

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
Number of cases		1322		692	154	37	439	171	100	371	50
Row percent			100%	52%	12%	3%	33%	25%	15%	54%	7%
Service Type (Numeric)	Express Bus	692	52%	100%	0%	0%	0%	100%	100%	100%	100%
	Sounder Rail	154	12%	0%	100%	0%	0%	0%	0%	0%	0%
	Tacoma Link Light Rail	37	3%	0%	0%	100%	0%	0%	0%	0%	0%
	Central Link Light Rail	439	33%	0%	0%	0%	100%	0%	0%	0%	0%
2. Service	Express Bus	692	52%	100%	0%	0%	0%	100%	100%	100%	100%
	Sounder Sea-Tac	140	11%	0%	91%	0%	0%	0%	0%	0%	0%
	Sounder Sea-Eve	14	1%	0%	9%	0%	0%	0%	0%	0%	0%
	Central Link	439	33%	0%	0%	0%	100%	0%	0%	0%	0%
	Tacoma Link	37	3%	0%	0%	100%	0%	0%	0%	0%	0%
Region Bus Routes Cover	Seattle-South	171	25%	25%	0%	0%	0%	100%	0%	0%	0%
	Seattle-Snohomish	100	15%	15%	0%	0%	0%	0%	100%	0%	0%
	Seattle-E King	371	54%	54%	0%	0%	0%	0%	0%	100%	0%
	Route Excludes Dtown Seattle	50	7%	7%	0%	0%	0%	0%	0%	0%	100%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	16%	0%	0%	100%	0%	0%	31%	0%
	Not in tunnel	770	58%	84%	100%	100%	0%	100%	100%	69%	100%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
Day Part	Peak	605	46%	45%	80%	34%	36%	51%	46%	38%	72%
	Offpeak	527	40%	37%	20%	54%	50%	28%	33%	44%	22%
	Weekend	190	14%	18%	0%	11%	14%	21%	21%	17%	7%
	Unable to determine	0	0%	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	2%	0%	0%	0%	0%	15%	0%	0%
	ST 511	30	4%	4%	0%	0%	0%	0%	30%	0%	0%
	ST 512	55	8%	8%	0%	0%	0%	0%	55%	0%	0%
	ST 522	58	8%	8%	0%	0%	0%	0%	0%	16%	0%
	ST 532	22	3%	3%	0%	0%	0%	0%	0%	0%	45%
	ST 535	19	3%	3%	0%	0%	0%	0%	0%	0%	37%
	ST 540	7	1%	1%	0%	0%	0%	0%	0%	2%	0%
	ST 541	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	3%	0%	0%	0%	0%	0%	5%	0%
	ST 545	103	15%	15%	0%	0%	0%	0%	0%	28%	0%
	ST 547	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	16%	0%	0%	0%	0%	0%	31%	0%
	ST 554	42	6%	6%	0%	0%	0%	0%	0%	11%	0%
	ST 555	8	1%	1%	0%	0%	0%	0%	0%	2%	0%
	ST 556	9	1%	1%	0%	0%	0%	0%	0%	0%	18%
	ST 559	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	3%	0%	0%	0%	0%	0%	6%	0%
	ST 563	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	4%	0%	0%	0%	14%	0%	0%	0%
	ST 574	29	4%	4%	0%	0%	0%	17%	0%	0%	0%
	ST 577	7	1%	1%	0%	0%	0%	4%	0%	0%	0%
	ST 578	35	5%	5%	0%	0%	0%	20%	0%	0%	0%
	ST 586	6	1%	1%	0%	0%	0%	4%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
	ST 590	48	7%	7%	0%	0%	0%	28%	0%	0%	0%
	ST 591	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 592	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	3%	0%	0%	0%	13%	0%	0%	0%
	ST 596	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	0%	91%	0%	0%	0%	0%	0%	0%
	Seattle <--> Everett	14	9%	0%	9%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	60%	80%	52%	46%	52%	64%	63%	59%
	No	561	42%	40%	19%	48%	54%	48%	35%	37%	41%
	No answer	3	0%	0%	1%	0%	0%	0%	1%	0%	0%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	33%	29%	28%	18%	39%	30%	32%	28%
	No	366	65%	63%	54%	72%	68%	58%	63%	64%	72%
	No answer	50	9%	4%	16%	0%	14%	4%	7%	4%	0%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	65%	83%	56%	39%	65%	67%	64%	68%
	Not Choice Rider	549	42%	35%	17%	44%	61%	35%	33%	36%	32%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	65%	83%	0%	39%	65%	67%	64%	68%
	Not Choice Rider	532	41%	35%	17%	0%	61%	35%	33%	36%	32%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	46%	36%	54%	56%	35%	46%	51%	44%
	B	537	41%	42%	48%	31%	36%	45%	42%	41%	46%
	C	119	9%	10%	13%	11%	7%	18%	9%	6%	10%
	D	10	1%	1%	1%	2%	0%	2%	2%	0%	1%
	F	4	0%	0%	1%	0%	0%	0%	0%	0%	0%
	Not sure	11	1%	1%	0%	1%	1%	1%	0%	2%	0%
	No answer	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	46%	36%	54%	56%	35%	46%	51%	44%
	B or lower/DK	683	52%	54%	64%	46%	44%	65%	54%	49%	56%
5. Sound Transit OverallReport Card	A	639	48%	46%	36%	54%	56%	35%	46%	51%	44%
	B	537	41%	42%	48%	31%	36%	45%	42%	41%	46%
	C or lower/DK	147	11%	12%	16%	14%	8%	20%	12%	8%	10%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohom ish	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	17%	14%	13%	14%	13%	13%	18%	30%
	Fast/ Avoids traffic	85	6%	4%	8%	3%	10%	3%	3%	4%	6%
	Convenient	114	9%	6%	7%	13%	13%	10%	3%	6%	2%
	Comfortable/ Relaxing	40	3%	3%	4%	3%	3%	3%	0%	3%	7%
	Clean/ Nice	62	5%	4%	6%	7%	5%	5%	5%	2%	10%
	Good coverage/ Goes to destination	56	4%	5%	2%	9%	4%	6%	4%	5%	1%
	Friendly/ helpful operators & personnel	46	3%	4%	4%	6%	1%	2%	8%	4%	5%
	Affordable fare/ Free parking	46	3%	2%	2%	13%	5%	5%	2%	1%	2%
	Safe/ Secure	19	1%	1%	1%	3%	2%	1%	3%	1%	0%
	General positives (Nice/ Fun/ No complaints)	304	23%	24%	15%	21%	24%	19%	24%	28%	20%
	Late at times/ Always late	162	12%	14%	26%	6%	5%	18%	19%	10%	15%
	Rude drivers & personnel	11	1%	1%	0%	1%	0%	2%	2%	0%	3%
	More service/ routes/ buses	70	5%	7%	6%	6%	2%	9%	9%	6%	1%
	Slow/ Too many stops/ More express	25	2%	2%	1%	0%	2%	1%	4%	2%	1%
	Need more parking	17	1%	2%	2%	1%	0%	2%	1%	2%	3%
	Improve/ Expand schedule	35	3%	3%	6%	8%	1%	4%	1%	2%	6%
	Too expensive	13	1%	1%	0%	1%	1%	1%	1%	1%	2%
	Too early/ Doesn't wait	8	1%	1%	0%	1%	0%	2%	1%	0%	2%
	Crowded/ Larger buses/trains	72	5%	8%	3%	0%	3%	9%	12%	7%	5%
	Other positives	111	8%	7%	8%	3%	10%	9%	5%	7%	8%
	Other negatives	134	10%	10%	13%	10%	9%	10%	12%	10%	8%
	Neutral reasons (OK/ Average)	93	7%	8%	3%	7%	7%	6%	5%	10%	8%
	All other reasons	20	2%	1%	2%	3%	2%	3%	0%	0%	0%
	Don't know/ NA/ First time rider	44	3%	2%	3%	7%	6%	1%	5%	2%	1%

	N	%	Service Type (Numeric)				Region Bus Routes Cover			
			Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
			%	%	%	%	%	%	%	%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
6. What are your reasons for that grade? (1st Response)	Reliable/ Prompt/ Runs often	161	12%	13%	11%	9%	11%	10%	11%	13%	30%
	Fast/ Avoids traffic	55	4%	3%	4%	2%	7%	3%	1%	3%	1%
	Convenient	83	6%	6%	5%	9%	7%	10%	2%	6%	1%
	Comfortable/ Relaxing	19	1%	1%	1%	1%	2%	1%	0%	1%	3%
	Clean/ Nice	24	2%	2%	1%	4%	2%	2%	3%	1%	3%
	Good coverage/ Goes to destination	28	2%	2%	1%	4%	2%	2%	4%	2%	0%
	Friendly/ helpful operators & personnel	25	2%	3%	2%	0%	1%	2%	5%	2%	0%
	Affordable fare/ Free parking	29	2%	1%	1%	10%	4%	2%	2%	1%	0%
	Safe/ Secure	3	0%	0%	0%	0%	0%	0%	1%	0%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	22%	14%	19%	22%	17%	21%	26%	16%
	Late at times/ Always late	141	11%	11%	24%	6%	5%	14%	15%	9%	13%
	Rude drivers & personnel	7	1%	1%	0%	1%	0%	2%	0%	0%	3%
	More service/ routes/ buses	49	4%	5%	4%	4%	1%	7%	6%	5%	0%
	Slow/ Too many stops/ More express	17	1%	1%	1%	0%	2%	1%	0%	2%	1%
	Need more parking	11	1%	1%	2%	1%	0%	0%	1%	1%	3%
	Improve/ Expand schedule	27	2%	2%	5%	6%	1%	3%	1%	2%	5%
	Too expensive	9	1%	0%	0%	0%	1%	1%	0%	0%	2%
	Too early/ Doesn't wait	3	0%	0%	0%	1%	0%	1%	0%	0%	1%
	Crowded/ Larger buses/trains	59	4%	6%	2%	0%	3%	6%	10%	5%	5%
	Other positives	66	5%	4%	5%	2%	7%	6%	1%	4%	1%
	Other negatives	90	7%	6%	10%	7%	7%	5%	4%	7%	6%
	Neutral reasons (OK/ Average)	79	6%	7%	2%	3%	6%	3%	5%	9%	8%
	All other reasons	15	1%	1%	1%	3%	2%	2%	0%	0%	0%
	Don't know/ NA/ First time rider	44	3%	2%	3%	7%	6%	1%	5%	2%	1%

	N	%	Service Type (Numeric)				Region Bus Routes Cover			
			Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
			%	%	%	%	%	%	%	%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (Multi-response)	More stops	17	1%	1%	1%	1%	2%	0%	1%	1%	0%
	Fewer stops/Direct/express routes/HOV lane	23	2%	2%	1%	0%	1%	0%	4%	2%	4%
	Be on-time/adhere to schedule/less delays	98	7%	9%	13%	2%	3%	8%	12%	9%	3%
	Run more often/more frequent buses/trains	192	15%	20%	26%	7%	3%	24%	17%	18%	22%
	Expand schedule/ Run earlier/later	70	5%	3%	15%	7%	5%	5%	1%	2%	10%
	More routes/expand-extend service/add weekend service	125	9%	10%	9%	14%	8%	11%	11%	10%	6%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	3%	4%	4%	3%	3%	5%	2%	5%
	Overcrowding/SRO/Larger-longer buses	116	9%	12%	5%	2%	5%	15%	8%	13%	5%
	Don't leave early (look for passengers)	11	1%	1%	0%	1%	1%	1%	1%	1%	2%
	Notice/communication of problems, delay, etc.	42	3%	3%	6%	1%	2%	4%	1%	3%	5%
	Announce next time of arrival/post departure times	8	1%	0%	1%	0%	1%	1%	0%	0%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	3%	8%	3%	2%	2%	4%	3%	3%
	Enclosed/covered waiting area	13	1%	2%	1%	0%	0%	1%	5%	1%	1%
	More security	25	2%	2%	0%	3%	3%	1%	3%	2%	0%
	More comfortable temperature/heated-it's cold	11	1%	1%	1%	0%	1%	0%	1%	0%	9%
	Improved wi-fi and/or cell access	16	1%	1%	3%	1%	1%	1%	1%	1%	4%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
	Lower fares	24	2%	2%	1%	1%	1%	2%	3%	2%	1%
	New/cleaner buses/trains	43	3%	4%	0%	0%	4%	4%	4%	4%	0%
	Improved/better lit stops	6	0%	1%	0%	0%	0%	0%	1%	1%	0%
	Driver training/cold weather training	10	1%	1%	0%	0%	0%	1%	0%	1%	3%
	Return interagency transfer slips/improve ORCA availability	21	2%	2%	0%	1%	2%	0%	0%	2%	3%
	Make snacks/beverages accessible on transit	13	1%	0%	2%	0%	2%	1%	0%	0%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	11%	12%	10%	14%	7%	15%	11%	18%
	Don't know/no answer/none	370	28%	22%	13%	50%	41%	18%	16%	25%	18%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	1%	0%	1%	2%	0%	1%	1%	0%
	Fewer stops/Direct/express routes/HOV lane	20	2%	2%	1%	0%	1%	0%	4%	2%	3%
	Be on-time/adhere to schedule/less delays	91	7%	9%	11%	0%	3%	8%	12%	9%	2%
	Run more often/more frequent buses/trains	159	12%	16%	21%	6%	3%	21%	14%	14%	21%
	Expand schedule/ Run earlier/later	59	4%	2%	12%	7%	5%	4%	1%	2%	7%
	More routes/expand-extend service/add weekend service	104	8%	8%	6%	13%	7%	10%	7%	9%	4%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	2%	3%	3%	3%	3%	4%	1%	5%
	Overcrowding/SRO/Larger-longer buses	100	8%	10%	3%	2%	5%	13%	7%	11%	5%
	Don't leave early (look for passengers)	8	1%	1%	0%	1%	1%	1%	1%	0%	1%
	Notice/communication of problems, delay, etc.	36	3%	3%	5%	1%	2%	2%	1%	3%	5%
	Announce next time of arrival/post departure times	6	0%	0%	0%	0%	1%	1%	0%	0%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	2%	8%	2%	2%	1%	1%	3%	3%
	Enclosed/covered waiting area	13	1%	2%	1%	0%	0%	1%	5%	1%	1%
	More security	19	1%	1%	0%	2%	2%	0%	3%	1%	0%
	More comfortable temperature/heated-it's cold	6	0%	0%	0%	0%	1%	0%	0%	0%	5%
	Improved wi-fi and/or cell access	15	1%	1%	3%	1%	1%	1%	1%	1%	4%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
	Lower fares	18	1%	1%	1%	1%	1%	2%	1%	1%	1%
	New/cleaner buses/trains	34	3%	3%	0%	0%	2%	4%	3%	4%	0%
	Improved/better lit stops	5	0%	1%	0%	0%	0%	0%	1%	1%	0%
	Driver training/cold weather training	10	1%	1%	0%	0%	0%	1%	0%	1%	3%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	0%	1%	2%	0%	0%	1%	3%
	Make snacks/beverages accessible on transit	9	1%	0%	2%	0%	1%	1%	0%	0%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	9%	9%	8%	13%	5%	14%	9%	10%
	Don't know/no answer/none	370	28%	22%	13%	50%	41%	18%	16%	25%	18%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	17%	23%	9%	11%	18%	19%	16%	16%
	System suggestions	667	50%	57%	62%	38%	37%	62%	58%	55%	58%
	All Other suggestions	161	12%	11%	12%	10%	14%	7%	15%	11%	18%
	Nothing/Don't know/No Answer	370	28%	22%	13%	50%	41%	18%	16%	25%	18%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	16%	20%	6%	10%	17%	19%	14%	15%
	System suggestions	630	48%	54%	58%	37%	35%	59%	52%	52%	57%
	All Other suggestions	137	10%	9%	9%	8%	13%	5%	14%	9%	10%
	Nothing/Don't know/No Answer	370	28%	22%	13%	50%	41%	18%	16%	25%	18%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	7%	6%	6%	3%	7%	8%	8%	3%
	5-9 min.	227	17%	19%	14%	13%	16%	19%	18%	19%	22%
	10-14 min.	336	25%	28%	25%	23%	22%	28%	26%	28%	27%
	15-19 min.	204	15%	17%	21%	11%	12%	14%	20%	17%	17%
	20-29 min.	131	10%	11%	13%	23%	7%	14%	13%	8%	16%
	30+ min.	125	9%	9%	9%	21%	9%	6%	11%	9%	10%
	(No answer)	226	17%	10%	14%	2%	31%	11%	4%	12%	5%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	54%	44%	42%	41%	54%	52%	54%	52%
	15+ min	460	35%	36%	42%	56%	28%	35%	44%	34%	43%
	No answer	226	17%	10%	14%	2%	31%	11%	4%	12%	5%
10. For this trip, are you...	Coming from home	496	37%	37%	38%	32%	38%	38%	29%	39%	39%
	Going home	638	48%	51%	58%	36%	42%	56%	55%	46%	56%
	Neither	170	13%	11%	2%	32%	18%	5%	10%	15%	4%
	No answer	19	1%	2%	1%	0%	2%	1%	6%	1%	1%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	62%	87%	38%	43%	62%	61%	61%	73%
	Commute to/from school	127	10%	10%	7%	23%	9%	12%	9%	9%	14%
	Go to/from airport	139	11%	1%	0%	2%	29%	1%	1%	1%	0%
	Attend sporting/ special event	29	2%	3%	1%	3%	1%	4%	6%	2%	0%
	Go shopping or dining	111	8%	11%	1%	12%	7%	4%	12%	15%	2%
	Other	166	13%	14%	4%	21%	12%	19%	16%	13%	9%
	No answer	3	0%	0%	0%	0%	0%	0%	0%	0%	3%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	62%	87%	38%	43%	62%	61%	61%	73%
	Commute to/from school	126	10%	10%	6%	23%	9%	12%	9%	9%	14%
	Go to/from airport	137	10%	1%	0%	2%	29%	1%	0%	1%	0%
	Attend sporting/ special event	28	2%	3%	1%	3%	1%	4%	4%	2%	0%
	Go shopping or dining	105	8%	10%	1%	12%	7%	4%	10%	14%	2%
	Other	154	12%	14%	4%	21%	10%	18%	16%	12%	9%
	No answer	3	0%	0%	0%	0%	0%	0%	0%	0%	3%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	11%	4%	14%	35%	10%	9%	14%	5%
	1	52	4%	5%	4%	3%	2%	3%	6%	6%	0%
	2	75	6%	6%	4%	10%	5%	8%	8%	5%	3%
	3	88	7%	8%	7%	13%	3%	8%	11%	8%	2%
	4	169	13%	14%	16%	14%	10%	13%	15%	12%	29%
	5	550	42%	42%	64%	32%	34%	41%	40%	43%	44%
	6	92	7%	9%	1%	7%	7%	12%	4%	8%	15%
	7	52	4%	4%	0%	6%	4%	4%	5%	5%	3%
	1st time rider	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	45%	36%	56%	55%	43%	51%	45%	38%
	5+ days/wk	695	53%	55%	64%	44%	45%	57%	49%	55%	62%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	32%	10%	9%	32%	36%	32%	29%	39%
	Cheaper	561	42%	40%	22%	34%	54%	42%	48%	38%	38%
	More convenient	646	49%	41%	54%	40%	60%	31%	42%	47%	31%
	Reduces cars on the road	101	8%	10%	4%	1%	5%	13%	12%	9%	8%
	Helps environment	125	9%	12%	5%	1%	8%	14%	6%	13%	10%
	Faster/avoids traffic	472	36%	32%	61%	20%	33%	28%	33%	35%	30%
	No parking	266	20%	21%	17%	22%	19%	16%	18%	25%	19%
	Work/school pays	169	13%	13%	19%	2%	11%	17%	20%	10%	7%
	More relaxing	128	10%	9%	16%	4%	9%	7%	6%	11%	5%
	Less stressful	190	14%	17%	15%	1%	11%	18%	16%	17%	18%
	Gas prices	85	6%	9%	6%	0%	3%	11%	4%	8%	12%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	0%	1%	0%	1%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	1%	0%	0%	0%	0%
	It's fun	2	0%	0%	0%	1%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	1%	0%	0%	0%	1%	1%	0%	3%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	other	60	5%	4%	7%	13%	4%	6%	5%	2%	3%
	(Don't know)	4	0%	1%	0%	0%	0%	1%	0%	1%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	27%	7%	8%	23%	30%	26%	26%	33%
	Cheaper	293	22%	20%	11%	30%	29%	18%	22%	19%	21%
	More convenient	218	16%	16%	15%	27%	18%	14%	13%	18%	11%
	Reduces cars on the road	14	1%	1%	1%	0%	1%	1%	2%	1%	1%
	Helps environment	11	1%	1%	0%	0%	0%	2%	0%	1%	4%
	Faster/avoids traffic	232	18%	17%	37%	6%	13%	13%	17%	18%	16%
	No parking	89	7%	7%	6%	19%	6%	4%	8%	7%	7%
	Work/school pays	59	4%	4%	10%	0%	3%	7%	5%	3%	3%
	More relaxing	17	1%	1%	4%	0%	0%	2%	1%	1%	1%
	Less stressful	29	2%	2%	3%	0%	2%	2%	4%	2%	4%
	Gas prices	14	1%	1%	2%	0%	0%	2%	0%	1%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	1%	0%	1%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	1%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	other	29	2%	2%	3%	9%	2%	2%	1%	2%	0%
	(Don't know)	2	0%	0%	0%	0%	0%	1%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	4%	3%	3%	8%	4%	3%	4%	5%
	Cheaper	194	17%	18%	9%	11%	19%	21%	27%	14%	17%
	More convenient	308	27%	22%	32%	31%	34%	12%	26%	25%	23%
	Reduces cars on the road	33	3%	4%	2%	3%	1%	5%	6%	3%	8%
	Helps environment	54	5%	7%	2%	0%	3%	8%	3%	8%	2%
	Faster/avoids traffic	148	13%	12%	19%	33%	13%	11%	9%	12%	13%
	No parking	103	9%	9%	7%	3%	9%	9%	5%	10%	14%
	Work/school pays	63	6%	5%	7%	0%	6%	7%	6%	4%	2%
	More relaxing	55	5%	6%	6%	3%	3%	6%	3%	8%	0%
	Less stressful	59	5%	6%	7%	3%	3%	9%	4%	6%	7%
	Gas prices	31	3%	5%	3%	0%	0%	6%	3%	4%	6%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	other	20	2%	2%	3%	11%	1%	3%	2%	1%	3%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	3%	2%	0%	3%	5%	5%	1%	7%
	Cheaper	74	10%	9%	5%	0%	12%	9%	5%	10%	10%
	More convenient	120	16%	12%	23%	10%	20%	10%	13%	13%	6%
	Reduces cars on the road	53	7%	10%	3%	0%	5%	14%	7%	9%	2%
	Helps environment	60	8%	9%	6%	10%	8%	10%	7%	8%	10%
	Faster/avoids traffic	93	12%	10%	14%	10%	15%	9%	14%	10%	7%
	No parking	74	10%	12%	10%	20%	7%	9%	9%	15%	2%
	Work/school pays	47	6%	8%	7%	20%	4%	7%	16%	6%	5%
	More relaxing	57	8%	5%	11%	30%	10%	1%	6%	6%	10%
	Less stressful	102	14%	16%	12%	0%	11%	14%	14%	16%	20%
	Gas prices	39	5%	6%	4%	0%	5%	6%	2%	6%	16%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	1%	0%	0%	0%	1%	0%	0%	6%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	other	11	2%	1%	3%	0%	1%	4%	3%	0%	0%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	2%	2%	7%	13%	2%	0%	2%	1%
	<6 mo	127	10%	9%	15%	21%	7%	13%	6%	8%	14%
	6 mo- <1 yr	95	7%	8%	5%	10%	6%	9%	7%	7%	11%
	1 yr	120	9%	10%	11%	6%	7%	12%	10%	10%	8%
	2 yrs	230	17%	17%	14%	17%	20%	12%	14%	19%	16%
	3 yrs	166	13%	14%	9%	10%	11%	13%	14%	15%	16%
	4 yrs	90	7%	7%	9%	8%	6%	5%	12%	6%	5%
	5 yrs	119	9%	9%	8%	4%	10%	11%	4%	8%	12%
	6-9 yrs	130	10%	12%	11%	4%	7%	8%	18%	12%	11%
	10+ yrs	142	11%	12%	13%	13%	8%	12%	14%	11%	7%
	Since it started	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	1%	3%	0%	4%	3%	0%	2%	0%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	19%	22%	38%	26%	24%	13%	17%	26%
	Est. Rider (1+ yr)	998	75%	80%	75%	62%	70%	73%	87%	82%	74%
	DK/RF	32	2%	1%	3%	0%	4%	3%	0%	2%	0%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	19%	22%	38%	26%	24%	13%	17%	26%
	1-3 yr riders	516	39%	41%	34%	32%	38%	37%	39%	44%	40%
	4+ yr riders	482	36%	39%	41%	30%	32%	36%	48%	38%	34%
	DK/RF	32	2%	1%	3%	0%	4%	3%	0%	2%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	44%	43%	39%	32%	34%	54%	47%	38%
	Took transit	265	20%	18%	22%	22%	23%	21%	9%	18%	19%
	Something else	45	3%	3%	3%	4%	4%	4%	2%	2%	3%
	Did not make this trip	470	36%	36%	32%	31%	36%	43%	36%	32%	39%
	Walked	2	0%	0%	0%	3%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	0%	0%	0%	3%	0%	0%	0%	0%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	1%	0%	1%	0%	0%	0%	0%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	44%	43%	39%	32%	34%	54%	47%	38%
	Took transit	253	19%	16%	20%	22%	23%	18%	7%	17%	19%
	Something else	44	3%	3%	2%	4%	4%	4%	2%	2%	3%
	Did not make this trip	470	36%	36%	32%	31%	36%	43%	36%	32%	39%
	Walked	2	0%	0%	0%	3%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	0%	0%	0%	3%	0%	0%	0%	0%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	1%	0%	1%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	14%	5%	6%	6%	14%	17%	14%	17%
	Cheaper	185	14%	13%	9%	19%	17%	12%	13%	13%	14%
	More convenient	233	18%	17%	15%	24%	20%	13%	19%	19%	10%
	Reduces traffic	3	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Helps environment	6	0%	0%	0%	1%	0%	0%	0%	1%	0%
	Faster	131	10%	8%	19%	10%	10%	10%	3%	8%	7%
	No parking	96	7%	9%	3%	7%	5%	3%	10%	12%	9%
	Work/school pays	61	5%	4%	7%	0%	5%	5%	8%	3%	4%
	More relaxing	12	1%	1%	2%	0%	1%	1%	1%	1%	0%
	Less stressful (avoid traffic)	80	6%	8%	5%	3%	4%	6%	9%	9%	3%
	Gas prices	33	2%	3%	3%	0%	2%	3%	5%	2%	5%
	Changed-new job/job transfer/relocated	181	14%	15%	25%	1%	9%	13%	16%	16%	16%
	Just started school/college	25	2%	1%	1%	4%	3%	0%	0%	2%	3%
	To try it	15	1%	1%	2%	2%	2%	1%	0%	1%	0%
	It's fun	2	0%	0%	0%	2%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	1%	0%	0%	0%
	Better than bus	3	0%	0%	2%	1%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	6	0%	1%	1%	0%	0%	1%	1%	1%	0%
	Don't want to drive	34	3%	3%	3%	2%	1%	5%	6%	1%	7%
	Recommended	15	1%	0%	2%	2%	2%	0%	0%	0%	0%
	Goes to destination	167	13%	12%	8%	24%	14%	17%	10%	10%	16%
	Other	87	7%	4%	8%	10%	9%	4%	1%	5%	5%
	Don't know	64	5%	4%	3%	0%	8%	4%	5%	3%	1%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	14%	5%	6%	6%	14%	14%	13%	16%
	Cheaper	143	11%	10%	6%	18%	14%	10%	9%	10%	7%
	More convenient	210	16%	15%	12%	22%	18%	12%	18%	17%	7%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Helps environment	5	0%	0%	0%	1%	0%	0%	0%	1%	0%
	Faster	107	8%	6%	15%	9%	8%	10%	3%	6%	7%
	No parking	55	4%	6%	2%	2%	2%	2%	7%	7%	9%
	Work/school pays	50	4%	4%	5%	0%	4%	5%	7%	2%	1%
	More relaxing	3	0%	0%	1%	0%	0%	1%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	6%	3%	3%	2%	4%	5%	7%	3%
	Gas prices	24	2%	2%	2%	0%	2%	2%	4%	2%	5%
	Changed-new job/job transfer/relocated	171	13%	14%	25%	0%	8%	12%	14%	15%	16%
	Just started school/college	18	1%	1%	1%	4%	2%	0%	0%	2%	3%
	To try it	15	1%	1%	2%	2%	2%	1%	0%	1%	0%
	It's fun	2	0%	0%	0%	2%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	1%	0%	0%	0%
	Better than bus	2	0%	0%	1%	1%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	3	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Don't want to drive	31	2%	3%	2%	2%	1%	5%	5%	1%	7%
	Recommended	13	1%	0%	1%	2%	2%	0%	0%	0%	0%
	Goes to destination	149	11%	11%	7%	18%	13%	14%	9%	9%	15%
	Other	64	5%	3%	5%	7%	7%	3%	1%	4%	5%
	Don't know	64	5%	4%	3%	0%	8%	4%	5%	3%	1%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	45%	47%	61%	48%	46%	47%	44%	42%
	Economic	267	20%	19%	17%	19%	22%	19%	27%	18%	18%
	Necessity	234	18%	23%	9%	12%	12%	18%	23%	25%	26%
	Values	9	1%	1%	1%	1%	1%	0%	0%	1%	0%
	Other	383	29%	25%	40%	20%	32%	23%	22%	27%	24%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	42%	42%	58%	43%	46%	39%	40%	39%
	Economic	218	16%	15%	13%	18%	19%	17%	20%	14%	13%
	Necessity	192	15%	20%	7%	8%	9%	17%	21%	20%	25%
	Values	7	1%	0%	0%	1%	1%	0%	0%	1%	0%
	Other	344	26%	23%	37%	16%	29%	20%	21%	24%	24%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	62%	73%	59%	66%	53%	74%	63%	63%
	B	387	29%	32%	23%	33%	27%	38%	20%	32%	34%
	C	67	5%	5%	2%	7%	6%	8%	5%	4%	2%
	D	7	1%	1%	0%	0%	1%	1%	1%	0%	0%
	F	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	4	0%	0%	0%	1%	0%	1%	0%	0%	0%
	No Answer	3	0%	0%	2%	0%	0%	0%	0%	0%	1%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	44%	68%	39%	61%	37%	50%	45%	48%
	B	414	31%	34%	23%	34%	29%	35%	24%	37%	36%
	C	132	10%	13%	6%	18%	6%	19%	14%	11%	9%
	D	34	3%	4%	1%	3%	1%	6%	4%	3%	1%
	F	16	1%	1%	0%	0%	2%	1%	2%	1%	0%
	Not sure	33	3%	4%	0%	6%	1%	2%	5%	4%	6%
	No Answer	5	0%	0%	2%	0%	0%	0%	0%	0%	1%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	16%	8%	24%	13%	16%	15%	16%	13%
	Trash at station/stop/transit center dirty	70	5%	8%	3%	12%	1%	8%	12%	7%	6%
	Dirty seats	43	3%	3%	1%	2%	4%	6%	3%	3%	0%
	Bird droppings	6	0%	1%	0%	0%	0%	2%	0%	0%	0%
	Odors/smells	35	3%	2%	4%	7%	3%	2%	1%	2%	4%
	Restrooms dirty/trashy/smelly	34	3%	2%	7%	0%	2%	6%	1%	1%	3%
	Need more/larger trash cans/overflowing	14	1%	1%	2%	2%	1%	2%	0%	1%	0%
	Need better lighting	4	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	3%	1%	3%	3%	6%	1%	4%	0%
	Trash on bus/train	17	1%	2%	1%	2%	1%	2%	0%	2%	3%
	Homeless people/vagrants at stops	15	1%	1%	1%	0%	1%	1%	1%	2%	0%
	Smoking/people smoking	10	1%	1%	0%	0%	0%	2%	1%	1%	1%
	All other	61	5%	6%	3%	4%	3%	4%	3%	8%	6%
	Don't know	4	0%	0%	0%	1%	1%	0%	0%	0%	3%
	None/No Answer	865	65%	59%	76%	49%	73%	51%	64%	61%	63%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	15%	7%	23%	12%	16%	14%	15%	13%
	Trash at station/stop/transit center dirty	68	5%	8%	3%	10%	1%	8%	12%	7%	5%
	Dirty seats	34	3%	2%	1%	1%	3%	5%	3%	2%	0%
	Bird droppings	4	0%	1%	0%	0%	0%	2%	0%	0%	0%
	Odors/smells	28	2%	2%	3%	7%	2%	1%	1%	2%	4%
	Restrooms dirty/trashy/smelly	25	2%	2%	5%	0%	1%	5%	1%	0%	3%
	Need more/larger trash cans/overflowing	9	1%	1%	1%	1%	0%	1%	0%	1%	0%
	Need better lighting	3	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	3%	0%	2%	2%	4%	0%	3%	0%
	Trash on bus/train	11	1%	1%	1%	1%	1%	1%	0%	1%	3%
	Homeless people/vagrants at stops	9	1%	1%	0%	0%	1%	0%	1%	1%	0%
	Smoking/people smoking	7	1%	1%	0%	0%	0%	2%	1%	0%	1%
	All other	50	4%	5%	2%	4%	3%	4%	3%	6%	6%
	Don't know	4	0%	0%	0%	1%	1%	0%	0%	0%	3%
	None/No Answer	865	65%	59%	76%	49%	73%	51%	64%	61%	63%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	77%	0%	0%	0%	71%	81%	79%	71%
	B	126	18%	18%	0%	0%	0%	23%	15%	16%	25%
	C	21	3%	3%	0%	0%	0%	4%	1%	3%	3%
	D	4	1%	1%	0%	0%	0%	1%	2%	0%	0%
	F	3	0%	0%	0%	0%	0%	0%	0%	1%	0%
	Not sure	6	1%	1%	0%	0%	0%	1%	0%	1%	1%
	No Answer	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
20. Grading: the courtesy of the bus drivers?	A	530	77%	77%	0%	0%	0%	71%	81%	79%	71%
	B or lower/DK	162	23%	23%	0%	0%	0%	29%	19%	21%	29%
20. Grading: the courtesy of the bus drivers?	A	530	77%	77%	0%	0%	0%	71%	81%	79%	71%
	B	126	18%	18%	0%	0%	0%	23%	15%	16%	25%
	C or lower/DK	35	5%	5%	0%	0%	0%	6%	4%	5%	3%
21. Grading: the appearance of the bus drivers?	A	564	81%	81%	0%	0%	0%	81%	79%	81%	86%
	B	79	11%	11%	0%	0%	0%	14%	12%	11%	8%
	C	8	1%	1%	0%	0%	0%	1%	1%	1%	3%
	D	3	0%	0%	0%	0%	0%	0%	0%	1%	0%
	F	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	35	5%	5%	0%	0%	0%	4%	7%	5%	4%
	No Answer	3	0%	0%	0%	0%	0%	0%	1%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
21. Grading: the courtesy of the bus drivers?	A	564	81%	81%	0%	0%	0%	81%	79%	81%	86%
	B or lower/DK	128	19%	19%	0%	0%	0%	19%	21%	19%	14%
21. Grading: the courtesy of the bus drivers?	A	564	81%	81%	0%	0%	0%	81%	79%	81%	86%
	B	79	11%	11%	0%	0%	0%	14%	12%	11%	8%
	C or lower/DK	50	7%	7%	0%	0%	0%	5%	9%	8%	6%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	4%	0%	0%	0%	4%	8%	4%	3%
	More personable/friendlier/greet passengers	34	5%	5%	0%	0%	0%	5%	4%	5%	4%
	Attitude change/be more positive/some are grumpy	14	2%	2%	0%	0%	0%	1%	1%	3%	1%
	Be more helpful/helpful customer service	28	4%	4%	0%	0%	0%	5%	4%	4%	5%
	Be more patient/wait for people running to bus/don't leave early	28	4%	4%	0%	0%	0%	6%	1%	3%	13%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	0%	0%	0%	1%	2%	1%	0%
	Be on time/adhere to schedule	32	5%	5%	0%	0%	0%	3%	7%	5%	3%
	A standard dress code	12	2%	2%	0%	0%	0%	2%	0%	2%	0%
	More well groomed/haircuts/shave	7	1%	1%	0%	0%	0%	2%	1%	0%	0%
	Clean more often/clean buses between trips	8	1%	1%	0%	0%	0%	2%	1%	1%	0%
	It depends on the individual/some better than others	5	1%	1%	0%	0%	0%	0%	0%	0%	7%
	All other reasons	63	9%	9%	0%	0%	0%	10%	5%	10%	4%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	65%	0%	0%	0%	61%	70%	65%	66%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	4%	0%	0%	0%	4%	8%	4%	3%
	More personable/friendlier/greet passengers	34	5%	5%	0%	0%	0%	5%	4%	5%	4%
	Attitude change/be more positive/some are grumpy	10	1%	1%	0%	0%	0%	1%	1%	2%	0%
	Be more helpful/helpful customer service	23	3%	3%	0%	0%	0%	4%	3%	3%	3%
	Be more patient/wait for people running to bus/don't leave early	25	4%	4%	0%	0%	0%	6%	1%	2%	10%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	0%	0%	0%	1%	2%	1%	0%
	Be on time/adhere to schedule	31	4%	4%	0%	0%	0%	3%	5%	5%	3%
	A standard dress code	9	1%	1%	0%	0%	0%	2%	0%	1%	0%
	More well groomed/haircuts/shave	2	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Clean more often/clean buses between trips	8	1%	1%	0%	0%	0%	2%	1%	1%	0%
	It depends on the individual/some better than others	5	1%	1%	0%	0%	0%	0%	0%	0%	7%
	All other reasons	59	8%	8%	0%	0%	0%	10%	4%	10%	4%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know		451	65%	65%	0%	0%	0%	61%	70%	65%	66%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	0%	83%	93%	87%	0%	0%	0%	0%
	B	55	9%	0%	12%	7%	8%	0%	0%	0%	0%
	C	5	1%	0%	2%	0%	1%	0%	0%	0%	0%
	D	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	F	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	21	3%	0%	2%	0%	4%	0%	0%	0%	0%
	No Answer	1	0%	0%	1%	0%	0%	0%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	0%	83%	93%	87%	0%	0%	0%	0%
	B or lower/DK	84	13%	0%	17%	7%	13%	0%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	0%	83%	93%	87%	0%	0%	0%	0%
	B	55	9%	0%	12%	7%	8%	0%	0%	0%	0%
	C or lower/DK	29	5%	0%	4%	0%	5%	0%	0%	0%	0%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	57%	77%	60%	79%	47%	64%	59%	60%
	B	309	23%	29%	16%	28%	17%	34%	15%	30%	35%
	C	98	7%	11%	5%	9%	3%	17%	14%	8%	3%
	D	14	1%	1%	1%	1%	1%	1%	1%	2%	1%
	F	7	1%	1%	0%	0%	0%	0%	2%	1%	1%
	Not sure	11	1%	1%	1%	2%	0%	1%	3%	2%	0%
	No Answer	5	0%	0%	1%	0%	0%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	57%	77%	60%	79%	47%	64%	59%	60%
	B or lower/DK	445	34%	43%	23%	40%	21%	53%	36%	41%	40%
25. Grading: the job Station agents are doing?	A	117	76%	0%	76%	0%	0%	0%	0%	0%	0%
	B	23	15%	0%	15%	0%	0%	0%	0%	0%	0%
	C	5	3%	0%	3%	0%	0%	0%	0%	0%	0%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	6	4%	0%	4%	0%	0%	0%	0%	0%	0%
	No Answer	2	1%	0%	1%	0%	0%	0%	0%	0%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	0%	76%	0%	0%	0%	0%	0%	0%
	B or lower/DK	37	24%	0%	24%	0%	0%	0%	0%	0%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	0%	76%	0%	0%	0%	0%	0%	0%
	B	23	15%	0%	15%	0%	0%	0%	0%	0%	0%
	C or lower/DK	13	9%	0%	9%	0%	0%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
26. Grading: the smoothness of the ride on Link?	A	359	76%	0%	0%	70%	76%	0%	0%	0%	0%
	B	98	20%	0%	0%	27%	20%	0%	0%	0%	0%
	C	18	4%	0%	0%	2%	4%	0%	0%	0%	0%
	D	0	0%	0%	0%	1%	0%	0%	0%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	0%	0%	70%	76%	0%	0%	0%	0%
	B or lower/DK	116	24%	0%	0%	30%	24%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	0%	0%	70%	76%	0%	0%	0%	0%
	B	98	20%	0%	0%	27%	20%	0%	0%	0%	0%
	C or lower/DK	19	4%	0%	0%	3%	4%	0%	0%	0%	0%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	54%	68%	77%	73%	39%	55%	63%	44%
	B	340	26%	30%	25%	19%	21%	28%	32%	27%	45%
	C	112	9%	12%	5%	3%	5%	27%	8%	7%	6%
	D	13	1%	2%	0%	0%	0%	4%	0%	0%	3%
	F	6	0%	1%	0%	0%	0%	0%	3%	0%	1%
	Not sure	16	1%	2%	0%	1%	1%	1%	1%	2%	1%
	No Answer	5	0%	1%	1%	0%	0%	0%	0%	1%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	54%	68%	77%	73%	39%	55%	63%	44%
	B or lower/DK	492	37%	46%	32%	23%	27%	61%	45%	37%	56%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	54%	68%	77%	73%	39%	55%	63%	44%
	B	340	26%	30%	25%	19%	21%	28%	32%	27%	45%
	C or lower/DK	152	12%	16%	7%	4%	6%	33%	12%	10%	11%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	48%	49%	76%	76%	40%	49%	53%	41%
	B	358	27%	33%	35%	16%	16%	37%	26%	32%	38%
	C	104	8%	11%	11%	3%	2%	16%	13%	7%	20%
	D	21	2%	2%	3%	0%	0%	3%	1%	2%	0%
	F	11	1%	1%	1%	0%	1%	2%	1%	0%	0%
	Not sure	59	4%	5%	0%	6%	5%	2%	10%	6%	1%
	No Answer	2	0%	0%	1%	0%	0%	0%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	48%	49%	76%	76%	40%	49%	53%	41%
	B or lower/DK	554	42%	52%	51%	24%	24%	60%	51%	47%	59%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	48%	49%	76%	76%	40%	49%	53%	41%
	B	358	27%	33%	35%	16%	16%	37%	26%	32%	38%
	C or lower/DK	196	15%	19%	16%	9%	8%	23%	25%	16%	21%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	17%	8%	8%	11%	17%	16%	16%	23%
	Gotten worse	97	7%	7%	20%	1%	3%	11%	12%	5%	8%
	Haven't noticed a change	730	55%	55%	52%	58%	56%	51%	52%	58%	52%
	(Don't know)	305	23%	20%	20%	33%	28%	20%	20%	20%	17%
	No answer	9	1%	0%	1%	0%	2%	0%	0%	0%	0%
29. On-time performance in the last year...	Gotten better	182	14%	17%	8%	8%	11%	17%	16%	16%	23%
	Gotten worse	97	7%	7%	20%	1%	3%	11%	12%	5%	8%
	No change/DK	1044	79%	75%	72%	91%	86%	72%	72%	79%	69%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	0%	63%	0%	0%	0%	0%	0%	0%
	Most times	39	25%	0%	25%	0%	0%	0%	0%	0%	0%
	Sometimes	11	7%	0%	7%	0%	0%	0%	0%	0%	0%
	Never	2	1%	0%	1%	0%	0%	0%	0%	0%	0%
	(Don't know)	4	2%	0%	2%	0%	0%	0%	0%	0%	0%
	No answer	1	1%	0%	1%	0%	0%	0%	0%	0%	0%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	0%	88%	0%	0%	0%	0%	0%	0%
	Sometimes or Never	13	8%	0%	8%	0%	0%	0%	0%	0%	0%
	No Answer/DK	5	3%	0%	3%	0%	0%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	48%	39%	0%	0%	47%	54%	48%	37%
	Somewhat helpful	253	30%	28%	39%	0%	0%	29%	17%	30%	31%
	Not helpful	36	4%	4%	3%	0%	0%	2%	6%	4%	12%
	Don't Use them	157	19%	19%	17%	0%	0%	19%	22%	18%	20%
	(Don't know)	4	1%	1%	0%	0%	0%	1%	0%	1%	0%
	No answer	5	1%	0%	2%	0%	0%	2%	0%	0%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	48%	39%	0%	0%	47%	54%	48%	37%
	Less helpful	289	34%	32%	43%	0%	0%	32%	24%	33%	43%
	Don't use them/DK/No Answer	167	20%	20%	19%	0%	0%	22%	22%	19%	20%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	0%	0%	47%	66%	0%	0%	0%	0%
	Somewhat well	99	21%	0%	0%	40%	19%	0%	0%	0%	0%
	Not very well	37	8%	0%	0%	12%	7%	0%	0%	0%	0%
	(Don't know)	20	4%	0%	0%	1%	4%	0%	0%	0%	0%
	No answer	11	2%	0%	0%	0%	3%	0%	0%	0%	0%
How well do you understand light rail's schedule...	Very well	309	65%	0%	0%	47%	66%	0%	0%	0%	0%
	Less well/DK	156	33%	0%	0%	53%	31%	0%	0%	0%	0%
	No Answer	11	2%	0%	0%	0%	3%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	0%	0%	0%	85%	0%	0%	0%	0%
	Somewhat easy	59	13%	0%	0%	0%	13%	0%	0%	0%	0%
	Somewhat difficult	9	2%	0%	0%	0%	2%	0%	0%	0%	0%
	Very difficult	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	0%	0%	0%	85%	0%	0%	0%	0%
	Less than very easy/DK	68	15%	0%	0%	0%	15%	0%	0%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	0%	0%	0%	60%	0%	0%	0%	0%
	Somewhat helpful	113	26%	0%	0%	0%	26%	0%	0%	0%	0%
	Not helpful	5	1%	0%	0%	0%	1%	0%	0%	0%	0%
	Don't Use them	51	12%	0%	0%	0%	12%	0%	0%	0%	0%
	(Don't know)	6	1%	0%	0%	0%	1%	0%	0%	0%	0%
	No answer	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	0%	0%	0%	60%	0%	0%	0%	0%
	Less helpful	118	27%	0%	0%	0%	27%	0%	0%	0%	0%
	Don't use them/DK/No Answer	58	13%	0%	0%	0%	13%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	0%	0%	0%	59%	0%	0%	0%	0%
	Somewhat helpful	114	26%	0%	0%	0%	26%	0%	0%	0%	0%
	Not helpful	14	3%	0%	0%	0%	3%	0%	0%	0%	0%
	Don't Use them	47	11%	0%	0%	0%	11%	0%	0%	0%	0%
	(Don't know)	4	1%	0%	0%	0%	1%	0%	0%	0%	0%
	No answer	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	0%	0%	0%	59%	0%	0%	0%	0%
	Less helpful	127	29%	0%	0%	0%	29%	0%	0%	0%	0%
	Don't use them/DK/No Answer	53	12%	0%	0%	0%	12%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	0%	0%	0%	40%	0%	0%	0%	0%
	About 1 in 10 trips	134	31%	0%	0%	0%	31%	0%	0%	0%	0%
	Less than 1 in 10 trips	43	10%	0%	0%	0%	10%	0%	0%	0%	0%
	Never	40	9%	0%	0%	0%	9%	0%	0%	0%	0%
	(Don't know)	44	10%	0%	0%	0%	10%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	0%	0%	0%	71%	0%	0%	0%	0%
	Less than 1 in 10 trips/DK	127	29%	0%	0%	0%	29%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	66%	85%	56%	85%	64%	68%	67%	60%
	I occasionally have concerns for my safety	277	21%	27%	13%	37%	13%	33%	21%	26%	30%
	I am regularly concerned about my safety	22	2%	2%	1%	7%	1%	2%	3%	2%	1%
	(Don't know)	38	3%	4%	1%	1%	2%	1%	6%	4%	8%
	No answer	4	0%	1%	0%	0%	0%	0%	1%	1%	1%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	66%	85%	56%	85%	64%	68%	67%	60%
	Safety Concerns	337	25%	33%	15%	44%	15%	36%	30%	32%	39%
	No Answer	4	0%	1%	0%	0%	0%	0%	1%	1%	1%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	74%	86%	62%	81%	70%	80%	74%	74%
	Mostly safe	270	20%	23%	13%	37%	18%	27%	18%	22%	20%
	Mostly unsafe	5	0%	1%	0%	0%	0%	1%	0%	1%	1%
	Very unsafe	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	2%	1%	1%	1%	2%	2%	2%	5%
	No answer	4	0%	0%	0%	0%	0%	0%	0%	1%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	97%	99%	99%	99%	97%	98%	96%	94%
	Unsafe	5	0%	1%	0%	0%	0%	1%	0%	1%	1%
	DK/No Answer	25	2%	3%	1%	1%	1%	2%	2%	3%	5%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohom ish	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	11%	5%	19%	5%	9%	7%	13%	13%
	Drunks/druggies	40	3%	5%	1%	2%	1%	3%	8%	5%	0%
	Angry/disruptive people/riders	27	2%	3%	0%	3%	1%	3%	4%	2%	6%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	2%	1%	1%	1%	3%	0%	2%	6%
	Overcrowding/people standing	24	2%	3%	0%	2%	1%	4%	4%	2%	1%
	Uturns/abrupt stops/jerky driving	21	2%	3%	0%	1%	0%	2%	5%	3%	4%
	Driving skills/driving too fast/inexperienced drivers	20	2%	3%	0%	0%	0%	4%	3%	2%	4%
	Lack of security personnel/attendants	15	1%	1%	1%	3%	1%	1%	0%	1%	0%
	People panhandling/begging	17	1%	2%	1%	1%	0%	1%	1%	3%	2%
	All other	82	6%	7%	8%	3%	5%	11%	6%	5%	7%
	Don't know	1	0%	0%	0%	1%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	66%	82%	63%	85%	65%	66%	69%	58%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohom ish	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	10%	5%	19%	4%	8%	7%	12%	13%
	Drunks/druggies	36	3%	4%	1%	2%	1%	3%	8%	4%	0%
	Angry/disruptive people/riders	25	2%	3%	0%	3%	1%	2%	3%	2%	6%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	2%	1%	1%	1%	1%	0%	2%	6%
	Overcrowding/people standing	20	2%	2%	0%	2%	1%	4%	3%	1%	1%
	Uturns/abrupt stops/jerky driving	21	2%	3%	0%	0%	0%	2%	5%	3%	4%
	Driving skills/driving too fast/inexperienced drivers	19	1%	3%	0%	0%	0%	4%	3%	2%	4%
	Lack of security personnel/attendants	11	1%	1%	1%	3%	1%	1%	0%	1%	0%
	People panhandling/begging	6	0%	0%	1%	1%	0%	0%	0%	1%	2%
	All other	76	6%	6%	8%	3%	5%	9%	6%	4%	6%
	Don't know	1	0%	0%	0%	1%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	66%	82%	63%	85%	65%	66%	69%	58%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohom ish	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	21%	30%	16%	19%	20%	33%	20%	15%
	Somewhat secure	229	17%	19%	32%	27%	8%	18%	18%	20%	23%
	Not secure at all	21	2%	2%	3%	1%	0%	3%	1%	3%	1%
	Don't Use	750	57%	53%	34%	56%	70%	54%	47%	55%	52%
	(Don't know)	27	2%	2%	1%	1%	3%	4%	1%	1%	3%
	No answer	14	1%	1%	1%	0%	0%	1%	0%	1%	7%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	46%	45%	35%	63%	43%	61%	44%	31%
	Somewhat secure	229	40%	42%	48%	60%	27%	39%	34%	45%	48%
	Not secure at all	21	4%	5%	4%	3%	1%	6%	2%	6%	2%
	Don't know	27	5%	4%	1%	3%	9%	10%	2%	2%	6%
	No Answer	14	2%	3%	2%	0%	1%	2%	0%	3%	15%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	46%	45%	35%	63%	43%	61%	44%	31%
	P&R Less secure	251	44%	47%	52%	62%	27%	45%	36%	51%	49%
	DK/No Answer	40	7%	7%	3%	3%	10%	12%	2%	5%	20%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	14%	12%	0%	10%	19%	12%	12%	13%
	2	71	6%	7%	4%	0%	3%	4%	4%	8%	20%
	3	187	15%	13%	18%	0%	15%	13%	10%	14%	14%
	4	154	12%	14%	14%	0%	9%	13%	10%	14%	18%
	5 - Very important	705	55%	51%	51%	0%	62%	49%	64%	51%	35%
	Not sure	9	1%	1%	0%	0%	1%	0%	0%	1%	0%
	No answer	1	0%	0%	1%	0%	0%	0%	0%	0%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	21%	16%	0%	13%	24%	15%	20%	33%
	3/DK/No Answer	197	15%	14%	19%	0%	16%	13%	10%	15%	14%
	4-5 Very Important	860	67%	65%	66%	0%	71%	63%	74%	65%	53%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	0%	9%	0%	5%	0%	0%	0%	0%
	2	19	3%	0%	2%	0%	4%	0%	0%	0%	0%
	3	65	11%	0%	12%	0%	10%	0%	0%	0%	0%
	4	65	11%	0%	13%	0%	10%	0%	0%	0%	0%
	5 - Very important	400	67%	0%	62%	0%	69%	0%	0%	0%	0%
	Not sure	7	1%	0%	0%	0%	2%	0%	0%	0%	0%
	No answer	2	0%	0%	1%	0%	0%	0%	0%	0%	0%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	0%	11%	0%	8%	0%	0%	0%	0%
	3/DK/No Answer	74	12%	0%	14%	0%	12%	0%	0%	0%	0%
	4-5 Very Important	465	78%	0%	75%	0%	80%	0%	0%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	4%	5%	0%	5%	4%	3%	5%	4%
	2	42	3%	3%	3%	0%	3%	4%	4%	3%	1%
	3	149	12%	8%	16%	0%	17%	7%	8%	7%	10%
	4	179	14%	14%	13%	0%	14%	13%	16%	14%	14%
	5 - Very important	835	65%	70%	62%	0%	59%	72%	69%	69%	71%
	Not sure	20	2%	1%	0%	0%	3%	0%	0%	2%	0%
	No answer	2	0%	0%	1%	0%	0%	0%	0%	0%	0%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	8%	7%	0%	8%	8%	6%	8%	5%
	3/DK/No Answer	171	13%	8%	18%	0%	19%	7%	8%	9%	10%
	4-5 Very Important	1014	79%	84%	75%	0%	73%	85%	85%	83%	85%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	2%	3%	0%	3%	4%	1%	1%	0%
	2	28	2%	3%	2%	0%	1%	4%	0%	3%	1%
	3	161	13%	11%	14%	0%	14%	8%	11%	12%	14%
	4	198	15%	17%	17%	0%	12%	14%	16%	18%	23%
	5 - Very important	845	66%	66%	62%	0%	66%	70%	70%	64%	62%
	Not sure	24	2%	1%	0%	0%	4%	0%	1%	2%	0%
	No answer	3	0%	0%	2%	0%	0%	0%	0%	0%	0%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	5%	5%	0%	4%	8%	1%	5%	1%
	3/DK/No Answer	188	15%	12%	16%	0%	18%	8%	12%	14%	14%
	4-5 Very Important	1042	81%	83%	79%	0%	78%	84%	86%	82%	85%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	33%	16%	0%	27%	36%	31%	31%	45%
	2	82	6%	8%	7%	0%	4%	10%	9%	6%	14%
	3	145	11%	8%	18%	0%	15%	10%	6%	7%	8%
	4	122	9%	10%	12%	0%	8%	9%	15%	9%	9%
	5 - Very important	465	36%	34%	42%	0%	38%	32%	32%	37%	22%
	Not sure	87	7%	7%	2%	0%	8%	2%	6%	10%	0%
	No answer	9	1%	0%	2%	0%	0%	1%	1%	0%	1%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	41%	23%	0%	31%	46%	40%	37%	60%
	3/DK/No Answer	241	19%	15%	23%	0%	23%	13%	13%	17%	9%
	4-5 Very Important	587	46%	44%	54%	0%	46%	41%	47%	46%	31%
45. Age range	<25	259	20%	21%	10%	23%	20%	24%	15%	22%	20%
	25-34	386	29%	31%	21%	26%	29%	24%	37%	35%	17%
	35-44	286	22%	19%	25%	23%	24%	21%	12%	19%	32%
	45-59	248	19%	18%	30%	24%	15%	21%	28%	14%	15%
	60+	128	10%	9%	12%	3%	10%	10%	6%	9%	15%
	Refused	17	1%	1%	1%	0%	2%	1%	1%	1%	0%
Generation	<35	644	49%	52%	31%	49%	49%	48%	53%	57%	38%
	35+	661	50%	46%	68%	51%	49%	52%	46%	42%	62%
	Refuse	17	1%	1%	1%	0%	2%	1%	1%	1%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
46. What race would you classify yourself as?	White/Caucasian	838	63%	62%	75%	61%	62%	61%	69%	62%	53%
	Black/ Afr. American	188	14%	12%	9%	9%	20%	16%	15%	10%	8%
	Asian	128	10%	12%	6%	7%	8%	10%	4%	14%	21%
	Native Hawaiian/ Pacific Islander	11	1%	1%	1%	1%	0%	2%	0%	1%	4%
	American Indian/ Alaska Native	7	1%	0%	0%	7%	1%	0%	0%	0%	0%
	Hispanic/ Latino	48	4%	4%	3%	6%	2%	4%	6%	4%	6%
	Multiple races	52	4%	4%	3%	7%	4%	4%	4%	4%	3%
	Other	9	1%	1%	0%	1%	0%	1%	0%	1%	3%
	No answer	41	3%	4%	2%	2%	2%	3%	2%	5%	3%
46. Ethnicity	White	838	63%	62%	75%	61%	62%	61%	69%	62%	53%
	Non-white	484	37%	38%	25%	39%	38%	39%	31%	38%	47%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	16%	8%	39%	18%	18%	22%	14%	6%
	\$30,000 to \$49,999	265	20%	21%	13%	19%	21%	25%	23%	20%	13%
	\$50,000 to \$74,999	248	19%	17%	23%	9%	20%	15%	17%	19%	9%
	\$75,000 to \$99,999	111	8%	8%	14%	4%	8%	5%	7%	9%	11%
	100,000 to \$149,999	88	7%	7%	12%	6%	5%	3%	7%	8%	11%
	\$150,000 to \$199,999	44	3%	3%	5%	0%	4%	2%	1%	3%	6%
	\$200,000 or higher	29	2%	2%	3%	2%	2%	2%	1%	3%	0%
	Refused	289	22%	26%	19%	17%	17%	29%	20%	24%	43%
	No answer	32	2%	1%	3%	4%	5%	1%	1%	0%	0%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
47. Income	<\$50,000	482	36%	37%	21%	58%	40%	43%	45%	34%	19%
	\$50,000+	519	39%	37%	57%	21%	39%	27%	34%	42%	38%
	DK/NA	321	24%	27%	22%	21%	21%	30%	22%	24%	43%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	65%	81%	47%	63%	58%	65%	67%	67%
	Employed <30 hrs/wk	92	7%	8%	2%	14%	7%	10%	6%	7%	9%
	Self-employed	45	3%	4%	1%	4%	4%	4%	5%	3%	6%
	Retired	71	5%	5%	1%	3%	7%	7%	4%	5%	3%
	Homemaker	9	1%	1%	0%	1%	0%	0%	1%	2%	0%
	Student	149	11%	13%	7%	20%	10%	18%	11%	11%	9%
	Looking for work	11	1%	1%	0%	1%	1%	0%	2%	1%	1%
	Other	20	2%	1%	0%	8%	2%	1%	1%	1%	0%
	No answer	60	5%	3%	7%	1%	7%	2%	4%	2%	4%
48. Employment	Full Time Emp	865	65%	65%	81%	47%	63%	58%	65%	67%	67%
	Part Time/Less/NA	457	35%	35%	19%	53%	37%	42%	35%	33%	33%

		N	%	Service Type (Numeric)				Region Bus Routes Cover			
				Expres s Bus	Sounde r Rail	Tacom a Link Light Rail	Central Link Light Rail	Seattle -South	Seattle- Snohomi sh	Seattle -E King	Route Excludes Dtown Seattle
				%	%	%	%	%	%	%	%
49. Geography (by home zip code)	Snohomish	138	10%	18%	9%	1%	0%	0%	68%	9%	44%
	KC Seattle/North	421	32%	23%	8%	2%	56%	13%	15%	33%	5%
	KC East	220	17%	30%	1%	0%	2%	7%	3%	46%	44%
	KC South	198	15%	10%	34%	4%	17%	25%	2%	6%	4%
	Pierce	190	14%	13%	39%	87%	2%	48%	4%	1%	1%
	Other	119	9%	3%	6%	4%	20%	5%	6%	1%	1%
	Refused	35	3%	3%	2%	1%	2%	3%	3%	4%	1%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	9%	29%	2%	10%	10%	8%	9%	6%
	No	1073	81%	87%	64%	10%	84%	86%	87%	87%	88%
	No answer	100	8%	4%	7%	88%	6%	4%	5%	4%	5%
53. Gender	Male	724	55%	54%	48%	44%	59%	56%	44%	58%	41%
	Female	569	43%	44%	50%	56%	38%	42%	54%	41%	49%
	(Unknown/Other)	1	0%	0%	0%	0%	0%	0%	1%	0%	0%
	No answer	28	2%	2%	2%	0%	3%	2%	1%	1%	9%
Gender by generation	M <35	339	26%	28%	14%	18%	27%	25%	22%	32%	12%
	F <35	287	22%	24%	17%	31%	20%	21%	30%	23%	21%
	M 35+	376	28%	26%	34%	27%	31%	30%	22%	24%	30%
	F 35+	275	21%	20%	33%	24%	18%	21%	23%	18%	28%
	Ref	45	3%	3%	3%	0%	4%	3%	3%	3%	9%

2015 Sound Transit Customer Satisfaction Intercept Survey (EMC 15-5748)

	All	Service Type (Numeric)				Region Bus Routes Cover			
		Express Bus	Sounder Rail	Tacoma Link Light Rail	Central Link Light Rail	Seattle - South	Seattle - Snohomish	Seattle - Everett King	Route Excludes Downtown Seattle
Number of cases	1322	692	154	37	439	171	100	371	50
Row percent	100%	52.3%	11.7%	2.8%	33.2%	24.7%	14.5%	53.6%	7.2%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.34	3.18	3.39	3.49	3.14	3.32	3.44	3.33
9. Minutes to get to nearest stop/station (mean)	14.68	14.00	14.91	18.66	15.50	14.40	14.24	13.47	15.92
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.56	3.71	3.53	3.59	3.45	3.67	3.57	3.61
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.21	3.59	3.15	3.48	3.03	3.22	3.27	3.39
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.72	.	.	.	3.66	3.75	3.75	3.69
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.84	.	.	.	3.84	3.85	3.83	3.86
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	.	3.82	3.93	3.90
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.42	3.72	3.50	3.73	3.29	3.41	3.47	3.52
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	.	3.76
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	.	.	3.66	3.72
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.38	3.61	3.74	3.67	3.02	3.38	3.57	3.28
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.32	3.28	3.76	3.74	3.12	3.33	3.43	3.21
9. Minutes to get to nearest stop/station (mean)	14.68	14.00	14.91	18.66	15.50	14.40	14.24	13.47	15.92
13. Weekdays per week bus/train is ridden (mean)	3.32	3.55	4.16	3.22	2.67	3.67	3.46	3.42	4.31
13. Weekend days per week bus/train is ridden (mean)	.32	.38	.04	.39	.32	.38	.33	.40	.26
13. Total days per week bus/train is ridden (mean)	3.64	3.92	4.19	3.61	3.00	4.03	3.80	3.82	4.57
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	3.81	3.90	.	4.11	3.69	4.12	3.84	3.42

	All	Service Type (Numeric)				Region Bus Routes Cover			
		Expres s Bus	Sound er Rail	Tacom a Link Light Rail	Centra l Link Light Rail	Seattle -South	Seattle - Snoho mish	Seattle -E King	Route Exclude s Dtown Seattle
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	.	4.19	.	4.38
42. Importance: Being able to access real time transit information on cellphones	4.34	4.43	4.27	.	4.22	4.44	4.46	4.41	4.47
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.44	4.36	.	4.44	4.42	4.55	4.42	4.47
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.03	3.59	.	3.28	2.91	3.09	3.15	2.48

	N	%	2. Service					Route/service uses dtown tunnel	
			Express Bus	Sounde r Sea- Tac	Sounde r Sea- Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
			%	%	%	%	%	%	%
Number of cases	1322		692	140	14	439	37	552	770
Row percent		100%	52%	11%	1%	33%	3%	42%	58%
Service Type (Numeric)									
Express Bus	692	52%	100%	0%	0%	0%	0%	21%	75%
Sounder Rail	154	12%	0%	100%	100%	0%	0%	0%	20%
Tacoma Link Light Rail	37	3%	0%	0%	0%	0%	100%	0%	5%
Central Link Light Rail	439	33%	0%	0%	0%	100%	0%	79%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounde r Sea- Tac	Sounde r Sea- Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
2. Service	Express Bus	692	52%	100%	0%	0%	0%	0%	21%	75%
	Sounder Sea-Tac	140	11%	0%	100%	0%	0%	0%	0%	18%
	Sounder Sea-Eve	14	1%	0%	0%	100%	0%	0%	0%	2%
	Central Link	439	33%	0%	0%	0%	100%	0%	79%	0%
	Tacoma Link	37	3%	0%	0%	0%	0%	100%	0%	5%
Region Bus Routes Cover	Seattle-South	171	25%	25%	0%	0%	0%	0%	0%	30%
	Seattle-Snohomish	100	15%	15%	0%	0%	0%	0%	0%	17%
	Seattle-E King	371	54%	54%	0%	0%	0%	0%	100%	45%
	Route Excludes Dtown Seattle	50	7%	7%	0%	0%	0%	0%	0%	9%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	16%	0%	0%	100%	0%	100%	0%
	Not in tunnel	770	58%	84%	100%	100%	0%	100%	0%	100%
Day Part	Peak	605	46%	45%	79%	90%	36%	34%	35%	53%
	Offpeak	527	40%	37%	21%	10%	50%	54%	50%	33%
	Weekend	190	14%	18%	0%	0%	14%	11%	15%	14%
	Unable to determine	0	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	2%	0%	0%	0%	0%	0%	3%
	ST 511	30	4%	4%	0%	0%	0%	0%	0%	5%
	ST 512	55	8%	8%	0%	0%	0%	0%	0%	10%
	ST 522	58	8%	8%	0%	0%	0%	0%	0%	10%
	ST 532	22	3%	3%	0%	0%	0%	0%	0%	4%
	ST 535	19	3%	3%	0%	0%	0%	0%	0%	3%
	ST 540	7	1%	1%	0%	0%	0%	0%	0%	1%
	ST 541	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	3%	0%	0%	0%	0%	0%	3%
	ST 545	103	15%	15%	0%	0%	0%	0%	0%	18%
	ST 547	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	16%	0%	0%	0%	0%	100%	0%
	ST 554	42	6%	6%	0%	0%	0%	0%	0%	7%
	ST 555	8	1%	1%	0%	0%	0%	0%	0%	1%
	ST 556	9	1%	1%	0%	0%	0%	0%	0%	2%
	ST 559	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	3%	0%	0%	0%	0%	0%	4%
	ST 563	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	4%	0%	0%	0%	0%	0%	4%
	ST 574	29	4%	4%	0%	0%	0%	0%	0%	5%
	ST 577	7	1%	1%	0%	0%	0%	0%	0%	1%
	ST 578	35	5%	5%	0%	0%	0%	0%	0%	6%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
	ST 586	6	1%	1%	0%	0%	0%	0%	0%	1%
	ST 590	48	7%	7%	0%	0%	0%	0%	0%	8%
	ST 591	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 592	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	3%	0%	0%	0%	0%	0%	4%
	ST 596	0	0%	0%	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	0%	100%	0%	0%	0%	0%	91%
	Seattle <--> Everett	14	9%	0%	0%	100%	0%	0%	0%	9%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	60%	80%	78%	46%	52%	48%	64%
	No	561	42%	40%	19%	20%	54%	48%	52%	35%
	No answer	3	0%	0%	1%	2%	0%	0%	0%	0%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	33%	30%	20%	18%	28%	20%	33%
	No	366	65%	63%	53%	68%	68%	72%	68%	62%
	No answer	50	9%	4%	17%	12%	14%	0%	13%	5%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	65%	84%	75%	39%	56%	43%	70%
	Not Choice Rider	549	42%	35%	16%	25%	61%	44%	57%	30%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	65%	84%	75%	39%	0%	43%	70%
	Not Choice Rider	532	41%	35%	16%	25%	61%	0%	57%	30%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	46%	35%	42%	56%	54%	56%	43%
	B	537	41%	42%	48%	46%	36%	31%	36%	44%
	C	119	9%	10%	14%	10%	7%	11%	7%	11%
	D	10	1%	1%	2%	0%	0%	2%	0%	1%
	F	4	0%	0%	1%	1%	0%	0%	1%	0%
	Not sure	11	1%	1%	0%	1%	1%	1%	1%	1%
	No answer	2	0%	0%	0%	1%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	46%	35%	42%	56%	54%	56%	43%
	B or lower/DK	683	52%	54%	65%	58%	44%	46%	44%	57%
5. Sound Transit Overall Report Card	A	639	48%	46%	35%	42%	56%	54%	56%	43%
	B	537	41%	42%	48%	46%	36%	31%	36%	44%
	C or lower/DK	147	11%	12%	16%	12%	8%	14%	8%	13%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	17%	14%	13%	14%	13%	15%	16%
	Fast/ Avoids traffic	85	6%	4%	8%	3%	10%	3%	8%	5%
	Convenient	114	9%	6%	7%	10%	13%	13%	11%	7%
	Comfortable/ Relaxing	40	3%	3%	4%	3%	3%	3%	3%	3%
	Clean/ Nice	62	5%	4%	6%	8%	5%	7%	5%	4%
	Good coverage/ Goes to destination	56	4%	5%	2%	1%	4%	9%	4%	4%
	Friendly/ helpful operators & personnel	46	3%	4%	5%	2%	1%	6%	2%	5%
	Affordable fare/ Free parking	46	3%	2%	3%	1%	5%	13%	4%	3%
	Safe/ Secure	19	1%	1%	2%	1%	2%	3%	1%	1%
	General positives (Nice/ Fun/ No complaints)	304	23%	24%	14%	23%	24%	21%	25%	21%
	Late at times/ Always late	162	12%	14%	28%	12%	5%	6%	7%	16%
	Rude drivers & personnel	11	1%	1%	0%	0%	0%	1%	0%	1%
	More service/ routes/ buses	70	5%	7%	6%	10%	2%	6%	3%	7%
	Slow/ Too many stops/ More express	25	2%	2%	1%	3%	2%	0%	2%	2%
	Need more parking	17	1%	2%	2%	0%	0%	1%	1%	2%
	Improve/ Expand schedule	35	3%	3%	7%	1%	1%	8%	1%	4%
	Too expensive	13	1%	1%	0%	2%	1%	1%	1%	1%
	Too early/ Doesn't wait	8	1%	1%	0%	0%	0%	1%	0%	1%
	Crowded/ Larger buses/trains	72	5%	8%	3%	3%	3%	0%	3%	7%
	Other positives	111	8%	7%	8%	10%	10%	3%	9%	8%
	Other negatives	134	10%	10%	13%	11%	9%	10%	9%	11%
	Neutral reasons (OK/ Average)	93	7%	8%	3%	9%	7%	7%	7%	7%

	N	%	2. Service					Route/service uses dtown tunnel	
			Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
			%	%	%	%	%	%	%
All other reasons	20	2%	1%	2%	0%	2%	3%	2%	1%
Don't know/ NA/ First time rider	44	3%	2%	3%	2%	6%	7%	5%	2%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
6. What are your reasons for that grade? (1st Response)	Reliable/ Prompt/ Runs often	161	12%	13%	11%	12%	11%	9%	11%	13%
	Fast/ Avoids traffic	55	4%	3%	4%	1%	7%	2%	6%	3%
	Convenient	83	6%	6%	5%	10%	7%	9%	7%	6%
	Comfortable/ Relaxing	19	1%	1%	1%	1%	2%	1%	2%	1%
	Clean/ Nice	24	2%	2%	1%	3%	2%	4%	2%	2%
	Good coverage/ Goes to destination	28	2%	2%	1%	1%	2%	4%	3%	2%
	Friendly/ helpful operators & personnel	25	2%	3%	2%	2%	1%	0%	1%	2%
	Affordable fare/ Free parking	29	2%	1%	1%	1%	4%	10%	3%	2%
	Safe/ Secure	3	0%	0%	0%	0%	0%	0%	0%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	22%	13%	19%	22%	19%	24%	19%
	Late at times/ Always late	141	11%	11%	25%	11%	5%	6%	6%	14%
	Rude drivers & personnel	7	1%	1%	0%	0%	0%	1%	0%	1%
	More service/ routes/ buses	49	4%	5%	3%	9%	1%	4%	2%	5%
	Slow/ Too many stops/ More express	17	1%	1%	0%	2%	2%	0%	2%	1%
	Need more parking	11	1%	1%	2%	0%	0%	1%	0%	1%
	Improve/ Expand schedule	27	2%	2%	5%	1%	1%	6%	1%	3%
	Too expensive	9	1%	0%	0%	1%	1%	0%	1%	0%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	1%	0%	0%
	Crowded/ Larger buses/trains	59	4%	6%	2%	3%	3%	0%	3%	6%
	Other positives	66	5%	4%	5%	6%	7%	2%	7%	4%
	Other negatives	90	7%	6%	10%	9%	7%	7%	7%	7%
	Neutral reasons (OK/ Average)	79	6%	7%	2%	8%	6%	3%	7%	5%

