

Appendix

Questionnaire

INTRODUCTION

INT1 Hello, this is _____ from ORC International calling on behalf of King County Metro Transit. We are conducting a county-wide planning study for King County Metro. The study provides important information about riders and how they travel and helps Metro improve the region's transportation system.

This study is being conducted for research purposes only and everything you say will be kept strictly confidential. This call may be monitored or recorded for quality control purposes. .

[ASK IF CELL PHONE SAMPLE TYPE] First of all, are you currently in a place where it is safe for you to talk?

[IF NO] When is a more convenient time to call you back?

[ASK IF LANDLINE SAMPLE TYPE] For this survey I would like to speak with a member of this household who is 16 years of age and older **and** has ridden a King County Metro bus or the South Lake Union Street Car, **5 or more times** in the last 30 days. Would that be you or someone else in your household? **[ASK TO SPEAK TO REGULAR RIDER]**

[IF NO REGULAR RIDER, THEN SAY] Is there someone in your household that has ridden a King County Metro bus or the South Lake Union Street Car **at least once** in the last 30 days? **[ASK TO SPEAK TO INFREQUENT RIDER]**

[IF NO REGULAR OR INFREQUENT RIDER, THEN SAY] I have just a couple questions for you then?

- 01 RIDER AVAILABLE/ SAFE TO TALK --CONTINUE
- 02 RIDER NOT AVAILABLE / NOT SAFE TO TALK -- SCHEDULE CALL-BACK OR OFFER ONLINE ALTERNATIVE
- 03 SPANISH SPEAKING HH
- 04 OTHER LANGUAGE SPEAKING HH
- 05 IMMEDIATE/SOFT REFUSAL – SCHEDULE CALLBACK TO REFUSAL CONVERT OR OFFER ONLINE ALTERNATIVE

SCREENER

S1 To confirm, are you 16 years of age or older?

- 01 YES
- 02 NO [THANK AND CONCLUDE [NQ-UNDER 16]]
- 98 DON'T KNOW [THANK AND CONCLUDE [SCREENER REFUSAL]]
- 99 REFUSED [THANK AND CONCLUDE [SCREENER REFUSAL]]

S2A Are you a resident of King County?

- 01 YES
- 02 NO [THANK AND CONCLUDE [NQ-NON-RESIDENT]]
- 98 DON'T KNOW [THANK AND CONCLUDE [SCREENER REFUSAL]]
- 99 REFUSED [THANK AND CONCLUDE [SCREENER REFUSAL]]

S2AA Were you living in King County one year ago?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

S2B [ASK S2B IF SAMPLETYPE = LANDLINE] To verify, is your home zip code [RECALL ZIP CODE FROM SAMPLE]?

- 01 YES
- 02 NO
- 98 DON'T KNOW [THANK AND CONCLUDE [SCREENER REFUSAL]]
- 99 REFUSED [THANK AND CONCLUDE [SCREENER REFUSAL]]

S2C [ASK S2C IF SAMPLETYPE = CELLPHONE OR S2B = 02] What is your correct zip code?

- _____ ENTER CORRECT ZIP CODE
- 99998 DON'T KNOW [THANK AND CONCLUDE [SCREENER REFUSAL]]
 - 99999 REFUSED [THANK AND CONCLUDE [SCREENER REFUSAL]]

CREATE VARIABLE = ZONE (DEFINED BY ZIP CODE)

Seattle / North King (1)	South King (2)	East King (3)
98101 98102 98103 98104 98105 98106 98107 98108 98109 98112 98115 98116	98001 98002 98003 98010 98022 98023 98025 98030 98031 98032 98035 98038	98004 98005 98006 98007 98008 98009 98011 98014 98015 98019 98024
98117 98118 98119 98121 98122 98124 98125 98126 98133 98134 98136 98144	98042 98045 98047 98051 98054 98055 98056 98057 98058 98059 98062 98063 98064	98027 98028 98029 98033 98034 98039 98040 98041 98050 98052 98053 98065
98145 98154 98155 98160 98164 98177 98181 98185 98191 98195 98199	98070 98071 98092 98093 98138 98146 98148 98158 98166 98168 98178 98188 98198 98354	98072 98074 98075 98077 98083 98224 98288

- S3 Including yourself, how many live in your household who are 16 years of age or older?
- ____ ENTER NUMBER OF PERSONS IN HOUSEHOLD [IF S3 < 01 THANK AND CONCLUDE [SCREENER REFUSAL]]
- 98 DON'T KNOW
- 99 REFUSED [THANK AND CONCLUDE [SCREENER REFUSAL]]
- S4B [SKIP IF S3 EQ 01] [ASK S4B IF S3 > 1] Including yourself, how many people in your household, 16 years of age or older, have taken **at least five (5)** one-way rides on a **Metro bus** or the **South Lake Union Street Car** in the last 30 days?
- [AS NEEDED: A round trip counts as two rides. A trip where you had to transfer counts as one ride.]
- ____ ENTER NUMBER OF **REGULAR** RIDERS IN HOUSEHOLD
- 98 DON'T KNOW
- 99 REFUSED
- S4A [SKIP IF S3 EQ 01] [ASK S4A IF S4B < S3] Including yourself, how many people in your household, 16 years of age or older, have taken **between one (1) and four (4)** one-way rides on a **Metro Bus** or the **South Lake Union Street Car** in the last 30 days?
- [AS NEEDED: A round trip counts as two (2) one-way rides. A trip where you had to transfer counts as one (1) ride.]
- ____ ENTER NUMBER OF RIDERS IN HOUSEHOLD
- 98 DON'T KNOW
- 99 REFUSED
- S4AA [SKIP IF S3 EQ 01] [IF LANDLINE SAMPLE AND S3 > 1 AND S4B > 1 (MULTIPLE REGULAR RIDERS)] [SKIP IF IF S3 > 1 AND S4A = 1 AND S4B <= 1] To obtain a representative sample of all riders in the area, I need to speak to the male rider in your household who is 16 years of age and older who has taken **at least 5** one-way rides on a **Metro Bus** or the **South Lake Union Street Car** in the last 30 days. Would that be you?
- [INTERVIEWING NOTE: IF MALE UNAVAILABLE, SCHEDULE CALL-BACK; IF NO MALE IN THE HOUSEHOLD, ASK FOR YOUNGEST FEMALE]**
- 01 CONTINUE WITH CURRENT RESPONDENT
- 02 NEW RESPONDENT AVAILABLE [SKIP TO SCR3D]
- 03 NEW RESPONDENT NOT AVAILABLE [SCHEDULE CALLBACK]

S4BB [SKIP IF S3 EQ 01] [IF LANDLINE SAMPLE AND S4A > 1 AND S4B = 0 (MULTIPLE INFREQUENT RIDERS)] [SKIP IF IF S3 > 1 AND S4A = 1 AND S4B <= 1] To obtain a representative sample of all people in the area, I need to speak to the male in your household who is 16 years of age and older who has taken at least 1, one-way ride on a **Metro Bus or the South Lake Union Street Car** in the last 30 days. Would that be you?

[INTERVIEWING NOTE: IF MALE UNAVAILABLE, SCHEDULE CALL-BACK; IF NO MALE IN THE HOUSEHOLD, ASK FOR YOUNGEST FEMALE]

- 01 CONTINUE WITH CURRENT RESPONDENT
- 02 NEW RESPONDENT AVAILABLE [SKIP TO SCR3D]
- 03 NEW RESPONDENT NOT AVAILABLE [SCHEDULE CALLBACK]

S3D [SKIP IF S3 EQ 01] [SKIP IF S3 > 1 AND S4A = 1 AND S4B <= 1] Hello, this is _____ from ORC International calling on behalf of King County Metro Transit. We are conducting a county-wide planning study for Metro Transit and would like to include the opinions of your household.)

S5A [IF S3 = 1 OR (S4A > 0 AND S4A < 98 OR S4B > 0 AND S4B < 98))] Thinking about the last 30 days, how many **one-way rides** have **you** taken on a **Metro bus**?

[AS NEEDED: A round trip counts as two (2) one-way rides. A trip where you had to transfer counts as one ride.]

- _____ ENTER TOTAL NUMBER OF METRO BUS RIDES
- 998 DON'T KNOW
- 999 REFUSED

S5B [IF S5A = 998, 999] Would that be more than four (4) rides on a Metro bus?

