

J12016 Arlington County Residents Transportation Services Satisfaction Survey**Internet Questionnaire
Final – October 22, 2006****INTRODUCTION**

Arlington County is conducting this online survey about transportation issues and services among residents in your area. We would like to include your household in the survey. Your answers will be confidential. Please complete the survey and click on the "SUBMIT" button at the end. If you need to stop before you have finished the survey, your answers will be saved and you may come back and complete the remaining questions at a later time. Thank you for your participation

A. QUALIFICATION SCREENERS

A -1 Are you aged 18 or older?

1. Yes (**CONTINUE WITH A-4**)
2. No

IF A-1 = 2 OR MISSING, SHOW THE FOLLOWING MESSAGE: "Thank you for your interest in the survey. Unfortunately, we are surveying only residents who are 18 years or older."

A-5 In what county or independent city do you live? (**DO NOT READ**)

1. Arlington County → **CONTINUE ON TO NEXT QUESTION**
2. Other Virginia county
3. Washington DC
4. Maryland county
9. Other county or city, other state

MUST LIVE IN ARLINGTON COUNTY (CODE "1") IN ORDER TO QUALIFY.

IF A-5 NE 1, SHOW THE FOLLOWING MESSAGE: "Thank you for your interest in the survey. Unfortunately, we are surveying only residents of Arlington County."

B. CATEGORIZATION SCREENERS

B-1 About how long have you lived in Arlington County?

- 1 Less than 2 years
- 2 2-5 years
- 3 6-10 years
- 4 More than 10 years
- 88 Don't know

B-2 Which of the following types of housing best describes your home?

- 1 Single family detached house
- 2 Condominium
- 3 Apartment building
- 4 Townhouse attached to other houses
- 5 Other type (please describe) _____
- 88 Don't know

B-3 What is your current employment status?

- 1 Employed full-time (35 hours or more per week)
- 2 Employed part-time (less than 35 hours per week)
- 3 Not employed (keeping house, retired, disabled, full-time student, looking for work)
- 4 Other (please describe) _____
- 88 Don't know

B-4 In the past week, have you used any of the following forms of transportation for any trip?

- | | | | |
|--|-----|----|------------|
| 1 Drove alone in a car, truck, van, or SUV | Yes | No | Don't know |
| 2 Rode a bus | Yes | No | Don't know |
| 3 Rode Metrorail or a commuter train | Yes | No | Don't know |

C. QUALITY OF LIFE MEASURES

C-1 Now, think about the quality of life in Arlington County. By "quality of life" we mean "the general well-being of residents taking into consideration such things as the quality of education available, employment opportunities, the economy, mobility, personal safety, health, housing, recreation and entertainment opportunities, and so forth." How would you rate the overall quality of life in Arlington County? Please use a scale of 1-5 for your answer, where "1" means the quality of life is "not very good" and "5" means the quality of life is "very good."

	Not very good				Very Good	Don't know
Scale:	1	2	3	4	5	8

C-2 Following are some attributes related to quality of life in Arlington County. Please rate Arlington County on each attribute. Again, use a scale of 1-5, where "1" means Arlington County is "not very good" on that attribute and "5" means Arlington County is "very good" on that attribute.

ALLOW RESPONDENTS TO SKIP INDIVIDUAL RESPONSES

(ROTATE FACTORS)

Quality of life attributes	Rating for Arlington County				
	<u>Not very good</u> 1	2	3	4	<u>Very good</u> 5
a. Safety	1	2	3	4	5
b. Attractive residential communities	1	2	3	4	5
c. Availability of entertainment and recreational opportunities	1	2	3	4	5
d. Availability of shopping opportunities	1	2	3	4	5
e. Job opportunities	1	2	3	4	5
f. Transportation system and services	1	2	3	4	5
g. Public education	1	2	3	4	5
h. Clean environment	1	2	3	4	5
i. Ease of getting around the area	1	2	3	4	5
j. Diversity	1	2	3	4	5
k. The economy	1	2	3	4	5

Now, how important is it to you to be able to get around Arlington County by each of the following scenarios? Please use a scale of 1-5 where "1" means that it is "not at all important" and "5" means that it is "very important."

ALLOW RESPONDENTS TO SKIP INDIVIDUAL RESPONSES

(ROTATE FACTORS)

Transportation system attributes	Importance to you				
	<u>Not very important</u> 1	2	3	4	<u>Very Important</u> 5
F-1 Ease of getting around Arlington County overall	1	2	3	4	5
F-2. Ease of getting around Arlington County without a car	1	2	3	4	5
F-3 Ease of getting around Arlington County with a car	1	2	3	4	5
F-4 Ease of getting around Arlington County by walking	1	2	3	4	5
F-5 Ease of getting around Arlington County by bus	1	2	3	4	5
F-6 Ease of getting around Arlington County by Metrorail	1	2	3	4	5
F-7 Ease of getting around Arlington County by bicycle	1	2	3	4	5

E-8 Next, please rate the Arlington County transportation system on the following features. Use a scale of 1-5 for your answer, where "1" means you rate the system "poor" on that feature and "5" means you rate it "very good."

ALLOW RESPONDENTS TO SKIP INDIVIDUAL RESPONSES

(ROTATE FACTORS)

Transportation system features	Rating for Arlington County's Transportation System				
	<u>Poor</u> 1	2	3	4	<u>Very good</u> 5
a. Choice or variety of transportation options	1	2	3	4	5
b. Safety	1	2	3	4	5
c. Cost	1	2	3	4	5
d. Time required to make trips	1	2	3	4	5
e. Convenience	1	2	3	4	5
f. Dependability	1	2	3	4	5
g. Comfort	1	2	3	4	5

Now, please indicate how important each of these transportation features is to you, using a scale of 1-5 where "1" means that it is "not at all important" and "5" means that it is "very important."

