

## Appendix—2011 Metro Rider / Nonrider Questionnaire

### NOTATIONS

- Everything written in questions and response categories that are in standard upper / lowercase type are read as written to the respondent.
- Response categories in upper case type only are not read to the respondent.
- Text in [ALLCAPS SURROUNDED BY BRACKETS] are interviewer and CATI programming instructions, not read to respondents
- (Response options in parenthesis) are read to respondents as necessary
- Response options in ***bold italics*** are post-coded responses created from open-end or other-specify questions

### INTRODUCTION

DIMNET Hello, this \_\_\_\_\_ from ORC International calling on behalf of King County Metro Transit. We are conducting a county-wide planning study for Metro Transit and would like to include the opinions of your household.

### INTROBASE [BASE SAMPLE TYPE 2 (BASE), 4 (LOW-INCOME), 5 (PRE-TEST)]

Hello, this is \_\_\_\_\_ from ORC International calling on behalf of King County Metro Transit. We are conducting a county-wide planning study for Metro Transit and would like to include the opinions of your household.

The information will be used to help improve the region's transportation system. This study is being conducted for research purposes only, and this call may be monitored or recorded for quality control purposes. Let me assure you that this is not a sales call and everything you say will be kept strictly confidential.

[AS NEEDED: This survey will provide important planning data that will help King County Metro improve the region's transportation system, so your participation is very important. This survey will last approximately 10 to 15 minutes.]

[PROBE ALL FINAL REFUSALS: Please, it would be really helpful if I could ask you just a couple of quick questions from the survey.”]

- 1 RESPONDENT AVAILABLE CONTINUE
- 2 SPANISH SPEAKING HH
- 3 OTHER LANGUAGE SPEAKING HH
- 4 IMMEDIATE/SOFT REFUSAL – CALLBACK TO REFUSAL CONVERT
- 5 FINAL REFUSAL – MINI SURVEY (REFUSAL)

**INTRO RIDER [RIDER SAMPLE TYPE 3]**

Hello, this is \_\_\_\_\_ from ORC International calling on behalf of King County Metro Transit. We are conducting a county-wide planning study for Metro Transit and would like to include the opinions of your household.

The information will be used to help improve the region's transportation system. This study is being conducted for research purposes only, and this call may be monitored and/or recorded for quality control purposes. Let me assure you that this is not a sales call and everything you say will be kept strictly confidential.

For this survey I would like to speak with a member of this household who is 16 years of age and older and has ridden on the King County Metro Transit System, including the South Lake Union Street Car, **5 or more times** in the last 30 days, Would that be you or someone else in your household? **[ASK TO SPEAK TO RIDER]** IF NO REGULAR RIDER, THEN SAY: I have just a couple questions for you then?

[AS NEEDED: This survey will provide important planning data that will help King County Metro improve the region's transportation system, so your participation is very important. This survey will last approximately 10 to 15 minutes.]

[IF RIDER UNAVAILABLE, SCHEDULE CALL-BACK]

- 1 REGULAR RIDER AVAILABLE
- 2 SPANISH SPEAKING HH
- 3 OTHER LANGUAGE SPEAKING HH
- 4 NO REGULAR RIDER IN THE HOUSEHOLD – **ASK SCR1, SCR1A, SCR1B, SCR2, SCR3, SCR4A/B, SCR5A/B, SCR9A, SCR9B, SCR10, THEN NQ NON-RIDER**
- 5 IMMEDIATE/SOFT REFUSAL – CALLBACK TO REFUSAL CONVERT
- 6 FINAL REFUSAL – MINI SURVEY (REFUSAL)

**INTRO CELL [CELL SAMPLE TYPE 1]**

Hello, this is \_\_\_\_\_ from ORC International calling on behalf of King County Metro Transit. We are conducting a county-wide planning study for Metro Transit and would like to include the opinions of your household.

The information will be used to help improve the region's transportation system. This study is being conducted for research purposes only, and this call may be monitored and/or recorded for quality control purposes. Let me assure you that this is not a sales call and everything you say will be kept strictly confidential.

First of all, are you currently driving? IF YES: When is a more convenient time to call you back?

For this survey I would like to speak with someone who is 16 years of age and older? Would that be you?

[AS NEEDED: This survey will provide important planning data that will help King County Metro improve the region's transportation system, so your participation is very important. This survey will last approximately 10 to 15 minutes.]

- 1 CONTINUE – NOT DRIVING
- 2 SPANISH SPEAKING HH
- 3 OTHER LANGUAGE SPEAKING HH
- 4 NO ONE 16 YEARS OF AGE OR OLDER– NQ AGE
- 5 IMMEDIATE/SOFT REFUSAL – [CALLBACK TO REFUSAL CONVERT]
- 6 FINAL REFUSAL – MINI SURVEY [REFUSAL]

**MINI SURVEY**  
**[FOR FINAL REFUSALS WHO WILL ANSWER A FEW QUESTIONS]**

REF It would be really helpful if I could just ask you a couple of quick questions from the survey

REF1 First, are you a resident of King County?

- 1 YES
- 2 NO [SKIP TO THANK2]
- 8 DON'T KNOW [SKIP TO THANK8]
- 9 REFUSED [SKIP TO THANK8]

REF2 Including yourself, how many people in your household, age 16 or over, have taken at least 5 one-way rides on a Metro bus or the South Lake Union Street Car in the last 30 days?

A round trip counts as two rides, and do not count rides entirely within the downtown Seattle Ride Free Area.

[AS NEEDED] The Ride Free Area extends from the north at Battery St. to S. Jackson St. on the south, and east at I-5 to the waterfront on the west. Riders do not pay a fare when riding within this area between 6 a.m. and 7 p.m. daily.]

- \_\_\_\_\_ ENTER NUMBER OF RIDERS IN HOUSEHOLD [IF 0, 9 SKIP TO REF6]
- 8 8 OR MORE
  - 9 DK / REF

REF3 [IF REF2 GE 1 AND REF2 LE 8] In the last 30 days, how many one-way rides have **you personally** taken on a Metro bus or the South Lake Union Streetcar?

[IF NECESSARY: The Ride Free Area extends from the north at Battery St. to S. Jackson St. on the south, and east at I-5 to the waterfront on the west. Riders do not pay a fare when riding within this area between 6 a.m. and 7 p.m. daily.]

- 1 YES, 5 OR MORE RIDES (Metro) - RIDER [SKIP TO REF6]
- 2 YES, 5 OR MORE RIDES (Streetcar) – RIDER [SKIP TO REF6]
- 3 NO, 1 TO 4 RIDES (Metro) - INFREQUENT RIDER [SKIP TO REF6]
- 4 NO, 1 TO 4 RIDES (Streetcar) - INFREQUENT RIDER [SKIP TO REF6]
- 5 NO, 0 RIDES / NEVER RIDE (Metro) - NONRIDER [SKIP TO REF6]
- 6 NO, 0 RIDES / NEVER RIDE (SLUSC) - NONRIDER [SKIP TO REF6]
- 9 DK / REF

REF4 [IF REF3 = 9] Would that be more than 4 rides?

- 1 YES, 5 OR MORE RIDES (Metro) - RIDER
- 2 YES, 5 OR MORE RIDES (Streetcar) – RIDER
- 3 NO, 1 TO 4 RIDES (Metro) - INFREQUENT RIDER
- 4 NO, 1 TO 4 RIDES (Streetcar) - INFREQUENT RIDER
- 5 NO, 0 RIDES / NEVER RIDE (Metro) - NONRIDER
- 6 NO, 0 RIDES / NEVER RIDE (SLUSC) - NONRIDER
- 9 DK / REF [SKIP TO THANK8]

- REF6 [LANDLINE SAMPLE] To verify, is your home zip code [RECALL ZIP CODE FROM SAMPLE]?
- 1 YES
  - 2 NO
  - 9 DK/REF [SKIP TO THANK8]
- REF7 [IF REF6 = 2 OR CELLPHONE SAMPLE] What is your correct zip code?
- \_\_\_\_\_ ENTER CORRECT ZIP CODE
- 99999 DON'T KNOW [SKIP TO THANK8]
- REF9 Including yourself, how many people in your household are 16 and older?
- \_\_\_\_\_ ENTER NUMBER OF PERSONS IN HOUSEHOLD
- 8 8 OR MORE
  - 9 DON'T KNOW / REFUSED [SKIP TO THANK8]
- REF13 [IF RIDESTAT = 1] You do qualify for the study we are conducting, and the input of people like yourself is very valuable. The information you give will be used to improve your area's transit system. We would really like to continue the rest of the survey with you. It should only take about 15 minutes.
- 1 YES, WILL PARTICIPATE NOW [SKIP TO SCR1]
  - 2 YES, WILL PARTICIPATE LATER [SKIP TO THANK3]
  - 3 NO, WILL NOT PARTICIPATE FURTHER [SKIP TO THANK5]

<b>SCREENER</b>
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- SCR1 [SKIP IF REF1=1] First, are you a resident of King County?
- 1 YES
  - 2 NO [SKIP TO THANK2]
  - 8 DON'T KNOW [SKIP TO THANK8]
  - 9 REFUSED [SKIP TO THANK8]
- SCR1A [SKIP IF REF13=1] Including yourself, how many live in your household who are 16 years of age or older?
- \_\_\_\_\_ ENTER NUMBER OF PERSONS 16+ IN HOUSEHOLD
- 8 8 OR MORE
  - 9 DON'T KNOW / REFUSED [SKIP TO THANK8]
- SCR1B [IF SCR1A=1 OR REF9=1] Just to confirm, you are the only resident in your household 16 or older?
- 1 YES –SKIP TO SCR4
  - 2 NO [RETURN TO SCR1A AND REASK]
  - 8 DON'T KNOW [SKIP TO THANK8]
  - 9 REFUSED [SKIP TO THANK8]

SCR2 [IF SCR1A GT 1 OR REF9>1] Including yourself, how many people in your household, age 16 years of age or older, have taken at least 1, one-way ride on a **Metro Bus** or the South Lake Union Street Car in the last 30 days?

Do not count rides taken entirely within the downtown Seattle Ride Free Area.

A round trip counts as two one-way rides. A trip where you had to transfer counts as one ride

[IF NECESSARY: The Ride Free Area extends from the north at Battery St. to S. Jackson St. on the south, and east at I-5 to the waterfront on the west. Riders do not pay a fare when riding within this area between 6 a.m. and 7 p.m. daily.]

- \_\_\_\_\_ ENTER NUMBER OF RIDERS IN HOUSEHOLD  
 8 OR MORE  
 9 DON'T KNOW / REFUSED [SKIP TO THANK8]

[PROGRAMMING NOTE: IF "INTRO RIDER" = 2 (I.E. NONRIDER IN THE RIDER SAMPLE), THEN SKIP SCR3 AND AUTO INSERT SCR3=0 SINCE SAME QUESTION WAS ASKED IN "INTRO RIDER"]

SCR3 [IF SCR2 GT 0 AND SCR1A GT 1 SKIP IF REF13=1 OR REF13=2] Including yourself, how many people in your household, age 16 years of age or older, have taken at least 5 one-way rides on a **Metro Bus** or the **South Lake Union Street Car** in the last 30 days?

