MWCOG Guaranteed Ride Home Survey - 2010
Draft V1 – 12-2-09

Hello. May I speak to __ . My name is _____. I'm calling from CIC Research on behalf of Commuter Connections. We're surveying people who have registered for or participated in Commuter Connections' Regional Guaranteed Ride Home (GRH) program. It takes less than __ minutes. Is now a good time?

REGISTRATION INFORMATION

Q1.   In what year did you first register for Commuter Connections' GRH program?
IF RESPONDENT SAYS "Don't know, don't remember," ASK, "Do you recall that you did register for the GRH program at some time? **IF "yes," CODE 9 (don't remember, don't know year). IF "no," CODE 8 (Never registered, don't recall registering).**

1   Before 2005~~2002~~ **(SKIP TO Q2)**
2   ~~2002~~2005 **(SKIP TO Q2)**
3   ~~2006~~2003 **(SKIP TO Q2)**
4   2007~~2004~~ **(SKIP TO Q2)**
5   2008~~2005~~ **(SKIP TO Q2)**
6   2009~~2006~~ **(SKIP TO Q2)**
7   2010~~2007~~ **(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   DK **(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?

1   Changed job/work hours
2   Moved to a different residence
3   Joined a program offered by employer
4   Joined a program offered by TMA or other group
5   Couldn't use transit or rideshare at least 2 days per week
6   Couldn't continue using carpool/vanpool/transit didn't work out
7   Needed my car for work or other purpose (had to start driving alone)
8   Too much effort to use the program
9   Fid not know I had to register
10 Other (SPECIFY) _____
19 Don't know

SKIP TO DEFINITION OF REGISTRATION STATUS - BEFORE Q8

Q4   How long were you registered in the GRH program?

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

Q5   Why did you not re-register when your registration expired? **(DO NOT READ)**

        1   Changed job/work hours
        2   Moved to a different residence
        3   Joined a program offered by employer
        4   Joined a program offered by TMA or other group
        5   Couldn't use transit or rideshare at least 2 days per week
        6   Couldn't continue using carpool/vanpool/transit didn't work out
        7   Needed my car for work or other purpose (had to start driving alone)
        8   Too much effort to use the program
        9   Did not know I had to re-register
        10 Forgot to re-register
        11 Never used it, didn't need it
        12 Haven't gotten around to it
        13 Dissatisfied with program
        14 Other (SPECIFY) _____

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

        1   Yes **(ASK Q7)**
        2   No **(SKIP TO Q8)**

Q7   Who offered/sponsored that program? **(DO NOT READ)**

        1   My employer
        2   Local government program (i.e., Fairfax County, Montgomery County)
        3   VRE
        9   Other _____

DEFINITION OF REGISTRATION STATUS

IF Q1 = 8 AND Q3 = 1, GRHTYPE = ONE_TIME
IF Q1 = 1, 2, 3, 4, 5, 6, 7, OR 9 AND Q2 = 1, GRHTYPE = CURR_REG
IF Q1 = 1, 2, 3, 4, 5, 6, 7, OR 9 AND Q2 = 2 OR 9, GRHTYPE = PAST_REG

COMMUTE PATTERNS

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

        _____ Days

Q9   Do you work a compressed or flexible work schedule, for example, a full-time work week in fewer than five days or a schedule with flexible start and end times?

       1   Yes **(CONTINUE)**
       2   No **(SKIP TO Q10a)**

Q10   What type of schedule do you use? (**DO NOT READ, UNLESS NEEDED TO CLARIFY**)

       1   4/40 (4 10-hour days per week, 40 hours)
       2   9/80 (9 days every 2 weeks, 80 hours)
       3   3/36 (3 12-hour days per week, 36 hours - police, fire, hospitals)
       4   Flex-time or flexible work hours (core hours with flexible start & stop)
       5   Work five days per week, 35 or more hours per week **(RECODE Q9 = 2)**
       9   other (SPECIFY) _____

Q10a   Now I want to ask you about telecommuting, also called teleworking. 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   DK/Ref **(SKIP TO Q10c)**

Q10b   How often do you usually telecommute? **(DO NOT READ)**

       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 (e.g., sick child, snowstorm)
       8   1-3 times a month
       9   Other (SPECIFY) _____
       19. DK/Ref.

