

Questionnaire

INTRO

IF NOT AVAILABLE, ARRANGE CALL-BACK

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 61 AND THANK AND TERMINATE. IF YES, ASK TO CONTINUE - IF REFUSED CODE 11 AND THANK AND TERMINATE. <c1 >

Continue to main survey.....	91	=> /LASTQ
Continue to mini-survey only	93	=> /LASTQ
02 ARRANGE CALL-BACK - OUT OF HOME	02	=> /NAME
03 RESPONDENT NOT AVAILABLE/TOO BUSY	03	=> /CALL1
04 NO ANSWER.....	04	=> /CALL1
05 ANSWERING MACHINE.....	05	=> /CALL1
06 BUSY	06	=> /CALL2
10 INITIAL REFUSAL - SOFT.....	10	=> /XIT10
11 INITIAL REFUSAL - CELL PHONE	11	=> /ATMPT
13 INITIAL REFUSAL - HARD	13	=> /ATMPT
61 NQ - NON-PRIMARY CELL PHONE.....	61	=> /ATMPT

REF2 REFUSALS WHO AGREE TO ANSWER A COUPLE OF Q'S

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	=> RRIDE
8 or more.....	8	
Don't know/Refused	9	

REF3 IF ONE OR MORE PERSONS IN HH FROM 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

Would that be more than 4 rides?

=> +2 IF NOT REF3=9

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

INT02

Thank you for your time, that's all the questions I have.

NQ 42 - DK/Ref ridership (mini-qxr)..... 42 D => /ATMPT

RRIDE

Regular rider	1
Infrequent rider	2
Non-rider	3

REF1 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/Refused	9

REF5

To verify, is your home zip code<szip>?

Yes.....	1	=> RZSET
No	2	
Don't know/Refused	9	=> INT03

REF6

What is your zip code? IF ZIP CODE IS NOT IN LIST, ENTER 88888. IF DON'T
KNOW/REFUSED, ENTER 99999.

INT03

Thank you for your time, that's all the questions I have.

NQ 43 - DK/Ref zip code (mini-qxr)..... 43 D => /ATMPT

INT04

Thank you for your time, that's all the questions I have.

NQ 72 - Zip code out of bounds (mini-qxr)..... 44 D => /ATMPT

RZONE

Zone 1 - North King/Seattle	1
Zone 2 - South King	2
Zone 3 - East King	3

REF7

THIS RESPONDENT IS A RIDER LIVING IN . . .

Zone 1 - North King/Seattle	1
Zone 2 - South King	2
Zone 3 - East King	3

INT08 FREQUENT RIDERS ONLY***IF NOT AVAILABLE, ARRANGE CALL-BACK***

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 => /LASTQ

REF9

THIS HOUSEHOLD REFUSAL IS AN INFREQUENT RIDER/NON-RIDER LIVING IN

...

Zone 1 - North King/Seattle	1
Zone 2 - South King	2
Zone 3 - East King	3

INT05

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

NQ 44 - Infrequent Rider/Non-rider - Zone 1 - North King/Seattle (mini-qxr)..... 44 D => /ATMPT

INT06

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

NQ 45 - Infrequent Rider/Non-rider - Zone 2 - South King (mini-qxr) 45 D => /ATMPT

INT07

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

NQ 46 - Infrequent Rider/Non-rider - Zone 3 - East King (mini-qxr)..... 46 D => /ATMPT

SCR1 BEGINNING OF MAIN SURVEY

< Before we start, I just want to let you know that this call may be monitored for quality control purposes >Are you a resident of King County?

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

INT11

Thank you for your time, that's all the questions I have.

NQ 47 - Not a King County resident..... 47 D => /ATMPT

INT12

Thank you for your time, that's all the questions I have.

NQ 48 - DK/Ref King County residency..... 48 D => /ATMPT

SCR2***READ ALL OF THE QUESTION!***

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.

SKIP TO RIDES IF ANS. IN MINI QXR

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

SCR3***READ ALL OF THE QUESTION!***

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***READ ALL OF THE QUESTION!***

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

Would that be more than 4 rides?

=> +1 IF SCR4<98

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

INT13

Thank you for your time, that's all the questions I have.

NQ 49 - DK/Ref Rider status..... 49 D => /ATMPT

RIDES**PRELIMINARY TYPE OF RIDER**

Regular rider 1
 Infrequent rider 2
 Non-rider 3

INT19

THANK AND TERMINATE.

OQ - OVERQUOTA NON-RIDER 60 D => /ATMPT

INT14 ASK FOR FREQUENT RIDER IN HH IF NOT TALKING TO HIM*IF NOT AVAILABLE, ARRANGE CALL-BACK*

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.

=> SCR9 IF RRIDE>0

Continue main survey with new respondent..... 91 => /LASTQ

SCR7

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.

=> SCR9 IF NOTINT14=91

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

SCR8

Would that be more than 4 rides?

=> +1 si SCR7<98

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

INT16

Thank you for your time, those are all the questions I have.

