

## Questionnaire

### 2005 METRO RIDER / NONRIDER QUESTIONNAIRE



**KCM 05-187 Draft Questionnaire**  
**Version Number : FINAL with Postcodes in *Bold Italic***  
**Version Date : December 15, 2005**  
**Person : Rebecca Elmore-Yalch**

#### 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.*

#### INTRODUCTION

INTRO1 Hello, I'm \_\_\_\_ from Northwest Research Group, calling on behalf of King County Metro Transit. We are conducting a county-wide planning study for Metro Transit, and we would like to include the opinions of your household. The information will be used to help improve the region's transportation system. 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? This call may be monitored and/or recorded for quality control purposes.

**[AS NEEDED:** *Let me assure you this is not a sales call, and all the information you give will be kept strictly confidential. If you want more information on this survey, you may visit our web site at [www.nwrq.com](http://www.nwrq.com).***]**

**[AS NEEDED:** *This survey will last approximately 10 to 15 minutes.***]**

**[AS NEEDED:** *This survey will provide important planning data for King County Metro. Your participation is important, as you will represent a number of households like yours.***]**

**[PROBE ALL FINAL REFUSALS:** *It would be really helpful if I could ask you just a couple of quick questions from the survey."***]**

- 1 CONTINUE IN ENGLISH
- 2 CONTINUE IN SPANISH **[SPANISH SPEAKER ONLY]**
- 3 SPANISH LANGUAGE BARRIER **[END SURVEY]**
- 4 YES, MINI SURVEY ONLY **[SKIP TO REF2]**
- 5 NOT AVAILABLE NOW **[CTRL-END, SCHEDULE A CALLBACK]**
- 6 IMMEDIATE REFUSAL **[END SURVEY]**

**MINI SURVEY**  
**[FOR FINAL REFUSALS WHO WILL ANSWER A FEW QUESTIONS]**  
**[ALL DATA MUST BE SAVED]**

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 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.

\_\_\_\_\_ ENTER NUMBER OF RIDERS IN HOUSEHOLD **[IF 0,9 SKIP TO REF5]**  
8 8 OR MORE  
9 DK / REF

REF3. **[IF REF2 GE 1]** In the last 30 days, how many one-way rides have **you personally** taken on a Metro bus?

[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].

1 5 OR MORE RIDES – RIDER **[SKIP TO REF5]**  
2 1 TO 4 RIDES - INFREQUENT RIDER **[SKIP TO REF5]**  
3 0 RIDES/NEVER RIDE – NONRIDER **[SKIP TO REF5]**  
9 DK / REF

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

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

**CREATE VARIABLE = RIDESTAT**

1 REGULAR RIDER  
2 INFREQUENT RIDER  
3 NONRIDER

REF5 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?

1 YES  
2 NO  
9 DK/REF

REF6 What is your home zipcode?

\_\_\_\_\_ ENTER ZIP CODE – PROGRAM TO ASSIGN TO CORRECT ZIPCODE  
99999 DON'T KNOW / REFUSED

REF7 **[IF REF6 = 99999]** Is your home zip code [ZIP CODE FROM SAMPLE]?

1 YES  
2 NO  
9 DON'T KNOW / REFUSED **[SKIP TO THANK8]**

REF8 Including yourself, how many people live in your household?

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

REF9 Including yourself, how many are 16 and older?

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

REF10 How many telephone numbers are associated with this household? Please do not include cellular telephone service.

\_\_\_\_ ENTER NUMBER (1 OR MORE) [REF10 CANNOT = 0]  
99 DON'T KNOW / REFUSED

REF11 [IF TEL3 > 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 (1 OR MORE)  
99 DON'T KNOW / REFUSED

REF12 Have you been without telephone service for more than three months anytime in the last year?  
[READ IF NECESSARY: Do NOT include cellular telephone service]

1 YES  
2 NO  
9 DON'T KNOW / REFUSED

**CREATE VARIABLE: RIDEAREA**

1 RIDER – SEATTLE / NORTH KING  
2 INFREQUENT RIDER / NONRIDER – SEATTLE / NORTH KING  
3 RIDER – SOUTH KING  
4 INFREQUENT RIDER / NONRIDER – SOUTH KING  
5 RIDER – EAST KING  
6 INFREQUENT RIDER / NONRIDER – EAST KING

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]

**SCREENER**

SCR1 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]

SCR2 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 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 buses counts as one ride.

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

SCR3 [IF SCR2 GT 0] 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?

[IF NEEDED: 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. ]

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

**[PROGRAMMING NOTE: SCR3 MUST BE LE SCR2]**

SCR4 **[IF SCR2 GT 0]** 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?

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

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

SCR5 **[IF SCR4 GE 98]** Would that be more than 4 rides?

1 YES, 5 OR MORE RIDES - RIDER **[SKIP TO SCR9A]**  
2 NO, 1 TO 4 RIDES - INFREQUENT RIDER  
3 NO, 0 RIDES / NEVER RIDE - NONRIDER  
9 DON'T KNOW / REFUSED

**[PROGRAMMING NOTE: IF CANNOT DETERMINE HOUSEHOLD RIDER STATUS, SKIP TO THANK8]**

SCR6 **[IF SCR3 GE 1 AND [(SCR4 LT 5) OR (SCR5 = 2 OR 3)]** 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?

1 YES, AVAILABLE  
2 NO, NOT AVAILABLE FOR CALLBACK, CONTINUE **[SKIP TO SCR8]**  
3 NO, NOT AVAILABLE NOW **[ARRANGE CALLBACK - CRTL-END]**

SCR7A **[IF SCR6 = 1, NEW RESPONDENT ON PHONE]**

Hello, I'm \_\_\_\_\_ from Northwest 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.

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 2 rides. Count a trip where you had to transfer buses as one ride.

\_\_\_\_\_ ENTER NUMBER OF RIDES **[SKIP TO SCR9A]**  
97 97 OR MORE **[SKIP TO SCR9A]**  
98 DON'T KNOW  
99 REFUSED

SCR7B **[IF SCR7A GE 98]** Would that be more than 4 rides?

1 YES, 5 OR MORE RIDES - RIDER  
2 NO, 1 TO 4 RIDES - INFREQUENT RIDER  
3 NO, 0 RIDES / NEVER RIDE - NONRIDER  
9 DON'T KNOW / REFUSED

**[PROGRAMMING NOTE: IF CANNOT DETERMINE HOUSEHOLD RIDER STATUS, SKIP TO THANK8]**

SCR8 **[IF SCR2 EQ 0 OR SCR4 EQ 0]** 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?

1 YES  
2 NO  
8 DON'T KNOW  
9 REFUSED

**CREATE VARIABLE = RIDESTAT**

1 REGULAR RIDER  
2 INFREQUENT RIDER  
3 NONRIDER

SCR9A What is your home zipcode?

\_\_\_\_\_ ENTER ZIP CODE – PROGRAM TO ASSIGN TO CORRECT ZIPCODE  
99999 DON'T KNOW / REFUSED

SCR9B **[IF SCR9A = 99999]** Is your home zip code [ZIP CODE FROM SAMPLE]?

