

Survey Instrument (English)



Department of Transportation
Metro Transit Division
King Street Center, KSC-TR-0415
201 S. Jackson St
Seattle, WA 98104
206-553-3000 TTY Relay: 711
www.kingcounty.gov/metro

Alternative Formats Available
206-477-3832 TTY: 711

Officer: _____

Date: _____ Time: _____

Route: _____ Direction: _____

Contact Location: _____

Violation Code: ME MF MI MN OB OE
OF OI OP OT OX UP



How are we doing?

Metro is reviewing our fare enforcement program to see if we need to make any changes. Please fill out this survey and either give it back to a fare enforcement officer or drop it in any mailbox within five days of receiving it. Your responses are for research purposes only and will not result in enforcement action. Sharing your thoughts will help us improve our service for everyone.

1. What was the primary purpose of the trip you were taking when you received this survey?

- ₁ Commute to/from work
- ₂ Commute to/from school
- ₃ Appointments (business, medical, etc.)
- ₄ Recreation or social
- ₅ Shopping or errands
- ₆ Other (please specify):

2. Why didn't you have proper fare for this trip?

- ₁ I forgot my ORCA card/money
- ₂ I forgot to "tap" my ORCA card
- ₃ I lost my ticket/transfer
- ₄ I thought my transfer was valid
- ₅ I could have paid the fare, but took a chance
- ₆ I could not afford to pay the fare
- ₇ I didn't have a chance to add value to my ORCA card
- ₈ I "tapped" my ORCA card, but it didn't work
- ₉ Other (please specify):

3. Do you ever use any of these reduced fare products? (Check all that apply).

- ₁ ORCA LIFT card (for riders with low incomes)
- ₂ Regional Reduced Fare Permit (seniors or riders with disabilities)
- ₃ ORCA youth card
- ₄ Human Services Ticket
- ₅ None of the above

4. How old are you? _____

5. Do you identify as ... (Check all that apply.)

- ₁ American Indian/Alaskan Native
- ₂ Asian/Pacific Islander
- ₃ Black/African American
- ₄ Latino/Hispanic
- ₅ White/Caucasian
- ₆ Other (please specify):

6. What is your monthly household income?

- ₁ No income
- ₂ Less than \$1,000
- ₃ \$1,000 – \$2,000
- ₄ \$2,001 – \$2,700
- ₅ \$2,701 – \$3,500
- ₆ \$3,501 – \$4,200
- ₇ \$4,201 – \$4,900
- ₈ More than \$4,900
- ₉ I don't know/prefer not to say

7. Including yourself, how many people are in your household? _____

8. What is your home ZIP Code? _____

- ₁ Currently homeless/no home ZIP Code
- ₂ I don't know

If you would like to help us evaluate our fare enforcement program by participating in future research, please give us the following contact information.

First name: _____

Email or phone number: _____

Tear or cut here to separate survey. Moisture glue strip to seal envelope closed.