[IF NECESSARY: Do not count rides taken entirely within the downtown Seattle Ride Free Area.

[IF NECESSARY: A round trip counts as two one-way rides. A trip where you had to transfer counts as one ride.

[IF NECESSARY: The Ride Free Area extends from the north at Battery St. to S. Jackson St. on the south, and east at I-5 to the waterfront on the west. Riders do not pay a fare when riding within this area between 6 a.m. and 7 p.m. daily.]

- \_\_\_\_\_ ENTER NUMBER OF REGULAR RIDERS IN HOUSEHOLD  
 8 8 OR MORE  
 9 DON'T KNOW / REFUSED

SCR3A [IF REGULAR RIDER>1] To obtain a representative sample of all riders in the area, I need to speak to the male rider in your household who is 16 years of age and older who has taken at least 5 one-way rides on a **Metro Bus** or the **South Lake Union Street Car** in the last 30 days  
 Would that be you?

[INTERVIEWING NOTE: IF MALE UNAVAILABLE, SCHEDULE CALL-BACK; IF NO MALE IN THE HOUSEHOLD, ASK FOR YOUNGEST FEMALE]

- 1 CONTINUE WITH CURRENT RESPONDENT  
 2 NEW RESPONDENT AVAILABLE [SKIP TO SCR3D]  
 3 NEW RESPONDENT NOT AVAILABLE [SCHEDULE CALLBACK]

- SCR3B [IF INFREQUENT RIDER>1] To obtain a representative sample of all people in the area, I need to speak to the male in your household who is 16 years of age and older who has taken at least 1, one-way ride on a **Metro Bus** or the **South Lake Union Street Car** in the last 30 days? Would that be you?
- [INTERVIEWING NOTE: IF MALE UNAVAILABLE, SCHEDULE CALL-BACK; IF NO MALE IN THE HOUSEHOLD, ASK FOR YOUNGEST FEMALE]
- 1 CONTINUE WITH CURRENT RESPONDENT
  - 2 NEW RESPONDENT AVAILABLE [SKIP TO SCR3D]
  - 3 NEW RESPONDENT NOT AVAILABLE [SCHEDULE CALLBACK]
- SCR3C [IF NONRIDER HH] To obtain a representative sample of all people in the area, I need to speak to the [male/youngest] person in your household who is 16 years of age and older. Would that be you?
- [INTERVIEWING NOTE: IF MALE UNAVAILABLE, SCHEDULE CALL-BACK; IF NO MALE IN THE HOUSEHOLD, ASK FOR YOUNGEST FEMALE]
- 1 CONTINUE WITH CURRENT RESPONDENT
  - 2 NEW RESPONDENT AVAILABLE [SKIP TO SCR3D]
  - 3 NEW RESPONDENT NOT AVAILABLE [SCHEDULE CALLBACK]
- SCR3D [CALLBACK INTRO] Hello, this is \_\_\_\_\_ from ORC International calling on behalf of King County Metro Transit. We are conducting a county-wide planning study for Metro Transit and would like to include the opinions of your household.)
- SCR4A [SKIP IF REF13=1 OR REF13=2 OR SCR2=0] Thinking about the last 30 days, how many **one-way rides** have **you** taken on a **Metro bus** , not counting rides entirely within the downtown Seattle Ride Free Area?
- A round trip counts as two one-way rides. A trip where you had to transfer counts as one ride.
- [IF NECESSARY: The Ride Free Area extends from the north at Battery St. to S. Jackson St. on the south, and east at I-5 to the waterfront on the west. Riders do not pay a fare when riding within this area between 6 a.m. and 7 p.m. daily.]
- \_\_\_\_\_ ENTER NUMBER OF RIDES
- 97 97 OR MORE
  - 98 DON'T KNOW
  - 99 REFUSED
- SCR5A [IF SCR4 GE 98 SKIP IF REF13=1 OR REF13=2] Would that be more than 4 rides on a Metro Bus?
- 1 YES, 5 OR MORE RIDES - RIDER [SKIP TO SCR8A]
  - 2 NO, 1 TO 4 RIDES - INFREQUENT RIDER
  - 3 NO, 0 RIDES / NEVER RIDE - NONRIDER
  - 9 DON'T KNOW / REFUSED

SCR4B [SKIP IF REF13=1 OR REF13=2 OR SCR2=0] Thinking about the last 30 days, how many **one-way rides** have **you** taken on the **South Lake Union Street Car**?

A round trip counts as two one-way rides. A trip where you had to transfer counts as one ride.

- \_\_\_\_\_ ENTER NUMBER OF STREETCAR RIDES
- 97 97 OR MORE
  - 98 DON'T KNOW
  - 99 REFUSED

**SUM OF METRO RIDES AND SOUTH LAKE UNION STREET CAR RIDES USED TO DETERMINE RIDER STATUS.**

SCR5B [IF SCR4B GE 98 SKIP IF REF13=1 OR REF13=2] Would that be more than 4 rides on the South Lake Union Street Car?

- 1 YES, 5 OR MORE RIDES (SLUSC) – RIDER
- 2 NO, 1 TO 4 RIDES (SLUSC) - INFREQUENT RIDER
- 3 NO, 0 RIDES / NEVER RIDE (SLUSC) - NONRIDER
- 9 DK / REF [SKIP TO THANK8]

USE BUS AND STREETCAR TO DETERMINE RIDER STATUS.  
CREATE VARIABLE = RIDERMODE:

- 1 BUS ONLY
- 2 STREETCAR ONLY
- 3 BOTH BUS AND STREETCAR]

SCR6 [IF SCR3 GE 1 AND [(SCR4 LT 5) OR (SCR5 = 2 OR 3) SKIP IF REF13=1 OR REF13=2] Is the member in your household who has taken at least 5 one-way rides on Metro **or** the South Lake Union Street Car in the last 30 days available at this time to complete a survey?

- 1 YES, AVAILABLE
- 2 NO, NOT AVAILABLE FOR STUDY DURATION, CONTINUE [SKIP TO SCR8A]
- 3 NO, NOT AVAILABLE NOW [ARRANGE CALLBACK - CRTL-END]

SCR8A [ASK IF RIDESTAT = 1 OR 2] What bus routes do you take most often? [ACCEPT UP TO 3 ROUTES] [AS NEEDED: Include all routes including Metro, Sound Transit, Pierce Transit, and Community Transit.]  
[PROBE: The one(s) you use most often.]

- 1 ROUTE 1 [SPECIFY NUMBER OR NAME]
- 2 ROUTE 2 [SPECIFY NUMBER OR NAME]
- 3 ROUTE 3 [SPECIFY NUMBER OR NAME]
- 4 NONE/STREETCAR ONLY
- 9 DON'T KNOW / REFUSED

CREATE VARIABLE = RIDESTAT

- 1 **REGULAR RIDER** – IF REF3<=2 OR REF4<=2 OR (SUM OF SCR4A+SCR4B>=5) OR (SCR5A=1 OR SCR5B=1) OR (SUM OF SCR7A1+SCR7A2>=5) OR (SCR7B1=1 OR SCR7B2=1)
- 2 **INFREQUENT RIDER** - IF REF3=3 OR 4 OR REF4=3 OR 4 OR (SUM OF SCR4A+SCR4B=1-4) OR (SCR5A=2 OR SCR5B=2) OR (SUM OF SCR7A1+SCR7A2=1-4) OR (SCR7B1=2 OR SCR7B2=2).
- 3 **NONRIDER** – IF REF3=5 OR 6 OR REF4=5 OR 6 OR SCR2=0 OR SCR3=0 OR (SUM OF SCR4A+SCR4B=0) OR (SCR5A=3 AND SCR5B=3) OR (SCR7B1=3 AND SCR7B2=3)

IF CANNOT DETERMINE HOUSEHOLD RIDER STATUS, SKIP TO THANK8

SCR9A [SKIP IF REF13=1 OR REF13=2 AND LANDLINE SAMPLE] To verify, is your home zip code [RECALL ZIP CODE FROM SAMPLE]?

- 1 YES
- 2 NO
- 9 DK/REF [SKIP TO THANK8]

SCR9B [IF SCR9A = 2 OR CELLPHONE SAMPLE] What is your correct zip code?

- \_\_\_\_\_ ENTER CORRECT ZIP CODE  
99999 DON'T KNOW [SKIP TO THANK8]

CREATE VARIABLE = ZONE (DEFINED BY ZIP CODE)

Seattle / North King (1)	South King (2)	East King (3)
98101 98102 98103 98104 98105 98106 98107 98108 98109 98112 98115 98116	98001 98002 98003 98010 98022 98023 98025 98030 98031 98032 98035 98038	98004 98005 98006 98007 98008 98009 98011 98014 98015 98019 98024
98117 98118 98119 98121 98122 98124 98125 98126 98133 98134 98136 98144	98042 98045 98047 98051 98054 98055 98056 98057 98058 98059 98062 98063 98064	98027 98028 98029 98033 98034 98039 98040 98041 98050 98052 98053 98065
98145 98154 98155 98160 98164 98177 98181 98185 98191 98195 98199	98070 98071 98092 98093 98138 98146 98148 98158 98166 98168 98178 98188 98198 98354	98072 98074 98075 98077 98083 98224 98288

CREATE VARIABLE = RIDEAREA

- 1 RIDER – SEATTLE/NORTH KING (RIDESTAT = 1 AND ZONE = 1)
- 2 INFREQUENT RIDER/NONRIDER – SEATTLE / NORTH KING (RIDESTAT GE 2 AND ZONE = 1)
- 3 RIDER – SOUTH KING (RIDESTAT = 1 AND ZONE = 2)
- 4 INFREQUENT RIDER/NONRIDER – SOUTH KING (RIDESTAT GE 2 AND ZONE = 2)
- 5 RIDER – EAST KING (RIDESTAT = 1 AND ZONE = 3)
- 6 INFREQUENT RIDER/NONRIDER – EAST KING (RIDESTAT GE 2 AND ZONE = 3)



- SCR10 ENTER GENDER OF RESPONDENT [VERIFY IF NEEDED BY ASKING:] This may sound silly, but I'm required to ask. Are you...
- 1 MALE
  - 2 FEMALE
- EMO2 To ensure this study is representative can I get your age?
- AGE
  - 99 REFUSED
- DEMO2A [ASK IF: DEMO2 = 99] Would that be....
- 1 16-17
  - 2 18-19
  - 3 20-24
  - 4 25-34
  - 5 35-44
  - 6 45-54
  - 7 55-64
  - 8 65 or Older
  - 9 REFUSED
- DEMO5 [ASK IF SAMP\_TYPE=4] Is your total annual household income above or below \$35,000 per year?
- [INTERVIEWER NOTE: If they say they make exactly \$35,000 choose above \$35,000 per year – Option 2]
- 1 BELOW \$35,000 PER YEAR
  - 2 ABOVE \$35,000 PER YEAR [SKIP TO DEMO5B]
  - 8 DK - PROBE FOR BEST ESTIMATE [SCREENER REFUSAL]
  - 9 REFUSED [SCREENER REFUSAL]
- TELUSE2 [ASK IF CELL PHONE SAMPLE] In addition to your cell phone, is there at least one telephone line inside your home that is currently working and is not a cell phone? Do not include telephones only used for business or telephones only used for computers or fax machines.
- 1 YES
  - 2 NO [CELL PHONE ONLY]
  - 8 DON'T KNOW/NOT SURE [SCREENER REFUSAL]
  - 9 REFUSED [SCREENER REFUSAL]
- TELUSE3 [ASK IF TELUSE2 = 1] Of all the telephone calls that you receive, are. . .
- [READ LIST. RECORD ONE ANSWER]
- 1 All or almost all calls received on a cell phone [CELL PHONE PRIMARILY]
  - 2 Some received on a cell phone and some on a regular landline phone [EQUAL USER]
  - 3 Very few or none received on a cell phone [LANDLINE PRIMARILY]
  - 8 DON'T KNOW/NOT SURE [EQUAL USER]
  - 9 REFUSED [SCREENER REFUSAL]

TERMINATE CELL PHONE SAMPLE IF LANDLINE PRIMARILY (TELUSE3=3)

CREATE VARIABLE = PHONEUSE

- 1 CELL PHONE ONLY (TELUSE2 = 2)
- 2 CELL PHONE PRIMARILY (TELUSE3 = 1)
- 3 BOTH EQUALLY (TELUSE3 = 2 OR 8)
- 4 LANDLINE PRIMARILY (TELUSE3 = 3)
- 5 LANDLINE ONLY (TELUSE1 = 2)

<b>GENERAL RIDERSHIP – ALL RESPONDENTS</b>
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GEN1 Were you living in King County one year ago?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

GEN2 Are you currently... [ACCEPT MULTIPLE RESPONSES]  
[IF A STUDENT ONLY, PROBE: Do you also work?]

