

Thank you for taking this survey. It is being conducted on behalf of ART by the Southeastern Institute of Research and LDA Consulting. We are very interested in what you have to say about ART. Your responses will be completely confidential. 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. **When you complete the survey, please return it to the survey attendant to receive a token for a free ART bus ride.**

1. How often do you ride ART buses?

- 5 or more days per week  <sub>1</sub>
- 3 to 4 days per week  <sub>2</sub>
- 1 to 2 days per week  <sub>3</sub>
- A few times per month but less than once per week  <sub>4</sub>
- Once per month or less  <sub>5</sub>
- Don't know  <sub>99</sub>

2. How long have you been riding ART buses?

- This is my first time  <sub>1</sub>
- Less than 1 year  <sub>2</sub>
- At least 1 year but less than 3 years  <sub>3</sub>
- At least 3 years but less than 5 years  <sub>4</sub>
- At least 5 years but less than 10 years  <sub>5</sub>
- 10 or more years  <sub>6</sub>
- Don't know  <sub>99</sub>

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

- |  |  |
|--|--|
| Drive alone <input type="radio"/> <sub>1</sub>                   | Bicycle <input type="radio"/> <sub>5</sub>                       |
| Metrorail <input type="radio"/> <sub>2</sub>                     | Walk <input type="radio"/> <sub>6</sub>                          |
| Other Bus <input type="radio"/> <sub>3</sub>                     | Taxi <input type="radio"/> <sub>7</sub>                          |
| Carpool or Vanpool <input type="radio"/> <sub>4</sub>            | Would not have made this trip <input type="radio"/> <sub>8</sub> |
| Other (please describe) _____ <input type="radio"/> <sub>9</sub> |  |

4. What routes do you regularly use? (choose as many as apply)

- 41 – Columbia Pike – Ballston – Courthouse  <sub>1</sub>
- 42 – Ballston – Pentagon Saturday Shuffle  <sub>2</sub>
- 51 – 52 Ballston – Virginia Hospital Center – East Falls Church  <sub>3</sub>
- 53 – Ballston Metro – Old Glebe – East Falls Church Metro  <sub>4</sub>
- 61A/B – Rosslyn – Court House Metro Shuffle  <sub>5</sub>
- 62 – Court House Metro – Lorcom Lane – Ballston Metro  <sub>6</sub>
- 67 – Ballston – Virginia Square Lunch Loop  <sub>7</sub>
- 74 – Douglas Park – Arlington Village – Arlington View – Pentagon City  <sub>8</sub>
- 75 – Wakefield H.S. – Carlin Springs Road – Ballston  <sub>9</sub>
- 82 – Shirlington – Nauck – Pentagon City  <sub>10</sub>
- Don't know  <sub>99</sub>

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

- |   |   |
|---|---|
| 1 to 2 blocks <input type="radio"/> <sub>1</sub>                        | More than 10 blocks (more than one mile) <input type="radio"/> <sub>4</sub> |
| 3 to 5 blocks (1/4 mile to 1/2 mile) <input type="radio"/> <sub>2</sub> | Other (please describe) _____ <input type="radio"/> <sub>5</sub>            |
| 6 to 10 blocks (1/2 mile to 1 mile) <input type="radio"/> <sub>3</sub>  | Don't know <input type="radio"/> <sub>99</sub>                              |

6. For what types of trips do you ride the bus? (Choose as many as apply)

- |  |   |
|--|---|
| Going to work <input type="radio"/> <sub>1</sub>   | Going out for dining/entertainment <input type="radio"/> <sub>4</sub> |
| Going to school <input type="radio"/> <sub>2</sub> | Other (Please describe) _____ <input type="radio"/> <sub>5</sub>      |
| Running errands <input type="radio"/> <sub>3</sub> | Don't know <input type="radio"/> <sub>99</sub>                        |

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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?

- Yes, transfer to or from Metrorail <sub>1</sub>                      Not transferring <sub>3</sub>  
 Yes, transfer to or from Metrobus <sub>2</sub>                      Don't know <sub>99</sub>

8. 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.

	Have used in the past	Have not used, but am aware	Am not aware
Arlington County Commuter Services	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>
Arlington's Car Free Diet, <a href="http://www.carfreediet.com">www.carfreediet.com</a>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>
The Commuter Store	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>
CommuterPage.com	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>
CommuterDirect.com	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>
WALKArlington / WALKArlington.com	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>
BikeArlington / BikeArlington.com	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>
Metro / WMATA	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>
Virginia Railway Express (VRE)	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>
Commuter Connections, <a href="http://commuterconnections.com">commuterconnections.com</a>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>

9. 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.

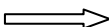
	Have used and <b><i>am</i></b> satisfied	Have used and <b><i>am not</i></b> satisfied	Have not used, but am aware	Am not aware
ART Bike on Bus Program	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>4</sub>
703-228-RIDE	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>4</sub>
ArlingtonTransit.com	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>4</sub>
Quarterly ART Forum newsletter	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>4</sub>
ART Alerts	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>4</sub>
ART Schedules for handheld devices	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>4</sub>

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

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11. 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.?

	Very poor				Excellent	Don't know
Information is useful	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>99</sub>
Information is easy to understand	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>99</sub>
Information is up-to date	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>99</sub>

Continue 

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."

Not at all satisfied Very satisfied Don't know

1     2     3     4     5     99

13. 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."

Not at all likely Very likely Don't know

1     2     3     4     5     99

**These last few questions are for classification purposes only:**

14. In what year were you born?

\_\_\_\_\_

15. What is your home zip code?

\_\_\_\_\_

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

Less than \$60,000  1

\$60,000 to \$119,999  2

\$120,000 or more  3

17. Are you?

Male  1    Female  2

Continue

18. What is your current employment status? (choose all that apply)

Employed full-time (35 hours or more per week)  1

Employed part-time (less than 35 hours per week)  2

Go to school full-time  3

Go to school part-time  4

Not employed or in school (keeping house, retired, disabled, looking for work)  5

Other (please describe) \_\_\_\_\_  6

19. What type of transportation do you typically use to get to work or school? (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. **If you do not work or go to school, leave this question blank.**)

Drive alone  1

Metrorail  2

Commuter train (MARC, VRE, Amtrak)  3

Bus  4

Carpool (ride with co-workers, friends, or family members)  5

Vanpool (ride with co-workers or others who work nearby)  6

Taxi  7

Bicycle (entire trip from home to work)  8

Walk (entire trip from home to work)  9

Telework (work from home)  10

Other (please describe): \_\_\_\_\_  11

20. What is your work zip code? (Leave this question blank if you do not work.)

\_\_\_\_\_

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

African-American or Black  1

American Indian or Alaska Native  2

Asian  3

Hispanic or Latino  4

Native Hawaiian or other Pacific Islander  5

White, non-Hispanic  6

Other (please describe) \_\_\_\_\_  7

*Thank you! Use the back of this survey if you have any comments for ART. Otherwise, return to survey attendant to receive your bus token.*

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

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For Survey Representative Only. Do Not Write Below This Line

Route#: 41 42 51 52 53 61 62 67 74 75 82

Time: \_\_\_\_\_ Date: \_\_\_\_\_

Bus Type: 35' 24' Cutaway

Version B

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