# Sound Transit Fall 2021 Customer Satisfaction Survey Updated Questionnaire—09/27/2021 2021

## 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 1,000 **current riders** who complete this survey **may** be eligible for a $5 gift card.

This survey should take about 15 minutes to complete. Your individual responses will be kept strictly confidential.

AlreadyCompletedWeb Before we begin, have you completed any other survey on your recent experiences riding Sound Transit between October 15, 2021 and November 21, 2021?

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

## General Travel

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

ZIP What is your hope zip code?

\_\_\_\_\_ ENTER ZIP CODE

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 DEMOGRAPHICS. 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

TC1EA2 Which 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

TCCEA3.1 **[ASK IF USE STX Express Bus Most Often]** Which Sound Transit Express Bus route do you ride most often?  
**Show Drop-Down Menu listing ST routes**

* Other
* I’d prefer not to say

TCCEA3.2 **[ASK IF USE Link Most Often]** Which Link Stations do you use most often?  
**Show Drop-Down Menu listing Link Stations**

* Other
* I’d prefer not to say

TCCEA3.3 **[ASK IF USE Tacoma Link Most Often]** Which Tacoma Link Stations do you use most often?  
**Show Drop-Down Menu listing Tacoma Link Stations**

* Other
* I’d prefer not to say

TCCEA3.4 **[ASK IF USE Sounder South Most Often]** Which Sounder stations do you use most often?  
**Show Drop-Down Menu listing Sounder South Stations**

* Other
* I’d prefer not to say

TCCEA3.5 **[ASK IF USE Sounder North Most Often]** Which Sounder stations do you use most often?  
**Show Drop-Down Menu listing Sounder North Stations**

* Other
* I’d prefer not to say

TC3A Which of the following best describes your access to a vehicle (motorcycle, car, truck) for the trips you take on Sound Transit?

* I have no access to a vehicle
* I sometimes have access to a vehicle but not for all of my Sound Transit trips
* I have access to a vehicle that I could use for all of my Sound Transit trips
* Other [please specify]
* I’d prefer not to say

## 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

TC4A **[IF HAVE A VEHICLE]** In the past 3 months, have you parked at a park-and-ride (P&R) lot or transit center to ride Sound Transit?

* Yes
* No
* I don't know
* 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?

**[IF TC3A = 2 OR 3 [LIMITED OR FULL VEHICLE ACCESS]]** I have a car but use Sound Transit as my primary means of transport.

I use Sound Transit because it is more convenient than driving.

I use Sound Transit because it is more affordable than driving.

**[IF TC3A = 1 OR 2 [NO OR LIMITED VEHICLE ACCESS]]** I would use Sound Transit even if I had a vehicle.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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

## 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 Minus | D | D Plus | C Minus | C | C Plus | B Minus | B | B Plus | A Minus | A | A Plus |
| 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 your expectations?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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

## 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. If a situation doesn’t apply to you, please select “n/a.”

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 on-time

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

I am able to make my connections because the [TRAIN / BUS] that I am transferring to does not leave early

The total travel time to get to your destination is reasonable

For quality control purposes, enter a C grade here

Service is reliable —that is, there are minimal delays / disruptions on the trips I take

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D Minus | D | D Plus | C Minus | C | C Plus | B Minus | B | B Plus | A Minus | A | A Plus |
| 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 **AVAILABILITY** of Sound Transit services. If a situation doesn’t apply to you, please select “n/a.”

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.*

There is adequate space to stand or sit comfortably on the [TRAIN / BUS]

The distance I travel to my [STATION / STOP] is reasonable

**[SHOW IF TC4A = 1 [PARKED AT P&R OR TRANSIT CENTER]** There is adequateparking at available the park-and-ride lot or transit center

Service is available where I need / want to go

There is adequate frequency of service when I need / want to travel

Service is available at the times of day when I need / want to travel

Service is available on the days of the week when I need / want to travel

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D Minus | D | D Plus | C Minus | C | C Plus | B Minus | B | B Plus | A Minus | A | A Plus |
| 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 **ACCESS** to Sound Transit services. If a situation doesn’t apply to you, please select “n/a.”

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.*

Persons with disabilities are able to access service

Ease of getting on / off [TRAIN / BUS]

Ease of paying fares

Persons traveling with luggage, strollers, children, etc. are able to access service

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D Minus | D | D Plus | C Minus | C | C Plus | B Minus | B | B Plus | A Minus | A | A Plus |
| 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 and MAINTENANCE** of Sound Transit services. If a situation doesn’t apply to you, please select “n/a.”

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.*

Vehicles are clean

Vehicles are free of graffiti or vandalism

Stations and stops are clean

Stations are free of graffiti or vandalism

Facilities (i.e., benches, railings, elevators, escalators, restrooms) at the [STATION / STOP] are well-maintained

Equipment (i.e., ORCA readers, ticket vending machines) at the [STATION / STOP] are well-maintained.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D Minus | D | D Plus | C Minus | C | C Plus | B Minus | B | B Plus | A Minus | A | A Plus |
| 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. If a situation doesn’t apply to you, please select “n/a.”

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.*

It is easy to find information about trips you want to take (including routes, schedules, and travel information)

It is easy to find information about delays or disruptions while taking a trip

It is easy to find information about planned changes to service before changes go into effect

The information I get about service changes or delays is accurate

The information I get about delays or disruptions while taking a trip is timely

The information I get about planned changes to service before changes go into effect is timely

All of the information I need to plan my trips is available

Availability of information about changes to service before the Northgate Link Extension opened

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D Minus | D | D Plus | C Minus | C | C Plus | B Minus | B | B Plus | A Minus | A | A Plus |
| 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 **PASSENGER CARE** you receive when riding Sound Transit. If a situation doesn’t apply to you, please select “n/a.”

