

Questionnaire

INT22: Hello, I'm ___ calling on behalf of King County Metro Transit. We are conducting a county-wide planning study and would like to include the opinions of your household. The information will be used to help improve the region's transportation system. For this survey I would like to speak with a member of your household who is 16 years of age or older? Would that be you? This call may be monitored for quality control purposes. IF YES, CODE 91 TO BEGIN SURVEY PROBE REFUSALS: It would be really helpful if I could ask you just a couple of quick questions from the survey. IF YES, CODE 93 TO CONTINUE.

IF CELL PHONE, PROBE IF CELL PHONE IS THEIR PRIMARY PHONE. IF NOT CODE 71 AND THANK AND TERMINATE. IF YES, ASK TO CONTINUE - IF REFUSED CODE 11 AND THANK AND TERMINATE.

Yes, Continue 91

Yes, can ask a few questions 93

INT02: EVERYONE

First, are you a resident of King County?

Yes, continue 91

No, not resident of King County - THANK & TERMINATE 60

Don't know/Refused - resident of King County - THANK & TERMINATE 61

SCR9A: EVERYONE

What is your zip code? TYPE NUMBER:

Don't know/Refused 99999

SCR9B: ASK IF SCR9A=99999

To verify, is your home zip code <zip code from sample>?

Yes 1

No 2

Don't know/Refused 9

ZONE:

Zone 1 - North King/Seattle 1

Zone 2 - South King 2

Zone 3 - East King 3

Refused zip 4

Out of range zip 5

THANK & TERMINATE IF DON'T KNOW/REFUSED ZIP CODE/OUT OF RANGE ZIP CODE

REF2: RESPONDENTS WHO HAVE AGREED TO DO SURVEY GO TO SCR2. REF2 IS ASKED OF REFUSALS WHO AGREE TO ANSWER A COUPLE OF QUESTIONS.

Including yourself, how many people in your household, age 16 or over, have taken at least 5 ONE-WAY rides on a Metro bus in the last 30 days? A round trip counts as two rides, and do not count rides entirely within the downtown Seattle Ride Free Area.

None 0

8 or more 8

Don't know/Refused 9

REF3: ASKED IF ONE OR MORE PERSONS IN THE HH HAVE TAKEN A RIDE IN REF2

In the last 30 days, how many ONE-WAY rides have you personally taken? IF RESPONDENT MENTIONS DAYS NOT RIDES, ASK: How many rides would that be for you? IF NEEDED: Do not count rides taken entirely within the downtown Seattle Ride Free Area. Count a round trip as 2 rides, and count a trip where a person had to transfer buses as just one ride.

5 or more rides.....	1
1 to 4 rides	2
0 rides/Never ride	3
Don't know/Refused	9

REF4: ASKED IF REF3 IS DON'T KNOW/REFUSED

Would that be more than 4 rides?

Yes, 5 or more rides.....	1
No, 1 to 4 rides	2
No, 0 rides/Never ride	3
Don't know/Refused	9

THANK AND TERMINATE IF DON'T KNOW/REFUSED RIDERSHIP IN REF4

RSTAT: RIDER STATUS MINI SURVEY

Regular rider	1
Infrequent rider.....	2
Nonrider.....	3

THANK & TERMINATE FOR INFREQUENT AND NONRIDERS IN MINI SURVEY

REF5: NONRIDERS ONLY

Have you or anyone else in your household ridden any Metro service within the past year. This time please include the Seattle Ride Free Area and Shuttle service to ball games and special events as well as regular bus service?

Yes.....	1
No	2
Don't know/Refused	9

REF8: EVERYONE

Including yourself, how many people live in your household?

One	1
Two.....	2
Three.....	3
Four	4
Five.....	5
Six.....	6
Seven	7
8 or more.....	8
Don't know/Refused	9

REF9: ONLY IF MORE THAN 1 PERSON IN HH

Including yourself, how many are 16 and older?

Don't know/Refused	9
--------------------------	---

REF10: EVERYONE

How many telephone numbers are associated with this household. Please do not include cellular telephone service.
Don't know/Refused 99

REF11: ONLY IF MORE THAN 1 PHONE IN HH

How many telephone lines in your household are currently used only for non-voice communications, such as a dedicated fax or modem line? IF NEEDED: Do not include cellular telephone service.
Don't know/Refused 99

REF12: EVERYONE

Have you been without telephone service for more than three months anytime last year? IF NEEDED: Do not include cellular telephone service.