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

**CREATE VARIABLE: RIDEAREA**

- 1 RIDER – SEATTLE / NORTH KING
- 2 INFREQUENT RIDER / NONRIDER – SEATTLE / NORTH KING
- 3 RIDER – SOUTH KING
- 4 INFREQUENT RIDER / NONRIDER – SOUTH KING
- 5 RIDER – EAST KING
- 6 INFREQUENT RIDER / NONRIDER – EAST KING

GENDER ENTER GENDER OF RESPONDENT [VERIFY IF NEEDED BY ASKING: Are you . . .]

- 1 MALE
- 2 FEMALE

<b>GENERAL RIDERSHIP – ALL RESPONDENTS</b>
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Q1 One year ago, were you living in King County?

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

Q2A What is your current employment status? Are you . . . (ACCEPT MULTIPLE)

**IF A STUDENT ONLY, PROBE:** Do you also work?

**IF STUDENT NOT MENTIONED, PROBE:** Do you also attend classes?

**NOTE FOR CODING/CLEANING: IF Q2A=RETIRED OR HOMEMAKER, CODE AS Q2E=1 or 2.**

- 1 Employed, [ASK Q2B]
- 2 A student, or [ASK Q2C]
- 3 Currently not employed? [ASK Q2E]
- 4 OTHER [SPECIFY] [SKIP TO Q3]
- 8 DON'T KNOW **[COMMUTER = 3]**
- 9 REFUSED **[COMMUTER = 3]**
- 7 Disabled**
- 11 Homemaker**
- 12 Retired**

Q2B **[IF Q2A=1]** Are you employed...

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

Q2C **[IF Q2A=2]** Are you a...

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

Q2D **[IF EMPLOYED AND A STUDENT (Q2A=1 AND Q2A=2)]** Which do you consider to be your **primary** activity?

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

Q2E **[IF Q2A=3]** Is that:

- 1 A homemaker, **[COMMUTER = 3]**
- 2 Retired, or **[COMMUTER = 3]**
- 3 Currently not employed? **[COMMUTER = 3]**
- 8 DON'T KNOW **[COMMUTER = 3]**
- 9 REFUSED **[COMMUTER = 3]**

Q3 **[IF Q2A EQ 1 OR 2 OR 4]** 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?"]

- 1 YES / WORK **[COMMUTER = 1]**
- 2 YES / SCHOOL **[COMMUTER = 2]**
- 3 NO / NEITHER **[COMMUTER = 3]**
- 8 DON'T KNOW **[COMMUTER = 3]**
- 9 REFUSED **[COMMUTER = 3]**

<b>METRO RIDERSHIP – ALL RIDERS / INFREQUENT RIDERS</b> <b>[ASK IF RIDESTAT = 1 OR 2; OTHERWISE SKIP TO Q15]</b>
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Q4A You said that you have ridden the bus in the past 30 days. Did you start riding the bus after September of 2004? ?

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

Q4B How long have you been riding Metro regularly, that is, at least 1 trip a month? READ LIST IF REQUIRED

- 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
- 5 NOT A REGULAR RIDER
- 9 DON'T KNOW / REFUSED

Q5 **[IF Q4A EQ 1 OR Q4B LE 4]** Why did you start riding the bus? ENTER ALL THAT APPLY

- 1 CHANGED JOBS/GOT A JOB/WORK
- 2 MOVED
- 3 JOBSITE/BUSINESS MOVED
- 4 STOPPED OR STARTED SCHOOL
- 5 BUS CHEAPER THAN DRIVING
- 6 SAVE MONEY ON GAS
- 7 SAVE MONEY ON PARKING
- 8 TO AVOID HAVING TO FIND PARKING
- 9 DON'T LIKE DRIVING IN TRAFFIC / DON'T LIKE DRIVING
- 10 BUS FASTER
- 11 BUS MORE CONVENIENT

- 12 MORE CONVENIENT WHEN GOING TO SPORTING EVENT
- 13 CHANGES IN BUS SERVICE (**SPECIFY NATURE OF CHANGES**)
- 14 LOST USE OF CAR/ONLY MEANS OF TRANSPORTATION
- 15 COULDN'T/DON'T DRIVE/DON'T HAVE A LICENSE
- 16 OTHER (SPECIFY):
- 17 OTHER (SPECIFY):
- 18 OTHER (SPECIFY):
- 99 DON'T KNOW/REFUSED
- 20 Environmental (less pollution, save energy)**

Q6 To what extent do you use the bus system to get around? Would you say you use the bus for. . .

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

Q7 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
- 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 OTHER [SPECIFY]
- 98 DON'T KNOW / NO SINGLE PRIMARY PURPOSE
- 99 REFUSED
- 12 Downtown**
- 13 Airport**

Q8. Do you typically ride Metro . . . [READ LIST AND WAIT FOR YES/NO RESPONSE]  
[ENTER ALL THAT APPLY]

- 1 Weekday mornings between 6:00 and 9:00 a.m.
- 2 Weekdays between 9:00 a.m. and 3:00 p.m.
- 3 Weekday afternoons between 3:00 and 6:00 p.m.
- 4 Weekday evenings between 6:00 and 7:00 p.m.
- 5 Weekday evenings after 7:00 p.m.
- 6 Any time on Saturday
- 7 Any time on Sunday
- 99 DON'T KNOW / REFUSED

Q9 You said you generally ride the bus to (for) [RESTORE RESPONSE TO Q7]. How many transfers do you usually make when you use the bus (for) [RESTORE RESPONSE TO Q7]?

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

Q10A [IF Q9 GE 1 AND LT 9] How many minutes do you usually wait for a bus when you transfer?

- \_\_\_ RECORD MINUTES
- 888 DON'T KNOW
- 999 REFUSED

Q10B [IF Q9 GT 1 AND LT 8] How many minutes do you usually wait for your longest transfer?

- \_\_\_ RECORD MINUTES

888 DON'T KNOW  
999 REFUSED



Q11 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.]

**NOT CODED – VERBATIM LIST PROVIDED**

- 1 ROUTE 1 [SPECIFY NUMBER OR NAME]
- 2 ROUTE 2 [SPECIFY NUMBER OR NAME]
- 3 ROUTE 3 [SPECIFY NUMBER OR NAME]
- 4 DON'T KNOW / REFUSED

Q12 When you ride the bus, do you ever feel uneasy about the behavior or appearance of other riders on the bus? [IF YES, ASK:] Would that be . . .

[IF NO, ENTER "9" DO NOT READ SCALE]

- 1 Always feel uneasy
- 2 Frequently feel uneasy
- 3 Sometimes feel uneasy
- 4 Very rarely feel uneasy
- 9 NO - DO NOT FEEL / NEVER FEEL UNEASY [DO NOT READ]

Q12A. While waiting for the bus at your stop, do you ever feel uneasy about the behavior or appearance of others at that stop? [IF YES, ASK:] Would that be . . .

[IF NO, ENTER "9" DO NOT READ SCALE]

- 1 Always feel uneasy
- 2 Frequently feel uneasy
- 3 Sometimes feel uneasy
- 4 Very rarely feel uneasy
- 9 NO - DO NOT FEEL / NEVER FEEL UNEASY [DO NOT READ]

**CURRENT RIDERS WHO RODE 1-10 TIMES IN PAST 30 DAYS**  
**[ASK IF RIDESTAT EQ 2 (INFREQUENT RIDER) OR SCR4 OR SCR7A GE 5 AND LE 10 OR**  
**SCR5 OR SCR7B EQ 2]**

Q14INTB On a scale of 1 to 7 where "1" means it is "not a barrier at all" and "7" means it is a "very significant barrier," please rate the extent to which each of the following is a barrier to you taking the bus more often. [AS NEEDED: You may use any number in between.]

