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& OPINION  
RESEARCH  
SERVICES

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EMCresearch.com

**2013 Sound Transit Customer Satisfaction Intercept Survey**  
**Overall n=1,503, Margin of Error (MoE) = ±2.5 points**  
**November 15 – December 19, 2013**  
**EMC #13-5018**

Express Bus	Sounder North	Sounder South	Tacoma Link	Central Link
n=600 MOE=4.0%	n=115 MOE=9.1%	n=329 MOE=5.4%	n=103 MOE=9.7%	n=356 MOE=5.2%

*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**

	2007	2008	2009	2010	2011	2012	2013
Express Bus	78%	78%	63%	56%	57%	55%	<b>55%</b>
Sounder Rail	15%	16%	11%	12%	11%	10%	<b>10%</b>
Tacoma Link Light Rail	7%	6%	4%	4%	4%	4%	<b>3%</b>
Central Link Light Rail	--	--	22%	28%	29%	31%	<b>32%</b>

**3. RECORD ROUTE \_\_\_\_\_**

510/512	<b>6%</b>	566/567	<b>4%</b>
511	<b>7%</b>	574	<b>5%</b>
522	<b>9%</b>	577/578	<b>6%</b>
532	<b>3%</b>	586	<b>1%</b>
535	<b>3%</b>	590-595	<b>11%</b>
540	<b>1%</b>	596	<b>1%</b>
542	<b>2%</b>		
545	<b>15%</b>	Sounder N - Sea-Tac	<b>2%</b>
550	<b>16%</b>	Sounder N - Sea-Eve	<b>8%</b>
554	<b>6%</b>	Sounder S - Sea-Tac	<b>90%</b>
555/556	<b>2%</b>	Sounder S - Sea-Eve	<b>0%</b>
560	<b>3%</b>		

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>3A. RECORD DIRECTION</b>						
Northbound	<b>33%</b>	27%	0%	100%	50%	50%
Southbound	<b>39%</b>	24%	100%	0%	49%	50%
Eastbound	<b>14%</b>	26%	0%	0%	0%	0%
Westbound	<b>12%</b>	23%	0%	0%	0%	0%
Unknown	<b>0%</b>	0%	0%	0%	1%	0%
<b>3B. RECORD TIME IN 24 HR (1PM = 1300, 5PM = 1700)</b>						
Peak	<b>51%</b>	52%	90%	96%	38%	30%
Offpeak	<b>35%</b>	31%	10%	4%	47%	47%
Weekend	<b>15%</b>	17%	0%	0%	15%	23%
<b>4. Did you have a car available that you could have used for this trip?</b>						
Yes	<b>60%</b>	58%	92%	85%	52%	62%
No	<b>40%</b>	41%	8%	14%	48%	38%
(No answer)	<b>1%</b>	1%	0%	1%	0%	0%
<b>5. [FROM Q4] Have you sold a car or chosen not to buy a car because you prefer public transit?</b>						
Yes	<b>27%</b>	29%	36%	27%	23%	33%
No	<b>67%</b>	67%	61%	70%	69%	67%
(No answer)	<b>6%</b>	4%	4%	2%	8%	0%

[→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	(Don't know)	Grade Average
<b>Overall</b>							
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)
<b>2013</b>	<b>45%</b>	<b>43%</b>	<b>10%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>B+ (3.34)</b>
<b>Express Bus</b>							
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)
<b>2013</b>	<b>42%</b>	<b>46%</b>	<b>10%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>B+ (3.32)</b>
<b>Sounder</b>							
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)
<b>2013</b>	<b>46%</b>	<b>42%</b>	<b>11%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>B+ (3.32)</b>
2012 Northline	37%	47%	13%	1%	0%	3%	B (3.23)
2012 Southline	53%	38%	7%	0%	0%	1%	B+ (3.45)
<b>2013 Northline</b>	<b>39%</b>	<b>49%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>B (3.27)</b>
<b>2013 Southline</b>	<b>46%</b>	<b>41%</b>	<b>11%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>B+ (3.32)</b>

