outreach effort from November, 2017 through February, 2018, to engage a cross section of customers, representative of the diversity of Sound Transit’s service area, to obtain feedback on these options.

The goals of the public outreach effort were to:

- Inform the public of the fare change options and of the ways to provide feedback
- Provide culturally-competent, geographically diverse, and demographically-sensitive outreach and feedback opportunities
- Receive feedback from a diverse set of stakeholders, including traditionally under-represented and hard to reach communities, on their fare change preferences

To achieve these goals Sound Transit aimed to:

- Recognize that the proposed fare change could affect all riders and provide access to information to communities directly affected by the fare change options
- Clearly articulate information about potential fare change options in a variety of languages
- Offer the opportunity to provide comments on the fare change proposal in a variety of languages
- Provide opportunities for members of the public to engage directly with project staff
- Directly inform and engage existing riders on Sound Transit services
- Conduct outreach in geographically-relevant locations
- Comply with Title VI requirements for engaging traditionally under-represented communities
- Highlight the importance of this fare simplification effort in supporting transit fare coordination with Sound Transit’s partner agencies

Fare Restructure Stakeholder Group

Sound Transit convened a Fares Restructure Stakeholder Group representing a broad range of customers, businesses and institutions throughout Sound Transit's service area. Group members and their affiliations are listed below:

1. Erik Ashlie-Vinke, Economic Alliance of Snohomish County
2. Kendle Bjelland, Commute Seattle
3. Augusta DeVries, Bellevue Downtown Association
4. Anne Eskridge, University of Washington
5. Staci Haber, Hopelink
6. Susan Harris Huether, retired, Washington State Ferries
7. Beau Morton, Transit Riders Union
8. Hester Serebrin, Transportation Choices Coalition
9. Kristina Walker, Downtown On the Go, Tacoma

Sound Transit convened the first meeting of this group on November 30, 2017, to get input on draft fare options prior to reviewing these with Sound Transit's board members. Based on input from the stakeholder group, Sound Transit modified the Route-Based Fare Option to establish the fares for all ORCA LIFT, Youth, Senior and Disabled riders at the one-county (one-zone) level.

"Based on input from the committee, Sound Transit modified the Route-Based Fare Option to establish the fares for all ORCA LIFT, Youth, Senior and Disabled riders at the one-county (one-zone) level."

Sound Transit informed the group of the Sound Transit Board's decision on which fare options to take to the public, provided the committee with information on the impacts of the fare options on various customer categories and on minority and low-income riders, and extended to committee members the offer of briefings for their agencies/committees/ constituents.

Sound Transit convened the second meeting of the group on February 6, 2018 to provide a summary of feedback from the public outreach and get their final input on options prior to developing a fare restructure recommendation to the Sound Transit Board.

Their consensus statement is provided as **Attachment A**.

Public Outreach

In addition to the Stakeholder Group, staff undertook public outreach activities that ran from January 16 through February 11, 2018. Staff informed both customers and the general public of the proposed fare changes and invited feedback through a variety of methods. The complete list is compiled in Table 1.

Notification methods

- Project web page
- Fact sheets distributed by in person street teams
- Email and text updates
- Social media posts
- On board coach posters
- Print and digital advertising
- Community and partner briefings and notifications
- Press release and earned media

Project webpage

Detailed background information on the project and proposed fare options were available on a dedicated Sound Transit webpage. The webpage included links to the survey and offered a downloadable fact sheets in seven languages. Users were able to easily navigate to the page via prominently displayed links on the Sound Transit home page, the Fares and Passes subpage, and the ST Express fares page.

Fact sheets distributed by in person street teams

Information on the proposed fare change was also distributed to ST Express riders in person through paper fact sheets (**Attachment B**) handed out at transit centers in Lynnwood, Tacoma, Federal Way and Downtown Seattle. Staff distributed almost 1,000 fact sheets and carried versions in Spanish, Chinese, Vietnamese, Korean, Russian and Tagalog, as well as English.

Email and text updates

An email and text rider alert was sent to over 22,000 ST Express riders who have opted to receive updates concerning ST Express service. They were notified of the possible fare changes and how to learn more and comment. An announcement was also included in the agency's All Aboard Commute Trip Reduction January emailed newsletter.

On board coach posters

With the aim to inform riders where they naturally are, posters were prominently displayed on coaches on all ST Express routes. 430 printed coach posters were distributed to all three bus bases that service ST Express routes.



Print and digital advertising

Display ads identifying the proposed fare changes, where to find more information and how to comment were purchased in six print publications. Digital advertisements linking to the fare change webpage and calling out how to learn more and comment, were placed in twenty-one publications. Translated ads were placed in five non-English publications and Facebook ads were run in seven languages. Ad examples and the list of placements are included in **Attachment C**. Ads ran between January 22nd and February 9th.

Community and partner briefings and notifications

Several community groups and partners were contacted directly about the project. The purpose was to raise awareness about the proposed fare changes and provide tools to groups so they could engage their own membership as they deemed necessary. Project information was distributed in-person at standing collaboration meetings and via email. One in-person, translated briefing, where feedback was also collected, was given to clients at Casa Latina in Seattle.

Press release and earned media

Sound transit issued a press release on January 17 that was delivered to 282 standard media channels. The project earned attention from five media outlets.

Public Comment Methods

Sound Transit provided several methods for the public to submit their feedback and comments. The results of these were consolidated and provided to the Sound Transit Board prior to final action.

The primary tool for the public to provide feedback was through an online survey that was translated and available in Spanish, Chinese, Vietnamese, Korean, Russian and Tagalog, as well as English. The customer survey instrument is included as **Attachment D** and the results are in **Attachment E**. The public was also invited to provide feedback at the public hearing, by phone, email or mail. At the request of Casa Latina and making use of their translation services, Sound Transit staff also conducted an outreach event to obtain feedback from their clients. Verbatim results from these additional channels are included in **Attachments F, G and H**.

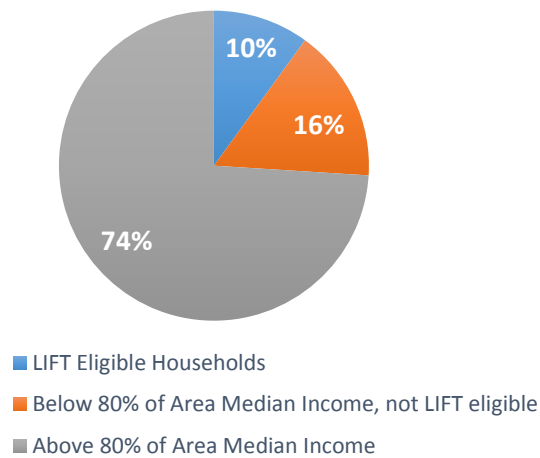
- *Online:* Survey posted on the agency's website, accessed via www.soundtransit.org/farechange
- *Email:* fares@soundtransit.org
- *Phone:* 1-866-940-4387
- *Mail:* Sound Transit | Attn: Kassandra Andrews | 401 S. Jackson St. | Seattle, WA 98104
- *Public Hearing:* Verbal comments collected at public hearing
- *In Person:* Feedback collected at community and partner briefings
- *Foreign Language Line:* 1-800-823-9230
- *Accommodations for persons with disabilities:* 1-800-201-4900 / TTY Relay 711

Outreach to Hard-to-Reach Communities

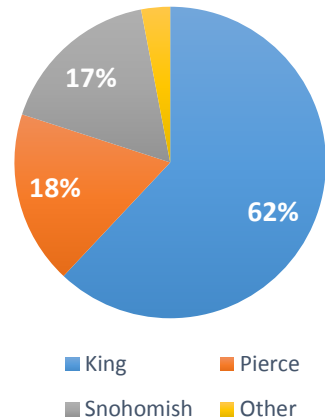
One goal of the outreach strategy was to enable feedback on the fare change options from a diverse set of stakeholders, including traditionally underrepresented and hard-to-reach communities. A number of approaches were used to achieve this goal:

- In person distribution of fact sheets that were translated into six languages: Spanish, Chinese, Korean, Vietnamese, Russian, and Tagalog, see **Appendix B**
- The online survey tool was professionally translated and available in Spanish, Chinese, Korean, Vietnamese, Russian, and Tagalog
- A variety of advertising channels were targeted and included small, community based publications. These included ads in five non-English publications and ads translated into seven languages on Facebook, see **Attachment C**
- In-person, translated briefings for non-English speaking communities
- Notifications to partner agencies that service immigrant communities
- Full demographic results of the survey respondents are in **Attachment E**

Income Level of Survey Respondents



Survey Respondents by County



Ethnicity of Survey Respondents

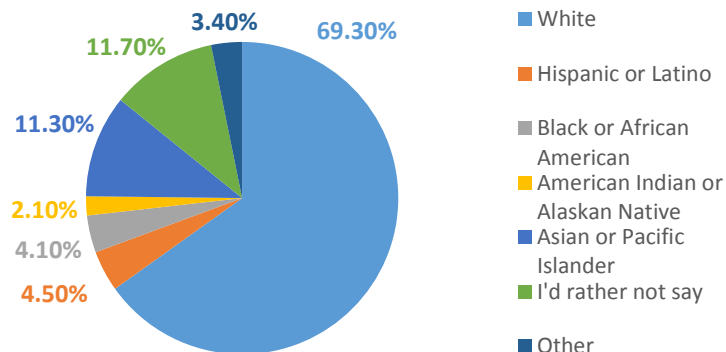


Table 1. Notification and Comment Methods – by Date

Date	Notice	Detail and Reach
11/30 and 02/06	Stakeholder workshops	<p>Workshop 1: Review purpose of fare change, three possible fare change options, get feedback on options.</p> <p>Workshop 2: Review impacts of options on low-income and minority riders, review customer survey results, get further feedback.</p> <p><u>Group Members</u></p> <ol style="list-style-type: none"> 1. Erik Ashlie-Vinke, Economic Alliance of Snohomish County 2. Kendle Bjelland, Commute Seattle 3. Augusta DeVries, Bellevue Downtown Association 4. Anne Eskridge, University of Washington 5. Staci Haber, HopeLink 6. Susan Harris Huether, retired, Washington State Ferries 7. Beau Morton, Transit Riders Union 8. Hester Serebrin, Transportation Choices Coalition 9. Kristina Walker, Downtown On the Go, Tacoma <p>Attachment A: Fare Restructure Stakeholder Group Consensus Statement</p>
01/08 - ongoing	Partner briefings	<p>In-person briefings at standing regional collaboration meetings</p> <ul style="list-style-type: none"> • Puget Sound Regional Council Committees • Bellevue Transportation Demand Management Collaboration Large Workgroup • Downtown on the Go Committee (Tacoma) • ORCA Fares Subject Area Advisory Team (SAAT) • Sea-Tac/Tukwila Employee Transit Coordinator Quarterly Meeting • King County Metro Transit Advisory Commission
01/16 - ongoing	Webpage	<p>Detailed project information and translated fact sheets available on Sound Transit’s public website with links to it prominently displayed on the homepage, Fares and Passes page and ST Express page</p> <p>11,181 page views during comment period</p>
01/16 – 02/11	Survey	<p>Online survey available in Korean, Chinese, Vietnamese, Russian, Spanish, Tagalog and English</p> <p>Attachment D: Survey Instrument</p> <p>Attachment E: Survey Results and Comments</p> <p>1325 completes responses</p>
01/17	Press release	<p>Distributed official press release to standard media channels</p> <p>282 media contacts, 5 earned articles</p>
01/17	Rider alerts	<p>Digital notice sent by email or text to all ST Express riders who have opted in to receive Rider Alerts</p> <p>22,703 recipients</p>
01/18 and 02/08	Social media	<p>Two tweets were generated by the Sound Transit social media team</p> <p>Twitter #1 3,572 impressions Twitter #2: 2,821 impressions</p>
01/18	Legal notice	<p>Public notice of the public hearing printed in the Daily Journal of Commence</p>

Date	Notice	Detail and Reach
01/18	Commute Trip Reduction (CTR) network	Fact sheets available at CTR outreach events and an article on the fare change options was included in the quarterly CTR network newsletter 104 person email group
01/22 - 02/09	Coach posters	Printed rider alert posters displayed on all ST busses 430 coach posters distributed to all bus bases
01/22 - 02/09	Display ad campaign	Digital and print ad campaign that included English and translated ads placed in local, broad and social/environmental justice publications and paid/targeted Facebook posts See Attachment C: Display Ad Examples and Placement Summary
01/23 – 01/30	Street teams	Fact sheets were handed out in person to ST Express riders at: <ul style="list-style-type: none"> • Lynnwood Transit Center: 86 • Tacoma Dome Transit Center: 300 • Federal Way Transit Center: 362 • Downtown Seattle, 2nd and 4th Ave and Transit Tunnel: 198 946 fact sheets distributed
01/25	CEO Report to the Board	CEO reports start of comment period concerning fare proposal; reminder about comment period General public in attendance; video archive of meeting posted online
01/31	Outreach toolkit distribution	Distributed fact sheets and media materials to stakeholder groups and encouraged distribution through their own organizational channels <ul style="list-style-type: none"> • White Center Community Development Association • El Centro de la Raza • Casa Latina
02/01	Citizen Oversight Panel	Briefed Sound Transit’s Citizen Oversight Panel on fare simplification options at February 1 st meeting
02/01	Public hearing	Centrally located venue to receive in person comments from the public Attachment H: Public Hearing Comments 3 comments, 8 attendees
02/05	Community briefing	Delivered in-person presentation to the clients at Casa Latina. Collected feedback on preferred options. Attachment I: Community Briefing Results Over 50 attendees

Comment Summary

Survey Results

A key element of Sound Transit's outreach program was an online survey intended to allow customers to provide feedback on the two fare options. Sound Transit's advertising, web-site and street team efforts encouraged customers to take this online survey. Information materials and the survey itself were translated into Spanish, Chinese, Vietnamese, Korean, Russian and Tagalog. The survey was fielded from January 16 through February 11, 2018 and was completed by 1,325 respondents.

The survey asked respondents to indicate their level of agreement with the following statements for each option:

- I like this option
- This fare option is easy to understand
- This fare option would make it easier and faster for people to get on the bus
- This fare option is equitable for riders
- This fare option is affordable

"Respondents preferred the \$3.25 Flat Fare option to the Route-based Fare option..."

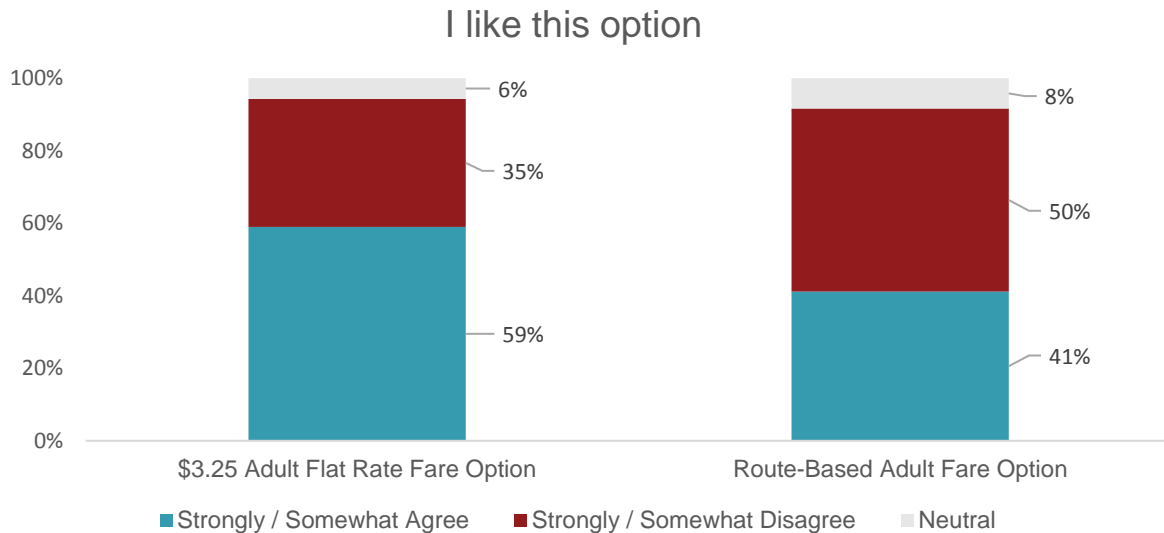
Respondents also rated the \$3.25 Flat Fare option more highly than the Route-based fare option in both, easier to understand and easier/faster to get people on the bus...

A majority of respondents rated both options as both equitable and affordable"

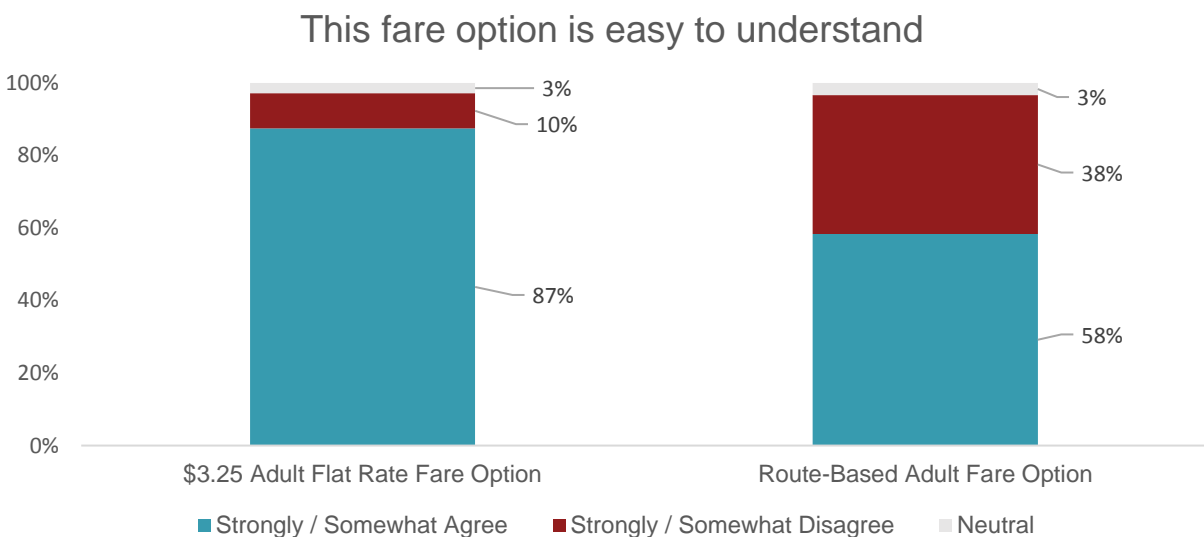
Responses Received

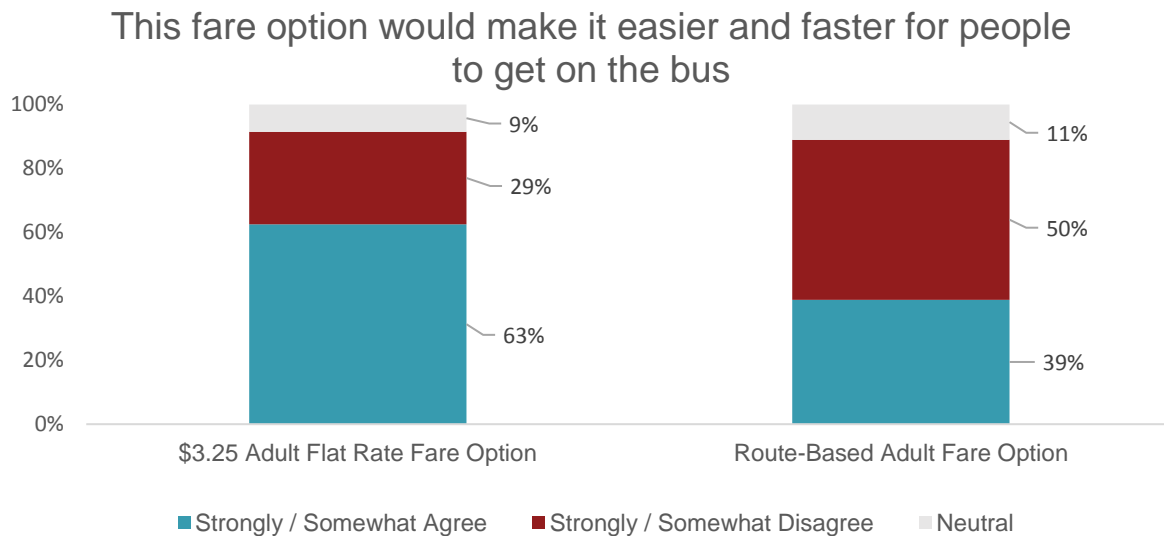
- **1325 surveys** completed – Attachments D and E
- **50 preferences** recorded at Casa Latina community briefing – Attachment I
- **16 emails** – Attachment F
- **4 phone calls** – Attachment G
- **3 verbal comments** and **8 attendees** at Public Hearing – Attachment H
- **1 letter received** – Attachment J

Overall, survey respondents preferred the \$3.25 Flat Fare option to the Route-based Fare option. A majority (59% of respondents) indicated they liked the \$3.25 Flat Fare option. 41% of respondents indicated they liked the Route-based Fare option, and 50% did not like the route-based option.



Respondents also rated the \$3.25 Flat Fare option more highly than the Route-based fare option as both easier to understand and easier/faster to get people on the bus.





In response to the final two statements: this fare option is equitable for riders and this fare option is affordable, a majority of respondents rated both options as both equitable and affordable, with little difference in the ratings between the two options.

[Transit Agency and Partner Comments – Attachment F and Attachment J](#)

King County Metro indicated support for Option 2, Route-based Fares, on the basis that it would align fares for most riders on ST Express service in King County with Metro bus fares for all customer categories.

Community Transit indicated support for Sound Transit’s effort to simplify fares in line with the 2016 Regional Fare Forum recommendations.

Transportation Choices Coalition and Puget Sound Sage wrote supporting Option 1, while also encouraging Sound Transit to expand the reach of discount programs, earmark revenue to expand affordability programs, research and mitigate other affordability barriers and continue the race and social justice analysis of Sound Transit policies and programs.

[Other comments - Attachments F, G and H](#)

In total, 21 comments were received via email, telephone and at the public hearing. Of these responses:

- four either supported Option 1 or opposed Option 2
- two supported Option 2 or opposed Option 1
- three opposed change, unclear which option is preferred
- ten included comments and suggestions regarding fares
- eight included other comments or suggestions unrelated to the fares

[Community Briefing Results – Attachment I](#)

Of the 50 participants at the briefing at Casa Latina in Seattle, 49 expressed support for Option 1, and one supported Option 2.

Attachments

- Attachment A – Fare Restructure Stakeholder Group Consensus Statement
- Attachment B – Fact Sheets
- Attachment C – Display Ad Examples and Placement Summary
- Attachment D – Survey Instrument
- Attachment E – Survey Results and Comments
- Attachment F – Email Comments
- Attachment G – Telephone Comments
- Attachment H – Public Hearing Comments
- Attachment I – Community Briefing Results
- Attachment J – Letter Received

Attachment A: Fares Restructure Stakeholder Group Consensus Statement

Meeting Dates: November 30, 2017 and February 6, 2018

Stakeholders

- **Erik Ashlie-Vinke**, Senior Manager, Business & Economic Advocacy, Economic Alliance of Snohomish County
- **Kendle Bjelland**, Program Manager, Commute Seattle
- **Augusta DeVries**, Director, Membership & Community Development, Bellevue Downtown Association
- **Anne Eskridge**, Director of Transportation Services, University of Washington
- **Staci Haber**, Senior Manager, Mobility Management, HopeLink
- **Susan Harris Huether**, Retired
- **Beau Morton**, Boardmember, Transit Riders Union
- **Hester Serebrin**, Policy Director, Transportation Choices
- **Kristina Walker**, Executive Director, Downtown On the Go

Consensus Statement

Support the \$3.25 Flat Fare option.

- It's easier to understand and pay
- It is equitable and affordable for increasing numbers of near low-income riders who are priced out of Seattle area and must move further out and make longer bus commute trips
- The Sound Transit Title VI analysis indicates that the \$3.25 Flat Fare option has no disparate impact on minority riders, where the Route-based Fare option does have a small disparate impact.

Sound Transit should work closely with partner transit agencies (King County Metro, Community Transit, Everett Transit and Pierce Transit) to develop an equitable public engagement strategy focused on low-income riders and disadvantaged communities.

- Increase ORCA LIFT, RRF and youth outreach and marketing to ensure customers are able to take advantage of the discounted fares available to them.
- Explore opportunities to partner with human services agencies in Pierce and Snohomish Counties to better assist very low-income populations in using transit to meet their mobility needs, similar to the partnerships with human services agencies established by King County Metro and Sound Transit via the Human Services Ticket Program in King County.
- Conduct research to better understand affordability barriers for those that don't qualify for any of existing discounted fares, and identify strategies for addressing these barriers.

-END-

Attachment B: Fare Change Fact Sheets

English



Overview
Sound Transit is considering two options for simplifying ST Express fares by eliminating its current two-zone fare structure. Option 1 is a \$2.75 flat fare for adult riders. Option 2 is route-based and eliminates the lower one-zone fare for riders traveling within one county on two-county routes. Option 2 would not change the current \$2.75 adult fare for one-zone trips on one-county routes, and the adult fare for all two-county trips would be \$2.75. Under both options, riders qualifying for ORCA LIFT, Youth, Senior or Disabled fares would see fares for all travel set at the current one-zone level. Pending Board approval, Sound Transit expects to implement any fare changes in July 2018, when King County Metro applies its new \$2.75 flat fare.