Yes..... 1
No 2
Don't know/Refused 9

RIDE1: rider status mini survey

Regular rider Seattle/North King..... 1
Infrequent rider Seattle/North King..... 2
Regular rider South King..... 4
Infrequent rider South King..... 5
Regular rider East King 7
Infrequent rider East King 8

INT06: FREQUENT RIDERS FROM MINI SURVEY

You do qualify for the study we are conducting, and the input of people like yourself is very valuable. The information you give will be used to improve your area's transit system. We would really like to continue the rest of the survey with you. It should only take about 15 minutes. REINTRODUCE IF NEEDED: Hello, I'm ___ calling on behalf of King County Metro Transit. We are conducting a county-wide planning study and would like to include the opinions of your household. The information will be used to help improve the region's transportation system.
Yes, continue 91

SCR2: BEGINNING OF MAIN SURVEY FOR PEOPLE WHO AGREED TO SURVEY IN INTRO

Including yourself, how many people in your household, age 16 or over, have taken at least 1 ONE-WAY ride on a Metro bus in the last 30 days? Do not count rides entirely within the downtown Seattle Ride Free Area.

NONE..... 0
8 or more..... 8
Don't know/Refused 9

SCR3: ASKED IF ONE OR MORE RIDERS IN SCR2

Including yourself, how many people in your household, age 16 or over, have taken at least 5 ONE-WAY rides on a Metro bus in the last 30 days? Do not count rides entirely within the downtown Seattle Ride Free Area. Count a round trip as two rides, and count a trip where the person had to transfer buses as one ride.

NONE..... 0
8 or more..... 8
Don't know/Refused 9

SCR4: EVERYONE

Thinking about the last 30 days, how many ONE-WAY rides have you personally taken on a Metro bus, not counting rides entirely within the downtown Seattle Ride Free Area? A round trip counts as two one-way rides, and a trip where you had to transfer buses counts as one ride. IF RESPONDENT MENTIONS DAYS NOT RIDES, ASK: How many rides would that be for you?

None	00
97 or more.....	97
Don't know	98
Refused.....	99

SCR5: IF DON'T KNOW OR REFUSED IN SCR4

Would that be more than 4 rides?

Yes, 5 or more rides.....	1
No, 1 to 4 rides	2
No, 0 rides/Never ride	3
Don't know/Refused	9

THANK AND TERMINATE IF DON'T KNOW/REFUSED IN SCR5.

RSTA1: combined total rider status

Regular rider	1
Infrequent rider.....	2
Non-rider	3

IF A NONRIDER THANK AND TERMINATE.

INT11: FOR HOUSEHOLDS WHERE THERE IS A FREQUENT RIDER AND THAT PERSON IS NOT ON THE PHONE.

Is the individual in your household who has taken at least 5 ONE-WAY rides on Metro in the last 30 days available at this time to complete a survey? RE-INTRODUCE TO NEW RESPONDENT: Hello, I'm ___ calling on behalf of King County Metro Transit. We are conducting a county-wide planning study and would like to include the opinions of your household. The information will be used to help improve the region's transportation system. IF YES, PRESS 91 TO CONTINUE WITH NEW RESPONDENT.

Continue main survey with new respondent.....	91
---	----

SCR7: ASK IF INT11=91

Thinking about the last 30 days, how many ONE-WAY rides have you, personally, taken on a Metro bus? IF RESPONDENT MENTIONS DAYS NOT RIDES, ASK: How many rides would that be for you? IF NEEDED: Do not count rides entirely within the downtown Seattle Ride Free Area. Count a round trip as two rides, and a trip where you had to transfer as one ride.

None	00
97 or more.....	97
Don't know	98
Refused.....	99

SCR8: ASK IF REFUSED OR DON'T KNOW IN SCR7

Would that be more than 4 rides?

Yes, 5 or more rides.....	1
No, 1 to 4 rides	2
No, 0 rides/Never ride	3
Don't know/Refused	9

THANK AND TERMINATE IF DON'T KNOW/REFUSED IN SCR8.

