

Transit Choices Study

TransitCenter 5-21-2018

This questionnaire format is designed to create a similar look to the online survey instrument once it is programmed.

A few things to keep in mind as you review the guestionnaire:

- 1. Screens with a gray background (like this one) are for reviewers, and will not appear in the programmed survey.
- 2. Notes for reviewers can be found in the "Notes" section at the bottom of each slide.
- 3. Text in [] square brackets indicates branching logic or other notes for reviewers that will not be seen by respondents.
- 4. Text in { } curly brackets indicates a dynamic text insertion based on a respondent's previous answers. E.g. "In the questions that follow, please continue to think about your {trip purpose} trip."
- 5. While reviewing the questionnaire, assume that all respondents see each screen unless otherwise noted.
- 6. General text appearing in the "Notes" section of a slide indicates programming logic.
- 7. Text in [] square brackets appearing in the "Notes" section of a slide denotes the online survey page name and associated database variable for that question.
- 8. The survey will have a progress bar in the footer that will show the "percent" complete as respondents progress through the questionnaire.



In what language would you like to take the survey?

[Repeat question in Spanish. Language established during translation]

- English
- Español

4 Introduction

Customized header graphic incorporating study name will appear at top of each page



Thank you for participating in the TransitCenter Transit Choices Survey!

The purpose of this survey is to learn more about how you use public transportation [hover/click popup info below- to be applied on all slides where public transportation is indicated in orange].

Your answers will be kept confidential and will only be used for this study.

Please click "Next" to begin.

What do we mean by "public transportation"?

We mean buses, trains, subways, and other forms of transportation that charge set fares, run on fixed routes, and are available to the public.

So, for this study...

Your local bus, light rail, or subway is public transportation

A school bus or employee shuttle **is not** public transportation

A non-commuter bus/train that travels between cities **is not** public transportation (Megabus, Amtrak, etc.)

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For the following questions, we are going to ask you about two time periods:

- Now
- Two years ago (Spring 2016)

Please do your best to recall your unique circumstances from two years ago as you answer these questions.

Please click "Next" to continue.



How old are you?

- Under 18 years old
- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65 years or older



This information is only used to understand if we have received a representative sample of the region's population. Your answers will never be linked back to you and will only be analyzed with all other survey responses combined.

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7 | Introduction SCREENER

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For the following time periods, about how often did you use **public transportation**?

Time Period	Never	Less than one day per month	1-3 days per month	1-2 days per week	3-4 days per week	5 days per week	6 days per week	7 days per week
Now			\bigcirc	\circ	0		\circ	\circ
Two years ago (Spring 2016)	0	0	\circ	\circ	0	\bigcirc	\circ	0

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Customized header graphic incorporating study name will appear at top of each page



Let's	4		4
	TO	$\mathbf{h} \mathbf{o}$	

Home	□ Work	□ Public Tran	sportation	□ Ride-Hailing	□ T axis	□ D riving	□ Carsharing	□ Biking	□ Walking	
What is	your cur	rent home ZI	P code? (p	olease enter 0000	00 if outside	e US)				



Where did you live two years ago (Spring 2016)?
The same home as now
A different home
What was your home ZIP code two years ago (Spring 2016)? (please enter 00000 if outside U.S.,

study name will appear at top of each page



Think about your most recent move. Why did you **move**? Please select *up to three* primary reasons.

Reason	Selection
Wanted cheaper housing	
To be closer to work or school/easier commute	
To be closer to amenities (restaurants, shops, etc.)	
Wanted more space/upgrade	
Wanted less space/downsize	
Wanted to own home, not rent	
To establish own household (e.g., moving out of parents' home)	
New job/school or job transfer	
Wanted better neighborhoods (schools, crime, etc.)	
Change in marital/relationship status	
Other Please Specify	

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How would you describe your new neighborhood compared to your previous neighborhood?

My new neighborhood is...

