

# Attitude & Awareness Survey 2024

September 2024



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# Research project goals

- **Reach a broad sample of community members** within the TriMet service area, including riders and non-riders.
- **Measure and track key performance metrics**, including approval and satisfaction with services and the agency overall.
- **Understand rider behaviors**, including current transit use, trip purposes, and motivators and barriers to transit use.

## Research approach:

**Online and phone survey**  
fielded April 27 – May 31,  
2024

## Six languages:

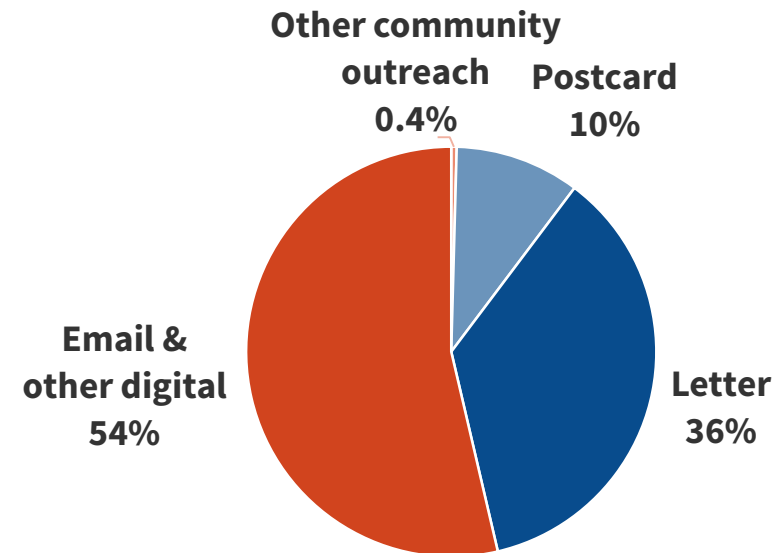
- English
- Spanish
- Russian
- Vietnamese
- Korean
- Simplified Chinese

# Outreach and recruitment

- This year, we expanded our approach to use a range of outreach channels, including:
  - An updated approach to mail-based invitations
  - A new email campaign
  - Additional community outreach
- Similar to last year, we conducted a drawing for a chance to win one of twenty-five \$100 gift card to incentivize participation.

Overall, we received **4,208** valid survey responses.

Using this updated approach, we **reached 2.5 times more respondents** compared to last year.



# Updated approach to mail-based invitation Outreach and recruitment

- **Invitation letters** mailed to 40,000 randomly selected addresses in the TriMet service area.
  - Oversampling addresses from areas with a higher proportion of low-income households and people who identify as Black, Indigenous, or People of Color (BIPOC).

- **Reminder postcards** mailed to the same 40,000 households about one week later.
- Letters and postcards included info in all languages and QR codes.



**Overall, 46% of all participants were from mail-based outreach. We received 1,932 valid responses, including:**

- 1,518 people in response to letters
- 414 in response to reminder postcards

# Additional approaches to outreach and recruitment

## Email campaign

- This year, we also invited participants using email.
- This campaign was very successful, helping us reach 2,257 additional participants.
- Overall, 54% of all participants were from email and other digital channels.

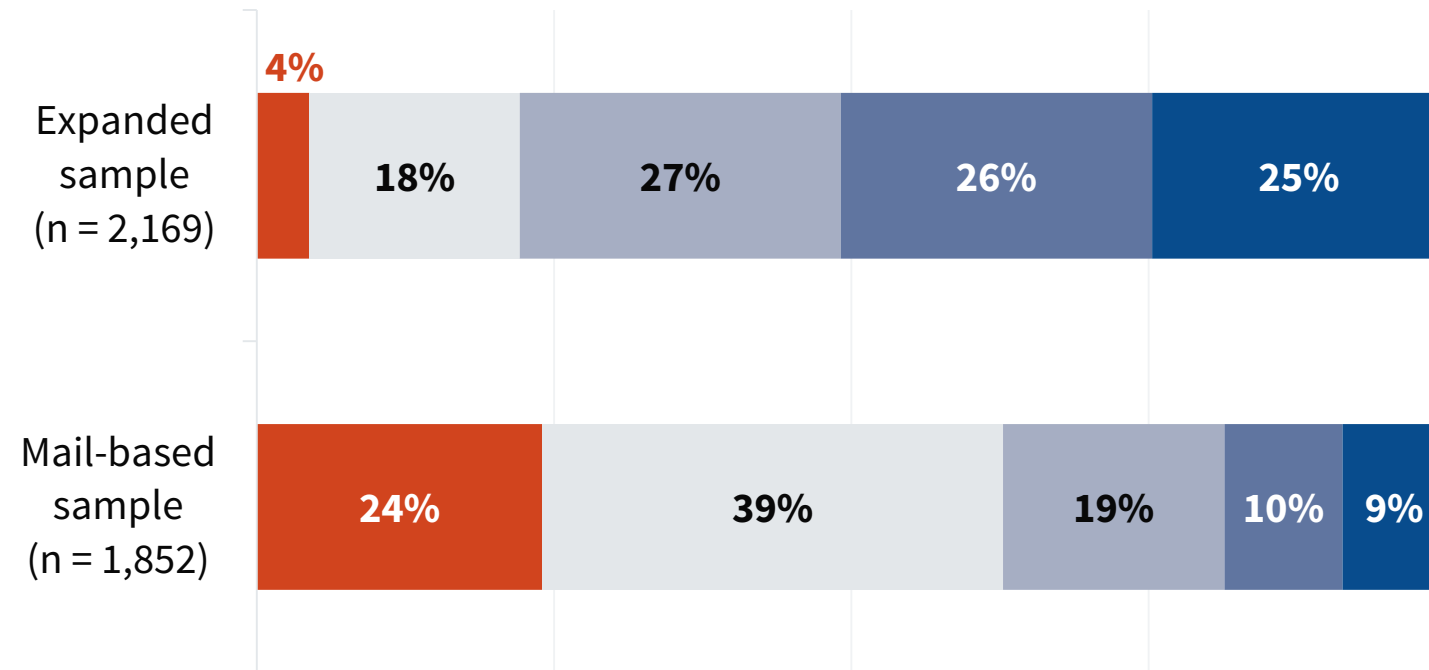
## Additional community outreach

- This year, we partnered with community-based organizations to invite participants.
- We reached an additional 18 participants through partnerships with CBOs.

# Impact of new recruitment approaches to comparisons over time

Using email and other community outreach, we heard from more **current TriMet riders**.

■ Non-rider ■ Infrequent rider ■ Occasional rider ■ Regular rider ■ Frequent rider



- For comparisons over time, we note data from mail-based recruitment separately, which offers a more closely matched comparison to the 2023 sample.
- We analyzed any differences between respondents from different recruitment modes and note when there is a significant difference not accounted for by ridership.

# Other data considerations

**Margin of error:  $\pm 1.27\%$**

**Due to rounding, some totals may exceed 100%.**

**This report shows unweighted data.**

- **Since 2023, reports show unweighted data.**
  - Reports from before 2023 used weighted survey data using area population characteristics as a benchmark.
  - Since 2023, reports show unweighted data, which we believe better reflects the population of eligible survey participants.



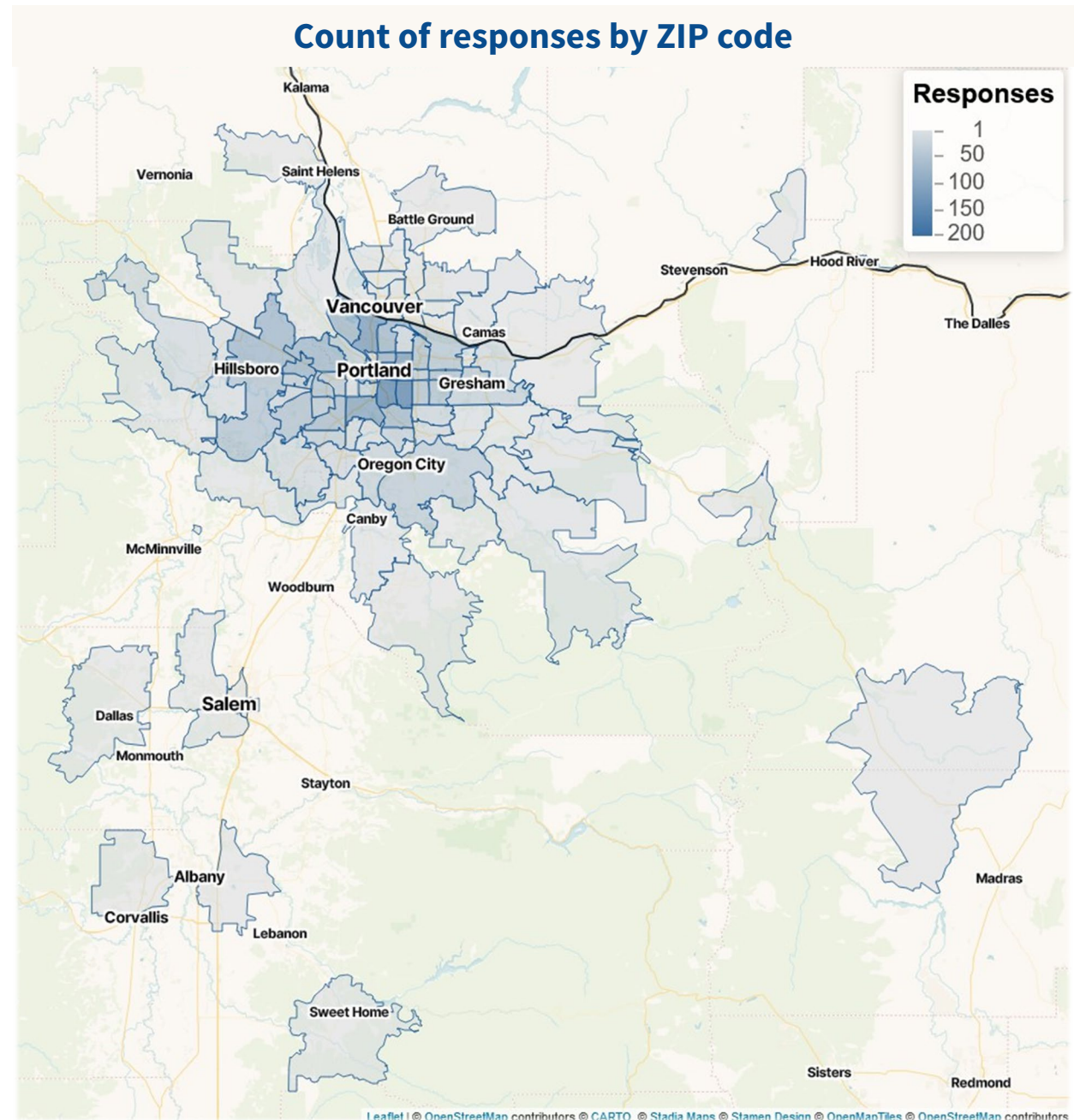
# Who we heard from

**Most respondents were from Multnomah County (63%).**

Many were from Washington (25%) and Clackamas (11%) counties.

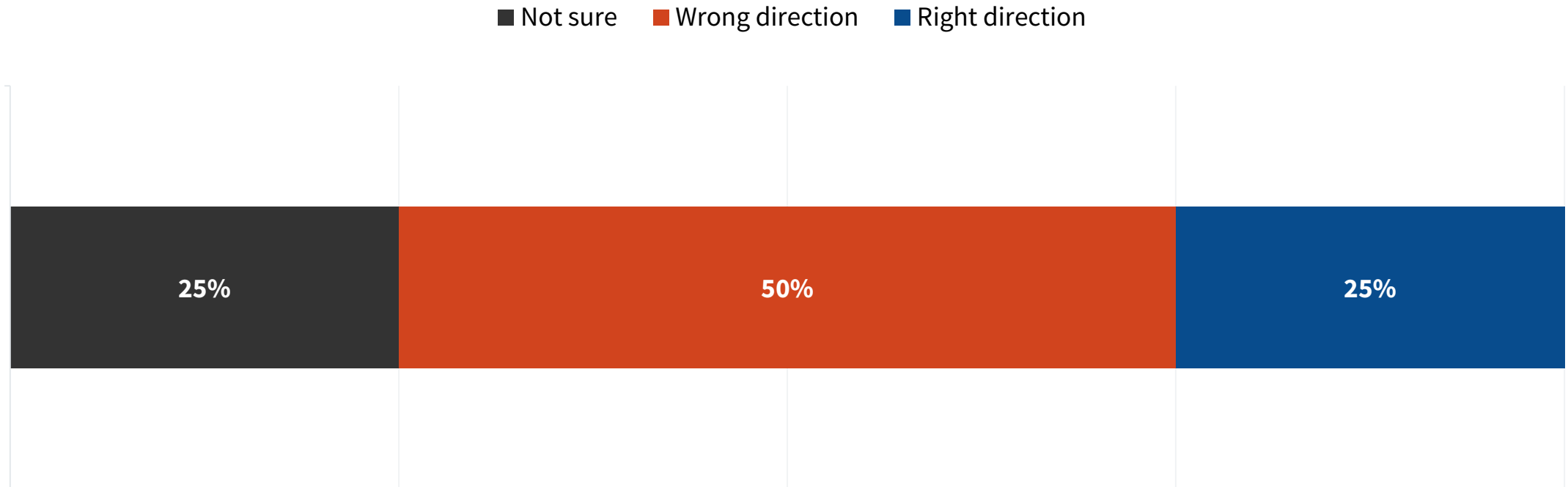
We also heard from respondents in Clark and other counties (<2%).

**Most people completed the survey in English**, with 58 people (1%) taking the survey in a language other than English.



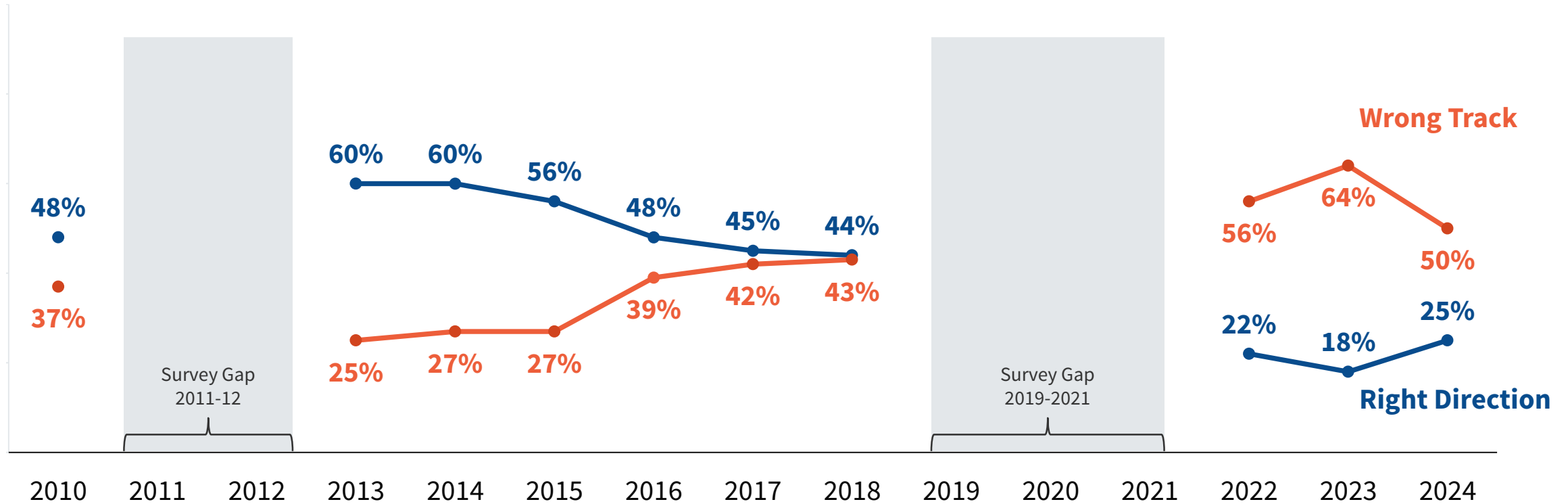
**Detailed Findings:**  
**Public Mood**

**Thinking generally about the Portland metropolitan area, 25% of all respondents say things are going in the right direction, whereas 50% say they are going in the wrong direction.**



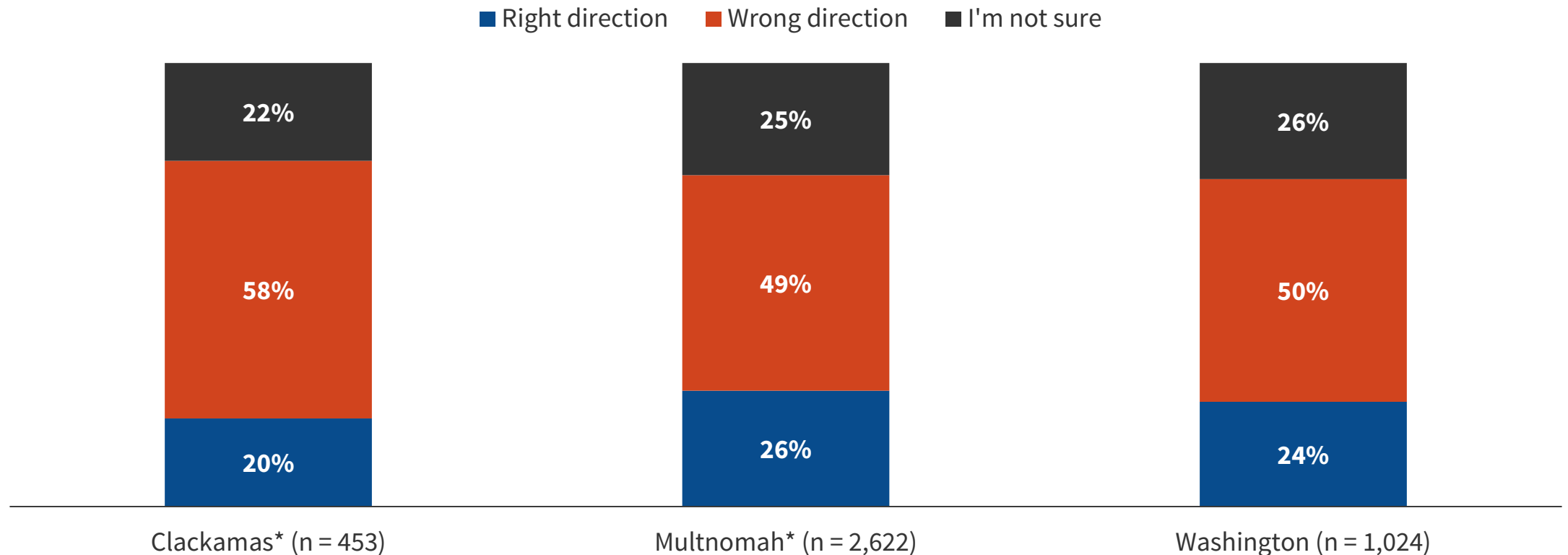
*Q: Do you feel things in the Portland metropolitan area are generally going in the right direction, or do you feel things have gotten off on the wrong track? (n = 4,165)*

# More respondents feel that things in the Portland Metro area are going in the right direction than in recent years.



Q: Do you feel things in the Portland metropolitan area are generally going in the right direction, or do you feel things have gotten off on the wrong track? (2024: n = 4,165)

# In the 3 main TriMet counties, around 25% of respondents feel things in the Portland Metro area are going in the right direction.

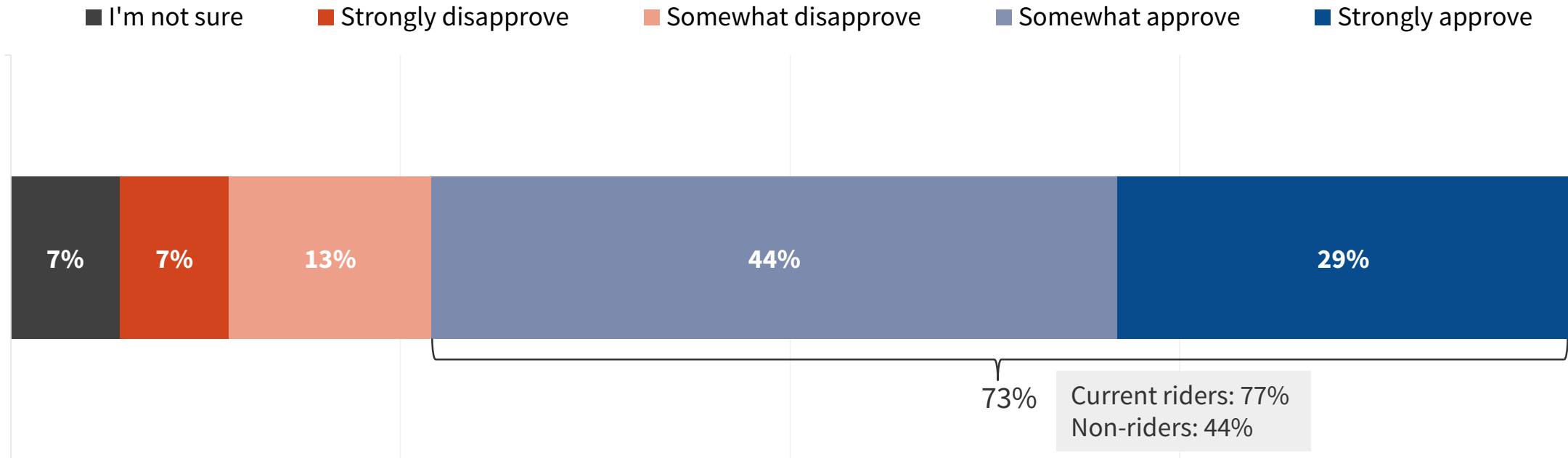


Q: Do you feel things in the Portland metropolitan area are generally going in the right direction, or do you feel things have gotten off on the wrong track? (2024: n = 4,165)



**Detailed Findings:**  
**Approval & Satisfaction**

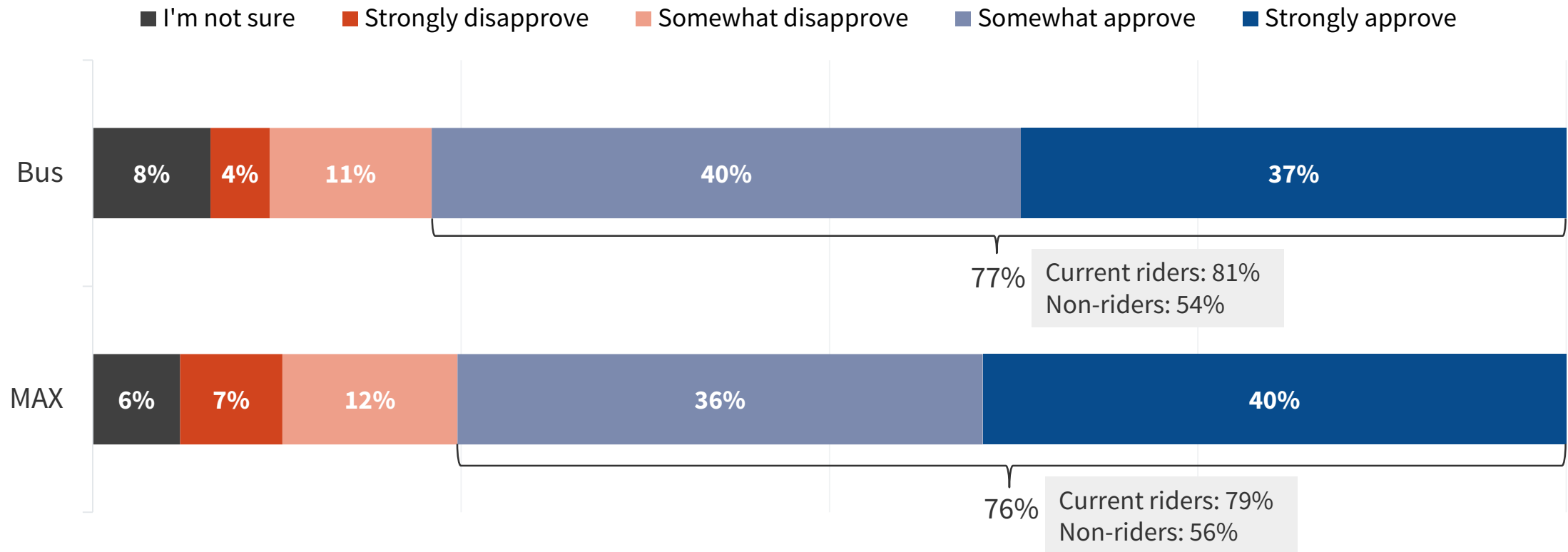
# Most approve of the job TriMet is doing, with 29% saying they strongly approve.