[IF A WORK ONLY, PROBE: Do you also attend classes?]

- 1 Employed/Self-Employed, [ASK GEN2A]
- 2 A student, [ASK GEN2B]
- 3 A homemaker, [COMMUTER = 3]
- 4 Retired, or [COMMUTER = 3]
- 5 Currently not employed? [COMMUTER = 3]
- 6 OTHER [SPECIFY] [SKIP TO Q3]
- 7 DISABLED [COMMUTER = 3]
- 8 DON'T KNOW [COMMUTER = 3]
- 9 REFUSED [COMMUTER = 3]

GEN2A [IF GEN2=1] Are you employed...

- 1 Full-time,
- 2 Part-time,
- 3 Or are you self-employed?
- 8 DON'T KNOW
- 9 REFUSED

GEN2B [IF GEN2=2] Are you a...

- 1 A full-time student or
- 2 A part-time student?
- 8 DON'T KNOW
- 9 REFUSED

GEN2C [IF EMPLOYED AND A STUDENT (GEN2=1 AND GEN2=2)] Which do you consider to be your primary activity?

- 1 Employed
- 2 A student
- 8 DON'T KNOW
- 9 REFUSED

GEN3 [IF GEN2 EQ 1 OR GEN2C EQ 1] How many days a week do you [work]?  
[IF GEN2 EQ 2 OR GEN2C EQ 2] How many days a week do you [attend school]?

PROGRAMMER NOTE: IF GEN2C = 8 OR 9 (DK OR REF):

ASK "WORK" QUESTION IF EMPLOYED F/T (GEN2A=1 OR 3) AND SCHOOL P/T (GEN2B=2, 8, OR 9)

ASK "SCHOOL" QUESTION IF EMPLOYED P/T (GEN2A = 2, 8, OR 9) AND SCHOOL F/T (GEN2B=1)

IF EQUAL OR UNDETERMINED, THEN ASK "WORK" QUESTION

\_\_\_\_\_ ENTER NUMBER OF DAYS

- 0 [COMMUTER = 3]
- 8 DON'T KNOW
- 9 REFUSED

GEN4 [IF GEN3 > 0 AND (GEN2 EQ 1 OR GEN2C EQ 1)] How many days a week do you travel to work, that is, **you work outside your home?**  
[IF GEN3 > 0 AND (GEN2 EQ 2 OR GEN2C EQ 2)] How many days a week do you travel to school, that is, **you attend class outside your home?**

\_\_\_\_\_ ENTER NUMBER OF DAYS

- 0 TELEWORK / ALWAYS WORK FROM HOME [COMMUTER = 3]
- 8 DON'T KNOW [COMMUTER =3]
- 9 REFUSED [COMMUTER = 3]

CREATE VARIABLE = COMMUTER

3-7 DAYS/WEEK WORK [COMMUTER = 1]

3-7 DAYS/WEEK SCHOOL [COMMUTER = 2]

0-2 DAYS/WEEK WORK [COMMUTER = 3]

0-2 DAYS/WEEK SCHOOL [COMMUTER = 3]

TELEWORK / ALWAYS WORK FROM HOME [COMMUTER = 3]

DON'T KNOW [COMMUTER =3]

REFUSED [COMMUTER = 3]

GEN5 [IF GEN4 GE 1 AND (GEN2 EQ 1 OR GEN2C EQ 1)] Of the [RESTORE ANSWER TO GEN4] days that you travel to work, how many days do you take a Metro bus or the South Lake Union Streetcar as part of that commute?

[IF GEN4 GE 1 AND (GEN2 EQ 2 OR GEN2C EQ 1)] Of the [RESTORE ANSWER TO GEN4] days that you travel to school, how many days do you take a Metro bus or the South Lake Union Street as part of that commute?

\_\_\_\_\_ ENTER NUMBER OF DAYS

- 8 DON'T KNOW
- 9 REFUSED

**METRO RIDERSHIP – ALL RIDERS / INFREQUENT RIDERS**  
**[ASK IF RIDESTAT = 1 OR 2; OTHERWISE SKIP TO NON2]**

MET1A [ASKIF: RIDERMODE= 1 OR 3] Did you start riding the **bus** after September of 2010?

- 1 YES - AFTER
- 2 NO - BEFORE
- 9 DON'T KNOW / REFUSED

MET1 [ASKIF: RIDERMODE= 1 OR 3] How long have you been riding Metro **buses**? [READ LIST IF NECESSARY] [SHOW RESPONSES BASED ON ANSWER TO MET1A]

- 1 (Less than 3 Months)
- 2 (3 to 6 Months)
- 3 (6 Months to 9 Months)
- 4 (9 Months to 1 Year)
- 5 (1 to 2 Years)
- 6 (3 to 5 years)
- 7 (5 Years or More)
- 9 DON'T KNOW / REFUSED

MET1B SO TO CONFIRM, YOU STARTED RIDING [ASKIF MET1A=1 (AFTER SEPT) AND MET1=6 OR 7 (3 OR MORE)] **BEFORE** / [ASKIF MET1A=2 (BEFORE SEPT) AND MET1<6 (1 TO 2 YRS OR LESS)] **AFTER** SEPTEMBER 2010?"

- 1 AFTER SEPTEMBER 2010
- 2 BEFORE SEPTEMBER 2010
- 9 DON'T KNOW / REFUSED

MET4 [ASKIF: RIDERMODE= 1 OR 3] To what extent do you use the **bus** to get around? Would you say you use **the bus** for...

- 1 All of your transportation needs,
- 2 Most of your transportation needs
- 3 Some of your transportation needs, or
- 4 Very little of your transportation needs?
- 8 DON'T KNOW
- 9 REFUSED

MET5 [ASKIF: RIDERMODE= 1 OR 3] When you ride **the bus**, what is the primary purpose of the trip you take most often?  
 [IF RESPONDENT SAYS TO GET / GO DOWNTOWN PROBE: What is the purpose of the trip you take to Downtown? / What do you do Downtown?]

- 1 TO/FROM WORK / **BUSINESS / COMMUTING**
- 2 TO/FROM SCHOOL
- 3 TO/FROM VOLUNTEERING
- 4 SHOPPING / ERRANDS
- 5 APPOINTMENTS / DOCTOR VISITS

- 6 FUN / RECREATION / SOCIAL / **VISIT FRIENDS & FAMILY / SPORTING EVENTS**
- 7 SPECIAL EVENTS (SEAFAIR, BUMBERSHOOT SHUTTLES)
- 8 JURY DUTY
- 9 DOWNTOWN
- 10 AIRPORT
- 11 OTHER [SPECIFY]
- 98 DON'T KNOW / NO SINGLE PRIMARY PURPOSE
- 99 REFUSED

MET6 [ASKIF: RIDERMODE= 1 OR 3] During which of the following time periods do you ride **the bus**? Do you ride ... [READ LIST AND WAIT FOR YES/NO RESPONSE]

- 1 YES
- 2 NO
- 9 DON'T KNOW/REFUSED

AA Weekday mornings before 6am

A Weekday mornings between 6:00 and 9:00 a.m.?

B Weekdays between 9:00 a.m. and 3:00 p.m.?

C Weekday afternoons between 3:00 and 6:00 p.m.?

D Weekday evenings between 6:00 and 7:00 p.m.?

E Weekday evenings after 7:00 p.m.?

F Any time on Saturday?

G Any time on Sunday?

MET1A1 [ASKIF: RIDER MODE= 2 OR 3] Did you start riding the **South Lake Union Streetcar** after September of 2010?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

MET1\_1 [ASKIF: RIDER MODE= 2 OR 3] How long have you been riding the **South Lake Union Streetcar**? [READ LIST IF NECESSARY] [SHOW RESPONSES BASED ON ANSWER TO MET1A1]

- 1 (Less than 3 Months)
- 2 (3 to 6 Months)
- 3 (6 Months to 9 Months)
- 4 (9 Months to 1 Year)
- 5 (1 to 2 Years)
- 6 (3 Years or More)
- 9 DON'T KNOW / REFUSED

MET1A1B SO TO CONFIRM, YOU STARTED RIDING [ASKIF MET1A1=1 (AFTER SEPT) AND MET1=6 (3 OR MORE)] **BEFORE** / [ASKIF MET1A1=2 (BEFORE SEPT) AND MET1<6 (1 TO 2 YRS OR LESS)] **AFTER** SEPTEMBER 2010?"

- 1 AFTER SEPTEMBER 2010
- 2 BEFORE SEPTEMBER 2010
- 9 DON'T KNOW / REFUSED

MET4A [ASKIF: RIDERMODE= 2 OR 3] To what extent do you use the **streetcar** to get around? Would you say you use it for...

- 1 All of your transportation needs,
- 2 Most of your transportation needs
- 3 Some of your transportation needs, or
- 4 Very little of your transportation needs?
- 8 DON'T KNOW
- 9 REFUSED

MET5A [ASKIF: RIDER MODE= 2 OR 3] When you ride the **streetcar**, what is the primary purpose of the trip you take most often?  
[IF RESPONDENT SAYS TO GET / GO DOWNTOWN PROBE: What is the purpose of the trip you take to Downtown? / What do you do Downtown?]

