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**ATP Client Satisfaction Survey –
Employers/Property Managers**

FINAL

January 15, 2007

Introductory Page for Online Questionnaire:

Thank you for taking this survey. We are very interested in what you have to say about transportation services in Arlington County. Your responses will be completely confidential, so please tell us what is on your mind. We will not share your individual answers; they will be used only as combined with the answers of others.

Please complete this survey no later than March 16, 2007.

Would you like to:

- See an instruction page for completing this survey first.
 - Get started sharing your opinions (and skip the instructions).
-

Instruction Page for Online Questionnaire:

Instructions for completing this survey:

For most questions, simply click your response. In addition, there are places where you may add your specific recommendations to us. If you mistakenly skip a question, the next screen will highlight the unanswered question(s).

This survey should take about 15 minutes to complete. However, if you are unable to complete this survey in one sitting, close the window with the survey. To return to where you left off, click on the link in your invitation (or put the address in your Internet browser window), and it will take you to the first unanswered question.

Once you have completed the survey, the link will no longer be active, so you will not be able to review your answers or the survey again.

To go back to questions you answered in this session, just use your browser's back button.

There is a link on every page that you can click to get help if you have any problems or questions.

To go to the first question, simply click the [CONTINUE] button below.

NOTE: Highlighted questions are mandatory. All others can be skipped if the respondent chooses.

S Screening

S1 Which of the following best describes your position at your organization?

- 1 Owner, property manager, or concierge of condominium apartment, or townhouse complex or building in Arlington County [**PROPERTY MANAGERS**] – (SKIP TO A8)
- 2 Owner, manager, supervisor, or other employee of another type of company or organization in Arlington County [**EMPLOYERS**]

A Additional Screening

Employers:

A1 What is the primary work or business of your organization?

- 1 Agriculture, forestry, fishing
 - 2 Banking, finance, insurance, real estate
 - 3 Business, personnel, or professional services
 - 4 Construction, building trades
 - 5 Education
 - 6 Hospital, medical services
 - 7 Hospitality, restaurants, hotels, tourism
 - 8 Manufacturing
 - 9 Non-profit organization, trade association
 - 10 Public administration, government
 - 11 Public utility, transportation or communication services
 - 12 Retail or wholesale trade
 - 13 Other (specify) _____
- 99 Don't know

A2 Which of the following best describes your organization type?

- 1 Private company
 - 2 State government agency
 - 3 Federal government agency
 - 4 Local government agency
 - 5 Non-profit organization or association
 - 6 Self-employed
 - 7 Other (specify) _____
- 9 Don't know

A3 How many work locations does your organization have in the **Washington metropolitan area**?
This would include the City of Washington, the Maryland suburbs, and Northern Virginia.

_____ locations

9 Don't know

A4 How many of these work locations are in **Arlington County**?

_____ locations

9 Don't know

A5 Please select the area(s) that best describes the location(s) of your worksites in Arlington County (Please check all that apply)

- 1 Ballston
- 2 Clarendon
- 3 Columbia Pike
- 4 Court House
- 5 Crystal City / National Airport
- 6 East Falls Church
- 7 North Arlington
- 8 Pentagon / Pentagon City
- 9 Rosslyn
- 10 Shirlington
- 11 South Arlington
- 12 Virginia Square
- 13 Other _____

A6 About how many employees work for your organization at ALL locations in the **Washington metropolitan area**?

_____ employees

9 Don't know

A7 Of this total, about how many employees work at locations in **Arlington County**?

_____ employees

9 Don't know

SKIP TO B1

Property Managers:

A8 How many properties does your organization own or manage in Arlington County?

_____ properties

9 Don't know

A9 What of the following best describes the type or types of property you represent or manage in Arlington County? (Please check all that apply)

- 1 Condominiums
- 2 Apartments
- 3 Townhouses
- 4 Other (please specify) _____

9 Don't know

A10 Please select the area(s) that best describes the location(s) of your Arlington County properties.
(Please check all that apply)

- 1 Ballston
- 2 Clarendon
- 3 Columbia Pike
- 4 Court House
- 5 Crystal City / National Airport
- 6 East Falls Church
- 7 North Arlington
- 8 Pentagon / Pentagon City
- 9 Rosslyn
- 10 Shirlington
- 11 South Arlington
- 12 Virginia Square
- 13 Other _____

A11 Approximately how many total residents live at these properties?