**[ROTATE ORDER IN BLOCKS Q14A THROUGH Q14N AND Q14O1 THROUGH Q14S2 AND READ ENTIRE SCALE EVERY THIRD QUESTION]**

[IF NEEDED: On a scale of 1 to 7 where "1" means it is "not a barrier at all" and "7" means it is a "very significant barrier," please rate the extent to which each of the following is a barrier to you taking the bus or taking the bus more often or for other trips.]

[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

Q14A The time it takes to travel by bus

Q14B Crowded buses / no place to sit

Q14C Concerns about your personal safety while riding the bus

Q14D Concerns about your personal safety while waiting for the bus

- Q14E Having to transfer buses
- Q14F Having to plan around bus schedules
- Q14G Not knowing how to use the bus system
- Q14H Lack of parking at park and ride lots
- Q14I The behavior of others on the bus
- Q14J There is no bus stop near your home
- Q14K The bus routes near your home don't go where you want to go
- Q14L The level of bus service after 6 p.m.
- Q14M Having free or inexpensive parking
- Q14N Needing a car in case of an emergency at home
- Q14O1 **[IF COMMUTER EQ 1]** There is no bus stop near where you work
- Q14O2 **[IF COMMUTER EQ 2]** There is no bus stop near where you go to school
- Q14P **[IF COMMUTER EQ 1]** Needing a car during the work day for work-related business
- Q14P1 **[IF COMMUTER EQ 1]** Needing a car during the day for personal errands while at work
- Q14Q2 **[IF COMMUTER EQ 2]** Needing a car during the day for personal errands while at school
- Q14R1 **[IF COMMUTER EQ 1]** Often having to work late
- Q14R2 **[IF COMMUTER EQ 2]** Often having to be at school late
- Q14S1 **[IF COMMUTER EQ 1]** Having irregular work hours
- Q14S2 **[IF COMMUTER EQ 2]** Having irregular school hours

Q14T If these barriers did not exist, would you ride the bus more often? Would you say you would..

- 1 Definitely ride more often,
- 2 Probably ride more often,
- 3 Might ride more often, or
- 4 Not ride any more often than now?
- 8 DON'T KNOW
- 9 REFUSED

<b>NON-RIDERS</b> <b>[RIDE STAT EQ 3]</b>
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Q15 You said that you have not ridden the bus in the past 30 days. Have you ever ridden Metro Transit?

- 1 YES
- 2 NO **[SKIP TO Q23A]**
- 9 DON'T KNOW / REFUSED **[SKIP TO Q23A]**

<b>FORMER-RIDERS</b> <b>Q15 EQ1</b>
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Q16. **[IF Q15 EQ 1]** When was the last time you rode Metro Transit? 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?
- 9 Don't know/Refused

Q17A **[IF Q16 EQ 1]** About how many times did you ride Metro in the past 6 months?

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

Q17B **[IF Q16 EQ 1]** Have you quit riding Metro, or is it just that you didn't ride during the past 30 days?

- 1 QUIT RIDING  
2 HAVEN'T RIDDEN DURING THE PAST 30 DAYS  
9 DON'T KNOW / REFUSED

Q18A **[IF Q16 EQ 1]** When you rode the bus, 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 OTHER [SPECIFY]  
98 DON'T KNOW / NO SINGLE PRIMARY PURPOSE  
99 REFUSED  
**12 Downtown**  
**13 Airport**

Q18B **[IF Q16 EQ 1]** Why did you use Metro for those trips instead of driving? [ENTER ALL THAT APPLY]

- 1 CHANGED JOBS/GOT A JOB/WORK  
2 MOVED  
3 JOBSITE/BUSINESS MOVED  
4 STOPPED OR STARTED SCHOOL  
5 BUS CHEAPER THAN DRIVING  
6 SAVE MONEY ON GAS  
7 SAVE MONEY ON PARKING  
8 TO AVOID HAVING TO FIND PARKING  
9 DON'T LIKE DRIVING IN TRAFFIC / DON'T LIKE DRIVING  
10 BUS FASTER  
11 BUS MORE CONVENIENT  
12 MORE CONVENIENT WHEN GOING TO SPORTING EVENT  
13 CHANGES IN BUS SERVICE (SPECIFY NATURE OF CHANGES)  
14 LOST USE OF CAR/ONLY MEANS OF TRANSPORTATION  
15 COULDN'T/DON'T DRIVE/DON'T HAVE A LICENSE  
16 PERSON WHO NORMALLY DRIVES ME NOT AVAILABLE  
17 OTHER (SPECIFY):  
18 OTHER (SPECIFY):  
19 OTHER (SPECIFY):  
99 DON'T KNOW/REFUSED  
**21 Weather**

Q18C **[IF Q16 EQ 1]** When you rode the bus, did you ever feel uneasy about the behavior or appearance of other riders on the bus? **[IF YES, ASK:]** Would that be . . .

**[IF NO, ENTER "9" DO NOT READ SCALE]**

- 1 Always felt uneasy
- 2 Frequently felt uneasy
- 3 Sometimes felt uneasy
- 4 Very rarely felt uneasy
- 9 NO - DID NOT FEEL / NEVER FELT UNEASY **[DO NOT READ]**

Q18D **[IF Q16 EQ 1]** When you waited for the bus at your stop, did you ever feel uneasy about the behavior or appearance of others at that stop? **[IF YES, ASK:]** Would that be . . .

**[IF NO, ENTER "9" DO NOT READ SCALE]**

- 1 Always felt uneasy
- 2 Frequently felt uneasy
- 3 Sometimes felt uneasy
- 4 Very rarely felt uneasy
- 9 NO - DID NOT FEEL / NEVER FELT UNEASY **[DO NOT READ]**

Q19 **[IF Q15 EQ 1 AND Q17B EQ 1, SHOW QUESTION]** What is the **main** reason you don't ride the bus now?

**[IF Q15 EQ 1 AND Q17B NE 1, SHOW QUESTION]** What is the **main** reason you haven't ridden the bus in the past 30 days?"

**[IF. SAYS: "I have a car" / "Car is convenient", PROBE: SPECIFICALLY WHY IS YOUR CAR MORE CONVENIENT?**

**IF SAYS: "Problems with Schedule/Routing", PROBE FOR SPECIFICS.**

***[PROBE FOR ONE RESPONSE]***

- 1 CHANGED JOBS / MOVED
- 2 JOBSITE / BUSINESS MOVED
- 3 LOST JOB
- 4 CAR IS MORE CONVENIENT / LIKE DRIVING (**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 BUS DOESN'T GO WHERE I NEED TO GO / 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, etc)***
- 20 ***Bus atmosphere (smell, behavior of passengers, etc incl atmosphere at bus stop)***
- 21 ***No need to ride anymore (don't go downtown, finished school, etc)***
- 99 DON'T KNOW / REFUSED

Q20 **[IF Q19 LE 2 AND Q17B EQ 1, SHOW QUESTION]** You indicated that you no longer ride because you **[RESTORE ANSWER FROM Q19]**. Why have you stopped riding because **[RESTORE ANSWER FROM Q19]**

**[IF Q19 LE 2 AND Q17B NE 1, SHOW QUESTION]** You indicated that you haven't ridden the bus in the past 30 days because you **[RESTORE ANSWER FROM Q19]**. Why have you not ridden in the last 30 days because **[RESTORE ANSWER FROM Q19]**?

