

## Rider Nonrider Telephone Questionnaire 2003

**INTRO** Hello, I'm \_\_\_\_ from The Gilmore Research Group, a local opinion research firm. We are conducting a planning study for Metro Transit, and we would like to include the opinions of your household. For this survey I would like to speak with a member of this household who is 16 years of age or older. Would that be you? IF YES, CODE 91 TO START MAIN SURVEY. PROBE REFUSALS: It would be really helpful if I could ask you just a couple of quick questions from the survey. IF YES TO MINI-SURVEY ONLY, CODE 93 TO CONTINUE.

IF CELL PHONE, PROBE IF CELL PHONE IS THEIR PRIMARY PHONE. IF NOT CODE 71 AND  
THANK AND TERMINATE. IF YES, ASK TO CONTINUE - IF REFUSED CODE 11 AND THANK  
AND TERMINATE.

Continue to main survey ..... 91  
Continue to mini-survey only ..... 93

### **INT02 EVERYONE**

Are you a resident of King County?

Yes, continue ..... 91  
No, not resident of King County - THANK & TERMINATE ..... 47  
Don't know/Refused - resident of King County –  
THANK & TERMINATE ..... 48

### **SCR10 EVERYONE**

To verify, is your home zip code<zip code from sample>?

Yes..... 1  
No ..... 2  
Don't know/Refused ..... 9

### **SCR11 ASK IF SCR10=2**

What is your zip code?

Don't know/Refused ..... 99999

### **ZONE**

Zone 1 - North King/Seattle ..... 1  
Zone 2 - South King ..... 2  
Zone 3 - East king..... 3  
Refused zip ..... 4  
Out of range zip ..... 5

**THANK & TERMINATE IF DON'T KNOW/REFUSED ZIP CODE/OUT OF RANGE ZIP CODE**

**SL1** Do you live within the Seattle City limits?

Yes..... 1  
No ..... 2  
Don't know ..... 8  
Refused..... 9

**REF2 RESPONDENTS WHO HAVE AGREED TO DO SURVEY GO TO SCR2. REF2 IS ASKED OF REFUSALS WHO AGREE TO ANSWER A COUPLE OF QUESTIONS.**

I just want to let you know that this call may be monitored for quality control purposes. Including yourself, how many people in your household, age 16 or over, have taken at least 5 one-way rides on a Metro bus 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.

None ..... 0  
8 or more..... 8  
Don't know/Refused ..... 9

**REF3 ASKED IF ONE OR MORE PERSONS IN THE HH HAVE TAKEN A RIDE IN REF2**

In the last 30 days, how many one-way rides have you personally taken? IF NECESSARY: Do not count rides taken entirely within the downtown Seattle Ride Free Area. Count a round trip as 2 rides, and count a trip where a person had to transfer buses as just one ride.

5 or more rides..... 1  
1 to 4 rides ..... 2  
0 rides/Never ride ..... 3  
Don't know/Refused ..... 9

**REF4 ASKED IF REF3 IS DON'T KNOW/REFUSED**

Would that be more than 4 rides?

Yes, 5 or more rides..... 1  
No, 1 to 4 rides ..... 2  
No, 0 rides/Never ride ..... 3  
Don't know/Refused ..... 9

**REF1 NONRIDERS ONLY**

Have you or anyone in your household ridden any Metro service within the past year. Please include the Seattle Ride Free Area and Shuttle service to ball games and special events as well as regular service?

Yes..... 1  
No ..... 2  
Don't know/Refused ..... 9

**THANK AND TERMINATE IF DON'T KNOW/REFUSED RIDERSHIP IN REF4**

**RIDE1 RIDER STATUS MINI SURVEY**

Regular rider ..... 1  
Infrequent rider ..... 2  
Non-rider ..... 3

**THANK & TERMINATE FOR INFREQUENT AND NONRIDERS IN MINI SURVEY**

**INT06 FREQUENT RIDERS FROM MINI SURVEY**

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. IF YES, PRESS 91 TO CONTINUE.

Continue to main survey..... 91

**WRD10 Wording only**

Before we start, I just want to let you know that this call may be

monitored for quality control purposes..... 1  
..... 2

**SCR2 BEGINNING OF MAIN SURVEY FOR PEOPLE WHO AGREED TO SURVEY IN INTRO**

Including yourself, how many people in your household, age 16 or over, have taken at least 1 one-way ride on a Metro bus in the last 30 days? Do not count rides entirely within the downtown Seattle Ride Free Area.

NONE..... 0  
8 or more..... 8  
Don't know/Refused ..... 9

**SCR3 ASKED IF ONE OR MORE RIDERS IN SCR2**

Including yourself, how many people in your household, age 16 or over, have taken at least 5 one-way rides on a Metro bus in the last 30 days? Do not count rides entirely within the downtown Seattle Ride Free Area. Count a round trip as two rides, and count a trip where the person had to transfer buses as one ride.

NONE..... 0  
8 or more..... 8  
Don't know/Refused ..... 9

**SCR4** Thinking about the last 30 days, how many one-way rides have you personally 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, and a trip where you had to transfer buses counts as one ride.

None ..... 00  
97 or more..... 97  
Don't know ..... 98  
Refused..... 99

**SCR5 IF DON'T KNOW OR REFUSED IN SCR4**

Would that be more than 4 rides?

Yes, 5 or more rides..... 1  
No, 1 to 4 rides ..... 2  
No, 0 rides/Never ride ..... 3  
Don't know/Refused ..... 9

**THANK AND TERMINATE IF DON'T KNOW/REFUSED IN SCR5.**

**RIDE2 combined total rider status**

Regular rider..... 1  
Infrequent rider..... 2  
Non-rider ..... 3

**WAVES 3 AND HIGHER ARE FOR RIDERS ONLY. IF A NONRIDER IN WAVE 3 OR HIGHER, THANK AND TERMINATE.**

**INT11 FOR HOUSEHOLDS WHERE THERE IS A FREQUENT RIDER AND THAT PERSON IS NOT ON THE PHONE.**

Is the individual in your household who has taken at least 5 one-way rides on Metro in the last 30 days available at this time to complete a survey? RE-INTRODUCE TO NEW RESPONDENT: Hello, I'm \_\_\_\_\_ from Gilmore Research Group, a local market research firm. We are conducting a planning study among King County residents and would like to include the opinions of your household. IF YES, PRESS 91 TO CONTINUE WITH NEW RESPONDENT.

