

MWCOG 2013 Guaranteed Ride Home Survey - Internet Version
 Draft V1- ~~12-3-12~~12-6-12 - ~~Washington~~Baltimore Version

INTRODUCTION

Commuter Connections is [a network of commuter transportation assistance organizations in the Baltimore/Washington region and is](#) conducting this online survey of commuters who have registered for or participated in ~~Commuter Connections' the Baltimore~~ Regional Guaranteed Ride Home (GRH) program. [The GRH program is marketed through the Maryland Transit Administration and the program is operated through the Commuter Connections program at the Metropolitan Washington Council of Governments.](#) Your answers will be confidential. It will take about ___ 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

REGISTRATION INFORMATION

Q1. In what year did you first register for Commuter Connections' GRH program?

- 1 Before 2008 (SKIP TO Q2)
- 2 2008 (SKIP TO Q2)
- 3 2009 (SKIP TO Q2)
- 4 2010 (SKIP TO Q2)
- 5 2011 (SKIP TO Q2)
- 6 2012 (SKIP TO Q2)
- 7 2013 (SKIP TO Q2)
- 8 Never registered, don't recall registering (SKIP TO Q3)
- 9 Don't remember/don't know year registered

Q1a Do you recall that you did register for the GRH program at some time?

- 1 Yes (CONTINUE TO Q2)
- 2 No (RECODE Q1 = 8, THEN SKIP TO Q3)
- 9 Don't know (RECODE Q1 = 8, THEN SKIP TO Q3)

Q2 Are you currently registered for Commuter Connections' GRH program?

- 1 Yes (SKIP TO Q6)
- 2 No (SKIP TO Q4)
- 9 Don't know (SKIP TO Q4)

Q3 Have you ever taken a GRH trip provided by Commuter Connections' GRH program?

- 1 Yes
- 2 No (THANK and TERMINATE)

Q3a For what reason did you not register for the GRH program after you took this one-time GRH trip?

OPEN ENDED _____

SKIP TO Q8

Q4 How long were you registered in the GRH program?

- 1 Less than 1 year
- 2 1 year
- 3 2 years
- 4 3 years
- 5 More than 3 years
- 9 Don't remember/don't know

Q5 Why did you not re-register when your registration expired?

OPEN ENDED _____

Q6 Did you participate in another GRH program before registering for Commuter Connections' GRH program?

- 1 Yes (**ASK Q7**)
- 2 No (**SKIP TO Q8**)
- 9 Don't know (**SKIP TO Q8**)

Q7 Who offered/sponsored that program?

- 1 My employer
- 2 County or city government (please specify) _____
- 3 VRE
- 9 Other _____

CURRENT COMMUTE PATTERNS (Asked of all respondents)

Q8 Next, think about your travel to work. First, in a TYPICAL week, how many weekdays (Monday-Friday) are you assigned to work?

- 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

Q10 Which of the following best represents your work schedule? (**SHOW RESPONSES ON SCREEN**)

- 1 Full-time, 5 days per week, 35 or more hours per week
- 2 Part-time (less than 35 hours per week)
- 3 4/40 compressed schedule (four 10-hour days per week, 40 hours)
- 4 9/80 compressed schedule (9 days every 2 weeks, 80 hours)
- 5 3/36 compressed schedule (three 12-hour days per week, 36 hours)
- 9 Other (SPECIFY) _____

Q10a 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 Q10c**)
- 9 Don't know (**SKIP TO Q10c**)

Q10b How often do you usually telecommute?

- 1 1 day a week
- 2 2 days a week
- 3 3 days a week
- 4 4 days a week
- 5 5 or more days a week
- 6 occasionally for special projects
- 7 Less than one time per month/only in emergencies
- 8 1-3 times a month
- 9 other (SPECIFY) _____
- 19 Don't know

Q10c In a typical week, how often are you away from your usual work location **for an entire day** for business / work travel (e.g., meetings/ visits to clients or customers)?

- 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

Q14 Thinking about a TYPICAL week, how do you get to work, Monday through Friday? In the table below, enter the number of weekdays you typically use each of the listed types of transportation. If you use more than one type on a single day (e.g., walk to the bus stop, then ride the bus), count only the type you use for the **longest distance part** of your trip.

IF Q10c = 3, ALSO SHOW: “For days that you were on business / work travel, please report the type of transportation you would have used to get to work if you had worked at your usual work location.”

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

PROGRAMMER NOTES:

CHECK SUM OF DAYS. IF TOTAL NOT EQUAL TO 5, SHOW MESSAGE: “Please report for all days Monday – Friday, including days you did not work.”

IF Q10 = 3, 4 OR 5 AND RESPONDENT DOES NOT CHECK "CWS day off" (RESPONSE 1), SHOW MESSAGE “You said you typically work a compressed work schedule. How many compressed schedule days do you typically have off in a week?” **ACCEPT 0 AS VALID RESPONSE**

IF Q10b = 1, 2, 3, 4, OR 5 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 VALID RESPONSE**

Type of Transportation	Number of Days Used (0 to 5)
3 Drive alone in a car, truck, van, or SUV	
4 Motorcycle	
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 Bus (public bus, shuttle, or buspool)	
10 Metrorail	
11 MARC (MD Commuter Rail)	
12 VRE	
13 AMTRAK / other train	
14 Bicycle (entire trip from home to work)	
15 Walk (entire trip from home to work)	
16 Taxi	
18 Metro Subway	
19 Light rail	
1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	
21 Other (describe) _____	
Total Days	Sum of 1-21

DEFINE Q14 MODES USED (ALLOW MULTIPLE MODES) – AUTOCODE ONLY:

CWDAYS = SUM OF Q14, RESPONSE 1

TWDAYS = SUM OF Q14, RESPONSE 2

DADAYS = SUM OF Q14, RESPONSES 3, 4, 16

CPDAYS = SUM OF Q14, RESPONSES 5, 6

VPDAYS = SUM OF Q14, RESPONSE 7

BUDAYS = SUM OF Q14, RESPONSE 9

MRDAYS = SUM OF Q14, RESPONSE 10

CRDAYS = SUM OF Q14, RESPONSE 11, 12, 13

BKDAY = SUM OF Q14, RESPONSE 14

WKDAYS = SUM OF Q14, RESPONSE 15

[MSDAYS = SUM OF Q14, RESPONSE 18](#)

[LRDAYS = SUM OF Q14, RESPONSE 19](#)

DEFINE CALTDAYS (days currently using alternative modes)

CALTDAYS = TOTAL Q14 DAYS USING MODES 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, [18, 19](#)

DEFINE CMCA (Current Most Common Alternate)

Set CMCA using Q14 alt mode used most days (responses 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, [18, 19](#))

IF CALTDAYS = 0, SET CMCA = 99 (no MCA)

IF CALTDAYS > 0, SET CMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q14, RESPONSES 5-15, [18, 19](#) =

Q14_05, SET CMCA = 05 (Carpool)

Q14_06, SET CMCA = 06 (Casual Carpool / Slug)

Q14_07, SET CMCA = 07 (Vanpool)

Q14_09, SET CMCA = 09 (Bus)

Q14_10, SET CMCA = 10 (Metrorail train)

Q14_11, SET CMCA = 11 (MARC train)

Q14_12, SET CMCA = 12 (VRE train)

Q14_13, SET CMCA = 13 (AMTRAK / Other train)

Q14_14 SET CMCA = 14 (Bicycle)

Q14_15 SET CMCA = 15 (Walk)

[Q14_18 SET CMCA = 18 \(Metro Subway\)](#)

[Q14_15 SET CMCA = 19 \(Light rail\)](#)

IF TIE FOR MOST DAYS USED, SELECT IN THIS ORDER: VANPOOL, CARPOOL, BUS, VRE, MARC, [METRO SUBWAY](#), [LIGHT RAIL](#), METRORAIL, AMTRAK, CASUAL CARPOOL, BIKE, WALK.

DEFINITION OF REGISTRATION STATUS (GRHTYPE)

IF Q1 = 1, 2, 3, 4, 5, 6, 7, OR 9 AND Q2 = 1 AND CALTDAYS > 0, GRHTYPE = 1 (CURR_REG)

IF Q1 = 1, 2, 3, 4, 5, 6, 7, OR 9 AND Q2 = 1 AND CALTDAYS = 0, GRHTYPE = 2 (PAST_REG)

IF Q1 = 1, 2, 3, 4, 5, 6, 7, OR 9 AND Q2 = 2 OR 9, GRHTYPE = 2 (PAST_REG)

IF Q1 = 8 AND Q3 = 1 AND CALTDAYS = 0, GRHTYPE = 2 (PAST_REG)

IF Q1 = 8 AND Q3 = 1 AND CALTDAYS > 0, GRHTYPE = 3 (ONE_TIME)

IF CALTDAYS > 0, SKIP TO Q15

IF CALTDAYS = 0 (Q14 = ONLY 1, 2, 3, 4, 16, 17, AND 21), ASK Q14a

IF CALTDAYS = 0 AND Q2 = 1, START Q14a WITH "You said you're currently registered for the GRH Program but you drive alone all the days you travel to work,"

Q14a <You said you're currently registered for the GRH Program but you typically drive alone all the days that you travel to work.> Do you occasionally use any of the following types of transportation to get to work? (Check all that apply)

- 1 Carpool or casual carpool (slug)
- 2 Vanpool
- 3 Bus or train
- 4 Bike or walk
- 5 Don't use any of these modes

Q15 About how many miles do you usually travel from home to work one way? (**ALLOW DECIMALS**)

_____ miles one way

Q16 And about how many minutes does it take you to get to work?

_____ minutes

LAURA AND PATRICK – I’ve created time category responses for Q16a, but they are not in equal intervals, so it might be a bit confusing to respondents. I’d prefer having them enter a specific hour/minute time, but I don’t want it to be a text box – too much potential for error and post-survey coding. Is it possible to use a time-specific field that they enter the time in number form - e.g., “XX:XX” and then check am or pm? If that’s not feasible, we can use the categories.

Q16a At what time do you typically arrive at work?

- 1 12:00 am (midnight) – 5:59 am
- 2 6:00 am – 6:59 am
- 3 7:00 am – 7:29 am
- 4 7:30 am – 7:59 am
- 5 8:00 am – 8:29 am
- 6 8:30 am – 8:59 am
- 7 9:00 am – 9:29 am
- 8 9:30 am – 9:59 am
- 9 10:00 am – 2:59 pm
- 10 3:00 pm – 6:59 pm
- 11 7:00 pm – 11:59 pm

IF SUM OF (DADAYS + CPDAYS + VPDAYS) = 4 OR 5, INSERT “What major roads do you use on your trip to work?”

IF SUM OF (DADAYS + CPDAYS + VPDAYS) = 1, 2, OR 3, INSERT, “On days that you drive or ride to work in a personal vehicle, what major roads do you use?”

IF SUM OF (DADAYS + CPDAYS + VPDAYS) = 0, INSERT, “If you were to drive to work, what major roads would you use?”

Q16b [What major roads do you use on your trip to work?; On days that you drive or ride to work in a personal vehicle, what major roads do you use?; If you were to drive to work, what major roads would you use?]

ASK FIRST: How about Interstate highways or major U.S. or state roads? CODE RESPONSES

ASK SECOND: And what about major county or city roads? CODE RESPONSES

IF RESPONDENT MENTIONS ANY OF: CAPITAL BELTWAY (I-495), I-95, US ROUTE 1, US ROUTE 29, OR US ROUTE 50, ASK “Is that in Maryland or Virginia?”

