

VIRGINIA DEPARTMENT OF RAIL AND PUBLIC TRANSPORTATION

APPLICANT DATABASE  
PLACEMENT SURVEY REPORT

NORTHERN SHENANDOAH VALLEY  
COMMUTER ASSISTANCE PROGRAM OR RIDESMART

APPLICATIONS RECEIVED BETWEEN APRIL 1, 2011 AND MARCH 31, 2012  
(SEPTEMBER-OCTOBER 2012 SURVEY)

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## EXECUTIVE SUMMARY

This report presents results of a survey about commuter transportation assistance services offered by the Northern Shenandoah Valley Commuter Assistance Program or RideSmart (RideSmart), a program supported by the Virginia Department of Rail and Public Transportation (DRPT) and providing services to commuters living and/or working in the Northern section of Virginia. The survey was performed to measure the effectiveness of services provided by the RideSmart and assess commuters' satisfaction with the services. As listed below, RideSmart is one of nine DRPT-assisted commuter assistance programs in Northern Virginia. DRPT also supports five commuter assistance programs in Southern Virginia.

### Northern Virginia

- Local Motion (City of Alexandria)
- Arlington County Commuter Services (Arlington County)
- Fairfax County RideSources (Fairfax County)
- Loudoun County Commuter Services (Loudoun County)
- Northern Neck Rideshare (Northern Neck)
- Northern Shenandoah Valley Commuter Assistance Program / RideSmart (Northern Shenandoah Valley)
- PTRC Omni Match (Prince William County)
- GW Ride Connect (Fredericksburg)
- Rappahannock-Rapidan Commuter Services (Rappahannock-Rapidan)

### Southern Virginia

- Charlottesville & Central Shenandoah Rideshare (Charlottesville)
- TRAFFIX (Hampton Roads)
- Middle Peninsula Rideshare (Middle Peninsula)
- RideFinders (Richmond)
- Roanoke and New River Valley RIDE Solutions (Roanoke)

All of these programs offer services such as carpool and vanpool matchlists, transit route and schedule information, information on Park & Ride lot locations and HOV facilities, and telework assistance. Commuters obtain services by submitting information and service requests via the RideSmart website or toll-free telephone number, or through an employer or a transportation management association (TMA). Additionally, some services are available for immediate download from the RideSmart website.

We note that RideSmart and the other eight Northern Virginia programs are coordinated with and, in some respects, linked to regional commuter services provided by the Metropolitan Washington Council of Governments' Commuter Connections program. The nine local programs in Northern Virginia provide some services directly to commuters, but Commuter Connections performs ridematching, administers the regional Guaranteed Ride Home program, conducts commute-oriented advertising, and provides other travel information and support services throughout the Washington region.

For this reason, some assisted commuters would be aware only of the name, "Commuter Connections," rather than the local program name. To account for this likelihood, respondents for the Northern Virginia programs were asked about services they received from the local program or from Commuter Con-

nections. We note that this will make it difficult to separate the local program influences or impacts of the Northern Virginia programs from the impacts of the regional support services offered in these areas.

Data for the analysis were collected through telephone surveys of respondents randomly selected from the applicant database. Eligible respondents included applicants who received information or assistance between April 1, 2011 and March 31, 2012.

## KEY SURVEY RESULTS

### Demographics

- Almost six in ten (57%) respondents are male.
- Almost all (95%) respondents are White/Caucasian. About nine in ten (91%) are between 35 and 64 years old. Eight in ten (80%) respondents have an annual household income of \$60,000 or more and four in ten (38%) have an income of \$100,000 or more.

### Commute Travel Patterns

- Six in ten (60%) respondents carpool or vanpool at least one day per week. Carpool and vanpool trips make up 51% of applicants' weekly commute trips.
- Approximately one in ten (12%) respondents said they use transit at least one day per week. Transit trips account for 10% of applicants' weekly commute trips.
- Applicants travel an average of 67.1 miles, one-way to work. Their average one-way commute time is 86 minutes.

### Commute Changes

- Three-quarters (76.7%) of survey respondents made a commute pattern change or tried another method of transportation after receiving assistance from the RideSmart.
- About two-thirds (62.8%) of applicants made a change to an alternative mode that they had continued to use at least one day per week. This 62.8% is the "continued placement rate." The temporary placement rate (percent of applicants who made a change but returned to their original modes) is 7.0%.
- About 4.7% made a change to a mode they use occasionally, but less than once per week on average (occasional placement rate).
- Four in ten (41%) respondents who made a mode change shifted from driving alone. The remaining 59% shifted from one alternative mode to another.
- About 27% of respondents who made a commute change indicated that information they received from RideSmart had influenced their decision to make a commute change and 24% said they were

influenced by a service they received from their employer or another organization. Six percent (6%) of these respondents mentioned carpool/vanpool information, telework information, vanpooling assistance, or carpool/vanpool matchlist information provided by RideSmart. Approximately one in ten mentioned that employer/coworker information/meetings and six percent mentioned a discount / free transit pass provided by their employer had influenced their decisions.

### **Information and Assistance Requested and Received**

- The top service received from RideSmart overall, by a large majority, was Guaranteed Ride Home; more than six in ten (65%) applicants said they received or accessed this service, which is open to any commuter who uses an alternative mode to commute.
- Five in ten (51%) applicants said they received or accessed names of potential carpool/vanpool partners and three in ten (30%) received a map showing home and work locations of potential carpool/vanpool partners.
- Other commonly-used services include carpool/vanpool rider bulletin board (35%), other carpool/vanpool information (33%), transit fare information (28%), and Park & Ride lot information (26%).
- About half (49%) of all applicants received names of potential rideshare partners. Of these applicants, 82% tried to contact someone named on the list and 94% who tried to make contact reached someone on the list.
- More than eight in ten applicants (81%) also noted receiving services offered by their employers. The most widely-available services include discounted or free transit passes (47%), telework (33%), compressed work schedule (30%), and preferential / special parking for carpools or vanpools (21%).

### **Program Improvements Desired**

- When asked if there were any ways in which Commuter Connections / RideSmart could improve their services, six in ten (60%) offered one or more suggestions.
- Of those who mentioned improvements, most suggested improvements focused on improving the quality or quantity of the information provided: increased advertising (14%), more current information (12%), and more match names (12%). About one in ten (12%) made suggestions for transit improvements.

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## SECTION 1 OVERVIEW

### PURPOSE OF THE REPORT

This report presents results of a survey about commuter transportation assistance services offered by the Northern Shenandoah Valley Commuter Assistance Program or RideSmart (RideSmart), a program supported by the Virginia Department of Rail and Public Transportation (DRPT) and providing services to commuters living and/or working in the Northern section of Virginia. The survey was performed to measure the effectiveness of services provided by RideSmart and assess commuters' satisfaction with the services. As listed below, RideSmart is one of nine DRPT-assisted commuter assistance programs in Northern Virginia. DRPT also supports five commuter assistance programs in Southern Virginia.

#### Northern Virginia

- Local Motion (City of Alexandria)
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- Northern Neck Rideshare (Northern Neck)
- Northern Shenandoah Valley Commuter Assistance Program / RideSmart (Northern Shenandoah Valley / Ridesmart)
- PTRC Omni Match (Prince William County)
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#### Southern Virginia

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All of these programs offer services such as carpool and vanpool matchlists, transit route and schedule information, information on Park & Ride lot locations and HOV facilities, and telework assistance. Commuters obtain services by submitting information and service requests via the RideSmart website or toll-free telephone number, or through an employer, a local partner assistance program, or a transportation management association (TMA). Additionally, some services are available for immediate download from the RideSmart website.

Data for the analysis were collected through Internet and telephone surveys of respondents who requested assistance from RideSmart between April 1, 2011 and March 31, 2012. Data were collected during September and October 2012.

## ORGANIZATION OF THE REPORT

The report is divided into two sections following this overview section:

- Section 2 Data Collection Methodology
- Section 3 Commuter Placement survey results

Following these sections is an appendix that presents the survey questionnaire.

## SECTION 2 DATA COLLECTION METHODOLOGY

This section briefly describes the survey methodology used for this analysis.

### QUESTIONNAIRE

The questionnaire used for Internet portion of this survey is shown in Appendix A. It was based on the questionnaire used for the November 2011 applicant survey conducted by the Metropolitan Washington Council of Governments' Commuter Connections program, the regional ridematching program in Northern Virginia. Additionally, several questions were eliminated to reduce the length of the interview. No new questions were added.

A second version of the questionnaire was created for administration by telephone. The Internet and telephone versions differed only in the phrasing and format of the questions, with Internet questions designed for visual presentation and telephone questions designed for aural presentation. The telephone version was used to interview both applicants who provided only telephone numbers as contact information and applicants who provided email contact information but who did not respond to the Internet survey.

### SAMPLE SELECTION AND ALERT LETTERS

The survey described in this report was conducted with applicants who received assistance from one of the 14 Virginia rideshare programs between April 1, 2011 and March 31, 2012.

#### Proposed Sample

A target was set for each of the 14 programs for the proposed number of completed interviews, depending on the number of commuters who had requested or accessed information or assistance during the April 2011 through March 2012 evaluation period. For programs with 350 or more applicants, the target was set at 175 completed interviews. Programs with fewer than 350 applicants were given a 50% target completion rate. As shown in Table 1, RideSmart, which had an initial number of 164 applicants in the database, was assigned a target of 82.

#### Alert Letters

The initial survey sample for each commuter program was then divided into two groups: applicants who provided an email contact address and those who did not. Prior to the start of the Internet survey interviews, DRPT staff sent introductory letters via email to applicants who provided an email address. The letter informed the applicants of the survey, requested their participation, and provided a clickable link that directed them to the on-line survey. Approximately two to three weeks after the initial email invitation was sent, DRPT sent an email reminder to applicants who had not responded to the Internet survey.



Table 1  
Applicant Counts, Proposed Samples, and Completed Interviews

|  | <b>Starting<br/>Apps</b> | <b>Proposed<br/>Sample</b> | <b>Internet<br/>Complete</b> | <b>Telephone<br/>Complete</b> | <b>Total<br/>Complete</b> |
|--|--------------------------|----------------------------|------------------------------|-------------------------------|---------------------------|
| <b><u>Northern Virginia Programs</u></b> |                          |                            |                              |                               |                           |
| Alexandria                               | 131                      | 66                         | 12                           | 20                            | 32                        |
| Arlington                                | 124                      | 62                         | 11                           | 20                            | 31                        |
| Fairfax County*                          | 1,078                    | 175                        | 142                          | 54                            | 196                       |
| Loudoun County                           | 377                      | 175                        | 55                           | 55                            | 110                       |
| Northern Neck                            | 28                       | 14                         | 0                            | 10                            | 10                        |
| <b>Northern Shenandoah Valley</b>        | <b>164</b>               | <b>82</b>                  | <b>18</b>                    | <b>25</b>                     | <b>43</b>                 |
| PRTC*                                    | 940                      | 175                        | 104                          | 73                            | 177                       |
| GWRC (Fredericksburg)*                   | 2,110                    | 175                        | 231                          | 9                             | 240                       |
| Rappahannock-Rapidan                     | 320                      | 160                        | 48                           | 46                            | 94                        |
| <b>Total NOVA</b>                        | <b>5,212</b>             | <b>1,084</b>               | <b>621</b>                   | <b>312</b>                    | <b>933</b>                |
| <b><u>Southern Virginia Programs</u></b> |                          |                            |                              |                               |                           |
| Charlottesville                          | 173                      | 87                         | 15                           | 11                            | 26                        |
| Hampton Roads                            | 567                      | 175                        | 51                           | 25                            | 76                        |
| Middle Peninsula                         | 49                       | 25                         | 0                            | 10                            | 10                        |
| Richmond*                                | 2,219                    | 175                        | 283                          | 1                             | 284                       |
| Roanoke*                                 | 2,412                    | 175                        | 97                           | 82                            | 179                       |
| <b>Total SOVA</b>                        | <b>5,420</b>             | <b>636</b>                 | <b>446</b>                   | <b>129</b>                    | <b>575</b>                |

\* - Met target for completed interviews

Two weeks after the reminder email was sent, telephone calls were initiated to Internet non-respondents who provided a telephone contact number and to applicants who provided telephone contact but not an email address. Telephone interview calls were first directed to the respondent's work number. If this contact was unsuccessful, the respondent was called at home. Up to five attempts were made to call each applicant.

## COMPLETED INTERVIEWS AND CONFIDENCE LEVELS

As shown in the last column of Table 1, the program-level target of 82 for RideSmart was not met, due to difficulties reaching applicants. A total of 43 interviews were completed, with 18 completed via the Internet and 25 completed via telephone. A large share of the applicants who received the emailed invitation did not complete the survey, although all were sent a reminder email. Follow-up telephone calls were attempted with respondents who provided a telephone number, but some could not be reached with five attempts and other applicants provided only an email address, thus follow-up telephone contact was not possible for all applicants.

During the interview process, some contact information was found to be invalid (e.g., inactive email address, number not in service, applicant no longer at the work or home address, etc.). These applicants

were removed from the applicant counts to derive a “valid applicant” count for each program. These counts are presented in the first column of Table 2. For RideSmart, the valid applicant count was 156.

Table 2  
Valid Applications, Interviews Completed, and Confidence Levels

|  | <b>Valid<br/>Apps</b> | <b>Total<br/>Complete</b> | <b>Confidence<br/>Level</b> |
|--|-----------------------|---------------------------|-----------------------------|
| <b><u>Northern Virginia Programs</u></b> |                       |                           |                             |
| Alexandria                               | 126                   | 32                        | 95 ± 15.0%                  |
| Arlington                                | 119                   | 31                        | 95 ± 15.2%                  |
| Fairfax County                           | 978                   | 196                       | 95 ± 6.3%                   |
| Loudoun County                           | 359                   | 110                       | 95 ± 7.8%                   |
| Northern Neck                            | 27                    | 10                        | 95 ± 25.1%                  |
| Northern Shenandoah Valley               | 156                   | 43                        | 95 ± 12.8%                  |
| PRTC                                     | 888                   | 177                       | 95 ± 6.6%                   |
| GWRC (Fredericksburg)                    | 1,999                 | 240                       | 95 ± 6.0%                   |
| Rappahannock-Rapidan                     | 310                   | 94                        | 95 ± 8.5%                   |
| <b>Total NOVA</b>                        | <b>4,962</b>          | <b>933</b>                | <b>95 ± 2.9%</b>            |
| <b><u>Southern Virginia Programs</u></b> |                       |                           |                             |
| Charlottesville                          | 168                   | 26                        | 95 ± 17.7%                  |
| Hampton Roads                            | 542                   | 76                        | 95 ± 10.4%                  |
| Middle Peninsula                         | 46                    | 10                        | 95 ± 27.7%                  |
| Richmond                                 | 1,939                 | 284                       | 95 ± 5.4%                   |
| Roanoke Ride                             | 2,196                 | 179                       | 95 ± 7.0%                   |
| <b>Total SOVA</b>                        | <b>4,891</b>          | <b>575</b>                | <b>95 ± 3.8%</b>            |

Finally, Table 2 shows the confidence levels for each program and for the Northern Virginia and Southern Virginia combined samples. The confidence level for RideSmart was 95% +12.8%, calculated for the total completes of 43, against the “valid applicant” base of 156. For Northern Virginia, the total sample of 933 on a base of 4,962 produced a confidence level of 95% ± 2.9%.

## WEIGHTING OF SURVEY DATA

Respondent survey data for Northern Virginia and Southern Virginia were weighted to align survey results with the surveyed population of applicants in each of the individual programs comprising Northern Virginia and Southern Virginia. These weighted samples were used in the analysis of Northern Virginia and Southern Virginia sub-areas. No weighting was needed for analysis of the 14 individual programs.

## SECTION 3 SURVEY RESULTS

A primary goal of RideSmart’s services is to reduce commute vehicle trips, commute vehicle miles traveled, and emissions from commute travel by:

- Encouraging and assisting drive alone commuters to shift to commute alternative arrangements
- Assisting current commute alternative users to maintain their use of alternative modes or increase the number of days per week they use alternative modes

With these goals in mind, the survey collected data in the following primary topic areas, related to commuters’ travel patterns and influences on these patterns:

- Current commute patterns
- Alternative mode characteristics
- Recent commute pattern changes
- Use of information and assistance services received
- Influences of services on change
- Guaranteed Ride Home
- Telework/Telecommute services
- Demographics (age, income, ethnic group, sex, employer type and size)

Following are summaries of key results from each section of the survey. Percentages presented in the results tables generally show percentages of respondents who answered each question. But for tables in which the total number of respondents was very small, the actual number (frequency) of respondents is shown, in lieu of the percentage. For some questions, comparisons are shown between the results for RideSmart respondents and all Northern Virginia respondents. Generally, the Northern Virginia combined responses are shown as percentages, weighted to the total population of Northern Virginia applicants, but the tables also show the raw number of Northern Virginia respondents (e.g., n=\_\_) who answered the question.

