



MARKET
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2014 Sound Transit Customer Satisfaction Intercept Survey
Overall n=1,323, Margin of Error (MoE) = ± 2.7 points
November 12th –December 21st, 2014
EMC #14-5447

Express Bus	Sounder North	Sounder South	Tacoma Link	Central Link
n=536 MOE=4.2%	n=109 MOE=9.4%	n=260 MOE=6.1%	n=134 MOE=8.5%	n=284 MOE=5.8%

*All numbers are reported as percentages unless otherwise noted.
Some questions may add up to more/less than 100% due to rounding*

Hello, I am conducting a survey to evaluate and improve Sound Transit services. This survey should take about five minutes to complete, and your responses will be kept confidential.

1. Have you been interviewed for a Sound Transit survey in the last two weeks? **IF YES ==> TERMINATE**

2. SERVICE

	2007	2008	2009	2010	2011	2012	2013	2014
Express Bus	78%	78%	63%	56%	57%	55%	55%	54%
Sounder Rail	15%	16%	11%	12%	11%	10%	10%	10%
Tacoma Link Light Rail	7%	6%	4%	4%	4%	4%	3%	3%
Central Link Light Rail	0%	0%	22%	28%	29%	31%	32%	34%

3A. RECORD ROUTE _____

510-513	15%	566/567	4%
522	8%	574	4%
532	3%	577/578	6%
535	3%	586	1%
540	1%	590-595	11%
542	2%		
545	15%	Sounder N - Sea-Tac	11%
550	16%	Sounder N - Sea-Eve	10%
554	6%	Sounder S - Sea-Tac	79%
555/556	2%	Sounder S - Sea-Eve	0%
560	3%		

		Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
3B.	RECORD DIRECTION						
	Northbound	32%	28%	13%	100%	41%	38%
	Southbound	42%	29%	87%	0%	52%	40%
	Eastbound	12%	22%	0%	0%	0%	0%
	Westbound	11%	20%	0%	0%	0%	0%
	Unknown	4%	1%	0%	0%	7%	22%
3C.	RECORD TIME IN 24 HR (1PM = 1300, 5PM = 1700)						
	Peak	47%	46%	93%	99%	36%	20%
	Offpeak	38%	36%	7%	1%	50%	48%
	Weekend	15%	18%	0%	0%	14%	32%
4.	Did you have a car available that you could have used for this trip?						
	Yes (→GO TO Q6)	53%	52%	83%	85%	48%	50%
	No (ASK Q5)	46%	48%	15%	15%	52%	47%
	(No answer)	1%	1%	3%	0%	0%	3%
5.	[FROM Q4] Have you sold a car or chosen not to buy a car because you prefer public transit? (n=772)						
	Yes	38%	41%	24%	19%	34%	21%
	No	58%	54%	58%	63%	65%	43%
	(No answer)	5%	5%	18%	19%	1%	36%

[→RESUME ASKING EVERYONE]

6. 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	B	C	D	F	DK/No answer	Grade Average
Overall							
2007	53%	37%	8%	1%	0%	1%	B+ (3.43)
2008	42%	43%	12%	2%	1%	0%	B (3.23)
2009	45%	43%	10%	1%	0%	1%	B+ (3.33)
2010	53%	38%	8%	1%	0%	1%	B+ (3.42)
2011	48%	40%	9%	1%	0%	2%	B+ (3.37)
2012	46%	41%	11%	1%	1%	1%	B+ (3.32)
2013	45%	43%	9%	1%	0%	1%	B+ (3.32)
2014	46%	43%	9%	1%	0%	0%	B+ (3.33)
Express Bus							
2007	48%	41%	9%	1%	1%	0%	B+ (3.36)
2008	38%	46%	14%	2%	1%	0%	B (3.17)
2009	40%	49%	9%	1%	0%	1%	B (3.28)
2010	41%	48%	9%	1%	1%	1%	B (3.29)
2011	47%	42%	9%	1%	0%	1%	B+ (3.36)
2012	40%	47%	11%	1%	1%	0%	B (3.25)
2013	42%	46%	10%	0%	0%	1%	B+ (3.32)
2014	41%	46%	11%	2%	1%	0%	B (3.25)
Souder							
2007	69%	28%	3%	0%	0%	1%	B+ (3.67)
2008	55%	38%	6%	0%	1%	0%	B+ (3.47)
2009	65%	32%	3%	0%	0%	0%	B+ (3.60)
2010	65%	30%	3%	1%	0%	1%	B+ (3.61)
2011	50%	41%	9%	0%	0%	0%	B+ (3.41)
2012	51%	39%	8%	0%	0%	1%	B+ (3.43)
2013	46%	42%	10%	1%	0%	0%	B+ (3.33)
2014	43%	46%	9%	0%	0%	1%	B+ (3.33)
Souder Northline							
2012 Northline	37%	47%	13%	1%	0%	3%	B (3.23)
2013 Northline	38%	49%	10%	2%	0%	2%	B (3.23)
2014 Northline	43%	41%	14%	0%	0%	2%	B+ (3.30)