- 1 TO/FROM WORK / **BUSINESS / COMMUTING**
- 2 TO/FROM SCHOOL
- 3 TO/FROM VOLUNTEERING
- 4 SHOPPING / ERRANDS
- 5 APPOINTMENTS / DOCTOR VISITS
- 6 FUN / RECREATION / SOCIAL / **VISIT FRIENDS & FAMILY / SPORTING EVENTS**
- 7 SPECIAL EVENTS (SEAFAIR, BUMBERSHOOT SHUTTLES)
- 8 JURY DUTY
- 9 DOWNTOWN
- 10 AIRPORT
- 11 OTHER [SPECIFY]
- 98 DON'T KNOW / NO SINGLE PRIMARY PURPOSE
- 99 REFUSED

MET6A [ASKIF: RIDER MODE= 2 OR 3] During which of the following time periods do you ride the **Streetcar**? Do you ride ... [READ LIST AND WAIT FOR YES/NO RESPONSE]

- 1 YES
- 2 NO
- 9 DON'T KNOW/REFUSED

AA Weekday mornings before 6am

A Weekday mornings between 6:00 and 9:00 a.m.?

B Weekdays between 9:00 a.m. and 3:00 p.m.?

C Weekday afternoons between 3:00 and 6:00 p.m.?

D Weekday evenings between 6:00 and 7:00 p.m.?

E Weekday evenings after 7:00 p.m.?

F Any time on Saturday?

G Any time on Sunday?

MET7 How many transfers do you usually make when you use the **bus or Streetcar** for your primary trip?

\_\_\_\_ ENTER NUMBER OF TRANSFERS  
8 VARIES DEPENDING ON THE BUS I TAKE  
9 DON'T KNOW / REFUSED

METAA [IF MET7 EQ 1 AND LT 9] [READ LIST AND CHECK ALL THAT APPLY]

IF RIDERMODE =1		IF RIDERMODE =2		IF RIDERMODE =3	
[QUESTION TEXT] Does your typical trip involve a transfer between a <b>Metro bus</b> and...		[QUESTION TEXT] Does your typical trip involve a transfer between the <b>streetcar</b> and...		[QUESTION TEXT] Does your typical trip involve a transfer between...	
1	Another Metro bus	1	(FILTER OUT)	1	A Metro bus and another Metro bus
2	(FILTER OUT)	2	A Metro bus	2	A Metro bus and the streetcar
3	LINK Light Rail	3	LINK Light Rail	3	A Metro bus or the streetcar and LINK Light Rail
4	a Sound Transit bus	4	a Sound Transit bus	4	A Metro bus or the streetcar and a Sound Transit bus
5	Sounder Train	5	Sounder Train	5	A Metro bus or the streetcar and Sounder Train
6	Pierce Transit	6	Pierce Transit	6	A Metro bus or the streetcar and Pierce Transit
8	Community Transit	8	Community Transit	8	A Metro bus or the streetcar and Community Transit
10	WATER TAXI/PASSENGER-ONLY FERRY (DO NOT READ)	10	WATER TAXI/PASSENGER-ONLY FERRY (DO NOT READ)	10	A METRO BUS OR THE STREETCAR AND WATER TAXI/PASSENGER-ONLY FERRY (DO NOT READ)
7	OTHER [SPECIFY:_____]	7	OTHER [SPECIFY:_____]	7	OTHER [SPECIFY:_____]
9	DON'T KNOW/REFUSED	9	DON'T KNOW/REFUSED	9	DON'T KNOW/REFUSED

MET7A [IF MET7 EQ 1 AND LT 9] How many minutes do you usually wait for a **bus or Streetcar** when you transfer?

\_\_\_\_ RECORD MINUTES  
666 OVER ONE HOUR  
888 DON'T KNOW  
999 REFUSED

MET7B [IF MET7 GT 1 AND LT 9] How many minutes do you usually wait for your longest transfer?

- \_\_\_ RECORD MINUTES
- 666 OVER ONE HOUR
- 888 DON'T KNOW
- 999 REFUSED

<b>USUAL BUS TRAVEL - ALL RIDERS / INFREQUENT RIDERS -- [RIDESTAT = 1 OR 2]</b>
---

BUS1 [ASKIF: RIDERMODE = 1 OR 3] Do your **bus** trips usually cross the Seattle City limits, that is, are they two-zone trips?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

BUS2 How do you usually get from your home to your **bus** or **streetcar** stop?  
[PROBE FOR ONE RESPONSE]

- 1 WALK TO A STOP NEAR MY HOME
- 2 COMES TO MY DOOR
- 3 DRIVE TO A PARK AND RIDE / TRANSIT CENTER
- 4 DRIVE AND PARK NEAR A STOP
- 5 BIKE
- 6 DROPPED OFF
- 7 TRAIN
- 8 FERRY
- 9 OTHER [SPECIFY:\_\_\_\_\_]
- 10 DON'T TAKE A BUS FROM HOME
- 11 **CARPPOOL**
- 88 DON'T KNOW
- 99 REFUSED

MET9 Do you **ever** get on or off within the downtown Seattle transit tunnel?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED



<b>ENVIRONMENTAL IMPACT - ALL RIDERS / INFREQUENT RIDERS</b> <b>[RIDE STAT = 1 OR 2]</b>
---

ENV1 If public transportation were not available for the trip(s) you usually take, how would you make that trip? [READ IF NECESSARY]

- 1 DRIVE ALONE
- 2 TAXI
- 3 WALK
- 4 BICYCLE
- 5 SOMEONE WOULD DRIVE ME
- 6 I WOULD NOT MAKE THIS TRIP
- 7 CARPOOL/RIDE WITH SOMEONE ELSE MAKING THIS TRIP
- 8 HAVE SOMEONE DRIVE ME WHO WOULDN'T MAKE THIS TRIP OTHERWISE
- 9 CHANGE LOCATION OF RESIDENCE/WORK
- 77 OTHER [SPECIFY:\_\_\_\_]
- 99 DON'T KNOW/REFUSED

ENV3 Do you have a car or other motorized vehicle that you could have used to make your primary trip?

- 1 YES
- 2 NO
- 99 DON'T KNOW/REFUSED

ENV2 If public transportation were not available, would your household change the number of vehicles it owns?

- 1 YES—WOULD PURCHASE AT LEAST ONE VEHICLE
- 2 NO—WOULD NOT CHANGE THE NUMBER OF VEHICLES
- 99 DON'T KNOW/REFUSED

### NON-RIDERS – [RIDE STAT EQ 3]

NON2 When was the last time you rode a **Metro bus** or the **South Lake Union Streetcar**? Was it...

- 1 Within the past 6 months
- 2 Six months to one year ago
- 3 Between 1 and 5 years ago, or
- 4 More than 5 years ago?
- 5 NEVER
- 9 DON'T KNOW/REFUSED

NON2A [IF NON2 LE3] When you rode the bus or streetcar, what was the primary purpose of the trip you took most often?

- 1 TO/FROM WORK
- 2 TO/FROM SCHOOL
- 3 TO/FROM VOLUNTEERING
- 4 SHOPPING / ERRANDS
- 5 APPOINTMENTS
- 6 FUN / RECREATION / SOCIAL
- 7 SPECIAL EVENTS (SPORTS, SEAFAIR, BUMBERSHOOT SHUTTLES)
- 8 JURY DUTY
- 9 DOWNTOWN
- 10 AIRPORT
- 11 OTHER [SPECIFY:\_\_\_\_\_]
- 98 DON'T KNOW / NO SINGLE PRIMARY PURPOSE
- 99 REFUSED

NON3 [IF NON2 EQ 1, 2, OR 3] What is the main reason you don't ride the bus or streetcar?

[IF: "I have a car / Car is convenient", PROBE: "Why is it more convenient?"]

[IF: "Problems with Schedule/Routing", PROBE: "What type of problems?"]

[PROBE FOR ONE RESPONSE]

- 1 CHANGED JOBS / MOVED
- 2 JOBSITE / BUSINESS MOVED
- 3 LOST JOB / **RETIRED**
- 4 CAR IS MORE CONVENIENT / LIKE DRIVING / HAVE A CAR (SPECIFY:\_\_\_\_\_)
- 5 NEED CAR FOR WORK / BEFORE OR AFTER WORK
- 6 WORK HOURS AREN'T REGULAR / FLEXIBLE ENOUGH
- 7 BUS TRAVEL TAKES TOO LONG
- 8 DISLIKE TRANSFERRING
- 9 PROBLEMS WITH BUS SCHEDULE / ROUTING (SPECIFY:\_\_\_\_\_)
- 10 DON'T LEAVE MY HOME / DON'T GO FAR FROM HOME / RETIRED
- 11 SERVICE NOT CLOSE TO HOME
- 12 TOO INCONVENIENT

- 13 WORK AT HOME / CLOSE TO MY HOME
- 14 BUS STOP TOO FAR
- 15 NO ROUTES WHERE I NEED TO GO
- 16 SCHEDULE IS INCONVENIENT
- 17 OTHER (SPECIFY:\_\_\_\_\_)
- 19 HAVE SMALL CHILDREN / HARD TO TRAVEL WITH CAR SEATS
- 20 BUS ATMOSPHERE / SMELL / BEHAVIOR OF OTHER PASSENGERS / ATMOSPHERE AT BUS STOP
- 21 NO NEED TO RIDE ANYMORE / DON'T GO DOWNTOWN / I FINISHED SCHOOL
- 99 DON'T KNOW / REFUSED

<b>FARE PAYMENT - ALL RIDERS/INFREQUENT RIDERS -- [RIDESTAT = 1 OR 2]</b>
---

FARE1 How do you usually pay your bus fare? Do you use...?

[READ ENTIRE LIST] [SELECT ALL THAT APPLY]

- 1 [An ORCA card [BLUE CARD, WHALE ON IT THAT I TAP]
- 2 Cash
- 3 Tickets or a Ticket book
- 4 A U-Pass, or Husky card
- 5 A Regional Reduced Fare Permit
- 8 FLEXPASS / PASSPORT (DO NOT READ) – IF THEY SAY THIS ASK “HAS YOUR FLEXPASS /PASSPORT BEEN MOVED TO AN ORCA CARD?” IF YES, CODE AS 1 (ORCA CARD)
- 9 METRO EMPLOYEE / COUNTY EMPLOYEE / COUNTY PASS
- 10 SENIOR PASS
- 77 OTHER (SPECIFY :\_\_\_\_\_ ) [PROBE: READ LIST TWICE BEFORE ACCEPTING]
- 88 DON'T KNOW
- 99 REFUSED

FARE1AB [ASK IF FARE1=5 (has RRFP)] Is your Regional Reduced Fare Permit...

- 1 an ORCA Card or [HAS A WHALE AND “ORCA” ON IT]
- 2 not an ORCA card
- 3 DON'TKNOW
- 4 REFUSED

OU5 [ASK IF: FARE1 = 1] Is your ORCA card ...

- 1 An Adult card
- 2 A Youth card
- 3 A Regional Reduced Fare Permit
- 4 A UPASS or Husky Card
- 8 DON'T KNOW
- 9 REFUSED

FARE1A [ASK IF FARE1=10] Is your senior pass on an ORCA card?

- 1 YES
- 2 NO

OU7 [ASK IF: FARE1AB = 1 (RRFP on ORCA) or FARE1=1 (pays with ORCA OR FARE1A=1 (SENIOR PASS ON ORCA)) AND OU5<=4] What product or products do you have loaded on your ORCA card?

