

# **2002 RIDER/NON-RIDER SURVEY FINDINGS**

Prepared for:

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Transit Division**

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July 2003

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# EXECUTIVE SUMMARY

## Introduction

The King County Department of Transportation Transit Division (King County Metro) has conducted an annual telephone survey of transit riders and non-riders for more than 25 years. The annual study is designed to:

- Track customer awareness and perceptions of Metro services
- Identify and track demographic, attitudinal, and transit use characteristics among:
  - Regular Riders (residents who made 5 or more transit trips in the last 30 days excluding rides entirely in the Seattle Ride Free Area)
  - Infrequent Riders (residents who made 1 to 4 transit trips in the last 30 days excluding rides entirely in the Seattle Ride Free Area)
  - Non-riders (residents who did not use transit in the past 30 days)
  - Commuters to work or school regardless of whether they use transit.

New questions were added to the 2002 survey to identify primary sources of information about King County Metro and to assess attitudes toward proposed service improvements such as on-board security cameras, streamlined bus service, and stored-value cards for fare payment.

## Methodology

The 2002 Rider/Non-rider Study consisted of 2,409 interviews with King County residents age 16 or older. The sample was stratified to collect data from 400 Regular Riders and 400 Infrequent or Non-riders in each of three geographic subareas of King County. The stratified sample design allows for statistically reliable subgroup analysis by ridership category and geographic area of residence. For most of the analysis, survey results were weighted to reflect actual population and ridership incidence throughout King County. It is important to note that for the first time, Infrequent Riders were given weights separate from Non-riders.

## Key Findings

### Household Ridership Incidence

- Twenty percent (20%) of households contacted for this study had at least one Regular Metro rider, 10% had at least one Infrequent Rider and 70% did not have a current Metro rider in residence.
  - More than three-quarters of Non-riders (78%) have ridden Metro transit sometime in the past including 39% who used the service in the past year and 24% who rode Metro in the preceding six months.
  - In total, 52% of study respondents reported using Metro within the past year when trips in the Seattle Ride Free Area and on event shuttles were included.
- 28% of Metro Riders said they rely on transit for most of their transportation needs.

### Access to Bus Stop

- Eight out of ten Metro Riders (83%) reported walking to their bus stops. Riders from North King County (92%) were more likely to walk to a bus stop than those from South (76%) or East King County (54%). In East King County, 46% of Metro Riders drive to a park and ride lot.
- Of those Metro Riders who walk to a bus stop, a majority (86%) live within 5 blocks of a bus stop including 41% who walk one block or less. Eight out of ten Riders (81%) who do not usually walk to their bus stop said they would not walk more than nine blocks to a bus stop. This figure includes 42% who would walk between two and four blocks and 20% who would not walk more than one block.
- Fully two-thirds of all Riders (67%) can travel to their bus stop within five minutes.
  - Riders who walk to the bus reach their stop in just under seven minutes on average while those who drive or bike travel between nine and ten minutes on average.



- Riders from North King County had the shortest travel time--74% reached their stop in under five minutes compared with 53% of South King County Riders and 50% of Riders from East King County.

### Transit Trip Characteristics

- Four in ten (41%) Metro Riders said work was their primary purpose for using transit. More than a third of Metro Riders (35%) take Metro primarily for discretionary trips such as shopping, recreation, or event shuttles. These numbers are essentially unchanged from last year.
- Just over half of all Riders (53%) reported riding Metro in the afternoon peak and 47% ride during the morning peak hours.
- One-third (33%) of Metro Riders usually make two-zone trips. Riders in East and South King County were more likely than those in North King County to take two-zone trips. As in past years, Regular and Infrequent Riders were equally likely to take two-zone trips.

### Transfers

- The majority of Metro Riders (58%) said they do not transfer when traveling to their usual destination, 26% usually make one transfer, and 16% said they have to transfer two or more times to reach their usual destination.
- The average reported wait time between buses dropped from 16.9 minutes in 2001 to 15.6 minutes in 2002.

### Fare Payment

- Consistent with last year, half of all Riders (51%) pay their fares with cash; 37% use a pass; 8% use tickets; and 9% use a reduced fare permit with either cash or a sticker.

- Three in ten (30%) pass holders have a Puget Pass, and 19% have a U-Pass. These numbers are unchanged from last year.
- The proportion of pass holders with a FlexPass rose slightly from 12% last year to 15% in 2002.
- The remaining pass holders use a senior/disabled pass or sticker (23%), a student pass (5%), a Go Pass (1%) or an ACCESS pass (1%); and 7% were unsure of their pass type.

### Commute Trip Characteristics

- Six in ten survey respondents (63%) were Commuters. That is, they traveled to work or school outside the home at least three days per week.
- One in four Commuters (24%) listed downtown Seattle and the surrounding area as their primary commute destination. This number represents a return to the percentage recorded in 2000 after a slight increase in 2001.
- Twenty-five percent (25%) of Commuters travel to North King County destinations outside the downtown area, 23% travel to East King County, and 17% travel to South King County. Eleven percent (11%) of Commuters travel to a variety of locations within King County or to work sites outside the County. The percentage of Commuters to these destinations has not varied by more than 3 percentage points over the last three years.
- Roughly two-thirds of all Commuters drive alone (65%), 17% take a bus, 11% participate in a carpool or vanpool and 10% use some other means. This has not changed significantly since 1997.
  - Mode split to the downtown Seattle area differs from the overall mode split in that only 44% of Commuters to this area drive alone; 35% ride Metro, and 9% carpool or vanpool, 5% walk, and 8% use other modes including Sound Transit, bikes, motorcycles or a combination of modes.
- The average distance Commuters travel to work or school is 11.4 miles. The average commute distance has not changed much since 1997.

- Commuters spent just under half an hour (25.5 minutes) commuting to work or school in 2002.

### Parking and Transit Subsidies

- Nearly three-quarters (73%) of all Commuters have free or reduced fee parking available to them at work or school.
- Three in ten (30%) bus commuters who pay their fare with transit passes are offered full transit subsidies from their employers or schools, and an additional 43% have partial subsidies available to them.

### Personal Travel

- In 2002, 64% of all respondents said they usually drive alone for their personal travel. One-quarter (23%) usually carpool, and 6% usually ride the bus. This has not changed significantly in several years.

### Barriers to Riding Transit

- The top four barriers to riding the bus for Non-riders who usually drive alone to work or for personal business and said the bus was somewhat or very appealing for at least one of these purposes are identical to those recorded in 2001:
  - *The bus routes near your home don't go where you want to go* is considered a major barrier by 45% of respondents.
  - *Having to plan around bus schedules* was a major barrier for 29% of respondents.
  - *The time it takes by bus and having to transfer buses* were each rated as a major barrier by 28% of respondents.
- The top three work-specific barriers among drive-alone commuters who said commuting by bus was somewhat or very appealing for commute travel were:

*often having to work late (38%); having irregular work hours (37%); and the level of bus service after 6 p.m. (31%).*

### Awareness of Metro Programs

- Eight in ten Commuters (81%) were aware that King County Metro provides vans to groups of people with similar commutes. Seeing a vanpool van was the greatest source of awareness for these respondents (43%), followed by hearing about it from someone in a vanpool (20%), a brochure from their employer (17%) or hearing about it from a friend or family member (13%).
- Just over half (52%) of work commuters were aware of the ride matching service, with the top mentioned information sources being a brochure from their employer (28%), advertising (27%), and word of mouth (17% from carpool members, 16% from family or friends).

### Metro Information Sources

- The most popular source of information about Metro was the printed timetables (40%) followed by the King County Metro Website (35%), information available at bus stops (28%), the Rider Information Line (18%) and information posted at transit centers (11%).
  - More than half of all survey respondents (52%) have visited the Metro website at [www.transit.metrokc.gov](http://www.transit.metrokc.gov).
  - The majority of respondents who visited the website (67%) were looking for schedule information, 41% were looking for routes and map information, and 2% were looking for fare information.
- Respondents who get Metro information from more than one source were asked which source was most important to them. Timetables topped the list (35%), followed by the website (28%) and information posted at bus stops (15%).
- Six in ten respondents (61%) said they were *very satisfied* with their primary information source. Timetables received the highest satisfaction ratings (66%

*very satisfied*), followed by the "Bus Time" automated line (61%) and the Rider Information Line (60%). Fifty two percent (52%) were *very satisfied* with the website.

### Metro Improvement Initiatives

- Three-quarters (76%) of respondents would feel safer if there more transit police on the buses. Almost half (46%) said they would feel *much safer*.
- Six in ten respondents (62%) would feel safer if there were security cameras on the buses, including 27% who said they would feel *much safer*.
- Respondents divided equally with regard to eliminating infrequently used stops to speed up bus service. Forty-three percent (43%) favored the idea, 43% opposed the idea, and 13% did not have an opinion.
- Half of all respondents (51%) thought eliminating lightly used stops within 3 blocks of each other was a good idea, 40% did not like the idea, and 9% were undecided.
- More than half of all Riders (53%) and 48% of all respondents said they would consider using a stored value card to pay their bus fare. Three-quarters of Riders who pay their fares with tickets (73%) expressed interest in a stored value fare card as did 63% of those who pay with cash and 48% of pass users.

### Customer Satisfaction with Metro

- Overall satisfaction with Metro was 93%, consistent with satisfaction levels over the last few years. More than half (52%) of Regular and Infrequent Riders were *very satisfied* with Metro transit—the highest percentage since 1996.
  - Riders were most satisfied with: driver appearance (71% *very satisfied*), personal safety waiting for the bus in the daytime (67%), driver courtesy (67%), and personal safety on the bus related to the operation of the bus (64%).
  - After factoring out respondents with no opinion, the transit elements Riders were least satisfied with were: *personal safety waiting for the bus*

*after dark (25% somewhat/very dissatisfied), cleanliness of bus shelters (22%), time between buses (20%), and personal safety on the bus related to the conduct of others after dark (19%).*

- The proportion of Riders who said they were "very satisfied" increased for nearly every transit service element compared with 2001 ratings.
- The transit service elements most closely related to Overall Satisfaction among those tested in the survey were "Ride Time" (where the routes go, number of transfers, travel time by bus) and "Wait Time" (wait time when transferring buses, time between buses, on-time performance of buses).

## INTRODUCTION

King County Department of Transportation Transit Division (KC Metro) has conducted an annual survey of transit Riders and Non-riders for more than 25 years. The study analyzes data for King County as a whole and for three planning subareas: North King County including Seattle, East King County, and South King County. Within each area the annual study is designed to:

- Track customer awareness and perceptions of Metro services
- Identify and track demographic, attitudinal, and transit use characteristics among:
  - Regular Riders (residents who made 5 or more transit trips in the past 30 days excluding rides entirely within the Seattle Ride Free Area)
  - Infrequent Riders (residents who made 1 to 4 transit trips in the past 30 days excluding rides entirely within the Seattle Ride Free Area)
  - Non-riders (residents who did not use transit in the past 30 days)
  - Commuters to work and school
- Identify barriers that keep commuters from using public transportation
- Measure Rider satisfaction with various aspects of Metro transit service
- Gauge awareness of Metro programs such as carpooling, vanpooling and Rideshare Online.

The 2002 survey differed from the 2001 survey in several areas. Questions concerning the importance of several transit service elements were dropped from the 2002 Rider / Non-rider study as were questions regarding Metro's mission and goals and Bus Rapid Transit. Additional areas of exploration in the 2002 study include assessing attitudes toward proposed service improvements, such as on-board security cameras and uniformed transit police, eliminating under-used bus stops, and stored-value fare cards. A new section provides an analysis of how Rider satisfaction with specific transit service elements is related to overall Rider satisfaction.

## METHODOLOGY

### Telephone Survey

Gilmore Research Group (Gilmore) conducted 2,409 telephone interviews with King County residents age 16 or older between October 3 and December 2, 2002. Gilmore used a CATI system and an initial random digit dialing sample of 51,652 telephone numbers from which to conduct the interviews. The random digit dialing method ensures that households with new or unlisted numbers are included in the survey. Gilmore made between five and twenty attempts to reach each household before replacement, with an average of 7.6 attempts on all usable sample.

### Sample Disposition

The disposition of sample is displayed in Table 1A. Of the total sample, 52 percent of the numbers were working household telephone numbers. It is important to note that about one-third (34%) of the usable sample resulted in a no-contact even though an average of 7.6 attempts were made on the sample as a whole. Approximately two-thirds (66%) of the total sample of working residential numbers was contacted, and half (52%) of those contacted did not qualify to complete the study. Respondents who did not qualify for the study lived outside King County, were in a quota group that was already full, or could not complete the survey because of a language or other communication barrier. Fourteen percent (14%) of all contacts resulted in a completion of the full survey.

Table 1B highlights the cooperation rate among eligible contacts defined by AAPOR (American Association for Public Opinion Research) as the proportion of eligible contacts who provide relevant data. The incidence for qualification as a rider is fairly low, so it is important to consider how well interviewers were able to gain cooperation from qualified contacts. The cooperation rate for the 2002 study was 38%—a substantial increase over the 23% cooperation rate in 2001.



Table 1A Survey Sample Disposition				
		Percent of Total Sample	Percent of Usable Sample	Percent of Sample Contacted
<b>Total Sample Attempted</b>	<b>51,652</b>	<b>100%</b>		
Disconnected	16,341	32%		
Business/FAX	8,550	17%		
<b>Sub-total Non-Working</b>	<b>24,891</b>	<b>48%</b>		
<b>Usable Sample</b>	<b>26,761</b>	<b>52%</b>	<b>100%</b>	
No Answer	5,333	10%	20%	
Answering Machine	2,343	5%	9%	
Qualified Respondent Never Available	537	1%	2%	
Busy Signal	856	2%	3%	
<b>Sub-total No Contact</b>	<b>9,069</b>	<b>18%</b>	<b>34%</b>	
<b>Total Sample Contacted</b>	<b>17,692</b>	<b>34%</b>	<b>66%</b>	<b>100%</b>
Refusals	5,030	10%	19%	28%
Terminate/Incomplete	272	<1%	1%	2%
<b>Sub-total Refusals/Incomplete</b>	<b>5302</b>	<b>10%</b>	<b>20%</b>	<b>30%</b>
Not Qualified	522	1%	2%	3%
Quota Filled	7,592	15%	28%	43%
Language Barrier/Hearing Problem	1,035	2%	4%	6%
<b>Sub-total Not Qualified</b>	<b>9,149</b>	<b>18%</b>	<b>34%</b>	<b>52%</b>
Completed Mini-Survey	832	2%	3%	5%
Completed Full Survey	2,409	5%	9%	14%
<b>Total Completes</b>	<b>3,241</b>	<b>6%</b>	<b>12%</b>	<b>18%</b>
<i>May not add to 100% due to rounding.</i>				

Table 1B Survey Cooperation Rate		
	<b>2001</b>	<b>2002</b>
<b>I</b> =Complete interviews	2,434	2,409
<b>P</b> =Partial Completes – Mini Survey	647	832
<b>R</b> =Refusal/Terminate	10,186	5,302
<b>NQ</b> =Not Qualified	9,395	9,149
<b>NC</b> =No Contact/Not Available	19,601	9,069
<b>Total Usable Sample</b>	<b>42,263</b>	<b>26,761</b>
<b>Cooperation Rate (I +P)/(I+P+R)</b>	<b>23%</b>	<b>38%</b>

## Sample Plan and Weighting

Quotas were established to ensure enough responses in each subcategory (Riders, Non-riders and geographic area) for statistically reliable analysis. Zip codes were used to place respondents into the three geographic subareas of King County: North (including Seattle), South, and East. A list of the zip codes in each region is included in the Appendix. The sample was also stratified by ridership to include 400 Regular Riders and 400 Infrequent or Non-riders in each geographic subarea. Ridership categories are defined as follows:

- Regular Rider - King County resident 16 years or older who made at least five one-way trips on Metro in the past 30 days, excluding rides completely within the Seattle Free Ride Area.
- Infrequent Rider - King County resident 16 years or older who made between one and four one-way trips on Metro in the past 30 days, excluding rides completely within the Seattle Free Ride Area.
- Non-rider - King County resident 16 years or older who did not ride Metro in the past 30 days, except for rides completely within the Seattle Free Ride Area.

During the sample design phase, planning was done to streamline the quality of screening and to ensure that sample was well utilized. At Metro's request, the amount of callable sample available for both Rider and Non-rider completes was controlled. Sample was imported in waves. Waves 1 and 2 contained sample that was available for both Rider and Non-rider interviews. Sample from waves 3 and higher was screened and any Infrequent or Non-riders were placed into an over-quota category for the appropriate geographic area. Each usable number was attempted between five and twenty times on different days and different times of day before replacement.

These controls assured that no more sample was attempted than was necessary to reach the Rider/Non-rider quotas for each geographic area and that screening for all ridership types took place throughout the study. Thus, surveys with Riders were

completed throughout the study rather than searching for them after filling the Non-rider quotas for each geographic area.

Completed interviews were weighted to reflect the population size (by number of households) and the ridership incidence in each geographic subarea. In 2002, the weights reflect ridership incidence broken out by Regular Riders, Infrequent Riders, and Non-riders. Prior to 2002, weights reflected the incidence of Regular Riders and Non-riders. Infrequent Riders were included with the Non-riders in the weighting. The actual and weighted number of interviews in each category for 2002 is shown in Table 2. The calculations used to determine the sample weights are included in the Appendix.

Geographic Area	All Respondents		Regular Riders		Infrequent Riders		Non-riders	
	N	n <sub>w</sub>	n	n <sub>w</sub>	n	n <sub>w</sub>	n	n <sub>w</sub>
North King County/Seattle	801	975	401	335	80	136	320	504
South King County	804	844	401	92	33	65	370	687
East King County	804	590	400	61	53	47	351	483
Total King County	2,409	2,409	1,202	487	166	248	1,041	1,674
<small>n = the number of interviews obtained in each cell n<sub>w</sub>= the number in each cell after weighting</small>								

### Principal Components Analysis

To determine the impact of various transit elements on the Overall Satisfaction rating for King County Metro (see Satisfaction Section), the specific transit elements listed in questions 56a through 56w were analyzed using a combination of factor and regression analysis.

The first step was to compute a principal components factor analysis. This statistical technique is used to reduce a set of elements into their component groups or factors. The elements within each group will show a high degree of correlation with one another. Rotated to simple structure each group will also show low to zero correlation with other factors.

For this study, the factor analysis used unweighted data to statistically group 19 of the 20 transit service elements included in the 2002 survey (Questions 56a through 56w) into independent factors. One element, "cleanliness of bus shelters", was dropped from further analysis because of the relatively small sample size for that element. The resulting factors reflect how the individual elements tested relate to one another and provide insight into common themes or areas of concern among rider respondents.

After the factors were calculated, a regression analysis was conducted on each factor to determine the contribution of each attribute in the factor array to the factor as a whole. The relative weight of each attribute within the factor is expressed as a percentage in Table 44.<sup>1</sup> Weights within each factor sum to 100%.

A similar regression was conducted to determine the relationship of the identified factors with Overall Satisfaction ratings for King County Metro. Six factors were found to have a statistically significant effect on Overall Satisfaction. Taken together, the R<sup>2</sup> value resulting from the regression was .437, meaning that the identified factors combined to explain 44% of the variation in Overall Satisfaction scores.

As with the individual attributes, weights were assigned to each factor based on a percentage of the sum of standardized regression coefficients. Weights sum to 100%. The weights indicate the relative importance of each factor in explaining 44% of the Overall Satisfaction scores. The remaining 56% of the variation in Overall Satisfaction is dependent on attributes not explored in this study.

## **Analysis and Reporting**

This report summarizes the major findings for each survey topic by geographic region, ridership, and whether or not the respondent commutes to work or school. Unless otherwise noted, the results in this report are based on the final weighted sample data

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<sup>1</sup> Attribute weights were assigned based on the percentage of the total of standardized regression coefficients. Thus, in a regression equation with three variables with standardized coefficients of .37, .54, and .29 the total of the standardized regression coefficients is 1.2. Weights for each attribute would be assigned as follows: 31% (.37/1.2), 45% (.54/1.2), and 24% (.29/1.2).

although actual cell sizes were used to determine statistically significant differences and reliability. For analyses, Infrequent Riders are included with Regular Riders for the majority of questions based on ridership. However, when calculating the incidence of Riders per household, Regular Riders, Infrequent Riders and Non-riders are distinct.

As sample size increases, the probability that responses to the survey reflect the opinions and behaviors of the general population also increases. For the Rider/Non-rider study, the maximum margin of error for the entire sample (n=2409) is  $\pm 2.4\%$  at the 95% confidence level. That is, in 95 out of 100 cases, the survey result will not differ from the general population by more than 2.4% percent in either direction. The maximum margin of error at the 95% confidence level for each subgroup in this study is shown in Table 3.

Geographic Area	All Respondents		Regular Riders		Non-riders			
					Infrequent Riders		Non-riders	
	n	Error Margin	n	Error Margin	n	Error Margin	n	Error Margin
North King County/Seattle	801	3.6%	401	4.9%	80	10.9%	320	5.5%
South King County	804	4.4%	401	4.9%	33	17.1%	370	5.1%
East King County	804	4.4%	401	4.9%	53	13.5%	351	5.2%
Total King County	2,409	2.4%	1,202	3.5%	166	7.9%	1,041	3.1%
<i>n is the number of interviews obtained in each cell. The margin of error is based on the effective sample size in each cell after weighting.</i>								

Findings in this report are based on the total number of weighted cases with valid responses for each variable of interest. “Don’t Know” and “Refused” responses are counted as missing values and not included in the reported percentages unless otherwise noted. Responses to all questions including “Don’t Know” and “Refused” responses are presented under separate cover in the form of banner tables.

## DETAILED FINDINGS

### Ridership

#### Household Ridership Incidence – Total King County

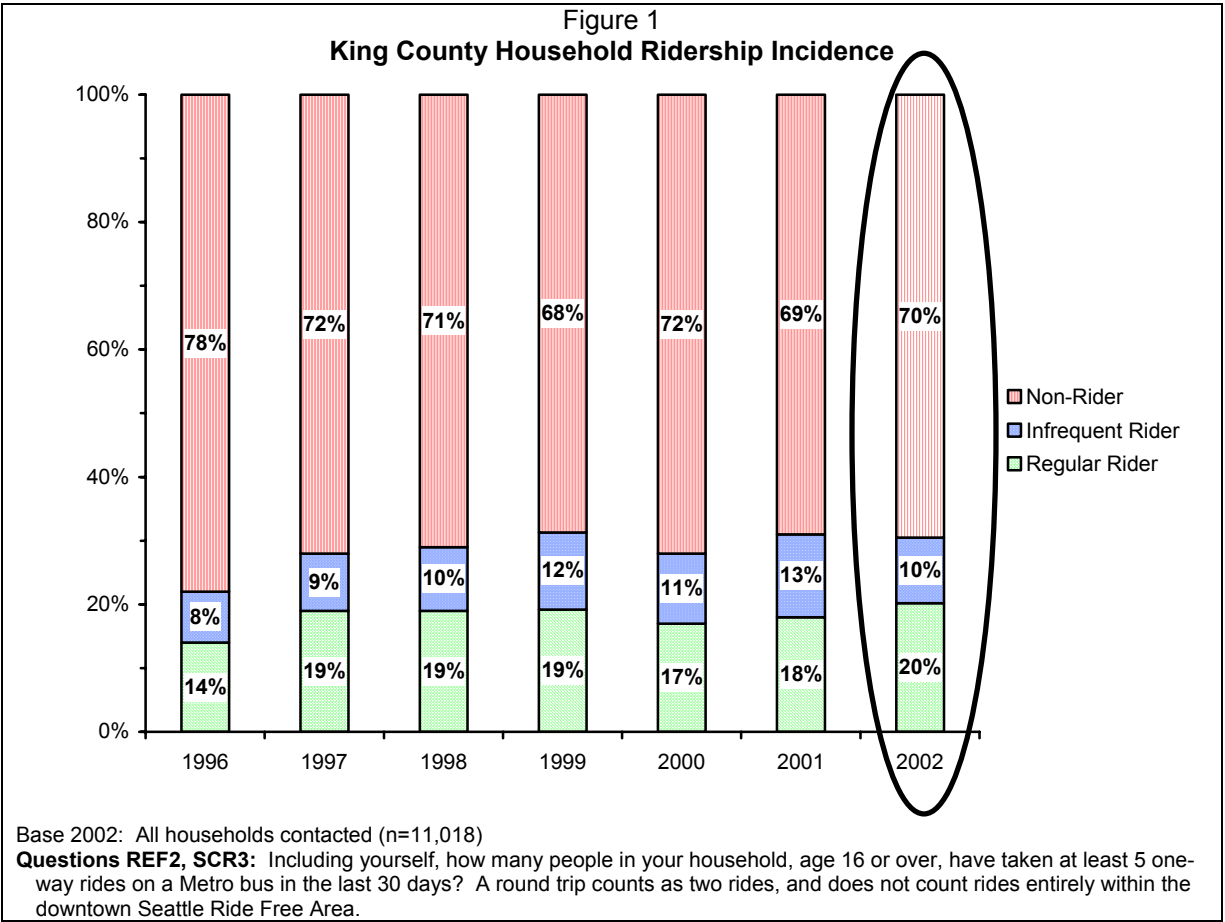
To calculate the overall incidence of Riders in King County, Gilmore used data gathered from households that:

- Completed the full survey (n=2,409)
- Agreed to participate in the survey but did not qualify because the zone or ridership quota for that household was full (n=7,592)
- Refused to complete the full survey, but completed a shorter survey designed to collect ridership information only (n=832)

In 2002, 20% of all King County households contacted had at least one Regular Metro Rider,<sup>1</sup> 10% had one or more Infrequent Riders, and 70% did not have a Metro Rider in the household. (See Figure 1.)

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<sup>1</sup> A Regular Rider is a King County resident age 16 or older who took 5 or more one-way trips on Metro transit in the past 30 days excluding the Seattle Ride Free Area. An Infrequent Rider took 1-4 one-way trips and a Non-rider did not ride Metro transit in the past 30 days excluding the Seattle Ride Free Area.



King County Subareas

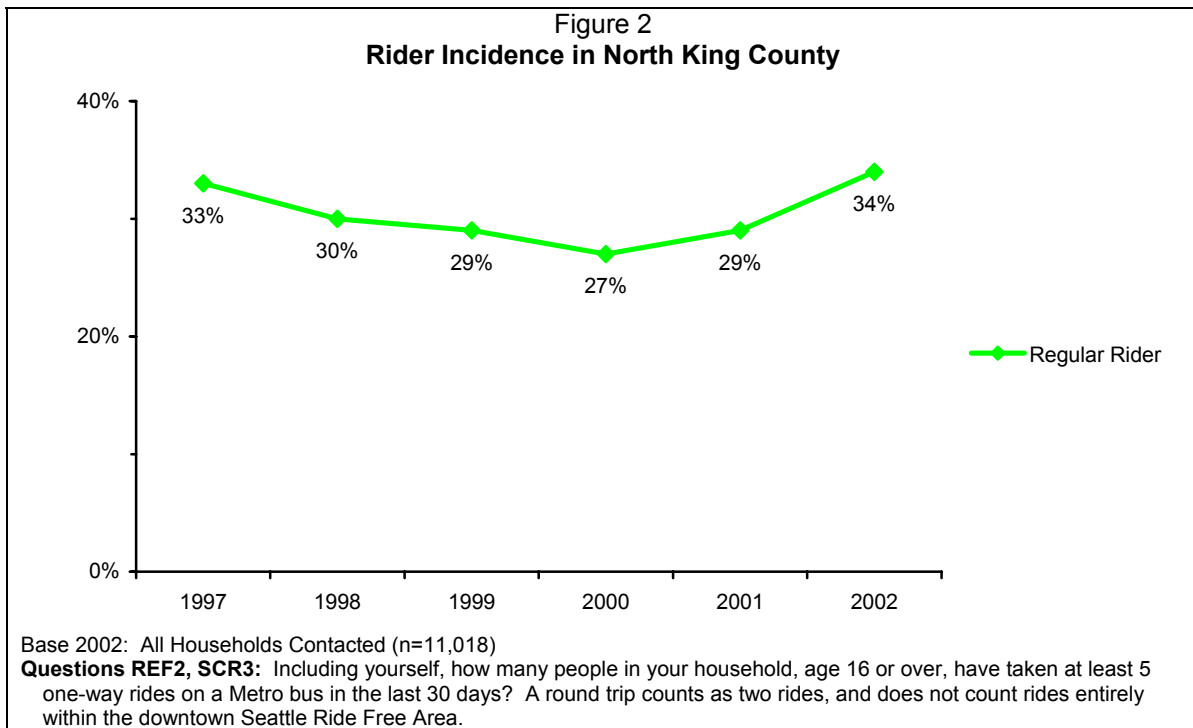
The incidence of Regular Rider households in North King County (34%) remains significantly higher than in either South King County (11%) or East King County (10%). Ridership incidence in each geographic area is shown in Table 4.

**Table 4  
Rider Incidence by Area of Residence**

	Total King County (n=11,018)	North King County (n=1,738)	South King County (n=4,427)	East King County (n=4,853)
Regular Rider (5+ trips/month)	20%	34%	11%	10%
Infrequent Rider (1-4 trips/month)	10%	14%	8%	8%
Non-rider	70%	52%	81%	82%

Base: All households contacted (n=11,018)  
**Questions REF2, SCR3:** 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 does not count rides entirely within the downtown Seattle Ride Free Area.

Ridership incidence in South and East King County has remained stable over the past several years while ridership in North King County declined steadily from 33% in 1997 to 27% in 2000. This trend was reversed in 2001 when ridership bumped up to 29%. In 2002, there were Regular Riders in 34% of North King County households as shown in Figure 2, a statistically significant increase from the 27% recorded in 2000.





## Riders Per Household

Of the known qualified households, those who answered the screening questions in either the mini survey or the main survey, there were .54 Regular Riders per household county-wide. There were more Regular Riders per household in North King County than in the other areas (.78 North, .34 South, .31 East). North King County was also more likely to have a larger proportion of qualified households with two or more Regular Riders per household (12% compared to 4% in South and 3% in East King County). County-wide there were 1.48 Regular Riders per Regular Rider household. (See Table 5.)

Table 5 Regular Riders Per Household				
	Total King County	North King County	South King County	East King County
No. Regular Riders 16 and Older per Household (Base: All known qualified households)	0.54	0.78	0.34	0.31
Proportion of Households with a Regular Rider 16 and Older (Base: All contacted households)	20%	34%	11%	10%
Proportion of Households with 2 or more Regular Riders 16 and Older (Base: All known qualified households)	7%	12%	4%	3%
Proportion of Residents 16 and Older Who are Regular Riders (Base: Known qualified household with 1+ Regular Riders)	16%	28%	9%	7%
<b>Questions REF2, SCR3:</b> 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 does not count rides entirely within the downtown Seattle Ride Free Area.				
<b>Questions D4A, D4A1:</b> Including yourself, how many the people in your household are age 16 or over?				

## Demographic Characteristics of Respondents

Table 6 summarizes the demographic characteristics of Regular Riders, Infrequent Riders, and Non-rider respondents who participated in the full survey (n=2,409). A discussion of the unique characteristics of each group follows the table.

	<b>All Respondents</b> (n <sub>w</sub> =2,409) (n =2,409)	<b>Regular Riders</b> (n <sub>w</sub> =487) (n=1,202)	<b>Infrequent Riders</b> (n <sub>w</sub> =248) (n=166)	<b>Non-Riders</b> (n <sub>w</sub> =1,674) (n=1,041)
<b>Gender</b>				
Male	44%	45%	47%	44%
Female	56%	55%	53%	56%
<b>Age</b>				
16-19	4%	8%	5%	3%
20-24	6%	11%	6%	4%
25-34	19%	25%	15%	18%
35-44	23%	19%	18%	25%
45-54	21%	18%	26%	21%
55-64	12%	9%	11%	13%
65 and Older	14%	9%	19%	15%
<i>Mean*</i>	45	39	48	46
<b>Ethnicity</b>				
Caucasian	82%	78%	85%	83%
Hispanic	3%	4%	2%	3%
African American	5%	7%	4%	4%
Asian American/Pacific Islander	7%	8%	4%	7%
American Indian/Alaska Native	3%	3%	3%	3%
Other	<1%	1%	1%	<1%
<b>Income</b>				
<b><u>Under \$35,000 (Net)</u></b>	<b>21%</b>	<b>31%</b>	<b>24%</b>	<b>18%</b>
Refused under \$35,000	2%	3%	1%	2%
Less than \$7,500	2%	3%	4%	1%
\$7,500 to \$15,000	3%	7%	3%	2%
\$15,000 to \$25,000	6%	7%	6%	6%
\$25,000 to \$35,000	7%	10%	9%	6%
<b><u>Over \$35,000 (Net)</u></b>	<b>68%</b>	<b>61%</b>	<b>65%</b>	<b>71%</b>
Refused over \$35,000	8%	4%	8%	6%
\$35,000 to \$55,000	20%	22%	25%	19%
\$55,000 to \$75,000	16%	16%	12%	17%
\$75,000 to \$100,000	12%	11%	7%	14%
\$100,000 or More	12%	8%	10%	14%
<b><u>Refused/Don't Know</u></b>	<b>11%</b>	<b>8%</b>	<b>11%</b>	<b>12%</b>
<i>Median**</i>	\$56,628	\$48,396	\$47,222	\$61,341

\* n=2,320 Excludes respondents who did not provide an exact age.  
 \*\* Median calculation excludes respondents who did not provide an income range  
 May not add to 100% due to rounding error.

Table 6 (Continued)  
**Demographic Characteristics of Regular, Infrequent, and Non-riders**

	<b>All Respondents</b> (n <sub>w</sub> = 2,409) (n = 2,409)	<b>Regular Riders</b> (n <sub>w</sub> = 487) (n = 1,202)	<b>Infrequent Riders</b> (n <sub>w</sub> = 248) (n = 166)	<b>Non-riders</b> (n <sub>w</sub> = 1,674) (n = 1,041)
<b>Employment Status</b>				
Employed Full-Time***	50%	55%	44%	49%
Employed Part-Time***	10%	13%	6%	10%
Self-Employed/Work in Home	5%	3%	2%	6%
Homemaker	8%	4%	5%	10%
Student	4%	10%	6%	2%
Retired	17%	10%	23%	18%
Unemployed/Looking for Work	5%	4%	11%	5%
Other	2%	1%	4%	2%
<b>Geographic Area</b>				
North King County	41%	69%	55%	30%
South King County	35%	19%	26%	41%
East King County	25%	13%	19%	29%
<b>Household Size</b>				
One	22%	25%	26%	21%
Two	37%	36%	41%	37%
Three	15%	17%	15%	15%
Four	16%	13%	12%	17%
Five or More	9%	9%	7%	10%
<i>Mean</i>	<i>2.58</i>	<i>2.49</i>	<i>2.39</i>	<i>2.63</i>
<b>Adults in Household (age 16+)</b>				
One	26%	27%	30%	26%
Two	54%	48%	49%	56%
Three	13%	15%	14%	13%
Four	6%	7%	4%	5%
Five or More	2%	3%	3%	1%
<i>Mean</i>	<i>2.03</i>	<i>2.10</i>	<i>2.05</i>	<i>2.01</i>
<b>Number of Autos</b>				
None	6%	21%	8%	2%
One	32%	40%	38%	29%
Two	42%	30%	36%	46%
Three or More	19%	9%	17%	23%
<i>Mean</i>	<i>1.85</i>	<i>1.30</i>	<i>1.67</i>	<i>2.03</i>
<i>Autos Per Adult in Household</i>	<i>0.98</i>	<i>0.67</i>	<i>0.92</i>	<i>1.07</i>
<b>King County Resident Last Year</b>				
Yes	95%	94%	95%	96%
No	5%	6%	5%	4%
*** Includes students who work and attend school May not add to 100% due to rounding error.				