- 01 YES, 5 OR MORE RIDES
- 02 NO, 1 TO 4 RIDES
- 03 NO, 0 RIDES / NEVER RIDE 98 DON'T KNOW
- 99 REFUSED

S6A [IF S3 = 1 OR (S4A > 0 AND S4A < 98 OR S4B > 0 AND S4B < 98))] Thinking about the last 30 days, how many **one-way rides** have **you** taken on the **South Lake Union Street Car**?

[AS NEEDED: A round trip counts as two (2) one-way rides. A trip where you had to transfer counts as one ride.]

- _____ ENTER NUMBER OF STREETCAR RIDES
- 998 DON'T KNOW
- 999 REFUSED

S6B [IF S6A 998, 999] Would that be more than four (4) rides on the South Lake Union Street Car?

- 01 YES, 5 OR MORE RIDES
- 02 NO, 1 TO 4 RIDES
- 03 NO, 0 RIDES / NEVER RIDE

- 98 DON'T KNOW [THANK AND CONCLUDE]
 99 REFUSED [THANK AND CONCLUDE]

CREATE VARIABLE RIDERMODE) FOR:

- 1 *BUS ONLY [(S5A > 0 OR S5B <= 2) AND (S6A = 0 OR S6B = 3)]*
- 2 *STREETCAR ONLY [(S5A = 0 OR S5B = 3) AND (S6A > 0 OR S6B <= 2)]*
- 3 *BOTH BUS AND STREETCAR [(S5A > 0 OR S5B <= 2) AND (S6A > 0 OR S6B <= 2)]*

USE BUS AND STREETCAR TO DETERMINE RIDER STATUS:

COMPUTE NUMRIDES = S5A + S6A

CREATE VARIABLE = RIDESTAT

- 01 *REGULAR RIDER – (NUMRIDES>=5 OR S5B=1 OR S6B=1)*
- 02 *INFREQUENT RIDER - (NUMRIDES=1-4 OR S5B=2 OR S6B=2)*
- 03 *NON-RIDER - ((S4A=0 & S4B=0) OR NUMRIDES=0 OR (S5B=3 AND S6B=3))*

PROGRAMMER: IF CANNOT DETERMINE HOUSEHOLD RIDER STATUS, THANK AND CONCLUDE

CREATE VARIABLE = RIDEAREA

- 01 *RIDER – SEATTLE / NORTH KING (RIDESTAT = 1 AND ZONE = 1)*
- 02 *INFREQUENT RIDER– SEATTLE / NORTH KING (RIDESTAT GE 2 AND ZONE = 1)*
- 03 *RIDER – SOUTH KING (RIDESTAT = 1 AND ZONE = 2)*
- 04 *INFREQUENT RIDER– SOUTH KING (RIDESTAT GE 2 AND ZONE = 2)*
- 05 *RIDER – EAST KING (RIDESTAT = 1 AND ZONE = 3)*
- 06 *INFREQUENT RIDER– EAST KING (RIDESTAT GE 2 AND ZONE = 3)*

PROGRAMMER: CREATE VARIABLE = HHRIDESTAT

- 01 *REGULAR RIDER HOUSEHOLD: (S5A > 4 OR S5B = 01) OR (S6A > 4 OR S6B = 01) OR S4B > 0.*

02 INFREQUENT RIDER HOUSEHOLD: (((S5A > 0 AND S5A < 5) OR S5B=02 OR (S6A > 0 AND S6A < 5) OR S6B=02) AND S3=01) OR (S4A > 0 AND S4B = 0).

03 NONRIDER HOUSEHOLD: ((S5A = 0 OR S5B=03) AND (S6A=0 OR S6B=03) & S3=1) OR (S4A = 0 & S4B=0).

PROGRAMMER: CREATE VARIABLE = HHRIDEAREA01

01 REGULAR RIDER – SEATTLE / NORTH KING (HHRIDESTAT = 1 AND ZONE = 1)

02 INFREQUENT RIDER– SEATTLE / NORTH KING (HHRIDESTAT = 2 AND ZONE = 1)

03 REGULAR RIDER – SOUTH KING (HHRIDESTAT = 1 AND ZONE = 2)

04 REGULAR INFREQUENT RIDER– SOUTH KING (RIDESTAT = 2 AND ZONE = 2)

05 REGULAR RIDER – EAST KING (HHRIDESTAT = 1 AND ZONE = 3)

06 INFREQUENT RIDER – EAST KING (HHRIDESTAT = 2 AND ZONE = 3)

ASK TEL1 IF LANDLINE OR LOW INCOME SUPPLEMENT SAMPLE

- TEL1 [IF LANDLINE OR LOW INCOME SUPPLEMENT SAMPLE] In addition to your landline, do you have a working cell phone? Do not include cell phones used only for business purposes.
- 01 YES, I HAVE A CELL PHONE
 - 02 NO, I DO NOT HAVE A CELL PHONE [LANDLINE ONLY]
 - 98 DON'T KNOW/NOT SURE [THANK AND CONCLUDE [SCREENER REFUSAL]]
 - 99 REFUSED THANK AND CONCLUDE [SCREENER REFUSAL]]
- TEL2 [IF CELL PHONE SAMPLE] In addition to your cell phone, is there at least one telephone line inside your home that is currently working and is **not** a cell phone? Do not include telephones only used for business or telephones only used for computers or fax machines.
- 01 YES
 - 02 NO
 - 98 DON'T KNOW/NOT SURE [THANK AND CONCLUDE [SCREENER REFUSAL]]
 - 99 REFUSED [THANK AND CONCLUDE [SCREENER REFUSAL]]
- TEL3 [IF TEL1 1 OR TEL2 EQ 1] Of all the telephone calls that you receive, are. . .
- 01 All or almost all calls received on a cell phone
 - 02 Some received on a cell phone and some on a regular landline phone
 - 03 Very few or none received on a cell phone
 - 98 DON'T KNOW/NOT SURE]
 - 99 REFUSED [THANK AND CONCLUDE [SCREENER REFUSAL]]

CREATE VARIABLE = HH_LLCELL

01=LANDLINE ONLY (TEL1=2)

02=DUAL (TEL3=2, 3, OR 98)

03=CELL MOSTLY (TEL3=1)

04=CELL ONLY (TEL2=2)

S7 [IF SAMPLETYPE=4 [LOW INCOME] OR RIDESTAT = 3 [INFREQUENT RIDER]] Is your total annual household income above or below \$35,000 per year?

[INTERVIEWER NOTE: IF THEY SAY THEY MAKE EXACTLY \$35,000, CHOOSE ABOVE \$35,000 PER YEAR – OPTION 02]

01 BELOW \$35,000 PER YEAR

02 ABOVE \$35,000 PER YEAR

98 DON'T KNOW

99 REFUSED

SPLIT SAMPLE INTO TWO GROUPS (GROUP 1 AND GROUP 2). SPECIFIC SECTIONS WILL BE ASKED GROUP 1 OR GROUP 2. SEE INSTRUCTIONS FOR EACH SECTION / QUESTION.

GENERAL RIDERSHIP

GR1A_1 What bus routes do you take most often? .

[AS NEEDED: Include all routes including Metro, Sound Transit, Pierce Transit, and Community Transit.]

GR1A_2 Do you use any other routes?

GR1A_3 Do you use any other routes?

____ ENTER ROUTE NUMBER

1001 RAPID RIDE LINE A

1002 RAPID RIDE LINE B

1003 RAPID RIDE LINE C

1004 RAPID RIDE LINE D

1005 SEATTLE STREETCAR / SOUTH LAKE UNION STREETCAR / STREET

9995 OTHER (SPECIFY)

9996 VARIES / MULTIPLE ROUTES POSSIBLE

9997 NO OTHER ROUTE

9998 DON'T KNOW

9999 REFUSED

GR1AA [IF ALL RESPONSES TO GR1A_1, GR1A_2, AND GR1A_3 ALL > 499 AND < 600 (SOUND TRANSIT & OTHER AGENCY ROUTES)] All of the routes you take most often are Sound Transit routes. To confirm, did you personally take one (1) or more one-way trips on a Metro bus or the Streetcar in the past 30 days?