[SELECT ALL THAT APPLY]

- 1 A regional transit pass (DO NOT READ BUT CODE: SENIOR PASS) [IF NEEDED: This used to be called the Puget Pass]
- 2 An agency specific pass
- 3 An E-purse [IF NEEDED: Money on the card] / *MONEY / DEBIT CARD*
- 5 A passport or Flexpass
- 4 NOTHING
- 6 OTHER (SPECIFY:\_\_\_\_\_)
- 7 ***Employer provides - unknown if E-purse or passport***
- 71 ***Pass (unspecified)***
- 8 DON'T KNOW
- 9 REFUSED

OU8 [IF OU7 = 1, 2, OR 5 (region transit pass or agency specific pass OR PASSPORT on ORCA)] What is the maximum fare value on your pass?  
[READ LIST IF NEEDED]

- 2 (\$.75) Senior/Disabled Fare
- 4 (\$1.25) Youth Fare
- 8 (\$2.25) / Metro Off-Peak Fare
- 9 (\$2.50) / Metro 1-Zone Peak Fare
- 11 (\$3.00) / Metro 2-Zone Peak Fare
- 15 I HAVE A FLEXPASS/PASSPORT
- 16 ***UNLIMITED / NO LIMIT***
- 77 OTHER (SPECIFY:\_\_\_\_\_)
- 98 DON'T KNOW [IF MY EMPLOYER PROVIDES AND I DON'T KNOW, CLASSIFY AS FLEXPASS/PASSPORT]
- 99 REFUSED

OU6 [ASK IF: OU7=1,2,3 OR 5 AND COMMUTER=1 or 2] Does your employer or school pay for part or all of your ORCA pass or E-purse? [IF YES: Would that be all ORCA costs or some? Would that be your school or your employer?]

- 1 (Yes, All paid for by school)
- 2 (Yes, All paid for by employer)
- 3 (Yes, Some paid for by school)
- 4 (Yes, Some paid for by employer)
- 5 (No, None paid for by school/employer)
- 8 DON'T KNOW
- 9 REFUSED

CASH1 [ASKIF: FARE1<>2, 4 OR 9 and OU5<>4] Do you ever use cash to pay for any portion of your fare?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

FARE3A [ASKIF: (FARE1AB=1 (RRFP ON ORCA) OR FARE=1 (PAYS WITH ORCA) OR FARE1A=1 (SENIOR PASS ON ORCA)) AND (OU7=4 (NOTHING LOADED ON ORCA) OR (FARE1=2 OR CASH1=1 (PAYS CASH OR SOMETIMES USES CASH)))] Why do you pay cash instead of loading a pass or e-purse on your ORCA card?

- 1 CONCERNS ABOUT THEFT / LOSING THE CARD
- 2 COST TO REPLACE CARD IF LOST OR STOLEN
- 3 CONCERNS ABOUT PRIVACY
- 4 NO REAL ADVANTAGE COMPARED TO OTHER PAYMENT METHODS
- 5 LACK OF CONVENIENT PLACES TO PURCHASE CARD
- 6 LACK OF CONVENIENT PLACES TO RECHARGE CARD
- 8 DON'T REALLY UNDERSTAND HOW IT WORKS
- 9 PREFER WHAT I'M CURRENTLY USING
- 10 CONCERNS ABOUT THE \$5 FEE TO PURCHASE THE CARD
- 11 HAVE TO APPLY FOR IT
- 12 DON'T KNOW ANYTHING ABOUT IT / WHERE TO GO TO GET IT
- 13 DON'T RIDE OFTEN ENOUGH
- 14 GET PASS THROUGH WORK OR SCHOOL
- 15 DON'T NEED IT (UNSPECIFIED)
- 16 HAVEN'T GOTTEN IT YET/ HAVEN'T HAD THE TIME TO GET ONE / LAZY
- 17 NO LONGER HAVE SUBSIDY FROM WORK/SCHOOL
- 18 PREFER TO PAY CASH
- 19 PASS EXPIRES BEFORE I GET A NEW ONE LOADED TO CARD
- 20 E-PURSE RUNS OUT BEFORE I GET MORE MONEY LOADED ON CARD
- 21 FORGET ORCA CARD
- 22 **48 HOURS TO SHOW UP ON CARD IF PAY ONLINE**
- 23 **BEFORE I HAD ORCA CARD / JUST GOT CARD**
- 24 **EASIER TO PAY WITH CASH**
- 95 **I DON'T PAY CASH (MOST OF THESE ARE "NOTHING" LOADED ON ORCA CARD)**
- 96 **NOT ASKED (BEFORE QUESTIONNAIRE CHANGES)**
- 97. OTHER [SPECIFY: \_\_\_\_\_]
- 98. DON'T KNOW
- 99. REFUSED

ORCA1 [ASK IF: FARE1 <> 1 OR 4 (NOT ORCA OR HUSKY) OR FARE1A=2 (SENIOR PASS NOT ON ORCA) OR FARE1AB=2 (RRFP NOT ON ORCA)] How familiar are you with the Orca card? Would you say you are....

- 4 Very familiar
- 3 Somewhat familiar
- 2 Not familiar
- 1 Not at all familiar
- 8 DON'T KNOW
- 9 REFUSED

[IF ORCA1 = 1 OR 2, READ] The ORCA card is a smart card used for paying transit fares. It costs \$5.00 and can be purchased at Metro's Customer Assistance Office, Westlake Station Office, online, by mail, and at Ticket Vending Machines at Link and Sounder Stations. ORCA regional reduced fare permits for seniors and riders with disabilities cost \$3.00 and must be purchased at a Metro Customer Assistance Office. A rider can load a pass or an electronic purse on the ORCA card that is valid for fare payment on Metro, Sound Transit and other transit agencies in the region.

NO2 [ASK IF: (ORCA1<>1 AND FARE1 <> 1 OR 4 (NOT ORCA OR HUSKY) OR FARE1A=2 (SENIOR PASS NOT ON ORCA) OR FARE1AB=2 (RRFP NOT ON ORCA))] Have you ever used or considered using an Orca card? [IF YES: Have you used or considered using it?]

- 1 YES, USED
- 2 YES, CONSIDERED
- 3 NO
- 8 DON'T KNOW
- 9 REFUSED

NO3 [ASK IF: (ORCA1 EQ 3 OR 4 AND FARE1 <> 1 OR 4 (NOT ORCA OR HUSKY) OR FARE1A=2 (SENIOR PASS NOT ON ORCA) OR FARE1AB=2 (RRFP NOT ON ORCA))] From what you have seen, read, heard about the ORCA program, would you be likely or unlikely to purchase an ORCA card in the future? Would that be very or somewhat likely / unlikely?

[ASKIF ORCA1 EQ 1 OR 2] Based on the description I just read, would you be likely or unlikely to purchase an ORCA card in the future? Would that be very or somewhat likely / unlikely?

- 1 VERY UNLIKELY
- 2 SOMEWHAT UNLIKELY
- 3 NEITHER UNLIKELY OR LIKELY
- 4 SOMEWHAT LIKELY
- 5 VERY LIKELY
- 8 DON'T KNOW
- 9 REFUSED

FARE3 [ASK IF: (ORCA1<>1 AND FARE1 <> 1 OR 4 (NOT ORCA OR HUSKY) OR FARE1A=2 (SENIOR PASS NOT ON ORCA) OR FARE1AB=2 (RRFP NOT ON ORCA))] Why don't you have an ORCA Card?

- 1. CONCERNS ABOUT THEFT / LOSING THE CARD
- 2. COST TO REPLACE CARD IF LOST OR STOLEN
- 3. CONCERNS ABOUT PRIVACY
- 4. NO REAL ADVANTAGE COMPARED TO OTHER PAYMENT METHODS
- 5. LACK OF CONVENIENT PLACES TO PURCHASE CARD

6. LACK OF CONVENIENT PLACES TO RECHARGE CARD
7. DON'T HAVE A CREDIT CARD OR DEBIT CARD
8. DON'T REALLY UNDERSTAND HOW IT WORKS
9. PREFER WHAT I'M CURRENTLY USING
10. CONCERNS ABOUT THE \$5 FEE TO PURCHASE THE CARD
11. HAVE TO APPLY FOR IT
12. DON'T KNOW ANYTHING ABOUT IT / WHERE TO GO TO GET IT
13. DON'T RIDE OFTEN ENOUGH
14. GET PASS THROUGH WORK OR SCHOOL
15. DON'T NEED IT (UNSPECIFIED)
16. HAVEN'T GOTTEN IT YET/ HAVEN'T HAD THE TIME TO GET ONE / LAZY
17. NO LONGER HAVE SUBSIDY FROM WORK/SCHOOL
18. PREFER TO PAY CASH
19. **EXPENSIVE / COST / CAN'T AFFORD (UNSPECIFIC)**
95. **I DO HAVE AN ORCA CARD**
96. **NOT ASKED (BEFORE QUESTIONNAIRE CHANGES)**
97. OTHER [SPECIFY: \_\_\_\_\_]
98. DON'T KNOW
99. REFUSED

FARE3NEW [ASKIF: NO3=1 OR 2] Why are you unlikely to purchase an ORCA card?

1. CONCERNS ABOUT THEFT / LOSING THE CARD
2. COST TO REPLACE CARD IF LOST OR STOLEN
3. CONCERNS ABOUT PRIVACY
4. NO REAL ADVANTAGE COMPARED TO OTHER PAYMENT METHODS
5. LACK OF CONVENIENT PLACES TO PURCHASE CARD
6. LACK OF CONVENIENT PLACES TO RECHARGE CARD
7. DON'T HAVE A CREDIT CARD OR DEBIT CARD
8. DON'T REALLY UNDERSTAND HOW IT WORKS
9. PREFER WHAT I'M CURRENTLY USING
10. CONCERNS ABOUT THE \$5 FEE TO PURCHASE THE CARD
11. HAVE TO APPLY FOR IT
12. DON'T KNOW ANYTHING ABOUT IT / WHERE TO GO TO GET IT
13. DON'T RIDE OFTEN ENOUGH
14. EASIER TO PAY WITH CASH / ORCA CARD TOO MUCH WORK
15. **DON'T NEED IT**
18. PREFER TO PAY CASH
19. **EXPENSIVE / COST / CAN'T AFFORD (UNSPECIFIC)**
95. **I DO HAVE AN ORCA CARD**
96. **NOT ASKED (BEFORE CHANGES)**
97. OTHER [SPECIFY: \_\_\_\_\_]
98. DON'T KNOW
99. REFUSED

FARE3B [ASKIF: FARE3 OR FARE3A OR FARE3NEW= 18] Why do you prefer to pay cash?

- 1 DON'T RIDE OFTEN ENOUGH
- 2 EASIER TO PAY WITH CASH / ORCA CARD TOO MUCH WORK
- 3 DON'T HAVE A CREDIT OR DEBIT CARD TO ADD VALUE TO CARD
- 4 CAN'T AFFORD TO PURCHASE A PASS
- 5 CAN'T AFFORD TO LOAD E-PURSE/MONEY ON CARD
- 6 CONCERNS ABOUT LOSING THE CARD
- 8 CONCERNS ABOUT SECURITY
- 7 OTHER [SPECIFY]
- 9 **TOO EXPENSIVE / PAY LESS IF I PAY WITH CASH**
- 98 DON'T KNOW
- 99 REFUSED

CASH2 [ASK IF: **FARE1=2 OR CASH1=1 (PAYS CASH OR SOMETIMES USES CASH)**] What would you do if cash were not accepted on Metro buses?