- Much more urban
- A little more urban
- Not much different
- A little more suburban or rural
- Much more suburban or rural



Currently, how often do you make online shopping purchases which are then delivered to your home or work?

Time Period	Never	Less than one day per month	1-3 days per month	3-4 days per week	5 or more days per week
Now	\circ	\circ	0		\circ



For the following time periods, what best described your employment status?

Time Period	Employed full- time	Employed part- time	Student and working	Student and not working	Retired	Not currently employed
Now	\circ	0		0		
Two years ago (Spring 2016)	0	0	0	0	0	0



	e US)
☐ My daily work location changes (other sites, homes, offices, etc.)	



Where did you work two years ago (Spring 2016)?
The same primary work location as now
A different primary work location
What was the ZIP code of your primary work location two years ago (Spring 2016) ? (please enter 00000 if outside U.S.)
☐ My daily work location changed (other sites, homes, offices, etc.)



Think about your most recent change in work locations. Why did you change work locations? Please select *up to three* primary reasons.

Reason		Selection				
Wanted	Wanted better work/life balance					
To be cl	To be closer to home/easier commute					
To be cl	To be closer to amenities (restaurants, shops, etc.)					
Injury/dis	Injury/disability					
Issues a	nt, culture, etc.)					
Lost my						
Moved a						
Career	Career change/Better job					
Other	Please Specify					



For the following time periods, how often did you telecommute for work or otherwise work from home?

Time Period	Never	Less than one day per month	1-3 days per month	1-2 days per week	3-4 days per week	5 or more days per week
Now		\bigcirc				
Two years ago (Spring 2016)	\bigcirc	\circ	0	\bigcirc	0	0



For the following time periods, which types of **public transportation** did you use at least once a month? Please select all that apply.

Time Period	Bus (local buses, express buses, etc.)	Rail (subway, commuter rail, trolleys, light rail, etc.)	Disability Service (paratransit van, minibus, etc.)	Other (ferries, etc.)
Now				
Two years ago (Spring 2016)				



For the following time periods, which method of payment did you most often use for public transportation?

Time Period	Unlimited pass (monthly, weekly, etc.)	Pay as you go	Other	
Now		0	0	
Two years ago (Spring 2016)	0	0	0	



For the following time periods, was your public transportation cost paid for by someone other than you or your family (like an employer, university, or residential building)?

Time Period	Yes— fully paid	Yes—partially paid	No
Now		\circ	\bigcirc
Two years ago (Spring 2016)	0	0	0



For the following time periods, did you pay for your **public transportation** costs through a pre-tax commuter benefit program (TransitChek, Commuter Check, etc.)?

Time Period	Yes	No	Not sure
Now		0	0
Two years ago (Spring 2016)	0	0	0



For the following time periods, during what times of day did you typically make trips by **public transportation**? Please select all that apply.

Time Period	Weekdays (during the day)	Weeknights	Weekend days	Weekend nights
Now				
Two years ago (Spring 2016)				



For the following time periods, what types of trips did you typically use **public transportation** for? Please select all that apply.

Time Period	Work	School	Medical/ hospital	Social/ recreation/ entertainment	Personal business/ errands	Airport
Now						
Two years ago (Spring 2016)						



Based upon your personal experience in the last two years ONLY, where are the most important areas for improvement in **bus service**?

Please select up to *three* areas for improvement.

Category	Area for improvement	Selection	
Dereand Safatu/Comfort	Safety while on the bus		
Personal Safety/Comfort	Safety while waiting at or getting to the bus stop		
	Frequency of bus service		
	Reliability/predictability of trip time		
	Crowding on the bus		
Service	Delays/traffic while on the bus		
	Quality/availability of info about departure times and delays		
	Handling of major service disruptions (breakdowns, reroutes, etc.)		
	Fare for bus trip		
	Facilities around bus stop (shelters, sidewalks, lighting, etc.)		
	Access to the places I need to go		
	Other Please Specify		



Based upon your personal experience in the last two years **ONLY**, where are the most important areas for improvement in rail service?

