**Customer Satisfaction Onboard Intercept Survey**

**Sound Transit Rider Service Area**

**Intercept Survey**

**All Riders, Every third rider when busy, every when slow**

EMC Research #17-6618

n=1,600

* + - * 1. **(VALIDATION SCREEN)**
      1. Interviewer Name DROP DOWN WITH INTERVIEWERS NAME
      2. SHIFT DROP DOWN, HAVE TEST AT BEGINNING, THEN #1 thru 83)
      3. (NEXT PAGE)
         1. Hello, I’m 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.
         2. 1. (CONTINUE)
         3. 2. (RESPONDENT REFUSES) **🡪 LOOP TO END, RECORD AS REFUSE**
         4. 3. (ALREADY TAKEN SURVEY) **🡪 LOOP TO END, RECORD AS TAKEN**
         5. 4. (NON-ENGLISH SPEAKER) **🡪 LOOP TO END, RECORD AS LANG\_BAR**

1. 1. Time **(TIME STAMP IN QUALTRICS)**
2. 2. Service **(INTERVIEWER: MARK WHAT SERVICE YOU ARE INTERVIEWING FOR)**

Express Bus

Sounder Rail

Tacoma Link

Link

* + - 1. (IF Q2=1, ASK Q3, ELSE SKIP TO Q5)

1. 3. Express bus route 5XX **(DROPDOWN, INTERVIEWER SELECT)**
   * + - 1. **(IF Q2=2, ASK Q4, ELSE SKIP TO Q5)**
     1. 4. **(ONLY ASK IF AT KING STREET STATION, OTHERWISE MARK AS APPROPRIATE)** Are you taking a Sounder train that goes between Seattle and Everett, or are you taking a Sounder train that goes between Seattle and Lakeview?

Seattle-Everett

Seattle-Lakeview

* + - 1. (RESUME ALL)

1. 5. Most weeks, which days of the week do you typically make this trip? If you typically make this trip less than once a week, please just say so. **(SELECT ALL THAT APPLY) (IF NECESSARY, CLARIFY: Do you typically make this trip on Mondays, on Tuesdays, etc.?)**

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Make this trip less than once a week **(exclusive answer)**

(Don’t know/Refused) **(exclusive answer)**

* + - 1. (RESUME ALL)

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

Yes **(SKIP TO Q8)**

No **(CONTINUE TO Q7)**

(Don’t know/Refused) **(SKIP TO Q8)**

* + - 1. (ONLY ASK Q7 IF Q5=2, NO, ELSE SKIP TO Q8)

1. 7. Have you sold a car or chosen not to buy a car because you prefer public transit?

Yes

No

(Don’t know/Refused)

1. **(RESUME ALL)**
2. 8. 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

(Don’t know/Refused)

1. 9. What is your primary reason for that grade? **(TAKE ONE RESPONSE, DO NOT PROBE, YOU MAY SHOW RESPONDENTS LIST IF NECESSARY)**

Reliable Service/Comes Regularly

Gets to destination fast

Easy to use

Affordable

Nice/Comfortable

Late

Too crowded

Not enough service

Does not come regularly enough

Too slow/Too many stops

Too expensive

Rude drivers/personnel

Not enough parking

Bad communication/No explanation of problems/delays

Safety concerns

Managing taxpayer dollars

Managing service expansion projects

No complaints/No suggestions

Other **(specify)** **(TEXTBOX)**

Don’t know

1. 10. What is one thing Sound Transit could do to improve their services? **(TAKE ONE RESPONSE, DO NOT PROBE, YOU MAY SHOW RESPONDENTS LIST IF NECESSARY)**

Less time between service/Run more frequently

Have more routes/go more places

Get longer buses/train, fix overcrowding

Be on time

Run earlier or later

Get cleaner or new bus/trains

Better communication when there are problems

More parking

Improve scheduling

Lower fares

No complaints/No suggestions

Other **(specify)** **(TEXTBOX)**

Don’t know

Refuse

1. 11. How long have you been a Sound Transit **(bus/Sounder/Link)** rider? Is this your first time riding, have you been riding less than 6 months, 6 months to less than a year, one to two years, two to three years, three to four years, four to five years, five to ten years, or more than ten years?

