

**J12016 Arlington County Residents Transportation Services Satisfaction Survey**

**Telephone Questionnaire  
FINAL – June 8, 2006**

**INTRODUCTION**

Hello, this is \_\_\_\_\_ from \_\_\_\_\_, a national survey research firm located in \_\_\_\_\_. We're conducting a survey about transportation issues and services among residents in your area and would like to include your household in the survey.

**A. QUALIFICATION SCREENERS**

A -1 Are you aged 18 or older?

1. Yes → **GO TO A-4**
2. No → **GO TO A-2**
9. (REF/DK) → **GO TO A-2**

A-2 May I please speak with someone in the household who is aged 18 or older?

1. Yes → **GO TO A-4**
2. No, not here → **GO TO A-3**
3. No, refused → **THANK & TERMINATE**
9. (DK) → **THANK & TERMINATE**

A-3 Is there a better time for me to call back and speak with someone in the household who is aged 18 and older?

1. Yes → **(CALL BACK)**
2. No → **THANK & TERMINATE**
9. (REF/DK) → **THANK & TERMINATE**

A-4 Record gender by observation.

1. Female
2. Male

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

1. Alexandria City
2. Arlington County → **CONTINUE ON TO NEXT QUESTION**
3. Fairfax County
4. Fairfax City
5. Loudoun County
6. Prince William County
7. Springfield
8. Stafford County
9. Other
88. Don't know
99. Refused

**MUST LIVE IN ARLINGTON COUNTY (CODE "2") IN ORDER TO QUALIFY. ALL OTHERS, THANK AND TERMINATE.**

**B. CATEGORIZATION SCREENERS**

B-1 About how long have you lived in Arlington County? **(DO NOT READ)**

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

B-2 Which of the following types of housing best describes your home? Is it a ..... **(READ RESPONSES)**

- 1 Single family detached house
- 2 Condominium
- 3 Apartment building
- 4 Townhouse attached to other houses
- 5 Other type \_\_\_\_\_
- 88 Don't know
- 99 Refused

B-3 What is your current employment status? Are you ... **(READ RESPONSES)**

- 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 (SPECIFY) \_\_\_\_\_
- 88 Don't know
- 99 Refused

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

**(ASK RESPONSES 1-3 OF ALL RESPONDENTS.**

**IF B-3=1 OR 2 (employed), ASK: Have you used any of the following forms of transportation for trips to WORK? THEN ASK RESPONSES 4-6)**

- 1 Drove alone in a car, pick-up/truck, minivan or SUV
- 2 Rode a bus
- 3 Rode Metrorail or a commuter train
- 4 Drove or rode to work in a car, pick-up/truck, minivan or SUV with family members, co-workers, or others who work nearby
- 5 Rode a bike to work
- 6 Walked to work

1=Yes  
2=No

**MUST ANSWER 'YES' TO 2, 3, 4, 5 OR 6 TO QUALIFY AS 'RIDESHARE' QUOTA**

**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 that the quality of life is "not very good" and "5" means the quality of life is "very good."

	<b>Not very good</b>				<b>Very Good</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

C-2 Following are some factors related to quality of life in Arlington County. Please rate Arlington County on each of these attributes. Again, please use a scale of 1-5 for your answer, where “1” means that you rate Arlington County “not very good” on that attribute and “5” means that you rate Arlington County “very good” on that attribute.

	<b>Not very good</b>				<b>Very Good</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

**(ROTATE FACTORS)**

- a. Safety
- b. Attractive residential communities
- c. Availability of entertainment and recreational opportunities
- d. Availability of shopping opportunities
- e. Job opportunities
- f. Transportation system and services
- g. Public education
- h. Clean environment
- i. Ease of getting around the area
- j. Diversity
- k. The economy

C-3 Let's go through that list of attributes again. This time, please tell me how important each of the attributes is in terms of your overall quality of life. Please use a scale of 1-5 where “1” means that the attribute is “not very important to your overall quality of life” and “5” means that the attribute is “very important to your overall quality of life.”

	<b>Not very important</b>				<b>Very important</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

**(ROTATE FACTORS)**

- a. Safety
- b. Attractive residential communities
- c. Availability of entertainment and recreational opportunities
- d. Availability of shopping opportunities
- e. Job opportunities
- f. Transportation system and services
- g. Public education
- h. Clean environment
- i. Ease of getting around the area
- h. Diversity
- k. The economy

**D. SATISFACTION MEASURES**

Now, think about travel and transportation in Arlington County. I have several questions about transportation in Arlington County.

D-1 First, when I say “the transportation **system** of Arlington County,” what does that mean to you? That is, how would you define “the transportation system of Arlington County”? (PROBE: Anything else?)

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D-2 Tell me, overall, how satisfied are you with your ability to travel around Arlington County? Please use a scale of 1-5 for your answer, where “1” means “not very satisfied” and “5” means “very satisfied.”

	<b>Not very satisfied</b>				<b>Very satisfied</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

D-3 Next, tell me, how satisfied you are with the transportation **system** in Arlington County. For the purposes of this interview, “transportation system of Arlington County” means “all services and options **available** to residents of Arlington County that make it possible to travel throughout Arlington County, as well as the **quality** of those services.” So, we are talking about such things such as bus and train routes and stops, the quality of the buses, the quality of the roads, support services for transit, bicycling, walking, carpooling, and so forth.” The transportation system is what makes mobility possible for residents of Arlington County. Overall, how satisfied are you with the Arlington County transportation system? Please use a scale of 1-5 for your answer, where “1” means “not very satisfied” and “5” means “very satisfied.”

