

Final Report

Walter Reed Prototype Super Stop Community Consultation Process Synthesis



September, 2013

**Walter Reed Prototype Super Stop
Community Consultation Process Synthesis
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Executive Summary

Community Consultation Process Background

On April 4, 2013, Arlington County launched a comprehensive review of the performance, cost, design and construction of the Walter Reed Prototype Super Stop. The goal of the review was to facilitate the construction of the remaining planned transit stations more efficiently, in terms of cost and time, and with improved functionality. The assessment consisted of a three-pronged approach: a financial and performance assessment, design review, and community consultation process. This report is a synthesis of the results of the community consultation process.

The community consultation process was designed to consult with current prototype users and Columbia Pike neighbors to obtain their feedback on the prototype's physical elements and their functionality in order to inform the design review. The scope of the process was specifically limited to the design and functional elements within the Prototype Super Stop. This process did not seek guidance on the broader transit stations program, such as locations, number of stations, or continuation of the program.

The community consultation process consisted of a survey and feedback sessions designed to engage current prototype users and Columbia Pike neighbors and businesses and emails received from the community. The survey was conducted in two formats: an online survey and an in-person survey at the Walter Reed Prototype Super Stop. The in-person survey was conducted by a third party hired by Arlington County. The utilization of two survey formats was aimed at maximizing the number and diversity of survey participants. Additionally, staff held feedback sessions with targeted stakeholder groups, including representatives of local civic associations, the Columbia Pike Implementation Team (CPIT), the Columbia Pike Revitalization Organization, and the Transit Advisory Committee, among others in order to obtain their feedback on the prototype design. Finally, staff also reviewed any emails sent to the Department of Environmental Services inbox regarding the prototype Super Stop from the date of opening until the online survey began. Below are the major themes that were gleaned from the community consultation process.

Summary of Major Themes

- **Weather Protection**

Overwhelmingly, respondents across all three mediums (survey, feedback sessions, and emails) requested that physical elements of the design improve weather protection at the Prototype Super Stop. Many requested an extension of the canopy, even to the street, to provide additional weather protection. Respondents also requested that all seating be covered, or provide a larger protected standing area. The glass material of the canopy received mostly negative feedback, primarily due to heat and glare from the sun. Several respondents requested wind shields or walls on the roof canopy.

- **Accessibility**

While satisfaction with the accessibility of the site in general ranked high throughout the survey, respondents raised concerns regarding the accessibility of the site via write-in comments and during both stakeholder feedback sessions. These concerns are acute with regard to the site layout. For example, the placement of the trash receptacles near the pillars created choke points in the back walk-through area and impeded flow for wheelchairs, bicycles, strollers, etc.

- **Cost**
 Across all three components of the community consultation process, and including the survey instrument which did not ask directly about cost, many commented on the cost of the prototype, desiring lower cost solutions for future stops, even if this means eliminating some of the more popular design elements. In fact, 21% of all survey respondents elected to write-in a response, which were predominantly negative, about the cost of the prototype.
- **Stainless Steel Seating**
 Across all three components many participants offered negative comments regarding the seating and stainless steel materials. Concerns included the material being too hot/cold, uncomfortable (hard), and not repellent of water. In addition, a number of respondents stated that the sharp corners of the seating posed a safety issue.
- **Lighting**
 There was general consensus throughout the community consultation process that the lighting at the prototype was satisfactory.
- **Appearance**
 Throughout the community consultation process, there was general approval of the appearance of the prototype. However, there was some departure from this trend within the write-in comments section of the survey with almost one-third of those who wrote in comments about the appearance being categorized as negative in nature.
- **Site Layout**
 The site layout feedback included requests that future designs provide enough room for the walkway behind the prototype, requests to push the entire stop back, statements that the seating bench was too wide or took up too much room, and requests to consider sun orientation for the placement of several of the physical elements – such as wind shields, canopy, and the electronic information board. A few people acknowledged right-of-way constraints at each future transit station site along Columbia Pike and requested a greater focus on maximizing the use of space for each site. A number also stated that landscaping was optional, or of lesser priority.
- **Standing Area**
 Respondents relayed high levels of dissatisfaction regarding the standing area, but with mixed suggestions. Many commented that the standing area was not large enough with some suggesting limiting the seating to accommodate more standing room. Others were concerned with the flow of pedestrians through the site and conflicts with the standing area.
- **Electronic Info Board**
 Generally, community members were satisfied with the electronic information board; however, there were three common requests: Orienting the board in the direction that buses were coming, optimize visibility of the screen (reducing glare and visual impairment concerns), and ensuring the board was maintained to relay accurate information.
- **Operations (Operator/Vehicle)**
 Some were concerned about the ability to facilitate boarding and alighting of two buses simultaneously (Multiple buses arrive at the prototype with the first bus not pulling completely in to allow passengers to board, leaving the remaining bus or buses to impede the flow of both vehicle and pedestrian traffic, specifically in the crosswalk). Others worried about the ability to alight the bus from the bus wheelchair ramp due to the higher curb.

Community Consultation Process Synthesis

- I. Survey of Prototype Super Stop users, neighbors and businesses along Columbia Pike
- II. Review of emails received prior to survey
- III. Two targeted stakeholder feedback sessions

I. Survey of Users and Neighbors/Businesses along Columbia Pike

A. Survey Methods and Analysis

Surveys were targeted to users of the Prototype Super Stop and neighbors/businesses along Columbia Pike. From June 24 - July 22, the survey was available as an internet survey, and was conducted in-person by third-party surveyors at the Walter Reed Prototype Super Stop (referred to as the Intercept survey). Outreach for the internet survey included messaging to local civic associations, the Columbia Pike Revitalization Organization (CPRO), the Columbia Pike Implementation Team (CPIT), Transportation Commission and the Transit Advisory Committee, the County's Columbia Pike Construction Updates email listserv and printed handouts given at the Prototype Super Stop and nearby County facilities.

Surveys were deemed to be incomplete and were removed if they fell into the following two categories: 1) the respondent indicated they were *not* a Prototype Super Stop user, neighbor, or business along Columbia Pike, and 2) the questions pertaining the design features were not answered. A total of 732 respondents completed the survey. See Appendix A for a list of survey questions.

B. Survey Areas of Satisfaction by Category

Staff sorted the Walter Reed Prototype Super Stop Design Feedback Survey respondents into seven distinct categories. Respondents could fall into multiple categories.

Glossary of Respondent Categories

During survey analysis, staff sorted respondents into a variety of categories. These categories are also used in the graphs located throughout this report.

1. **Master:** All 732 completed surveys - both online and in-person.
2. **Intercept:** All respondents to the in-person survey conducted on-site at the Prototype Super Stop location.
3. **Peak Users:** Respondents who use the prototype during peak rush hours – weekdays from 6:00-9:00 a.m.
4. **22204:** Any respondent who identified 22204 as their home zip code.
5. **Disability:** Any respondent self-identified as having hearing, vision or ambulatory difficulty.
6. **Stop Usage 2+ visits/month:** Respondents who use the Prototype Super Stop daily, more than twice a week or more than twice a month.
7. **Language other than English:** Any respondent that either took the survey in Spanish, or responded that they speak a language other than English at home.

Summary of Survey Trends Across Respondent Categories

Across these seven respondent categories, several areas emerged that were of high satisfaction, and several emerged of high dissatisfaction. **Satisfaction was determined to be greater than 70%** of category respondents being satisfied or somewhat satisfied with the specified feature. **Dissatisfaction was determined to be greater than 30%** dissatisfied or somewhat dissatisfied with the specified feature.

High Satisfaction Features:

- **Accessibility** had high satisfaction ratings among all seven respondent categories.
- **Electronic Information Board** also ranked high among all seven categories.
- **Ease of Boarding** ranked in six of the seven categories.
- **Lighting** also ranked in six of the seven categories.

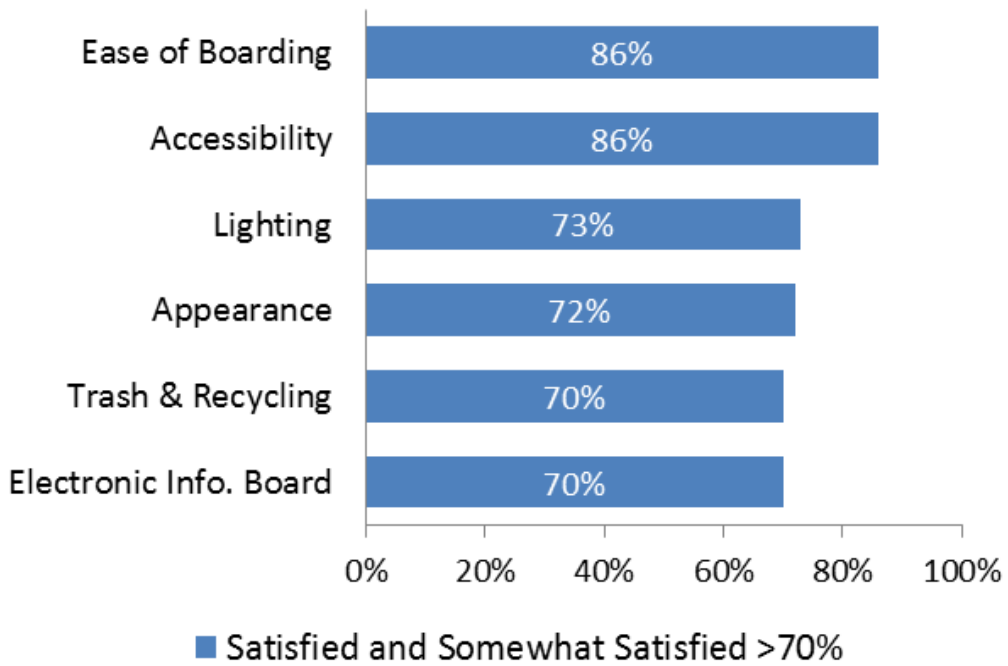
High Dissatisfaction Features:

- The **Roof Canopy** had high dissatisfaction ratings among all seven categories.
- **Seating** also ranked high among all seven categories.
- **Site Layout** ranked in five of the seven categories.
- **Standing Area** also ranked in five of the seven categories.

The graphs on the following pages depict the design features that garnered the highest satisfaction and the design features that garnered the highest dissatisfaction from each category respondent types.

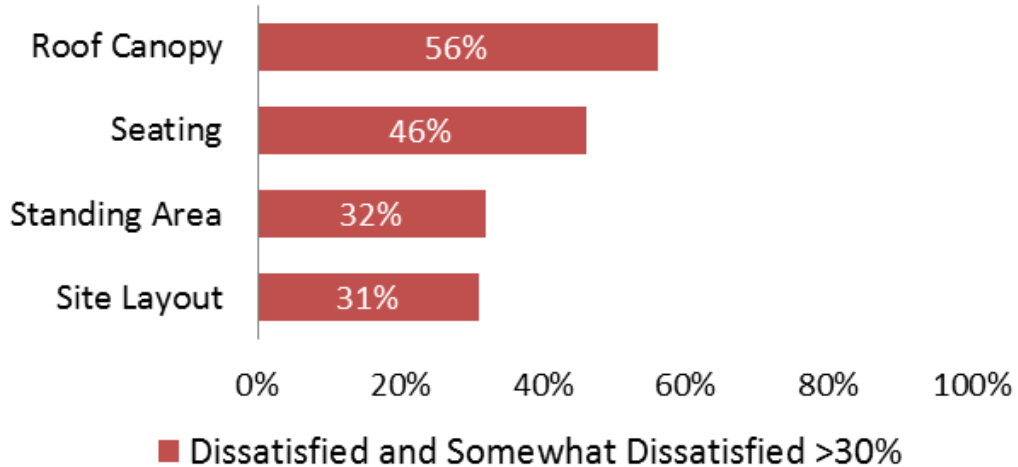
Master - All Surveys Completed

(732 Respondents)



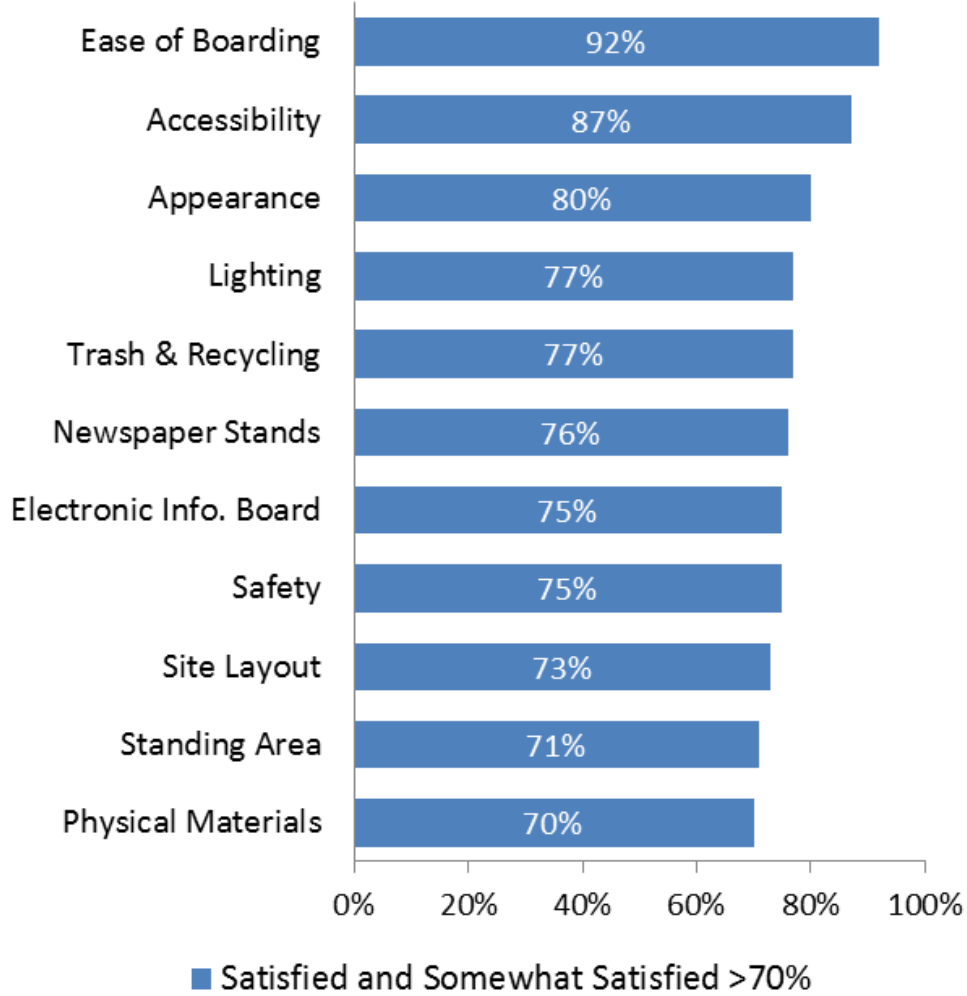
Master - All Surveys Completed

(732 Respondents)



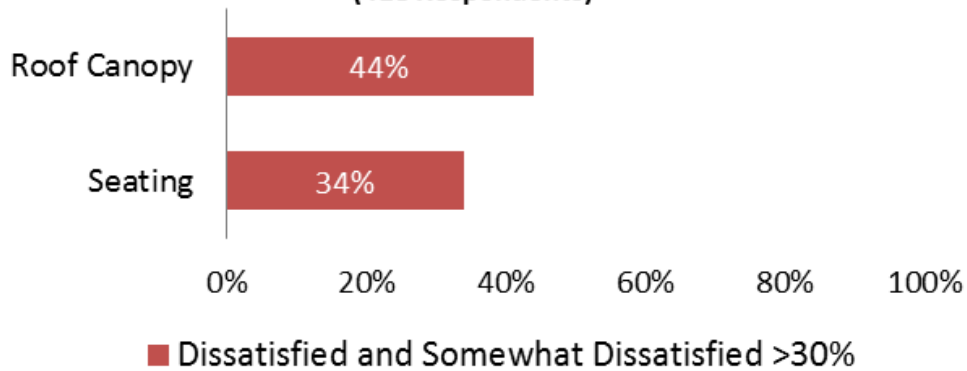
Intercept - All In-Person Surveys at Super Stop Location