ALLOW RESPONDENTS TO SKIP INDIVIDUAL RESPONSES

(ROTATE FACTORS)

Transportation system features	Importance to you				
	<u>Not very important</u> 1	2	3	4	<u>Very Important</u> 5
F-8 Choice or variety of transportation options	1	2	3	4	5
F-9 Safety	1	2	3	4	5
F-10 Cost	1	2	3	4	5
F-11 Time required to make trips	1	2	3	4	5
F-12 Convenience	1	2	3	4	5
F-13 Dependability	1	2	3	4	5
F-14 Comfort	1	2	3	4	5

H. COMMUTE TRAVEL PATTERNS

Now please answer a few questions about your work schedule and your travel to work. If you have more than one job, answer only about your primary job.

H-1 In what county or independent city do you work?

Virginia

1. Arlington County
2. Alexandria City
3. Fairfax County or Fairfax City
4. Loudoun County
5. Prince William County
6. Other Virginia county

7. Washington, DC

Maryland

8. Montgomery County
9. Prince George's County
10. Other Maryland county

11. Other state

88. Don't know

IF B-3 (EMPLOYMENT STATUS) = 2 (PART-TIME), CODE H-1a = 1, THEN SKIP TO H-4)

H-1a Which of the following best describes your work schedule?

1. Part-time, work less than 35 hours per week
2. Full-time, work 35 or more hours in five or more workdays per week
3. 4/40 compressed schedule - work 35 or more hours in four workdays per week, with one weekday off per week
4. 3/36 compressed schedule - work 35 or more hours in three workdays per week, with two weekdays off per week
5. 9/80 compressed schedule - work 9 days every 2 weeks for a total of 70-80 hours
8. Don't know
9. other (please specify) _____

SKP TO H-4

IF H1a = 3, AUTOCODE H-3 = 2

IF H1a = 4, AUTOCODE H-3 = 3

IF H1a = 5, AUTOCODE H-3 = 1

DO NOT SHOW H-3 ON THE SCREEN – AUTOCODE QUESTION

H-3 What type of schedule do you use?

1. 9/80 (9 days every 2 weeks, 80 hours)
2. 4/40 (4 10-hour days per week, 40 hours)
3. 3/36 (3 12-hour days per week, 36 hours)
4. other (SPECIFY)

H-4 Do you telecommute or telework? For purposes of this survey, "telecommuters" are defined as "wage and salary employees who at least occasionally work at home or at a telework center during an entire work day, instead of traveling to their regular work place." Based on this definition, are you a telecommuter?

- 1 Yes
- 2 No (SKIP TO H-8)
- 88 Don't know (SKIP TO H-8)

H-5 How often do you usually telecommute?

- 1 Occasionally for special project
- 2 Less than one time per month/only in emergencies (e.g., sick child, snowstorm)
- 3 1-3 times a month
- 4 1 day a week
- 5 2 days a week
- 6 3 days a week
- 7 4 days a week
- 8 5 or more days a week
- 9 Other (Please describe _____)
- 88 Don't know

H-8 Now, I have some questions about your travel to and from work. In a TYPICAL week, how many days are you assigned to work? If the number of days varies by week, indicate what would be most typical. **(IF H-1a = 3, 4, OR 5 OR H-4 = 1, ADD, "Please include days you normally telecommute or have a compressed work schedule day off.")**

_____ days _____ not currently working **(SKIP TO J-1)**

H-9 How many days per week do you typically travel to a work location outside your home? If the number of days varies by week, indicate what would be most typical.

_____ days

IF H-9 = 0, ASK H-10, OTHERWISE, SKIP TO H-12

H-10 Are you self-employed with your primary work location at home?

- 1 Yes (PROGRAMMER, CODE AS HOMEALL, THEN SKIP TO H-12)
- 2 No (CONTINUE)

IF H-9 = 0 AND H-5 = 4, 5, 6, 7, OR 8, (1+ TELEWORK DAYS), ASK H-11, OTHERWISE SKIP TO H-12

H-11 Do you telecommute every weekday you work?

- 1 Yes (PROGRAMMER, CODE AS TELEALL)
- 2 No, (Please describe your work situation) _____, SKIP TO J-1
- 88 Don't know

IF H-10 = 1 (HOMEALL), AUTO FILL H-12, RESPONSE 12 (self-employed, work at home) = DAYS REPORTED IN H-8, THEN SKIP TO J-1

IF H-11 = 1 (TELEALL), AUTO FILL H-12, RESPONSE 9 (telecommute) = DAYS REPORTED IN H-8, THEN SKIP TO J-1

- H-12 Now think about your travel to work in a typical 7-day week. In the table below, enter the number of days you would typically use each of the listed types of transportation to get to work. If you use more than one type on a single day (e.g., walk to the bus stop, then ride the bus), count only the type you use for the **longest distance part** of your trip.

In the bottom section of the table, indicate how many days in the week you would NOT travel to an outside work location and the reasons (e.g., regular day off, telecommute, compressed work schedule day off) for not traveling to work.

IF H3= 2 OR 3 AND H-12, RESPONSE 10 =0, SHOW MESSAGE, "You said you work a compressed work schedule. Did you forget to report your compressed schedule days off?"