	<b>Not very satisfied</b>				<b>Very satisfied</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

D-4 How satisfied are you that Arlington County in meeting its residents’ **needs** for transportation and their ability to get around? **(REPEAT SCALE AS NECESSARY.)**

	<b>Not very satisfied</b>				<b>Very satisfied</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

**E. TRANSPORTATION SYSTEM ATTRIBUTE RATINGS**

Next, we have a few questions about how difficult or easy it is to get around Arlington County under different scenarios. Please use a scale of 1-5 to tell me how difficult or easy it is to get around Arlington County for each scenario described to you. A “1” means it is “very difficult” and a “5” means it is “very easy” to get around Arlington County.

	<b>Very difficult</b>				<b>Very easy</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

E-1 How difficult or easy is it to get around Arlington County **without** a car, SUV, van, or truck? **(REPEAT SCALE AS NECESSARY.)**

E-2 How difficult or easy is it to get around Arlington County **with** a car, SUV, van, or truck? **(REPEAT SCALE AS NECESSARY.)**

- E-3 How difficult or easy is it to get around Arlington County **by walking**? **(REPEAT SCALE AS NECESSARY.)**
- E-4 How difficult or easy is it to get around Arlington County **by bus**? **(REPEAT SCALE AS NECESSARY.)**
- E-5 How difficult or easy is it to get around Arlington County **by bicycle**? **(REPEAT SCALE AS NECESSARY.)**

Next, please think about how difficult or easy it is to get from Arlington County to other destinations in the region. Again, for each question, please use a scale of 1-5 to tell me how difficult or easy it is to get from Arlington County to other destinations in the region under the conditions described.

	<b>Very difficult</b>				<b>Very easy</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

- E-6 How difficult or easy is it to get from Arlington County to other destinations in the region **without** a car, SUV, van, or truck?
- E-7 How difficult or easy is it to get from Arlington County to other destinations in the region **with** a car, SUV, van, or truck? **(REPEAT SCALE AS NECESSARY.)**
- E-8 Next, please rate the Arlington County transportation system on the following attributes and options. Use a scale of 1-5 for your answer, where "1" means that you rate the system "poor" on that attribute or option and "5" means that you rate it "very good."

	<b>Poor</b>				<b>Very good</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

**(ROTATE FACTORS)**

- a. Choice or variety of transportation options
- b. Safety
- c. Cost
- d. Time required to make trips
- e. Convenience
- f. Dependability
- g. Comfort

**F. TRANSPORTATION SYSTEM ATTRIBUTE IMPORTANCE**

Now, we'd like to know how important some attributes and options in a transportation system are to you. For each attribute or option I read, please tell me how important it is, using a scale of 1-5 where "1" means that it is "not at all important" and "5" means that it is "very important."

	<b>Not very important</b>				<b>Very important</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

**(ROTATE FACTORS)**

- F-1 Ease of getting around Arlington County overall
- F-2 Ease of getting around Arlington County without a car

- F-3 Ease of getting around Arlington County with a car
- F-4 Ease of getting around Arlington County by walking
- F-5 Ease of getting around Arlington County by bus
- F-6 Ease of getting around Arlington County by bicycle
- F-7 Choice or variety of transportation options
- F-8 Safety
- F-9 Cost
- F-10 Time needed to make trips
- F-11 Convenience
- F-12 Dependability
- F-13 Comfort

**G. TRANSPORTATION SERVICES – AVAILABILITY MEASURES**

G-1 About how long would it take you to walk from your home to the nearest bus stop or train station?  
(DO NOT READ)

- 1 Less than 5 minutes
- 2 6 to 10 minutes
- 3 11 to 20 minutes
- 4 21 to 30 minutes
- 5 30 minutes or more
- 88 Don't know
- 99 Refuse

**IF B-3 NE 1 OR 2 (RESPONDENT IS NOT EMPLOYED), SKIP TO J-1**

G-2 About how long would it take you to walk from your work to the nearest bus stop or train station?  
(DO NOT READ)

- 1 Less than 5 minutes
- 2 6 to 10 minutes
- 3 11 to 20 minutes
- 4 21 to 30 minutes
- 5 30 minutes or more
- 88 Don't know
- 99 Refuse

**H. COMMUTE TRAVEL PATTERNS**

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

H-1 In what county or independent city do you work? **(DO NOT READ)**

- 1. Alexandria City
- 2. Arlington County
- 3. Fairfax County
- 4. Fairfax City
- 5. Loudoun County
- 6. Prince William County
- 7. Springfield
- 8. Stafford County
- 9. Other

- 88. Don't know
- 99. Refused

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

H-2 Do you work a compressed work schedule, for example, working 35 or more hours per week in fewer than five days?

- 1 Yes (CONTINUE)
- 2 No (SKIP TO H-4)

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)
- 99 Refuse (SKIP TO H-8)

H-5 How often do you usually telecommute? (DO NOT READ)

- 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 (SPECIFY)
- 88 Don't know
- 99 Refuse

H-8 Now, I have some questions about your commute to and from work. In a TYPICAL week, how many days are you assigned to work? (IF H-2 = 1 OR H-4 = 1, ADD, "Please include days you normally telecommute or have a compressed work schedule day off.")

\_\_\_\_\_ days \_\_\_\_\_ "0", not currently working (SKIP TO J-1)

H-9 And how many days do you commute to a work location outside your home?

