

Table 1: 1. How often do you ride ART buses?

	Total	Language	
		English	Spanish
Base	2147	1494 (A)	653 (B)
5 or more days per week	1235 58%	798 53% B	437 67% A
3 to 4 days per week	416 19%	327 22% B	89 14% A
1 to 2 days per week	244 11%	183 12% b	61 9% a
A few times per month but less than once per week	130 6%	98 7%	32 5%
Once per month or less	88 4%	57 4%	31 5%
Don't know	34 2%	31 2% B	3 0% A

Table 2: 2. How long have you been riding ART buses?

	Total	Language	
		English	Spanish
Base	1908	1319 (A)	589 (B)
This is my first time	99 5%	58 4% B	41 7% A
Less than 1 year	477 25%	365 28% B	112 19% A
At least 1 year but less than 3 years	662 35%	467 35%	195 33%
At least 3 years but less than 5 years	350 18%	222 17% B	128 22% A
At least 5 years but less than 10 years	209 11%	141 11%	68 12%
10 or more years	67 4%	29 2% B	38 6% A
Don't know	44 2%	37 3% B	7 1% A

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Table 3: 3. If ART had been unavailable today, how would you have made this trip?

	Total	Language	
		English	Spanish
Base	2119	1475 (A)	644 (B)
Drive alone	210 10%	164 11% B	46 7% A
Metrorail	498 24%	322 22% B	176 27% A
Other Bus	959 45%	654 44%	305 47%
Carpool or Vanpool	70 3%	51 3%	19 3%
Bicycle	117 6%	57 4% B	60 9% A
Walk	396 19%	305 21% B	91 14% A
Taxi	187 9%	134 9%	53 8%
Would not have made this trip	143 7%	90 6% b	53 8% a
Other	45 2%	12 1% B	33 5% A
Caught a ride	17 1%	15 1% b	2 0% a

Table 5: 4. What routes do you regularly use?

	Total	Language	
		English	Spanish
Base	2135	1471 (A)	664 (B)
41 - Columbia Pike - Ballston - Courthouse	1349 63%	839 57% B	510 77% A
42 - Ballston - Pentagon Saturday Shuffle	290 14%	185 13% B	105 16% A
51 - 52 Ballston - Virginia Hospital Center - East Falls Church	712 33%	545 37% B	167 25% A
53 - Ballston Metro - Old Glebe - East Falls Church Metro	320 15%	213 14%	107 16%
61A/B - Rosslyn - Court House Metro Shuffle	188 9%	118 8% b	70 11% a
62 - Court House Metro - Lorcom Lane - Ballston Metro	182 9%	114 8% b	68 10% a
67 - Ballston - Virginia Square Lunch Loop	90 4%	51 3% B	39 6% A

(continued)

Table 5: 4. What routes do you regularly use?

(continued)

	Total	Language	
		English	Spanish
Base	2135	1471 (A)	664 (B)
74 - Douglas Park - Arlington Village - Arlington View - Pentagon City	114 5%	65 4% B	49 7% A
75 - Wakefield H.S. - Carlin Springs Road - Ballston	213 10%	148 10%	65 10%
82 - Shirlington - Nauck - Pentagon City	151 7%	102 7%	49 7%
Don't Know	29 1%	20 1%	9 1%

Table 6: 5. How far from your home is the nearest bus stop (not necessarily the one you used today)?

	Total	Language	
		English	Spanish
Base	2090	1471 (A)	619 (B)
Less than 2 blocks	1334 64%	959 65% B	375 61% A
3 to 5 blocks (1/4 mile to 1/2 mile)	451 22%	291 20% B	160 26% A
6 to 10 blocks (1/2 mile to 1 mile)	128 6%	83 6%	45 7%
More than 10 blocks (more than one mile)	91 4%	64 4%	27 4%
Other	40 2%	30 2%	10 2%
Don't Know	46 2%	44 3% B	2 0% A

Table 8: 6. For what types of trips do you ride the bus?

	Total	Language	
		English	Spanish
Base	2094	1467 (A)	627 (B)
Going to work	1553 74%	1062 72% B	491 78% A
Going to school	452 22%	330 22%	122 19%
Running errands	763 36%	531 36%	232 37%
Going out for dining/entertainment	495 24%	374 25% B	121 19% A
Other	151 7%	99 7%	52 8%
Medical	50 2%	45 3% B	5 1% A
Shopping	16 1%	16 1% B	0 0% A
Church	12 1%	12 1% B	0 0% A
Don't Know	9 0%	6 0%	3 0%

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Table 10: 7. On your trip today, did you transfer from Metrorail or Metrobus before riding ART or will you be transferring to Metrorail or Metrobus after riding ART?

	Total	Language	
		English	Spanish
Base	1082	698 (A)	384 (B)
Yes, transfer to or from Metrorail	304 28%	232 33% B	72 19% A
Yes, transfer to or from Metrobus	321 30%	182 26% B	139 36% A
Not transferring	405 37%	251 36%	154 40%
Don't know	52 5%	33 5%	19 5%

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Table 11: A-8a. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The driver/operator is courteous.

	Total	Language	
		English	Spanish
Base	1045	679 (A)	366 (B)
1 - Not at all important	77 7%	27 4% B	50 14% A
2	35 3%	21 3%	14 4%
3	117 11%	98 14% B	19 5% A
4	130 12%	108 16% B	22 6% A
5 - Very important	651 62%	400 59% B	251 69% A
Don't Know	35 3%	25 4%	10 3%
Mean	4.2	4.3	4.2

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Table 12: A-8b. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The payment process is easy.

	Total	Language	
		English	Spanish
Base	999	678 (A)	321 (B)
1 - Not at all important	64 6%	23 3% B	41 13% A
2	15 2%	9 1%	6 2%
3	83 8%	66 10% B	17 5% A
4	174 17%	135 20% B	39 12% A
5 - Very important	647 65%	433 64%	214 67%
Don't Know	16 2%	12 2%	4 1%
Mean	4.3	4.4	4.2

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Table 13: A-8c. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus is clean.

	Total	Language	
		English	Spanish
Base	1021	677 (A)	344 (B)
1 - Not at all important	64 6%	17 3% B	47 14% A
2	19 2%	10 1%	9 3%
3	79 8%	63 9% B	16 5% A
4	194 19%	152 22% B	42 12% A
5 - Very important	641 63%	416 61%	225 65%
Don't Know	24 2%	19 3%	5 1%
Mean	4.3	4.4	4.1

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Table 14: A-8d. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus stop is clean.