01 YES

- 02 NO [THANK AND CONCLUDE]
- 98 DON'T KNOW [THANK AND CONCLUDE]
- 99 REFUSED [THANK AND CONCLUDE]

GR1D How often do you get on or off the bus in what formerly was the Downtown Seattle Ride Free Area?

[AS NEEDED: The boundaries of the Downtown Seattle area are between Battery St. on the north end and S. Jackson St. on the south end of town, and between I-5 and the waterfront.]

Would you say. .

- 04 Frequently
- 03 Sometimes
- 02 Rarely
- 01 Never
- 98 DON'T KNOW
- 99 REFUSED

GR1D_1 [IF GR1D = 03 OR 04] Were you satisfied or dissatisfied with how well Metro informed riders about the **elimination of the downtown Seattle Ride Free Area**? Would that be very or somewhat [satisfied / dissatisfied]?

- 01 VERY DISSATISFIED
- 02 SOMEWHAT DISSATISFIED
- 03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION
- 04 SOMEWHAT SATISFIED
- 05 VERY SATISFIED
- 97 DOES NOT APPLY TO ME
- 98 DON'T KNOW
- 99 REFUSED

GR1D_2 [IF GR1D = 03 OR 04] Were you satisfied or dissatisfied with how well Metro managed the **elimination of the downtown Seattle Ride Free Area**? Would that be very or somewhat [satisfied / dissatisfied]?

- 01 VERY DISSATISFIED
- 02 SOMEWHAT DISSATISFIED
- 03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION
- 04 SOMEWHAT SATISFIED
- 05 VERY SATISFIED
- 97 DOES NOT APPLY TO ME
- 98 DON'T KNOW
- 99 REFUSED

GR4A [IF RIDERMODE 01 (BUS ONLY) OR 03 (BUS AND STREETCAR) AND GR1D >1 AND < 98] You said that you **personally** took **[RESTORE RESPONSE TO S5A]** one-way ride(s) on a **Metro bus** in the past 30 days.

[SHOW IF S5A > 1] How many of the one-way rides were **entirely** within the former downtown Seattle Free Ride Area?

[SHOW IF S5A = 1] Was this one-way ride **entirely** within the former downtown Seattle Free Ride Area?

[AS NEEDED: The boundaries of the Downtown Seattle Ride Free area are between Battery St. on the north end and S. Jackson St. on the south end of town, and between I-5 to the waterfront.]

____ ENTER TOTAL NUMBER OF RIDES ONLY IN FORMER RIDE FREE AREA

998 DON'T KNOW

999 REFUSED

GR5 [IF RIDERMODE 01 (BUS ONLY) OR 03 (BUS AND STREETCAR) AND AT LEAST ONE BUS TRIP IS OUTSIDE THE FORMER RIDER FREE AREA (GR4A < S5A OR GR1D=01)] Do your **bus** trips usually cross the Seattle city limits, that is, are they two-zone trips?

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

D3A Do you have a valid driver's license?

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

D3B How many vehicles in working condition does your household have available?
[AS NEEDED: Vehicles include cars, trucks, motorcycles, scooters, etc.]

- ___ ENTER NUMBER OF VEHICLES
98 DON'T KNOW
99 REFUSED

ASK D3C IF $S3 > 1$ AND $D3B > 0$ AND $D3A = 01$

D3C [IF $S3 > 1$ AND $D3B > 0$ AND $D3A = 01$] Is one of these vehicles available for your personal use for your commute or personal travel?
ENTER ALL THAT APPLY.

- 01 YES FOR PERSONAL TRAVEL
02 YES FOR COMMUTE TRAVEL
03 NO VEHICLES AVAILABLE
98 DON'T KNOW
99 REFUSED

METRO RIDERSHIP

M1A Did you start riding **Metro** after September of 2011?

- 01 YES
22 NO
98 DON'T KNOW
99 REFUSED

M1 How long have you been riding **Metro**?

- 01 (Less than 3 Months)
02 (3 to 6 Months)
03 (6 Months to 9 Months)
04 (9 Months to 1 Year)
05 (1 to 2 Years)
06 (3 to 5 years)
07 (5 Years or More)
98 DON'T KNOW
99 REFUSED

M4INTRO Now we like to ask you about your [bus] and [streetcar] ridership.

M4 [IF RIDERMODE = 01 or 03] To what extent do you use the **bus** to get around? Do you use **the bus** for...

- 04 All of your transportation needs
- 03 Most of your transportation needs
- 02 Some of your transportation needs
- 01 Very little of your transportation needs
- 98 DON'T KNOW
- 89 REFUSED

ASK M4A_1 IF RIDERMODE = 02 or 03

M4A_1 [IF RIDERMODE = 02 or 03] To what extent do you use the **streetcar** to get around? Do you use it for...

- 04 All of your transportation needs
- 03 Most of your transportation needs
- 02 Some of your transportation needs
- 01 Very little of your transportation needs
- 98 DON'T KNOW
- 89 REFUSED

M5A [IF RIDERMODE = 01 or 03] When you ride **the bus**, what is the primary purpose of the trip you take most often?

[IF RESPONDENT SAYS TO GET / GO DOWNTOWN PROBE: What is the purpose of the trip you take to downtown? / What do you do downtown?]

- 01 TO/FROM WORK / *BUSINESS / COMMUTING*
- 02 TO/FROM SCHOOL
- 03 TO/FROM VOLUNTEERING
- 04 SHOPPING / ERRANDS
- 05 APPOINTMENTS / *DOCTOR VISITS*
- 06 FUN / RECREATION / SOCIAL/ *VISIT FRIENDS & FAMILY / SPORTING EVENTS*
- 07 SPECIAL EVENTS (SEAFair, BUMBERSHOOT SHUTTLES)
- 08 JURY DUTY
- 09 DOWNTOWN
- 10 AIRPORT
- 95 OTHER [SPECIFY]
- 96 USE FOR ALL TRIPS
- 97 NO SINGLE PRIMARY PURPOSE

98 DON'T KNOW

99 REFUSED

M5A_1 [IF RIDERMODE = 02 or 03] When you ride the **streetcar**, what is the primary purpose of the trip you take most often?

[IF RESPONDENT SAYS TO GET / GO DOWNTOWN PROBE: What is the purpose of the trip you take to Downtown? / What do you do Downtown?]

01 TO/FROM WORK / *BUSINESS / COMMUTING*

02 TO/FROM SCHOOL

03 TO/FROM VOLUNTEERING

04 SHOPPING / ERRANDS

05 APPOINTMENTS / *DOCTOR VISITS*06 FUN / RECREATION / SOCIAL/ *VISIT FRIENDS & FAMILY / SPORTING EVENTS*

07 SPECIAL EVENTS (SEAFAIR, BUMBERSHOOT SHUTTLES)

08 JURY DUTY

09 DOWNTOWN

10 AIRPORT

95 OTHER [SPECIFY]

96 USE FOR ALL TRIPS

97 NO SINGLE PRIMARY PURPOSE

98 DON'T KNOW

99 REFUSED

M6 [IF RIDERMODE = 01 or 03] During which of the following time periods do you ride **the bus**? Do you ride ...

AA Weekday mornings before 6:00 a.m.

A Weekday mornings between 6:00 a.m. and 9:00 a.m.

B Weekdays between 9:00 a.m. and 3:00 p.m.?

C Weekday afternoons between 3:00 p.m. and 6:00 p.m.

D Weekday evenings between 6:00 p.m. and 7:00 p.m.

E Weekday evenings after 7:00 p.m.

F Any time on Saturday?

G Any time on Sunday?

01 YES

02 NO

98 DON'T KNOW

99 REFUSED

ASK M6A_1 IF RIDERMODE = 02 or 03

M6A_1[IF RIDERMODE = 02 or 03] During which of the following time periods do you ride the **Streetcar**? Do you ride ...

- AA Weekday mornings before 6:00 a.m.
- A Weekday mornings between 6:00 a.m. and 9:00 a.m.
- B Weekdays between 9:00 a.m. and 3:00 p.m.?
- C Weekday afternoons between 3:00 p.m. and 6:00 p.m.
- D Weekday evenings between 6:00 p.m. and 7:00 p.m.
- E Weekday evenings after 7:00 p.m.
- F Any time on Saturday?
- G Any time on Sunday?
- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

M7 Are you satisfied or dissatisfied with each of the following aspects of Metro service? Would that be very or somewhat [SATISFIED / DISSATISFIED]?