**IF RESPONDENT SAYS, "VARIES BY WEEK," PROMPT "WHAT WOULD YOU SAY WOULD BE MOST TYPICAL?" IF RESPONDENT STILL CANNOT PROVIDE A NUMBER OF DAYS, CODE AS 77**

**IF RESPONDENT SAYS, "DON'T KNOW", PROMPT "WHAT WOULD YOU SAY WOULD BE MOST TYPICAL?" IF RESPONDENT STILL SAYS "DON'T KNOW," CODE AS 88)**

- 10 None
- 1 One

- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 Six
- 7 Seven
  
- 77 Varied number
- 88 Don't know (SKIP TO H-13)
- 99 Refuse (SKIP TO H-13)

**IF H-9 = 10 (None), 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 = 10 (None) AND H-5 = 4, 5, 6, OR 7 (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, SPECIFY SITUATION, THEN SKIP TO J-1)
- 88 Don't know
- 99 Refuse

H-12 – Typical week modes used

**IF H-10 = 1 (HOMEALL), AUTO FILL H-12, RESPONSE 11 (self-employed, work at home) = DAYS REPORTED IN H-8, DON'T ASK H-12, THEN SKIP TO J-1**

**IF H-11 = 1 (TELEALL), AUTO FILL H-12, RESPONSE 2 (telecommute) = DAYS REPORTED IN H-8, DON'T ASK H-12, THEN SKIP TO J-1**

**INTRO FOR ALL RESPONDENTS:** Now I'd like to know how you get to work. Please think about a TYPICAL WORK WEEK. You said you typically are assigned to work **[NUMBER OF DAYS FOR H8]** days.

**IF H-3 = 1, 2, or 3 (CWS), ASK:**

How many compressed schedule days off would you typically have? **(CODE DAYS IN RESPONSE "1") IF RESPONDENT REPORTS 3 OR MORE CWS DAYS, ASK:** "Are any of those days Saturdays or Sunday? **IF YES, ASK:** "How many compressed schedule days would you have off between Monday and Friday?"

**IF H-5 = 4,5,6,7 OR 8 (TC/TW), ASK:**

How many days would you telecommute? **(CODE DAYS IN RESPONSE "2")**

**IF (H-3 =1,2, or 3) OR (H-5=4,5,6,7 or 8), ASK:**

And how do you usually get to work on the other days?

**CODE FIRST MODE REPORTED AND ASK,** "How many days per week would you use this type of transportation?"

**IF ALL DAYS IN H-8 ARE ACCOUNTED FOR BY SUM OF DAYS REPORTED, AUTOFILL REMAINING MODES WITH 0, OTHERWISE ASK,** "And how do you get to work on the other days?"  
**CONTINUE PROMPTING UNTIL DAYS IN H-12 = DAYS IN H-8**

**IF RESPONDENT REPORTS MORE THAN ONE MODE FOR A SINGLE DAY, ASK WHICH THEY USE FOR THE LONGEST DISTANCE PORTION OF THE TRIP.**

**IF H-3 NE 1, 2, OR 3, AND H-5 NE 4, 5, 6, 7, OR 8, ASK:**

How do you usually get to work on those days?" **CODE UNDER MODE.**

**CODE FIRST MODE REPORTED AND ASK, "How many days per week would you use this type of transportation?"**

**IF ALL DAYS IN H-8 ARE ACCOUNTED FOR BY SUM OF DAYS REPORTED, AUTOFILL REMAINING MODES WITH 0, OTHERWISE ASK, "And how do you get to work on the other days?" CONTINUE PROMPTING UNTIL DAYS IN H-12 = DAYS IN H-8**

**IF RESPONDENT REPORTS MORE THAN ONE MODE FOR A SINGLE DAY, ASK WHICH THEY USE FOR THE LONGEST DISTANCE PORTION OF THE TRIP.**

<b>Mode</b>	<b>Number of days</b>
1 Compressed work schedule	_____
2 Telecommute	_____
3 Drive alone or ride a motorcycle	_____
4 Ride Metrorail or subway train	_____
5 Ride a Bus or buspool	_____
6 Ride commuter train (VRE, MARC, Amtrak)	_____
7 Carpool (including casual carpool or slug)	_____
8 Vanpool	_____
9 Bicycle	_____
10 Walk	_____
11 Self-employed, work at home	_____
12 Other _____	_____

H-13 About how many miles do you travel from your home to your work? **IF RESPONDENT WORKS MORE THAN ONE JOB, ASK, "What is the distance to where you work most often. IF RESPONDENT STILL CANNOT ANSWER, CODE 777.**

Less than one mile \_\_\_\_\_

Number of miles \_\_\_\_\_

777 MULTIPLE LOCATIONS

888 Don't know

999 Refuse

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

Number of minutes \_\_\_\_\_

777 Time varies

888 Don't know

999 Refuse

**QUESTIONS ABOUT CURRENT MODE USE**

**PRIMARILY DRIVING ALONE**

**IF H-12 EQ RESPONSE 3 (drove alone) FOUR OR MORE DAYS, ASK H-15 THROUGH H-20, OTHERWISE, SKIP TO 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? **(DO NOT READ)**

- 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)
- 5 Always used, only used this mode – no time specified
- 98 Don't know
- 99 Refuse

H-16 How likely is it that you will try using another type of transportation for your commute to work, other than driving alone, taxi, or motorcycle, within the next year? Would you say it is ... **(READ RESPONSES 1-4. DO NOT READ RESPONSE 9.)**

- 1 Very likely
- 2 Somewhat likely
- 3 Not very likely
- 4 Not at all likely
- 88 Don't know
- 99 Refuse