Comparing current ST Express fares with the fare options

Current fare	Option 1 - Flat fare		Option 2 - Route-based		
	1-county**	2-county***	All routes	1-county**	2-county***
Adult (age 19-64)	\$2.75	\$3.75	\$3.25	\$2.75	\$3.75
ORCA LIFT Adult	\$1.50	\$2.75	\$1.50	\$1.50	\$1.50
Youth (age 6-18)	\$1.50	\$2.75	\$1.50	\$1.50	\$1.50
Senior or Disabled	\$1.00	\$1.75	\$1.00	\$1.00	\$1.00

* 1-zone trips are within one county, 2-zone trips cross county lines.
** 1-county routes: 522, 540, 541, 542, 545, 550, 554, 555, 556, 560, 566, 567, 577, 580 and 596.
*** 2-county routes: 510, 511, 512, 513, 532, 535, 574, 578, 586, 590, 592, 594 and 595.

How will these options affect me?

	Option 1 - Flat fare	Option 2 - Route-based fare
I'm an adult making a 1-county trip on a 1-county route	Your fare will increase by \$0.50	Your fare will not change
I'm an adult making a 1-county trip on a 2-county route	Your fare will increase by \$0.50	Your fare will increase by \$1.00
I'm an adult making a 2-county trip on a 2-county route	Your fare will be reduced by \$0.50	Your fare will not change
I'm a reduced fare (ORCA LIFT, Youth, Senior or Disabled) rider making a 1-county trip	Your fare will not change	Your fare will not change
I'm a reduced fare (ORCA LIFT, Youth, Senior or Disabled) rider making a 2-county trip	Your fare will be reduced: • ORCA LIFT/Youth by \$1.25 • Senior or Disabled by \$0.75	Your fare will be reduced: • ORCA LIFT/Youth by \$1.25 • Senior or Disabled by \$0.75
I often transfer to ST Express from other transit agencies' service	Would align fare levels with King County Metro for: • reduced fare riders	Would align fare levels with King County Metro for: • reduced fare riders

To request accommodations for persons with disabilities or for information in alternative format, call 1-800-201-4900 TTY Relay 711 or email accessibility@soundtransit.org
Sound Transit | 401 S. Jackson St., Seattle, WA 98104-2821 | 1-800-201-4900 TTY Relay: 711 | main@soundtransit.org | soundtransit.org

Learn more and comment
Comments due by: Feb. 11, 2018
Take the online survey:
soundtransit.org/fare-change
Public hearing:
Noon, Thursday, Feb. 1, 2018
Union Station, 401 S. Jackson St., Seattle
Email: fares@soundtransit.org
Visit: soundtransit.org/fare-change
Call: 1-866-940-4387
By mail:
Sound Transit
Attn: Kassandra Andrews
401 S. Jackson St., Seattle, WA 98104

Chinese - Traditional



概述
Sound Transit 正在考慮兩個方案，透過取消目前的兩區票價結構簡化 ST Express 票價。方案 1 是成人乘客統一票價 3.25 元。方案 2 是基於路線收費，現有一個縣內乘客使用兩個縣的路段時，取消一個區票價。方案 2 不會改變目前一個縣內乘客使用一個區票價的 2.75 美元成人票價，但所有跨縣路段的成人票價將為 3.75 美元。在這兩個方案中，符合 ORCA LIFT（低收入成人）、青少年、長者或符合人士申請的乘客所有票價將維持不變。與目前相比，目前的一個區票價將減少。
待董事會批准後，Sound Transit 計畫在 2018 年 7 月實施新票價政策，屆時 King County Metro（金縣都會交通局）將實施新的 2.75 美元票價。

比較目前 ST Express 票價和所擬方案的票價

Current fare	Option 1 - Flat fare		Option 2 - Route-based		
	1-county**	2-county***	All routes	1-county**	2-county***
成人 (19-64 歲)	\$2.75	\$3.75	\$3.25	\$2.75	\$3.75
低收入成人 ORCA LIFT Adult	\$1.50	\$2.75	\$1.50	\$1.50	\$1.50
青少年 (6-18 歲)	\$1.50	\$2.75	\$1.50	\$1.50	\$1.50
長者或殘障人士	\$1.00	\$1.75	\$1.00	\$1.00	\$1.00

* 一個區內的票價是一條線內，兩個縣的乘客使用兩個縣的路段。
** 一個縣的路段：522, 540, 541, 542, 545, 550, 554, 555, 556, 560, 566, 567, 577, 580 和 596。
*** 兩個縣的路段：510, 511, 512, 513, 532, 535, 574, 578, 586, 590, 592, 594 和 595。

這些方案將會如何影響到我？

	方案 1 - 統一票價	方案 2 - 基於路線的票價
我是乘坐一個縣路線在一個縣內旅遊的成年人	您的票價將增加 \$0.50	您的票價沒有改變
我是乘坐跨縣路線在一個縣內旅遊的成年人	您的票價將增加 \$0.50	您的票價將增加 \$1.00
我是乘坐跨縣路線在兩個縣旅遊的成年人	您的票價將減少 \$0.50	您的票價沒有改變
我是使用減價票（低收入成人、青少年、長者或殘障人士）在一個縣內旅遊的乘客	您的票價沒有改變	您的票價沒有改變
我是使用減價票（低收入成人、青少年、長者或殘障人士）在兩個縣旅遊的乘客	您的票價將減少： • 低收入成人/青少年 \$1.25 • 長者或殘障人士 \$0.75	您的票價將減少： • 低收入成人/青少年 \$1.25 • 長者或殘障人士 \$0.75
我經常從其他公共交通工具轉乘 ST Express	將以下列票價，與金縣都會交通局 King County Metro（金縣都會交通局）保持一致： • 減價票的乘客	將以下列票價，與金縣都會交通局 King County Metro（金縣都會交通局）保持一致： • 減價票的乘客

瞭解詳情和提出評論意見
評論意見提交截止日期：2018 年 2 月 11 日
參加在線調查：
soundtransit.org/fare-change
公開會：
2018 年 2 月 1 日，星期四，中午
Union Station, 401 S. Jackson St., Seattle
電子郵件： fares@soundtransit.org
加國： soundtransit.org/fare-change
電話： 1-866-940-4387
查詢詳情：
Sound Transit (聲音特海灣公共運輸局)
收件人: Kassandra Andrews
401 S. Jackson St., Seattle, WA 98104

Spanish



Descripción general
Sound Transit está analizando dos opciones para simplificar las tarifas de ST Express mediante la eliminación de su actual estructura de tarifas de dos zonas. La Opción 1 es una tarifa fija de \$3.25 para los pasajeros adultos. La Opción 2 se basa en el recorrido y elimina la tarifa más baja para una zona para los pasajeros que viajan dentro de un condado en recorridos de dos condados. La Opción 2 no cambiará la tarifa actual para adultos de \$2.75 para viajes de una zona en recorridos de un condado, y la tarifa para adultos para todos los viajes de dos condados será de \$3.75. En ambas opciones, las tarifas de los pasajeros que califiquen para las tarifas de ORCA LIFT, para Jóvenes, Adultos Mayores o Discapacitados se reducen para todos los viajes al nivel actual de una zona.
A la espera de la aprobación de la Junta, Sound Transit prevé implementar los cambios en las tarifas en julio de 2018, cuando King County Metro ajuste su tarifa fija de \$2.75.

Comparación de las tarifas actuales de ST Express con las opciones de tarifas

Tarifa actual	Opción 1 - Tarifa fija		Opción 2 - Tarifa basada en el recorrido		
	1 zona**	2 zona***	Todos los recorridos	1 condado**	2 condados***
Adulto (19 a 64 años)	\$2.75	\$3.75	\$3.25	\$2.75	\$3.75
ORCA LIFT Adulto	\$1.50	\$2.75	\$1.50	\$1.50	\$1.50
Jóven (6 a 18 años)	\$1.50	\$2.75	\$1.50	\$1.50	\$1.50
Adulto mayor o discapacitado	\$1.00	\$1.75	\$1.00	\$1.00	\$1.00

* Los viajes de 1 zona son dentro de un condado, los viajes de 2 zonas cruzan los límites del condado.
** Recorridos en 1 condado: 522, 540, 541, 542, 545, 550, 554, 555, 556, 560, 566, 567, 577, 580 and 596.
*** Recorridos en 2 condados: 510, 511, 512, 513, 532, 535, 574, 578, 586, 590, 592, 594 and 595.

¿Cómo me afectarán estas opciones?

	Opción 1 - Tarifa fija	Opción 2 - Tarifa basada en el recorrido
Soy un adulto que realiza un viaje en 1 condado en un recorrido de 1 condado	Su tarifa aumentará \$0.50	Su tarifa no cambiará
Soy un adulto que realiza un viaje en 1 condado en un recorrido de 2 condados	Su tarifa aumentará \$0.50	Su tarifa aumentará \$1.00
Soy un adulto que realiza un viaje en 2 condados en un recorrido de 2 condados	Su tarifa se reducirá \$0.50	Su tarifa no cambiará
Soy un pasajero con tarifa reducida (ORCA LIFT, Jóven, Adulto Mayor o Discapacitado) que realiza un viaje en 1 condado	Su tarifa no cambiará	Su tarifa no cambiará
Soy un pasajero con tarifa reducida (ORCA LIFT, Jóven, Adulto Mayor o Discapacitado) que realiza un viaje en 2 condados	Su tarifa se reducirá: • ORCA LIFT/Jóven en \$1.25 • Adulto mayor o Discapacitado en \$0.75	Su tarifa se reducirá: • ORCA LIFT/Jóven en \$1.25 • Adulto mayor o Discapacitado en \$0.75
Suelo hacer conexiones a ST Express desde otro servicio de agencias de transporte público	Las niveles de tarifas se alinearán con King County Metro para: • pasajeros con tarifas reducidas	Los niveles de tarifas se alinearán con King County Metro para: • adultos en recorridos de 1 condado • pasajeros con tarifas reducidas

Obtenga más información y haga comentarios
Se reciben comentarios hasta el 11 de febrero de 2018
Realice nuestra encuesta en línea:
soundtransit.org/fare-change
Audiencia pública:
Noon, Thursday, Feb. 1, 2018
Union Station, 401 S. Jackson St., Seattle
Correo electrónico: fares@soundtransit.org
Visite: soundtransit.org/fare-change
Lláme al: 1-866-940-4387
Por correo:
Sound Transit
Attn: Kassandra Andrews
401 S. Jackson St., Seattle, WA 98104

Para solicitar acomodaciones para personas con discapacidades o para información en formatos alternativos, llame al 1-800-201-4900 TTY Relay 711 o envíe un correo electrónico a accessibility@soundtransit.org
Sound Transit | 401 S. Jackson St., Seattle, WA 98104-2821 | 1-800-201-4900 TTY Relay: 711 | main@soundtransit.org | soundtransit.org

Korean



개요
Sound Transit은 현행 2구간 요금 구조를 폐지하여 ST Express 요금을 간소화하는 두 가지 옵션을 고려하고 있습니다. 옵션 1은 성인 승객 \$3.25 고정 요금입니다. 옵션 2는 노선 기준 2개 카운티 노선 및 2개 카운티 노선 내 여러 노선에서 이용하는 승객에게 \$2.75 고정 요금을 부과합니다. 옵션 2는 1개 카운티 노선에 대해 1구간 승객이 현재 \$2.75의 성인 요금에 변동 사항 없이 모든 2개 카운티 승객에 대해 성인 요금을 \$3.75로 합니다. 두 가지 옵션 모두 ORCA LIFT, 청소년, 어르신 또는 장애인 요금 수혜 대상 승객은 현행 1구간 수준의 할인 금액으로 요금을 지불합니다.
이 시점 승인의 여부를 대기하며, Sound Transit은 King County Metro가 신규 \$2.75 고정 요금을 적용하는 2018년 7월에 요금 변동 사항을 시행할 것으로 예상합니다.

현행 ST Express 요금과 요금 옵션 비교

Current fare	Option 1 - Flat fare		Option 2 - Route-based		
	1-county**	2-county***	All routes	1-county**	2-county***
성인 (19-64세)	\$2.75	\$3.75	\$3.25	\$2.75	\$3.75
ORCA LIFT 성인	\$1.50	\$2.75	\$1.50	\$1.50	\$1.50
청소년(6-18세)	\$1.50	\$2.75	\$1.50	\$1.50	\$1.50
어르신 또는 장애인	\$1.00	\$1.75	\$1.00	\$1.00	\$1.00

* 1구간 승객은 1개 카운티 노선에서 이용 가능하며, 2구간 승객은 카운티 경계 교차 후 승객이 지불합니다.
** 1개 카운티 노선: 522, 540, 541, 542, 545, 550, 554, 555, 556, 560, 566, 567, 577, 580, 596.
*** 2개 카운티 노선: 510, 511, 512, 513, 532, 535, 574, 578, 586, 590, 592, 594, 595.

해당 옵션은 어떤 영향을 미치게 될까요?

	옵션 1 - 고정 요금	옵션 2 - 노선 기준 요금
1개 카운티 노선에 대해 1개 카운티 승객을 하는 경우입니다.	\$0.50 인상	요금 변동 없음
2개 카운티 노선에 대해 1개 카운티 승객을 하는 경우입니다.	\$0.50 인상	\$1.00 인상
2개 카운티 노선에 대해 2개 카운티 승객을 하는 경우입니다.	\$0.50 인하	요금 변동 없음
1개 카운티 노선을 이용하는 할인 요금(ORCA LIFT, 청소년, 어르신 또는 장애인) 대상 승객입니다.	요금 변동 없음	요금 변동 없음
2개 카운티 노선을 이용하는 할인 요금(ORCA LIFT, 청소년, 어르신 또는 장애인) 대상 승객입니다.	요금 인하: • ORCA LIFT/청소년 \$1.25 • 어르신 또는 장애인 \$0.75	요금 인하: • ORCA LIFT/청소년 \$1.25 • 어르신 또는 장애인 \$0.75
종종 다른 대중교통 기관의 서비스에서 ST Express로 환승합니다.	다음 대상에 맞춰 요금 수준을 King County Metro와 일치 조정하게 됩니다. • 할인 요금 수혜	다음 대상에 맞춰 요금 수준을 King County Metro와 일치 조정하게 됩니다. • 할인 요금 수혜

자세한 정보 확인 및 의견 공유
댓글 작성 기한: 2018년 2월 11일
온라인 설문조사 참여:
soundtransit.org/fare-change
공개회:
2018년 2월 1일 목요일 오후
Union Station, 401 S. Jackson St., Seattle
이메일: fares@soundtransit.org
전화: 1-866-940-4387
문의:
Sound Transit (사운드 트랜짓)
Attn: Kassandra Andrews
401 S. Jackson St., Seattle, WA 98104

장애인 편의시설을 요청하거나 장애인 편의시설을 제공받으려면, 1-800-201-4900 TTY Relay 711로 연락하십시오. accessibility@soundtransit.org로 이메일을 보낼 수도 있습니다.
Sound Transit | 401 S. Jackson St., Seattle, WA 98104-2821 | 1-800-201-4900 TTY Relay: 711 | main@soundtransit.org | soundtransit.org

Tagalog



Kabuuan

Ang Sound Transit ay nagpapaligay-aling ng dalawang opsyon para sa pagpapaligay ng ST Express na mga pasaha sa pamamagitan ng pagbabago ng kahang kasalukuyang dalawang-opsyon na structure ng pasaha...

Pagkukumpara ng kasalukuyang ST Express na mga pasaha sa ibang opsyon ng pasaha

Table with 4 columns: Maaaring magamit, Opsyon 1 - Tiyak na Pasaha, Opsyon 2 - Nakabase sa ruta, and Mababasa sa ruta. Rows include Adulto (edad 18-64), ORCA LIFT Adulto, Kabataan (edad 6-18), and Nakakatawid o may kapansanan.

* 1-sosna na mga bayha sa loob ng isang county, 2-sosna na mga bayha sa iba-ibang lineang ng county.
** 1-county na mga ruta, 322, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358 at 359.
*** 2-county na mga ruta, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324 at 325.

Paano makakaapekto ang mga opsyon na ito sa akin?

Table with 2 columns: Opsyon 1 - Tiyak na Pasaha and Opsyon 2 - Nakabase sa ruta na pasaha. Rows describe fare changes for various routes and passenger types.

Para nanghirap ng mga impormasyon para sa pagbabago ng pasaha... Sound Transit 401 S. Jackson St., Seattle, WA 98104-3201

Alamin ng higit pa at magkomento

Mga komento idadama bago ang Feb. 11, 2018. Gawin ang sarbey online: soundtransit.org/fare-change. Pampublikong pagdaming: Tanghal, Nowkes, Feb. 11, 2018. Email: fare@soundtransit.org. Tawag: 1-866-940-4367.

Vietnamese



Khái Quát

Sound Transit đang xem xét hai lựa chọn để đơn giản hóa giá vé ST Tốc Hành bằng cách loại bỏ các vé hai vùng khác nhau. Lựa chọn 1 là giữ các định giá 2,25 cho người lớn, Lựa chọn 2 là đơn giản hóa giá vé và loại bỏ các vé hai vùng khác nhau...

Sơ sớ giá vé ST Tốc Hành với các lựa chọn giá vé

Table with 4 columns: Giá vé hiện tại, Lựa chọn 1 - Giữ các định giá, Lựa chọn 2 - Đơn giản hóa, and Giá vé theo tuyến đường. Rows include Người lớn (18-64), Người lớn (6-18), and Người khuyết tật/người khuyết tật.

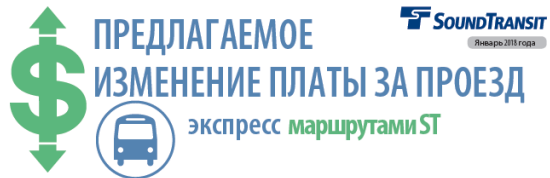
* các chuyến Tuyến đường trong phạm vi một hạt, các chuyến 2 vùng qua ranh giới hạt.
** các tuyến 1 hạt: 322, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358 và 359.
*** các tuyến 2 hạt: 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324 và 325.

Các lựa chọn này ảnh hưởng đến tôi như thế nào?

Table with 3 columns: Lựa chọn 1 - Giữ các định giá, Lựa chọn 2 - Đơn giản hóa, and Lựa chọn 3 - Giữ các định giá theo tuyến đường. Rows describe fare impacts for different routes and passenger types.

Để tìm hiểu thêm về người khuyết tật hoặc để báo cáo trục trặc xin vui lòng liên hệ: số gọi 1-800-201-4600 /TTY: help@711 hoặc email: fare@soundtransit.org

Russian



Краткий обзор. Комиссия Sound Transit рассматривает два варианта изменения оплаты проезда экспресс-маршрутами ST за счет устранения текущих сложностей и платы за два района. Вариант 1 состоит из единой платы для взрослых пассажиров в размере 1,25 доллара...

Сравнение текущих тарифов экспресс-маршрутов ST с вариантами тарифов

Table with 4 columns: Текущие тарифы, Вариант 1 - Единый тариф, Вариант 2 - тариф в зависимости от маршрута, and Электронная почта: fare@soundtransit.org. Rows include Взрослый билет (18-64), Молодой билет (6-18), and Лица с ограниченными возможностями.

Как эти варианты затронут меня?

Table with 3 columns: Вариант 1 - Единый тариф, Вариант 2 - тариф в зависимости от маршрута, and Вариант 3 - тариф в зависимости от маршрута. Rows describe fare impacts for different routes and passenger types.

Пропускные карты, электронные билеты и информация в интернете... Sound Transit 401 S. Jackson St., Seattle, WA 98104-3201



Тити хийтхэм итх нхтн хэт. Ngày 11 tháng Hai, 2018. Điện bản thm đt trên mạng: soundtransit.org/fare-change. Hộp công cộng: 1-866-940-4367. Địa chỉ: 401 S. Jackson St., Seattle, WA 98104.

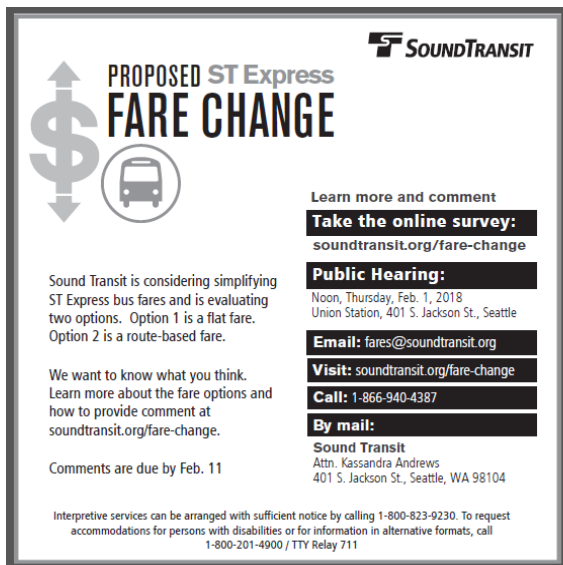
Appendix C: Display Ads Examples and Placement Summary



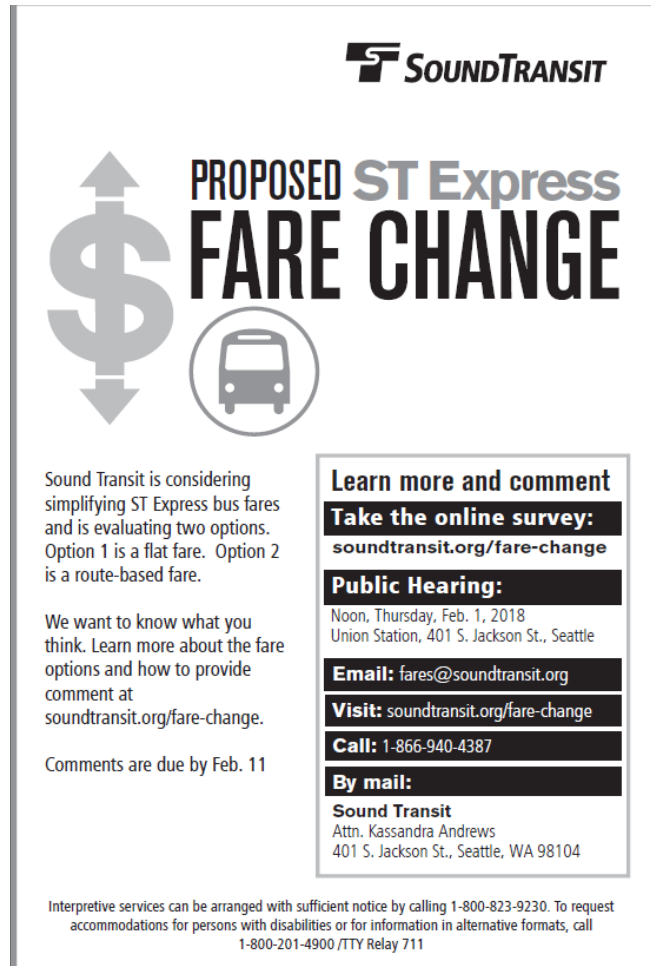
Online: La Raza



Facebook: Spanish



Print: Seattle Medium



Print: NW Vietnamese

2018 Fare Simplifications Public Outreach - Display Ads Placement

Campaign runs January 22 - February 9

Publication	Format	Print Schedule	Subarea	Run Dates or Duration		
SOCIAL MEDIA						
Facebook + English and translated	Social	Daily	All - includes the translated ads	3 weeks		
ONLINE						
Seattle Transit Blog	Online	Daily	King	3 weeks		
La Raza Online (translated)	Online	Daily	All	2 weeks		
International Examiner	Online	Daily	All	3 weeks		
Runta Somali News Magazine	Online	Bi-weekly	All	2.5 weeks		
King 5 Online	Online	Daily	All	3 weeks		
Bothell/Kenmore Reporter	Online	Weekly	East	3 weeks		
Kent Reporter			South	3 weeks		
Bellevue Reporter			East	3 weeks		
Issaquah Reporter			East	3 weeks		
Kirkland Reporter			East	3 weeks		
Redmond Reporter			East	3 weeks		
The Auburn Reporter			South	3 weeks		
Mercer Island Reporter			East	3 weeks		
Renton Reporter			South/East	3 weeks		
Federal Way Mirror			South	3 weeks		
Everett Daily Herald			Snohomish	3 weeks		
Seattle Times Online			Online	Daily	All	1 week
Tacoma News Tribune			Online	Daily	Pierce	3 weeks
Tu Decides Media	Online	Daily	All	1 week		
South King Media	Online	Daily	South	1 week		
PRINT						
Northwest Asian Weekly	Print	Weekly	All	2 weeks		
Northwest Vietnamese Weekly (translated)	Print	Weekly	All	2 weeks		
Real Change	Print	Weekly	All	1 week		
Korean Daily (translated)	Print	Daily	All	2 insertions		
Seattle Chinese Times (translated)	Print	Weekly	All	2 weeks		
Seattle Medium	Print	Weekly	All	2 weeks		

-END-

Attachment D: Survey Instrument - English

Sound Transit (ST) has developed two options to make its ST Express bus fares easier to understand and pay and to simplify the design of the next generation ORCA system.