Type of Transportation	Number of Days Used (1 to 7)	Example	Example
Days you travel to a work location outside your home			
1 Drive alone or ride a motorcycle		1	In a typical 7-day week ... I travel to work <u>four</u> days - I drive alone <u>one</u> day and ride Metrorail <u>three</u> days
2 Ride Metrorail or subway train		3	
3 Ride a bus or buspool			
4 Ride a commuter train (VRE, MARC, Amtrak)			
5 Carpool or vanpool (ride or drive with others in a car, truck, van, or SUV)			
6 Bicycle (entire trip from home to work)			
7 Walk (entire trip from home to work)			
8 Other (describe) _____			
Days you do not travel to an outside work location			
9 Telecommute/telework all day			I have <u>one</u> compressed schedule day off and <u>two</u> regular days off
10 Compressed work schedule day off		1	
11 Regular day off		2	
12 Self-employed, work at home full-time (DO NOT SHOW)			
Total Days	Sum of 1-12	7	

**PROGRAMMER: INCLUDE CHECK THAT THE "SUM OF 1 - 12" IN THE NUMBER OF DAYS COLUMN EQUALS 7 AND THE SUM OF CATEGORIES 1-8 EQUALS DAYS REPORTED IN H-9
NEED A CHECK FOR TOTALING TO 7 DAYS – I WAS ABLE TO ENTER 6 OR 8 TOTAL AND IT WAS ACCEPTED.**

Note to Programmer: Do not show response 12 (self-employed, work at home full-time) as a choice.

- H-13 About how many miles do you travel from your home to work? If you work at more than one location, please enter the distance to the location where you work most often.

Less than one mile _____
 Number of miles _____
 888 Don't know

- H-14 And how many minutes does this trip usually take you?

Number of minutes _____
 888 Don't know

QUESTIONS ABOUT CURRENT MODE USE**PRIMARILY DRIVING ALONE**

IF H-12 EQ RESPONSE 1 (drove alone) FOUR OR MORE DAYS, ASK H-15, OTHERWISE, SKIP TO INSTRUCTIONS BEFORE H-21

H-15 You said that you typically drive alone to work most days. How long have you been traveling to work this way?

- 1 Less than one year (1-11 months)
- 2 1 year to 23 months
- 3 2 years to 35 months
- 4 3 or more years (36 months or more)
- 8 Don't know

INSTRUCTIONS BEFORE H-21**CURRENTLY USE ALT MODE**

IF H-12 = ANY SINGLE MODE 2, 3, 4, 5, 6, 7, OR 9 TWO OR MORE DAYS, ASK H-21, OTHERWISE SKIP TO H-23a)

FOR H-21, H-22, H-22a, AND H-23, ASK ABOUT <ALT MODE H-12> 2, 3, 4, 5, 6, 7, OR 9 USED TWO OR MORE DAYS

H-21 You said you typically <ALT MODE H-12> to work. How long have you been using this type of transportation to travel to work?

- 1 Less than one year (1-11 months)
- 2 1 year to 23 months
- 3 2 years to 35 months
- 4 3 years or more (36 months or more)
- 8 Don't know

H-22 What prompted you to start using this type of transportation?

Program H-22 as open ended question on screen. Code responses post-survey into the following categories

Personal circumstances/preferences

- 1 Changed jobs/work hours, moved to a different residence, employer or worksite moved
- 2 Save money
- 3 High gas prices
- 4 No parking, high parking charge
- 5 Save time
- 6 Tired of driving
- 7 No vehicle available
- 8 Vehicle became available
- 9 To stay with family/children
- 10 Avoid congestion, stress
- 11 Close to work or transportation pick up/ drop off location
- 12 Afraid of or didn't like previous form of transportation
- 13 Convenient
- 14 Get exercise

Responses continued on following page

H-22 Responses (continued)

Commute Services/Programs

- 15 Metrochek, SmarTrip, transit subsidy
- 16 Carpool subsidy or financial incentive (NuRide)
- 17 Transit route or schedule information
- 18 Found, help finding carpool / vanpool partner
- 19 Reserved parking for carpools or vanpools
- 20 Bicycle route information
- 21 Employer let me start telecommuting
- 22 Guaranteed ride home (GRH)
- 23 Other employer assistance or program (SPECIFY) _____
- 24 New option that became available

Information/Promotion

- 25 Advertising
- 26 Newspaper article, news story
- 27 Initiated request/looked for information on my own
- 28 Brochure or pamphlet
- 29 Newsletter, Solutions
- 30 Arlington County Commuter Services, ATP
- 31 CommuterPage.com, CommuterDirect.com
- 32 The Commuter Store
- 33 Other commuter assistance service
- 34 Word of mouth/recommendation
- 35 Transit agency information
- 36 Bus stop station information
- 37 Saw a bus, asked a driver

40 Other

88 Don't know

H-22a Did you receive any information or service from your employer, from an organization that provides commute information, or any other person or organization that helped you **<ALT MODE H-12>** to work?

- 1 Yes
- 2 No (**AUTOCODE H-23 = 10, THEN SKIP TO H-23a**)
- 8 **Don't know (AUTOCODE H-23 = 88, THEN SKIP TO H23a)**

H-23 What information or service did you receive?