IF RESPONDENT MENTIONS USING I-66 IN VIRGINIA, ASK “Is that inside the Beltway or outside the Beltway?” **Open-ended - CODE RESPONSES POST-SURVEY IN THE FOLLOWING CATEGORIES**

Interstates

- 1 I-70
- 2 I-83 (Jones Falls Expressway, JFX)
- 3 I-95 (Kennedy Highway)
- 4 I-97
- 5 I-195 (Metropolitan Blvd / BWI Airport)
- 6 I-395 (Cal Ripken Way)
- 7 I-695 (Baltimore Beltway)
- 8 I-795 (Northwest Expressway)
- 9 I-895 (Harbor Tunnel Thruway)

Major US Routes / State Routes

- 10 US Route 1 (Belair Road, Baltimore Pike, Bel Air Bypass, Conowingo Road)
- 11 US Route 29
- 12 US Route 40 (Pulaski Highway)
- 13 US 295, BW Parkway, Baltimore-Washington Parkway
- 14 US Route 50 (John Hanson Highway)

15 US Route 301

16 MD 32

17 MD 100

Major Arterials

18 MD 2

19 MD 3

20 MD 4

21 MD 10

22 MD 22 Churchville Road, Aberdeen Thruway;

23 MD 23 East-West Highway, Norrisville Road;

24 MD 24 Vietnam Veterans Memorial Highway, Rock Spring Road;

25 MD 26

26 MD 27

27 MD 30

28 MD 43

29 MD 45

30 MD 97

31 MD 108

32 MD 140

33 MD 147 Harford Road;

34 MD 150

35 MD 177

36 MD 194

37 MD 214

38 MD 216

99 Other (specify) _____

NOT YET INCLUDED – NEED TO KNOW LOCATION / SIGNIFICANCE

MD 7 (Philadelphia Road, Old Post Road, Revolution Street)

MD 25

MD 31

MD 70

MD 94

MD 99

MD 103

MD 104

MD 132

MD 136

MD 139

MD 144

MD 146 Jarrettsville Pike;

MD 152 Mountain Road, Magnolia Road, Fallston Road;

MD 155 Level Road;

MD 156

MD 159

MD 161

MD 162

MD 165

MD 168

MD 170

MD 173

MD 174

MD 175

MD 176

MD 178

MD 198

[MD 213](#)
[MD 222](#)
[MD 253](#)
[MD 256](#)
[MD 270](#)
[MD 272](#)
[MD 273](#)
[MD 279](#)
[MD 439](#)
[MD 242](#)
[MD 440](#)
[MD 450](#)
[MD 462](#)
[MD 268](#)
[MD 482](#)
[MD 543 Fountain Green Road, Creswell Road, Riverside Parkway;](#)
[MD 607](#)
[MD 623](#)
[MD 624](#)
[MD 646](#)
[MD 665](#)
[MD 702](#)
[MD 713](#)
[MD 715 Short Lane; SR 439/Old York Road;](#)
[MD 755 Edgewood Road](#)
[MD 924 Emmorton Road](#)

IF CMCA = 99 (no alt mode), SKIP TO Q21

IF CMCA = 5, 6, 7, 9, 10, 11, 12, 13, 14, ~~OR-15~~, [18, OR 19](#) CONTINUE WITH Q17

Q17 About how long have you been using < CMCA > for your trip to work?

_____ months (CONVERT YEARS TO MONTHS)

_____ Don't know

IF Q14 = 5, 6, OR 7 (carpool or vanpool), ASK Q18, OTHERWISE SKIP TO INSTRUCTIONS BEFORE Q19

Q18 Including yourself, how many people usually ride in your <carpool or vanpool>? (IF MORE THAN ONE ANSWER IN Q14, SELECT ONE USING THIS PRIORITY: vanpool, carpool, casual carpool.)

_____ total people in pool

IF Q14 NE 5, 6, 7, 9, 10, 11, 12, ~~OR-13~~, [18, OR 19](#), SKIP TO INSTRUCTIONS BEFORE Q21.

IF Q14 = 5, 6, 7, 9, 10, 11, 12, ~~OR-13~~, [18, OR 19](#), ASK Q19-Q20, INSERTING <Q14 MODE> NAME DEFINED BY Q14 MOST DAYS USED AS FOLLOWS:

- Q14_R5 + Q14_R6 = carpool

- Q14_R7 = vanpool

- Q14_R9 = bus

- Q14_R10 + Q14_R11 + Q14_R12 + Q14_R13 + [Q14_R18 + Q14_R19](#) = train

Q19 How do you get from home to where you meet your <Q14 MODE: carpool, vanpool, bus, train>?

- 1 Picked up at (or leave from) home by car/van pool or driver (**SKIP TO Q21**)
- 2 Drive alone to driver's home or drive alone to passenger's home
- 3 Drive to a central location, like a park & ride or station
- 4 Another car/van pool, including dropped off by household member
- 5 Bicycle
- 6 Motorcycle
- 7 Walk
- 8 I am the driver of carpool/vanpool
- 9 Bus/transit
- 19 Other (SPECIFY) _____

Q20 How many miles is it one way from your home to where you meet your < Q14 MODE: carpool, vanpool, bus, train >?

_____ miles (**ALLOW DECIMALS**)

IF GRHTYPE = 2 (PAST_REG) AND Q2 = 2 OR 9, ASK Q21-23, INSERT "registered"

IF GRHTYPE = 2 (PAST_REG) AND Q2 = 1, ASK Q21-Q23, INSERT "eligible"

IF GRHTYPE = 1 (CURR_REG), SKIP TO Q27

IF GRHTYPE = 3 (ONE_TIME), SKIP TO Q24

MODE DURING GRH (Past Registrants)

(Past Registrants)

Q21 Next, think back to the time that you were <registered, eligible> for the GRH program. During that time, how many days, Monday – Friday, were you assigned to work in a typical week?

