
ACCS BikeArlington Survey Questionnaire

FINAL: May 19, 2008

Introductory Page for Online Questionnaire:

Si usted prefiere tomar esta encuesta en español en vez de inglés, por favor llame al 800-807-8981.

Thank you for taking this survey. We are very interested in what you have to say about BikeArlington. 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 the survey no later than [DATE].

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 14 minutes to complete. If you are unable to complete it in one sitting, close the window with the survey. To return to where you left off, enter the Web site address from your email invitation into your Internet browser window and hit enter. This will take you to the first unanswered question. To go back to questions you already answered, just use your browser's back button. 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.

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

To begin the survey, click the button below.

[BEGIN]

1. For what reason(s) do you typically ride your bike? Please choose as many as apply.
[ROTATE]

- a. To get to and from work [IF THIS SELECTION IS CHOSEN AND **NO** OTHERS, SKIP Q2]
- b. To run errands
- c. For enjoyment
- d. To visit friends or family
- e. For social activities
- f. For exercise
- g. Other _____
- h. I do not typically ride a bike [TERMINATE]

TERMINATE: Thank you for your time, but we are currently only surveying those who ride bikes.

- 2. How often do you bike?
 - a. Daily
 - b. A couple of times a week
 - c. Once a week
 - d. At least once a month, but not weekly
 - e. Seldom

[ASK Q2A, Q2B, Q2C, Q2D, AND Q2E ONLY IF RESPONDENT SELECTED RESPONSE a. To get to and from work IN Q1]

- 2A. How often do you bike to work?
 - a. Daily
 - b. A couple of times a week
 - c. Once a week
 - d. At least once a month, but not weekly
 - e. Seldom
 - f. Never

2B. Following is a list of biking facilities that may or may not be available at your workplace. In the first column, check all the facilities that are provided at your workplace. For those that are not provided, please indicate if you would like to have them provided or not.

[ROTATE]

| <i>Service</i> | Currently have this at my workplace 1 | Do not have this but would like it 2 | Do not have this and am not interested in it 3 |
|---------------------------------|--|---|---|
| a. Open weather protected racks | | | |

| | | | |
|--|--|--|--|
| for locking your bike (these racks may be protected by a canopy or other covering) | | | |
| b. Unsheltered bike racks | | | |
| c. Secured, enclosed bike racks | | | |
| d. Showers for use after biking to work | | | |
| e. Clothing lockers for overnight use | | | |
| f. Connection to bike lanes – lanes within a block of worksite | | | |
| g. Connection to bike trails – trails within a block of worksite | | | |

2C. Which of these facilities influenced your decision to bike to work?

[LIST ANY OF THE ITEMS WHICH WERE CHECKED IN COLUMN 1 IN Q2B. ALSO ADD “NONE OF THE ABOVE;” IF NO ITEMS WERE CHECKED, SKIP TO Q2D]

2D. Would you consider riding your bike to a Metro station, parking your bike, and riding the Metro to work?

- a. Yes
- b. No [SKIP TO Q3]
- c. Don't know [SKIP TO Q3]

2E. Which of the following facilities would you use at a Metro station. Please use a scale of 1-5 for your answer, where “1” means you “would definitely not use” and “5” means you “would definitely use.”

[ROTATE]

| | Would definitely not use – 1 | 2 | 3 | 4 | Would definitely use - 5 | Don't know – 9 |
|--|------------------------------|---|---|---|--------------------------|----------------|
| a. Open weather protected racks for locking your bike (these racks may be protected by a canopy or other covering) | | | | | | |
| b. Unsheltered bike racks | | | | | | |

| | | | | | | |
|--|--|--|--|--|--|--|
| c. Secured, enclosed bike racks | | | | | | |
| d. Showers for use after biking to work | | | | | | |
| e. Clothing lockers for overnight use | | | | | | |
| f. Connection to bike lanes – lanes within a block of worksite | | | | | | |
| g. Connection to bike trails – trails within a block of worksite | | | | | | |

[ASK Q3 FOR EACH RESPONSE TO Q1]

3. How long is your typical ride (round trip) when you use your bike for [FILL IN RESPONSE FOR Q1]? (ex. 1.5 miles or 0.5 miles)

Miles to get to and from work_____ [ALLOW FOR ONE DECIMAL PLACE]

4. Do you typically bike alone or with others?
 - a. I typically bike alone
 - b. I typically bike with one other person
 - c. I typically bike with two or more other people
 - d. Don't know