**Skip current bus/train riders**

**IF H-12 = 4 OR 5, ANY DAY, SKIP TO H-24**

H-19 What would encourage or help you to try a bus or train for your trip to work? **(DO NOT READ RESPONSES, ALLOW MULTIPLE RESPONSES)**

- 1 No – nothing would encourage me to use bus or train
- 2 No – no bus or train service available for home or work end

Personal circumstances/preferences

- 3 Bus or train service closer to my home or work
- 4 Higher gas prices
- 5 No parking available, high parking charge
- 6 If I didn't have a vehicle
- 7 Congestion gets worse
- 8 Lived closer to work

Commute Services/Programs

- 9 Had help getting home in emergencies - Guaranteed ride home (GRH)
- 10 Could get a transit subsidy or financial incentive (Metrochek, SmartTrip)
- 11 More parking at Metrorail
- 12 Could find information on transit routes or schedules

Transit Characteristics

- 13 Bus / train schedule matched my work schedule
- 14 Buses / trains were faster
- 15 Buses / trains were safer
- 16 Buses / trains ran earlier or later in the day
- 17 Didn't have to wait so long, buses were more frequent
- 18 Buses / trains were cleaner
- 19 Buses / trains were not so crowded
- 20 Other
- 88 Don't know
- 99 Refuse

**CURRENTLY USE ALT MODE**

**IF H-12 = 4, 5, 6, 7, 8, 9, OR 10, TWO OR MORE DAYS, ASK H-21, H-22, AND H-23, OTHERWISE SKIP TO H-24)**

**FOR H-21, H-22, AND H-23, ASK ABOUT <ALT MODE H-12> 4, 5, 6, 7, 8, 9, OR 10 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? **(DO NOT READ) (ADD TO BRIEFING DOCUMENT INSTRUCTIONS IF RESPONDENT SAYS, "DO YOU MEAN HOW LONG HAVE I BEEN USING THIS MODE OR HOW LONG I'VE BEEN IN THIS PARTICULAR ARRANGEMENT," INTERVIEW SHOULD SAY, "USING THIS TYPE OF TRANSPORTATION")**

- 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)
- 5 Always used, only used this mode – no time specified
- 88 Don't know
- 99 Refuse

H-22 What prompted you to start using this type of transportation? **(DO NOT READ; IF MORE THAN THREE RESPONSES OFFERED, CODE ONLY THE 3 MOST IMPORTANT)**

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 **(NOT AN ANSWER, PROBE FOR WHY IT'S CONVENIENT)**
- 14 Get exercise

Commute Services/Programs

- 15 Metrockek, 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
- 99 Refuse

**IF H-22 NE 15-23, SKIP TO H-23**

**IF H-22 = 15, AUTOCODE H-23 = 2**

**IF H-22 = 16, AUTOCODE H-23 = 3**

**IF H-22 = 17, AUTOCODE H-23 = 4**

**IF H-22 = 18, AUTOCODE H-23 = 5**

**IF H-22 = 19, AUTOCODE H-23 = 6**

**IF H-22 = 20, AUTOCODE H-23 = 7**

**IF H-22 = 21, AUTOCODE H-23 = 8**

**IF H-22 = 22, AUTOCODE H-23 = 9**

**IF H-22 = 23, AUTOCODE H-23 = 10**

**IF ANY H-22 RESPONSES 15-23 ARE AUTOCODED IN H-23, SKIP TO H-24**

H-23 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 start **<ALT MODE H-12>?** **(IF YES, ASK, "What information or service did you receive?") (DO NOT READ LIST. ENTER ALL THAT APPLY.)**

- 1 No, did not receive any information or service

Information or Services Received

- 2 Metrockek, SmarTrip, transit subsidy
- 3 Carpool subsidy or financial incentive (NuRide)
- 4 Transit route or schedule information
- 5 Found, help finding carpool / vanpool partner
- 6 Reserved parking for carpools or vanpools
- 7 Bicycle route information
- 8 Employer let me start telecommuting
- 9 Guaranteed ride home (GRH)
- 10 Other employer assistance or program (SPECIFY) \_\_\_\_\_
  
- 88 Don't know
- 99 Refuse

**OTHER COMMUTE MODES TRIED**

H-24 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?

**IF YES, ASK, What was that type of transportation? (DO NOT READ; ACCEPT MULTIPLE RESPONSES)**

**(IF H-24 = H-12 ANY DAY, INTERVIEWER PROMPT, "You said you <MODE H-12> to work now. Did you try any other type of transportation that you're not using now?)**

1 No, didn't use or try other type of transportation **(SKIP TO J-1)**

## Modes tried

- 2 Compressed work schedule
- 3 Telecommute
- 4 Drive alone or ride a motorcycle
- 5 Ride Metrorail or subway
- 6 Ride a bus or buspool
- 7 Ride commuter rail (VRE, MARC, Amtrak)
- 8 Carpool (including casual carpool or slug)
- 9 Vanpool
- 10 Bicycle
- 11 Walk
- 12 Other \_\_\_\_\_

88 Don't know

99 Refuse

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

H-26 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>? **(IF YES, ASK, "What information or service did you receive?" DO NOT READ RESPONSES. ENTER ALL THAT APPLY.)**

1 No, didn't receive any information or service

## Information or Service Received

- 2 Metrockek, SmarTrip, transit subsidy
- 3 Carpool subsidy or financial incentive (NuRide)
- 4 Transit route or schedule information
- 5 Found, help finding carpool / vanpool partner
- 6 Reserved parking for carpools or vanpools
- 7 Bicycle route information
- 8 Employer let me start telecommuting
- 9 Guaranteed ride home (GRH)
- 10 Other employer assistance or program (SPECIFY) \_\_\_\_\_
- 11 other (specify) \_\_\_\_\_

88 Don't know

99 Refuse

**J. NON-COMMUTE TRIPS**

Next, I want to ask 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 shopping, errands, recreation, meals, personal appointments, or to pick someone up or drop someone off.