	N	%	2. Service					Route/service uses dtown tunnel	
			Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
			%	%	%	%	%	%	%
All other reasons	15	1%	1%	2%	0%	2%	3%	1%	1%
Don't know/ NA/ First time rider	44	3%	2%	3%	2%	6%	7%	5%	2%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (Multi-response)	More stops	17	1%	1%	0%	2%	2%	1%	2%	1%
	Fewer stops/Direct/express routes/HOV lane	23	2%	2%	2%	1%	1%	0%	1%	2%
	Be on-time/adhere to schedule/less delays	98	7%	9%	14%	9%	3%	2%	5%	9%
	Run more often/more frequent buses/trains	192	15%	20%	26%	23%	3%	7%	5%	21%
	Expand schedule/ Run earlier/later	70	5%	3%	15%	10%	5%	7%	5%	6%
	More routes/expand-extend service/add weekend service	125	9%	10%	9%	11%	8%	14%	8%	11%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	3%	5%	1%	3%	4%	3%	3%
	Overcrowding/SRO/Larger-longer buses	116	9%	12%	5%	10%	5%	2%	6%	11%
	Don't leave early (look for passengers)	11	1%	1%	0%	0%	1%	1%	1%	1%
	Notice/communication of problems, delay, etc.	42	3%	3%	6%	4%	2%	1%	3%	4%
	Announce next time of arrival/post departure times	8	1%	0%	1%	1%	1%	0%	1%	1%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	3%	9%	3%	2%	3%	1%	4%
	Enclosed/covered waiting area	13	1%	2%	1%	0%	0%	0%	0%	2%
	More security	25	2%	2%	0%	1%	3%	3%	2%	1%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
	More comfortable temperature/heated-it's cold	11	1%	1%	1%	1%	1%	0%	1%	1%
	Improved wi-fi and/or cell access	16	1%	1%	3%	2%	1%	1%	1%	2%
	Lower fares	24	2%	2%	1%	3%	1%	1%	2%	2%
	New/cleaner buses/trains	43	3%	4%	0%	1%	4%	0%	4%	2%
	Improved/better lit stops	6	0%	1%	0%	0%	0%	0%	0%	1%
	Driver training/cold weather training	10	1%	1%	0%	0%	0%	0%	1%	1%
	Return interagency transfer slips/improve ORCA availability	21	2%	2%	0%	1%	2%	1%	2%	2%
	Make snacks/beverages accessible on transit	13	1%	0%	2%	2%	2%	0%	1%	1%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	11%	11%	14%	14%	10%	14%	11%
	Don't know/no answer/none	370	28%	22%	13%	14%	41%	50%	40%	19%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	1%	0%	2%	2%	1%	2%	1%
	Fewer stops/Direct/express routes/HOV lane	20	2%	2%	1%	1%	1%	0%	1%	2%
	Be on-time/adhere to schedule/less delays	91	7%	9%	12%	9%	3%	0%	4%	9%
	Run more often/more frequent buses/trains	159	12%	16%	21%	20%	3%	6%	4%	18%
	Expand schedule/ Run earlier/later	59	4%	2%	13%	8%	5%	7%	4%	5%
	More routes/expand-extend service/add weekend service	104	8%	8%	5%	10%	7%	13%	7%	8%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	2%	3%	1%	3%	3%	3%	3%
	Overcrowding/SRO/Larger-longer buses	100	8%	10%	3%	7%	5%	2%	6%	9%
	Don't leave early (look for passengers)	8	1%	1%	0%	0%	1%	1%	1%	1%
	Notice/communication of problems, delay, etc.	36	3%	3%	5%	4%	2%	1%	3%	3%
	Announce next time of arrival/post departure times	6	0%	0%	0%	1%	1%	0%	1%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	2%	8%	3%	2%	2%	1%	4%
	Enclosed/covered waiting area	13	1%	2%	1%	0%	0%	0%	0%	2%
	More security	19	1%	1%	0%	1%	2%	2%	2%	1%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
	More comfortable temperature/heated-it's cold	6	0%	0%	0%	1%	1%	0%	1%	0%
	Improved wi-fi and/or cell access	15	1%	1%	3%	2%	1%	1%	1%	1%
	Lower fares	18	1%	1%	1%	3%	1%	1%	1%	1%
	New/cleaner buses/trains	34	3%	3%	0%	0%	2%	0%	3%	2%
	Improved/better lit stops	5	0%	1%	0%	0%	0%	0%	0%	1%
	Driver training/cold weather training	10	1%	1%	0%	0%	0%	0%	1%	1%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	0%	1%	2%	1%	2%	1%
	Make snacks/beverages accessible on transit	9	1%	0%	2%	2%	1%	0%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	9%	9%	13%	13%	8%	12%	9%
	Don't know/no answer/none	370	28%	22%	13%	14%	41%	50%	40%	19%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	17%	23%	15%	11%	9%	12%	18%
	System suggestions	667	50%	57%	62%	59%	37%	38%	38%	59%
	All Other suggestions	161	12%	11%	11%	14%	14%	10%	14%	11%
	Nothing/Don't know/No Answer	370	28%	22%	13%	14%	41%	50%	40%	19%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	16%	20%	15%	10%	6%	11%	16%
	System suggestions	630	48%	54%	58%	58%	35%	37%	36%	56%
	All Other suggestions	137	10%	9%	9%	13%	13%	8%	12%	9%
	Nothing/Don't know/No Answer	370	28%	22%	13%	14%	41%	50%	40%	19%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	7%	6%	6%	3%	6%	3%	7%
	5-9 min.	227	17%	19%	14%	13%	16%	13%	18%	17%
	10-14 min.	336	25%	28%	25%	22%	22%	23%	24%	27%
	15-19 min.	204	15%	17%	21%	21%	12%	11%	14%	16%
	20-29 min.	131	10%	11%	13%	7%	7%	23%	6%	13%
	30+ min.	125	9%	9%	8%	10%	9%	21%	8%	10%
	(No answer)	226	17%	10%	13%	21%	31%	2%	27%	10%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	54%	45%	41%	41%	42%	44%	51%
	15+ min	460	35%	36%	42%	38%	28%	56%	28%	39%
	No answer	226	17%	10%	13%	21%	31%	2%	27%	10%
10. For this trip, are you...	Coming from home	496	37%	37%	39%	26%	38%	32%	38%	37%
	Going home	638	48%	51%	57%	70%	42%	36%	43%	52%
	Neither	170	13%	11%	2%	3%	18%	32%	18%	9%
	No answer	19	1%	2%	1%	1%	2%	0%	1%	2%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	62%	88%	83%	43%	38%	47%	66%
	Commute to/from school	127	10%	10%	7%	3%	9%	23%	9%	10%
	Go to/from airport	139	11%	1%	0%	2%	29%	2%	24%	1%
	Attend sporting/ special event	29	2%	3%	1%	1%	1%	3%	1%	3%
	Go shopping or dining	111	8%	11%	1%	4%	7%	12%	9%	8%
	Other	166	13%	14%	3%	8%	12%	21%	12%	13%
	No answer	3	0%	0%	0%	0%	0%	0%	0%	0%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	62%	88%	83%	43%	38%	47%	66%
	Commute to/from school	126	10%	10%	6%	3%	9%	23%	9%	10%
	Go to/from airport	137	10%	1%	0%	2%	29%	2%	24%	1%
	Attend sporting/ special event	28	2%	3%	1%	0%	1%	3%	1%	3%
	Go shopping or dining	105	8%	10%	1%	4%	7%	12%	9%	7%
	Other	154	12%	14%	3%	8%	10%	21%	11%	12%
	No answer	3	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	11%	4%	11%	35%	14%	32%	9%
	1	52	4%	5%	5%	3%	2%	3%	3%	4%
	2	75	6%	6%	3%	6%	5%	10%	5%	6%
	3	88	7%	8%	7%	11%	3%	13%	3%	9%
	4	169	13%	14%	16%	18%	10%	14%	11%	14%
	5	550	42%	42%	65%	49%	34%	32%	34%	47%
	6	92	7%	9%	1%	1%	7%	7%	6%	8%
	7	52	4%	4%	0%	0%	4%	6%	5%	3%
	1st time rider	0	0%	0%	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	45%	34%	50%	55%	56%	55%	42%
	5+ days/wk	695	53%	55%	66%	50%	45%	44%	45%	58%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	32%	10%	16%	32%	9%	32%	27%
	Cheaper	561	42%	40%	22%	23%	54%	34%	50%	37%
	More convenient	646	49%	41%	53%	63%	60%	40%	58%	43%
	Reduces cars on the road	101	8%	10%	5%	2%	5%	1%	5%	9%
	Helps environment	125	9%	12%	5%	6%	8%	1%	10%	9%
	Faster/avoids traffic	472	36%	32%	60%	63%	33%	20%	32%	38%
	No parking	266	20%	21%	16%	22%	19%	22%	19%	21%
	Work/school pays	169	13%	13%	19%	17%	11%	2%	11%	14%
	More relaxing	128	10%	9%	15%	21%	9%	4%	10%	10%
	Less stressful	190	14%	17%	15%	18%	11%	1%	12%	16%
	Gas prices	85	6%	9%	6%	4%	3%	0%	4%	8%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	0%	0%	0%	1%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	1%	0%	0%	0%
	It's fun	2	0%	0%	0%	0%	0%	1%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	1%	0%	0%	0%	0%	0%	1%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%
	other	60	5%	4%	8%	3%	4%	13%	4%	5%
	(Don't know)	4	0%	1%	0%	0%	0%	0%	1%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	27%	6%	13%	23%	8%	24%	22%
	Cheaper	293	22%	20%	12%	6%	29%	30%	28%	18%
	More convenient	218	16%	16%	14%	23%	18%	27%	18%	16%
	Reduces cars on the road	14	1%	1%	1%	0%	1%	0%	1%	1%
	Helps environment	11	1%	1%	0%	3%	0%	0%	1%	1%
	Faster/avoids traffic	232	18%	17%	38%	32%	13%	6%	12%	21%
	No parking	89	7%	7%	6%	5%	6%	19%	7%	7%
	Work/school pays	59	4%	4%	9%	10%	3%	0%	3%	5%
	More relaxing	17	1%	1%	5%	3%	0%	0%	1%	2%
	Less stressful	29	2%	2%	3%	1%	2%	0%	2%	3%
	Gas prices	14	1%	1%	2%	0%	0%	0%	1%	1%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	1%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	1%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%
	other	29	2%	2%	3%	3%	2%	9%	2%	2%
	(Don't know)	2	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	4%	3%	1%	8%	3%	7%	3%
	Cheaper	194	17%	18%	9%	12%	19%	11%	18%	17%
	More convenient	308	27%	22%	33%	29%	34%	31%	32%	24%
	Reduces cars on the road	33	3%	4%	2%	2%	1%	3%	1%	4%
	Helps environment	54	5%	7%	2%	1%	3%	0%	5%	5%
	Faster/avoids traffic	148	13%	12%	19%	25%	13%	33%	13%	14%
	No parking	103	9%	9%	7%	10%	9%	3%	9%	9%
	Work/school pays	63	6%	5%	7%	5%	6%	0%	6%	5%
	More relaxing	55	5%	6%	6%	8%	3%	3%	4%	5%
	Less stressful	59	5%	6%	7%	7%	3%	3%	3%	7%
	Gas prices	31	3%	5%	3%	2%	0%	0%	1%	4%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	20	2%	2%	3%	0%	1%	11%	1%	2%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	3%	2%	3%	3%	0%	2%	3%
	Cheaper	74	10%	9%	5%	9%	12%	0%	12%	8%
	More convenient	120	16%	12%	24%	20%	20%	10%	20%	13%
	Reduces cars on the road	53	7%	10%	4%	0%	5%	0%	6%	8%
	Helps environment	60	8%	9%	6%	4%	8%	10%	8%	8%
	Faster/avoids traffic	93	12%	10%	14%	13%	15%	10%	14%	11%
	No parking	74	10%	12%	9%	11%	7%	20%	7%	12%
	Work/school pays	47	6%	8%	7%	4%	4%	20%	4%	8%
	More relaxing	57	8%	5%	11%	16%	10%	30%	9%	7%
	Less stressful	102	14%	16%	12%	16%	11%	0%	12%	15%
	Gas prices	39	5%	6%	4%	4%	5%	0%	5%	6%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	1%	0%	0%	0%	0%	0%	1%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	11	2%	1%	4%	0%	1%	0%	1%	2%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	2%	2%	3%	13%	7%	11%	1%
	<6 mo	127	10%	9%	15%	11%	7%	21%	9%	10%
	6 mo- <1 yr	95	7%	8%	5%	7%	6%	10%	6%	8%
	1 yr	120	9%	10%	11%	11%	7%	6%	7%	11%
	2 yrs	230	17%	17%	14%	10%	20%	17%	19%	16%
	3 yrs	166	13%	14%	8%	12%	11%	10%	11%	14%
	4 yrs	90	7%	7%	9%	10%	6%	8%	6%	8%
	5 yrs	119	9%	9%	8%	10%	10%	4%	10%	8%
	6-9 yrs	130	10%	12%	11%	10%	7%	4%	9%	11%
	10+ yrs	142	11%	12%	13%	14%	8%	13%	10%	12%
	Since it started	1	0%	0%	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	1%	3%	1%	4%	0%	4%	1%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	19%	22%	22%	26%	38%	26%	20%
	Est. Rider (1+ yr)	998	75%	80%	75%	77%	70%	62%	71%	79%
	DK/RF	32	2%	1%	3%	1%	4%	0%	4%	1%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	19%	22%	22%	26%	38%	26%	20%
	1-3 yr riders	516	39%	41%	34%	33%	38%	32%	37%	41%
	4+ yr riders	482	36%	39%	41%	44%	32%	30%	34%	38%
	DK/RF	32	2%	1%	3%	1%	4%	0%	4%	1%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	44%	44%	39%	32%	39%	34%	44%
	Took transit	265	20%	18%	21%	29%	23%	22%	21%	20%
	Something else	45	3%	3%	3%	3%	4%	4%	4%	3%
	Did not make this trip	470	36%	36%	33%	30%	36%	31%	38%	34%
	Walked	2	0%	0%	0%	1%	0%	3%	0%	0%
	Taxi/cab	16	1%	0%	0%	0%	3%	0%	3%	0%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	2%	1%	1%	0%	1%	0%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	44%	44%	39%	32%	39%	34%	44%
	Took transit	253	19%	16%	20%	28%	23%	22%	21%	18%
	Something else	44	3%	3%	2%	2%	4%	4%	4%	3%
	Did not make this trip	470	36%	36%	33%	30%	36%	31%	38%	34%
	Walked	2	0%	0%	0%	1%	0%	3%	0%	0%
	Taxi/cab	16	1%	0%	0%	0%	3%	0%	3%	0%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	2%	1%	1%	0%	1%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	14%	5%	4%	6%	6%	7%	13%
	Cheaper	185	14%	13%	9%	8%	17%	19%	16%	13%
	More convenient	233	18%	17%	14%	17%	20%	24%	21%	15%
	Reduces traffic	3	0%	0%	0%	0%	0%	0%	0%	0%
	Helps environment	6	0%	0%	0%	0%	0%	1%	0%	0%
	Faster	131	10%	8%	19%	13%	10%	10%	8%	11%
	No parking	96	7%	9%	3%	3%	5%	7%	7%	8%
	Work/school pays	61	5%	4%	7%	7%	5%	0%	4%	5%
	More relaxing	12	1%	1%	2%	3%	1%	0%	1%	1%
	Less stressful (avoid traffic)	80	6%	8%	5%	7%	4%	3%	4%	8%
	Gas prices	33	2%	3%	3%	3%	2%	0%	2%	3%
	Changed-new job/job transfer/relocated	181	14%	15%	25%	23%	9%	1%	11%	15%
	Just started school/college	25	2%	1%	1%	1%	3%	4%	2%	1%
	To try it	15	1%	1%	2%	2%	2%	2%	2%	1%
	It's fun	2	0%	0%	0%	0%	0%	2%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	0%	1%	0%
	Better than bus	3	0%	0%	2%	3%	0%	1%	0%	0%
	Be Productive/Do Other things	6	0%	1%	1%	1%	0%	0%	0%	1%
	Don't want to drive	34	3%	3%	3%	3%	1%	2%	2%	3%
	Recommended	15	1%	0%	2%	2%	2%	2%	2%	1%
	Goes to destination	167	13%	12%	8%	6%	14%	24%	13%	12%
	Other	87	7%	4%	8%	8%	9%	10%	9%	5%
	Don't know	64	5%	4%	3%	6%	8%	0%	7%	3%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	14%	5%	4%	6%	6%	7%	12%
	Cheaper	143	11%	10%	6%	7%	14%	18%	12%	10%
	More convenient	210	16%	15%	11%	15%	18%	22%	19%	13%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%	0%	0%
	Helps environment	5	0%	0%	0%	0%	0%	1%	0%	0%
	Faster	107	8%	6%	16%	10%	8%	9%	7%	9%
	No parking	55	4%	6%	2%	2%	2%	2%	3%	5%
	Work/school pays	50	4%	4%	5%	5%	4%	0%	3%	4%
	More relaxing	3	0%	0%	1%	2%	0%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	6%	3%	4%	2%	3%	2%	6%
	Gas prices	24	2%	2%	2%	3%	2%	0%	2%	2%
	Changed-new job/job transfer/relocated	171	13%	14%	25%	23%	8%	0%	11%	14%
	Just started school/college	18	1%	1%	1%	1%	2%	4%	2%	1%
	To try it	15	1%	1%	2%	2%	2%	2%	2%	1%
	It's fun	2	0%	0%	0%	0%	0%	2%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	0%	1%	0%
	Better than bus	2	0%	0%	1%	2%	0%	1%	0%	0%
	Be Productive/Do Other things	3	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	31	2%	3%	2%	2%	1%	2%	2%	3%
	Recommended	13	1%	0%	2%	1%	2%	2%	2%	0%
	Goes to destination	149	11%	11%	7%	6%	13%	18%	12%	11%
	Other	64	5%	3%	5%	6%	7%	7%	7%	4%
	Don't know	64	5%	4%	3%	6%	8%	0%	7%	3%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	45%	47%	48%	48%	61%	47%	47%
	Economic	267	20%	19%	17%	17%	22%	19%	21%	20%
	Necessity	234	18%	23%	9%	7%	12%	12%	14%	20%
	Values	9	1%	1%	1%	0%	1%	1%	1%	1%
	Other	383	29%	25%	40%	42%	32%	20%	33%	26%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	42%	42%	40%	43%	58%	42%	43%
	Economic	218	16%	15%	13%	15%	19%	18%	17%	16%
	Necessity	192	15%	20%	8%	6%	9%	8%	10%	17%
	Values	7	1%	0%	0%	0%	1%	1%	1%	0%
	Other	344	26%	23%	36%	39%	29%	16%	30%	23%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	62%	72%	81%	66%	59%	65%	64%
	B	387	29%	32%	24%	15%	27%	33%	28%	30%
	C	67	5%	5%	3%	0%	6%	7%	6%	5%
	D	7	1%	1%	0%	0%	1%	0%	1%	0%
	F	2	0%	0%	0%	2%	0%	0%	0%	0%
	Not sure	4	0%	0%	0%	1%	0%	1%	0%	0%
	No Answer	3	0%	0%	2%	2%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	44%	68%	69%	61%	39%	58%	48%
	B	414	31%	34%	23%	17%	29%	34%	31%	32%
	C	132	10%	13%	6%	5%	6%	18%	6%	13%
	D	34	3%	4%	1%	4%	1%	3%	1%	4%
	F	16	1%	1%	0%	1%	2%	0%	2%	1%
	Not sure	33	3%	4%	0%	2%	1%	6%	2%	3%
	No Answer	5	0%	0%	2%	2%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	16%	8%	8%	13%	24%	14%	14%
	Trash at station/stop/transit center dirty	70	5%	8%	3%	5%	1%	12%	2%	8%
	Dirty seats	43	3%	3%	2%	1%	4%	2%	3%	3%
	Bird droppings	6	0%	1%	0%	0%	0%	0%	0%	1%
	Odors/smells	35	3%	2%	4%	2%	3%	7%	3%	2%
	Restrooms dirty/trashy/smelly	34	3%	2%	8%	1%	2%	0%	1%	4%
	Need more/larger trash cans/overflowing	14	1%	1%	3%	1%	1%	2%	1%	1%
	Need better lighting	4	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	3%	1%	0%	3%	3%	3%	3%
	Trash on bus/train	17	1%	2%	1%	0%	1%	2%	1%	1%
	Homeless people/vagrants at stops	15	1%	1%	1%	2%	1%	0%	1%	1%
	Smoking/people smoking	10	1%	1%	0%	0%	0%	0%	1%	1%
	All other	61	5%	6%	3%	1%	3%	4%	5%	4%
	Don't know	4	0%	0%	0%	0%	1%	1%	0%	0%
	None/No Answer	865	65%	59%	75%	82%	73%	49%	70%	62%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	15%	7%	8%	12%	23%	13%	13%
	Trash at station/stop/transit center dirty	68	5%	8%	3%	5%	1%	10%	2%	7%
	Dirty seats	34	3%	2%	1%	1%	3%	1%	3%	3%
	Bird droppings	4	0%	1%	0%	0%	0%	0%	0%	1%
	Odors/smells	28	2%	2%	3%	2%	2%	7%	2%	2%
	Restrooms dirty/trashy/smelly	25	2%	2%	5%	1%	1%	0%	1%	3%
	Need more/larger trash cans/overflowing	9	1%	1%	2%	1%	0%	1%	0%	1%
	Need better lighting	3	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	3%	0%	0%	2%	2%	2%	2%
	Trash on bus/train	11	1%	1%	1%	0%	1%	1%	1%	1%
	Homeless people/vagrants at stops	9	1%	1%	0%	1%	1%	0%	1%	1%
	Smoking/people smoking	7	1%	1%	0%	0%	0%	0%	0%	1%
	All other	50	4%	5%	3%	0%	3%	4%	4%	3%
	Don't know	4	0%	0%	0%	0%	1%	1%	0%	0%
	None/No Answer	865	65%	59%	75%	82%	73%	49%	70%	62%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	77%	0%	0%	0%	0%	77%	77%
	B	126	18%	18%	0%	0%	0%	0%	17%	19%
	C	21	3%	3%	0%	0%	0%	0%	3%	3%
	D	4	1%	1%	0%	0%	0%	0%	0%	1%
	F	3	0%	0%	0%	0%	0%	0%	2%	0%
	Not sure	6	1%	1%	0%	0%	0%	0%	1%	1%
	No Answer	2	0%	0%	0%	0%	0%	0%	0%	0%
20. Grading: the courtesy of the bus drivers?	A	530	77%	77%	0%	0%	0%	0%	77%	77%
	B or lower/DK	162	23%	23%	0%	0%	0%	0%	23%	23%
20. Grading: the courtesy of the bus drivers?	A	530	77%	77%	0%	0%	0%	0%	77%	77%
	B	126	18%	18%	0%	0%	0%	0%	17%	19%
	C or lower/DK	35	5%	5%	0%	0%	0%	0%	7%	5%
21. Grading: the appearance of the bus drivers?	A	564	81%	81%	0%	0%	0%	0%	80%	82%
	B	79	11%	11%	0%	0%	0%	0%	13%	11%
	C	8	1%	1%	0%	0%	0%	0%	0%	1%
	D	3	0%	0%	0%	0%	0%	0%	1%	0%
	F	1	0%	0%	0%	0%	0%	0%	1%	0%
	Not sure	35	5%	5%	0%	0%	0%	0%	5%	5%
	No Answer	3	0%	0%	0%	0%	0%	0%	0%	1%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
21. Grading: the courtesy of the bus drivers?	A	564	81%	81%	0%	0%	0%	0%	80%	82%
	B or lower/DK	128	19%	19%	0%	0%	0%	0%	20%	18%
21. Grading: the courtesy of the bus drivers?	A	564	81%	81%	0%	0%	0%	0%	80%	82%
	B	79	11%	11%	0%	0%	0%	0%	13%	11%
	C or lower/DK	50	7%	7%	0%	0%	0%	0%	7%	7%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	4%	0%	0%	0%	0%	1%	5%
	More personable/friendlier/greet passengers	34	5%	5%	0%	0%	0%	0%	7%	5%
	Attitude change/be more positive/some are grumpy	14	2%	2%	0%	0%	0%	0%	1%	2%
	Be more helpful/helpful customer service	28	4%	4%	0%	0%	0%	0%	6%	4%
	Be more patient/wait for people running to bus/don't leave early	28	4%	4%	0%	0%	0%	0%	2%	4%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	0%	0%	0%	0%	0%	1%
	Be on time/adhere to schedule	32	5%	5%	0%	0%	0%	0%	6%	4%
	A standard dress code	12	2%	2%	0%	0%	0%	0%	1%	2%
	More well groomed/haircuts/shave	7	1%	1%	0%	0%	0%	0%	1%	1%
	Clean more often/clean buses between trips	8	1%	1%	0%	0%	0%	0%	2%	1%
	It depends on the individual/some better than others	5	1%	1%	0%	0%	0%	0%	0%	1%
	All other reasons	63	9%	9%	0%	0%	0%	0%	9%	9%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	65%	0%	0%	0%	0%	68%	65%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	4%	0%	0%	0%	0%	1%	5%
	More personable/friendlier/greet passengers	34	5%	5%	0%	0%	0%	0%	7%	5%
	Attitude change/be more positive/some are grumpy	10	1%	1%	0%	0%	0%	0%	1%	2%
	Be more helpful/helpful customer service	23	3%	3%	0%	0%	0%	0%	6%	3%
	Be more patient/wait for people running to bus/don't leave early	25	4%	4%	0%	0%	0%	0%	2%	4%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	0%	0%	0%	0%	0%	1%
	Be on time/adhere to schedule	31	4%	4%	0%	0%	0%	0%	6%	4%
	A standard dress code	9	1%	1%	0%	0%	0%	0%	0%	2%
	More well groomed/haircuts/shave	2	0%	0%	0%	0%	0%	0%	0%	0%
	Clean more often/clean buses between trips	8	1%	1%	0%	0%	0%	0%	2%	1%
	It depends on the individual/some better than others	5	1%	1%	0%	0%	0%	0%	0%	1%
	All other reasons	59	8%	8%	0%	0%	0%	0%	8%	9%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	65%	0%	0%	0%	0%	68%	65%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	0%	83%	90%	87%	93%	87%	85%
	B	55	9%	0%	13%	6%	8%	7%	8%	11%
	C	5	1%	0%	2%	1%	1%	0%	1%	1%
	D	1	0%	0%	0%	0%	0%	0%	0%	0%
	F	2	0%	0%	0%	1%	0%	0%	0%	0%
	Not sure	21	3%	0%	2%	2%	4%	0%	4%	1%
	No Answer	1	0%	0%	1%	0%	0%	0%	0%	1%
23. How would you grade the job the train conductor is doing?	A	546	87%	0%	83%	90%	87%	93%	87%	85%
	B or lower/DK	84	13%	0%	17%	10%	13%	7%	13%	15%
23. How would you grade the job the train conductor is doing?	A	546	87%	0%	83%	90%	87%	93%	87%	85%
	B	55	9%	0%	13%	6%	8%	7%	8%	11%
	C or lower/DK	29	5%	0%	5%	3%	5%	0%	5%	4%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	57%	77%	79%	79%	60%	75%	60%
	B	309	23%	29%	16%	10%	17%	28%	20%	26%
	C	98	7%	11%	5%	5%	3%	9%	3%	11%
	D	14	1%	1%	0%	2%	1%	1%	1%	1%
	F	7	1%	1%	0%	1%	0%	0%	0%	1%
	Not sure	11	1%	1%	0%	3%	0%	2%	1%	1%
	No Answer	5	0%	0%	2%	0%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	57%	77%	79%	79%	60%	75%	60%
	B or lower/DK	445	34%	43%	23%	21%	21%	40%	25%	40%
25. Grading: the job Station agents are doing?	A	117	76%	0%	75%	87%	0%	0%	0%	76%
	B	23	15%	0%	16%	8%	0%	0%	0%	15%
	C	5	3%	0%	3%	0%	0%	0%	0%	3%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	0%	1%	0%	0%	0%	0%
	Not sure	6	4%	0%	4%	4%	0%	0%	0%	4%
	No Answer	2	1%	0%	1%	0%	0%	0%	0%	1%
25. How would you grade the job Station Agents are doing?	A	117	76%	0%	75%	87%	0%	0%	0%	76%
	B or lower/DK	37	24%	0%	25%	13%	0%	0%	0%	24%
25. How would you grade the job Station Agents are doing?	A	117	76%	0%	75%	87%	0%	0%	0%	76%
	B	23	15%	0%	16%	8%	0%	0%	0%	15%
	C or lower/DK	13	9%	0%	9%	5%	0%	0%	0%	9%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
26. Grading: the smoothness of the ride on Link?	A	359	76%	0%	0%	0%	76%	70%	76%	70%
	B	98	20%	0%	0%	0%	20%	27%	20%	27%
	C	18	4%	0%	0%	0%	4%	2%	4%	2%
	D	0	0%	0%	0%	0%	0%	1%	0%	1%
	F	0	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	0%	0%	0%	76%	70%	76%	70%
	B or lower/DK	116	24%	0%	0%	0%	24%	30%	24%	30%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	0%	0%	0%	76%	70%	76%	70%
	B	98	20%	0%	0%	0%	20%	27%	20%	27%
	C or lower/DK	19	4%	0%	0%	0%	4%	3%	4%	3%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	54%	68%	70%	73%	77%	72%	56%
	B	340	26%	30%	25%	21%	21%	19%	21%	29%
	C	112	9%	12%	5%	5%	5%	3%	4%	12%
	D	13	1%	2%	0%	1%	0%	0%	0%	1%
	F	6	0%	1%	0%	1%	0%	0%	0%	1%
	Not sure	16	1%	2%	0%	2%	1%	1%	1%	1%
	No Answer	5	0%	1%	1%	0%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	54%	68%	70%	73%	77%	72%	56%
	B or lower/DK	492	37%	46%	32%	30%	27%	23%	28%	44%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	54%	68%	70%	73%	77%	72%	56%
	B	340	26%	30%	25%	21%	21%	19%	21%	29%
	C or lower/DK	152	12%	16%	7%	9%	6%	4%	6%	15%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	48%	47%	65%	76%	76%	72%	48%
	B	358	27%	33%	36%	26%	16%	16%	17%	34%
	C	104	8%	11%	12%	5%	2%	3%	3%	11%
	D	21	2%	2%	3%	1%	0%	0%	1%	2%
	F	11	1%	1%	1%	1%	1%	0%	1%	1%
	Not sure	59	4%	5%	0%	2%	5%	6%	6%	3%
	No Answer	2	0%	0%	1%	0%	0%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	48%	47%	65%	76%	76%	72%	48%
	B or lower/DK	554	42%	52%	53%	35%	24%	24%	28%	52%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	48%	47%	65%	76%	76%	72%	48%
	B	358	27%	33%	36%	26%	16%	16%	17%	34%
	C or lower/DK	196	15%	19%	17%	9%	8%	9%	11%	18%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	17%	7%	15%	11%	8%	11%	15%
	Gotten worse	97	7%	7%	22%	8%	3%	1%	3%	10%
	Haven't noticed a change	730	55%	55%	51%	58%	56%	58%	55%	55%
	(Don't know)	305	23%	20%	20%	18%	28%	33%	30%	18%
	No answer	9	1%	0%	1%	1%	2%	0%	1%	0%
29. On-time performance in the last year...	Gotten better	182	14%	17%	7%	15%	11%	8%	11%	15%
	Gotten worse	97	7%	7%	22%	8%	3%	1%	3%	10%
	No change/DK	1044	79%	75%	72%	77%	86%	91%	86%	74%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	0%	63%	65%	0%	0%	0%	63%
	Most times	39	25%	0%	26%	21%	0%	0%	0%	25%
	Sometimes	11	7%	0%	8%	5%	0%	0%	0%	7%
	Never	2	1%	0%	1%	4%	0%	0%	0%	1%
	(Don't know)	4	2%	0%	2%	3%	0%	0%	0%	2%
	No answer	1	1%	0%	1%	2%	0%	0%	0%	1%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	0%	89%	86%	0%	0%	0%	88%
	Sometimes or Never	13	8%	0%	8%	10%	0%	0%	0%	8%
	No Answer/DK	5	3%	0%	3%	4%	0%	0%	0%	3%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	48%	39%	37%	0%	0%	57%	44%
	Somewhat helpful	253	30%	28%	40%	33%	0%	0%	23%	31%
	Not helpful	36	4%	4%	3%	3%	0%	0%	4%	4%
	Don't Use them	157	19%	19%	16%	24%	0%	0%	16%	19%
	(Don't know)	4	1%	1%	0%	0%	0%	0%	1%	0%
	No answer	5	1%	0%	2%	2%	0%	0%	0%	1%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	48%	39%	37%	0%	0%	57%	44%
	Less helpful	289	34%	32%	44%	37%	0%	0%	27%	35%
	Don't use them/DK/No Answer	167	20%	20%	18%	26%	0%	0%	17%	20%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	0%	0%	0%	66%	47%	66%	47%
	Somewhat well	99	21%	0%	0%	0%	19%	40%	19%	40%
	Not very well	37	8%	0%	0%	0%	7%	12%	7%	12%
	(Don't know)	20	4%	0%	0%	0%	4%	1%	4%	1%
	No answer	11	2%	0%	0%	0%	3%	0%	3%	0%
How well do you understand light rail's schedule...	Very well	309	65%	0%	0%	0%	66%	47%	66%	47%
	Less well/DK	156	33%	0%	0%	0%	31%	53%	31%	53%
	No Answer	11	2%	0%	0%	0%	3%	0%	3%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	0%	0%	0%	85%	0%	85%	0%
	Somewhat easy	59	13%	0%	0%	0%	13%	0%	13%	0%
	Somewhat difficult	9	2%	0%	0%	0%	2%	0%	2%	0%
	Very difficult	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	0%	0%	0%	85%	0%	85%	0%
	Less than very easy/DK	68	15%	0%	0%	0%	15%	0%	15%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	0%	0%	0%	60%	0%	60%	0%
	Somewhat helpful	113	26%	0%	0%	0%	26%	0%	26%	0%
	Not helpful	5	1%	0%	0%	0%	1%	0%	1%	0%
	Don't Use them	51	12%	0%	0%	0%	12%	0%	12%	0%
	(Don't know)	6	1%	0%	0%	0%	1%	0%	1%	0%
	No answer	1	0%	0%	0%	0%	0%	0%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	0%	0%	0%	60%	0%	60%	0%
	Less helpful	118	27%	0%	0%	0%	27%	0%	27%	0%
	Don't use them/DK/No Answer	58	13%	0%	0%	0%	13%	0%	13%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	0%	0%	0%	59%	0%	59%	0%
	Somewhat helpful	114	26%	0%	0%	0%	26%	0%	26%	0%
	Not helpful	14	3%	0%	0%	0%	3%	0%	3%	0%
	Don't Use them	47	11%	0%	0%	0%	11%	0%	11%	0%
	(Don't know)	4	1%	0%	0%	0%	1%	0%	1%	0%
	No answer	2	0%	0%	0%	0%	0%	0%	0%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	0%	0%	0%	59%	0%	59%	0%
	Less helpful	127	29%	0%	0%	0%	29%	0%	29%	0%
	Don't use them/DK/No Answer	53	12%	0%	0%	0%	12%	0%	12%	0%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	0%	0%	0%	40%	0%	40%	0%
	About 1 in 10 trips	134	31%	0%	0%	0%	31%	0%	31%	0%
	Less than 1 in 10 trips	43	10%	0%	0%	0%	10%	0%	10%	0%
	Never	40	9%	0%	0%	0%	9%	0%	9%	0%
	(Don't know)	44	10%	0%	0%	0%	10%	0%	10%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	0%	0%	0%	71%	0%	71%	0%
	Less than 1 in 10 trips/DK	127	29%	0%	0%	0%	29%	0%	29%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	66%	85%	86%	85%	56%	83%	68%
	I occasionally have concerns for my safety	277	21%	27%	14%	10%	13%	37%	14%	26%
	I am regularly concerned about my safety	22	2%	2%	1%	2%	1%	7%	1%	2%
	(Don't know)	38	3%	4%	0%	2%	2%	1%	2%	4%
	No answer	4	0%	1%	0%	0%	0%	0%	0%	1%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	66%	85%	86%	85%	56%	83%	68%
	Safety Concerns	337	25%	33%	15%	14%	15%	44%	17%	32%
	No Answer	4	0%	1%	0%	0%	0%	0%	0%	1%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	74%	85%	89%	81%	62%	79%	76%
	Mostly safe	270	20%	23%	13%	10%	18%	37%	19%	21%
	Mostly unsafe	5	0%	1%	0%	0%	0%	0%	0%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	2%	1%	1%	1%	1%	1%	2%
	No answer	4	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	97%	98%	99%	99%	99%	99%	97%
	Unsafe	5	0%	1%	0%	0%	0%	0%	0%	0%
	DK/No Answer	25	2%	3%	2%	1%	1%	1%	1%	3%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	11%	5%	7%	5%	19%	6%	10%
	Drunks/druggies	40	3%	5%	1%	1%	1%	2%	2%	4%
	Angry/disruptive people/riders	27	2%	3%	0%	1%	1%	3%	1%	3%
	Parking lot/garage scary	1	0%	0%	0%	1%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	2%	1%	0%	1%	1%	1%	2%
	Overcrowding/people standing	24	2%	3%	0%	1%	1%	2%	1%	2%
	Uturns/abrupt stops/jerky driving	21	2%	3%	0%	0%	0%	1%	1%	2%
	Driving skills/driving too fast/inexperienced drivers	20	2%	3%	0%	0%	0%	0%	0%	2%
	Lack of security personnel/attendants	15	1%	1%	2%	1%	1%	3%	1%	1%
	People panhandling/begging	17	1%	2%	1%	1%	0%	1%	1%	2%
	All other	82	6%	7%	9%	5%	5%	3%	5%	7%
	Don't know	1	0%	0%	0%	0%	0%	1%	0%	0%
	Nothing/No Answer	982	74%	66%	81%	83%	85%	63%	83%	68%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	10%	5%	7%	4%	19%	6%	10%
	Drunks/druggies	36	3%	4%	1%	1%	1%	2%	2%	4%
	Angry/disruptive people/riders	25	2%	3%	0%	1%	1%	3%	1%	2%
	Parking lot/garage scary	1	0%	0%	0%	1%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	2%	1%	0%	1%	1%	1%	2%
	Overcrowding/people standing	20	2%	2%	0%	1%	1%	2%	1%	2%
	Uturns/abrupt stops/jerky driving	21	2%	3%	0%	0%	0%	0%	1%	2%
	Driving skills/driving too fast/inexperienced drivers	19	1%	3%	0%	0%	0%	0%	0%	2%
	Lack of security personnel/attendants	11	1%	1%	1%	1%	1%	3%	1%	1%
	People panhandling/begging	6	0%	0%	1%	1%	0%	1%	0%	1%
	All other	76	6%	6%	8%	5%	5%	3%	5%	7%
	Don't know	1	0%	0%	0%	0%	0%	1%	0%	0%
	Nothing/No Answer	982	74%	66%	81%	83%	85%	63%	83%	68%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	21%	30%	35%	19%	16%	18%	24%
	Somewhat secure	229	17%	19%	32%	30%	8%	27%	8%	24%
	Not secure at all	21	2%	2%	3%	3%	0%	1%	0%	3%
	Don't Use	750	57%	53%	34%	28%	70%	56%	70%	47%
	(Don't know)	27	2%	2%	0%	3%	3%	1%	2%	2%
	No answer	14	1%	1%	1%	3%	0%	0%	1%	1%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	46%	45%	48%	63%	35%	61%	45%
	Somewhat secure	229	40%	42%	49%	41%	27%	60%	28%	45%
	Not secure at all	21	4%	5%	4%	4%	1%	3%	1%	5%
	Don't know	27	5%	4%	1%	4%	9%	3%	8%	3%
	No Answer	14	2%	3%	2%	4%	1%	0%	3%	2%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	46%	45%	48%	63%	35%	61%	45%
	P&R Less secure	251	44%	47%	53%	45%	27%	62%	28%	50%
	DK/No Answer	40	7%	7%	2%	7%	10%	3%	11%	5%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	14%	12%	10%	10%	0%	12%	12%
	2	71	6%	7%	4%	6%	3%	0%	4%	6%
	3	187	15%	13%	19%	10%	15%	0%	14%	15%
	4	154	12%	14%	15%	10%	9%	0%	10%	14%
	5 - Very important	705	55%	51%	50%	63%	62%	0%	58%	52%
	Not sure	9	1%	1%	0%	0%	1%	0%	1%	0%
	No answer	1	0%	0%	1%	1%	0%	0%	0%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	21%	16%	16%	13%	0%	17%	19%
	3/DK/No Answer	197	15%	14%	20%	11%	16%	0%	16%	15%
	4-5 Very Important	860	67%	65%	65%	73%	71%	0%	68%	66%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	0%	9%	8%	5%	0%	5%	9%
	2	19	3%	0%	2%	4%	4%	0%	4%	2%
	3	65	11%	0%	12%	12%	10%	0%	10%	12%
	4	65	11%	0%	13%	10%	10%	0%	10%	13%
	5 - Very important	400	67%	0%	62%	65%	69%	0%	69%	62%
	Not sure	7	1%	0%	0%	0%	2%	0%	2%	0%
	No answer	2	0%	0%	1%	1%	0%	0%	0%	1%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	0%	11%	12%	8%	0%	8%	11%
	3/DK/No Answer	74	12%	0%	14%	13%	12%	0%	12%	14%
	4-5 Very Important	465	78%	0%	75%	75%	80%	0%	80%	75%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	4%	5%	5%	5%	0%	6%	4%
	2	42	3%	3%	2%	5%	3%	0%	3%	3%
	3	149	12%	8%	16%	10%	17%	0%	15%	9%
	4	179	14%	14%	13%	11%	14%	0%	13%	14%
	5 - Very important	835	65%	70%	61%	66%	59%	0%	59%	69%
	Not sure	20	2%	1%	0%	1%	3%	0%	3%	0%
	No answer	2	0%	0%	2%	1%	0%	0%	0%	0%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	8%	7%	10%	8%	0%	9%	7%
	3/DK/No Answer	171	13%	8%	18%	12%	19%	0%	18%	9%
	4-5 Very Important	1014	79%	84%	75%	77%	73%	0%	73%	84%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	2%	3%	5%	3%	0%	3%	2%
	2	28	2%	3%	2%	5%	1%	0%	1%	3%
	3	161	13%	11%	14%	16%	14%	0%	14%	11%
	4	198	15%	17%	18%	10%	12%	0%	13%	17%
	5 - Very important	845	66%	66%	62%	63%	66%	0%	66%	66%
	Not sure	24	2%	1%	0%	0%	4%	0%	3%	1%
	No answer	3	0%	0%	2%	1%	0%	0%	0%	0%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	5%	4%	10%	4%	0%	4%	5%
	3/DK/No Answer	188	15%	12%	16%	17%	18%	0%	18%	12%
	4-5 Very Important	1042	81%	83%	80%	73%	78%	0%	79%	83%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	33%	17%	13%	27%	0%	30%	29%
	2	82	6%	8%	6%	10%	4%	0%	4%	8%
	3	145	11%	8%	19%	16%	15%	0%	13%	10%
	4	122	9%	10%	12%	12%	8%	0%	7%	11%
	5 - Very important	465	36%	34%	41%	48%	38%	0%	36%	37%
	Not sure	87	7%	7%	2%	0%	8%	0%	10%	5%
	No answer	9	1%	0%	2%	1%	0%	0%	0%	1%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	41%	23%	23%	31%	0%	34%	37%
	3/DK/No Answer	241	19%	15%	23%	17%	23%	0%	23%	15%
	4-5 Very Important	587	46%	44%	54%	60%	46%	0%	43%	48%
45. Age range	<25	259	20%	21%	9%	12%	20%	23%	20%	19%
	25-34	386	29%	31%	22%	13%	29%	26%	30%	29%
	35-44	286	22%	19%	26%	22%	24%	23%	22%	21%
	45-59	248	19%	18%	30%	33%	15%	24%	15%	21%
	60+	128	10%	9%	11%	18%	10%	3%	11%	9%
	Refused	17	1%	1%	1%	2%	2%	0%	2%	1%
Generation	<35	644	49%	52%	32%	25%	49%	49%	50%	48%
	35+	661	50%	46%	67%	73%	49%	51%	48%	51%
	Refuse	17	1%	1%	1%	2%	2%	0%	2%	1%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
46. What race would you classify yourself as?	White/Caucasian	838	63%	62%	75%	80%	62%	61%	63%	64%
	Black/ Afr. American	188	14%	12%	9%	10%	20%	9%	18%	12%
	Asian	128	10%	12%	6%	3%	8%	7%	8%	11%
	Native Hawaiian/ Pacific Islander	11	1%	1%	2%	1%	0%	1%	0%	1%
	American Indian/ Alaska Native	7	1%	0%	0%	2%	1%	7%	1%	0%
	Hispanic/ Latino	48	4%	4%	3%	2%	2%	6%	3%	4%
	Multiple races	52	4%	4%	3%	0%	4%	7%	4%	4%
	Other	9	1%	1%	0%	1%	0%	1%	1%	1%
	No answer	41	3%	4%	2%	3%	2%	2%	3%	3%
46. Ethnicity	White	838	63%	62%	75%	80%	62%	61%	63%	64%
	Non-white	484	37%	38%	25%	20%	38%	39%	37%	36%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	16%	8%	8%	18%	39%	18%	16%
	\$30,000 to \$49,999	265	20%	21%	12%	14%	21%	19%	19%	21%
	\$50,000 to \$74,999	248	19%	17%	23%	20%	20%	9%	20%	18%
	\$75,000 to \$99,999	111	8%	8%	14%	15%	8%	4%	8%	9%
	100,000 to \$149,999	88	7%	7%	12%	11%	5%	6%	6%	7%
	\$150,000 to \$199,999	44	3%	3%	5%	6%	4%	0%	4%	3%
	\$200,000 or higher	29	2%	2%	3%	2%	2%	2%	2%	2%
	Refused	289	22%	26%	19%	18%	17%	17%	19%	24%
	No answer	32	2%	1%	3%	6%	5%	4%	4%	1%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
47. Income	<\$50,000	482	36%	37%	21%	22%	40%	58%	37%	36%
	\$50,000+	519	39%	37%	57%	54%	39%	21%	40%	38%
	DK/NA	321	24%	27%	22%	24%	21%	21%	23%	25%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	65%	81%	73%	63%	47%	64%	67%
	Employed <30 hrs/wk	92	7%	8%	2%	4%	7%	14%	7%	7%
	Self-employed	45	3%	4%	0%	6%	4%	4%	3%	3%
	Retired	71	5%	5%	1%	3%	7%	3%	7%	4%
	Homemaker	9	1%	1%	0%	1%	0%	1%	0%	1%
	Student	149	11%	13%	8%	4%	10%	20%	10%	12%
	Looking for work	11	1%	1%	0%	0%	1%	1%	1%	1%
	Other	20	2%	1%	0%	0%	2%	8%	2%	1%
	No answer	60	5%	3%	7%	8%	7%	1%	6%	3%
48. Employment	Full Time Emp	865	65%	65%	81%	73%	63%	47%	64%	67%
	Part Time/Less/NA	457	35%	35%	19%	27%	37%	53%	36%	33%

		N	%	2. Service					Route/service uses dtown tunnel	
				Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
				%	%	%	%	%	%	%
49. Geography (by home zip code)	Snohomish	138	10%	18%	5%	45%	0%	1%	0%	18%
	KC Seattle/North	421	32%	23%	8%	9%	56%	2%	51%	18%
	KC East	220	17%	30%	2%	0%	2%	0%	14%	18%
	KC South	198	15%	10%	37%	4%	17%	4%	14%	16%
	Pierce	190	14%	13%	41%	19%	2%	87%	2%	23%
	Other	119	9%	3%	5%	21%	20%	4%	16%	4%
	Refused	35	3%	3%	2%	2%	2%	1%	2%	3%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	9%	28%	40%	10%	2%	9%	13%
	No	1073	81%	87%	65%	56%	84%	10%	86%	78%
	No answer	100	8%	4%	8%	4%	6%	88%	5%	9%
53. Gender	Male	724	55%	54%	48%	49%	59%	44%	59%	52%
	Female	569	43%	44%	50%	51%	38%	56%	39%	46%
	(Unknown/Other)	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	28	2%	2%	2%	0%	3%	0%	2%	2%
Gender by generation	M <35	339	26%	28%	14%	11%	27%	18%	29%	23%
	F <35	287	22%	24%	17%	14%	20%	31%	20%	23%
	M 35+	376	28%	26%	33%	37%	31%	27%	29%	28%
	F 35+	275	21%	20%	32%	36%	18%	24%	18%	22%
	Ref	45	3%	3%	3%	2%	4%	0%	4%	3%

	All	2. Service					Route/service uses downtown tunnel	
		Express Bus	Sounder Sea-Tac	Sounder Sea-Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
Number of cases	1322	692	140	14	439	37	552	770
Row percent	100.0%	52.3%	10.6%	1.1%	33.2%	2.8%	41.8%	58.2%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.34	3.16	3.30	3.49	3.39	3.48	3.29
9. Minutes to get to nearest stop/station (mean)	14.68	14.00	14.88	15.20	15.50	18.66	14.48	14.79
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.56	3.70	3.78	3.59	3.53	3.57	3.59
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.21	3.60	3.54	3.48	3.15	3.45	3.26
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.72	3.67	3.73
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.84	3.77	3.85
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	.	3.82	3.88	3.90	3.93	3.90	3.85
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.42	3.72	3.70	3.73	3.50	3.71	3.45
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	.	3.74	3.88	.	.	.	3.76
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	.	.	.	3.72	3.66	3.72	3.66
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.38	3.61	3.62	3.67	3.74	3.68	3.40
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.32	3.25	3.57	3.74	3.76	3.70	3.30
9. Minutes to get to nearest stop/station (mean)	14.68	14.00	14.88	15.20	15.50	18.66	14.48	14.79
13. Weekdays per week bus/train is ridden (mean)	3.32	3.55	4.21	3.63	2.67	3.22	2.78	3.71
13. Weekend days per week bus/train is ridden (mean)	.32	.38	.03	.09	.32	.39	.33	.31
13. Total days per week bus/train is ridden (mean)	3.64	3.92	4.24	3.71	3.00	3.61	3.11	4.02

	All	2. Service					Route/service uses dtown tunnel	
		Express Bus	Sounde r Sea- Tac	Sounde r Sea- Eve	Central Link	Tacoma Link	Tunnel route (C. Link & ST550)	Not in tunnel
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	3.81	3.88	4.11	4.11	.	3.98	3.88
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	.	4.19	4.21	4.38	.	4.38	4.19
42. Importance: Being able to access real time transit information on cellphones	4.34	4.43	4.26	4.30	4.22	.	4.21	4.43
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.44	4.38	4.21	4.44	.	4.43	4.44
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.03	3.58	3.72	3.28	.	3.16	3.20

	N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
			Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
			%	%	%	%	%	%	%
Number of cases	1322		605	527	190	773	549	753	532
Row percent		100%	46%	40%	14%	58%	42%	59%	41%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
Service Type (Numeric)	Express Bus	692	52%	51%	49%	66%	58%	44%	60%	45%
	Sounder Rail	154	12%	20%	6%	0%	17%	5%	17%	5%
	Tacoma Link Light Rail	37	3%	2%	4%	2%	3%	3%	0%	0%
	Central Link Light Rail	439	33%	26%	42%	32%	22%	48%	23%	50%
2. Service	Express Bus	692	52%	51%	49%	66%	58%	44%	60%	45%
	Sounder Sea-Tac	140	11%	18%	6%	0%	15%	4%	16%	4%
	Sounder Sea-Eve	14	1%	2%	0%	0%	1%	1%	1%	1%
	Central Link	439	33%	26%	42%	32%	22%	48%	23%	50%
	Tacoma Link	37	3%	2%	4%	2%	3%	3%	0%	0%
Region Bus Routes Cover	Seattle-South	171	25%	28%	19%	29%	25%	25%	25%	25%
	Seattle-Snohomish	100	15%	15%	13%	17%	15%	14%	15%	14%
	Seattle-E King	371	54%	46%	64%	52%	53%	55%	53%	55%
	Route Excludes Dtown Seattle	50	7%	11%	4%	3%	7%	7%	7%	7%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	32%	52%	43%	31%	57%	31%	59%
	Not in tunnel	770	58%	68%	48%	57%	69%	43%	69%	41%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
Day Part	Peak	605	46%	100%	0%	0%	52%	38%	52%	38%
	Offpeak	527	40%	0%	100%	0%	38%	43%	37%	43%
	Weekend	190	14%	0%	0%	100%	11%	19%	11%	20%
	Unable to determine	0	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	5%	0%	0%	3%	1%	3%	1%
	ST 511	30	4%	9%	1%	0%	5%	3%	5%	3%
	ST 512	55	8%	1%	12%	17%	7%	10%	7%	10%
	ST 522	58	8%	6%	9%	11%	7%	11%	7%	11%
	ST 532	22	3%	7%	0%	0%	3%	3%	3%	3%
	ST 535	19	3%	2%	4%	3%	2%	3%	2%	3%
	ST 540	7	1%	2%	0%	0%	2%	0%	2%	0%
	ST 541	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	5%	2%	0%	3%	2%	3%	2%
	ST 545	103	15%	12%	17%	16%	17%	11%	17%	11%
	ST 547	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	12%	22%	16%	14%	20%	14%	20%
	ST 554	42	6%	5%	8%	5%	7%	4%	7%	4%
	ST 555	8	1%	1%	2%	0%	1%	2%	1%	2%
	ST 556	9	1%	3%	0%	0%	2%	1%	2%	1%
	ST 559	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	2%	4%	4%	2%	5%	2%	5%
	ST 563	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	7%	1%	0%	4%	2%	4%	2%
	ST 574	29	4%	3%	5%	7%	3%	6%	3%	6%
	ST 577	7	1%	0%	0%	3%	1%	1%	1%	1%
	ST 578	35	5%	6%	6%	0%	4%	7%	4%	7%
	ST 586	6	1%	2%	0%	0%	1%	0%	1%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
	ST 590	48	7%	10%	2%	9%	8%	5%	8%	5%
	ST 591	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 592	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	0%	4%	10%	3%	4%	3%	4%
	ST 596	0	0%	0%	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	90%	96%	0%	92%	86%	92%	86%
	Seattle <--> Everett	14	9%	10%	4%	0%	8%	14%	8%	14%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	62%	56%	47%	84%	20%	84%	19%
	No	561	42%	38%	44%	52%	16%	80%	16%	80%
	No answer	3	0%	0%	0%	1%	0%	1%	0%	1%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	28%	24%	29%	100%	6%	100%	6%
	No	366	65%	66%	64%	64%	0%	83%	0%	82%
	No answer	50	9%	7%	12%	7%	0%	11%	0%	12%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	66%	55%	44%	100%	0%	100%	0%
	Not Choice Rider	549	42%	34%	45%	56%	0%	100%	0%	100%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	66%	55%	44%	100%	0%	100%	0%
	Not Choice Rider	532	41%	34%	45%	56%	0%	100%	0%	100%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	43%	54%	49%	46%	51%	46%	51%
	B	537	41%	45%	36%	38%	43%	38%	43%	38%
	C	119	9%	10%	7%	10%	10%	8%	10%	8%
	D	10	1%	1%	1%	1%	1%	1%	1%	1%
	F	4	0%	0%	0%	0%	0%	1%	0%	1%
	Not sure	11	1%	0%	1%	2%	0%	2%	0%	2%
	No answer	2	0%	0%	0%	0%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	43%	54%	49%	46%	51%	46%	51%
	B or lower/DK	683	52%	57%	46%	51%	54%	49%	54%	49%
5. Sound Transit Overall Report Card	A	639	48%	43%	54%	49%	46%	51%	46%	51%
	B	537	41%	45%	36%	38%	43%	38%	43%	38%
	C or lower/DK	147	11%	12%	10%	13%	11%	11%	11%	11%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	16%	16%	13%	17%	14%	17%	14%
	Fast/ Avoids traffic	85	6%	6%	6%	8%	6%	6%	6%	7%
	Convenient	114	9%	7%	9%	11%	9%	9%	8%	8%
	Comfortable/ Relaxing	40	3%	4%	2%	2%	4%	2%	4%	2%
	Clean/ Nice	62	5%	6%	3%	6%	5%	5%	4%	5%
	Good coverage/ Goes to destination	56	4%	4%	3%	8%	4%	4%	4%	4%
	Friendly/ helpful operators & personnel	46	3%	4%	3%	3%	3%	4%	3%	4%
	Affordable fare/ Free parking	46	3%	3%	4%	3%	4%	3%	3%	3%
	Safe/ Secure	19	1%	1%	2%	1%	2%	1%	2%	1%
	General positives (Nice/ Fun/ No complaints)	304	23%	21%	24%	28%	20%	28%	20%	28%
	Late at times/ Always late	162	12%	15%	10%	9%	15%	8%	16%	8%
	Rude drivers & personnel	11	1%	1%	1%	2%	0%	1%	0%	1%
	More service/ routes/ buses	70	5%	4%	6%	7%	6%	5%	6%	5%
	Slow/ Too many stops/ More express	25	2%	2%	2%	2%	2%	1%	2%	1%
	Need more parking	17	1%	1%	1%	1%	2%	0%	2%	0%
	Improve/ Expand schedule	35	3%	3%	3%	2%	3%	2%	3%	2%
	Too expensive	13	1%	0%	1%	2%	1%	1%	1%	1%
	Too early/ Doesn't wait	8	1%	0%	1%	1%	1%	0%	1%	0%
	Crowded/ Larger buses/trains	72	5%	7%	4%	4%	7%	3%	8%	3%
	Other positives	111	8%	8%	8%	9%	8%	9%	8%	9%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
	Other negatives	134	10%	11%	9%	11%	10%	10%	10%	10%
	Neutral reasons (OK/ Average)	93	7%	6%	7%	9%	6%	9%	6%	9%
	All other reasons	20	2%	1%	1%	4%	2%	1%	2%	1%
	Don't know/ NA/ First time rider	44	3%	3%	4%	3%	2%	5%	2%	5%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
6. What are your reasons for that grade? (1st Response)	Reliable/ Prompt/ Runs often	161	12%	12%	13%	10%	14%	10%	14%	10%
	Fast/ Avoids traffic	55	4%	3%	5%	7%	4%	5%	4%	5%
	Convenient	83	6%	5%	7%	8%	6%	6%	6%	6%
	Comfortable/ Relaxing	19	1%	2%	1%	1%	2%	1%	2%	1%
	Clean/ Nice	24	2%	2%	1%	3%	2%	2%	2%	2%
	Good coverage/ Goes to destination	28	2%	3%	1%	2%	2%	2%	2%	1%
	Friendly/ helpful operators & personnel	25	2%	2%	2%	3%	2%	2%	2%	3%
	Affordable fare/ Free parking	29	2%	2%	3%	1%	2%	2%	2%	2%
	Safe/ Secure	3	0%	0%	0%	0%	0%	0%	0%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	20%	22%	23%	18%	25%	18%	25%
	Late at times/ Always late	141	11%	14%	9%	5%	13%	7%	14%	7%
	Rude drivers & personnel	7	1%	1%	0%	1%	0%	1%	0%	1%
	More service/ routes/ buses	49	4%	3%	4%	5%	4%	4%	4%	4%
	Slow/ Too many stops/ More express	17	1%	1%	1%	2%	2%	1%	2%	1%
	Need more parking	11	1%	1%	0%	1%	1%	0%	1%	0%
	Improve/ Expand schedule	27	2%	2%	2%	1%	2%	2%	2%	2%
	Too expensive	9	1%	0%	1%	1%	0%	1%	0%	1%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	0%	0%	0%
	Crowded/ Larger buses/trains	59	4%	6%	3%	2%	6%	2%	6%	2%
	Other positives	66	5%	5%	5%	5%	4%	6%	4%	6%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
Other negatives		90	7%	7%	6%	6%	7%	6%	7%	6%
Neutral reasons (OK/ Average)		79	6%	6%	6%	6%	5%	7%	5%	8%
All other reasons		15	1%	1%	1%	3%	1%	1%	1%	1%
Don't know/ NA/ First time rider		44	3%	3%	4%	3%	2%	5%	2%	5%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (Multi-response)	More stops	17	1%	2%	1%	2%	1%	2%	1%	2%
	Fewer stops/Direct/express routes/HOV lane	23	2%	3%	1%	1%	2%	1%	2%	1%
	Be on-time/adhere to schedule/less delays	98	7%	8%	7%	7%	9%	5%	9%	5%
	Run more often/more frequent buses/trains	192	15%	16%	12%	16%	18%	10%	18%	10%
	Expand schedule/ Run earlier/later	70	5%	7%	4%	3%	6%	4%	6%	4%
	More routes/expand-extend service/add weekend service	125	9%	9%	10%	11%	9%	10%	9%	9%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	2%	4%	4%	3%	2%	3%	2%
	Overcrowding/SRO/Larger-longer buses	116	9%	11%	8%	6%	11%	5%	11%	6%
	Don't leave early (look for passengers)	11	1%	0%	1%	2%	1%	1%	1%	1%
	Notice/communication of problems, delay, etc.	42	3%	4%	2%	2%	3%	3%	3%	3%
	Announce next time of arrival/post departure times	8	1%	0%	1%	1%	0%	1%	0%	1%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	4%	2%	2%	5%	1%	5%	1%
	Enclosed/covered waiting area	13	1%	1%	0%	1%	1%	0%	2%	0%
	More security	25	2%	3%	1%	2%	2%	2%	2%	2%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
	More comfortable temperature/heated-it's cold	11	1%	1%	1%	0%	1%	1%	1%	1%
	Improved wi-fi and/or cell access	16	1%	1%	2%	1%	1%	1%	1%	1%
	Lower fares	24	2%	2%	2%	2%	3%	1%	3%	0%
	New/cleaner buses/trains	43	3%	3%	4%	2%	3%	4%	3%	4%
	Improved/better lit stops	6	0%	0%	0%	1%	1%	0%	1%	0%
	Driver training/cold weather training	10	1%	1%	0%	1%	1%	1%	1%	1%
	Return interagency transfer slips/improve ORCA availability	21	2%	1%	1%	3%	1%	2%	1%	2%
	Make snacks/beverages accessible on transit	13	1%	1%	1%	0%	1%	0%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	12%	11%	18%	10%	15%	10%	15%
	Don't know/no answer/none	370	28%	21%	36%	28%	20%	39%	19%	39%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	1%	1%	2%	1%	2%	1%	2%
	Fewer stops/Direct/express routes/HOV lane	20	2%	2%	1%	0%	2%	1%	2%	1%
	Be on-time/adhere to schedule/less delays	91	7%	7%	6%	7%	8%	5%	9%	5%
	Run more often/more frequent buses/trains	159	12%	14%	10%	13%	15%	8%	15%	8%
	Expand schedule/ Run earlier/later	59	4%	6%	4%	0%	5%	3%	5%	3%
	More routes/expand-extend service/add weekend service	104	8%	7%	9%	9%	7%	8%	7%	8%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	2%	3%	3%	3%	2%	3%	2%
	Overcrowding/SRO/Larger-longer buses	100	8%	9%	7%	5%	10%	4%	10%	5%
	Don't leave early (look for passengers)	8	1%	0%	1%	2%	0%	1%	0%	1%
	Notice/communication of problems, delay, etc.	36	3%	4%	2%	2%	3%	3%	3%	3%
	Announce next time of arrival/post departure times	6	0%	0%	0%	1%	0%	1%	0%	1%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	4%	2%	1%	4%	1%	4%	1%
	Enclosed/covered waiting area	13	1%	1%	0%	1%	1%	0%	2%	0%
	More security	19	1%	2%	1%	1%	2%	1%	2%	1%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
	More comfortable temperature/heated-it's cold	6	0%	1%	0%	0%	0%	1%	0%	1%
	Improved wi-fi and/or cell access	15	1%	1%	2%	0%	1%	1%	1%	1%
	Lower fares	18	1%	2%	1%	1%	2%	0%	2%	0%
	New/cleaner buses/trains	34	3%	2%	3%	2%	2%	3%	2%	3%
	Improved/better lit stops	5	0%	0%	0%	1%	0%	0%	1%	0%
	Driver training/cold weather training	10	1%	1%	0%	1%	1%	1%	1%	1%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	1%	2%	1%	1%	1%	1%
	Make snacks/beverages accessible on transit	9	1%	1%	1%	0%	1%	0%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	9%	9%	16%	8%	13%	8%	13%
	Don't know/no answer/none	370	28%	21%	36%	28%	20%	39%	19%	39%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	16%	14%	17%	17%	13%	17%	13%
	System suggestions	667	50%	58%	44%	44%	59%	38%	60%	38%
	All Other suggestions	161	12%	12%	11%	18%	10%	15%	10%	15%
	Nothing/Don't know/No Answer	370	28%	21%	36%	28%	20%	39%	19%	39%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	14%	13%	16%	15%	12%	16%	12%
	System suggestions	630	48%	55%	42%	40%	56%	36%	56%	36%
	All Other suggestions	137	10%	9%	9%	16%	8%	13%	8%	13%
	Nothing/Don't know/No Answer	370	28%	21%	36%	28%	20%	39%	19%	39%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	5%	5%	10%	5%	6%	5%	6%
	5-9 min.	227	17%	14%	19%	21%	17%	18%	17%	18%
	10-14 min.	336	25%	23%	29%	24%	26%	24%	26%	24%
	15-19 min.	204	15%	16%	15%	14%	19%	11%	19%	11%
	20-29 min.	131	10%	12%	9%	6%	11%	8%	11%	8%
	30+ min.	125	9%	9%	9%	13%	8%	12%	8%	11%
	(No answer)	226	17%	21%	14%	12%	14%	22%	14%	22%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	42%	53%	54%	48%	48%	49%	48%
	15+ min	460	35%	37%	33%	33%	38%	30%	37%	30%
	No answer	226	17%	21%	14%	12%	14%	22%	14%	22%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
10. For this trip, are you...	Coming from home	496	37%	26%	46%	52%	37%	38%	37%	39%
	Going home	638	48%	65%	35%	32%	54%	40%	55%	40%
	Neither	170	13%	9%	18%	12%	8%	20%	7%	19%
	No answer	19	1%	0%	2%	4%	1%	2%	1%	2%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	72%	53%	29%	73%	37%	74%	37%
	Commute to/from school	127	10%	9%	13%	4%	9%	10%	9%	10%
	Go to/from airport	139	11%	7%	13%	14%	2%	23%	2%	23%
	Attend sporting/ special event	29	2%	1%	1%	8%	2%	3%	2%	3%
	Go shopping or dining	111	8%	4%	8%	22%	6%	11%	6%	11%
	Other	166	13%	9%	13%	25%	8%	19%	8%	19%
	No answer	3	0%	0%	0%	0%	0%	0%	0%	0%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	72%	53%	29%	73%	37%	74%	37%
	Commute to/from school	126	10%	9%	13%	4%	9%	10%	9%	10%
	Go to/from airport	137	10%	7%	13%	14%	2%	22%	2%	23%
	Attend sporting/ special event	28	2%	1%	1%	8%	2%	2%	2%	2%
	Go shopping or dining	105	8%	4%	8%	20%	6%	10%	6%	10%
	Other	154	12%	7%	12%	25%	7%	18%	7%	18%
	No answer	3	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	12%	22%	29%	0%	45%	0%	45%
	1	52	4%	2%	3%	12%	5%	2%	5%	2%
	2	75	6%	4%	6%	10%	5%	6%	5%	6%
	3	88	7%	7%	6%	7%	8%	4%	8%	4%
	4	169	13%	14%	11%	12%	16%	9%	16%	8%
	5	550	42%	52%	39%	16%	55%	23%	55%	23%
	6	92	7%	7%	7%	6%	8%	6%	8%	5%
	7	52	4%	3%	4%	9%	3%	6%	3%	6%
	1st time rider	0	0%	0%	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	39%	49%	69%	34%	66%	34%	66%
	5+ days/wk	695	53%	61%	51%	31%	66%	34%	66%	34%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	29%	30%	25%	11%	54%	11%	55%
	Cheaper	561	42%	41%	48%	34%	43%	41%	43%	42%
	More convenient	646	49%	48%	50%	48%	46%	52%	47%	52%
	Reduces cars on the road	101	8%	6%	9%	7%	10%	5%	10%	5%
	Helps environment	125	9%	9%	9%	9%	10%	8%	11%	8%
	Faster/avoids traffic	472	36%	41%	30%	33%	44%	24%	45%	24%
	No parking	266	20%	17%	25%	16%	26%	12%	26%	12%
	Work/school pays	169	13%	16%	12%	5%	16%	9%	16%	9%
	More relaxing	128	10%	9%	8%	14%	11%	8%	11%	8%
	Less stressful	190	14%	14%	15%	13%	18%	10%	18%	10%
	Gas prices	85	6%	8%	5%	6%	9%	3%	9%	3%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	0%	1%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	0%	1%	0%	1%
	It's fun	2	0%	0%	0%	1%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	0%	0%	1%	1%	0%	1%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%
	other	60	5%	4%	4%	10%	4%	6%	4%	5%
	(Don't know)	4	0%	0%	0%	2%	0%	1%	0%	1%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	22%	24%	22%	8%	44%	8%	45%
	Cheaper	293	22%	20%	27%	15%	27%	15%	27%	15%
	More convenient	218	16%	15%	16%	24%	16%	17%	16%	17%
	Reduces cars on the road	14	1%	1%	1%	2%	1%	1%	1%	1%
	Helps environment	11	1%	1%	0%	2%	1%	1%	1%	1%
	Faster/avoids traffic	232	18%	22%	13%	16%	22%	11%	23%	11%
	No parking	89	7%	7%	8%	3%	9%	4%	8%	4%
	Work/school pays	59	4%	6%	4%	2%	6%	2%	7%	2%
	More relaxing	17	1%	1%	1%	2%	2%	1%	2%	1%
	Less stressful	29	2%	2%	2%	3%	3%	1%	3%	1%
	Gas prices	14	1%	1%	1%	2%	2%	0%	2%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	1%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%
	other	29	2%	2%	2%	5%	2%	3%	1%	3%
	(Don't know)	2	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	5%	6%	3%	2%	9%	2%	9%
	Cheaper	194	17%	19%	15%	17%	13%	23%	13%	23%
	More convenient	308	27%	26%	30%	23%	25%	31%	25%	31%
	Reduces cars on the road	33	3%	2%	4%	1%	4%	1%	4%	1%
	Helps environment	54	5%	5%	4%	5%	5%	5%	5%	5%
	Faster/avoids traffic	148	13%	13%	13%	16%	15%	10%	15%	10%
	No parking	103	9%	8%	11%	8%	11%	6%	11%	6%
	Work/school pays	63	6%	6%	6%	3%	7%	4%	7%	4%
	More relaxing	55	5%	4%	4%	9%	6%	4%	6%	4%
	Less stressful	59	5%	6%	5%	4%	6%	3%	6%	3%
	Gas prices	31	3%	4%	1%	2%	4%	1%	4%	1%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	1%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	1%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	20	2%	1%	1%	6%	1%	2%	1%	2%
	(Don't know)	1	0%	0%	0%	1%	0%	0%	0%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	4%	1%	0%	1%	5%	1%	5%
	Cheaper	74	10%	8%	12%	11%	7%	15%	7%	15%
	More convenient	120	16%	18%	14%	13%	14%	20%	14%	19%
	Reduces cars on the road	53	7%	5%	8%	10%	8%	6%	8%	6%
	Helps environment	60	8%	7%	9%	6%	9%	7%	9%	6%
	Faster/avoids traffic	93	12%	15%	10%	8%	13%	11%	13%	11%
	No parking	74	10%	7%	12%	15%	12%	6%	12%	6%
	Work/school pays	47	6%	8%	5%	3%	6%	7%	6%	7%
	More relaxing	57	8%	8%	7%	10%	8%	8%	7%	8%
	Less stressful	102	14%	12%	15%	14%	14%	13%	14%	13%
	Gas prices	39	5%	6%	5%	5%	7%	2%	7%	2%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	0%	0%	2%	1%	0%	1%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	11	2%	1%	2%	1%	1%	2%	1%	2%
	(Don't know)	1	0%	0%	0%	1%	0%	0%	0%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	3%	7%	9%	1%	12%	0%	12%
	<6 mo	127	10%	12%	7%	11%	11%	8%	10%	8%
	6 mo- <1 yr	95	7%	8%	6%	7%	9%	5%	9%	5%
	1 yr	120	9%	8%	11%	10%	9%	9%	10%	9%
	2 yrs	230	17%	17%	19%	15%	17%	18%	17%	18%
	3 yrs	166	13%	13%	13%	10%	13%	11%	13%	12%
	4 yrs	90	7%	6%	7%	7%	7%	7%	7%	7%
	5 yrs	119	9%	9%	10%	8%	10%	7%	10%	8%
	6-9 yrs	130	10%	10%	9%	11%	11%	8%	12%	8%
	10+ yrs	142	11%	12%	10%	9%	11%	10%	11%	10%
	Since it started	1	0%	0%	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	2%	2%	2%	1%	4%	1%	4%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	23%	19%	27%	20%	25%	19%	25%
	Est. Rider (1+ yr)	998	75%	75%	78%	71%	79%	71%	79%	71%
	DK/RF	32	2%	2%	2%	2%	1%	4%	1%	4%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	23%	19%	27%	20%	25%	19%	25%
	1-3 yr riders	516	39%	37%	43%	35%	40%	38%	40%	38%
	4+ yr riders	482	36%	38%	35%	36%	39%	33%	40%	32%
	DK/RF	32	2%	2%	2%	2%	1%	4%	1%	4%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	40%	41%	36%	52%	23%	52%	22%
	Took transit	265	20%	19%	19%	25%	17%	24%	17%	24%
	Something else	45	3%	4%	3%	5%	2%	6%	2%	6%
	Did not make this trip	470	36%	36%	36%	33%	29%	44%	29%	45%
	Walked	2	0%	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	2%	1%	1%	0%	3%	0%	3%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	0%	0%	0%	1%	0%	1%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	40%	41%	36%	52%	23%	52%	22%
	Took transit	253	19%	18%	18%	25%	16%	23%	16%	23%
	Something else	44	3%	3%	3%	5%	2%	6%	1%	6%
	Did not make this trip	470	36%	36%	36%	33%	29%	44%	29%	45%
	Walked	2	0%	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	2%	1%	1%	0%	3%	0%	3%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	0%	0%	0%	1%	0%	1%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	10%	10%	10%	6%	16%	6%	16%
	Cheaper	185	14%	15%	15%	9%	17%	10%	16%	10%
	More convenient	233	18%	16%	19%	19%	16%	20%	16%	19%
	Reduces traffic	3	0%	0%	1%	0%	0%	0%	0%	0%
	Helps environment	6	0%	0%	1%	1%	0%	0%	0%	0%
	Faster	131	10%	9%	10%	12%	10%	9%	11%	9%
	No parking	96	7%	6%	9%	4%	10%	4%	10%	3%
	Work/school pays	61	5%	6%	3%	3%	6%	2%	7%	2%
	More relaxing	12	1%	1%	0%	3%	1%	1%	1%	1%
	Less stressful (avoid traffic)	80	6%	5%	7%	6%	8%	3%	9%	3%
	Gas prices	33	2%	3%	2%	2%	4%	1%	4%	1%
	Changed-new job/job transfer/relocated	181	14%	17%	10%	12%	16%	11%	16%	11%
	Just started school/college	25	2%	2%	2%	1%	1%	3%	1%	3%
	To try it	15	1%	1%	1%	1%	1%	2%	1%	2%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	0%	1%	0%
	Better than bus	3	0%	0%	0%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	6	0%	0%	0%	2%	1%	0%	1%	0%
	Don't want to drive	34	3%	3%	2%	3%	4%	1%	4%	1%
	Recommended	15	1%	1%	1%	2%	1%	2%	1%	2%
	Goes to destination	167	13%	13%	13%	10%	10%	16%	10%	16%
	Other	87	7%	6%	7%	7%	6%	7%	6%	7%
	Don't know	64	5%	5%	4%	6%	3%	8%	3%	8%

	N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
			Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
			%	%	%	%	%	%	%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	10%	10%	9%	6%	16%	6%	16%
	Cheaper	143	11%	11%	12%	8%	14%	7%	13%	7%
	More convenient	210	16%	15%	17%	18%	15%	18%	14%	17%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%	0%	0%
	Helps environment	5	0%	0%	1%	1%	0%	0%	0%	0%
	Faster	107	8%	6%	10%	11%	8%	8%	8%	7%
	No parking	55	4%	4%	5%	2%	6%	2%	6%	2%
	Work/school pays	50	4%	5%	3%	2%	5%	1%	6%	1%
	More relaxing	3	0%	0%	0%	0%	0%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	3%	5%	5%	6%	2%	6%	2%
	Gas prices	24	2%	2%	2%	2%	3%	1%	3%	1%
	Changed-new job/job transfer/relocated	171	13%	16%	10%	11%	15%	10%	15%	10%
	Just started school/college	18	1%	1%	2%	1%	1%	2%	1%	2%
	To try it	15	1%	1%	1%	1%	1%	2%	1%	2%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	0%	1%	0%
	Better than bus	2	0%	0%	0%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	3	0%	0%	0%	1%	0%	0%	0%	0%
	Don't want to drive	31	2%	3%	2%	3%	4%	0%	4%	0%
	Recommended	13	1%	1%	1%	2%	1%	1%	1%	1%
	Goes to destination	149	11%	12%	11%	10%	9%	15%	9%	15%
	Other	64	5%	4%	5%	6%	4%	5%	4%	5%
	Don't know	64	5%	5%	4%	6%	3%	8%	3%	8%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	43%	50%	50%	46%	47%	46%	46%
	Economic	267	20%	23%	20%	13%	26%	13%	25%	13%
	Necessity	234	18%	17%	20%	14%	16%	20%	16%	20%
	Values	9	1%	0%	1%	1%	1%	1%	1%	1%
	Other	383	29%	32%	25%	30%	27%	32%	27%	32%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	39%	45%	48%	42%	43%	42%	42%
	Economic	218	16%	18%	17%	11%	22%	9%	22%	9%
	Necessity	192	15%	14%	16%	12%	12%	18%	12%	18%
	Values	7	1%	0%	1%	1%	0%	1%	0%	1%
	Other	344	26%	29%	22%	28%	24%	29%	24%	30%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	64%	65%	65%	61%	70%	61%	70%
	B	387	29%	31%	28%	29%	34%	23%	34%	23%
	C	67	5%	4%	7%	5%	5%	5%	5%	5%
	D	7	1%	1%	1%	1%	0%	1%	0%	1%
	F	2	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	4	0%	1%	0%	0%	0%	0%	0%	0%
	No Answer	3	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	52%	57%	39%	48%	58%	49%	58%
	B	414	31%	32%	29%	37%	35%	27%	34%	27%
	C	132	10%	10%	8%	15%	10%	10%	10%	9%
	D	34	3%	2%	3%	5%	3%	2%	3%	2%
	F	16	1%	1%	1%	1%	1%	2%	1%	2%
	Not sure	33	3%	2%	2%	4%	3%	2%	3%	2%
	No Answer	5	0%	1%	0%	0%	1%	0%	1%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	15%	13%	16%	17%	11%	16%	11%
	Trash at station/stop/transit center dirty	70	5%	5%	4%	9%	6%	4%	6%	3%
	Dirty seats	43	3%	3%	3%	3%	4%	3%	4%	3%
	Bird droppings	6	0%	1%	0%	0%	1%	0%	1%	0%
	Odors/smells	35	3%	2%	3%	3%	3%	3%	2%	3%
	Restrooms dirty/trashy/smelly	34	3%	3%	2%	2%	2%	3%	3%	3%
	Need more/larger trash cans/overflowing	14	1%	2%	1%	1%	1%	1%	1%	1%
	Need better lighting	4	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	2%	4%	3%	2%	4%	2%	4%
	Trash on bus/train	17	1%	1%	1%	3%	2%	0%	2%	1%
	Homeless people/vagrants at stops	15	1%	0%	1%	2%	1%	1%	1%	1%
	Smoking/people smoking	10	1%	1%	0%	1%	1%	1%	1%	1%
	All other	61	5%	4%	5%	4%	5%	5%	5%	5%
	Don't know	4	0%	0%	0%	1%	0%	0%	0%	0%
	None/No Answer	865	65%	66%	67%	60%	62%	70%	63%	70%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	14%	12%	14%	16%	10%	15%	10%
	Trash at station/stop/transit center dirty	68	5%	5%	4%	9%	6%	4%	6%	3%
	Dirty seats	34	3%	3%	2%	1%	3%	2%	3%	3%
	Bird droppings	4	0%	1%	0%	0%	0%	0%	0%	0%
	Odors/smells	28	2%	2%	2%	3%	2%	2%	2%	2%
	Restrooms dirty/trashy/smelly	25	2%	2%	2%	1%	2%	2%	2%	2%
	Need more/larger trash cans/overflowing	9	1%	1%	0%	1%	1%	0%	1%	0%
	Need better lighting	3	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	1%	3%	3%	1%	3%	1%	3%
	Trash on bus/train	11	1%	1%	0%	3%	1%	0%	1%	0%
	Homeless people/vagrants at stops	9	1%	0%	1%	2%	1%	1%	1%	1%
	Smoking/people smoking	7	1%	1%	0%	0%	0%	1%	0%	1%
	All other	50	4%	4%	4%	2%	4%	4%	4%	4%
	Don't know	4	0%	0%	0%	1%	0%	0%	0%	0%
	None/No Answer	865	65%	66%	67%	60%	62%	70%	63%	70%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	77%	78%	73%	78%	75%	78%	75%
	B	126	18%	18%	16%	23%	18%	19%	18%	19%
	C	21	3%	4%	2%	3%	3%	4%	3%	4%
	D	4	1%	0%	1%	0%	0%	1%	0%	1%
	F	3	0%	0%	0%	0%	0%	1%	0%	1%
	Not sure	6	1%	1%	1%	1%	1%	1%	1%	1%
	No Answer	2	0%	0%	1%	1%	0%	0%	0%	0%
20. Grading: the courtesy of the bus drivers?	A	530	77%	77%	78%	73%	78%	75%	78%	75%
	B or lower/DK	162	23%	23%	22%	27%	22%	25%	22%	25%
20. Grading: the courtesy of the bus drivers?	A	530	77%	77%	78%	73%	78%	75%	78%	75%
	B	126	18%	18%	16%	23%	18%	19%	18%	19%
	C or lower/DK	35	5%	5%	6%	5%	4%	7%	4%	7%
21. Grading: the appearance of the bus drivers?	A	564	81%	80%	83%	81%	82%	80%	82%	80%
	B	79	11%	12%	9%	14%	11%	13%	11%	13%
	C	8	1%	2%	0%	0%	1%	1%	1%	1%
	D	3	0%	0%	0%	1%	0%	1%	0%	1%
	F	1	0%	0%	0%	0%	0%	1%	0%	1%
	Not sure	35	5%	5%	6%	2%	5%	4%	5%	4%
	No Answer	3	0%	0%	1%	1%	1%	0%	1%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
21. Grading: the courtesy of the bus drivers?	A	564	81%	80%	83%	81%	82%	80%	82%	80%
	B or lower/DK	128	19%	20%	17%	19%	18%	20%	18%	20%
21. Grading: the courtesy of the bus drivers?	A	564	81%	80%	83%	81%	82%	80%	82%	80%
	B	79	11%	12%	9%	14%	11%	13%	11%	13%
	C or lower/DK	50	7%	8%	7%	5%	7%	7%	7%	7%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	4%	5%	4%	3%	7%	3%	7%
	More personable/friendlier/greet passengers	34	5%	4%	6%	5%	5%	5%	5%	5%
	Attitude change/be more positive/some are grumpy	14	2%	2%	2%	2%	1%	3%	1%	3%
	Be more helpful/helpful customer service	28	4%	5%	3%	3%	3%	5%	3%	5%
	Be more patient/wait for people running to bus/don't leave early	28	4%	4%	4%	3%	4%	3%	4%	3%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	0%	2%	1%	2%	1%	2%
	Be on time/adhere to schedule	32	5%	4%	6%	2%	4%	6%	4%	6%
	A standard dress code	12	2%	2%	1%	2%	2%	2%	2%	2%
	More well groomed/haircuts/shave	7	1%	2%	0%	0%	1%	1%	1%	1%
	Clean more often/clean buses between trips	8	1%	1%	1%	3%	1%	2%	1%	2%
	It depends on the individual/some better than others	5	1%	1%	0%	1%	1%	0%	1%	0%
	All other reasons	63	9%	10%	9%	9%	11%	6%	11%	6%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	64%	67%	64%	66%	63%	66%	63%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	4%	5%	4%	3%	7%	3%	7%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
	More personable/friendlier/greet passengers	34	5%	4%	6%	5%	5%	5%	5%	5%
	Attitude change/be more positive/some are grumpy	10	1%	2%	1%	2%	1%	3%	1%	3%
	Be more helpful/helpful customer service	23	3%	4%	2%	3%	3%	4%	3%	4%
	Be more patient/wait for people running to bus/don't leave early	25	4%	4%	3%	3%	4%	3%	4%	3%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	0%	2%	1%	2%	1%	2%
	Be on time/adhere to schedule	31	4%	4%	6%	2%	4%	5%	4%	5%
	A standard dress code	9	1%	1%	1%	2%	2%	0%	2%	0%
	More well groomed/haircuts/shave	2	0%	1%	0%	0%	0%	0%	0%	0%
	Clean more often/clean buses between trips	8	1%	1%	1%	3%	1%	2%	1%	2%
	It depends on the individual/some better than others	5	1%	1%	0%	1%	1%	0%	1%	0%
	All other reasons	59	8%	9%	8%	9%	10%	6%	10%	6%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	64%	67%	64%	66%	63%	66%	63%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	85%	90%	81%	87%	87%	86%	86%
	B	55	9%	10%	6%	12%	10%	7%	10%	8%
	C	5	1%	1%	1%	1%	1%	0%	1%	0%
	D	1	0%	0%	0%	0%	0%	0%	0%	0%
	F	2	0%	0%	1%	0%	0%	1%	0%	1%
	Not sure	21	3%	4%	2%	6%	1%	5%	2%	6%
	No Answer	1	0%	0%	0%	0%	0%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	85%	90%	81%	87%	87%	86%	86%
	B or lower/DK	84	13%	15%	10%	19%	13%	13%	14%	14%
23. How would you grade the job the train conductor is doing?	A	546	87%	85%	90%	81%	87%	87%	86%	86%
	B	55	9%	10%	6%	12%	10%	7%	10%	8%
	C or lower/DK	29	5%	5%	3%	7%	3%	6%	4%	6%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	63%	74%	56%	63%	71%	63%	71%
	B	309	23%	26%	19%	28%	26%	20%	26%	20%
	C	98	7%	9%	5%	10%	8%	6%	8%	6%
	D	14	1%	1%	1%	2%	1%	1%	1%	1%
	F	7	1%	0%	0%	2%	0%	1%	0%	1%
	Not sure	11	1%	1%	0%	2%	1%	1%	1%	1%
	No Answer	5	0%	0%	1%	0%	1%	0%	1%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	63%	74%	56%	63%	71%	63%	71%
	B or lower/DK	445	34%	37%	26%	44%	37%	29%	37%	29%
25. Grading: the job Station agents are doing?	A	117	76%	76%	78%	0%	76%	79%	76%	79%
	B	23	15%	16%	10%	0%	15%	15%	15%	15%
	C	5	3%	2%	7%	0%	4%	0%	4%	0%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%
	F	1	0%	1%	0%	0%	0%	0%	0%	0%
	Not sure	6	4%	4%	3%	0%	4%	6%	4%	6%
	No Answer	2	1%	1%	2%	0%	1%	0%	1%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	76%	78%	0%	76%	79%	76%	79%
	B or lower/DK	37	24%	24%	22%	0%	24%	21%	24%	21%
25. How would you grade the job Station Agents are doing?	A	117	76%	76%	78%	0%	76%	79%	76%	79%
	B	23	15%	16%	10%	0%	15%	15%	15%	15%
	C or lower/DK	13	9%	8%	12%	0%	9%	6%	9%	6%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
26. Grading: the smoothness of the ride on Link?	A	359	76%	77%	79%	57%	73%	77%	73%	78%
	B	98	20%	20%	17%	36%	21%	20%	21%	20%
	C	18	4%	3%	4%	7%	6%	2%	7%	2%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	77%	79%	57%	73%	77%	73%	78%
	B or lower/DK	116	24%	23%	21%	43%	27%	23%	27%	22%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	77%	79%	57%	73%	77%	73%	78%
	B	98	20%	20%	17%	36%	21%	20%	21%	20%
	C or lower/DK	19	4%	3%	4%	7%	6%	2%	7%	2%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	59%	70%	57%	63%	63%	62%	63%
	B	340	26%	28%	24%	24%	27%	24%	27%	24%
	C	112	9%	11%	4%	13%	9%	8%	9%	8%
	D	13	1%	1%	1%	2%	1%	1%	1%	1%
	F	6	0%	1%	0%	0%	0%	1%	0%	1%
	Not sure	16	1%	1%	1%	2%	0%	2%	0%	2%
	No Answer	5	0%	0%	0%	1%	0%	0%	0%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	59%	70%	57%	63%	63%	62%	63%
	B or lower/DK	492	37%	41%	30%	43%	37%	37%	38%	37%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	59%	70%	57%	63%	63%	62%	63%
	B	340	26%	28%	24%	24%	27%	24%	27%	24%
	C or lower/DK	152	12%	14%	6%	19%	11%	13%	11%	13%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	57%	60%	56%	56%	61%	55%	61%
	B	358	27%	29%	25%	27%	30%	22%	31%	23%
	C	104	8%	8%	8%	5%	9%	6%	9%	6%
	D	21	2%	2%	1%	2%	2%	1%	2%	1%
	F	11	1%	1%	1%	0%	1%	1%	1%	1%
	Not sure	59	4%	3%	4%	10%	2%	8%	2%	8%
	No Answer	2	0%	0%	0%	0%	0%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	57%	60%	56%	56%	61%	55%	61%
	B or lower/DK	554	42%	43%	40%	44%	44%	39%	45%	39%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	57%	60%	56%	56%	61%	55%	61%
	B	358	27%	29%	25%	27%	30%	22%	31%	23%
	C or lower/DK	196	15%	14%	15%	17%	14%	16%	14%	17%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	14%	13%	16%	16%	11%	16%	11%
	Gotten worse	97	7%	9%	6%	5%	10%	4%	10%	4%
	Haven't noticed a change	730	55%	55%	57%	49%	57%	53%	57%	52%
	(Don't know)	305	23%	20%	23%	30%	17%	31%	17%	31%
	No answer	9	1%	1%	1%	0%	1%	1%	1%	1%
29. On-time performance in the last year...	Gotten better	182	14%	14%	13%	16%	16%	11%	16%	11%
	Gotten worse	97	7%	9%	6%	5%	10%	4%	10%	4%
	No change/DK	1044	79%	77%	81%	80%	75%	85%	75%	84%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	61%	71%	0%	64%	57%	64%	57%
	Most times	39	25%	27%	20%	0%	25%	25%	25%	25%
	Sometimes	11	7%	8%	5%	0%	7%	9%	7%	9%
	Never	2	1%	1%	0%	0%	1%	1%	1%	1%
	(Don't know)	4	2%	2%	4%	0%	1%	7%	1%	7%
	No answer	1	1%	1%	0%	0%	1%	0%	1%	0%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	88%	91%	0%	90%	82%	90%	82%
	Sometimes or Never	13	8%	9%	5%	0%	8%	10%	8%	10%
	No Answer/DK	5	3%	3%	4%	0%	2%	8%	2%	8%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	42%	52%	47%	44%	51%	44%	51%
	Somewhat helpful	253	30%	33%	24%	33%	30%	30%	30%	30%
	Not helpful	36	4%	4%	5%	3%	4%	4%	4%	4%
	Don't Use them	157	19%	19%	18%	17%	21%	13%	21%	13%
	(Don't know)	4	1%	0%	0%	1%	0%	1%	0%	1%
	No answer	5	1%	1%	1%	0%	1%	0%	1%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	42%	52%	47%	44%	51%	44%	51%
	Less helpful	289	34%	37%	29%	35%	34%	34%	34%	34%
	Don't use them/DK/No Answer	167	20%	21%	19%	18%	22%	14%	22%	14%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	72%	66%	43%	71%	61%	73%	62%
	Somewhat well	99	21%	13%	23%	35%	22%	20%	19%	19%
	Not very well	37	8%	7%	6%	15%	4%	10%	4%	10%
	(Don't know)	20	4%	5%	3%	6%	2%	6%	2%	6%
	No answer	11	2%	3%	2%	1%	2%	3%	2%	3%
How well do you understand light rail's schedule...	Very well	309	65%	72%	66%	43%	71%	61%	73%	62%
	Less well/DK	156	33%	25%	32%	56%	28%	36%	25%	35%
	No Answer	11	2%	3%	2%	1%	2%	3%	2%	3%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	84%	89%	72%	88%	82%	88%	82%
	Somewhat easy	59	13%	15%	9%	24%	9%	16%	9%	16%
	Somewhat difficult	9	2%	1%	2%	4%	3%	2%	3%	2%
	Very difficult	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	84%	89%	72%	88%	82%	88%	82%
	Less than very easy/DK	68	15%	16%	11%	28%	12%	18%	12%	18%
34. Would you say public announcements in the station are...	Very helpful	263	60%	58%	65%	48%	64%	57%	64%	57%
	Somewhat helpful	113	26%	34%	21%	24%	25%	26%	25%	26%
	Not helpful	5	1%	0%	1%	3%	1%	1%	1%	1%
	Don't Use them	51	12%	8%	11%	21%	7%	14%	7%	14%
	(Don't know)	6	1%	0%	2%	3%	2%	1%	2%	1%
	No answer	1	0%	0%	0%	1%	0%	0%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	58%	65%	48%	64%	57%	64%	57%
	Less helpful	118	27%	34%	22%	27%	26%	27%	26%	27%
	Don't use them/DK/No Answer	58	13%	8%	13%	25%	10%	15%	10%	15%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	57%	63%	49%	56%	61%	56%	61%
	Somewhat helpful	114	26%	30%	22%	30%	28%	25%	28%	25%
	Not helpful	14	3%	3%	3%	6%	3%	3%	3%	3%
	Don't Use them	47	11%	9%	11%	13%	12%	10%	12%	10%
	(Don't know)	4	1%	0%	1%	1%	0%	1%	0%	1%
	No answer	2	0%	1%	0%	0%	1%	0%	1%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	57%	63%	49%	56%	61%	56%	61%
	Less helpful	127	29%	32%	25%	36%	31%	28%	31%	28%
	Don't use them/DK/No Answer	53	12%	11%	12%	15%	13%	11%	13%	11%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	36%	43%	40%	46%	37%	46%	37%
	About 1 in 10 trips	134	31%	34%	29%	27%	42%	23%	42%	23%
	Less than 1 in 10 trips	43	10%	11%	10%	6%	9%	10%	9%	10%
	Never	40	9%	11%	6%	16%	1%	14%	1%	14%
	(Don't know)	44	10%	8%	11%	10%	1%	16%	1%	16%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	70%	73%	67%	88%	60%	88%	60%
	Less than 1 in 10 trips/DK	127	29%	30%	27%	33%	12%	40%	12%	40%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	73%	80%	62%	71%	79%	72%	79%
	I occasionally have concerns for my safety	277	21%	22%	16%	32%	23%	18%	23%	17%
	I am regularly concerned about my safety	22	2%	2%	1%	2%	2%	1%	2%	1%
	(Don't know)	38	3%	3%	2%	4%	3%	2%	3%	2%
	No answer	4	0%	0%	1%	0%	0%	0%	0%	0%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	73%	80%	62%	71%	79%	72%	79%
	Safety Concerns	337	25%	27%	19%	38%	29%	21%	28%	20%
	No Answer	4	0%	0%	1%	0%	0%	0%	0%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	78%	79%	72%	75%	80%	76%	80%
	Mostly safe	270	20%	19%	20%	26%	22%	18%	22%	17%
	Mostly unsafe	5	0%	1%	0%	0%	0%	0%	0%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	2%	1%	2%	2%	2%	2%	2%
	No answer	4	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	97%	98%	97%	98%	98%	98%	98%
	Unsafe	5	0%	1%	0%	0%	0%	0%	0%	0%
	DK/No Answer	25	2%	2%	1%	3%	2%	2%	2%	2%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	8%	8%	11%	10%	6%	10%	6%
	Drunks/druggies	40	3%	3%	3%	4%	3%	3%	3%	3%
	Angry/disruptive people/riders	27	2%	2%	1%	5%	2%	1%	3%	1%
	Parking lot/garage scary	1	0%	0%	0%	1%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	2%	1%	2%	2%	1%	2%	1%
	Overcrowding/people standing	24	2%	2%	1%	4%	2%	2%	2%	2%
	Uturns/abrupt stops/jerky driving	21	2%	2%	2%	2%	2%	1%	2%	1%
	Driving skills/driving too fast/inexperienced drivers	20	2%	3%	1%	0%	1%	2%	1%	2%
	Lack of security personnel/attendants	15	1%	1%	1%	3%	2%	1%	2%	0%
	People panhandling/begging	17	1%	2%	1%	1%	2%	1%	2%	1%
	All other	82	6%	8%	4%	7%	7%	5%	7%	6%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	71%	81%	67%	71%	80%	71%	80%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	8%	7%	10%	10%	6%	9%	5%
	Drunks/druggies	36	3%	3%	2%	4%	3%	3%	3%	3%
	Angry/disruptive people/riders	25	2%	2%	1%	5%	2%	1%	2%	1%
	Parking lot/garage scary	1	0%	0%	0%	1%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	2%	1%	1%	2%	1%	2%	1%
	Overcrowding/people standing	20	2%	2%	0%	3%	2%	1%	2%	1%
	Uturns/abrupt stops/jerky driving	21	2%	2%	1%	2%	2%	1%	2%	1%
	Driving skills/driving too fast/inexperienced drivers	19	1%	3%	0%	0%	1%	2%	1%	2%
	Lack of security personnel/attendants	11	1%	1%	1%	1%	1%	0%	1%	0%
	People panhandling/begging	6	0%	0%	1%	0%	0%	1%	0%	1%
	All other	76	6%	7%	4%	7%	6%	5%	6%	5%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	71%	81%	67%	71%	80%	71%	80%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	22%	24%	12%	30%	9%	30%	9%
	Somewhat secure	229	17%	22%	13%	14%	27%	3%	27%	3%
	Not secure at all	21	2%	2%	2%	1%	2%	1%	2%	1%
	Don't Use	750	57%	51%	58%	70%	38%	84%	38%	84%
	(Don't know)	27	2%	1%	2%	3%	1%	3%	1%	3%
	No answer	14	1%	2%	1%	0%	1%	1%	1%	1%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	45%	57%	40%	48%	53%	49%	54%
	Somewhat secure	229	40%	45%	32%	46%	44%	21%	43%	19%
	Not secure at all	21	4%	4%	4%	4%	4%	4%	4%	5%
	Don't know	27	5%	3%	6%	10%	2%	18%	2%	19%
	No Answer	14	2%	3%	2%	0%	2%	3%	2%	3%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	45%	57%	40%	48%	53%	49%	54%
	P&R Less secure	251	44%	49%	36%	50%	47%	26%	47%	24%
	DK/No Answer	40	7%	6%	7%	10%	4%	22%	4%	22%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	12%	10%	19%	12%	13%	12%	13%
	2	71	6%	7%	5%	3%	6%	4%	6%	4%
	3	187	15%	14%	15%	14%	13%	16%	13%	16%
	4	154	12%	12%	12%	12%	13%	10%	13%	10%
	5 - Very important	705	55%	54%	57%	50%	55%	54%	55%	54%
	Not sure	9	1%	0%	1%	2%	0%	1%	0%	1%
	No answer	1	0%	0%	0%	0%	0%	0%	0%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	19%	15%	22%	18%	18%	18%	18%
	3/DK/No Answer	197	15%	15%	16%	16%	14%	17%	14%	17%
	4-5 Very Important	860	67%	66%	69%	62%	68%	65%	68%	65%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	6%	6%	7%	5%	7%	5%	7%
	2	19	3%	4%	2%	4%	3%	3%	3%	3%
	3	65	11%	10%	13%	10%	9%	13%	9%	13%
	4	65	11%	10%	11%	18%	12%	10%	12%	10%
	5 - Very important	400	67%	70%	67%	58%	70%	65%	70%	65%
	Not sure	7	1%	0%	2%	1%	1%	2%	1%	2%
	No answer	2	0%	1%	0%	0%	0%	0%	0%	0%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	10%	7%	12%	8%	10%	8%	10%
	3/DK/No Answer	74	12%	10%	15%	12%	10%	15%	10%	15%
	4-5 Very Important	465	78%	80%	78%	76%	82%	75%	82%	75%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	5%	3%	8%	3%	7%	3%	7%
	2	42	3%	3%	4%	2%	3%	4%	3%	4%
	3	149	12%	11%	13%	7%	9%	15%	9%	15%
	4	179	14%	16%	13%	12%	15%	12%	15%	12%
	5 - Very important	835	65%	65%	64%	67%	69%	59%	69%	59%
	Not sure	20	2%	0%	2%	4%	1%	3%	1%	3%
	No answer	2	0%	0%	0%	0%	0%	0%	0%	0%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	7%	7%	10%	6%	11%	6%	11%
	3/DK/No Answer	171	13%	12%	15%	11%	10%	18%	10%	18%
	4-5 Very Important	1014	79%	80%	77%	79%	85%	71%	85%	71%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	2%	2%	1%	2%	3%	2%	3%
	2	28	2%	3%	2%	1%	3%	1%	3%	1%
	3	161	13%	15%	11%	12%	12%	13%	12%	13%
	4	198	15%	16%	15%	15%	17%	13%	17%	13%
	5 - Very important	845	66%	63%	68%	69%	64%	68%	64%	68%
	Not sure	24	2%	2%	2%	2%	1%	3%	1%	3%
	No answer	3	0%	0%	0%	0%	0%	0%	0%	0%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	5%	4%	2%	4%	4%	4%	4%
	3/DK/No Answer	188	15%	16%	13%	13%	14%	16%	14%	16%
	4-5 Very Important	1042	81%	78%	83%	85%	82%	80%	82%	80%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	26%	29%	38%	21%	42%	21%	42%
	2	82	6%	8%	4%	6%	7%	6%	7%	6%
	3	145	11%	12%	11%	8%	10%	13%	10%	13%
	4	122	9%	9%	9%	12%	12%	7%	12%	7%
	5 - Very important	465	36%	39%	37%	25%	46%	23%	46%	23%
	Not sure	87	7%	4%	9%	10%	5%	10%	5%	10%
	No answer	9	1%	1%	0%	0%	1%	1%	1%	1%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	34%	34%	44%	27%	47%	27%	47%
	3/DK/No Answer	241	19%	17%	21%	18%	15%	24%	15%	24%
	4-5 Very Important	587	46%	48%	46%	37%	57%	29%	57%	29%
45. Age range	<25	259	20%	17%	21%	21%	17%	24%	16%	24%
	25-34	386	29%	30%	27%	34%	30%	28%	30%	28%
	35-44	286	22%	20%	26%	13%	23%	20%	23%	20%
	45-59	248	19%	23%	15%	16%	19%	18%	19%	17%
	60+	128	10%	9%	9%	15%	9%	10%	10%	10%
	Refused	17	1%	1%	2%	1%	2%	1%	2%	1%
Generation	<35	644	49%	47%	48%	55%	47%	52%	47%	52%
	35+	661	50%	52%	50%	44%	52%	48%	52%	47%
	Refuse	17	1%	1%	2%	1%	2%	1%	2%	1%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
46. What race would you classify yourself as?	White/Caucasian	838	63%	68%	61%	55%	65%	62%	65%	62%
	Black/ Afr. American	188	14%	13%	16%	13%	13%	15%	14%	15%
	Asian	128	10%	8%	10%	15%	9%	10%	9%	10%
	Native Hawaiian/ Pacific Islander	11	1%	1%	1%	1%	1%	1%	1%	1%
	American Indian/ Alaska Native	7	1%	0%	0%	2%	1%	0%	0%	0%
	Hispanic/ Latino	48	4%	2%	4%	6%	3%	4%	3%	4%
	Multiple races	52	4%	4%	4%	3%	4%	3%	4%	3%
	Other	9	1%	1%	0%	1%	1%	0%	1%	0%
	No answer	41	3%	3%	3%	4%	3%	4%	3%	4%
46. Ethnicity	White	838	63%	68%	61%	55%	65%	62%	65%	62%
	Non-white	484	37%	32%	39%	45%	35%	38%	35%	38%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	12%	18%	25%	13%	21%	13%	20%
	\$30,000 to \$49,999	265	20%	22%	19%	18%	20%	20%	20%	20%
	\$50,000 to \$74,999	248	19%	21%	19%	13%	22%	15%	22%	15%
	\$75,000 to \$99,999	111	8%	9%	8%	6%	10%	6%	10%	6%
	100,000 to \$149,999	88	7%	6%	7%	6%	8%	5%	8%	5%
	\$150,000 to \$199,999	44	3%	4%	3%	2%	4%	3%	4%	3%
	\$200,000 or higher	29	2%	2%	2%	3%	2%	2%	2%	2%
	Refused	289	22%	21%	22%	25%	19%	26%	19%	26%
	No answer	32	2%	3%	2%	2%	2%	4%	2%	4%
47. Income	<\$50,000	482	36%	34%	37%	43%	34%	40%	33%	40%
	\$50,000+	519	39%	43%	39%	30%	46%	30%	47%	30%
	DK/NA	321	24%	24%	24%	27%	20%	30%	20%	30%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	70%	63%	57%	73%	54%	74%	55%
	Employed <30 hrs/wk	92	7%	6%	8%	8%	6%	9%	5%	9%
	Self-employed	45	3%	3%	3%	5%	4%	3%	4%	3%
	Retired	71	5%	3%	5%	11%	3%	9%	3%	9%
	Homemaker	9	1%	0%	1%	1%	0%	2%	0%	2%
	Student	149	11%	9%	13%	12%	10%	13%	10%	13%
	Looking for work	11	1%	1%	1%	1%	0%	1%	0%	1%
	Other	20	2%	1%	2%	3%	1%	3%	1%	2%
	No answer	60	5%	6%	4%	2%	4%	6%	4%	6%