(418 Respondents)

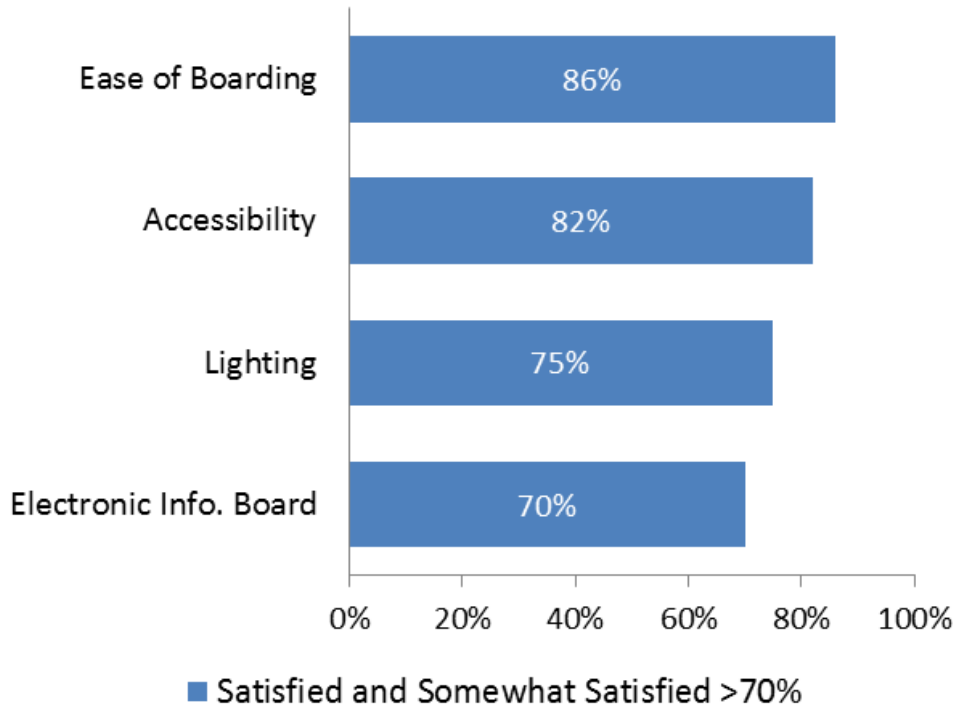


Intercept - All In-Person Surveys at Super Stop Location

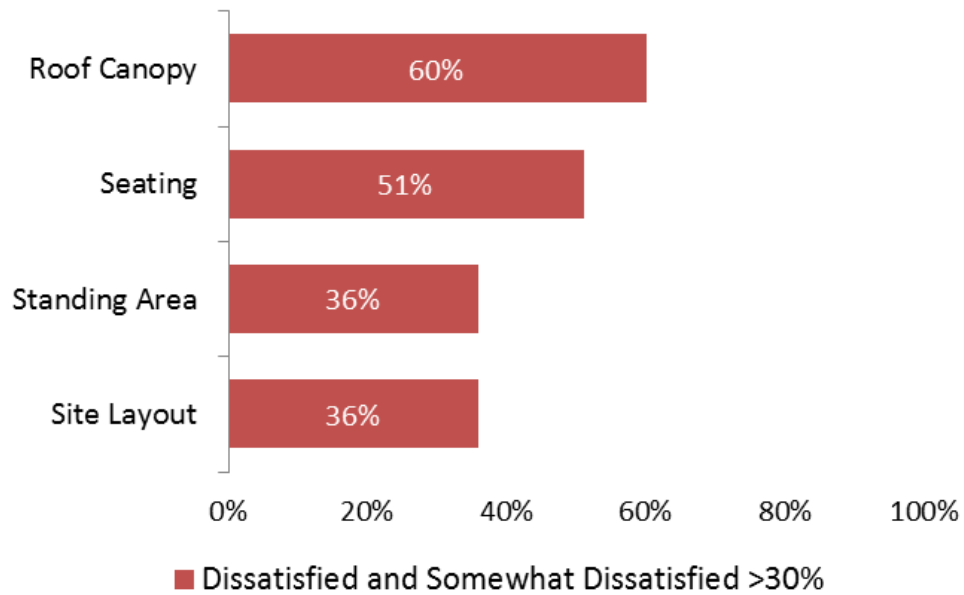
(418 Respondents)



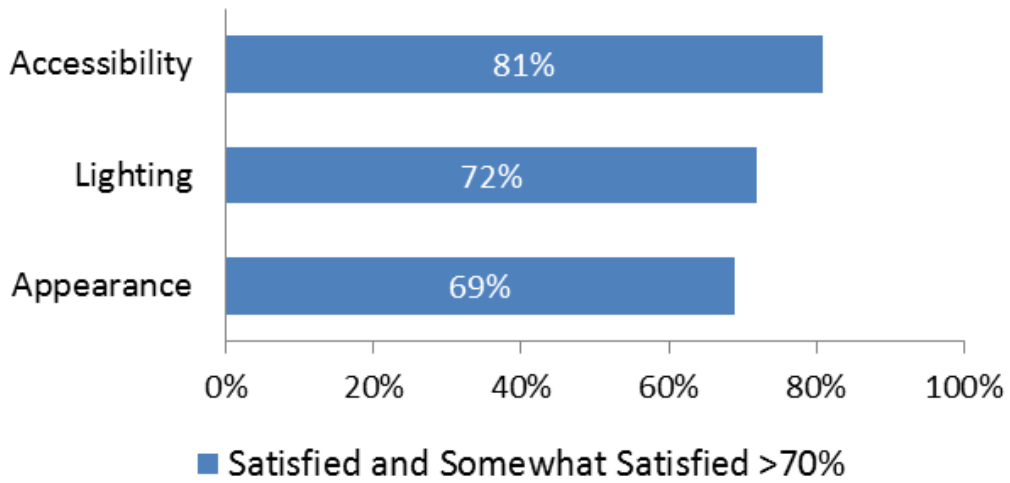
**Peak Users:
Weekdays 6:00-9:00 a.m.**
(392 Respondents)



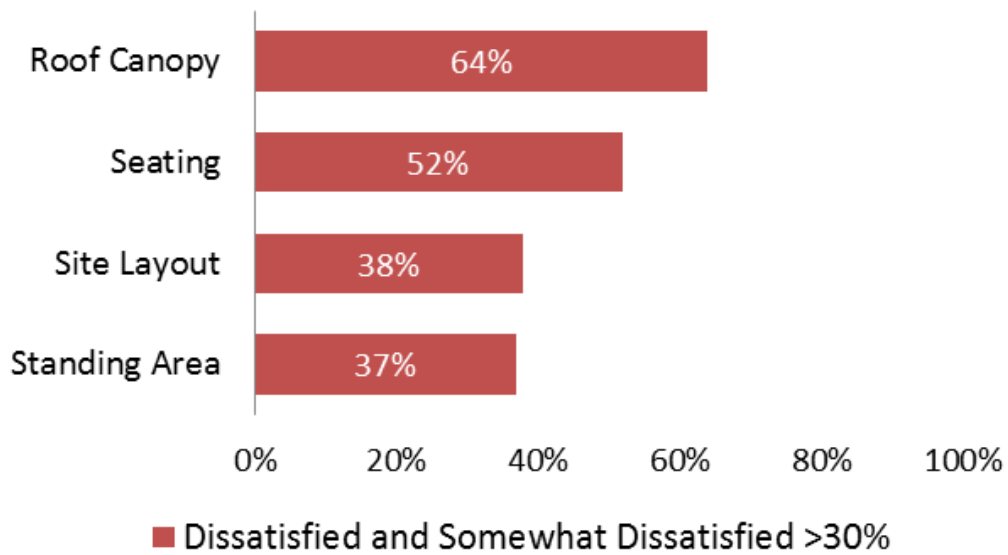
**Peak Users:
Weekdays: 6:00-9:00 a.m.**
(392 Respondents)



22204 - Columbia Pike Area Residents (534 Respondents)



22204 - Columbia Pike Area Residents (534 Respondents)



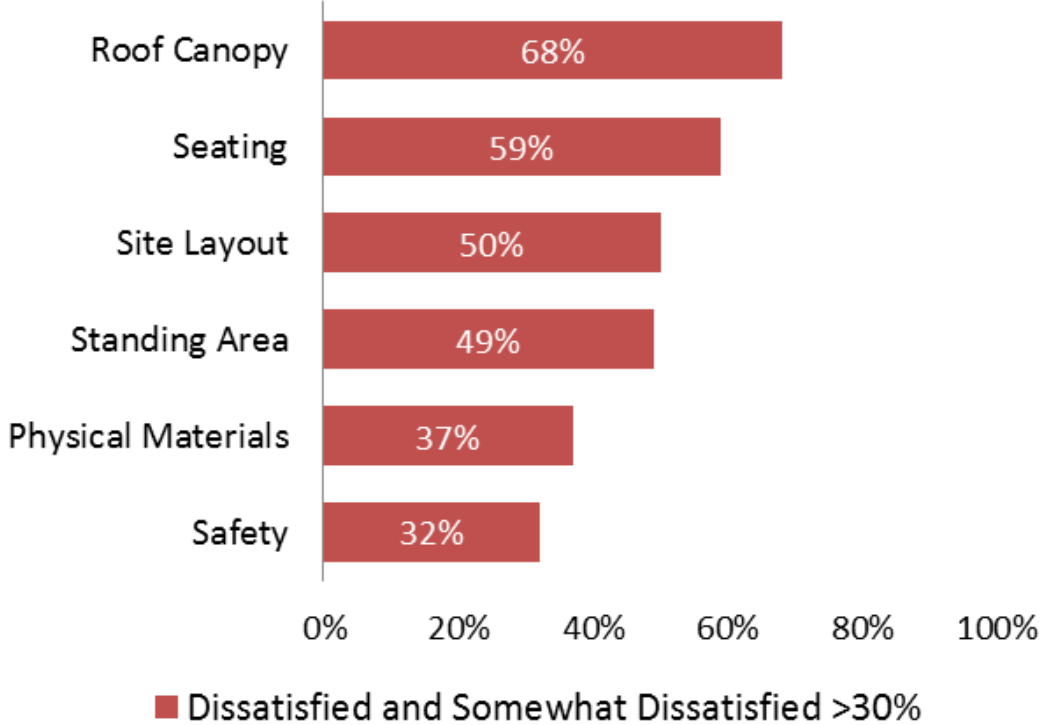
Disability - Vision, Hearing, or Ambulatory Difficulty

(45 Respondents)

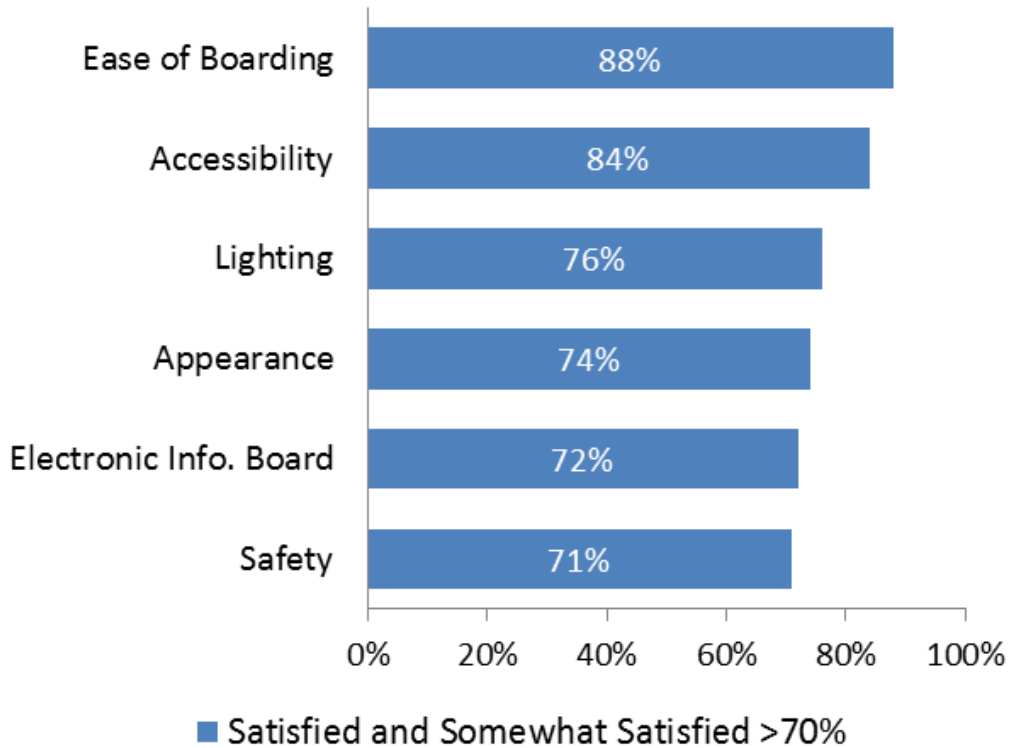


Disability - Vision, Hearing, or Ambulatory Difficulty

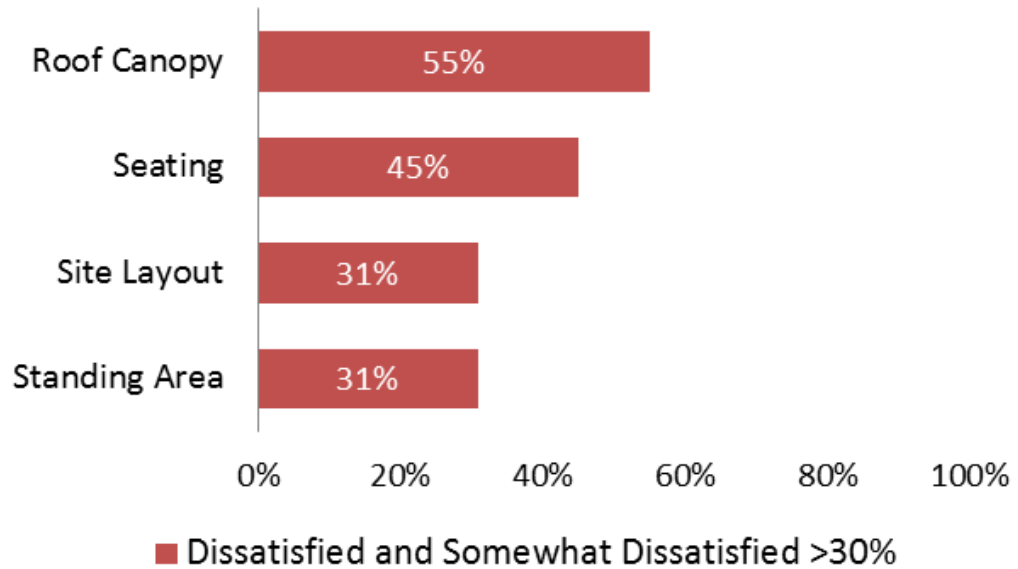
(45 Respondents)



Frequent Users - Stop Usage 2+ Visits/Month (515 Respondents)