	Total	Language	
		English	Spanish
Base	978	667 (A)	311 (B)
1 - Not at all important	66 7%	22 3% B	44 14% A
2	39 4%	25 4%	14 5%
3	136 14%	103 15% B	33 11% A
4	200 20%	163 24% B	37 12% A
5 - Very important	507 52%	333 50% b	174 56% a
Don't Know	30 3%	21 3%	9 3%
Mean	4.1	4.2	3.9

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Table 15: A-8e. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. My wait time is short.

	Total	Language	
		English	Spanish
Base	980	670 (A)	310 (B)
1 - Not at all important	55 6%	11 2% B	44 14% A
2	24 2%	13 2%	11 4%
3	65 7%	41 6%	24 8%
4	162 17%	124 19% B	38 12% A
5 - Very important	651 66%	461 69% B	190 61% A
Don't Know	23 2%	20 3% b	3 1% a
Mean	4.4	4.6	4.0

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Table 16: A-8f. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus is comfortable.

	Total	Language	
		English	Spanish
Base	947	656 (A)	291 (B)
1 - Not at all important	38 4%	11 2% B	27 9% A
2	18 2%	11 2%	7 2%
3	90 10%	69 11%	21 7%
4	215 23%	181 28% B	34 12% A
5 - Very important	570 60%	373 57% B	197 68% A
Don't Know	16 2%	11 2%	5 2%
Mean	4.4	4.4	4.3

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Table 17: A-8g. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus is reliable and doesn’t break down.

	Total	Language	
		English	Spanish
Base	954	656 (A)	298 (B)
1 - Not at all important	47 5%	12 2% B	35 12% A
2	14 1%	7 1%	7 2%
3	43 5%	29 4%	14 5%
4	106 11%	78 12%	28 9%
5 - Very important	722 76%	514 78% B	208 70% A
Don't Know	22 2%	16 2%	6 2%
Mean	4.5	4.7	4.3

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Table 18: A-8h. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus runs on time.

	Total	Language	
		English	Spanish
Base	956	661 (A)	295 (B)
1 - Not at all important	43 4%	11 2% B	32 11% A
2	14 1%	3 0% B	11 4% A
3	48 5%	30 5%	18 6%
4	127 13%	91 14%	36 12%
5 - Very important	703 74%	510 77% B	193 65% A
Don't Know	21 2%	16 2%	5 2%
Mean	4.5	4.7	4.2

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Table 19: A-8i. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. There are enough seats.

	Total	Language	
		English	Spanish
Base	949	656 (A)	293 (B)
1 - Not at all important	57 6%	19 3% B	38 13% A
2	25 3%	19 3%	6 2%
3	107 11%	87 13% B	20 7% A
4	199 21%	159 24% B	40 14% A
5 - Very important	538 57%	353 54% B	185 63% A
Don't Know	23 2%	19 3%	4 1%
Mean	4.2	4.3	4.1

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Table 20: A-8j. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus is handicap accessible.

	Total	Language	
		English	Spanish
Base	930	646 (A)	284 (B)
1 - Not at all important	65 7%	43 7%	22 8%
2	46 5%	40 6% B	6 2% A
3	95 10%	81 13% B	14 5% A
4	140 15%	110 17% B	30 11% A
5 - Very important	545 59%	339 52% B	206 73% A
Don't Know	39 4%	33 5% B	6 2% A
Mean	4.2	4.1	4.4

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Table 21: A-8k. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The route is direct (I don’t have to go out of my way).

	Total	Language	
		English	Spanish
Base	940	649 (A)	291 (B)
1 - Not at all important	37 4%	10 2% B	27 9% A
2	13 1%	6 1% b	7 2% a
3	75 8%	64 10% B	11 4% A
4	171 18%	131 20% B	40 14% A
5 - Very important	620 66%	415 64% b	205 70% a
Don't Know	24 3%	23 4% B	1 0% A
Mean	4.4	4.5	4.3

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Table 22: A-8I. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus is safe.

	Total	Language	
		English	Spanish
Base	961	662 (A)	299 (B)
1 - Not at all important	43 4%	8 1% B	35 12% A
2	16 2%	8 1%	8 3%
3	40 4%	25 4%	15 5%
4	121 13%	92 14% b	29 10% a
5 - Very important	708 74%	504 76% B	204 68% A
Don't Know	33 3%	25 4%	8 3%
Mean	4.5	4.7	4.2

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Table 23: A-8m. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus stop is safe.

	Total	Language	
		English	Spanish
Base	936	650 (A)	286 (B)
1 - Not at all important	47 5%	10 2% B	37 13% A
2	12 1%	6 1%	6 2%
3	57 6%	43 7%	14 5%
4	128 14%	106 16% B	22 8% A
5 - Very important	674 72%	470 72%	204 71%
Don't Know	18 2%	15 2%	3 1%
Mean	4.5	4.6	4.2

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Table 24: A-8n. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus is well lit.

	Total	Language	
		English	Spanish
Base	932	640 (A)	292 (B)
1 - Not at all important	49 5%	18 3% B	31 11% A
2	23 2%	16 3%	7 2%
3	85 9%	71 11% B	14 5% A
4	191 20%	155 24% B	36 12% A
5 - Very important	559 60%	361 56% B	198 68% A
Don't Know	25 3%	19 3%	6 2%
Mean	4.3	4.3	4.3

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Table 25: A-8o. For the following attributes, please indicate how IMPORTANT these are to you when riding the bus. Please use a scale of 1 to 5 where “1” means the attribute is “not at all important” when riding the bus and “5” means the attribute is “very important” when riding the bus. The bus stop is well lit.

	Total	Language	
		English	Spanish
Base	935	644 (A)	291 (B)
1 - Not at all important	52 6%	17 3% B	35 12% A
2	25 3%	18 3%	7 2%
3	84 9%	59 9%	25 9%
4	170 18%	136 21% B	34 12% A
5 - Very important	573 61%	395 61%	178 61%
Don't Know	31 3%	19 3%	12 4%
Mean	4.3	4.4	4.1

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Table 26: A-9a. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The driver/operator is courteous.

	Total	Language	
		English	Spanish
Base	962	643 (A)	319 (B)
1 - Not at all important	41 4%	14 2% B	27 8% A
2	41 4%	25 4%	16 5%
3	121 13%	87 14%	34 11%
4	254 26% B	200 31% B	54 17% A
5 - Very important	481 50% B	298 46% B	183 57% A
Don't Know	24 2%	19 3%	5 2%
Mean	4.2	4.2	4.1

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Table 27: A-9b. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The payment process is easy.

	Total	Language	
		English	Spanish
Base	913	630 (A)	283 (B)
1 - Not at all important	23 3%	8 1% B	15 5% A
2	12 1%	7 1%	5 2%
3	66 7%	52 8% b	14 5% a
4	198 22%	151 24% B	47 17% A
5 - Very important	597 65%	398 63% B	199 70% A
Don't Know	17 2%	14 2%	3 1%
Mean	4.5	4.5	4.5

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Table 28: A-9c. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus is clean.

