



Downtown Tunnel Project Customer Research Findings

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EXECUTIVE SUMMARY

Introduction

The downtown Seattle transit tunnel, a thoroughfare for specific bus routes traveling through downtown Seattle, closed in September 2005 to allow for construction of a light rail line. The tunnel re-opened to bus traffic on September 24, 2007. Light rail operations are slated to begin in 2009. During the construction period, buses that formerly used the tunnel have been re-routed onto surface streets in downtown Seattle.

King County Department of Transportation, Metro Division (KC Metro), acting on behalf of a multi-agency team contracted with the Gilmore Research Group to evaluate the behavior of bus riders and auto drivers before, during, and after the tunnel closure.¹ The purpose of the research is to understand:

- Changes in use of the downtown Seattle area
- How changes in bus routes affected travel time to and within downtown Seattle
- Satisfaction with various elements of travel within downtown Seattle such as travel time, parking availability, and on-time performance at downtown bus stops
- Overall satisfaction with the downtown Seattle experience

A baseline study of downtown Seattle users was conducted in August 2005, approximately one month before the tunnel closed. A follow-up survey was conducted in the summer of 2007 while the tunnel was closed. The Fall 2007 survey is the first formal survey conducted after the tunnel re-opened.

Methodology

Gilmore Research worked with King County Metro Transit staff to develop a questionnaire suitable for the three survey respondent groups targeted for the study: bus riders, auto travelers who park in downtown surface lots or parking garages, and auto travelers to downtown who pay to park on downtown streets. Topics explored in the survey include:

- Reasons for coming to downtown Seattle
- Travel mode to downtown
- Travel time to downtown Seattle destinations

¹ Team members include: Sound Transit, Community Transit, the City of Seattle and KC Metro Transit

- Personal comfort and satisfaction with various elements of the downtown experience
- Sources of information about the tunnel re-opening

Between October 16 and November 20, 2007 Gilmore research staff collected data from three discrete populations who use the downtown area (404 bus riders, 231 auto drivers who parked in downtown lots or garages, and 192 auto drivers who parked on downtown streets). The sampling frame consisted of a complete list of the bus stops, parking garages, parking lots and selected parking blocks in downtown Seattle. Clusters of bus stops, garage/lot locations and parking blocks were randomly selected from this list for data collection purposes.

Since the population of downtown users in each of these groups is unknown, it is not possible to combine the data into a proportionately representative “snapshot” of all downtown users. For this reason, even though respondents from the bus rider sample may also travel to downtown by automobile and vice versa, findings from each cluster sample group are analyzed separately.

In 2005, just 41 interviews were conducted with individuals parked at downtown meters. Due to the small sample size, findings from this group were not analyzed in 2005 and are not used for comparison purposes with 2006 and 2007 data. Comparisons are drawn across all three waves of the survey for the other two sample types.

Key Findings

Respondent Profile

At least three-quarters of respondents from the Bus (80%) and Garage/Lot Clusters (79%) are commuters to downtown Seattle for work or school as are 70% of those from the On-Street Parking Clusters. The majority of respondents in the Bus (57%) and On-Street Parking Clusters (59%) live in North King County as do a substantial number of Garage/Lot Cluster respondents (42%). Respondents from the On-Street Parking sample were significantly more likely to be male than those in the Bus Cluster group.

Travel to Downtown Seattle

- More than six in ten respondents in both the Bus Cluster sample and the Garage/Lot sample reported traveling to downtown Seattle 20 or more times per month (72% Bus, 63% Garage/Lot), significantly more than respondents from the Parking Meter sample (54%). The percentage of Garage/Lot respondents who come downtown 20 or more times a month is significantly lower than it was in both 2005 and 2006 (72% each), but was unchanged for the other two respondent groups.

- 81% of respondents from the Bus Cluster sample and 84% from the Garage/Lot sample work or attend school in downtown Seattle, slightly, but not significantly more than those from the On-Street Cluster sample (75%). The majority of these respondents make at least 20 trips downtown for work or school each month (86% from Bus Cluster sample, 72% from Garage/Lot sample and 69% from Parking Meter sample). These proportions are similar to findings in earlier surveys.
- More than half of the respondents in all three sample groups travel downtown for shopping, medical appointments or to run errands (57% Bus, 53% Garage/Lot and 62% On-Street Parking). Garage/Lot Cluster respondents reported significantly fewer of these types of trips on average in 2007 than in 2006 (3.6 and 5.3 trips per month respectively) while those in the Bus Cluster and On-Street Parking Cluster samples did not change significantly.
- Nearly six in ten Bus Cluster respondents reported coming downtown for entertainment purposes (59%) as did 72% of those in the Garage/Lot and On-Street Parking sample groups. Respondents from each sample group reported an average of 2 to 4 trips downtown for entertainment purposes (3.0 Bus Clusters, 2.4 Garage/Lot Clusters, and 3.8 On-Street Parking Cluster). The average number of entertainment trips for respondents in these sample groups has not changed significantly since 2006.
- More than six in ten respondents from each of the three sample groups reported that they come to downtown Seattle as often now as they did a year ago (61% Bus Cluster, 62% for Garage/Lot Cluster, 67% for On-Street Parking Cluster respondents). When compared with findings from 2006, responses from the Bus Cluster sample showed a significant increase in the percentage who said they come to downtown Seattle more often than they did a year ago (22% in 2006 and 30% in 2007). None of the respondents said the reason they come downtown less often was related to the tunnel re-opening.
- Reported use of a car to travel to and around downtown Seattle did not change significantly since 2006 for respondents in any of the three sample groups.
- Half (50%) of the bus riders in the Bus Cluster sample, 44% of those in the Garage/Lot sample and 40% of those in the On-Street Parking sample were satisfied with how the tunnel re-opening has affected bus travel downtown. Very few respondents were dissatisfied (11% Bus Cluster, 8% Garage/Lot Cluster, 3% On-Street Parking Cluster) with the remainder saying they were neither satisfied nor dissatisfied.
- For both Bus and Garage/Lot respondents, travel is most common during the morning commute hours from 6 to 9 a.m. on weekdays (77% and 67% respectively reported traveling during morning commute hours). Approximately half (47% to

53%) of respondents from the On-Street Cluster reported traveling during all time periods queried in the survey.

- Respondents coming downtown for work or school are especially likely to travel during weekday morning commute hours (87% of Bus Cluster respondents, 78% of Garage/Lot respondents and 59% of On-street parking respondents). Those coming downtown to shop or run errands were most likely to travel on weekends during the day (60% Bus, 54% Garage/Lot, 55% of On-street parking) while those coming downtown for entertainment traveled more often on weekend evenings (55% Bus, 65% Garage/Lot, and 67% On-street parking).
 - Significantly fewer respondents in the Bus Cluster sample reported traveling to downtown Seattle between 3 p.m. and 6 p.m. on weekdays and on weekend evenings than in either 2005 or 2006 (30% in 2007 compared to 41% in 2006 and 42% in 2005).
 - Significantly fewer Garage/Lot respondents in 2007 reported traveling to downtown Seattle on weekdays during morning commute hours than in 2006 (67% and 75% respectively). Similar findings for this group were noted for travel during evening commute hours (26% in 2007 compared to 37% in 2006).
 - In 2007, significantly fewer On-Street Parking respondents reported traveling downtown on weekdays between 3 and 6 p.m. than in 2006 (43% compared to 56%).
- Mode choice to downtown was highly correlated with sample type. Riding the bus was the dominant mode choice among respondents from the Bus sample for non-discretionary purposes (93% work/school, 65% shopping/medical/errands). Bus Cluster respondents were as likely to say they usually travel by car (46%) as they were by bus (47%) when coming downtown for entertainment. Among Garage/Lot respondents, car was the most common mode choice for all trip types (84% work/school, 90% shopping/medical/errands, and 93% entertainment). On-Street Parking Cluster respondents were also most likely to travel by car for all trip types (77% work/school, 81% shopping/medical/errands, and 88% entertainment).
- The percentage of Garage/Lot Cluster respondents who usually commute to work or school by car/carpool has increased significantly in each of the last two years from 61% in 2005 to 75% in 2006 to 84% in 2007). Garage/Lot Cluster respondents who use a car for shopping trips also increased significantly from 79% in 2006 to 90% in 2007. On-Street Parking Cluster respondents were significantly more likely to report usually traveling by car for shopping trips (69% in 2006, 81% in 2007) and entertainment trips (77% in 2006 and 88% in 2007).
- Overall travel time from the beginning of a trip to the final destination in downtown Seattle regardless of trip purpose averaged 37.0 minutes for Bus Cluster respondents, 33.8 minutes for Garage/Lot Cluster respondents and 28.1 minutes for On-Street

Parking Cluster respondents. While average travel times for all three groups have increased since 2005, the only statistically significant increase was for Bus Cluster respondents whose average travel time was 32.7 minutes in 2005.

- Bus Cluster respondents had significantly longer travel times to work (41 minutes) than those from the Garage/Lot (35 minutes) and Parking Meter Clusters (30 minutes). Bus Cluster respondents had slightly longer travel times than Garage/Lot customers for shopping/medical/errands (31 and 28 minutes respectively) and significantly longer travel times than On-Street Parking Cluster respondents (23 minutes). Garage/Lot Cluster respondents reported the longest average travel time for entertainment trips (32 minutes compared to 30 minutes for Bus Cluster respondents and 27 minutes for On-Street Parking Cluster respondents).
- Total average travel time for Bus Cluster respondents increased significantly from 32.7 minutes in 2005 to 34.9 minutes in 2006 to 37.0 minutes in 2007. There was a slight, but not significant increase in average travel times for Garage/Lot respondents from 30.0 minutes in 2005 to 33.8 minutes in 2007. The same was true for On-street parking respondents whose average travel time increased from 25.4 minutes in 2005 to 28.1 minutes in 2007.

Overall Impression of Downtown Seattle

In all, 78% of Bus respondents, 69% of Garage/Lot respondents, and 67% of On-Street Parking respondents said their recent experiences in downtown Seattle left them with a “very” or “somewhat” positive impression. The percentage of Garage/Lot respondents with a positive impression of downtown Seattle in 2007 was significantly lower than the percentage recorded in 2006 (78%).

Personal Comfort in Downtown Seattle

- A substantial majority of respondents from all sample groups (85% Bus, 85% Garage/Lot and 85% On-Street Parking) said they are satisfied with their ability to walk around downtown Seattle without feeling crowded. Both the Bus and Garage/Lot groups were less satisfied with downtown crowding than in 2005 and 2006—especially for Garage/Lot respondents where the percentage who said they were “very satisfied” dropped significantly from 51% in 2006 to 46% in 2007. Responses from the On-Street Parking group showed a similar pattern (51% “very satisfied in 2006 to 41% in 2007), but the difference was not statistically significant.
- More than three-quarters of respondents from all sample groups (78% Bus, 74% Garage/Lot and 81% Parking Meter) said they are satisfied with their personal security and safety when in downtown Seattle. Significantly fewer respondents in all three sample groups indicated they were “very satisfied” with their personal safety compared to the percentages recorded in 2006:

- Bus Clusters – 40% in 2006 to 33% in 2007
- Garage/Lot Clusters – 43% in 2006 to 29% in 2007
- On-Street Parking Clusters – 46% in 2006 to 32% in 2007

Satisfaction with Bus Travel in Downtown Seattle

In all, 90% of respondents from the Bus Cluster sample, 11% of respondents from the Garage/Lot sample and 16% of those from the Parking Meter Clusters reported riding the bus to downtown Seattle for at least one of the three trip purposes queried in the survey. Respondents who traveled by bus to downtown Seattle were asked a series of questions about their satisfaction with bus travel in and around downtown.

- More than three-quarters of bus riders from the Bus Cluster Sample were satisfied with:

- *Personal security and safety while waiting for the bus during the day (87%)*
- *The location of your bus stop in downtown (87%)*
- *Personal safety on the bus related to the conduct of others (85%)*
- *The amount of personal space you have when waiting at downtown bus stops (84%)*
- *The bus coming when it is supposed to when you are leaving downtown (82%)*

Bus Cluster respondents were the least satisfied with *the amount of time you have to wait in between buses* (35% dissatisfied). Satisfaction with all elements was consistent with findings in 2006.

- Bus riders from the Garage/Lot Cluster sample gave very similar satisfaction ratings for four of the same five elements:

- *The location of your bus stop in downtown (92%)*
- *The amount of personal space you have when waiting at downtown bus stops (88%)*
- *Personal safety on the bus related to the conduct of others (88%)*
- *Personal security and safety while waiting for the bus during the day (88%)*
- *The ability of the bus to get you to your downtown destination on time (80%)*

Bus riders from the Garage/Lot sample were least satisfied with *personal security and safety while waiting for the bus at night* (44% dissatisfied). There were not statistically significant differences in satisfaction ratings for these elements between 2006 and 2007.

- Bus riders from the On-Street Parking sample also gave high ratings for four of the five elements rated highest by the Bus Cluster Sample:

- *The amount of personal space you have when waiting at downtown bus stops (97%)*
- *Personal security and safety in downtown Seattle while waiting for the bus during the day (93%)*
- *The ability of the bus to get you to your downtown destination on time (83%)*

- *The location of your bus stop in downtown (80%)*
- *Personal safety on the bus related to the conduct of others (80%)*

Bus riders from the On-Street Parking sample were the least satisfied with *the amount of time you have to wait between buses* (40% dissatisfied).

Satisfaction with Car Travel in Downtown Seattle

Ninety percent (90%) of the respondents interviewed from the Garage/Lot Clusters, 88% of those from the On-Street Parking Clusters and 33% of those from the Bus Clusters reported traveling to downtown Seattle by car or carpool for at least one of the purposes queried in the survey. These respondents were asked a series of questions about car travel in and around downtown Seattle. Compared to their satisfaction with bus travel elements, respondents from both sample groups were significantly less satisfied with the elements of car travel in downtown Seattle.

- Fewer than 60% of Garage/Lot respondents were satisfied with any of the car travel elements included in the survey. Car travelers to downtown from this group were most satisfied with *being able to find parking that is convenient to your destination in downtown Seattle* (53% very/somewhat satisfied) and the least satisfied with *the cost of parking in downtown Seattle* (76% very/somewhat dissatisfied). Two significant differences were noted in satisfaction with car travel elements between 2006 and 2007:
 - The percentage of car travelers who were “very dissatisfied” with *being able to find parking that is convenient to your destination* increased from 17% to 27%
 - The percentage of car travelers who were “very” or “somewhat satisfied” with *the clarity of informational signs in downtown telling car drivers how to get around downtown* dropped from 61% in 2006 to 50% in 2007.
- Only one car travel element, *clarity of the informational signs downtown telling car drivers how to get around downtown*, was rated satisfactory by at least half of the auto users from the On-Street Parking sample (57%). These respondents expressed high levels of dissatisfaction with *the cost of parking in downtown Seattle* (68% very/somewhat dissatisfied), *being able to find parking downtown* (66% very/somewhat dissatisfied), and *being able to find parking that is convenient to your destination in downtown Seattle* (57% very/somewhat dissatisfied). There were no statistically significant differences in ratings for this sample group between 2006 and 2007.
- Fewer than half of Bus Cluster respondents who come downtown at least occasionally by car/carpool were satisfied with any of the car travel elements. They were the most satisfied with *the clarity of the informational signs downtown that tell drivers how to get around* (47% satisfied) and *the amount of time it takes you by car to get through downtown* (42% very/somewhat satisfied). At least six in ten auto user from the Bus Cluster group indicated they were dissatisfied with the remaining car travel elements.

Satisfaction with *the amount of time it takes you by car to get through downtown* dropped from 57% in 2006 to 42% in 2007.

Information Sources

- More than two-thirds of Bus Cluster respondents (68%), and at least three-quarters of Garage/Lot (77%) and On-Street Parking Cluster respondents (75%) said they have seen signs that indicate there are traffic restrictions along Third Avenue during certain times of the day. Respondents in all three groups most commonly mentioned:
 - Signs posted along the street indicating there are traffic restrictions during peak hour travel (65% Bus Cluster sample, 74% Garage/Lot Cluster sample, 71% On-Street Parking sample)
 - “Do Not Enter” signs (29% Bus, 25% Garage/Lot, 15% On-Street sample)
 - “Bus Only” signs (20% Bus, 25% Garage/Lot, 19% On-Street sample)
- About six in ten Bus Cluster respondents (59%) were aware of the date the tunnel would re-open prior to September 24, 2007 as were 39% of Garage/Lot Cluster respondents and 37% of On-Street Parking Cluster respondents. Most respondents in the Bus Clusters group recalled getting information about the tunnel opening from transit agencies more than any other source both before and after the tunnel re-opened (49% before, 26% after). Garage/Lot Cluster respondents most commonly recalled getting information from the media (46% before, 16% after) as did On-Street Parking respondents (47% before, 14% after).
- Bus Cluster respondents were significantly more likely than those in other groups to have seen information about the tunnel re-opening after September 24 (59% compared to 39% of Garage/Lot Cluster respondents and 37% of On-Street Parking Cluster respondents). At least three-quarters of those who did see information after September 24, 2007 in all respondent groups said the information they saw was informative.
- Less than one in five respondents (18% of Bus Cluster respondents, 19% of Garage/Lot respondents and 14% of On-Street Parking Cluster respondents) who work or attend school in downtown Seattle were aware of any incentives or promotions urging commuters to change the way they commute.
- For Bus Cluster respondents, transit agency timetables were the most popular source of get information about traveling in downtown Seattle (83%) followed by information posted at bus stops (76%), the Metro Online website (70%), Rider Alerts (60%) and transit agency brochures (48%). The most popular non-transit information sources were up-to-date traffic reports (45%) and downtown signage (40%).

- Up-to-date traffic reports was the most commonly mentioned information source for respondents from the Garage/Lot Clusters (72%), followed by the Metro online website (45%), newspaper articles or TV news (45%) and regular signs posted on downtown streets (43%).
- On-Street Parking Cluster respondents most commonly mentioned up-to-date traffic reports (62%) as their information source about travel in downtown Seattle followed by newspaper articles or television news (48%) and regular signs posted on downtown streets (47%). About four in ten respondents mentioned getting information from transit agency timetables (41%), the Metro Online website (40%) and transit information at bus stops (38%).

Conclusions

The tunnel re-opening does not appear to have significantly affected travel to and within downtown Seattle. Most respondents are coming downtown about as often as they did a year ago and those who ride the bus are either satisfied with how the tunnel opening has affected their downtown travel or they don't have an opinion one way or the other.

While many items in the survey did not change significantly from 2006 to 2007 there is a pattern of decline in satisfaction that is worth mentioning—especially with respect to feeling comfortable and safe downtown. Respondents have noticed more crowding of late and while, they are still satisfied with their personal security and safety in downtown, significantly fewer respondents feel “very satisfied” than in the past. For those who travel downtown by car, lack of parking and cost continue to detract from their overall downtown experience.

While bus riders get a great deal of information from transit agencies, it is much more difficult to attract the attention of car travelers as evidenced by the fact that 65% of those who only travel to downtown Seattle by car did not see any information about the tunnel after it opened on September 24.

INTRODUCTION

Background

The downtown Seattle transit tunnel, a thoroughfare for specific bus routes traveling through downtown Seattle, closed in September 2005 to allow for construction of a light rail line. The tunnel re-opened to bus traffic in September 2007. Light rail operation is expected to begin in 2009. During the construction period, buses that formerly used the tunnel were re-routed onto surface streets in downtown Seattle.

King County Department of Transportation, Metro Division (KC Metro), acting on behalf of a multi-agency team, contracted with the Gilmore Research Group to evaluate the behavior of bus riders and auto drivers before and during the tunnel closure and after the tunnel reopened.¹ The purpose of the research is to understand:

- Changes in use of the downtown Seattle area
- The perceived impact of re-routed buses on travel time to and within downtown Seattle
- Satisfaction with various elements of travel within downtown Seattle such as travel time, parking availability, and on-time performance at downtown bus stops
- Overall satisfaction with the downtown Seattle experience

A baseline study of downtown Seattle users was conducted in August 2005, approximately one month before the tunnel closed. A formal feedback survey was conducted in the summer of 2006. The 2007 survey is the first formal survey conducted after the tunnel opened again.

Methodology

Three distinct groups of downtown Seattle users were targeted for this study:

- Bus riders
- Auto travelers to downtown who park in surface lots or parking garages
- Auto travelers to downtown who park on the street in downtown Seattle

¹ Team members include: Sound Transit, Community Transit, the City of Seattle and KC Metro Transit

Questionnaire Development

Gilmore Research worked with KC Metro staff to develop a questionnaire suitable for all three respondent groups. Topics explored in the study include:

- Reasons for coming to downtown Seattle
- Travel mode to downtown
- Travel time to downtown destinations
- Personal comfort and satisfaction with various elements of the downtown experience
- Information sources about the tunnel reopening

The survey was designed so it could be completed over the phone or online.

Cluster Selection

The sampling frame consisted of a complete listing of the bus stops, garage/lots and metered parking blocks in downtown Seattle. Clusters of 35 bus stops, 25 garages/lots and 20 parking meter blocks were randomly selected from this list for data collection purposes.

Several of the Garage/Lot Cluster locations used in 2006 were closed or refused access to Gilmore interviewers and had to be replaced. Replacement garage/lot locations were chosen using the same process described above. Each parking garage/lot was given one chance for random selection for each slot available for parking (i.e., 14 spots = 14 chances, 150 spots = 150 chances). Thus, larger venues had a greater chance to be selected over smaller ones. Each parking lot was only selected once. A complete list of the locations selected for buses, garage/lots and on-street parking is included in the Appendix.

Recruitment

Gilmore Research staff wearing KC Metro aprons traveled to select downtown locations to recruit survey respondents. All recruiting occurred on weekdays between 2 and 6 p.m. Respondents were recruited from October 16 to November 15, 2007.

Gilmore staff collected names and telephone numbers of individuals willing to participate in a telephone survey at bus, garage/lot and parking meter locations. Those who did not want to participate in the phone survey were given a postcard with a website address so they could do the survey online. The postcards explained the purpose of the survey, provided the website address and a unique PIN number that would allow respondents to complete the survey online.

	2007 Bus Cluster Sample	2007 Percent of Bus Sample	2007 Garage/ Lot Cluster Sample	2007 Percent of Garage/ Lot Sample	2007 On-Street Parking Cluster Sample	2007 On-Street Parking Cluster Percent
Total Sample Attempted	1,255	100%	647	100%	357	100%
Disconnected	61	5	21	3	14	4
Business/FAX	1	<1	3	<1	1	<1
Wrong Number	35	3	10	2	6	2
Subtotal Non-working	97	8%	34	5%	21	6%
Usable Sample	1,158	92%	613	95%	336	94%
No answer	49	4	16	2	7	2
Answering machine	509	41	235	36	102	29
Respondent not available	112	9	88	14	16	4
Busy signal	30	2	14	2	4	1
Blocked number	5	<1	1	<1	---	---
Subtotal No Contact	705	56%	354	55%	129	36%
Total Sample Contacted	453	36%	259	40%	207	58%
Refusals	14	1	18	2	4	1
Terminate/Incomplete	9	1	2	<1	3	1
Subtotal	23	2%	20	3%	7	2%
Refusals/Incomplete	23	2%	20	3%	7	2%
Not qualified (misc.)	10	1	6	1	2	1
Language barrier/ hearing problem	24	2	5	1	11	3
Subtotal Not Qualified	34	3%	11	2	13	4%
Completed Telephone Interviews	396	32%	228	35%	187	52%
Complete Online/Web Interviews	8	---	3	---	5	---
Total Completed Interviews	404		231		192	

May not sum to 100% due to rounding.

Data Collection

Between October 18 and November 20, 2007, Gilmore Research completed 827 telephone interviews with respondents recruited from the bus (404), garage/lot (231) and on-street parking locations (192). The telephone survey took 11 minutes to complete on average.

Sixteen individuals completed the survey online including 8 from bus stop locations, 3 from garage/parking lot locations and 5 from the on-street parking spaces.

Analysis and Reporting

As noted above, data were collected from three discrete populations who use the downtown area. Since the population of downtown users in each of these groups is unknown, it is not possible to combine the data into a proportionately representative “snapshot” of all downtown users. For this reason, even though respondents from the Bus Clusters may also travel to downtown by automobile and vice versa, the groups are analyzed separately in the report that follows.

Comparisons are made between survey findings from data collected in 2005 (prior to the tunnel closure), 2006 (during tunnel closure) and 2007 (after tunnel reopened) across all three respondent groups as appropriate. In 2005, the number of respondents surveyed from the parking meter clusters was too small for statistically reliable comparisons to be made. Thus, comparisons are made between 2006 and 2007 data only for this group. Unless otherwise indicated, all statistically significant differences are reported at the 95% confidence level. “Don’t know” and “refused” responses are included in the base though they may not be shown in the tables and figures.

Respondent Profile

Characteristics of respondents to the 2007 survey from the Bus and Garage/Lot Clusters were very similar to those of the 2006 survey respondents. Statistically significant differences between sample clusters noted in 2007 include:

- 2007 respondents from the Bus Clusters were more likely than those in 2006 to report making 1 to 5 trips a month to downtown Seattle (16% and 9% respectively).
- Fewer Bus Cluster respondents in 2007 were ages 16 to 24 (4% v. 14% in 2006).
- Fewer respondents in the Garage/Lot Clusters were ages 25 to 44 than recorded in 2006 (22% and 30% respectively).
- Respondents in the On-Street Parking sample were more likely than those from the Bus Cluster sample to be male (56% and 47% respectively).

Table 2
Respondent Characteristics by Cluster Type
All 2007 survey respondents

(Base)	Bus Clusters (n=404)	Garage/Lot Users (n=231)	On-Street Parking Clusters (n=192)
*Commuter Status			
Commuter	80%	79%	70%
Non-commuter	20	21	30
Area			
North King County	57%	42%	59%
South King County	17	16	16
East King County	7	22	10
Other	19	20	15
Trips to Downtown Seattle			
Live in downtown Seattle	4%	1%	3%
Less than once a month	2	2	3
1 to 5 trips/month	9	16	18
6 to 9 trips/month	4	5	7
10 to 19 trips/month	10	12	16
20 or more trips/month	72	63	54
Don't know	---	<1	---
<i>Average trips per month</i>	20	17	17
**Regular Downtown Seattle Users			
Yes	95%	89%	91%
No	5	11	9
Age Groups			
16 to 19	1%	0%	0%
20 to 24	3	<1	1
25 to 34	10	7	7
35 to 44	24	22	22
45 to 54	21	26	28
55 to 64	22	24	24
65 or Older	16	16	16
Refused	5	6	3
<i>Average age</i>	42 years	43 years	43 years
Gender			
Male	47%	49%	56%
Female	53	51	44

* A **Commuter** is someone who makes 3 or more work/school trips per week.

** A **Regular User** lives in downtown Seattle or makes 3+ trips downtown per month.

May not sum to 100% due to rounding.

As Table 2 shows, the majority of respondents in all cluster groups live in North King County. Respondents from the Garage/Lot Clusters were more than twice as likely as those in the Bus or On-Street Parking Clusters to live in East King County.

As expected with the high proportion of commuters, the majority of respondents from all Cluster groups reported making 20 or more trips to downtown Seattle per month (72% Bus, 63% Garage/Lot, and 54% On-Street Parking). The percentage difference between On-Street Parking respondents and Bus Cluster respondents who go downtown 20 or more times per month is statistically significant.

DETAILED FINDINGS

Bus Cluster Sample

Number of Trips to Downtown Seattle

A total of 404 respondents from the selected Bus Clusters completed either a telephone (n=396) or web (n=8) survey. When asked how many times a month they go to downtown Seattle these individuals reported making an average of 19.5 trips across all trip purposes (Table 4).

Respondents were then questioned about the number of trips they make downtown for work or school, shopping, medical appointments, errands and entertainment. Since a single trip to downtown may serve more than one purpose, the sum of the trips for each purpose often exceeds the total number of trips reported.

Work Trips

About four in five respondents surveyed from the Bus Cluster groups (81%) work or attend school in downtown Seattle (Table 3). Eighty percent of all bus riders who work or go to school downtown (80%) are commuters. That is, they travel downtown for work or school at least three times a week. The vast majority of these respondents (86%) make at least 20 work/school trips per month (Table 4).

- In addition to going to work or school, 50% of work commuters to downtown Seattle said they also shop, go to medical appointments or run other errands and 58% entertain themselves downtown. These percentages are statistically unchanged since 2006.