Q10c   Last week Monday through Friday, did you travel to your usual work location every day that you were assigned to work? **(ALLOW MULTIPLES FOR 2 - 4)**

       1   Yes
       2   No, I was sick, on vacation, or on business/work travel one or more days
       3   No, last week my work place was closed for a holiday
       4   No, I teleworked one or more days
       9   Don't know

IF Q10c = 2, 3, 4, OR 9, AUTOCODE Q11 = 2, THEN SKIP TO Q14

Q11   Would you consider last week to be a typical work and commuting week?

       1   Yes (**ASK Q14, THEN SKIP TO Q15**)
       2   No (**SKIP TO Q14**)

3

Q12   Then thinking just about LAST week, how did you get to work each day. Let's start with Monday? . . . How about Tuesday? . . . Wednesday? . . . Thursday? . . . Friday?

(IF RESPONDENT MENTIONS MORE THAN ONE MODE ON ANY DAY, PROMPT FOR THE MODE USED FOR THE LONGEST DISTANCE PORTION OF THE TRIP.)

(IF Q10 = 1, 2, OR 3 AND RESPONDENT DOES NOT MENTION "CWS day off" (RESPONSE 1), ASK:) "You said you typically work a compressed work schedule. Did you have a compressed work schedule day off last week?"
Laura – Please check the CWS coding here. In Q10, we had 6 people who mentioned 9/80 CWS and 2 who mentioned 4/40 CWS. But 7 noted a CWS day off on Friday and 2 more were asked about 9/80 CWS. That's 9. Something seems odd here. It also seems odd that all of the CWS people would be in the last week question, since 2/3 were asked about typical week instead.

IF Q10b = 1, 2, 3, 4, OR 5 AND RESPONDENT DOES NOT MENTION "Telecommute" (RESPONSE 2), ASK: "You said you typically telecommute one or more days per week. Did you telecommute last week?"

IF RESPONDENT SAYS TRAVEL TO WORK IN A CAR, TRUCK, VAN, OR SUV, SAY, Were you alone in the vehicle? **IF YES, REPORT RESPONSE 3. IF NO, SAY,** "Including yourself, how many people were in the vehicle?" **IF 2-4, RECORD RESPONSE 5, IF 5, PROBE TO ASK ABOUT VANPOOL, THEN CODE RESPONSE 5 OR 7 AS APPROPRIATE, IF 6 OR MORE, RECORD AS RESPONSE 7**

(IF ALL WEEKDAYS IN Q8 ARE ACCOUNTED FOR BY MODES 1-16 IN Q12 BEFORE ALL WEEKDAYS ARE COUNTED, ASK: "You said you typically work only (number of weekdays reported in Q8) per week. Were the weekdays I haven't asked you about regular days off for you last week?" **IF RESPONSE IS YES, CATI WILL AUTOFILL REMAINING DAYS WITH CODE 17; OTHERWISE CONTINUE AND RECORD MODES USED FOR THOSE DAYS)**

(IF RESPONDENT MENTIONS "BUSINESS TRIP, WORK OUT OF AREA" (RESPONSE 18) FOR ANY DAY, CODE RESPONSE 18, THEN ASK "If you had worked at your regular work location that day, how would you likely have traveled to work?" **AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY.**

(IF RESPONDENT MENTIONS "SICK, VACATION, HOLIDAY" (RESPONSE 19) FOR ANY DAY, CODE RESPONSE 19, THEN ASK "If you had worked that day, how would you likely have traveled to work?" **AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY.**

		Go to	Work		
Mode/Day of Week	Mon	Tues	Wed	Thur	Fri
1 compressed work schedule day off	1	1	1	1	1
2. telecommute/telework	2	2	2	2	2
3. drive alone in your car, truck, van, or SUV	3	3	3	3	3
4. motorcycle	4	4	4	4	4
5. carpool, including carpool w/family member, dropped off	5	5	5	5	5
6. casual carpool (slugging)	6	6	6	6	6
7. vanpool	7	7	7	7	7
8. buspool	8	8	8	8	8
9 rode a bus (public Bus, shuttle)	9	9	9	9	9
10. Metrorail	10	10	10	10	10
11. MARC (MD Commuter Rail)	11	11	11	11	11
12. VRE	12	12	12	12	12
13. AMTRAK/other train	13	13	13	13	13