**IF B-3 = 3, 4, 88, OR 99 SKIP TO J-10**

J-1 Think back to yesterday. That **was <DAY OF THE WEEK>**. Was yesterday a work day for you?  
**IF NO, CODE "2".**  
**IF YES, ASK:** Did you travel to your usual work place yesterday? **IF YES, CODE "1". IF NO, CODE "2"**

- 1 Work day and traveled to usual work location **(CONTINUE)**
- 2 Not a work day OR work day but did not travel to usual work location **(SKIP TO J-10)**
- 88 Don't know **(SKIP TO J-10)**
- 99 Refused **(SKIP TO J-10)**

**Respondents for whom yesterday was a work day**

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

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

**IF J-2 = 2, 88, OR 99, AUTOCODE J-3 = 0, THEN SKIP TO J-4**

J-3 About how many stops did you make on the way to work or on the way home from work?

\_\_\_\_\_ Number of stops

J-4 Did you make any trips for any purpose at any other time of the day? Please count trips before you left for work, trips during the work day, and trips you made after you returned home from work.

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

**IF J-4 = 2, 88, OR 99, AUTOCODE J-5 = 0, THEN SKIP TO INSTRUCTION ABOVE J-6**

J-5 About how many trips did you make? 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.

\_\_\_\_\_ Number of trips/stops

**IF J-3 = 0 AND J-5 = 0, SKIP TO K-1**  
**IF J-3 > 0 OR J-5 > 0, CONTINUE**

J-6 For what purposes did you make these trips or stops? Did you make any for... **(READ RESPONSES, ALLOW MULTIPLE RESPONSES)**

- 1 Shopping or errands
- 2 Dropping off or picking up someone
- 3 Personal appointments
- 4 Work related appointment or meetings
- 5 Social, activities, recreation, or meals
- 6 Other \_\_\_\_\_

- 88 Don't know
- 99 Refused

**IF J-3=0, CODE J-7=0 FOR ALL MODE TYPES, THEN SKIP TO J-8**

J-7 Next, I'd like to know what type or types of transportation you used for these trips. First, what type of transportation did you use to go to work?

**IF RESPONDENT MENTIONS ONLY ONE MODE, CODE NUMBER OF J-3 STOPS FOR THAT MODE**

**IF RESPONDENT MENTIONS MORE THAN ONE TYPE, ASK FOR EACH TYPE, "About how many of the stops did you make by <EACH MODE TYPE NAMED>?"**

**CODE "0" FOR ALL MODES NOT MENTIONED**

<u>MODE TYPE</u>	<u>Number of Stops</u>
1 Driving alone	_____
2 Traveling with someone in a car or truck (Incl. carpool, vanpool, dropped off, picked-up)	_____
3 Bus	_____
4 Train/subway	_____
5 Walk	_____
6 Bicycle	_____
7 Taxi	_____
8 Other (specify)	_____

**IF J-5 = 0, CODE J-8=0 FOR ALL MODE TYPES, THEN SKIP TO K-1**

J-8 What type or types of transportation did you use for the <NUMBER OF J-5 TRIPS> trips you made at times other than on the way to or from work? If you used more than one type, for example, driving alone for one trip and riding in your car with someone else or walking or riding the bus for another trip, please tell me all the types you used.

**IF RESPONDENT MENTIONS ONLY ONE MODE, CODE NUMBER OF J-5 TRIPS FOR THAT TYPE**

**IF RESPONDENT MENTIONS MORE THAN ONE TYPE, ASK FOR EACH TYPE, "About how many of the trips did you make by <EACH MODE TYPE NAMED>?"**

**CODE "0" FOR ALL MODES NOT MENTIONED**

<u>MODE TYPE</u>	<u>Number of Trips/Stops</u>
1 Driving alone	_____
2 Traveling with someone in a car or truck (Incl. carpool, vanpool, dropped off, picked-up)	_____
3 Bus	_____
4 Train/subway	_____
5 Walk	_____
6 Bicycle	_____
7 Taxi	_____
8 Other (specify)	_____

**IF J-7, RESPONSE 5 > 0 OR J-8, RESPONSE 5 > 0 (AT LEAST ONE WALK TRIP NOTED), SKIP TO K-1  
IF J-7, RESPONSE 5 = 0 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
- 99 Refused

**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? IF B-3 = 3, 4, 88, OR 99, ADD: "That would have been <DAY OF THE WEEK>."

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

**IF J-10 = 2, 88, OR 99, AUTOCODE J-11 = 0, THEN SKIP TO K-1**

J-11 About how many trips did you make? 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.

\_\_\_\_\_ Number of trips/stops

**IF J-11 = 0 CODE J-13=0 FOR ALL MODE TYPES, THEN SKIP TO K-1**

J-12 For what purposes did you make these trips? Did you make any for... **(READ RESPONSES, ALLOW MULTIPLE RESPONSES)**

- 1 Shopping or errands
- 2 Dropping off or picking up someone
- 3 Personal appointments
- 4 Work related appointment or meetings
- 5 Social, activities, recreation, or meals
- 6 Other \_\_\_\_\_
  
- 88 Don't know
- 99 Refused

J-13 What type or types of transportation did you use for the <NUMBER OF J-11 TRIPS> trips you made yesterday? If you used more than one type, for example, driving alone for one trip and riding in your car with someone else or walking or riding the bus for another trip, please tell me all the types you used.