NQ 49 - DK/Ref Rider status..... 49 D => /ATMPT

SCR9**FINAL RIDER STATUS**

THIS RESPONDENT IS A...

Regular rider	1
Infrequent rider	2
Non-rider	3

INT21

THANK AND TERMINATE.

OQ - OVERQUOTA NON-RIDER 60 D => /ATMPT

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

SCR10

To verify, is your home zip code<szip>?

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

SCR11

What is your zip code? IF ZIP CODE IS NOT IN LIST, ENTER 88888. IF DON'T
 KNOW/REFUSED, ENTER 99999.

=> +1 IF NOTSCR10=2

Not in list	88888
Don't know/Refused	99999

ZONE

=> * si IF((ZSET=#1-#36),1,IF((ZSET=#37-#71),2,IF((ZSET=#72-#101),3,0)))
--

Zone 1 - North King/Seattle	1
Zone 2 - South King	2
Zone 3 - East King	3
Zip not in list/Don't know/Refused zip	0

SCR12

RESPONDENT LIVES IN . . .

=> * si IF((ZONE>0),ZONE)

Zone 1 - North King/Seattle	1
Zone 2 - South King	2
Zone 3 - East King	3

Male	1
Female	2

INT17

Thank you for your time, that's all the questions I have.

NQ 51 - DK/Ref zip code (main-qxr)	51	D	=> /ATMPT
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INT18

Thank you for your time, that's all the questions I have.

NQ 52 - Zip code out of bounds (main-qxr)	52	D	=> /ATMPT
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Q1

One year ago, were you living in King county?

Yes	1	
No	2	=> Q4
Don't know/Refused	9	=> Q4

Q2 REGULAR AND INFREQUENT RIDERS

You said that you have ridden the bus in the past 30 days. Did you start riding the bus after September of 2001?

=> +2 si SCR9=3

Yes	1	
No	2	=> Q5
Don't know/Refused	9	=> Q5

Q3 REGULAR AND INFREQUENT RIDERS

PROBE "CONVENIENCE". IF APPLICABLE, PROBE FOR SPECIFIC CHANGES IN SERVICE

Why did you start riding the bus?

=> Q5 IF NOTQ2=1

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	
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	=> Q5
Don't know/Refused	9	=> Q5

Q4A NONRIDERS

READ 1-4

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	3
More than 5 years ago?.....	4
Don't know/Refused - DO NOT READ	9

Q4B NONRIDERS

DO NOT READ! ONE ANSWER ONLY.

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 NONRIDERS**UP TO 2 RESPONSES**

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
Takes too long/Wait time/Travel time	15
No need.....	16
Other (SPECIFY):	97 O
Don't know/Refused	99 X

Q4F**ENTER NUMBER OF BLOCKS**

How far would you be willing to walk to a bus stop?

1 block is 1/10 of a mile. 10 blocks = 1 mile.

=> +1 IF NOTQ4C=12

One block or less	01
Twenty blocks or more	20
Don't know	98
Refused	99

Q5 EVERYONE**ONE ANSWER ONLY.**

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	
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	=> COMMU
Retired	09	=> COMMU
Or currently unemployed/looking for work?	10	=> COMMU
Disabled	11	
Other (SPECIFY):	97	O
Don't know	98	=> COMMU
Refused	99	=> COMMU

Q6 IF EMPLOYED OR STUDENT**ONE ANSWER ONLY.**

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?"

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

COMMU**COMMUTE STATUS**

WORK COMMUTER	1
SCHOOL COMMUTER	2
NON-COMMUTER	3

Q7**Q7-Q19 RIDERS WHO ARE COMMUTERS****READ 1-3.**

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

ONE RESPONSE ONLY

When you ride the bus, what is the primary purpose of the trip you take most often?
 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/FROM WORK	01	
TO/FROM SCHOOL	02	
TO/FROM VOLUNTEERING	03	
FOR SHOPPING/ERRANDS	04	
FOR APPOINTMENTS	05	
FOR FUN/RECREATION/SOCIAL	06	
SHUTTLES TO SPORTING EVENTS	07	
SHUTTLES TO MUSIC FESTIVALS (SUCH AS "BUMBERSHOOT")	08	
SHUTTLES TO EVENTS (SUCH AS "SEAFAIR")	09	
Other (SPECIFY):	97	O
Don't know	98	X
Refused	99	X

Q9

READ 1-7. ENTER ALL THAT APPLY.

