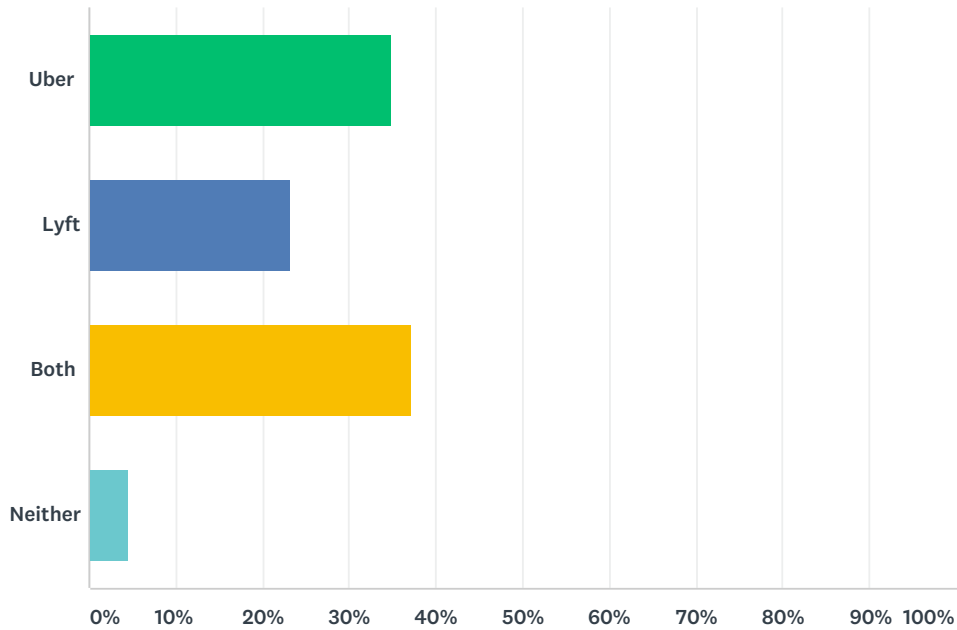




Q1 During the six-month pilot program (April 23-October 31) did you use:

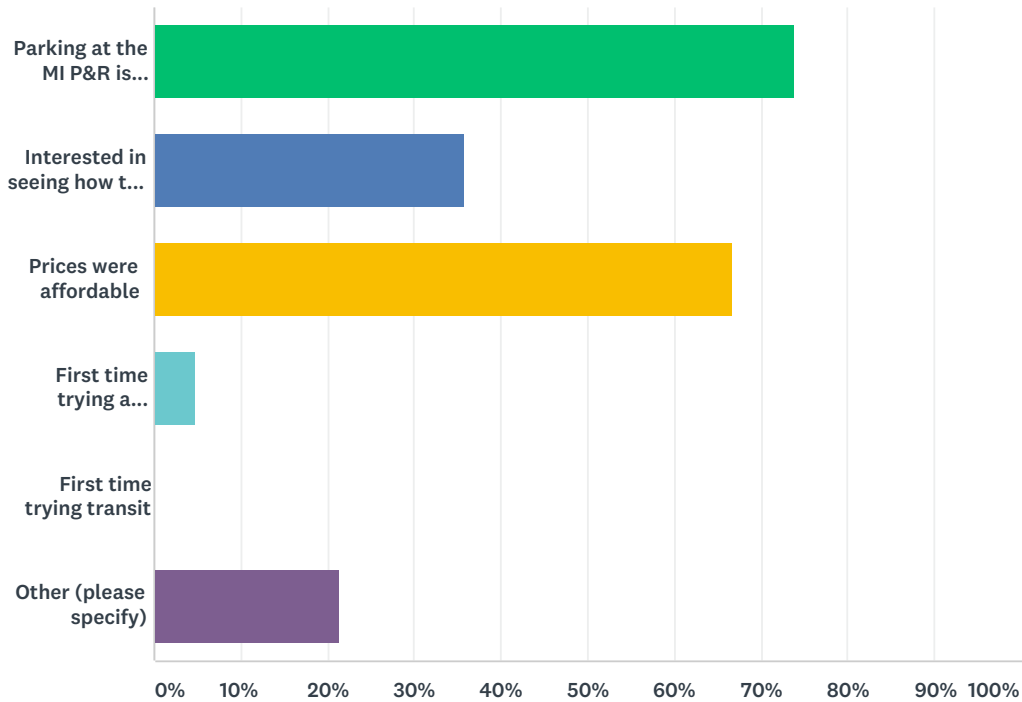
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES
Uber	34.88% 15
Lyft	23.26% 10
Both	37.21% 16
Neither	4.65% 2
TOTAL	43

Q2 Why did you participate in the rideshare pilot? (Check all that apply.)