Continue main survey with new respondent..... 91

**SCR7 ASK IF INT11=91**

Thinking about the last 30 days, how many one-way rides have you, personally, taken on a Metro bus? IF NEEDED: Do not count rides entirely within the downtown Seattle Ride Free Area. Count a round trip as two rides, and a trip where you had to transfer as one ride.

None ..... 00  
97 or more..... 97  
Don't know ..... 98  
Refused..... 99

**SCR8 ASK IF REFUSED OR DON'T KNOW IN SCR7**

Would that be more than 4 rides?

Yes, 5 or more rides..... 1  
No, 1 to 4 rides ..... 2  
No, 0 rides/Never ride ..... 3  
Don't know/Refused ..... 9

**THANK AND TERMINATE IF DON'T KNOW/REFUSED IN SCR8.**

**SCR9 RIDER STATUS**

Regular rider..... 1  
Infrequent rider..... 2  
Non-rider ..... 3

**THANK AND TERMINATE (OVERQUOTA NONRIDER).**

**GENDR**

Male..... 1  
Female ..... 2

**SC1A NONRIDERS ONLY**

Have you or anyone else in your household ridden any Metro service within the past year? This time please include the Seattle Ride Free Area and Shuttle service to ball games and special events as well as regular bus service.

Yes..... 1  
No ..... 2  
Don't know ..... 8  
Refused..... 9

**Q1 EVERYONE**

One year ago, were you living in King County?

Yes.....	1	
No .....	2	GO TO Q4
Don't know/Refused .....	9	GO TO Q4

**Q2 RIDERS ONLY**

You said that you have ridden the bus in the past 30 days. Did you start riding the bus after September of 2002?

Yes.....	1	
No .....	2	GO TO Q5
Don't know/Refused .....	9	GO TO Q5

**Q3 RIDERS ONLY**

Why did you start riding the bus?

Changed jobs/got a job/work .....	01	
Moved.....	02	
Stopped or started school.....	03	
Bus cheaper .....	04	
Bus faster .....	05	
Bus more convenient .....	06	
Lost use of car/only means of transportation.....	07	
Changes in bus service (PROBE FOR SPECIFICS) .....	08	O
To avoid parking/don't want to pay to park .....	10	
More convenient when going to sporting event.....	11	
Couldn't/don't drive/don't have a license .....	12	
Jobsite/business moved.....	13	
Other (SPECIFY): .....	97	O
Don't know/Refused .....	99	X

**Q4 NONRIDERS**

You said that you have not ridden the bus in the past 30 days. Have you ever ridden Metro Transit?

Yes.....	1	
No .....	2	GO TO Q5
Don't know/Refused .....	9	GO TO Q5

**Q4A FORMER RIDERS**

When was the last time you rode Metro Transit? Was it...

Within the past 6 months .....	1
Six months to one year ago.....	2
Between 1 and 5 years ago, or .....	3
More than 5 years ago?.....	4
Don't know/Refused - DO NOT READ .....	9

#### **Q4B FORMER RIDERS**

When you rode the bus, what was the primary purpose of the trip you took most Often?

To/From work.....	01	
To/From school .....	02	
To/From volunteering.....	03	
Shopping/Errands .....	04	
Appointments .....	05	
Fun/Recreation/Social .....	06	
Jury duty .....	07	
To go downtown/Seattle (GENERAL).....	08	
Other (SPECIFY): .....	97	O
Don't know .....	98	X
Refused.....	99	X

#### **Q4C FORMER RIDERS**

What is the main reason you don't ride the bus now? IF RESP. SAYS: "I have a car" /"Car is convenient", PROBE: Specifically, why is your car more convenient? IF SAYS: "Traffic", PROBE: What about traffic? IF SAYS: "Problems with Schedule/Routing", PROBE FOR SPECIFICS.

Changed jobs/lost job/moved .....	01	
Car is more convenient/Like driving (MUST PROBE BEFORE SELECTING).....	02	
Need car for work/Before or after work .....	03	
Work hours aren't regular/flexible enough .....	04	
Bus travel takes too long .....	05	
Dislike transferring.....	06	
Problems with bus schedule/routing (MUST PROBE BEFORE SELECTING).....	07	O
Don't leave my home/Don't go far from home/Retired.....	08	
Bus doesn't go where I need to go/Service not close to home/ Too inconvenient.....	09	
Work at home/close to my home .....	10	
Jobsite/Business moved.....	11	
Bus stop too far.....	12	
No routes where I need to go.....	13	
Schedule is inconvenient .....	14	
Other (SPECIFY): .....	97	O
Don't know/Refused .....	99	X

#### **Q5 EVERYONE**

What is your current employment status? IF EMPLOYED: Are you employed full time or part-time? Do you also attend school? IF STUDENT: Do you also work part-time or full-time?

Employed full time .....	01	
Employed part time .....	02	
Self-employed working mostly at home.....	03	
Self-employed working mostly outside of home .....	04	
Not self-employed--work mostly at home .....	11	
A full time student and not working .....	05	
A student and working full time .....	06	
A student and working part time .....	07	
Not employed outside the home/Homemaker.....	08	
Retired .....	09	
Or currently unemployed/looking for work? .....	10	

**GO TO COMMU  
GO TO COMMU  
GO TO COMMU**

Other (SPECIFY): .....	97	O
Don't know .....	98	GO TO COMMU
Refused .....	99	GO TO COMMU

#### **Q6 ASK IF EMPLOYED OR STUDENT**

Do you work (or attend school) outside the home three or more days a week? IF RESPONDENT SAYS BOTH WORK AND SCHOOL, PROBE: "Which do you consider to be your primary activity?" IF WORK FROM HOME 3+ DAYS/WEEK, CODE AS "NO, NEITHER"

YES - WORK .....	1
YES - SCHOOL .....	2
NO - NEITHER .....	3
Don't know .....	8
Refused .....	9

#### **COMMU TYPE OF COMMUTER**

WORK COMMUTER .....	1
SCHOOL COMMUTER .....	2
NON-COMMUTER .....	3

#### **Q7 RIDERS**

To what extent do you use the bus system to get around? Would you say you use the bus for...