SCR9 RIDER STATUS

Regular rider	1
Infrequent rider	2
Non-rider	3

THANK AND TERMINATE (OVERQUOTA NONRIDER).

RIDEN:

Regular rider Seattle/North King	1
Infrequent rider Seattle/North King	2
Regular rider South King	4
Infrequent rider South King	5
Regular rider East King	7
Infrequent rider East King	8

GENDR:

Male	1
Female	2

Q1: EVERYONE

One year ago, were you living in King county?

Yes.....	1
No	2
Don't know/Refused	9

Q2A: EVERYONE

What is your current employment status? Are you... IF STUDENT, ASK: Do you also work? IF STUDENT NOT MENTIONED, PROBE: Do you also attend classes?

Employed.....	01	GO TO Q2B
A student.....	02	GO TO Q2C
Currently not employed	03	GO TO Q2E
Retired	04	GO TO COMMU
or a Homemaker	05	GO TO COMMU
Other (SPECIFY:) - DO NOT READ	97	
Don't know - DO NOT READ.....	98	GO TO COMMU
Refused - DO NOT READ	99	GO TO COMMU

Q2B: FOR THOSE EMPLOYED

Are you employed...	
Full-time	1
Part-time	2
Or are you self-employed	3
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q2C: FOR STUDENTS

Are you a...	
A full-time student.....	1
Or a part-time student	2
Don't know - DO NOT READ.....	3
Refused	4

Q2D: FOR THOSE WHO WORK AND GO TO SCHOOL

Which do you consider to be your primary activity?	
Employed.....	1
Student.....	2
Don't know	8
Refused	9

Q2E: FOR THOSE WHO ARE UNEMPLOYED

Is that...	
A homemaker	1
Retired	2
Or currently not employed.....	3
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

WHO:

Employed.....	1
Attend school.....	2
Neither	3

Q3: ASK IF EMPLOYED OR STUDENT

Do you work or attend school outside the home three or more days a week? IF RESPONDENT SAYS BOTH WORK AND SCHOOL, PROBE: Which do you consider to be your primary activity? IF WORK FROM HOME 3 OR MORE DAYS/WEEK, CODE AS "NO, NEITHER"

YES - WORK	01
YES - SCHOOL	02
NO - NEITHER	03
Don't know	08
Refused	09

COMMU:

WORK COMMUTER	1
SCHOOL COMMUTER	2
NON-COMMUTER	3

Q4B: EVERYONE

How long have you been riding Metro regularly, that is, at least 1 trip a month?

Less than 3 Months.....	1
3 to 6 Months.....	2
6 Months to 9 Months.....	3
9 Months to 1 Year	4
1 to 2 Years.....	5
3 to 5 years.....	6
Or 5 years or more.....	7
Not a regular rider - DO NOT READ.....	8
Don't know/Refused - DO NOT READ	9

Q5: ASK IF STARTED RIDING IN THE PAST YEAR

Why did you start riding the bus? IF RESPONDENT SAYS CONVENIENT, PROBE: How is it more convenient?

Bus cheaper than driving	05
Bus faster	10
Bus more convenient	11
Changed jobs/got a job/work	01
Changes in bus service (SPECIFY: What changes).....	13
Couldn't/don't drive/don't have a license	15
Don't like driving in traffic/don't like driving.....	09
Environmental (less pollution, save energy).....	20
Jobsite/business moved.....	03
Lost use of car/only means of transportation.....	14
More convenient when going to sporting event.....	12
Moved.....	02
Save money on gas	06
Save money on parking	07
Stopped or started school.....	04
To avoid having to find parking	08
RECORD COMMENTS	97
Don't know	98
Refused.....	99

Q6: EVERYONE

To what extent do you use the bus system to get around? Would you say you use the bus for

All or most of your transportation needs	1
Some of your transportation needs	2
Or very little of your transportation needs.....	3
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q7: EVERYONE

When you ride the bus, what is the primary purpose of the trip you take most often? IF RESPONDENT SAYS DOWNTOWN, PROBE: What is the purpose of the trip you take to Downtown?/What do you do Downtown?