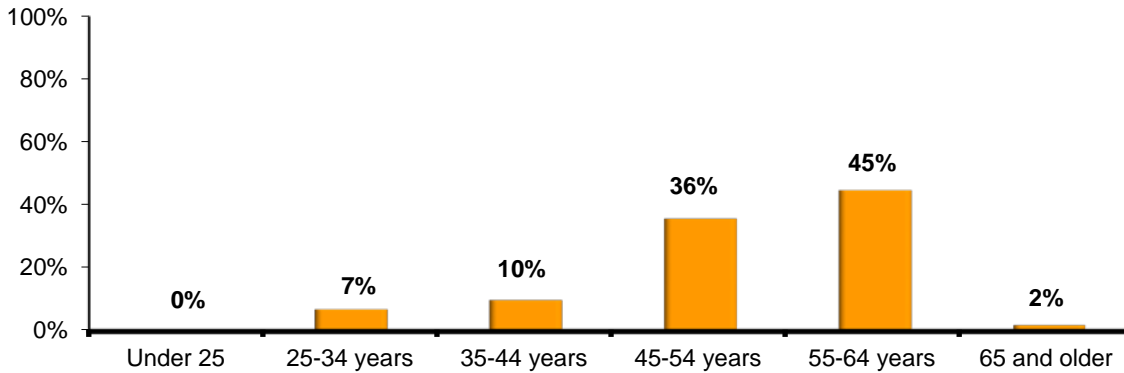
### CHARACTERISTICS AND DEMOGRAPHICS OF THE SAMPLE

#### Demographics

The survey asked respondents four demographic classification questions: sex, age, income, and ethnic group. Respondents are disproportionately male; with 57% male respondents and 43% female. The remaining demographic categories are summarized in Figure 1 and Tables 3 through 4.

**Age** – About nine in ten (91%) applicants are between 35 and 64 years old (Figure 1).

Figure 1  
Distribution by Age  
 (n = 42)



**Income** – As detailed in Table 3, 80% of respondents have an annual household income of \$60,000 or more and more than 38% have an income of \$100,000 or more.

Table 3  
Distribution by Annual Household Income  
 (n = 34)

| Income             | Percentage | Income              | Percentage |
|--------------------|------------|---------------------|------------|
| Less than \$20,000 | 0%         | \$80,000 – 99,999   | 18%        |
| \$20,000 – 29,999  | 5%         | \$100,000 – 119,999 | 12%        |
| \$30,000 – 39,999  | 0%         | \$120,000 – 139,999 | 6%         |
| \$40,000 – 59,999  | 15%        | \$140,000 – 159,999 | 9%         |
| \$60,000 – 79,999  | 24%        | \$160,000 or more   | 11%        |

**Ethnic Background** – Next, as illustrated in Table 4, White/Caucasians and African-Americans represented the ethnic group categories of survey respondents, 95% and 5% respectively. No other ethnic groups were surveyed in this region.

**Table 4**  
**Distribution by Ethnic Background**  
(n = 41)

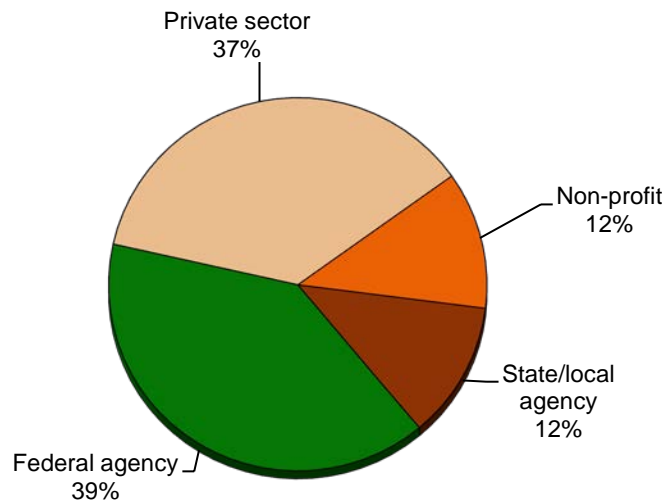
| Ethnic Group           | Percentage |
|------------------------|------------|
| Non-Hispanic White     | 95%        |
| African-American       | 5%         |
| Asian/Pacific Islander | 0%         |
| Hispanic               | 0%         |
| Other                  | 0%         |

### Employment Characteristics

Respondents were asked about the type of employer for which they worked and the number of employees at their worksite. These results are shown in Figure 2 and Table 5, respectively.

**Employer Type** – Almost four in ten respondents said they work for a federal agency (39%) or the private sector (37%) (Figure 2). Approximately one in ten work for a state and local government agency or for a non-profit organization (12% each respectively).

**Figure 2**  
**Distribution by Employer Type**  
(n = 43)



**Employer Size** – As shown in Table 5, seven in ten (70%) respondents work for employers with more than 100 employees. Almost four in ten (39%) work for employers with at least 1,000 employees. Three in ten (30%) respondents said they work for organizations with 100 or fewer employees.

**Table 5**  
**Distribution by Employer Size**  
(n = 40)

| <b>Number of Employees</b> | <b>Percentage</b> | <b>Number of Employees</b> | <b>Percentage</b> |
|----------------------------|-------------------|----------------------------|-------------------|
| 1-25                       | 10%               | 101-250                    | 13%               |
| 26-50                      | 10%               | 251-999                    | 18%               |
| 51-100                     | 10%               | 1,000+                     | 39%               |

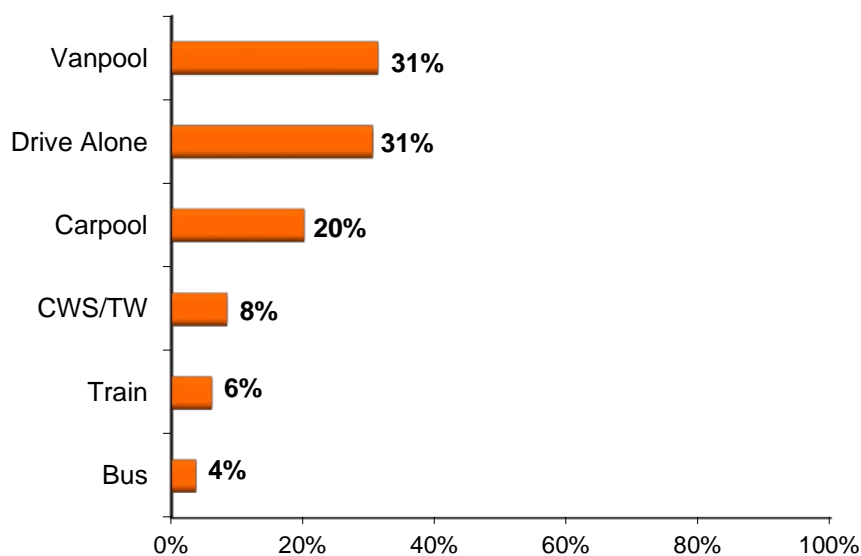
## CURRENT COMMUTE PATTERNS

One section of the survey examined current commute patterns of applicants: commute mode, distance, travel time, and use of telecommute and alternative work schedules.

### Weekly Commute Trips by Mode

Applicants were asked how many days in a typical week did they use each of a variety of transportation modes. These responses were used to calculate mode split as the percentage of weekly work day trips made by each mode. This depiction of mode split, presented in Figure 3, accounts for part-time and occasional use of modes

**Figure 3**  
**Mode Split – Weekly Work Day Trips**  
(n=43)



The figure includes six traditional “on the road” mode groups for travel to job locations outside the home: train (subway, light rail, commuter rail), bus, vanpool, carpool, drive alone, and bike/walk. It also accounts for work days for which commute trips were eliminated through use of teleworking and compressed work schedule. While not “commute” modes in the conventional sense, they represent work days and so were included. Percentages in this figure are based on the number of days respondents actually worked, teleworked, or had a compressed schedule day off. Days not assigned to work are not included in the calculation.

RideSmart applicant respondents ride in a vanpool for 31% of weekly commute trips and drive alone for another 31% of trips. The third most popular mode, used for 20% of weekly work trips, is carpool. About 6% of trips are made by train and 4% by bus. Telework and compressed schedule days off eliminate about 8% of weekly commute trips.

If the telework and compressed schedule days off are excluded, the percentage use of each of the six travel modes “on the road” increases. For example, without telework and CWS, the carpool share rises from 20% to 22% of weekly commute trips. The weekly commute trip distribution for each “on the road” mode is:

- Vanpool 34%
- Drive alone 33%
- Carpool 22%
- Train 7%
- Bus 4%
- Bike/walk 0%

### Commuter Distance

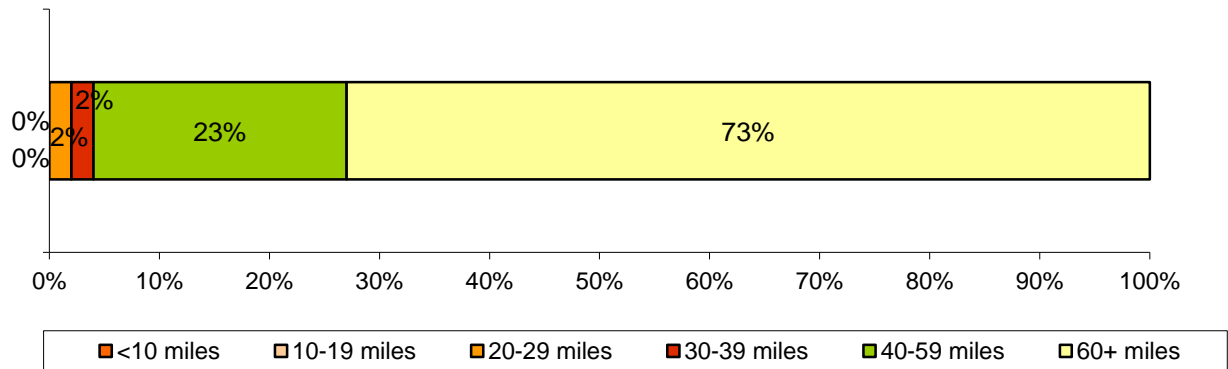
Commuters in the survey have a wide range of commute distances, ranging from 25 miles to 91 miles. The average one-way distance is 67.1 miles. This is much higher than the average 37.5 mile one-way distance for all Northern Virginia applicants in the survey.

Figure 4 presents the distribution of respondents in various distance categories. More than seven in ten (73%) respondents travel 60 miles or more to work and another 23% travel between 40 and 59 miles one-way. The remaining 4% commute less than 40 miles one-way.



**Figure 4**  
**Commute Distance (miles)**

(n = 43)



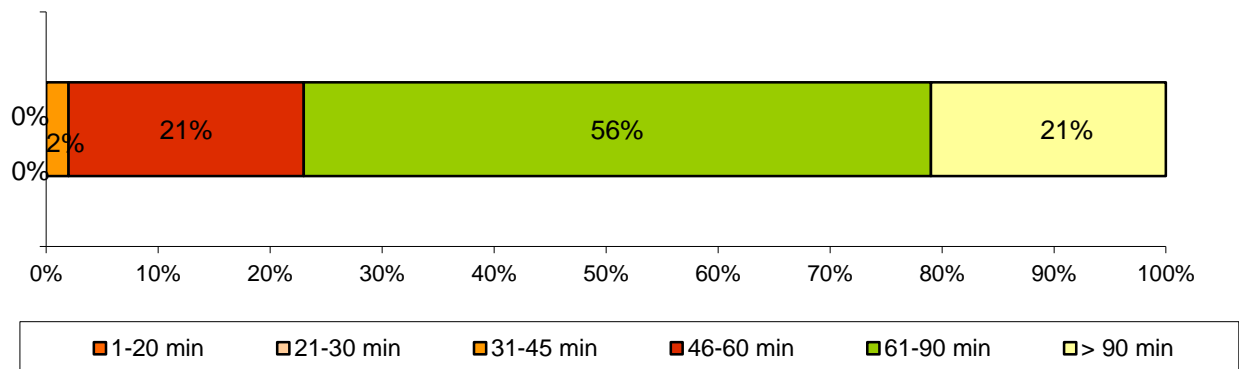
### Commute Travel Time

The one-way commute travel time of RideSmart applicants ranges from 5 minutes to 150 minutes (2½hours), with an average of 59 minutes. This is similar to the average 64 minute travel time for all Northern Virginia applicants in the survey.

As illustrated in Figure 5, about two in ten (21%) respondents travel more than 90 minutes to work and 56% travel 61 to 90 minutes. About two in ten (23%) travel an hour or less one-way.

**Figure 5**  
**Commute Time (minutes)**

(n = 43)



### Alternative Work Schedules

**Telework** – About three in ten (31%) applicants said they telework, at least occasionally. One applicant teleworks less than once per month/only in emergencies and two applicants telework a few times each month. Eight applicants telework one or two days per week and two telework three or more days per week.

- Less than once per month/emergency 1
- 1 – 3 times per month 2
- 1 day per week 6
- 2 days per week 2
- 3 or more days per week 2

**Compressed Work Schedule** – A small percentage (7%) of applicants reported working a compressed work schedule (CWS), in which they work a full work week in fewer than five days per week. The most common CWS arrangement, used by 7% of all respondents, is a 9/80 schedule, in which employees work nine days for a total of 80 hours over two weeks.

## CURRENT POOL CHARACTERISTICS

The second part of the survey collected data on occupancy and composition of carpools and vanpools and explored how ridesharers and transit riders access these commute modes.

### Carpool and Vanpool Size

Six in ten (60%) survey respondents said they rideshare (carpool or vanpool) at least one day per week. Overall pool occupancy is 6.9 occupants, including the driver.

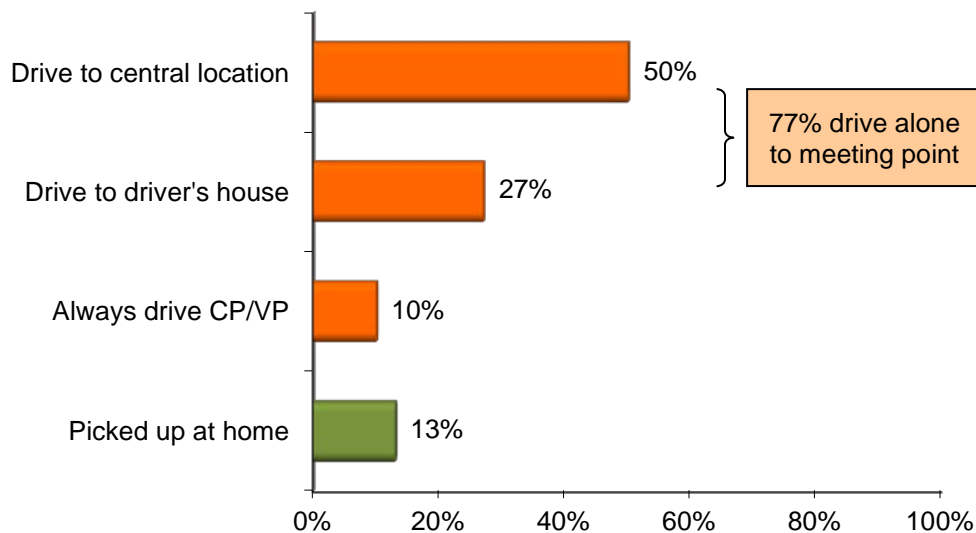
### Access to Carpools, Vanpools, and Transit

Figure 6 presents the types of transportation carpools, vanpoolers, and transit riders use to travel to where they meet their pool partners or where they start their transit trip.

Approximately one in ten (13%) applicants said they are picked up at home. Three-quarters of applicants (77%) drive to either a central meeting location or to the driver's home, where they leave their cars for the day. This is significant to the calculation of air quality impacts, because a large proportion of auto emissions are produced during the first few miles of a vehicle trip, when the engine is cold. Even though these trips tend to be short, they must be accounted for in an air quality analysis.

**Figure 6**  
**Access Mode to Alternative Mode Meeting Place**

(n = 30)



## RECENT COMMUTE PATTERN CHANGES

The third survey section asked applicants about commute pattern changes they made since receiving assistance from RideSmart. Data were collected on types of changes made, “permanence” of change, reasons for changes, and details of commute patterns before the changes occurred. To ensure that all shifts were captured, the survey asked applicants a series of questions about various mode changes they might have made:

- Joining or forming a new carpool or vanpool
- Starting to ride a bus, Metrorail, light rail, or a commuter train
- Starting to bicycle or walk
- Starting to telework

Applicants who said they did not make a mode change were asked if they had increased the number of days they use alternative modes they already were using, if they added a person to an existing carpool or vanpool, or if they had tried using any other type of transportation.

Applicants who made any of these changes were considered to have been “placed” in alternative modes. These shifts are measured by the placement rate, defined as the percentage of respondents who made an alternative mode change after they received assistance, divided by the total number of respondents surveyed.