LEVEL OF SERVICE / RELIABILITY

M7B Frequency of service

M7B_1 [IF M7B < 03] Frequency of service during rush hours

M7B_2 [IF M7B < 03] Frequency of service during non-rush hours

M7A On-time performance

M7C Availability of service where I need to travel

M7E Amount of time it takes to travel

M7D Number of stops bus makes **[IF NEEDED: Just answer in general for all Metro routes you take.]**

M7D_1 [IF M7D < 03] Do you feel the buses. . .

- 01 Make too many stops (AS NEEDED: BUS STOPS ARE TOO CLOSE TOGETHER)
- 02 Make too few stops (AS NEEDED: BUS STOPS ARE TOO FAR APART)
- 03 About the right amount of stops
- 98 DON'T KNOW
- 99 REFUSED

COMFORT / CLEANLINESS

M7F [IF GROUP = 01] Cleanliness of [bus / streetcar] shelters and stops

M7G [IF GROUP = 01] Inside cleanliness of buses

M7H [IF GROUP = 01] Availability of seating on the [bus / streetcar]

M7I [IF GROUP = 01] Overcrowding on the [buses / streetcar]

M7J [IF GROUP = 01] Ease of getting on and off the bus due to **crowding**

M7J2 [IF GROUP = 01] Ease of getting on and off the bus due to **having to use one door**

DRIVERS

M7K [IF GROUP = 02] Driver courtesy

M7L [IF GROUP = 02] Driver helpfulness with route / stop information

M7M [IF GROUP = 02] Drivers operate the bus in a safe and competent manner

M7N [IF GROUP = 02] Stops are announced consistently

M7O [IF GROUP = 02] Drivers effectively handle problems on the bus

01 VERY DISSATISFIED

02 SOMEWHAT DISSATISFIED

03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION

04 SOMEWHAT SATISFIED

05 VERY SATISFIED

97 DOES NOT APPLY TO ME

98 DON'T KNOW

99 REFUSED

Transferring

M8A How many transfers do you usually make when you use the **bus or Streetcar** for your primary trip?

____ ENTER NUMBER OF TRANSFERS

08 VARIES DEPENDING ON THE BUS I TAKE

98 DON'T KNOW

99 REFUSED

M8B [IF M8A = 0, 98, 99 SKIP TO F1 (FARE PAYMENT SECTION)]

[IF M8A = 1 – 8, CONTINUE]

[CHECK ALL THAT APPLY]

[IF SAY NO TO RESPONSE CATEGORIES 01 TO 04 ASK: What other systems you transfer to/from? [SPECIFY]

IF RIDERMODE =1	IF RIDERMODE =2	IF RIDERMODE =3
[QUESTION TEXT] Does your typical trip involve a transfer between a Metro bus and...	[QUESTION TEXT] Does your typical trip involve a transfer between the Streetcar and...	[QUESTION TEXT] Does your typical trip involve a transfer between...
01 Another Metro bus	01 A Metro bus	01 A Metro bus and another Metro bus
02 The Streetcar	02 [FILTER OUT]	02 A Metro bus and the Streetcar
03 Link Light Rail	03 Link Light Rail	03 A Metro bus or the Streetcar and Link Light Rail
04 a Sound Transit bus	04 a Sound Transit bus	04 A Metro bus or the Streetcar and a Sound Transit bus
05 SOUNDER TRAIN	05 SOUNDER TRAIN	05 A METRO BUS OR THE STREETCAR AND SOUNDER TRAIN
06 PIERCE TRANSIT BUS	06 PIERCE TRANSIT BUS	06 A METRO BUS OR THE STREETCAR AND PIERCE TRANSIT BUS
08 COMMUNITY TRANSIT BUS	08 COMMUNITY TRANSIT BUS	08 A METRO BUS OR THE STREETCAR AND COMMUNITY TRANSIT BUS
10 WATER TAXI/PASSENGER-ONLY FERRY	10	10 A METRO BUS OR THE STREETCAR AND WATER TAXI/PASSENGER-ONLY FERRY
07 OTHER [SPECIFY:_____]	07 OTHER [SPECIFY:_____]	07 OTHER [SPECIFY:_____]
09 DON'T KNOW / REFUSED	09 DON'T KNOW / REFUSED	09 DON'T KNOW / REFUSED

M9 Are you satisfied or dissatisfied with the number of transfers you have to? Would that be very or somewhat [satisfied / dissatisfied]?

- 01 VERY DISSATISFIED
- 02 SOMEWHAT DISSATISFIED
- 03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION
- 04 SOMEWHAT SATISFIED
- 05 VERY SATISFIED
- 97 DOES NOT APPLY TO ME
- 98 DON'T KNOW
- 99 REFUSED

M10A How many minutes do you usually wait for a **[RESTORE BASED ON RIDERMODE: BUS / STREETCAR / BUS OR STREETCAR]** when you transfer?

___ RECORD MINUTES

98 DON'T KNOW

99 REFUSED

M10B [IF M8A = 2 – 8] How many minutes do you usually wait for your longest transfer?

___ RECORD MINUTES

98 DON'T KNOW

99 REFUSED

M11 Are you satisfied or dissatisfied with the wait time when transferring? Would that be very or somewhat [satisfied / dissatisfied]?

01 VERY DISSATISFIED

02 SOMEWHAT DISSATISFIED

03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION

04 SOMEWHAT SATISFIED

05 VERY SATISFIED

97 DOES NOT APPLY TO ME

98 DON'T KNOW

99 REFUSED

Fare Payment

F1 How do you usually pay your bus fare? Do you use...?

[SELECT ALL THAT APPLY]

01 An ORCA card

02 Cash

03 Tickets or a Ticket book

04 A U-Pass **[HUSKY CARD]**

05 A Regional Reduced Fare Permit

92 FLEXPASS / PASSPORT (DO NOT READ) – IF THEY SAY THIS ASK "Has your Flexpass /Passport been moved to an ORCA card?" IF YES, CODE AS 1 (ORCA CARD)

93 SENIOR PASS

94 KING COUNTY EMPLOYEE ID / BADGE

95 OTHER (SPECIFY :_____)

98 DON'T KNOW / 99 REFUSED

F1A [IF F1 = 01 AND NE 4 (HAS AN ORCA CARD AND NOT A U-PASS) OR F1 NE 05 (RRFP)] Is your ORCA card ...

- 01 An Adult card
- 02 A Youth card
- 03 A Regional Reduced Fare Permit
- 04 A U-Pass or Husky Card
- 94 PASSPORT / FLEXPASS / PASS PROVIDED BY MY EMPLOYER
- 95 SOMETHING ELSE [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED

F1B [IF F1 = 05 (HAS RRFP) AND F1 NE 01] Is your Regional Reduced Fare Permit on...

- 01 An ORCA Card or
- 02 Not on an ORCA card
- 98 DON'TKNOW
- 99 REFUSED

F1C [IF F1 = 93 (SENIOR PASS) AND F1 NE 01] Is your senior pass on an ORCA card?

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

CREATE VARIABLE: FARE_PAYMENT AS MULTIPLE RESPONSE VARIABLE:

01 CASH [IF F1 = 02]

02 TICKETS [IF F1 = 03]

03 ORCA [IF F1= 01 OR F1B = 01 OR F1C = 01]

04 RRFP [IF F1 = 05 AND F1B = 02]

05 OTHER [EVERYTHING ELSE]

06 U-PASS [IF F1 = 04 OR F1A = 04]

F1D [IF FARE_PAYMENT 04] Do you have a pass or an E-Purse on your RRFP (as needed: Reduced Regional Fare Permit)?

