



MEMORANDUM

TO: Transportation Planning Board
FROM: Karen Armendariz, TPB Public Engagement Specialist
Stacy Cook, TPB Transportation Planner
John Swanson, TPB Transportation Planner
SUBJECT: Voices of the Region: Public Opinion Survey for Visualize 2045 Update
DATE: February 11, 2021

At the February board meeting, TPB staff will release results from a region-wide public opinion survey on transportation that the TPB conducted last fall. The survey's findings, which are statistically significant, will provide input for a range of TPB planning activities, including the 2022 update to Visualize 2045, the region's long-range transportation plan.

PURPOSE AND CONTENT

The results of this survey are expected to be used by the TPB, member jurisdictions, and elected officials as quantitative support for any projects, programs or policies that align with the TPB's Planning Policy Focus Areas and Aspirational Initiatives.

The driving theme for the Visualize 2045 engagement efforts is "Visualizing our Future Together." In order to visualize 2045 together, regional leaders will need to understand public opinion trends in three different ways, which were explored in the opinion survey (also see attached questionnaire):

- *Travel During the COVID-19 Pandemic*
This section asked the public about their transportation choices in the midst of COVID-19. The purpose of this section is to understand how people adapted to the current health crisis and how these changes might affect long-term travel patterns and choices in the future.
- *Our Transportation Future*
This section asked the public to consider our current transportation system and determine what implementation activities would make transportation options more appealing in the future.
- *External Forces and Future Factors*
This section focused on factors that will affect how agencies plan for the transportation system in the future, including climate change, connected and automated vehicles, and efforts to continue advancing transportation equity in the region. These results will inform other work that TPB is or will be conducting on these topics.

METHODOLOGY

ICF International, the consultant firm hired for the survey, developed a methodology that utilized a representative address-based sample frame to select potential respondents who were contacted via

mail and encouraged to complete the survey via web. The survey team sent up to three contacts to randomly selected participants, seeking to ensure that feedback was obtained from as many people as possible, including those who may have been initially reluctant to respond.

This effort obtained 2,407 completed surveys, greatly exceeding the target of 2,000. The final response rate was 11.9%, which provided a margin of error of +/-2.5% at 95% confidence.

The survey was designed to be statistically valid for the following 10 geographic areas: District of Columbia, Charles County, Frederick County (including City of Frederick), Montgomery County (including Gaithersburg, Rockville, and Takoma Park), Prince George's County (including Bowie, College Park, and Laurel), the City of Alexandria, Arlington County, Fairfax County (including City of Fairfax, and Falls Church), Loudoun County and the Prince William County area (including Manassas and Manassas Park). Results from the survey will be available for these 10 geographies.

SCHEDULE

The project followed the following schedule:

- July-August 2020-: Survey methodology and instrument were designed.
- September-October 2020: Randomly selected participants were invited to participate, and responses were collected
- November-December 2020: Responses were analyzed
- January 2021: Initial results were reviewed and released
- February 2021: Findings presented to the TPB and committees
- March-April 2021: Final Report scheduled to be released
- Spring-Summer: Findings from the survey will be incorporated into Visualize 2045 and other TPB planning products and activities

In addition to input obtained through the survey, staff recently completed 11 focus groups to obtain a more complete and nuanced understanding of public attitudes. These sessions explored opinions about equity, safety, and climate change. The findings of the focus groups will be reported to the TPB within a few months.

The quantitative (survey) and qualitative (focus groups) opinion research efforts, as described above, will comprise Phase I public engagement activities for the update to Visualize 2045. Later this spring and summer, staff will conduct Phase II engagement activities, which will provide open opportunities for input focused on implementation of the TPB's Aspirational Initiatives.

CONTACT

For more information, please contact:

- Karen Armendariz, karmendariz@mwkog.org
- Stacy Cook, scook@mwkog.org
- John Swanson, jswanson@mwkog.org

QUESTIONNAIRE

VOICES OF THE REGION SURVEY

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LANDING PAGE

ASK ALL

LANDING

Welcome to the *Voices of the Region Survey!*

This survey will help local governments across the region plan future transportation initiatives and programs. The information and opinions you share will help regional leaders adapt to unexpected events and future challenges, as well as identifying changes that can make a positive difference for the future – both next year and 25 years from now.

