# Sound Transit Fall 2020 Customer Satisfaction Survey Updated Questionnaire 10-26-2020

## Survey Introduction

Thank you for completing Sound Transit’s Customer Satisfaction Survey. This survey is an annual system-wide evaluation of passenger satisfaction with Sound Transit’s services. It measures and tracks over time passengers’ overall satisfaction with and perceptions of service including on-time performance, cleanliness, and safety. **YOUR** **feedback** ensures that we have talked to a diverse and representative cross-section of Sound Transit passengers.

The first 1,500 **current riders** who complete this survey **may** be eligible for a $XX gift card.

This survey should take about 10 to 12 minutes to complete. Your individual responses will be kept strictly confidential.

The survey works best if you use Chrome, Edge, Safari, or Firefox as your browser.

## General Travel

Let’s start by getting some information about your use of Sound Transit.

TC1A How often did you ride Sound Transit prior to COVID19 stay-at-home restrictions (March 2020)?

* + 4 plus days per week
  + 2-3 days per week
  + About once a week
  + 1-2 days per month
  + Occasionally
  + Didn't ride prior to COVID19 (March 2020)
  + I’d prefer not to say
* TC1B How often do you currently ride Sound Transit?
* 4 plus days per week
* 2-3 days per week
* About once a week
* 1-2 days per month
* Occasionally
* First Time Ridden
* Do not currently ride – **[ASK CSM1 AND DEMOGRPHICS. THEN THANK AND TERMINATE. DO NOT QUALIFY AS CURRENT RIDERS]**
* I’d prefer not to say

TC5 How long have you been a Sound Transit rider?

* 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
* I’d prefer not to say

TC1EA1 Which of the following services do you currently use?  
Select all that apply

* Link light rail
* Tacoma Link
* Sounder North (Everett to Seattle)
* Sounder South (Lakewood to Seattle)
* Express Bus
* I’d prefer not to say

TC1EA2Which service do you ride **most often**?  
**RESTORE ONLY THOSE SELECTED IN TCCEA1 AND ACCEPT SINGLE RESPONSE**

* Link light rail
* Tacoma Link
* Sounder North (Everett to Seattle)
* Sounder South (Lakewood to Seattle)
* Express Bus
* I’d prefer not to say

TCCEA3 Which Sound Transit Express Bus route do you ride most often?  
**Show Drop-Down Menu listing ST routes**

* Other
* I prefer not to say

## Passenger Experience

Now we would like to ask you about some of your general impressions of Sound Transit.

CSM1 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. *Once you select the letter grade, it will expand, and you may then add a plus or minus for each grade.*

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D- | D | D+ | C- | C | C+ | B- | B | B+ | A- | A | A+ |
| O | O | O | O | O | O | O | O | O | O | O | O | O |

🞏 Not applicable / I don’t know

🞏 I’d prefer not to say

CSM2 To what extent does the **current** quality of services provided by Sound Transit meet the quality of services you expect to receive?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Does Not Meet My Expectations at All | Does Not Meet My Expectations | Somewhat Does Not Meet My Expectations | Meets My Expectations | Somewhat Exceeds My Expectations | Exceeds My Expectations | Strongly Exceeds My Expectations |
| O | O | O | O | O | O | O |

🞏 I don’t know

🞏 I’d prefer not to say

CSM6 To what extent do you agree or disagree with each of the following statements about Sound Transit?

Sound Transit offers good value for the level and quality of service provided

Sound Transit has consistently high standards for the quality of service it provides

*For quality control purposes, please select neither agree nor disagree on this question*

Sound Transit values its passengers

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Somewhat Disagree | Neither Agree nor Disagree | Somewhat Agree | Agree | Strongly Agree |
| O | O | O | O | O | O | O |

🞏 I don’t know

🞏 I’d prefer not to say

Now we would like to ask about your general impression of **[SERVICE]**.

CSM3 To what extent do you agree or disagree that it is easy for you to use [SERVICE]. . .