Table 3
Trip Purpose in Downtown Seattle
All bus cluster respondents

(Base)	2005 (n=367)	2006 (n=387)	2007 (n=404)
Work/School			
Yes	79%	84%	81%
No	22	16%	19
Shop/Medical Appointments/Errands			
(Multiple response)	62%	57%	57%
Shop	53%	47%	48%
Medical appointments	30	28	28
Other errands	27	32	28
None of the above	38	43	43
Dining/Sports Events/Other Entertainment			
Yes	68%	61%	59%
No	32	39	41

Question 2: Do you work or go to school downtown?

Question 5: Do you shop, go to medical appointments or do other errands downtown?

Question 8: Do you go out dining, to sports events or other entertainment in downtown?

"Don't know" responses not shown. May not sum to 100% due to rounding

Trips for Shopping, Medical Appointments and Other Errands

Although more than half of the bus riders interviewed (57%) reported making at least one trip downtown to shop, go to a medical appointment or run another errand, this is not a regular occurrence. Three-quarters of those who come downtown for one or more of these purposes (75%) said they come downtown for these activities fewer than six times a month (Table 4). The average number of trips for shopping, medical appointments or errands bus riders made per month in 2007 (5.1) was about the same as in 2006 (5.2) and significantly lower than in 2005 (6.8).

- Seventy percent of Bus Cluster respondents (70%) who shop, go to medical appointments, or run errands downtown also work in downtown Seattle.

- About two-thirds of these respondents who shop or run errands downtown (65%) said they dine out, attend sports events or participate in some other form of downtown entertainment; a significant drop from the 74% recorded in 2005 and slightly below the 71% reported in 2006.

Table 4

Trips to Downtown Seattle by Purpose

Bus cluster respondents who participate in each activity

	2005	2006	2007
Work/School	(n=288)	(n=325)	(n=327)
<1 to 5	2%	2%	4%
6 to 9	2	2	2
10 to 19	9	8	9
20 or More	84	87	86
<i>Average number of trips</i>	20.2	20.2	20.0
Shop/Medical Appointments/Errands	(n=227)	(n=220)	(n=230)
<1 to 5	63%	72%	75%
6 to 9	9	8	8
10 to 19	16	11	12
20 or More	11	6	3
<i>Average number of trips</i>	6.8	5.2	5.1
Dining/Sports/Entertainment	(n=249)	(n=235)	(n=238)
<1 to 5	83%	84%	91%
6 to 9	7	5	3
10 to 19	8	9	4
20 or More	1	<1%	2
<i>Average number of trips</i>	3.4	3.2	3.0
Average Trips Across All Purposes	(n=367)	(n=387)	(n=404)
	20.6	19.7	19.5
Question 3: About how many times a month (do you go downtown for work or school)?			
Question 6: About how many times a month (do you shop, go to medical appointments or do other errands downtown)?			
Question 9: About how many times a month (do you go out dining, to sports events or other entertainment in downtown)?			
"Don't know" responses not shown. May not sum to 100% due to rounding			

Trips for Dining Out, Sports Events, or Other Entertainment

Of the three trip purpose categories, trips to downtown for entertainment are the least common among respondents from the Bus Cluster group. Although about six in ten bus riders (59%) dine out or go to sports events or other downtown entertainment, they average only three trips per month for this purpose (Table 4).

- Most bus riders who come downtown for entertainment also go to work/school (79%) or shop, go to medical appointments or run other errands (63%) in downtown Seattle. These percentages are slightly, but not significantly lower than those recorded in 2006.

Use of Downtown Seattle Compared to Last Year

Respondents were asked two questions regarding their use of downtown Seattle compared with the previous year. The first question, asked about changes in how often they come to downtown Seattle. The second asked for changes in how often they use a car to travel to and around downtown Seattle.

As Figure 1 shows, most Bus Cluster respondents (61%) said they come to downtown Seattle about as often as they did a year ago. Three in ten respondents (30%) said they come downtown more often than they did last year; a significant change from 2006 when 22% said they visited downtown Seattle more than they did a year before the survey.

- Those who come downtown fewer than six times a month were more likely than average to say their frequency of trips to downtown Seattle has diminished over the past year (19%).

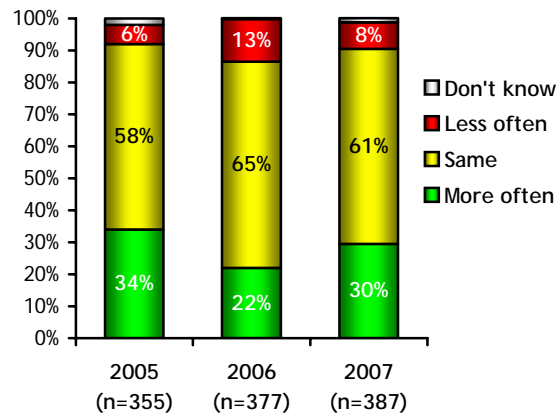
None of the 32 Bus Cluster respondents who come downtown less often than they did a year ago said the decline was related to the tunnel re-opening. The most commonly mentioned reasons for coming downtown less frequently were:

- Change in job or school (6 respondents)
- Moved further away (6 respondents)
- Change in family circumstances (5 respondents)
- Financial reasons such as less money or higher gas prices (4 respondents)
- Traffic congestion (3 respondents)

Nearly four in ten Bus Cluster respondents (39%) said they use their car to travel to and through downtown Seattle with the same frequency as last year. Three in ten (30%) said

Figure 1
Travel to Downtown Seattle Compared to Last Year
Bus cluster respondents not living in downtown Seattle

(Bases listed below)



Question 11: Would you say you are going to downtown Seattle less often than last year, more often than last year, or about the same as last year?

May not sum to 100% due to rounding.

"Don't know" was 1% or less

they use their cars downtown less often than they did a year ago and 24% do not own a car. Just 7% are using a car downtown more often than they did a year ago.

As Figure 2 shows, in general, car travel to and around downtown Seattle among Bus Cluster respondents has not changed significantly since 2006. Below are some significant differences in car travel among respondent subgroups.

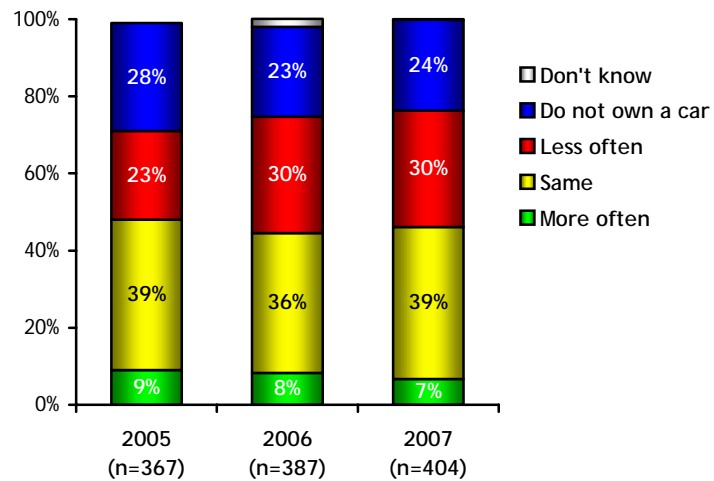
- Commuters are more likely than non-commuters to report using their cars to travel to and around downtown Seattle less often than they did a year ago (33% v. 21% of non-commuters)
- Commuters were also more likely than non-commuters to report using their cars to and around downtown Seattle more than they did a year ago (8% v. 1% of non-commuters)
- Non-commuters are significantly more likely than commuters to say they do not own a car (46% v. 18% commuters)
- Respondents who use more than one transportation mode to get to downtown Seattle are significantly more likely than those who only come downtown on the bus to say they use their cars about the same as last year (49% and 34% respectively).

Four respondents who use their cars to get to and around downtown Seattle less often than they did a year ago say the decrease was related to the tunnel opening. When asked specifically what it was about the tunnel re-opening that is causing them to use their cars less often, these respondents mentioned parking costs or limited parking (2 respondents), travel time is too long by car (1 respondent) and traffic congestion (1 respondent). One person also mentioned travel time is too long by bus.

Other reasons mentioned for the decrease in auto use to and around downtown Seattle by at least five percent of respondents whose auto use has declined include:

Figure 2
Car Travel to and Around Downtown Seattle versus Last Year
All bus cluster respondents

(Bases listed below)



Question 13: Would you say you are using your car to travel to or around downtown Seattle less often than least year, more often than last year, or about the same amount as last year?

May not sum to 100%

In 2005 and 2007 "Don't know" was less than 1%.

- Take the bus/have a bus pass/bus more convenient/bus less expensive (15%)
- Parking costs (8%)
- Moved/live further away (8%)
- Traffic congestion (8%)
- Gas costs (7%)
- Changed work/school schedule (7%)
- Not convenient/difficult to get there (7%)
- Don't have a car anymore (5%)

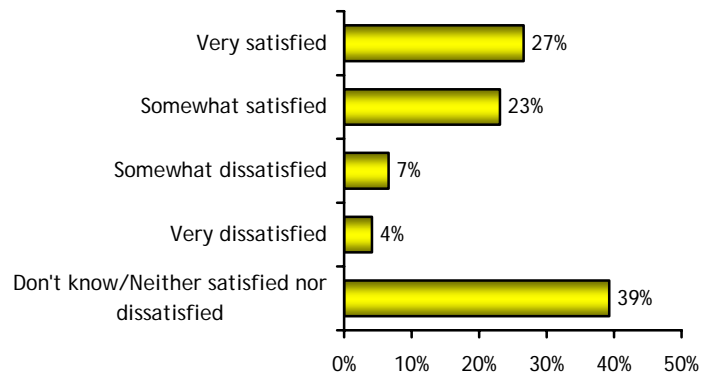
Satisfaction with Effect of Tunnel Opening on Bus Travel

Half of the Bus Cluster respondents (50%) said they were satisfied with how the tunnel re-opening has affected their bus travel in downtown, 11% were dissatisfied, and the remainder (39%) were neutral on the topic.

- Respondents who come downtown to work and shop (62%), and those who come downtown for work, shopping and entertainment (55%) were especially likely to say they were satisfied with how the tunnel re-opening has affected their bus travel.
- Respondents who come downtown only to go to work or school were especially likely to say they were “neither satisfied nor dissatisfied” with how the tunnel re-opening has affected their bus travel in downtown (51%).

Figure 3
Satisfaction with Bus Travel After Tunnel Re-opening
 Bus cluster respondents who travel to downtown Seattle by bus

(Base = 364)



Question 16D: In general, are you satisfied or dissatisfied with how the tunnel re-opening has affected your bus travel downtown?

May not sum to 100% due to rounding.

Time of Day Travel to Downtown Seattle

The time of day Bus Cluster respondents travel to downtown Seattle varies greatly by trip purpose (Table 5). When travel for all trip purposes is combined, nearly three in four respondents (73%) travel during morning commute hours on weekdays. This is not surprising, given the high percentage of bus riders who work or go to school in downtown Seattle. In fact, 87% of those who work or go to school downtown travel on weekdays between 6 and 9 a.m.

Significantly fewer bus riders reported traveling to downtown Seattle between 3 p.m. and 6 p.m. and on weekend evenings than in either 2005 or 2006.

Table 5 Time of Day Travel to Downtown Seattle by Purpose All bus cluster respondents						
(Base)	2005 All Purposes (n=367)	2006 All Purposes (n=387)	--2007--			
			All Purposes (n=404)	Work/ School (n=327)	Shopping/ Medical/ Errands (n=230)	Dining/ Sports/ Entertainment (n=238)
Weekdays 6 to 9 AM	72%	77%	73%	87%	9%	2%
Weekdays 9 AM to 3 PM	41	36	32	11	42	9
Weekdays 3 to 6 PM	42	41	30	14	25	20
Weekdays after 6 PM	41	33	35	13	11	41
Weekends during the day	53	52	51	17	60	39
Weekends during the evening	48	47	38	6	14	55
Was already downtown	---	---	6	---	8	4

Question 3A: Which of the following times of day do you usually travel to downtown for work or school?

Question 6A: Which of the following times of day do you usually travel to downtown for shopping, appointments and other errands?

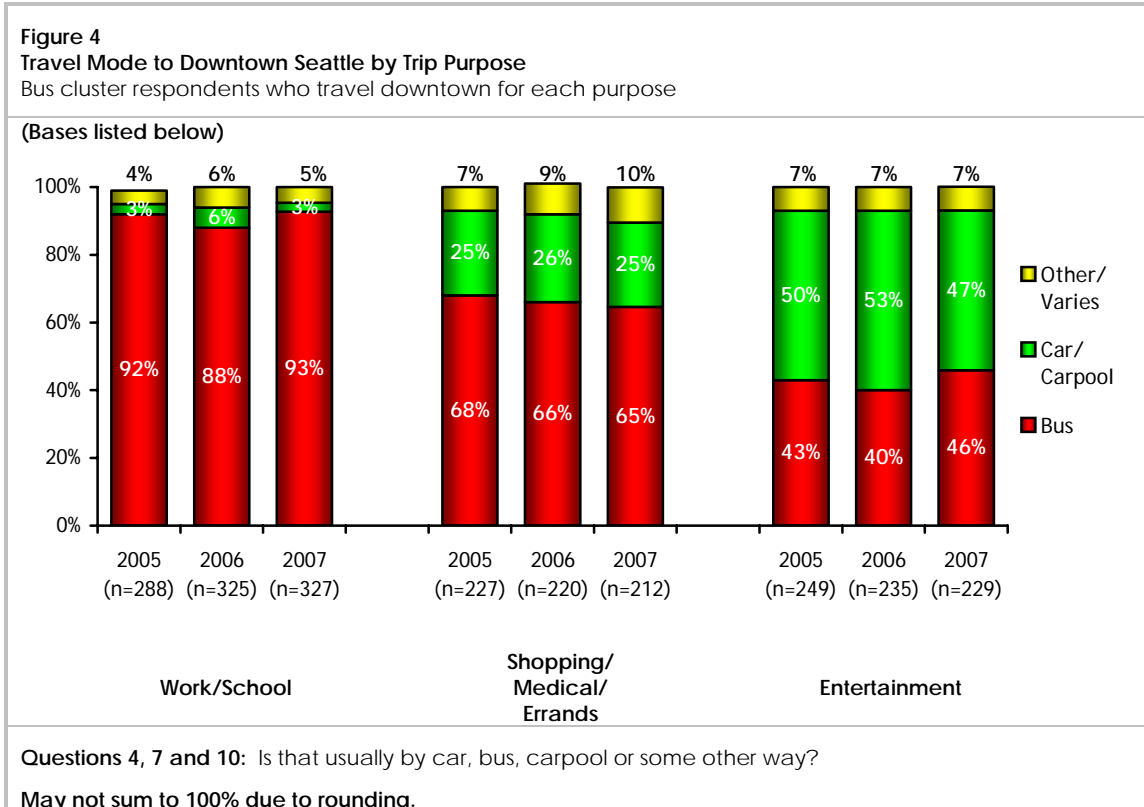
Question 9A: Which of the following times of day do you usually travel to downtown for dining, sports, or other entertainment?

Multiple responses allowed. "Don't know" responses not shown.

Travel Mode to Downtown Seattle

Work/School Trips

Most Bus Cluster respondents who commute to work or school in downtown Seattle (93%) usually commute by bus, 6% commute in a car or carpool. The remaining respondents walk or get there by various other means (Figure 4). Significantly more bus riders said they usually travel to work or school in downtown Seattle in 2007 than in 2006.



Shopping/Medical/Errands

Two in three respondents from the Bus Cluster sample (65%) take the bus downtown to shop, go to medical appointments or run other errands while (25%) make these kinds of trips by car (Figure 4). There were no significant changes in travel mode from 2006 to 2007.

Dining/Sports/Entertainment

As Figure 4 shows, bus riders who travel downtown for entertainment were evenly divided between those who usually come downtown by car (47%) and those who usually ride the bus (46%). Again, there were no significant differences in travel mode between 2006 and 2007.

Table 6 summarizes travel by purpose, mode and time of day for Bus Cluster respondents. When looking at all three travel modes (car/carpool, bus, and other) regardless of purpose, morning commute hours are the most common. Although there are moderate differences by time of day for each mode, the overall travel pattern is consistent with findings in 2006. Significantly fewer respondents who come downtown by car/carpool reported coming to downtown Seattle on weekdays between 3 and 6 p.m. and on weekend evenings than in 2006. This was also true of respondents who travel to downtown Seattle by bus.

Table 6
Travel Mode to Downtown Seattle by Trip Purpose and Time of Day
 All bus cluster respondents

(Bases listed for each mode)	2005 All Purposes	2006 All Purposes	--2007--			
			All Purposes	Work/ School	Shopping/ Medical/ Errands	Dining/ Sports/ Entertainment
Car/Carpool	(n=141)	(n=148)	(n=132)	(n=114)	(n=79)	(n=114)
Weekdays 6 to 9 AM	86%	84%	82%	91%	9%	1%
Weekdays 9 AM to 3 PM	32	30	27	4	38	6
Weekdays 3 to 6 PM	42	39	25	8	18	13
Weekdays after 6 PM	53	39	41	11	5	38
Weekends during the day	62	60	61	11	63	33
Weekends during the evening	68	70	56	3	10	64
Already downtown	---	---	5	---	6	1
Bus	(n=338)	(n=345)	(n=364)	(n=310)	(n=203)	(n=212)
Weekdays 6 to 9 AM	75%	81%	76%	87%	8	2
Weekdays 9 AM to 3 PM	41	35	31	11	40	9
Weekdays 3 to 6 PM	42	42	31	13	26	21
Weekdays after 6 PM	42	32	35	13	12	42
Weekends during the day	54	51	52	17	62	39
Weekends during the evening	48	47	37	6	14	55
Already downtown	---	---	5	---	7	3
Other/Varies	(n=15)*	(n=20)*	(n=18)*	(n=20)*	(n=18)*	(n=17)*
Weekdays 6 to 9 AM	93%	80%	88%	90%	28%	---
Weekdays 9 AM to 3 PM	47	55	38	10	44	---
Weekdays 3 to 6 PM	20	45	25	5	33	6
Weekdays after 6 PM	33	55	46	10	11	47
Weekends during the day	60	85	67	20	67	48
Weekends during the evening	47	80	54	15	22	65
Already downtown	---	---	13	---	11	6

Question 3A: Which of the following times of day do you usually travel to downtown for work or school?

Question 4: Is that usually by car, bus, carpool or some other way?

Question 6A: Which of the following times of day do you usually travel to downtown for shopping, appointments and other errands?

Question 7: Is that usually by car, bus, carpool or some other way?

Question 9A: Which of the following times of day do you usually travel to downtown for dining, sports, or other entertainment?

Question 10: Is that usually by car, bus, carpool or some other way?

*Interpret with caution due to small sample size

Travel modes are not discrete. Multiple responses allowed. "Don't know" responses not shown.

Travel Time

Table 7 shows the travel time to downtown that Bus Cluster respondents reported for each type of trip. Table 8 shows the average travel time through downtown Seattle for each type of trip. Total average travel time regardless of trip purpose was 37.0 minutes in 2007 compared with 34.9 minutes in 2006 and 32.7 minutes in 2005. The difference in average travel time between 2005 and 2007 is statistically significant at the 95% confidence level. Total travel time, as well as travel time through the downtown area, for each trip type are discussed below.

Work/School Trips

On average, Bus Cluster respondents who commute by bus or car spend more than half an hour (40.7 minutes) commuting to work or school in downtown Seattle (Table 7).

Average travel times for all respondents increased for both work/school and shopping/medical trips and decreased slightly for entertainment trips between 2006 and 2007. These differences are not statistically significant at the 95% confidence level.¹

Those who work or attend school in downtown Seattle reported that it takes 9.5 minutes on average to travel from the edge of the downtown core to their destinations; a slight, but not significant increase from the 8.7 minute average reported in 2006 (Table 8).

Table 7

Total Travel Time to Work/School

Bus cluster respondents who travel downtown by bus or car/carpool

	2005	2006	2007
(Base)			
Work/School	(n=275)	(n=306)	(n=312)
0 to 10 Minutes	2%	3%	4%
11 to 15 Minutes	9	12	6
16 to 30 Minutes	48	38	39
31 to 60 Minutes	34	38	42
Over 60 Minutes	7	8	10
<i>Average</i>	<i>34.9 Min.</i>	<i>36.9 Min.</i>	<i>40.7 Min.</i>
Shop/Medical/Errands	(n=210)	(n=203)	(n=190)
0 to 10 Minutes	12%	16%	10%
11 to 15 Minutes	15	14	17
16 to 30 Minutes	44	41	40
31 to 60 Minutes	23	22	25
Over 60 Minutes	5	6	5
<i>Average</i>	<i>30.2 Min.</i>	<i>30.4 Min.</i>	<i>31.1 Min.</i>
Dining/Sports/Entertainment	(n=231)	(n=218)	(n=213)
0 to 10 Minutes	11%	8%	9%
11 to 15 Minutes	17	20	18
16 to 30 Minutes	43	42	38
31 to 60 Minutes	25	24	28
Over 60 Minutes	3	5	3
<i>Average</i>	<i>28.6 Min.</i>	<i>31.3 Min.</i>	<i>29.8 Min.</i>
Average Across All Purposes	32.7 Min.	34.9 Min.	37.0 Min.
Questions 4B, 7B, 10B: How long does it take you to travel from the beginning of your trip to (trip purpose) downtown by (travel mode)?			
May not sum to 100% due to rounding.			

¹ The difference in average travel time for work/school trips between 2006 and 2007 is significant at the 90% confidence level.

Shopping/Medical/Errands

Respondents from the Bus Cluster group, who come downtown to shop, go to medical appointments, or run errands reported an average travel time of 31.1 minutes (Table 7). Those who come downtown for shopping, medical appointments or to run errands reported that it takes 8.9 minutes on average to travel from the edge of the downtown core to their destinations which is just over a minute longer on average than reported in 2006. The difference is not statistically significant (Table 8).

Dining/Sports/Entertainment

Bus Cluster respondents traveling downtown for entertainment purposes reported the shortest total travel time (29.8 minutes) as well as the shortest travel time from the downtown core to their destinations (8.3 minutes).

As Table 8 shows, the total average travel time for entertainment trips is slightly shorter than in 2006 while the average travel from the edge of downtown to respondents' final destinations is slightly longer. Neither of these changes is statistically significant.

Table 8

Average Travel Time Through Downtown Seattle (Minutes)

Bus cluster respondents who travel downtown by bus or car/carpool

	2005	2006	2007
(Base)			
Work/School	(n=275)	(n=306)	(n=312)
Total	34.9	36.9	40.7
From downtown core	7.7	8.7	9.5
Shop/Medical Errands	(n=210)	(n=203)	(n=190)
Total	30.2	30.4	31.1
From downtown core	8.3	7.7	8.9
Entertainment	(n=231)	(n=218)	(n=213)
Total	28.6	31.3	29.8
From downtown core	9.1	7.9	8.3

Questions 4B, 7B, 10B: How long does it take you to travel from the beginning of your trip to (trip purpose) downtown by (travel mode)?

Question 4D, 7D, 10D: Once you reach the downtown core area by (transportation mode), how long does it take to reach your destination?

Travel Time by Mode

Table 9 displays the travel time by mode from the beginning of the trip to downtown Seattle for the three categories of trip purpose, work, shopping and entertainment for bus cluster respondents. Although the survey was designed primarily to measure travel time for individual trip purposes, it also provides information regarding the differences in travel time to downtown Seattle by mode for each trip purpose. Since travelers to downtown Seattle do not always use the same mode and come downtown for more than one trip purpose, the Bus and Car/Carpool groups shown are not discrete.

As Table 9 shows, those who travel downtown on the bus for shopping tend to have faster trips on average than those traveling by bus for work or entertainment.

Respondents who come downtown by car reported shorter travel times on average than those who come downtown by bus, regardless of trip purpose. Interestingly, those who travel

by car to shop, go to medical appointments, or run errands reported longer travel times on average than those who come downtown by car for other purposes.

	Work (n=303)	Shopping (n=137)	Entertainment (n=105)
Bus			
0 to 10 minutes	4%	11%	9%
11 to 15 minutes	5	17	16
16 to 30 minutes	39	41	22
31 to 60 minutes	42	25	31
Over 60 minutes	11	6	6
<i>Average total travel time</i>	<i>41.1 Min</i>	<i>31.7 Min.</i>	<i>34.3 Min.</i>
<i>Average travel time through downtown</i>	<i>9.5 Min</i>	<i>9.8 Min.</i>	<i>8.8 Min.</i>
Car/Carpool	(n=9)*	(n=53)	(n=108)
0 to 10 minutes	11%	8%	10%
11 to 15 minutes	11	19	22
16 to 30 minutes	45	40	41
31 to 60 minutes	33	29	27
Over 60 minutes	---	4	---
<i>Average total travel time</i>	<i>25.1 Min.</i>	<i>29.84 Min.</i>	<i>25.5 Min.</i>
<i>Average travel time through downtown</i>	<i>6.7 Min.</i>	<i>6.7 Min.</i>	<i>7.9 Min.</i>
Questions 4B, 7B, 10B: How long does it take you to travel from the beginning of your trip to (trip purpose) downtown by (travel mode)?			
Question 4D, 7D, 10D: Once you reach the downtown core area by (transportation mode), how long does it take to reach your destination?			
* Interpret with caution due to small number of respondents			
May not sum to 100% due to rounding.			

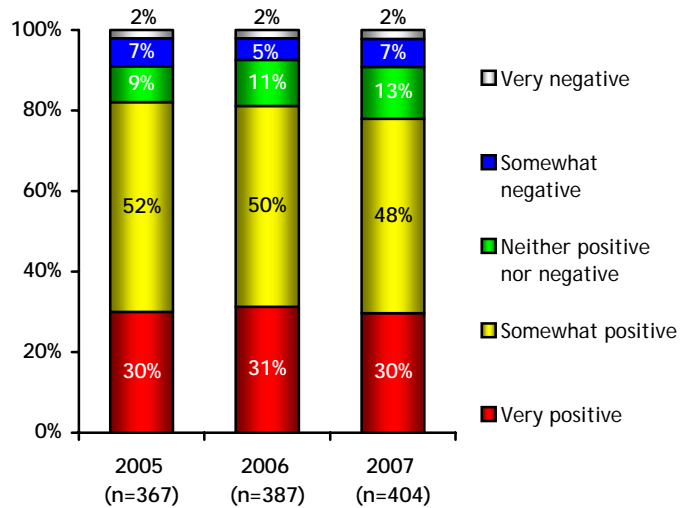
Overall Impression of Downtown Seattle

Respondents from the Bus Cluster sample have a positive overall impression of downtown Seattle. In all, 78% said their recent experiences in downtown Seattle left them with a “somewhat” or “very” positive impression while 9% said their overall impression was “very” or “somewhat negative” (Figure 5). These proportions are statistically unchanged since summer 2005.

- Respondents who do not commute to downtown Seattle and those who come downtown only to shop, go to medical appointments or run errands were significantly more likely than average to have a negative impression of downtown (20% and 33% respectively).

Figure 5
Overall Impression of Downtown Seattle
All bus cluster respondents

(Bases listed below)



Question 38: Based on your recent experience with downtown Seattle, would you say your overall impression of downtown is...

May not sum to 100% due to rounding. Don't know responses not shown.

Personal Comfort in Downtown Seattle

Respondents from the Bus Cluster sample who travel to downtown Seattle by bus, car, or carpool were asked to rate their satisfaction with two personal comfort elements: their ability to walk around downtown without feeling crowded and personal safety.

Crowding

Nearly nine in ten Bus Cluster respondents (85%) were satisfied with their ability to walk around downtown Seattle without feeling crowded, ten percent (10%) were dissatisfied and 1% said it depends on the time of day (Figure 6).

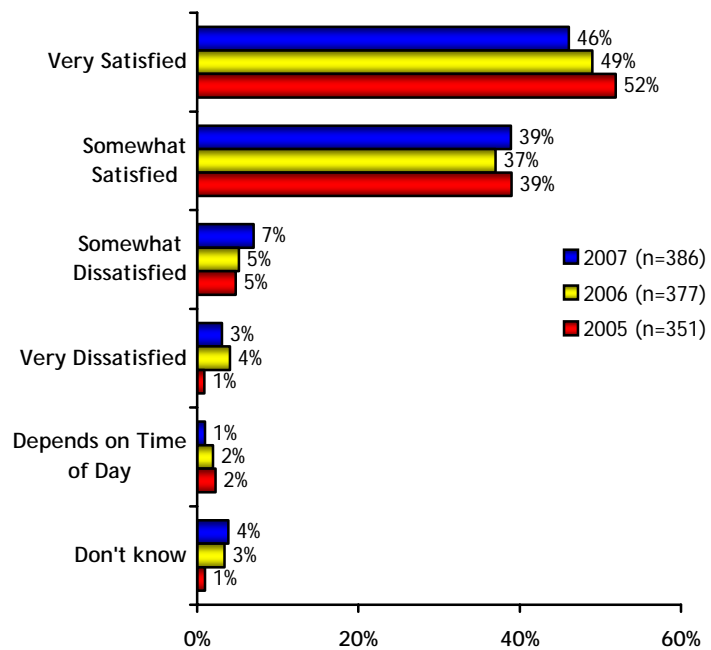
The percentage of respondents who are very satisfied with the ability to walk around downtown Seattle without feeling crowded has decreased slightly each year but the differences are not statistically significant.