- 01 PASS
- 02 E-PURSE
- 03 BOTH
- 98 DON'T KNOW
- 99 REFUSED

*ASK IF FARE_PAYMENT= 03 (ORCA CARD)
AND FARE_PAYMENT NE 06 OR 04 OR F1 NE 94 OR F1A NE 94*

F2A [IF FARE_PAYMENT= 03 (ORCA CARD)

AND FARE_PAYMENT NE 06 OR 04 OR F1 NE 94 OR F1A NE 94] What product or products do you have loaded on your ORCA card?
[SELECT ALL THAT APPLY]

- 01 A regional transit pass
(DO NOT READ BUT CODE: SENIOR PASS, REDUCED FARE PASS, DISABLED RIDERS TO THIS CATEGORY) **[IF NEEDED: This used to be called the Puget Pass]**
- 02 An agency specific pass
- 03 An E-purse
[IF NEEDED: Money on the card] / MONEY / DEBIT CARD]
- 04 A Passport or Flexpass
[IF NEEDED: PROVIDED BY EMPLOYER]
- 95 Something (SPECIFY:_____)
- 96 SOMETHING PROVIDED BY EMPLOYER DON'T KNOW IF E-PURSE OR PASSPORT
- 97 NOTHING ON CARD
- 98 DON'T KNOW
- 99 REFUSED

F2B [IF F2A = 01, 02 OR F1D = 01,03] You say you have a pass on your ORCA card, what is the trip value of your pass?"

- 01 (\$.75) Senior/Disabled Fare
- 02 (\$1.25) Youth Fare
- 03 (\$2.25) / Metro Off-Peak Fare
- 04 (\$2.50) / Metro 1-Zone Peak Fare
- 05 (\$3.00) / Metro 2-Zone Peak Fare
- 06 I HAVE A FLEXPASS/PASSPORT
- 07 UNLIMITED / NO LIMIT
- 95 OTHER (SPECIFY:_____)
- 98 DON'T KNOW [IF MY EMPLOYER PROVIDES AND I DON'T KNOW, CLASSIFY AS FLEXPASS/PASSPORT]
- 99 REFUSED

F3A [SKIP IF FARE_PAYMENT = 06 (U-PASS (CODE AS PARTIAL SUBSIDY))][IF F2A = 01, 02, 03, OR 04 OR F1D=01 OR F1=92 OR F1A=94] Does your employer or school pay for part or all of your ORCA pass or E-purse?
[IF YES: Would that be all or some of the cost? Would that be your school or your employer?]

- 01 YES, ALL PAID FOR BY SCHOOL
- 02 YES, ALL PAID FOR BY EMPLOYER
- 03 YES, SOME PAID FOR BY SCHOOL
- 04 YES, SOME PAID FOR BY EMPLOYER
- 05 NO, NONE PAID FOR BY SCHOOL/EMPLOYER
- 95 *PAID FOR BY SCHOOL, DON'T KNOW IF ALL OR PART*
- 96 *PAID FOR BY EMPLOYER, DON'T KNOW IF ALL OR PART*
- 97 NOT EMPLOYED AND DON'T ATTEND SCHOOL
- 98 DON'T KNOW
- 99 REFUSED

CREATE VARIABLE: PASSHOLDER

01 HAVE PASSPORT OR U-PASS [F1=92 OR F1=94 OR F1A=94 OR F2A=05 OR F2B=06 OR FARE_PAYMENT=06]

02 DO NOT HAVE PASSPORT OR U-PASS [ALL OTHERS]

F4A [IF FARE_PAYMENT = 01, 02, 03 AND PASSHOLDER=02 (DO NOT HAVE PASSPORT OR U-PASS)] Are you aware that you can use an ORCA Ticket Vending Machine to . . .
CHECK ALL THAT APPLY

- 01 Add an E-Purse to your ORCA Card or add value to your E-Purse
- 02 Add a pass to your ORCA Card
- 95 Something else [SPECIFY]
- 97 NONE OF THESE
- 98 DON'T KNOW
- 99 REFUSED

F4B [IF F4A < 95; RESTORE ONLY THOSE RESPONSE SELECTED IN F4A] Have you used an ORCA Ticket Vending Machine to . . .
READ LIST AND CHECK ALL THAT APPLY

- 01 Add an E-Purse to your ORCA Card or add value to your E-Purse
- 02 Add a pass to your ORCA Card
- 95 Something else [SPECIFY]
- 97 NONE OF THESE
- 98 DON'T KNOW
- 99 REFUSED

F4D [IF F4A = 97, 98, 99] ORCA Ticket Vending Machines are currently available at over 25 locations at major transit hubs such as tunnel stations, Sounder stations, along the Link Light Rail line, and Metro's customer service office. There are plans to install more at other major transit centers and park-and-ride lots. Would you use a ticket vending machine to . . .

CHECK ALL THAT APPLY

- 01 Add an E-Purse to your ORCA Card or add value to your E-Purse
- 02 Add a pass to your ORCA Card
- 95 Something else [SPECIFY]
- 97 NONE OF THESE
- 98 DON'T KNOW
- 99 REFUSED

F5 Are you satisfied or dissatisfied with each of the following? Would that be very or somewhat [satisfied / dissatisfied]?

F5A Ease of paying fares when boarding

F5B [IF FARE_PAYMENT = 03] Overall satisfaction with ORCA card

F5C [IF F2A = 01 OR 02] Ease of loading a pass on your ORCA card

F5D [IF F2A = 03] Ease adding value to your E-Purse

F5E [IF F4B < 97] Availability of ticket vending machines

F5F[IF F4B < 97] Ease of using ticket vending machines

F5G Value of service for fare paid

01 VERY DISSATISFIED

02 SOMEWHAT DISSATISFIED

03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION

04 SOMEWHAT SATISFIED

05 VERY SATISFIED

97 DOES NOT APPLY TO ME

98 DON'T KNOW

99 REFUSED

PARK-AND-RIDE LOTS

PR1 Have you used a Metro park and ride lot within the last year?

01 YES

02 NO

98 DON'T KNOW

99 REFUSED

PR2B [IF PR1 = 01] How many times have you used Metro's park-and-ride lots in the last 30 days?

_____ ENTER NUMBER OF TIMES

98 DON'T KNOW

99 REFUSED

PR3 [IF PR1 = 01] Are you satisfied or dissatisfied with the following aspects of park-and-ride lots? Would that be very or somewhat [satisfied / dissatisfied]?

PR3A [IF PR1 = 01] The ability to get a parking space at park-and-ride lots

PR3B [IF PR1 = 01] Personal safety at the park-and-ride lot

PR3C [IF PR1 = 01] Security of your automobile at the park-and-ride lot

- 01 VERY DISSATISFIED
- 02 SOMEWHAT DISSATISFIED
- 03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION
- 04 SOMEWHAT SATISFIED
- 05 VERY SATISFIED
- 97 DOES NOT APPLY TO ME
- 98 DON'T KNOW
- 99 REFUSED

PERSONAL SAFETY

PS1 How often do you? Would you say frequently, sometimes, rarely, or never?

PS1A Get on a bus or the Link in the downtown transit tunnel

PS1B Ride the bus or streetcar when it is dark

- 04 FREQUENTLY
- 03 SOMETIMES
- 02 RARELY
- 01 NEVER
- 98 DON'T KNOW
- 99 REFUSED

PS2 Are you satisfied or dissatisfied with the following aspects of safety and security on Metro buses and streetcars? Would that be very or somewhat [satisfied / dissatisfied]?

PS2A Personal safety on the bus or streetcar related to the conduct of others during the daytime

PS2B [IF PS1B > 01 AND < 98] Personal safety on the bus or streetcar related to the conduct of others after dark

PS2C Personal safety waiting for the bus or streetcar in the daytime

PS2D [IF PS1B > 01 AND < 98] Personal safety waiting for the bus or streetcar after dark

PS2E [IF PS1A > 01 AND < 98] Personal safety in the downtown transit tunnel

- 01 VERY DISSATISFIED
- 02 SOMEWHAT DISSATISFIED
- 03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION
- 04 SOMEWHAT SATISFIED
- 05 VERY SATISFIED
- 97 DOES NOT APPLY TO ME
- 98 DON'T KNOW
- 99 REFUSED

PS3A Do you ever avoid riding the bus or streetcar due to concerns about your personal safety?