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Somewhat Disagree | Neither Agree nor Disagree | Somewhat Agree | Agree | Strongly Agree |
| O | O | O | O | O | O | O |

🞏 I don’t know

🞏 I’d prefer not to say

CSM5 How likely would you be to recommend riding [SERVICE] to a family member or friend?

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Not at All Likely to Recommend |  |  |  |  |  |  |  |  |  | Very Likely to Recommend |
| O | O | O | O | O | O | O | O | O | O | O |

🞏 I don’t know

🞏 I’d prefer not to say

CSM5A You indicated that you would **[BE VERY LIKELY TO RECOMMEND (9-10)] [BE LIKELY TO RECOMMEND (7-8)] [MIGHT OR NOT RECOMMEND (4-6)] [BE UNLIKELY TO RECOMMEND (0-3)]** using [SERVICE] to a family member or friend. Why do you say that?

* OPEN-ENDED QUESTION

## Trip-Specific Travel

For these next questions, we would like you to think about your **current typical trip** on [SERVICE].

TC2 What is the primary purpose of the trip you currently take most often on [SERVICE]?  
(Pick one)

* To go to/from Work
* To go to/from School/College (as a student)
* To go to/from Airport (for travel or passenger pickup, not for work)
* To go to/from Recreation or social outing
* To go to/from Shopping or errands
* To go to/from Appointments (business, medical, etc.)
* To go to/from Social Service appointments
* Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* I’d prefer not to say

TCA2B When you ride Sound Transit for [RESTORE TYPICAL TRIP] do you typically ride. . .   
[Select all that apply]

* Weekdays early mornings (before 6:00 a.m.)
* Weekdays morning peak (6:00 to 9:00 a.m.)
* Weekdays midday morning (9:00 a.m. to noon)
* Weekdays midday afternoon (noon to 3:00 p.m.)
* Weekdays evening peak (3:00 to 6:00 p.m.)
* Weekdays evenings (after 6:00 p.m.)
* Weekends
* I’d prefer not to say

TC2C Do you use Sound Transit trips other than [RESTORE TYPICAL TRIP]? If so, for what trips?  
[Select all that apply]  
[Do not show primary trip purpose]

* Do not use Sound Transit for any other trips
* To go to/from Work
* To go to/from School/College (as a student)
* To go to/from Airport (for travel or passenger pickup, not for work)
* To go to/from Recreation or social outing
* To go to/from Shopping or errands
* To go to/from Appointments (business, medical, etc.)
* To go to/from Social Service appointments
* Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* I’d prefer not to say

TC3A Do you have a car available that you could have used for this trip?

* Yes
* No
* I’d prefer not to say

TC4A Where do you start your **current typical** trip?

* Home
* Work
* Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* I’d prefer not to say

TC4 How do you typically get [TC4START] to the [STATION / STOP] where you board [TRAIN / BUS] for this trip?  
If you use more than one mode, please select the one covering the longest distance.  
(Pick one)

* Drive alone and park  
  Where do you park?

\* Transit park-and-ride lot or garage

\* On-street

\* Other [Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

* Carpool / vanpool and park  
  Where do you park?

Transit park-and-ride lot or garage

On-street

Other [Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

* Arrive on another bus or train
* What transit service?

Link

Sounder

Sound Transit Bus

King County Metro

Community Transit

Everett Transit

Pierce Transit

Other [Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

* Dropped off at the [STATION / STOP]by family member or friend
* Dropped off at the [STATION / STOP]by Lyft/Uber/Taxi
* Walk

How many blocks do you walk to get to this [STATION / STOP]?

* Roll

How many blocks do you roll to get to this [STATION / STOP]?

* Bicycle

\_\_\_\_\_ Number of miles

* Is the bicycle you use. . .

Your personal bike

A shared bike

Other [Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

I’d prefer not to say

* [IF PERSONAL BICYCLE] Do you. . .

Take your bicycle on-board [SERVICE]

Lock it up to a bike rack

Put it in a bike locker

Other [Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

I’d prefer not to say

Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

I’d prefer not to say

CHO1 To what extent do you agree or disagree with each of the following statements about why you use Sound Transit?

I use Sound Transit because I don't have a car and it is my only means of transport.

I currently have access to a vehicle but use Sound Transit because it is more convenient.