		N	%	Day Part			Choice Rider (Car available in Q3/4, Ride at least weekly)		Choice Rider (w/out Tac. Link)	
				Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
				%	%	%	%	%	%	%
48. Employment	Full Time Emp	865	65%	70%	63%	57%	73%	54%	74%	55%
	Part Time/Less/NA	457	35%	30%	37%	43%	27%	46%	26%	45%
49. Geography (by home zip code)	Snohomish	138	10%	13%	7%	9%	12%	8%	12%	8%
	KC Seattle/North	421	32%	27%	38%	33%	26%	40%	26%	42%
	KC East	220	17%	16%	17%	19%	21%	11%	21%	11%
	KC South	198	15%	17%	15%	11%	17%	12%	18%	12%
	Pierce	190	14%	17%	12%	14%	18%	9%	16%	7%
	Other	119	9%	8%	9%	12%	4%	16%	4%	16%
	Refused	35	3%	3%	3%	3%	2%	4%	2%	4%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	16%	9%	5%	14%	7%	14%	8%
	No	1073	81%	77%	82%	90%	79%	85%	81%	87%
	No answer	100	8%	7%	9%	5%	7%	8%	5%	5%
53. Gender	Male	724	55%	51%	58%	59%	52%	58%	53%	58%
	Female	569	43%	47%	40%	39%	45%	40%	45%	40%
	(Unknown/Other)	1	0%	0%	0%	1%	0%	0%	0%	0%
	No answer	28	2%	3%	2%	2%	2%	2%	2%	2%
Gender by generation	M <35	339	26%	23%	26%	31%	25%	27%	25%	27%
	F <35	287	22%	22%	21%	23%	21%	23%	20%	23%
	M 35+	376	28%	27%	30%	27%	27%	30%	27%	30%
	F 35+	275	21%	24%	19%	16%	24%	17%	24%	16%
	Ref	45	3%	3%	3%	3%	4%	3%	4%	3%

	All	Day Part			Choice Rider (Car available in Q3/4, Ride at Least Weekly)		Choice Rider (w/out Tac. Link)	
		Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
Number of cases	1322	605	527	190	773	549	753	532
Row percent	100%	45.8%	39.8%	14.4%	58.5%	41.5%	58.6%	41.4%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.30	3.44	3.38	3.35	3.40	3.34	3.41
9. Minutes to get to nearest stop/station (mean)	14.68	15.73	13.46	14.95	14.39	15.13	14.23	15.03
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.59	3.57	3.59	3.56	3.62	3.56	3.62
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.36	3.42	3.11	3.31	3.39	3.32	3.39
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.72	3.74	3.71	3.76	3.66	3.76	3.66
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.81	3.87	3.83	3.86	3.79	3.86	3.79
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.87	3.90	3.85	3.87	3.90	3.86	3.89
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.52	3.67	3.38	3.53	3.61	3.53	3.61
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.76	3.75	.	3.74	3.82	3.74	3.82
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.75	3.75	3.50	3.67	3.75	3.66	3.76
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.45	3.65	3.39	3.52	3.52	3.51	3.52
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.42	3.50	3.52	3.42	3.54	3.41	3.53
9. Minutes to get to nearest stop/station (mean)	14.68	15.73	13.46	14.95	14.39	15.13	14.23	15.03
13. Weekdays per week bus/train is ridden (mean)	3.32	3.82	3.20	2.08	4.13	2.18	4.14	2.17
13. Weekend days per week bus/train is ridden (mean)	.32	.23	.29	.70	.32	.32	.32	.31
13. Total days per week bus/train is ridden (mean)	3.64	4.04	3.49	2.76	4.45	2.49	4.46	2.48

	All	Day Part			Choice Rider (Car available in Q3/4, Ride at Least Weekly)		Choice Rider (w/out Tac. Link)	
		Peak	Offpeak	Weekend	Choice Rider	Not Choice Rider	Choice Rider	Not Choice Rider
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	3.89	4.04	3.73	3.95	3.89	3.95	3.89
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.35	4.35	4.17	4.40	4.26	4.40	4.26
42. Importance: Being able to access real time transit information on cellphones	4.34	4.34	4.34	4.33	4.47	4.15	4.47	4.15
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.36	4.48	4.53	4.42	4.45	4.42	4.45
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.28	3.21	2.78	3.58	2.59	3.58	2.59

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
Number of cases		1322		639	683	639	537	147	636	460	226
Row percent			100%	48%	52%	48%	41%	11%	48%	35%	17%
Service Type (Numeric)	Express Bus	692	52%	50%	55%	50%	54%	57%	58%	55%	30%
	Sounder Rail	154	12%	9%	14%	9%	14%	17%	11%	14%	9%
	Tacoma Link Light Rail	37	3%	3%	2%	3%	2%	4%	2%	4%	0%
	Central Link Light Rail	439	33%	39%	28%	39%	30%	23%	28%	27%	60%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
2. Service	Express Bus	692	52%	50%	55%	50%	54%	57%	58%	55%	30%
	Sounder Sea-Tac	140	11%	8%	13%	8%	13%	16%	10%	13%	8%
	Sounder Sea-Eve	14	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Central Link	439	33%	39%	28%	39%	30%	23%	28%	27%	60%
	Tacoma Link	37	3%	3%	2%	3%	2%	4%	2%	4%	0%
Region Bus Routes Cover	Seattle-South	171	25%	19%	30%	19%	26%	42%	25%	24%	27%
	Seattle-Snohomish	100	15%	15%	14%	15%	14%	14%	14%	18%	6%
	Seattle-E King	371	54%	59%	49%	59%	52%	38%	54%	50%	64%
	Route Excludes Dtown Seattle	50	7%	7%	7%	7%	8%	6%	7%	8%	3%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	48%	36%	48%	37%	31%	39%	34%	66%
	Not in tunnel	770	58%	52%	64%	52%	63%	69%	61%	66%	34%
Day Part	Peak	605	46%	41%	50%	41%	51%	48%	40%	49%	57%
	Offpeak	527	40%	45%	35%	45%	35%	35%	44%	37%	33%
	Weekend	190	14%	15%	14%	15%	13%	16%	16%	14%	10%
	Unable to determine	0	0%	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	3%	2%	3%	2%	2%	2%	3%	0%
	ST 511	30	4%	3%	5%	3%	6%	4%	3%	6%	4%
	ST 512	55	8%	9%	7%	9%	7%	9%	8%	9%	2%
	ST 522	58	8%	10%	7%	10%	8%	4%	8%	8%	13%
	ST 532	22	3%	2%	4%	2%	4%	3%	2%	5%	2%
	ST 535	19	3%	3%	3%	3%	3%	3%	3%	3%	1%
	ST 540	7	1%	2%	1%	2%	1%	0%	0%	0%	11%
	ST 541	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	2%	3%	2%	3%	2%	2%	2%	7%
	ST 545	103	15%	16%	14%	16%	14%	15%	18%	12%	10%
	ST 547	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	20%	14%	20%	14%	14%	17%	14%	20%
	ST 554	42	6%	7%	6%	7%	7%	3%	4%	10%	3%
	ST 555	8	1%	1%	1%	1%	2%	0%	1%	1%	0%
	ST 556	9	1%	2%	0%	2%	1%	0%	2%	1%	0%
	ST 559	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	4%	2%	4%	3%	1%	3%	4%	0%
	ST 563	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	3%	4%	3%	3%	6%	4%	4%	2%
	ST 574	29	4%	3%	5%	3%	4%	9%	4%	4%	3%
	ST 577	7	1%	1%	1%	1%	1%	1%	1%	1%	0%
	ST 578	35	5%	2%	8%	2%	8%	8%	6%	4%	3%
	ST 586	6	1%	1%	1%	1%	2%	0%	1%	1%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
	ST 590	48	7%	7%	7%	7%	6%	12%	5%	7%	17%
	ST 591	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 592	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	3%	3%	3%	3%	5%	4%	2%	2%
	ST 596	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	89%	92%	89%	91%	93%	92%	92%	86%
	Seattle <--> Everett	14	9%	11%	8%	11%	9%	7%	8%	8%	14%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	57%	57%	57%	59%	52%	56%	62%	50%
	No	561	42%	43%	42%	43%	41%	47%	43%	38%	50%
	No answer	3	0%	0%	0%	0%	0%	1%	0%	0%	1%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	24%	29%	24%	29%	28%	32%	27%	11%
	No	366	65%	64%	66%	64%	68%	58%	59%	69%	72%
	No answer	50	9%	12%	6%	12%	3%	13%	9%	4%	17%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	56%	61%	56%	61%	58%	59%	64%	47%
	Not Choice Rider	549	42%	44%	39%	44%	39%	42%	41%	36%	53%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	56%	61%	56%	61%	59%	59%	64%	47%
	Not Choice Rider	532	41%	44%	39%	44%	39%	41%	41%	36%	53%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	100%	0%	100%	0%	0%	47%	45%	60%
	B	537	41%	0%	79%	0%	100%	0%	42%	44%	30%
	C	119	9%	0%	17%	0%	0%	81%	10%	8%	7%
	D	10	1%	0%	2%	0%	0%	7%	1%	1%	0%
	F	4	0%	0%	1%	0%	0%	3%	0%	0%	1%
	Not sure	11	1%	0%	2%	0%	0%	7%	0%	1%	2%
	No answer	2	0%	0%	0%	0%	0%	1%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	100%	0%	100%	0%	0%	47%	45%	60%
	B or lower/DK	683	52%	0%	100%	0%	100%	100%	53%	55%	40%
5. Sound Transit OverallReport Card	A	639	48%	100%	0%	100%	0%	0%	47%	45%	60%
	B	537	41%	0%	79%	0%	100%	0%	42%	44%	30%
	C or lower/DK	147	11%	0%	21%	0%	0%	100%	11%	11%	10%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	23%	8%	23%	10%	2%	17%	16%	10%
	Fast/ Avoids traffic	85	6%	11%	2%	11%	3%	1%	5%	7%	8%
	Convenient	114	9%	14%	4%	14%	5%	1%	7%	8%	14%
	Comfortable/ Relaxing	40	3%	5%	1%	5%	1%	0%	1%	6%	4%
	Clean/ Nice	62	5%	7%	3%	7%	3%	1%	3%	5%	6%
	Good coverage/ Goes to destination	56	4%	7%	2%	7%	2%	0%	4%	4%	5%
	Friendly/ helpful operators & personnel	46	3%	5%	2%	5%	2%	0%	4%	5%	0%
	Affordable fare/ Free parking	46	3%	6%	1%	6%	2%	1%	3%	4%	5%
	Safe/ Secure	19	1%	1%	1%	1%	1%	1%	1%	2%	3%
	General positives (Nice/ Fun/ No complaints)	304	23%	35%	11%	35%	14%	1%	22%	24%	24%
	Late at times/ Always late	162	12%	1%	23%	1%	21%	30%	15%	12%	5%
	Rude drivers & personnel	11	1%	0%	2%	0%	1%	3%	1%	1%	0%
	More service/ routes/ buses	70	5%	0%	10%	0%	10%	11%	6%	6%	2%
	Slow/ Too many stops/ More express	25	2%	0%	3%	0%	3%	4%	2%	2%	2%
	Need more parking	17	1%	0%	2%	0%	2%	2%	1%	1%	1%
	Improve/ Expand schedule	35	3%	0%	5%	0%	4%	9%	3%	3%	1%
	Too expensive	13	1%	0%	2%	0%	1%	4%	1%	1%	2%
	Too early/ Doesn't wait	8	1%	0%	1%	0%	1%	3%	1%	1%	0%
	Crowded/ Larger buses/trains	72	5%	0%	11%	0%	10%	14%	6%	5%	5%
	Other positives	111	8%	12%	5%	12%	5%	3%	10%	6%	10%
	Other negatives	134	10%	1%	19%	1%	18%	24%	11%	10%	7%
	Neutral reasons (OK/ Average)	93	7%	4%	9%	4%	9%	11%	8%	6%	6%
	All other reasons	20	2%	1%	2%	1%	2%	3%	1%	2%	1%
	Don't know/ NA/ First time rider	44	3%	3%	4%	3%	2%	9%	2%	3%	8%

	N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
			A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
			%	%	%	%	%	%	%	%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
6. What are your reasons for that grade? (1st Response)	Reliable/ Prompt/ Runs often	161	12%	19%	6%	19%	8%	1%	13%	12%	9%
	Fast/ Avoids traffic	55	4%	7%	1%	7%	1%	1%	4%	5%	4%
	Convenient	83	6%	10%	3%	10%	3%	1%	5%	6%	10%
	Comfortable/ Relaxing	19	1%	2%	1%	2%	1%	0%	0%	3%	3%
	Clean/ Nice	24	2%	3%	1%	3%	1%	0%	1%	2%	2%
	Good coverage/ Goes to destination	28	2%	4%	0%	4%	0%	0%	1%	2%	4%
	Friendly/ helpful operators & personnel	25	2%	2%	1%	2%	2%	0%	2%	2%	0%
	Affordable fare/ Free parking	29	2%	4%	1%	4%	1%	1%	2%	2%	3%
	Safe/ Secure	3	0%	0%	0%	0%	0%	1%	0%	0%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	32%	10%	32%	13%	1%	21%	21%	22%
	Late at times/ Always late	141	11%	0%	20%	0%	20%	23%	13%	11%	5%
	Rude drivers & personnel	7	1%	0%	1%	0%	1%	1%	1%	1%	0%
	More service/ routes/ buses	49	4%	0%	7%	0%	7%	6%	4%	4%	1%
	Slow/ Too many stops/ More express	17	1%	0%	2%	0%	2%	3%	1%	1%	2%
	Need more parking	11	1%	0%	2%	0%	2%	2%	1%	1%	1%
	Improve/ Expand schedule	27	2%	0%	4%	0%	3%	6%	2%	2%	1%
	Too expensive	9	1%	0%	1%	0%	1%	4%	1%	0%	2%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Crowded/ Larger buses/trains	59	4%	0%	9%	0%	8%	10%	5%	4%	4%
	Other positives	66	5%	8%	2%	8%	3%	2%	6%	3%	6%
	Other negatives	90	7%	0%	13%	0%	11%	18%	7%	7%	7%
	Neutral reasons (OK/ Average)	79	6%	4%	8%	4%	7%	9%	7%	5%	6%
	All other reasons	15	1%	1%	2%	1%	2%	2%	1%	2%	0%
	Don't know/ NA/ First time rider	44	3%	3%	4%	3%	2%	9%	2%	3%	8%

	N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
			A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
			%	%	%	%	%	%	%	%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (Multi- response)	More stops	17	1%	1%	2%	1%	2%	0%	1%	1%	1%
	Fewer stops/Direct/express routes/HOV lane	23	2%	1%	2%	1%	2%	3%	3%	1%	1%
	Be on-time/adhere to schedule/less delays	98	7%	2%	12%	2%	10%	22%	9%	7%	5%
	Run more often/more frequent buses/trains	192	15%	9%	20%	9%	19%	23%	18%	14%	7%
	Expand schedule/ Run earlier/later	70	5%	6%	4%	6%	5%	3%	5%	4%	9%
	More routes/expand-extend service/add weekend service	125	9%	9%	10%	9%	11%	8%	10%	12%	3%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	1%	5%	1%	5%	4%	3%	3%	2%
	Overcrowding/SRO/Larger-longer buses	116	9%	8%	10%	8%	10%	8%	9%	10%	5%
	Don't leave early (look for passengers)	11	1%	1%	1%	1%	1%	3%	1%	1%	1%
	Notice/communication of problems, delay, etc.	42	3%	1%	5%	1%	5%	6%	3%	4%	1%
	Announce next time of arrival/post departure times	8	1%	0%	1%	0%	1%	0%	1%	1%	1%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	2%	4%	2%	4%	4%	2%	4%	4%
	Enclosed/covered waiting area	13	1%	1%	1%	1%	1%	1%	1%	1%	0%
	More security	25	2%	1%	2%	1%	2%	2%	2%	2%	3%
	More comfortable temperature/heated-it's cold	11	1%	1%	1%	1%	1%	2%	1%	1%	0%
	Improved wi-fi and/or cell access	16	1%	1%	1%	1%	2%	0%	1%	2%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
	Lower fares	24	2%	1%	2%	1%	2%	2%	2%	3%	0%
	New/cleaner buses/trains	43	3%	2%	4%	2%	5%	4%	3%	3%	4%
	Improved/better lit stops	6	0%	0%	1%	0%	1%	1%	0%	1%	0%
	Driver training/cold weather training	10	1%	0%	1%	0%	1%	2%	1%	1%	1%
	Return interagency transfer slips/improve ORCA availability	21	2%	1%	2%	1%	2%	1%	1%	2%	1%
	Make snacks/beverages accessible on transit	13	1%	1%	1%	1%	1%	0%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	10%	14%	10%	15%	12%	13%	10%	13%
	Don't know/no answer/none	370	28%	45%	13%	45%	13%	13%	25%	24%	43%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	1%	2%	1%	2%	0%	1%	1%	0%
	Fewer stops/Direct/express routes/HOV lane	20	2%	1%	2%	1%	2%	3%	2%	1%	1%
	Be on-time/adhere to schedule/less delays	91	7%	2%	12%	2%	9%	20%	8%	7%	5%
	Run more often/more frequent buses/trains	159	12%	7%	16%	7%	16%	17%	14%	12%	7%
	Expand schedule/ Run earlier/later	59	4%	6%	3%	6%	4%	1%	3%	4%	9%
	More routes/expand-extend service/add weekend service	104	8%	8%	7%	8%	8%	4%	8%	10%	3%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	1%	4%	1%	4%	4%	3%	2%	2%
	Overcrowding/SRO/Larger-longer buses	100	8%	7%	8%	7%	8%	7%	8%	8%	5%
	Don't leave early (look for passengers)	8	1%	0%	1%	0%	0%	3%	1%	1%	1%
	Notice/communication of problems, delay, etc.	36	3%	1%	4%	1%	4%	5%	2%	4%	1%
	Announce next time of arrival/post departure times	6	0%	0%	1%	0%	1%	0%	1%	0%	1%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	2%	3%	2%	4%	2%	2%	3%	4%
	Enclosed/covered waiting area	13	1%	1%	1%	1%	1%	1%	1%	1%	0%
	More security	19	1%	1%	1%	1%	1%	2%	1%	1%	2%
	More comfortable temperature/heated-it's cold	6	0%	0%	1%	0%	1%	1%	0%	1%	0%
	Improved wi-fi and/or cell access	15	1%	1%	1%	1%	1%	0%	1%	2%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
	Lower fares	18	1%	1%	1%	1%	1%	2%	1%	2%	0%
	New/cleaner buses/trains	34	3%	2%	3%	2%	3%	2%	2%	2%	4%
	Improved/better lit stops	5	0%	0%	1%	0%	1%	1%	0%	1%	0%
	Driver training/cold weather training	10	1%	0%	1%	0%	1%	2%	1%	1%	1%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	1%	1%	2%	1%	1%	1%	1%
	Make snacks/beverages accessible on transit	9	1%	1%	0%	1%	1%	0%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	9%	11%	9%	12%	10%	11%	9%	12%
	Don't know/no answer/none	370	28%	45%	13%	45%	13%	13%	25%	24%	43%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	5%	25%	5%	22%	36%	17%	16%	10%
	System suggestions	667	50%	42%	58%	42%	60%	52%	52%	54%	37%
	All Other suggestions	161	12%	10%	14%	10%	15%	12%	13%	10%	13%
	Nothing/Don't know/No Answer	370	28%	45%	13%	45%	13%	13%	25%	24%	43%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	5%	23%	5%	20%	34%	15%	15%	10%
	System suggestions	630	48%	42%	53%	42%	56%	44%	49%	52%	36%
	All Other suggestions	137	10%	9%	11%	9%	12%	10%	11%	9%	12%
	Nothing/Don't know/No Answer	370	28%	45%	13%	45%	13%	13%	25%	24%	43%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	4%	7%	4%	7%	7%	12%	0%	0%
	5-9 min.	227	17%	15%	19%	15%	19%	18%	36%	0%	0%
	10-14 min.	336	25%	27%	24%	27%	24%	23%	53%	0%	0%
	15-19 min.	204	15%	16%	15%	16%	15%	14%	0%	44%	0%
	20-29 min.	131	10%	8%	12%	8%	12%	11%	0%	29%	0%
	30+ min.	125	9%	8%	11%	8%	11%	10%	0%	27%	0%
	(No answer)	226	17%	21%	13%	21%	13%	15%	0%	0%	100%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	47%	50%	47%	50%	49%	100%	0%	0%
	15+ min	460	35%	32%	37%	32%	37%	36%	0%	100%	0%
	No answer	226	17%	21%	13%	21%	13%	15%	0%	0%	100%
10. For this trip, are you...	Coming from home	496	37%	37%	38%	37%	38%	39%	42%	39%	23%
	Going home	638	48%	48%	49%	48%	49%	49%	46%	47%	56%
	Neither	170	13%	14%	11%	14%	12%	9%	11%	12%	20%
	No answer	19	1%	1%	2%	1%	1%	3%	1%	2%	1%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	50%	66%	50%	65%	66%	56%	63%	54%
	Commute to/from school	127	10%	11%	8%	11%	8%	7%	10%	10%	8%
	Go to/from airport	139	11%	13%	8%	13%	8%	9%	10%	6%	22%
	Attend sporting/ special event	29	2%	3%	2%	3%	2%	1%	2%	2%	3%
	Go shopping or dining	111	8%	9%	8%	9%	8%	8%	8%	10%	5%
	Other	166	13%	15%	11%	15%	11%	10%	14%	12%	10%
	No answer	3	0%	0%	0%	0%	0%	1%	0%	0%	0%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	50%	66%	50%	65%	66%	56%	63%	54%
	Commute to/from school	126	10%	11%	8%	11%	8%	7%	10%	10%	8%
	Go to/from airport	137	10%	13%	8%	13%	8%	9%	10%	5%	22%
	Attend sporting/ special event	28	2%	3%	1%	3%	2%	1%	2%	2%	3%
	Go shopping or dining	105	8%	9%	7%	9%	7%	8%	8%	9%	5%
	Other	154	12%	14%	10%	14%	10%	8%	13%	11%	8%
	No answer	3	0%	0%	0%	0%	0%	1%	0%	0%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	22%	15%	22%	15%	17%	17%	14%	30%
	1	52	4%	5%	3%	5%	3%	5%	5%	4%	3%
	2	75	6%	5%	6%	5%	7%	1%	6%	7%	3%
	3	88	7%	7%	6%	7%	7%	2%	8%	7%	2%
	4	169	13%	10%	15%	10%	16%	14%	15%	12%	9%
	5	550	42%	41%	42%	41%	40%	48%	40%	44%	40%
	6	92	7%	7%	7%	7%	7%	10%	5%	9%	9%
	7	52	4%	4%	4%	4%	5%	2%	4%	4%	4%
	1st time rider	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	48%	46%	48%	48%	40%	51%	43%	47%
	5+ days/wk	695	53%	52%	54%	52%	52%	60%	49%	57%	53%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	28%	30%	28%	29%	34%	29%	26%	34%
	Cheaper	561	42%	47%	38%	47%	40%	33%	44%	38%	46%
	More convenient	646	49%	54%	44%	54%	43%	46%	47%	44%	64%
	Reduces cars on the road	101	8%	8%	7%	8%	6%	10%	9%	6%	8%
	Helps environment	125	9%	10%	9%	10%	10%	4%	10%	10%	6%
	Faster/avoids traffic	472	36%	35%	37%	35%	39%	27%	36%	36%	36%
	No parking	266	20%	19%	21%	19%	22%	19%	18%	23%	20%
	Work/school pays	169	13%	10%	16%	10%	16%	14%	14%	11%	13%
	More relaxing	128	10%	11%	9%	11%	9%	9%	8%	13%	7%
	Less stressful	190	14%	14%	14%	14%	14%	15%	14%	16%	13%
	Gas prices	85	6%	6%	6%	6%	7%	5%	5%	7%	9%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	0%	0%	0%	1%	0%	1%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	0%	0%	0%	0%	1%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	0%	0%	0%	1%	0%	1%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	1%	0%	0%	0%
	other	60	5%	4%	5%	4%	4%	11%	5%	4%	4%
	(Don't know)	4	0%	0%	0%	0%	0%	0%	0%	0%	1%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	22%	24%	22%	23%	28%	23%	20%	29%
	Cheaper	293	22%	25%	20%	25%	21%	14%	24%	20%	21%
	More convenient	218	16%	18%	15%	18%	15%	17%	14%	19%	19%
	Reduces cars on the road	14	1%	1%	1%	1%	1%	2%	1%	1%	0%
	Helps environment	11	1%	1%	1%	1%	1%	1%	1%	1%	0%
	Faster/avoids traffic	232	18%	16%	19%	16%	20%	13%	19%	17%	15%
	No parking	89	7%	7%	7%	7%	6%	9%	5%	10%	3%
	Work/school pays	59	4%	3%	6%	3%	6%	8%	5%	4%	5%
	More relaxing	17	1%	2%	1%	2%	1%	1%	2%	1%	0%
	Less stressful	29	2%	3%	2%	3%	2%	0%	2%	3%	2%
	Gas prices	14	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	0%	0%	0%	0%	0%	1%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	1%	0%	0%	0%
	other	29	2%	2%	2%	2%	2%	5%	3%	1%	3%
	(Don't know)	2	0%	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	6%	4%	6%	4%	5%	4%	7%	3%
	Cheaper	194	17%	18%	16%	18%	15%	21%	16%	17%	21%
	More convenient	308	27%	31%	24%	31%	23%	27%	28%	22%	34%
	Reduces cars on the road	33	3%	2%	3%	2%	3%	5%	4%	1%	4%
	Helps environment	54	5%	4%	5%	4%	6%	1%	5%	5%	2%
	Faster/avoids traffic	148	13%	14%	13%	14%	14%	8%	12%	14%	14%
	No parking	103	9%	7%	11%	7%	12%	7%	9%	10%	7%
	Work/school pays	63	6%	4%	7%	4%	8%	4%	6%	5%	6%
	More relaxing	55	5%	5%	5%	5%	5%	7%	4%	8%	2%
	Less stressful	59	5%	4%	6%	4%	6%	7%	6%	5%	4%
	Gas prices	31	3%	3%	3%	3%	3%	1%	3%	3%	3%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	other	20	2%	1%	2%	1%	2%	4%	2%	1%	1%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	2%	4%	2%	3%	6%	3%	2%	3%
	Cheaper	74	10%	11%	9%	11%	10%	5%	11%	8%	9%
	More convenient	120	16%	16%	15%	16%	16%	14%	16%	12%	21%
	Reduces cars on the road	53	7%	9%	5%	9%	5%	8%	8%	7%	5%
	Helps environment	60	8%	8%	7%	8%	8%	5%	8%	9%	6%
	Faster/avoids traffic	93	12%	11%	14%	11%	13%	16%	12%	14%	11%
	No parking	74	10%	10%	10%	10%	10%	9%	9%	8%	14%
	Work/school pays	47	6%	6%	7%	6%	7%	5%	8%	5%	3%
	More relaxing	57	8%	8%	7%	8%	7%	4%	6%	10%	7%
	Less stressful	102	14%	13%	14%	13%	14%	17%	13%	16%	11%
	Gas prices	39	5%	5%	6%	5%	6%	7%	4%	5%	8%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	1%	0%	1%	0%	0%	0%	1%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	other	11	2%	1%	2%	1%	1%	4%	1%	3%	1%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%	1%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	7%	4%	7%	3%	7%	4%	2%	16%
	<6 mo	127	10%	10%	9%	10%	9%	8%	8%	13%	6%
	6 mo- <1 yr	95	7%	6%	8%	6%	8%	7%	7%	8%	7%
	1 yr	120	9%	8%	10%	8%	11%	8%	10%	9%	6%
	2 yrs	230	17%	19%	16%	19%	17%	13%	19%	13%	20%
	3 yrs	166	13%	12%	13%	12%	13%	14%	13%	14%	8%
	4 yrs	90	7%	6%	7%	6%	8%	6%	6%	6%	10%
	5 yrs	119	9%	9%	9%	9%	9%	8%	8%	11%	8%
	6-9 yrs	130	10%	8%	11%	8%	11%	12%	11%	11%	5%
	10+ yrs	142	11%	11%	11%	11%	10%	15%	12%	11%	6%
	Since it started	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	3%	2%	3%	1%	3%	1%	2%	7%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	24%	20%	24%	20%	22%	19%	23%	29%
	Est. Rider (1+ yr)	998	75%	73%	78%	73%	78%	75%	79%	76%	64%
	DK/RF	32	2%	3%	2%	3%	1%	3%	1%	2%	7%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	24%	20%	24%	20%	22%	19%	23%	29%
	1-3 yr riders	516	39%	39%	40%	39%	41%	35%	43%	36%	34%
	4+ yr riders	482	36%	34%	38%	34%	38%	40%	37%	39%	30%
	DK/RF	32	2%	3%	2%	3%	1%	3%	1%	2%	7%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	40%	40%	40%	39%	40%	40%	44%	31%
	Took transit	265	20%	19%	22%	19%	21%	23%	20%	22%	17%
	Something else	45	3%	3%	4%	3%	5%	1%	3%	3%	4%
	Did not make this trip	470	36%	37%	34%	37%	34%	35%	36%	30%	44%
	Walked	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	2%	1%	2%	1%	0%	1%	1%	3%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	1%	1%	0%	1%	0%	0%	3%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	40%	40%	40%	39%	40%	40%	44%	31%
	Took transit	253	19%	18%	21%	18%	20%	22%	19%	21%	15%
	Something else	44	3%	3%	4%	3%	5%	1%	3%	3%	4%
	Did not make this trip	470	36%	37%	34%	37%	34%	35%	36%	30%	44%
	Walked	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	2%	1%	2%	1%	0%	1%	1%	3%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	1%	1%	0%	1%	0%	0%	3%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	9%	11%	9%	12%	9%	10%	12%	6%
	Cheaper	185	14%	13%	15%	13%	14%	15%	14%	13%	14%
	More convenient	233	18%	17%	18%	17%	18%	18%	18%	17%	17%
	Reduces traffic	3	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Helps environment	6	0%	1%	0%	1%	0%	1%	0%	0%	1%
	Faster	131	10%	11%	9%	11%	10%	6%	11%	11%	5%
	No parking	96	7%	7%	7%	7%	8%	6%	6%	10%	6%
	Work/school pays	61	5%	4%	5%	4%	6%	4%	4%	5%	5%
	More relaxing	12	1%	1%	1%	1%	1%	2%	1%	1%	0%
	Less stressful (avoid traffic)	80	6%	5%	7%	5%	6%	8%	6%	7%	3%
	Gas prices	33	2%	3%	2%	3%	2%	2%	3%	2%	3%
	Changed-new job/job transfer/relocated	181	14%	11%	16%	11%	16%	14%	13%	14%	15%
	Just started school/college	25	2%	2%	2%	2%	2%	3%	2%	2%	3%
	To try it	15	1%	2%	1%	2%	0%	2%	1%	1%	3%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	2%	1%	0%	0%
	Better than bus	3	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	6	0%	0%	1%	0%	1%	1%	1%	0%	0%
	Don't want to drive	34	3%	2%	3%	2%	3%	4%	3%	3%	1%
	Recommended	15	1%	2%	0%	2%	1%	0%	0%	1%	3%
	Goes to destination	167	13%	16%	10%	16%	9%	13%	13%	10%	18%
	Other	87	7%	6%	7%	6%	7%	7%	7%	6%	7%
	Don't know	64	5%	6%	4%	6%	4%	2%	4%	4%	9%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	9%	10%	9%	11%	8%	10%	11%	6%
	Cheaper	143	11%	11%	11%	11%	11%	12%	11%	11%	10%
	More convenient	210	16%	15%	16%	15%	16%	16%	16%	16%	15%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Helps environment	5	0%	1%	0%	1%	0%	1%	0%	0%	1%
	Faster	107	8%	8%	8%	8%	8%	6%	8%	9%	5%
	No parking	55	4%	4%	4%	4%	4%	4%	4%	5%	3%
	Work/school pays	50	4%	3%	4%	3%	4%	4%	4%	4%	3%
	More relaxing	3	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	3%	5%	3%	5%	4%	5%	4%	3%
	Gas prices	24	2%	2%	2%	2%	2%	2%	2%	1%	2%
	Changed-new job/job transfer/relocated	171	13%	11%	15%	11%	15%	14%	12%	13%	14%
	Just started school/college	18	1%	1%	1%	1%	1%	2%	1%	2%	2%
	To try it	15	1%	2%	1%	2%	0%	2%	1%	1%	3%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	2%	1%	0%	0%
	Better than bus	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	3	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Don't want to drive	31	2%	2%	3%	2%	3%	3%	3%	3%	1%
	Recommended	13	1%	2%	0%	2%	1%	0%	0%	1%	2%
	Goes to destination	149	11%	14%	8%	14%	8%	11%	11%	9%	15%
	Other	64	5%	4%	5%	4%	6%	5%	5%	4%	5%
	Don't know	64	5%	6%	4%	6%	4%	2%	4%	4%	9%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi- response)	Preference	617	47%	49%	45%	49%	44%	48%	48%	46%	43%
	Economic	267	20%	19%	21%	19%	21%	21%	20%	19%	22%
	Necessity	234	18%	16%	19%	16%	19%	17%	17%	21%	13%
	Values	9	1%	1%	0%	1%	0%	1%	1%	0%	1%
	Other	383	29%	28%	29%	28%	30%	28%	26%	28%	39%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	44%	41%	44%	40%	43%	45%	41%	39%
	Economic	218	16%	16%	17%	16%	17%	18%	17%	16%	15%
	Necessity	192	15%	14%	15%	14%	15%	15%	14%	17%	10%
	Values	7	1%	1%	0%	1%	0%	1%	0%	0%	1%
	Other	344	26%	26%	26%	26%	27%	23%	24%	25%	35%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	77%	53%	77%	57%	41%	66%	61%	67%
	B	387	29%	21%	37%	21%	36%	41%	28%	33%	26%
	C	67	5%	2%	8%	2%	6%	13%	5%	5%	5%
	D	7	1%	0%	1%	0%	0%	2%	1%	0%	1%
	F	2	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Not sure	4	0%	0%	0%	0%	0%	1%	0%	0%	1%
	No Answer	3	0%	0%	0%	0%	0%	1%	0%	0%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	67%	39%	67%	39%	37%	52%	47%	63%
	B	414	31%	22%	40%	22%	43%	28%	30%	38%	22%
	C	132	10%	6%	13%	6%	12%	17%	11%	10%	8%
	D	34	3%	1%	4%	1%	3%	8%	3%	2%	2%
	F	16	1%	1%	1%	1%	1%	3%	1%	1%	2%
	Not sure	33	3%	3%	2%	3%	1%	6%	3%	2%	2%
	No Answer	5	0%	0%	1%	0%	1%	1%	0%	0%	1%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	12%	16%	12%	17%	14%	15%	16%	10%
	Trash at station/stop/transit center dirty	70	5%	4%	7%	4%	6%	8%	6%	6%	3%
	Dirty seats	43	3%	3%	4%	3%	4%	2%	4%	4%	2%
	Bird droppings	6	0%	0%	1%	0%	1%	1%	0%	1%	0%
	Odors/smells	35	3%	2%	3%	2%	3%	3%	4%	2%	2%
	Restrooms dirty/trashy/smelly	34	3%	1%	4%	1%	5%	4%	2%	4%	1%
	Need more/larger trash cans/overflowing	14	1%	1%	1%	1%	1%	2%	1%	1%	1%
	Need better lighting	4	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	3%	3%	3%	3%	3%	4%	2%	3%
	Trash on bus/train	17	1%	1%	1%	1%	1%	2%	2%	1%	1%
	Homeless people/vagrants at stops	15	1%	1%	1%	1%	1%	0%	1%	1%	0%
	Smoking/people smoking	10	1%	0%	1%	0%	1%	3%	1%	1%	1%
	All other	61	5%	5%	5%	5%	4%	8%	6%	3%	5%
	Don't know	4	0%	0%	0%	0%	0%	1%	1%	0%	0%
	None/No Answer	865	65%	71%	60%	71%	60%	63%	62%	64%	76%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	11%	15%	11%	16%	12%	14%	15%	9%
	Trash at station/stop/transit center dirty	68	5%	4%	7%	4%	6%	8%	6%	6%	2%
	Dirty seats	34	3%	2%	3%	2%	4%	0%	3%	3%	1%
	Bird droppings	4	0%	0%	1%	0%	1%	1%	0%	1%	0%
	Odors/smells	28	2%	2%	2%	2%	2%	2%	3%	2%	1%
	Restrooms dirty/trashy/smelly	25	2%	0%	4%	0%	4%	3%	2%	3%	0%
	Need more/larger trash cans/overflowing	9	1%	1%	1%	1%	1%	0%	1%	1%	1%
	Need better lighting	3	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	2%	2%	2%	2%	1%	3%	1%	3%
	Trash on bus/train	11	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Homeless people/vagrants at stops	9	1%	1%	0%	1%	0%	0%	1%	0%	0%
	Smoking/people smoking	7	1%	0%	1%	0%	1%	2%	1%	0%	1%
	All other	50	4%	4%	3%	4%	3%	6%	5%	2%	4%
	Don't know	4	0%	0%	0%	0%	0%	1%	1%	0%	0%
	None/No Answer	865	65%	71%	60%	71%	60%	63%	62%	64%	76%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	91%	65%	91%	68%	54%	74%	79%	81%
	B	126	18%	7%	27%	7%	26%	32%	21%	16%	14%
	C	21	3%	1%	5%	1%	5%	5%	3%	2%	3%
	D	4	1%	0%	1%	0%	0%	4%	0%	1%	0%
	F	3	0%	0%	1%	0%	0%	2%	0%	1%	0%
	Not sure	6	1%	1%	1%	1%	0%	3%	1%	1%	0%
	No Answer	2	0%	1%	0%	1%	0%	0%	0%	0%	2%
20. Grading: the courtesy of the bus drivers?	A	530	77%	91%	65%	91%	68%	54%	74%	79%	81%
	B or lower/DK	162	23%	9%	35%	9%	32%	46%	26%	21%	19%
20. Grading: the courtesy of the bus drivers?	A	530	77%	91%	65%	91%	68%	54%	74%	79%	81%
	B	126	18%	7%	27%	7%	26%	32%	21%	16%	14%
	C or lower/DK	35	5%	2%	8%	2%	6%	14%	5%	6%	5%
21. Grading: the appearance of the bus drivers?	A	564	81%	89%	75%	89%	80%	60%	81%	84%	76%
	B	79	11%	6%	16%	6%	12%	28%	13%	9%	13%
	C	8	1%	1%	1%	1%	1%	3%	0%	1%	4%
	D	3	0%	0%	1%	0%	0%	3%	0%	1%	0%
	F	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	35	5%	4%	6%	4%	6%	6%	6%	4%	6%
	No Answer	3	0%	1%	0%	1%	0%	0%	0%	0%	2%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
21. Grading: the courtesy of the bus drivers?	A	564	81%	89%	75%	89%	80%	60%	81%	84%	76%
	B or lower/DK	128	19%	11%	25%	11%	20%	40%	19%	16%	24%
21. Grading: the courtesy of the bus drivers?	A	564	81%	89%	75%	89%	80%	60%	81%	84%	76%
	B	79	11%	6%	16%	6%	12%	28%	13%	9%	13%
	C or lower/DK	50	7%	5%	9%	5%	8%	12%	7%	7%	11%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	3%	5%	3%	5%	5%	4%	5%	1%
	More personable/friendlier/greet passengers	34	5%	2%	7%	2%	8%	5%	5%	5%	7%
	Attitude change/be more positive/some are grumpy	14	2%	1%	3%	1%	3%	3%	2%	1%	4%
	Be more helpful/helpful customer service	28	4%	1%	7%	1%	4%	15%	4%	4%	3%
	Be more patient/wait for people running to bus/don't leave early	28	4%	3%	5%	3%	4%	6%	5%	3%	0%
	Announce stops (clearly, more often, louder, etc.)	7	1%	0%	2%	0%	2%	3%	1%	1%	1%
	Be on time/adhere to schedule	32	5%	3%	6%	3%	5%	11%	4%	4%	11%
	A standard dress code	12	2%	1%	3%	1%	3%	3%	2%	1%	0%
	More well groomed/haircuts/shave	7	1%	1%	1%	1%	1%	2%	0%	2%	3%
	Clean more often/clean buses between trips	8	1%	0%	2%	0%	2%	2%	1%	0%	6%
	It depends on the individual/some better than others	5	1%	1%	1%	1%	1%	0%	1%	1%	0%
	All other reasons	63	9%	6%	12%	6%	11%	14%	9%	10%	6%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know		451	65%	79%	54%	79%	56%	44%	66%	66%	61%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	3%	5%	3%	5%	5%	4%	5%	1%
	More personable/friendlier/greet passengers	34	5%	2%	7%	2%	8%	5%	5%	5%	7%
	Attitude change/be more positive/some are grumpy	10	1%	1%	2%	1%	2%	3%	1%	1%	4%
	Be more helpful/helpful customer service	23	3%	1%	5%	1%	4%	11%	4%	3%	2%
	Be more patient/wait for people running to bus/don't leave early	25	4%	3%	4%	3%	4%	4%	5%	3%	0%
	Announce stops (clearly, more often, louder, etc.)	7	1%	0%	2%	0%	2%	3%	1%	1%	1%
	Be on time/adhere to schedule	31	4%	3%	6%	3%	5%	10%	4%	4%	11%
	A standard dress code	9	1%	1%	2%	1%	2%	1%	2%	1%	0%
	More well groomed/haircuts/shave	2	0%	1%	0%	1%	0%	0%	0%	0%	3%
	Clean more often/clean buses between trips	8	1%	0%	2%	0%	2%	2%	1%	0%	6%
	It depends on the individual/some better than others	5	1%	1%	1%	1%	1%	0%	1%	1%	0%
	All other reasons	59	8%	6%	10%	6%	10%	11%	8%	10%	5%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	79%	54%	79%	56%	44%	66%	66%	61%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	95%	78%	95%	80%	68%	86%	85%	89%
	B	55	9%	2%	16%	2%	15%	19%	10%	10%	4%
	C	5	1%	0%	2%	0%	0%	7%	1%	2%	0%
	D	1	0%	0%	0%	0%	0%	1%	0%	0%	0%
	F	2	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Not sure	21	3%	2%	4%	2%	4%	4%	2%	3%	7%
	No Answer	1	0%	0%	0%	0%	0%	1%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	95%	78%	95%	80%	68%	86%	85%	89%
	B or lower/DK	84	13%	5%	22%	5%	20%	32%	14%	15%	11%
23. How would you grade the job the train conductor is doing?	A	546	87%	95%	78%	95%	80%	68%	86%	85%	89%
	B	55	9%	2%	16%	2%	15%	19%	10%	10%	4%
	C or lower/DK	29	5%	3%	6%	3%	5%	13%	3%	5%	7%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	77%	56%	77%	60%	44%	66%	64%	72%
	B	309	23%	16%	31%	16%	31%	29%	24%	24%	19%
	C	98	7%	5%	10%	5%	7%	17%	7%	9%	7%
	D	14	1%	1%	1%	1%	1%	3%	1%	1%	1%
	F	7	1%	0%	1%	0%	0%	2%	1%	1%	0%
	Not sure	11	1%	1%	1%	1%	0%	3%	1%	1%	0%
	No Answer	5	0%	0%	0%	0%	0%	1%	0%	1%	1%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	77%	56%	77%	60%	44%	66%	64%	72%
	B or lower/DK	445	34%	23%	44%	23%	40%	56%	34%	36%	28%
25. Grading: the job Station agents are doing?	A	117	76%	82%	73%	82%	76%	63%	78%	69%	94%
	B	23	15%	10%	18%	10%	18%	19%	15%	20%	1%
	C	5	3%	4%	3%	4%	1%	6%	3%	2%	5%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	1%	0%	0%	2%	0%	1%	1%
	Not sure	6	4%	4%	4%	4%	4%	5%	3%	6%	0%
	No Answer	2	1%	1%	1%	1%	0%	4%	1%	2%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	82%	73%	82%	76%	63%	78%	69%	94%
	B or lower/DK	37	24%	18%	27%	18%	24%	37%	22%	31%	6%
25. How would you grade the job Station Agents are doing?	A	117	76%	82%	73%	82%	76%	63%	78%	69%	94%
	B	23	15%	10%	18%	10%	18%	19%	15%	20%	1%
	C or lower/DK	13	9%	9%	9%	9%	6%	18%	7%	11%	6%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
26. Grading: the smoothness of the ride on Link?	A	359	76%	84%	65%	84%	67%	54%	77%	69%	80%
	B	98	20%	14%	29%	14%	26%	41%	19%	26%	18%
	C	18	4%	2%	7%	2%	7%	5%	5%	5%	2%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	84%	65%	84%	67%	54%	77%	69%	80%
	B or lower/DK	116	24%	16%	35%	16%	33%	46%	23%	31%	20%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	84%	65%	84%	67%	54%	77%	69%	80%
	B	98	20%	14%	29%	14%	26%	41%	19%	26%	18%
	C or lower/DK	19	4%	2%	7%	2%	7%	5%	5%	5%	2%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	81%	46%	81%	50%	32%	59%	61%	77%
	B	340	26%	15%	36%	15%	35%	37%	28%	27%	19%
	C	112	9%	3%	14%	3%	13%	18%	9%	10%	2%
	D	13	1%	0%	2%	0%	1%	5%	2%	0%	0%
	F	6	0%	0%	1%	0%	0%	2%	1%	0%	0%
	Not sure	16	1%	1%	2%	1%	1%	5%	1%	1%	1%
	No Answer	5	0%	0%	0%	0%	0%	2%	0%	1%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	81%	46%	81%	50%	32%	59%	61%	77%
	B or lower/DK	492	37%	19%	54%	19%	50%	68%	41%	39%	23%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	81%	46%	81%	50%	32%	59%	61%	77%
	B	340	26%	15%	36%	15%	35%	37%	28%	27%	19%
	C or lower/DK	152	12%	4%	18%	4%	15%	31%	13%	13%	4%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	76%	41%	76%	45%	29%	53%	58%	73%
	B	358	27%	17%	37%	17%	39%	28%	29%	28%	19%
	C	104	8%	2%	13%	2%	10%	24%	10%	8%	2%
	D	21	2%	0%	3%	0%	2%	7%	2%	1%	0%
	F	11	1%	0%	1%	0%	0%	6%	1%	1%	1%
	Not sure	59	4%	4%	4%	4%	4%	6%	5%	3%	5%
	No Answer	2	0%	0%	0%	0%	0%	0%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	76%	41%	76%	45%	29%	53%	58%	73%
	B or lower/DK	554	42%	24%	59%	24%	55%	71%	47%	42%	27%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	76%	41%	76%	45%	29%	53%	58%	73%
	B	358	27%	17%	37%	17%	39%	28%	29%	28%	19%
	C or lower/DK	196	15%	7%	22%	7%	16%	43%	18%	13%	8%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	14%	13%	14%	14%	11%	14%	14%	13%
	Gotten worse	97	7%	3%	12%	3%	10%	18%	8%	8%	4%
	Haven't noticed a change	730	55%	58%	53%	58%	54%	47%	56%	55%	52%
	(Don't know)	305	23%	24%	22%	24%	22%	23%	21%	21%	31%
	No answer	9	1%	1%	1%	1%	1%	1%	1%	1%	0%
29. On-time performance in the last year...	Gotten better	182	14%	14%	13%	14%	14%	11%	14%	14%	13%
	Gotten worse	97	7%	3%	12%	3%	10%	18%	8%	8%	4%
	No change/DK	1044	79%	83%	75%	83%	76%	72%	79%	77%	83%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	56%	67%	56%	68%	63%	64%	59%	73%
	Most times	39	25%	31%	22%	31%	22%	23%	24%	28%	20%
	Sometimes	11	7%	9%	7%	9%	6%	9%	6%	10%	3%
	Never	2	1%	1%	1%	1%	1%	3%	1%	2%	1%
	(Don't know)	4	2%	2%	2%	2%	3%	1%	3%	1%	4%
	No answer	1	1%	1%	1%	1%	0%	3%	2%	0%	0%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	87%	89%	87%	90%	86%	88%	87%	93%
	Sometimes or Never	13	8%	9%	8%	9%	7%	11%	7%	12%	3%
	No Answer/DK	5	3%	3%	3%	3%	3%	3%	5%	1%	4%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	55%	39%	55%	40%	38%	43%	49%	49%
	Somewhat helpful	253	30%	25%	34%	25%	34%	32%	27%	32%	36%
	Not helpful	36	4%	3%	5%	3%	4%	7%	6%	4%	0%
	Don't Use them	157	19%	15%	21%	15%	21%	23%	23%	15%	11%
	(Don't know)	4	1%	1%	0%	1%	0%	0%	0%	0%	2%
	No answer	5	1%	1%	1%	1%	1%	0%	1%	0%	3%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	55%	39%	55%	40%	38%	43%	49%	49%
	Less helpful	289	34%	28%	39%	28%	39%	39%	33%	35%	36%
	Don't use them/DK/No Answer	167	20%	17%	22%	17%	22%	23%	24%	16%	16%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	66%	63%	66%	64%	61%	69%	63%	62%
	Somewhat well	99	21%	20%	22%	20%	22%	21%	17%	25%	21%
	Not very well	37	8%	6%	9%	6%	8%	14%	7%	8%	9%
	(Don't know)	20	4%	5%	3%	5%	3%	4%	2%	3%	8%
	No answer	11	2%	2%	3%	2%	3%	0%	4%	2%	0%
How well do you understand light rail's schedule...	Very well	309	65%	66%	63%	66%	64%	61%	69%	63%	62%
	Less well/DK	156	33%	32%	34%	32%	33%	39%	27%	35%	38%
	No Answer	11	2%	2%	3%	2%	3%	0%	4%	2%	0%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	90%	78%	90%	79%	74%	83%	88%	84%
	Somewhat easy	59	13%	9%	18%	9%	19%	17%	13%	11%	15%
	Somewhat difficult	9	2%	1%	4%	1%	3%	9%	4%	1%	1%
	Very difficult	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	90%	78%	90%	79%	74%	83%	88%	84%
	Less than very easy/DK	68	15%	10%	22%	10%	21%	26%	17%	12%	16%
34. Would you say public announcements in the station are...	Very helpful	263	60%	65%	54%	65%	54%	52%	52%	68%	63%
	Somewhat helpful	113	26%	23%	30%	23%	29%	35%	30%	19%	27%
	Not helpful	5	1%	0%	2%	0%	1%	9%	2%	1%	0%
	Don't Use them	51	12%	11%	12%	11%	14%	4%	13%	12%	10%
	(Don't know)	6	1%	1%	2%	1%	2%	0%	3%	1%	0%
	No answer	1	0%	0%	0%	0%	1%	0%	1%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	65%	54%	65%	54%	52%	52%	68%	63%
	Less helpful	118	27%	23%	32%	23%	29%	43%	32%	20%	27%
	Don't use them/DK/No Answer	58	13%	12%	14%	12%	17%	4%	16%	12%	10%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	64%	53%	64%	51%	63%	55%	61%	63%
	Somewhat helpful	114	26%	22%	31%	22%	31%	30%	26%	24%	27%
	Not helpful	14	3%	3%	3%	3%	3%	0%	2%	5%	2%
	Don't Use them	47	11%	10%	11%	10%	13%	4%	13%	9%	8%
	(Don't know)	4	1%	1%	1%	1%	1%	3%	2%	0%	0%
	No answer	2	0%	0%	1%	0%	1%	0%	1%	0%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	64%	53%	64%	51%	63%	55%	61%	63%
	Less helpful	127	29%	25%	34%	25%	34%	30%	28%	30%	29%
	Don't use them/DK/No Answer	53	12%	11%	13%	11%	15%	7%	17%	9%	8%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	37%	45%	37%	43%	52%	38%	48%	37%
	About 1 in 10 trips	134	31%	35%	26%	35%	30%	3%	36%	29%	25%
	Less than 1 in 10 trips	43	10%	7%	13%	7%	13%	13%	10%	14%	5%
	Never	40	9%	8%	11%	8%	11%	11%	7%	8%	13%
	(Don't know)	44	10%	13%	6%	13%	3%	21%	9%	1%	19%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	72%	70%	72%	73%	55%	74%	76%	62%
	Less than 1 in 10 trips/DK	127	29%	28%	30%	28%	27%	45%	26%	24%	38%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	79%	69%	79%	71%	63%	74%	70%	82%
	I occasionally have concerns for my safety	277	21%	17%	25%	17%	24%	26%	20%	26%	13%
	I am regularly concerned about my safety	22	2%	1%	2%	1%	2%	3%	2%	2%	0%
	(Don't know)	38	3%	3%	3%	3%	2%	8%	3%	2%	5%
	No answer	4	0%	0%	1%	0%	1%	0%	1%	0%	0%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	79%	69%	79%	71%	63%	74%	70%	82%
	Safety Concerns	337	25%	21%	30%	21%	28%	37%	25%	30%	18%
	No Answer	4	0%	0%	1%	0%	1%	0%	1%	0%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	86%	69%	86%	71%	63%	77%	75%	85%
	Mostly safe	270	20%	12%	28%	12%	27%	31%	21%	23%	14%
	Mostly unsafe	5	0%	0%	1%	0%	0%	3%	0%	1%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	2%	2%	2%	1%	3%	1%	2%	1%
	No answer	4	0%	0%	0%	0%	0%	0%	0%	0%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	98%	97%	98%	98%	94%	98%	97%	98%
	Unsafe	5	0%	0%	1%	0%	0%	3%	0%	1%	0%
	DK/No Answer	25	2%	2%	2%	2%	2%	3%	2%	2%	2%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	8%	9%	8%	10%	8%	9%	9%	7%
	Drunks/druggies	40	3%	4%	3%	4%	2%	3%	4%	3%	2%
	Angry/disruptive people/riders	27	2%	1%	3%	1%	3%	4%	1%	3%	2%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	1%	2%	1%	2%	4%	1%	2%	0%
	Overcrowding/people standing	24	2%	1%	3%	1%	3%	4%	2%	2%	1%
	Uturns/abrupt stops/jerky driving	21	2%	0%	3%	0%	3%	3%	2%	1%	0%
	Driving skills/driving too fast/inexperienced drivers	20	2%	1%	2%	1%	2%	3%	2%	1%	1%
	Lack of security personnel/attendants	15	1%	1%	1%	1%	1%	2%	1%	2%	1%
	People panhandling/begging	17	1%	1%	1%	1%	2%	1%	2%	1%	0%
	All other	82	6%	5%	7%	5%	7%	9%	6%	9%	3%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Nothing/No Answer	982	74%	79%	69%	79%	71%	63%	74%	70%	83%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	7%	9%	7%	10%	8%	8%	9%	6%
	Drunks/druggies	36	3%	4%	2%	4%	2%	3%	3%	2%	2%
	Angry/disruptive people/riders	25	2%	1%	3%	1%	3%	4%	1%	2%	2%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	1%	2%	1%	1%	3%	1%	2%	0%
	Overcrowding/people standing	20	2%	1%	2%	1%	2%	3%	2%	2%	1%
	Uturns/abrupt stops/jerky driving	21	2%	0%	3%	0%	3%	3%	2%	1%	0%
	Driving skills/driving too fast/inexperienced drivers	19	1%	1%	2%	1%	2%	3%	2%	1%	1%
	Lack of security personnel/attendants	11	1%	1%	1%	1%	1%	1%	0%	2%	1%
	People panhandling/begging	6	0%	0%	1%	0%	1%	1%	1%	0%	0%
	All other	76	6%	5%	6%	5%	6%	8%	5%	8%	3%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Nothing/No Answer	982	74%	79%	69%	79%	71%	63%	74%	70%	83%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	23%	20%	23%	21%	15%	20%	23%	23%
	Somewhat secure	229	17%	13%	21%	13%	22%	18%	17%	18%	16%
	Not secure at all	21	2%	1%	2%	1%	2%	3%	2%	1%	0%
	Don't Use	750	57%	59%	55%	59%	53%	62%	58%	55%	58%
	(Don't know)	27	2%	2%	2%	2%	2%	2%	2%	2%	3%
	No answer	14	1%	2%	0%	2%	1%	0%	1%	1%	1%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	56%	43%	56%	45%	38%	47%	51%	53%
	Somewhat secure	229	40%	32%	47%	32%	47%	48%	41%	40%	37%
	Not secure at all	21	4%	3%	4%	3%	3%	8%	6%	3%	1%
	Don't know	27	5%	5%	4%	5%	4%	4%	4%	4%	7%
	No Answer	14	2%	4%	1%	4%	1%	1%	2%	3%	2%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	56%	43%	56%	45%	38%	47%	51%	53%
	P&R Less secure	251	44%	35%	52%	35%	50%	57%	47%	43%	38%
	DK/No Answer	40	7%	9%	5%	9%	5%	5%	7%	7%	9%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	13%	12%	13%	11%	14%	13%	13%	10%
	2	71	6%	3%	7%	3%	7%	8%	6%	6%	3%
	3	187	15%	14%	15%	14%	16%	14%	14%	14%	17%
	4	154	12%	9%	15%	9%	16%	10%	14%	13%	6%
	5 - Very important	705	55%	60%	50%	60%	49%	52%	52%	54%	64%
	Not sure	9	1%	1%	0%	1%	0%	1%	1%	0%	1%
	No answer	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	16%	19%	16%	18%	22%	19%	19%	13%
	3/DK/No Answer	197	15%	15%	16%	15%	16%	15%	15%	15%	17%
	4-5 Very Important	860	67%	69%	65%	69%	65%	63%	66%	67%	70%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	6%	5%	6%	5%	7%	6%	7%	5%
	2	19	3%	4%	3%	4%	3%	1%	3%	5%	2%
	3	65	11%	11%	11%	11%	10%	14%	9%	12%	13%
	4	65	11%	10%	12%	10%	13%	8%	12%	11%	9%
	5 - Very important	400	67%	67%	68%	67%	67%	68%	68%	63%	71%
	Not sure	7	1%	2%	1%	2%	1%	1%	1%	2%	1%
	No answer	2	0%	0%	0%	0%	0%	1%	1%	0%	0%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	10%	8%	10%	8%	8%	9%	12%	7%
	3/DK/No Answer	74	12%	13%	12%	13%	11%	16%	11%	14%	14%
	4-5 Very Important	465	78%	77%	80%	77%	81%	76%	81%	75%	79%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	6%	3%	6%	3%	4%	4%	5%	6%
	2	42	3%	2%	4%	2%	4%	5%	4%	3%	1%
	3	149	12%	14%	10%	14%	11%	5%	10%	10%	19%
	4	179	14%	13%	15%	13%	14%	17%	14%	13%	14%
	5 - Very important	835	65%	63%	67%	63%	67%	64%	67%	67%	55%
	Not sure	20	2%	2%	1%	2%	0%	3%	1%	1%	4%
	No answer	2	0%	0%	0%	0%	0%	1%	0%	0%	0%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	8%	7%	8%	7%	9%	8%	8%	8%
	3/DK/No Answer	171	13%	16%	11%	16%	12%	9%	11%	11%	23%
	4-5 Very Important	1014	79%	76%	82%	76%	82%	82%	81%	81%	69%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	3%	2%	3%	2%	2%	2%	2%	3%
	2	28	2%	1%	3%	1%	3%	2%	3%	2%	2%
	3	161	13%	11%	14%	11%	12%	18%	11%	12%	17%
	4	198	15%	14%	17%	14%	18%	14%	17%	15%	13%
	5 - Very important	845	66%	69%	63%	69%	64%	61%	66%	68%	61%
	Not sure	24	2%	2%	2%	2%	1%	3%	1%	2%	3%
	No answer	3	0%	0%	0%	0%	0%	1%	0%	0%	0%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	4%	5%	4%	5%	3%	5%	4%	5%
	3/DK/No Answer	188	15%	14%	15%	14%	14%	22%	13%	14%	21%
	4-5 Very Important	1042	81%	82%	80%	82%	81%	75%	83%	83%	74%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	27%	31%	27%	30%	35%	35%	26%	18%
	2	82	6%	5%	8%	5%	9%	3%	6%	9%	4%
	3	145	11%	12%	10%	12%	11%	10%	12%	9%	14%
	4	122	9%	8%	11%	8%	12%	8%	10%	10%	8%
	5 - Very important	465	36%	38%	35%	38%	34%	37%	31%	39%	46%
	Not sure	87	7%	10%	4%	10%	3%	7%	6%	7%	8%
	No answer	9	1%	0%	1%	0%	1%	1%	1%	1%	1%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	32%	39%	32%	39%	38%	41%	35%	22%
	3/DK/No Answer	241	19%	22%	15%	22%	15%	17%	19%	16%	24%
	4-5 Very Important	587	46%	46%	45%	46%	46%	45%	40%	49%	54%
45. Age range	<25	259	20%	19%	20%	19%	21%	14%	20%	18%	20%
	25-34	386	29%	31%	28%	31%	29%	23%	29%	27%	35%
	35-44	286	22%	21%	22%	21%	22%	22%	23%	20%	21%
	45-59	248	19%	18%	20%	18%	17%	30%	16%	23%	17%
	60+	128	10%	9%	10%	9%	10%	9%	10%	11%	7%
	Refused	17	1%	1%	1%	1%	1%	1%	2%	1%	1%
Generation	<35	644	49%	50%	47%	50%	50%	38%	49%	46%	54%
	35+	661	50%	49%	51%	49%	49%	61%	49%	54%	45%
	Refuse	17	1%	1%	1%	1%	1%	1%	2%	1%	1%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
46. What race would you classify yourself as?	White/Caucasian	838	63%	63%	64%	63%	65%	59%	63%	62%	66%
	Black/ Afr. American	188	14%	14%	15%	14%	14%	20%	13%	15%	14%
	Asian	128	10%	10%	10%	10%	9%	10%	8%	12%	9%
	Native Hawaiian/ Pacific Islander	11	1%	1%	1%	1%	1%	0%	1%	1%	0%
	American Indian/ Alaska Native	7	1%	1%	0%	1%	0%	0%	1%	0%	0%
	Hispanic/ Latino	48	4%	4%	3%	4%	3%	4%	4%	3%	4%
	Multiple races	52	4%	4%	3%	4%	4%	2%	5%	4%	2%
	Other	9	1%	1%	1%	1%	1%	1%	1%	1%	0%
	No answer	41	3%	3%	3%	3%	3%	4%	4%	2%	4%
46. Ethnicity	White	838	63%	63%	64%	63%	65%	59%	63%	62%	66%
	Non-white	484	37%	37%	36%	37%	35%	41%	37%	38%	34%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	17%	16%	17%	17%	11%	14%	20%	15%
	\$30,000 to \$49,999	265	20%	19%	21%	19%	23%	13%	17%	20%	28%
	\$50,000 to \$74,999	248	19%	20%	17%	20%	17%	19%	19%	18%	20%
	\$75,000 to \$99,999	111	8%	8%	9%	8%	7%	13%	9%	9%	7%
	100,000 to \$149,999	88	7%	6%	8%	6%	7%	8%	9%	5%	2%
	\$150,000 to \$199,999	44	3%	3%	3%	3%	4%	2%	3%	3%	4%
	\$200,000 or higher	29	2%	3%	2%	3%	2%	1%	2%	2%	2%
	Refused	289	22%	22%	22%	22%	20%	30%	24%	21%	18%
	No answer	32	2%	2%	3%	2%	3%	2%	3%	2%	3%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
47. Income	<\$50,000	482	36%	36%	36%	36%	40%	24%	31%	40%	44%
	\$50,000+	519	39%	40%	39%	40%	37%	43%	42%	37%	35%
	DK/NA	321	24%	24%	25%	24%	23%	33%	27%	23%	21%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	62%	68%	62%	67%	72%	68%	64%	61%
	Employed <30 hrs/wk	92	7%	6%	8%	6%	8%	8%	6%	8%	8%
	Self-employed	45	3%	4%	3%	4%	3%	2%	2%	4%	7%
	Retired	71	5%	6%	5%	6%	5%	3%	6%	6%	2%
	Homemaker	9	1%	1%	1%	1%	0%	2%	0%	1%	0%
	Student	149	11%	13%	9%	13%	10%	8%	12%	10%	11%
	Looking for work	11	1%	1%	0%	1%	0%	1%	1%	1%	0%
	Other	20	2%	1%	2%	1%	2%	2%	1%	1%	3%
	No answer	60	5%	5%	4%	5%	5%	2%	3%	5%	7%
48. Employment	Full Time Emp	865	65%	62%	68%	62%	67%	72%	68%	64%	61%
	Part Time/Less/NA	457	35%	38%	32%	38%	33%	28%	32%	36%	39%

		N	%	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
				A	B or lower/ DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
				%	%	%	%	%	%	%	%
49. Geography (by home zip code)	Snohomish	138	10%	10%	11%	10%	12%	6%	11%	13%	5%
	KC Seattle/North	421	32%	32%	31%	32%	33%	26%	35%	25%	38%
	KC East	220	17%	19%	14%	19%	14%	15%	19%	16%	11%
	KC South	198	15%	13%	17%	13%	16%	21%	14%	19%	11%
	Pierce	190	14%	12%	16%	12%	16%	18%	14%	17%	10%
	Other	119	9%	11%	7%	11%	6%	12%	5%	8%	22%
	Refused	35	3%	2%	3%	2%	3%	3%	2%	3%	3%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	11%	12%	11%	11%	13%	11%	10%	15%
	No	1073	81%	81%	81%	81%	82%	78%	82%	81%	78%
	No answer	100	8%	8%	8%	8%	7%	10%	7%	9%	7%
53. Gender	Male	724	55%	55%	55%	55%	56%	51%	57%	53%	52%
	Female	569	43%	43%	43%	43%	41%	48%	41%	45%	45%
	(Unknown/Other)	1	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	28	2%	2%	3%	2%	3%	1%	2%	2%	3%
Gender by generation	M <35	339	26%	26%	26%	26%	28%	18%	26%	24%	27%
	F <35	287	22%	23%	20%	23%	20%	19%	21%	20%	25%
	M 35+	376	28%	28%	29%	28%	27%	33%	30%	28%	24%
	F 35+	275	21%	20%	22%	20%	20%	27%	19%	24%	20%
	Ref	45	3%	3%	4%	3%	4%	2%	4%	3%	4%

		5. Sound Transit Overall Report Card		5. Sound Transit Overall Report Card			9. Min to get from home to first transit stop		
		A	B or lower/DK	A	B	C or lower/DK	<15 min	15+ min	No answer
Number of cases	1322	639	683	639	537	147	636	460	226
Row percent	100%	48.3%	51.7%	48.3%	40.6%	11.1%	48.1%	34.8%	17.1%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	4.00	2.77	4.00	3.00	1.86	3.35	3.33	3.50
9. Minutes to get to nearest stop/station (mean)	14.68	14.60	14.75	14.60	14.73	14.80	7.75	24.25	.
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.74	3.43	3.74	3.49	3.20	3.60	3.54	3.61
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.57	3.13	3.57	3.18	2.94	3.33	3.31	3.46
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.91	3.56	3.91	3.62	3.36	3.71	3.72	3.80
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.92	3.76	3.92	3.83	3.53	3.85	3.82	3.78
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.96	3.80	3.96	3.84	3.62	3.86	3.86	3.94
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.70	3.43	3.70	3.49	3.17	3.57	3.52	3.63
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.81	3.73	3.81	3.78	3.56	3.78	3.69	3.87
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.82	3.58	3.82	3.60	3.49	3.72	3.65	3.78
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.79	3.26	3.79	3.34	2.97	3.44	3.50	3.77
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.76	3.19	3.76	3.32	2.71	3.38	3.47	3.71
9. Minutes to get to nearest stop/station (mean)	14.68	14.60	14.75	14.60	14.73	14.80	7.75	24.25	.
13. Weekdays per week bus/train is ridden (mean)	3.32	3.16	3.47	3.16	3.45	3.54	3.28	3.52	3.03
13. Weekend days per week bus/train is ridden (mean)	.32	.31	.33	.31	.33	.32	.33	.33	.28
13. Total days per week bus/train is ridden (mean)	3.64	3.47	3.79	3.47	3.78	3.84	3.60	3.85	3.31
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	4.01	3.85	4.01	3.86	3.81	3.88	3.89	4.12

	All	5. Sound Transit Overall Report Card		5. Sound Transit OverallReport Card			9. Min to get from home to first transit stop		
		A	B or lower/DK	A	B	C or lower/ DK	<15 min	15+ min	No answer
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.31	4.36	4.31	4.36	4.33	4.37	4.21	4.40
42. Importance: Being able to access real time transit information on cellphones	4.34	4.27	4.40	4.27	4.41	4.38	4.39	4.36	4.14
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.48	4.39	4.48	4.40	4.36	4.44	4.48	4.32
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.27	3.10	3.27	3.11	3.09	2.95	3.28	3.66

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
Number of cases		1322		293	998	32	293	516	482	32
Row percent			100%	22%	75%	2%	22%	39%	36%	2%
Service Type (Numeric)	Express Bus	692	52%	44%	55%	32%	44%	55%	56%	32%
	Sounder Rail	154	12%	12%	12%	16%	12%	10%	13%	16%
	Tacoma Link Light Rail	37	3%	5%	2%	0%	5%	2%	2%	0%
	Central Link Light Rail	439	33%	39%	31%	52%	39%	33%	29%	52%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
2. Service	Express Bus	692	52%	44%	55%	32%	44%	55%	56%	32%
	Sounder Sea-Tac	140	11%	11%	10%	15%	11%	9%	12%	15%
	Sounder Sea-Eve	14	1%	1%	1%	0%	1%	1%	1%	0%
	Central Link	439	33%	39%	31%	52%	39%	33%	29%	52%
	Tacoma Link	37	3%	5%	2%	0%	5%	2%	2%	0%
Region Bus Routes Cover	Seattle-South	171	25%	32%	23%	43%	32%	22%	23%	43%
	Seattle-Snohomish	100	15%	10%	16%	0%	10%	14%	18%	0%
	Seattle-E King	371	54%	48%	55%	57%	48%	57%	53%	57%
	Route Excludes Dtown Seattle	50	7%	10%	7%	0%	10%	7%	6%	0%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	48%	39%	64%	48%	39%	39%	64%
	Not in tunnel	770	58%	52%	61%	36%	52%	61%	61%	36%
Day Part	Peak	605	46%	47%	45%	46%	47%	43%	47%	46%
	Offpeak	527	40%	35%	41%	41%	35%	44%	39%	41%
	Weekend	190	14%	18%	14%	12%	18%	13%	14%	12%
	Unable to determine	0	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	2%	2%	0%	2%	3%	1%	0%
	ST 511	30	4%	3%	5%	0%	3%	3%	7%	0%
	ST 512	55	8%	5%	9%	0%	5%	8%	10%	0%
	ST 522	58	8%	8%	8%	21%	8%	10%	6%	21%
	ST 532	22	3%	8%	2%	0%	8%	1%	3%	0%
	ST 535	19	3%	2%	3%	0%	2%	3%	3%	0%
	ST 540	7	1%	0%	1%	0%	0%	1%	2%	0%
	ST 541	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	1%	3%	0%	1%	4%	2%	0%
	ST 545	103	15%	16%	15%	0%	16%	19%	11%	0%
	ST 547	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	20%	15%	35%	20%	12%	19%	35%
	ST 554	42	6%	0%	8%	0%	0%	7%	8%	0%
	ST 555	8	1%	1%	1%	0%	1%	1%	1%	0%
	ST 556	9	1%	0%	2%	0%	0%	3%	1%	0%
	ST 559	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	2%	3%	0%	2%	3%	4%	0%
	ST 563	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	5%	3%	0%	5%	3%	4%	0%
	ST 574	29	4%	6%	4%	11%	6%	4%	3%	11%
	ST 577	7	1%	1%	1%	0%	1%	1%	1%	0%
	ST 578	35	5%	8%	4%	14%	8%	5%	3%	14%
	ST 586	6	1%	1%	1%	0%	1%	1%	1%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
	ST 590	48	7%	6%	7%	19%	6%	6%	8%	19%
	ST 591	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 592	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	5%	3%	0%	5%	3%	3%	0%
	ST 596	0	0%	0%	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	91%	91%	97%	91%	91%	90%	97%
	Seattle <--> Everett	14	9%	9%	9%	3%	9%	9%	10%	3%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	49%	60%	41%	49%	56%	65%	41%
	No	561	42%	51%	40%	57%	51%	44%	35%	57%
	No answer	3	0%	0%	0%	2%	0%	0%	0%	2%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	24%	28%	13%	24%	25%	32%	13%
	No	366	65%	66%	65%	49%	66%	65%	65%	49%
	No answer	50	9%	10%	7%	39%	10%	10%	4%	39%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	53%	61%	27%	53%	60%	63%	27%
	Not Choice Rider	549	42%	47%	39%	73%	47%	40%	37%	73%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	52%	61%	27%	52%	60%	63%	27%
	Not Choice Rider	532	41%	48%	39%	73%	48%	40%	37%	73%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	52%	47%	60%	52%	48%	46%	60%
	B	537	41%	37%	42%	25%	37%	42%	42%	25%
	C	119	9%	8%	9%	10%	8%	9%	10%	10%
	D	10	1%	0%	1%	0%	0%	1%	1%	0%
	F	4	0%	0%	0%	5%	0%	0%	0%	5%
	Not sure	11	1%	3%	0%	0%	3%	0%	0%	0%
	No answer	2	0%	0%	0%	0%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	52%	47%	60%	52%	48%	46%	60%
	B or lower/DK	683	52%	48%	53%	40%	48%	52%	54%	40%
5. Sound Transit Overall Report Card	A	639	48%	52%	47%	60%	52%	48%	46%	60%
	B	537	41%	37%	42%	25%	37%	42%	42%	25%
	C or lower/DK	147	11%	11%	11%	15%	11%	10%	12%	15%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	19%	15%	5%	19%	15%	15%	5%
	Fast/ Avoids traffic	85	6%	6%	6%	11%	6%	7%	5%	11%
	Convenient	114	9%	13%	7%	9%	13%	6%	9%	9%
	Comfortable/ Relaxing	40	3%	2%	3%	0%	2%	3%	4%	0%
	Clean/ Nice	62	5%	8%	4%	10%	8%	4%	4%	10%
	Good coverage/ Goes to destination	56	4%	6%	4%	3%	6%	4%	3%	3%
	Friendly/ helpful operators & personnel	46	3%	6%	3%	0%	6%	3%	3%	0%
	Affordable fare/ Free parking	46	3%	4%	3%	0%	4%	3%	3%	0%
	Safe/ Secure	19	1%	2%	1%	0%	2%	1%	2%	0%
	General positives (Nice/ Fun/ No complaints)	304	23%	23%	23%	27%	23%	26%	19%	27%
	Late at times/ Always late	162	12%	9%	13%	6%	9%	14%	13%	6%
	Rude drivers & personnel	11	1%	0%	1%	0%	0%	1%	1%	0%
	More service/ routes/ buses	70	5%	4%	6%	0%	4%	5%	7%	0%
	Slow/ Too many stops/ More express	25	2%	1%	2%	0%	1%	2%	2%	0%
	Need more parking	17	1%	1%	1%	0%	1%	1%	2%	0%
	Improve/ Expand schedule	35	3%	1%	3%	0%	1%	3%	4%	0%
	Too expensive	13	1%	0%	1%	0%	0%	1%	1%	0%
	Too early/ Doesn't wait	8	1%	0%	1%	0%	0%	0%	1%	0%
	Crowded/ Larger buses/trains	72	5%	5%	6%	0%	5%	4%	7%	0%
	Other positives	111	8%	7%	8%	24%	7%	7%	9%	24%
	Other negatives	134	10%	9%	11%	9%	9%	10%	11%	9%
	Neutral reasons (OK/ Average)	93	7%	6%	7%	8%	6%	8%	7%	8%
	All other reasons	20	2%	1%	2%	0%	1%	2%	1%	0%
	Don't know/ NA/ First time rider	44	3%	6%	2%	8%	6%	2%	3%	8%

	N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
			New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
			%	%	%	%	%	%	%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
6. What are your reasons for that grade? (1st Response)	Reliable/ Prompt/ Runs often	161	12%	16%	11%	5%	16%	10%	13%	5%
	Fast/ Avoids traffic	55	4%	2%	5%	7%	2%	5%	4%	7%
	Convenient	83	6%	10%	5%	9%	10%	4%	7%	9%
	Comfortable/ Relaxing	19	1%	0%	2%	0%	0%	1%	2%	0%
	Clean/ Nice	24	2%	4%	1%	10%	4%	1%	1%	10%
	Good coverage/ Goes to destination	28	2%	3%	2%	0%	3%	2%	2%	0%
	Friendly/ helpful operators & personnel	25	2%	4%	1%	0%	4%	1%	2%	0%
	Affordable fare/ Free parking	29	2%	1%	3%	0%	1%	3%	2%	0%
	Safe/ Secure	3	0%	0%	0%	0%	0%	0%	1%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	20%	21%	22%	20%	25%	18%	22%
	Late at times/ Always late	141	11%	8%	11%	6%	8%	12%	10%	6%
	Rude drivers & personnel	7	1%	0%	1%	0%	0%	1%	1%	0%
	More service/ routes/ buses	49	4%	1%	5%	0%	1%	4%	5%	0%
	Slow/ Too many stops/ More express	17	1%	1%	1%	0%	1%	1%	2%	0%
	Need more parking	11	1%	1%	1%	0%	1%	1%	1%	0%
	Improve/ Expand schedule	27	2%	1%	3%	0%	1%	2%	3%	0%
	Too expensive	9	1%	0%	1%	0%	0%	1%	1%	0%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	0%	0%	0%
	Crowded/ Larger buses/trains	59	4%	4%	5%	0%	4%	4%	6%	0%
	Other positives	66	5%	5%	5%	19%	5%	5%	5%	19%
	Other negatives	90	7%	6%	7%	5%	6%	8%	6%	5%
	Neutral reasons (OK/ Average)	79	6%	5%	6%	8%	5%	6%	6%	8%
	All other reasons	15	1%	1%	1%	0%	1%	2%	1%	0%
	Don't know/ NA/ First time rider	44	3%	6%	2%	8%	6%	2%	3%	8%