- Respondents who have a positive overall impression of downtown Seattle were more likely to be satisfied with the ability to walk around

downtown Seattle than those who have a negative overall impression of the downtown area (90% and 56% respectively).

Figure 6
Satisfaction with Ability to Walk Around Without Feeling Crowded
Bus cluster respondents who travel downtown by bus, car or carpool

(Bases listed below)



Questions 18 and 30: Are you satisfied/dissatisfied with being able to walk around downtown without feeling crowded?

May not sum to 100% due to rounding.

Safety and Security

Nearly eight in ten respondents from the Bus Clusters (78%) were satisfied with their personal security and safety when in downtown Seattle, 17% were dissatisfied, and 4% said it depends on the time of day (Figure 7). While there were no statistically significant differences noted between 2007 and 2006, the percentage of respondents who are “very satisfied” with their personal security and safety is significantly lower than in 2005.

- Respondents who have a positive overall impression of downtown Seattle were more likely to be satisfied with their personal security and safety than those who have a negative overall impression of the downtown area (83% and 50% respectively).

Respondents who were unhappy with their personal security and safety while waiting for the bus at night were most concerned about others using, buying, or selling drugs (34%) followed by concerns about violence and crimes (25%) and loitering or disruptive behavior (23%). Nearly one in five respondents (19%) wanted a greater police presence (Table 10).

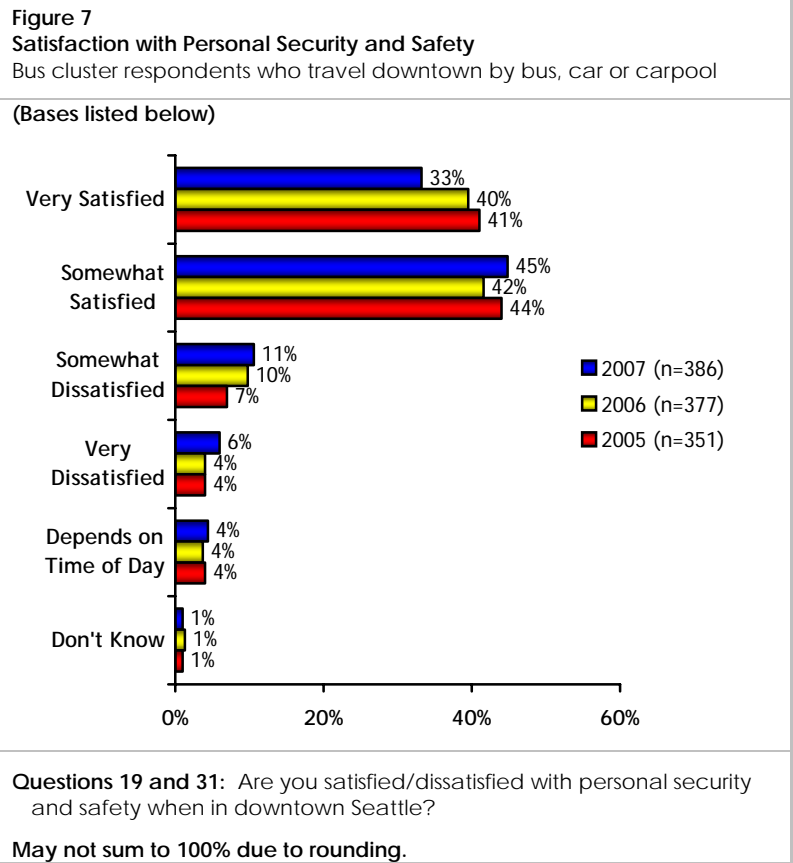


Table 10
Reasons for Dissatisfaction with Personal Safety in Downtown Seattle
 Bus cluster respondents who were dissatisfied with safety downtown

(Base)	Total (n=64)
People using drugs/doing drug deals	34
Worried about violence/shootings/crimes	25
Loitering/disruptive behavior	23
Not enough police presence/need more officers	19
Uncomfortable with homeless people	16
Being approached by strangers	13
It's too dark	9
Other	6
Don't know	2

Question 28A1 and Q36A1: You mentioned you were dissatisfied with personal security and safety in downtown Seattle. Why do you say that?

Multiple responses allowed.

When asked to name downtown locations where they are dissatisfied with personal security and safety, respondents most commonly mentioned intersections along 3rd Avenue (47%)—especially 3rd and Pine (20%) and 3rd and Pike (20%). Pioneer Square was mentioned by 19% of respondents and 17% mentioned locations along 2nd Avenue—especially 2nd and Pike (6%). Table 11 shows the net of all locations along 1st to 4th Avenues as well as Pioneer Square and specific intersections mentioned by at least five percent of respondents.

Table 11
Locations in Downtown Seattle Where Respondents are Dissatisfied with Personal Safety and Security

Bus cluster respondents who were dissatisfied with safety downtown

	Total (64)
(Base)	
Along 3rd Avenue (Net)	47%
3 rd & Pine	20
3 rd & Pike	20
3 rd & Union	5
3 rd & Bell	5
Pioneer Square	19%
Along 2nd Avenue (Net)	17%
2 nd & Pike	6
Along 1st Avenue (Net)	11%
1 st & Pike	5
Along 4th Avenue (Net)	8%
4 th & Pike	8
Other (Net)	41%
Westlake Mall area	8
Pike Place Market	6

Question 28B and Q36B: Where in downtown Seattle are you dissatisfied with personal security and safety?

Multiple responses allowed. Intersections mentioned by fewer than 5% of respondents not shown.

Satisfaction with Bus Travel in Downtown Seattle

Respondents who use the bus to get to downtown Seattle were asked to rate their satisfaction with nine bus service elements. At least three out of four bus riders to downtown were satisfied with:

- *Personal security and safety while waiting for the bus during the day (87%)*
- *The location of your bus stop in downtown (87%)*
- *Personal safety on the bus related to the conduct of others (85%)*
- *The amount of personal space you have when waiting at downtown bus stops (84%)*
- *The ability of the bus to get you to your downtown destination on time (82%)*

Bus riders to downtown were the least satisfied with *the amount of time you have to wait in between buses* (35% dissatisfied). Satisfaction with all elements was consistent with findings in 2006. A new question in 2007 found that 84% of bus riders were satisfied with their personal safety on the bus related to the conduct of others (Table 12).

The 42 respondents who indicated they were dissatisfied with the location of their bus stop downtown most commonly said the stop is too far (17), the stop moved and they don't like the new location (14), they are uncomfortable with drugs, the homeless, etc. (6), or that they are concerned about safety and security (6).

Table 12
Satisfaction with Downtown Bus Service Elements by Trip Purpose
Bus Cluster respondents who ride the bus to downtown Seattle

(Base)	2005 All Bus Riders (n=338)	2006 All Bus Riders (n=345)	--2007--			
			All Bus Riders (n=364)	Work/ School (n=310)	Shopping/ Medical/ Errands (n=203)	Dining/ Sports/ Entertain- ment (n=212)
The amount of time it takes your bus to get through downtown						
Very satisfied	34%	33%	32%	30%	32%	33%
Somewhat satisfied	39	35	42	42	40	42
Neutral / Depends /Don't know	7	6	5	2	6	4
Somewhat dissatisfied	15	18	13	15	17	13
Very dissatisfied	5	8	7	8	7	8
The location of your bus stop in downtown						
Very satisfied	63%	66%	62%	64	62	60
Somewhat satisfied	29	21	24	23	26	26
Neutral / Depends /Don't know	1	<1	2	2	1	2
Somewhat dissatisfied	4	7	6	5	6	5
Very dissatisfied	3	6	6	7	5	6
Questions 20 - 28: Next are a few questions about your satisfaction with downtown Seattle and downtown bus service. Are you satisfied/dissatisfied with...						
Trip purpose groups are not discrete. For example, a respondent who works and attends sports events in downtown Seattle is included in both groups.						
"Refused" responses not shown. May not sum to 100% due to rounding.						

Table 12 (Continued)
Satisfaction with Downtown Bus Service Elements by Trip Purpose
 Bus Cluster respondents who ride the bus to downtown Seattle

	2005 All Bus Riders (n=338)	2006 All Bus Riders (n=345)	--2007--			
			All Bus Riders (n=364)	Work/ School (n=310)	Shopping/ Medical/ Errands (n=203)	Dining/ Sports/ Entertain- ment (n=212)
(Base)						
The amount of personal space you have when waiting at bus stops						
Very satisfied	44%	46%	43%	43%	39%	43%
Somewhat satisfied	40	35	41	41	40	40
Neutral / Depends /Don't know	3	2	3	3	4	2
Somewhat dissatisfied	8	11	8	8	9	9
Very dissatisfied	5	7	6	5	7	6
The amount of time you have to wait in between buses?						
Very satisfied	24%	23%	27%	27%	24%	24%
Somewhat satisfied	41	39	35	35	40	36
Neutral / Depends /Don't know	3	5	3	3	3	2
Somewhat dissatisfied	22	18	18	18	16	22
Very dissatisfied	10	14	17	17	17	16
The ability of the bus to get you to your downtown destination on time						
Very satisfied	56%	48%	48%	47%	46%	43%
Somewhat satisfied	32	37	34	35	34	33
Neutral / Depends /Don't know	<1	1	3	2	2	2
Somewhat dissatisfied	7	8	10	10	13	14
Very dissatisfied	4	6	6	6	5	8
The bus coming when it is supposed to when you are leaving downtown?						
Very satisfied	33%	36%	36%	35%	33%	33%
Somewhat satisfied	45	40	35	35	37	35
Neutral / Depends /Don't know	2	3	2	2	2	2
Somewhat dissatisfied	15	13	15	16	15	18
Very dissatisfied	5	9	12	13	14	12
Personal safety on the bus related to the conduct of others*						
Very satisfied	---	---	46%	48%	40%	43%
Somewhat satisfied	---	---	39	37	41	43
Neutral / Depends /Don't know	---	---	3	2	3	2
Somewhat dissatisfied	---	---	8	9	10	8
Very dissatisfied	---	---	4	4	5	5

Questions 20 - 28: Next are a few questions about your satisfaction with downtown Seattle and downtown bus service. Are you satisfied/dissatisfied with...

*New question in 2007.

Trip purpose groups are not discrete. For example, a respondent who works and attends sports events in downtown Seattle is included in both groups.

"Refused" responses not shown. May not sum to 100% due to rounding.

Table 12 (Continued)
Satisfaction with Downtown Bus Service Elements by Trip Purpose
 Bus Cluster respondents who ride the bus to downtown Seattle

(Base)	--2007--					
	2005 All Bus Riders (n=338)	2006 All Bus Riders (n=345)	All Bus Riders (n=364)	Work/ School (n=310)	Shopping/ Medical/ Errands (n=203)	Dining/ Sports/ Entertain- ment (n=212)
Personal security and safety while waiting for the bus during the day						
Very satisfied	57%	56%	54%	53%	53%	54%
Somewhat satisfied	33	35	34	34	32	34
Neutral / Depends /Don't know	2	1	1	1	1	1
Somewhat dissatisfied	5	7	9	10	11	9
Very dissatisfied	3	2	2	2	3	2
Personal security and safety while waiting for the bus at night						
Very satisfied	18%	18%	16%	17%	13%	13%
Somewhat satisfied	37	38	37	37	36	41
Neutral / Depends /Don't know	17	16	16	14	15	12
Somewhat dissatisfied	16	17	18	18	21	20
Very dissatisfied	11	11	14	14	16	15

Questions 20 - 28: Next are a few questions about your satisfaction with downtown Seattle and downtown bus service. Are you satisfied/dissatisfied with...

Trip purpose groups are not discrete. For example, a respondent who works and attends sports events in downtown Seattle is included in both groups.

"Refused" responses not shown. May not sum to 100% due to rounding.

Satisfaction with Car Travel in Downtown Seattle

One-third of the respondents interviewed from the Bus Cluster sample (33%) travel to downtown Seattle by car at least occasionally. These respondents were asked five questions about the satisfaction with car travel to and through the downtown area. As Table 13 shows, respondents were the most satisfied with *the clarity of the informational signs downtown that tell drivers how to get around* (47% satisfied) followed by *the amount of time it takes you by car to get through downtown* (42% satisfied).

Respondents from the Bus Cluster sample were considerably less satisfied with parking elements. More than eight in ten of these respondents (84%) said they were dissatisfied with *the cost of downtown parking*, 77% voiced dissatisfaction with being able to find parking downtown and 66% were dissatisfied with *the ability to find parking convenient to their downtown destinations*.

Satisfaction with *the amount of time it takes you by car to get through downtown* was significantly lower in 2007 than in both 2006 and 2005. Satisfaction was also significantly below 2005 levels for *being able to find parking downtown*, *being able to find parking that is convenient to your destination*, and *the clarity of informational signs in downtown telling car drivers how to get around downtown*.

Table 13
Satisfaction with Car Travel through Downtown by Trip Purpose
 Bus cluster respondents who sometimes go downtown Seattle by car or carpool

(Base)	--2007--					
	All Car/ Carpool Riders		All Car/ Carpool Riders (n=132)	Work/ School (n=114)	Shopping/ Medical/ Errands (n=79)	Dining/ Sports/ Entertainment (n=114)
	2005 (n=141)	2006 (n=148)				
The amount of time it takes you by car to get through downtown						
Very satisfied	17%	16%	9%	8%	10%	10%
Somewhat satisfied	39	41	33	35	39	28
Neutral / Depends /Don't know	1	4	7	8	5	8
Somewhat dissatisfied	28	25	36	35	32	40
Very dissatisfied	15	14	14	14	14	15
Being able to find parking downtown						
Very satisfied	11%	7%	5%	4%	8%	5%
Somewhat satisfied	25	20	14	13	17	15
Neutral / Depends /Don't know	2	1	4	4	5	4
Somewhat dissatisfied	26	28	29	31	28	28
Very dissatisfied	36	43	48	48	43	47
Being able to find parking that is convenient to your destination in downtown Seattle						
Very satisfied	11%	13%	9%	8%	14%	9%
Somewhat satisfied	34	22	22	21	22	20
Neutral / Depends /Don't know	1	3	3	4	4	4
Somewhat dissatisfied	27	31	34	38	29	34
Very dissatisfied	26	30	32	30	32	33
The cost of parking in downtown Seattle						
Very satisfied	5%	5%	3%	4%	3%	4%
Somewhat satisfied	18	17	11	10	13	11
Neutral / Depends /Don't know	1	1	2	3	4	3
Somewhat dissatisfied	23	20	17	16	17	17
Very dissatisfied	53	57	67	68	65	66
The clarity of informational signs in downtown telling car drivers how to get around downtown						
Very satisfied	15%	18%	17%	15%	19%	16%
Somewhat satisfied	45	35	30	32	35	29
Neutral / Depends /Don't know	9	10	11	11	10	12
Somewhat dissatisfied	25	18	31	30	24	31
Very dissatisfied	7	21	12	13	11	12

Questions 32 - 36: Next are a few questions about your satisfaction with downtown Seattle. Are you satisfied/dissatisfied with...?

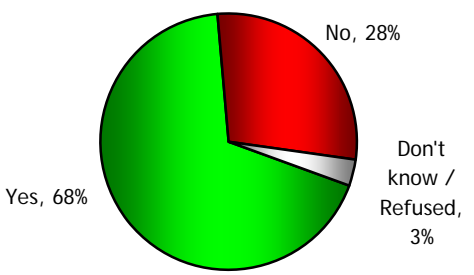
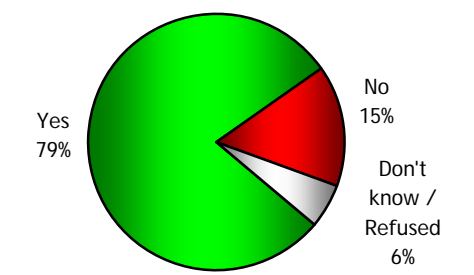
Trip purpose groups are not discrete. For example, a respondent who works and attends sports events in downtown Seattle is included in both groups.

May not sum to 100% due to rounding.

Information about Downtown Travel

Third Avenue Signage

More than two-thirds of Bus Cluster respondents (68%) said they have seen signs that indicate there are traffic restrictions along Third Avenue during certain times of the day. Commuters and those who come to downtown Seattle at least ten times per month were especially likely to have seen these signs (Figure 8A). More than three-quarters of those who saw the signs said they were effective in helping them understand traffic restrictions on Third Avenue (Figure 8B).

<p>Figure 8A Did You See About Third Avenue Traffic Restrictions? All bus cluster respondents</p>	<p>Figure 8B Did Signage Help You Understand Traffic Restrictions? Bus cluster respondents who saw Third Avenue signage</p>																
<p>(Base = 404)</p>  <table border="1"> <caption>Data for Figure 8A</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>68%</td> </tr> <tr> <td>No</td> <td>28%</td> </tr> <tr> <td>Don't know / Refused</td> <td>3%</td> </tr> </tbody> </table>	Response	Percentage	Yes	68%	No	28%	Don't know / Refused	3%	<p>(Base = 275)</p>  <table border="1"> <caption>Data for Figure 8B</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>79%</td> </tr> <tr> <td>No</td> <td>15%</td> </tr> <tr> <td>Don't know / Refused</td> <td>6%</td> </tr> </tbody> </table>	Response	Percentage	Yes	79%	No	15%	Don't know / Refused	6%
Response	Percentage																
Yes	68%																
No	28%																
Don't know / Refused	3%																
Response	Percentage																
Yes	79%																
No	15%																
Don't know / Refused	6%																
<p>Question 36C: Have you seen signs that indicate there are traffic restrictions along 3rd Avenue during certain times of the day? May not sum to 100% due to rounding.</p>	<p>Question 36D1: Were these signs effective in helping you understand traffic restrictions along 3rd Avenue? May not sum to 100% due to rounding.</p>																

When asked what type of signs they had seen, respondents most commonly mentioned signs on the street indicating peak hour restrictions on Third Avenue (65%), followed by “Do Not Enter” signs (29%) and “Bus Only” signs (20%). A complete listing is shown in Table 14.

(Base)	Total (275)
Signs on the street indicating peak hour restrictions	65%
Do not enter	29
Bus only	20
No left turn	7
Traffic signs on Third Avenue (general)	4
Right Turn Only	3
Neon signs	3
Signs that allow travel for one block	3
Construction signs	2
Other	2
Don't know	6

Question 36D: Which signs have you seen?
 Multiple responses allowed.

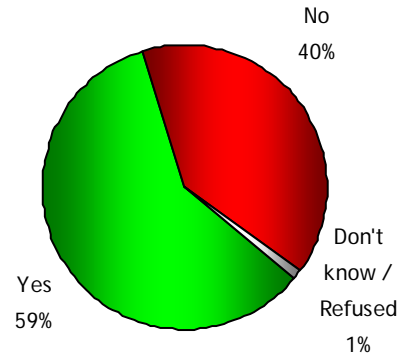
Tunnel Opening Information

About six in ten respondents (59%) said they were aware of the date the tunnel would re-open prior to September 24, 2007.

- Commuters were significantly more likely to be aware of the tunnel opening date than non-commuters (62% and 47% respectively).
- Respondents who come to downtown Seattle more than five times a month were also more likely to be aware of the date the tunnel would re-open than those who come downtown infrequently (61% and 38% respectively).

Figure 9
Aware of Upcoming Tunnel Opening
All bus cluster respondents

(Base = 404)



Question 36E: Prior to September 24th, were you aware that the tunnel would be re-opening on that day?

May not sum to 100% due to rounding.

Respondents who knew about the tunnel re-opening prior to September 24th were asked where they saw information before the tunnel opened. All respondents were asked where they saw information about the tunnel re-opening after September 24th. Their responses are shown in Table 15.

More respondents recalled getting information about the tunnel opening from transit agencies than from any other source both before and after September 24.

Respondents most often mentioned newspaper articles as their source of information about the tunnel before it re-opened (26%). After the tunnel opened, respondents mentioned signs at transit agency bus stops more often than any other information source. Nearly half of all Bus Cluster respondents (46%) said they did not see or receive any information about the tunnel re-opening after September 24.

Respondents who reported seeing information about the tunnel re-opening after September 24, 2007 (54% of all Bus Cluster respondents) were asked how they would rate the level of information received. More than nine in ten respondents who saw the information (93%) said it was informative, including 45% who said it was “very informative.”

Table 15
Sources of Information About Tunnel Opening
All bus cluster respondents

(Base)	Before Sept. 24 (239)	After Sept. 24 (404)
Transit Agency (Net)	49%	26%
On bus/poster on bus	21	9
Transit agency bus stops	12	11
Transit agency rider alerts	10	2
Bus or transit agency websites	9	5
Metro representatives handing out information	9	5
Transit agency brochures	5	3
Transit agency timetables	1	2
Media (Net)	37%	14%
Newspaper articles	26	9
TV news	18	6
Radio	5	2
Tunnel Entrance (Net)	17%	7%
Tunnel entrance	11	6
Signs at bus tunnel	6	1
Other (Net)	40%	12%
Word of mouth (family/friends/co-workers)	15	4
At work	6	2
Regular signs on downtown streets	6	2
Email	5	1
Mailing	4	1
Websites other than transit agencies	3	1
Public events	1	0
Miscellaneous	4	3
Did not see or receive any information	<1%	46%

Question 36F: [IF AWARE OF TUNNEL RE-OPENING PRIOR TO 9/24]: Where did you see that information prior to the tunnel re-opening?

Question 36G: [ALL RESPONDENTS] Since September 24, have you seen information about the tunnel re-opening? Where was that?

Multiple responses allowed. “Don’t know” responses not shown.

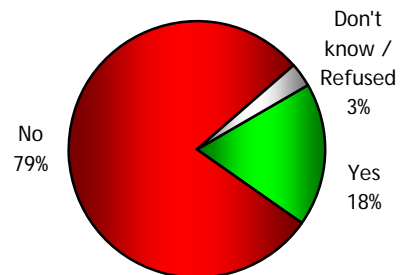
Just 18% of respondents who work or go to school in downtown Seattle said they were aware of incentives or promotions urging commuters to change the way they commute (Figure 10).

Figure 10

Awareness of Promotions or Incentives

Bus cluster respondents who work/attend school in downtown Seattle

(Base = 327)



Question 38D: Have you seen or heard of any special promotions or incentives since the transit tunnel re-opened urging commuters to change the way they commute to work or school?

May not sum to 100% due to rounding.

Sources of Information

Respondents from the Bus Clusters reported using a wide variety of sources for getting information about traveling in downtown Seattle (Figure 11).

The most popular information sources used were timetables (83%) and transit information posted at bus stops (76%).

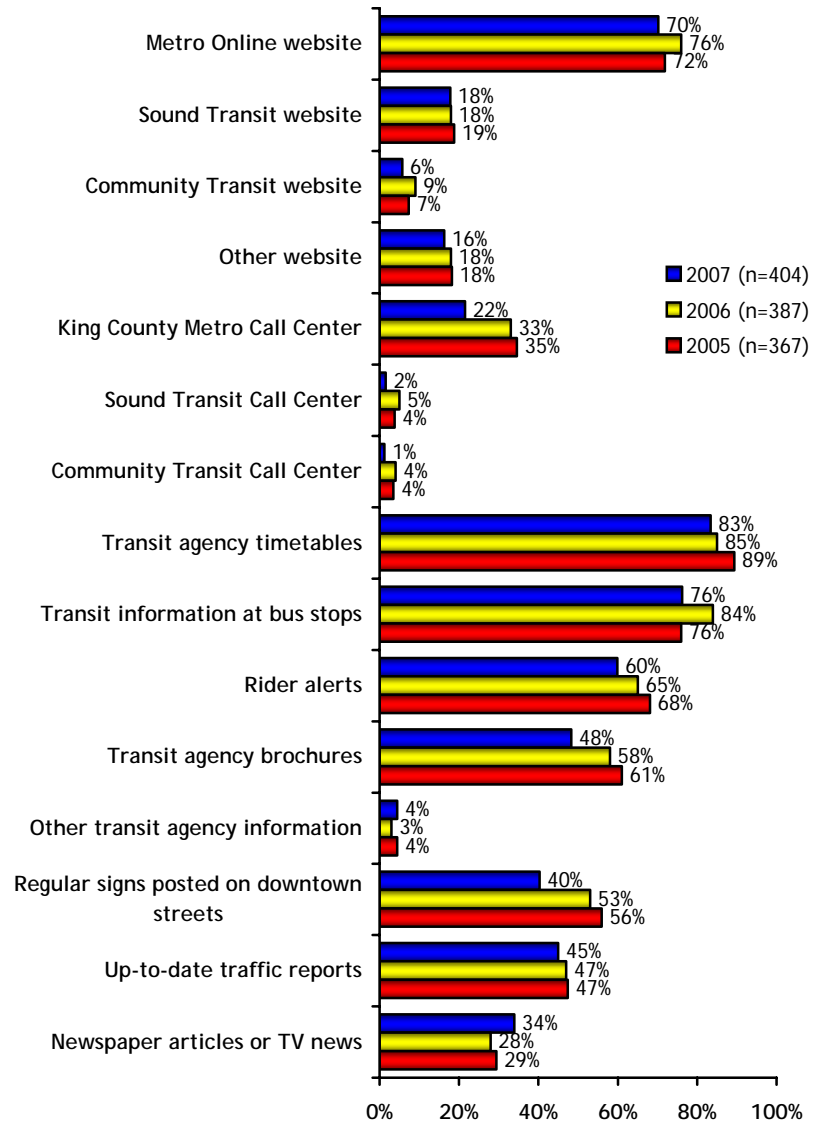
Three-quarters of respondents (76%) reported getting information from one or more transit agency websites. Metro Online was the most popular one (70%).

Four in ten respondents (40%) used the regular signs posted on downtown streets to help them find information about downtown travel, and just under half (45%) appreciated the up-to-date traffic reports.

Fewer respondents (34%) recalled getting information from newspaper articles or TV news.

Figure 11
Information Sources About Downtown Travel
 All bus cluster respondents

(Bases listed below)



Question 37: Which of the following sources have you used to get information about traveling in downtown Seattle? **A)** Bus or transit agency websites? (If yes) Was that Metro Online, Sound Transit or Community Transit? **B)** Any websites other than transit? **C)** Any transit agency Rider Information Call Centers? (If yes) Was that... **D)** Transit agency signs or materials such as Rider Alerts, brochures, timetables, bus stops, or something else? **E)** Regular signs posted on downtown streets that help you find your way to get information about traveling in downtown Seattle? **F)** Up-to-date traffic reports from TV, radio, or scanner? **G)** Newspaper articles or TV news?

Multiple responses allowed.

Garage/Lot Cluster Sample

Number of Trips to Downtown Seattle

A total of 231 respondents who park in parking garages or surface lots in downtown Seattle completed either a telephone (n=228) or web survey (n=3). As noted in the Respondent Profile, when asked how many times a month they go to downtown Seattle these individuals reported making an average of 16.7 trips across all purposes; about the same as in 2006 (Table 7)

Respondents were then questioned about the number of trips they make downtown for work or school, shopping, medical appointments, errands and entertainment. Since a single trip to downtown may serve more than one purpose, the sum of the trips for each purpose often exceeds the total number of trips reported.

(Base)	2005 (n=265)	2006 (n=263)	2007 (n=231)
Work/School			
Yes	82%	86%	84%
No	18	14	16
Shop/Medical Appointments/Errands (Multiple response)	66%	53%	53%
Shop	59%	44%	46%
Medical appointments	26	27	25
Other errands	23	32	23
None of the above	34	47	47
Dining/Sports Events/Other Entertainment			
Yes	78%	71%	72%
No	21	29	28
Question 2: Do you work or go to school downtown?			
Question 5: Do you shop, go to medical appointments or do other errands downtown?			
Question 8: Do you go out dining, to sports events or other entertainment in downtown?			
"Don't know" responses not shown.			
May not sum to 100% due to rounding.			