I currently have access to a vehicle but use Sound Transit because it is more economical.

I would use Sound Transit even if I have / were to have a vehicle available for the trips I take using Sound Transit.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Somewhat Disagree | Neither Agree nor Disagree | Somewhat Agree | Agree | Strongly Agree |
| O | O | O | O | O | O | O |

🞏 I don’t know

🞏 I’d prefer not to say

## Foundational Categories

Randomly assign to two groups (Group A, Group B): All will do dependability, safety and cleanliness. Half the sample (Group A) will do availability; the other half (Group B) will do information. All will do customer service (note skip patterns)  
Randomize order in which blocks of questions are shown  
Within each block randomize order of questions

The following questions are about **DEPENDABILITY** of Sound Transit services.

CSS1 Using a grade scale where **A means excellent, C means average, and F means failing**, how would you grade each of the following elements of service on [SERVICE]? *Once you select the letter grade, it will expand, and you may then add a plus or minus for each grade*.

The [TRAIN / BUS] arrives at the [STATION / STOP] where I start my trip at the time expected / scheduled

The [TRAIN / BUS] arrives at the destination on-time

Confidence that I will not miss my [TRAIN / BUS] because it departs earlier than scheduled

Total travel time to get to your destination

For quality control purposes, enter a C grade here

Frequency of service on this route

Service is reliable (minimal delays / disruptions)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D- | D | D+ | C- | C | C+ | B- | B | B+ | A- | A | A+ |
| O | O | O | O | O | O | O | O | O | O | O | O | O |

🞏 Not applicable / I don’t know

🞏 I’d prefer not to say

The following questions are about **AVAILABILITY** or **ACCESS** to Sound Transit services.

CSS2 Using a grade scale where **A means excellent, C means average, and F means failing**, how would you grade each of the following elements of service on [SERVICE]? *Once you select the letter grade, it will expand, and you may then add a plus or minus for each grade.*

Space to stand or sit comfortably on the [TRAIN / BUS]

Distance I travel to my [STATION / STOP]

**[SHOW IF TC4PARKED = 1]** Availability of parking at the park-and-ride lot

Ability for persons with disabilities to access service

Ease of getting on / off [TRAIN / BUS]

Ease of paying fares

Availability of service to where I need / want to go

Frequency of service when I need / want to travel

Availability of service when I need / want to travel

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D- | D | D+ | C- | C | C+ | B- | B | B+ | A- | A | A+ |
| O | O | O | O | O | O | O | O | O | O | O | O | O |

🞏 Not applicable / I don’t know

🞏 I’d prefer not to say

The following questions are about **CLEANLINESS** of Sound Transit services.

CSS3 Using a grade scale where **A means excellent, C means average, and F means failing**, how would you grade each of the following elements of service on [SERVICE]? *Once you select the letter grade, it will expand, and you may then add a plus or minus for each grade.*

Cleanliness of the [TRAIN / BUS] on your typical trip

Cleanliness of the [STATION / STOP] on your typical trip

Facilities at the [STATION / STOP} on your typical trip are well-maintained

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D- | D | D+ | C- | C | C+ | B- | B | B+ | A- | A | A+ |
| O | O | O | O | O | O | O | O | O | O | O | O | O |

🞏 Not applicable / I don’t know

🞏 I’d prefer not to say

The following questions are about **INFORMATION** about Sound Transit services.

CSS4 Using a grade scale where **A means excellent, C means average, and F means failing**, how would you grade each of the following elements of service on [SERVICE]? *Once you select the letter grade, it will expand, and you may then add a plus or minus for each grade.*

Availability of information about your typical trip (including routes, schedules, and travel information)

Availability of information about delays or disruptions while taking a trip

Availability of information about changes to service before changes go into effect

Ease of getting information about riding Sound Transit

Accuracy of information

Timeliness of information

Relevance of information

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D- | D | D+ | C- | C | C+ | B- | B | B+ | A- | A | A+ |
| O | O | O | O | O | O | O | O | O | O | O | O | O |

🞏 Not applicable / I don’t know

🞏 I’d prefer not to say

The following questions are about the **CUSTOMER SERVICE** you receive when riding Sound Transit.

