

## 2008 Survey Instrument

### INT22 *Everyone*

*IF NOT AVAILABLE, ARRANGE CALL-BACK*

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.

=> /INT06 if INT06>0

Yes, Continue ..... 91  
 Yes, can ask a few questions ..... 93  
 Yes, continue - PRIMARY cell phone ..... 94

### 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  
 .....

### ZIP1 *Everyone*

What is your zip code? TYPE NUMBER:

\$R 98000 98999

Don't know/Refused ..... 99999

### ZIP2 *If don't know/refused zip*

To verify, is your home zip code <szip>?

=> +1 if NOT ZIP1=99999

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

**SCR2: Everyone**

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.

\$E 0 9

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

**SCR2A If yes to SCR2**

Including yourself, how many of these riders are between the ages of 16 to 24?

\$E 0 9

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

**SCR3 Everyone**

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.

\$E 0 9

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

**SCR3A If yes to SCR2**

Including yourself, how many of these riders are between the ages of 16 to 24?

\$E 0 9

=> +1 if SCR3=0,9 OR SCR2A=0

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

**SCR4 Everyone**

*IF DON'T KNOW: Please give me your best estimate*

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?

\$E 0 99

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?

=&gt; +1 if NOT SCR4=98-99

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

**M4A Mini Survey respondents**

How many people, including yourself, live in your household?

8 or more..... 8  
 Don't know/Refused ..... 9

**M4A1 Mini Survey respondents**

How many of those, including yourself, are age 16 or over?

8 or more..... 8  
 Don't know/Refused ..... 9

**M12A Mini Survey respondents**

How many telephone numbers are associated with this household, including landlines and cell phones?

\$E 1 99  
 Refused..... 99

**MA12 Mini Survey respondents**

How many are cell phones? TOTAL NUMBER OF LINES: &lt;m12a&gt;

Refused..... 99

**MB12 Mini Survey respondents**

How many are land lines? TOTAL LINES &lt;m12a&gt; CELL PHONES &lt;ma12&gt;

Refused..... 99

**M12B Mini Survey respondents**

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 TOTAL LINES <response from m12a> CELL AND LAND LINES PHONES < response from ma12> < response from mb12> IF CELL+LANDLINES+FAXLINES DOES NOT EQUAL TOTAL LINES, PROBE TO ENSURE TOTAL IS CORRECT

\$E 0 99  
 Don't know/Refused ..... 99

### **M12C Mini Survey respondents**

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

### **INT07 Mini Survey respondents who are not riders with no frequent riders in the household**

That concludes my questions. Thank you for your time.

Completed mini survey not qualified..... 69

### **INT06 Mini Survey respondents who are riders or if not a rider there is a frequent riders in the household**

< 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 10 minutes. IF NO, CODE AS 65. /

.....  
 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? IF NOT AVAILABLE OR TOO BUSY ASK FOR NAME AND GOOD TIME TO CALL BACK. DO NOT USE CODE 65> 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

### **SCR6**

#### **FOR NEW RESPONDENTS WHEN FIRST RESPONDENT WAS AN INFREQUENT RIDER AND TOLD US THERE IS A FREQUENT RIDER IN THE HOUSEHOLD.**

Thinking about the last 30 days, how many ONE-WAY rides have you, personally, taken on a Metro bus? IF DON'T KNOW: Please give me your best estimate. 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

#### **SCR7 FOR NEW RESPONDENTS WHEN FIRST RESPONDENT WAS AN INFREQUENT RIDER AND TOLD US THERE IS A FREQUENT RIDER IN THE HOUSEHOLD.**

##### **IF REFUSED OR DON'T KNOW IN SCR7**

Would that be more than 4 rides?

=> +1 if NOT SCR6=98-99

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

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**INT12 FOR NEW RESPONDENTS WHEN FIRST RESPONDENT WAS AN INFREQUENT RIDER AND TOLD US THERE IS A FREQUENT RIDER IN THE HOUSEHOLD.**

***Terminate if don't know/refused in SCR7***

Thank you for your time, those are all the questions I have.