We're asking for your feedback on these two options. We estimate this survey will take approximately five minutes to complete. All feedback is anonymous.

If you need this questionnaire in an alternate format, please call **1-800-201-4900**, TTY Relay 711 or email accessibility@soundtransit.org.

First, please tell us about your personal transit use.

1. What is the zip code where you live? *

2. During a typical week, how often do you ride the following types of transit? *

	Never	Less than once a week	One or two days a week	Three or more days a week
ST Link light rail service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ST Sounder service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ST Express bus service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OTHER public transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. If you ride ST Express, what is your primary route? *

- Route 510 Everett - Seattle
- Route 511 Ash Way - Seattle
- Route 512 Everett - Seattle
- Route 513 Everett - Seattle
- Route 522 Woodinville - Seattle
- Route 532 Everett – Bellevue
- Route 535 Lynnwood - Bellevue
- Route 540 Kirkland – U-District
- Route 541 Overlake P&R - U-District
- Route 542 Redmond – U-District
- Route 545 Redmond - Seattle
- Route 550 Bellevue - Seattle
- Route 554 Issaquah - Seattle
- Route 555 Issaquah – Northgate
- Route 556 Issaquah – Northgate
- Route 560 Bellevue – SeaTac – W. Seattle
- Route 566 Auburn - Overlake
- Route 567 Kent - Overlake
- Route 574 Lakewood - SeaTac
- Route 577 Federal Way – Seattle
- Route 578 Puyallup – Seattle
- Route 580 Lakewood – Puyallup
- Route 586 Tacoma – U-District
- Route 590 Tacoma - Seattle
- Route 592 DuPont/Lakewood - Seattle
- Route 594 Lakewood - Seattle
- Route 595 Gig Harbor - Seattle
- Route 596 Bonney Lake - Sumner

Options

We're considering two options to simplify fare payment on ST Express bus service.

Both options propose a flat fare for ORCA LIFT (low-income adult), Youth and RRF (seniors and riders with disabilities) at the current one-zone fare level, resulting in a fare reduction of about 45 percent for riders in these groups who make two-zone trips.

Option 1: FLAT FARE - Single adult fare of \$3.25

Option 1 would provide a single \$3.25 adult fare for all trips – there would be no extra “zone” charge for two-zone trips that cross county lines.

- The adult fare for one-zone trips would increase by \$0.50, from \$2.75 to \$3.25.
- The adult fare for two-zone trips would decrease by \$0.50, from \$3.75 to \$3.25.

	Adult (age 19-64)	ORCA LIFT (Low-Income)	Youth (age 6-18)	RRFP (age 65+ or disabled)
Current fares				
1-zone*	\$2.75	\$1.50	\$1.50	\$1.00
2-zone*	\$3.75	\$2.75	\$1.50	\$1.75
Option 1- Flat fare				
Flat fare – all routes	\$3.25	\$1.50	\$1.50	\$1.00
*1-zone trips are within one county, 2-zone trips cross county lines				

4. Please indicate whether you agree or disagree with the following statements about the \$3.25 Adult Flat Fare Option: *

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Neutral/no opinion
This fare option is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This fare option would make it easier and faster for people to get on the bus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This fare option is equitable for riders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This fare option is affordable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like this option.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Options

Option 2: One- and Two-County Route-Based Adult Fares

Option 2 is similar to the current adult fares on ST's Express bus service, with the exception that all adult trips on two-county routes would pay the two-county adult fare. Adult riders currently making one-zone trips on two-county routes would no longer be able to pay the lower one-zone fare.

- There would be **no change** to the adult fare for current one-zone trips on routes operating within one county. The adult fare for these trips would remain at \$2.75.
- There would be **no change** to the adult fare for current two-zone trips on routes serving two-counties (two-county routes). The adult fare for these trips would remain at \$3.75.
- Adult riders currently making one-zone trips on two-county routes would no longer be able to pay a one-zone fare. These riders would see their fare increase by \$1.00, from \$2.75 to \$3.75.

	Adult (age 19-64)	ORCA LIFT (Low-Income)	Youth (age 6-18)	RRFP (age 65+ or disabled)
Current fares				
1-zone*	\$2.75	\$1.50	\$1.50	\$1.00
2-zone*	\$3.75	\$2.75	\$1.50	\$1.75
Option 2 - Route-based fare				
Trips on 1-county routes**	\$2.75	\$1.50	\$1.50	\$1.00
Trips on 2-county routes***	\$3.75			
*1-zone trips are within one county, 2-zone trips cross county lines				
**1-county routes: 522, 540, 541, 542, 545, 550, 554, 555, 556, 560, 566, 567, 577, 580, 596				
*** 2-county routes: 510, 511, 512, 513, 532, 535, 574, 578, 586, 590, 592, 594, 595				

5. Please indicate whether you agree or disagree with the following statements about this One- and Two-county Route-Based Adult Fare Option:

*

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Neutral/no opinion
This fare option is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This fare option would make it easier and faster for people to get on the bus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This fare option is equitable for riders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This fare option is affordable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like this option.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please share any additional feedback you have about our fare options.

Fares

Please tell us about how you pay your fare.

7. What customer category are you in? *

- Adult (19 to 64 years)
- ORCA LIFT (low-income adult)
- Youth (to age 18)
- Senior (65+) -- Regional Reduced Fare Permit
- Disabled -- Regional Reduced Fare Permit

8. When you use public transportation how do you most commonly pay your fare: *

- ORCA card
- U-Pass
- Cash
- Transit Go mobile ticket
- Metro Access monthly pass
- Human service ticket
- Other - please specify

9. What type of ORCA product do you have?

- ORCA Pass
- ORCA E-purse
- ORCA Regional Day Pass
- I use multiple ORCA products (Pass, E-purse) depending on my trip

10. Does your employer or school help pay for your pass?

- Yes
- No

11. Does your employer or school help pay for your E-purse?

- Yes
- No

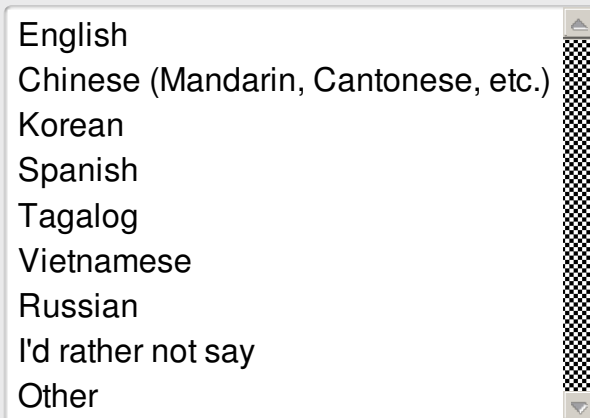
Demographic Questions

The following information will be used for analysis only. We want to make sure we understand who we are hearing from and that it's a representative cross-section of the community. The information will not be shared or used for any other purpose. **These questions are not required for completing the survey.**

12. Please provide your ethnicity (select all that apply):

- White
- Hispanic or Latino
- Black or African American
- American Indian or Alaskan Native
- Asian or Pacific Islander
- I'd rather not say
- Other

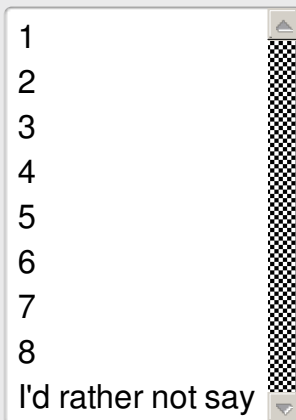
13. What is the primary language you speak at home?



A dropdown menu with a checkered scrollbar. The options listed are: English, Chinese (Mandarin, Cantonese, etc.), Korean, Spanish, Tagalog, Vietnamese, Russian, I'd rather not say, and Other.

14. Please specify what your primary language is:

15. Including yourself, how many people live in your household?



A dropdown menu with a checkered scrollbar. The options listed are: 1, 2, 3, 4, 5, 6, 7, 8, and I'd rather not say.

16. Is your annual household income above \$24,120?

- Yes
- No

17. Is your annual household income above \$50,400?

- Yes
- No

18. Is your annual household income above \$32,480?

- Yes
- No

19. Is your annual household income above \$57,600?

- Yes
- No

20. Is your household income above \$40,840?

- Yes
- No

21. Is your annual household income above \$64,800?

- Yes
- No

22. Is your household income above \$49,200?

- Yes
- No

23. Is your annual household income above \$72,000?

- Yes
- No

24. Is your household income above \$57,560?

- Yes
- No

25. Is your annual household income above \$77,800?

- Yes
- No

26. Is your household income above \$65,920?

- Yes
- No

27. Is your annual household income above \$83,550?

- Yes
- No

28. Is your household income above \$74,280?

- Yes
- No

29. Is your annual household income above \$89,300?

- Yes
- No

30. Is your household income above \$82,640?

- Yes
- No

31. Is your annual household income above \$95,050?

- Yes
- No

Thank You!

Thank you for your participation!

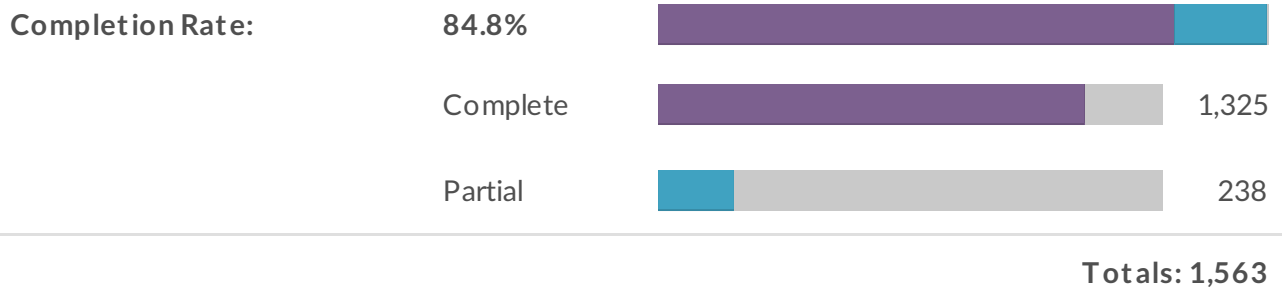
If you would like to stay informed about this project, please visit our website:

<http://soundtransit.org/fare-change>

Attachment E: Survey Results and Comments

Report for ST Express bus fare simplification survey

Response Counts



1. What is the zip code where you live?



Count	Response
70	98125
63	98052
47	98004
42	98105
31	98027
31	98155
29	98201
27	98040
27	98115
27	98405
26	98036
25	98102
24	98122
24	98499
23	98012
23	98103
22	98011
22	98104
20	98026
20	98144
19	98005

Count	Response
-------	----------

19	98007
----	-------

19	98021
----	-------

18	98133
----	-------

18	98203
----	-------

18	98208
----	-------

18	98406
----	-------

17	98001
----	-------

17	98003
----	-------

17	98032
----	-------

17	98033
----	-------

17	98101
----	-------

17	98118
----	-------

16	98006
----	-------

16	98034
----	-------

16	98404
----	-------

16	98466
----	-------

15	98023
----	-------

15	98043
----	-------

15	98204
----	-------

14	98037
----	-------

14	98407
----	-------

Count	Response
14	98409
13	98008
13	98029
13	98109
13	98112
13	98391
12	98074
12	98258
11	98077
11	98087
11	98270
10	98053
10	98116
10	98408
9	98028
9	98059
9	98072
9	98108
9	98126
9	98166
9	98168

Count**Response**

9

98418

9

98422

9

98444

9

98498

8

98002

8

98107

8

98119

8

98121

8

98403

8

98467

7

98056

7

98092

7

98117

7

98271

7

98290

6

98020

6

98058

6

98146

6

98223

6

98275

6

98374

Count	Response
6	98402
6	98424
6	98445
5	98042
5	98057
5	98178
5	98335
5	98390
4	98030
4	98075
4	98136
4	98177
4	98188
4	98198
4	98296
4	98327
4	98332
4	98371
4	98373
4	98375
3	98106

Count **Response**

3	98110
3	98465
3	98502
2	98019
2	98045
2	98047
2	98055
2	98065
2	98148
2	98199
2	98229
2	98272
2	98284
2	98338
2	98349
2	98359
2	98360
2	98366
2	98372
2	98387
2	98501

Count	Response
2	98503
2	98597
1	47303
1	90210
1	91805
1	9329
1	95008
1	98014
1	98025
1	98031
1	98038
1	98039
1	98070
1	98093
1	9815
1	98156
1	98164
1	98196
1	98233
1	98239
1	98252

Count**Response**

1

98273

1

98292

1

98303

1

98311

1

98321

1

98329

1

98333

1

98354

1

98367

1

98370

1

98381

1

98388

1

98421

1

98443

1

98447

1

98506

1

98512

1

98576

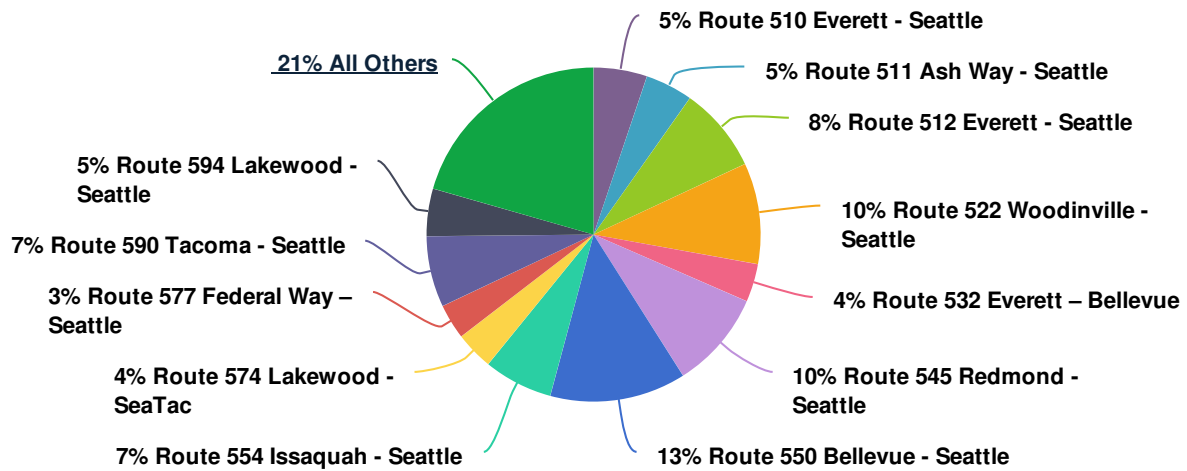
1

98990

2. During a typical week, how often do you ride the following types of transit?


















	Never	Less than once a week	One or two days a week	Three or more days a week	Responses
ST Link light rail service Count Row %	539 35.4%	546 35.8%	185 12.1%	254 16.7%	1,524
ST Sounder service Count Row %	962 62.8%	276 18.0%	78 5.1%	217 14.2%	1,533
ST Express bus service Count Row %	164 10.6%	322 20.8%	229 14.8%	835 53.9%	1,550
OTHER public transportation Count Row %	395 25.9%	303 19.9%	225 14.7%	603 39.5%	1,526
Totals Total Responses					1550

3. If you ride ST Express, what is your primary route?



Value	Percent	Responses
Route 510 Everett - Seattle	5.2%	72
Route 511 Ash Way - Seattle	4.6%	63
Route 512 Everett - Seattle	8.3%	115
Route 522 Woodinville - Seattle	9.8%	135
Route 532 Everett - Bellevue	3.7%	51
Route 545 Redmond - Seattle	9.5%	131
Route 550 Bellevue - Seattle	13.2%	183
Route 554 Issaquah - Seattle	6.7%	93
Route 574 Lakewood - SeaTac	3.7%	51
Route 577 Federal Way - Seattle	3.4%	47
Route 590 Tacoma - Seattle	6.9%	95

Totals: 1,383

Value		Percent	Responses
Route 594 Lakewood - Seattle		4.6%	63
Route 513 Everett - Seattle		1.3%	18
Route 535 Lynnwood - Bellevue		1.7%	24
Route 540 Kirkland - U-District		1.5%	21
Route 541 Overlake P&R - U-District		0.5%	7
Route 542 Redmond - U-District		2.6%	36
Route 555 Issaquah - Northgate		0.9%	12
Route 556 Issaquah - Northgate		0.9%	12
Route 560 Bellevue - SeaTac - W. Seattle		1.7%	23
Route 566 Auburn - Overlake		1.1%	15
Route 567 Kent - Overlake		1.1%	15
Route 578 Puyallup - Seattle		2.9%	40
Route 580 Lakewood - Puyallup		0.1%	2
Route 586 Tacoma - U-District		0.7%	10
Route 592 DuPont/Lakewood - Seattle		1.6%	22
Route 595 Gig Harbor - Seattle		1.1%	15
Route 596 Bonney Lake - Sumner		0.9%	12

Totals: 1,383

4. Please indicate whether you agree or disagree with the following statements about the \$3.25 Adult Flat Fare Option:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Neutral/no opinion	Responses
This fare option is easy to understand. Count Row %	984 68.4%	275 19.1%	51 3.5%	88 6.1%	41 2.8%	1,439
This fare option would make it easier and faster for people to get on the bus. Count Row %	512 35.6%	389 27.0%	189 13.1%	227 15.8%	123 8.5%	1,440
This fare option is equitable for riders. Count Row %	413 28.7%	377 26.2%	272 18.9%	314 21.8%	64 4.4%	1,440
This fare option is affordable. Count Row %	415 28.8%	410 28.5%	303 21.0%	243 16.9%	69 4.8%	1,440
I like this option. Count Row %	539 37.5%	310 21.5%	179 12.4%	329 22.9%	82 5.7%	1,439
Totals Total Responses						1440

5. Please indicate whether you agree or disagree with the following statements about this One- and Two-county Route-Based Adult Fare Option:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Neutral/no opinion	Responses
This fare option is easy to understand. Count Row %	344 25.6%	441 32.8%	290 21.6%	225 16.7%	45 3.3%	1,345
This fare option would make it easier and faster for people to get on the bus. Count Row %	210 15.6%	314 23.3%	380 28.2%	294 21.8%	148 11.0%	1,346
This fare option is equitable for riders. Count Row %	301 22.4%	394 29.3%	300 22.3%	263 19.5%	88 6.5%	1,346
This fare option is affordable. Count Row %	305 22.7%	461 34.3%	274 20.4%	202 15.0%	103 7.7%	1,345
I like this option. Count Row %	303 22.5%	251 18.6%	308 22.9%	371 27.6%	113 8.4%	1,346
Totals Total Responses						1346

6. Please share any additional feedback you have about our fare options.



ResponseID	Response
81	It really seems to punish riders only traveling a short distance (e.g., Lakewood to Tacoma, Federal Way to Airport). Plus incomes are lower in farther out areas who are mostly served by two-county routes. Current system seems more fair.
83	I think 2-County rides should still be charged 2-County higher bus fare because of the higher cost of providing that service to Snohomish and Pierce County from Urban King County, while rides within a county should not be suffered for fare increase as a result of the fare change.
86	I work in Customer Service for Transit, and I think a lot of people who ride 2 county routes but only use one zone aren't even aware that they could be paying a dollar less. A flat fare option is so much easier to explain and understand for the majority of customers. Also, the All Day Pass does not cover the 2 county fare, which is very annoying to have to explain to tourists.
88	These approaches are fundamentally wrong. They are inequitable. Reduce all adult fares to \$2.75 and increase eligibility for ORCA LIFT. I strongly oppose both options that are proposed. They are an attack on riders.

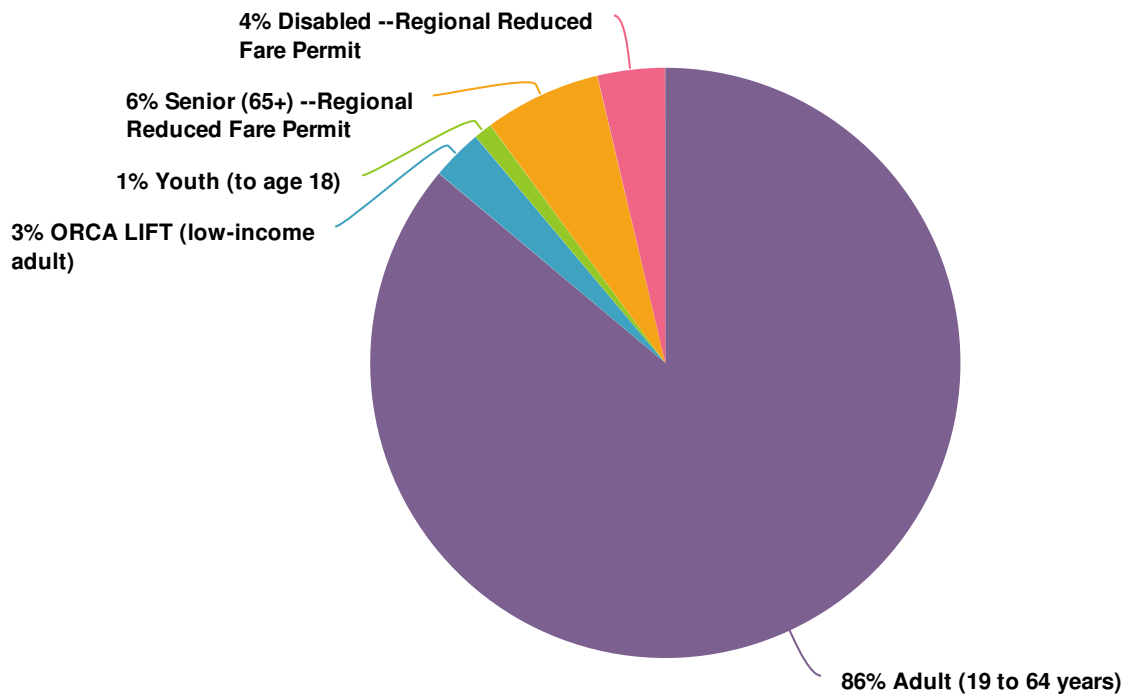
ResponseID Response

89	Option 1 throws an 18% fare increase on the majority of adult full price riders (one county) while lowering the cost for the two county riders. Looks like they are subsidizing the two county riders. Throw this in with the ST 3 Tab increase you are going to have a very unhappy group of voters.
90	Only charging two county riders .50 cents more than one county riders is overly generous. I think the rate of \$3.25 that two county riders pay should be increased to make the fare options more equitable.
91	The "fare by bus" can result in a big hike for short rides on long rides. For example a 512 ride from downtown to 145th sees a huge increase. Also, why not move to whole dollar amounts to keep things simple for cash riders?
96	You could offer a first class bus service with higher fares, comfortable seats and wifi
98	My employer reimburses me for the cost of a monthly pass so I have no preference for either fare.
99	I take the 577 in and since the last 577 leaves before 6 p.m. I generally have to take the 578 home. Anyone who rides the 578 during rush hour knows the bus totally empties out at the FW Transit Center. I don't see why one zone riders have to subsidize the few riders that are 2 zones.
104	One price is good
106	I like the idea of a different fare for one county vs. two county routes. It doesn't seem complicated to me.
107	I'd like to see the Sounder rates lowered to be more equitable with the buses
109	Charging regular passengers more and reducing the orca lift and other type of riders is ridiculous. Don't charge people more and more deeply discount those who already get discounts
124	I think it's over-simplified to believe that any fare where change is required would speed up the loading/fare paying process. I routinely see riders attempt to scam the driver by not having exact change, and wanting to pay the lesser amount (\$3 vs. \$3.75), or ask the driver for a free ride "just this time." I understand that drivers are schooled on being non-confrontational, and maybe it's an issue between Seattle and Bellevue, but something has to be done.

ResponseID Response

126	So if a person gets picked up in SODO on the 590 they would pay the same as me coming all the way from Tacoma, with both of us disembarking in downtown Seattle. This is not fair. The 1 zone people would have to wait on a 1 zone bus or pay the upcharge.
129	Option one is the best and most easiest going forward.
134	Express buses are for long-distance, not short rides. If it's an express/long-distance bus, you should pay more. You pay for the value/convenience of the speed and distance.
135	Unless people are using Orca cards, paying 25 to 75 cents becomes time consuming. I have seen people fumbling for change, dropping coins and stuff.
139	I don't think the fare makes an impact on how easy or faster it is for people to get on the bus for my route. Most use ORCA cards. Very few use cash.