Q: Do you approve or disapprove of the job TriMet is doing? (n = 4,147)

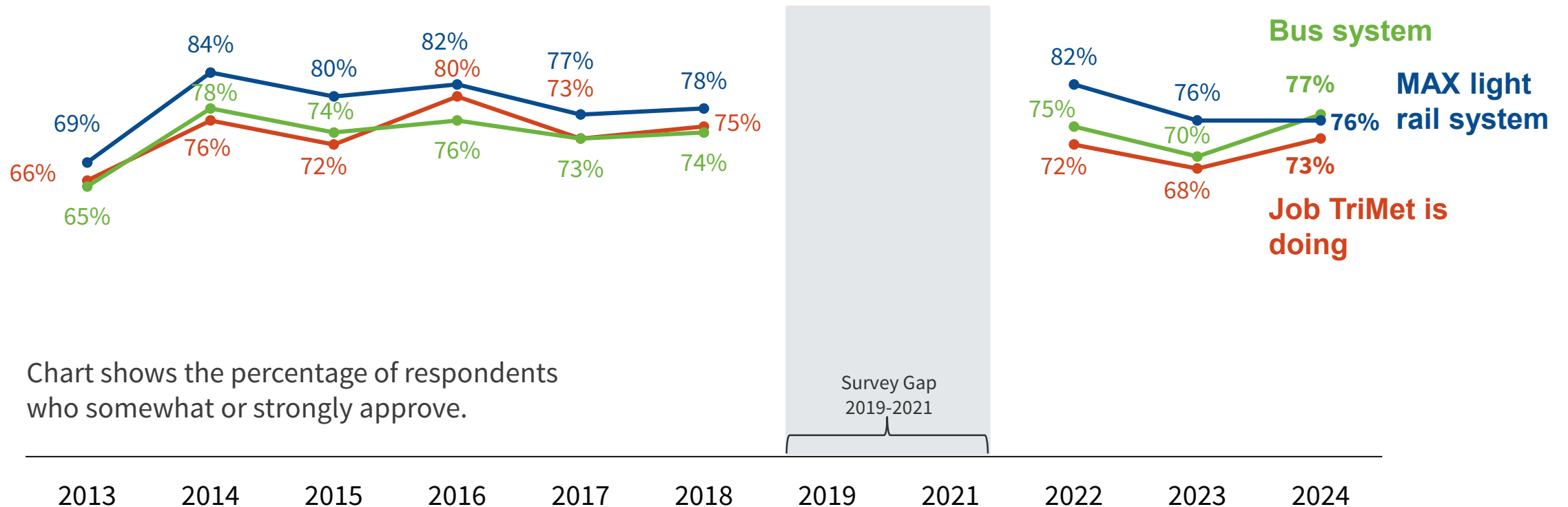


# Most approve of the existing bus and MAX light rail systems, with 37% and 40% saying they strongly approve.



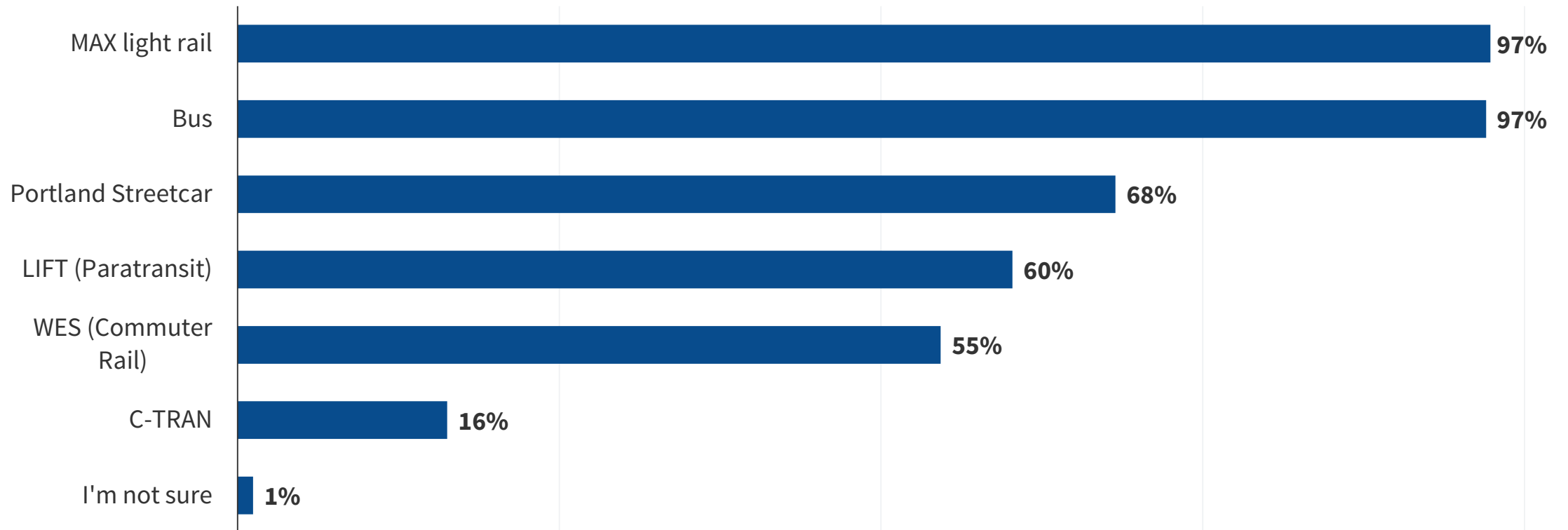
Q: Do you approve or disapprove of the existing TriMet bus system? (n = 3,340)  
Q: Do you approve or disapprove of the existing MAX light rail system? (n = 4,084)

# While approval of the MAX light rail stayed steady, approval of the bus system and the job TriMet is doing increased slightly.



Q: Do you approve or disapprove of the job TriMet is doing? (n = 4,147)  
 Q: Do you approve or disapprove of the existing MAX light rail system? (n = 4,084)  
 Q: Do you approve or disapprove of the existing TriMet bus system? (n = 3,430)

# Most respondents (97%) are aware that TriMet operates MAX light rail and bus services, but some are less certain about other service.



Q: To the best of your knowledge, which of the following, if any, does TriMet operate? Please select all that apply. (n = 4,162)

# Almost 40% of frequent and regular riders would enthusiastically recommend TriMet to friends or family.

**+4**

Net Promoter Score (NPS)  
among frequent and  
regular riders

**-1**

NPS among all current riders

**-13**

NPS among all respondents

**39%**  
**Promoters**

Rate **9 or 10**:

- Enthusiastic supporters

- 33% among all current riders
- 30% among all respondents

**26%**  
**Passives**

Rate **7 or 8**:

- Satisfied but not quite promoters

- 27% among all current riders
- 25% among all respondents

**35%**  
**Detractors**

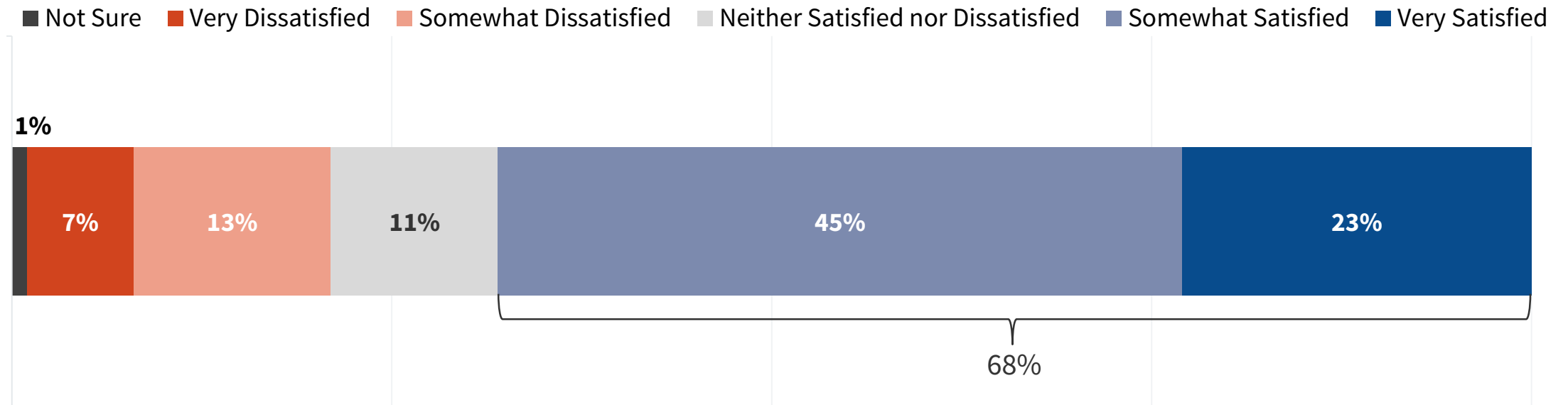
Rate **0 to 6**:

- May discourage others from riding TriMet

- 34% among all current riders
- 46% among all respondents

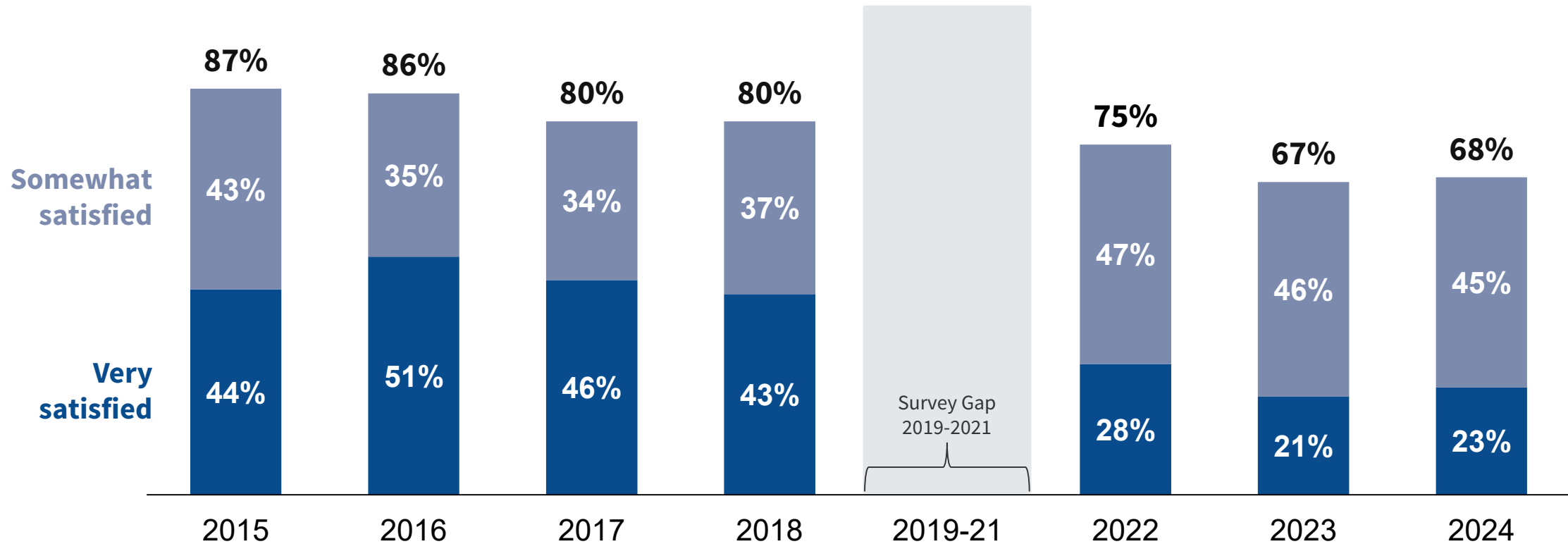
Q: How likely are you to recommend TriMet to friends or family members? (n = 3,916)

# Among TriMet riders, 68% are satisfied with their overall experience. Almost a quarter (23%) are very satisfied.



Q: Thinking of your travel on TriMet, how satisfied are you with your overall experience? (Current TriMet riders, n = 3,395)

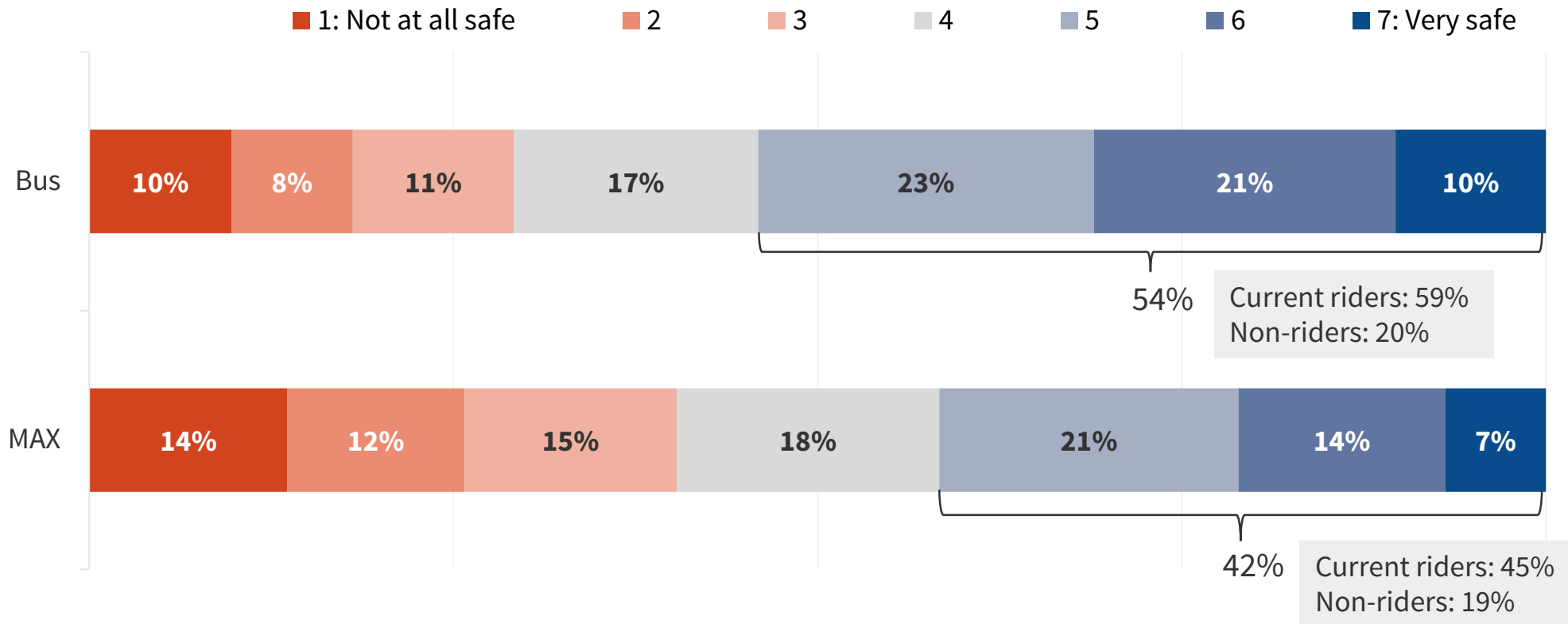
# Most riders are satisfied with their overall experience. Satisfaction has slightly increased in comparison to last year.



Q: Thinking of your travel on TriMet, how satisfied are you with your overall experience? (Current TriMet riders, n = 3,395)

**Detailed Findings:**  
**Safety**

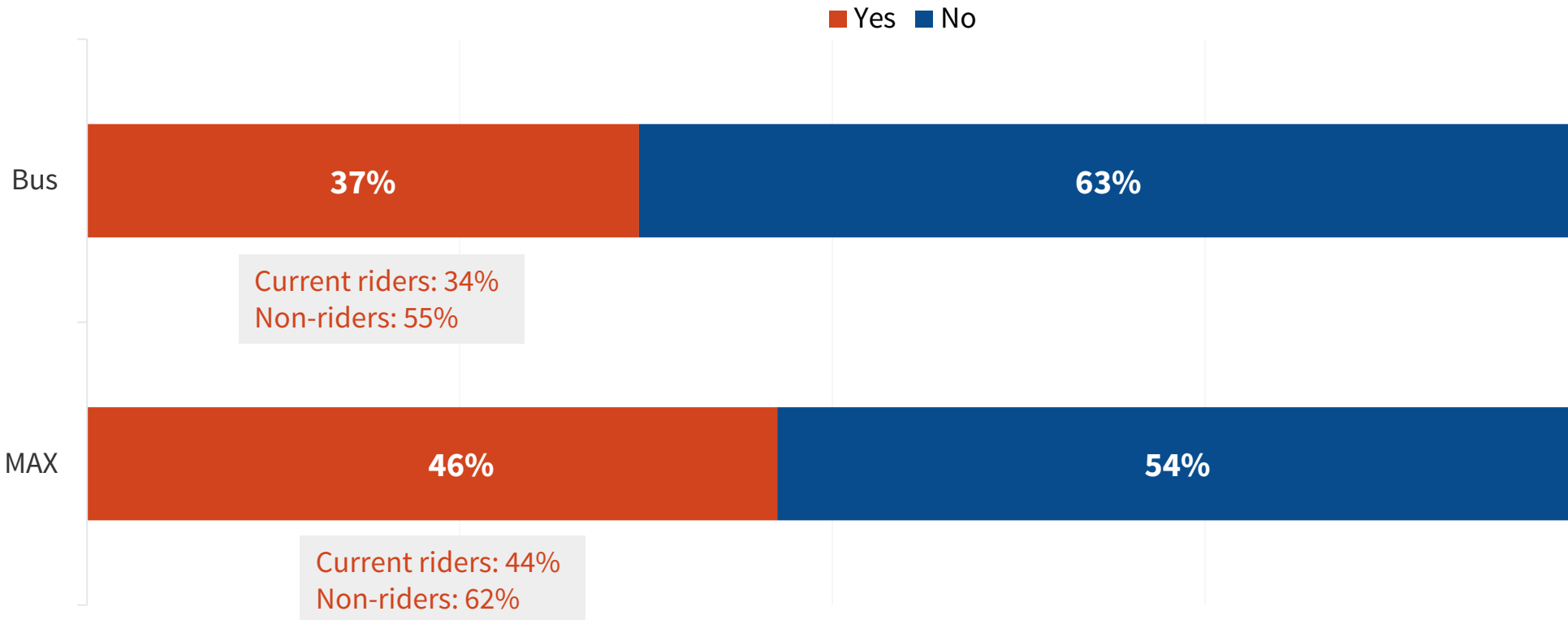
# About half of all respondents say they would feel safe using TriMet services, with 54% and 42% rating safety as 5+ on TriMet buses and MAX trains respectively.



Q: From what you know or may have heard, how safe would you feel riding TriMet buses/MAX trains? (n = 4,097 / n = 4,037)

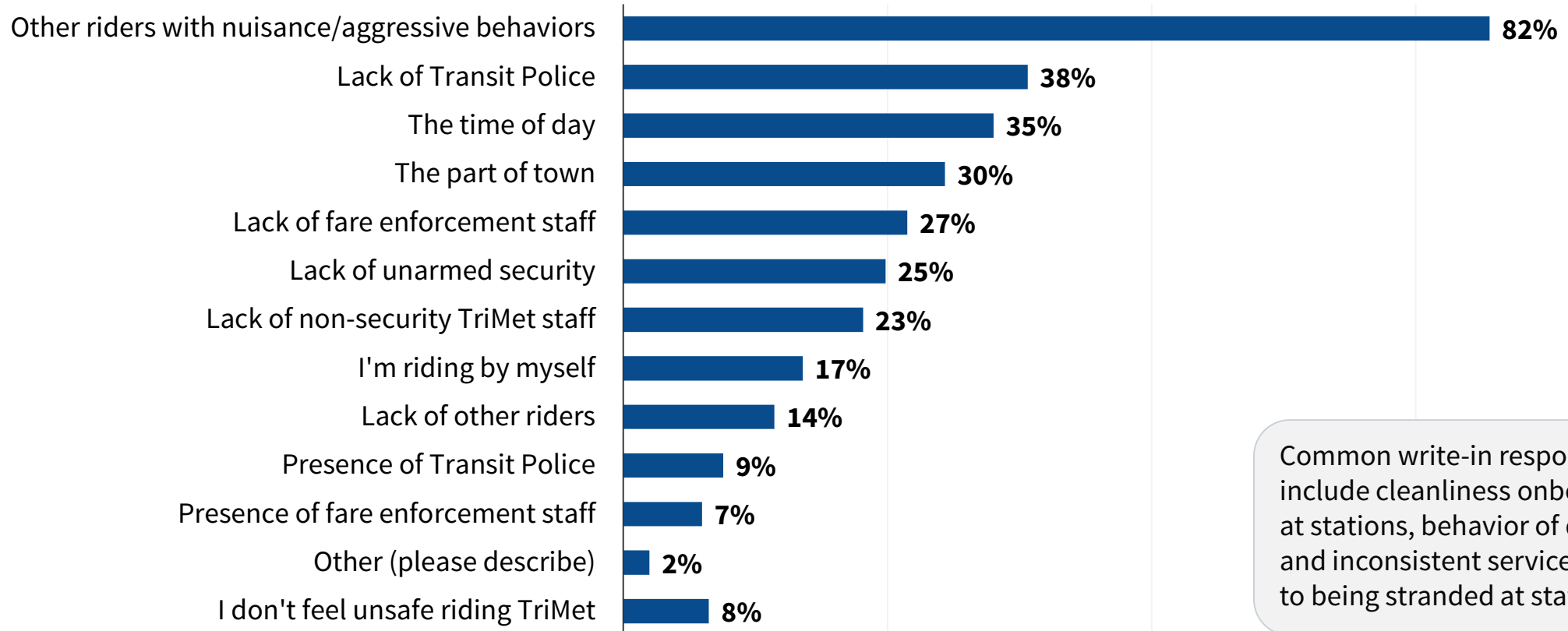


# Nearly half (46%) of all respondents said that safety concerns have prevented them from riding MAX trains. Around one-third (37%) said the same for TriMet buses.



Q: Have personal safety concerns ever prevented you from riding TriMet buses? (n = 3,355)  
Q: Have personal safety concerns ever prevented you from riding MAX trains? (n = 3,320)

# 8 in 10 riders cite other riders' behavior as a reason they feel unsafe while riding TriMet.



Common write-in responses include cleanliness onboard and at stations, behavior of drivers, and inconsistent service leading to being stranded at stations.

Q: Which of the following, if any, make you feel unsafe while on board TriMet vehicles? Please select all that apply. (Current TriMet riders, n = 3,434)



## Respondents say that other rider behavior is their top safety concern when thinking about riding TriMet. Some also have safety concerns about stations and stop areas.