14. bicycle	14	14	14	14	14
15. walk	15	15	15	15	15
16. taxi	16	16	16	16	16
17. regular day off (non-CWS)	17	17	17	17	16
18. business trip, work out of area, etc. (prompt for travel on non trip day)	18	18	18	18	18
19. sick, vacation, holiday, etc. (prompt for travel on non sick, vacation day)	19	19	19	19	19
20. N/A					

PROGRAMMER NOTE: The deletion of Q12 (modes last week) and combination of Q13/Q14 (new Q14 below) is for the telephone survey to be compatible with the Q14 mode matrix in the web version of the survey/

SKIP TO Q15

Q13   Then thinking about a TYPICAL week, what type or types of transportation do you use to get to work?

PROGRAMMER, LIST MODES FOR USE IN Q14.
IF Q10 = 1, 2, OR 3, ADD "CWS day off" TO LIST OF MODES FOR Q14.
IF Q10b = 1, 2, 3, 4, OR 5, ADD "telecommute/telework" TO LIST OF MODES FOR Q14

IF "CWS DAY OFF" IS IN Q13 LIST, ASK FIRST: "You said you typically work a compressed work schedule. How many compressed schedule days do you typically have off in a week?**"**

IF "telecommute/telework" IS IN Q13 LIST, ASK SECOND: "You said you typically telework <NUMBER OF TELEWORK DAYS FROM Q10b> days, right? **IF YES, CODE THAT NUMBER OF DAYS. IF NO, ASK,**"How many days do you telework in a typical week?

THEN FOR EACH OTHER MODE MENTIONED IN Q13, ASK…

Q14   About how many days per week do you <MODE FROM Q13>?

(IF RESPONDENT MENTIONS MORE THAN ONE MODE ON ANY DAY, PROMPT FOR THE MODE USED FOR THE LONGEST DISTANCE PORTION OF THE TRIP.)

(IF SUM OF DAYS FROM Q14 NE Q8, ASK) "And how do you commute on other days you are assigned to work?" **– ACCEPT OPTION OF "don't work, regular day off."**

(IF RESPONDENT MENTIONS "BUSINESS TRIP, WORK OUT OF AREA" (RESPONSE 18) FOR ANY DAY, CODE RESPONSE 18, THEN ASK "If you worked at your regular work location that day, how would you likely travel to work?" **AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY.**

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14   Now thinking about a TYPICAL week, how many days during the week do you . .?

IF Q10 = 1, 2, OR 3 *[USES CWS]* ASK RESPONSE 1, OTHERWISE, SKIP TO RESPONSE 2, ACCEPT 0 AS VALID RESPONSE

IF Q10b = 1, 2, 3, 4, 5 (USES TW 1+ days per week), ASK RESPONSE 2, OTHERWISE, START LIST WITH RESPONSE 3, ACCEPT 0 AS VALID RESPONSE

IF RESPONDENT MENTIONS MORE THAN ONE MODE ON ANY DAY, PROMPT FOR THE MODE USED FOR THE LONGEST DISTANCE PORTION OF THE TRIP.

(IF SUM OF DAYS FROM Q14 NE Q8, ASK) "And how do you commute on other days you are assigned to work?**" – ACCEPT OPTION OF "don't work, regular day off."**

IF RESPONDENT MENTIONS "BUSINESS TRIP, WORK OUT OF AREA" (RESPONSE 18) FOR ANY DAY, CODE RESPONSE 18, THEN ASK "If you worked at your regular work location that day, how would you likely travel to work?" **AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY.**

Mode/Day typically used per week	Go to Work – no. of days				
	1	2	3	4	5
1 Have a compressed work schedule day off	1	2	3	4	5
2 Telecommute	1	2	3	4	5
3 Drive alone in your car, truck, van, or SUV	1	2	3	4	5
4 Motorcycle	1	2	3	4	5
5 Carpool, including carpool with family member, dropped off (ride with others in car, truck, van, SUV)	1	2	3	4	5
6 Casual carpool (slugging)	1	2	3	4	5
7 Vanpool	1	2	3	4	5