During which of the following time periods do you ride Metro? Do you ride Metro (during)... 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	06	
Any time of day on weekends?	07	
NONE - DO NOT READ	08	X
Don't know - DO NOT READ	98	X
Refused - DO NOT READ	99	X

Q10

ENTER NUMBER OF TRANSFERS

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

\$E 0 9		
None	0	=> Q12
7 or more	7	
Don't know	8	=> Q12
Refused	9	=> Q12

Q11A**ENTER NUMBER OF MINUTES**

How many minutes do you usually wait for a bus when you transfer? 2 hours = 120 minutes 2 1/2 hours = 150 minutes 3 hours = 180 minutes

=> +1 si Q10<1

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

Q11B**ENTER NUMBER OF MINUTES**

How many minutes do you usually wait for your longest transfer? 2 hours = 120 minutes 2 1/2 hours = 150 minutes 3 hours = 180 minutes

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

Q12**READ 1-5. ENTER ALL THAT APPLY.**

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	X	=> Q15
Refused.....	9	X	=> Q15

Q13**ONE RESPONSE ONLY. PROBE TO FIT. CLARIFY.**

What kind of pass do you have? IF NEEDED: What is the face value of the pass? IF NEEDED: Is it a peak or off-peak pass? CLARIFY FOR TYPE OF PASS.

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	X
Refused.....	99	X

Q14

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 si COMMU=3

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

UP TO 3 ROUTES

What routes do you take most often?

\$E 1 9999

Don't know	9998
Refused	9999

Q15A

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

DO NOT READ! ENTER ALL THAT APPLY.

How do you usually get to your 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 X
Refused	99 X

Q17A ALL RIDERS

ENTER NUMBER OF MINUTES.

How many minutes does it take you to walk to your bus stop, not counting the time you wait once you get there?

One minute or less	01
Thirty minutes or more	30
Don't know	98
Refused	99

Q17B RIDERS WHO ARE WALKERS*ENTER NUMBER OF BLOCKS.*

How FAR do you walk to your bus stop?

IF NEEDED: 1 block is 1/10 of a mile. 10 blocks = 1 mile.

One block or less	01
Twenty blocks or more	20
Don't know	98
Refused	99

Q18 RIDERS WHO ARE WALKERS*ENTER NUMBER OF BLOCKS.*

What is the total distance would you be willing to walk to your bus stop?

IF NEEDED: 1 block is 1/10 of a mile. 10 blocks = 1 mile.

One block or less	01
Twenty blocks or more	20
NONE/No further	00
Don't know	98
Refused	99

Q19 RIDERS WHO ARE NOT WALKERS*ENTER NUMBER OF BLOCKS*

How far would you be willing to walk to a bus stop from your home?

\$E 1 20

=> +1 si Q16=01

One block or less	01
Twenty blocks or more	20
Don't know	98
Refused	99

Q20 EVERYONE*READ 1-97, PAUSE BETWEEN EACH CHOICE. ENTER ALL THAT APPLY.*

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

Printed timetables	01		
King County or Metro website	02		
Rider Information Telephone Line - (206)-553-3000	03		
Information posted at bus stops	04		
Information posted at Transit Centers or at Park and Ride lots	05		
"Bus Time", Metro's automated information line you can access by phone	06		
Or some other source? (SPECIFY):	97	O	
NONE OF THE ABOVE - DO NOT READ	00	X	=> SKIP4
Don't know - DO NOT READ	98	X	=> SKIP4
Refused - DO NOT READ	99	X	=> SKIP4

Q20A1*DO NOT READ! PROBE TO FIT. ENTER ALL THAT APPLY.*

The last time you visited the website, what information were you looking for?

=> +1 IF NOTQ20=02

Timetable/bus schedule or times	01
Fares	02
Map/where the bus goes/which bus to take	03
Other (SPECIFY):	97 O
Don't know	98 X
Refused	99 X

Q20A2*DO NOT READ! PROBE TO FIT. ENTER ALL THAT APPLY.*

The last time you called the Rider Line, what information were you looking for?

=> +1 IF NOTQ20=03

Bus arrival/departure time/schedule	01
Fares	02
Where the bus goes/route/which bus to take	03
Other (SPECIFY):	97 O
Don't know	98 X
Refused	99 X

Q20A3*DO NOT READ! PROBE TO FIT. ENTER ALL THAT APPLY.*

The last time you checked information at a bus stop, what in particular were you looking for?

=> +1 IF NOTQ20=04

Bus arrival/departure time/schedule	01
Fares	02
Where the bus goes/route/which bus to take/map	03
Other (SPECIFY):	97 O
Don't know	98 X
Refused	99 X

Q20A4*DO NOT READ! PROBE TO FIT. ENTER ALL THAT APPLY.*

The last time you checked information at a Transit Center or Park-and-Ride, what in particular were you looking for?

=> +1 IF NOTQ20=05

Bus arrival/departure time/schedule	01
Fares	02
Where the bus goes/route/which bus to take/map	03
Other (SPECIFY):	97 O
Don't know	98 X
Refused	99 X

Q20B

Which of these sources is most important to you?

Printed timetables	01	
King County or Metro website	02	
Rider Information Telephone Line - (206)-553-3000	03	
Information posted at bus stops	04	
Information posted at Transit Centers or at Park and Ride lots	05	
"Bus Time", Metro's automated information line you can access by phone	06	
Or some other source? (SPECIFY):	97	O
Don't know - DO NOT READ	98	
Refused - DO NOT READ	99	

Q20B1

Which of these sources are you the least satisfied with?

