

## 2016 Fare Survey Final Questionnaire

Tablet records: Surveyor name, device ID, date, survey start and end time

### Surveyor

Is the rider willing to take survey?

- If yes, continue
- If no, thank and terminate. Refusal is recorded and used for response rate.
- Is incomplete, but missing required questions

### Surveyor

- Enter Route
- Enter Direction

### Surveyor

Does the person age 12 or older speak:

- English
- Spanish
- Some other language

If English or Spanish, go to appropriate survey.

If some other language, turn to first translated page and have respondent answer questions:

A. Language I speak at home: \_\_\_\_\_

*List of languages is: Vietnamese, Chinese (simplified), Russian, Korean, Japanese, Ukrainian, Romanian, Tagalog, Arabic, Cambodian (Mon-Khmer), Somali.*

*Based on language picked in A, go to next page translated into appropriate language.*

B. How well do you speak English?

- Not at all
- Not well
- Well
- Very well

C. Thank you. Please hand the tablet back to the surveyor.

English and Spanish surveys - \*indicates required answer – respondent will not know which are required

### Introduction

TriMet would like to know about the trip you are currently making.

Please take this survey even if you have already taken one on another bus or train.

All the answers you give on this survey are completely confidential and will only be used when grouped with the answers of others. You will not be asked for any information identifying who you are.

To move to the next question, swipe across screen or tap arrow at bottom of screen.

\* 1. Do you have to transfer to or from a different line to make this trip in **one** direction?

- No
- Yes, transfer 1 time
- Yes, transfer 2 times
- Yes, transfer 3 times or more

Ask if yes in Q1

\* 2. What line(s) do you transfer to or from? *(do not include the route you are on) (check all that apply)*

- MAX Blue Line
- MAX Red Line
- MAX Yellow Line
- MAX Green Line
- MAX Orange Line
- Portland Streetcar - NS Line
- Portland Streetcar - A Loop
- Portland Streetcar - B Loop
- WES Commuter Rail
- C-TRAN
- Portland Aerial Tram
- 1 – Vermont
- 4 - Division/Fessenden
- 6 - Martin Luther King Jr Blvd
- 8 - Jackson Park/NE 15<sup>th</sup>
- 9 - Powell Blvd
- 10 - Harold St
- 11 - Rivergate/Marine Dr
- 12 - Barbur/Sandy Blvd
- 14 – Hawthorne
- 15 - Belmont/NW 23<sup>rd</sup>
- 16 - Front Ave/St Helens Rd
- 17 - Holgate/Broadway
- 18 - Hillside19 - Woodstock/Glisan
- 20 - Burnside/Stark
- 21 - Sandy Blvd/223<sup>rd</sup>
- 22 – Parkrose
- 23 - San Rafael
- 24 – Fremont
- 25 - Glisan/Rockwood
- 29 - Lake/Webster Rd
- 30 - Estacada32 – Oatfield
- 33 - McLoughlin/King Rd
- 34 - Linwood/River Rd
- 35 - Macadam/Greeley
- 36 - South Shore37 - Lake Grove
- 38 - Boones Ferry Rd
- 39 - Lewis & Clark43 - Taylors Ferry Rd
- 44 - Capitol Hwy/Mocks Crest
- 45 - Garden Home
- 46 - North Hillsboro
- 47 - Baseline/Evergreen
- 48 – Cornell
- 50 - Cedar Mill
- 51 – Vista
- 52 - Farmington/185<sup>th</sup>
- 53 - Arctic/Allen
- 54 - Beaverton-Hillsdale Hwy
- 55 – Hamilton
- 56 - Scholls Ferry Rd
- 57 - TV Hwy/Forest Grove
- 58 - Canyon Rd

- 59 - Walker/Park Way
- 61 - Marquam Hill/Beaverton
- 62 - Murray Blvd
- 63 - Washington Park/Arlington Hts
- 64 - Marquam Hill/Tigard
- 65 - Marquam Hill/Barbur Blvd
- 66 - Marquam Hill/Hollywood
- 67 - Bethany/158<sup>th</sup>
- 68 - Marquam Hill/Collins Circle
- 70 - 12th/NE 33rd Ave
- 71 - 60th Ave/122nd Ave
- 72 - Killingsworth/82nd Ave
- 75 - Cesar Chavez/Lombard
- 76 - Beaverton/Tualatin
- 77 - Broadway/Halsey
- 78 - Beaverton/Lake Oswego
- 79 - Clackamas/Oregon City
- 80 - Kane/Troutdale Rd
- 81 - Kane/257<sup>th</sup>
- 84 - Powell Valley/Orient Dr
- 85 - Swan Island
- 87 - Airport Way/181<sup>st</sup>
- 88 - Hart/198<sup>th</sup>
- 92 - South Beaverton Express
- 93 - Tigard/Sherwood
- 94 - Pacific Hwy/Sherwood
- 96 - Tualatin/I-599 - Macadam/McLoughlin
- 152 – Milwaukie
- 154 - Willamette/Clackamas Heights
- 155 – Sunnyside
- 156 - Mather Rd
- Orange Night Bus
- Yamhill County
- CC Rider
- SAM
- SMART
- CAT (Canby version)
- Swan Island Evening Shuttle
- North Hillsboro Link
- GroveLink
- Tillamook County
- Towncenter Xpress
- Tualatin Shuttle
- Other (specify) → *bring up area to type open-end*