_____ residents

9 Don't know

B Transportation Satisfaction and Concerns

B1 How satisfied you are with the transportation system in the **Washington metropolitan region?**
"Transportation system" means "transportation services and options that make it possible to travel around the region, as well as the quality of those services." This would include such things 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. Overall, how satisfied are you with the regional transportation system?

Not at all satisfied					Very satisfied	Don't know
1	2	3	4	5	9	

B2 And how satisfied you are with the transportation system in **Arlington County?**

Not at all satisfied					Very satisfied	Don't know
1	2	3	4	5	9	

B3 What concerns, if any, do you have regarding Arlington County's transportation system?

IF S1 = 1, SKIP TO B7

Employers:

Please answer the following questions about transportation, as it affects your organization and your employees.

B5 In what ways and to what extent does the quality of the transportation system in Arlington County affect your organization?

(ROTATE RESPONSES 1 – 6)

	1 – Very negatively	2 – Somewhat negatively	3 – Not at all	4 – Somewhat positively	5 – Very positively	9 – Don't know
1 Affects ability to recruit employees						
2 Affects ability to retain employees						
3 Affects employee morale and/or productivity						
4 Affects cost or time to deliver products to customers						
5 Affects customers' ability to reach our business location						
6 Affects cost or time to obtain supplies or deliveries						

B6 Are there any other ways in which the quality of the transportation system in Arlington County affects your organization?

SKIP TO C1

Property Managers:

Please answer the following questions about transportation issues that could affect your organization and the residents of your properties.

B7 In what ways and to what extent does the quality of the transportation system affect your properties? (Please check all that apply)

(ROTATE RESPONSES 1 – 5, SHOW RESPONSE 6 (other) AS LAST RESPONSE)

	1 – Very negatively	2 – Somewhat negatively	3 – Not at all	4 – Somewhat positively	5 – Very positively	9 – Don't know
7 Affects ability to attract tenants						
8 Affects ability to retain tenants						
9 Affects reputation of property						
10 Affects ability to maintain						

unit price at desired level						
11 Affects ease of operations						
12 Affects ability to hire or retain employees						

B8 Are there any other ways in which the quality of the transportation system in Arlington County affects your properties?

SKIP TO C5

C Transportation Benefits Programs

Employers:

C1 Following is a list of transportation information services or benefits that you or another organization might make available to employees at your worksite to help with their travel to work. In the first column, check all the services or benefits that are available to your employees. For those that are not available now, indicate if you would consider or would not consider offering it.

(ROTATE 1 – 13)

<i>Service or Benefit</i>	Available to employees now 1	Not available but <u>would</u> consider offering 2	Not available and <u>would not</u> consider offering 3	Don't know 9
1 Transit schedules				
2 Information on other types of transportation employees could use to reach your worksite				
3 Bicycle lockers or racks				
4 Guaranteed Ride Home for employees who don't drive alone to work and have a personal emergency during the work day				
5 Work schedules that permit employees to choose their work arrival and departure times (flex-time)				
6 Compressed workweek, in which employees work a full-time schedule in fewer than five days per week				
7 Allowing some or all employees to work at home at least occasionally (teleworking)				
8 Reserved or preferential parking for employees who carpool or vanpool				
9 Metrochek or other discounted transit pass, or other financial benefit for employees who ride trains or buses to work				
10 Cash or other financial benefit for employees who carpool or vanpool to work				
11 Assistance finding a partner for a carpool or vanpool (ridematching)				

12	Pre-tax account employees can use to pay transportation costs ("Commuter Choice")				
13	SmarTrip cards for easy electronic payment on Metrorail, Metrobus or Metro parking.				

C1a Are there other transportation services or benefits (not listed in the previous question) that your company currently offers to its employees?

IF C1 = 1 (Available now) FOR ANY SERVICE, CONTINUE WITH C2

IF C1 = 2, 3, OR 9 FOR ALL SERVICES, SKIP TO C13a

FOR C2, SHOW ONLY C1 SERVICES THAT WERE CODED AS 1 (AVAILABLE TO EMPLOYEES NOW)

C2 How interested have employees been in these services? For each service, indicate employees' level of interest, using a scale of 1 to 5, where 1 means employees have been "not at all interested" and 5 means they have been "very interested."