Thank you in advance for your cooperation in this important survey! Please enter the 9-digit PIN from the letter you received.

**INCLUDE FIELD FOR RESPONDENTS TO ENTER THEIR MID.
INSTEAD OF NEXT, BUTTON SHOULD SAY "GO TO SURVEY"
INCLUDE BUTTON THAT SAYS ESPAÑOL WHICH LINKS TO SPANISH LANDING PAGE.**

SECTION 1: TRAVEL DURING THE COVID-19 PANDEMIC (24 QUESTIONS)

ASK ALL

S1_INTRO1

We want to know about your travel habits in general, but we realize that COVID-19 has changed many peoples' travel habits and plans since stay-at-home orders began in March.

For this survey, "travel" refers to all the different ways you get around, whether driving, walking, biking, taking public transportation, scooters, skateboards, or anything else. We're interested in all your travel, including commuting for work, visiting friends, going to the grocery store, taking trips out of town, and anywhere else you might travel.

GENERAL TRAVEL DURING COVID

ASK ALL

S1Q1. Since the beginning of the COVID-19 pandemic, how much have your daily travel habits changed?

- 01 A lot
- 02 Some
- 03 A little
- 04 None

ASK ALL

S1Q2. Prior to the COVID-19 pandemic, how often on average did you drive or ride in a car? By car we mean a single motor vehicle such as a car, SUV, pick-up truck etc.

- 01 Three or more trips a day
- 02 One or two trips a day
- 03 Three or more trips a week, but not every day
- 04 One or two trips a week
- 05 Three or more trips a month, but not every week
- 06 One or two trips a month
- 07 Less than that
- 08 I never drove or rode in a car

ASK ALL

S1Q3. Since the beginning of the COVID-19 pandemic, how much has your car use changed? Would you say you drive or ride in a car...

- 01 A lot more
- 02 A little more

- 03 The same amount as before COVID-19
- 04 A little less
- 05 A lot less, including no car use

ASK ALL

S1Q4. For this survey, “public transportation” refers to things like Metro bus or other local buses, subway and Metro rail, commuter trains, and commuter buses.

Prior to the COVID-19 pandemic, how often on average did you take public transportation?

- 01 Three or more trips every day
- 02 One or two trips a day
- 03 Three or more trips a week, but not every day
- 04 One or two trips a week
- 05 Three or more trips a month, but not every day
- 06 One or two trips a month
- 07 Less than that
- 08 I never took public transportation

ASK ALL

S1Q5. Since the beginning of the COVID-19 pandemic, how has your use of public transportation changed? Would you say you take public transportation...

- 01 A lot more
- 02 A little more
- 03 The same amount as before COVID-19
- 04 A little less
- 05 A lot less, including no use of public transportation

ASK IF S1Q5 = 04 OR 05

[MUL=6]

[RANDOMIZE 01-05]

S1Q6. One year after the COVID-19 pandemic is over, which of these changes would make you more likely to use public transportation? (check all that apply)

- 01. More spacing between people on buses or train cars
- 02. More frequent cleaning of buses or train cars
- 03. More frequent service
- 04. Riding a bus with limited stops
- 05. Plastic barriers to prevent the spread of COVID-19
- 06. Other (Specify) [TEXT BOX]
- 07. Nothing will make me more likely to ride public transportation after the pandemic [EXCLUSIVE]

ASK ALL

S1Q7. Since the beginning of the COVID-19 pandemic, how has your walking changed? Would you say you walk...

- 01 A lot more
- 02 A little more

- 03 The same amount as before COVID-19
- 04 A little less
- 05 A lot less
- 06** I do not walk for transportation

ASK ALL

S1Q8. Prior to the COVID-19 pandemic, how often on average did you ride a bicycle?

- 01 Three or more trips a day
- 02 One or two trips a day
- 03 Three or more trips a week
- 04 One or two trips a week
- 05 Three or more trips a month
- 06 One or two trips a month
- 07 Less than that
- 08 I never rode a bicycle

ASK ALL

S1Q9. Since the beginning of the COVID-19 pandemic, how has your biking changed? Would you say you bike...

- 01 A lot more
- 02 A little more
- 03 The same amount as before COVID-19
- 04 A little less
- 05 A lot less
- 06 I do not bike

ASK ALL

S1Q10. Please think about your travel habits one year after the COVID-19 pandemic is over. Do you expect that your travel habits will return to your previous pattern before the pandemic?