- 1 NO BUS STOP CLOSE TO MY HOME
- 2 NO BUS SERVICE THAT TAKES ME TO MY DESTINATION

- 3 UNFAMILIAR WITH BUS SERVICE
- 4 TIME IT TAKES TO GET TO MY DESTINATION
- 5 EMPLOYER PROVIDES FREE PARKING
- 6 OTHER [SPECIFY]
- 10 **Changed job (job moved, no longer working downtown)**
- 11 **Moved**
- 12 **Easier to take car / car is more convenient**
- 9 DON'T KNOW / REFUSED

Q21 DELETED

<b>METRO SERVICE – ALL RESPONDENTS</b>
--

Q23A About how many days a month do you go to downtown Seattle? By downtown I mean to include Belltown, Sodo, International District, Pioneer Square and the downtown core.

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

Q23B Since the Transit Tunnel closed in late September, have you changed how often you go downtown?

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

Q23C **[IF Q23B EQ 1]** Do you go downtown more often or less often than before?

- 1 MORE OFTEN
- 2 LESS OFTEN
- 9 DON'T KNOW / REFUSED

Q23D **[IF Q23C EQ 2]** Is that related to the tunnel closure, or for some other reason?

- 1 RELATED TO TUNNEL CLOSURE
- 2 SOME OTHER REASON [SPECIFY]
- 9 DON'T KNOW / REFUSED
- 4 **Not convenient (difficult to get there, no place to park, etc)**
- 5 **Don't go downtown anymore**
- 6 **Changed jobs**
- 7 **Health/disability**

Q23E **[IF Q23D EQ 1]** What about the tunnel closure is causing you to go downtown less often?  
SELECT ALL THAT APPLY

- 1 TRAFFIC CONGESTION
- 2 NOT AWARE OF WHERE TO CATCH BUS
- 3 BUS STOP LOCATION IS INCONVENIENT/ TOO FAR
- 4 TRAVEL TIME IS TOO LONG BY BUS
- 5 TRAVEL TIME IS TOO LONG BY CAR
- 6 OTHER [SPECIFY]
- 7 OTHER [SPECIFY]
- 8 OTHER [SPECIFY]
- 10 **Crowded buses -1 response**
- 11 **Unpredictable bus schedules- 1 response**
- 9 DON'T KNOW / REFUSED

Note: The additional codes only had 1 response so far but we thought they should be included. The remaining comments for this question really did not apply as they pertained more to weather & safety (not directly related to the tunnel closure), so they will remain in Other.

**OK TO ADD NEW CODES AS NECESSARY IF THEY APPLY TO TUNNER CLOSURE**

**I-405 – ALL RESPONDENTS**

Q24A In the past year, have you used I-405 for any reason?

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

Q24B **[IF Q24A EQ 1]** Currently, how frequently, do you use I-405?

**[DO NOT READ LIST]**

- 1 DAILY OR ALMOST DAILY,
- 2 SEVERAL TIMES PER WEEK
- 3 ONCE A WEEK
- 4 SEVERAL TIMES A MONTH
- 5 ONCE A MONTH
- 6 LESS OFTEN THAN ONCE A MONTH
- 7 DON'T USE NOW
- 8 VARIES – BUT TRY TO GET THEM INTO RESPONSE NUMBER 1 THROUGH 7
- 9 DON'T KNOW / REFUSED

**FARE PAYMENT - ALL RIDERS/INFREQUENT RIDERS  
[RIDE STAT = 1 OR 2]**

Q25 Now, getting back to some questions about the bus.

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

[IF THEY SAY "Transfer" – PROBE: "How do you pay for your transfer?]

[READ ENTIRE LIST] [SELECT ALL THAT APPLY]

- 1 Cash, [SKIP TO Q28 IF ONLY OPTION SELECTED]
- 2 Tickets, [SKIP TO Q28]
- 3 A pass,
- 4 A reduced fare permit with a sticker, or
- 5 A reduced fare permit with cash? [SKIP TO Q28]
- 6 OTHER [SPECIFY] *ACCEPT THIS RESPONSE ONLY AFTER READING LIST TWICE* [SKIP TO Q28]
- 11 **ONE ZONE PEAK PASS (\$1.50/\$54 PugetPass)**
- 12 **OFF-PEAK PASS (\$1.25/\$45 PugetPass)**
- 13 **TWO ZONE PEAK PASS (\$2.00/\$72 PugetPass)**
- 14 **U-PASS**
- 15 **GO PASS**
- 16 **FLEXPASS**
- 17 **STUDENT/YOUTH PASS \$0.50/\$18**
- 18 **SENIOR/DISABLED STICKER [REDUCED FARE PERMIT]**
- 19 **ACCESS PASS**
- 20 **MONTHLY PASS**
- 21 **3-MONTH PASS**
- 22 **ANNUAL PASS**
- 23 **LIFETIME PASS**
- 24 **EMPLOYER PASS**
- 25 **OTHER PASS (E.G. PROMOTIONAL PASS)**
- 7 DON'T KNOW [SKIP TO Q28]
- 8 REFUSED [SKIP TO Q28]

**Coding / cleaning note: Employer [RECODE ALL PASSES AS Q25=3 AND Q26 AS APPROPRIATE PASS]**

Q26 **[IF Q25 = 3]** What kind of pass do you have?  
 [IF ANNUAL PASS, PROBE: Is that an annual Senior & Disabled sticker? IF NO, is that a pass provided by your employer?  
 [IF NEEDED: What is the face value of the pass? / Is it a peak or off-peak pass?]  
**[NOTE FOR CODING / CLEANING: IF Q25 EQ 4 Q26 EQ 8]**

- 1 ONE ZONE PEAK PASS (\$1.50/\$54 PugetPass)
- 2 OFF-PEAK PASS (\$1.25/\$45 PugetPass)
- 3 TWO ZONE PEAK PASS (\$2.00/\$72 PugetPass)
- 4 U-PASS
- 5 GO PASS
- 6 FLEXPASS
- 7 STUDENT/YOUTH PASS \$0.50/\$18
- 8 SENIOR/DISABLED STICKER [REDUCED FARE PERMIT]
- 9 ACCESS PASS
- 10 MONTHLY PASS
- 11 3-MONTH PASS
- 12 ANNUAL PASS **[PROBE]**
- 13 LIFETIME PASS
- 14 EMPLOYER PASS
- 15 OTHER [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED

Q27A **[IF COMMUTER = 1 OR 2 AND Q25=3-4]** 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?]

- 1 YES, EMPLOYER PAYS PART OF PASS
- 2 YES, EMPLOYER PAYS ALL OF PASS
- 3 YES, SCHOOL PAYS PART OF PASS
- 4 YES, SCHOOL PAYS ALL OF PASS
- 5 NO, NONE OF THE PASS
- 8 DON'T KNOW / UNSURE
- 9 REFUSED

Q27B. **[IF Q27A LE 4]** If your employer or school stopped subsidizing your bus pass, would you be likely to . . .