Answered: 42 Skipped: 1

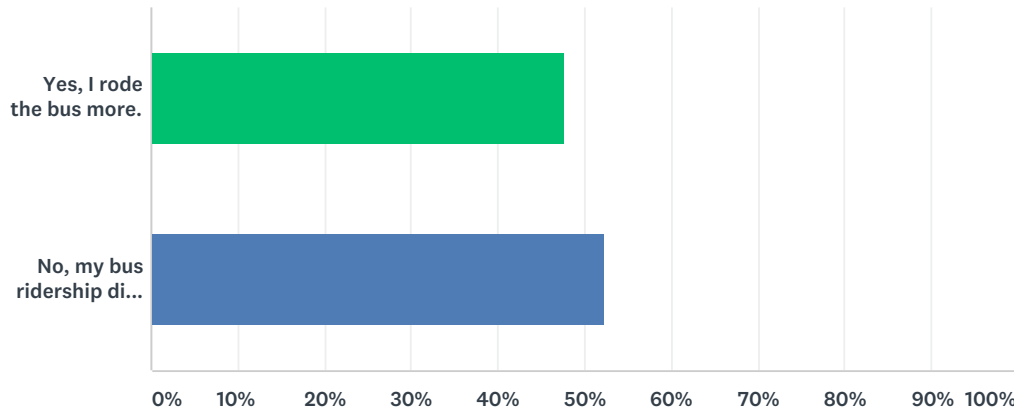


ANSWER CHOICES	RESPONSES
Parking at the MI P&R is limited	73.81% 31
Interested in seeing how the program would work	35.71% 15
Prices were affordable	66.67% 28
First time trying a rideshare service	4.76% 2
First time trying transit	0.00% 0
Other (please specify)	21.43% 9
Total Respondents: 42	

#	OTHER (PLEASE SPECIFY)	DATE
1	Gave a car to our nanny; need to get to P&R	11/6/2018 10:24 PM
2	Was going to use it anyway	11/6/2018 8:22 PM
3	Local buses (204/630) weren't available at a convenient time.	11/6/2018 7:17 PM
4	Excellent solution to come home from SeaTac taking public transportation	11/6/2018 5:34 PM
5	There is very limited bus service on Mercer island. This filled a real need	11/6/2018 5:19 PM
6	I did not participate	11/1/2018 7:13 AM
7	Local bus service has limited hours this allows me to work late and still take the bus. I also use for getting bags to bus stop when going to airport.	11/1/2018 5:45 AM
8	Times where my wife could not pick me up or drop me off from the P&R	10/31/2018 8:08 PM
9	stuck at MIP&R when car was locked downtown@10pm	10/31/2018 7:54 PM

Q3 Did this rideshare pilot program change your transit use?

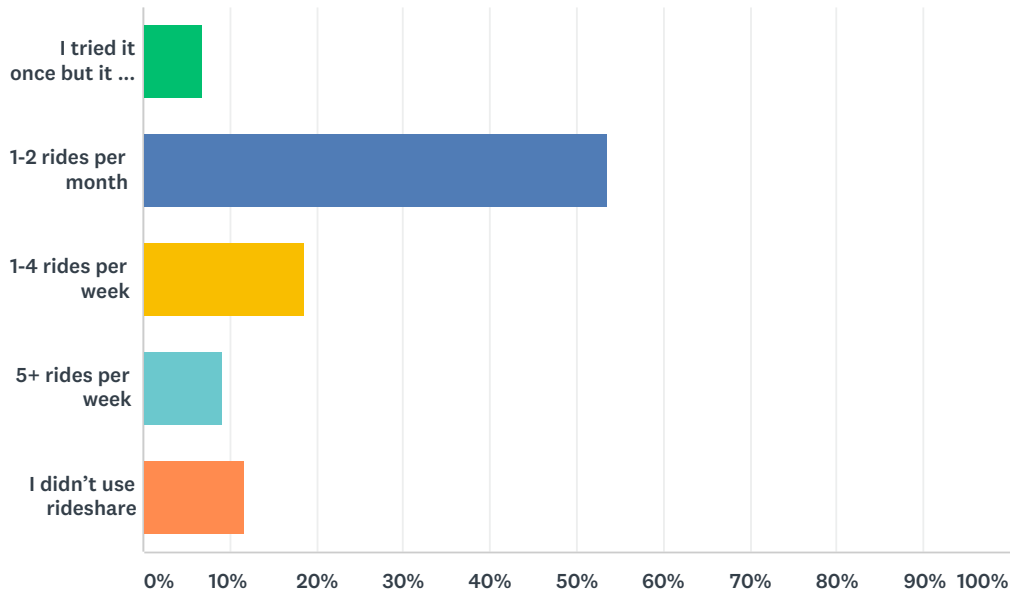
Answered: 42 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, I rode the bus more.	47.62%	20
No, my bus ridership did not change during this time period.	52.38%	22
TOTAL		42

Q4 How often did you use rideshare with either Lyft/Uber?