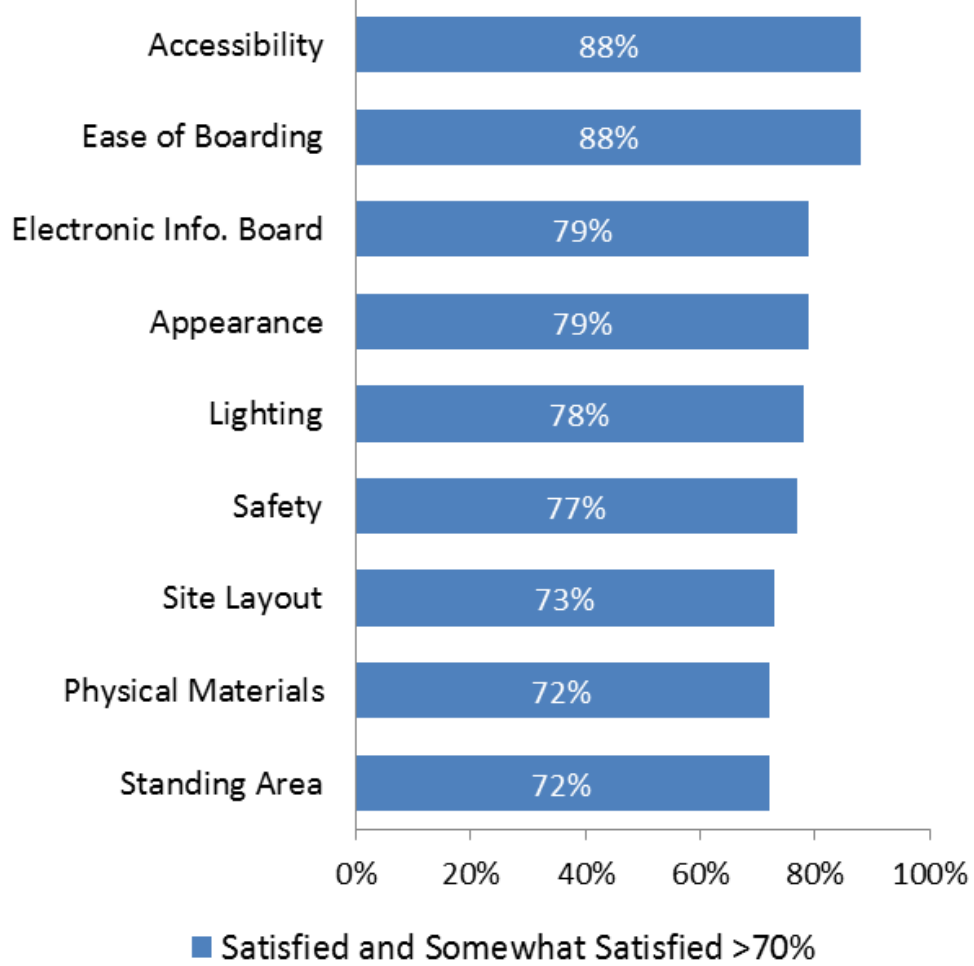


Frequent Users - Stop Usage 2+ Visits/Month (515 Respondents)



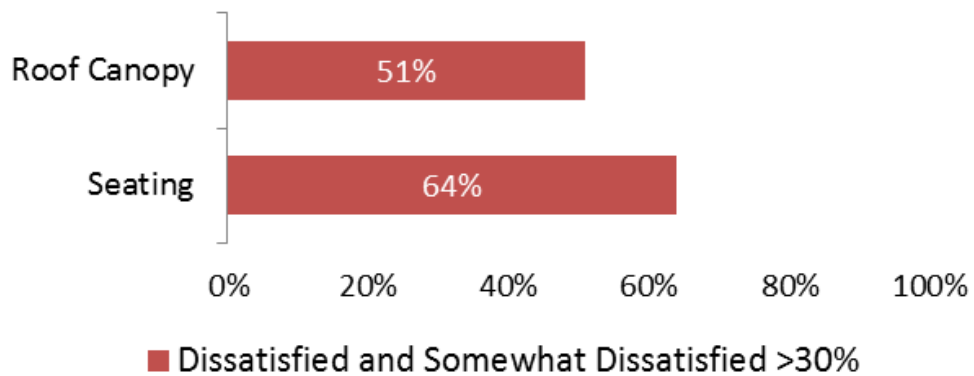
Language other than English Spoken at Home

(180 Respondents)

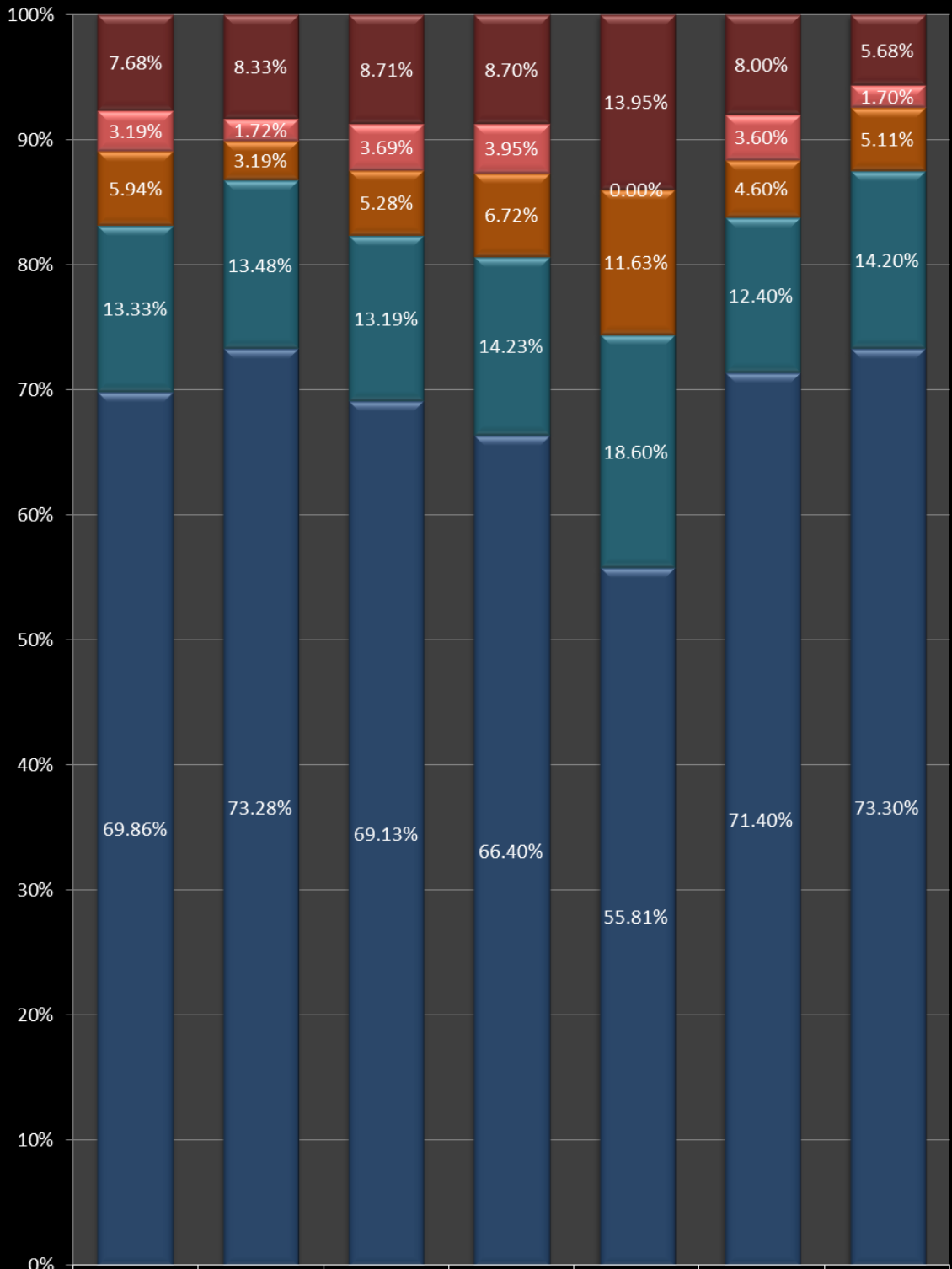


Language other than English Spoken at Home

(180 Respondents)



Accessibility - General Feature - Satisfaction

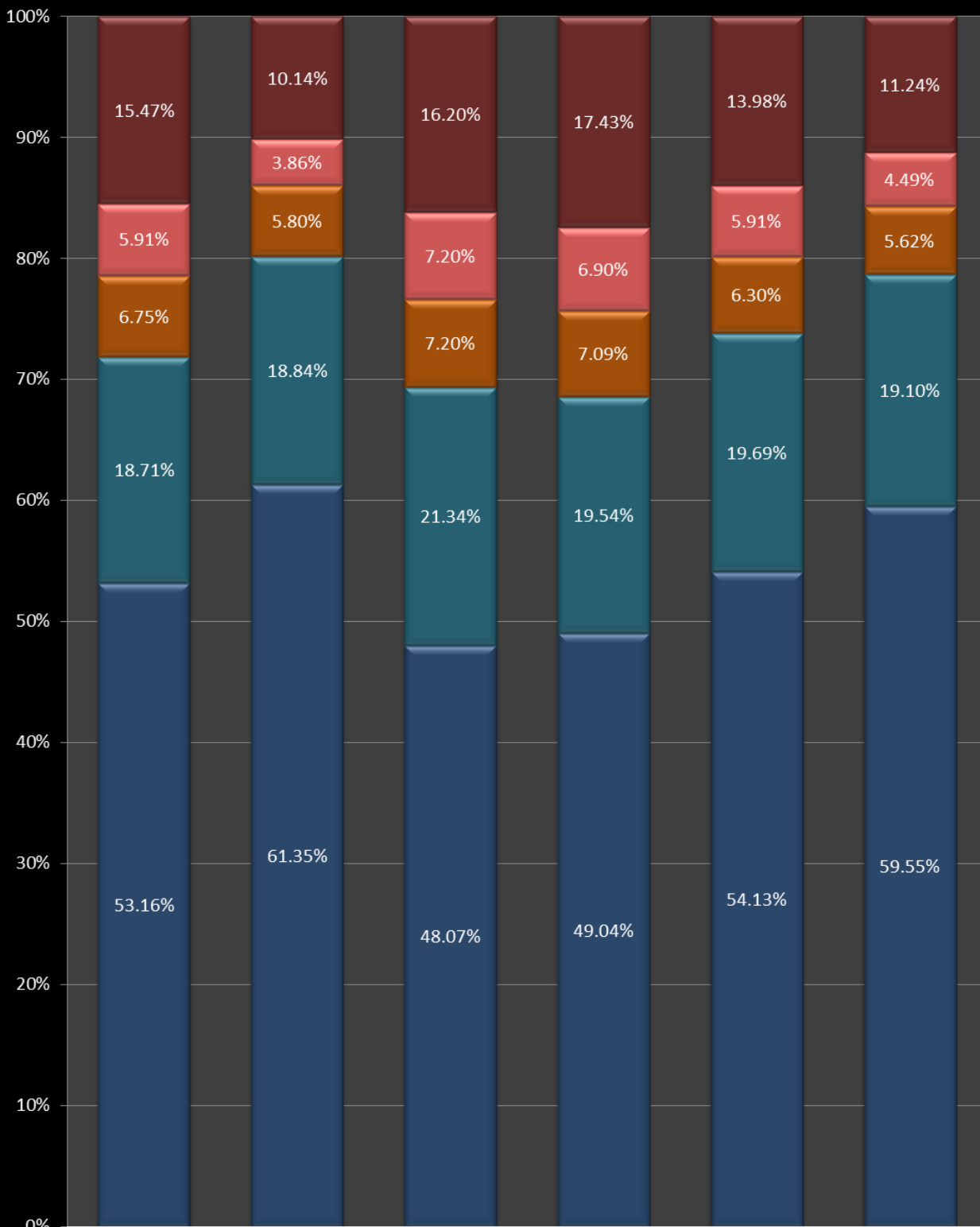


(# of Question Respondents for Subgroup)	Master (690)	Intercept (408)	Peak Users (379)	22204 (506)	Disability (43)	Stop Usage 2+ Visits/Month (500)	Language other than English (176)
■ Dissatisfied	7.68%	8.33%	8.71%	8.70%	13.95%	8.00%	5.68%
■ Somewhat Dissatisfied	3.19%	1.72%	3.69%	3.95%	0.00%	3.60%	1.70%
■ Neither	5.94%	3.19%	5.28%	6.72%	11.63%	4.60%	5.11%
■ Somewhat Satisfied	13.33%	13.48%	13.19%	14.23%	18.60%	12.40%	14.20%
■ Satisfied	69.86%	73.28%	69.13%	66.40%	55.81%	71.40%	73.30%

Accessibility – Sampling of Write-in Responses:

- *“Stop blocks walkway thru park between Pike sidewalk and drug store...”*
- *“Hard to pass by stop as pedestrian with stroller. Too close to street.”*
- *“I notice that my neighbors with physical limitations have an easier time boarding from the Super Stop which is great, but it would be even more disabled-friendly if the structure actually protected users from rain/wind.”*

Appearance - General Feature - Satisfaction



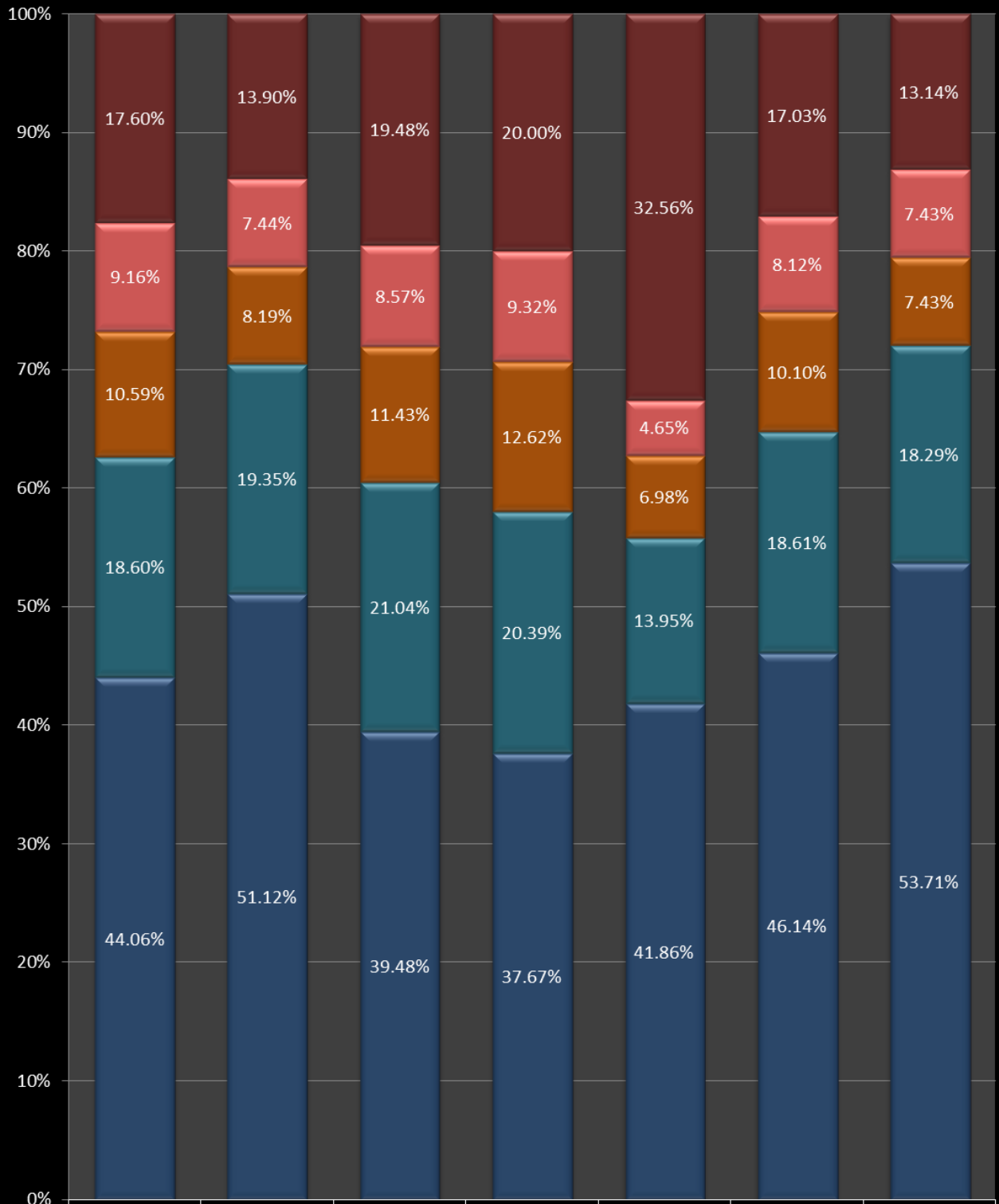
(# of Question Respondents for Subgroup)	Master (711)	Intercept (414)	Peak Users (389)	22204 (522)	Stop Usage 2+ Visits/Month (508)	Language other than English (178)
Dissatisfied	15.47%	10.14%	16.20%	17.43%	13.98%	11.24%
Somewhat Dissatisfied	5.91%	3.86%	7.20%	6.90%	5.91%	4.49%
Neither	6.75%	5.80%	7.20%	7.09%	6.30%	5.62%
Somewhat Satisfied	18.71%	18.84%	21.34%	19.54%	19.69%	19.10%
Satisfied	53.16%	61.35%	48.07%	49.04%	54.13%	59.55%

Appearance – Sampling of Write-in Responses:

Twenty percent of respondents who voluntarily wrote-in responses (85 respondents) commented on the appearance of the Prototype Super Stop (or 12% of all survey respondents). However, this was a very split group with 53 commenting positively on the appearance, and 32 commenting negatively.