All or most of your transportation needs .....	1
Some of your transportation needs .....	2
Or very little of your transportation needs? .....	3
Don't know - DO NOT READ .....	8
Refused - DO NOT READ .....	9

#### **Q8 RIDERS**

When you ride the bus, what is the primary purpose of the trip you take most often? DO NOT PAUSE. READ ENTIRE LIST. PROBE FOR PURPOSE; "DOWNTOWN" IS NOT A PURPOSE: "What is the purpose of the trip you take to Downtown? / What do you do Downtown?"

To and from work .....	01
To and from school .....	02
To and from volunteering .....	03
For shopping or errands .....	04
For appointments .....	05
For fun, recreation, or social .....	06
Shuttles to sporting events .....	07
Shuttles to music festivals (such as bumbershoot) .....	08
Shuttles to events (such as Seafair) .....	09
or something else (SPECIFY): .....	97 O
Don't know .....	98 X
Refused .....	99 X

**Q9 RIDERS**

During which of the following time periods do you ride Metro? Do you ride Metro ...  
MIDDAY COUNTS AS BETWEEN 9 AM AND 3 PM.

Before 6 AM.....	01	
Peak morning rush hour on weekdays, that is 6 to 9 AM.....	02	
Midday (9 AM to 3 PM) on weekdays.....	03	
Peak evening rush hour on weekdays, that is 3 to 6 PM.....	04	
Weeknights between 6 and 7 PM.....	05	
Weeknights after 7 PM, OR.....	06	
Any time of day on weekends?.....	07	
Other (SPECIFY:) - DO NOT READ.....	00	O
NONE - DO NOT READ.....	08	X
Don't know - DO NOT READ.....	98	X
Refused - DO NOT READ.....	99	X

**Q10 RIDERS**

Regarding the kind of bus trip you make most often/ You said you generally ride the bus<Q8 response>, how many transfers do you usually make when you use the bus for this purpose <Q8 response>

None.....	0	<b>GO TO Q12</b>
7 or more.....	7	
Don't know.....	8	<b>GO TO Q12</b>
Refused.....	9	<b>GO TO Q12</b>

**Q11A RIDERS WHO TRANSFER**

How many minutes do you usually wait for a bus when you transfer?

One minute or less.....	001
3 hours or more.....	180
Don't know.....	888
Refused.....	999

**Q11B RIDERS WHO TRANSFER 2 OR MORE TIMES**

How many minutes do you usually wait for your longest transfer?

One minute or less.....	001
3 hours or more.....	180
Don't know.....	888
Refused.....	999

**Q12 RIDERS**

How do you usually pay your bus fare? Do you use. . . IF RESPONDENT SAYS  
"TRANSFER," PROBE: How do you pay for your transfer?

Cash.....	1	
Tickets.....	2	
A pass.....	3	
A reduced fare permit with a sticker, or.....	4	
A reduced fare permit with cash.....	5	
Don't know.....	8	<b>GO TO Q15</b>
Refused.....	9	<b>GO TO Q15</b>



**Q13 RIDERS WHO USE A PASS**

What kind of pass do you have?

ONE ZONE PEAK PASS (\$1.50/\$54 PugetPass).....	01
OFF-PEAK PASS (\$1.25/\$45 PugetPass).....	02
TWO ZONE PEAK PASS (\$2.00/\$72 PugetPass).....	03
U-PASS .....	04
GO PASS.....	05
FLEXPASS.....	06
STUDENT/YOUTH PASS \$0.50/\$18 .....	07
SENIOR/DISABLED STICKER (REDUCED FARE PERMIT) .....	08
ACCESS PASS .....	09
SENIOR/DISABLED PASS (REDUCED FARE PERMIT WITHOUT STICKER).....	10
Other (SPECIFY): .....	97 O
Don't know .....	98
Refused.....	99

**Q14 RIDER COMMUTERS WHO USE A PASS**

Does your employer or school pay for part or all of your pass? PROBE: Is that for all or part of the pass? PROBE: Is that your employer or school?

YES, EMPLOYER PAYS PART OF PASS .....	1
YES, EMPLOYER PAYS ALL OF PASS.....	2
YES, SCHOOL PAYS PART OF PASS.....	3
YES, SCHOOL PAYS ALL OF PASS .....	4
NO, NONE OF THE PASS.....	5
Don't know/Unsure .....	8
Refused.....	9

**Q15 RIDERS**

What bus routes do you take most often?

Don't know .....	998 X
Refused.....	999 X

**Q15A RIDERS**

Do your bus trips usually cross the Seattle City limits, that is, are they two-zone trips?

Yes.....	1
No .....	2
Don't know .....	8
Refused.....	9

**Q16 RIDERS**

How do you usually get to your bus stop? IF RESPONDENT SAYS DRIVE, PROBE: Is that to a Park &amp; Ride or to a bus stop?

Walk .....	01
Drive to a park and ride .....	02
Drive and park near a bus stop .....	03
Bike .....	04
Dropped off .....	05
Other (SPECIFY): .....	97 O
Don't know .....	98
Refused.....	99

**Q16A RIDERS WHO RIDE THEIR BIKE TO THE BUS STOP**

How many days a week do you ride your bike to the bus stop?

1 day or less.....	1
Don't know/Varies.....	8
Refused.....	9

**Q16B** Do you use the bike rack on the bus?

Yes.....	1
No.....	2
Don't know.....	8
Refused.....	9

**Q20 EVERYONE**

On a different topic, about how many times a month do you go to downtown Seattle? By downtown I mean to include Belltown, Sodo, International District, Pioneer Square and the downtown core.

None.....	00
Live in downtown Seattle.....	97
Don't know/Not sure.....	98
Refused.....	99

**Q20A GO TO WORD3 IF Q20 <3 OR 98, 99**

Do you go downtown for work or school purposes?/ Do you work or go to school downtown?