Printed timetables	01	
King County or Metro website	02	
Rider Information Telephone Line - (206)-553-3000	03	
Information posted at bus stops	04	
Information posted at Transit Centers or at Park and Ride lots	05	
"Bus Time", Metro's automated information line you can access by phone	06	
Other source named in Q20	97	
Satisfied with all--DO NOT READ	00	
Don't know - DO NOT READ	98	
Refused - DO NOT READ	99	

Q20B2

Why are you least satisfied with this source?

RECORD COMMENTS	01	O
Damaged, defaced, unreadable, removed from stop	02	NO
Internet/website better, faster	03	NO
Takes too long to get through to someone on phone	04	NO
Inaccurate, missing, out of date information	05	NO
Confusing/difficult	06	NO
Don't have regular Internet access/no access	07	NO
Printed schedules missing/not available	08	NO
Don't provide enough information	09	NO
Inconvenient	10	NO
Like printed schedules/timetables better	11	NO
Never use	12	NO
Only has information for one route	13	NO
Don't know/Not sure	98	X
Refused	99	X

WRD11

=> * si IF((NBR20>1),Q20B,Q20)

Printed timetables	01
King County or Metro website	02
Rider Information Telephone Line - (206)-553-3000	03
Information posted at bus stops	04
Information posted at Transit Centers or at Park and Ride lots	05
"Bus Time", Metro's automated information line you can access by phone	06
Some other source	97

Q20C**READ 1-4**

How satisfied are you with<wrđ11>?

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

Q21A NONCOMMUTERS GO TO Q52 THOSE WHO SAID TIMETABLES IN Q20**DO NOT READ! ENTER ALL THAT APPLY.**

Where do you most usually pick up the timetables that you use?

On the bus	01	
At work	02	
At Metro Customer Service offices	03	
At libraries	04	
At malls, convenience stores, grocery stores and other public places	05	
School/University	06	
Ferry terminal/other transit properties	07	
Other (SPECIFY):	97	O
Don't know	98	X
Refused	99	X

Q21B

Do you use timetables for just one route or more than one route?

One route	1
More than one route	2
Don't know	8
Refused	9

Q21C

Do you usually use timetables daily, weekly, monthly or only when there is a service change?

Daily	01	
Weekly	02	
Monthly	03	
Or only when there is a service change?	04	
Infrequently/only when needed	05	
Other (SPECIFY): -(ONLY IF VOLUNTEERED, DO NOT READ)	97	O
Don't know	98	
Refused	99	

Q24A COMMUTERS

In what geographic area do you<work/attend school>

Downtown Seattle	01		
Surrounding Downtown Seattle (Queen Anne, Capitol Hill, First Hill, 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		=> WORD4
Don't know/Refused	99		=> WORD4

Q24B IF DOWNTOWN IN Q24A*READ 31-97.*

Would that be . . .	
Downtown Seattle Core	31
Denny Regrade/Belltown	32
Pioneer Square	33
International District	34
Or somewhere else? (SPECIFY):	97 O
Don't know	98
Refused	99

Q25*ONE ANSWER ONLY! READ 1-97 ONLY IF NECESSARY.*

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
Other (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 IF RIDE SOUNDER TRAIN AND BUS EQUALLY

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

Q26B WORK COMMUTERS WHO SAID THEY TELECOMMUTE*ENTER NUMBER OF DAYS.*

How many days per week do you telecommute instead of commuting to your work?

NONE 0
 7 days 7
 Don't know 8
 Refused 9

Q26B1 OTHER WORK COMMUTERS

Do you work at home for some or all of your regular work schedule?

Yes 1
 No 2 => Q26C
 Don't know 8 => Q26C
 Refused 9 => Q26C

Q26B2 IF YES TO Q26B1*ENTER NUMBER OF DAYS.*

How many days per week do you telecommute instead of commuting to your work?

NONE 0
 7 days 7
 Don't know 8
 Refused 9

Q26C

If your employer provided the necessary tools and equipment, would you be willing to work from home at least one day per week?

=> +1 si Q25=15 OR Q26B>0

Yes 1
 No 2
 Don't know 8
 Refused 9

Q27 ALL COMMUTERS

At the beginning of last September, that is, September 2001, did you usually travel to and from<work/ school >the same as you do now?

Yes, the same 1 => Q31
 No, it was different 2
 Didn't work/attend school one year ago 3 => Q31
 Don't know/Refused 9 => Q31

Q28**READ 1-7**

How did you usually travel to and from<work/school>at the beginning of last September, that is, September 2001? 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**ENTER ALL THAT APPLY. IF APPLICABLE, PROBE FOR SPECIFIC CHANGES IN BUS SERVICE.**

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	X

Q30 IF DROVE ALONE LAST YEAR BUT DOES NOT NOW**ENTER ALL THAT APPLY. PROBE "CONVENIENCE".**

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	
Lost use of car	07	
Jobsite/Business moved.....	08	
Other (SPECIFY):	97	O
Don't know/Refused	99	X

Q31*ENTER NUMBER OF MILES*

How many miles do you travel from home to<word5>one-way? IF NEEDED: Use your best estimate.