	A	B	C	D	F	(Don't know)	Grade Average
<b>Central Link</b>							
<b>2009</b>	49%	35%	14%	1%	0%	0%	B+ (3.33)
<b>2010</b>	69%	23%	7%	1%	0%	0%	B+ (3.59)
<b>2011</b>	50%	37%	9%	1%	0%	3%	B+ (3.39)
<b>2012</b>	54%	32%	11%	1%	1%	1%	B+ (3.38)
<b>2013</b>	<b>49%</b>	<b>39%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>B+ (3.36)</b>
<b>Tacoma Link</b>							
<b>2007</b>	73%	18%	7%	0%	0%	2%	B+ (3.68)
<b>2008</b>	60%	29%	8%	2%	0%	1%	B+ (3.50)
<b>2009</b>	59%	26%	10%	0%	0%	5%	B+ (3.52)
<b>2010</b>	61%	30%	5%	1%	0%	3%	B+ (3.56)
<b>2011</b>	52%	28%	11%	7%	0%	2%	B (3.27)
<b>2012</b>	58%	32%	7%	0%	0%	2%	B+ (3.52)
<b>2013</b>	<b>59%</b>	<b>32%</b>	<b>8%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>B+ (3.52)</b>

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>7. What are your reasons for that grade? (Multi-response)</b>						
<b>POSITIVE REASONS</b>						
Reliable/ Prompt/ Runs often	<b>27%</b>	29%	27%	19%	23%	30%
General positives (Nice/ Fun/ No complaints)	<b>19%</b>	20%	21%	17%	17%	23%
Convenient	<b>14%</b>	9%	10%	10%	23%	16%
Fast/ Avoids traffic	<b>11%</b>	9%	11%	4%	16%	3%
Clean/ Nice	<b>7%</b>	4%	7%	7%	11%	10%
Comfortable/ Relaxing	<b>6%</b>	7%	9%	9%	3%	0%
Good coverage/ Goes to destination	<b>5%</b>	6%	4%	1%	5%	6%
Friendly/ helpful operators & personnel	<b>5%</b>	8%	1%	2%	1%	14%
Affordable fare/ Free parking	<b>2%</b>	1%	2%	2%	3%	12%
Safe/ Secure	<b>2%</b>	1%	1%	0%	3%	2%
Other positives	<b>9%</b>	7%	10%	12%	10%	13%
<b>NEGATIVE REASONS</b>						
Late at times/ Always late	<b>10%</b>	11%	18%	11%	6%	2%
More service/ routes/ buses	<b>5%</b>	5%	2%	6%	5%	12%
Crowded/ Larger buses/trains	<b>4%</b>	6%	1%	13%	2%	2%
Improve/ Expand schedule	<b>3%</b>	2%	2%	8%	4%	4%
Slow/ Too many stops/ More express	<b>2%</b>	1%	1%	0%	2%	0%
Need more parking	<b>1%</b>	1%	7%	2%	2%	0%
Too early/ Doesn't wait	<b>1%</b>	2%	0%	0%	0%	0%
Rude drivers & personnel	<b>1%</b>	2%	1%	0%	1%	0%
Too expensive	<b>1%</b>	1%	1%	1%	2%	0%
Other negatives	<b>7%</b>	7%	8%	6%	6%	5%
<b>NEUTRAL REASONS</b>						
(OK/ Average)	<b>5%</b>	5%	4%	6%	5%	7%
Don't know/ NA/ First time rider	<b>1%</b>	1%	1%	1%	2%	2%
All other reasons	<b>1%</b>	2%	1%	0%	0%	0%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>8. What could Sound Transit do to improve the grade you gave? (Multi-response)</b>						
Run more often/more frequent buses/trains	<b>13%</b>	16%	9%	23%	8%	12%
More routes/expand-extend service/add weekend service	<b>12%</b>	10%	5%	7%	16%	17%
Be on-time/adhere to schedule/less delays	<b>9%</b>	10%	12%	4%	6%	3%
Expand schedule/ Run earlier/later	<b>6%</b>	5%	13%	18%	6%	7%
Overcrowding/SRO/Larger-longer buses	<b>6%</b>	8%	3%	19%	3%	3%