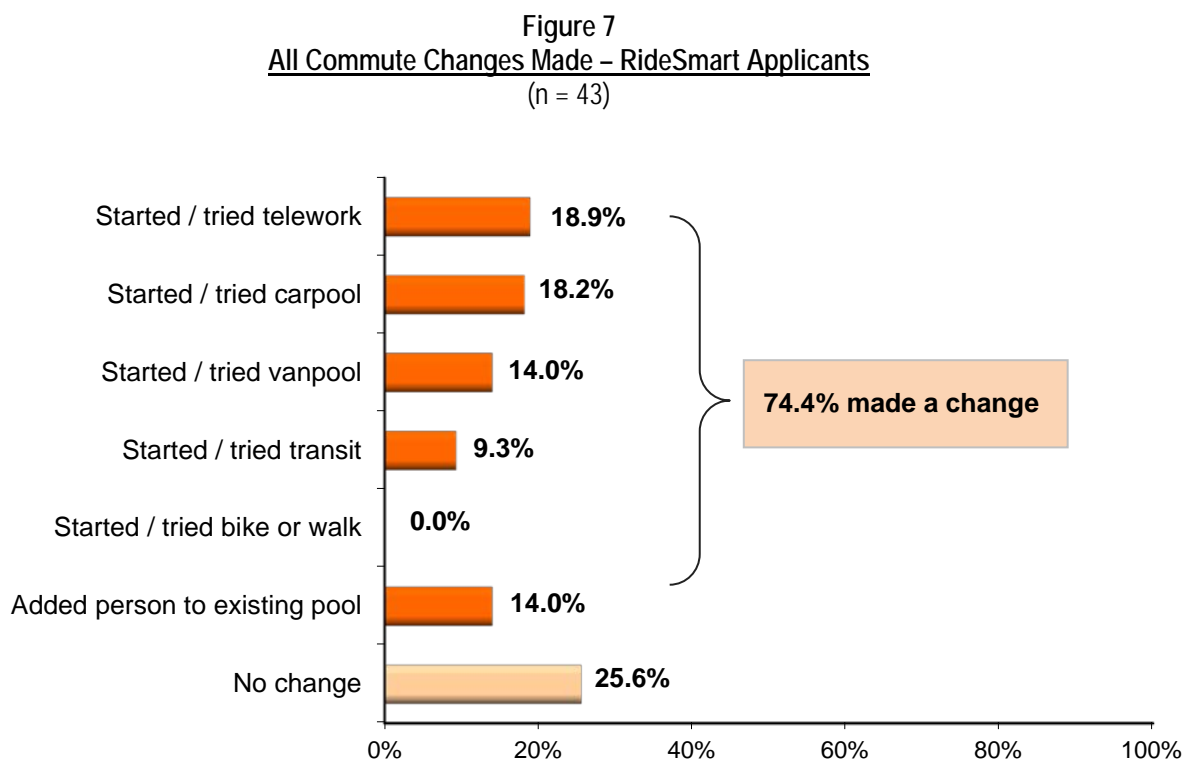
Four types of alternative mode changes were measured:

- Continued – applicant made a change and was still using the new mode at the time the survey was conducted
- Occasional – applicant made a change and was still using the new mode, but used the alternative mode less than one time per week
- Temporary – applicant made a change, but stopped using the new mode before the survey was conducted
- One-time – applicant briefly tried an alternative mode, but used it less than one week

Temporary shifts are reported separately from continued shifts, because they cannot be counted toward long-term reduction in vehicle trips, VMT, or emissions. Occasional and one-time shifts also are reported separately because their contribution to vehicle trips, VMT, and emissions is very minor.

#### Types of Changes Made

About three-quarters (74.4%) of the RideSmart applicants reported some type of alternative mode change after receiving commute assistance (Figure 7). By comparison, the change percentage among all Northern Virginia applicants was 66.4%.



Approximately two in ten RideSmart applicants who made a mode change started teleworking (18.9%), or carpooling (18.2%) and 14.0% started or tried vanpooling. One in ten (9.3%) started or tried transit.

About 14.0% said they were carpooling or vanpooling before obtaining assistance from RideSmart, but added another person to their existing pools.

Some respondents who made a mode change shifted from drive alone, but other shifted from one alternative mode to another. About four in ten (41%) respondents who made a change shifted from driving alone to an alternative mode. The remaining 59% of respondents were previously using an alternative mode, but made a change within these alternatives, for example, from carpool to vanpool, from bus to train, or from vanpool to train.

It is important to note the percentage of shifting between alternative modes, because commuters who made these shifts reduced vehicle trips only if they shifted to a higher occupancy mode (carpool to vanpool or vanpool to transit, for example) or increased the number of days they use the alternative. Some of these shifts, such as a shift from transit to rideshare, actually increased the number of vehicle trips the respondent made during the week, reducing the air quality benefit of the shift. This is not to say these were not desirable shifts from the perspective of the commuter, but these shifts must be accounted for in determining the transportation and air quality benefits of the services.

#### Continued vs Temporary Change – Placement Rates

Applicants who made a change to a mode they were using at least once per week at the time of the survey were classified as having made a “continued change.” Applicants who made a change to a mode they had not reported using during the time of the survey were asked if they still used the mode occasionally or if they had stopped using it. Applicants who said they had stopped using the mode were asked how long they had used the new mode after the change. Then, applicants were classified as “occasional,” “temporary,” or “one-time” by the duration of their change. Table 6 summarizes these results for both RideSmart and the combined results of the nine Northern Virginia (NOVA) programs.

Table 6  
Distribution of Continued, Occasional, Temporary, and One-time Changes  
Placement Rates – RideSmart and All Northern Virginia

| Type of Change             | RideSmart<br>(n = 43) | All NOVA<br>(n = 934) |
|----------------------------|-----------------------|-----------------------|
| Continued                  | 62.8%                 | 48.4%                 |
| Occasional                 | 4.7%                  | 4.9%                  |
| Temporary                  | 7.0%                  | 7.2%                  |
| One-time                   | 0.0%                  | 5.9%                  |
| <b>TOTAL – All Changes</b> | <b>74.4%</b>          | <b>66.4%</b>          |
| <b>No change</b>           | <b>25.6%</b>          | <b>33.6%</b>          |

More than six in ten (62.8%) applicants made a change to a mode they were still using at least one day per week; these applicants made continued changes. A few (4.7%) applicants made a change to a mode they were using, but using only occasionally, defined as less than once per week. And seven percent of applicants made a temporary change, that is, they had already stopped using the new alternative mode by the time of the survey. On average, they had used the new mode for about 13 weeks. No applicants tried a new mode for less than one week (i.e.; one-time changes).

The delineation of change duration described above is important because occasional, temporary, and one-time changes do not produce the ongoing travel and air quality impacts of the continued changes. The percentages of respondents who made continued, occasional, and temporary changes represent the “placement rates” for Northern Shenandoah Valley Commuter Assistance Program. These rates and the corresponding rates for all Northern Virginia programs combined are shown below:

#### Placement Rates – RideSmart and All Northern Virginia Programs

|                                   | <b>RideSmart</b><br>(n = 43) | <b>All NOVA</b><br>(n = 934) |
|-----------------------------------|------------------------------|------------------------------|
| • Continued placement rate =      | 62.8%                        | 48.4%                        |
| • Temporary placement rate =      | 7.0%                         | 4.9%                         |
| • Occasional use placement rate = | 4.7%                         | 7.2%                         |

The placement rates can be used to estimate the total number of RideSmart applicants who started using alternative modes. This is done by multiplying the placement rates by the total number of commuters who received assistance from the program.

Between April 1, 2011 and March 31, 2012, RideSmart received applications from 164 commuters. Based on the survey results, it would be expected that approximately 122 of these commuters had started using a new alternative mode or increased their use of alternative modes:

- 103 continued shifts (62.8% x 164)
- 11 temporary shifts (7.0% x 164)
- 8 occasional use shifts (4.7% x 164)

Total of 122 placements (commute shifts)

#### Vehicle Trips and VMT Reduced

The specific changes made by respondents who reported a change were examined to estimate how many vehicle trips and vehicle miles traveled they eliminated by their shifts to alternative modes.

**Vehicle Trips Reduced** – *Vehicle Trips Reduced (VTR)* measures the number of vehicle trips no longer made as a result of commuters starting or increasing use of higher occupancy modes. The calculation also accounts for alternative modes shifts that do not reduce, and indeed may increase, vehicle trips, such as a shift from transit to carpool (lower occupancy mode than transit).

To simplify measuring the impacts of various shifts, “VTR factors” were estimated from the survey data. The factors combine the impacts of all respondents’ changes into a single number equal to the average

number of vehicle trips reduced by commuters who switch modes. VTR factors can range between 0.0 and 2.0 vehicle trips reduced per day. A VTR of 2.0 indicates that all of the commuters whose travel shifts are averaged were previously driving alone and are now using a combination of “zero-vehicle” modes (transit, bike, walk, or telework) five days per week. Because a more typical situation is a combination of shifts to carpool and vanpool, as well as to zero-vehicle modes, and some shifting among alternative modes (e.g. transit to carpool), VTR factors are typically lower than 2.0.

VTR factors were derived from detailed examination of the types of changes reported by survey respondents. Factors were developed for both continued change and temporary change. The VTR factors for RideSmart are shown below.

- Continued VTR = 0.43 daily trips reduced per placement
- Temporary VTR = 0.67 daily trips reduced per placement

These factors can be multiplied by the number of commuters who made continued and temporary changes, respectively, to estimate the vehicle trip reduction of all commuters placed in alternative modes. We note, however, that temporary changes must be discounted for their short duration. RideSmart respondents who made a temporary change used their new modes an average of 13.4 weeks or 27% of a year (13.4 / 50 work weeks). This discount is factored into the calculation of trips reduced. These calculations would produce an estimate of 46 daily trips reduced:

$$\begin{aligned} \text{Continued trips reduced} &= 103 \text{ commuters} \times 0.43 \text{ trips reduced} &&= 44 \text{ daily trips reduced} \\ \text{Temporary trips reduced} &= 11 \text{ commuters} \times 0.67 \text{ trips reduced} \times 27\% &&= 2 \text{ daily trips reduced} \\ \text{Total trips reduced} &= &&46 \text{ daily trips reduced} \end{aligned}$$

**Vehicle Trips Reduced** – The reduction in vehicle miles traveled, or VMT, is calculated by multiplying the number of vehicle trips reduced by the average commute distance for respondents who made a commute change. The one-way trip distance was 70.6 miles for respondents with continued changes and 76.0 miles for respondents with temporary changes. The VMT calculation thus was as follows, resulting in 3,273 VMT reduced daily:

$$\begin{aligned} &(44 \text{ continued trips reduced} \times 70.6 \text{ miles}) + (2 \text{ temporary trip reduced} \times 76.0 \text{ miles}) \\ &= \mathbf{3,273 \text{ VMT reduced}} \end{aligned}$$

### Reasons for Changes

Applicants who said they had made a commute change were asked the reasons for their changes. Table 7 summarizes the responses.

Some applicants made the change for commute-related reasons: gas prices too high (21%), save money (18%), and save time (18%). Applicants also noted reasons associated with commute assistance services, such as found/change to carpool/vanpool (9%). Applicants also mentioned a personal factor, such as being tired of driving (12%) and changing jobs (9%) as the reason for making the change.

The wide range of reasons highlights emphasizes the potential for Commuter Connections and RideSmart to market alternative modes through new employee orientations and through direct mail to those moving to new residences.

**Table 7**  
**Reasons for Commute Change**  
(n = 33, multiple responses permitted)

| Commute related reasons                                  | Percentage |
|--|------------|
| <b>Commute / Parking-related reasons</b>                 |            |
| - Gas prices too high                                    | 21%        |
| - Save money   | 18%        |
| - Save time  | 18%        |
| - Transit problems (slow, crowded, discontinued service) | 9%         |
| <b>Commute service reasons</b>                           |            |
| - Found / change to carpool or vanpool                   | 9%         |
| - Employer permitted telework                            | 6%         |
| - Carpool or vanpool broke up/didn't work out            | 6%         |
| - Got financial incentive                                | 6%         |
| <b>Personal related reasons</b>                          |            |
| - Tired of driving                                       | 12%        |
| - Changed job/work hours                                 | 9%         |
| - Health / injury / personal reasons                     | 6%         |
| - Others doing it (e.g., friends)                        | 6%         |

## SERVICES RECEIVED AND INFLUENCE OF SERVICES ON COMMUTE CHANGES

The survey also identified types of services, information, and assistance that respondents received from RideSmart or from Commuter Connections and services and programs offered by respondents' employers. The survey also asked respondents about the influence of these services on commute changes.

### Information Received from RideSmart / Commuter Connections

When commuters contact RideSmart or Commuter Connections, they have the option to request or access various types of assistance and information. In the survey, respondents were shown a list of services and were asked to check all that they remembered receiving or accessing. Table 8 lists the percentages of applicants who said they received each service, with services grouped into three categories: Carpool/Vanpool Services, Transit-Related Services, and Other / Multi-Mode Services.



Table 8  
Information Received or Accessed from RideSmart / Commuter Connections  
 and All Northern Virginia Applicants

| Service  | RideSmart<br>(n = 43) | NOVA<br>(n = 934) |
|--|-----------------------|-------------------|
| <b>Carpool / Vanpool Services</b>                            |                       |                   |
| Matchlist – names of potential carpool / vanpool partners    | 51%                   | 56%               |
| Carpool rider bulletin board                                 | 35%                   | 29%               |
| Other carpool / vanpool information                          | 33%                   | 28%               |
| Map showing home / work locations of potential pool partners | 30%                   | 29%               |
| Park & Ride lot information                                  | 26%                   | 27%               |
| Vanpooling assistance  | 16%                   | 18%               |
| Vanpool leasing  | 14%                   | 7%                |
| NuRide rewards   | 9%                    | 9%                |
| HOV lane information   | 9%                    | 15%               |
| 'Pool Rewards carpool financial incentive                    | 2%                    | 9%                |
| <b>Transit-Related Services</b>                              |                       |                   |
| Transit fare information, SmarTrip                           | 28%                   | 39%               |
| Transit schedule / route information                         | 23%                   | 38%               |
| <b>Other / Multi-Mode Services</b>                           |                       |                   |
| Guaranteed Ride Home   | 65%                   | 60%               |
| Telework information   | 9%                    | 11%               |
| Information on special events (e.g., Bike to Work Day)       | 7%                    | 15%               |
| Online bicycle route planning                                | 5%                    | 7%                |
| Bicycle to Work Guide, bicycle information                   | 5%                    | 10%               |

**Carpool/Vanpool Services** – About eight in ten (79%) applicants received or accessed one or more Carpool/Vanpool services. About half (51%) received a matchlist with names and contact information for potential carpool/vanpool partners, three in ten (30%) received a map showing home and work locations of potential carpool/vanpool partners, and 35% used the carpool rider bulletin board. Other common services included: other carpool/vanpool information (33%), Park & Ride lot information (26%), general vanpooling assistance (16%), and vanpool leasing assistance (14%).

**Transit-Related Services** – Three in ten (30%) of applicants received some type of information about transit from RideSmart/ Commuter Connections. Nearly three in ten (28%) received information about transit fares or the SmarTrip fare payment system and 23% received transit route/schedule information. Nearly all of the respondents who received transit information got both fare and route / schedule information.



To some extent, compatibility is an individual standard. One applicant might be willing to drive out of his way or arrive at work 30 minutes earlier than scheduled to take advantage of carpooling benefits, while another applicant would feel these accommodations were too inconvenient. But this result suggests the software might not match applicants with as much precision as some commuters would like.

#### Use of Other Types of Information Received

Applicants who received information on transit routes or schedules, and Guaranteed Ride Home were asked follow-up questions on their use of the information (Table 10).

**Table 10**  
**Actions Taken by Respondents who Received Information from RideSmart**

| Action Taken                 | (n= __) | Yes |
|------------------------------|---------|-----|
| Received transit information | 43      | 30% |
| Used transit information     | 13      | 46% |
| Received GRH information     | 43      | 65% |
| Registered for GRH           | 26      | 92% |

**Transit Information** – Three in ten (30%) applicants said they received transit information from RideSmart/ Commuter Connections. About half (46%) of those applicants used the information to try transit.

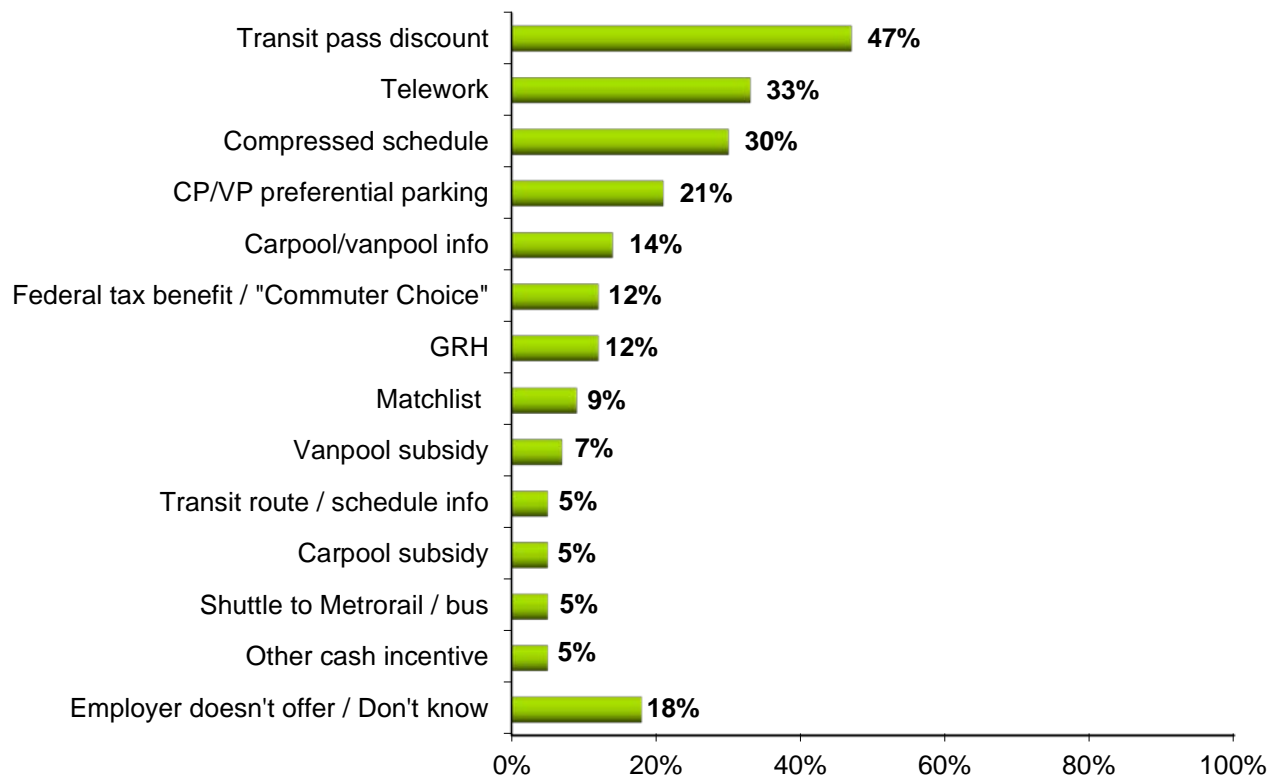
**Guaranteed Ride Home** – Finally, the survey included questions about applicants' use of a Guaranteed Ride Home (GRH) program. Six in ten (65%) applicants received or accessed information on GRH and the majority (92%) of these applicants subsequently registered for GRH. About 21% of applicants who received GRH information were driving alone to work at the time they requested the information. The remaining applicants were using an alternative mode.