	Total	Language	
		English	Spanish
Base	902	627 (A)	275 (B)
1 - Not at all important	24 3%	7 1% B	17 6% A
2	17 2%	14 2%	3 1%
3	105 12%	83 13% B	22 8% A
4	259 29%	210 33% B	49 18% A
5 - Very important	483 54%	301 48% B	182 66% A
Don't Know	14 2%	12 2%	2 1%
Mean	4.3	4.3	4.4

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Table 29: A-9d. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus stop is clean.

	Total	Language	
		English	Spanish
Base	872	617 (A)	255 (B)
1 - Not at all important	33 4%	15 2% B	18 7% A
2	47 5%	36 6%	11 4%
3	146 17%	118 19% B	28 11% A
4	262 30%	205 33% B	57 22% A
5 - Very important	364 42%	227 37% B	137 54% A
Don't Know	20 2%	16 3%	4 2%
Mean	4.0	4.0	4.1

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Table 30: A-9e. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. My wait time is short.

	Total	Language	
		English	Spanish
Base	870	620 (A)	250 (B)
1 - Not at all important	45 5%	20 3% B	25 10% A
2	62 7%	48 8%	14 6%
3	159 18%	135 22% B	24 10% A
4	210 24%	164 26% B	46 18% A
5 - Very important	372 43%	236 38% B	136 54% A
Don't Know	22 3%	17 3%	5 2%
Mean	3.9	3.9	4.0

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Table 31: A-9f. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus is comfortable.

	Total	Language	
		English	Spanish
Base	860	614 (A)	246 (B)
1 - Not at all important	22 3%	8 1% B	14 6% A
2	24 3%	20 3%	4 2%
3	107 12%	87 14% B	20 8% A
4	265 31%	216 35% B	49 20% A
5 - Very important	422 49%	265 43% B	157 64% A
Don't Know	20 2%	18 3% b	2 1% a
Mean	4.2	4.2	4.4

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Table 32: A-9g. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus is reliable and doesn’t break down.

	Total	Language	
		English	Spanish
Base	855	616 (A)	239 (B)
1 - Not at all important	29 3%	16 3% B	13 5% A
2	34 4%	26 4%	8 3%
3	101 12%	79 13%	22 9%
4	212 25%	165 27% B	47 20% A
5 - Very important	453 53%	306 50% B	147 62% A
Don't Know	26 3%	24 4% B	2 1% A
Mean	4.2	4.2	4.3

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Table 33: A-9h. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus runs on time.

	Total	Language	
		English	Spanish
Base	856	620 (A)	236 (B)
1 - Not at all important	46 5%	22 4% B	24 10% A
2	54 6%	48 8% B	6 3% A
3	133 16%	109 18% B	24 10% A
4	222 26%	174 28% B	48 20% A
5 - Very important	378 44%	247 40% B	131 56% A
Don't Know	23 3%	20 3%	3 1%
Mean	4.0	4.0	4.1

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Table 34: A-9i. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. There are enough seats.

	Total	Language	
		English	Spanish
Base	852	613 (A)	239 (B)
1 - Not at all important	38 4%	23 4%	15 6%
2	42 5%	33 5%	9 4%
3	113 13%	86 14%	27 11%
4	228 27%	189 31% B	39 16% A
5 - Very important	408 48%	263 43% B	145 61% A
Don't Know	23 3%	19 3%	4 2%
Mean	4.1	4.1	4.2

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Table 35: A-9j. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus is handicap accessible.

	Total	Language	
		English	Spanish
Base	838	602 (A)	236 (B)
1 - Not at all important	19 2%	9 1% B	10 4% A
2	22 3%	17 3%	5 2%
3	70 8%	52 9%	18 8%
4	171 20%	143 24% B	28 12% A
5 - Very important	493 59%	323 54% B	170 72% A
Don't Know	63 8%	58 10% B	5 2% A
Mean	4.4	4.4	4.5

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Table 36: A-9k. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The route is direct (I don’t have to go out of my way).

	Total	Language	
		English	Spanish
Base	843	608 (A)	235 (B)
1 - Not at all important	18 2%	4 1% B	14 6% A
2	14 2%	11 2%	3 1%
3	76 9%	59 10%	17 7%
4	215 26%	177 29% B	38 16% A
5 - Very important	491 58%	337 55% B	154 66% A
Don't Know	29 3%	20 3%	9 4%
Mean	4.4	4.4	4.4

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Table 37: A-9I. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus is safe.

	Total	Language	
		English	Spanish
Base	860	611 (A)	249 (B)
1 - Not at all important	21 2%	4 1% B	17 7% A
2	16 2%	10 2%	6 2%
3	63 7%	44 7%	19 8%
4	213 25%	170 28% B	43 17% A
5 - Very important	522 61%	363 59%	159 64%
Don't Know	25 3%	20 3%	5 2%
Mean	4.4	4.5	4.3

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Table 38: A-9m. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus stop is safe.

	Total	Language	
		English	Spanish
Base	850	609 (A)	241 (B)
1 - Not at all important	16 2%	3 0% B	13 5% A
2	15 2%	10 2%	5 2%
3	83 10%	61 10%	22 9%
4	217 26%	176 29% B	41 17% A
5 - Very important	498 59%	342 56% B	156 65% A
Don't Know	21 2%	17 3%	4 2%
Mean	4.4	4.4	4.4

Arlington Transit Survey 2008

Table 39: A-9n. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus is well lit.

	Total	Language	
		English	Spanish
Base	838	601 (A)	237 (B)
1 - Not at all important	19 2%	7 1% B	12 5% A
2	11 1%	8 1%	3 1%
3	64 8%	48 8%	16 7%
4	226 27%	188 31% B	38 16% A
5 - Very important	493 59%	330 55% B	163 69% A
Don't Know	25 3%	20 3%	5 2%
Mean	4.4	4.4	4.5

Arlington Transit Survey 2008

Table 40: A-9o. Now we would like you to tell us, based on your EXPERIENCE, how you rate ART on these same attributes. Please use a scale of 1 to 5 where “1” means the ART rates “very poor” on this attribute and “5” means ART rates “excellent” on this attribute. The bus stop is well lit.