Work Trips

More than four in five garage or surface lot parkers surveyed (84%) work or attend school in downtown Seattle (Table 16). Most of the Garage/Lot respondents who work or go to school downtown (72%) make at least 20 work/school trips per month; down slightly from the 79% recorded in 2006 and significantly below the 84% recorded in 2005 (Table 17).

- 49% of Garage/Lot respondents who work or go to school downtown said they also shop, go to medical appointments or run other errands.
- 71% of Garage/Lot respondents who work or go to school downtown also go downtown to dine, to attend sports events, or to take in some other form of entertainment.

Trips for Shopping, Medical Appointments and Other Errands

As in 2006, 53% of the Garage/Lot parkers reported making at least one trip downtown to shop, go to a medical appointment or run another errand (Table 16). While the percentage of respondents who come downtown for these purposes is the same as it was last year, they are coming down fewer times on average than they did in 2006. (Table 17).

- Seventy-seven percent (77%) of garage/lot parkers who shop, go to medical appointments or run errands downtown also commute to work or school in downtown Seattle.
- Eighty-one percent (81%) of Garage/Lot respondents who shop or run errands downtown said they also dine out, attend sports events or participate in some other form of downtown entertainment.

Table 17

Trips to Downtown Seattle by Purpose

Garage/lot cluster respondents who participate in each activity

	2005	2006	2007
Work/School	(n=217)	(n=227)	(n=195)
<1 to 5	8%	6%	11%
6 to 9	2	3	2
10 to 19	6	11	14
20 or More	84	79	72
<i>Average number of trips</i>	<i>19.8</i>	<i>18.8</i>	<i>17.7</i>
Shop/Medical Appointments/Errands	(n=176)	(n=139)	(n=123)
<1 to 5	81%	76%	84%
6 to 9	7	5	7
10 to 19	9	12	4
20 or More	2	7	4
<i>Average number of trips</i>	<i>3.9</i>	<i>5.3</i>	<i>3.6</i>
Dining/Sports/Entertainment	(n=207)	(n=186)	(n=166)
<1 to 5	91%	88%	93%
6 to 9	3	5	2
10 to 19	5	6	3
20 or More	0	1	1
<i>Average number of trips</i>	<i>3.5</i>	<i>3.0</i>	<i>2.4</i>
Average Trips Across All Purposes	(n=265)	(n=263)	(n=231)
	18.1	18.3	16.7
Question 1: About how many times a month do you go to downtown Seattle?			
Question 3: About how many times a month (do you go downtown for work or school)?			
Question 6: About how many times a month (do you shop, go to medical appointments or do other errands downtown)?			
Question 9: About how many times a month (do you go out dining, to sports events or other entertainment in downtown)?			
"Don't know" responses not shown. May not sum to 100% due to rounding			

Trips for Dining Out, Sports Events, or Other Entertainment

Of the three trip purpose categories, trips to downtown for entertainment are the least common for garage or parking lot parkers. Although almost three-quarters (72%) of these respondents dine out or go to sports events or other downtown entertainment, they average fewer than 3 trips per month for this purpose (Tables 16 and 17).

- Most garage/lot parkers who entertain themselves downtown also come downtown for work/school (84%) or to shop, go to medical appointments or run other errands (60%). Just five of the garage/lot parkers interviewed came downtown solely for entertainment purposes.

Use of Downtown Seattle Compared to Last Year

Respondents who parked in garages or surface lots were asked two questions regarding their use of downtown Seattle compared with the previous year. The first question asked about changes in how often they come to downtown Seattle. The second asked for changes in how often they use a car to travel to and around downtown Seattle.

As Figure 12 shows, most respondents (62%) said they come to downtown Seattle about as often as they did a year ago, and 22% come downtown more often than last year. These percentages are not significantly different from 2006 survey findings.

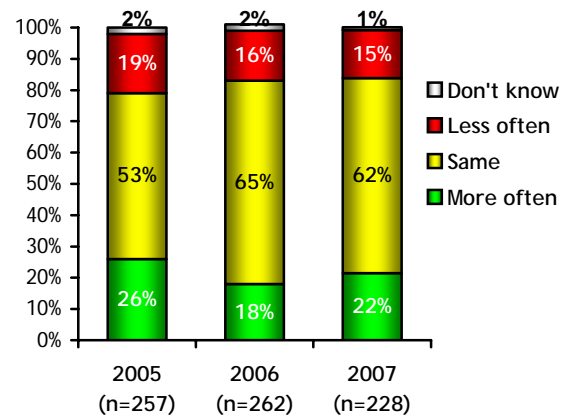
- Respondents who have a negative overall impression of downtown Seattle were nearly three times as likely as those with an overall positive impression to say they come downtown less often than they did a year ago (31% and 12% respectively).

Figure 12

Travel to Downtown Seattle Compared to Last Year

Garage/lot cluster respondents not living in downtown Seattle

(Bases listed below)



Question 11: Would you say you are going to downtown Seattle less often than last year, more often than last year, or about the same as last year?

May not sum to 100% due to rounding.

None of the 35 Garage/Lot Cluster respondents who come downtown less often than they did a year ago said the decline was related to the tunnel re-opening. The most commonly mentioned reasons for coming downtown less frequently were:

- Traffic congestion (8 respondents)
- Moved/live further away (6 respondents)
- Change in work or school schedule (5 respondents)
- Change in lifestyle/family obligations/new baby (3 respondents)
- Retired/unemployed (3 respondents)

Six in ten Garage/Lot Cluster respondents (60%) said they use their car to travel to and through downtown Seattle with the same frequency as last year and 12% use their car downtown less often than they did a year ago. The differences between 2006 and 2007 that are shown in Figure 13 are not statistically significant.

Only one of the 28 respondents who use their cars to travel to and around downtown Seattle less often said the decline was related to the tunnel re-opening. When asked specifically what it was about the tunnel re-opening that caused him or her to use the car less often, the respondent replied, “The buses are more convenient since the opening. They go to the tunnel and I work right next to the tunnel.”

For the remaining 27 respondents, the most commonly mentioned reason (4 respondents) was traffic congestion, followed by change in work/school schedule and now take the bus (3 respondents each). Several other reasons were mentioned by one or two respondents including having less money available, parking costs, gas prices, and don’t go downtown anymore.

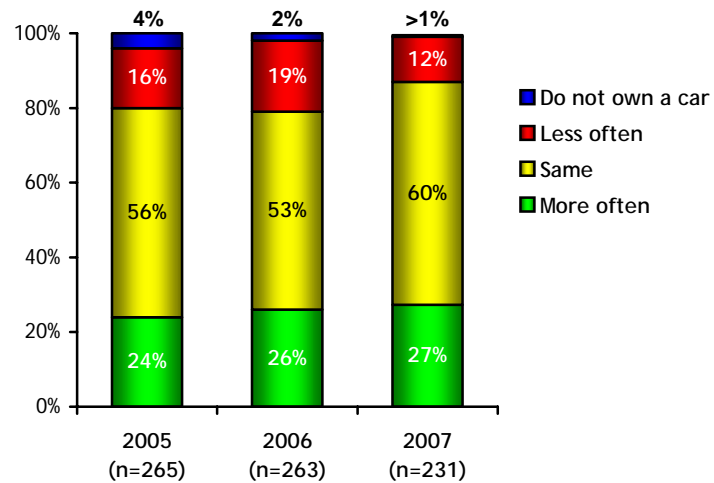
Satisfaction with Effect of Tunnel Opening on Bus Travel

Twenty-five respondents who reported riding the bus to downtown Seattle were asked to rate their satisfaction with how the tunnel re-opening has affected their bus travel downtown.

Most of these respondents (n=11) were satisfied, 2 were dissatisfied, and the rest (n=12) were neutral or said they “don’t know.”

Figure 13
Car Travel to and Around Downtown Seattle versus Last Year
All garage/lot cluster respondents

(Bases listed below)



Question 13: Would you say you are using your car to travel to or around downtown Seattle less often than last year, more often than last year, or about the same amount as last year?

May not sum to 100%

Don't know responses not shown.

Time of Day Travel to Downtown Seattle

The time of day garage/lot parkers travel to downtown Seattle varies greatly by trip purpose (Table 18). When travel for all trip purposes is combined, about two-thirds of all respondents (67%) said travel during morning commute hours on weekdays. This is not surprising, given the high percentage of car travelers who work or go to school in downtown Seattle. In fact, 78% of those who work or go to school downtown travel on weekdays between 6 and 9 a.m. Garage and lot parkers who shop, go to medical appointments or run other errands are more likely to travel during the day on weekends (54%) and/or on weekdays between 9 a.m. and 3 p.m. (30%). Those who go downtown for entertainment purposes are more likely to travel during evening hours on weekends (65%) or weekdays (43%) than at other times.

Compared with 2006, significantly fewer 2007 respondents reported traveling on weekdays during both morning and evening peak hours.

Table 18 Time of Day Travel to Downtown Seattle by Purpose All garage/lot cluster respondents						
(Base)	2005 All Purposes (n=265)	2006 All Purposes (n=263)	--2007--			
			All Purposes (n=231)	Work/ School (n=195)	Shopping/ Medical/ Errands (n=123)	Dining/ Sports/ Entertainment (n=166)
Weekdays 6 to 9 AM	71%	75%	67%	78%	4%	2%
Weekdays 9 AM to 3 PM	45	33	35	22	30	11
Weekdays 3 to 6 PM	37	37	26	9	18	19
Weekdays after 6 PM	51	41	38	9	13	43
Weekends during the day	68	49	43	10	54	33
Weekends during the evening	62	51	49	5	18	65
Was already downtown	---	---	9	---	15	5

Question 3A: Which of the following times of day do you usually travel to downtown for work or school?

Question 6A: Which of the following times of day do you usually travel to downtown for shopping, appointments and other errands?

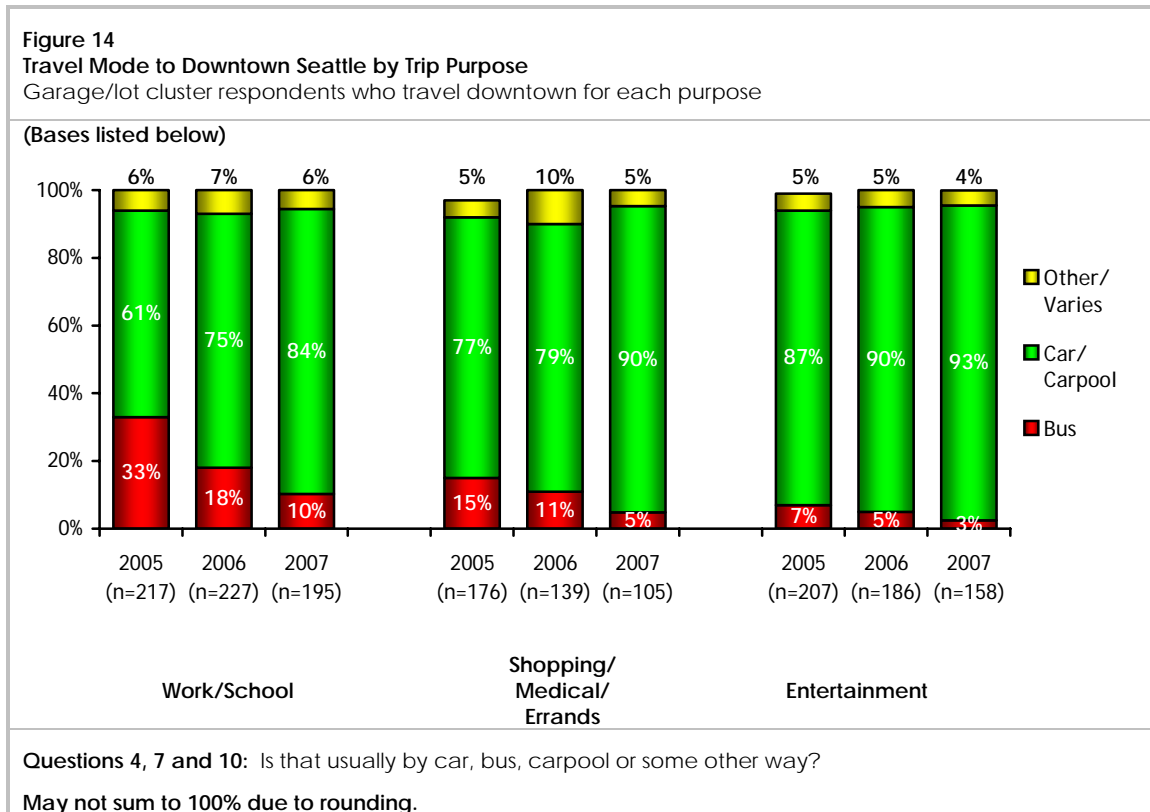
Question 9A: Which of the following times of day do you usually travel to downtown for dining, sports, or other entertainment?

Multiple responses allowed. "Don't know" responses not shown.

Travel Mode to Downtown Seattle

Work/School Trips

Most garage/lot parkers who commute to work or school in Seattle (84%) usually commute by car or carpool and one in ten (10%) usually commute on the bus (Figure 14). The percentage of garage/lot parkers who usually commute by car has increased significantly in each of the last two years with a corresponding decrease in the percentage who usually travel by bus.



Shopping/Medical/ Errands

Nine out of ten respondents from the Garage/Lot Clusters travel by auto to shop, go to medical appointments or run other errands (90%); up significantly from the 79% recorded in 2006. Just 5% make these kinds of trips by bus (Figure 14).

Dining/Sports/Entertainment

Traveling by car is the preferred mode for entertainment trips for respondents in the Garage/Lot Cluster. More than nine in ten respondents (93%) who come downtown for dining, sports or entertainment arrive by car (Figure 14).

Table 19 summarizes travel by purpose, mode and time of day. As shown, when looking at all three travel modes (car/carpool, bus, and other) regardless of purpose, morning commute hours are the most common (68%, 80% and 82% respectively). Both buses and cars or carpools were widely used during the morning commute to work or school (96% and 81% respectively). Car travel is popular for weekend shopping trips during the day (59%) as well as for evening entertainment on weekends (68%). The percentage of respondents who travel by car or carpool between 9 a.m. and 3 p.m. and/or on weekends was significantly lower than recorded in 2005.

Table 19
Travel Mode to Downtown Seattle by Trip Purpose and Time of Day
 All garage/lot cluster respondents

(Bases listed for each mode)	2005 All Purposes	2006 All Purposes	--2007--			
			All Purposes	Work/ School	Shopping/ Medical/ Errands	Dining/ Sports/ Entertainment
Car/Carpool	(n=232)	(n=232)	(n=209)	(n=180)	(n=113)	(n=156)
Weekdays 6 to 9 AM	71%	75%	68%	78%	4%	1%
Weekdays 9 AM to 3 PM	45	33	35	22	29	10
Weekdays 3 to 6 PM	35	37	27	8	19	19
Weekdays after 6 PM	51	42	38	9	12	43
Weekends during the day	69	50	46	11	55	34
Weekends during the evening	63	53	52	6	18	66
Already downtown	---	---	8	1	12	3
Bus	(n=84)	(n=49)	(n=25)*	(n=23)*	(n=14)*	(n=15)*
Weekdays 6 to 9 AM	85%	86%	80%	87	0	0%
Weekdays 9 AM to 3 PM	37	27	36	17	36	7
Weekdays 3 to 6 PM	38	39	24	9	14	20
Weekdays after 6 PM	52	47	32	9	14	40
Weekends during the day	73	55	40	0	57	27
Weekends during the evening	64	45	56	4	29	80
Other/Varies	(n=15)*	(n=12)*	(n=11)*	(n=9)*	(n=9)*	(n=10)*
Weekdays 6 to 9 AM	73%	83%	82%	100%	0%	0%
Weekdays 9 AM to 3 PM	60	67	27	---	33	10
Weekdays 3 to 6 PM	47	67	27	---	22	30
Weekdays after 6 PM	47	92	36	---	33	30
Weekends during the day	67	83	46	---	44	10
Weekends during the evening	67	67	64	---	33	60
Already downtown	---	---	18	---	22	10

Question 3A: Which of the following times of day do you usually travel to downtown for work or school?

Question 4: Is that usually by car, bus, carpool or some other way?

Question 6A: Which of the following times of day do you usually travel to downtown for shopping, appointments and other errands?

Question 7: Is that usually by car, bus, carpool or some other way?

Question 9A: Which of the following times of day do you usually travel to downtown for dining, sports, or other entertainment?

Question 10: Is that usually by car, bus, carpool or some other way?

*Interpret with caution due to small sample size

Travel modes are not discrete. Multiple responses allowed. "Don't know" responses not shown.

Travel Time

Table 20 shows the travel time garage and lot respondents reported for each type of trip. Table 21 shows the average travel time through downtown Seattle for each type of trip. Total average travel time regardless of trip purpose was 33.8 minutes in 2007 which was slightly, but not significantly longer than average travel times of 30.2 minutes in 2006 and 30.0 minutes in 2005. Total travel time, as well as travel time through the downtown area for each trip type (work or school; shopping, medical appointments or errands; and dining, sports, or entertainment), are discussed below.

Table 20			
Total Travel Time to Work/School			
Garage/lot cluster respondents who travel downtown by bus or car/carpool			
	2005	2006	2007
(Base)			
Work/School	(n=204)	(n=210)	(n=184)
0 to 10 Minutes	9%	9%	9%
11 to 15 Minutes	14	15	14
16 to 30 Minutes	38	42	38
31 to 60 Minutes	33	26	31
Over 60 Minutes	6	7	9
<i>Average</i>	<i>32.5 Min.</i>	<i>31.1Min.</i>	<i>35.0 Min.</i>
Shop/Medical/Errands	(n=161)	(n=125)	(n=100)
0 to 10 Minutes	19%	20%	20%
11 to 15 Minutes	16	26	14
16 to 30 Minutes	45	38	37
31 to 60 Minutes	16	10	26
Over 60 Minutes	3	5	3
<i>Average</i>	<i>25.4 Min.</i>	<i>24.1Min.</i>	<i>28.2 Min.</i>
Dining/Sports/Entertainment	(n=196)	(n=175)	(n=151)
0 to 10 Minutes	12%	10%	12%
11 to 15 Minutes	13	21	18
16 to 30 Minutes	47	42	36
31 to 60 Minutes	23	19	29
Over 60 Minutes	5	8	5
<i>Average</i>	<i>29.9 Min.</i>	<i>30.4 Min.</i>	<i>32.3 Min.</i>
Average Across All Purposes	30.0 Min.	30.2 Min.	33.8 Min.
Questions 4B, 7B, 10B: How long does it take you to travel from the beginning of your trip to (trip purpose) downtown by (travel mode)?			
May not sum to 100% due to rounding.			

Work/School Trips

On average, garage and surface lot respondents who commute by bus or car spend over half an hour (35 minutes) commuting to work or school in downtown Seattle; a significant increase of nearly four minutes compared with 2006. Average commute time through the downtown core for work/school trips was slightly, but not significantly lower than that recorded in 2006 (6.2 minutes in 2007 compared to 7.3 minutes in 2006).

- Garage/lot respondents who usually travel downtown for work or school by car reported an average travel time of 34.12 minutes—nearly 8 minutes faster than the average travel time for those who usually travel to work or school on the bus (42.10 minutes).

Table 21

Average Travel Time Through Downtown Seattle (Minutes)

Garage/lot cluster respondents who travel downtown by bus or car/carpool

	2005	2006	2007
(Base)			
Work/School	(n=204)	(n=210)	(n=184)
Total	32.5	31.1	35.0
From downtown core	6.8	7.3	6.2
Shop/Medical Errands	(n=161)	(n=125)	(n=100)
Total	25.4	24.1	28.2
From downtown core	7.0	6.9	8.2
Entertainment	(n=196)	(n=175)	(n=151)
Total	29.9	30.4	32.3
From downtown core	6.9	7.1	8.8

Questions 4B, 7B, 10B: How long does it take you to travel from the beginning of your trip to (trip purpose) downtown by (travel mode)?

Question 4D, 7D, 10D: Once you reach the downtown core area by (transportation mode), how long does it take to reach your destination?

Shopping/Medical/Errands

Respondents from the garage/lot clusters who come downtown to shop, go to medical appointments, or run errands reported an average total travel time of 28.2 minutes (Table 20) and an average of 8.2 minutes going through the downtown core area. These averages do not differ significantly from those recorded in 2006.

The low number of individuals from the Garage/Lot Clusters who usually take the bus downtown for shopping, medical appointments, or errands (n=5) precludes drawing any statistically reliable conclusions about differences in travel time by mode.

Dining/Sports/ Entertainment

Parking garage and lot respondents traveling downtown for entertainment purposes reported an average total travel time of just over one-half hour (32.3 minutes). Travel time from the edge of the downtown core area to respondents' destinations averaged 8.8 minutes; nearly two minutes longer than recorded in 2006 (Table 21).

The low number of individuals from the Garage/Lot Clusters who take the bus downtown for dining, sports, or entertainment (n=4) precludes drawing any statistically reliable conclusions about differences in travel time by mode.

Travel Time by Mode

Table 22 displays the travel time by mode from the beginning of the trip to downtown Seattle for the three categories of trip purpose, work, shopping and entertainment for bus cluster respondents. Although the survey was designed primarily to measure travel time for individual trip purposes, it also provides information regarding the differences in travel time to downtown Seattle by mode for each trip purpose. Since travelers to downtown Seattle do not always use the same mode and come downtown for more than one trip purpose, the Bus and Car/Carpool groups shown are not discrete.

Table 22 shows that the amount of time spent traveling on a bus to downtown Seattle differs by trip purpose and by travel mode. Those who travel downtown by car have faster trips on average than those traveling downtown on the bus.

Additionally, car/carpool travelers coming downtown to shop, go to medical appointments, or run errands have significantly faster travel times on average than those coming downtown by car for other purposes. This latter finding is likely because shoppers are most likely to come downtown during the day on weekdays (9 a.m. to 3 p.m.) or on weekends.

Table 22

Travel Time by Mode from Beginning of Trip to Downtown Seattle by Trip Purpose
Garage/lot cluster respondents who travel downtown for each trip purpose

	Work	Shopping	Entertainment
	(n=25)*	(n=5)*	(n=4)*
Bus			
0 to 10 minutes	10%	---	---
11 to 15 minutes	10	---	50
16 to 30 minutes	30	60	25
31 to 60 minutes	30	20	25
Over 60 minutes	20	20	---
<i>Average total travel time</i>	<i>42.1 Min.</i>	<i>48.0 Min.</i>	<i>22.5 Min.</i>
<i>Average travel time through downtown</i>	<i>6.3 Min.</i>	<i>9.2 Min.</i>	<i>5.3 Min.</i>
Car/Carpool	(n=164)	(n=95)	(n=147)
0 to 10 minutes	9%	21%	12
11 to 15 minutes	14	15	17
16 to 30 minutes	38	36	36
31 to 60 minutes	31	26	29
Over 60 minutes	8	2	5
<i>Average travel time</i>	<i>34.1 Min.</i>	<i>27.1 Min.</i>	<i>32.6 Min.</i>
<i>Average travel time through downtown</i>	<i>6.2 Min.</i>	<i>8.1 Min.</i>	<i>8.9 Min.</i>
Questions 4B, 7B, 10B: How long does it take you to travel from the beginning of your trip to (trip purpose) downtown by (travel mode)?			
Question 4D, 7D, 10D: Once you reach the downtown core area by (transportation mode), how long does it take to reach your destination?			
*Interpret with caution due to small number of respondents.			
May not sum to 100% due to rounding.			

Overall Impression of Downtown Seattle

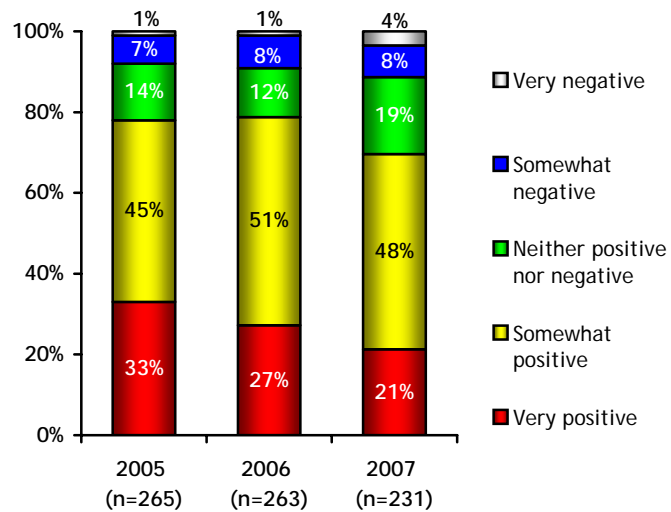
Respondents from the Garage/Lot Cluster sample have a positive overall impression of downtown Seattle. In all, 69% said their recent experiences in downtown Seattle left them with a “somewhat” or “very” positive impression; a significant drop from the 78% recorded in 2006.

Twelve percent (12%) said their overall impression was “very” or “somewhat negative” and the remainder had neither a positive nor a negative impression (19%).

- Respondents who come downtown 6 to 9 times a month were much more likely than average to have positive impression of downtown Seattle (92%) as were those who come downtown for both shopping and entertainment (80%).

Figure 15
Overall Impression of Downtown Seattle
All garage/lot cluster respondents

(Bases listed below)



Question 38: Based on your recent experience with downtown Seattle, would you say your overall impression of downtown is...

May not sum to 100% due to rounding.

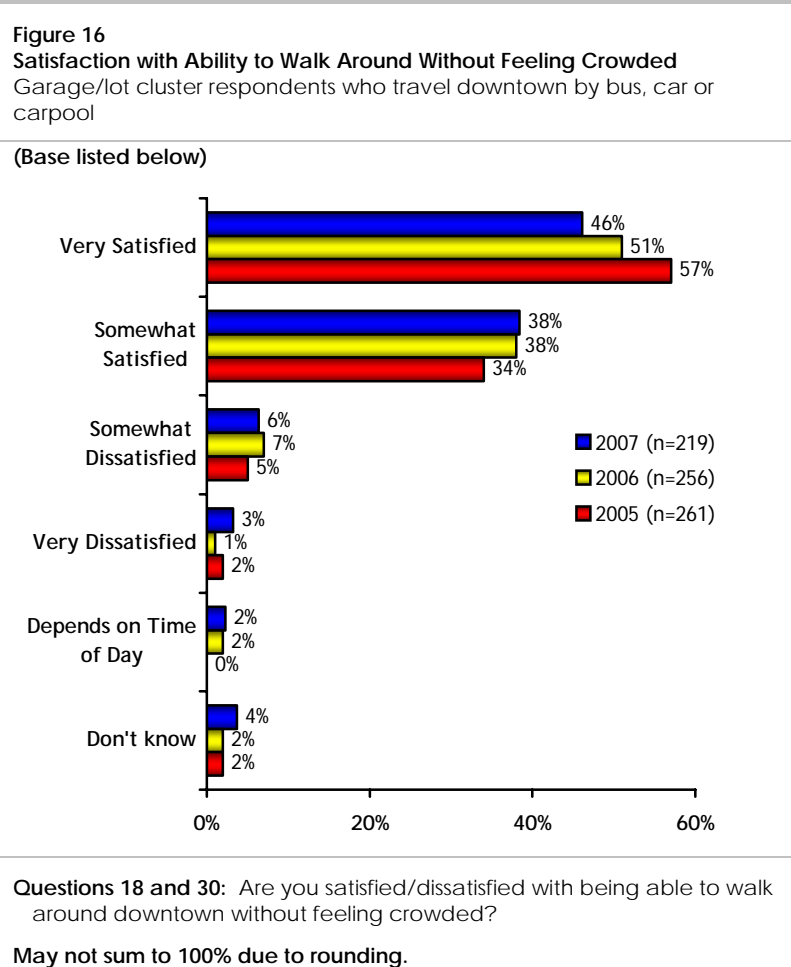
Personal Comfort in Downtown Seattle

Respondents from the Garage/Lot Cluster sample who travel to downtown Seattle by bus, car, or carpool were asked to rate their satisfaction with two personal comfort elements: their ability to walk around downtown without feeling crowded and personal safety.

Crowding

Almost nine in ten garage/lot respondents (85%) are satisfied with their ability to walk around downtown Seattle without feeling crowded and 10% were dissatisfied (Figure 16). The percentage of respondents who are “very satisfied” is lower than it was in 2006 and significantly below “very satisfied” ratings in 2005.

- Respondents who have a positive overall impression of downtown Seattle were significantly more likely to be satisfied with the ability to walk around downtown Seattle without feeling crowded than those who have a negative overall impression of the downtown area (89% and 58% respectively).