Respondents in all three ridership groups are similar in that about 95% of respondents in all three groups have lived in King County for more than a year, have an average household size of two to three people and average two adults per household. These

groups also have unique characteristics that differentiate them from one another as detailed below.

### Regular Riders

- Younger on average than Infrequent Riders or Non-riders
- Greater ethnic diversity
- Lower income than Non-riders
- Least likely to have a vehicle available to use
- Highest percentage of students and employed persons
- More adults per household than other groups
- Most likely to live in North King County
- Least likely to live in East King County

### Infrequent Riders

- Older on average than Regular Riders or Non-riders
- Least ethnically diverse
- Highest percentage of unemployed or retired persons
- Fewer people per household than Regular or Non-riders
- More likely to live in North or South King County

### Non-riders

- Largest group, comprising more than half of all respondents
- Highest concentration of middle-age adults (35-54)
- Largest household size
- Fewest adults per household compared to other groups
- More likely than Regular or Infrequent Riders to live in South King County
- More homemakers and fewer students than other groups
- Most affluent
- Most likely to have a vehicle available to use

## Differences by Subarea

Below are listed the distinct characteristics that differentiate residents of the three King County subareas from one another. Demographic characteristics of respondents in these three subareas are shown in Table 7.

### North King County

- Slightly younger on average
- Lowest median income
- Smallest household size on average
- Fewest adults per household
- Least likely to have a working auto available

### South King County

- Most ethnically diverse
- Largest average household size
- Greatest number of adults per household

### East King County

- Least ethnically diverse
- Highest median income – 23% greater than the median income of all King County respondents
- Greatest number of homemakers
- Most likely to have a car available

**Table 7  
Demographic Characteristics by Subarea**

	<b>Total King County</b> (n <sub>w</sub> =2,409) (n=2,409)	<b>North King County</b> (n <sub>w</sub> =975) (n=801)	<b>South King County</b> (n <sub>w</sub> =844) (n=804)	<b>East King County</b> (n <sub>w</sub> =590) (n=804)
<b>Gender</b>				
Male	44%	46%	42%	44%
Female	56%	54%	58%	56%
<b>Age*</b>				
16-19	4%	4%	5%	4%
20-24	6%	8%	5%	4%
25-34	20%	23%	16%	19%
35-44	23%	22%	21%	28%
45-54	21%	20%	23%	20%
55-64	12%	9%	15%	12%
65 and Older	14%	14%	15%	14%
<i>Mean</i>	44.7	43.4	45.8	45.1
<b>Ethnicity</b>				
Caucasian	82%	82%	80%	88%
Hispanic	3%	3%	4%	2%
African American	5%	5%	6%	1%
Asian American/Pacific Islander	7%	7%	6%	6%
American Indian/Alaska Native	3%	3%	4%	1%
Other	<1%	<1%	<1%	1%
<b>Income</b>				
<b><u>Under \$35,000 (Net)</u></b>	<b>21%</b>	<b>27%</b>	<b>21%</b>	<b>11%</b>
Refused under \$35,000	2%	3%	1%	2%
Less than \$7,500	2%	3%	2%	<1%
\$7,500 to \$15,000	3%	5%	3%	1%
\$15,000 to \$25,000	6%	7%	7%	4%
\$25,000 to \$35,000	7%	9%	8%	4%
<b><u>Over \$35,000 (Net)</u></b>	<b>68%</b>	<b>63%</b>	<b>68%</b>	<b>76%</b>
Refused over \$35,000	8%	5%	5%	10%
\$35,000 to \$55,000	20%	22%	21%	15%
\$55,000 to \$75,000	16%	15%	18%	16%
\$75,000 to \$100,000	12%	10%	14%	14%
\$100,000 or More	12%	11%	8%	21%
<b><u>Refused/Don't Know</u></b>	<b>11%</b>	<b>9%</b>	<b>11%</b>	<b>13%</b>
<i>Median*</i>	\$56,628	\$50,694	\$55,261	\$71,702
<b>Ridership Status</b>				
Regular Rider	20%	34%	11%	10%
Infrequent Rider	10%	14%	8%	8%
Non-Rider	70%	52%	81%	82%

\* Median calculation excludes respondents who did not provide an income range  
May not add to 100% due to rounding error.

Table 7 (Continued)  
Demographic Characteristics by Subarea

	<b>Total King County</b> (n <sub>w</sub> =2,409) (n=2,409)	<b>North King County</b> (n <sub>w</sub> =975) (n=801)	<b>South King County</b> (n <sub>w</sub> =844) (n=804)	<b>East King County</b> (n <sub>w</sub> =590) (n=804)
<b>Employment Status</b>				
Employed Full-Time**	50%	50%	50%	50%
Employed Part-Time**	10%	11%	9%	10%
Self-Employed/Work in Home	5%	5%	5%	5%
Homemaker	8%	5%	9%	11%
Student	4%	5%	3%	3%
Retired	17%	16%	17%	16%
Unemployed/Looking for Work	5%	5%	6%	4%
Other	2%	3%	2%	1%
<b>Household Size</b>				
One	22%	30%	18%	16%
Two	37%	39%	31%	42%
Three	15%	13%	19%	14%
Four	16%	11%	20%	17%
Five or More	9%	6%	11%	11%
<i>Mean</i>	<i>2.58</i>	<i>2.29</i>	<i>2.88</i>	<i>2.72</i>
<b>Adults in Household (age 16+)</b>				
One	26%	34%	23%	19%
Two	54%	50%	50%	65%
Three	13%	10%	18%	10%
Four	6%	4%	8%	5%
Five or More	2%	2%	1%	2%
<i>Mean</i>	<i>2.03</i>	<i>1.90</i>	<i>2.16</i>	<i>2.06</i>
<b>Working Autos in Household</b>				
None	7%	11%	5%	2%
One	32%	42%	25%	25%
Two	42%	38%	42%	50%
Three or More	19%	9%	29%	23%
<i>Mean</i>	<i>1.85</i>	<i>1.50</i>	<i>2.11</i>	<i>2.05</i>
<i>Autos Per Adult in Household</i>	<i>0.98</i>	<i>0.87</i>	<i>1.05</i>	<i>1.06</i>
<b>King County Resident Last Year</b>				
Yes	95%	95%	95%	95%
No	5%	5%	5%	5%
** Includes students who work and attend school May not add to 100% due to rounding error.				

## **Public Transit Use**

Overall, 70% of those who completed the full survey were Non-riders, that is, they did not take a trip on Metro in the 30 days preceding the survey. Ten percent (10%) were Infrequent Riders, and the remaining 20% were Regular Riders. These percentages have not changed significantly from last year when 69% of respondents were Non-riders, 13% were Infrequent Riders, and 18% were Regular Riders. Table 8 summarizes the transit use characteristics of Regular and Infrequent Riders, allowing the reader to quickly see the similarities and differences between these two groups. Detailed discussion of individual transit characteristics follows the table.

### Regular Riders

- Use transit primarily to get to and from work
- Are more likely to ride Metro during peak hours
- Pay their fare with a Puget or U-Pass

### Infrequent Riders

- Are not reliant on transit for their transportation needs
- Are more likely to ride Metro during the midday (9 a.m. to 3 p.m.)
- Take Metro for discretionary trips rather than commute trips
- Are more likely to pay with cash
- Those who pay with a pass are more likely to use a senior/disabled fare than any other type of pass



	<b>All Riders</b> (n <sub>w</sub> =735) (n=1,368)	<b>Regular Riders</b> (n <sub>w</sub> =487) (n=1,202)	<b>Infrequent Riders</b> (n <sub>w</sub> =248) (n=166)
<b>Transit Trips Per Month</b>			
1 to 4	34%	0%	100%
5 to 7	12%	18%	0%
8 to 10	10%	15%	0%
11 to 20	15%	22%	0%
21 or More	30%	45%	0%
<i>Mean</i>	17	25	2
<b>Reliance on Transit</b>			
Use for all transportation needs	28%	39%	7%
Use for some transportation needs	39%	50%	18%
Use for very little of my transportation needs	33%	11%	75%
<b>When Began Riding</b>			
Before September, 2001	78%	81%	72%
After September, 2001	22%	19%	27%
<b>Primary Trip Purpose</b>			
Work	41%	53%	17%
School	9%	12%	3%
Shopping/Errands	12%	11%	15%
Fun/Social/Recreational	19%	10%	35%
Appointments	7%	6%	10%
Event Shuttles	4%	1%	8%
Other	8%	5%	12%
<b>Time of Day Traveled</b>			
Before 6 AM	8%	10%	4%
Morning Peak (6 to 9 AM)	47%	59%	22%
Midday (9 AM to 3 PM)	43%	39%	50%
Evening Peak (3 to 6 PM)	53%	62%	36%
Early Evening (6 to 7 PM)	20%	23%	14%
Weeknights (After 7 PM)	16%	18%	11%
Weekends (any time)	30%	30%	30%
<b>Zones Traveled</b>			
One Zone	66%	65%	67%
Two Zones	33%	33%	33%
<b>Use of Time on Bus</b> ( <i>Multiple Response</i> )			
Read	59%	62%	53%
Sleep	8%	11%	3%
Office/School Work	4%	5%	2%
Socialize with Other Riders	13%	12%	14%
Look around/Daydream/People Watch	47%	42%	57%
Listen to Radio/Music	8%	11%	4%
Other	2%	2%	0%
<b>Number of Transfers</b>			
No Transfers	58%	58%	60%
One Transfer	26%	26%	25%
Two or More Transfers	16%	16%	15%

Table 8 (Continued)  
**Transit Use Among Regular and Infrequent Riders**

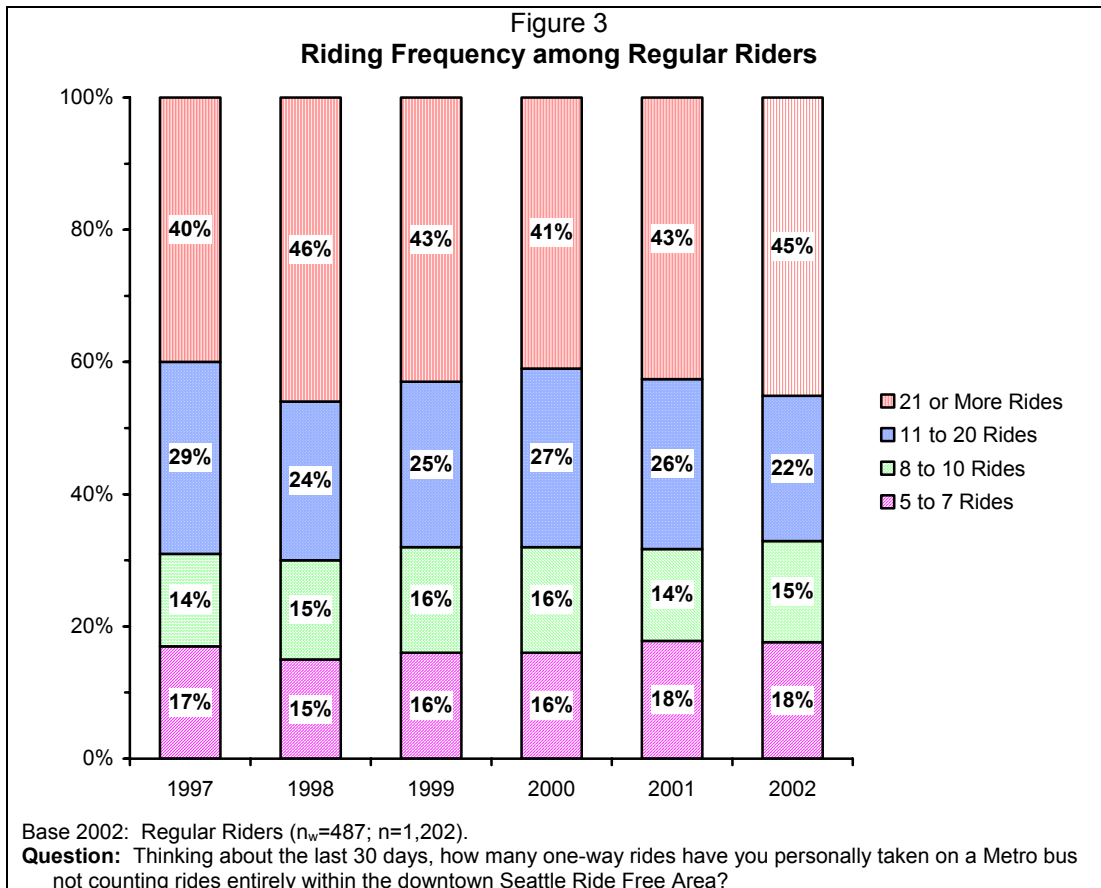
	<b>All Riders</b>	<b>Regular Riders</b>	<b>Infrequent Riders</b>
<b>Transfer Wait Time for Respondents Who Transfer</b>	(n <sub>w</sub> =292) (n=577)	(n <sub>w</sub> =199) (n=513)	(n <sub>w</sub> =93) (n=64)
0 to 5 Minutes	18%	19%	17%
6 to 10 Minutes	31%	28%	35%
11 to 15 Minutes	24%	26%	20%
More than 15 Minutes	27%	27%	28%
<i>Mean</i>	<i>15.6 Min.</i>	<i>14.8 Min.</i>	<i>17.5 Min.</i>
<b>Travel Mode to Bus Stop</b> <i>(Multiple Response)</i>	(n <sub>w</sub> =735) (n=1,368)	(n <sub>w</sub> =487) (n=1,202)	(n <sub>w</sub> =248) (n=166)
Walk	83%	84%	80%
Drive to P&R	17%	14%	22%
Drive and Park Near a Bus Stop	4%	2%	7%
Bike	1%	1%	0%
Get Dropped Off by Car	2%	3%	1%
Other	1%	1%	0%
<b>Travel Time to Stop (All Modes)</b>	(n <sub>w</sub> =608) (n=1,367)	(n <sub>w</sub> =414) (n=1,201)	(n <sub>w</sub> =202) (n=166)
One Minute or Less	14%	15%	12%
2 to 5 Minutes	53%	53%	52%
6 to 10 Minutes	23%	22%	24%
11 to 15 Minutes	7%	6%	10%
16 Minutes or More	3%	4%	2%
<i>Mean</i>	<i>6.93</i>	<i>6.73</i>	<i>7.35</i>
<b>Distance to Stop for Those Who Walk</b>	(n <sub>w</sub> =596) (n=1,000)	(n <sub>w</sub> =403) (n=875)	(n <sub>w</sub> =194) (n=125)
One Block or Less	41%	39%	46%
2 to 5 Blocks	45%	45%	42%
6 to 10 Blocks	12%	14%	8%
11 to 15 Blocks	1%	1%	1%
16 to 20 Blocks	0%	0%	0%
20 Blocks or More	1%	1%	0%
<b>Fare Payment</b> <i>(Multiple Response)</i>	(n <sub>w</sub> =728) (n=1,367)	(n <sub>w</sub> =485) (n=1,202)	(n <sub>w</sub> =243) (n=165)
Cash	51%	39%	73%
Ticket	8%	9%	7%
Reduced Fare Permit with Sticker	4%	5%	2%
Reduced Fare Permit with Cash	5%	5%	5%
Pass	37%	47%	17%
<b>Type of Pass Used by Pass Holders</b>	(n <sub>w</sub> =330) (n=705)	(n <sub>w</sub> =272) (n=663)	(n <sub>w</sub> =59) (n=42)
Puget	30%	34%	13%
U-Pass	19%	21%	9%
Senior/Disabled Sticker or Fare Permit	23%	18%	45%
Flex Pass	15%	14%	22%
Student Pass	5%	5%	2%
Go Pass	1%	1%	0%
ACCESS Pass	<1%	<1%	0%
Other/ Unsure of Pass Type	7%	7%	10%
May not add to 100% due to rounding error.			

## Riders

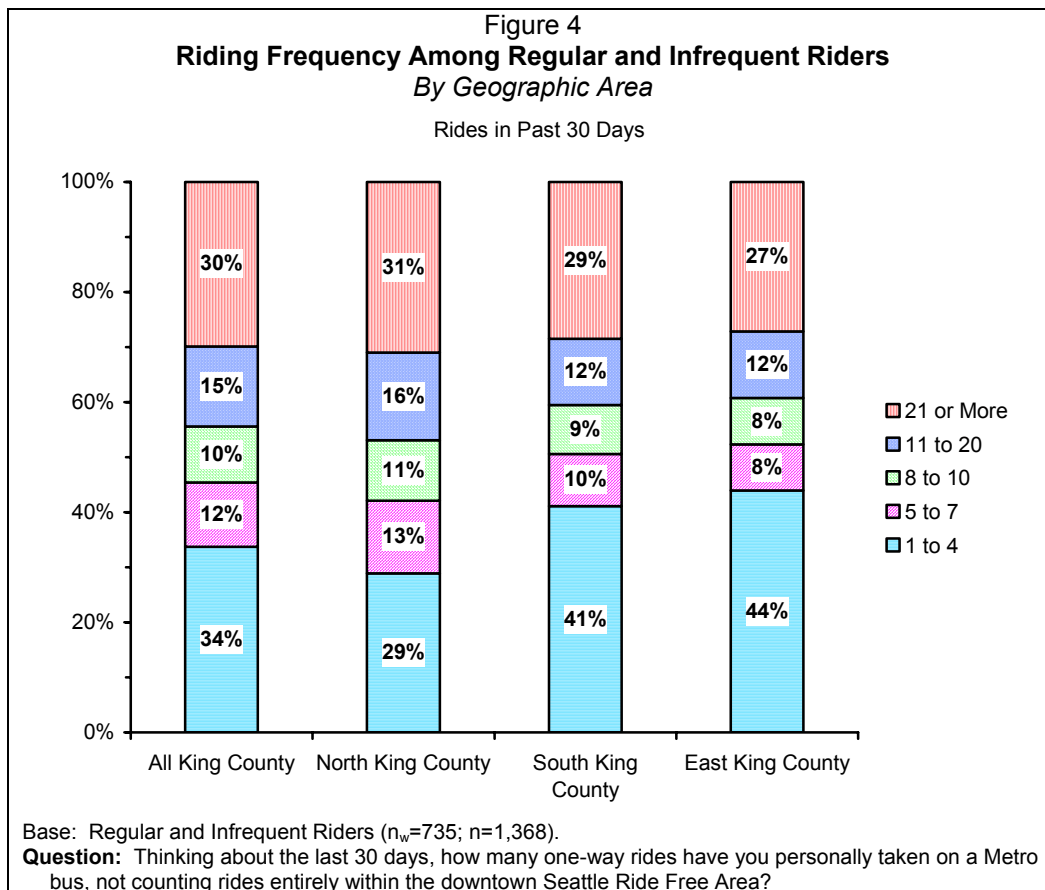
### Number of Rides in Past 30 Days

Thirty percent (30%) of all respondents were Regular or Infrequent Riders. Although the percentage of Regular Riders is virtually unchanged from last year, the percentage of heavy riders (those making 21 trips or more) reached its highest level since 1998. (See Figure 3)

In 2002, King County Riders averaged 17 trips in the month before the survey. Regular Riders averaged 25 one-way trips (excluding the Seattle Ride Free Area) in the previous 30 days while Infrequent Riders averaged 2 one-way trips.



Transit use differs substantially by geographic area. North King County has significantly more Regular and Infrequent Riders (48%) than either South King County (19%) or East King County (18%). Moreover, Riders in North King County use transit more frequently than Riders in other areas. In 2002, North King County Regular and Infrequent Riders averaged 18 trips in the month before being surveyed compared with 16 trips on average in South King County and 15 trips in East King County. (See Figure 4.)



### Primary Transit Trip Purpose

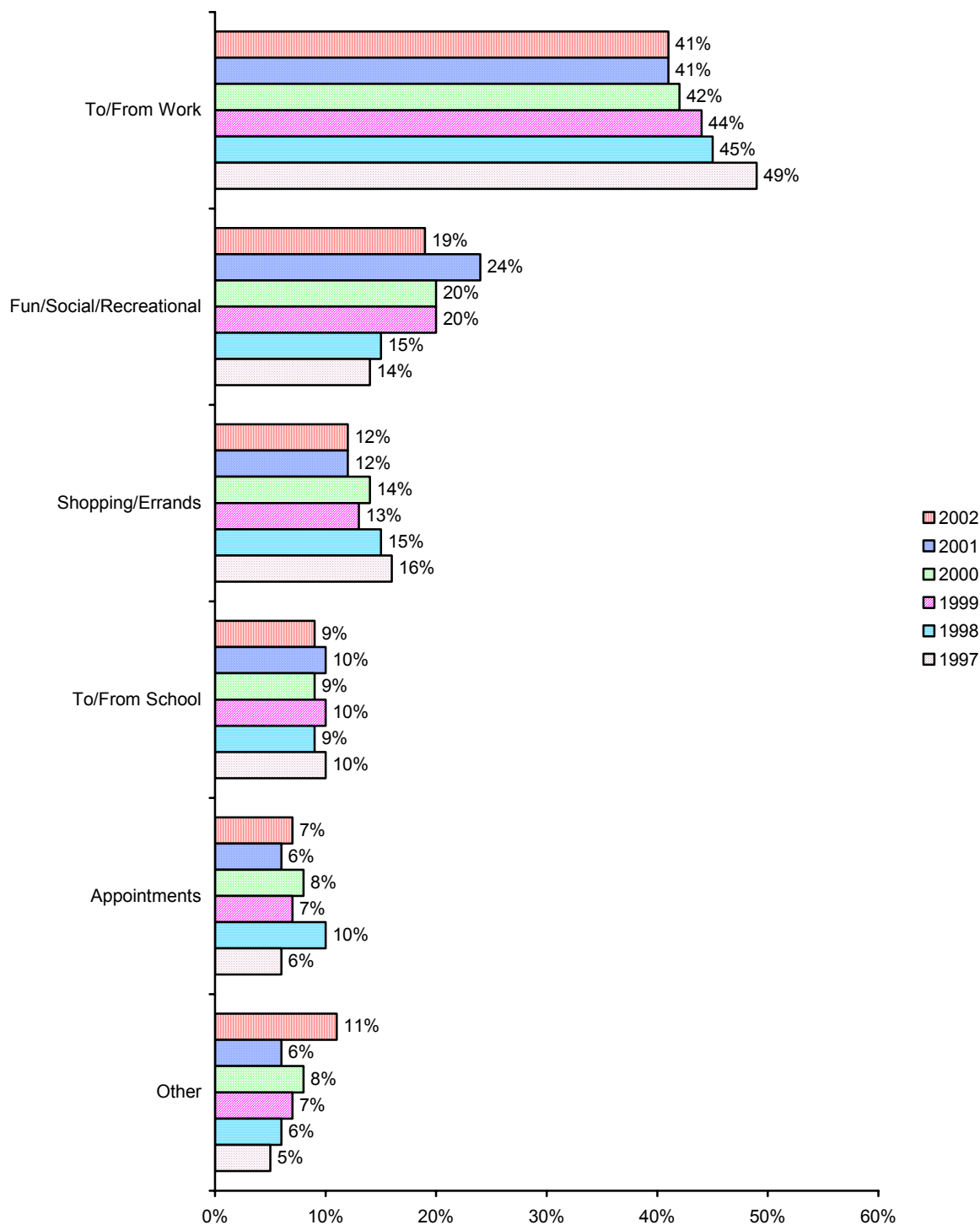
Four in ten Regular Riders (41%) said work was the primary reason for using the bus. This number is unchanged from last year. Regular Riders were over three times as likely as Infrequent Riders to ride the bus to and from work (53% v. 17%).

The second most commonly mentioned purpose was recreational trips at 19%, down from 24% in 2001. Infrequent Riders were significantly more likely than Regular Riders to use the bus for recreational trips (35% v. 10%). Other purposes such as shopping (12%), going to and from school (9%), and going to appointments (7%) were virtually unchanged from last year. (See Figure 5.)

More than one in three Riders (35%) take Metro primarily for discretionary trips such as shopping, recreation, or event shuttles. This number is down slightly from 37% recorded in 2001, but still above the 33% in 2000.

Primary trip purpose among Riders does not differ significantly by geographic region with two exceptions. Riders in South King County are more likely than those in North or East King County to use transit primarily to get to appointments (15% South King County v. 6% North County and 4% East County). Similarly, East King County Riders were more likely to say that Metro shuttles to sporting events (10%) were their primary use of transit than were Riders in North or South King County (1% and 3% respectively).

Figure 5  
**Primary Trip Purpose 1997-2002**

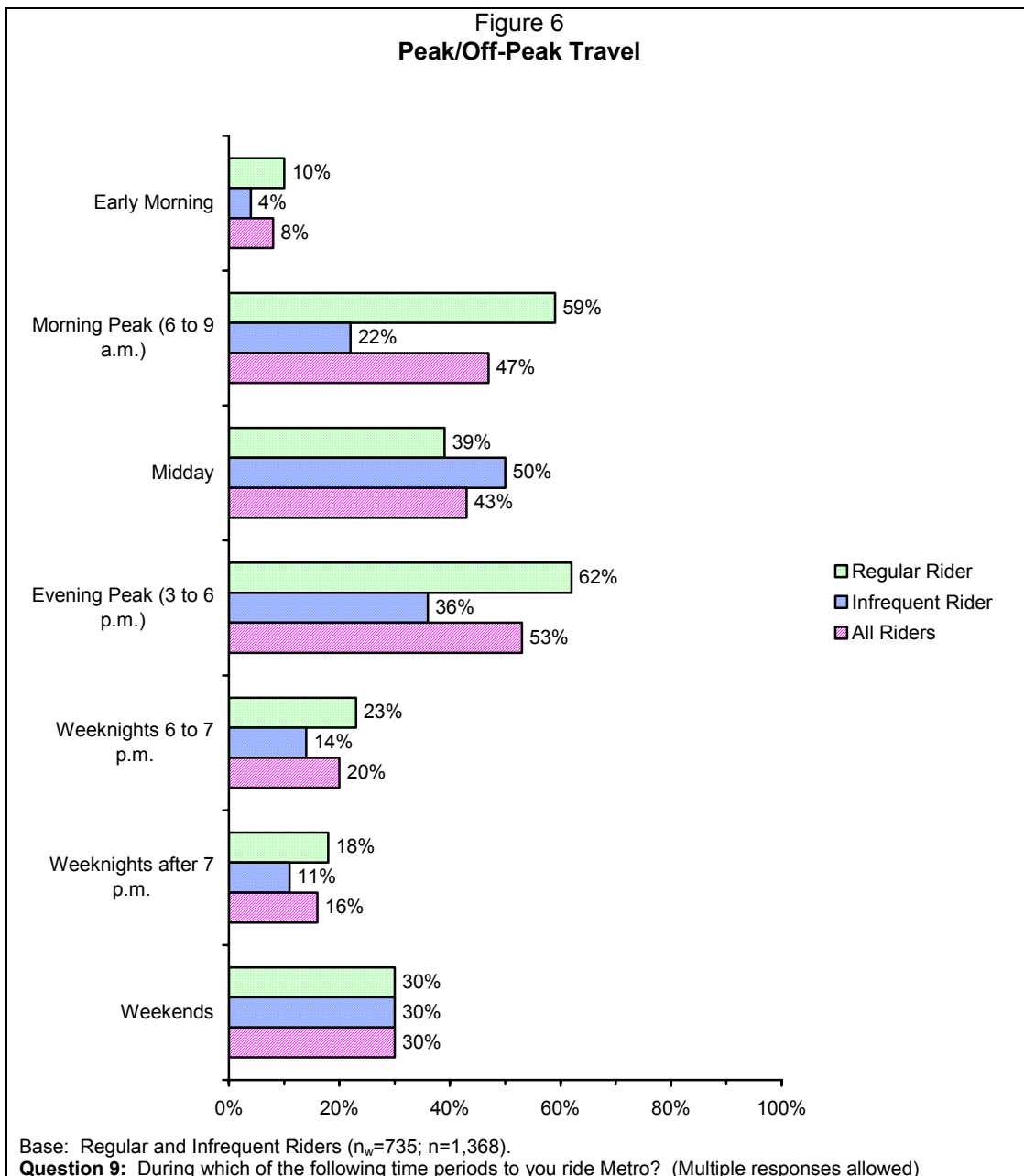


Base 2002: Regular and Infrequent Riders (n<sub>r</sub>=735; n=1,368).

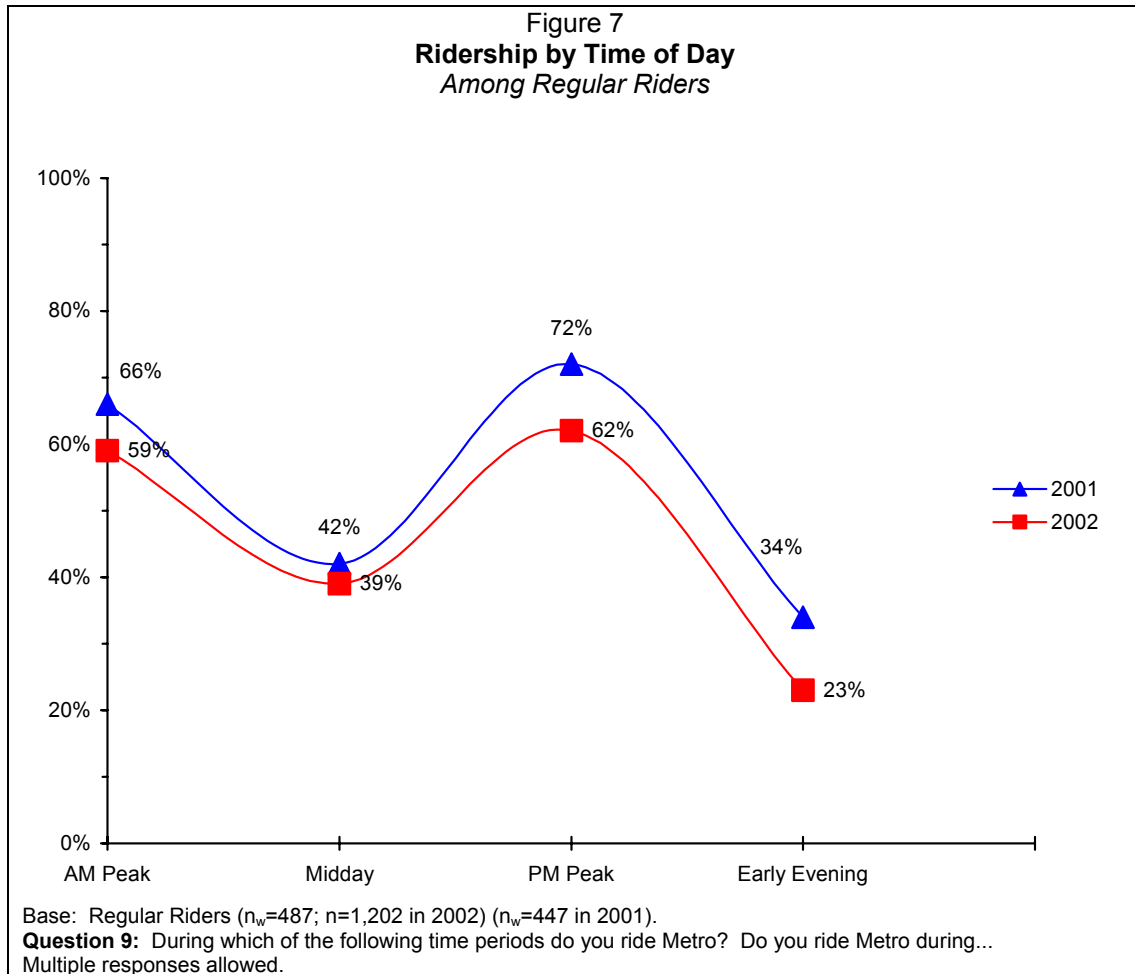
**Question 8:** When you ride the bus, what is the primary purpose of the trip you take most often?

Peak and Off-Peak Travel

Just over half of all Riders (53%) reported riding in the evening peak, and just under half (47%) ride during morning peak hours. It comes as no surprise that Regular Riders were significantly more likely to ride during peak hours while Infrequent Riders were more likely to ride at midday. Regular and Infrequent Riders were equally likely to report taking Metro on weekends. (See Figure 6.)



Although Infrequent Riders continue to ride throughout the day in similar percentages to those found in 2001, the percentage of Regular Riders who reported using transit at specific times of day dropped across the board as shown in Figure 7.



The percentage of Regular and Infrequent Riders who reported riding Metro on weekends also dropped from 48% in 2001 to 30% in 2002.

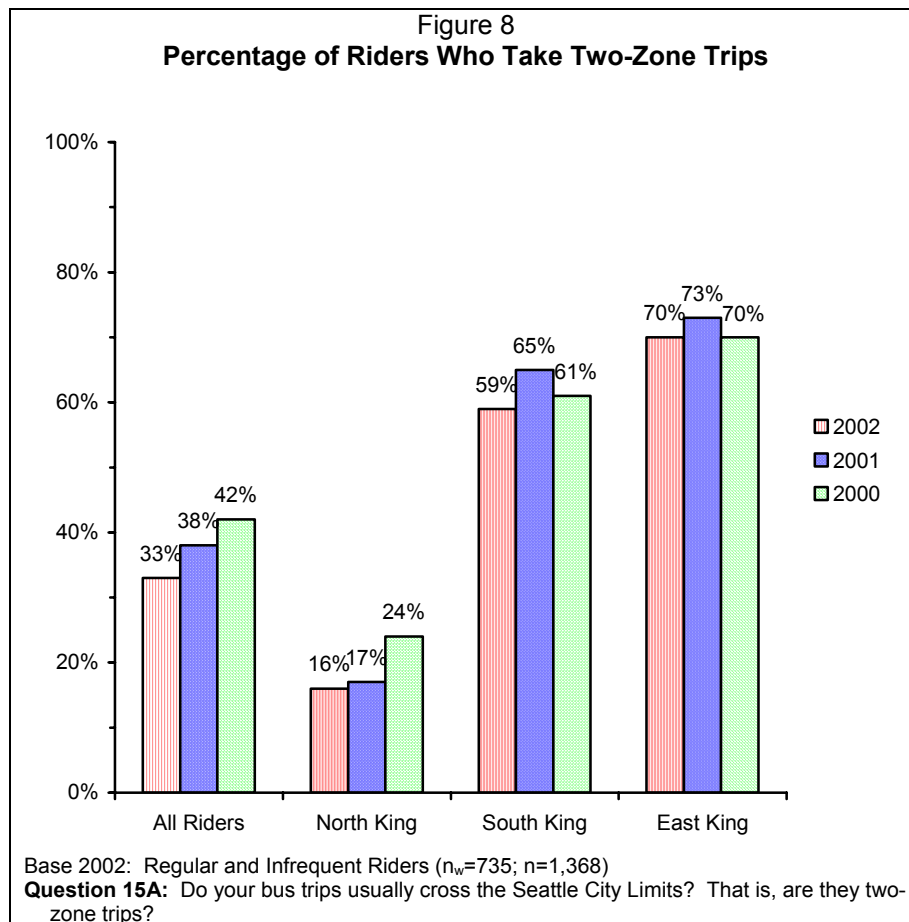
Given that the ratio of Riders to Non-riders and the average number of transit trips per month are unchanged from last year, the reasons for the differences noted above are not immediately apparent.



