**2011 Sound Transit Customer Satisfaction Intercept Survey**

**Overall n=1,130**

**November 30 – December 21, 2011**

**EMC #11-4496**

|  |  |  |  |
| --- | --- | --- | --- |
| **Express Bus** | **Sounder Rail** | **Tacoma Link** | **Central Link** |
| **n=404** | **n=300** | **n=100** | **n=326** |

*All numbers are reported as percentages unless otherwise noted.*

*Some questions may add up to more/less than 100% due to rounding*

Hi, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_, and 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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **2006** | **2007** | **2008** | **2009** | **2010** | **2011** |
|  | Express (Bus) | 79% | 78% | 78% | 63% | 56% | **57%** |
|  | Sounder Rail | 14% | 15% | 16% | 11% | 12% | **11%** |
|  | Tacoma Link Light Rail | 7% | 7% | 6% | 4% | 4% | **4%** |
|  | Central Link Light Rail | -- | -- | -- | 22% | 28% | **29%** |

1. RECORD ROUTE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| (510/513) Everett-Seattle | 4% |
| (511) Lynnwood-Seattle | 5% |
| (522) Woodinville-Seattle | 4% |
| (532) Everett-Bellevue | 2% |
| (535) Lynnwood-Bellevue | 2% |
| (540) Kirkland-U.District | 1% |
| (542) U District-Redmond | 1% |
| (545) Redmond-Seattle | 7% |
| (550) Bellevue-Seattle | 8% |
| (554) Issaquah-Seattle | 3% |
| (555/556) Issaquah.-Northgate | 1% |
| (560) West Seattle-SeaTac-Bellevue | 2% |
| (566) Auburn-Overlake | 2% |
| (574) Lakewood-SeaTac | 2% |
| (577/578) Puyallup/Fed.Way-Seattle | 4% |
| (586) Tacoma-U.District | <1% |
| (590/594) Lakewood/Tacoma-Seattle | 4% |
| (592) DuPont-Seattle | 2% |
| (593) South Tacoma-Seattle | 2% |
| (595) Gig Harbor | <1% |
|  |  |
| Sounder: Tacoma-Sea South | 5% |
| Sounder: Tacoma-Sea North | 4% |
| Sounder: Everett-Sea South | 1% |
| Sounder: Everett-Sea North | 1% |
|  |  |
| Tacoma Link: North | 2% |
| Tacoma Link: South | 2% |
|  |  |
| Central Link: North | 15% |
| Central Link: South | 14% |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

RECORD TIME IN 24 HR (1PM = 1300, 5PM = 1700) \_\_\_\_\_\_\_\_

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Morning peak (6-9am) | **33%** | 36% | 43% | 0% | 28% |  |
|  | Afternoon peak (3-6pm) | **34%** | 37% | 37% | 19% | 31% |  |
|  | Off-peak | **32%** | 27% | 20% | 81% | 41% |  |

1. Did you have a car available that you could have used for this trip?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Yes **(SKIP TO Q6)** | **63%** | 63% | 78% | 64% | 58% |  |
|  | No **(ASK Q5)** | **36%** | 37% | 19% | 36% | 40% |  |
|  | (No answer) | **1%** | 0% | 3% | 0% | 2% |  |

1. Have you sold a car or chosen not to buy a car because you prefer public transit? **(n=370)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Yes | **23%** | 25% | 32% | 9% | 20% |  |
|  | No | **73%** | 71% | 60% | 91% | 77% |  |
|  | (No answer) | **4%** | 4% | 8% | 0% | 2% |  |

Choice and non-choice riders (Choice if Yes to either Q4 or Q5)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Choice | **71%** | 72% | 84% | 67% | 66% |  |
|  | Non-choice | **29%** | 28% | 16% | 33% | 34% |  |

1. 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? **(READ IF NECESSARY)**