	N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
			New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
			%	%	%	%	%	%	%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (Multi-response)	More stops	17	1%	2%	1%	0%	2%	2%	1%	0%
	Fewer stops/Direct/express routes/HOV lane	23	2%	1%	2%	0%	1%	2%	2%	0%
	Be on-time/adhere to schedule/less delays	98	7%	5%	8%	5%	5%	8%	9%	5%
	Run more often/more frequent buses/trains	192	15%	12%	16%	7%	12%	13%	18%	7%
	Expand schedule/ Run earlier/later	70	5%	5%	5%	2%	5%	6%	5%	2%
	More routes/expand-extend service/add weekend service	125	9%	8%	10%	9%	8%	12%	8%	9%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	1%	4%	0%	1%	2%	5%	0%
	Overcrowding/SRO/Larger-longer buses	116	9%	10%	9%	0%	10%	7%	11%	0%
	Don't leave early (look for passengers)	11	1%	1%	1%	0%	1%	0%	2%	0%
	Notice/communication of problems, delay, etc.	42	3%	4%	3%	8%	4%	2%	4%	8%
	Announce next time of arrival/post departure times	8	1%	0%	1%	7%	0%	0%	1%	7%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	3%	3%	4%	3%	3%	4%	4%
	Enclosed/covered waiting area	13	1%	1%	1%	0%	1%	1%	1%	0%
	More security	25	2%	2%	2%	4%	2%	1%	2%	4%
	More comfortable temperature/heated-it's cold	11	1%	0%	1%	0%	0%	1%	1%	0%
	Improved wi-fi and/or cell access	16	1%	1%	1%	0%	1%	1%	1%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
	Lower fares	24	2%	1%	2%	0%	1%	2%	2%	0%
	New/cleaner buses/trains	43	3%	3%	3%	13%	3%	4%	2%	13%
	Improved/better lit stops	6	0%	0%	0%	0%	0%	1%	0%	0%
	Driver training/cold weather training	10	1%	2%	0%	0%	2%	0%	0%	0%
	Return interagency transfer slips/improve ORCA availability	21	2%	1%	2%	0%	1%	2%	1%	0%
	Make snacks/beverages accessible on transit	13	1%	0%	1%	0%	0%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	14%	12%	15%	14%	11%	12%	15%
	Don't know/no answer/none	370	28%	32%	27%	33%	32%	28%	25%	33%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	2%	1%	0%	2%	2%	0%	0%
	Fewer stops/Direct/express routes/HOV lane	20	2%	0%	2%	0%	0%	2%	2%	0%
	Be on-time/adhere to schedule/less delays	91	7%	5%	8%	5%	5%	7%	8%	5%
	Run more often/more frequent buses/trains	159	12%	9%	13%	7%	9%	12%	14%	7%
	Expand schedule/ Run earlier/later	59	4%	4%	5%	2%	4%	5%	4%	2%
	More routes/expand-extend service/add weekend service	104	8%	7%	8%	9%	7%	10%	6%	9%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	1%	3%	0%	1%	2%	4%	0%
	Overcrowding/SRO/Larger-longer buses	100	8%	9%	7%	0%	9%	5%	9%	0%
	Don't leave early (look for passengers)	8	1%	1%	1%	0%	1%	0%	1%	0%
	Notice/communication of problems, delay, etc.	36	3%	4%	3%	0%	4%	2%	3%	0%
	Announce next time of arrival/post departure times	6	0%	0%	0%	7%	0%	0%	0%	7%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	3%	3%	4%	3%	2%	3%	4%
	Enclosed/covered waiting area	13	1%	1%	1%	0%	1%	1%	1%	0%
	More security	19	1%	1%	1%	4%	1%	1%	2%	4%
	More comfortable temperature/heated-it's cold	6	0%	0%	1%	0%	0%	1%	0%	0%
	Improved wi-fi and/or cell access	15	1%	1%	1%	0%	1%	1%	1%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
	Lower fares	18	1%	1%	2%	0%	1%	2%	2%	0%
	New/cleaner buses/trains	34	3%	2%	2%	13%	2%	4%	0%	13%
	Improved/better lit stops	5	0%	0%	0%	0%	0%	1%	0%	0%
	Driver training/cold weather training	10	1%	2%	0%	0%	2%	0%	0%	0%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	1%	0%	1%	1%	1%	0%
	Make snacks/beverages accessible on transit	9	1%	0%	1%	0%	0%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	12%	10%	15%	12%	10%	9%	15%
	Don't know/no answer/none	370	28%	32%	27%	33%	32%	28%	25%	33%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	13%	16%	13%	13%	13%	19%	13%
	System suggestions	667	50%	45%	52%	39%	45%	53%	52%	39%
	All Other suggestions	161	12%	14%	12%	15%	14%	11%	12%	15%
	Nothing/Don't know/No Answer	370	28%	32%	27%	33%	32%	28%	25%	33%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	12%	15%	13%	12%	12%	17%	13%
	System suggestions	630	48%	43%	49%	39%	43%	50%	48%	39%
	All Other suggestions	137	10%	12%	10%	15%	12%	10%	9%	15%
	Nothing/Don't know/No Answer	370	28%	32%	27%	33%	32%	28%	25%	33%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	5%	6%	0%	5%	7%	4%	0%
	5-9 min.	227	17%	18%	17%	22%	18%	17%	16%	22%
	10-14 min.	336	25%	18%	28%	8%	18%	28%	28%	8%
	15-19 min.	204	15%	12%	17%	9%	12%	15%	18%	9%
	20-29 min.	131	10%	11%	10%	9%	11%	10%	9%	9%
	30+ min.	125	9%	12%	9%	5%	12%	7%	10%	5%
	(No answer)	226	17%	23%	14%	47%	23%	15%	14%	47%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	42%	51%	30%	42%	52%	49%	30%
	15+ min	460	35%	36%	35%	23%	36%	33%	38%	23%
	No answer	226	17%	23%	14%	47%	23%	15%	14%	47%
10. For this trip, are you...	Coming from home	496	37%	36%	38%	29%	36%	39%	38%	29%
	Going home	638	48%	48%	48%	51%	48%	49%	48%	51%
	Neither	170	13%	16%	12%	15%	16%	11%	12%	15%
	No answer	19	1%	1%	2%	5%	1%	1%	2%	5%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	52%	60%	51%	52%	58%	63%	51%
	Commute to/from school	127	10%	8%	10%	7%	8%	17%	3%	7%
	Go to/from airport	139	11%	22%	7%	26%	22%	5%	8%	26%
	Attend sporting/ special event	29	2%	1%	2%	6%	1%	2%	2%	6%
	Go shopping or dining	111	8%	5%	10%	0%	5%	7%	13%	0%
	Other	166	13%	12%	13%	17%	12%	12%	13%	17%
	No answer	3	0%	1%	0%	0%	1%	0%	0%	0%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	52%	60%	51%	52%	58%	63%	51%
	Commute to/from school	126	10%	8%	10%	7%	8%	17%	3%	7%
	Go to/from airport	137	10%	22%	6%	26%	22%	5%	7%	26%
	Attend sporting/ special event	28	2%	1%	2%	6%	1%	2%	2%	6%
	Go shopping or dining	105	8%	5%	9%	0%	5%	6%	12%	0%
	Other	154	12%	10%	12%	10%	10%	12%	12%	10%
	No answer	3	0%	1%	0%	0%	1%	0%	0%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	29%	14%	49%	29%	12%	17%	49%
	1	52	4%	3%	4%	0%	3%	4%	5%	0%
	2	75	6%	5%	6%	3%	5%	5%	7%	3%
	3	88	7%	6%	7%	5%	6%	8%	6%	5%
	4	169	13%	13%	13%	2%	13%	15%	10%	2%
	5	550	42%	35%	44%	34%	35%	44%	44%	34%
	6	92	7%	5%	8%	0%	5%	10%	6%	0%
	7	52	4%	4%	4%	7%	4%	2%	6%	7%
	1st time rider	0	0%	0%	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	56%	45%	58%	56%	44%	45%	58%
	5+ days/wk	695	53%	44%	55%	42%	44%	56%	55%	42%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	27%	30%	23%	27%	35%	24%	23%
	Cheaper	561	42%	46%	42%	38%	46%	40%	44%	38%
	More convenient	646	49%	50%	48%	75%	50%	46%	49%	75%
	Reduces cars on the road	101	8%	4%	8%	15%	4%	9%	8%	15%
	Helps environment	125	9%	6%	11%	0%	6%	12%	10%	0%
	Faster/avoids traffic	472	36%	34%	36%	56%	34%	35%	37%	56%
	No parking	266	20%	16%	21%	17%	16%	21%	21%	17%
	Work/school pays	169	13%	10%	14%	2%	10%	17%	11%	2%
	More relaxing	128	10%	9%	10%	2%	9%	7%	13%	2%
	Less stressful	190	14%	12%	15%	10%	12%	15%	16%	10%
	Gas prices	85	6%	6%	7%	8%	6%	7%	7%	8%
	Changed Job/new job/job transfer/relocated for work	3	0%	1%	0%	0%	1%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	3	0%	1%	0%	0%	1%	0%	0%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	0%	0%	0%	0%	0%	1%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%
	other	60	5%	7%	4%	12%	7%	3%	5%	12%
	(Don't know)	4	0%	1%	0%	0%	1%	0%	0%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	23%	23%	14%	23%	28%	18%	14%
	Cheaper	293	22%	23%	22%	18%	23%	24%	21%	18%
	More convenient	218	16%	19%	15%	26%	19%	13%	18%	26%
	Reduces cars on the road	14	1%	0%	1%	0%	0%	1%	2%	0%
	Helps environment	11	1%	1%	1%	0%	1%	0%	1%	0%
	Faster/avoids traffic	232	18%	14%	18%	25%	14%	18%	19%	25%
	No parking	89	7%	6%	7%	11%	6%	7%	6%	11%
	Work/school pays	59	4%	4%	5%	0%	4%	4%	5%	0%
	More relaxing	17	1%	1%	1%	0%	1%	1%	2%	0%
	Less stressful	29	2%	2%	2%	3%	2%	2%	2%	3%
	Gas prices	14	1%	0%	1%	0%	0%	1%	2%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	2	0%	1%	0%	0%	1%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%
	other	29	2%	4%	2%	2%	4%	1%	3%	2%
	(Don't know)	2	0%	1%	0%	0%	1%	0%	0%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	3%	5%	10%	3%	7%	4%	10%
	Cheaper	194	17%	21%	16%	15%	21%	12%	21%	15%
	More convenient	308	27%	27%	27%	32%	27%	28%	27%	32%
	Reduces cars on the road	33	3%	2%	3%	4%	2%	4%	2%	4%
	Helps environment	54	5%	4%	5%	0%	4%	6%	5%	0%
	Faster/avoids traffic	148	13%	16%	12%	22%	16%	13%	12%	22%
	No parking	103	9%	7%	10%	6%	7%	11%	9%	6%
	Work/school pays	63	6%	5%	6%	2%	5%	8%	4%	2%
	More relaxing	55	5%	4%	5%	0%	4%	4%	7%	0%
	Less stressful	59	5%	5%	5%	6%	5%	5%	6%	6%
	Gas prices	31	3%	3%	3%	0%	3%	3%	2%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	1%	0%	0%	1%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	20	2%	3%	1%	3%	3%	1%	1%	3%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	2%	3%	0%	2%	3%	3%	0%
	Cheaper	74	10%	13%	9%	9%	13%	9%	8%	9%
	More convenient	120	16%	20%	15%	29%	20%	15%	14%	29%
	Reduces cars on the road	53	7%	4%	8%	18%	4%	7%	8%	18%
	Helps environment	60	8%	4%	9%	0%	4%	11%	8%	0%
	Faster/avoids traffic	93	12%	15%	12%	15%	15%	10%	13%	15%
	No parking	74	10%	9%	10%	0%	9%	9%	13%	0%
	Work/school pays	47	6%	5%	7%	1%	5%	10%	3%	1%
	More relaxing	57	8%	10%	7%	3%	10%	5%	10%	3%
	Less stressful	102	14%	10%	15%	0%	10%	15%	15%	0%
	Gas prices	39	5%	6%	5%	13%	6%	5%	4%	13%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	11	2%	2%	1%	12%	2%	1%	1%	12%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	24%	0%	0%	24%	0%	0%	0%
	<6 mo	127	10%	43%	0%	0%	43%	0%	0%	0%
	6 mo- <1 yr	95	7%	32%	0%	0%	32%	0%	0%	0%
	1 yr	120	9%	0%	12%	0%	0%	23%	0%	0%
	2 yrs	230	17%	0%	23%	0%	0%	45%	0%	0%
	3 yrs	166	13%	0%	17%	0%	0%	32%	0%	0%
	4 yrs	90	7%	0%	9%	0%	0%	0%	19%	0%
	5 yrs	119	9%	0%	12%	0%	0%	0%	25%	0%
	6-9 yrs	130	10%	0%	13%	0%	0%	0%	27%	0%
	10+ yrs	142	11%	0%	14%	0%	0%	0%	29%	0%
	Since it started	1	0%	0%	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	0%	0%	100%	0%	0%	0%	100%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	100%	0%	0%	100%	0%	0%	0%
	Est. Rider (1+ yr)	998	75%	0%	100%	0%	0%	100%	100%	0%
	DK/RF	32	2%	0%	0%	100%	0%	0%	0%	100%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	100%	0%	0%	100%	0%	0%	0%
	1-3 yr riders	516	39%	0%	52%	0%	0%	100%	0%	0%
	4+ yr riders	482	36%	0%	48%	0%	0%	0%	100%	0%
	DK/RF	32	2%	0%	0%	100%	0%	0%	0%	100%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	31%	43%	24%	31%	39%	48%	24%
	Took transit	265	20%	10%	23%	24%	10%	20%	26%	24%
	Something else	45	3%	5%	3%	0%	5%	3%	3%	0%
	Did not make this trip	470	36%	51%	31%	29%	51%	38%	24%	29%
	Walked	2	0%	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	3%	1%	10%	3%	0%	1%	10%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	0%	14%	0%	0%	0%	14%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	31%	43%	24%	31%	39%	48%	24%
	Took transit	253	19%	10%	22%	24%	10%	19%	25%	24%
	Something else	44	3%	5%	3%	0%	5%	3%	3%	0%
	Did not make this trip	470	36%	51%	31%	29%	51%	38%	24%	29%
	Walked	2	0%	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	3%	1%	10%	3%	0%	1%	10%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	0%	14%	0%	0%	0%	14%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	12%	10%	6%	12%	10%	10%	6%
	Cheaper	185	14%	18%	13%	9%	18%	10%	16%	9%
	More convenient	233	18%	21%	17%	11%	21%	14%	19%	11%
	Reduces traffic	3	0%	0%	0%	3%	0%	0%	0%	3%
	Helps environment	6	0%	0%	1%	0%	0%	0%	1%	0%
	Faster	131	10%	8%	10%	21%	8%	10%	11%	21%
	No parking	96	7%	9%	7%	0%	9%	6%	8%	0%
	Work/school pays	61	5%	2%	5%	2%	2%	5%	6%	2%
	More relaxing	12	1%	1%	1%	0%	1%	0%	1%	0%
	Less stressful (avoid traffic)	80	6%	2%	7%	9%	2%	9%	5%	9%
	Gas prices	33	2%	3%	3%	0%	3%	3%	2%	0%
	Changed-new job/job transfer/relocated	181	14%	16%	13%	17%	16%	16%	10%	17%
	Just started school/college	25	2%	3%	2%	0%	3%	2%	1%	0%
	To try it	15	1%	1%	1%	7%	1%	1%	1%	7%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	0%	1%	1%	0%
	Better than bus	3	0%	0%	0%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	6	0%	0%	1%	0%	0%	0%	1%	0%
	Don't want to drive	34	3%	2%	3%	0%	2%	2%	4%	0%
	Recommended	15	1%	2%	1%	6%	2%	1%	0%	6%
	Goes to destination	167	13%	13%	13%	9%	13%	16%	9%	9%
	Other	87	7%	5%	7%	11%	5%	5%	8%	11%
	Don't know	64	5%	5%	4%	14%	5%	5%	3%	14%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	12%	9%	6%	12%	10%	9%	6%
	Cheaper	143	11%	11%	11%	0%	11%	8%	14%	0%
	More convenient	210	16%	18%	15%	8%	18%	13%	18%	8%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%	0%	0%
	Helps environment	5	0%	0%	1%	0%	0%	0%	1%	0%
	Faster	107	8%	6%	8%	21%	6%	8%	9%	21%
	No parking	55	4%	5%	4%	0%	5%	4%	4%	0%
	Work/school pays	50	4%	2%	4%	2%	2%	4%	5%	2%
	More relaxing	3	0%	1%	0%	0%	1%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	1%	5%	6%	1%	7%	3%	6%
	Gas prices	24	2%	2%	2%	0%	2%	2%	2%	0%
	Changed-new job/job transfer/relocated	171	13%	16%	12%	17%	16%	14%	10%	17%
	Just started school/college	18	1%	2%	1%	0%	2%	2%	1%	0%
	To try it	15	1%	1%	1%	7%	1%	1%	1%	7%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	0%	1%	1%	0%
	Better than bus	2	0%	0%	0%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	3	0%	0%	0%	0%	0%	0%	1%	0%
	Don't want to drive	31	2%	2%	2%	0%	2%	2%	3%	0%
	Recommended	13	1%	2%	1%	2%	2%	1%	0%	2%
	Goes to destination	149	11%	11%	11%	9%	11%	15%	8%	9%
	Other	64	5%	2%	5%	9%	2%	4%	7%	9%
	Don't know	64	5%	5%	4%	14%	5%	5%	3%	14%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	43%	48%	43%	43%	49%	47%	43%
	Economic	267	20%	23%	20%	11%	23%	16%	24%	11%
	Necessity	234	18%	20%	17%	6%	20%	17%	18%	6%
	Values	9	1%	0%	1%	3%	0%	0%	1%	3%
	Other	383	29%	33%	27%	55%	33%	30%	24%	55%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	38%	44%	43%	38%	45%	42%	43%
	Economic	218	16%	16%	17%	2%	16%	13%	21%	2%
	Necessity	192	15%	17%	14%	6%	17%	15%	13%	6%
	Values	7	1%	0%	1%	0%	0%	0%	1%	0%
	Other	344	26%	29%	25%	49%	29%	27%	22%	49%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	65%	64%	64%	65%	66%	63%	64%
	B	387	29%	28%	30%	25%	28%	28%	32%	25%
	C	67	5%	5%	5%	4%	5%	6%	4%	4%
	D	7	1%	1%	0%	5%	1%	0%	0%	5%
	F	2	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	4	0%	1%	0%	0%	1%	0%	0%	0%
	No Answer	3	0%	0%	0%	2%	0%	0%	0%	2%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	54%	51%	61%	54%	55%	47%	61%
	B	414	31%	27%	33%	18%	27%	29%	37%	18%
	C	132	10%	8%	10%	11%	8%	10%	11%	11%
	D	34	3%	2%	3%	5%	2%	3%	3%	5%
	F	16	1%	1%	1%	0%	1%	1%	1%	0%
	Not sure	33	3%	6%	1%	3%	6%	1%	1%	3%
	No Answer	5	0%	1%	0%	2%	1%	0%	0%	2%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	11%	15%	8%	11%	17%	14%	8%
	Trash at station/stop/transit center dirty	70	5%	6%	5%	2%	6%	4%	7%	2%
	Dirty seats	43	3%	1%	4%	0%	1%	4%	4%	0%
	Bird droppings	6	0%	1%	0%	0%	1%	0%	0%	0%
	Odors/smells	35	3%	2%	3%	0%	2%	4%	2%	0%
	Restrooms dirty/trashy/smelly	34	3%	1%	3%	3%	1%	3%	3%	3%
	Need more/larger trash cans/overflowing	14	1%	2%	1%	0%	2%	1%	1%	0%
	Need better lighting	4	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	3%	3%	3%	3%	4%	2%	3%
	Trash on bus/train	17	1%	1%	1%	0%	1%	1%	1%	0%
	Homeless people/vagrants at stops	15	1%	1%	1%	0%	1%	1%	1%	0%
	Smoking/people smoking	10	1%	0%	1%	0%	0%	1%	1%	0%
	All other	61	5%	5%	4%	12%	5%	4%	5%	12%
	Don't know	4	0%	1%	0%	0%	1%	0%	0%	0%
None/No Answer		865	65%	70%	64%	72%	70%	61%	67%	72%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	11%	14%	8%	11%	16%	12%	8%
	Trash at station/stop/transit center dirty	68	5%	6%	5%	2%	6%	4%	6%	2%
	Dirty seats	34	3%	1%	3%	0%	1%	3%	3%	0%
	Bird droppings	4	0%	1%	0%	0%	1%	0%	0%	0%
	Odors/smells	28	2%	2%	2%	0%	2%	3%	1%	0%
	Restrooms dirty/trashy/smelly	25	2%	0%	2%	3%	0%	3%	2%	3%
	Need more/larger trash cans/overflowing	9	1%	1%	1%	0%	1%	1%	0%	0%
	Need better lighting	3	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	3%	2%	3%	3%	3%	1%	3%
	Trash on bus/train	11	1%	1%	1%	0%	1%	1%	1%	0%
	Homeless people/vagrants at stops	9	1%	1%	1%	0%	1%	1%	1%	0%
	Smoking/people smoking	7	1%	0%	1%	0%	0%	1%	0%	0%
	All other	50	4%	3%	4%	12%	3%	3%	4%	12%
	Don't know	4	0%	1%	0%	0%	1%	0%	0%	0%
	None/No Answer	865	65%	70%	64%	72%	70%	61%	67%	72%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	75%	77%	77%	75%	77%	77%	77%
	B	126	18%	19%	18%	23%	19%	18%	18%	23%
	C	21	3%	4%	3%	0%	4%	2%	3%	0%
	D	4	1%	0%	1%	0%	0%	0%	1%	0%
	F	3	0%	1%	0%	0%	1%	0%	1%	0%
	Not sure	6	1%	0%	1%	0%	0%	2%	1%	0%
	No Answer	2	0%	1%	0%	0%	1%	0%	0%	0%
20. Grading: the courtesy of the bus drivers?	A	530	77%	75%	77%	77%	75%	77%	77%	77%
	B or lower/DK	162	23%	25%	23%	23%	25%	23%	23%	23%
20. Grading: the courtesy of the bus drivers?	A	530	77%	75%	77%	77%	75%	77%	77%	77%
	B	126	18%	19%	18%	23%	19%	18%	18%	23%
	C or lower/DK	35	5%	7%	5%	0%	7%	5%	5%	0%
21. Grading: the appearance of the bus drivers?	A	564	81%	82%	82%	74%	82%	83%	80%	74%
	B	79	11%	10%	11%	26%	10%	9%	14%	26%
	C	8	1%	2%	1%	0%	2%	0%	1%	0%
	D	3	0%	0%	0%	0%	0%	0%	1%	0%
	F	1	0%	1%	0%	0%	1%	0%	0%	0%
	Not sure	35	5%	4%	5%	0%	4%	7%	4%	0%
	No Answer	3	0%	1%	0%	0%	1%	1%	0%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
21. Grading: the courtesy of the bus drivers?	A	564	81%	82%	82%	74%	82%	83%	80%	74%
	B or lower/DK	128	19%	18%	18%	26%	18%	17%	20%	26%
21. Grading: the courtesy of the bus drivers?	A	564	81%	82%	82%	74%	82%	83%	80%	74%
	B	79	11%	10%	11%	26%	10%	9%	14%	26%
	C or lower/DK	50	7%	8%	7%	0%	8%	8%	6%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	3%	4%	0%	3%	6%	2%	0%
	More personable/friendlier/greet passengers	34	5%	8%	4%	12%	8%	5%	4%	12%
	Attitude change/be more positive/some are grumpy	14	2%	1%	2%	0%	1%	2%	3%	0%
	Be more helpful/helpful customer service	28	4%	7%	3%	0%	7%	2%	5%	0%
	Be more patient/wait for people running to bus/don't leave early	28	4%	7%	3%	14%	7%	4%	2%	14%
	Announce stops (clearly, more often, louder, etc.)	7	1%	0%	1%	0%	0%	1%	2%	0%
	Be on time/adhere to schedule	32	5%	3%	5%	30%	3%	5%	4%	30%
	A standard dress code	12	2%	2%	2%	0%	2%	1%	2%	0%
	More well groomed/haircuts/shave	7	1%	1%	1%	0%	1%	0%	2%	0%
	Clean more often/clean buses between trips	8	1%	1%	1%	10%	1%	1%	1%	10%
	It depends on the individual/some better than others	5	1%	0%	1%	0%	0%	0%	1%	0%
	All other reasons	63	9%	10%	9%	0%	10%	5%	13%	0%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	63%	66%	34%	63%	68%	64%	34%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	3%	4%	0%	3%	6%	2%	0%
	More personable/friendlier/greet passengers	34	5%	8%	4%	12%	8%	5%	4%	12%
	Attitude change/be more positive/some are grumpy	10	1%	1%	2%	0%	1%	0%	3%	0%
	Be more helpful/helpful customer service	23	3%	4%	3%	0%	4%	2%	4%	0%
	Be more patient/wait for people running to bus/don't leave early	25	4%	6%	3%	14%	6%	4%	1%	14%
	Announce stops (clearly, more often, louder, etc.)	7	1%	0%	1%	0%	0%	1%	2%	0%
	Be on time/adhere to schedule	31	4%	3%	4%	30%	3%	5%	4%	30%
	A standard dress code	9	1%	2%	1%	0%	2%	1%	1%	0%
	More well groomed/haircuts/shave	2	0%	0%	0%	0%	0%	0%	1%	0%
	Clean more often/clean buses between trips	8	1%	1%	1%	10%	1%	1%	1%	10%
	It depends on the individual/some better than others	5	1%	0%	1%	0%	0%	0%	1%	0%
	All other reasons	59	8%	10%	8%	0%	10%	5%	11%	0%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	63%	66%	34%	63%	68%	64%	34%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	84%	88%	84%	84%	88%	88%	84%
	B	55	9%	5%	10%	7%	5%	10%	10%	7%
	C	5	1%	0%	1%	0%	0%	1%	1%	0%
	D	1	0%	0%	0%	0%	0%	0%	0%	0%
	F	2	0%	1%	0%	0%	1%	0%	0%	0%
	Not sure	21	3%	8%	1%	7%	8%	2%	1%	7%
	No Answer	1	0%	0%	0%	2%	0%	0%	0%	2%
23. How would you grade the job the train conductor is doing?	A	546	87%	84%	88%	84%	84%	88%	88%	84%
	B or lower/DK	84	13%	16%	12%	16%	16%	12%	12%	16%
23. How would you grade the job the train conductor is doing?	A	546	87%	84%	88%	84%	84%	88%	88%	84%
	B	55	9%	5%	10%	7%	5%	10%	10%	7%
	C or lower/DK	29	5%	10%	2%	9%	10%	2%	3%	9%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	64%	67%	79%	64%	69%	64%	79%
	B	309	23%	24%	23%	13%	24%	22%	25%	13%
	C	98	7%	9%	7%	6%	9%	6%	7%	6%
	D	14	1%	0%	1%	0%	0%	1%	1%	0%
	F	7	1%	0%	1%	0%	0%	1%	0%	0%
	Not sure	11	1%	1%	1%	0%	1%	1%	1%	0%
	No Answer	5	0%	1%	0%	2%	1%	0%	0%	2%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	64%	67%	79%	64%	69%	64%	79%
	B or lower/DK	445	34%	36%	33%	21%	36%	31%	36%	21%
25. Grading: the job Station agents are doing?	A	117	76%	85%	73%	78%	85%	80%	68%	78%
	B	23	15%	10%	17%	0%	10%	14%	20%	0%
	C	5	3%	0%	4%	0%	0%	2%	6%	0%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	0%	0%	0%	0%	1%	0%
	Not sure	6	4%	3%	5%	0%	3%	4%	5%	0%
	No Answer	2	1%	2%	0%	22%	2%	0%	0%	22%
25. How would you grade the job Station Agents are doing?	A	117	76%	85%	73%	78%	85%	80%	68%	78%
	B or lower/DK	37	24%	15%	27%	22%	15%	20%	32%	22%
25. How would you grade the job Station Agents are doing?	A	117	76%	85%	73%	78%	85%	80%	68%	78%
	B	23	15%	10%	17%	0%	10%	14%	20%	0%
	C or lower/DK	13	9%	5%	9%	22%	5%	6%	12%	22%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
26. Grading: the smoothness of the ride on Link?	A	359	76%	71%	77%	86%	71%	79%	74%	86%
	B	98	20%	24%	19%	14%	24%	16%	23%	14%
	C	18	4%	5%	4%	0%	5%	4%	3%	0%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	71%	77%	86%	71%	79%	74%	86%
	B or lower/DK	116	24%	29%	23%	14%	29%	21%	26%	14%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	71%	77%	86%	71%	79%	74%	86%
	B	98	20%	24%	19%	14%	24%	16%	23%	14%
	C or lower/DK	19	4%	5%	4%	0%	5%	4%	4%	0%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	59%	63%	85%	59%	64%	62%	85%
	B	340	26%	27%	26%	10%	27%	25%	27%	10%
	C	112	9%	10%	8%	3%	10%	8%	8%	3%
	D	13	1%	0%	1%	0%	0%	1%	2%	0%
	F	6	0%	1%	0%	0%	1%	0%	1%	0%
	Not sure	16	1%	2%	1%	0%	2%	1%	1%	0%
	No Answer	5	0%	1%	0%	2%	1%	0%	0%	2%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	59%	63%	85%	59%	64%	62%	85%
	B or lower/DK	492	37%	41%	37%	15%	41%	36%	38%	15%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	59%	63%	85%	59%	64%	62%	85%
	B	340	26%	27%	26%	10%	27%	25%	27%	10%
	C or lower/DK	152	12%	14%	11%	5%	14%	11%	11%	5%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	58%	58%	80%	58%	57%	58%	80%
	B	358	27%	27%	28%	6%	27%	31%	25%	6%
	C	104	8%	6%	9%	0%	6%	7%	10%	0%
	D	21	2%	1%	2%	2%	1%	1%	2%	2%
	F	11	1%	1%	1%	5%	1%	1%	0%	5%
	Not sure	59	4%	7%	4%	6%	7%	3%	4%	6%
	No Answer	2	0%	0%	0%	2%	0%	0%	0%	2%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	58%	58%	80%	58%	57%	58%	80%
	B or lower/DK	554	42%	42%	42%	20%	42%	43%	42%	20%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	58%	58%	80%	58%	57%	58%	80%
	B	358	27%	27%	28%	6%	27%	31%	25%	6%
	C or lower/DK	196	15%	15%	15%	14%	15%	12%	17%	14%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	3%	17%	11%	3%	16%	18%	11%
	Gotten worse	97	7%	3%	9%	3%	3%	8%	10%	3%
	Haven't noticed a change	730	55%	27%	64%	38%	27%	67%	61%	38%
	(Don't know)	305	23%	66%	10%	48%	66%	8%	11%	48%
	No answer	9	1%	0%	1%	0%	0%	1%	0%	0%
29. On-time performance in the last year...	Gotten better	182	14%	3%	17%	11%	3%	16%	18%	11%
	Gotten worse	97	7%	3%	9%	3%	3%	8%	10%	3%
	No change/DK	1044	79%	94%	74%	86%	94%	76%	72%	86%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	56%	65%	68%	56%	71%	60%	68%
	Most times	39	25%	28%	25%	11%	28%	21%	29%	11%
	Sometimes	11	7%	9%	7%	0%	9%	6%	9%	0%
	Never	2	1%	0%	1%	0%	0%	1%	1%	0%
	(Don't know)	4	2%	4%	1%	22%	4%	1%	1%	22%
	No answer	1	1%	3%	0%	0%	3%	0%	0%	0%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	83%	90%	78%	83%	92%	89%	78%
	Sometimes or Never	13	8%	9%	9%	0%	9%	7%	10%	0%
	No Answer/DK	5	3%	8%	1%	22%	8%	1%	1%	22%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	50%	45%	50%	50%	46%	44%	50%
	Somewhat helpful	253	30%	29%	30%	36%	29%	31%	30%	36%
	Not helpful	36	4%	4%	4%	0%	4%	6%	2%	0%
	Don't Use them	157	19%	15%	19%	14%	15%	16%	23%	14%
	(Don't know)	4	1%	2%	0%	0%	2%	0%	0%	0%
	No answer	5	1%	0%	1%	0%	0%	1%	1%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	50%	45%	50%	50%	46%	44%	50%
	Less helpful	289	34%	33%	34%	36%	33%	37%	32%	36%
	Don't use them/DK/No Answer	167	20%	17%	20%	14%	17%	17%	24%	14%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	48%	73%	27%	48%	74%	73%	27%
	Somewhat well	99	21%	27%	18%	40%	27%	18%	17%	40%
	Not very well	37	8%	15%	5%	11%	15%	4%	5%	11%
	(Don't know)	20	4%	8%	2%	22%	8%	0%	4%	22%
	No answer	11	2%	2%	3%	0%	2%	4%	1%	0%
How well do you understand light rail's schedule...	Very well	309	65%	48%	73%	27%	48%	74%	73%	27%
	Less well/DK	156	33%	50%	24%	73%	50%	22%	26%	73%
	No Answer	11	2%	2%	3%	0%	2%	4%	1%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	82%	86%	81%	82%	84%	87%	81%
	Somewhat easy	59	13%	16%	12%	19%	16%	13%	12%	19%
	Somewhat difficult	9	2%	2%	2%	0%	2%	3%	1%	0%
	Very difficult	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	82%	86%	81%	82%	84%	87%	81%
	Less than very easy/DK	68	15%	18%	14%	19%	18%	16%	13%	19%
34. Would you say public announcements in the station are...	Very helpful	263	60%	63%	59%	61%	63%	57%	61%	61%
	Somewhat helpful	113	26%	27%	25%	27%	27%	25%	25%	27%
	Not helpful	5	1%	1%	1%	0%	1%	0%	3%	0%
	Don't Use them	51	12%	8%	13%	6%	8%	16%	10%	6%
	(Don't know)	6	1%	1%	1%	6%	1%	2%	1%	6%
	No answer	1	0%	1%	0%	0%	1%	0%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	63%	59%	61%	63%	57%	61%	61%
	Less helpful	118	27%	27%	27%	27%	27%	25%	28%	27%
	Don't use them/DK/No Answer	58	13%	9%	15%	11%	9%	18%	11%	11%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	67%	55%	78%	67%	54%	56%	78%
	Somewhat helpful	114	26%	23%	28%	13%	23%	26%	30%	13%
	Not helpful	14	3%	3%	3%	0%	3%	2%	5%	0%
	Don't Use them	47	11%	5%	13%	9%	5%	16%	9%	9%
	(Don't know)	4	1%	3%	0%	0%	3%	1%	0%	0%
	No answer	2	0%	0%	1%	0%	0%	1%	0%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	67%	55%	78%	67%	54%	56%	78%
	Less helpful	127	29%	25%	31%	13%	25%	28%	35%	13%
	Don't use them/DK/No Answer	53	12%	8%	14%	9%	8%	18%	9%	9%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	29%	45%	27%	29%	51%	39%	27%
	About 1 in 10 trips	134	31%	20%	36%	9%	20%	38%	33%	9%
	Less than 1 in 10 trips	43	10%	6%	11%	14%	6%	4%	19%	14%
	Never	40	9%	21%	5%	0%	21%	6%	4%	0%
	(Don't know)	44	10%	24%	3%	49%	24%	1%	4%	49%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	49%	81%	36%	49%	89%	72%	36%
	Less than 1 in 10 trips/DK	127	29%	51%	19%	64%	51%	11%	28%	64%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	76%	73%	94%	76%	75%	71%	94%
	I occasionally have concerns for my safety	277	21%	19%	22%	6%	19%	21%	23%	6%
	I am regularly concerned about my safety	22	2%	1%	2%	0%	1%	1%	3%	0%
	(Don't know)	38	3%	4%	3%	0%	4%	3%	2%	0%
	No answer	4	0%	0%	0%	0%	0%	0%	0%	0%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	76%	73%	94%	76%	75%	71%	94%
	Safety Concerns	337	25%	24%	27%	6%	24%	25%	28%	6%
	No Answer	4	0%	0%	0%	0%	0%	0%	0%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	74%	78%	89%	74%	78%	78%	89%
	Mostly safe	270	20%	24%	20%	11%	24%	20%	19%	11%
	Mostly unsafe	5	0%	0%	0%	0%	0%	0%	1%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	2%	2%	0%	2%	2%	1%	0%
	No answer	4	0%	0%	0%	0%	0%	0%	1%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	98%	98%	100%	98%	98%	97%	100%
	Unsafe	5	0%	0%	0%	0%	0%	0%	1%	0%
	DK/No Answer	25	2%	2%	2%	0%	2%	2%	2%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	6%	9%	0%	6%	8%	11%	0%
	Drunks/druggies	40	3%	1%	4%	0%	1%	3%	4%	0%
	Angry/disruptive people/riders	27	2%	2%	2%	0%	2%	2%	2%	0%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	2%	2%	0%	2%	2%	1%	0%
	Overcrowding/people standing	24	2%	2%	2%	0%	2%	2%	2%	0%
	Uturns/abrupt stops/jerky driving	21	2%	1%	2%	0%	1%	2%	2%	0%
	Driving skills/driving too fast/inexperienced drivers	20	2%	2%	1%	6%	2%	2%	1%	6%
	Lack of security personnel/attendants	15	1%	1%	1%	0%	1%	2%	1%	0%
	People panhandling/begging	17	1%	0%	2%	0%	0%	1%	3%	0%
	All other	82	6%	5%	7%	0%	5%	6%	7%	0%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	78%	72%	94%	78%	74%	71%	94%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	6%	9%	0%	6%	7%	10%	0%
	Drunks/druggies	36	3%	1%	3%	0%	1%	3%	4%	0%
	Angry/disruptive people/riders	25	2%	1%	2%	0%	1%	2%	2%	0%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	1%	1%	0%	1%	2%	1%	0%
	Overcrowding/people standing	20	2%	2%	1%	0%	2%	1%	1%	0%
	Uturns/abrupt stops/jerky driving	21	2%	1%	2%	0%	1%	2%	2%	0%
	Driving skills/driving too fast/inexperienced drivers	19	1%	2%	1%	6%	2%	1%	1%	6%
	Lack of security personnel/attendants	11	1%	1%	1%	0%	1%	1%	1%	0%
	People panhandling/begging	6	0%	0%	1%	0%	0%	0%	1%	0%
	All other	76	6%	5%	6%	0%	5%	6%	6%	0%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	78%	72%	94%	78%	74%	71%	94%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	17%	23%	11%	17%	20%	26%	11%
	Somewhat secure	229	17%	16%	18%	10%	16%	17%	19%	10%
	Not secure at all	21	2%	1%	2%	2%	1%	1%	3%	2%
	Don't Use	750	57%	62%	55%	76%	62%	60%	49%	76%
	(Don't know)	27	2%	3%	2%	2%	3%	2%	2%	2%
	No answer	14	1%	1%	1%	0%	1%	1%	1%	0%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	45%	50%	44%	45%	49%	51%	44%
	Somewhat secure	229	40%	41%	40%	42%	41%	43%	37%	42%
	Not secure at all	21	4%	2%	4%	7%	2%	2%	6%	7%
	Don't know	27	5%	9%	4%	7%	9%	4%	3%	7%
	No Answer	14	2%	3%	2%	0%	3%	2%	2%	0%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	45%	50%	44%	45%	49%	51%	44%
	P&R Less secure	251	44%	43%	44%	49%	43%	44%	44%	49%
	DK/No Answer	40	7%	12%	6%	7%	12%	6%	5%	7%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	15%	12%	6%	15%	10%	14%	6%
	2	71	6%	7%	5%	0%	7%	5%	6%	0%
	3	187	15%	14%	14%	20%	14%	12%	17%	20%
	4	154	12%	14%	12%	8%	14%	10%	13%	8%
	5 - Very important	705	55%	49%	56%	62%	49%	63%	50%	62%
	Not sure	9	1%	1%	0%	5%	1%	0%	1%	5%
	No answer	1	0%	0%	0%	0%	0%	0%	0%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	22%	17%	6%	22%	14%	20%	6%
	3/DK/No Answer	197	15%	16%	15%	24%	16%	13%	17%	24%
	4-5 Very Important	860	67%	63%	68%	70%	63%	73%	63%	70%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	7%	6%	0%	7%	5%	7%	0%
	2	19	3%	5%	3%	0%	5%	2%	4%	0%
	3	65	11%	8%	11%	24%	8%	10%	13%	24%
	4	65	11%	10%	12%	7%	10%	11%	12%	7%
	5 - Very important	400	67%	68%	67%	62%	68%	72%	63%	62%
	Not sure	7	1%	2%	1%	7%	2%	0%	1%	7%
	No answer	2	0%	0%	0%	0%	0%	0%	0%	0%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	12%	9%	0%	12%	6%	11%	0%
	3/DK/No Answer	74	12%	10%	12%	31%	10%	11%	14%	31%
	4-5 Very Important	465	78%	78%	79%	69%	78%	83%	75%	69%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	6%	4%	0%	6%	3%	6%	0%
	2	42	3%	3%	4%	0%	3%	2%	5%	0%
	3	149	12%	10%	12%	20%	10%	13%	11%	20%
	4	179	14%	14%	14%	13%	14%	12%	16%	13%
	5 - Very important	835	65%	63%	65%	63%	63%	70%	61%	63%
	Not sure	20	2%	4%	1%	5%	4%	1%	1%	5%
	No answer	2	0%	0%	0%	0%	0%	0%	0%	0%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	9%	8%	0%	9%	5%	11%	0%
	3/DK/No Answer	171	13%	13%	13%	24%	13%	13%	12%	24%
	4-5 Very Important	1014	79%	77%	79%	76%	77%	82%	77%	76%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	5%	1%	0%	5%	1%	2%	0%
	2	28	2%	3%	2%	0%	3%	2%	2%	0%
	3	161	13%	12%	12%	19%	12%	13%	12%	19%
	4	198	15%	12%	16%	14%	12%	14%	19%	14%
	5 - Very important	845	66%	65%	66%	62%	65%	69%	63%	62%
	Not sure	24	2%	3%	1%	5%	3%	1%	2%	5%
	No answer	3	0%	0%	0%	0%	0%	0%	0%	0%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	8%	3%	0%	8%	3%	4%	0%
	3/DK/No Answer	188	15%	15%	14%	24%	15%	14%	14%	24%
	4-5 Very Important	1042	81%	77%	83%	76%	77%	83%	82%	76%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	30%	30%	6%	30%	30%	30%	6%
	2	82	6%	8%	6%	8%	8%	5%	6%	8%
	3	145	11%	10%	11%	16%	10%	12%	11%	16%
	4	122	9%	11%	9%	12%	11%	9%	9%	12%
	5 - Very important	465	36%	30%	37%	53%	30%	38%	37%	53%
	Not sure	87	7%	10%	6%	5%	10%	5%	7%	5%
	No answer	9	1%	1%	1%	0%	1%	1%	0%	0%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	38%	36%	14%	38%	35%	36%	14%
	3/DK/No Answer	241	19%	22%	18%	21%	22%	18%	18%	21%
	4-5 Very Important	587	46%	40%	47%	65%	40%	47%	46%	65%
45. Age range	<25	259	20%	24%	18%	17%	24%	30%	6%	17%
	25-34	386	29%	30%	29%	31%	30%	31%	27%	31%
	35-44	286	22%	21%	22%	27%	21%	22%	22%	27%
	45-59	248	19%	19%	19%	20%	19%	11%	26%	20%
	60+	128	10%	5%	11%	5%	5%	5%	18%	5%
	Refused	17	1%	2%	1%	0%	2%	1%	1%	0%
Generation	<35	644	49%	54%	47%	48%	54%	61%	32%	48%
	35+	661	50%	44%	52%	52%	44%	38%	66%	52%
	Refuse	17	1%	2%	1%	0%	2%	1%	1%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
46. What race would you classify yourself as?	White/Caucasian	838	63%	63%	63%	74%	63%	61%	66%	74%
	Black/ Afr. American	188	14%	10%	15%	14%	10%	16%	15%	14%
	Asian	128	10%	11%	10%	2%	11%	11%	8%	2%
	Native Hawaiian/ Pacific Islander	11	1%	2%	1%	0%	2%	1%	0%	0%
	American Indian/ Alaska Native	7	1%	1%	0%	0%	1%	1%	0%	0%
	Hispanic/ Latino	48	4%	3%	4%	0%	3%	4%	4%	0%
	Multiple races	52	4%	6%	3%	4%	6%	3%	4%	4%
	Other	9	1%	2%	0%	0%	2%	0%	0%	0%
	No answer	41	3%	2%	3%	7%	2%	4%	3%	7%
46. Ethnicity	White	838	63%	63%	63%	74%	63%	61%	66%	74%
	Non-white	484	37%	37%	37%	26%	37%	39%	34%	26%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	17%	16%	18%	17%	21%	12%	18%
	\$30,000 to \$49,999	265	20%	19%	20%	30%	19%	23%	17%	30%
	\$50,000 to \$74,999	248	19%	15%	20%	8%	15%	19%	22%	8%
	\$75,000 to \$99,999	111	8%	8%	8%	9%	8%	7%	10%	9%
	100,000 to \$149,999	88	7%	5%	7%	9%	5%	6%	8%	9%
	\$150,000 to \$199,999	44	3%	3%	3%	11%	3%	1%	5%	11%
	\$200,000 or higher	29	2%	3%	2%	5%	3%	1%	2%	5%
	Refused	289	22%	27%	21%	10%	27%	20%	22%	10%
	No answer	32	2%	4%	2%	0%	4%	3%	2%	0%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
47. Income	<\$50,000	482	36%	35%	36%	48%	35%	43%	29%	48%
	\$50,000+	519	39%	34%	41%	42%	34%	34%	47%	42%
	DK/NA	321	24%	30%	23%	10%	30%	22%	24%	10%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	63%	66%	59%	63%	62%	70%	59%
	Employed <30 hrs/wk	92	7%	9%	6%	9%	9%	6%	7%	9%
	Self-employed	45	3%	5%	3%	5%	5%	3%	2%	5%
	Retired	71	5%	4%	6%	0%	4%	2%	10%	0%
	Homemaker	9	1%	0%	1%	0%	0%	0%	2%	0%
	Student	149	11%	11%	12%	10%	11%	20%	3%	10%
	Looking for work	11	1%	0%	1%	0%	0%	1%	1%	0%
	Other	20	2%	2%	1%	4%	2%	1%	2%	4%
	No answer	60	5%	6%	4%	12%	6%	4%	3%	12%
48. Employment	Full Time Emp	865	65%	63%	66%	59%	63%	62%	70%	59%
	Part Time/Less/NA	457	35%	37%	34%	41%	37%	38%	30%	41%

		N	%	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
				New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
				%	%	%	%	%	%	%
49. Geography (by home zip code)	Snohomish	138	10%	7%	12%	0%	7%	10%	13%	0%
	KC Seattle/North	421	32%	23%	35%	20%	23%	38%	32%	20%
	KC East	220	17%	14%	17%	14%	14%	18%	17%	14%
	KC South	198	15%	16%	15%	21%	16%	13%	16%	21%
	Pierce	190	14%	17%	14%	18%	17%	12%	15%	18%
	Other	119	9%	20%	5%	23%	20%	6%	5%	23%
	Refused	35	3%	3%	3%	5%	3%	2%	3%	5%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	8%	12%	10%	8%	10%	15%	10%
	No	1073	81%	81%	81%	89%	81%	84%	77%	89%
	No answer	100	8%	11%	7%	2%	11%	6%	8%	2%
53. Gender	Male	724	55%	57%	54%	63%	57%	58%	49%	63%
	Female	569	43%	40%	44%	36%	40%	40%	48%	36%
	(Unknown/Other)	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	28	2%	3%	2%	2%	3%	2%	2%	2%
Gender by generation	M <35	339	26%	27%	25%	22%	27%	33%	17%	22%
	F <35	287	22%	25%	21%	26%	25%	26%	14%	26%
	M 35+	376	28%	29%	28%	40%	29%	24%	32%	40%
	F 35+	275	21%	14%	23%	10%	14%	14%	33%	10%
	Ref	45	3%	5%	3%	2%	5%	2%	4%	2%

	All	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
		New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
Number of cases	1322	293	998	32	293	516	482	32
Row percent	100%	22.2%	75.5%	2.4%	22.2%	39.0%	36.4%	2.4%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.45	3.35	3.36	3.45	3.37	3.33	3.36
9. Minutes to get to nearest stop/station (mean)	14.68	16.42	14.25	12.69	16.42	13.56	14.98	12.69
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.60	3.58	3.51	3.60	3.59	3.57	3.51
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.40	3.32	3.44	3.40	3.36	3.29	3.44
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.68	3.73	3.77	3.68	3.75	3.71	3.77
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.81	3.84	3.74	3.81	3.88	3.81	3.74
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.88	3.88	3.92	3.88	3.88	3.87	3.92
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.55	3.56	3.74	3.55	3.58	3.53	3.74
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.88	3.71	4.00	3.88	3.81	3.63	4.00
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.66	3.73	3.86	3.66	3.75	3.70	3.86
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.48	3.52	3.84	3.48	3.54	3.49	3.84
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.49	3.45	3.68	3.49	3.46	3.44	3.68
9. Minutes to get to nearest stop/station (mean)	14.68	16.42	14.25	12.69	16.42	13.56	14.98	12.69
13. Weekdays per week bus/train is ridden (mean)	3.32	2.86	3.49	2.17	2.86	3.57	3.40	2.17
13. Weekend days per week bus/train is ridden (mean)	.32	.27	.33	.34	.27	.37	.30	.34
13. Total days per week bus/train is ridden (mean)	3.64	3.14	3.82	2.50	3.14	3.94	3.69	2.50
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	3.76	3.96	4.26	3.76	4.12	3.79	4.26

	All	15. How long have you been a Sound Transit Rider?			15. How long have you been a Sound Transit Rider?			
		New Rider (<1 yr)	Est. Rider (1+ yr)	DK/RF	<1 yr riders	1-3 yr riders	4+ yr riders	DK/RF
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.30	4.34	4.41	4.30	4.45	4.21	4.41
42. Importance: Being able to access real time transit information on cellphones	4.34	4.30	4.34	4.45	4.30	4.45	4.23	4.45
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.34	4.46	4.44	4.34	4.50	4.42	4.44
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.03	3.20	4.03	3.03	3.20	3.19	4.03

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
Number of cases		1322		627	695	724	569	28
Row percent			100%	47%	53%	55%	43%	2%
Service Type (Numeric)	Express Bus	692	52%	49%	55%	52%	53%	45%
	Sounder Rail	154	12%	9%	14%	10%	13%	11%
	Tacoma Link Light Rail	37	3%	3%	2%	2%	4%	0%
	Central Link Light Rail	439	33%	39%	28%	36%	30%	43%
2. Service	Express Bus	692	52%	49%	55%	52%	53%	45%
	Sounder Sea-Tac	140	11%	8%	13%	9%	12%	11%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
Region Bus Routes Cover	Sounder Sea-Eve	14	1%	1%	1%	1%	1%	0%
	Central Link	439	33%	39%	28%	36%	30%	43%
	Tacoma Link	37	3%	3%	2%	2%	4%	0%
	Seattle-South	171	25%	24%	26%	26%	24%	25%
	Seattle-Snohomish	100	15%	16%	13%	12%	18%	8%
	Seattle-E King	371	54%	54%	54%	57%	50%	31%
	Route Excludes Dtown Seattle	50	7%	6%	8%	5%	8%	36%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	48%	36%	45%	38%	43%
	Not in tunnel	770	58%	52%	64%	55%	62%	57%
Day Part	Peak	605	46%	38%	53%	42%	50%	56%
	Offpeak	527	40%	41%	38%	42%	37%	33%
	Weekend	190	14%	21%	8%	15%	13%	11%
	Unable to determine	0	0%	0%	0%	0%	0%	0%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	1%	3%	2%	2%	0%
	ST 511	30	4%	3%	5%	3%	6%	0%
	ST 512	55	8%	12%	5%	6%	10%	8%
	ST 522	58	8%	8%	9%	10%	6%	17%
	ST 532	22	3%	3%	3%	2%	3%	19%
	ST 535	19	3%	2%	3%	2%	3%	17%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	ST 540	7	1%	0%	2%	1%	2%	0%
	ST 541	0	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	3%	2%	2%	3%	0%
	ST 545	103	15%	14%	15%	18%	12%	13%
	ST 547	0	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	19%	14%	18%	16%	0%
	ST 554	42	6%	6%	6%	6%	7%	0%
	ST 555	8	1%	1%	1%	1%	1%	0%
	ST 556	9	1%	1%	2%	1%	1%	0%
	ST 559	0	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	2%	4%	2%	4%	0%
	ST 563	0	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	3%	4%	3%	4%	0%
	ST 574	29	4%	5%	3%	5%	3%	14%
	ST 577	7	1%	1%	1%	1%	1%	11%
	ST 578	35	5%	5%	5%	6%	5%	0%
	ST 586	6	1%	1%	1%	1%	1%	0%
	ST 590	48	7%	5%	9%	7%	7%	0%
	ST 591	0	0%	0%	0%	0%	0%	0%
	ST 592	0	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	5%	2%	3%	3%	0%
	ST 596	0	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	87%	93%	91%	91%	100%
	Seattle <--> Everett	14	9%	13%	7%	9%	9%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	No answer	0	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	52%	62%	55%	60%	55%
	No	561	42%	48%	38%	45%	40%	43%
	No answer	3	0%	0%	0%	0%	0%	2%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	24%	29%	26%	27%	32%
	No	366	65%	64%	65%	65%	65%	64%
	No answer	50	9%	12%	6%	9%	9%	4%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	42%	73%	56%	62%	57%
	Not Choice Rider	549	42%	58%	27%	44%	38%	43%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	42%	73%	56%	62%	57%
	Not Choice Rider	532	41%	58%	27%	44%	38%	43%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	49%	47%	48%	49%	39%
	B	537	41%	41%	40%	41%	39%	56%
	C	119	9%	7%	11%	8%	11%	4%
	D	10	1%	0%	1%	1%	1%	0%
	F	4	0%	0%	0%	0%	1%	0%
	Not sure	11	1%	2%	0%	1%	0%	0%
	No answer	2	0%	0%	0%	0%	0%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
5. Sound Transit Overall Report Card	A	639	48%	49%	47%	48%	49%	39%
	B or lower/DK	683	52%	51%	53%	52%	51%	61%
5. Sound Transit OverallReport Card	A	639	48%	49%	47%	48%	49%	39%
	B	537	41%	41%	40%	41%	39%	56%
	C or lower/DK	147	11%	9%	13%	10%	12%	4%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	16%	15%	14%	16%	31%
	Fast/ Avoids traffic	85	6%	6%	7%	7%	6%	10%
	Convenient	114	9%	9%	8%	8%	9%	18%
	Comfortable/ Relaxing	40	3%	2%	4%	3%	3%	0%
	Clean/ Nice	62	5%	5%	5%	4%	5%	4%
	Good coverage/ Goes to destination	56	4%	5%	4%	4%	4%	8%
	Friendly/ helpful operators & personnel	46	3%	4%	3%	3%	4%	6%
	Affordable fare/ Free parking	46	3%	3%	4%	4%	3%	4%
	Safe/ Secure	19	1%	1%	2%	1%	2%	0%
	General positives (Nice/ Fun/ No complaints)	304	23%	25%	22%	25%	20%	20%
	Late at times/ Always late	162	12%	10%	14%	12%	13%	12%
	Rude drivers & personnel	11	1%	1%	1%	1%	1%	0%
	More service/ routes/ buses	70	5%	6%	4%	7%	4%	0%
	Slow/ Too many stops/ More express	25	2%	1%	2%	2%	2%	0%
	Need more parking	17	1%	1%	1%	1%	2%	0%
	Improve/ Expand schedule	35	3%	3%	2%	3%	2%	5%
	Too expensive	13	1%	1%	1%	1%	1%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
6. What are your reasons for that grade? (1st Response)	Too early/ Doesn't wait	8	1%	1%	1%	0%	1%	1%
	Crowded/ Larger buses/trains	72	5%	4%	7%	5%	6%	3%
	Other positives	111	8%	10%	7%	8%	9%	7%
	Other negatives	134	10%	9%	11%	10%	11%	7%
	Neutral reasons (OK/ Average)	93	7%	6%	8%	7%	8%	5%
	All other reasons	20	2%	2%	1%	1%	2%	2%
	Don't know/ NA/ First time rider	44	3%	5%	2%	4%	3%	5%
	Reliable/ Prompt/ Runs often	161	12%	13%	12%	11%	13%	22%
	Fast/ Avoids traffic	55	4%	4%	4%	4%	4%	5%
	Convenient	83	6%	6%	7%	6%	7%	5%
	Comfortable/ Relaxing	19	1%	1%	2%	1%	2%	0%
	Clean/ Nice	24	2%	2%	2%	2%	2%	4%
	Good coverage/ Goes to destination	28	2%	1%	3%	2%	2%	0%
	Friendly/ helpful operators & personnel	25	2%	2%	2%	2%	2%	5%
	Affordable fare/ Free parking	29	2%	2%	2%	3%	1%	4%
	Safe/ Secure	3	0%	0%	0%	0%	0%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	23%	20%	23%	19%	15%
	Late at times/ Always late	141	11%	9%	12%	10%	11%	8%
	Rude drivers & personnel	7	1%	1%	0%	1%	0%	0%
	More service/ routes/ buses	49	4%	4%	3%	5%	2%	0%
	Slow/ Too many stops/ More express	17	1%	1%	2%	1%	1%	0%
	Need more parking	11	1%	1%	1%	1%	1%	0%
	Improve/ Expand schedule	27	2%	3%	2%	2%	2%	5%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (Multi-response)	Too expensive	9	1%	0%	1%	1%	1%	0%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	1%
	Crowded/ Larger buses/trains	59	4%	4%	5%	4%	5%	3%
	Other positives	66	5%	6%	4%	5%	5%	7%
	Other negatives	90	7%	6%	8%	6%	8%	7%
	Neutral reasons (OK/ Average)	79	6%	5%	7%	5%	7%	2%
	All other reasons	15	1%	1%	1%	1%	1%	2%
	Don't know/ NA/ First time rider	44	3%	5%	2%	4%	3%	5%
	More stops	17	1%	2%	0%	2%	1%	0%
	Fewer stops/Direct/express routes/HOV lane	23	2%	1%	2%	2%	1%	2%
	Be on-time/adhere to schedule/less delays	98	7%	7%	7%	7%	9%	3%
	Run more often/more frequent buses/trains	192	15%	13%	16%	14%	15%	15%
	Expand schedule/ Run earlier/later	70	5%	4%	7%	6%	5%	2%
	More routes/expand-extend service/add weekend service	125	9%	10%	9%	10%	9%	9%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	3%	3%	3%	3%	7%
	Overcrowding/SRO/Larger-longer buses	116	9%	6%	11%	7%	11%	13%
	Don't leave early (look for passengers)	11	1%	1%	1%	1%	1%	0%
	Notice/communication of problems, delay, etc.	42	3%	3%	3%	4%	2%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Announce next time of arrival/post departure times	8	1%	1%	0%	1%	1%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	2%	4%	2%	5%	0%
	Enclosed/covered waiting area	13	1%	1%	1%	1%	1%	0%
	More security	25	2%	1%	3%	2%	2%	5%
	More comfortable temperature/heated-it's cold	11	1%	1%	1%	0%	1%	0%
	Improved wi-fi and/or cell access	16	1%	1%	1%	2%	1%	2%
	Lower fares	24	2%	2%	2%	2%	1%	0%
	New/cleaner buses/trains	43	3%	2%	4%	3%	3%	0%
	Improved/better lit stops	6	0%	0%	0%	1%	0%	0%
	Driver training/cold weather training	10	1%	1%	0%	1%	1%	0%
	Return interagency transfer slips/improve ORCA availability	21	2%	2%	1%	2%	1%	5%
	Make snacks/beverages accessible on transit	13	1%	1%	1%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	14%	11%	12%	12%	19%
	Don't know/no answer/none	370	28%	35%	22%	29%	26%	33%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	2%	0%	1%	1%	0%
	Fewer stops/Direct/express routes/HOV lane	20	2%	1%	2%	2%	1%	0%

			13. Number of days you take this trip per week		53. Gender		
			<5 days/wk	5+ days/wk	Male	Female	No answer
			%	%	%	%	%
	N	%					
Be on-time/adhere to schedule/less delays	91	7%	7%	7%	6%	8%	0%
Run more often/more frequent buses/trains	159	12%	10%	14%	11%	13%	15%
Expand schedule/ Run earlier/later	59	4%	3%	6%	5%	4%	2%
More routes/expand-extend service/add weekend service	104	8%	9%	7%	9%	7%	7%
Improve scheduling/better scheduling-coordinated schedules	34	3%	2%	3%	2%	3%	2%
Overcrowding/SRO/Larger-longer buses	100	8%	5%	9%	6%	9%	13%
Don't leave early (look for passengers)	8	1%	1%	1%	1%	1%	0%
Notice/communication of problems, delay, etc.	36	3%	2%	3%	3%	2%	0%
Announce next time of arrival/post departure times	6	0%	1%	0%	0%	0%	0%
Bus Tracker	1	0%	0%	0%	0%	0%	0%
Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%
More/better parking	35	3%	2%	3%	2%	4%	0%
Enclosed/covered waiting area	13	1%	1%	1%	1%	1%	0%
More security	19	1%	0%	3%	1%	2%	5%
More comfortable temperature/heated-it's cold	6	0%	0%	1%	0%	1%	0%
Improved wi-fi and/or cell access	15	1%	1%	1%	1%	1%	2%
Lower fares	18	1%	1%	1%	2%	1%	0%
New/cleaner buses/trains	34	3%	1%	4%	2%	3%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Improved/better lit stops	5	0%	0%	0%	1%	0%	0%
	Driver training/cold weather training	10	1%	1%	0%	1%	1%	0%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	1%	1%	1%	5%
	Make snacks/beverages accessible on transit	9	1%	0%	1%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	11%	10%	11%	10%	15%
	Don't know/no answer/none	370	28%	35%	22%	29%	26%	33%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	15%	15%	15%	16%	9%
	System suggestions	667	50%	43%	57%	49%	52%	50%
	All Other suggestions	161	12%	14%	11%	12%	12%	19%
	Nothing/Don't know/No Answer	370	28%	35%	22%	29%	26%	33%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	14%	14%	14%	15%	2%
	System suggestions	630	48%	40%	55%	46%	49%	50%
	All Other suggestions	137	10%	11%	10%	11%	10%	15%
	Nothing/Don't know/No Answer	370	28%	35%	22%	29%	26%	33%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	6%	5%	6%	4%	8%
	5-9 min.	227	17%	18%	17%	17%	18%	15%
	10-14 min.	336	25%	27%	24%	27%	23%	19%
	15-19 min.	204	15%	13%	18%	13%	19%	9%
	20-29 min.	131	10%	9%	11%	10%	9%	15%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	30+ min.	125	9%	10%	9%	10%	8%	11%
	(No answer)	226	17%	17%	17%	16%	18%	24%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	51%	45%	50%	46%	42%
	15+ min	460	35%	32%	38%	34%	36%	34%
	No answer	226	17%	17%	17%	16%	18%	24%
10. For this trip, are you...	Coming from home	496	37%	41%	34%	39%	36%	33%
	Going home	638	48%	38%	58%	46%	51%	58%
	Neither	170	13%	20%	6%	14%	12%	8%
	No answer	19	1%	2%	1%	1%	1%	2%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	36%	78%	60%	55%	65%
	Commute to/from school	127	10%	7%	12%	7%	14%	0%
	Go to/from airport	139	11%	21%	1%	13%	6%	23%
	Attend sporting/ special event	29	2%	3%	1%	2%	3%	0%
	Go shopping or dining	111	8%	13%	4%	6%	11%	15%
	Other	166	13%	21%	5%	13%	13%	0%
	No answer	3	0%	0%	0%	0%	0%	0%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	36%	78%	60%	55%	65%
	Commute to/from school	126	10%	7%	11%	7%	14%	0%
	Go to/from airport	137	10%	21%	1%	13%	6%	20%
	Attend sporting/ special event	28	2%	3%	1%	2%	3%	0%
	Go shopping or dining	105	8%	13%	4%	6%	10%	15%
	Other	154	12%	20%	4%	12%	12%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
No answer		3	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	39%	0%	21%	15%	28%
	1	52	4%	8%	0%	4%	4%	3%
	2	75	6%	12%	0%	5%	6%	4%
	3	88	7%	14%	0%	7%	5%	13%
	4	169	13%	27%	0%	12%	14%	16%
	5	550	42%	0%	79%	40%	45%	28%
	6	92	7%	0%	13%	7%	7%	8%
	7	52	4%	0%	8%	5%	3%	0%
	1st time rider	0	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	100%	0%	49%	45%	64%
	5+ days/wk	695	53%	0%	100%	51%	55%	36%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	29%	29%	29%	29%	31%
	Cheaper	561	42%	42%	42%	46%	38%	57%
	More convenient	646	49%	47%	51%	49%	49%	46%
	Reduces cars on the road	101	8%	7%	8%	8%	7%	16%
	Helps environment	125	9%	10%	9%	8%	11%	9%
	Faster/avoids traffic	472	36%	33%	38%	35%	37%	24%
	No parking	266	20%	21%	20%	17%	25%	8%
	Work/school pays	169	13%	7%	18%	10%	17%	6%
	More relaxing	128	10%	10%	10%	9%	11%	2%
	Less stressful	190	14%	14%	15%	16%	12%	23%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Gas prices	85	6%	4%	9%	7%	6%	8%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	0%	0%	1%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	0%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	1%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%
	other	60	5%	6%	3%	5%	4%	0%
	(Don't know)	4	0%	0%	0%	0%	0%	0%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	23%	23%	21%	25%	24%
	Cheaper	293	22%	20%	24%	25%	19%	20%
	More convenient	218	16%	19%	14%	17%	15%	22%
	Reduces cars on the road	14	1%	1%	1%	1%	1%	2%
	Helps environment	11	1%	1%	1%	1%	1%	3%
	Faster/avoids traffic	232	18%	17%	18%	17%	18%	18%
	No parking	89	7%	8%	6%	5%	9%	8%
	Work/school pays	59	4%	3%	6%	3%	6%	0%
	More relaxing	17	1%	1%	1%	2%	1%	0%
	Less stressful	29	2%	2%	2%	3%	1%	2%
	Gas prices	14	1%	1%	1%	1%	1%	2%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	To try it	2	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%
	other	29	2%	3%	2%	2%	2%	0%
	(Don't know)	2	0%	0%	0%	0%	0%	0%
	No car	57	5%	5%	5%	7%	3%	8%
	Cheaper	194	17%	19%	15%	18%	15%	34%
	More convenient	308	27%	24%	30%	27%	28%	23%
	Reduces cars on the road	33	3%	3%	3%	4%	2%	0%
	Helps environment	54	5%	6%	4%	4%	6%	7%
	Faster/avoids traffic	148	13%	13%	13%	14%	13%	7%
	No parking	103	9%	11%	8%	8%	11%	0%
	Work/school pays	63	6%	3%	8%	4%	7%	4%
	More relaxing	55	5%	5%	5%	5%	5%	2%
	Less stressful	59	5%	6%	5%	5%	5%	15%
	Gas prices	31	3%	2%	4%	3%	3%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%
	other	20	2%	2%	1%	2%	2%	0%
	(Don't know)	1	0%	0%	0%	0%	0%	0%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to	No car	20	3%	3%	2%	4%	1%	0%
	Cheaper	74	10%	13%	8%	10%	10%	17%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	More convenient	120	16%	16%	16%	15%	16%	12%
	Reduces cars on the road	53	7%	6%	8%	6%	7%	32%
	Helps environment	60	8%	8%	8%	8%	9%	0%
	Faster/avoids traffic	93	12%	11%	14%	12%	13%	0%
	No parking	74	10%	9%	11%	9%	11%	0%
	Work/school pays	47	6%	4%	8%	5%	7%	4%
	More relaxing	57	8%	10%	6%	6%	9%	0%
	Less stressful	102	14%	14%	13%	15%	12%	20%
	Gas prices	39	5%	4%	6%	6%	4%	15%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	1%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%
	other	11	2%	2%	2%	2%	1%	0%
	(Don't know)	1	0%	0%	0%	0%	0%	0%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	11%	0%	6%	4%	13%
	<6 mo	127	10%	8%	11%	10%	9%	22%
	6 mo- <1 yr	95	7%	7%	7%	7%	8%	0%
	1 yr	120	9%	9%	9%	10%	8%	4%
	2 yrs	230	17%	16%	19%	19%	17%	2%
	3 yrs	166	13%	11%	14%	13%	12%	23%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	4 yrs	90	7%	6%	8%	6%	8%	0%
	5 yrs	119	9%	7%	10%	9%	9%	11%
	6-9 yrs	130	10%	8%	11%	9%	11%	14%
	10+ yrs	142	11%	13%	8%	9%	13%	10%
	Since it started	1	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	3%	2%	3%	2%	2%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	26%	18%	23%	21%	35%
	Est. Rider (1+ yr)	998	75%	71%	80%	74%	77%	64%
	DK/RF	32	2%	3%	2%	3%	2%	2%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	26%	18%	23%	21%	35%
	1-3 yr riders	516	39%	36%	42%	41%	36%	29%
	4+ yr riders	482	36%	35%	38%	33%	41%	35%
	DK/RF	32	2%	3%	2%	3%	2%	2%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	36%	44%	43%	37%	20%
	Took transit	265	20%	21%	19%	19%	21%	32%
	Something else	45	3%	5%	2%	4%	3%	0%
	Did not make this trip	470	36%	37%	35%	33%	38%	48%
	Walked	2	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	2%	0%	2%	1%	0%
	Bus	1	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	0%	0%	1%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	36%	44%	43%	37%	20%
	Took transit	253	19%	20%	19%	18%	20%	32%
	Something else	44	3%	4%	2%	4%	3%	0%
	Did not make this trip	470	36%	37%	35%	33%	38%	48%
	Walked	2	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	2%	0%	2%	1%	0%
	Bus	1	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	0%	0%	1%	0%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	11%	10%	11%	9%	12%
	Cheaper	185	14%	12%	16%	15%	14%	0%
	More convenient	233	18%	20%	15%	19%	15%	27%
	Reduces traffic	3	0%	0%	0%	0%	0%	0%
	Helps environment	6	0%	1%	0%	0%	0%	3%
	Faster	131	10%	11%	8%	11%	9%	20%
	No parking	96	7%	6%	8%	7%	8%	0%
	Work/school pays	61	5%	3%	6%	5%	4%	2%
	More relaxing	12	1%	1%	0%	1%	0%	0%
	Less stressful (avoid traffic)	80	6%	6%	6%	7%	5%	0%
	Gas prices	33	2%	2%	3%	3%	2%	2%
	Changed-new job/job transfer/relocated	181	14%	10%	17%	13%	14%	16%
	Just started school/college	25	2%	1%	2%	1%	2%	0%
	To try it	15	1%	1%	1%	1%	1%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	1%	0%	0%	1%	0%
	Better than bus	3	0%	0%	0%	0%	0%	2%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Be Productive/Do Other things	6	0%	0%	1%	1%	0%	0%
	Don't want to drive	34	3%	3%	2%	2%	3%	5%
	Recommended	15	1%	1%	1%	1%	2%	0%
	Goes to destination	167	13%	12%	14%	11%	15%	6%
	Other	87	7%	7%	6%	6%	7%	6%
	Don't know	64	5%	7%	3%	4%	6%	10%
	No car/only option	130	10%	11%	9%	11%	9%	12%
	Cheaper	143	11%	9%	13%	10%	12%	0%
	More convenient	210	16%	19%	13%	18%	13%	22%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%
	Helps environment	5	0%	1%	0%	0%	0%	3%
	Faster	107	8%	10%	6%	9%	7%	20%
	No parking	55	4%	4%	5%	4%	4%	0%
	Work/school pays	50	4%	2%	5%	4%	4%	2%
	More relaxing	3	0%	0%	0%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	4%	5%	5%	3%	0%
	Gas prices	24	2%	2%	2%	2%	1%	2%
	Changed-new job/job transfer/relocated	171	13%	9%	16%	13%	13%	16%
	Just started school/college	18	1%	1%	2%	1%	2%	0%
	To try it	15	1%	1%	1%	1%	1%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	1%	0%	0%	1%	0%
	Better than bus	2	0%	0%	0%	0%	0%	2%
	Be Productive/Do Other things	3	0%	0%	0%	0%	0%	0%
	Don't want to drive	31	2%	3%	2%	2%	3%	5%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Recommended	13	1%	1%	1%	1%	1%	0%
	Goes to destination	149	11%	11%	12%	10%	13%	6%
	Other	64	5%	5%	4%	4%	6%	2%
	Don't know	64	5%	7%	3%	4%	6%	10%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	50%	43%	48%	44%	54%
	Economic	267	20%	15%	24%	21%	20%	4%
	Necessity	234	18%	17%	18%	18%	17%	12%
	Values	9	1%	1%	0%	1%	1%	3%
	Other	383	29%	28%	30%	26%	32%	31%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	47%	39%	44%	40%	54%
	Economic	218	16%	12%	20%	17%	17%	4%
	Necessity	192	15%	15%	14%	15%	14%	12%
	Values	7	1%	1%	0%	0%	1%	3%
	Other	344	26%	25%	27%	24%	29%	28%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	68%	62%	64%	66%	60%
	B	387	29%	27%	31%	30%	27%	35%
	C	67	5%	4%	6%	5%	5%	5%
	D	7	1%	1%	0%	1%	1%	0%
	F	2	0%	0%	0%	0%	0%	0%
	Not sure	4	0%	1%	0%	0%	0%	0%
	No Answer	3	0%	0%	0%	0%	0%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	54%	50%	52%	53%	42%
	B	414	31%	30%	32%	34%	28%	41%
	C	132	10%	10%	10%	10%	10%	8%
	D	34	3%	1%	4%	1%	4%	10%
	F	16	1%	0%	2%	0%	2%	0%
	Not sure	33	3%	3%	2%	2%	3%	0%
	No Answer	5	0%	0%	1%	0%	1%	0%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	15%	14%	16%	11%	21%
	Trash at station/stop/transit center dirty	70	5%	5%	5%	3%	8%	4%
	Dirty seats	43	3%	3%	4%	4%	3%	0%
	Bird droppings	6	0%	0%	1%	1%	0%	2%
	Odors/smells	35	3%	3%	3%	3%	2%	2%
	Restrooms dirty/trashy/smelly	34	3%	2%	3%	3%	2%	3%
	Need more/larger trash cans/overflowing	14	1%	1%	1%	1%	1%	0%
	Need better lighting	4	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	3%	3%	3%	3%	0%
	Trash on bus/train	17	1%	2%	1%	1%	1%	5%
	Homeless people/vagrants at stops	15	1%	1%	1%	1%	1%	0%
	Smoking/people smoking	10	1%	0%	1%	0%	1%	0%
	All other	61	5%	4%	5%	5%	5%	0%
	Don't know	4	0%	1%	0%	0%	0%	0%
	None/No Answer	865	65%	67%	64%	64%	67%	68%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	13%	13%	15%	11%	21%
	Trash at station/stop/transit center dirty	68	5%	5%	5%	3%	8%	4%
	Dirty seats	34	3%	2%	3%	2%	3%	0%
	Bird droppings	4	0%	0%	1%	0%	0%	0%
	Odors/smells	28	2%	2%	2%	2%	2%	0%
	Restrooms dirty/trashy/smelly	25	2%	2%	2%	2%	2%	3%
	Need more/larger trash cans/overflowing	9	1%	0%	1%	1%	1%	0%
	Need better lighting	3	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	2%	2%	3%	1%	0%
	Trash on bus/train	11	1%	1%	0%	1%	0%	5%
	Homeless people/vagrants at stops	9	1%	1%	1%	1%	1%	0%
	Smoking/people smoking	7	1%	0%	1%	0%	1%	0%
	All other	50	4%	3%	4%	4%	4%	0%
	Don't know	4	0%	1%	0%	0%	0%	0%
	None/No Answer	865	65%	67%	64%	64%	67%	68%
20. Grading: the courtesy of the bus drivers?	A	530	77%	72%	80%	74%	80%	73%
	B	126	18%	22%	15%	21%	15%	14%
	C	21	3%	5%	2%	3%	2%	13%
	D	4	1%	0%	1%	0%	1%	0%
	F	3	0%	0%	0%	0%	0%	0%
	Not sure	6	1%	1%	1%	0%	2%	0%
	No Answer	2	0%	0%	0%	0%	0%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	72%	80%	74%	80%	73%
	B or lower/DK	162	23%	28%	20%	26%	20%	27%
20. Grading: the courtesy of the bus drivers?	A	530	77%	72%	80%	74%	80%	73%
	B	126	18%	22%	15%	21%	15%	14%
	C or lower/DK	35	5%	6%	4%	5%	5%	13%
21. Grading: the appearance of the bus drivers?	A	564	81%	81%	82%	81%	81%	94%
	B	79	11%	12%	11%	13%	10%	6%
	C	8	1%	1%	1%	1%	1%	0%
	D	3	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	0%	0%	0%	0%
	Not sure	35	5%	5%	5%	4%	6%	0%
	No Answer	3	0%	0%	1%	0%	0%	0%
21. Grading: the courtesy of the bus drivers?	A	564	81%	81%	82%	81%	81%	94%
	B or lower/DK	128	19%	19%	18%	19%	19%	6%
21. Grading: the courtesy of the bus drivers?	A	564	81%	81%	82%	81%	81%	94%
	B	79	11%	12%	11%	13%	10%	6%
	C or lower/DK	50	7%	7%	7%	6%	9%	0%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	4%	4%	2%	7%	4%
	More personable/friendlier/greet passengers	34	5%	6%	4%	5%	5%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Attitude change/be more positive/some are grumpy	14	2%	2%	2%	1%	3%	0%
	Be more helpful/helpful customer service	28	4%	5%	3%	5%	3%	3%
	Be more patient/wait for people running to bus/don't leave early	28	4%	5%	3%	5%	3%	13%
	Announce stops (clearly, more often, louder, etc.)	7	1%	2%	0%	1%	1%	6%
	Be on time/adhere to schedule	32	5%	4%	5%	4%	5%	0%
	A standard dress code	12	2%	2%	1%	2%	1%	0%
	More well groomed/haircuts/shave	7	1%	0%	2%	1%	1%	0%
	Clean more often/clean buses between trips	8	1%	0%	2%	1%	1%	0%
	It depends on the individual/some better than others	5	1%	1%	1%	1%	1%	0%
	All other reasons	63	9%	8%	10%	12%	6%	8%
	No answer/none	0	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	63%	67%	62%	69%	66%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	4%	4%	2%	7%	4%
	More personable/friendlier/greet passengers	34	5%	6%	4%	5%	5%	0%
	Attitude change/be more positive/some are grumpy	10	1%	1%	2%	1%	2%	0%
	Be more helpful/helpful customer service	23	3%	5%	2%	5%	2%	3%
	Be more patient/wait for people running to bus/don't leave early	25	4%	4%	3%	5%	2%	13%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Announce stops (clearly, more often, louder, etc.)	7	1%	2%	0%	1%	1%	6%
	Be on time/adhere to schedule	31	4%	4%	5%	4%	5%	0%
	A standard dress code	9	1%	2%	1%	2%	1%	0%
	More well groomed/haircuts/shave	2	0%	0%	1%	1%	0%	0%
	Clean more often/clean buses between trips	8	1%	0%	2%	1%	1%	0%
	It depends on the individual/some better than others	5	1%	1%	1%	1%	1%	0%
	All other reasons	59	8%	8%	9%	12%	5%	8%
	No answer/none	0	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	63%	67%	62%	69%	66%
23. Grading: the job the train operators are doing?	A	546	87%	86%	88%	85%	90%	67%
	B	55	9%	8%	9%	9%	8%	19%
	C	5	1%	0%	2%	0%	1%	0%
	D	1	0%	0%	0%	0%	0%	0%
	F	2	0%	0%	0%	0%	0%	0%
	Not sure	21	3%	6%	1%	5%	1%	14%
	No Answer	1	0%	0%	0%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	86%	88%	85%	90%	67%
	B or lower/DK	84	13%	14%	12%	15%	10%	33%
23. How would you grade the job the train conductor is doing?	A	546	87%	86%	88%	85%	90%	67%
	B	55	9%	8%	9%	9%	8%	19%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	C or lower/DK	29	5%	6%	3%	6%	3%	14%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	68%	65%	66%	67%	57%
	B	309	23%	23%	24%	25%	21%	24%
	C	98	7%	7%	8%	7%	8%	14%
	D	14	1%	0%	2%	0%	2%	5%
	F	7	1%	1%	1%	0%	1%	0%
	Not sure	11	1%	1%	1%	1%	0%	0%
	No Answer	5	0%	0%	0%	0%	1%	0%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	68%	65%	66%	67%	57%
	B or lower/DK	445	34%	32%	35%	34%	33%	43%
25. Grading: the job Station agents are doing?	A	117	76%	78%	75%	79%	72%	100%
	B	23	15%	13%	16%	14%	17%	0%
	C	5	3%	2%	4%	4%	2%	0%
	D	0	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	1%	0%	1%	0%
	Not sure	6	4%	6%	3%	2%	7%	0%
	No Answer	2	1%	1%	1%	1%	1%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	78%	75%	79%	72%	100%
	B or lower/DK	37	24%	22%	25%	21%	28%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	78%	75%	79%	72%	100%
	B	23	15%	13%	16%	14%	17%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	C or lower/DK	13	9%	9%	9%	7%	11%	0%
26. Grading: the smoothness of the ride on Link?	A	359	76%	73%	79%	74%	79%	59%
	B	98	20%	22%	18%	22%	17%	41%
	C	18	4%	4%	3%	3%	5%	0%
	D	0	0%	0%	0%	0%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	73%	79%	74%	79%	59%
	B or lower/DK	116	24%	27%	21%	26%	21%	41%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	73%	79%	74%	79%	59%
	B	98	20%	22%	18%	22%	17%	41%
	C or lower/DK	19	4%	4%	3%	4%	5%	0%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	64%	62%	62%	65%	41%
	B	340	26%	25%	26%	27%	24%	44%
	C	112	9%	8%	9%	8%	8%	13%
	D	13	1%	1%	1%	1%	0%	3%
	F	6	0%	0%	1%	0%	1%	0%
	Not sure	16	1%	2%	1%	1%	1%	0%
	No Answer	5	0%	0%	1%	0%	1%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	64%	62%	62%	65%	41%
	B or lower/DK	492	37%	36%	38%	38%	35%	59%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	64%	62%	62%	65%	41%
	B	340	26%	25%	26%	27%	24%	44%
	C or lower/DK	152	12%	11%	12%	11%	11%	15%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	57%	59%	58%	58%	51%
	B	358	27%	27%	27%	27%	28%	26%
	C	104	8%	6%	10%	8%	7%	8%
	D	21	2%	2%	2%	2%	1%	0%
	F	11	1%	1%	1%	1%	1%	4%
	Not sure	59	4%	8%	2%	4%	5%	11%
	No Answer	2	0%	0%	0%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	57%	59%	58%	58%	51%
	B or lower/DK	554	42%	43%	41%	42%	42%	49%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	57%	59%	58%	58%	51%
	B	358	27%	27%	27%	27%	28%	26%
	C or lower/DK	196	15%	16%	14%	15%	14%	23%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	11%	16%	13%	15%	15%
	Gotten worse	97	7%	4%	11%	6%	8%	16%
	Haven't noticed a change	730	55%	53%	57%	57%	54%	43%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	(Don't know)	305	23%	31%	16%	23%	22%	26%
	No answer	9	1%	1%	1%	1%	1%	0%
29. On-time performance in the last year...	Gotten better	182	14%	11%	16%	13%	15%	15%
	Gotten worse	97	7%	4%	11%	6%	8%	16%
	No change/DK	1044	79%	85%	74%	81%	77%	69%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	61%	64%	64%	63%	50%
	Most times	39	25%	24%	26%	27%	23%	50%
	Sometimes	11	7%	7%	7%	7%	8%	0%
	Never	2	1%	3%	0%	0%	2%	0%
	(Don't know)	4	2%	3%	2%	2%	3%	0%
	No answer	1	1%	2%	0%	0%	1%	0%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	85%	90%	90%	86%	100%
	Sometimes or Never	13	8%	10%	7%	7%	10%	0%
	No Answer/DK	5	3%	5%	2%	2%	4%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	49%	44%	45%	47%	51%
	Somewhat helpful	253	30%	27%	32%	29%	31%	23%
	Not helpful	36	4%	4%	5%	5%	3%	3%
	Don't Use them	157	19%	19%	18%	20%	17%	23%
	(Don't know)	4	1%	1%	1%	0%	1%	0%
	No answer	5	1%	1%	1%	0%	1%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	49%	44%	45%	47%	51%
	Less helpful	289	34%	31%	37%	34%	35%	26%
	Don't use them/DK/No Answer	167	20%	20%	20%	21%	18%	23%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	56%	75%	64%	67%	53%
	Somewhat well	99	21%	22%	19%	18%	24%	29%
	Not very well	37	8%	11%	4%	9%	6%	17%
	(Don't know)	20	4%	7%	0%	6%	2%	0%
	No answer	11	2%	3%	2%	3%	2%	0%
How well do you understand light rail's schedule...	Very well	309	65%	56%	75%	64%	67%	53%
	Less well/DK	156	33%	41%	23%	33%	31%	47%
	No Answer	11	2%	3%	2%	3%	2%	0%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	83%	87%	87%	82%	71%
	Somewhat easy	59	13%	15%	12%	11%	16%	29%
	Somewhat difficult	9	2%	3%	1%	3%	1%	0%
	Very difficult	0	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	83%	87%	87%	82%	71%
	Less than very easy/DK	68	15%	17%	13%	13%	18%	29%
34. Would you say public announcements in the station are...	Very helpful	263	60%	55%	66%	62%	56%	71%
	Somewhat helpful	113	26%	29%	21%	23%	30%	29%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Not helpful	5	1%	1%	1%	1%	1%	0%
	Don't Use them	51	12%	12%	11%	11%	12%	0%
	(Don't know)	6	1%	1%	1%	2%	0%	0%
	No answer	1	0%	0%	0%	0%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	55%	66%	62%	56%	71%
	Less helpful	118	27%	31%	22%	24%	32%	29%
	Don't use them/DK/No Answer	58	13%	14%	12%	14%	12%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	58%	60%	61%	55%	59%
	Somewhat helpful	114	26%	25%	27%	24%	30%	12%
	Not helpful	14	3%	4%	2%	4%	1%	17%
	Don't Use them	47	11%	11%	10%	9%	13%	12%
	(Don't know)	4	1%	2%	0%	1%	0%	0%
	No answer	2	0%	1%	0%	1%	0%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	58%	60%	61%	55%	59%
	Less helpful	127	29%	29%	29%	27%	31%	29%
	Don't use them/DK/No Answer	53	12%	13%	10%	11%	13%	12%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	31%	52%	43%	37%	29%
	About 1 in 10 trips	134	31%	24%	38%	27%	35%	41%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Less than 1 in 10 trips	43	10%	12%	7%	9%	11%	0%
	Never	40	9%	15%	2%	9%	9%	17%
	(Don't know)	44	10%	17%	1%	12%	7%	12%
	No answer	0	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	56%	90%	70%	72%	71%
	Less than 1 in 10 trips/DK	127	29%	44%	10%	30%	28%	29%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	75%	73%	82%	65%	61%
	I occasionally have concerns for my safety	277	21%	20%	22%	14%	29%	32%
	I am regularly concerned about my safety	22	2%	1%	2%	1%	2%	7%
	(Don't know)	38	3%	3%	3%	2%	4%	0%
	No answer	4	0%	1%	0%	0%	0%	0%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	75%	73%	82%	65%	61%
	Safety Concerns	337	25%	24%	27%	17%	35%	39%
	No Answer	4	0%	1%	0%	0%	0%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	79%	76%	80%	74%	80%
	Mostly safe	270	20%	19%	21%	18%	23%	18%
	Mostly unsafe	5	0%	0%	1%	0%	1%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	1%	2%	2%	2%	2%
	No answer	4	0%	0%	0%	0%	1%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	98%	97%	98%	97%	98%
	Unsafe	5	0%	0%	1%	0%	1%	0%
	DK/No Answer	25	2%	2%	2%	2%	2%	2%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	8%	9%	6%	11%	6%
	Drunks/druggies	40	3%	3%	3%	3%	3%	8%
	Angry/disruptive people/riders	27	2%	2%	2%	2%	3%	0%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	2%	1%	0%	3%	0%
	Overcrowding/people standing	24	2%	2%	2%	2%	2%	0%
	Uturns/abrupt stops/jerky driving	21	2%	1%	2%	1%	2%	0%
	Driving skills/driving too fast/inexperienced drivers	20	2%	1%	2%	2%	1%	0%
	Lack of security personnel/attendants	15	1%	1%	1%	1%	1%	2%
	People panhandling/begging	17	1%	2%	1%	1%	2%	1%
	All other	82	6%	6%	6%	5%	8%	7%
	Don't know	1	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	75%	74%	79%	68%	76%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	8%	8%	6%	11%	6%
	Drunks/druggies	36	3%	3%	3%	2%	3%	8%
	Angry/disruptive people/riders	25	2%	2%	2%	2%	2%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	2%	1%	0%	2%	0%
	Overcrowding/people standing	20	2%	1%	2%	2%	2%	0%
	Uturns/abrupt stops/jerky driving	21	2%	1%	2%	1%	2%	0%
	Driving skills/driving too fast/inexperienced drivers	19	1%	1%	1%	1%	1%	0%
	Lack of security personnel/attendants	11	1%	1%	1%	1%	1%	2%
	People panhandling/begging	6	0%	0%	1%	0%	0%	1%
	All other	76	6%	6%	6%	5%	7%	7%
	Don't know	1	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	75%	74%	79%	68%	76%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	16%	26%	22%	21%	16%
	Somewhat secure	229	17%	15%	19%	14%	22%	19%
	Not secure at all	21	2%	2%	1%	2%	1%	0%
	Don't Use	750	57%	63%	51%	59%	53%	65%
	(Don't know)	27	2%	3%	1%	2%	2%	0%
	No answer	14	1%	1%	1%	1%	1%	0%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a	Very secure	282	49%	44%	52%	53%	45%	46%
	Somewhat secure	229	40%	41%	39%	33%	47%	54%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Not secure at all	21	4%	5%	3%	6%	2%	0%
	Don't know	27	5%	8%	3%	5%	4%	0%
	No Answer	14	2%	2%	3%	2%	2%	0%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	44%	52%	53%	45%	46%
	P&R Less secure	251	44%	46%	42%	39%	49%	54%
	DK/No Answer	40	7%	9%	5%	8%	6%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	16%	9%	13%	11%	25%
	2	71	6%	6%	6%	4%	7%	0%
	3	187	15%	18%	12%	16%	13%	15%
	4	154	12%	13%	11%	12%	12%	11%
	5 - Very important	705	55%	47%	62%	54%	57%	47%
	Not sure	9	1%	1%	0%	1%	1%	0%
	No answer	1	0%	0%	0%	0%	0%	2%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	21%	15%	17%	18%	25%
	3/DK/No Answer	197	15%	19%	12%	17%	14%	17%
	4-5 Very Important	860	67%	60%	73%	66%	68%	58%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	8%	4%	6%	6%	0%
	2	19	3%	3%	3%	4%	2%	14%
	3	65	11%	14%	8%	12%	9%	9%
	4	65	11%	11%	11%	10%	11%	30%
	5 - Very important	400	67%	61%	74%	66%	71%	40%
	Not sure	7	1%	2%	0%	2%	1%	0%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	No answer	2	0%	0%	0%	0%	0%	7%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	11%	7%	9%	9%	14%
	3/DK/No Answer	74	12%	16%	8%	14%	10%	16%
	4-5 Very Important	465	78%	72%	85%	77%	82%	70%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	6%	3%	5%	4%	3%
	2	42	3%	4%	3%	3%	4%	0%
	3	149	12%	13%	10%	12%	12%	0%
	4	179	14%	14%	14%	12%	16%	15%
	5 - Very important	835	65%	60%	69%	66%	63%	74%
	Not sure	20	2%	3%	0%	1%	2%	5%
	No answer	2	0%	0%	0%	0%	0%	4%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	10%	6%	8%	7%	3%
	3/DK/No Answer	171	13%	16%	10%	13%	14%	9%
	4-5 Very Important	1014	79%	74%	83%	79%	79%	88%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	2%	2%	2%	2%	3%
	2	28	2%	2%	2%	2%	1%	11%
	3	161	13%	14%	11%	14%	12%	0%
	4	198	15%	15%	16%	16%	14%	7%
	5 - Very important	845	66%	64%	68%	63%	69%	71%
	Not sure	24	2%	3%	1%	2%	2%	5%
	No answer	3	0%	0%	0%	0%	0%	4%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	4%	4%	5%	3%	13%
	3/DK/No Answer	188	15%	17%	12%	16%	14%	9%
	4-5 Very Important	1042	81%	78%	84%	80%	83%	78%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	33%	26%	29%	28%	59%
	2	82	6%	6%	6%	7%	6%	0%
	3	145	11%	12%	11%	12%	11%	5%
	4	122	9%	9%	10%	9%	9%	12%
	5 - Very important	465	36%	29%	43%	35%	39%	7%
	Not sure	87	7%	10%	4%	7%	6%	5%
	No answer	9	1%	1%	1%	0%	1%	11%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	39%	33%	36%	34%	59%
	3/DK/No Answer	241	19%	23%	15%	19%	18%	21%
	4-5 Very Important	587	46%	38%	52%	45%	49%	20%
45. Age range	<25	259	20%	19%	20%	16%	24%	19%
	25-34	386	29%	27%	31%	31%	27%	41%
	35-44	286	22%	22%	21%	22%	21%	12%
	45-59	248	19%	16%	21%	22%	16%	3%
	60+	128	10%	14%	6%	8%	12%	23%
	Refused	17	1%	1%	1%	1%	1%	2%
Generation	<35	644	49%	46%	51%	47%	50%	60%
	35+	661	50%	52%	48%	52%	48%	38%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
	Refuse	17	1%	1%	1%	1%	1%	2%
46. What race would you classify yourself as?	White/Caucasian	838	63%	66%	61%	69%	56%	52%
	Black/ Afr. American	188	14%	11%	17%	11%	18%	30%
	Asian	128	10%	10%	9%	8%	11%	10%
	Native Hawaiian/ Pacific Islander	11	1%	1%	1%	1%	1%	0%
	American Indian/ Alaska Native	7	1%	1%	0%	1%	0%	0%
	Hispanic/ Latino	48	4%	4%	3%	4%	4%	0%
	Multiple races	52	4%	4%	4%	3%	5%	6%
	Other	9	1%	1%	1%	1%	1%	0%
	No answer	41	3%	3%	3%	3%	4%	2%
46. Ethnicity	White	838	63%	66%	61%	69%	56%	52%
	Non-white	484	37%	34%	39%	31%	44%	48%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	16%	17%	17%	16%	10%
	\$30,000 to \$49,999	265	20%	19%	21%	20%	20%	18%
	\$50,000 to \$74,999	248	19%	17%	20%	18%	19%	24%
	\$75,000 to \$99,999	111	8%	8%	9%	10%	7%	5%
	100,000 to \$149,999	88	7%	7%	7%	7%	6%	2%
	\$150,000 to \$199,999	44	3%	4%	2%	4%	2%	0%
	\$200,000 or higher	29	2%	3%	2%	3%	1%	8%
	Refused	289	22%	24%	20%	19%	26%	31%
	No answer	32	2%	2%	3%	2%	2%	2%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
47. Income	<\$50,000	482	36%	36%	37%	37%	36%	28%
	\$50,000+	519	39%	38%	40%	42%	36%	38%
	DK/NA	321	24%	26%	23%	21%	28%	33%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	59%	71%	70%	60%	61%
	Employed <30 hrs/wk	92	7%	7%	7%	7%	8%	1%
	Self-employed	45	3%	4%	3%	4%	3%	7%
	Retired	71	5%	9%	2%	4%	7%	16%
	Homemaker	9	1%	1%	0%	0%	1%	0%
	Student	149	11%	12%	11%	7%	16%	11%
	Looking for work	11	1%	1%	0%	1%	1%	0%
	Other	20	2%	2%	1%	2%	1%	0%
	No answer	60	5%	4%	5%	5%	4%	4%
48. Employment	Full Time Emp	865	65%	59%	71%	70%	60%	61%
	Part Time/Less/NA	457	35%	41%	29%	30%	40%	39%
49. Geography (by home zip code)	Snohomish	138	10%	10%	11%	10%	11%	15%
	KC Seattle/North	421	32%	33%	31%	35%	28%	41%
	KC East	220	17%	15%	18%	16%	18%	5%
	KC South	198	15%	12%	18%	12%	18%	20%
	Pierce	190	14%	12%	16%	14%	15%	9%
	Other	119	9%	14%	4%	10%	7%	8%
	Refused	35	3%	3%	2%	3%	2%	2%