	1	2	3	4	5
8 Buspool	1	2	3	4	5
9 Ride a bus (public bus or shuttle)	1	2	3	4	5
10 Ride Metrorail	1	2	3	4	5
11 Ride MARC (MD Commuter Rail)	1	2	3	4	5
12 Ride VRE	1	2	3	4	5
13 Ride AMTRAK/other train	1	2	3	4	5
14 Bicycle (entire trip from home to work)	1	2	3	4	5
15 Walk (entire trip from home to work)	1	2	3	4	5
16 Take a taxi	1	2	3	4	5
17 Have a regular day off (non-CWS)	1	2	3	4	5
18 Have a business trip, work out of area, etc. (prompt for travel on non trip day)	1	2	3	4	5
19 N/A					
20 N/A					

IF NO ALT MODE MENTIONED IN Q14, ASK Q14a

Q14a   Do you occasionally use any of the following types of transportation to get to work?
(READ 1 - 4; Select all that apply)

        1   Carpool or Casual Carpool
        2   Vanpool
        3   Bus or Train
        4   Bike or Walk
        5   Don't use any of these modes **(DO NOT READ)**

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

IF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 ASK ABOUT MOST COMMON ALTERNATIVE <u><MODE Q14></u>. OTHERWISE, SKIP TO Q18

Q17   About how long have you been using < MODE Q14 > for your trip to work? **(DO NOT READ)**
(ADD TO BRIEFING DOCUMENT INSTUCTIONS IF RESPONDENT SAYS, "DO YOU MEAN HOW LONG HAVE I BEEN USING THIS MODE OR HOW LONG I'VE BEEN IN THIS PARTICULAR ARRANGEMENT," INTERVIEW SHOULD SAY, ""Using <u>MODE Q14></u>, Using this type of transportation**")**

      _____ months **(CONVERT YEARS TO MONTHS)**
      _____ Don't know

IF Q12 or Q14 = 5, 6, OR 7, ASK Q18, OTHERWISE SKIP TO Q21

Q18   Including yourself, how many people usually ride in your <u>carpool or vanpool</u>? (If more than one answer in Q14, select one using this priority: vanpool, carpool, casual carpooling.)

      _____ total people in pool

ASK Q19-Q20 OF RESPONDENTS ANSWERING CODE 5-13 IN Q14

Q19   How do you get from home to where you meet your <MODE Q14>?

        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 HH members
        5   Bicycle
        6   Motorcycle
        7   Walk
        8   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 <MODE Q14>?

      _____ miles (**ALLOW DECIMALS**)

PREVIOUS MODE

IF PAST_REG, ASK Q21-Q23. IF CURR_REG, SKIP TO Q27. IF ONE_TIME, SKIP TO Q24
(Past Registrants)

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

      _____ days

Q22   And at that time, what type or types of transportation did you use to get to work?
(**PROGRAMMER, LIST MODES FOR USE IN Q23)**

FOR EACH MODE MENTIONED IN Q22, ASK…
Q23   About how many days per week did you use <MODE FROM Q22>?

      IF SUM OF DAYS FROM Q23 NE Q21, ASK, "And how did you commute on other days you were assigned to work?" **– ACCEPT OPTION OF "didn't work, regular day off."**

      IF Q12 OR Q14 = 1 AND RESPONDENT DOES NOT MENTION "CWS day off" (RESPONSE 1), ASK: "You said you typically work a compressed work schedule now. How many compressed schedule days off did you have per week during the time you were registered for the GRH program?" **ACCEPT 0 AS VALID RESPONSE**

      IF Q12 OR Q14 = 2 AND RESPONDENT DOES NOT MENTION "Telecommute/telework" (RESPONSE 2), ASK: "You said you typically telecommute now. How many days per week did you telecommute during the time you were registered for the GRH program?" **ACCEPT 0 AS VALID RESPONSE**

      IF RESPONDENT MENTIONS "BUSINESS TRIP, WORK OUT OF AREA" (RESPONSE 18) FOR ANY DAY, CODE RESPONSE 18, THEN ASK "If you worked at your regular work location that day, how would you likely travel to work?" AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY.