Yes.....	1	CONTINUE
No.....	2	GO TO Q20D
Don't know.....	8	GO TO Q20D
Refused.....	9	GO TO Q20D

**Q20B** About how many times a month?

None.....	00
Don't know/Not sure.....	98
Refused.....	99

**Q20C** Is that usually by car, bus, carpool or some other way?

Car.....	01
Bus.....	02
Carpool.....	03
Some other way.....	96
Varies.....	97
Don't know/Not sure.....	98
Refused.....	99

**Q20D** Do you go downtown for shopping?/Do you shop downtown?

Yes.....	1	CONTINUE
No.....	2	GO TO Q20G
Don't know.....	8	GO TO Q20G
Refused.....	9	GO TO Q20G

**Q20E** About how many times a month?

None .....	00
Don't know/Not sure .....	98
Refused .....	99

**Q20F** Is that usually by car, bus, carpool or some other way?

Car .....	01
Bus .....	02
Carpool .....	03
Some other way .....	96
Varies .....	97
Don't know/Not sure .....	98
Refused .....	99

**Q20G** Do you go downtown for dining, sports events, or other entertainment?/

Do you go out dining, to sports events or other entertainment in downtown?

Yes .....	1	CONTINUE
No .....	2	GO TO SET3
Don't know .....	8	GO TO SET3
Refused .....	9	GO TO SET3

**Q20H** About how many times a month?

None .....	00
Don't know/Not sure .....	98
Refused .....	99

**Q20I** Is that usually by car, bus, carpool or some other way?

Car .....	01
Bus .....	02
Carpool .....	03
Some other way .....	96
Varies .....	97
Don't know/Not sure .....	98
Refused .....	99

**SET3 BUS RIDER TO DOWNTOWN PROGRAMMING**

Bus rider .....	1
Not bus rider .....	0

**SET4 CARPOOLER/CAR TO DOWNTOWN PROGRAMMING**

Car/Carpooler .....	1
Not car/carpooler .....	0

**SET5 ALL OTHER TRAVELERS TO DOWNTOWN PROGRAMMING**

All other travelers .....	1
Not applicable .....	0

**Q20J1 EVERYONE WHO SAID THEY GO DOWNTOWN 3+ TIMES IN Q20**

Would you say you are going to downtown Seattle. . .

Less often than last year .....	1	CONTINUE
More often than last year .....	2	GO TO Q20K
Or about the same as last year .....	3	GO TO Q20K
Don't know/Not sure - DO NOT READ .....	8	GO TO Q20K
Refused - DO NOT READ .....	9	GO TO Q20K

**Q20J2 Why is that?**

RECORD COMMENTS .....	01	O
Traffic congestion.....	02	N
Lack of parking.....	03	N
Parking costs.....	04	N
Moved /live further away .....	05	N
Changed jobs/no longer work or go to school downtown .....	06	N
Retired/unemployed.....	07	N
No need/no reason to go downtown .....	08	N
Safety/security .....	09	N
Discomfort with drugs, homeless, etc.....	10	N
Don't have a car anymore .....	11	N
Construction disruption downtown.....	12	N
Crowding/hassle of getting around on foot.....	13	N
Changed life style/ family obligations/new baby.....	14	N
Don't have as much money/less money .....	15	N
Changed work/school schedule .....	16	N
No time /too busy .....	17	N
Other .....	97	N
Don't know/Not sure.....	98	
Refused.....	99	

**Q20K RIDERS**

What bus route or routes do you most often use when you go downtown?

Don't know/Not sure.....	998	X
Refused.....	999	X

**Q21X1 RIDERS**

I have just a few questions about your satisfaction or dissatisfaction with downtown Seattle and Metro downtown bus service. As I read each one, please tell me if you are dissatisfied or satisfied/

.....  
satisfied or dissatisfied?

**Q21A RIDERS**

The amount of time it takes your bus to get through downtown?

Are you dissatisfied or satisfied? Would that be very or somewhat?/Are you satisfied or dissatisfied? Would that be very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Depends on time of day DO NOT READ .....	7
Don't know/Neither satisfied nor dissatisfied .....	8
Refused.....	9

**Q21B RIDERS**

What about the amount of personal space you have when waiting at downtown bus stops?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Depends on time of day DO NOT READ .....	7
Don't know/Neither satisfied nor dissatisfied .....	8
Refused.....	9

**Q21C RIDERS**

The ability of the bus to get you to your downtown destination on time?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Depends on time of day DO NOT READ .....	7
Don't know/Neither satisfied nor dissatisfied .....	8
Refused.....	9

**Q21D RIDERS**

The bus coming when it is supposed to when you are leaving downtown?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Depends on time of day DO NOT READ .....	7
Don't know/Neither satisfied nor dissatisfied .....	8
Refused.....	9

**Q21DA RIDERS**

Being able to walk around downtown without feeling crowded?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Depends on time of day DO NOT READ .....	7
Don't know/Neither satisfied nor dissatisfied .....	8
Refused.....	9

**Q21DB RIDERS**

Personal security and safety when in downtown Seattle?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Depends on time of day DO NOT READ .....	7
Don't know/Neither satisfied nor dissatisfied .....	8
Refused.....	9

**Q21X2 NONRIDERS**

Next I have just a few questions about your satisfaction or dissatisfaction with traveling to and around downtown Seattle. As I read each one, please me tell if you are satisfied or dissatisfied/Dissatisfied or satisfied.

**Q21E CAR RIDERS AND OTHER NONRIDERS**

What about the amount of time it takes you by car to get through downtown?

Are you satisfied or dissatisfied? Would that be very or somewhat?

Very satisfied..... 1  
Somewhat satisfied..... 2  
Somewhat dissatisfied ..... 3  
Very dissatisfied ..... 4  
Depends on time of day DO NOT READ ..... 7  
Don't know/Neither satisfied nor dissatisfied ..... 8  
Refused..... 9

**Q21F CAR RIDERS AND OTHER NONRIDERS**

Being able to find parking downtown?

Very satisfied..... 1  
Somewhat satisfied..... 2  
Somewhat dissatisfied ..... 3  
Very dissatisfied ..... 4  
Depends on time of day DO NOT READ ..... 7  
Don't know/Neither satisfied nor dissatisfied ..... 8  
Refused..... 9

**Q21G NONRIDERS**

Being able to walk around downtown without feeling crowded?