- 1 Continue riding the bus a much as you do now
- 2 Ride the bus less often
- 3 Not ride the bus at all
- 4 DON'T KNOW
- 9 REFUSED

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

Q28 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

Q29 How do you usually get to your bus stop?

[PROBE FOR ONE RESPONSE]

- 1 WALK
- 2 DRIVE TO A PARK AND RIDE
- 3 DRIVE AND PARK NEAR A BUS STOP
- 4 BIKE
- 5 DROPPED OFF
- 6 OTHER [SPECIFY]
- 7 DON'T KNOW
- 8 REFUSED
- 9 Ferry**
- 10 Train**

Q30 DELETED

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

Q31A In what geographic area do you...(work / attend school)?

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

- |    |   |    |                        |
|----|---|----|------------------------|
| 1  | DOWNTOWN SEATTLE  | 30 | VARIES [SKIP TO Q39]   |
| 2  | SURROUNDING DT SEATTLE<br>(QUEEN ANNE, CAPITOL<br>HILL, FIRST HILL) | 99 | DK / REF [SKIP TO Q39] |
| 3  | UNIVERSITY DISTRICT   |    |                        |
| 4  | WEST SEATTLE  |    |                        |
| 5  | SOUTH SEATTLE   |    |                        |
| 6  | NORTH SEATTLE   |    |                        |
| 7  | OTHER SEATTLE [SPECIFY]   |    |                        |
| 8  | SHORELINE   |    |                        |
| 9  | KENMORE   |    |                        |
| 10 | OTHER NORTH KING<br>COUNTY [SPECIFY]                                |    |                        |
| 11 | DOWNTOWN BELLEVUE   |    |                        |
| 12 | OVERLAKE  |    |                        |
| 13 | OTHER BELLEVUE [SPECIFY]  |    |                        |
| 14 | KIRKLAND  |    |                        |
| 15 | REDMOND   |    |                        |
| 16 | ISSAQUAH  |    |                        |
| 17 | BOTHELL   |    |                        |
| 18 | WOODINVILLE   |    |                        |
| 19 | OTHER EASTSIDE [SPECIFY]  |    |                        |
| 20 | AUBURN  |    |                        |
| 21 | FEDERAL WAY   |    |                        |
| 22 | KENT  |    |                        |
| 23 | RENTON  |    |                        |
| 24 | TUKWILA/SOUTHCENTER   |    |                        |
| 25 | OTHER SOUTH KING<br>COUNTY [SPECIFY]                                |    |                        |
| 26 | EVERETT/SNOHOMISH<br>COUNTY   |    |                        |
| 27 | TACOMA/PIERCE COUNTY  |    |                        |
| 28 | SEATAC  |    |                        |
| 29 | OTHER [SPECIFY]   |    |                        |



Q31B [IF 31A = 1] Would that be . . .

[READ ENTIRE LIST]

- 1 Downtown Seattle Core;
- 2 Denny Regrade / Belltown;
- 3 Pioneer Square;
- 4 International District; or
- 5 Somewhere Else? [SPECIFY] **Note: recode any Non-Downtown Seattle responses in the appropriate code above plus 10 – e.g. if Capitol Hill code as 12.**
- 6 DON'T KNOW
- 7 REFUSED

Q32 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 a motorcycle?]

[IF BUS, PROBE – Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus or school bus?]

[IF CARPOOL, PROBE – Do you carpool with other family members or with non-family members?]

[READ LIST ONLY IF NECESSARY]

- 1 (Drive Alone In Your Vehicle,)
- 2 (Carpool With Other Family Members)
- 3 (Carpool with Non-Family Members)
- 4 (Vanpool, that is 7 or more people,)
- 5 (Ride a Metro bus,)
- 6 (Ride a Sound Transit Bus,)
- 7 (Ride a Community Transit Bus,)
- 8 (Ride a Pierce Transit Bus,)
- 9 (Ride the Sounder Train,)
- 10 (Ride a Sounder Train and Bus equally,)
- 11 (Ride a school bus,)
- 12 (Ride an ACCESS van,)
- 13 (Motorcycle,)
- 14 (Bicycle, or)
- 15 (Walk?)
- 16 WORK FROM HOME / TELECOMMUTE
- 17 COMBINATION OF TRANSPORTATION [SPECIFY]
- 18 OTHER [SPECIFY]
- 21 **Ferry**
- 22 **Company car [RECODE INTO CODES 1-3 IF POSSIBLE]**
- 19 DON'T KNOW
- 20 REFUSED

Q32A [IF Q32 =10] Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus?

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

Q33 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

Q34A About how long does that usually take you?

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

Q34B TIME REFERENCE **[SKIP IF Q25=777, 888 OR 999]**

1 MINUTES  
2 HOURS

Q35A **[IF Q32 EQ 1]** Do you sometimes use Metro Transit to get to or from work?

1 YES  
2 NO  
9 DON'T KNOW / REFUSED

Q35B **[IF Q35A EQ 1]** About how many days a month?

\_\_\_\_ ENTER NUMBER OF DAYS PER MONTH  
96 LESS THAN ONCE A MONTH  
97 VARIES  
98 DON'T KNOW  
99 REFUSED

Q36 What is your usual schedule at (work / school)? First, what time do you begin?  
[ENTER BOTH HOURS AND MINUTES – USE 4 DIGITS]  
[CHECK NUMBER CAREFULLY. PRESS ENTER TO GO ON.]

\_\_\_\_ TIME WORK / SCHOOL BEGINS  
7777 CHANGES / VARIES FROM DAY TO DAY **[SKIP TO Q37]**  
8888 DON'T KNOW **[SKIP TO Q37]**  
9999 REFUSED **[SKIP TO Q37]**

Q36A VERIFY TIME REFERENCE

1 AM  
2 PM

Q37 And what time do you finish (work / school)?  
[ENTER BOTH HOURS AND MINUTES – USE 4 DIGITS]  
[CHECK NUMBER CAREFULLY. PRESS ENTER TO GO ON.]

\_\_\_\_ TIME WORK / SCHOOL ENDS  
7777 CHANGES / VARIES FROM DAY TO DAY **[SKIP TO Q38]**  
8888 DON'T KNOW **[SKIP TO Q38]**  
9999 REFUSED **[SKIP TO Q38]**

Q37A VERIFY TIME REFERENCE

1 AM  
2 PM

Q38 **[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

<p style="text-align: center;"><b>PARKING - ALL WORK AND STUDENT COMMUTERS</b> <b>[COMMUTER = 1 OR 2]</b></p>
---

Q39 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 Q40B]
- 2 YES - REDUCED FEE
- 3 NO
- 4 FREE, BUT NOT PROVIDED BY EMPLOYER / SCHOOL [SKIP TO Q40B]
- 5 FREE, BUT DON'T KNOW WHO PAYS [SKIP TO Q40B]
- 8 DON'T KNOW [SKIP TO Q40B]
- 9 REFUSED [SKIP TO Q40B]

Q40 **[IF (Q39 = 2 OR 3) AND (Q32=1,2,3,4 or 13)]** 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
- 33333 Nothing/don't pay [RECODE BACK INTO Q39=1? or 5?]**
- 44444 Designated employee lot [RECODE BACK INTO Q39=4?]**

Q40A [IF Q40 NE 77777 OR 88888 OR 99999] SELECT

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

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

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

Q41 **[IF RIDESTAT EQ 3 AND Q32=1 – Nonrider SOV commuters]** Overall, how appealing to you personally is the idea of using the bus instead of driving to [work / school]? Would you say . . .