*“After dark when I'm alone I don't feel safe at certain stops especially in close-in Portland. Mostly waiting, but sometimes on the train. I also recently had an uncomfortable interaction where I talked someone down from using a shiv on the red line.”*

*“I am concerned of a violent attack since there have been several on the MAX.”*

*“I appreciate that TriMet has more security and outreach employees but there is still a lot of homeless people and fentanyl users that are on the max and make it really difficult to feel safe.”*

*“Drug use in the trains; lack of security or need to have a ticket; too many stories of scary situations involving mental health crises.”*

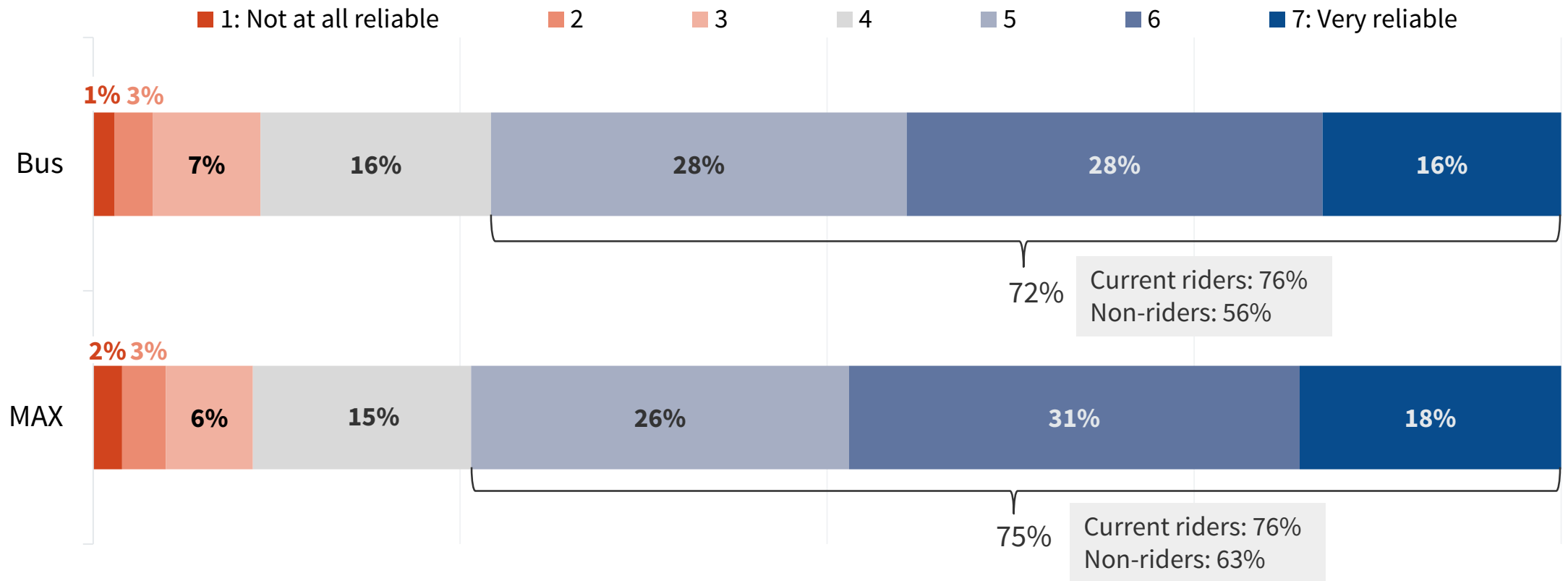
*“About half the time I ride, I am aware of the proximity of an individual whose mental health causes erratic behaviors. More than once I have seen other passengers targeted.”*

*“For the MAX not knowing if there will be anyone around to help if needed.”*

*Q: What safety concerns, if any, do you have when riding, or thinking about riding TriMet? (n = 3,617)*

**Detailed Findings:**  
**Reliability**

# Most respondents say TriMet buses and MAX trains are reliable.



Q: From what you know or may have heard, how reliable is service on TriMet buses? (n = 4,017)  
 Q: From what you know or may have heard, how reliable is service on MAX Trains? (n = 3,430)

# TriMet buses have come to be viewed as nearly as reliable as MAX trains.

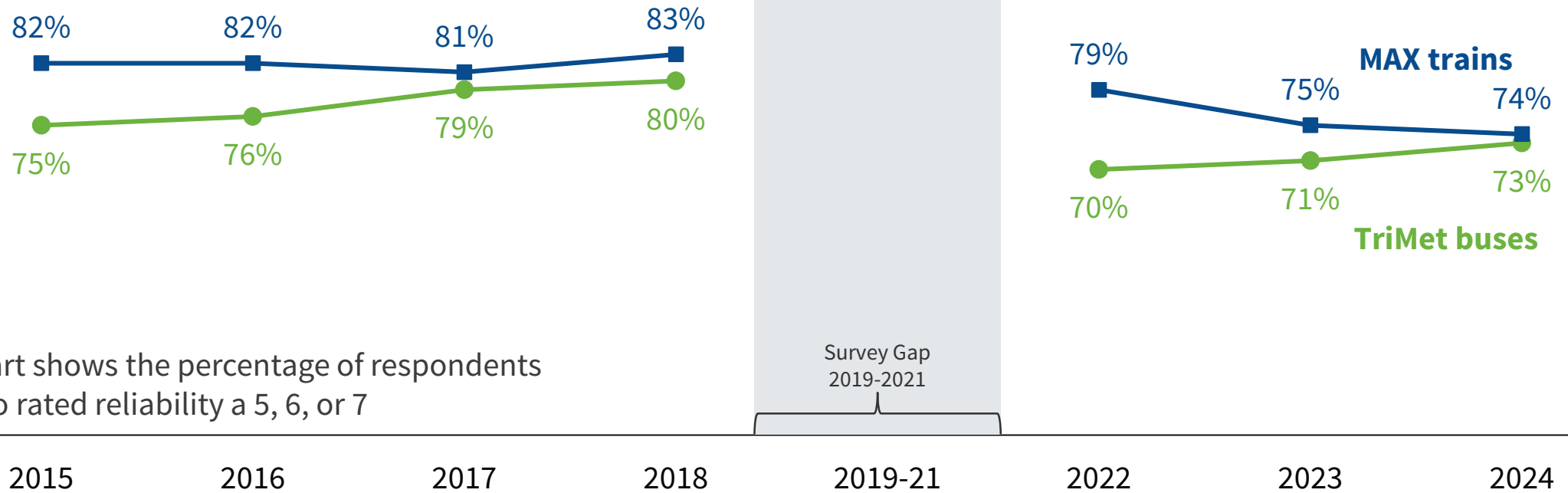
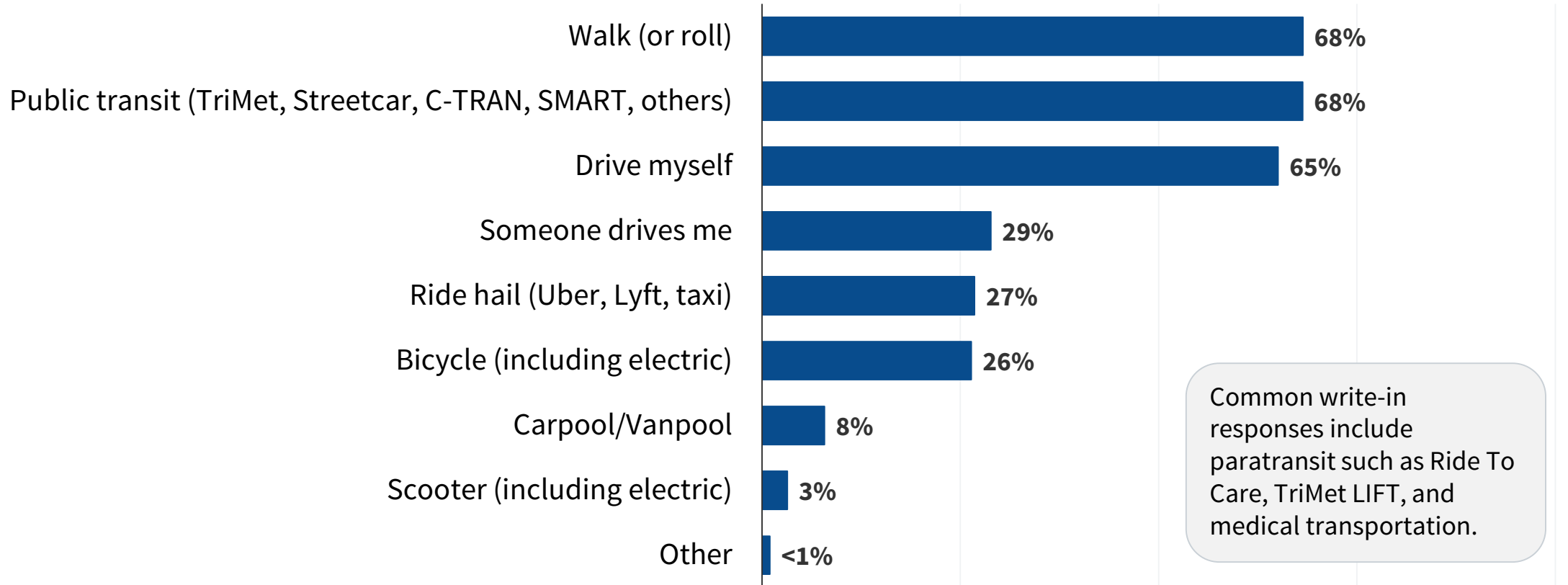


Chart shows the percentage of respondents who rated reliability a 5, 6, or 7

Q: From what you know or may have heard, how reliable is service on TriMet buses? (n = 4,017)  
Q: From what you know or may have heard, how reliable is service on MAX trains? (n = 3,430)

**Detailed Findings:**  
**Modes and Ridership**

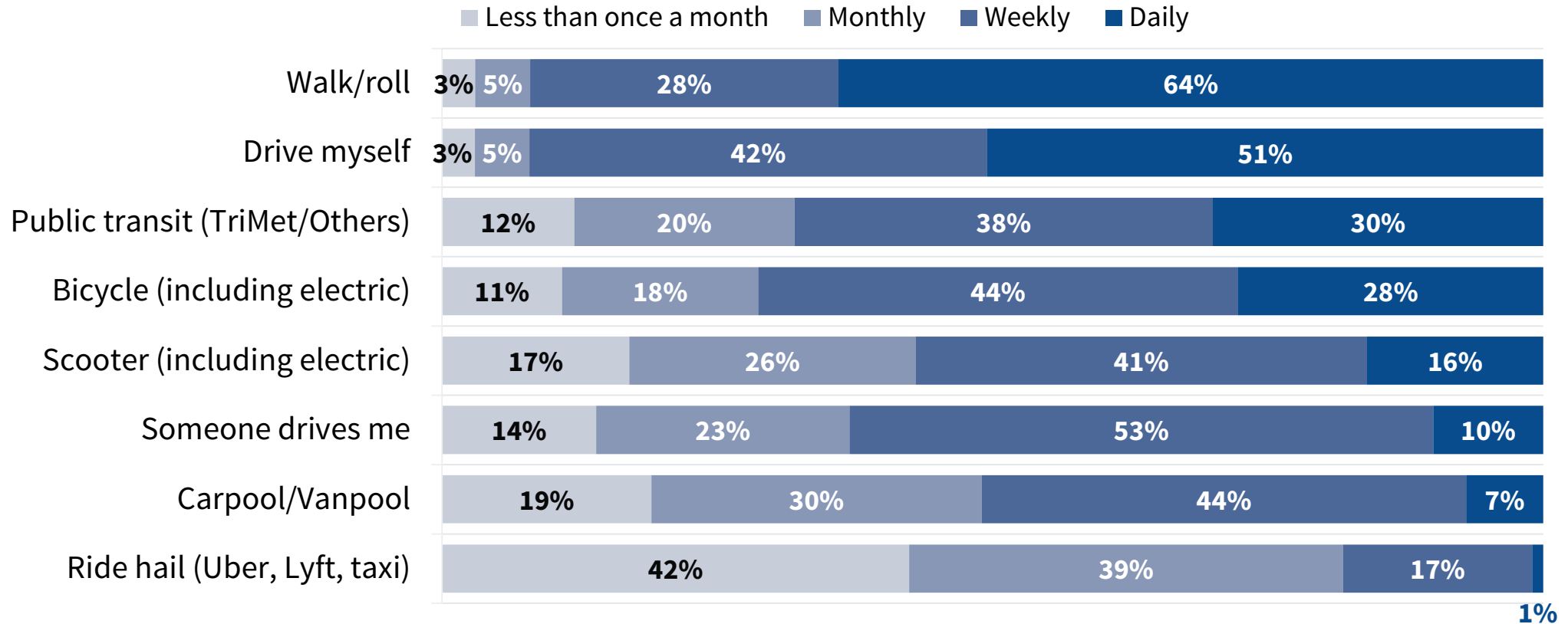
# 68% say public transit is one of their most often used transportation modes.



Q: What types of transportation do you use most often? Please select up to five. (n = 4,067)



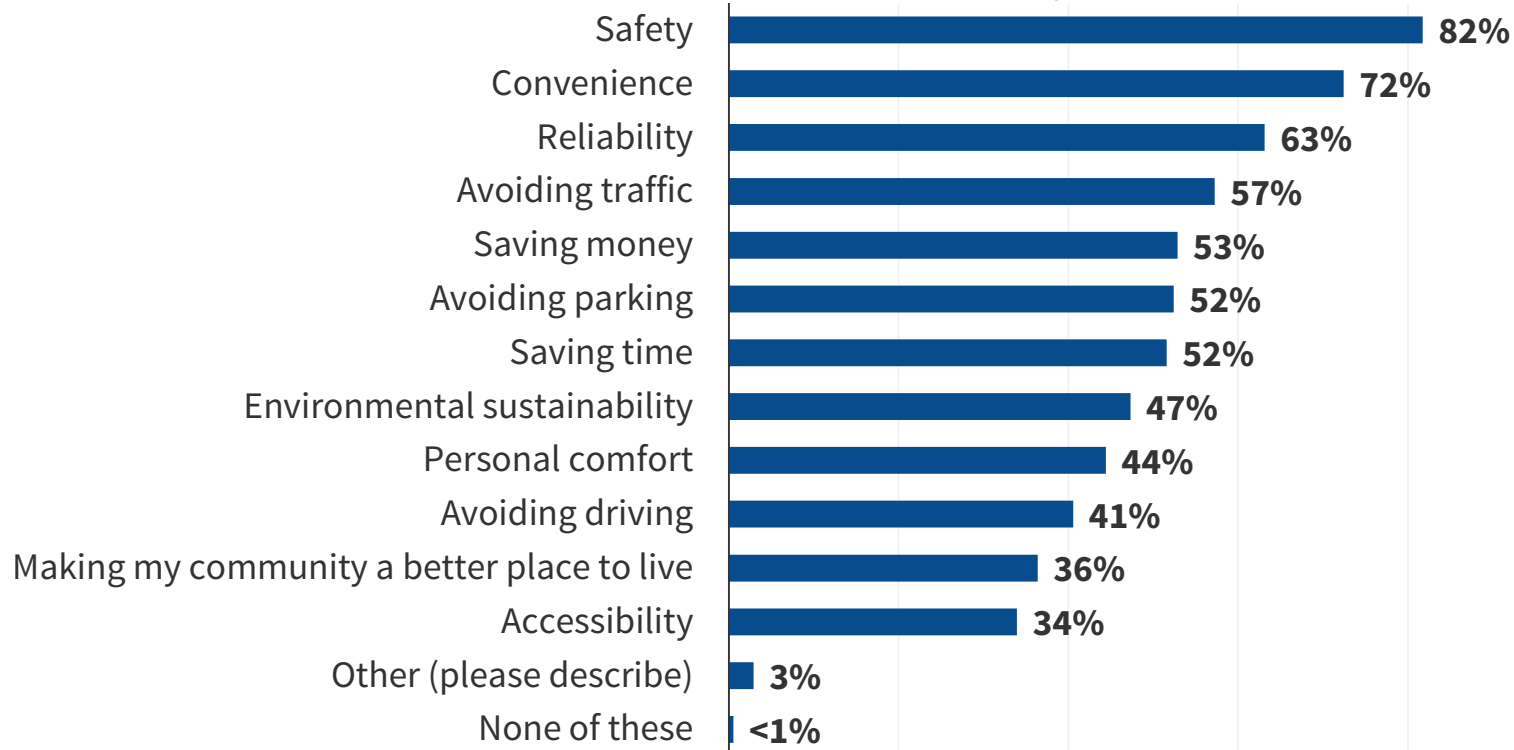
# Among transit users, 30% ride transit daily. Among those who drive, 51% do so daily.



Q: How often do you use the following type of transportation: (%s based on the number of people who use each mode)

# Safety, convenience, and reliability are respondents' top three priorities when choosing how to travel around town.

*Select all that are important to you*



**Top three most important:**

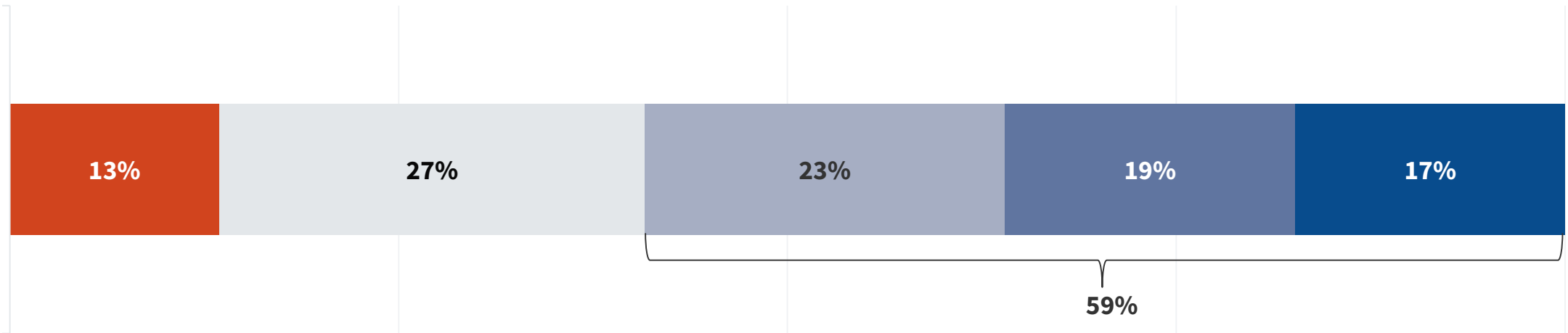
1. Safety (61%)
2. Reliability (39%)
3. Convenience (38%)
4. Saving time (26%)
5. Avoiding traffic (22%)
6. Saving money (22%)
7. Avoiding parking (20%)
8. Environmental sustainability (18%)
9. Avoiding driving (18%)
10. Personal comfort (13%)
11. Accessibility (10%)
12. Making my community a better place to live (10%)

*Q: Here are some things people think about when choosing how to travel around town, regardless of their mode of transportation. Please select all that are important to you. (n = 4,021)*

*Q: Please select the three that are most important to you when choosing how to get around town. (n = 3,518)*

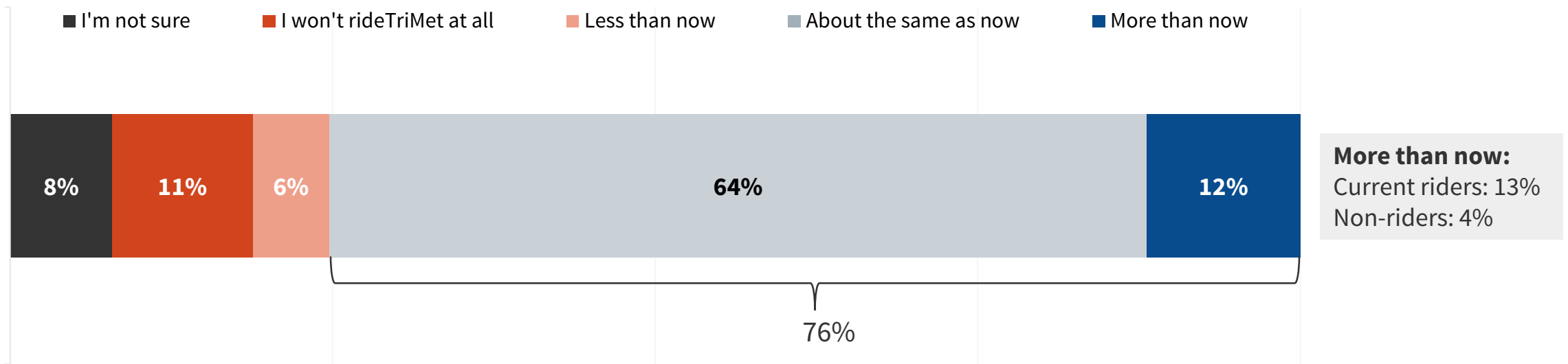
# 59% of all respondents said they rode TriMet services at least several times a month in the past 12 months.

■ Non-rider (Don't ride TriMet)   ■ Infrequent rider (Less than once a month)   ■ Occasional rider (Several times a month)   ■ Regular rider (Several times a week)   ■ Frequent rider (Almost every day)



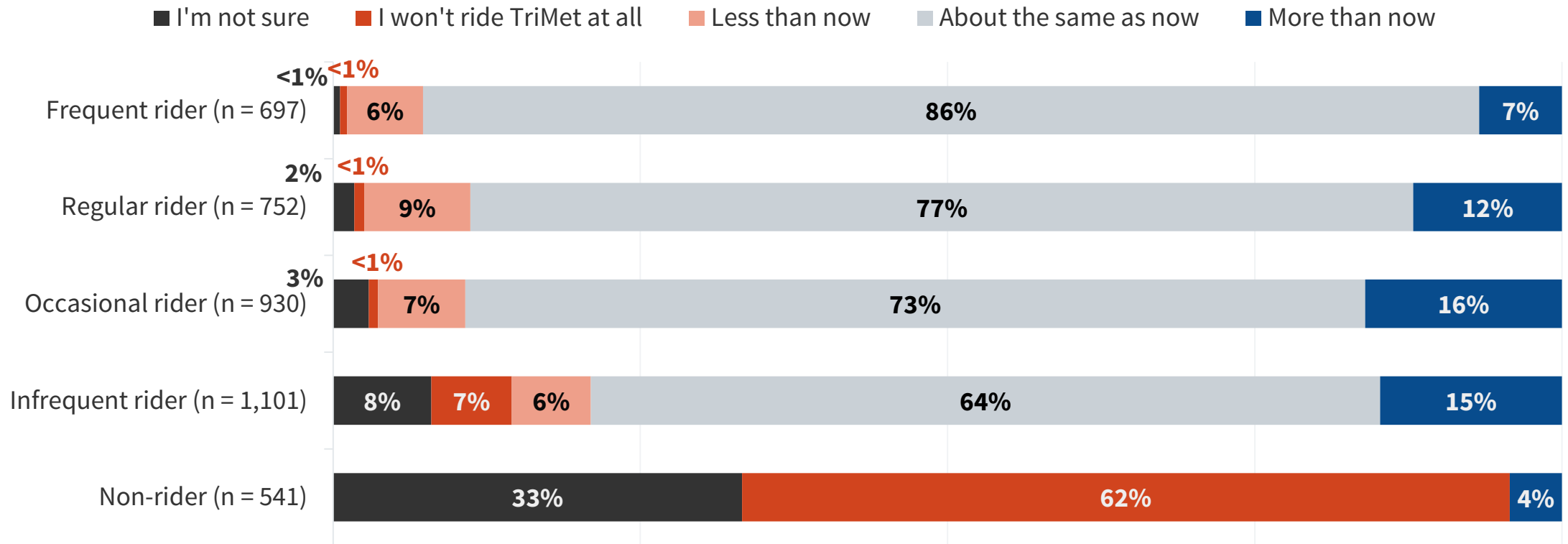
Q: Please select the category that best indicated how often you have been riding TriMet in the past 12 months. This includes trips on bus, MAX, WES, and LIFT paratransit services. If you are not sure, please provide your best estimate. (n = 4,021)

# 76% of respondents intend to ride TriMet as much or more in the next six months as they currently do.



Q: In the next six months, I expect to ride TriMet: (n = 4,021)

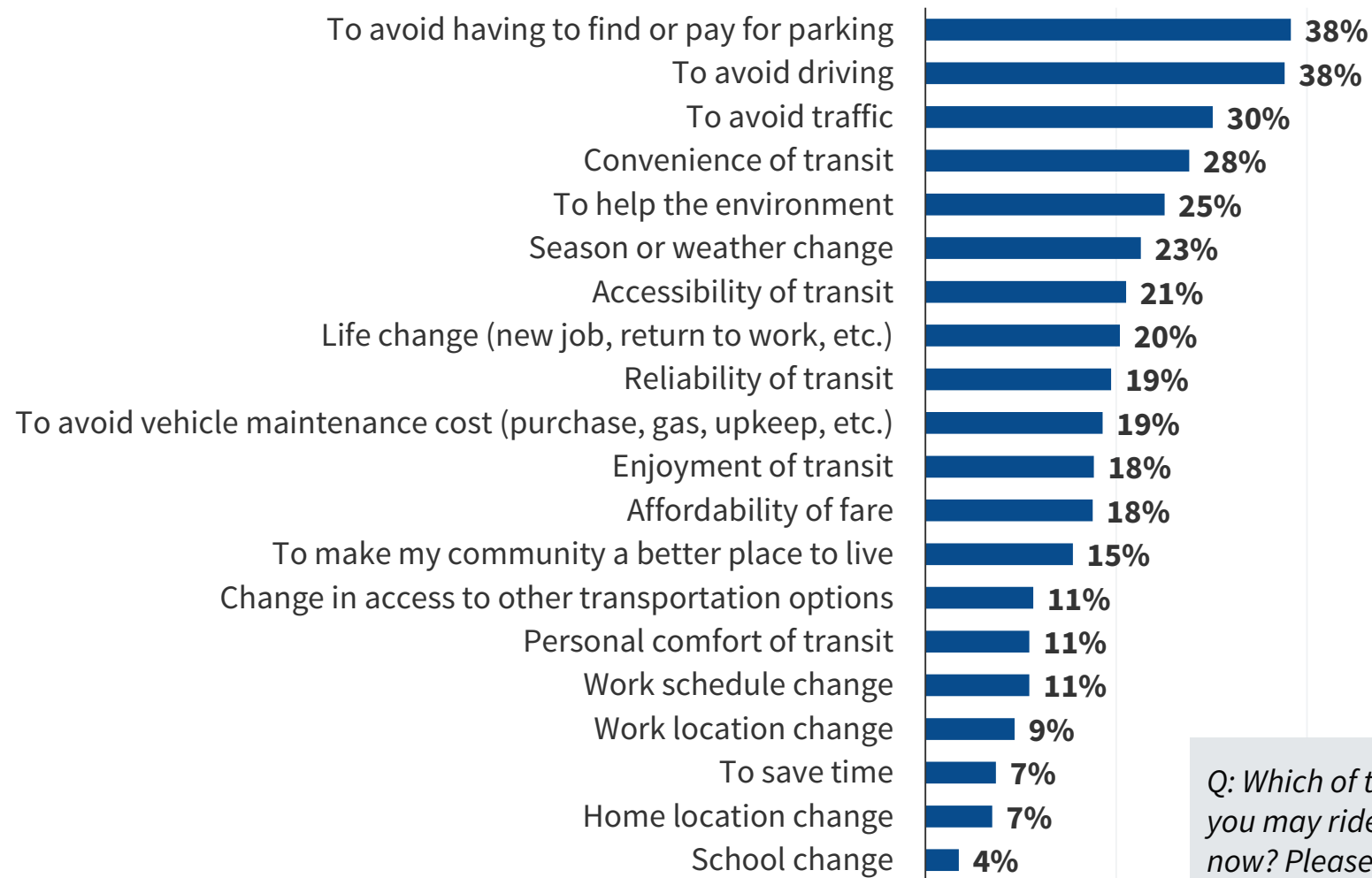
# Most current riders say they plan to ride as much or more in the future as they do now; many non-riders are unsure.