Very satisfied..... 1  
Somewhat satisfied..... 2  
Somewhat dissatisfied ..... 3  
Very dissatisfied ..... 4  
Depends on time of day DO NOT READ ..... 7  
Don't know/Neither satisfied nor dissatisfied ..... 8  
Refused..... 9

**Q21H CAR RIDERS AND OTHER NONRIDERS**

The clarity of informational signs downtown telling car drivers how to get around downtown?

Very satisfied..... 1  
Somewhat satisfied..... 2  
Somewhat dissatisfied ..... 3  
Very dissatisfied ..... 4  
Depends on time of day DO NOT READ ..... 7  
Don't know/Neither satisfied nor dissatisfied ..... 8  
Refused..... 9

**Q21I NONRIDERS**

Personal security and safety when in downtown Seattle?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Depends on time of day DO NOT READ .....	7
Don't know/Neither satisfied nor dissatisfied .....	8
Refused.....	9

**Q23A EVERYONE WHO WENT DOWNTOWN**

Based on your most recent experience with downtown Seattle, what is your overall impression of downtown? Would you say your view of downtown is. .

Very positive .....	1
Somewhat positive.....	2
Neither positive nor negative.....	3
Somewhat negative.....	4
Or very negative .....	5
Don't know/Not sure - DO NOT READ.....	8
Refused - DO NOT READ .....	9

**Q23 SEQUENCE OF RESPONSES IS ROTATED**

Based on your most recent experience with downtown Seattle, what is your overall impression of downtown? Would you say your view of downtown is. .

Very positive .....	1
Somewhat positive.....	2
Neither positive nor negative.....	3
Somewhat negative.....	4
Or very negative .....	5
Don't know/Not sure - DO NOT READ.....	8
Refused - DO NOT READ .....	9

**WORD3 wording only**

work? .....	1
attend school? .....	2
Non commuter .....	0

**Q24A COMMUTERS**

In what geographic area do you work/attend school?

Downtown Seattle.....	01
Downtown Seattle Core.....	31
Denny Regrade/Belltown.....	32
Pioneer Square.....	33
International District.....	34
Surrounding Downtown Seattle (Queen Anne, Capitol Hill, First Hill, South of Lake Union, Eastlake) .....	02
University District .....	03
West Seattle .....	04
South Seattle.....	05
North Seattle.....	06
Other Seattle (SPECIFY): .....	07 O
Shoreline.....	08
Kenmore .....	09

Other North King County (SPECIFY): .....	10	O
Downtown Bellevue .....	11	
Overlake .....	12	
Other Bellevue (SPECIFY): .....	13	O
Kirkland .....	14	
Redmond .....	15	
Issaquah .....	16	
Bothell .....	17	
Woodinville .....	18	
Other Eastside (SPECIFY): .....	19	O
Auburn .....	20	
Federal Way .....	21	
Kent .....	22	
Renton .....	23	
Tukwila/Southcenter .....	24	
Other South King County (SPECIFY): .....	25	O
Everett/Snohomish County .....	26	
Tacoma/Pierce County .....	27	
SeaTac .....	28	
Other (SPECIFY): .....	97	O
VARIES .....	88	
Don't know/Refused .....	99	

**Q24B ASK IF SAID DOWNTOWN SEATTLE IN Q24A**

Would that be . . .		
Downtown Seattle core .....	31	
Denny Regrade/Belltown .....	32	
Pioneer Square .....	33	
or the International District .....	34	
Downtown unspecified DO NOT READ .....	35	
Other (SPECIFY:) .....	97	O
Don't know/Not sure .....	98	
Refused .....	99	

**Q25** How do you usually get to and from work/school? PROBE FOR WHAT THEY USE MOST OFTEN. IF DRIVE, PROBE - Would that be alone, with at least 2 people in the car, in a vanpool with 7 or more people, or by motorcycle? IF BUS, PROBE - Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus?

Drive Alone In Your Car .....	01	
Carpool With At Least 2 People In The Car .....	02	
Vanpool, that is 7 or more people .....	03	
Ride a Metro bus .....	04	
Ride a Sound Transit bus .....	05	
Ride a Community Transit bus .....	06	
Ride a Pierce Transit bus .....	07	
Ride the Sounder Train .....	08	
Ride a Sounder Train and Bus equally .....	09	
Ride a school bus .....	10	
Ride an ACCESS van .....	11	
Motorcycle .....	12	
Bicycle .....	13	
Walk .....	14	
Or some other way (SPECIFY): .....	97	O
Work from home/Telecommute - DO NOT READ .....	15	
Combination of transportation (SPECIFY): - DO NOT READ .....	16	O



Don't know - DO NOT READ.....	98
Refused - DO NOT READ .....	99

**Q26A ASK IF Q25=09**

Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus?

Metro Transit.....	01	
Sound Transit.....	02	
Community Transit.....	03	
Pierce Transit.....	04	
School bus .....	05	
Other (SPECIFY): .....	97	O
Don't know .....	98	X
Refused.....	99	X

**WORDS WORDING ONLY**

work.....	1
school.....	2

**Q27** At the beginning of last September, that is, September 2002, did you usually travel to and from work/school the same as you do now?

Yes, the same.....	1	<b>GO TO Q31</b>
No, it was different .....	2	<b>CONTINUE</b>
Didn't work/attend school one year ago.....	3	<b>GO TO Q31</b>
Don't know/Refused .....	9	<b>GO TO Q31</b>

**Q28** How did you usually travel to and from work/school at the beginning of last September, that is, September 2002? Did you...