- 00 DRIVE
- 01 GET AN ORCA CARD OR
- 02 STOP RIDING METRO
- 03 RIDE METRO LESS OFTEN
- 04 BUY TICKETS
- 05 GET E-PURSE/ADD MORE VALUE TO ORCA CARD
- 06 START RIDING ANOTHER SYSTEM
- 07 OTHER (SPECIFY:)
- 08 DON'T KNOW
- 09 REFUSED

<b>COMMUTE TRAVEL - ALL WORK AND STUDENT COMMUTERS -- [COMMUTER = 1 OR 2]</b>
---

COMM1 In what geographic area do you... (work / attend school)? [READ LIST IN ENTIRETY BEFORE ACCEPTING RESPONSE]

[IF DOWNTOWN SEATTLE OR BELLEVUE, PROBE: Would that be downtown or a surrounding area?]

- 1 Downtown Seattle Core,
- 2 Surrounding Downtown Seattle
- 3 University District,
- 4 Other areas in North King County,
- 5 Downtown Bellevue,
- 6 Redmond
- 7 Other areas in East King County,
- 8 South King County
- 9 Tacoma or other areas in Pierce County
- 10 Everett or other areas in Snohomish County
- 11 Somewhere Else? [SPECIFY:\_\_\_\_\_]
- 77 VARIES



88 DON'T KNOW  
99 REFUSED

COMM1A [ASK IF COMM1 EQ 1 OR 2] Would that be . . . [READ ENTIRE LIST]

1 Downtown Seattle Core,  
2 Denny Regrade  
3 Belltown,  
4 Pioneer Square,  
5 International District,  
6 Duwamish,  
7 Sodo,  
8 Queen Anne,  
9 South Lake Union,  
10 Capitol Hill,  
11 First Hill, or  
12 Somewhere Else Surrounding downtown Seattle? [SPECIFY: \_\_\_\_\_]  
77 VARIES  
88 DON'T KNOW  
99 REFUSED

COMM1B [ASK IF COMM1 EQ 3 OR 4] Would that be . . . [READ ENTIRE LIST]

1 University District,  
2 University Village,  
3 Fremont,  
4 Ballard,  
5 Northgate  
6 Kenmore,  
7 Shoreline,  
8 North Seattle, or  
9 Somewhere Else in North King County? [SPECIFY: \_\_\_\_\_]  
77 VARIES  
88 DON'T KNOW  
99 REFUSED

COMM1C [ASK IF COMM1 EQ 5, 6 OR 7] Would that be . . . [READ ENTIRE LIST]

- 1 Bellevue,
- 2 Kirkland,
- 3 Redmond,
- 4 Overlake
- 5 Eastgate
- 6 Issaquah,
- 7 Bothell,
- 8 Woodinville,
- 9 Somewhere Else in East King County? [SPECIFY:\_\_\_\_\_]
- 77 VARIES
- 88 DON'T KNOW
- 99 REFUSED

COMM1D [ASK IF COMM1 EQ 8] Would that be . . . [READ ENTIRE LIST]

- 1 Auburn,
- 2 Federal Way,
- 3 Kent,
- 4 Renton,
- 5 Tukwila,
- 6 Southcenter,
- 7 SeaTac,
- 9 Somewhere Else in South King County? [SPECIFY:\_\_\_\_\_]
- 77 VARIES
- 88 DON'T KNOW
- 99 REFUSED

COMM2 How do you usually get to and from [work / school]? [CHECK ALL THAT APPLY] [READ LIST ONLY IF NECESSARY]  
[IF DRIVE, PROBE – Would that be alone, with at least 2 people in the car, in a vanpool with 7 or more people, or a motorcycle?]

- 1 Drive alone
- 2 Carpool
- 3 Vanpool
- 4 Ride a Metro bus
- 5 Ride the South Lake Union Streetcar
- 6 Ride the Sounder Train
- 7 Ride Link Light Rail
- 8 Ride a Sound Transit Bus
- 9 School Bus
- 10 Ride Another System's Bus
- 11 Motorcycle
- 12 Bicycle
- 13 Walk
- 15 Drive to park & ride lot
- 14 OTHER (SPECIFY)
- 88 DON'T KNOW
- 99 REFUSED

COMMLONG [ASKIF COMM2 HAS MULTIPLE RESPONSE] What do you consider the **primary mode** you use on your commute trip? [ONLY SHOW ANSWERS FROM COMM2]

- 1 Drive alone
- 2 Carpool
- 3 Vanpool
- 4 Ride a Metro bus
- 5 Ride the South Lake Union Streetcar
- 6 Ride the Sounder Train
- 7 Ride Link Light Rail
- 8 Ride a Sound Transit Bus
- 9 School Bus
- 10 Ride Another System's Bus
- 11 Motorcycle
- 12 Bicycle
- 13 Walk
- 15 Drive to park & ride lot
- 14 OTHER (SPECIFY)
- 88 DON'T KNOW
- 99 REFUSED

COMMLONG1 [ASKIF: COMM2 OR COMMLONG=4] Is your bus trip only within the downtown Seattle Ride Free Area?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

COMM2AA [IF COMM2 =2] Do you carpool with . . .

- 1 With other family members
- 2 With non-family members
- 3 BOTH / MIXTURE
- 8 DON'T KNOW
- 9 REFUSED

COMM2A [IF COMM2 =10] Is that a Community Transit or Pierce Transit bus?

- 1 METRO TRANSIT
- 3 COMMUNITY TRANSIT
- 4 PIERCE TRANSIT
- 5 SCHOOL BUS
- 6 OTHER [SPECIFY]
- 8 DON'T KNOW
- 9 REFUSED

COMM3 How many miles do you travel from home to (work / school) one-way?  
[PROBE: "Using your best estimate."] [IF LESS THAN 1, ENTER 1]

- \_\_\_\_ ENTER NUMBER OF MILES
- 777 VARIES
- 888 DON'T KNOW
- 999 REFUSED

COMM3A About how long does that usually take you?

- \_\_\_\_ ENTER TIME (HOURS OR MINUTES)
- 777 VARIES
- 888 DON'T KNOW
- 999 REFUSED

COMM3B TIME REFERENCE [SKIP IF COMM3A=777, 888 OR 999]

- 1 MINUTES
- 2 HOURS

COMM4 What is your usual schedule at (work / school)? First, what time do you begin?

[ENTER BOTH HOURS AND MINUTES]

[CHECK NUMBER CAREFULLY. PRESS ENTER TO GO ON.]

- \_\_\_\_\_ TIME WORK / SCHOOL BEGINS
- 7777 CHANGES / VARIES FROM DAY TO DAY [SKIP TO COMM5]
- 8888 DON'T KNOW [SKIP TO COMM5]
- 9999 REFUSED [SKIP TO COMM5]

COMM4A VERIFY TIME REFERENCE [SKIP IF COMM4=777, 888 OR 999]

- 1 AM
- 2 PM

COMM5 And what time do you finish (work / school)?

[ENTER BOTH HOURS AND MINUTES]

[CHECK NUMBER CAREFULLY. PRESS ENTER TO GO ON.]

- \_\_\_\_\_ TIME WORK / SCHOOL ENDS
- 7777 CHANGES / VARIES FROM DAY TO DAY [SKIP TO COMM7]
- 8888 DON'T KNOW [SKIP TO COMM7]
- 9999 REFUSED [SKIP TO COMM7]

COMM5A VERIFY TIME REFERENCE [SKIP IF Q37=777, 888 OR 999]

- 1 AM
- 2 PM

COMM6 [COMPUTE NUMBER OF HOURS WORK] To verify do you typically work [SHOW COMPUTATION] per day?

- 1 YES
- 2 NO [IF NO GO BACK AND REASK COMM4 AND COMM5]
- 9 DON'T KNOW / REFUSED

COMM7 [IF COMMUTER EQ 1] About how many employees work for your employer at your place of employment?

[IF NEEDED: Please include only the employees that work at your branch / work site]

- 1 100 OR MORE
- 2 51-99
- 3 26-50
- 4 25 OR FEWER
- 8 DON'T KNOW
- 9 REFUSED

**PARKING - ALL WORK AND STUDENT COMMUTERS -- [COMMUTER = 1 OR 2]**

PARK1 Does your [employer / school] offer or provide you with free or reduced fee parking at [work / school]? [PROBE: "Is that free or reduced fee?"]

- 1 YES – FREE [SKIP TO PARK2B]
- 2 YES - REDUCED FEE
- 3 NO
- 4 FREE, BUT NOT PROVIDED BY EMPLOYER / SCHOOL [SKIP TO PARK2B]
- 5 FREE, BUT DON'T KNOW WHO PAYS [SKIP TO PARK2B]
- 8 DON'T KNOW [SKIP TO PARK2B]
- 9 REFUSED [SKIP TO PARK2B]

PARK2 [IF (PARK1 = 2 OR 3) AND (COMM2=1,2,3,11)] How much do you personally pay for parking?  
[ENTER DOLLARS AND CENTS. YOU MUST ENTER A DECIMAL POINT TO INDICATE CENTS.]

- \_\_\_\_\_ RECORD PARKING COST
- 77777 OTHER [SPECIFY: \_\_\_\_\_]
- 88888 DON'T KNOW
- 99999 REFUSED

PARK2A [IF PARK2 NE 77777 OR 88888 OR 99999] SELECT

- 1 PER DAY
- 2 PER MONTH
- 3 PER QUARTER
- 4 PER SEMESTER
- 5 PER YEAR

PARK2B How many days a month do you park at [work / school]?

- \_\_\_\_\_ NUMBER OF DAYS PARK / MONTH
- 88 DON'T KNOW
- 99 REFUSED

PARK3 [IF COMM2 NE 4 or 5] Overall, how appealing to you personally is the idea of using a Metro bus or Streetcar instead of driving to [work/school]?  
Would you say

- 5 Very appealing,
- 4 Somewhat appealing,
- 2 Not very appealing, or
- 1 Not at all appealing?
- 3 NEITHER APPEALING NOR UNAPPEALING
- 8 DON'T KNOW
- 9 REFUSED

# OTHER TRAVEL – ALL RESPONDENTS

- PERT1 What method of transportation do you usually use to get around for most of your personal that is non-work, travel? [PROBE FOR WHAT THEY USE MOST OFTEN] [READ LIST ONLY IF NECESSARY]  
[IF DRIVE, PROBE – Would that be alone, with at least 2 people in the car, in a vanpool with 7 or more people, or a motorcycle?]
- 1 Drive alone
  - 2 Carpool
  - 3 Vanpool
  - 4 Ride a Metro bus
  - 5 Ride the South Lake Union Streetcar
  - 6 Ride the Sounder Train
  - 7 Ride Link Light Rail
  - 8 Ride a Sound Transit Bus
  - 9 School Bus
  - 10 Ride Another System's Bus
  - 11 Motorcycle
  - 12 Bicycle
  - 13 Walk
  - 14 OTHER (SPECIFY)
  - 15 RIDE AN ACCESS VAN**
  - 88 DON'T KNOW
  - 99 REFUSED
- PERT1A [IF PERT1 =10] Is that a Community Transit or Pierce Transit bus?
- 1 METRO TRANSIT
  - 3 COMMUNITY TRANSIT
  - 4 PIERCE TRANSIT
  - 5 SCHOOL BUS
  - 6 OTHER [SPECIFY]
  - 8 DON'T KNOW
  - 9 REFUSED
- PERT2 [IF PERT1 <> 4 OR 5] Overall, how appealing to you personally is the idea of using a Metro bus or Streetcar for your personal, non-work travel? Would you say...
- 5 Very appealing,
  - 4 Somewhat appealing,
  - 2 Not very appealing, or
  - 1 Not at all appealing?
  - 3 NEITHER APPEALING NOR UNAPPEALING
  - 8 DON'T KNOW
  - 9 REFUSED

### PARK AND RIDE

PAR1 [ALL RESPONDENTS] Have you used a Metro park and ride lot within the last year?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

PAR2A [IF PAR1=1] Do you usually use the park and ride to...  
[READ LIST AND ACCEPT ONE RESPONSE]

- 1 Park your car and catch a bus / train,
- 2 Transfer from another bus/ train,
- 3 Meet vanpool partners,
- 4 Meet carpool partners,
- 5 JUST USE AS A PARKING LOT,
- 6 PICKUP/DROP-OFF SOMEONE, OR
- 7 For some Other Reason? [SPECIFY: \_\_\_\_\_]
- 9 DON'T KNOW / REFUSED

PAR2 [IF PAR2A=1] How many times have you used Metro's park and ride lots in the last 30 days?