Q: Please select the category that best indicated how often you have been riding TriMet in the past 12 months. This includes trips on bus, MAX, WES, and LIFT paratransit services. If you are not sure, please provide your best estimate. (n = 4,021)

Q: In the next six months, I expect to ride TriMet: (n = 4,021)

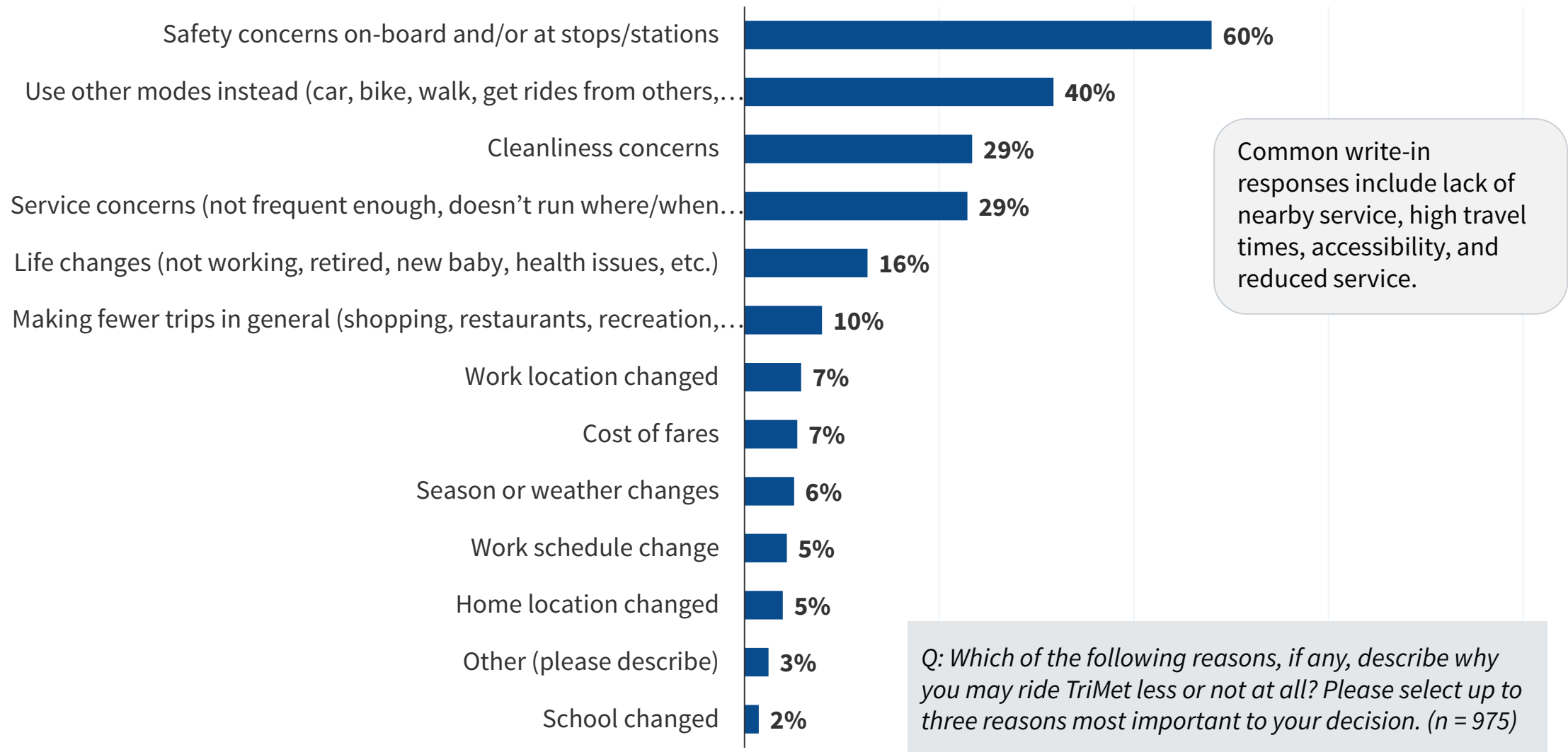
# Avoiding parking, driving, and traffic are the top reasons motivating those who plan to ride TriMet more in the future.



Common write-in responses include medical issues and improvements to TriMet services that would motivate increased ridership (safety, accessibility, cleanliness, frequency, reliability).

*Q: Which of the following reasons, if any, describe why you may ride TriMet more in the future than you do now? Please select all that apply. (n = 770)*

# 3 in 5 respondents planning to ride TriMet less or not at all cite safety concerns as one of the top reasons why.





## Respondents say that increasing safety, greater service frequency, and closer stops or service would encourage them to ride more.

### Respondents' top requests:

- General safety improvements (34%)
  - Onboard security (9%)
- Increased frequency (14%)
- New routes, closer service or stops (14%)
- Lower or no fares (9%)
- Speed improvements (such as direct routes, express service, and fewer stops) (9%)
- Reliability (7%)
- Cleanliness improvements (7%)
- Fare enforcement (6%)

### Other comments included:

- Earlier, later, and weekend service
- Better vehicle tracking and travel info
- Increasing amenities (including bus shelters, park and rides, seating, bike racks, etc.)

**7% shared that they ride frequently and are satisfied with services**

*Q: What could TriMet do to get you to ride more often? (n = 3,518)*





# Riders say staffing on vehicles, removing problem riders, and fare enforcement might make them ride more; some riders say they have seen improvements.

*“Improve safety. I used to ride max regularly pre-covid, but I hear of too many incidents these days to feel safe.”*

**34%**  
**Say general safety improvements would get them to ride more.**

*“Enforce tickets! No ticket -- no ride! And keep trains/buses clean and safe. Put safety officers onboard.”*

*“I would like to see more security officers on TriMet to make riders more safe. I love your company and you all do a wonderful job, it's a shame really that due to some incidents that people feel unsafe.”*

*“Have security on the light rail. We used to use light rail every day. Now we only use the bus even if it takes longer.”*

*“Increase safety perception, those helpers on the train have helped.”*

Q: What could TriMet do to get you to ride more often? (n = 3,518)



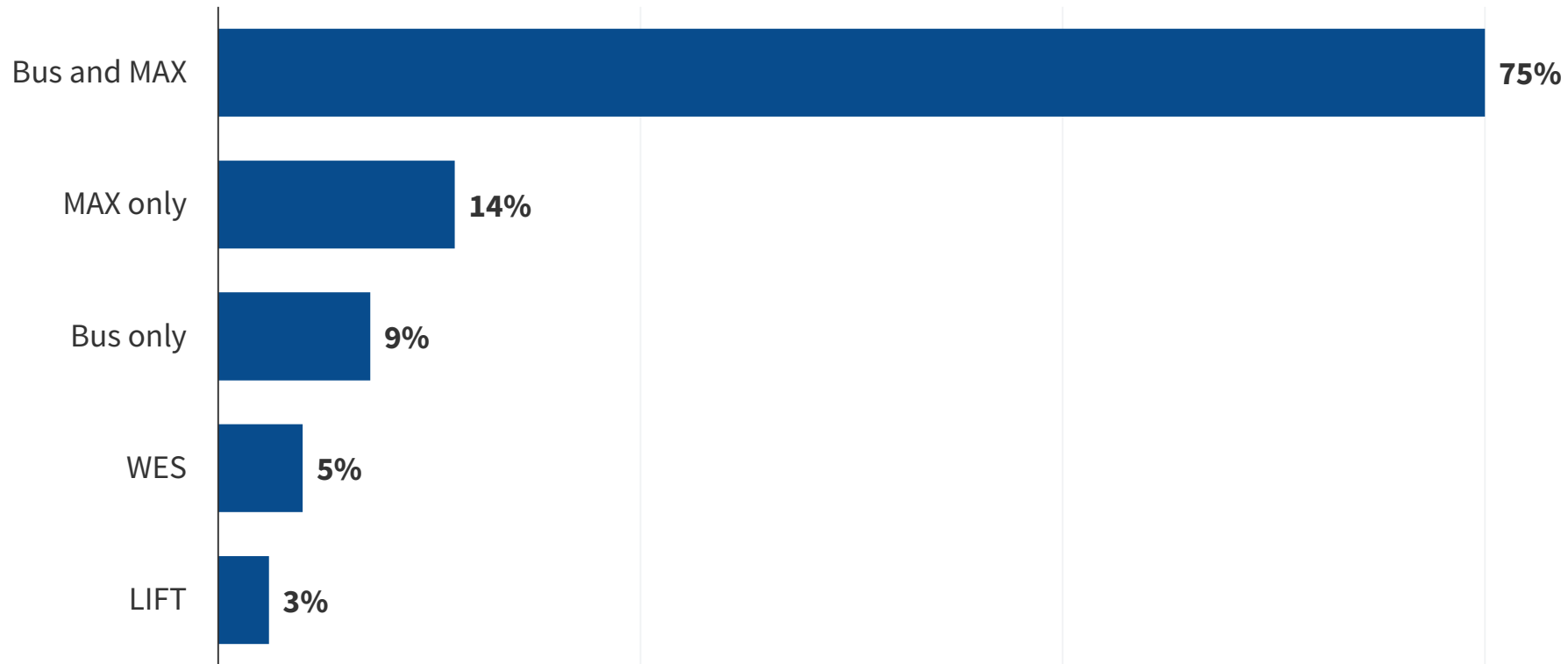
## Respondents also say that more frequent and faster service, closer stops, and lower fares would encourage them to ride.

<i>“Make it cheaper for groups riding together maybe? If I am with 2 or 3 other people, ride share is generally cheaper than trimet.”</i>	<i>“more frequent service, faster service to the airport, late night bus service to Tualatin, a MAX line to/from Tualatin.”</i>	<i>“Less expensive, more direct routes to places I would be trying to go besides downtown.”</i>
<i>“Increase frequency. More bus-only lanes.”</i>	<i>“Lower headways and decrease travel time compared to driving.”</i>	<i>“Bus service on Cornelius pass Fx service in Beaverton/ Hillsboro Express buses to downtown”</i>
<i>“Make service more often. Have new routes that go across town instead of so many going downtown and requiring transfers.”</i>	<i>“More convenience (i.e. if it takes me 3x the amount of time it takes me to drive somewhere, I'm going to choose driving).”</i>	<i>“In my area, there are plenty of buses that run East/West. Need more buses that run North/South.”</i>

Q: What could TriMet do to get you to ride more often? (n = 3,518)

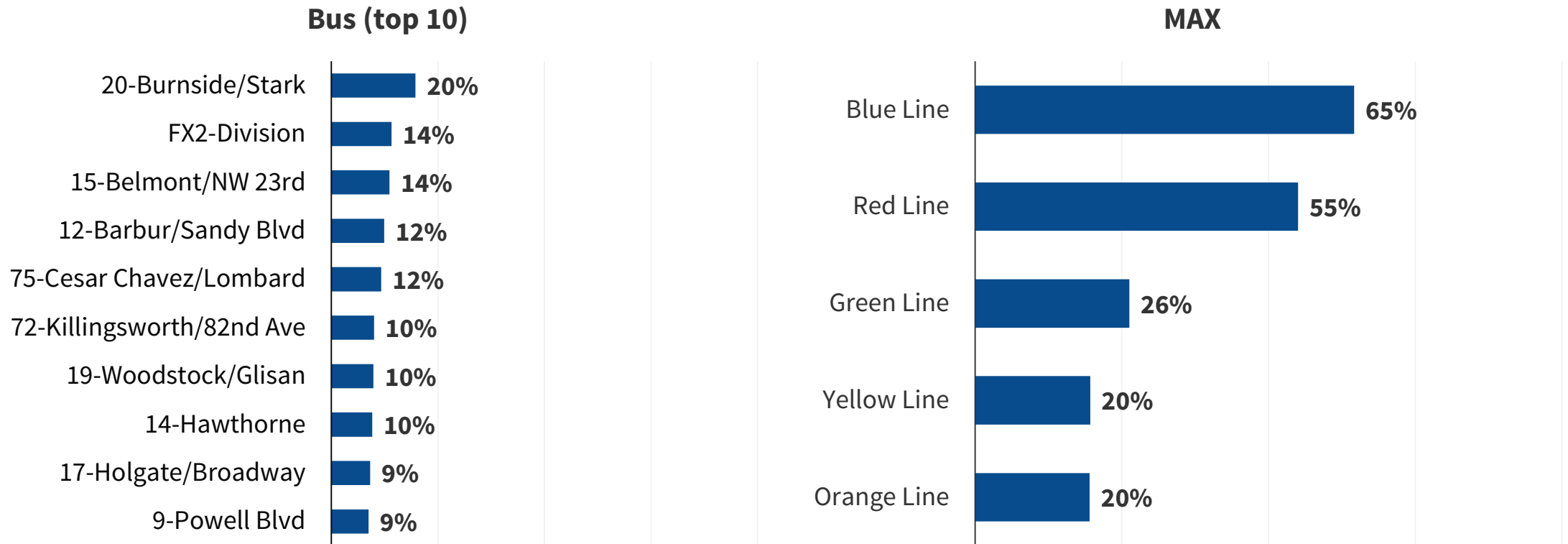
**Detailed Findings:**  
**Rider Profile**

# Three-quarters of riders say they ride both bus and MAX. Few ride only one of these services and not the other.



Q: When you ride TriMet, which of the following vehicles do you ride? (Current TriMet riders, n = 3,457)

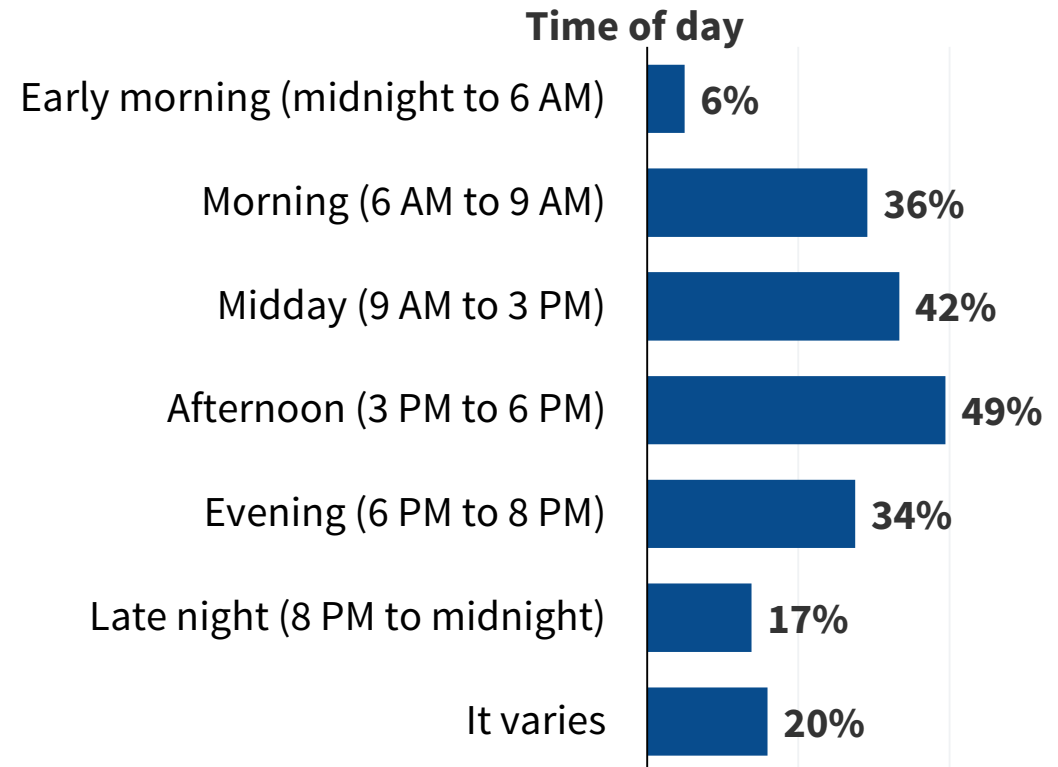
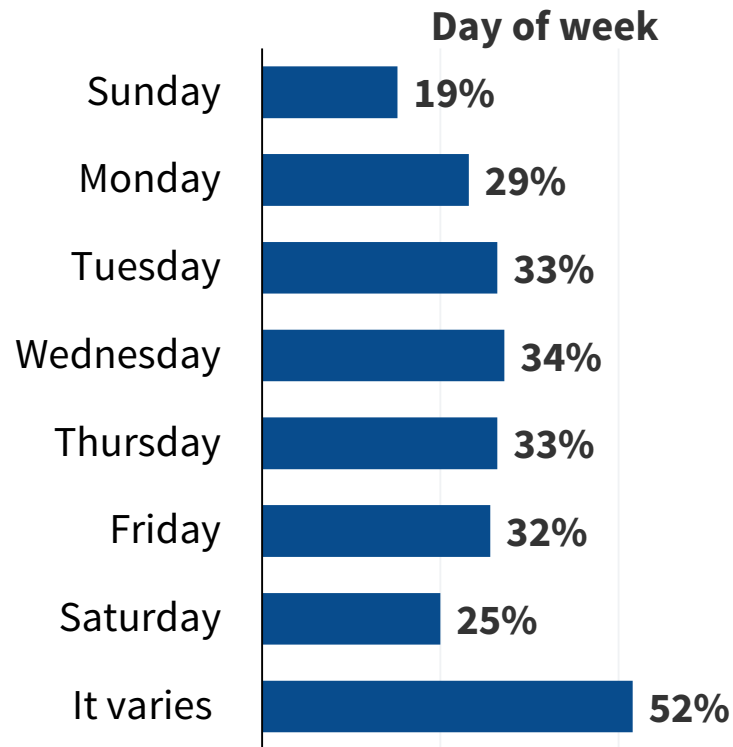
# Among respondents who ride TriMet buses, the most common route is the 20-Burnside/Stark. Among those who ride MAX trains, 65% ride the Blue Line and 55% ride the Red line.



Q: What bus routes do you ride most often? Please select up to three. (Current TriMet bus riders, n = 2,827)

Q: What MAX route do you ride most often? Please select all that apply. (Current TriMet MAX riders, n = 3,013)

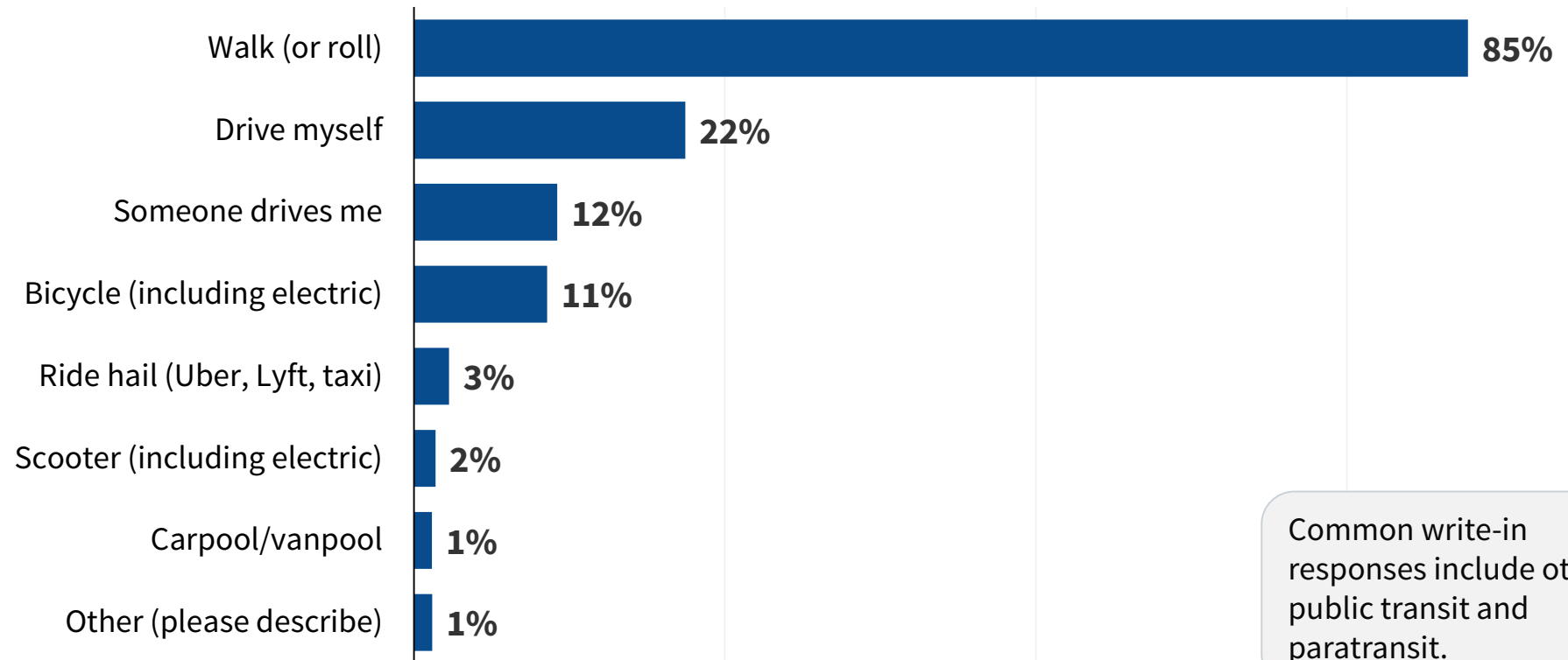
# While more than half of current riders say the days they typically ride vary, ridership is generally higher Tuesday-Friday and during the day, especially in the afternoon (3pm-6pm).



Q: What days of the week do you typically ride? Please select all that apply. (Current TriMet riders, n = 2,488)

Q: What times of day do you typically ride? Please select all that apply. (Current TriMet riders, n = 3,401)

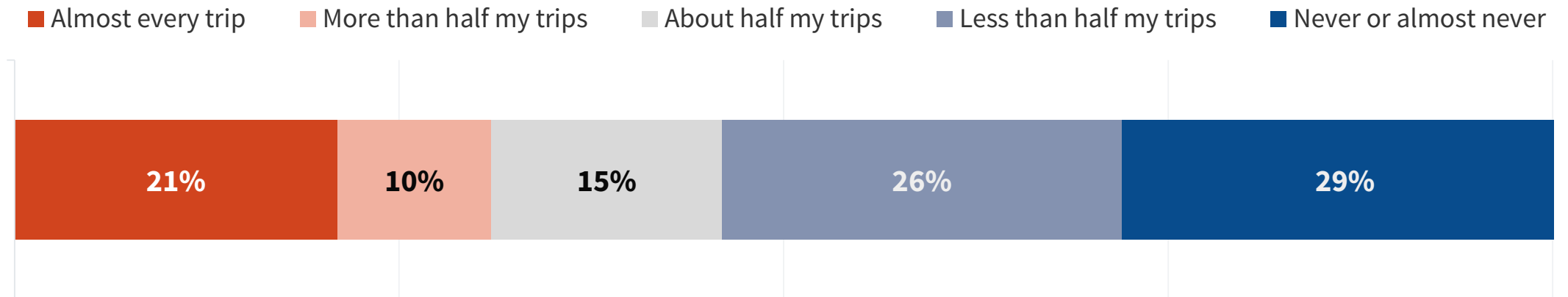
# 85% of current riders walk or roll to their TriMet stop or station.



Common write-in responses include other public transit and paratransit.