Please select up to *three* areas for improvement.

Category	Area for improvement				
Developed Cofety/Comfet	Safety while on the train				
Personal Safety/Comfort	Safety while waiting at	or getting to the train station			
	Frequency of train serv	ice			
	Reliability/predictability of trip time				
	Crowding on the train				
Service	Delays/traffic while on the train				
	Quality/availability of info about departure times and delays				
	Handling of major service disruptions (breakdowns, closures, etc.)				
	Fare for train trip				
	Facilities around train station (platforms, sidewalks, lighting, etc.)				
	Other Please Specif	·y			

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For the following time periods, overall how satisfied were you with your experience on **bus service**?

Time Period	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied
Now	0	\circ	0	\circ	0
Two years ago (Spring 2016)	0	0	0	\bigcirc	0



For the following time periods, overall how satisfied were you with your experience on rail service?

Time Period	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied
Now	0	\circ	0	\circ	0
Two years ago (Spring 2016)	0	0	0	\bigcirc	0



For the following time periods, how often did you make trips as a passenger in a ride-hailing vehicle (Uber, Lyft, Via, etc.)?

Time Period	Never	Less than one day per month	1-3 days per month	1-2 days per week	3-4 days per week	5 or more days per week
Now					\circ	
Two years ago (Spring 2016)	\bigcirc	0	0	0	0	0



Currently, during what times of day do you typically make trips as a passenger in a ride-hailing vehicle (Uber, Lyft, Via, etc.)?

Please select all that apply.

Time Period	Weekdays (during the day)	Weeknights	Weekend days	Weekend nights
Now				



For the following time periods, what types of trips did you typically use ride-hailing vehicles (Uber, Lyft, Via, etc.) for? Please select all that apply.

Time Period	Work	School	Medical/ hospital	Social/ recreation/ entertainment	Personal business/ errands	Airport
Now						
Two years ago (Spring 2016)						



rently, what types of ride-hailing services (Uber, Lyft, Via, etc.) do you use at least once a month? ase select all that apply.
Standard rides (e.g. uberX, Lyft)
Pooled rides in a car (e.g. uberPOOL, Lyft Line)
Pooled rides in a van or minibus (e.g. Via, Chariot)
Large rides (e.g. uberXL, Lyft Plus)
Luxury rides (e.g. UberBLACK, UberLUX, Lyft Premier, Lyft Lux)
Wheelchair-accessible rides (e.g. UberWAV, Lyft Access Mode)
Subscriptions/Passes for any of the above ride types (e.g. Uber Plus, Lyft Line Pass)



For the following time periods, how often did you make trips by taxi?

Time Period	Never	Less than one day per month	1-3 days per month	1-2 days per week	3-4 days per week	5 or more days per week
Now			\circ		\circ	
Two years ago (Spring 2016)	\circ	0	0	\circ	0	0



Currently, during what times of day do you typically make trips by taxi? Please select all that apply.

Time Period	Weekdays (during the day)	Weeknights	Weekend days	Weekend nights
Now				



Do you have a valid driver's license?

- Yes
- O No

When did you obtain your driver's license?

- Within the last two years
- More than two years ago (Spring 2016)

Did you ever have a valid driver's license?

- O No
- Yes, within the last two years
- Yes, but more than two years ago (Spring 2016)



For the following time periods, did you have regular access to a car (not including ride-hailing, carshare, taxis, etc.)?

Time Period	Yes— I had full access to a car	Yes— but other people used this car as well	Yes— I could get rides from other people when I needed to	No
Now	\circ	0		
Two years ago (Spring 2016)	0	0	0	0



Have you or your spouse/domestic partner purchased a car within the last two years?

- Yes
- O No

Did this purchase replace another car which you traded in or got rid of?

- Yes- my purchase replaced another car which I traded in or got rid of
- O No



Did you receive a car loan for your most recent car purchase?