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

Q32*ENTER NUMBER OF MINUTES*

About how long does that take you (one-way)? 2 hours = 120 minutes 2 1/2 hours = 150 minutes 3 hours = 180 minutes

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

Q33 BUS, CARPOOL, VANPOOL & ACCESS VAN USERS*ENTER NUMBER OF MINUTES*

How long does it take you to get from your home to location of your<bus stop/carpool/vanpool> 2 hours = 120 minutes 2 1/2 hours = 150 minutes 3 hours = 180 minutes

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

Q35*ENTER MILITARY TIME*

What is your usual schedule at<work/school>? First, what time do you begin? CLARIFY: Is that AM or PM?

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

Q36*ENTER MILITARY TIME*

And what time do you finish< work/school > CLARIFY: Is that AM or PM?

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

Q37

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

=> +1 IF NOTCOMMU=1

100 or more.....	1
51-99.....	2
26-50.....	3
25 or fewer.....	4
Don't know	8
Refused.....	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	1
Yes - Reduced fee.....	2
No	3
Free but not provided by<word7>	4
Free but don't know who pays	5
Don't know	8
Refused.....	9

Q40 COMMUTERS WHO DRIVE ALONE, CARPOOL, VANPOOL, USE ACCESS VAN AND PAY FOR PARKING

How much do you personally pay for parking?

Don't know	888888	=> Q40B
Refused.....	999999	=> Q40B

COMMUTERS WHO DRIVE ALONE, CARPOOL, VANPOOL, USE ACCESS VAN AND PAY FOR PARKING

Q40B COMMUTERS

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

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

Q41A/B COMMUTERS WHO DRIVE ALONE

READ I-4

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

Q42-Q51 WORK COMMUTERS ONLY

Q42

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

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

Q43

DO NOT READ! ENTER ALL THAT APPLY.

How did you hear about the King County Vanpool Program?

Saw a vanpool van..... 01
 From co-worker, family member, or friend who was NOT in a vanpool 02
 From co-worker, family member, or friend who was in a vanpool 03
 Brochure or other information from your employer 04
 Media such as TV, newspapers, or radio advertising 05
 The Internet 06
 Word of mouth/co-worker/family member/friend, but unspecified as whether
 carpool or not..... 07
 Other (SPECIFY): 97 O
 Don't know/Refused 99 X

Q44

Were you aware that King County operates a free ridematching service that helps you find carpool and vanpool partners?

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

Q45

DO NOT READ! ENTER ALL THAT APPLY.

How did you hear about the King County ridematching service?

=> +1 IF NOTQ44=1

From co-worker, family member, or friend who was NOT in a carpool 01
 From co-worker, family member, or friend who was in a carpool 02
 Brochure or other information from your employer 03
 Media such as TV, newspapers, or radio advertising 04
 The Internet 05
 Word of mouth/coworker/family member/friend but unspecified as to
 whether or not carpool or not..... 06 N
 Bus driver/ announcement on bus..... 07 N
 Sign on bus, at bus stop or P&R 08 N
 Signs/bulletin/billboards/highway signs/advertisements 09 N
 Other (SPECIFY): 97 O
 Don't know/Refused 99 X

Q47

Were you aware that the free ridematching service is also available on the Internet at RideshareOnline.Com?

=> +1 IF NOTQ44=1 OR Q45=05

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

Q48

Have you ever used Metro's free ridematching service? IF YES, PROBE: Was it for a carpool or a vanpool match?

=> +1 IF NOTQ44=1

Yes, used for a CARPOOL match..... 1
 Yes, used for a VANPOOL match 2
 Yes, used for BOTH a CARPOOL and VANPOOL match 3
 Yes, used service but don't remember/don't know why/unspecified 4
 NO, have NOT used ridematching service 5
 Don't know 8
 Refused..... 9

Q50A/B

READ I-4

How appealing to you is the idea of carpooling?

=> +1 IF Q25=02

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

Q51A/B

READ I-4

How appealing to you is the idea of vanpooling?

=> +1 IF Q25=03

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

Q52**EVERYONE***READ 1-97 ONLY IF NECESSARY. CHILDREN COUNT AS PEOPLE.*

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/B*READ 1-4*

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

=> +1 IF NOTSCR9=3

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	

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 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.

=> Q54X IF NOTCSOV=1 AND NOT PSOV=1

Continue	1	D
----------------	---	---

Q54A

The time it takes by bus.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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 BUS APPEALING**THROUGH Q54Y**

The level of bus service after 6 p.m.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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.

AS NEEDED: How much of a barrier is that to you? (Would you say 1, "not a barrier at all", 7, a "very significant barrier," or some number in between?)