Fewer stops/Direct/express routes/HOV lane	<b>5%</b>	4%	1%	1%	7%	1%
More/better parking	<b>3%</b>	1%	15%	3%	3%	0%
Lower fares	<b>3%</b>	2%	1%	0%	4%	7%
Driver training/cold weather training	<b>2%</b>	4%	1%	0%	1%	1%
Notice/communication of problems, delay, etc.	<b>2%</b>	2%	5%	0%	1%	0%
Improved wi-fi and/or cell access	<b>2%</b>	2%	1%	5%	1%	1%
New/cleaner buses/trains	<b>2%</b>	2%	1%	1%	2%	0%
Improve scheduling/better scheduling-co-ordinated schedules	<b>2%</b>	2%	2%	3%	1%	1%
All other suggestions	<b>17%</b>	15%	20%	12%	22%	8%
Nothing/Don't know	<b>31%</b>	31%	25%	25%	31%	47%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>9. How did you get to the bus stop? By... [READ OPTIONS] (MULTIPLE RESPONSES)</b>						
Walking	<b>61%</b>	64%	58%	53%	58%	56%
Bus	<b>21%</b>	20%	27%	23%	24%	13%
Driving alone	<b>11%</b>	11%	16%	14%	10%	15%
Getting dropped off/ picked up	<b>5%</b>	8%	3%	6%	2%	1%
Airplane	<b>3%</b>	0%	0%	0%	9%	0%
Bike	<b>2%</b>	3%	4%	5%	1%	0%
Light Rail/Link	<b>2%</b>	1%	8%	11%	1%	3%
Car pool/Vanpool	<b>2%</b>	1%	2%	1%	1%	11%
Shuttle	<b>1%</b>	1%	3%	5%	1%	0%
Souder train	<b>0%</b>	0%	0%	0%	0%	2%
Ferry	<b>0%</b>	0%	0%	3%	1%	0%
Taxi	<b>0%</b>	0%	0%	0%	1%	0%
VanShare	<b>0%</b>	0%	0%	0%	0%	0%
Paratransit	<b>0%</b>	0%	0%	0%	0%	0%
Other	<b>1%</b>	0%	2%	0%	3%	1%
No Answer	<b>0%</b>	0%	0%	0%	0%	0%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>10. How many minutes does it typically take to get from your home to the first transit stop you usually use?</b>						
Less than 5 min.	<b>11%</b>	11%	3%	7%	14%	12%
5-9 min.	<b>26%</b>	27%	17%	20%	26%	17%
10-14 min.	<b>25%</b>	27%	27%	32%	20%	21%
15-19 min.	<b>12%</b>	11%	25%	19%	10%	11%
20-29 min.	<b>10%</b>	9%	19%	12%	8%	17%
30+ min.	<b>8%</b>	8%	8%	10%	8%	18%
(No answer)	<b>8%</b>	6%	1%	0%	13%	3%
<b>11. For this trip, are you</b>						
Coming from home	<b>23%</b>	23%	3%	8%	29%	37%
Going home	<b>60%</b>	62%	94%	91%	47%	37%
Neither	<b>13%</b>	12%	1%	0%	19%	24%
(No answer)	<b>4%</b>	3%	2%	1%	5%	2%
<b>12. How will you get to your final destination? [READ OPTIONS] (MULTIPLE RESPONSES)</b>						
Walking	<b>46%</b>	47%	12%	20%	53%	58%
Bus	<b>24%</b>	28%	6%	15%	24%	16%
Driving alone	<b>21%</b>	21%	70%	52%	6%	17%
Getting dropped off/ picked up	<b>8%</b>	9%	7%	7%	7%	1%
Airplane	<b>2%</b>	0%	0%	0%	7%	0%
Bike	<b>2%</b>	3%	3%	5%	1%	0%
Light Rail/Link	<b>2%</b>	2%	1%	0%	2%	1%
Ferry	<b>1%</b>	1%	1%	10%	2%	0%
Car pool/Vanpool	<b>1%</b>	1%	3%	4%	1%	5%
Souder train	<b>1%</b>	0%	3%	6%	1%	2%
Shuttle	<b>1%</b>	0%	1%	1%	0%	0%
Taxi	<b>0%</b>	0%	0%	0%	1%	0%
VanShare	<b>0%</b>	0%	0%	0%	1%	0%
Paratransit	<b>0%</b>	0%	0%	0%	0%	0%
Other	<b>2%</b>	1%	1%	0%	5%	0%
No Answer	<b>1%</b>	0%	1%	0%	1%	0%