SHOW RESPONSES 1-9 AND 88 ON THE SCREEN, DO NOT SHOW 10
ALLOW MULTIPLE RESPONSES FOR 1-9, DO NOT ALLOW MULTIPLE RESPONSES FOR 10 OR 88

Information or Service Received

- 1 Metrochek, SmarTrip, transit subsidy
- 2 Carpool subsidy or financial incentive (NuRide)
- 3 Transit route or schedule information
- 4 Found, help finding carpool / vanpool partner
- 5 Reserved parking for carpools or vanpools
- 6 Bicycle route information
- 7 Employer let me start telecommuting
- 8 Guaranteed ride home (GRH)
- 9 other (specify) _____
- 10 No, didn't receive any information or service (**DO NOT SHOW**)
- 88 Don't know

OTHER COMMUTE MODES TRIED

H-23a In the past year, have you used or tried any other type of transportation that you're NOT using now, for your trip to work?

- 1 Yes
- 2 No (**AUTOCODE H-24 = 1, THEN SKIP TO J-1**)
- 8 Don't know (**AUTOCODE H-24 = 88, THEN SKIP TO J-1**)

H-24 What was that type of transportation? **DO NOT SHOW RESPONSES 1 – 3 ON THE SCREEN, SHOW ONLY RESPONSES 4 – 12 AND 88.**

IF H-24 = H12, ANY DAY, SHOW MESSAGE, "You said you use this type of transportation now. Please check only types of transportation that you used or tried that you're not using now." IF H-24 REMAINS = H13/H14, ACCEPT RESPONSE.

- 1 No, didn't use or try other type of transportation (**DO NOT SHOW**) (**SKIP TO J-1**)
- 2 Compressed work schedule (**DO NOT SHOW**)
- 3 Telecommute (**DO NOT SHOW**)
- 4 Drive alone or ride a motorcycle
- 5 Metrorail or subway
- 6 Bus or buspool
- 7 Commuter rail (VRE, MARC, Amtrak)
- 8 Carpool (including casual carpool or slug)
- 9 Vanpool
- 10 Bicycle
- 11 Walk
- 12 Other (please describe _____)
- 88 Don't know (**SKIP TO INTRODUCTION TO J-1**)

IF H-24 NE 5, 6, 7, 8, 9, 10, OR 11, SKIP TO J-1

H-25 Did you receive any information or service from your employer, from an organization that provides commute information, or any other person or organization that helped or encouraged you to use or try **<ALT MODE H-24>**?

- 1 Yes
- 2 No (**AUTOCODE H-26 = 10, THEN SKIP TO H-27**)
- 8 Don't know (**AUTOCODE H-26 = 88, THEN SKIP TO H-27**)

H-26 What information or service did you receive? (**check all that apply**)
SHOW RESPONSES 1-9 AND 88 ON THE SCREEN, DO NOT SHOW RESPONSE 10
ALLOW MULTIPLE RESPONSES FOR 1-9, DO NOT ALLOW MULTIPLE RESPONSES FOR 10 OR 88

Information or Service Received

- 1 Metrochek, SmarTrip, transit subsidy
- 2 Carpool subsidy or financial incentive (NuRide)
- 3 Transit route or schedule information
- 4 Found, help finding carpool / vanpool partner
- 5 Reserved parking for carpools or vanpools
- 6 Bicycle route information
- 7 Employer let me start telecommuting
- 8 Guaranteed ride home (GRH)
- 9 other (specify)_____

10 No, didn't receive any information or service (**DO NOT SHOW**)

88 Don't know

J. NON-COMMUTE TRIPS

Next, please answer a few questions about trips or stops you made yesterday for purposes OTHER than for traveling to or from work. These could include, for example, trips for errands, recreation, meals, personal appointments, or to pick someone up or drop someone off.

IF B-3 = 3, 4, 88, OR missing SKIP TO J-10

J-1 First, did you travel to your usual work place yesterday?

- 1 Yes (**CONTINUE**)
- 2 No
- 88 Don't know

IF J-1 = 2, 88, OR MISSING, SKIP TO J-10

Respondents for whom yesterday was a work day

J-2 Did you make any stops yesterday on your trip to work or on your trip home from work?

- 1 yes
- 2 no
- 88 Don't know

IF J-2 = 2, 88, OR missing, AUTOCODE J-3 = 0 AND AUTOCODE J3a = 9, THEN SKIP TO J-4

J-3 About how many stops did you make?

_____ Number of stops
99 Don't know

J-3a What type of transportation were you using when you made these stops? (SHOW RESPONSES 1 – 8 AND 88 ONLY, DO NOT SHOW 9. ALLOW MULTIPLE RESPONSES 1 - 8)

- 1 Driving alone
- 2 Traveling with someone in a car, truck, van, or SUV
- 3 Bus
- 4 Train/subway
- 5 Walk
- 6 Bicycle
- 7 Taxi
- 8 Other (please describe _____)
- 9 No stops
- 88 Don't know

J-4 Did you make any trips yesterday for any purpose other than your trip to work? This could be personal or work-related trips before you left for work, during the work day, or after you returned home from work?

- 1 yes
- 2 no
- 88 Don't know

IF J-4 = 2, 88, or 99, AUTOCODE J-8 = 0 FOR ALL MODE TYPES, THEN SKIP TO K-1

J-8 About how many of these trips did you make by each of the following types of transportation? If you made more than one stop in a trip, such as dropping someone off on the way to shop, count them as separate trips. And please count the return trip also.

IF J-8 TOTAL TRIPS REPORTED IS AN ODD NUMBER, SHOW MESSAGE," Please be sure to include return trips also." IF RESPONSE REMAINS AN ODD NUMBER, ACCEPT RESPONSE.