To and from work	01
To and from school.....	02
To and from volunteering	03
For shopping or errands	04
For appointments	05
For fun, recreation, or social.....	06
Special events (sports, Seafair, Bumbershoot shuttles)	07
Jury duty	08
Shuttles to events (such as Seafair).....	09
To get to the airport	13
Or something else (SPECIFY):	97
Don't know	98
Refused	99

Q8: EVERYONE

During which of the following time periods do you ride Metro? Do you ride Metro... PAUSE FOR YES OR NO AFTER EACH MIDDAY COUNTS AS BETWEEN 9 AM AND 3 PM.

Weekday mornings between 6:00 and 9:00 a.m.	01
Weekdays between 9:00 a.m. and 3:00 p.m.....	02
Weekday afternoons between 3:00 and 6:00 p.m.	03
Weekday evenings between 6:00 and 7:00 p.m.....	04
Weekday evenings after 7:00 p.m.....	05
Any time on Saturday	06
Any time on Sunday	07
Don't know - DO NOT READ.....	98
Refused - DO NOT READ	99

Q9: EVERYONE

Regarding the kind of bus trip you make most often/ You said you generally ride the bus <q8 response>, how many transfers do you usually make when you use the bus for this purpose/q8 response?

None	0	GO TO Q11
7 or more.....	7	
Depends on the bus I take.....	8	GO TO Q11
Don't know/Refused	9	GO TO Q11

Q10A: RIDERS WHO TRANSFER

How many minutes do you usually wait for a bus when you transfer? TYPE NUMBER 2 hours = 120 minutes 2 1/2 hours = 150 minutes 3 hours = 180 minutes

One minute or less	001
3 hours or more.....	180
Don't know	888
Refused	999

Q10B: RIDERS WHO TRANSFER

How many minutes do you usually wait for your longest transfer? TYPE NUMBER 2 hours = 120 minutes 2 1/2 hours = 150 minutes 3 hours = 180 minutes

One minute or less	001
3 hours or more.....	180
Don't know	888
Refused.....	999

Q11: EVERYONE

What bus routes do you take most often? IF NUMBERS, TYPE NUMBER. PROBE UP TO THREE. IF NEEDED: Include all routes including Metro, Sound Transit, Pierce Transit, and Community Transit.

RECORD NONNUMERIC ROUTES.....	997
Don't know	998
Refused.....	999

Q23A: EVERYONE

On the topic of Downtown Seattle, about how many days a month do you go to downtown Seattle? By downtown I mean to include Belltown, Sodo, International District, Pioneer Square and the downtown core.

None	00
Varies.....	98
Don't know/Refused	99

Q25: EVERYONE

How do you usually pay your bus fare? Do you use... IF RESPONDENT SAYS TRANSFER, PROBE; How do you pay for your transfer? IF RESPONDENT MENTIONS ANY KIND OF PASS, CODE AS 03, USE OTHER ONLY AFTER READING THROUGH 2 TIMES.

Cash	01	GO TO Q28
Tickets	02	GO TO Q28
A pass	03	
A reduced fare permit with a sticker,.....	04	GO TO Q28
Or a reduced fare permit with cash.....	05	GO TO Q28
Other (SPECIFY:) - DO NOT READ	97	
Don't know - DO NOT READ.....	98	GO TO Q28
Refused.....	99	GO TO Q28

Q26: RIDERS WHO USE A PASS

What kind of pass do you have? *IF ANNUAL PASS, PROBE: Is that an annual Senior & Disabled sticker? IF NO, is that a pass provided by your employer? IF NEEDED: What is the face value of the pass? IF NEEDED: Is it a peak or off-peak pass? CLARIFY FOR TYPE OF PASS.

One zone peak pass (\$1.50/\$54 PugetPass).....	01
Off-peak pass (\$1.25/\$45 PugetPass)	02
Two zone peak pass (\$2.00/\$72 PugetPass)	03
U Pass	04
GO Pass	05
FLEXPASS.....	06
Student/Youth pass \$0.50/\$18	07
Senior/Disabled sticker (REDUCED FARE PERMIT).....	08
ACCESS pass	09
Monthly Pass	10
3-Month Pass	11
*Annual Pass	12
Lifetime Pass/Retirement Pass	13
Employer Pass	14
Other (SPECIFY):	97
Don't know	98
Refused.....	99

Q27A: COMMUTERS WHO USE A PASS

Does your employer or school pay for part or all of your pass? PROBE: Is that for all or part of the pass? PROBE: Is that your employer or school?