- *“I like the overall look of the stop a lot...”*
- *“Its beautiful...”*
- *“The stop has a nice clean modern appearance...”*
- *“...Appearance-wise, it is pretty...”*
- *“It is the most attractive busstop I have ever seen...”*
- *“The bus stop looks like a beautiful sculpture, but most of the features are superfluous and offer little functionality....”*
- *“The appearance is a joke because it looks more like artwork or someone trying to be cutesy instead of it looking like an actual bus stop”*
- *“When in early meetings of FBC, I thought there was going to be a cohesive, perhaps historic design theme to buildings along Columbia Pike. What I see here is some modernist architecture which seems out of place. It reminds me of the Career Center very contemporary for its time, but it replaced a beautiful colonial style building. What the neighborhood looks at is ugly 1970s concrete and this Superstop will be the same - out of date looking in 10 years.”*
- *“looks cold...too modern for surrounding buildings....too high tech looking..roof blocks drug store”*
- *“Though lovely, I think the brushed stainless steel and etched glass design is needlessly costly.”*
- *“It is not an attractive piece of architecture. Way "Over The Top" for its function.”*
- *“A little too modern - lots of metal”*

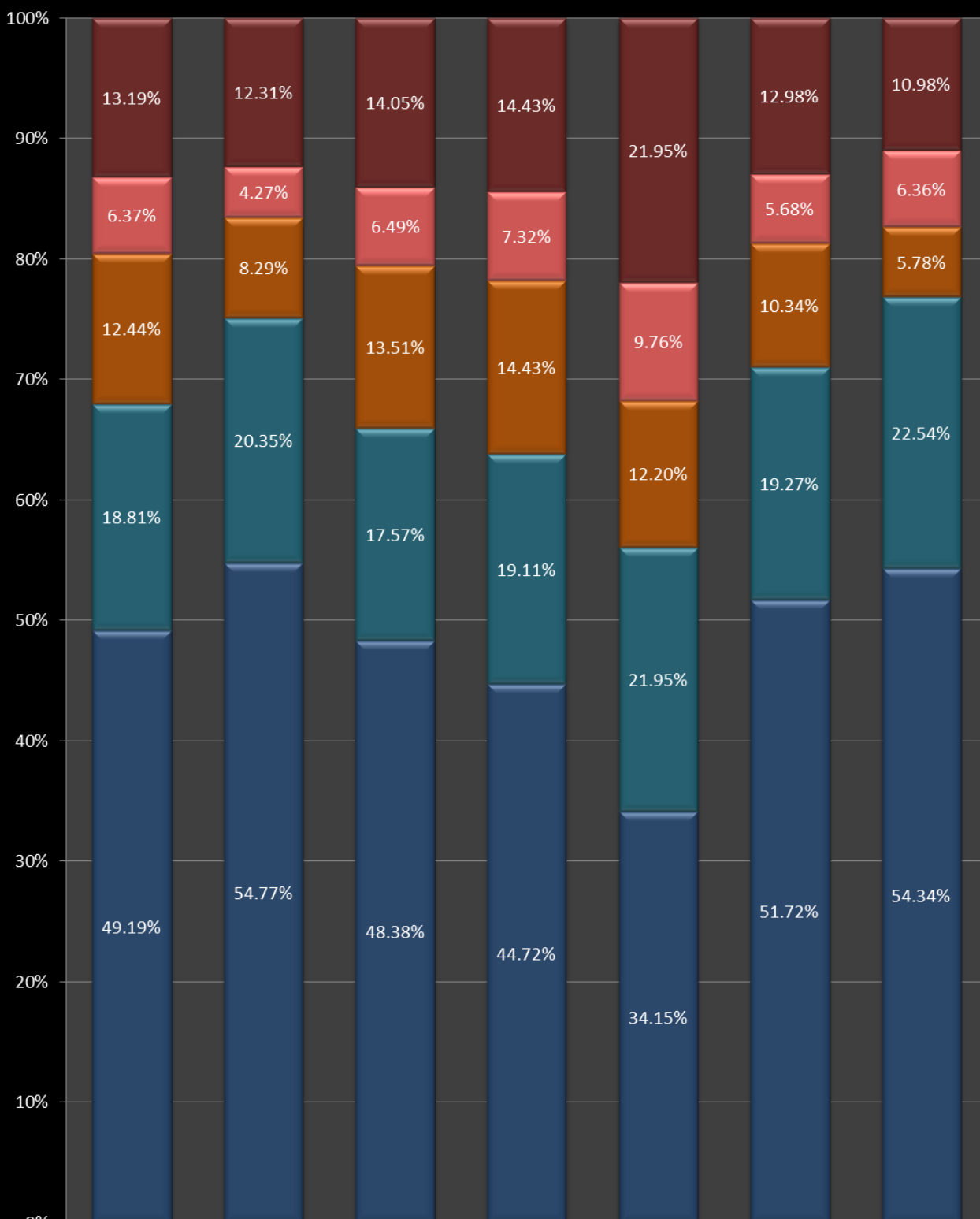
Physical Materials - General Feature - Satisfaction



(# of Question Respondents for Subgroup)

	Master (699)	Intercept (403)	Peak Users (385)	22204 (515)	Disability (43)	Stop Usage 2+ Visits/Month (505)	Language other than English (175)
■ Dissatisfied	17.60%	13.90%	19.48%	20.00%	32.56%	17.03%	13.14%
■ Somewhat Dissatisfied	9.16%	7.44%	8.57%	9.32%	4.65%	8.12%	7.43%
■ Neither	10.59%	8.19%	11.43%	12.62%	6.98%	10.10%	7.43%
■ Somewhat Satisfied	18.60%	19.35%	21.04%	20.39%	13.95%	18.61%	18.29%
■ Satisfied	44.06%	51.12%	39.48%	37.67%	41.86%	46.14%	53.71%

Safety - General Feature - Satisfaction

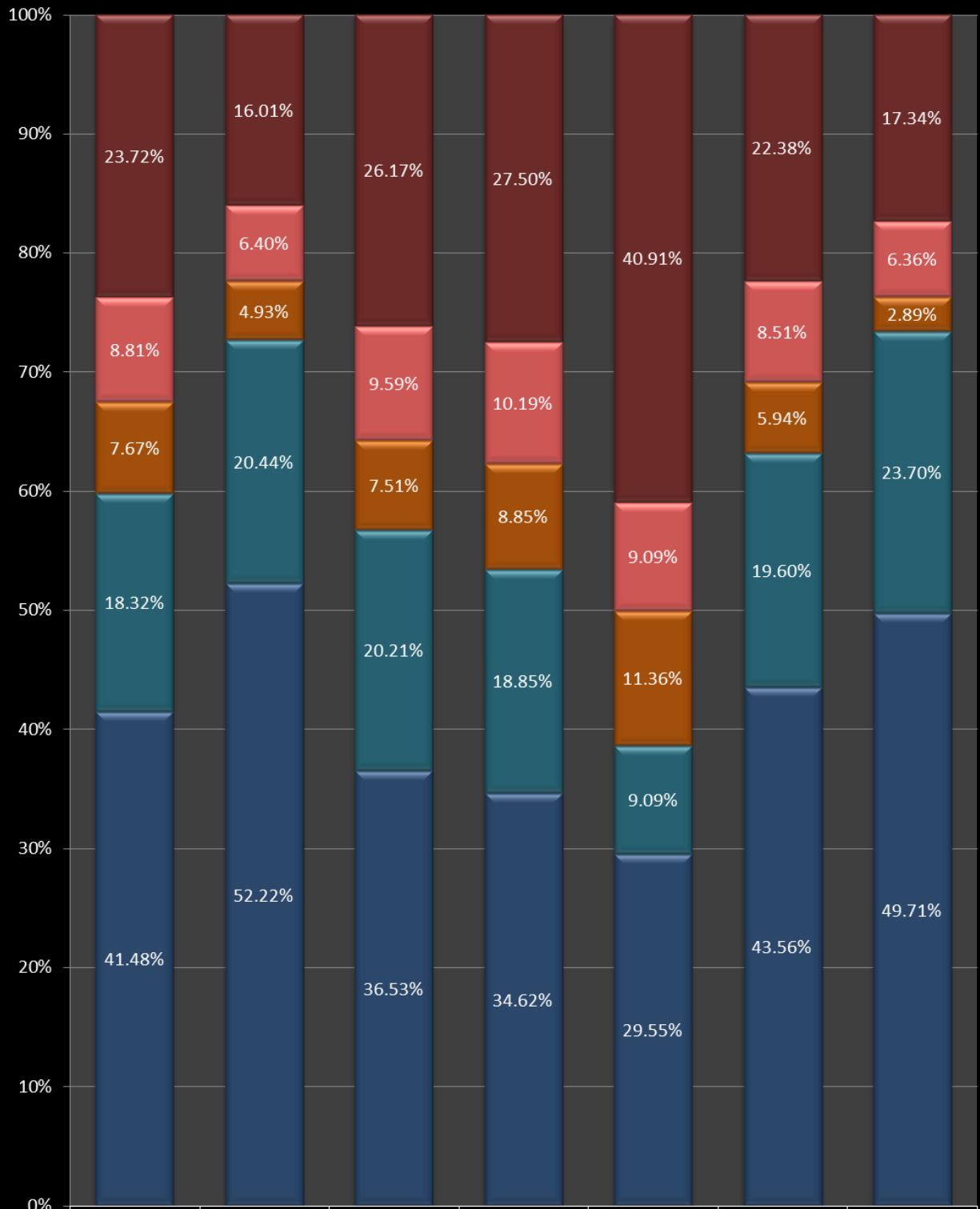


(# of Question Respondents for Subgroup)	Master (675)	Intercept (398)	Peak Users (370)	22204 (492)	Disability (41)	Stop Usage 2+ Visits/ Month (493)	Language other than English (173)
Dissatisfied	13.19%	12.31%	14.05%	14.43%	21.95%	12.98%	10.98%
Somewhat Dissatisfied	6.37%	4.27%	6.49%	7.32%	9.76%	5.68%	6.36%
Neither	12.44%	8.29%	13.51%	14.43%	12.20%	10.34%	5.78%
Somewhat Satisfied	18.81%	20.35%	17.57%	19.11%	21.95%	19.27%	22.54%
Satisfied	49.19%	54.77%	48.38%	44.72%	34.15%	51.72%	54.34%

Safety - Sampling of Write-in Responses

- *“Good design and safe.”*
- *“...and I think the lighting and design improve the safety of the stops, as well.”*
- *“I enjoy the lighting for a sense of safety but since safety for me has rarely been a problem on Columbia Pike, I don't think it's particularly necessary.”*
- *“SAFETY The triangle pillars are too sharp/hard on the ends. It makes it uncomfortable to lean against, and dangerous if you fall. The corners of the benches are also too sharp...”*
- *“I do appreciate the inclusion of the bumped yellow flooring along the street, which should improved safety.”*
- *“While the stop might be well lit, sometimes being under glaring lights at nights draws unwanted attention and becomes a safety issue.”*
- *“The only thing valuable about this super stop is that it has wider sidewalk than the regular ones, and therefore offers relatively more safety to those waiting for buses there vis-á-vis regular bus stops.”*

Site Layout - General Feature - Satisfaction

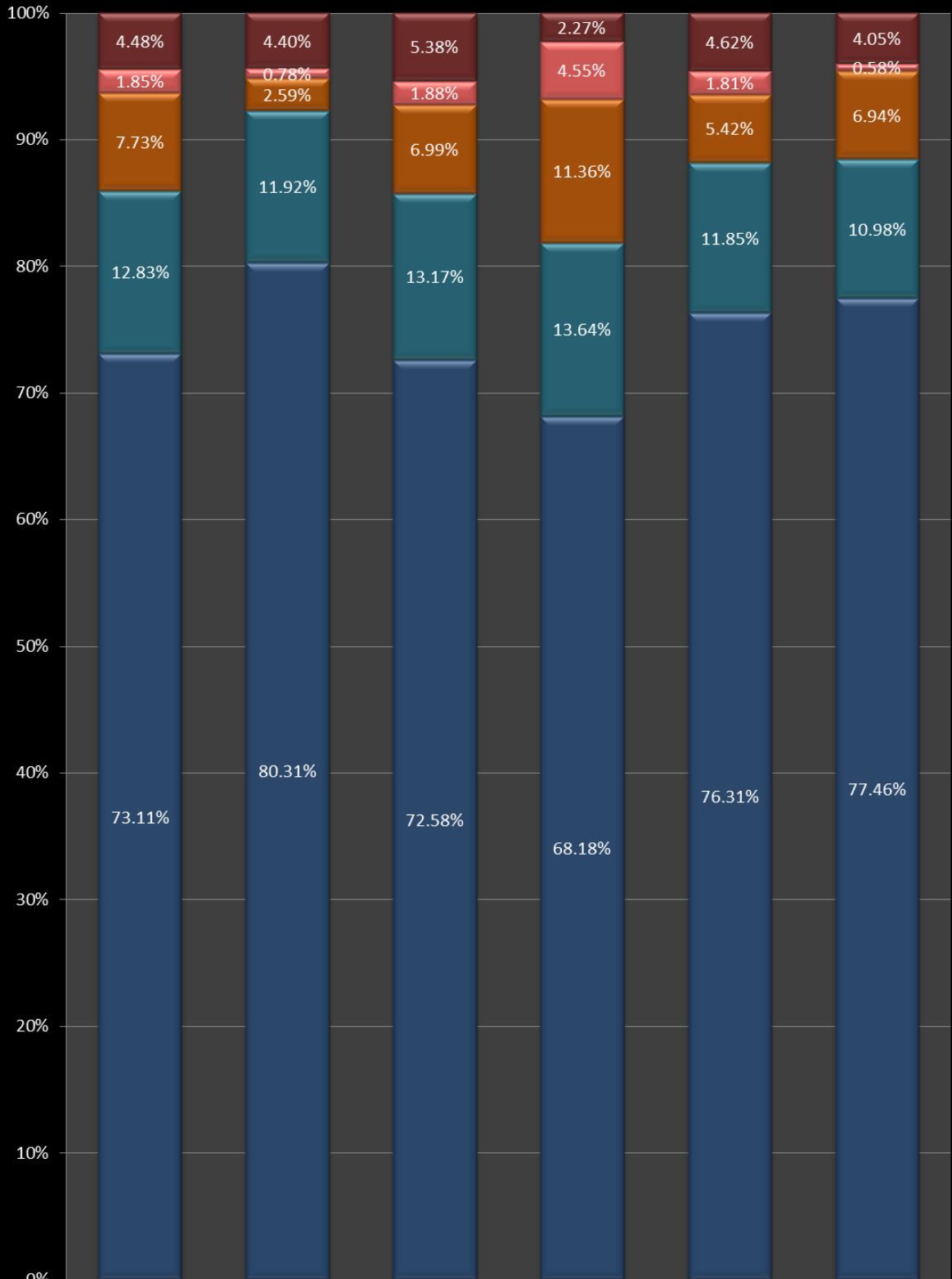


(# of Question Respondents for Subgroup)	Master (704)	Intercept (406)	Peak Users (386)	22204 (520)	Disability (44)	Stop Usage 2+ Visits/ Month (505)	Language other than English (173)
✘ Dissatisfied	23.72%	16.01%	26.17%	27.50%	40.91%	22.38%	17.34%
✘ Somewhat Dissatisfied	8.81%	6.40%	9.59%	10.19%	9.09%	8.51%	6.36%
✘ Neither	7.67%	4.93%	7.51%	8.85%	11.36%	5.94%	2.89%
✔ Somewhat Satisfied	18.32%	20.44%	20.21%	18.85%	9.09%	19.60%	23.70%
✔ Satisfied	41.48%	52.22%	36.53%	34.62%	29.55%	43.56%	49.71%