(LIST IN SAME ORDER AS WAS DONE ABOVE)

<i>Service or Benefit</i>	Level of Employee Interest					
	Not at all interested 1	2	3	4	Very interested 5	Not sure 9
1 Transit schedules						
2 Information on other types of transportation employees could use to reach your worksite						
3 Bicycle lockers or racks						
4 Guaranteed Ride Home for employees who don't drive alone to work and have a personal emergency during the work day						
5 Work schedules that permit employees to choose their work arrival and departure times (flex-time)						
6 Compressed workweek, in which employees work a full-time schedule in fewer than five days per week						
7 Allowing some or all employees to work at home at least occasionally (teleworking)						
8 Reserved or preferential parking for employees who carpool or vanpool						
9 Metrochek, SmarTrip, other discounted transit pass, or other financial benefit for employees who ride trains or buses to work						
10 Cash or other financial benefit for employees who carpool or vanpool to work						
11 Assistance finding a partner for a						

carpool or vanpool (ridematching)						
12 Pre-tax account employees can use to pay transportation costs ("Commuter Choice")						
13 SmarTrip cards for easy electronic payment on Metrorail, Metrobus or Metro parking.						

C3 When did your organization first offer transportation information or assistance services to employees?

- 1 Before 2000 (more than 6 years ago)
- 2 2000 – 2002 (4 to 6 years ago)
- 3 2003 – 2004 (2 to 3 years ago)
- 4 2005 – 2007 (less than 2 years ago)

- 9 Don't know

C4 For what reasons did your organization decide to provide these services? (Please check all that apply)

ROTATE RESPONSES 1 – 15, SHOW 16 (other) AND 99 AS LAST TWO RESPONSES

- 1 Organization was relocating to new worksite
- 2 Help recruit employees
- 3 Help retain employees, reduce turnover
- 4 Reduce absenteeism
- 5 Improve productivity
- 6 Reduce operating costs
- 7 Relieve parking shortage, reduce spill-over parking to neighborhood
- 8 Make parking available for customers, clients
- 9 Comply with County regulation, requirement
- 10 Concern about health issues, employee health/wellness
- 11 Concern about the environment, global warming
- 12 Ease traffic around the worksite, concern about traffic congestion
- 13 Provide employee benefit, improve employee morale
- 14 Employees asked for it
- 15 Be a good neighbor
- 16 Other _____

99 Don't know

SKIP TO C9

Property Managers:

C5 Following is a list of transportation information services or benefits that you or another organization might make available to residents at your properties to help them get around Arlington or around the Washington region. In the first column, check all the services or benefits that are available to residents. For those that are not available now, indicate if you would consider or would not consider offering it.

(ROTATE RESPONSES 1 – 8, SHOW RESPONSE 9 (other) AS LAST RESPONSE)

Service or Benefit	Available to residents now	Not available but <u>would</u> consider offering	Not available and <u>would not</u> consider offering	Don't know 9
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	1	2	3	
1 Transit schedules, transit maps				
2 Other transportation information				
3 Information on bicycle routes				
4 Bicycle lockers or racks				
5 Help planning public transportation trips				
6 Metro SmarTrip cards for bus or train				
7 Metro bus tickets or tokens				
8 Shuttle to Metro station or other destination				
9 Reserved or preferential parking for employees who carpool or vanpool				

C5a Are there other transportation services or benefits (not listed in the previous question) that your properties currently offer to its residents?

IF C5 = 1 (Available now) FOR ANY SERVICE, CONTINUE WITH C6

IF C5 = 2, 3, OR 9 FOR ALL SERVICES, SKIP TO C13a

FOR C6, LIST ALL C5 SERVICES THAT WERE CODED AS 1 (AVAILABLE TO RESIDENTS NOW)

C6 How interested have residents been in these services? For each service, indicate residents' level of interest, using a scale of 1 to 5, where 1 means residents have been "not at all interested" and 5 means they have been "very interested."

(LIST IN SAME ORDER AS WAS DONE ABOVE)

Service or Benefit	Level of Resident Interest					
	Not at all interested 1	2	3	4	Very interested 5	Not sure 9
1 Transit schedules, transit maps						
2 Other transportation information						
3 Information on bicycle routes						
4 Bicycle lockers or racks						
5 Help planning public transportation trips						
6 Metro SmarTrip cards for bus or train						
7 Metro bus tickets or tokens						
8 Shuttle to Metro or other destination						
9 Reserved or preferential parking for employees who carpool or vanpool						

C7 When did your organization / property first offer transportation information or assistance services to residents?