- \_\_\_\_\_ ENTER NUMBER OF TIMES
- 97 97 OR MORE
- 98 DON'T KNOW
- 99 REFUSED

### POTENTIAL TO INCREASE RIDERSHIP

IF (RIDESTAT EQ 2 OR 3) AND (PARK3= 2-4,8,9 OR PERT2=2-4,8,9))  
OR

(RIDESTAT =1) AND (COMM2 EQ 1) AND (PARK3= 2-4,8,9 OR PERT2=2-4,8,9))

(NON-RIDER, INFREQUENT RIDERS OR REGULAR RIDERS WHO DRIVE ALONE) AND (DO NOT ANSWER "NOT AT ALL APPEALING" TO PARK3 AND PERT2)

BARRINT [RIDESTAT = 3] Please rate the extent to which each of the following is a barrier to you taking the bus or streetcar.

[RIDESTAT = 2] Please rate the extent to which each of the following is a barrier to you taking the bus or streetcar more often.

[(RIDESTAT =1) AND (COMM2 OR COMMLONG EQ 1)] Please rate the extent to which each of the following is a barrier to you taking the bus or streetcar to [work / school].

Use a scale from 1 to 7 where "1" means it is "not a barrier at all" and "7" means it is a "significant barrier,"

[ROTATE ORDER IN BLOCKS BARR1 - BARR14 AND BARR15 - BARR19] [IF NEEDED: REREAD SCALE AS NECESSARY]

[IF NEEDED: A barrier means anything that keeps you from riding the bus.]



1	NOT A BARRIER AT ALL
2	
3	
4	
5	
6	
7	VERY SIGNIFICANT BARRIER
8	DON'T KNOW
9	REFUSED
BARR1	Time it takes to travel by bus or streetcar
BARR2	Overcrowded buses / streetcars
BARR3	Concerns about personal safety while riding the bus or streetcar
BARR4	Concerns about personal safety while waiting for the bus or streetcar
BARR5	Having to transfer [IF NEEDED: Having to take more than one bus]
BARR6	Having to plan around bus / streetcar schedules
BARR7	Not knowing how to use the bus or streetcar system
BARR8A	No access to a park-and-ride lot
BARR8B	Lack of parking at park and ride lots
BARR9	Concerns about the behavior of others on the bus or streetcar
BARR10	No bus or streetcar stops near your home
BARR11	Bus or streetcar routes don't go where you want to go
BARR12	[IF COMMUTER = 1 OR 2] Frequency of bus or streetcar service after 6 p.m.
BARR13	<b>[IF COMMUTER = 1 OR 2]</b> Employer provides free or inexpensive parking
BARR14	<b>[IF COMMUTER = 1 OR 2]</b> Need a car in case of an emergency at home
BARR15	<b>[IF COMMUTER = 1]</b> No bus or streetcar stop near work <b>[IF COMMUTER = 2]</b> No bus or streetcar stops near school
BARR16	<b>[IF COMMUTER = 1]</b> Need a car during the work day for work-related business
BARR17	<b>[IF COMMUTER = 1 OR 2]</b> Need a car during the day for personal errands
BARR18	<b>[IF COMMUTER = 1]</b> Often have to work late <b>[IF COMMUTER = 2]</b> Often have to be at school late
BARR19	<b>[IF COMMUTER = 1]</b> Work hours are irregular <b>[IF COMMUTER = 2]</b> School hours are irregular
BARR20	No place to sit
BARR21	Concerns about the behavior of others at the bus or streetcar stops
BARR22	Overall frequency of service

BARR00 If Metro no longer accepted cash fares, to what extent would that be a barrier to you taking the bus or streetcar?  
[IF NEEDED: REREAD SCALE AS NECESSARY: Use a scale from 1 to 7 where “1” means it is “not a barrier at all” and “7” means it is a “significant barrier”]

- 1 NOT A BARRIER AT ALL
- 2
- 3
- 4
- 5
- 6
- 7 VERY SIGNIFICANT BARRIER
- 8 DON'T KNOW
- 9 REFUSED

BARR23 If these barriers did not exist, would you ride the bus or streetcar [ride the bus more often]? Would you say you would...  
[SHOW COMMAND IF RIDESTAT = 1 OR 2 for “ride the bus or streetcar more often”.]

- 4 Definitely ride,
- 3 Probably ride,
- 2 Might ride, or
- 1 Not ride?
- 9 DON'T KNOW/REFUSED

**RIDER SATISFACTION - ALL RIDERS / INFREQUENT RIDERS**  
**[RIDESTAT = 1 OR 2]**

SAT1INT Next, I am going to read several aspects of Metro services. As I read each item, please tell me whether you are satisfied or dissatisfied. Would that be very or somewhat [satisfied / dissatisfied]? [RANDOMIZE SAT1A to SAT1CC]

SAT1A [PROMPT AS REQUIRED: Are you satisfied or dissatisfied? Would that be very or somewhat?]

- 1 VERY DISSATISFIED
- 2 SOMEWHAT DISSATISFIED
- 3 NO OPINION
- 4 SOMEWHAT SATISFIED
- 5 VERY SATISFIED
- 6 DOES NOT APPLY
- 8 DON'T KNOW
- 9 REFUSED

	IF RIDERMODE =1 (BUS)	IF RIDERMODE =2 (STREETCAR)	IF RIDERMODE =3 (BOTH)
<b>SAT1A</b>	On-time performance of buses	On-time performance of streetcars	On-time performance of buses and streetcars
<b>SAT1B</b>	Cleanliness of bus shelters	Cleanliness of streetcar shelters	Cleanliness of bus and streetcar shelters
<b>SAT1C</b>	Inside cleanliness of buses	Inside cleanliness of streetcars	Inside cleanliness of buses and streetcars

	IF RIDERMODE =1 (BUS)	IF RIDERMODE =2 (STREETCAR)	IF RIDERMODE =3 (BOTH)
<b>SAT1D</b>	Availability of seating on the bus	Availability of seating on the streetcar	Availability of seating on the bus and streetcar
<b>SAT1E</b>	[ALL] Where the routes go		
<b>SAT1F</b>	[ALL] Frequency of service		
<b>SAT1G</b>	[ALL] Driver courtesy		
<b>SAT1H</b>	[ALL] Driver Helpfulness with route/stop information		
<b>SAT1I</b>	[P&R LOT USERS – IF PAR2A=1] The ability to get a parking space at park and ride lots		
<b>SAT1J</b>	The number of stops the bus makes on your trip	The number of stops the streetcar makes on your trip	The number of stops the bus or streetcar makes on your trip
<b>SAT1K</b>	[ALL] The number of transfers you have to make to get where you are going		
<b>SAT1L</b>	[ALL TRANSFERS – MET7 EQ 1-8] The wait time when transferring buses		
<b>SAT1M</b>	[ALL] Amount of time it takes to travel		
<b>SAT1N</b>	[ALL] Ability to get information about Metro's Routes and Schedules		
<b>SAT1O</b>	[ALL] Ability to get current printed timetables for routes		
<b>SAT1P</b>	Personal safety on the bus related to the conduct of others during the daytime	Personal safety on the streetcar related to the conduct of others during the daytime	Personal safety on the bus or streetcar related to the conduct of others during the daytime
<b>SAT1Q</b>	Personal safety on the bus related to the conduct of others after dark	Personal safety on the streetcar related to the conduct of others after dark	Personal safety on the bus or streetcar related to the conduct of others after dark
<b>SAT1R</b>	Driver operates the bus in a safe and competent manner	Driver operates the streetcar in a safe and competent manner	Driver operates the bus or streetcar in a safe and competent manner
<b>SAT1S</b>	Personal safety waiting for the bus in the daytime	Personal safety waiting for the streetcar in the daytime	Personal safety waiting for the bus or streetcar in the daytime
<b>SAT1T</b>	Personal safety waiting for the bus after dark	Personal safety waiting for the streetcar after dark	Personal safety waiting for the bus or streetcar after dark
<b>SAT1U</b>	Overcrowding on the bus	Overcrowding on the streetcar	Overcrowding on the bus or streetcar
<b>SAT1V</b>	[P&R LOT USERS – PAR1 EQ 1] Personal safety at the park-and-ride lot		
<b>SAT1W</b>	[P&R LOT USERS – IF PAR2A=1] Security of your automobile at the park-and-ride lot		
<b>SAT1X</b>	[ALL] Driver announces next stop		
<b>SAT1Y</b>	[ALL] Ease of paying fares		
<b>SAT1Z</b>	[IF MET9=1] Personal safety in the downtown transit tunnel		
<b>SAT1AA</b>	[ALL] How drivers handle incidents that arise		
<b>SAT1BB</b>	[FARE1AB=1 OR FARE1=1 OR FARE1A=1] ORCA Card		
<b>SAT1CC</b>	[OU7=1,2 OR 3] Ease of loading a pass or adding value to your E-Purse		
<b>SAT1XX</b>	[ALL] Overall, how satisfied are you with Metro Transit?		