Site Layout – Sampling of Write-in Responses:

- *“Layout is awesome.”*
- *“The boarding site should have been at the corner of Edgewood Street and Columbia Pike, to allow for 2 or 3 buses to be picking up passengers during the rush hours, without blocking traffic... The newspaper stands are not placed well, and the old stands are still there and are being stocked. The roof canopy is not large enough, and is tilted so that - when it rains or snows - people standing under the canopy get wet. The seating area is inadequate and also gets wet during bad weather so no one wants to sit there. The standing area is not large enough for rush hour traffic. Trash and recycling bins are not easily accessible. This is an all-round POOR design. The designers should have looked at the Shirlington Transit Center for good design ideas.”*
- *Site layout - choppy and a waste of space*
- *Site layout. The bench is about twice as deep as necessary to accommodate sitters, which means far few people can stand in the enclosure for inclement weather. It wastes a ton of space. Also, while the cover is nice it seems more artistic than designed to provide shelter. All in all very dissatisfied with the layout.*
- *There seems to be wasted space with seating behind me. Roof is not blocking sun or computer screen. Seating is hot with sun on it.*
- *I think this is one of the best stops I have ever seen or used. The design is clean and modern, and it has wonderful features. I also enjoy how it does not have the typical boxed-in feeling. The standard bus stop gets so hot in the summer in our area. This bus stop allows some air flow, which is very much appreciated.*
- *“When stop is crowded not enough room for everyone to stand comfortably and when it rains you get wet. People block electronic bus stop to close to street compared to old stop”*
- *“Stop does not use the available space well and wastes space. It is not easy to enter and there isn't enough space in peak travel times”.*
- *“The bus stop block normal pedestrian flow along Columbia Pike. Pedestrians must either navigate through a group waiting for a bus in front of the stop, or squeeze through the narrow passage between the stop and the park square... ”*
- *I find it awkward how there is a small space behind the Super Stop. When I am walking my dog, I don't want people to be scared or get in their way if I walk in front of where they are waiting. That area is also close to the busy road. But if I try to walk through the small space behind the Super Stop, it feels crowded and only one person can get through at a time.*
- *Why was it placed in the middle of the sidewalk? We have difficulty pushing a stroller past if there are other pedestrians. It's a great big obstacle.*
- *The bench is too wide A more narrow bench would have allowed more standing room*
- *Info board is on wrong side--should be facing oncoming buses. Roof angle allows rain & snow in.*

Ease of Boarding - Specific Feature - Satisfaction



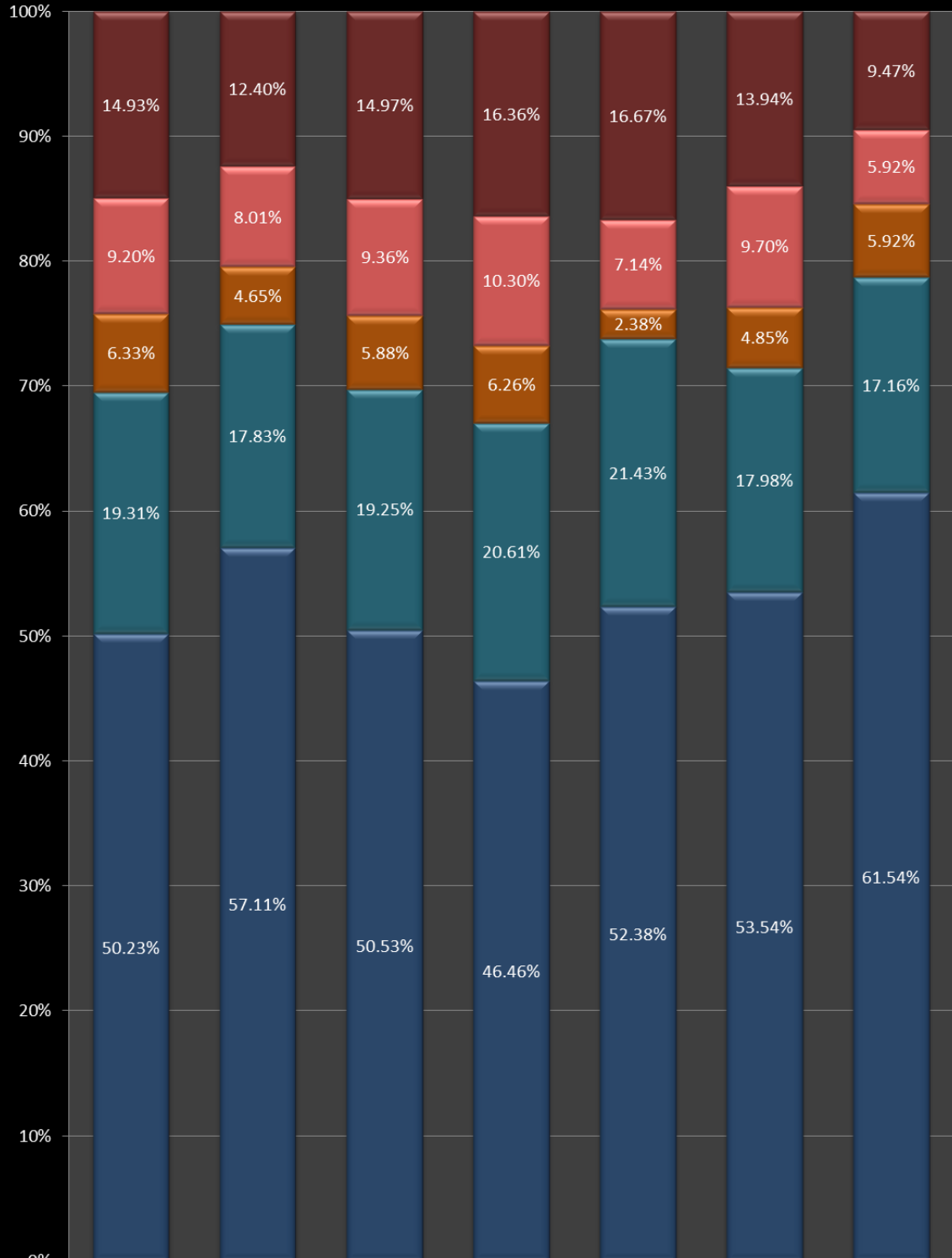
(# of Question Respondents for Subgroup)	Master (647)	Intercept (386)	Peak Users (372)	Disability (44)	Stop Usage 2+ Visits/ Month (498)	Language other than English (173)
Dissatisfied	4.48%	4.40%	5.38%	2.27%	4.62%	4.05%
Somewhat Dissatisfied	1.85%	0.78%	1.88%	4.55%	1.81%	0.58%
Neither	7.73%	2.59%	6.99%	11.36%	5.42%	6.94%
Somewhat Satisfied	12.83%	11.92%	13.17%	13.64%	11.85%	10.98%
Satisfied	73.11%	80.31%	72.58%	68.18%	76.31%	77.46%

Ease of boarding – Sampling of Write-in Responses:

Only a few comments were received regarding Ease of Boarding.

- *“The raised curb makes no difference for me, but I do know it can be helpful for the elderly and disabled. Keep this for future stops...”*
- *“While I believe the textured area is unnecessary even for the visually impaired where there is curbside boarding, I have no issues with general ease of boarding.”*

Electronic Info. Board - Specific Feature - Satisfaction



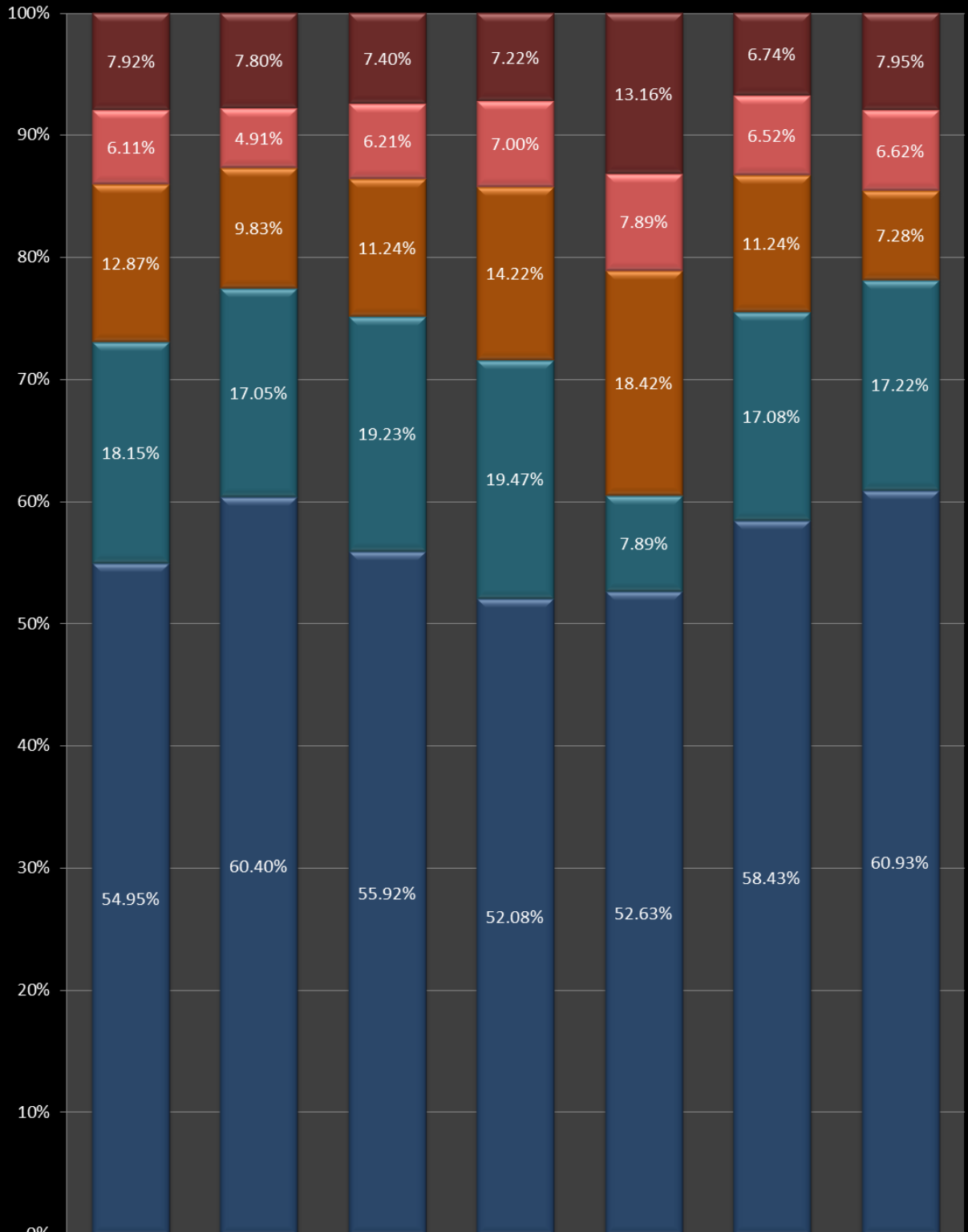
(# of Question Responders for Subgroup)	Master (663)	Intercept (387)	Peak Users (374)	22204 (495)	Disability (42)	Stop Usage 2+ Visits/Month (495)	Language other than English (169)
Dissatisfied	14.93%	12.40%	14.97%	16.36%	16.67%	13.94%	9.47%
Somewhat Dissatisfied	9.20%	8.01%	9.36%	10.30%	7.14%	9.70%	5.92%
Neither	6.33%	4.65%	5.88%	6.26%	2.38%	4.85%	5.92%
Somewhat Satisfied	19.31%	17.83%	19.25%	20.61%	21.43%	17.98%	17.16%
Satisfied	50.23%	57.11%	50.53%	46.46%	52.38%	53.54%	61.54%

Electronic Information Board – Sampling of Write-in Responses:

Eighteen percent of respondents included a comment regarding the electronic information board, with very mixed opinions. The majority of these comments include support for the information board as a feature at the future Transit Stations, while others oppose the feature and find it unnecessary. A significant number of the respondents were concerned for the general operability, maintenance, and/or accuracy of information.

- *“It would be nice if the screen at the stop would provide transit information for other nearby stops in different directions.”*
- *“I really like the board but today it clearly is not working”*
- *“The electronic board is a great update...”*
- *“The info board is a great idea but hard to read when sun is shining on it.”*
- *“I like the info board, but I don't know that it's absolutely necessary for whatever the cost may be.”*
- *“... Like the set up especially the board”*
- *“ELECTRONIC INFO BOARD Great feature, but could be better placed so you can see in one glance the actual buses approaching and what is on the board, while also having the board be blocked less often.”*
- *“Electronic info board - Good, as long as it is protected from vandalism and can be maintained with minimal expense. I am able to check bus arrival times on my phone, but I know many riders do not have this luxury.”*
- *“... the location of the electronic info board is awkward. People stand in front of it because of the standing area layout. The electronic info board itself is terrific!”*
- *“The electronic information board has been a welcome addition when operational.”*
- *“I LOVE THE ELECTRONIC info board - it is upsetting when it doesn't work!!”*
- *“BUS MONITOR: The "next arriving bus" monitor is the most significant improvement. All bus stops should have information like this. There have been times the schedule on the monitor doesn't seem accurate or properly synced with the actual bus positions. But, it is generally okay and a good addition.”*
- *“The electronic info board wasn't accurate when I last used the Super Stop. My phone gave me more accurate info. Also, the board is in the opposite direction of where the buses come from.”*
- *“The board is way more than is needed. I have been to many cities with electronic information boards, next bus signs. They are not this elaborate but provide the information needed. In London every bus stop has a sign stating the number of the bus and how long until it arrives at the stop. It does not cost hundreds of thousands of dollars to provide that information”.*
- *“The electronic information board is a "nice to do," but an unnecessary expense. Post the schedules and make the buses predictable and timely.”*