**OVERALL:**

**SCALE: A B C D F DK | Grade Average**

**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)**

**EXPRESS BUS:**

**SCALE: A B C D F DK | Grade Average**

**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)**

**SOUNDER:**

**SCALE: A B C D F DK | Grade Average**

**2007** 69 28 3 0 0 1 | A- (3.67)

**2008** 55 38 6 0 1 0 | B+ (3.47) **2009** 65 32 3 0 0 0 | A- (3.60)

**2010** 65 30 3 1 0 1 | A- (3.61)

**2011 50 41 9 0 0 0 | B+ (3.41)**

**TACOMA LINK:**

**SCALE: A B C D F DK | Grade Average**

**2007** 73 18 7 0 0 2 | A- (3.68)

**2008** 60 29 8 2 0 1 | B+ (3.50) **2009** 59 26 10 0 0 5 | A- (3.52)

**2010** 61 30 5 1 0 3 | A- (3.56)

**2011 52 28 11 7 0 2 | B+ (3.27)**

**CENTRAL LINK:**

**SCALE: A B C D F DK | Grade Average**

**2009** 49 35 14 1 0 0 | B+ (3.33)

**2010** 69 23 7 1 0 0 | A- (3.59)

**2011 50 37 9 1 0 3** | **B+ (3.39)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. What are your reasons for that grade? **(OPEN ENDED; MULTIPLE RESPONSE)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Positive Reasons** | **69%** | **68%** | **65%** | **68%** | **73%** |  |
|  | Prompt/timely/on-time/on schedule | 14% | 17% | 13% | 8% | 8% |  |
|  | It's good/great/excellent/wonderful | 8% | 9% | 6% | 6% | 9% |  |
|  | Convenient/handy/easy/convenient schedule/very accessible | 8% | 6% | 7% | 12% | 11% |  |
|  | It's clean/always clean | 6% | 4% | 6% | 6% | 9% |  |
|  | Fast/quick/saves time (fewer stops) | 6% | 4% | 7% | 1% | 9% |  |
|  | Reliable/can count on it/consistent (regular schedule) | 5% | 5% | 6% | 5% | 4% |  |
|  | It's comfortable/relaxing/quiet/less stress | 4% | 4% | 8% | 4% | 2% |  |
|  | Runs often/frequently | 3% | 3% | 0% | 3% | 4% |  |
|  | Free/reasonable cost/affordable | 2% | 1% | 3% | 4% | 4% |  |
|  | Goes to my destination/gets me there/goes to where I need/provides accessibility | 2% | 2% | 1% | 5% | 1% |  |
|  | It's nice/nicer/nice buses | 2% | 1% | 1% | 0% | 3% |  |
|  | No complaints/happy-satisfied/no problems | 2% | 2% | 0% | 4% | 1% |  |
|  | Other Positive | 8% | 8% | 7% | 11% | 8% |  |
|  | **Negative Reasons** | **20%** | **22%** | **22%** | **19%** | **16%** |  |
|  | Not on time all the time/don't adhere to schedule | 4% | 6% | 2% | 1% | 1% |  |
|  | Late/late at times/always late | 3% | 3% | 3% | 2% | 4% |  |
|  | Needs to run more often/more frequent | 2% | 2% | 4% | 2% | 0% |  |
|  | Crowded/need larger-longer bus/more room | 2% | 3% | 0% | 2% | 0% |  |
|  | Other Negative | 10% | 9% | 12% | 12% | 11% |  |
|  | **Neutral Reasons** | **2%** | **3%** | **2%** | **6%** | **1%** |  |
|  | Average/ok/they aren't perfect/nothing is perfect | 2% | 2% | 2% | 2% | 1% |  |
|  | Just started using/first time rider | 1% | 1% | 0% | 4% | 1% |  |
|  |  |  |  |  |  |  |  |
|  | All other reasons | 7% | 6% | 11% | 7% | 8% |  |
|  | Don't know/no answer/none | 1% | 1% | 1% | 1% | 1% |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. What could Sound Transit do to improve the grade you gave? **(OPEN ENDED; MULTIPLE RESPONSE)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Run more often/more frequent/more trains/buses | **9%** | 10% | 16% | 11% | 3% |  |
|  | More routes/expand-extend service/add weekend service | **9%** | 6% | 5% | 15% | 15% |  |
|  | Be on-time/maintain schedule/adhere to schedule | **9%** | 11% | 6% | 3% | 5% |  |
|  | Run later | **4%** | 4% | 5% | 2% | 4% |  |
|  | More/better parking | **3%** | 0% | 12% | 1% | 6% |  |
|  | More buses/trains in AM & PM/run 24 hours | **3%** | 4% | 5% | 1% | 0% |  |
|  | Overcrowding/SRO/Larger-longer buses | **3%** | 4% | 2% | 1% | 0% |  |
|  | Improve scheduling/better scheduling-coordinated schedules | **3%** | 3% | 2% | 3% | 3% |  |
|  | Driver training/cold weather training | **2%** | 4% | 1% | 5% | 0% |  |
|  | Lower fares | **2%** | 2% | 1% | 4% | 2% |  |
|  | Notice/communication of problems, delay, etc./more information | **2%** | 1% | 3% | 1% | 2% |  |
|  | Direct/express routes-runs/HOV lane/dedicated lane | **2%** | 1% | 1% | 1% | 2% |  |
|  | More security | **1%** | 0% | 1% | 5% | 3% |  |
|  | New/cleaner buses/trains | **1%** | 2% | 0% | 0% | 1% |  |
|  | Return interagency transfer slips/improve ORCA availability | **1%** | 2% | 0% | 1% | 1% |  |
|  | Have wi-fi and/or cell access/reliable wi-fi | **1%** | 1% | 2% | 0% | 1% |  |
|  | Run more often at peak times | **1%** | 2% | 0% | 0% | 0% |  |
|  | Don't leave early (look for passengers) | **1%** | 2% | 0% | 0% | 0% |  |
|  | More stops | **1%** | 0% | 1% | 3% | 1% |  |
|  | Make snacks/beverages accessible on transit | **1%** | 0% | 3% | 0% | 1% |  |
|  | All other reasons | **10%** | 9% | 11% | 9% | 12% |  |
|  | Don't know/no answer/none | **33%** | 32% | 22% | 34% | 39% |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. How did you get to the bus/Sounder/Link stop? By… **[READ OPTIONS] (MULTIPLE-RESPONSES)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Walking | **43%** | 49% | 16% | 51% | 41% |  |
|  | Driving alone | **21%** | 19% | 44% | 16% | 16% |  |
|  | Bus | **17%** | 18% | 15% | 5% | 18% |  |
|  | Getting dropped off | **8%** | 8% | 8% | 0% | 9% |  |
|  | Car pool/Vanpool | **4%** | 3% | 3% | 27% | 4% |  |
|  | Bike | **3%** | 3% | 3% | 1% | 3% |  |
|  | Light Rail/Link | **2%** | 1% | 7% | 0% | 2% |  |
|  | Sounder train | **1%** | 0% | 3% | 0% | 0% |  |
|  | Shuttle | **0%** | 0% | 1% | 0% | 1% |  |
|  | Ferry | **0%** | 0% | 1% | 0% | 1% |  |
|  | Other | **2%** | 0% | 0% | 0% | 6% |  |