Yes, employer pays part of pass	1
Yes, employer pays all of the pass.....	2
Yes, school pays part of pass.....	3
Yes, school pays all of the pass	4
No, None of the pass.....	5
Don't know/Unsure	8
Refused.....	9

Q28: EVERYONE

Do your bus trips usually cross the Seattle City limits, that is, are they two-zone trips?.

Yes.....	1
No	2
Don't know	8
Refused.....	9

Q29: EVERYONE

How do you usually get to your bus stop? IF MORE THAN ONE RESPONSE, PROBE:

Walk	01
Drive to a park and ride	02
Drive and park near a bus stop	03
Bike	04
Dropped off	05
Ferry	09
Train	10
Other (SPECIFY):	97
Don't know	98
Refused	99

Q31A: COMMUTERS

In what geographic area do you work/ attend school?

Downtown Seattle.....	01
Downtown Seattle Core	31
Denny Regrade/Belltown.....	32
Pioneer Square.....	33
International District.....	34
Surrounding Downtown Seattle (Queen Anne, Capitol Hill, First Hill, South of Lake Union, Eastlake).....	02
University District	03
West Seattle.....	04
South Seattle	05
North Seattle	06
Other Seattle (SPECIFY):	07
Shoreline.....	08
Kenmore	09
Other North King County (SPECIFY):	10
Downtown Bellevue	11
Overlake	12
Other Bellevue (SPECIFY):	13
Kirkland.....	14
Redmond.....	15
Issaquah	16
Bothell	17
Woodinville	18
Other Eastside (SPECIFY):	19
Auburn.....	20
Federal Way.....	21
Kent	22
Renton	23
Tukwila/Southcenter.....	24
Other South King County (SPECIFY):	25
Everett/Snohomish County	26
Tacoma/Pierce County	27
SeaTac	28
Other (SPECIFY):	97
VARIES.....	88
Don't know/Refused	99

Q31B: COMMUTERS WHO WORK DOWNTOWN

Would that be . . .	
Downtown Seattle core.....	01
Denny Regrade/Belltown.....	02
Pioneer Square.....	03
International District.....	04
Or somewhere else (SPECIFY):.....	97
Don't know/Not sure.....	98
Refused.....	99

Q32: COMMUTERS

How do you usually get to and from work/school? PROBE FOR WHAT THEY USE MOST OFTEN. IF DRIVE, PROBE - Would that be alone, with at least 2 people in the car, in a vanpool with 7 or more people, or by motorcycle? IF CARPOOL, PROBE - Do you carpool with other family members or with non-family members? IF BUS, PROBE - Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus or school bus?

Drive Alone In Your Vehicle	01
Carpool With Other Family Members	02
Carpool with Non-Family Members.....	03
Vanpool, that is 7 or more people.....	04
Ride a Metro bus.....	05
Ride a Sound Transit Bus	06
Ride a Community Transit Bus	07
Ride a Pierce Transit Bus	08
Ride the Sounder Train.....	09
Ride a Sounder Train and Bus equally	10
Ride a school bus.....	11
Ride an ACCESS van.....	12
Motorcycle.....	13
Bicycle.....	14
Walk	15
Or some other way (SPECIFY):	97
Work from home/Telecommute - DO NOT READ	16
Combination of transportation (SPECIFY:) - DO NOT READ	17
Don't know - DO NOT READ.....	98
Refused - DO NOT READ	99

Q32A: ASK IF Q25=10

Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus?

Metro Transit.....	01
Sound Transit.....	02
Community Transit.....	03
Pierce Transit.....	04
School bus	05
Other (SPECIFY):	97
Don't know	98
Refused.....	99

Q31: COMMUTERS

How many miles do you travel from home to work/school one-way? IF NEEDED: Use your best estimate.

One mile or less	001
100 miles or more	100
Varies.....	777
Don't know	888
Refused.....	999

Q34A: COMMUTERS

About how long does that take you (one-way)?

