ACCS BikeArlington Survey
Questionnaire

Final – June 6, 2011

Introductory Page for Online Questionnaire:

Thank you for taking this survey. We are very interested in what you have to say about biking in Arlington. Your responses will be completely confidential, and 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 ______________.

For most questions, simply click or enter your response. If you mistakenly skip a question, the next screen will highlight the unanswered question(s).

This survey should take about 15 minutes to complete. If you are unable to complete it in one sitting, you’ll be able to return to where you left off by re-entering the Web site address from your email invitation. 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]
SCREENER

1. Are you currently employed outside your home, either part-time or full-time?
   a. Yes, employed full-time
   b. Yes, employed part-time
   c. No, not employed

2. How often do you bike for any purpose?
   a. Daily
   b. A couple of times a week
   c. Once a week
   d. At least once a month, but not weekly
   e. Less than once a month
   f. Rarely or never [TERMINATE]

BIKING

3. [IF BIKES ONCE A WEEK OR LESS IN Q2] What factors prevent you from biking more
   often? [OPEN-END, NOT MANDATORY]

4. For what type(s) of trip(s) do you typically bike? Please choose as many as apply.
   [RANDOMIZE]
   a. To get to and from work
   b. As part of my commute to and from work (or to get from home to bus stop, train
      station, carpool or other mode of travel)
   c. To attend business meetings
   d. To go to lunch during the work day
   e. To run errands
   f. To visit friends or family
   g. For social activities
   h. For exercise or recreation
   i. Other ____________________

5. For those trips that you choose to bike, what is your motivation to bike? Please select all
   that apply.
   a. Enjoyment/Recreation
   b. Exercise
   c. Health
   d. Faster than driving
   e. No access to other transportation
   f. Save money
   g. Help the environment
   h. Other:________________________
6. In what Arlington area(s) or location(s) do you bike most often? Please select all that apply.
   a. Ballston
   b. Clarendon
   c. Columbia Pike
   d. Court House
   e. Crystal City/National Airport
   f. East Falls Church
   g. North Arlington (Donaldson Run, Chain Bridge, etc.)
   h. Pentagon/Pentagon City
   i. Rosslyn
   j. Shirlington
   k. South Arlington (Fairlington, Nauck, Arlington Ridge, etc.)
   l. Virginia Square
   m. West Arlington (Dominion Hills, Yorktown, etc.)
   n. Multi-use trails
   o. Other ____________________

7. How safe do you feel in regards to each of the following when you bike during the day?
   1. Sharing the way with vehicles
   2. Navigating hazards
   3. Crime
      a. Very safe
      b. Somewhat safe
      c. Neither safe nor unsafe
      d. Somewhat unsafe
      e. Not at all safe
      f. Not applicable
      g. Don't know

8. How safe do you feel in regards to each of the following when you bike during the evening or at night?
   1. Sharing the way with vehicles
   2. Navigating hazards
   3. Crime
      a. Very safe
      b. Somewhat safe
      c. Neither safe nor unsafe
      d. Somewhat unsafe
      e. Not at all safe
9. What safety issues, if any, do you encounter when biking? [OPEN-END, NOT MANDATORY]

[ASK ONLY IF EMPLOYED IN Q1 OTHERWISE SKIP TO Q20]

10. 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. Less than once a month
   f. Never → GO TO Q20

11. How long is your typical one way bike to or from work? Please enter your answer in miles in the space below. (ex. 1.0 miles or 0.5 miles) [ALLOW FOR ONE DECIMAL PLACE]

12. [ASK ONLY IF BIKES PART OF TRIP IN Q4] How much time does the biking part of your entire commute take? (answer in minutes)

13. [ASK ONLY IF BIKES PART OF TRIP IN Q4] What percentage of your total commute time is spent biking? (answer in intervals – 10%, 20%, 30%??)

14. Does your employer or your building offer any facilities, information or assistance to encourage biking to work?”
   a. Yes → GO TO Q15
   b. No → GO TO Q16
   c. Don’t Know → GO TO Q16

15. What information or assistance do they provide? [OPEN END, NOT MANDATORY]

16. What, if any, specific things could your employer provide that would help make it easier or more acceptable to bike? [OPEN END, NOT MANDATORY]

17. Following is a list of biking facilities that might be available at your workplace. In the first column, check all the facilities that are available. For those that are not available, please indicate if you would like to have the facility.