#### Assistance Offered by Employers

Respondents also were asked if their employers offered commute assistance services. Nearly all (81%) RideSmart respondents said their employers offer at least one service.

The most commonly-offered employer services are discounted or free transit passes (47%), telework (33%), and compressed schedule (30%) (Figure 8). About two in ten (21%) applicants cited preferential parking.

**Figure 8**  
**Commuter Assistance Services Offered by Employers**  
 (n = 43, multiple responses permitted)



#### Influence of Assistance or Information

Respondents who had made a commute change were asked if the information they had received from RideSmart/Commuter Connections, from their employer, or from another organization had influenced their decisions to make the change. About 27% of respondents who made a change indicated that assistance or information received from RideSmart/Commuter Connections had influenced their decision and 24% said services from an employer or another organization had influenced their decision.

The most frequently-mentioned RideSmart services were carpool / vanpool matchlist, other carpooling information, vanpooling assistance, and telework information. Influential employer services included employer coworker information meetings, and discounted or free transit passes (SmarTrip Card).

#### RideSmart Improvements

Survey respondents also were asked how RideSmart could improve its services to commuters. About two in ten (21%) respondents said no improvements were needed and an additional 19% left the question blank. The remaining 60% of respondents mentioned one or more improvements they would like to see. Table 11 highlights responses for this question.

Table 11  
RideSmart Improvements Desired  
 (n=43)

| Improvement  | Percentage* |
|--|-------------|
| <b>Information Quality / Quantity Suggestions</b>                |             |
| More match names   | 12%         |
| More current information / valid user information                | 12%         |
| Matches interested in carpooling / vanpooling                    | 5%          |
| Carpool / vanpool matches fit travel better                      | 5%          |
| <b>Program Operations Suggestions</b>                            |             |
| More advertising / education                                     | 14%         |
| Use Internet more / user-friendly phone / apps / improve website | 5%          |
| <b>Other Suggestions</b>   |             |
| Transit improvements   | 12%         |

\* Multiple responses permitted

Most of the desired improvements focused on the quantity or quality of information: more match names (12%), more current information / better validation of users' contact information (12%), matches interested in carpooling/vanpooling (5%), and carpool/vanpool matches fit travel better (closer fit to the respondent's travel constraints) (5%). But even these "highest priority" items were noted by a small percentage of respondents.

A few respondents felt improvements in RideSmart's operations were needed. The primary improvements suggested, included: more advertising or education (14%) and use of the Internet user-friendly phone/website more (5%). Finally, some respondents mentioned a desire for improvements in regional or local transportation services (12%).

## LIST OF APPENDICES

**Appendix A** – Questionnaire for September-October 2012 Applicant Survey

## Appendix A

### Questionnaire for September-October 2012 Applicant Survey

Northern Virginia Internet Version – Final- 8-2-12

#### INTRODUCTION

The Virginia Department of Rail and Public Transportation, Commuter Connections, and [LONG NAME] are conducting this online survey of people who have received commute information or assistance from the Commuter Connections program or [PROGRAM NAME] or who have used the Commuter Connections or [PROGRAM NAME] website. Your answers will be confidential. It will take about 10 minutes. Please complete the survey and click on the “SUBMIT” button at the end. If you need to stop before you have finished the survey, your answers will be saved and you may come back and complete the remaining questions at a later time. Thank you for your participation.

#### SCREENING FOR SERVICES USED

- S1 Which of the following carpool and vanpool services have you received, accessed, or requested from Commuter Connections or [LONG NAME]? You could have received or requested them from the website or through a letter, email, or phone call. Please check all that apply.

**ACCEPT MULTIPLES FOR 1-9, DO NOT ALLOW MULTIPLES WITH 90 OR 98**

| <b>Carpool / Vanpool Services</b>   | <b>Received or Accessed</b> | <b>Requested, but did NOT Receive or Access</b> |
|---|-----------------------------|---|
| 1 Names and contact information for people you could contact to form a carpool or vanpool (also called a matchlist) |                             |   |
| 2 Map showing home and work locations of people you could contact to form a carpool or vanpool                      |                             |   |
| 3 Carpool / Vanpool rider wanted bulletin board   |                             |   |
| 4 Other carpool / vanpool information   |                             |   |
| 5 Vanpooling assistance   |                             |   |
| 6 HOV lane information  |                             |   |
| 7 Pool Rewards carpool financial incentive  |                             |   |
| 8 NuRide rewards  |                             |   |
| 9 Vanpool leasing   |                             |   |
| 90 Did not receive any of these services from Commuter Connections or [PROGRAM NAME]                                |                             |   |
| 98 Don't know   |                             |   |
| 99 Question left blank (internet only)  |                             |   |

- S2 Commuter Connections and [PROGRAM NAME] also offer information on telework, transit, and bicycling to get around the Washington metropolitan region. Which of the following services have you received, accessed, or requested from Commuter Connections or [PROGRAM NAME]? Please check all that apply.

**ACCEPT MULTIPLES FOR 1-8, DO NOT ALLOW MULTIPLES WITH 90**

| Telework / Transit / Bicycling Services  | Received or Accessed | Requested, but did NOT Receive or Access |
|--|----------------------|--|
| 1 Transit schedule or route information  |                      |  |
| 2 Transit fare information, SmarTrip   |                      |  |
| 3 Park & Ride lot information  |                      |  |
| 4 Telework information, telework center information                                  |                      |  |
| 5 Bicycle to Work Guide, bicycling information                                       |                      |  |
| 6 Online bicycle route planning  |                      |  |
| 7 Guaranteed / Emergency Ride Home information or trip                               |                      |  |
| 8 Special events information (e.g., Bike to Work day, Car Free Day)                  |                      |  |
| 90 Did not receive any of these services from Commuter Connections or [PROGRAM NAME] |                      |  |
| 98 Don't know  |                      |  |
| 99 Question left blank (internet only)   |                      |  |

- S3 **SERVICES RECEIVED / REQUESTED – AUTOCODE FROM Q\_S1, Q\_S2**

**ACCEPT MULTIPLES FOR 1-17, DO NOT ALLOW MULTIPLES WITH 90**

IF Q\_S1 = 1, CODE Q\_S3 = 1

IF Q\_S1 = 2, CODE Q\_S3 = 2

IF Q\_S1 = 3, CODE Q\_S3 = 3

IF Q\_S1 = 4, CODE Q\_S3 = 4

IF Q\_S1 = 5, CODE Q\_S3 = 5

IF Q\_S1 = 6, CODE Q\_S3 = 6

IF Q\_S1 = 7, CODE Q\_S3 = 7

IF Q\_S1 = 8, CODE Q\_S3 = 16

IF Q\_S1 = 9, CODE Q\_S3 = 17

IF Q\_S2 = 1, CODE Q\_S3 = 8

IF Q\_S2 = 2, CODE Q\_S3 = 9

IF Q\_S2 = 3, CODE Q\_S3 = 10

IF Q\_S2 = 4, CODE Q\_S3 = 11

IF Q\_S2 = 5, CODE Q\_S3 = 12

IF Q\_S2 = 6, CODE Q\_S3 = 13

IF Q\_S2 = 7, CODE Q\_S3 = 14

IF Q\_S2 = 8, CODE Q\_S3 = 15

IF Q\_S1 = 90 OR 98 AND Q\_S2 = 90 OR 98, CODE Q\_S3 = 90

*QS3 continues on following page*



**Q33 - Continued**

- 1 Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
- 2 Map showing home and work locations of people you could contact to form a carpool or vanpool
- 3 Carpool / vanpool rider bulletin board
- 4 Other carpool / vanpool information
- 5 Vanpooling assistance
- 6 HOV lane information
- 7 Pool Rewards carpool financial incentive
- 8 Transit schedule or route information
- 9 Transit fare information, SmarTrip
- 10 Park & Ride lot information
- 11 Telework information, telework center information
- 12 Bicycle to Work Guide, bicycling information
- 13 Online bicycle route planning
- 14 Guaranteed /Emergency Ride Home information or trip
- 15 Special events information (e.g., Bike to Work Day, Car Free Day)
- 16 NuRide rewards
- 17 Vanpool leasing
- 90 Did not request or seek any of these services
- 99 *Question left blank (internet only)*

**DEFINE USER – FOR LATER BRANCHING****CLASSIFY IN THE FOLLOWING ORDER:**

**IF Q\_S1 = ANY RESPONSE 1, 2, OR 4 – 9, USER = 1 (RECEIVED)**

**IF Q\_S2 = ANY RESPONSE 1 – 9, USER = 1 (RECEIVED)**

**IF Q\_S1 = 90 OR 99 AND Q\_S2 = 90 OR 99 AND Q\_S3 = ANY RESPONSE 1, 2 OR 4 – 17, USER = 2 (REQUESTED)**

**IF Q\_S1 = ONLY 3 AND Q\_S2 = 90 OR 99 AND Q\_S3 = 90 OR 99, USER = 3 (BB ONLY)**

**IF Q\_S1 = 90 OR 99 AND Q\_S2 = 90 OR 99 AND Q\_S3 = ONLY 3, USER = 3 (BB ONLY)**

**IF Q\_S1 = 90 OR 99 AND Q\_S2 = 90 OR 99 AND Q\_S3 = 90 OR 99, USER = 4 (UNKNOWN)**

**IF USER = 1, 2, OR 3, CONTINUE TO Q1**

**IF USER = 4, THANK AND TERMINATE**

**HOW THEY GET TO WORK**

- 1 Next, please answer a few questions about your travel to and from work. In a TYPICAL week, how many weekdays (Monday-Friday) are you assigned to work? **(DO NOT READ RESPONSES)**

- 1 1 day per week
- 2 2 days per week
- 3 3 days per week
- 4 4 days per week
- 5 5 days per week
- \_\_\_\_\_ Not currently working **(THANK AND TERMINATE)**

- 2 Which of the following best represents your work schedule?
- 1 Part-time schedule (less than 35 hours per week)
  - 2 Full-time, five or more days per week, 35 or more hours per week
  - 3 4/40 compressed schedule (4 10-hour days per week, 40 hours)
  - 4 9/80 compressed schedule (9 days every 2 weeks, 80 hours)
  - 5 3/36 compressed schedule (3 12-hour days per week, 36 hours)
  - 6 Some other (**SPECIFY**) \_\_\_\_\_
  - 9 *Don't know, prefer not to answer, Question left blank (internet only)*
- 3 Do you telecommute or telework? For purposes of this survey, “telecommuters” are defined as “wage and salary employees who at least occasionally work at home or at a telework or satellite center during an entire work day, instead of traveling to their regular work place.” Based on this definition, are you a telecommuter?
1. yes
  2. no (**SKIP TO Q4a**)
  - 8 Don't know (**SKIP TO Q4a**)
  - 9 *Question left blank (internet only)*
- 4 How often do you usually telecommute? (**DO NOT READ RESPONSES**)
- 1 Less than 1 time per month / only in emergencies (e.g., sick child, snowstorm)
  - 2 1 to 3 times a month
  - 3 1 day a week
  - 4 2 days a week
  - 5 3 days a week
  - 6 4 days a week
  - 7 5 days a week
  - 8 other (**SPECIFY**) \_\_\_\_\_
  - 9 *Don't know, prefer not to answer, Question left blank (internet only)*
- 4a How often are you away from your usual work location **for an entire day** for business or work travel (e.g., meetings / visits to clients or customers)? (**DO NOT READ RESPONSES**)
- 1 Never, I don't ever travel for work
  - 2 Occasionally, but less than 1 day per week
  - 3 Regularly, 1 or more days per week
  - 9 *Don't know, prefer not to answer, Question left blank (internet only)*

**Current Travel Grid (Typical week)**

- 5 Thinking about a TYPICAL week, Monday through Friday, how do you get to work? In the table below, enter the number of days you typically use each of the listed types of transportation. If you use more than one type on a single day, for example you walk to the bus stop, then ride the bus, count only the type you use for the **longest distance part** of your trip.

**(PROGRAMMER NOTE: IF Q4a = 3, ALSO SHOW):** "For days that you are on business or work travel, please report the type of transportation you would use to get to work if you worked at your usual work location."

Indicate also how many weekdays you do NOT typically travel to your usual work location and the reasons for not traveling to work (e.g., regular day off, telework, compressed schedule day off).

**PROGRAMMER NOTES:**

**IF Q2 = 3, 4, OR 5 (CWS) AND RESPONDENT DOES NOT CHECK "CWS day off" (RESPONSE 1), SHOW MESSAGE:** "You said you typically work a compressed schedule. How many compressed schedule days do you typically have off in a week?" **(ACCEPT 0 AS A RESPONSE)**

**IF Q4 = 3, 4, 5, 6, OR 7 (TELEWORK 1+ DAYS PER WEEK) AND RESPONDENT DOES NOT CHECK "Telecommute" (RESPONSE 2), SHOW MESSAGE:** "You said you typically telework. How many days do you telework in a typical week?" **(ACCEPT 0 AS A RESPONSE)**

**CHECK SUM OF DAYS. IF TOTAL OF Q5 DAYS 1-18 IS LESS THAN Q1, SHOW MESSAGE** "Please report for all days Monday – Friday, including telework days, compressed schedule days, and days you do not work." **IF TOTAL OF 1-18 IS GREATER THAN Q1, SHOW MESSAGE:** "You've reported more than five days. Please report only for Monday – Friday and one type of transportation for each day."

| Type of Transportation   | Number of Days Used (0 to 5) |
|--|------------------------------|
| <b>Days you travel to your usual work location</b>   |                              |
| 3 Drive alone in a car, truck, van, or SUV, Motorcycle, Ride in a taxi   |                              |
| 4 N/A – don't use  |                              |
| 5 Carpool, including carpool w/family member, dropped off (ride or drive with others in a car, truck, van, or SUV) |                              |
| 6 Casual carpool (slugging)  |                              |
| 7 Vanpool  |                              |
| 8 N/A – don't use  |                              |
| 9 Ride a bus (public bus, shuttle, buspool, express bus)   |                              |
| 10 Ride Metrorail  |                              |
| 11 Ride commuter train (MARC, VRE, Amtrak, other train)  |                              |
| 12 Ride a light rail - N/A in NOVA – RESERVE FOR SOVA  |                              |
| 13 N/A – don't use   |                              |
| 14 Bicycle (entire trip or longest distance part of trip from home to work)  |                              |
| 15 Walk (entire trip or longest distance part of trip from home to work)   |                              |
| 16 N/A – don't use   |                              |
| <b>Days you do not travel to your usual work location</b>  |                              |
| 1 Have a compressed work schedule day off  |                              |
| 2 Telecommute / telework all day   |                              |
| 17 Have a regular day off  |                              |
| 18 Other (describe) _____  |                              |
|  |                              |
| Total Days (DO NOT SHOW THIS LINE ON SCREEN)   | Sum of 1-18                  |

**DEFINE Q5 MODES USED (ALLOW MULTIPLE MODES) – AUTOCODE ONLY:**

CWDAYS = SUM OF Q5, RESPONSE 1  
 TWDAYS = SUM OF Q5, RESPONSE 2  
 DADAYS = SUM OF Q5, RESPONSE 3  
 CPDAYS = SUM OF Q5, RESPONSE 5, 6  
 VPDAYS = SUM OF Q5, RESPONSE 7  
 BUDAYS = SUM OF Q5, RESPONSE 9  
 MRDAYS = SUM OF Q5, RESPONSE 10  
 CRDAYS = SUM OF Q5, RESPONSE 11  
 BKDAYS = SUM OF Q5, RESPONSE 14  
 WKDAYS = SUM OF Q5, RESPONSE 15  
 LRDAYS = SUM OF Q5, RESPONSE 12 – NOT USED IN NOVA RESERVE FOR SOVA