Lighting - Specific Feature - Satisfaction



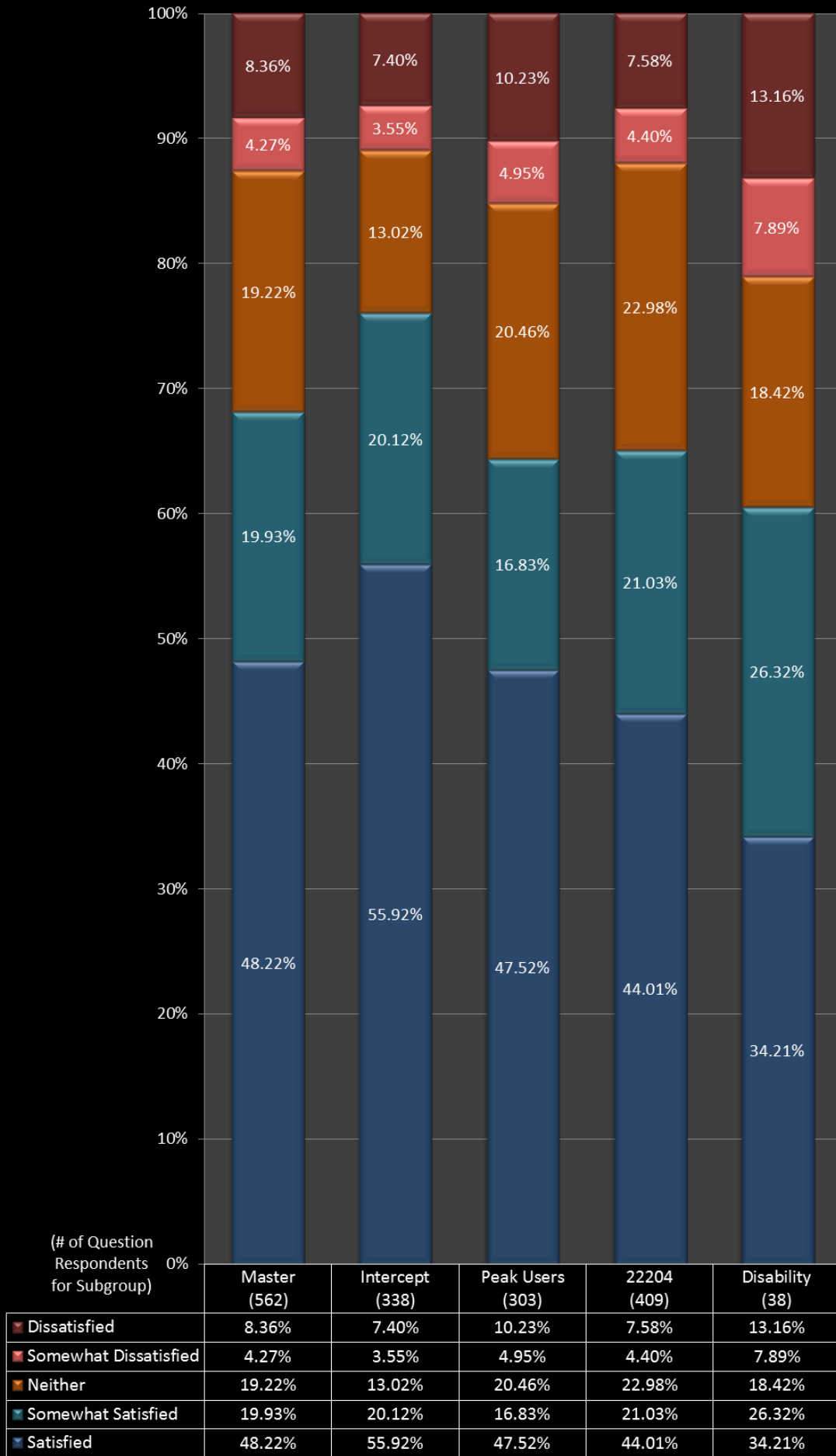
(# of Question Respondents for Subgroup)	Master (606)	Intercept (346)	Peak Users (338)	22204 (457)	Disability (38)	Stop Usage 2+ Visits/ Month (445)	Language other than English (151)
■ Dissatisfied	7.92%	7.80%	7.40%	7.22%	13.16%	6.74%	7.95%
■ Somewhat Dissatisfied	6.11%	4.91%	6.21%	7.00%	7.89%	6.52%	6.62%
■ Neither	12.87%	9.83%	11.24%	14.22%	18.42%	11.24%	7.28%
■ Somewhat Satisfied	18.15%	17.05%	19.23%	19.47%	7.89%	17.08%	17.22%
■ Satisfied	54.95%	60.40%	55.92%	52.08%	52.63%	58.43%	60.93%

Lighting – Sampling of Write-in Responses:

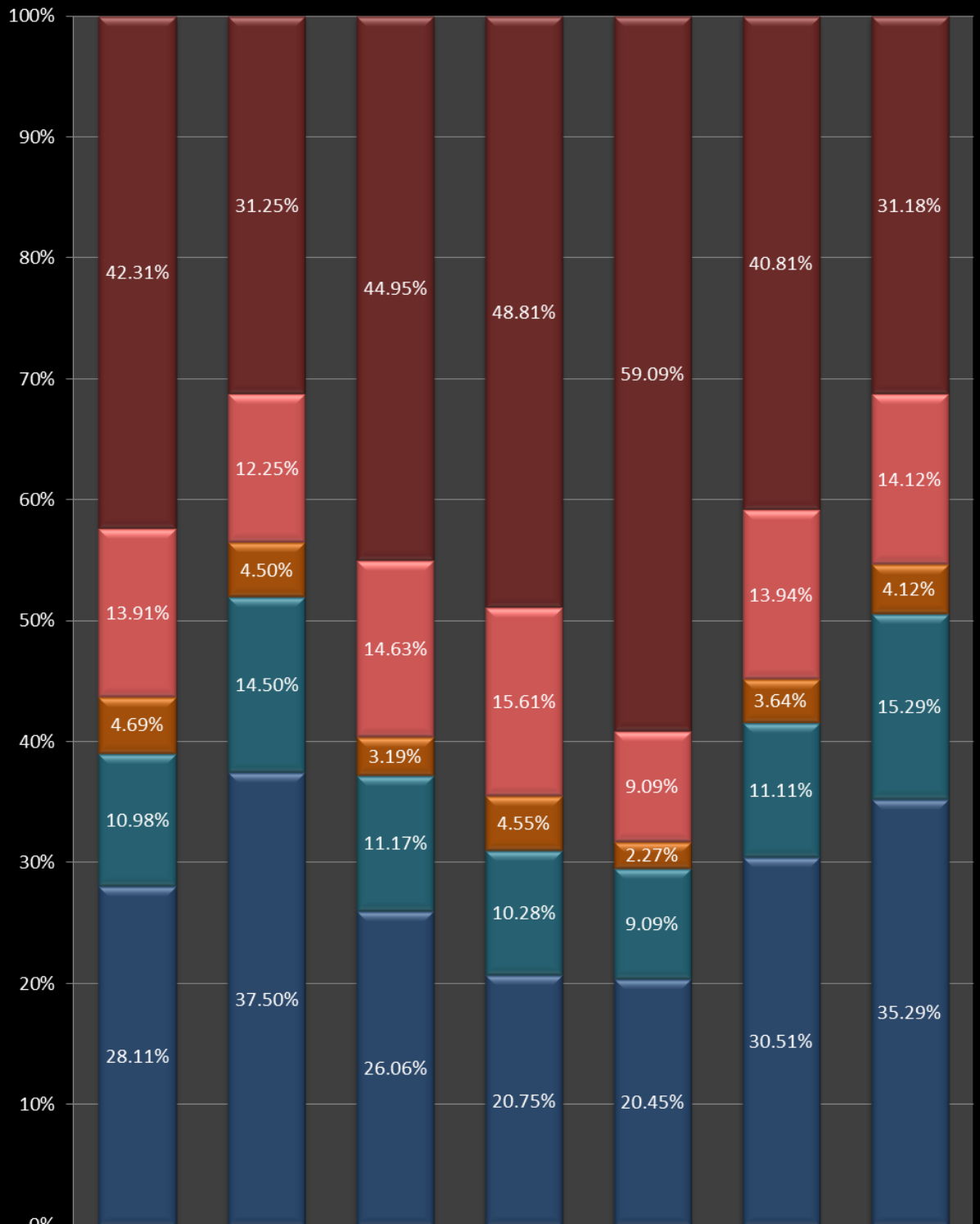
Only a few comments were received regarding lighting, and some pertained to safety, as well.

- *“The Super Stops are much easier to find (and as such I expect will increase ridership) over the little metal signs by the road, and I think the lighting and design improve the safety of the stops, as well.”*
- *“I enjoy the lighting for a sense of safety but since safety for me has rarely been a problem on Columbia Pike, I don't think it's particularly necessary.”*
- *“The lighting is excellent...”*
- *“Lighting is adequate...”*
- *“Lighting: Too much light. In this time of light pollution please tone it down. There are street lights around here too, you know...”*
- *“...Lighting is good in general, but this location already has decent lighting from street fixtures and businesses, so I do not think the fancy lighting was necessary. It would have been better to spend that money improving the lighting at stops which do not yet have adequate lighting...”*
- *“...I do like the lighting at night. Its very visible and looks great.”*
- *“I'm all for giving the stops a fresh look. But this design seems to miss the mark. I would focus on functionality (roof, seats, message board, etc.) and safety (lighting) first. Then take a few liberties with design elements. Simple can be effective.”*

Newspaper Stands - Specific Feature - Satisfaction



Roof Canopy - Specific Feature - Satisfaction



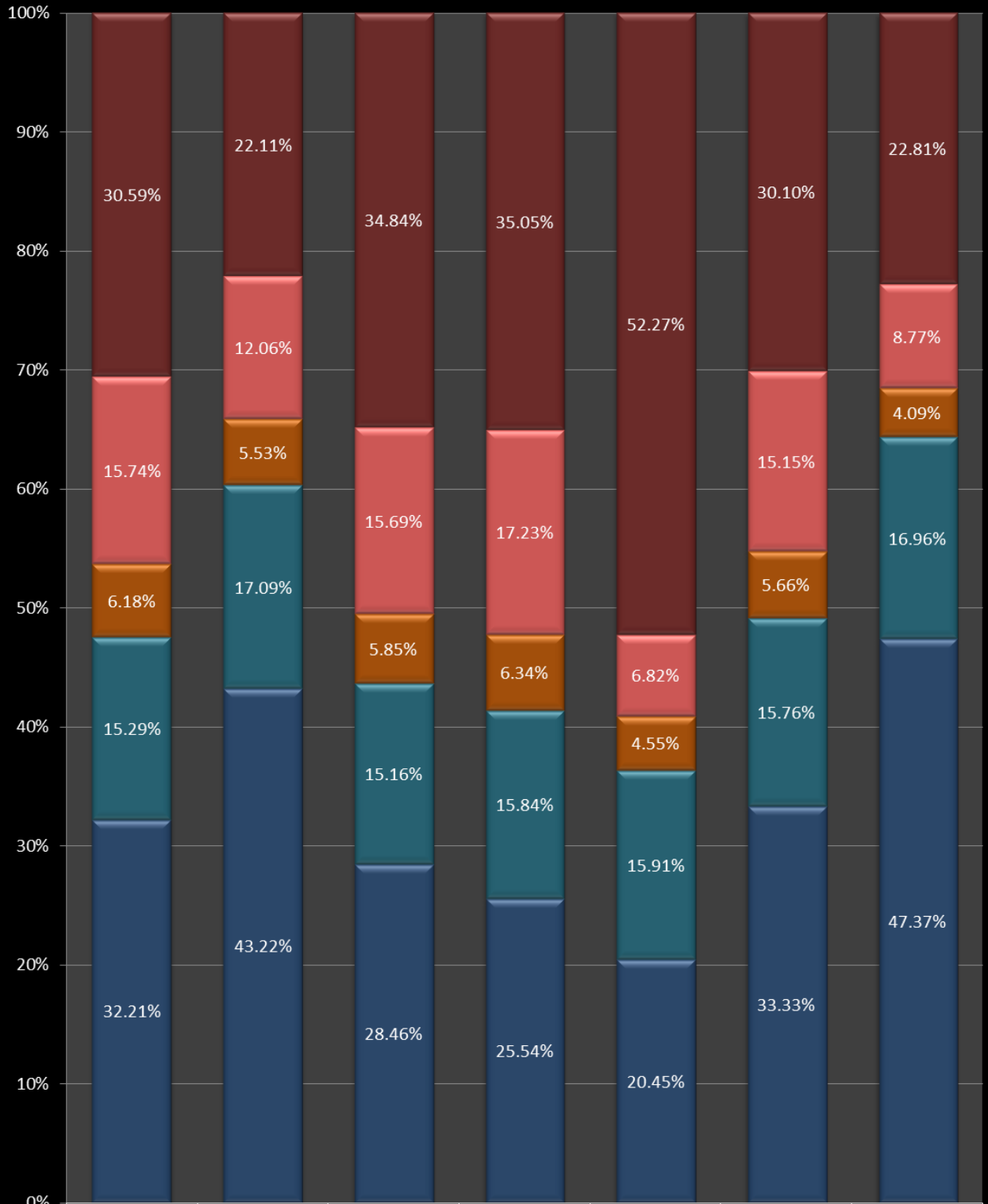
(# of Question Respondents for Subgroup)	Master (683)	Intercept (400)	Peak Users (376)	22204 (506)	Disability (44)	Stop Usage (2+ Visits/Month) (495)	Language other than English (170)
■ Dissatisfied	42.31%	31.25%	44.95%	48.81%	59.09%	40.81%	31.18%
■ Somewhat Dissatisfied	13.91%	12.25%	14.63%	15.61%	9.09%	13.94%	14.12%
■ Neither	4.69%	4.50%	3.19%	4.55%	2.27%	3.64%	4.12%
■ Somewhat Satisfied	10.98%	14.50%	11.17%	10.28%	9.09%	11.11%	15.29%
■ Satisfied	28.11%	37.50%	26.06%	20.75%	20.45%	30.51%	35.29%

Roof Canopy – Sampling of Write-in Responses:

Eighteen percent of survey respondents (133 respondents) included a comment about the roof canopy or roof canopy materials in their overall write-in response. While there was a mixture of positive and negative responses, the large majority were negative.

- *“...glass is useful for visibility, but roof is way too small, and no side panels to protect from elements.”*
- *“While the current Super Stop design allows about the same amount of people to shelter under the roof in inclement weather, I think to scale for future use with greater riders (including ultimately for the greater number of light rail users) that the roof should be extended to cover more ground, and also that in the existing roof area it could be extended back further away from the road so that the bench inside the shelter would have better protection from weather.”*
- *“Overkill and inefficient design and materials... thickness of the glass roof is too much so you then need a crazy strong structure glass in back, since it is not connected at the top, much more/stronger glass was needed.”*
- *“...the covering doesn't provide proper shade from the sun.”*
- *“The roof does not provide sufficient shelter from rain...”*
- *“...The canopy didn't provide the coverage needed for everyone to be protected from the elements. In addition, the canopy leaked water onto the unprotected area and no one could sit on the bench even with an umbrella because it was wet. The design doesn't allow for the number of people who use the stop to seek cover...”*
- *“...only a handful of people can fit under the "roof" and offers no sort of shade...”*
- *“...I think it would be cooler if it had a green roof.”*
- *“I wondered why didnt they cover both benches. Days that it rains the uncovered bench is not used. Every crowds under the covered area.”*
- *“Shelter does not provide enough cover for number of people. It should be longer. It opens to the northwest from where the worst cold wet weather comes...”*
- *“I love the seating, the cover, and particularly the video with bus updates.”*

Seating - Specific Feature - Satisfaction



(# of Question Respondents for Subgroup)	Master (680)	Intercept (398)	Peak Users (376)	22204 (505)	Disability (44)	Stop Usage 2+ Visits/Month (495)	Language other than English (171)
Dissatisfied	30.59%	22.11%	34.84%	35.05%	52.27%	30.10%	22.81%
Somewhat Dissatisfied	15.74%	12.06%	15.69%	17.23%	6.82%	15.15%	8.77%
Neither	6.18%	5.53%	5.85%	6.34%	4.55%	5.66%	4.09%
Somewhat Satisfied	15.29%	17.09%	15.16%	15.84%	15.91%	15.76%	16.96%
Satisfied	32.21%	43.22%	28.46%	25.54%	20.45%	33.33%	47.37%