5. In what Arlington area(s) or location(s) do you often ride your bike? (Please choose as many as apply)
 - a. Ballston
 - b. Clarendon
 - c. Columbia Pike
 - d. Court House
 - e. Crystal City / National Airport
 - f. East Falls Church
 - g. North Arlington
 - h. Pentagon / Pentagon City
 - i. Rosslyn
 - j. Shirlington
 - k. South Arlington
 - l. Virginia Square
 - m. West Arlington
 - n. Multi-use trails
 - a. Other _____

6. How safe do you feel when you bike during the day?
- a. Very safe
 - b. Somewhat safe
 - c. Neither safe nor unsafe
 - d. Somewhat unsafe
 - e. Not at all safe
 - f. Don't know

- 6A. How safe do you feel when you bike during the evening or at night?
- a. Very safe
 - b. Somewhat safe
 - c. Neither safe nor unsafe
 - d. Somewhat unsafe
 - e. Not at all safe
 - f. Don't know

[IF RESPONDENT ANSWERS d. Somewhat unsafe OR e. Not at all safe IN Q6 OR Q6A ASK Q6B, OTHERWISE SKIP TO Q7]

6B. What safety issues do you encounter when biking?

7. Why do you not bike more often? (Please choose as many as apply)

[PRECODES ONLY; DO NOT SHOW]

- a. Don't feel safe
 - b. Bad weather - cold, wind, or rain
 - c. Don't have time during the week
 - d. Don't have time on the weekends
 - e. Don't like riding in the dark
 - f. Too much traffic on certain days
 - g. Other _____
 - h. Don't know
8. Where do you commonly go to get information on transportation in Arlington County including biking? [OPEN END, NOT MANDATORY]
9. Following is a list of commuter services. In the first column, check all the services or benefits that you have used. For those that you have not used, please indicate if you are aware of them or not.

[ROTATE]

| <i>Service</i> | Have used in the past 1 | Have not used, but am aware 2 | Am not aware 3 |
|------------------------------|-------------------------------|--|----------------------|
| a. Arlington County Commuter | | | |

| | | | |
|--|--|--|--|
| Services | | | |
| b. The Commuter Store | | | |
| c. CommuterPage.com | | | |
| d. CommuterDirect.com | | | |
| e. BikeArlington/BikeArlington.com | | | |
| f. WALKArlington / WALKArlington.com | | | |
| g. Arlington Transit (ART) | | | |
| h. Washington Area Bicyclist Associaiton (WABA) | | | |
| i. Metro / WMATA | | | |
| j. Commuter Connections, commuterconnections.com (Metropolitan Washington Council of Governments) | | | |
| k. Virginia Railway Express (VRE) | | | |
| l. Telework VA! | | | |

[IF RESPONDENT ANSWERS “AM NOT AWARE” for e.
BikeArlington/BikeArlington.com IN Q9, SKIP TO Q20]

10. How familiar are you with the organization BikeArlington? Please use a scale of 1-5 for your answer, where “1” means you are “not at all familiar” and “5” means you are “very familiar.”

- a. 5 – Very familiar
- b. 4
- c. 3
- d. 2
- e. 1 – Not at all familiar

[IF RESPONDENT ANSWERS “1” SKIP TO Q20]

10A. To the best of your knowledge, what organization runs, or is responsible for BikeArlington? [OPEN END, NOT MANDATORY]

11. Following is a list of services and information that BikeArlington provides. In the first column, check all that you have used. For those that you have not used, please indicate if you are aware of them or not.

[ROTATE]

| <i>Service</i> | Have used in the past 1 | Have not used, but am aware 2 | Am not aware 3 |
|---|-------------------------------|--|----------------------|
| a. Bike lanes and trails | | | |
| b. BikeArlington.com Web site | | | |
| c. Public bike racks | | | |
| d. Bike to Work Day | | | |
| e. Bike to Work classes for employees | | | |
| f. Confident City Cycling classes | | | |
| g. Bike Map | | | |
| h. Safe Bicycling in the Washington Area booklet | | | |
| i. Arlington & Alexandria Community Bike Ride | | | |

12. How often do you use BikeArlington services?

- a. Daily
- b. A couple of times a week
- c. Once a week
- d. At least once a month, but not weekly
- e. Seldom
- f. Never

13. Are there any services that BikeArlington does not provide, that you wish it would? If so, please list here. [OPEN END, NOT MANDATORY]

14. How did you learn about BikeArlington? [CHOOSE ONLY ONE]

[ROTATE a-i]