### Two Zone Trips

One in three Regular and Infrequent Riders (33%) usually make two-zone trips. As in past years, Riders in East and South King County were more likely than those in North King County to take two-zone trips. The percentage of North King County Riders who take two-zone trips dropped from 24% in 2000 to 16% in 2002. In South and East King County the percentage of Riders taking two-zone trips is slightly less than in 2001 and comparable with findings from the 2000 Rider/Non-rider study. (See Figure 8.)

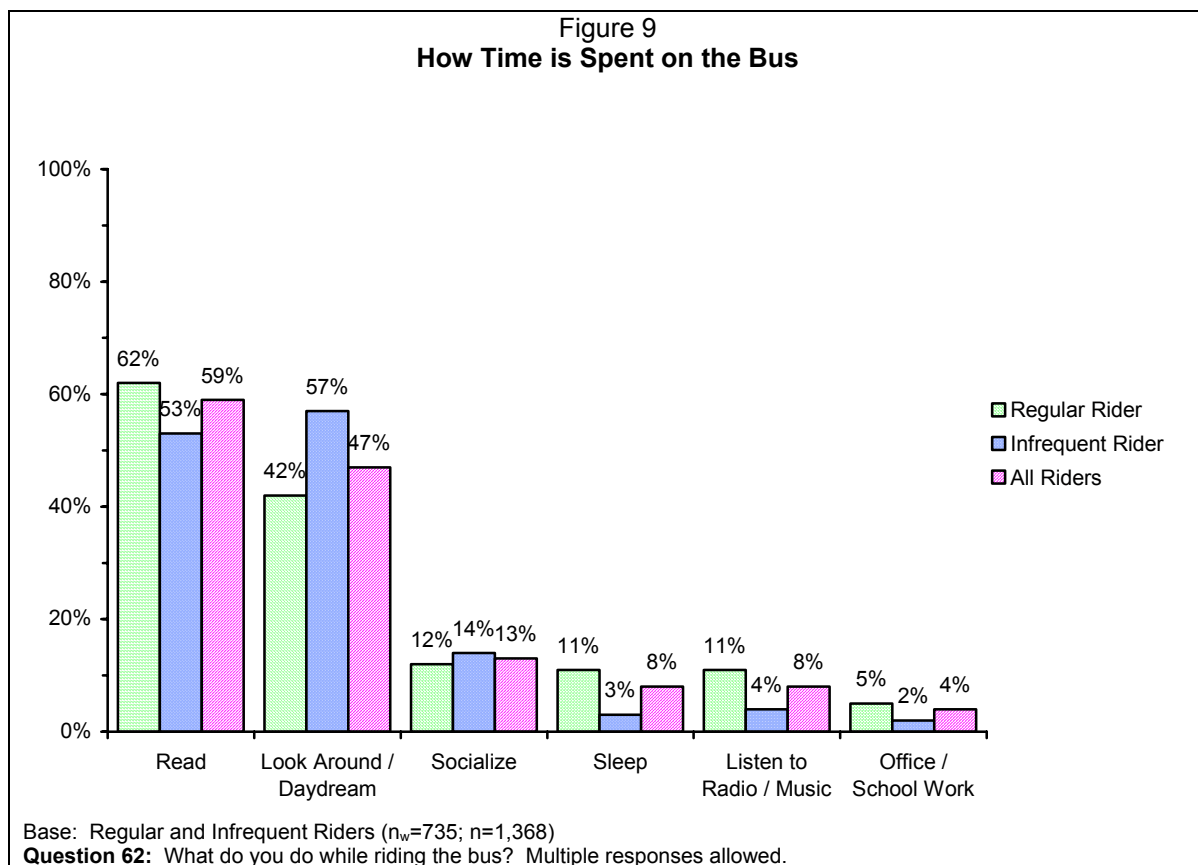
As in past years, Regular and Infrequent Riders are equally likely to say they usually make two-zone trips.



### Time Use on the Bus

In a new question this year, Riders were asked how they spend their time on the bus. More than half (59%) read on the bus; and 47% said they look around, daydream and watch other people. Regular Riders were more likely to read on the bus than Infrequent Riders, who were more likely to look around and daydream. Regular Riders were also more likely to report sleeping on the bus or listening to music. (See Figure 9.)

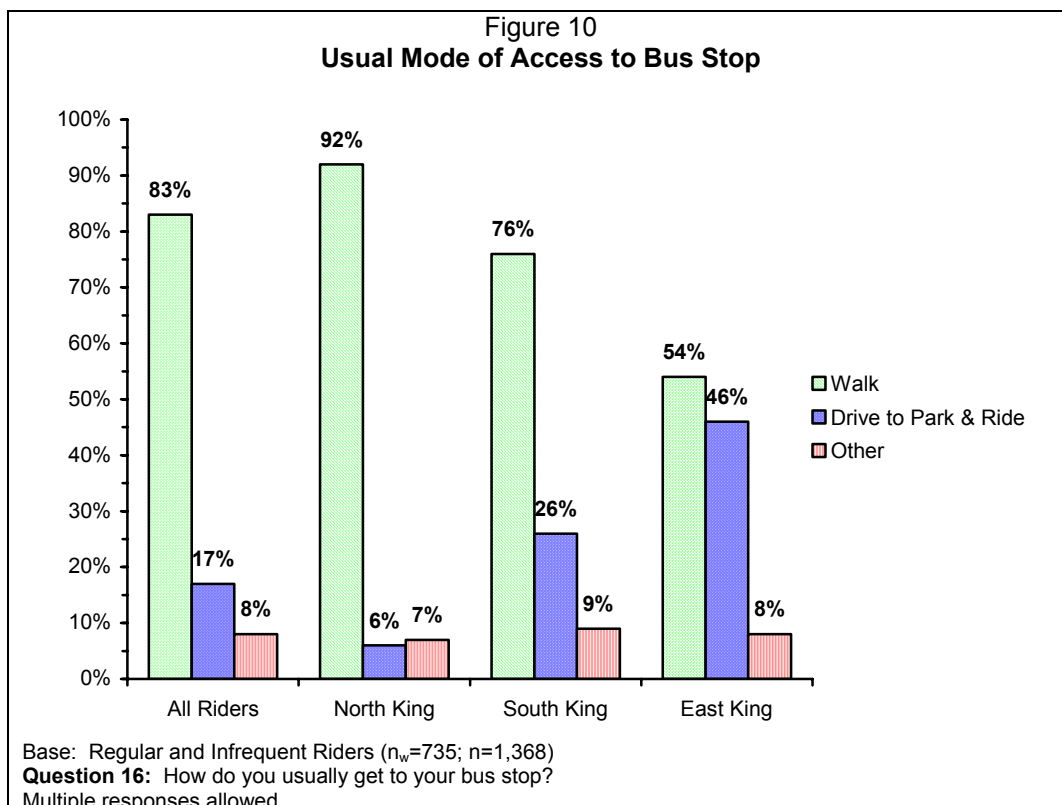
How Riders spend their time on the bus differs between those who usually make one-zone trips and those who travel through two-zones. Riders who usually take two-zone trips were more likely to read on the bus (64% v. 57% one-zone travelers) or sleep on the bus (12% v. 6% one-zone travelers). Riders whose trips are usually in a single zone were more likely to look around, daydream, or people-watch than their two-zone counterparts (50% v. 42% respectively).



### Access to Bus Stop

More than three-quarters of all Riders (83%) said they usually walk to their bus stop. Riders who live in North King County were significantly more likely to walk to their stop than those in South or East King County. Ninety-two percent (92%) of North King County Riders said they usually walk to their bus stop compared with 76% of South King County Riders and 54% of East King County Riders. In East King County more than four out of ten Riders (46%) drive to a Park & Ride lot. In South King County, 26% drive to a Park & Ride lot compared with only 6% in North King County. (See Figure 10.)

In North King County, Regular Riders were more likely than Infrequent Riders to say they usually walk to their bus stop. In South King County, these findings were reversed. Eighty-five percent (85%) of Infrequent Riders in South King County said they usually walk to their bus stop compared with 69% of Regular Riders. In East King County Regular Riders were only slightly more likely to walk to their bus stop than were Infrequent Riders (56% v. 51% respectively).



Distance to Stop

The majority of Riders who walk to the bus stop (86%) live within 5 blocks of the bus stop, including 41% who walk one block or less. Interestingly, a greater percentage of Infrequent Riders live within one block of the bus stop than do Regular Riders (45% and 42% respectively). Riders in East King County were more likely than other respondents to live more than a block from their bus stop. One in three East King County Riders (34%) said they walked a block or less to their stop compared with 40% of South King County Riders and 42% of North King County Riders.

All Regular and Infrequent Riders were asked how far they would be willing to walk to catch a bus. Nearly two-thirds of Regular and Infrequent Riders (62%) who do not currently walk to their bus stop are unwilling to walk more than four blocks to catch the bus. (See Table 9.)

Table 9 Distance Riders Are Willing to Walk to Bus Stop Blocks			
	All Riders (n <sub>w</sub> =735; n=1,368)	Current Mode to Bus Stop	
		Walk (n <sub>w</sub> =608; n=1,000)	Other (n <sub>w</sub> =127; n=368)
1 Block or Less	13%	11%	20%
2 to 4	33%	31%	42%
5 to 9	34%	36%	25%
10 or More Blocks	20%	22%	14%
Mean	6.24	5.71	8.65
Base: Regular and Infrequent Riders <b>Question 18</b> (Riders who walk to bus stop): How far would you be willing to walk to your bus stop? <b>Question 19</b> (Riders who do not walk to bus stop): How far would you be willing to walk to a bus stop from your home? May not add to 100% due to rounding error.			

Travel Time to Stop

Fully two-thirds of all Riders (67%) said they can travel to their bus stop in five minutes or less--including 14% who said it takes them a minute or less. Almost a quarter of Regular and Infrequent Riders (23%) said it takes between six and ten minutes to reach their stop; and 10% said it takes them eleven minutes or more.

North King County Riders had the shortest travel time to their stops. In all, 74% of North King County Riders reached their bus stop in five minutes or less including 18% who said it took less than a minute to get there. By comparison, 53% of South and 50% of East King County residents reached their stops in five minutes or less including just 7% of South King County Riders and 6% of East King County Riders who reached their stops in under a minute.

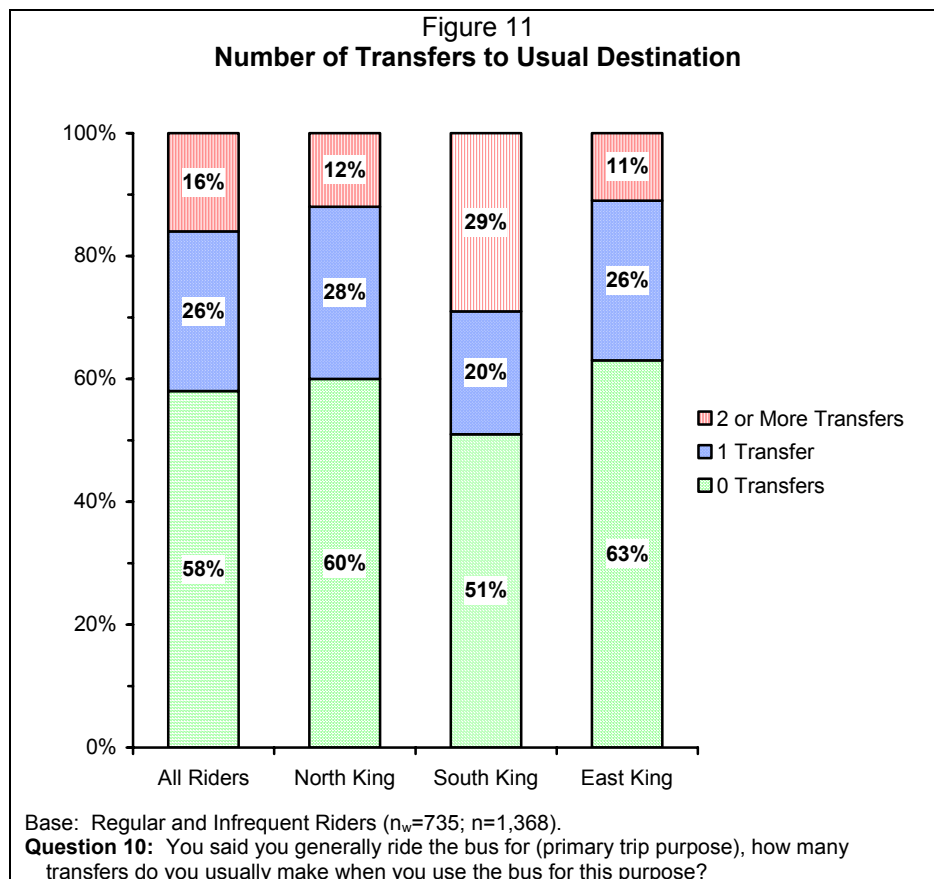
Travel time to the bus stop differed significantly by mode of travel. As shown in Table 10, Riders who walked to the bus stop reached it in just under seven minutes on average while the average for respondents who drove to a bus stop or park and ride lot was almost ten minutes.

Table 10 Travel Time to Bus Stop by Mode Minutes				
	All Riders (n <sub>w</sub> =735; n=1,368)	Walk (n <sub>w</sub> =608; n=1,000)	Drive to Stop or Park & Ride (n <sub>w</sub> =144; n=375)	Other Mode (n <sub>w</sub> =29; n=88)
1 Minute or Less	14%	17%	2%	7%
2 to 5 Minutes	52%	58%	38%	35%
6 to 10 Minutes	23%	20%	31%	40%
11 to 15 Minutes	7%	4%	20%	7%
16 Minutes or More	3%	2%	9%	11%
<i>Mean</i>	6.93	6.31	9.51	8.89
Base: All Riders <b>Question 16:</b> How do you usually get to your bus stop? Multiple responses allowed. <b>Question 17A:</b> How many minutes does it take you to get to your bus stop, not counting the time you wait once you get there? May not add to 100% due to rounding error.				

There were no statistically significant differences in terms of travel time to the bus stop between Regular and Infrequent Riders.

### Number of Transfers

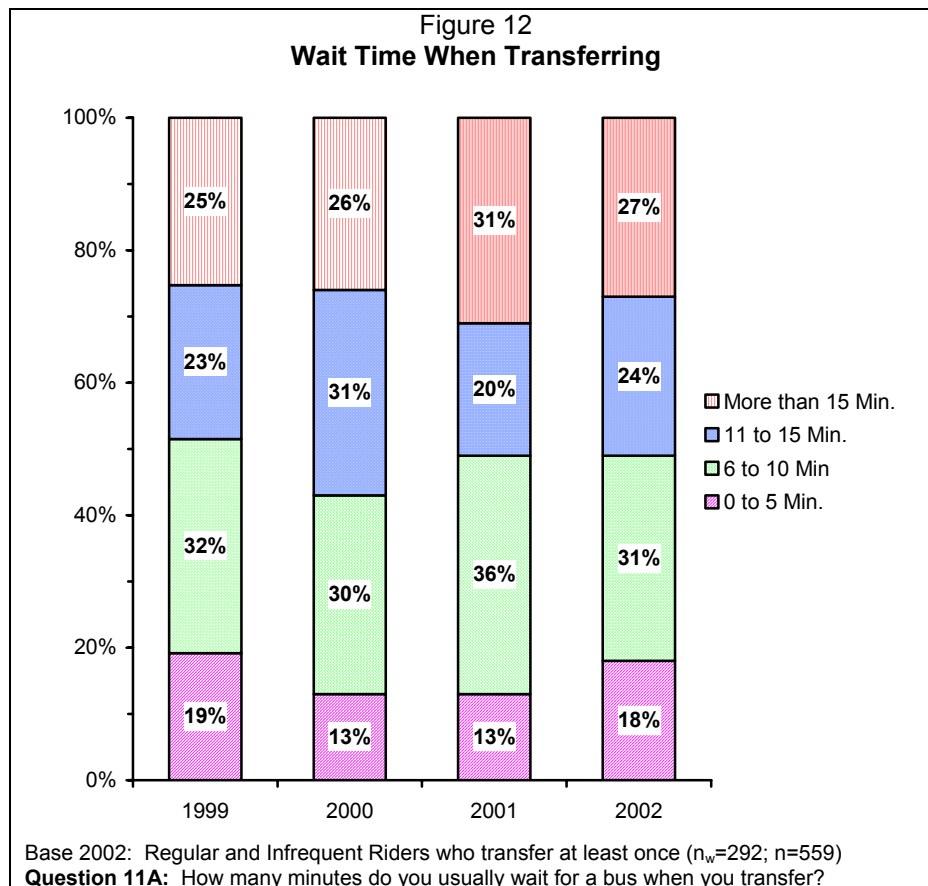
The majority of Riders (58%) do not transfer when traveling to their usual destination. Approximately one-quarter (26%) of Riders make one transfer, and 16% transfer two or more times. The number of transfers did not differ between Regular and Infrequent Riders. However, the number of transfers did differ by geographic region. Twenty-nine percent (29%) of Riders from South King County reported making two or more transfers—more than double the percentage in North or East King County where only 12% and 11% respectively reported making two or more transfers. (See Figure 11.)



### Wait Time Between Transfers

Riders who reported making at least one transfer were asked how long they usually wait for a bus when they transfer. As shown in Figure 12, the majority of Riders who transfer (73%) reported waiting 15 minutes or less at their transfer point.

The average wait time was 15.6 minutes, reversing an upward trend that began in 1999 when the average wait time between transfers was 14.5 minutes. In 2001, Riders waited 16.9 minutes on average for a transfer. Infrequent Riders reported slightly longer waiting times on average than did Regular Riders (17.5 minutes and 14.8 minutes, respectively).



South King County Riders accounted for all of the decrease in wait time; their average wait time for a transfer was 16.2 minutes—down from 22.1 minutes last year. As in the past two years, Riders in East King County had the shortest wait time on average. At 13.9 minutes, the wait for Riders in East King County was virtually unchanged from the 13.5 minute wait time recorded in 2001. In South King County, the Riders from North King County waited 15.8 minutes on average for their connection—almost a minute longer than a year ago. (See Table 11.)

Table 11 Average Wait Time for Transfer by Geographic Subarea Minutes				
	Total King County	North King County	South King County	East King County
2002	15.6 Min.	15.8 Min.	16.2 Min.	13.9 Min.
2001	16.9 Min.	14.9 Min.	22.1 Min.	13.5 Min.
2000	15.4 Min.	17.5 Min.	17.5 Min.	12.3 Min.
2002 Base: Riders who make one or more transfers n <sub>w</sub> = 292; n=559 <b>Question 11A:</b> How many minutes do you usually wait for a bus when you transfer?				

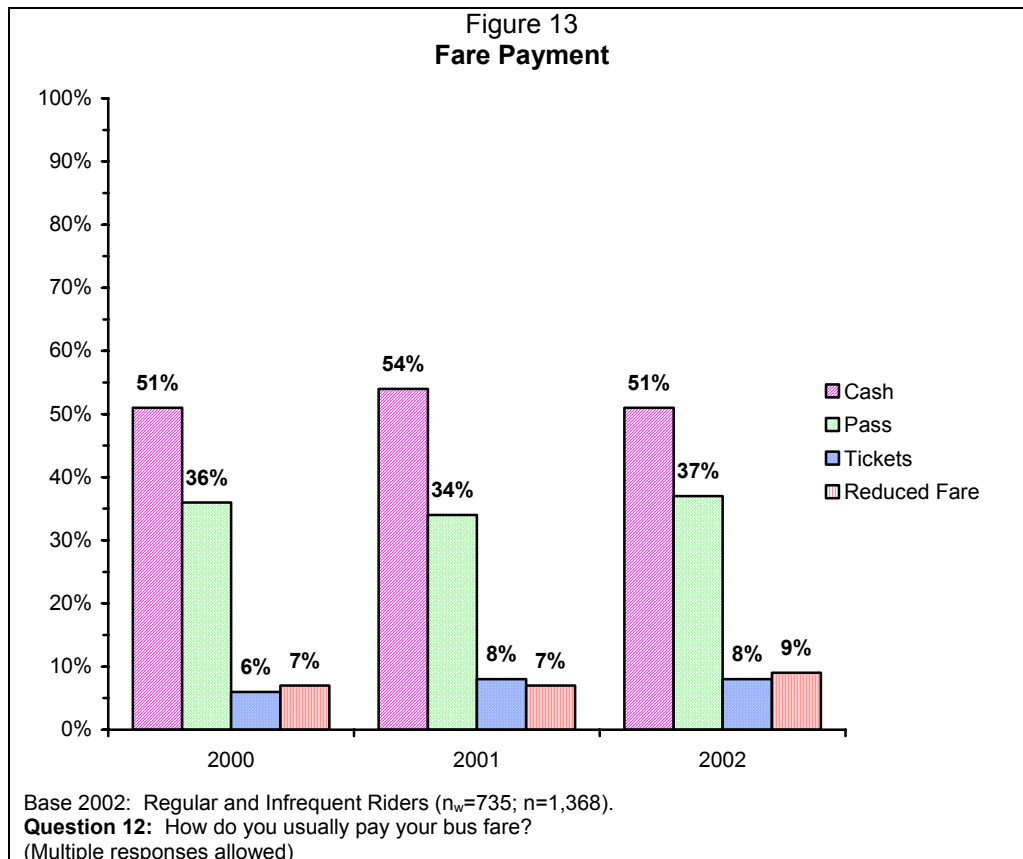
Respondents who make multiple transfers were asked how long they wait for their longest transfer. The average reported waiting time was 31 minutes with Regular Riders reporting shorter wait times (28 minutes) than Infrequent Riders (39 minutes).

### Fare Payment

Half of all Riders (51%) usually pay their fares with cash, 37% use a pass, 8% use tickets, and 9% used a reduced fare permit with either cash or a sticker. Regular Riders are almost three times more likely to use a pass than Infrequent Riders (47% and 17% respectively). Regular Riders who make more than 20 trips per month are the most likely group to use a pass (65%) and Infrequent Riders, who make 2 trips per month on average, are most likely to pay with cash (74%). The percentage of Riders using each fare payment method has been stable over the past three years. (See Figure 13.)

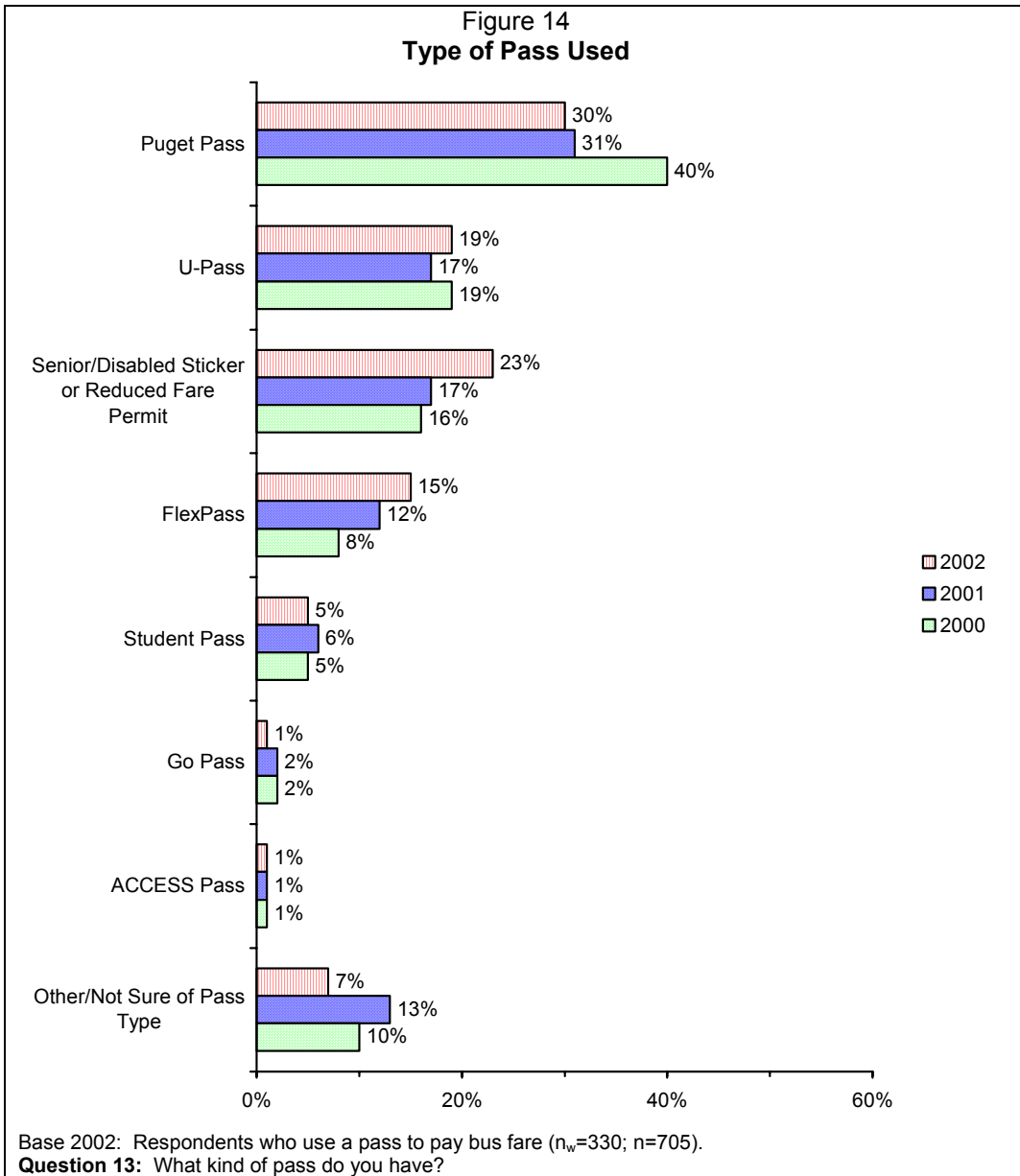


Between 2000 and 2001, pass use among Infrequent Riders jumped from 3% to 15%, likely due to employer support for pass purchases. Between 2001 and 2002, pass use among Infrequent Riders showed slight growth from 15% to 17%. This increase is not statistically significant.



### Type of Pass

Riders who reported using a pass were asked what type of pass they have. Three pass holders in ten (30%) have a Puget Pass including peak or off-peak passes for one zone or two zones. This number is unchanged from last year. Nineteen percent (19%) of pass users have a U-PASS, again unchanged from findings in 2001. The percentage of respondents with a FlexPass rose slightly from 12% in 2001 to 15% in 2002. The percentage of pass holders who reported using a Senior or Disabled sticker or fare permit increased from 17% in 2001 to 23% in 2002. (See Figure 14.)



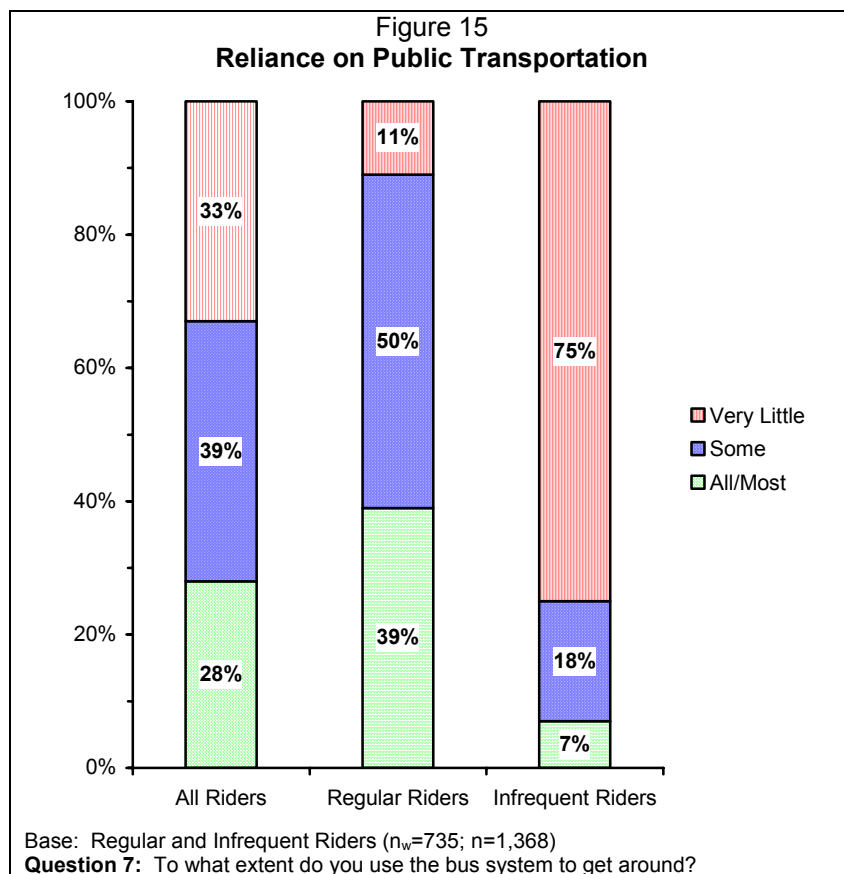
Not surprisingly, a significantly higher percentage of U-Pass users live in North King County. Nearly one-quarter (23%) of North King County pass holders use a U-Pass compared with 7% of pass holders in South King County and 13% of those in East King County. Similarly, the FlexPass enjoyed much higher use among pass holders in South and East King County (25% and 20% respectively) than it did in North King County (12%).

### Reliance on Transit

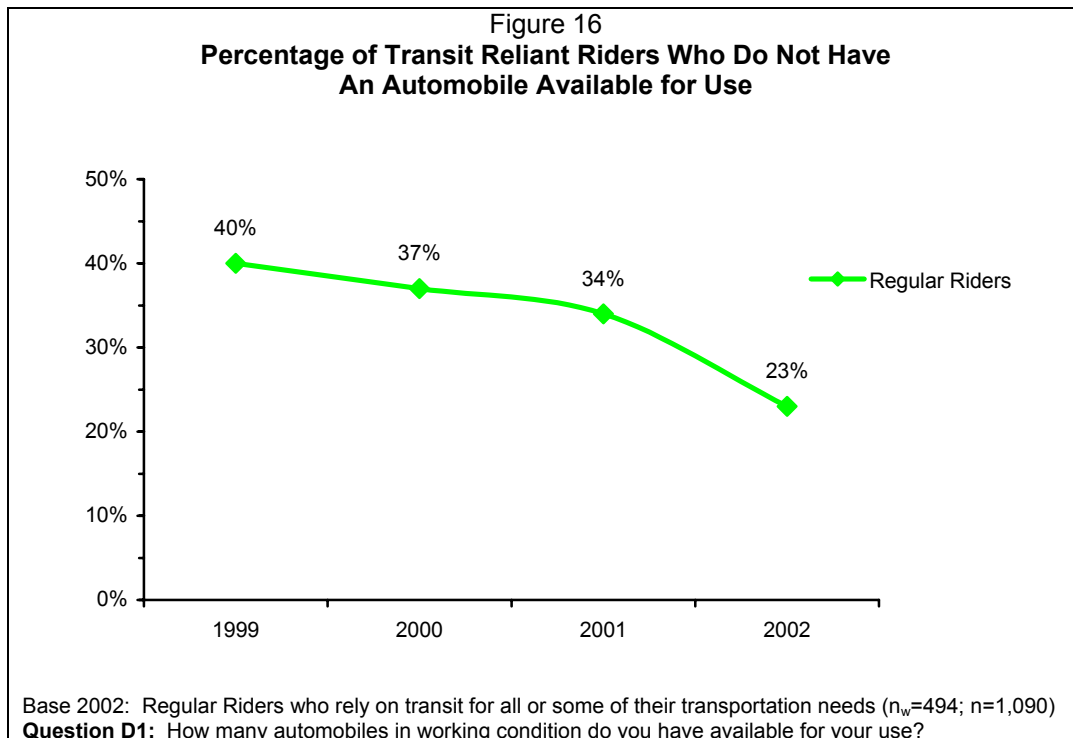
When asked the extent to which they rely on transit for their transportation needs, 28% of all Riders said they use transit for all or most of their transportation needs. This percentage is unchanged from last year.

As in past years, Regular Riders were far more likely than Infrequent Riders to rely on transit for all or most of their transportation needs (39% v. 7%). The percentage of Regular Riders who said they are almost completely reliant on transit dropped from 45% in 2001 back to levels more comparable with findings in 2000 and 1999 (36% and 39% respectively).

About four in ten Regular and Infrequent Riders (39%) said they use transit for some of their transportation needs, and 33% said they use it for very little of their transportation needs. (See Figure 15.)



Nearly one in four Regular Riders (23%) who responded that they rely on transit for “some” or “all” of their transportation needs do not have an automobile available in the household. The percentage of transit reliant Riders who do not have an automobile available has declined steadily over the past four years. (See Figure 16.)



### Non-riders – Past Transit Use

More than three-quarters (78%) of Non-riders (respondents who did not ride Metro in the month preceding the survey) have ridden on Metro transit sometime in the past. Among Non-riders who have used Metro transit, 39% used Metro in the past year including 24% who said they rode in the last six months. In response to a question about their primary trip purpose when they did ride Metro, 27% rode for social or recreational reasons; and 25% used it to commute to work. Other purposes included going to downtown Seattle (12%), shopping and errands (10%), and jury duty (8%).

Non-riders who used to ride Metro had a variety of reasons why they no longer ride. The most prevalent reason was that a car is more convenient (37%). Twelve percent

(12%) of these Non-riders said “the bus doesn't go where I need to” or “the service is too inconvenient”. Other reasons mentioned were: “I stay home/I'm retired” (9%), “I work at home/close to home” (7%), “changed/lost job or moved” (6%), “the schedule is inconvenient” (5%), and several other reasons mentioned by fewer than five percent of Non-riders who used to ride.

Three percent (3%) of Non-riders who rode Metro in the past (36 respondents) said they do not ride because it is too far to the bus stop (10.25 blocks on average). These respondents were asked how far they would be willing to walk to a bus stop. More than half of these Non-riders (19 respondents) wanted a stop no more than five blocks away, 6 respondents would walk six to ten blocks, and the remainder said they didn't know.

## **Commuters**

### Commuter Status

In 2002, 63% of the survey respondents were commuters, up from 60% last year. A commuter is defined as someone who works outside the home or attends school at least three days a week. For analytical purposes, commuters are divided into two groups:

- Work commuters are employed full or part-time or are self-employed and work outside the home three or more days per week. Ninety-one percent (91%) of all commuters are work commuters. Students who both work and attend school are included in this group.
- School commuters are not employed. These respondents commute three or more days a week to school. They make up 9% of the commuter sample.

### Commuter Demographics

Table 12 displays the demographic characteristics of respondents based on their commute status. The majority of work commuters (69%) drive alone to work, 15% take the bus, and 8% commute in a carpool or vanpool.

School commuters predominantly reside in North King County (56%). They are almost twice as likely as work commuters to be Regular Riders (43% and 23% respectively), and more than a third of school commuters (35%) commute on the bus. With 72% of school commuters under age 25, members of this group are, as would be expected, significantly younger on average than work commuters or non-commuters.