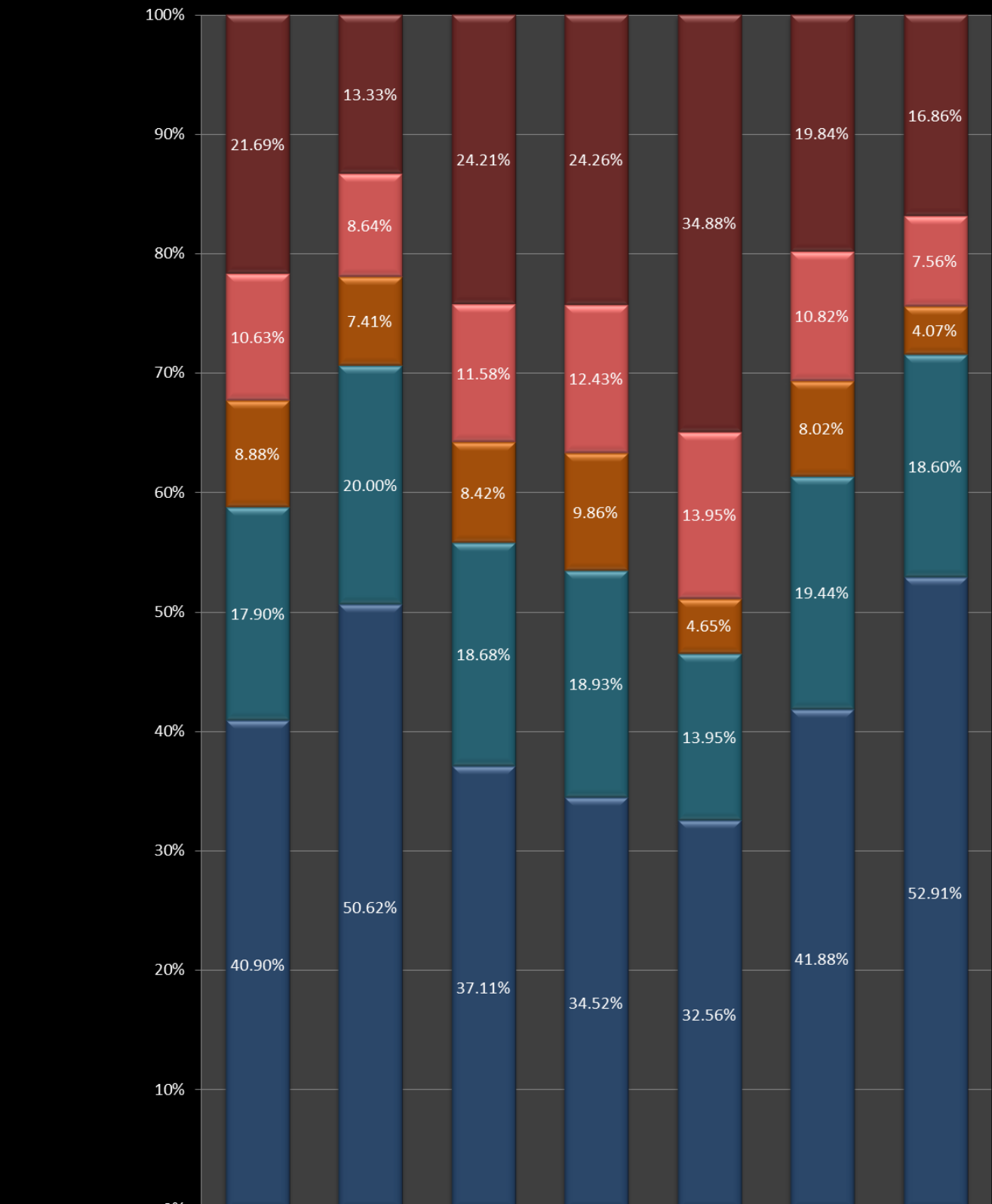
Seating – Sampling of Write-in Responses:

- *“...The seating is extremely cold in the winter, extremely hot in direct sunlight any other time of year. It is often fine to sit on for a few hours after sunrise, but then it gets too hot. The seats are slightly concave, so any water that gets on them (from the poorly designed roof, for instance) is trapped and sits there for hours after the rest of the stop and sidewalk are dry. Water will sometimes run off of the roof onto the uncovered seats.”*
- *“...The seating is limited and uncomfortable.”*
- *“Seats could use actual padding.”*
- *“...Seats take up almost half the depth which doesn't allow much room for those standing to be protected from rain...”*
- *“Benches too wide - waste space...”*
- *“The metal seats are too deep and the "walls" are not deep enough. In the cooler months, the "walls" did not protect against wind. The seats were too cold to sit on and if you stood in front of the seats, the "walls" didn't provide protection because the seats are almost flush with the walls.”*
- *“Seating - Not enough seating for the amount of space the structure occupies. Should have used a regular canopy/roof that could be extended to cover the entire length of seating, rather than putting a space-wasting pillar in the middle of the bench.”*
- *“...The gap between the park and the shelter does not make sense it could have been used for more seating.”*
- *“More seating would've been nice...”*
- *“Canopy provides very little protection from wind, and rain-protected area is primarily occupied by seating. Canopy protection could be better utilized with removal or replacement of seating area. Many more people could stand under covered area than can sit on the bench.”*
- *“...I put neither for seating bc I like that it's long and seems to have adequate seating in that dimension. It seems unnecessarily deep though and I'm not sure what that offers other than the sense of space behind you.”*
- *“...Seats are very wide so people tend to lounge on them with there feet on the seats .”*
- *“I love the seating,...”*
- *“Why I like the new design: structure is open, bright, more seating inside and outside of the structure...”*
- *“...Seating should include lean-bars for older people with bad knees...”*

Stainless Steel

- *“...The stainless steel bench is like a stove top in summer and an ice block in winter.”*
- *“...And the hard cold stainless steel seating surface, which bends at a sharp angle, gets quite hot in the sun...”*
- *“...The benches are cold or hot as heck, and often look dirty.”*
- *“...The metal seat is freezing in cold weather and broiling in hot weather, so it isn't functional for two seasons...”*
- *“Thinks seating was put in for easy cleaning prefers wood benches.”*
- *“...Nobody can sit on the metal seats because they get too hot in summer and too cold in winter.”*

Standing Area - Specific Feature - Satisfaction

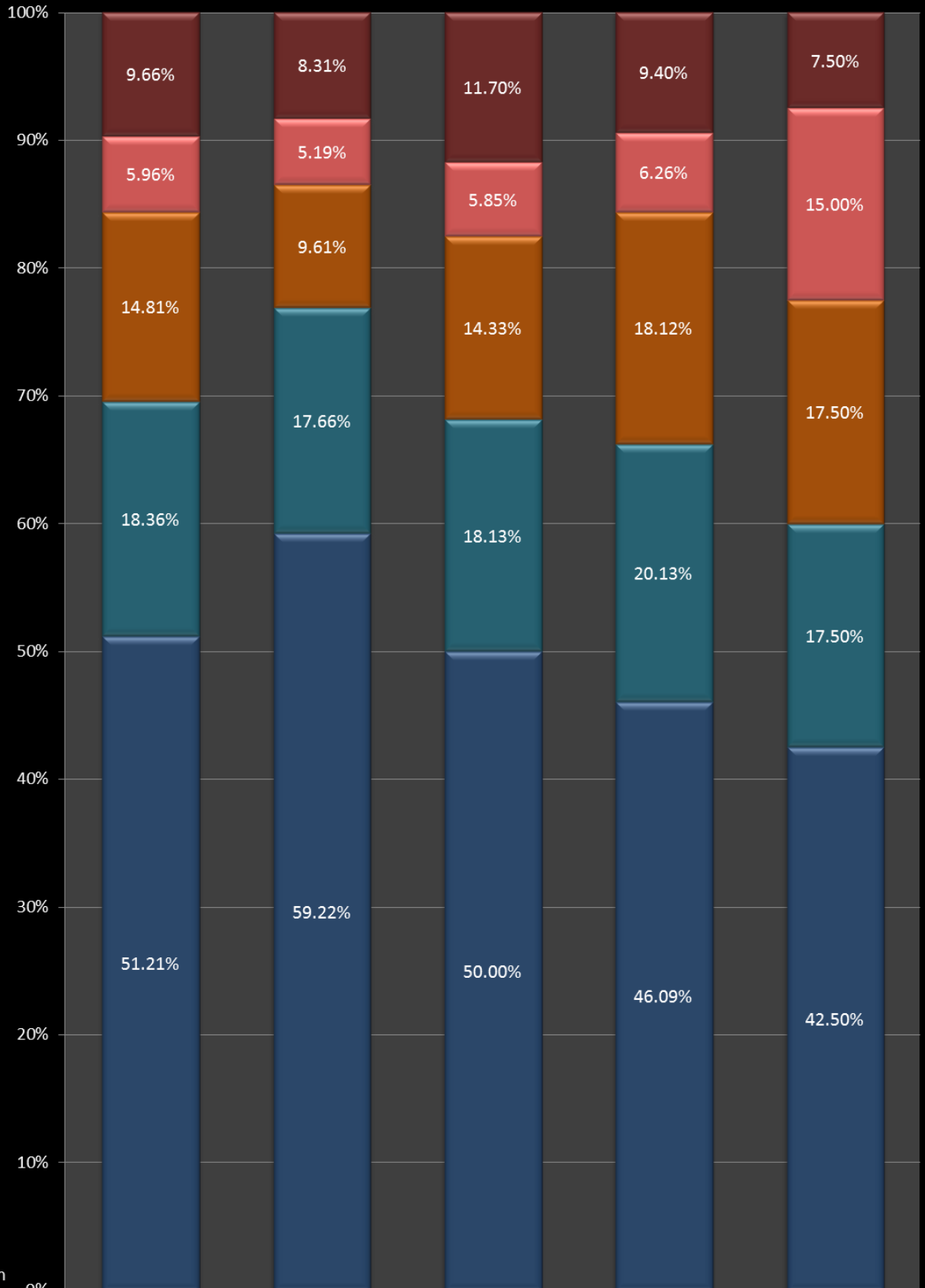


(# of Question Respondents for Subgroup)	Master (687)	Intercept (405)	Peak Users (380)	22204 (507)	Disability (43)	Stop Usage 2+ Visits/ Month (499)	Language other than English (172)
Dissatisfied	21.69%	13.33%	24.21%	24.26%	34.88%	19.84%	16.86%
Somewhat Dissatisfied	10.63%	8.64%	11.58%	12.43%	13.95%	10.82%	7.56%
Neither	8.88%	7.41%	8.42%	9.86%	4.65%	8.02%	4.07%
Somewhat Satisfied	17.90%	20.00%	18.68%	18.93%	13.95%	19.44%	18.60%
Satisfied	40.90%	50.62%	37.11%	34.52%	32.56%	41.88%	52.91%

Standing Area – Sampling of Write-in Responses:

- *“The roof canopy and sides of the structure are inadequate to protect against the elements, which affects the standing area--the key question is can everyone stand or sit protected from the elements?”*
- *“Roof canopy and Standing area: as stated in a separate comment on the previous questions, I think more area should be included under the canopy for weather protection (including extending the roof further back to keep the bench drier) in order to accommodate the increasing ridership of the buses as well as future light rail riders.”*
- *“...Standing Area: Takes up the whole sidewalk. People are walking here too, you know.”*
- *“... Not enough standing area under shelter...”*
- *“... a lack of general standing area and also the fact that the stop is placed in the "middle" of the sidewalk as opposed of towards the back of the sidewalk...”*
- *“...Standing area is good for blind prople. ”*
- *“Would like to see protection from sun, wind, and rain in the seating and standing areas.”*
- *“...Too short standing area”*
- *“...Standing areas to narrow, hard for those walking by”*
- *“...Standing area - Is there a designated standing area? The sidewalk is very wide and would have plenty of room for standing, but the placement of the shelter structures obstructs pedestrian flow unnecessarily...”*

Trash & Recycling - Specific Feature - Satisfaction



(# of Question Respondents for Subgroup)	Master (621)	Intercept (385)	Peak Users (342)	22204 (447)	Disability (40)
Dissatisfied	9.66%	8.31%	11.70%	9.40%	7.50%
Somewhat Dissatisfied	5.96%	5.19%	5.85%	6.26%	15.00%
Neither	14.81%	9.61%	14.33%	18.12%	17.50%
Somewhat Satisfied	18.36%	17.66%	18.13%	20.13%	17.50%
Satisfied	51.21%	59.22%	50.00%	46.09%	42.50%

Cost – Sampling of Write-in Responses:

Among respondents who voluntarily wrote-in responses, 36% (154 respondents) commented on the cost of the Prototype Super Stop. The majority include concerns that the cost was too high. The cost of the stop was not listed or included in the survey instrument.

- *“I like the new stop but not for the cost (what I've heard on the news).”*
- *“Its beautiful. However, for the cost involved, I'd like it to do a slightly better job of sheilding you from rain and wind.”*
- *“Hate that it cost so much and don't think that kind of money is necessary for a bus stop”*
- *“Exceptional job. Please bring down the cost but as far as design and functionality goes, great job.”*
- *“I don't know why it cost so much, but think Arlington could eIplain by providing a cost breakdown in general terms from the winning bidder (utilities, materials, labor, etc.).”*
- *“In my opinion this was a total waste of money and I'm personally eIremely disturbed with all the other needs in the county that an obscene amount of \$\$ was spent on this structure. There are many stops that are no more that a pole with a bus stop sign...”*
- *“...THE EXCESSIVE COST One Million dollars, versus \$5,000 for a regular Metro Bus Stop. This thing is a financial disaster!”*
- *“There is no reason why this bus stop should've cost so much...”*
- *“This very expensive Super Stop does absolutely NOTHING to shield us from the weather but it is very pretty! What a monumental waste of our money and the County should be ashamed of itself!”*
- *“Don't see how a million can be justified for how little people stand there, could made it visually appealing for less money”*
- *“this bus stop cost too much money. It is obscene that Arlington is willilng to pay this much for a bus stop. All the technology and flashing features are unnecessary and a waste of tal dollars. It is embarrassing.”*
- *“You should be ashamed of yourself for wasting our taxpayer dollars on something where a simple bus stop could have satisfied the needs of the ridership. This isn't a coffee shop, or a night club - people don't NEED flash for a bus stop - a simple bench and covering will suffice. When the majority of the country is to to figure out how to get by each day and provide for their families, you go a squander \$1M on a bus stop! That's like a dad going to the grocery store with all of his family's money to buy food for the week, and coming home with nothing but bags of candy. You should all be fired...”*
- *“I like this stop, unique and Arlington' transit friendly community, ought to have more bus stops like this. It is cost effective ”*
- *“Other than the initial cost, I don't see what the criticism is...the shelter keeps you dry in all but a driving rain...even traditional shelters can't do that. I think once the economies of scale kick in, the cost per shelter will be significantly lower. I really like the electronic info display, but wonder about its service life out in the elements.”*

Weather Protection – Sampling of Write-in Responses:

Several of the Prototype Super Stop's individual features are designed, even if partially, for the purpose of providing weather protection, such as the roof canopy. The survey instrument did not ask respondents their satisfaction level on weather protection in general or specifically. Regardless, 63% of respondents who voluntarily wrote-in responses (268, or 37% of all survey respondents) commented on the lack of weather protection at the Prototype Super Stop. The vast majority of comments raised concern for the lack of weather protection. On the other hand, a few commented that they were not concerned with the lack of weather protection.

- *“This very expensive Super Stop does absolutely NOTHING to shield us from the weather”*
- *“With the budget I would expect some heat/fans or something depending on the season.”*
- *“... for the cost involved, I'd like it to do a slightly better job of sheilding you from rain and wind. The old brown Metro enclosures, although unsightly, at least afforded you some protection from the elements.”*
- *“Nice, modern stop, but it needs more inclement weather protection. It needs a canopy and sides that protect from wind, rain amd snow.”*
- *“The Super Stop is not a shelter or even a partial shelter -- the glass ceiling provides almost no shade; the benches get wet when it's raining; the heated benches melt snow and make the seats wet during the winter.”*
- *“Benches heat up in sun enough that I couldn't comfortably sit on them. Canopy provides negligible protection from the weather. Glass canopy seems to intensify heat from sunlight... I would have preferred shade.”*
- *“Better protection from the elements (i.e., rain and wind) would be very helpful. ”*
- *“...The "shelter" doesn't actually shelter you form the rain. I have had to use an UMBRELLA while standing UNDER the shelter to stay dry while waiting for the bus...”*
- *“...shocked that this stop does not offer more 1. rain protection from the canopy and 2. wind protection from the sides...”*
- *“While the current Super Stop design allows about the same amount of people to shelter under the roof in inclement weather, I think to scale for future use with greater riders (including ultimately for the greater number of light rail users) that the roof should be extended to cover more ground, and also that in the existing roof area it could be extended back further away from the road so that the bench inside the shelter would have better protection from weather. The current design typically allows the bench to get wet when it rains. As an alternative, you could treat the metal with a nanomaterial coating that would shed water rapidly and keep the bench dry.”*
- *“I think that complaints about it's apparent lack of "functionality" are disingenuous and are thinly-veiled collateral attacks on the project itself. I don't expect to be dry on a rainy day, but the heat and level of the floor are essential once experienced.”*
- *I like this bus stop, very warm and comfortable in cold weaher.*

In General, “Like” – Sampling of Write-in Responses:

- *“Wish all bus stops were like this, Like the set up especially the board.”*
- *“It is an attractive design, uses high quality materials, and is well made.”*
- *“I think this is one of the best stops I have ever seen or used. The design is clean and modern, and it has wonderful features. I also enjoy how it does not have the typical boxed-in feeling. The standard bus stop gets so hot in the summer in our area. This bus stop allows some air flow, which is very much appreciated.”*
- *“It's great. Love it. Thank you.”*
- *“I think the super stop is great. They help you know everything that you may need to know about metro, temperature, and much more. Hopefully we can get these as a standard stop around the world in the near future.”*
- *“Even though this stop has gotten bad press I still like it. I think it looks nice but must have gone way over budget.”*
- *“A very nice bus stop, better than in Alexandria.”*
- *“I personally really like the Super Stop and think it's a great upgrade to the neighborhood - but I don't think it's worth a million dollars. While I do hope the program continues, I hope the County has plans to build the next 23 stops at a much, much lower cost.”*
- *“Great! Need more like it!”*
- *“I think the effort to improve over the previous bus stops is valuable and appreciate the improvements to the space (such as the heating elements to reduce freezing on the concrete). I do wonder how the cost crept up quite so high as it did, and hope that the county either uses a more effective contractor to build future stops or takes advantage of lessons learned in the current construction to keep the costs under control on future construction. The Super Stops are much easier to find (and as such I expect will increase ridership) over the little metal signs by the road, and I think the lighting and design improve the safety of the stops, as well. While I have read criticism of spending money on "fancy" bus stops, I think the aesthetics are important to efforts to improve the quality of development along the Pike and aren't any more extravagant than Metro's big glass canopies over the Metrorail escalators.”*

General Comment:

The following comment is representative of the write-in responses overall.