1. For this trip, are you coming from home, going home, or neither?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Coming from home | **49%** | 55% | 46% | 53% | 37% |  |
|  | Going home | **36%** | 35% | 46% | 17% | 37% |  |
|  | Neither | **13%** | 9% | 4% | 30% | 22% |  |
|  | (No answer) | **2%** | 1% | 4% | 0% | 4% |  |

1. How many minutes does it typically take to get from your home to the first transit stop you usually use?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than 5 minutes | **11%** | 13% | 4% | 10% | 9% |  |
|  | 5-9 minutes | **23%** | 25% | 18% | 17% | 19% |  |
|  | 10-14 minutes | **25%** | 25% | 26% | 18% | 26% |  |
|  | 15-19 minutes | **17%** | 15% | 24% | 22% | 15% |  |
|  | 20-29 minutes | **12%** | 10% | 15% | 15% | 12% |  |
|  | 30 minutes or longer | **9%** | 9% | 7% | 12% | 10% |  |
|  | (No answer) | **4%** | 2% | 5% | 7% | 9% |  |
|  | Average # of minutes to transit stop | **13.37** | 12.66 | 14.96 | 14.64 | 14.09 |  |

1. How will you get to your final destination? By… **[READ OPTIONS] (MULTIPLE RESPONSES)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Walking | **53%** | 59% | 26% | 73% | 48% |  |
|  | Bus | **18%** | 19% | 22% | 11% | 16% |  |
|  | Driving alone | **11%** | 10% | 22% | 5% | 9% |  |
|  | Getting dropped off | **6%** | 5% | 6% | 0% | 8% |  |
|  | Bike | **3%** | 3% | 2% | 1% | 3% |  |
|  | Light Rail/Link | **3%** | 1% | 7% | 0% | 5% |  |
|  | Car pool/Vanpool | **2%** | 1% | 5% | 10% | 2% |  |
|  | Sounder Train | **1%** | 1% | 6% | 0% | 1% |  |
|  | Shuttle | **1%** | 0% | 3% | 0% | 1% |  |
|  | Ferry | **1%** | 0% | 1% | 0% | 1% |  |
|  | VanShare | **0%** | 0% | 0% | 0% | 0% |  |
|  | Other | **2%** | 1% | 0% | 0% | 6% |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. 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?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| WEEKDAYS | |  |  |  |  |  |  |
|  | Less than one | **21%** | 14% | 5% | 45% | 38% |  |
|  | 1 | **6%** | 6% | 2% | 5% | 6% |  |
|  | 2 | **4%** | 3% | 3% | 3% | 6% |  |
|  | 3 | **11%** | 11% | 8% | 7% | 11% |  |
|  | 4 | **12%** | 13% | 19% | 12% | 8% |  |
|  | 5 | **46%** | 52% | 62% | 28% | 31% |  |
|  | Average # of weekdays | **3.24** | 3.57 | 4.22 | 2.18 | 2.38 |  |
|  | |  |  |  |  |  |  |
| WEEKENDS | |  |  |  |  |  |  |
|  | Less than one | **80%** | 82% | 97% | 77% | 70% |  |
|  | 1 | **11%** | 11% | 3% | 7% | 15% |  |
|  | 2 | **9%** | 7% | 0% | 16% | 15% |  |
|  | Average # of weekend days | **0.29** | 0.25 | 0.03 | 0.39 | 0.45 |  |
|  | |  |  |  |  |  |  |
| ENTIRE WEEK | |  |  |  |  |  |  |
|  | Less than one | **19%** | 12% | 5% | 41% | 35% |  |
|  | 1 | **5%** | 6% | 2% | 8% | 4% |  |
|  | 2 | **5%** | 5% | 3% | 5% | 7% |  |
|  | 3 | **8%** | 9% | 8% | 6% | 6% |  |
|  | 4 | **11%** | 11% | 18% | 11% | 9% |  |
|  | 5 | **42%** | 48% | 62% | 12% | 28% |  |
|  | 6 | **4%** | 5% | 1% | 4% | 5% |  |
|  | 7 | **4%** | 3% | 0% | 13% | 6% |  |
|  | Average # of days/week | **3.54** | 3.82 | 4.25 | 2.57 | 2.83 |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. What are the main reasons you use this Sound Transit Express Bus/Sounder Train/Link Light Rail instead of getting to your destination some other way? Anything else? **[OPEN ENDED; MULTIPLE RESPONSE] (WRITE IN ORDER OF USE)**