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

## Other Travel - All Respondents

Q42 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?]

[IF BUS, PROBE – Is that a Metro, Sound Transit, Community Transit, or Pierce Transit bus?]

[IF CARPOOL, PROBE – Do you carpool with other family members or with non-family members?]

[READ LIST ONLY IF NECESSARY]

- 1 (Drive Alone In Your Vehicle,)
- 2 (Carpool With Other Family Members)
- 3 (Carpool with Non-Family Members)
- 4 (Vanpool, that is 7 or more people,)
- 5 (Ride a Metro bus,)
- 6 (Ride a Sound Transit Bus,)
- 7 (Ride a Community Transit Bus,)
- 8 (Ride a Pierce Transit Bus,)
- 9 (Ride the Sounder Train,)
- 10 (Ride a Sounder Train and Bus equally,)
- 11 (Ride a school bus,)
- 12 (Ride an ACCESS van,)
- 13 (Motorcycle,)
- 14 (Bicycle, or)
- 15 (Walk?)
- 16 WORK FROM HOME / TELECOMMUTE
- 17 COMBINATION OF TRANSPORTATION [SPECIFY]
- 18 OTHER [SPECIFY]
- 19 DON'T KNOW
- 20 REFUSED
- 21 Taxi/cab**

Q43 **[IF RIDESTAT = 3 – All Nonriders]** Overall, how appealing to you personally is the idea of using the bus for your personal, non-work travel? Would you say...

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

## POTENTIAL TO INCREASE RIDERSHIP

### 1) Non-riders who have ridden in the past 6 months regardless of bus appeal OR

[IF RIDESTAT = 3 AND Q16=1 REGARDLESS OF ANSWER TO Q41/Q43]

### 2) All *other* non-riders who are either:

- SOV commuters who find bus riding appealing for work/school, or
- SOV travelers who find bus riding appealing for personal travel

[(IF RIDESTAT = 3 AND Q32=1 AND Q41 = 1-2) OR (IF RIDESTAT = 3 AND Q42=1 AND Q43=1-2)]

*(Note, this section excludes non-riders who have never ridden Metro Transit or ridden more than 6 months ago and find the bus unappealing for both commute and personal travel or don't drive alone for commute / personal travel)*

Q44INT On a scale of 1 to 7 where "1" means it is "not a barrier at all" and "7" means it is a "very significant barrier," please rate the extent to which each of the following is a barrier to you taking the bus or taking the bus more often.

#### [RANDOMIZE Q44A THROUGH Q44N]

#### [READ ENTIRE SCALE EVERY THIRD QUESTION]

[IF NEEDED: On a scale of 1 to 7 where "1" means it is "not a barrier at all" and "7" means it is a "very significant barrier," please rate the extent to which each of the following is a barrier to you taking the bus or taking the bus more often or for other trips.]

[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                  |

Q44A The time it takes to travel by bus

Q44B Crowded buses / no place to sit

Q44C Concerns about your personal safety while riding the bus

Q44D Concerns about your personal safety while waiting for the bus

Q44E Having to transfer buses

Q44F Having to plan around bus schedules

Q44G Not knowing how to use the bus system

Q114H Lack of parking at park and ride lots

Q44I The behavior of others on the bus

Q44J There is no bus stop near your home

Q44K The bus routes near your home don't go where you want to go

Q44L The level of bus service after 6 p.m.

Q44M Having free or inexpensive parking

Q44N Needing a car in case of an emergency at home

**Note, the following set of questions is asked of all Non-riders who are work or school commuters, find the bus appealing for work/school travel (EXCEPT for former riders (Q16=1)), and who drive alone to work/school (Q32=1).**

#### [RANDOMIZE Q44O1 THROUGH Q44S2]

Q44O1 **[IF COMMUTER EQ 1 AND Q41=1-2 AND Q32=1]** There is no bus stop near where you work

Q44O2 **[IF COMMUTER EQ 2 AND Q41=1-2 AND Q32=1]** There is no bus stop near where you go to school

Q44P **[IF COMMUTER EQ 1 AND Q41=1-2 AND Q32=1]** Needing a car during the work day for work-related business

Q44P1 **[IF COMMUTER EQ 1 AND Q41=1-2 AND Q32=1]** Needing a car during the day for personal errands while at work

Q44Q2 **[IF COMMUTER EQ 2 AND Q41=1-2 AND Q32=1]** Needing a car during the day for personal errands while at school

Q44R1 **[IF COMMUTER EQ 1 AND Q41=1-2 AND Q32=1]** Often having to work late

Q44R2 **[IF COMMUTER EQ 2 AND Q41=1-2 AND Q32=1]** Often having to be at school late

Q44S1 **[IF COMMUTER EQ 1 AND Q41=1-2 AND Q32=1]** Having irregular work hours

Q44S2 **[IF COMMUTER EQ 2 AND Q41=1-2 AND Q32=1]** Having irregular school hours

Q44T If these barriers did not exist, would you ride the bus or ride the bus more often? Would you say you would..

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

Q45 **[IF Q44J GE 5 AND COMMUTER LE 2]** How likely would you be to take the bus if you were able to share a van that would take you from your home to the bus? Would that be very or somewhat [likely / not likely]

- 1 VERY LIKELY
- 2 SOMEWHAT LIKELY
- 3 NEITHER LIKELY NOR UNLIKELY
- 4 SOMEWHAT UNLIKELY
- 5 VERY UNLIKELY
- 6 DON'T KNOW
- 9 REFUSED

Q46 **[IF Q44K GE 5 AND COMMUTER LE 2]** How likely would you be to take the bus if you were able to share a van to take you from where the bus drops you off to your final destination? Would that be very or somewhat [likely / not likely]

- 1 VERY LIKELY
- 2 SOMEWHAT LIKELY
- 3 NEITHER LIKELY NOR UNLIKELY
- 4 SOMEWHAT UNLIKELY
- 5 VERY UNLIKELY
- 6 DON'T KNOW
- 9 REFUSED

#### **VANPOOL / RIDEMATCH**

Q47. Are you aware that King County operates a vanpool program that provides county owned vans to groups of people with similar commutes?

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

Q48. Are you aware that King County operates a free ridematching service on Rideshare online.com that helps you find carpool and vanpool partners?

[IF RESPONDENT ASKS ABOUT WEB SITE, RIDESHARE ONLINE IS ONE WORD –  
www.rideshareonline.com]

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

<b>PARK AND RIDE</b>
----------------------

Q49 Have you used a Metro park and ride lot within the last year?

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

Q50 [IF Q49=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

Q50a. [IF Q49 EQ 1] Do you usually use the park and ride to  
[READ LIST AND ACCEPT ONE RESPONSE]

- 1 Catch a bus
- 2 Transfer from another bus
- 3 Meet vanpool partners
- 4 Meet carpool partners
- 5 JUST USE AS A PARKING LOT
- 6 OTHER [SPECIFY]
- 9 DON'T KNOW / REFUSED

Q51. [IF Q49 EQ 1] How do you usually get from home to the park and ride lot?