Answered: 43 Skipped: 0

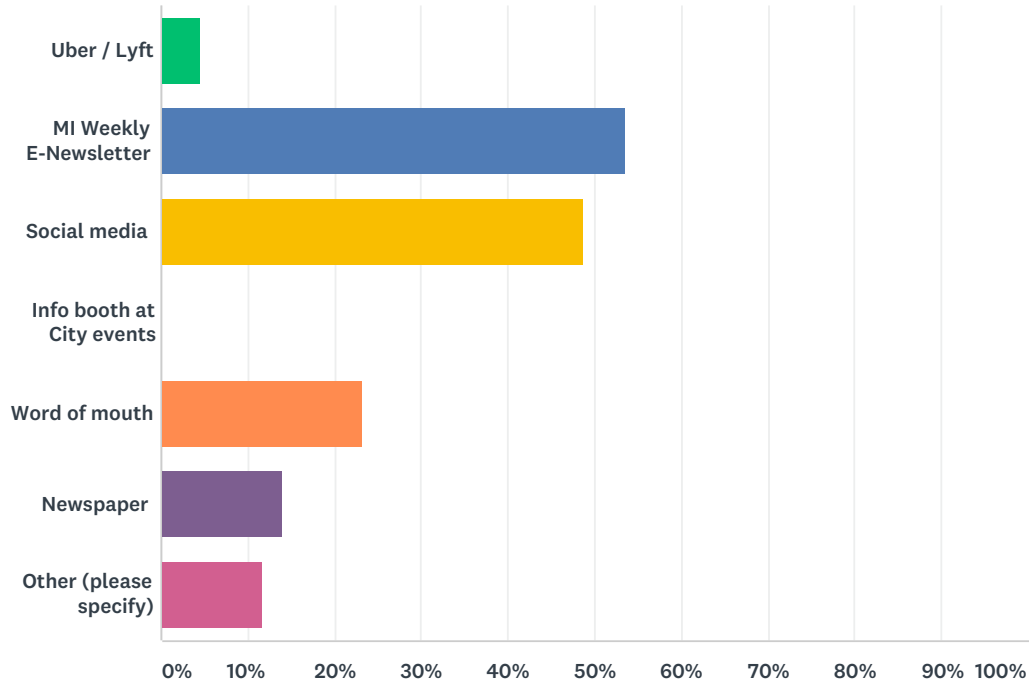


ANSWER CHOICES	RESPONSES	
I tried it once but it did not meet my needs*	6.98%	3
1-2 rides per month	53.49%	23
1-4 rides per week	18.60%	8
5+ rides per week	9.30%	4
I didn't use rideshare	11.63%	5
TOTAL		43

#	*IF YOU TRIED RIDESHARE ONCE, BUT DID NOT CONTINUE, PLEASE TELL US WHY.	DATE
1	Took too long. I definitely liked the bus much better it was cheap and more efficient	11/6/2018 11:14 PM
2	Car wouldn't start one day, asked for an Uber, and by the time it came, etc. I probably should have just walked to the local bus stop; having to pay full fare, one would probably need to give up their car if going to use daily (and apparently many do in more urban areas).	11/6/2018 8:48 PM
3	Used it twice in maybe 4 months. You don't have that category.	11/6/2018 8:22 PM
4	The prices got too expensive for SOV rides for the value, given a desire to connect to transit. SOV rides are not a problem on Mercer Island! Don't increase those rates.	11/6/2018 8:11 PM
5	Usually spouse drops off. The morning after my parking lock-in disaster, I took the bus up the island.	10/31/2018 7:54 PM
6	We used Lyft RT twice over the test period. Mid-morning and mid-afternoon to catch the 550/554 to Seattle. As retirees we don't make a lot of transit trips but loved this program for the times we could make it work.	10/31/2018 6:20 PM

Q5 How did you learn about the pilot program?