CSS5 Using a grade scale where **A means excellent, C means average, and F means failing**, how would you grade each of the following elements of service on [SERVICE]? *Once you select the letter grade, it will expand, and you may then add a plus or minus for each grade.*

Helpfulness of Sound Transit personnel at stations

Courtesy of Sound Transit personnel at stations

**[SHOW IF SERVICE= 3 (SOUNDER)]** Helpfulness of conductor on the train

**[SHOW IF SERVICE= 3 (SOUNDER)]** Courtesy of conductor on the train

**[SHOW IF SERVICE= 2 (STX)]** Helpfulness of bus driver

**[SHOW IF SERVICE= 2 (STX)]** Courtesy of bus driver

**[SHOW IF SERVICE= 1 (LINK)|| 3 (SOUNDER) || 4 (TACOMA LINK)]** Courtesy of fare enforcement officers

The ability of Sound Transit personnel to provide accurate answers to your questions

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D- | D | D+ | C- | C | C+ | B- | B | B+ | A- | A | A+ |
| O | O | O | O | O | O | O | O | O | O | O | O | O |

🞏 Not applicable / I don’t know

🞏 I’d prefer not to say

The following questions are about your SAFETY when riding or waiting for the [TRAIN / BUS].

CSS6 Using a grade scale where **A means excellent, C means average, and F means failin**g, how would you grade each of the following elements of service on [SERVICE]? *Once you select the letter grade, it will expand, and you may then add a plus or minus for each grade.*

Safe from crime while waiting at [STOP / STATION]

Safe from crime while riding [TRAIN / BUS]

Concerns about safety related to the behavior of others while waiting at the [STATION / STOP]

Concerns about safety related to the behavior of others while riding the [TRAIN / BUS]

Safe operation of the [TRAIN / BUS]

Your personal health

Safe from discrimination

**[SHOW IF TC4PARKED = 1]** Security of your vehicle when parked at park-and-ride lot

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D- | D | D+ | C- | C | C+ | B- | B | B+ | A- | A | A+ |
| O | O | O | O | O | O | O | O | O | O | O | O | O |

🞏 Not applicable / I don’t know

🞏 I’d prefer not to say

CSS3B **[ASK IF LE 8 [B- OR LOWER FOR Safe from crime while waiting at [STOP / STATION]]** You indicated that you have at least some concerns about your personal safety while waiting for the [TRAIN / BUS] at the [STOP / STATION]. Are there specific locations (e.g., stations or stops) where you feel unsafe?

* Yes [Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* No
* I’d prefer not to say

CSS3B **[ASK IF LE 8 [B- OR LOWER FOR Security of your vehicle when parked at park-and-ride lot]** You indicated that you have at least some concerns about the security of your vehicle when it is parked at a park-and-ride lot. Are there specific locations (e.g., stations, transit centers or lots) where you feel unsafe?

* Yes [Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* No
* I’d prefer not to say

CSM5B What could Sound Transit do to improve service on your current typical trip?

* **OPEN-ENDED QUESTION**

## Safety & Security Questions

SAFE1 When riding the system, how often do you see a Fare Enforcement Officer?

* Less than 10% of the time
* At least 10% of the time (one in ten rides)
* More than 10% of the time
* I don't know
* I’d prefer not to say

SAFE1 When you are riding a train or waiting inside the Downtown Seattle Transit tunnel, how often do you see security or law enforcement personnel?

* More than 50% of the time
* Between 30% and 50% of the time
* Between 10% and 30% of the time
* Less than 10% of the time
* I don't know
* I’d prefer not to say

SAFE3 When you are riding a bus or train or waiting at a stop / station outside the Downtown Seattle Transit tunnel, how often do you see security or law enforcement personnel?