Safety and Security

Altogether 74% of respondents from the Garage/Lot Clusters are satisfied with their personal security and safety when in downtown Seattle. As Figure 17 shows, the percentage of respondents “very satisfied” with personal safety plummeted from 43% in 2006 to 29% in 2007 and the percentage who are dissatisfied doubled from 10% in 2006 to 20% in 2007.

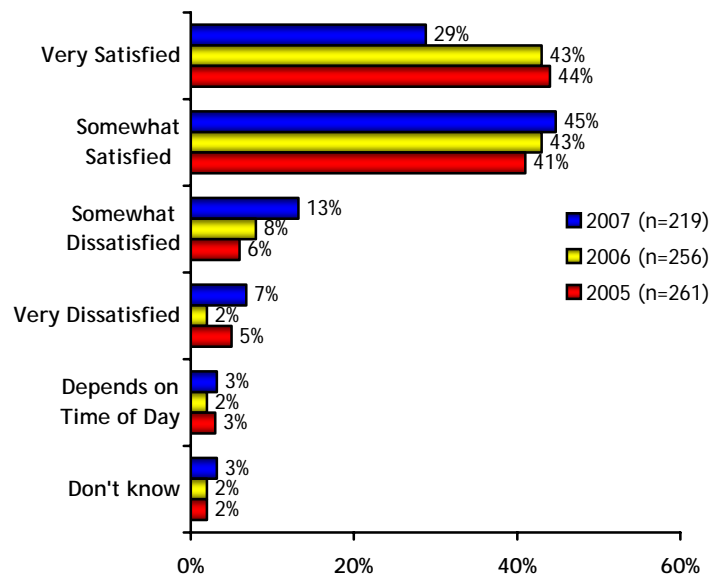
When asked the reason for their dissatisfaction, respondents who were unhappy with their personal security and safety while in downtown Seattle were most uncomfortable with loitering and disruptive behavior (44%) followed by discomfort with homeless people (37%).

Figure 17

Satisfaction with Personal Security and Safety

Garage/lot cluster respondents who travel downtown by bus, car or carpool

(Base listed below)



Questions 19 and 31: Are you satisfied/dissatisfied with personal security and safety when in downtown Seattle?

May not sum to 100% due to rounding.

Table 23

Reasons for Dissatisfaction with Personal Safety in Downtown Seattle

Garage/lot cluster respondents who were dissatisfied

(Base)	Total (n=44)
Loitering/disruptive behavior	44%
Uncomfortable with homeless people	37
Worried about violence/shootings/crimes	29
Being approached by strangers	22
Not enough police presence/need more officers	22
People using drugs/doing drug deals	22
It's too dark	7
Other	7

Question 28A1 and Q36A1: You mentioned you were dissatisfied with personal security and safety in downtown Seattle. Why do you say that?

Multiple responses allowed.

When asked to name the downtown locations where they are dissatisfied with personal security and safety, respondents most commonly mentioned intersections along 3rd Avenue (41%)—especially 3rd and Pike (14%) and 3rd and Pine (11%). Pioneer Square was mentioned by 18% of respondents, 16% mentioned locations along 2nd Avenue, and 14% mentioned locations along 4th Avenue. Table 24 shows the net of all locations along 1st to 5th Avenues as well as Pioneer Square. Specific intersections are shown only if they were mentioned by at least five percent of respondents.

Satisfaction with Bus Travel in Downtown Seattle

Eleven percent or 25 respondents interviewed from the Garage/Lot Cluster sample travel to downtown Seattle by bus at least occasionally. These respondents were asked to rate their satisfaction with nine bus service elements. More than eight in ten of these bus riders to downtown were satisfied with:

- *The location of your bus stop in downtown (92%)*
- *The amount of personal space you have when waiting at downtown bus stops (88%)*
- *Personal safety on the bus related to the conduct of others (88%)*
- *Personal security and safety while waiting for the bus during the day (88%)*
- *The ability of the bus to get you to your downtown destination on time (80%)*
- *The amount of time it takes your bus to get through downtown (80%)*

Bus riders to downtown from the Garage/Lot Cluster sample were the least satisfied with *personal security and safety while waiting for the bus at night* (44% dissatisfied). There were no statistically significant differences in satisfaction ratings for these elements between 2006 and 2007. Satisfaction ratings for these nine elements are shown in Table 25.

Table 24

Locations in Downtown Seattle Where Respondents are Dissatisfied with Personal Safety and Security
Garage/lot cluster respondents who were dissatisfied

(Base)	Total (n=44)
Along 3rd Avenue (Net)	41%
3 rd & Pike	14%
3 rd & Pine	11
Along 3 rd Avenue	7
3 rd & Cherry	5
Pioneer Square	18%
Along 2nd Avenue (Net)	16%
2 nd & Pike	7%
2 nd & Union	5
2 nd & University	5
2 nd & Columbia	5
Along 1st Avenue (Net)	
1 st & Pike	5%
Along 4th Avenue (Net)	14%
4 th & Pike	5
4 th & Columbia	5
Along 5th Avenue (Net)	5%
5 th & Pike	5
Other (Net)	27%
Pike Place Market	9%
Belltown	7
Downtown core area (general)	7

Question 28B and Q36B: Where in downtown Seattle are you dissatisfied with personal security and safety?

Multiple responses allowed. Intersections mentioned by fewer than 5% of respondents not shown.

Table 25**Satisfaction with Downtown Bus Service Elements by Trip Purpose**

Garage/lot cluster respondents who ride the bus to downtown Seattle

	All Bus Riders 2005 (n=84)	All Bus Riders 2006 (n=49)	All Bus Riders 2007 (n=25)
(Base)			
The amount of time it takes your bus to get through downtown			
Very satisfied	33%	37%	48%
Somewhat satisfied	37	31	32
Neutral / Depends on time of day	5	0	0
Somewhat dissatisfied	17	18	12
Very dissatisfied	7	14	8
The location of your bus stop in downtown			
Very satisfied	69%	67%	52%
Somewhat satisfied	23	25	40
Neutral / Depends on time of day	2	0	0
Somewhat dissatisfied	4	2	4
Very dissatisfied	2	6	4
The amount of personal space you have when waiting at downtown bus stops			
Very satisfied	43%	31%	44%
Somewhat satisfied	38	53	44
Neutral / Depends on time of day	10	6	4
Somewhat dissatisfied	8	6	8
Very dissatisfied	1	4	0
The amount of time you have to wait in between buses?			
Very satisfied	30%	25%	24%
Somewhat satisfied	27	39	24
Neutral / Depends on time of day	7	6	12
Somewhat dissatisfied	25	25	24
Very dissatisfied	11	4	16
The ability of the bus to get you to your downtown destination on time			
Very satisfied	56%	55%	40%
Somewhat satisfied	30	35	40
Neutral / Depends on time of day	4	0	0
Somewhat dissatisfied	8	8	16
Very dissatisfied	2	2	4

Questions 20 – 28: Next are a few questions about your satisfaction with downtown Seattle and downtown bus service. Are you satisfied/dissatisfied with...

Trip purpose groups are not discrete. For example, a respondent who works and attends sports events in downtown Seattle is included in both groups.

*New question in 2007

"Refused" responses not shown. May not sum to 100% due to rounding.

Table 25 (Continued)			
Satisfaction with Downtown Bus Service Elements by Trip Purpose			
Garage/lot cluster respondents who ride the bus to downtown Seattle			
	All Bus Riders 2005 (n=84)	All Bus Riders 2006 (n=40)	All Bus Riders 2007 (n=25)
(Base)			
The bus coming when it is supposed to when you are leaving downtown?			
Very satisfied	33%	41%	32%
Somewhat satisfied	42	25	44
Neutral / Depends on time of day	1	0	0
Somewhat dissatisfied	18	22	16
Very dissatisfied	6	12	8
Personal safety on the bus related to the conduct of others*			
Very satisfied	---	---	52%
Somewhat satisfied	---	---	36
Neutral / Depends on time of day	---	---	0
Somewhat dissatisfied	---	---	12
Very dissatisfied	---	---	0
Personal Security and safety in downtown Seattle while waiting for the bus during the day			
Very satisfied	61%	69%	56%
Somewhat satisfied	29	27	32
Neutral / Depends on time of day	1	0	0
Somewhat dissatisfied	4	2	12
Very dissatisfied	6	2	0
Personal Security and safety in downtown Seattle while waiting for the bus at night			
Very satisfied	17%	25%	12%
Somewhat satisfied	33	45	32
Neutral / Depends on time of day	16	18	12
Somewhat dissatisfied	20	6	28
Very dissatisfied	14	6	16
Questions 20 – 28: Next are a few questions about your satisfaction with downtown Seattle and downtown bus service. Are you satisfied/dissatisfied with...			
Trip purpose groups are not discrete. For example, a respondent who works and attends sports events in downtown Seattle is included in both groups.			
"Refused" responses not shown. May not sum to 100% due to rounding.			

Satisfaction with Car Travel in Downtown Seattle

Ninety percent (90%) of the respondents interviewed from the Garage/Lot Cluster sample travel to downtown Seattle by car or carpool. These respondents were asked five questions about the satisfaction with car travel to and through the downtown area. Fewer than 60% of respondents were satisfied with any of the car travel elements included in the survey (Table 26).

As Table 26 shows, car travelers to downtown Seattle were most satisfied with *being able to find parking that is convenient to your destination in downtown Seattle* (53% very/somewhat satisfied) and least satisfied with *the cost of parking in downtown Seattle* (76% very/somewhat dissatisfied).

Two significant differences were noted in satisfaction with car travel elements between 2006 and 2007:

- The percentage of car travelers who were “very dissatisfied” with *being able to find parking that is convenient to your destination* increased from 17% to 27%.
- The percentage of car travelers who were “very” or “somewhat satisfied” with *the clarity of informational signs in downtown telling car drivers how to get around downtown* dropped from 61% in 2006 to 50% in 2007.

Table 26

Satisfaction with Car Travel through Downtown by Trip Purpose

Garage/lot cluster respondents who go to downtown Seattle by car or carpool

(Base)	--2007--					
	All Car/ Carpool Riders		All Car/ Carpool Riders (n=209)	Work/ School (n=142)	Shopping/ Medical/ Errands (n=113)	Dining/ Sports/ Entertainment (n=156)
	2005 (n=232)	2006 (n=231)				
The amount of time it takes you by car to get through downtown						
Very satisfied	15%	11%	12%	12%	10%	10%
Somewhat satisfied	39	35	32	36	33	33
Neutral / Depends /Don't know	4	4	8	7	9	8
Somewhat dissatisfied	26	28	26	24	31	28
Very dissatisfied	16	21	22	21	18	21
Being able to find parking downtown						
Very satisfied	19%	16%	18%	16%	17%	17%
Somewhat satisfied	28	33	25	27	28	26
Neutral / Depends /Don't know	2	3	5	6	4	4
Somewhat dissatisfied	17	21	19	16	21	22
Very dissatisfied	34	27	34	35	29	31
Being able to find parking that is convenient to your destination in downtown Seattle						
Very satisfied	20%	21%	25%	26%	22%	22%
Somewhat satisfied	38	38	28	28	25	31
Neutral / Depends /Don't know	1	3	2	1	---	1
Somewhat dissatisfied	19	21	18	16	21	21
Very dissatisfied	22	17	27	29	22	25
The cost of parking in downtown Seattle						
Very satisfied	7%	4%	4%	5%	2%	3%
Somewhat satisfied	18	20	16	15	19	17
Neutral / Depends /Don't know	1	1	4	4	3	3
Somewhat dissatisfied	23	27	19	18	24	21
Very dissatisfied	51	48	57	58	53	58
The clarity of informational signs in downtown telling car drivers how to get around downtown						
Very satisfied	19%	16%	17%	15%	14%	17%
Somewhat satisfied	36	45	33	33	35	34
Neutral / Depends /Don't know	10	6	8	7	4	8
Somewhat dissatisfied	21	18	25	28	26	24
Very dissatisfied	14	15	17	18	20	18

Questions 32 – 36: Next are a few questions about your satisfaction with downtown Seattle. Are you satisfied/dissatisfied with...?

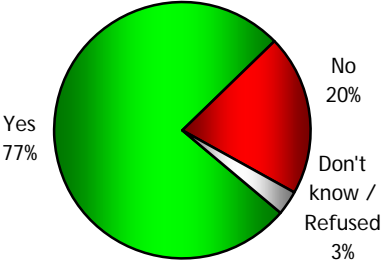
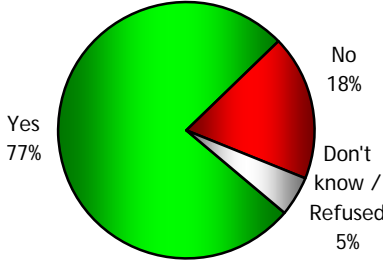
Trip purpose groups are not discrete. For example, a respondent who works and attends sports events in downtown Seattle is included in both groups.

May not sum to 100% due to rounding.

Information about Downtown Travel

Third Avenue Signage

More than three-quarters of Garage/Lot Cluster respondents (77%) said they have seen signs that indicate there are traffic restrictions along Third Avenue during certain times of the day. Commuters (80%) and those who come to downtown Seattle at least twenty times per month (81%) were especially likely to have seen these signs (Figure 18A). More than three-quarters of those who saw the signs said they were effective in helping them understand traffic restrictions on Third Avenue (Figure 18B).

<p>Figure 18A Did You See About Third Avenue Traffic Restrictions? All garage/lot cluster respondents</p>	<p>Figure 18B Did Signage Help You Understand Traffic Restrictions? Garage/lot cluster respondents who saw Third Avenue Signage</p>																
<p>(Base = 231)</p>  <table border="1"> <caption>Data for Figure 18A</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>77%</td> </tr> <tr> <td>No</td> <td>20%</td> </tr> <tr> <td>Don't know / Refused</td> <td>3%</td> </tr> </tbody> </table>	Response	Percentage	Yes	77%	No	20%	Don't know / Refused	3%	<p>(Base = 177)</p>  <table border="1"> <caption>Data for Figure 18B</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>77%</td> </tr> <tr> <td>No</td> <td>18%</td> </tr> <tr> <td>Don't know / Refused</td> <td>5%</td> </tr> </tbody> </table>	Response	Percentage	Yes	77%	No	18%	Don't know / Refused	5%
Response	Percentage																
Yes	77%																
No	20%																
Don't know / Refused	3%																
Response	Percentage																
Yes	77%																
No	18%																
Don't know / Refused	5%																
<p>Question 36C: Have you seen signs that indicate there are traffic restrictions along 3rd Avenue during certain times of the day? May not sum to 100% due to rounding.</p>	<p>Question 36D1: Were these signs effective in helping you understand traffic restrictions along 3rd Avenue? May not sum to 100% due to rounding.</p>																

When asked what type of signs they had seen, respondents most commonly mentioned signs on the street indicating peak hour restrictions on Third Avenue (74%), followed by “Do Not Enter” signs (25%) and “Bus Only” signs (25%). A complete listing is shown in Table 27.

Table 27

Types of Signage Viewed

Garage/Lot cluster respondents who saw signs restricting traffic on Third Avenue

(Base)	Total (275)
Signs on the street indicating peak hour restrictions	74%
Do not enter	25
Bus only	25
No left turn	20
Traffic signs on Third Avenue (general)	4
Right turn only	6
Neon signs	1
Construction signs	2
Other	1
Don't know	6

Question 36D: Which signs have you seen?

Multiple responses allowed.

Tunnel Opening Information

Not quite four in ten garage/lot respondents (39%) said they were aware of the date the tunnel would re-open prior to September 24, 2007. Commuters were significantly more likely to be aware of the tunnel opening date than non-commuters (43% and 20% respectively).

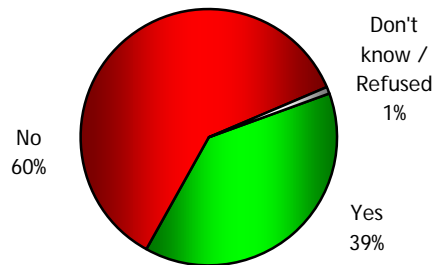
Respondents who knew about the tunnel re-opening prior to September 24th were asked where they saw information before the tunnel opened. All respondents were asked where they saw information about the tunnel re-opening after September 24th. Their responses are shown in Table 28.

Figure 19

Aware of Upcoming Tunnel Opening

All garage/lot cluster respondents

(Base = 231)



Question 36E: Prior to September 24th, were you aware that the tunnel would be re-opening on that day?

May not sum to 100% due to rounding.

More respondents recalled getting information about the tunnel opening from transit agencies than from any other source both before and after September 24. Before the tunnel opened, the most-often mentioned information sources were newspaper articles (28%) and television news (27%).

Most respondents (67%) said they did not see or receive any information about the tunnel re-opening after September 24, 2007. Those who did see information most commonly mentioned newspaper (9%) and television news (9%) as their sources.

Table 28
Sources of Information About Tunnel Opening
All garage/lot cluster respondents

	Before Sept. 24 (89)	After Sept. 24 (231)
(Base)		
Transit Agency (Net)	17%	5%
On bus/poster on bus	2	<1
Transit agency bus stops	6	2
Transit agency rider alerts	---	1
Bus or transit agency websites	3	1
Metro representatives handing out information	6	1
Transit agency brochures	1	1
Media (Net)	46%	16%
Newspaper articles	28	9
TV news	27	9
Radio	5	2
Tunnel Entrance (Net)	14%	1%
Tunnel entrance	7	1
Signs at bus tunnel	8	<1
Other (Net)	43%	12%
Word of mouth (family/friends/co-workers)	11	2
At work	25	4
Regular signs on downtown streets	2	2
Email	9	2
Mailing	---	1
Websites other than transit agencies	3	---
Public events	---	<1
Miscellaneous	3	5
Did not see or receive any information	3%	67%

Question 36F: [IF AWARE OF TUNNEL RE-OPENING PRIOR TO 9/24]: Where did you see that information prior to the tunnel re-opening?

Question 36G: [ALL RESPONDENTS] Since September 24, have you seen information about the tunnel re-opening? Where was that?

Multiple responses allowed. "Don't know" responses not shown.

Respondents who reported seeing information about the tunnel re-opening after September 24, 2007 (33% of all garage/lot respondents) were asked how they would rate the level of information received. More than nine in ten respondents who saw the information (92%) said it was informative, including 40% who said it was "very informative."

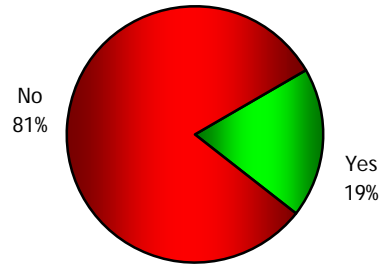
Just 19% of respondents who work or go to school in downtown Seattle said they were aware of incentives or promotions urging commuters to change the way they commute (Figure 20).

Figure 20

Awareness of Promotions or Incentives

Garage/lot cluster respondents who work/attend school in downtown Seattle

(Base = 195)



Question 38D: Have you seen or heard of any special promotions or incentives since the transit tunnel re-opened urging commuters to change the way they commute to work or school?

May not sum to 100% due to rounding.

Sources of Information

Respondents from the Garage/Lot Clusters reported using a wide variety of sources for getting information about traveling in downtown Seattle.

More than half of all Garage/Lot Cluster respondents (52%) reported getting information from one or more transit agency websites, most commonly Metro Online (45%).

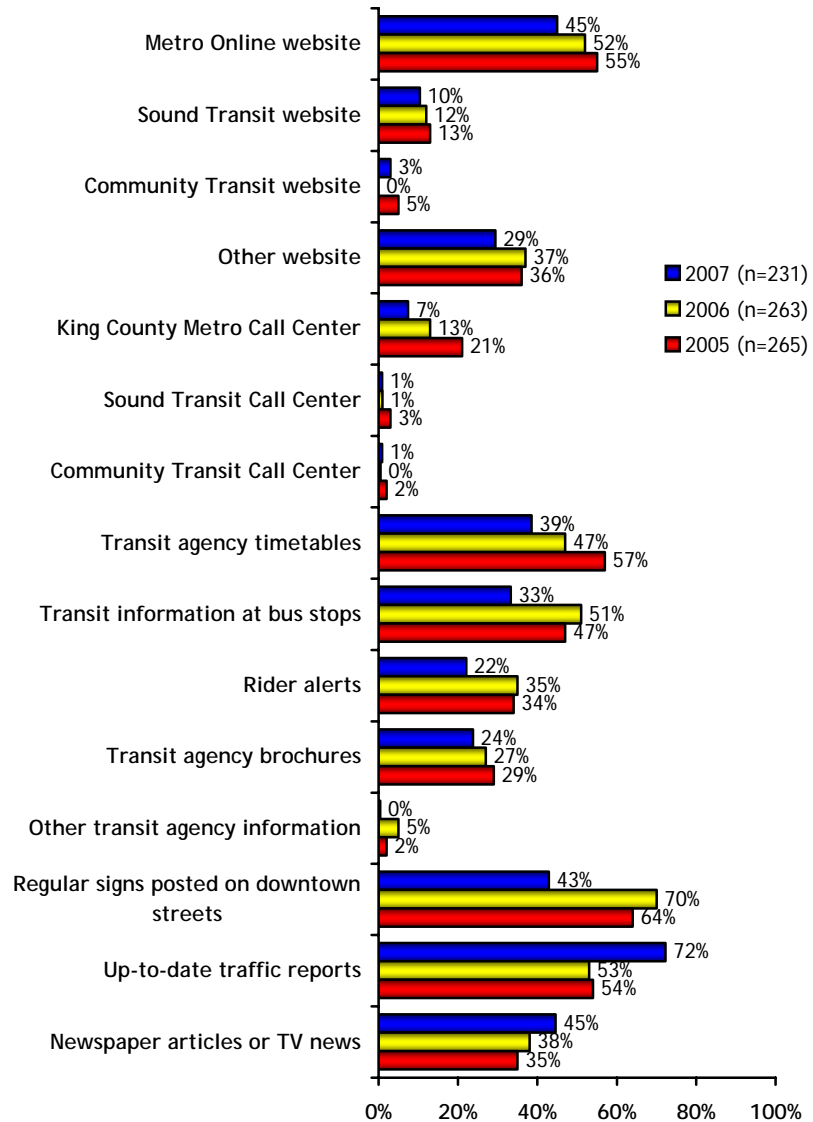
Timetables were the most popular source of printed information available from the transit agencies involved in the project (39%).

Up-to-date traffic reports were the most popular information source both overall and among non-transit agency sources (72%). More than four in ten respondents (43%) mentioned the regular signs posted on downtown streets helped them find information about downtown travel.

Significantly fewer respondents in 2007 reported getting

Figure 21
Information Sources About Downtown Travel
 All garage/lot cluster respondents

(Bases listed below)



Question 37: Which of the following sources have you used to get information about traveling in downtown Seattle? **A)** Bus or transit agency websites? (If yes) Was that Metro Online, Sound Transit or Community Transit? **B)** Any websites other than transit? **C)** Any transit agency Rider Information Call Centers? (If yes) Was that... **D)** Transit agency signs or materials such as Rider Alerts, brochures, timetables, bus stops, or something else? **E)** Regular signs posted on downtown streets that help you find your way to get information about traveling in downtown Seattle? **F)** Up-to-date traffic reports from TV, radio, or scanner? **G)** Newspaper articles or TV news?

Multiple responses allowed.

information about downtown travel from: transit information at bus stops, rider alerts, and regular signs posted on downtown streets than in 2006. Significantly more respondents said they get information from up-to-date traffic reports in 2007 than in 2006.

On-Street Parking Cluster Sample

In 2005, just 49 respondents who parked at on-street locations in downtown Seattle were surveyed. In 2005, the decision was made not to analyze this small group of respondents. Consequently, data for this cluster are presented for the 2006 and 2007 surveys only.

Number of Trips to Downtown Seattle

A total of 192 respondents who park at parking meters in downtown Seattle completed a telephone survey (n=187) web survey (n=5). When asked how many times a month they go to downtown Seattle these individuals reported making 16.7 trips per month on average across all trip purposes (Table 30).

Respondents were then questioned about the number of trips they make downtown for work or school, shopping, medical appointments, errands and entertainment. Since a single trip to downtown may serve more than one purpose, the sum of the trips for each purpose often exceeds the total number of trips reported.

Table 29

Trip Purpose in Downtown Seattle

All on-street parking cluster respondents

	2006 Total (192)	2007 Total (192)
(Base)		
Work/School		
Yes	75 %	75%
No	25	25
Shop/Medical Appointments/Errands		
(Multiple response)	58%	61%
Shop	50 %	51%
Medical appointments	27	24
Other errands	39	33
None of the above	42	39
Dining/Sports Events/Other Entertainment		
Yes	73 %	72%
No	27	28

Question 2: Do you go downtown for work or school?

Question 5: Do you shop, go to medical appointments or do other errands downtown?

Question 8: Do you go out dining, to sports events or other entertainment in downtown?

"Don't know" responses not shown. May not sum to 100% due to rounding

Work Trips

As in 2006, three out of four on-street parkers surveyed (75%) work or attend school in downtown Seattle (Table 29). Virtually all parking meter respondents who travel to work or school downtown are commuters (94%); that is, they travel downtown for work or school at least three times a week. Sixty-nine percent (69%) of those who work or go to school downtown make at least 20 work/school trips per month.

- 55% of respondents who travel to downtown Seattle for work or school said they also shop, go to medical appointments or run other errands.

- Sixty-nine percent (69%) of those who go downtown for work or school also go downtown to dine, to attend sports events, or to take in some other form of entertainment. These percentages are not significantly different from those recorded in 2006.

Trips for Shopping, Medical Appointments and Other Errands

Slightly more than six in ten on-street parkers (62%) reported making at least one trip downtown to shop, go to a medical appointment or run another errand. Most of those who come downtown for these purposes (76%) do so fewer than six times a month.

- Two-thirds of on-street parkers (66%) that shop, go to medical appointments or run errands downtown also work in downtown Seattle
- 79% of on-street parkers who come downtown for shopping and errands said they also dine out, attend sports events or participate in some other form of downtown entertainment.

There were no statistically significant differences noted between 2006 and 2007 survey findings.

Table 30
Trips to Downtown Seattle by Purpose
On-street parking cluster respondents involved in each activity

(Base)	2006	2007
Work/School	(n=144)	(n=143)
<1 to 5	16 %	15%
6 to 9	3	4
10 to 19	13	13
20 or More	69	69
<i>Average number of trips</i>	<i>18.8</i>	<i>17.7</i>
Shop/Medical Appointments/Errands	(n=111)	(n=118)
<1 to 5	70 %	76%
6 to 9	9	6
10 to 19	14	11
20 or More	7	5
<i>Average number of trips</i>	<i>6.0</i>	<i>5.6</i>
Dining/Sports/Entertainment	(n=116)	(n=138)
<1 to 5	82 %	80%
6 to 9	8	8
10 to 19	6	7
20 or More	1	2
<i>Average number of trips</i>	<i>3.6</i>	<i>3.8</i>
Average Trips Across All Purposes	(n=192)	(n=192)
	17.0	16.7

Question 1: About how many times a month do you go to downtown Seattle?

Question 3: About how many times a month (do you go downtown for work or school)?

Question 6: About how many times a month (do you shop, go to medical appointments or do other errands downtown)?

Question 9: About how many times a month (do you go out dining, to sports events or other entertainment in downtown)?

"Don't know" responses not shown. May not sum to 100% due to rounding

Trips for Dining Out, Sports Events, or Other Entertainment

Of the three trip purpose categories, trips to downtown for entertainment are the least common for on-street parkers. Although nearly three-quarters (72%) of these respondents dine out or go to sports events or other downtown entertainment, they average fewer than 4 trips per month for this purpose (Tables 29 and 30).

- Most on-street parkers who entertain themselves downtown also go to work/school (72%)
- Two-thirds of on-street parkers who travel downtown for entertainment also shop, go to medical appointments or run other errands (67%) in downtown Seattle.
- Just 6% of the on-street parkers interviewed come downtown solely for entertainment purposes.

There were no statistically significant differences noted between 2006 and 2007 survey findings.

Use of Downtown Seattle Compared to Last Year

Respondents who parked on downtown Seattle streets were asked two questions regarding their use of downtown Seattle compared with the previous year. The first question asked about changes in how often they come to downtown Seattle. The second asked for changes in how often they use a car to travel to and around downtown Seattle.

As Figure 22 shows, most respondents (67%) said they come to downtown Seattle about as often as they did a year ago, and 19% come downtown more often than last year. These percentages are not significantly different from 2006 survey findings.

