

SAFETRACK EMPLOYEE IMPACT SURVEY

This survey is intended for distribution, collection, and analysis by employers to gain awareness regarding SafeTrack's impacts to your employees.

Employers may distribute and collect the survey as an email attachment or in hard copy, or they may import its content into SurveyMonkey or another web-based survey interface to facilitate data collection and analysis for larger organizations. Employers should adapt this content to their needs, including removal and addition of questions as appropriate.

Survey content	Notes to Employer/ Survey designer
<p>Dear Employee:</p> <p>This survey is designed to help us support you during expected disruptions to commuting during Metro's SafeTrack maintenance program. The information you provide here will help us determine how we can make it easier for you to get to work, or to otherwise provide flexibility.</p> <p>The entire survey should take no more than 10-20 minutes. Your responses will not be shared with any third party or used for any other purpose.</p> <p>Thank you for your participation!</p>	
GENERAL	<i>Inclusion of these "General" questions may decrease the response rate due to privacy concerns; if you do not need personally identifiable information, or if you already have this data in an analyzable format, consider removing some of these questions.</i>
1. Please provide your name (Last, First)	<i>Enables a personalized response from the company</i>
2. What is your home ZIP code?	<i>Allows the company to map employee clusters to spot potential impacts from SafeTrack and to facilitate solutions such as carpools or van pools.</i>
3. Which of the following best describes your role or function in your organization? <ul style="list-style-type: none"> • Human Resources • General management, office management • Information Technology (IT) • Facility management 	<i>Indicates whether certain business functions will be particularly affected at particular phases of SafeTrack work.; the employer may want to tailor this list to their own sector</i>

Survey content	Notes to Employer/ Survey designer
<ul style="list-style-type: none"> • Finance, accounting • Senior management • Client/customer-facing (sales, teller, waiter, etc.) • Other 	
SAFETRACK IMPACTS AND AWARENESS	
<p>4. Prior to this survey, what was your level of familiarity with WMATA's SafeTrack Plan, on a scale of 1 – 5?</p> <ul style="list-style-type: none"> • 1: I had no awareness of SafeTrack or any planned track work • 2: I knew of the general potential for commuting challenges • 3: I knew some information regarding Metro's plan, including the approximate timeline or which lines will be affected • 4: I was familiar with the specific details and timing of SafeTrack's impact on me • 5: I had made plans to manage the negative impact of SafeTrack on my commute <p>a. How will it impact you?</p>	<p><i>Provides data on employee awareness, readiness, and preparedness. May also help identify "self-starter" employees who could help organize company efforts to respond to SafeTrack</i></p>
<p>5. On a scale of 1 – 5, how severe do you expect SafeTrack's overall impact on your commute to be – keeping in mind that there may be impacts to highways and other commuting modes?</p> <p>Information on SafeTrack is available here: http://www.wmata.com/safetrack.cfm.</p> <ul style="list-style-type: none"> • 1: SafeTrack will not affect me at all • 2 • 3 • 4 • 5: SafeTrack will have an extremely negative effect on me 	<p><i>Only one of Questions 5 and 6 should be used; it is not necessary to include them both.</i></p> <p><i>Question 5 solicits a generalized employee impression of impacts; Question 6 provides time-frame specific data</i></p>

Survey content	Notes to Employer/ Survey designer
<p>a. How will it impact you?</p>	
<p>6. Please indicate which of the following SafeTrack project phases will impact your commute – keeping in mind that there may be impacts to highways and other commuting modes (check all that apply).</p> <ul style="list-style-type: none"> • June 4-16 (OR, SV: Single-tracking between East Falls Church and Ballston) • June 18-July 3 (OR, BL, SV: Track shut-down between Eastern Market/ Minn. Ave and Benning Rd.; and between Arlington Cemetery and Rosslyn) • July 5-11 (YL, BL: Track shut-down between National Airport and Braddock Rd.) • July 12-18 (YL, BL: Track shut-down between National Airport and Pentagon City) • July 20-31 (OR, SV: Single-tracking between East Falls Church and Ballston) • August 1-7 (RD: Single-tracking between Takoma and Silver Spring) • August 9-18 (RD: Single-tracking between Shady Grove and Twinbrook) • August 20-September 5 (YL, BL: Single-tracking between Franconia-Springfield and Van Dorn St.) • September 9-October 20 (OR: Single-tracking between Vienna and W. Falls Church) • October 10-November 1 (RD: Track shut-down between NoMa-Gallaudet and Ft. Totten) • November 2-11 (OR, SV: Single-tracking between W. Falls Church and E. Falls Church) • November 12-December 6 (GR, YL: Single-tracking between Greenbelt and College Park) 	<p><i>Only one of Questions 5 and 6 should be used; it is not necessary to include them both.</i></p> <p><i>Question 5 solicits a generalized employee impression of impacts; Question 6 provides time-frame specific data</i></p> <p><i>If Question 6 is included, note that it should be a mandatory response. It requires employees to provide quite a bit of information, and they may be tempted therefore to skip it, but this information is crucial.</i></p>