Q: How do you get to your stop or station when riding TriMet? Please select all that apply. (Current TriMet riders, n = 3,402)

# Most riders transfer on less than half of their trips.

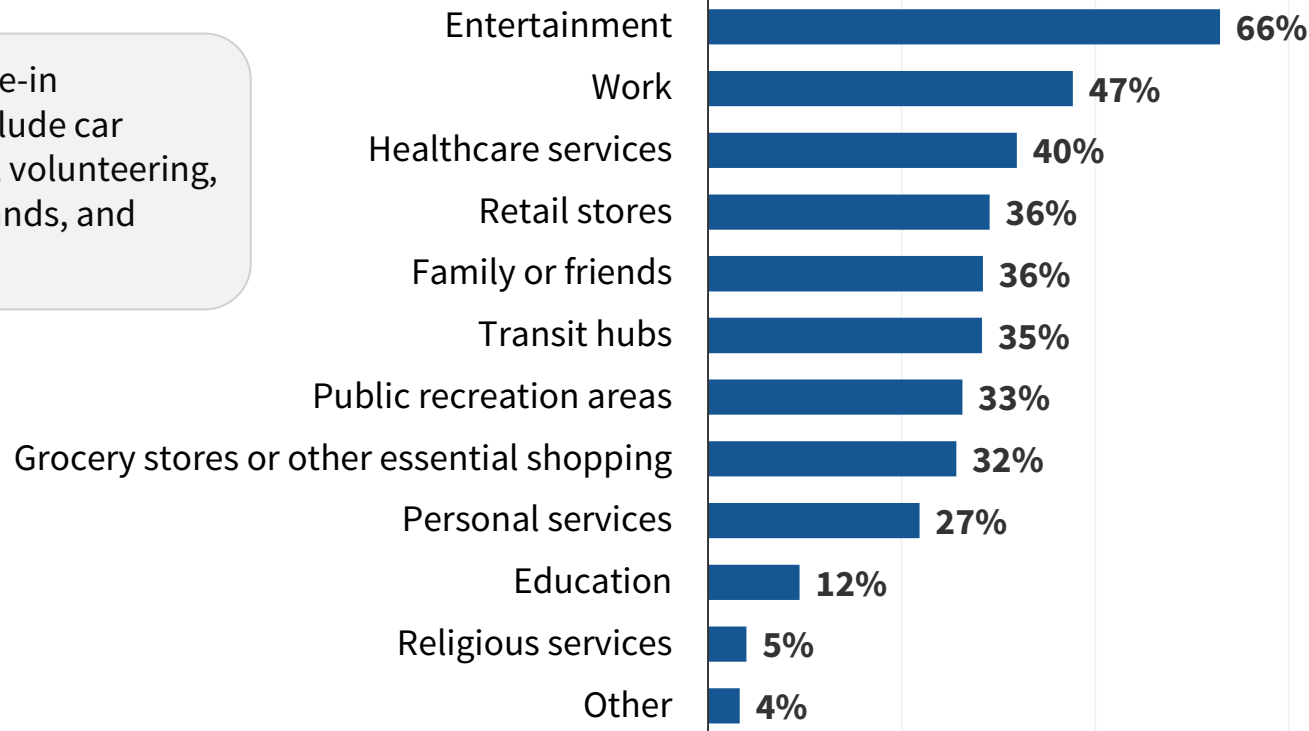


Q: When you ride transit, how often do you need to transfer between buses and/or trains? (Current TriMet riders, n = 3,411)



# Among current riders, 66% ride TriMet for entertainment and 47% for work. When asked to choose the top three, work and entertainment are essentially tied at 44% and 43%.

*For which activities do you ride TriMet? Select all that apply*



Common write-in responses include car repair, library, volunteering, jury duty, errands, and hobbies.

**Top three most often:**

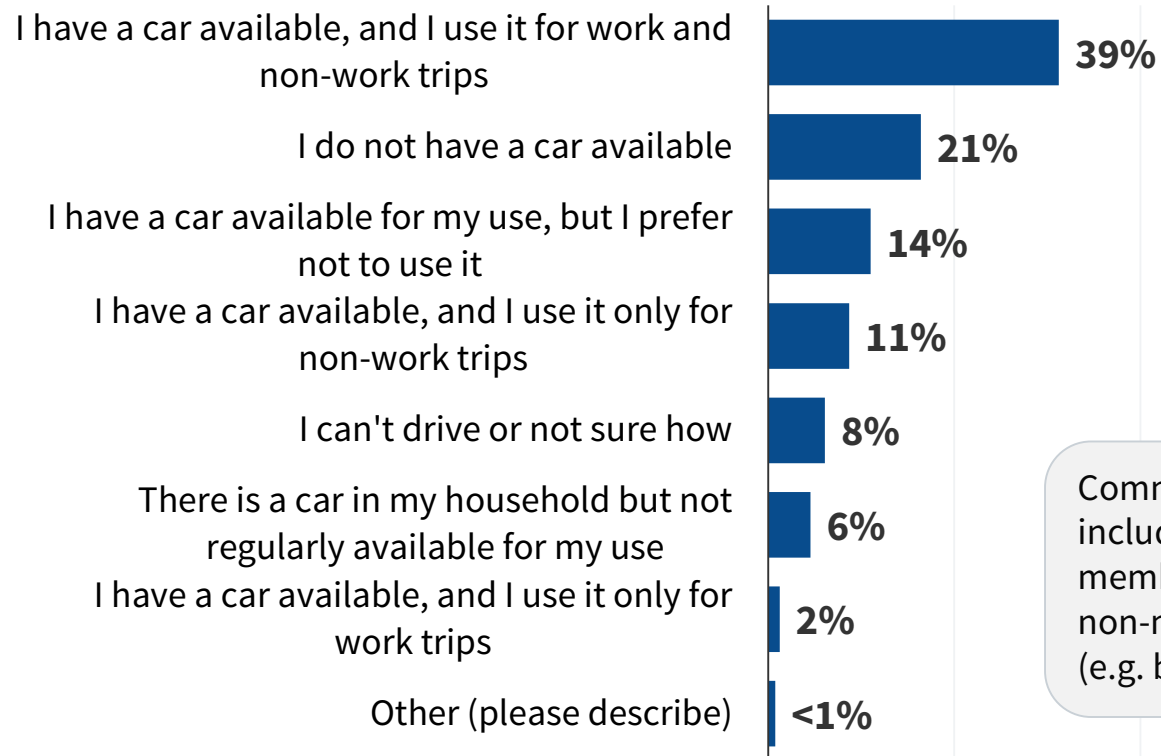
1. Work (44%)
2. Entertainment (43%)
3. Grocery stores (38%)
4. Healthcare services (32%)
5. Family or friends (27%)
6. Retail stores (18%)
7. Transit hubs (16%)
8. Public recreation areas (16%)
9. Personal services (14%)
10. Education (8%)
11. Religious services (3%)
12. Other (1%)

Q: For which of the following activities do you ride TriMet? Please select all that apply. (Current TriMet riders, n = 3,383)

Q: For which of the following activities do you ride TriMet most often? Please select up to three. (Current TriMet riders, n = 1,470)

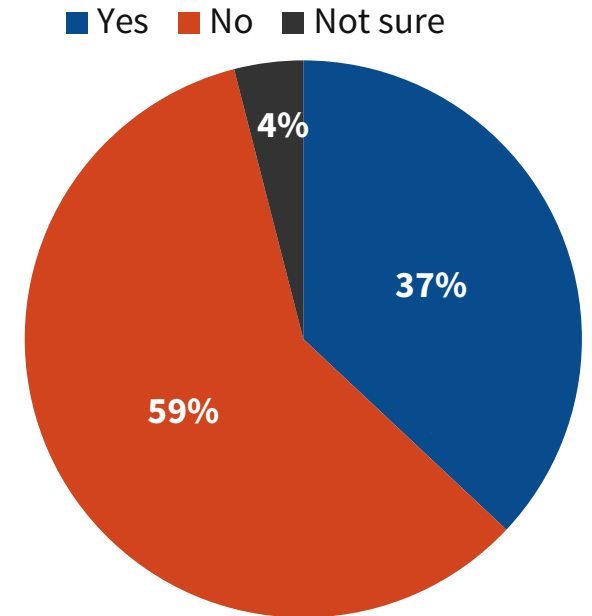
# 37% of respondents are transit dependent – 35% do not have a personal vehicle available or do not drive, and 37% depend on TriMet for most of their transportation needs.

## Personal vehicle availability



Common write-in responses include getting rides from family members, Zipcar/car rental, and non-motorized personal vehicles (e.g. bicycles, wheelchairs).

## Dependent on TriMet for majority of transportation needs

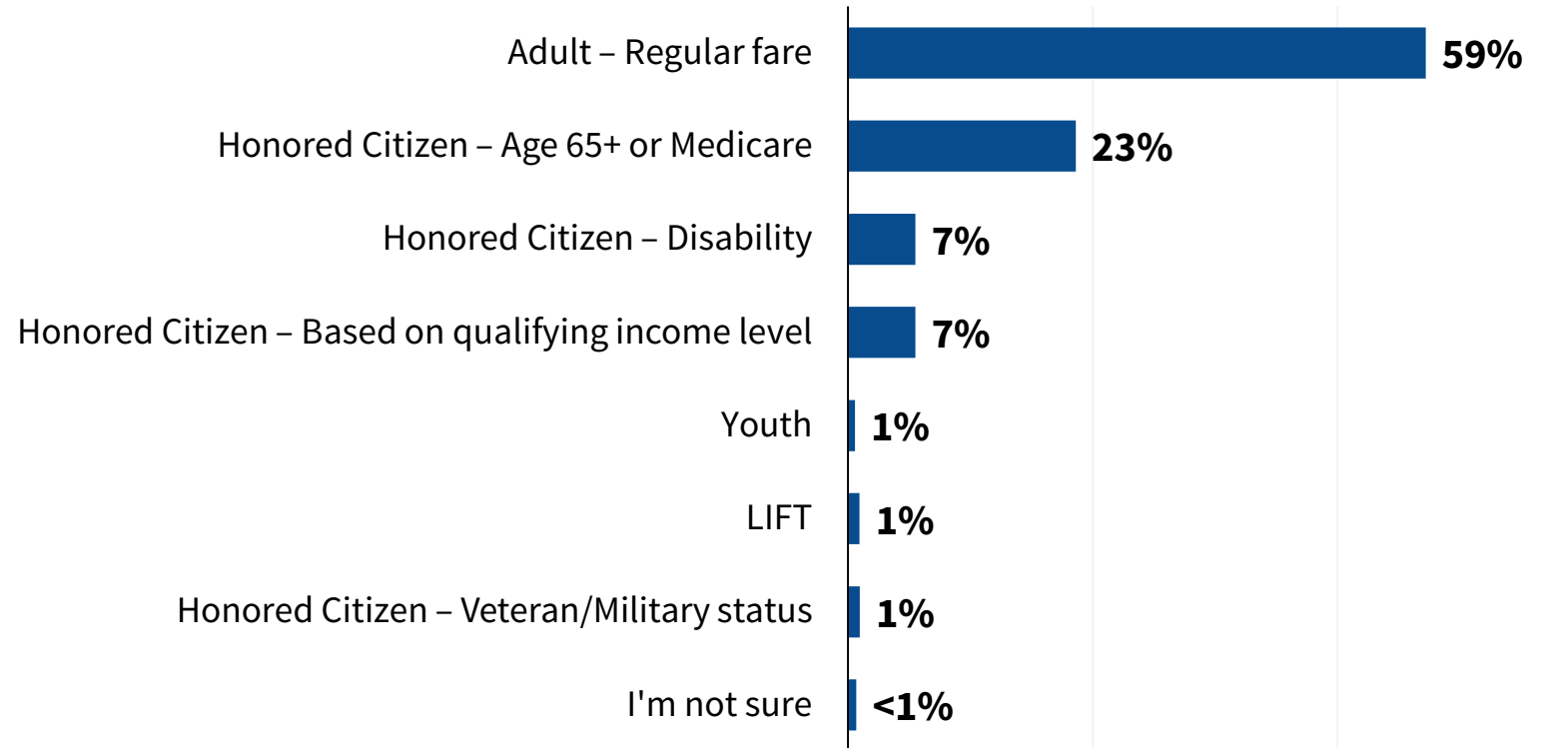


Q: Do you have a personal vehicle available for your use? (n = 3,920)

Q: Would you consider yourself dependent on TriMet for the majority of your transportation needs? (Current TriMet riders, n = 3,399)

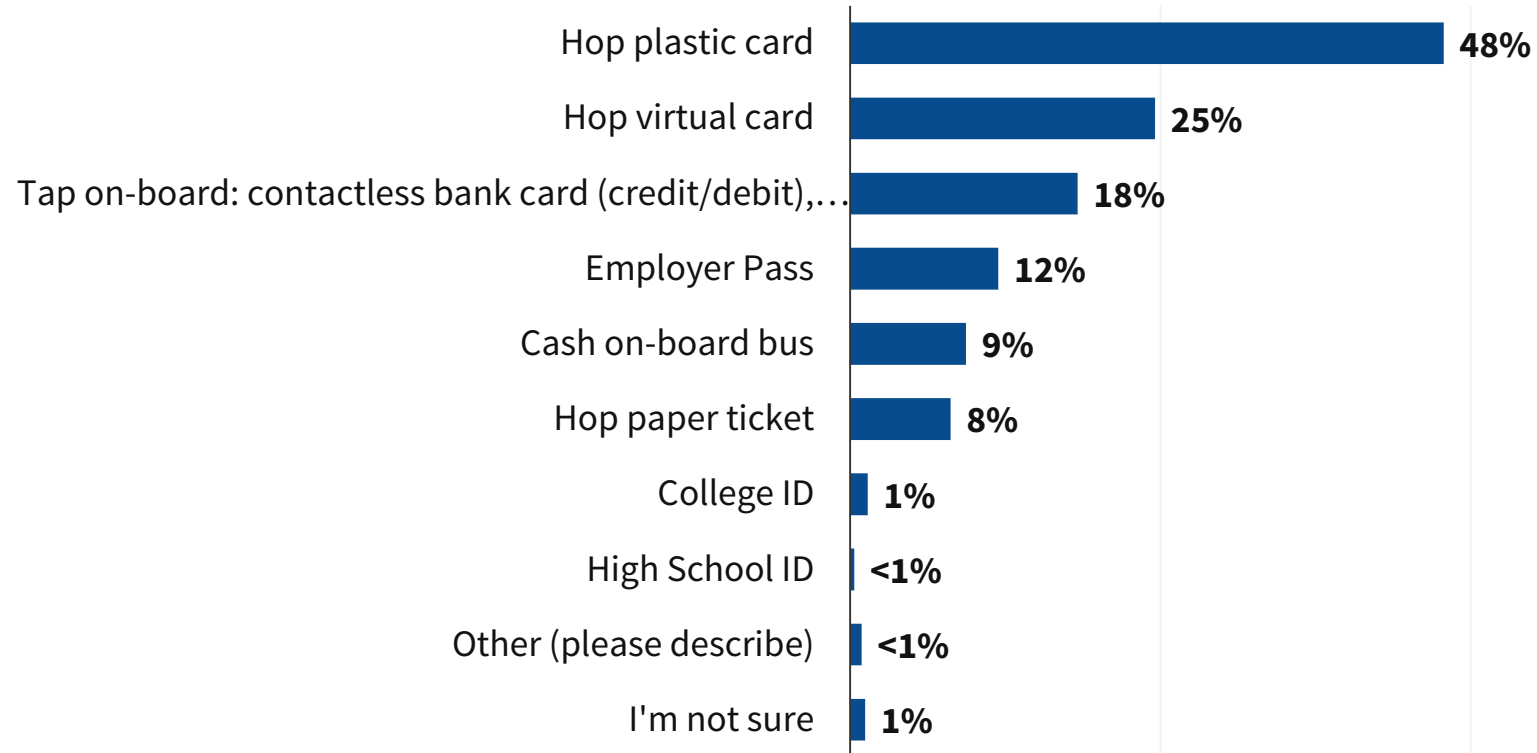
# Detailed Findings: Fares

# Adult fare is the most used (nearly 60%), and an additional 37% use an Honored Citizen fare. Few use a LIFT or youth fare.



Q: What type of TriMet fare do you use? (Current TriMet riders, n = 3,380)

# More than half of current riders use a Hop plastic or virtual card to pay their fare

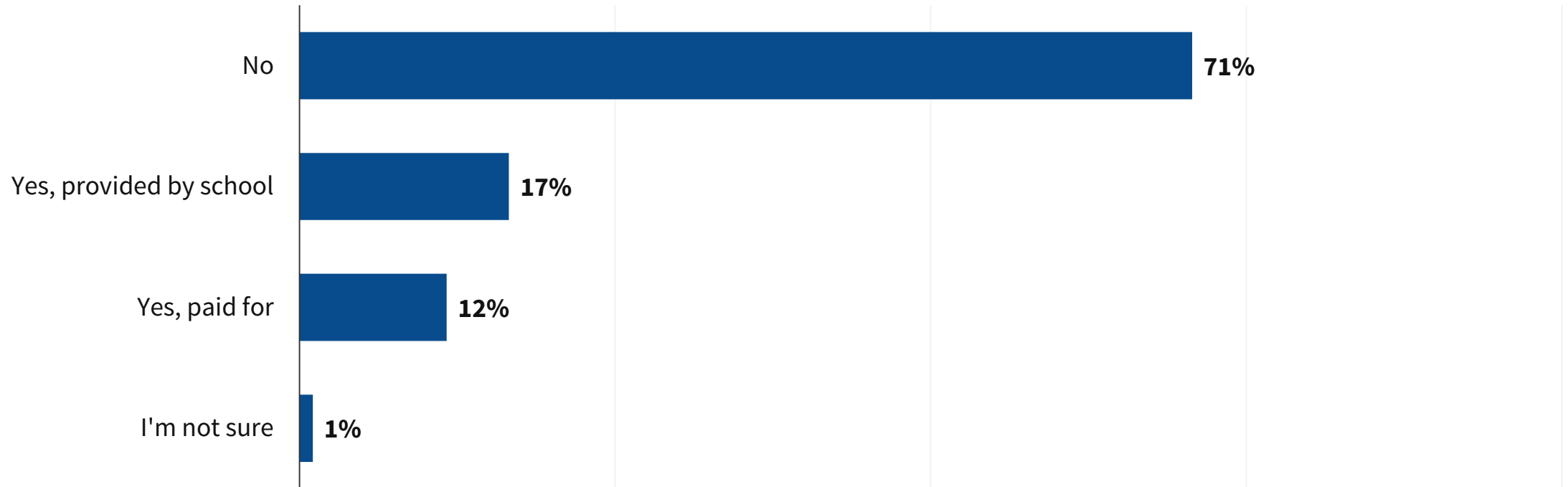


Common write-in responses include Thorn and Timbers tickets.

Q: How do you pay your fare? Please select all that apply. (Current TriMet riders, n = 2,336)

# Among households with people under the age of 18, most do not have youth passes.

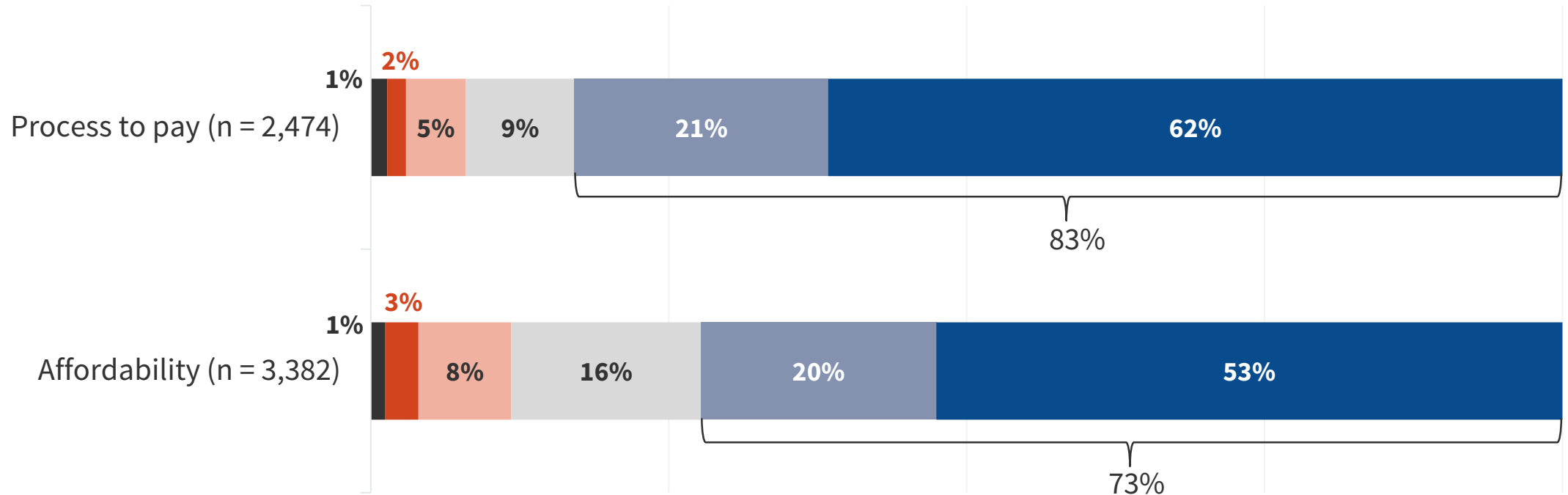
Do any of the people under the age of 18 in your household have TriMet youth passes?



Q: Do any of the people under the age of 18 in your household have TriMet youth passes? (n = 669)

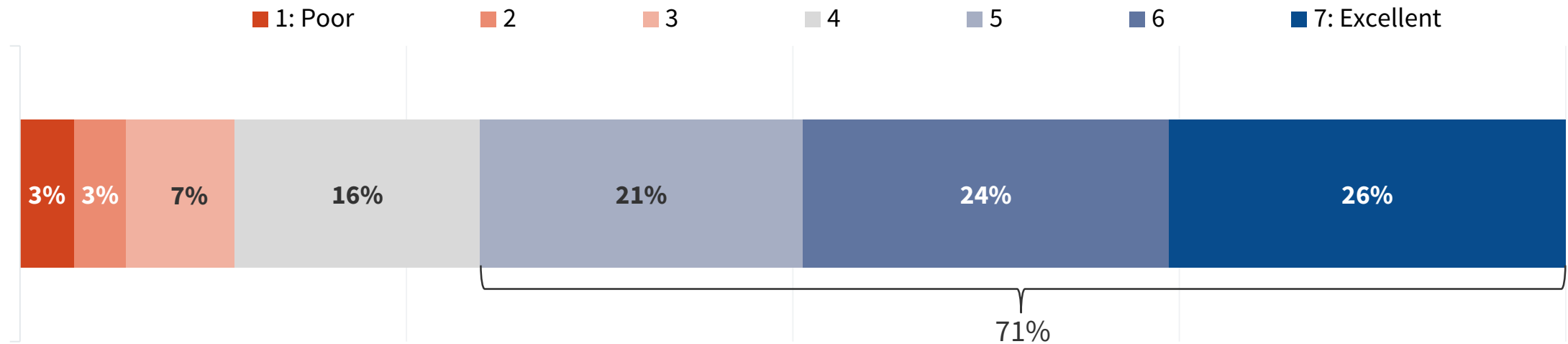
# More than 80% find the payment process easy, and more than 70% say affording fares is not difficult.

■ I'm not sure ■ Very difficult ■ Somewhat difficult ■ Neither easy nor difficult ■ Somewhat easy ■ Very easy



Q: How easy or difficult is the process to pay your fare (using ticket machines, tapping, cash payment on bus, etc.)? (Current TriMet riders, n = 2,474)  
Q: How easy or difficult is it to afford your fare? (Current TriMet riders, n = 3,382)

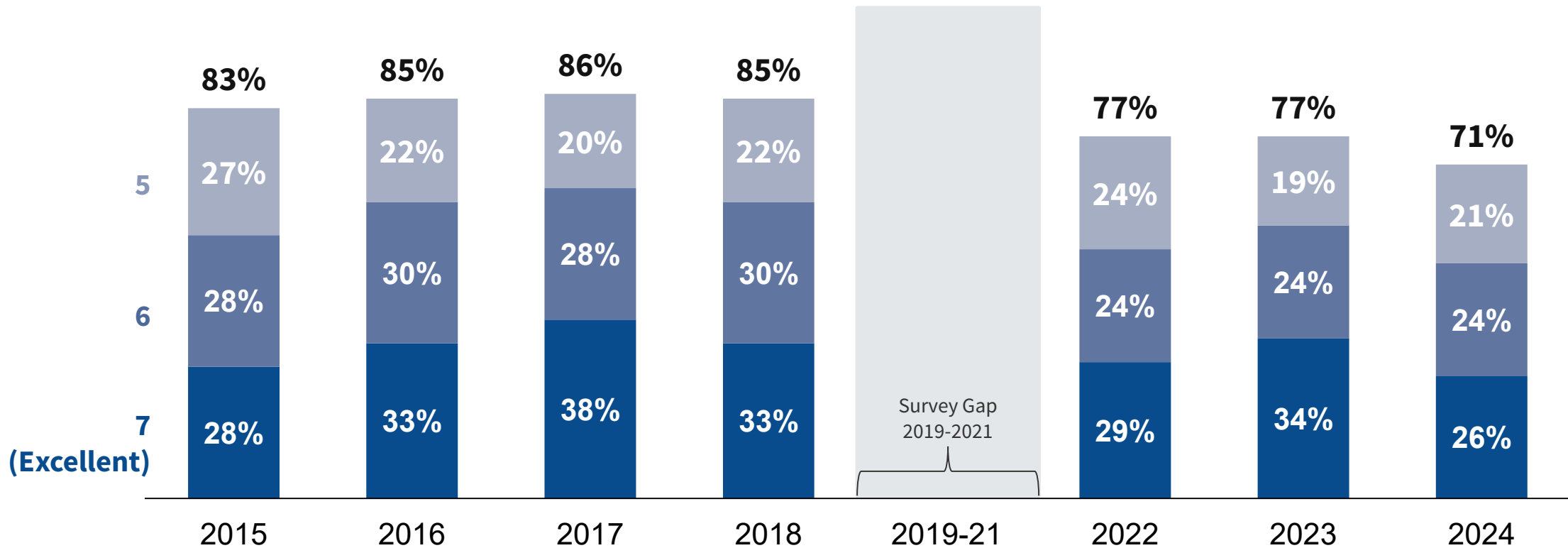
# Among TriMet riders, 26% say they receive excellent value for the fare paid. 71% rate value as 5 or better.