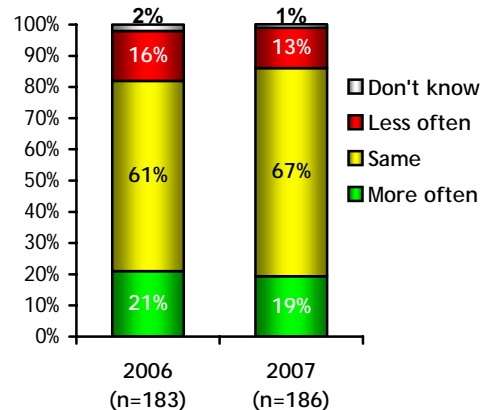
- Respondents who have a positive overall impression of downtown Seattle were nearly three times as likely as those with an overall negative impression to say they come downtown more often than they did a year ago (20% and 7% respectively).

None of the 24 on-street parkers who come downtown less often than they did a year ago said the decline was related to the tunnel re-opening. The most commonly mentioned reasons for coming downtown less frequently were:

- Traffic congestion (6 respondents)
- Change in work or school schedule (5 respondents)
- No need/reason to go downtown (3 respondents)

Figure 22
Travel to Downtown Seattle Compared to Last Year
On-street cluster respondents not living in downtown Seattle

(Bases listed below)



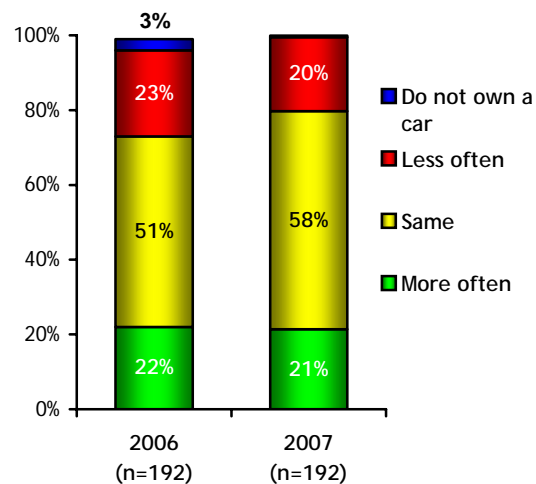
Question 11: Would you say you are going to downtown Seattle less often than last year, more often than last year, or about the same as last year?

May not sum to 100% due to rounding.

Nearly six in ten on-street parkers (58%) said they use their car to travel to and through downtown Seattle with the same frequency as last year and 20% use their car downtown less often than they did a year ago. The differences between 2006 and 2007 that are shown in Figure 23 are not statistically significant.

Only two of the 38 respondents who use their cars to travel to and around downtown Seattle less often said the decline was related to the tunnel re-opening. When asked specifically what it was about the tunnel re-opening that caused them to use the car less often, these respondents mentioned traffic congestions, that travel time by car is too long and that parking is limited and/or parking costs are high.

Figure 23
Car Travel to and Around Downtown Seattle versus Last Year
All on-street cluster respondents
(Bases listed below)



Question 13: Would you say you are using your car to travel to or around downtown Seattle less often than last year, more often than last year, or about the same amount as last year?

May not sum to 100%

Don't know responses not shown.

For the remaining 36 respondents, the most commonly mentioned reason (5 respondents) was lack of parking followed by traffic congestion (4 respondents) and I take the bus/have a bus pass (4 respondents). Several other reasons were mentioned by one or two respondents including parking costs, gas prices, don't go downtown anymore, and don't have a car anymore.

Satisfaction with Effect of Tunnel Opening on Bus Travel

Thirty respondents who reported riding the bus to downtown Seattle were asked to rate their satisfaction with how the tunnel re-opening has affected their bus travel downtown.

Twelve of these respondents were satisfied, 1 was dissatisfied, and the rest (n=17) were neutral or said they "don't know."

Time of Day Travel to Downtown Seattle

The time of day on-street parkers travel to downtown Seattle varies greatly by trip purpose (Table 31). When travel for all trip purposes is combined, just under half (47%) of the respondents travel at any given time on weekdays while more than half reported traveling on weekends during the day and evening. Those traveling downtown to work or school are most likely to travel during morning peak hours (59%) while those coming downtown to shop, go to medical appointments or run other errands are most likely to travel during the day on weekends (55%). On-street parkers who go downtown for entertainment purposes are more likely to travel during evening hours on weekends (67%) than at other times.

(Base)	2006 All Purposes (n=192)	--2007--			
		2007 All Purposes (n=192)	Work School (n=143)	Shopping Medical Errands (n=118)	Dining Sports Entertainment (n=138)
Weekdays 6 to 9 AM	49%	47%	59%	6%	1%
Weekdays 9 AM to 3 PM	54	49	42	43	7
Weekdays 3 to 6 PM	56	43	31	31	15
Weekdays after 6 PM	53	46	12	22	53
Weekends during the day	53	51	24	55	24
Weekends during the evening	52	53	14	20	67
Already downtown	---	5	---	4	4

Question 3A: Which of the following times of day do you usually travel to downtown for work or school?

Question 6A: Which of the following times of day do you usually travel to downtown for shopping, appointments and other errands?

Question 9A: Which of the following times of day do you usually travel to downtown for dining, sports, or other entertainment?

Multiple responses allowed. "Don't know" responses not shown.

In 2007, significantly fewer respondents reported traveling downtown on weekdays between 3 and 6 p.m. —especially those traveling to work or school (31% in 2007 v. 44% in 2006). Also, fewer respondents reported traveling downtown for entertainment purposes during the day on weekends than in 2006 (24% and 38% respectively).

Travel Mode to Downtown Seattle

Work/School Trips

Most on-street parkers who commute to work or school in Seattle (77%) usually commute by car or carpool. Just 16% commute on the bus (Figure 24).

The percentage of on-street parkers who travel to work/school by varied means was significantly lower in 2007 than in 2006 (7% and 15% respectively).

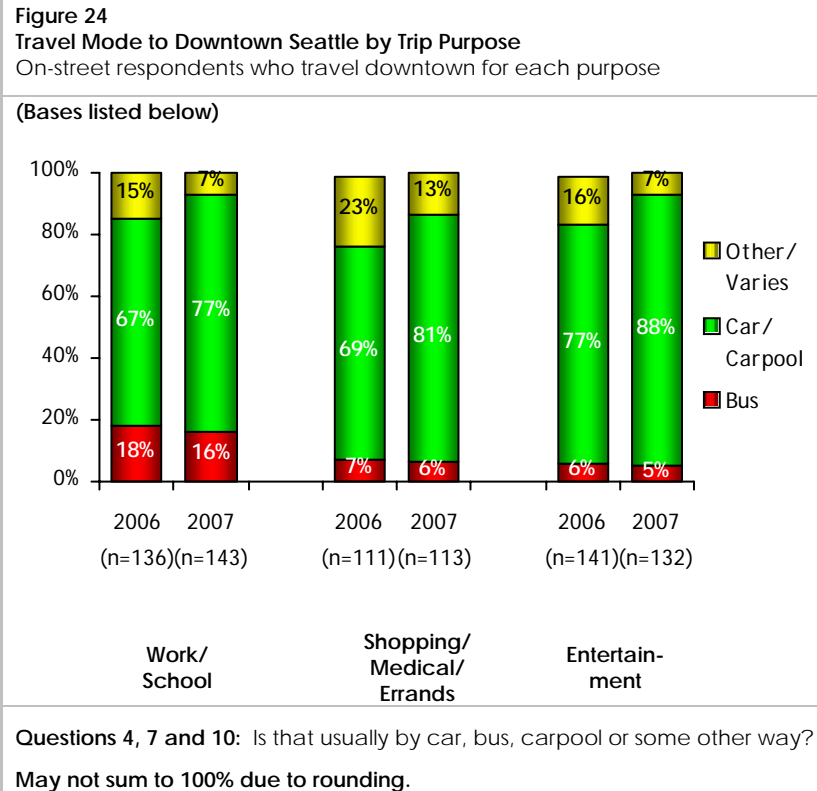
Shopping/Medical/Errands

More than eight in ten on-street parkers travel by auto to shop, go to medical appointments or run other errands (81%); a significant increase from the 69% recorded in 2006. Just 6% make these kinds of trips by bus (Figure 24).

Dining/Sports/Entertainment

Traveling by car is the preferred mode for entertainment trips for respondents in the on-street parking cluster. Almost nine in ten respondents who come downtown for dining, sports or entertainment (88%) usually travel by car (Figure 24). This is a significant increase over the 77% recorded in 2006.

Table 32 summarizes travel by purpose, mode and time of day. As shown, when looking at all three travel modes (car/carpool, bus, and other) regardless of purpose, morning commute hours are the most common regardless of travel mode.



By trip purpose, those who come downtown for work most often cite traveling during morning commute hours regardless of travel mode. Shoppers travel most frequently on weekends during the day or on weekdays between 9 a.m. and 3 p.m. Not too surprisingly, respondents who travel downtown for entertainment most commonly travel in the evening after 6 p.m. or on weekend evenings. This latter group is the least likely to travel during morning commute hours.

Table 32
Usual Travel Mode to Downtown Seattle by Trip Purpose and Time of Day
 All on-street parking cluster respondents

	2006 All Purposes	--2007--			
		All Purposes	Work/ School	Shopping/ Medical/ Errands	Dining/ Sports/ Entertainment
(Bases listed for each mode)					
Car/Carpool	(n=160)	(n=170)	(n=128)	(n=106)	(n=126)
Weekdays 6 to 9 AM	46%	46%	58%	5%	2%
Weekdays 9 AM to 3 PM	53	51	45	43	5
Weekdays 3 to 6 PM	56	43	31	31	15
Weekdays after 6 PM	53	48	12	22	56
Weekends during the day	51	50	23	55	22
Weekends during the evening	51	57	15	21	71
Already downtown	---	4	---	4	2
Bus	(n=34)	(n=30)	(n=29)*	(n=17)*	(n=23)*
Weekdays 6 to 9 AM	68%	71%	72%	12%	0%
Weekdays 9 AM to 3 PM	35	48	31	47	4
Weekdays 3 to 6 PM	59	39	17	18	22
Weekdays after 6 PM	53	45	7	18	44
Weekends during the day	68	45	21	41	22
Weekends during the evening	53	55	7	12	61
Already downtown	---	10	---	6	9
Other/Varies	(13)*	(n=15)*	(n=13)*	(n=11)*	(n=11)*
Weekdays 6 to 9 AM	69%	53%	62%	0%	0%
Weekdays 9 AM to 3 PM	62	47	23	55	27
Weekdays 3 to 6 PM	54	53	23	27	27
Weekdays after 6 PM	54	33	8	9	27
Weekends during the day	69	67	39	64	9
Weekends during the evening	69	53	15	9	55
Already downtown	---	7	---	0	9

Question 3A: Which of the following times of day do you usually travel to downtown for work or school?

Question 4: Is that usually by car, bus, carpool or some other way?

Question 6A: Which of the following times of day do you usually travel to downtown for shopping, appointments and other errands?

Question 7: Is that usually by car, bus, carpool or some other way?

Question 9A: Which of the following times of day do you usually travel to downtown for dining, sports, or other entertainment?

Question 10: Is that usually by car, bus, carpool or some other way?

*Interpret with caution due to small sample size

Travel modes are not discrete. Multiple responses allowed. "Don't know" responses not shown.

Travel Time

Table 33 shows the travel time on-street parking respondents reported for each type of trip. Table 34 shows the average travel time through downtown Seattle for each type of trip. Total average travel time regardless of trip purpose was 28.1 minutes in 2007 which is not statistically different from average travel times recorded in 2006 (27.7 minutes) or 2005 (25.3 minutes). Total travel time, as well as travel time through the downtown area for each trip type (work or school; shopping, medical appointments or errands; and dining, sports, or entertainment), are discussed below.

Work/School Trips

On average, on-street parking respondents who commute by bus or car spend half an hour (29.7 minutes) commuting to work or school in downtown Seattle (Table 33).

While the average reported travel time increased by nearly two minutes, the difference was not statistically significant.

On-street parking respondents who travel downtown for work or school by car reported an average travel time of 27.9 minutes – almost 11 minutes faster than the average travel time for bus riders (38.6 minutes).

Table 34 shows that average travel times from the edge of the downtown core to the respondents' final destination has increased by just over two minutes. This difference is not statistically significant.

Shopping/Medical/Errands

On-street parkers who come downtown to shop, go to medical appointments, or run errands reported an average travel time of 22.7 minutes—three minutes faster than recorded in 2006 although the difference is not statistically significant (Table 33). Although average travel times for the entire trip to downtown Seattle improved slightly, the reported average travel time through the downtown core area is 1.5 minutes longer than it was in 2006 (Table 34).

Table 33

Total Travel Time to Work/School

On-street parking cluster respondents who travel downtown by bus, car or carpool

	2006	2007
(Base)		
Work/School	(n=122)	(n=134)
0 to 10 Minutes	15 %	15%
11 to 15 Minutes	25	9
16 to 30 Minutes	28	40
31 to 60 Minutes	28	26
Over 60 Minutes	4	5
<i>Average</i>	<i>27.9 Min.</i>	<i>29.7 Min</i>
Shop/Medical/Errands	(n=85)	(n=99)
0 to 10 Minutes	18 %	14
11 to 15 Minutes	26	29
16 to 30 Minutes	35	38
31 to 60 Minutes	18	13
Over 60 Minutes	2	2
<i>Average</i>	<i>25.7 Min.</i>	<i>22.7 Min.</i>
Dining/Sports/Entertainment	(n=116)	(n=124)
0 to 10 Minutes	17 %	15
11 to 15 Minutes	23	24
16 to 30 Minutes	37	35
31 to 60 Minutes	19	21
Over 60 Minutes	3	5
<i>Average</i>	<i>26.2 Min.</i>	<i>26.9 Min.</i>
Average Across All Purposes	27.7 Min.	28.1 Min.

Questions 4B, 7B, 10B: How long does it take you to travel from the beginning of your trip to (trip purpose) downtown by (travel mode)?

May not sum to 100% due to rounding.

The low number of individuals from the on-street parking clusters who take the bus downtown for shopping, medical appointments, or errands (n=7) precludes drawing any statistically reliable conclusions about differences in travel time by mode.

Dining/Sports/ Entertainment

As Table 33 shows, on-street parking respondents traveling downtown for entertainment purposes reported an average total travel time of just under one-half hour (26.9 minutes). This time is very close to the average reported in 2006 (26.2 minutes). Average travel time through the downtown core area increased by 1.5 minutes (Table 34).

The low number of individuals from the on-street parking clusters who take the bus downtown for dining, sports, or entertainment (n=7) precludes drawing any statistically reliable conclusions about differences in travel time by mode.

Travel Time by Mode

Table 35 displays the travel time by mode from the beginning of the trip to downtown Seattle for the three categories of trip purpose, work, shopping and entertainment for bus cluster respondents. Although the survey was designed primarily to measure travel time for individual trip purposes, it also provides information regarding the differences in travel time to downtown Seattle by mode for each trip purpose. Since travelers to downtown Seattle do not always use the same mode and come downtown for more than one trip purpose, the Bus and Car/Carpool groups shown are not discrete.

Table 34
Average Travel Time Through Downtown Seattle (Minutes)
On-street parking cluster respondents who travel downtown by bus or car/carpool

	2006	2007
(Base)		
Work/School	(n=122)	(n=134)
Total	27.9	29.7
From downtown core	5.6	7.7
Shop/Medical Errands	(n=85)	(n=99)
Total	25.7	22.7
From downtown core	7.0	8.5
Entertainment	(n=116)	(n=124)
Total	26.2	26.9
From downtown core	7.9	9.4

Questions 4B, 7B, 10B: How long does it take you to travel from the beginning of your trip to (trip purpose) downtown by (travel mode)?

Question 4D, 7D, 10D: Once you reach the downtown core area by (transportation mode), how long does it take to reach your destination?

Table 35 shows that the amount of time spent traveling on a bus to downtown Seattle differs by trip purpose and by route. However, caution is urged in interpreting bus rider results because of the exceptionally small sample size.

The average travel time for those coming downtown by car or carpool ranged from 23 minutes for shopping trips to more than 27 minutes for work and entertainment trips.

Table 35
Travel Time by Usual Mode from Beginning of Trip to Downtown Seattle by Trip Purpose
On-street cluster respondents who travel downtown for each trip purpose

	Work	Shopping	Entertainment
Bus	(n=23)*	(n=7)*	(n=7)*
0 to 10 minutes	0%	17%	0%
11 to 15 minutes	9	50	---
16 to 30 minutes	39	33	86
31 to 60 minutes	39	---	14
Over 60 minutes	13	---	---
<i>Average travel time</i>	<i>38.6 Min.</i>	<i>18.3 Min.</i>	<i>25.7 Min.</i>
<i>Average travel time through downtown</i>	<i>7.6 Min.</i>	<i>6.7 Min.</i>	<i>7.9 Min.</i>
Car/Carpool	(n=110)	(n=91)	(n=116)
0 to 10 minutes	18%	15%	16%
11 to 15 minutes	10	29	26
16 to 30 minutes	43	39	31
31 to 60 minutes	25	15	22
Over 60 minutes	4	2	5
<i>Average travel time</i>	<i>27.9 Min.</i>	<i>23.0 Min.</i>	<i>27.1 Min.</i>
<i>Average travel time through downtown</i>	<i>7.8 Min.</i>	<i>8.6 Min.</i>	<i>9.5 Min.</i>
Questions 4B, 7B, 10B: How long does it take you to travel from the beginning of your trip to (trip purpose) downtown by (travel mode)?			
Question 4D, 7D, 10D: Once you reach the downtown core area by (transportation mode), how long does it take to reach your destination?			
*Interpret with caution due to small number of respondents			
May not sum to 100% due to rounding.			

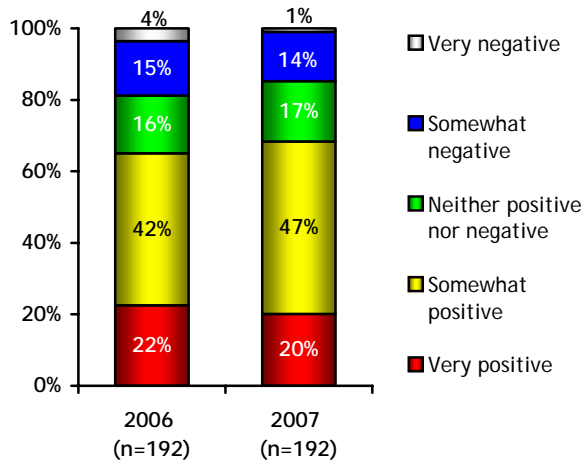
Overall Impression of Downtown Seattle

Two out of three on-street parking respondents (67%) reported a positive overall impression of downtown Seattle including 20% who said their overall impression was “very positive.” Fifteen percent (15%) had a negative impression and 17% were neutral. These percentages are not significantly different from those recorded in 2006 (Figure 25).

- Respondents with a negative impression of downtown Seattle were more likely to be those who only come downtown by car (16% had a negative impression compared with 5% of those who use more than one mode).
- Respondents who do not come to downtown Seattle at least three times a month were more likely than average to have a neutral impression of downtown (39%).

Figure 25
Overall Impression of Downtown Seattle
All on-street parking cluster respondents

(Base = 192)



Question 38: Based on your recent experience with downtown Seattle, would you say your overall impression of downtown is...

May not sum to 100% due to rounding. “Don’t know” responses (<1%) not shown.

Personal Comfort in Downtown Seattle

Respondents from the On-Street Parking Cluster sample who travel to downtown Seattle by bus, car, or carpool were asked to rate their satisfaction with two personal comfort elements: their ability to walk around downtown without feeling crowded and personal safety.

Crowding

More than eight in ten on-street parking respondents (85%) said they were satisfied with their ability to walk around downtown—about the same as in 2006 (86%).

Although there appears to be a shift in the percentage of respondents saying they were “very satisfied” to the “somewhat satisfied” category, the difference is not statistically significant (Figure 26).

The percentage of respondents who are “somewhat dissatisfied” with their ability to walk around downtown Seattle without feeling crowded more than doubled from 3% in 2006 to 8% in 2007.

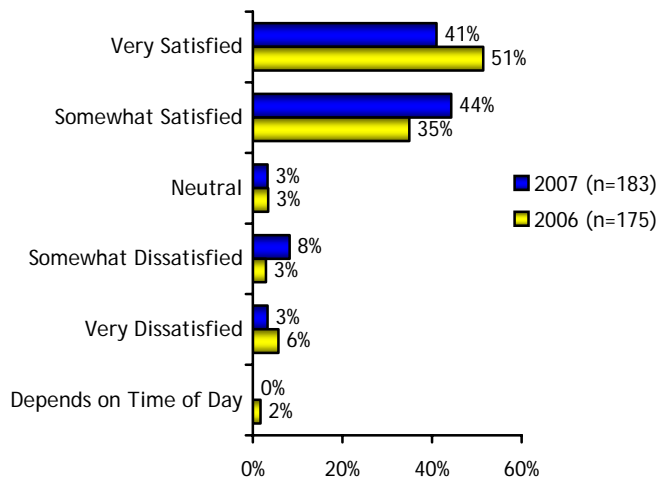
- Respondents who have a positive overall impression of downtown Seattle were significantly more likely to be satisfied with the ability to walk around downtown Seattle than those who have a negative overall impression of the downtown area (88% and 67% respectively).

Figure 26

Satisfaction with Ability to Walk Around Without Feeling Crowded

On-street parking cluster respondents who travel downtown by bus, car or carpool

(Bases listed below)



Questions 18 and 30: Are you satisfied/dissatisfied with being able to walk around downtown without feeling crowded?

May not sum to 100% due to rounding.

Safety and Security

More than eight in ten respondents from the on-street parking sample (81%) are satisfied with their personal security and safety when in downtown Seattle, 13% are dissatisfied and 3% said it depends on the time of day (Figure 27). The percentage of respondents who are “very satisfied” with their personal security and safety in downtown Seattle dropped by 14 percentage points since 2006.

When asked the reason for their dissatisfaction, respondents who were unhappy with their personal security and safety in downtown Seattle,

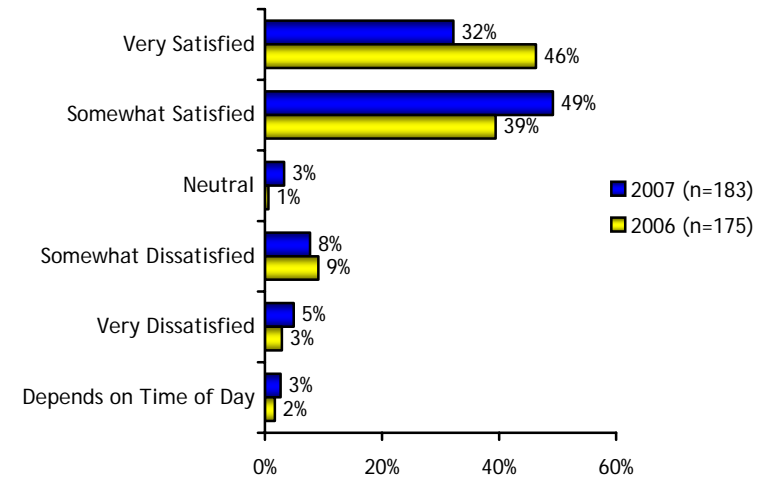
respondents most commonly said they were worried about violence (17%) and loitering or disruptive behavior (17%). The complete list of reasons for dissatisfaction is provided in Table 36.

Figure 27

Satisfaction with Personal Security and Safety

On-street parking cluster respondents who travel downtown by bus, car or carpool

(Bases listed below)



Questions 19 and 31: Are you satisfied/dissatisfied with personal security and safety when in downtown Seattle?

“Don’t know” responses (1%) not shown.

May not sum to 100% due to rounding.

Table 36

Reasons for Dissatisfaction with Personal Safety in Downtown Seattle

On-street parking cluster respondents who were dissatisfied

(Base)	Total (n=23)
Worried about violence/shootings/crimes	35%
Loitering/disruptive behavior	26
Not enough police presence/need more officers	22
People using drugs/doing drug deals	22
Being approached by strangers	13
Other	13

Question 28A1 and Q36A1: You mentioned you were dissatisfied with personal security and safety in downtown Seattle. Why do you say that?

Multiple responses allowed.

When asked to name the downtown locations where they are dissatisfied with personal security and safety, respondents most commonly mentioned Pioneer Square (6 respondents), First and Yesler (5 respondents), and the Westlake Mall area (4 respondents).

Satisfaction with Bus Travel in Downtown Seattle

Sixteen percent (16%) of respondents interviewed from the on-street parking sample (30 individuals) said they travel to downtown Seattle by bus at least occasionally. These respondents were asked to rate their satisfaction with nine bus service elements. As Table 38 shows, more than three-quarters of these bus riders to downtown were satisfied with:

- *The amount of personal space you have when waiting at downtown bus stops (97% or 29 respondents)*
- *Personal security and safety in downtown Seattle while waiting for the bus during the day (93% or 28 respondents)*
- *The ability of the bus to get you to your downtown destination on time (83% or 25 respondents)*
- *The location of your bus stop in downtown (80% or 24 respondents)*

Table 38
Satisfaction with Downtown Bus Service Elements by Trip Purpose
 On-street parking cluster respondents who ride the bus to downtown Seattle

(Base)	All Bus Riders 2006 (n=34)	All Bus Riders 2007 (n=30)
The amount of time it takes your bus to get through downtown		
Very satisfied	21%	30%
Somewhat satisfied	50	30
Neutral / Depends on time of day	---	7
Somewhat dissatisfied	15	20
Very dissatisfied	15	13
The location of your bus stop in downtown		
Very satisfied	65%	57%
Somewhat satisfied	27	23
Neutral / Depends on time of day	---	3
Somewhat dissatisfied	9	10
Very dissatisfied	---	7
The amount of personal space you have when waiting at downtown bus stops		
Very satisfied	50%	47%
Somewhat satisfied	38	50
Neutral / Depends on time of day	3	3
Somewhat dissatisfied	6	---
Very dissatisfied	3	---
The amount of time you have to wait in between buses?		
Very satisfied	32%	20%
Somewhat satisfied	38	37
Neutral / Depends on time of day	---	3
Somewhat dissatisfied	27	23
Very dissatisfied	3	17
The ability of the bus to get you to your downtown destination on time		
Very satisfied	35%	53%
Somewhat satisfied	41	30
Neutral / Depends on time of day	6	3
Somewhat dissatisfied	15	3
Very dissatisfied	3	10

Questions 20 - 28: Next are a few questions about your satisfaction with downtown Seattle and downtown bus service. Are you satisfied/dissatisfied with...

Trip purpose groups are not discrete. For example, a respondent who works and attends sports events in downtown Seattle is included in both groups.

*New question in 2007

Interpret with caution due to small cell sizes.

"Refused" responses not shown.

May not sum to 100% due to rounding.

- *Personal safety on the bus related to the conduct of others (80% or 24 respondents)*

Bus riders were the least satisfied with *the amount of time you have to wait between buses* (40% or 12 respondents were dissatisfied). Caution is urged when interpreting these results due to the small number of bus riders in the on-street parking sample.

The five bus riders who were dissatisfied with the location of their bus stop in downtown Seattle said it was too far away (3 respondents), they didn't like the homeless people near the stop (1 respondent) and that they did not like the new stop location (1 respondent).

Satisfaction with Car Travel in Downtown Seattle

88% of the respondents interviewed from the On-Street Parking Clusters travel to downtown Seattle by car or carpool. These respondents were asked five questions about the satisfaction with car travel to and through the downtown area. With the exception of *clarity of the informational signs downtown telling car drivers how to get around downtown*, fewer than half of respondents were satisfied with the car travel elements included in the survey (Table 40).

Table 39 (Continued)
Satisfaction with Downtown Bus Service Elements by Trip Purpose
 On-street parking cluster respondents who ride the bus to downtown Seattle

	All Bus Riders 2006 (n=34)	All Bus Riders 2007 (n=30)
(Base)		
The bus coming when it is supposed to when you are leaving downtown		
Very satisfied	35%	37%
Somewhat satisfied	32	23
Neutral / Depends on time of day	3	10
Somewhat dissatisfied	12	13
Very dissatisfied	18	17
Personal safety on the bus related to the conduct of others*		
Very satisfied	---	53%
Somewhat satisfied	---	27
Neutral / Depends on time of day	---	7
Somewhat dissatisfied	---	7
Very dissatisfied	---	7
Personal security and safety in downtown Seattle while waiting for the bus during the day		
Very satisfied	62%	60%
Somewhat satisfied	32	33
Neutral / Depends on time of day	3	7
Somewhat dissatisfied	---	---
Very dissatisfied	3	---
Personal security and safety in downtown Seattle while waiting for the bus at night		
Very satisfied	24%	13%
Somewhat satisfied	38	40
Neutral / Depends on time of day	18	10
Somewhat dissatisfied	18	27
Very dissatisfied	3	10

Questions 20 - 28: Next are a few questions about your satisfaction with downtown Seattle and downtown bus service. Are you satisfied/dissatisfied with...