- 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

Q23 And while you were <registered, eligible> for GRH, how did you get to work? Enter the number of days, Monday through 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.

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

CHECK SUM OF DAYS. IF TOTAL NOT EQUAL TO 5, SHOW MESSAGE: "Please report for all days Monday – Friday, including days you did not work."

IF Q14 = 1 AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE: "You said you typically work a compressed work schedule now. Please indicate the number of compressed schedule days you had during the time you were registered for the GRH program." ACCEPT "0" AS THE RESPONSE.

IF Q14 = 2 AND RESPONDENT DOES NOT REPORT "Telecommute/telework" (RESPONSE 2), SHOW MESSAGE: "You said you typically telecommute now. Please indicate the number of days you telecommuted during the time you were registered for the GRH program?" **ACCEPT "0" AS RESPONSE.**

Type of Transportation – While <Registered, Eligible> for GRH	Number of Days Used (0 to 5)
3 Drive alone in a car, truck, van, or SUV	
4 Motorcycle	
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 Buspool N/A, Do not use	
9 Bus (public bus, shuttle, or buspool)	
10 Metrorail	
11 MARC (MD Commuter Rail)	
12 VRE	
13 AMTRAK / other train	
14 Bicycle (entire trip from home to work)	
15 Walk (entire trip from home to work)	
16 Taxi	
18 Metro Subway	
19 Light rail	
1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	
21 Other (describe) _____	
Total Days	Sum of 1-21

DEFINE DALTDAYS (Days using alt modes during GRH – past registrants only)

DALTDAYS = TOTAL Q23 DAYS USING MODES 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, [18, 19](#)

DEFINE DMCA (During Most Common Alternate)

Set DMCA using Q23 alt mode used most days (responses 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, [18, 19](#))

IF DALTDAYS = 0, SET DMCA = 99 (no MCA)

IF DALTDAYS > 0, SET DMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q23, R5-15, [18, 19](#) =

Q23_05, SET DMCA = 05 (Carpool)

Q23_06, SET DMCA = 06 (Casual Carpool / Slug)

Q23_07, SET DMCA = 07 (Vanpool)

Q23_09, SET DMCA = 09 (Bus)

Q23_10, SET DMCA = 10 (Metrorail)

Q23_11, SET DMCA = 11 (MARC)

Q23_12, SET DMCA = 12 (VRE)

Q23_13, SET DMCA = 13 (AMTRAK / Other)

Q23_14 SET DMCA = 14 (Bicycle)

Q23_15 SET DMCA = 15 (Walk)

[Q23_18 SET DMCA = 18 \(Metro Subway\)](#)

[Q23_19 SET DMCA = 19 \(Light rail\)](#)

IF TIE FOR MOST DAYS USED, SELECT DCMA IN THIS ORDER: VANPOOL, CARPOOL, BUS, VRE, MARC, [METRO SUBWAY, LIGHT RAIL](#), METRORAIL, AMTRAK, CASUAL CARPOOL, BIKE, WALK.

NOW SKIP TO Q27

MODE BEFORE HEARD ABOUT GRH (OTE only)

(One-Time Exceptions mode before GRH)

Q24 Think back to the time before you heard about the GRH program. At that time, how many days Monday – Friday were you assigned to work in a typical week?

- 0 did not work any days Monday-Friday then, did not work in Washington area then
- 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

IF Q24 = 0, AUTOCODE Q26, RESPONSE 20 (did not work then) = 5, THEN SKIP TO INSTRUCTIONS BEFORE Q30

Q26 And before you heard about GRH, how did you get to work? Enter the number of days, Monday through 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.

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

CHECK SUM OF DAYS. IF TOTAL NOT EQUAL TO 5, SHOW MESSAGE: "Please report for all days Monday – Friday, including days you did not work."

IF Q14 = 1 AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE: "You said you typically work a compressed work schedule now. Please indicate the number of compressed schedule days you had before you heard about the GRH program." **ACCEPT "0" AS VALID RESPONSE**
IF Q14 = 2 AND RESPONDENT DOES NOT REPORT "Telecommute/telework" (RESPONSE 2), SHOW MESSAGE: "You said you typically telecommute now. Please indicate the number of days you telecommuted before you heard about the GRH program?" **ACCEPT "0" AS VALID RESPONSE.**

Type of Transportation – Before Hearing About GRH	Number of Days Used (0 to 5)
3 Drive alone in a car, truck, van, or SUV	
4 Motorcycle	
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, Do not use	
9 Bus (public bus, shuttle, or buspool)	
10 Metrorail	
11 MARC (MD Commuter Rail)	
12 VRE	
13 AMTRAK / other train	
14 Bicycle (entire trip from home to work)	
15 Walk (entire trip from home to work)	
16 Taxi	
18 Metro Subway	
19 Light rail	

1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	
21 Other (describe) _____	
20 Did not work Monday-Friday then, did not work in Washington area then	

Total Days	Sum of 1-21
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DEFINE BHALTDAYS (Days using alt modes before heard about GRH - OTE)

BHALTDAYS = TOTAL Q26 DAYS USING MODES 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, [18](#), [19](#)

DEFINE BHMCA (Most Common Alternative before respondent heard about GRH - OTE)

Set BHMCA using Q26 alt mode used most days (responses 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, [18, 19](#))

IF BHALTDAYS = 0, SET BHMCA = 99 (no MCA)

IF BHALTDAYS > 0, SET BHMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q26, R5-15, [18, 19](#) =

Q26_05, SET BHMCA = 05 (Carpool)

Q26_06, SET BHMCA = 06 (Casual Carpool / Slug)

Q26_07, SET BHMCA = 07 (Vanpool)

Q26_09, SET BHMCA = 09 (Bus)

Q26_10, SET BHMCA = 10 (Metrorail)

Q26_11, SET BHMCA = 11 (MARC)

Q26_12, SET BHMCA = 12 (VRE)

Q26_13, SET BHMCA = 13 (AMTRAK / Other)

Q26_14 SET BHMCA = 14 (Bicycle)

Q26_15 SET BHMCA = 15 (Walk)

[Q26_18 SET BHMCA = 18 \(Metro Subway\)](#)

[Q26_19 SET BHMCA = 19 \(Light rail\)](#)

IF TIE FOR MOST DAYS USED, SELECT BHMCA IN THIS ORDER: VANPOOL, CARPOOL, BUS, VRE, MARC, [METRO SUBWAY, LIGHT RAIL](#), METRORAIL, AMTRAK, CASUAL CARPOOL, BIKE, WALK.