One minute or less	001
3 hours or more.....	180
Varies.....	777
Don't know	888
Refused.....	999

Q35A: COMMUTERS

Do you sometimes use Metro Transit to get to or from work/school?

Yes.....	1
No	2
Don't know/Refused	9

Q35B: IF YES TO Q35A

About how many days a month?

Less than once a month	96
Varies.....	97
Don't know	98
Refused.....	99

Q36: COMMUTERS

What is your usual schedule at work/school? First, what time do you begin?

Changes/Varies from day to day.....	7777
Don't know	8888
Refused.....	9999

Q36A:

(What is your usual schedule at work/school? First, what time do you begin?)

AM.....	1
PM	2

Q37: COMMUTERS

And what time do you finish work/school?

Changes/Varies from day to day.....	7777
Don't know	8888
Refused.....	9999

Q37A:

(And what time do you finish work/school?)

AM..... 1
 PM 2

Q38: COMMUTERS

About how many employees work for your employer at your place of employment? IF NEEDED: Please include only the employees that work at your branch or worksite.

Don't know/Not sure..... 999998
 Refused..... 999999

Q38A: IF REFUSED Q38

Is that. . .

100 or more..... 1
 51-99..... 2
 26-50..... 3
 Or 25 or fewer 4
 Don't know - DO NOT READ..... 8
 Refused - DO NOT READ..... 9

Q39: COMMUTERS

Does your employer or school offer or provide you with free or reduced fee parking at work/school? PROBE: Is that free or reduced fee?

Yes - Free 1
 Yes - Reduced fee..... 2
 No 3
 Free but not provided by work/school 4
 Free but don't know who pays 5
 Don't know 8
 Refused..... 9

Q40B:

How many days a month do you park at work/school?

None 00
 Don't know 88
 Refused..... 99

Q40:

How much do you personally pay for parking

Other USE ONLY IF NUMBER NOT GIVEN (SPECIFY:)..... 777777
 Don't know 888888
 Refused..... 999999

Q40A:

(How much do you personally pay for parking?)

Per day	1
Per month.....	2
Per quarter	3
Per semester.....	4
Per year.....	5

Q49: *EVERYONE*

Have you used a Metro Park and Ride lot within the last year?

Yes.....	1
No	2
Don't know/Not sure	8
Refused.....	9

Q49A: *IF YES TO Q49*

How do you usually get to the park-and-ride lot?

Drive yourself.....	01
Get dropped off.....	02
Walk	03
Bicycle.....	04
Bus.....	05
Other (SPECIFY:)	97
Don't know	98
Refused.....	99

Q42: EVERYONE

What method of transportation do you usually use to get around for MOST of your personal, that is non-work, travel? PROBE FOR WHAT THEY USE MOST OFTEN. IF DRIVE, PROBE: Would that be alone, with at least 2 people in the car, in a vanpool with 7 or more people, or a motorcycle? IF BUS, PROBE - Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus? IF CARPOOL, PROBE - Do you carpool with other family members or with non-family members?

Drive Alone In Your Vehicle	01
Carpool With Other Family Members	02
Carpool with Non-Family Members.....	03
Vanpool, that is 7 or more people.....	04
Ride a Metro bus.....	05
Ride a Sound Transit Bus	06
Ride a Community Transit Bus	07
Ride a Pierce Transit Bus	08
Ride the Sounder Train.....	09
Ride a Sounder Train and Bus equally	10
Ride a school bus.....	11
Ride an ACCESS van.....	12
Motorcycle.....	13
Bicycle.....	14
Walk	15
Or some other way (SPECIFY):	97
Work from home/Telecommute - DO NOT READ	16
Combination of transportation (SPECIFY:) - DO NOT READ	17
Don't know - DO NOT READ.....	98
Refused - DO NOT READ	99

N43: EVERYONE

Next, I'm going to name several aspects of bus service and ask about the importance of each to you in deciding to ride the bus. As I read each item, please tell me if it is < very important, somewhat important, not very important or not at all important > to you in deciding whether or not to ride the bus.

Continue 1

Q43A: EVERYONE

(How important is...)

Personal safety waiting for the bus in the daytime (when deciding to ride the bus) READ TWICE, THEN
REREAD AS NEEDED: Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43B: EVERYONE

(How important is...)