Answered: 43 Skipped: 0

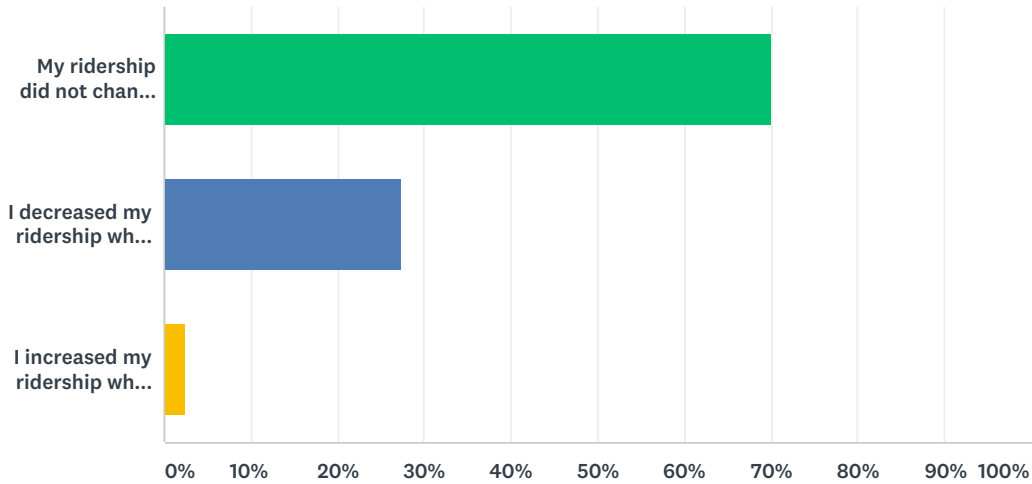


ANSWER CHOICES	RESPONSES
Uber / Lyft	4.65% 2
MI Weekly E-Newsletter	53.49% 23
Social media	48.84% 21
Info booth at City events	0.00% 0
Word of mouth	23.26% 10
Newspaper	13.95% 6
Other (please specify)	11.63% 5
Total Respondents: 43	

#	OTHER (PLEASE SPECIFY)	DATE
1	H	11/15/2018 9:25 PM
2	MI City website	11/7/2018 8:30 AM
3	City posts on ND	11/6/2018 10:24 PM
4	Next Door	11/6/2018 8:22 PM
5	MISD	11/6/2018 4:30 PM

Q6 The pilot program was designed to heavily subsidize rider use for the first three months with \$2 rides to/from the MI P&R. The second phase of the program continued the subsidy for riders willing to share a ride with UberPool or Lyft Line at \$2 per ride. Solo riders paid \$5 per ride. Did your rider patterns change from the first phase (April 22-July 31, \$2 ride) to the second phase (August 1 – October 31, \$2 shared rides, \$5 solo ride)?

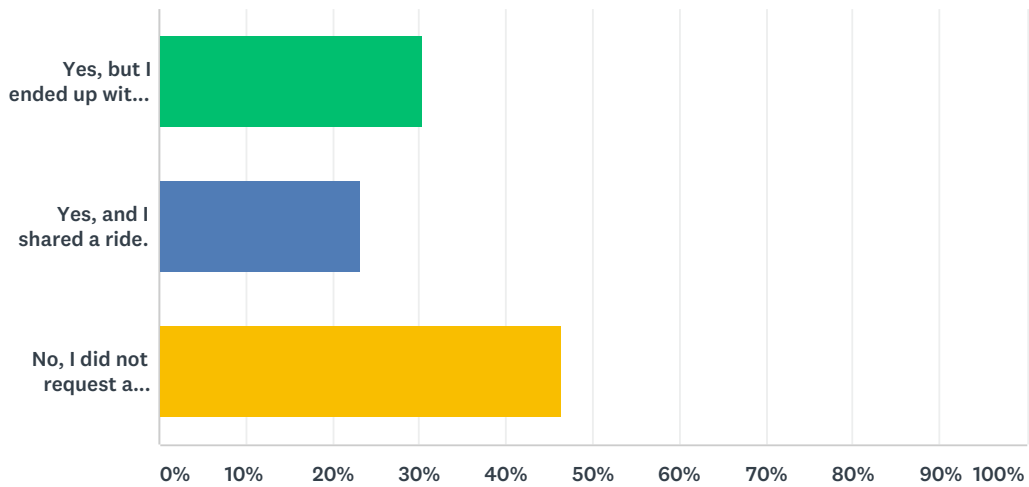
Answered: 40 Skipped: 3



ANSWER CHOICES	RESPONSES	
My ridership did not change when the subsidized fare increased for solo rides.	70.00%	28
I decreased my ridership when the subsidized fare increased for solo rides.	27.50%	11
I increased my ridership when the subsidized fare increased for solo rides.	2.50%	1
TOTAL		40

Q7 Did you ever request a shared ride from Lyft (Lyft Line) or Uber (Uber Pool)?