	Total	Language	
		English	Spanish
Base	848	606 (A)	242 (B)
1 - Not at all important	31 4%	13 2% B	18 7% A
2	35 4%	26 4%	9 4%
3	107 13%	84 14% b	23 10% a
4	219 26%	175 29% B	44 18% A
5 - Very important	410 48%	274 45% B	136 56% A
Don't Know	46 5%	34 6%	12 5%
Mean	4.2	4.2	4.2

Arlington Transit Survey 2008

Table 41: B-8a. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...Arlington County Commuter Services

	Total	Language	
		English	Spanish
Base	573	533 (A)	40 (B)
Have used in the past	185 32%	170 32%	15 38%
Have not used but am aware	175 31%	165 31%	10 25%
Am not aware	213 37%	198 37%	15 38%

Arlington Transit Survey 2008

Table 42: B-8b. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...Arlington's Car Free Diet, www.carfreediet.com.

	Total	Language	
		English	Spanish
Base	476	451 (A)	25 (B)
Have used in the past	39 8%	36 8%	3 12%
Have not used but am aware	188 39%	180 40%	8 32%
Am not aware	249 52%	235 52%	14 56%

Arlington Transit Survey 2008

Table 43: B-8c. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...The Commuter Store.

	Total	Language	
		English	Spanish
Base	523	499 (A)	24 (B)
Have used in the past	174 33%	165 33%	9 38%
Have not used but am aware	167 32%	162 32%	5 21%
Am not aware	182 35%	172 34%	10 42%

Arlington Transit Survey 2008

Table 44: B-8d. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...CommuterPage.com.

	Total	Language	
		English	Spanish
Base	479	454 (A)	25 (B)
Have used in the past	84 18%	82 18%	2 8%
Have not used but am aware	161 34%	152 33%	9 36%
Am not aware	234 49%	220 48%	14 56%

Arlington Transit Survey 2008

Table 45: B-8e. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...CommuterDirect.com.

	Total	Language	
		English	Spanish
Base	458	434 (A)	24 (B)
Have used in the past	31 7%	29 7%	2 8%
Have not used but am aware	160 35%	151 35%	9 38%
Am not aware	267 58%	254 59%	13 54%

Arlington Transit Survey 2008

Table 46: B-8f. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...[WALKArlington / WALKArlington.com](http://WALKArlington.com).

	Total	Language	
		English	Spanish
Base	463	439 (A)	24 (B)
Have used in the past	42 9%	39 9%	3 13%
Have not used but am aware	163 35%	154 35%	9 38%
Am not aware	258 56%	246 56%	12 50%

Arlington Transit Survey 2008

Table 47: B-8g. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...[BikeArlington / BikeArlington.com](http://BikeArlington.com).

	Total	Language	
		English	Spanish
Base	452	429 (A)	23 (B)
Have used in the past	52 12%	49 11%	3 13%
Have not used but am aware	177 39%	167 39%	10 43%
Am not aware	223 49%	213 50%	10 43%

Arlington Transit Survey 2008

Table 48: B-8h. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...Metro / WMATA.

	Total	Language	
		English	Spanish
Base	544	519 (A)	25 (B)
Have used in the past	363 67%	352 68%	11 44%
Have not used but am aware	95 17%	86 17%	9 36%
Am not aware	86 16%	81 16%	5 20%

Arlington Transit Survey 2008

Table 49: B-8i. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...Virginia Railway Express (VRE).

	Total	Language	
		English	Spanish
Base	478	454 (A)	24 (B)
Have used in the past	73 15%	71 16%	2 8%
Have not used but am aware	226 47%	213 47%	13 54%
Am not aware	179 37%	170 37%	9 38%

Arlington Transit Survey 2008

Table 50: B-8j. Following is a list of services that provide transportation information and assistance in Arlington. For each, select if: 1) you have used the service, 2) you have not used it but are aware of it, or 3) you are not aware of the service...Commuter Connections, commuterconnections.com.

	Total	Language	
		English	Spanish
Base	466	443 (A)	23 (B)
Have used in the past	51 11%	49 11%	2 9%
Have not used but am aware	165 35%	156 35%	9 39%
Am not aware	250 54%	238 54%	12 52%

Arlington Transit Survey 2008

Table 51: B-9a. Following is a list of services specific to ART. For each, select if: 1) you have used the service and are satisfied, 2) you have used the service and are not satisfied, 3) you have not used it but are aware of it, or 4) you are not aware of the service...ART Bike on Bus Program.

	Total	Language	
		English	Spanish
Base	575	541 (A)	34 (B)
Have used and am satisfied	160 28%	147 27%	13 38%
Have used and am not satisfied	27 5%	25 5%	2 6%
Have not used, but are aware	200 35%	191 35%	9 26%
Am not aware	188 33%	178 33%	10 29%

Arlington Transit Survey 2008

Table 52: B-9b. Following is a list of services specific to ART. For each, select if: 1) you have used the service and are satisfied, 2) you have used the service and are not satisfied, 3) you have not used it but are aware of it, or 4) you are not aware of the service...703-228-RIDE.

	Total	Language	
		English	Spanish
Base	526	500 (A)	26 (B)
Have used and am satisfied	107 20%	102 20%	5 19%
Have used and am not satisfied	48 9%	46 9%	2 8%
Have not used, but are aware	169 32%	161 32%	8 31%
Am not aware	202 38%	191 38%	11 42%

Arlington Transit Survey 2008

Table 53: B-9c. Following is a list of services specific to ART. For each, select if: 1) you have used the service and are satisfied, 2) you have used the service and are not satisfied, 3) you have not used it but are aware of it, or 4) you are not aware of the service... ArlingtonTransit.com.

	Total	Language	
		English	Spanish
Base	544	515 (A)	29 (B)
Have used and am satisfied	183 34%	175 34%	8 28%
Have used and am not satisfied	22 4%	19 4%	3 10%
Have not used, but are aware	173 32%	165 32%	8 28%
Am not aware	166 31%	156 30%	10 34%

Arlington Transit Survey 2008

Table 54: B-9d. Following is a list of services specific to ART. For each, select if: 1) you have used the service and are satisfied, 2) you have used the service and are not satisfied, 3) you have not used it but are aware of it, or 4) you are not aware of the service... Quarterly ART Forum newsletter.

	Total	Language	
		English (A)	Spanish (B)
Base	496	472 (A)	24 (B)
Have used and am satisfied	49 10%	44 9%	5 21%
Have used and am not satisfied	15 3%	15 3%	0 0%
Have not used, but are aware	145 29%	139 29%	6 25%
Am not aware	287 58%	274 58%	13 54%

Arlington Transit Survey 2008

Table 55: B-9e. Following is a list of services specific to ART. For each, select if: 1) you have used the service and are satisfied, 2) you have used the service and are not satisfied, 3) you have not used it but are aware of it, or 4) you are not aware of the service... ART Alerts.