NOW SKIP TO INSTRUCTIONS BEFORE Q30

MODE BEFORE REGISTERED FOR GRH (Current Registrants, Past Registrants)

(Current Registrants and Past Registrants mode before GRH)

Q27 Now, please think back to the time before you registered for the GRH program. At that time, how many days, Monday - Friday were you assigned to work in a typical week?

0 0, did not work any days Monday – Friday then, did not work in Washington area then

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

IF Q27 = 0, AUTOCODE Q29, RESPONSE 20 (not working M-F) = 5, THEN SKIP TO INSTRUCTIONS BEFORE Q30

Q29 And before you registered for GRH, how did you get to work? Enter the number of days, Monday through 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.

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

CHECK SUM OF DAYS. IF TOTAL NOT EQUAL TO 5, SHOW MESSAGE: "Please report for all days Monday – Friday, including days you did not work."

IF Q14 = 1 AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE: "You said you typically work a compressed work schedule now. Please indicate the number of compressed schedule days you had before you registered for the GRH program?" **ACCEPT "0" AS VALID RESPONSE.**

IF Q14 = 2 AND RESPONDENT DOES NOT REPORT "Telecommute/telework, SHOW MESSAGE: "You said you typically telecommute now. Please indicate the number of days you telecommuted before you registered for the GRH program?" **ACCEPT "0" AS VALID RESPONSE**

Type of Transportation – Before Registering for GRH	Number of Days Used (0 to 5)
3 Drive alone in a car, truck, van, or SUV	
4 Motorcycle	
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, Do not use	
9 Bus (public bus, shuttle, or buspool)	
10 Metrorail	
11 MARC (MD Commuter Rail)	
12 VRE	
13 AMTRAK / other train	
14 Bicycle (entire trip from home to work)	
15 Walk (entire trip from home to work)	
16 Taxi	
18 Metro Subway	
19 Light rail	

1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	
21 Other (describe) _____	
20 Did not work Monday-Friday then, did not work in Washington area then	

Total Days	Sum of 1-21
------------	-------------

DEFINE BRALTDAYS (Days using alt modes before registered for GRH (Current, Past)

BRALTDAYS = TOTAL Q29 DAYS USING MODES 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, [18](#), [19](#)

DEFINE BRMCA (Most Common Alt Mode before registering for GRH (Current, Past)

Set BRMCA using Q29 alt mode used most days (responses 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, [18, 19](#))

IF BRALTDAYS = 0, SET BRMCA = 99 (no MCA)

IF BRALTDAYS > 0, SET BRMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q29, R5-15 =

Q29_05, SET BRMCA = 05 (Carpool)

Q29_06, SET BRMCA = 06 (Casual Carpool / Slug)

Q29_07, SET BRMCA = 07 (Vanpool)

Q29_09, SET BRMCA = 09 (Bus)

Q29_10, SET BRMCA = 10 (Metrorail)

Q29_11, SET BRMCA = 11 (MARC)

Q29_12, SET BRMCA = 12 (VRE)

Q29_13, SET BRMCA = 13 (AMTRAK / Other)

Q29_14 SET BRMCA = 14 (Bicycle)

Q29_15 SET BRMCA = 15 (Walk)

[Q29_18 SET BRMCA = 18 \(Metro subway\)](#)

[Q29_19 SET BRMCA = 19 \(Light rail\)](#)

IF TIE FOR MOST DAYS USED, SELECT BRMCA IN THIS ORDER: VANPOOL, CARPOOL, BUS, VRE, MARC, [METRO SUBWAY, LIGHT RAIL](#), METRORAIL, AMTRAK, CASUAL CARPOOL, BIKE, WALK.

GRH INFLUENCE IN STARTING, CONTINUING, OR INCREASING USE OF ALTERNATIVE MODES

Two questions asked of respondents who use / used alt modes while in GRH

- Ask about the importance of GRH in their decision to start, increase, or continue alt mode use
- Ask about the likelihood of starting, increasing, or continuing alt mode use if GRH wasn't available

Note slight wording differences by registration status (Current, Past, OTE)

Started alt mode – previously drove alone all the time (Q30 – Q34)

- **Current registrants** who previously DA all the time – Q30 and Q33, THEN SKIP TO INSTRUCTIONS BEFORE Q45
- **Past registrants** who previous DA all the time – Q31 and Q34, THEN SKIP TO INSTRUCTIONS BEFORE Q45
- **OTE** who previous DA all the time – Q32 and Q33, THEN SKIP TO INSTRUCTIONS BEFORE Q45

Increased alt mode (Q35 – Q39)

- **Current registrants** who increased alt mode – Q35 and Q38, THEN SKIP TO INSTRUCTIONS BEFORE Q45
- **Past registrants** who increased alt mode – Q36 and Q39, THEN SKIP TO INSTRUCTIONS BEFORE Q45
- **OTE** who increased alt mode – Q37 and Q38, THEN SKIP TO INSTRUCTIONS BEFORE Q45

Continued alt mode (Q40 – Q44)

- **Current registrants** who continued alt mode – Q40 and Q43, THEN SKIP TO INSTRUCTIONS BEFORE Q45
- **Past registrants** who continued alt mode – Q41 and Q43, THEN SKIP TO INSTRUCTIONS BEFORE Q45
- **OTE** who continued alt mode – Q42 and Q44, THEN SKIP TO INSTRUCTIONS BEFORE Q45