- 1 DRIVE YOURSELF / **Scooter**
- 2 GET DROPPED OFF
- 3 WALK
- 4 BICYCLE
- 5 BUS
- 6 OTHER (SPECIFY)
- 9 DON'T KNOW / REFUSED
- 8 Carpool / Vanpool**

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

Q52INT 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. Would that be very or somewhat [satisfied / dissatisfied]?

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

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

**[RANDOMIZE Q52A to Q52T]**  
**[SPLIT SAMPLE: GROUP 1 AND GROUP 2]**  
**REREAD SCALE EVERY 3 TO 4 QUESTIONS**

- Q52A [ALL] On-time performance of buses
- Q52B [GROUP 1] Cleanliness of bus shelters
- Q52C [ALL] Inside cleanliness of buses
- Q52D [ALL] Availability of seating on the bus
- Q52E [ALL] Where the bus routes go
- Q52F [ALL] Time between buses
- Q52G [ALL] Driver appearance
- Q52H [P&R LOT USERS – Q49=1] The ability to get a parking space at park and ride lots
- Q52I [ALL] The number of stops the bus makes on your trip
- Q52J [ALL] The number of transfers you have to make to get where you are going
- Q52K [ALL TRANSFERS – Q9=1-8] The wait time when transferring buses
- Q52L [ALL] Travel time by bus
- Q52M [GROUP 1] Ability to get information by phone
- Q52N [ALL] Personal safety on the bus related to the conduct of others during the daytime
- Q52O [ALL] Personal safety on the bus related to the conduct of others after dark
- Q52P [GROUP 2] Personal safety on the bus related to the operation of the bus
- Q52Q [ALL] Personal safety waiting for the bus in the daytime
- Q52R [ALL] Personal safety waiting for the bus after dark
- Q52S [P&R LOT USERS – Q49=1] Personal safety at the park-and-ride lot
- Q52T [P&R LOT USERS – Q49=1] Security of your automobile at the park-and-ride lot
- Q52Z [ALL] Overall, how satisfied are you with Metro Transit?

Q52AA [IF Q23A GE 1 AND LE 97 AND Q52A EQ 4 OR 5] Is your dissatisfaction with on-time performance related to the recent bus tunnel closure (AS NEEDED: in late September, 2005)?

- |   |     |
|---|-----|
| 1 | YES |
| 2 | NO  |



9 DON'T KNOW / REFUSED

Q52FF **[IF Q23A GE 1 AND LE 97 AND Q52F EQ 4 OR 5]** Is your dissatisfaction with time between buses related to the recent bus tunnel closure (AS NEEDED: in late September, 2005)?

1 YES

2 NO

9 DON'T KNOW / REFUSED

Q52LL **[IF Q23A GE 1 AND LE 97 AND Q52L EQ 4 OR 5]** Is your dissatisfaction with travel time by bus related to the recent bus tunnel closure (AS NEEDED: in late September, 2005)?

1 YES

2 NO

9 DON'T KNOW / REFUSED

<b>MISCELLANEOUS QUESTIONS – ALL RESPONDENTS</b>
--

Q53A. Next, I'm going to ask you a few questions about computers and the internet.

At which, if any, of these places do you use a computer? [READ LIST AND ACCEPT ALL THAT APPLY]

[IF NOT EMPLOYED (Q2A NE 1), DON'T READ "WORK"]

1 Home

2 Work

3 Library

4 Or another location such as school, community center, or café?

5 NONE

9 DON'T KNOW/REFUSED

Q53B. Do you use the Internet at... [READ LIST AND ACCEPT ALL THAT APPLY]

[IF NOT EMPLOYED (Q2A NE 1), DON'T READ "WORK"]

1 Home

2 Work

3 Library

4 Or another location such as school, community center, or café?

5 NONE

9 DON'T KNOW/REFUSED

Q54A. Do you have a laptop computer that is equipped for wireless access?

1 YES

2 NO

8 DON'T KNOW

9 REFUSED

Q54B. **[IF Q54A NE 1]** Does anyone else in your household have a laptop computer that is equipped for wireless access?

1 YES

2 NO

8 DON'T KNOW

9 REFUSED

Q55. Which of the following sources do you use to get information about Metro?

[READ LIST AND WAIT FOR YES OR NO RESPONSE]

[ENTER ALL THAT APPLY]

- 1 Printed timetables
- 2 King County or Metro website [AS NEEDED: @ [www.transit.metrokc.gov](http://www.transit.metrokc.gov)]
- 3 Rider Information Telephone Line [AS NEEDED: (206)-553-3000]
- 4 Information posted at bus stops
- 5 Information posted at Transit Centers or at Park and Ride lots
- 6 "Bus Time", Metro's automated information line you can access by phone
- 7 Or some other source? (SPECIFY):
- 8 NONE OF THE ABOVE
- 9 DON'T KNOW
- 10 REFUSED
- 11 Word of mouth (friends, family, people in line, etc)**
- 12 News/newspaper/TV**
- 13 Bus drivers**
- 14 Internet (general, not King County or Metro web sites)**

Q56. **[IF Q55 EQ 2]** The last time you visited the website, what information were you looking for?

[DO NOT READ; ENTER ALL THAT APPLY]

- 1 TIMETABLE/BUS SCHEDULE OR TIMES
- 2 FARES
- 3 MAP/WHERE THE BUS GOES/WHICH BUS TO TAKE
- 4 OTHER (SPECIFY):
- 5 OTHER (SPECIFY):
- 6 OTHER (SPECIFY):
- 8 DON'T KNOW
- 9 REFUSED
- 10 General information (park & ride locations, contest winners, jobs, comments, complaints)**

Q57A **[IF Q55 EQ 2]** Have there been times when you have used Metro Transit because you could get information online at [www.transit.metrokc.gov](http://www.transit.metrokc.gov)?

- 1 YES – USED
- 2 NO – NEVER USED / NEVER CONSIDERED
- 9 DON'T KNOW / REFUSED

Q58. **[IF (RIDESTAT EQ 1 OR 2) OR (Q55 EQ 2)]** Have you purchased a bus pass or ticket over the internet?

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

Q58a. **[IF Q58 EQ 2]** Why not? [ENTER ALL THAT APPLY]

- 1 DIDN'T KNOW YOU COULD
- 2 NEVER THOUGHT ABOUT IT
- 3 SECURITY CONCERNS/NOT COMFORTABLE GIVING CREDIT/DEBIT CARD NUMBER OVER THE INTERNET
- 4 TURNAROUND TIME TOO LONG
- 5 DON'T HAVE A CREDIT/DEBIT CARD
- 6 DON'T RIDE THAT OFTEN/OFTEN ENOUGH
- 7 MY EMPLOYER PROVIDES
- 8 OTHER [SPECIFY]
- 9 OTHER [SPECIFY]
- 10 OTHER [SPECIFY]
- 98 DON'T KNOW

- 99 REFUSED
- 13 **Get at school (u-pass)**
- 14 **No Internet/computer access**
- 15 **Get elsewhere (other businesses, retail outlets-Bartels, by phone, bus)**
- 16 **Pay cash / just use change**
- 17 **No need to (had a yearly pass, etc.)**
- 18 **Senior pass discount**

Q59. Do you currently use **prepaid** gift or merchandise cards, also called "stored value" cards, such as a Starbucks card or a phone card? Please include cards that have a stored cash value only – do not include punch cards, "buy 10 get 1 free" cards, or other customer cards.