- 01 Yes, I will probably go back to the same travel habits as before the pandemic
- 02 No, I will probably have different travel habits than before the pandemic

ASK IF S1Q10 = 02

[MUL=8]

S1Q11. How do you expect your travel will be different once the pandemic is over? I expect I will... (Select all that apply)

- 01 Drive or ride in **cars less** than before the pandemic
- 02 Drive or ride in **cars more** than before the pandemic
- 03 Use **public transportation less** than before the pandemic
- 04 Use **public transportation more** than before the pandemic
- 05 **Walk less** than before the pandemic
- 06 **Walk more** than before the pandemic
- 07 Will **bike less** than before the pandemic
- 08 Will **bike more** than before the pandemic

COMMUTING AND JOB-RELATED TRAVEL

ASK ALL

[MUL=8]

S1Q13. Before the COVID-19 pandemic, what was your employment situation? (Select all that apply)

- 01 Working full time
- 02 Working part time
- 03 Student
- 04 Stay at home parent or caretaker
- 05 Unemployed or furloughed
- 06 Retired
- 07 Other (Specify) [TEXT BOX]

ASK ALL

[MUL=8]

S1Q14. What is your current employment situation during the COVID-19 pandemic? (Select all that apply)

- 01 Working full-time
- 02 Working part time
- 03 Student
- 04 Stay at home parent or caretaker
- 05 Unemployed or furloughed
- 06 Retired
- 07 Other (Specify) [TEXT BOX]

ASK IFS1Q14 = 01 OR 02

S1Q15. Do you need to travel outside your home during the COVID-19 pandemic to economically support yourself or your family?

- 01 Yes
- 02 No

ASK IFS1Q14 = 01 OR 02

[MUL=6]

S1Q16. Are you considered an essential worker who is required to travel outside your home for a job in the following industries (check all that apply)?

- 01 Grocery store
- 02 Health care
- 03 Public works
- 04 Government
- 06 Other essential worker [TEXT BOX]
- 07 I am not an essential worker [EXCLUSIVE]

ASK IFS1Q14 = 01,02,03

[MUL=10]

S1Q17. Before the COVID-19 pandemic, how did you commute to work or school? Select all modes of transportation that you used at least once a week.

- 01 Personal vehicle – driving alone
- 02 Carpooling or vanpooling
- 03 Bus
- 04 Metrorail
- 05 Commuter rail [MARC, VRE]
- 06 Taxi or ride-hailing service (Uber, Lyft, etc.)
- 07 Bicycle, including e-bikes
- 08 Walking (1/4 mile or more)
- 09 Telecommuting/work from home
- 10 Other (Specify) [TEXT BOX]

ASK IFS1Q14 = 01,02,03

[MUL=10]

S1Q18. During the COVID-19 pandemic, how are you commuting to work or school? Select all modes of transportation that you currently use at least once a week.

- 01 Personal vehicle – driving alone
- 02 Carpooling or vanpooling
- 03 Bus
- 04 Metrorail
- 05 Commuter rail [VRE, MARC]
- 06 Taxi or ride hailing service (Uber, Lyft, etc.)
- 07 Bicycle, including e-bike
- 08 Walking (1/4 mile or more)
- 09 Telecommuting/work from home
- 10 Other (Specify) [TEXT BOX]

ASK IFS1Q14 = 01,02,03

[MUL=10]

S1Q19. How do you expect to commute to work or school one year after the COVID-19 pandemic is over? Select all modes of transportation that you expect to use at least once a week.

- 01 Personal vehicle – driving alone
- 02 Carpooling or vanpooling
- 03 Bus
- 04 Metrorail
- 05 Commuter rail
- 06 Taxi or ride hailing service (Uber, Lyft)
- 07 Bicycle, including e-bikes
- 08 Walking (1/4 mile or more)
- 09 Telecommuting/work from home
- 10 Other (Specify) [TEXT BOX]
- 11 I don't know or I don't yet have guidance from my employer [EXCLUSIVE]

ASK IFS1Q18 = 09

S1Q20. If given the choice to return to a work location once the COVID-19 pandemic is over, would you prefer to:

- 01 Return to your work location full-time
- 02 Telework full-time
- 03 Telework some days and commute to your work location some days

ASK IFS1Q20 = 03

S1Q21. How often would you want to telework?