INSTRUCTIONS BEFORE Q30

Skip instruction for previous Drive Alone by registration status

FOR Q30 – Q34, INSERT MODE NAME USING CMCA, DMCA

IF GRHTYPE = 1 (Current Registrant), USE CMCA

IF GRHTYPE = 2 (Past Registrant), USE DMCA

IF GRHTYPE = 3 (OTE), USE CMCA

IF CMCA, DMCA = 5 OR 6, INSERT carpooling

IF CMCA, DMCA = 7, INSERT vanpooling

IF CMCA, DMCA = 9, 10, 11, 12, ~~OR~~ 13, 18, 19, INSERT using transit

IF CMCA, DMCA = 14, INSERT biking

IF CMCA, DMCA = 15, INSERT walking

Current Registrants

IF CURR_REG (GRHTYPE = 1) AND IF CALTDAYS > 0 AND BRALTDAYS = 0, ASK Q30.

IF Q29 = 20, SKIP TO INSTRUCTIONS BEFORE Q45

Past Registrants

IF PAST_REG (GRHTYPE = 2) AND IF DALTDAYS > 0 AND BRALTDAYS = 0, ASK Q31.

IF Q29 = 20, SKIP TO INSTRUCTIONS BEFORE Q45

One-time Exception users

IF ONE_TIME (GRHTYPE = 3) AND IF CALTDAYS > 0 AND BHALTDAYS = 0, ASK Q32.

IF Q26 = 20, SKIP TO INSTRUCTIONS BEFORE Q45

ALL OTHERS, SKIP TO INSTRUCTIONS BEFORE Q35

SHIFT FROM DRIVING ALONE – GRH IMPORTANCE (Current, Past, OTE)

(Current Registrants who always drove alone to work before registering)

Q30 You said that you regularly drove alone before you registered for GRH. How important was the availability of GRH to your decision to start <CMCA - carpooling, vanpooling, using transit, biking, or walking (FROM Q14)>?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

NOW SKIP TO Q33

(Past Registrants who always drove alone to work before registering)

Q31 You said that you regularly drove alone before you registered for GRH. How important was the availability of GRH to your decision to start <DMCA - carpooling, vanpooling, using transit, biking, or walking (FROM Q23)>?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

SKIP TO Q34

(One-Time Exceptions who always drove alone to work before learning about GRH)

Q32 You said that you regularly drove alone before you heard about GRH. How important was the availability of GRH to your decision to start <CMCA - carpooling, vanpooling, using transit, biking, or walking (FROM Q14)>?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

CONTINUE WITH Q33

SHIFT FROM DRIVING ALONE – LIKELY TO SHIFT WITHOUT GRH (Current, Past, OTE)

(Current Registrants or One-Time exceptions who always drove alone to work before registering)

Q33 If GRH had not been available, how likely would you have been to start <CMCA - carpooling, vanpooling, using transit, biking, or walking (FROM Q14)>?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

SKIP TO INSTRUCTIONS BEFORE Q45

(Past Registrants who always drove alone to work before registering)

Q34 If GRH had not been available, how likely would you have been to start <DMCA - carpooling, vanpooling, using transit, biking, or walking (FROM Q23)>?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

SKIP TO INSTRUCTIONS BEFORE Q45

INSTRUCTIONS BEFORE Q35

Skip instruction for increased use of alt modes by registration status

Current Registrants

(IF CURR_REG (GRHTYPE = 1) and IF CALTDAYS > 0 AND CALTDAYS > BRALTDAYS, ASK Q35 AND Q38.

Past Registrants

IF PAST_REG (GRHTYPE = 2) and IF DALTDAYS > 0 AND DALTDAYS > BRALTDAYS, ASK Q36 AND Q39.

One-time Exceptions

IF ONE_TIME (GRHTYPE = 3) and IF CALTDAYS > 0 AND CALTDAYS > BHALTDAYS, ASK Q37 AND Q38.

ALL OTHERS SKIP TO INSTRUCTIONS BEFORE Q40)

INCREASED ALT MODE USE SINCE GRH – GRH IMPORTANCE (Current, Past, OTE)

(Current Registrants who increased use of alternative modes after registering)

Q35 You said that since you registered for GRH, you've increased the number of days per week that you use types of transportation OTHER than driving alone for your trip to work. How important was GRH to your decision to make this change?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

SKIP TO Q38

(Past Registrants who increased use of alternative modes after registering)

Q36 You said that while you were registered for GRH, you increased the number of days per week that you used types of transportation OTHER than driving alone for your trip to work. How important was GRH to your decision to make this change?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

SKIP TO Q39

(One-Time Exceptions who increased use of alternative modes after registering)

Q37 You said that since you heard about GRH, you've increased the number of days per week that you use types of transportation OTHER than driving alone for your trip to work. How important was GRH to your decision to make this change?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

CONTINUE WITH Q38

INCREASED ALT MODE USE SINCE GRH – LIKELY TO MAKE CHANGE WITHOUT GRH (Current, Past, OTE)

(Current Registrants, or One-time Exceptions)

Q38 If GRH had not been available, how likely would you have been to make this change?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

SKIP TO INSTRUCTIONS BEFORE Q45

(Past Registrants)

Q39 If GRH had not been available, how likely would you have been to make this change?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

SKIP TO INSTRUCTIONS BEFORE Q45

INSTRUCTIONS BEFORE Q40

Skips for Respondents who used alt modes before GRH but did not increase the number of days using alt modes, by registration status

FOR Q40 – Q42, INSERT MODE NAME USING BHMCA, BRMCA

IF GRHTYPE = 1 (Current Registrant), USE BRMCA

IF GRHTYPE = 2 (Past Registrant), USE BRMCA

IF GRHTYPE = 3 (OTE), USE BHMCA

IF BHMCA, BRMCA = 5 OR 6, INSERT carpooling

IF BHMCA, BRMCA = 7, INSERT vanpooling

IF BHMCA, BRMCA = 9, 10, 11, 12, ~~OR-13~~, 18, OR 19, INSERT using transit

IF BHMCA, BRMCA = 14, INSERT biking

IF BHMCA, BRMCA = 15, INSERT walking

Current Registrants

(IF CURR_REG (GRHTYPE = 1) AND CALTDAYS > 0 AND BRALTDAYS > 0 AND CALTDAYS <= BRALTDAYS, ASK Q40.