		N	%	13. Number of days you take this trip per week		53. Gender		
				<5 days/wk	5+ days/wk	Male	Female	No answer
				%	%	%	%	%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	7%	15%	10%	14%	2%
	No	1073	81%	84%	78%	85%	78%	42%
	No answer	100	8%	9%	7%	6%	8%	56%
53. Gender	Male	724	55%	56%	54%	100%	0%	0%
	Female	569	43%	41%	45%	0%	100%	0%
	(Unknown/Other)	1	0%	0%	0%	0%	0%	0%
	No answer	28	2%	3%	1%	0%	0%	100%
Gender by generation	M <35	339	26%	24%	27%	47%	0%	0%
	F <35	287	22%	21%	22%	0%	50%	0%
	M 35+	376	28%	31%	26%	52%	0%	0%
	F 35+	275	21%	19%	22%	0%	48%	0%
	Ref	45	3%	5%	2%	1%	1%	100%

	All	13. Number of days you take this trip per week		53. Gender		
		<5 days/wk	5+ days/wk	Male	Female	No answer
Number of cases	1322	627	695	724	569	28
Row percent	100.0%	47.5%	52.5%	54.7%	43.1%	2.1%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.42	3.33	3.38	3.36	3.35
9. Minutes to get to nearest stop/station (mean)	14.68	14.75	14.62	14.85	14.47	14.88
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.63	3.54	3.58	3.59	3.55
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.41	3.28	3.38	3.30	3.15
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.67	3.77	3.69	3.76	3.60
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.83	3.84	3.82	3.85	3.94
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.89	3.87	3.87	3.89	3.78
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.59	3.53	3.59	3.53	3.33
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.81	3.73	3.77	3.74	4.00
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.69	3.75	3.70	3.74	3.59
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.53	3.50	3.51	3.54	3.23
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.49	3.45	3.47	3.47	3.35
9. Minutes to get to nearest stop/station (mean)	14.68	14.75	14.62	14.85	14.47	14.88
13. Weekdays per week bus/train is ridden (mean)	3.32	1.61	4.87	3.23	3.45	2.90
13. Weekend days per week bus/train is ridden (mean)	.32	.21	.42	.33	.31	.22
13. Total days per week bus/train is ridden (mean)	3.64	1.82	5.28	3.56	3.77	3.01
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	3.70	4.12	3.91	3.97	3.57

	All	13. Number of days you take this trip per week		53. Gender		
		<5 days/wk	5+ days/wk	Male	Female	No answer
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.18	4.48	4.30	4.38	4.03
42. Importance: Being able to access real time transit information on cellphones	4.34	4.22	4.44	4.33	4.32	4.72
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.40	4.46	4.38	4.49	4.46
44. Importance: being able to access real time information about parking availability on cell phones	3.18	2.95	3.38	3.16	3.28	1.90

		N	%	49. Geography (by home zip code)					
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other
				%	%	%	%	%	%
Number of cases		1322		138	421	220	198	190	119
Row percent			100%	10%	32%	17%	15%	14%	9%
Service Type (Numeric)	Express Bus	692	52%	90%	38%	95%	35%	46%	16%
	Sounder Rail	154	12%	10%	3%	1%	27%	32%	8%
	Tacoma Link Light Rail	37	3%	0%	0%	0%	1%	17%	1%
	Central Link Light Rail	439	33%	0%	59%	4%	37%	5%	75%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
2. Service	Express Bus	692	52%	90%	38%	95%	35%	46%	16%	63%
	Sounder Sea-Tac	140	11%	5%	3%	1%	26%	30%	6%	9%
	Sounder Sea-Eve	14	1%	5%	0%	0%	0%	1%	2%	1%
	Central Link	439	33%	0%	59%	4%	37%	5%	75%	26%
	Tacoma Link	37	3%	0%	0%	0%	1%	17%	1%	1%
Region Bus Routes Cover	Seattle-South	171	25%	0%	13%	6%	62%	93%	42%	21%
	Seattle-Snohomish	100	15%	55%	10%	1%	3%	4%	30%	12%
	Seattle-E King	371	54%	27%	75%	83%	32%	2%	25%	65%
	Route Excludes Dtown Seattle	50	7%	18%	2%	11%	3%	0%	2%	2%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	1%	67%	35%	40%	5%	75%	34%
	Not in tunnel	770	58%	99%	33%	65%	60%	95%	25%	66%
Day Part	Peak	605	46%	59%	38%	43%	51%	53%	41%	46%
	Offpeak	527	40%	28%	47%	40%	39%	33%	40%	40%
	Weekend	190	14%	13%	15%	16%	10%	14%	19%	14%
	Unable to determine	0	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	10%	0%	0%	0%	0%	16%	0%
	ST 511	30	4%	21%	1%	1%	0%	0%	8%	0%
	ST 512	55	8%	24%	9%	1%	3%	4%	7%	12%
	ST 522	58	8%	20%	13%	1%	8%	0%	5%	6%
	ST 532	22	3%	9%	1%	4%	2%	0%	0%	0%
	ST 535	19	3%	8%	1%	3%	1%	0%	2%	2%
	ST 540	7	1%	0%	0%	4%	0%	0%	0%	0%
	ST 541	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	0%	7%	3%	2%	0%	0%	0%
	ST 545	103	15%	1%	20%	28%	7%	1%	6%	13%
	ST 547	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	1%	22%	33%	6%	0%	6%	12%
	ST 554	42	6%	2%	6%	11%	0%	0%	0%	30%
	ST 555	8	1%	2%	2%	1%	0%	0%	0%	0%
	ST 556	9	1%	0%	0%	4%	0%	0%	0%	0%
	ST 559	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	0%	4%	2%	9%	1%	8%	4%
	ST 563	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	0%	1%	3%	22%	1%	0%	0%
	ST 574	29	4%	0%	0%	0%	13%	18%	19%	0%
	ST 577	7	1%	0%	0%	0%	7%	2%	0%	0%
	ST 578	35	5%	0%	3%	1%	21%	11%	0%	13%
	ST 586	6	1%	0%	3%	1%	0%	0%	0%	0%
	ST 590	48	7%	0%	3%	1%	0%	46%	0%	9%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
	ST 591	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 592	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	0%	3%	0%	0%	15%	23%	0%
	ST 596	0	0%	0%	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	52%	90%	100%	99%	96%	70%	93%
	Seattle <--> Everett	14	9%	48%	10%	0%	1%	4%	30%	7%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	64%	47%	76%	61%	65%	36%	47%
	No	561	42%	35%	53%	24%	39%	35%	64%	53%
	No answer	3	0%	1%	0%	0%	0%	0%	1%	0%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	25%	28%	36%	24%	42%	10%	0%
	No	366	65%	69%	66%	56%	63%	54%	69%	89%
	No answer	50	9%	5%	6%	8%	13%	4%	21%	11%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	68%	47%	72%	67%	74%	28%	41%
	Not Choice Rider	549	42%	32%	53%	28%	33%	26%	72%	59%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	68%	47%	72%	67%	77%	28%	42%
	Not Choice Rider	532	41%	32%	53%	28%	33%	23%	72%	58%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	47%	49%	55%	41%	41%	60%	42%
	B	537	41%	46%	42%	35%	43%	45%	26%	45%
	C	119	9%	5%	9%	6%	14%	12%	9%	4%
	D	10	1%	1%	0%	1%	1%	2%	0%	5%
	F	4	0%	0%	0%	0%	0%	0%	1%	4%
	Not sure	11	1%	0%	0%	2%	1%	0%	4%	0%
	No answer	2	0%	0%	0%	1%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	47%	49%	55%	41%	41%	60%	42%
	B or lower/DK	683	52%	53%	51%	45%	59%	59%	40%	58%
5. Sound Transit Overall Report Card	A	639	48%	47%	49%	55%	41%	41%	60%	42%
	B	537	41%	46%	42%	35%	43%	45%	26%	45%
	C or lower/DK	147	11%	7%	9%	10%	15%	14%	14%	14%

		N	%	49. Geography (by home zip code)						
					KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	17%	16%	20%	14%	14%	8%	18%
	Fast/ Avoids traffic	85	6%	5%	7%	5%	11%	4%	8%	0%
	Convenient	114	9%	4%	9%	8%	9%	7%	14%	6%
	Comfortable/ Relaxing	40	3%	1%	2%	3%	5%	3%	3%	4%
	Clean/ Nice	62	5%	6%	3%	5%	7%	4%	6%	0%
	Good coverage/ Goes to destination	56	4%	3%	3%	4%	5%	6%	5%	5%
	Friendly/ helpful operators & personnel	46	3%	8%	2%	4%	4%	5%	0%	0%
	Affordable fare/ Free parking	46	3%	4%	3%	1%	1%	8%	9%	4%
	Safe/ Secure	19	1%	1%	1%	1%	2%	1%	1%	6%
	General positives (Nice/ Fun/ No complaints)	304	23%	21%	27%	28%	18%	19%	17%	21%
	Late at times/ Always late	162	12%	15%	11%	7%	13%	17%	9%	27%
	Rude drivers & personnel	11	1%	2%	1%	1%	0%	0%	1%	0%
	More service/ routes/ buses	70	5%	7%	4%	5%	7%	7%	1%	6%
	Slow/ Too many stops/ More express	25	2%	3%	2%	3%	1%	2%	1%	0%
	Need more parking	17	1%	3%	0%	1%	2%	1%	0%	0%
	Improve/ Expand schedule	35	3%	3%	1%	2%	5%	4%	3%	2%
	Too expensive	13	1%	1%	1%	2%	1%	1%	0%	0%
	Too early/ Doesn't wait	8	1%	0%	1%	1%	1%	1%	0%	0%
	Crowded/ Larger buses/trains	72	5%	8%	3%	6%	6%	6%	3%	17%
	Other positives	111	8%	7%	7%	7%	10%	9%	11%	12%
	Other negatives	134	10%	12%	12%	8%	5%	13%	9%	7%
	Neutral reasons (OK/ Average)	93	7%	9%	9%	8%	4%	4%	6%	7%
	All other reasons	20	2%	0%	2%	0%	3%	1%	3%	3%
	Don't know/ NA/ First time rider	44	3%	1%	3%	3%	2%	2%	12%	0%

	N	%	49. Geography (by home zip code)						
			Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
			%	%	%	%	%	%	%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
6. What are your reasons for that grade? (1st Response)	Reliable/ Prompt/ Runs often	161	12%	14%	13%	15%	11%	11%	8%	11%
	Fast/ Avoids traffic	55	4%	2%	4%	3%	9%	3%	4%	0%
	Convenient	83	6%	4%	6%	8%	6%	6%	8%	6%
	Comfortable/ Relaxing	19	1%	1%	2%	2%	1%	1%	3%	0%
	Clean/ Nice	24	2%	2%	1%	2%	4%	1%	4%	0%
	Good coverage/ Goes to destination	28	2%	3%	1%	2%	2%	2%	4%	3%
	Friendly/ helpful operators & personnel	25	2%	4%	1%	2%	3%	3%	0%	0%
	Affordable fare/ Free parking	29	2%	3%	2%	0%	0%	4%	5%	4%
	Safe/ Secure	3	0%	0%	0%	1%	1%	0%	0%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	18%	25%	26%	18%	16%	13%	21%
	Late at times/ Always late	141	11%	11%	10%	7%	13%	14%	9%	20%
	Rude drivers & personnel	7	1%	1%	1%	0%	0%	0%	1%	0%
	More service/ routes/ buses	49	4%	5%	3%	3%	4%	7%	1%	3%
	Slow/ Too many stops/ More express	17	1%	0%	1%	3%	1%	1%	1%	0%
	Need more parking	11	1%	3%	0%	0%	2%	0%	0%	0%
	Improve/ Expand schedule	27	2%	3%	1%	2%	4%	3%	2%	2%
	Too expensive	9	1%	1%	1%	1%	0%	1%	0%	0%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	1%	0%	0%
	Crowded/ Larger buses/trains	59	4%	7%	3%	4%	5%	5%	3%	12%
	Other positives	66	5%	2%	5%	4%	5%	7%	9%	4%
	Other negatives	90	7%	5%	7%	7%	4%	10%	6%	5%
	Neutral reasons (OK/ Average)	79	6%	8%	9%	8%	3%	2%	4%	4%
	All other reasons	15	1%	0%	1%	0%	3%	0%	3%	3%
	Don't know/ NA/ First time rider	44	3%	1%	3%	3%	2%	2%	12%	0%

	N	%	49. Geography (by home zip code)						
			Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
			%	%	%	%	%	%	%

		N	%	49. Geography (by home zip code)						
					KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (Multi-response)	More stops	17	1%	1%	2%	1%	2%	1%	0%	0%
	Fewer stops/Direct/express routes/HOV lane	23	2%	4%	1%	4%	0%	1%	1%	0%
	Be on-time/adhere to schedule/less delays	98	7%	9%	7%	5%	10%	9%	5%	11%
	Run more often/more frequent buses/trains	192	15%	18%	11%	16%	19%	19%	5%	14%
	Expand schedule/ Run earlier/later	70	5%	5%	5%	2%	8%	7%	6%	3%
	More routes/expand-extend service/add weekend service	125	9%	11%	7%	9%	11%	14%	7%	5%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	4%	4%	1%	3%	4%	1%	0%
	Overcrowding/SRO/Larger-longer buses	116	9%	8%	8%	11%	7%	14%	2%	17%
	Don't leave early (look for passengers)	11	1%	0%	1%	2%	1%	0%	2%	0%
	Notice/communication of problems, delay, etc.	42	3%	4%	3%	3%	5%	3%	1%	5%
	Announce next time of arrival/post departure times	8	1%	0%	1%	0%	1%	1%	1%	0%
	Bus Tracker	1	0%	1%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	1%	0%	0%	0%
	More/better parking	42	3%	7%	1%	2%	8%	3%	0%	0%
	Enclosed/covered waiting area	13	1%	3%	1%	2%	0%	0%	0%	0%
	More security	25	2%	3%	2%	2%	2%	1%	0%	6%
	More comfortable temperature/heated-it's cold	11	1%	0%	1%	1%	1%	0%	0%	0%
	Improved wi-fi and/or cell access	16	1%	1%	1%	2%	1%	2%	0%	1%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
Lower fares	24	2%	2%	2%	3%	1%	0%	1%	0%	
New/cleaner buses/trains	43	3%	4%	3%	3%	2%	4%	4%	0%	
Improved/better lit stops	6	0%	2%	1%	0%	0%	0%	0%	0%	
Driver training/cold weather training	10	1%	1%	1%	2%	0%	0%	0%	4%	
Return interagency transfer slips/improve ORCA availability	21	2%	2%	3%	0%	0%	0%	1%	3%	
Make snacks/beverages accessible on transit	13	1%	1%	1%	0%	2%	1%	0%	0%	
Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%	
All other suggestions	161	12%	9%	16%	12%	7%	10%	16%	8%	
Don't know/no answer/none	370	28%	18%	29%	29%	25%	19%	50%	32%	

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	1%	2%	1%	1%	1%	0%	0%
	Fewer stops/Direct/express routes/HOV lane	20	2%	3%	1%	4%	0%	1%	0%	0%
	Be on-time/adhere to schedule/less delays	91	7%	9%	6%	5%	9%	7%	5%	11%
	Run more often/more frequent buses/trains	159	12%	15%	9%	12%	15%	16%	5%	14%
	Expand schedule/ Run earlier/later	59	4%	5%	4%	1%	7%	6%	6%	1%
	More routes/expand-extend service/add weekend service	104	8%	6%	6%	9%	9%	12%	7%	5%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	3%	4%	1%	2%	3%	1%	0%
	Overcrowding/SRO/Larger-longer buses	100	8%	7%	6%	11%	6%	11%	2%	13%
	Don't leave early (look for passengers)	8	1%	0%	1%	1%	1%	0%	1%	0%
	Notice/communication of problems, delay, etc.	36	3%	4%	2%	3%	3%	3%	1%	5%
	Announce next time of arrival/post departure times	6	0%	0%	1%	0%	1%	0%	0%	0%
	Bus Tracker	1	0%	1%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	4%	1%	2%	7%	3%	0%	0%
	Enclosed/covered waiting area	13	1%	3%	1%	2%	0%	0%	0%	0%
	More security	19	1%	2%	1%	2%	2%	0%	0%	6%
	More comfortable temperature/heated-it's cold	6	0%	0%	1%	1%	0%	0%	0%	0%
	Improved wi-fi and/or cell access	15	1%	1%	1%	1%	1%	2%	0%	1%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
	Lower fares	18	1%	1%	2%	1%	1%	0%	1%	0%
	New/cleaner buses/trains	34	3%	2%	2%	3%	1%	4%	3%	0%
	Improved/better lit stops	5	0%	2%	1%	0%	0%	0%	0%	0%
	Driver training/cold weather training	10	1%	1%	1%	2%	0%	0%	0%	4%
	Return interagency transfer slips/improve ORCA availability	16	1%	2%	2%	0%	0%	0%	1%	3%
	Make snacks/beverages accessible on transit	9	1%	1%	1%	0%	1%	1%	0%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	9%	14%	8%	6%	8%	15%	4%
	Don't know/no answer/none	370	28%	18%	29%	29%	25%	19%	50%	32%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	17%	15%	12%	18%	17%	10%	20%
	System suggestions	667	50%	62%	45%	53%	57%	60%	28%	44%
	All Other suggestions	161	12%	9%	16%	12%	7%	10%	16%	8%
	Nothing/Don't know/No Answer	370	28%	18%	29%	29%	25%	19%	50%	32%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	16%	14%	11%	16%	15%	9%	20%
	System suggestions	630	48%	56%	42%	52%	53%	58%	26%	44%
	All Other suggestions	137	10%	9%	14%	8%	6%	8%	15%	4%
	Nothing/Don't know/No Answer	370	28%	18%	29%	29%	25%	19%	50%	32%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	3%	7%	6%	4%	6%	4%	7%
	5-9 min.	227	17%	17%	21%	21%	12%	17%	11%	5%
	10-14 min.	336	25%	29%	25%	27%	29%	25%	14%	32%
	15-19 min.	204	15%	19%	13%	20%	16%	17%	10%	9%
	20-29 min.	131	10%	15%	8%	6%	11%	15%	7%	14%
	30+ min.	125	9%	9%	6%	8%	15%	9%	13%	14%
	(No answer)	226	17%	8%	20%	12%	12%	12%	41%	18%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	49%	53%	54%	45%	47%	28%	45%
	15+ min	460	35%	43%	27%	34%	43%	41%	31%	37%
	No answer	226	17%	8%	20%	12%	12%	12%	41%	18%
10. For this trip, are you...	Coming from home	496	37%	30%	41%	38%	42%	34%	26%	45%
	Going home	638	48%	56%	44%	49%	49%	56%	43%	41%
	Neither	170	13%	10%	14%	13%	7%	9%	30%	10%
	No answer	19	1%	4%	1%	0%	2%	2%	1%	4%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	67%	54%	59%	69%	67%	26%	64%
	Commute to/from school	127	10%	11%	10%	10%	12%	10%	2%	9%
	Go to/from airport	139	11%	0%	14%	2%	1%	1%	57%	12%
	Attend sporting/ special event	29	2%	3%	2%	3%	2%	2%	4%	0%
	Go shopping or dining	111	8%	11%	9%	13%	7%	7%	1%	9%
	Other	166	13%	11%	13%	14%	9%	13%	16%	8%
	No answer	3	0%	0%	0%	0%	1%	0%	0%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	67%	54%	59%	69%	67%	26%	64%
	Commute to/from school	126	10%	11%	10%	10%	12%	10%	2%	9%
	Go to/from airport	137	10%	0%	14%	2%	1%	1%	56%	9%
	Attend sporting/ special event	28	2%	2%	2%	3%	2%	2%	4%	0%
	Go shopping or dining	105	8%	9%	8%	12%	7%	6%	1%	9%
	Other	154	12%	11%	13%	14%	8%	13%	11%	8%
	No answer	3	0%	0%	0%	0%	1%	0%	0%	0%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	7%	21%	15%	5%	8%	64%	25%
	1	52	4%	3%	3%	6%	5%	3%	3%	9%
	2	75	6%	7%	5%	6%	6%	6%	3%	4%
	3	88	7%	13%	5%	5%	8%	8%	2%	9%
	4	169	13%	16%	15%	12%	13%	15%	1%	7%
	5	550	42%	44%	36%	47%	55%	48%	19%	37%
	6	92	7%	7%	7%	6%	6%	10%	4%	8%
	7	52	4%	3%	7%	4%	2%	2%	2%	0%
	1st time rider	0	0%	0%	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	46%	50%	44%	37%	40%	75%	55%
	5+ days/wk	695	53%	54%	50%	56%	63%	60%	25%	45%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	33%	39%	19%	23%	20%	31%	35%
	Cheaper	561	42%	34%	47%	42%	32%	37%	55%	57%
	More convenient	646	49%	41%	57%	48%	44%	43%	54%	32%
	Reduces cars on the road	101	8%	15%	5%	8%	6%	10%	6%	3%
	Helps environment	125	9%	6%	10%	14%	5%	10%	9%	6%
	Faster/avoids traffic	472	36%	38%	31%	40%	45%	37%	25%	33%
	No parking	266	20%	17%	19%	32%	21%	16%	6%	40%
	Work/school pays	169	13%	15%	13%	7%	21%	15%	5%	8%
	More relaxing	128	10%	6%	9%	10%	16%	10%	6%	4%
	Less stressful	190	14%	22%	17%	14%	13%	12%	8%	1%
	Gas prices	85	6%	8%	5%	10%	8%	5%	4%	8%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	0%	0%	0%	1%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	1%	0%	1%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	1%	0%	1%	0%	1%	0%	0%
	Don't want to drive	2	0%	0%	1%	0%	0%	0%	0%	0%
	other	60	5%	4%	2%	4%	6%	8%	9%	3%
	(Don't know)	4	0%	0%	1%	0%	1%	0%	1%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	29%	29%	16%	18%	16%	26%	24%
	Cheaper	293	22%	18%	24%	22%	16%	23%	26%	33%
	More convenient	218	16%	14%	17%	18%	10%	19%	21%	10%
	Reduces cars on the road	14	1%	1%	1%	2%	1%	0%	2%	3%
	Helps environment	11	1%	1%	1%	2%	1%	0%	1%	0%
	Faster/avoids traffic	232	18%	21%	14%	18%	24%	20%	10%	21%
	No parking	89	7%	7%	5%	11%	7%	7%	3%	0%
	Work/school pays	59	4%	4%	3%	3%	12%	4%	2%	5%
	More relaxing	17	1%	1%	1%	1%	3%	2%	1%	0%
	Less stressful	29	2%	4%	2%	3%	2%	1%	1%	0%
	Gas prices	14	1%	0%	1%	1%	1%	2%	0%	4%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	1%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	0%	1%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	1%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	1%	0%	0%	0%	0%	0%
	other	29	2%	2%	1%	1%	2%	4%	6%	0%
	(Don't know)	2	0%	0%	0%	0%	1%	0%	1%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	3%	8%	2%	5%	3%	4%	7%
	Cheaper	194	17%	14%	18%	16%	12%	14%	34%	21%
	More convenient	308	27%	28%	28%	24%	29%	23%	33%	28%
	Reduces cars on the road	33	3%	9%	1%	3%	3%	5%	0%	0%
	Helps environment	54	5%	2%	5%	7%	2%	7%	4%	0%
	Faster/avoids traffic	148	13%	12%	11%	18%	14%	13%	10%	15%
	No parking	103	9%	7%	9%	11%	11%	8%	2%	22%
	Work/school pays	63	6%	5%	7%	2%	6%	10%	2%	2%
	More relaxing	55	5%	4%	4%	6%	7%	5%	2%	0%
	Less stressful	59	5%	8%	5%	4%	6%	6%	3%	2%
	Gas prices	31	3%	5%	2%	5%	3%	2%	2%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%	1%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	1%	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	20	2%	3%	0%	2%	1%	4%	2%	3%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	2%	3%	1%	2%	3%	6%	11%
	Cheaper	74	10%	9%	11%	10%	11%	6%	8%	13%
	More convenient	120	16%	7%	21%	14%	16%	12%	17%	1%
	Reduces cars on the road	53	7%	12%	6%	6%	5%	11%	10%	0%
	Helps environment	60	8%	7%	8%	10%	4%	8%	10%	12%
	Faster/avoids traffic	93	12%	12%	11%	11%	15%	14%	17%	0%
	No parking	74	10%	7%	7%	18%	7%	6%	3%	44%
	Work/school pays	47	6%	12%	6%	5%	6%	7%	3%	3%
	More relaxing	57	8%	4%	7%	5%	12%	11%	8%	8%
	Less stressful	102	14%	21%	15%	12%	10%	14%	11%	0%
	Gas prices	39	5%	7%	3%	6%	8%	4%	6%	8%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	0%	0%	1%	0%	2%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	11	2%	0%	1%	1%	4%	2%	3%	0%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	0%	2%	3%	1%	2%	39%	9%
	<6 mo	127	10%	9%	6%	8%	15%	14%	9%	15%
	6 mo- <1 yr	95	7%	6%	8%	8%	7%	10%	2%	0%
	1 yr	120	9%	12%	8%	9%	9%	11%	6%	11%
	2 yrs	230	17%	17%	23%	19%	14%	12%	12%	14%
	3 yrs	166	13%	10%	16%	14%	12%	11%	7%	6%
	4 yrs	90	7%	10%	7%	3%	11%	6%	1%	11%
	5 yrs	119	9%	10%	10%	9%	5%	11%	8%	1%
	6-9 yrs	130	10%	12%	10%	14%	12%	6%	4%	6%
	10+ yrs	142	11%	14%	9%	11%	10%	14%	7%	22%
	Since it started	1	0%	0%	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	0%	1%	2%	3%	3%	6%	4%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	16%	16%	19%	23%	26%	50%	23%
	Est. Rider (1+ yr)	998	75%	84%	83%	79%	73%	71%	44%	72%
	DK/RF	32	2%	0%	1%	2%	3%	3%	6%	4%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	16%	16%	19%	23%	26%	50%	23%
	1-3 yr riders	516	39%	39%	47%	42%	35%	34%	25%	31%
	4+ yr riders	482	36%	45%	36%	37%	38%	37%	20%	42%
	DK/RF	32	2%	0%	1%	2%	3%	3%	6%	4%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	46%	36%	54%	38%	41%	25%	35%
	Took transit	265	20%	17%	21%	13%	35%	18%	9%	21%
	Something else	45	3%	3%	5%	1%	3%	2%	4%	7%
	Did not make this trip	470	36%	36%	36%	32%	25%	39%	51%	36%
	Walked	2	0%	0%	0%	0%	0%	1%	0%	0%
	Taxi/cab	16	1%	0%	1%	0%	0%	0%	9%	0%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	1%	0%	1%	0%	3%	1%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	46%	36%	54%	38%	41%	25%	35%
	Took transit	253	19%	15%	21%	12%	34%	17%	9%	21%
	Something else	44	3%	3%	5%	1%	2%	2%	4%	7%
	Did not make this trip	470	36%	36%	36%	32%	25%	39%	51%	36%
	Walked	2	0%	0%	0%	0%	0%	1%	0%	0%
	Taxi/cab	16	1%	0%	1%	0%	0%	0%	9%	0%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	1%	0%	1%	0%	3%	1%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	14%	11%	10%	8%	9%	7%	17%
	Cheaper	185	14%	10%	13%	17%	13%	16%	11%	29%
	More convenient	233	18%	14%	20%	20%	11%	16%	23%	11%
	Reduces traffic	3	0%	0%	0%	0%	0%	0%	1%	0%
	Helps environment	6	0%	0%	0%	1%	0%	0%	2%	0%
	Faster	131	10%	6%	8%	9%	17%	11%	6%	24%
	No parking	96	7%	6%	6%	17%	6%	4%	1%	10%
	Work/school pays	61	5%	7%	4%	2%	7%	5%	3%	6%
	More relaxing	12	1%	1%	1%	2%	0%	1%	0%	1%
	Less stressful (avoid traffic)	80	6%	10%	5%	10%	3%	7%	4%	0%
	Gas prices	33	2%	2%	4%	3%	3%	2%	0%	0%
	Changed-new job/job transfer/relocated	181	14%	19%	12%	16%	17%	16%	5%	5%
	Just started school/college	25	2%	1%	2%	2%	2%	2%	1%	0%
	To try it	15	1%	0%	1%	1%	1%	1%	2%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	2%	0%	0%	0%
	Better than bus	3	0%	0%	0%	0%	0%	1%	0%	1%
	Be Productive/Do Other things	6	0%	1%	0%	1%	0%	1%	0%	0%
	Don't want to drive	34	3%	3%	2%	3%	3%	2%	2%	6%
	Recommended	15	1%	0%	1%	0%	1%	1%	4%	4%
	Goes to destination	167	13%	15%	14%	6%	12%	16%	16%	6%
	Other	87	7%	3%	9%	3%	5%	6%	14%	1%
	Don't know	64	5%	7%	5%	2%	4%	3%	13%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	13%	11%	9%	8%	8%	6%	17%
	Cheaper	143	11%	8%	9%	14%	11%	13%	6%	19%
	More convenient	210	16%	13%	19%	18%	9%	14%	22%	9%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%	1%	0%
	Helps environment	5	0%	0%	0%	1%	0%	0%	2%	0%
	Faster	107	8%	5%	6%	6%	16%	8%	6%	20%
	No parking	55	4%	3%	3%	10%	3%	1%	1%	8%
	Work/school pays	50	4%	4%	3%	1%	7%	4%	3%	6%
	More relaxing	3	0%	1%	0%	1%	0%	0%	0%	1%
	Less stressful (avoid traffic)	55	4%	8%	3%	6%	2%	6%	1%	0%
	Gas prices	24	2%	1%	3%	2%	2%	1%	0%	0%
	Changed-new job/job transfer/relocated	171	13%	18%	10%	16%	16%	16%	5%	5%
	Just started school/college	18	1%	1%	1%	1%	1%	2%	1%	0%
	To try it	15	1%	0%	1%	1%	1%	1%	2%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	2%	0%	0%	0%
	Better than bus	2	0%	0%	0%	0%	0%	1%	0%	1%
	Be Productive/Do Other things	3	0%	0%	0%	1%	0%	1%	0%	0%
	Don't want to drive	31	2%	3%	2%	3%	3%	2%	1%	6%
	Recommended	13	1%	0%	1%	0%	1%	1%	4%	0%
	Goes to destination	149	11%	13%	13%	6%	9%	13%	14%	6%
	Other	64	5%	3%	7%	2%	3%	4%	10%	1%
	Don't know	64	5%	7%	5%	2%	4%	3%	13%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	46%	47%	46%	44%	48%	49%	46%
	Economic	267	20%	18%	18%	22%	22%	22%	14%	36%
	Necessity	234	18%	19%	18%	26%	16%	13%	8%	28%
	Values	9	1%	0%	0%	2%	0%	0%	3%	0%
	Other	383	29%	30%	30%	22%	31%	29%	39%	10%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	42%	44%	41%	39%	44%	45%	43%
	Economic	218	16%	13%	15%	18%	20%	19%	9%	25%
	Necessity	192	15%	16%	15%	19%	13%	10%	8%	25%
	Values	7	1%	0%	0%	1%	0%	0%	3%	0%
	Other	344	26%	28%	26%	22%	27%	27%	35%	6%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	73%	65%	64%	60%	61%	69%	61%
	B	387	29%	25%	30%	32%	30%	32%	23%	31%
	C	67	5%	2%	5%	3%	10%	6%	4%	4%
	D	7	1%	0%	1%	1%	0%	0%	2%	0%
	F	2	0%	0%	0%	0%	0%	0%	0%	4%
	Not sure	4	0%	0%	0%	1%	0%	0%	2%	0%
	No Answer	3	0%	0%	0%	0%	1%	0%	1%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	56%	53%	46%	49%	46%	68%	56%
	B	414	31%	32%	30%	38%	31%	34%	19%	31%
	C	132	10%	8%	10%	8%	12%	16%	3%	13%
	D	34	3%	2%	3%	2%	1%	4%	4%	0%
	F	16	1%	0%	2%	1%	2%	0%	1%	0%
	Not sure	33	3%	3%	2%	5%	3%	1%	3%	0%
	No Answer	5	0%	0%	0%	0%	2%	0%	1%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	16%	13%	17%	15%	17%	10%	8%
	Trash at station/stop/transit center dirty	70	5%	5%	6%	5%	4%	8%	1%	3%
	Dirty seats	43	3%	3%	4%	2%	3%	4%	3%	3%
	Bird droppings	6	0%	0%	0%	1%	1%	1%	1%	0%
	Odors/smells	35	3%	1%	3%	3%	3%	2%	1%	1%
	Restrooms dirty/trashy/smelly	34	3%	3%	2%	1%	4%	7%	0%	0%
	Need more/larger trash cans/overflowing	14	1%	0%	1%	2%	2%	1%	0%	4%
	Need better lighting	4	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	1%	4%	4%	3%	2%	1%	4%
	Trash on bus/train	17	1%	1%	2%	1%	2%	1%	0%	0%
	Homeless people/vagrants at stops	15	1%	1%	1%	1%	2%	2%	0%	0%
	Smoking/people smoking	10	1%	1%	1%	0%	1%	1%	0%	4%
	All other	61	5%	6%	5%	5%	2%	4%	3%	10%
	Don't know	4	0%	0%	0%	0%	1%	0%	0%	0%
None/No Answer		865	65%	66%	65%	63%	64%	58%	81%	71%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	14%	12%	16%	12%	17%	10%	8%
	Trash at station/stop/transit center dirty	68	5%	4%	6%	5%	4%	7%	1%	3%
	Dirty seats	34	3%	3%	3%	1%	3%	3%	1%	3%
	Bird droppings	4	0%	0%	0%	1%	1%	1%	0%	0%
	Odors/smells	28	2%	1%	2%	3%	3%	2%	1%	1%
	Restrooms dirty/trashy/smelly	25	2%	3%	1%	1%	3%	5%	0%	0%
	Need more/larger trash cans/overflowing	9	1%	0%	0%	1%	2%	0%	0%	4%
	Need better lighting	3	0%	0%	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	1%	3%	3%	2%	1%	1%	4%
	Trash on bus/train	11	1%	1%	2%	0%	1%	0%	0%	0%
	Homeless people/vagrants at stops	9	1%	1%	1%	1%	1%	1%	0%	0%
	Smoking/people smoking	7	1%	1%	1%	0%	1%	1%	0%	0%
	All other	50	4%	4%	4%	5%	2%	3%	3%	5%
	Don't know	4	0%	0%	0%	0%	1%	0%	0%	0%
	None/No Answer	865	65%	66%	65%	63%	64%	58%	81%	71%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	79%	72%	80%	83%	78%	59%	55%
	B	126	18%	18%	20%	15%	9%	22%	34%	31%
	C	21	3%	1%	5%	3%	4%	0%	7%	7%
	D	4	1%	1%	1%	0%	2%	0%	0%	0%
	F	3	0%	0%	0%	1%	0%	0%	0%	7%
	Not sure	6	1%	0%	1%	2%	1%	0%	0%	0%
	No Answer	2	0%	0%	1%	0%	1%	0%	0%	0%
20. Grading: the courtesy of the bus drivers?	A	530	77%	79%	72%	80%	83%	78%	59%	55%
	B or lower/DK	162	23%	21%	28%	20%	17%	22%	41%	45%
20. Grading: the courtesy of the bus drivers?	A	530	77%	79%	72%	80%	83%	78%	59%	55%
	B	126	18%	18%	20%	15%	9%	22%	34%	31%
	C or lower/DK	35	5%	2%	8%	5%	8%	0%	7%	13%
21. Grading: the appearance of the bus drivers?	A	564	81%	83%	78%	84%	83%	87%	82%	47%
	B	79	11%	9%	12%	10%	10%	12%	18%	26%
	C	8	1%	1%	2%	2%	0%	0%	0%	0%
	D	3	0%	0%	1%	0%	0%	0%	0%	7%
	F	1	0%	0%	0%	1%	0%	0%	0%	0%
	Not sure	35	5%	6%	7%	4%	6%	0%	0%	20%
	No Answer	3	0%	1%	1%	0%	1%	0%	0%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
21. Grading: the courtesy of the bus drivers?	A	564	81%	83%	78%	84%	83%	87%	82%	47%
	B or lower/DK	128	19%	17%	22%	16%	17%	13%	18%	53%
21. Grading: the courtesy of the bus drivers?	A	564	81%	83%	78%	84%	83%	87%	82%	47%
	B	79	11%	9%	12%	10%	10%	12%	18%	26%
	C or lower/DK	50	7%	8%	10%	6%	7%	0%	0%	27%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	2%	8%	4%	4%	1%	6%	7%
	More personable/friendlier/greet passengers	34	5%	4%	10%	4%	2%	0%	12%	0%
	Attitude change/be more positive/some are grumpy	14	2%	2%	3%	3%	2%	0%	0%	0%
	Be more helpful/helpful customer service	28	4%	4%	5%	4%	3%	2%	7%	7%
	Be more patient/wait for people running to bus/don't leave early	28	4%	2%	4%	5%	7%	4%	0%	2%
	Announce stops (clearly, more often, louder, etc.)	7	1%	0%	2%	1%	0%	1%	4%	0%
	Be on time/adhere to schedule	32	5%	6%	3%	6%	5%	5%	0%	0%
	A standard dress code	12	2%	1%	1%	2%	1%	4%	0%	7%
	More well groomed/haircuts/shave	7	1%	0%	1%	0%	0%	4%	0%	7%
	Clean more often/clean buses between trips	8	1%	1%	0%	2%	2%	2%	0%	0%
	It depends on the individual/some better than others	5	1%	2%	1%	1%	0%	0%	0%	0%
	All other reasons	63	9%	9%	10%	8%	9%	12%	0%	10%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know		451	65%	68%	58%	65%	69%	68%	71%	81%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	2%	8%	4%	4%	1%	6%	7%
	More personable/friendlier/greet passengers	34	5%	4%	10%	4%	2%	0%	12%	0%
	Attitude change/be more positive/some are grumpy	10	1%	2%	2%	2%	2%	0%	0%	0%
	Be more helpful/helpful customer service	23	3%	4%	5%	3%	2%	2%	7%	0%
	Be more patient/wait for people running to bus/don't leave early	25	4%	2%	4%	4%	7%	4%	0%	2%
	Announce stops (clearly, more often, louder, etc.)	7	1%	0%	2%	1%	0%	1%	4%	0%
	Be on time/adhere to schedule	31	4%	6%	2%	6%	5%	5%	0%	0%
	A standard dress code	9	1%	0%	1%	2%	1%	4%	0%	0%
	More well groomed/haircuts/shave	2	0%	0%	0%	0%	0%	2%	0%	0%
	Clean more often/clean buses between trips	8	1%	1%	0%	2%	2%	2%	0%	0%
	It depends on the individual/some better than others	5	1%	2%	1%	1%	0%	0%	0%	0%
	All other reasons	59	8%	9%	8%	8%	7%	12%	0%	10%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	68%	58%	65%	69%	68%	71%	81%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	88%	92%	88%	80%	84%	85%	78%
	B	55	9%	11%	5%	0%	16%	15%	3%	11%
	C	5	1%	0%	1%	0%	1%	1%	0%	0%
	D	1	0%	0%	0%	0%	0%	0%	0%	0%
	F	2	0%	0%	0%	0%	0%	0%	2%	0%
	Not sure	21	3%	1%	2%	12%	2%	0%	10%	11%
	No Answer	1	0%	0%	0%	0%	1%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	88%	92%	88%	80%	84%	85%	78%
	B or lower/DK	84	13%	12%	8%	12%	20%	16%	15%	22%
23. How would you grade the job the train conductor is doing?	A	546	87%	88%	92%	88%	80%	84%	85%	78%
	B	55	9%	11%	5%	0%	16%	15%	3%	11%
	C or lower/DK	29	5%	1%	3%	12%	4%	1%	11%	11%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	67%	71%	61%	60%	63%	78%	65%
	B	309	23%	22%	21%	30%	26%	26%	14%	25%
	C	98	7%	8%	6%	6%	10%	11%	7%	9%
	D	14	1%	1%	1%	1%	2%	0%	0%	0%
	F	7	1%	0%	1%	1%	0%	0%	0%	0%
	Not sure	11	1%	2%	0%	2%	1%	0%	1%	0%
	No Answer	5	0%	0%	0%	0%	2%	0%	0%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	67%	71%	61%	60%	63%	78%	65%
	B or lower/DK	445	34%	33%	29%	39%	40%	37%	22%	35%
25. Grading: the job Station agents are doing?	A	117	76%	82%	69%	100%	84%	70%	64%	85%
	B	23	15%	8%	12%	0%	10%	22%	16%	15%
	C	5	3%	0%	9%	0%	2%	3%	11%	0%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	0%	0%	1%	0%	1%	0%
	Not sure	6	4%	10%	10%	0%	0%	5%	8%	0%
	No Answer	2	1%	0%	0%	0%	3%	0%	0%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	82%	69%	100%	84%	70%	64%	85%
	B or lower/DK	37	24%	18%	31%	0%	16%	30%	36%	15%
25. How would you grade the job Station Agents are doing?	A	117	76%	82%	69%	100%	84%	70%	64%	85%
	B	23	15%	8%	12%	0%	10%	22%	16%	15%
	C or lower/DK	13	9%	10%	19%	0%	6%	8%	20%	0%
26. Grading: the smoothness of the ride on Link?	A	359	76%	0%	81%	71%	57%	68%	78%	91%
	B	98	20%	100%	17%	19%	28%	30%	19%	9%
	C	18	4%	0%	1%	10%	15%	1%	2%	0%
	D	0	0%	0%	0%	0%	0%	1%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	0%	81%	71%	57%	68%	78%	91%
	B or lower/DK	116	24%	100%	19%	29%	43%	32%	22%	9%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	0%	81%	71%	57%	68%	78%	91%
	B	98	20%	100%	17%	19%	28%	30%	19%	9%
	C or lower/DK	19	4%	0%	1%	10%	15%	2%	2%	0%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	52%	68%	68%	59%	54%	71%	52%
	B	340	26%	36%	22%	24%	29%	32%	13%	31%
	C	112	9%	6%	8%	7%	10%	11%	11%	6%
	D	13	1%	2%	1%	0%	0%	2%	1%	5%
	F	6	0%	2%	0%	0%	0%	0%	1%	0%
	Not sure	16	1%	1%	1%	0%	1%	1%	3%	5%
	No Answer	5	0%	1%	0%	1%	1%	0%	0%	0%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	52%	68%	68%	59%	54%	71%	52%
	B or lower/DK	492	37%	48%	32%	32%	41%	46%	29%	48%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	52%	68%	68%	59%	54%	71%	52%
	B	340	26%	36%	22%	24%	29%	32%	13%	31%
	C or lower/DK	152	12%	12%	10%	8%	12%	14%	16%	17%

		N	%	49. Geography (by home zip code)						
					KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	49%	65%	59%	47%	56%	65%	56%
	B	358	27%	35%	23%	26%	34%	31%	18%	33%
	C	104	8%	10%	6%	7%	15%	9%	2%	0%
	D	21	2%	2%	1%	1%	2%	1%	1%	10%
	F	11	1%	0%	1%	1%	1%	1%	3%	0%
	Not sure	59	4%	4%	4%	6%	1%	3%	11%	1%
	No Answer	2	0%	1%	0%	0%	1%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	49%	65%	59%	47%	56%	65%	56%
	B or lower/DK	554	42%	51%	35%	41%	53%	44%	35%	44%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	49%	65%	59%	47%	56%	65%	56%
	B	358	27%	35%	23%	26%	34%	31%	18%	33%
	C or lower/DK	196	15%	16%	13%	15%	19%	13%	17%	11%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	19%	15%	14%	14%	12%	5%	12%
	Gotten worse	97	7%	11%	4%	6%	10%	14%	3%	4%
	Haven't noticed a change	730	55%	55%	64%	56%	51%	54%	31%	52%
	(Don't know)	305	23%	15%	16%	23%	23%	19%	60%	31%
	No answer	9	1%	0%	1%	0%	1%	0%	0%	0%
29. On-time performance in the last year...	Gotten better	182	14%	19%	15%	14%	14%	12%	5%	12%
	Gotten worse	97	7%	11%	4%	6%	10%	14%	3%	4%
	No change/DK	1044	79%	69%	82%	79%	76%	74%	92%	83%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	53%	53%	50%	70%	62%	63%	54%
	Most times	39	25%	33%	16%	25%	23%	27%	28%	31%
	Sometimes	11	7%	9%	18%	0%	6%	6%	5%	15%
	Never	2	1%	0%	8%	0%	0%	1%	2%	0%
	(Don't know)	4	2%	4%	6%	25%	0%	3%	1%	0%
	No answer	1	1%	1%	0%	0%	1%	1%	0%	0%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	86%	69%	75%	93%	89%	91%	85%
	Sometimes or Never	13	8%	9%	26%	0%	6%	7%	8%	15%
	No Answer/DK	5	3%	5%	6%	25%	1%	4%	1%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	50%	47%	50%	43%	43%	33%	34%
	Somewhat helpful	253	30%	25%	30%	27%	37%	31%	48%	26%
	Not helpful	36	4%	4%	5%	5%	3%	2%	2%	9%
	Don't Use them	157	19%	20%	16%	18%	16%	21%	17%	32%
	(Don't know)	4	1%	0%	1%	0%	1%	1%	0%	0%
	No answer	5	1%	0%	1%	0%	1%	2%	0%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	50%	47%	50%	43%	43%	33%	34%
	Less helpful	289	34%	29%	35%	32%	40%	33%	50%	34%
	Don't use them/DK/No Answer	167	20%	21%	18%	18%	17%	24%	17%	32%

		N	%	49. Geography (by home zip code)						
					KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	0%	72%	71%	73%	49%	47%	56%
	Somewhat well	99	21%	100%	18%	0%	15%	39%	27%	19%
	Not very well	37	8%	0%	7%	19%	2%	11%	14%	0%
	(Don't know)	20	4%	0%	1%	0%	6%	1%	11%	25%
	No answer	11	2%	0%	2%	10%	5%	0%	2%	0%
How well do you understand light rail's schedule...	Very well	309	65%	0%	72%	71%	73%	49%	47%	56%
	Less well/DK	156	33%	100%	26%	19%	23%	51%	51%	44%
	No Answer	11	2%	0%	2%	10%	5%	0%	2%	0%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	0%	80%	62%	94%	90%	91%	74%
	Somewhat easy	59	13%	0%	17%	29%	6%	10%	7%	26%
	Somewhat difficult	9	2%	0%	3%	10%	0%	0%	2%	0%
	Very difficult	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	0%	80%	62%	94%	90%	91%	74%
	Less than very easy/DK	68	15%	0%	20%	38%	6%	10%	9%	26%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
34. Would you say public announcements in the station are...	Very helpful	263	60%	0%	58%	44%	60%	45%	67%	80%
	Somewhat helpful	113	26%	0%	24%	32%	32%	23%	26%	10%
	Not helpful	5	1%	0%	2%	0%	0%	10%	0%	0%
	Don't Use them	51	12%	0%	15%	15%	7%	23%	5%	10%
	(Don't know)	6	1%	0%	2%	10%	1%	0%	0%	0%
	No answer	1	0%	0%	0%	0%	0%	0%	1%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	0%	58%	44%	60%	45%	67%	80%
	Less helpful	118	27%	0%	26%	32%	32%	32%	26%	10%
	Don't use them/DK/No Answer	58	13%	0%	16%	25%	8%	23%	6%	10%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	0%	59%	63%	44%	45%	71%	74%
	Somewhat helpful	114	26%	0%	26%	22%	34%	45%	18%	26%
	Not helpful	14	3%	0%	3%	0%	3%	0%	4%	0%
	Don't Use them	47	11%	0%	11%	15%	19%	10%	4%	0%
	(Don't know)	4	1%	0%	0%	0%	0%	0%	3%	0%
	No answer	2	0%	0%	1%	0%	0%	0%	0%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	0%	59%	63%	44%	45%	71%	74%
	Less helpful	127	29%	0%	29%	22%	37%	45%	22%	26%
	Don't use them/DK/No Answer	53	12%	0%	12%	15%	19%	10%	7%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	0%	44%	68%	44%	23%	25%	51%
	About 1 in 10 trips	134	31%	0%	33%	0%	40%	45%	18%	23%
	Less than 1 in 10 trips	43	10%	0%	10%	22%	7%	23%	8%	0%
	Never	40	9%	0%	6%	0%	6%	10%	21%	10%
	(Don't know)	44	10%	0%	6%	10%	2%	0%	28%	16%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	0%	77%	68%	84%	68%	42%	74%
	Less than 1 in 10 trips/DK	127	29%	0%	23%	32%	16%	32%	58%	26%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	74%	76%	69%	70%	71%	88%	75%
	I occasionally have concerns for my safety	277	21%	20%	19%	25%	24%	25%	12%	12%
	I am regularly concerned about my safety	22	2%	2%	1%	1%	2%	3%	0%	7%
	(Don't know)	38	3%	2%	3%	5%	4%	1%	0%	0%
	No answer	4	0%	1%	0%	0%	0%	0%	0%	6%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	74%	76%	69%	70%	71%	88%	75%
	Safety Concerns	337	25%	25%	24%	31%	29%	29%	12%	19%
	No Answer	4	0%	1%	0%	0%	0%	0%	0%	6%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	86%	77%	75%	73%	76%	85%	63%
	Mostly safe	270	20%	13%	20%	21%	23%	23%	15%	32%
	Mostly unsafe	5	0%	0%	0%	1%	1%	0%	0%	4%
	Very unsafe	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	1%	3%	2%	2%	0%	0%	0%
	No answer	4	0%	0%	0%	1%	1%	0%	0%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	99%	97%	97%	96%	100%	100%	96%
	Unsafe	5	0%	0%	0%	1%	1%	0%	0%	4%
	DK/No Answer	25	2%	1%	3%	2%	3%	0%	0%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	10%	6%	14%	9%	7%	4%	7%
	Drunks/druggies	40	3%	5%	3%	4%	3%	3%	1%	0%
	Angry/disruptive people/riders	27	2%	3%	2%	3%	1%	4%	1%	0%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	2%	1%	1%	3%	2%	0%	0%
	Overcrowding/people standing	24	2%	2%	1%	3%	1%	6%	0%	0%
	Uturns/abrupt stops/jerky driving	21	2%	3%	2%	4%	1%	0%	0%	0%
	Driving skills/driving too fast/inexperienced drivers	20	2%	4%	1%	2%	1%	1%	0%	4%
	Lack of security personnel/attendants	15	1%	0%	1%	2%	1%	1%	3%	0%
	People panhandling/begging	17	1%	2%	1%	3%	1%	1%	0%	0%
	All other	82	6%	7%	6%	3%	11%	6%	2%	5%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	67%	77%	70%	72%	71%	87%	83%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	10%	6%	12%	9%	7%	4%	7%
	Drunks/druggies	36	3%	5%	2%	4%	3%	3%	1%	0%
	Angry/disruptive people/riders	25	2%	3%	2%	3%	1%	2%	1%	0%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	2%	1%	1%	2%	1%	0%	0%
	Overcrowding/people standing	20	2%	1%	1%	1%	1%	6%	0%	0%
	Uturns/abrupt stops/jerky driving	21	2%	3%	2%	4%	1%	0%	0%	0%
	Driving skills/driving too fast/inexperienced drivers	19	1%	4%	1%	2%	1%	1%	0%	4%
	Lack of security personnel/attendants	11	1%	0%	0%	1%	1%	1%	3%	0%
	People panhandling/begging	6	0%	1%	1%	0%	0%	0%	0%	0%
	All other	76	6%	5%	6%	2%	11%	6%	2%	5%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	67%	77%	70%	72%	71%	87%	83%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	33%	15%	26%	21%	25%	13%	23%
	Somewhat secure	229	17%	19%	8%	24%	25%	26%	10%	14%
	Not secure at all	21	2%	2%	0%	3%	2%	1%	1%	9%
	Don't Use	750	57%	44%	75%	42%	48%	43%	71%	55%
	(Don't know)	27	2%	1%	1%	2%	2%	3%	6%	0%
	No answer	14	1%	0%	0%	2%	3%	1%	0%	0%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	59%	62%	45%	40%	45%	44%	50%
	Somewhat secure	229	40%	34%	34%	41%	48%	45%	33%	30%
	Not secure at all	21	4%	4%	1%	6%	3%	3%	4%	20%
	Don't know	27	5%	2%	2%	4%	4%	6%	19%	0%
	No Answer	14	2%	0%	1%	4%	5%	2%	0%	0%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	59%	62%	45%	40%	45%	44%	50%
	P&R Less secure	251	44%	38%	35%	47%	51%	47%	37%	50%
	DK/No Answer	40	7%	3%	3%	8%	9%	8%	19%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	10%	8%	13%	14%	16%	20%	13%
	2	71	6%	7%	6%	6%	6%	4%	3%	7%
	3	187	15%	13%	17%	12%	16%	15%	10%	12%
	4	154	12%	9%	9%	15%	16%	9%	13%	21%
	5 - Very important	705	55%	60%	60%	53%	46%	55%	52%	43%
	Not sure	9	1%	0%	0%	1%	1%	0%	2%	4%
	No answer	1	0%	0%	0%	0%	0%	0%	0%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	17%	14%	19%	19%	20%	24%	20%
	3/DK/No Answer	197	15%	13%	17%	13%	18%	15%	12%	16%
	4-5 Very Important	860	67%	69%	69%	68%	63%	65%	65%	64%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	12%	3%	8%	3%	9%	14%	4%
	2	19	3%	1%	2%	0%	6%	6%	3%	4%
	3	65	11%	14%	10%	0%	11%	11%	11%	23%
	4	65	11%	13%	11%	0%	14%	11%	10%	8%
	5 - Very important	400	67%	61%	74%	92%	65%	63%	59%	45%
	Not sure	7	1%	0%	0%	0%	1%	0%	4%	12%
	No answer	2	0%	0%	0%	0%	0%	1%	0%	4%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	13%	5%	8%	8%	14%	17%	8%
	3/DK/No Answer	74	12%	14%	11%	0%	13%	12%	15%	39%
	4-5 Very Important	465	78%	74%	84%	92%	79%	74%	68%	53%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	2%	2%	6%	3%	6%	15%	4%
	2	42	3%	1%	3%	2%	5%	4%	5%	14%
	3	149	12%	9%	14%	6%	12%	12%	15%	10%
	4	179	14%	12%	15%	15%	17%	9%	14%	9%
	5 - Very important	835	65%	77%	65%	70%	61%	68%	46%	57%
	Not sure	20	2%	0%	1%	2%	1%	0%	6%	4%
	No answer	2	0%	0%	0%	0%	0%	1%	0%	2%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	2%	4%	8%	8%	10%	20%	18%
	3/DK/No Answer	171	13%	9%	15%	8%	14%	13%	20%	16%
	4-5 Very Important	1014	79%	89%	80%	84%	78%	77%	60%	66%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	1%	1%	2%	1%	3%	9%	4%
	2	28	2%	0%	2%	3%	3%	2%	2%	6%
	3	161	13%	9%	13%	12%	12%	9%	17%	21%
	4	198	15%	15%	14%	20%	17%	15%	9%	15%
	5 - Very important	845	66%	75%	69%	62%	63%	69%	55%	49%
	Not sure	24	2%	0%	1%	1%	3%	0%	8%	4%
	No answer	3	0%	0%	0%	0%	1%	1%	0%	2%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	1%	3%	5%	4%	5%	11%	10%
	3/DK/No Answer	188	15%	9%	15%	13%	15%	10%	25%	26%
	4-5 Very Important	1042	81%	91%	83%	82%	80%	85%	64%	64%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	31%	31%	26%	24%	29%	37%	22%
	2	82	6%	8%	5%	4%	7%	11%	3%	16%
	3	145	11%	5%	14%	6%	14%	13%	12%	10%
	4	122	9%	7%	7%	12%	12%	9%	12%	11%
	5 - Very important	465	36%	40%	33%	44%	38%	35%	27%	35%
	Not sure	87	7%	7%	9%	7%	5%	2%	8%	4%
	No answer	9	1%	1%	1%	1%	1%	1%	0%	2%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	39%	37%	30%	30%	39%	41%	38%
	3/DK/No Answer	241	19%	14%	23%	14%	19%	16%	20%	16%
	4-5 Very Important	587	46%	47%	40%	56%	50%	45%	39%	46%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
45. Age range	<25	259	20%	20%	22%	20%	21%	17%	17%	6%
	25-34	386	29%	30%	34%	28%	26%	23%	26%	29%
	35-44	286	22%	20%	22%	21%	21%	25%	21%	15%
	45-59	248	19%	22%	12%	19%	20%	25%	24%	25%
	60+	128	10%	9%	8%	11%	12%	8%	12%	8%
	Refused	17	1%	0%	1%	1%	0%	1%	0%	17%
Generation	<35	644	49%	50%	56%	48%	47%	40%	43%	35%
	35+	661	50%	50%	43%	51%	52%	59%	56%	48%
	Refuse	17	1%	0%	1%	1%	0%	1%	0%	17%
46. What race would you classify yourself as?	White/Caucasian	838	63%	73%	60%	66%	50%	68%	75%	66%
	Black/ Afr. American	188	14%	9%	20%	9%	20%	13%	3%	10%
	Asian	128	10%	10%	8%	13%	13%	5%	10%	12%
	Native Hawaiian/ Pacific Islander	11	1%	0%	1%	1%	1%	3%	0%	0%
	American Indian/ Alaska Native	7	1%	0%	0%	0%	1%	1%	0%	3%
	Hispanic/ Latino	48	4%	2%	4%	4%	4%	2%	4%	5%
	Multiple races	52	4%	5%	4%	3%	5%	4%	5%	0%
	Other	9	1%	0%	0%	1%	1%	2%	0%	0%
	No answer	41	3%	2%	4%	3%	4%	1%	3%	5%
46. Ethnicity	White	838	63%	73%	60%	66%	50%	68%	75%	66%
	Non-white	484	37%	27%	40%	34%	50%	32%	25%	34%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	14%	21%	8%	21%	17%	12%	19%
	\$30,000 to \$49,999	265	20%	22%	20%	17%	17%	26%	18%	19%
	\$50,000 to \$74,999	248	19%	18%	21%	21%	18%	17%	13%	13%
	\$75,000 to \$99,999	111	8%	10%	8%	9%	7%	8%	12%	0%
	100,000 to \$149,999	88	7%	9%	5%	10%	7%	5%	7%	1%
	\$150,000 to \$199,999	44	3%	4%	2%	4%	5%	2%	4%	4%
	\$200,000 or higher	29	2%	1%	1%	4%	1%	2%	4%	0%
	Refused	289	22%	21%	19%	26%	20%	21%	24%	40%
	No answer	32	2%	0%	2%	1%	4%	2%	7%	3%
47. Income	<\$50,000	482	36%	36%	41%	25%	38%	43%	29%	39%
	\$50,000+	519	39%	43%	37%	49%	38%	35%	39%	19%
	DK/NA	321	24%	21%	22%	27%	24%	22%	31%	43%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	64%	66%	64%	66%	65%	67%	58%
	Employed <30 hrs/wk	92	7%	7%	8%	5%	6%	10%	1%	15%
	Self-employed	45	3%	4%	3%	6%	2%	2%	7%	0%
	Retired	71	5%	3%	5%	7%	6%	5%	9%	0%
	Homemaker	9	1%	1%	0%	2%	0%	1%	0%	0%
	Student	149	11%	13%	11%	11%	12%	13%	8%	9%
	Looking for work	11	1%	2%	1%	1%	0%	0%	0%	3%
	Other	20	2%	1%	2%	0%	1%	2%	0%	8%
	No answer	60	5%	4%	4%	4%	6%	3%	7%	7%

		N	%	49. Geography (by home zip code)						
				Snohomish	KC Seattle/ North	KC East	KC South	Pierce	Other	Refused
				%	%	%	%	%	%	%
48. Employment	Full Time Emp	865	65%	64%	66%	64%	66%	65%	67%	58%
	Part Time/Less/NA	457	35%	36%	34%	36%	34%	35%	33%	42%
49. Geography (by home zip code)	Snohomish	138	10%	100%	0%	0%	0%	0%	0%	0%
	KC Seattle/North	421	32%	0%	100%	0%	0%	0%	0%	0%
	KC East	220	17%	0%	0%	100%	0%	0%	0%	0%
	KC South	198	15%	0%	0%	0%	100%	0%	0%	0%
	Pierce	190	14%	0%	0%	0%	0%	100%	0%	0%
	Other	119	9%	0%	0%	0%	0%	0%	100%	0%
	Refused	35	3%	0%	0%	0%	0%	0%	0%	100%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	8%	12%	9%	17%	14%	5%	9%
	No	1073	81%	88%	83%	86%	77%	68%	85%	84%
	No answer	100	8%	4%	5%	5%	6%	18%	10%	7%
53. Gender	Male	724	55%	50%	60%	52%	44%	53%	63%	65%
	Female	569	43%	46%	37%	47%	53%	45%	35%	33%
	(Unknown/Other)	1	0%	1%	0%	0%	0%	0%	0%	0%
	No answer	28	2%	3%	3%	1%	3%	1%	2%	1%
Gender by generation	M <35	339	26%	23%	32%	27%	21%	21%	20%	17%
	F <35	287	22%	25%	21%	21%	24%	19%	24%	18%
	M 35+	376	28%	27%	27%	25%	23%	31%	43%	39%
	F 35+	275	21%	21%	15%	26%	29%	26%	12%	9%
	Ref	45	3%	4%	4%	1%	3%	3%	2%	17%

	All	49. Geography (by home zip code)						
		Snohomish	KC Seattle/North	KC East	KC South	Pierce	Other	Refused
Number of cases	1322	138	421	220	198	190	119	35
Row percent	100.0%	10.4%	31.9%	16.6%	15.0%	14.4%	9.0%	2.7%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.40	3.40	3.49	3.26	3.25	3.50	3.14
9. Minutes to get to nearest stop/station (mean)	14.68	15.22	12.43	12.81	16.77	14.75	23.32	16.88
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.71	3.58	3.61	3.51	3.55	3.62	3.45
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.45	3.32	3.33	3.31	3.23	3.56	3.43
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.76	3.66	3.77	3.77	3.78	3.52	3.28
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.88	3.81	3.83	3.90	3.88	3.82	3.41
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.89	3.93	4.00	3.80	3.83	3.89	3.88
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.58	3.59	3.52	3.45	3.51	3.72	3.56
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.91	3.67	4.00	3.81	3.71	3.54	3.85
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.00	3.80	3.62	3.41	3.65	3.76	3.91
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.35	3.59	3.62	3.49	3.39	3.57	3.37
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.37	3.56	3.50	3.27	3.45	3.58	3.37
9. Minutes to get to nearest stop/station (mean)	14.68	15.22	12.43	12.81	16.77	14.75	23.32	16.88
13. Weekdays per week bus/train is ridden (mean)	3.32	3.73	3.19	3.42	3.97	3.82	1.36	2.95
13. Weekend days per week bus/train is ridden (mean)	.32	.29	.43	.34	.20	.29	.24	.14
13. Total days per week bus/train is ridden (mean)	3.64	4.02	3.62	3.75	4.17	4.11	1.58	3.08
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	4.02	4.08	3.89	3.78	3.84	3.74	3.76
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.11	4.50	4.69	4.36	4.15	4.00	4.01

	All	49. Geography (by home zip code)						
		Snohomish	KC Seattle/North	KC East	KC South	Pierce	Other	Refused
42. Importance: Being able to access real time transit information on cellphones	4.34	4.62	4.40	4.44	4.29	4.31	3.75	4.07
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.64	4.50	4.40	4.42	4.47	4.08	4.05
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.17	3.05	3.48	3.37	3.12	2.87	3.23