- 01 1 day
- 02 2 days
- 03 3-4 days
- 04 5 or more days

DELIVERIES

ASK ALL

S1Q22. Since the beginning of the COVID-19 pandemic, how have your online shopping habits changed? (Please only consider items you order for delivery at your home, not curbside pick-up).

- 01 My online ordering has increased a lot
- 02 My online ordering has increased a little
- 03 My online ordering is the same as before
- 04 My online ordering has decreased a little
- 05 My online ordering has decreased a lot
- 06 I have never ordered any items online

ASK ALL

S1Q23. One year after the COVID-19 pandemic is over, what do you expect your online shopping habits to be like?

- 01 I will probably go back to the online shopping habits that I had before the pandemic
- 02 I will probably continue with my current online shopping habits

STREET USE AND DESIGN

ASK ALL

S1Q24. During the pandemic, street space and parking space has been used for expanded pedestrian access, restaurant seating, etc. One year after the COVID-19 pandemic is over, would you support the continued use of street space/parking space for these kinds of purposes?

- 01 Yes
- 02 No

SECTION 2: OUR TRANSPORTATION FUTURE

TRANSPORTATION MODES

ASK ALL

S2_INTRO1:

We are interested in what you think are the best ways to improve our regional transportation system. The transportation system includes the regional transportation infrastructure including roads and highways, mass transit systems and bicycle and pedestrian routes.

We want to know how you would act or behave one year after the COVID-19 pandemic is over. For these questions, please think about **all** the ways in which you travel, not just to or from work.

ASK ALL

[MUL=3]

[RANDOMIZE 01-06]

S2Q1. Which of the following changes to the bus stop or bus station would make you more likely to take a bus?

I would be more likely to take the bus if the bus stop... (Choose up to 3 options)

- 01 Had shelter with seats
- 02 Was cleaner
- 03 Had adequate lighting at night
- 04 Provided shade or shelter from sun/rain/snow
- 05 Was within walking or biking distance of my home
- 06 Displayed real-time bus information
- 07 Other (Specify) [TEXT BOX]
- 08 No change would make me more likely to take the bus [EXCLUSIVE]

ASK ALL

[MUL=3]

[RANDOMIZE 01-08]

S2Q2. Now please think about the trip aboard the bus. Which of the following improvements to the bus ride experience would make you more likely to take the bus?

I would be more likely to take the bus if... (Choose up to 3 options)

- 01 Buses arrived on a reliable schedule
- 03 Buses traveled more quickly
- 04 Buses were less crowded
- 05 The fare was cheaper
- 06 I did not need to transfer
- 07 The bus had Wi-Fi service
- 08 Buses had level boarding for easy access for all
- 09 Other (Specify) [TEXT BOX]
- 10 No change would make me more likely to take the bus [EXCLUSIVE]

ASK ALL

[MUL=3]

[RANDOMIZE 01-07]

S2Q3. Which of the following improvements would make you more likely to take rail transit (Metrorail, commuter rail, other trains)?

I would be more likely to take rail transit if... (Choose up to 3 options)

- 01 Trains came more frequently
- 02 Waiting for the train was more comfortable
- 03 Waiting for the train felt safer
- 04 Trains were less crowded
- 05 The fare was cheaper
- 06 There was a shuttle or bus line to get me to the train station
- 07 Navigating the station was easier
- 08 Other (Specify) [TEXT BOX]
- 09 No change would make me more likely to take rail transit [EXCLUSIVE]

ASK ALL

[MUL=3]

[RANDOMIZE 01-06]

S2Q4. Which of the following improvements would make you more likely to walk, bike or take an e-powered or mobility device to the train station or bus stop?

I would be more likely to walk, bike, or use an e-powered or mobility device to the train or bus if...
(Choose up to 3 options)

- 01 My route to the train or bus was quicker or more direct
- 02 My route to the train or bus had adequate lighting
- 03 My route to the train or bus was more shaded
- 04 There were more bike lockers at the station
- 05 There were e-bikes or e-scooters available to get to and from the station
- 06 There were sidewalks and safe crossings all the way there
- 07 Other (Specify) [TEXT BOX]
- 08 No change would make me more likely to walk or bike to the train or bus [EXCLUSIVE]

ASK ALL

S2Q5. Electric scooters or E-scooters are scooters that you stand or sit on and are powered by an electric motor. Electric bikes or e-bikes are bicycles with a battery-powered “assist” that amplifies the pedaling effort and gives the rider a boost. These are available in some places as shared devices.