IF CWDAYS > 0, Q5 MODE = 1 COMPRESSED SCHEDULE  
 IF TWDAYS > 0, Q5 MODE = 2 TELEWORK  
 IF DADAYS > 0, Q5 MODE = 3 DRIVE ALONE  
 IF CPDAYS > 0, Q5 MODE = 4 CARPOOL  
 IF VPDAYS > 0, Q5 MODE = 5 VANPOOL  
 IF BUDAYS > 0, Q5 MODE = 6 BUS  
 IF MRDAYS > 0, Q5 MODE = 7 METRORAIL  
 IF CRDAYS > 0, Q5 MODE = 8 COMMUTER TRAIN  
 IF BKDAYS > 0, Q5 MODE = 9 BICYCLE  
 IF WKDAYS > 0, Q5 MODE = 10 WALKING  
 IF LRDAYS > 0, Q5 MODE = 11 LIGHT RAIL TRAIN – NOT USED IN NOVA, RESERVE FOR SOVA

**DEFINE PRIMARY MODE**

SET PR\_MODE = Q5 MODE WITH HIGHEST NUMBER OF DAYS. IF TIE FOR HIGHEST NUMBER, CHOOSE PRIMARY MODE IN THIS PRIORITY ORDER: 5 (VANPOOL), 4 (CARPOOL), 7 (METRORAIL), 11 (LIGHT RAIL), 6 (BUS), 8 (COMMUTER TRAIN), 9 (BICYCLE), 10 (WALKING), 2 (TELEWORK), 3 (DRIVE ALONE). DO NOT SELECT COMPRESSED SCHEDULE (1) AS PRIMARY MODE

**DEFINE CALTDAYS = TOTAL Q5 DAYS USING MODES 5, 6, 7, 9, 10, 11, 12, 14, 15**

- 8 About how many miles do you usually travel from home to work one way?  
       \_\_\_\_\_ miles one way  
       999 Don't know, prefer not to answer, Question left blank (*internet only*)
- 9 And about how many minutes does it take you to get to work?  
       \_\_\_\_\_ minutes  
       999 Don't know, prefer not to answer, Question left blank (*internet only*)

**POOL MAKE-UP**

IF CPDAYS = 0 AND VPDAYS = 0, SKIP TO INSTRUCTIONS BEFORE Q15  
 IF CPDAYS > VPDAYS, ASK Q10-Q14, INSERT "carpool" AS Q5 MODE  
 IF VPDAYS > CPDAYS, ASK Q10-Q14, INSERT "vanpool" AS Q5 MODE  
 IF CPDAYS = VPDAYS, ASK Q10-Q14, INSERT "vanpool" AS Q5 MODE

- 10 Including yourself, how many people usually ride in your [Q5 MODE, carpool, vanpool]?  
       \_\_\_\_\_ total people in pool  
       999 Don't know, prefer not to answer, Question left blank (*internet only*) (**SKIP TO Q14**)
- 11 How many of the other people in your [Q5 MODE, carpool, vanpool], excluding yourself, are members of your family or members of your household?  
       \_\_\_\_\_ people are family/household members  
       999 Don't know, prefer not to answer, Question left blank (*internet only*)

12 How many are children under age 16?

\_\_\_\_\_ children under age 16

999 Don't know, prefer not to answer, Question left blank (*internet only*)

13 How many are co-workers?

\_\_\_\_\_ co-workers

999 Don't know, prefer not to answer, Question left blank (*internet only*)

14 How often are you the driver of your carpool or vanpool? Do you...? (**READ RESPONSES 1-3**)

- 1 Always drive (**AUTOCODE Q15 = 9, THEN SKIP TO Q20**)
- 2 Sometimes drive or share driving, such as driving on alternate days or weeks
- 3 Never drive

**INSTRUCTIONS BEFORE Q15**

**IF Q5 MODE = 5 (VANPOOL), 4 (CARPOOL), 8 (COMMUTER TRAIN), 7 (METRORAIL TRAIN), 11 (LIGHT RAIL), OR 6 (BUS), ASK Q15-Q16, OTHERWISE, SKIP TO Q20.**

**IF MORE THAN ONE OF THESE Q5 MODES, SELECT MODE WITH GREATEST NUMBER OF DAYS FOR Q15-Q16. IF TIE, SELECT MODE IN THIS PRIORITY ORDER: 5 (VANPOOL), 4 (CARPOOL), 8 (COMMUTER TRAIN), 7 (METRORAIL), 11 (LIGHT RAIL), 6 (BUS). (NOTE, DO NOT SELECT DRIVE ALONE, TELEWORK, COMPRESSED SCHEDULE, BICYCLE, OR WALKING FOR Q15-Q16).**

**IF Q14 = 2, ASK BEFORE Q15, "On days you are not the driver of the carpool or vanpool, ..."**

15 How do you get from home to where you meet your [Q5 MODE: vanpool, carpool, bus, Metrorail train, commuter train, light rail train]?

- 1 picked up at home by car/vanpool (**SKIP TO Q20**)
- 2 drive alone to driver's home or drive alone to passenger's home
- 3 drive to a central location, like park & ride
- 4 another carpool or vanpool, including dropped off by HH members
- 5 bicycle
- 6 walk
- 7 bus/transit
- 8 taxi
- 9 I am always the driver of carpool/vanpool (**THEN SKIP TO Q20**)
- 19 other (SPECIFY) \_\_\_\_\_

16 How many miles is it one way from your home to where you meet your [Q5 MODE: vanpool, carpool, commuter train, Metrorail train, bus, light rail train]? \_\_\_\_\_ miles (**ALLOW ONE DECIMAL**)

999 Don't know, prefer not to answer, Question left blank (*internet only*)

**CHANGES**

**[PROGRAMMER NOTE:** Tests for travel changes applicants might have made. Changes are examined hierarchically (mode changes first, frequency changes next, then occupancy changes)]

- 20 The next few questions ask about changes you might have made in your travel to work since you requested or obtained commute information or assistance. Since that time, did you make any of the following changes in how you travel to or from work, even if the change was only temporary? **ALLOW MULTIPLES FOR 1-10, DON'T ALLOW MULTIPLES WITH 90)**
- 1 Start carpooling, joined or created a new carpool, started slugging
  - 2 Start vanpooling, joined or created a new vanpool
  - 3 Start riding a bus
  - 4 Start riding Metrorail
  - 5 Start riding a commuter train – MARC, VRE, or Amtrak
  - 6 Start bicycling to work (entire trip or longest distance part of trip)
  - 7 Start walking to work (entire trip or longest distance part of trip)
  - 8 Start teleworking at least one day per week
  - 9 Start working a compressed work schedule
  - 10 Start riding a light rail train – N/A in NOVA, RESERVE FOR SOVA
  - 90 Did not make any of these changes
- 21 Since you requested or obtained assistance, did you **increase** the number of days per week that you used any of the following types of transportation for your trip to work, again, even if only temporarily? **(ALLOW MULTIPLES FOR 1-9, DON'T ALLOW MULTIPLES WITH 90)**
- 1 Carpool, slug / casual carpool
  - 2 Vanpool
  - 3 Bus
  - 4 Metrorail
  - 5 Commuter train (MARC, VRE, or Amtrak)
  - 6 Bicycle (entire trip or longest distance part of trip)
  - 7 Walking (entire trip or longest distance part of trip)
  - 8 Telework days
  - 9 Light rail train – N/A in NOVA, RESERVE FOR SOVA
  - 90 No, didn't increase days using these types of transportation
- 22 Did you try any other type of transportation to get to work, even if only once, since you requested or obtained assistance? Did you try? **(ALLOW MULTIPLES FOR 1-10, DON'T ALLOW MULTIPLES WITH 90)**
- 1 Carpooling, slugging / casual carpooling
  - 2 Vanpooling
  - 3 Bus
  - 4 Metrorail
  - 5 Commuter train (MARC, VRE, AMTRAK)
  - 6 Bicycling (to work)
  - 7 Walking (to work)
  - 8 Teleworking
  - 9 Driving alone, start driving alone
  - 10 Light rail train - N/A in NOVA, RESERVE FOR SOVA
  - 90 No, did not make any of these changes

**Q23 DEFINE INITIAL MODE CHANGES – AUTOCODE ONLY**

REVIEW Q20, Q21, Q22, CODE ALL CHANGES AS FOLLOWS (ALLOW MULTIPLE RESPONSES WITH 1-20, DO NOT ALLOW MULTIPLES WITH 90):

IF Q20 = 90 OR 99 AND Q21 = 90 OR 99 AND Q22 = 9, 90 OR 99, AUTOCODE Q23 = 90

IF Q20 = 1 OR Q21 = 1 OR Q22 = 1 AND CPDAYS > 0, Q23 = 1 (Continued carpool)

IF Q20 = 2 OR Q21 = 2 OR Q22 = 2 AND VPDAYS > 0, Q23 = 2 (Continued vanpool)

IF Q20 = 3 OR Q21 = 3 OR Q22 = 3 AND BUDAYS > 0, Q23 = 3 (Continued bus)

IF Q20 = 4 OR Q21 = 4 OR Q22 = 4 AND MRDAYS > 0, Q23 = 4 (Continued Metrorail)

IF Q20 = 5 OR Q21 = 5 OR Q22 = 5 AND CRDAYS > 0, Q23 = 5 (Continued commuter train)

IF Q20 = 6 OR Q21 = 6 OR Q22 = 6 AND BKDAYS > 0, Q23 = 6 (Continued bicycle)

IF Q20 = 7 OR Q21 = 7 OR Q22 = 7 AND WKDAYS > 0, Q23 = 7 (Continued walking)

IF Q20 = 8 OR Q21 = 8 OR Q22 = 8 AND TWDAYS > 0, Q23 = 8 (Continued telework)

IF Q20 = 10 OR Q21 = 9 OR Q22 = 10 AND LRDAYS > 0, Q23 = 9 (Continued light rail) – N/A in NOVA, reserve for SOVA

IF Q20 = 1 OR Q21 = 1 OR Q22 = 1 AND CPDAYS = 0, Q23 = 11 (Temporary carpool)

IF Q20 = 2 OR Q21 = 2 OR Q22 = 2 AND VPDAYS = 0, Q23 = 12 (Temporary vanpool)

IF Q20 = 3 OR Q21 = 3 OR Q22 = 3 AND BUDAYS = 0, Q23 = 13 (Temporary bus)

IF Q20 = 4 OR Q21 = 4 OR Q22 = 4 AND MRDAYS = 0, Q23 = 14 (Temporary Metrorail)

IF Q20 = 5 OR Q21 = 5 OR Q22 = 5 AND CRDAYS = 0, Q23 = 15 (Temporary commuter train)

IF Q20 = 6 OR Q21 = 6 OR Q22 = 6 AND BKDAYS = 0, Q23 = 16 (Temporary bicycle)

IF Q20 = 7 OR Q21 = 7 OR Q22 = 7 AND WKDAYS = 0, Q23 = 17 (Temporary walking)

IF Q20 = 8 OR Q21 = 8 OR Q22 = 8 AND TWDAYS = 0, Q23 = 18 (Temporary telework)

IF Q20 = 10 OR Q21 = 9 OR Q22 = 10 AND LRDAYS = 0, Q23 = 19 (Temporary light rail) – N/A in NOVA, reserve for SOVA

- 1 Continued carpool
- 2 Continued vanpool
- 3 Continued bus
- 4 Continued Metrorail
- 5 Continued commuter train
- 6 Continued bicycle
- 7 Continued walking
- 8 Continued telework
- 9 Continued light rail – N/A in NOVA
  
- 11 Temporary carpool
- 12 Temporary vanpool
- 13 Temporary bus
- 14 Temporary Metrorail
- 15 Temporary commuter train
- 16 Temporary bicycle
- 17 Temporary walking
- 18 Temporary telework
- 19 Temporary light rail – N/A in NOVA
  
- 90 No mode change

**BRANCHING INSTRUCTIONS**

IF Q23 = 90 (NO MODE CHANGE), SKIP TO Q26

IF Q23 = ONLY RESPONSES 1-9 (continued mode change), SKIP TO Q26

IF Q23 = ANY OF 11-19 (temporary mode change), CONTINUE WITH Q24. ASK Q24 FOR EACH TEMPORARY MODES 11-19 CODED IN Q23.

- 24 You indicated you made a change to a new type of transportation but you reported that you don't typically use it now to get to work. Was this a temporary change or do you still use it for your commute now, even if only occasionally?

**LIST ALL TEMPORARY MODES (11-19) CHECKED/CODED IN Q23 – DO NOT INCLUDE ANY CONTINUED MODE CHECKED IN Q23 (responses 1-9)**

|   | (1)<br>Temporary<br>Change | (2) Still use -<br>less than 1<br>day per week | (3) Still use -<br>1 or more<br>days per week |
|---|----------------------------|--|---|
| 1 Carpool                               | _____                      | _____  | _____   |
| 2 Vanpool                               | _____                      | _____  | _____   |
| 3 Bus                                   | _____                      | _____  | _____   |
| 4 Metrorail                             | _____                      | _____  | _____   |
| 5 Commuter train (MARC, VRE, Amtrak)    | _____                      | _____  | _____   |
| 6 Bicycle                               | _____                      | _____  | _____   |
| 7 Walking                               | _____                      | _____  | _____   |
| 8 Telework                              | _____                      | _____  | _____   |
| 9 <i>Light rail train – N/A in NOVA</i> | _____                      | _____  | _____   |

**IF Q24 = RESPONSE 1 (temporary change) FOR ANY MODE, ASK Q25. REPEAT Q25 FOR EACH TEMPORARY MODE  
IF Q24 = ONLY RESPONSES 2 OR 3 FOR ANY/ALL MODES, SKIP TO Q26**

- 25 How long did this temporary change to [Q24 MODE: carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail] last?

- 1 Less than one week
- 2 1 to 3 weeks
- 3 4 to 7 weeks
- 4 8 to 11 weeks
- 5 12 weeks or more (3 or more months)
- 9 Don't recall

- 26 Finally, did you add another person or replace a person in an existing carpool or vanpool?

- 1 Yes, added or replaced person in a carpool
- 2 Yes, added or replaced person in a vanpool
- 90 No
- 99 Question left blank (internet only)

**Q27 CHECK FOR OCCUPANCY CHANGES FROM Q26 – AUTOCODE ONLY**

**IF Q26 = 1 AND CPDAYS > 0, Q27 = 1 (Continued carpool)**

**IF Q26 = 2 AND VPDAYS > 0, Q27 = 2 (Continued vanpool)**

**IF Q26 = 1 AND CPDAYS = 0, Q27 = 3 (Temporary carpool)**

**IF Q26 = 2 AND VPDAYS = 0, Q27 = 4 (Temporary vanpool)**

**IF Q26 = 90 OR 99, Q27 = 9 (No occupancy change)**

- 1 Continued carpool occupancy
- 2 Continued vanpool occupancy
- 3 Temporary carpool occupancy
- 4 Temporary vanpool occupancy
- 9 No occupancy change



**Q28 ALL CHANGES – AUTOCODE ONLY**

REVIEW Q23, Q24, Q25, Q27, CODE ALL CHANGES AS FOLLOWS (ALLOW MULTIPLE RESPONSES FOR RESPONSES 1-40. DO NOT ALLOW MULTIPLES WITH 90:

IF Q23 = 90 OR 99 AND Q27 = 90 OR 99, AUTOCODE Q28= 90

IF Q23 = 1, Q28 = 1 (Continued carpool)

IF Q23 = 2, Q28 = 2 (Continued vanpool)

IF Q23 = 3, Q28 = 3 (Continued bus)

IF Q23 = 4, Q28 = 4 (Continued Metrorail)

IF Q23 = 5, Q28 = 5 (Continued commuter train)

IF Q23 = 6, Q28 = 6 (Continued bicycle)

IF Q23 = 7, Q28 = 7 (Continued walking)

IF Q23 = 8, Q28 = 8 (Continued telework)

IF Q23 = 9, Q28 = 9 (Continued light rail) – N/A in NOVA, RESERVE FOR SOVA

IF Q24 = 1 FOR carpool AND Q25 = 2-5 OR 9 FOR carpool, Q28 = 11 (Temporary carpool)

IF Q24 = 1 FOR vanpool AND Q25 = 2-5 OR 9 FOR vanpool, Q28 = 12 (Temporary vanpool)

IF Q24 = 1 FOR bus AND Q25 = 2-5 OR 9 FOR bus, Q28 = 13 (Temporary bus)

IF Q24 = 1 FOR Metrorail AND Q25 = 2-5 OR 9 FOR Metrorail, Q28 = 14 (Temporary Metrorail)

IF Q24 = 1 FOR commuter rail AND Q25 = 2-5 OR 9 FOR commuter rail, Q28 = 15 (Temporary commuter train)

IF Q24 = 1 FOR bicycle AND Q25 = 2-5 OR 9 FOR bicycle, Q28 = 16 (Temporary bicycle)

IF Q24 = 1 FOR walking AND Q25 = 2-5 OR 9 FOR walking, Q28 = 17 (Temporary walking)

IF Q24 = 1 FOR telework AND Q25 = 2-5 OR 9 FOR telework, Q28 = 18 (Temporary telework)

IF Q24 = 1 FOR light rail AND Q25 = 2-5 OR 9 FOR light rail, Q28 = 19 (Temporary light rail) –N/A in NOVA, RESERVE FOR SOVA

IF Q24 = 2 or 3 FOR carpool, Q28 = 21 (Occasional carpool)

IF Q24 = 2 or 3 FOR vanpool, Q28 = 22 (Occasional vanpool)

IF Q24 = 2 or 3 FOR bus, Q28 = 23 (Occasional bus)