	Total	Language	
		English	Spanish
Base	509	486 (A)	23 (B)
Have used and am satisfied	60 12%	55 11%	5 22%
Have used and am not satisfied	24 5%	24 5%	0 0%
Have not used, but are aware	157 31%	153 31%	4 17%
Am not aware	268 53%	254 52%	14 61%

Arlington Transit Survey 2008

Table 56: B-9f. Following is a list of services specific to ART. For each, select if: 1) you have used the service and are satisfied, 2) you have used the service and are not satisfied, 3) you have not used it but are aware of it, or 4) you are not aware of the service... ART Schedules for handheld devices.

	Total	Language	
		English	Spanish
Base	514	490 (A)	24 (B)
Have used and am satisfied	100 19%	94 19%	6 25%
Have used and am not satisfied	26 5%	24 5%	2 8%
Have not used, but are aware	160 31%	154 31%	6 25%
Am not aware	228 44%	218 44%	10 42%

Arlington Transit Survey 2008

Table 57: A-10. Do you recall seeing or hearing any advertising recently for transportation options, such as buses, trains, carpools, biking, or walking, that you could use to get around Arlington?

	Total	Language	
		English	Spanish
Base	876	633 (A)	243 (B)
Yes	239 27%	175 28%	64 26%
No	637 73%	458 72%	179 74%

Table 58: A-11. If so, what did you see or hear?

	Total	Language	
		English (A)	Spanish (B)
Base	140	108 (A)	32 (B)
Saw it on bus	13 9%	12 11%	1 3%
Biking information	12 9%	9 8%	3 9%
Pamphlet	10 7%	9 8%	1 3%
TV	9 6%	7 6%	2 6%
Car free diet	8 6%	7 6%	1 3%
Advertisement for ART	7 5%	6 6%	1 3%
Radio ad	7 5%	4 4%	3 9%
Carpooling	4 3%	3 3%	1 3%

(continued)

Table 58: A-11. If so, what did you see or hear?

(continued)

	Total	Language	
		English	Spanish
Base	140	108 (A)	32 (B)
Metro ads	4 3%	4 4%	0 0%
Other responses	78 56%	57 53%	21 66%

Arlington Transit Survey 2008

Table 60: B-10. Are there any other formats in which you would like to see ART schedules provided? If so, please specify.

	Total	Language	
		English	Spanish
Base	97	83 (A)	14 (B)
Fine as is	12 12%	8 10%	4 29%
Put ART schedule at all bus stops	10 10%	10 12%	0 0%
More ART buses running	10 10%	9 11%	1 7%
Bus to run longer	9 9%	7 8%	2 14%
Weekends services	8 8%	8 10%	0 0%
Blackberry, cell phones, I-phone friendly format	7 7%	7 8%	0 0%
By email / online	4 4%	4 5%	0 0%
Other responses	29 30%	23 28%	6 43%

(continued)

Table 60: B-10. Are there any other formats in which you would like to see ART schedules provided? If so, please specify.

(continued)

	Total	Language	
		English	Spanish
Base	97	83 (A)	14 (B)
Nothing in particular	14 14%	13 16%	1 7%

Arlington Transit Survey 2008

Table 62: B-11a. What is your opinion of information available to you on ART buses and at bus stops such as timetables display racks, meeting or new policy notices, etc.? Information is useful

	Total	Language	
		English	Spanish
Base	658	617 (A)	41 (B)
1 - Very poor	25 4%	24 4%	1 2%
2	20 3%	19 3%	1 2%
3	109 17%	106 17%	3 7%
4	178 27%	167 27%	11 27%
5 - Excellent	303 46%	280 45%	23 56%
Don't Know	23 3%	21 3%	2 5%
Mean	4.1	4.1	4.4

Arlington Transit Survey 2008

Table 63: B-11b. What is your opinion of information available to you on ART buses and at bus stops such as timetables display racks, meeting or new policy notices, etc.? Information is easy to understand

	Total	Language	
		English	Spanish
Base	582	554 (A)	28 (B)
1 - Very poor	10 2%	10 2%	0 0%
2	14 2%	14 3%	0 0%
3	93 16%	91 16%	2 7%
4	165 28%	157 28%	8 29%
5 - Excellent	279 48%	261 47%	18 64%
Don't Know	21 4%	21 4%	0 0%
Mean	4.2	4.2	4.6

Arlington Transit Survey 2008

Table 64: B-11c. What is your opinion of information available to you on ART buses and at bus stops such as timetables display racks, meeting or new policy notices, etc.? Information is up-to date

	Total	Language	
		English	Spanish
Base	564	535 (A)	29 (B)
1 - Very poor	23 4%	22 4%	1 3%
2	27 5%	27 5%	0 0%
3	105 19%	103 19%	2 7%
4	142 25%	138 26%	4 14%
5 - Excellent	230 41%	208 39%	22 76%
Don't Know	37 7%	37 7%	0 0%
Mean	4.0	4.0	4.6

Arlington Transit Survey 2008

Table 65: 12. How satisfied are you overall with your experience with ART? Please use a scale of 1 to 5 where “1” means you are “not at all satisfied” and “5” means you are “very satisfied.”

	Total	Language	
		English	Spanish
Base	1634	1271 (A)	363 (B)
1 - Not at all satisfied	23 1%	9 1% B	14 4% A
2	42 3%	35 3%	7 2%
3	178 11%	158 12% B	20 6% A
4	561 34%	467 37% B	94 26% A
5 - Very satisfied	812 50%	587 46% B	225 62% A
Don't Know	18 1%	15 1%	3 1%
Mean	4.3	4.3	4.4

Arlington Transit Survey 2008

Table 66: Q13. How likely are you to recommend ART to someone who needs transportation? Please use a scale of 1 to 5 where “1” means you are “not at all likely” and “5” means you are “very likely.”

	Total	Language	
		English	Spanish
Base	1593	1247 (A)	346 (B)
1 - Not at all likely	18 1%	9 1% B	9 3% A
2	28 2%	22 2%	6 2%
3	144 9%	130 10% B	14 4% A
4	368 23%	303 24% B	65 19% A
5 - Very likely	1012 64%	767 62% B	245 71% A
Don't Know	23 1%	16 1%	7 2%
Mean	4.5	4.5	4.6

Table 67: 14. (Spanish version only) What is your opinion about receiving information from ART in English?

	Total	Language	
		English (A)	Spanish (B)
Base	289	0	289
Can communicate using English	50 17%	0 0%	50 17%
Prefer information in Spanish, can communicate with English version	114 39%	0 0%	114 39%
Can't use English version need the information in Spanish	92 32%	0 0%	92 32%
No preference	33 11%	0 0%	33 11%

Table 68: 14. In what year were you born?