=> +1 if NOT SCR7=9
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NQ 49 - DK/Ref Rider status..... 49

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**INT13 FOR NEW RESPONDENTS WHEN FIRST RESPONDENT WAS AN INFREQUENT RIDER AND TOLD US THERE IS A FREQUENT RIDER IN THE HOUSEHOLD.**

***Terminate if less than 5 rides in SCR7***

Thank you for your time, those are all the questions I have.

=> +1 i SCR7=1 OR (SCR6>4 AND SCR6<98)
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NOT 5 OR MORE RIDES ..... 68

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**GENDR**

RECORD GENDER

Male.....	1
Female .....	2

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**Q1 Everyone**

One year ago, were you living in King County?

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

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**Q2A Everyone**

**READ 1-3. UP TO 2 RESPONSES**

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
A student.....	02
Currently not employed .....	03 X
Retired .....	04 X
or a Homemaker .....	05 X
Other (SPECIFY:) - DO NOT READ .....	97 O
Don't know - DO NOT READ.....	98 X
Refused - DO NOT READ .....	99 X

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**Q2B If employed****READ 1-3**

Are you employed...

=&gt; +1 if NOT Q2A=01

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 If a student****READ 1-2**

Are you a...

=&gt; +1 if NOT Q2A=02

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

**Q2D If both employed and a student****READ 1-2 IF NEEDED**

Which do you consider to be your primary activity?

=&gt; +1 if NOT Q2A=01 OR NOT Q2A=02

Employed.....	1
Student.....	2
Don't know .....	8
Refused .....	9

**Q2E If currently not employed****READ 1-3**

Is that...

=&gt; +1 if NOT Q2A=03

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

**Q3 Everyone**

Do you <work/work or attend school/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"

=> +1 if NOT Q2A=01 AND NOT Q2A=02 AND NOT Q2A=97
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YES - WORK .....	01
YES - SCHOOL .....	02
NO - NEITHER .....	03
Don't know .....	08
Refused .....	09

**Q4A Everyone**

You said that you have ridden the bus in the past 30 days. Did you start riding the bus after September of 2007?

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

**Q4B Everyone**

Are you riding the bus < more often than one year ago, the same amount or less often/ less often than one year ago, the same amount or more often > then one year ago?

More often .....	1
About the same .....	2
Less often .....	3
Don't know .....	4
Refused .....	5

**Q4C Everyone**

**READ 1-7 IF NEEDED**

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 RIDERS WHO STARTED RIDING AFTER SEPT. 2007 OR STARTED TO RIDE REGULARLY IN RIDERS WHO STARTED RIDING AFTER SEPT. 2007 OR STARTED TO RIDE REGULARLY IN THE PAST YEAR OR ARE RIDING MORE OFTEN THAN ONE YEAR AGO.**

Why did you start riding the <bus/bus more often> IF RESPONDENT SAYS CONVENIENT, PROBE: How is it more convenient? IF RESPONDENT SAYS PARKING, PROBE: What specifically about parking?

=> +1 if NOT Q4A=1 AND NOT Q4C=1-4 AND NOT Q4B=1

Bus cheaper (SPECIFY: How is it cheaper).....	05	O
Bus more convenient (SPECIFY: How is it more convenient).....	11	O
Changes in bus service (SPECIFY: What changes).....	13	O
RECORD COMMENTS .....	97	O
Don't know .....	98	X
Refused.....	99	X

**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

**Q6A**

**RIDERS WHO STARTED RIDING AFTER SEPT. 2007 OR STARTED TO RIDE REGULARLY IN THE PAST YEAR OR ARE RIDING MORE OFTEN THAN ONE YEAR AGO.**

If gas prices go down, will you continue to ride the bus?