IF Q24 = 2 or 3 FOR Metrorail, Q28 = 24 (Occasional Metrorail)

IF Q24 = 2 or 3 FOR commuter rail, Q28 = 25 (Occasional commuter train)

IF Q24 = 2 or 3 FOR bicycle, Q28 = 26 (Occasional bicycle)

IF Q24 = 2 or 3 FOR walking, Q28 = 27 (Occasional walking)

IF Q24 = 2 or 3 FOR telework, Q28 = 28 (Occasional telework)

IF Q24 = 2 or 3 FOR light rail, Q28 = 29 (Occasional light rail) –N/A in NOVA, RESERVE FOR SOVA

IF Q24 = 1 FOR carpool AND Q25 = 1 OR 99 FOR carpool, Q28 = 31 (One-time carpool)

IF Q24 = 1 FOR vanpool AND Q25 = 1 OR 99 FOR vanpool, Q28 = 32 (One-time vanpool)

IF Q24 = 1 FOR bus AND Q25 = 1 OR 99 FOR bus, Q28 = 33 (One-time bus)

IF Q24 = 1 FOR Metrorail AND Q25 = 1 OR 99 FOR Metrorail, Q28 = 34 (One-time Metrorail)

IF Q24 = 1 FOR commuter rail AND Q25 = 1 OR 99 FOR commuter rail, Q28 = 35 (One-time commuter train)

IF Q24 = 1 FOR bicycle AND Q25 = 1 OR 99 FOR bicycle, Q28 = 36 (One-time bicycle)

IF Q24 = 1 FOR walking AND Q25 = 1 OR 99 FOR walking, Q28 = 37 (One-time walking)

IF Q24 = 1 FOR telework AND Q25 = 1 OR 99 FOR telework, Q28 = 38 (One-time telework)

IF Q24 = 1 FOR light rail AND Q25 = 1 OR 99 FOR light rail, Q28 = 39 (One-time light rail)

IF Q27 = 1 OR 2, Q28 = 10 (Continued occupancy)

IF Q27 = 3 OR 4, Q28 = 20 (Temporary occupancy)

*Q28 continues on following page*

**Q28 - Continued**

- 1 Continued carpool
- 2 Continued vanpool
- 3 Continued bus
- 4 Continued Metrorail
- 5 Continued commuter train
- 6 Continued bicycle
- 7 Continued walking
- 8 Continued telework
- 9 Continued light rail – N/A in NOVA
- 10 Continued occupancy
  
- 11 Temporary carpool
- 12 Temporary vanpool
- 13 Temporary bus
- 14 Temporary Metrorail
- 15 Temporary commuter train
- 16 Temporary bicycle
- 17 Temporary walking
- 18 Temporary telework
- 19 Temporary light rail – N/A in NOVA
- 20 Temporary occupancy
  
- 21 Occasional carpool
- 22 Occasional vanpool
- 23 Occasional bus
- 24 Occasional Metrorail
- 25 Occasional commuter train
- 26 Occasional bicycle
- 27 Occasional walking
- 28 Occasional telework
- 29 Occasional light rail – N/A in NOVA
  
- 31 One-time carpool
- 32 One-time vanpool
- 33 One-time bus
- 34 One-time Metrorail
- 35 One-time commuter train
- 36 One-time bicycle
- 37 One-time walking
- 38 One-time telework
- 39 One-time light rail – N/A in NOVA
  
- 90 No change

**Q30 DEFINE FINAL CHANGE – AUTOCODE ONLY****SELECT ONE CHANGE FROM Q28 LIST AS FINAL CHANGE: SET WITH THIS PRIORITY****Continued Mode Change****IF Q28 = ANY OF 1-9 (Continued mode change), SET Q30 = Q28 CHANGE 1-9 WITH MOST Q5 DAYS. IF TIE FOR MOST DAYS, SELECT CHANGE USING THE FOLLOWING HIERARCHY: 2 (Continued vanpool), 1 (Continued carpool), 4 (Continued Metrorail), 9 (Continued light rail), 3 (Continued bus), 5 (Continued commuter rail), 6 (Continued bicycle), 7 (Continued walking), 8 (Continued telework)****Continued Occupancy Change****IF Q28 NE ANY OF 1-9, BUT Q28 = 10 (Continued occupancy), SET Q30 = 10****Temporary Change****IF Q28 NE ANY OF 1-10, BUT Q28 = ANY OF 11-19 (Temporary mode change), SET Q30 = Q28 CHANGE 11-19 WITH LONGEST Q25 DURATION. IF TIE FOR LONGEST DURATION, SELECT CHANGE USING THE FOLLOWING HIERARCHY: 12 (Temporary vanpool), 11 (Temporary carpool), 14 (Temporary Metrorail), 19 (Temporary light rail), 13 (Temporary bus), 15 (Temporary commuter rail), 16 (Temporary bicycle), 17 (Temporary walking), 18 (Temporary telework)****Temporary Occupancy Change****IF Q28 NE ANY OF 1-19, BUT Q28 = 20 (Temp occupancy), SET Q30 = 20****Occasional Change****IF Q28 NE ANY OF 1-20 BUT Q28 = ANY OF 21-29, SET Q30 = Q28 CHANGE 21-29 USING THE FOLLOWING HIERARCHY: 22 (Occasional vanpool), 21 (Occasional carpool), 24 (Occasional Metrorail), 29 (Occasional light rail), 23 (Occasional bus), 25 (Occasional commuter rail), 26 (Occasional bicycle), 27 (Occasional walking), 28 (Occasional telework).****One-time Change****IF Q28 NE ANY OF 1-29 BUT Q28 = ANY OF 31-39, SET Q30 = Q28 CHANGE 31-39 USING THE FOLLOWING HIERARCHY: 32 (OT vanpool), 31 (OT carpool), 34 (OT Metrorail), 39 (OT light rail), 33 (OT bus), 35 (OT commuter rail), 36 (OT bicycle), 37 (OT walking), 38 (OT telework).****IF Q28 = 90, SET Q30 = 90**

- 1 Continued carpool
- 2 Continued vanpool
- 3 Continued bus
- 4 Continued Metrorail
- 5 Continued commuter train
- 6 Continued bicycle
- 7 Continued walking
- 8 Continued telework
- 9 Continued light rail – N/A in NOVA
- 10 Continued occupancy
  
- 11 Temporary carpool
- 12 Temporary vanpool
- 13 Temporary bus
- 14 Temporary Metrorail
- 15 Temporary commuter train
- 16 Temporary bicycle
- 17 Temporary walking
- 18 Temporary telework
- 19 Temporary light rail – N/A in NOVA
- 20 Temporary occupancy

*List continues on following page*

**Q30 - Continued**

- 21 Occasional carpool
- 22 Occasional vanpool
- 23 Occasional bus
- 24 Occasional Metrorail
- 25 Occasional commuter train
- 26 Occasional bicycle
- 27 Occasional walking
- 28 Occasional telework
- 29 Occasional light rail – N/A in NOVA
  
- 31 One-time carpool
- 32 One-time vanpool
- 33 One-time bus
- 34 One-time Metrorail
- 35 One-time commuter train
- 36 One-time bicycle
- 37 One-time walking
- 38 One-time telework
- 39 One-time light rail – N/A in NOVA
  
- 90 No change

**Q30 MODE DEFINE MODE TO INSERT IN NEXT SECTION – AUTOCODE ONLY****SELECT ONE MODE FROM Q30 LIST: SET WITH THIS PRIORITY****IF Q30 = 1, 11, 21, OR 31, Q30 MODE = 1 carpool****IF Q30 = 2, 12, 22, OR 32, Q30 MODE = 2 vanpool****IF Q30 = 3, 13, 23, OR 33, Q30 MODE = 3 bus****IF Q30 = 4, 14, 24, OR 34, Q30 MODE = 4 Metrorail****IF Q30 = 5, 15, 25, OR 35, Q30 MODE = 5 commuter train****IF Q30 = 6, 16, 26, OR 36, Q30 MODE = 6 bicycle****IF Q30 = 7, 17, 27, OR 37, Q30 MODE = 7 walking****IF Q30 = 8, 18, 28, OR 38, Q30 MODE = 8 telework****IF Q30 = 9, 19, 29, OR 39, Q30 MODE = 9 light rail train – N/A in NOVA, RESERVE FOR SOVA****IF Q30 = 10 OR 20, AND Q27 = 1 OR 3, Q30 MODE = 1 carpool****IF Q30 = 10 OR 20, AND Q27 = 2 OR 4, Q30 MODE = 2 vanpool****IF Q30 = 90, Q30 MODE = 10 None**

- 1 Carpool
- 2 Vanpool
- 3 Bus
- 4 Metrorail
- 5 Commuter train
- 6 Bicycle
- 7 Walking
- 8 Telework
- 9 Light rail train – N/A in NOVA, RESERVE FOR SOVA
- 10 None

**Q31 CHANGE TYPE – AUTOCODE ONLY – SELECT ONLY ONE**

- IF Q30 = ANY OF 1 - 10, Q31 = 1 (Continued change)  
 IF Q30 = ANY OF 11 - 20, Q31 = 2 (Temporary change)  
 IF Q30 = ANY OF 21 - 29, Q31 = 3 (Occasional change)  
 IF Q30 = ANY OF 31 - 39, Q31 = 4 (One-time change)  
 IF Q30 = 90, Q31 = 9 (No change)

- 1 Continued change
- 2 Temporary change
- 3 Occasional change
- 4 One-time change
- 9 No change

**BRANCHING INSTRUCTIONS**

- IF Q31 = 9 (no change), SKIP TO Q60  
 IF Q31 = 1 (continued change), SKIP TO INSTRUCTIONS BEFORE Q50  
 IF Q31 = 3 (occasional change), SKIP TO INSTRUCTIONS BEFORE Q50  
 IF Q31 = 4 (one-time change), SKIP TO Q60

*Autofill temporary travel grid for temporary changers who did not change mode or frequency*

IF Q30 = 20 [occupancy change with no mode change), AUTOFILL Q41 = Q1, AUTOFILL Q43 = Q5, THEN SKIP TO INSTRUCTIONS BEFORE Q46.

- IF Q30 = 11, CONTINUE WITH Q41, INSERT 'carpool' AS Q30 MODE  
 IF Q30 = 12, CONTINUE WITH Q41, INSERT 'vanpool' AS Q30 MODE  
 IF Q30 = 13, CONTINUE WITH Q41, INSERT 'bus' AS Q30 MODE  
 IF Q30 = 14, CONTINUE WITH Q41, INSERT 'Metrorail' AS Q30 MODE  
 IF Q30 = 15, CONTINUE WITH Q41, INSERT 'commuter train' AS Q30 MODE  
 IF Q30 = 16, CONTINUE WITH Q41, INSERT 'bicycle' AS Q30 MODE  
 IF Q30 = 17, CONTINUE WITH Q41, INSERT 'walking' AS Q30 MODE  
 IF Q30 = 18, CONTINUE WITH Q41, INSERT 'telework' AS Q30 MODE  
 IF Q30 = 19, CONTINUE WITH Q41, INSERT 'light rail train' AS Q30 MODE

**TRAVEL DURING TEMPORARY CHANGE**

- 41 During the time of this temporary change to [Q30 MODE: *carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train*], how many weekdays, Monday through Friday, were you assigned to work in a typical week?
- 1 1 day per week (SKIP TO Q43)
  - 2 2 days per week (SKIP TO Q43)
  - 3 3 days per week
  - 4 4 days per week
  - 5 5 days per week (SKIP TO Q43)
  - 9 Did not work then (SKIP TO Q60)
- 42 At that time, did you work a compressed work schedule, for example, four-ten hour days per week, or work a part-time schedule?
- 1 worked compressed work schedule
  - 2 worked part-time
  - 3 Other (specify) \_\_\_\_\_
  - 9 Left blank (internet only)

- 43 During the time of your temporary change to [Q30 MODE: carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train], how did you get to work? Enter the number of days you typically used each of the listed types of transportation. If you used more than one type on a single day (e.g., walked to the bus stop, then rode the bus), count only the type you used for the **longest distance part** of your trip.

**(PROGRAMMER NOTE: IF Q4a = 3, ALSO SHOW):** “For days that you were on business or work travel, please report the type of transportation you would have used to get to work if you worked at your usual work location.”

Indicate also how many weekdays you did NOT travel to your usual work location and the reasons (e.g., regular day off, telework, compressed work schedule day off) for not traveling to work.

**PROGRAMMER NOTES:**

**IF Q42 = 1 (CWS) AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE:** “You said you typically worked a compressed work schedule. How many compressed schedule days did you typically have off during the time of this temporary change.” **PERMIT “0” AS THE RESPONSE**

**IF Q4 = 3, 4, 5, 6, OR 7 (TELEWORK 1+ DAYS PER WEEK) AND RESPONDENT DOES NOT CHECK "Telecommute" (RESPONSE 2), SHOW MESSAGE:** “You said you typically telework. How many days did you telework during the time of this temporary change?” **ACCEPT “0” AS RESPONSE**

**CHECK SUM OF DAYS. IF TOTAL OF Q43 DAYS 1-18 IS LESS THAN Q41, SHOW MESSAGE** “And how do you commute on other days you are assigned to work?” **IF TOTAL OF 1-18 IS GREATER THAN Q41, SHOW MESSAGE:** “You’ve reported more than five days. Please report only for Monday – Friday and one type of transportation for each day.”

| Type of Transportation   | Number of Days Used (0 to 5) |
|--|------------------------------|
| <b>Days you traveled to your usual work location</b>   |                              |
| 3 Drive alone in a car, truck, van, or SUV, Motorcycle, Ride in a taxi   |                              |
| 4 N/A – don't use  |                              |
| 5 Carpool, including carpool w/family member, dropped off (ride or drive with others in a car, truck, van, or SUV) |                              |
| 6 Casual carpool (slugging)  |                              |
| 7 Vanpool  |                              |
| 8 N/A – don't use  |                              |
| 9 Ride a bus (public bus, shuttle, buspool, express bus)   |                              |
| 10 Ride Metrorail  |                              |
| 11 Ride a commuter train (MARC, VRE, Amtrak, other train)  |                              |
| 12 Ride a light rail train - N/A in NOVA – RESERVE FOR SOVA  |                              |
| 13 N/A – don't use   |                              |
| 14 Bicycle (entire trip or longest distance part of trip from home to work)  |                              |
| 15 Walk (entire trip or longest distance part of trip from home to work)   |                              |
| 16 N/A – don't use   |                              |
| <b>Days you did not travel to your usual work location</b>   |                              |
| 1 Compressed work schedule day off   |                              |
| 2 Telecommute / telework all day   |                              |
| 17 Have a regular day off  |                              |
| 18 Other (describe) _____  |                              |
| <b>Total Days (DO NOT SHOW THIS LINE ON SCREEN)</b>  | <b>Sum of 1-18</b>           |

**DEFINE Q43 MODES USED (ALLOW MULTIPLE MODES):**

D\_CWDAYS = SUM OF Q43, RESPONSE 1  
 D\_TWDAYS = SUM OF Q43, RESPONSE 2  
 D\_DADAYS = SUM OF Q43, RESPONSE 3  
 D\_CPDAYS = SUM OF Q43, RESPONSE 5, 6  
 D\_VPDAYS = SUM OF Q43, RESPONSE 7  
 D\_BUDAYS = SUM OF Q43, RESPONSE 9  
 D\_MRDAY = SUM OF Q43, RESPONSE 10  
 D\_CRDAYS = SUM OF Q43, RESPONSE 11  
 D\_BKDAY = SUM OF Q43, RESPONSE 14  
 D\_WKDAY = SUM OF Q43, RESPONSE 15  
 D\_LRDAY = SUM OF Q43, RESPONSE 12 – NOT USED IN NOVA, RESERVE FOR SOVA

IF D\_CWDAYS > 0, Q43 MODE = COMPRESSED SCHEDULE  
 IF D\_TWDAYS > 0, Q43 MODE = TELEWORK  
 IF D\_DADAYS > 0, Q43 MODE = DRIVE ALONE  
 IF D\_CPDAYS > 0, Q43 MODE = CARPOOL  
 IF D\_VPDAYS > 0, Q43 MODE = VANPOOL  
 IF D\_BUDAYS > 0, Q43 MODE = BUS  
 IF D\_MRDAY > 0, Q43 MODE = METRORAIL  
 IF D\_CRDAYS > 0, Q43 MODE = COMMUTER TRAIN  
 IF D\_BKDAY > 0, Q43 MODE = BICYCLE  
 IF D\_WKDAY > 0, Q43 MODE = WALKING  
 IF D\_LRDAY > 0, Q43 MODE = 11 LIGHT RAIL – NOT USED IN NOVA, RESERVE FOR SOVA