Past Registrants

IF PAST_REG (GRHTYPE = 2) and DALTDAYS > 0 AND BRALTDAYS > 0 AND DALTDAYS <= BRALTDAYS, ASK Q41.

One-Time exceptions

IF ONE_TIME (GRHTYPE = 3) and CALTDAYS > 0 AND BHALTDAYS > 0 AND CALTDAYS <= BHALTDAYS, ASK Q42.

ALL OTHERS, SKIP TO INSTRUCTIONS BEFORE Q45

CONTINUED ALT MODE USE SINCE GRH (NO CHANGE) – GRH IMPORTANCE (Current, Past, OTE)

(Current Registrants who were ridesharing/using transit at least some days before registering)

Q40 You said that you were <BRMCA - carpooling, vanpooling, using transit, biking, or walking (FROM Q29)> before you registered for GRH. How important was the availability of GRH to your decision to continue using a type of transportation other than driving alone?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

SKIP TO Q43

(Past Registrants who were ridesharing/using transit at least some days before registering)

Q41 You said that you were <BRMCA - carpooling, vanpooling, using transit, biking, or walking (FROM Q29)> before you registered for GRH. How important was the availability of GRH to your decision to continue using a type of transportation other than driving alone?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

SKIP TO Q43

(One-Time Exceptions who were ridesharing/using transit at least some days before hearing about GRH)

Q42 You said that you were <BHMCA - carpooling, vanpooling, using transit, biking, or walking (FROM Q26)> before you heard about GRH. How important was the availability of GRH to your decision to continue using a type of transportation other than driving alone?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

SKIP TO Q44

CONTINUED ALT MODE SINCE GRH (NO CHANGE) – LIKELY TO CONTINUE WITHOUT GRH (Current, Past, OTE)

(Current Registrants or Past Registrants)

Q43 If GRH had not been available, how likely would you have been to continue?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

SKIP TO INSTRUCTIONS BEFORE Q45

(One-Time Exceptions)

Q44 If GRH had not been available, how likely would you have been to continue?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

OTHER SERVICES RECEIVED THAT COULD HAVE INFLUENCED DECISIONS (Current, Past, OTE)

INSTRUCTIONS BEFORE Q45

IF CURR_REG (GRHTYPE = 1) or ONE_TIME (GRHTYPE = 3) AND CALTDAYS > 0, ASK Q45

IF PAST_REG (GRHTYPE = 2) AND DALTDAYS > 0, ASK Q46

OTHERWISE, SKIP TO Q48a

FOR Q45 – Q46, INSERT MODE NAME USING CMCA, DMCA

IF GRHTYPE = 1 (Current Registrant), USE CMCA

IF GRHTYPE = 2 (Past Registrant), USE DMCA

IF GRHTYPE = 3 (OTE), USE CMCA

IF CMCA, DMCA = 5 OR 6, INSERT carpool

IF CMCA, DMCA = 7, INSERT vanpool

IF CMCA, DMCA = 9, 10, 11, 12, ~~OR-13~~, 18, OR 19, INSERT use transit

IF CMCA, DMCA = 14, INSERT bike

IF CMCA, DMCA = 15, INSERT walk

(Current Registrants or One-Time Exceptions)

Q45 Did you receive any commute assistance or benefits, in addition to GRH, from any source, that influenced your decision to <CMCA - carpool, vanpool, use transit, bike, or walk (FROM Q14)>?

- 1 yes (SKIP TO Q46a)
- 2 no (SKIP TO Q47a)
- 9 Don't know (SKIP TO Q47a)

(Past Registrants)

Q46 Did you receive any commute assistance or benefits, in addition to GRH, from any source, that influenced your decision to <DMCA - carpool, vanpool, use transit, bike, or walk (FROM Q23)>?

- 1 yes (**CONTINUE WITH Q46a**)
- 2 no (**SKIP TO Q47a**)
- 9 Don't know (**SKIP TO Q47a**)

Q46a Was any assistance or benefit you received more important than GRH to your decision?

- 1 Yes
- 2 No (**SKIP TO Q47a**)
- 3 Don't know (**SKIP TO Q47a**)

Q47 What assistance or benefit was more important than GRH?

OPEN ENDED _____

Q47a Were any other factors or circumstances important to your decision?

- 1 Yes (**CONTINUE WITH Q48**)
- 2 No (**SKIP TO Q48a**)
- 3 Don't know (**SKIP TO Q48a**)

Q48 What other factors or circumstances were important to your decision?

OPEN ENDED _____

Q48a Do you recall receiving or accessing any of the following commute information or assistance services from Commuter Connections, in addition to GRH?