	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>13. 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?</b>						
Less than one	<b>19%</b>	14%	3%	9%	30%	29%
1	<b>5%</b>	5%	3%	4%	6%	6%
2	<b>8%</b>	7%	3%	7%	11%	10%
3	<b>8%</b>	8%	5%	8%	8%	8%
4	<b>11%</b>	12%	12%	16%	8%	9%
5	<b>41%</b>	45%	72%	56%	25%	30%
6	<b>5%</b>	6%	1%	1%	5%	3%
7	<b>4%</b>	3%	1%	0%	7%	6%
<b>14. What are the main reasons you use this ST Express Bus instead of getting to your destination some other way? Anything else? (? [OPEN ENDED; MULTIPLE RESPONSE] (WRITE IN ORDER OF USE)</b>						
More convenient	<b>40%</b>	39%	37%	36%	44%	31%
Cheaper	<b>33%</b>	37%	28%	24%	30%	19%
Faster	<b>30%</b>	27%	32%	33%	36%	12%
No car	<b>17%</b>	22%	3%	7%	12%	5%
No parking	<b>16%</b>	17%	13%	7%	15%	30%
Less stressful	<b>15%</b>	19%	18%	10%	10%	2%
Reduces traffic	<b>9%</b>	10%	22%	19%	4%	2%
Work/school pays	<b>8%</b>	8%	17%	12%	8%	1%
Gas prices	<b>8%</b>	9%	12%	8%	5%	2%
More relaxing	<b>7%</b>	8%	12%	17%	6%	0%
Helps environment	<b>4%</b>	4%	4%	2%	4%	0%
Don't want to drive	<b>1%</b>	1%	5%	4%	1%	0%
Be Productive/Do Other things	<b>1%</b>	1%	1%	0%	0%	0%
It's fun	<b>1%</b>	0%	0%	1%	1%	2%
Better than bus	<b>0%</b>	0%	1%	0%	1%	3%
Just started school/college	<b>0%</b>	0%	0%	0%	1%	0%
Route changed/bus changed	<b>0%</b>	0%	0%	0%	0%	0%
To try it	<b>0%</b>	0%	0%	0%	0%	0%
Other	<b>12%</b>	11%	7%	13%	13%	20%
(Don't know)	<b>0%</b>	0%	0%	0%	0%	0%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>15. How long have you been a Sound Transit Express Bus/Souder Train/Link Light Rail Rider?</b>						
First time rider	<b>4%</b>	3%	0%	3%	6%	1%
<6 mo	<b>15%</b>	15%	13%	18%	15%	17%
6 mo- <1 yr	<b>7%</b>	8%	7%	9%	6%	9%
1 yr	<b>14%</b>	14%	13%	14%	16%	10%
2 yrs	<b>14%</b>	16%	14%	14%	11%	18%
3 yrs	<b>12%</b>	11%	14%	13%	11%	14%
4 yrs	<b>10%</b>	7%	11%	6%	15%	3%
5 yrs	<b>8%</b>	6%	8%	5%	11%	3%
6-9 yrs	<b>6%</b>	8%	10%	11%	2%	12%
10+ yrs	<b>8%</b>	11%	8%	6%	2%	14%
DK/ No answer	<b>2%</b>	1%	3%	1%	5%	0%
<b>16. Before you started riding this bus how did you usually make this trip, did you drive or take transit?</b>						
Drove	<b>38%</b>	41%	41%	35%	33%	28%
Took Transit	<b>22%</b>	18%	20%	25%	30%	21%
Did Not make	<b>31%</b>	34%	34%	31%	26%	40%
Something else	<b>5%</b>	4%	2%	3%	9%	8%
Both	<b>1%</b>	0%	2%	4%	3%	2%
(No answer)	<b>2%</b>	3%	1%	2%	0%	1%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>17. What are the main reasons you <u>originally started</u> riding ST Express Bus? (MULTIPLE RESPONSE)</b>						
More convenient	<b>19%</b>	16%	16%	21%	23%	34%
Cheaper	<b>12%</b>	16%	7%	10%	8%	9%
Faster	<b>12%</b>	12%	12%	11%	12%	10%
Goes to destination	<b>11%</b>	11%	3%	5%	14%	11%
Changed-new job/job transfer/relocated	<b>11%</b>	11%	24%	18%	6%	0%
No car	<b>9%</b>	12%	2%	5%	6%	5%
No parking	<b>8%</b>	9%	7%	2%	5%	23%
Work/school pays	<b>6%</b>	8%	7%	9%	1%	1%
Gas prices	<b>5%</b>	6%	7%	1%	3%	4%
Recommended	<b>4%</b>	3%	6%	2%	7%	0%
Less stressful	<b>4%</b>	5%	6%	10%	1%	3%
Don't want to drive	<b>4%</b>	4%	6%	4%	3%	0%
To try it	<b>3%</b>	1%	3%	3%	7%	3%
Just started school/college	<b>2%</b>	2%	2%	0%	2%	3%
More relaxing	<b>1%</b>	2%	1%	5%	1%	1%
It's fun	<b>1%</b>	0%	0%	2%	2%	5%
Helps environment	<b>1%</b>	1%	0%	0%	1%	1%
Route changed/bus changed	<b>1%</b>	1%	0%	0%	2%	1%
Better than bus	<b>1%</b>	0%	3%	5%	1%	1%
Reduces traffic	<b>1%</b>	1%	1%	2%	0%	1%
Be Productive/Do Other things	<b>1%</b>	1%	0%	1%	0%	0%
Other	<b>4%</b>	3%	6%	3%	4%	8%
Don't know	<b>0%</b>	0%	0%	0%	0%	0%
(No answer)	<b>5%</b>	3%	0%	3%	10%	0%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>17B. Why do you <u>continue</u> to ride ST Express bus? (MULTIPLE RESPONSES)</b>						
More convenient	<b>32%</b>	28%	32%	36%	39%	44%
Cheaper	<b>19%</b>	22%	14%	9%	17%	19%
Faster	<b>15%</b>	14%	15%	15%	18%	8%
Goes to destination	<b>7%</b>	5%	4%	3%	12%	9%
No car	<b>7%</b>	10%	2%	3%	3%	3%
Less stressful	<b>6%</b>	8%	11%	9%	2%	2%
No parking	<b>6%</b>	8%	4%	5%	4%	18%
Work/school pays	<b>5%</b>	6%	8%	6%	2%	0%
Don't want to drive	<b>4%</b>	4%	8%	4%	3%	0%
Gas prices	<b>3%</b>	4%	4%	1%	1%	4%
More relaxing	<b>3%</b>	4%	6%	11%	2%	1%
Be Productive/Do Other things	<b>1%</b>	2%	2%	3%	0%	0%
Helps environment	<b>1%</b>	2%	0%	0%	1%	0%
Better than bus	<b>1%</b>	0%	2%	1%	2%	1%
Changed-new job/job transfer/relocated	<b>1%</b>	1%	3%	1%	0%	0%
It's fun	<b>1%</b>	1%	1%	1%	0%	6%
Reduces traffic	<b>0%</b>	0%	1%	2%	0%	0%
Route changed/bus changed	<b>0%</b>	0%	0%	0%	1%	0%
Just started school/college	<b>0%</b>	0%	0%	0%	0%	0%
To try it	<b>0%</b>	0%	0%	0%	0%	0%
Recommended	<b>0%</b>	0%	0%	0%	0%	0%
Other	<b>15%</b>	16%	14%	17%	13%	18%
Don't know	<b>0%</b>	0%	0%	0%	1%	0%
(No answer)	<b>4%</b>	3%	1%	3%	8%	0%