Table 12  
Demographic Characteristics by Type of Commuter

	<b>All Respondents</b> (n <sub>w</sub> =2,409) (n=2,409)	<b>Work Commuters</b> (n <sub>w</sub> =1,377) (n=1,437)	<b>School Commuters</b> (n <sub>w</sub> =129) (n=191)	<b>Non-Commuters</b> (n <sub>w</sub> =903) (n=781)
<b>Employment Status</b>				
Employed Full-Time*	50%	83%	7%	6%
Employed Part-Time*	10%	12%	24%	5%
Self-Employed	5%	5%	1%	6%
Homemaker	8%	0%	0%	21%
Student	4%	0%	64%	1%
Retired	17%	0%	0%	44%
Unemployed/Looking for Work	5%	0%	0%	14%
Other	2%	1%	4%	3%
<b>Commute Destination</b>				
Downtown Seattle**	N/A	25%	13%	N/A
Other North King County	N/A	22%	54%	N/A
South King County	N/A	18%	16%	N/A
Bellevue	N/A	8%	4%	N/A
Other East King County	N/A	16%	8%	N/A
Somewhere else/Varies	N/A	11%	5%	N/A
<b>Commute Mode</b>				
Drive alone	N/A	69%	26%	N/A
Carpool or vanpool	N/A	8%	16%	N/A
Metro bus	N/A	15%	35%	N/A
Other	N/A	9%	23%	N/A
<b>Ridership Status</b>				
Regular Rider	20%	23%	43%	13%
Infrequent Rider	10%	9%	12%	12%
Non-Rider	70%	69%	46%	74%
<b>Geographic Area of Residence</b>				
North King County	41%	41%	56%	37%
South King County	35%	35%	25%	37%
East King County	25%	24%	19%	26%
<b>Age</b>				
16-19	4%	1%	48%	2%
20-24	6%	6%	24%	3%
25-34	19%	24%	20%	13%
35-44	23%	28%	6%	17%
45-54	21%	26%	1%	16%
55-64	12%	12%	0%	13%
65 and Older	14%	2%	0%	35%
Median Age	43	41	20	52
<b>Median Income***</b>	<b>\$56,628</b>	<b>\$64,429</b>	<b>\$44,996</b>	<b>\$45,395</b>

\* Includes students who work and attend school

\*\* Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Denny Regrade, Queen Anne, Capitol Hill, First Hill)

\*\*\* Median Income calculation excludes respondents who did not provide an income range  
May not add to 100% due to rounding error.

	All Respondents (n <sub>w</sub> =2,409) (n=2,409)	Work Commuters (n <sub>w</sub> =1,377) (n=1,437)	School Commuters (n <sub>w</sub> =129) (n=191)	Non-Commuters (n <sub>w</sub> =903) (n=781)
<b>Ethnicity</b>				
Caucasian	82%	82%	73%	85%
Hispanic	3%	4%	8%	2%
African American	5%	5%	4%	4%
Asian American/Pacific Islander	7%	7%	16%	5%
American Indian/Alaska Native	2%	3%	1%	3%
Other	<1%	0%	1%	<1%
<b>Gender</b>				
Male	44%	50%	51%	34%
Female	56%	50%	49%	66%

May not add to 100% due to rounding error.

### Demographic Characteristics by Commute Mode

Table 13 displays the demographic characteristics of commuters by commute mode. As shown in the table:

#### Drive Alone Commuters (65%)

- Are the most likely to be employed full time
- Are the least likely to be Metro Riders
- Are more affluent than bus commuters
- Most likely to commute to destinations other than downtown Seattle

#### Metro Bus Commuters (17%)

- Are the most likely to commute to Downtown Seattle
- Are less affluent than other commuters
- Are younger than drive alone or carpool/vanpool commuters
- Are the most likely to live in North King County
- Are the most ethnically diverse



Carpool/Vanpool Commuters (8%)

- Are the least likely to be employed full time
- Are more likely than drive-alone commuters to work in downtown Seattle
- Are the most affluent of all commuter groups
- Are more likely to be Asian American/Pacific Islanders

	<b>All Commuters</b> (n <sub>w</sub> =1,506) (n=1,628)	<b>Drive Alone</b> (n <sub>w</sub> =979) (n=703)	<b>Metro Bus</b> (n <sub>w</sub> =250) (n=602)	<b>Carpool / Vanpool</b> (n <sub>w</sub> =123) (n=116)	<b>Other Mode</b> (n <sub>w</sub> =152) (n=204)
<b>Employment Status</b>					
Employed Full-Time*	76%	81%	70%	66%	65%
Employed Part-Time*	13%	12%	15%	13%	16%
Self-Employed	4%	5%	<1%	6%	3%
Student	6%	1%	14%	14%	13%
Other	1%	1%	<1%	1%	3%
<b>Commute Destination</b>					
Downtown Seattle**	24%	16%	50%	27%	31%
Bellevue	7%	9%	4%	5%	3%
Other North King County	25%	22%	32%	23%	36%
South King County	17%	22%	5%	11%	10%
Other East King County	16%	18%	1%	22%	11%
Somewhere else/Varies	11%	12%	2%	10%	11%
<b>Commute Type</b>					
Work	91%	97%	82%	84%	80%
School	9%	4%	18%	16%	20%
<b>Ridership Status</b>					
Regular Rider	24%	6%	94%	15%	38%
Infrequent Rider	9%	9%	4%	11%	17%
Non-Rider	67%	85%	2%	74%	45%
<b>Geographic Area of Residence</b>					
North King County	42%	34%	67%	39%	57%
South King County	34%	39%	20%	38%	23%
East King County	24%	27%	14%	23%	20%
<b>Age</b>					
16-19	6%	3%	9%	13%	10%
20-24	8%	5%	16%	4%	12%
25-34	24%	23%	28%	15%	27%
35-44	27%	29%	17%	26%	27%
45-54	24%	25%	19%	29%	18%
55-64	11%	13%	9%	11%	4%
65 and Older	1%	2%	1%	2%	<1%
Median	39	41	33	40	34
<b>Median Income***</b>	<b>\$63,027</b>	<b>\$66,044</b>	<b>\$47,222</b>	<b>\$67,800</b>	<b>\$58,846</b>
* Includes students who work and attend school					
** Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Denny Regrade, Queen Anne, Capitol Hill, First Hill)					
*** Median Income calculation excludes respondents who did not provide an income range. May not add to 100% due to rounding error.					

	<b>All Commuters</b> (n <sub>w</sub> =1,506) (n=1,628)	<b>Drive Alone</b> (n <sub>w</sub> =979) (n=703)	<b>Metro Bus</b> (n <sub>w</sub> =250) (n=602)	<b>Carpool / Vanpool</b> (n <sub>w</sub> =123) (n=116)	<b>Other Mode</b> (n <sub>w</sub> =152) (n=204)
<b>Ethnicity</b>					
Caucasian	81%	83%	75%	80%	81%
Hispanic	4%	3%	4%	2%	10%
African American	5%	5%	8%	3%	2%
Asian American/Pacific Islander	8%	7%	9%	12%	6%
American Indian/Alaska Native	3%	3%	3%	3%	4%
Other	<1%	<1%	<1%	<1%	2%
<b>Gender</b>					
Male	51%	52%	47%	49%	47%
Female	49%	48%	53%	51%	53%
* Includes students who work and attend school					
** Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Denny Regrade, Queen Anne, Capitol Hill, First Hill)					
*** Median Income calculation excludes respondents who did not provide an income range					
May not add to 100% due to rounding error.					

### Commute Destination

The majority of commuters (56%) work or go to school in the same general area of King County where they live. As shown in Table 14, half of all commuters (49%) travel to North King County including 24% who work in the downtown Seattle area.

Three-quarters of commuters who live in North King County (74%) also work there; evenly divided between the downtown Seattle area and other North King County destinations. Over half (59%) of all commuters who live in East King County also work or attend school in East County and 27% commute to North King County destinations. Similarly, four in ten (43%) commuters from South King County commute to South County destinations and 33% travel to North King County. Relatively few commuters who live in North or South King County commute to East King County destinations.

In 2002, approximately equal numbers of commuters traveled to the downtown Seattle Area (24%), other areas of North King County (25%) and to East King County (23%). Seventeen percent (17%) of commuters travel to South King County, and 11% travel to

a variety of other destinations including Pierce and Snohomish Counties. The “other” category also includes commuters who travel to multiple destinations.

Commute Destination	Area of Residence			
	All Commuters (n <sub>w</sub> =1,506) (n=1,628)	North King County (n <sub>w</sub> =636) (n=801)	South King County (n <sub>w</sub> =514) (n=804)	East King County (n <sub>w</sub> =356) (n=804)
<b>North King County (Net)</b>	<b>49%</b>	<b>74%</b>	<b>33%</b>	<b>27%</b>
Downtown Seattle*	24%	37%	14%	16%
Other North King County	25%	37%	19%	11%
<b>South King County</b>	17%	4%	43%	4%
<b>East King County</b>	23%	12%	11%	59%
<b>Other</b>	11%	9%	12%	10%

Base: All commuters  
**Question 24A:** In what geographic area do you work/attend school?  
 \* Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Queen Anne, Denny Regrade, Capitol Hill and First Hill).  
 May not add to 100% due to rounding error.

Table 15 shows the differences in commute mode among respondents who commute to King County areas other than the one in which they live. Metro expressed particular interest in whether commute modes are different for commuters traveling from North to East King County than for those traveling in the reverse direction. As shown, East to North commuters are more than twice as likely to commute on Metro than are North to East commuters (23% and 10% respectively).

Commute Mode	From Area of Residence to Commute Destination					
	North to East (n <sub>w</sub> =157) (n=164)	East to North (n <sub>w</sub> =430) (n=552)	South to North (n <sub>w</sub> =166) (n=243)	North to South (n <sub>w</sub> =27) (n=19)	South to East (n <sub>w</sub> =144) (n=156)	East to South (n <sub>w</sub> =13) (n=14)
Drive Alone	82%	57%	61%	88%	75%	74%
Carpool	4%	8%	9%	6%	15%	11%
Metro Bus	10%	23%	21%	6%	7%	5%
Other	4%	13%	9%	0%	3%	11%

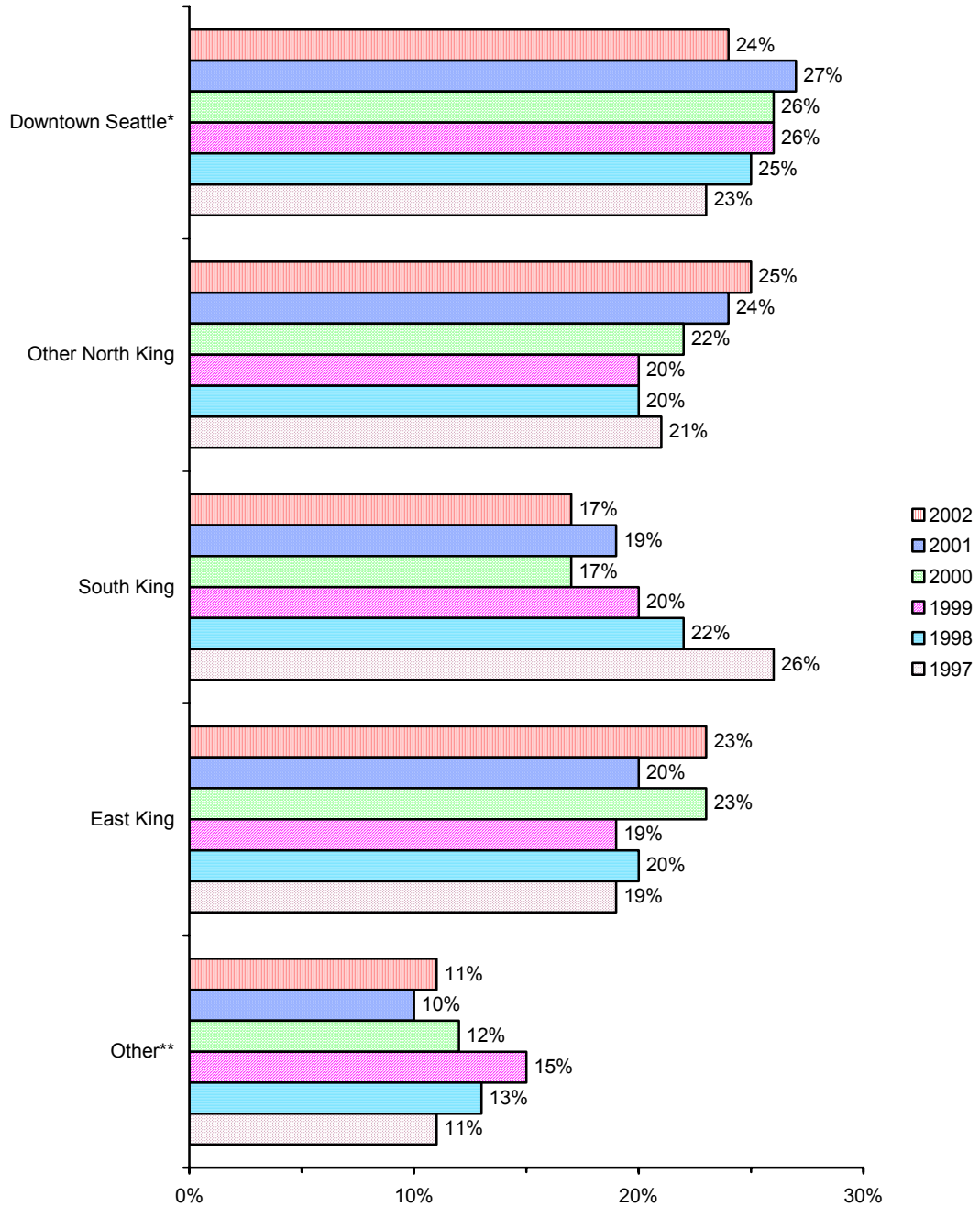
Base: All commuters  
**Question 24A:** In what geographic area do you work/attend school?  
 May not add to 100% due to rounding error.

With one exception, the percentage of commuters traveling to the different areas of King County is essentially unchanged from last year. As shown in Figure 17, there was a

slight, but not statistically significant, decrease in the percentage who commute to downtown Seattle (from 27% in 2001 to 24% in 2002) with a corresponding increase in the percentage who commute to East King County (from 20% in 2001 to 23% in 2002).

While the percentage of commuters to various areas of King County has been relatively stable over the past year, the County has experienced significant changes over the past six years—especially in South King County where the percentage of Commuters who travel to that area declined from 26% in 1997 to 17% in 2002. East and North King County destinations outside downtown Seattle have both experienced increases in the percentage of Commuters traveling to those areas during the same time period.

Figure 17  
Major Commute Destinations  
1997 – 2002



**Question 24A:** In what geographic area do you work/attend school?

2002 Base: All commuters (n<sub>w</sub>=1,506) (n=1,628)

\* Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Queen Anne, Denny Regrade, Capitol Hill and First Hill).

\*\* Other includes destinations in Pierce and Snohomish County, multiple destinations, and destinations that vary.

### Downtown Seattle

To be consistent with previous years, downtown Seattle is defined as the Seattle core and the area immediately surrounding downtown Seattle including the Denny Regrade, Queen Anne, Capitol Hill, and First Hill. Beginning in 2001, respondents who said they commute to downtown Seattle were asked a follow-up question to clarify their specific work location. Of those working in the area defined as downtown Seattle, 44% travel to the core area, 9% to the Denny Regrade area, 9% to Pioneer Square, and 4% to the International District. One in three commuters (32%) works in areas near downtown including Queen Anne, First Hill and Capitol Hill. Another 4% said they work in downtown Seattle, but did not know if they were in the core or surrounding Districts.

### Other North King County

Commuters to North King County destinations other than downtown Seattle (25% of all commuters) are most likely to travel to the University District (25%), South Seattle (28%) – including Rainier Valley, Beacon Hill, SODO district, and Boeing Field, North Seattle (21%), West Seattle (6%), Shoreline (2%) or Kenmore (2%). Another 15% travel to unspecified areas of Seattle.

### South King County

Respondents who commute to South King County areas are most likely to commute to Kent (22%), Renton (21%), or Auburn (16%). A smaller percentage of people who work in this area travel to Federal Way (11%), Sea Tac (10%), Tukwila/Southcenter (6%), or other South King County destinations (13%). Between 2001 and 2002, the percentage of commuters to South King County who were bound for Renton dropped from 32% to 21% while the percentage going to Auburn increased from 10% to 17%.

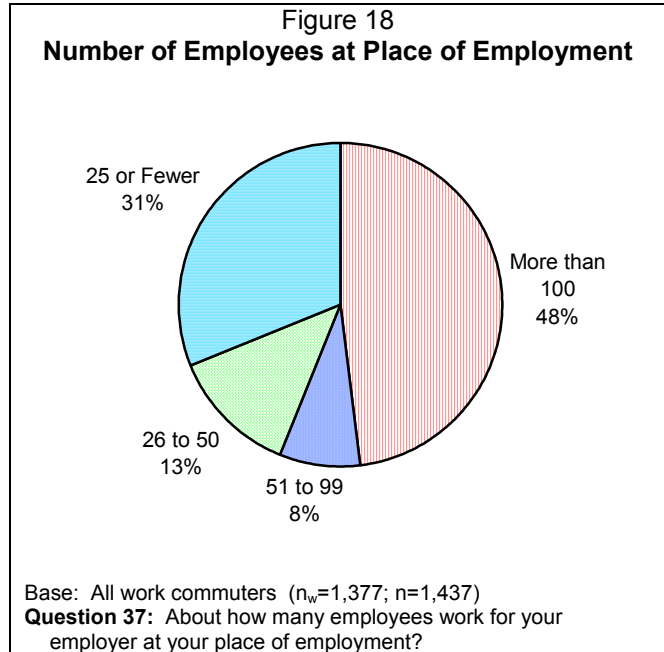
### East King County

Commuters to East King County destinations are most likely to commute to Redmond (32%), Downtown Bellevue (17%), Other Bellevue (15%), Kirkland (9%), Issaquah (9%), Bothell (5%), or Woodinville (2%). One in ten commuters to East King County (9%) travel to other areas of East King County.

Number of Employees at Place of Employment

Just under half (48%) of all work commuters said there were at least 100 employees at their place of employment. (See Figure 18.)

The percentage of work commuters who travel to large employment sites is greatest among those who work in the downtown Seattle area (58%) and East King County outside of Bellevue (58%). The percentage of work commuters who work at small employment sites (25 or fewer employees) is greatest in Bellevue and North King County outside downtown Seattle. (See Table 16.)



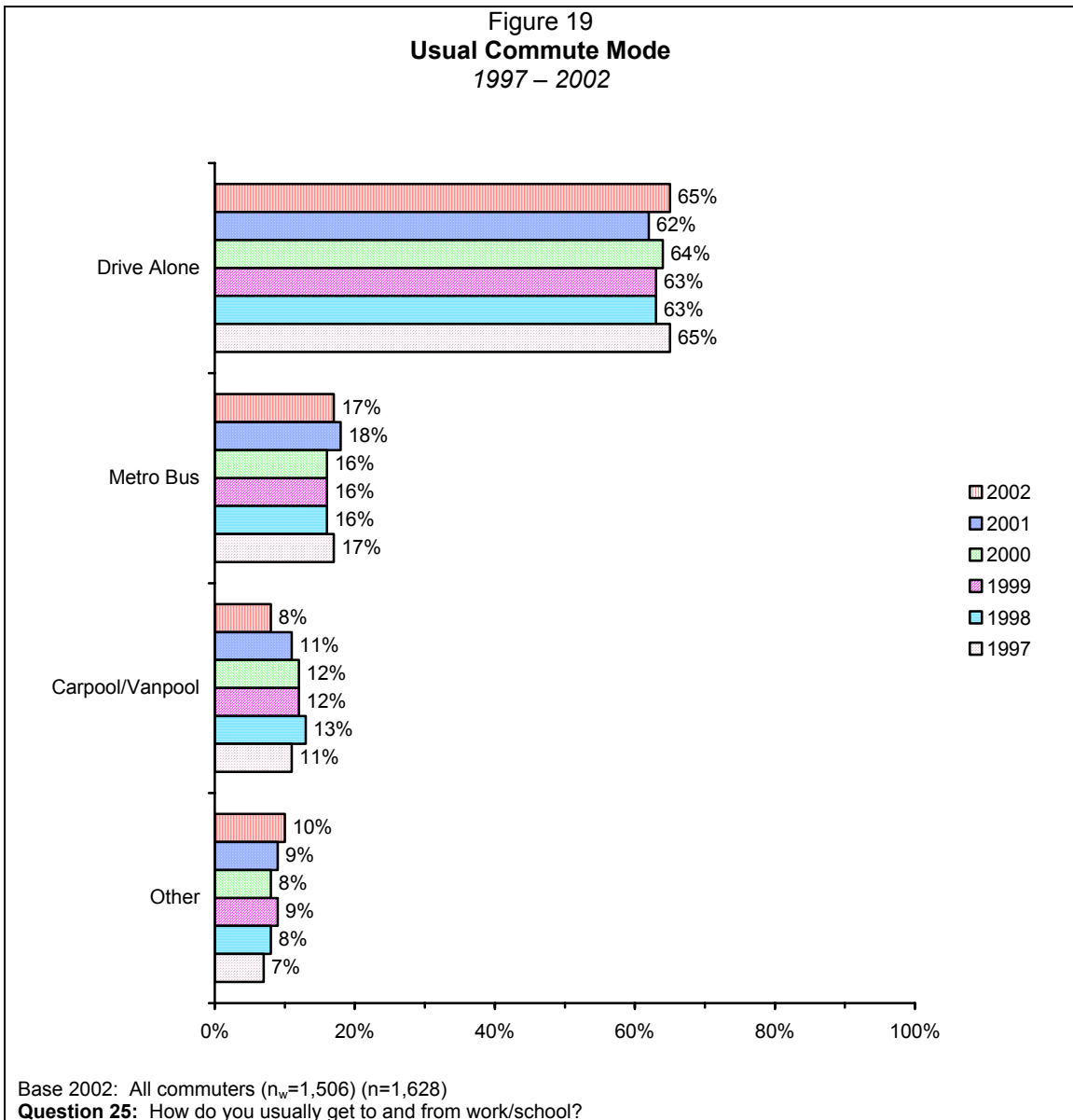
**Table 16**  
**Number of Employees at Place of Employment**

	<b>All Work Commuters</b> (n <sub>w</sub> =1,377) (n=1,437)	<b>Downtown Seattle*</b> (n <sub>w</sub> =339) (n=493)	<b>Bellevue</b> (n <sub>w</sub> =108) (n=118)	<b>Other North King County</b> (n <sub>w</sub> =303) (n=296)	<b>Other East King County</b> (n <sub>w</sub> =217) (n=207)	<b>South King County</b> (n <sub>w</sub> =242) (n=188)
<b>Number of Employees</b>						
100 or More	48%	58%	37%	40%	58%	45%
51 to 99	8%	9%	6%	6%	8%	12%
26 to 50	13%	11%	19%	15%	13%	12%
25 or Fewer	31%	22%	38%	38%	21%	32%

Base: All work commuters  
**Question 37:** About how many employees work for your employer at your place of employment?  
 \* Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Queen Anne, Denny Regrade, Capitol Hill and First Hill).  
 May not add to 100% due to rounding error.

Current Commute Mode to Work/School

Commuters were asked how they usually travel to work or school. As in previous years, just under two-thirds (65%) usually drive alone to work or school, 17% ride Metro, and 8% carpool or vanpool. Only a handful of commuters (1%) said they telecommute. There has been no significant change in the percentage of commuters using each mode since 1997. (See Figure 19.)





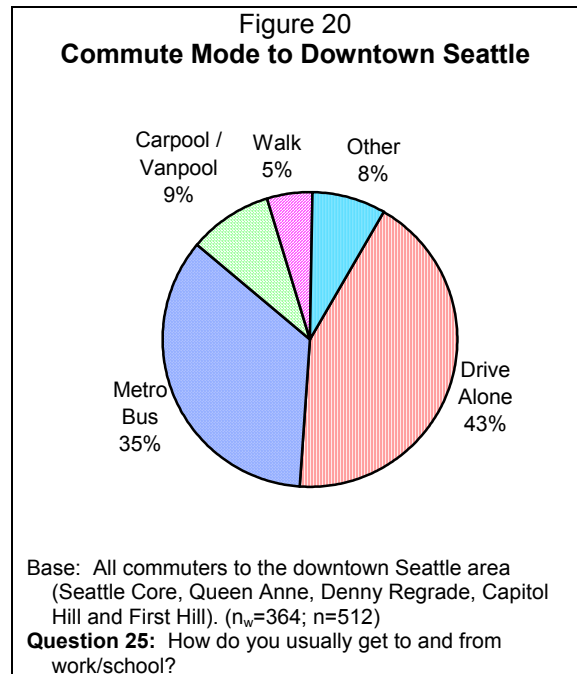
As might be expected, nearly two-thirds (64%) of commuters who are Regular Riders commute on a Metro bus, 15% drive alone to work, 5% carpool, and the remainder use other forms of transportation. Similarly, two-thirds of commuters who are Infrequent Riders (65%) said they usually drive alone to work (65%); ten percent carpool; 6% said they usually take a Metro bus; and the rest use other modes including Sound Transit.

Commuters living in South King and East King County are more likely than those in North King County to drive alone to work (75%, 73%, and 53% respectively). Commuters from North King County are 2.5 times more likely to travel by Metro bus than commuters from other areas (26% North King County, 10% in both South and East King County).

Downtown Seattle

One-quarter (24%) of all commuters travel to the downtown Seattle area.

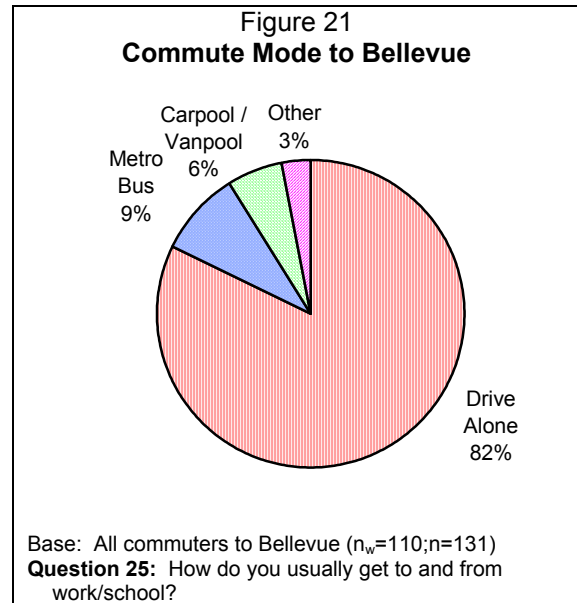
Just over four in ten commuters to Downtown Seattle (43%) drive alone to work or school, one-third ride Metro (35%), and 9% come in a carpool or vanpool. Downtown Seattle enjoys a higher percentage of Metro commuters than any other King County commute destination. (See Figure 20.)



## Bellevue

Commuters to Bellevue make up 7% of all King County commuters.

Driving alone is the most common commute method, used by 82% of commuters to Bellevue. Metro Riders make up 9% of commuters to Bellevue, 6% ride in a carpool or vanpool, and 3% use other modes including Sound Transit. Bellevue has a smaller percentage of Metro commuters than any King County commute destination except than South King County (5%). (See Figure 21.)



## Changes in Commute Mode from Last Year

The majority of commuters (86%) said they were using the same commute mode as they did the prior year, and 13% were using a different mode than they did in 2001. Two percent (2%) of today's commuters neither worked nor attended school last year.

Altogether, 5% of commuters (37% of those who made a change) switched to driving alone from other modes. When asked why they started driving alone, the reasons most often mentioned included:

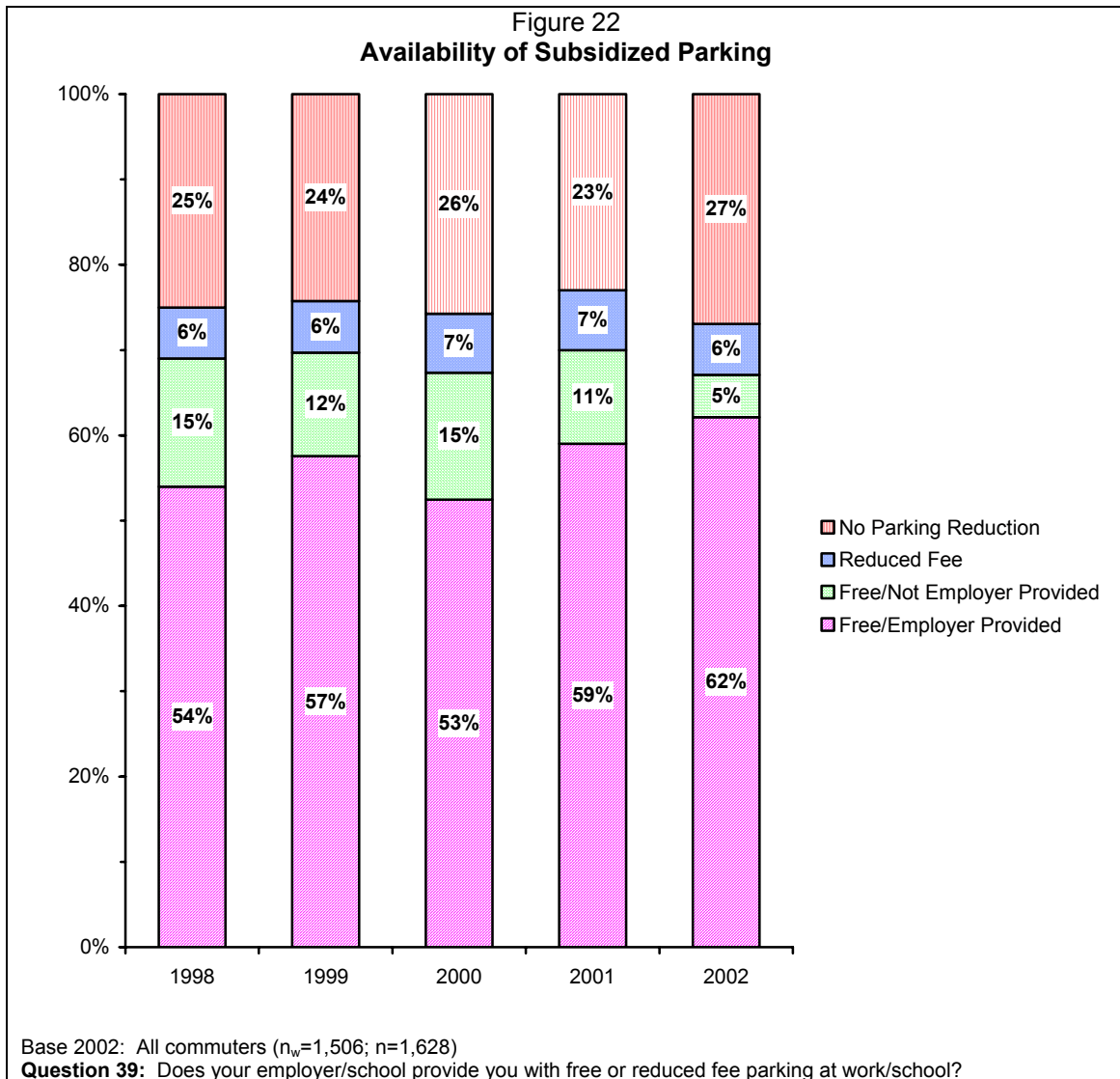
- Change in job circumstances or schedule (6% of commuters who switched modes)
- Car is more convenient (4%)
- Bought a car (3%)
- Jobsite moved (2%)
- Lost carpool partner (2%)

Similarly, 7% of commuters (34% of those who made a change) switched from driving alone to other transportation modes. When asked why they stopped driving alone, the reasons most often mentioned were:

- New transportation costs less (4% of commuters who changed modes)
- Change in job circumstances or schedule (3%)
- Moved (3%)
- Lost the use of my car (3%)
- New transportation is more convenient (2%)
- Change in school circumstances (2%)

## Parking Subsidies

Two-thirds (67%) of all commuters have free parking available to them and an additional 6% receive a parking subsidy from their school or employer. The percentage of commuters who have fully subsidized parking is at the highest level in the past five years. (See Figure 22.)



For drive alone commuters the availability of subsidized parking is even higher than for commuters in general. More than eight out of ten drive alone commuters (87%) have free or reduced parking available to them along with 72% of carpool/vanpool

commuters. Just one-quarter (23%) of bus commuters have free parking available to them. The majority of bus commuters (64%) do not have reduced parking available to them. (See Table 17.)

	<b>All Commuters</b> (n <sub>w</sub> =1,506) (n=1,638)	<b>Drive Alone</b> (n <sub>w</sub> =979) (n=703)	<b>Metro Bus</b> (n <sub>w</sub> =250) (n=602)	<b>Carpool / Vanpool</b> (n <sub>w</sub> =123) (n=116)
Free / Employer Provided	62%	75%	23%	64%
Free / Not Employer Provided	5%	7%	1%	2%
Reduced Fee	6%	5%	11%	6%
No Parking Reduction	27%	14%	64%	28%

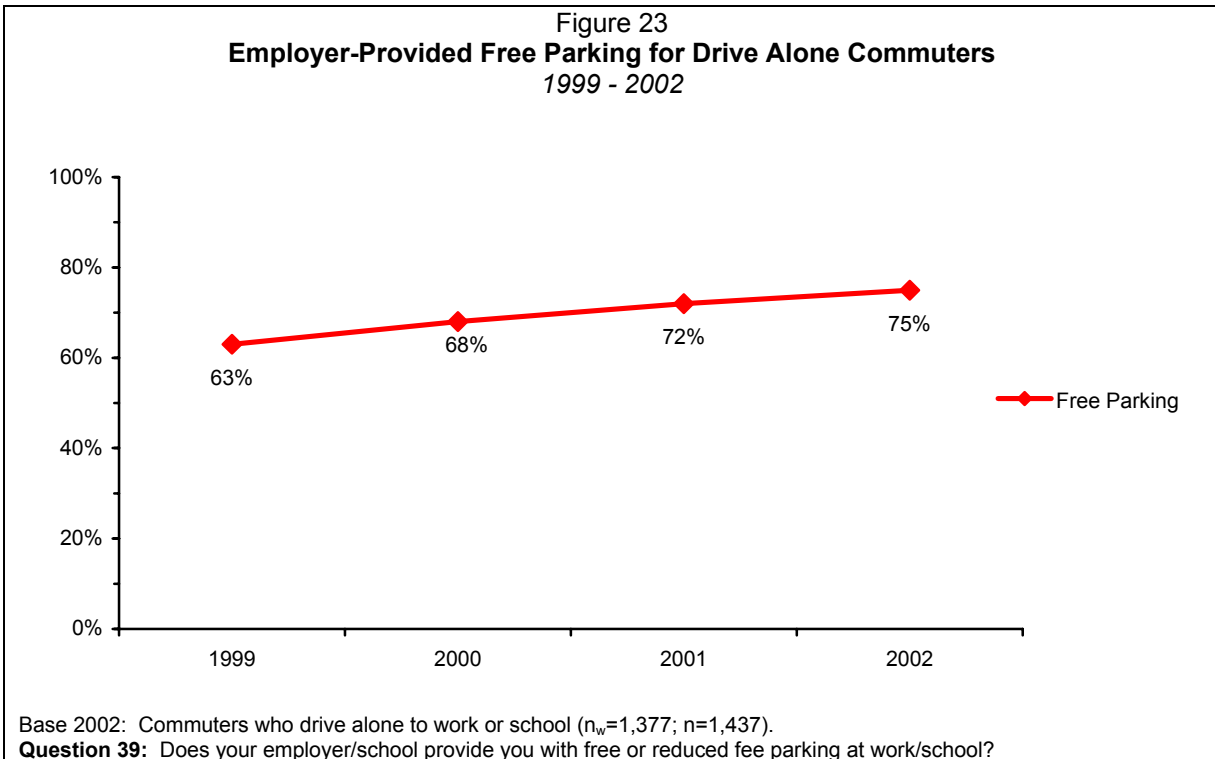
Base: All commuters  
**Question 39:** Does your employer/school provide you with free or reduced fee parking at work/school?  
 May not add to 100% due to rounding error.