=> +1 if Q5<1

Yes.....	1
No .....	2
Depends .....	3
Don't know .....	4
Refused.....	5



**Q7 Everyone****READ 01-97. MULTIPLE RESPONSES ALLOWED.**

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	N
To get to the airport .....	13	
Or something else (SPECIFY): .....	97	O
Don't know .....	98	X
Refused.....	99	X

**Q8 Everyone****READ 1-7. UP TO 7 RESPONSES ALLOWED.**

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	
Weekday mornings before 6:00 a.m.--DO NOT READ.....	08	
Don't know - DO NOT READ.....	98	X
Refused - DO NOT READ .....	99	X

**Q9 Everyone**

&lt; Regarding the kind of bus trip you make most often/

You said you generally ride the bus <Q7 response>>, how many transfers do you usually make when you use the  
bus < for this purpose?/< Q7 response >?>

None .....	0	
One .....	1	
Two.....	2	
Three.....	3	
Four .....	4	
Five .....	5	
Six.....	6	
7 or more.....	7	
Depends on the bus I take.....	8	
Don't know/Refused .....	9	

**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

=> Q11 if Q9=0

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

\$E 1 180

=> +1 if Q9=1,8,9

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 EXPRESS, RECORD IN 997. IF NEEDED: Include all routes including Metro, Sound Transit, Pierce Transit, and Community Transit.

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

**Q13 Everyone**

**READ 1-5. UP TO 5 RESPONSES ALLOWED.**

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

**Q14 Riders who use a pass****PROBE TO FIT. ONE RESPONSE ONLY.**

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.

=&gt; Q16 if NOT Q13=03

One zone peak pass (\$1.75/\$63 PugetPass).....	01
Off-peak pass (\$1.50/\$54PugetPass) .....	02
Two zone peak pass (\$2.25/\$81 PugetPass) .....	03
U Pass .....	04
GO Pass .....	05
FLEXPASS.....	06
Student/Youth pass \$0.75/\$27 .....	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 O
Don't know .....	98 X
Refused.....	99 X

**Q15 Commuters****PROBE TO FIT. ONE RESPONSE ONLY.**

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?

=&gt; +1 if COMMU=3

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

**Q16 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

**Q17 Everyone****PROBE TO FIT. ONE RESPONSE ONLY.**

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	
Water taxi .....	11	
Other (SPECIFY:) .....	97	O
Don't know .....	98	
Refused .....	99	

**Q18 COMMUTERS**

In what geographic area do you &lt;work/attend school?&gt;

*PROBE TO FIT. ONE RESPONSE ONLY.*

=&gt; Q30 if COMMU=3

Downtown Seattle.....	01	
Downtown Seattle Core.....	31	N
Denny Regrade/Belltown.....	32	N
Pioneer Square.....	33	N
International District.....	34	N
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	O
Shoreline.....	08	
Kenmore .....	09	
Other North King County (SPECIFY): .....	10	O
Downtown Bellevue .....	11	
Overlake .....	12	
Other Bellevue (SPECIFY): .....	13	O
Kirkland.....	14	
Redmond.....	15	
Issaquah .....	16	
Bothell .....	17	
Woodinville .....	18	
Other Eastside (SPECIFY): .....	19	O
Auburn.....	20	
Federal Way.....	21	
Kent .....	22	
Renton .....	23	
Tukwila/Southcenter.....	24	
Other South King County (SPECIFY): .....	25	O
Everett/Snohomish County .....	26	
Tacoma/Pierce County .....	27	
SeaTac .....	28	
Other (SPECIFY): .....	97	O
VARIES.....	88	
Don't know/Refused .....	99	

**Q19 If Q18=downtown Seattle***READ 1-97. ONE REPOSE ONLY.*

Would that be . . .

=&gt; +1 if NOT Q18=01

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

**Q20 Commuters**

**COMMUTERS**READ 01-97 ONLY IF NECESSARY. ONE REPOSE ONLY.

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 O
Work from home/Telecommute - DO NOT READ .....	16
Combination of transportation (SPECIFY:) - DO NOT READ .....	17 O
Don't know - DO NOT READ.....	98
Refused - DO NOT READ .....	99

**Q20A Commuters who ride a Sounder Train and bus equally**

Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus? ONE REPOSE ONLY.