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

PS3B [IF PS3A=01] What are your concerns?
[ENTER ALL THAT APPLY]

- 01 CONCERNS ABOUT SAFETY FROM CRIME WHILE WAITING FOR THE BUS / STREETCAR
- 02 CONCERNS ABOUT SAFETY FROM CRIME WHILE RIDING THE BUS / STREETCAR
- 03 CONCERNS ABOUT BEHAVIOR OF OTHERS ON THE BUS WHILE WAITING
- 04 CONCERNS ABOUT BEHAVIOR OF OTHERS ON THE BUS WHILE RIDING
- 05 CONCERNS ABOUT SAFETY AFTER DARK
- 06 *Mentioned Concerns While Waiting for Bus (Did not specify about safety, behavior of others etc.)*
- 07 *Concerns About Behavior of Others (Did not specify if on or off the bus)*
- 08 *Concerns About Safety (Did not specify if on or off the bus)*
- 09 *Lack of Security/Surveillance*
- 10 *Concerns About Safety When Walking To/From Bus Stop*
- 11 *Issues with Driver (e.g. Stressed out/not paying attention)*
- 12 *Overcrowding on Buses*
- 93 OTHER [SPECIFY]
- 94 OTHER [SPECIFY]
- 95 OTHER [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED

PS3C [IF PS3B= 03, 04] Specifically, what it is about other people's behavior that makes you feel unsafe?

[OPEN-ENDED QUESTION]

- 01 *Aggressiveness/Picking Fights*
- 02 *Behavior of people who appear under the influence of drugs/alcohol*
- 03 *Attitudes/Belligerent/Arguing with Driver*
- 04 *Gangs*
- 05 *Fighting*
- 06 *Harassment*
- 07 *Fowl Language*
- 08 *Behavior of Riders Who Appear to be Mentally Ill*
- 09 *Drinking/Visible Alcohol on Bus*
- 10 *Loud/Yelling/Screaming*
- 11 *Encroaching on Personal Space*
- 12 *Panhandling / Derelicts / Homeless*
- 13 *Other Criminal Activity (drug deals on bus or while waiting, pick pockets, etc.)*
- 14 *Gangs of kids / young people that hang out*
- 15 *People who look suspicious / act abnormal / crazy / strange / unpredictable (general)*
- 95 *Other*
- 98 *DON'T KNOW*
- 99 *REFUSED*

PS4A Are you aware that security cameras are installed on many of Metro's buses?

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

PS4B [IF PS4A= 01] Do security cameras on the buses make you feel. . .

- 01 Much safer
- 02 Somewhat safer
- 03 Makes no real difference in how I feel about safety
- 04 Less safe
- 95 SOMETHING ELSE [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED

PS5 Please tell me if you agree or disagree with each of the following statements. Would that be very or somewhat [AGREE / DISAGREE]?

- PS5A I feel significantly safer riding Metro now than I did a year ago
- PS5B Metro has been very proactive in improving safety and security
- PS5G Metro provides a safe and secure transportation environment

- 01 STRONGLY DISAGREE
- 02 SOMEWHAT DISAGREE
- 03 NEITHER AGREE NOR DISAGREE / NO OPINION
- 04 SOMEWHAT AGREE
- 05 STRONGLY AGREE
- 97 NOT APPLICABLE
- 98 DON'T KNOW
- 99 REFUSED

PS6 [IF PS5G < 05] What could Metro do to make you feel safer when riding or waiting for the bus?

[OPEN-ENDED QUESTION; RECORD VERBATIM]

- 01 *Lighting at Bus Stops*
- 02 *Lighting at Bus Shelters*
- 03 *Lighting on the Bus*
- 04 *Lights to Alert Bus Drivers to Passengers in the Dark*
- 05 *Security (General comment, not specifying on bus or at stop)*
- 06 *Security on Bus*
- 07 *Security at Stops*
- 08 *More Cameras*
- 09 *Cameras at Bus Stops*
- 10 *Cameras on Buses*
- 11 *Security Button / Call Boxes*
- 12 *More Driver Involvement with Issues on Bus*
- 13 *Unfavorable People/Unruly Passengers*
- 14 *More Covered Stops/Shelters*
- 15 *Increase Frequency of Bus Service / Shorter Wait Times*
- 95 *Other*
- 97 *Nothing / Can't think of anything*
- 98 *Don't Know / Not sure*
- 99 *Refused*

Commuter Status

CS1 Are you currently...
[ACCEPT MULTIPLE RESPONSES]

[IF SELF-EMPLOYED SELECT "EMPLOYED"]

- 01 Employed/Self-employed
- 02 A student
- 03 A homemaker
- 04 Retired
- 05 Currently not employed
- 94 DISABLED
- 95 OTHER [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED

CS1A [IF CS1 = 01] Are you employed...

- 01 Full-time
- 02 Part-time
- 03 Self-employed
- 98 DON'T KNOW
- 99 REFUSED

CS1B [IF CS1 = 02] Are you a...

- 01 Full-time student
- 22 Part-time student
- 98 DON'T KNOW
- 99 REFUSED

CS1C [IF CS1 = 01 AND 02] Which do you consider to be your primary activity?

- 01 Employed
- 02 A student
- 98 DON'T KNOW
- 99 REFUSED

CS2A [IF CS1 = 01] How many days a week do you work?

_____ ENTER NUMBER OF DAYS

98 DON'T KNOW

99 REFUSED

CS2B [IF CS2A > 0] How many days a week do you travel to work, that is, you work outside your home?

_____ ENTER NUMBER OF DAYS

[RANGE 0 - <= CS2A]

98 DON'T KNOW

99 REFUSED

CS2C [IF CS2A > 0] [IF CS2B > 0] Of the **[RESTORE ANSWER TO CS2B]** days that you travel to work, how many days do you take a Metro bus or the South Lake Union Streetcar as part of that commute?

_____ ENTER NUMBER OF DAYS

98 DON'T KNOW

99 REFUSED

CS3A [IF CS1 = 02] How many days a week do you **attend school?**

_____ ENTER NUMBER OF DAYS

98 DON'T KNOW

99 REFUSED

CS3B [IF CS3A > 0] How many days a week do you travel to school, that is, you attend class outside your home?

_____ ENTER NUMBER OF DAYS

98 DON'T KNOW

99 REFUSED

CS3C [IF CS3B > 0] Of the **[RESTORE ANSWER TO CS3B]** days that you travel to school, how many days do you take a Metro bus or the South Lake Union Streetcar as part of that commute?

_____ ENTER NUMBER OF DAYS

98 DON'T KNOW

99 REFUSED

```

CREATE VARIABLE = COMMUTER
01 WORK COMMUTER: CS2B >2 AND <98
02 SCHOOL COMMUTER: CS3B > 2 AND < 98
IF BOTH CS2B AND CS3B > 2 AND < 98
    01 WORK COMMUTER CS1C = 01
    02 SCHOOL COMMUTER CS1C = 02
03 NON-COMMUTER
    CS2A = 0 OR CS3A = 0 OR
    CS2B AND CS3B < 3 OR
    CS1 = 03, 04, 05, 94, 95, 98, 99

```

Commute Travel

- C1 [SKIP IF COMMUTER = 03] In what geographic area do you... (work / attend school)?
[READ LIST; STOP READING WHEN RESPONDENT SAYS YES TO AREA]
- 00 South Lake Union
 - 01 Downtown Seattle Core
 - 02 Other areas surrounding Downtown Seattle (AS NEEDED: INCLUDES PIONEER SQUARE, BELLTOWN, INTERNATIONAL DISTRICT, CAPITOL HILL, FIRST HILL, DENNY REGRADE)
 - 03 University District or on the UW campus
 - 04 Other areas in North King County
 - 05 Downtown Bellevue
 - 06 Redmond
 - 07 Other areas in East King County
 - 08 South King County
 - 09 Tacoma or other areas in Pierce County
 - 10 Everett or other areas in Snohomish County
 - 95 Somewhere else? [SPECIFY: _____]
 - 97 VARIES
 - 98 DON'T KNOW
 - 99 REFUSED
- C1A [SKIP IF COMMUTER = 03] [IF C1 = 00, 02] Would that be . . .
- 01 Downtown Seattle Core
 - 02 Denny Regrade
 - 03 Belltown

- 04 Pioneer Square
- 05 International District
- 06 Duwamish
- 07 Sodo
- 08 Queen Anne
- 09 South Lake Union
- 10 Capitol Hill
- 11 First Hill
- 95 Somewhere else surrounding Downtown Seattle? [SPECIFY:_____]
- 97 VARIES
- 98 DON'T KNOW
- 99 REFUSED

C1B [IF C1 =03 OR 04] Would that be . . .