* More than 50% of the time
* Between 30% and 50% of the time
* Between 10% and 30% of the time
* Less than 10% of the time
* I don't know
* I’d prefer not to say

SAFE4 In the event of an emergency call 911.  
For other safety or security concerns, do you know how to contact Sound Transit"

* Yes
* No
* I don't know
* I’d prefer not to say

SAFE5A If you had a safety or security concern that is not an immediate emergency, how would you prefer to contact Sound Transit?  
Check all that apply"

* Call Sound Transit Security
* Call Sound Transit Customer Service
* Email Sound Transit Security
* Text Sound Transit Security
* Use a Smartphone app to report concerns
* Other (specify)
* I don't know
* I’d prefer not to say

SAFE5B Of those you selected, which would you most prefer?  
Pick one

* Call Sound Transit Security
* Call Sound Transit Customer Service
* Email Sound Transit Security
* Text Sound Transit Security
* Use a Smartphone app to report concerns
* Other (specify)
* I don't know
* I’d prefer not to say

SAFE6A Are you aware that Sound Transit has a texting option to report safety and security concerns that are not an emergency?

* Yes
* No
* I don't know
* I’d prefer not to say

SAFE6B [IF SAFE6A = YES] Have you ever tried the texting option to report an incident?

* Yes
* No
* I don't know
* I’d prefer not to say

SAFE6C [IF SAFE6A = NO / NOT SURE] At the end of 2017, Sound Transit Security enabled riders to text in incidents to report them instead of emailing or calling. Would you use this capability to report an incident if you saw one?

* Yes
* No
* I don't know
* I’d prefer not to say

## Technology Questions

TECH1 Do you own a cell phone?

* Yes
* No
* I don't know
* I’d prefer not to say

TECH2 Some cell phones are called "smartphones" because of certain features they have. Is your cell phone a smartphone such as an iPhone, Android, Windows phone, or not?

* Yes
* No
* I don't know
* I’d prefer not to say

TECH3 Does your cell phone send / receive text messages?

* Yes
* No
* I don't know
* I’d prefer not to say

TECH4 How often do you use your phone to get information about Sound Transit?

* Frequently
* Sometimes
* Rarely
* Never
* I don't know
* I’d prefer not to say

TECH5 Do you have access to the internet on a . . . (Check all that apply)

* Desktop computer
* Laptop computer
* Cell phone / Smartphone **[DOES NOT SHOW IF ANSWER TO TECH1 EQ NO]**
* Tablet
* Other (specify)
* None of the above / No access to the internet
* I don't know
* I’d prefer not to say

## Demographics

DEM1 Do you identify as. . .

* Male
* Female
* Non-Binary
* I’d prefer to self-describe [Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_}
* I’d prefer not to say

DEM2 Are you . . .

* Less than 19 years of age
* 19 – 24 years of age
* 25 – 34 years of age
* 35 – 49 years of age
* 50 – 64 years of age
* 65 years of age or older
* I’d prefer not to say

DEM10 Which of the following best describes your living situation

* Rent my own apartment/house
* Own my own apartment/house
* With a friend or relative
* Short-term/Temporary Shelter
* Long-term or Permanent Housing Services residence
* Transitional housing or authorized homeless “village”
* Unhoused/Unsheltered
* Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* I’d prefer not to say

DEM4 Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?

* Yes
* No
* I’d prefer not to say

DEM5 Do you identify yourself as. . .  
[Select all that apply}

* American Indian or Alaska Native
* Asian or Asian American
* Black or African American
* Native Hawaiian or Pacific Islander
* White
* Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* I’d prefer not to say

DEM3A Are you. . .   
(Check all that apply)

* Employed full-time
* Employed part-time
* Student (full-time)
* Student (part-time)
* Unemployed and seeking work
* Retired
* Unable to work
* Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* I’d prefer not to say

DEM3B **[IF EMPLOYED OR STUDENT]** Are you currently. . . (Check all that apply)

* Exclusively working from home
* Working at home and outside the home
* Exclusively working outside the home
* Exclusively attending school online
* Attending school online and on campus
* Exclusively attending school on campus
* Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* None of the above
* I’d prefer not to say

DEM6 What languages are regularly spoken in your home?  
[CHECK ALL THAT APPLY]

* English
* Spanish
* Cantonese
* Mandarin
* Korean
* Russian
* Somali
* Tagalog
* Vietnamese
* Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* I’d prefer not to say

DEM6A **[DO NOT ASK IF DEM6 IS ENGLISH IS ONLY LANGUAGE REGULARLY SPOKEN IN HOME]**   
If you speak a language other than English, how well do you speak English?