		N	%	45. Age range					Refused
				<25	25-34	35-44	45-59	60+	
				%	%	%	%	%	
Number of cases		1322		259	386	286	248	128	17
Row percent			100%	20%	29%	22%	19%	10%	1%
Service Type (Numeric)	Express Bus	692	52%	57%	56%	47%	50%	49%	47%
	Sounder Rail	154	12%	6%	9%	14%	19%	14%	11%
	Tacoma Link Light Rail	37	3%	3%	2%	3%	4%	1%	0%
	Central Link Light Rail	439	33%	34%	33%	36%	27%	35%	41%
2. Service	Express Bus	692	52%	57%	56%	47%	50%	49%	47%
	Sounder Sea-Tac	140	11%	5%	8%	13%	17%	12%	10%
	Sounder Sea-Eve	14	1%	1%	0%	1%	2%	2%	1%
	Central Link	439	33%	34%	33%	36%	27%	35%	41%
	Tacoma Link	37	3%	3%	2%	3%	4%	1%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
Region Bus Routes Cover	Seattle-South	171	25%	27%	19%	27%	29%	26%	14%
	Seattle-Snohomish	100	15%	11%	17%	9%	23%	10%	16%
	Seattle-E King	371	54%	55%	60%	52%	43%	52%	71%
	Route Excludes Dtown Seattle	50	7%	7%	4%	12%	6%	12%	0%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	43%	43%	43%	34%	47%	57%
	Not in tunnel	770	58%	57%	57%	57%	66%	53%	43%
Day Part	Peak	605	46%	41%	47%	43%	55%	43%	35%
	Offpeak	527	40%	44%	37%	48%	33%	35%	54%
	Weekend	190	14%	16%	17%	9%	12%	22%	11%
	Unable to determine	0	0%	0%	0%	0%	0%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	2%	3%	1%	4%	0%	0%
	ST 511	30	4%	2%	4%	3%	11%	2%	0%
	ST 512	55	8%	6%	11%	5%	9%	7%	16%
	ST 522	58	8%	12%	10%	10%	2%	3%	0%
	ST 532	22	3%	1%	1%	7%	3%	8%	0%
	ST 535	19	3%	5%	1%	4%	2%	1%	0%
	ST 540	7	1%	0%	2%	0%	2%	0%	0%
	ST 541	0	0%	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	4%	3%	1%	3%	1%	10%
	ST 545	103	15%	12%	19%	21%	13%	2%	0%
	ST 547	0	0%	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	16%	17%	13%	14%	23%	32%
	ST 554	42	6%	8%	4%	5%	4%	12%	29%
	ST 555	8	1%	0%	1%	1%	2%	4%	0%
	ST 556	9	1%	1%	1%	1%	1%	2%	0%
	ST 559	0	0%	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	4%	3%	1%	3%	7%	0%
	ST 563	0	0%	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	3%	3%	4%	3%	9%	0%
	ST 574	29	4%	4%	2%	7%	5%	2%	14%
	ST 577	7	1%	1%	1%	1%	2%	0%	0%
	ST 578	35	5%	6%	2%	7%	7%	6%	0%
	ST 586	6	1%	2%	1%	0%	0%	0%	0%
	ST 590	48	7%	5%	6%	8%	11%	7%	0%
	ST 591	0	0%	0%	0%	0%	0%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
	ST 592	0	0%	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	6%	3%	1%	2%	2%	0%
	ST 596	0	0%	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	89%	94%	92%	90%	86%	87%
	Seattle <--> Everett	14	9%	11%	6%	8%	10%	14%	13%
	No answer	0	0%	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	43%	58%	60%	63%	65%	63%
	No	561	42%	57%	42%	39%	36%	35%	37%
	No answer	3	0%	0%	0%	0%	0%	0%	0%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	20%	33%	32%	16%	29%	24%
	No	366	65%	73%	58%	61%	69%	62%	61%
	No answer	50	9%	6%	9%	7%	15%	9%	15%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	50%	60%	62%	61%	57%	71%
	Not Choice Rider	549	42%	50%	40%	38%	39%	43%	29%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	50%	60%	62%	61%	57%	71%
	Not Choice Rider	532	41%	50%	40%	38%	39%	43%	29%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	48%	51%	48%	46%	47%	51%
	B	537	41%	44%	41%	40%	37%	43%	40%
	C	119	9%	8%	7%	10%	13%	8%	10%
	D	10	1%	0%	0%	0%	3%	1%	0%
	F	4	0%	0%	1%	0%	0%	1%	0%
	Not sure	11	1%	0%	0%	1%	2%	0%	0%
	No answer	2	0%	0%	0%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	48%	51%	48%	46%	47%	51%
	B or lower/DK	683	52%	52%	49%	52%	54%	53%	49%
5. Sound Transit OverallReport Card	A	639	48%	48%	51%	48%	46%	47%	51%
	B	537	41%	44%	41%	40%	37%	43%	40%
	C or lower/DK	147	11%	8%	9%	11%	18%	10%	10%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	13%	16%	17%	14%	16%	36%
	Fast/ Avoids traffic	85	6%	9%	4%	7%	5%	8%	12%
	Convenient	114	9%	6%	6%	12%	10%	13%	0%
	Comfortable/ Relaxing	40	3%	3%	2%	2%	4%	6%	7%
	Clean/ Nice	62	5%	4%	5%	4%	5%	4%	7%
	Good coverage/ Goes to destination	56	4%	2%	7%	3%	5%	3%	3%
	Friendly/ helpful operators & personnel	46	3%	2%	6%	2%	5%	2%	0%
	Affordable fare/ Free parking	46	3%	2%	4%	4%	3%	4%	0%
	Safe/ Secure	19	1%	1%	2%	1%	1%	1%	0%
	General positives (Nice/ Fun/ No complaints)	304	23%	31%	25%	20%	17%	23%	3%
	Late at times/ Always late	162	12%	13%	10%	14%	14%	10%	14%
	Rude drivers & personnel	11	1%	1%	0%	0%	1%	1%	6%
	More service/ routes/ buses	70	5%	4%	6%	4%	7%	6%	10%
	Slow/ Too many stops/ More express	25	2%	1%	3%	1%	2%	2%	0%
	Need more parking	17	1%	0%	1%	3%	1%	1%	5%
	Improve/ Expand schedule	35	3%	2%	2%	3%	3%	4%	0%
	Too expensive	13	1%	2%	1%	1%	0%	0%	0%
	Too early/ Doesn't wait	8	1%	0%	1%	0%	1%	0%	0%
	Crowded/ Larger buses/trains	72	5%	5%	6%	5%	7%	4%	0%
	Other positives	111	8%	5%	9%	8%	8%	14%	22%
	Other negatives	134	10%	8%	9%	13%	13%	8%	5%
	Neutral reasons (OK/ Average)	93	7%	8%	9%	6%	2%	10%	15%
	All other reasons	20	2%	1%	1%	2%	1%	3%	3%
	Don't know/ NA/ First time rider	44	3%	2%	3%	3%	6%	2%	0%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	161	12%	10%	11%	14%	12%	14%	29%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
	Fast/ Avoids traffic	55	4%	8%	2%	4%	3%	3%	12%
	Convenient	83	6%	4%	5%	8%	9%	8%	0%
	Comfortable/ Relaxing	19	1%	0%	1%	1%	1%	5%	0%
	Clean/ Nice	24	2%	2%	2%	1%	3%	1%	0%
	Good coverage/ Goes to destination	28	2%	2%	3%	2%	3%	0%	0%
	Friendly/ helpful operators & personnel	25	2%	1%	3%	1%	3%	2%	0%
	Affordable fare/ Free parking	29	2%	2%	2%	3%	2%	4%	0%
	Safe/ Secure	3	0%	0%	0%	0%	0%	0%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	29%	23%	18%	16%	18%	3%
	Late at times/ Always late	141	11%	11%	9%	13%	11%	8%	14%
	Rude drivers & personnel	7	1%	1%	0%	0%	1%	0%	6%
	More service/ routes/ buses	49	4%	4%	4%	3%	5%	1%	10%
	Slow/ Too many stops/ More express	17	1%	1%	2%	1%	0%	2%	0%
	Need more parking	11	1%	0%	1%	2%	0%	0%	5%
	Improve/ Expand schedule	27	2%	2%	1%	3%	3%	2%	0%
	Too expensive	9	1%	1%	0%	1%	0%	0%	0%
	Too early/ Doesn't wait	3	0%	0%	1%	0%	0%	0%	0%
	Crowded/ Larger buses/trains	59	4%	4%	4%	4%	7%	4%	0%
	Other positives	66	5%	3%	6%	5%	4%	9%	3%
	Other negatives	90	7%	5%	6%	8%	9%	7%	0%
	Neutral reasons (OK/ Average)	79	6%	8%	8%	5%	2%	7%	15%
	All other reasons	15	1%	1%	1%	2%	0%	2%	3%
	Don't know/ NA/ First time rider	44	3%	2%	3%	3%	6%	2%	0%
7. What overall improvements	More stops	17	1%	2%	1%	1%	1%	0%	13%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
	Fewer stops/Direct/express routes/HOV lane	23	2%	0%	3%	3%	1%	1%	0%
	Be on-time/adhere to schedule/less delays	98	7%	6%	8%	8%	8%	6%	14%
	Run more often/more frequent buses/trains	192	15%	10%	15%	13%	22%	12%	1%
	Expand schedule/ Run earlier/later	70	5%	4%	6%	6%	6%	4%	0%
	More routes/expand-extend service/add weekend service	125	9%	7%	10%	10%	10%	9%	7%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	2%	2%	5%	3%	2%	9%
	Overcrowding/SRO/Larger-longer buses	116	9%	8%	9%	5%	10%	14%	0%
	Don't leave early (look for passengers)	11	1%	0%	1%	2%	0%	1%	0%
	Notice/communication of problems, delay, etc.	42	3%	3%	3%	3%	4%	2%	8%
	Announce next time of arrival/post departure times	8	1%	1%	1%	0%	1%	0%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	1%	2%	6%	3%	3%	5%
	Enclosed/covered waiting area	13	1%	1%	0%	1%	3%	0%	0%
	More security	25	2%	3%	2%	2%	1%	0%	16%
	More comfortable temperature/heated-it's cold	11	1%	0%	1%	2%	1%	1%	0%
	Improved wi-fi and/or cell access	16	1%	1%	2%	2%	1%	1%	3%
	Lower fares	24	2%	2%	3%	2%	1%	0%	0%
	New/cleaner buses/trains	43	3%	5%	4%	6%	0%	0%	0%
	Improved/better lit stops	6	0%	1%	1%	0%	0%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
	Driver training/cold weather training	10	1%	0%	1%	0%	1%	2%	0%
	Return interagency transfer slips/improve ORCA availability	21	2%	3%	1%	1%	1%	1%	0%
	Make snacks/beverages accessible on transit	13	1%	2%	0%	1%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	14%	8%	11%	10%	28%	21%
	Don't know/no answer/none	370	28%	33%	30%	26%	26%	24%	14%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	2%	1%	1%	1%	0%	8%
	Fewer stops/Direct/express routes/HOV lane	20	2%	0%	3%	2%	1%	1%	0%
	Be on-time/adhere to schedule/less delays	91	7%	6%	7%	7%	8%	6%	14%
	Run more often/more frequent buses/trains	159	12%	9%	13%	12%	16%	10%	1%
	Expand schedule/ Run earlier/later	59	4%	3%	4%	6%	6%	3%	0%
	More routes/expand-extend service/add weekend service	104	8%	7%	9%	7%	8%	8%	7%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	1%	2%	5%	3%	2%	9%
	Overcrowding/SRO/Larger-longer buses	100	8%	8%	7%	4%	9%	12%	0%
	Don't leave early (look for passengers)	8	1%	0%	1%	1%	0%	1%	0%
	Notice/communication of problems, delay, etc.	36	3%	2%	3%	2%	4%	2%	8%
	Announce next time of arrival/post departure times	6	0%	1%	0%	0%	0%	0%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	1%	2%	5%	3%	3%	5%
	Enclosed/covered waiting area	13	1%	1%	0%	1%	3%	0%	0%
	More security	19	1%	3%	1%	1%	1%	0%	16%
	More comfortable temperature/heated-it's cold	6	0%	0%	0%	1%	1%	1%	0%
	Improved wi-fi and/or cell access	15	1%	1%	1%	2%	1%	1%	3%
	Lower fares	18	1%	1%	2%	2%	1%	0%	0%
	New/cleaner buses/trains	34	3%	3%	4%	4%	0%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
	Improved/better lit stops	5	0%	1%	0%	0%	0%	0%	0%
	Driver training/cold weather training	10	1%	0%	1%	0%	1%	2%	0%
	Return interagency transfer slips/improve ORCA availability	16	1%	2%	1%	1%	1%	1%	0%
	Make snacks/beverages accessible on transit	9	1%	2%	0%	0%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	13%	7%	10%	7%	22%	16%
	Don't know/no answer/none	370	28%	33%	30%	26%	26%	24%	14%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	11%	16%	18%	16%	13%	30%
	System suggestions	667	50%	46%	52%	52%	55%	44%	45%
	All Other suggestions	161	12%	14%	8%	11%	10%	28%	21%
	Nothing/Don't know/No Answer	370	28%	33%	30%	26%	26%	24%	14%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	10%	14%	16%	16%	12%	30%
	System suggestions	630	48%	44%	49%	48%	51%	42%	40%
	All Other suggestions	137	10%	13%	7%	10%	7%	22%	16%
	Nothing/Don't know/No Answer	370	28%	33%	30%	26%	26%	24%	14%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	6%	5%	6%	4%	6%	6%
	5-9 min.	227	17%	21%	13%	19%	16%	19%	9%
	10-14 min.	336	25%	23%	28%	26%	21%	24%	57%
	15-19 min.	204	15%	13%	14%	14%	20%	18%	15%
	20-29 min.	131	10%	9%	9%	11%	12%	10%	3%
	30+ min.	125	9%	11%	10%	6%	12%	11%	0%
	(No answer)	226	17%	17%	20%	17%	15%	12%	10%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	50%	47%	52%	42%	49%	71%
	15+ min	460	35%	33%	32%	31%	43%	40%	18%
	No answer	226	17%	17%	20%	17%	15%	12%	10%
10. For this trip, are you...	Coming from home	496	37%	43%	37%	37%	28%	48%	8%
	Going home	638	48%	44%	49%	49%	58%	35%	53%
	Neither	170	13%	12%	13%	12%	11%	16%	39%
	No answer	19	1%	1%	1%	1%	2%	1%	0%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	34%	68%	65%	66%	45%	64%
	Commute to/from school	127	10%	40%	4%	0%	1%	1%	14%
	Go to/from airport	139	11%	5%	10%	12%	13%	14%	0%
	Attend sporting/ special event	29	2%	2%	3%	1%	2%	3%	5%
	Go shopping or dining	111	8%	5%	7%	8%	11%	19%	6%
	Other	166	13%	14%	11%	15%	8%	18%	12%
	No answer	3	0%	0%	0%	0%	0%	1%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	34%	68%	65%	66%	45%	64%
	Commute to/from school	126	10%	40%	4%	0%	1%	1%	14%
	Go to/from airport	137	10%	5%	10%	12%	13%	14%	0%
	Attend sporting/ special event	28	2%	2%	3%	1%	2%	3%	5%
	Go shopping or dining	105	8%	4%	6%	8%	10%	19%	6%
	Other	154	12%	13%	9%	14%	8%	17%	12%
	No answer	3	0%	0%	0%	0%	0%	1%	0%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	12%	19%	20%	18%	29%	1%
	1	52	4%	4%	3%	4%	4%	5%	0%
	2	75	6%	5%	3%	6%	6%	13%	0%
	3	88	7%	9%	6%	6%	4%	9%	26%
	4	169	13%	16%	13%	12%	9%	11%	28%
	5	550	42%	41%	44%	42%	49%	21%	36%
	6	92	7%	7%	8%	8%	6%	5%	0%
	7	52	4%	5%	4%	2%	3%	6%	9%
	1st time rider	0	0%	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	47%	44%	48%	42%	68%	55%
	5+ days/wk	695	53%	53%	56%	52%	58%	32%	45%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	47%	27%	23%	23%	22%	23%
	Cheaper	561	42%	41%	46%	42%	41%	35%	56%
	More convenient	646	49%	50%	50%	47%	45%	53%	51%
	Reduces cars on the road	101	8%	5%	10%	9%	6%	6%	0%
	Helps environment	125	9%	10%	11%	11%	5%	11%	0%
	Faster/avoids traffic	472	36%	29%	37%	41%	35%	34%	54%
	No parking	266	20%	18%	17%	29%	18%	19%	30%
	Work/school pays	169	13%	21%	10%	13%	12%	9%	3%
	More relaxing	128	10%	5%	9%	10%	14%	13%	3%
	Less stressful	190	14%	12%	15%	13%	18%	15%	8%
	Gas prices	85	6%	4%	9%	6%	6%	5%	12%
	Changed Job/new job/job transfer/relocated for work	3	0%	1%	0%	0%	1%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	1%	0%	0%	0%
	It's fun	2	0%	0%	0%	0%	1%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	0%	0%	1%	1%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%
	other	60	5%	3%	4%	5%	5%	8%	0%
	(Don't know)	4	0%	1%	0%	0%	1%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	42%	19%	18%	17%	20%	23%
	Cheaper	293	22%	20%	29%	26%	17%	9%	13%
	More convenient	218	16%	10%	17%	18%	18%	23%	13%
	Reduces cars on the road	14	1%	1%	1%	2%	1%	2%	0%
	Helps environment	11	1%	0%	0%	2%	0%	3%	0%
	Faster/avoids traffic	232	18%	12%	19%	16%	21%	19%	30%
	No parking	89	7%	6%	5%	8%	9%	6%	14%
	Work/school pays	59	4%	5%	3%	6%	6%	4%	0%
	More relaxing	17	1%	0%	1%	1%	3%	3%	0%
	Less stressful	29	2%	2%	2%	1%	3%	3%	8%
	Gas prices	14	1%	1%	1%	1%	1%	2%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	1%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	1%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	1%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%
	other	29	2%	0%	2%	2%	3%	5%	0%
	(Don't know)	2	0%	0%	0%	0%	1%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	4%	6%	6%	5%	1%	0%
	Cheaper	194	17%	13%	13%	16%	24%	25%	37%
	More convenient	308	27%	37%	26%	23%	23%	27%	32%
	Reduces cars on the road	33	3%	3%	4%	3%	2%	3%	0%
	Helps environment	54	5%	4%	6%	5%	4%	4%	0%
	Faster/avoids traffic	148	13%	12%	11%	19%	13%	10%	4%
	No parking	103	9%	8%	8%	13%	6%	12%	21%
	Work/school pays	63	6%	9%	6%	4%	5%	2%	0%
	More relaxing	55	5%	2%	5%	4%	7%	9%	0%
	Less stressful	59	5%	3%	8%	6%	3%	5%	0%
	Gas prices	31	3%	1%	4%	2%	4%	2%	6%
	Changed Job/new job/job transfer/relocated for work	2	0%	1%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%
	other	20	2%	3%	2%	1%	3%	0%	0%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	3%	4%	1%	2%	3%	0%
	Cheaper	74	10%	16%	9%	5%	9%	11%	22%
	More convenient	120	16%	13%	18%	15%	16%	16%	21%
	Reduces cars on the road	53	7%	4%	10%	8%	7%	3%	0%
	Helps environment	60	8%	11%	9%	8%	3%	10%	0%
	Faster/avoids traffic	93	12%	10%	14%	13%	8%	13%	34%
	No parking	74	10%	8%	9%	15%	8%	6%	0%
	Work/school pays	47	6%	14%	3%	5%	4%	6%	5%
	More relaxing	57	8%	6%	6%	8%	12%	6%	5%
	Less stressful	102	14%	12%	10%	12%	24%	16%	1%
	Gas prices	39	5%	3%	7%	6%	3%	3%	12%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	0%	0%	1%	1%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%
	other	11	2%	0%	1%	2%	0%	6%	0%
	(Don't know)	1	0%	1%	0%	0%	0%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	4%	6%	6%	6%	5%	0%
	<6 mo	127	10%	13%	7%	10%	10%	6%	18%
	6 mo- <1 yr	95	7%	10%	10%	4%	6%	1%	16%
	1 yr	120	9%	18%	7%	7%	6%	4%	20%
	2 yrs	230	17%	28%	19%	18%	9%	8%	3%
	3 yrs	166	13%	14%	14%	15%	8%	8%	0%
	4 yrs	90	7%	5%	8%	7%	7%	6%	10%
	5 yrs	119	9%	2%	10%	9%	12%	13%	6%
	6-9 yrs	130	10%	3%	9%	8%	13%	21%	12%
	10+ yrs	142	11%	1%	6%	12%	19%	28%	14%
	Since it started	1	0%	0%	0%	0%	0%	1%	0%
	DK/ No answer	32	2%	2%	3%	3%	3%	1%	0%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	27%	23%	21%	22%	11%	35%
	Est. Rider (1+ yr)	998	75%	71%	75%	76%	75%	88%	65%
	DK/RF	32	2%	2%	3%	3%	3%	1%	0%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	27%	23%	21%	22%	11%	35%
	1-3 yr riders	516	39%	60%	41%	40%	24%	19%	23%
	4+ yr riders	482	36%	11%	33%	36%	51%	69%	42%
	DK/RF	32	2%	2%	3%	3%	3%	1%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	24%	40%	49%	45%	45%	24%
	Took transit	265	20%	18%	17%	20%	20%	28%	58%
	Something else	45	3%	4%	3%	3%	5%	3%	0%
	Did not make this trip	470	36%	54%	38%	27%	30%	25%	18%
	Walked	2	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	0%	1%	1%	2%	2%	0%
	Bus	1	0%	1%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	1%	0%	0%	0%	0%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	24%	40%	49%	45%	45%	24%
	Took transit	253	19%	17%	16%	20%	19%	25%	58%
	Something else	44	3%	4%	3%	3%	5%	3%	0%
	Did not make this trip	470	36%	54%	38%	27%	30%	25%	18%
	Walked	2	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	0%	1%	1%	2%	2%	0%
	Bus	1	0%	1%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	1%	0%	0%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	11%	12%	9%	8%	14%	0%
	Cheaper	185	14%	12%	12%	16%	16%	14%	3%
	More convenient	233	18%	14%	17%	18%	23%	15%	9%
	Reduces traffic	3	0%	0%	1%	0%	0%	0%	0%
	Helps environment	6	0%	0%	0%	2%	0%	0%	0%
	Faster	131	10%	8%	8%	10%	12%	12%	22%
	No parking	96	7%	7%	7%	7%	8%	5%	12%
	Work/school pays	61	5%	5%	4%	5%	7%	2%	0%
	More relaxing	12	1%	1%	1%	0%	1%	2%	0%
	Less stressful (avoid traffic)	80	6%	3%	8%	8%	7%	2%	0%
	Gas prices	33	2%	2%	3%	3%	2%	0%	15%
	Changed-new job/job transfer/relocated	181	14%	15%	16%	13%	12%	10%	12%
	Just started school/college	25	2%	5%	2%	0%	1%	0%	0%
	To try it	15	1%	0%	1%	1%	3%	0%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	0%	1%	1%	1%	6%
	Better than bus	3	0%	0%	0%	0%	0%	0%	3%
	Be Productive/Do Other things	6	0%	0%	1%	0%	1%	0%	0%
	Don't want to drive	34	3%	1%	3%	2%	2%	6%	13%
	Recommended	15	1%	1%	1%	1%	1%	2%	0%
	Goes to destination	167	13%	21%	13%	10%	8%	8%	1%
	Other	87	7%	5%	4%	8%	8%	10%	15%
	Don't know	64	5%	7%	5%	4%	3%	6%	1%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	10%	11%	9%	7%	14%	0%
	Cheaper	143	11%	9%	9%	13%	12%	13%	3%
	More convenient	210	16%	13%	16%	15%	21%	15%	9%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%	0%
	Helps environment	5	0%	0%	0%	2%	0%	0%	0%
	Faster	107	8%	7%	7%	8%	9%	11%	22%
	No parking	55	4%	4%	5%	3%	6%	3%	5%
	Work/school pays	50	4%	5%	3%	4%	5%	2%	0%
	More relaxing	3	0%	0%	0%	0%	1%	0%	0%
	Less stressful (avoid traffic)	55	4%	2%	4%	7%	4%	2%	0%
	Gas prices	24	2%	1%	2%	2%	2%	0%	15%
	Changed-new job/job transfer/relocated	171	13%	13%	16%	12%	11%	10%	8%
	Just started school/college	18	1%	4%	1%	0%	1%	0%	0%
	To try it	15	1%	0%	1%	1%	3%	0%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	0%	1%	1%	1%	6%
	Better than bus	2	0%	0%	0%	0%	0%	0%	3%
	Be Productive/Do Other things	3	0%	0%	0%	0%	1%	0%	0%
	Don't want to drive	31	2%	1%	3%	2%	2%	4%	13%
	Recommended	13	1%	1%	1%	1%	1%	2%	0%
	Goes to destination	149	11%	18%	12%	10%	8%	8%	1%
	Other	64	5%	4%	3%	7%	3%	9%	15%
	Don't know	64	5%	7%	5%	4%	3%	6%	1%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	46%	47%	46%	51%	42%	48%
	Economic	267	20%	19%	18%	23%	24%	16%	18%
	Necessity	234	18%	17%	18%	17%	16%	21%	18%
	Values	9	1%	0%	1%	2%	0%	0%	0%
	Other	383	29%	32%	29%	27%	28%	28%	28%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	43%	42%	41%	45%	41%	48%
	Economic	218	16%	15%	14%	20%	19%	14%	18%
	Necessity	192	15%	14%	16%	13%	13%	18%	10%
	Values	7	1%	0%	0%	2%	0%	0%	0%
	Other	344	26%	29%	28%	24%	22%	26%	24%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	66%	63%	66%	66%	65%	32%
	B	387	29%	24%	32%	30%	28%	30%	48%
	C	67	5%	8%	5%	4%	4%	2%	20%
	D	7	1%	1%	0%	1%	0%	1%	0%
	F	2	0%	0%	0%	0%	0%	1%	0%
	Not sure	4	0%	1%	1%	0%	0%	0%	0%
	No Answer	3	0%	0%	0%	0%	0%	1%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	50%	51%	55%	53%	52%	32%
	B	414	31%	26%	35%	29%	31%	36%	35%
	C	132	10%	13%	8%	10%	11%	5%	27%
	D	34	3%	5%	2%	2%	1%	2%	0%
	F	16	1%	2%	0%	2%	1%	2%	0%
	Not sure	33	3%	5%	2%	2%	2%	1%	6%
	No Answer	5	0%	0%	1%	0%	0%	1%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	15%	12%	17%	13%	15%	6%
	Trash at station/stop/transit center dirty	70	5%	6%	6%	3%	4%	6%	21%
	Dirty seats	43	3%	3%	4%	2%	3%	3%	0%
	Bird droppings	6	0%	0%	0%	1%	1%	0%	0%
	Odors/smells	35	3%	3%	2%	3%	3%	1%	5%
	Restrooms dirty/trashy/smelly	34	3%	2%	3%	2%	4%	2%	0%
	Need more/larger trash cans/overflowing	14	1%	1%	1%	2%	1%	1%	0%
	Need better lighting	4	0%	0%	0%	1%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	4%	3%	2%	2%	3%	8%
	Trash on bus/train	17	1%	1%	2%	1%	1%	1%	3%
	Homeless people/vagrants at stops	15	1%	1%	1%	2%	1%	1%	0%
	Smoking/people smoking	10	1%	0%	0%	1%	1%	3%	0%
	All other	61	5%	5%	4%	5%	4%	5%	9%
	Don't know	4	0%	0%	0%	0%	0%	1%	0%
	None/No Answer	865	65%	63%	67%	65%	67%	66%	54%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	15%	11%	17%	12%	13%	6%
	Trash at station/stop/transit center dirty	68	5%	6%	6%	3%	4%	6%	21%
	Dirty seats	34	3%	3%	4%	1%	2%	2%	0%
	Bird droppings	4	0%	0%	0%	0%	1%	0%	0%
	Odors/smells	28	2%	3%	2%	2%	3%	1%	0%
	Restrooms dirty/trashy/smelly	25	2%	2%	2%	2%	2%	2%	0%
	Need more/larger trash cans/overflowing	9	1%	1%	0%	0%	1%	0%	0%
	Need better lighting	3	0%	0%	0%	1%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	1%	3%	2%	2%	1%	8%
	Trash on bus/train	11	1%	0%	2%	0%	0%	1%	3%
	Homeless people/vagrants at stops	9	1%	1%	0%	1%	1%	1%	0%
	Smoking/people smoking	7	1%	0%	0%	1%	1%	2%	0%
	All other	50	4%	4%	3%	4%	3%	4%	9%
	Don't know	4	0%	0%	0%	0%	0%	1%	0%
	None/No Answer	865	65%	63%	67%	65%	67%	66%	54%
20. Grading: the courtesy of the bus drivers?	A	530	77%	79%	74%	77%	81%	72%	45%
	B	126	18%	17%	20%	17%	15%	20%	55%
	C	21	3%	2%	5%	3%	2%	2%	0%
	D	4	1%	0%	0%	0%	1%	4%	0%
	F	3	0%	0%	0%	1%	0%	2%	0%
	Not sure	6	1%	1%	0%	2%	1%	0%	0%
	No Answer	2	0%	1%	1%	0%	0%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	79%	74%	77%	81%	72%	45%
	B or lower/DK	162	23%	21%	26%	23%	19%	28%	55%
20. Grading: the courtesy of the bus drivers?	A	530	77%	79%	74%	77%	81%	72%	45%
	B	126	18%	17%	20%	17%	15%	20%	55%
	C or lower/DK	35	5%	4%	6%	6%	4%	8%	0%
21. Grading: the appearance of the bus drivers?	A	564	81%	82%	80%	87%	83%	77%	30%
	B	79	11%	6%	12%	10%	14%	15%	42%
	C	8	1%	1%	2%	0%	2%	0%	0%
	D	3	0%	0%	0%	0%	1%	2%	0%
	F	1	0%	0%	0%	1%	0%	0%	0%
	Not sure	35	5%	10%	6%	2%	0%	6%	29%
	No Answer	3	0%	1%	1%	0%	0%	0%	0%
21. Grading: the courtesy of the bus drivers?	A	564	81%	82%	80%	87%	83%	77%	30%
	B or lower/DK	128	19%	18%	20%	13%	17%	23%	70%
21. Grading: the courtesy of the bus drivers?	A	564	81%	82%	80%	87%	83%	77%	30%
	B	79	11%	6%	12%	10%	14%	15%	42%
	C or lower/DK	50	7%	12%	8%	3%	3%	8%	29%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	7%	3%	6%	2%	4%	0%
	More personable/friendlier/greet passengers	34	5%	10%	4%	3%	4%	0%	16%
	Attitude change/be more positive/some are grumpy	14	2%	1%	2%	4%	2%	0%	0%
	Be more helpful/helpful customer service	28	4%	2%	3%	5%	5%	6%	0%
	Be more patient/wait for people running to bus/don't leave early	28	4%	4%	4%	5%	3%	6%	0%
	Announce stops (clearly, more often, louder, etc.)	7	1%	0%	2%	1%	1%	0%	0%
	Be on time/adhere to schedule	32	5%	7%	2%	6%	6%	2%	0%
	A standard dress code	12	2%	1%	0%	3%	2%	4%	0%
	More well groomed/haircuts/shave	7	1%	0%	2%	0%	2%	2%	0%
	Clean more often/clean buses between trips	8	1%	1%	2%	1%	0%	0%	0%
	It depends on the individual/some better than others	5	1%	0%	0%	1%	0%	4%	0%
	All other reasons	63	9%	5%	11%	6%	9%	18%	0%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%
Don't Know		451	65%	64%	67%	63%	66%	63%	84%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	7%	3%	6%	2%	4%	0%
	More personable/friendlier/greet passengers	34	5%	10%	4%	3%	4%	0%	16%
	Attitude change/be more positive/some are grumpy	10	1%	0%	2%	3%	2%	0%	0%
	Be more helpful/helpful customer service	23	3%	1%	3%	4%	5%	6%	0%
	Be more patient/wait for people running to bus/don't leave early	25	4%	4%	4%	3%	3%	6%	0%
	Announce stops (clearly, more often, louder, etc.)	7	1%	0%	2%	1%	1%	0%	0%
	Be on time/adhere to schedule	31	4%	7%	2%	6%	6%	0%	0%
	A standard dress code	9	1%	1%	0%	2%	2%	2%	0%
	More well groomed/haircuts/shave	2	0%	0%	1%	0%	0%	0%	0%
	Clean more often/clean buses between trips	8	1%	1%	2%	1%	0%	0%	0%
	It depends on the individual/some better than others	5	1%	0%	0%	1%	0%	4%	0%
	All other reasons	59	8%	5%	10%	6%	9%	16%	0%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	64%	67%	63%	66%	63%	84%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	89%	86%	90%	79%	89%	100%
	B	55	9%	6%	10%	7%	13%	7%	0%
	C	5	1%	0%	1%	1%	0%	2%	0%
	D	1	0%	0%	0%	0%	0%	1%	0%
	F	2	0%	0%	1%	0%	0%	0%	0%
	Not sure	21	3%	5%	2%	2%	7%	1%	0%
	No Answer	1	0%	0%	0%	0%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	89%	86%	90%	79%	89%	100%
	B or lower/DK	84	13%	11%	14%	10%	21%	11%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	89%	86%	90%	79%	89%	100%
	B	55	9%	6%	10%	7%	13%	7%	0%
	C or lower/DK	29	5%	5%	4%	3%	7%	4%	0%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	67%	68%	71%	61%	63%	39%
	B	309	23%	19%	24%	20%	27%	29%	43%
	C	98	7%	11%	6%	7%	8%	4%	18%
	D	14	1%	1%	0%	1%	1%	3%	0%
	F	7	1%	1%	0%	0%	0%	1%	0%
	Not sure	11	1%	1%	0%	1%	2%	0%	0%
	No Answer	5	0%	0%	1%	0%	1%	0%	0%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	67%	68%	71%	61%	63%	39%
	B or lower/DK	445	34%	33%	32%	29%	39%	37%	61%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
25. Grading: the job Station agents are doing?	A	117	76%	79%	82%	81%	75%	59%	42%
	B	23	15%	19%	14%	8%	12%	36%	29%
	C	5	3%	0%	3%	5%	3%	0%	0%
	D	0	0%	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	0%	0%	0%	4%	0%
	Not sure	6	4%	2%	2%	4%	7%	1%	29%
	No Answer	2	1%	0%	0%	1%	2%	0%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	79%	82%	81%	75%	59%	42%
	B or lower/DK	37	24%	21%	18%	19%	25%	41%	58%
25. How would you grade the job Station Agents are doing?	A	117	76%	79%	82%	81%	75%	59%	42%
	B	23	15%	19%	14%	8%	12%	36%	29%
	C or lower/DK	13	9%	2%	5%	11%	13%	4%	29%
26. Grading: the smoothness of the ride on Link?	A	359	76%	82%	69%	77%	69%	84%	100%
	B	98	20%	13%	27%	19%	24%	16%	0%
	C	18	4%	5%	3%	4%	6%	0%	0%
	D	0	0%	0%	0%	0%	1%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	82%	69%	77%	69%	84%	100%
	B or lower/DK	116	24%	18%	31%	23%	31%	16%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	82%	69%	77%	69%	84%	100%
	B	98	20%	13%	27%	19%	24%	16%	0%
	C or lower/DK	19	4%	5%	3%	4%	7%	0%	0%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	65%	60%	69%	57%	64%	59%
	B	340	26%	21%	29%	23%	25%	30%	41%
	C	112	9%	12%	8%	5%	11%	4%	0%
	D	13	1%	0%	0%	1%	4%	0%	0%
	F	6	0%	0%	0%	1%	1%	1%	0%
	Not sure	16	1%	1%	1%	1%	2%	1%	0%
	No Answer	5	0%	1%	0%	0%	0%	0%	0%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	65%	60%	69%	57%	64%	59%
	B or lower/DK	492	37%	35%	40%	31%	43%	36%	41%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	65%	60%	69%	57%	64%	59%
	B	340	26%	21%	29%	23%	25%	30%	41%
	C or lower/DK	152	12%	14%	11%	8%	18%	6%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	55%	60%	62%	53%	57%	68%
	B	358	27%	32%	27%	27%	25%	22%	32%
	C	104	8%	8%	7%	5%	11%	11%	0%
	D	21	2%	1%	1%	1%	3%	2%	0%
	F	11	1%	1%	1%	1%	1%	1%	0%
	Not sure	59	4%	3%	4%	3%	7%	8%	0%
	No Answer	2	0%	0%	0%	1%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	55%	60%	62%	53%	57%	68%
	B or lower/DK	554	42%	45%	40%	38%	47%	43%	32%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	55%	60%	62%	53%	57%	68%
	B	358	27%	32%	27%	27%	25%	22%	32%
	C or lower/DK	196	15%	13%	13%	11%	22%	21%	0%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	18%	13%	16%	11%	6%	25%
	Gotten worse	97	7%	4%	6%	7%	13%	11%	1%
	Haven't noticed a change	730	55%	52%	58%	56%	51%	64%	41%
	(Don't know)	305	23%	24%	23%	21%	26%	18%	34%
	No answer	9	1%	2%	1%	1%	0%	0%	0%
29. On-time performance in the last year...	Gotten better	182	14%	18%	13%	16%	11%	6%	25%
	Gotten worse	97	7%	4%	6%	7%	13%	11%	1%
	No change/DK	1044	79%	78%	82%	77%	76%	83%	74%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	65%	58%	62%	70%	64%	7%
	Most times	39	25%	19%	29%	31%	18%	28%	64%
	Sometimes	11	7%	11%	7%	4%	10%	4%	29%
	Never	2	1%	1%	4%	0%	0%	1%	0%
	(Don't know)	4	2%	4%	2%	3%	3%	1%	0%
	No answer	1	1%	0%	2%	0%	1%	3%	0%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	83%	86%	93%	87%	92%	71%
	Sometimes or Never	13	8%	12%	10%	5%	10%	4%	29%
	No Answer/DK	5	3%	4%	3%	3%	3%	4%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	44%	49%	48%	46%	37%	31%
	Somewhat helpful	253	30%	34%	28%	29%	30%	31%	21%
	Not helpful	36	4%	5%	4%	3%	1%	8%	23%
	Don't Use them	157	19%	15%	17%	18%	23%	22%	25%
	(Don't know)	4	1%	2%	0%	0%	0%	0%	0%
	No answer	5	1%	0%	1%	1%	0%	2%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	44%	49%	48%	46%	37%	31%
	Less helpful	289	34%	39%	32%	33%	31%	39%	44%
	Don't use them/DK/No Answer	167	20%	17%	18%	19%	23%	24%	25%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	69%	61%	69%	63%	61%	79%
	Somewhat well	99	21%	21%	26%	18%	15%	26%	0%
	Not very well	37	8%	5%	9%	7%	14%	2%	21%
	(Don't know)	20	4%	1%	4%	5%	5%	10%	0%
	No answer	11	2%	4%	1%	1%	4%	2%	0%
How well do you understand light rail's schedule...	Very well	309	65%	69%	61%	69%	63%	61%	79%
	Less well/DK	156	33%	27%	38%	30%	33%	37%	21%
	No Answer	11	2%	4%	1%	1%	4%	2%	0%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	83%	83%	87%	91%	80%	79%
	Somewhat easy	59	13%	16%	15%	12%	9%	16%	0%
	Somewhat difficult	9	2%	2%	2%	1%	0%	4%	21%
	Very difficult	0	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	83%	83%	87%	91%	80%	79%
	Less than very easy/DK	68	15%	17%	17%	13%	9%	20%	21%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
34. Would you say public announcements in the station are...	Very helpful	263	60%	55%	62%	70%	51%	57%	44%
	Somewhat helpful	113	26%	23%	25%	21%	32%	34%	35%
	Not helpful	5	1%	0%	0%	0%	5%	0%	21%
	Don't Use them	51	12%	19%	11%	9%	9%	9%	0%
	(Don't know)	6	1%	3%	2%	0%	2%	0%	0%
	No answer	1	0%	0%	0%	0%	1%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	55%	62%	70%	51%	57%	44%
	Less helpful	118	27%	23%	25%	21%	37%	34%	56%
	Don't use them/DK/No Answer	58	13%	22%	13%	9%	12%	9%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	57%	58%	68%	51%	52%	87%
	Somewhat helpful	114	26%	18%	33%	20%	36%	21%	13%
	Not helpful	14	3%	4%	0%	2%	3%	13%	0%
	Don't Use them	47	11%	21%	6%	8%	10%	10%	0%
	(Don't know)	4	1%	0%	1%	1%	0%	3%	0%
	No answer	2	0%	0%	2%	0%	0%	0%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	57%	58%	68%	51%	52%	87%
	Less helpful	127	29%	22%	33%	22%	39%	35%	13%
	Don't use them/DK/No Answer	53	12%	21%	9%	10%	10%	13%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	42%	45%	34%	39%	40%	56%
	About 1 in 10 trips	134	31%	38%	32%	24%	23%	36%	44%
	Less than 1 in 10 trips	43	10%	5%	8%	13%	14%	13%	0%
	Never	40	9%	11%	6%	14%	8%	6%	0%
	(Don't know)	44	10%	3%	10%	15%	16%	5%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	80%	77%	59%	62%	76%	100%
	Less than 1 in 10 trips/DK	127	29%	20%	23%	41%	38%	24%	0%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	71%	76%	80%	71%	69%	61%
	I occasionally have concerns for my safety	277	21%	25%	19%	16%	25%	26%	4%
	I am regularly concerned about my safety	22	2%	1%	1%	2%	2%	3%	10%
	(Don't know)	38	3%	3%	3%	2%	2%	2%	12%
	No answer	4	0%	0%	0%	0%	0%	0%	14%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	71%	76%	80%	71%	69%	61%
	Safety Concerns	337	25%	29%	23%	20%	28%	31%	26%
	No Answer	4	0%	0%	0%	0%	0%	0%	14%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	75%	78%	80%	81%	69%	46%
	Mostly safe	270	20%	22%	20%	18%	17%	27%	54%
	Mostly unsafe	5	0%	0%	0%	0%	1%	2%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	3%	2%	1%	1%	1%	0%
	No answer	4	0%	0%	0%	1%	0%	1%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	97%	98%	98%	98%	96%	100%
	Unsafe	5	0%	0%	0%	0%	1%	2%	0%
	DK/No Answer	25	2%	3%	2%	2%	1%	2%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	9%	8%	9%	8%	8%	14%
	Drunks/druggies	40	3%	2%	3%	4%	4%	4%	0%
	Angry/disruptive people/riders	27	2%	4%	1%	3%	2%	1%	0%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	1%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	2%	1%	2%	1%	0%	9%
	Overcrowding/people standing	24	2%	1%	1%	3%	3%	2%	0%
	Uturns/abrupt stops/jerky driving	21	2%	2%	2%	1%	0%	6%	0%
	Driving skills/driving too fast/inexperienced drivers	20	2%	1%	1%	3%	0%	2%	0%
	Lack of security personnel/attendants	15	1%	2%	1%	1%	1%	2%	0%
	People panhandling/begging	17	1%	1%	0%	1%	2%	3%	0%
	All other	82	6%	4%	8%	4%	6%	10%	9%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	75%	76%	74%	75%	67%	69%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	8%	7%	8%	8%	8%	14%
	Drunks/druggies	36	3%	2%	2%	3%	4%	4%	0%
	Angry/disruptive people/riders	25	2%	4%	1%	2%	1%	1%	0%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	1%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	2%	1%	2%	1%	0%	9%
	Overcrowding/people standing	20	2%	1%	1%	3%	3%	1%	0%
	Uturns/abrupt stops/jerky driving	21	2%	1%	2%	1%	0%	6%	0%
	Driving skills/driving too fast/inexperienced drivers	19	1%	1%	1%	2%	0%	2%	0%
	Lack of security personnel/attendants	11	1%	2%	0%	1%	0%	2%	0%
	People panhandling/begging	6	0%	0%	0%	1%	1%	1%	0%
	All other	76	6%	3%	8%	4%	6%	7%	9%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	75%	76%	74%	75%	67%	69%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	11%	23%	26%	24%	19%	30%
	Somewhat secure	229	17%	16%	13%	19%	21%	20%	20%
	Not secure at all	21	2%	0%	1%	2%	3%	3%	0%
	Don't Use	750	57%	70%	59%	49%	49%	54%	50%
	(Don't know)	27	2%	2%	1%	2%	1%	5%	0%
	No answer	14	1%	0%	2%	0%	1%	0%	0%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	38%	56%	52%	48%	40%	59%
	Somewhat secure	229	40%	53%	33%	38%	42%	43%	41%
	Not secure at all	21	4%	1%	2%	4%	6%	6%	0%
	Don't know	27	5%	8%	3%	5%	2%	11%	0%
	No Answer	14	2%	0%	6%	0%	3%	0%	0%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	38%	56%	52%	48%	40%	59%
	P&R Less secure	251	44%	54%	35%	43%	48%	49%	41%
	DK/No Answer	40	7%	8%	9%	5%	5%	11%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	9%	8%	9%	16%	31%	13%
	2	71	6%	5%	4%	6%	7%	9%	9%
	3	187	15%	11%	13%	14%	17%	24%	6%
	4	154	12%	11%	13%	10%	15%	10%	8%
	5 - Very important	705	55%	64%	61%	60%	44%	25%	64%
	Not sure	9	1%	1%	0%	1%	1%	1%	0%
	No answer	1	0%	0%	0%	0%	0%	0%	1%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	13%	12%	15%	23%	39%	22%
	3/DK/No Answer	197	15%	12%	13%	15%	18%	25%	6%
	4-5 Very Important	860	67%	74%	75%	70%	59%	35%	72%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	3%	1%	5%	10%	14%	12%
	2	19	3%	0%	3%	4%	3%	8%	0%
	3	65	11%	6%	7%	9%	16%	24%	0%
	4	65	11%	9%	18%	7%	6%	13%	17%
	5 - Very important	400	67%	80%	70%	75%	61%	37%	64%
	Not sure	7	1%	2%	0%	0%	3%	3%	0%
	No answer	2	0%	0%	0%	0%	0%	1%	7%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	3%	4%	9%	14%	23%	12%
	3/DK/No Answer	74	12%	9%	8%	9%	19%	28%	7%
	4-5 Very Important	465	78%	89%	88%	82%	67%	49%	81%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	5%	1%	4%	7%	11%	6%
	2	42	3%	1%	1%	3%	5%	8%	14%
	3	149	12%	10%	7%	11%	14%	24%	7%
	4	179	14%	9%	15%	14%	17%	12%	30%
	5 - Very important	835	65%	73%	74%	67%	56%	40%	40%
	Not sure	20	2%	2%	1%	2%	1%	3%	0%
	No answer	2	0%	0%	0%	0%	0%	0%	4%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	6%	3%	7%	12%	19%	19%
	3/DK/No Answer	171	13%	12%	8%	13%	16%	28%	11%
	4-5 Very Important	1014	79%	82%	89%	80%	72%	53%	70%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	3%	2%	3%	2%	2%	0%
	2	28	2%	0%	4%	2%	2%	1%	0%
	3	161	13%	13%	9%	13%	15%	16%	27%
	4	198	15%	13%	17%	12%	17%	20%	11%
	5 - Very important	845	66%	70%	66%	70%	62%	57%	54%
	Not sure	24	2%	2%	2%	0%	2%	4%	5%
	No answer	3	0%	0%	0%	0%	0%	0%	4%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	3%	6%	5%	4%	3%	0%
	3/DK/No Answer	188	15%	15%	11%	13%	17%	20%	35%
	4-5 Very Important	1042	81%	82%	83%	82%	79%	77%	65%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	35%	23%	24%	32%	43%	38%
	2	82	6%	7%	6%	5%	8%	6%	19%
	3	145	11%	10%	10%	12%	11%	16%	0%
	4	122	9%	9%	11%	7%	12%	10%	11%
	5 - Very important	465	36%	30%	43%	47%	30%	15%	28%
	Not sure	87	7%	8%	7%	5%	6%	10%	0%
	No answer	9	1%	2%	0%	0%	1%	0%	4%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	42%	29%	29%	40%	49%	57%
	3/DK/No Answer	241	19%	20%	18%	17%	18%	27%	4%
	4-5 Very Important	587	46%	39%	54%	54%	42%	25%	39%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
45. Age range	<25	259	20%	100%	0%	0%	0%	0%	0%
	25-34	386	29%	0%	100%	0%	0%	0%	0%
	35-44	286	22%	0%	0%	100%	0%	0%	0%
	45-59	248	19%	0%	0%	0%	100%	0%	0%
	60+	128	10%	0%	0%	0%	0%	100%	0%
	Refused	17	1%	0%	0%	0%	0%	0%	100%
Generation	<35	644	49%	100%	100%	0%	0%	0%	0%
	35+	661	50%	0%	0%	100%	100%	100%	0%
	Refuse	17	1%	0%	0%	0%	0%	0%	100%
46. What race would you classify yourself as?	White/Caucasian	838	63%	51%	59%	62%	78%	80%	26%
	Black/ Afr. American	188	14%	18%	15%	14%	11%	8%	32%
	Asian	128	10%	17%	11%	8%	4%	4%	21%
	Native Hawaiian/ Pacific Islander	11	1%	0%	1%	2%	0%	1%	0%
	American Indian/ Alaska Native	7	1%	1%	0%	1%	0%	0%	0%
	Hispanic/ Latino	48	4%	4%	5%	4%	2%	1%	5%
	Multiple races	52	4%	5%	6%	4%	2%	1%	0%
	Other	9	1%	0%	1%	1%	0%	2%	0%
	No answer	41	3%	3%	2%	4%	2%	4%	17%
46. Ethnicity	White	838	63%	51%	59%	62%	78%	80%	26%
	Non-white	484	37%	49%	41%	38%	22%	20%	74%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	35%	16%	8%	10%	13%	1%
	\$30,000 to \$49,999	265	20%	17%	35%	16%	10%	11%	16%
	\$50,000 to \$74,999	248	19%	7%	18%	34%	17%	16%	3%
	\$75,000 to \$99,999	111	8%	2%	8%	10%	14%	11%	0%
	100,000 to \$149,999	88	7%	2%	6%	7%	11%	10%	0%
	\$150,000 to \$199,999	44	3%	1%	2%	2%	8%	7%	0%
	\$200,000 or higher	29	2%	0%	1%	2%	4%	5%	0%
	Refused	289	22%	32%	13%	19%	23%	27%	76%
	No answer	32	2%	3%	2%	2%	4%	1%	4%
47. Income	<\$50,000	482	36%	52%	51%	24%	20%	24%	17%
	\$50,000+	519	39%	12%	35%	55%	54%	48%	3%
	DK/NA	321	24%	36%	15%	20%	27%	28%	80%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	32%	78%	82%	73%	49%	19%
	Employed <30 hrs/wk	92	7%	10%	7%	8%	5%	3%	13%
	Self-employed	45	3%	3%	4%	3%	5%	1%	16%
	Retired	71	5%	0%	0%	2%	4%	41%	6%
	Homemaker	9	1%	0%	1%	1%	1%	0%	0%
	Student	149	11%	49%	5%	0%	0%	0%	14%
	Looking for work	11	1%	1%	1%	0%	1%	1%	0%
	Other	20	2%	0%	1%	1%	3%	3%	21%
	No answer	60	5%	5%	4%	4%	7%	2%	13%

		N	%	45. Age range					
				<25	25-34	35-44	45-59	60+	Refused
				%	%	%	%	%	%
48. Employment	Full Time Emp	865	65%	32%	78%	82%	73%	49%	19%
	Part Time/Less/NA	457	35%	68%	22%	18%	27%	51%	81%
49. Geography (by home zip code)	Snohomish	138	10%	11%	11%	10%	12%	10%	0%
	KC Seattle/North	421	32%	35%	38%	33%	21%	26%	35%
	KC East	220	17%	17%	16%	16%	17%	20%	8%
	KC South	198	15%	16%	14%	14%	16%	18%	6%
	Pierce	190	14%	12%	11%	17%	19%	13%	14%
	Other	119	9%	8%	8%	9%	11%	11%	1%
	Refused	35	3%	1%	3%	2%	4%	2%	37%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	7%	12%	10%	14%	14%	22%
	No	1073	81%	84%	81%	83%	79%	79%	66%
	No answer	100	8%	9%	7%	7%	7%	7%	12%
53. Gender	Male	724	55%	45%	58%	57%	64%	43%	53%
	Female	569	43%	53%	39%	42%	36%	52%	44%
	(Unknown/Other)	1	0%	0%	0%	0%	0%	0%	0%
	No answer	28	2%	2%	3%	1%	0%	5%	3%
Gender by generation	M <35	339	26%	45%	58%	0%	0%	0%	0%
	F <35	287	22%	53%	39%	0%	0%	0%	0%
	M 35+	376	28%	0%	0%	57%	64%	43%	0%
	F 35+	275	21%	0%	0%	42%	36%	52%	0%
	Ref	45	3%	2%	3%	1%	0%	5%	100%

	All	45. Age range					
		<25	25-34	35-44	45-59	60+	Refused
Number of cases	1322	259	386	286	248	128	17
Row percent	100.0%	19.6%	29.2%	21.6%	18.7%	9.7%	1.3%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.40	3.42	3.38	3.28	3.33	3.41
9. Minutes to get to nearest stop/station (mean)	14.68	14.62	14.76	13.18	15.50	16.79	10.16
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.56	3.58	3.61	3.62	3.57	3.12
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.23	3.39	3.37	3.37	3.36	3.05
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.79	3.70	3.73	3.78	3.55	3.45
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.91	3.83	3.86	3.80	3.77	3.42
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.93	3.84	3.91	3.85	3.86	4.00
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.51	3.60	3.63	3.52	3.50	3.22
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.81	3.80	3.80	3.79	3.49	3.59
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.77	3.66	3.73	3.62	3.84	4.00
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.54	3.50	3.60	3.38	3.59	3.59
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.43	3.50	3.55	3.36	3.45	3.68
9. Minutes to get to nearest stop/station (mean)	14.68	14.62	14.76	13.18	15.50	16.79	10.16
13. Weekdays per week bus/train is ridden (mean)	3.32	3.48	3.42	3.21	3.47	2.56	3.87
13. Weekend days per week bus/train is ridden (mean)	.32	.41	.33	.33	.22	.27	.48
13. Total days per week bus/train is ridden (mean)	3.64	3.89	3.75	3.53	3.69	2.83	4.34
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	4.17	4.16	4.08	3.65	2.90	4.02
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.66	4.54	4.42	4.07	3.51	4.31

	All	45. Age range					
		<25	25-34	35-44	45-59	60+	Refused
42. Importance: Being able to access real time transit information on cellphones	4.34	4.46	4.61	4.39	4.10	3.65	3.88
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.49	4.45	4.45	4.38	4.35	4.30
44. Importance: being able to access real time information about parking availability on cell phones	3.18	2.91	3.49	3.51	3.01	2.43	2.71

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
Number of cases		1322		838	188	128	48	52	41
Row percent			100%	63%	14%	10%	4%	4%	3%
Service Type (Numeric)	Express Bus	692	52%	51%	45%	65%	64%	51%	64%
	Sounder Rail	154	12%	14%	7%	7%	9%	8%	9%
	Tacoma Link Light Rail	37	3%	3%	2%	2%	4%	5%	2%
	Central Link Light Rail	439	33%	32%	46%	26%	22%	36%	25%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
2. Service	Express Bus	692	52%	51%	45%	65%	64%	51%	64%
	Sounder Sea-Tac	140	11%	12%	6%	7%	9%	8%	8%
	Sounder Sea-Eve	14	1%	1%	1%	0%	1%	0%	1%
	Central Link	439	33%	32%	46%	26%	22%	36%	25%
	Tacoma Link	37	3%	3%	2%	2%	4%	5%	2%
Region Bus Routes Cover	Seattle-South	171	25%	24%	32%	21%	21%	23%	19%
	Seattle-Snohomish	100	15%	16%	18%	5%	19%	15%	9%
	Seattle-E King	371	54%	53%	45%	62%	49%	57%	68%
	Route Excludes Dtown Seattle	50	7%	6%	4%	12%	10%	5%	5%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	42%	52%	33%	31%	46%	37%
	Not in tunnel	770	58%	58%	48%	67%	69%	54%	63%
Day Part	Peak	605	46%	49%	42%	39%	29%	43%	43%
	Offpeak	527	40%	38%	45%	39%	46%	46%	40%
	Weekend	190	14%	12%	13%	22%	25%	12%	18%
	Unable to determine	0	0%	0%	0%	0%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	2%	2%	0%	0%	11%	0%
	ST 511	30	4%	6%	5%	3%	0%	0%	0%
	ST 512	55	8%	8%	11%	1%	19%	4%	9%
	ST 522	58	8%	8%	4%	11%	7%	21%	21%
	ST 532	22	3%	3%	3%	1%	0%	5%	5%
	ST 535	19	3%	2%	1%	8%	6%	0%	0%
	ST 540	7	1%	1%	3%	0%	0%	0%	0%
	ST 541	0	0%	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	2%	2%	4%	8%	0%	3%
	ST 545	103	15%	16%	8%	20%	4%	16%	18%
	ST 547	0	0%	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	18%	13%	11%	14%	19%	18%
	ST 554	42	6%	5%	9%	9%	7%	0%	8%
	ST 555	8	1%	2%	0%	0%	0%	0%	0%
	ST 556	9	1%	1%	0%	4%	5%	0%	0%
	ST 559	0	0%	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	1%	7%	7%	9%	0%	0%
	ST 563	0	0%	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	2%	7%	4%	4%	0%	14%
	ST 574	29	4%	3%	10%	5%	0%	6%	0%
	ST 577	7	1%	1%	1%	1%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
	ST 578	35	5%	7%	2%	1%	8%	5%	0%
	ST 586	6	1%	1%	2%	2%	0%	0%	0%
	ST 590	48	7%	8%	7%	6%	0%	0%	0%
	ST 591	0	0%	0%	0%	0%	0%	0%	0%
	ST 592	0	0%	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	2%	4%	2%	9%	11%	5%
	ST 596	0	0%	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	90%	90%	96%	95%	100%	90%
	Seattle <--> Everett	14	9%	10%	10%	4%	5%	0%	10%
	No answer	0	0%	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	61%	47%	50%	52%	47%	53%
	No	561	42%	38%	53%	50%	48%	53%	47%
	No answer	3	0%	0%	0%	0%	0%	0%	0%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	26%	20%	25%	33%	59%	9%
	No	366	65%	64%	72%	69%	58%	41%	80%
	No answer	50	9%	11%	8%	6%	9%	0%	11%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	60%	55%	56%	51%	65%	51%
	Not Choice Rider	549	42%	40%	45%	44%	49%	35%	49%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	60%	56%	56%	51%	65%	50%
	Not Choice Rider	532	41%	40%	44%	44%	49%	35%	50%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	48%	46%	49%	52%	54%	48%
	B	537	41%	42%	39%	39%	36%	39%	40%
	C	119	9%	8%	14%	11%	12%	6%	13%
	D	10	1%	1%	1%	0%	0%	1%	0%
	F	4	0%	0%	0%	0%	0%	0%	0%
	Not sure	11	1%	1%	0%	1%	0%	0%	0%
	No answer	2	0%	0%	0%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	48%	46%	49%	52%	54%	48%
	B or lower/DK	683	52%	52%	54%	51%	48%	46%	52%
5. Sound Transit OverallReport Card	A	639	48%	48%	46%	49%	52%	54%	48%
	B	537	41%	42%	39%	39%	36%	39%	40%
	C or lower/DK	147	11%	10%	15%	12%	12%	7%	13%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	14%	17%	17%	12%	19%	10%
	Fast/ Avoids traffic	85	6%	5%	8%	9%	8%	7%	5%
	Convenient	114	9%	9%	11%	8%	3%	2%	14%
	Comfortable/ Relaxing	40	3%	2%	4%	7%	5%	0%	0%
	Clean/ Nice	62	5%	4%	2%	5%	5%	7%	1%
	Good coverage/ Goes to destination	56	4%	4%	4%	6%	2%	9%	1%
	Friendly/ helpful operators & personnel	46	3%	3%	5%	5%	2%	1%	1%
	Affordable fare/ Free parking	46	3%	4%	0%	1%	5%	5%	5%
	Safe/ Secure	19	1%	2%	1%	0%	0%	1%	0%
	General positives (Nice/ Fun/ No complaints)	304	23%	22%	26%	23%	34%	15%	24%
	Late at times/ Always late	162	12%	11%	15%	14%	14%	15%	9%
	Rude drivers & personnel	11	1%	1%	1%	0%	1%	3%	2%
	More service/ routes/ buses	70	5%	5%	4%	8%	6%	7%	13%
	Slow/ Too many stops/ More express	25	2%	2%	3%	2%	0%	2%	0%
	Need more parking	17	1%	2%	0%	2%	2%	0%	0%
	Improve/ Expand schedule	35	3%	3%	1%	4%	7%	3%	1%
	Too expensive	13	1%	1%	1%	0%	4%	0%	0%
	Too early/ Doesn't wait	8	1%	1%	1%	1%	0%	0%	0%
	Crowded/ Larger buses/trains	72	5%	6%	3%	6%	6%	3%	0%
	Other positives	111	8%	9%	5%	5%	3%	11%	13%
	Other negatives	134	10%	11%	9%	8%	10%	9%	6%
	Neutral reasons (OK/ Average)	93	7%	7%	7%	4%	8%	8%	21%

	N	%	46. What race would you classify yourself as?					
			White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
			%	%	%	%	%	%
All other reasons	20	2%	2%	1%	1%	0%	2%	5%
Don't know/ NA/ First time rider	44	3%	4%	2%	5%	0%	1%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
6. What are your reasons for that grade? (1st Response)	Reliable/ Prompt/ Runs often	161	12%	12%	12%	15%	7%	14%	9%
	Fast/ Avoids traffic	55	4%	3%	7%	5%	6%	7%	0%
	Convenient	83	6%	6%	9%	4%	2%	1%	14%
	Comfortable/ Relaxing	19	1%	1%	2%	2%	5%	0%	0%
	Clean/ Nice	24	2%	1%	0%	4%	0%	3%	1%
	Good coverage/ Goes to destination	28	2%	2%	2%	3%	1%	6%	0%
	Friendly/ helpful operators & personnel	25	2%	2%	3%	3%	0%	0%	0%
	Affordable fare/ Free parking	29	2%	3%	0%	0%	4%	5%	4%
	Safe/ Secure	3	0%	0%	0%	0%	0%	1%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	21%	24%	18%	32%	15%	16%
	Late at times/ Always late	141	11%	10%	14%	11%	12%	10%	9%
	Rude drivers & personnel	7	1%	1%	0%	0%	1%	3%	2%
	More service/ routes/ buses	49	4%	3%	4%	5%	6%	5%	10%
	Slow/ Too many stops/ More express	17	1%	1%	2%	1%	0%	2%	0%
	Need more parking	11	1%	1%	0%	0%	2%	0%	0%
	Improve/ Expand schedule	27	2%	2%	1%	4%	6%	0%	1%
	Too expensive	9	1%	1%	1%	0%	4%	0%	0%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	0%	0%
	Crowded/ Larger buses/trains	59	4%	5%	3%	6%	0%	3%	0%
	Other positives	66	5%	6%	4%	2%	3%	6%	7%
	Other negatives	90	7%	8%	5%	6%	3%	9%	6%
	Neutral reasons (OK/ Average)	79	6%	6%	6%	3%	6%	8%	19%

	N	%	46. What race would you classify yourself as?					
			White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
			%	%	%	%	%	%
All other reasons	15	1%	1%	0%	1%	0%	2%	1%
Don't know/ NA/ First time rider	44	3%	4%	2%	5%	0%	1%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (Multi-response)	More stops	17	1%	1%	1%	2%	2%	4%	2%
	Fewer stops/Direct/express routes/HOV lane	23	2%	2%	1%	0%	1%	2%	0%
	Be on-time/adhere to schedule/less delays	98	7%	6%	11%	11%	3%	4%	17%
	Run more often/more frequent buses/trains	192	15%	15%	7%	20%	20%	11%	19%
	Expand schedule/ Run earlier/later	70	5%	6%	6%	3%	3%	3%	1%
	More routes/expand-extend service/add weekend service	125	9%	9%	10%	6%	3%	15%	12%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	3%	5%	3%	6%	1%	1%
	Overcrowding/SRO/Larger-longer buses	116	9%	10%	6%	7%	5%	16%	5%
	Don't leave early (look for passengers)	11	1%	0%	2%	0%	5%	0%	4%
	Notice/communication of problems, delay, etc.	42	3%	3%	4%	1%	5%	6%	3%
	Announce next time of arrival/post departure times	8	1%	1%	0%	1%	0%	2%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	4%	3%	3%	3%	0%	3%
	Enclosed/covered waiting area	13	1%	1%	1%	0%	0%	0%	4%
	More security	25	2%	2%	3%	4%	0%	2%	0%

			46. What race would you classify yourself as?					
			White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
			%	%	%	%	%	%
		N	%					
More comfortable temperature/heated-it's cold	11	1%	1%	1%	0%	0%	0%	7%
Improved wi-fi and/or cell access	16	1%	1%	0%	1%	4%	0%	1%
Lower fares	24	2%	1%	4%	3%	3%	5%	0%
New/cleaner buses/trains	43	3%	3%	3%	3%	1%	4%	0%
Improved/better lit stops	6	0%	0%	1%	2%	0%	0%	3%
Driver training/cold weather training	10	1%	1%	1%	0%	0%	0%	0%
Return interagency transfer slips/improve ORCA availability	21	2%	2%	0%	5%	0%	0%	1%
Make snacks/beverages accessible on transit	13	1%	1%	0%	0%	0%	3%	0%
Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%
All other suggestions	161	12%	13%	13%	9%	2%	9%	11%
Don't know/no answer/none	370	28%	26%	28%	29%	47%	22%	36%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	1%	0%	2%	0%	4%	2%
	Fewer stops/Direct/express routes/HOV lane	20	2%	2%	1%	0%	1%	2%	0%
	Be on-time/adhere to schedule/less delays	91	7%	6%	11%	10%	3%	4%	15%
	Run more often/more frequent buses/trains	159	12%	13%	7%	17%	18%	7%	13%
	Expand schedule/ Run earlier/later	59	4%	5%	5%	3%	2%	3%	1%
	More routes/expand-extend service/add weekend service	104	8%	8%	9%	5%	3%	13%	6%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	2%	4%	1%	4%	1%	1%
	Overcrowding/SRO/Larger-longer buses	100	8%	9%	5%	6%	5%	16%	0%
	Don't leave early (look for passengers)	8	1%	0%	2%	0%	5%	0%	0%
	Notice/communication of problems, delay, etc.	36	3%	3%	3%	1%	3%	6%	3%
	Announce next time of arrival/post departure times	6	0%	1%	0%	0%	0%	2%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	3%	3%	3%	3%	0%	0%
	Enclosed/covered waiting area	13	1%	1%	1%	0%	0%	0%	4%
	More security	19	1%	1%	2%	3%	0%	2%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
	More comfortable temperature/heated-it's cold	6	0%	0%	0%	0%	0%	0%	3%
	Improved wi-fi and/or cell access	15	1%	1%	0%	1%	1%	0%	1%
	Lower fares	18	1%	1%	4%	2%	3%	5%	0%
	New/cleaner buses/trains	34	3%	3%	3%	2%	1%	2%	0%
	Improved/better lit stops	5	0%	0%	1%	2%	0%	0%	3%
	Driver training/cold weather training	10	1%	1%	1%	0%	0%	0%	0%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	0%	4%	0%	0%	1%
	Make snacks/beverages accessible on transit	9	1%	1%	0%	0%	0%	3%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	11%	12%	8%	0%	6%	11%
	Don't know/no answer/none	370	28%	26%	28%	29%	47%	22%	36%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	14%	21%	15%	17%	13%	26%
	System suggestions	667	50%	52%	41%	55%	38%	64%	42%
	All Other suggestions	161	12%	13%	13%	9%	2%	9%	11%
	Nothing/Don't know/No Answer	370	28%	26%	28%	29%	47%	22%	36%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	13%	21%	13%	15%	13%	19%
	System suggestions	630	48%	50%	39%	51%	38%	59%	35%
	All Other suggestions	137	10%	11%	12%	8%	0%	6%	11%
	Nothing/Don't know/No Answer	370	28%	26%	28%	29%	47%	22%	36%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	6%	3%	3%	7%	12%	8%
	5-9 min.	227	17%	17%	20%	12%	16%	12%	24%
	10-14 min.	336	25%	25%	23%	26%	30%	32%	29%
	15-19 min.	204	15%	15%	17%	19%	7%	16%	10%
	20-29 min.	131	10%	9%	11%	8%	11%	17%	4%
	30+ min.	125	9%	9%	10%	15%	10%	2%	2%
	(No answer)	226	17%	18%	17%	17%	20%	9%	22%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	48%	46%	41%	53%	57%	61%
	15+ min	460	35%	34%	38%	42%	27%	34%	17%
	No answer	226	17%	18%	17%	17%	20%	9%	22%
10. For this trip, are you...	Coming from home	496	37%	37%	38%	41%	33%	44%	28%
	Going home	638	48%	49%	49%	40%	52%	46%	57%
	Neither	170	13%	13%	11%	16%	15%	10%	15%
	No answer	19	1%	1%	3%	3%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	59%	65%	46%	57%	57%	47%
	Commute to/from school	127	10%	7%	8%	28%	7%	9%	18%
	Go to/from airport	139	11%	13%	2%	9%	6%	10%	11%
	Attend sporting/ special event	29	2%	2%	2%	1%	9%	4%	0%
	Go shopping or dining	111	8%	8%	11%	6%	10%	4%	13%
	Other	166	13%	13%	11%	11%	13%	16%	11%
	No answer	3	0%	0%	1%	0%	0%	0%	0%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	59%	65%	46%	57%	57%	47%
	Commute to/from school	126	10%	7%	8%	28%	7%	9%	18%
	Go to/from airport	137	10%	12%	2%	9%	6%	10%	11%
	Attend sporting/ special event	28	2%	2%	2%	1%	9%	4%	0%
	Go shopping or dining	105	8%	8%	11%	4%	10%	4%	13%
	Other	154	12%	12%	10%	11%	11%	16%	11%
	No answer	3	0%	0%	1%	0%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	21%	9%	15%	24%	21%	11%
	1	52	4%	4%	3%	6%	3%	1%	5%
	2	75	6%	5%	5%	7%	10%	3%	4%
	3	88	7%	6%	5%	10%	3%	8%	17%
	4	169	13%	13%	15%	10%	14%	12%	13%
	5	550	42%	40%	48%	40%	43%	54%	35%
	6	92	7%	7%	8%	6%	5%	1%	10%
	7	52	4%	3%	7%	5%	0%	0%	6%
	1st time rider	0	0%	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	49%	37%	49%	53%	45%	49%
	5+ days/wk	695	53%	51%	63%	51%	47%	55%	51%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	26%	43%	28%	38%	24%	36%
	Cheaper	561	42%	45%	39%	34%	52%	55%	22%
	More convenient	646	49%	48%	57%	49%	40%	44%	58%
	Reduces cars on the road	101	8%	8%	8%	5%	2%	11%	7%
	Helps environment	125	9%	10%	8%	7%	9%	15%	3%
	Faster/avoids traffic	472	36%	37%	31%	33%	32%	39%	39%
	No parking	266	20%	20%	17%	23%	16%	20%	28%
	Work/school pays	169	13%	12%	13%	15%	6%	11%	21%
	More relaxing	128	10%	9%	11%	9%	12%	15%	4%
	Less stressful	190	14%	16%	12%	10%	6%	16%	16%
	Gas prices	85	6%	5%	10%	8%	16%	4%	5%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	1%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	0%	2%	0%
	It's fun	2	0%	0%	0%	1%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	1%	0%	1%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	2%	2%	0%
	other	60	5%	5%	1%	6%	4%	3%	5%
	(Don't know)	4	0%	0%	0%	1%	2%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	19%	33%	27%	38%	23%	33%
	Cheaper	293	22%	24%	17%	15%	21%	33%	10%
	More convenient	218	16%	16%	19%	21%	14%	12%	8%
	Reduces cars on the road	14	1%	1%	1%	2%	2%	0%	3%
	Helps environment	11	1%	1%	1%	1%	3%	0%	0%
	Faster/avoids traffic	232	18%	18%	14%	17%	9%	24%	15%
	No parking	89	7%	8%	9%	4%	3%	0%	10%
	Work/school pays	59	4%	5%	3%	5%	0%	0%	12%
	More relaxing	17	1%	2%	1%	1%	3%	0%	0%
	Less stressful	29	2%	3%	0%	1%	0%	4%	2%
	Gas prices	14	1%	0%	2%	2%	4%	0%	3%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	1%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	2%	2%	0%
	other	29	2%	2%	0%	2%	2%	1%	5%
	(Don't know)	2	0%	0%	0%	1%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	5%	9%	2%	0%	1%	4%
	Cheaper	194	17%	18%	14%	16%	34%	15%	14%
	More convenient	308	27%	28%	28%	25%	19%	26%	29%
	Reduces cars on the road	33	3%	4%	2%	1%	0%	0%	1%
	Helps environment	54	5%	4%	4%	5%	0%	10%	4%
	Faster/avoids traffic	148	13%	13%	12%	14%	9%	13%	21%
	No parking	103	9%	8%	6%	18%	1%	13%	14%
	Work/school pays	63	6%	5%	9%	5%	6%	9%	4%
	More relaxing	55	5%	5%	6%	4%	10%	1%	0%
	Less stressful	59	5%	6%	5%	3%	6%	3%	8%
	Gas prices	31	3%	3%	3%	2%	9%	4%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	1%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	2%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	1%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%
	other	20	2%	1%	1%	5%	3%	3%	0%
	(Don't know)	1	0%	0%	0%	0%	3%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	3%	3%	0%	0%	0%	0%
	Cheaper	74	10%	9%	14%	13%	5%	10%	0%
	More convenient	120	16%	14%	20%	17%	18%	11%	41%
	Reduces cars on the road	53	7%	7%	8%	4%	0%	16%	5%
	Helps environment	60	8%	9%	6%	4%	11%	9%	0%
	Faster/avoids traffic	93	12%	13%	11%	10%	30%	4%	13%
	No parking	74	10%	10%	5%	10%	23%	12%	11%
	Work/school pays	47	6%	6%	4%	11%	2%	3%	9%
	More relaxing	57	8%	7%	7%	10%	2%	20%	6%
	Less stressful	102	14%	14%	12%	14%	0%	13%	11%
	Gas prices	39	5%	4%	8%	8%	9%	0%	4%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	1%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%
	other	11	2%	2%	0%	0%	0%	0%	0%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	6%	3%	4%	6%	2%	6%
	<6 mo	127	10%	9%	8%	16%	8%	6%	6%
	6 mo- <1 yr	95	7%	7%	5%	4%	7%	29%	3%
	1 yr	120	9%	9%	8%	12%	11%	6%	9%
	2 yrs	230	17%	16%	23%	19%	22%	12%	23%
	3 yrs	166	13%	13%	13%	13%	10%	10%	14%
	4 yrs	90	7%	6%	6%	9%	14%	5%	12%
	5 yrs	119	9%	9%	8%	11%	3%	14%	9%
	6-9 yrs	130	10%	11%	9%	9%	8%	5%	6%
	10+ yrs	142	11%	12%	13%	3%	11%	9%	7%
	Since it started	1	0%	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	3%	2%	0%	0%	2%	5%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	22%	16%	24%	20%	36%	15%
	Est. Rider (1+ yr)	998	75%	75%	82%	75%	80%	62%	80%
	DK/RF	32	2%	3%	2%	0%	0%	2%	5%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	22%	16%	24%	20%	36%	15%
	1-3 yr riders	516	39%	37%	44%	44%	43%	29%	46%
	4+ yr riders	482	36%	38%	37%	31%	37%	33%	34%
	DK/RF	32	2%	3%	2%	0%	0%	2%	5%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	42%	37%	31%	39%	52%	36%
	Took transit	265	20%	17%	29%	25%	22%	11%	22%
	Something else	45	3%	4%	1%	3%	3%	0%	6%
	Did not make this trip	470	36%	37%	32%	37%	36%	38%	31%
	Walked	2	0%	0%	0%	1%	0%	0%	0%
	Taxi/cab	16	1%	1%	1%	2%	0%	0%	0%
	Bus	1	0%	0%	1%	0%	0%	0%	0%
	No answer	8	1%	1%	0%	0%	0%	0%	5%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	42%	37%	31%	39%	52%	36%
	Took transit	253	19%	16%	29%	25%	22%	11%	22%
	Something else	44	3%	4%	1%	3%	3%	0%	6%
	Did not make this trip	470	36%	37%	32%	37%	36%	38%	31%
	Walked	2	0%	0%	0%	1%	0%	0%	0%
	Taxi/cab	16	1%	1%	1%	2%	0%	0%	0%
	Bus	1	0%	0%	1%	0%	0%	0%	0%
	No answer	8	1%	1%	0%	0%	0%	0%	5%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	9%	11%	10%	20%	17%	18%
	Cheaper	185	14%	15%	11%	10%	19%	18%	13%
	More convenient	233	18%	17%	22%	16%	19%	9%	7%
	Reduces traffic	3	0%	0%	0%	0%	0%	0%	0%
	Helps environment	6	0%	0%	0%	0%	2%	0%	0%
	Faster	131	10%	9%	13%	10%	8%	12%	3%
	No parking	96	7%	8%	5%	6%	14%	12%	2%
	Work/school pays	61	5%	4%	5%	8%	2%	6%	3%
	More relaxing	12	1%	1%	0%	2%	0%	0%	0%
	Less stressful (avoid traffic)	80	6%	7%	5%	5%	4%	5%	3%
	Gas prices	33	2%	2%	5%	3%	1%	3%	1%
	Changed-new job/job transfer/relocated	181	14%	15%	12%	16%	10%	4%	6%
	Just started school/college	25	2%	1%	1%	0%	4%	8%	5%
	To try it	15	1%	1%	2%	0%	1%	2%	3%
	It's fun	2	0%	0%	0%	1%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	0%	0%	0%	0%	6%
	Better than bus	3	0%	0%	0%	0%	0%	0%	1%
	Be Productive/Do Other things	6	0%	0%	0%	1%	2%	1%	0%
	Don't want to drive	34	3%	3%	3%	1%	0%	4%	7%
	Recommended	15	1%	1%	1%	3%	0%	1%	0%
	Goes to destination	167	13%	14%	8%	15%	13%	12%	11%
	Other	87	7%	6%	6%	7%	7%	5%	16%
	Don't know	64	5%	5%	4%	6%	1%	6%	5%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	9%	11%	9%	18%	17%	18%
	Cheaper	143	11%	11%	11%	7%	16%	13%	10%
	More convenient	210	16%	16%	19%	15%	16%	9%	7%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%	0%
	Helps environment	5	0%	0%	0%	0%	2%	0%	0%
	Faster	107	8%	7%	10%	9%	8%	12%	3%
	No parking	55	4%	4%	4%	4%	7%	2%	2%
	Work/school pays	50	4%	3%	4%	8%	0%	6%	3%
	More relaxing	3	0%	0%	0%	0%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	5%	4%	2%	2%	2%	3%
	Gas prices	24	2%	2%	3%	1%	1%	3%	1%
	Changed-new job/job transfer/relocated	171	13%	14%	12%	14%	6%	4%	6%
	Just started school/college	18	1%	1%	1%	0%	4%	8%	4%
	To try it	15	1%	1%	2%	0%	1%	2%	3%
	It's fun	2	0%	0%	0%	1%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	0%	0%	0%	0%	6%
	Better than bus	2	0%	0%	0%	0%	0%	0%	1%
	Be Productive/Do Other things	3	0%	0%	0%	1%	2%	0%	0%
	Don't want to drive	31	2%	3%	2%	1%	0%	2%	6%
	Recommended	13	1%	1%	1%	3%	0%	1%	0%
	Goes to destination	149	11%	12%	8%	12%	11%	12%	8%
	Other	64	5%	5%	4%	6%	5%	1%	14%
	Don't know	64	5%	5%	4%	6%	1%	6%	5%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	48%	48%	45%	45%	37%	30%
	Economic	267	20%	20%	21%	20%	21%	26%	18%
	Necessity	234	18%	17%	16%	15%	32%	28%	26%
	Values	9	1%	1%	0%	1%	2%	0%	0%
	Other	383	29%	29%	26%	32%	23%	26%	35%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	43%	43%	41%	40%	37%	28%
	Economic	218	16%	16%	18%	16%	17%	22%	14%
	Necessity	192	15%	13%	15%	13%	24%	19%	26%
	Values	7	1%	1%	0%	1%	2%	0%	0%
	Other	344	26%	26%	24%	30%	17%	22%	31%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	66%	55%	63%	67%	70%	64%
	B	387	29%	29%	36%	32%	21%	19%	16%
	C	67	5%	4%	8%	5%	11%	7%	15%
	D	7	1%	0%	1%	0%	0%	4%	0%
	F	2	0%	0%	0%	0%	0%	0%	0%
	Not sure	4	0%	0%	0%	0%	0%	0%	5%
	No Answer	3	0%	0%	0%	0%	1%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	54%	52%	40%	49%	50%	47%
	B	414	31%	31%	24%	41%	34%	38%	21%
	C	132	10%	9%	12%	11%	12%	9%	19%
	D	34	3%	2%	7%	4%	0%	3%	3%
	F	16	1%	1%	4%	1%	2%	0%	3%
	Not sure	33	3%	2%	2%	3%	3%	1%	7%
	No Answer	5	0%	1%	0%	0%	1%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	15%	14%	7%	11%	28%	15%
	Trash at station/stop/transit center dirty	70	5%	3%	8%	10%	9%	3%	14%
	Dirty seats	43	3%	3%	3%	2%	3%	3%	5%
	Bird droppings	6	0%	0%	0%	2%	0%	0%	0%
	Odors/smells	35	3%	2%	3%	4%	2%	4%	0%
	Restrooms dirty/trashy/smelly	34	3%	3%	5%	1%	4%	0%	0%
	Need more/larger trash cans/overflowing	14	1%	1%	1%	0%	3%	2%	0%
	Need better lighting	4	0%	0%	0%	1%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	3%	3%	2%	3%	1%	8%
	Trash on bus/train	17	1%	1%	2%	2%	3%	0%	3%
	Homeless people/vagrants at stops	15	1%	1%	1%	1%	2%	0%	5%
	Smoking/people smoking	10	1%	1%	0%	0%	0%	0%	3%
	All other	61	5%	5%	5%	4%	0%	2%	14%
	Don't know	4	0%	0%	1%	0%	0%	0%	0%
	None/No Answer	865	65%	66%	62%	70%	67%	58%	52%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	14%	14%	5%	11%	28%	15%
	Trash at station/stop/transit center dirty	68	5%	3%	8%	10%	9%	3%	14%
	Dirty seats	34	3%	2%	3%	1%	3%	3%	3%
	Bird droppings	4	0%	0%	0%	1%	0%	0%	0%
	Odors/smells	28	2%	2%	1%	4%	1%	4%	0%
	Restrooms dirty/trashy/smelly	25	2%	2%	4%	1%	4%	0%	0%
	Need more/larger trash cans/overflowing	9	1%	1%	0%	0%	0%	2%	0%
	Need better lighting	3	0%	0%	0%	1%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	3%	1%	1%	3%	0%	5%
	Trash on bus/train	11	1%	1%	2%	1%	0%	0%	0%
	Homeless people/vagrants at stops	9	1%	0%	0%	1%	2%	0%	3%
	Smoking/people smoking	7	1%	1%	0%	0%	0%	0%	0%
	All other	50	4%	4%	4%	3%	0%	2%	8%
	Don't know	4	0%	0%	1%	0%	0%	0%	0%
	None/No Answer	865	65%	66%	62%	70%	67%	58%	52%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	76%	80%	75%	78%	79%	78%
	B	126	18%	19%	13%	20%	13%	15%	19%
	C	21	3%	3%	3%	3%	8%	6%	0%
	D	4	1%	1%	1%	0%	0%	0%	0%
	F	3	0%	1%	0%	0%	0%	0%	0%
	Not sure	6	1%	1%	3%	0%	0%	0%	3%
	No Answer	2	0%	0%	0%	2%	0%	0%	0%
20. Grading: the courtesy of the bus drivers?	A	530	77%	76%	80%	75%	78%	79%	78%
	B or lower/DK	162	23%	24%	20%	25%	22%	21%	22%
20. Grading: the courtesy of the bus drivers?	A	530	77%	76%	80%	75%	78%	79%	78%
	B	126	18%	19%	13%	20%	13%	15%	19%
	C or lower/DK	35	5%	5%	7%	5%	8%	6%	3%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
21. Grading: the appearance of the bus drivers?	A	564	81%	82%	73%	82%	84%	90%	87%
	B	79	11%	11%	17%	10%	12%	10%	5%
	C	8	1%	2%	0%	0%	0%	0%	5%
	D	3	0%	0%	1%	0%	0%	0%	0%
	F	1	0%	0%	0%	0%	0%	0%	0%
	Not sure	35	5%	5%	8%	7%	4%	0%	3%
	No Answer	3	0%	0%	0%	2%	0%	0%	0%
21. Grading: the courtesy of the bus drivers?	A	564	81%	82%	73%	82%	84%	90%	87%
	B or lower/DK	128	19%	18%	27%	18%	16%	10%	13%
21. Grading: the courtesy of the bus drivers?	A	564	81%	82%	73%	82%	84%	90%	87%
	B	79	11%	11%	17%	10%	12%	10%	5%
	C or lower/DK	50	7%	7%	10%	8%	4%	0%	8%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	3%	12%	0%	11%	0%	8%
	More personable/friendlier/greet passengers	34	5%	4%	9%	7%	0%	5%	9%
	Attitude change/be more positive/some are grumpy	14	2%	3%	3%	0%	0%	0%	4%
	Be more helpful/helpful customer service	28	4%	5%	4%	0%	4%	0%	0%
	Be more patient/wait for people running to bus/don't leave early	28	4%	4%	0%	3%	7%	11%	0%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	1%	0%	3%	0%	0%
	Be on time/adhere to schedule	32	5%	4%	8%	5%	0%	9%	9%
	A standard dress code	12	2%	2%	0%	0%	0%	0%	6%
	More well groomed/haircuts/shave	7	1%	1%	2%	0%	0%	0%	0%
	Clean more often/clean buses between trips	8	1%	1%	0%	2%	0%	0%	0%
	It depends on the individual/some better than others	5	1%	1%	0%	0%	0%	0%	0%
	All other reasons	63	9%	10%	13%	6%	9%	0%	4%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	64%	58%	78%	65%	74%	61%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	3%	12%	0%	11%	0%	8%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
	More personable/friendlier/greet passengers	34	5%	4%	9%	7%	0%	5%	9%
	Attitude change/be more positive/some are grumpy	10	1%	2%	1%	0%	0%	0%	4%
	Be more helpful/helpful customer service	23	3%	4%	2%	0%	4%	0%	0%
	Be more patient/wait for people running to bus/don't leave early	25	4%	4%	0%	3%	7%	11%	0%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	1%	0%	3%	0%	0%
	Be on time/adhere to schedule	31	4%	4%	6%	5%	0%	9%	9%
	A standard dress code	9	1%	2%	0%	0%	0%	0%	6%
	More well groomed/haircuts/shave	2	0%	0%	0%	0%	0%	0%	0%
	Clean more often/clean buses between trips	8	1%	1%	0%	2%	0%	0%	0%
	It depends on the individual/some better than others	5	1%	1%	0%	0%	0%	0%	0%
	All other reasons	59	8%	9%	10%	6%	9%	0%	4%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	64%	58%	78%	65%	74%	61%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	87%	82%	88%	94%	91%	99%
	B	55	9%	8%	13%	6%	3%	4%	1%
	C	5	1%	1%	2%	0%	3%	0%	0%
	D	1	0%	0%	0%	1%	0%	0%	0%
	F	2	0%	0%	0%	0%	0%	0%	0%
	Not sure	21	3%	4%	3%	5%	0%	6%	0%
	No Answer	1	0%	0%	0%	0%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	87%	82%	88%	94%	91%	99%
	B or lower/DK	84	13%	13%	18%	12%	6%	9%	1%
23. How would you grade the job the train conductor is doing?	A	546	87%	87%	82%	88%	94%	91%	99%
	B	55	9%	8%	13%	6%	3%	4%	1%
	C or lower/DK	29	5%	5%	5%	6%	3%	6%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	67%	65%	58%	70%	69%	66%
	B	309	23%	24%	22%	28%	18%	23%	15%
	C	98	7%	6%	9%	8%	11%	8%	13%
	D	14	1%	1%	2%	1%	2%	0%	3%
	F	7	1%	0%	2%	1%	0%	0%	3%
	Not sure	11	1%	1%	0%	1%	0%	0%	0%
	No Answer	5	0%	0%	0%	2%	0%	0%	0%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	67%	65%	58%	70%	69%	66%
	B or lower/DK	445	34%	33%	35%	42%	30%	31%	34%
25. Grading: the job Station agents are doing?	A	117	76%	74%	75%	89%	76%	100%	85%
	B	23	15%	17%	17%	11%	0%	0%	0%
	C	5	3%	3%	0%	0%	0%	0%	15%
	D	0	0%	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	0%	0%	12%	0%	0%
	Not sure	6	4%	5%	4%	0%	12%	0%	0%
	No Answer	2	1%	1%	4%	0%	0%	0%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	74%	75%	89%	76%	100%	85%
	B or lower/DK	37	24%	26%	25%	11%	24%	0%	15%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
25. How would you grade the job Station Agents are doing?	A	117	76%	74%	75%	89%	76%	100%	85%
	B	23	15%	17%	17%	11%	0%	0%	0%
	C or lower/DK	13	9%	9%	8%	0%	24%	0%	15%
26. Grading: the smoothness of the ride on Link?	A	359	76%	77%	75%	77%	62%	70%	87%
	B	98	20%	21%	18%	20%	30%	23%	13%
	C	18	4%	3%	7%	1%	7%	7%	0%
	D	0	0%	0%	0%	1%	0%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	77%	75%	77%	62%	70%	87%
	B or lower/DK	116	24%	23%	25%	23%	38%	30%	13%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	77%	75%	77%	62%	70%	87%
	B	98	20%	21%	18%	20%	30%	23%	13%
	C or lower/DK	19	4%	3%	7%	2%	7%	7%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	63%	64%	50%	58%	83%	68%
	B	340	26%	25%	27%	38%	28%	8%	20%
	C	112	9%	9%	7%	8%	9%	8%	3%
	D	13	1%	1%	0%	2%	0%	0%	4%
	F	6	0%	1%	0%	0%	0%	0%	0%
	Not sure	16	1%	1%	1%	2%	6%	0%	5%
	No Answer	5	0%	1%	0%	0%	0%	0%	0%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	63%	64%	50%	58%	83%	68%
	B or lower/DK	492	37%	37%	36%	50%	42%	17%	32%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	63%	64%	50%	58%	83%	68%
	B	340	26%	25%	27%	38%	28%	8%	20%
	C or lower/DK	152	12%	12%	9%	12%	15%	8%	12%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	58%	63%	51%	56%	66%	54%
	B	358	27%	26%	28%	36%	24%	26%	18%
	C	104	8%	8%	5%	8%	10%	6%	11%
	D	21	2%	2%	2%	1%	0%	0%	0%
	F	11	1%	1%	1%	0%	3%	0%	0%
	Not sure	59	4%	4%	2%	5%	8%	2%	17%
	No Answer	2	0%	0%	0%	0%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	58%	63%	51%	56%	66%	54%
	B or lower/DK	554	42%	42%	37%	49%	44%	34%	46%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	58%	63%	51%	56%	66%	54%
	B	358	27%	26%	28%	36%	24%	26%	18%
	C or lower/DK	196	15%	16%	10%	14%	20%	8%	28%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	12%	22%	12%	18%	16%	11%
	Gotten worse	97	7%	9%	6%	3%	8%	3%	5%
	Haven't noticed a change	730	55%	56%	57%	54%	38%	59%	57%
	(Don't know)	305	23%	23%	15%	29%	36%	23%	26%
	No answer	9	1%	1%	0%	2%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
29. On-time performance in the last year...	Gotten better	182	14%	12%	22%	12%	18%	16%	11%
	Gotten worse	97	7%	9%	6%	3%	8%	3%	5%
	No change/DK	1044	79%	79%	72%	85%	74%	82%	84%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	65%	63%	53%	50%	38%	67%
	Most times	39	25%	24%	20%	24%	38%	50%	30%
	Sometimes	11	7%	7%	8%	23%	0%	0%	0%
	Never	2	1%	1%	1%	0%	12%	0%	3%
	(Don't know)	4	2%	2%	4%	0%	0%	12%	0%
	No answer	1	1%	1%	4%	0%	0%	0%	0%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	89%	83%	77%	88%	88%	97%
	Sometimes or Never	13	8%	8%	9%	23%	12%	0%	3%
	No Answer/DK	5	3%	3%	8%	0%	0%	12%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	43%	67%	47%	48%	34%	35%
	Somewhat helpful	253	30%	31%	22%	26%	36%	38%	40%
	Not helpful	36	4%	4%	1%	8%	4%	0%	3%
	Don't Use them	157	19%	21%	9%	17%	10%	28%	19%
	(Don't know)	4	1%	0%	0%	1%	2%	0%	3%
	No answer	5	1%	1%	1%	1%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	43%	67%	47%	48%	34%	35%
	Less helpful	289	34%	35%	24%	34%	40%	38%	43%
	Don't use them/DK/No Answer	167	20%	22%	10%	18%	12%	28%	22%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	64%	71%	53%	68%	88%	56%
	Somewhat well	99	21%	22%	22%	19%	29%	12%	12%
	Not very well	37	8%	8%	6%	12%	3%	0%	13%
	(Don't know)	20	4%	5%	0%	9%	0%	0%	19%
	No answer	11	2%	2%	2%	6%	0%	0%	0%
How well do you understand light rail's schedule...	Very well	309	65%	64%	71%	53%	68%	88%	56%
	Less well/DK	156	33%	34%	28%	41%	32%	12%	44%
	No Answer	11	2%	2%	2%	6%	0%	0%	0%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	85%	84%	81%	91%	95%	72%
	Somewhat easy	59	13%	13%	13%	19%	9%	0%	28%
	Somewhat difficult	9	2%	2%	3%	0%	0%	5%	0%
	Very difficult	0	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	85%	84%	81%	91%	95%	72%
	Less than very easy/DK	68	15%	15%	16%	19%	9%	5%	28%
34. Would you say public announcements in the station are...	Very helpful	263	60%	63%	65%	52%	41%	16%	72%
	Somewhat helpful	113	26%	26%	20%	29%	31%	46%	14%
	Not helpful	5	1%	1%	2%	0%	0%	0%	14%
	Don't Use them	51	12%	9%	11%	19%	28%	38%	0%
	(Don't know)	6	1%	1%	2%	0%	0%	0%	0%
	No answer	1	0%	0%	0%	0%	0%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	63%	65%	52%	41%	16%	72%
	Less helpful	118	27%	26%	22%	29%	31%	46%	28%
	Don't use them/DK/No Answer	58	13%	11%	13%	19%	28%	38%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	63%	54%	48%	41%	46%	72%
	Somewhat helpful	114	26%	22%	31%	34%	59%	27%	28%
	Not helpful	14	3%	4%	2%	6%	0%	0%	0%
	Don't Use them	47	11%	9%	13%	12%	0%	27%	0%
	(Don't know)	4	1%	1%	0%	0%	0%	0%	0%
	No answer	2	0%	1%	0%	0%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	63%	54%	48%	41%	46%	72%
	Less helpful	127	29%	26%	32%	40%	59%	27%	28%
	Don't use them/DK/No Answer	53	12%	11%	13%	12%	0%	27%	0%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	37%	51%	43%	36%	35%	43%
	About 1 in 10 trips	134	31%	30%	30%	35%	36%	27%	43%
	Less than 1 in 10 trips	43	10%	9%	10%	3%	14%	30%	0%
	Never	40	9%	10%	5%	9%	14%	8%	14%
	(Don't know)	44	10%	13%	4%	10%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	67%	81%	78%	72%	62%	86%
	Less than 1 in 10 trips/DK	127	29%	33%	19%	22%	28%	38%	14%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	77%	73%	60%	78%	80%	61%
	I occasionally have concerns for my safety	277	21%	20%	17%	31%	18%	20%	32%
	I am regularly concerned about my safety	22	2%	1%	4%	2%	0%	0%	4%
	(Don't know)	38	3%	2%	6%	5%	4%	0%	3%
	No answer	4	0%	0%	0%	3%	0%	0%	0%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	77%	73%	60%	78%	80%	61%
	Safety Concerns	337	25%	22%	27%	38%	22%	20%	39%
	No Answer	4	0%	0%	0%	3%	0%	0%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	81%	72%	68%	76%	76%	70%
	Mostly safe	270	20%	18%	23%	27%	23%	24%	18%
	Mostly unsafe	5	0%	1%	0%	0%	0%	0%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	0%	4%	5%	2%	0%	8%
	No answer	4	0%	0%	0%	1%	0%	0%	4%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	99%	96%	95%	98%	100%	88%
	Unsafe	5	0%	1%	0%	0%	0%	0%	0%
	DK/No Answer	25	2%	0%	4%	5%	2%	0%	12%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	8%	8%	10%	6%	11%	24%
	Drunks/druggies	40	3%	3%	1%	6%	2%	2%	3%
	Angry/disruptive people/riders	27	2%	2%	1%	3%	4%	3%	3%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	1%	2%	4%	1%	0%	0%
	Overcrowding/people standing	24	2%	2%	2%	1%	2%	4%	0%
	Uturns/abrupt stops/jerky driving	21	2%	2%	1%	1%	3%	2%	0%
	Driving skills/driving too fast/inexperienced drivers	20	2%	2%	3%	0%	0%	0%	0%
	Lack of security personnel/attendants	15	1%	1%	1%	2%	0%	0%	0%
	People panhandling/begging	17	1%	2%	0%	2%	0%	0%	3%
	All other	82	6%	5%	7%	7%	8%	2%	17%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	76%	75%	71%	78%	75%	54%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	8%	7%	8%	3%	11%	24%
	Drunks/druggies	36	3%	3%	0%	6%	2%	2%	3%
	Angry/disruptive people/riders	25	2%	2%	1%	3%	4%	3%	3%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	1%	2%	3%	0%	0%	0%
	Overcrowding/people standing	20	2%	1%	2%	0%	2%	4%	0%
	Uturns/abrupt stops/jerky driving	21	2%	2%	1%	1%	3%	2%	0%
	Driving skills/driving too fast/inexperienced drivers	19	1%	1%	3%	0%	0%	0%	0%
	Lack of security personnel/attendants	11	1%	1%	1%	2%	0%	0%	0%
	People panhandling/begging	6	0%	1%	0%	0%	0%	0%	0%
	All other	76	6%	5%	7%	5%	8%	2%	17%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	76%	75%	71%	78%	75%	54%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	23%	18%	15%	15%	31%	12%
	Somewhat secure	229	17%	19%	12%	11%	15%	9%	32%
	Not secure at all	21	2%	2%	1%	2%	0%	0%	0%
	Don't Use	750	57%	53%	66%	66%	62%	60%	45%
	(Don't know)	27	2%	1%	2%	5%	3%	0%	11%
	No answer	14	1%	1%	1%	1%	6%	0%	0%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	50%	53%	45%	38%	79%	22%
	Somewhat secure	229	40%	41%	35%	33%	40%	21%	58%
	Not secure at all	21	4%	4%	2%	6%	0%	0%	0%
	Don't know	27	5%	3%	5%	13%	7%	0%	19%
	No Answer	14	2%	2%	4%	4%	15%	0%	0%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	50%	53%	45%	38%	79%	22%
	P&R Less secure	251	44%	45%	38%	39%	40%	21%	58%
	DK/No Answer	40	7%	5%	9%	17%	22%	0%	19%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	13%	9%	14%	9%	11%	12%
	2	71	6%	6%	7%	2%	2%	7%	9%
	3	187	15%	17%	11%	4%	20%	11%	7%
	4	154	12%	13%	8%	9%	7%	11%	18%
	5 - Very important	705	55%	49%	65%	70%	59%	59%	54%
	Not sure	9	1%	1%	0%	1%	4%	0%	0%
	No answer	1	0%	0%	0%	0%	0%	0%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	19%	15%	15%	10%	18%	21%
	3/DK/No Answer	197	15%	18%	11%	6%	24%	11%	7%
	4-5 Very Important	860	67%	63%	74%	79%	66%	70%	72%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	7%	1%	10%	0%	2%	21%
	2	19	3%	4%	1%	7%	0%	0%	0%
	3	65	11%	13%	8%	4%	13%	5%	14%
	4	65	11%	12%	7%	10%	10%	15%	7%
	5 - Very important	400	67%	63%	83%	67%	77%	78%	54%
	Not sure	7	1%	2%	0%	2%	0%	0%	0%
	No answer	2	0%	0%	0%	0%	0%	0%	5%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	10%	2%	17%	0%	2%	21%
	3/DK/No Answer	74	12%	15%	8%	6%	13%	5%	19%
	4-5 Very Important	465	78%	75%	90%	77%	87%	93%	60%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	5%	3%	7%	6%	1%	7%
	2	42	3%	4%	3%	3%	3%	1%	4%
	3	149	12%	13%	13%	3%	8%	14%	11%
	4	179	14%	13%	15%	15%	18%	16%	17%
	5 - Very important	835	65%	64%	64%	72%	58%	68%	60%
	Not sure	20	2%	2%	2%	0%	7%	0%	0%
	No answer	2	0%	0%	0%	0%	0%	0%	2%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	8%	6%	9%	8%	2%	11%
	3/DK/No Answer	171	13%	15%	15%	3%	15%	14%	13%
	4-5 Very Important	1014	79%	77%	79%	88%	76%	84%	77%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	2%	2%	3%	0%	2%	3%
	2	28	2%	2%	2%	3%	3%	3%	0%
	3	161	13%	13%	13%	12%	17%	6%	11%
	4	198	15%	15%	11%	19%	9%	16%	36%
	5 - Very important	845	66%	65%	69%	63%	67%	73%	49%
	Not sure	24	2%	2%	2%	0%	4%	0%	0%
	No answer	3	0%	0%	0%	0%	0%	0%	2%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	4%	4%	5%	3%	6%	3%
	3/DK/No Answer	188	15%	15%	16%	12%	21%	6%	13%
	4-5 Very Important	1042	81%	81%	80%	82%	76%	88%	84%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	29%	27%	37%	30%	31%	18%
	2	82	6%	6%	6%	6%	10%	6%	6%
	3	145	11%	12%	12%	10%	6%	9%	6%
	4	122	9%	10%	7%	9%	14%	3%	18%
	5 - Very important	465	36%	35%	42%	34%	29%	38%	36%
	Not sure	87	7%	7%	4%	5%	11%	11%	14%
	No answer	9	1%	0%	1%	0%	0%	3%	2%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	35%	33%	42%	40%	37%	24%
	3/DK/No Answer	241	19%	19%	18%	15%	17%	22%	21%
	4-5 Very Important	587	46%	45%	49%	43%	43%	41%	54%
45. Age range	<25	259	20%	16%	25%	34%	23%	26%	21%
	25-34	386	29%	27%	31%	35%	38%	42%	18%
	35-44	286	22%	21%	21%	17%	24%	20%	28%
	45-59	248	19%	23%	15%	7%	11%	10%	15%
	60+	128	10%	12%	5%	4%	2%	2%	11%
	Refused	17	1%	1%	3%	3%	2%	0%	7%
Generation	<35	644	49%	43%	56%	69%	61%	68%	39%
	35+	661	50%	57%	41%	28%	38%	32%	54%
	Refuse	17	1%	1%	3%	3%	2%	0%	7%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
46. What race would you classify yourself as?	White/Caucasian	838	63%	100%	0%	0%	0%	0%	0%
	Black/ Afr. American	188	14%	0%	100%	0%	0%	0%	0%
	Asian	128	10%	0%	0%	100%	0%	0%	0%
	Native Hawaiian/ Pacific Islander	11	1%	0%	0%	0%	0%	0%	0%
	American Indian/ Alaska Native	7	1%	0%	0%	0%	0%	0%	0%
	Hispanic/ Latino	48	4%	0%	0%	0%	100%	0%	0%
	Multiple races	52	4%	0%	0%	0%	0%	100%	0%
	Other	9	1%	0%	0%	0%	0%	0%	0%
	No answer	41	3%	0%	0%	0%	0%	0%	100%
46. Ethnicity	White	838	63%	100%	0%	0%	0%	0%	0%
	Non-white	484	37%	0%	100%	100%	100%	100%	100%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	16%	21%	10%	16%	23%	8%
	\$30,000 to \$49,999	265	20%	18%	28%	19%	23%	21%	23%
	\$50,000 to \$74,999	248	19%	20%	14%	17%	25%	18%	13%
	\$75,000 to \$99,999	111	8%	10%	5%	8%	3%	6%	5%
	100,000 to \$149,999	88	7%	9%	3%	3%	3%	4%	3%
	\$150,000 to \$199,999	44	3%	4%	0%	3%	0%	3%	0%
	\$200,000 or higher	29	2%	3%	0%	2%	3%	0%	3%
	Refused	289	22%	18%	25%	30%	23%	24%	40%
	No answer	32	2%	2%	3%	6%	5%	0%	5%
47. Income	<\$50,000	482	36%	35%	49%	29%	38%	45%	31%
	\$50,000+	519	39%	45%	22%	34%	33%	31%	25%
	DK/NA	321	24%	20%	29%	36%	28%	24%	45%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	68%	67%	57%	66%	65%	38%
	Employed <30 hrs/wk	92	7%	7%	8%	2%	15%	4%	7%
	Self-employed	45	3%	3%	5%	1%	2%	2%	12%
	Retired	71	5%	6%	5%	2%	4%	4%	3%
	Homemaker	9	1%	1%	0%	0%	0%	0%	0%
	Student	149	11%	9%	9%	31%	7%	13%	18%
	Looking for work	11	1%	1%	1%	0%	1%	0%	4%
	Other	20	2%	1%	2%	1%	3%	0%	6%
	No answer	60	5%	4%	4%	5%	4%	12%	13%
48. Employment	Full Time Emp	865	65%	68%	67%	57%	66%	65%	38%
	Part Time/Less/NA	457	35%	32%	33%	43%	34%	35%	62%
49. Geography (by home zip code)	Snohomish	138	10%	12%	6%	11%	5%	13%	6%
	KC Seattle/North	421	32%	30%	45%	25%	33%	32%	45%
	KC East	220	17%	17%	10%	23%	20%	11%	14%
	KC South	198	15%	12%	21%	21%	18%	19%	17%
	Pierce	190	14%	16%	13%	8%	10%	14%	7%
	Other	119	9%	11%	2%	10%	11%	11%	7%
	Refused	35	3%	3%	2%	3%	3%	0%	4%