**IF RESPONDENT MENTIONS ONLY ONE MODE, CODE NUMBER OF J-11 TRIPS FOR THAT TYPE**

**IF RESPONDENT MENTIONS MORE THAN ONE TYPE, ASK FOR EACH TYPE, “About how many of the trips did you make by <EACH MODE TYPE NAMED>?”**

**CODE “0” FOR ALL MODES NOT MENTIONED**

<u>MODE TYPE</u>	<u>Number of Trips/Stops</u>
1 Driving alone	_____
2 Traveling with someone in a car or truck (Incl. carpool, vanpool, dropped off, picked-up)	_____
3 Bus	_____
4 Train/subway	_____
5 Walk	_____
6 Bicycle	_____
7 Taxi	_____
8 Other (specify)	_____

**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
- 99 Refused

**K. COUNTY’S TRANSPORTATION SUPPORT ORGANIZATIONS AND SERVICES**

K-1 Next, I’d like to know about transportation information or services you might have seen or used recently. In the past year, have you sought information on types of transportation you could use to get around the Washington metropolitan region? This could have been for travel to work, school, shopping, or other purposes in Arlington or other parts of the region.

- 1 Yes
- 2 No
- 88 don’t know
- 99 Refuse

K-2 In the past year, have you looked for services that could help you get around the Washington metropolitan region?

- 1 Yes
- 2 No
- 88 don’t know

99 Refuse

**IF K=1 OR K=2=1, CONTINUE, OTHERWISE SKIP TO H-8**

K-3 What sources did you use or contact to obtain this information or services? **(DON'T READ, ACCEPT MULTIPLES)**

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
- 99 Refuse

K-4 What information or services were you seeking? **(DO NOT READ, ACCEPT MULTIPLE RESPONSES)**

- 1 Transit schedule / route information

- 2 Carpool, vanpool (rideshare) information
- 3 Help finding carpool/vanpool partners, matchlist
- 4 Guaranteed ride home
- 5 Park & ride lot information, 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
- 12 Tickets for out-of-area travel (e.g., airline, train)
- 13 Other (specify) \_\_\_\_\_
- 88 Don't know
- 99 Refuse

**IF K-4 = ANY OF 1 – 10, CONTINUE WITH K-5  
OTHERWISE, SKIP TO K-8**

K-5 After obtaining this information or service, did you take any actions to try to change how you travel around Arlington or how you travel from Arlington to other destinations in the Washington metropolitan area?

**IF YES, ASK:** "What actions did you take? **(DO NOT READ. ENTER ALL THAT APPLY.)**

No action

- 1 Didn't take any action **(SKIP TO K-8)**

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-8)**

99. Refused **(SKIP TO K-8)**

K-6 Did the information or service you received encourage you or help you take this action?

- 1 Yes

- 2 No **(SKIP TO K-8)**
- 88 Don't know **(SKIP TO K-8)**
- 99 Refuse **(SKIP TO K-8)**

K-7 If you had not received this information or service, how likely would you have been to take this action? Would you have been very likely, somewhat likely, or not likely?

- 1 Very likely
- 2 Somewhat likely
- 3 Not likely
- 88 Don't know
- 99 Refuse

K-8 Do you know of any organizations, phone numbers, or website that provides information on getting around Arlington or around the Washington region? **IF YES, ASK, "What sources do you know?" (DO NOT READ LIST. ENTER ALL THAT APPLY.)**

- 1 Don't know any **(DO NOT ALLOW OTHER RESPONSES)**

General Sources

- 2 Employer
- 3 Property manager or concierge in residential building

Arlington Sources

- 4 Arlington County Commuter Services (ACCS)
- 5 The Commuter Store
- 6 CommuterPage.com
- 7 CommuterDirect.com
- 8 Walk Arlington
- 9 Bike Arlington
- 10 Arlington Transportation Partners (ATP)
- 11 Way to Go Arlington
- 12 Arlington Transit (ART)
- 13 Arlington County government

Regional Sources

- 14 Metro / Washington Metropolitan Area Transit Authority (WMATA), wmata.org
- 15 Commuter Connections, commuterconnections.com
- 16 Metropolitan Washington Council of Governments, mwcog.org
- 17 InfoExpress kiosks
- 18 Virginia Rail Express (VRE)
- 19 Virginia Department of Transportation (VDOT)
- 20 Virginia Department of Rail and Public Transportation (VDRPT)
- 21 Metropolitan Transit Authority (MTA – Baltimore area)
- 22 MARC (Maryland Commuter Rail)
- 23 Amtrak
- 24 AAA

25 Other \_\_\_\_\_

- 88 Don't Know Specific (I.E., If they say that they know of some, but can't think of the specifics)
- 99 Refuse

**IF K-8 = 1, ASK K-9, OTHERWISE, SKIP TO K-10**

K-9 If you wanted to find this type of information, where would you look? **(DO NOT READ LIST. ACCEPT MULTIPLE RESPONSES)**

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
- 99 Refuse

K-10 Now, I'm going to read you a list of organizations and programs that provide transportation information and assistance to Arlington residents. As I read each one, please tell me if you have heard of the organization or service.