Availability of seating on the bus (when deciding to ride the bus) READ TWICE, THEN REREAD AS

NEEDED: Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43C: EVERYONE

(How important is...)

On-time performance of buses (when deciding to ride the bus) READ TWICE, THEN REREAD AS

NEEDED: Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43D: EVERYONE

(How important is...)

Travel time by bus (when deciding to ride the bus) READ TWICE, THEN REREAD AS NEEDED:

Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43E: ASK ONLY IF Q49A=01

(How important is...)

The ability to get a parking space in park and ride lots (when deciding to ride the bus) READ TWICE,

THEN REREAD AS NEEDED: Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43F: EVERYONE

(How important is...)

Time between buses (when deciding to ride the bus) READ TWICE, THEN REREAD AS NEEDED:

Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43G: EVERYONE

(How important is...)

Personal safety waiting for the bus after dark (when deciding to ride the bus) READ TWICE, THEN

REREAD AS NEEDED: Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43H: EVERYONE

(How important is...)

The number of stops the bus makes on your trip (when deciding to ride the bus) READ TWICE, THEN

REREAD AS NEEDED: Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43I: EVERYONE

(How important is...)

The number of transfers you have to make to get where you are going (when deciding to ride the bus)

READ TWICE, THEN REREAD AS NEEDED: Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43J: ASK ONLY THOSE WHO TRANSFER BUSES (NOT Q9=0, 9)

(How important is...)

The wait time when transferring buses (when deciding to ride the bus) READ TWICE, THEN REREAD AS NEEDED: Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q43K: EVERYONE

(How important is...)

Cleanliness of the bus shelters (when deciding to ride the bus) READ TWICE, THEN REREAD AS NEEDED: Would you say this aspect is <very important, somewhat important, not very important or not at all important> to you in deciding whether or not to ride the bus

Not at all important.....	1
Not very important.....	2
No opinion - DO NOT READ	3
Somewhat important.....	4
Very important.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

PKNRD:

park and ride user	1
non-user	2

Q52: EVERYONE

I am going to ask about your satisfaction with bus service. As I read each item, please tell me whether you are <satisfied or dissatisfied >

Continue	1
----------------	---

Q52A: EVERYONE

On-time performance of buses.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q52B: EVERYONE

Cleanliness of bus shelters.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52C: EVERYONE

Inside cleanliness of buses.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52D: EVERYONE

Availability of seating on the bus.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52E: EVERYONE

Where the bus routes go.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52F: EVERYONE

Time between buses.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52G: EVERYONE

Driver Appearance.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52H: ASK IF PKNRD=1

The ability to get a parking space at Park N Ride lots.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52J: EVERYONE

The number of transfers you have to make to get where you are going.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52I: EVERYONE

The number of stops the bus makes on your trip?

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52K: ASK ONLY THOSE WHO TRANSFER BUSES (NOT Q9=0, 9)

The wait time when transferring buses.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52L: EVERYONE

Travel time by bus.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52M: EVERYONE

Ability to get information by phone.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52N: EVERYONE

Personal safety on the bus related to the conduct of others during the daytime.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52O: EVERYONE

Personal safety on the bus related to the conduct of others after dark.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52P: EVERYONE

Personal safety on the bus related to the operation of the bus.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52Q: EVERYONE

Personal safety waiting for the bus in the daytime.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52R: EVERYONE

Personal safety waiting for the bus after dark.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52S: ASK IF PKNRD=1

Personal safety at the park-and-ride lot.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52T: ASK ONLY IF Q49A=01

Security of your automobile at the park-and-ride lot.

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q52Z: EVERYONE

Overall, how satisfied are you with Metro Transit?

AS NEEDED: <Are you satisfied or dissatisfied? Would that be very or somewhat?>

Very satisfied.....	1
Somewhat satisfied.....	2
No opinion - DO NOT READ.....	3
Somewhat dissatisfied.....	4
Very dissatisfied.....	5
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

N53: SKIP IF Q23A<1

Do you use a bus when you travel in or around downtown Seattle?

Yes.....	1
No.....	2
Don't know/Refused.....	9

N53A: IF YES TO N53

Since the Transit Tunnel re-opened on September 24, 2007, would you say you are <more satisfied or less satisfied> with bus operations downtown?