ROTATE RESPONSES 1-10, SHOW "90-no services" AT THE END OF THE LIST. ACCEPT MULTIPLES FOR 1-10, DO NOT ALLOW MULTIPLES WITH 90

- 1 Names of 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 Other carpool / vanpool information
- 4 HOV lane, Express lane information
- 5 Pool Rewards carpool financial incentive
- 6 Transit schedule/ route / fare information
- 7 Park & Ride lot information
- 8 Telework information, telework center information
- 9 Bicycling information, online bicycle route planning
- 10 Special events information (e.g., Bike to Work Day, Car Free Day)
- 90 Did not receive or access any of these services (**PROGRAMMER: GREY OUT THIS BOX IF ANY OTHER RESPONSE IS CHECKED**)

IF Q48a = ANY OF 1-14, CONTINUE, OTHERWISE, SKIP TO Q49

INSTRUCTIONS BEFORE Q48b

IF CURR_REG (GRHTYPE = 1) or ONE_TIME (GRHTYPE = 3) AND CALTDAYS > 0, ASK Q48b

IF PAST_REG (GRHTYPE = 2) AND DALTDAYS > 0, ASK Q48c

OTHERWISE, SKIP TO Q49

FOR Q48b – Q48c, INSERT MODE NAME USING CMCA, DMCA

IF GRHTYPE = 1 (Current Registrant), USE CMCA

IF GRHTYPE = 2 (Past Registrant), USE DMCA

IF GRHTYPE = 3 (OTE), USE CMCA

IF CMCA, DMCA = 5 OR 6, INSERT carpool

IF CMCA, DMCA = 7, INSERT vanpool

IF CMCA, DMCA = 9, 10, 11, 12, ~~OR-13~~, 18, OR 19, INSERT use transit

IF CMCA, DMCA = 14, INSERT bike

IF CMCA, DMCA = 15, INSERT walk

Q48b Was any of the information or assistance that you received from Commuter Connections in addition to GRH important to your decision to <CMCA - carpool, vanpool, use transit, bike, or walk (FROM Q14)>?

SHOW ONLY RESPONSES THAT WERE CHECKED IN Q48a

- 1 Names of 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 Other carpool / vanpool information
- 4 HOV lane, Express lane information
- 5 Pool Rewards carpool financial incentive
- 6 Transit schedule/ route / fare information
- 7 Park & Ride lot information
- 8 Telework information, telework center information
- 9 Bicycling information, online bicycle route planning
- 10 Special events information (e.g., Bike to Work Day, Car Free Day)
- 98 No, services were not important
- 99 *Left blank*

SKIP TO Q49

Q48c Was any of the information or assistance that you received from Commuter Connections in addition to GRH important to your decision to <DMCA - carpool, vanpool, use transit, bike, or walk (FROM Q23)>?

SHOW ONLY RESPONSES THAT WERE CHECKED IN Q48a

- 1 Names of 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 Other carpool / vanpool information
- 4 HOV lane, Express lane information
- 5 Pool Rewards carpool financial incentive
- 6 Transit schedule/ route / fare information
- 7 Park & Ride lot information
- 8 Telework information, telework center information
- 9 Bicycling information, online bicycle route planning
- 10 Special events information (e.g., Bike to Work Day, Car Free Day)
- 98 No, services were not important
- 99 *Left blank*

REFERRAL SOURCES FOR GRH, GRH ADVERTISING RECALL

Q49 How did you hear about the GRH Program?

OPEN ENDED _____

Q50 Have you heard, seen, or read any advertising about GRH?

- 1 yes
- 2 no **(SKIP TO Q54)**
- 9 Don't know **(SKIP TO Q54)**

Q52 Had you registered for GRH before you saw or heard this advertising?

- 1 Yes **(SKIP TO Q54)**
- 2 no
- 9 Don't know

Q53 Did the advertising encourage you to seek information about GRH or to register for GRH?

- 1 yes
- 2 no
- 9 Don't know

USE OF GRH

IF Q3 = 1, AUTOCODE Q54 = 1, THEN SKIP TO Q55

Q54 Have you taken a GRH trip since you registered for GRH?

- 1 yes
- 2 no **(SKIP TO Q59)**
- 3 Don't know **(SKIP TO Q59)**

Q55 **IF GRHTYPE = 3 (ONE TIME), SHOW,** "You said you had taken a GRH trip. For what reason did you take the trip? If you have taken more than one trip, report about the most recent trip.

IF GRHTYPE = 1 (CURR REG) OR GRHTYPE = 2 (PAST REG), SHOW, "For what reason did you take the trip?" If you have taken more than one trip, report about the most recent trip.

(ACCEPT ONLY ONE RESPONSE)

- 1 Illness (self)
- 2 Illness of family member
- 3 Other personal emergency
- 4 Illness of child
- 5 Child care problem
- 6 Illness of carpool partner
- 7 Unscheduled overtime
- 8 Missed CP/VP
- 9 Other (SPECIFY) _____

Q56 Was the service satisfactory?

- 1 yes **(SKIP TO Q58)**
- 2 no
- 9 Don't know **(SKIP TO Q58)**

Q57 Why was it not satisfactory?

- 1 waited too long
- 2 hard to get approval
- 3 didn't like taxi/driver
- 4 other (SPECIFY) _____

Q58 About how long did you wait for the taxi to arrive?

_____ minutes

Q59 In what ways could Commuter Connections improve the GRH program?

OPEN ENDED _____

Code responses in the following categories in survey post-processing (ALLOW UP TO THREE RESPONSES)

- 1 quicker response for GRH ride requests
- 2 don't require registration
- 3 allow use of GRH if ridesharing/using transit less than twice per week
- 4 allow more GRH trips in a year
- 5 easier/faster approval process
- 6 wider area for trips
- 88 no improvement needed
- 99 other (SPECIFY)
- 98 DK

DEMOGRAPHICS

Now just a few last questions to help us group your answers with those of others.

Q59a Do you have access to the internet, either at your home or your work?

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

Q60 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 or older
- 9 Prefer not to answer

Q61 Do you consider yourself to be Latino, Hispanic, or Spanish?

- 1 Yes
- 2 No
- 9 Prefer not to answer

Q62 Which one of the following best describes your racial background. Is it . . . **(ALLOW 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) _____
- 9 Prefer not to answer

Q63 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 - \$179,999
- 11 \$180,000 or more
- 19 Prefer not to answer

Q64 Are you female or male?

- 1 Female
- 2 Male
- 3 Prefer not to answer

Thank you for taking the time to fill out our survey. Your input is very important to us!