**FIRST:\_\_\_\_\_\_\_\_\_ SECOND: \_\_\_\_\_\_\_\_\_ THIRD: \_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | (More convenient) | **19%** | 18% | 17% | 26% | 21% |  |
|  | (Cheaper) | **17%** | 16% | 17% | 26% | 18% |  |
|  | (Faster) | **11%** | 11% | 12% | 7% | 12% |  |
|  | (No parking) | **9%** | 10% | 4% | 21% | 9% |  |
|  | (No car) | **8%** | 9% | 3% | 5% | 9% |  |
|  | (Less stressful) | **8%** | 6% | 15% | 0% | 9% |  |
|  | (Gas prices) | **6%** | 8% | 6% | 0% | 2% |  |
|  | (Reduces traffic) | **6%** | 6% | 8% | 0% | 6% |  |
|  | (Helps environment) | **4%** | 5% | 4% | 2% | 3% |  |
|  | (More relaxing) | **4%** | 3% | 6% | 0% | 5% |  |
|  | (Work/school pays) | **3%** | 5% | 3% | 0% | 2% |  |
|  | (It's fun) | **0%** | 0% | 0% | 6% | 0% |  |
|  | (Changed-new job/job transfer/relocated) | **0%** | 0% | 0% | 0% | 0% |  |
|  | (Other) | **3%** | 3% | 4% | 7% | 3% |  |
|  | (Don't know) | **0%** | 0% | 0% | 0% | 0% |  |

1. How long have you been a Sound Transit Express Bus/Sounder Train/Link Light Rail Rider?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | <6 mo | **17%** | 16% | 15% | 22% | 20% |  |
|  | 6 mo- <1 yr | **9%** | 9% | 8% | 2% | 9% |  |
|  | 1 yr | **17%** | 16% | 17% | 12% | 19% |  |
|  | 2 yrs | **19%** | 14% | 15% | 13% | 30% |  |
|  | 3 yrs | **10%** | 10% | 10% | 6% | 10% |  |
|  | 4 yrs | **6%** | 7% | 13% | 8% | 2% |  |
|  | 5 yrs | **6%** | 7% | 9% | 1% | 2% |  |
|  | 6 yrs+ | **16%** | 22% | 13% | 36% | 5% |  |
|  | (Don't know) | **0%** | 0% | 0% | 0% | 2% |  |

**[IF RIDE 1 YEAR OR LESS ASK 16 and 17. IF MORE THAN 1 YEAR, SKIP TO Q18] (n=401)**

1. Before you started riding this bus/Sounder/Link,how did you usually make this trip, did you drive or take transit?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Drove | **32%** | 33% | 36% | 24% | 31% |  |
|  | Took transit | **13%** | 13% | 12% | 0% | 14% |  |
|  | (Didn't make this trip) | **34%** | 38% | 26% | 38% | 29% |  |
|  | Something else | **8%** | 6% | 4% | 6% | 12% |  |
|  | (No answer) | **14%** | 10% | 23% | 33% | 15% |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. What are the main reasons you started riding this Sound Transit Express Bus/Sounder Train/Link Light Rail? **(MULTIPLE RESPONSE)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Cheaper | **18%** | 22% | 9% | 17% | 14% |  |
|  | More convenient | **14%** | 11% | 11% | 7% | 22% |  |
|  | Changed-new job/job transfer/relocated | **13%** | 19% | 15% | 7% | 4% |  |
|  | Faster | **7%** | 6% | 6% | 4% | 10% |  |
|  | No parking | **5%** | 4% | 1% | 14% | 7% |  |
|  | No car | **5%** | 4% | 4% | 0% | 7% |  |
|  | Work/school pays | **3%** | 4% | 4% | 0% | 2% |  |
|  | Reduces traffic | **2%** | 2% | 5% | 0% | 2% |  |
|  | Less stressful | **2%** | 2% | 7% | 0% | 1% |  |
|  | Helps environment | **1%** | 1% | 4% | 0% | 1% |  |
|  | Gas prices | **1%** | 2% | 2% | 0% | 1% |  |
|  | Just started school/college | **1%** | 2% | 1% | 3% | 0% |  |
|  | More relaxing | **1%** | 0% | 3% | 0% | 2% |  |
|  | To try it | **1%** | 1% | 1% | 0% | 1% |  |
|  | Better than bus | **0%** | 0% | 0% | 0% | 1% |  |
|  | It's fun | **0%** | 0% | 0% | 4% | 1% |  |
|  | Route changed/bus changed | **0%** | 0% | 1% | 0% | 0% |  |
|  | Other | **11%** | 11% | 4% | 14% | 14% |  |
|  | (Don’t know) | **1%** | 0% | 0% | 0% | 3% |  |
|  | (No answer) | **11%** | 9% | 20% | 31% | 9% |  |