More satisfied	1
Less satisfied	2
No change/Neutral.....	3
Hasn't used the tunnel--DO NOT READ.....	6
Don't know--DO NOT READ	4
Refused--DO NOT READ.....	5

Q23D: IF LESS SATISFIED IN N53A

Is that related to the tunnel re-opening, or for some other reason?

Related to tunnel opening	01
Not convenient (difficult to get there, no place to park, etc)	04
Don't go downtown anymore.....	05
Changed jobs	06
Health/disability	07
Some other (SPECIFY:)	97
Don't know/Refused	99

Q23E: IF Q23D=01

What about the tunnel re-opening is causing you to be less satisfied?

Traffic congestion.....	01
Not aware of where to catch bus.....	02
Bus stop location is inconvenient/too far.....	03
Travel time is too long by bus	04
Travel time is too long by car	05
Other (SPECIFY:)	97
Don't know	98
Refused.....	99

D1A: EVERYONE

Do you have a valid driver's license?

Yes.....	1
No	2
Don't know/Refused	9

D1B: EVERYONE

How many vehicles in working condition do you have available for your use?

None	0
8 or more.....	8
Refused.....	9

D2: EVERYONE

May I ask, what is your age, please?

Refused.....	99
--------------	----

D3: IF REFUSED D2

Is that . . .	
16-17.....	1
18-19.....	2
20-24.....	3
25-34.....	4
35-44.....	5
45-54.....	6
55-64.....	7
65 or older.....	8
Refused.....	9

D4A: EVERYONE

How many people, including yourself, live in your household?	
8 or more.....	8
Don't know/Refused	9

D4A1: ONLY IF MORE THAN ONE IN D4A

How many of those, including yourself, are age 16 or over?	
8 or more.....	8
Don't know/Refused	9

D5: EVERYONE

Do you consider yourself to be . . .	
White [Caucasian]	01
Hispanic [Mexican, Mexican American, Chicano, or Latino]	02
African - American.....	03
Asian - American [Pacific-Islander]	04
American Indian [Alaska Native]	05
Or another race? (SPECIFY):.....	97
Don't know	98
Refused.....	99

D7: EVERYONE

Is your total annual household income above or below \$35,000 per year? IF DON'T KNOW: ASK FOR BEST ESTIMATE.

Below \$35,000 per year.....	1
Above \$35,000 per year.....	2
Don't know	8
Refused.....	9

D8: IF BELOW \$35,000

Would that be . . .	
Less than \$7,500.....	01
\$7,500 up to \$15,000	02
\$15,000 up to \$25,000	03
Or \$25,000 up to \$35,000	04
Don't know	98
Refused.....	99

D9: IF ABOVE \$35,000

Would that be . . .	
\$35,000 up to \$55,000	05
\$55,000 up to \$75,000	06
\$75,000 up to \$100,000	07
\$100,000 up to \$150,000	08
Or \$150,000 and up	09
Don't know - DO NOT READ.....	98
Refused - DO NOT READ	99

D11: EVERYONE

For our records, I need to verify your telephone number. Is it...<tel01>

Yes.....	1
No	2
Refused.....	9

D12AA: IF NO TO D11

What is your correct telephone number?

Refused.....	9999999999
--------------	------------

D12A: SKIP IF REF8>0

How many telephone numbers are associated with this household? Please do not include cellular telephone service.

Don't know/Refused	99
--------------------------	----

Q12B: SKIP IF REF8>0

How many telephone lines in your household are currently used only for non-voice communications, such as a dedicated fax or modem line? IF NEEDED: Do NOT include cellular telephone service

Don't know/Refused	99
--------------------------	----

D12C: SKIP IF REF8>0

Have you been without telephone service for more than three months anytime in the last year? IF NEEDED: Do NOT include cellular telephone service

Yes.....	1
No	2
Don't know/Refused	9

D12: EVERYONE

We may be doing other studies similar to this one in the future. May we call you again if we do?

Yes - Okay to call	1
No - Don't call	2

D13: YES TO D12

May I have your first name, so we will know who to ask for?

RECORD FIRST NAME	1
Refused.....	9

INT01: *EVERYONE*

That concludes our survey. Thank you very much for your time and the useful information you have provided us.
Completed Interview 01
