



National Institute of Allergy and Infectious Diseases
National Institutes of Health, U.S. Department of Health and Human Services



NIAID Pilot Shuttle Survey

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NIAID Pilot Shuttle Survey Introduction

As you may know, NIAID has recently initiated a roundtrip shuttle service from 5601 Fishers Lane to the NIH Main Campus. This service has been operated as a pilot program since November 15, 2015. It is imperative for NIAID leadership to assess the quality of the service, and we would greatly appreciate your feedback at this time. ***Please complete this survey, even if you have never used the shuttle service.*** Your responses are voluntary and secure to the extent permitted by law. All responses will be compiled together and analyzed as a group. Please complete the survey by **XXX, March XX, 2016**. If you have any questions or concerns, please contact Tara Edwards at tedwards@mail.nih.gov.

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1. Where is your primary work location?

- 5601 Fishers Lane
- Twinbrook Buildings
- NIH Main Campus
- Other (please specify)

2. Have you used the Fishers Lane Shuttle to travel to or from the NIH Main Campus?

- Yes
- No

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3. How often do you use the Fishers Lane Shuttle to travel to the NIH Main Campus?

- Rarely
- 1-3 times per month
- Once per week
- More than once per week
- Daily

4. When traveling to the NIH main campus using the Fishers Lane Shuttle what stops do you use? *(Select all that apply)*

- 31
- 10
- Medical Center Metro
- Other (please specify)

5. What is your purpose for using the Fishers Lane shuttle service? *(Select all that apply)*

- Conferences
- Commute to/ from campus
- Meetings

5. What is your purpose for using the Fishers Lane shuttle service? *(Select all that apply)*

- Conferences
- Commute to/from campus
- Meetings
- Training
- Administrative Needs (e.g., HR, badging, supplies)
- Other (please specify)

6. On a scale of 1 – 5 with 5 being the most often, how would you rate the timeliness of the Fishers Lane Shuttle?

(1) Never on Time (2) (3) (4) (5) Always on Time

7. Does the frequency (hourly) of the shuttle generally meet your transportation needs?

- Yes
- No
- Sometimes
- Please comment on your response:

8. Please indicate your level of agreement with the following statement:

"The shuttle service has favorably impacted my transportation routine."

- Strongly Agree

8. Please indicate your level of agreement with the following statement:

"The shuttle service has favorably impacted my transportation routine."

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

9. How likely are you to continue using the Fishers Lane shuttle service?

- Very Likely
- Likely
- Neutral
- Unlikely
- Very Unlikely

Please comment on your response:

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10. Why do you not use the Fishers Lane Shuttle? *(Select all that apply)*

- I did not know about the shuttle
- Scheduling is not convenient
- Off-campus pick-up/drop-off location is not convenient
- On-campus pick-up/drop-off locations are not convenient
- I would rather use other modes of transportation (e.g. personal car, Metro)
- Other (please specify)

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11. We would like to know if we should consider extending our shuttle services to the neighboring agencies and/or ICs. Do you know of any non-NIAID people that use or would be interested in using the Fishers Lane Shuttle?

Yes

No

If "Yes" please specify agency/NIH IC that the person/persons represent, if known:

12. What would make you more likely to use the Fishers Lane shuttle service? *(Select all that apply)*

More frequent pick-up/drop-off times

More convenient off-campus pick-up/drop-off locations

More convenient on-campus pick-up/drop-off locations

Other (please specify)

13. Do you have any other comments/suggestions regarding the Fishers Lane shuttle service?

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14. Are you a U.S. federal employee (i.e., not a contractor, fellow, or volunteer?)

- Yes
- No

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