IF K-3 = 17 OR K-8 = 4 OR K-9 = 17, AUTOCODE 1  
 IF K-3 = 18 OR K-8 = 5 OR K-9 = 18, AUTOCODE 2  
 IF K-3 = 19 OR K-8 = 6 OR K-9 = 19, AUTOCODE 3  
 IF K-3 = 20 OR K-8 = 7 OR K-9 = 20, AUTOCODE 4  
 IF K-3 = 21 OR K-8 = 8 OR K-9 = 21, AUTOCODE 5  
 IF K-3 = 22 OR K-8 = 9 OR K-9 = 22, AUTOCODE 6  
 IF K-3 = 23 OR K-8 = 10 OR K-9 = 23, AUTOCODE 7  
 IF K-3 = 24 OR K-8 = 11 OR K-9 = 24, AUTOCODE 8  
 IF K-3 = 25 OR K-8 = 12 OR K-9 = 25, AUTOCODE 9  
 IF K-3 = 27 OR K-8 = 14 OR K-9 = 27, AUTOCODE 10  
 IF K-3 = 28 OR K-8 = 15 OR K-9 = 28, AUTOCODE 11

**(READ ANY RESPONSES 1 – 11 NOT AUTOCODED ABOVE, CHECK ALL THAT THE RESPONDENT KNOWS)**

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. Way to Go Arlington
9. Arlington Transit (ART)
10. Metro / Washington Metropolitan Area Transit Authority (WMATA)
11. Commuter Connections
12. Don't know any of the organizations / services

**IF K-10 = 1, 2, 3, OR 4, 5 OR 6, ASK K-11 AND K-12 ABOUT EACH NAMED ORGANIZATION. IF THE ORGANIZATION WAS AUTOCODED IN K-10, PRECEDE K-11 WITH: "You mentioned earlier that you knew of <K-10 ORGANIZATION> ..."**

**IF K-10 NE 1, 2, 3, 4, 5, OR 6, SKIP TO L-1**

K-11 How did you learn about (K-10 ORGANIZATION)? (DO NOT READ; ACCEPT MULTIPLE RESPONSES)

- 1 Website
- 2 *The Citizen* (Arlington County bi-monthly newspaper)
- 3 *Arlington Insider* (Arlington e-newsletter)
- 4 *Solutions* (ACCS newsletter)
- 5 Other newspaper, magazine, newsletter
- 6 TV, cable TV
- 7 Radio
- 8 Highway sign, billboard
- 9 Theatre screen
- 10 At work, employer
- 11 Postcard / brochure in mail
- 12 At bus stop, train station
- 13 On bus or train
- 14 Public building, store, county building, library, community center
- 15 other (\_\_\_\_\_)

- 88 Don't know
- 99 Refused

K-12 Have you used any services from this organization in the past year? IF YES, ASK "Which services did you use?" **(DO NOT READ, ACCEPT MULTIPLE RESPONSES)**

- 1 No, 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 (specify) \_\_\_\_\_

- 88 Don't know
- 99 Refuse

**IF K-12 = 11, AUTOCODE K-13 = 1 AND K-14 = 1, THEN SKIP TO L-1**  
**IF K-12 NE 11, ASK K-13. IF K-13=1, ASK K-14**  
**IF K-11=88 OR 99, SKIP TO L-1**

K-13 Have you heard of the carsharing services Zipcar or Flexcar?

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

K-14 Have you used either Zipcar or Flexcar?

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

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

**IF HOMEALL (from H-10) AND B-2 NE 2, 3, OR 4 (CONDO, APT, TOWNHOUSE RESIDENT), SKIP TO M-1**

**IF TELEALL (from H-11) AND B-2 NE 2, 3, OR 4 (CONDO, APT, TOWNHOUSE RESIDENT), SKIP TO M-1**

**EMPLOYER-PROVIDED SERVICES**

L-1 Does your employer offer any services or benefits to help you with your commute? These could include, for example, information on types of transportation, subsidies or financial incentives to use particular types of transportation, facilities such as bicycle racks, or other commute services or benefits.

- 1 yes (ASK L-2)
- 2 no
- 88 Don't know
- 99 Refuse

L-2 What services or benefits are those? **(READ RESPONSES 1-11. ENTER ALL THAT APPLY.)**

Information Services

- 1 Rideshare (carpool/vanpool) info, help finding carpool/vanpool partners, matchlists
- 2 Transit schedule/route info
- 3 Telecommute info
- 4 Bicycle/walking info

Other Services

- 5 Guaranteed ride home
- 6 Carsharing, ZipCar, FlexCar
- 7 Transit subsidy, Metrochek, SmartTrip, transit passes
- 8 Carpool subsidy
- 9 Vanpool subsidy
- 10 Reserved or preferred parking for carpools / vanpools
- 11 Free parking
- 12 **(DO NOT READ)** Other (specify) \_\_\_\_\_

- 88 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refuse

**Skip current transit riders/vanpoolers/carpoolers**  
**IF H-12 = 4, 5, 6, OR 7, ANY DAY, SKIP TO INTRO TO L-7**

**Skip respondents who have access to subsidy**  
**IF L-2 = 7, 8, OR 9, AUTOCODE L-3 = 1 AND SKIP TO INTRO TO L-7**

L-3 If your employer or another organization offered a subsidy for transit, vanpooling, or carpooling, how likely would you be to try one of these types of transportation for your trip to work? Would you be... very likely, somewhat likely, or not likely?

- 1 Employer offers now
- 2 Very likely
- 3 Somewhat likely
- 4 Not likely
- 88 Don't know
- 99 Refuse

**SERVICES FOR RESIDENTS OF CONDOS, APTS, TOWNHOUSES****INTRO TO L-7: IF B-2 NE 2, 3, OR 4 (CONDO, APT, TOWNHOUSE RESIDENT), SKIP TO M-1**

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 in the Washington area?