- 1 Before 2000 (more than 6 years ago)
- 2 2000 – 2002 (4 to 6 years ago)
- 3 2003 – 2004 (2 to 3 years ago)
- 4 2005 – 2007 (less than 2 years ago)

9 Don't know

C8 For what reasons did your property decide to provide these services? (Please check all that apply)

ROTATE RESPONSES 1 – 9, SHOW 10 (other) AND 19 AS LAST TWO RESPONSES

- 1 Help attract tenants
- 2 Help retain tenants
- 3 Relieve parking shortage, reduce spill-over parking to neighborhood
- 4 Comply with County regulation, requirement
- 5 Concern about health issues, part of resident wellness program
- 6 Concern about the environment, global warming
- 7 Ease traffic around the property, concern about traffic congestion
- 8 Residents asked for it
- 9 Be a good neighbor
- 10 Other _____
- 19 Don't know

Employers and Property Managers that Received Assistance:

C9 When you were planning or implementing these services, did you receive any information or assistance from any organization or other resource that helped you implement them?

- 1 Yes
- 2 No

- 9 Don't know

IF C9 = 1, CONTINUE WITH C10

IF C9 = 2 OR 9, SKIP TO C13a

C10 What organization or resource provided the assistance? (Please check all that apply)

(ROTATE 1 – 7, SHOW 8, 9, 10, 99 AT END IN ORDER SHOWN)

- 1 Arlington Transportation Partners
- 2 Arlington County Commuter Services
- 3 Arlington Economic Development
- 4 Commuter Connections, Metropolitan Washington Council of Governments
- 5 Metro, WMATA
- 6 Virginia Railway Express
- 7 Telework! VA
- 8 Other organization
- 9 Web site

99 Don't know

IF C10 = 8 ASK THE FOLLOWING QUESTION:

C10a What other organization provided the assistance?

IF C10 = 9 ASK THE FOLLOWING QUESTION:

C10b What other Web site provided the assistance?

C11 What assistance did you receive?

C12 If this assistance had not been available to you, how likely would you have been to implement these services?

- 1 Very unlikely
- 2 Somewhat unlikely
- 3 Neither unlikely nor likely
- 4 Somewhat likely
- 5 Very likely

- 9 Don't know

Employer/Property Manager offers services and used assistance

C13 IF S1 = 2, INSERT "employees"
IF S1 = 1, INSERT "residents"

Are there any resources or forms of assistance that are not currently offered that would help you implement or manage transportation services for your <employees / residents>?

SKIP TO INSTRUCTIONS BEFORE C14

Employers / Property Managers do not offer services and / or did not use assistance in starting/managing services

C13a IF S1 = 2, INSERT "employees"
IF S1 = 1, INSERT "residents"

Are there any resources or forms of assistance that would help you implement or manage transportation services for your <employees / residents>?

INSTRUCTIONS BEFORE C14

IF S1 = 2 AND C1 = 1 FOR ANY SERVICE, CONTINUE WITH C14
IF S1 = 2 AND C1 = 2, 3, OR 9 FOR ALL SERVICES, SKIP TO C15

IF S1 = 1 AND C5 = 1 FOR ANY SERVICE, SKIP TO C16
IF S1 = 1 AND C5 = 2, 3, OR 9 FOR ALL SERVICES, SKIP TO C17

Employers:

C14 Listed below are some benefits employers might receive from offering transportation services to employees. For each, indicate how much your organization has benefited from offering transportation services. Please use a scale of 1 to 5, in which 1 means your organization has received "no benefit" in this area from offering services and 5 means your organization has received a "great benefit" in this area.

(ROTATE 1 – 12)

<i>Possible Benefits to Organization</i>	Benefit Rating					
	No benefit 1	2	3	4	Great benefit 5	Don't Know 9
1 Enhanced employee recruitment	1	2	3	4	5	9
2 Enhanced employee retention, reduced turnover	1	2	3	4	5	9
3 Reduced need for parking, reduced parking-related costs	1	2	3	4	5	9
4 Reduced traffic congestion around worksite	1	2	3	4	5	9
5 Enhanced recognition or reputation in the community or with neighbors	1	2	3	4	5	9
6 Fulfilled obligation that came with building	1	2	3	4	5	9
7 Reduced need for office space	1	2	3	4	5	9
8 Attracted more qualified employees	1	2	3	4	5	9
9 Reduced operating costs	1	2	3	4	5	9
10 Enhanced employee morale	1	2	3	4	5	9
11 Reduced absenteeism	1	2	3	4	5	9
12 Increased productivity	1	2	3	4	5	9

C15 How likely is your organization to implement new transportation services for your employees during the next 12 months?