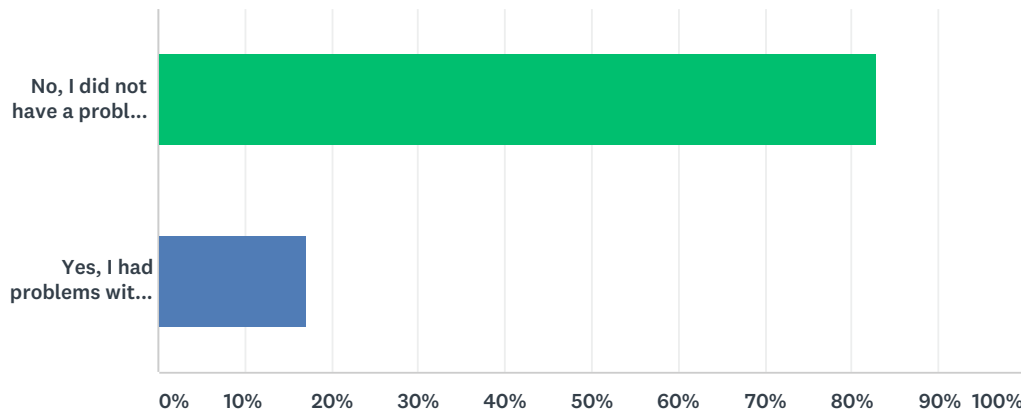
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, but I ended up with a solo ride.	30.23%	13
Yes, and I shared a ride.	23.26%	10
No, I did not request a shared ride.	46.51%	20
TOTAL		43

Q8 Did you have problems getting a completed ride? If yes, in what part of the Island do you live?

Answered: 41 Skipped: 2

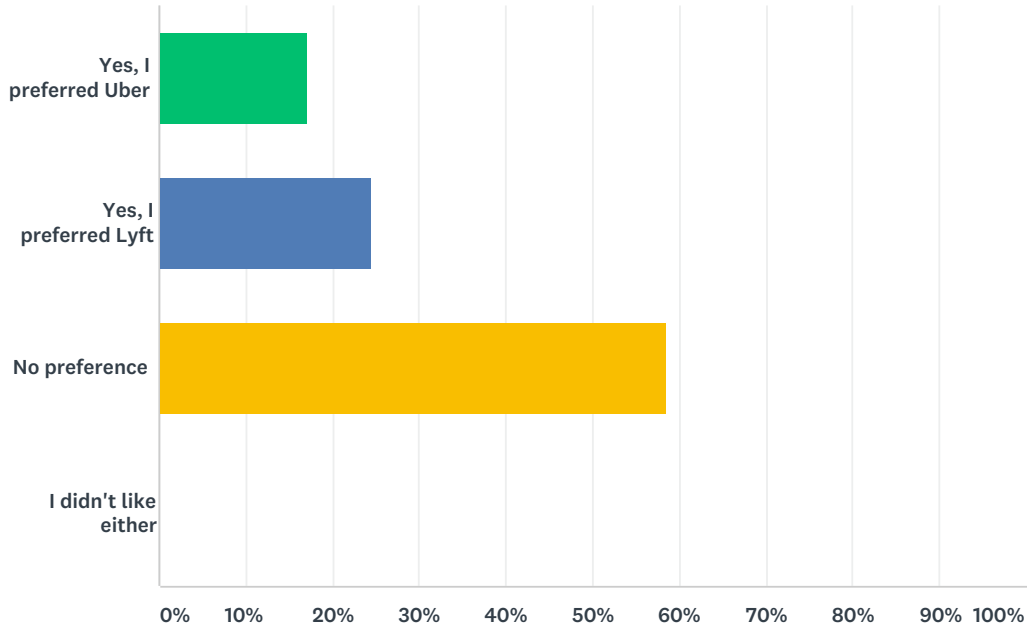


ANSWER CHOICES	RESPONSES	
No, I did not have a problem getting rides.	82.93%	34
Yes, I had problems with cancelled rides.	17.07%	7
TOTAL		41

#	IF YOU HAD PROBLEMS WITH CANCELLED RIDES, PLEASE SPECIFY IN WHAT PART OF THE ISLAND YOU LIVE.	DATE
1	it's very hard to get car services here on the south end. It takes 30 minutes in many cases.	11/7/2018 4:04 PM
2	South	11/7/2018 11:20 AM
3	North End	11/6/2018 11:14 PM
4	Not enough available drivers on or near the island, esp early in the morning.	11/6/2018 10:24 PM
5	South end	11/6/2018 9:49 PM
6	South end, west of Middle School	11/6/2018 8:11 PM
7	I didn't have problems with cancelled rides, but I could not get Uber rides after 8:30 am about 5 times when I needed one.	11/2/2018 10:32 PM
8	There is some confusion on where to get picked up. I saw my car on the other side of road but they did not acknowledge my waving or calling.	11/1/2018 5:45 AM

Q9 Did you prefer one service company over the other?