- a. Word of mouth
- b. Advertisement
- c. The Commuter Store
- d. CommuterPage.com
- e. WALKArlington
- f. Brochure Media coverage
- g. Calendar listing
- h. Community event
- i. Other Web site
- j. Other _____
- k. Don't know/don't remember

[IF RESPONDENT ANSWERS i. Other Web site, ASK 14A, OTHERWISE SKIP TO Q15]

14A. What Web site referred you to BikeArlington? [OPEN END, NOT MANDATORY]

15. How satisfied are you with the BikeArlington services you have used? Please use a scale of 1-5 for your answer, where "1" means you are "not at all satisfied" and "5" means you are "very satisfied."

- a. 5 – Very satisfied
- b. 4
- c. 3
- d. 2
- e. 1 – Not at all satisfied
- f. Don't know

16. How likely are you to use BikeArlington services in the future? Please use a scale of 1-5 for your answer, where "1" means you are "not at all likely" and "5" means you are "very likely."

- a. 5 – Very likely
- b. 4
- c. 3
- d. 2
- e. 1 – Not at all likely
- f. Don't know

17. How likely are you to refer BikeArlington to someone who could use its services in the future? Please use a scale of 1-5 for your answer, where "1" means you are "not at all likely" and "5" means you are "very likely."

- a. 5 – Very likely
- b. 4
- c. 3
- d. 2
- e. 1 – Not at all likely
- f. Don't know

18. Have you ever referred BikeArlington to anyone?

- a. Yes
- b. No
- c. Don't know

19. Since you first started using BikeArlington services, have you made any of the following changes in your biking behavior?

- a. Started riding my bike for at least some portion of trip to work

- b. Ride my bike more often for at least some portion of trip to work
- c. Started riding my bike for non-work trips
- d. Ride my bike more often for non-work trips
- e. No, I did not make any of these changes
- f. Don't know

[SKIP TO Q21]

20. BikeArlington is an initiative of Arlington County, Virginia - where people have many options for moving about their community. Ultimately, BikeArlington is an effort to build on an existing partnership between Arlington citizens, businesses, and County staff to *encourage more people to bike more often*.

Some of the services BikeArlington provides are classes, bike maps, and the BikeArlington.com Web site, among others.

How likely are you to use BikeArlington services in the future? Please use a scale of 1-5 for your answer, where "1" means you are "not at all likely" and "5" means you are "very likely."

- a. 5 – Very likely
- b. 4
- c. 3
- d. 2
- e. 1 – Not at all likely
- f. Don't know

21. Do you have any suggestions on how to get BikeArlington and other biking information to more Arlington residents, commuters, and visitors? If so, please list here. [OPEN END, NOT MANDATORY]

22. These next couple of questions are about new services that may be provided by BikeArlington in the future. Please let us know how likely you would be to use the following services if they were offered, using a scale of 1-5 for your answer, where "1" means you are "not at all likely" and "5" means you are "very likely."

22A. Bike-sharing would allow participants to borrow a bike to ride to their destination for a nominal fee. How likely would you be to use a **bike-sharing** service?

- a. 5 – Very likely
- b. 4
- c. 3
- d. 2
- e. 1 – Not at all likely

f. Don't know

22B. Cycle tracks are physically separated bike lanes on the passenger side of parked vehicles making it safer for bicyclists to travel. How likely would you be to use **cycle tracks**?

- a. 5 – Very likely
- b. 4
- c. 3
- d. 2
- e. 1 – Not at all likely
- f. Don't know

23. If there is any other comment or suggestion you would like to make about BikeArlington or biking, please do so here. [OPEN END, NOT MANDATORY]

These last few questions are for classification purposes only:

24. What is your home zip code? _ _ _ _ _ [NOT MANDATORY]

[IF ARLINGTON COUNTY RESIDENT (i.e. ZIP CODE = 22201, 22202, 22203, 22204, 22205, 22206, 22207, 22209, 22210, 22212, 22213, 22214, 22215, 22216, 22217, 22218, 22219, 22222, 22223, 22225, 22226, 22227, 22229, OR 22230) ASK Q24A, OTHERWISE SKIP TO Q25]

24A. Your zip code indicates that you live in Arlington County. How long have you lived in the County?