Drive Alone In Your Car .....	01	
Carpool With At Least 2 People In The Car.....	02	
Vanpool, that is 7 or more people.....	03	
Ride a Metro bus.....	04	
Motorcycle.....	05	
Bicycle.....	06	
Or walk? .....	07	
Work from home/Telecommute - DO NOT READ .....	08	
School bus - DO NOT READ .....	09	
Combination of transportation (SPECIFY): - DO NOT READ.....	10	O
WAS NOT WORKING/GOING TO SCHOOL/MOVED - DO NOT READ.....	12	
Other (SPECIFY): - DO NOT READ .....	97	O
Don't know - DO NOT READ.....	98	
Refused - DO NOT READ .....	99	

**Q29 IF DIDN'T DRIVE ALONE LAST YEAR BUT DOES NOW**

Why did you switch to driving alone in your car this year?	
Change in job circumstance/schedule .....	01
Moved.....	02
Change in school circumstance/stopped/started school .....	03
Car cheaper .....	04
Car faster .....	05
Car more convenient.....	06
Bought a car.....	07
Got a driver's license.....	08
No carpool partner anymore .....	09
Changes in bus service (PROBE FOR SPECIFICS) .....	10 O
Jobsite/Business moved.....	11
Other (SPECIFY): .....	97 O
Don't know/Refused .....	99

**Q30 IF DROVE ALONE LAST YEAR BUT DOES NOT NOW**

Why did you switch from driving alone in your car last year?	
Change in job circumstance/schedule .....	01
Moved.....	02
Change in school circumstance/stopped/started school .....	03
New mode cheaper .....	04
New mode faster.....	05
New mode more convenient (MUST PROBE BEFORE SELECTING)06	O
Lost use of car .....	07
Jobsite/Business moved.....	08
Other (SPECIFY): .....	97 O
Don't know/Refused .....	99

**Q31 How many miles do you travel from home to< work/school>one-way?**

One mile or less .....	001
100 miles or more .....	100
Varies.....	777
Don't know .....	888
Refused .....	999

**Q32 About how long does that take you (one-way)?**

One minute or less .....	001
3 hours or more.....	180
Varies.....	777
Don't know .....	888
Refused .....	999

**Q33 Riders/Carpoolers/Vanpoolers**

How long does it take you to get from your home to the location of bus stop/carpool/vanpool

One minute or less .....	001
3 hours or more.....	180
Varies.....	777
Don't know .....	888
Refused .....	999

**Q35A** What is your usual schedule at work/school? First, what time do you begin?

Changes/Varies from day to day..... 7777  
Don't know ..... 8888  
Refused..... 9999

**Q35B** What is your usual schedule at work/school? First, what time do you begin?

AM..... 1  
PM ..... 2

**Q36A** And what time do you finish work/school?

Changes/Varies from day to day..... 7777  
Don't know ..... 8888  
Refused..... 9999

**Q36B** (And what time do you finish work/school?)

AM..... 1  
PM ..... 2

**Q37 ASK IF WORK COMMUTER**

About how many employees work for your employer at your place of employment?

Don't know/Not sure..... 999998  
Refused..... 999999

**Q37A ASK IF DON'T KNOW OR REFUSED IN Q37**

Is that . . .

100 or more..... 1  
51-99..... 2  
26-50..... 3  
Or 25 or fewer ..... 4  
Don't know - DO NOT READ..... 8  
Refused - DO NOT READ..... 9

**Q39** Does your employer/school offer or provide you with free or reduced fee parking at work/school? CLARIFY:

Is that free or reduced fee?

Yes - Free for all employees/students..... 1  
Yes - Reduced fee..... 2  
No ..... 3  
Free but not provided by SCHOOL/EMPLOYER ..... 4  
Free but don't know who pays ..... 5  
Don't know ..... 8  
Refused..... 9

**Q40 COMMUTERS WHO DRIVE ALONE**

How much do you personally pay for parking?

Don't know ..... 888888  
Refused..... 999999

**Q40A GO TO Q40B IF DON'T KNOW/REFUSED IN Q40**

Per day .....	1
Per month.....	2

**Q40B** How many days a month do you park at work/school?

None .....	00
Don't know .....	88
Refused .....	99

**Q41 ALL DRIVE ALONE COMMUTERS SEQUENCE OF RESPONSES ROTATES**

Overall, how appealing to you personally is the idea of using the bus instead of driving to work/school? Would you say...

Very appealing.....	1
Somewhat appealing.....	2
Not very appealing, or .....	3
Not at all appealing.....	4
Don't know/Neither appealing nor unappealing - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q52 EVERYONE**

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. 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? PROBE FOR CHILDREN, AS THEY COUNT AS PEOPLE. IF BUS, PROBE - Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus?

Drive Alone In Your Car .....	01
Carpool With At Least 2 People In The Car.....	02
Vanpool, that is 7 or more people.....	03
Ride a Metro bus.....	04
Ride a Sound Transit bus .....	05
Ride a Community Transit bus .....	06
Ride a Pierce Transit bus .....	07
Ride the Sounder Train.....	08
Ride a Sounder Train and Bus equally .....	09
Ride a school bus .....	10
Ride an ACCESS van .....	11
Motorcycle.....	12
Bicycle.....	13
Walk .....	14
Other (SPECIFY): .....	97 O
Combination of transportation (SPECIFY): - DO NOT READ .....	16 O
Don't know - DO NOT READ.....	98
Refused - DO NOT READ .....	99

**Q53A NONRIDERS**

Overall, how appealing, to you personally, is the idea of using the bus for your personal, non-work travel? Would you say...

Very appealing.....	1
Somewhat appealing.....	2
Not very appealing, or .....	3
Not at all appealing.....	4
Don't know/Neither appealing nor unappealing - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q53 SEQUENCE OF RESPONSES ROTATES**

Overall, how appealing, to you personally, is the idea of using the bus for your personal, non-work travel? Would you say...

Very appealing.....	1
Somewhat appealing.....	2
Not very appealing.....	3
Not at all appealing.....	4
Don't know/Neither appealing nor unappealing - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q53C EVERYONE**

Next, were you aware that King County operates a program called Flexcar?

Yes.....	1
No .....	2
Don't know .....	8
Refused.....	9

**Q54 COMMUTERS WHO DRIVE ALONE BUT FIND BUS APPEALING AND PEOPLE WHO DRIVE ALONE FOR PERSONAL WHO FIND THE BUS APPEALING**

On a scale of 1 to 7 where "1" means "not a barrier at all", and "7" means, a "very significant barrier"/

.....  
" 7" means a "very significant barrier," and "1" means "not a barrier at all please rate the extent to which each of the following is a barrier to you taking the bus or taking the bus more often.