**18.** Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statement: riding [this bus/Light Rail/this train] is a great way for me to help the environment.

Strongly Agree	<b>68%</b>	64%	73%	70%	74%	79%
Somewhat Agree	<b>26%</b>	30%	24%	25%	21%	16%
Somewhat Disagree	<b>1%</b>	1%	0%	2%	1%	3%
Strongly Disagree	<b>0%</b>	1%	0%	1%	0%	0%
(Don't know)	<b>4%</b>	4%	3%	3%	4%	3%

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

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>19.</b> The average <u>cleanliness</u> of the bus/Souder/Link cabin? If you're not sure, please say so.						
A	<b>59%</b>	56%	76%	83%	58%	70%
B	<b>33%</b>	35%	22%	15%	35%	27%
C	<b>7%</b>	9%	1%	1%	6%	3%
D	<b>1%</b>	1%	0%	0%	1%	0%
F	<b>0%</b>	0%	0%	0%	0%	0%
DK/ Not sure	<b>0%</b>	0%	1%	1%	0%	0%
<b>20.</b> Using the same scale, how would you grade the <u>courtesy</u> of the bus driver?						
A	<b>69%</b>					
B	<b>21%</b>					
C	<b>7%</b>					
D	<b>1%</b>					
F	<b>1%</b>					
DK/ Not sure	<b>1%</b>					
<b>21.</b> What about the appearance of the bus driver?						
A	<b>64%</b>					
B	<b>19%</b>					
C	<b>1%</b>					
D	<b>1%</b>					
F	<b>0%</b>					
DK/ Not sure	<b>16%</b>					

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>22. What could bus drivers do to improve the grades you gave? (MULTIPLE RESPONSE)</b>						
More personable/friendlier/greet passengers	9%					
More courteous/politeness (some are rude)	5%					
Attitude change/be more positive/some are grumpy	4%					
Be more helpful/helpful customer service	3%					
Clean more often/clean buses between trips	3%					
Be more patient/wait for people running to bus/don't leave early	2%					
It depends on the individual/some better than others	2%					
Be on time/adhere to schedule	1%					
A standard dress code	1%					
More well groomed/haircuts/shave	1%					
Announce stops (clearly, more often, louder, etc.)	0%					
All other reasons	9%					
No answer/none	51%					
Don't Know	15%					
<b>23. The job the train conductor is doing?</b>						
A	81%		82%	85%	80%	87%
B	11%		11%	7%	12%	13%
C	1%		1%	1%	1%	0%
D	0%		0%	0%	0%	0%
F	0%		0%	0%	0%	0%
DK/ Not sure	6%		6%	7%	7%	0%

	Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
Using the same scale, how would you grade...						
<b>24. The physical condition of the Bus/Sounder/Link Light Rail stops?</b>						
A	<b>53%</b>	43%	64%	65%	65%	61%
B	<b>36%</b>	42%	27%	21%	28%	35%
C	<b>9%</b>	12%	5%	12%	6%	4%
D	<b>1%</b>	1%	2%	2%	0%	0%
F	<b>0%</b>	0%	1%	0%	0%	0%
DK/ Not sure	<b>1%</b>	1%	2%	0%	1%	0%
<b>25. How would you grade the job Station Agents are doing?</b>						
A	<b>77%</b>		76%	79%		
B	<b>10%</b>		10%	8%		
C	<b>3%</b>		3%	4%		
D	<b>1%</b>		1%	0%		
F	<b>0%</b>		0%	0%		
DK/ Not sure	<b>10%</b>		10%	8%		
<b>26. How would you grade your satisfaction with the total time it takes you to travel to your destination on this Express Bus/Sounder/Link Light Rail?</b>						
A	<b>60%</b>	55%	71%	67%	63%	81%
B	<b>29%</b>	31%	23%	21%	27%	17%
C	<b>7%</b>	10%	4%	6%	5%	1%
D	<b>2%</b>	2%	0%	3%	3%	0%
F	<b>0%</b>	0%	1%	2%	0%	0%
DK/ Not sure	<b>2%</b>	2%	1%	1%	2%	1%
<b>27. How would you grade the on time performance of this Express Bus?/Sounder/Link Light Rail?</b>						
A	<b>57%</b>	51%	52%	60%	66%	79%
B	<b>28%</b>	34%	36%	29%	18%	16%
C	<b>7%</b>	9%	9%	7%	3%	1%
D	<b>2%</b>	2%	2%	0%	1%	0%
F	<b>0%</b>	0%	0%	0%	0%	0%
DK/ Not sure	<b>6%</b>	4%	2%	5%	11%	5%
<b>28. In the last year, has the on time performance gotten better, gotten worse, or have you not noticed a change?</b>						
Gotten better	<b>11%</b>	11%	13%	19%	11%	8%
Gotten worse	<b>7%</b>	9%	13%	11%	3%	1%
Haven't noticed a change	<b>67%</b>	67%	61%	50%	68%	61%
(Don't know)	<b>15%</b>	12%	13%	20%	18%	30%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>29. How well do you understand light rail's schedule, would you say you understand it...</b>						
Very well	52%				51%	61%
Somewhat well	29%				29%	30%
Not very well	9%				9%	6%
(Don't know)	10%				11%	3%
<b>30. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?</b>						
Very easy	82%					
Somewhat easy	12%					
Somewhat difficult	5%					
Very difficult	1%					
(Don't know)	1%					
<b>31. Would you say public announcements in the station are...</b>						
Very helpful	51%					
Sometimes helpful	34%					
Not helpful	5%					
Don't use them	9%					
(Don't know)	1%					
<b>32. Would you say the electronic message boards mounted in the station are...</b>						
Very helpful	57%					
Sometimes helpful	28%					
Not helpful	5%					
Don't use them	9%					
(Don't know)	2%					
<b>33. How often do you see a fare inspector while riding light rail? Is it...</b>						
Every trip	6%					
Most trips	15%					
Some trips	58%					
Never	16%					
(DK/ Not sure)	5%					
<b>34. How would you rate your safety when waiting at a stop for this bus/Souder/Link? Would you say...</b>						
No concerns	74%	70%	86%	88%	77%	74%
Occasional concerns	22%	25%	12%	11%	19%	23%
Regularly concerned	4%	5%	2%	0%	3%	1%
(Don't know)	1%	1%	0%	1%	1%	2%



	Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
<b>35. And how would you rate the safety of the ride on this bus/Sounder/Link? Is it...?</b>						
Very safe	<b>77%</b>	73%	88%	93%	80%	79%
Mostly safe	<b>22%</b>	25%	11%	7%	19%	21%
Mostly unsafe	<b>0%</b>	0%	0%	0%	1%	0%
Very unsafe	<b>0%</b>	0%	0%	0%	0%	0%
(Don't know)	<b>1%</b>	1%	1%	0%	0%	0%
<b>36. How secure do feel your vehicle is when left at the Park and Ride or do you not use a Park and Ride?</b>						
Very secure	<b>20%</b>	18%	31%	28%	0%	17%
Somewhat secure	<b>24%</b>	21%	39%	31%	0%	26%
Not secure at all	<b>3%</b>	2%	9%	1%	0%	0%
Don't use	<b>51%</b>	56%	21%	37%	0%	57%
(Don't know)	<b>2%</b>	3%	1%	3%	0%	0%
<b>37. How do you normally pay for your fare on this route?</b>						
ORCA card	<b>67%</b>	71%	76%	76%	57%	
Cash	<b>13%</b>	13%	3%	5%	16%	
U/Flex-Pass	<b>10%</b>	12%	18%	11%	5%	
Ticket Vending Machine/Credit Card	<b>6%</b>	0%	1%	7%	17%	
Regional Reduced Fare Permit	<b>2%</b>	3%	0%	0%	0%	
Multiple	<b>1%</b>	1%	1%	0%	2%	
Bus Ticket	<b>1%</b>	1%	0%	0%	0%	
Credit Card	<b>0%</b>	0%	0%	0%	0%	
Other	<b>1%</b>	0%	0%	1%	1%	
(No answer)	<b>0%</b>	0%	0%	0%	0%	
<b>[IF Q37=ORCA CARD, ASK Q38-Q40; ELSE, SKIP TO Q41→]</b>						
<b>38. [IF ORCA] Do you load your ORCA Card with cash, use it as a monthly pass, or both?</b>						
Cash	<b>30%</b>	34%	16%	23%	28%	
Pass	<b>45%</b>	46%	49%	49%	43%	
Both	<b>12%</b>	12%	9%	7%	15%	
(Not sure)	<b>11%</b>	6%	25%	21%	14%	
(No answer)	<b>1%</b>	1%	1%	0%	0%	

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>39. [IF ORCA]</b> 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	<b>30%</b>	31%	29%	39%	27%	
2	<b>27%</b>	27%	21%	24%	28%	
3	<b>27%</b>	26%	27%	16%	27%	
4	<b>8%</b>	7%	5%	7%	10%	
5 - Very difficult	<b>4%</b>	3%	2%	4%	6%	
(DK/Not sure)	<b>5%</b>	5%	16%	10%	2%	
(No answer)	<b>0%</b>	1%	0%	0%	1%	
<b>40. IF ORCA]</b> Would you say the ORCA system charges you the correct fare...						
Every time	<b>56%</b>	58%	49%	48%	55%	
Most times	<b>10%</b>	10%	7%	11%	12%	
Some of the time	<b>3%</b>	3%	1%	1%	5%	
Almost never	<b>0%</b>	0%	0%	0%	1%	
(Don't know)	<b>29%</b>	29%	42%	38%	26%	
(No answer)	<b>1%</b>	0%	1%	2%	1%	
<b>[→RESUME ASKING EVERYONE]</b>						
<b>41. Do you subscribe to Sound Transit's rider alerts?</b>						
Yes	<b>17%</b>	16%	48%	52%	11%	13%
No	<b>82%</b>	84%	51%	47%	89%	87%
(No answer)	<b>0%</b>	0%	0%	1%	0%	0%
<b>42. Do you use Paratransit?</b>						
Yes	<b>1%</b>	1%	1%	1%	2%	0%
No	<b>98%</b>	98%	98%	99%	98%	100%
(No answer)	<b>0%</b>	0%	1%	0%	0%	0%
<b>43. Where do you usually get information about schedules and routes? Is it...</b>						
Online	<b>57%</b>	60%	71%	78%	47%	45%
On board/At station	<b>14%</b>	6%	7%	7%	28%	27%
Multiple	<b>13%</b>	18%	11%	6%	5%	4%
Printed schedule	<b>8%</b>	12%	7%	3%	3%	10%
Customer service phone line	<b>1%</b>	1%	0%	2%	1%	0%
(Don't know)	<b>8%</b>	3%	3%	4%	17%	15%
(No answer)	<b>0%</b>	0%	0%	0%	0%	0%