- a. Less than 2 years
- b. 2 – 5 years
- c. 6 – 10 years
- d. More than 10 years
- e. Don't know
- f. Don't live in Arlington County

25. What is your current employment status?

- a. Employed full-time (35 hours or more per week)
- b. Employed part-time (less than 35 hours per week)
- c. Not employed (keeping house, retired, disabled, full-time student, looking for work) [SKIP TO Q29]
- d. Other _____ [SKIP TO Q29]
- e. Don't know [SKIP TO Q29]

26. What type of transportation do you typically use get to work? (Please choose only the one type you use most days in a typical week. If you use more than one

type on a particular day, indicate the type you use for the longest distance part of your trip.)

- a. Drive alone
- b. Metrorail
- c. Commuter train (MARC, VRE, Amtrak)
- d. Bus
- e. Carpool (ride with co-workers, friends, or family members)
- f. Vanpool (with co-workers or others who work nearby)
- g. Bicycle
- h. Walk
- i. Telework (work from home)
- j. Other _____

26A. Do you ever use another type of transportation to get to work, other than the one you just indicated?

- a. Yes
- b. No [SKIP TO Q27]
- c. Don't know [SKIP TO Q27]

26B. What other types of transportation do you use? (Please check all that apply.)
[DO NOT INCLUDE THE METHOD THAT WAS CHOSEN IN Q26]

- a. Drive alone
- a. Metrorail
- b. Commuter train (MARC, VRE, Amtrak)
- c. Bus
- d. Carpool (ride with co-workers, friends, or family members)
- e. Vanpool (with co-workers or others who work nearby)
- f. Bicycle
- g. Walk
- h. Telework (work from home)
- i. Other _____

26C. How often do you typically use any of these other types of transportation to get to work? (Please check only one.)

- a. Only in emergencies
- b. A few times per year
- c. Once per month
- d. A few times per month
- e. One day per week
- f. Two days per week
- g. More often than two days per week
- h. Other _____

27. What is your work zip code? _ _ _ _ _

[NOT MANDATORY]

28. About how far is it from your home to work? (ex. 10.5 miles or 0.5 miles) [NOT MANDATORY]

Miles: _____ [ALLOW FOR DECIMALS TO THE TENTHS PLACE – 00.0]

29. How far from your home is the nearest bus stop or train station? [NOT MANDATORY]

- a. 1 – 2 blocks
- b. 3 – 5 blocks (1/4 mile to 1/2 mile)
- c. 6 – 10 blocks (1/2 mile to 1 mile)
- d. More than 10 blocks or more than one mile
- e. Other _____
- f. Don't know

30. In what year were you born? 19__ [NOT MANDATORY]

31. Which one of the following best describes your racial background? [NOT MANDATORY; PLEASE CODE ALL NO ANSWERS AS h. PREFER NOT TO ANSWER, IF POSSIBLE]

- a. African-American or Black
- b. American Indian or Alaska Native
- c. Asian
- d. Hispanic or Latino
- e. Native Hawaiian or Other Pacific Islander
- f. White, non-Hispanic
- g. Other
- h. Prefer not to answer

32. What is the primary language spoken in your household?

- a. English [SKIP TO Q33]
- b. Spanish
- c. Other _____

32A. In what language would you prefer to read communications from BikeArlington (such as bike safety brochures or other information)?

- a. English
- b. Spanish
- c. Other _____
- d. No preference

33. Which category best represents your household's total annual income? [NOT MANDATORY; PLEASE CODE ALL NO ANSWERS AS e. PREFER NOT TO ANSWER, IF POSSIBLE]

- a. Less than \$60,000
- b. \$60,000 - \$120,000
- c. More than \$120,000

- d. Don't know
- e. Prefer not to answer

34. Are you? [NOT MANDATORY; PLEASE CODE ALL NO ANSWERS AS c. PREFER NOT TO ANSWER, IF POSSIBLE]

- a. Female
- b. Male
- c. Prefer not to answer

Panel Recruitment

35. Thank you for taking the time to take this survey. The opinions you shared in this survey will be very helpful to BikeArlington. From time to time we would like to test new ideas for the site with a panel made up of people like you. Panel members would share their opinions with us through short email surveys. We would not use your email for any other purpose – just periodic feedback. Would you be interested in possibly participating on such a panel?

- a. Yes [GO TO Q 35A]
- b. No [SKIP TO "THANK YOU"]

35A. Please provide the email address through which we should contact you for this type of feedback:

Thank You

[BikeArlington](#) and [Arlington County Commuter Services](#) thank you very much for your participation in the survey.

If you would like to learn more about the Southeastern Institute of Research, [click here](#) to go to our home page. [Click here](#) to learn more about BikeArlington.