Year of Birth

Base	Total	Language	
		English	Spanish
1915	1 0%	1 0%	0 0%
1917	1 0%	1 0%	0 0%
1922	1 0%	1 0%	0 0%
1923	1 0%	1 0%	0 0%
1924	1 0%	0 0%	1 0%
1926	1 0%	1 0%	0 0%
1927	1 0%	1 0%	0 0%
1929	1 0%	1 0%	0 0%
1930	1 0%	1 0%	0 0%
1932	2 0%	2 0%	0 0%

(continued)

Table 68: 14. In what year were you born?

Year of Birth

(continued)

Base	Total	Language	
		English	Spanish
1933	1 0%	1 0%	0 0%
1934	1 0%	1 0%	0 0%
1935	1 0%	1 0%	0 0%
1936	1 0%	1 0%	0 0%
1937	3 0%	2 0%	1 0%
1938	7 1%	5 0%	2 1%
1939	2 0%	2 0%	0 0%
1940	6 0%	5 0%	1 0%
1941	4 0%	3 0%	1 0%

(continued)

Table 68: 14. In what year were you born?

Year of Birth

(continued)

Base	Total	Language	
		English	Spanish
1942	3 0%	1 0%	2 1%
1943	4 0%	3 0%	1 0%
1944	5 0%	3 0%	2 1%
1945	10 1%	10 1%	0 0%
1946	9 1%	9 1%	0 0%
1947	15 1%	14 1%	1 0%
1948	10 1%	7 1%	3 1%
1949	17 1%	15 1%	2 1%
1950	16 1%	14 1%	2 1%

(continued)

Table 68: 14. In what year were you born?

Year of Birth

(continued)

Base	Total	Language	
		English	Spanish
1951	20 1%	14 1%	6 2%
1952	20 1%	15 1%	5 2%
1953	30 2%	18 2%	12 5%
1954	22 2%	21 2%	1 0%
1955	31 2%	29 3%	2 1%
1956	16 1%	15 1%	1 0%
1957	24 2%	21 2%	3 1%
1958	25 2%	22 2%	3 1%
1959	24 2%	22 2%	2 1%

(continued)

Table 68: 14. In what year were you born?

Year of Birth

(continued)

Base	Total	Language	
		English	Spanish
1960	33 2%	29 3%	4 2%
1961	19 1%	15 1%	4 2%
1962	21 2%	15 1%	6 2%
1963	32 2%	24 2%	8 3%
1964	26 2%	24 2%	2 1%
1965	30 2%	23 2%	7 3%
1966	31 2%	24 2%	7 3%
1967	32 2%	23 2%	9 4%
1968	26 2%	21 2%	5 2%

(continued)

Table 68: 14. In what year were you born?

Year of Birth

(continued)

Base	Total	Language	
		English	Spanish
1969	17 1%	12 1%	5 2%
1970	23 2%	14 1%	9 4%
1971	24 2%	21 2%	3 1%
1972	24 2%	16 1%	8 3%
1973	13 1%	10 1%	3 1%
1974	21 2%	17 1%	4 2%
1975	26 2%	16 1%	10 4%
1976	26 2%	19 2%	7 3%
1977	31 2%	23 2%	8 3%

(continued)

Table 68: 14. In what year were you born?

Year of Birth

(continued)

Base	Total	Language	
		English	Spanish
1978	24 2%	20 2%	4 2%
1979	28 2%	18 2%	10 4%
1980	36 3%	33 3%	3 1%
1981	36 3%	28 2%	8 3%
1982	38 3%	30 3%	8 3%
1983	32 2%	24 2%	8 3%
1984	40 3%	36 3%	4 2%
1985	56 4%	45 4%	11 4%
1986	40 3%	33 3%	7 3%

(continued)

Table 68: 14. In what year were you born?

Year of Birth

(continued)

Base	Total	Language	
		English	Spanish
1987	25 2%	19 2%	6 2%
1988	45 3%	39 3%	6 2%
1989	55 4%	48 4%	7 3%
1990	42 3%	40 4%	2 1%
1991	25 2%	23 2%	2 1%
1992	37 3%	35 3%	2 1%
1993	13 1%	13 1%	0 0%
1994	13 1%	13 1%	0 0%
1995	3 0%	3 0%	0 0%

(continued)

Table 68: 14. In what year were you born?

Year of Birth

(continued)

Base	Total	Language	
		English	Spanish
1996	5 0%	5 0%	0 0%
1999	1 0%	1 0%	0 0%
2220	1 0%	1 0%	0 0%

Table 69: 15. What is your home zip code?