   [RANDOMIZE]

<table>
<thead>
<tr>
<th>Service</th>
<th>Currently have this at</th>
<th>Do not have this but</th>
<th>Do not have this and am</th>
</tr>
</thead>
</table>

   f. Not applicable
g. Don’t know
my workplace | would like it | not interested
-------------|--------------|--------------
| 1 | 2 | 3 |

1. Unsheltered bike racks
2. Bike racks protected from the weather by a canopy or other covering
3. Enclosed bike lockers or locked bike cage inside the building
4. Showers for use after biking to work
5. Personal storage lockers for overnight use
6. Connection to bike lanes – lanes within a block of worksite
7. Connection to bike trails – trails within a block of worksite

18. Which of these facilities influenced your decision to bike to work? [LIST ANY OF THE ITEMS THAT WERE CHECKED IN COLUMN 1 IN Q17. ALSO ADD “NONE OF THE ABOVE”; IF NO ITEMS WERE CHECKED, SKIP TO Q20]

19. Would you consider riding your bike to a Metro station, parking your bike, and riding the Metro to work?
   a. Yes
   b. No → GO TO Q22
   c. Don’t know → GO TO Q22

20. 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 “definitely would not use” and “5” means you “definitely would use.”

   [RANDOMIZE]
g. Connection to bike trails – trails within a block of Metro

21. **[ASK ONLY THOSE WHO RATED Q20C A 4 OR 5]** You indicated that you would be interested in enclosed bike lockers at a Metro station. What fee would you be willing to pay for the use of a bike locker? Please choose the time-period you would most prefer and then enter the amount you would be willing to pay for the service. If you would not be willing to pay anything, please enter “0.” Please choose only one.

   a. $________$/hour  
   b. $__________/day  
   c. $__________/week  
   d. $__________/month  
   e. $__________/annually

**INFORMATION SOURCES**

22. What information sources do you commonly use to get information on biking in Arlington County? **[OPEN END, NOT MANDATORY]**

23. Following is a list of transportation organizations and services available in Arlington. In the first column, check all the organizations or services you have used. For those you have not used, please indicate if you are aware of them.

   **[ROTATE]**

<table>
<thead>
<tr>
<th>Service</th>
<th>Have used in the past 1</th>
<th>Have not used, but am aware 2</th>
<th>Am not aware 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Arlington County Commuter Services</td>
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<td></td>
<td></td>
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<tr>
<td>b. The Commuter Store</td>
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<tr>
<td>c. CommuterPage.com</td>
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<tr>
<td>d. CommuterDirect.com</td>
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<tr>
<td>e. WalkArlington/WalkArlington.com</td>
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<tr>
<td>f. BikeArlington/BikeArlington.com</td>
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<tr>
<td>g. Arlington Transit (ART)</td>
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<tr>
<td>h. Metro/WMATA (bus/train)</td>
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<tr>
<td>i. Commuter Connections, commuterconnections.com (Metropolitan Washington Council of Governments)</td>
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<tr>
<td>j. Virginia Railway Express (VRE)</td>
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<tr>
<td>k. Telework VA!</td>
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<tr>
<td>m. Car Free Diet YouTube Channel</td>
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</tbody>
</table>
n. Capital Bikeshare
o. Washington Area Bike Forum (BikeArlington Forum)
p. BikeArlington Twitter Feed
q. E-newsletter
r. E-blast

[IF RESPONDENT ANSWERS “AM NOT AWARE” FOR BIKEARLINGTON IN Q23, GO TO Q28]

24. How familiar are you with 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.”

25. In your own words, what is BikeArlington? [OPEN END, NOT MANDATORY]

26. To the best of your knowledge, what organization/entity manages or is responsible for BikeArlington? [OPEN END, NOT MANDATORY]

27. How did you first learn about BikeArlington? Please select only one response. [ROTATE a-i]
   a. Word of mouth
   b. Advertisement
   c. The Commuter Store
   d. CommuterPage.com
   e. BikeArlington.com
   f. Brochure
   g. Media coverage
   h. Calendar listing
   i. Community event
   j. Other Web site: ___________________________
   k. Other: _______________________
   l. Don’t know/don’t remember

**BIKEARLINGTON SERVICES AND RESOURCES**

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

   [RANDOMIZE]

<table>
<thead>
<tr>
<th>Service</th>
<th>Have used</th>
<th>Have not used, but am aware</th>
<th>Am not aware</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Bike lanes and trails</td>
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</tbody>
</table>
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. Bike DC, the Washington and Arlington Community Bike Ride

j. Wayfinding signs

k. Capital Bikeshare

<table>
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<tr>
<th>29. [ASK ONLY OF THOSE WHO HAVE USED BIKEARLINGTON SERVICES IN Q28] In the past year, about how many times have you used at least one of the BikeArlington services listed?</th>
</tr>
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<tbody>
<tr>
<td>a. More than 20 times, too many to count</td>
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<td>b. 11 to 20 times</td>
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<td>c. 6 to 10 times</td>
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<td>d. 3 to 5 times</td>
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<td>e. 1 or 2 times</td>
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<td>f. Have never used</td>
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<tr>
<td>g. Don’t know, don’t remember</td>
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</table>

| 30. [ASK JUST ABOUT THOSE USED IN Q28] Based on your experiences, how satisfied are you with each of the following BikeArlington services and resources? Please use a scale of 1 to 5 for your answers where “1” means “not at all satisfied” and 5 means “very satisfied.” |

<table>
<thead>
<tr>
<th>Service</th>
<th>Not at all satisfied</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Very satisfied</th>
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<tr>
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<td>i. Arlington &amp; Alexandria Community Bike Ride</td>
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31. Sharrows are shared-land markings placed in travel lanes that look like this:

![Sharrows](image)

They are used to remind drivers that the presence of bicyclists is to be expected and that they have the right to ride on all lanes. Sharrows also show cyclists where to position themselves in the road. Sharrows are different from bike lanes, which are reserved exclusively for bicyclists and are marked by a solid white line and a bicycle symbol.