3. How many trips have you made on a TriMet bus or MAX or WES in the last week? (*count each direction as one trip*)

- Enter number (less than 70)

\* 4. How did you pay your fare for this trip?

- TriMet fare
- C-TRAN fare → **Skip to Q9**
- Streetcar fare → **Skip to Q9**

\* 5. Which fare type do you have?

- Adult
- Youth
- Honored Citizen
- LIFT
- Employee ID with TriMet sticker → **Skip to Q10**
- High School ID with TriMet sticker → **Skip to Q10**
- College ID with TriMet Sticker and/or embedded with TriMet logo → **Skip to Q10**
- Honored Citizen Downtown Pass → **Skip to Q10**
- Other (specify) → *bring up area to type open-end* → **Skip to Q10**

\* 6. Did you purchase a ...

- Single 2 ½ hour ticket
- Book of 10 2 ½ hour tickets
- 1-Day Pass
- Book of 5 1-Day Passes
- 7-Day Pass
- 14-Day Pass
- Monthly/30-Day Pass
- Annual Pass

*Ask if 1-Day Pass or Book of 5 1-Day Passes in Q6*

\* 7. How many one-way trips will you make on your Day Pass today?

- Drop down list from 1-10 or more

*Ask if Single 2 ½ hour ticket or Book of 10 2 ½ hour tickets in Q6*

\* 8. Is your single-fare payment being used for a one-way trip or a round-trip?

- One-way trip
- Round-trip

\* 9. Where did you purchase or get your fare for this trip?

- On-board the vehicle
- Ticket Vending Machine
- Retail Store
- Work
- School
- Mobile Ticket App
- TriMet Ticket Office
- Online
- Social Service Agency purchased for me
- Other (specify) → *bring up area to type open-end*

10. For ALL purchases, not just fares, which of the following do you use? (*check ALL that apply*)

- Cash
- Checking or savings account
- Bank issued debit or credit card
- Pre-paid debit or credit card
- Pre-paid gift card
- Money order or cashier's check
- Smart phone payment apps (including Android and Apple Pay)

\* 11. Are you a college student?

- No
- Yes, part-time
- Yes, full-time

*Ask if yes in Q11*

12. Which college do you attend?

- Clackamas Community College
- Concordia University
- Lewis & Clark College
- Mount Hood Community College
- Oregon Health and Science University
- Pacific University
- Portland Community College
- Portland State University
- Reed College
- University of Portland
- Other (specify) → *bring up area to type open-end*

13. Do you have a smart phone?

- Yes
- No
- Don't know

14. Do you have access to the internet?

- Yes
- No
- Don't know

15. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or more

16. What is your gender?

- Female
- Male
- Other

17. What is your race or ethnicity? → *(check all that apply)*

- Asian/Pacific Islander
- African American/Black
- Caucasian/White
- Hispanic/Latino
- Native American Indian
- Multi-racial/bi-racial
- Other (specify) → *bring up area to type open-end*

18. Do you have a disabling health condition?

- No
- Yes

19. How would you get to the places you need to go if TriMet was not an option? (*Check all that apply*)

- Drive my own car, truck, van or motorcycle
- Get rides from someone else
- Walk
- Bike
- Use carshare services like Zipcar or Car2Go
- Use ride hail services like taxi, Lyft or Uber
- I would not be able to go where I need to go
- Other (specify) → *bring up area to type open-end*

20. Do you normally have a car available for your use, either as the driver or as a passenger (not including carshare services like Zipcar or Car2Go)?

- Yes
- No

21. Including yourself, how many people live in your household?

- Drop down list from 1-10 or more

22. How many working cars, trucks, vans or motorcycles are there in your household?

- Drop down list from 0-10 or more

23. What was your total annual household income before taxes in 2015?

- Under \$10,000
- \$10,000 - \$19,999
- \$20,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$69,999
- \$70,000 - \$79,999
- \$80,000 - \$89,999
- \$90,000 - \$99,999
- \$100,000 or more
- Don't know

*Ask if survey is in Spanish*

24. How well do you speak English?

- Not at all
- Not well
- Well
- Very well

End

Thank you. Please hand the tablet back to the surveyor.