Home Zip Code

Base	Total	Language	
		English	Spanish
7	1 0%	1 0%	0 0%
912	1 0%	1 0%	0 0%
2223	1 0%	0 0%	1 0%
2446	1 0%	1 0%	0 0%
2755	1 0%	1 0%	0 0%
5486	1 0%	1 0%	0 0%
8080	1 0%	1 0%	0 0%
17875	1 0%	1 0%	0 0%
20001	5 0%	5 0%	0 0%
20002	4 0%	4 0%	0 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20003	4 0%	4 0%	0 0%
20005	1 0%	1 0%	0 0%
20006	3 0%	3 0%	0 0%
20007	3 0%	3 0%	0 0%
20008	1 0%	1 0%	0 0%
20009	1 0%	1 0%	0 0%
20010	2 0%	2 0%	0 0%
20011	8 1%	7 1%	1 0%
20017	1 0%	1 0%	0 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20018	2 0%	2 0%	0 0%
20019	3 0%	3 0%	0 0%
20020	4 0%	4 0%	0 0%
20022	2 0%	2 0%	0 0%
20024	1 0%	1 0%	0 0%
20032	4 0%	4 0%	0 0%
20057	1 0%	1 0%	0 0%
20165	1 0%	1 0%	0 0%
20201	1 0%	1 0%	0 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20224	1 0%	1 0%	0 0%
20603	1 0%	1 0%	0 0%
20613	1 0%	1 0%	0 0%
20657	1 0%	1 0%	0 0%
20707	1 0%	1 0%	0 0%
20712	1 0%	1 0%	0 0%
20735	1 0%	1 0%	0 0%
20740	1 0%	1 0%	0 0%
20743	3 0%	3 0%	0 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20744	2 0%	2 0%	0 0%
20746	1 0%	1 0%	0 0%
20747	3 0%	3 0%	0 0%
20748	2 0%	2 0%	0 0%
20754	1 0%	1 0%	0 0%
20772	1 0%	1 0%	0 0%
20782	1 0%	1 0%	0 0%
20784	1 0%	1 0%	0 0%
20817	1 0%	1 0%	0 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20851	1 0%	1 0%	0 0%
20852	1 0%	1 0%	0 0%
20871	1 0%	1 0%	0 0%
20877	1 0%	1 0%	0 0%
20882	1 0%	0 0%	1 0%
20895	1 0%	1 0%	0 0%
20903	1 0%	1 0%	0 0%
20910	3 0%	3 0%	0 0%
20912	1 0%	1 0%	0 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
21694	1 0%	1 0%	0 0%
22003	4 0%	0 0%	4 2%
22004	3 0%	1 0%	2 1%
22007	1 0%	1 0%	0 0%
22015	1 0%	0 0%	1 0%
22027	1 0%	1 0%	0 0%
22030	2 0%	1 0%	1 0%
22033	2 0%	2 0%	0 0%
22034	1 0%	0 0%	1 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
22041	21 1%	14 1%	7 3%
22042	9 1%	5 0%	4 2%
22043	2 0%	2 0%	0 0%
22044	15 1%	4 0%	11 4%
22101	7 0%	7 1%	0 0%
22102	1 0%	1 0%	0 0%
22124	2 0%	2 0%	0 0%
22151	2 0%	0 0%	2 1%
22152	1 0%	0 0%	1 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Language		
	Total	English	Spanish
22153	1 0%	1 0%	0 0%
22172	1 0%	1 0%	0 0%
22180	2 0%	2 0%	0 0%
22181	1 0%	1 0%	0 0%
22192	1 0%	1 0%	0 0%
22193	4 0%	3 0%	1 0%
22201	112 8%	95 8%	17 7%
22202	9 1%	8 1%	1 0%
22203	114 8%	81 7%	33 13%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
22204	563 40%	431 37%	132 51%
22205	74 5%	67 6%	7 3%
22206	58 4%	54 5%	4 2%
22207	174 12%	163 14%	11 4%
22209	70 5%	65 6%	5 2%
22213	8 1%	8 1%	0 0%
22216	1 0%	0 0%	1 0%
22241	1 0%	0 0%	1 0%
22263	1 0%	1 0%	0 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Language		
	Total	English	Spanish
22301	1 0%	1 0%	0 0%
22302	1 0%	1 0%	0 0%
22304	7 0%	5 0%	2 1%
22305	5 0%	4 0%	1 0%
22306	4 0%	2 0%	2 1%
22309	3 0%	3 0%	0 0%
22310	2 0%	2 0%	0 0%
22311	4 0%	3 0%	1 0%
22312	6 0%	4 0%	2 1%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
22314	2 0%	2 0%	0 0%
22407	1 0%	1 0%	0 0%
22706	1 0%	1 0%	0 0%
24060	1 0%	1 0%	0 0%
24501	1 0%	1 0%	0 0%
24503	1 0%	1 0%	0 0%
27044	1 0%	1 0%	0 0%
27610	1 0%	1 0%	0 0%
32055	1 0%	1 0%	0 0%

(continued)

Table 69: 15. What is your home zip code?

Home Zip Code

(continued)

Base	Total	Language	
		English	Spanish
33302	1 0%	0 0%	1 0%
70448	1 0%	1 0%	0 0%
92005	1 0%	1 0%	0 0%

Table 70: 16. Which category best represents your household's total annual income?

	Total	Language	
		English	Spanish
Base	1276	1065 (A)	211 (B)
Less than \$60,000	893 70%	704 66% B	189 90% A
\$60,000 to \$119,999	280 22%	265 25% B	15 7% A
\$120,000 or more	103 8%	96 9% B	7 3% A
Mean	53	56	38

Table 71: 17. Are you?

	Total	Language	
		English	Spanish
Base	1469	1176 (A)	293 (B)
Male	665 45%	545 46% b	120 41% a
Female	804 55%	631 54% b	173 59% a

Table 72: 18. What is your current employment status?

	Total	Language	
		English	Spanish
Base	1412	1144 (A)	268 (B)
Employed full-time (35 hours or more per week)	817 58%	679 59% B	138 51% A
Employed part-time (less than 35 hours per week)	284 20%	195 17% B	89 33% A
Go to school full-time	191 14%	178 16% B	13 5% A
Go to school part-time	94 7%	81 7%	13 5%
Not employed or in school (keeping house, retired, disabled, looking for work)	145 10%	127 11% B	18 7% A
Other	38 3%	24 2% B	14 5% A

Table 74: 19. What type of transportation do you typically use to get to work or school?

	Total	Language	
		English	Spanish
Base	1309	1077 (A)	232 (B)
Drive alone	93 7%	80 7%	13 6%
Metrorail	361 28%	318 30% B	43 19% A
Commuter train (MARC, VRE, Amtrak)	32 2%	18 2% B	14 6% A
Bus	412 31%	309 29% B	103 44% A
Carpool (ride with co-workers, friends, or family members)	34 3%	28 3%	6 3%
Vanpool (ride with co-workers or others who work nearby)	5 0%	4 0%	1 0%
Taxi	17 1%	12 1%	5 2%

(continued)

Table 74: 19. What type of transportation do you typically use to get to work or school?

(continued)

	Total	Language	
		English	Spanish
Base	1309	1077 (A)	232 (B)
Bicycle (entire trip from home to work)	13 1%	10 1%	3 1%
Walk (entire trip from home to work)	28 2%	25 2%	3 1%
Telework (work from home)	3 0%	1 0% B	2 1% A
Other	12 1%	10 1%	2 1%
Multiple	299 23%	262 24% B	37 16% A

Table 76: 20. What is your work zip code?