Q: In general, how would you rate the value of the transit service you receive for the fare paid? (Current TriMet riders, n = 3,378)



# Most riders say they get good value for their fare. Fewer respondents say they get excellent value for their fare compared to last year.

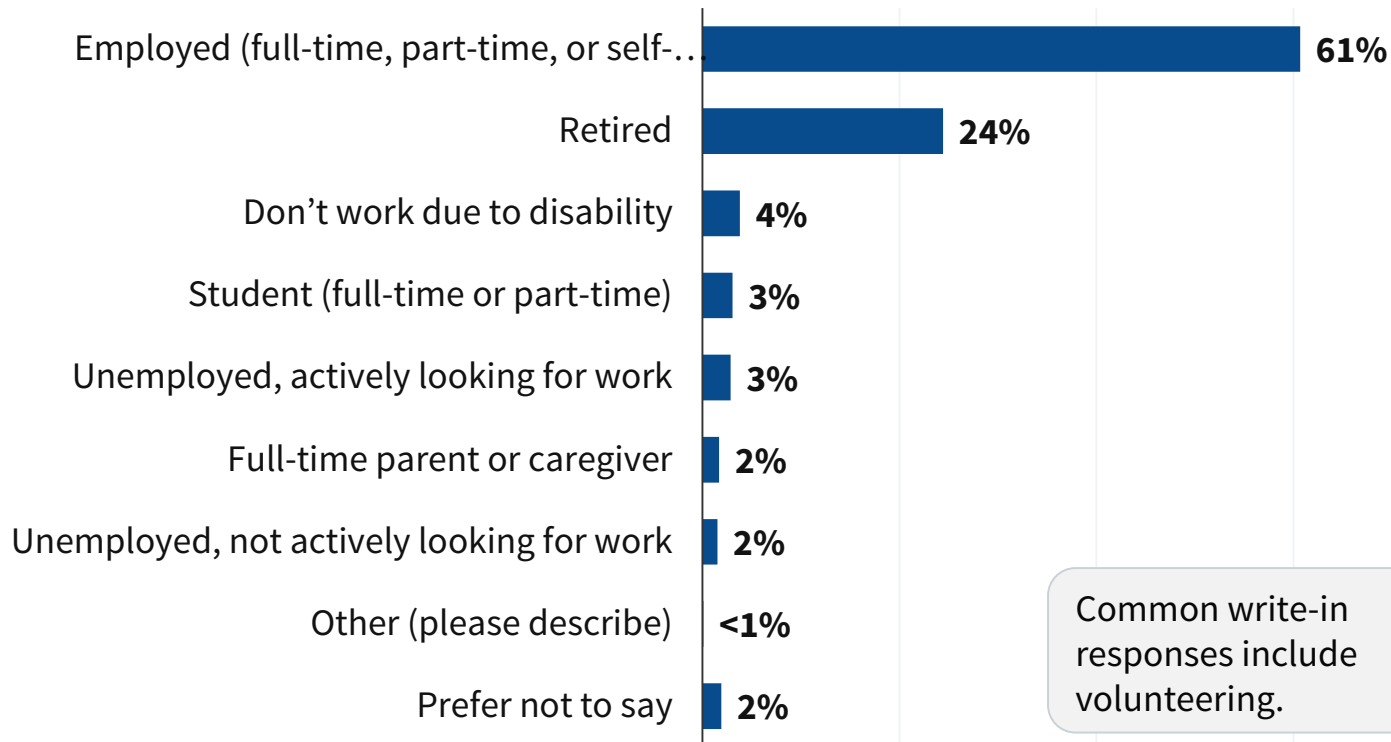


Q: In general, how would you rate the value of the transit service you receive for the fare paid? (Current TriMet riders, n = 3,378)

**Detailed Findings:**  
**Commute Behaviors**

# Overall, 6 in 10 respondents are currently employed, 3 in 10 are retired or not seeking work

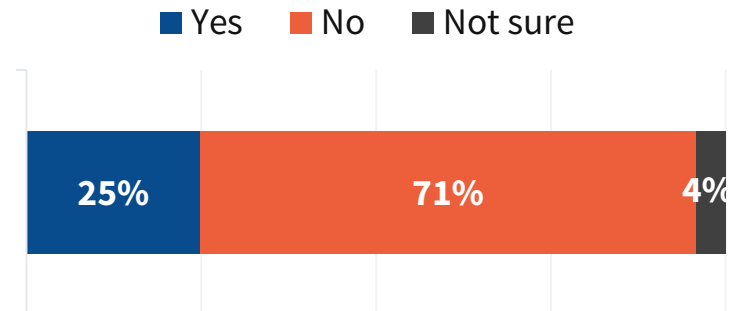
## Employment



Common write-in responses include volunteering.

Among respondents who are employed, 25% are essential workers

## Essential worker

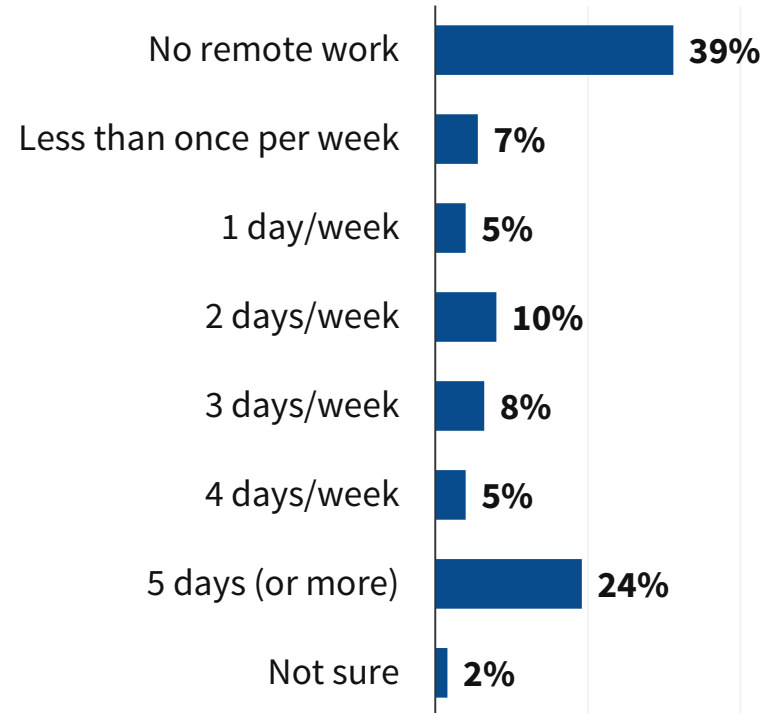


Q: Which of the following best describes your current employment? (n = 3,898)

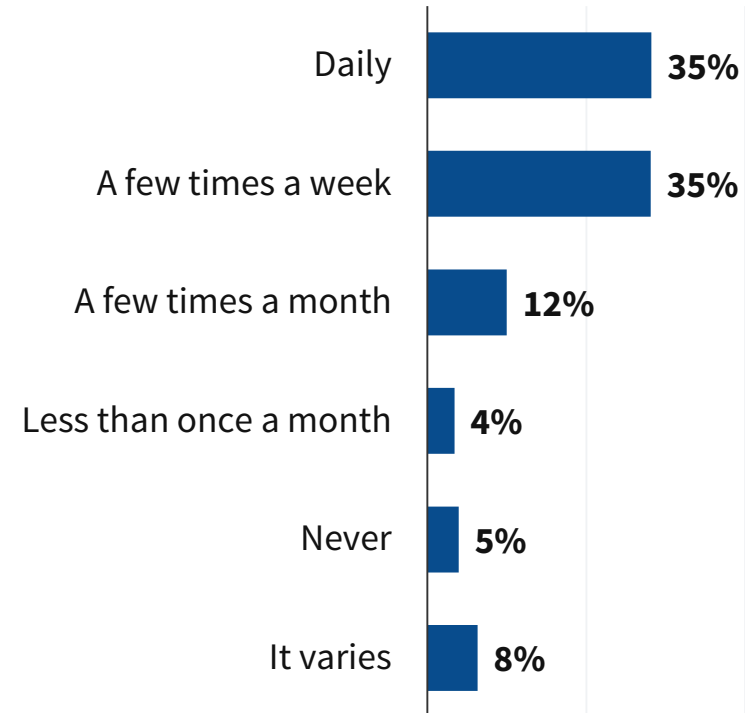
Q: Are you an essential worker, such as a healthcare provider, grocery store clerk, first responder, etc.? (n = 1,599)

# Among employed respondents, nearly 40% do not have the option to work from home. Among those who do, 70% work from home at least a few times a week.

**Work from home options**



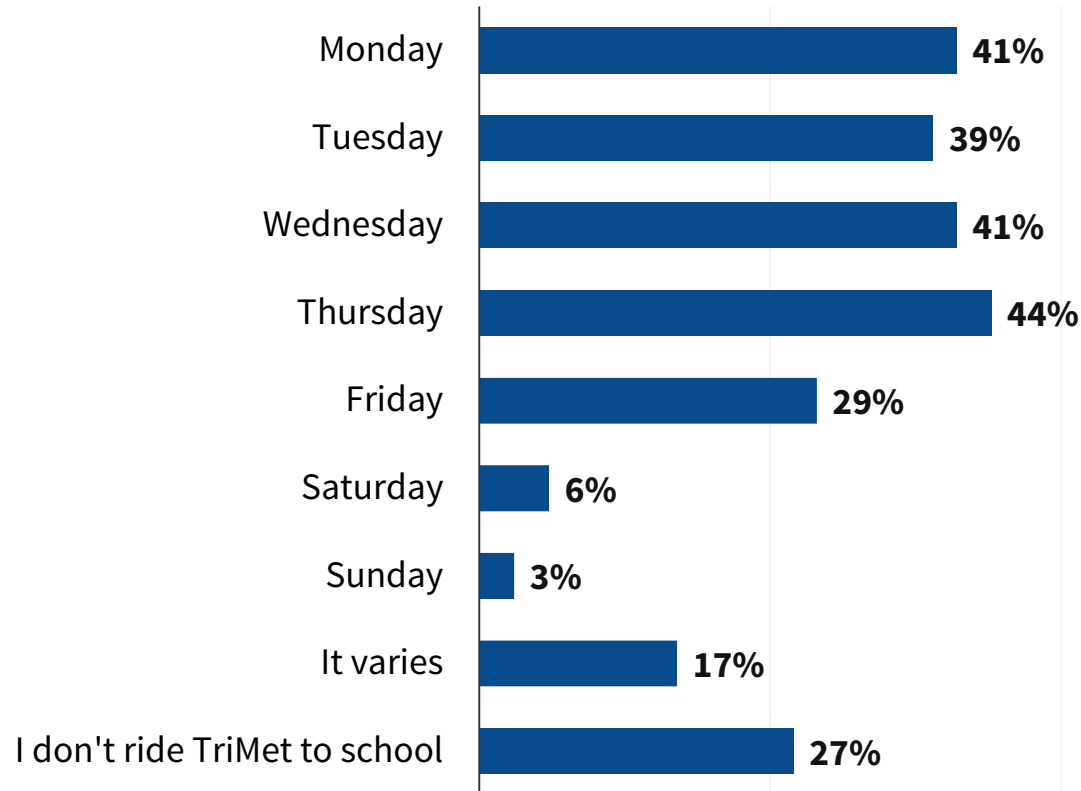
**Work from home frequency**



Q: Which of the following work options has your employer offered? (n = 2,340)

Q: Currently, how often do you work from home? (n = 913)

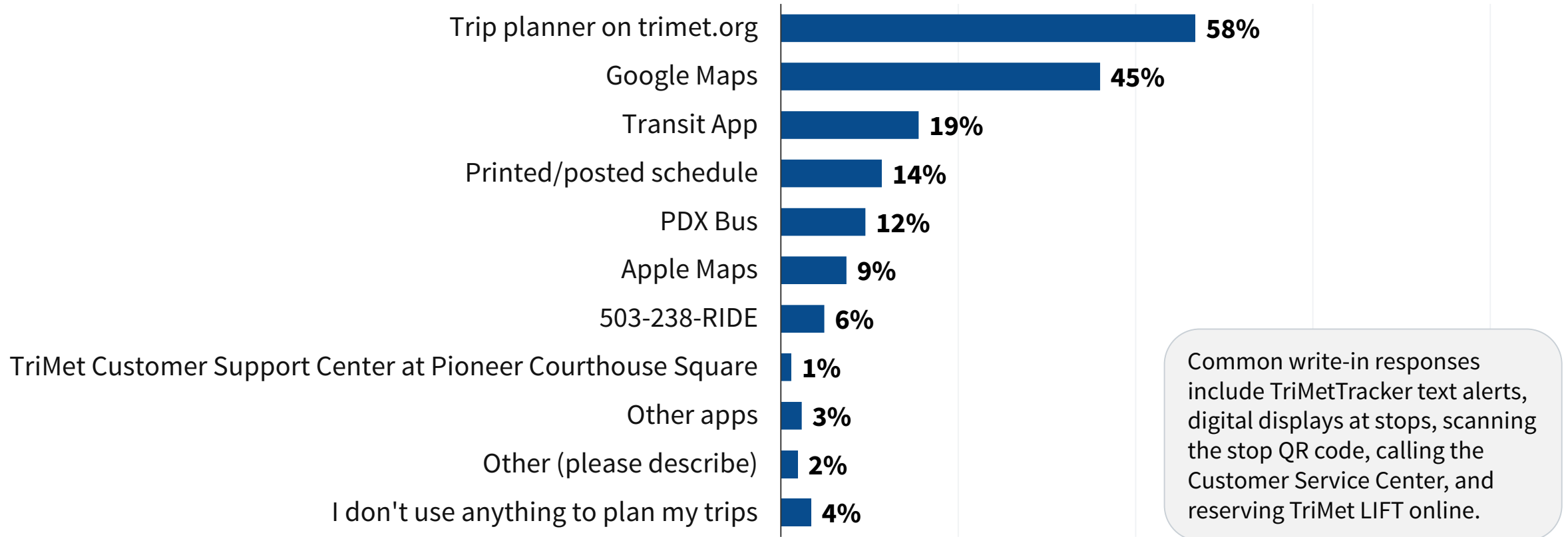
# Student respondents say they mostly commute to school Monday through Thursday.



*Q: Currently, what days of the week do you ride TriMet to commute to school? Please select all that apply. (n = 70)*

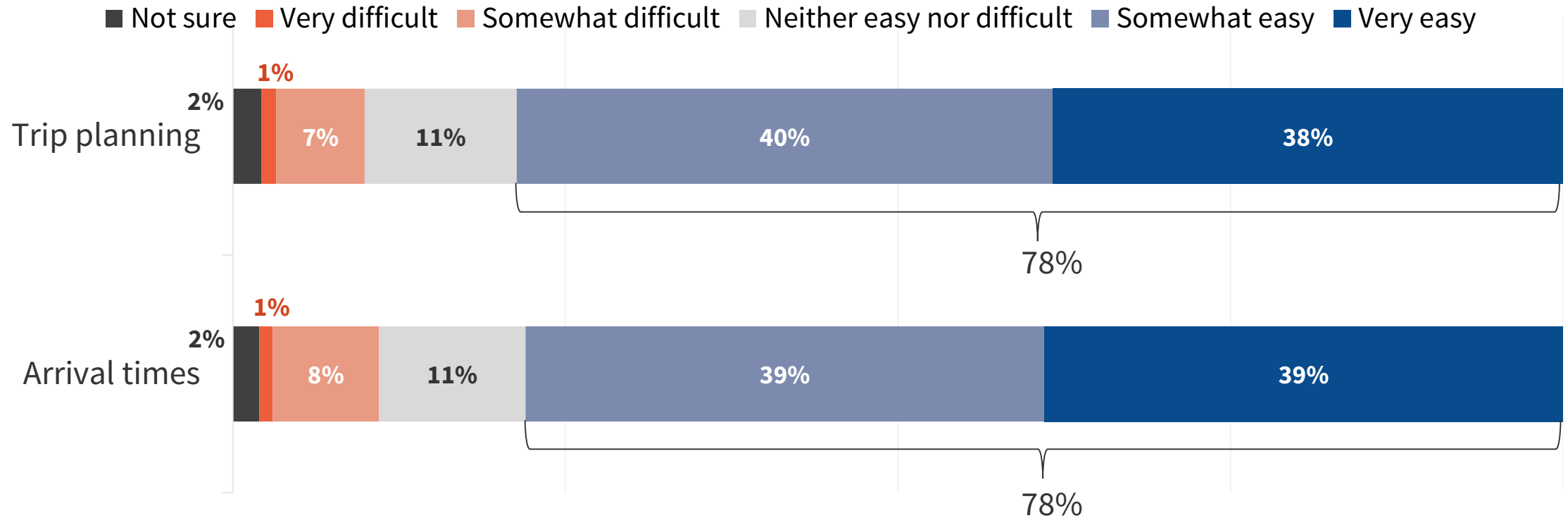
**Detailed Findings:**  
**Trip Planning**

# Many riders use TriMet Trip Planner and Google Maps to find out when their bus, MAX, or WES will arrive



*Q: When taking trips on TriMet, how do you plan your trips and find out when your bus, MAX or WES will arrive? Please select all that apply. (Current TriMet riders, n = 3,373)*

# Nearly 8 in 10 current riders find it easy to plan their trips and to find when their vehicle will arrive



Q: How easy or difficult is it to plan transit trips? (Current TriMet riders, n = 3,358)

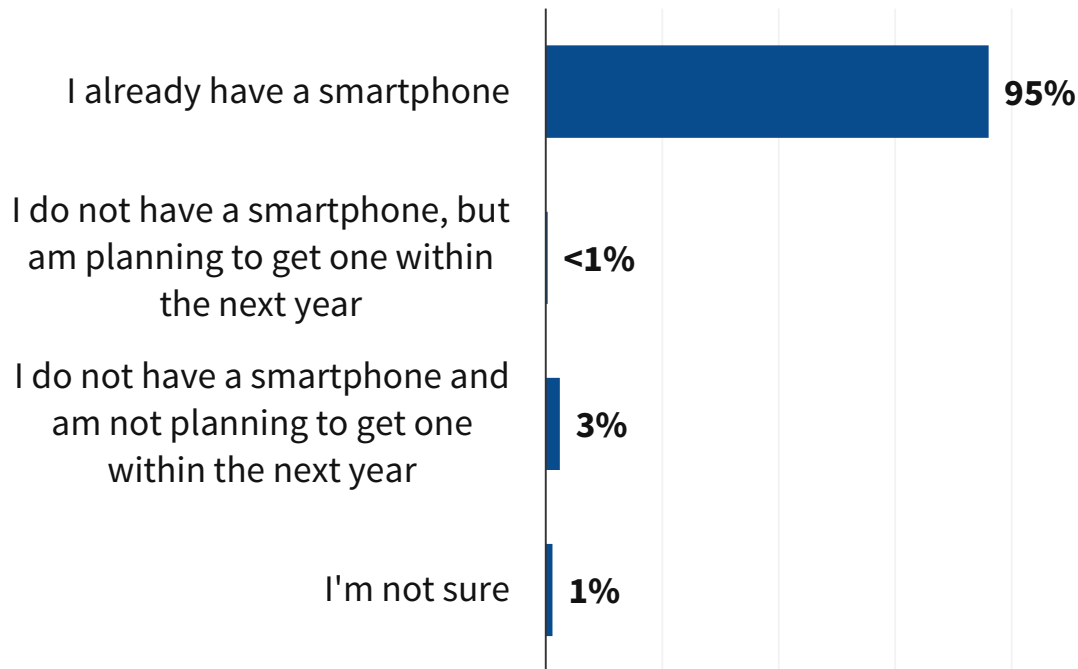
Q: How easy or difficult is it to find out when your bus or MAX will arrive? (Current TriMet riders, n = 2,562)



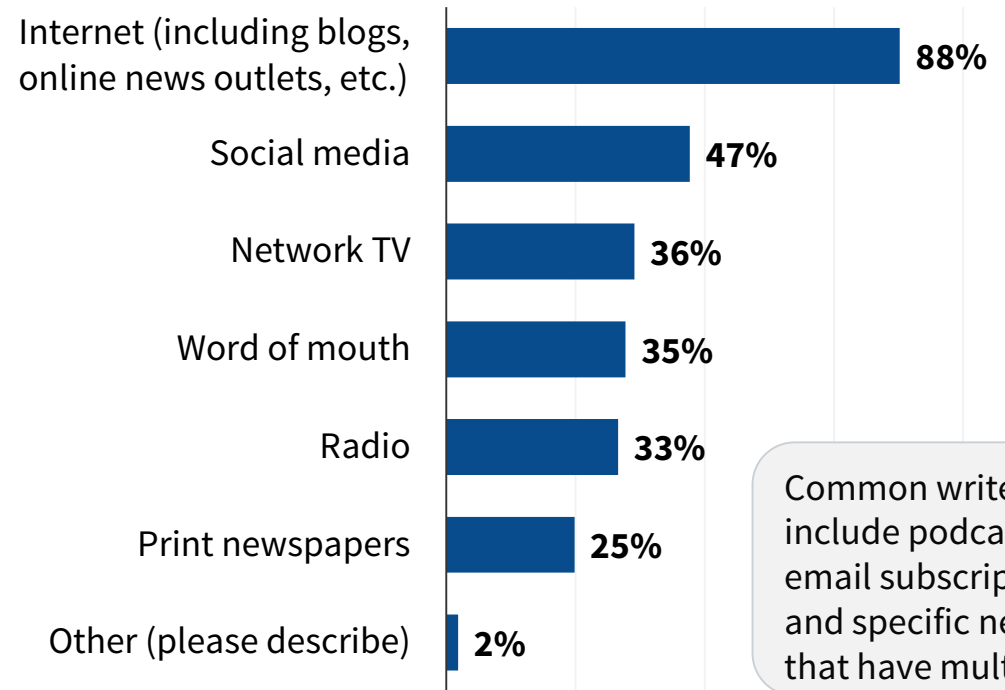
**Detailed Findings:**  
**Communication**

# An overwhelming majority of respondents own a smartphone and use the internet as a source for news and information.

### Smartphone access



### Sources of news and info



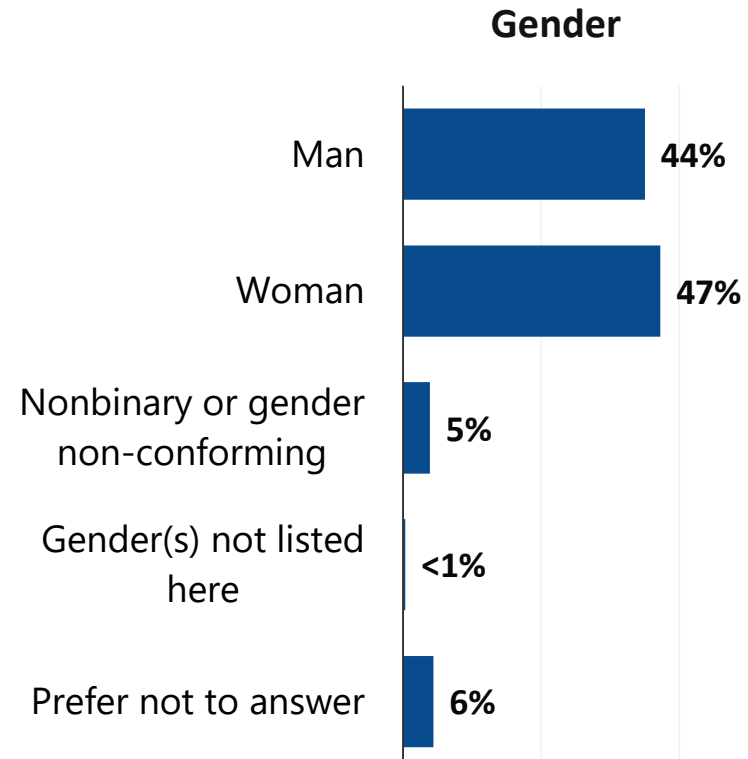
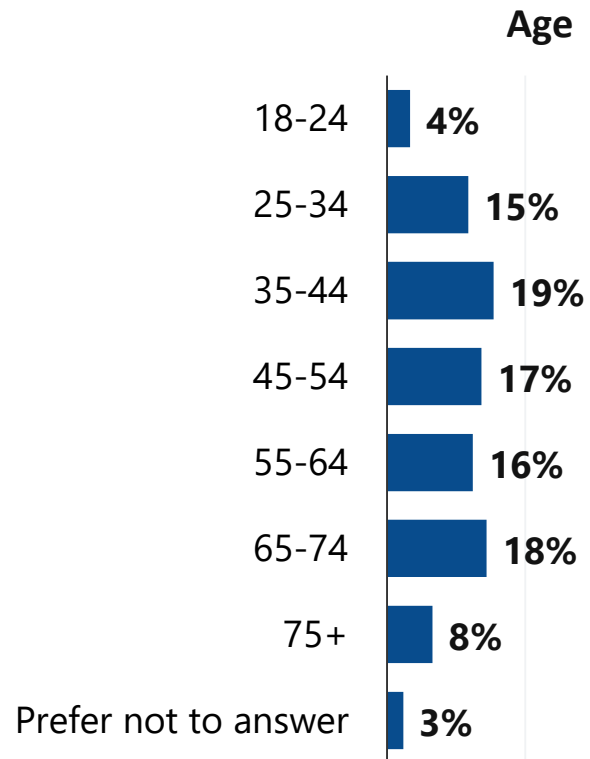
Common write-in responses include podcasts, YouTube, email subscriptions, apps, and specific news networks that have multiple mediums.