If they were available to you, would you consider using a shared e-scooter or e-bike to take short trips (less than one mile) to transit or other destinations?

- 01 Yes
- 02 No
- 03 Not sure

ASK ALL

[MUL=3]

[RANDOMIZE 01-07]

S2Q6. Which of the following improvements would make you more likely to use a bicycle?

I would be likely to bike more if... (Choose up to 3 options)

- 01 I had access to a bike
- 02 There were bike lanes or trails near my home
- 03 Bicycle lanes were separated from vehicles by a barrier
- 04 There was safe bike parking at my destination
- 05 There was a shower or locker room at work/school
- 06 Vehicle speeds were lower
- 07 Bicycle lanes and routes were more direct and complete
- 08 Other (Specify) [TEXT BOX]
- 09 No change would make me more likely to bike [EXCLUSIVE]

ASK ALL

S2Q7. New technologies and services, such as ridesharing and ride hailing (such as Uber and Lyft), are changing the use of the street space next to the curb. Do you support providing ride-hailing zones for pick-up and drop-off on the street if it meant a reduction in parking availability?

- 01 Yes
- 02 No

ASK ALL

S2Q8. Do you support constructing more or wider sidewalks and bike lanes if it meant a reduction in parking availability?

- 01 Yes
- 02 No

ASK ALL

S2Q9. Where in the Washington Region do you think most future development should be encouraged? (Choose one)

- 01 In newer suburbs
- 02 In older suburbs
- 03 In existing core cities
- 04 In rural areas

ASK ALL

S2Q10. If you could live anywhere in the region, where would it be? (Choose one)

- 01 In newer suburbs
- 02 In older suburbs
- 03 In existing core cities
- 04 In rural areas

ASK ALL

S2Q11. How big a concern is traffic congestion to you personally?

- 01 It is a significant concern and it impacts the quality of my life
- 02 It is somewhat a concern and it impacts my life a little
- 03 It is a bit of a concern
- 04 It is not a concern because I have adjusted to it
- 05 It is not a concern because I don't experience much congestion

ASK ALL

S2Q12. To avoid congestion and make bus trips faster, would you support dedicating a travel lane for mostly bus use?

- 01 Yes
- 02 No

ASK ALL

S2Q13. To enable buses to travel in their own lane, would you support the removal of a lane of on-street parking?

- 01 Yes
- 02 No

SECTION 3: FUTURE FACTORS & EXTERNAL FORCES

CLIMATE CHANGE

ASK ALL

S3Q1. The climate is changing, causing more extreme weather, such as extended periods of high heat or extreme cold, more frequent and more intense storms, hurricanes and flooding. How much do you agree or disagree with the following statement?

Elected officials need to consider impacts of climate change when planning for transportation in the future.

- 01 Strongly agree
- 02 Somewhat agree
- 03 Neutral
- 04 Somewhat disagree
- 05 Strongly disagree

ASK ALL

S3Q2. How much do you agree or disagree that human actions contribute to at least some climate change?

- 01 Strongly agree
- 02 Somewhat agree
- 03 Neutral
- 04 Somewhat disagree
- 05 Strongly disagree

DRIVERLESS CARS

ASK ALL

[MUL=3]

[RANDOMIZE 01-07]

S3Q4. How might the availability of driverless cars benefit you or others in the Washington region? (Choose up to 3 options)

- 01 Not needing to park (a driverless vehicle can drop me off and park itself)
- 02 Safer/reduced crashes
- 03 Being connected to Wi-Fi while in the vehicle
- 04 Doing other things in the vehicle instead of actively driving
- 05 Supporting travel for persons with disabilities
- 06 Better traffic flow/reduced congestion
- 07 Fewer vehicle emissions
- 08 Other (Specify) [TEXT BOX]
- 09 I do not expect any benefits [EXCLUSIVE]

ASK ALL

[MUL=3]

[RANDOMIZE 01-07]

S3Q5. What concerns, if any, do you have about driverless cars? (Choose up to 3 options)

- 01 Safety of other drivers
- 02 Safety of pedestrians and bicyclists
- 03 Cybersecurity concerns
- 04 Liability for accidents
- 05 Cost
- 06 They may not equally be available to everyone
- 07 May discourage travel options such as public transportation and biking
- 08 Other (Specify) [TEXT BOX]
- 09 No concerns [EXCLUSIVE]

EQUITY

ASK ALL

S3Q6. How well do you feel the region's current transportation system meets your travel needs?