Commuters who do not receive free or reduced parking are far more likely to commute on a Metro bus than those who are not required to pay their full parking costs. As shown in Table 18, 40% of respondents who would have to pay the full cost of parking if they drove, commute by Metro bus and only 34% drive alone to work or school. Conversely, 79% of commuters who receive a full parking subsidy from their employer drive alone to work and only 6% take Metro.

	<b>Free Parking</b>		<b>Reduced Fee</b> (n <sub>w</sub> =87) n=126)	<b>No Parking Reduction</b> (n <sub>w</sub> =385) n=583)
	<b>Employer Provided</b> (n <sub>w</sub> = 890) n=782)	<b>Not Employer Provided</b> (n <sub>w</sub> =67) n=49)		
Drive Alone	79%	93%	49%	34%
Metro Bus	6%	4%	31%	40%
Carpool/Vanpool	8%	3%	8%	9%
Other	7%	0%	12%	18%
<b>All Commuters</b>	<b>65%</b>	<b>5%</b>	<b>6%</b>	<b>27%</b>

Base: All commuters  
**Question 39:** Does your employer/school provide you with free or reduced fee parking at work/school?  
 May not add to 100% due to rounding error.

There has been a steady increase in the percentage of drive alone commuters whose employers provide free parking— from 63% in 1999 to 75% in 2002. (See Figure 23.)



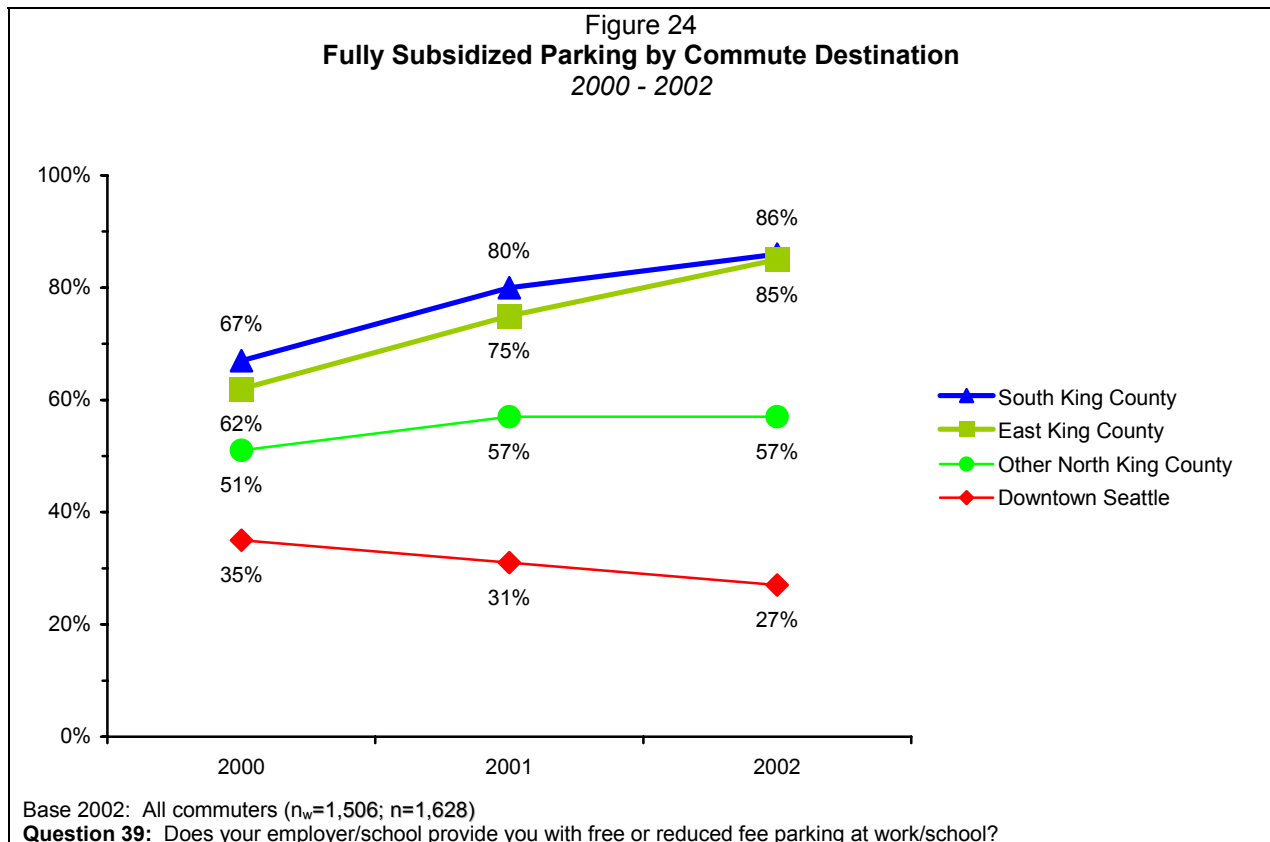
Commuters to South and East King County destinations are more likely to have free employer-provided parking available (86%, 85%) than commuters to downtown Seattle (27%). As shown in Table 19, nearly two-thirds (60%) of the downtown Seattle commuters said they do not receive a parking subsidy.

**Table 19**  
**Subsidized Parking Availability by Commute Destination**

	<b>All Commuters</b> (n <sub>w</sub> =1,506) (n=1,628)	<b>Downtown Seattle*</b> (n <sub>w</sub> =359) (n=522)	<b>Other North King County</b> (n <sub>w</sub> =368) (n=387)	<b>South King County</b> (n <sub>w</sub> =263) (n=227)	<b>East King County</b> (n <sub>w</sub> =340) (n=360)
Free / Employer Provided	62%	27%	57%	86%	85%
Free / Not Employer Provided	5%	1%	8%	4%	5%
Reduced Fee	6%	12%	8%	1%	2%
No Subsidy	27%	60%	27%	8%	8%

Base: All commuters  
**Question 39:** Does your employer/school provide you with free or reduced fee parking at work/school?  
\* Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Queen Anne, Denny Regrade, Capitol Hill and First Hill).  
May not add to 100% due to rounding error.

The percentage of commuters to downtown Seattle with fully subsidized parking has decreased over the last two years from 35% in 2000 to 31% in 2001 to 27% in 2002. As in past years, commuters to South and East King County are the most likely to have fully subsidized parking. Over the past two years, the percentage of commuters to these areas who receive free parking from their employers increased substantially. (See Figure 24.)



### Parking Costs

Commuters who drive alone to work or school and pay for some or all of their parking costs were asked how many days they park each month and how much they pay to park. To allow for comparison with previous years, monthly rates were divided by 30 to calculate a daily calendar rate. This method includes weekends in the average daily

cost calculation. For 2003, average daily parking costs were also extrapolated based on an average of 22 workdays per month.

*Average Daily Rate Based on 30 Day Calendar Month*

Drive alone commuters who pay to park spent an average of \$3.01 per day, about the same as last year (\$3.03). Commuters who receive a partial subsidy paid \$1.79 per day on average while those who shoulder the full cost paid \$3.50 per day.

Survey results suggest that parking costs vary considerably by commute destination.

Drive alone commuters to downtown Seattle who pay for parking (n=72) spent \$4.53 per day on average compared with \$1.39 in other North King County locations (n=32), \$1.42 in East King County locations (n=13) and \$1.15 in South King County locations (n=10).

*Average Daily Rate Based on 22 Work Days Per Month*

When calculated based on 22 work days per month daily parking costs average \$3.54 for drive alone commuters who pay some or all of their parking costs. Drivers who pay the full cost of parking averaged \$4.05 per day while those who receive a subsidy paid \$2.27 per workday on average.

Commuters to the downtown Seattle area which includes the downtown core and the area immediately surrounding downtown (Queen Anne, Denny Regrade, Capitol Hill and First Hill) paid \$5.31 per workday on average compared with \$1.64 in other areas of North King County, \$1.82 in East King County, and \$1.46 in South King County.



### Average Daily Rate Based on Reported Use

A follow-up to the questions on parking cost asked respondents how many days per month they park at their commute location. An average daily parking rate based on reported usage was calculated as follows:

- 1) Daily parking rates were multiplied by the number of days the respondent reported parking at his/her commute location (16.6 days per month on average).
- 2) Monthly parking rates were divided by the number of days the respondent reported parking at his/her commute location in the prior month (17.8 days per month on average).

Based on reported use, the average daily parking cost for drive alone commuters who pay for parking was \$4.73. In the downtown Seattle area, the average daily parking cost was \$7.17 while respondents paid \$2.39 on average in other areas of North King County, \$1.97 in East King County, and \$1.73 in South King County.

Because the number of commuters surveyed who drive alone and pay for parking is very small in most areas, parking cost data for these destinations should be viewed as an **indication** of the variability of parking costs between locations and not as statistically reliable or projectable to the area at large.

### Transit Subsidies

The majority of respondents who commute to work or school on Metro (67%) use a transit pass to pay their fare—41% of pass users pay with a Puget Pass, 25% use a U-Pass, 16% pay with a FlexPass, and 8% use a student pass (other than a U-Pass).

All commuters who ride Metro and usually pay their fare with a bus pass were asked if their employer or school offers a transit pass subsidy. As shown in Table 20, nearly three-quarters of respondents who commute on Metro and/or ride Metro for other purposes (73%) have a full or partial subsidy available to them through their employer or school.

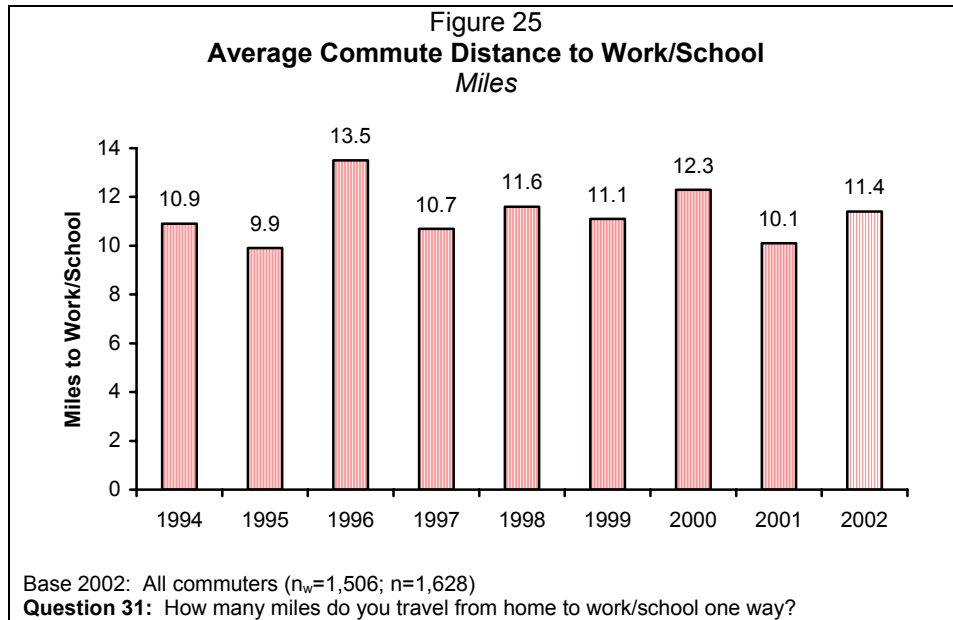
Table 20 Transit Subsidies Among Bus Pass Users			
	<b>Total</b> (n <sub>w</sub> =234) (n=543)	<b>Work Commuters</b> (n <sub>w</sub> =193) (n=455)	<b>School Commuters</b> (n <sub>w</sub> =41) (n=88)
<b>Full Subsidy (Net)</b>	<b>30%</b>	<b>32%</b>	<b>20%</b>
From Employer	27%	32%	0%
From School	3%	0%	20%
<b>Partial Subsidy (Net)</b>	<b>43%</b>	<b>42%</b>	<b>48%</b>
From Employer	32%	38%	5%
From School	11%	4%	43%
<b>No Subsidy</b>	<b>27%</b>	<b>26%</b>	<b>32%</b>
Base: Commuters who are also Metro Riders and usually pay with a pass <b>Question 14:</b> Does your employer or school pay for part or all of your pass? May not add to 100% due to rounding error.			

The offer of a transit subsidy varies according to where the respondent works or attends school. Commuters to East King County locations who ride Metro at least one time per month and pay with a pass, were the most likely to be offered a full or partial transit subsidy (81%), followed by downtown Seattle (78%) and other destinations in North King County (69%). The number of commuters to South King County who ride Metro and pay with a pass was too small (n=6) to draw meaningful conclusions about transit subsidies in that area.

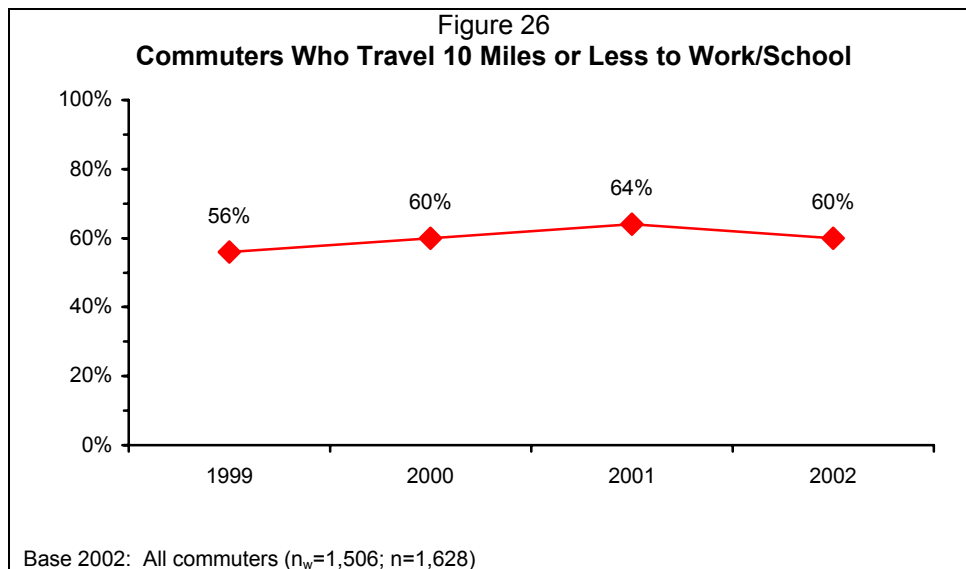
Company size is also correlated with whether the respondent was offered a transit subsidy. Companies with more than 50 employees were significantly more likely to offer a full or partial transit subsidy than those with fewer than 50 employees (81% and 51% respectively).

### Distance to Work/School

The distance commuters traveled in 2002 ranged from under a mile to more than 100 miles each way. On average, commuters traveled just over 11 miles to work or school. (See Figure 25.) Six in ten commuters (60%) traveled ten miles or less to work or school, and 8% reported traveling more than 25 miles.



With the exception of 2001, the average number of commute miles traveled has not changed much since 1997. The percentage of commuters traveling ten miles or less increased steadily between 1999 and 2001. As shown in Figure 26, findings from this year's study show a slight decrease—a reversal in this three-year trend.



The distance commuters travel to work or school is related to a number of factors including commute mode, area of residence, and work or school location. As shown in Table 21, bus commuters travel shorter distances on average than drive alone or

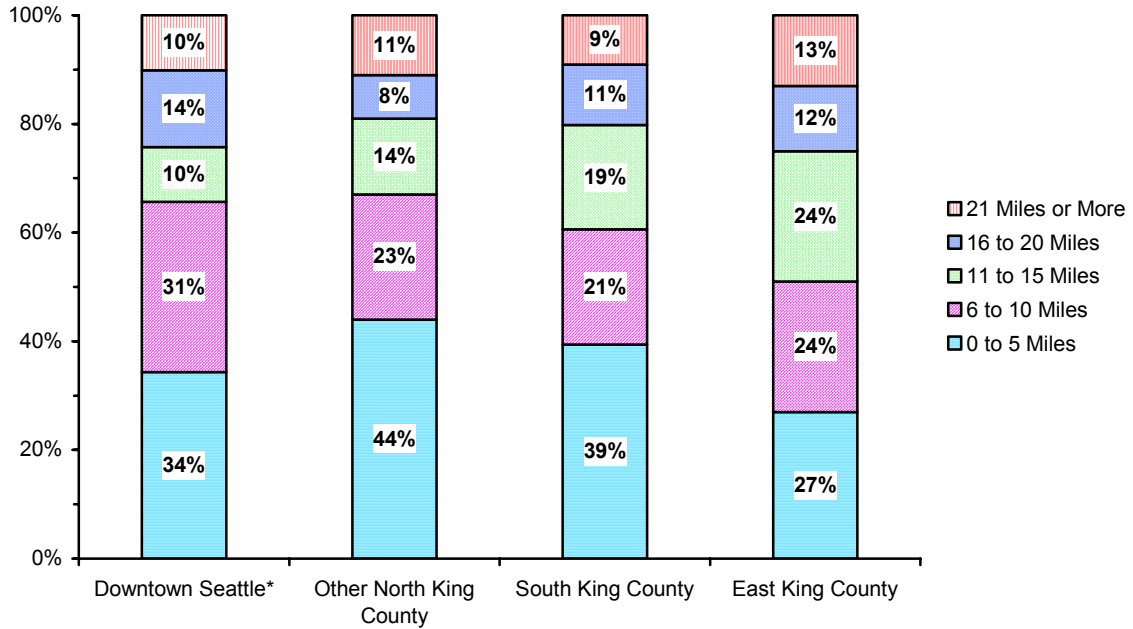
carpool and vanpool commuters. This finding is not surprising considering that most bus commuters (59%) live and work in North King County compared to 21% of commuters who drive alone and 29% of commuters who travel by carpool or vanpool.

Miles to Work/School	All Commuters (n <sub>w</sub> =1,506) (n=1,628)	Drive Alone (n <sub>w</sub> =979) (n=703)	Metro Bus (n <sub>w</sub> =250) (n=602)	Carpool / Vanpool (n <sub>w</sub> =123) (n=116)	Other (n <sub>w</sub> =152) (n=204)
0 to 5	36%	32%	38%	29%	64%
6 to 10	24%	25%	25%	21%	14%
11 to 15	16%	17%	15%	22%	9%
16 to 20	11%	11%	10%	9%	7%
21 or More	13%	14%	12%	20%	7%
<i>Average</i>	<i>11.4 Miles</i>	<i>12.1 Miles</i>	<i>10.7 Miles</i>	<i>13.1 Miles</i>	<i>6.7 Miles</i>
Base: All commuters					
<b>Question 31:</b> How many miles do you travel from home to work/school one way?					
May not add to 100% due to rounding error.					

Figure 27 shows the distance commuters travel to the major commute destinations. Half of the commuters to destinations in East King County (49%) travel more than 10 miles one-way compared with 33% of commuters to North King County destinations other than downtown Seattle.

There is little difference between major commute destinations in terms of *average* miles traveled. The average distance commuters travel to both the Downtown Seattle area and other North King County destinations is 10.1 miles. Similarly, commuters to South King County travel 10.2 miles on average while commuters to East King County travel 13.2 miles on average.

Figure 27  
Distance to Commute Destination



Base: All commuters (n<sub>w</sub>=1,506; n=1,628)

\* Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Queen Anne, Denny Regrade, Capitol Hill and First Hill).

Although there is little difference in the average number of miles traveled to reach each major destination, there is considerable variance in miles traveled based on the pairing of home and work or school location. Table 22 shows the average miles traveled in each pair. Commuters who live and work in the same area of King County (74% North, 59% East, 43% South) travel shorter distances on average than those who live in one area and work in another. Commuters traveling the greatest distance live in North or East King County and commute to South King County, a relatively large geographic area.

Table 22 Average Commute Distance by Home and Work/School Location Miles				
Work Location	Area of Residence			
	All Commuters (n <sub>w</sub> =1,506) (n=1,628)	North King County (n <sub>w</sub> =636) (n=541)	South King County (n <sub>w</sub> =514) (n=536)	East King County (n <sub>w</sub> =356) (n=551)
Downtown Seattle*	10.1	6.0	17.1	17.7
Other North King County	10.1	6.5	15.6	17.4
South King County	13.1	20.2	8.5	19.9
East King County	10.2	13.4	13.6	12.5
Other/Varies	18.1	17.2	20.0	21.2

Base: All commuters  
**Question 31:** How many miles do you travel from home to work/school one way?  
 \* Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Queen Anne, Denny Regrade, Capitol Hill and First Hill).

## Travel Time to Work/School

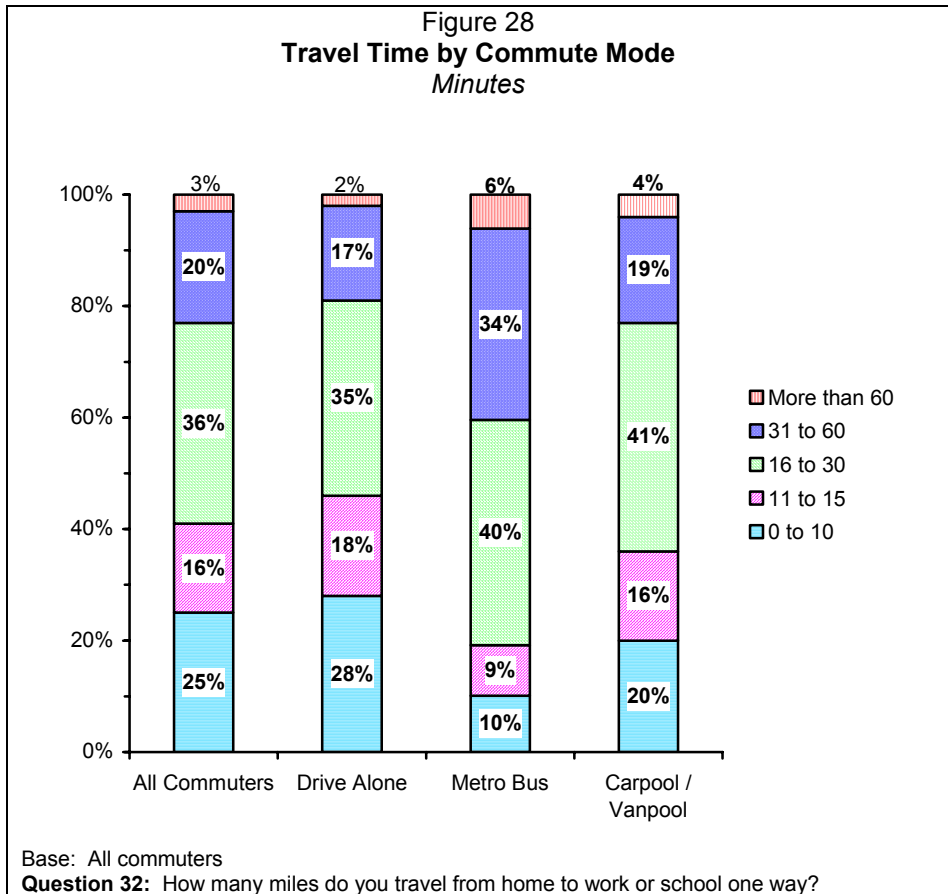
Commuters spent just under half an hour on average (25.5 minutes) commuting to work or school in 2002--about a minute longer on average than they did in 2001. (See Table 23.)

Time in Minutes	Area of Residence			
	All Commuters (n <sub>w</sub> =1,506) (n=1,628)	North King County (n <sub>w</sub> =636) (n=541)	South King County (n <sub>w</sub> =514) (n=536)	East King County (n <sub>w</sub> =356) (n=551)
0 to 10 Minutes	25%	25%	25%	23%
11 to 15 Minutes	16%	17%	14%	17%
16 to 30 Minutes	36%	40%	31%	40%
31 to 60 Minutes	20%	17%	25%	18%
Over 60 Minutes	3%	1%	5%	4%
<i>Average 2002</i>	25.5	23.5	27.9	25.6
<i>Average 2001</i>	24.3	23.1	26.3	23.3
Base: All commuters				
<b>Question 32:</b> About how long does it take you [to travel to work/school] one way?				

As with distance, the time spent commuting varies considerably depending on commute mode, area of residence, and work or school location. Although commuters who *live* in South King County had the longest average commute time, those who *work or attend school* in South King County had the shortest average commute time. (See Table 24.) Commuters to downtown Seattle and East King County destinations had the longest commute times on average.

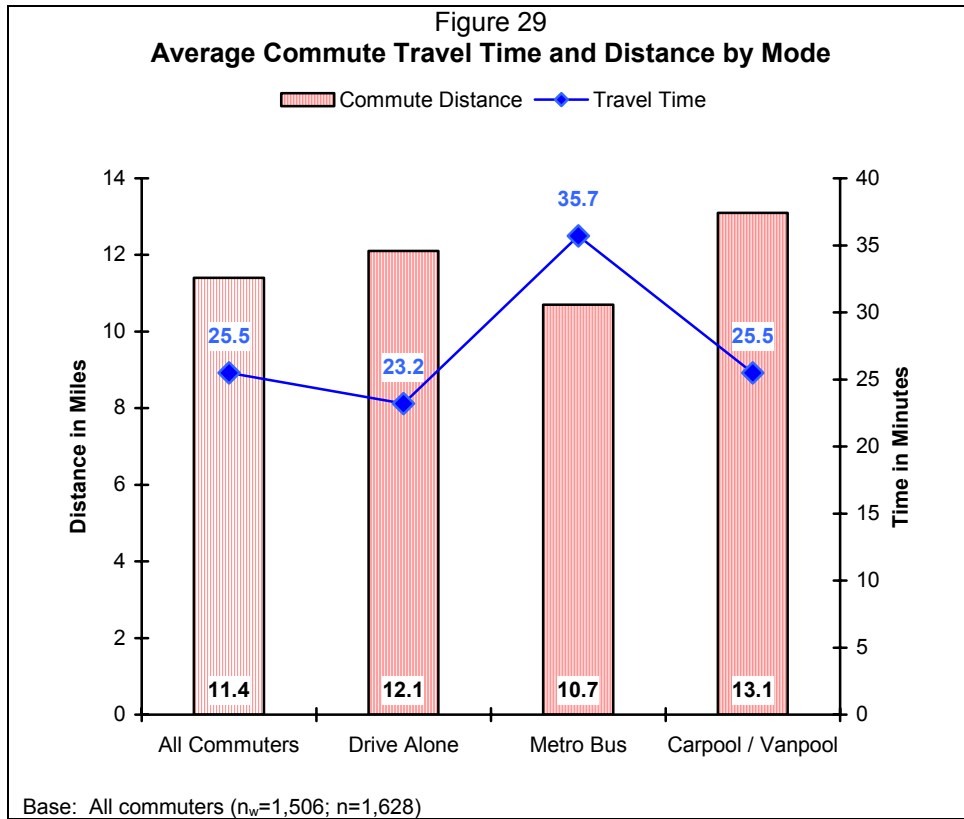
Time in Minutes	All Commuters (n <sub>w</sub> =1,506) (n=1,628)	Downtown Seattle* (n <sub>w</sub> =359) (n=522)	Other North King County (n <sub>w</sub> =368) (n=387)	South King County (n <sub>w</sub> =263) (n=227)	East King County (n <sub>w</sub> =340) (n=360)
0 to 10 Minutes	25%	14%	26%	33%	22%
11 to 15 Minutes	16%	16%	17%	17%	17%
16 to 30 Minutes	36%	40%	37%	35%	36%
31 to 60 Minutes	20%	28%	17%	12%	22%
Over 60 Minutes	3%	3%	3%	2%	3%
<i>Average</i>	25.5	28.1	24.8	20.2	27.4
<b>Question 32:</b> About how long does it take you to travel to work/school one way?					
* Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Queen Anne, Denny Regrade, Capitol Hill and First Hill). May not add to 100% due to rounding error.					

Despite the fact that Metro Bus commuters had the shortest distance to travel (See Table 21), their average travel time was 35.7 minutes, considerably longer than either drive alone commuters (23.2 minutes) or carpool/vanpool commuters (25.5 minutes). Figure 28 displays travel times for the major



commuting modes and Figure 29 displays the nexus between travel time and distance by each mode of travel.





As with distance, there is considerable variation in commute times based on the pairing of home and work location. Table 25 shows the average minutes spent commuting for each pair. Commuters traveling between South King County and downtown Seattle and between East and North King County outside of downtown Seattle had the longest average commute times (39.6 and 39.1 minutes, respectively). Respondents commuting within South King County spent the least amount of time traveling (17.5 minutes on average) followed by commuters who live and work in North King County outside of downtown Seattle (19.5 minutes).

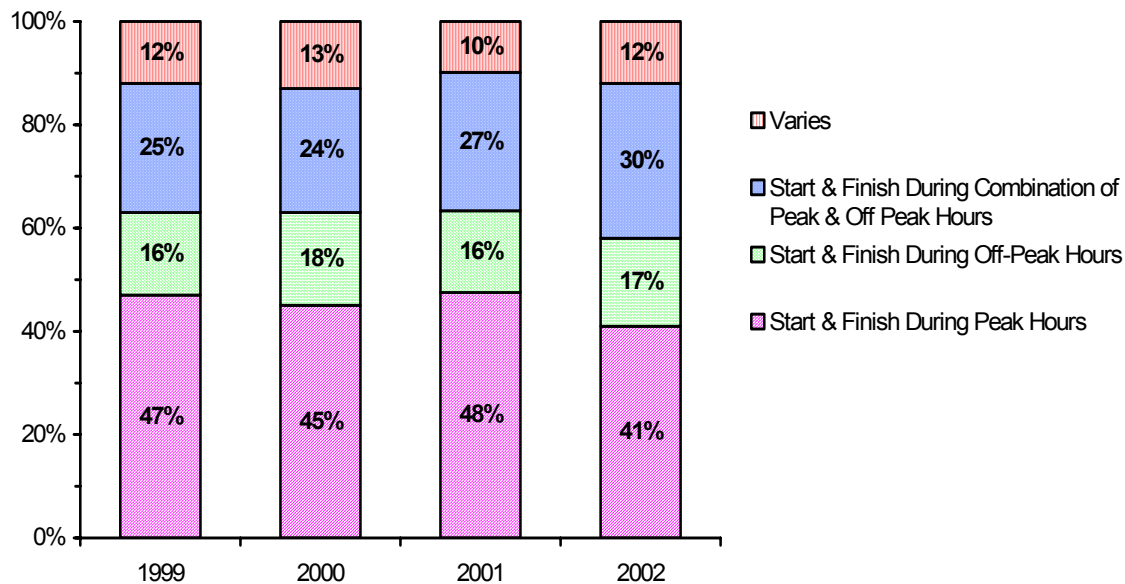
Table 25 Average Travel Time by Home and Work/School Location Minutes				
Work Location	Area of Residence			
	All Commuters (n <sub>w</sub> =1,506) (n=1,628)	North King County (n <sub>w</sub> =636) (n=541)	South King County (n <sub>w</sub> =514) (n=536)	East King County (n <sub>w</sub> =356) (n=551)
Downtown Seattle*	27.1	21.5	39.6	34.3
Other North King County	24.8	19.5	32.0	39.1
South King County	20.2	34.9	17.5	33.6
East King County	27.0	27.6	27.4	25.2
Other/Varies	29.7	28.4	28.9	27.8

Base: All commuters  
**Question 32:** About how long does it take you [to travel to work/school] one way?  
 \* Downtown Seattle includes the downtown Seattle core and the immediate area around the downtown core (Queen Anne, Denny Regrade, Capitol Hill and First Hill).

## Work Hours

For the last several years, work hours have been used to identify commuters who travel during peak hours. The distribution of morning and afternoon work hours is shown in Figure 30. The percent of commuters who start and finish work during peak commute hours (6:00 a.m. to 8:59 a.m. and 3:00 p.m. to 5:59 p.m.) dropped from 48% in 2001 to 41% in 2002.

Figure 30  
Usual Work Hours



Base 2002: All commuters (n<sub>w</sub>=1,506; n=1,628)

**Question 35:** What is your usual schedule? First, what time do you begin?

**Question 36:** And what time do you finish work/school?

Note: Respondents who said one end of their work schedule begins/ends during peak hours and the other varies were included in the "Combination of Peak & Off Peak Hours" category. The "Varies" category includes commuters who did not have fixed hours.

Metro bus Riders were more likely than other commuters to start and finish work or school during peak commute hours. (See Table 26.)

Table 26  
Usual Work Hours by Commute Mode

	All Commuters (n <sub>w</sub> =1,506) (n=1,628)	Drive Alone (n <sub>w</sub> =979) (n=703)	Metro Bus (n <sub>w</sub> =250) (n=602)	Carpool / Vanpool (n <sub>w</sub> =123) (n=116)
Start/Finish in Peak Hours	41%	41%	48%	40%
Start/ Finish in Off-Peak Hours	17%	16%	14%	16%
Start/Finish in Peak/Off-Peak Combination	30%	30%	29%	30%
Hours Vary	12%	13%	9%	13%

Base: All commuters

**Question 35:** What is your usual schedule? First, what time do you begin?

**Question 36:** And what time do you finish work/school?

Note: Respondents who said one end of their work schedule begins/ends during peak hours and the other varies were included in the "Combination of Peak & Off Peak Hours" category. The "Varies" category includes commuters who did not have fixed hours.

May not add to 100% due to rounding error.

### Morning Work Start Times

Three in five commuters (59%) usually begin work between 6:00 a.m. and 8:59 a.m., the same as in 2000 and in 2001. The percentage of commuters with variable start times increased from 7% in 2001 to 14% in 2002 while the number of those who begin work outside the morning peak hours dropped from 19% to 14% in the same time period. (See Table 27.)

Although there are no appreciable differences in the percentages of drive alone, bus, and carpool commuters who start during the morning peak hours, there are some differences in start times within the peak period. As Table 27 shows, drive alone commuters have earlier start times than bus or carpool/vanpool commuters. Twenty-seven percent (27%) of drive alone commuters start work between 6:00 a.m. and 7:30 a.m. compared with 16% of bus commuters.