		N	%	46. What race would you classify yourself as?					
				White/ Caucasian	Black/ Afr. American	Asian	Hispanic/ Latino	Multiple races	No answer
				%	%	%	%	%	%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	14%	8%	4%	3%	7%	17%
	No	1073	81%	79%	83%	86%	93%	82%	80%
	No answer	100	8%	7%	9%	10%	5%	10%	3%
53. Gender	Male	724	55%	60%	41%	47%	57%	44%	46%
	Female	569	43%	38%	54%	51%	43%	52%	52%
	(Unknown/Other)	1	0%	0%	1%	0%	0%	0%	0%
	No answer	28	2%	2%	4%	2%	0%	3%	1%
Gender by generation	M <35	339	26%	25%	24%	31%	39%	27%	13%
	F <35	287	22%	17%	28%	36%	22%	38%	26%
	M 35+	376	28%	35%	16%	13%	18%	17%	30%
	F 35+	275	21%	21%	24%	15%	19%	15%	23%
	Ref	45	3%	2%	8%	5%	2%	3%	7%

	All	46. What race would you classify yourself as?					
		White/ Caucasian	Black/ Afr. American	Asian	Hispanic /Latino	Multiple races	No answer
Number of cases	1322	838	188	128	48	52	41
Row percent	100%	63.4%	14.2%	9.7%	3.6%	3.9%	3.1%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.38	3.30	3.39	3.40	3.47	3.35
9. Minutes to get to nearest stop/station (mean)	14.68	14.81	14.00	17.32	13.28	12.33	10.44
18. How would you grade the average cleanliness of the bus/ LR/ Sonder cabin? (mean; A=4 to F=0)	3.58	3.61	3.45	3.59	3.57	3.55	3.52
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.41	3.17	3.19	3.32	3.35	3.16
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.71	3.76	3.73	3.70	3.73	3.80
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.83	3.77	3.89	3.87	3.90	3.85
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.89	3.82	3.90	3.91	3.96	3.99
24. How would you grade the physical condition of the Light Rail/ Sonder train stations? (mean; A=4 to F=0)	3.56	3.60	3.46	3.47	3.55	3.61	3.39
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.75	3.81	3.89	3.46	4.00	3.70
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.74	3.68	3.74	3.55	3.63	3.87
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sonder? (mean; A=4 to F=0)	3.52	3.51	3.56	3.39	3.52	3.75	3.61
28. How would you grade the on-time performance of Express Bus/ LR/ Sonder? (mean; A=4 to F=0)	3.47	3.45	3.52	3.42	3.42	3.61	3.52
9. Minutes to get to nearest stop/station (mean)	14.68	14.81	14.00	17.32	13.28	12.33	10.44
13. Weekdays per week bus/train is ridden (mean)	3.32	3.23	3.82	3.23	2.90	3.43	3.41
13. Weekend days per week bus/train is ridden (mean)	.32	.28	.45	.38	.37	.11	.47
13. Total days per week bus/train is ridden (mean)	3.64	3.51	4.26	3.62	3.27	3.53	3.88

	All	46. What race would you classify yourself as?					
		White/ Caucasian	Black/ Afr. American	Asian	Hispanic /Latino	Multiple races	No answer
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	3.81	4.15	4.22	4.10	4.00	3.93
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.24	4.71	4.20	4.64	4.67	3.76
42. Importance: Being able to access real time transit information on cellphones	4.34	4.30	4.36	4.44	4.29	4.49	4.20
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.42	4.47	4.37	4.47	4.53	4.29
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.18	3.33	2.98	3.02	3.11	3.58

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
Number of cases		1322		838	484	644	661	17
Row percent			100%	63%	37%	49%	50%	1%
Service Type (Numeric)	Express Bus	692	52%	51%	55%	56%	49%	47%
	Sounder Rail	154	12%	14%	8%	7%	16%	11%
	Tacoma Link Light Rail	37	3%	3%	3%	3%	3%	0%
	Central Link Light Rail	439	33%	32%	35%	33%	33%	41%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
2. Service	Express Bus	692	52%	51%	55%	56%	49%	47%
	Sounder Sea-Tac	140	11%	12%	7%	7%	14%	10%
	Sounder Sea-Eve	14	1%	1%	1%	1%	2%	1%
	Central Link	439	33%	32%	35%	33%	33%	41%
	Tacoma Link	37	3%	3%	3%	3%	3%	0%
Region Bus Routes Cover	Seattle-South	171	25%	24%	25%	22%	28%	14%
	Seattle-Snohomish	100	15%	16%	12%	15%	14%	16%
	Seattle-E King	371	54%	53%	54%	58%	48%	71%
	Route Excludes Dtown Seattle	50	7%	6%	9%	5%	10%	0%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	42%	42%	43%	40%	57%
	Not in tunnel	770	58%	58%	58%	57%	60%	43%
Day Part	Peak	605	46%	49%	40%	44%	47%	35%
	Offpeak	527	40%	38%	42%	39%	40%	54%
	Weekend	190	14%	12%	18%	16%	13%	11%
	Unable to determine	0	0%	0%	0%	0%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	2%	2%	2%	2%	0%
	ST 511	30	4%	6%	3%	3%	6%	0%
	ST 512	55	8%	8%	8%	9%	7%	16%
	ST 522	58	8%	8%	10%	11%	6%	0%
	ST 532	22	3%	3%	3%	1%	6%	0%
	ST 535	19	3%	2%	4%	3%	3%	0%
	ST 540	7	1%	1%	1%	1%	1%	0%
	ST 541	0	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	2%	3%	3%	1%	10%
	ST 545	103	15%	16%	13%	16%	14%	0%
	ST 547	0	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	18%	14%	17%	15%	32%
	ST 554	42	6%	5%	7%	6%	6%	29%
	ST 555	8	1%	2%	0%	0%	2%	0%
	ST 556	9	1%	1%	2%	1%	1%	0%
	ST 559	0	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	1%	6%	3%	3%	0%
	ST 563	0	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	2%	5%	3%	4%	0%
	ST 574	29	4%	3%	6%	3%	5%	14%
	ST 577	7	1%	1%	1%	1%	1%	0%
	ST 578	35	5%	7%	2%	4%	7%	0%
	ST 586	6	1%	1%	1%	2%	0%	0%
	ST 590	48	7%	8%	5%	6%	9%	0%
	ST 591	0	0%	0%	0%	0%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
	ST 592	0	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	2%	4%	4%	2%	0%
	ST 596	0	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	90%	93%	93%	90%	87%
	Seattle <--> Everett	14	9%	10%	7%	7%	10%	13%
	No answer	0	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	61%	50%	52%	62%	63%
	No	561	42%	38%	50%	48%	37%	37%
	No answer	3	0%	0%	0%	0%	0%	0%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	26%	27%	27%	26%	24%
	No	366	65%	64%	66%	66%	64%	61%
	No answer	50	9%	11%	7%	8%	10%	15%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	60%	57%	56%	61%	71%
	Not Choice Rider	549	42%	40%	43%	44%	39%	29%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	60%	57%	56%	61%	71%
	Not Choice Rider	532	41%	40%	43%	44%	39%	29%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	48%	49%	50%	47%	51%
	B	537	41%	42%	38%	42%	39%	40%
	C	119	9%	8%	12%	8%	10%	10%
	D	10	1%	1%	1%	0%	2%	0%
	F	4	0%	0%	0%	0%	0%	0%
	Not sure	11	1%	1%	0%	0%	1%	0%
	No answer	2	0%	0%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	48%	49%	50%	47%	51%
	B or lower/DK	683	52%	52%	51%	50%	53%	49%
5. Sound Transit Overall Report Card	A	639	48%	48%	49%	50%	47%	51%
	B	537	41%	42%	38%	42%	39%	40%
	C or lower/DK	147	11%	10%	13%	9%	14%	10%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	14%	17%	15%	16%	36%
	Fast/ Avoids traffic	85	6%	5%	8%	6%	7%	12%
	Convenient	114	9%	9%	9%	6%	11%	0%
	Comfortable/ Relaxing	40	3%	2%	4%	3%	3%	7%
	Clean/ Nice	62	5%	4%	5%	5%	5%	7%
	Good coverage/ Goes to destination	56	4%	4%	4%	5%	4%	3%
	Friendly/ helpful operators & personnel	46	3%	3%	4%	4%	3%	0%
	Affordable fare/ Free parking	46	3%	4%	2%	3%	4%	0%
	Safe/ Secure	19	1%	2%	1%	2%	1%	0%
	General positives (Nice/ Fun/ No complaints)	304	23%	22%	24%	27%	20%	3%
	Late at times/ Always late	162	12%	11%	14%	11%	13%	14%
	Rude drivers & personnel	11	1%	1%	1%	1%	1%	6%
	More service/ routes/ buses	70	5%	5%	6%	5%	5%	10%
	Slow/ Too many stops/ More express	25	2%	2%	2%	2%	2%	0%
	Need more parking	17	1%	2%	1%	1%	2%	5%
	Improve/ Expand schedule	35	3%	3%	3%	2%	3%	0%
	Too expensive	13	1%	1%	1%	1%	1%	0%
	Too early/ Doesn't wait	8	1%	1%	1%	1%	0%	0%
	Crowded/ Larger buses/trains	72	5%	6%	4%	5%	6%	0%
	Other positives	111	8%	9%	7%	7%	9%	22%
	Other negatives	134	10%	11%	8%	8%	12%	5%
	Neutral reasons (OK/ Average)	93	7%	7%	8%	9%	5%	15%
	All other reasons	20	2%	2%	1%	1%	2%	3%
	Don't know/ NA/ First time rider	44	3%	4%	2%	2%	4%	0%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	161	12%	12%	12%	11%	13%	29%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
	Fast/ Avoids traffic	55	4%	3%	6%	4%	4%	12%
	Convenient	83	6%	6%	6%	5%	8%	0%
	Comfortable/ Relaxing	19	1%	1%	2%	1%	2%	0%
	Clean/ Nice	24	2%	1%	2%	2%	2%	0%
	Good coverage/ Goes to destination	28	2%	2%	2%	3%	2%	0%
	Friendly/ helpful operators & personnel	25	2%	2%	2%	2%	2%	0%
	Affordable fare/ Free parking	29	2%	3%	1%	2%	3%	0%
	Safe/ Secure	3	0%	0%	0%	0%	0%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	21%	21%	26%	17%	3%
	Late at times/ Always late	141	11%	10%	12%	10%	11%	14%
	Rude drivers & personnel	7	1%	1%	1%	1%	0%	6%
	More service/ routes/ buses	49	4%	3%	5%	4%	3%	10%
	Slow/ Too many stops/ More express	17	1%	1%	1%	2%	1%	0%
	Need more parking	11	1%	1%	0%	1%	1%	5%
	Improve/ Expand schedule	27	2%	2%	2%	2%	3%	0%
	Too expensive	9	1%	1%	1%	1%	1%	0%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	0%
	Crowded/ Larger buses/trains	59	4%	5%	3%	4%	5%	0%
	Other positives	66	5%	6%	4%	5%	6%	3%
	Other negatives	90	7%	8%	5%	6%	8%	0%
	Neutral reasons (OK/ Average)	79	6%	6%	7%	8%	4%	15%
	All other reasons	15	1%	1%	1%	1%	1%	3%
	Don't know/ NA/ First time rider	44	3%	4%	2%	2%	4%	0%
7. What overall improvements	More stops	17	1%	1%	2%	2%	1%	13%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
	Fewer stops/Direct/express routes/HOV lane	23	2%	2%	1%	2%	2%	0%
	Be on-time/adhere to schedule/less delays	98	7%	6%	10%	7%	8%	14%
	Run more often/more frequent buses/trains	192	15%	15%	13%	13%	16%	1%
	Expand schedule/ Run earlier/later	70	5%	6%	4%	5%	6%	0%
	More routes/expand-extend service/add weekend service	125	9%	9%	9%	9%	10%	7%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	3%	4%	2%	4%	9%
	Overcrowding/SRO/Larger-longer buses	116	9%	10%	7%	9%	9%	0%
	Don't leave early (look for passengers)	11	1%	0%	2%	1%	1%	0%
	Notice/communication of problems, delay, etc.	42	3%	3%	3%	3%	3%	8%
	Announce next time of arrival/post departure times	8	1%	1%	0%	1%	1%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	4%	3%	2%	4%	5%
	Enclosed/covered waiting area	13	1%	1%	1%	1%	1%	0%
	More security	25	2%	2%	2%	2%	1%	16%
	More comfortable temperature/heated-it's cold	11	1%	1%	1%	1%	1%	0%
	Improved wi-fi and/or cell access	16	1%	1%	1%	1%	1%	3%
	Lower fares	24	2%	1%	3%	2%	1%	0%
	New/cleaner buses/trains	43	3%	3%	3%	4%	3%	0%
	Improved/better lit stops	6	0%	0%	1%	1%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
	Driver training/cold weather training	10	1%	1%	0%	1%	1%	0%
	Return interagency transfer slips/improve ORCA availability	21	2%	2%	2%	2%	1%	0%
	Make snacks/beverages accessible on transit	13	1%	1%	1%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	13%	10%	10%	14%	21%
	Don't know/no answer/none	370	28%	26%	31%	31%	25%	14%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	1%	1%	1%	1%	8%
	Fewer stops/Direct/express routes/HOV lane	20	2%	2%	1%	2%	2%	0%
	Be on-time/adhere to schedule/less delays	91	7%	6%	9%	6%	7%	14%
	Run more often/more frequent buses/trains	159	12%	13%	11%	11%	13%	1%
	Expand schedule/ Run earlier/later	59	4%	5%	3%	4%	5%	0%
	More routes/expand-extend service/add weekend service	104	8%	8%	8%	8%	8%	7%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	2%	3%	1%	4%	9%
	Overcrowding/SRO/Larger-longer buses	100	8%	9%	6%	7%	8%	0%
	Don't leave early (look for passengers)	8	1%	0%	1%	1%	1%	0%
	Notice/communication of problems, delay, etc.	36	3%	3%	3%	3%	3%	8%
	Announce next time of arrival/post departure times	6	0%	1%	0%	1%	0%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	3%	2%	2%	4%	5%
	Enclosed/covered waiting area	13	1%	1%	1%	1%	1%	0%
	More security	19	1%	1%	2%	2%	1%	16%
	More comfortable temperature/heated-it's cold	6	0%	0%	1%	0%	1%	0%
	Improved wi-fi and/or cell access	15	1%	1%	1%	1%	1%	3%
	Lower fares	18	1%	1%	3%	2%	1%	0%
	New/cleaner buses/trains	34	3%	3%	2%	3%	2%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
	Improved/better lit stops	5	0%	0%	1%	1%	0%	0%
	Driver training/cold weather training	10	1%	1%	0%	1%	1%	0%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	1%	2%	1%	0%
	Make snacks/beverages accessible on transit	9	1%	1%	0%	1%	1%	0%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	11%	9%	9%	11%	16%
	Don't know/no answer/none	370	28%	26%	31%	31%	25%	14%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	14%	18%	14%	16%	30%
	System suggestions	667	50%	52%	47%	50%	51%	45%
	All Other suggestions	161	12%	13%	10%	10%	14%	21%
	Nothing/Don't know/No Answer	370	28%	26%	31%	31%	25%	14%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	13%	16%	12%	15%	30%
	System suggestions	630	48%	50%	44%	47%	48%	40%
	All Other suggestions	137	10%	11%	9%	9%	11%	16%
	Nothing/Don't know/No Answer	370	28%	26%	31%	31%	25%	14%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	6%	5%	6%	5%	6%
	5-9 min.	227	17%	17%	17%	16%	18%	9%
	10-14 min.	336	25%	25%	26%	26%	24%	57%
	15-19 min.	204	15%	15%	16%	14%	17%	15%
	20-29 min.	131	10%	9%	11%	9%	11%	3%
	30+ min.	125	9%	9%	10%	10%	9%	0%
	(No answer)	226	17%	18%	16%	19%	15%	10%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	48%	48%	48%	47%	71%
	15+ min	460	35%	34%	36%	33%	37%	18%
	No answer	226	17%	18%	16%	19%	15%	10%
10. For this trip, are you...	Coming from home	496	37%	37%	39%	40%	36%	8%
	Going home	638	48%	49%	47%	47%	50%	53%
	Neither	170	13%	13%	13%	12%	13%	39%
	No answer	19	1%	1%	2%	1%	2%	0%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	59%	57%	55%	62%	64%
	Commute to/from school	127	10%	7%	14%	19%	1%	14%
	Go to/from airport	139	11%	13%	7%	8%	13%	0%
	Attend sporting/ special event	29	2%	2%	3%	3%	2%	5%
	Go shopping or dining	111	8%	8%	9%	6%	11%	6%
	Other	166	13%	13%	12%	12%	13%	12%
	No answer	3	0%	0%	0%	0%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	59%	57%	55%	62%	64%
	Commute to/from school	126	10%	7%	14%	19%	1%	14%
	Go to/from airport	137	10%	12%	7%	8%	13%	0%
	Attend sporting/ special event	28	2%	2%	3%	3%	2%	5%
	Go shopping or dining	105	8%	8%	8%	5%	11%	6%
	Other	154	12%	12%	12%	11%	12%	12%
	No answer	3	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	21%	14%	16%	21%	1%
	1	52	4%	4%	4%	4%	4%	0%
	2	75	6%	5%	6%	4%	7%	0%
	3	88	7%	6%	7%	7%	6%	26%
	4	169	13%	13%	13%	14%	11%	28%
	5	550	42%	40%	44%	43%	41%	36%
	6	92	7%	7%	7%	7%	7%	0%
	7	52	4%	3%	5%	5%	3%	9%
	1st time rider	0	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	49%	44%	45%	49%	55%
	5+ days/wk	695	53%	51%	56%	55%	51%	45%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	26%	34%	35%	23%	23%
	Cheaper	561	42%	45%	38%	44%	40%	56%
	More convenient	646	49%	48%	50%	50%	47%	51%
	Reduces cars on the road	101	8%	8%	6%	8%	8%	0%
	Helps environment	125	9%	10%	9%	10%	9%	0%
	Faster/avoids traffic	472	36%	37%	34%	34%	37%	54%
	No parking	266	20%	20%	20%	17%	23%	30%
	Work/school pays	169	13%	12%	13%	14%	12%	3%
	More relaxing	128	10%	9%	10%	8%	12%	3%
	Less stressful	190	14%	16%	12%	14%	15%	8%
	Gas prices	85	6%	5%	9%	7%	6%	12%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	0%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	1%	0%	0%	1%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%
	other	60	5%	5%	4%	4%	5%	0%
	(Don't know)	4	0%	0%	0%	0%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	19%	29%	28%	18%	23%
	Cheaper	293	22%	24%	18%	25%	19%	13%
	More convenient	218	16%	16%	18%	14%	19%	13%
	Reduces cars on the road	14	1%	1%	2%	1%	2%	0%
	Helps environment	11	1%	1%	1%	0%	1%	0%
	Faster/avoids traffic	232	18%	18%	16%	16%	18%	30%
	No parking	89	7%	8%	5%	6%	8%	14%
	Work/school pays	59	4%	5%	4%	3%	6%	0%
	More relaxing	17	1%	2%	1%	1%	2%	0%
	Less stressful	29	2%	3%	1%	2%	2%	8%
	Gas prices	14	1%	0%	2%	1%	1%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%
	other	29	2%	2%	2%	1%	3%	0%
	(Don't know)	2	0%	0%	0%	0%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	5%	5%	6%	5%	0%
	Cheaper	194	17%	18%	16%	13%	20%	37%
	More convenient	308	27%	28%	25%	30%	24%	32%
	Reduces cars on the road	33	3%	4%	1%	3%	3%	0%
	Helps environment	54	5%	4%	5%	5%	4%	0%
	Faster/avoids traffic	148	13%	13%	13%	12%	15%	4%
	No parking	103	9%	8%	11%	8%	10%	21%
	Work/school pays	63	6%	5%	7%	7%	4%	0%
	More relaxing	55	5%	5%	5%	4%	6%	0%
	Less stressful	59	5%	6%	4%	6%	5%	0%
	Gas prices	31	3%	3%	3%	3%	3%	6%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%
	other	20	2%	1%	2%	2%	1%	0%
	(Don't know)	1	0%	0%	0%	0%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	3%	1%	3%	2%	0%
	Cheaper	74	10%	9%	10%	12%	8%	22%
	More convenient	120	16%	14%	19%	16%	16%	21%
	Reduces cars on the road	53	7%	7%	7%	7%	7%	0%
	Helps environment	60	8%	9%	6%	10%	7%	0%
	Faster/avoids traffic	93	12%	13%	12%	12%	12%	34%
	No parking	74	10%	10%	10%	9%	11%	0%
	Work/school pays	47	6%	6%	7%	8%	5%	5%
	More relaxing	57	8%	7%	9%	6%	9%	5%
	Less stressful	102	14%	14%	12%	11%	17%	1%
	Gas prices	39	5%	4%	7%	5%	5%	12%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	1%	0%	0%	1%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%
	other	11	2%	2%	0%	1%	2%	0%
	(Don't know)	1	0%	0%	0%	0%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	6%	4%	5%	6%	0%
	<6 mo	127	10%	9%	10%	10%	9%	18%
	6 mo- <1 yr	95	7%	7%	8%	10%	4%	16%
	1 yr	120	9%	9%	9%	12%	6%	20%
	2 yrs	230	17%	16%	20%	23%	13%	3%
	3 yrs	166	13%	13%	12%	14%	11%	0%
	4 yrs	90	7%	6%	8%	7%	7%	10%
	5 yrs	119	9%	9%	9%	7%	11%	6%
	6-9 yrs	130	10%	11%	8%	7%	13%	12%
	10+ yrs	142	11%	12%	9%	4%	17%	14%
	Since it started	1	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	3%	2%	2%	2%	0%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	22%	23%	25%	20%	35%
	Est. Rider (1+ yr)	998	75%	75%	76%	73%	78%	65%
	DK/RF	32	2%	3%	2%	2%	2%	0%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	22%	23%	25%	20%	35%
	1-3 yr riders	516	39%	37%	42%	49%	30%	23%
	4+ yr riders	482	36%	38%	34%	24%	48%	42%
	DK/RF	32	2%	3%	2%	2%	2%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	42%	37%	34%	46%	24%
	Took transit	265	20%	17%	25%	17%	22%	58%
	Something else	45	3%	4%	2%	3%	4%	0%
	Did not make this trip	470	36%	37%	34%	44%	27%	18%
	Walked	2	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	1%	1%	1%	2%	0%
	Bus	1	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	1%	1%	0%	0%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	42%	37%	34%	46%	24%
	Took transit	253	19%	16%	25%	17%	21%	58%
	Something else	44	3%	4%	2%	3%	4%	0%
	Did not make this trip	470	36%	37%	34%	44%	27%	18%
	Walked	2	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	1%	1%	1%	2%	0%
	Bus	1	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	1%	1%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	9%	13%	11%	10%	0%
	Cheaper	185	14%	15%	13%	12%	16%	3%
	More convenient	233	18%	17%	18%	16%	19%	9%
	Reduces traffic	3	0%	0%	0%	0%	0%	0%
	Helps environment	6	0%	0%	0%	0%	1%	0%
	Faster	131	10%	9%	11%	8%	11%	22%
	No parking	96	7%	8%	7%	7%	7%	12%
	Work/school pays	61	5%	4%	5%	4%	5%	0%
	More relaxing	12	1%	1%	1%	1%	1%	0%
	Less stressful (avoid traffic)	80	6%	7%	5%	6%	7%	0%
	Gas prices	33	2%	2%	3%	3%	2%	15%
	Changed-new job/job transfer/relocated	181	14%	15%	12%	15%	12%	12%
	Just started school/college	25	2%	1%	3%	3%	0%	0%
	To try it	15	1%	1%	1%	1%	1%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	6%
	Better than bus	3	0%	0%	0%	0%	0%	3%
	Be Productive/Do Other things	6	0%	0%	1%	1%	0%	0%
	Don't want to drive	34	3%	3%	3%	2%	3%	13%
	Recommended	15	1%	1%	1%	1%	1%	0%
	Goes to destination	167	13%	14%	11%	16%	9%	1%
	Other	87	7%	6%	7%	4%	8%	15%
	Don't know	64	5%	5%	4%	6%	4%	1%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	9%	12%	11%	9%	0%
	Cheaper	143	11%	11%	11%	9%	13%	3%
	More convenient	210	16%	16%	16%	15%	17%	9%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%
	Helps environment	5	0%	0%	0%	0%	1%	0%
	Faster	107	8%	7%	9%	7%	9%	22%
	No parking	55	4%	4%	4%	4%	4%	5%
	Work/school pays	50	4%	3%	4%	4%	4%	0%
	More relaxing	3	0%	0%	0%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	5%	3%	4%	5%	0%
	Gas prices	24	2%	2%	2%	2%	1%	15%
	Changed-new job/job transfer/relocated	171	13%	14%	11%	15%	11%	8%
	Just started school/college	18	1%	1%	2%	2%	0%	0%
	To try it	15	1%	1%	1%	1%	1%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	0%	1%	6%
	Better than bus	2	0%	0%	0%	0%	0%	3%
	Be Productive/Do Other things	3	0%	0%	1%	0%	0%	0%
	Don't want to drive	31	2%	3%	2%	2%	2%	13%
	Recommended	13	1%	1%	1%	1%	1%	0%
	Goes to destination	149	11%	12%	10%	14%	9%	1%
	Other	64	5%	5%	5%	3%	6%	15%
	Don't know	64	5%	5%	4%	6%	4%	1%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	48%	44%	46%	47%	48%
	Economic	267	20%	20%	21%	19%	22%	18%
	Necessity	234	18%	17%	19%	18%	17%	18%
	Values	9	1%	1%	0%	0%	1%	0%
	Other	383	29%	29%	28%	30%	28%	28%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	43%	41%	42%	43%	48%
	Economic	218	16%	16%	17%	14%	18%	18%
	Necessity	192	15%	13%	16%	15%	14%	10%
	Values	7	1%	1%	0%	0%	1%	0%
	Other	344	26%	26%	25%	28%	24%	24%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	66%	62%	64%	66%	32%
	B	387	29%	29%	29%	29%	29%	48%
	C	67	5%	4%	7%	6%	4%	20%
	D	7	1%	0%	1%	1%	1%	0%
	F	2	0%	0%	0%	0%	0%	0%
	Not sure	4	0%	0%	1%	1%	0%	0%
	No Answer	3	0%	0%	0%	0%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	54%	48%	51%	54%	32%
	B	414	31%	31%	31%	32%	31%	35%
	C	132	10%	9%	12%	10%	9%	27%
	D	34	3%	2%	4%	3%	2%	0%
	F	16	1%	1%	2%	1%	2%	0%
	Not sure	33	3%	2%	3%	3%	2%	6%
	No Answer	5	0%	1%	0%	0%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	15%	13%	13%	15%	6%
	Trash at station/stop/transit center dirty	70	5%	3%	8%	6%	4%	21%
	Dirty seats	43	3%	3%	3%	4%	3%	0%
	Bird droppings	6	0%	0%	1%	0%	1%	0%
	Odors/smells	35	3%	2%	4%	3%	3%	5%
	Restrooms dirty/trashy/smelly	34	3%	3%	3%	2%	3%	0%
	Need more/larger trash cans/overflowing	14	1%	1%	1%	1%	1%	0%
	Need better lighting	4	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	3%	3%	3%	2%	8%
	Trash on bus/train	17	1%	1%	2%	1%	1%	3%
	Homeless people/vagrants at stops	15	1%	1%	1%	1%	1%	0%
	Smoking/people smoking	10	1%	1%	0%	0%	1%	0%
	All other	61	5%	5%	5%	4%	5%	9%
	Don't know	4	0%	0%	0%	0%	0%	0%
	None/No Answer	865	65%	66%	64%	65%	66%	54%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	14%	12%	12%	14%	6%
	Trash at station/stop/transit center dirty	68	5%	3%	8%	6%	4%	21%
	Dirty seats	34	3%	2%	3%	4%	2%	0%
	Bird droppings	4	0%	0%	0%	0%	1%	0%
	Odors/smells	28	2%	2%	3%	2%	2%	0%
	Restrooms dirty/trashy/smelly	25	2%	2%	2%	2%	2%	0%
	Need more/larger trash cans/overflowing	9	1%	1%	0%	1%	1%	0%
	Need better lighting	3	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	3%	1%	2%	2%	8%
	Trash on bus/train	11	1%	1%	1%	1%	0%	3%
	Homeless people/vagrants at stops	9	1%	0%	1%	1%	1%	0%
	Smoking/people smoking	7	1%	1%	0%	0%	1%	0%
	All other	50	4%	4%	3%	3%	4%	9%
	Don't know	4	0%	0%	0%	0%	0%	0%
	None/No Answer	865	65%	66%	64%	65%	66%	54%
20. Grading: the courtesy of the bus drivers?	A	530	77%	76%	77%	76%	78%	45%
	B	126	18%	19%	17%	19%	17%	55%
	C	21	3%	3%	4%	4%	2%	0%
	D	4	1%	1%	0%	0%	1%	0%
	F	3	0%	1%	0%	0%	1%	0%
	Not sure	6	1%	1%	1%	1%	1%	0%
	No Answer	2	0%	0%	1%	1%	0%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	76%	77%	76%	78%	45%
	B or lower/DK	162	23%	24%	23%	24%	22%	55%
20. Grading: the courtesy of the bus drivers?	A	530	77%	76%	77%	76%	78%	45%
	B	126	18%	19%	17%	19%	17%	55%
	C or lower/DK	35	5%	5%	6%	5%	6%	0%
21. Grading: the appearance of the bus drivers?	A	564	81%	82%	81%	81%	84%	30%
	B	79	11%	11%	12%	10%	12%	42%
	C	8	1%	2%	0%	1%	1%	0%
	D	3	0%	0%	0%	0%	1%	0%
	F	1	0%	0%	0%	0%	0%	0%
	Not sure	35	5%	5%	5%	7%	2%	29%
	No Answer	3	0%	0%	1%	1%	0%	0%
21. Grading: the courtesy of the bus drivers?	A	564	81%	82%	81%	81%	84%	30%
	B or lower/DK	128	19%	18%	19%	19%	16%	70%
21. Grading: the courtesy of the bus drivers?	A	564	81%	82%	81%	81%	84%	30%
	B	79	11%	11%	12%	10%	12%	42%
	C or lower/DK	50	7%	7%	7%	10%	4%	29%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	3%	6%	5%	4%	0%
	More personable/friendlier/greet passengers	34	5%	4%	7%	6%	3%	16%
	Attitude change/be more positive/some are grumpy	14	2%	3%	1%	2%	3%	0%
	Be more helpful/helpful customer service	28	4%	5%	2%	3%	5%	0%
	Be more patient/wait for people running to bus/don't leave early	28	4%	4%	4%	4%	4%	0%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	1%	1%	1%	0%
	Be on time/adhere to schedule	32	5%	4%	6%	4%	5%	0%
	A standard dress code	12	2%	2%	1%	1%	3%	0%
	More well groomed/haircuts/shave	7	1%	1%	1%	1%	1%	0%
	Clean more often/clean buses between trips	8	1%	1%	1%	2%	0%	0%
	It depends on the individual/some better than others	5	1%	1%	0%	0%	1%	0%
	All other reasons	63	9%	10%	8%	9%	10%	0%
	No answer/none	0	0%	0%	0%	0%	0%	0%
	Don't Know	451	65%	64%	67%	66%	64%	84%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	3%	6%	5%	4%	0%
	More personable/friendlier/greet passengers	34	5%	4%	7%	6%	3%	16%
	Attitude change/be more positive/some are grumpy	10	1%	2%	1%	1%	2%	0%
	Be more helpful/helpful customer service	23	3%	4%	2%	2%	5%	0%
	Be more patient/wait for people running to bus/don't leave early	25	4%	4%	3%	4%	3%	0%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	1%	1%	1%	0%
	Be on time/adhere to schedule	31	4%	4%	5%	4%	5%	0%
	A standard dress code	9	1%	2%	1%	1%	2%	0%
	More well groomed/haircuts/shave	2	0%	0%	0%	1%	0%	0%
	Clean more often/clean buses between trips	8	1%	1%	1%	2%	0%	0%
	It depends on the individual/some better than others	5	1%	1%	0%	0%	1%	0%
	All other reasons	59	8%	9%	7%	8%	9%	0%
	No answer/none	0	0%	0%	0%	0%	0%	0%
Don't Know		451	65%	64%	67%	66%	64%	84%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	87%	86%	87%	86%	100%
	B	55	9%	8%	9%	8%	9%	0%
	C	5	1%	1%	1%	1%	1%	0%
	D	1	0%	0%	0%	0%	0%	0%
	F	2	0%	0%	0%	1%	0%	0%
	Not sure	21	3%	4%	3%	3%	3%	0%
	No Answer	1	0%	0%	0%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	87%	86%	87%	86%	100%
	B or lower/DK	84	13%	13%	14%	13%	14%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	87%	86%	87%	86%	100%
	B	55	9%	8%	9%	8%	9%	0%
	C or lower/DK	29	5%	5%	4%	5%	5%	0%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	67%	64%	68%	66%	39%
	B	309	23%	24%	23%	22%	24%	43%
	C	98	7%	6%	9%	8%	7%	18%
	D	14	1%	1%	2%	1%	1%	0%
	F	7	1%	0%	1%	1%	0%	0%
	Not sure	11	1%	1%	0%	0%	1%	0%
	No Answer	5	0%	0%	1%	0%	0%	0%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	67%	64%	68%	66%	39%
	B or lower/DK	445	34%	33%	36%	32%	34%	61%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
25. Grading: the job Station agents are doing?	A	117	76%	74%	82%	81%	75%	42%
	B	23	15%	17%	10%	15%	15%	29%
	C	5	3%	3%	3%	2%	4%	0%
	D	0	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	1%	0%	1%	0%
	Not sure	6	4%	5%	3%	2%	5%	29%
	No Answer	2	1%	1%	1%	0%	2%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	74%	82%	81%	75%	42%
	B or lower/DK	37	24%	26%	18%	19%	25%	58%
25. How would you grade the job Station Agents are doing?	A	117	76%	74%	82%	81%	75%	42%
	B	23	15%	17%	10%	15%	15%	29%
	C or lower/DK	13	9%	9%	8%	4%	11%	29%
26. Grading: the smoothness of the ride on Link?	A	359	76%	77%	73%	75%	76%	100%
	B	98	20%	21%	20%	21%	20%	0%
	C	18	4%	3%	6%	4%	4%	0%
	D	0	0%	0%	0%	0%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	77%	73%	75%	76%	100%
	B or lower/DK	116	24%	23%	27%	25%	24%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	77%	73%	75%	76%	100%
	B	98	20%	21%	20%	21%	20%	0%
	C or lower/DK	19	4%	3%	6%	4%	4%	0%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	63%	62%	62%	63%	59%
	B	340	26%	25%	27%	26%	25%	41%
	C	112	9%	9%	7%	10%	7%	0%
	D	13	1%	1%	1%	0%	2%	0%
	F	6	0%	1%	0%	0%	1%	0%
	Not sure	16	1%	1%	2%	1%	2%	0%
	No Answer	5	0%	1%	0%	1%	0%	0%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	63%	62%	62%	63%	59%
	B or lower/DK	492	37%	37%	38%	38%	37%	41%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	63%	62%	62%	63%	59%
	B	340	26%	25%	27%	26%	25%	41%
	C or lower/DK	152	12%	12%	11%	12%	11%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	58%	59%	58%	58%	68%
	B	358	27%	26%	28%	29%	25%	32%
	C	104	8%	8%	7%	8%	8%	0%
	D	21	2%	2%	1%	1%	2%	0%
	F	11	1%	1%	1%	1%	1%	0%
	Not sure	59	4%	4%	5%	3%	6%	0%
	No Answer	2	0%	0%	0%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	58%	59%	58%	58%	68%
	B or lower/DK	554	42%	42%	41%	42%	42%	32%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	58%	59%	58%	58%	68%
	B	358	27%	26%	28%	29%	25%	32%
	C or lower/DK	196	15%	16%	13%	13%	17%	0%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	12%	17%	15%	12%	25%
	Gotten worse	97	7%	9%	5%	5%	10%	1%
	Haven't noticed a change	730	55%	56%	54%	55%	55%	41%
	(Don't know)	305	23%	23%	24%	24%	22%	34%
	No answer	9	1%	1%	1%	1%	0%	0%
29. On-time performance in the last year...	Gotten better	182	14%	12%	17%	15%	12%	25%
	Gotten worse	97	7%	9%	5%	5%	10%	1%
	No change/DK	1044	79%	79%	78%	80%	78%	74%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	65%	57%	60%	66%	7%
	Most times	39	25%	24%	29%	26%	25%	64%
	Sometimes	11	7%	7%	8%	8%	7%	29%
	Never	2	1%	1%	2%	3%	0%	0%
	(Don't know)	4	2%	2%	3%	2%	2%	0%
	No answer	1	1%	1%	1%	1%	1%	0%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	89%	86%	85%	90%	71%
	Sometimes or Never	13	8%	8%	10%	11%	7%	29%
	No Answer/DK	5	3%	3%	4%	4%	3%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	43%	52%	47%	45%	31%
	Somewhat helpful	253	30%	31%	28%	30%	30%	21%
	Not helpful	36	4%	4%	4%	5%	3%	23%
	Don't Use them	157	19%	21%	15%	16%	21%	25%
	(Don't know)	4	1%	0%	1%	1%	0%	0%
	No answer	5	1%	1%	0%	1%	1%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	43%	52%	47%	45%	31%
	Less helpful	289	34%	35%	32%	35%	33%	44%
	Don't use them/DK/No Answer	167	20%	22%	16%	18%	22%	25%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	64%	67%	64%	65%	79%
	Somewhat well	99	21%	22%	19%	24%	18%	0%
	Not very well	37	8%	8%	8%	7%	8%	21%
	(Don't know)	20	4%	5%	3%	3%	6%	0%
	No answer	11	2%	2%	2%	2%	2%	0%
How well do you understand light rail's schedule...	Very well	309	65%	64%	67%	64%	65%	79%
	Less well/DK	156	33%	34%	30%	34%	32%	21%
	No Answer	11	2%	2%	2%	2%	2%	0%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	85%	84%	83%	86%	79%
	Somewhat easy	59	13%	13%	14%	15%	12%	0%
	Somewhat difficult	9	2%	2%	2%	2%	2%	21%
	Very difficult	0	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	85%	84%	83%	86%	79%
	Less than very easy/DK	68	15%	15%	16%	17%	14%	21%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
34. Would you say public announcements in the station are...	Very helpful	263	60%	63%	55%	59%	61%	44%
	Somewhat helpful	113	26%	26%	26%	24%	27%	35%
	Not helpful	5	1%	1%	2%	0%	2%	21%
	Don't Use them	51	12%	9%	15%	14%	9%	0%
	(Don't know)	6	1%	1%	1%	2%	1%	0%
	No answer	1	0%	0%	0%	0%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	63%	55%	59%	61%	44%
	Less helpful	118	27%	26%	28%	24%	29%	56%
	Don't use them/DK/No Answer	58	13%	11%	17%	17%	10%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	63%	53%	58%	59%	87%
	Somewhat helpful	114	26%	22%	32%	27%	25%	13%
	Not helpful	14	3%	4%	2%	2%	5%	0%
	Don't Use them	47	11%	9%	13%	12%	9%	0%
	(Don't know)	4	1%	1%	0%	0%	1%	0%
	No answer	2	0%	1%	0%	1%	0%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	63%	53%	58%	59%	87%
	Less helpful	127	29%	26%	34%	29%	30%	13%
	Don't use them/DK/No Answer	53	12%	11%	13%	14%	11%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	37%	46%	44%	37%	56%
	About 1 in 10 trips	134	31%	30%	32%	34%	26%	44%
	Less than 1 in 10 trips	43	10%	9%	10%	7%	13%	0%
	Never	40	9%	10%	8%	8%	10%	0%
	(Don't know)	44	10%	13%	5%	7%	13%	0%
	No answer	0	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	67%	77%	78%	63%	100%
	Less than 1 in 10 trips/DK	127	29%	33%	23%	22%	37%	0%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	77%	69%	74%	75%	61%
	I occasionally have concerns for my safety	277	21%	20%	23%	21%	21%	4%
	I am regularly concerned about my safety	22	2%	1%	3%	1%	2%	10%
	(Don't know)	38	3%	2%	5%	3%	2%	12%
	No answer	4	0%	0%	1%	0%	0%	14%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	77%	69%	74%	75%	61%
	Safety Concerns	337	25%	22%	31%	26%	25%	26%
	No Answer	4	0%	0%	1%	0%	0%	14%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	81%	72%	77%	78%	46%
	Mostly safe	270	20%	18%	24%	21%	19%	54%
	Mostly unsafe	5	0%	1%	0%	0%	1%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	0%	4%	2%	1%	0%
	No answer	4	0%	0%	1%	0%	0%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	99%	95%	98%	98%	100%
	Unsafe	5	0%	1%	0%	0%	1%	0%
	DK/No Answer	25	2%	0%	5%	2%	2%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	8%	9%	8%	9%	14%
	Drunks/druggies	40	3%	3%	3%	2%	4%	0%
	Angry/disruptive people/riders	27	2%	2%	3%	2%	2%	0%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	1%	2%	1%	2%	9%
	Overcrowding/people standing	24	2%	2%	2%	1%	3%	0%
	Uturns/abrupt stops/jerky driving	21	2%	2%	1%	2%	2%	0%
	Driving skills/driving too fast/inexperienced drivers	20	2%	2%	1%	1%	2%	0%
	Lack of security personnel/attendants	15	1%	1%	1%	1%	1%	0%
	People panhandling/begging	17	1%	2%	1%	1%	2%	0%
	All other	82	6%	5%	8%	6%	6%	9%
	Don't know	1	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	76%	72%	76%	73%	69%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	8%	8%	8%	8%	14%
	Drunks/druggies	36	3%	3%	2%	2%	3%	0%
	Angry/disruptive people/riders	25	2%	2%	2%	2%	2%	0%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	1%	2%	1%	1%	9%
	Overcrowding/people standing	20	2%	1%	2%	1%	2%	0%
	Uturns/abrupt stops/jerky driving	21	2%	2%	1%	2%	2%	0%
	Driving skills/driving too fast/inexperienced drivers	19	1%	1%	1%	1%	2%	0%
	Lack of security personnel/attendants	11	1%	1%	1%	1%	1%	0%
	People panhandling/begging	6	0%	1%	0%	0%	1%	0%
	All other	76	6%	5%	7%	6%	5%	9%
	Don't know	1	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	76%	72%	76%	73%	69%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	23%	18%	18%	24%	30%
	Somewhat secure	229	17%	19%	14%	14%	20%	20%
	Not secure at all	21	2%	2%	1%	1%	3%	0%
	Don't Use	750	57%	53%	62%	64%	50%	50%
	(Don't know)	27	2%	1%	3%	2%	2%	0%
	No answer	14	1%	1%	2%	1%	1%	0%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	50%	47%	50%	48%	59%
	Somewhat secure	229	40%	41%	38%	40%	40%	41%
	Not secure at all	21	4%	4%	3%	2%	5%	0%
	Don't know	27	5%	3%	8%	4%	5%	0%
	No Answer	14	2%	2%	4%	4%	1%	0%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	50%	47%	50%	48%	59%
	P&R Less secure	251	44%	45%	41%	41%	46%	41%
	DK/No Answer	40	7%	5%	12%	9%	6%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	13%	11%	8%	16%	13%
	2	71	6%	6%	5%	4%	7%	9%
	3	187	15%	17%	10%	12%	17%	6%
	4	154	12%	13%	10%	12%	12%	8%
	5 - Very important	705	55%	49%	64%	62%	47%	64%
	Not sure	9	1%	1%	1%	1%	1%	0%
	No answer	1	0%	0%	0%	0%	0%	1%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	19%	16%	13%	23%	22%
	3/DK/No Answer	197	15%	18%	10%	13%	18%	6%
	4-5 Very Important	860	67%	63%	74%	75%	59%	72%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	7%	4%	2%	9%	12%
	2	19	3%	4%	3%	2%	5%	0%
	3	65	11%	13%	7%	7%	15%	0%
	4	65	11%	12%	9%	14%	8%	17%
	5 - Very important	400	67%	63%	76%	74%	62%	64%
	Not sure	7	1%	2%	0%	1%	2%	0%
	No answer	2	0%	0%	0%	0%	0%	7%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	10%	7%	4%	14%	12%
	3/DK/No Answer	74	12%	15%	8%	8%	16%	7%
	4-5 Very Important	465	78%	75%	85%	88%	70%	81%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	5%	5%	3%	6%	6%
	2	42	3%	4%	2%	1%	5%	14%
	3	149	12%	13%	9%	8%	15%	7%
	4	179	14%	13%	15%	13%	14%	30%
	5 - Very important	835	65%	64%	67%	73%	57%	40%
	Not sure	20	2%	2%	1%	1%	2%	0%
	No answer	2	0%	0%	0%	0%	0%	4%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	8%	7%	4%	11%	19%
	3/DK/No Answer	171	13%	15%	11%	10%	17%	11%
	4-5 Very Important	1014	79%	77%	82%	86%	72%	70%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	2%	2%	2%	2%	0%
	2	28	2%	2%	2%	2%	2%	0%
	3	161	13%	13%	12%	11%	14%	27%
	4	198	15%	15%	15%	15%	16%	11%
	5 - Very important	845	66%	65%	67%	68%	64%	54%
	Not sure	24	2%	2%	1%	2%	2%	5%
	No answer	3	0%	0%	0%	0%	0%	4%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	4%	4%	5%	4%	0%
	3/DK/No Answer	188	15%	15%	14%	13%	16%	35%
	4-5 Very Important	1042	81%	81%	82%	83%	80%	65%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	29%	30%	28%	31%	38%
	2	82	6%	6%	6%	6%	6%	19%
	3	145	11%	12%	10%	10%	13%	0%
	4	122	9%	10%	9%	10%	9%	11%
	5 - Very important	465	36%	35%	38%	38%	35%	28%
	Not sure	87	7%	7%	6%	7%	6%	0%
	No answer	9	1%	0%	1%	1%	0%	4%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	35%	36%	34%	37%	57%
	3/DK/No Answer	241	19%	19%	18%	18%	19%	4%
	4-5 Very Important	587	46%	45%	46%	48%	44%	39%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
45. Age range	<25	259	20%	16%	26%	40%	0%	0%
	25-34	386	29%	27%	33%	60%	0%	0%
	35-44	286	22%	21%	22%	0%	43%	0%
	45-59	248	19%	23%	11%	0%	37%	0%
	60+	128	10%	12%	5%	0%	19%	0%
	Refused	17	1%	1%	3%	0%	0%	100%
Generation	<35	644	49%	43%	59%	100%	0%	0%
	35+	661	50%	57%	39%	0%	100%	0%
	Refuse	17	1%	1%	3%	0%	0%	100%
46. What race would you classify yourself as?	White/Caucasian	838	63%	100%	0%	56%	72%	26%
	Black/ Afr. American	188	14%	0%	39%	16%	12%	32%
	Asian	128	10%	0%	26%	14%	5%	21%
	Native Hawaiian/ Pacific Islander	11	1%	0%	2%	0%	1%	0%
	American Indian/ Alaska Native	7	1%	0%	1%	0%	1%	0%
	Hispanic/ Latino	48	4%	0%	10%	5%	3%	5%
	Multiple races	52	4%	0%	11%	5%	2%	0%
	Other	9	1%	0%	2%	1%	1%	0%
	No answer	41	3%	0%	9%	3%	3%	17%
46. Ethnicity	White	838	63%	100%	0%	56%	72%	26%
	Non-white	484	37%	0%	100%	44%	28%	74%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	16%	17%	24%	10%	1%
	\$30,000 to \$49,999	265	20%	18%	23%	28%	13%	16%
	\$50,000 to \$74,999	248	19%	20%	16%	14%	24%	3%
	\$75,000 to \$99,999	111	8%	10%	6%	5%	12%	0%
	100,000 to \$149,999	88	7%	9%	3%	5%	9%	0%
	\$150,000 to \$199,999	44	3%	4%	2%	1%	5%	0%
	\$200,000 or higher	29	2%	3%	1%	1%	4%	0%
	Refused	289	22%	18%	28%	21%	22%	76%
	No answer	32	2%	2%	4%	3%	2%	4%
47. Income	<\$50,000	482	36%	35%	40%	51%	22%	17%
	\$50,000+	519	39%	45%	28%	26%	53%	3%
	DK/NA	321	24%	20%	32%	23%	24%	80%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	68%	62%	59%	72%	19%
	Employed <30 hrs/wk	92	7%	7%	7%	8%	6%	13%
	Self-employed	45	3%	3%	3%	3%	3%	16%
	Retired	71	5%	6%	4%	0%	10%	6%
	Homemaker	9	1%	1%	0%	1%	1%	0%
	Student	149	11%	9%	16%	22%	0%	14%
	Looking for work	11	1%	1%	1%	1%	1%	0%
	Other	20	2%	1%	2%	0%	2%	21%
	No answer	60	5%	4%	5%	4%	4%	13%

		N	%	46. Ethnicity		Generation		
				White	Non-white	<35	35+	Refuse
				%	%	%	%	%
48. Employment	Full Time Emp	865	65%	68%	62%	59%	72%	19%
	Part Time/Less/NA	457	35%	32%	38%	41%	28%	81%
49. Geography (by home zip code)	Snohomish	138	10%	12%	8%	11%	11%	0%
	KC Seattle/North	421	32%	30%	35%	37%	27%	35%
	KC East	220	17%	17%	16%	17%	17%	8%
	KC South	198	15%	12%	20%	15%	16%	6%
	Pierce	190	14%	16%	12%	12%	17%	14%
	Other	119	9%	11%	6%	8%	10%	1%
	Refused	35	3%	3%	2%	2%	3%	37%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	14%	7%	10%	12%	22%
	No	1073	81%	79%	84%	82%	80%	66%
	No answer	100	8%	7%	9%	8%	7%	12%
53. Gender	Male	724	55%	60%	46%	53%	57%	53%
	Female	569	43%	38%	51%	45%	42%	44%
	(Unknown/Other)	1	0%	0%	0%	0%	0%	0%
	No answer	28	2%	2%	3%	3%	2%	3%
Gender by generation	M <35	339	26%	25%	27%	53%	0%	0%
	F <35	287	22%	17%	29%	45%	0%	0%
	M 35+	376	28%	35%	17%	0%	57%	0%
	F 35+	275	21%	21%	21%	0%	42%	0%
	Ref	45	3%	2%	5%	3%	2%	100%

	All	46. Ethnicity		Generation		
		White	Non-white	<35	35+	Refuse
Number of cases	1322	838	484	644	661	17
Row percent	100.0%	63.4%	36.6%	48.7%	50.0%	1.3%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.38	3.36	3.41	3.33	3.41
9. Minutes to get to nearest stop/station (mean)	14.68	14.81	14.45	14.70	14.78	10.16
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.61	3.53	3.57	3.61	3.12
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.41	3.23	3.33	3.37	3.05
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.71	3.74	3.74	3.71	3.45
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.83	3.85	3.86	3.81	3.42
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.89	3.87	3.87	3.88	4.00
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.60	3.49	3.56	3.56	3.22
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.75	3.78	3.80	3.74	3.59
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.74	3.67	3.71	3.71	4.00
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.51	3.53	3.52	3.52	3.59
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.45	3.50	3.47	3.46	3.68
9. Minutes to get to nearest stop/station (mean)	14.68	14.81	14.45	14.70	14.78	10.16
13. Weekdays per week bus/train is ridden (mean)	3.32	3.23	3.47	3.45	3.18	3.87
13. Weekend days per week bus/train is ridden (mean)	.32	.28	.39	.36	.28	.48
13. Total days per week bus/train is ridden (mean)	3.64	3.51	3.86	3.81	3.45	4.34
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	3.81	4.13	4.17	3.69	4.02
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.24	4.50	4.59	4.12	4.31

	All	46. Ethnicity		Generation		
		White	Non-white	<35	35+	Refuse
42. Importance: Being able to access real time transit information on cellphones	4.34	4.30	4.39	4.55	4.14	3.88
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.42	4.45	4.47	4.40	4.30
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.18	3.19	3.26	3.12	2.71

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
Number of cases		1322		482	519	321	865	457
Row percent			100%	36%	39%	24%	65%	35%
Service Type (Numeric)	Express Bus	692	52%	53%	49%	58%	52%	54%
	Sounder Rail	154	12%	7%	17%	11%	14%	7%
	Tacoma Link Light Rail	37	3%	4%	2%	2%	2%	4%
	Central Link Light Rail	439	33%	36%	33%	29%	32%	35%
2. Service	Express Bus	692	52%	53%	49%	58%	52%	54%
	Sounder Sea-Tac	140	11%	6%	15%	10%	13%	6%
	Sounder Sea-Eve	14	1%	1%	1%	1%	1%	1%
	Central Link	439	33%	36%	33%	29%	32%	35%
	Tacoma Link	37	3%	4%	2%	2%	2%	4%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
Region Bus Routes Cover	Seattle-South	171	25%	29%	18%	28%	22%	29%
	Seattle-Snohomish	100	15%	18%	13%	12%	15%	14%
	Seattle-E King	371	54%	50%	61%	49%	56%	50%
	Route Excludes Dtown Seattle	50	7%	4%	7%	11%	7%	7%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	42%	43%	39%	41%	44%
	Not in tunnel	770	58%	58%	57%	61%	59%	56%
Day Part	Peak	605	46%	42%	50%	44%	49%	40%
	Offpeak	527	40%	40%	39%	40%	38%	42%
	Weekend	190	14%	17%	11%	16%	12%	18%
	Unable to determine	0	0%	0%	0%	0%	0%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	2%	2%	2%	3%	1%
	ST 511	30	4%	4%	7%	2%	5%	2%
	ST 512	55	8%	11%	4%	9%	6%	11%
	ST 522	58	8%	14%	5%	5%	8%	9%
	ST 532	22	3%	1%	4%	6%	4%	2%
	ST 535	19	3%	3%	2%	4%	2%	3%
	ST 540	7	1%	3%	0%	0%	1%	2%
	ST 541	0	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	2%	4%	2%	3%	2%
	ST 545	103	15%	9%	21%	15%	18%	9%
	ST 547	0	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	11%	21%	17%	17%	16%
	ST 554	42	6%	6%	9%	3%	5%	8%
	ST 555	8	1%	1%	1%	1%	2%	0%
	ST 556	9	1%	1%	2%	2%	1%	1%
	ST 559	0	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	4%	1%	3%	2%	4%
	ST 563	0	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	3%	3%	6%	3%	4%
	ST 574	29	4%	4%	3%	5%	4%	4%
	ST 577	7	1%	2%	0%	1%	1%	1%
	ST 578	35	5%	7%	3%	5%	4%	7%
	ST 586	6	1%	2%	1%	0%	0%	2%
	ST 590	48	7%	7%	6%	7%	8%	6%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
	ST 591	0	0%	0%	0%	0%	0%	0%
	ST 592	0	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	4%	2%	4%	2%	5%
	ST 596	0	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	90%	91%	90%	92%	87%
	Seattle <--> Everett	14	9%	10%	9%	10%	8%	13%
	No answer	0	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	46%	74%	47%	64%	44%
	No	561	42%	54%	26%	53%	35%	56%
	No answer	3	0%	0%	1%	0%	0%	0%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	28%	36%	16%	31%	21%
	No	366	65%	64%	50%	78%	60%	70%
	No answer	50	9%	8%	14%	6%	9%	8%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	54%	69%	49%	66%	45%
	Not Choice Rider	549	42%	46%	31%	51%	34%	55%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	54%	69%	49%	66%	45%
	Not Choice Rider	532	41%	46%	31%	51%	34%	55%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	48%	49%	47%	46%	53%
	B	537	41%	44%	39%	38%	42%	38%
	C	119	9%	6%	10%	12%	10%	7%
	D	10	1%	0%	1%	2%	1%	0%
	F	4	0%	0%	0%	0%	0%	0%
	Not sure	11	1%	0%	1%	1%	1%	1%
	No answer	2	0%	0%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	48%	49%	47%	46%	53%
	B or lower/DK	683	52%	52%	51%	53%	54%	47%
5. Sound Transit OverallReport Card	A	639	48%	48%	49%	47%	46%	53%
	B	537	41%	44%	39%	38%	42%	38%
	C or lower/DK	147	11%	7%	12%	15%	12%	9%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	14%	15%	18%	15%	17%
	Fast/ Avoids traffic	85	6%	6%	6%	9%	6%	7%
	Convenient	114	9%	7%	12%	6%	10%	7%
	Comfortable/ Relaxing	40	3%	2%	4%	3%	3%	3%
	Clean/ Nice	62	5%	4%	6%	4%	5%	3%
	Good coverage/ Goes to destination	56	4%	4%	5%	3%	5%	2%
	Friendly/ helpful operators & personnel	46	3%	4%	2%	4%	4%	3%
	Affordable fare/ Free parking	46	3%	4%	3%	3%	4%	2%
	Safe/ Secure	19	1%	2%	1%	1%	1%	2%
	General positives (Nice/ Fun/ No complaints)	304	23%	29%	20%	19%	21%	27%
	Late at times/ Always late	162	12%	9%	13%	16%	14%	10%
	Rude drivers & personnel	11	1%	1%	0%	2%	0%	2%
	More service/ routes/ buses	70	5%	5%	6%	4%	6%	4%
	Slow/ Too many stops/ More express	25	2%	1%	3%	1%	2%	1%
	Need more parking	17	1%	1%	1%	1%	2%	1%
	Improve/ Expand schedule	35	3%	3%	2%	3%	3%	2%
	Too expensive	13	1%	1%	0%	1%	1%	0%
	Too early/ Doesn't wait	8	1%	0%	0%	1%	1%	1%
	Crowded/ Larger buses/trains	72	5%	4%	6%	7%	7%	2%
	Other positives	111	8%	7%	9%	9%	7%	10%
	Other negatives	134	10%	9%	10%	13%	11%	8%
	Neutral reasons (OK/ Average)	93	7%	8%	5%	8%	5%	10%
	All other reasons	20	2%	1%	2%	2%	2%	1%
	Don't know/ NA/ First time rider	44	3%	3%	4%	3%	3%	3%

	N	%	47. Income			48. Employment	
			<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
			%	%	%	%	%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
6. What are your reasons for that grade? (1st Response)	Reliable/ Prompt/ Runs often	161	12%	10%	13%	13%	12%	13%
	Fast/ Avoids traffic	55	4%	4%	3%	6%	3%	6%
	Convenient	83	6%	5%	9%	5%	7%	5%
	Comfortable/ Relaxing	19	1%	1%	2%	1%	2%	1%
	Clean/ Nice	24	2%	1%	2%	2%	2%	1%
	Good coverage/ Goes to destination	28	2%	2%	2%	2%	3%	1%
	Friendly/ helpful operators & personnel	25	2%	2%	1%	3%	2%	2%
	Affordable fare/ Free parking	29	2%	3%	2%	2%	3%	1%
	Safe/ Secure	3	0%	1%	0%	0%	0%	1%
	General positives (Nice/ Fun/ No complaints)	277	21%	27%	18%	15%	19%	25%
	Late at times/ Always late	141	11%	9%	11%	13%	12%	9%
	Rude drivers & personnel	7	1%	1%	0%	1%	0%	1%
	More service/ routes/ buses	49	4%	4%	4%	2%	4%	3%
	Slow/ Too many stops/ More express	17	1%	1%	2%	1%	2%	1%
	Need more parking	11	1%	1%	1%	1%	1%	0%
	Improve/ Expand schedule	27	2%	2%	2%	3%	2%	2%
	Too expensive	9	1%	1%	0%	1%	1%	0%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	0%
	Crowded/ Larger buses/trains	59	4%	3%	5%	6%	6%	2%
	Other positives	66	5%	5%	6%	4%	4%	7%
	Other negatives	90	7%	7%	6%	8%	8%	5%
	Neutral reasons (OK/ Average)	79	6%	8%	4%	7%	5%	9%
	All other reasons	15	1%	0%	2%	1%	1%	1%
	Don't know/ NA/ First time rider	44	3%	3%	4%	3%	3%	3%

	N	%	47. Income			48. Employment	
			<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
			%	%	%	%	%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (Multi-response)	More stops	17	1%	1%	1%	1%	1%	2%
	Fewer stops/Direct/express routes/HOV lane	23	2%	2%	2%	1%	2%	1%
	Be on-time/adhere to schedule/less delays	98	7%	7%	8%	7%	8%	7%
	Run more often/more frequent buses/trains	192	15%	13%	16%	13%	17%	9%
	Expand schedule/ Run earlier/later	70	5%	5%	6%	4%	6%	4%
	More routes/expand-extend service/add weekend service	125	9%	11%	8%	10%	9%	9%
	Improve scheduling/better scheduling-coordinated schedules	40	3%	2%	3%	4%	3%	2%
	Overcrowding/SRO/Larger-longer buses	116	9%	6%	11%	10%	9%	9%
	Don't leave early (look for passengers)	11	1%	1%	1%	1%	1%	1%
	Notice/communication of problems, delay, etc.	42	3%	2%	3%	5%	4%	2%
	Announce next time of arrival/post departure times	8	1%	0%	1%	1%	1%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	1	0%	0%	0%	0%	0%	0%
	More/better parking	42	3%	3%	5%	2%	4%	1%
	Enclosed/covered waiting area	13	1%	0%	1%	1%	1%	1%
	More security	25	2%	3%	1%	1%	1%	3%
	More comfortable temperature/heated-it's cold	11	1%	0%	1%	2%	1%	1%
	Improved wi-fi and/or cell access	16	1%	1%	1%	2%	1%	1%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
	Lower fares	24	2%	2%	1%	2%	3%	1%
	New/cleaner buses/trains	43	3%	4%	2%	4%	3%	5%
	Improved/better lit stops	6	0%	1%	0%	0%	0%	1%
	Driver training/cold weather training	10	1%	1%	1%	0%	1%	1%
	Return interagency transfer slips/improve ORCA availability	21	2%	2%	1%	2%	1%	2%
	Make snacks/beverages accessible on transit	13	1%	1%	1%	1%	1%	1%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	14%	10%	13%	10%	16%
	Don't know/no answer/none	370	28%	30%	28%	26%	26%	31%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	1%	1%	0%	1%	2%
	Fewer stops/Direct/express routes/HOV lane	20	2%	2%	2%	1%	2%	1%
	Be on-time/adhere to schedule/less delays	91	7%	6%	7%	7%	7%	6%
	Run more often/more frequent buses/trains	159	12%	11%	13%	11%	14%	8%
	Expand schedule/ Run earlier/later	59	4%	4%	6%	2%	5%	3%
	More routes/expand-extend service/add weekend service	104	8%	9%	6%	9%	8%	8%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	2%	3%	3%	3%	2%
	Overcrowding/SRO/Larger-longer buses	100	8%	4%	9%	9%	7%	8%
	Don't leave early (look for passengers)	8	1%	1%	1%	0%	1%	1%
	Notice/communication of problems, delay, etc.	36	3%	2%	3%	4%	3%	2%
	Announce next time of arrival/post departure times	6	0%	0%	0%	1%	0%	0%
	Bus Tracker	1	0%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	2%	4%	2%	4%	1%
	Enclosed/covered waiting area	13	1%	0%	1%	1%	1%	1%
	More security	19	1%	3%	1%	1%	1%	2%
	More comfortable temperature/heated-it's cold	6	0%	0%	1%	1%	0%	1%
	Improved wi-fi and/or cell access	15	1%	1%	1%	1%	1%	1%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
	Lower fares	18	1%	1%	1%	2%	2%	1%
	New/cleaner buses/trains	34	3%	4%	1%	3%	2%	3%
	Improved/better lit stops	5	0%	1%	0%	0%	0%	1%
	Driver training/cold weather training	10	1%	1%	1%	0%	1%	1%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	1%	2%	1%	2%
	Make snacks/beverages accessible on transit	9	1%	1%	1%	1%	1%	1%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	12%	9%	10%	9%	13%
	Don't know/no answer/none	370	28%	30%	28%	26%	26%	31%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	13%	16%	18%	16%	14%
	System suggestions	667	50%	49%	52%	51%	53%	46%
	All Other suggestions	161	12%	14%	10%	13%	10%	16%
	Nothing/Don't know/No Answer	370	28%	30%	28%	26%	26%	31%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	12%	15%	16%	15%	12%
	System suggestions	630	48%	46%	49%	48%	50%	44%
	All Other suggestions	137	10%	12%	9%	10%	9%	13%
	Nothing/Don't know/No Answer	370	28%	30%	28%	26%	26%	31%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	5%	6%	5%	6%	5%
	5-9 min.	227	17%	14%	17%	21%	18%	16%
	10-14 min.	336	25%	22%	28%	26%	26%	23%
	15-19 min.	204	15%	14%	17%	14%	15%	16%
	20-29 min.	131	10%	11%	10%	8%	10%	10%
	30+ min.	125	9%	13%	6%	10%	9%	11%
	(No answer)	226	17%	21%	15%	15%	16%	19%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	41%	52%	53%	50%	45%
	15+ min	460	35%	38%	33%	32%	34%	36%
	No answer	226	17%	21%	15%	15%	16%	19%
10. For this trip, are you...	Coming from home	496	37%	39%	32%	44%	39%	36%
	Going home	638	48%	48%	53%	41%	51%	43%
	Neither	170	13%	12%	13%	14%	10%	19%
	No answer	19	1%	1%	2%	1%	1%	2%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	57%	67%	47%	74%	27%
	Commute to/from school	127	10%	13%	3%	16%	1%	27%
	Go to/from airport	139	11%	7%	14%	10%	11%	10%
	Attend sporting/ special event	29	2%	3%	2%	2%	1%	4%
	Go shopping or dining	111	8%	8%	7%	11%	5%	15%
	Other	166	13%	16%	9%	14%	9%	20%
	No answer	3	0%	0%	0%	1%	0%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	57%	67%	47%	74%	27%
	Commute to/from school	126	10%	13%	3%	16%	1%	26%
	Go to/from airport	137	10%	7%	14%	10%	11%	10%
	Attend sporting/ special event	28	2%	2%	2%	2%	1%	3%
	Go shopping or dining	105	8%	7%	7%	11%	5%	14%
	Other	154	12%	15%	8%	13%	8%	19%
	No answer	3	0%	0%	0%	1%	0%	0%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	14%	23%	17%	17%	20%
	1	52	4%	3%	3%	6%	3%	5%
	2	75	6%	6%	5%	7%	5%	7%
	3	88	7%	9%	6%	5%	5%	10%
	4	169	13%	14%	10%	16%	13%	13%
	5	550	42%	38%	48%	37%	49%	28%
	6	92	7%	9%	5%	7%	6%	9%
	7	52	4%	6%	1%	6%	2%	7%
	1st time rider	0	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	46%	46%	51%	43%	56%
	5+ days/wk	695	53%	54%	54%	49%	57%	44%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	36%	15%	41%	22%	41%
	Cheaper	561	42%	44%	42%	41%	44%	40%
	More convenient	646	49%	52%	49%	44%	46%	53%
	Reduces cars on the road	101	8%	8%	8%	6%	8%	7%
	Helps environment	125	9%	10%	9%	10%	10%	8%
	Faster/avoids traffic	472	36%	33%	43%	27%	37%	34%
	No parking	266	20%	18%	26%	14%	21%	18%
	Work/school pays	169	13%	12%	12%	15%	13%	13%
	More relaxing	128	10%	7%	13%	9%	11%	8%
	Less stressful	190	14%	13%	17%	12%	16%	11%
	Gas prices	85	6%	8%	6%	5%	8%	4%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	0%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	0%	1%	1%	1%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%
	other	60	5%	3%	5%	6%	5%	4%
	(Don't know)	4	0%	1%	0%	0%	0%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	28%	10%	36%	17%	35%
	Cheaper	293	22%	24%	23%	17%	25%	17%
	More convenient	218	16%	17%	17%	14%	17%	16%
	Reduces cars on the road	14	1%	1%	1%	2%	1%	1%
	Helps environment	11	1%	0%	1%	1%	1%	1%
	Faster/avoids traffic	232	18%	15%	22%	15%	19%	15%
	No parking	89	7%	6%	9%	4%	7%	6%
	Work/school pays	59	4%	3%	6%	4%	5%	3%
	More relaxing	17	1%	1%	2%	1%	2%	1%
	Less stressful	29	2%	1%	4%	2%	2%	2%
	Gas prices	14	1%	1%	1%	2%	2%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%
	other	29	2%	1%	3%	2%	2%	2%
	(Don't know)	2	0%	0%	0%	0%	0%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	6%	4%	5%	5%	4%
	Cheaper	194	17%	15%	16%	22%	16%	20%
	More convenient	308	27%	30%	25%	28%	24%	33%
	Reduces cars on the road	33	3%	3%	4%	2%	3%	2%
	Helps environment	54	5%	6%	3%	6%	6%	3%
	Faster/avoids traffic	148	13%	14%	14%	10%	13%	13%
	No parking	103	9%	7%	12%	8%	9%	9%
	Work/school pays	63	6%	6%	5%	6%	5%	6%
	More relaxing	55	5%	4%	6%	4%	5%	4%
	Less stressful	59	5%	5%	5%	5%	6%	3%
	Gas prices	31	3%	3%	3%	2%	4%	1%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	1%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%
	other	20	2%	1%	2%	2%	2%	1%
	(Don't know)	1	0%	0%	0%	0%	0%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	3%	2%	2%	2%	4%
	Cheaper	74	10%	11%	7%	13%	9%	11%
	More convenient	120	16%	16%	17%	15%	16%	16%
	Reduces cars on the road	53	7%	8%	7%	6%	7%	7%
	Helps environment	60	8%	8%	7%	9%	8%	8%
	Faster/avoids traffic	93	12%	12%	16%	7%	12%	13%
	No parking	74	10%	10%	11%	7%	11%	8%
	Work/school pays	47	6%	5%	4%	12%	5%	8%
	More relaxing	57	8%	5%	9%	8%	8%	7%
	Less stressful	102	14%	13%	15%	13%	15%	11%
	Gas prices	39	5%	7%	4%	4%	5%	5%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	0%	0%	2%	1%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%
	other	11	2%	1%	1%	3%	1%	2%
	(Don't know)	1	0%	0%	0%	0%	0%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	4%	7%	5%	5%	6%
	<6 mo	127	10%	10%	6%	15%	9%	11%
	6 mo- <1 yr	95	7%	8%	7%	7%	7%	7%
	1 yr	120	9%	10%	8%	9%	8%	11%
	2 yrs	230	17%	23%	14%	15%	17%	19%
	3 yrs	166	13%	13%	13%	12%	13%	13%
	4 yrs	90	7%	7%	8%	5%	7%	6%
	5 yrs	119	9%	7%	13%	7%	10%	6%
	6-9 yrs	130	10%	9%	11%	9%	11%	8%
	10+ yrs	142	11%	7%	11%	15%	10%	12%
	Since it started	1	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	3%	3%	1%	2%	3%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	21%	19%	28%	21%	23%
	Est. Rider (1+ yr)	998	75%	75%	78%	71%	76%	74%
	DK/RF	32	2%	3%	3%	1%	2%	3%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	21%	19%	28%	21%	23%
	1-3 yr riders	516	39%	46%	34%	36%	37%	42%
	4+ yr riders	482	36%	29%	44%	35%	39%	31%
	DK/RF	32	2%	3%	3%	1%	2%	3%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	39%	49%	28%	46%	29%
	Took transit	265	20%	24%	16%	21%	16%	27%
	Something else	45	3%	3%	3%	5%	2%	6%
	Did not make this trip	470	36%	33%	33%	44%	34%	38%
	Walked	2	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	1%	1%	1%	2%	0%
	Bus	1	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	0%	0%	1%	1%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	39%	49%	28%	46%	29%
	Took transit	253	19%	23%	14%	21%	15%	27%
	Something else	44	3%	3%	3%	5%	2%	6%
	Did not make this trip	470	36%	33%	33%	44%	34%	38%
	Walked	2	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	1%	1%	1%	2%	0%
	Bus	1	0%	0%	0%	0%	0%	0%
	No answer	8	1%	1%	0%	0%	1%	1%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	14%	6%	12%	8%	14%
	Cheaper	185	14%	13%	15%	14%	15%	11%
	More convenient	233	18%	17%	17%	18%	19%	16%
	Reduces traffic	3	0%	1%	0%	0%	0%	0%
	Helps environment	6	0%	0%	1%	0%	0%	0%
	Faster	131	10%	8%	10%	11%	9%	12%
	No parking	96	7%	10%	7%	4%	8%	5%
	Work/school pays	61	5%	4%	6%	3%	5%	3%
	More relaxing	12	1%	1%	1%	0%	1%	1%
	Less stressful (avoid traffic)	80	6%	4%	9%	3%	8%	3%
	Gas prices	33	2%	3%	3%	2%	2%	2%
	Changed-new job/job transfer/relocated	181	14%	12%	16%	12%	15%	11%
	Just started school/college	25	2%	3%	0%	3%	0%	5%
	To try it	15	1%	1%	1%	1%	1%	1%
	It's fun	2	0%	0%	0%	1%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	1%	1%	0%
	Better than bus	3	0%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	6	0%	0%	0%	1%	1%	0%
	Don't want to drive	34	3%	2%	2%	4%	3%	2%
	Recommended	15	1%	2%	1%	0%	1%	2%
	Goes to destination	167	13%	15%	8%	16%	12%	15%
	Other	87	7%	6%	7%	7%	6%	9%
	Don't know	64	5%	5%	5%	4%	4%	6%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	14%	6%	11%	8%	13%
	Cheaper	143	11%	10%	12%	10%	12%	8%
	More convenient	210	16%	15%	17%	15%	17%	14%
	Reduces traffic	2	0%	0%	0%	0%	0%	0%
	Helps environment	5	0%	0%	1%	0%	0%	0%
	Faster	107	8%	6%	8%	10%	7%	11%
	No parking	55	4%	5%	4%	3%	4%	3%
	Work/school pays	50	4%	3%	5%	3%	4%	2%
	More relaxing	3	0%	0%	0%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	3%	7%	2%	6%	2%
	Gas prices	24	2%	2%	2%	1%	2%	1%
	Changed-new job/job transfer/relocated	171	13%	12%	15%	11%	15%	9%
	Just started school/college	18	1%	2%	0%	2%	0%	4%
	To try it	15	1%	1%	1%	1%	1%	1%
	It's fun	2	0%	0%	0%	1%	0%	0%
	Route changed/bus changed	7	1%	0%	1%	1%	1%	0%
	Better than bus	2	0%	0%	0%	0%	0%	0%
	Be Productive/Do Other things	3	0%	0%	0%	0%	0%	0%
	Don't want to drive	31	2%	2%	2%	3%	3%	2%
	Recommended	13	1%	2%	1%	0%	1%	1%
	Goes to destination	149	11%	13%	8%	14%	10%	13%
	Other	64	5%	4%	5%	5%	4%	6%
	Don't know	64	5%	5%	5%	4%	4%	6%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	45%	46%	51%	47%	46%
	Economic	267	20%	18%	23%	19%	22%	16%
	Necessity	234	18%	23%	13%	16%	17%	19%
	Values	9	1%	1%	1%	1%	1%	1%
	Other	383	29%	29%	30%	27%	27%	33%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	40%	42%	46%	42%	43%
	Economic	218	16%	14%	20%	14%	19%	12%
	Necessity	192	15%	19%	10%	15%	13%	17%
	Values	7	1%	0%	1%	1%	1%	0%
	Other	344	26%	26%	27%	24%	25%	28%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	62%	68%	63%	65%	64%
	B	387	29%	30%	28%	31%	31%	25%
	C	67	5%	7%	3%	5%	4%	8%
	D	7	1%	0%	1%	1%	0%	1%
	F	2	0%	0%	0%	0%	0%	0%
	Not sure	4	0%	0%	1%	0%	0%	1%
	No Answer	3	0%	0%	1%	0%	0%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	46%	57%	53%	54%	49%
	B	414	31%	34%	32%	27%	32%	29%
	C	132	10%	13%	6%	12%	9%	12%
	D	34	3%	3%	2%	3%	2%	4%
	F	16	1%	1%	1%	2%	1%	2%
	Not sure	33	3%	2%	3%	3%	2%	4%
	No Answer	5	0%	0%	1%	0%	1%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	17%	13%	13%	14%	15%
	Trash at station/stop/transit center dirty	70	5%	5%	5%	6%	5%	6%
	Dirty seats	43	3%	4%	3%	3%	3%	3%
	Bird droppings	6	0%	0%	1%	1%	0%	1%
	Odors/smells	35	3%	2%	2%	4%	3%	3%
	Restrooms dirty/trashy/smelly	34	3%	3%	2%	2%	3%	2%
	Need more/larger trash cans/overflowing	14	1%	2%	1%	1%	1%	2%
	Need better lighting	4	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	3%	2%	5%	2%	5%
	Trash on bus/train	17	1%	1%	1%	2%	2%	1%
	Homeless people/vagrants at stops	15	1%	1%	1%	1%	1%	1%
	Smoking/people smoking	10	1%	1%	1%	1%	1%	1%
	All other	61	5%	5%	4%	5%	4%	5%
	Don't know	4	0%	0%	0%	1%	0%	1%
	None/No Answer	865	65%	62%	70%	64%	67%	62%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	16%	12%	12%	13%	15%
	Trash at station/stop/transit center dirty	68	5%	5%	5%	6%	5%	6%
	Dirty seats	34	3%	3%	2%	2%	3%	2%
	Bird droppings	4	0%	0%	0%	1%	0%	0%
	Odors/smells	28	2%	2%	2%	3%	2%	2%
	Restrooms dirty/trashy/smelly	25	2%	3%	1%	2%	2%	1%
	Need more/larger trash cans/overflowing	9	1%	1%	0%	1%	0%	1%
	Need better lighting	3	0%	0%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	2%	1%	3%	2%	3%
	Trash on bus/train	11	1%	1%	1%	1%	1%	0%
	Homeless people/vagrants at stops	9	1%	1%	1%	1%	1%	1%
	Smoking/people smoking	7	1%	1%	1%	0%	1%	1%
	All other	50	4%	4%	4%	4%	4%	4%
	Don't know	4	0%	0%	0%	1%	0%	1%
	None/No Answer	865	65%	62%	70%	64%	67%	62%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	74%	83%	72%	78%	74%
	B	126	18%	22%	14%	20%	18%	19%
	C	21	3%	3%	2%	4%	3%	4%
	D	4	1%	0%	0%	1%	1%	1%
	F	3	0%	0%	0%	1%	0%	1%
	Not sure	6	1%	1%	0%	2%	0%	2%
	No Answer	2	0%	0%	1%	0%	0%	0%
20. Grading: the courtesy of the bus drivers?	A	530	77%	74%	83%	72%	78%	74%
	B or lower/DK	162	23%	26%	17%	28%	22%	26%
20. Grading: the courtesy of the bus drivers?	A	530	77%	74%	83%	72%	78%	74%
	B	126	18%	22%	14%	20%	18%	19%
	C or lower/DK	35	5%	4%	3%	9%	4%	7%
21. Grading: the appearance of the bus drivers?	A	564	81%	80%	86%	76%	83%	78%
	B	79	11%	11%	9%	15%	11%	12%
	C	8	1%	1%	1%	1%	1%	1%
	D	3	0%	0%	0%	1%	0%	1%
	F	1	0%	0%	0%	0%	0%	0%
	Not sure	35	5%	7%	3%	6%	3%	8%
	No Answer	3	0%	0%	1%	0%	1%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
21. Grading: the courtesy of the bus drivers?	A	564	81%	80%	86%	76%	83%	78%
	B or lower/DK	128	19%	20%	14%	24%	17%	22%
21. Grading: the courtesy of the bus drivers?	A	564	81%	80%	86%	76%	83%	78%
	B	79	11%	11%	9%	15%	11%	12%
	C or lower/DK	50	7%	8%	5%	9%	5%	11%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	7%	1%	4%	3%	6%
	More personable/friendlier/greet passengers	34	5%	7%	2%	6%	4%	7%
	Attitude change/be more positive/some are grumpy	14	2%	4%	2%	1%	2%	1%
	Be more helpful/helpful customer service	28	4%	3%	3%	6%	4%	4%
	Be more patient/wait for people running to bus/don't leave early	28	4%	1%	6%	5%	4%	5%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	1%	0%	1%	1%
	Be on time/adhere to schedule	32	5%	6%	3%	4%	4%	6%
	A standard dress code	12	2%	1%	1%	4%	1%	3%
	More well groomed/haircuts/shave	7	1%	1%	0%	2%	1%	1%
	Clean more often/clean buses between trips	8	1%	2%	1%	1%	1%	1%
	It depends on the individual/some better than others	5	1%	1%	1%	1%	1%	0%
	All other reasons	63	9%	10%	7%	10%	9%	10%
	No answer/none	0	0%	0%	0%	0%	0%	0%
Don't Know		451	65%	59%	72%	63%	68%	60%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	7%	1%	4%	3%	6%
	More personable/friendlier/greet passengers	34	5%	7%	2%	6%	4%	7%
	Attitude change/be more positive/some are grumpy	10	1%	2%	2%	1%	2%	1%
	Be more helpful/helpful customer service	23	3%	2%	3%	5%	3%	4%
	Be more patient/wait for people running to bus/don't leave early	25	4%	1%	6%	4%	4%	4%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	1%	0%	1%	1%
	Be on time/adhere to schedule	31	4%	6%	3%	3%	4%	5%
	A standard dress code	9	1%	1%	0%	3%	1%	2%
	More well groomed/haircuts/shave	2	0%	1%	0%	0%	0%	0%
	Clean more often/clean buses between trips	8	1%	2%	1%	1%	1%	1%
	It depends on the individual/some better than others	5	1%	1%	1%	1%	1%	0%
	All other reasons	59	8%	10%	7%	9%	8%	9%
	No answer/none	0	0%	0%	0%	0%	0%	0%
Don't Know		451	65%	59%	72%	63%	68%	60%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	87%	89%	81%	87%	86%
	B	55	9%	10%	8%	8%	9%	7%
	C	5	1%	1%	1%	0%	1%	0%
	D	1	0%	0%	0%	0%	0%	0%
	F	2	0%	0%	0%	1%	0%	0%
	Not sure	21	3%	2%	1%	9%	2%	6%
	No Answer	1	0%	0%	0%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	87%	89%	81%	87%	86%
	B or lower/DK	84	13%	13%	11%	19%	13%	14%
23. How would you grade the job the train conductor is doing?	A	546	87%	87%	89%	81%	87%	86%
	B	55	9%	10%	8%	8%	9%	7%
	C or lower/DK	29	5%	3%	3%	11%	4%	7%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	62%	71%	65%	68%	64%
	B	309	23%	26%	22%	21%	24%	22%
	C	98	7%	10%	4%	10%	6%	10%
	D	14	1%	1%	1%	1%	0%	2%
	F	7	1%	0%	0%	1%	0%	1%
	Not sure	11	1%	0%	2%	1%	1%	1%
	No Answer	5	0%	0%	1%	0%	1%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	62%	71%	65%	68%	64%
	B or lower/DK	445	34%	38%	29%	35%	32%	36%
25. Grading: the job Station agents are doing?	A	117	76%	84%	75%	72%	74%	84%
	B	23	15%	9%	16%	18%	16%	11%
	C	5	3%	3%	2%	5%	4%	0%
	D	0	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	1%	0%	0%	0%
	Not sure	6	4%	4%	4%	5%	4%	5%
	No Answer	2	1%	0%	2%	0%	1%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	84%	75%	72%	74%	84%
	B or lower/DK	37	24%	16%	25%	28%	26%	16%
25. How would you grade the job Station Agents are doing?	A	117	76%	84%	75%	72%	74%	84%
	B	23	15%	9%	16%	18%	16%	11%
	C or lower/DK	13	9%	7%	9%	10%	10%	5%
26. Grading: the smoothness of the ride on Link?	A	359	76%	72%	77%	79%	75%	77%
	B	98	20%	24%	19%	17%	22%	19%
	C	18	4%	4%	4%	4%	4%	4%
	D	0	0%	0%	0%	0%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	72%	77%	79%	75%	77%
	B or lower/DK	116	24%	28%	23%	21%	25%	23%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	72%	77%	79%	75%	77%
	B	98	20%	24%	19%	17%	22%	19%
	C or lower/DK	19	4%	4%	4%	4%	4%	4%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	64%	64%	59%	61%	67%
	B	340	26%	26%	26%	24%	26%	25%
	C	112	9%	8%	7%	12%	9%	7%
	D	13	1%	0%	2%	1%	1%	0%
	F	6	0%	0%	1%	1%	1%	0%
	Not sure	16	1%	1%	1%	2%	1%	1%
	No Answer	5	0%	0%	0%	1%	0%	0%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	64%	64%	59%	61%	67%
	B or lower/DK	492	37%	36%	36%	41%	39%	33%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	64%	64%	59%	61%	67%
	B	340	26%	26%	26%	24%	26%	25%
	C or lower/DK	152	12%	9%	10%	17%	13%	9%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	62%	59%	51%	57%	61%
	B	358	27%	29%	25%	28%	28%	26%
	C	104	8%	6%	7%	12%	9%	7%
	D	21	2%	1%	2%	2%	2%	1%
	F	11	1%	0%	1%	1%	1%	0%
	Not sure	59	4%	2%	6%	5%	4%	5%
	No Answer	2	0%	0%	0%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	62%	59%	51%	57%	61%
	B or lower/DK	554	42%	38%	41%	49%	43%	39%
28. How would you grade the on-time performance of Express Bus/LR/ Sounder?	A	768	58%	62%	59%	51%	57%	61%
	B	358	27%	29%	25%	28%	28%	26%
	C or lower/DK	196	15%	9%	16%	21%	16%	13%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	17%	11%	13%	12%	16%
	Gotten worse	97	7%	5%	10%	7%	9%	4%
	Haven't noticed a change	730	55%	57%	56%	51%	57%	52%
	(Don't know)	305	23%	20%	23%	27%	21%	26%
	No answer	9	1%	1%	0%	1%	0%	1%
29. On-time performance in the last year...	Gotten better	182	14%	17%	11%	13%	12%	16%
	Gotten worse	97	7%	5%	10%	7%	9%	4%
	No change/DK	1044	79%	78%	79%	80%	79%	80%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	62%	67%	55%	64%	58%
	Most times	39	25%	21%	26%	26%	26%	24%
	Sometimes	11	7%	6%	5%	14%	7%	8%
	Never	2	1%	4%	0%	1%	1%	3%
	(Don't know)	4	2%	5%	1%	2%	1%	6%
	No answer	1	1%	2%	0%	2%	1%	2%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	83%	93%	81%	90%	82%
	Sometimes or Never	13	8%	10%	5%	15%	8%	10%
	No Answer/DK	5	3%	7%	1%	4%	2%	8%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	50%	43%	46%	45%	49%
	Somewhat helpful	253	30%	33%	30%	27%	29%	31%
	Not helpful	36	4%	3%	5%	5%	4%	5%
	Don't Use them	157	19%	13%	21%	21%	21%	13%
	(Don't know)	4	1%	0%	0%	1%	0%	1%
	No answer	5	1%	1%	1%	0%	1%	1%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	50%	43%	46%	45%	49%
	Less helpful	289	34%	36%	34%	32%	33%	36%
	Don't use them/DK/No Answer	167	20%	15%	22%	23%	22%	15%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	64%	67%	64%	70%	57%
	Somewhat well	99	21%	26%	19%	13%	18%	25%
	Not very well	37	8%	5%	5%	17%	8%	8%
	(Don't know)	20	4%	2%	8%	1%	4%	5%
	No answer	11	2%	3%	1%	5%	1%	5%
How well do you understand light rail's schedule...	Very well	309	65%	64%	67%	64%	70%	57%
	Less well/DK	156	33%	34%	33%	31%	29%	38%
	No Answer	11	2%	3%	1%	5%	1%	5%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	76%	92%	86%	86%	81%
	Somewhat easy	59	13%	19%	8%	12%	12%	16%
	Somewhat difficult	9	2%	4%	0%	2%	2%	3%
	Very difficult	0	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	76%	92%	86%	86%	81%
	Less than very easy/DK	68	15%	24%	8%	14%	14%	19%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
34. Would you say public announcements in the station are...	Very helpful	263	60%	70%	60%	40%	62%	57%
	Somewhat helpful	113	26%	20%	24%	40%	23%	31%
	Not helpful	5	1%	0%	1%	3%	2%	0%
	Don't Use them	51	12%	9%	12%	16%	12%	11%
	(Don't know)	6	1%	1%	2%	0%	1%	1%
	No answer	1	0%	0%	0%	1%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	70%	60%	40%	62%	57%
	Less helpful	118	27%	20%	25%	43%	25%	31%
	Don't use them/DK/No Answer	58	13%	10%	14%	16%	13%	13%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	64%	60%	50%	62%	54%
	Somewhat helpful	114	26%	21%	26%	35%	26%	25%
	Not helpful	14	3%	3%	4%	1%	1%	6%
	Don't Use them	47	11%	11%	8%	15%	9%	14%
	(Don't know)	4	1%	0%	2%	0%	1%	0%
	No answer	2	0%	1%	0%	0%	1%	0%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	64%	60%	50%	62%	54%
	Less helpful	127	29%	24%	30%	36%	27%	32%
	Don't use them/DK/No Answer	53	12%	12%	10%	15%	11%	14%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	50%	36%	31%	40%	41%
	About 1 in 10 trips	134	31%	31%	27%	37%	29%	34%
	Less than 1 in 10 trips	43	10%	6%	14%	9%	10%	10%
	Never	40	9%	4%	12%	13%	11%	6%
	(Don't know)	44	10%	9%	12%	9%	11%	9%
	No answer	0	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	80%	63%	68%	69%	75%
	Less than 1 in 10 trips/DK	127	29%	20%	37%	32%	31%	25%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	70%	80%	70%	77%	68%
	I occasionally have concerns for my safety	277	21%	24%	17%	24%	19%	24%
	I am regularly concerned about my safety	22	2%	2%	1%	2%	1%	2%
	(Don't know)	38	3%	4%	2%	3%	2%	5%
	No answer	4	0%	0%	0%	1%	0%	1%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	70%	80%	70%	77%	68%
	Safety Concerns	337	25%	30%	19%	29%	22%	31%
	No Answer	4	0%	0%	0%	1%	0%	1%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	76%	84%	68%	79%	74%
	Mostly safe	270	20%	21%	15%	28%	19%	23%
	Mostly unsafe	5	0%	0%	1%	0%	0%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	2%	1%	3%	1%	2%
	No answer	4	0%	0%	0%	1%	0%	1%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	98%	99%	96%	98%	97%
	Unsafe	5	0%	0%	1%	0%	0%	0%
	DK/No Answer	25	2%	2%	1%	3%	1%	3%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	10%	7%	8%	8%	10%
	Drunks/druggies	40	3%	3%	3%	3%	3%	3%
	Angry/disruptive people/riders	27	2%	2%	1%	3%	2%	3%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	2%	1%	2%	2%	1%
	Overcrowding/people standing	24	2%	1%	2%	3%	2%	2%
	Uturns/abrupt stops/jerky driving	21	2%	1%	1%	3%	1%	2%
	Driving skills/driving too fast/inexperienced drivers	20	2%	3%	0%	1%	1%	2%
	Lack of security personnel/attendants	15	1%	1%	1%	1%	1%	2%
	People panhandling/begging	17	1%	0%	2%	1%	1%	1%
	All other	82	6%	7%	5%	7%	6%	7%
	Don't know	1	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	72%	78%	72%	76%	70%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	9%	7%	8%	7%	9%
	Drunks/druggies	36	3%	2%	3%	3%	3%	3%
	Angry/disruptive people/riders	25	2%	2%	1%	3%	1%	3%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	1%	1%	2%	1%	1%
	Overcrowding/people standing	20	2%	1%	1%	2%	1%	2%
	Uturns/abrupt stops/jerky driving	21	2%	1%	1%	3%	1%	2%
	Driving skills/driving too fast/inexperienced drivers	19	1%	3%	0%	1%	1%	2%
	Lack of security personnel/attendants	11	1%	0%	1%	1%	1%	1%
	People panhandling/begging	6	0%	0%	1%	0%	1%	0%
	All other	76	6%	7%	5%	6%	5%	7%
	Don't know	1	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	72%	78%	72%	76%	70%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	16%	29%	17%	24%	16%
	Somewhat secure	229	17%	17%	20%	14%	20%	12%
	Not secure at all	21	2%	1%	2%	2%	2%	1%
	Don't Use	750	57%	63%	46%	64%	51%	67%
	(Don't know)	27	2%	2%	2%	1%	2%	2%
	No answer	14	1%	1%	1%	1%	1%	1%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	43%	54%	48%	49%	49%
	Somewhat secure	229	40%	45%	37%	40%	41%	38%
	Not secure at all	21	4%	2%	3%	7%	4%	3%
	Don't know	27	5%	6%	4%	4%	4%	7%
	No Answer	14	2%	4%	2%	2%	2%	3%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	43%	54%	48%	49%	49%
	P&R Less secure	251	44%	47%	40%	47%	45%	41%
	DK/No Answer	40	7%	10%	6%	6%	6%	10%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	10%	13%	14%	11%	14%
	2	71	6%	2%	6%	9%	6%	4%
	3	187	15%	13%	15%	16%	14%	15%
	4	154	12%	11%	13%	12%	14%	9%
	5 - Very important	705	55%	63%	52%	47%	54%	57%
	Not sure	9	1%	0%	1%	1%	1%	1%
	No answer	1	0%	0%	0%	0%	0%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	13%	19%	23%	17%	19%
	3/DK/No Answer	197	15%	13%	16%	18%	15%	16%
	4-5 Very Important	860	67%	74%	65%	59%	67%	66%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	4%	6%	8%	5%	7%
	2	19	3%	1%	4%	5%	4%	3%
	3	65	11%	9%	10%	15%	10%	12%
	4	65	11%	11%	11%	11%	11%	11%
	5 - Very important	400	67%	74%	68%	57%	69%	64%
	Not sure	7	1%	0%	1%	3%	0%	3%
	No answer	2	0%	0%	0%	1%	0%	1%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	6%	10%	13%	9%	10%
	3/DK/No Answer	74	12%	10%	11%	19%	11%	15%
	4-5 Very Important	465	78%	85%	79%	68%	80%	75%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	3%	4%	8%	4%	6%
	2	42	3%	1%	4%	6%	3%	4%
	3	149	12%	12%	11%	12%	11%	13%
	4	179	14%	13%	16%	12%	15%	13%
	5 - Very important	835	65%	70%	64%	59%	66%	62%
	Not sure	20	2%	1%	1%	3%	1%	2%
	No answer	2	0%	0%	0%	0%	0%	0%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	5%	7%	13%	7%	10%
	3/DK/No Answer	171	13%	13%	13%	15%	12%	15%
	4-5 Very Important	1014	79%	83%	80%	72%	81%	75%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	1%	3%	3%	2%	3%
	2	28	2%	2%	2%	2%	3%	1%
	3	161	13%	13%	11%	14%	12%	14%
	4	198	15%	13%	18%	14%	17%	12%
	5 - Very important	845	66%	69%	64%	64%	65%	67%
	Not sure	24	2%	2%	1%	3%	1%	3%
	No answer	3	0%	0%	0%	1%	0%	0%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	3%	5%	5%	5%	4%
	3/DK/No Answer	188	15%	15%	13%	17%	13%	17%
	4-5 Very Important	1042	81%	82%	82%	78%	82%	79%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	29%	22%	41%	26%	35%
	2	82	6%	6%	5%	9%	7%	5%
	3	145	11%	9%	12%	13%	13%	8%
	4	122	9%	8%	12%	8%	9%	11%
	5 - Very important	465	36%	40%	41%	22%	39%	31%
	Not sure	87	7%	7%	7%	5%	6%	8%
	No answer	9	1%	1%	0%	1%	0%	1%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	35%	27%	50%	33%	40%
	3/DK/No Answer	241	19%	17%	20%	20%	19%	18%
	4-5 Very Important	587	46%	48%	53%	30%	47%	42%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
45. Age range	<25	259	20%	28%	6%	29%	10%	38%
	25-34	386	29%	41%	26%	18%	35%	19%
	35-44	286	22%	14%	30%	18%	27%	11%
	45-59	248	19%	10%	26%	20%	21%	14%
	60+	128	10%	6%	12%	11%	7%	14%
	Refused	17	1%	1%	0%	4%	0%	3%
Generation	<35	644	49%	69%	32%	46%	44%	57%
	35+	661	50%	31%	68%	50%	55%	40%
	Refuse	17	1%	1%	0%	4%	0%	3%
46. What race would you classify yourself as?	White/Caucasian	838	63%	60%	73%	52%	65%	59%
	Black/ Afr. American	188	14%	19%	8%	17%	15%	14%
	Asian	128	10%	8%	9%	14%	9%	12%
	Native Hawaiian/ Pacific Islander	11	1%	1%	1%	1%	1%	0%
	American Indian/ Alaska Native	7	1%	1%	1%	0%	0%	1%
	Hispanic/ Latino	48	4%	4%	3%	4%	4%	4%
	Multiple races	52	4%	5%	3%	4%	4%	4%
	Other	9	1%	0%	0%	1%	1%	1%
	No answer	41	3%	3%	2%	6%	2%	6%
46. Ethnicity	White	838	63%	60%	73%	52%	65%	59%
	Non-white	484	37%	40%	27%	48%	35%	41%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	45%	0%	0%	9%	30%
	\$30,000 to \$49,999	265	20%	55%	0%	0%	22%	16%
	\$50,000 to \$74,999	248	19%	0%	48%	0%	24%	10%
	\$75,000 to \$99,999	111	8%	0%	21%	0%	11%	4%
	100,000 to \$149,999	88	7%	0%	17%	0%	8%	3%
	\$150,000 to \$199,999	44	3%	0%	8%	0%	4%	2%
	\$200,000 or higher	29	2%	0%	6%	0%	3%	1%
	Refused	289	22%	0%	0%	90%	17%	31%
	No answer	32	2%	0%	0%	10%	2%	3%
47. Income	<\$50,000	482	36%	100%	0%	0%	31%	46%
	\$50,000+	519	39%	0%	100%	0%	50%	19%
	DK/NA	321	24%	0%	0%	100%	19%	35%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	56%	83%	51%	100%	0%
	Employed <30 hrs/wk	92	7%	12%	2%	8%	0%	20%
	Self-employed	45	3%	4%	3%	4%	0%	10%
	Retired	71	5%	5%	4%	8%	0%	15%
	Homemaker	9	1%	0%	0%	2%	0%	2%
	Student	149	11%	15%	3%	19%	0%	33%
	Looking for work	11	1%	2%	0%	1%	0%	2%
	Other	20	2%	2%	0%	4%	0%	4%
	No answer	60	5%	4%	5%	5%	0%	13%

