ACCS WalkArlington 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 walking 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 Website 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 make a trip entirely by walking 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]

WALKING

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

4. For what type(s) of trip(s) do you typically walk? Please choose as many as apply. [RANDOMIZE]
   a. To get to and from work
   b. As part of my commute to and from work (e.g., 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 when you choose to walk, what is your motivation to walk? 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 walk 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 walk during the day?
   1. Sharing the way with vehicles
   2. Sharing trails/sidewalks with bicycles
   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 walk during the evening or at night?
   1. Sharing the way with vehicles
   2. Sharing trails/sidewalks with bicycles
   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

9. What safety issues, if any, do you encounter when walking? [OPEN-END, NOT MANDATORY]  

[ASK ONLY IF EMPLOYED IN Q1 OTHERWISE SKIP TO Q18]

10. How often do you walk to or from work or as part of your commute to or from 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 Q18

11. Does your employer or building offer any facilities, information, or assistance to encourage walking to work?  
a. Yes → GO TO Q12  
b. No → GO TO Q13  
c. Don’t know → GO TO Q13

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

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

14. What is the distance of a typical one-way walk 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]

15. [ASK ONLY IF WALKS PART OF TRIP IN Q4] What is the distance you walk as part of your entire commute? Please enter your answer in miles in the space below. (ex. 1.0 miles or 0.5 miles) [ALLOW FOR ONE DECIMAL PLACE]

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

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

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

19. QUESTION CUT

20. 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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Have used in the past</th>
<th>Have not used, but am aware</th>
<th>Am not aware</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Arlington County Commuter Services</td>
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<tr>
<td>b. The Commuter Store</td>
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<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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<td>f. BikeArlington/BikeArlington.com</td>
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<tr>
<td>g. Arlington Transit (ART)</td>
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<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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<td>j. Virginia Railway Express (VRE)</td>
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<td>k. Telework VA!</td>
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<td>m. Car Free Diet YouTube Channel</td>
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<td>n. Capital Bikeshare</td>
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<tr>
<td>o. Washington Area Bike Forum (BikeArlington Forum)</td>
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<td>p. BikeArlington Twitter Feed</td>
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<td>q. E-newsletter</td>
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<td>r. E-blasts</td>
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</table>

[IF RESPONDENT ANSWERS “AM NOT AWARE” FOR WALKARLINGTON IN Q20, GO TO Q32]

21. How familiar are you with WalkArlington? 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.”

22. In your own words, what is WalkArlington? [OPEN END, NOT MANDATORY]
23. To the best of your knowledge, what organization/entity manages or is responsible for WalkArlington? **[OPEN END, NOT MANDATORY]**

24. Have you ever visited the WalkArlington Website?
   
   a. Yes **GO TO Q27**
   b. No **GO TO Q26**
   c. Don’t know **GO TO Q27**
   d. Didn’t know they had one **GO TO Q27**

25. QUESTION CUT

26. **[ASK ONLY IF B IN Q24]** What would encourage you to use the WalkArlington.com Website? **[OPEN END, NOT MANDATORY]**

27. Which of the following, if any, WalkArlington events have you attended? Please select all that apply.
   a. WalkArlington Walkabout
   b. Community health fair
   c. Neighborhood/community walking event
   d. School event
   e. Walk and Bike to School Day
   f. County event
   g. Environmental event
   h. Workplace event
   i. I have not attended a WalkArlington event

28. What type of events would you be interested in for the future? Please select all that apply.
   a. WalkArlington Walkabout
   b. Community health fair
   c. Neighborhood/community walking event
   d. School event
   e. Walk and Bike to School Day
   f. County event
   g. Environmental event
   h. Workplace event
   i. Other: ____________________________
   j. Would not be interested in any events in the future

29. Would you be interested in receiving a monthly e-newsletter about walking events and news in Arlington County?
   a. Yes
   b. No **GO TO Q31**
30. Please provide an e-mail address where WalkArlington can send the monthly e-newsletter. Please note: This email address will be used to add you to the newsletter distribution. It will in no way be used to link your responses to this survey to you.