	<u>Number of Trips/Stops</u>
1 Driving alone	_____
2 Traveling with someone in a car, truck, van or SUV	_____
3 Bus	_____
4 Train/subway	_____
5 Walk	_____
6 Bicycle	_____
7 Taxi	_____
8 Other (please describe _____)	_____
9 Don't know	_____

NOTE TO PROGRAMMER, CODE J-8 = 0 FOR ALL MODES NOT REPORTED BY RESPONDENT

IF J-3a = 5 OR J-8, RESPONSE 5 > 0 (AT LEAST ONE WALK TRIP NOTED), SKIP TO K-1

IF J-3a NE 5 AND J-8, RESPONSE 5 = 0 (NO WALK TRIPS NOTED), CONTINUE

J-9 Did you make any trips yesterday entirely by walking, even if they were very short trips, for example walking to a restaurant or store at lunch or to a neighbor's house in the evening?

- 1 yes
- 2 no
- 88 Don't know

J-9a How many walking trips did you make yesterday?

8 Don't know

SKIP TO K-1

Respondents for whom yesterday was NOT a work day

J-10 Did you make any trips yesterday, at any time of the day?

- 1 yes
- 2 no
- 88 Don't know

IF J-10 = 2, 88, OR missing, AUTOCODE J-13 = 0 FOR ALL MODES, THEN SKIP TO K-1

J-13 About how many trips did you make yesterday by each of the following types of transportation? If you made more than one stop in a trip, such as dropping someone off on the way to shop, count them as separate trips. And please count the return trip also.

IF J-13 TOTAL TRIPS REPORTED IS AN ODD NUMBER, SHOW MESSAGE," Please be sure to include return trips also." IF RESPONSE REMAINS AN ODD NUMBER, ACCEPT RESPONSE.

	<u>Number of Trips</u>
1 Driving alone	_____
2 Traveling with someone in a car, truck, van, or SUV	_____
3 Bus	_____
4 Train/subway	_____
5 Walk	_____
6 Bicycle	_____
7 Taxi	_____
8 Other (please describe _____)	_____
9 Don't know	_____

NOTE TO PROGRAMMER, CODE J-13 = 0 FOR ALL MODES NOT REPORTED BY RESPONDENT

IF J-13, RESPONSE 5 > 0 (AT LEAST ONE WALK TRIP NOTED), SKIP TO K-1

IF J-13, RESPONSE 5 = 0, CONTINUE

J-14 Did you make any trips yesterday entirely by walking, even if they were very short trips, for example, walking to a restaurant or store or to a neighbor's house?

- 1 yes
- 2 no
- 88 Don't know

J-14a How many walking trips did you make yesterday?

8 Don't know

K. COUNTY'S TRANSPORTATION SUPPORT ORGANIZATIONS AND SERVICES

K-1 In the past year, have you sought information on transportation you could use to get around the Washington region, or services that could help you get around? This could have been for travel to work, school, shopping, or other purposes.

- 1 Yes
- 2 No (SKIP TO K-9)
- 88 don't know (SKIP TO K-9)

K-3 What sources did you use or contact to obtain this information or services?

Program K-3 as open ended question on screen. Code responses post-survey into the following categories

General sources

- 1 Employer, worksite
- 2 Property manager or concierge of my residential building
- 3 Website, internet
- 4 Radio
- 5 TV – cable
- 6 Highway sign, billboard
- 7 Newspaper, magazine, newsletter
- 8 "Take one" information display or kiosk at any location
- 9 Library, public building, community center
- 10 Transportation fair, event at work site
- 11 Yellow pages, phone book
- 12 Word of mouth, referral (friend, family member, co-worker mentioned)
- 13 Bus stop information
- 14 Station information
- 15 On-board bus or train information
- 16 Travel agent

Arlington organizations

- 17 Arlington County Commuter Services (ACCS)
- 18 The Commuter Store
- 19 CommuterPage.com
- 20 CommuterDirect.com
- 21 Walk Arlington / WalkArlington.com
- 22 Bike Arlington / BikeArlington.com
- 23 Arlington Transportation Partners (ATP)
- 24 Way to Go Arlington
- 25 Arlington Transit (ART)
- 26 Arlington County government (unspecified)

Other organizations

- 27 Metro / WMATA phone number or website, wmata.org, Metro service center
- 28 Commuter Connections, commuterconnections.com
- 29 Metropolitan Washington Council of Governments, mwcog.org
- 30 Virginia Railway Express (VRE)
- 31 Virginia Department of Transportation (VDOT)
- 32 Virginia Department of Rail and Public Transportation (VDRPT)
- 33 Metropolitan Transit Authority (MTA – Baltimore area)
- 34 MARC (Maryland Commuter Rail)
- 35 Amtrak
- 36 other (_____)
- 88 Don't know

K-4 What information or services were you seeking? (check all that apply)
ACCEPT MULTIPLE RESPONSES FOR 1 – 13 ONLY

- 1 Transit schedule / route information
- 2 Carpool, vanpool (rideshare) information
- 3 Help finding carpool/vanpool partners, matchlist
- 4 Guaranteed ride home
- 5 Parking information
- 6 Telecommute information
- 7 Bicycle, walking information
- 8 Road construction information
- 9 MetroChek, SmarTrip
- 10 Metro fares, Metro passes
- 11 Travel directions, driving directions
- 13 Other (please describe _____)
- 88 Don't know

IF K-4 = ANY OF 1 – 10, CONTINUE WITH K-4a, OTHERWISE, SKIP TO K-10

K-4a After obtaining this information or service, did you take any actions to try to change how you travel around the Washington metropolitan area? This could include, for example, changing the type of transportation you use, changing when you travel, looking for more information, or other actions.