Q: What source(s) do you use to get news and information? Please select all that apply. (n = 3,320)

Q: Do you have (or are you planning to upgrade to) a smartphone that can connect to the internet, such as an iPhone or Android phone? (n = 3,879)

# **Respondent Demographic Characteristics**

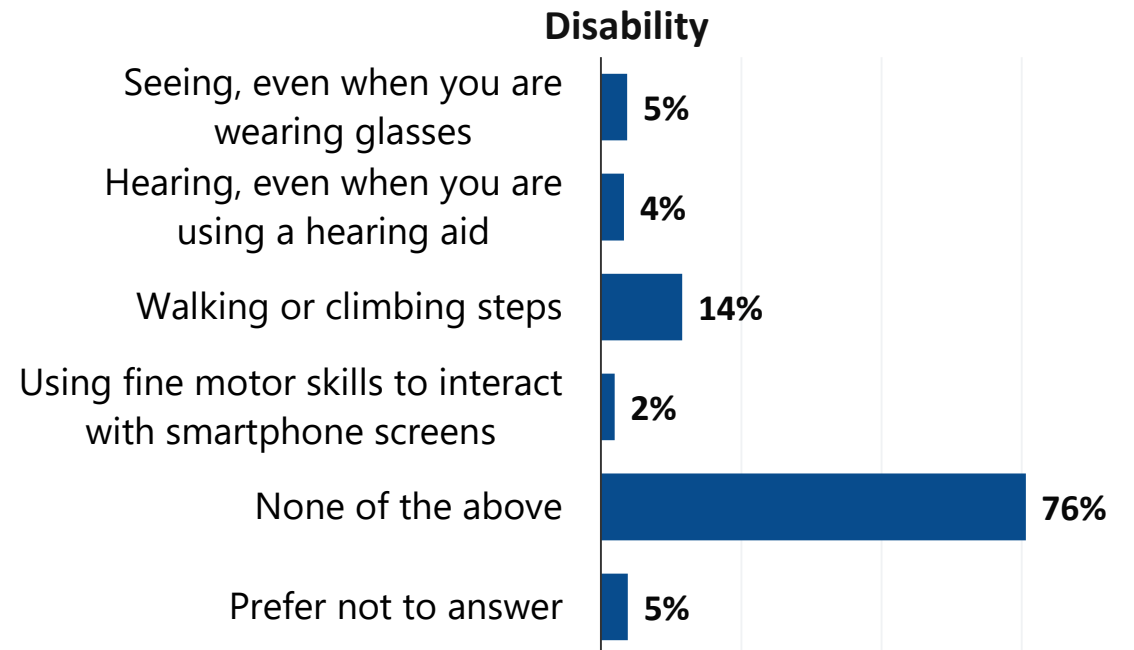
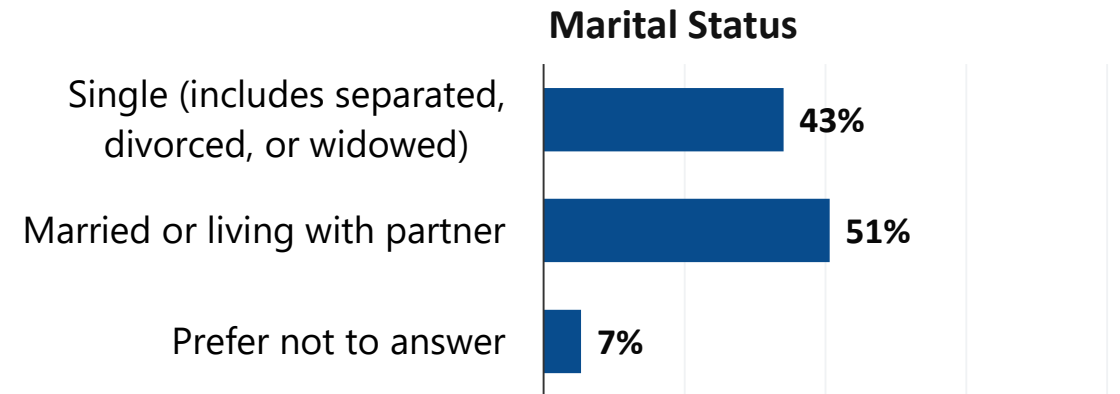
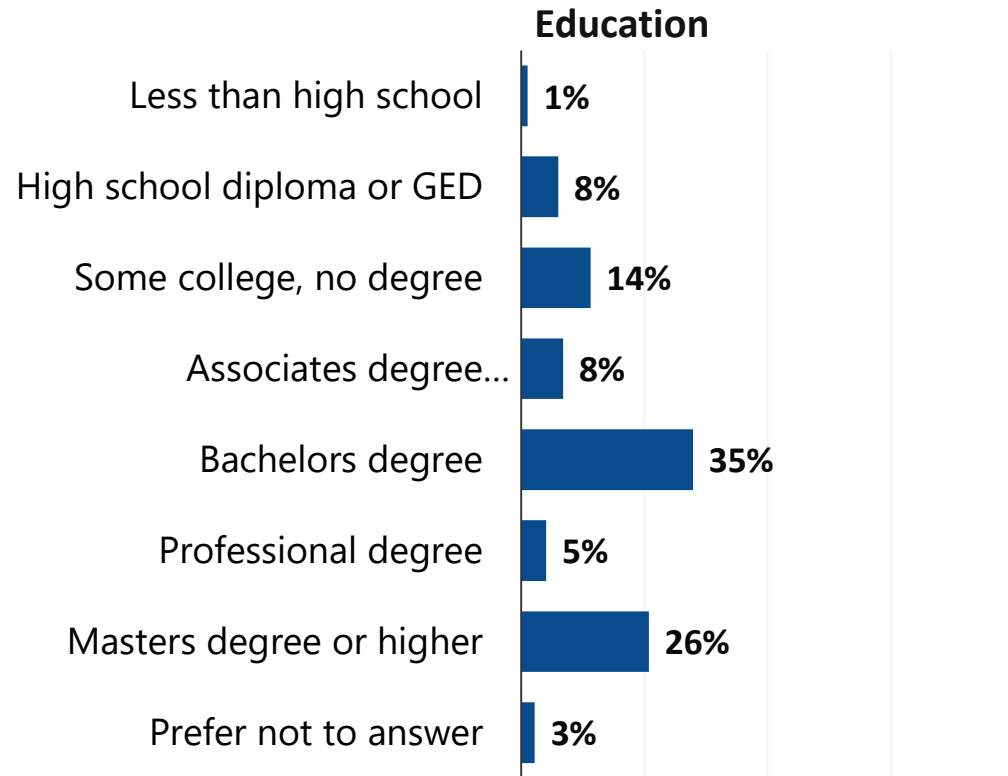
# Respondents demographic characteristics: Age and gender



Q: How old are you? (n = 3,890)

Q: What is your gender identity? (n = 2,556)

# Respondent demographic characteristics: Education, marital, and disability status

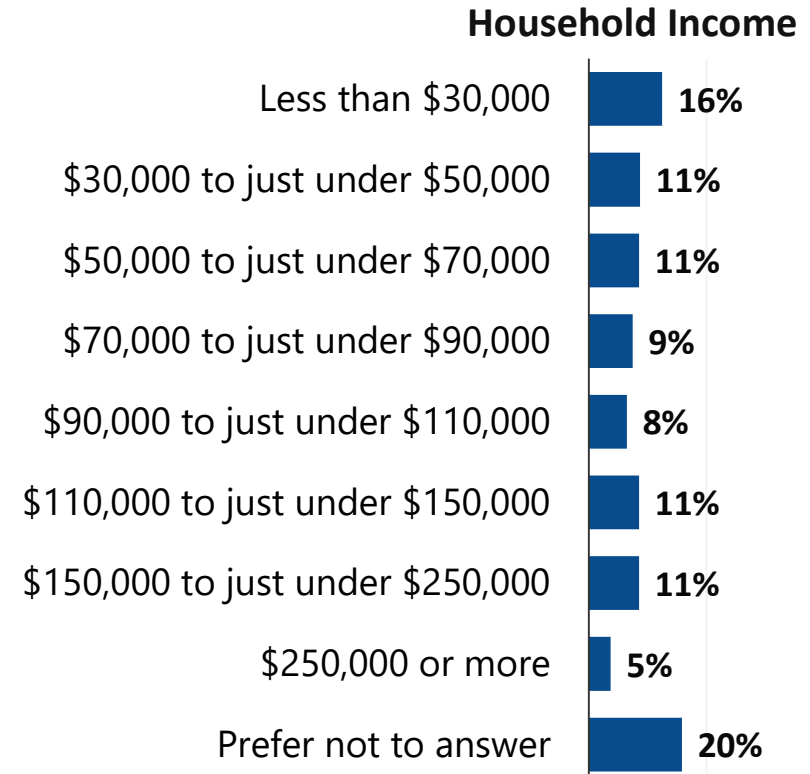
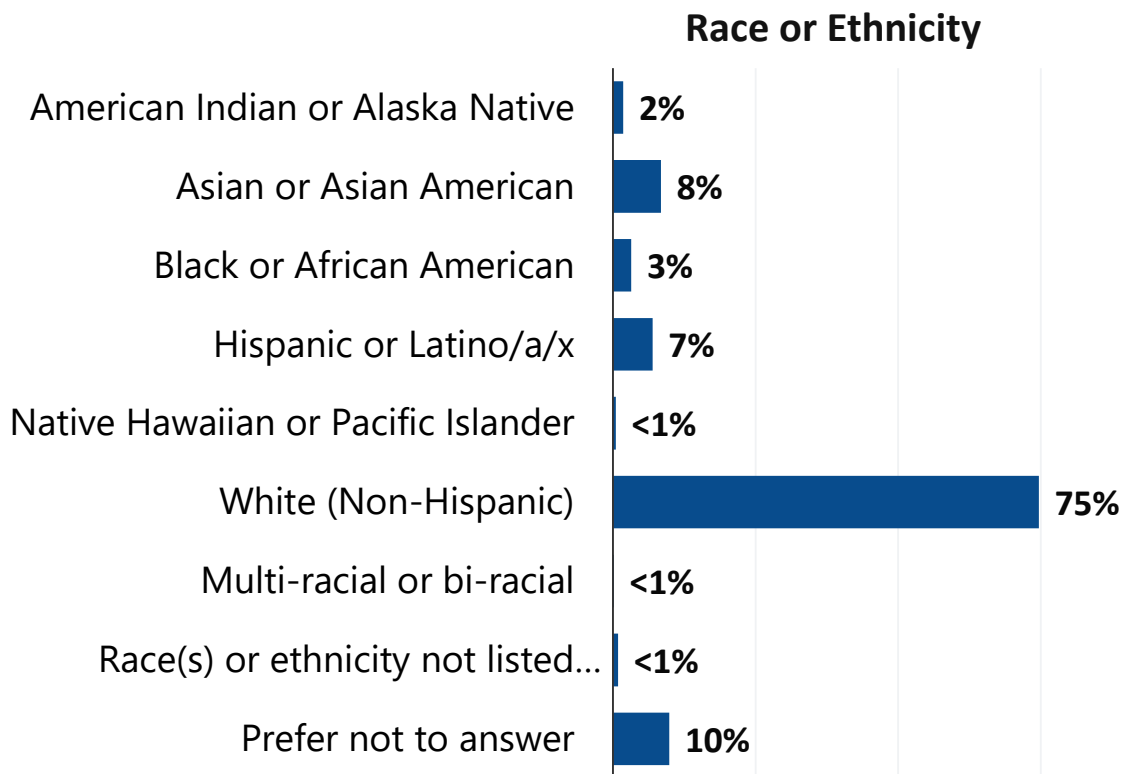


Q: What is the last grade of school you completed? (n = 3,876)

Q: What is your current marital status? (n = 2,819)

Q: Do you have difficulty doing any of the following activities? Please select all that apply. (n = 3,849)

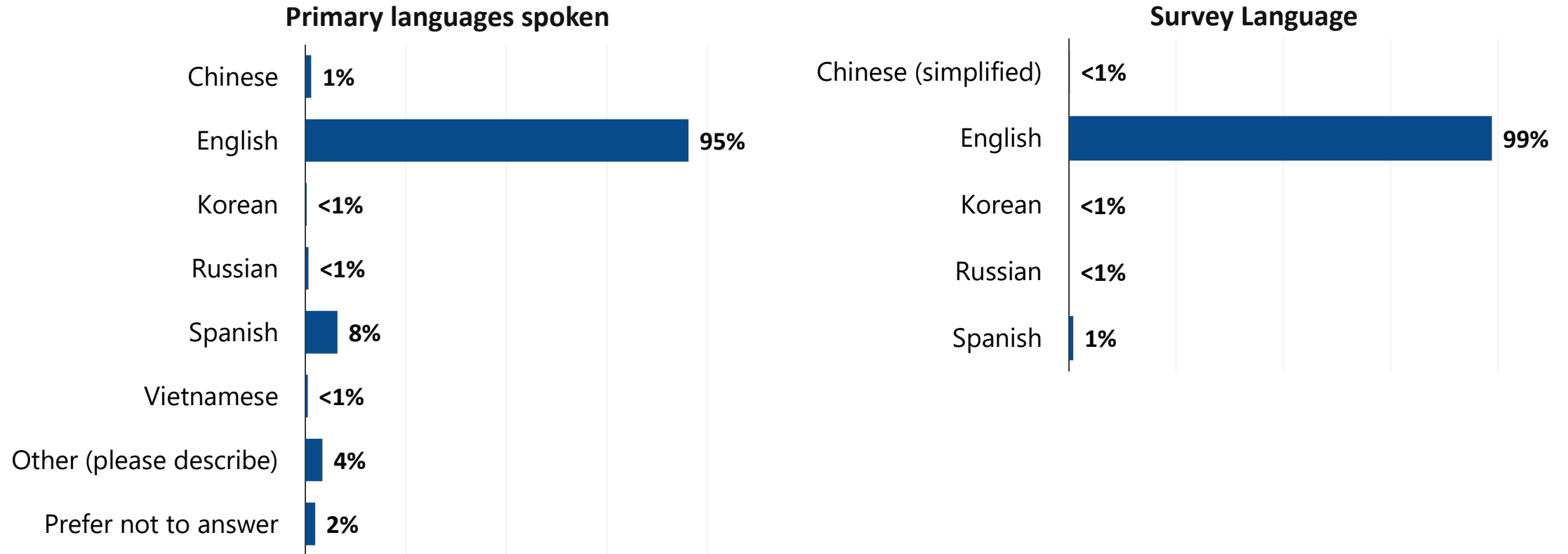
# Respondent demographic characteristics: Race and ethnicity, and income



Q: What is your race or ethnicity? Please select all that apply. (n = 2,954)

Q: What was your total household income before taxes in 2023? (n = 3,854)

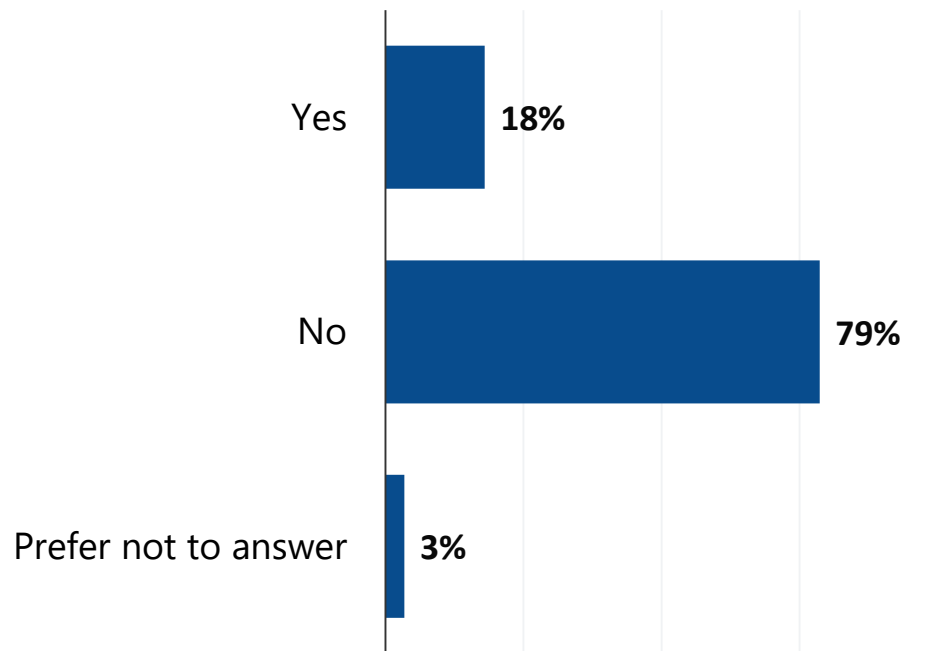
# Respondent demographic characteristics: Languages



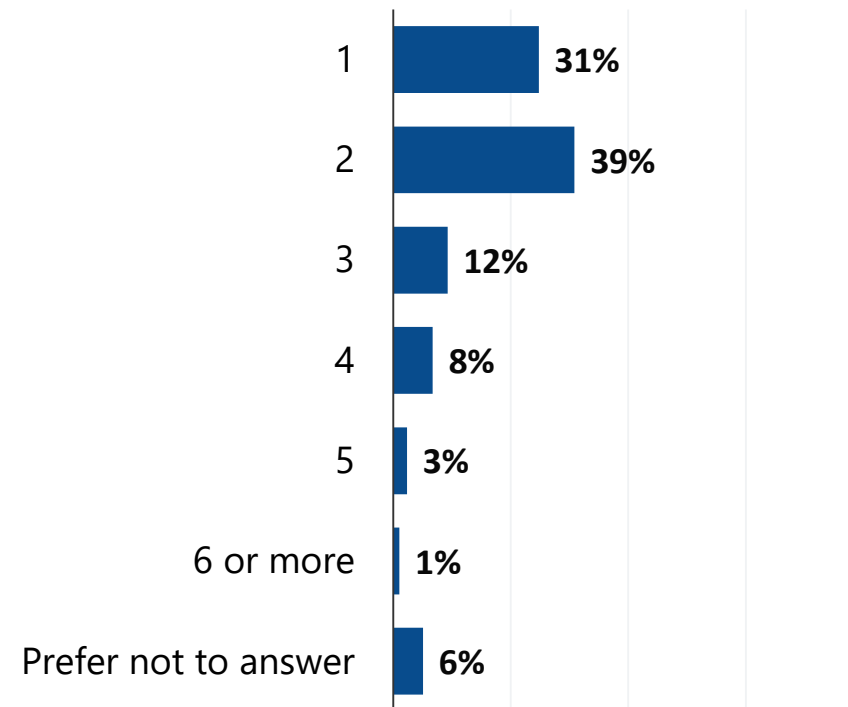
Q: What are the primary languages that you speak? Please select all that apply. (n = 3,857)  
Language used in survey response (n = 4,208)

# Respondent demographic characteristics: Household composition

### Children Under 18 at Home



### Household Size



Q: Are there any people under the age of 18 living in your household? (n = 3,870)

Q: Including yourself, how many people live in your household? Please do not include people who are financially independent from you. (n = 3,858)



**Appendix A:**

# **Recruitment materials**

# Appendix: Recruitment materials – Invitation letter



101 SW Main St, Ste. 700  
Portland, OR 97204

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**English**

**Dear Neighbor,**

**TriMet wants to hear from you!** TriMet provides bus, light rail, and commuter rail service in the Portland, Oregon, region. Whether you ride TriMet or not, we want to know about your experiences using transportation in the Portland Metro area.

**We value your feedback!**

Please take this 15-minute survey by April 30, 2024, to help shape your community and **enter for a chance to win 1 of 25 \$100 gift cards.**

**To take the survey:**



Scan this QR code OR visit [bit.ly/trimet2024survey-m](https://bit.ly/trimet2024survey-m)

Prefer to respond by phone? Please call 888-530-8474.

For questions or comments, please contact [research@prrbiz.com](mailto:research@prrbiz.com)

Thank you for sharing your opinion with TriMet!

**Spanish | Español**

**Estimado vecino:**

**TriMet quiere conocer su opinión.** TriMet presta servicios de autobús, tren ligero y otros tipos de trenes que recorren el área de Portland, Oregon. Independientemente de que utilice el servicio de TriMet o no, queremos que nos comparta su experiencia con el transporte público en el área metropolitana de Portland.

**¡Valoramos sus comentarios!**

Realice esta encuesta de 15 minutos antes del 30 de abril de 2024 para ayudar a dar forma a su comunidad y **participe en el sorteo de una de 25 tarjetas regalo de \$100.**

**Realice la encuesta aquí:**



Escanee este código QR O visite: [bit.ly/trimet2024survey-m](https://bit.ly/trimet2024survey-m)

¿Prefiere responder por teléfono? Llame al: 833-773-3329.

Si tiene alguna pregunta o comentario, comuníquese con [research@prrbiz.com](mailto:research@prrbiz.com)

¡Gracias por compartir su opinión con TriMet!

Flip for other languages    Переключитесь для просмотра данных информации на другом языке    De la vuelta para ver otros idiomas

다만 언어로 표시하면 뒤집으세요    請翻轉背面閱覽其他語言    Lật sang trong sau để xem ngôn ngữ khác

**Korean | 한국어**

**친애하는 주민 여러분**

TriMet에서 귀하의 소중한 의견을 기다리고 있습니다! TriMet은 오리건주 포틀랜드 지역에서 버스, 경전철, 통근열차를 운행하는 기관입니다. TriMet을 이용해 보지 않았더라도 괜찮습니다. 포틀랜드 메트로 지역에서 대중교통을 이용해 보셨다면, 그 경험을 나누어 주시기를 바랍니다.

**귀하의 의견은 소중합니다!**

2024년 4월 30일까지 설문조사(예상 소요시간: 15분)에 참여하여 귀하의 지역 커뮤니티의 발전에 도움을 주고 \$100 상당의 기프트카드 25장 중 1장에 당첨될 수 있는 기회를 놓치지 마세요.

**설문조사 참여:**



QR코드 스캔 또는 [bit.ly/trimet2024survey-m](https://bit.ly/trimet2024survey-m) 를 방문하세요

전화로 설문조사에 응하고 싶으신가요? 971-358-8608번으로 전화주세요.

질문이나 의견이 있으시면 [research@prrbiz.com](mailto:research@prrbiz.com) (오)로 문의해 주세요.

TriMet에 귀하의 소중한 의견을 공유해 주셔서 감사합니다!

**Russian | Русский**

**Уважаемый сосед,**

**TriMet хочет узнать ваше мнение!** Транспортное управление TriMet предоставляет услуги автобусного, легкорельсового и пригородного сообщения в районе г. Портленд (Portland), штат Орегон (Oregon). Независимо от того, пользуетесь ли вы услугами транспортного управления TriMet или нет, мы хотим узнать о вашем опыте использования общественного транспорта на территории агломерации г. Портленд (Portland).