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

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
- 99 Ref

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

L-9 What information or services are available to residents of your building or complex? **(DO NOT READ LIST. ENTER ALL THAT APPLY.)**

- 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 Don't know **(SKIP TO M-1)**
- 9 Ref **(SKIP TO M-1)**

L-10 Have you received or used any of these services? **IF YES, ASK: "Which services?" (DO NOT READ LIST. ENTER ALL THAT APPLY.)**

## Services used

- 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 No, didn't use any **(SKIP TO M-1)**
- 88 Don't know **(SKIP TO M-1)**
- 99 Ref **(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? **(ROTATE RESPONSES)**

	<u>Yes, Began using</u>	<u>Yes, use more</u>	<u>No</u>
a. ART bus - Arlington Transit	1	2	3
b. Metrobus	1	2	3
c. Metrorail	1	2	3
d. Walking	1	2	3
e. Biking	1	2	3
f. Carpooling	1	2	3
g. Vanpooling	1	2	3
h. Telework	1	2	3
i. Made no changes <b>(IF A THRU H ARE ALL A "3")</b>			3

**M. COMMUNICATION**

M-1 How important is it that you are kept informed about transportation and traffic issues in Arlington County? Use a scale of 1-5 for your answer, where "1" means "not very important" and "5" means "very important."

	<b>Not very important</b>				<b>Very important</b>	<b>(Don't Know)</b>
Scale:	1	2	3	4	5	9

M-2 Which of the following do you most prefer for receiving information related to transportation and traffic issues? **(READ RESPONSES. ENTER ONLY ONE RESPONSE.)**

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. **(DO NOT READ)** 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 → **GO TO M-6**
9. Don't know/Ref → **GO TO M-6**

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

**RECORD "FIRST MENTION" AND "OTHER MENTIONS"**

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

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)**

99 Refused **(SKIP TO M-6)**

M-5 Where did you see or hear this? **(DO NOT READ. ENTER ALL THAT APPLY.)**

- 1 Website
- 2 *The Citizen* (Arlington County bi-monthly newspaper)
- 3 *Arlington Insider* (Arlington e-newsletter)
- 4 *Solutions* (ACCS newsletter)
- 5 Other newspaper, magazine, newsletter
- 6 Radio
- 7 TV
- 8 Highway sign, billboard
- 9 Theatre screen
- 10 At bus stop, train station
- 11 On bus or train
- 12 Postcard / brochure in mail
- 13 Public building, store, county building, library, community center
- 14 other (\_\_\_\_\_)
  
- 88 Don't know
- 99 Refused

M-6 **(IF M-4 NE 28 (Way to Go / Way to Go Arlington), ASK:)**

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

- 1. Yes
- 2. No → **GO TO N-1**
- 9. Don't know/refused → **GO TO N-1**

M-7 Did you begin to use any of the following forms of transportation in response to this campaign or did you begin using any of these forms of transportation more often? **(ROTATE RESPONSES)**

	<u>Yes, Began using</u>	<u>Yes, use more</u>	<u>No</u>
a. ART bus - Arlington Transit	1	2	3
b. Metrobus	1	2	3
c. Metrorail	1	2	3
d. Walking	1	2	3
e. Biking	1	2	3
f. Carpooling	1	2	3
g. Vanpooling	1	2	3
h. Telework	1	2	3
i. Made no changes <b>(IF A THRU H ARE ALL A "3")</b>			3

**N. DEMOGRAPHICS**

N-1 My last few questions are for classification purposes only. In what year were you born?

- 19 \_\_\_\_
- 98. Don't know
- 99. Refused

N-2 Which of the following categories includes the last year or grade of school you have completed?  
**(READ)**

- 1. Some high school or less
- 2. High school graduate
- 3. Some college or technical school
- 4. College graduate
- 5. or, Post-graduate studies or degree
- 88. Don't know
- 99. Refused

N-3 Do you own or rent your home?

- 1. Own
- 2. Rent
- 88. Don't know
- 99. Refused

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?

\_\_\_\_\_ **(Enter # between 0-15)**

- 88. Don't know
- 99. Refused

**IF ANSWERED "1" OR "2" AT B-3, (CATEGORIZATION SCREENERS) – 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? **(READ LIST. ROTATE RESPONSES. ENTER ONLY ONE RESPONSE.)**

- 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
- 88. Don't know
- 99. Refused

N-6 What type of employer do you work for? Is your employer a federal agency, a state or local government agency, a non-profit organization or association, a private company, or are you self-employed?

- 1. Federal agency
- 2. State or local government agency
- 3. Non-profit organization or association
- 4. Private company
- 5. Self-employed
- 6. Other. Specify: \_\_\_\_\_
- 88. Don't know
- 99. Refused

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

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

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

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

**ASK N-8A ONLY IF N-8=4 (Hispanic):**

N-8a. Do you feel most comfortable speaking in: **[READ LIST]**

- 1. Spanish
- 2. English
- 3. Equally comfortable speaking in both

N-9 Please stop me when I reach the category that best represents your household's total annual income. Is it ...

- 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
- 99. Refused

N-10 What is your zip code at home? \_\_\_\_\_

N-11 What major street intersection is nearest to your home? (IF NECESSARY, EXPLAIN THAT "CROSS STREETS" MEANS "STREET INTERSECTION")

\_\_\_\_\_

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

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

**IF H-1 = 2 (work in Arlington County), ASK N-13, OTHERWISE, THANK AND TERMINATE**

N-13 And what major street intersection is nearest to where you work?

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**THANK YOU FOR YOUR PARTICIPATION! YOUR OPINION COUNTS!**