- Yes
- O No

(If yes)

How easy or difficult was it to get a car loan?

- Much easier than expected
- Somewhat easier than expected
- About what I expected
- Somewhat more difficult than expected
- Much more difficult than expected



For the following time periods, how often did you make trips by car (not including ride-hailing, carshare, taxis, etc.)?

Time Period	Never	Less than one day per month	1-3 days per month	1-2 days per week	3-4 days per week	5 or more days per week
Now			\circ			
Two years ago (Spring 2016)	\bigcirc	0	0	\circ	0	0



Currently, during what times of day do you typically make trips **by car** (not including ride-hailing, carshare, taxis, etc.)? Please select all that apply.

Time Period	Weekdays (during the day)	Weeknights	Weekend days	Weekend nights
Now				



For the following time periods, what types of trips did you typically make trips by car for (not including ride-hailing, carshare, taxis, etc.)?

Please select all that apply.

Time Period	Work	School	Medical/ hospital	Social/ recreation/ entertainment	Personal business/ errands	Airport
Now						
Two years ago (Spring 2016)						



Why did you {car_increase} in the last two years? Please select *up to three* primary reasons.

Reason	Selection
I needed to make more trips	
Other family members needed to make more trips	
Parking at home became easier or cheaper	
Parking at work/school became easier or cheaper	
Wanted a car to drive for ride-hailing vehicle (Uber, Lyft, Via, etc.)	
Alternative options (public transportation, etc.) got worse or more expensive	
Car purchase terms improved (loans, discounts, etc.)	
Decrease in gas prices	
Obtained driver's license	
Family relationship change [show if a or b only]	
Other Please Specify	

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Why did you **start driving less** in the last two years? Please select *up to three* primary reasons.

Reason	Selection
I didn't need to make as many trips	
Other family members didn't need to make as many trips	
Parking at home became harder or more expensive	
Parking at work/school became harder or more expensive	
Alternative options (public transportation, ride-hailing vehicle (Uber, Lyft, Via, etc.)) got better or cheaper	
To save money/too expensive to keep and maintain car	
Unable to keep up with loans/financing plan (repossession, etc.)	
Lost driver's license	
Relationship change [show if a or b only]	
Other Please Specify	

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Have you ever made money by driving for a ride-hailing company (Uber, Lyft, Via, etc.)?

- Yes— I have made money by driving for a ride-hailing company (Uber, Lyft, Via, etc.)
- O No



For the following time periods, how often did you drive your car for a ride-hailing company (Uber, Lyft, Via, etc.)?

Time Period	Never	Less than one day per month	1-3 days per month	1-2 days per week	3-4 days per week	5 or more days per week
Now					\circ	
Two years ago (Spring 2016)		0	0		0	0



For the following time periods, how often did you make trips in a carshare vehicle (Zipcar, Car2Go, Enterprise CarShare, etc.)?

Time Period	Never	Less than one day per month	1-3 days per month	1-2 days per week	3-4 days per week	5 or more days per week
Now			\circ			
Two years ago (Spring 2016)	\bigcirc	0	0	\circ	0	0



Currently, during what times of day do you typically make trips **in a carshare vehicle** (Zipcar, Car2Go, Enterprise CarShare, etc.)?

Please select all that apply.

Time Period	Weekdays (during the day)	Weeknights	Weekend days	Weekend nights
Now				



For the following time periods, did you typically use a wheelchair to get around?

Time Period	No	Yes
Now	\bigcirc	\circ
Two years ago (Spring 2016)	0	0



For the following time periods, how often did you make trips by bike (including your own bike or bikeshare, for trips over ¼ mile and excluding biking for exercise)?

Time Period	Never	Less than one day per month	1-3 days per month	1-2 days per week	3-4 days per week	5 or more days per week
Now			\circ			
Two years ago (Spring 2016)	\bigcirc	0	0	\bigcirc	0	0



For the following time periods, did you have a bikeshare membership?