- 01 Very well
- 02 Somewhat well
- 03 Neither well nor poorly
- 04 Somewhat poorly
- 05 Very poorly

ASK ALL

[MUL=3]

[RANDOMIZE 01-08]

S3Q7. Do you experience any of the following barriers to getting where you need to go from where you live? (Choose up to 3)

- 01 Public transportation requires too many transfers
- 02 Public transportation does not come frequently enough
- 03 Public transportation does not get me to my destination on time
- 04 Public transportation is too expensive for me
- 05 I don't feel safe crossing the street
- 06 It feels unsafe to walk/bike
- 07 I can't afford tolls to avoid traffic congestion

- 08 There are no trails near my home or work
- 09 Other (Specify) [TEXT BOX]
- 10 I don't experience any transportation barriers [EXCLUSIVE]

ASK ALL

S3Q8. How well do you feel your transportation needs and concerns are being addressed by decision makers?

- 01 Very well
- 02 Somewhat well
- 03 Neither well nor poorly
- 04 Somewhat poorly
- 05 Very poorly

ASK ALL

[MUL=3]

[RANDOMIZE 01-07]

S3Q9. I would be more likely to participate in public meetings about transportation if: (Choose up to 3)

- 01 There were a translator or materials in my language
- 02 I could call in to listen or speak
- 03 I could attend in person on nights or weekends
- 04 The meetings were held in my neighborhood
- 05 The meetings were held near public transportation
- 06 More people from my community attended
- 07 I could obtain information and provide feedback online
- 08 Other (Specify) [TEXT BOX]
- 09 No changes would make me more likely to participate [EXCLUSIVE]

ASK ALL

S3Q10. What transportation investments should we make today that future generations will thank us for tomorrow?

[TEXT BOX]

DEMOGRAPHICS

ASK ALL

D_INTRO. Lastly, we'd like to ask you some questions about yourself and your household. Your answers will be combined with responses from other residents for analysis.

ASK ALL

D1. Not counting yourself, how many adults age 18 or older live in your household?
RANGE 0-10 [NUMBER BOX]

ASK ALL

D2. How many children under the age of 18 live in your household?
RANGE 0-10 [NUMBER BOX]

ASK ALL

D3. Which of the following best describes your primary residence?

1. Single family detached home
2. Townhouse
3. Condo/apartment
4. Mobile/manufactured home
5. Other (Specify) [TEXT BOX]

ASK ALL

D4. Do you currently own or rent your residence?

1. Own
2. Rent
3. Other (Specify) [TEXT BOX]

ASK ALL

D5. In what year were you born?

RANGE 1917-2002 [NUMBER BOX]

ASK ALL

D6. What is your gender?

1. Male
2. Female
3. Transgender
4. Non-binary
5. Other (Specify) [TEXT BOX]

ASK ALL

[OPTIONAL]

[MUL=7]

D7. Which of the following best describes you? Please select all that apply.

1. White
2. Black or African American
3. American Indian or Alaska Native
4. Asian
5. Native Hawaiian or other Pacific Islander
6. Hispanic, Latino/a/x, Spanish origin
7. Other (Specify) [TEXT BOX]

ASK ALL

D8. What language do you MOSTLY speak at home?

1. English
2. Spanish
3. Other (Specify) [TEXT BOX]

ASK ALL

[OPTIONAL]

D9. What was your total household income from all sources in 2019 before taxes?

1. Less than \$25,000
2. \$25,000 to 49,999
3. \$50,000 to 74,999
4. \$75,000 to 99,999
5. \$100,000 to 149,999
6. \$150,000 to 199,999
7. \$200,000 to 299,999
8. \$300,000 or more

ASK ALL

D10. Please select your highest level of education achieved.

1. Some high school
2. High school or GED
3. Some college or trade school
4. Bachelor's degree
5. Master's degree or higher

ASK ALL

CLOSE. Thank you for your participation in this important study! Your feedback will be used by local officials to plan the region's transportation future.