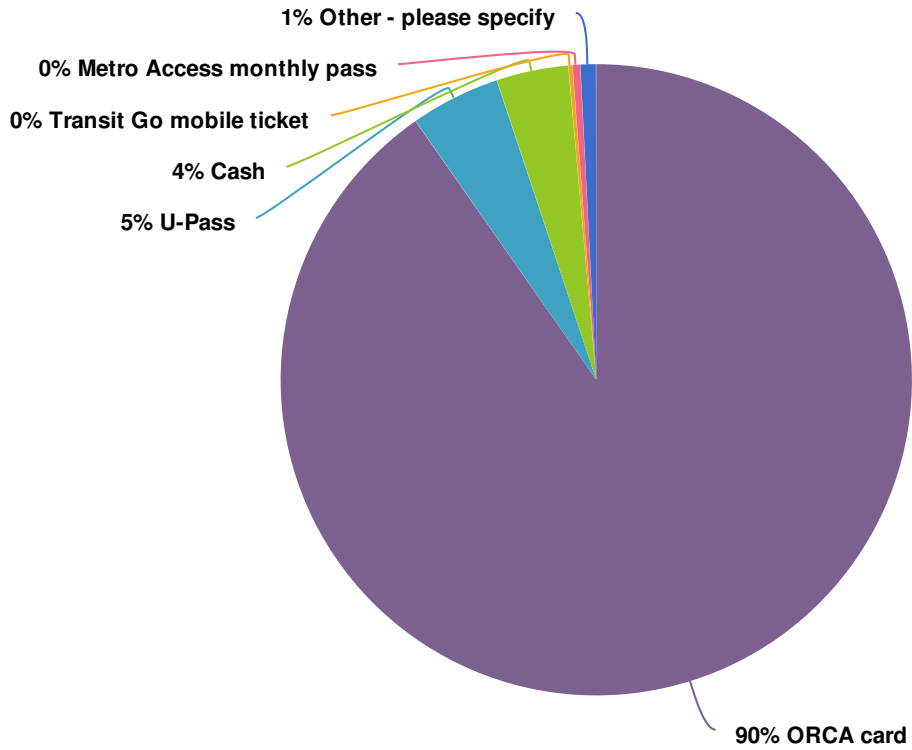
7. What customer category are you in?



Value	Percent	Responses
Adult (19 to 64 years)	86.1%	1,149
ORCA LIFT (low-income adult)	2.8%	37
Youth (to age 18)	1.0%	13
Senior (65+) -- Regional Reduced Fare Permit	6.4%	85
Disabled -- Regional Reduced Fare Permit	3.7%	50

Totals: 1,334

8. When you use public transportation how do you most commonly pay your fare:

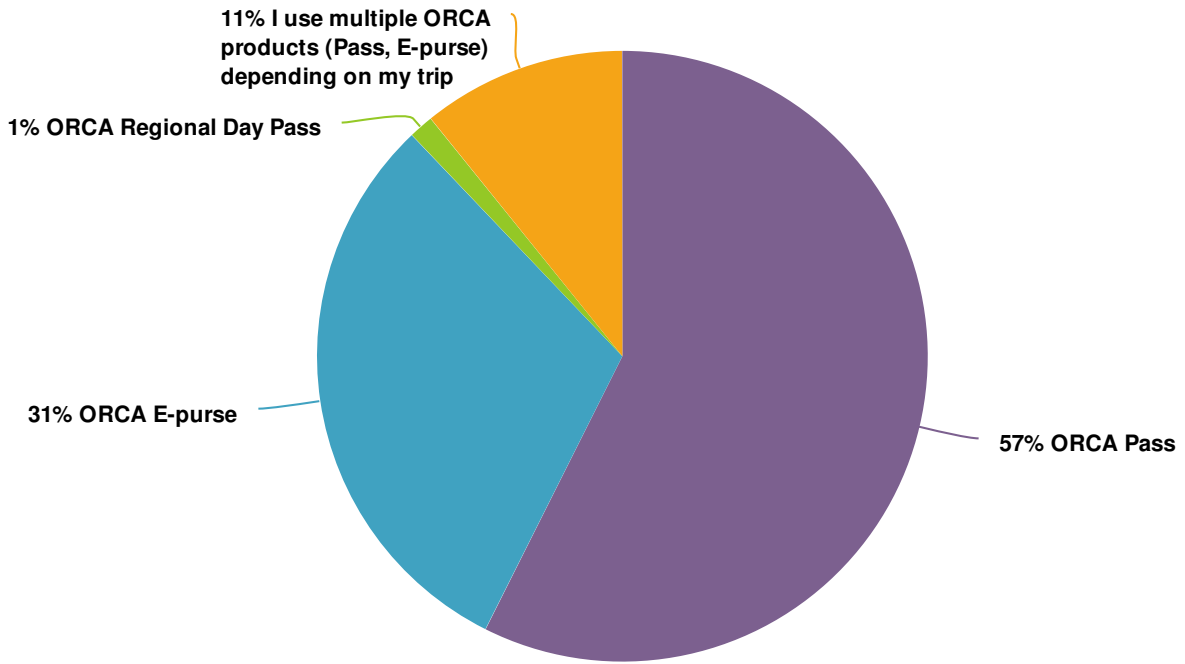


Value	Percent	Responses
ORCA card	90.3%	1,205
U-Pass	4.6%	61
Cash	3.7%	49
Transit Go mobile ticket	0.2%	3
Metro Access monthly pass	0.4%	6
Other - please specify	0.8%	11

Totals: 1,335

Other - please specify	Count
\$2.75 Puget pass	1
Credit card	1
I go to Safeway towards the end of every month and make sure I pay the fee so my pass will allow me to go to work the month after that. As is I only gotta pay like \$36.00 a month which I like.	1
Metro Access pass on an Orca card.	1
Puget Pass for seniors	1
RRFP Puget Pass ORCA	1
Senior/disabled pass/ regional reduced fare permit	1
both ORCA or cash	1
both Orca Card which my Access bus pass is loaded on	1
orca monthly pass	1
Totals	10

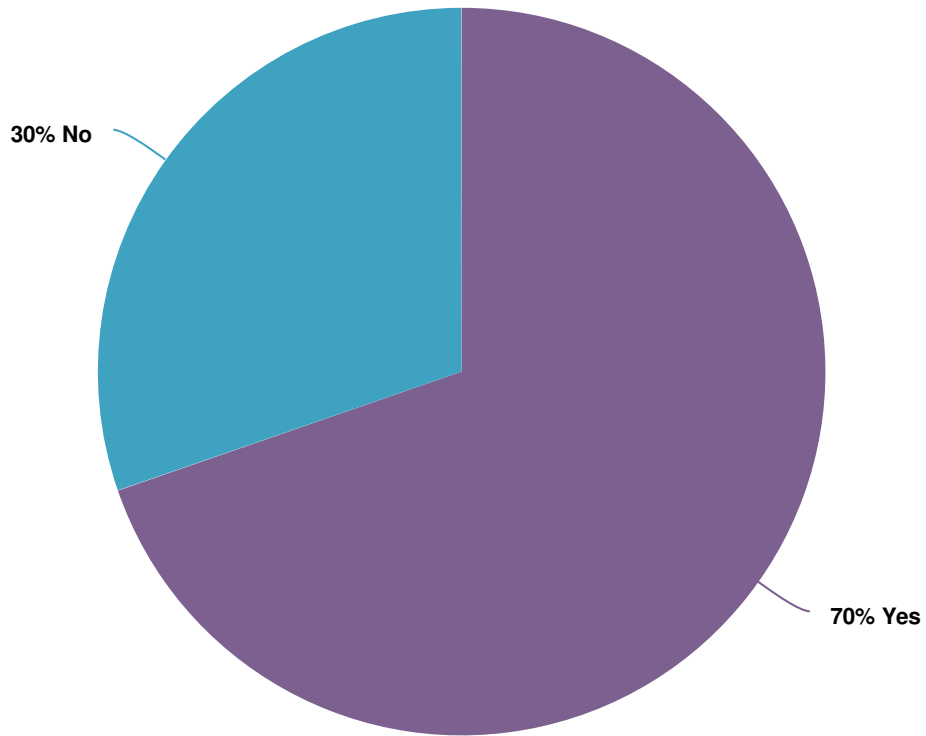
9. What type of ORCA product do you have?



Value	Percent	Responses
ORCA Pass	57.4%	690
ORCA E-purse	30.5%	367
ORCA Regional Day Pass	1.3%	16
I use multiple ORCA products (Pass, E-purse) depending on my trip	10.8%	130

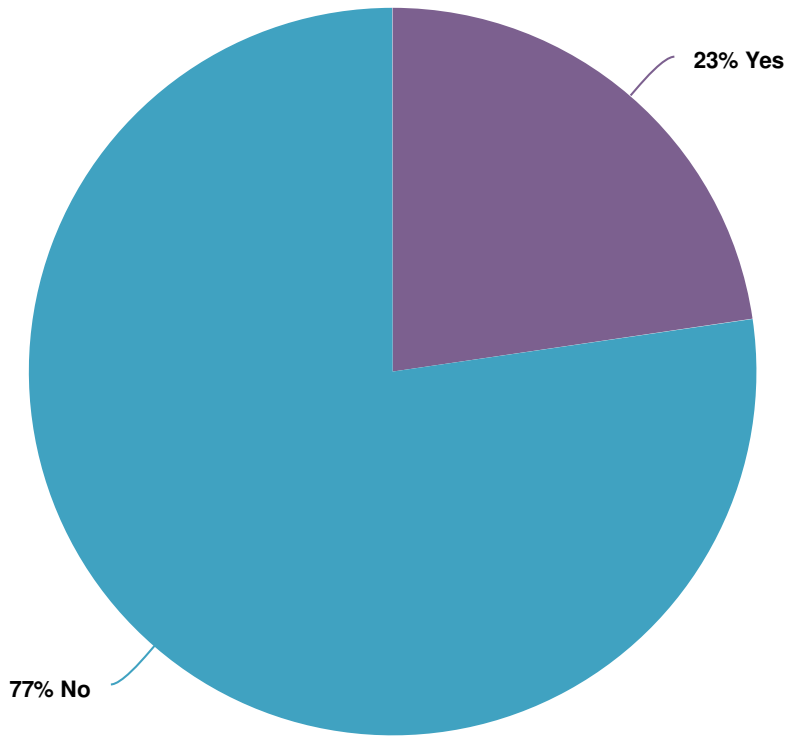
Totals: 1,203

10. Does your employer or school help pay for your pass?



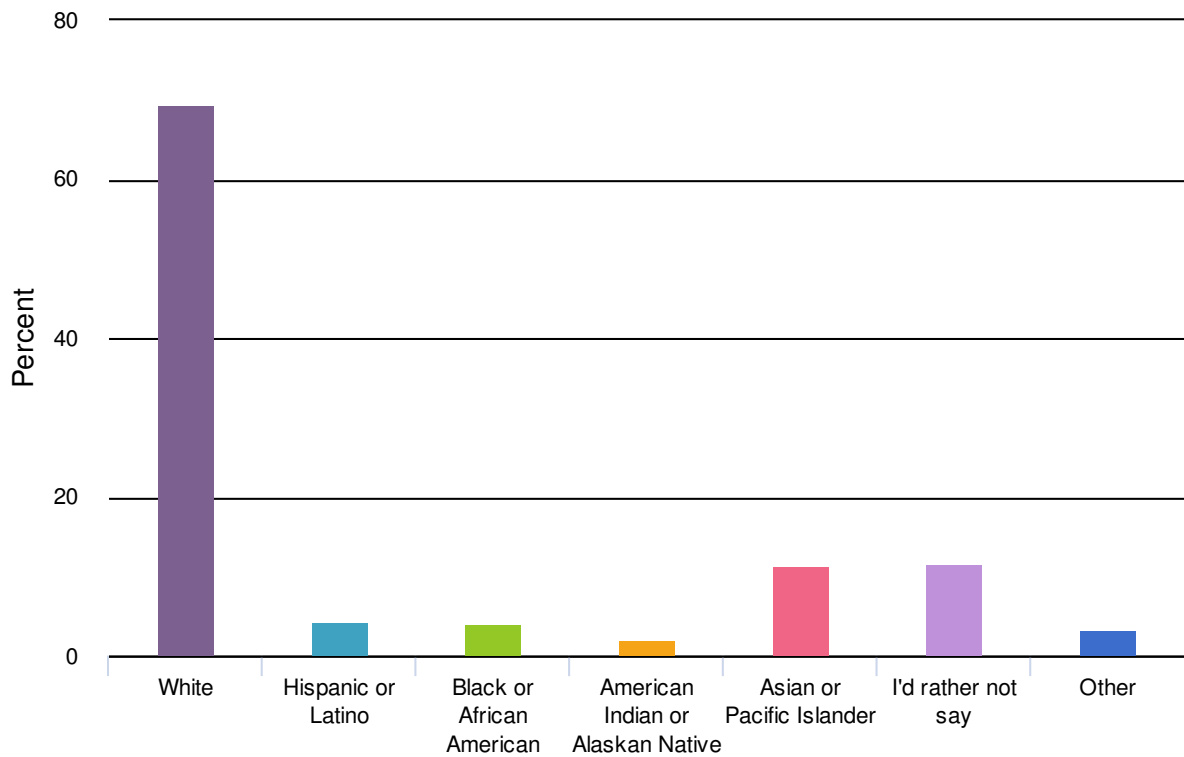
Value	Percent	Responses
Yes	69.7%	481
No	30.3%	209
		Totals: 690

11. Does your employer or school help pay for your E-purse?



Value	Percent	Responses
Yes	22.7%	83
No	77.3%	283
		Totals: 366

12. Please provide your ethnicity (select all that apply):



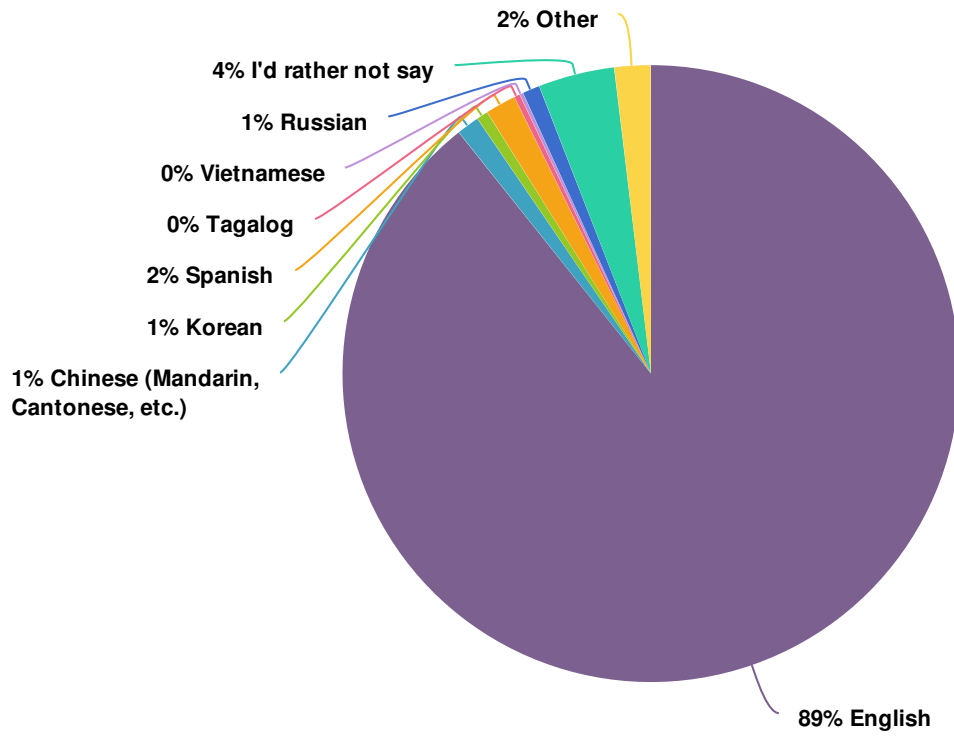
Value	Percent	Responses
White	69.3%	877
Hispanic or Latino	4.5%	57
Black or African American	4.1%	52
American Indian or Alaskan Native	2.1%	27
Asian or Pacific Islander	11.3%	143
I'd rather not say	11.7%	148
Other	3.4%	43

Other	Count
American	3
South Asian	2
Totals	33

Other	Count
American	1
Anglo-Saxon	1
Bi-Racial	1
Black and white	1
Caucasion	1
Danish	1
Eastern European	1
Greek	1
Green	1
Hawaiian	1
Hellenic American	1
Human, stop with the racism	1
It does not matter, my opinion is same irrespective of race or pay group	1
Lost to history	1
Mixed	1
Mixed race	1
Mutt	1
NEA	1
Not an appropriate question.	1
Us citizen	1
Totals	33

Other	Count
Why do you need this info?	1
earthling	1
middle eastern american	1
mix	1
multi-racial	1
multiple	1
white and native	1
Другое	1
Totals	33

13. What is the primary language you speak at home?



Value	Percent	Responses
English	89.3%	1,127
Chinese (Mandarin, Cantonese, etc.)	1.2%	15
Korean	0.6%	8
Spanish	1.6%	20
Tagalog	0.3%	4
Vietnamese	0.2%	2
Russian	0.9%	11
I'd rather not say	4.0%	51
Other	1.9%	24

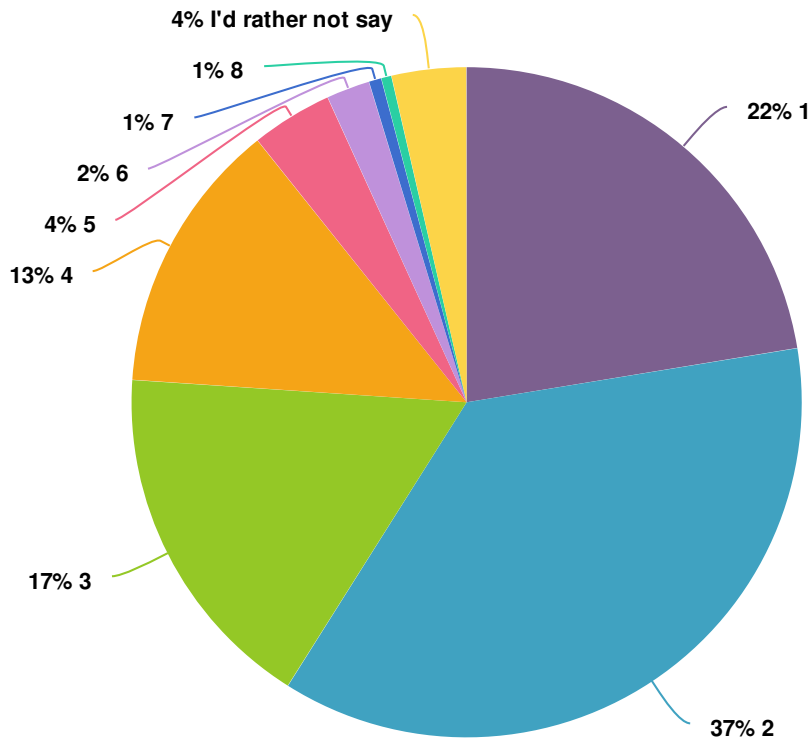
Totals: 1,262

14. Please specify what your primary language is:

japanese
german
urdu
samoan sign american bengali finnish
nunya hindi
language french gujarati telugu
standard indonesian malayalam

Count	Response
4	German
3	Japanese
3	Tamil
1	American Sign Language
1	Bengali
1	Finnish
1	French
1	Gujarati
1	Hindi
1	Indonesian
1	Malayalam
1	Nunya
1	Samoan
1	Telugu
1	Urdu
1	Us standard

15. Including yourself, how many people live in your household?



Value	Percent	Responses
1	22.4%	283
2	36.5%	461
3	17.1%	216
4	13.2%	167
5	3.9%	49
6	2.1%	27
7	0.6%	8
8	0.5%	6
I'd rather not say	3.6%	46

Totals: 1,263

2 - Please share any additional feedback you have about our fare options.

Response ID #/Response
81 It really seems to punish riders only traveling a short distance (e.g., Lakewood to Tacoma, Federal Way to Airport). Plus incomes are lower in farther out areas who are mostly served by two-county routes. Current system seems more fair.
83 I think 2-County rides should still be charged 2-County higher bus fare because of the higher cost of providing that service to Snohomish and Pierce County from Urban King County, while rides within a county should not be suffered for fare increase as a result of the fare change.
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126 So if a person gets picked up in SODO on the 590 they would pay the same as me coming all the way from Tacoma, with both of us disembarking in downtown Seattle. This is not fair. The 1 zone people would have to wait on a 1 zone bus or pay the upcharge.

129 Option one is the best an most easiest going forward.

134 Express buses are for long-distance, not short rides. If it's an express/long distance bus, you should pay more. You pay for the value/convenience of the speed and distance.

135 Unless people are using Orca cards, paying 25 to 75 cents becomes time consuming. I have seen people fumbling for change, dropping coins and stuff.

139 I don't think the fare makes an impact on how easy or faster it is for people to get on the bus for my route. Most use ORCA cards. Very few use cash.

143 Get rid of the busses!

145 PLEASE stop having "out of service" bus drivers sitting in I-5S rush hour traffic! Make better use of these drivers time! This would save SO MUCH MONEY! I see at least 10/day. Also, don't raise rates right after a big tax increase, will get people to find other modes of transportation.

148 What good are fare options if the busses don't show up on time?

149 Since virtually all trips are made by ORCA on the buses I ride, changing the fare has little effect on boarding.

150 It would be faster if more people used ORCA card, then it would be possible to tap-on and tap-off to calculate distance or zone based fares. Perhaps offer a discount incentive for paying with ORCA card, to encourage more people to use it.

151 either fare is affordable.

158 I think it's important to align to King County Metro to have similar fares on similar routes. It doesn't make sense for ST to be much more expensive (which it would be for the one-zone fares compared to Metro's flat \$2.75 fares). KC Metro can have a single flat fare because most of their bus routes are similar in length. Sound Transit has several very long bus routes (the 2-county ones), so it makes sense to charge more for those.

161 One price will definitely make it easier as there are always questions regarding money owed when boarding bus.

164 We use the buses every day to and from work...five days a week..it would be nice for the fares to decrease

167 As the cost of living in King County becomes more and more outrageous, more and more existing and potential riders will be moving out of zone 1. The current cost of rides from zone 2 (including Sounder train) are outrageously inflated and inequitable.

168 If a person rides multiple routes it would hard to keep them straight.

170 This option will increase the fare for college students, who can least afford it. That is wrong.

174 Fares are too high now. It's cheaper and more convenient to drive myself. I would not take the bus if my company didn't pay \$60/month on my ORCA card. If Option 2 were

<p>implemented, I would be forced to take only Metro buses between Totem Lake Freeway station and Bellevue Transit Center (the start and end of my 3 bus commute). That would increase my commute time too much.</p>
<p>180 On the 532 I do not see that many occasions where the driver has to switch to a 1 zone fare and it does not seem to slow down the process that much.</p>
<p>181 I ride Community Transit and pay \$4.50 from Ash Way to Seattle. I don't know why ST is looking at reducing fares on their buses to \$3.25 with this change instead of raising the rates to be more in line with CT (at say \$4) and to make money to save for in less profitable years. So for me the rates don't make sense as Metro is bankrupt without taxpayer financing and now ST is following in their same path. Messed up thinking.</p>
<p>182 I am strongly against the flat rate. Sound Transit is already making my commute more difficult by eliminating park and rides and messing with traffic in DT Seattle. If anything fares should be reduced and Sound Transit must learn to manage and stay within their budget! Too much for the tax payers money is being wasted!</p>
<p>184 I do find the fares confusing when one first starts out riding the bus. It would be nice if Metro & Sound Transit were the same fee. Metro counts the stops after 145th to be charged more but Sound Transit lets you go into Kenmore Park & Ride. I do not like the fare going up, worried that the new tax law will eliminate my employer subsidizing my fare...</p>
<p>189 I am happy with any option that allows faster and more efficient buses - and helps more riders get cars off the road.</p>
<p>191 Easier / faster would be to enable those with full-fare ORCA cards to express load on a bus using all available doors (badge at the stop, or put an additional reader near the rear of the bus exit). Those paying cash/fare would still go through the front. Still would like to see a cell-phone based ORCA card. My phone can read the trips on my card, value remaining, etc. there's no reason I shouldn't be able to use it in place of carrying another card.</p>
<p>194 King County Metro is adopting a flat \$2.75 fare. Please make Sound Transit fares match that in King County. That will make it much easier for us to ride either bus by buying a \$2.75 bus pass. If you impose a flat \$3.25 fare, we will have to pay an extra 50 cents to ride the 522.</p>
<p>201 I don't like the fact that a one-zone rider pays a two-county fare.</p>
<p>211 One fare for everything is much easier than separate fares for separate buses. I end up doing bus & train passes so it makes no difference to me, but the one fare for all option is still better.</p>
<p>213 Why are there a 2 zone fare anyways? Each county pays into the sound transit system already. There should be only one fare period.</p>
<p>215 I think that lowering the fare from 3.75 to 3.25 sounds like a great idea. I also think that it seems fair those people currently paying 2.75 see an increase in their rate to 3.25, there are a lot of people who use a transfer option when getting on the bus in Seattle and they wouldn't see a change.</p>
<p>226 Instead of doing it based on distance, do it based on Cash or ORCA. \$2.75 ORCA. \$3.75 Cash.</p>
<p>227 Make it a flat 3.00 for cash fares that way no one will fumble around with change, speeding up boarding. Incentivize Orca card usage by making the fare 2.75.</p>

245 The 1 & 2 zone rates: The only bus I am familiar with is routes 577/578, although I'm sure there are other similar routes. I live in Puyallup, so I only use route 578. Most people on route 578 seem to travel between Seattle & Federal Way. With the 1 & 2 zone rate, would Federal Way people wait for the 577 bus, which currently is every hour? Would it cause the 577 bus to be over full? Would it cause the 578 route to close, or be even less frequent than every hour? (One hour intervals is the minimum usefulness of a route.) It would also cause short 1- county trips, such as Puyallup to Sumner (route 578) to be very expensive. Thus I think the 1 rate system would be the better option.