First time riding

Less than 6 months

6 months to less than a year

One to two years

Two to three years

Three to four years

Four to five years

Five to ten years

More than ten years

(Since it started)

(Don’t know/Refused)

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

Drove

Took transit

Didn’t make this trip

Something else **(specify) (TEXT BOX)**

1. 13. How do you usually get to and from the stop or station where you board this **(bus/train)**? **(READ LIST; SELECT ALL THAT APPLY)**

Drive alone

Another bus or train

Get dropped off/picked up by friend or family member

Get dropped off/picked up by Lyft/Taxi/Uber

Carpool/Vanpool

Walk

Bike

Lyft/Uber/Taxi

Other mode **(specify) (TEXTBOX)**

Nothing **(exlcusive)**

Not sure **(exlcusive)**

* + - * 1. 14INT. Using a scale of A through F, where A means excellent, C means average, and F means failing, how would you grade:  
           SCALE:

A

B

C

D

F

(Don’t know)

(Refused)

* + 1. **(RANDOMIZE)**
    2. 14. The average cleanliness of this **(bus/Sounder/Link)** cabin
    3. 15. The average cleanliness of the **(bus stops/train stations)**

1. 16. The physical condition of the **(bus stops/train stations)**
2. 17. **(ONLY ASK IF Q2=2, Sounder)** The job the station agents are doing

18. **(ONLY ASK IF Q2=1, Bus)** The courtesy of the bus driver

19. **(ONLY ASK IF Q2=1, Bus)** The appearance of the bus driver

20. **(ONLY ASK IF Q2=/=1, Bus)** The job the train conductor is doing

21. **(ONLY ASK IF Q2=3 OR 4, LINK)** The smoothness of the ride on Link

22. The total travel time it takes to get to your destination

23. The on-time performance of this **(bus/Sounder/Link)**

24. The frequency of **(buses/trains)**

25. Ease of accessing the stop or station where you board this **(bus/Sounder/Link)**

26. Sound Transit’s communication about urgent service disruptions and delays

1. **(END RANDOMIZE)**
2. **(ONLY ASK Q27 IF Q11≠1 THRU 3)**
3. 27. In the last year, would you say that the **cleanliness** of this **(if q2=1, bus)**/**(if q2≠1,** **cabin)** has gotten better, gotten worse, or have you not noticed a change?

Gotten better

Gotten worse

Haven’t noticed a change

(Haven’t been riding a year)

(Don’t know)

1. **(ONLY ASK Q28 IF Q11≠1 THRU 3)**
2. 28. In the last year, would you say **the on time performance** of this **(bus/Sounder/Link)** has gotten better, gotten worse, or have you not noticed a change?

Gotten better

Gotten worse

Haven’t noticed a change

(Haven’t been riding a year)

(Don’t know)

1. **(ONLY ASK Q29 IF Q11≠1 THRU 3 AND SERVICE=EXPRESS BUS)**
2. 29. In the last year, would you say **the (bus/Sounder/Link) service as a whole** has gotten better, gotten worse, or have you not noticed a change?

Gotten better

Gotten worse

Haven’t noticed a change

(Haven’t been riding a year)

(Don’t know)

1. 30. **(ONLY ASK IF Q2=4, LINK)** How often do you see a fare inspector while riding light rail? Is it more than one out of every 10 trips, about once out of every ten trips, less than once out of every trips, or do you never see a fare inspector while riding light rail?

More than 1 in 10 trips

About 1 in 10 trips

Less than 1 in 10 trips

Never see

(Don’t know)

(Refused)

1. **(RESUME ASKING ALL)**
2. 31. 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, you occasionally have concerns for your safety, or are you regularly concerned about your safety?

I have no concerns for my safety

I occasionally have concerns for my safety

I am regularly concerned about my safety

(Don’t know)

(Refused)

* + 1. 32. And how would you rate how safe you feel **when riding (this bus/Sounder/Link)?** Would you say you have no concerns for your safety, you occasionally have concerns for your safety, or are you regularly concerned about your safety?

I have no concerns for my safety

I occasionally have concerns for my safety

I am regularly concerned about my safety

(Don’t know)

(Refused)

1. 33. What safety issues have you noticed, either on-board or at stops or stations? **(MULTIPLE RESPONSE, DO NOT PROBE, YOU MAY SHOW RESPONDENTS LIST IF NECESSARY)**

Weird/threatening/scary passengers

People who are drunk or high

Angry or disruptive riders

Overcrowding

Abrupt stops, jerky rides

Lack of lighting

Inexperienced or unsafe drivers

Panhandling or begging

Lack of security staff

Unsafe parking lots/garages

No complaints/No suggestions

Other **(specify)** **(TEXTBOX)**

(Don’t know)

(Refused)

* + - 1. (IF Q6=2 OR 3. SKIP TO Q36)
         1. 34. Do you ever park your vehicle at a Sound Transit park and ride?

Yes

No

(Don’t know)

* + - 1. (IF Q34 = 1, ASK Q35)

1. 35. How secure do you feel your vehicle is when parked at a park and ride? Would you say very secure, somewhat secure, or not secure at all?