- 00 On the University of Washington campus
- 01 University District
- 02 University Village
- 03 Fremont
- 04 Ballard
- 05 Northgate
- 06 Kenmore
- 07 Shoreline
- 08 North Seattle
- 95 Somewhere else in North King County? [SPECIFY:_____]
- 97 VARIES
- 98 DON'T KNOW
- 99 REFUSED

C1C [IF C1 = 07] Would that be . . .

- 00 Downtown Bellevue
- 01 Other parts of Bellevue
- 02 Kirkland
- 03 Redmond
- 04 Overlake
- 05 Eastgate
- 06 Issaquah

- 07 Bothell
- 08 Woodinville
- 95 Somewhere Else in East King County? [SPECIFY:_____]
- 97 VARIES
- 98 DON'T KNOW
- 99 REFUSED

C1D [IF C1 =08] Would that be . . . READ LIST AND STOP WHEN RESPONDENT SAYS YES TO AREA]

- 01 Auburn
- 02 Federal Way
- 03 Kent
- 04 Renton
- 05 Tukwila
- 06 Southcenter
- 07 SeaTac
- 95 Somewhere else in South King County? [SPECIFY:_____]
- 97 VARIES
- 98 DON'T KNOW
- 99 REFUSED

C2A [SKIP IF COMMUTER = 03] [IF (CS2C < C2SB) OR (CS3C < CS3B) OR (M5A > 02)] How do you usually get to and from [work / school]?

[CHECK ALL THAT APPLY]

[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 Bus, a Sound Transit Bus, or some other system?

[IF SAYS VARIES: What do you usually do? / What is your most common commute mode?]

- 01 DRIVE ALONE
- 02 CARPOOL
- 03 VANPOOL
- 04 RIDE A METRO BUS
- 05 RIDE THE SOUTH LAKE UNION STREETCAR
- 06 RIDE THE SOUNDER TRAIN
- 07 RIDE LINK LIGHT RAIL
- 08 RIDE A SOUND TRANSIT BUS
- 09 SCHOOL BUS
- 10 RIDE ANOTHER SYSTEM'S BUS [SPECIFY]
- 11 MOTORCYCLE

- 12 BICYCLE
- 13 WALK
- 15 DRIVE TO PARK & RIDE LOT
- 16 KING COUNTY WATER TAXI
- 95 OTHER (SPECIFY)
- 98 DON'T KNOW
- 99 REFUSED

C2B [IF MULTIPLE RESPONSES TO C2A] What do you consider the **primary** mode you use on your commute trip?

- 01 DRIVE ALONE
- 02 CARPOOL
- 03 VANPOOL
- 04 RIDE A METRO BUS
- 05 RIDE THE SOUTH LAKE UNION STREETCAR
- 06 RIDE THE SOUNDER TRAIN
- 07 RIDE LINK LIGHT RAIL
- 08 RIDE A SOUND TRANSIT BUS
- 09 SCHOOL BUS
- 10 RIDE ANOTHER SYSTEM'S BUS [SPECIFY]
- 11 MOTORCYCLE
- 12 BICYCLE
- 13 WALK
- 15 DRIVE TO PARK & RIDE LOT
- 16 KING COUNTY WATER TAXI
- 95 OTHER (SPECIFY)
- 98 DON'T KNOW
- 99 REFUSED

CREATE COMMODE VARIABLE

01=SOV

02=METRO BUS

03=CARPOOL/VANPOOL

04=OTHER

05=OTHER TRANST

C3A [SKIP IF COMMUTER = 03] [IF GROUP = 02] How many miles do you travel from home to (work / school) one-way?

[PROBE: "Using your best estimate."]

____ ENTER NUMBER OF MILES

95 MORE THAN 90 MILES

97 VARIES

98 DON'T KNOW

99 REFUSED

C3B [SKIP IF COMMUTER = 03] [IF GROUP = 02] About how long does that usually take you?

____ ENTER IN HOURS RANGE

____ ENTER IN MINUTES

97 VARIES

98 DON'T KNOW

99 REFUSED

C7 [IF COMMUTER = 01] 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 / work site?]

01 100 OR MORE

02 51 TO 99

03 20 TO 50

04 6 TO 19

05 1 TO 5

97 NONE

98 DON'T KNOW

99 REFUSED

- C8A [SKIP IF COMMUTER = 03] [IF COMMODE = 01 (DRIVE ALONE) OR 03 [CARPOOL / VANPOOL]] When you [drive / carpool / vanpool] to [work / school] do you usually park. . .
READ LIST AND STOP WHEN RESPONDENT SAYS YES TO RESPONSE
- 01 In a garage
 - 02 In a surface lot
 - 03 Paid on-street parking
 - 04 Free on-street parking
 - 95 SOMEWHERE ELSE [SPECIFY]
 - 96 DIDN'T PARK / GOT DROPPED OFF
 - 98 DON'T KNOW
 - 99 PREFER NOT TO ANSWER
- C9A [IF C8A = 01, 02, 95 AND C2A = 01, 02] Do you personally pay for some or all of your parking at [work / school]?
- 01 YES, I PAY FOR ALL OF MY PARKING
 - 02 YES, I PAY FOR SOME OF MY PARKING
 - 03 NO
 - 98 DON'T KNOW
 - 99 REFUSED
- C9D [IF C9A = 02,03] [INSERT "SOME" IF C9A=02 AND "ALL" IF C9A=03] Does your [employer / school] pay for [SOME / ALL] of your parking?
- 01 YES, ALL
 - 02 YES, SOME
 - 03 NO
 - 98 DON'T KNOW
 - 99 REFUSED
- C10A [IF C2A AND C2B < 04 AND > 10] Overall, how appealing to you personally is the idea of using a Metro bus, the Rapid Ride, or the streetcar instead of driving to [work/school]? Would you say...
- 05 Very appealing
 - 04 Somewhat appealing
 - 02 Not very appealing
 - 01 Not at all appealing
 - 03 NEITHER APPEALING NOR UNAPPEALING
 - 98 DON'T KNOW
 - 99 REFUSED

C10B [IF C10A > 02] Would you be most likely to ride. . .

[ENTER ALL THAT APPLY]

- 01 A Metro bus
- 02 The Rapid Ride
- 03 The Streetcar
- 97 WOULDN'T RIDE ANY
- 98 DON'T KNOW
- 99 REFUSED

PERSONAL TRAVEL

PT1A [IF D3B > 0] What method of transportation do you usually use to get around for most of your personal travel?

[AS NEEDED: Non-work travel?]

[ACCEPT SINGLE RESPONSE ONLY; IF MORE THAN ONE RESPONSE ASK FOR WHAT THEY USE MOST]

[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 Bus, a Sound Transit Bus, or some other system?]

[IF SAYS VARIES: What do you usually do? / What is your most common mode?]

- 01 DRIVE ALONE
- 02 CARPOOL
- 03 VANPOOL
- 04 RIDE A METRO BUS
- 05 RIDE THE SOUTH LAKE UNION STREETCAR
- 06 RIDE THE SOUNDER TRAIN
- 07 RIDE LINK LIGHT RAIL
- 08 RIDE A SOUND TRANSIT BUS
- 09 SCHOOL BUS
- 10 RIDE ANOTHER SYSTEM'S BUS [SPECIFY]
- 11 MOTORCYCLE
- 12 BICYCLE
- 13 WALK
- 15 DRIVE TO PARK & RIDE LOT
- 16 KING COUNTY WATER TAXI
- 95 OTHER (SPECIFY)
- 98 DON'T KNOW
- 99 REFUSED

PT2A [IF (PT1A < 04 OR > 10) AND D3B > 0] Overall, how appealing to you personally is the idea of using a Metro bus, the Rapid Ride, or the streetcar for your personal travel? Would you say..

- 05 Very appealing
- 04 Somewhat appealing
- 02 Not very appealing
- 01 Not at all appealing
- 03 NEITHER APPEALING NOR UNAPPEALING
- 98 DON'T KNOW
- 99 REFUSED

PT2B [IF PT2A > 02] Would you be most likely to ride. . .
[READ LIST AND ENTER ALL THAT APPLY]

- 01 A Metro bus
- 02 The Rapid Ride
- 03 A Streetcar
- 97 WOULDN'T RIDE ANY
- 98 DON'T KNOW
- 99 REFUSED

INFORMATION

IN1 How often do you use each of the following to get information regarding Metro? Would you say frequently, sometimes, rarely, or never?