254 Eliminate cash fares. ORCA cards or Bus Tickets from TVM's. Consider selling Bus Tickets in local stores, shops, and Customer Service Centers. Fare enforcement would be possible and farebox revenue would level out.

260 Is fares could be simplified to dollars or half dollars that would be more simple.

264 There always seem to be riders who can't get the change or card ready before they enter the bus. This fare option does not make it easier or faster for people to get on the bus.

274 The monthly pass would speed up boarding significantly, that discount should be greater for more of an incentive. It's essentially 2 free trips per month which is pretty measely, if you get sick once or drive once it can end up costing more and being a waste.

275 Sound Transit needs to quit tricking people into voting for these BS changes. A lot of people will only see that their fare is going to go down if they vote for the flat rate and will vote for that option. I think it is BS that you would charge someone traveling two, three, five, ten miles the same that you would charge a person traveling 35 or 40 miles. Slimy moves.

280 What is the fare for transfers?

281 Very much appreciate how the ORCA card works.

287 2.75 for same county express is already pricey enough

295 You should leave it alone. Splitting the fare up based on one or two zones is confusing and won't speed up getting on the bus.

297 More people ride 2 zone. Option 2 is better for your business.

300 I'd prefer to leave it as it is. Also, why are Senior rates cheaper than kids who usually have zero outside income? As a family, we tried to take transit sometimes but it is generally cheaper to take the car and that is unfortunate. I'm glad we have reduced rates for those on limited incomes, but I don't understand the reasoning for giving preference to Seniors over children or low income folks. Also, I would love to get away from any cash payments on the bus. Cash payments by far are the biggest issues with slow boarding.

305 Not sure how either of these simplifications would really help with boarding times during peak hours in the tunnel. The 41 is especially noteworthy for gumming things up at Chinatown with long load times. I can't imagine all these people are paying with cash? Either way, cash use has got to be a significant lowdown with or without the new fare structure. I wish we could do turnstiles for the tunnels so that people don't have to pay on entry.

306 Simplified (one choice only) fare payment is VERY welcome, as I find both of the following scenarios are quite common when riding the bus for purposes other than commuting (think of the hapless tourist who runs afoul of these!): (1) My destination is within-county on an intercounty route, and I forget to tell the driver so I overpay. That quickly adds up to a horrific sum here in Snohomish county, where all routes cross the county

line. (2) I'm out and about to run errands and/or enjoy a day off, and change my mind midstream about where to go. Often, I find I've either wasted money by paying for a longer trip than I ended up taking, or I'm risking an uncomfortable interlude with law enforcement due to having underpaid. (Think of visitors, my god man, the tourists!)

311 Option 1 is a winner! Easy to understand no need to ask questions about how much do I pay for going 2 or 3 counties. Just do option 1 easy no hassle.

312 A flat fee would encourage ridership as currently the "express" buses have circuitous routes at their extreme ends, which add about 30-45 minutes to a commute. For example, Gig Harbor winds through T CC and Fircrest, before hitting I-5. This adds 30-45 minutes depending on traffic.

314 It makes sense to use a one or two county fare system instead of zones.

320 I LOVE Sound Transit!

333 \$3.25 seems a bit steep. I would strongly agree to \$3 for all trips. The two zone system makes sense but is terrible because you have to have the driver change the fare settings when you ride a long distance route within 1 zone. There should be a flat rate and I personally think \$3 would be good. However, it would be very nice if the one zone fares matched that of the operating agency so no additional fare would be required when making transfers.

334 1. I don't think changing the fare will speed up the boarding process -- on all the Sound Transit routes I've ever ridden for an extended period of time (512, 550, and 554) it seems that 95% of riders use an ORCA card. 2. I strongly disagree with the single fare policy-- it's not fair to charge me, someone who rides the 550/554 for about 8 miles at least 12 times a week, the same fare as another person who rides the 510 for 35 miles from Everett every weekday. 3. Although the two-fare option is better, I still disagree with it. I (in the past) used to ride the 512 between Downtown Seattle and NE 145th St. My best friend (who pays CASH on her ORCA card) continues to make this journey every weekday to get to school. It isn't fair that she would have to pay more when she's not embarking on the full 35 mile-long 512 route. There is no other comparable Metro for this journey (except the 301, but that doesn't come frequently enough), and \$3.75 is way, way, way too expensive. I MUCH PRE

336 Fares should probably be on round dollar figures.

339 I can take an ST 522 or a Metro 312 into work every day and I buy one regional pass that works for both. I'd rather not have to spend more on my pass just to use the same service I do now and option 1, although it is the simplest, would cost me quite a bit more each month than I currently pay.

340 I don't understand why you're dropping fares for ORCA Lift, Youth, and Seniors. Feels like I'm being asked to subsidize their fares. I can hardly afford mine now

342 I would much prefer a simple, same fare for all ST bus service. I lived in Seattle and used the 522 frequently until just a couple of weeks ago. Now I live in Tacoma and will use the 590/594 sometimes. Even though the flat-fare for all rides option would be more expensive for those who ride only one-county routes, I would prefer that to the confusion people face when seeing a sign with two different amounts or the wait everyone has when someone is riding a two-county route but only going within one county so the orcs reader needs to be changed by the driver. I anticipate riding both one- and two-county routes in the future, and

<p>would prefer the simplicity of a flat fare for all service. Anything that would make boarding faster would benefit everyone.</p>
<p>351 I ride farther, I use more resources, I should pay more. It's a bus fare, not rocket science.</p>
<p>357 I hate that fares are going up again, but if they have to, might as well just simplify it while you're at it</p>
<p>358 I don't think those individuals riding one zone should get penalized by a \$1.00 because the only bus that comes to the stop is a two zoner.</p>
<p>364 Because most people I see pay with orca cards, there is no difference in getting people on the bus faster or easier no matter what the fare is. If you really were concerned with speed or ease of use, you would make the fare an even dollar amount without any change. Then the folks that need to pay in cash don't have to worry about coins.</p>
<p>367 I hate that fares are going up again, but as long as they have to, might as well simplify things.</p>
<p>379 make an express service to the airport on link light rail, perhaps serving every other stop, with every other interval, in order to increase travel time. Consider an increased fare for this service, say \$5 express run from downtown to the airport.</p>
<p>381 Prefer current rates for Senior and continued option to pay with currency (no electronic device, e-wallets) Secure and safe locations to board/debark regardless of time of day.</p>
<p>383 Keeping the two transit agencies' (Metro & Sound Transit) the same, or as close as possible, would definitely be preferred so that it is easier for users to understand.</p>
<p>384 Flat rate of \$3.00 and the abolishment of one-zone/two-zone fare policy is better in my opinion. Limits the amount of change riders need on hand and can make boarding faster by not needing coins (only three dollar bills or their orca card) and less confusion caused by zone fare policy.</p>
<p>387 Option 2 makes more sense because many ST 1-county routes provide similar service to KC Metro routes (e.g. Routes 522 and 312, 554 and 212). Seems silly to charge a different fare for these routes that serve the same stops. The \$2.75 fare would remove this inconsistency since it is consistent with KC Metro's fare.</p>
<p>389 I think it's important to match KC Metro fares for routes that serve similar destinations. There are several origins and destinations that allow passengers to take whatever bus comes first, such as on the 520 corridor or between Seattle and Bellevue. Having a single fare for ST Express at \$3.25 for in-county trips would no longer allow cost-conscious passengers to take whichever service arrives first and may cause a shift towards using the cheaper option on KC Metro. If ST wants to be equitable and reduce confusion, perhaps having a tap in / tap off system similar to the light rail may be an effective option.</p>
<p>396 I live in Lakewood, and people riding from Lakewood to Tacoma ending up paying more for both options because 2 county routes are all that are available to us. Personally, it's no big deal because I use ST to ride to SeaTac or Seattle. So for me option 1 is the only one that save me money.</p>
<p>397 I don't think the fare has anything to do with the boarding being the problem it's the people that don't have their fare ready they wait until they get to pay and start looking for their money or orca card</p>

407 Both options remove any incentive for people to live closer to their places of work. This is a mistake. If you choose to live closer to work and pay higher rents to do so, there should remain the small incentive that you pay less for the bus.
409 I agree with the proposals, except I believe the reduced fares should continue for disabled riders
413 I hate that this bus is my only option to get to work. Our transit options and fares are light years behind other major cities! If the prices raise this as proposed it will be more economical for me to drive to work and skip the bus altogether!!!
414 We need more affordable transit options.
415 One of the biggest problems I had in making the switch to a bus commute was the challenge in understanding zone based fares. While simplifying it to route based fares that are determined by zones the route includes is incrementally easier to understand, I still think all the asterisks required to explain it set a barrier for new bus riders to overcome. Simple is best, even if those of us paying full fare per trip have to adjust the bus budget in the short term. 6 months from now we won't remember the hardship it was.
416 I should not have to pay more to go within County it is unfair to the vast majority of riders. \$3.25 further pushes users out of being able to afford bus use.
418 I prefer flat fees.
422 Spend more time easing the transition for riders who transfer from sound transit to metro.
424 I think option is a better option because it simplifies and streamlines fares so that infrequent riders aren't confused.
425 More 511 going home from downtown would help
426 One fair everywhere and at all times
427 I want to see more research about the # of riders having their fare increased under each option, preferably bucketed by income and purpose of trip. I feel rather blind voting for either option without a sense of the impacts.
428 The route-based fare will discourage within-county ridership on multi-county routes, e.g. Federal Way - Seattle on the 578, 145th St - downtown on the 512. I strongly oppose it. The flat fare is also inequitable, as it subsidizes the multicounty routes at the expense of shorter within-county routes. I favor keeping the multi-zone system and adding discounts for Orca cards to encourage faster boarding.
431 One fare is easy for all to understand. Price is fair.
435 one fare for all routes and it should be the same price on all bus services, metro, CT, PT . It's not like we have a choice which service to use, it's all the same to riders, it's a bus
440 The last 577 bus from Federal Way to Seattle is 8:45am followed by 578 (twozone) for the rest of the day and evening. Return afternoon trips on 577 are available from 2:40pm until 5:48pm at the start point of Fairview and Thomas. All evening routes would be on the two zone 578. Are you planning for additional 577 buses or just hoping to increase revenue by not allowing the one zone fee on the two zone bus? Otherwise, most buses will have a flat fee of \$2.75 which when buying the ORCA pass would be a big leap to get a pass for \$3.75 to cover the extra charge. Sure in comparison, the \$3.25 option seems better since most of the time it will be a 2-zone bus available. I'm wondering why a flat fee of \$2.75 wasn't

considered? That would be easier and faster since no change in fares between buses and perhaps more equitable and definitely more affordable. On a bright note, I am pleased that the ORCA LIFT and RRFPP will be paying one zone fares on all bus routes. thank you.
448 Fare should be \$3 regardless for adults that would be affordable and easy to load more quicker.
454 I think one-zone people are served better by paying less if it truly costs less to operate their buses.
456 Go with option 2 UNLESS it'll screw up ORCA Next Gen.
461 Still need to expand parking at the South Everett Freeway Station. If you want more people to ride the bus they have to have somewhere to park. You have to get at the South Everett Freeway Station no later than 6:10 to get a parking place. If I have an appt before work, I have to drive, not because there are no buses but because there is nowhere to park.
463 Fare simplification is a good idea
467 I think the second option is unfair to riders that only ride in one county. I think it is unreasonable to reduce fares for all two county riders from \$3.75 to \$3.25 when community transit charges \$4.25 for similar trips. We are charging more for car tabs and not charging a reasonable fare for the buses. Are the buses supporting themselves?
471 My employer pays for my ORCA card and monthly fare.
476 This is going to make getting on the bus a lot slower. Esp when taking the 512 when it makes a lot of stops and the bus driver is going to have to ask everyone where are they going and the pay changes. At times there are long lines and this is going to really slow things down.
479 Option 1 would mean that current 1-county riders would subsidize 2-county riders. I don't think current 1-county riders' fare should go up while current 2- county riders' fares should go down. It doesn't seem right, which is why I support Option 2.
480 Since Route 578 takes over when Route 577 completes its service day, people who normally take 577 will get penalized when they are forced to take the more expensive 578.
482 Later this year Sound Transit is eliminating the stop where I board the 550. In order to get to Bellevue and back I will either have to take three buses or walk some distance to light rail and catch the 550 downtown. Both options are adding significant time to my commute, as well as expense. So I do not support any fare increase by an agency that is making my commute longer, more expensive, and less convenient.
487 Simple is great.
491 I may not get off/on in FW, but those who do get on/off there should not have to pay the same as I do coming from Pierce county, when they are only going half the distance.
493 Keep it as-is so every rider pays for the distance they travel.
504 A flat fare for most at \$3 would speed things up a lot, since it would just be 3 slips of paper vs also having to add coins.
506 A flat fare would be a good option for those who often ride between counties. It also would be easy to understand. Option 2 would penalize those in Snohomish County who would use the 512 between Mountlake Terrace, Lynnwood and Everett, and those who use the 535 to connect between Canyon Park and Alderwood Mall as options where Community Transit connections can be tough.

507 Since all the Express Bus fares increased by a quarter in March 2015, that should mean every single group and zones should. The In-County adult fare should've stayed at \$2.50. It's currently at \$2.75 and should go back down to \$2.50. The In-County ORCA Lift, Youth and Senior/Disabled fare is perfect the way it is, but the X-County fare isn't right. The X-County fare should increase up to \$5.00 for adults, \$3.00 for ORCA Lift and Youth and \$2.00 for Senior/Disabled riders to make it the easiest to understand or otherwise it should be \$4.00 for adults, \$2.50 for Youth and ORCA Lift and \$1.50 for Senior/Disabled by eliminating the differential zones, which means it should be all zones no matter the distance, in county or cross county.

508 I think that as long as you're staying inside King County, fare should be the same, whether you're on King County Metro or Sound Transit. I like the idea that fares inside the county are all the same. Additionally, I would love a simplified LINK fare structure so it is a flat in-county fare and not the per-mile confusion that it is right now. (Incidentally, that means people would not need to tap out anymore! Time saver!

510 Sound Transit has many bus routes that cross 2 counties. That would seem to get many ticked off that they are now charged more "just because."

511 I like option #2, with the caveat that 578 riders to Federal Way MUST pay the current single-zone fare (this is about 80% of 578 ridership per your data). Either keep the two zones for this one route (surely one special case is not horrible), or make all of route 578 the current single county fare, even for 2 county trips (a rationale for this is that south of FW, the route is not as fast as most express service, and is slower to Puyallup than taking PT route 402, so lower fare is appropriate for this route).

512 You have a record number of riders. You can afford a flat fare of \$2.75 or even \$3. Your agency has an accountability problem and tries to grab money wherever it can whenever it can. Reduce the fare or Improve the reliability of the service, considering these buses rarely seem to be on time.

517 I don't see why this is as hard as it is. We are considering a next generation Orca card system anyway, have passengers tap on and off the bus to get good data on distance travelled and where. This prevents a situation where passengers travelling a short distance but between zones from overpaying Look at Singapore for example. Their public transit system and buses put ours to shame and transport far more people, but there is no lack of understanding on how to tap on and tap off Passengers without an orca card would have to pay full fare for whatever the remainder of the route is

525 Cash fares should be even dollar amounts to streamline passenger boarding. Those using orca epurse should get a .25 discount to encourage wider adoption.

532 The route-based fare would greatly simplify the system and leave no surprises. It's the best option and less painful to many who travel shorter distances on routes that serve only one county/zone.

534 The fares are not affordable as it is especially if we have to transfer from Metro to ST buses. There has got to be a more affordable option for those of us who rely on public transportation, especially in areas that are not served by ST (e.g. Duvall) and where we can't just take Metro buses into Seattle in an efficient manner, i.e. not spend 3 hours one way.

535 It may be difficult for first time riders to know their fare if it changes depending on the route. Most riders expect a flat fare across all transit.
538 I don't understand the part about 1 zone paying for 2 zones. I think you should charge the same price without regard for how far you travel -- that will save time for boarding
540 I'm torn because of my two-county trips to work. The one fare option would make my trips cheaper and is easy to understand. But it penalizes people who only ride within one county, and who may not be as financially well off as me.
541 It should really be based on distance. People should tap on and tap off the bus. Then charge a mileage rate. Use ORCA only.
553 Option 2 will confuse visitors who are not familiar with which buses cross counties. Option 1 stays the same for all buses making it easier to understand. Ideally, the fare would not include change so people don't expect change.
556 All transit trips inside King County should cost the same regardless of whether the trip is made my Metro or Sound Transit bus. On some routes there is a mix of service, no reason that the fares should differ for the same trip. E.g. Metro 277/271 vs. ST 540/541/542/555/556 or 255 and 545. Or Metro 212 vs ST 554 Should all have the same fare. Similarly ST 535 Bellevue to Bothell shouldn't be a 2-zone fare just because the bus continues.
559 I think there is an opportunity to reduce fares for single zone in Option 1
562 I will admit that I am a biased one-zone rider, but it seems odd that when you want to align ST 's fare structure with Metro's to propose a price difference based the paint job of the bus for routes that operate within King County once Metro's new structure takes place this summer.
564 Most people use pre paid cards provided by employer on my route and fares don't matter.
568 Metro is changing their fares to make intracounty trips, like mine from Seattle to Bellevue, equal to that of ST . It would be unfortunate if ST then decided to change the fares again. It would kind of tick me off.
569 Why take this survey, you have made up your minds/decision to increase rates!
572 As someone who lives in Shoreline I experience this two zone issue on the Eline Rapid Ride. It is unclear if either of these options will effect this.
576 no far increase! more and crowded busses mean that your revenue is up but service still is subpar
577 Current rates are based on trip length, so while higher for a two zone trip like mine at least it is equitable. Transit is already highly subsidized, and now increasingly so by vehicle driver's/owners. This would just appear to increase rates on one zone travelers, ie flat rate to allow for discount for youth, disabled and Seniors. Come on Sound Transit, if you want to make the rates more affordable or have other riders subsidize those groups with their fares, just come out and say that is your goal. I have paid your fares for 21 years of commuting, still a bargain over driving and parking by a long shot. I was also a local elected and have been active for 20 years in that regard. You all got a credibility problem, be forthright, and don't move away from transit riders paying more of a fair share of their actual transit cost.

578 As a one zone rider on the 512, I would be willing to compromise and have everyone pay a compromise amount. But it doesn't seem fair to pay the 2 Zone fare for one zone trip.
579 Keep the fares at \$2.75. It may get more confusing when agencies offer fares at different rates. One thing I liked about Metro changing their fare to \$2.75 is that it was easy to understand and it also matches the rate of Sound Transit so that it could make it simpler for people to understand the whole system instead of just that of one transit agency. Have the fares be \$2.75 for both Metro and Sound Transit.
584 either option if fine with me with the rrfp fare I would be saving .75 on option 2 and 1
586 Seems like ST is once again nickle and diming riders once again. If it's not there tax payer it's the rider. Eliminating zones is a crock of shit.
590 It's so confusing today. So either is better. But I had to read option 2 reversal times before I understood it. Please make fares flat and simple, like option 1. Metro did it, and customer appear to be very happy with the change to come. I hope Sound Transit can do it too!
591 I'm okay with the options. You've done a nice job with keeping them simple.
592 One fare for king snohomish area is good
598 Leave the fares as is
602 Having the one-county fare and the Metro fare the same is a big advantage in simplification as well as fairer for Seattle / King County residents who need to use Sound Transit but do not leave the county. Pierce and Snohomish county commuters also have their own transit systems express bus service to/from Seattle as an alternative to Sound Transit.
604 I would still like transfers as I often utilize a number of transit options per day including Pierce County Transit, Sound Transit - bus and train, King County Metro and Lightrail. Living in Pierce and working in King is a challenge as well as getting around town to meetings. I often bring my teenagers with me and that is a very expensive transit day.
610 Fairs are still considerably higher than other major west coast cities.
611 King County just changed their fares to match the \$2.75 that Sound Transit charges. I prefer that the one county trip match King County fares.
613 I like the 2nd choice because of the low priced fair's for low income passengers.
615 I am a senior so would be paying less on two zone routes. Two zone routes would have people getting on who do not know the details and would slow down boardings.
623 Why do we even consider cash fares that aren't on a whole dollar boundary? The more things put into the machine, the more time a cash boarding incurs. Make it \$3 or \$4 for all cash fares and then make Orca cards cost the same as KCM regardless of county! Don't overthink this, an easy user experience wins every time :)
624 Prefer option 1
626 Suburban poverty affects Snohomish and Pierce County more than "suburban zone" areas of King County, so the flat option is more equitable. Raising prices on short express runs to the Eastside is reasonable.
627 I don't understand where the boundaries are for one county/two county
633 Orca Lift fares need to remain at 1.50 per trip, regardless the number of zones

642 Option 2 is more likely to be sort of a misfire in terms of simplicity, simply because one would have to know that the route they are on is one-county or twocounty - and sadly, most people don't seem to get this.
644 A single fare simplifies the system so that folks don't have to think about zones. I am fine with the higher fare for those traveling one-zone, effectively subsidizing those who might travel two-zones. The ST bus system is worth the price!
649 Option 1 would be so much simpler for all types of riders. I find Option 2 to be very complicated, particularly for new or nonlocal riders. The fact is fares need to rise, so it is much more fair to have all Adults pay 50 cents "more" than to have another tier system. No more confusion about which one you pay for. Also,paying for 2-county sometimes just relies on that particular rider's honesty. Option 1 adds limits to those who want to cheat the system.
655 We should just change all fares to \$2.75 or \$3 if we're really going to care about affordability/equity. People who are more likely to take multi-county routes are likely poorer folks who've been displaced and are now commuting long distances. They're more likely to be low income too. That's why I'd support lowering it to \$3.00 Plus, having a unified fare, especially at a flat dollar amount, will make boarding faster since customers would not have to fiddle around with coins.
658 Should pay for distance, not to subsidize for ORCA lift and youth. I don't mind helping out the seniors.
659 Metro transfers should be allowed for transferring to ST buses
664 Reduce fares. The New York Subway is 2.75, regardless of how far you travel, why is the bus in Seattle almost \$4?
669 I'm not opposed to the second option because I usually take a 2-zone bus for a 2-zone trip. I wonder if people would feel it unfair if they only need to travel within 1-zone. The first option is easier to understand and appears more equitable.
673 Charging different fares for the 577 and 578 is weird. Some of those 2-county buses are predominately intra-county riders, and should be considered for charging an intra-county fare.
679 One fare is just easier and will allow faster boarding.
680 Can you guys start charging for passengers who have more then 1 big suitcase I ride the 574 and the rider pays for the seat not the bags so charge extra for people with more then 1 suitcase.
684 Make it a max charge of \$3.00, 2.75, 2.50 and 1.00
690 Fares need to be simple and equitable for ALL riders... everyone should get the ORCA LIFT rate... people work hard for their income and should not be penalized for their long days and hard work.
691 In my opinion I doubt most riders cross county lines, so they should not have to pay the increase
693 I use an Orca pass provided by my employer.
696 Option2 definitely more equitable & simple. but to simplify both options even more, have one rate \$1.50 for ORCA-Lift, Youth & RRFP. This is still affordable & equitable to everyone.

704 A big visible chart on buses will help riders to understand, especially for nonregular riders. Good information is a key to avoid confusion, it also saves time for drivers from explaining fares to riders.
707 Youth fares should extend to 26, matching the Affordable Care Act and recognizing the new normal and critical need for investing in specialized education post K-12. ORCA LIFT , RRFP and youth fares should also be the same.
711 still somewhat confusing/complicated
713 I wish it was the same cost as Metro routes just to make it very understandable. I like that option 2 has simplified fares for seniors, youth, and low income but think an across the board 1 fare would be easiest.
716 we need more buses during commute hours. Standing room only in the morning at 04:45 - 05:45
720 Well all I have to say is that you guys better lower the dam price of the reduce fare permit cost I mean seriously 36.00 everyone that is expensive and for people who can't afford it maybe lower it by a lot like to something that everyone can afford in the end.
722 I like this option, my fare would remain the same.
723 1. People used to paying a one zone fare on a two zone route will have an adjustment. This will cause confusion at the beginning and slow the bus boarding process as bus drivers explain, but I think they'll adapt. 2. People already opt for the 511 bus over the 415 because it is cheaper. The single fare system will increase that gap, which I don't think is wise. 3. I prefer the route based fares and would like to see you find a way to easily identify which buses are 1-zone or 2 zone. For example, Metro routes are 2 digit within Seattle and 3 digit outside of Seattle. Or, title routes as Express or Inter-County or something like that.
727 I do not yet qualify for the senior rate, so raising the adult fare means I'd have to pay a lot more.
729 My employers covers my ORCA pass, so when I ride public transit for personal transportation, I pay by cash. Have a flat rate of \$3 for adult fare would be easier instead of needing change on hand for the options where fare ends in odd 75 or 25 cents.
734 The first option is clearly simpler (no need to know how many counties the bus goes through and you don't need to remember to get an override), but shifts the cost burden of 2-zone routes across the majority of people using any route. Selfishly, because I use the 522 to commute, I like option 2 better since it shifts the cost burden to the people using a 2-zone bus (even if they don't go to the 2nd zone). Since either way, you are shifting the cost of 2-zone buses to riders who don't use 2-zones, my only question is why you don't have a solution that puts the cost for 2-zone buses on riders who use the 2nd zone. I guess that's what we have now, which isn't incredibly easy to understand. Still, I'm left wondering why anyone who doesn't use a bus to go outside of the county needs to pay more.
736 Option 2 discriminates against riders going to Federal Way and Auburn on the 578 as a two zone fare. Not right. Eliminate 578 stopping at both cities, make 577 extend to Auburn. 578 Seattle Sumner, Puyallup
737 Still confusing, will still cause people to question fare when boarding. One fare across the board would be a much clearer message
741 Once on bus, who monitors when they a 1 county rider gets off the bus.

