

# Questionnaire A - Page 1

1. On which route are/were you traveling when you received this survey?  
Please enter the route number. \_\_\_\_\_

2. Please check the box for the closest neighborhood to where you started this trip today and where you are traveling to today.  
The list is in alphabetical order.

	Started Today	Traveling To
Ballard	<input type="checkbox"/>	<input type="checkbox"/>
Bellevue Downtown	<input type="checkbox"/>	<input type="checkbox"/>
Bellevue	<input type="checkbox"/>	<input type="checkbox"/>
Bothell	<input type="checkbox"/>	<input type="checkbox"/>
Capitol Hill	<input type="checkbox"/>	<input type="checkbox"/>
Crossroads	<input type="checkbox"/>	<input type="checkbox"/>
Downtown Seattle core	<input type="checkbox"/>	<input type="checkbox"/>
Denny Regrade	<input type="checkbox"/>	<input type="checkbox"/>
Duwamish	<input type="checkbox"/>	<input type="checkbox"/>
Eastgate	<input type="checkbox"/>	<input type="checkbox"/>
First Hill	<input type="checkbox"/>	<input type="checkbox"/>
Fremont	<input type="checkbox"/>	<input type="checkbox"/>
International District	<input type="checkbox"/>	<input type="checkbox"/>
Issaquah	<input type="checkbox"/>	<input type="checkbox"/>
Kenmore	<input type="checkbox"/>	<input type="checkbox"/>
Kirkland	<input type="checkbox"/>	<input type="checkbox"/>
Newcastle	<input type="checkbox"/>	<input type="checkbox"/>
Newport Hills	<input type="checkbox"/>	<input type="checkbox"/>
North Seattle	<input type="checkbox"/>	<input type="checkbox"/>
Northgate	<input type="checkbox"/>	<input type="checkbox"/>
Overlake	<input type="checkbox"/>	<input type="checkbox"/>
Pioneer Square	<input type="checkbox"/>	<input type="checkbox"/>
Queen Anne	<input type="checkbox"/>	<input type="checkbox"/>
Redmond	<input type="checkbox"/>	<input type="checkbox"/>
Renton	<input type="checkbox"/>	<input type="checkbox"/>
SeaTac	<input type="checkbox"/>	<input type="checkbox"/>
Shoreline	<input type="checkbox"/>	<input type="checkbox"/>
SODO	<input type="checkbox"/>	<input type="checkbox"/>
South Lake Union	<input type="checkbox"/>	<input type="checkbox"/>
South Center	<input type="checkbox"/>	<input type="checkbox"/>
South Seattle	<input type="checkbox"/>	<input type="checkbox"/>
Tukwila	<input type="checkbox"/>	<input type="checkbox"/>
University District	<input type="checkbox"/>	<input type="checkbox"/>
University Village	<input type="checkbox"/>	<input type="checkbox"/>
Woodinville	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please write in box):	<input type="checkbox"/>	<input type="checkbox"/>

3. What is the primary purpose of this trip today?

☐ Work      ☐ Personal business  
☐ School      ☐ Social/entertainment  
☐ Shopping      ☐ Medical appointment  
☐ Other (please specify): \_\_\_\_\_

4. What is your MAIN reason for using the bus? Please check ONE only.

☐ Save time      ☐ More convenient than car  
☐ Avoid traffic      ☐ Parking limited/expensive at destination  
☐ Save money      ☐ Other (please specify): \_\_\_\_\_  
☐ Don't drive/no car

5. Tolling on SR 520 started on December 29, 2011. Did you start riding this bus...?

☐ Before tolling started  
☐ After tolling started

6. Did the tolls on SR 520 influence you to take this bus?

☐ Yes  
☐ No

7. How long have you been riding this bus route?

☐ First time riding, skip to Q9      ☐ 1 to 5 years  
☐ Less than 6 months      ☐ More than 5 years  
☐ 6 months to 1 year

8. IF NOT FIRST TIME RIDING: Approximately how many days a week do you ride this bus route?

☐ 4-5 days per week      ☐ Less than one day per week  
☐ 1-3 days per week      ☐ Very infrequently

9. How did you make this trip before you began riding this bus route?

☐ Always made the trip by bus      ☐ Rode another bus  
☐ Drove alone      ☐ Other (please specify): \_\_\_\_\_  
☐ Carpooled

10. Did you have an automobile available for this trip?

☐ Yes      ☐ No

11. Did you get on this bus at a ...

☐ Bus stop  
☐ Transit center  
☐ Park & Ride

12. How did you get to the stop location where you caught this bus? Please check ONE only.

☐ Walked      ☐ Dropped off by car  
☐ Drove alone and parked      ☐ Transferred from another transit service  
☐ Drove with others and parked      Please record route # transferred from : \_\_\_\_\_  
☐ Other (please specify): \_\_\_\_\_

13. Does the bus stop where you caught this bus include a sign with real time bus arrival information?

☐ Yes → Go to Q14.  
☐ No → Skip to Q16.