**DEFINE DALTDAYS** = TOTAL Q43 DAYS USING MODES 5, 6, 7, 9, 10, 11, 12, 14, 15

**CHECK FOR TEMPORARY USE OF MODES IN TEMPORARY CHANGES**

IF Q30 = 11 AND D\_CPDAYS = 0, ASK Q44, INSERTING “CARPOOL” AS Q43 MODE  
 IF Q30 = 12 AND D\_VPDAYS = 0, ASK Q44, INSERTING “VANPOOL” AS Q43 MODE  
 IF Q30 = 13 AND D\_BUDAYS = 0, ASK Q44, INSERTING “BUS” AS Q43 MODE  
 IF Q30 = 14 AND D\_MRDAY = 0, ASK Q44, INSERTING “METRORAIL” AS Q43 MODE  
 IF Q30 = 15 AND D\_CRDAYS = 0, ASK Q44, INSERTING “COMMUTER TRAIN” AS Q43 MODE  
 IF Q30 = 16 AND D\_BKDAY = 0, ASK Q44, INSERTING “BICYCLE” AS Q43 MODE  
 IF Q30 = 17 AND D\_WKDAY = 0, ASK Q44, INSERTING “WALKING” AS Q43 MODE  
 IF Q30 = 18 AND D\_TWDAYS = 0, ASK Q44, INSERTING “TELEWORK” AS Q43MODE  
 IF Q30 = 19 AND D\_LRDAY = 0, ASK Q44, INSERTING “LIGHT RAIL TRAIN” AS Q43MODE – NOT USED IN NOVA, RESERVE FOR SOVA

OTHERWISE, SKIP TO INSTRUCTIONS BEFORE Q46

- 45 Earlier you said you made a temporary change to (**Q43 MODE: carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train**), but you haven’t mentioned using this type of transportation for your commute during that time. About how many days per week did you typically use (**Q43 MODE: carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train**) then to commute? (**DO NOT READ RESPONSES**)

0 0  
 1 1  
 2 2  
 3 3  
 4 4  
 5 5  
 8 Only used occasionally, used less than one time per week

IF Q45 = 0, SKIP TO Q60

**INSTRUCTIONS BEFORE Q46**

IF D\_CPDAYS = 0 AND D\_VPDAYS = 0, SKIP TO INSTRUCTIONS BEFORE Q50

IF Q30 = 20 AND Q27 = 3, ASK Q46, INSERT "carpool" AS Q43 MODE

IF Q30 = 20 AND Q27 = 4, ASK Q46, INSERT "vanpool" AS Q43 MODE

IF Q30 NE 20 AND D\_CPDAYS > D\_VPDAYS, ASK Q46, INSERT "carpool" AS Q43 MODE

IF Q30 NE 20 AND D\_VPDAYS > D\_CPDAYS, ASK Q46, INSERT "vanpool" AS Q43 MODE

IF Q30 NE 20 AND D\_CPDAYS = D\_VPDAYS, ASK Q46, INSERT "vanpool" AS Q43 MODE

46 How many people were in your [Q43 MODE, *carpool, vanpool*] during that time?

\_\_\_\_\_ number of people

**TRAVEL BEFORE MAKING CHANGE****INSTRUCTIONS BEFORE Q50**

IF Q30 = 10 OR 20 [occupancy change with no mode change], AUTOFILL Q50 = Q1, AUTOFILL Q52 = Q5, THEN SKIP TO INSTRUCTIONS BEFORE Q53

IF Q30 = 1, 11, OR 21, CONTINUE WITH Q50, INSERT 'carpool' AS Q30 MODE

IF Q30 = 2, 12, OR 22, CONTINUE WITH Q50, INSERT 'vanpool' AS Q30 MODE

IF Q30 = 3, 13, OR 23, CONTINUE WITH Q50, INSERT 'bus' AS Q30 MODE

IF Q30 = 4, 14, OR 24, CONTINUE WITH Q50, INSERT 'Metrorail' AS Q30 MODE

IF Q30 = 5, 15, OR 25, CONTINUE WITH Q50, INSERT 'commuter train' AS Q30 MODE

IF Q30 = 6, 16, OR 26, CONTINUE WITH Q50, INSERT 'bicycle' AS Q30 MODE

IF Q30 = 7, 17, OR 27, CONTINUE WITH Q50, INSERT 'walking' AS Q30 MODE

IF Q30 = 8, 18, OR 28, CONTINUE WITH Q50, INSERT 'telework' AS Q30 MODE

IF Q30 = 9, 19, OR 29, CONTINUE WITH Q50, INSERT 'light rail train' AS Q30 MODE – NOT USED IN NOVA, RESERVE FOR SOVA

50 Think back to the time before you made this change to [Q30 MODE: *carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train*]. At that time, how many weekdays, Monday through Friday, were you assigned to work in a typical week? **(DO NOT READ RESPONSES)**

1 1 day per week **(SKIP TO Q52)**

2 2 days per week **(SKIP TO Q52)**

3 3 days per week

4 4 days per week

5 5 days per week **(SKIP TO Q52)**

\_\_\_\_\_ Did not work then **(SKIP TO Q60)**

51 At that time, did you work a compressed work schedule, for example, four-ten hour days per week, or did you work a part-time schedule?

1 Worked compressed work schedule

2 Worked part-time

3 Other

9 *Don't know, Left blank (internet only)*



- 52 Before you made the change to [Q30 MODE, carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train], how did you get to work? Enter the number of weekdays, Monday-Friday, that you typically used each of the listed types of transportation. If you used more than one type on a single day (e.g., walked to the bus stop, then rode the bus), count only the type you used for the **longest distance part** of your trip.

**(PROGRAMMER NOTE: IF Q4a = 3, ALSO SHOW):** “For days that you were on business or work travel, please report the type of transportation you would have used to get to work if you worked at your usual work location.”

Indicate also how many weekdays you did NOT travel to your usual work location and the reasons (e.g., regular day off, telework, compressed work schedule day off) for not traveling to work.

**PROGRAMMER NOTES:**

**IF Q51 = 1 (CWS) AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE:** “You said you typically worked a compressed work schedule. How many compressed schedule days did you typically have off during the time of this temporary change.” **PERMIT "0" AS THE RESPONSE**

**IF Q4 = 3, 4, 5, 6, OR 7 (TELEWORK 1+ DAYS PER WEEK) AND RESPONDENT DOES NOT CHECK "Telecommute" (RESPONSE 2), SHOW MESSAGE:** “You said you typically telework. How many days did you telework during the time of this temporary change?” **ACCEPT "0" AS RESPONSE**

**CHECK SUM OF DAYS. IF TOTAL OF Q52 DAYS 1-18 IS LESS THAN Q50, SHOW MESSAGE** “Please report for all days Monday – Friday, including days you did not work.” **IF TOTAL OF 1-18 IS GREATER THAN Q50, SHOW MESSAGE:** “You’ve reported more than five days. Please report only for Monday – Friday and one type of transportation for each day.”

| Type of Transportation   | Number of Days Used (0 to 5) |
|--|------------------------------|
| <b>Days you traveled to your usual work location</b>   |                              |
| 3 Drive alone in a car, truck, van, or SUV, Motorcycle, Ride in a taxi   |                              |
| 4 N/A – don't use  |                              |
| 5 Carpool, including carpool w/family member, dropped off (ride or drive with others in a car, truck, van, or SUV) |                              |
| 6 Casual carpool (slugging)  |                              |
| 7 Vanpool  |                              |
| 8 N/A – don't use  |                              |
| 9 Ride a bus (public bus, shuttle, buspool, express bus)   |                              |
| 10 Ride Metrorail  |                              |
| 11 Ride a commuter train (MARC, VRE, Amtrak, other train)  |                              |
| 12 Ride a light rail train - N/A in NOVA – RESERVE FOR SOVA  |                              |
| 13 N/A – don't use   |                              |
| 14 Bicycle (entire trip or longest distance part of trip from home to work)  |                              |
| 15 Walk (entire trip or longest distance part of trip from home to work)   |                              |
| 16 N/A – don't use   |                              |
| <b>Days you did not travel to your usual work location</b>   |                              |
| 1 Compressed work schedule day off   |                              |
| 2 Telecommute / telework all day   |                              |
| 17 Have a regular day off  |                              |
| 18 Other (describe) _____  |                              |
| <b>Total Days (DO NOT SHOW THIS LINE ON SCREEN)</b>  | Sum of 1-18                  |

**DEFINE Q52 MODES USED (ALLOW MULTIPLE MODES):**

P\_CWDAYS = SUM OF Q52, RESPONSE 1  
 P\_TWDAYS = SUM OF Q52, RESPONSE 2  
 P\_DADAYS = SUM OF Q52, RESPONSE 3  
 P\_CPDAYS = SUM OF Q52, RESPONSE 5, 6  
 P\_VPDAYS = SUM OF Q52, RESPONSE 7  
 P\_BUDAYS = SUM OF Q52, RESPONSE 9  
 P\_MRDAY = SUM OF Q52, RESPONSE 10  
 P\_CRDAYS = SUM OF Q52, RESPONSE 11  
 P\_BKDAY = SUM OF Q52, RESPONSE 14  
 P\_WKDAY = SUM OF Q52, RESPONSE 15  
 P\_LRDAY = SUM OF Q52, RESPONSE 12

IF P\_CWDAYS > 0, Q52 MODE = COMPRESSED SCHEDULE  
 IF P\_TWDAYS > 0, Q52 MODE = TELEWORK  
 IF P\_DADAYS > 0, Q52 MODE = DRIVE ALONE  
 IF P\_CPDAYS > 0, Q52 MODE = CARPOOL  
 IF P\_VPDAYS > 0, Q52 MODE = VANPOOL  
 IF P\_BUDAYS > 0, Q52 MODE = BUS  
 IF P\_MRDAY > 0, Q52 MODE = METRORAIL  
 IF P\_CRDAYS > 0, Q52 MODE = COMMUTER TRAIN  
 IF P\_BKDAY > 0, Q52 MODE = BICYCLE  
 IF P\_WKDAY > 0, Q52 MODE = WALKING  
 IF P\_LRDAY > 0, Q52 MODE = LIGHT RAIL TRAIN

DEFINE PALTDAYS = SUM OF Q52 DAYS USING MODES 5, 6, 7, 9, 10, 11, 12, 14, 15

**INSTRUCTIONS BEFORE Q53**

IF P\_CPDAYS = 0 AND P\_VPDAYS = 0, SKIP TO Q54

IF Q30 = 10 AND Q27 = 1, ASK Q53, INSERT "carpool" AS Q52 MODE  
 IF Q30 = 10 AND Q27 = 2, ASK Q53, INSERT "vanpool" AS Q52 MODE

IF Q30 = 20 AND Q27 = 3, ASK Q53, INSERT "carpool" AS Q52 MODE  
 IF Q30 = 20 AND Q27 = 4, ASK Q53, INSERT "vanpool" AS Q52 MODE

IF Q30 NE 10 OR 20 AND P\_CPDAYS > P\_VPDAYS, ASK Q53, INSERT "carpool" AS Q52 MODE  
 IF Q30 NE 10 OR 20 AND P\_VPDAYS > P\_CPDAYS, ASK Q53, INSERT "vanpool" AS Q52 MODE  
 IF Q30 NE 10 OR 20 AND P\_CPDAYS = P\_VPDAYS, ASK Q53, INSERT "vanpool" AS Q52 MODE

53 How many people were in your [Q52 MODE, carpool, vanpool] before you made that change?

\_\_\_\_\_ number of people

999 Don't know, Question left blank (internet only)

54 What were the reasons that you made that change?

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSES ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES**

Personal changes or preferences

- 1 changed job, work hours, work location
- 2 save money
- 3 parking costs were too high
- 4 gas prices too high, save money on gas
- 5 no parking available at work
- 6 save time
- 7 moved to a different residence
- 8 reduce congestion/pollution
- 9 safety
- 10 no vehicle available, vehicle became unavailable
- 11 tired of driving
- 12 others doing it (friends, coworkers, other people, etc.)
- 13 carpool/vanpool didn't work out
- 14 avoid construction area

Commute program or services

- 15 SmarTrip, or other transit/vanpool discount
- 16 financial incentives
- 17 a new option became available
- 18 advertising
- 19 special program at work
- 20 pressure or encouragement from employer
- 21 use HOV lane
- 22 employer permitted telework

Commuter Connections information or services

- 23 Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
- 24 Map showing home and work locations of people you could contact to form a carpool or vanpool
- 25 Carpool / vanpool rider bulletin board
- 26 Other carpool / vanpool information
- 27 Vanpooling assistance
- 28 HOV lane information
- 29 Pool Rewards carpool financial incentive
- 30 Transit schedule or route information
- 31 Transit fare information, SmarTrip
- 32 Park & Ride lot information
- 33 Telework information, telework center information
- 34 Bicycle to Work Guide, bicycling information
- 35 Online bicycle route planning
- 36 Guaranteed / Emergency Ride Home information or trip
- 37 Special events information (e.g., Bike to Work Day, Car Free Day)
- 38 Other (specify)

**IF USER = 2 (REQUESTED), AUTOCODE Q55 = 90, THEN SKIP TO Q56**

55 Did any of the information or assistance from Commuter Connections or [PROGRAM NAME] influence you or assist you to make the change?

90 Did not receive any services from Commuter Connections/[PROGRAM NAME]

91 No, services did not influence or assist

99 *Don't know, Question left blank (internet only)*

\* Yes (please specify)

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSES ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES**

- 1 Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
- 2 Map showing home and work locations of people you could contact to form a carpool or vanpool
- 3 Carpool / vanpool rider bulletin board
- 4 Other carpool / vanpool information
- 5 Vanpooling assistance
- 6 Transit schedule or route information
- 7 Transit fare information, SmarTrip
- 8 Park & Ride information
- 9 Guaranteed / Emergency Ride Home information or trip
- 10 Telework information, telework center information
- 11 Bicycle to Work Guide, bicycling information
- 12 Online bicycle route planning
- 13 HOV lane information
- 14 Pool Rewards financial incentive
- 15 Special events information (e.g., Bike to Work Day, Car Free Day)
- 16 NuRide rewards
- 17 Vanpool leasing
- 18 Other (specify)

56 Did any commute information, assistance, or benefits from your employer or another organization influence or assist you?

- 90 Did not receive any services
- 91 No, services did not influence or assist
- 99 *Don't know, Question left blank (internet only)*

\* Yes (please specify)

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES**

- 1 Matchlist, contact info for potential carpool / vanpool partners
- 2 Map showing home and work locations of potential carpool / vanpool partners
- 3 Transit schedule or route information
- 4 Park & Ride information
- 5 Vanpooling assistance
- 6 Guaranteed Ride Home information or registration
- 7 GRH trip
- 8 Telecommuting information, telework center information
- 9 Bicycling map, bicycle route planning, bicycling information
- 10 HOV lane information
- 11 Discount / free transit pass / Smart Trip Card
- 12 Other cash incentive
- 13 Compressed work week/telecommute
- 14 Carpool/vanpool preferential parking
- 15 Parking fees
- 16 Carpool/vanpool discount parking fee
- 17 Smart Tag / E-Z Pass subsidy
- 18 HOV lane info
- 19 Shuttle bus
- 20 Federal Tax Benefit / Commuter Choice Program
- 21 Referral to Commuter Connections/[PROGRAM NAME]
- 22 Telecommuting info
- 23 NuRide-carpool incentive
- 24 Other (specify)

57 How important were economic reasons, such as saving money or reducing your gas expense, in motivating you to make the change, as compared with other reasons you mentioned?