	Overall	Express Bus	Souder South	Souder North	Central Link	Tacoma Link
<b>44. Do you use your cell phone or tablet to access schedules on the web?</b>						
Yes ( <b>ASK Q45</b> )	<b>57%</b>	63%	66%	67%	46%	44%
No ( <b>Go to Q46A</b> )	<b>41%</b>	36%	33%	33%	50%	56%
(No answer)	<b>2%</b>	1%	1%	0%	4%	0%
<b>45. (* FROM Q44) Which sources do you use to access schedules on your cell phone or tablet? (MULTIPLE RESPONSE)</b>						
One Bus Away	<b>51%</b>	60%	29%	32%	44%	24%
Sound Transit (ASK Q46)	<b>45%</b>	42%	87%	78%	35%	47%
Google/Google Maps	<b>25%</b>	22%	8%	11%	36%	40%
King County Metro	<b>14%</b>	13%	18%	14%	15%	11%
Community Transit	<b>0%</b>	1%	0%	0%	0%	0%
Mobile Website	<b>0%</b>	1%	0%	0%	0%	0%
Unspecified App	<b>0%</b>	1%	0%	0%	0%	0%
Unspecified Internet	<b>0%</b>	0%	0%	0%	0%	0%
All Other (IF SOUND TRANSIT NOT MENTIONED, GO TO Q46A)	<b>2%</b>	2%	1%	1%	2%	4%
<b>46. (**IF SOUND TRANSIT FROM Q45) How would you rate Sound Transit's web site for schedules on your cell phone?</b>						
Excellent	<b>42%</b>	48%	39%	31%	28%	33%
Good	<b>48%</b>	44%	51%	52%	54%	52%
Only Fair	<b>8%</b>	7%	9%	14%	10%	5%
Poor	<b>2%</b>	1%	2%	2%	7%	10%
(No answer)	<b>1%</b>	1%	0%	2%	1%	0%
<b>(→RESUME ASKING EVERYONE)</b>						
<b>46A. 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?</b>						
Strongly Support	<b>41%</b>	42%	41%	31%	40%	36%
Somewhat Support	<b>32%</b>	36%	31%	43%	26%	34%
Somewhat Oppose	<b>7%</b>	8%	5%	4%	4%	12%
Strongly Oppose	<b>5%</b>	4%	4%	6%	5%	7%
Don't know	<b>16%</b>	10%	18%	16%	25%	12%

	Overall	Express Bus	Sounder South	Sounder North	Central Link	Tacoma Link
<b>47. And for statistical purposes, could you please tell me your age?</b>						
<18	<b>2%</b>	2%	1%	0%	3%	0%
18-24	<b>17%</b>	18%	9%	9%	17%	19%
25-29	<b>16%</b>	15%	10%	5%	19%	15%
30-34	<b>14%</b>	15%	11%	17%	13%	11%
35-39	<b>10%</b>	10%	14%	9%	9%	9%
40-44	<b>10%</b>	10%	14%	14%	9%	7%
45-49	<b>8%</b>	8%	10%	8%	7%	5%
50-54	<b>8%</b>	7%	14%	10%	8%	13%
55-59	<b>7%</b>	7%	8%	18%	5%	12%
60-64	<b>4%</b>	4%	7%	5%	5%	5%
65+	<b>3%</b>	3%	2%	4%	4%	5%
(Refused)	<b>2%</b>	1%	2%	0%	2%	1%
<b>48. What race would you classify yourself as?</b>						
White/Caucasian	<b>62%</b>	62%	69%	83%	59%	74%
Black/ Afr. American	<b>12%</b>	11%	10%	3%	14%	4%
Asian	<b>11%</b>	13%	6%	2%	8%	7%
Native Hawaiian/ Pacific Islander	<b>1%</b>	1%	1%	2%	1%	2%
American Indian/ Alaska Native	<b>1%</b>	1%	1%	0%	2%	1%
Hispanic/ Latino	<b>4%</b>	3%	3%	2%	5%	4%
Multiple races	<b>4%</b>	4%	5%	1%	3%	1%
Other	<b>2%</b>	2%	1%	1%	1%	4%
(Refused)	<b>4%</b>	4%	5%	7%	5%	4%
<b>48A. 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?</b>						
Less than \$30,000	<b>18%</b>	17%	4%	8%	21%	33%
\$30,000 to \$49,999	<b>14%</b>	14%	10%	13%	13%	23%
\$50,000 to \$74,999	<b>21%</b>	20%	30%	18%	19%	14%
More than \$75,000	<b>23%</b>	23%	39%	48%	18%	13%
(Refused)	<b>25%</b>	25%	17%	14%	28%	17%
<b>50A. Are you a member of Sound Transit's SoundWaves online panel?</b>						
Yes <b>(SKIP TO Q52)</b>	<b>3%</b>	2%	8%	3%	2%	0%
No <b>(ASK Q51)</b>	<b>93%</b>	95%	91%	96%	95%	45%
No answer/None	<b>5%</b>	3%	1%	1%	3%	55%
<b>52. Gender [RECORD GENDER FOR EVERYONE, FROM OBSERVATION]</b>						
Male	<b>56%</b>	57%	51%	64%	55%	56%
Female	<b>44%</b>	43%	49%	36%	44%	44%
(Unknown/Other)	<b>0%</b>	0%	0%	0%	1%	0%