=> +1 if NOT Q20=10

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

**Q21 Commuters**

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

\$E 1 100

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

**Q22 Commuters****RECORD IN MINUTES**

About how long does that take you (one-way)? 2 hours = 120 minutes 2 1/2 hours = 150 minutes 3 hours = 180 minutes

\$E 1 180

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

**Q23 Commuters**

What is your usual schedule at <work/school>? First, what time do you begin? RECORD TIME: ON NEXT SCREEN, RECORD IF AM OR PM EXAMPLE: 7 O'CLOCK=0700, 6:30=0630

\$E 0 1259

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

**Q23A Commuters**

(What is your usual schedule at < work/school >? First, what time do you begin?)  
 RECORD CODE:

=> +1 if Q23=7777,8888,9999

AM..... 1  
 PM ..... 2

**Q24 Commuters**

And what time do you finish < work/school >? RECORD TIME: ON NEXT SCREEN, RECORD IF AM OR PM EXAMPLE: 7 O'CLOCK=0700, 6:30=0630

\$E 0 1259

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

**88: Commuters****Q24A**

(And what time do you finish< work/school >?) RECORD CODE;

=> +1 if Q24=7777,8888,9999

AM..... 1  
 PM ..... 2

**Q25 Work 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

**Q25A Work Commuters, Q25= don't know/refused****READ 1-4**

Is that. . .

=&gt; +1

si NOT Q25=999998-999999

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

**Q26 Commuters**

Does your <employer/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 < employer/school >.....	4
Free but don't know who pays .....	5
Don't know .....	8
Refused.....	9

**Q27 Commuters**

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

\$E 0 31

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

**Q28 Commuters who park at work/school**

How much do you personally pay for parking? RECORD NUMBER - EXAMPLE 2 DOLLARS AND 50 CENTS = 2.50, 3 DOLLARS = 3.00 ON NEXT SCREEN, RECORD IF PER DAY, PER MONTH, QUARTER, SEMESTER OR YEAR USE OTHER ONLY IF NUMBER NOT GIVEN

\$R.2 1 999999

=> Q30 ifi NOT Q26=2,3 OR NOT Q20=01-04,13 OR Q27=00; THIS QUESTION IS FOR PEOPLE WHO DRIVE/CARPOOL AND WHO HAVE TO PAY SOMETHING FOR PARKING AND WHO PARK AT WORK OR SCHOOL.

Nothing.....	000000
Other USE ONLY IF NUMBER NOT GIVEN (SPECIFY:).....	777777 O
Don't know .....	888888
Refused.....	999999



**Q29 Commuters who park at work/school and pay for parking**

(How much do you personally pay for parking?) RECORD CODE

=&gt; +1 if Q28=777777,888888,999999

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

**Q30 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

**Q30A Has used a Metro Park and Ride lot within the last year***PROBE TO FIT. ONE REPOSE ONLY.*

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

=&gt; +1 if NOT Q30=1

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

**Q31 Everyone****ONE REPONSE ONLY.**

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 O
Work from home/Telecommute - DO NOT READ .....	16
Combination of transportation (SPECIFY:) - DO NOT READ .....	17 O
Don't know - DO NOT READ.....	98
Refused - DO NOT READ .....	99

**Q32 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/dissatisfied or satisfied>

Continue ..... 1 D

**Q32A Everyone****Rotates through Q32T**

On-time performance of buses. IF NEEDED: Usually

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

Are you dissatisfied or satisfied? 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

**Q32B Everyone**

Cleanliness of bus shelters.

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

**Q32C Everyone**

Inside cleanliness of buses.

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

**Q32D Everyone**

Availability of seating on the bus.

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

**Q32E Everyone**

Where the bus routes go.

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

**Q32F Everyone**

Time between buses

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

**Q32G Everyone**

Driver Appearance.

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

**Q32H Park and Ride lot users**

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

=&gt; +1 if NOT PKNRD=1

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

**Q32I Everyone**

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

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

**Q32J Everyone**

The number of stops the bus makes on your trip?

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

**Q32K Riders who transfer**

The wait time when transferring buses.