- 1 Yes
- 2 No (**THEN SKIP TO K-10**)
- 88 don't know (**THEN SKIP TO K-10**)

K-5 What actions did you take?

Program K-5 as open ended question on screen. Code responses post-survey into the following categories. If K-4a = 2, 88, or missing, code K-5 = 1

No action

- 1 Didn't take any action

Sought information

- 2 Sought more travel information from internet
- 3 Asked friend / family / co-worker about travel options (referral)
- 4 Contacted transit agency or regional or local travel information organization
- 5 Looked for a carpool or vanpool partner
- 6 Asked employer about telecommuting opportunities
- 7 Asked employer about MetroChek or SmartTrip

Changed personal situation, work hours, or commute route

- 8 Purchased alternative fuel vehicle (e.g., electric car, hybrid car, CNG-fueled vehicle)
- 9 Started using HOV lane to get to work
- 10 Started going to work earlier or later
- 11 Changed or reduced number of days I work
- 12 Changed route to work

Tried another way of getting to work, started using another form of transportation

- 13 Tried or started driving alone
- 14 Tried / started / increased use of carpooling or vanpooling
- 15 Tried / started / increased use of bus or train
- 16 Tried / started / increased use of bicycling or walking
- 17 Tried or started telecommuting/teleworking
- 18 Other action (specify _____)
- 88. Don't know

SKIP TO K-10

K-9 If you wanted to find this type of information, where would you look?

Program K-9 as open ended question on screen. Code responses post-survey into the following categories

General sources

- 1 Employer, worksite
- 2 Property manager or concierge of my residential building
- 3 Website, internet
- 4 Radio
- 5 TV – cable
- 6 Highway sign, billboard
- 7 Newspaper, magazine, newsletter
- 8 "Take one" information display or kiosk at any location
- 9 Library, public building, community center
- 10 Transportation fair, event at work site
- 11 Yellow pages, phone book
- 12 Word of mouth, referral (friend, family member, co-worker mentioned)
- 13 Bus stop information
- 14 Station information
- 15 On-board bus or train information
- 16 Travel agent

Arlington Sources

- 17 Arlington County Commuter Services (ACCS)
- 18 The Commuter Store
- 19 CommuterPage.com
- 20 CommuterDirect.com
- 21 Walk Arlington
- 22 Bike Arlington
- 23 Arlington Transportation Partners (ATP)
- 24 Way to Go Arlington
- 25 Arlington Transit (ART)
- 26 Arlington County government (unspecified)

Other organizations

- 27 Metro / WMATA phone number or website, wmata.org, Metro service center
- 28 Commuter Connections, commuterconnections.com
- 29 Metropolitan Washington Council of Governments, mwcog.org
- 30 Virginia Railway Express (VRE)
- 31 Virginia Department of Transportation (VDOT)
- 32 Virginia Department of Rail and Public Transportation (VDRPT)
- 33 Metropolitan Transit Authority (MTA – Baltimore area)
- 34 MARC (Maryland Commuter Rail)
- 35 Amtrak
- 36 Other (_____)
- 88 Don't know

- K-10 Shown below is a list of organizations and programs that provide transportation information and assistance to Arlington residents. For each, please indicate if you have heard of the organization or program. **ALLOW RESPONDENTS TO SKIP INDIVIDUAL RESPONSES**

ROTATE LIST

Organization/Program	Heard of Organization		
	Yes	No	Not sure
1 Arlington County Commuter Services (ACCS)			
2 The Commuter Store			
3 CommuterPage.com			
4 CommuterDirect.com			
5 Walk Arlington			
6 Bike Arlington			
7 Arlington Transportation Partners (ATP)			
8 Arlington Transit (ART)			
9 Metro / Washington Metropolitan Area Transit Authority (WMATA)			
10 Commuter Connections			

IF K-10 = "yes" FOR ANY RESPONSES 1, 2, 3, 4, 5 OR 6, ASK K-10a

IF K-10 = "no," "not sure," OR MISSING FOR ALL RESPONSES 1, 2, 3, 4, 5, AND 6, AUTOCODE K-10a = "no" FOR ALL RESPONSES, THEN SKIP TO L-1

- K-10a In the table below, please indicate if you have USED any services provided by any of these organizations or programs in the past year. **ALLOW RESPONDENTS TO SKIP INDIVIDUAL RESPONSES.**

ROTATE LIST

Organization/Program	Used Services		
	Yes	No	Not sure
1 Arlington County Commuter Services (ACCS)			
2 The Commuter Store			
3 CommuterPage.com			
4 CommuterDirect.com			
5 Walk Arlington			
6 Bike Arlington			

IF K-10a = "yes" FOR ANY RESPONSE, ASK K-12 FOR THAT ORGANIZATION.

IF K-10a = "no," "not sure," OR MISSING FOR ALL RESPONSES, SKIP TO L-1

- K-12 What services have you used from (K-10a ORGANIZATION) in the past year? (check all that apply)
ACCEPT MULTIPLE RESPONSES FOR 2 – 13 ONLY. DO NOT ACCEPT MULTIPLES WITH RESPOSNES 1 OR 88.