**(RESUME ASKING EVERYONE)**

1. Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statement: riding this bus is a great way for me to help the environment.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | **68%** | 72% | 62% | 72% | 63% |  |
|  | Somewhat Agree | **24%** | 25% | 33% | 24% | 21% |  |
|  | Somewhat Disagree | **2%** | 1% | 1% | 2% | 4% |  |
|  | Strongly Disagree | **1%** | 0% | 0% | 0% | 3% |  |
|  | (Don't know) | **2%** | 1% | 1% | 2% | 4% |  |
|  | (No answer) | **2%** | 1% | 3% | 0% | 5% |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. Using the scale of A through F, where A means excellent, C means average, and F means failing, how would you grade the average cleanliness of the bus/Sounder/Link cabin? If you’re not sure, please say so.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | A | **62%** | 53% | 75% | 67% | 72% |  |
|  | B | **29%** | 35% | 22% | 29% | 20% |  |
|  | C | **7%** | 10% | 1% | 2% | 5% |  |
|  | D | **0%** | 0% | 0% | 0% | 1% |  |
|  | F | **0%** | 0% | 0% | 1% | 0% |  |
|  | (Don’t know) | **2%** | 2% | 1% | 0% | 2% |  |
|  |  |  |  |  |  |  |  |
|  | Grade Average | **3.54** | 3.44 | 3.74 | 3.61 | 3.66 |  |

1. Using the same scale, how would you grade the courtesy of the bus driver? **(BUS ONLY)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | A | **61%** | 61% |  |  |  |  |
|  | B | **30%** | 30% |  |  |  |  |
|  | C | **6%** | 6% |  |  |  |  |
|  | D | **1%** | 1% |  |  |  |  |
|  | F | **-** | - |  |  |  |  |
|  | (Don’t know) | **2%** | 2% |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | Grade Average | **3.54** | 3.54 |  |  |  |  |

1. What about the appearance of the bus driver?  **(BUS ONLY)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | A | **67%** | 67% |  |  |  |  |
|  | B | **21%** | 21% |  |  |  |  |
|  | C | **2%** | 2% |  |  |  |  |
|  | D | **0%** | 0% |  |  |  |  |
|  | (Don’t know) | **9%** | 9% |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | Grade Average | **3.71** | 3.71 |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. What could bus drivers do to improve the grade you gave? **[BUS ONLY] (OPEN ENDED, MULTIPLE RESPONSE)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | More personable/friendlier/greet passengers | **8%** | 8% |  |  |  |  |
|  | Announce stops (clearly, more often, louder, etc.) | **4%** | 4% |  |  |  |  |
|  | More courteous/politeness (some are rude) | **3%** | 3% |  |  |  |  |
|  | Attitude change/be more positive/some are grumpy | **3%** | 3% |  |  |  |  |
|  | Be more helpful/helpful customer service | **2%** | 2% |  |  |  |  |
|  | Be more patient/wait for people running to bus/don't leave early | **2%** | 2% |  |  |  |  |
|  | Be on time/adhere to schedule | **1%** | 1% |  |  |  |  |
|  | It depends on the individual/some better than others | **1%** | 1% |  |  |  |  |
|  | Clean more often/clean buses between trips | **1%** | 1% |  |  |  |  |
|  | All other reasons | **6%** | 6% |  |  |  |  |
|  | Don't know/no answer/none | **69%** | 69% |  |  |  |  |