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 /ZZ ONLY IF ONE OR MORE BARRIERS IN Q54 SERIES**READ 1-4**

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 still not interested?.....	4
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q54Z1 THOSE WHO ANSWERED THE Q54 SERIES

Is one of the reasons you don't use the bus, carpool or vanpool because you can't smoke?

Yes.....	1
No	2
Don't know	7
Refused.....	9

Q54X NONRIDERS**ENTER NUMBER OF BLOCKS**

What is the distance between your home and the closest bus stop?

One block or less	01
Twenty blocks or more	20
Don't know	98
Refused.....	99

Q54Y NONRIDERS WHO LIVE MORE THAN 1 BLOCK FROM BUS STOP

Would you ride if the stop was closer to your home?

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

Q54W NONRIDERS WHO LIVE MORE THAN A BLOCK FROM BUS STOP AND WOULD RIDE IF STOP WERE CLOSER TO HOME**ENTER NUMBER OF BLOCKS**

How far would you be willing to walk to a bus stop?

One block or less	01
Twenty blocks or more	20
Don't know	98
Refused	99

Q58 EVERYONE**ENTER NUMBER**

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

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

=> +1 si Q58>0 AND Q58<98

Yes	1	
No	2	=> PKNRD
Don't know	8	=> PKNRD
Refused	9	=> PKNRD

Q59 THOSE WHO HAVE USED A P&R IN LAST YEAR**READ 1-4. ENTER ALL THAT APPLY.**

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**DO NOT READ! ENTER ALL THAT APPLY.**

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

=> * si IF(((Q58>0 AND Q58<97) OR Q58A=1),1,2)
--

park and ride user	1
non-user	2

Q56 RIDERS SATISFACTION

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 have been "very satisfied," "somewhat satisfied," "somewhat dissatisfied" or "very dissatisfied."

=> Q57A IF NOTSCR9=1-2

Continue	1
----------------	---

Q56A

On-time performance of buses.

AS NEEDED: 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

Q56B

Cleanliness of bus shelters.

AS NEEDED: Are you satisfied or dissatisfied? Would that be very or somewhat?

=> +1 IF NOTGROUP=1

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.

AS NEEDED: 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

Q56D

Availability of seating on the bus.

AS NEEDED: 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

Q56E

Where the bus routes go.

AS NEEDED: 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

Q56F

Time between buses.

AS NEEDED: 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

Q56G

Driver Appearance.

AS NEEDED: 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

Q56H

The ability to get a parking space at park and ride lots.

AS NEEDED: Are you satisfied or dissatisfied? Would that be very or somewhat?

=> +1 IF NOTPKNRD=1

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.

AS NEEDED: 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

Q56K

The wait time when transferring buses.

AS NEEDED: Are you satisfied or dissatisfied? Would that be very or somewhat?

=> +1 si Q10<1 OR Q10>7

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.

AS NEEDED: 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

Q56N

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

AS NEEDED: 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

Q56O

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

AS NEEDED: 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

Q56P

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

AS NEEDED: Are you satisfied or dissatisfied? Would that be very or somewhat?

=> +1 IF NOTGROUP=2

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.

AS NEEDED: 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

Q56R

Personal safety waiting for the bus after dark.

AS NEEDED: 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

Q56S

Personal safety at the park-and-ride lot.

AS NEEDED: Are you satisfied or dissatisfied? Would that be very or somewhat?

=> +1 IF NOTPKNRD=1

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

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

AS NEEDED: Are you satisfied or dissatisfied? Would that be very or somewhat?

=> +1 IF NOTPKNRD=1

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.

AS NEEDED: 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

Q56W

Helpfulness of driver with route/stop information.

AS NEEDED: 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

Q56Z

Overall, how satisfied are you with Metro Transit?

AS NEEDED: 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

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 >at park-and-ride lots. Which park-and-ride lot or lots is that?