742 The flat fare is not equitable; long-distance routes have higher costs. The 2 nd option is simply confusing, and also not fair to people traveling shorter distances on long routes.
743 The second option seems like it unfairly impacts zone 2 residents that need to travel in their zone.
759 I understand the need to charge passengers more for those that are traveling further. I think it is fair to charge more for busses that are traveling Everett-Seattle or similar distances. My main concern is the higher rate for the 535 busses to/from Lynnwood counting as two zone when they are only just barely crossing county lines. Perhaps that route/similar I'm not familiar with could be exempt from the zone ruling. Or tapping on and off like subway systems to charge for how far people are traveling
770 The one fare proposal (3.25 for all) is very unfair for riders on short routes. The 550 a short route compared to other ST routes. At \$3.25 the 550 riders are supplementing the rest of the system. It is particularly true for riders from Mercer Island to downtown Seattle. I support the two county rate proposal Imdo,not support the one fare for all proposal.
778 People short the farebox as it is. Lowering it to 3.25 means you'll still lose the quarter. Just make it \$3.00 even and never mind the change. That will make it easier on the poor drivers and increase ridership. Trust me.
781 It would really help if sound transit to ST OP RAISING their Bus Fares, especially for their Express Bus Routes. It's BAD Enough that your ALREADY Charging More \$\$\$ for Round-T rips on the LINK! Also, these LIFT Orca Cards would help if \$25/monthly was included for both ST Links & Express Routes with the low rate of \$1.50 for Regular Metro/ Pierce/ Comm Transit Bus Routes.
783 First of all people that don't pay any money shouldn't be allowed to ride, you're losing money because you continue to cater to these folks because you're scared you might upset them. No fare, no ride period!
787 can it be just \$3.00 flat no quarters? what a waste. chicago one of the biggest cities most comprehensive mass transit \$2.50 flat rate all the time no paper transfers
804 Don't raise the rates on low-income folks. I'm happy to pay the 2-zone fare if it helps keep their rates down.
808 Will this mean an increase in the rate to those who are not eligible for reduced rate?
813 Any such more complicated fare needs to round off to the dollar. Or at least to .50. Counties don't mean much these days. I don't believe just because one crosses a county line that the fare should be different one side from the other. That's why I prefer the flat fare option.
814 I do not like the idea of already increasing what is a costly option to commute through one zone daily. As someone who has a supplemented orca card through my workplace, I appreciate that my commute is made easier by not having to think about money spent so much. However, for people who do pay out of pocket, I am not sure if raising the price would be helpful.
818 I drive a bus. I think a flat fate is better. No one has to think about it or put the correct county change into orca. It makes it simple.
821 How would these new plans effect The Puget Monthly Pass?
822 dealing with coins is a mistake it will cause a delay

823 Two zone fares are reasonable and should be kept, a person only using the bus for say 5 kilometers should pay less than a long distance rider
824 I would say that option 1 with the flat fare of \$3.25 is the best option that is suitable for most people. This is because so that people don't have to ask or tell the driver that they are going 1 or 2 zone rides when going on the bus. This gives everyone an equal fare on bussing.
828 For someone who doesn't have exact change, the penalty per ride is greater on a ride that's \$.25 over the dollar than one that's \$.25 under the dollar. That could potentially slow things down, if people are more reticent to pay the extra \$.75 than the extra \$.25.
830 I wish you had an all day pass and where you can ride bus, light rail, and/or commuter rail, like Portland's Tri-Met system, \$5 all day pass on all systems.
833 I do not like the county zone line concept. Distance should be measured in miles not counties. Ten miles East and West should cost the same as ten miles North and South.
834 The problem is not the fare The problem us the time consuming traveling between transfer station to get another bus I think is best the bus go straight lines Noth, South, West, Eats, Something like that
836 Distance-remaining-based fare makes more sense to me. Currently does the default fare automatically decrease when the remainder of the trip is in one zone? That said, option 1 is a fare increase for store, decrease four others. Option 2 is break even or more expensive for some, which is worse than option 1.
838 You are subsidized, so make one and two zones be \$2.75
840 Option 1 better for customers but could decrease ST utilization because people may opt for local routes instead of ST express for in-county destinations. But it feels fair to pay the higher price for ST if one prefers express service to local.
843 Please note the express buses are a lifeline for those in south king county. Please bring back or make it clearer that hoping on the light rail requires another fare into Seattle. A full ride from Federal Way to the UW Husky Station or Seattle Community College using the express bus (which is the quickest option) will cost a total of 5.50 and now it will be higher. Maybe don't find the new West Seattle and Ballard link as those areas are very well off. There is disproportional poverty in South Puget Sound. ST route staff need to ride the Express buses and talk to patrons. Lots are doing night swing shifts and depend on the 578 and 577 to and from FW and Puyallup. Express buses will always be the fastest as they are express and require no stops (even in the peak hour traffic).
854 Keep it simple and fair. Go with option 1. Option 2 is too complicated. Also, the multi-zone fare system actually penalizes people the more they use public transport to reduce environmental impact (the more longer trips they take). If the multi-zone fare system were taken to the extreme there would be very many very small zones, and the only people riding would be one zone riders since the long trip users of public transit would not use it because it would be too costly and too complicated to do so. The fare systems for public transit needs to encourage more use (such as longer trips), or at least not discourage it. That is the fundamental mandate. Remember? Get rid of the multi-zone fare system!!
859 I was annoyed when ST removed the zone pricing and went to all one price regardless of how long your trip was. That penalizes those who don't have long trips, and gives a break to those whose rides are longer. Your Option 1 makes your fares even more of a ripoff. It would

likely price me out of some bus trips. I might drive to Seattle and park free, or I would just stay home. Why are you raising your fares?? NO WHERE in this survey did you even mention that. I think we deserve to know that.
866 Should be 3 bucks for all zones...if people go a greater distance don't charge them more or they'll not want to take the bus/train in the first place. Make it easy by making fares to the DOLLAR...this quarter crap is ridiculous
868 You suck. Raising our taxes for garbage transit.
872 Having a single fare regardless of route is the easiest to understand. It does not penalize someone taking a short portion of a route which happens to cross a boundary. While it seems that longer trips are not collecting the ultimate cost of providing service, I think this all gets averaged out in the amount of fares collected overall. Focus should be provided for making transit easy, fast, and equitable.
875 I don't like either of the two options. Leave it alone, or make it easier for people to pay for one county or two county. It's not too difficult.
876 Having 1 fare for all makes more sense. Especially for new or infrequent riders. The fare is posted and people can expect to ride throughout the transit system. Multi zone fares are confusing and should be eliminated.
877 Install an orca card scanner on each bus door. One tap charge the highest fee and you need to tap out when you exit to get the appropriate fare. You can further break down the fare by distance (not just county). Singapore uses this system, it's fair and efficient.
878 if we are going to have 2 zones & I only use 1 then I should only have to pay for 1 zone. having to pay the higher 2zone fare makes a 2-3stop trip much more expensive. how about eliminating the RRF fare and make it the same as youth fare, this simplifies the # of fares and isn't much a fare change.
881 You are making public transit more and more affordable. Where does the increased amount go? Are you able to clarify that?
885 I think most people only ride through one zone, so it makes the ride more affordable and equitable.
896 Do it. If doesn't work, you can go back.
901 i think having the fare be \$3.25 with option 1 is a fair price but i think it is going to add a lot of time for people paying cash as they will have to search around for three \$1 bills and then a quarter. I just hate getting stuck behind people paying with cash:(. Also with option 2, if you had to explain to everyone that wasn't familiar with how the fares worked and what the difference in fares meant, that would add a lot of additional time as well so I'm very against different fares based on zones.
907 Intracounty riders on 2-county routes help balance bus loads and increase overall ridership, and should be encouraged. Flat fare is best for that and also for short trips just barely crossing the county line.
910 It makes more sense to have one fare. It will cause less confusion for people. I've never liked the 1, 2 and 3 zones.
911 What will make riders board faster is lower orca card fee and increase cash fee.

912 Without some evidence otherwise I believe this is just a fare increase—the increase/decrease trade off is going to result in more riders paying for more. In that sense it is easy to understand. But it's just a 50 cent fare increase, plain and simple.

917 \$3.25 is a significant difference in fare. I would probably avoid riding Sound Transit when I could take a Metro bus line instead (even if my overall trip is increased by 10 minutes). Since I mainly ride within 1 county, even when I use 2- county bus lines, if the dual-fare system is implemented, I would avoid riding the 2-county buses, except when needing to travel 2 counties.

922 I feel like option 2 is basically the same thing we already have. Instead of calling them zones, it just changed to counties. If you're going to change things up, you might as well go for gusto!

923 If you choose option 1, detractors will complain that the people who probably can afford it less, will have to pay more. If you choose option 2, the complaint will be that King County riders are subsidising further out riders. This, despite the fact that there are in-county routes outside of King County. Personally, I am okay with paying more for simplicity.

931 I prefer option 2 although it may be hard to distinguish who is traveling 2 counties. most travelers are probably traveling within 1 county though so i think it's important to keep the prices down for those people.

935 I am a huge option of option two, as it treats different distances more fairly. That said, I believe the ultimate solution is tap on tap off

937 I clicked the link on Facebook because the ad was in Tagalog (Filipino). I'm a Tagalog interpreter, and I feel that the Tagalog Facebook ad is a waste of money. Keep the ad in simple English. Filipinos do not need to see ads in Tagalog. Our second official language is English.

943 I ride the 303 but only inside 1 zone. My fare would go up no matter what

944 ST must avoid making its buses the 'luxury' bus. Someone who is low income, but not low enough for ORCA lift, should not have to wait for a King County Metro bus to get from Bellevue to Seattle for instance. Your Option #1 essentially is a surcharge for one county rides even though your service is the same as King County. This fare differential will make or break the ability of many people to take Sound Transit buses. Please make sure that someone traveling within King County can choose KCM OR ST for a trip at the same price.

945 Public transportation is my only mode of transport (I do not own a car) and I must admit that I really don't have a strong feeling either way for these plans. For my situation...I commute from downtown Seattle to Bellevue every day and take the 550 or the 271 (and switch to Link at Husky Stadium to get downtown)...I can afford whatever change you put in place so I don't think my opinion is all that valuable. My inclination is that a single fare will be easier and more equitable but, again, I don't have much at stake here. I will continue to take public transportation and pay whatever is the fare. Please take other populations' needs into consideration when making this decision.

952 Sound Transit should stop varying the low-income and youth fare from seniors and disabled (RRFP). Make one discounted fare for all of those users. It makes ABSOLUTELY no sense that a senior citizen who has a middle-class or above income pays less fare than a person living in poverty between the ages of 18-64! Make all of those fares the same so that

there are only 2 numbers to think about. ALSO - make it easier for those of us with kids to take transit. After trying to ride Link with my kids one time - I vowed I would never do so again. My kids don't have an employer ORCA pass like I do. You create all these barriers to taking transit with specific fare cards, varying prices. I just drive when I take my family anyplace.

955 This option is complicated

958 Stop raising bus fares for all ST Express Routes. It's ALREADY PRICY that You're having Everyone to Pay an arm & a leg to ride Link Light Rail, Round-T rip every day.

959 If you're going to "RAISE" the fare anyway, then the least that Sound Transit Can Do is to add up to \$30/monthly to Orca Lift Cards with the rider's flat rate fare (\$1.50), in order to make it reasonably affordable for this group to ride ST EXPRESS Bus Routes & ST LINK LIGHT RAIL considering the fact that it's way too expensive to travel, round trip every day!

960 I feel like the flat fare option would be more equitable overall, since the route based fare will charge higher than what seems necessary fees to adult riders taking a 2-county bus between stops in the same county. Overall, the slight increases of the flat far on a few groups of riders (especially with the existence of ORCA LIFT) seems like it will have the least negative impact.

964 The amount of the fare has no bearing on how fast people get on the bus. Using only ORCA card fare is the only way to speed it up. Quite frankly it's homeless, down & outers and the occasional tourist that pay cash. Put electronic fare machines at the stops and make people get a ticket prior to boarding.

970 Keep it the same

974 it would make more easy I have see often Orca Lift very poor as they easy get confused on 1 zone and 2 zone. this will make a lot easy and faster once they get on bus this new program is best options

982 After riding for several years, I'm still confused about which zone is which. If you keep the 2 zones language, it should be better explained.

985 We need a simplified fare structure. I live near the county line and get penalized because of it. Sorry, but not sorry, that I can't afford to live in the outrageously priced center of Seattle, where everything is one zone. Most trips that I have taken in the past (I used to take transit to work regularly) crossed multiple zone lines and used at least two, if not three, transit operators. I need an explanation of why somebody travelling from Tacoma to Federal Way on 574, or Federal Way to Seattle on 578, should pay any less than somebody travelling from Issaquah to Northgate on 555 or 556.

987 There are still many new and infrequent transit riders who do not understand fare zones peak times and the transfer system between different agencies that requires the ORCA card to work. So streamlining fares is a great step! Still an urgent need to provide big, easy to read multilingual signs/pictorals and instructions at every P&R, LINK station and on every ST bus is long overdue. Step by step instructions!

988 You need a bus option to go down 202 up to Fall City directly from 520.

999 The current fares is easy to understand. Maybe if it's confusing change "zone" to "county" so that people understand that crossing the county line will change the price. If

there is going to be a change please consider Metro's fare change. Easy transit means making it simple to understand across agencies.
1000 Crossing a zone line is a poor way to determine fare. A trip between two adjacent stops could cost more than one across a zone.
1003 The simpler the better. Fares have been going up quite a bit, but as long as service stays reliable, and options are provided for low-income people, the cost still seems reasonable.
1007 I have zero interest in increasing my daily commute price, on a daily basis I already spend \$5.50 in bus fares to and from work. Raising the fee to \$3.25 would take my daily commute price up to \$6.50 which will add up even faster than the current \$2.75 fare
1009 Have more direct bus options between U-District/Wallingford and downtown Seattle
1014 For users of Federal Way Transit Center option 2 fare rates will vary by time of day -- 577 vs 578. This is far from equitable or affordable by forcing those with non-standard work schedules to have an unpredictable monthly transit cost.
1015 Stupid, who try steal money, look like increase lisenze tag, please get out the link, who care the fare, tax keep increase every years, f..k asshole
1018 Simplest is best!
1032 3.75 for the two county transit is a bit high for the amount of distance covered
1036 I don't think a change in fare, in any form, will affect the swiftness in which people board a bus.
1039 Downtown Seattle and districts immediately surrounding it are inaccessible for people with cars. It was so expensive to own one that i had to get rid of it. My company covers my public transportation so I'm lucky, but a lot of people don't have that option and riding the bus every day adds up. It's cheaper than owning a car, and people who don't ride 2 zones would be impacted by this. There should be a viable option for people who only ride within one zone to not be negatively impacted by the change in policy.
1044 If the fare for an ST trip ends up costing more for my short morning commute than a King Metro trip, I'm likely to avoid ST buses and use King Metro.
1053 PERHAPS BASE FARES ON T O T A L R O U T E D I S T A N C E.
1054 I prefer Option 2 over Option 1.
1059 I am not in favor of either proposed option. I ride Sound Transit every day from downtown Seattle to NE 145th St. and back. While the fare increase is nominal for someone who only occasionally takes the bus, the increase would be a burden for someone who commutes daily. Metro does not offer rides on that route frequently enough for the 301 to be a viable option.
1060 Transportation is already long for my route and if there is a price increase it would be long and expensive. The current price is already higher than other city's transportation that I have used. I would prefer the option where price for adults remains the same
1062 Option 2 is confusing as the current county-based fare structure.
1064 You should just increase road tax for cars based on mileage and force folks to use public transport. More people on public transport should help Sound transit not run in a loss every year.
1066 Both of these options are terrible. It would be nice if Metro and Sound T ransit had consistent fare policies. Now if someone buys a metro ORCA pass, they will need to add extra

money to their e-purse to use the Lighrail or ST buses and it won't be a straight transfer from one service to another. Given all the money ST duped the tax payers into with outrageous car tabs, the least they can do is make transferring from service to service easy and hassle free.

1067 For one zone rides, the price should equal what we pay for King county metro. I live in Auburn and take the 578 to federal way all the time and I pay 2.75. This is the option I choose for my monthly pass and if the price changes, I'll stop taking the 578 because it'll be more than Metro and I can't afford that. I make to much for Lift but with how high rent is, I live check to check. Increased fair will prevent from riding sound transit. Also this talk of a price increase is ridiculous considering we just passed Sound T ransit 3 and that was the biggest transit bill ever in the state. I voted yes but I would have been a no if I knew that came with a price increase for ridership. Maybe talk with metro and you both increase to an even 3.00 so it's easier for everyone with a monthly pass and living check to check.

1071 The last thing this city needs to be doing is deincenzivizing people for riding the bus. I take two connecting buses from U-District to Everett 2x per week, and T HREE connecting buses from U-District to Renton 3x per week... That is 10x per week that I'm adding another 30-40 minutes on my commute just to keep my car off the road 10x per week. If you just continue to raise fares for the people who support this system, you will lose out on the people who are helping to relieve this city of it's massive traffic and overpopulation issues. Find another way-- just raising wages again is very lazy in my opinion.

1079 There should be two fares: the one for paying cash should be slightly more expensive (perhaps by 25 cents) than the one when paying with an ORCA card. This would encourage more people to use ORCA cards and speed up boarding.

1080 post LARGER SIGNS with cash fare info on transit stop curb signage. often new or infrequent cash riders ask other riders or hold up boarding as they ask the driver about fares. the sign on the bus cash collection bus is T OO LAT E to provide fare info. thank you.

1085 Option two doesn't consider riders who may ride a bus in a two county zone, but don't actually ride the full length of both counties, meaning they are paying for something they aren't actually doing. I rode the bus that most conveniently gets me to my destination and I think it would be frustrating to know I was paying for price if I wasn't ever taking the bus between counties. A flat fare, although does increase the price just slightly, ultimately benefits all because it doesn't require considering whether the bus is a two county or one county bus. And ultimately if that saves consumers money, then why not use that option

1086 Keep it simple

1087 Why not 3 dollars for a flat fee to ride any ST bus. The only thing that is a hold up with regard to people getting on the bus is the folks who use cash. So making a fare that requires not change makes more sense then a fare that requires having change. The only option is the rider with only 1s is to over pay

1093 In effect, one county riders would look for one county route options. I would only truly approve this if they had that alternative.

1094 I guess I am not sure I understand the impact since I only ride the one county routes, however not that King County Metro is making a standard rate it would be nice if I hop on a 545 or 540 or 550 would pay the same as I rode a king county bus

1096 I took the survey because I think adult fares should be increased to expand service to Snoqualmie and Maple Valley. Transit is much cheaper here than in Chicago.
1097 None at this time, thank you
1103 I would tend to use Public Transportation more because the other is too confusing.
1104 Several of my responses, especially two zones or two counties is based on the fact that several of the riders, deemed adults are college students and without job, in my opinion, they are just like the 18 year old. The difference in fare between 18 & 19 is more than doubled.
1109 This "option" is silly. It's merely changing the name of "zone" to county. You even mark that the zones change at county lines where the current price increase is. You even say "1-zone trips are within one county, 2-zone trips cross county lines". Why not just say that this is what you are doing? Also, when one gets on a cross-county Sound Transit bus, one merely tells the bus driver if staying in county to be charged the correct amount. It takes longer with some riders as the bus drivers aren't trained well enough to change their ORCA machines. This is still the more equitable option. Driver ORCA training would make this faster.
1111 Option 1
1115 How does a fare change make it faster/simpler to board/ride the bus?
1119 Fare increase is not affordable. 3.25 flat rate is too much within county. Option 2 sounds ok, but adds 2 zone route confusion. Come up with a better solution.
1121 Both options are too high considering the terrible quality of service, but my answers are intended to favor the lesser of two evils.
1123 They both stink. Option two, eliminating the one-zone fare for riders on multicounty routes, is not fair. Option one is no better since it is the exact opposite of Link fare pricing whereby distance comes into play. The county line distinction is arbitrary and silly to begin with. Fare policies should be driven by distance travelled just like Link. The technology is available to extend this sort of equitable fare policy to ST Express Bus Service. You need to go back to the drawing board.
1129 I think option 2 is the best idea because it is simple while keeping shorter routes more affordable
1132 I really like the idea of a flat rate fair across the board. It simplifies thing the most and brooks very few questions.
1134 One bus route, one fare. It can be a higher fare for truly express routes with long distances between stops (eg, 5 or 10 miles). But enough with the multiple fares for the same bus route. Distance between stops metric is more equitable than crossing the county line.
1136 It can help load balance routes that already have similar King County Metro service. Also the route based fare scales well as the network expands outwards
1137 586 is not on your list of two county fare
1138 Flat rate is a bs way to raise prices for 1 County routes (the majority) it's a money grab.
1141 People who ride the bus for two zones should pay more than people who ride for one zone.
1143 Option 2 would negatively impact riders and the South Everett Freeway Station traveling in-county as the only non-2-county bus free an infrequent local route that would add at least 20 minutes to traveling to downtown Everett and much longer to reach Ash Way or Lynnwood (without paying a 2-county fare).

1144 The fare increase of \$1 for riders making a one zone stop on a two zone route may negatively impact ridership and ultimately worsen traffic as they choose to drive instead. On my route, 532, I know that the buses heading to Everett in the evening rush hour can fill up completely at Bellevue and need to turn away riders sometimes. Several people get off at Totem Lake, and the bus congestion clears up when a greater percentage of people get off at Canyon Park. Those riders would be significantly negatively impacted, and there are quite a few of them on my route and schedule. Please take their responses into a stronger account than my own.

1148 If prices increase, maybe also extend ORCA lift to include more lower-income people who may not qualify now. For many low-income people, the bus is how you get around. As a college student who lives thousands of miles from family, expanding ORCA Lift would be helpful.

1149 I believe reduced fare options should be means tested. Many professionals over age 65 qualify for a reduced fare, yet their incomes are several times the average income. The same applies for disabled fare reductions.

1151 When a person gets on an express bus to go one zone, it causes delays whilst the driver changes the amount the system takes between two and one zone and back again. A single fare would simply this.

1153 It makes sense to discount low-income and senior fares for 2-county routes since often these riders have longer commutes that they can not afford as easily. But since many riders use Orca Cards and the fare for riding is already flat based on the route, flattening the price structure across route distance does not have any apparent speed benefit to loading the bus and therefore claiming so seems disingenuous. Perhaps there is a problem that occurs much more often on buses other than those I ride, but I have yet to witness a potential rider attempt to board the bus and expect the fare to be different than asked, and especially not because they expected the route to be a different length. Further if that is already a problem, changing the fares will clearly exacerbate the problem in the short term, and then again when any fare adjustments are needed anyway. Instead, clearly posting the fare (or fare category) of the bus routes, or just categorizing them by fare, wherever they

1158 Make all rides affordable at \$2.75 across the board.

1163 If you travel further, you pay more, either in gas for your car or on transit. I pay more to live closer so it costs me less to commute. I don't feel like my rate should go up to accommodate people who pay less for housing.

1166 I have read the details on this at least 3-4 times and I still do not understand what this is and the chart doesn't help explain it either!

1175 The simpler the better.

1176 the biggest issue i have seen with making it easier and faster for people to get on the bus is transfers from King County Metro. Please accept their transfers again.