1. Using the same scale, how would you grade the overall job the train conductor is doing?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | A | **77%** |  | 77% | 89% | 75% |  |
|  | B | **15%** |  | 15% | 10% | 16% |  |
|  | C | **2%** |  | 3% | 1% | 2% |  |
|  | D | **0%** |  | 0% | 0% | 0% |  |
|  | F | **0%** |  | 0% | 0% | 0% |  |
|  | (Don’t know) | **5%** |  | 4% | 1% | 6% |  |
|  |  |  |  |  |  |  |  |
|  | Grade Average | **3.77** |  | 3.76 | 3.89 | 3.76 |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. How would you grade the physical condition of the bus/Sounder/Link stops?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | A | **52%** | 38% | 58% | 61% | 75% |  |
|  | B | **33%** | 40% | 34% | 33% | 19% |  |
|  | C | **12%** | 18% | 7% | 7% | 4% |  |
|  | D | **1%** | 1% | 1% | 0% | 1% |  |
|  | F | **1%** | 1% | 0% | 0% | 0% |  |
|  | (Don’t know) | **1%** | 2% | 1% | 0% | 1% |  |
|  |  |  |  |  |  |  |  |
|  | Grade Average | **3.36** | 3.15 | 3.50 | 3.54 | 3.68 |  |

1. How would you grade the job the Station Agents are doing?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | A | **67%** |  | 67% |  |  |  |
|  | B | **16%** |  | 16% |  |  |  |
|  | C | **7%** |  | 7% |  |  |  |
|  | D | **0%** |  | 0% |  |  |  |
|  | (Don’t know) | **9%** |  | 9% |  |  |  |
|  |  |  |  |  |  |  |  |
|  | Grade Average | **3.66** |  | 3.66 |  |  |  |

1. How would you grade your satisfaction with the total time it takes you to travel to your destination on this Express Bus/Sounder train/Link Light Rail?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | A | **60%** | 55% | 65% | 76% | 66% |  |
|  | B | **27%** | 30% | 28% | 22% | 24% |  |
|  | C | **10%** | 12% | 6% | 3% | 7% |  |
|  | D | **1%** | 2% | 1% | 0% | 1% |  |
|  | F | **0%** | 0% | 0% | 0% | 0% |  |
|  | (Don’t know) | **2%** | 1% | 0% | 0% | 2% |  |
|  |  |  |  |  |  |  |  |
|  | Grade Average | **3.48** | 3.40 | 3.58 | 3.73 | 3.58 |  |

1. How would you grade the on time performance of this Express Bus/Sounder Train/Link Light Rail?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | A | **60%** | 55% | 56% | 79% | 66% |  |
|  | B | **28%** | 30% | 36% | 19% | 20% |  |
|  | C | **7%** | 9% | 7% | 0% | 6% |  |
|  | D | **2%** | 2% | 0% | 0% | 1% |  |
|  | F | **0%** | 1% | 0% | 0% | 0% |  |
|  | (Don’t know) | **3%** | 2% | 1% | 1% | 7% |  |
|  |  |  |  |  |  |  |  |
|  | Grade Average | **3.49** | 3.41 | 3.49 | 3.80 | 3.62 |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. In the last year, has the on time performance gotten better, gotten worse, or have you not noticed a change?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Gotten better | **11%** | 11% | 9% | 6% | 13% |  |
|  | Gotten worse | **6%** | 6% | 10% | 0% | 6% |  |
|  | Haven't noticed a change | **69%** | 72% | 69% | 67% | 63% |  |
|  | (Don't know) | **13%** | 10% | 12% | 28% | 18% |  |

1. How well do you understand Light Rail’s schedule? Would you say you understand it very well, somewhat, or not very well?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very well | **53%** |  |  | 49% | 54% |  |
|  | Somewhat well | **31%** |  |  | 36% | 30% |  |
|  | Not very well | **9%** |  |  | 8% | 9% |  |
|  | (Don't know) | **7%** |  |  | 7% | 7% |  |

1. And is it very easy, somewhat easy, somewhat or very difficult to pay your fare on this Express Bus/Sounder Train/Link Light Rail?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very easy | **70%** |  |  |  | 70% |  |
|  | Somewhat easy | **22%** |  |  |  | 22% |  |
|  | Somewhat difficult | **5%** |  |  |  | 5% |  |
|  | Very difficult | **2%** |  |  |  | 2% |  |
|  | (Don't know) | **2%** |  |  |  | 2% |  |

1. Would you say public announcements in this station are very helpful, sometimes helpful, not helpful or do you not use them?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very helpful | **54%** |  |  |  | 54% |  |
|  | Sometimes helpful | **32%** |  |  |  | 32% |  |
|  | Not helpful | **4%** |  |  |  | 4% |  |
|  | Don't use them | **7%** |  |  |  | 7% |  |
|  | (Don't know) | **2%** |  |  |  | 2% |  |

1. Would you say the electronic message boards mounted in the station are very helpful, sometimes helpful, not helpful or do you not use them?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very helpful | **63%** |  |  |  | 63% |  |
|  | Sometimes helpful | **24%** |  |  |  | 24% |  |
|  | Not helpful | **5%** |  |  |  | 5% |  |
|  | Don't use them | **7%** |  |  |  | 7% |  |
|  | (Don't know) | **1%** |  |  |  | 1% |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. How often do you see a fare inspector when riding this Sounder Train/Link Light Rail? Is it every trip, most, some trips or never?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Every trip | **5%** |  |  |  | 5% |  |
|  | Most trips | **20%** |  |  |  | 20% |  |
|  | Some trips | **58%** |  |  |  | 58% |  |
|  | Never | **13%** |  |  |  | 13% |  |
|  | (Don't know/ Not sure) | **5%** |  |  |  | 5% |  |

