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 ☑️
   - More than 10 blocks (more than one mile) ☑️
   - 3 to 5 blocks (1/4 mile to 1/2 mile) ☑️
   - Other (please describe) ______________
   - 6 to 10 blocks (1/2 mile to 1 mile) ☑️
   - Don’t know ☑️
   - 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 ☑️
   - 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?

<table>
<thead>
<tr>
<th>Yes, transfer to or from Metrorail</th>
<th>O_1</th>
<th>Not transferring</th>
<th>O_3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, transfer to or from Metrobus</td>
<td>O_2</td>
<td>Don’t know</td>
<td>O_99</td>
</tr>
</tbody>
</table>

8. 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.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Not at all important</th>
<th>Very important</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>The driver/operator is courteous</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The payment process is easy</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus is clean</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus stop is clean</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>My wait time is short</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus is comfortable</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus is reliable and doesn’t break down</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus runs on time</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>There are enough seats</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus is handicap accessible</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The route is direct (I don’t have to go out of my way)</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus is safe</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus stop is safe</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus is well lit</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
<tr>
<td>The bus stop is well lit</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
</tbody>
</table>

9. 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.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Very Poor</th>
<th>Excellent</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>The driver/operator is courteous</td>
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<td>O_3</td>
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<td>The bus stop is well lit</td>
<td>O_1</td>
<td>O_2</td>
<td>O_3</td>
</tr>
</tbody>
</table>
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?

Yes  Q1  No  Q2

11. If so, what did you see or hear?

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  Q1  Q2  Q3  Q4  Q5  Q99

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  Q1  Q2  Q3  Q4  Q5  Q99

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  Q1  $60,000 to $119,999  Q2  $120,000 or more  Q3

17. Are you?

Male  Q1  Female  Q2

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

Employed full-time (35 hours or more per week)  Q1  Employed part-time (less than 35 hours per week)  Q2  Go to school full-time  Q3  Go to school part-time  Q4  Not employed or in school (keeping house, retired, disabled, looking for work)  Q5  Other (please describe)  Q6

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  Q1  Metrorail  Q2  Commuter train (MARC, VRE, Amtrak)  Q3  Bus  Q4  Carpool (ride with co-workers, friends, or family members)  Q5  Vanpool (ride with co-workers or others who work nearby)  Q6  Taxi  Q7  Bicycle (entire trip from home to work)  Q8  Walk (entire trip from home to work)  Q9  Telework (work from home)  Q10  Other (please describe):  Q11

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  Q1  American Indian or Alaska Native  Q2  Asian  Q3  Hispanic or Latino  Q4  Native Hawaiian or other Pacific Islander  Q5  White, non-Hispanic  Q6  Other (please describe):  Q7

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 A

PRINTER – INSERT VARIABLE CODE HERE