	2001	2002			
	All Commuters (n <sub>w</sub> =1,447) (n=1,593)	All Commuters (n <sub>w</sub> =1,506) (n=1,628)	Drive Alone (n <sub>w</sub> =979) (n=703)	Metro Bus (n <sub>w</sub> =250) (n=602)	Carpool / Vanpool (n <sub>w</sub> =123) (n=116)
6:00 a.m. to 6:29 a.m.	5%	6%	7%	2%	3%
6:30 a.m. to 6:59 a.m.	5%	3%	4%	3%	2%
7:00 a.m. to 7:29 a.m.	14%	14%	16%	11%	16%
7:30 a.m. to 7:59 a.m.	12%	9%	8%	11%	9%
8:00 a.m. to 8:29 a.m.	19%	20%	19%	26%	25%
8:30 a.m. to 8:59 a.m.	8%	7%	7%	9%	6%
9:00 a.m. to 9:29 a.m.	9%	11%	11%	13%	13%
9:30 a.m. to 9:59 a.m.	2%	2%	2%	2%	2%
Varies	7%	14%	15%	10%	14%
All Other Times	19%	14%	11%	12%	11%

Base: All commuters  
**Question 35:** What is your usual schedule? First, what time do you begin?  
 \* Shaded areas are not included in the morning peak commute hours.  
 May not add to 100% due to rounding error.

### Afternoon Work Stop Times

While 59% of commuters start work or school during the morning peak commute, only 50% finish work or school during the afternoon peak commute hours (3:00 p.m. to 5:59 p.m.). As in 2001, bus commuters were more likely than drive alone commuters or

carpool/vanpool commuters to finish work or school during the afternoon peak hours (59%, 51% and 49% respectively).

Table 28 shows the distribution of commuters who finish work in the afternoon peak hours. Data for the half hour before the peak and the hour following are provided to determine if the peak is sliding or expanding in one direction or the other. There has been no change since 2001 in the percentage of commuters who begin work immediately before or after the afternoon peak hours. As with morning commute hours, the percentage of commuters with variable hours increased (2% v. 17% in 2001, 2002) while the percentage who finish work at times other than those shown below decreased (31% v. 19% in 2001, 2002).

Table 28 Distribution of Afternoon Work Stop Times					
	2001	2002			
	All Commuters (n <sub>w</sub> =1,447) (n=1,593)	All Commuters (n <sub>w</sub> =1,506) (n=1,628)	Drive Alone (n <sub>w</sub> =979) (n=703)	Metro Bus (n <sub>w</sub> =250) (n=602)	Carpool / Vanpool (n <sub>w</sub> =123) (n=116)
2:30 p.m. to 2:59 p.m.	4%	4%	3%	3%	2%
3:00 p.m. to 3:29 p.m.	6%	5%	6%	6%	2%
3:30 p.m. to 3:59 p.m.	8%	7%	8%	5%	7%
4:00 p.m. to 4:29 p.m.	8%	9%	9%	8%	13%
4:30 p.m. to 4:59 p.m.	9%	5%	5%	9%	6%
5:00 p.m. to 5:29 p.m.	17%	19%	18%	26%	13%
5:30 p.m. to 5:59 p.m.	6%	5%	5%	5%	8%
6:00 p.m. to 6:29 p.m.	7%	8%	8%	5%	7%
6:30 p.m. to 6:59 p.m.	2%	2%	3%	2%	0%
Varies	2%	17%	18%	13%	17%
All Other Times	31%	19%	17%	18%	25%

Base: All commuters  
**Question 36:** And what time do you finish work/school?  
 \* Shaded areas are not included in the afternoon peak commute hours

Taken together, the increased percentage of commuters with variable hours and the decrease in the number of commuters who start and end work during off-peak hours may indicate a reduction of swing or graveyard shifts in the job market.

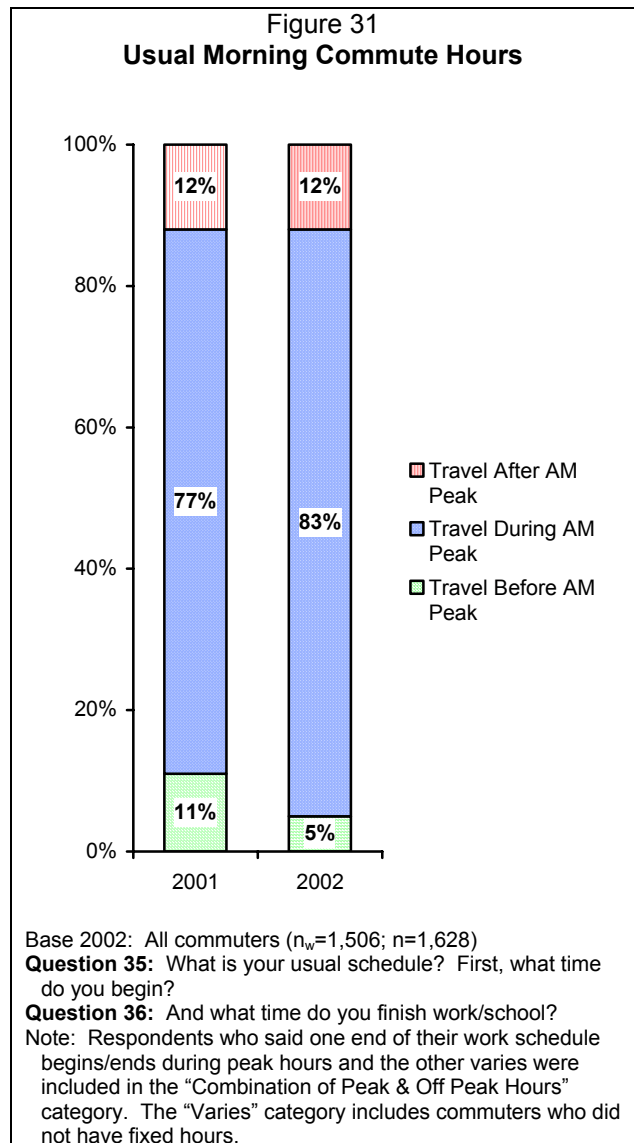
## Commute Hours

In prior years, work start and end times were used as a surrogate for determining the percentage of respondents who travel during peak commute hours. In 2002, a more rigorous methodology was introduced that better reflects the percentage of respondents who travel during peak commute hours. Actual commute hours were calculated by subtracting the reported amount of time each respondent spends commuting from his or her work start time and by adding the commute time to the time each respondent finishes work. This method reflects whether respondents who begin work after 9:00 a.m. travel during the morning commute hours and whether respondents who finish work or school before 3:00 p.m. travel during evening commute hours.

Using this method, the data reveals a total of 47% of respondents travel during peak commute hours compared with 41% using the previous method. The percentage of bus commuters who travel during peak hours is significantly higher than when using work hours as a surrogate for commute times. (See Table 29.)

Table 29 Usual Commute Hours by Mode				
	<b>All Commuters</b> (n <sub>w</sub> =1,506) (n=1,628)	<b>Drive Alone</b> (n <sub>w</sub> =979) (n=703)	<b>Metro Bus</b> (n <sub>w</sub> =250) (n=602)	<b>Carpool / Vanpool</b> (n <sub>w</sub> =123) (n=116)
Start/Finish in Peak Hours	47%	47%	57%	44%
Start/ Finish in Off-Peak Hours	10%	10%	6%	8%
Start/Finish in Peak/Off-Peak Combination	26%	25%	25%	28%
Hours Vary	18%	19%	12%	19%
Base: All commuters <b>Question 35:</b> What is your usual schedule? First, what time do you begin? <b>Question 36:</b> And what time do you finish work/school? Note: Respondents who said one end of their work schedule begins/ends during peak hours and the other varies were included in the "Combination of Peak & Off Peak Hours" category. The "Varies" category includes commuters who did not have fixed hours. May not add to 100% due to rounding error.				

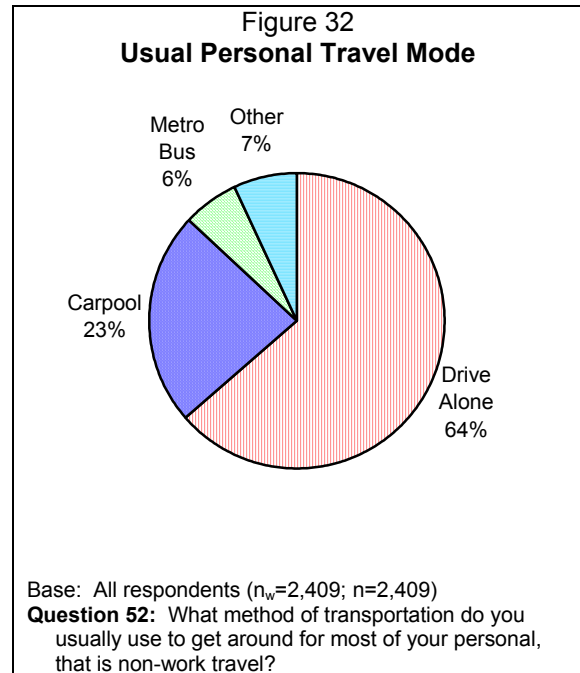
King County Metro provided data from the 2001 Rider/Non-Rider study to allow comparison of morning commute hours in 2001 and 2002 based on this new methodology. As Figure 31 shows, the percentage of commuters who travel during the morning peak hours between 6:00 to 9:00 a.m. increased 6 percentage points with a corresponding decrease in the percentage of commuters who travel to work before 6:00 a.m.



## Usual Mode for Personal Travel

Just under two-thirds (64%) of all respondents usually drive alone for their personal travel. About one-quarter (23%) carpool and 6% usually ride a Metro bus. These findings are consistent with personal travel in 2001 when 60% drove alone, 27% usually traveled in a carpool, and 6% rode the bus.

Over one in four Regular Riders (27%) usually use a Metro bus for their personal travel, 44% drive alone and 17% carpool. Infrequent Riders are significantly more likely than Regular Riders to drive alone (61%) or carpool (25%) for personal, non-work travel.



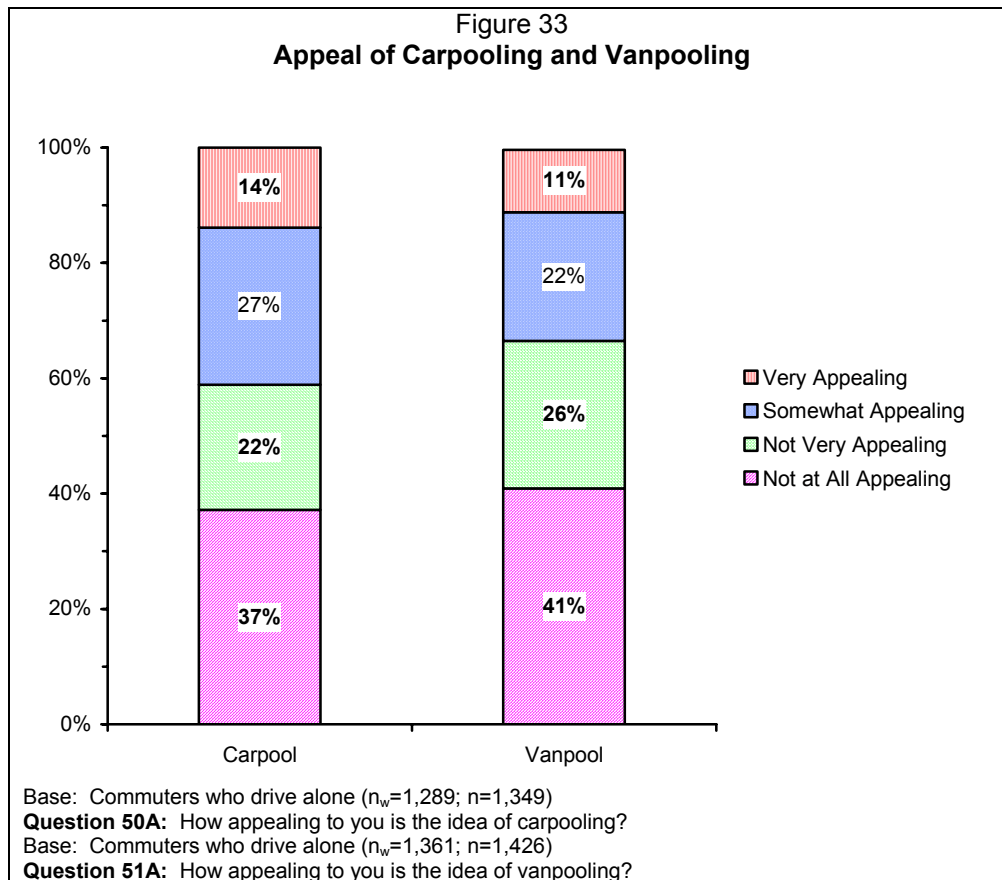
## Appeal of Carpooling/Vanpooling

Commuters who do not carpool or vanpool were asked to rate the appeal of each mode in two separate questions. As shown in Figure 33, carpooling was slightly more appealing than vanpooling, but neither was appealing to most commuters. Commuters from South and East King County were more likely than those from North King County to say vanpooling is "not at all appealing" (44% South and East King County v. 33% North King County).

Four in ten drive alone Commuters (41%) said the idea of carpooling was *very* or *somewhat* appealing, and 59% said it was not appealing. Drive alone commuters found vanpools to be less appealing than carpools. Altogether, 33% of drive alone commuters said vanpooling was *very* or *somewhat* appealing while 67% did not find the idea appealing.



Infrequent Riders were more likely than Non-riders to find carpooling appealing (47% *very or somewhat appealing* v. 40% of Non-riders). Regular Riders were more likely than Non-riders to say vanpooling was appealing (42% v. 30%).



### Telecommuting

About one in eight (13%) commuters said they work at home for their employers. These respondents work at home an average of 2 days per week. Drive alone commuters were more likely to telecommute than Metro bus commuters (15% and <1% respectively).

Seven in ten respondents (70%) who do not telecommute regularly said they would be willing to work from home at least one day a week if their employers provided the

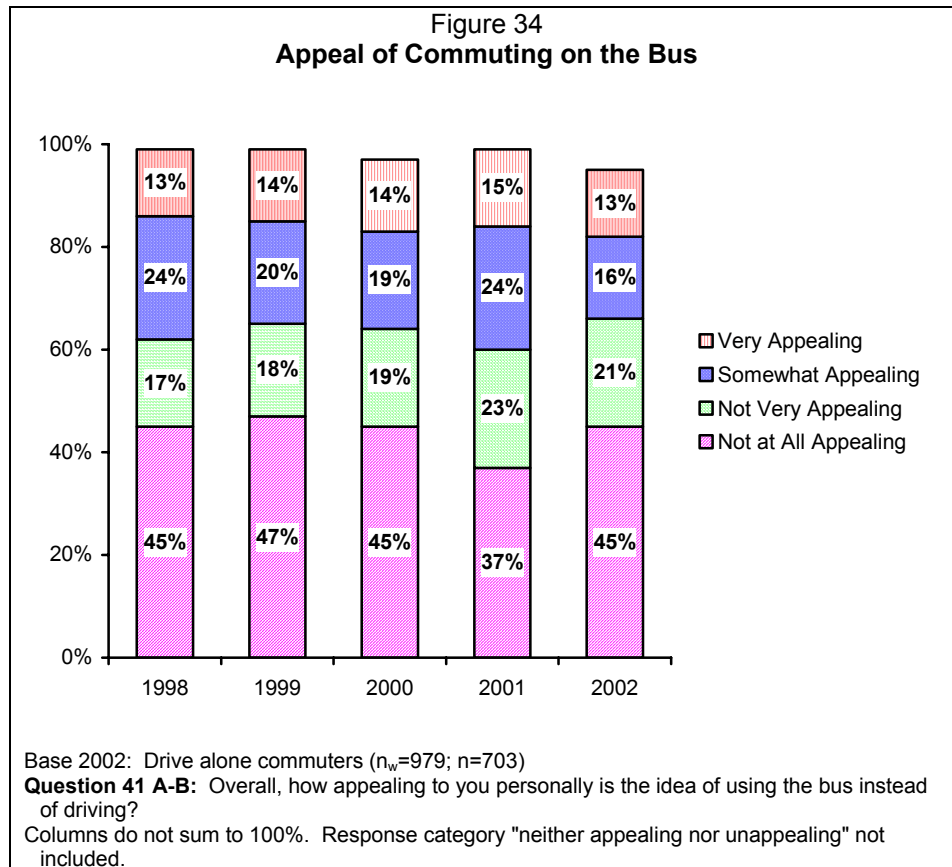
necessary tools and equipment. Twenty-eight percent (28%) would not be willing to telecommute, and 2% were not sure.

Appeal of Using the Bus

Survey respondents who drive alone either to work or for personal travel were asked to rate the appeal of using the bus for these purposes instead of driving.

Commuting to Work or School

The appeal of using the bus to commute has varied from year to year. In 2002, 13% of drive alone commuters said the idea was "very appealing", 16% found it "somewhat appealing", 21% said the idea was "not very appealing" and 45% said it was "not at all appealing". As Figure 34 shows, the appeal of using the bus to commute to work or school dropped between 2001 and 2002, and is at the lowest level for the period shown.

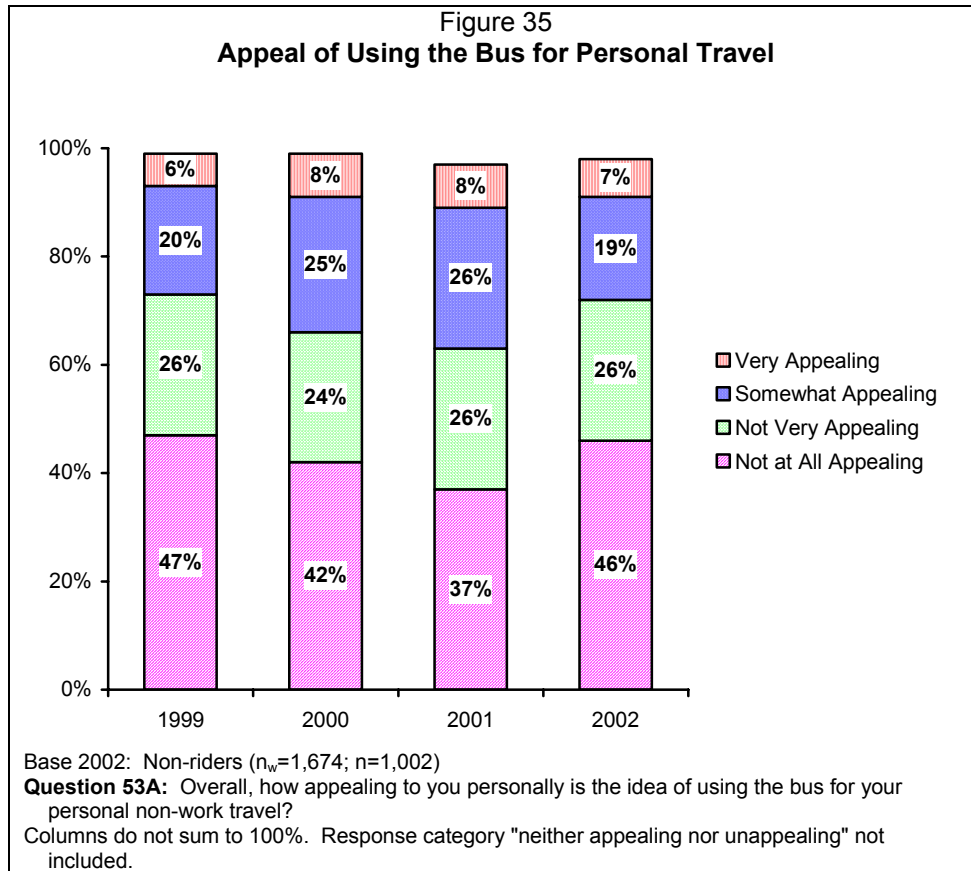


While commuting on the bus continues to be slightly more appealing to commuters who drive to downtown Seattle (32%) than elsewhere, the level of appeal has eroded over the past several years to the point where there is no statistical difference in appeal between downtown commuters and those driving to other destinations. Since 1999, the number of drive alone commuters to downtown Seattle who find the bus "very appealing" has declined steadily from 20% in 1999 to 18% in 2000 to 15% in 2001 to 13% this year. It is important to note that a smaller percentage of drive alone commuters to downtown find the bus "not at all appealing" than drivers to other areas. (See Table 30.)

	All Drive Alone Commuters (n <sub>w</sub> =979) (n=703)	Downtown Seattle (n <sub>w</sub> =156) (n=117)	Other North King County (n <sub>w</sub> =210) (n=149)	South King County (n <sub>w</sub> =220) (n=137)	East King County (n <sub>w</sub> =284) (n=268)
Very Appealing	13%	13%	15%	14%	13%
Somewhat Appealing	16%	19%	13%	15%	16%
Not Very Appealing	21%	26%	24%	17%	24%
Not At All Appealing	45%	37%	44%	53%	44%
Base: Drive alone commuters (n <sub>w</sub> =979)					
Question 41: Overall, how appealing to you personally is the idea of using the bus instead of driving?					
* May not sum to 100%. Response category "neither appealing nor unappealing" not included.					

### Personal Travel

Non-riders were asked to rate the appeal of using the bus for their personal, non-work travel. In 2002, one-quarter of Non-riders (26%) said the idea of using the bus for personal travel appealed to them—including 7% who said the idea was very appealing. As in the past, the majority of Non-riders said the idea was not appealing; including 46% who said it was "not at all appealing". As with using the bus for commute travel, the percentage who said riding the bus for personal trips was "not at all appealing" increased over last year as shown in Figure 35.



Non-riders who do not commute to work or school were more likely to find using the bus for personal travel appealing than were commuters (33% of non-commuters said the idea was "very" or "somewhat" appealing versus 21% of commuters). Residents of North King County were more likely than other respondents to find at least some appeal in the idea of using the bus for personal travel. (See Table 31.)

**Table 31  
Appeal of Using Bus for Personal Travel by Area of Residence**

	<b>All Non-riders</b> (n <sub>w</sub> =1,674) (n=1,041)	<b>North King County</b> (n <sub>w</sub> =504) (n=320)	<b>South King County</b> (n <sub>w</sub> =687) (n=370)	<b>East King County</b> (n <sub>w</sub> =483) (n=351)
Very Appealing	7%	6%	8%	6%
Somewhat Appealing	19%	25%	14%	19%
Not Very Appealing	26%	28%	26%	26%
Not At All Appealing	46%	39%	51%	47%

Base: Non-riders  
**Question 41:** Overall, how appealing to you personally is the idea of using the bus for your personal non-work travel?  
 \* May not sum to 100%. Response category "neither appealing nor unappealing" not included.

## Barriers to Riding Transit

### *Non-riders Who Find the Bus Appealing*

Non-riders who drive alone for work or personal travel and said the idea of using the bus for one or both of these purposes was somewhat or very appealing (21% of all respondents) were asked to rate different aspects of the transit system on the extent to which they barred respondents from riding Metro. For each statement, respondents used a 7-point scale where 1 meant "not a barrier at all" and 7 meant "a very significant barrier" to riding the bus or riding the bus more often.

In 2002, there were five major barriers for Non-riders who find the idea of the bus appealing (based on 25% or more of respondents who rated the barrier a 6 or 7). (See Table 32.)

The barriers, in descending order were:

- **The bus routes near your home do not go where you want to go**  
Nearly half (45%) of the respondents said this was a major barrier. A lack of bus routes to their destinations was a significantly greater barrier for respondents in East and South King County than for those in North King County (55%, 48%, and 38% respectively). This barrier was particularly strong among drive alone commuters (51%).
- **Having to plan around bus schedules**  
Three in ten (29%) of respondents said having to plan around bus schedules was a major barrier. Residents of North and East King County were more likely to see this as a barrier than residents of South King County (32%, 31%, and 24% respectively). Non-commuters were more likely to say planning around bus schedules was "not a barrier at all" than were commuters (25% and 12% respectively).
- **The time it takes by bus**  
Twenty-eight percent of respondents (28%) rated this barrier a 6 or 7 on the scale. Residents of North and East King County (33%, 32%) were far more likely

to say it was a major barrier than those in South King County (20%). This was also a greater barrier for commuters--especially those who drive alone--than for non-commuters.

- **Having to transfer buses**

About three respondents in ten (28%) indicated transferring buses was a major barrier to riding Metro. Transferring buses was a greater barrier for residents of East and North King County (36% and 30%) than for residents of South King County (21%).

- **There is no bus stop near your home**

One in four respondents (26%) rated this element as a major barrier to riding transit. It was especially problematic for residents in South King County (38%) and East King County (32%) while those in North King County were unlikely to see the lack of a nearby bus stop as a problem (12%).

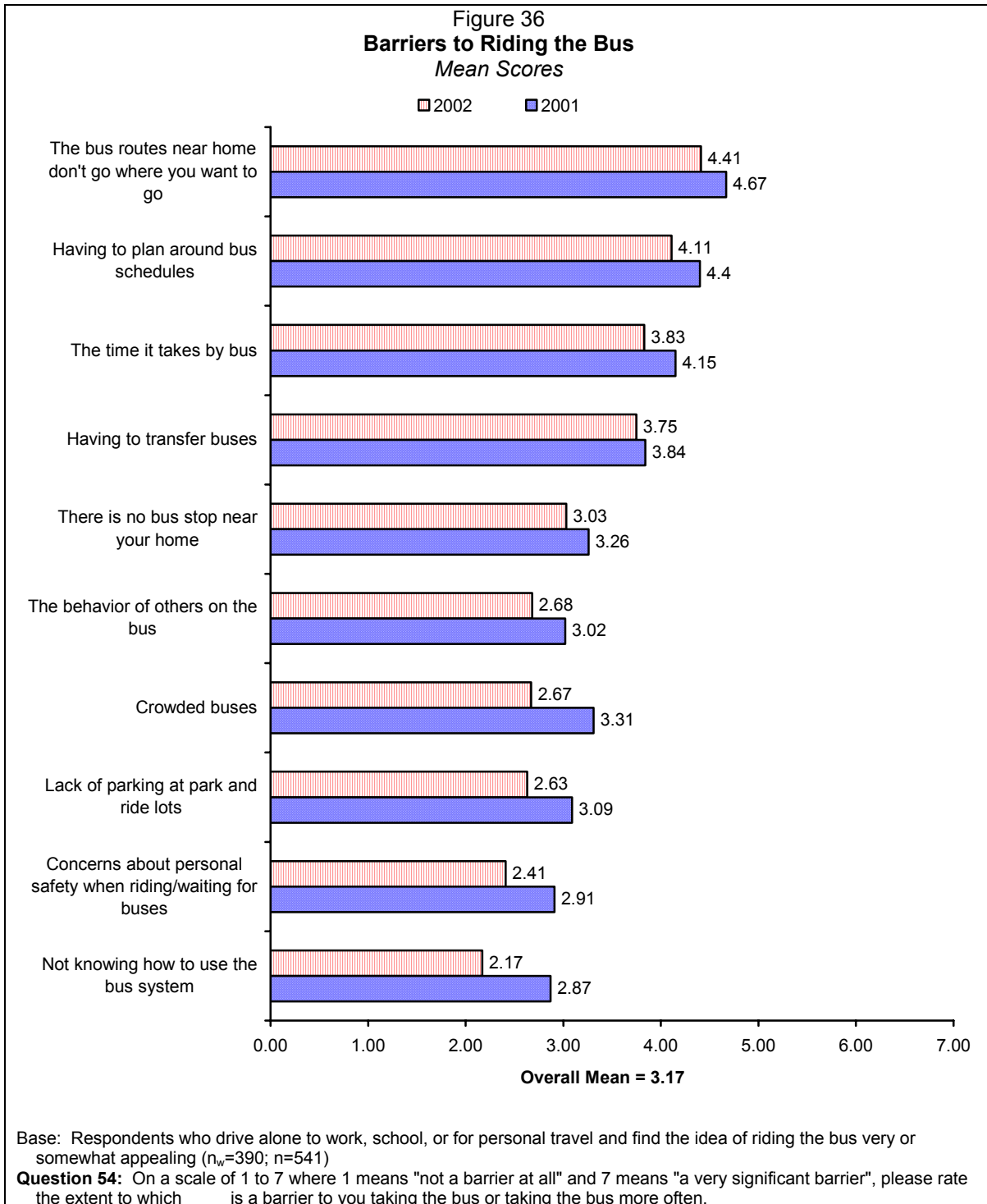
Table 32  
**Significant Barriers to Riding the Bus**  
*Rated a 6 or 7*

	<b>Total</b> (n <sub>w</sub> =504) (n=366)	<b>North King County</b> (n <sub>w</sub> =197) (n=137)	<b>South King County</b> (n <sub>w</sub> =177) (n=111)	<b>East King County</b> (n <sub>w</sub> =130) (n=118)
Bus routes near home don't go to destination	45%	38%	48%	55%
Having to plan around schedules	29%	32%	24%	31%
The time it takes by bus	28%	33%	20%	32%
Having to transfer buses	28%	30%	21%	36%
There is no bus stop near your home	26%	12%	38%	32%
Lack of parking at park and ride lots	13%	10%	13%	19%
Crowded buses	10%	11%	8%	13%
The behavior of others on the bus	10%	8%	15%	7%
Not knowing how to use the bus system	9%	8%	9%	11%
Concerns about personal safety when riding/waiting for buses	8%	7%	10%	9%

Base: Respondents who drive alone to work, school, or for personal travel and find the idea of riding the bus "very" or "somewhat appealing".  
**Question 54A-54Z:** On a scale of 1 to 7 where 1 means "not a barrier at all" and 7 means "a very significant barrier", please rate the extent to which \_\_\_\_\_ is a barrier to you taking the bus or taking the bus more often.

While the top four factors are the same ones that topped the list of barriers in 2001, mean ratings for all factors in 2002 are lower than recorded last year. This finding suggests that respondents may view these factors as less significant barriers than they did a year ago. This finding may also be related to the fact that fewer respondents find

the bus appealing this year than last. It will be important to track responses to this series again in 2003 to see if a trend develops.



### Drive Alone Commuters who find the Bus Appealing

Drive Alone commuters who said the idea of riding the bus to work or school was "somewhat" or "very" appealing were read an additional set of potential barriers related to work and asked to rate their significance as barriers to riding the bus or taking the bus more often. Respondents rated the barriers on a seven-point scale where 1 was "not a barrier at all" and 7 was a "very significant barrier".

Five of the six commute-specific barriers were rated a 6 or 7 by more than a quarter of all drive alone commuters. The top three commute-specific barriers, based on the percentage who rated the barriers a 6 or 7, in descending order were:

- **Often having to work late**

Not quite four in ten drive alone commuters (38%) who like the idea of riding the bus said working late was a "very significant barrier" to riding.

- **Having irregular work hours**

Having irregular work hours was almost as great a barrier for commuters as working late. In all, 37% of these respondents rated working irregular hours a major barrier. This was especially true for residents of East King County (47%).

- **Level of bus service after 6 p.m.**

Three in ten respondents (31%) indicated this factor was a major barrier to riding the bus. Drive alone commuters from East and South King County (47% and 35%) were significantly more likely to view the level of evening bus service as a major barrier than were drive alone commuters from North King County (23%).

Table 33 lists all 16 barriers in descending order based on the percentage who rated each barrier a 6 or 7 on the scale along with mean ratings. A lack of bus routes from home to commute destination remains the greatest barrier to using transit for drive-alone commuters—especially those in East and South King County—followed by often having to work late and having irregular work hours.

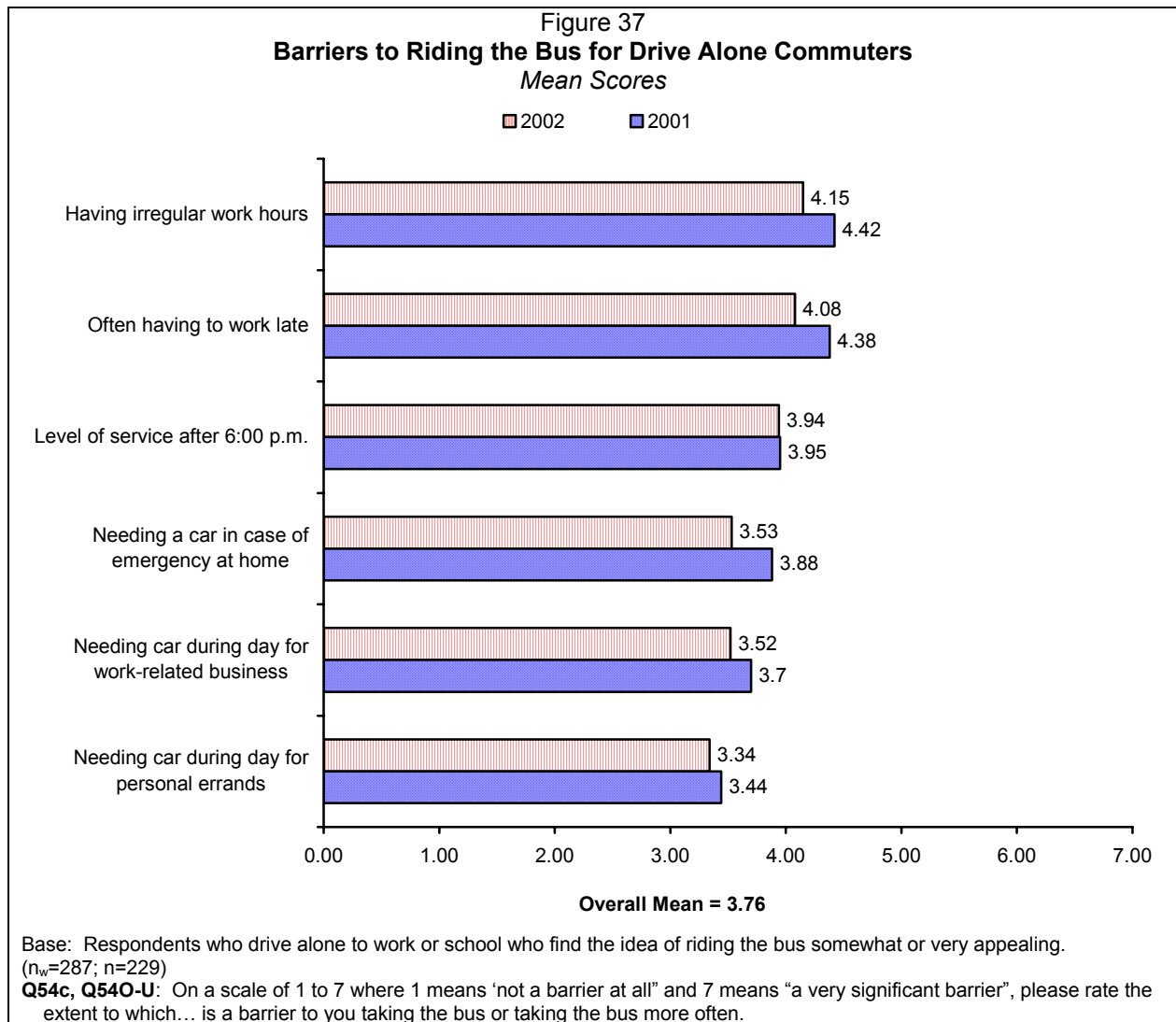


Table 33  
**Significant Barriers to Riding the Bus for Drive Alone Commuters**  
*Rated a 6 or 7*

	<b>Total</b> (n <sub>w</sub> =287; n=229)	<b>North King County</b> (n <sub>w</sub> =126; n=92)	<b>South King County</b> (n <sub>w</sub> =99; n=69)	<b>East King County</b> (n <sub>w</sub> =61; n=68)	<b>Mean Rating 2002</b> (1 to 7 Scale)
Bus routes near home don't go to destination	54%	40%	63%	69%	4.83
Often having to work late*	38%	33%	40%	47%	4.08
Having irregular work hours*	37%	37%	32%	47%	4.15
Having to transfer buses	33%	34%	24%	46%	4.04
The time it takes by bus	33%	36%	22%	41%	4.18
The level of bus service after 6 p.m.*	31%	23%	35%	47%	3.94
Having to plan around schedules	31%	32%	30%	30%	4.31
Needing a car during the work day for work-related business*	29%	37%	24%	19%	3.52
There is no bus stop near your home	28%	10%	46%	37%	3.09
Needing a car in case of an emergency at home*	26%	27%	25%	26%	3.53
Needing a car during the day for personal errands while at work*	22%	28%	18%	18%	3.34
Crowded buses	13%	14%	9%	18%	2.89
Lack of parking at park and ride lots	13%	9%	13%	20%	2.56
The behavior of others on the bus	10%	10%	13%	5%	2.65
Concerns about personal safety when riding/waiting for buses	9%	8%	12%	8%	2.40
Not knowing how to use the bus system	7%	6%	9%	5%	1.96

Base: Respondents who drive alone to work or school and find the idea of riding the bus "very" or "somewhat appealing".  
**Question 54A-54Z:** On a scale of 1 to 7 where 1 means "not a barrier at all" and 7 means "a very significant barrier", please rate the extent to which ... is a barrier to you taking the bus or taking the bus more often.  
 \*Shading indicates work-related barriers

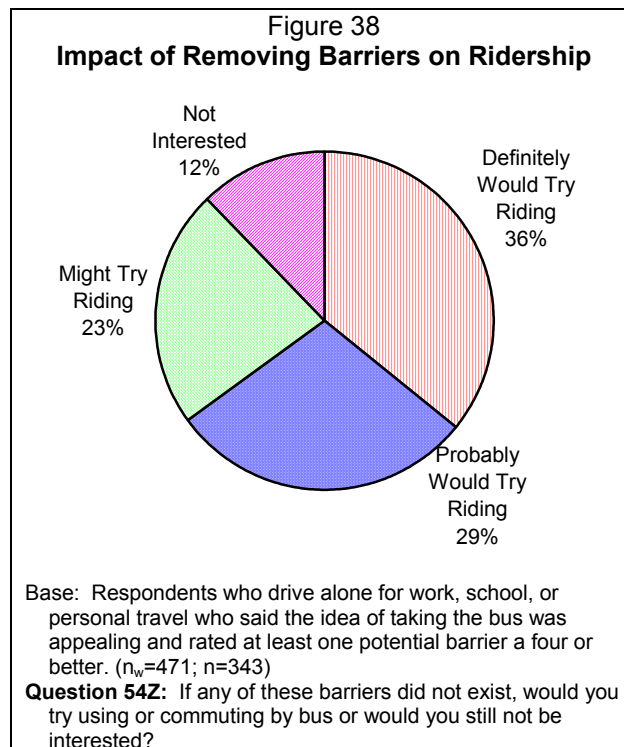
Like the list of general barriers, the mean scores for all work-related barriers for Drive Alone Commuters were lower in 2002 than in 2001. (See Figure 37.) Note that although "often having to work late" was the work-related barrier that was rated a 6 or 7 by the greatest number of respondents, the overall mean score was slightly lower than the one for "having irregular work hours".