**Q54A The time it takes by bus.**

Not a barrier at all.....	1
Two.....	2
Three.....	3
Four .....	4
Five.....	5
Six.....	6
Very significant barrier.....	7
Don't know .....	8
Refused.....	9

**Q54B** Crowded buses.

Not a barrier at all .....	1
Two .....	2
Three .....	3
Four .....	4
Five .....	5
Six .....	6
Very significant barrier .....	7
Don't know .....	8
Refused .....	9

**Q54D** Concerns about your personal safety while riding or waiting for buses.

Not a barrier at all .....	1
Two .....	2
Three .....	3
Four .....	4
Five .....	5
Six .....	6
Very significant barrier .....	7
Don't know .....	8
Refused .....	9

**Q54E** Having to transfer buses.

Not a barrier at all .....	1
Two .....	2
Three .....	3
Four .....	4
Five .....	5
Six .....	6
Very significant barrier .....	7
Don't know .....	8
Refused .....	9

**Q54F** Having to plan around bus schedules.

Not a barrier at all .....	1
Two .....	2
Three .....	3
Four .....	4
Five .....	5
Six .....	6
Very significant barrier .....	7
Don't know .....	8
Refused .....	9

**Q54H** Not knowing how to use the bus system.

Not a barrier at all .....	1
Two.....	2
Three.....	3
Four .....	4
Five.....	5
Six.....	6
Very significant barrier.....	7
Don't know .....	8
Refused.....	9

**Q54I** Lack of parking at park and ride lots.

Not a barrier at all .....	1
Two.....	2
Three.....	3
Four .....	4
Five.....	5
Six.....	6
Very significant barrier.....	7
Don't know .....	8
Refused.....	9

**Q54J** The behavior of others on the bus.

Not a barrier at all .....	1
Two.....	2
Three.....	3
Four .....	4
Five.....	5
Six.....	6
Very significant barrier.....	7
Don't know .....	8
Refused.....	9

**Q54K** There is no bus stop near your home.

Not a barrier at all .....	1
Two.....	2
Three.....	3
Four .....	4
Five.....	5
Six.....	6
Very significant barrier.....	7
Don't know .....	8
Refused.....	9

**Q54L** The bus routes near your home don't go where you want to go.

Not a barrier at all .....	1
Two.....	2
Three.....	3
Four .....	4
Five .....	5
Six.....	6
Very significant barrier.....	7
Don't know .....	8
Refused.....	9

**Q54C COMMUTERS WHO DRIVE ALONE AND FIND THE THE BUS APPEALING THROUGH Q54ZZ**

The level of bus service after 6 p.m.

Not a barrier at all .....	1
Two.....	2
Three.....	3
Four .....	4
Five .....	5
Six.....	6
Very significant barrier.....	7
Don't know .....	8
Refused.....	9

**Q54O** Needing a car during the work day for work-related business.

Not a barrier at all .....	1
Two.....	2
Three.....	3
Four .....	4
Five .....	5
Six.....	6
Very significant barrier.....	7
Don't know .....	8
Refused.....	9

**Q54Q** Needing a car during the day for personal errands while at work.

Not a barrier at all .....	1
Two.....	2
Three.....	3
Four .....	4
Five .....	5
Six.....	6
Very significant barrier.....	7
Don't know .....	8
Refused.....	9



**Q54R** Often having to work late.

Not a barrier at all .....	1
Two .....	2
Three .....	3
Four .....	4
Five .....	5
Six .....	6
Very significant barrier .....	7
Don't know .....	8
Refused .....	9

**Q54S** Having irregular work hours.

Not a barrier at all .....	1
Two .....	2
Three .....	3
Four .....	4
Five .....	5
Six .....	6
Very significant barrier .....	7
Don't know .....	8
Refused .....	9

**Q54U** Needing a car in case of an emergency at home.

Not a barrier at all .....	1
Two .....	2
Three .....	3
Four .....	4
Five .....	5
Six .....	6
Very significant barrier .....	7
Don't know .....	8
Refused .....	9

**Q54Z** *ONLY IF ONE OR MORE BARRIERS IN Q54 RESPONSE SEQUENCE ROTATES*

If any of these barriers did not exist, would you try using or commuting by bus or would you still not be interested? Would you say you would . . .

Definitely try it .....	1
Probably try it .....	2
Might try it .....	3
Or are still not interested? .....	4
Don't know - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q58** *EVERYONE*

How many times have you used Metro's park-and-ride lots in the last 30 days?

None .....	00
Don't know .....	98
Refused .....	99

**Q58A FOR THOSE WHO HAVE NOT USED A PARK AND RIDE LOT IN THE LAST 30 DAYS**

Have you used a Metro park-and-ride lot within the last year?

Yes.....	1	
No .....	2	GO TO PKNRD
Don't know .....	8	GO TO PKNRD
Refused .....	9	GO TO PKNRD

**Q59 EVERYONE WHO HAS USED A P&R IN THE LAST YEAR**

Do you usually use the park-and-ride to . . .

Catch a bus .....	01	
Transfer from another bus .....	02	
Meet vanpool partners .....	03	
Or meet carpool partners? .....	04	
Just use as a parking lot - DO NOT READ .....	05	
Other (SPECIFY): - DO NOT READ .....	97	O
Don't know/Refused - DO NOT READ .....	99	X

**Q60** How do you usually get to the park-and-ride lot?

Drive yourself.....	01	
Get dropped off.....	02	
Walk .....	03	
Bicycle .....	04	
Bus.....	05	
Other (SPECIFY): .....	97	O
Don't know/Refused .....	99	X

**PKNRD PROGRAMMING ONLY**

park and ride user .....	1
non-user .....	2

**Q56 RIDERS**

Next I am going to name several aspects of bus service and ask about your satisfaction with each aspect. As I read each item, please tell me whether you are satisfied or dissatisfied.

Continue ..... 1

**Q56A** On-time performance of buses.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56B** Cleanliness of bus shelters.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56C** Inside cleanliness of buses.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56D** Availability of seating on the bus.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56E** Where the bus routes go.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56F** Time between buses.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56G** Driver Appearance.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56H ASK IF USED PARK N RIDE LOT**

The ability to get a parking space at Park N Ride lots.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56J** The number of transfers you have to make to get where you are going.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56K ASK IF TRANSFERS BUSES**

The wait time when transferring buses.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56L** Travel time by bus.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56N** Personal safety on the bus related to the conduct of others during the daytime.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56O** Personal safety on the bus related to the conduct of others after dark.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q56P** Personal safety on the bus related to the operation of the bus.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q56Q** Personal safety waiting for the bus in the daytime.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q56R** Personal safety waiting for the bus after dark.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q56S** *ASK IF USES PARK-AND-RIDE*

Personal safety at the park-and-ride lot.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q56T** *ASK IF USES PARK-AND-RIDE*

Security of your automobile at the park-and-ride lot.

