1. Why did you come into The Commuter Store™ today? (please choose all that apply)

- Needed a fare card, tokens, ticket or pass
- Looking for ways to make my commute better
- Just interested in seeing what it's about
- Other: ____________________________

2. Was there anything you were looking for that you did not find? (if yes, ask respondent to describe; if no, leave this blank) ____________________________

3. How would you rate your overall experience on today’s trip to The Commuter Store™? Please use a scale of 0 to 10 for your answer where “0” means your experience was “poor” and “10” means your experience was “excellent.”

| Poor | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Excellent | Don’t Know |
|------|---|---|---|---|---|---|---|---|---|---|           |            |

4. Why did you give that rating? ____________________________

5. Is this your first visit to any Commuter Store™?

- Yes (don’t ask Question 6 or 7, go to online)
- No, have visited only this Store before
- No, have visited other Stores before but not this one

6. How often do you visit this and/or any other Commuter Store™ in Arlington County (i.e., the Ballston, Rosslyn, Crystal City, Shirlington and Mobile Commuter Stores)? [LEAVE BLANK IF RESPONDENT SAYS HE/SHE DOESN’T KNOW]

- Once a week or more
- One to three times per month
- Once a month
- A few times a year
- Once a year
- Almost never

7. Since you first started going to The Commuter Store™, have you made any of the following changes in how you get around Arlington County and the Washington metropolitan region? (Please check all that apply)

- Started riding train or ride train more often
- Started carpooling or carpool more often
- Started bicycling to destinations or bicycle to destinations more often
- Other: ____________________________

- Started riding bus or ride bus more often
- Started vanpooling or vanpool more often
- Started walking to destinations or walk to destinations more often
- No, I did not make any changes

8. Please enter your email address to complete the full survey: ____________________________