- 1 Very unlikely
- 2 Somewhat unlikely
- 3 Neither unlikely nor likely
- 4 Somewhat likely
- 5 Very likely

- 9 Don't know

SKIP TO D1

Property managers

C16 Listed below are some benefits property managers/building owners might receive from offering transportation services to residents. For each, indicate how much your organization has benefited from offering transportation services. Please use a scale of 1 to 5, in which 1 means your organization has received “no benefit” in this area from offering services and 5 means your organization has received a “great benefit” in this area.

(ROTATE)

<i>Possible Benefits to Organization</i>	Benefit Rating					
	No benefit 1	2	3	4	Great benefit 5	Don't Know
1 Enhanced tenant recruitment	1	2	3	4	5	9
2 Enhanced tenant retention	1	2	3	4	5	9
3 Reduced need for parking, reduced parking-related costs	1	2	3	4	5	9
4 Reduced traffic congestion around building	1	2	3	4	5	9
5 Enhanced recognition or reputation in the community or with neighbors	1	2	3	4	5	9

6	Fulfilled obligation that came with building	1	2	3	4	5	9
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C17 How likely is your property to implement new transportation services for your residents during the next 12 months?

- 1 Very unlikely
- 2 Somewhat unlikely
- 3 Neither unlikely nor likely
- 4 Somewhat likely
- 5 Very likely
- 9 Don't know

D ATP Relationship and Services Used

The next few questions relate to your relationship with Arlington Transportation Partners (ATP) and services you might have received or used from ATP. ATP offers transportation information and assistance services to employers, property managers, employees, and residents throughout Arlington.

D1 In what year did your organization begin working with Arlington Transportation Partners?

- 1 Before 2000 (more than 6 years ago)
- 2 2000 – 2002 (4 to 6 years ago)
- 3 2003 – 2004 (2 to 3 years ago)
- 4 2005 – 2007 (less than 2 years ago)
- 9 Don't know

D2 How did you learn about ATP?

- 1 ATP representative contacted me
- 2 Referred by a colleague, friend, or family member
- 3 Saw Web site
- 4 Received mailing about ATP
- 5 Other _____
- 9 Don't know

IF S1 = 1, SKIP TO D4

Employers:

D3 Which of the following ATP transportation information and assistance services are you aware of and which services have you used?

ROTATE ITEMS WITHIN THE THREE SUBLISTS (1–6, 7–12, 13–14)

<i>Service</i>	Aware of and <u>have used</u> this service 1	Aware of, but have <u>not used</u> it 2	<u>Not aware</u> of this service 3
Information Services			
1 Brochure service (transportation information brochures to distribute to employees)			

2	Transportation information events and promotions at the worksite			
3	Self-service, "take-one" transportation information displays at worksite			
4	Surveys of employees' travel patterns and transportation needs			
5	Metro trip planner – individual assistance for planning Metrorail/Metrobus trips			
6	Support for commuter benefits coordinator			
Individual Consulting – assistance to establish commuter services at your worksite:				
7	Help setting up flextime and compressed workweek			
8	Relocation assistance (moving to new worksite in Arlington)			
9	Help managing tax free employee benefits – Transit or vanpool passes through pre-tax payroll deduction or subsidized benefit			
10	Telework program consulting			
11	Telework VA!			
12	Help setting up parking management			
Other Services				
13	Services for commuters (links to regional organizations that provide commute services to employees, e.g., carpool partner matching)			
14	Commuter Direct.com corporate services			

IF D3 = 1 FOR ANY SERVICE, SKIP TO D5

IF D3 = 2 OR 3 FOR ALL SERVICES, SKIP TO INSTRUCTIONS BEFORE E1

Property Managers

D4 Which of the following ATP transportation information and assistance services are you aware of and which services have you used?