- 1 Economic reasons were more important
- 2 Economic reasons were less important
- 3 Economic reasons were about the same importance
- 4 Economic reasons were my only influence
- 9 Don't know/refuse

**IF Q31 = 1 OR 3, SKIP TO Q60**

**IF Q31 = 2, ASK Q58**

58 What were the reasons you did not continue this change?

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES**

- 1 too inconvenient
- 2 cost too much
- 3 took too much time
- 4 safety concerns
- 5 job changes - job, work site,
- 6 need vehicle during or after work
- 7 vehicle became unavailable/unreliable
- 8 moved home location
- 9 didn't like pool partners
- 10 new/changes in employer program
- 11 bus or rail schedule or route change or schedule
- 12 car became available
- 13 Other (Specify)
- 99 *Don't know, Question left blank (internet only)*

**AWARENESS**

60 How did you learn about Commuter Connections or [PROGRAM NAME] and its programs and services?

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES**

- 1 Brochure/promo materials
- 2 Bus/train schedule
- 3 Bus/train sign
- 4 Direct mail/postcard from COG/CC
- 5 Employer/employer survey
- 6 Fair/on-site event
- 7 Government office
- 8 Highway sign
- 9 Internet
- 10 Newsletter
- 11 Newspaper (regional or local)
- 12 Other rideshare/transit organization
- 13 Radio
- 14 TV
- 15 Was/Is applicant
- 16 Word of mouth
- 17 Info Kiosk
- 18 Yellow Pages (One Book or Verizon)
- 19 Billboard
- 29 Other
- 99 *Don't know, Question left blank (internet only)*

61 Which of the following sources did you use to contact Commuter Connections or [PROGRAM NAME] for assistance?  
**(SHOW RESPONSES 1-6 AND 9) ACCEPT MULTIPLES)**

- 1 Employer
- 2 Commuter Connections website on the Internet
- 3 [PROGRAM NAME] website
- 4 Commuter Connections telephone number (1-800-745-RIDE)
- 5 Commute assistance program operated by county or city
- 6 Transportation Management Association (TMA)
- 7 *N/A – don't use / don't show on screen – RESERVE FOR SOVA*
- 9 Other (please describe) \_\_\_\_\_

62 What prompted you to seek commute information or assistance from Commuter Connections or [PROGRAM NAME] at that time?

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES**

- 1 save gas, gas prices too high, wanted to reduce gas expense
- 2 didn't want to drive anymore/tired of driving
- 3 traffic is bad, has gotten worse
- 4 changed jobs, moved to a new work location
- 5 moved to a new residence
- 6 wanted to save money
- 7 wanted to save time
- 8 didn't have/don't have a place to park
- 9 concerned about the environment
- 10 no vehicle available
- 11 construction along my route to work
- 12 avoid stress
- 13 in case of emergencies, wanted back-up transportation
- 14 could receive financial incentive for transit, vanpool
- 15 advertising, newspaper, billboard, flyer
- 16 employer program or service
- 17 referral from family, friend, co-worker, word of mouth
- 18 save wear and tear, reduce mileage on car
- 29 Other (SPECIFY) \_\_\_\_\_
- 99 *Don't know, Question left blank (internet only)*

**63    COMMUTER CONNECTIONS / [PROGRAM NAME] SERVICES ACCESSED – AUTOCODE ONLY**

IF Q\_S1 = 1, AUTOCODE Q63 = 1  
 IF Q\_S1 = 2, AUTOCODE Q63 = 2  
 IF Q\_S1 = 3, AUTOCODE Q63 = 3  
 IF Q\_S1 = 4, AUTOCODE Q63 = 4  
 IF Q\_S1 = 5, AUTOCODE Q63 = 5  
 IF Q\_S1 = 6, AUTOCODE Q63 = 6  
 IF Q\_S1 = 7, AUTOCODE Q63 = 7  
 IF Q\_S1 = 8, AUTOCODE Q63 = 16  
 IF Q\_S1 = 9, AUTOCODE Q63 = 17

IF Q\_S2 = 1, AUTOCODE Q63 = 8  
 IF Q\_S2 = 2, AUTOCODE Q63 = 9  
 IF Q\_S2 = 3, AUTOCODE Q63 = 10  
 IF Q\_S2 = 4, AUTOCODE Q63 = 11  
 IF Q\_S2 = 5, AUTOCODE Q63 = 12  
 IF Q\_S2 = 6, AUTOCODE Q63 = 13  
 IF Q\_S2 = 7, AUTOCODE Q63 = 14  
 IF Q\_S2 = 8, AUTOCODE Q63 = 15  
 IF QS\_1 = 90 OR 98 AND Q\_S2 = 90 OR 98, AUTOCODE Q63 = 90

- 1 Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
- 2 Map showing home and work locations of people you could contact to form a carpool or vanpool
- 3 Carpool / vanpool rider bulletin board
- 4 Other carpool / vanpool information
- 5 Vanpooling assistance
- 6 HOV lane information
- 7 Pool Rewards carpool financial incentive
- 8 Transit schedule or route information
- 9 Transit fare information, SmarTrip
- 10 Park & Ride lot information
- 11 Telework information, telework center information
- 12 Bicycle to Work Guide, bicycling information
- 13 Online bicycle route planning
- 14 Guaranteed / Emergency Ride Home information or trip
- 15 Special events information (e.g., Bike to Work Day, Car Free Day)
- 16 NuRide rewards
- 17 Vanpool leasing
- 90 Did not receive any services from Commuter Connections/[PROGRAM NAME]



64 Does your employer offer any of the following commuter information, assistance, or transportation benefits? (**SHOW RESPONSES 1-17 AND 90, ACCEPT MULTIPLES FOR RESPONSES 1-17.**)

- 1 Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
- 2 Carpool or vanpool information
- 3 Transit route or schedule information
- 4 Discounted or free transit pass, SmartBenefits
- 5 Financial incentive for employees who vanpool to work
- 6 Financial incentive for employees who carpool to work
- 7 Other cash incentive for commute cost
- 8 Guaranteed / Emergency Ride Home in case of emergencies or unscheduled overtime
- 9 Compressed work schedule
- 10 Telework
- 11 Preferential or special parking spaces for carpools or vanpools
- 12 Free onsite parking
- 13 Discounted parking fee for carpools and vanpools
- 14 Smart Tag / E-Z Pass subsidy
- 15 Shuttle bus to Metrorail or bus stop
- 16 Federal Tax Benefit/ "Commuter Choice" program
- 17 Zipcar carshare service account
- 18 Other (SPECIFY)
- 90 No, employer doesn't offer any services

66 **RESPONDENT RECEIVED MATCHING INFO – AUTOCODE ONLY**

**IF Q63 = 1, SET Q66 = 1 (Commuter Connections / [PROGRAM NAME] matchlist)**

**IF Q64 = 1, SET Q66 = 2 (other matchlist)**

**IF Q63 = 2, SET Q66 = 3 (map)**

**IF Q63 = 3, SET Q66 = 4 (bulletin board)**

**IF Q63 NE 1, 2, OR 3 AND Q64 NE 1 AND Q65 NE 1 OR 2, SET Q66 = 9**

- 1 Commuter Connections [PROGRAM NAME] matchlist
- 2 Other matchlist
- 3 Map
- 4 Bulletin board
- 9 No matching info

**INSTRUCTIONS BEFORE Q70**

**IF Q66 = 1 OR 2, ASK Q70, OTHERWISE, SKIP TO INSTRUCTIONS BEFORE Q80**

70 You said you obtained names of people you could contact to form a carpool or vanpool. How many names did you receive?

\_\_\_\_\_ Don't remember

**IF Q70 = 0, SKIP TO INSTRUCTIONS BEFORE Q80**

71 Did you try to contact any of these people?

- 1 Yes (**CONTINUE WITH Q72**)
- 2 No (**SKIP TO Q74**)
- 9 Can't remember/Don't know (**SKIP TO INSTRUCTIONS BEFORE Q80**)

72 Were you able to reach any of the people named?

- 1 Yes
- 2 No
- 9 Don't remember/don't know

**IF Q72 = 2 OR 9, AUTOCODE Q73 = 1, THEN SKIP TO INSTRUCTIONS BEFORE Q80**

73 Were any of the people you reached interested in forming a carpool or vanpool, if your travel destination and schedule were compatible? **(ALLOW ONE RESPONSE ONLY)**

- 1 Was not able to reach any of the people
- 2 At least one person was interested
- 3 At least one person was interested but schedules or destinations were not compatible
- 4 People were not interested
- 9 Don't remember/don't know

**SKIP TO INSTRUCTIONS BEFORE Q80**

74 Why did you decide not to contact any of the people?

- 1 Haven't gotten around to it
- 2 Decided I didn't want to carpool/vanpool
- 3 Moved to a new residence
- 4 Changed jobs
- 5 Work hours were not compatible with mine
- 6 Work or home locations were not compatible with mine
- 7 Already found rideshare arrangement (carpool, vanpool, transit, bike, walk)
- 8 other (Specify) \_\_\_\_\_

**INSTRUCTIONS BEFORE Q80 – TRANSIT INFO**

**IF Q63 = 8 OR 9, RECEIVED TRANSIT INFO FROM COMMUTER CONNECTIONS/[PROGRAM NAME], CONTINUE.**

**IF Q63 NE 8 OR 9, SKIP TO INSTRUCTIONS BEFORE Q84**

80 You said that you received information about transit from Commuter Connections or [PROGRAM NAME]. Did you contact a transit agency listed in the information you received?

- 1 Yes
- 2 No **(SKIP TO Q83)**
- 9 Don't remember, don't know **(SKIP TO INSTRUCTIONS BEFORE Q84)**

81 Did you use the information from the transit agency to try transit?

- 1 Yes **(SKIP TO INSTRUCTIONS BEFORE Q84)**
- 2 No **(ASK Q82)**
- 9 Don't remember, don't know **(SKIP TO INSTRUCTIONS BEFORE Q84)**

82 Why did you decide not to try transit?

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES**

- 1 Never got around to it
- 2 Wouldn't work with my schedule
- 3 Too far from home/work
- 4 Service not available
- 5 Commute too long
- 6 Too expensive
- 7 Prefer other mode
- 8 other (SPECIFY)
- 98 Don't know
- 99 *Left blank (internet only)*

**SKIP TO INSTRUCTIONS BEFORE Q84**

83 Why did you decide not to contact the transit agency?

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLE RESPONSES**

- 1 Never got around to it
- 2 Don't like transit – wouldn't ever use
- 3 Too far from home/work
- 4 Prefer other mode or current mode
- 5 Wasn't interested, didn't ask for it
- 6 other (SPECIFY)
- 98 Don't know
- 99 *Left blank (internet only)*

**INSTRUCTIONS BEFORE Q84 – PARK & RIDE**

**IF Q63 NE 10 (P&R INFO), SKIP TO INSTRUCTIONS BEFORE Q90**

**IF Q63 = 10, CONTINUE WITH Q84**

84 You said that you received park & ride information.. Have you used the park & ride lot listed on the information you received?

- 1 Yes **(CONTINUE)**
- 2 No **(SKIP TO Q88)**
- 9 Don't remember, don't know **(SKIP TO INSTRUCTIONS BEFORE Q90)**
- 99 *Left blank (internet only)* **(SKIP TO INSTRUCTIONS BEFORE Q90)**

85 Were you aware of the lot before you received the information?

- 1 Yes
- 2 No **(SKIP TO Q87)**
- 8 Don't know **(SKIP TO Q87)**
- 9 *Left blank (internet only)*

86 Had you used the lot before you received the information?

- 1 Yes
- 2 No
- 8 Don't know
- 9 *Left blank (internet only)*

**IF Q30 = 90 OR 99, SKIP TO INSTRUCTIONS BEFORE Q90**

**IF Q30 = 6, 7, 8, 10, 16, 17, 18, 20, SKIP TO INSTRUCTIONS BEFORE Q90**

**IF Q30 = ANY OF 31-39, SKIP TO INSTRUCTIONS BEFORE Q90**

**IF Q30 = 1, 11, OR 21, ASK Q87, INSERT "carpool" as Q30 MODE**

**IF Q30 = 2, 12, OR 22, ASK Q87, INSERT "vanpool" as Q30 MODE**

**IF Q30 = 3, 13, OR 23, ASK Q87, INSERT "bus" as Q30 MODE**

**IF Q30 = 4, 14, OR 24, ASK Q87, INSERT "Metrorail" as Q30 MODE**

**IF Q30 = 5, 15, OR 25, ASK Q87, INSERT "commuter train" as Q30 MODE**

**IF Q30 = 9, 19, OR 29, ASK Q87, INSERT "light rail train" as Q30 MODE**

87 Was using the park & ride lot a factor in your decision to try using (**Q5 MODE:** *carpool, vanpool, bus, Metrorail, commuter train, light rail train*) for your trip to work?

- 1 Yes
- 2 No
- 9 Don't know

**SKIP TO Q90**

88 Why did you decide not to use the park & ride lot after getting the information?

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLE RESPONSES**

- 1 Never got around to it
- 2 Didn't want to leave my car
- 3 Not convenient to transit
- 4 Didn't need a park & ride
- 5 Not convenient to HOV
- 6 No slug lines
- 7 No time savings from my previous commute
- 8 Other (SPECIFY)
- 99 *Left blank (internet only)*

**INSTRUCTIONS BEFORE Q90 – BICYCLE INFO**

**IF Q63 NE 12 OR 13 (bicycle info), SKIP TO INSTRUCTIONS BEFORE Q95**

**IF Q63 = 12 OR 13, CONTINUE WITH Q90**

- 90 You said that you received bicycle information from Commuter Connections or [PROGRAM NAME]. Since you received the information, have you taken any of the following actions? **(PERMIT MULTIPLES FOR 1-5, DO NOT PERMIT MULTIPLES FOR 5 OR 9)**

- 1 Started bicycling to work
- 2 Bicycle to work more often
- 3 Started bicycling for non-work trips
- 4 Bicycle more often for non-work trips
- 5 Didn't make any bicycle changes
- 9 Don't remember, don't know
- 99 *Left blank (internet only)*

**IF Q90 = 1 – 4, ASK Q91**

**IF Q90 = 5, 9 OR 99 (BLANK), SKIP TO INSTRUCTIONS BEFORE Q95**

- 91 Was receiving this information a factor in your decision to start bicycling or bicycle more often?

- 1 Yes
- 2 No
- 9 Don't know

**INSTRUCTIONS BEFORE Q95 – TELEWORK INFO**

**IF Q63 NE 11 (telework info), SKIP TO INSTRUCTIONS BEFORE Q100**

**IF Q63 = 11, CONTINUE WITH Q95**

- 95 You said you received telework information from Commuter Connections or [PROGRAM NAME]. Since you received the information, have you taken any of the following actions? **(PERMIT MULTIPLES FOR 1-5, DO NOT PERMIT MULTIPLES FOR 6 OR 9)**

- 1 Talked to employer about telework
- 2 Called federal employee telework coordinator (GSA)
- 3 Started teleworking
- 4 Started teleworking more often
- 5 Started working at a telework center
- 6 Did not take any actions
- 8 Don't remember

**IF Q95 NE 3 OR 4, SKIP TO INSTRUCTIONS BEFORE Q100**

**IF Q95 = 3 OR 4, ASK Q96**

- 96 Was receiving this information a factor in your decision to start teleworking or telework more often?

- 1 Yes
- 2 No
- 9 Don't know

**INSTRUCTIONS BEFORE Q100 – GRH**

**IF Q63 = 14, ASK Q100**

**IF Q63 NE 14, SKIP TO Q103**

100 You said you received information on the Guaranteed / Emergency Ride Home program. At the time you requested GRH information, what type of transportation were you using regularly (2 or more days per week) for your commute?  
**(PERMIT UP TO TWO RESPONSES)**

- 1 Drive alone
- 2 Carpool
- 3 Vanpool
- 4 Bus, Metrorail, or commuter rail
- 5 Bicycle / walk
- \* other (SPECIFY)

101 Did you register for the GRH program?

- 1 Yes **(SKIP TO Q103)**
- 2 No **(ASK Q102)**
- 3 Tried to register, but did not meet eligibility requirements **(SKIP to Q103)**
- 99 *Left blank (internet only)* **(SKIP TO INSTRUCTIONS BEFORE Q103)**

102 What were the reasons you did not register?

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLE RESPONSES**

- 1 Couldn't use carpool, vanpool, or train 2 or more days per week (didn't meet eligibility requirements)
- 2 Program doesn't cover home or work area
- 3 Program doesn't cover work hours
- 4 Employer has a GRH program
- 5 Didn't want to pre-register
- 6 Too much effort to use the service
- 7 Don't need it
- 8 Haven't gotten around to it
- 9 other (SPECIFY)
- 99 *Left blank- internet only*

**COMMUTER CONNECTIONS / PROGRAM IMPROVEMENTS**

103 In what ways could Commuter Connections and [PROGRAM NAME] improve their services? **(DO NOT READ RESPONSES, ALLOW UP TO TWO RESPONSES)**

OPEN ENDED \_\_\_\_\_

**(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES**

- 1 quicker response
- 2 more helpful staff
- 3 more follow-up assistance
- 4 more match names
- 5 matches fit travel better
- 6 matches are more interested in carpool/vanpool
- 7 better transit information
- 8 more advertising
- 9 more current information
- 10 use Internet
- 11 transit improvements
- 12 VP resources & assistance
- 13 GRH suggestion
- 14 separate driver & rider lists
- 88 no improvement needed
- 99 *Prefer not to answer - Left blank(internet)*

**DEMOGRAPHICS**

**(NOTE TO PROGRAMMER: ALLOW RESPONDENTS TO SKIP ANY OR ALL DEMOGRAPHIC QUESTIONS. DO NOT MAKE THEM MANDATORY)**

The last few questions are for classification purposes only.

105 About how many employees work at your worksite?

- 1 1-25
- 2 26-50
- 3 51-100
- 4 101-250
- 5 251-999
- 6 1,000+
- 99 *Prefer not to answer - Left blank(internet)*

106 What is your occupation?

\_\_\_\_\_

99 *Prefer not to answer - Left blank(internet)*

107 What type of employer do you work for?

- 1 federal agency
- 2 state or local government agency
- 3 non-profit organization or association
- 4 private sector employer
- 5 self-employed
- \* other (SPECIFY) \_\_\_\_\_
- 99 *Prefer not to answer - Left blank(internet)*

108 Which of the following groups includes your age?

- 1 under 18
- 2 18 - 24
- 3 25 - 34
- 4 35 - 44
- 5 45 - 54
- 6 55 - 64
- 7 65+
- 99 *Prefer not to answer - Left blank(internet)*

109 Do you consider yourself to be Latino, Hispanic, or Spanish?

- 1 Yes
- 2 No
- 99 *Prefer not to answer - Left blank(internet)*

110 Which of the following best describes your ethnic background? **(READ RESPONSES 1 – 6, ACCEPT ONLY ONE RESPONSE)**

- 1 White
- 2 Black or African-American
- 3 American Indian or Alaska native
- 4 Asian
- 5 Native Hawaiian or other Pacific Islander
- 6 Other (SPECIFY) \_\_\_\_\_
- 99 *Prefer not to answer - Left blank(internet)*

111 Finally, please indicate the category that best represents your household's total annual income.

- 1 less than \$20,000
- 2 \$20,000 - \$29,999
- 3 \$30,000 - \$39,999
- 4 \$40,000 - \$59,999
- 5 \$60,000 - \$79,999
- 6 \$80,000 - \$99,999
- 7 \$100,000 - \$119,999
- 8 \$120,000 - \$139,999
- 9 \$140,000 - \$159,999
- 10 \$160,000 or more
- 99 *Prefer not to answer - Left blank(internet)*

112 Are you male or female?

- 1 Male
- 2 Female
- 99 *Prefer not to answer - Left blank(internet)*

Thank you very much for your time and cooperation!

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