Time Period	Yes	No
Now	\bigcirc	0
Two years ago (Spring 2016)	\bigcirc	0



Currently, during what times of day do you typically make trips by bike (including your own bike or bikeshare, for trips over 1/4 mile and excluding walking for exercise)?

Please select all that apply.

Time Period	Weekdays (during the day)	Weeknights	Weekend days	Weekend nights
Now				



Why did you start biking more in the last two years (including your own bike or bikeshare, for trips over 1/4 mile and excluding walking for exercise)?

Please select up to *two* reasons.

Reason	Selection
Moved to a more bike-friendly location	
Improvements to bicycle safety/comfort (bike lanes, buffers, traffic enforcement, etc.)	
More destinations (shops, restaurants, etc.) moved within convenient biking distance	
Alternative options (public transportation, driving, etc.) got worse or more expensive	
Wanted to be more active	
Bike-friendly facilities (bike racks, storage rooms, showers, etc.) improved at work, school, or other common destinations of mine	
Bikeshare started operating near me	
Other Please Specify	



For the following time periods, how often did you make **{walkmode}** trips (over ½ mile and excluding walking for exercise)?

Time Period	Never	Less than one day per month	1-3 days per month	1-2 days per week	3-4 days per week	5 or more days per week
Now			\circ			
Two years ago (Spring 2016)	\circ	0	0	\bigcirc	0	0



Currently, during what times of day do you typically make **{walkmode}** trips (over ¼ mile and excluding walking for exercise)?

Please select all that apply.

Time Period	Weekdays (during the day)	Weeknights	Weekend days	Weekend nights
Now				



Why did you **start {walkmode} more** in the last two years (for trips over ¼ mile and excluding walking for exercise)? Please select up to *two* reasons.

Reason	Selection
Moved to a more pedestrian or wheelchair-friendly location	
Improvements to safety/comfort (sidewalks, crosswalks, traffic enforcement, etc.)	
More destinations (shops, restaurants, etc.) moved within a convenient distance	
Alternative options (public transportation, driving, etc.) got worse or more expensive	
Wanted to be more active	
Other Please Specify	



Almost done! We have just a few more questions about you. This information is to ensure we have a representative sample and will not be linked back to you.

What is your gender?

- Female
- Male
- Other/Prefer to self-identify Please Specify...



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\sqcup	Native	American	or Alaska	Native
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Native	Hawaiian	or Other	Pacific	Islander
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Other	Please	Specify	



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Were you born in the United States?

- Yes
- O No



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For the following time periods, how many family members lived in your household (including yourself)?

Time Period	1— I lived alone	2	3	4	5 or more
Now			\bigcirc	\bigcirc	0
Two years ago (Spring 2016)	0	0	0	0	0



This information is only used to understand if we have received a representative sample of the region's population. Your answers will never be linked back to you and will only be analyzed with all other survey responses combined.



For the following time periods, how many family members under 18 years old lived in your household?

Time Period	None	1	2	3	4	5 or more
Now	0	0	\circ	\circ	\circ	\circ
Two years ago (Spring 2016)	0	0	0	0	0	0



This information is only used to understand if we have received a representative sample of the region's population. Your answers will never be linked back to you and will only be analyzed with all other survey responses combined.

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For the following time periods, what was your total annual household income?

Time Period	Under \$25k	\$25k- \$49,999	\$50k- \$74,999	\$75k- \$99,999	\$100k- \$124,999	\$125k- \$149,999	\$150k- \$174,999	\$175k- \$199,999	\$200k or above
Now	0		\bigcirc	\bigcirc			\bigcirc		
Two years ago (Spring 2016)	0	0	0	0	0	0	0	0	0



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Thank you for participating! All of your responses have been saved, so you may now exit your browser.

Please provide any feedback you have regarding this survey.

Please click "Next" to submit your comment.

Please Specify			

Thank you very much for your time!