(ROTATE)

<i>Service</i>	Aware of and <u>have used</u> this service	Aware of, but have <u>not used</u> it	Not <u>aware</u> of this service
1	Brochure service (transportation information brochures to distribute to residents)		
2	Transportation information events and promotions in the building		
3	Self-service, "take-one" transportation information displays in the building		
4	Metro trip planner – individual assistance for planning Metrorail/Metrobus trips		
5	Support for commuter benefits coordinator		
6	Assistance to set up parking management at your property		
7	Services for commuters (links to regional		

	organizations that provide commute services to employees, e.g., carpool partner matching)			
8	Commuter Direct.com corporate services			
9	Assistance setting up free use of local bus as shuttle for residents			

IF D4 = 2 OR 3 FOR ALL SERVICES, SKIP TO INSTRUCTIONS BEFORE E1

Employers and Property Managers:

D5 How *satisfied* have you been with the services you have received from ATP? Please use a scale of 1 to 5 for your answer, where “1” means “not at all satisfied” and “5” means “very satisfied.”

Not at all satisfied					Very satisfied	Don't know
1	2	3	4	5	9	

IF D5 = 3, 4, 5, OR 9, SKIP TO D7

IF D5 = 1 OR 2, ASK D6

D6 For what reasons have you not been satisfied with ATP's services?

D7 How *useful* have ATP's services been to your organization? Please use a scale of 1 to 5, where “1” means not at all useful and “5” means “very useful.”

Not at all useful					Very useful	Don't know
1	2	3	4	5	9	

IF D7 = 1, 2, OR 9, SKIP TO D9

IF D7 = 3, 4, OR 5, ASK D8

D8 In what ways have the services been useful to your organization?

IF S1 = 2, INSERT “companies” IN D9

IF S1 = 1, INSERT “property managers” IN D9

D9 How likely are you to recommend ATP services to other <companies/property managers>?

- 1 Very unlikely
- 2 Somewhat unlikely
- 3 Neither unlikely nor likely
- 4 Somewhat likely
- 5 Very likely
- 9 Don't know

E Online Products

INSTRUCTIONS BEFORE E1

IF C1 = 9 OR 13 OR C5 = 6 OR 7, ASK E1, OTHERWISE, SKIP TO F1

IF S1 = 2, INSERT "employees" in E1

IF S1 = 1, INSERT "residents" in E1

E1 You indicated that you provide transit tickets, tokens, Metrochek, SmartTrip cards, or other financial incentives <employees, residents> who use buses or trains. How do you order or obtain these transit fare products? (Please check the one that you use the most)

ROTATE 1 - 4

- 1 Order through CommuterDirect.com online service
- 2 Order through Metro/WMATA's Smart Benefits online service
- 3 Order through Wage Works
- 4 Obtain directly from Metro/WMATA
- 5 Other _____
- 9 Don't know

E2 How do you rate the service you use on each of the following characteristics?

(ROTATE)

	Very poor 1	2	3	4	Excellent 5	Don't know 9
1 Overall ease of use	1	2	3	4	5	9
2 Range of ticket types available	1	2	3	4	5	9
3 Payment options	1	2	3	4	5	9
4 Ease of order renewal	1	2	3	4	5	9
5 Range of delivery options	1	2	3	4	5	9

IF E1 = COMMUTERDIRECT.COM, SKIP TO F1 (NOTE: If it is not possible to do this with rotation of answers on E1, do not rotate E1 responses)

E3 CommuterDirect.com is an online source for purchasing tickets and passes for Metrobus, Metrorail, Virginia Railway Express (VRE) and MARC commuter rail services, and local transit services. Payment may be made by check, major credit cards, Metrochek, and CommuterChoice Maryland cards. Employers that establish a CommuterDirect.com account also can select automatic ticket/pass order renewal and delivery. Based on this description, how interested would you be in using this service?

- 1 Very interested
- 2 Somewhat interested
- 3 Not interested

- 9 Don't know

F ATP Sales Representative

Please answer the following questions about your ATP representative.

F1 How often do you typically communicate with or hear from your ATP representative?

- 1 Every week, most weeks
- 2 A few times per month
- 3 A few times per year
- 4 Once per year
- 5 Less than once per year
- 6 Have not had any communication with my rep since service was started
- 9 Don't know

F2 How would you rate the level of contact you receive?

- 1 Much more than I want
- 2 Somewhat more than I want
- 3 About right
- 4 Somewhat less than I want
- 5 Much less than I want
- 9 Don't know

IF F1 = 6, SKIP TO F4

F3 By what methods do you typically communicate with or hear from your ATP representative?
(Please check all that apply)

- 1 Postal mail
- 2 Email
- 3 Personal phone calls
- 4 Personal visits
- 5 Other (please specify) _____
- 9 Don't know

F4 IF F1 = 6, INSERT "would you" IN F4
IF F1 NE 6, INSERT "do you" IN F4

What form of communication <do you, would you> most prefer for communication with your ATP representative? (Please check only one answer)

- 1 Postal mail
- 2 Email
- 3 Personal phone calls
- 4 Personal visits
- 5 Other: (please specify) _____
- 9 Don't know

F5 Have you contacted your ATP representatives in the past six months?