Mode/Days typically used per week	Go to Work – number of days				
	1	2	3	4	5
1. compressed work schedule day off	1	2	3	4	5
2. telecommute/telework	1	2	3	4	5
3. drive alone in your car, truck, van, or SUV	1	2	3	4	5
4. motorcycle	1	2	3	4	5
5. carpool, including carpool w/family member, dropped off	1	2	3	4	5
6. casual carpool (slugging)	1	2	3	4	5
7. vanpool	1	2	3	4	5
8. buspool	1	2	3	4	5
9 rode a bus (public Bus, shuttle)	1	2	3	4	5
10. Metrorail	1	2	3	4	5
11. MARC (MD Commuter Rail)	1	2	3	4	5
12. VRE	1	2	3	4	5
13. AMTRAK/other train	1	2	3	4	5
14. bicycle	1	2	3	4	5
15. walk	1	2	3	4	5
16. taxi	1	2	3	4	5
17. regular day off (non-CWS)	1	2	3	4	5
18. business trip, work out of area, etc. (prompt for travel on non trip day)	1	2	3	4	5

19. N/A
20. N/A

NOW SKIP TO Q27

PREVIOUS MODE – MODE BEFORE GRH

(One-Time Exceptions)

Q24   Now, please think back to the time <u>before you heard about</u> the GRH program. At that time, how many days, Monday through Friday, were you assigned to work in a typical week?

____ days
20   Did not work then

   IF Q24 = 20, AUTOCODE Q25 = "DID NOT WORK THEN" AND AUTOCODE Q26 = 20, THEN SKIP TO INSTRUCTIONS BEFORE Q30

Q25   And at that time, what type or types of transportation did you use to get to work?
   (**PROGRAMMER, LIST MODES FOR USE IN Q26)**

FOR EACH MODE MENTIONED IN Q25, ASK…

Q26   About how many days per week did you use <MODE FROM Q25>??

   IF SUM OF DAYS FROM Q26 NE Q24, ASK, "And how did you commute on other days you were assigned to work?" **– ACCEPT OPTION OF "didn't work, regular day off."**

   IF Q10 = 1, 2, OR 3 AND RESPONDENT DOES NOT MENTION "CWS day off" (RESPONSE 1), ASK: "You said you typically work a compressed work schedule now. How many compressed schedule days off did you have per week before you heard about the GRH program?" **ACCEPT 0 AS VALID RESPONSE**

   IF Q10b = 1, 2, 3, 4, OR 5 AND RESPONDENT DOES NOT MENTION "Telecommute/telework" (RESPONSE 2), ASK: "You said you typically telecommute now. How many days per week did you telecommute before you heard about the GRH program?" **ACCEPT 0 AS VALID RESPONSE**

   IF RESPONDENT MENTIONS "BUSINESS TRIP, WORK OUT OF AREA" (RESPONSE 18) FOR ANY DAY, CODE RESPONSE 18, THEN ASK "If you worked at your regular work location that day, how would you likely travel to work?" AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY.

Mode/Days typically used per week	Go to Work – number of days				
	1	2	3	4	5
1. compressed work schedule day off	1	2	3	4	5
2. telecommute/telework	1	2	3	4	5
3. drive alone in your car, truck, van, or SUV	1	2	3	4	5
4. motorcycle	1	2	3	4	5
5. carpool, including carpool w/family member, dropped off	1	2	3	4	5
6. casual carpool (slugging)	1	2	3	4	5
7. vanpool	1	2	3	4	5
8. buspool	1	2	3	4	5

9 rode a bus (public Bus, shuttle)	1	2	3	4	5
10. Metrorail	1	2	3	4	5
11. MARC (MD Commuter Rail)	1	2	3	4	5
12. VRE	1	2	3	4	5
13. AMTRAK/other train	1	2	3	4	5
14. bicycle	1	2	3	4	5
15. walk	1	2	3	4	5
16. taxi	1	2	3	4	5
17. regular day off (non-CWS)	1	2	3	4	5
18. business trip, work out of area, etc. (prompt for travel on non trip day)	1	2	3	4	5
19. N/A					
20. Did not work then, did not work in area then					5

NOW SKIP TO INSTRUCTIONS BEFORE Q30

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

____ days
20   Did not work then

IF Q27 = 20, AUTOCODE Q28 = "DID NOT WORK THEN" AND AUTOCODE Q29 = 20, "DID NOT WORK THEN," THEN SKIP TO INSTRUCTIONS BEFORE Q30

Q28   At that time, what type or types of transportation did you use to get to work? (**PROGRAMMER, LIST MODES FOR USE IN Q29)**

FOR EACH MODE MENTIONED IN Q29, ASK…

Q29   About how many days per week did you use <MODE FROM Q28>?