=&gt; +1 if NOT Q9=1-8

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

**Q32L Everyone**

Travel time by bus.

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

**Q32M Everyone**

Ability to get information by phone.

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

**Q32N Everyone**

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

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

**Q32O Everyone**

Personal safety on the bus related to the conduct of others after dark. IF RESPONDENT SAYS "I DON'T RIDE THE BUS AT NIGHT," ENTER CODE 3, NO OPINION.

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

**Q32P Everyone**

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

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

**Q32Q Everyone**

Personal safety waiting for the bus in the daytime

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

**Q32R Everyone**

Personal safety waiting for the bus after dark. IF RESPONDENT DOES NOT RIDE THE BUS AFTER DARK, ENTER CODE 3, NO OPINION.

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

**Q32S Park and Ride Lot users**

Personal safety at the park-and-ride lot

=&gt; +1 if NOT PKNRD=1

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

**Q32T Riders who drive to the Park and Ride Lot**

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

=&gt; +1 if NOT Q30A=01

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

**Q32W Everyone**

Overall, how satisfied are you with Metro Transit?

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

**Q33A Everyone**

In the past 30 days how many trips have you taken entirely within the downtown Seattle ride free area?

\$E 0 999

None.....	000
Don't know/Not sure.....	998
Refused.....	999

**Q33B Riders who have taken a trip entirely within the downtown Seattle ride free area****PROBE TO FIT. UP TO 7 RESPONSES**

What was the purpose of <that trip/those trips> taken entirely within the downtown Seattle ride free area? IF RESPONDENT SAYS "working" ASK: Was that for business appointments or something else?

=> Q34 if Q33A=000,998-999

Business appointment .....	01
Fun, recreation, social .....	02
Lunch .....	03
Medical appointment .....	04
Shopping .....	05
Sporting event .....	06
Errands .....	07
Other (SPECIFY:) .....	97 O
Don't know/Don't remember .....	98 X
Refused .....	99 X

**Q33C Riders who pay cash, use tickets or a pass****READ 1-3 IN ORDER SHOWN**

If a fare was charged for what is currently the downtown Seattle ride free area? Would you say you... IF NEEDED: Jackson ST to Battery ST (S to N) and the waterfront to I-5 (W to E).

=> +1 if NOT Q13=01-02

Would not take a bus trip in the that area .....	1
Would take fewer bus trips in that area .....	2
Would not change the number of bus trips in that area .....	3
Don't know/Not sure - DO NOT READ .....	4
Refused - DO NOT READ .....	5

**Q33D Riders who have taken a trip entirely within the downtown Seattle ride free area**

How <satisfied or dissatisfied> are you with the downtown Seattle ride free area? PROBE:

< 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

**Q33E Riders who have taken a trip entirely within the downtown Seattle ride free area and who are somewhat or very dissatisfied with the downtown Seattle ride free area****PROBE AND CLARIFY**

Why do you say that?

=> +1 if NOT Q33D=4,5

RECORD COMMENTS .....	97 O
Don't know .....	98 X
Refused .....	99 X



**Q34 Everyone****READ 1-. ONE REPOSE ONLY.**

In the past month when you have used Metro Transit, how often would you say you have to stand for some or all of your trip? Would you say you...

Always stand .....	1
Stand on most trips .....	2
Stand on some trips.....	3
Rarely stand.....	4
Or never stand.....	5
Don't know - DO NOT READ.....	6
Refused - DO NOT READ .....	7

**Q34A Respondent who said they always stand, stand on most trips of stand on some trips in Q34****PROBE TO FIT. MULTIPLE RESPONSES ALLOWED.**

Has that experience affected the way you use Metro Transit? For example, have you changed how often you ride or where you catch the bus or has it affected your transit use in some other way?

=> +1 if NOT Q34=1-3
----------------------

No changes .....	01
Ride less often .....	02
Change where I catch the bus .....	03
Changed when I catch/ride the bus .....	04
Changed what bus I catch .....	05
Other (SPECIFY:) .....	97 O
Don't know .....	98 X
Refused.....	99 X

**Q35 Everyone****PROBE TO FIT**

In the past month, have you been passed up while waiting at a bus stop because the bus was full?