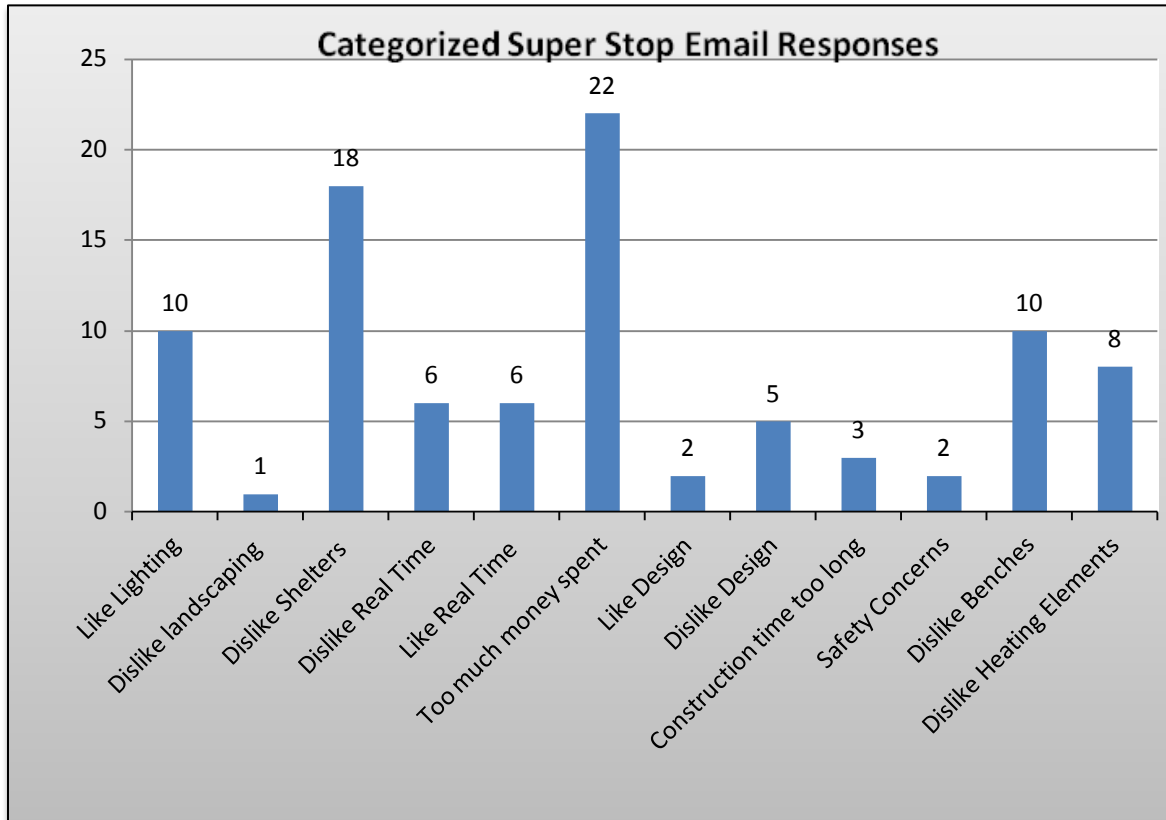
“The shelter structures are positioned in the middle of the sidewalk, disrupting pedestrian flow. The newspaper dispenser and trash receptacles are pushed back farther away from the street, further disrupting pedestrian flow. The shelter structures should have been build in line with the placement of the newspaper dispenser and trash receptacles away from the street, leaving a wider unobstructed path for pedestrians. As noted in many public complaints the shelter does not provide adequate protection from rain and wind. It was claimed that the purpose of this "Super" stop is to handle a greater number of passengers than traditional bus stops, but it provides only a slight increase in seating space compared to standard bus shelters found throughout Arlington, while at the same time it offers less protection from weather. Abandon this type of custom design and instead used the type of shelter that was recently installed at the Pentagon City Metro. That shelter is quite comfortable, provides good protection, and must cost far less. I do appreciate the inclusion of the bumped yellow flooring along the street, which should improved safety. The arrival display screen is also nice - install one of those next to a standard bus shelter and you'll have improved on the "Super".”

Suggested Additional Features from Write-in Responses:

- *“What if you had water fountain or docking station”*
- *“Another good idea would be to have mobile charging stations using solar power to get a quick cell phone or device charge.”*
- *“I thought there was going to be WiFi available...”*
- *“Might be a good test site for one of those big belly compactors and separate recycling bins for newspapers vs containers.”*
- *“Need emergency buttons if need help...”*
- *“How about integrated vending machines with drinks? How about an emergency call button for help/police... How about a free wifi spot?”*
- *“Put more light and bigger tv for advertising.”*

II. Review of Emails Received Prior to Survey

After the Walter Reed Prototype Super Stop opened in early 2013, 50 individuals sent emails to the Department of Environmental Services inbox. These responses included a number of comments, issues and concerns that developed and were raised following the unveiling by community members and users at large. The following graph is a summary of these emails.



III. Two Targeted Stakeholder Feedback Sessions

As a part of the community consultation process, staff held two feedback sessions with targeted stakeholder groups to gather their thoughts, concerns and aspirations on any re-design efforts. The first feedback session, with members of the Transportation Commission and Transit Advisory Committee, included an onsite visit to the Walter Reed Prototype Super Stop followed by a facilitated question and answer forum. The second feedback session had a similar format and was targeted to members of the Columbia Pike Implementation Team, the Columbia Pike Revitalization Organization and neighboring civic association representatives.

The following is a summary of the comments received at the feedback sessions.

A. Roof Canopy

- a. Size and Coverage
 - i. Lower and/or extend the roof canopy – even over the sidewalk all the way to the bus entrance to provide constant coverage.
 - ii. Create additional covered space without seating for wheelchairs and people with strollers.
- b. Weather Protection and Materials
 - i. Install a wind screen for weather protection.
 - ii. Canopy grooves allow rain in the back wall gap.
 - iii. Glass roof is unnecessary and expensive. Keep the glass on the sides of the prototype, but use a different material for the roof.
 - iv. The glass panels create and maintain a great deal of heat within the prototype; need different material for more protection from sun glare.

B. Seating

- a. Configuration
 - i. Provide more seating that is covered by the shelter – all seating should be covered.
 - ii. Seats are too deep - the bench is too deep.
 - iii. The angled/sharp edges of the seating are worrisome for safety reasons concerned for liability.
 - iv. Provide breaks or bars in seating to deter homeless people from sleeping at the prototype.
- b. Material
 - i. Do not use stainless steel materials in future locations. The seating at the prototype is too hot in the summer and too cold in the winter.

C. Accessibility

- a. Driver Training
 - i. The bus stopped 2' away from the curb. This could be a safety hazard and drivers need to pull right up next to the curb.
 - ii. Curb elevation for the wheel chair ramp appeared to be too high – if this is a training issue then all drivers should be trained in the different elevation and use of wheelchair lifts at the prototype.
- b. Site Layout
 - i. Back walkway is narrow and should be kept completely clear. Black trash can located behind prototype does not allow for appropriate amount of sidewalk space for wheelchair travel.

- ii. Lamp post located next to prototype does not allow for appropriate wheelchair travel space.

D. Site Layout

- a. General
 - i. Adjust the design to each site's constraints rather than creating one design for all 24 Transit Stations.
 - ii. Keep openness and increased visibility in future locations.
- b. Placement of Physical Elements
 - i. Maximize space under the roof canopy.
 - ii. Move seating further back into the prototype to provide more coverage.
 - iii. Desire more sidewalk space - either move the prototype back to where the planters currently stand, or move the prototype up to the curb to allow for more pedestrian and bike traffic.
 - iv. Place electronic info screen on the other side of the prototype so riders in the direction where buses are arriving.
 - v. Remove the landscaping planters and move the prototype back, they are not properly maintained; landscaping is not necessary.

E. Electronic Information Display Screen

- a. View
 - i. Incorporate audio function as soon as possible.
 - ii. The screen needs a higher contrast, larger text, for better readability or some other visual adjustments to make it more accessible for the visually impaired.
 - iii. Glass covering the screen needs to be clearer.
- b. Information
 - i. Ensure accuracy - the updates are not always accurate.
 - ii. Maximize opportunities for disseminating information - use display screen to post community information.
 - iii. Provide information about other transit options – not just the next bus.

F. Lighting

- i. Prototype Super Stop feels safe at night due to ample lighting; maintain the current lighting and translucency.
- ii. Use warm light instead of glaring light

G. Other Physical Elements

- i. Install vertical/horizontal bars for leaning and holding onto
- ii. Provide Wi-Fi access
- iii. The etched name of "Walter Reed" in the prototype is not clear or prominent enough to read.
- iv. The crack in the sidewalk is concerning since the project is so new.
- v. If the heating elements have a substantial cost it should not be duplicated at other locations.
- vi. The newspaper stands are consolidated and neat. Desire these at all future locations, and more bus stops in general.

H. Future Fare Collection Machines

- a. Site Layout
 - i. Machines need to be located under a sheltered area, and keep the orientation of the transit station in mind (i.e. where the sun sets/rises) to ensure screens are free of sun glare.
- b. Collection System
 - i. Ensure integrity of the fare collection system while designing these machines.
 - ii. Keep the system simple and have ample signage so they are visible for those who do not know how the machines operate.

I. Cost

- i. Use less expensive materials to provide more functional coverage.
- ii. Use the design from existing community bus stops rather than hiring an architect.
- iii. Do like that stainless steel is long lasting and easy to clean.

J. Future Community Reviews

- i. Provide breakdown of physical costs for committees to review and determine transit station program priorities.
- ii. Results from this community process should be shared with the community before presenting them to the County Manager and County Board.

K. Suggested Stops to Model After

- i. Glebe Road & Columbia Pike bus stop layout
- ii. Pentagon City - That stop has plenty of coverage, more capacity and ample sidewalk space.

Appendix A

Survey Questions- on next page

Walter Reed Super Stop Design Feedback Survey

Introduction

Arlington County is conducting a comprehensive review of the performance, cost, technical design and construction of this prototype Super Stop with the goal of facilitating the construction of the 23 remaining Stops faster, more cost effectively and with improved functionality where necessary. As a user of the prototype Super Stop site, your feedback and suggestions are important to this process.

For more information on the Columbia Pike Super Stops program, and for more information on the comprehensive review, visit www.columbiapikeva.us/super-stops.



Begin Survey >>>>>>>>>>

General and Specific Design Features

Please consider the function of the various design features of the Walter Reed Super Stop. This first question requests your feedback on both the general and specific features of the Super Stop.

1. How satisfied are you with the following features at the prototype Super Stop location? (Check one per row)

	Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Dissatisfied	No Opinion
General:						
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site Layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific Features:						
Ease of Bus Boarding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic Info Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newspaper Stands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roof Canopy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trash & Recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments - Share an explanation of your feedback on any of these general or specific features:



2. Open Comments - Share any other general feedback, comments, or suggestions you may have:

3. What ART or Metrobus route do you most commonly take?

List Route _____

4. At home do you speak a language other than English?

- No
- Yes, list language _____

5. Do you have any of the following: hearing, vision, or ambulatory difficulty?

- No
- Yes

6. How frequently do you use this Super Stop? (Choose one)

- Daily
- Weekends only
- More than twice a week
- More than twice a month
- Rarely
- Never

7. At what times? (Check all that apply)

Weekdays

- Before 6am
- 6am - 9am
- 9am - 3pm
- 3pm - 7pm
- After 7pm

Weekends

- 9am - 5pm
- 5pm - 9pm
- After 9pm

Before 9am



8. Select the type of trip/s you take when traveling to/from/through this Super Stop location. (Check all that apply)

- Work
- Home
- School
- Work-related business
- Shopping or meal
- Sightseeing or recreation
- Other Personal trip
- Other (please specify)_____

9. Based on your trips to this Super Stop location, where do you travel to/from? (Check all that apply)

- Arlington
- City of Alexandria
- Fairfax County
- Other Virginia
- District of Columbia
- Maryland
- Elsewhere

End of Survey – Thank you for participating! Visit www.columbiapikeva.us/super-stops.

Walter Reed Super Stop Design Feedback

INTRODUCCIÓN

El prototipo de paradero Columbia Pike Super Stop situado en S. Walter Reed Drive está actualmente en revisión por un equipo técnico para identificar cambios en el diseño antes de proceder con la instalación de 23 paradas adicionales a lo largo de Columbia Pike. Como vecino o usuario de esta parada Super Stop, sus comentarios y sugerencias son importantes para este proceso.

Agradecemos por su tiempo para compartir su opinión. También, ir a www.columbiapikeva.us/super-stops (en inglés) donde podrá conocer más sobre el programa de Super Stops de Columbia Pike.



Por favor considere la función de las características en el diseño del Super Stop Walter Reed.

1. ¿Qué tan satisfecho está con las siguientes características general del Super Stop prototipo?

	Satisfecho	Algo Satisfecho	Ninguno	Algo Insatisfecho	Insatisfecho	No Opino
En General:						
Accesibilidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apariencia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Materiales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seguridad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distribución del espacio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Característica específicas:						
Fácil abordaje de bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tablero electrónico de información	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Iluminación	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Puestos de periódicos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Techo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asientos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Señalización	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Área de espera	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basura y reciclaje	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comentario de las siguientes características general o específicas:

2. Por favor comparta cualquier comentario o sugerencia que tenga acerca del funcionamiento o diseño de este prototipo de parada Super Stop. Campo abierto para comentarios:

3. ¿Qué ruta de bus ART o Metro usa más seguido?

4. Geográficamente, en referencia a la ubicación de este paradero, ¿hacia y/o desde dónde viaja? Marque todas las que correspondan.
Destinos en:
 - Arlington
 - Ciudad de Alexandria
 - Distrito de Columbia
 - Maryland
 - Condado de Fairfax
 - Otro en Virginia
 - Otro Lugar

5. Con qué frecuencia utiliza este Super Stop? (Seleccione una)
 - A diario
 - Fines de semana solamente
 - Más de 2 veces a la semana
 - Más de 2 veces al mes
 - Raramente
 - Nunca

6. A qué hora? (Marque todas las que aplican)
Días de semana
 - Antes 6am
 - 6am - 9am
 - 9am - 3pm
 - 3pm – 7pm
 - Después 7pmFines de semana
 - Antes 9am
 - 9am – 5pm
 - 5pm – 9pm
 - Después 9pm

7. Seleccione qué tipo de viaje hace cuando va hacia/desde/a través de esta parada (seleccione todas las que apliquen):

- Trabajo
- Casa
- Escuela
- Asuntos relacionado a mi trabajo
- De compras o a restaurantes
- Asuntos personales
- Paseo o recreación
- Otro, describir o ignorar: _____

8. ¿Tiene usted alguno de los siguientes: dificultad de audición, visión o desplazamiento?

- No
- Sí

9. ¿Cuál es el código postal de su domicilio?

Agradecemos por su tiempo para compartir su opinión. También, ir a www.columbiapikeva.us/super-stops (en inglés) donde podrá conocer más sobre el programa de Super Stops de Columbia Pike.