IF SUM OF DAYS FROM Q29 NE Q27, ASK "And how did you commute on other days you were assigned to work?" **– ACCEPT OPTION OF "didn't work, regular day off."**

IF Q10 = 1, 2, OR 3 AND RESPONDENT DOES NOT MENTION "CWS day off" (RESPONSE 1), ASK: "You said you typically work a compressed work schedule now. How many compressed schedule days off did you have per week before you registered for the GRH program?" **ACCEPT 0 AS VALID RESPONSE**

IF Q10b = 1, 2, 3, 4, OR 5   AND RESPONDENT DOES NOT MENTION "Telecommute/telework" (RESPONSE 2), ASK: "You said you typically telecommute now. How many days per week did you telecommute before you registered for the GRH program?" **ACCEPT 0 AS VALID RESPONSE**

Mode/Days typically used per week	Go to Work – number of days				
	1	2	3	4	5
1. compressed work schedule day off	1	2	3	4	5
2. telecommute/telework	1	2	3	4	5
3. drive alone in your car, truck, van, or SUV	1	2	3	4	5
4. motorcycle	1	2	3	4	5
5. carpool, including carpool w/family member, dropped off	1	2	3	4	5
6. casual carpool (slugging)	1	2	3	4	5
7. vanpool	1	2	3	4	5
8. buspool	1	2	3	4	5
9 rode a bus (public Bus, shuttle)	1	2	3	4	5
10. Metrorail	1	2	3	4	5
11. MARC (MD Commuter Rail)	1	2	3	4	5
12. VRE	1	2	3	4	5
13. AMTRAK/other train	1	2	3	4	5
14. bicycle	1	2	3	4	5
15. walk	1	2	3	4	5
16. taxi	1	2	3	4	5
17. regular day off (non-CWS)	1	2	3	4	5
18. business trip, work out of area, etc. (prompt for travel on non trip day)	1	2	3	4	5
19. N/A					
20. Did not work then, did not work in area then					5

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

Skip instruction for previous Drive Alone by registration status

INSTRUCTIONS BEFORE Q30
Current Registrants
IF CURR_REG AND IF Q14 =5, 6, 7, 8, 9, 10, 11,12, 13, 14, OR 15 AND Q29 NE 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, ASK Q30.
IF Q29 = 20, SKIP TO Q45

Past Registrants
IF PAST_REG AND IF Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND Q29 NE 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 , ASK Q31.
IF Q29 = 20, SKIP TO Q46

One-time Exception users
IF ONE_TIME AND IF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND Q26 NE 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 , ASK Q32.
IF Q26 = 20, SKIP TO Q45
ALL OTHERS, SKIP TO INSTRUCTIONS BEFORE Q35

(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 <u>carpooling, vanpooling, using transit, biking, or walking (FROM Q14)</u>?

    (READ 1-3)
    1   Very important
    2   Somewhat important
    3   Not at all important
    9   DK/REFUSED **(DO NOT READ)**

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 <u>carpooling, vanpooling, using transit, biking, or walking (FROM Q23)</u>?

    (READ 1-3)
    1   Very important
    2   Somewhat important
    3   Not at all important
    9   DK/REFUSED **(DO NOT READ)**

NOW 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 <u>carpooling, vanpooling, using transit, biking, or walking (FROM Q14)</u>?

    (READ 1-3)
    1   Very important
    2   Somewhat important
    3   Not at all important
    9   DK/REFUSED **(DO NOT READ)**

CONTINUE WITH Q33

(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 <u>carpooling, vanpooling, using transit, biking, or walking (FROM Q14)</u>?