Very satisfied.....	1
Somewhat satisfied.....	2
Not very satisfied.....	3
Not at all satisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q56V** Driver courtesy.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q56W** Helpfulness of driver with route or stop information.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q56Z** Overall, how satisfied are you with Metro Transit?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q56Z1** You said earlier that you are not satisfied with the availability to get a parking space and safety / the availability to get a parking space / safety / the availability to get a parking space and the security of your automobile at park-and-ride lots. Which park-and-ride lot or lots is that?

RECORD COMMENTS.....	001	O
Don't know.....	998	X
Refused.....	999	X

**Q57 EVERYONE**

On another topic, have you ever phoned or visited the King County Metro Lost and Found office?

Yes.....	1	
No.....	2	GO TO Q57D
Don't know/Not sure.....	8	GO TO Q57D
Refused.....	9	GO TO Q57D

**Q57 SEQUENCE OF RESPONSES ROTATES**

How satisfied are you with the service hours for the Lost and Found office. Are you satisfied or dissatisfied. Would that be very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q57C SEQUENCE OF RESPONSES ROTATES**

How satisfied are you with the location of the Lost and Found office? Are you are satisfied or dissatisfied? Would that be very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

**Q57D** Are you aware of the new online Lost and Found Live Help Chat service, where you can inquire directly about lost items with a customer service rep?

Yes.....	1	
No .....	2	GO TO Q64
Don't know/Not sure.....	8	GO TO Q64
Refused.....	9	GO TO Q64

**Q57E** Have you used it?

Yes.....	1	
No .....	2	GO TO Q64
Don't know/Not sure.....	8	GO TO Q64
Refused.....	9	GO TO Q64

**Q57F SEQUENCE OF RESPONSES ROTATES**

How satisfied are you with the online Lost and Found Live Help Chat Service? Are you satisfied or dissatisfied? Would that be very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know/Neither satisfied nor dissatisfied - DO NOT READ .....	8
Refused - DO NOT READ .....	9

**Q64** Do you have Internet access at . . .

Home .....	1
Work.....	2
the library.....	3
school.....	4
Or another location such as a community center or café? .....	5
No .....	8
Don't know/Refused .....	9

**Q65** Have you ever used the Internet to get Metro related transit information?

Yes.....	1	
No .....	2	GO TO D1
Don't know/Refused .....	9	GO TO D1

**Q65A** What kind of transit information were you looking for. Was it . .

Bus schedule information, .....	01	
transit trip information with the trip planner,.....	02	
to purchase a pass online, .....	03	
rideshare information,.....	04	
accessible services (paratransit) information.....	05	
Or something else (SPECIFY:) .....	97	O
Don't know/Not sure -DO NOT READ .....	98	
Refused - DO NOT READ .....	99	

**Q64A** Do you have a handheld device that has the capability to connect to the Internet such as a cellphone, or pda?  
 IF NEEDED: PDA is a personal data assistant?

Yes..... 1  
 No ..... 2  
 Don't know/Not sure..... 8  
 Refused..... 9

**D1** Finally, I have some background questions that will be used to help us analyze the results of the study. How many automobiles in working condition do you have available for your use?

NONE..... 0  
 8 or more..... 8  
 Don't know/Refused ..... 9

**D2** May I ask, what is your age, please?

Refused..... 99

**D3 ASK IF REFUSED IN D2**

Is that . . .

16-19..... 1  
 20-24..... 2  
 25-34..... 3  
 35-44..... 4  
 45-54..... 5  
 55-64..... 6  
 65 or older..... 7  
 Refused..... 9

**D4A** How many people, including yourself, live in your household?

8 or more..... 8  
 Don't know/Refused ..... 9

**D4A1 ASK IF 2 OR MORE IN D4A**

How many of those, including yourself are age 16 or over?

8 or more..... 8  
 Don't know/Refused ..... 9

**D4AB** Does anyone in your household have a disability that would make it difficult to use regular transit service?

Yes..... 1  
 No ..... 2  
 Don't know/Not sure..... 8  
 Refused..... 9



**D5** Do you consider yourself . . .

White [Caucasian] .....	01	
Hispanic [Mexican, Mexican American, Chicano, or Latino] .....	02	
African - American .....	03	
Asian - American [Pacific-Islander] .....	04	
American Indian [Alaska Native] .....	05	
Or another race? (SPECIFY): .....	97	O
Don't know .....	98	X
Refused .....	99	X

**D7** Is your total annual household income above or below \$35,000 per year?

Below \$35,000 per year .....	1	CONTINUE
Above \$35,000 per year .....	2	GO TO D9
Don't know .....	8	GO TO D11
Refused .....	9	GO TO D11

**D8** Would that be . . .

Less than \$7,500 .....	01
\$7,500 up to \$15,000 .....	02
\$15,000 up to \$25,000 .....	03
\$25,000 up to \$35,000 .....	04
Don't know .....	98
Refused .....	99

**D9** Would that be . . .

\$35,000 up to \$55,000 .....	05
\$55,000 up to \$75,000 .....	06
\$75,000 up to \$100,000 .....	07
\$100,000 up to \$140,000 .....	08
\$140,000 and up? .....	09
Don't know .....	98
Refused .....	99

**D11** For our records, I need to verify your telephone number. Is it...<TELEPHONE NUMBER>?

Yes .....	1	GO TO Q13
No .....	2	CONTINUE
Refused .....	9	GO TO Q13

**D12** What is your correct telephone number?

Refused .....	9999999999
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**D13** We may be doing other studies similar to this one in the future. May we call you again if we do?

Yes - Okay to call .....	1
No - Don't call .....	2

**D14** *ASK IF YES IN D13*

May I have your first name, so we will know who to ask for?

RECORD FIRST NAME .....	1	O
Refused .....	9	