***Impact of Barrier Removal on Ridership***

Respondents who rated one or more barriers a 4 or higher were asked if they would try the bus if the barriers did not exist. Over one-third (36%) of these drive alone respondents said they "would definitely try" riding the bus if the barriers were removed.

An additional 29% said they would "probably try" riding, 23% said they might try riding, and 12% were not interested. (See Figure 38)



### Impact of No Smoking Rule on Ridership

Respondents who drive alone and find the bus appealing were asked if one of the reasons they do not ride the bus or carpool/vanpool was because they cannot smoke. Only 2% of these respondents indicated the no smoking policy was an issue for them.

### Impact of Distance from Bus Stop on Ridership

The 2002 Metro Rider/Non-rider study also explored the extent to which the distance from a Non-rider's home to the nearest bus stop was a barrier to using transit. Over a third of Non-riders (36%) indicated they live within 1 block of a bus stop and 65% live within three blocks of a stop. The average distance from home to the bus stop for all Non-riders was just less than six blocks (5.57). Non-riders in East King County lived farther from a bus stop on average than those in South or North King County (8 blocks, 6 blocks, and 2 blocks respectively).

Non-riders who live more than a block from the closest bus stop were asked if they would ride the bus if there were a closer stop. For most of these Non-riders (78%), having a closer stop would not induce them to ride Metro. Non-riders who said having a closer stop would make them ride the bus (22%) indicated they were willing to walk three to four blocks on average to catch the bus.

## Park and Ride Lots

One in three respondents (32%) said they used a Metro Park and Ride lot within the last year, including 12% who used a lot in the 30 days before the survey.

Respondents who used a Metro Park and Ride lot *in the previous month* reported using the lot 8 times on average. One in four bus commuters (26%) reported using the park and ride lots, averaging 20 days per month. Eighteen percent of carpool/vanpool commuters (18%) also used the park and ride lots, averaging 10 days per month. As shown in Table 34, Regular Riders used the lots significantly more often than Infrequent Riders.

	<b>All Respondents</b> (n <sub>w</sub> =2,409) (n=2,409)	<b>Regular Riders</b> (n <sub>w</sub> =487) (n=1,202)	<b>Infrequent Riders</b> (n <sub>w</sub> =248) (n=166)	<b>Non-riders</b> (n <sub>w</sub> =1,674) (n=1,041)
0	88%	73%	71%	94%
1	3%	2%	13%	2%
2 to 5	5%	9%	13%	3%
6 to 10	1%	3%	1%	<1%
11 to 20	2%	9%	1%	1%
21 to 30	1%	2%	1%	<1%
31 or More	<1%	1%	<1%	<1%
<i>Average Among Lot Users</i>	<i>8.21</i>	<i>12.73</i>	<i>3.71</i>	<i>5.44</i>
Base: All respondents				
<b>Question 58:</b> How many times have you used Metro's Park and Ride lots in the last 30 days?				

Respondents who used a Metro Park and Ride lot in the last year were asked about their usual purpose when using the lot. Two-thirds (65%) of the respondents catch a bus at the Park and Ride lot, 18% meet carpool partners, 9% transfer from another bus, 4% meet vanpool partners, and 6% said they "just use it as a parking lot". Three-quarters of respondents who "just use it as a parking lot" are Non-riders.

The majority of respondents who used a Park and Ride lot in the last year said they drove themselves to the lot (83%), 10% arrived at the lot by bus, 5% walked, and 4% were dropped off at the lot.

## **Metro Improvement Initiatives**

King County Metro introduced new questions this year to determine respondent attitudes toward placing security cameras and uniformed transit police on buses, eliminating under-used stops on some routes and use of stored value cards.

### Security Improvements

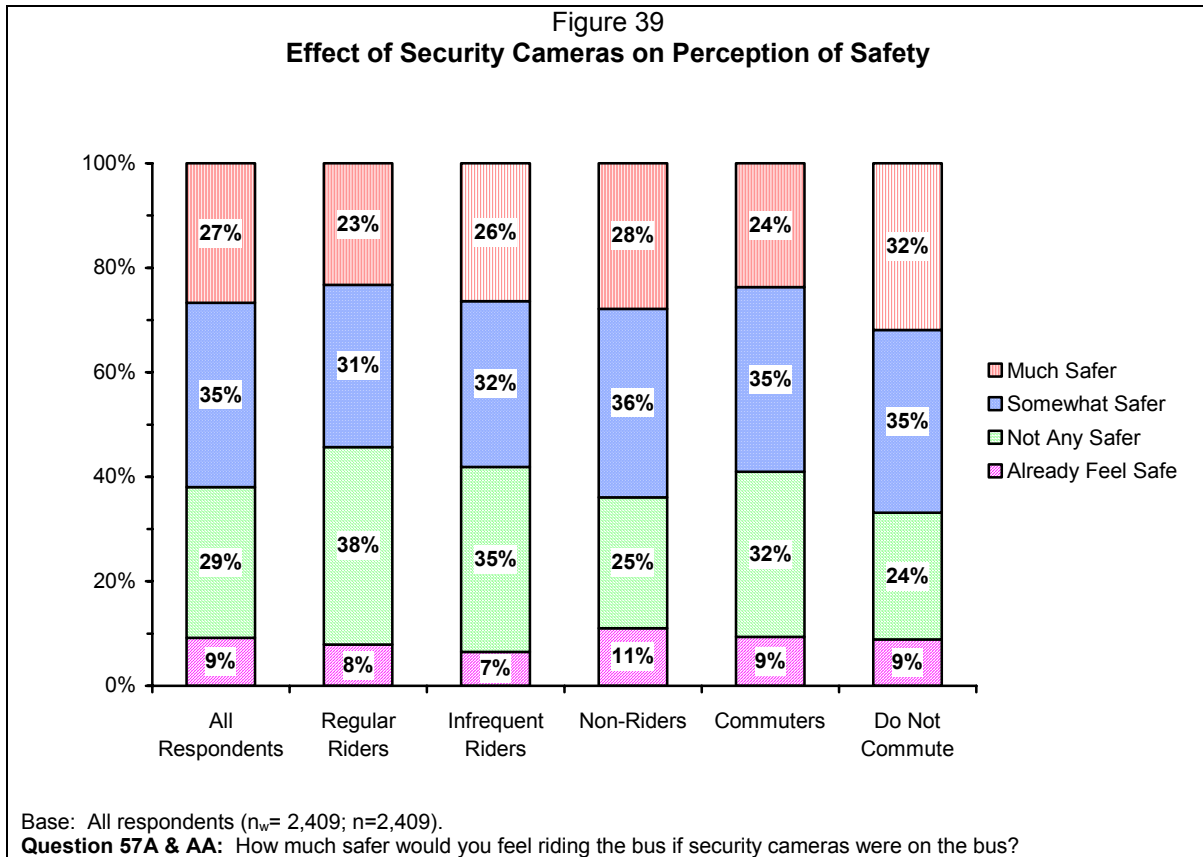
#### Security Cameras on Buses

More than half of all respondents would feel safer if there were security cameras on the buses. One-quarter of respondents (27%) said they would feel *much safer* if there were security cameras on the bus, and an additional 35% said they would feel *somewhat safer*. On-board cameras would not increase perceptions of safety for 38% of respondents, including 9% who said they already feel safe. (See Figure 39.)

Women were more likely than men to say the on-board cameras would make them feel safer. Two-thirds of women (67%) said they would feel *much safer* or *somewhat safer* with on-board security cameras compared to 56% of men.

Regular and Infrequent Riders and Commuters were more likely than Non-riders and respondents who do not commute to say they would not feel safer with security cameras. Interestingly, respondents who commute by vanpool or carpool were significantly more likely to say the cameras would make them feel *much safer* than commuters who use other modes (36% v. 21% of SOV commuters, 23% Metro bus commuters, and 20% other commute modes).

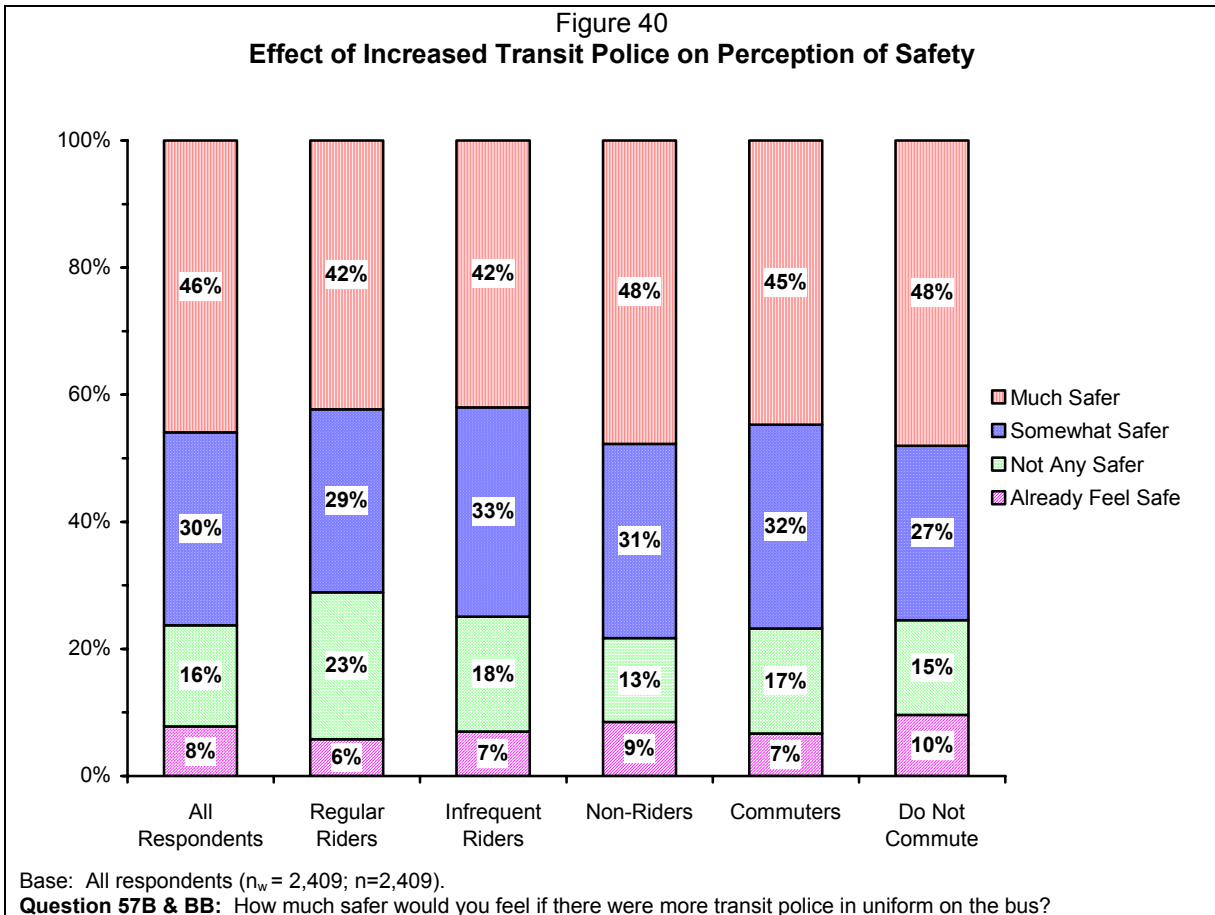
Respondents who live in North King County were more likely than others to say security cameras would not make them feel any safer (33% v. 20% South King County and 27% East King County).



Increased Transit Police Presence on Buses

Nearly half (46%) of all respondents said they would feel *much safer* if there were more uniformed transit police on the buses and an additional 30% would feel *somewhat safer*. Sixteen percent of respondents (16%) would not feel any safer. As with security cameras, women were more likely than men to say they would feel *much* or *somewhat safer* with uniformed transit police on the vehicles (80% and 71% respectively). There were no statistically significant differences in perceptions of increased safety between rider groups or by whether the respondent does or does not commute. (See Figure 40.)

Interestingly, respondents in North and South King County were more likely to say they would feel *much safer* than respondents who live in East King County (45% in North & South King County v. 40% in East King County).



### Attitudes toward Eliminating Under-Used Transit Stops

The survey asked two questions regarding eliminating stops to speed up bus service. The first question explored attitudes toward removing stops that are not used very often. The second question looked at attitudes toward removing lightly used stops that are within three blocks of each other.

Four in ten respondents (43%) favor speeding up bus service by eliminating stops that are used infrequently, 43% did not like the idea, and 13% said they did not know.



Commuters (46%) and residents of East King County (46%) were especially likely to think eliminating infrequently used stops was a good idea.

Half of all respondents (51%) thought eliminating lightly used stops within 3 blocks of one another was a good idea, 40% did not like the idea, and the remainder were undecided. Regular Riders were more likely than Non-riders to say Metro should not eliminate stops that are close together (44% v. 37% of Non-riders). Non-riders were more likely than other groups to say they do not know if Metro should eliminate bus stops (11% v. 4% of Riders). (See Table 35.)

<i>(Read Across)</i>	Stops Few Riders Use			Stops Within 3 Blocks of Each Other		
	Yes	No	Don't Know	Yes	No	Don't Know
<b>Geographic Area</b>						
North King County (n <sub>w</sub> = 975; n=801)	44%	46%	9%	50%	42%	8%
South King County (n <sub>w</sub> = 844; n=804)	39%	46%	14%	48%	42%	10%
East King County (n <sub>w</sub> = 590; n=804)	46%	37%	16%	55%	35%	9%
<b>Ridership Status</b>						
Regular Riders (n <sub>w</sub> =487; n=1,202)	44%	49%	7%	52%	44%	4%
Infrequent Riders (n <sub>w</sub> = 248; n=166)	37%	56%	7%	46%	49%	4%
Non-riders (n <sub>w</sub> =1,674; n=1,041)	43%	40%	15%	51%	37%	11%
<b>Commuter Status</b>						
Commuters (n <sub>w</sub> =1,506; n=1,628)	46%	40%	12%	55%	37%	8%
Non-Commuters (n <sub>w</sub> =903; n=781)	37%	48%	13%	44%	45%	10%
<b>All Respondents</b> (n <sub>w</sub> =2,409; n=2,409)	43%	43%	13%	51%	40%	9%
<p><b>Question 61:</b> 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 King County Metro...</p> <p style="margin-left: 20px;">A. Make bus trips faster by taking out stops that are not used very often, even if that means some people will have to walk further?</p> <p style="margin-left: 20px;">B. 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 further?</p> <p>May not add to 100% due to rounding error.</p>						

### Stored Value Cards

More than one in four respondents (27%) said they currently use a stored value card such as Starbucks® card or a pre-paid phone card. Commuters were more likely to use this type of card than non-commuters (30% and 20% respectively). Use of a stored value card did not differ by ridership status or geographic area.

Just over half (52%) of the respondents who reported using a stored value card said they have added money to the card. Respondents who have not added money to a stored value card and have not purchased Metro tickets or passes on the Internet ( $n_w=37$ ) were asked the reason why they do not add money to the cards. The most common reasons given were:

- Easier to buy a new card (7 respondents)
- Card expired before it was used up (3 respondents)
- No need (8 respondents)
- Received the card as a gift (5 respondents)
- Did not know it was possible to add money to the card (4 respondents)

All respondents were asked if they would consider using a stored value card to pay for bus fare. Almost half (48%) said they would consider using a stored value card to pay their bus fare. Regular Riders were significantly more likely than Non-riders to consider this option (53% and 47% respectively). Commuters were more likely to consider using a stored value card than non-commuters (53% and 40% respectively), and Riders who pay with tickets were more interested than those who pay with cash or a monthly pass (73%, 63%, and 48% respectively).

## Awareness of Metro Programs

### King County Vanpool Service

Eight in ten work commuters (81%) said they were aware that King County provides vans to groups of people with similar commutes. Drive-alone commuters were equally aware of the program (81%). Interestingly, Infrequent Riders were significantly more likely to be aware of this program than were Regular Riders (88% and 80% respectively).

When asked how they became aware of the vanpool program, respondents mentioned seeing a vanpool van more often than any other information source. (See Table 36.) Word of mouth was another major source of information whether from a vanpool member or from a friend, relative, or co-worker. Drive-alone commuters who were aware of the vanpool program cited the same information sources in roughly the same percentages as those shown for all commuters.

Saw a Vanpool Van	43%
Co-worker/Family member/Friend in a vanpool	20%
Brochure or other information from employer	17%
Co-worker/Family member/Friend	13%
Print, radio, or television advertising	8%
The internet	3%
Other	5%
Base: Commuters to work who were aware of the vanpool program (n <sub>w</sub> =1114; n=1,169) <b>Question 43:</b> How did you hear about the King County Vanpool Program? <b>Multiple responses allowed.</b>	

Non-riders were more likely to say they learned about the program by seeing a vanpool van than were Regular Riders (43% v. 32%). Regular Riders and work commuters from North King County were more likely than other work commuters to say they learned about the program from media ads or the Internet.

## King County Ridematching Service

### Awareness of Ridematching Service

Awareness of the King County Ridematching Service was dramatically lower than awareness of the vanpool program. Just over half (52%) of work commuters said they were aware of this service. Not surprisingly, workers who commute in a carpool or vanpool were much more likely to be aware of the ridematching service (69%) than other commuters.

Brochure or other information from employer	28%
Print, radio, or television advertising	27%
Co-worker/Friend/Family member in a carpool	17%
Co-worker/Friend/Family member not in a carpool	16%
The Internet	7%
Signs (bus, bus stop, highway, billboards, other)	5%
Other	6%
Base: Commuters to work who were aware of the Ridematching program (n <sub>w</sub> =717) (n=784)	
<b>Question 45:</b> How did you hear about the King County Ridematching Program? <b>Multiple responses allowed.</b>	

### Personal Use of Ridematching Service

The vast majority (92%) of King County commuters who were aware of the ridematching service have not used the service. Those who have used the service were equally divided between using it to find carpool partners or vanpool partners (3% each). The remaining 2% remembered using the service, but could not recall the details.

### Awareness of Rideshareonline.com

One in three commuters (32%) who were aware of the ridematching service, but did not mention the Internet as the source of their knowledge, knew they could access the information on the Internet at [rideshareonline.com](http://rideshareonline.com).

## Metro Information Sources

A new series of questions in 2002 explored how respondents get information about Metro. The most popular sources of information were printed timetables (40%), the King County or Metro website (35%), at bus stops (27%), the Rider Information Line (18%) and postings at transit centers or Park & Ride lots (11%). One in five respondents (20%) does not use any of the sources listed.

Riders, school commuters, and residents of North King County were the most likely groups to access Metro information. The information source Regular and Infrequent Riders mentioned most often was printed timetables. Commuters most often mentioned the King County or Metro website. Postings at bus stops and the Rider Information Line were also popular information sources. Table 38 displays the differences in information sources between rider and commuter groups.

Information Sources	All Resp. (n <sub>w</sub> =2,409) (n=2,409)	Rider Groups			Commuter Groups			King County Geographic Areas		
		Reg. (n <sub>w</sub> =487) (n=1,202)	Inf. (n <sub>w</sub> =248) (n=166)	Non- (n <sub>w</sub> =1,674) (n=1,041)	Work (n <sub>w</sub> =1,377) (n=1,437)	School (n <sub>w</sub> =129) (n=191)	Non- (n <sub>w</sub> =979) (n=781)	North (n <sub>w</sub> =975) (n=801)	South (n <sub>w</sub> =844) (n=804)	East (n <sub>w</sub> =590) (n=804)
Timetables	40%	69%	62%	28%	39%	41%	41%	50%	32%	34%
Website	35%	52%	41%	29%	41%	53%	23%	40%	28%	36%
Rider Info. Line	18%	23%	21%	16%	16%	14%	21%	22%	15%	14%
Bus Stop Posting	28%	49%	40%	19%	28%	38%	25%	40%	19%	19%
Transit Center Posting	11%	18%	15%	8%	12%	12%	10%	9%	11%	15%
"Bus Time" Automated Line	7%	10%	7%	5%	6%	7%	7%	8%	5%	6%
Other	3%	1%	1%	4%	3%	5%	4%	2%	4%	4%
None of Above	20%	1%	1%	29%	20%	9%	24%	10%	28%	26%
<b>Question 20:</b> Which of the following information sources do you use to get information about Metro? (Multiple responses allowed)										

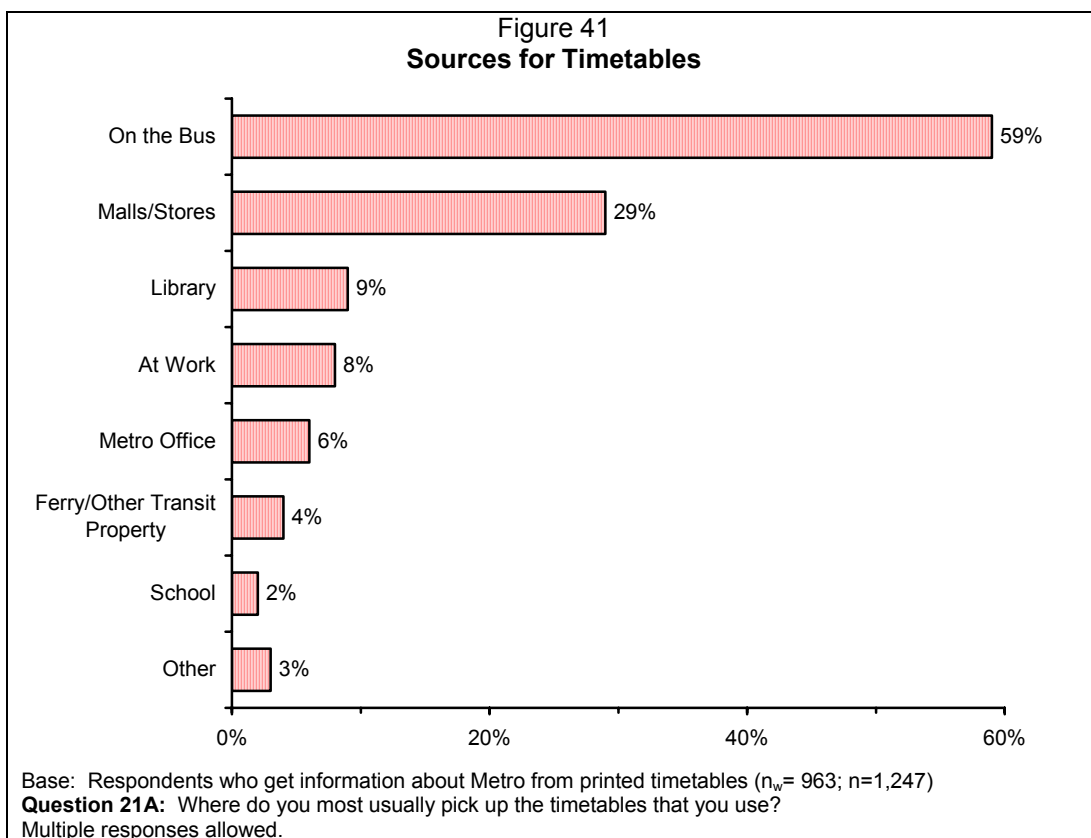
Each of the information sources listed in Table 38 is discussed in detail below.

## Printed Timetables

Four in ten respondents (40%) said they get information about Metro from printed timetables. This percentage was even higher among Regular and Infrequent Riders (69% and 62% respectively).

### Locations to Pick Up Timetables

Respondents who said they get Metro information from printed timetables were asked where they usually pick up the timetables they use. More than half said they pick up the timetables on the bus (59%); 29% get them at malls, convenience or grocery stores, and other public places; 9% get schedules at the library; 8% get them at work; and 6% get them at Metro customer service offices. (See Figure 41.)



### Routes Timetables Are Used For

The majority of respondents who use timetables use them for more than one route (61%). School commuters and Regular Riders are especially likely to use timetables for more than one route (76% and (77%) respectively).

### Frequency of Timetable Use

Respondents vary a great deal in how frequently they use the printed timetables. Just over one-quarter (28%) said they only use the timetables when there is a service change. One in five respondents (21%) use the timetables monthly, 16% use them weekly, 16% use them infrequently or only when needed, and 11% look at them daily. Respondents who use timetables for more than one route were far more likely to use timetables on a daily (14%) or weekly basis (22%) compared with respondents who use them for one route (8% daily, 8% weekly). Respondents who use the timetables for one route often pick up new timetables only when there is a service change (44%).

### Metro Website

More than one-third of all respondents get information about Metro from the transit website. School commuters (53%) and Regular Riders (52%) were the two groups most likely to access this information source.

### Access to a Personal Computer

The vast majority of respondents (89%) have access to a personal computer. Eight in ten (80%) have a computer at home; 50% can use a computer at work; 20% have access through the library; and 13% use a computer at a school, community center or cafe.

Nearly all respondents under age 65 (95%) have access to a personal computer compared with just over half (55%) of senior citizens. Access to a personal computer is also correlated with income. Respondents with an annual household income of less than \$25,000 were less likely to have access to a PC (73%) than those earning between

\$25,000 and \$55,000 (89%) or those with an income greater than \$55,000 (97%). There were no significant differences in access to a personal computer between Regular Riders (87%), Infrequent Riders (86%), and Non-riders (90%).

### Access to the Internet

Only 3% of the respondents who have access to a computer do not have Internet access. The majority of those with Internet access have it at home (86%) or at work (53%). One in five (21%) access the Internet at the library; and 13% use it in a school, community center, or cafe.

### Use of the Metro Website

More than half of all survey respondents (52%) have visited Metro's website at [www.transit.metrokc.gov](http://www.transit.metrokc.gov), including 35% who said they use the website to get information about Metro. As shown in Table 38, more than half (52%) of Regular Riders get Metro information from the website as do 41% of Infrequent Riders and 29% of Non-riders.

### Information Sought

When asked what information they were looking for the last time they visited the website 67% said they were looking for bus schedule information, 41% were looking for maps and route information, and 2% were looking for fare information. Regular Riders (47%) were more likely than Infrequent and Non-riders to look for maps and route information (46% and 38% respectively). Otherwise, there were no differences by subgroup in the type of information accessed via the website.

### Online Fare Purchases

Five percent (5%) of Riders who reported visiting the Metro website said they have purchased a bus pass or ticket via the Internet. The remainder said they didn't buy passes or tickets on the Internet because their employer provides them or they buy them at work (26%), they don't ride often enough (16%), they never thought about it (11%), they didn't know that was an option (9%), they purchase them elsewhere (not



work or school) (6%), they don't need one (6%), and a variety of other reasons mentioned by fewer than 5%.

### Rider Information Telephone Line

Eighteen percent (18%) of all respondents reported using the Rider Information Telephone Line to get information about Metro. Regular Riders (23%) were more likely to use this source than Infrequent and Non-riders (21% and 16%) as were residents of North King County (22% v. 15% South King County, 14% East King County) and respondents who do not commute (21% v. 16% of Commuters).

Six in ten respondents who called the Rider Information Line (59%) were seeking route information (where the bus goes, which route to take). A similar number (56%) wanted schedule information, 1% were interested in fares, and 2% mentioned other purposes.

### Information Posted at Bus Stops

More than a quarter (28%) of respondents said they get information about Metro from postings at the bus stop. As expected, Regular Riders (49%) were far more likely to use this source than Infrequent and Non-riders (40% and 19%). The vast majority (90%) of respondents who get information at bus stops were looking for schedule information, and 19% sought route information.

### Information at Transit Centers or Park & Ride Lots

One in ten (11%) survey respondents said they get information about Metro from postings at Transit Centers or Park & Ride lots. Regular Riders were more likely to cite these postings as an information source than Infrequent and Non-riders (18%, 15%, 8% respectively). Respondents who live in East King County were also more likely to mention this source than residents of South or North King County (15%, 11% and 9% respectively).

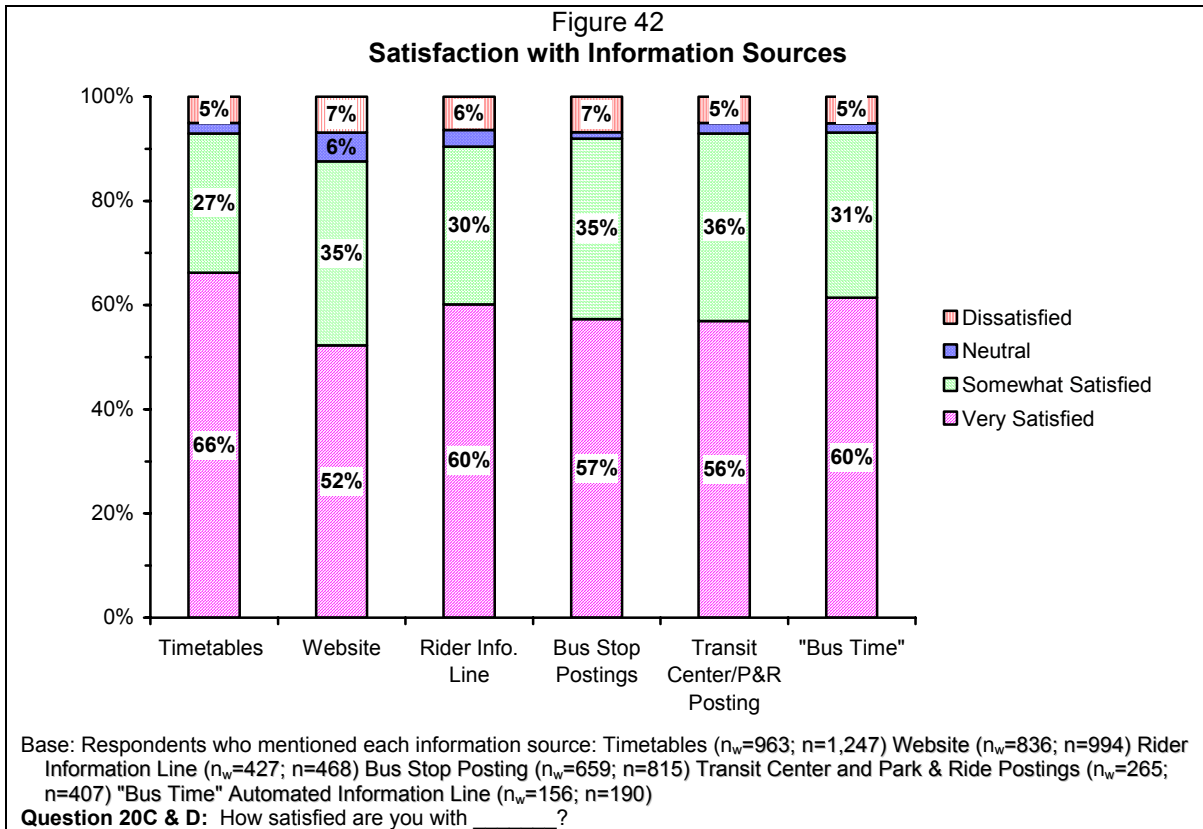
About eight in ten respondents (78%) who get information about Metro from Transit Centers or Park and Ride lots said they were looking for schedule information the last time they checked the postings. Thirty percent (30%) were looking for route maps.

#### Bus Time Automated Information Line

Only 7% of the survey respondents said they called "Bus Time" for Metro information. As with other sources, Regular Riders were more likely to call the automated information line than were Infrequent or Non-riders. (10%, 7%, and 5% respectively).

#### Satisfaction with Information Sources

All respondents who mentioned a particular source of information were asked how satisfied they were with that source. As shown in Figure 42, there were few differences in satisfaction ratings among respondents who mentioned each of the various information sources studied. The Metro website had the lowest percentage of respondents who were *very satisfied* (52%), and timetables achieved the highest satisfaction levels with 66% *very satisfied*.