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 passenger care agents when you call or email Sound Transit

**[SHOW IF SERVICE= 1 (LINK)|| 3 (SOUNDER) || 4 (TACOMA LINK)]** Courtesy of Sound Transit personnel (security, station agents) at stations

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

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

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

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D Minus | D | D Plus | C Minus | C | C Plus | B Minus | B | B Plus | A Minus | A | A Plus |
| 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]. If a situation doesn’t apply to you, please select “n/a.”

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 or being harassed while waiting at the [STATION / STOP]

Safe from crime or being harassed while riding the [TRAIN / BUS]

Safe operation of the [TRAIN / BUS]

Pedestrian and bicycle safety while getting to or from station, stop, or parking lot

Pedestrian and bicycle safety while waiting on station platforms

Your personal health and safety

Safe from discrimination

Safe from harassment or discrimination by Sound Transit security personnel

Safe from harassment or discrimination by King County Sheriff’s Office deputies

**[SHOW IF TC4A = 1 [PARKED AT P&R OR TRANSIT CENTER]** Security of your vehicle when parked at park-and-ride lot

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **F – Failing** | **D** | | | **C – Average** | | | **B** | | | **A – Excellent** | | |
| F | D Minus | D | D Plus | C Minus | C | C Plus | B Minus | B | B Plus | A Minus | A | A Plus |
| 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 MINUS 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

## Safety & Security Questions

SAFE2 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 use the Downtown Seattle Transit tunnel
* 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

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

## Technology Questions

INFO 1 Sound Transit provides many different types of information. Please indicate how important each of the following types of information are for you personally.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Not  Necessary at All | Nice to Have but Not Necessary | Somewhat Essential | Essential | I prefer not to say |
| INFO1.1 | Information / notifications about delays or disruptions that will affect the trip you are about to take | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| INFO1.2 | Information / notifications about delays or disruptions that will affect the trip you’re currently riding | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| INFO1.3 | Information / notification about planned changes to routes or schedules before they take effect | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| INFO1.4 | Route information – i.e., which routes will take you where you need to go | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| INFO1.5 | Schedule information – i.e., what time the train or bus is scheduled to leave and how long it will take | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| INFO1.6 | General information about riding (e.g., fares, fare payment, or other information about how to ride) | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |

INFO2.1 **[ASKIF INFO1.1 OR INFO1.2 >1]** How do you prefer to receive information from Sound Transit about **delays or disruptions** will affect the trip you are about to take or currently taking?  
Check all that apply

* Text message from Sound Transit
* Email from Sound Transit
* Sound Transit website
* Sound Transit social media channels (Twitter, Facebook, Instagram)
* Third-party app such as Puget Sound Trip Planner, Google Maps or OneBusAway
* ~~Ride the Wave Guide~~
* On-board / station signage, map, or pamphlet
* On-board / station verbal announcement
* Calling Sound Transit customer service
* Sound Transit customer support staff in stations
* Other {Please specify}
* I don’t need this information

INFO2.2 **[ASKIF INFO1.3 >1]** How do you prefer to receive information from Sound Transit about **planned changes** to routes or schedules before they take effect?  
Check all that apply

* Text message from Sound Transit
* Email from Sound Transit
* Sound Transit website
* Sound Transit social media channels (Twitter, Facebook, Instagram)
* Third-party app such as Puget Sound Trip Planner, Google Maps or OneBusAway
* Ride the Wave Guide
* On-board / station signage, map, or pamphlet
* On-board / station verbal announcement
* Calling Sound Transit customer service
* Sound Transit customer support staff in stations
* Other {Please specify}
* I don’t need this information

INFO2.3 **[ASKIF INFO1.4 OR INFO1.5 >1]** How do you prefer to receive information from Sound Transit on **trip planning** (e.g., which routes will take you where you need to go, what time the train or bus is scheduled to leave, and how long it will take)?  
  
Check all that apply

* Text message from Sound Transit
* Email from Sound Transit
* Sound Transit website
* Sound Transit social media channels (Twitter, Facebook, Instagram)
* Third-party app such as Puget Sound Trip Planner, Google Maps or OneBusAway
* Ride the Wave Guide
* ~~On-board / station signage, map, or pamphlet~~
* ~~On-board / station verbal announcement~~
* Calling Sound Transit customer service
* Sound Transit customer support staff in stations
* Other {Please specify}
* I don’t need this information

INFO2.4 **[ASKIF INFO1.6 >1]** How do you prefer to receive **general information about riding** (e.g., fares, fare payment, or other information about how to ride) from Sound Transit?  
Check all that apply

* Text message from Sound Transit
* Email from Sound Transit
* Sound Transit website
* Sound Transit social media channels (Twitter, Facebook, Instagram)
* Third-party app such as Puget Sound Trip Planner, Google Maps or OneBusAway
* ~~Ride the Wave Guide~~
* ~~On-board / station signage, map, or pamphlet~~
* On-board / station verbal announcement
* Calling Sound Transit customer service
* Sound Transit customer support staff in stations
* Other {Please specify}
* I don’t need this information
* I don’t need this information

TECH6 Would you say that you usually try new products before others do?

* Never
* Sometimes
* Often
* Always

## Demographics

Now we’d like to ask you some questions about yourself. This information will help us ensure that we’ve heard from inclusive mix of passengers. Your answers are kept strictly confidential and are only used to help us group your answers with other respondents to the survey so we can better understand how different groups of people feel about our services.

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

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 / rotate order)

* 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

## 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 hundred points for each activity completed with quality responses, which is worth $5. Once you have accumulated at least 500 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.

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.

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.