* Very well
* Well
* Less than well
* Not at all
* Not applicable – I only speak English
* I’d prefer not to say

DEM7A Do you consider yourself to have a disability?

* Yes
* No, I don’t consider myself to have a disability
* I’d prefer not to say

DEM7B **[PROGRAMMING: ASK IF D7B IF D7A = “YES”]** Which accessible features of transit do you use?  
[CHECK ALL THAT APPLY]

* Lift / ramp
* Wheelchair securement
* Priority seating
* Bus lowering / kneeling feature
* Automated stop announcements
* Assistance from operator to board
* Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* None
* I’d prefer not to say

DEM8 Including yourself, how many people currently live in your household?

* One, I live alone
* Two
* Three
* Four
* Five
* Six or more
* I’d prefer not to say

DEM9 Is the approximate total annual family income of all members of your household. . .

* Less than $10,000
* $10,000 to $14,999
* ?$15,000 to $19,999
* ?$20,000 to $24,999
* ?$25,000 to $34,999
* $35,000 to $49,999
* $50,000 to $74,999
* $75,000 to $99,999
* $100,000 to $149,999
* $150,000 to $199,999
* $200,000 or more
* I’d prefer not to say

DEM11 Do you personally have. . .  
[CHECK ALL THAT APPLY]

* A checking account
* A savings account
* A debit card
* A credit card
* None of the above
* I’d prefer not to say

## Conclusions / Invitation to Sounding Board

**[IF DO NOT QUALIFY AS CURRENT RIDER]**Thanks for completing this important Customer Satisfaction Survey. You may now close your browse

**[IF QUALIFY AS CURRENT RIDER]**Thanks for completing this important Customer Satisfaction Survey. You are eligible for a $XX gift card.

In order to receive your gift card, we need a contact email so that we can send you the details. All contact information will be removed from the data file prior to reporting and all responses you have provided will be completely anonymous.

Yes, I would like to receive my $XX gift card

No, I do not wish to receive a gift card

**Want to earn more**? Continue as a Sounding Board member and be a part of the Passenger Experience Improvement Community. As a member, you will help us identify ways to improve the system and shape the future of Sound Transit as we continue to expand the system and add new services.

Sounding Board members will be asked to regularly participate (typically once a month) in different online research activities to get their insights into what will make riding Sound Transit more dependable, available, safe and clean, and how to get customers the information they need, when they need it.

As a Sounding Board member, you will receive five points for each activity completed with quality responses. Each point is worth $1.00. As you complete an activity, you accumulate points. In addition, each month all active Sounding Board members will be entered into a drawing; five Sounding Board members will be eligible to receive an additional 50 points. Once you have accumulated at least 10 points, you can request a gift card.

* To continue as a Sounding Board Community member, check here
* If you wish to opt out of this community, check here

**If YES TO gift card and YES to future research:**   
Thank you for joining Sounding Board. Please provide me with your email so that you can be formally invited to the community. You will be redirected to the community platform.

This email address will also be used to receive your gift card for completing this survey.

Your email address will not be tied to your responses. If you have any questions, contact the Sounding Board community manager, Nathan Wiggin at: nathan@comengage.us or 206.705.8018.

**If NO gift card and YES to future research:**  
Thank you for joining Sounding Board. Please provide me with your email so that you can be formally invited to the community. You will be redirected to the community platform.

Your email address will not be tied to your responses. If you have any questions, contact the Sounding Board community manager, Nathan Wiggin at: nathan@comengage.us or 206.705.8018.

**If YES to gift card and NO to future research:**  
Thank you for completing this survey. Please provide your email address so that we can send your gift card to you.

Your email address will not be tied to your responses. If you have any questions, contact Nathan Wiggin at: nathan@comengage.us or 206.705.8018.

**If NO to gift card AND NO to future research**  
Thank you for taking some of your valuable time to complete this important survey. You may now close your browser.