Survey content	Notes to Employer/ Survey designer
<ul style="list-style-type: none"> • December 7-24 (BL: Track shut-down between Pentagon and Rosslyn) • January 2-13 & January 23-February 3 (YL, BL: Single-tracking between Braddock Rd. and Huntington/Van Dorn St.) • March 6-19 (OR, SV: Single-tracking between W. Falls Church and E. Falls Church) 	
<p>TRANSPORTATION AND COMMUTING</p>	<p><i>These questions solicit detailed information on commuting behaviors. The responses will help companies plan their responses. However, if you will be surveying fewer than 25-50 employees, these questions might be better asked in a focus group or group interview setting.</i></p>
<p>7. What is your current means of transportation to and from work?</p> <ul style="list-style-type: none"> • Metrorail • Bus (incl. Metrobus, DC Circulator, ART, Fairfax Connector, CUE, DASH, MTA, etc.) • Personal Car • Carpool • Vanpool/Rideshare • Taxicab • Uber, Lyft, Split, Bridj, etc. • VRE • MARC • Amtrak • Bike • Walk • Other 	
<p>8. If you use Metrorail, which line(s) do you use to commute? Check all that apply.</p> <ul style="list-style-type: none"> • Blue • Orange • Silver • Yellow • Red • Green 	<p><i>Question 8 should only be asked to Metro-riders; it should pivot from the response to Question 7</i></p>

Survey content	Notes to Employer/ Survey designer
<p>a. If you use Metrorail, at what station do you board?</p> <p>b. If you use Metrorail, at what station(s) do you transfer?</p> <p>c. If you use Metrorail, at what station do you exit?</p>	
<p>9. If you drive, which highway(s) or major roads do you rely on to get to and from work? Check all that apply.</p> <ul style="list-style-type: none"> • I-66 • I-95 (MD) • I-95 (VA) • I-270 • I-395 • I-495 • I-695 • US 1 (MD/DC) • US 1 (VA) • US 29 (MD/DC) • US 29 (VA) • US 50 (MD/DC) • US 50 (VA) • Suitland Parkway • Penn. Ave./ MD 4 • Branch Ave./ MD 5 • B-W Parkway/ MD 295/ I-295 • GW Parkway • Dulles Tollway/ VA 267 • Other <p>a. Provide any comments here</p>	<p><i>Question 9 should only be asked to road users; it should pivot from the response to Question 7</i></p>

<p>10. Do you have alternative means of transportation that you currently use, when needed, to get and from work?</p> <p>a. If so, what?</p> <ul style="list-style-type: none"> • Bus (incl. Metrobus, DC Circulator, ART, Fairfax Connector, CUE, DASH, MTA, FRED, Loudoun Commuter, RIBS, TAGS, Tysons Shuttle, OmniRide, Annapolis Transit, Howard Transit, RideOn, St. Mary's Transit, Connect-A-Ride, "the Bus," TransIT, VanGo, Eyre, Keller, Dillon's, etc.) • Personal car • Carpool • Metro-provided shuttle bus • Employee-provided van • Vanpool/rideshare • Taxicab • Uber, Lyft, Split, Bridj, etc. • VRE • MARC • Amtrak • Bike • Walk • Other 	<p><i>Solicits information regarding back-up plans that employees already utilize</i></p>
<p>11. What other mode(s) of transportation would you consider using for your commute?</p> <ul style="list-style-type: none"> • Bus • Personal car • Carpool • Metro-provided shuttle bus • Employee-provided van • Van pool/rideshare • Taxicab • Uber, Lyft, Split, Bridj, etc. • VRE • MARC • Amtrak • Bike • Walk • Other 	<p><i>Asks for information on employees' willingness to consider certain other commuting options</i></p>

<p>12. What time do you usually depart FROM HOME on your way TO WORK?</p>	<p><i>Questions 11-14 provide information regarding employee's commute times and therefore their tolerance for delays</i></p>
<p>13. On average, how long does it take you to get TO WORK?</p> <ul style="list-style-type: none"> • 1-30 min • 31-60 min • 61-90 min • 91-120 min • 120+ min 	
<p>14. What time do you usually depart FROM WORK on your way BACK HOME?</p>	
<p>15. On average, how long does it take you to get HOME FROM WORK?</p> <ul style="list-style-type: none"> • 1-30 min • 31-60 min • 61-90 min • 91-120 min • 120+ min 	
<p>16. Are there additional stops you regularly make into/out of work (e.g., daycare, school, gym, park-and-ride, etc.)</p> <p>a. Where?</p>	<p><i>This question may request information that is too sensitive or personal for some work environment. However, if retained, it provides crucial information on whether a commuter's ZIP code corresponds to their commuting patterns; it also provides insights on other priorities such as daycare.</i></p>
<p>17. Are you currently enrolled in a transit benefit program?</p>	
<p>18. Are you registered with Commuter Connections?</p> <p>If not, you can sign up via http://www.commuterconnections.org/</p>	

<p>MANAGING SAFETRACK DISRUPTIONS</p>	<p><i>These open-ended questions directly solicit employee input about their preferences and what employers can do to support them</i></p>
<p>19. What do YOU think would be the best way for you to manage the SafeTrack disruptions?</p> <p>(Note that this could include commuting alternatives, as well as things like telecommuting, flex-scheduling, etc. We're looking for your good ideas.)</p>	<p><i>Note that employers should remove any of the examples in this question – like telecommuting – that are not appropriate to that organization.</i></p>
<p>20. How can our company/ organization HELP YOU while SafeTrack is under way?</p>	
<p>THANK YOU for your time and for helping us manage this commuting challenge. Be sure to review the SafeTrack plan at http://www.wmata.com/safetrack for information on specific delays and closures. And check out our Employee Toolkit for preparing for SafeTrack and this compilation of informational resources and apps about Washington-area transportation.</p>	

Witt O'Brien's is a global leader in emergency preparedness, crisis management, and disaster response and recovery.