**Мы ценим ваши отзывы!**

Пожалуйста, пройдите этот 15-минутный опрос до 30 апреля 2024 года, чтобы способствовать развитию вашего округа и получить шанс выиграть одну из двадцати пяти подарочных карт на сумму \$100.

**Чтобы принять участие в опросе:**



Отсканируйте этот QR-код ИЛИ Посетите веб-сайт: [bit.ly/trimet2024survey-m](https://bit.ly/trimet2024survey-m)

Предпочитаете пройти опрос по телефону? Пожалуйста, позвоните по номеру: 971-377-1673

С вопросами и комментариями обращайтесь к: [research@prrbiz.com](mailto:research@prrbiz.com)

Спасибо, что поделились своим мнением с транспортным управлением TriMet!

Simplified Chinese | 简体中文

**亲爱的邻居:**

TriMet希望听到您的意见! TriMet在俄勒冈州波特兰地区提供公交车、轻轨和通勤轨道交通服务。无论您是否乘坐TriMet,我们都想了解您在波特兰大都会地区使用交通工具的体验。

**您的反馈对我们至关重要!**

请在2024年4月30日之前完成这份时长15分钟的问卷调查,以帮助塑造您的社区,并有机会赢取1张100美元的礼品卡(总共二十五张)。

**想要参加问卷调查:**



请扫描二维码 或者 请访问: [bit.ly/trimet2024survey-m](https://bit.ly/trimet2024survey-m)

更喜欢通过电话回答? 请致电: 971-353-5745.

如有疑问或意见,请联系: [research@prrbiz.com](mailto:research@prrbiz.com)

感谢您与TriMet分享您的意见!

**Vietnamese | Tiếng Việt**

**Xin chào những người hàng xóm,**

**TriMet mong muốn lắng nghe ý kiến của Quý vị!** TriMet mang đến dịch vụ xe buýt, tàu điện và tàu commuter cho hành khách đi lại tại khu vực Portland, Oregon. Dù có sử dụng TriMet hay không, chúng tôi cũng muốn tìm hiểu trải nghiệm của Quý vị khi sử dụng phương tiện giao thông tại khu vực đô thị Portland.

**Chúng tôi đánh giá cao phản hồi của Quý vị!**

Vui lòng thực hiện bài khảo sát này (không quá 15 phút) trước ngày 30 tháng 4 năm 2024 để giúp định hình cộng đồng của Quý vị và tham gia để có cơ hội nhận được 1 trong 25 thẻ quà tặng trị giá 100 USD.

**Để thực hiện khảo sát:**



Quét mã QR này HOẶC truy cập: [bit.ly/trimet2024survey-m](https://bit.ly/trimet2024survey-m)

Quý vị muốn trả lời khảo sát qua điện thoại? Vui lòng gọi: 971-353-5726.

Mọi thắc mắc hoặc góp ý xin liên lạc: [research@prrbiz.com](mailto:research@prrbiz.com)

Cảm ơn Quý vị đã chia sẻ ý kiến với TriMet!

# Appendix: Recruitment materials – Reminder



101 SW Main St, Ste. 700  
Portland, OR 97204



## TriMet Wants to Hear From You

Last week TriMet invited you or someone in your household to take a survey about experiences using transportation in the Portland metro area. If you have already completed the survey, thank you!

If not, please take this 15-minute survey by April 30. By sharing your feedback, you can help shape your community and **enter for a chance to win 1 of 25 \$100 gift cards.**

### To take the survey:



Scan this QR code OR visit [bit.ly/trimet2024survey-p](https://bit.ly/trimet2024survey-p)  
Prefer to respond by phone? Please call 888-530-8474.

Participants must be 18 or older. TriMet has hired PRR, an independent firm, to conduct this research. If you have any questions or concerns, please contact [research@prrbiz.com](mailto:research@prrbiz.com).

Flip for other languages

Переверните для просмотра данной информации на других языках

De la vuelta para ver otros idiomas

다른 언어로 보시려면 뒤집으세요

請翻看背面阅读其他语言

Lật sang trang sau để xem ngôn ngữ khác

Korean | 한국어

### TriMet에서 귀하의 의견을 기다리고 있습니다!

지난주에 TriMet은 귀하 또는 귀하의 가족 구성원께 포틀랜드 메트로 지역의 대중교통을 이용해 보신 경험에 대한 설문조사에 응하실 것을 요청드렸습니다. 이미 설문조사를 완료하셨다면 감사드립니다!

아직 참여하지 않으셨다면 4월 30일까지

설문조사(예상소요시간: 15분)에 응해 주세요. 귀하의 의견을 나누어 귀하의 커뮤니티를 발전시키는 데 도움을 주고 \$100 상당의 기프트카드 25 장 중 1장에 당첨될 수 있는 기회를 놓치지 마세요.



### 설문조사 참여:

QR코드 스캔 또는 [bit.ly/trimet2024survey-p](https://bit.ly/trimet2024survey-p) 을/를 방문하세요

전화로 설문조사에 응하고 싶으신가요? 971-358-8608 번으로 전화주세요.

참가자는 만 18세 이상이어야 합니다. TriMet은 이 설문조사를 수행하기 위해 제3자 회사인 PRR을 고용했습니다. 질문이나 우려 사항이 있는 경우 [research@prrbiz.com](mailto:research@prrbiz.com) 으로 문의하시기 바랍니다.

Russian | Русский

### TriMet хочет узнать ваше мнение

На прошлой неделе транспортное управление TriMet пригласило вас или кого-то из ваших домохозяйств принять участие в опросе об опыте использования общественного транспорта на территории агломерации г. Портленд (Portland). Если вы уже прошли опрос, благодарим вас!

Если нет, пожалуйста, пройдите этот 15-минутный опрос до 30 апреля.

Поделившись своими отзывами, вы поспособствуете развитию вашего округа и получите шанс выиграть одну из двадцати пяти подарочных карт на сумму \$100.



### Чтобы принять участие в опросе:

Отсканируйте этот QR-код ИЛИ Посетите веб-сайт [bit.ly/trimet2024survey-p](https://bit.ly/trimet2024survey-p)

Предпочитаете пройти опрос по телефону? Пожалуйста, позвоните по номеру: 971-377-1673

Участники должны быть старше 18 лет. Для проведения данного опроса TriMet наняла независимую фирму PRR. Если у вас есть вопросы или сомнения, пожалуйста, обращайтесь по адресу: [research@prrbiz.com](mailto:research@prrbiz.com).

Simplified Chinese | 简体中文

TriMet希望听到您的意见 上周TriMet邀请了您或您的家人参与一项有关波特兰大都会地区交通工具使用体验的问卷调查。如果您已经完成了这项问卷调查, 谢谢您!

如果没有, 请在4月30日之前完成这份时长15分钟的问卷调查。通过分享反馈, 您可以帮助塑造您的社区, 并有机会赢取1张100美元的礼品卡(总共二十五张)。



### 想要参加问卷调查:

请扫描二维码 或者 请访问: [bit.ly/trimet2024survey-p](https://bit.ly/trimet2024survey-p)

更喜欢通过电话回答? 请致电: 971-353-5745

参与者必须年满18岁。TriMet聘请了独立公司PRR来进行这项研究。如果您有任何疑问, 请联系[research@prrbiz.com](mailto:research@prrbiz.com)。

Spanish | Español

TriMet necesita su opinión La semana pasada TriMet le invitó a usted o a alguien de su hogar a realizar una encuesta sobre su experiencia en el uso del transporte público en el área metropolitana de Portland. Si ya respondió a la encuesta, ¡gracias!

Si todavía no, le pedimos que realice esta encuesta de 15 minutos antes del 30 de abril. Al compartir sus comentarios, puede ayudar a dar forma a su comunidad y participar en un sorteo de una de 25 tarjetas regalo de \$100.



### Realice la encuesta aquí:

Escanee este código QR o visite: [bit.ly/trimet2024survey-p](https://bit.ly/trimet2024survey-p)

¿Prefiere responder por teléfono? Llame al: 833-771-3329.

Los participantes deben ser mayores de 18 años. TriMet contrató a PRR, una agencia independiente, para llevar a cabo este estudio. Si tiene alguna pregunta o duda, envíenos un correo electrónico a [research@prrbiz.com](mailto:research@prrbiz.com).

Vietnamese | Tiếng Việt

### TriMet mong muốn lắng nghe ý kiến của Quý vị!

Tuần trước, TriMet có mời Quý vị hoặc thành viên trong gia đình tham gia khảo sát về trải nghiệm khi sử dụng phương tiện giao thông tại khu vực đô thị Portland. Nếu Quý vị đã hoàn thành khảo sát, xin cảm ơn!

Nếu chưa, vui lòng thực hiện bài khảo sát này (không quá 15 phút) trước ngày 30 tháng 4. Bằng cách chia sẻ phản hồi, Quý vị có thể giúp định hình cộng đồng và tham gia để có cơ hội nhận được 1 trong 25 thẻ quà tặng trị giá 100 USD.



### Để thực hiện khảo sát:

Quét mã QR này HOẶC truy cập: [bit.ly/trimet2024survey-p](https://bit.ly/trimet2024survey-p)

Quý vị muốn trả lời khảo sát qua điện thoại? Vui lòng gọi: 971-353-5726

Người tham gia phải từ 18 tuổi trở lên. TriMet đã thuê PRR, một công ty độc lập, để thực hiện nghiên cứu này. Nếu Quý vị có bất kỳ câu hỏi hoặc thắc mắc nào, vui lòng liên lạc: [research@prrbiz.com](mailto:research@prrbiz.com).

[bit.ly/trimet2024survey-p](https://bit.ly/trimet2024survey-p)



**Appendix B:**  
**Survey instrument**

# Survey Instrument



## Attitudes and Awareness Survey 2024

Thank you for sharing your opinion with TriMet!

This survey takes about 15 minutes to complete. Information you share will remain confidential. As a thank you for participating, adult participants (age 18+) who finish the survey can share their name and contact information for a chance to win one of twenty-five \$100 gift cards.\*

TriMet has hired PRR, an independent firm, to conduct this research. If you have any questions or concerns, please contact [research@prrbiz.com](mailto:research@prrbiz.com).

- Please select your language from the drop-down menu at the top of the page.
- 请从页面顶部的下拉菜单中选择您的语言。
- 페이지 상단의 드롭다운 메뉴에서 언어를 선택하십시오.
- Vui lòng chọn ngôn ngữ của Quý vị từ menu xổ xuống tại đầu trang.
- Пожалуйста, выберите язык из раскрывающегося меню в верхней части страницы.
- Por favor, seleccione su idioma en el menú desplegable que se encuentra en la parte superior de la página.

\*Current and former TriMet employees are not eligible to enter the drawing.

---

You must be 18 or over to take this survey. Are you age 18 or older? \*

- Yes
- No

---

Next

# Survey Instrument

Are you now, or have you ever been, a TriMet employee? \*

- No
- Yes

What county do you live in? \*

- Clackamas
- Clark
- Multnomah
- Washington
- Other

---

What is your 5-digit ZIP code? \*

Characters used: 0 (minimum 5).  
Characters used: 0 out of 5.

# Survey Instrument

Do you feel things in the Portland metropolitan area are generally going in the right direction, or do you feel that things have gotten off on the wrong track?

- Right direction
- Wrong track
- I'm not sure

---

What is the most serious problem that you think local government needs to address in the Portland metropolitan area?

# Survey Instrument

To the best of your knowledge, which of the following, if any, does TriMet operate? Please select all that apply.

- Portland Streetcar
- WES (Commuter Rail)
- LIFT (Paratransit)
- C-TRAN
- Bus
- MAX light rail
- I'm not sure

Do you approve or disapprove of the job TriMet is doing?

- Strongly disapprove
- Somewhat disapprove
- Somewhat approve
- Strongly approve
- I'm not sure



# Survey Instrument

Do you approve or disapprove of the existing **MAX light rail system**?

- Strongly disapprove
  - Somewhat disapprove
  - Somewhat approve
  - Strongly approve
  - I'm not sure
- 

Do you approve or disapprove of the existing **TriMet bus system**?

- Strongly disapprove
- Somewhat disapprove
- Somewhat approve
- Strongly approve
- I'm not sure

# Survey Instrument

From what you know or may have heard, how safe would you feel riding **TriMet buses**?

1: Not at all safe

2

3

4

5

6

7: Very safe

---

Have personal safety concerns ever prevented you from riding **TriMet buses**?

Yes

No

---

From what you know or may have heard, how safe would you feel riding **MAX trains**?

1: Not at all safe

2

3

4

5

6

7: Very safe

---

Have personal safety concerns ever prevented you from riding **MAX trains**?

Yes

No

---

# Survey Instrument

What safety concerns, if any, do you have when riding, or thinking about riding TriMet (including bus, MAX, WES, and LIFT paratransit services)?

From what you know or may have heard, how reliable is service on **TriMet buses**?

- |                        |                       |                       |                       |                       |                       |                       |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1: Not at all reliable | 2                     | 3                     | 4                     | 5                     | 6                     | 7: Very reliable      |
| <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

From what you know or may have heard, how reliable is service on **MAX trains**?

- |                        |                       |                       |                       |                       |                       |                       |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1: Not at all reliable | 2                     | 3                     | 4                     | 5                     | 6                     | 7: Very reliable      |
| <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

# Survey Instrument

What types of transportation do you use most often? Please select up to **five**. \*

- Drive myself
- Scooter (including electric)
- Bicycle (including electric)
- Carpool/Vanpool
- Public transit (TriMet, Streetcar, C-TRAN, SMART, others)
- Ride hail (Uber, Lyft, taxi)
- Someone drives me
- Walk (or roll)
- Other (please describe)

# Survey Instrument

How often do you use the following type of transportation: **Someone drives me?**

- Less than once a month
  - Monthly
  - Weekly
  - Daily
- 

How often do you use the following type of transportation: **Carpool/vanpool?**

- Less than once a month
- Monthly
- Weekly
- Daily

# Survey Instrument

---

How often do you use the following type of transportation: **Public transit (TriMet, Streetcar, C-TRAN, SMART, others)?**

- Less than once a month
  - Monthly
  - Weekly
  - Daily
- 

How often do you use the following type of transportation: **Walk (or roll)?**

- Less than once a month
  - Monthly
  - Weekly
  - Daily
-

# Survey Instrument

---

How often do you use the following type of transportation: **Ride hail (Uber, Lyft, taxi)?**

- Less than once a month
- Monthly
- Weekly
- Daily

# Survey Instrument

Here are some things people think about when choosing how to travel around town, regardless of their mode of transportation. Please select all that are important to you.

- Safety
- Avoiding traffic
- Avoiding driving
- Avoiding parking
- Environmental sustainability
- Making my community a better place to live
- Saving money
- Saving time
- Reliability
- Personal comfort
- Convenience
- Accessibility
- Other (please describe)
- None of these



# Survey Instrument

Please select the category that best indicates how often you have been riding TriMet **in the past 12 months**. This includes trips on bus, MAX, WES, and LIFT paratransit services. If you are not sure, please provide your best estimate. \*

- Non-rider (I don't ride TriMet)
- Infrequent rider (I ride less than once a month)
- Occasional rider (I ride several times a month)
- Regular rider (I ride several times a week)
- Frequent rider (I ride almost every day)

# Survey Instrument

In the next six months, I expect to ride TriMet: \*

- More than now
- About the same as now
- Less than now
- I won't ride TriMet at all
- I'm not sure

What could **TriMet do** to get you to ride more often?

# Survey Instrument

Which of the following, if any, make you feel unsafe while on board TriMet vehicles? Please select all that apply.

- Lack of non-security TriMet staff
- The time of day
- Lack of unarmed security
- I'm riding by myself
- Lack of fare enforcement staff
- The part of town
- Other riders with nuisance/aggressive behaviors
- Lack of other riders
- Lack of Transit Police
- Presence of fare enforcement staff
- Presence of Transit Police
- Other (please describe)
- I don't feel unsafe riding TriMet

# Survey Instrument

When you ride TriMet, which of the following vehicles do you ride? Please select all that apply. \*

- WES
- Bus
- MAX
- LIFT (paratransit)
- I'm not sure

# Survey Instrument

What bus routes do you ride most often? Please select up to **three**.

Select a route:

---

Select a route (optional):

---

Select a route (optional):

What MAX route do you ride most often? Please select all that apply.

Yellow Line

Blue Line

Green Line

Red Line

Orange Line

# Survey Instrument

When you ride transit, how often do you need to transfer between buses and/or trains?

- Almost every trip
- More than half my trips
- About half my trips
- Less than half my trips
- Never or almost never

# Survey Instrument

What times of day do you typically ride? Please select all that apply.

- Early morning (midnight to 6 AM)
- Morning (6 AM to 9 AM)
- Midday (9 AM to 3 PM)
- Afternoon (3 PM to 6 PM)
- Evening (6 PM to 8 PM)
- Late night (8 PM to midnight)
- It varies

---

What days of the week do you typically ride? Please select all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- It varies

# Survey Instrument

How do you get to your stop or station when riding TriMet? Please select all that apply.

Ride hail (Uber, Lyft, taxi)

Walk (or roll)

Bicycle (including electric)

Drive myself

Carpool/vanpool

Someone drives me

Scooter (including electric)

Other (please describe)



# Survey Instrument

For which of the following activities do you ride TriMet? Please select all that apply.

- Grocery stores or other essential shopping
- Family or friends
- Healthcare services (doctor, pharmacy, etc.)
- Work
- Education
- Religious services
- Transit hubs (to connect to bus, ferry, airport, or other transit routes or services)
- Retail stores (other than groceries and essentials)
- Personal services (gym, hair salon, etc.)
- Public recreation areas (parks, trails, beaches, etc.)
- Entertainment (restaurants, bars, concerts, sports, etc.)
- Other (please describe)

# Survey Instrument

Do you have a personal vehicle available for your use?

- I do not have a personal vehicle available for my use
- I can't drive or I'm not sure how to drive
- There is at least one car available in my household but it is not regularly available for my use
- I have a car available for my use, but I prefer not to use it
- I have a car available, and I use it only for work trips
- I have a car available, and I use it only for non-work trips
- I have a car available, and I use it for work and non-work trips
- Other (please describe)

# Survey Instrument

Would you consider yourself dependent on TriMet for the majority of your transportation needs?

- Yes
- No
- I'm not sure

Thinking of your travel on TriMet, how satisfied are you with your overall experience?

- Very satisfied
- Somewhat satisfied
- Neither satisfied or dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- I'm not sure

# Survey Instrument

What type of TriMet fare do you use?

- Adult – Regular fare
- Honored Citizen – Age 65+ or Medicare
- Honored Citizen – Disability
- Honored Citizen – Based on qualifying income level
- Honored Citizen – Veteran/Military status
- Youth
- LIFT
- I'm not sure

# Survey Instrument

How do you pay your fare? Please select all that apply.

- Employer Pass
- College ID
- High School ID
- Hop paper ticket
- Hop plastic card
- Hop virtual card
- Tap on-board: contactless bank card (credit/debit), Apple/Samsung/Android Pay
- Cash on-board bus
- Other (please describe)
- I'm not sure

# Survey Instrument

How easy or difficult is it to **afford** your fare?

- Very easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Very difficult
- I'm not sure

---

How easy or difficult is the **process** to pay your fare (using ticket machines, tapping, cash payment on bus, etc.)?

- Very easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Very difficult
- I'm not sure

# Survey Instrument

In general, how would you rate the value of the transit service you receive for the fare paid?

1: Poor

2

3

4

5

6

7: Excellent

When taking trips on TriMet, how do you plan your trips and find out when your bus, MAX or WES will arrive? Please select all that apply.

- Trip planner on trimet.org
- Google Maps
- Apple Maps
- PDX Bus
- Transit App
- Other apps
- 503-238-RIDE
- TriMet Customer Support Center at Pioneer Courthouse Square
- Printed/posted schedule
- Other (please describe)
- I don't use anything to plan my trips

# Survey Instrument

How easy or difficult is it to **plan transit trips**?

- Very easy
  - Somewhat easy
  - Neither easy nor difficult
  - Somewhat difficult
  - Very difficult
  - I'm not sure
- 

How easy or difficult is it to find out **when your bus or MAX will arrive**?

- Very easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Very difficult
- I'm not sure



# Survey Instrument

How likely are you to recommend TriMet to friends or family members? \*

0: Not likely at

all

1

2

3

4

5

6

7

8

9

10: Very likely

# Survey Instrument

Which of the following **best** describes your current employment?

- Employed (full-time, part-time, or self-employed)
- Student (full-time or part-time)
- Full-time parent or caregiver
- Unemployed, actively looking for work
- Unemployed, not actively looking for work
- Retired
- Don't work due to disability
- Other (please describe)
- Prefer not to say

# Survey Instrument

Do you have (or are you planning to upgrade to) a smartphone that can connect to the internet, such as an iPhone or Android phone?

- I already have a smartphone
  - I do not have a smartphone, but am planning to get one within the next year
  - I do not have a smartphone and am not planning to get one within the next year
  - I'm not sure
- 

What source(s) do you use to get news and information? Please select all that apply.

- Social media
- Word of mouth
- Internet (including blogs, online news outlets, etc.)
- Network TV
- Radio
- Print newspapers
- Other (please describe)

# Survey Instrument

How old are you?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to answer

---

What is your gender identity? Please select all that apply.

- Man
- Woman
- Nonbinary or gender non-conforming
- Gender(s) not listed here
- Prefer not to answer

# Survey Instrument

What is the last grade of school you completed?

- Less than high school
- High school diploma or GED
- Some college, no degree
- Associate's degree (occupational or academic)
- Bachelor's degree
- Professional degree
- Master's degree or higher
- Other (please describe)
- Prefer not to answer

What is your current marital status?

- Single (includes separated, divorced, or widowed)
- Married or living with partner
- Prefer not to answer

What are the primary languages that you speak? Please select all that apply.

- Chinese
- English
- Korean
- Russian
- Spanish
- Vietnamese
- Other (please describe)
- Prefer not to answer

What is your race or ethnicity? Please select all that apply.

- American Indian or Alaska Native
- Asian or Asian American
- Black or African American
- Hispanic or Latino/a/x
- Native Hawaiian or Pacific Islander
- White (Non-Hispanic)
- Race(s) or ethnicity not listed here (please describe)
- Prefer not to answer

# Survey Instrument

Do you have difficulty doing any of the following activities? Please select all that apply.

- Using fine motor skills to interact with smartphone screens
- Seeing, even when you are wearing glasses
- Hearing, even when you are using a hearing aid
- Walking or climbing steps
- None of the above
- Prefer not to answer

Are there any people under the age of 18 living in your household?

- Yes
- No
- Prefer not to answer

# Survey Instrument

Including yourself, how many people live in your household? Please do not include people who are financially independent from you.

1

2

3

4

5

6 or more (how many)

Prefer not to answer

# Survey Instrument

What was your total household income before taxes in 2023?

- Less than \$30,000
- \$30,000 to just under \$50,000
- \$50,000 to just under \$70,000
- \$70,000 to just under \$90,000
- \$90,000 to just under \$110,000
- \$110,000 to just under \$150,000
- \$150,000 to just under \$250,000
- \$250,000 or more
- Prefer not to answer



# Survey Instrument

We appreciate your feedback. As a thank you for participating in this survey, you can enter a drawing for a chance to win 1 of 25 \$100 gift cards.

## Drawing Rules:

- No purchase is necessary to enter the drawing.
- This drawing is administered by PRR, 1501 4th Ave, Suite 550, Seattle, WA 98101
- This drawing is sponsored by the Tri-County Metropolitan Transportation District of Oregon (“TriMet” or “Sponsor”), 101 SW Main, Suite 700, Portland, OR 97204
- In order to enter you must:
  - Complete the TriMet 2024 Attitude and Awareness Survey.
  - Indicate your interest in entering the drawing by providing your full name and email address or phone number.
- You are eligible to enter if:
  - You are 18 years of age or older,
  - You complete the TriMet 2024 Attitude and Awareness Survey by May 31, 2024,
  - You are not a current employee of PRR, and
  - You are not a current or former employee of TriMet.
- Each person can enter the drawing only once.
- The odds of winning are based on the number of eligible drawing entries. For example, if 100 people enter the drawing, your chances would have a 1 in 4 chance of winning. If 1,000 people entered, you have a 1 in 40 chance of winning.
- Winners of the \$100 gift cards will be chosen within one month of the survey closing and will be notified via email or phone within two months of the survey closing.
- The twenty-five winners will be selected through a random drawing from among all eligible drawing entrants.
- Winners do not have to be present for the drawing.
- Winners’ contact information will not be used in any publicity or promotional materials.
- Winners will need to report the cash value of the prize to the Internal Revenue Service as part of their earnings.

# Survey Instrument

Would you like to enter this drawing?

Yes

No

---

Would you like to be included in future research projects for TriMet?

Yes

No

Thank you for taking our survey!

---