Have you noticed any sharrows in Arlington?
   a. Yes
   b. No
   c. Don’t know

32. To what extent are sharrows making the streets safer for bicyclists? Please use a scale of 1–5 where “1” means “not at all” and “5” means “very much.” [ALLOW “DON’T KNOW”]

SATISFACTION WITH BIKEARLINGTON

[IF UNAWARE OF BIKEARLINGTON IN Q23, GO TO Q39]

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

34. How satisfied have you been overall with the services that you have used from BikeArlington? 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.” [INCLUDE ONLY IF USED IN Q23, ALLOW “DON’T KNOW”]

35. How likely are you to use the services of each BikeArlington? 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.” [INCLUDE ONLY IF AWARE IN Q23, ALLOW “DON’T KNOW”]

36. How likely are you to recommend the services of BikeArlington to a friend, family member, or co-worker? 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.” [INCLUDE ONLY IF AWARE IN Q23, ALLOW “DON’T KNOW”]

37. Have you ever recommended BikeArlington services to someone?
   a. Yes
   b. No
   c. Don’t know

38. [ASK ONLY OF THOSE WHO HAVE USED BIKEARLINGTON SERVICES IN Q23] Since you first started using BikeArlington services, have you made any of the following changes in your biking behavior? Please select all that apply.
   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

39. [ASK ONLY OF THOSE UNAWARE OF BIKEARLINGTON] BikeArlington is an Arlington County initiative to encourage people to bike. BikeArlington services include bike safety 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.” [ALLOW “DON’T KNOW”]

40. [ASK ONLY OF THOSE UNAWARE OF BIKEARLINGTON] Can you think of any information, services, or facilities that would enable you or motivate you to bike more often or for more purposes?” [OPEN END, NOT MANDATORY]

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

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

**DEMOGRAPHICS**

These last few questions are for classification purposes only:

43. What is your home zip code? _ _ _ _ _ [NOT MANDATORY]
44. 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

45. What type of transportation do you use to get to/from work most days in a typical week? (Please check only one. If you use more than one type on a particular day, count the one you use for the longest distance part of your trip.)
   a. Drive alone
   b. Train (Metrorail, MARC, VRE, Amtrak)
   c. Bus
   d. Train and bus combination
   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 __________

46. How often do you typically use any other type of transportation to get to work, other than the one you just indicated? (Please check only one)
   a. Never → GO TO Q48
   b. A few times per year → GO TO Q48
   c. Once per month → GO TO Q48
   d. A few times per month → GO TO Q48
   e. One day per week
   f. Two days per week
   g. More often than two days per week
   h. Other __________ → GO TO Q48
   i. Don’t know → GO TO Q48

47. What other types of transportation do you use? (Please check all that apply)
   a. Drive alone
   a. Train (Metrorail, MARC, VRE, Amtrak)
   b. Bus
c. Train and bus combination
d. Carpool (ride with co-workers, friends, or family members)
e. Vanpool (with co-workers or others who work nearby)
f. Bicycle
g. Walk (entire trip from home to work)
h. Walk (part of my commute from home to work, to/from transit)
i. Telework (work from home)
j. Other___________

48. What is your work zip code? _ _ _ _ _ [NOT MANDATORY]

49. About how far is it from your home to work? (ex. 10.0 miles or 0.5 miles) [NOT MANDATORY]

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

50. 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

51. In what year were you born? 19_ _ [NOT MANDATORY]

52. Which one of the following best describes your racial background?
   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

53. What is the primary language spoken in your household?
   a. English → SKIP TO Q55
   b. Spanish
   c. Other ______________

54. In what language would you prefer to read communications from BikeArlington (such as bike safety brochures, maps, or other information)?
   a. English
b. Spanish

c. Other ______________

d. No preference

55. Which category best represents your household’s total annual income?
   a. Less than $30,000
   b. $30,000 to $59,999
   c. $60,000 to $99,999
   d. $100,000 to $120,000
   e. More than $120,000
   f. Don’t know
   g. Prefer not to answer

56. Are you?
   a. Female
   b. Male
   c. Prefer not to answer

Panel Recruitment

57. 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 an informal research 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
   b. No [SKIP TO “THANK YOU”]

58. Please provide your email address:

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 on the logo below to learn more about BikeArlington.