Answered: 41 Skipped: 2

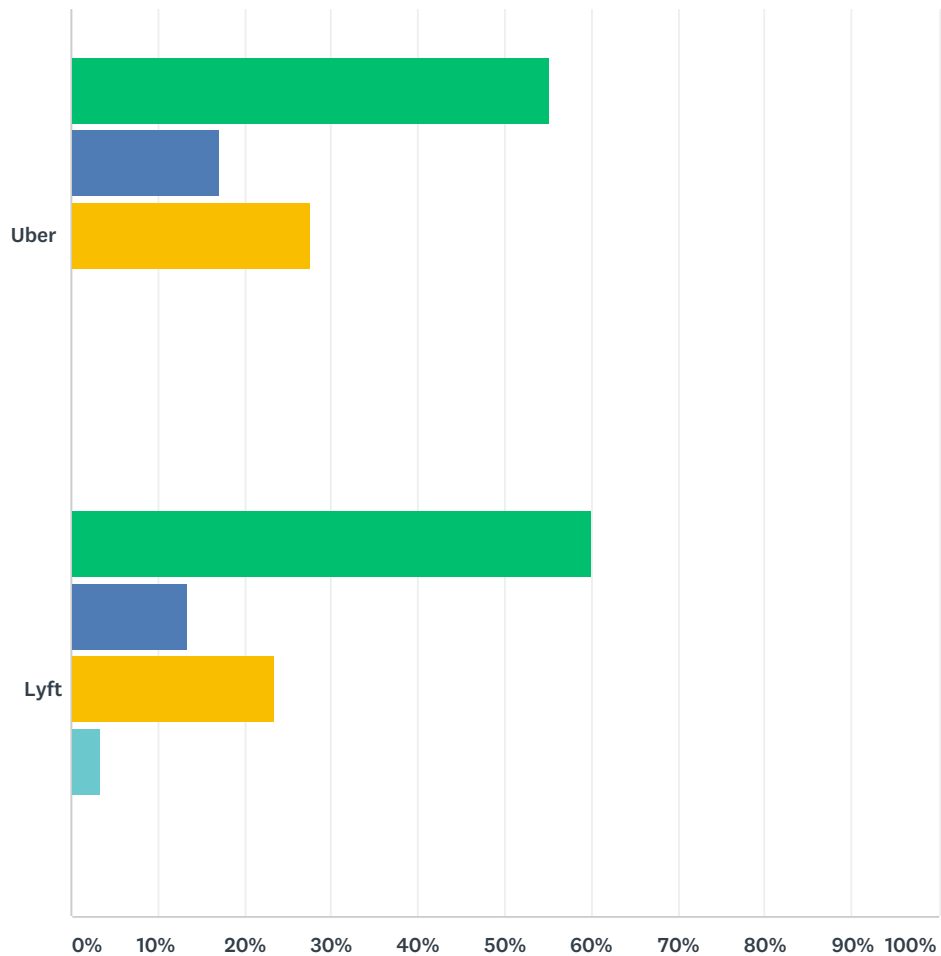


ANSWER CHOICES	RESPONSES	
Yes, I preferred Uber	17.07%	7
Yes, I preferred Lyft	24.39%	10
No preference	58.54%	24
I didn't like either	0.00%	0
TOTAL		41

#	PLEASE TELL US WHY.	DATE
1	Lyft drivers are more professional and many only drive for Lyft	11/6/2018 10:24 PM
2	I already had used Uber previously	11/6/2018 7:17 PM
3	Better company	11/6/2018 4:30 PM
4	I had the Uber app installed.	11/2/2018 10:32 PM
5	Lyft requires a special code. Was easier to use Uber with no code.	11/2/2018 11:26 AM
6	I would choose which service had the soonest available driver.	11/2/2018 4:24 AM
7	Uber has some reputation issues	11/1/2018 5:45 AM
8	Only used Lyft-based on other's preference and recommendation. Uber seems to have a PR problem and reportedly less driver satisfaction	10/31/2018 6:20 PM

Q10 How would you rate your satisfaction with Uber/Lyft's customer service?

Answered: 38 Skipped: 5



■ Very satisfied
 ■ Somewhat satisfied
 ■ Neutral
 ■ Somewhat dissatisfied
■ Very dissatisfied

	VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL
Uber	55.17% 16	17.24% 5	27.59% 8	0.00% 0	0.00% 0	29
Lyft	60.00% 18	13.33% 4	23.33% 7	3.33% 1	0.00% 0	30

Q11 If the City were to consider future subsidized rideshare programs, what dollar range would you be willing to pay to use the service?