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

Q60. **[IF Q59 EQ 1]** How often do you add money or value to these cards when the balance is getting low or they no longer have a balance? Would that be always, sometimes, or never add money or value to these cards?

- 1 YES - ALWAYS
- 2 YES - SOMETIMES
- 3 NEVER
- 8 DON'T KNOW
- 9 REFUSED

Q60a. **[IF Q60 EQ 3]** Why not?

- 1 DIDN'T KNOW YOU COULD
- 2 NEVER THOUGHT ABOUT IT
- 3 SECURITY CONCERNS/NOT COMFORTABLE GIVING CREDIT/DEBIT CARD NUMBER OVER THE INTERNET
- 4 DON'T HAVE A CREDIT/DEBIT CARD
- 5 DON'T USE CARD OFTEN ENOUGH
- 6 PEOPLE GAVE THEM TO ME / GIFT CARDS
- 7 OTHER [SPECIFY]
- 8 OTHER [SPECIFY]
- 9 OTHER [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED
- 12 **Buy a new card when balance runs out**
- 13 **No need**
- 14 **Give cards as gifts**
- 15 **Use cash/credit/debit card instead**

Q61 **[IF (RIDE STAT EQ 1 OR 2) AND (Q25 EQ 1 OR 2)]** How likely would you be to consider using a stored value card to pay for bus fare? Would that be very or somewhat [likely / not likely] to use a stored value card to pay for your bus fare? IF NEEDED: Like a Starbucks or a phone card.]

- 1 VERY LIKELY
- 2 SOMEWHAT LIKELY
- 3 NEITHER LIKELY NOR UNLIKELY
- 4 SOMEWHAT UNLIKELY
- 5 VERY UNLIKELY
- 8 DON'T KNOW
- 9 REFUSED

Q61A **[IF RIDE STAT EQ 1 OR 2 AND Q25 EQ 1 AND Q61 GE 3]** If you had to pay a second bus fare for a transfer when you paid cash, but the transfer would be free if you used a stored value card, how likely would you be to use a stored value card to pay for bus fare? Would that be very or somewhat [likely / not likely] to use a stored value card to pay for your bus fare?

- 1 VERY LIKELY
- 2 SOMEWHAT LIKELY
- 3 NEITHER LIKELY NOR UNLIKELY
- 4 SOMEWHAT UNLIKELY
- 5 VERY UNLIKELY
- 7 NEVER TRANSFER
- 8 DON'T KNOW
- 9 REFUSED

Q62 **[IF Q61 LE 2 AND (Q25 EQ 1 OR 2)]** Next we are going to ask you about how you would like to add value to your pre-paid bus fare card when it was nearly out of funds.

You will be able to add value to your fare card at a Metro Customer Assistance Office or retail outlet such as Bartell's. Or, you may use a credit card to add value over the phone or internet and the fare card will be updated the next time you use it on the bus. Would you most prefer to add money to it by. . .

**[READ ENTIRE LIST BEFORE ACCEPTING ONE RESPONSE]**

- 1 Credit or Debit Card over the phone
- 2 Credit or Debit Card on the internet
- 3 Automatic Payment to credit card
- 4 Going to a retail store like Bartell's
- 5 Going into a Metro Customer Service office
- 6 Vending Machines at major transit stops or park and ride lots
- 7 OTHER [SPECIFY]
- 8 DON'T KNOW
- 9 REFUSED

<b>DEMOGRAPHIC QUESTIONS</b>
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DEMO Finally, I have some background questions that will be used to help us analyze the results of the study.

DEMO1A Do you have a valid driver's license?

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

DEMO1B How many vehicles in working condition do you have available for your use?

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

DEMO2 What is your age?

- AGE [SKIP TO DEMO4A]
- 99 REFUSED

DEMO3    **[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

DEMO4A   Including yourself, how many people live in your household?

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

DEMO4B   Including yourself, how many are 16 and older?

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

DEMO5Do you consider yourself? [READ LIST AND SELECT ALL THAT APPLY]

- 1        White / Caucasian - American,
- 2        Hispanic (Mexican, Mexican American, Chicano, or Latino)
- 3        African - American,
- 4        Asian – American / Pacific-Islander,
- 5        American Indian / Alaska Native, or
- 6        Another race? **[SPECIFY]**
- 7        DON'T KNOW
- 8        REFUSED

DEMO7    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 DEMO9]**
- 8        DK - PROBE FOR BEST ESTIMATE **[SKIP TO DEMO10]**
- 9        REFUSED **[SKIP TO DEMO10]**

DEMO8    **[IF DEMO7 = 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

DEMO9    **[IF DEMO7 = 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

TEL1 For our records, I need to verify your telephone number. Is it...**[SHOW PHONE]**?

- 1 YES
- 2 NO
- 9 REFUSED

TEL2 **[IF TEL1 = 2]** What is your correct telephone number?

**[ENTER CORRECT PHONE NUMBER AND ALSO WRITE IN ON CALL RECORD SHEET]**

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

TEL3 How many telephone numbers are associated with this household? Please do not include cellular telephone service.

\_\_\_\_\_  
99 ENTER NUMBER (1 OR MORE) **[TEL3 CANNOT = 0]**  
DON'T KNOW / REFUSED

TEL4 **[IF TEL3 > 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.]**

\_\_\_\_\_  
99 ENTER NUMBER (1 OR MORE)  
DON'T KNOW / REFUSED

TEL5 Have you been without telephone service for more than three months anytime in the last year?  
**[READ IF NECESSARY: Do NOT include cellular telephone service]**

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

DEMO12 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]**

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

**[OPEN END]**

<b>THANK</b>
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THANK That concludes our survey. Thank you very much for your time and the useful information you have provided us.

INTNUM **[RECORD INTERVIEWER NUMBER]**

\_\_\_\_\_  
ENTER YOUR NUMBER  
DISPOS = 40

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.

DISPOS = 23

THANK3 Thank you very much for answering those questions. We appreciate your cooperation.

**[RECORD THE RECORD NUMBER, TELEPHONE NUMBER, AND CALL-BACK TIME. REPORT THIS INFORMATION TO YOUR SUPERVISOR.]**

DISPOS = 11

THANK4 That completes our survey. Thank you for your time. We appreciate your cooperation in agreeing to complete this survey.

IF (RIDESTAT = 1 AND AREA = 1) DISPOS = 28  
IF (RIDESTAT = 1 AND AREA = 2) DISPOS = 29  
IF (RIDESTAT = 1 AND AREA = 3) DISPOS = 30  
IF (RIDESTAT > 1 AND AREA = 1) DISPOS = 31  
IF (RIDESTAT > 1 AND AREA = 2) DISPOS = 32  
IF (RIDESTAT > 1 AND AREA = 3) DISPOS = 33

THANK5 Thank you very much for answering those questions. This data is really important for our survey.

IF (RIDESTAT = 1 AND AREA = 1) DISPOS = 34  
IF (RIDESTAT = 1 AND AREA = 2) DISPOS = 35  
IF (RIDESTAT = 1 AND AREA = 3) DISPOS = 36  
IF (RIDESTAT > 1 AND AREA = 1) DISPOS = 37  
IF (RIDESTAT > 1 AND AREA = 2) DISPOS = 38  
IF (RIDESTAT > 1 AND AREA = 3) DISPOS = 39

THANK8 Thank you for your time, but we are unable to continue without that information.

DISPOS = 8