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
   - 3 to 4 days per week
   - 1 to 2 days per week
   - A few times per month but less than once per week
   - Once per month or less
   - Don’t know

2. How long have you been riding ART buses?
   - This is my first time
   - Less than 1 year
   - At least 1 year but less than 3 years
   - At least 3 years but less than 5 years
   - At least 5 years but less than 10 years
   - 10 or more years
   - Don’t know

3. If ART had been unavailable today, how would you have made this trip?
   - Drive alone
   - Bicycle
   - Metrorail
   - Walk
   - Taxi
   - Carpool or Vanpool
   - Would not have made this trip
   - Other (please describe)

4. What routes do you regularly use? (choose as many as apply)
   - 41 – Columbia Pike – Ballston – Courthouse
   - 42 – Ballston – Pentagon Saturday Shuffle
   - 51 – 52 Ballston – Virginia Hospital Center – East Falls Church
   - 53 – Ballston Metro – Old Glebe – East Falls Church Metro
   - 61A/B – Rosslyn – Court House Metro Shuttle
   - 62 – Court House Metro – Lorcom Lane – Ballston Metro
   - 67 – Ballston – Virginia Square Lunch Loop
   - 74 – Douglas Park – Arlington Village – Arlington View – Pentagon City
   - 75 – Wakefield H.S. – Carlin Springs Road – Ballston
   - 82 – Shirlington – Nauck – Pentagon City
   - Don’t know

5. How far from your home is the nearest bus stop (not necessarily the one you used today)?
   - 1 to 2 blocks
   - 3 to 5 blocks (1/4 mile to 1/2 mile)
   - 6 to 10 blocks (1/2 mile to 1 mile)
   - More than 10 blocks (more than one mile)
   - Other (please describe)
   - Don’t know

6. For what types of trips do you ride the bus? (Choose as many as apply)
   - Going to work
   - Going out for dining/entertainment
   - Going to school
   - Other (Please describe)
   - Running errands
   - Don’t know
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  O₁
Yes, transfer to or from Metrobus  O₂
Not transferring  O₃
Don’t know  O₉₉

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.

<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>Arlington County Commuter Services</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>Arlington’s Car Free Diet, <a href="http://www.carfreediet.com">www.carfreediet.com</a></td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>The Commuter Store</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>CommuterPage.com</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>CommuterDirect.com</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>WALKArlington / WALKArlington.com</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>BikeArlington / BikeArlington.com</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>Metro / WMATA</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>Virginia Railway Express (VRE)</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>Commuter Connections, commuterconnections.com</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Have used and am satisfied</th>
<th>Have used and am not satisfied</th>
<th>Have not used, but am aware</th>
<th>Am not aware</th>
</tr>
</thead>
<tbody>
<tr>
<td>ART Bike on Bus Program</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
<td>O₄</td>
</tr>
<tr>
<td>703-228-RIDE</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
<td>O₄</td>
</tr>
<tr>
<td>ArlingtonTransit.com</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
<td>O₄</td>
</tr>
<tr>
<td>Quarterly ART Forum newsletter</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
<td>O₄</td>
</tr>
<tr>
<td>ART Alerts</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
<td>O₄</td>
</tr>
<tr>
<td>ART Schedules for handheld devices</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
<td>O₄</td>
</tr>
</tbody>
</table>

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

______________________________________________________________________

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.?

<table>
<thead>
<tr>
<th>Quality</th>
<th>Very poor</th>
<th>Excellent</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information is useful</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>Information is easy to understand</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
<tr>
<td>Information is up-to date</td>
<td>O₁</td>
<td>O₂</td>
<td>O₃</td>
</tr>
</tbody>
</table>
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
0    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
0    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  $60,000 to $119,999  $120,000 or more
0    1    2    3

17. Are you?

Male 01  Female 02

Continue

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

Employed full-time (35 hours or more per week) 01
Employed part-time (less than 35 hours per week) 02
Go to school full-time 03
Go to school part-time 04
Not employed or in school (keeping house, retired, disabled, looking for work) 05
Other (please describe):__________________________ 06

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 01
Metrorail 02
Commuter train (MARC, VRE, Amtrak) 03
Bus 04
Carpool (ride with co-workers, friends, or family members) 05
Vanpool (ride with co-workers or others who work nearby) 06
Taxi 07
Bicycle (entire trip from home to work) 08
Walk (entire trip from home to work) 09
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 01
American Indian or Alaska Native 02
Asian 03
Hispanic or Latino 04
Native Hawaiian or other Pacific Islander 05
White, non-Hispanic 06
Other (please describe)__________________________ 07

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:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

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

PRINTER – INSERT VARIABLE CODE HERE