		N	%	47. Income			48. Employment	
				<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
				%	%	%	%	%
48. Employment	Full Time Emp	865	65%	56%	83%	51%	100%	0%
	Part Time/Less/NA	457	35%	44%	17%	49%	0%	100%
49. Geography (by home zip code)	Snohomish	138	10%	10%	11%	9%	10%	11%
	KC Seattle/North	421	32%	36%	30%	28%	32%	31%
	KC East	220	17%	11%	21%	18%	16%	17%
	KC South	198	15%	16%	15%	15%	15%	15%
	Pierce	190	14%	17%	13%	13%	14%	15%
	Other	119	9%	7%	9%	12%	9%	9%
	Refused	35	3%	3%	1%	5%	2%	3%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	9%	16%	7%	12%	10%
	No	1073	81%	83%	76%	86%	82%	80%
	No answer	100	8%	8%	8%	7%	6%	10%
53. Gender	Male	724	55%	56%	58%	47%	58%	48%
	Female	569	43%	42%	40%	50%	40%	50%
	(Unknown/Other)	1	0%	0%	0%	0%	0%	0%
	No answer	28	2%	2%	2%	3%	2%	2%
Gender by generation	M <35	339	26%	37%	19%	19%	26%	25%
	F <35	287	22%	30%	12%	26%	17%	31%
	M 35+	376	28%	18%	39%	27%	32%	21%
	F 35+	275	21%	12%	28%	22%	22%	18%
	Ref	45	3%	2%	2%	7%	2%	5%

		47. Income			48. Employment	
		All	<\$50,000	\$50,000+	DK/NA	Full Time Emp
Number of cases	1322	482	519	321	865	457
Row percent	100.0%	36.5%	39.2%	24.3%	65.4%	34.6%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.41	3.38	3.30	3.34	3.44
9. Minutes to get to nearest stop/station (mean)	14.68	15.83	13.19	15.45	14.19	15.63
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.54	3.64	3.55	3.61	3.53
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.24	3.46	3.31	3.39	3.26
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.71	3.79	3.64	3.74	3.69
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.86	3.87	3.77	3.85	3.81
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.88	3.89	3.85	3.86	3.91
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.49	3.67	3.49	3.61	3.47
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.84	3.74	3.71	3.73	3.87
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.68	3.73	3.75	3.71	3.72
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.56	3.53	3.43	3.47	3.60
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.54	3.49	3.32	3.43	3.54
9. Minutes to get to nearest stop/station (mean)	14.68	15.83	13.19	15.45	14.19	15.63
13. Weekdays per week bus/train is ridden (mean)	3.32	3.40	3.27	3.27	3.50	2.99
13. Weekend days per week bus/train is ridden (mean)	.32	.48	.15	.36	.24	.46
13. Total days per week bus/train is ridden (mean)	3.64	3.88	3.42	3.63	3.74	3.45
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	4.14	3.85	3.71	3.93	3.91

	All	47. Income			48. Employment	
		<\$50,000	\$50,000+	DK/NA	Full Time Emp	Part Time/Less /NA
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.49	4.32	4.09	4.36	4.26
42. Importance: Being able to access real time transit information on cellphones	4.34	4.46	4.35	4.14	4.38	4.25
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.48	4.41	4.40	4.43	4.45
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.25	3.49	2.59	3.28	2.98

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
Number of cases		1322		339	287	376	275	45	573	750
Row percent			100%	26%	22%	28%	21%	3%	43%	57%
Service Type (Numeric)	Express Bus	692	52%	56%	57%	47%	50%	48%	56%	49%
	Sounder Rail	154	12%	6%	9%	14%	18%	10%	18%	7%
	Tacoma Link Light Rail	37	3%	2%	4%	3%	3%	0%	3%	3%
	Central Link Light Rail	439	33%	35%	30%	36%	28%	42%	23%	41%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
2. Service	Express Bus	692	52%	56%	57%	47%	50%	48%	56%	49%
	Sounder Sea-Tac	140	11%	6%	8%	12%	16%	9%	16%	6%
	Sounder Sea-Eve	14	1%	0%	1%	1%	2%	1%	2%	1%
	Central Link	439	33%	35%	30%	36%	28%	42%	23%	41%
	Tacoma Link	37	3%	2%	4%	3%	3%	0%	3%	3%
Region Bus Routes Cover	Seattle-South	171	25%	23%	22%	29%	26%	20%	25%	25%
	Seattle-Snohomish	100	15%	12%	18%	12%	17%	15%	17%	13%
	Seattle-E King	371	54%	63%	53%	51%	47%	44%	51%	56%
	Route Excludes Dtown Seattle	50	7%	3%	6%	8%	10%	21%	7%	7%
Route or service that uses downtown tunnel	Tunnel route (C. Link & ST550)	552	42%	47%	38%	43%	37%	48%	29%	52%
	Not in tunnel	770	58%	53%	62%	57%	63%	52%	71%	48%
Day Part	Peak	605	46%	41%	47%	44%	52%	47%	52%	41%
	Offpeak	527	40%	41%	38%	42%	37%	40%	38%	41%
	Weekend	190	14%	18%	15%	14%	11%	13%	10%	18%
	Unable to determine	0	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
2A. RECORD ROUTE (BUS)	Seattle-Tacoma	0	0%	0%	0%	0%	0%	0%	0%	0%
	Seattle-Everett	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 500	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 510	15	2%	2%	3%	3%	1%	0%	4%	0%
	ST 511	30	4%	2%	5%	5%	7%	0%	6%	3%
	ST 512	55	8%	8%	10%	5%	8%	15%	6%	10%
	ST 522	58	8%	11%	9%	8%	3%	10%	10%	7%
	ST 532	22	3%	0%	2%	5%	6%	11%	4%	3%
	ST 535	19	3%	2%	4%	2%	2%	10%	2%	3%
	ST 540	7	1%	0%	3%	1%	0%	0%	2%	0%
	ST 541	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 542	18	3%	2%	5%	2%	1%	4%	3%	2%
	ST 545	103	15%	20%	12%	16%	12%	8%	15%	15%
	ST 547	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 550	113	16%	20%	14%	14%	18%	12%	10%	22%
	ST 554	42	6%	6%	5%	4%	9%	10%	7%	5%
	ST 555	8	1%	0%	1%	3%	1%	0%	1%	1%
	ST 556	9	1%	2%	1%	1%	2%	0%	2%	1%
	ST 559	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 560	21	3%	2%	4%	2%	4%	0%	3%	3%
	ST 563	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 566	25	4%	3%	4%	4%	5%	0%	4%	3%
	ST 574	29	4%	4%	2%	6%	3%	14%	3%	5%
	ST 577	7	1%	0%	1%	1%	1%	6%	1%	1%
	ST 578	35	5%	4%	4%	7%	6%	0%	5%	5%
	ST 586	6	1%	2%	2%	0%	0%	0%	1%	1%
	ST 590	48	7%	7%	5%	8%	10%	0%	8%	6%
	ST 591	0	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
	ST 592	0	0%	0%	0%	0%	0%	0%	0%	0%
	ST 594	22	3%	4%	5%	2%	1%	0%	3%	4%
	ST 596	0	0%	0%	0%	0%	0%	0%	0%	0%
2B. RECORD DIRECTION (SOUNDER)	Seattle <--> Tacoma/Lakewood	140	91%	93%	92%	90%	90%	95%	90%	92%
	Seattle <--> Everett	14	9%	7%	8%	10%	10%	5%	10%	8%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
3. Did you have a car available that you could have used for this trip?	Yes	758	57%	54%	50%	56%	70%	57%	91%	32%
	No	561	42%	46%	50%	43%	30%	41%	9%	68%
	No answer	3	0%	0%	0%	0%	0%	1%	0%	0%
4. Have you sold a car or chosen not to buy a car because you prefer public transit?	Yes	148	26%	29%	23%	22%	33%	34%	28%	26%
	No	366	65%	65%	68%	66%	59%	59%	60%	65%
	No answer	50	9%	7%	9%	12%	7%	7%	12%	9%
Choice Rider (Have/had car available in Q3/4, Ride at Least Weekly)	Choice Rider	773	58%	56%	56%	56%	67%	64%	84%	39%
	Not Choice Rider	549	42%	44%	44%	44%	33%	36%	16%	61%
Choice Rider (w/out Tac. Link)	Choice Rider	753	59%	56%	56%	56%	67%	64%	84%	39%
	Not Choice Rider	532	41%	44%	44%	44%	33%	36%	16%	61%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
5. If you were giving Sound Transit an overall report card, where A means excellent, C means average, and F means failing, what overall grade would you give them?	A	639	48%	48%	52%	48%	46%	44%	46%	50%
	B	537	41%	44%	38%	39%	40%	50%	44%	38%
	C	119	9%	7%	9%	9%	12%	6%	8%	10%
	D	10	1%	0%	0%	2%	1%	0%	1%	1%
	F	4	0%	0%	1%	0%	1%	0%	0%	0%
	Not sure	11	1%	0%	0%	2%	1%	0%	1%	1%
	No answer	2	0%	0%	0%	0%	0%	0%	0%	0%
5. Sound Transit Overall Report Card	A	639	48%	48%	52%	48%	46%	44%	46%	50%
	B or lower/DK	683	52%	52%	48%	52%	54%	56%	54%	50%
5. Sound Transit Overall Report Card	A	639	48%	48%	52%	48%	46%	44%	46%	50%
	B	537	41%	44%	38%	39%	40%	50%	44%	38%
	C or lower/DK	147	11%	8%	10%	13%	15%	6%	10%	12%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	205	15%	15%	14%	13%	18%	32%	14%	16%
	Fast/ Avoids traffic	85	6%	6%	6%	7%	6%	11%	6%	7%
	Convenient	114	9%	5%	7%	12%	10%	11%	9%	8%
	Comfortable/ Relaxing	40	3%	3%	2%	3%	4%	2%	3%	3%
	Clean/ Nice	62	5%	4%	5%	4%	5%	5%	4%	5%
	Good coverage/ Goes to destination	56	4%	4%	5%	4%	3%	5%	2%	6%
	Friendly/ helpful operators & personnel	46	3%	5%	3%	2%	4%	4%	2%	4%
	Affordable fare/ Free parking	46	3%	4%	2%	4%	3%	2%	3%	4%
	Safe/ Secure	19	1%	2%	2%	0%	2%	0%	2%	1%
	General positives (Nice/ Fun/ No complaints)	304	23%	27%	26%	23%	15%	16%	20%	25%
	Late at times/ Always late	162	12%	9%	14%	14%	12%	13%	13%	12%
	Rude drivers & personnel	11	1%	0%	1%	1%	0%	2%	0%	1%
	More service/ routes/ buses	70	5%	7%	3%	7%	4%	3%	6%	5%
	Slow/ Too many stops/ More express	25	2%	3%	2%	1%	2%	0%	2%	1%
	Need more parking	17	1%	0%	1%	2%	2%	2%	3%	0%
	Improve/ Expand schedule	35	3%	3%	1%	3%	4%	3%	2%	3%
	Too expensive	13	1%	2%	1%	1%	1%	0%	1%	1%
	Too early/ Doesn't wait	8	1%	0%	1%	0%	0%	1%	0%	1%
	Crowded/ Larger buses/trains	72	5%	5%	6%	5%	6%	2%	8%	3%
	Other positives	111	8%	7%	7%	9%	10%	12%	9%	8%
	Other negatives	134	10%	10%	7%	10%	14%	6%	12%	9%
	Neutral reasons (OK/ Average)	93	7%	8%	11%	5%	5%	8%	6%	8%
	All other reasons	20	2%	1%	2%	2%	2%	1%	1%	2%
	Don't know/ NA/ First time rider	44	3%	2%	2%	5%	4%	3%	3%	3%
6. What are your reasons for that grade? (Multi-response)	Reliable/ Prompt/ Runs often	161	12%	10%	11%	12%	15%	25%	13%	12%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
	Fast/ Avoids traffic	55	4%	4%	4%	4%	3%	8%	4%	4%
	Convenient	83	6%	3%	6%	8%	9%	3%	7%	6%
	Comfortable/ Relaxing	19	1%	1%	1%	2%	2%	0%	2%	1%
	Clean/ Nice	24	2%	1%	2%	2%	2%	2%	2%	2%
	Good coverage/ Goes to destination	28	2%	3%	3%	2%	1%	0%	1%	3%
	Friendly/ helpful operators & personnel	25	2%	2%	1%	1%	3%	3%	1%	3%
	Affordable fare/ Free parking	29	2%	3%	1%	3%	1%	2%	1%	3%
	Safe/ Secure	3	0%	1%	0%	0%	0%	0%	0%	0%
	General positives (Nice/ Fun/ No complaints)	277	21%	26%	25%	20%	13%	13%	19%	22%
	Late at times/ Always late	141	11%	9%	12%	12%	11%	10%	12%	10%
	Rude drivers & personnel	7	1%	0%	1%	1%	0%	2%	0%	1%
	More service/ routes/ buses	49	4%	6%	2%	4%	3%	3%	4%	3%
	Slow/ Too many stops/ More express	17	1%	2%	1%	0%	2%	0%	2%	1%
	Need more parking	11	1%	0%	1%	1%	0%	2%	2%	0%
	Improve/ Expand schedule	27	2%	2%	1%	3%	2%	3%	1%	3%
	Too expensive	9	1%	1%	1%	1%	1%	0%	1%	1%
	Too early/ Doesn't wait	3	0%	0%	0%	0%	0%	1%	0%	0%
	Crowded/ Larger buses/trains	59	4%	3%	4%	4%	6%	2%	7%	3%
	Other positives	66	5%	5%	4%	5%	6%	5%	5%	5%
	Other negatives	90	7%	6%	6%	6%	10%	4%	8%	6%
	Neutral reasons (OK/ Average)	79	6%	7%	9%	4%	4%	7%	5%	7%
	All other reasons	15	1%	0%	1%	1%	2%	1%	1%	1%
	Don't know/ NA/ First time rider	44	3%	2%	2%	5%	4%	3%	3%	3%
7. What overall improvements	More stops	17	1%	1%	2%	1%	0%	5%	1%	2%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
Fewer stops/Direct/express routes/HOV lane		23	2%	2%	1%	2%	1%	1%	2%	1%
Be on-time/adhere to schedule/less delays		98	7%	6%	8%	7%	9%	7%	9%	6%
Run more often/more frequent buses/trains		192	15%	12%	14%	16%	16%	12%	19%	11%
Expand schedule/ Run earlier/later		70	5%	6%	4%	6%	5%	1%	5%	5%
More routes/expand-extend service/add weekend service		125	9%	10%	7%	10%	10%	8%	8%	11%
Improve scheduling/better scheduling-coordinated schedules		40	3%	2%	2%	4%	4%	7%	2%	4%
Overcrowding/SRO/Larger-longer buses		116	9%	6%	11%	8%	10%	8%	11%	7%
Don't leave early (look for passengers)		11	1%	1%	1%	1%	1%	0%	0%	1%
Notice/communication of problems, delay, etc.		42	3%	4%	3%	4%	2%	3%	3%	3%
Announce next time of arrival/post departure times		8	1%	1%	1%	1%	0%	0%	0%	1%
Bus Tracker		1	0%	0%	1%	0%	0%	0%	0%	0%
Can't hear sound system/not clear		1	0%	0%	0%	0%	0%	0%	0%	0%
More/better parking		42	3%	2%	2%	3%	7%	2%	7%	0%
Enclosed/covered waiting area		13	1%	0%	1%	1%	1%	0%	1%	1%
More security		25	2%	2%	2%	1%	1%	9%	2%	2%
More comfortable temperature/heated-it's cold		11	1%	0%	1%	1%	2%	0%	0%	1%
Improved wi-fi and/or cell access		16	1%	1%	1%	2%	1%	1%	2%	1%
Lower fares		24	2%	3%	1%	2%	1%	2%	2%	1%
New/cleaner buses/trains		43	3%	4%	5%	3%	2%	0%	3%	4%
Improved/better lit stops		6	0%	1%	0%	0%	0%	0%	0%	1%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
	Driver training/cold weather training	10	1%	1%	0%	1%	1%	0%	1%	1%
	Return interagency transfer slips/improve ORCA availability	21	2%	1%	3%	2%	0%	3%	1%	2%
	Make snacks/beverages accessible on transit	13	1%	1%	1%	1%	0%	0%	1%	1%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	161	12%	10%	11%	14%	13%	19%	9%	14%
	Don't know/no answer/none	370	28%	34%	27%	26%	25%	26%	25%	30%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	More stops	15	1%	1%	2%	1%	0%	3%	1%	1%
	Fewer stops/Direct/express routes/HOV lane	20	2%	2%	1%	2%	1%	0%	2%	1%
	Be on-time/adhere to schedule/less delays	91	7%	6%	8%	6%	9%	5%	8%	6%
	Run more often/more frequent buses/trains	159	12%	10%	12%	12%	15%	12%	15%	10%
	Expand schedule/ Run earlier/later	59	4%	5%	3%	6%	4%	1%	4%	5%
	More routes/expand-extend service/add weekend service	104	8%	9%	7%	8%	7%	7%	6%	10%
	Improve scheduling/better scheduling-coordinated schedules	34	3%	2%	1%	3%	4%	4%	2%	3%
	Overcrowding/SRO/Larger-longer buses	100	8%	5%	10%	7%	8%	8%	9%	6%
	Don't leave early (look for passengers)	8	1%	0%	1%	1%	1%	0%	0%	1%
	Notice/communication of problems, delay, etc.	36	3%	3%	3%	3%	2%	3%	3%	3%
	Announce next time of arrival/post departure times	6	0%	1%	1%	0%	0%	0%	0%	1%
	Bus Tracker	1	0%	0%	1%	0%	0%	0%	0%	0%
	Can't hear sound system/not clear	0	0%	0%	0%	0%	0%	0%	0%	0%
	More/better parking	35	3%	1%	2%	2%	6%	2%	6%	0%
	Enclosed/covered waiting area	13	1%	0%	1%	1%	1%	0%	1%	1%
	More security	19	1%	2%	2%	0%	1%	9%	1%	1%
	More comfortable temperature/heated-it's cold	6	0%	0%	0%	0%	2%	0%	0%	1%
	Improved wi-fi and/or cell access	15	1%	1%	1%	2%	1%	1%	2%	1%
	Lower fares	18	1%	2%	1%	1%	1%	0%	2%	1%
	New/cleaner buses/trains	34	3%	3%	4%	1%	2%	0%	2%	3%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
	Improved/better lit stops	5	0%	1%	0%	0%	0%	0%	0%	1%
	Driver training/cold weather training	10	1%	1%	0%	1%	1%	0%	1%	1%
	Return interagency transfer slips/improve ORCA availability	16	1%	1%	2%	2%	0%	3%	1%	2%
	Make snacks/beverages accessible on transit	9	1%	1%	1%	1%	0%	0%	1%	1%
	Improve management of mudslides closing rails/alternate routes	0	0%	0%	0%	0%	0%	0%	0%	0%
	All other suggestions	137	10%	9%	10%	12%	9%	15%	8%	12%
	Don't know/no answer/none	370	28%	34%	27%	26%	25%	26%	25%	30%
7(col). What overall improvements could Sound Transit do to improve its services? (Multi-response)	Performance suggestions	202	15%	13%	15%	16%	18%	16%	15%	15%
	System suggestions	667	50%	47%	52%	51%	52%	49%	56%	46%
	All Other suggestions	161	12%	10%	11%	14%	13%	19%	9%	14%
	Nothing/Don't know/No Answer	370	28%	34%	27%	26%	25%	26%	25%	30%
7. What overall improvements could Sound Transit do to improve its services? (1st Response)	Performance suggestions	185	14%	12%	14%	15%	16%	12%	14%	14%
	System suggestions	630	48%	46%	49%	47%	50%	47%	53%	44%
	All Other suggestions	137	10%	9%	10%	12%	9%	15%	8%	12%
	Nothing/Don't know/No Answer	370	28%	34%	27%	26%	25%	26%	25%	30%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
9. How many minutes does it typically take to get from your home to the first transit stop you usually use?	Less than 5 min.	73	6%	6%	5%	7%	4%	10%	2%	8%
	5-9 min.	227	17%	13%	20%	20%	16%	12%	17%	17%
	10-14 min.	336	25%	30%	22%	24%	24%	32%	28%	24%
	15-19 min.	204	15%	12%	16%	14%	22%	11%	19%	13%
	20-29 min.	131	10%	8%	10%	12%	9%	10%	9%	10%
	30+ min.	125	9%	12%	7%	9%	10%	7%	8%	11%
	(No answer)	226	17%	18%	20%	15%	16%	18%	17%	17%
9. How many minutes does it take you to get from your home to your first transit stop?	<15 min	636	48%	50%	47%	51%	43%	54%	47%	49%
	15+ min	460	35%	33%	33%	35%	41%	28%	36%	33%
	No answer	226	17%	18%	20%	15%	16%	18%	17%	17%
10. For this trip, are you...	Coming from home	496	37%	43%	37%	36%	36%	26%	36%	39%
	Going home	638	48%	43%	50%	49%	51%	54%	52%	45%
	Neither	170	13%	13%	12%	14%	12%	19%	10%	15%
	No answer	19	1%	1%	1%	2%	2%	1%	1%	2%
11. Are you taking this [bus/train] to...(Multi-response)	Commute to/from work	769	58%	62%	45%	59%	65%	65%	71%	49%
	Commute to/from school	127	10%	12%	27%	1%	0%	5%	8%	11%
	Go to/from airport	139	11%	10%	6%	17%	7%	14%	6%	14%
	Attend sporting/ special event	29	2%	3%	3%	1%	3%	2%	2%	2%
	Go shopping or dining	111	8%	4%	8%	8%	14%	13%	7%	10%
	Other	166	13%	11%	15%	15%	11%	4%	8%	16%
	No answer	3	0%	0%	0%	0%	1%	0%	0%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
11. Are you taking this [bus/train] to (1st Response)	Commute to/from work	769	58%	62%	45%	59%	65%	65%	71%	49%
	Commute to/from school	126	10%	12%	27%	1%	0%	5%	8%	11%
	Go to/from airport	137	10%	10%	6%	17%	7%	13%	6%	14%
	Attend sporting/ special event	28	2%	3%	3%	1%	3%	2%	2%	2%
	Go shopping or dining	105	8%	4%	7%	7%	14%	11%	7%	9%
	Other	154	12%	10%	13%	14%	10%	4%	7%	15%
	No answer	3	0%	0%	0%	0%	1%	0%	0%	0%
13. Number of days you take this trip per week (Total)	Less than one	244	18%	18%	13%	24%	18%	18%	11%	24%
	1	52	4%	4%	3%	4%	5%	2%	2%	5%
	2	75	6%	3%	5%	7%	7%	2%	5%	6%
	3	88	7%	6%	8%	7%	3%	18%	7%	7%
	4	169	13%	13%	16%	10%	11%	22%	15%	11%
	5	550	42%	42%	45%	38%	45%	30%	51%	34%
	6	92	7%	7%	8%	7%	6%	5%	7%	7%
	7	52	4%	7%	2%	3%	4%	3%	2%	6%
	1st time rider	0	0%	0%	0%	0%	0%	0%	0%	0%
	Since it started	0	0%	0%	0%	0%	0%	0%	0%	0%
13. Number of days you take this trip per week	<5 days/wk	627	47%	44%	46%	52%	44%	62%	40%	53%
	5+ days/wk	695	53%	56%	54%	48%	56%	38%	60%	47%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
14. What are the main reasons you use this ST Express Bus/Sounder/Link Light Rail/Tacoma Link Light Rail instead of getting to your destination some other way? (Multi-response)	No car	381	29%	33%	38%	25%	20%	29%	8%	45%
	Cheaper	561	42%	47%	39%	44%	36%	56%	45%	41%
	More convenient	646	49%	49%	52%	49%	46%	47%	47%	50%
	Reduces cars on the road	101	8%	9%	6%	6%	9%	10%	10%	6%
	Helps environment	125	9%	9%	12%	8%	10%	5%	8%	11%
	Faster/avoids traffic	472	36%	35%	33%	35%	40%	36%	45%	29%
	No parking	266	20%	15%	21%	18%	29%	16%	29%	13%
	Work/school pays	169	13%	12%	18%	9%	16%	3%	16%	10%
	More relaxing	128	10%	8%	8%	10%	14%	2%	12%	8%
	Less stressful	190	14%	16%	11%	15%	14%	17%	16%	13%
	Gas prices	85	6%	7%	6%	7%	5%	10%	10%	4%
	Changed Job/new job/job transfer/relocated for work	3	0%	0%	1%	0%	1%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	3	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	6	0%	0%	0%	1%	0%	0%	1%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%
	other	60	5%	5%	3%	6%	5%	0%	4%	5%
	(Don't know)	4	0%	1%	0%	0%	0%	0%	0%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (1st Reason)	No car	305	23%	24%	33%	18%	18%	24%	5%	37%
	Cheaper	293	22%	29%	21%	22%	16%	17%	29%	17%
	More convenient	218	16%	14%	14%	21%	17%	18%	16%	17%
	Reduces cars on the road	14	1%	1%	0%	1%	2%	1%	2%	1%
	Helps environment	11	1%	0%	0%	1%	1%	2%	1%	1%
	Faster/avoids traffic	232	18%	17%	16%	17%	20%	22%	20%	15%
	No parking	89	7%	4%	7%	6%	10%	10%	9%	5%
	Work/school pays	59	4%	2%	5%	5%	7%	0%	7%	2%
	More relaxing	17	1%	1%	1%	2%	2%	0%	2%	1%
	Less stressful	29	2%	3%	1%	2%	2%	4%	3%	1%
	Gas prices	14	1%	1%	1%	1%	1%	1%	2%	0%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	0%	0%	1%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	2	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	2	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	2	0%	0%	0%	0%	0%	0%	0%	0%
	other	29	2%	2%	1%	3%	3%	0%	2%	2%
	(Don't know)	2	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (2nd Reason)	No car	57	5%	7%	4%	7%	2%	5%	2%	7%
	Cheaper	194	17%	14%	12%	22%	19%	35%	13%	20%
	More convenient	308	27%	30%	32%	25%	23%	26%	27%	27%
	Reduces cars on the road	33	3%	5%	2%	2%	3%	0%	3%	3%
	Helps environment	54	5%	3%	7%	4%	5%	4%	2%	7%
	Faster/avoids traffic	148	13%	12%	11%	15%	14%	7%	18%	9%
	No parking	103	9%	6%	10%	8%	13%	7%	12%	7%
	Work/school pays	63	6%	6%	8%	2%	7%	3%	6%	5%
	More relaxing	55	5%	5%	3%	5%	7%	1%	5%	5%
	Less stressful	59	5%	7%	5%	3%	6%	9%	6%	5%
	Gas prices	31	3%	3%	3%	3%	2%	2%	4%	2%
	Changed Job/new job/job transfer/relocated for work	2	0%	0%	1%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	1	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	1	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	1	0%	0%	0%	0%	0%	0%	0%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	20	2%	2%	2%	2%	1%	0%	1%	2%
	(Don't know)	1	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
14. What are the main reasons you use ST Express Bus/Light Rail/Sounder instead of getting to your destination some other way? (3rd Reason)	No car	20	3%	4%	2%	3%	0%	0%	1%	4%
	Cheaper	74	10%	10%	14%	8%	6%	20%	7%	12%
	More convenient	120	16%	16%	17%	15%	16%	16%	12%	20%
	Reduces cars on the road	53	7%	7%	7%	7%	7%	18%	9%	6%
	Helps environment	60	8%	10%	10%	6%	7%	0%	8%	8%
	Faster/avoids traffic	93	12%	13%	12%	11%	13%	16%	14%	11%
	No parking	74	10%	9%	8%	10%	14%	0%	14%	6%
	Work/school pays	47	6%	7%	9%	4%	6%	2%	6%	7%
	More relaxing	57	8%	5%	7%	8%	12%	2%	8%	7%
	Less stressful	102	14%	11%	10%	19%	14%	12%	12%	15%
	Gas prices	39	5%	6%	5%	5%	3%	14%	7%	3%
	Changed Job/new job/job transfer/relocated for work	0	0%	0%	0%	0%	0%	0%	0%	0%
	Just started school/college	0	0%	0%	0%	0%	0%	0%	0%	0%
	To try it	0	0%	0%	0%	0%	0%	0%	0%	0%
	It's fun	0	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	0	0%	0%	0%	0%	0%	0%	0%	0%
	Better than bus	0	0%	0%	0%	0%	0%	0%	0%	0%
	Be productive/do other things	3	0%	0%	0%	1%	1%	0%	1%	0%
	Don't want to drive	0	0%	0%	0%	0%	0%	0%	0%	0%
	other	11	2%	1%	0%	3%	1%	0%	1%	2%
	(Don't know)	1	0%	1%	0%	0%	0%	0%	0%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
15. How long have you been a Sound Transit Rider?	First time rider	71	5%	6%	4%	7%	4%	8%	3%	7%
	<6 mo	127	10%	8%	10%	11%	7%	20%	9%	10%
	6 mo- <1 yr	95	7%	9%	12%	5%	4%	6%	8%	7%
	1 yr	120	9%	12%	12%	8%	4%	12%	9%	9%
	2 yrs	230	17%	25%	22%	14%	11%	1%	16%	19%
	3 yrs	166	13%	14%	13%	12%	11%	14%	12%	13%
	4 yrs	90	7%	6%	7%	6%	8%	4%	8%	6%
	5 yrs	119	9%	8%	5%	10%	13%	9%	11%	7%
	6-9 yrs	130	10%	5%	9%	12%	13%	13%	9%	10%
	10+ yrs	142	11%	5%	3%	13%	24%	11%	14%	8%
	Since it started	1	0%	0%	0%	0%	0%	0%	0%	0%
	DK/ No answer	32	2%	2%	3%	3%	1%	1%	1%	3%
15. How long have you been a Sound Transit Rider?	New Rider (<1 yr)	293	22%	23%	26%	22%	15%	34%	20%	24%
	Est. Rider (1+ yr)	998	75%	75%	71%	74%	84%	65%	79%	73%
	DK/RF	32	2%	2%	3%	3%	1%	1%	1%	3%
15. How long have you been a Sound Transit Rider?	<1 yr riders	293	22%	23%	26%	22%	15%	34%	20%	24%
	1-3 yr riders	516	39%	50%	47%	33%	26%	27%	36%	41%
	4+ yr riders	482	36%	24%	24%	41%	58%	37%	43%	32%
	DK/RF	32	2%	2%	3%	3%	1%	1%	1%	3%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (Multi-response)	Drove	528	40%	40%	27%	47%	47%	21%	56%	27%
	Took transit	265	20%	17%	17%	20%	24%	41%	15%	24%
	Something else	45	3%	4%	3%	4%	3%	0%	1%	5%
	Did not make this trip	470	36%	39%	51%	28%	26%	38%	28%	41%
	Walked	2	0%	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	1%	1%	2%	1%	0%	1%	2%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	2%	0%	0%	0%	0%	1%
16. Before you started riding this Bus/Train, how did you usually make this trip, did you drive or take transit? (1st mention)	Drove	528	40%	40%	27%	47%	47%	21%	56%	27%
	Took transit	253	19%	16%	16%	18%	23%	41%	14%	23%
	Something else	44	3%	4%	3%	4%	3%	0%	1%	5%
	Did not make this trip	470	36%	39%	51%	28%	26%	38%	28%	41%
	Walked	2	0%	0%	0%	0%	0%	0%	0%	0%
	Taxi/cab	16	1%	1%	1%	2%	1%	0%	1%	2%
	Bus	1	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	8	1%	0%	2%	0%	0%	0%	0%	1%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	No car/only option	135	10%	12%	10%	11%	8%	7%	3%	15%
	Cheaper	185	14%	12%	13%	17%	15%	1%	19%	10%
	More convenient	233	18%	17%	14%	21%	17%	20%	13%	21%
	Reduces traffic	3	0%	0%	1%	0%	0%	0%	0%	0%
	Helps environment	6	0%	0%	0%	1%	1%	2%	0%	0%
	Faster	131	10%	8%	8%	12%	9%	20%	10%	10%
	No parking	96	7%	7%	7%	6%	9%	5%	12%	4%
	Work/school pays	61	5%	5%	4%	5%	5%	1%	6%	3%
	More relaxing	12	1%	2%	0%	1%	1%	0%	1%	1%
	Less stressful (avoid traffic)	80	6%	7%	4%	7%	6%	0%	9%	4%
	Gas prices	33	2%	2%	3%	3%	1%	7%	4%	1%
	Changed-new job/job transfer/relocated	181	14%	16%	15%	11%	14%	14%	15%	13%
	Just started school/college	25	2%	3%	4%	0%	1%	0%	1%	2%
	To try it	15	1%	1%	0%	1%	2%	0%	1%	1%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	0%	0%	1%	2%	1%	0%
	Better than bus	3	0%	0%	0%	0%	0%	1%	0%	0%
	Be Productive/Do Other things	6	0%	1%	0%	0%	1%	0%	0%	1%
	Don't want to drive	34	3%	2%	3%	2%	3%	8%	3%	2%
	Recommended	15	1%	1%	2%	1%	1%	0%	1%	1%
	Goes to destination	167	13%	13%	21%	10%	9%	4%	12%	13%
	Other	87	7%	5%	4%	7%	11%	9%	6%	7%
	Don't know	64	5%	5%	7%	3%	5%	9%	4%	6%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	No car/only option	130	10%	12%	10%	10%	8%	7%	3%	15%
	Cheaper	143	11%	8%	11%	13%	14%	1%	16%	7%
	More convenient	210	16%	16%	12%	19%	15%	17%	11%	20%
	Reduces traffic	2	0%	0%	1%	0%	0%	0%	0%	0%
	Helps environment	5	0%	0%	0%	0%	1%	2%	0%	0%
	Faster	107	8%	7%	7%	10%	7%	20%	8%	8%
	No parking	55	4%	5%	4%	4%	4%	2%	7%	2%
	Work/school pays	50	4%	4%	3%	4%	4%	1%	5%	3%
	More relaxing	3	0%	0%	0%	0%	0%	0%	0%	0%
	Less stressful (avoid traffic)	55	4%	5%	2%	6%	4%	0%	7%	2%
	Gas prices	24	2%	2%	1%	2%	1%	7%	3%	1%
	Changed-new job/job transfer/relocated	171	13%	16%	13%	10%	13%	12%	14%	12%
	Just started school/college	18	1%	2%	3%	0%	1%	0%	1%	2%
	To try it	15	1%	1%	0%	1%	2%	0%	1%	1%
	It's fun	2	0%	0%	0%	0%	0%	0%	0%	0%
	Route changed/bus changed	7	1%	0%	0%	0%	1%	2%	1%	0%
	Better than bus	2	0%	0%	0%	0%	0%	1%	0%	0%
	Be Productive/Do Other things	3	0%	0%	0%	0%	1%	0%	0%	0%
	Don't want to drive	31	2%	1%	3%	2%	2%	8%	3%	2%
	Recommended	13	1%	1%	2%	1%	1%	0%	1%	1%
	Goes to destination	149	11%	12%	17%	9%	9%	4%	10%	12%
	Other	64	5%	4%	3%	4%	8%	7%	4%	6%
	Don't know	64	5%	5%	7%	3%	5%	9%	4%	6%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (Multi-response)	Preference	617	47%	46%	47%	51%	41%	50%	45%	48%
	Economic	267	20%	19%	19%	23%	21%	9%	28%	14%
	Necessity	234	18%	19%	17%	17%	18%	14%	16%	19%
	Values	9	1%	0%	1%	1%	1%	2%	1%	1%
	Other	383	29%	29%	31%	23%	33%	32%	27%	30%
17. What are the main reasons you originally started riding the bus/Sounder/LR? (1st mention)	Preference	561	42%	42%	42%	46%	38%	50%	40%	44%
	Economic	218	16%	14%	15%	19%	19%	9%	24%	10%
	Necessity	192	15%	17%	14%	14%	13%	11%	11%	17%
	Values	7	1%	0%	1%	1%	1%	2%	0%	1%
	Other	344	26%	27%	29%	20%	29%	28%	24%	27%
18. Grading: the average cleanliness of the bus/LR/train cabin?	A	853	65%	60%	68%	68%	64%	50%	63%	66%
	B	387	29%	32%	25%	28%	31%	39%	32%	27%
	C	67	5%	6%	6%	3%	4%	10%	4%	6%
	D	7	1%	0%	1%	1%	0%	0%	0%	1%
	F	2	0%	0%	0%	0%	1%	0%	0%	0%
	Not sure	4	0%	1%	0%	0%	0%	0%	1%	0%
	No Answer	3	0%	0%	0%	0%	0%	0%	0%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
19. Grading: the average cleanliness of transit centers/train stations?	A	688	52%	49%	53%	55%	53%	39%	51%	53%
	B	414	31%	37%	25%	31%	31%	38%	32%	31%
	C	132	10%	11%	10%	9%	9%	15%	10%	10%
	D	34	3%	1%	5%	2%	2%	6%	3%	3%
	F	16	1%	1%	1%	0%	3%	0%	0%	2%
	Not sure	33	3%	2%	4%	2%	1%	2%	2%	3%
	No Answer	5	0%	0%	1%	0%	0%	0%	1%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (Multi-response)	Trash/litter/garbage (non-specific)	189	14%	16%	10%	17%	13%	15%	16%	13%
	Trash at station/stop/transit center dirty	70	5%	4%	9%	2%	6%	10%	6%	5%
	Dirty seats	43	3%	4%	4%	3%	3%	0%	3%	4%
	Bird droppings	6	0%	0%	0%	1%	0%	1%	1%	0%
	Odors/smells	35	3%	3%	2%	3%	2%	3%	3%	3%
	Restrooms dirty/trashy/smelly	34	3%	3%	2%	3%	3%	2%	3%	2%
	Need more/larger trash cans/overflowing	14	1%	0%	1%	2%	1%	0%	1%	1%
	Need better lighting	4	0%	0%	0%	1%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	38	3%	4%	3%	3%	2%	3%	3%	3%
	Trash on bus/train	17	1%	2%	1%	1%	1%	4%	2%	1%
	Homeless people/vagrants at stops	15	1%	1%	1%	1%	1%	0%	1%	1%
	Smoking/people smoking	10	1%	0%	0%	1%	2%	0%	1%	1%
	All other	61	5%	4%	5%	5%	5%	3%	3%	6%
	Don't know	4	0%	0%	1%	1%	0%	0%	0%	0%
	None/No Answer	865	65%	64%	66%	64%	69%	63%	65%	66%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
19A. What cleanliness issues have you noticed, either on-board or at the stops or stations, if any? (1st Response)	Trash/litter/garbage (non-specific)	176	13%	14%	10%	16%	12%	15%	15%	12%
	Trash at station/stop/transit center dirty	68	5%	4%	9%	2%	6%	10%	6%	5%
	Dirty seats	34	3%	4%	4%	1%	2%	0%	2%	3%
	Bird droppings	4	0%	0%	0%	1%	0%	0%	1%	0%
	Odors/smells	28	2%	2%	2%	2%	2%	0%	2%	2%
	Restrooms dirty/trashy/smelly	25	2%	2%	1%	2%	2%	2%	2%	2%
	Need more/larger trash cans/overflowing	9	1%	0%	1%	1%	0%	0%	1%	1%
	Need better lighting	3	0%	0%	0%	1%	0%	0%	0%	0%
	Dirty/trashy floors/dirty bus floors	28	2%	4%	1%	3%	1%	3%	2%	2%
	Trash on bus/train	11	1%	2%	1%	0%	0%	4%	1%	1%
	Homeless people/vagrants at stops	9	1%	0%	1%	1%	0%	0%	1%	0%
	Smoking/people smoking	7	1%	0%	0%	1%	1%	0%	1%	1%
	All other	50	4%	3%	4%	4%	4%	3%	2%	5%
	Don't know	4	0%	0%	1%	1%	0%	0%	0%	0%
	None/No Answer	865	65%	64%	66%	64%	69%	63%	65%	66%
20. Grading: the courtesy of the bus drivers?	A	530	77%	74%	79%	76%	81%	64%	79%	75%
	B	126	18%	22%	17%	19%	13%	28%	18%	18%
	C	21	3%	4%	2%	3%	2%	8%	2%	4%
	D	4	1%	0%	0%	1%	2%	0%	0%	1%
	F	3	0%	0%	0%	1%	1%	0%	0%	1%
	Not sure	6	1%	0%	1%	1%	2%	0%	1%	1%
	No Answer	2	0%	0%	1%	0%	0%	0%	0%	1%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
20. Grading: the courtesy of the bus drivers?	A	530	77%	74%	79%	76%	81%	64%	79%	75%
	B or lower/DK	162	23%	26%	21%	24%	19%	36%	21%	25%
20. Grading: the courtesy of the bus drivers?	A	530	77%	74%	79%	76%	81%	64%	79%	75%
	B	126	18%	22%	17%	19%	13%	28%	18%	18%
	C or lower/DK	35	5%	5%	4%	5%	7%	8%	3%	7%
21. Grading: the appearance of the bus drivers?	A	564	81%	83%	78%	81%	87%	71%	82%	81%
	B	79	11%	9%	11%	16%	7%	19%	11%	12%
	C	8	1%	2%	2%	1%	1%	0%	1%	1%
	D	3	0%	0%	0%	1%	1%	0%	0%	1%
	F	1	0%	0%	0%	1%	0%	0%	0%	0%
	Not sure	35	5%	6%	9%	1%	4%	10%	6%	4%
	No Answer	3	0%	1%	1%	0%	0%	0%	0%	1%
21. Grading: the courtesy of the bus drivers?	A	564	81%	83%	78%	81%	87%	71%	82%	81%
	B or lower/DK	128	19%	17%	22%	19%	13%	29%	18%	19%
21. Grading: the courtesy of the bus drivers?	A	564	81%	83%	78%	81%	87%	71%	82%	81%
	B	79	11%	9%	11%	16%	7%	19%	11%	12%
	C or lower/DK	50	7%	9%	11%	3%	6%	10%	7%	7%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
22. What could bus drivers do to improve? (Multi-response)	More courteous/politeness (some are rude)	29	4%	2%	8%	2%	6%	2%	4%	5%
	More personable/friendlier/greet passengers	34	5%	7%	6%	4%	2%	6%	5%	4%
	Attitude change/be more positive/some are grumpy	14	2%	0%	4%	2%	3%	0%	2%	2%
	Be more helpful/helpful customer service	28	4%	4%	2%	6%	4%	2%	3%	5%
	Be more patient/wait for people running to bus/don't leave early	28	4%	5%	2%	4%	4%	8%	3%	5%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	1%	0%	1%	4%	1%	1%
	Be on time/adhere to schedule	32	5%	3%	6%	6%	5%	0%	6%	4%
	A standard dress code	12	2%	1%	0%	3%	2%	0%	2%	1%
	More well groomed/haircuts/shave	7	1%	1%	1%	1%	1%	0%	1%	1%
	Clean more often/clean buses between trips	8	1%	2%	1%	0%	1%	0%	1%	1%
	It depends on the individual/some better than others	5	1%	0%	0%	2%	1%	0%	1%	1%
	All other reasons	63	9%	11%	7%	14%	4%	5%	8%	10%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know		451	65%	65%	66%	58%	72%	74%	68%	63%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
22. What could bus drivers do to improve? (1st mention)	More courteous/politeness (some are rude)	29	4%	2%	8%	2%	6%	2%	4%	5%
	More personable/friendlier/greet passengers	34	5%	7%	6%	4%	2%	6%	5%	4%
	Attitude change/be more positive/some are grumpy	10	1%	0%	2%	2%	3%	0%	1%	2%
	Be more helpful/helpful customer service	23	3%	3%	1%	6%	3%	2%	2%	4%
	Be more patient/wait for people running to bus/don't leave early	25	4%	5%	2%	4%	2%	8%	2%	5%
	Announce stops (clearly, more often, louder, etc.)	7	1%	1%	1%	0%	1%	4%	1%	1%
	Be on time/adhere to schedule	31	4%	3%	6%	6%	4%	0%	6%	4%
	A standard dress code	9	1%	1%	0%	3%	1%	0%	2%	1%
	More well groomed/haircuts/shave	2	0%	1%	0%	0%	0%	0%	0%	1%
	Clean more often/clean buses between trips	8	1%	2%	1%	0%	1%	0%	1%	1%
	It depends on the individual/some better than others	5	1%	0%	0%	2%	1%	0%	1%	1%
	All other reasons	59	8%	10%	6%	14%	4%	5%	8%	9%
	No answer/none	0	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know		451	65%	65%	66%	58%	72%	74%	68%	63%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
23. Grading: the job the train operators are doing?	A	546	87%	88%	89%	83%	90%	79%	87%	86%
	B	55	9%	7%	8%	11%	8%	12%	10%	8%
	C	5	1%	1%	1%	0%	2%	0%	1%	1%
	D	1	0%	0%	0%	0%	0%	0%	0%	0%
	F	2	0%	1%	0%	0%	0%	0%	0%	0%
	Not sure	21	3%	3%	2%	6%	0%	9%	1%	5%
	No Answer	1	0%	0%	0%	0%	1%	0%	0%	0%
23. How would you grade the job the train conductor is doing?	A	546	87%	88%	89%	83%	90%	79%	87%	86%
	B or lower/DK	84	13%	12%	11%	17%	10%	21%	13%	14%
23. How would you grade the job the train conductor is doing?	A	546	87%	88%	89%	83%	90%	79%	87%	86%
	B	55	9%	7%	8%	11%	8%	12%	10%	8%
	C or lower/DK	29	5%	5%	3%	6%	3%	9%	3%	6%
24. Grading: the physical condition of the bus stops and transit centers/train stations?	A	877	66%	70%	66%	64%	68%	51%	62%	69%
	B	309	23%	24%	20%	26%	22%	30%	26%	21%
	C	98	7%	6%	10%	7%	6%	15%	9%	6%
	D	14	1%	0%	1%	0%	2%	3%	1%	1%
	F	7	1%	0%	2%	0%	0%	0%	0%	1%
	Not sure	11	1%	0%	1%	2%	0%	0%	1%	1%
	No Answer	5	0%	0%	0%	0%	1%	0%	0%	0%
24. How would you grade the physical condition of the Light Rail/ Sounder train stations?	A	877	66%	70%	66%	64%	68%	51%	62%	69%
	B or lower/DK	445	34%	30%	34%	36%	32%	49%	38%	31%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
25. Grading: the job Station agents are doing?	A	117	76%	84%	78%	78%	70%	76%	76%	76%
	B	23	15%	11%	19%	15%	16%	12%	16%	14%
	C	5	3%	5%	0%	4%	3%	0%	3%	3%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%
	F	1	0%	0%	0%	0%	1%	0%	0%	1%
	Not sure	6	4%	0%	3%	3%	7%	12%	3%	6%
	No Answer	2	1%	0%	0%	1%	2%	0%	2%	0%
25. How would you grade the job Station Agents are doing?	A	117	76%	84%	78%	78%	70%	76%	76%	76%
	B or lower/DK	37	24%	16%	22%	22%	30%	24%	24%	24%
25. How would you grade the job Station Agents are doing?	A	117	76%	84%	78%	78%	70%	76%	76%	76%
	B	23	15%	11%	19%	15%	16%	12%	16%	14%
	C or lower/DK	13	9%	5%	3%	8%	14%	12%	8%	10%
26. Grading: the smoothness of the ride on Link?	A	359	76%	73%	80%	75%	76%	74%	77%	75%
	B	98	20%	23%	16%	22%	18%	26%	17%	22%
	C	18	4%	4%	4%	3%	6%	0%	6%	3%
	D	0	0%	0%	0%	0%	0%	0%	0%	0%
	F	0	0%	0%	0%	0%	0%	0%	0%	0%
	Not sure	0	0%	0%	0%	0%	0%	0%	0%	0%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	73%	80%	75%	76%	74%	77%	75%
	B or lower/DK	116	24%	27%	20%	25%	24%	26%	23%	25%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
26. How would you grade the smoothness of the ride on Link?	A	359	76%	73%	80%	75%	76%	74%	77%	75%
	B	98	20%	23%	16%	22%	18%	26%	17%	22%
	C or lower/DK	19	4%	4%	4%	3%	6%	0%	6%	3%
27. Grading: your satisfaction with the total time it takes you to travel to your destination on this Bus/LR/Sounder?	A	830	63%	61%	66%	63%	64%	46%	65%	61%
	B	340	26%	28%	21%	24%	26%	45%	23%	28%
	C	112	9%	9%	10%	8%	7%	8%	10%	8%
	D	13	1%	1%	0%	2%	1%	2%	1%	1%
	F	6	0%	0%	0%	0%	1%	0%	0%	1%
	Not sure	16	1%	0%	1%	2%	1%	0%	1%	2%
	No Answer	5	0%	0%	1%	0%	0%	0%	0%	0%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	61%	66%	63%	64%	46%	65%	61%
	B or lower/DK	492	37%	39%	34%	37%	36%	54%	35%	39%
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder?	A	830	63%	61%	66%	63%	64%	46%	65%	61%
	B	340	26%	28%	21%	24%	26%	45%	23%	28%
	C or lower/DK	152	12%	11%	13%	12%	10%	9%	12%	11%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
28. Grading: the on-time performance of this bus/LR/Sounder?	A	768	58%	60%	57%	57%	58%	59%	56%	59%
	B	358	27%	26%	32%	27%	23%	27%	29%	25%
	C	104	8%	9%	5%	8%	9%	5%	9%	7%
	D	21	2%	2%	1%	2%	2%	0%	1%	2%
	F	11	1%	0%	1%	1%	1%	2%	0%	1%
	Not sure	59	4%	2%	3%	6%	6%	7%	3%	5%
	No Answer	2	0%	0%	0%	0%	0%	0%	0%	0%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	60%	57%	57%	58%	59%	56%	59%
	B or lower/DK	554	42%	40%	43%	43%	42%	41%	44%	41%
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder?	A	768	58%	60%	57%	57%	58%	59%	56%	59%
	B	358	27%	26%	32%	27%	23%	27%	29%	25%
	C or lower/DK	196	15%	14%	11%	16%	19%	14%	14%	15%
29. In the last year, has the on-time performance gotten better, gotten worse, or have you not noticed a change?	Gotten better	182	14%	14%	17%	12%	13%	18%	15%	13%
	Gotten worse	97	7%	5%	5%	8%	11%	10%	10%	5%
	Haven't noticed a change	730	55%	58%	53%	56%	55%	43%	54%	56%
	(Don't know)	305	23%	23%	25%	24%	20%	29%	20%	25%
	No answer	9	1%	2%	0%	0%	1%	0%	1%	1%
29. On-time performance in the last year...	Gotten better	182	14%	14%	17%	12%	13%	18%	15%	13%
	Gotten worse	97	7%	5%	5%	8%	11%	10%	10%	5%
	No change/DK	1044	79%	82%	78%	80%	76%	72%	75%	82%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
30. How often do you see Sounder staff while waiting at the Sounder station? Is it...	Every time	97	63%	62%	57%	65%	67%	38%	66%	57%
	Most times	39	25%	32%	21%	24%	24%	50%	26%	24%
	Sometimes	11	7%	2%	13%	9%	5%	12%	6%	11%
	Never	2	1%	1%	4%	0%	0%	0%	1%	2%
	(Don't know)	4	2%	2%	3%	2%	3%	0%	1%	5%
	No answer	1	1%	0%	2%	0%	1%	0%	1%	1%
30. How often do you see Sounder staff waiting at the Sounder station?	Every/Most Times	136	88%	94%	78%	89%	91%	88%	92%	81%
	Sometimes or Never	13	8%	4%	17%	9%	5%	12%	6%	13%
	No Answer/DK	5	3%	2%	5%	3%	4%	0%	2%	6%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	46%	49%	45%	45%	47%	44%	48%
	Somewhat helpful	253	30%	33%	28%	26%	35%	20%	28%	32%
	Not helpful	36	4%	7%	3%	3%	4%	10%	4%	5%
	Don't Use them	157	19%	14%	17%	26%	16%	23%	22%	15%
	(Don't know)	4	1%	1%	1%	0%	0%	0%	1%	0%
	No answer	5	1%	0%	2%	1%	1%	0%	1%	0%
31. Would you say the signs posted at stops and stations are...	Very helpful	390	46%	46%	49%	45%	45%	47%	44%	48%
	Less helpful	289	34%	40%	31%	29%	39%	30%	32%	36%
	Don't use them/DK/No Answer	167	20%	14%	20%	27%	16%	23%	24%	15%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
32. How well do you understand light rail's schedule, would you say you understand it...	Very well	309	65%	62%	67%	65%	68%	62%	76%	60%
	Somewhat well	99	21%	22%	27%	16%	21%	19%	12%	25%
	Not very well	37	8%	7%	6%	11%	4%	19%	6%	9%
	(Don't know)	20	4%	4%	0%	8%	4%	0%	4%	4%
	No answer	11	2%	5%	0%	2%	3%	0%	2%	2%
How well do you understand light rail's schedule...	Very well	309	65%	62%	67%	65%	68%	62%	76%	60%
	Less well/DK	156	33%	33%	33%	34%	29%	38%	22%	38%
	No Answer	11	2%	5%	0%	2%	3%	0%	2%	2%
33. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?	Very easy	371	85%	84%	83%	89%	82%	74%	88%	83%
	Somewhat easy	59	13%	12%	17%	10%	17%	19%	11%	15%
	Somewhat difficult	9	2%	4%	0%	2%	1%	8%	1%	3%
	Very difficult	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	0	0%	0%	0%	0%	0%	0%	0%	0%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
33. How easy is it to pay your fare on light rail?	Very Easy	371	85%	84%	83%	89%	82%	74%	88%	83%
	Less than very easy/DK	68	15%	16%	17%	11%	18%	26%	12%	17%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
34. Would you say public announcements in the station are...	Very helpful	263	60%	63%	55%	63%	56%	61%	69%	56%
	Somewhat helpful	113	26%	19%	29%	24%	34%	31%	23%	27%
	Not helpful	5	1%	0%	0%	2%	1%	8%	1%	1%
	Don't Use them	51	12%	14%	16%	9%	9%	0%	7%	13%
	(Don't know)	6	1%	4%	0%	1%	0%	0%	0%	2%
	No answer	1	0%	0%	0%	1%	0%	0%	0%	0%
34. Would you say public announcements in the station are...	Very helpful	263	60%	63%	55%	63%	56%	61%	69%	56%
	Less helpful	118	27%	19%	29%	26%	35%	39%	23%	28%
	Don't use them/DK/No Answer	58	13%	18%	16%	11%	9%	0%	7%	16%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	60%	53%	62%	56%	69%	62%	58%
	Somewhat helpful	114	26%	26%	29%	21%	34%	12%	29%	25%
	Not helpful	14	3%	3%	0%	5%	2%	11%	0%	4%
	Don't Use them	47	11%	8%	18%	10%	9%	8%	8%	12%
	(Don't know)	4	1%	1%	0%	2%	0%	0%	1%	1%
	No answer	2	0%	2%	0%	0%	0%	0%	0%	1%
35. Would you say the electronic message boards mounted in the station are...	Very helpful	259	59%	60%	53%	62%	56%	69%	62%	58%
	Less helpful	127	29%	29%	29%	26%	36%	24%	29%	29%
	Don't use them/DK/No Answer	53	12%	10%	18%	12%	9%	8%	9%	13%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
36. How often do you see a fare inspector while riding light rail? Is it...	More than 1 in 10 trips	177	40%	45%	42%	41%	32%	39%	41%	40%
	About 1 in 10 trips	134	31%	34%	35%	21%	34%	42%	32%	30%
	Less than 1 in 10 trips	43	10%	7%	6%	11%	18%	0%	14%	8%
	Never	40	9%	6%	9%	11%	9%	11%	7%	10%
	(Don't know)	44	10%	7%	7%	16%	7%	8%	6%	12%
	No answer	0	0%	0%	0%	0%	0%	0%	0%	0%
36. How often do you see a fare inspector while riding light rail?	More than/About 1 in 10 trips	312	71%	79%	77%	62%	66%	81%	73%	70%
	Less than 1 in 10 trips/DK	127	29%	21%	23%	38%	34%	19%	27%	30%
37. How would you rate your safety when waiting at a stop or station for this bus/LR/ your train]? Would you say...	I have no concerns for my safety	981	74%	82%	65%	83%	64%	61%	74%	75%
	I occasionally have concerns for my safety	277	21%	14%	29%	15%	29%	22%	21%	21%
	I am regularly concerned about my safety	22	2%	1%	1%	1%	3%	8%	2%	2%
	(Don't know)	38	3%	3%	4%	2%	3%	4%	3%	2%
	No answer	4	0%	0%	1%	0%	0%	5%	0%	0%
37. How would you rate your safety when waiting at a stop or station?	No Concerns	981	74%	82%	65%	83%	64%	61%	74%	75%
	Safety Concerns	337	25%	18%	34%	17%	35%	34%	26%	25%
	No Answer	4	0%	0%	1%	0%	0%	5%	0%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Very safe	1022	77%	81%	72%	80%	76%	68%	77%	78%
	Mostly safe	270	20%	17%	26%	18%	20%	31%	21%	20%
	Mostly unsafe	5	0%	0%	0%	0%	1%	0%	0%	0%
	Very unsafe	0	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	21	2%	2%	2%	1%	2%	1%	1%	2%
	No answer	4	0%	0%	0%	0%	1%	0%	0%	0%
38. How would you rate the safety of the ride on-board [this bus/Light rail]? Is it...?	Safe	1292	98%	98%	98%	99%	96%	99%	98%	98%
	Unsafe	5	0%	0%	0%	0%	1%	0%	0%	0%
	DK/No Answer	25	2%	2%	2%	1%	3%	1%	2%	2%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (Multi-response)	Weird/crazy people/suspicious people at station (some passengers scary)	112	8%	6%	11%	6%	12%	9%	12%	6%
	Drunks/druggies	40	3%	2%	3%	3%	4%	5%	3%	3%
	Angry/disruptive people/riders	27	2%	2%	3%	1%	3%	0%	3%	2%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	21	2%	1%	2%	0%	4%	3%	1%	2%
	Overcrowding/people standing	24	2%	0%	2%	3%	3%	0%	2%	2%
	Uturns/abrupt stops/jerky driving	21	2%	2%	2%	1%	2%	0%	1%	2%
	Driving skills/driving too fast/inexperienced drivers	20	2%	1%	1%	2%	1%	0%	1%	2%
	Lack of security personnel/attendants	15	1%	1%	1%	1%	0%	1%	2%	1%
	People panhandling/begging	17	1%	0%	1%	2%	3%	1%	2%	1%
	All other	82	6%	4%	8%	6%	7%	8%	6%	6%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	82%	68%	77%	69%	73%	70%	78%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
38A. What safety issues have you noticed, either on-board or at stops or stations, if any? (1st mention)	Weird/crazy people/suspicious people at station (some passengers scary)	107	8%	5%	11%	6%	11%	9%	11%	6%
	Drunks/druggies	36	3%	2%	3%	3%	4%	5%	3%	3%
	Angry/disruptive people/riders	25	2%	2%	3%	1%	2%	0%	2%	2%
	Parking lot/garage scary	1	0%	0%	0%	0%	0%	0%	0%	0%
	Unsafe entrance	1	0%	0%	0%	0%	0%	0%	0%	0%
	Lack of lighting/dark stops/stops at night	17	1%	1%	2%	0%	3%	3%	1%	1%
	Overcrowding/people standing	20	2%	0%	1%	3%	2%	0%	2%	1%
	Uturns/abrupt stops/jerky driving	21	2%	2%	1%	1%	2%	0%	1%	2%
	Driving skills/driving too fast/inexperienced drivers	19	1%	1%	1%	2%	1%	0%	1%	1%
	Lack of security personnel/attendants	11	1%	1%	1%	1%	0%	1%	1%	0%
	People panhandling/begging	6	0%	0%	0%	1%	1%	1%	1%	0%
	All other	76	6%	4%	7%	5%	6%	8%	6%	6%
	Don't know	1	0%	0%	0%	0%	0%	0%	0%	0%
	Nothing/No Answer	982	74%	82%	68%	77%	69%	73%	70%	78%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?	Very secure	282	21%	21%	16%	23%	25%	21%	49%	0%
	Somewhat secure	229	17%	11%	18%	16%	26%	19%	40%	0%
	Not secure at all	21	2%	1%	1%	4%	1%	0%	4%	0%
	Don't Use	750	57%	64%	61%	54%	45%	60%	0%	100%
	(Don't know)	27	2%	2%	1%	2%	3%	0%	5%	0%
	No answer	14	1%	1%	2%	1%	0%	0%	2%	0%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
39. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride? (P&R users only)	Very secure	282	49%	58%	42%	50%	46%	52%	49%	0%
	Somewhat secure	229	40%	31%	48%	35%	46%	48%	40%	0%
	Not secure at all	21	4%	1%	2%	8%	2%	0%	4%	0%
	Don't know	27	5%	6%	3%	5%	5%	0%	5%	0%
	No Answer	14	2%	3%	5%	2%	0%	0%	2%	0%
39. Vehicle secure @ P&R? (P&R Users Only)	P&R Very secure	282	49%	58%	42%	50%	46%	52%	49%	0%
	P&R Less secure	251	44%	33%	50%	43%	48%	48%	44%	0%
	DK/No Answer	40	7%	9%	8%	7%	5%	0%	7%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1 - Not at all important	158	12%	8%	7%	17%	13%	23%	12%	13%
	2	71	6%	3%	6%	5%	9%	3%	6%	5%
	3	187	15%	14%	10%	18%	16%	11%	13%	16%
	4	154	12%	12%	13%	13%	10%	10%	13%	11%
	5 - Very important	705	55%	62%	62%	45%	51%	52%	57%	53%
	Not sure	9	1%	1%	1%	1%	1%	0%	0%	1%
	No answer	1	0%	0%	0%	0%	0%	1%	0%	0%
40. Importance: having Wi-Fi while on the bus/LR/Sounder car?	1-2 Not Important	229	18%	12%	13%	23%	22%	26%	17%	18%
	3/DK/No Answer	197	15%	14%	11%	19%	16%	13%	13%	17%
	4-5 Very Important	860	67%	74%	75%	58%	62%	61%	70%	65%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1 - Not at all important	35	6%	1%	4%	9%	8%	4%	4%	7%
	2	19	3%	3%	0%	4%	4%	9%	3%	4%
	3	65	11%	6%	8%	17%	10%	6%	9%	12%
	4	65	11%	15%	12%	6%	10%	26%	11%	11%
	5 - Very important	400	67%	75%	74%	60%	68%	50%	72%	65%
	Not sure	7	1%	1%	1%	3%	0%	0%	1%	1%
	No answer	2	0%	0%	0%	0%	0%	5%	1%	0%
41. Importance: having wireless signal coverage for cell phones in the LR stations/Sounder stations?	1-2 Not Important	54	9%	4%	4%	14%	12%	13%	7%	10%
	3/DK/No Answer	74	12%	7%	10%	20%	10%	11%	10%	14%
	4-5 Very Important	465	78%	89%	86%	67%	78%	75%	83%	76%
42. Importance: being able to access real time transit information on cell phones?	1 - Not at all important	59	5%	3%	3%	8%	4%	4%	3%	6%
	2	42	3%	1%	2%	4%	6%	5%	4%	3%
	3	149	12%	6%	11%	17%	13%	3%	10%	13%
	4	179	14%	12%	13%	12%	18%	20%	15%	13%
	5 - Very important	835	65%	77%	69%	57%	57%	63%	67%	64%
	Not sure	20	2%	1%	2%	2%	1%	3%	1%	2%
	No answer	2	0%	0%	0%	0%	0%	3%	0%	0%
42. Importance: being able to access real time transit information on cell phones?	1-2 Not Important	100	8%	4%	5%	12%	10%	9%	7%	9%
	3/DK/No Answer	171	13%	7%	13%	18%	15%	9%	12%	15%
	4-5 Very Important	1014	79%	89%	82%	69%	75%	83%	82%	77%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1 - Not at all important	28	2%	2%	3%	3%	1%	2%	1%	3%
	2	28	2%	2%	2%	3%	1%	7%	2%	2%
	3	161	13%	10%	12%	16%	12%	10%	12%	13%
	4	198	15%	17%	14%	16%	16%	8%	17%	14%
	5 - Very important	845	66%	67%	68%	60%	70%	66%	66%	66%
	Not sure	24	2%	2%	2%	2%	1%	5%	2%	2%
	No answer	3	0%	0%	0%	0%	0%	3%	0%	0%
43. Importance: having real time transit information displayed on electronic signs at stops and stations?	1-2 Not Important	55	4%	4%	5%	6%	2%	8%	3%	5%
	3/DK/No Answer	188	15%	12%	14%	18%	13%	17%	14%	15%
	4-5 Very Important	1042	81%	84%	81%	76%	85%	74%	82%	80%
44. Importance: being able to access real time information about parking availability on cell phones?	1 - Not at all important	376	29%	26%	27%	32%	28%	53%	9%	45%
	2	82	6%	7%	5%	6%	7%	7%	7%	6%
	3	145	11%	9%	12%	15%	10%	3%	9%	13%
	4	122	9%	10%	9%	9%	10%	11%	14%	6%
	5 - Very important	465	36%	39%	39%	32%	40%	15%	56%	21%
	Not sure	87	7%	8%	7%	7%	6%	3%	4%	9%
	No answer	9	1%	0%	1%	1%	0%	7%	0%	1%
44. Importance: being able to access real time information about parking availability on cell phones?	1-2 Not Important	458	36%	33%	32%	38%	35%	60%	16%	50%
	3/DK/No Answer	241	19%	17%	21%	22%	15%	13%	14%	22%
	4-5 Very Important	587	46%	50%	47%	41%	49%	26%	70%	27%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
45. Age range	<25	259	20%	35%	47%	0%	0%	12%	13%	24%
	25-34	386	29%	65%	53%	0%	0%	28%	28%	30%
	35-44	286	22%	0%	0%	43%	44%	8%	25%	19%
	45-59	248	19%	0%	0%	42%	32%	2%	22%	16%
	60+	128	10%	0%	0%	15%	24%	14%	10%	9%
	Refused	17	1%	0%	0%	0%	0%	37%	1%	1%
Generation	<35	644	49%	100%	100%	0%	0%	40%	41%	55%
	35+	661	50%	0%	0%	100%	100%	24%	58%	44%
	Refuse	17	1%	0%	0%	0%	0%	37%	1%	1%
46. What race would you classify yourself as?	White/Caucasian	838	63%	62%	51%	78%	63%	42%	68%	60%
	Black/ Afr. American	188	14%	13%	18%	8%	16%	32%	11%	16%
	Asian	128	10%	12%	16%	4%	7%	14%	8%	11%
	Native Hawaiian/ Pacific Islander	11	1%	1%	0%	1%	2%	0%	1%	0%
	American Indian/ Alaska Native	7	1%	1%	0%	1%	0%	0%	0%	1%
	Hispanic/ Latino	48	4%	6%	4%	2%	3%	2%	3%	4%
	Multiple races	52	4%	4%	7%	2%	3%	4%	4%	4%
	Other	9	1%	1%	0%	1%	1%	0%	0%	1%
	No answer	41	3%	2%	4%	3%	4%	6%	4%	2%
46. Ethnicity	White	838	63%	62%	51%	78%	63%	42%	68%	60%
	Non-white	484	37%	38%	49%	22%	37%	58%	32%	40%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
47. Is your total annual household income from all sources less than \$30,000, \$30,000 to less than \$50,000, \$50,000 to less than \$75,000, or more than \$75,000?	Less than \$30,000	217	16%	25%	23%	11%	9%	9%	11%	20%
	\$30,000 to \$49,999	265	20%	28%	27%	13%	13%	17%	20%	20%
	\$50,000 to \$74,999	248	19%	15%	12%	21%	28%	16%	22%	16%
	\$75,000 to \$99,999	111	8%	6%	4%	13%	9%	3%	11%	6%
	100,000 to \$149,999	88	7%	6%	4%	9%	9%	1%	8%	5%
	\$150,000 to \$199,999	44	3%	2%	1%	6%	4%	0%	5%	2%
	\$200,000 or higher	29	2%	1%	1%	4%	2%	5%	2%	2%
	Refused	289	22%	15%	26%	20%	23%	47%	18%	25%
	No answer	32	2%	2%	3%	3%	2%	1%	2%	3%
47. Income	<\$50,000	482	36%	53%	50%	24%	22%	26%	31%	41%
	\$50,000+	519	39%	30%	21%	54%	53%	25%	49%	32%
	DK/NA	321	24%	18%	29%	23%	25%	49%	20%	27%
48. What is your employment status?	Employed 30+ hrs/wk	865	65%	66%	51%	74%	70%	47%	74%	59%
	Employed <30 hrs/wk	92	7%	8%	8%	5%	7%	6%	4%	9%
	Self-employed	45	3%	4%	3%	4%	2%	10%	4%	3%
	Retired	71	5%	0%	0%	7%	13%	12%	4%	6%
	Homemaker	9	1%	0%	1%	0%	1%	0%	0%	1%
	Student	149	11%	15%	32%	0%	0%	12%	7%	14%
	Looking for work	11	1%	1%	1%	1%	0%	0%	1%	1%
	Other	20	2%	1%	0%	3%	1%	8%	1%	2%
	No answer	60	5%	5%	4%	5%	4%	6%	5%	4%

		N	%	Gender by generation					39. Use Park and Ride	
				M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
				%	%	%	%	%	%	%
48. Employment	Full Time Emp	865	65%	66%	51%	74%	70%	47%	74%	59%
	Part Time/Less/NA	457	35%	34%	49%	26%	30%	53%	26%	41%
49. Geography (by home zip code)	Snohomish	138	10%	10%	12%	10%	11%	12%	13%	8%
	KC Seattle/North	421	32%	40%	31%	31%	23%	38%	18%	42%
	KC East	220	17%	17%	16%	14%	21%	6%	22%	12%
	KC South	198	15%	12%	16%	12%	21%	14%	18%	13%
	Pierce	190	14%	12%	12%	16%	18%	11%	19%	11%
	Other	119	9%	7%	10%	14%	5%	5%	6%	11%
	Refused	35	3%	2%	2%	4%	1%	14%	3%	3%
51. Are you a member of Sound Transit's SoundWaves online panel?	Yes	149	11%	10%	11%	10%	17%	9%	14%	9%
	No	1073	81%	85%	81%	84%	77%	53%	79%	83%
	No answer	100	8%	5%	9%	6%	6%	38%	7%	8%
53. Gender	Male	724	55%	100%	0%	100%	0%	19%	52%	57%
	Female	569	43%	0%	100%	0%	100%	16%	46%	40%
	(Unknown/Other)	1	0%	0%	0%	0%	0%	2%	0%	0%
	No answer	28	2%	0%	0%	0%	0%	62%	2%	2%
Gender by generation	M <35	339	26%	100%	0%	0%	0%	0%	21%	29%
	F <35	287	22%	0%	100%	0%	0%	0%	19%	24%
	M 35+	376	28%	0%	0%	100%	0%	0%	30%	27%
	F 35+	275	21%	0%	0%	0%	100%	0%	26%	17%
	Ref	45	3%	0%	0%	0%	0%	100%	3%	4%

2015 Sound Transit Customer Satisfaction Intercept Survey (EMC 15-5748)

	All	Gender by generation					39. Use Park and Ride	
		M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
Number of cases	1322	339	287	376	275	45	573	750
Row percent	100.0%	25.6%	21.7%	28.4%	20.8%	3.4%	43.3%	56.7%
5. What overall grade would you give them? (mean; A=4 to F=0)	3.37	3.41	3.41	3.35	3.30	3.38	3.37	3.38
9. Minutes to get to nearest stop/station (mean)	14.68	15.53	13.63	14.33	15.49	12.69	14.74	14.63
18. How would you grade the average cleanliness of the bus/ LR/ Sounder cabin? (mean; A=4 to F=0)	3.58	3.54	3.61	3.64	3.57	3.40	3.59	3.57
19. Grading: the average cleanliness of transit centers/train stations? (mean; A=4 to F=0)	3.34	3.35	3.31	3.42	3.30	3.12	3.36	3.33
20. How would you grade the courtesy of the bus driver? (mean; A=4 to F=0)	3.72	3.70	3.79	3.70	3.73	3.57	3.78	3.68
21. What about the appearance of the bus driver? (mean; A=4 to F=0)	3.84	3.87	3.84	3.77	3.87	3.79	3.86	3.81
23. How would you grade the job the train conductor is doing? (mean; A=4 to F=0)	3.88	3.87	3.89	3.87	3.89	3.86	3.87	3.89
24. How would you grade the physical condition of the Light Rail/ Sounder train stations? (mean; A=4 to F=0)	3.56	3.64	3.50	3.56	3.56	3.29	3.51	3.59
25. How would you grade the job Station Agents are doing? (mean; A=4 to F=0)	3.76	3.79	3.80	3.76	3.70	3.87	3.77	3.74
26. How would you grade the smoothness of the ride on Link? (mean; A=4 to F=0)	3.71	3.69	3.76	3.72	3.70	3.74	3.70	3.72
27. How would you grade your satisfaction with the total time it takes you to travel to your destination on Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.52	3.50	3.56	3.52	3.52	3.35	3.53	3.51
28. How would you grade the on-time performance of Express Bus/ LR/ Sounder? (mean; A=4 to F=0)	3.47	3.47	3.48	3.46	3.46	3.50	3.45	3.48
9. Minutes to get to nearest stop/station (mean)	14.68	15.53	13.63	14.33	15.49	12.69	14.74	14.63
13. Weekdays per week bus/train is ridden (mean)	3.32	3.43	3.51	3.04	3.39	3.25	3.78	2.97
13. Weekend days per week bus/train is ridden (mean)	.32	.38	.35	.28	.27	.31	.24	.38
13. Total days per week bus/train is ridden (mean)	3.64	3.81	3.86	3.32	3.66	3.49	4.02	3.35
40. Importance: Having WiFi while on the bus/train/Sounder	3.92	4.17	4.18	3.64	3.78	3.66	3.98	3.88
41. Having wireless signal coverage for cellphones in Sounder/light stations	4.33	4.61	4.56	4.07	4.24	4.13	4.45	4.25

	All	Gender by generation					39. Use Park and Ride	
		M <35	F <35	M 35+	F 35+	Ref	P&R user	Non user
42. Importance: Being able to access real time transit information on cellphones	4.34	4.61	4.46	4.09	4.20	4.41	4.41	4.28
43. Importance: Having real time transit information displayed on electronic signs at stops and stations	4.43	4.49	4.45	4.30	4.54	4.42	4.47	4.41
44. Importance: being able to access real time information about parking availability on cell phones	3.18	3.32	3.29	3.03	3.27	2.20	4.06	2.48