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 1. Express (Bus) 2. Sounder Rail 3. Tacoma Link Light Rail 4. Central Link Light Rail
3. RECORD ROUTE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ RECORD TIME IN 24 HR (1PM = 1300, 5PM = 1700) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Did you have a car available that you could have used for this trip? 1. Yes **(SKIP TO Q6)** 2. No **(ASK Q5)**
5. Have you sold a car or chosen not to buy a car because you prefer public transit? 1. Yes 2. No
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? **(READ IF NECESSARY) A B C D F DK**
7. What are your reasons for that grade?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What could Sound Transit do to improve the grade you gave?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How did you get to the Light Rail Station? By…[READ OPTIONS] (ANY OTHERS? WRITE IN ORDER OF USE) FIRST:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SECOND:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ THIRD:\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Driving alone 2. Bus (Enter #: Example M 15, ST 550) 3. Sounder Train 4. Light Rail/Link 5. Ferry

6. Carpool/Van pool 7. Getting dropped off/picked up 8. Walking 9. Bike 10. VanShare

11. Paratransit 12. Shuttle 98. (Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

1. For this trip, are you 1. Coming from home 2. Going Home 3. Neither
2. How many minutes does it typically take to get from your home to the first transit stop you usually use?\_\_\_\_\_\_\_\_\_\_\_\_Minutes
3. How will you get to your final destination? By (OTHERS? IN ORDER OF USE) 1st:\_\_\_\_\_\_\_\_\_\_\_\_ 2nd:\_\_\_\_\_\_\_\_\_\_\_\_\_ 3rd:\_\_\_\_\_\_

1. Driving alone 2. Bus (Enter #: Example M 15, ST 550) 3. Sounder Train 4. Light Rail/Link 5. Ferry

6. Carpool/Van pool 7. Getting dropped off/picked up 8. Walking 9. Bike 10. VanShare

11. Paratransit 12. Shuttle 98. (Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

1. In an average seven day week, how many days do you take this trip, or do you ride less than once a week? And how many of those are weekdays and weekends? Weekdays: \_\_\_\_\_\_\_\_\_\_\_ Weekends: \_\_\_\_\_\_\_\_ 0. Less than Once a Week
2. What are the main reasons you use Light Rail instead of getting to your destination some other way? Anything else? (WRITE IN ORDER OF USE) FIRST:\_\_\_\_\_\_\_\_\_ SECOND:\_\_\_\_\_\_\_\_\_\_ THIRD:\_\_\_\_\_\_\_

01. (no car) 02. (cheaper) 03. (more convenient) 04. (reduces traffic)

05. (helps environment) 06. (faster) 07. (no parking) 08. (work/school pays) 09. (more relaxing)

10 . (less stressful) 11. (Gas prices) 98. (Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) 99. (Don’t know)

1. How long have you been a Sound Transit Light Rail Rider?

(IF more than 1 year, # of years)\_\_\_\_\_\_\_\_\_(IF 1 YEAR OR Less, # of months)\_\_\_\_\_\_\_\_\_

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

1. Before you started riding light railhow did you usually make this trip, did you drive or take transit?

1. Drove 2. Took transit 3. (Didn’t make this trip) 4. Something else \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What are the main reasons you started riding Light Rail?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**(RESUME ASKING EVERYONE)**

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

1. Strongly Agree 2. Somewhat Agree 3. Somewhat Disagree 4. Strongly Disagree 99. (Don’t Know)

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

**A B C D F DK/NA/Not sure**

4. Using the same scale, how would you grade the job the train operator is doing?

**A B C D F DK/NA/Not sure**

1. How would you grade the physical condition of the Light Rail stations?

**A B C D F DK/NA/Not sure**

2. How would you grade your satisfaction with the total time it takes you to travel to your destination on Light Rail?  
    **A B C D F DK/NA/Not sure**
3. How would you grade the on time performance Light Rail?

**A B C D F DK/NA/Not sure**

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

1. Gotten better 2. Gotten worse 3. Haven’t noticed a change 4. (Don’t Know)

1. How well do you understand light rail’s schedule, would you say you understand it**…**

1. Very Well 2. Somewhat well 3. or Not very well 4. (Don’t Know)

1. And is it very easy, somewhat easy, somewhat difficult, or very difficult to pay your fare on light rail?

1. Very easy 2. Somewhat easy 3. Somewhat difficult 4. Very difficult 5. (Don’t Know)

1. Would you say public announcements in the station are…

1. Very helpful 2. Sometimes helpful 3. Not helpful 4. Don’t Use them 5. (Don’t Know)

1. Would you say the electronic message boards mounted in the station are…

1. Very helpful 2. Sometimes helpful 3. Not helpful 4. Don’t Use them 5. (Don’t Know)

1. How often do you see a fare inspector while riding light rail? Is it…

1. Every trip 2. Most trips 3. Some trips 4. Never 5. (Don’t Know/Not Sure)

1. How would you rate your safety when waiting at a stop for Light Rail? Would you say

1. I have no concerns for my safety 2. I occasionally have concerns for my safety

3. I am regularly concerned about my safety 4. (Don’t Know)

1. And how would you rate the safety of the ride on light rail? Is it…?

1. Very Safe 2. Mostly Safe 3. Mostly Unsafe 4. Very Unsafe 5. (Don’t Know)

2. How do you normally pay for your fare on this route?

1. Cash 2. Orca Card 3. Flexpass/UPass/Go Pass 4. Bus Ticket 5. Ticket Vending Machine  
6. Regional Reduced Fare Permit 98. (Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

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

1. Do you load your Orca Card with cash, use it as a monthly pass, or both? 1. Cash 2. Pass 3. Both 4. (Not Sure)
2. 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 2 3 4 5 DK/Not Sure
3. Would you say the ORCA system charges you the correct fare…

1. Every Time 2. Most Times 3. Some of the time 4. Almost Never 5. (Don’t Know)

1. **(RESUME ASKING EVERYONE)** Do you subscribe to Sound Transit’s rider alerts? 1. Yes 2. No
2. Do you use Paratransit? 1. Yes 2. No
3. Where do you usually get information about schedules and routes? Is it…

1. The internet 2. A printed schedule 3. On board or at a station 4. Customer service phone line 99. (Don’t Know)

1. Do you use your cell phone to access schedules on the web? 1. Yes 2. No **(GO TO Q47)**
2. Do you visit Sound Transit’s web site for schedules on your cell phone or do you use a different source?

1. Sound Transit 2. Different source: What source?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **(GO TO 47)**

1. How would you rate Sound Transit’s web site for schedules on your cell phone? 1. Excellent 2. Good 3. Only Fair 4. Poor
2. And for statistical purposes, could you please tell me your age? \_\_\_\_\_\_\_\_\_\_**(READ IF NEEDED, WRITE IN # AND CIRCLE)**

00. <18 01. 18-24 02. 25-29 03. 30-34 04. 35-39 05. 40-44 06. 45-49

07. 50-54 08. 55-59 09. 60-64 10. 65+ 11. (Refused)

1. What race would you classify yourself as?  
   01. White/Caucasian 02. Black/Afr. American 03. Asian 04. Native Hawaiian/Pacific Islander

05. American Indian/Alaska Native 06. Hispanic/Latino 07. Multiple Races 08. Other 99. (Refused)

1. What is your home zip code? 98\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Do you have any additional comments?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. As a current Sound Transit rider, your opinions are very important in helping us improve service. Would it be okay if we contacted you for participation in future research projects? This information will be used for research purposes only.

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CITY:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ZIP:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PHONE OR EMAIL:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Gender **(RECORD FROM OBSERVATION)** 1. Male 2. Female