- 1 Yes
- 2 No (SKIP TO F7 IF S1 = 2, SKIP TO F8 IF S1 = 1)
- 9 Don't know (SKIP TO F7 IF S1 = 2, SKIP TO F8 IF S1 = 1)

F6 For what reasons did you contact him or her? (Please check all that apply)

- 1 Request brochures, transit schedules, or other information materials
- 2 Schedule an event or promotion
- 3 Request help to develop or implement a new service
- 4 Other (please specify) _____

- 9 Don't know

IF S1 = 1, SKIP TO F8

Employers:

F7 Who else in your organization is involved with decisions regarding commute options and transportation services that might be offered to employees? (Please check all that apply)

- 1 Human resources
- 2 General managers
- 3 IT managers
- 4 CFO
- 5 CEO or President
- 6 Other (please specify) _____

- 9 Don't know (SKIP TO F9)

SKIP TO F9

Property Managers:

F8 Who else in your organization is involved with decisions regarding transportation services that might be offered to residents? (Please check all that apply)

- 1 Property owner
- 2 Property manager
- 3 Concierge
- 4 Board of Directors
- 5 Facilities manager
- 6 Other (please specify) _____

- 9 Don't know (SKIP TO F9)

Employers and Property Managers:

F9 Overall, what grade would you give your Arlington Transportation Partners (ATP) sales representative?

- 1 A
- 2 B
- 3 C
- 4 D
- 5 F

- 9 Don't know (SKIP TO F11)

F10 For what reasons do you give your ATP sales representative this grade?

F11 Overall, how would you rate your ATP sales representative's performance on each of the following? (ROTATE)

	Not at all good 1	2	3	4	Excellent 5	Don't know 9
1 Accessibility	1	2	3	4	5	9
2 Professionalism	1	2	3	4	5	9
3 Knowledge	1	2	3	4	5	9
4 Speed of service	1	2	3	4	5	9
5 Friendliness	1	2	3	4	5	9
6 Pro-active suggestions	1	2	3	4	5	9
7 Responsiveness	1	2	3	4	5	9
8 Personalized service	1	2	3	4	5	9

IF S1 = 2, INSERT "company" IN F12

IF S1 = 1, INSERT "property" IN F12

F12 Do you have any suggestions for how ATP representatives could improve their services to better help you and your <company/property>?

Service Related Concerns

F13 Have you ever had any service-related concerns with ATP?

- 1 Yes
- 2 No

9 Don't know

IF F13 = 1, CONTINUE WITH F14

IF F13 = 2 OR 9, SKIP TO G1 IF S1 = 2 OR G8 IF S1 = 1

F14 What was the concern (or concerns)?

F15 How satisfied were you with the resolution of your concern?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Neither dissatisfied nor satisfied
- 4 Somewhat satisfied
- 5 Very satisfied

9 Has not been resolved (IF S1 = 2, SKIP TO G1; IF S1 = 1, SKIP TO G8)

F16 How satisfied were you with the length of time it took for your concern to be resolved?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied

- 3 Neither dissatisfied nor satisfied
- 4 Somewhat satisfied
- 5 Very satisfied

IF S1 = 1, SKIP TO G8

G Demographics

Employers

- G1 What is your gender?
- 1 Male
 - 2 Female
 - 3 Refuse to answer even though this is confidential
- G2 In what year were you born? _____
- G3 What is your job title?
- 1 Chairman
 - 2 President/CEO
 - 3 CFO
 - 4 General Manager
 - 5 IT Manager
 - 6 Human Resources Director
 - 7 Other (please specify) _____
- G4 How far from your worksite is the nearest bus stop or train station?
- 1 1 – 2 blocks
 - 2 3 – 5 blocks (1/4 mile to 1/2 mile)
 - 3 6 – 10 blocks (1/2 mile to 1 mile)
 - 4 More than 10 blocks or more than one mile
 - 5 Other (please specify) _____
 - 9 Don't know
- G5 Where do employees who drive to your worksite park? (Please check all that apply)
- 1 On-site company-owned lot or garage
 - 2 Off-site company-owned lot or garage
 - 3 On the street
 - 4 Public lot or garage
 - 5 Other locations (please specify) _____
 - 9 Don't know
- G6 Is this parking adequate to meet employees' parking needs?
- 1 Yes
 - 2 No
 - 9 Don't know
- G7 Do employees pay a charge to park in any of these locations? (Please check all that apply)
(NOTE TO PROGRAMMER: DO NOT ACCEPT MULTIPLES FOR 1 OR 9)