Very secure

Somewhat secure

Not secure at all

(Don’t know)

(Refused)

1. **[RESUME ASKING EVERYONE]**

36INT. How would you rate each of the following, using a scale of Excellent, Good, Only fair, or Poor.

**(PROMPT IF NECESSARY:**Would you rate that as Excellent, Good, Only fair, or Poor?**)**  
SCALE:

Excellent

Good

Only fair

Poor

Not sure

1. **[RANDOMIZE]**
2. 36. The value of service Sound Transit provides for the tax money collected
3. 37. The job Sound Transit does managing service improvement and expansion projects

**[END RANDOMIZE]**

38. Which source do you most often use to find information about schedules and routes? **(READE LIST IF NECESSARY)**

Online using a desktop or laptop computer

Online using a mobile device

A printed schedule

On board or at a station

Customer service phone line

Don’t know

1. 39. Do you use your cell phone or tablet to access transit schedules on the web?

Yes **(CONTINUE TO 40)**

No **(SKIP TO 41)**

1. 40. Which sources do you use to access schedules on your cell phone or tablet? **(READ LIST IF NECESSARY, SELECT ALL THAT APPLY)**

Sound Transit

One Bus Away

King County Metro

Google/Google Maps

Other source **(specify) (TEXTBOX)**

None of the above **(MAKE ANSWER EXCLUSIVE)**

1. 41. Considering the information you receive about Sound Transit, which of the following are most important to you? **(RANDOMIZE AND READ LIST; SELECT ALL THAT APPLY)**

Information about urgent service disruptions and delays

Information about future service improvements and schedule changes

Information about construction of new light rail and Sounder rail projects

Information about how to use transit more easily

Other reason **(specify) (TEXTBOX)**

None of the above **(MAKE ANSWER EXCLUSIVE)**

Not sure **(MAKE ANSWER EXCLUSIVE)**

1. 42. Which of the following are you most likely to use to receive information about service disruptions, delays, and cancellations or general information about Sound Transit? **(SELECT ALL THAT APPLY)**

Sound Transit website

Facebook

Twitter

Instagram

Email rider alert subscription

Text message rider alert subscription

On board announcement

Other source **(specify) (TEXTBOX)**

None of the above **(MAKE ANSWER EXCLUSIVE)**

Not sure **(MAKE ANSWER EXCLUSIVE)**

1. **[RESUME ASKING ALL]**
2. 43. And for statistical purposes, what range does your age fall into? Are you Under 18, 18 to 24, 25 to 29, 30 to 34, 35 to 39, 40 to 44, 45 to 49, 50 to 54, 55 to 59, 60 to 64, or 65 or older? **(YOU MAY SHOW RESPONDENTS LIST IF NECESSARY)**

Under 18

18-24

25-29

30-34

35-39

40-44

45-49

50-54

55-59

60-64

65 or older

(Refused)

1. 44. What ethnicity would you classify yourself as? **(IF NECESSARY ALLOW THEM TO POINT)**

White/Caucasian

Black/African American

Asian

Native Hawaiian/Pacific Islander

American Indian/Alaska Native

Hispanic/Latino

Bi or Multi-racial

Something else

(Don’t know)

(Refused)

1. 45. Is your total annual household income from all sources less than thirty thousand dollars; thirty thousand dollars to less than fifty thousand dollars; fifty thousand dollars to less than seventy-five thousand dollars; seventy-five thousand dollars to less than one hundred thousand dollars; one hundred thousand dollars to less than two hundred thousand dollars, or two hundred thousand dollars or higher? **(IF NECESSARY ALLOW THEM TO POINT)**

Less than $30,000

$30,000 to less than $50,000

$50,000 to less than $75,000

$75,000 to less than $100,000

$100,000 to less than $200,000

$200,000 or higher

(Don’t know)

Prefer not to respond

1. 46. What is your employment status? Are you employed 30 or more hours per week, employed less than 30 hours per week, self employed, retired, a homemaker or otherwise not employed outside the home, a student, unemployed, or something else? **(IF NECESSARY ALLOW THEM TO POINT)**

Employed 30 or more hours per week

Employed less than 30 hours per week

Self-employed

Retired

Homemaker, or otherwise not employed outside the home

Student

Unemployed

Something else

(Refused)

* + - * 1. 47. What is your home zip code? **(ENTER 99999 IF REFUSE)**

1. 48. And what is the city of your destination? **(OPEN END)**
2. 49. What is your gender identity? **(DO NOT READ ALOUD, ALLOW THEM TO POINT IF PREFERRED)**

Male

Female

Trans male/trans man

Trans female/trans woman

Genderqueer/gender non-conforming

Different identify (please state: \_\_\_\_)

Prefer not to respond