### Most Important Information Source

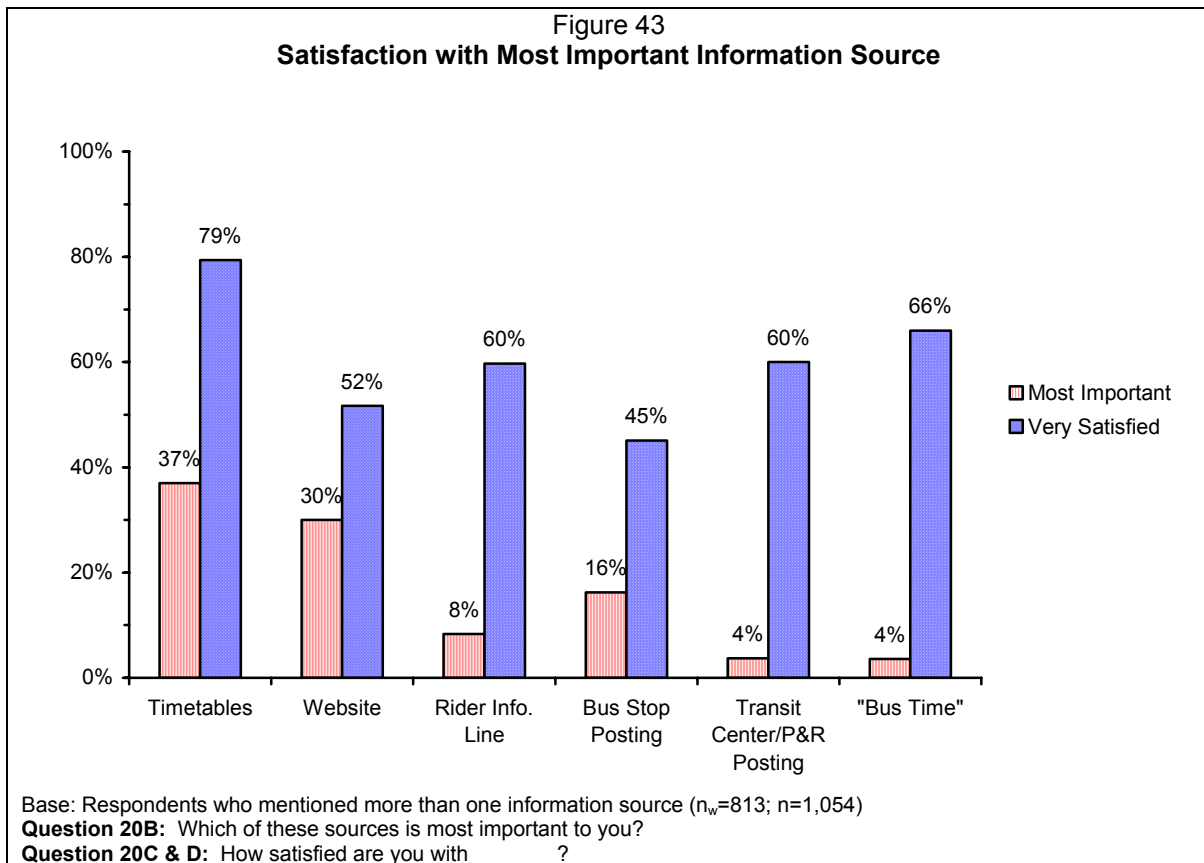
The majority of Regular (64%) and Infrequent Riders (51%) mentioned using more than one source to get information about Metro compared with 33% of Non-riders.

Respondents who use more than one information source were asked which source was the most important to them. Not surprisingly, the percentage of respondents who said each source was their “most important” one closely mirrors the percentage who mentioned each source first in the initial question.

Timetables topped the list of the most important information sources with 37% followed by the King County or Metro website (30%) and information posted at bus stops (16%). Riders more often cited the timetables as their most important information source while Non-riders placed higher importance on the website. Commuters were divided equally between timetables (33%) and the website (33%) as their most important information

source. Bus commuters preferred timetables (42% most important) while those who use alternative transportation such as biking, walking, or riding the Sound Transit bus or the Sounder train were more likely to say the website was their most important information source (52%).

Figure 43 shows the percentage of respondents who are very satisfied with their most important source of information.



### Least Satisfactory Information Source

Respondents who said they get information about Metro from more than one source were asked which of the sources listed above was the least satisfactory and why. Half (53%) of these respondents said they were satisfied with all the sources they use. Eighteen percent (18%) were the least satisfied with the information posted at bus stops; 7% were least satisfied with the Metro website, the Rider Information telephone

line, and the printed timetables. A breakout of dissatisfaction with the different sources by ridership status is shown in Table 39.

	<b>All Respondents</b> (n <sub>w</sub> =813; n=1,084)	<b>Regular Riders</b> (n <sub>w</sub> =309; n=761)	<b>Infrequent Riders</b> (n <sub>w</sub> =123; n=82)	<b>Non-riders</b> (n <sub>w</sub> =382; n=241)
Satisfied with All Sources	53%	46%	56%	58%
Information Posted at Bus Stops	18%	23%	19%	14%
Metro Website	7%	11%	4%	6%
Rider Information Telephone Line	7%	8%	6%	9%
Printed Timetables	7%	6%	10%	7%
"Bus Time" Automated Line	4%	4%	3%	4%
Information Posted at Transit Centers or Park & Ride Lots	4%	4%	3%	4%

Base: Respondents who mentioned more than one information source  
**Question 20B1:** Which of these sources are you the least satisfied with?

When asked their reasons for dissatisfaction, those who were least satisfied with postings at the bus stops said the posting was damaged, defaced or unreadable (35%); the information was inaccurate or missing (30%); not enough information was provided (19%); or the information was confusing and difficult to understand (9%).

Respondents who were least satisfied with the Rider Information Telephone Line said it takes too long to get through to someone (50%), the information was confusing or difficult to understand (13%), or the website is better and/or faster (8%).

Respondents who were least satisfied with the timetables said the information was missing or inaccurate (43%), they had difficulty getting the printed schedules they needed (11%), the website was better and/or faster (11%), and the timetables are confusing (10%).

Respondents who were least satisfied with the website said it was confusing (38%).

When asked what was confusing about the Metro website respondents said:

- Website is difficult to navigate/not user friendly (15 respondents)
- It's hard to find a route to where you're going (6 respondents)

- Displays are difficult to read/schedules don't line up or don't display on one page (5 respondents)
- Needs a better search engine/hard to find what I'm looking for (3 respondents)
- Schedules don't print well (2 respondents)
- Slow (2 respondents)
- Times on the website don't match the printed schedules (1 respondent)

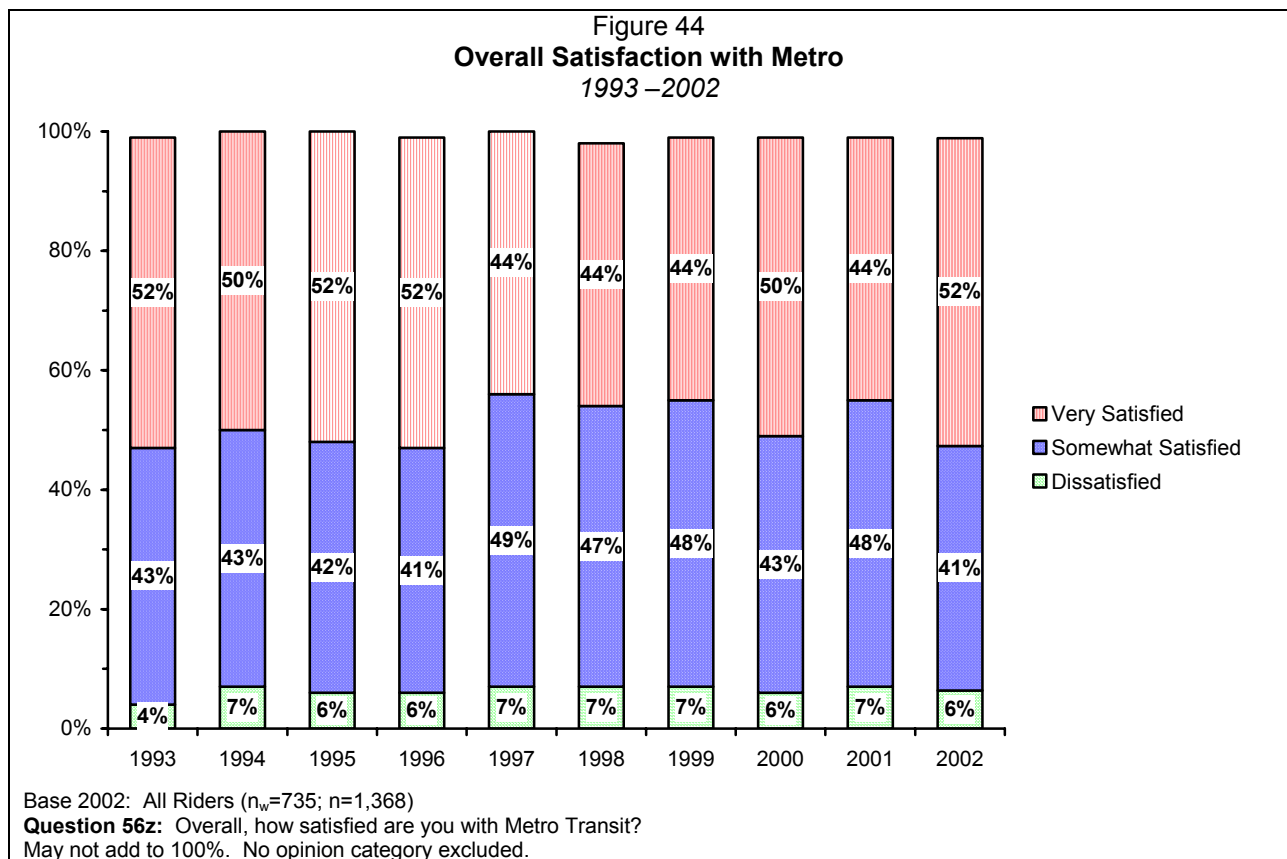
Other reasons mentioned for dissatisfaction with the website were: it does not provide enough information (19%); respondent does not have Internet access on a regular basis (12%); or the information on the website is inaccurate or out of date (11%).

## Customer Satisfaction with Metro

### Overall Satisfaction

Overall satisfaction with Metro in 2002 was 93%, consistent with satisfaction levels over the last few years. Over half (52%) of Metro Riders were "very satisfied" with Metro transit. This is the highest percent of "very satisfied" Riders since 1996. The percent dissatisfied with the service (6%) is consistent with findings since 1994. (See Figure 44.)

Interestingly, respondents who use the bus for purposes other than commuting expressed the highest levels of satisfaction. Sixty-five percent (65%) of Metro Riders who do not commute by bus were "very satisfied" compared to 46% of bus commuters.



As in 2001, there were no statistically significant differences found in overall satisfaction between Regular and Infrequent Riders or by geographic area of residence. However, the percentage of Infrequent Riders who were “very satisfied” with Metro service is substantially higher this year than in 2001 (49% and 37% respectively). (See Table 40.)

Satisfaction Level	Rider Status		Commuter Status		Geographic Area of Residence		
	Regular (n <sub>w</sub> =487) (n=1,202)	Infrequent (n <sub>w</sub> =248) (n=166)	Commuter (n <sub>w</sub> =503) (n=1,628)	Non-Commuter (n <sub>w</sub> =232) (n=781)	North King County (n <sub>w</sub> =471) (n=801)	South King County (n <sub>w</sub> =157) (n=804)	East King County (n <sub>w</sub> =108) (n=804)
Very Satisfied	53%	49%	46%	65%	51%	52%	54%
Somewhat Satisfied	40%	42%	46%	31%	41%	42%	40%
Somewhat Dissatisfied	4%	5%	7%	<1%	5%	3%	4%
Very Dissatisfied	2%	2%	2%	3%	2%	1%	2%
Don't Know/Neutral	1%	2%	1%	1%	1%	2%	1%

Base: Regular and Infrequent Riders (n<sub>w</sub>=735; n=1,368)  
**Question 56Z:** Overall, how satisfied are you with Metro Transit?  
 May not add to 100% due to rounding error.



## Satisfaction with Specific Transit Elements

Regular and Infrequent Riders rated their satisfaction with a number of specific elements of the transit system.<sup>1</sup> In 2002, Regular and Infrequent Riders were most satisfied with:

- Driver appearance (71% "very satisfied")
- Personal safety waiting for the bus in the daytime (67% "very satisfied")
- Driver courtesy (67% "very satisfied")
- Personal safety on the bus related to the operation of the bus (64% "very satisfied")
- Helpfulness of driver with route / stop information (61% "very satisfied")

Figure 45 shows the percentage of respondents who were *very* or *somewhat satisfied* with each transit service element. A complete breakdown of responses for each element is shown in Table 41.

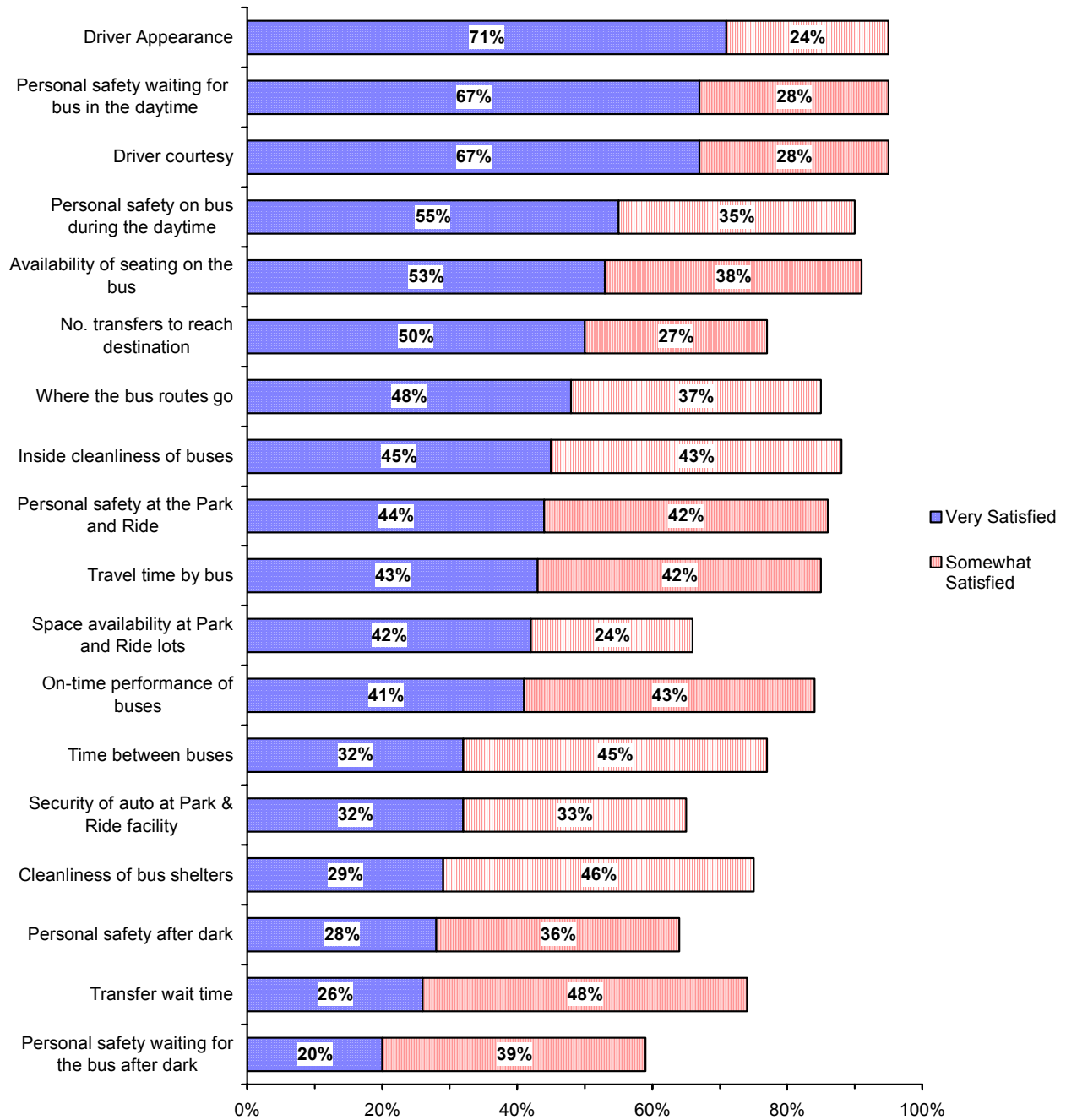
In 2001, eight elements were rated "very satisfied" by fewer than 30% of respondents. In 2002, only four elements fell below 30% in the "very satisfied" category:

- Personal safety waiting for the bus after dark (20% "very satisfied")
- Wait time when transferring buses (26% "very satisfied")
- Personal safety on the bus related to the conduct of others after dark (28%)
- Cleanliness of bus shelters (29%)

---

<sup>1</sup> To avoid respondent fatigue on long series of questions, some questions were asked of a split sample of respondents. These questions are footnoted in the tables. Questions concerning park and ride lots were asked only of respondents who reported using a park and ride lot in the last month and the question concerning wait time when transferring buses was asked only of riders who usually transfer.

Figure 45  
Rider Satisfaction with Transit Service Elements



Base: Regular and Infrequent Riders (n<sub>w</sub>=735; n=1,368)

Questions 56A-W: 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.

\* Denotes split sample. See Table 41 footnote for bases on split samples.

Table 41  
Rider Satisfaction with Specific Transit Elements

<i>Sum Across Columns</i>	<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>No Opinion/Ref</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>
Driver appearance	71%	24%	3%	1%	<1%
Personal safety waiting for the bus in the daytime	67%	28%	1%	3%	1%
Driver courtesy	67%	28%	1%	3%	1%
Personal safety on the bus related to the operation of the bus <sup>1</sup>	64%	31%	<1%	3%	1%
Helpfulness of driver with route/stop information	61%	29%	4%	4%	2%
Personal safety on the bus related to the conduct of others during the daytime	55%	35%	2%	6%	2%
Availability of seating on the bus	53%	38%	1%	6%	3%
Number of transfers to get to where you are going	50%	27%	12%	6%	4%
Where the bus routes go	48%	37%	2%	8%	5%
Inside cleanliness of buses	45%	43%	1%	8%	3%
Personal safety at the Park and Ride lot <sup>4</sup>	44%	42%	9%	3%	3%
Travel time by bus	43%	42%	1%	8%	6%
Ability to get a space at Park and Ride lots <sup>4</sup>	42%	24%	21%	9%	5%
On-time performance of buses	41%	43%	<1%	11%	4%
Time between buses	32%	45%	4%	14%	5%
Security of your automobile at the Park and Ride lot <sup>4</sup>	32%	33%	22%	8%	5%
Cleanliness of bus shelters <sup>2</sup>	29%	46%	4%	15%	5%
Personal safety on the bus related to the conduct of others after dark	28%	36%	22%	10%	5%
Wait time when transferring buses <sup>3</sup>	26%	48%	1%	19%	6%
Personal safety waiting for the bus after dark	20%	39%	22%	13%	6%

Base: Regular and Infrequent Riders (n<sub>w</sub>=735; n=1,368)

**Questions 56a-w:** 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.

<sup>1</sup> A split sample of respondents were asked about this attribute: (n<sub>w</sub>=379; n=708)

<sup>2</sup> A split sample of respondents were asked about this attribute: Group 2 (n<sub>w</sub>=356; n=659)

<sup>3</sup> Usually transfer (n<sub>w</sub>=301; n=577)

<sup>4</sup> Used Park and Ride lot in past year (n<sub>w</sub>=312; n=659)

May not add to 100% due to rounding error.

### Ratings Compared to Past Years

The percentage of Riders who said they were "very satisfied" increased for nearly every element queried when compared to last year. A comparison of "very satisfied" responses across transit elements over the past four years is shown in Table 42.

As Table 42 shows, the percentage of Riders who said they were "very satisfied" with specific elements of the service increased substantially for driver appearance, availability of seating on the bus, time between buses, and cleanliness of bus shelters.

Table 42 Satisfaction with Specific Transit Elements Very Satisfied				
	1999	2000	2001	2002
Driver appearance	60%	60%	61%	71%
Personal safety waiting for the bus in the daytime	64%	66%	61%	67%
Driver courtesy	N/A	65%	N/A	67%
Personal safety on the bus related to the operation of the bus <sup>1</sup>	62%	72%	65%	64%
Helpfulness of driver with route/stop information	57%	N/A	N/A	61%
Personal safety on the bus related to the conduct of others during the daytime	49%	51%	52%	55%
Availability of seating on the bus	41%	47%	43%	53%
Where the bus routes go	42%	39%	48%	48%
Inside cleanliness of buses	39%	43%	39%	45%
Personal safety at the Park and Ride lot <sup>4</sup>	N/A	N/A	N/A	44%
Travel time by bus	35%	36%	37%	43%
On-time performance of buses	39%	41%	35%	41%
Time between buses	24%	24%	24%	32%
Security of your automobile at the Park and Ride lot <sup>4</sup>	N/A	N/A	N/A	32%
Cleanliness of bus shelters <sup>2</sup>	23%	24%	20%	29%
Personal safety on the bus related to the conduct of others after dark	24%	24%	28%	28%
The wait time when transferring buses <sup>3</sup>	N/A	N/A	18%	26%
Personal safety waiting for the bus after dark	18%	18%	22%	20%
Base: Regular and Infrequent Riders (n <sub>w</sub> =735; n=1,368)				
<b>Questions 56A-W:</b> 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.				
<sup>1</sup> A split sample of respondents were asked about this attribute: (n <sub>w</sub> =379; n=708)				
<sup>2</sup> A split sample of respondents were asked about this attribute: Group 2 (n <sub>w</sub> =356; n=659)				
<sup>3</sup> Usually transfer (n <sub>w</sub> =301; n=577)				
<sup>4</sup> Used Park and Ride lot in past year (n <sub>w</sub> =312; n=659). In 1999-2001, these questions were asked of all riders so data are not directly comparable.				

Three elements showed a consistent trend across the last three to four years:

- Personal safety on the bus relating to the conduct of others during the day increased from 49% "very satisfied" in 1999 to 55% in 2002.
- Satisfaction with driver appearance increased slightly from 60% "very satisfied" in 2000 to 61% in 2001 and then jumped to 71% in 2002.
- Satisfaction with "personal safety related to operation of the bus" declined from 72% "very satisfied" in 2000, to 65% in 2001 and to 64% in 2002—which is 2 percentage points higher than in 1999 (62%).

#### Rating Differences between Regular and Infrequent Riders

In 2002, Regular and Infrequent Riders differed significantly in satisfaction ratings for five transit elements. Infrequent Riders were more likely than Regular Riders to be "very satisfied" with:

- Driver courtesy (Infrequent Riders 72% v. 64% Regular Riders)
- Helpfulness of driver with route or stop information (69% v. 57%)
- Inside cleanliness of buses (52% v. 41%)

Regular Riders were more likely than Infrequent Riders to be "very satisfied" with:

- Number of transfers to get where you are going (54% Regular Riders v. 44% Infrequent Riders)
- Where the bus routes go (52% v. 40%)

#### Rating Differences by Geographic Area

Satisfaction with the various elements of transit service differed depending on where the respondent lived. Table 43 lists the elements for which the difference in "very satisfied" ratings among residents of the three major geographic areas was significant at the 95% confidence level.

Residents of South King County were significantly less likely to be "very satisfied" with transit service elements related to personal safety when waiting for the bus, riding the

bus, or at Park and Ride lots. They were also less likely to be "very satisfied" with seating availability on the bus.

Table 43 Satisfaction with Specific Transit Elements by Geographic Area of Residence <i>Very Satisfied</i>			
	North King County (n <sub>w</sub> =471)	South King County (n <sub>w</sub> =157)	East King County (n <sub>w</sub> =108)
Personal safety waiting for the bus in the daytime	68%	57%	76%
Personal safety on the bus during the daytime	54%	49%	68%
Availability of seating on the bus	52%	50%	61%
Personal safety at the Park and Ride lot*	44%	32%	58%
Inside cleanliness of buses	41%	48%	59%
On-time performance of buses	37%	48%	46%
Security of your automobile at the Park and Ride lot*	29%	28%	42%
Base: Regular and Infrequent Riders (n <sub>w</sub> =735; n=1,368) <b>Questions 56A-W:</b> 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. * Includes only respondents who used Park and Ride lot in past year (n <sub>w</sub> =123 North King County, 102 South King County, 87 East King County)			

The reverse is true for residents of East King County. Residents of this area were the most likely to be "very satisfied" with all safety elements including "security of your automobile at the Park and Ride lot". Riders from East King County were also the most likely to be "very satisfied" with "the availability of seating on the bus" and with "inside cleanliness of buses".

Residents of North King County were the least likely to be "very satisfied" with "on-time performance of the bus" and "inside cleanliness". In most other respects, Riders from North King County who rated each element as "very satisfied" fell between the proportion from South and East King County.

### Relationship between Transit Elements and Overall Satisfaction

This report includes a new analysis to determine the impact of the various transit elements discussed above on the Overall Satisfaction rating for King County Metro. The goal of this analysis was to identify the factors that most influence overall satisfaction with King County Metro and determine if these factors differ for Infrequent

and Regular Riders. A complete description of the methods used for this analysis is found in the Methodology section.

The first step was to compute a principal components factor analysis. This statistical technique is used to reduce a set of elements into groups of elements, or factors, that are highly correlated with one another. The second and third steps used regression analysis to determine the relative weight of each transit service element within the various factors and then to determine the relative contribution of each factor to the Overall Satisfaction ratings for King County Metro.

Six factors were found to have a statistically significant effect on Overall Satisfaction. Taken together, the  $R^2$  value resulting from the regression was .437, meaning that the identified factors combined to explain 44% of the variation in Overall Satisfaction scores. The remaining 56% of the variation in Overall Satisfaction is dependent on attributes not explored in this study.

#### *Transit Elements that Drive Overall Satisfaction*

Two analyses were conducted as outlined above--one based on satisfaction scores among Infrequent Riders and one based on responses from Regular Riders.

The analysis based on Infrequent Rider responses to the satisfaction questions was unable to group the different transit service elements into cohesive factors, possibly due to the small sample size (n=166).

For Regular Riders (n=1,202), the factor analysis identified six discrete factors that contribute to Overall Satisfaction. These factors and their attendant attributes are shown in descending order of influence in Table 44.

**Ride Time** (*where the bus routes go, the number of transfers you have to make to get where you're going, the travel time by bus*) is the primary driver of Overall Satisfaction scores among the factors tested. It is followed closely by **Wait Time** which incorporates

the Riders' waiting experience (*wait time when transferring buses, time between buses, on-time performance of buses*).

Two factors of moderate and approximately equal importance to Overall Satisfaction were **Ride Comfort** (*availability of seating on the bus, cleanliness inside buses, and personal safety related to operation of the bus*) and **Driver Performance** (*driver courtesy, helpfulness of the driver with route and stop information, driver appearance*).

**Personal Safety** (waiting for and riding the bus) was surprisingly low in terms of its influence on Overall Satisfaction. One explanation for this finding may be the dichotomy between satisfaction scores on personal safety issues during the day and after dark. As shown in Table 44, more than half of all Riders were "very satisfied" when waiting for or riding the bus during daylight hours. After dark, only 20% were "very satisfied" with their waiting experience and 28% with their riding experience. It may also be due to the high percentage of respondents who did not have an opinion on the after dark questions. These respondents may only ride Metro during daylight hours. It is important to note that this finding only indicates that **Personal Safety** does not explain as much of the variance in Overall Satisfaction ratings as **Ride Time** or **Wait Time**. It does not mean that safety is unimportant to Metro Riders.

The least influential of the six factors identified was **Park and Ride Lots**<sup>1</sup>. One reason for this may be that all the questions in this factor were asked only of respondents who reported using a Park and Ride lot within the past year (56% of Regular Riders). Consequently, Park and Ride concerns are less influential in a regression model that includes all Regular Riders. If the factor and regression analyses looked at Overall Satisfaction scores only among Park and Ride users, it is possible the individual attributes would cluster differently for members of this group and that Park and Ride concerns would be more important in explaining Overall Satisfaction scores.

---

<sup>1</sup> In the original principal components factor analysis, *ability to get a parking space at Park and Ride lots*, fell out as an independent factor that did not, by itself, have a statistically significant impact on Overall Satisfaction. When this attribute was included with other Park and Ride attributes, the influence of the Park and Ride experience on Overall Satisfaction became more pronounced.



Table 44  
**Factor and Attribute Weights Contributing to Overall Satisfaction  
Among Regular Riders**

Factor	Attributes Within Each Factor	Attribute Weight	Factor Weight
<b>Ride Time</b>			<b>24%</b>
	Where the buses go	43%	
	Number of transfers you have to make <sup>2</sup>	40%	
	Travel time by bus	17%	
<b>Wait Time</b>			<b>22%</b>
	Wait time when transferring <sup>2</sup>	56%	
	Time between buses	27%	
	On-time performance of buses	17%	
<b>Ride Comfort</b>			<b>17%</b>
	Availability of seating on the bus	65%	
	Cleanliness inside the buses	19%	
	Personal safety related to operation of the bus <sup>1</sup>	16%	
<b>Driver Performance</b>			<b>17%</b>
	Driver courtesy	36%	
	Helpfulness of driver	36%	
	Driver appearance	28%	
<b>Personal Safety</b>			<b>11%</b>
	Personal safety waiting for the bus after dark	41%	
	Personal safety on the bus after dark	36%	
	Personal safety on the bus during the day	12%	
	Personal safety waiting for the bus in the daytime	11%	
<b>Park and Ride Lots</b>			<b>9%</b>
	Ability to get parking space at Park and Ride lots <sup>3</sup>	51%	
	Automobile security at Park and Ride lots <sup>3</sup>	43%	
	Personal safety at Park and Ride lots <sup>3</sup>	6%	

Base: Regular Riders (n=1,202)

**Questions 56A-W:** 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.

**Question 56Z:** Overall, how satisfied are you with Metro Transit?

<sup>1</sup> Denotes a split sample of respondents received this attribute: Group 1 (n=624)

<sup>2</sup> Asked only of riders who usually transfer (n=513)

<sup>3</sup> Asked of riders who used Park and Ride lot in past year (n=679)

## **APPENDIX**

## Regional Zip Codes

The following table illustrates the zip codes that are in the Metro service area broken down by the geographic area to which each is assigned.

Seattle / North	South King	East King
98028	98001	98004
98101	98002	98005
98102	98003	98006
98103	98010	98007
98104	98022	98008
98105	98023	98011
98106	98030	98014
98107	98031	98019
98108	98032	98024
98109	98035	98025
98112	98038	98027
98115	98042	98029
98116	98047	98033
98117	98051	98034
98118	98055	98039
98119	98056	98040
98121	98058	98045
98122	98059	98050
98125	98070	98052
98126	98092	98053
98133	98146	98065
98134	98148	98068
98136	98158	98072
98144	98166	98074
98154	98168	98224
98155	98178	98288
98161	98188	98009
98164	98198	Postal Zip Codes
98177	Postal Zip Codes	98009
98195	98013	98041
98199	98054	98073
Postal Zip Codes	98057	98083
98111	98062	
98114	98063	
98124	98064	
98145	98071	
98160		

## Table of Weights

	SUBAREA			
	North	South	East	Total
<b>Population</b>	291,635	252,494	176,673	720,802
<b>Contacts</b>				
Rider	597	597	597	1,791
Infrequent Rider	242	341	386	969
Non-rider	899	3,604	3,968	8,471
<b>Assumed in Population</b>				
Rider	110,176	27,491	18,166	
Infrequent Rider	40,607	19,449	14,052	
Non-rider	150,851	205,554	144,455	
	291,635	252,494	176,673	720,802
<b>Sample</b>				
Rider	401	401	400	
Infrequent Rider	80	33	53	
Non-rider	320	370	351	2,409
<b>Weight</b>				
Rider	0.8349	0.2291	0.1518	
Infrequent Rider	1.6964	1.9697	0.8861	
Non-rider	1.5755	1.8567	1.3755	
<b>Weighted sample size</b>				
Rider	335	92	61	488
Infrequent Rider	136	65	47	248
Non-rider	504	687	483	1674

# Rotated Component Matrix

Rotated Component Matrix <sup>a</sup>

	Component						
	1	2	3	4	5	6	7
Q56C Inside cleanliness of buses. AS NEEDED: <sel2>	.356	.233	.203	-3.773E-02	.440	5.300E-02	-.131
Q56D Availability of seating on the bus. AS NEEDED: <sel2>	7.436E-02	4.894E-02	7.969E-02	.166	.790	4.110E-02	.159
Q56E Where the bus routes go. AS NEEDED: <sel2>	8.334E-02	.120	9.969E-02	.774	8.568E-02	9.054E-02	2.987E-03
Q56F Time between buses. AS NEEDED: <sel2>	.123	7.997E-02	.715	.283	.102	7.929E-02	5.010E-02
Q56G Driver Appearance. AS NEEDED: <sel2>	.137	.658	-3.200E-03	.153	7.036E-02	.131	-9.842E-02
Q56H The ability to get a parking space at park and ride lots. AS NEEDED: <sel2>	6.341E-02	2.322E-02	3.393E-02	3.960E-02	8.862E-02	9.438E-02	.946
Q56J The number of transfers you have to make to get where you are going. AS NEEDED: <sel2>	8.788E-02	.153	.191	.734	-1.547E-02	2.437E-02	7.923E-02
Q56K The wait time when transferring buses. AS NEEDED: <sel2>	5.958E-02	8.729E-02	.788	.152	-2.302E-02	-1.326E-02	2.220E-02
Q56L Travel time by bus. AS NEEDED: <sel2>	.106	7.352E-02	.396	.571	.223	5.422E-02	-6.819E-02
Q56N Personal safety on the bus related to the conduct of others during the daytime. AS NEEDED: <sel2>	.578	.212	-5.234E-03	9.355E-02	.455	6.627E-02	-6.728E-02
Q56O Personal safety on the bus related to the conduct of others after dark. AS NEEDED: <sel2>	.808	.130	7.367E-02	7.382E-02	9.892E-02	4.371E-02	4.641E-02
Q56P Personal safety on the bus related to the operation of the bus. AS NEEDED: <sel2>	.224	.417	.134	-8.246E-02	.315	4.775E-02	.166
Q56Q Personal safety waiting for the bus in the daytime. AS NEEDED: <sel2>	.521	.150	-4.630E-02	.233	.338	.180	-3.519E-02
Q56R Personal safety waiting for the bus after dark. AS NEEDED: <sel2>	.808	3.369E-02	.171	6.319E-02	-6.031E-02	.118	.106
Q56S Personal safety at the park-and-ride lot. AS NEEDED: <sel2>	.259	.114	8.759E-02	6.995E-02	2.019E-02	.774	2.608E-03
Q56T Security of your automobile at the park-and-ride lot. AS NEEDED: <sel2>	9.327E-03	3.762E-02	1.700E-02	6.817E-02	9.044E-02	.854	9.402E-02
Q56V Driver courtesy. AS NEEDED: <sel2>	5.097E-02	.779	.116	.123	.117	2.623E-02	5.241E-02
Q56W Helpfulness of driver with route/stop information. AS NEEDED: <sel2>	8.879E-02	.758	.122	.108	2.670E-02	3.273E-03	2.002E-02
Q56A On-time performance of buses. AS NEEDED: <sel2>	5.574E-02	.216	.551	7.395E-02	.440	9.604E-02	-1.317E-02

Extraction Method: Principal Component Analysis.  
 Rotation Method: Varimax with Kaiser Normalization.

<sup>a</sup>. Rotation converged in 7 iterations.

**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

**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

**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?>

<b>\$E 0 9</b>		
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<wrd11>?	
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 1-4*  
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 1-4*

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 1-4*

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 PSOVS=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

**Q65**

Have you ever visited Metro's website at [www.transit.metrokc.gov](http://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 ..... 999999999

**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