1178 There are very few options for 1-county ST Express routing in Pierce County. Lakewood-Tacoma is the only trip that I know of that riders use occasionally. The 1-zone fare would essentially only be for King County, which I think raises regional equity concerns. I'll draw a parallel that might be useful. In ST 3, Pierce County is contributing both funding and financing for regional light rail support projects - such as the second light rail tunnel and LINK

<p>maintenance facilities. We are contributing to create a regional system. Likewise, ST Express Fare policy should also be regional in nature.</p>
<p>1179 Keep the zone fares as they are.</p>
<p>1181 I like the flat rate, but I think it should be lower. Make it the same as Metro.</p>
<p>1182 speeding up the expansion of rail would be super sweet</p>
<p>1183 I ride the 512 a single stop from the u district to downtown. Both of your proposed options increase my date substantially and also make it so my bus pass will no longer work on both the 512 and metro routes for the same \$2.75. Fares aren't confusing, and you're trying to solve a problem that doesn't exist. These options both suck, try again please.</p>
<p>1199 The jump to \$3.75 for two counties seems like a drastic jump, maybe \$3.00 or \$3.25 seems more reasonable? Fares keep getting more expensive, so keeping the jumps at a minimum would make it more affordable.</p>
<p>1202 Everyone should be using an orca card to eliminate the use of money and all the other bus companies accepts the card. Plus this would get people on the buses quicker. Also it would take the pressure off of bus drivers when people get upset that they do not have change.</p>
<p>1206 No change is needed to the fare structure</p>
<p>1209 The bus is already so expensive as it is.</p>
<p>1212 It is not fair that the rate for one zone will go up \$1.00 when the riders are not riding as far. If staying in one county they should be able to pay a prorated rate. A \$1.00 is a significant increase for those that ride the bus daily to commute to work.</p>
<p>1213 In San Francisco, it's \$2 fare everywhere for 2 hours. You might get more riders, and it's easy for everyone to understand.</p>
<p>1214 The reason I am neutral on this is because I am a Disabled rider so my fares would not change. I can't make decisions based solely on the information given for those who are in the Single Adult category (but not ORCALIFT eligible) because I don't know if it will be easier for them...They might be able to pay the rate now, but not the increase; therefore making it harder for them to use the bus. Also will this increase change the "work" passes? The passes that companies pay for to be able to get their workers from home to work and back. The reason I ask is because some companies like Microsoft, Home Depot, Lowe's etc can pay for the changes; others like 7-11, Olympic Grocery Store (3rd and Marion), your gas station mini-markets, the old "mom and pop" stores may not be able to. The change might put them out of business or make it so the workers have to pay rather than get a pass on their ORCA. Those are some of the things that I can think of that would "influence" my vote. If it i</p>
<p>1218 I ride the 512 to and from work 5 days a week between downtown and 145 St. (City of Seattle). Both of the options would charge me as if I were travelling to and from Everett or elsewhere in Snohomish County, which I am not. There is no other practical option for me to get to and from work other than the 512, and these fare options would both be penalizing me for not travelling into Snohomish County, and I strongly object to this significant cost increase to my personal finances, amounting to either \$5.00 or \$10.00 per week. Not fair!!!</p>
<p>1220 I commute from Everett to Canyon Park. While I'm not excited about any fare increase, Option 1 is far more equitable. Charging me \$3.75 for a 15-mile ride from Everett to Canyon Park is ludicrous, especially considering I would be paying the same as someone riding from</p>

Gig Harbor to Seattle (44 miles) or DuPont to Seattle (49 miles). So far, no one has been able to explain why fare zones need to go away. The only thing that has been mentioned is that we somehow need it for whatever fare payment system comes next, which as far as I know hasn't been decided yet. If I am asked to eat a \$1.00 fare increase for my one-zone trip I will not ride Sound Transit. At that point it becomes a luxury I can no longer afford. I will also vote against any further expansion proposals. I'm not going to be buffaloed into paying more just because "it's hard."

1221 About the fare rage, need to other opinion.

1226 alot of this depends on whether there will be a change or saving if one uses a monthly transit pass.

1228 Whatever the decision, I believe low income, disabled, senior, and youth transit users should pay a flat rate of \$1.50 or \$1.00 depending on their card type, regardless of zone usage

1231 Either way you go, one county riders SHOULD NEVER HAVE T O PAY AS MUCH AS T WO COUNT Y RIDERS

1234 If the intent is simplification, then option 1 is clearly the better choice. Flat fares are simplest and most easily understood by all passengers. Option 2 is not simple, it is just a change that perpetuates the existing rate confusion.

1239 Increasing my ride fare doesn't sound like it would be easier on the rider. I wouldn't want to pay more and I strongly dislike this initiative.- parker j

1240 A person taking the 578 from Denny to Union shouldn't pay the same fare as someone who rides from Denny to Puyallup. Neither of these options are ideal, but the flat fee makes far less sense.

1242 One fare all the way! It's simple, even if more expensive in some use cases. And get Orca on Apple Pay please!

1243 I use LIFT. The current two zone fee makes it harder to travel long distances. Having a 1.5 two zone fare would be very helpful.

1244 ST is ostensibly a regional program funded by the state. As such, it makes little sense for fares to be county-oriented. The problem is that many riders - especially within downtown Seattle - tend to get on any bus that comes along knowing only that the route heads in a desirable direction, but not necessarily whether it's a 1- or 2- county route. So if you go with option 2, please ensure that the fare is well-posted.

1246 Unfair for people who live near the county line (e.g.: Edmonds, Mountlake Terrace, Bothell, etc...)

1256 If fares are going to increase, implementing transfer tickets for riders who use multiple lines would be nice. Sound Transit is already more expensive than the metro and they offer transfer tickets. If I have to go from Bonney Lake, where I live, to Seattle as an example, that is \$6.50 and then I have to pay for metro on top of that to get where I'm going in the city. I don't have a problem with the current pricing, or the fact that I have to pay for both ST and Metro, I know ST and Metro are separate entities so thats fine. But it would be nice if Sound Transit offered transfer tickets for the ST Express busses for the few people who have to take multiple sound transit lines to get where they are going

1257 I'm not a fan of the flat rate no matter which county you originate in. It seems unreasonable to expect riders traveling within the county to pay more, shouldering the burden for those who cross borders, thus riding longer. Why should I have to pay the same rate for less service?
1258 1-way trip for me and my fellow associates at 2.75 is fare, but charging 1-zone at 2-zone fees is not a fair trade. Option 1 is not feasible for 1-zone riders. Please do not penalize us. I've been commuting now for 6 yrs and only drove to work twice.
1262 I hate the fare chart above, I absolutely hate it. There doesn't need to be that. It's absolutely better if the plan changes to my way for Option A as in-county routes that the fare should be \$2.50 going down by a quarter for Adults, \$1.50 for ORCA Lift and Children, and \$1.00 for Senior and Disabled riders. For x-county routes, even if only going in-county on those routes when the fare will still be charged as x-county should be \$5.00 for adults, \$3.00 for ORCA Lift and Children, and \$2.00 for Senior and Disabled riders. Option B should be for all routes and all zones, no matter the distance, which means that it should be \$4.00 for Adults, \$2.50 for ORCA Lift and Children, and \$1.50 for Senior and Disabled riders. That should be the best way to charge fares to riders.
1273 People choose where to live considering transportation cost and etc. You shouldn't go ahead and increase prices just like that
1274 Y'all need to lower your prices for buses. There's no need to be making over \$200 a coach off of 60 people. Expenses cost nowhere near that. You have a \$30 an hour driver vehicular maintenance and gas which evens out to about \$100 a Trip so making 250 is unnecessary.
1276 Displaced people and newcomers are already pushed outside of Seattle. Making them pay double - with their time and their money - is unfair.
1278 They are both stupid
1279 I have mixed feelings. Option 2 would reduce the number of riders who are going to Mountlake Terrace from packing my bus, but might also make the busses have too many open seats. I think it's most important to encourage more people to ride transit and reduce the number of cars on the road
1280 Sound transit and metro fares should be the same
1283 I believe Option B will be the fairest, with riders on typically shorter routes paying less than riders on longer routes. This option still keeps the benefit of a flat rate on each route, which I strongly prefer over the current fare structure.
1285 It's not fair to increase those people who only stay in one county. We shouldn't have to compensate for those who have longer rides.
1286 I really love the light rail.
1287 I like this, but for those of us who happen to sometimes catch one of the two county routes back on our one-county trip back home, I don't think it's right for us to pay more. As I think about it, there're probably places that the two-county buses go, within one county, that aren't served by the one-county routes. Asking riders to pay extra for those feels arbitrary.
1295 Do not increase fares
1296 There should be no change in bus fare

1299 This will be the same fare as metro and avoids all confusion. Fares should be the same whether it is metro or sound transit.
1301 2 county fares are unfair. The one-way fare of \$3.75 is outrageous. Anything to lower that should be seriously considered.
1308 Why should a one county passenger subsidize a two county passenger? I do not agree with option 1 proposal because it is not fair for one county passengers.
1311 Make fare even dollars \$3, \$4 and \$1 for lunch w income or kids and seniors
1312 If the fees go up anymore it will be cheaper for me to buy another new car and just drive myself.
1314 anything to make loading quicker...the 577 at 5:10 am is overcrowded at 5:00 before it even gets there to load. we need quick service since there are so many people riding this route.
1316 There should be a flat rate for rider that cross county lines because the ride is a straight route to the destination, the buses only make necessary stop and does not have any impact on other or traffic.
1321 Take my opinions with a grain of salt. I have a fully subsidized ORCA card, so a fare change wouldn't actually make any practical difference to me.
1336 Work gives me a bus pass, so I'm neutral to these decisions. However, the idea that the cost to take transit is approaching the cost of some parking lots, it's a little discouraging. Also don't like the lack of a 550 replacement lot for S. Bellevue PnR. That was a big failure, especially for those who arrive before 5:00AM.
1338 I don't feel that anyone's bus fare should be increased beyond the already high levels, but if I was forced to pick an option I would pick Option 1 since it is the simpler one.
1342 T O SPEED T HINGS UP YOU NEED T O ROUND T HE FARE T O T HE NEAREST DOLLAR
1343 Make fares in \$1 increments, e.g. \$2 & \$3. Don't require change.
1346 I've never liked this option, as I don't have the options memorized by where I get on and off. Luckily, I have a UPASS via UW, and it doesn't matter anymore, but I hated this when trying to navigate new routes.
1352 The question of equity really depends on the balance of 1-county vs 2-county riders who are low income. If more low income riders use 1-county routes, then Option 2 is more affordable for them. However, if more low income riders use 2-county routes, then Option 1 is more affordable for them.
1355 I'm not sure why these two options would make it any easier or less easier to pay your bus fare.
1356 Just because you cross county lines should not be a penalty to riders. One could have a long ride within 1 county cheaper than a short ride from county to county. This does not seem at all fair.
1366 i think option 1 is better because it would be easier for people remember the fare there going instead of telling the driver going to seattle or local and this way if your going anywhere in sound transit its all one fare service
1372 Aligning the fare with Metro has been too long coming. Option 1 aligns it. Keep it simple.

1374 This fare punishes workers and commuters who travel from outside King County to their jobs in King County.
1375 Why Tacoma peeps gotta pay extra? We moved out here because Seattle costs too much! And I gotta pay extra to get to work!
1376 These options don't affect people who have employer-paid transit cards, but for those of us who don't, OUCH!
1379 Very confusing. Prices for the low income adults is not necessarily affordable for that group.
1380 There are often not enough connector routes, and you will be penalizing the working poor by charging by route for two counties. If you are stuck in the rain with groceries at Canyon Park you can pay much more for fare to LT C or wait 40 odd minutes in the rain? Not kind at all.
1475 None
1386 I ride the bus in the morning to SODO, then use Light Rail to downtown. I ride the Sounder home. Two fares is confusing. Plus it only work in King County. Am really tired of King County residents getting all the stuff and getting a break on the fares.
1389 I don't understand it.
1392 Вам всем будет больше денег. Но почему мимо меня еще не проезжает автобус ? В брире служба не хватает
1396 I-5 express bus actually works as a complement service for LINK light rail. The riders near U-district, still far from UW station and Federal Way probably expect the fare should be comparable to KCM but agree to pay some extra, at most \$0.25. Once LINK extended to Northgate or Fedetal Way, those people will move onto train service. I think that's the best time to apply single fare scale for ST Express.
1401 Both are good options, but option 1 seems more straightforward and easy to understand.
1402 Currently, fares seem excessive. Even at current fuel prices and a vehicle that requires premium fuel, it's still cheaper for me to drive my usual route... or would be, if it weren't for that stupid toll bridge. The point, however, is that current fares don't promote increased ridership because it's not necessarily the most economical option. Additionally, I'd like to see an "unlimited" pass option, as the current pass vs. E-purse option is nonsensical.
1406 Keep it the same, I don't need to pay for some derelict junkies bad decisions because I take the bus
1414 It feels like a punishment to make people who live farther away pay \$1 more. Most people live farther away because they can't afford to live closer. It feels like adding insult to injury.
1418 I prefer the single fare option because it's simpler and it doesn't make 1-county riders on 2 county routes have a \$1 jump in fares, which could make it inaccessible for some who don't qualify for orca lift, but I'm not going to be super happy about my commute increasing to \$6.50 every day.
1422 Neither option will speed up boarding, at least on my route. The reason being is that 98-99% of all riders use an Orca Card

1424 I usually pay with Orca card and don't check what the price is on a per-ride basis. I imagine I end up paying for multiple zones even if I don't use them. I do see the value in making shorter trips less expensive but seems like easiest for that would be to optionally scan when you get off? Didn't enter the 'what type of orca card do you have' on the next page since I don't know whether having my orca tied to my credit card (which is what I have) is orca pass or orca e-purse.
1429 I am torn. If you have to increase the fare, spreading the increase around would be best. However, for lower cost of living locations it would be best to keep the fare as a two-tier system.
1431 what would make you think that increasing one-zone fare to subsidize those travelling two zones is a good idea? Never, no way, not all do I agree with that idea!!!
1432 To really speed up getting on the bus, suggest a fare with no coins involved, e.g., drop fare from \$3.25 to \$3.00, or round to dollar and half-dollar fares
1433 Simplicity is good but the other route I use is the 535 to get from uw Bothell to Bellevue. ST routes cover a bit of distance and the plan for route based fare penalizes people who use routes to move distance in their own country on a route that happens come from another.
1434 Most riders on my route take it to and from Redmond only. Nearly all riders have Orca cards.
1435 I feel using the ST express in a 1 county configuration doesn't make sense. What's the use of having a normal ride on an "express" bus.
1437 I don't really see the difference between the two options...it's very confusing. For me personally, because I am 66 years old, it looks like either option would be good for me. I have always felt that it was unfair that I had to add 75 cents to my \$1.00 Puget Pass so it would be nice to only have to pay the \$1.00. But I don't know about people at other ages.
1443 Most people on the bus I ride, ST 578, go only to Federal Way. I suspect a lot of them commute daily on that bus route because it's the fastest way from Seattle to Federal Way. Option 2 doesn't seem fair or affordable to most of these riders (most seem lower income) who will suddenly see an increase of \$2 a day (\$1 increase each way) so probably over \$42 per month.
1445 Rounding fare to whole dollars would make boarding faster.
1450 I think the ST Express bus fares for one county need to be higher than King Metro's new base fare of \$2.75 as Metro should be the favored service for local trips. Same with Community, it should be cheaper for trips within Sno County than ST Express.
1453 for a riders, it is confusing what zone you are going to esp if you are commuting to or past the county line. perhaps changing it to the word county instead of zone this may alleviate some of the confusion.
1456 Strongly support option A, if you must go with option b please change route codes for diff fares.
1459 For a daily commuter. I pay \$5.50 per day (\$2.75 each way) for a short ride of approximately 3 stops. It seems unfair to increase my fair by \$1.00 per day when I'm not going far. Instead I feel the option where riders who are traveling further continue to pay the higher fee to do so.

1462 The fares are simple enough as is-no changes should be made.
1464 Sounds like you're trying to pull a fast one in us as CT wants to. Please call a fare increase an increase and be straight with us.
1465 Having one fare for all riders makes it easier to understand. Plus riders don't have to remember to tell the driver that they are only staying local if they happen to catch the bus in say Tacoma and are only going to Lakewood.
1467 Please leave things alone.
1468 Unfair for those riders that rely on ST buses to travel within a county, on routes that cross county lines (example: 594)
1472 Riders are tired of shouldering the financial burden of low income riders. NOONE is getting equitable cost of living increases in this state. Fhrthermore you increase fares but di NOT improve service for areas like Sumner and Puyalluponly focus on King county cities central to Seattle. I'm not interested in paying for their development and getting short changed. Maybe its time for senior management & executives to take a 30% payout and roll that money in to the public transit budget.
1481 It is amazing the rates we already pay to ride transit. Knowing due to our over thriving population driving is an expensive option however rising public is because becoming almost equal to paying monthly rent space for parking downtown. For those who don't met low income and are scraping by I don't see how spiking rates is a positive option at all.
1482 I strongly prefer the first option
1483 im like broke and you're killing me with this
1484 I prefer option 1.
1487 I wish monthly passes were a tiny bit cheaper
1490 I take the 255 most often and sometimes the 540 or 545 to cross the lake. King county metro just simplified fare at \$2.75 so fares between the two would differ with just the one fare option. Once the bus tunnel closes, I will have to take both king county metro and sound transit to get to downtown and would rather one fare that would take me beyond the university. Also, will UW students start taking metro since it will be less and cause more overcrowding on those buses?
1494 Fares should be going down...not up. T ax those damn drivers that clog up the roads and make the commute worse for everyone
1496 Long bus ride should cost more. It's not fair for everyone paying the same if we just ride within one zone. The government should lower the bus fare to encourage people use public transportation to improve the traffic and environment.
1499 Please go with the flat rate option. It is expensive to get to Seattle and discourages ridership
1504 Any chance to reduce the bus fare prices? I'm noticing that Sound Transit continues to increase fares for all forms of public transportation to a point where no one can afford it. Even if you have the Orca Lift, s/he still have to place additional funds, in order to ride the Link & ST Express Bus lines.
1508 I'm already spending almost \$200 on transportation. With a tight budget I wouldn't be able to afford the bus with even that small increase and I'd have to relocate my job somewhere closer.

1509 The concerns I have is you have a lot of riders on 2 county routes who only ride for 1 county. For instance, ST 578, Seattle - Fed Way (and to a lesser degree, Seattle/ Fed Way to Auburn) is a common route pair. Similar issues are also present on ST 532, 535, 574, and potentially 595 (T CC-Gig Harbor).
1512 Option 2 costs more for longer trips which makes total sense. Let passengers pay depending on how long or far they are using the service.
1513 Thank you for soliciting the public's opinions. That's good policy.
1514 It is ridiculous to pay 2 zone fare when traveling in 1 zone. It is confusing and not fair. Why bother changing, this option is awful.
1515 Personally, I would like to spend less on fare.
1517 If you are trying to simplify a fare structure, not sure how introducing more confusion helps.
1523 The cheaper is the best option to help keep cars off the roads and helping our environment. I love riding the bus, and any saving I can get is greatly appreciated
1524 Flat rate fares will be better way to go. There will be no question in how much the fare is and there is only one price.
1526 In my experience, most people riding on 2-county routes are traveling beyond county lines anyway, so having this as the default would make sense. It would probably be slightly inconvenient for those who ask to have the driver set the ORCA card reader to 1-county fare for them (most people don't do this anyway). It would also be like if no changes were made to begin with.
1527 Option 1 seems better as having to pay for 2 zone fare when your only going 1 dang zone is not fair at all. Me especially as I do take the bus as my means of getting to and from work. With choices like option 2 that would do make bus fares increased to in my opinion unfair prices in the years to come that follow. So overall I would like to vote for option 1 as the fare in some ways with it does increase somewhat but also has good decrease options to and i like it better. Do yeah I vote for option 1
1531 I vote for option 2.
1533 Having a different fare across county lines is hard for people who have had to move across county lines due to being able to afford rent, but still work in the other county.
1534 I don't understand how changing the fare for the bus changes the speed at which people get on the bus.
1535 Option 2 doesn't make sense for people that are on the bus for a short period of time. I take the 535/532 from Totem Lake Freeway Station to Bellevue T C, which is only a 12 minute ride. Definitely not willing to pay for a two county bus, not my problem that's where the bus comes from, I barely even ride in the one zone.
1538 If the goal is to make it faster to board the bus you need to deal away with passengers using coins. Round up or round down fares to the nearest dollar.
1543 My wife and I take the bus for 1-2 stops every work day. Option 1 would make things more expensive for us for no change. Please use option 2
1548 I would like to see higher even dollar rates for cash payers. That would make boarding faster and encourage orca card use.

1557 They're both bad, but the flat fare is slightly less bad. I know you don't control KCM, but I find that simplicity and Driver safety are ridiculously overrated. Most people just tap; they won't care how the structure works. The route-based fare is really offensive. It basically pretends that everyone rides end to end. I live in Bothell. It is bad enough that you charge a two-zone fare for a trip from one end of my city to the other on the 535. Soon you'll charge me a two-zone fare anywhere I go. It's as if I challenged you to take a poorly-thought-out fare structure and make it worse. You were clearly up to the task. From the start, ST has done one bad thing after another with its fares. If these are my choices, then I pick the stupid but simple one. Apparently what people want is simple and not equitable. Go forth and conquer.

1564 I do not totally understand all the adjustments about. I cross the the county line and for me I still pay the 3.75 in which is stated for what I'm paying now and in the change. So I don't really see any change.

1566 This conforms more closely with Metro rates within King County and that is the will enable a faster load and maintain an equitable quality. Still benefits non-adults fares. This plan is superior in every sense.

1571 People taking the one county routes for sound transit + other public transportation have to pay double already, increasing the rate for one county will make me (and others) consider buying a car, which is what public transportation is supposed to avoid

1574 I am against the flat rate. Folks located in 2-county routes tend to pay less for housing. It just costs more for transit go so farther out. People farther out should have to pay for it, not me.

1580 Multiple fare option could result in more time to board the bus, as non regular riders had to be explained different fares and they need to fiddle through the coins to pay right.

1582 Riders who currently travel w/in one zone need to realize that their fare will increase with either option. Option 2 will be very confusing to casual riders who do not automatically know if their bus operates in one or two counties. Option 2 is in no way fare simplification.

1584 Charging a passenger a 2-county fare for a 1-county ride on a 2-county bus makes the fare easy to understand but not equitable.

1585 Someone people only use for a couple of stops Why Should I pay ful when Im going to Everett to Lynnwood, I get in county is cheaper but still a dollar less, 2.75 adds on every week

1587 Start charging for the Tacoma Link.It is extremely inequitable that there is no charge for this

1592 Please don't raise fare rates while you are also cutting service to the 550 We will no longer be able to ride the 550 in Sept because the i-90 stop is being removed entirely :(

1593 While a flat-fare system isn't completely equitable for all riders, it is simple to understand. I can see the route-based fare system causing a lot of confusion upon rollout.

1594 As a one zone rider, I don't want to subsidize the two zone routes via the fare I pay per trip. If the two zone routes don't make sense for your operating costs, cut them out.

1597 Since I usually only use the one fare option, and I have no idea how many riders use the two fare option, I have no strong opinion either way.

1598 Do not change the fares. Its already very expensive to commute to work everyday

1602 One-county trips on two-county routes are arguably made by those who have no other service in their area, so increasing that would be unequitable for them. At the same time,

\$3.25 is prohibitively expensive for a one-county route trip. If the work is in place for a next-generation Orca system, then it would make sense to move towards a more granular fare structure facilitated by a tap-on/tap-off (e.g. London) or zone-centric mechanism (e.g. the unified bus system in Taipei, Taiwan), which would help to propel the Orca system forward. In fact, installation of additional Orca sensors at other bus doors would make the zone-centric mechanism feasible immediately.

1603 When I lived in SeaTac I used Sound Transit a lot more than I do now. Initially this looked somewhat confusing but after a few minutes it seemed more reasonable. And, people need to think about what they get for their money. Most ST buses are smoother riding and more comfortable as well a convenient fairly low cost, transit option for many.

1605 Both fare change proposals are not very reasonably priced. When analyzing bus fares from other places in the world, Seattle's bus fares are like no other. A twozone bus ride equivalent in China, Hong Kong, Taiwan, or other Asian countries would cost about half as much. Although it is understandable that decreasing the fare is probably not an option, people will not be able to afford the increase in fares (in these two proposals).

1606 I wish you hadn't shown the fares that youth and disabled get

1609 Option one is definitely the most fair for all riders. I find it very rare on commuter routes that the boarding process is slowed down by someone asking for their fare to be changed. It adds maybe 5 seconds. Option two seems to really screwover the riders who want to take advantage of the quick commuter routes from Transit center to the next while staying up north(or whatever county you're in). If we truly want to keep helping to reduce the traffic, and make people feel like they can rely on their local transit to get to point A to point B, then we don't want to start out pricing them and charging them such a huge price to go 2 miles down the freeway. At that point, they'll just drive and there goes away a Transit supporter.

1610 I think currently the fare is good enough and it is also equitable. Even some ST express bus cross the county border, lots of passengers still take buses in one county. This fare change makes no sense.

1611 For visitors to the area, it is a bit more difficult to understand "county" than learning what zone an area may be in, as long as the zone is indicated clearly on route maps.

1614 You seem to think people living in Bellevue are rich. My family can barely make ends meet and is renting a low end apartment. If fares go up I won't be able to afford to get to work and feed my family. You guys have enough money, Stop trying to tax us AND increase fares. Oh right, you don't give a shit about anyone but your pocket books

1616 I'm paying more to live in the city so I can enjoy the city's advantages with ease. I shouldn't have to pay more for people outside of the city to enjoy the city's advantages. Basically, I pay more in rent, knowing I will pay less in transit fees and time. Please don't make me pay more in transit fees

1618 Both options are a little pricey. Flat rate should match King county especially if we are all using an orca card.

1620 Raise the fare sufficient to pay off the total o cost of the system in ten years. Put it in a trust, Then refund the money to the specific taxpayers who were coerced into paying for it in the beginning.

1622 They both stink. Fares should be distance based like Link and the county-line distinctions are completely arbitrary and make little sense to penalize someone riding for a short trip that just happens to cross over a county boundary. Making said rider pay for two zones is completely unfair. Fwiw, all subareas that receive ST Express bus service should be assessed for those services, meaning North King County should be charged under "uses" for ST buses that originate in Snohomish County and terminate in downtown Seattle. The current subarea allocations for such services is not fair.

1624 The \$3.25 option is simpler and will make the boarding process faster since there is a flat fare. Also, one might pay the one county fare but then go two counties, which would result in Sound Transit losing fare revenue.