14. IF YOU ANSWERED YES TO Q13: How easy is the information to understand?

Please circle the number that best reflects your opinion.			
Very easy	Somewhat easy	Somewhat difficult	Very difficult
4	3	2	1

15. IF YOU ANSWERED YES TO Q13: How useful is the information provided?

Please circle the number that best reflects your opinion.			
Very useful	Somewhat useful	Not very useful	Not at all useful
4	3	2	1

16. How do you normally pay for your bus fare?

☐ Cash  
☐ Metro tickets  
☐ ORCA Card      ☐ e-purse  
☐ Pass  
☐ UPass  
☐ Other (please specify): \_\_\_\_\_

17. Does your employer/school pay some or all of a bus pass for you?

☐ Yes      ☐ No      ☐ Not employed / Not a student

18. How would you rate each of the following aspects of service on this bus route?

Please circle the number that best reflects your opinion.						
	Very Good	Good	Fair	Poor	Very Poor	Don't Know
On time performance	5	4	3	2	1	0
Travel time	5	4	3	2	1	0
Hours of service (How long buses run)	5	4	3	2	1	0
Frequency of service (How often buses run)	5	4	3	2	1	0
Wait time at station/stop	5	4	3	2	1	0
Value of service for the price	5	4	3	2	1	0
Availability of seats	5	4	3	2	1	0
Parking availability at the Park and Ride lots	5	4	3	2	1	0
Your ability to connect with other transit service	5	4	3	2	1	0
Your overall satisfaction with this bus service	5	4	3	2	1	0
Overall satisfaction with Metro	5	4	3	2	1	0

PLEASE TURN PAGE FOR MORE QUESTIONS.

# Questionnaire A - Page 2

19. IF YOU STARTED RIDING BEFORE TOLLING BEGAN: How does your average travel time on this bus now compare to before tolls began on SR 520?

- ☐ About the same      ☐ Slower by 
  
☐ Faster by      ☐ 30 minutes or more
   
☐ 30 minutes or more      ☐ 15 to 29 minutes
   
☐ 15 to 29 minutes      ☐ 5 to 14 minutes
   
☐ 5 to 14 minutes      ☐ 1 to 4 minutes
   
☐ 1 to 4 minutes

20. Since tolling started on December 29, 2011, would you say traffic on SR 520 is...?

- ☐ Less congested
   
☐ More congested
   
☐ About the same

21. Please indicate whether you agree/disagree with the following statements.

Please circle the number that best reflects your opinion.							
	Strongly agree	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree	Strongly Disagree
Overall, tolling on SR 520 has improved my travel in the region	7	6	5	4	3	2	1
Tolling on SR 520 has been a good thing for the Seattle/Lake Washington region.	7	6	5	4	3	2	1
Variable tolls on SR 520 are unfair to people with limited incomes. (The SR 520 tolls change by time of day to manage traffic congestion.)	7	6	5	4	3	2	1

22. Are you:

- ☐ Male    ☐ Female

23. What is your age?

- ☐ Under 18    ☐ 35-44    ☐ 55-64
   
☐ 18-24    ☐ 45-54    ☐ 65 or over
   
☐ 25-34

24. Are you of Hispanic or Latino origin?

- ☐ Yes    ☐ No

25. Which best describes your racial or ethnic background?

- ☐ African American/Black      ☐ Caucasian/White
   
☐ American Indian or Alaskan Native    ☐ Other (please specify): \_\_\_\_\_
   
☐ Asian

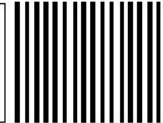
26. Approximately what was your household's total income last year?

- ☐ Less than \$10,000    ☐ \$50,000 to \$74,999    ☐ \$200,000 to \$249,999
   
☐ \$10,000 to \$24,999    ☐ \$75,000 to \$99,999    ☐ \$250,000 or more
   
☐ \$25,000 to \$34,999    ☐ \$100,000 to \$149,999    ☐ Prefer not to answer
   
☐ \$35,000 to \$49,999    ☐ \$150,000 to \$199,999

THANK YOU FOR YOUR HELP. PLEASE RETURN COMPLETED QUESTIONNAIRE TO SURVEYOR OR DROP IT IN ANY MAILBOX POSTAGE FREE.

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Research and Management Information

King County

Department of Transportation

201 South Jackson Street, M.S. KSC-TR-0412

Seattle, WA 98104-3856



## SR 520

## Rider Survey

We need your help with evaluating bus service that crosses over the SR520 bridge. Please complete this questionnaire to let us know how we are doing and how we can improve service on this route.