**RIDER IMPORTANCE – RIDESTAT EQ 1 OR 2**

IMPT Now I will read you a list similar to the previous list, but this time please tell me how important each item is in deciding whether to ride the bus or streetcar or ride more often. Use a 7-point scale where “1” means “not at all important” and “7” means “extremely important.”  
[RANDOMIZE IMPT\_01 – IMPT\_13]

	IF RIDERMODE =1 (BUS)	IF RIDERMODE =2 (STREETCAR)	IF RIDERMODE =3 (BOTH)
<b>IMPT_01</b>	Personal safety waiting for the bus in the daytime	Personal safety waiting for the streetcar in the daytime	Personal safety waiting for the bus or streetcar in the daytime
<b>IMPT_02</b>	Personal safety waiting for the bus after dark	Personal safety waiting for the streetcar after dark	Personal safety waiting for the bus or streetcar after dark
<b>IMPT_03</b>	Availability of seating on the bus	Availability of seating on the streetcar	Availability of seating on the bus and streetcar
<b>IMPT_04</b>	On-time performance of buses	On-time performance of streetcars	On-time performance of buses or streetcars
<b>IMPT_05</b>	Travel time by bus	Travel time by streetcar	Travel time by bus or streetcar
<b>IMPT_06</b>	The ability to get a parking space in park and ride lots		
<b>IMPT_07</b>	Frequency of service		
<b>IMPT_08</b>	The number of stops the bus makes on your trip	The number of stops the streetcar makes on your trip	The number of stops the bus or streetcar makes on your trip
<b>IMPT_09</b>	The number of transfers you have to make to get where you need to go		
<b>IMPT_10</b>	Availability of service from my home to where I need to go		
<b>IMPT_11</b>	Behavior of other people on the bus	Behavior of other people on the streetcar	Behavior of other people on the bus or streetcar
<b>IMPT_12</b>	Behavior of other people where I wait for the bus	Behavior of other people where I wait for the streetcar	Behavior of other people where I wait for the bus or streetcar
<b>IMPT_13</b>	Personal safety while riding the bus	Personal safety while riding the streetcar	Personal safety while riding the bus or streetcar

### NET PROMOTER

SAT2: [ASKIF RIDESTAT=1 OR 2] How likely is it that you would recommend riding Metro to a friend or colleague? Please use a scale where 0 is not at all likely to recommend and 10 is extremely likely to recommend.

[ASKIF RIDESTAT=3] Based on anything you have read, seen, or heard, how likely is it that you would recommend riding Metro to a friend or colleague? Please use a scale where 0 is not at all likely to recommend and 10 is extremely likely to recommend.

\_\_\_\_ ENTER RATING  
 98 DON'T KNOW  
 99 REFUSED

### METRO INFORMATION SERVICES

AWARE1 I am going to read you a list of sources that provide information about Metro. As I read each one, please tell me if you are aware of the service and then I will ask whether you have used the service? READ ENTIRE LIST AND ENTER RESPONSE (YES / NO) FOR EACH ITEM.  
 RANDOMIZE

[INTERVIEWER NOTE: ASK AWARE (YES/NO) AND IF YES, ASKED IF USED]

1 YES, AWARE / NOT USED  
 2 YES, AWARE / USED  
 3 NO, NOT AWARE  
 8 DON'T KNOW  
 9 REFUSED

- A Metro's Printed timetables
- B Metro Online (READ IF NECESSARY: Metro Transit website/@ www.metro.kingcounty.gov)
- C Rider Information telephone line [READ IF NECESSARY: (206)-553-3000]
- D Information posted at bus stops
- E Information posted at transit centers or at park and ride lots
- F "Bus time", Metro's automated information line you can call
- G Metro Tracker website
- H OneBusAway
- I Google's Trip Planner/GOOGLE MAPS
- K Metro's Twitter Page
- L Metro alerts via text messaging
- M Metro alerts via e-mail
- N Metro alerts on your home telephone
- O Regional Trip planner on Metro's website
- P RideshareOnline.com
- Q Eye on Your Metro Commute

- R Estately.com  
S the SeattleBus App  
T Any other apps for Metro information (SPECIFY) [ALWAYS SECOND TO LAST]

- 1 **METRO**
- 2 **BING**
- 3 **ONEBUSWAY**
- 4 **NONE**
- 5 **OTHER**
- 6 **GOOGLE**
- 8 **DON'T KNOW**

- Z Websites other than Metro's (SPECIFY) [ALWAYS LAST] [INTERVIEWER NOTE: IF RESPONDENT ANSWERS THIS QUESTION, FOLLOW UP WITH: Do you use this website to get information about Metro? If "no", don't enter and code 3 NO, NOT AWARE. If "yes", code 1 AWARE/USED]

- 1 **COMMUNITY TRANSIT / SOUND TRANSIT / PIERCE TRANSIT / OTHER TRANSIT**
- 2 **BING**
- 3 **YAHOO**
- 4 **MAPQUEST**
- 5 **SCHOOL WEBSITE / U. OF WASHINGTON SITE**
- 6 **OTHER GOVT. WEBSITE (e.g. City of Seattle, Washington DOT)**
- 97 **OTHER WEBSITE**
- 98 **DON'T KNOW**

- USESAT Please tell me whether you are satisfied or dissatisfied with... Would that be very or somewhat [satisfied / dissatisfied]?

- 1 VERY DISSATISFIED
- 2 SOMEWHAT DISSATISFIED
- 3 NO OPINION
- 4 SOMEWHAT SATISFIED
- 5 VERY SATISFIED
- 8 DON'T KNOW
- 9 REFUSED

- B [ASKIF AWARE1B=2] Metro Online (READ IF NECESSARY: Metro Transit website/@ www.metro.kingcounty.gov)  
G [ASKIF AWARE1G=2] Metro Tracker website  
H [ASKIF AWARE1H=2] OneBusAway  
I [ASKIF AWARE1I=2] Google's Trip Planner/GOOGLE MAPS  
K [ASKIF AWARE1K=2] Metro's Twitter Page  
L [ASKIF AWARE1L=2] Metro alerts via text messaging  
M [ASKIF AWARE1M=2] Metro alerts via e-mail  
N [ASKIF AWARE1N=2] Metro alerts on your home telephone

- O [ASKIF AWARE1O=2] Regional Trip planner on Metro's website
- P [ASKIF AWARE1P=2] RideshareOnline.com
- Q [ASKIF AWARE1Q=2] Eye on Your Metro Commute
- R [ASKIF AWARE1R=2] Estantely.com
- S [ASKIF AWARE1S=2] the SeattleBus App
- T [ASKIF AWARE1T=2] The other apps you use for Metro information
- Z [ASKIF AWARE 1Z=2] Websites other than Metro's

### DEMOGRAPHIC QUESTIONS

DEMO Finally, I have some background questions that will be used to help us analyze the results of the study.

DEMO1 Do you have a valid driver's license?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

DEMO1A [ASK IF DEMO1 = 1] How many vehicles in working condition do you have available for your use?

- ENTER NUMBER OF AUTOMOBILES
- 8 8 OR MORE
- 9 REFUSED

HISPAR Are you Spanish, Hispanic, or Latino?

[DO NOT READ UNLESS RESPONDENT SEEMS UNSURE. PROBE: Are you or were your ancestors Mexican, Puerto Rican, Cuban, Central or South American, or from Spain?]

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

RACE I am going to read a list of race categories. Please choose one or more races you consider yourself to be:  
[If they say "Hispanic" PROBE: "In addition to Hispanic, what other race categories do you consider yourself to be?"]  
[SELECT ALL THAT APPLY] [READ LIST]

- 1 White
- 2 Black or African American
- 3 American Indian or Alaskan Native
- 4 Asian or Pacific Islander
- 6 HISPANIC
- 9 DON'T KNOW / REFUSED
- 77 OTHER SPECIFY

DEMO5 [SKIP IF SAMP\_TYPE=4] Is your total annual household income above or below \$35,000 per year?

- 1 BELOW \$35,000 PER YEAR
- 2 ABOVE \$35,000 PER YEAR [SKIP TO DEMO5B]
- 8 DK - PROBE FOR BEST ESTIMATE [SKIP TO DEMO6]
- 9 REFUSED [SKIP TO DEMO6]

DEMO5A [IF DEMO5 = 1] Would that be....?

- 1 Less than \$7,500,
- 2 \$7,500 up to \$15,000,
- 3 \$15,000 up to \$25,000, or
- 4 \$25,000 up to \$35,000?
- 8 DON'T KNOW
- 9 REFUSED

DEMO5B [IF DEMO5 = 2] Would that be....?

- 1 \$35,000 up to \$55,000,
- 2 \$55,000 up to \$75,000,
- 3 \$75,000 up to \$100,000,
- 4 \$100,000 up to \$150,000, or
- 5 \$150,000 and up?
- 8 DON'T KNOW
- 9 REFUSED

DEMO6 For our records, I need to verify your telephone number. Is it... [SHOW PHONE]?

- 1 YES
- 2 NO
- 9 REFUSED

DEMO6A [IF DEMO6 = 2] What is your correct telephone number?

\_\_\_\_\_ ENTER CORRECT PHONE NUMBER  
(999) 999-9999 REFUSED

LAND1 [ASK IF SAMPLE IS LANDLINE or TELUSE2 = 1] AND REF13<>1 How many landline telephone numbers are associated with this household?  
Do not include cellular telephone service.

[READ IF NECESSARY: By landline telephone we mean a "regular" telephone in your home that is connected to outside telephone lines through a cable or cord and is used to make and receive calls.]

- \_\_\_\_\_ ENTER NUMBER [VALID RANGE: 1-97; TEL1 CANNOT = 0]
- 98 CELL PHONE ONLY FROM LANDLINE SAMPLE
- 99 DON'T KNOW / REFUSED



- LAND2 [ASK IF: (LAND1 > 1 IF BASE OR RIDER) OR LAND1 GE 1 IF CELL PHONE AND REF13<>1]  
How many telephone lines in your household are currently used only for non-voice communications, such as a dedicated fax or modem line?  
[READ IF NECESSARY: Do NOT include cellular telephone service.]
- \_\_\_\_ ENTER NUMBER [VALID RANGE: 0-98]  
99 DON'T KNOW / REFUSED
- TELUSE1 [ASK IF LANDLINE SAMPLE] In addition to you landline, do you have a working cell phone? Do not include cell phones used only for business purposes.
- 1 YES, HAVE CELL PHONE  
2 NO, DO NOT [LANDLINE ONLY]  
8 DON'T KNOW/NOT SURE  
9 REFUSED
- TELUSE3 [ASK IF TELUSE1 = 1] Of all the telephone calls that you receive, are. . .  
[READ LIST. RECORD ONE ANSWER]
- 1 All or almost all calls received on a cell phone [CELL PHONE PRIMARILY]  
2 Some received on a cell phone and some on a regular landline phone [EQUAL USER]  
3 Very few or none received on a cell phone [LANDLINE PRIMARILY]  
8 DON'T KNOW/NOT SURE [EQUAL USER?]  
9 REFUSED [SCREENER REFUSAL]
- DEMO8 We may be doing other studies similar to this one in the future. May we call you again if we do?
- 1 YES - OKAY TO CALL  
2 NO - DON'T CALL / REFUSED [SKIP TO THANK]
- DEMO8A May I have your first name, so we will know who to ask for? [OPEN END]

### THANK

- THANK That concludes our survey. Thank you very much for your time and the useful information you have provided us.
- THANK2 Thank you for your time. We appreciate your cooperation in agreeing to complete this survey. Today we are only interviewing residents of King County.
- THANK3 Thank you very much for answering those questions. We appreciate your cooperation.
- THANK4 That completes our survey. Thank you for your time. We appreciate your cooperation in agreeing to complete this survey.
- THANK5 Thank you very much for answering those questions. This data is really important for our survey.
- THANK6 Thank you for your time. We appreciate your cooperation in agreeing to complete this survey. Today we are only interviewing residents 16 years of age or older.
- THANK8 Thank you for your time, but we are unable to continue without that information.