- 1 None, did not use any services
- 2 Guaranteed ride home
- 3 Rideshare (carpool/vanpool) information
- 4 Help finding carpool/vanpool partners, matchlists
- 5 Transit schedule/route information
- 6 HOV lane information
- 7 Park & ride lot information, parking information
- 8 Telecommute information
- 9 Bicycle/walking information
- 10 Road construction information
- 11 Carsharing, ZipCar, FlexCar
- 12 Metrochek, SmartTrip, transit passes
- 13 other (please describe _____)
- 88 Don't know

L. EMPLOYER / RESIDENT COMMUTE SERVICES

IF B-3 NE 1 OR 2 (respondent not employed) AND B-2 = 2, 3, OR 4 (CONDO, APT, TOWNHOUSE RESIDENT), SKIP TO L-7

IF HOMEALL (from H-10) OR TELEALL (from H-11) AND B-2 = 2, 3, OR 4 (CONDO, APT, TOWNHOUSE RESIDENT), SKIP TO L-7

IF B-3 NE 1 OR 2 (respondent not employed) AND B-2 NE 2, 3, OR 4 (not CONDO, APT, TOWNHOUSE RESIDENT), SKIP TO M-1

IF HOMEALL (from H-10) OR TELEALL (from H-11) AND B-2 NE 2, 3, OR 4 (not CONDO, APT, TOWNHOUSE RESIDENT), SKIP TO M-1

EMPLOYER-PROVIDED SERVICES

- L-2 Listed below are services or benefits your employer might offer to help you with your commute. For each service or benefit, indicate ... if your employer offers the service, if your employer does not offer it, or if you're not sure.

ALLOW RESPONDENTS TO SKIP INDIVIDUAL RESPONSES

Service or Benefit	Employer offers	Employer does not offer	Not sure
1 Help finding carpool / vanpool partners, "carpool matchlist"			
2 Transit schedule or route information			
3 Telecommute information			
4 Bicycle/walking information			
5 Guaranteed Ride Home in case of emergencies			
6 Short-term used of shared vehicle during the workday (e.g., carsharing, ZipCar, FlexCar)			
7 Discounted transit pass or other financial benefit for employees who ride trains or buses to work			
8 Cash or other financial benefit for employees who carpool			
9 Cash or other financial benefit for employees who vanpool			
10 Reserved or preferential parking for carpools/vanpools			
11 Free parking			
12 Other (describe _____)			

IF B-2 NE 2, 3, OR 4 (CONDO, APT, TOWNHOUSE RESIDENT), SKIP TO M-1

SERVICES FOR RESIDENTS OF CONDOS, APTS, TOWNHOUSES

- L-7 You said you live in a condominium, apartment, or townhouse. Does someone in the complex or building, such as a property manager or concierge, offer information or services to help you with getting around Arlington or the Washington area?

- 1 Yes
- 2 No services or information offered
- 3 No property manager or concierge
- 88 Don't know

- L-8 Is there a self-service information display or kiosk in the complex or building that provides information on local transportation services?

- 1 Yes
- 2 No
- 88 Don't know

IF L-7 = 1 OR L-8 = 1, ASK L-9, OTHERWISE, SKIP TO M-1

L-9 Which of the following information or services are available to residents of your building or complex? **(check all that apply)**
ALLOW MULTIPLE RESPONSES FOR 1-7 ONLY. IF L-9 = 99 OR 8, DO NOT ALLOW OTHER RESPONSES

- 1 Transit schedules, transit maps
- 2 Transportation information seminars or fairs
- 3 Metro SmarTrip cards
- 4 Metro bus tickets / tokens
- 5 Bike racks
- 6 Bicycle maps
- 7 Parking designated for carpools
- 99 None of these services are available **(SKIP TO M-1)**
- 8 Don't know **(SKIP TO M-1)**

L-10 Which of the following services, if any, have you received or used? **(check all that apply)**
ALLOW MULTIPLE RESPONSES FOR 1-7 ONLY. IF L-10 = 99 OR 8, DO NOT ALLOW OTHER RESPONSES

- 1 Transit schedules, transit maps
- 2 Transportation information seminars or fairs
- 3 Metro SmarTrip cards
- 4 Metro bus tickets / tokens
- 5 Bike racks
- 6 Bicycle maps
- 7 Parking designated for carpools
- 8 Have not used any of the services **(SKIP TO M-1)**
- 88 Don't know **(SKIP TO M-1)**

L-11 After using these services, did you begin to use any of the following forms of transportation or did you begin using any of these forms of transportation more often? **(NOTE TO PROGRAMMER: DO NOT SHOW RESPONSE "i" ON THE SCREEN – ROTATE OTHER RESPONSES) ALLOW RESPONDENTS TO SKIP INDIVIDUAL RESPONSES**

Types of Transportation	Yes, began using	Yes, use more	No
a ART bus – Arlington transit			
b Metrobus			
c Metrorail			
d Walking			
e Biking/bicycling			
f Carpooling			
g Vanpooling			
h Telework			
i Made no changes (if a – h are all "no")			

NOTE TO PROGRAMMER: IF ALL RESPONSES a – h = "no" OR MISSING, CODE RESPONSE I = NO

M. COMMUNICATION

M-2 Which of the following do you most prefer for receiving information related to transportation and traffic issues?

ROTATE RESPONSES

1. Read about it in a daily newspaper
2. Read about it in a weekly newspaper
3. Hear about it on the radio
4. See and hear about it on television
5. Receive information by regular mail
6. Receive emails about it
7. Find information on the Internet
8. Attend public meetings
9. Word of mouth
10. Programs or information distributed at work
88. Don't Know

M-3 Do you recall seeing or hearing any advertising recently for transportation or transportation services in Arlington County?