1. How would you rate your safety when waiting at a stop for this bus/Sounder/Link? Would you say you have no concerns for your safety, occasionally, or are regularly concerned about your safety?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | I have no concerns for my safety | **74%** | 71% | 85% | 65% | 77% |  |
|  | I occasionally have concerns for my safety | **22%** | 25% | 13% | 34% | 19% |  |
|  | I am regularly concerned about my safety | **3%** | 3% | 1% | 1% | 2% |  |
|  | (Don't know) | **2%** | 1% | 1% | 1% | 2% |  |

1. And how would you rate the safety of the ride on this bus/Sounder/Link? Is it very safe, mostly safe, mostly unsafe or very safe?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very safe | **75%** | 73% | 79% | 74% | 77% |  |
|  | Mostly safe | **23%** | 25% | 19% | 25% | 21% |  |
|  | Mostly unsafe | **0%** | 0% | 0% | 0% | 0% |  |
|  | Very unsafe | **0%** | 0% | 0% | 0% | 0% |  |
|  | (Don't know) | **2%** | 2% | 2% | 1% | 2% |  |

1. How secure do feel your vehicle is when left at the Park and Ride? Is it very secure, somewhat secure, or not secure at all?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very secure | **21%** | 20% | 26% | 20% |  |  |
|  | Somewhat secure | **29%** | 25% | 43% | 34% |  |  |
|  | Not secure at all | **3%** | 2% | 6% | 1% |  |  |
|  | (Don't use) | **46%** | 50% | 22% | 44% |  |  |
|  | (Don't know) | **2%** | 1% | 3% | 2% |  |  |

1. How do you normally pay for your fare on this route? **(MULTIPLE RESPONSE)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Puget Pass/Orca Card | **67%** | 74% | 68% |  | 52% |  |
|  | Cash | **19%** | 16% | 7% |  | 29% |  |
|  | Flex Pass/UPass/Go Pass | **9%** | 7% | 20% |  | 9% |  |
|  | Ticket Vending Machine | **3%** | 0% | 2% |  | 9% |  |
|  | Regional Reduced Fare Permit | **2%** | 2% | 0% |  | 1% |  |
|  | Bus Ticket | **0%** | 0% | 1% |  | 0% |  |
|  | Other | **1%** | 0% | 2% |  | 1% |  |

**[IF PAY FARE WITH ORCA CARD, ASK Q38, 39 AND 40. ELSE, SKIP TO Q41] (n=696)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. Do you load your Orca Card with cash, use it as a monthly pass, or both?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Cash | **26%** | 26% | 17% |  | 29% |  |
|  | Pass | **54%** | 56% | 57% |  | 48% |  |
|  | Both | **11%** | 12% | 6% |  | 10% |  |
|  | (Not sure) | **7%** | 3% | 18% |  | 12% |  |
|  | (No answer) | **3%** | 3% | 2% |  | 1% |  |

1. How easy do you think it is for new riders to figure out how to use the ORCA Card system? Use a scale of 1 to 5 where 1 means very easy and 5 means very difficult.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | 1 - Very easy | **38%** | 44% | 32% |  | 27% |  |
|  | 2 | **25%** | 24% | 32% |  | 25% |  |
|  | 3 | **21%** | 17% | 21% |  | 33% |  |
|  | 4 | **7%** | 6% | 5% |  | 9% |  |
|  | 5 - Very difficult | **2%** | 1% | 2% |  | 4% |  |
|  | (DK/Not sure) | **4%** | 4% | 8% |  | 2% |  |
|  | (No answer) | **2%** | 3% | 0% |  | 1% |  |

1. Would you say the ORCA system charges you the correct fare every time, most times, some of the time or almost never?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Every time | **55%** | 58% | 41% |  | 52% |  |
|  | Most times | **19%** | 17% | 19% |  | 24% |  |
|  | Some of the time | **1%** | 1% | 0% |  | 2% |  |
|  | Almost never | **0%** | 0% | 0% |  | 1% |  |
|  | (Don't know) | **24%** | 22% | 39% |  | 21% |  |
|  | (No answer) | **1%** | 2% | 0% |  | 1% |  |

1. **(RESUME ASKING EVERYONE)** Do you subscribe to Sound Transit’s rider alerts?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Yes | **16%** | 15% | 34% | 6% | 11% |  |
|  | No | **75%** | 72% | 61% | 94% | 83% |  |
|  | (No answer) | **9%** | 12% | 5% | 0% | 6% |  |