    (READ 1-3)
    1   Very likely
    2   Somewhat likely
    3   Not at all likely
    9   DK/REFUSED **(DO NOT READ)**

NOW SKIP TO 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 <u>carpooling, vanpooling, using transit, biking, or walking (FROM Q23)</u>?

       (READ 1-3)
       1   Very likely
       2   Somewhat likely
       3   Not at all likely
       9   DK/REFUSED **(DO NOT READ)**

NOW SKIP TO Q46

Skip instruction for increased use of alt modes by registration status
INSTRUCTIONS BEFORE Q35
Current Registrants
(IF CURR-REG and IF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND THE FREQUENCY OF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 IS GREATER THAN THE FREQUENCY OF Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, ASK Q35 AND Q38.

Past Registrants
IF PAST_REG and IF Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND THE FREQUENCY OF Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 IS GREATER THAN THE FREQUENCY OF Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, ASK Q36 AND Q39.

One-time Exceptions
IF ONE_TIME and IF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND THE FREQUENCY OF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 IS GREATER THAN THE FREQUENCY OF Q26 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, ASK Q37 AND Q38.

ALL OTHERS SKIP TO INSTRUCTIONS BEFORE Q40

(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 tranportation OTHER than driving alone for your trip to work. How important was GRH to your decision to make this change?

       (READ 1-3)
       1   Very important
       2   Somewhat important
       3   Not at all important
       9   DK/REFUSED **(DO NOT READ)**

NOW SKIP TO Q38

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

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

   (READ 1-3)
   1   Very important
   2   Somewhat important
   3   Not at all important
   9   DK/REFUSED **(DO NOT READ)**

NOW 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?

   (READ 1-3)
   1   Very important
   2   Somewhat important
   3   Not at all important
   9   DK/REFUSED **(DO NOT READ)**

CONTINUE WITH Q38

(Current Registrants, or One-time Exceptions)

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

   (READ 1-3)
   1   Very likely
   2   Somewhat likely
   3   Not at all likely
   9   DK/REFUSED **(DO NOT READ)**

SKIP TO Q45

(Past Registrants)

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

   (READ 1-3)
   1   Very likely
   2   Somewhat likely
   3   Not at all likely
   9   DK/REFUSED **(DO NOT READ)**

SKIP TO Q46

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

Current Registrants
(IF CURR_REG AND Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, AND THE FREQUENCY OF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 IS LESS THAN OR EQUAL TO THE FREQUENCY OF Q26 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, ASK Q40.

Past Registrants
IF PAST_REG and Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 and Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, AND THE FREQUENCY OF Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 IS LESS THAN OR EQUAL TO THE FREQUENCY OF Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, , ASK Q41.

One-Time exceptions
IF ONE_TIME and Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND Q26 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, AND THE FREQUENCY OF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 IS LESS THAN OR EQUAL TO THE FREQUENCY OF Q26 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, , ASK Q42.

ALL OTHERS, SKIP TO INSTRUCTIONS BEFORE Q45

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

Q40   You said that you were <u>carpooling, vanpooling, using transit, biking, or walking (FROM Q29)</u> 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? Was it…

     (READ 1-3)
     1   Very important
     2   Somewhat important
     3   Not at all important
     9   DK/REFUSED **(DO NOT READ)**

NOW SKIP TO Q43

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

Q41   You said that you were <u>carpooling, vanpooling, using transit, biking, or walking (FROM Q29)</u> 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? Was it…

     (READ 1-3)
     1   Very important
     2   Somewhat important
     3   Not at all important
     9   DK/REFUSED **(DO NOT READ)**

NOW 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 <u>carpooling, vanpooling, using transit, biking, or walking (FROM Q26)</u> 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? Was it…

   (READ 1-3)
   1   Very important
   2   Somewhat important
   3   Not at all important
   9   DK/REFUSED **(DO NOT READ)**

NOW SKIP TO Q44

(Current Registrants or Past Registrants))

Q43   If GRH had not been available, how likely would you have been to continue? Would you say it was…

   (READ 1-3)
   1   Very likely
   2   Somewhat likely
   3   Not at all likely
   9   DK/REFUSED **(DO NOT READ)**

NOW SKIP TO Q45

(One-Time Registrants)

Q44   If GRH had not been available, how likely would you have been to continue?   Would you say it was …

   (READ 1-3)
   1   Very likely
   2   Somewhat likely
   3   Not at all likely
   9   DK/REFUSED **(DO NOT READ)**

INSTRUCTIONS BEFORE Q45
IF **CURR_REG** or **ONE_TIME,** ASK Q45
IF **PAST_REG,** ASK Q46

(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 <u>carpool, vanpool, use transit, bike, or walk (FROM Q14)</u>?