___________________________________________________________________________

31. How did you first learn about WalkArlington? (Please select only one response) [ROTATE a-i]
   a. Word of mouth
   b. Advertisement
   c. The Commuter Store
   d. CommuterPage.com
   e. WalkArlington.com
   f. Brochure
   g. Media coverage
   h. Calendar listing
   i. Community event
   j. Arlington County Website
   k. Car-Free Diet
   l. Arlington Public Schools
   m. FitArlington
   n. Other Website: ___________________________
   o. Other: _______________________
   p. Don’t know/don’t remember

WALKARLINGTON SERVICES

32. Following is a list of walking services and information that WalkArlington 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 1</th>
<th>Have not used, but am aware 2</th>
<th>Am not aware 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. WalkArlington.com Website</td>
<td></td>
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<tr>
<td>b. WalkArlington Pacer e-Newsletter</td>
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<tr>
<td>c. Walkabouts Route Maps</td>
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<tr>
<td>d. Walkabouts Brochures</td>
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<tr>
<td>e. Walkabout Events</td>
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</tbody>
</table>
f. Walkabout Videos

33. **[ASK ONLY IF USED WALKARLINGTON SERVICES IN Q32]** In the past year, about how many times have you used at least one of the WalkArlington services listed?
   - a. More than 20 times, too many to count
   - b. 11 to 20 times
   - c. 6 to 10 times
   - d. 3 to 5 times
   - e. 1 or 2 times
   - f. Have never used
   - g. Don’t know, don’t remember

34. **[ASK JUST ABOUT THOSE USED IN Q32]** Based on your experiences, how satisfied are you with each of the following WalkArlington 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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</thead>
<tbody>
<tr>
<td>a. WalkArlington.com Website</td>
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<tr>
<td>b. WalkArlington Pacer e-Newsletter</td>
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<td>c. Walkabouts Route Maps</td>
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<td>e. Walkabout Events</td>
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<td>f. Walkabout Videos</td>
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<td>g. WalkArlington Facebook Page</td>
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<td>h. WalkArlington Walkers Meetup Group</td>
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<td>i. Walking Group Listings</td>
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<td>j. Calendar of Walking Events</td>
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<td>k. Walk to School Day Activities</td>
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</table>
Satisfaction with WalkArlington

[If unaware of WalkArlington in Q20, go to Q41]

35. Are there any services that WalkArlington does not provide that you wish they would provide? If so, please list here. [Open End, Not Mandatory]

36. How satisfied have you been overall with the services that you have used from WalkArlington? 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.” [Allow “Don’t Know”]

37. How likely are you to use the services of WalkArlington 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”]

38. How likely are you to recommend the services of WalkArlington 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.” [Allow “Don’t Know”]

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

40. Since you first started using WalkArlington services, have you made any of the following changes in your walking behavior? Please select all that apply.
   a. Started walking for at least some portion of trip to work
   b. Walk more often for at least some portion of trip to work
   c. Started walking for non-work trips
   d. Walk more often for non-work trips
   e. No, I did not make any of these changes
   f. Don’t know

41. [Ask only of those unaware of WalkArlington] WalkArlington is an Arlington County initiative to encourage more people to walk more of the time by promoting the health, environmental, financial, and community-building benefits of walking.
WalkArlington services and resources include a Website, an e-newsletter, Walkabouts (a series of self-guided neighborhood walking tours), walking groups, a calendar of walking events, pedestrian safety and planning information, among others.

How likely are you to use WalkArlington 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”]

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

43. Which of the following walking topics are most important to you? Please choose your top three choices.
   a. Health
   b. Safety
   c. Schools
   d. Clubs and groups
   e. Walking tours
   f. Events
   g. Research
   h. County resources for pedestrians
   i. Volunteer opportunities
   j. Resources for Seniors
   k. Resources for Youth
   l. Resources for speakers of other languages

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

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

DEMOGRAPHICS

These last few questions are for classification purposes only:

46. 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 Q47, OTHERWISE SKIP TO Q48]
47. 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

[IF NOT EMPLOYED IN Q1, GO TO Q53]

48. What type of transportation do you use to get to 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 Telework (work from home)
   i. Other ________

49. How often do you typically use any other type of transportation to get to/from work, other than the one you just indicated? Please check only one.
   a. Never → GO TO Q51
   b. A few times per year → GO TO Q51
   c. Once per month → GO TO Q51
   d. A few times per month → GO TO Q51
   e. One day per week
   f. Two days per week
   g. More often than two days per week
   h. Other ________ → GO TO Q51
   i. Don’t know → GO TO Q51

50. 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 reach transit)
i. Telework (work from home)
j. Other

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

52. 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]

53. 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

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

55. 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

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

   a. English → SKIP TO Q58
   b. Spanish
   c. Other

57. In what language would you prefer to read communications from WalkArlington (such as pedestrian safety brochures or other information)?

   a. English
   b. Spanish
   c. Other
   d. No preference
58. 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

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

Panel Recruitment

60. Thank you for taking the time to take this survey. The opinions you shared in this survey will be very helpful to WalkArlington. 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”]

61. Please provide your email address:

Thank You

WalkArlington 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 WalkArlington.