Yes.....	1
No .....	2
Passed up, bus not full-IF VOLUNTEERED .....	3
Don't know .....	5
Refused.....	6

**Q35A Riders who said they had been passed up while waiting at a bus stop because the bus was full ( or volunteered that it was not full)**

About how many times has that happened in the past month?

=> +1 si NOT Q35=1,3
----------------------

Don't know .....	98
Refused.....	99

**Q36 Riders who said they had been passed up while waiting at a bus stop because the bus was full ( or volunteered that it was not full)**

**PROBE TO FIT. ONE REPOSE ONLY.**

Has that experience affected the way you use Metro Transit? For example, have you changed how often you ride or where you catch the bus or has it affected your transit use in some other way?

=> +1 if NOT Q35=1,3

No changes .....	01
Ride less often .....	02
Change where I catch the bus .....	03
Changed when I catch/ride the bus .....	04
Changed what bus I catch .....	05
Other (SPECIFY:) .....	97 O
Don't know .....	98 X
Refused .....	99 X

**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
One .....	1
Two.....	2
Three.....	3
Four .....	4
Five .....	5
Six.....	6
Seven .....	7
8 or more.....	8
Refused .....	9

**D2 Everyone**

May I ask, what is your age, please?

\$E 16 99

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

**D3 If refused D2***Read 1-7*

Is that . . .

=&gt; +1 if NOT D2=99

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 Respondents who did not complete the mini survey**

How many people, including yourself, live in your household?

\$E 1 9

=&gt; +1 if M4A&gt;0

8 or more.....	8
Don't know/Refused .....	9

**D4A1 Respondents who did not complete the mini survey and have more than one person in the household**

How many of those, including yourself, are age 16 or over?

\$E 0 9

=&gt; +1 if D4A&lt;2 OR D4A=9 OR M4A&gt;0

8 or more.....	8
Don't know/Refused .....	9

**D4B Respondents 18 and over**

Do you own or rent your home?

=&gt; +1

si AGE=1

Own .....	1
Rent .....	2
Don't know .....	3
Refused.....	4

**D5 Everyone****READ 1-97 UP TO 6 RESPONSES.**

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 O
Don't know .....	98 X
Refused .....	99 X

**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 total annual household income is below \$35,000****READ 1-4**

Would that be . . .

=&gt; +1 if NOT D7=1

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 total annual household income is above \$35,000****READ 5-9**

Would that be . . .

=&gt; +1 if NOT D7=2

\$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...&lt;tel01&gt;

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

**D11A If phone number is not correct****RECORD CORRECT NUMBER**

What is your correct telephone number?

=&gt; +1 if NOT D11=2

Refused.....9999999999

**D12A Respondents who did not complete the mini survey**

How many telephone numbers are associated with this household, including landlines and cell phones?

=&gt; D12D if M12A&gt;0

Don't know/Refused ..... 99

**DA12 Respondents who did not complete the mini survey**

How many are cell phones? TOTAL LINES &lt;d12a&gt;

=&gt; D12B if D12A=99

Refused..... 99

**DB12 Respondents who did not complete the mini survey**

How are many are land lines? TOTAL LINES &lt;d12a&gt; CELL LINES PHONES &lt;da12&gt;

=&gt; +1 if D12A==DA12

Refused..... 99

**D12B Respondents who did not complete the mini survey**

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 TOTAL LINES <d12a> CELL AND LAND LINES PHONES <da12> <db12> IF CELL+LANDLINES+FAXLINES DOES NOT EQUAL TOTAL LINES, PROBE TO ENSURE TOTAL IS CORRECT

=&gt; +1 if M12A&gt;0

Don't know/Refused ..... 99

**D12C Respondents who did not complete the mini survey**

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

**D12D 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

Don't know/Refused ..... 3

**D13 Everyone**

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

=> +1 if NOT D12D=1

RECORD FIRST NAME ..... 1 O

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 D