=> +1 IF NOTQ56H=3-4 AND NOT Q56T=3-4

RECORD COMMENTS	01	O		
Airport & Spokane P&R.....	02	N	0	0%
All Saints Lutheran Church	03	N	0	0%
Auburn P&R.....	04	N	2	1%
Auburn Transit Center.....	05	N	1	1%
Aurora Church of the Nazarene	06	N	0	0%
Aurora Village Transit Ctr.....	07	N	0	0%
Bear Creek P&R.....	08	N	2	1%
Bellevue Christian Reformed	09	N	0	0%
Bellevue Church of Christ	10	N	0	0%
Bellevue Foursquare Church	11	N	1	1%
Bethany Baptist Church.....	12	N	0	0%
Bethel Lutheran Church.....	13	N	0	0%
Black Diamond Masonic Lodge	14	N	0	0%
Bothell P&R	15	N	0	0%
Brickyard Road.....	16	N	1	1%
Burien Transit Center	17	N	11	7%
Calvary Temple	18	N	1	1%
Church By The Side of the Road.....	19	N	0	0%
Duvall P&R	20	N	0	0%
Eastgate P&R.....	21	N	8	5%
Evergreen Point Bridge	22	N	1	1%
Fairwood Assembly of God.....	23	N	0	0%
Farmers Park Park & Ride.....	24	N	0	0%
Federal Way Transit Center.....	25	N	1	1%
First Baptist Church.....	26	N	0	0%
Fred Meyer	27	N	0	0%
Grace Lutheran Church	28	N	1	1%
Greenlake P&R.....	29	N	2	1%
Holy Family Church	30	N	1	1%
Holy Spirit Lutheran Church	31	N	0	0%
Houghton P&R	32	N	0	0%
Issaquah Park & Ride	33	N	7	5%
Kenmore P&R	34	N	8	5%
Kennydale United Methodist.....	35	N	0	0%
Kent Covenant Church	36	N	0	0%
Kent Transit Center	37	N	3	2%
Kent United Methodist Church.....	38	N	0	0%
Kent Valley View Christian.....	39	N	0	0%
Kent-Des Moines P&R.....	40	N	4	3%
King of Glory	41	N	0	0%
Kingsgate P&R.....	42	N	2	1%
Klahanie Park & Ride.....	43	N	0	0%
Korean Zion Presbyterian Church	44	N	0	0%
Lake Meridian P&R.....	45	N	0	0%
Lake Washington Christian	46	N	0	0%
Maple Valley Park & Ride	47	N	0	0%
Mercer Island P&R.....	48	N	12	8%
Mercer Island Presbyterian.....	49	N	0	0%
Mercer Island United Methodist.....	50	N	0	0%

Nativity Lutheran Church	51	N	0	0%
Newport Covenant Church	52	N	0	0%
Newport Hills Community Church	53	N	0	0%
Newport Hills P&R	54	N	0	0%
Normandy Park Congregational	55	N	0	0%
North Jackson Park P&R	56	N	0	0%
North Seattle P&R	57	N	0	0%
Northgate P&R (includes garage)	58	N	2	1%
Northgate Transit Center	59	N	2	1%
Northgate Transit Center Extension	60	N	0	0%
Northshore P&R	61	N	0	0%
Northup P&R	62	N	0	0%
Ober Park Annex	63	N	0	0%
Ober Park P&R	64	N	0	0%
Olson Place & Myers Way P&R	65	N	1	1%
Our Saviour Lutheran Church	66	N	0	0%
Our Saviour's Baptist Church	67	N	4	3%
Overlake P&R	68	N	0	0%
Overlake Transit Center	69	N	0	0%
Peasley Canyon P&R	70	N	0	0%
Preston Park & Ride	71	N	0	0%
Prince of Peace Lutheran Church	72	N	0	0%
QFC Village	73	N	0	0%
Redmond P&R	74	N	3	2%
Renton Assembly of God	75	N	1	1%
Renton Boeing Lot 3	76	N	0	0%
Renton Highlands P&R	77	N	0	0%
Renton P&R	78	N	8	5%
Renton Transit Center	79	N	0	0%
Rose Hill Presbyterian Church	80	N	0	0%
Sacred Heart Church	81	N	0	0%
Sammamish Hills Lutheran	82	N	0	0%
Shoreline P&R	83	N	0	0%
Shoreline United Methodist Church	84	N	0	0%
South Bellevue P&R	85	N	21	14%
South Federal Way P&R	86	N	2	1%
South Jackson Park P&R	87	N	0	0%
South Kirkland P&R	88	N	6	4%
South Renton P&R	89	N	5	3%
Southwest Spokane St P&R	90	N	1	1%
SR-908/Kirkland Way P&R	91	N	0	0%
St Andrew's Lutheran Church	92	N	0	0%
St Luke's Lutheran Church	93	N	0	0%
St Margaret's Episcopal Church	94	N	0	0%
St. Columbia's Episcopal Church	95	N	0	0%
St. Luke's Lutheran Church	96	N	0	0%
St. Thomas Episcopal Church	97	N	1	1%
Star Lake P&R	AA	N	1	1%
Sunrise United Methodist Church	BB	N	0	0%
Tahlequah P&R	CC	N	0	0%
Tibbett's Valley Park	DD	N	1	1%
Tukwila P&R	EE	N	2	1%
Twin Lakes P&R	FF	N	1	1%
Valley Center P&R	GG	N	0	0%
Valley Harvest	HH	N	0	0%
Vashon Episcopal Church of the	JJ	N	0	0%

Wilburton P&R.....	KK	N	1	1%
Woodinville Seventh Day.....	LL	N	1	1%
Other/Unidentifiable.....	MM	N	0	0%
Don't know	98	X		
Refused.....	99	X		

Q57A EVERYONE**READ 1-3**

How much safer would you feel riding the bus if security cameras were on the bus?

Much safer.....	1
Somewhat safer	2
Not any safer.....	3
Feel very safe now; safety not a problem - DO NOT READ	4
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q57B**READ 1-3**

How much safer would you feel if there were more transit police in uniform on the bus?