1. Do you use Paratransit?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Yes | **1%** | 1% | 0% | 1% | 1% |  |
|  | No | **99%** | 99% | 99% | 99% | 98% |  |
|  | (No answer) | **1%** | 0% | 1% | 0% | 1% |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. Where do you usually get information about schedules and routes?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | The internet | **61%** | 64% | 63% | 34% | 55% |  |
|  | On board or at a station | **18%** | 15% | 11% | 42% | 22% |  |
|  | A printed schedule | **15%** | 16% | 21% | 17% | 12% |  |
|  | Customer service phone line | **3%** | 4% | 1% | 4% | 1% |  |
|  | Don't know | **2%** | 0% | 1% | 1% | 8% |  |
|  | (No answer) | **1%** | 1% | 3% | 3% | 2% |  |

1. Do you use your cell phone to access schedules on the web? **(GO TO Q47)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Yes | **36%** | 40% | 40% | 24% | 30% |  |
|  | No | **63%** | 59% | 60% | 76% | 69% |  |
|  | (No answer) | **1%** | 1% | 0% | 0% | 1% |  |

1. Do you visit Sound Transit’s web site for schedules on your cell phone or do you use a different source? **[GO TO Q47]**  **(MULTIPLE RESPONSE) (n=411)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Sound Transit | **54%** | 47% | 81% | 72% | 58% |  |
|  | One Bus Away | **25%** | 33% | 7% | 6% | 15% |  |
|  | Google/Google maps | **9%** | 8% | 4% | 9% | 14% |  |
|  | Metro/metro website | **3%** | 5% | 0% | 0% | 1% |  |
|  | King county metro | **2%** | 2% | 0% | 0% | 2% |  |
|  | Computer/internet | **1%** | 0% | 2% | 5% | 3% |  |
|  | Pearce Transit/link through PT | **1%** | 1% | 1% | 8% | 1% |  |
|  | Phone/cell phone app | **1%** | 1% | 2% | 0% | 1% |  |
|  | Both (non-specific) | **0%** | 0% | 2% | 0% | 0% |  |
|  | All other | **3%** | 4% | 1% | 0% | 3% |  |
|  | Don't know | **0%** | 0% | 0% | 0% | 1% |  |
|  | (No answer) | **1%** | 0% | 1% | 0% | 2% |  |

1. How would you rate Sound Transit’s web site for schedules on your cell phone?**(n=274)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Excellent | **34%** | 34% | 36% | 33% | 31% |  |
|  | Good | **48%** | 51% | 46% | 50% | 43% |  |
|  | Only Fair | **12%** | 8% | 14% | 0% | 22% |  |
|  | Poor | **2%** | 2% | 1% | 5% | 2% |  |
|  | (No answer) | **4%** | 5% | 4% | 12% | 3% |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Overall** | Express Bus | Sounder | Tacoma Link | Central Link |  |

1. And for statistical purposes, could you please tell me your age? **(READ IF NEEDED, WRITE IN # AND CIRCLE)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | <18 | **1%** | 1% | 0% | 0% | 1% |  |
|  | 18-24 | **15%** | 18% | 9% | 11% | 11% |  |
|  | 25-29 | **15%** | 14% | 10% | 10% | 18% |  |
|  | 30-34 | **13%** | 12% | 12% | 8% | 15% |  |
|  | 35-39 | **9%** | 7% | 10% | 11% | 13% |  |
|  | 40-44 | **10%** | 8% | 12% | 14% | 12% |  |
|  | 45-49 | **9%** | 10% | 13% | 11% | 6% |  |
|  | 50-54 | **9%** | 9% | 17% | 9% | 6% |  |
|  | 55-59 | **9%** | 9% | 9% | 18% | 8% |  |
|  | 60-64 | **3%** | 3% | 5% | 4% | 4% |  |
|  | 65+ | **5%** | 5% | 2% | 5% | 5% |  |
|  | (Refused) | **3%** | 3% | 1% | 0% | 3% |  |

1. What race would you classify yourself as?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | White/Caucasian | **64%** | 69% | 66% | 71% | 53% |  |
|  | Black/ Afr. American | **10%** | 8% | 9% | 12% | 13% |  |
|  | Asian | **9%** | 10% | 8% | 3% | 10% |  |
|  | Native Hawaiian/ Pacific Islander | **1%** | 1% | 0% | 0% | 2% |  |
|  | American Indian/ Alaska Native | **1%** | 1% | 2% | 5% | 2% |  |
|  | Hispanic/ Latino | **3%** | 3% | 2% | 1% | 3% |  |
|  | Multiple races | **4%** | 4% | 3% | 7% | 4% |  |
|  | Other | **1%** | 1% | 1% | 0% | 1% |  |
|  | (Refused) | **6%** | 3% | 8% | 3% | 13% |  |

1. Gender **(RECORD FROM OBSERVATION)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Male | 54% | 54% | 52% | 59% | 54% |  |
|  | Female | 46% | 46% | 48% | 41% | 46% |  |