Work Zip Code

Base	Total	Language	
		English	Spanish
2110	1 0%	1 0%	0 0%
5401	1 0%	1 0%	0 0%
10008	1 0%	1 0%	0 0%
10314	1 0%	1 0%	0 0%
20001	19 2%	17 3%	2 2%
20002	4 1%	4 1%	0 0%
20003	4 1%	4 1%	0 0%
20004	13 2%	13 2%	0 0%
20005	18 2%	18 3%	0 0%
20006	15 2%	15 2%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20007	6 1%	6 1%	0 0%
20008	1 0%	1 0%	0 0%
20009	6 1%	6 1%	0 0%
20010	1 0%	1 0%	0 0%
20011	3 0%	3 0%	0 0%
20015	1 0%	1 0%	0 0%
20017	1 0%	1 0%	0 0%
20018	1 0%	1 0%	0 0%
20023	1 0%	1 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20024	5 1%	5 1%	0 0%
20032	1 0%	1 0%	0 0%
20036	13 2%	13 2%	0 0%
20037	8 1%	8 1%	0 0%
20038	1 0%	1 0%	0 0%
20044	1 0%	1 0%	0 0%
20052	6 1%	6 1%	0 0%
20056	1 0%	1 0%	0 0%
20057	2 0%	2 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20059	2 0%	2 0%	0 0%
20065	1 0%	1 0%	0 0%
20071	1 0%	1 0%	0 0%
20072	1 0%	1 0%	0 0%
20076	1 0%	1 0%	0 0%
20091	1 0%	1 0%	0 0%
20109	1 0%	1 0%	0 0%
20120	1 0%	1 0%	0 0%
20192	1 0%	1 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Language		
	Total	English	Spanish
20195	1 0%	1 0%	0 0%
20203	1 0%	1 0%	0 0%
20204	1 0%	0 0%	1 1%
20210	1 0%	1 0%	0 0%
20212	1 0%	1 0%	0 0%
20220	2 0%	2 0%	0 0%
20226	1 0%	1 0%	0 0%
20229	1 0%	1 0%	0 0%
20250	1 0%	1 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20302	1 0%	1 0%	0 0%
20318	1 0%	1 0%	0 0%
20405	2 0%	2 0%	0 0%
20410	1 0%	1 0%	0 0%
20420	1 0%	1 0%	0 0%
20433	3 0%	3 0%	0 0%
20460	3 0%	3 0%	0 0%
20506	1 0%	1 0%	0 0%
20507	2 0%	2 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Language		
	Total	English	Spanish
20508	1 0%	1 0%	0 0%
20510	2 0%	2 0%	0 0%
20515	2 0%	2 0%	0 0%
20520	1 0%	1 0%	0 0%
20526	1 0%	1 0%	0 0%
20548	1 0%	1 0%	0 0%
20554	1 0%	1 0%	0 0%
20560	2 0%	2 0%	0 0%
20577	1 0%	1 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20585	2 0%	2 0%	0 0%
20590	1 0%	1 0%	0 0%
20737	1 0%	1 0%	0 0%
20748	1 0%	1 0%	0 0%
20806	1 0%	1 0%	0 0%
20814	1 0%	1 0%	0 0%
20850	1 0%	1 0%	0 0%
20892	1 0%	1 0%	0 0%
20895	1 0%	1 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
20910	4 1%	3 0%	1 1%
22001	2 0%	2 0%	0 0%
22003	5 1%	5 1%	0 0%
22004	1 0%	1 0%	0 0%
22024	1 0%	1 0%	0 0%
22025	1 0%	1 0%	0 0%
22030	3 0%	3 0%	0 0%
22031	1 0%	0 0%	1 1%
22033	1 0%	1 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
22036	2 0%	2 0%	0 0%
22041	8 1%	8 1%	0 0%
22042	3 0%	3 0%	0 0%
22044	15 2%	6 1%	9 10%
22046	1 0%	1 0%	0 0%
22101	2 0%	2 0%	0 0%
22102	2 0%	2 0%	0 0%
22109	1 0%	1 0%	0 0%
22151	1 0%	1 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
22181	1 0%	1 0%	0 0%
22200	2 0%	2 0%	0 0%
22201	92 12%	81 12%	11 12%
22202	24 3%	21 3%	3 3%
22203	76 10%	61 9%	15 16%
22204	112 15%	88 13%	24 26%
22205	54 7%	48 7%	6 6%
22206	26 3%	21 3%	5 5%
22207	70 9%	64 9%	6 6%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
22209	17 2%	12 2%	5 5%
22211	2 0%	2 0%	0 0%
22213	1 0%	1 0%	0 0%
22214	2 0%	2 0%	0 0%
22215	1 0%	1 0%	0 0%
22216	3 0%	3 0%	0 0%
22217	1 0%	1 0%	0 0%
22226	3 0%	3 0%	0 0%
22230	3 0%	3 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
22231	1 0%	1 0%	0 0%
22256	1 0%	1 0%	0 0%
22261	1 0%	1 0%	0 0%
22289	1 0%	1 0%	0 0%
22302	1 0%	1 0%	0 0%
22304	4 1%	4 1%	0 0%
22311	2 0%	1 0%	1 1%
22312	2 0%	2 0%	0 0%
22314	10 1%	8 1%	2 2%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
22320	2 0%	2 0%	0 0%
22357	1 0%	1 0%	0 0%
22407	1 0%	1 0%	0 0%
22431	1 0%	1 0%	0 0%
22451	1 0%	1 0%	0 0%
22515	1 0%	1 0%	0 0%
23401	1 0%	0 0%	1 1%
23505	1 0%	1 0%	0 0%
30026	1 0%	1 0%	0 0%

(continued)

Table 76: 20. What is your work zip code?

Work Zip Code

(continued)

Base	Total	Language	
		English	Spanish
32045	1 0%	0 0%	1 1%
92535	1 0%	1 0%	0 0%

Table 77: 21. Which of the following best describes your racial/ethnic background?

	Total	Language	
		English	Spanish
Base	1368	1106 (A)	262 (B)
African-American or Black	386 28%	383 35% B	3 1% A
American Indian or Alaska Native	10 1%	10 1%	0 0%
Asian	123 9%	120 11% B	3 1% A
Hispanic or Latino	418 31%	175 16% B	243 93% A
Native Hawaiian or other Pacific Islander	11 1%	10 1%	1 0%
White, non-Hispanic	371 27%	363 33% B	8 3% A
Other	49 4%	45 4% B	4 2% A

Table 79: 22. Please use this space to make any comments or suggestions for ART:

	Total	Language	
		English	Spanish
Base	567	423 (A)	144 (B)
Need to run on schedule	108 19%	96 23% B	12 8% A
ART bus is great / efficient	89 16%	67 16%	22 15%
Keep up the good work / good service	69 12%	42 10% B	27 19% A
Extend the bus hours / run later of earlier	62 11%	44 10%	18 13%
Run more frequently	38 7%	29 7%	9 6%
Drivers are courteous	36 6%	24 6%	12 8%
Have weekend services	34 6%	23 5%	11 8%
Drivers are not friendly	34 6%	24 6%	10 7%

(continued)

Table 79: 22. Please use this space to make any comments or suggestions for ART:

(continued)

	Total	Language	
		English	Spanish
Base	567	423 (A)	144 (B)
ART to service more area / more routes	15 3%	15 4% B	0 0% A
Need more ART buses	14 2%	13 3%	1 1%
Bus breaks down frequently	14 2%	14 3% B	0 0% A
More seats available on bus / overcrowding	13 2%	13 3% B	0 0% A
Bus rides are bumpy / rough	12 2%	12 3% B	0 0% A
Need bigger buses	9 2%	8 2%	1 1%
Heating / AC issues	9 2%	8 2%	1 1%
Drivers should not use cell phone while driving	8 1%	8 2% b	0 0% a

(continued)

Table 79: 22. Please use this space to make any comments or suggestions for ART:

(continued)

	Total	Language	
		English	Spanish
Base	567	423 (A)	144 (B)
Buses are clean	5 1%	4 1%	1 1%
Other responses	96 17%	61 14% B	35 24% A
Nothing in particular	9 2%	6 1%	3 2%
Don't Know / Refused	1 0%	1 0%	0 0%