Trip purpose groups are not discrete. For example, a respondent who works and attends sports events in downtown Seattle is included in both groups.

***New question in 2007**

Interpret with caution due to small cell sizes.

"Refused" responses not shown.

May not sum to 100% due to rounding.

Respondents were least satisfied with *the cost of parking in downtown Seattle* (68% dissatisfied) followed by *being able to find parking downtown* (66% dissatisfied) and *being able to find parking that is convenient to your destination in downtown Seattle* (58% dissatisfied).

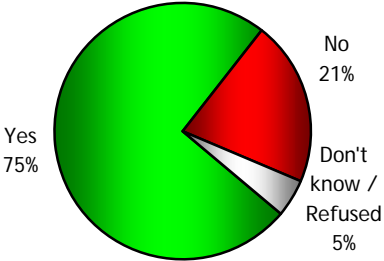
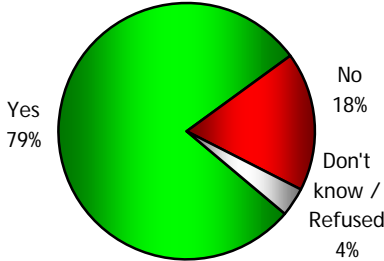
There were no statistically significant differences between 2006 and 2007 combined satisfied or dissatisfied ratings (very satisfied + somewhat satisfied).

(Base)	All Car/Carpool Riders			--2007--	
	2006 (n=158)	2007 (n=169)	Work/ School (n=103)	Shopping / Medical/ Other Errands (n=106)	Dining/ Sports/ Entertainment (n=126)
The amount of time it takes you by car to get through downtown					
Very satisfied	16 %	10%	11%	11%	10%
Somewhat satisfied	29	33	31	30	33
Neutral/Depends on time of day	8	8	8	9	7
Somewhat dissatisfied	24	24	24	21	25
Very dissatisfied	23	27	26	29	23
Being able to find parking downtown					
Very satisfied	6%	8%	6%	7%	7%
Somewhat satisfied	19	26	22	30	27
Neutral/Depends on time of day	2	---	---	---	---
Somewhat dissatisfied	30	26	29	28	27
Very dissatisfied	42	40	43	35	39
Being able to find parking that is convenient to your destination in downtown Seattle					
Very satisfied	9 %	8%	8%	7%	6%
Somewhat satisfied	22	33	26	37	36
Neutral/Depends on time of day	2	3	2	1	2
Somewhat dissatisfied	27	28	30	27	29
Very dissatisfied	40	30	34	28	27
The cost of parking in downtown Seattle					
Very satisfied	6 %	8%	7%	9%	8%
Somewhat satisfied	21	19	20	20	18
Neutral/Depends on time of day	4	5	8	5	3
Somewhat dissatisfied	29	25	20	28	28
Very dissatisfied	40	43	45	38	43
The clarity of informational signs downtown telling car drivers how to get around downtown					
Very satisfied	20%	22%	20%	20%	21%
Somewhat satisfied	36	35	38	35	36
Neutral/Depends on time of day	6	10	6	9	10
Somewhat dissatisfied	18	24	26	26	24
Very dissatisfied	20	10	10	11	10
Questions 32 - 36: Next are a few questions about your satisfaction with downtown Seattle. Are you satisfied/dissatisfied with...					
May not sum to 100% due to rounding.					

Information about Downtown Travel

Third Avenue Signage

Three-quarters of on-street parking cluster respondents (75%) said they have seen signs that indicate there are traffic restrictions along Third Avenue during certain times of the day (Figure 28A). More than three-quarters of those who saw the signs (79%) said they were effective in helping them understand traffic restrictions on Third Avenue (Figure 28B).

<p>Figure 28A Did You See About Third Avenue Traffic Restrictions? All on-street parking cluster respondents</p>	<p>Figure 28B Did Signage Help You Understand Traffic Restrictions? On-street parking cluster respondents who saw Third Avenue Signage</p>																
<p>(Base =192)</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>75%</td> </tr> <tr> <td>No</td> <td>21%</td> </tr> <tr> <td>Don't know / Refused</td> <td>5%</td> </tr> </tbody> </table>	Response	Percentage	Yes	75%	No	21%	Don't know / Refused	5%	<p>(Base =143)</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>79%</td> </tr> <tr> <td>No</td> <td>18%</td> </tr> <tr> <td>Don't know / Refused</td> <td>4%</td> </tr> </tbody> </table>	Response	Percentage	Yes	79%	No	18%	Don't know / Refused	4%
Response	Percentage																
Yes	75%																
No	21%																
Don't know / Refused	5%																
Response	Percentage																
Yes	79%																
No	18%																
Don't know / Refused	4%																
<p>Question 36C: Have you seen signs that indicate there are traffic restrictions along 3rd Avenue during certain times of the day? May not sum to 100% due to rounding.</p>	<p>Question 36D1: Were these signs effective in helping you understand traffic restrictions along 3rd Avenue? May not sum to 100% due to rounding.</p>																

When asked what type of signs they had seen, respondents most commonly mentioned signs on the street indicating peak hour restrictions on Third Avenue (71%), followed by “Bus Only” signs (21%). A complete listing is shown in Table 41.

Table 41

Types of Signage Viewed

On-street parking cluster respondents who saw signs restricting traffic on Third Avenue

(Base)	Total (143)
Signs on the street indicating peak hour restrictions	71%
Bus only	19
No left turn	16
Do not enter	15
Right turn only	7
Traffic signs on Third Avenue (general)	6
Construction signs	3
Neon signs	1
Other	1
Don't know	8

Question 36D: Which signs have you seen?

Multiple responses allowed.

Tunnel Opening Information

Just over a third of on-street parking respondents (37%) said they were aware of the date the tunnel would re-open prior to September 24, 2007 (Figure 29).

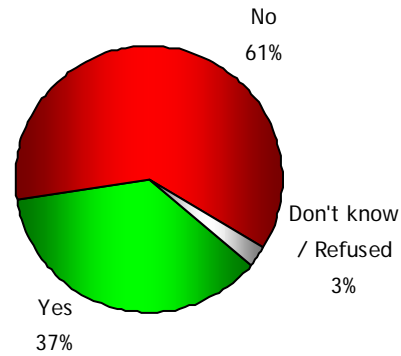
- Commuters were significantly more likely to be aware of the tunnel opening date than non-commuters (44% and 18% respectively).
- Respondents who come to downtown Seattle ten or more times a month were also more likely to be aware of the date the tunnel would re-open than those who come downtown infrequently (42% and 18% respectively).

Figure 29

Aware of Upcoming Tunnel Opening

All on-street parking cluster respondents.

(Base = 192)



Question 36E: Prior to September 24th, were you aware that the tunnel would be re-opening on that day?

May not sum to 100% due to rounding.

Respondents who knew about the tunnel re-opening prior to September 24th were asked where they saw information before the tunnel opened. All respondents were asked where they saw information about the tunnel re-opening after September 24th. Their responses are shown in Table 42.

Respondents most commonly mentioned getting information about the tunnel opening from the media (newspapers, TV, radio) than from any other source both before and after September 24. Before the tunnel opened, the single most-often mentioned information

source was newspaper articles (29%) while after the tunnel opened, television news was mentioned most often. Nearly three-quarters of all on-street parking respondents said they did not see or receive any information about the tunnel re-opening after September 24, 2007.

Table 42
Sources of Information About Tunnel Opening
All on-street parking respondents

	Before Sept. 24 (70)	After Sept. 24 (192)
(Base)		
Transit Agency (Net)	17%	3%
On bus/poster on bus	13	2
Transit agency bus stops	3	2
Transit agency brochures	3	0
Transit agency rider alerts	1	1
Metro representatives handing out information	1	0
Media (Net)	47%	14%
Newspaper articles	29	5
TV news	19	9
Radio	9	3
Tunnel Entrance (Net)	9%	2%
Tunnel entrance	4	2
Signs at bus tunnel	4	1
Other (Net)	37%	6%
Word of mouth (family/friends/co-workers)	13	1
At work	11	1
Regular signs on downtown streets	6	1
Email	3	1
Mailing	3	1
Websites other than transit agencies	1	1
Public events	1	1
Miscellaneous	6	1
Did not see or receive any information	1%	73%

Question 36F: [IF AWARE OF TUNNEL RE-OPENING PRIOR TO 9/24]: Where did you see that information prior to the tunnel re-opening?

Question 36G: [ALL RESPONDENTS] Since September 24, have you seen information about the tunnel re-opening? Where was that?

Multiple responses allowed.

Respondents who reported seeing information about the tunnel re-opening after September 24, 2007 (27% of all on-street parking respondents) were asked how they would rate the level of information received. More than three-quarters of those who saw the information (78%) said it was informative, including 22% who said it was “very informative.”

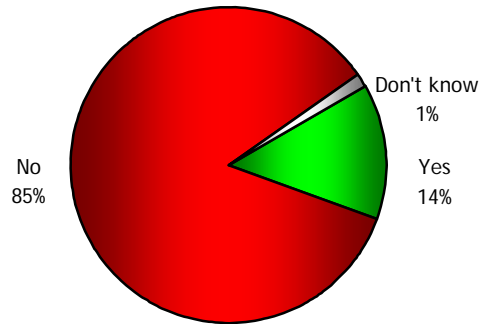
Just 14% of respondents who work or go to school in downtown Seattle said they were aware of incentives or promotions urging commuters to change the way they commute (Figure 30).

Figure 30

Awareness of Promotions or Incentives

On-street parking cluster respondents who work/attend school in downtown Seattle

(Base = 143)



Question 38D: Have you seen or heard of any special promotions or incentives since the transit tunnel re-opened urging commuters to change the way they commute to work or school?

May not sum to 100% due to rounding.

Sources of Information

Respondents from the on-street parking clusters reported using a wide variety of sources for getting information about traveling in downtown Seattle.

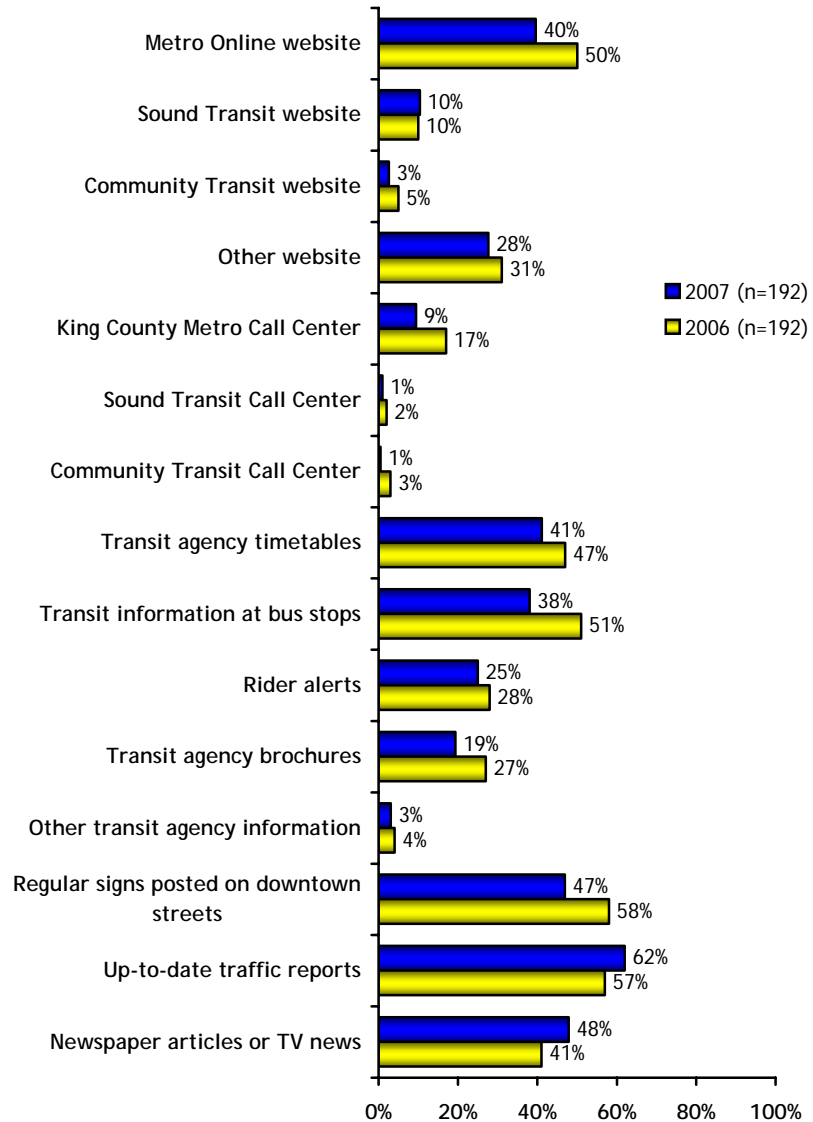
Just over four in ten on-street parking respondents (43%) reported getting information from one or more transit agency websites, most commonly Metro Online (40%).

Timetables were the most popular source of printed information available from the transit agencies involved in the project (41%).

Up-to-date traffic reports were the most popular information source both overall and among non-transit agency sources (62%). Nearly half of these respondents (47%) mentioned the regular signs posted on downtown streets helped them find information about downtown travel.

Figure 31
Information Sources About Downtown Travel
 All on-street parking cluster respondents

(Bases listed below)



Question 37: Which of the following sources have you used to get information about traveling in downtown Seattle? **A)** Bus or transit agency websites? (If yes) Was that Metro Online, Sound Transit or Community Transit? **B)** Any websites other than transit? **C)** Any transit agency Rider Information Call Centers? (If yes) Was that... **D)** Transit agency signs or materials such as Rider Alerts, brochures, timetables, bus stops, or something else? **E)** Regular signs posted on downtown streets that help you find your way to get information about traveling in downtown Seattle? **F)** Up-to-date traffic reports from TV, radio, or scanner? **G)** Newspaper articles or TV news?

Multiple responses allowed.

CONCLUSIONS

The tunnel re-opening does not appear to have significantly affected travel to and within downtown Seattle. Most respondents are coming downtown about as often as they did a year ago and those who ride the bus are either satisfied with how the tunnel opening has affected their downtown travel or they don't have an opinion one way or the other.

While many items in the survey did not change significantly from 2006 to 2007 there is a pattern of decline in satisfaction that is worth mentioning—especially with respect to feeling comfortable and safe downtown. Respondents have noticed more crowding of late and while, they are still satisfied with their personal security and safety in downtown, significantly fewer respondents feel “very satisfied” than in the past. For those who travel downtown by car, lack of parking and cost continue to detract from their overall downtown experience.

While bus riders get a great deal of information from transit agencies, it is much more difficult to attract the attention of car travelers as evidenced by the fact that 65% of those who only travel to downtown Seattle by car did not see any information about the tunnel after it opened on September 24.

APPENDIX

Sample Clusters

Bus Stop Clusters

Table A-1 Bus Stop Clusters			
Cluster	Zone	Address	Direction
1	20	1st Ave West Side between Virginia & Lenora	Southbound
2	60	1st Ave West Side between Union & Pike	Southbound
3	40	1st Ave East Side between Pike & Pine	Northbound
4	180	1st Ave East Side between Spring & Seneca	Northbound
5	280	2nd Ave West Side between Pine & Stewart	Southbound
6	300	2nd Ave West Side between Union & Pike	Southbound
7	320	2nd Ave West Side between Spring & Seneca	Southbound
8	340	2nd Ave West Side between Marion & Madison	Southbound
9	360	2nd Ave West Side between James & Cherry	Southbound
10	290	2nd Ave Ext S West Side between Jackson & Main	Southbound
11	430	3rd Ave West Side between Pine & Stewart	Southbound
12	450	3rd Ave West Side between University & Union	Southbound
13	490	3rd Ave West Side between Cherry & Columbia	Southbound
14	500	3rd Ave West Side between Jefferson & James	Southbound
15	590	3rd Ave East Side between Pine & Stewart	Northbound
16	570	3rd Ave East Side between University & Union	Northbound
17	558	3rd Ave East Side between Spring & Seneca	Northbound
18	538	3rd Ave East Side between Cherry & Columbia	Northbound
19	548	3rd Ave East Side between Marion & Madison	Northbound
20	628	2nd Ave West Side between Washington & Main	Southbound
21	720	4th Ave East Side between Stewart & Virginia	Northbound
22	775	4th Ave East Side between Union & Pike	Northbound
23	1920	Lenora St North Side between 4th & 5th Ave	Westbound
24	1110	Pine St North Side between 5th & 6th Ave	Westbound
25	1085	Pine St North Side between 8 th & 9 th	Westbound
26	1180	Pike St South Side between 3rd & 4th Ave	Eastbound
27	1190	Pike St South Side between 5th & 6th Ave	Eastbound
28	315	2nd Ave. between University & Seneca	Southbound
29	1480	Jackson between Maynard & 7th	Eastbound
30	548	3rd Ave East side between Marion & Madison	Northbound
81	1082-1084,1086,1192-1193	Convention Place	Bus tunnel
82	621-624	International District	Bus tunnel
83	501,502,531,532	Pioneer Square	Bus tunnel
84	455-456, 565-566	University Station	Bus tunnel
85	121-122, 1108-1109	Westlake Station	Bus tunnel

Garage/Lot Clusters

Cluster	Unique ID	Address
31	81-1042-1	800 1st Ave
32	81-2012-1	315 Union St
33	73-2019-3	1810 Boren Ave
34	81-2015-2	319 University St
35	81-1003-1	1000 2nd Ave
37	81-2030-1	723 4th Ave
38	81-2013-1	409 Union St
39	81-2010-1	1416 2nd Ave
41	81-1052-1	2nd Ave & Columbia
42	Not given	1409 6 th Ave
43	82-1005-3	1200 5 th Ave
44	73-2022-1	1801 Terry Ave
45	82-1014-1	524 University St
46	81-2010-2	1400 2nd Ave
47	73-3024-1	824 Howell St
48	73-2021-2	1817 Boren Ave
49	81-2038-1	5th & Terrace
50	85-1010-2	609 6th Ave
52	81-1008-2	1415 2 nd Ave
53	73-2020-2	1800 Minor Ave
55	81-2034-1	213 Cherry St
56	81-2016-1	1201 3rd Ave
57	81-2003-2	1619 3rd Ave
58	92-1001-1	105 5 th Ave
59	82-1006-5	7th & Pike
60	73-2019-2	1805 Minor Ave

On-Street Parking Clusters

Cluster	Location
61	Washington 4th Ave 3rd Ave Main ST
62	Yesler 3rd Ave 2nd Ave Washinaton
63	Jefferson 5th Ave 4th Ave Terrace
64	Marion 3rd Ave 2nd Ave Columbia
65	Madison 6th Ave 5th Ave Marion
66	Seneca 6th Ave 5th Ave Sprina
67	Seneca 2nd Ave 1st Ave Sprina
68	University 2nd Ave 1st Ave Seneca
69	University 3rd Ave 2nd Ave Seneca
70	University 6th Ave 5th Ave Seneca
71	Union 3rd Ave 2nd Ave University
72	Pike 6th Ave 5th Ave Union
73	Pine 8th Ave 7th Ave Pike
74	Virginia 3rd Ave 2nd Ave Stewart
75	Stewart 6th Ave 5th Ave Olive
76	Virginia 7th Ave 6th Ave Stewart
77	Stewart 8th Ave 7th Ave Olive
78	Stewart 9th Ave 8th Ave Howell
79	Stewart 9th Ave Terrv Howell
80	Stewart Terrv Boren Howell

Completed Surveys by Cluster

Table A-4
Completed Surveys by Cluster Number and Type

Bus			Garage/Lot			Metered Parking		
Cluster	Sample	Completes	Cluster	Sample	Completes	Cluster	Sample	Completes
1	36	13	31	36	13	61	1	1
2	36	11	32	36	13	62	3	3
3	36	10	33	29	13	63	29	9
4	36	14	34	17	6	64	18	11
5	36	12	37	36	10	65	20	8
6	36	11	38	21	8	66	14	7
7	36	13	39	21	10	67	22	15
8	36	10	41	29	8	68	30	15
9	36	12	42	38	13	69	16	11
10	36	11	43	31	10	70	20	13
11	36	11	44	29	14	71	26	11
12	36	11	45	17	6	72	15	7
13	36	12	46	34	13	73	8	4
14	36	15	47	28	12	74	23	10
15	36	11	48	11	5	75	10	3
16	36	12	49	14	7	76	24	12
17	36	14	50	36	14	77	22	14
18	36	11	52	25	3	78	24	14
19	36	13	53	14	4	79	13	8
20	36	10	55	34	12	80	21	12
21	36	10	56	15	7			
22	36	12	57	24	11			
23	36	12	58	10	2			
24	36	11	59	24	4			
25	36	10	60	31	11			
26	36	12						
27	36	13						
28	36	14						
29	36	7						
30	36	14						
81	36	10						
82	36	11						
83	36	10						
84	36	10						
85	36	11						

Respondent Bus Routes

Table A-5
King County Metro Bus Routes Surveyed

Route Number	Bus Completes	Garage / Lot Completes	On Street Parking Completes	Total Completes	Route Number	Bus Completes	Garage / Lot Completes	On Street Parking Completes	Total Completes
1	6			6	122	1			1
2	14	3	1	18	123	2	1		3
3	27	1		28	124				0
4	28	1		29	125	5			5
5	25	2	3	30	130				0
7	23	2	1	26	131	2		1	3
8	4			4	132	4		1	5
9		1		1	133				0
10	25	3	2	30	134	1		1	2
11	15	1		16	143	2			2
12	15		2	17	150	4			4
13	4	1		5	152	2			2
14	19	1		20	158	3			3
15	22	1	1	24	159	3			3
16	9	1		10	160				0
17	10			10	161	1			1
18	20	1	1	22	162	2			2
19	3			3	163				0
20				0	168				0
21	10		2	12	170	2			2
22	6			6	174	1			1
23	1			1	175	5			5
24	8	1		9	176	1			1
25	2			2	177	11			11
26	6			6	179	6			6
27	12			12	181	1			1
28	11			11	182	1			1
31	2			2	183	1			1
32	3			3	187	1			1
33	7	2	1	10	190	5			5
34	3			3	191	2			2
36	16	1		17	192	1			1
37	3			3	194	13		1	14
39	9			9	196	7			7
41	16		2	18	202	2			2
42	8			8	212	6		1	7
43	20	2	2	24	214	5			5
47				0	216	2			2
48	2			2	218	3			3
49	17	2	1	20	225	4		1	5
53	1			1	229	6		1	7
54	12		3	15	234	1			1
55	9		2	11	245	1			1

Question 15: What bus route or routes do you most often use when you go downtown?
Multiple responses allowed.

Table A-5 (Continued)
King County Metro Bus Routes Surveyed

Route Number	Bus Completes	Garage / Lot Completes	On Street Parking Completes	Total Completes	Route Number	Bus Completes	Garage / Lot Completes	On Street Parking Completes	Total Completes
56	10		3	13	252	1			1
57			1	1	253	1			1
60	1			1	255	10		2	12
61	1			1	257	1			1
64	2			2	261	1			1
65				0	271	1			1
66	10	1		11	274	1			1
70	5			5	301	5	1		6
71	15	1	2	18	303	2		1	3
72	18	1	1	20	304	1			1
73	14	1	2	17	306	11	1	1	13
74	3		2	5	308	3			3
76	3			3	311	1			1
77	4			4	312	12	1	1	14
79	2			2	316	2			2
99				0	346	1			1
101	3	1	1	5	347	1			1
105				0	348	2			2
106	5			5	355	7	1		8
107				0	358	15	1	1	17
111	1		1	2	372	1			1
113	1	1		2	600	1			1
114	1			1	736	1			1
116	1			1	880	1			1
118				0	926	1			1
119				0	941	1			1
120	4	1		5					
121	1			1					

Question 15: What bus route or routes do you most often use when you go downtown?
 Multiple responses allowed.

Table A-6
Sound Transit Bus Routes Surveyed

Route Number	Bus Completes	Garage/Lot Completes	On-Street Parking Completes	Total	Route Number	Bus Completes	Garage/Lot Completes	On-Street Parking Completes	Total
Operated by Community Transit					Operated by Pierce Transit				
510	3	1	1	5	590	19	0	1	20
511	3	0	2	5	591	11	0	1	12
513	2	0	1	3	592	4	0	0	4
Operated by King County Metro					594	16	0	1	17
522	15	2	1	18	595	6	0	0	6
545	1	0	0	1					
550	13	1	0	14					
554	16	1	1	18					
577	12	0	0	12					

Question 15: What bus route or routes do you most often use when you go downtown?

Multiple responses allowed.

Table A-7
Community Transit Bus Routes Surveyed

Route Number	Bus Completes	Garage/Lot Completes	On-Street Parking Completes	Total
401	4	1	2	5
402	3	1	1	5
410	2	2		3
411	3	0	0	3
412	1	0	0	1
414	1	0	1	1
417	1	0	0	1
421	1	0	0	1
422	1	0	0	1
424	1	0	0	1
435	0	0	1	1
477	1	0	0	1
490	1	0	0	1
491	1	0	0	1
494	1	0	0	1

Question 15: What bus route or routes do you most often use when you go downtown?

Multiple responses allowed.

Table A-8
Pierce Transit Bus Routes Surveyed

Route Number	Bus Completes	Garage/Lot Completes	On-Street Parking Completes	Total
590	19	0	1	20
591	11	0	1	12
592	4	0	0	4
594	16	0	1	17
595	6	0	0	6

Question 15: What bus route or routes do you most often use when you go downtown?

Multiple responses allowed.

Recruiting Script for Bus and Garage/Lot Clusters

Hello, would you be willing to take part in a brief telephone survey about traveling in and around downtown Seattle?

Yes → CONTINUE

IF NEEDED: The study is being co-sponsored by King County Metro, Sound Transit, Community Transit, City of Seattle, and the Downtown Seattle Association. The bus tunnel was closed in September 2005. The City of Seattle, Sound Transit and King County Metro need your help with evaluating how the tunnel closure impacted traffic, parking, and movement in and out of Downtown Seattle.

IF LOOKS UNDER 18: Are you age 16 or over?

Yes → CONTINUE

No → THANK & TERM

A representative from Gilmore Research will contact you within the next week or so.

Note: Instructions were given to interviewers to distribute postcards to people who wanted more information and to those reluctant to give their info out to do a phone survey. The postcard contained brief details about the metro tunnel closure and the phone numbers of people to contact. The postcard also contained a web address and PIN number for people who preferred to do the survey online instead of over the phone.

Questionnaire

Q1: Asked of all

About how many times a month do you go to downtown Seattle?

Downtown includes Belltown, Sodo, International District, Pioneer Square and the downtown core.

Do not include trips to Queen Anne, First Hill, Capitol Hill, Denny Regrade or the Seattle Center.

IF EVERY DAY FOR WORK, ASK: How many times would that be for you?

None/Less than once a month.....	00
Live in downtown Seattle	97
Don't know/Not sure.....	98
Refused.....	99

Q2: Asked of all

Do you work or go to school downtown?

Do you go downtown for work or school purposes?

(These two versions of the same question were rotated)

Yes.....	1
No	2 (skip to Q5)
Don't know	8 (skip to Q5)
Refused.....	9 (skip to Q5)

Q3: Asked if respondent works or goes to school downtown

About how many times a month? IF EVERY DAY FOR WORK, ASK: How many times would that be for you?

None/Less than once.....	00
Don't know/Not sure.....	98
Refused.....	99

Q3A: Asked if respondent works or goes to school downtown

READ 1-6. UP TO 6 RESPONSES

Which of the following times of day do you usually travel to downtown for work or school?

PAUSE AFTER EACH.