	A	B	C	D	F	DK/No answer	Grade Average
Souder Southline							
2012 Southline	53%	38%	7%	0%	0%	1%	B+ (3.45)
2013 Southline	47%	41%	10%	1%	1%	0%	B+ (3.34)
2014 Southline	43%	46%	9%	0%	0%	1%	B+ (3.33)
Central Link							
2009	49%	35%	14%	1%	0%	0%	B+ (3.33)
2010	69%	23%	7%	1%	0%	0%	B+ (3.59)
2011	50%	37%	9%	1%	0%	3%	B+ (3.39)
2012	54%	32%	11%	1%	1%	1%	B+ (3.38)
2013	49%	39%	8%	2%	0%	1%	B+ (3.36)
2014	54%	38%	6%	1%	0%	0%	B+ (3.46)
Tacoma Link							
2007	73%	18%	7%	0%	0%	2%	B+ (3.68)
2008	60%	29%	8%	2%	0%	1%	B+ (3.50)
2009	59%	26%	10%	0%	0%	5%	B+ (3.52)
2010	61%	30%	5%	1%	0%	3%	B+ (3.56)
2011	52%	28%	11%	7%	0%	2%	B (3.27)
2012	58%	32%	7%	0%	0%	2%	B+ (3.52)
2013	59%	32%	8%	0%	0%	1%	B+ (3.52)
2014	51%	37%	10%	2%	0%	0%	B+ (3.37)

	Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
7. What are your reasons for that grade? (Multi-response)						
POSITIVE REASONS						
Reliable/ Prompt/ Runs often	28%	32%	24%	19%	25%	14%
General positives (Nice/ Fun/ No complaints)	17%	15%	18%	20%	19%	21%
Convenient	15%	11%	13%	13%	23%	15%
Friendly/ helpful operators & personnel	6%	8%	3%	5%	2%	8%
Clean/ Nice	9%	8%	11%	7%	11%	7%
Fast/ Avoids traffic	9%	7%	8%	16%	13%	4%
Comfortable/ Relaxing	7%	7%	8%	12%	5%	4%
Good coverage/ Goes to destination	5%	6%	2%	1%	5%	2%
Affordable fare/ Free parking	4%	2%	3%	6%	6%	8%
Safe/ Secure	3%	1%	2%	2%	5%	4%
Other positives	5%	5%	5%	11%	6%	5%
NEGATIVE REASONS						
Late at times/ Always late	10%	12%	18%	16%	6%	4%
Crowded/ Larger buses/trains	5%	8%	4%	12%	2%	4%
More service/ routes/ buses	6%	6%	8%	2%	6%	9%
Improve/ Expand schedule	3%	3%	5%	2%	2%	3%
Slow/ Too many stops/ More express	2%	2%	0%	2%	1%	1%
Rude drivers & personnel	1%	1%	0%	0%	0%	2%
Too early/ Doesn't wait	0%	0%	0%	0%	0%	0%
Too expensive	0%	0%	0%	0%	0%	3%
Need more parking	1%	0%	3%	3%	3%	0%
Other negatives	6%	7%	2%	7%	5%	8%
NEUTRAL REASONS						
Neutral reasons (ok/average)	4%	5%	3%	1%	3%	7%
Don't know/NA/First time rider	1%	1%	2%	1%	1%	4%
All other reasons	2%	1%	2%	0%	3%	1%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
8. What could Sound Transit do to improve the grade you gave? (MULTIPLE RESPONSES)						
Expand schedule/ Run earlier/later	15%	21%	20%	12%	6%	5%
Announce next time of arrival/post departure times	11%	10%	13%	9%	12%	18%
Be on-time/adhere to schedule/less delays	10%	12%	12%	11%	6%	2%
Can't hear sound system/not clear	8%	10%	7%	17%	5%	3%
Overcrowding/SRO/Larger-longer buses	5%	4%	11%	6%	3%	5%
Fewer stops/Direct/express routes/HOV lane	4%	5%	2%	6%	4%	1%
New/cleaner buses/trains	4%	2%	9%	5%	5%	1%
Make snacks/beverages accessible on transit	2%	3%	3%	1%	1%	0%
More security	2%	2%	3%	2%	2%	2%
Improve management of mudslides closing rails/alternate routes	2%	2%	0%	0%	2%	2%
Bus tracker	1%	2%	4%	4%	0%	1%
More stops	1%	2%	1%	0%	0%	2%
Driver training/cold weather training	1%	1%	1%	0%	2%	3%
Return interagency transfer slips/improve ORCA availability	1%	1%	1%	0%	1%	0%
More comfortable temperature/heated-it's cold	1%	1%	0%	0%	1%	2%
All other suggestions	15%	15%	8%	24%	18%	15%
Don't know/No answer/None	32%	29%	20%	30%	38%	47%
9. How did you get to the bus stop/Souder station/Light Rail Station? By.. (MULTIPLE RESPONSES)						
Walking	58%	65%	44%	62%	53%	50%
Bus	23%	21%	30%	16%	26%	19%
Driving alone	9%	8%	13%	9%	10%	22%
Getting dropped off/picked up	7%	8%	5%	9%	6%	3%
Shuttle	3%	1%	5%	6%	5%	0%
Light Rail/Link	2%	1%	7%	4%	1%	1%
Carpool/Van pool	2%	2%	2%	6%	2%	4%
Bike	2%	2%	3%	3%	1%	1%
Souder Train	1%	0%	0%	1%	1%	4%
Airplane	1%	0%	0%	0%	4%	0%
Taxi	1%	1%	0%	0%	1%	0%
Ferry	0%	0%	0%	1%	1%	1%
VanShare	0%	0%	0%	0%	0%	0%
Paratransit	0%	0%	0%	0%	0%	0%
Other	1%	0%	1%	0%	1%	1%
No Answer	0%	0%	0%	0%	0%	0%

		Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
10.	How many minutes does it typically take to get from your home to the first transit stop you usually use?						
	Less than 5 min.	13%	11%	3%	3%	18%	14%
	5-9 min.	22%	23%	15%	20%	23%	23%
	10-14 min.	26%	27%	32%	32%	23%	25%
	15-19 min.	13%	16%	22%	27%	8%	10%
	20-29 min.	12%	12%	13%	7%	13%	10%
	30+ min.	8%	7%	10%	7%	8%	13%
	(No answer)	5%	3%	6%	4%	8%	4%
11.	For this trip, are you						
	Coming from home	28%	28%	14%	2%	31%	28%
	Going home	57%	59%	77%	94%	49%	36%
	Neither	13%	11%	3%	4%	19%	31%
	(No answer)	2%	2%	5%	1%	1%	5%
12.	Are you taking this bus/train to (MULTIPLE RESPONSES)...						
	Commute to/for work	56%	64%	85%	85%	36%	24%
	Commute to/for school	7%	7%	8%	5%	5%	9%
	Go to/from airport	11%	0%	0%	0%	33%	1%
	Attend Sporting/Special Event	4%	4%	1%	2%	4%	13%
	Other	22%	24%	5%	6%	22%	51%
	(No answer)	1%	1%	2%	2%	0%	5%
13.	How will you get to your final destination? (MULTIPLE RESPONSES)						
	Walking	46%	45%	15%	12%	55%	54%
	Driving alone	23%	25%	52%	66%	12%	16%
	Bus	20%	23%	16%	6%	17%	21%
	Getting dropped off/picked up	9%	10%	12%	14%	6%	2%
	Airplane	4%	0%	0%	0%	10%	0%
	Light Rail/Link	2%	1%	2%	0%	3%	0%
	Carpool/Van pool	2%	2%	3%	3%	1%	4%
	Bike	2%	2%	3%	3%	1%	1%
	Souder Train	1%	0%	1%	0%	1%	3%
	Ferry	1%	0%	0%	11%	1%	0%
	Shuttle	1%	0%	1%	0%	4%	0%
	VanShare	0%	0%	0%	0%	0%	0%
	Paratransit	0%	0%	0%	0%	0%	0%
	Taxi	0%	0%	0%	0%	0%	0%
	Other	1%	1%	0%	0%	1%	0%
	No Answer	1%	1%	2%	0%	0%	1%

	Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
14. In an average seven day week, how many days do you take this trip, or do you ride less than once a week? And how many of those are weekdays and weekends?						
Less than one	22%	12%	3%	7%	43%	22%
1	6%	6%	3%	1%	5%	10%
2	6%	6%	3%	4%	5%	4%
3	8%	11%	5%	6%	4%	9%
4	11%	12%	18%	17%	7%	11%
5	40%	43%	66%	64%	29%	31%
6	5%	6%	2%	1%	5%	1%
7	3%	3%	0%	0%	2%	10%
15. 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? Anything else? (MULTIPLE RESPONSE)						
More convenient	47%	39%	52%	51%	57%	51%
Faster	33%	32%	39%	41%	36%	14%
Cheaper	32%	32%	26%	37%	35%	30%
No car	17%	24%	7%	5%	11%	8%
No parking	13%	12%	19%	16%	12%	22%
Less stressful	11%	12%	18%	16%	9%	0%
Reduces traffic	11%	11%	24%	26%	9%	5%
More relaxing	10%	9%	23%	25%	9%	7%
Work/school pays	10%	12%	17%	15%	8%	1%
Helps environment	6%	6%	5%	4%	5%	5%
Gas prices	4%	4%	10%	7%	2%	0%
Don't want to drive	2%	2%	1%	0%	4%	0%
Be Productive/Do Other things	1%	2%	0%	0%	0%	0%
It's fun	1%	0%	0%	1%	1%	3%
Other	7%	5%	5%	6%	10%	8%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
16. How long have you been a Sound Transit Express Bus/Souder Train/Link Light Rail Rider?						
First time rider	7%	2%	2%	3%	17%	3%
<6 mo	17%	18%	18%	16%	15%	11%
6 mo- <1 yr	7%	7%	9%	8%	6%	8%
1 yr	13%	13%	13%	12%	12%	16%
2 yrs	12%	12%	12%	12%	12%	11%
3 yrs	10%	8%	10%	11%	13%	10%
4 yrs	7%	7%	7%	10%	7%	10%
5 yrs	8%	7%	6%	7%	10%	5%
6-9 yrs	10%	12%	15%	15%	6%	7%
10+ yrs	9%	14%	7%	6%	0%	18%
DK/ No answer	0%	0%	0%	0%	1%	0%
17. Before you started riding this bus/train/Link Light Rail/Tacoma Link Right Rail how did you usually make this trip, did you drive or take transit?						
Drove	36%	39%	37%	42%	32%	30%
Took Transit	19%	14%	29%	28%	24%	31%
(Didn't make this trip)	38%	43%	28%	23%	32%	27%
Something else	5%	3%	1%	2%	11%	7%
Both	1%	0%	2%	1%	1%	1%
(No answer)	1%	1%	3%	5%	0%	4%

	Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
18. What are the main reasons you <u>originally started</u> riding ST Express Bus/Sounder/Link Light Rail/Tacoma Link Right Rail? (MULTIPLE RESPONSE)						
More convenient	23%	19%	13%	17%	30%	54%
Changed-new job/job transfer/relocated	14%	18%	21%	26%	5%	2%
Cheaper	14%	16%	8%	7%	13%	13%
No car/only option	11%	15%	4%	1%	7%	1%
Goes to destination	12%	11%	16%	7%	14%	11%
Faster	12%	11%	11%	11%	15%	8%
Less stressful (avoid traffic)	7%	8%	13%	11%	3%	1%
No parking	6%	8%	3%	2%	2%	12%
Work/school pays	4%	5%	10%	11%	2%	1%
Don't want to drive	3%	4%	3%	1%	2%	1%
Gas prices	3%	4%	2%	1%	2%	1%
Just started school/college	2%	3%	2%	1%	0%	1%
Recommended	3%	2%	2%	4%	5%	0%
More relaxing	2%	2%	3%	6%	1%	1%
Helps environment	1%	1%	0%	0%	1%	1%
Be Productive/Do Other things	1%	1%	0%	0%	1%	0%
It's fun	0%	0%	0%	0%	1%	4%
Reduces traffic	0%	0%	0%	0%	0%	0%
Route changed/bus changed	1%	0%	0%	0%	1%	0%
Better than bus	0%	0%	2%	5%	0%	1%
To try it	2%	0%	1%	2%	4%	1%
Other	6%	5%	5%	6%	8%	6%
Don't know	1%	1%	0%	0%	2%	0%

	Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
19. Why do you <u>continue</u> to ride ST Express bus/Sounder/Light Link Rail/Tacoma Link Light Rail? (MULTIPLE RESPONSES)						
More convenient	35%	30%	33%	34%	41%	61%
Cheaper	18%	19%	10%	10%	18%	13%
Faster	15%	14%	13%	12%	19%	9%
Goes to destination	11%	12%	10%	8%	10%	7%
No car/only option	8%	12%	1%	0%	5%	0%
Less stressful (avoid traffic)	8%	9%	14%	12%	6%	1%
No parking	5%	7%	4%	3%	2%	9%
Work/school pays	5%	5%	11%	9%	2%	1%
More relaxing	4%	6%	4%	9%	2%	3%
Don't want to drive	4%	5%	2%	5%	2%	0%
Changed-new job/job transfer/relocated	3%	5%	2%	2%	0%	0%
Gas prices	2%	3%	2%	1%	1%	0%
Be Productive/Do Other things	2%	2%	2%	1%	2%	0%
It's fun	1%	1%	0%	1%	2%	2%
Helps environment	1%	1%	0%	1%	1%	1%
Just started school/college	1%	1%	0%	0%	0%	0%
Better than bus	0%	0%	2%	4%	1%	1%
Recommended	0%	1%	0%	1%	0%	0%
Reduces traffic	0%	0%	0%	0%	0%	0%
To try it	0%	0%	0%	0%	0%	0%
Route changed/bus changed	0%	0%	0%	0%	0%	0%
Other	8%	7%	10%	9%	10%	10%
Don't know	3%	2%	3%	5%	6%	2%

	Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
20. Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statement: riding [this bus/train/Link Light Rail/Tacoma Link Light Rail] is a great way for me to help the environment.						
Strongly Agree	68%	67%	59%	50%	71%	72%
Somewhat Agree	25%	25%	32%	33%	22%	22%
Somewhat Disagree	1%	1%	0%	1%	1%	1%
Strongly Disagree	0%	0%	0%	0%	1%	0%
(Don't know)	7%	7%	8%	17%	5%	5%

Using the scale of A through F, where A means excellent, C means average, and F means failing, how would you grade...

21. The average <u>cleanliness</u> of the bus/Sounder/Link cabin? If you're not sure, please say so.						
A	54%	47%	72%	80%	60%	62%
B	34%	39%	24%	18%	29%	27%
C	10%	12%	3%	1%	9%	10%
D	1%	1%	0%	0%	1%	0%
F	0%	0%	0%	0%	0%	0%
Not sure	1%	1%	2%	1%	0%	1%

22. How would you grade the courtesy of the bus driver? (n=536)

A	68%
B	23%
C	6%
D	1%
F	0%
Not sure	2%

23. How would you grade the appearance of the bus driver? (n=536)

A	71%
B	16%
C	3%
D	0%
F	0%
Not sure	11%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
24. What could bus drivers do to improve the grades you gave? (MULTIPLE RESPONSE)						
More personable/friendlier/greet passengers	7%					
Be more helpful/helpful customer service	4%					
More courteous/politeness (some are rude)	3%					
Attitude change/be more positive/some are grumpy	3%					
Be on time/adhere to schedule	2%					
It depends on the individual/some better than others	2%					
Be more patient/wait for people running to bus/don't leave early	1%					
Clean more often/clean buses between trips	1%					
Announce stops (clearly, more often, louder, etc.)	1%					
More well groomed/haircuts/shave	1%					
A standard dress code	1%					
All other reasons	6%					
No answer/none	46%					
Don't know	28%					
25. The job the train conductor is doing? (n=787)						
A	83%		82%	88%	83%	93%
B	11%		10%	6%	11%	6%
C	2%		2%	3%	2%	0%
D	1%		0%	0%	1%	0%
F	0%		0%	0%	0%	0%
Not sure	4%		6%	4%	3%	1%

		Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
Using the same scale, how would you grade...							
26.	The physical condition of the bus stops/Sounder train stations/Light Rail stations/Tacoma Link Light Rail stations?						
	A	54%	43%	65%	67%	67%	61%
	B	33%	38%	28%	23%	26%	29%
	C	11%	16%	5%	6%	6%	8%
	D	1%	2%	0%	1%	0%	1%
	F	1%	1%	0%	0%	0%	0%
	Not sure	1%	1%	1%	3%	1%	1%
27.	How would you grade the job Station Agents are doing? (n=369)						
	A	74%		73%	85%		
	B	14%		15%	9%		
	C	4%		4%	2%		
	D	1%		1%	0%		
	F	0%		0%	0%		
	Not sure	7%		7%	4%		
28.	How would you grade your satisfaction with the total time it takes you to travel to your destination on this Express Bus/Sounder/Light Rail/Tacoma Link Light Rail ?						
	A	59%	52%	72%	77%	63%	81%
	B	30%	35%	21%	16%	27%	15%
	C	8%	9%	5%	5%	7%	4%
	D	2%	2%	1%	1%	1%	0%
	F	1%	1%	0%	0%	0%	0%
	Not sure	1%	0%	1%	2%	2%	1%
29.	How would you grade the on time performance of this Express Bus?/Sounder/Light Rail?						
	A	55%	44%	63%	69%	68%	81%
	B	29%	37%	27%	23%	18%	10%
	C	8%	12%	7%	6%	2%	3%
	D	2%	4%	2%	0%	0%	0%
	F	0%	1%	0%	0%	0%	0%
	Not sure	5%	2%	2%	3%	11%	5%
30.	In the last year, has the on time performance gotten better, gotten worse, or have you not noticed a change?						
	Gotten better	12%	12%	15%	18%	12%	19%
	Gotten worse	10%	15%	17%	13%	2%	1%
	Haven't noticed a change	54%	56%	52%	56%	50%	67%
	(Don't know)	23%	18%	16%	13%	35%	13%

		Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
31.	Would you say the the signs posted at stops and stations are...(n=1039)						
	Very helpful	45%	47%	35%	39%		50%
	Sometimes helpful	36%	34%	46%	42%		32%
	Not helpful	3%	3%	3%	3%		5%
	Don't use them	15%	15%	13%	16%		12%
	(Don't know)	1%	1%	2%	0%		1%
31A.	How often do you see Souder staff while waiting at the Souder station? Is it...(n=369)						
	Every time	67%		67%	72%		
	Most times	16%		17%	12%		
	Some times	13%		13%	13%		
	Never	1%		1%	1%		
	(Don't know)	2%		2%	3%		
32.	How well do you understand light rail's schedule, would you say you understand it...(n=418)						
	Very well	48%				46%	79%
	Somewhat well	31%				33%	16%
	Not very well	15%				16%	3%
	(Don't know)	5%				5%	1%
33.	And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail? (n=284)						
	Very easy	73%				73%	
	Somewhat easy	19%				19%	
	Somewhat difficult	7%				7%	
	Very difficult	1%				1%	
	(Don't know)	1%				1%	
34.	Would you say public announcements in the station are... (n=284)						
	Very helpful	46%				46%	
	Sometimes helpful	39%				39%	
	Not helpful	3%				3%	
	Don't use them	11%				11%	
	(Don't know)	2%				2%	

		Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
35.	Would you say the electronic message boards mounted in the station are... (n=284)						
	Very helpful	55%				55%	
	Sometimes helpful	31%				31%	
	Not helpful	4%				4%	
	Don't use them	10%				10%	
	(Don't know)	1%				1%	
36.	How often do you see a fare inspector while riding light rail? Is it... (n=284)						
	Every trip	4%				4%	
	Most trips	15%				15%	
	Some trips	51%				51%	
	Never	21%				21%	
	(DK/ Not sure)	8%				8%	
37.	How would you rate your safety when waiting at a stop for this bus/Souder train/Light Rail? Would you say...						
	I have no concerns for my safety	73%	70%	89%	88%	75%	69%
	I occasionally have concerns for my safety	22%	26%	10%	12%	19%	24%
	I am regularly concerned about my safety	4%	4%	0%	0%	5%	6%
	(Don't know)	1%	1%	0%	0%	1%	1%
38.	And how would you rate the safety of the ride on this bus/Souder/Light Rail? Is it...?						
	Very safe	72%	68%	84%	88%	74%	81%
	Mostly safe	26%	30%	16%	11%	23%	17%
	Mostly unsafe	1%	1%	0%	1%	1%	1%
	Very unsafe	0%	0%	0%	0%	0%	0%
	(Don't know)	1%	1%	0%	0%	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?						
	Very secure	13%	14%	26%	32%	6%	22%
	Somewhat secure	22%	24%	40%	42%	12%	18%
	Not secure at all	2%	1%	2%	2%	2%	2%
	Don't use	62%	59%	31%	22%	78%	55%
	(Don't know)	2%	1%	2%	2%	2%	3%

		Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
40.	What, if anything, could Sound Transit do to improve your light rail experience?						
	More routes/expand-extend service/add weekend service	10%					
	More/better parking	5%					
	More security/ ticket checking	5%					
	Improved/ cleaner stops	5%					
	Overcrowding/SRO/Larger-longer trains	3%					
	Return interagency transfer slips/improve ORCA/ ticket availability	3%					
	Improved wi-fi and/or cell access	2%					
	Announce/ display next time of arrival/post departure times	2%					
	Run more often/more frequent trains	2%					
	Expand schedule/ Run earlier/later	2%					
	Announce next time of arrival/post departure times	2%					
	Notice/communication of problems, delay, etc.	2%					
	Lower fares	1%					
	Train tracker/ app	1%					
	Can't hear sound system/not clear	1%					
	Be on-time/adhere to schedule/less delays	1%					
	All other reasons	10%					
	No answer/none	40%					
	Don't know	6%					
41.	Do you own a smartphone?						
	Yes (ASK Q42)	85%	85%	87%	93%	86%	63%
	No (SKIP TO Q43→)	14%	14%	13%	7%	13%	34%
	(No answer)	1%	1%	0%	0%	1%	3%
42.	(FROM Q41) If you were given the option to buy your ticket using your smart phone, how likely would you be to do so? (n=1032)						
	Very likely	37%	36%	27%	35%	40%	
	Mostly likely	18%	19%	13%	15%	19%	
	Not that likely	18%	19%	14%	15%	18%	
	Not at all likely	25%	24%	44%	35%	21%	
	(Don't know)	2%	2%	2%	1%	3%	