   1   Yes
   2   No **(SKIP TO Q48)**
   9   DK/REFUSED **(DO NOT READ; SKIP TO Q48)**

NOW SKIP TO Q47

(Past Registrants)

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

        1   Yes
        2   No **(SKIP TO Q48)**
        9   DK/REFUSED **(DO NOT READ; SKIP TO Q48)**

Q47   Was any assistance or benefit you received more important than GRH to your decision? **(DO NOT READ; ACCEPT ONLY ONE RESPONSE)**

        1   Matchlist
        2   Transit route/schedule info
        3   P&R info
        4   Vanpool assistance
        5   HOV lane specs
        6   Discount/free transit pass/Metrochek/SmarTrip, Smart Benefits
        7   NuRide (Virginia carpool incentive)
        8   Other cash incentive
        9   Employer GRH
        10 CP/VP preferential parking
        11 Parking fees
        12 Carpool/vanpool discount parking
        13 Assistance from employer
        14 No assistance more important
        15 other _____

Q48   Were any other factors or circumstances important to your decision? **(DO NOT READ; ACCEPT MULTIPLE RESPONSES)**

        1   Changed jobs or work hours
        2   Moved to a different residence
        3   Save money
        4   Save time
        5   Didn't want to drive
        6   No longer had a car available for commuting
        7   Needed my car for work or other purpose (had to start driving alone)
        8   Family obligations
        88 Other (SPECIFY)   _____
        99 No other factor or circumstance was important

Q49   How did you hear about the GRH Program? **(DO NOT READ, ACCEPT MULTIPLE RESPONSES; PROBE FOR ADDITIONAL SOURCES)**

        1   Direct mail/postcard from COG/CC
        2   Radio
        3   TV
        4   Bus/train sign
        5   Internet
        6   Bus/train schedule
        7   Brochure/promo materials
        8   Highway sign
        9   Info Kiosk
        10   Yellow Pages (One Book or Verizon)
        11   Newsletter
        12   Newspaper (regional or local)
        13   Employer/employer survey
        14   Fair/on-site event
        15   Word of mouth
        16   Other rideshare/transit organization
        17   Other (specify)
        19.   DK/Ref.

IF Q49 = 1, AUTOCODE Q50 = 1, THEN SKIP TO Q52

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

        1   Yes
        2   No **(SKIP TO Q54)**
        9   DK/Ref **(SKIP TO Q54)**

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

        1   Yes
        2   No **(SKIP TO Q54)**
        9   DK/Ref **(SKIP TO Q54)**

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

        1   Yes
        2   No
        9   DK/Ref

USE OF GRH

IF Q3 = 1, SAY "You said you had taken a GRH trip," **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   For what reason did you take the trip? **(ASK ABOUT MOST RECENT TRIP; DO NOT READ, 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   DK **(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? **(IF DK, ASK FOR BEST GUESS)**

    _____ minutes

Q59   In what ways could Commuter Connections improve the GRH program? **(DO NOT READ, CHECK ALL THAT APPLY)**

    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   DK/Ref.

Q60   Which of the following groups includes your age? **(READ CHOICES)**

1   under 18
2   18 - 24
3   25 - 34
4   35 - 44
5   45 - 54
6   55 - 64
7   65 or older
9   Refused

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

1   Yes
2   No
9   DK/Ref.

Q62   Now I want to ask you about your race. Which one of the following best describes your racial background. Is it . . . **(READ CHOICES 1-5; SELECT ONE RESPONE ONLY)**

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   DK/Ref

Q63   Finally, please stop me when I reach the category that best represents your household's total annual income. Is it . . . **(READ CHOICES)**

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
19   Ref, DK

Thank you very much for your time and cooperation!

(RECORD SEX:)   _1_ male _2_ female