1. Yes
2. No (**SKIP TO M-6**)
- 9 Don't know (**SKIP TO M-6**)

M-4 What did the advertising say or what messages for transportation or transportation services in Arlington County do you recall having seen or heard?

Program M-4 as open ended question on screen. Code responses post-survey into the following categories.

General Messages

- 1 Carpool, vanpool), rideshare
- 2 Bus or train, Metrobus
- 3 New trains and/or buses are coming
- 4 Biking
- 5 Walking
- 6 Calculate the cost of commuting
- 7 Springfield interchange reconstruction
- 8 Carpool or vanpool info available

Benefit Messages

- 9 Save money
- 10 Save time
- 11 Reduce stress
- 12 Help the environment
- 13 Reduce traffic
- 14 Health and fitness

Transportation Programs or Services I

- 15 Guaranteed ride home (GRH)
- 16 MetroChek benefits, SmartTrip benefits
- 17 Telework Center / telecommuting
- 18 HOV lanes
- 19 Map(s)/bike map/walking map
- 20 Telework
- 21 Wilson bridge reconstruction, Bridge Bucks

Responses continued on following page

M-4 Responses (continued)

Transportation Programs or Services II

- 22 Arlington County Commuter Services (ACCS)
- 23 The Commuter Store
- 24 Arlington Transit - ART
- 25 CommuterPage.com, CommuterDirect.com
- 26 Commuter store
- 27 Urban villages
- 28 Way to go / Way to go Arlington
- 29 Commuter Connections
- 30 Pike Ride
- 31 Orange Line With a View
- 32 Bike to Work Day
- 33 Arlington Community Bike Ride

34 Other. Specify: _____

88 Don't know **(SKIP TO M-6)**

M-6 Have you ever seen or heard advertising that made the statement: "Way to go" or "Way to go Arlington"?

- 1. Yes
- 2. No **(SKIP TO N-1)**
- 9. Don't know **(SKIP TO N-1)**

M-7 Did you begin to use any of the following forms of transportation in response to the Way to Go campaign or did you begin using any of these forms of transportation more often? **(NOTE TO PROGRAMMER: DO NOT SHOW RESPONSE "i" ON THE SCREEN – ROTATE OTHER RESPONSES) ALLOW RESPONDENTS TO SKIP INDIVIDUAL RESPONSES**

Types of Transportation	Yes, began using	Yes, use more	No
a ART bus – Arlington transit			
b Metrobus			
c Metrorail			
d Walking			
e Biking/bicycling			
f Carpooling			
g Vanpooling			
h Telework			
i Made no changes (if a – h are all "no")			

NOTE TO PROGRAMMER: IF ALL RESPONSES a – h = "no" OR MISSING, CODE RESPONSE I = NO

N. DEMOGRAPHICS

The last few questions are for classification purposes only.

N-1 In what year were you born?

19 ____

N-4 In total, how many motor vehicles, in working condition, including automobiles, trucks, vans, and highway motorcycles are owned or leased by members of your household?

_____ number of vehicles

88. Don't know

IF ANSWERED "1" OR "2" AT B-3, (respondent is employed) – ASK N-5, N-6, AND N-7. OTHERWISE, SKIP TO N-8.

N-5 Which of the following best describes your job or occupation?

1. Professional, such as doctor, lawyer, engineer
2. Executive, Administrative, Managerial
3. Administrative support or technical support
4. Retail or sales
5. Service, such as a restaurant worker
6. Building/development/construction
7. Other (please describe _____)
88. Don't know

N-6 What of the following best describes your employer?

1. Federal agency
2. State or local government agency
3. Non-profit organization or association
4. Private company
5. Self-employed
6. Other. (please describe: _____)
88. Don't know

N-7 About how many employees work at your worksite?

1. 1-25
2. 26-50
3. 51-100
4. 101-250
5. 251-999
6. 1,000 or more
88. Don't know

N-8 Which one of the following best describes your racial background?

1. African-American or Black
2. American Indian or Alaska Native
3. Asian
4. Hispanic or Latino
5. Native Hawaiian or Other Pacific Islander
6. White, non-Hispanic
6. Other. Specify: _____
88. Don't know

N-9 Which category best represents your household's total annual income

1. Less than \$20,000
2. \$20,000 - \$29,999
3. \$30,000 - \$39,999
4. \$40,000 - \$49,999
5. \$50,000 - \$59,999
6. \$60,000 - \$79,999
7. \$80,000 - \$99,999
8. \$100,000 - \$119,999
9. \$120,000 - \$139,999
10. \$140,000 - \$159,999
11. \$160,000 or more
- 88 .Don't know

N-9a Are you female or male?

1. Female
2. Male

N-10 What is your zip code at home? _____

IF B-3 = 1 OR 2, ASK N-11, OTHERWISE, THANK AND TERMINATE

N-12 And, finally, what is your zip code at work? _____

Thank you for taking the time to share your opinions. The opinions you shared in this survey will be very helpful to Arlington County. As they use the findings from this survey to better serve residents of Arlington County, we would like to test new transportation services and programs with a panel of current residents made up of people like you. Panel members would share their opinions with us through short email surveys. We would not use your email for any other purpose – just periodic resident feedback.

O-1. Would you be interested in possibly participating on such a panel?

- 1) Yes
- 2) No

O-2. (IF YES to O-1, please provide your email: _____)

THANK YOU FOR YOUR PARTICIPATION! YOUR OPINION COUNTS!