

ACCS Commercial Building Study Employer Tenant Interview/Survey Questionnaire

Organization Background

- 1 What is the primary work or business of your organization?
- 2 Which of the following best describes your organization type?
 - 1 Private company
 - 2 State or local government agency
 - 3 Federal government agency
 - 4 Non-profit organization or association
 - 6 Other (specify) _____
 - 9 Don't know
- 3 How many employees work for your organization at this location?
- 4 Does your organization have other worksites in the **Washington metropolitan region**? (IF RESPONDENT ASKS, "what is included in the Washington metropolitan region?" SAY, "This would include the City of Washington and the Virginia and Maryland suburbs surrounding the City.")
IF employer has more than one location, ask Q5
 - 5 About how many employees work for your organization at ALL locations in the **Washington metropolitan region**?
- 6 How often do clients, customers, or colleagues visit your organization at this location? Would you say it was ... every day, a few times a week, a few times a month, or less than once per month?

Experience with Building / Location

- 10 How long has your organization been located in this building?
- 11 In what county was your organization located prior to moving to this building?
IF employer was previously located in Arlington County, ask Q11a
 - 11a Where in Arlington County was your office previously located?
- 12 When you were [***selecting an office location, making the move to this building***], what counties in the Washington metropolitan region did you consider, in addition to Arlington County?

- 13 Now I'm going to ask about factors <ORGANIZATION NAME> might have considered when moving to this location. First, how important was each of the following factors in considering in which neighborhood or area to locate? Please use a scale of 1 to 5, where 1 means "very unimportant" and 5 means "very important." How important was <FIRST RESPONSE> in selecting the neighborhood or area? <OTHER RESPONSES>

ROTATE

- 1 _____ Ease of access for customers or clients
- 2 _____ Access to restaurants or shops in the neighborhood
- 3 _____ Cost per square foot of lease space
- 4 _____ Ease of commute for employees
- 5 _____ Commuting options that would be available to employees (e.g., train or bus service)
- 6 _____ Amount of parking available
- 7 _____ Willingness of existing employees to move to the new location
- 8 _____ Access to major highways

- 13a Were there any other factors you considered in your decision to select this neighborhood or area?

- 14 How important were the following factors in considering which specific building to select? Please use a scale of 1 to 5, where 1 means "very unimportant" and 5 means "very important."

ROTATE

- 1 _____ Mix of tenants or types of tenants in the building
- 2 _____ Amenities in the building, for example, fitness center or convenience shopping
- 3 _____ Cost per square foot of lease space
- 4 _____ Duration of the lease
- 5 _____ Technology services available
- 6 _____ Distance to Metrorail
- 7 _____ Distance to bus stops
- 8 _____ Amount of parking available

- 14a Why did you select this building instead of other buildings you considered?

- 15 How satisfied you are with the transportation system in **Arlington County**? "Transportation system" means "transportation services and options that make it possible to travel around the County, 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 County's transportation system?

- 16 What concerns or comments, if any, do you have regarding Arlington County's transportation system?

- 17 Next, I'll read ways in which the availability or quality of the transportation system in Arlington County might affect your organization. For each, please use a scale of 1 to 5, where 1 means the transportation system affects your business "very negatively" in this way and 5 means it affects your business "very positively." A rating of 3 would mean transportation does not affect your organization in this way. First, how does the availability or quality of transportation affect <FIRST RESPONSE>?

ROTATE

- 1 _____ Your ability to recruit employees
- 2 _____ Employee attendance
- 3 _____ Employee morale or productivity
- 4 _____ Customers' or clients' ability to reach your business location
- 5 _____ Employees' ability to travel for work-related meetings
- 6 _____ Cost or time to obtain supplies or deliveries

TDM Services Offered at Worksite or in Building

20 Now I want to ask about employees' work schedules. Do any employees work any of the following compressed work schedules, in which they work a full-time schedule in fewer than five days per week?

- 1 4/40 schedule – four 10-hour days per week
- 2 3/36 schedule – three 12-hour days per week
- 3 9/80 schedule – nine days in two weeks, with a day off in alternating week

IF any employees work compressed schedule, ask Q20a

20a About what percentage of employees work a compressed schedule?

21 Next I'll read a list of commute information services or benefits that <ORGANIZATION NAME> or another organization might make available to your employees to help with their travel to work. For each service that I mention, please tell me if <ORGANIZATION NAME> offers this to employees, if another organization offers it, or if it is not available.