1626 Lower the disabled fare I could ride sound transit more

1631 I like this option, affordable for me. I've worked in Seattle for 6yrs and drove to work only twice. Please keep fares at 2.75. Thank you

1633 The modified fares are still in effect for low-income, youth, and disabled/elderly riders. This makes it seem that the people who could sustain a fare increase around town will be affected and those who cannot will not.

1634 I don't feel I should have to subsidize someone who CHOOSES to live in Pierce or Snohomish counties. The fare should reflect distance.

1637 Regardless of which fare Option you will be approving, YOU NEED TO CHANGE THE \$3.50 ONE WAY FARE AMOUNT ON THE REGIONAL DAY PASSES. Currently, Adult day passes are \$8.00, for which is good for up to a one way \$3.50 fare. For someone living in Snohomish county, you have been making extra money off of us using the day passes because we still need to cough up another 25 cents X 2 = 50 cents to pay (roundtrip to get back home in Snohomish county from downtown Seattle), when the fare is at \$3.75. If that option 2 is being approved (which I don't care for) YOU NEED TO CHANGE THE REGIONAL DAY PASS for up to a one way \$3.75 fare, while keeping it at \$8.00. If that flat fare Option 1 is approved, then fine, you will still be making way more revenue on the Regional day passes at \$8.00 good for up to a \$3.50 fare. My situation for the past 5 years: I currently am on a fixed, low income and use/hold a RRFPP orca card. I have no car and rely on public transportation and my two feet.

1638 don't change for change sakes. keep everything as is.

1639 All fare groups and zones should change my way. It should be \$2.50 Adult, \$1.50 Youth/Lift & \$1.00 Senior/Disabled for In-County. \$5.00 Adult, \$3.00 Youth/Lift & \$2.00 Senior/Disabled, when it comes to Option A. When it comes to Option B, it should be \$4.00 Adult, \$2.50 Youth/Lift & \$1.50 Senior/Disabled for all zones and routes. That's the best way to make a fare plan.

1640 It should be \$4.00 for Adults, \$2.50 for Adult Low-Income & Youth, & \$1.50 for Senior & Disabled riders at all zones, distances & routes no matter how far you ride.

-END-

Attachment F: Email Comments

Metro would like to express support for Option 2, which would align Metro and Sound Transit fares on key corridors including SR 522, SR 520, and I-90. We would suggest that Route 578 should be revised to be a one-zone fare, so that routes in the I-5 south corridor serving similar markets (Metro routes 177, 178, and 179 and ST routes 577 and 578) would all have the same fare. We believe that this proposal is the easiest to understand for riders.

Under option 1, many riders would see different fares for similar trips, increasing confusion. Sound Transit fares would be higher than Metro's, which could shift demand from ST routes to Metro routes. Additionally, Metro is considering future expansion of off-board fare payment, which would be complicated in areas with stops shared by services with different fares. Either option will require that we continue working closely together to ensure that our facilities, vehicles, and customer information channels all make it easy for customers to figure out what to pay.

Thanks,
Briana



Briana Lovell
Transportation Planner
Strategy & Performance, King County Metro Transit

Regarding the ST Express fare proposals, while we don't have an official agency position on the options, Community Transit encourages Sound Transit to consider fares that are:

- Consistent with the agreed ngORCA policy framework.
- In-range with regional partners and provide for a generally consistent customer experience.
- Make transit an appealing and affordable option for all socio-economic strata.

Consistency of customer experience will be increasingly important as Sound Transit builds out the Light Rail spine and many more of our mutual customers move between bus and rail on a daily basis. Community Transit is already considering this future in fare policy recommendations we make today. We encourage Sound Transit to be likewise considering that future context as well.

Thank you again for reaching out to us for input-
Kate Tourtellot
Senior Transportation Planner
Community Transit

If you want to speed up boarding make the fares in whole dollar amounts. Often the delay is cash paying passengers fumbling for change to come up with the coins.

Ann-Marie Lindboe
Director of Housing Finance and Asset Management
Seattle Housing Authority

The survey doesn't work properly. See the print screen, I was not able to access the answers on the right side.

Dear Sound Transit;
I am requesting you please extend your comment period 24 hours from Sunday, Feb. 11 2018 to Monday, Feb. 12 2018 when I can ask Brittany Esdaile at the ORCA Joint Board the 12th if ORCA fare option 2 will interfere in any way with the roll out of ORCA Next Gen.
Alternatively, if Brittany could please respond to my e-mail, and the substance of the response posted to your website I'll back off of this request. But I need assurances as an ORCA Next Gen supporter please neither option will interfere with Brittany's work.
If I do not receive a response to either e-mail, I will complain VERY publicly at BOTH the next Board meeting next Thursday AND at the ORCA Fare Hearing. I know Brittany has read my original e-mail.
Thank you;
Joe A. Kunzler

Hi,
It is world wide experience that shows that the only reliable ways to speed up boarding are:
1. Entry through all doors and pay inside the bus tapping the card
2. Make cash fares higher so people use cards more.
Any other fare adjustments won't affect boarding times.
Best Regards,
Mikhail

Finally King County settled on 2.75 and of course ou have to rear your damn ugly head and raise prices greatly. I am using the buses that are actually part of King County. Don't do this damn it!

I'm a piece transit driver currently driving Sound transit express routes. I was yelled at by our communications supervisor for not letting passengers ride who don't have money. I was told to let everyone ride who wants to ride for free. My regular passengers see this and ask me why do I have to pay when you allow these passengers free rides every day? Paying passengers are decreasing do to us drivers getting in trouble from supervisors, our managers, trying to collect fares. One trip, I had to let half the bus ride free for fear of getting into trouble from pierce transit management. Why charge a fare at all if us drivers get into trouble for trying to do our job. I see they have security checking fares for the light rail, maybe at the major transit centers like Tacoma Dome Station, drivers can report those passengers who don't pay with security standing by.

There should be one bus system amongst all of these areas with a flat rate among them all. All of these separate systems with different billings is maddening. Currently I pay 2.75 on yours and king is over charging me 3.25 on the way home and now you are making it 3.25 and they are 2.75 it is not acceptable. Especially since the buses I use are really for the King but they are disguised as to screw customers a little more and the damn commute is too long from Shoreline to Redmond is too long. there should be a way to get from Redmond to Shoreline avoiding Seattle. It should not take 3-4 hours to get from Redmond to Shoreline.

I think the flat rate for sound transit set at 3.25 is a very good idea it would make those of us who buy monthly passes would save a little money each month so you also don't need to remember how much it is to ride. It being 1 county or 2 also think 95% of riders ride two counties anyhow.

Absolutely should not raise the fares for sound transit at all! It's already ridiculous amount of money and raising the orca lift fare to 2.75!? That's nonsense why would you people even do that.

How about a \$3.00 charge for strollers that slow down service and take up a lot of seats and from who can't stand

The idea of a flat face sounds good.
But there needs to be a \$3.00 charge for Strollers. Becuse they slow down service take up seats. The are taken from riders who need Like people in wheelchairs and others who have difficulty Standing.

Raise the youth fare to \$2.50
The high school students put a strain on service the buses because it can take up ten minutes for thirty or students to board
Many of the students are poor they carry around expensive smartphones.
Use an increase in youth fare to subsidize service for Families in need.
Full fare for strollers can provide extra funds for service for disabled riders

"Simplifying" the bus fare by getting rid of the discount for IN-county riders
Is obviously a way to make more money.
As if our car tabs aren't high enough.
lol you guys created a problem of confusion and plan on "fixing" it
How about
\$3.75, \$2.75, \$1.75
And
\$2.75 \$1.75 \$0.75
The \$1.50 cost for youth is what confuses people

I prefer option 1 – it's just simpler across all zones but still preserves the LIFT fare for low income riders so it feels equitable. I ride a two county bus but get off within one county and still would prefer the flat fare. It will likely affect (increase) the cost of Passport prices for employers; something to consider. (Has this been reviewed?)

No formal comments to share with the overall group but feel free to share if you'd like.

On 1 county fare:

Lower disabled price by 25 cents

Raise youth and lift by 25 cents

Then the prices will make sense!

\$3.75 , \$2.75 , \$1.75

\$2.75 , \$1.75 , \$0.75

1\$ less for staying in county.

People are only confused because you guys do \$2.75, \$1.50, \$1.00

No logic yet 2 county is \$3.75. \$2.75, \$1.75 and has a pattern that makes sense

-END-

Attachment G: Telephone Comments

2/5 11:26 am

Hello I'm calling because I see a page that I was directed to titled "heads up riders Sounders ST Express fare changes March 1" and it took me a little while to figure out. I think it must be from a previous year. There's no year on the page, the url of the page is [soundtransit.org Heads-riders-sounder-st-express-fare-changess-March-1](http://soundtransit.org/Heads-riders-sounder-st-express-fare-changess-March-1). There's no year on it, I think it should be relabeled or taken down because I think this applies to a previous year.

2/5 3:48

Yes I'm calling to put my opinion about the fares I just saw the thing on the bus. I think that fares should be fair and to everywhere. I think we should have a 3:30 or 3:45 am bus at the Tacoma dome and I think we should have a 4:00 at Lakewood P&R so we can get to work by 5 am. Buses are too full or standing. We need to look at the customers not just the routes. Thank you.

2/6 3:28 pm

Hi. You have posted this sign about a fare change without telling us what it is. It sounds like more of the scheisters who are cheating the people in the City of Seattle with all your little developers. OK, Sound Transit needs to be aware of the fact that collusion is against the law, and you need to stop cheating the public using your advertising and your surveys. You need to leave the fares exactly the way they are and I'm calling the Seattle times. This is an anonymous call. You have no right to intimidate me, and you have no right to hide what you're doing even though you're pretending to put it up in public, which is a typical Seattle tactic, and all the citizens of Seattle most of us know is a little secret society and all the little secret plots you are hatching. But you need to be aware of the fact that the Federal government which gave you the money will be notified that you people are not being open. So you need to put what you're gonna really to do instead of your proposed fare change and try and hide it from us because we don't like it. Ok? You need to behave and be good and follow the rules which you're not.

1/23 4:34 pm

Yes, I ride the 590 and I don't want the rates to go up because you jacked prices up last year. This is totally ridiculous and should be stopped immediately.

-END-

SOUND TRANSIT

Proposed ST Express Fare Change
Public Hearing - Seattle, Washington

Taken at
Union Station, Ruth Fisher Boardroom
401 South Jackson Street
Seattle, Washington 98104

DATE: Thursday, February 1, 2018

REPORTED BY: Olivia Pennella

1 e-value transfers, and appropriate sharing of fare
2 revenues.

3 So we established guiding principles to move
4 forward with the region, our new generation of ORCA.
5 Key amongst these were fare simplification, to make the
6 fare payments easier for customers and to simplify the
7 design and minimize the risk for the next gen ORCA --
8 next generation of ORCA, as we call it.

9 King County Metro and Community Transit have
10 already acted to simplify their fares. Metro has
11 adopted a flat fare, and CT has adopted an option that
12 eliminates and -- the override on commuter rides. Sound
13 Transit has identified two similar options for
14 simplifying the ST Express bus fares.

15 The purpose of today's hearing is to help
16 Sound Transit customers understand the options and give
17 the opportunity to provide feedback. Sunnie Sterling,
18 our revenue analyst and manager, is here to provide an
19 overview. And so I --

20 Sunnie, welcome this afternoon.

21 Again, my apologies to everyone for the delay
22 in the process. But delay further we will not.

23 Sunnie, the floor is yours.

24 MS. STERLING: Thank you very much. I'm just
25 going to briefly go over both of the fare options that

1 we have out for a couple -- for review currently.

2 Option 1 is a flat fare. This option would establish a
3 single 3.25 adult fare for all trips.

4 There would be no longer an extra zone charge
5 for trips that cross county lines. Adult riders
6 currently making a one-county trip would have a fare
7 increase of \$0.50. Adult riders making a two-county
8 trip would have a fare decrease of \$0.50.

9 The second option is the route-based fare.
10 This option is most similar to the current adult fares
11 on ST Express bus service today, with the exception that
12 adult riders making a one-county trip on a two-county
13 route would no longer be able to pay the lower
14 one-county fare.

15 Both of these options establish a flat fare
16 for ORCA Lift, youth, seniors, and persons with
17 disabilities at the current one zone fare levels. Thank
18 you.

19 MR. ROBERTS: Thank you, Sunnie.

20 So we will now take testimony from individuals
21 in the order in which they signed up to speak. If you
22 have not signed up to speak but wish to, please raise
23 your hands so that we can get you signed up. I have
24 three persons signed up to speak to us today.

25 So I see no one else raising their hand. We

1 are prepared to take your testimony if you wish. So
2 each person -- we have a court reporter here to record
3 and take notes on what is said.

4 Each person will have two minutes to speak.
5 And I ask that you be respectful of this time limit and
6 refrain from using personal attacks or remarks that are
7 not related to the topic. The microphone will be turned
8 off if you do.

9 And the first person I have to speak to us is
10 Mr. Alex Tsimerman.

11 MR. TSIMERMAN: Thank you, sir. Heil my
12 (unintelligible) fuhrer, a Nazi social democratic mafia
13 and progressive (unintelligible) principals.

14 MR. KUNZLER: Personal attack.

15 MR. TSIMERMAN: I am Alex Tsimerman, and I'm
16 president of Stand Up America. Guys, so you are
17 criminal by (unintelligible) is not a creation.

18 MR. KUNZLER: Liar.

19 MR. TSIMERMAN: This right now I want to speak
20 about something what is very important -- about price
21 what is you call. This price absolutely idiotic. I
22 remember price 20 year ago this one box of clothes. So
23 this almost three, four time more right now for last 20
24 year.

25 Your salary for the last 20 year jumped from

1 \$50,000 to \$200,000. What -- why we have right now is
2 exactly what is my president Donald Trump talked a year
3 ago -- salute to the nation. I have salute to the
4 nation too.

5 No taxes for people who make less than
6 \$25,000. I demand -- behalf of my president Donald
7 Trump, behalf of me, of Stand-UP America, and million
8 people who stand back on me -- no payment for buses less
9 than \$25,000.

10 When government -- when federal government can
11 doing this for low income people who make less than
12 \$25,000 -- no taxes, no taxes, no taxes. Stand up for
13 Trump. But I demand what is nobody will pay a penny for
14 people who make less than \$25,000.

15 You steal \$100 billion --

16 MR. KUNZLER: You lie.

17 MR. TSIMERMAN: -- in Sound Transit. It's
18 exactly what has happened now. Your collision -- Sound
19 Transit, Seattle, Amazon, Microsoft, and Boeing cost us
20 a hundred and hundred billion dollars. You suck blooded
21 money right now. And low income people pay more than
22 (unintelligible) for their buses.

23 So I demand again stand up for America, stand
24 up for Donald Trump, and no bus ticket for people less
25 than \$25,000. And I'm talking about this for many

1 years. Stand up America. Thank you.

2 MR. ROBERTS: Next we have Margeurite Richard.

3 MS. RICHARD: Good day, everyone. I'm
4 Ms. Richard. And welcome to Black History Month. My
5 concern is that also dealing with the fees. I think
6 that is a social issue, when you try to figure out the
7 fares for those that are impoverished.

8 And I've seen some horrendous things take
9 place on the buses because they cannot afford to get on
10 and off the bus. I don't know what goes on. Maybe they
11 didn't have the money to pay.

12 And I think it's egregious circumstances based
13 upon a person's income that they would be backed into a
14 corner and to have officers possibly arrest them, or
15 they have to go to jail and pay a fine because they
16 didn't have \$2.75. I don't know.

17 It's just a strange thing that America is
18 coming to. It has nothing to do with the president
19 being in office, because it could happen upon his
20 administration; and then when he goes out, it could be
21 somebody else.

22 So I just think that when you go to try to
23 solidify one's circumstance, when you're coming up with
24 the future tax of how a person pays for the bus, it
25 should -- I keep saying why do you make the police the

1 issue for the people who ride? I just don't understand
2 it. It -- I've been complaining for that too for a
3 while. And it still seems to be in place no matter what
4 I say.

5 There should be some more safety measures like
6 I told you. In Washington, D.C., it's either turnstile
7 or something that they have. You can't even board
8 unless you have what is recommended for your ride. So
9 that's all I have to say.

10 MR. ROBERTS: Thank you.

11 Next, Joe Kunzler.

12 MR. KUNZLER: Hi, Paul. Joe Kunzler here.
13 I'll be much more nicer than the last two. I really do
14 agree that we do have a problem with fare affordability
15 around these parts.

16 I certainly do think that Option 1, which is
17 the single fare, makes the most sense. A large number
18 of people are being priced out into the suburbs from
19 Seattle and if -- and such as your district of Everett
20 and, you know, obviously places farther north.

21 I really would prefer just off-shooting one,
22 please, if you absolutely -- if this board is insistent
23 on going to Option 2, at a bare minimum I would
24 recommend that you have those two county routes end with
25 an X, a Y, or a Z, or a -- or a C for two county. I'm

1 not too sure how -- what code you want to use.

2 But you really need to demarcate those buses
3 are two county routes so that people know they're going
4 to have to pay a little extra fare. And the reason why
5 I make this comment is sometimes people are just --
6 they're standing there on the bus stop.

7 They just want to get home. And they'll take
8 the first bus that can get them home, and they -- and to
9 have to charge them extra just because they lost the
10 lottery on bus frequency just doesn't make a lot of
11 sense to me.

12 But, you know, I -- I -- I really appreciate
13 very deeply Sound Transit. I'm very supportive of Sound
14 Transit. And from now on when a certain individual
15 makes certain comments, I'm just going to stand up and
16 turn my back. Thank you for -- for your time. Thank
17 you.

18 MR. ROBERTS: Thank you. And those are all
19 the persons I have signed up to testify. Is there
20 anyone who wishes to testify on -- at the hearing on
21 fares?

22 Seeing none, then I will declare the hearing
23 concluded. And I know anyone else who wishes to provide
24 testimony can certainly do so in writing. And I think
25 we have no other business. Let me just say the current

1 final adoption of the board is scheduled for March 22,
2 2018. And with that, we're adjourned.

3 (Proceeding adjourned at 12:45 p.m.)

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C E R T I F I C A T E

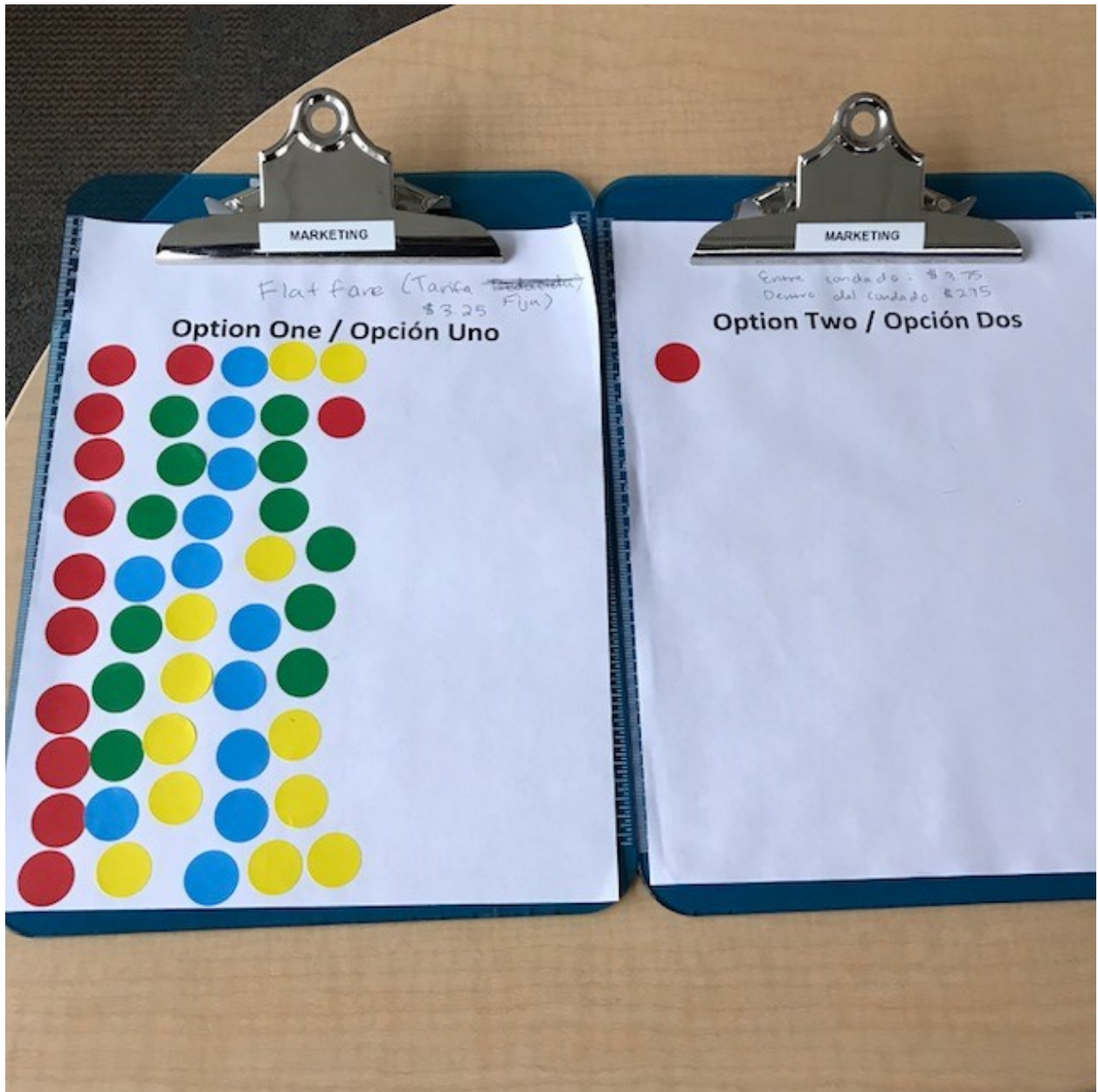
I, Olivia Pennella, a Washington Certified Court Reporter, do hereby certify that the foregoing proceedings were stenographically reported by me and that this transcript was prepared by me and is a true, complete, and accurate transcription of same to the best of my ability.

Dated the 1st day of February, 2018.

\S\OLIVIA PENNELLA

Washington Certified Court Reporter No. 3337
License expires June 4, 2018.

Attachment I: Community Briefing Results



-END-

Attachment J: Letter Received



To: Sound Transit staff and Board
From: Transportation Choices and Puget Sound Sage
Re: Fare Simplification
Date: March 9th, 2018

Dear Members of the Sound Transit Board,

Thank you for the opportunity to comment on the Sound Transit Fare Simplification proposal. We are glad the regional transit agencies are working together to ensure a seamless experience when taking transit throughout the Puget Sound region. We appreciate Sound Transit's efforts to make the fare structure easier to understand, while setting the agency up for better regional coordination. We are also thankful that this process has included critical discussion and consideration of transit affordability. We are organizations that are committed to increasing affordable, reliable, and sustainable transportation options that provide access to opportunity to all residents of the Sound Transit area.

Transit fare increases disproportionately impact low-income communities, communities of color, and transit dependent populations. Our organizations are committed to equitable and affordable transit access throughout the region. Given transit's social and environmental benefits, it is disappointing when we continue to lean on increasing rider fares as a funding solution. **That said, of the two proposed options we prefer the proposed \$3.25 flat fare in conjunction with several other suggestions for increasing affordability and transit access.**

- We are very pleased that both options now include a lower discounted fare for two-county trips.
- Of the two proposed options, **we believe a flat fare is the most simple**, making it easier to understand for all riders, reducing fare disputes, and speeding up boarding.
- While we are glad that this fare structure does not have any negative impacts on Metro revenue that could cause reductions in service, **any fare increase will have negative impacts on low-income, fixed-income, and transit dependent populations, and we are eager to identify additional programs and policies that will improve affordability and transit access.**

Following are suggestions for consideration in conjunction with the fare simplification change:

- **Earmark revenue.** Because the proposed flat fare is anticipated to raise some additional revenue, we hope that this revenue can be set aside to help continue to fund and expand affordability programs.
- **Expand reach of discount programs.** Use revenue to continue ORCA LIFT, RRFP, and Youth outreach and look for systemic and automatic ways to get ORCA LIFT in the hands of all eligible current and future riders. Special consideration should be made for no- and very low-income riders who rely on cash and cannot afford to load money onto an ORCA LIFT card, but should be able to take advantage of the discount, or a program similar to the human services bus ticket program.
- **Research and mitigate other affordability barriers.** Those most impacted by this fare change will be those lower-income people, especially families, just above the ORCA LIFT threshold, who are nevertheless cost-burdened by high housing and transportation costs. We understand that the current ORCA LIFT threshold was designed carefully to be consistent with other income-based programs, but we urge Sound Transit to work with partner agencies to continue to look into ways of making transit fares more affordable for those above the 200% FPL threshold.
- **Continue race and social justice analysis of Sound Transit policies and programs.** Understanding how potential fare changes impacted communities of color and low-income households was a key consideration in our evaluation of different fare structures. We urge Sound Transit to proactively complete Race and Social Justice analyses of their other fare structures, and continue to monitor impacts for unintended consequences, especially as demographics change.

Thank you again for your consideration of our feedback.

Sincerely,

Hester Serebrin
Policy Director
Transportation Choices Coalition

Giulia Pasciuto
Policy and Research Analyst
Puget Sound Sage