Much safer.....	1
Somewhat safer	2
Not any safer.....	3
Feel very safe now; safety not a problem - DO NOT READ	4
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q61A

King County Metro sometimes removes stops that are used by very few riders and that are close to other stops in order to speed up the bus. Should Metro...

Make bus trips faster by taking out stops that are not used very often, even if that means some people will have to walk farther?

Yes.....	1
No	2
Don't know	7
Refused.....	9

Q61B

(King County Metro sometimes removes stops that are used by very few riders and that are close to other stops in order to speed up the bus. Should Metro...)

Make bus trips faster by removing most stops that are closer than 3 blocks to each other, even if that means some people will have to walk farther? 3 blocks = 1/3 mile.

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

Q62*DO NOT READ! ENTER ALL THAT APPLY.*

What do you do while riding the bus?

=> +1 IF NOTSCR9=1-2

Read.....	01
Sleep.....	02
Office work/School work	03
Socialize with others on bus	04
Just look around/daydream/people watch.....	05
Listen to the radio	06
Other (SPECIFY):	97 O
Don't know/Refused	99 X

Q63*READ 1-4. ENTER ALL THAT APPLY.*

At which, if any, of these places do you use a personal computer?

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

Q64*READ 1-4. ENTER ALL THAT APPLY.*

Do you have Internet access at . . .

=> Q67 IF NOTQ63=1-4

élimination -> 4	
selon NOT Q63.....	
Home	1
Work.....	2
Library	3
Or another location such as school, community center, or café?.....	4
No	5
Don't know/Refused	9

Q65Have you ever visited Metro's website at www.transit.metrokc.gov?

=> +1 si Q20=02

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

Q66 THOSE WHO HAVE VISITED THE WEBSITE

Have you purchased a bus pass or ticket over the internet?

=> +2 IF NOTQ65=1 AND NOT Q20=02

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

Q66A

Why not?

RECORD COMMENTS	01	O
Didn't know you could.....	02	
Never thought about it	03	
Security concerns/not comfortable giving credit/debit card number over the Internet.....	04	
Turnaround time too long	05	
Don't have a credit/debit card	06	
Don't ride that often/often enough	07	
My employer provides.....	08	
Don't have money/can't afford	09	N
Pay cash when boarding	10	N
Have Pass.....	11	N
Didn't know it was possible/never considered it.....	12	N
Employer supplies/buy through work.....	13	N
School supplies/buy through school	14	N
Purchase elsewhere (not work or school)	15	N
Cheaper, free elsewhere/get discounts.....	16	N
Don't like to buy on Internet.....	17	N
Don't have/don't use credit card.....	18	N
Don't need (non specific).....	19	N
Senior or Disabled	20	N
Don't ride often enough/not worth it.....	21	N
Inconvenient, difficult to buy on Internet	22	N
No time, don't want to wait.....	23	N
Don't know	98	X
Refused.....	99	X

Q67

Do you currently use a prepaid gift or merchandise card, also called a "stored value card", such as Starbucks card or a phone card?

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

Q68

Have you ever added money one of these cards?

=> Q69 IF NOTQ67=1

Yes.....	1	=> Q69
No	2	
Don't know/Refused	9	=> Q69

Q68A

Why not?

RECORD COMMENTS	01	
Easier,simpler,prefer to buy new card	02	N
Not worth it/cheaper to buy new card.....	03	N
No need (not specific).....	04	N
Never thought of it/didn't know it was possible	05	N
Card expired before used up/haven't used up yet.....	06	N
Didn't use card/threw away.....	07	N
Received card free, as gift	08	N
Don't know	98	
Refused.....	99	

Q69

Would you consider using a stored value card to pay for bus fare? IF NEEDED: Like a Starbucks or a phone card.

Yes.....	01	
Yes, depends (SPECIFY):	02	O
No	03	
Don't know/Refused	99	

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

Read 1-7

Is that . . .

=> +1 IF NOTD2=99

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

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

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

D5*READ 1-97 BUT ONLY NON-BRACKETED PORTIONS. ENTER ALL THAT APPLY.*

Do you consider yourself . . .

White (Caucasian - American) 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? IF DON'T KNOW: ASK FOR BEST ESTIMATE.

Below \$35,000 per year 1
 Above \$35,000 per year 2
 Don't know 8
 Refused 9

D8*READ 1-4*

Would that be . . .

=> +1 IF NOTD7=1

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*READ 5-9*

Would that be . . .

=> +1 IF NOTD7=2

\$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... (READ FROM BOTTOM OF SCREEN)

Yes	1
No	2
Refused	9

D12*RECORD CORRECT NUMBER*

What is your correct telephone number?

=> +1 IF NOTD11=2

Refused 9999999999

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*RECORD FIRST NAME*

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

=> +1 IF NOTD13=1

RECORD FIRST NAME	1	O
Refused	9	

INT01

That concludes our survey. Thank you very much for your time and the useful information you have provided us.

Completed Interview 01 D => /ATMPT