Return your completed survey to the survey worker or drop it in any mailbox – postage free within 5 days.

**IF YOU HAVE ALREADY COMPLETED A SURVEY, PLEASE RETURN THIS TO THE SURVEY WORKER.**

Thank you very much for your help.

**King County METRO**

We'll Get You There

# Questionnaire B - Page 1

1. On which route are/were you traveling when you received this survey?  
Please enter the route number. \_\_\_\_\_

2. Please check the box for the closest neighborhood to where you started this trip today and where you are traveling to today.  
The list is in alphabetical order.

	Started Today	Traveling To
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Issaquah	<input type="checkbox"/>	<input type="checkbox"/>
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Newport Hills	<input type="checkbox"/>	<input type="checkbox"/>
North Seattle	<input type="checkbox"/>	<input type="checkbox"/>
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Overlake	<input type="checkbox"/>	<input type="checkbox"/>
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Queen Anne	<input type="checkbox"/>	<input type="checkbox"/>
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3. What is the primary purpose of this trip today?

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4. What is your MAIN reason for using the bus? Please check ONE only.

☐ Save time                      ☐ More convenient than car  
☐ Avoid traffic                ☐ Parking limited/expensive at destination  
☐ Save money                ☐ Other (please specify): \_\_\_\_\_  
☐ Don't drive/no car

5. Tolling on SR 520 started on December 29, 2011. Did you start riding this bus...?

☐ Before tolling started  
☐ After tolling started

6. Did the tolls on SR 520 influence you to take this bus?

☐ Yes  
☐ No

7. How long have you been riding this bus route?

☐ First time riding, skip to Q9                      ☐ 1 to 5 years  
☐ Less than 6 months                                  ☐ More than 5 years  
☐ 6 months to 1 year

8. IF NOT FIRST TIME RIDING: Approximately how many days a week do you ride this bus route?

☐ 4-5 days per week                      ☐ Less than one day per week  
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☐ Always made the trip by bus                      ☐ Rode another bus  
☐ Drove alone    ☐ Other (please specify): \_\_\_\_\_  
☐ Carpoled

10. Did you have an automobile available for this trip?

☐ Yes                      ☐ No

11. Did you get on this bus at a ...

☐ Bus stop  
☐ Transit center  
☐ Park & Ride

12. How did you get to the stop location where you caught this bus? Please check ONE only.

☐ Walked    ☐ Dropped off by car  
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Value of service for the price	5	4	3	2	1	0
Availability of seats	5	4	3	2	1	0
Parking availability at the Park and Ride lots	5	4	3	2	1	0
Your ability to connect with other transit service	5	4	3	2	1	0
Your overall satisfaction with this bus service	5	4	3	2	1	0
Overall satisfaction with Sound Transit	5	4	3	2	1	0

PLEASE TURN PAGE FOR MORE QUESTIONS.



# Questionnaire B – Page 2

19. **IF YOU STARTED RIDING BEFORE TOLLING BEGAN:** How does your average travel time on this bus now compare to before tolls began on SR 520?

- ☐ About the same      ☐ Slower by  $\frac{1}{2}$   
☐ Faster by  $\frac{1}{2}$       ☐ 30 minutes or more  
☐ 30 minutes or more      ☐ 15 to 29 minutes  
☐ 15 to 29 minutes      ☐ 5 to 14 minutes  
☐ 5 to 14 minutes      ☐ 1 to 4 minutes  
☐ 1 to 4 minutes

20. Since tolling started on December 29, 2011, would you say traffic on SR 520 is...?

- ☐ Less congested  
☐ More congested  
☐ About the same

21. Please indicate whether you agree/disagree with the following statements.

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22. Are you:

- ☐ Male      ☐ Female

23. What is your age?

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☐ 18-24      ☐ 45-54      ☐ 65 or over  
☐ 25-34

24. Are you of Hispanic or Latino origin?

- ☐ Yes      ☐ No

25. Which best describes your racial or ethnic background?

- ☐ African American/Black      ☐ Caucasian/White  
☐ American Indian or Alaskan Native      ☐ Other (please specify): \_\_\_\_\_  
☐ Asian

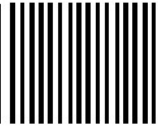
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☐ \$10,000 to \$24,999      ☐ \$75,000 to \$99,999      ☐ \$250,000 or more  
☐ \$25,000 to \$34,999      ☐ \$100,000 to \$149,999      ☐ Prefer not to answer  
☐ \$35,000 to \$49,999      ☐ \$150,000 to \$199,999

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## SR 520

## Rider Survey

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Thank you very much for your help.