Weekdays from 6 to 9 in the morning	1
Weekdays from 9AM to 3PM.....	2
Weekdays from 3 to 6 in the evening	3
Weekday evenings after 6PM.....	4
Weekends during the day.....	5
Or weekends during the evenings.....	6
Don't know - DON'T READ.....	7
Refused - DON'T READ	8

Q4: Asked if respondent works or goes to school downtown

Is that USUALLY by car, bus, carpool or some other way? IF RESPONDENT SAYS MORE THAN ONE, REREAD

Car	01
Bus.....	02
Carpool.....	03
Motorcycle.....	07
Train	05
Walking	04
Bike	06
Some other way (SPECIFY):.....	96
Varies.....	97
Don't know/Not sure.....	98
Refused	99

Q4B: Asked if respondent works or goes to school downtown and they use a car, bus carpool or motorcycle to travel downtown

How long does it take you to travel from the beginning of your trip to work or school downtown by <q4>? RECORD IN MINUTES. EXAMPLES: 20 MINUTES = 020, 1 HOUR = 060, 1 HR AND 15 MINUTES = 075, 1 HR AND 30 MINUTES = 090, 1 HR AND 45 MINUTES = 105

Don't know/Not sure.....	998
Refused.....	999

Q4D: Asked if respondent works or goes to school downtown and they use a car, bus carpool or motorcycle to travel downtown

Once you reach the downtown core area by <q4>, how long does it take to reach your work or school? RECORD IN MINUTES. EXAMPLES: 10 MINUTES = 010, 20 MINUTES = 020, 1 HOUR = 060, 1 HR AND 15 MINUTES = 075, 1 HR AND 30 MINUTES = 090, 1 HR AND 45 MINUTES = 105

Don't know/Not sure.....	998
Refused.....	999

Q5: Asked of all

PROBE FOR WHICH. UP TO 3 RESPONSES

Do you shop, go to medical appointments or do other errands downtown?

Do you go downtown for shopping, medical appointments, and other errands?

(These two versions of the same question were rotated)

Yes, shop	1
Yes, go to medical appointments.....	2
Yes, do other errands	3
No, none of the above.....	4 (Skip to Q8)
Don't know	8 (Skip to Q8)
Refused	9 (Skip to Q8)

Q6: Asked if respondent shops, goes to medical appointments or does other errands downtown

About how many times a month?

None/Less than once a month.....	00
Don't know/Not sure.....	98
Refused.....	99

Q6A: Asked if respondent shops, goes to medical appointments or does other errands downtown unless they are already downtown

READ 1-6. UP TO 6 RESPONSES

Which of the following times of day do you usually travel to downtown for shopping, appointments and other errands?

Weekdays from 6 to 9 in the morning	1
Weekdays from 9AM to 3PM.....	2
Weekdays from 3 to 6 in the evening	3
Weekday evenings after 6PM.....	4
Weekends during the day.....	5
Or weekends during the evenings.....	6
Already downtown - DO NOT READ	9 (skip to Q8)
Don't know - DON'T READ.....	7
Refused - DON'T READ	8

Q7: Asked if respondent shops, goes to medical appointments or does other errands downtown and they use a car, bus carpool or motorcycle to travel downtown

Is that usually by car, bus, carpool or some other way?

Car	01
Bus.....	02
Carpool.....	03
Motorcycle.....	07
Train	05
Walk	04
Bike	06
Some other way (SPECIFY):.....	96
Varies.....	97
Don't know/Not sure.....	98
Refused.....	99

Q7B: Asked if respondent shops, goes to medical appointments or does other errands downtown and they use a car, bus carpool or motorcycle to travel downtown

How long does it take you to travel from the beginning of your trip to your final destination downtown for shopping, appointments or other errands by <q7>? RECORD IN MINUTES. EXAMPLES: 20 MINUTES = 020, 1 HOUR = 060, 1 HR AND 15 MINUTES = 075, 1 HR AND 30 MINUTES = 090, 1 HR AND 45 MINUTES = 105

Don't know/Not sure.....	998
Refused.....	999

Q7D: Asked if respondent shops, goes to medical appointments or does other errands downtown and they use a car, bus carpool or motorcycle to travel downtown

Once you reach the downtown core area by <q7>, how long does it take to reach your shopping, appointments or other errands destination? RECORD IN MINUTES.

EXAMPLES: 20 MINUTES = 020, 1 HOUR = 060, 1 HR AND 15 MINUTES = 075, 1 HR AND 30 MINUTES = 090, 1 HR AND 45 MINUTES = 105
 Don't know/Not sure..... 998
 Refused..... 999

Q8: Asked of all

Do you go out dining, to sports events or other entertainment in downtown?

Do you go downtown for dining, sports events, or other entertainment?
 (These two versions of the same question were rotated)

Yes..... 1
 No 2 (Skip to Q11)

Don't know 8 (Skip to Q11)
 Refused..... 9 (Skip to Q11)

Q9: Asked if respondent goes out dining, to sports events or other entertainment in downtown

About how many times a month?

None/Less than once a month..... 00
 Don't know/Not sure..... 98
 Refused..... 99

Q9A: Asked if respondent goes out dining, to sports events or other entertainment in downtown

READ 1-6. UP TO 6 RESPONSES

Which of the following times of day do you usually travel to downtown for dining, sports or other entertainment?

Weekdays from 6 to 9 in the morning 1
 Weekdays from 9AM to 3PM..... 2
 Weekdays from 3 to 6 in the evening 3
 Weekday evenings after 6PM..... 4
 Weekends during the day..... 5
 Or weekends during the evenings..... 6
 Already downtown - DO NOT READ 9
 Don't know - DON'T READ..... 7
 Refused - DON'T READ 8

Q10: Asked if respondent goes out dining, to sports events or other entertainment in downtown unless they are already downtown

Is that usually by car, bus, carpool or some other way?

Car	01
Bus.....	02
Carpool	03
Motorcycle.....	07
Train	05
Walk	04
Bike	06
Some other way (SPECIFY).....	96
Varies.....	97
Don't know/Not sure.....	98
Refused.....	99

Q10B: Asked if respondent goes out dining, to sports events or other entertainment in downtown and they use a car, bus carpool or motorcycle to travel downtown

How long does it take you to travel from the beginning of your trip to your final destination downtown for dining, sports events or other entertainment by <q10>? RECORD IN MINUTES. EXAMPLES: 20 MINUTES = 020, 1 HOUR = 060, 1 HR AND 15 MINUTES = 075, 1 HR AND 30 MINUTES = 090, 1 HR AND 45 MINUTES = 105

Don't know/Not sure.....	998
Refused.....	999

Q10D: Asked if respondent goes out dining, to sports events or other entertainment in downtown and they use a car, bus carpool or motorcycle to travel downtown

Once you reach the downtown core area by <q10>, how long does it take to reach your destination? RECORD IN MINUTES. EXAMPLES: 10 MINUTES = 010, 20 MINUTES = 020, 1 HOUR = 060, 1 HR AND 15 MINUTES = 075, 1 HR AND 30 MINUTES = 090, 1 HR AND 45 MINUTES = 105

Don't know/Not sure.....	998
Refused.....	999

Q11: Asked of all except if the respondent lives downtown

READ 1-3

Would you say you are going to downtown Seattle...

Less often than last year	1
More often than last year	2 (Skip to Q13)
Or about the same as last year	3 (Skip to Q13)
Don't know/Not sure - DO NOT READ.....	8 (Skip to Q13)
Refused - DO NOT READ.....	9 (Skip to Q13)

Q12A: Asked if respondent reported going to downtown less often than last year

Is that related to the tunnel re-opening, or for some other reason?

Related to tunnel opening	01
Traffic congestion.....	02
Lack of parking.....	03
Not convenient (difficult to get there, etc).....	04
Don't go downtown anymore.....	05
Changed jobs/No longer work downtown	06
Health/disability	07
Parking costs.....	08
Moved/live further away.....	09
Retired/unemployed.....	10
No need/no reason to go downtown	11
Safety/security	12
Discomfort with drugs, homeless, etc.....	13
Don't have a car anymore	14
Construction disruption downtown.....	15
Crowding/hassle of getting around on foot.....	16
Changed life style/family obligations/new baby.....	17
Don't have as much money/less money	18
Changed work/school schedule	19
No time/too busy	20
Bus service/schedule doesn't meet my needs.....	21
Doing more on the Eastside.....	22
Gas costs.....	23
Some other (SPECIFY:)	97
Dont' know/Refused	99

Q12B: Asked if respondent reports going downtown less often because of the tunnel re-opening

PROBE TO FIT. UP TO 6 RESPONSES

What about the tunnel re-opening is causing you to be going downtown less often?

Traffic congestion.....	01
Not aware of where to catch bus.....	02
Bus stop location is inconvenient/too far.....	03
Travel time is too long by bus	04
Travel time is too long by car	05
Other (SPECIFY:)	97
Don't know	98
Refused.....	99

Q13: Asked of all

READ 1-3

Would you say you are using your car to travel to or around downtown Seattle...

Less often than last year	1
More often than last year	2
Or about the same as last year	3
Do not own a car - DO NOT READ.....	4
Don't know/Not sure - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q14A: Asked if respondents reports using their car less often than last year to travel to or around downtown

Is that related to the tunnel re-opening, or for some other reason?

Related to tunnel opening	01
Traffic congestion.....	02
Lack of parking.....	03
Not convenient (difficult to get there, etc).....	04
Don't go downtown anymore.....	05
Changed jobs	06
Health/disability	07
Parking costs.....	08
Moved/live further away.....	09
Retired/unemployed.....	10
No need/no reason to go downtown	11
Safety/security	12
Discomfort with drugs, homeless, etc.....	13
Don't have a car anymore	14
Construction disruption downtown.....	15
Crowding/hassle of getting around on foot.....	16
Changed life style/family obligations/new baby.....	17
Don't have as much money/less money	18
Changed work/school schedule	19
No time/too busy	20
Bus service/schedule doesn't meet my needs.....	21
Doing more on the Eastside.....	22
Gas costs.....	23
Take the bus/have a pass/ bus more convenient, less expensive.....	24
Some other (SPECIFY:)	97
Dont' know/Refused	99

Q14B: Asked if respondent reports using their car downtown less often because of the tunnel re-opening

PROBE TO FIT. UP TO 6 RESPONSES

What about the tunnel re-opening is causing you to use your car to travel to or around downtown Seattle less often?

Traffic congestion.....	01
Not aware of where to catch bus.....	02
Bus stop location is inconvenient/too far.....	03
Travel time is too long by bus	04
Travel time is too long by car	05
Parking costs/limited parking	06
Other (SPECIFY:)	97
Don't know	98
Refused.....	99

Q15_1: Asked only if the respondent is a bus rider

What bus route or routes do you most often use when you go downtown? Please begin with routes used most often. RECORD FIRST ROUTE NUMBER: USE "OTHER SPECIFY" ONLY IF THERE IS A LETTER IN THE ROUTE NUMBER

Other (SPECIFY:)	997	
Don't know/Not sure	998	(Skip to Q15A)
Refused	999	(Skip to Q15A)

Q15_2: Asked only if the respondent is a bus rider

What bus route or routes do you most often use when you go downtown? RECORD SECOND ROUTE NUMBER: USE "OTHER SPECIFY" ONLY IF THERE IS A LETTER IN THE ROUTE NUMBER

Other (SPECIFY:)	997	
NO OTHER ROUTES	000	(Skip to Q15A)
Don't know/Not sure	998	(Skip to Q15A)
Refused	999	(Skip to Q15A)

Q15_3: Asked only if the respondent is a bus rider

What bus route or routes do you most often use when you go downtown? RECORD THIRD ROUTE NUMBER: USE "OTHER SPECIFY" ONLY IF THERE IS A LETTER IN THE ROUTE NUMBER

Other (SPECIFY:)	997	
NO OTHER ROUTES	000	(Skip to Q15A)
Don't know/Not sure	998	(Skip to Q15A)
Refused	999	(Skip to Q15A)

Q15_4: Asked only if the respondent is a bus rider

What bus route or routes do you most often use when you go downtown? RECORD FOURTH ROUTE NUMBER: USE "OTHER SPECIFY" ONLY IF THERE IS A LETTER IN THE ROUTE NUMBER

Other (SPECIFY:)	997	
NO OTHER ROUTES	000	(Skip to Q15A)
Don't know/Not sure	998	(Skip to Q15A)
Refused	999	(Skip to Q15A)

Q15_5: Asked only if the respondent is a bus rider

What bus route or routes do you most often use when you go downtown? RECORD FIFTH ROUTE NUMBER: USE "OTHER SPECIFY" ONLY IF THERE IS A LETTER IN THE ROUTE NUMBER

Other (SPECIFY:)	997	
NO OTHER ROUTES	000	(Skip to Q15A)
Don't know/Not sure	998	(Skip to Q15A)
Refused	999	(Skip to Q15A)

Q15A: Asked only if the respondent is a bus rider and they didn't know their bus route

Do you know if that is Metro Transit, Sound Transit or Community Transit?

Metro Transit	01
Sound Transit.....	02
Community Transit.....	03
Other (SPECIFY:)	97 O
Don't know	98
Refused.....	99

Q16C: Asked only if the respondent is a bus rider***DO NOT READ. PROBE TO FIT***

When in downtown Seattle, what is the closest tunnel station OR intersection to where you usually catch the bus?

Convention Place Tunnel Station	001
International District/Chinatown Tunnel Station.....	002
Pioneer Square Tunnel Station	003
University Tunnel Station.....	004
Westlake Tunnel Station.....	005
Bus Tunnel unspecified	088
1st and Vine.....	060
1st and Lenora	006
1st and Blanchard	061
1st and Stewart	062
Pike Place/Pike Place Market	081
1st and Pine.....	039
1st and Pike.....	008
1st and University	044
1st and Seneca	063
1st and Marion.....	007
1st and Cherry.....	064
2nd and Stewart.....	016
2nd and Pine	014
2nd and Pike	013
2nd and Union	017
2nd and Seneca/Spring	015
2nd and Marion/Madison.....	012
2nd and University.....	018
2nd and Columbia.....	087
2nd and Cherry	010
2nd and James.....	011
2nd and Washington.....	019
3rd and Bell	070
3rd and Blanchard.....	066
3rd and Virginia.....	075
3rd and Pine.....	026
3rd and Pike.....	025
3rd and Union/University	028
3rd and Seneca/Spring	027
3rd and Madison	023
3rd and Marion	024
3rd and Columbia	021
3rd and Cherry	020
3rd and James/Jefferson.....	022
4th Avenue from Jackson to Union	089
4th and Blanchard.....	050
4th and Lenora.....	031
4th and Stewart.....	043
4th and Pike	032
4th and Pine	033
4th and Union	034
4th and University	035
4th and Seneca/Spring	041
4th and Cherry	090
4th and James	086

4th and Jackson.....	071
5th and Virginia.....	069
5th and Pine.....	037
5th and Pike.....	040
5th and Cherry.....	079
5th and James.....	078
5th and Jackson.....	077
6th and Pike.....	038
6th and Union/University.....	051
6th and Madison.....	068
6th and Jefferson.....	073
7th and Stewart.....	067
8th and Pine.....	085
9th and Pine.....	042
Other (SPECIFY:).....	997
Don't know/Not sure.....	998
Refused.....	999

Q16D: Asked only if the respondent is a bus rider

In general, are you satisfied or dissatisfied with how the Tunnel re-opening has affected your bus travel downtown? PROBE: Is that very or somewhat? IF RESPONDENT SAYS "DON'T USE TUNNEL", REPEAT QUESTION.

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q17: Asked only if the respondent is a bus rider

Next are a few questions about your satisfaction or dissatisfaction with downtown Seattle and downtown bus service.

Continue.....	1
---------------	---

Q18: Asked only if the respondent is a bus rider

Are you satisfied or dissatisfied with being able to walk around downtown without feeling crowded? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q19: Asked only if the respondent is a bus rider

(Are you satisfied or dissatisfied with) Personal security and safety when in downtown Seattle? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q20: Asked only if the respondent is a bus rider

(Are you satisfied or dissatisfied with) The amount of time it takes your bus to get through downtown? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q21: Asked only if the respondent is a bus rider

(Are you satisfied or dissatisfied with) The location of your bus stop in downtown? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q22: Asked only if the respondent is a bus rider and if respondent was dissatisfied with the location of their bus stop**CLARIFY**

Why is that?

RECORD COMMENTS.....	01
Safety/security.....	02
Discomfort with drugs, homeless, etc.....	03
Bus stop is too far/Need more bus stops.....	04
No seats/no shelter.....	05
Bus stops changed/moved and don't like new location.....	06
Too many people/too crowded.....	07
Don't know/Not sure.....	98
Refused.....	99

Q23: Asked only if the respondent is a bus rider

(Are you satisfied or dissatisfied with) The amount of personal space you have when waiting at downtown bus stops? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q24: Asked only if the respondent is a bus rider

(Are you satisfied or dissatisfied with) The amount of time you have to wait in between buses? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q25: Asked only if the respondent is a bus rider

(Are you satisfied or dissatisfied with) The ability of the bus to get you to your downtown destination on time? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q26: Asked only if the respondent is a bus rider

(Are you satisfied or dissatisfied with) The bus coming when it is supposed to when you are leaving downtown? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q26C: Asked only if the respondent is a bus rider

Are you satisfied or dissatisfied with personal safety on the bus related to the conduct of others on the bus? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied	3
Very dissatisfied	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ	8
Refused - DO NOT READ.....	9

Q27: Asked only if the respondent is a bus rider

(Are you satisfied or dissatisfied with) Personal security and safety in downtown Seattle while waiting for the bus DURING THE DAY? PROBE: Is that 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

Q28: Asked only if the respondent is a bus rider

(Are you satisfied or dissatisfied with) Personal security and safety in downtown Seattle while waiting for the bus AT NIGHT? PROBE: Is that 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

Q28A1: Asked only if the respondent is a bus rider and if the respondent is not satisfied with their personal security and safety in Downtown Seattle***PROBE AND CLARIFY***

You mentioned you were dissatisfied with personal security and safety in downtown Seattle. Why do you say that?

RECORD COMMENTS	97
Worried about violence/shootings/crimes	01
People using drugs/doing drug deals	02
Not enough police presence/need more officers for sidewalks.....	03
It's too dark	04
Discomfort with homeless	05
Loitering/disruptive behavior	06
Being approached by strangers.....	07
Don't know	98
Refused.....	99

Q28B1: Asked only if the respondent is a bus rider and if the respondent is not satisfied with their personal security and safety in Downtown Seattle

CLARIFY

Where in downtown Seattle are you dissatisfied with personal security and safety? PROBE FOR INTERSECTION, BUS STOP OR LANDMARK

RECORD COMMENTS	97
International District/Chinatown	02
Pioneer Square.....	03
Belltown	95
1st & Bell.....	16
1st & Lenora.....	15
1st & Pine	08
1st & Pike	17
Pike Place Market.....	96
1st & University	12
1st & Marion.....	11
2nd & Stewart.....	25
2nd & Pine.....	24
2nd & Pike.....	23
2nd & University	28
2nd & Seneca.....	26
2nd & Columbia	32
2nd & Cherry	34
2nd & James	21
2nd & Washington.....	33
2nd & Jackson	31
Along 3rd Ave	04
3rd & Bell	50
3rd & Virginia	44
3rd & Stewart	60
3rd & Pike.....	42
3rd & Pine.....	46
3rd & Union.....	40
3rd & Seneca	35
3rd & Spring	36
3rd & Madison.....	45
3rd & Marion	38
3rd & Columbia.....	41
3rd & James.....	37
3rd & Yesler	39
3rd & Washington	51
Westlake mall area.....	05
4th & Pike.....	54
4th & Pine.....	67
4th & James	69
7th & Pike.....	84
Downtown Core.....	94
Don't know	98
Refused.....	99

WORDD:

Now thinking about trips you take downtown in your car.....	1
Next are a few questions about your satisfaction or dissatisfaction with traveling to and around downtown Seattle... ..	2

Q30: Asked of respondents who were commuters by car and they are not bus riders

Are you satisfied or dissatisfied with being able to walk around downtown without feeling crowded? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q31: Asked of respondents who were commuters by car and they are not bus riders

(Are you satisfied or dissatisfied with) Personal security and safety when in downtown Seattle? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q32: Asked of respondents who were commuters by car

(Are you satisfied or dissatisfied with) the amount of time it takes you by car to get through downtown? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q33: Asked of respondents who were commuters by car

(Are you satisfied or dissatisfied with) Being able to find parking downtown? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q34: Asked of respondents who were commuters by car**READ CHOICES 1-4**

(Are you satisfied or dissatisfied with) Being able to find parking that is convenient to your destination in downtown Seattle? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q35: Asked of respondents who were commuters by car

(Are you satisfied or dissatisfied with) The cost of parking in downtown Seattle? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q36: Asked of respondents who were commuters by car

(Are you satisfied or dissatisfied with) The clarity of informational signs downtown telling car drivers how to get around downtown? PROBE: Is that very or somewhat?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Depends on time of day - DO NOT READ.....	7
Don't know/Neither satisfied nor dissatisfied - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q36A1: Asked of respondents who were commuters by car and if respondent was dissatisfied with their security and safety in Downtown Seattle and they were commuters by car**PROBE AND CLARIFY**

You mentioned you were dissatisfied with personal security and safety in downtown Seattle. Why do you say that?

RECORD COMMENTS.....	97
Worried about violence/shootings/crimes.....	01
People using drugs/doing drug deals.....	02
Not enough police/reinforcement.....	03
It's too dark.....	04
Discomfort with homeless.....	05
Loitering/disruptive behavior.....	06
Being approached by strangers.....	07
Don't know.....	98
Refused.....	99

Q36B1: Asked of respondents who were commuters by car and if respondent was dissatisfied with their security and safety in Downtown Seattle and they were commuters by car

CLARIFY

Where in downtown Seattle are you dissatisfied with personal security and safety? PROBE FOR INTERSECTION, BUS STOP OR LANDMARK

RECORD COMMENTS	97
Belltown	95
1st & Bell.....	16
1st & Lenora.....	15
Pike Place Market.....	96
1st & Pike	17
1st & Yesler.....	10
Pioneer Square.....	03
2nd & Pine.....	24
2nd & Pike.....	23
2nd & Union.....	22
2nd & Madison.....	27
2nd & Columbia	32
2nd & Jackson	31
Along 3rd Ave	04
3rd & Pine.....	46
3rd & Pike.....	42
3rd & Union.....	40
3rd & University.....	43
3rd & Columbia.....	41
3rd & Cherry.....	48
3rd & James.....	37
Westlake mall area.....	05
4th & Pine.....	67
4th & Union.....	53
4th & Pike.....	54
4th & Seneca.....	63
4th & Columbia	70
5th & Pike.....	71
5th & Union.....	77
6th & Pike.....	83
6th & Seneca.....	78
7th & Olive	85
7th & Cherry.....	86
Downtown Core.....	94
Don't know	98
Refused.....	99

Q36C: Asked of all

Have you seen signs that indicate there are traffic restrictions along 3rd Avenue during certain times of the day?

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

Q36D: Asked if the respondent said they have seen signs that indicate there are traffic restrictions along 3rd Avenue during certain times of the day

CLARIFY.

Which signs have you seen?

DO NOT ENTER signs	01
Signs posted along the street indicating there are traffic restrictions during peak hour travel.....	02
Traffic signs on Third Ave	03
Do Not Enter signs on Third Ave	04
Bus only signs.....	05
Bus only signs on Third Ave	06
No left turn signs	07
Right turn only signs.....	08
Construction signs	10
Neons Signs	11
Signs that allow travel for one block	12
RECORD COMMENTS	97
Don't know	98
Refused	99

Q36D1: Asked if the respondent said they have seen signs that indicate there are traffic restrictions along 3rd Avenue during certain times of the day

Were these signs effective in helping you understand traffic restrictions along 3rd Avenue?

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

Q36E: Asked of all

As you may know, the downtown bus tunnel had been closed for construction and was reopened to bus traffic on September 24, 2007. Prior to September 24th, were you aware that the tunnel would be reopening on that day?

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

Q36F: Asked if the respondent was aware that the tunnel would be reopening***PROBE AND CLARIFY***

Where did you see that information prior to the Tunnel re-opening?

Did not see or receive any information.....	00
Any transit agency Rider Information call centers	01
Any websites other than transit.....	02
At work.....	03
Bus or transit agency websites.....	04
E-mail	05
Mailing	06
Newspaper articles.....	07
On bus/Poster on bus	08
Public Events	09
Radio	10
Regular signs posted on downtown streets	11
Signs at Bus Tunnel.....	12
Transit agency brochures.....	13
Transit agency bus stops.....	14
Transit agency Rider Alerts.....	15
Transit agency timetables	16
TV news.....	17
Word of mouth/Friends/co-workers/family	18
(Metro) representatives handing out information	19
Tunnel entrance	20
Other (SPECIFY:)	97
Don't know/Don't remember.....	98
Refused.....	99

Q36G: Asked of all**PROBE AND CLARIFY**

Since September 24, have you seen information about the tunnel re-opening? IF YES,
ASK: Where was that?

No/Did not see or receive any information.....	00	(Skip to Q37)
Any transit agency Rider Information call centers	01	
Any websites other than transit.....	02	
At work.....	03	
Bus or transit agency websites.....	04	
E-mail	05	
Mailing	06	
Newspaper articles.....	07	
On bus/Poster on bus	08	
Public Events	09	
Radio	10	
Regular signs posted on downtown streets	11	
Signs at Bus Tunnel.....	12	
Transit agency brochures.....	13	
Transit agency bus stops.....	14	
Transit agency Rider Alerts.....	15	
Transit agency timetables	16	
TV news.....	17	
Word of mouth/Friends/co-workers/family	18	
(Metro) representatives handing out information	19	
Tunnel Entrance.....	20	
Signs non-specific.....	21	
Other (SPECIFY:)	97	
Don't know/Don't remember.....	98	
Refused.....	99	

Q36H: Asked of respondents who saw information about the tunnel re-opening**READ 1-3**

How would you rate the level of information you received? Would you say it was...

Very informative.....	1
Somewhat informative.....	2
Or not informative	3
Have not seen any signs.....	0
Don't know - DO NOT READ.....	4
Refused - DO NOT READ	5

Q37: Asked of all

Which of the following sources have you used to get information about traveling in
downtown Seattle...

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

Q37A: Asked of all

Have you used Bus or transit agency websites (to get information about traveling in downtown Seattle...)

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

Q37A1: Asked if respondent has used Bus or transit agency websites

READ 1-3

Was that... IF RESPONDENT SAYS <http://transit.metrokc.gov>, CODE AS METRO ONLINE

Metro Online	1
Sound Transit, or	2
Community Transit.....	3
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q37B: Asked of all

Have you used any websites other than transit to get information about traveling in downtown Seattle?

IF NEEDED: Such as City of Seattle, Urban Mobility, Govlink, Downtown Seattle Association

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

Q37C: Asked of all

READ 1-3

Have you used any transit agency Rider Information call centers to get information about traveling in downtown Seattle?

IF YES, PROBE: Was that...

King County Metro.....	1
Sound Transit.....	2
Community Transit.....	3
No/None - DO NOT READ	0
Don't know - DO NOT READ.....	8
Refused - DO NOT READ	9

Q37D: Asked of all*READ 1-97*

To get information about traveling in downtown Seattle...

Have you used transit agency signs or materials, such as... NOTE: PAUSE AFTER READING EACH FOR YES OR NO

Rider Alerts	01
Brochures.....	02
Timetables	03
Bus stops.....	04
Word of mouth	05
Website/internet.....	06
Bus drivers.....	07
Or something else (SPECIFY:)	97
No/None of the above - DO NOT READ.....	00
Don't know - DO NOT READ.....	98
Refused - DO NOT READ.....	99

Q37E: Asked of all

Have you used regular signs posted on downtown streets that help you find your way to get information about traveling in downtown Seattle?

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

Q37G: Asked of all

(Have you used) Newspaper articles or TV news (to get information about traveling in downtown Seattle...)

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

Q37F: Asked of all

(Have you used) Up-to-date traffic reports from TV, radio or scanner (to get information about traveling in downtown Seattle...)

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

Q38: Asked of all

Based on your most recent experience with downtown Seattle, would you say your overall impression of downtown is... Combined question

Very positive	1
Somewhat positive.....	2
Neither positive nor negative.....	3
Somewhat negative.....	4
Or very negative	5
Don't know/not sure - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Q38C: Asked only if the respondent is a commuter by car

Since the Transit Tunnel re-opened on September 24th, have you considered changing the way you commute to work or school?

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

Q38D: Asked only if the respondent is a commuter by car

Have you seen or heard of any special promotions or incentives since the Transit Tunnel re-opened urging commuters to change the way they commute to work or school?

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

Q39: Asked of all

May I ask, what is your age, please?

Under 16.....	0
16 - 19.....	1
20 - 24.....	2
25 - 34.....	3
35 - 44.....	4
45 - 54.....	5
55 - 64.....	6
65 or older.....	7
Refused.....	8

GENDR: Asked of all

DO NOT ASK!

RECORD GENDER

Male.....	1
Female	2