[→RESUME ASKING EVERYONE]

		Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
43.	Do you subscribe to Sound Transit's rider alerts?						
	Yes (ASK Q44)	23%	22%	51%	69%	18%	13%
	No (SKIP TO Q45→)	76%	78%	48%	30%	81%	86%
	(No answer)	1%	1%	1%	1%	1%	1%
44.	(FROM Q43) How do you receive rider alerts (MULTIPLE RESPONSE) (n=388)?						
	Text Message	57%	49%	71%	64%	62%	65%
	Email	50%	51%	52%	49%	48%	24%
	Twitter	3%	3%	5%	1%	2%	6%
	Other	3%	5%	0%	0%	0%	6%
	(Don't Know)	1%	1%	1%	1%	0%	12%
	(No answer)	1%	2%	0%	0%	0%	0%
[→RESUME ASKING EVERYONE]							
45.	Do you use Paratransit?						
	Yes	1%	1%	1%	0%	1%	11%
	No	98%	98%	99%	99%	98%	89%
	(No answer)	1%	2%	0%	1%	1%	0%
46.	Where do you usually get information about schedules and routes? Is it...						
	Online	68%	73%	80%	87%	57%	46%
	A printed schedule	6%	7%	7%	4%	4%	13%
	On board or at a station	13%	4%	4%	4%	27%	28%
	Customer service phone line	1%	1%	2%	1%	2%	1%
	Multiple	9%	12%	3%	3%	7%	6%
	(Don't Know)	2%	1%	2%	2%	3%	4%
	(No answer)	1%	1%	2%	0%	1%	1%
47.	Do you use your cell phone or tablet to access schedules on the web?						
	Yes (* ASK Q48)	69%	74%	72%	83%	61%	42%
	No (GO TO Q49→)	30%	24%	27%	17%	37%	56%
	(No answer)	2%	2%	1%	1%	2%	2%
48.	(* FROM Q47) Which sources do you use to access schedules on your cell phone or tablet? (MULTIPLE RESPONSE) (n=904)						
	Sound Transit	42%	38%	87%	83%	34%	61%
	One Bus Away	50%	57%	21%	22%	48%	27%
	King County Metro	15%	16%	7%	9%	16%	11%
	Google/Google Maps	26%	22%	14%	14%	37%	29%
	Other source: What source? _____	5%	7%	2%	3%	4%	7%
	(No answer)	0%	0%	0%	0%	1%	0%

(→RESUME ASKING EVERYONE)

	Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
49. Which of the following do you use regularly while onboard? (MULTIPLE RESPONSE)						
Smart phone (iPhone, Android)	78%	77%	81%	85%	81%	58%
Feature phone (non-smart phone cell phone)	4%	4%	4%	2%	2%	10%
Tablet	14%	12%	22%	22%	14%	3%
E-reader (ie Kindle)	9%	10%	11%	15%	8%	2%
Laptop computer	12%	13%	19%	28%	8%	3%
Mp3 player (ie iPod)	16%	19%	12%	13%	12%	10%
None of the above	10%	9%	7%	7%	10%	25%
(Don't know)	0%	0%	0%	2%	0%	1%
(No answer)	2%	3%	1%	0%	1%	0%

Using a scale of 1 through 5, where 1 means not at all important and 5 means very important, how important would you rate each of the following:

50. Having WiFi while on bus/Sounder/Light Rail (n=1189)						
1 Not at all important	13%	14%	6%	3%	12%	
2	7%	8%	3%	5%	6%	
3	15%	17%	14%	17%	11%	
4	17%	16%	23%	25%	16%	
5 Very important	48%	44%	54%	50%	53%	
Not sure	1%	1%	1%	1%	2%	
Mean	3.82	3.69	4.17	4.17	3.93	
51. Having wireless signal coverage for cellphones in Sounder stations (n=653)						
1 Not at all important	5%		3%	6%	5%	
2	2%		2%	1%	2%	
3	8%		13%	12%	7%	
4	16%		20%	24%	15%	
5 Very important	67%		61%	56%	69%	
Not sure	2%		1%	1%	2%	
Mean	4.41		4.33	4.23	4.44	
52. Being able to access real time transit information on cellphones (n=1189)						
1 Not at all important	7%	8%	3%	4%	5%	
2	2%	2%	3%	4%	2%	
3	10%	6%	12%	10%	15%	
4	15%	15%	17%	18%	16%	
5 Very important	65%	68%	64%	63%	61%	
Not sure	1%	1%	1%	1%	1%	
Mean	4.31	4.34	4.37	4.35	4.26	

		Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
53.	Having real time transit information displayed on electronic signs at stops and stations (n=1189)						
	1 Not at all important	3%	3%	2%	4%	3%	
	2	1%	1%	3%	1%	0%	
	3	8%	8%	13%	10%	7%	
	4	17%	19%	18%	24%	13%	
	5 Very important	70%	68%	62%	61%	75%	
	Not sure	1%	1%	2%	1%	1%	
	Mean	4.50	4.48	4.36	4.38	4.57	
54.	In 2008, voters approved Sound Transit 2, a funding package to expand the regional transit system paid for by a 0.9 percent sales tax and 0.3 percent vehicle license fee. The projects funded as part of ST2 are scheduled to be complete by 2023. In general, do you strongly favor, somewhat favor, somewhat oppose or strongly oppose additional taxes for further expansion of the regional transit system?						
	Strongly Favor	33%	33%	18%	25%	39%	33%
	Somewhat Favor	41%	42%	54%	51%	37%	31%
	Somewhat Oppose	9%	9%	12%	12%	8%	16%
	Strongly Oppose	5%	6%	5%	2%	4%	7%
	(Don't know)	11%	10%	11%	10%	13%	13%
55.	And for statistical purposes, could you please tell me your age?						
	<18	2%	2%	1%	0%	2%	3%
	18-24	20%	23%	12%	10%	18%	18%
	25-29	15%	16%	9%	12%	15%	8%
	30-34	14%	13%	12%	11%	17%	13%
	35-39	12%	14%	11%	10%	10%	10%
	40-44	8%	8%	12%	9%	6%	8%
	45-49	6%	5%	12%	13%	7%	8%
	50-54	6%	4%	12%	18%	8%	10%
	55-59	6%	6%	8%	4%	6%	10%
	60-64	5%	5%	6%	10%	6%	5%
	65+	3%	3%	3%	3%	5%	6%
	(Refused)	2%	3%	2%	0%	1%	0%
56.	What race would you classify yourself as?						
	White/Caucasian	62%	60%	70%	83%	62%	71%
	Black/ Afr. American	11%	9%	10%	3%	15%	12%
	Asian	10%	12%	9%	6%	8%	3%
	Native Hawaiian/ Pacific Islander	1%	1%	1%	1%	1%	1%
	American Indian/ Alaska Native	1%	0%	0%	0%	1%	4%
	Hispanic/ Latino	6%	6%	3%	1%	6%	3%
	Multiple races	6%	7%	3%	3%	4%	2%
	Other	2%	2%	2%	1%	2%	4%
	(Refused)	2%	2%	3%	4%	1%	1%

		Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
57.	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	18%	19%	9%	6%	17%	49%
	\$30,000 to \$49,999	20%	21%	12%	8%	21%	22%
	\$50,000 to \$74,999	17%	15%	24%	16%	18%	12%
	More than \$75,000	32%	28%	40%	59%	35%	10%
	(Refused)	13%	16%	14%	11%	8%	7%
58.	What is your employment status? Are you...						
	Employed 30 or more hours a week	65%	64%	82%	76%	63%	48%
	Employed less than 30 hours a week	7%	9%	3%	3%	6%	11%
	Self-employed	3%	3%	0%	0%	3%	6%
	Retired	3%	3%	1%	1%	5%	8%
	Homemaker (not employed outside the home)	1%	1%	0%	1%	0%	2%
	Student	13%	12%	8%	6%	14%	11%
	Unemployed	2%	2%	0%	1%	1%	5%
	Other	2%	2%	0%	1%	2%	8%
59.	What is your home zip code? (i.e. 98###)						
	Snohomish	9%	13%	4%	71%	2%	1%
	KC Seattle/North	30%	27%	3%	6%	44%	2%
	KC East	14%	24%	3%	5%	3%	1%
	KC South	17%	12%	35%	4%	21%	7%
	Pierce	13%	11%	47%	0%	3%	79%
	Other	15%	12%	7%	14%	24%	8%
	Refused	2%	1%	2%	1%	3%	1%
60.	Do you have any additional comments?						
61.	Are you a member of Sound Transit's SoundWaves online panel?						
	Yes (SKIP TO Q63→)	3%	2%	10%	15%	3%	4%
	No (ASK Q62)	97%	98%	90%	85%	97%	96%
62.	(→IF Q61=NO, ASK) SoundWaves is Sound Transit's online rider panel where members share their opinions and travel experiences. Through occasional surveys, members will influence Sound Transit's decisions and help improve its services. Would you be interested in joining SoundWaves? (IF YES) What is your email address?						
63.	Gender [RECORD GENDER FOR EVERYONE, FROM OBSERVATION]						
	Male	56%	54%	54%	54%	60%	57%
	Female	44%	46%	45%	46%	40%	41%
	(Unknown/Other)	1%	1%	0%	0%	0%	1%