(ROTATE)

- 1 Bus or train schedules or maps
- 2 Guaranteed Ride Home for employees who don't drive alone to work and have a personal emergency during the work day
- 3 Reserved parking for carpools or vanpools
- 4 Metrochek, SmarTrip, or other financial benefit for employees who ride trains or buses to work
- 5 Cash or other financial benefit for employees who carpool or vanpool
- 6 Assistance finding a partner for a carpool or vanpool (ridematching)
- 7 Pre-tax account employees can use to pay transportation costs ("Commuter Choice")
- 8 Bike racks or lockers.
- 9 Showers and personal lockers for employees who bicycle to work
- 10 Flextime or flex schedules – work schedules that permit employees to choose their work hours as long as they work a required number of hours
- 11 Telework or work at home or at a telework center at least occasionally

21a Are there other commute services or benefits that your organization offers to employees?

If any services are offered, ask Q22-Q23

22 How interested have employees been in these services? Please use a scale of 1 to 5, where 1 means employees have been "not at all interested" and 5 means they have been "very interested." How interested have employees been in <FIRST SERVICE NAME>? And in <OTHER SERVICE NAMES>?

23 In what year did your organization first offer commute information or assistance services to employees?

24 Why did your organization decide to provide these services?

25 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?

If any assistance was received, ask A26-Q27

26 What organization or resource provided the assistance?

26a What assistance did you receive?

27 If this assistance had not been available to you, how likely would you have been to implement these services? Please use a scale of 1 to 5, where 1 means "very unlikely" to implement the services and 5 means "very likely" to implement them.

28 Now I'm going to read a list of benefits employers might receive from offering commute services to employees. For each, rate the level of benefit <ORGANIZATION NAME> has received. Please use a scale of 1 to 5, in which 1 means <ORGANIZATION NAME> has received "no benefit" in this area from offering services and 5 means you've received a "great benefit" in this area. How much has <ORGANIZATION NAME> benefited in <FIRST RESPONSE> from offering commute services? <ADDITIONAL BENEFITS>

- 1 Enhancing employee recruitment
- 2 Reducing need for parking, reduced parking-related costs
- 3 Fulfilling obligation that came with building
- 4 Reducing need for office space
- 5 Attracting more qualified employees
- 6 Reducing operating costs
- 7 Enhancing employee morale
- 8 Reducing absenteeism
- 9 Increasing employee productivity

Parking Services

30 Does your organization own or lease parking in the building for employees' use?

31 How many parking spaces are available in this building for your employees' use?

If any parking is leased, ask Q31a-Q32a

31a Is this also the number of spaces allocated to your organization in your lease agreement?

32a Is the cost of this parking included in the building space lease or can your organization pay for fewer parking spaces than allocated in the lease?

32b Is the parking that is available in this building adequate to meet employees' parking needs?

33 Does your organization own or lease parking spaces in another location for use by employees at this location?

If any parking is leased, ask Q33a-Q33b

33a How many spaces do you own or lease at this other location?

33b How far from this location is this additional parking? (blocks)

35 Do employees pay to park at any of the parking that your organization owns or leases?

If any parking fee is charged, ask Q35a-Q35b

35a What amount do employees pay?

35b Does your organization pay part or all of the parking cost for some or all employees?

35c What amount does your organization pay per employee?
(Please enter the amount in one of the boxes below, but not both.)

36 Does your organization own or lease additional parking spaces for use by clients, customers, or other visitors?

If any parking is leased for visitors, ask Q36a

36a How many spaces do you own or lease for visitors?

36b Do visitors pay a charge to park? (Please check all that apply) (NOTE TO PROGRAMMER: DO NOT ACCEPT MULTIPLES FOR 1 OR 9)

If any parking fee is charged to visitors, ask Q36c

36c What is the parking charge for visitors?

Awareness and Use of Transportation Assistance

40 Now I'll read names of several organizations and programs that provide transportation information and assistance in Arlington. For each, please indicate if you have heard of the organization or program.

ROTATE LIST

- 1 Arlington County Commuter Services (ACCS)
- 2 The Commuter Store
- 3 CommuterPage.com
- 4 CommuterDirect.com
- 5 Arlington Transportation Partners (ATP)
- 6 Arlington Transit (ART)
- 7 Metro / Washington Metropolitan Area Transit Authority (WMATA)
- 8 Commuter Connections

If aware of any service, ask Q41 for services mentioned in Q40

41 Have you used any services provided by these organizations or referred employees to these services?

If used any ATP service, ask Q42-Q44

42 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."

If not satisfied with ATP service, ask Q42a

42a For what reasons have you not been satisfied with ATP's services?

43 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."

43a In what ways have the services been useful to your organization?

44 How likely are you to recommend ATP services to other companies? Are you, very unlikely, somewhat unlikely, neither unlikely nor likely, somewhat likely, very likely to recommend ATP?

Open-Ended Comment Box

Finally, is there anything else you'd like to comment on, related to transportation around Arlington County?

Thank you very much for your time and cooperation!