- IN1A Printed timetables
- IN1B Metro Online (Metro's Transit's website @ www.kingcounty.gov)
- IN1C Information posted at stops, transit centers, park-and-ride lots
- IN1D Metro alerts via text messages
- IN1E Metro alerts via e-mail
- IN1G Regional Trip Planner
- IN1h Metro's Twitter Page
- IN1i Metro's Facebook

- 01 NEVER
- 02 RARELY
- 03 SOMETIMES
- 04 FREQUENTLY
- 98 DON'T KNOW
- 99 REFUSED

IN3 Are you satisfied or dissatisfied with each of following items? Would that be very or somewhat [satisfied / dissatisfied]?

IN3a Overall ability to get information about Metro's routes and schedules

IN3b [IF IN1A > 01 AND < 98] Ability to get current printed timetables for routes

IN3c [IF IN1B > 01 AND < 98] Availability of service information on Metro Online (Metro's website)

IN3d [IF IN1A > 01 AND < 98] Accuracy or reliability of printed timetables

IN3e Notification of service changes

IN3f [IF IN1B > 01 AND < 98] Website posting of service delays or other problems

IN3g [IF IN1D OR IN1E > 01 AND < 98] Alerts via e-mail or text messaging regarding service delays or other problems

01 VERY DISSATISFIED

02 SOMEWHAT DISSATISFIED

03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION

04 SOMEWHAT SATISFIED

05 VERY SATISFIED

97 DOES NOT APPLY TO ME

98 DON'T KNOW

99 REFUSED

IN4A Do you have a Smartphone?

[AS NEEDED: A Smartphone provides greater connectivity than a cell phone. For example, you can connect to the Internet, download APPS, etc.)

01 YES

02 NO

98 DON'T KNOW

99 REFUSED

IN4B [IF IN4A = 01]How often do you use your Smartphone to obtain information about Metro? Would you say frequently, sometimes, rarely, or never?

01 NEVER

02 RARELY

03 SOMETIMES

04 FREQUENTLY

98 DON'T KNOW

99 REFUSED

IN4C [IF IN4B > 01 AND < 98] What websites or applications (APPS) do you use on your Smartphone to obtain information about Metro?

ENTER ALL THAT APPLY

- 01 METRO ONLINE / METRO'S WEBSITE/Metro Trip Planner
- 02 ONE BUS AWAY
- 03 GOOGLE TRANSIT / GOOGLE MAPS
- 04 ESTATELY.COM
- 05 SEATTLE BUS
- 06 *Maps other than Google*
- 07 *HopStop*
- 08 *Next Bus APP*
- 09 *Seattle Rider*
- 10 *Twitter*
- 93 OTHER 1 [SPECIFY]
- 94 OTHER 2 [SPECIFY]
- 95 OTHER 3 [SPECIFY]
- 97 NONE OF THE ABOVE
- 98 DON'T KNOW
- 99 REFUSED

IN4D [IF IN4B > 01 AND < 98] What types of information about Metro do you currently get on your Smartphone?

ENTER ALL THAT APPLY

- 01 SCHEDULES / TIMETABLES
- 02 ROUTE MAPS
- 03 SERVICE CHANGE NOTIFICATIONS
- 04 SERVICE INTERRUPTIONS
- 05 ARRIVAL TIME OF NEXT BUS / STREETCAR / REAL TIME TRAVEL INFORMATION
- 06 *Alerts/Email Alerts*
- 07 *Trip Planner/ Trip Planning*
- 93 OTHER 1 [SPECIFY]
- 94 OTHER 2 [SPECIFY]
- 95 OTHER 3 [SPECIFY]
- 97 NONE OF THE ABOVE
- 98 DON'T KNOW
- 99 REFUSED

IN4E [IF IN4D = 01,02,03,04,05,93,94,95] Are you satisfied or dissatisfied with the ease of getting information about Metro through your Smartphone? Would that be very or somewhat [SATISFIED / DISSATISFIED]?

- 01 VERY DISSATISFIED
- 02 SOMEWHAT DISSATISFIED
- 03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION
- 04 SOMEWHAT SATISFIED
- 05 VERY SATISFIED
- 97 DOES NOT APPLY TO ME
- 98 DON'T KNOW
- 99 REFUSED

IN4F [IF IN4E=01, 02] What would make it easier to get info through your Smartphone?

[OPEN ENDED]

- 01 *Better Website/Mobile Optimized Website*
- 02 *Accurate Timetables/Updated Information*
- 03 *A Metro/ Trip Planner APP*
- 04 *Integration of Time Tables into Maps on SmartPhones*
- 05 *Better Software*
- 06 *Better UI Application Interface*
- 07 *GPS Integration*
- 95 *Other*
- 97 *Nothing / Can't think of anything*
- 98 *Don't Know / Not sure*
- 99 *Refused*

OVERALL SATISFACTION, LOYALTY/ ADVOCACY, GOODWILL
--

GW1A Now I would like to ask you about your overall satisfaction with Metro. Overall, would you say you are satisfied or dissatisfied with Metro? Would that be very or somewhat [SATISFIED / DISSATISFIED]?

- 01 VERY DISSATISFIED
- 02 SOMEWHAT DISSATISFIED
- 03 NEITHER SATISFIED NOR DISSATISFIED / NO OPINION
- 04 SOMEWHAT SATISFIED
- 05 VERY SATISFIED
- 97 DOES NOT APPLY TO ME
- 98 DON'T KNOW / 99 REFUSED

DEMOGRAPHIC QUESTIONS

DEMO Finally, I have some background questions that will be used to help us analyze the results of the study.

D1 ENTER GENDER OF RESPONDENT

. Are you...

01 MALE

02 FEMALE

D2 To ensure this study is representative, what is your age?

___ AGE

98 DON'T KNOW

99 REFUSED

D2A [IF D2 98, 99] Would that be.... [READ LIST AND STOP WHEN RESPONDENT SAYS YES]

01 16-17

02 18-19

03 20-24

04 25-34

05 35-44

06 45-54

07 55-64

08 65 or Older

98 DON'T KNOW

99 REFUSED

D4A Are you Spanish, Hispanic, or Latino?

01 YES

02 NO

98 DON'T KNOW

99 REFUSED

D4B I am going to read a list of race categories. Please choose one or more races you consider yourself to be:

- 01 White
- 02 Black or African American
- 03 American Indian or Alaskan Native
- 04 Asian or Pacific Islander
- 94 HISPANIC
- 95 OTHER [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED

D5 [SKIP IF SAMPLETYPE = 4] Is your total annual household income above or below \$35,000 per year?

- 01 BELOW \$35,000 PER YEAR
- 02 ABOVE \$35,000 PER YEAR
- 98 DON'T KNOW
- 99 REFUSED

D5A [IF D5 EQ 01 OR R7 EQ 01 OR S7 EQ 01] Earlier you indicated that your total household income was less than \$35,000. Would that be. . . ?

[IF D5 EQ 01] Would that be....?

[READ LIST AND STOP WHEN RESPONDENT SAYS YES]

- 01 Less than \$7,500,
- 02 \$7,500 up to \$15,000,
- 03 \$15,000 up to \$25,000, or
- 04 \$25,000 up to \$35,000?
- 98 DON'T KNOW / 99 REFUSED

D5B [IF D5 EQ 02 OR R7 EQ 02 OR S7 EQ 02] Earlier you indicated that your total household income was above \$35,000. Would that be. . . ?

[IF D5 EQ 02] Would that be....?

- 01 \$35,000 up to \$55,000,
- 02 \$55,000 up to \$75,000,
- 03 \$75,000 up to \$100,000,
- 04 \$100,000 up to \$150,000, or
- 05 \$150,000 and up?
- 98 DON'T KNOW / 99 REFUSED

D6 For our records, I need to verify your telephone number. Is it... [SHOW PHONE]?

01 YES

02 NO

98 DON'T KNOW

99 REFUSED

D6A ASK D6A IF D6 = 022 What is your correct telephone number?

_____ ENTER CORRECT PHONE NUMBER

(999) 999-9999 REFUSED