- 1 No charge, all parking is free (SKIP TO H1)
- 2 Charge for on-site company owned parking
- 3 Charge for off-site company owned parking
- 4 Charge for street parking
- 5 Charge for public lot or garage
- 6 Charge for other parking (please specify locations)_____
- 9 Don't know (SKIP TO H1)

G8 Does your organization pay part or all of the parking cost for employees? (NOTE TO PROGRAMMER: ALLOW RESPONSE 4 IN COMBINATION WITH 2 OR 3)

- 1 No, employees pay entire cost (SKIP TO H1)
- 2 Yes, organization pays part (split with employees)
- 3 Yes, organization pays all of the cost
- 4 Yes, organization pays only for some employees
- 9 Don't know

G9 What amount does your organization pay per employee?
(Please enter the amount in one of the boxes below, but not both.)

Per day for each employee _____
Per month for each employee _____

SKIP TO H1

Property Managers

G10 What is your gender?
 4 Male
 5 Female
 6 Refuse to answer even though this is confidential

G11 In what year were you born? _____

G12 What is your job title?
 1 Owner
 2 Property Manager
 3 Concierge
 4 Other (please specify) _____

G13 How far from your property is the nearest bus stop or train station?
 1 1 – 2 blocks
 2 3 – 5 blocks (1/4 mile to 1/2 mile)
 3 6 – 10 blocks (1/2 mile to 1 mile)
 4 More than 10 blocks or more than one mile
 5 Other (please specify) _____

G14 Where do residents park at your property? (Please check all that apply)
 1 On-site company-owned lot or garage
 2 Off-site company-owned lot or garage

- 3 On the street
- 4 Public lot or garage
- 5 Other locations (please specify)_____
- 9 Don't know

G15 Is this parking adequate to meet residents' parking needs?

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

G16 Do residents pay a charge to park in any of these locations? (Please check all that apply)
(NOTE TO PROGRAMMER: DO NOT ACCEPT MULTIPLES FOR 1 OR 9)

- 1 No charge, all parking is free (SKIP TO H1)
- 2 Charge for on-site company owned parking
- 3 Charge for off-site company owned parking
- 4 Charge for street parking
- 5 Charge for public lot or garage
- 6 Charge for other parking (please specify location)_____
- 9 Don't know (SKIP TO H1)

G17 Does your organization pay part or all of the parking cost for residents? (NOTE TO PROGRAMMER: ALLOW RESPONSE 4 IN COMBINATION WITH 2 OR 3)

- 1 No, residents pay entire cost (SKIP TO H1)
- 2 Yes, organization pays part (split with residents)
- 3 Yes, organization pays all of the cost
- 4 Yes, organization pays only for some residents
- 9 Don't know

G18 What amount does your organization pay per resident?
(Please enter the amount in one of the boxes below, but not both.)

Per day for each resident _____
Per month for each resident _____

H Panel Recruitment

H1 From time to time, we like to test new transportation services and programs with a panel of current business leaders made up of people like you. Panel members share their opinions with us through short email surveys – surveys much shorter than this one. We would not use your email for any other purpose – just periodic feedback. Would you be interested in possibly participating on such a panel?

- 1 Yes
- 2 No (SKIP TO CONCLUDE INTERVIEW)

H2 Please provide your email address: _____

**THANK YOU VERY MUCH FOR COMPLETING OUR SURVEY.
YOU MAY NOW CLOSE YOUR BROWSER, OR IF YOU WOULD LIKE TO LEARN MORE ABOUT
THE SOUTHEASTERN INSTITUTE OF RESEARCH JUST CLICK ON OUR LOGO BELOW TO GO TO
OUR HOME PAGE.**

Data Append:

- ATP Classification level - Note: Respondents are not going to know what level they are, this is an internal classification
- Company Name, Name and Title of main contact, email of main contact, mailing address (not appended, but provided so that we know who has responded and who has not)
- Number of total contacts in the company (to determine if multiple contacts in a company has any affect)