Answered: 39 Skipped: 4

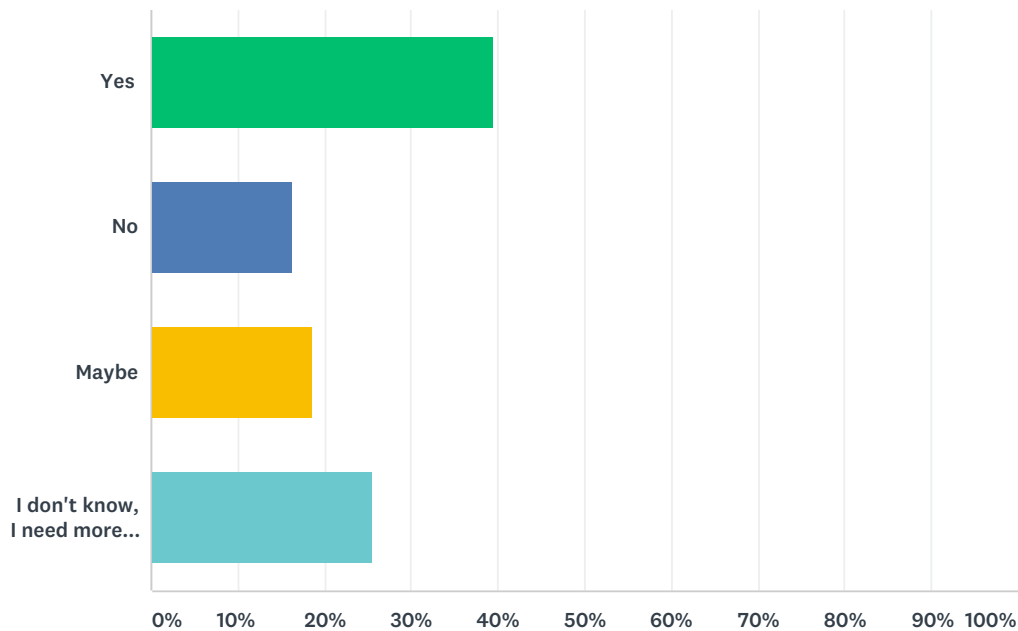
#	RESPONSES	DATE
1	\$3-4	11/17/2018 1:30 PM
2	The same as it was offered	11/15/2018 9:25 PM
3	\$5 per ride	11/11/2018 4:58 PM
4	3	11/8/2018 8:43 AM
5	None	11/7/2018 4:04 PM
6	Max \$5	11/7/2018 2:46 PM
7	2-3	11/7/2018 11:20 AM
8	\$2-\$3, otherwise combined with the bus fare, it's cheaper to drive	11/7/2018 8:30 AM
9	No more then \$4	11/6/2018 11:14 PM
10	2-5	11/6/2018 10:24 PM
11	3-4\$	11/6/2018 9:49 PM
12	Up to \$3 per ride	11/6/2018 9:43 PM
13	\$1-2	11/6/2018 8:48 PM
14	\$2, certainly no more than a transit fare!	11/6/2018 8:11 PM
15	2-5	11/6/2018 7:52 PM
16	\$2-4	11/6/2018 7:45 PM
17	I don't want the city spending money on this solution.	11/6/2018 7:17 PM
18	2 dollars max	11/6/2018 7:14 PM
19	\$5	11/6/2018 5:51 PM
20	2	11/6/2018 5:41 PM
21	Under \$5	11/6/2018 5:34 PM
22	0	11/6/2018 5:22 PM
23	Up to \$5 for a solo ride.	11/6/2018 4:50 PM
24	\$2-\$3	11/6/2018 4:38 PM
25	yes	11/6/2018 4:30 PM
26	\$2-\$5	11/5/2018 10:54 PM
27	3	11/5/2018 10:14 PM
28	0	11/5/2018 9:14 AM
29	\$2	11/2/2018 10:32 PM
30	Up to \$5 for an occasional trip. If needed it for daily use I would want it to be considered as a transfer (no charge) to/from the bus.	11/2/2018 11:26 AM
31	\$3	11/2/2018 4:24 AM
32	While I loved the \$2 price point, I am willing to pay \$5. I am an hourly wage worker so the subsidy program really helped.	11/1/2018 8:02 PM

City Survey on Rideshare Pilot

33	0	11/1/2018 7:13 AM
34	3-5	11/1/2018 5:45 AM
35	NO CITY FUNDS!	10/31/2018 8:53 PM
36	\$5 to \$10, but only because use infrequently.	10/31/2018 8:08 PM
37	like the subsidized rideshare option; \$5 is an upper limit	10/31/2018 7:54 PM
38	the \$2 solo or shared was very reasonable.	10/31/2018 6:20 PM
39	\$3	10/31/2018 5:12 PM

Q12 One alternative service the rideshare companies are considering is a ride hail service that takes 15 minutes or less to get to the MI P&R. Ride hail service is a shared ride picking up passengers in a small geographic area then going directly to the Park & Ride. Would you be interested in this service?

Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	39.53%	17
No	16.28%	7
Maybe	18.60%	8
I don't know, I need more information	25.58%	11
TOTAL		43

#	PLEASE SHARE WHAT INFORMATION WOULD BE HELPFUL AS YOU CONSIDER USING A RIDE HAIL SERVICE.	DATE
1	I care most about reliability and quickly getting to the P&R.	11/6/2018 10:24 PM
2	Requesting a ride should be simple and easy.	11/6/2018 9:49 PM
3	What would be the maximum wait and cost	11/6/2018 8:48 PM
4	Depends what the geographic areas are. I'd likely have to walk up a big, long hill just to start and then who knows how far after, and wouldn't want to do that every day.	11/6/2018 8:22 PM
5	Where would the riders meet? Is there parking available at that origination spot? How much would this cost? How is this different than catching a local (204/630) bus?	11/6/2018 7:17 PM
6	I live in the South end. We are too far and downhill from the South end P&R , also which does not enough parking stalls as it is now. D	11/6/2018 5:34 PM

City Survey on Rideshare Pilot

7	How long it takes to come and how consistent the timing is. My commute is currently 40 mins (driving 6 mins to park, walking 6 mins to park and ride, waiting up to 5 mins for the bus and a 12 min bus ride downtown). Adding another 15 mins waiting for a ride significantly affects the length of my commute.	11/6/2018 4:38 PM
8	hassle-factor	11/5/2018 9:14 AM
9	Would be important to have this available for midday as well as peak hour trips.	11/2/2018 11:26 AM
10	I saw the Eastside P&R Metro Chariot Shuttle - that looks like a great service.	11/2/2018 4:24 AM
11	Too complicated on a already complicated day	10/31/2018 8:53 PM
12	How far in advance do you have to plan.	10/31/2018 8:08 PM
13	express from the southend? sounds really smart. available round the clock (for when i work late downtown)	10/31/2018 7:54 PM
14	Would be nice to use the ORCA pass at a subsidized fare for a ride hail service and seamlessly transfer between modes of transit.	10/31/2018 6:20 PM

Q13 Is there any other feedback you'd like to give us?

Answered: 18 Skipped: 25

#	RESPONSES	DATE
1	this is a great program. I hope it continues to be available.	11/11/2018 4:58 PM
2	Pay through Orca King county has a program for Eastgate that looks really good	11/7/2018 11:20 AM
3	There s/b more permit parking closer to the P&R for MI residence. There is inadequate bus service to the P&R, and it's not right that other city residence are allowed to use ALL of our commute parking.	11/7/2018 8:30 AM
4	Keep the bikes	11/6/2018 11:14 PM
5	Even \$2 rides aren't cost effective for daily commuting. Bus costs \$5.50 per day, so another \$4 + tip doubles it. I'd rather just keep getting to the park and ride at 6:30am. I only used the rideshare for non-commuting purposes.	11/6/2018 8:22 PM
6	Encourage ridership by providing a discount for rides that follow with transit buses and/or light rail.	11/6/2018 8:11 PM
7	Please get more going to get us to the bus and eventually light rail. Very challenging from southend	11/6/2018 5:51 PM
8	It was a short duration program, and the subsidized ride	11/6/2018 5:34 PM
9	More parking at the P&R. Everything else is too much work.	11/6/2018 5:22 PM
10	I think this program would be great if it could leave from both the Park and ride AND from one more location in downtown Mercer Island, allowing people to access the downtown and then complete their ride home. The Park & Ride and the downtown area of Mercer Island are quite far apart - hard to walk especially in the cooler months.	11/6/2018 5:19 PM
11	just too much trouble to use uber,lyft - easier to just get to p&r early	11/5/2018 9:14 AM
12	Appreciate the city looking at alternatives to get to the P&R. Is a Ride2 program like Metro has at Eastgate possible? That could replace bus service, especially on the southend of the island that is losing the Route 201.	11/2/2018 11:26 AM
13	This was a great trial. Please find a similar service. Thank you.	11/2/2018 4:24 AM
14	Thanks for looking at these options.	11/1/2018 8:02 PM
15	One of the Uber drives went really fast well past speed limit	11/1/2018 5:45 AM
16	Just more parking. No time for this other nonsense.	10/31/2018 8:53 PM
17	thx for creativity	10/31/2018 7:54 PM
18	For us retired seniors, this service was extremely helpful to us for transit use mid-day. It's not just daily am/pm commuters that need/appreciate this last mile access to the P & R. Cost is certainly a consideration. The subsidized rate is probably not sustainable but it sure was a great price point at \$2 solo or shared. It would be great if the 204 ran much more frequently (e.g., 3-4 xs/hour rather than once) and co-ordinated arrival/departure at the P & R with the 550/554. Many times I have seen the 204 pull out ahead of the 550's arrival thereby making it impossible to make a timely connection for the down island trip.	10/31/2018 6:20 PM