



**Commuter Connections Employer Satisfaction Survey Report  
Fiscal Year 2003  
Final Draft  
December 16, 2003**

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## INTRODUCTION

At the conclusion of FY03, Commuter Connections conducted its sixth annual survey of employers participating in the Commuter Connections Employer Outreach program. The survey, the *Employer Satisfaction Survey*, is intended to measure the employer's use of and satisfaction with the products and services provided by Commuter Connections and its member organizations.

Employer survey candidates were selected from the regional employer database, which is electronically updated monthly by the local jurisdictions by way of their ACT! databases. The main criterion for selection was basic contact with local sales jurisdictions determined by the Level of Effort (1-4) indicated in the database. The surveys were mailed to the contacts listed for 3137 employers region-wide on June 29, 2003. An incentive for response was offered for all on-time responses (the date for final responses was July 18<sup>th</sup>). The incentive given was a compact business portfolio with the Commuter Connections logo on the front cover (the total sent was 203).

Response to the survey decreased three percent over last year's response with two-hundred-twenty-one or seven percent of the forms returned\*. These responses provide a broad range of opinions in line with responses from previous years and provide informative data. The responses show specific employer reaction to Commuter Connections products and services and will be helpful in improving our outreach efforts.

The Addendum contains a simple breakdown of surveys sent by jurisdiction and the rates of return and bad addresses. The Appendix contains the survey instrument and cover letter. The cover letter was customized for each jurisdiction. The letter listed the name of the local sales organizations and the names of the employer outreach representatives in that jurisdiction.

*\*(Though this is a lower response rate than for previous years, the total number of responses is the largest ever recorded for the Satisfaction Survey).*

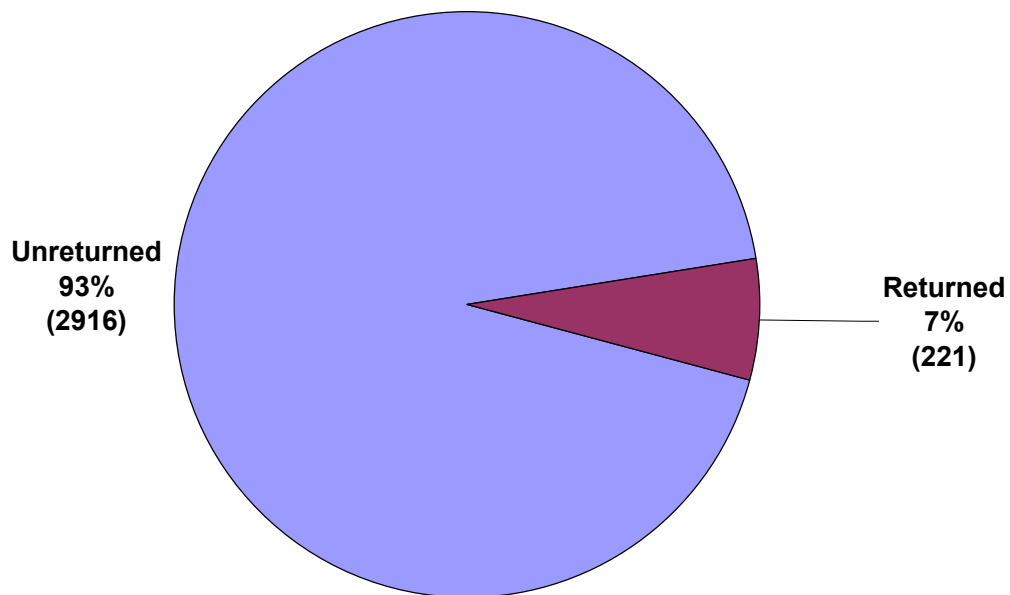
## DISCUSSION OF RESULTS

### RESPONSE:

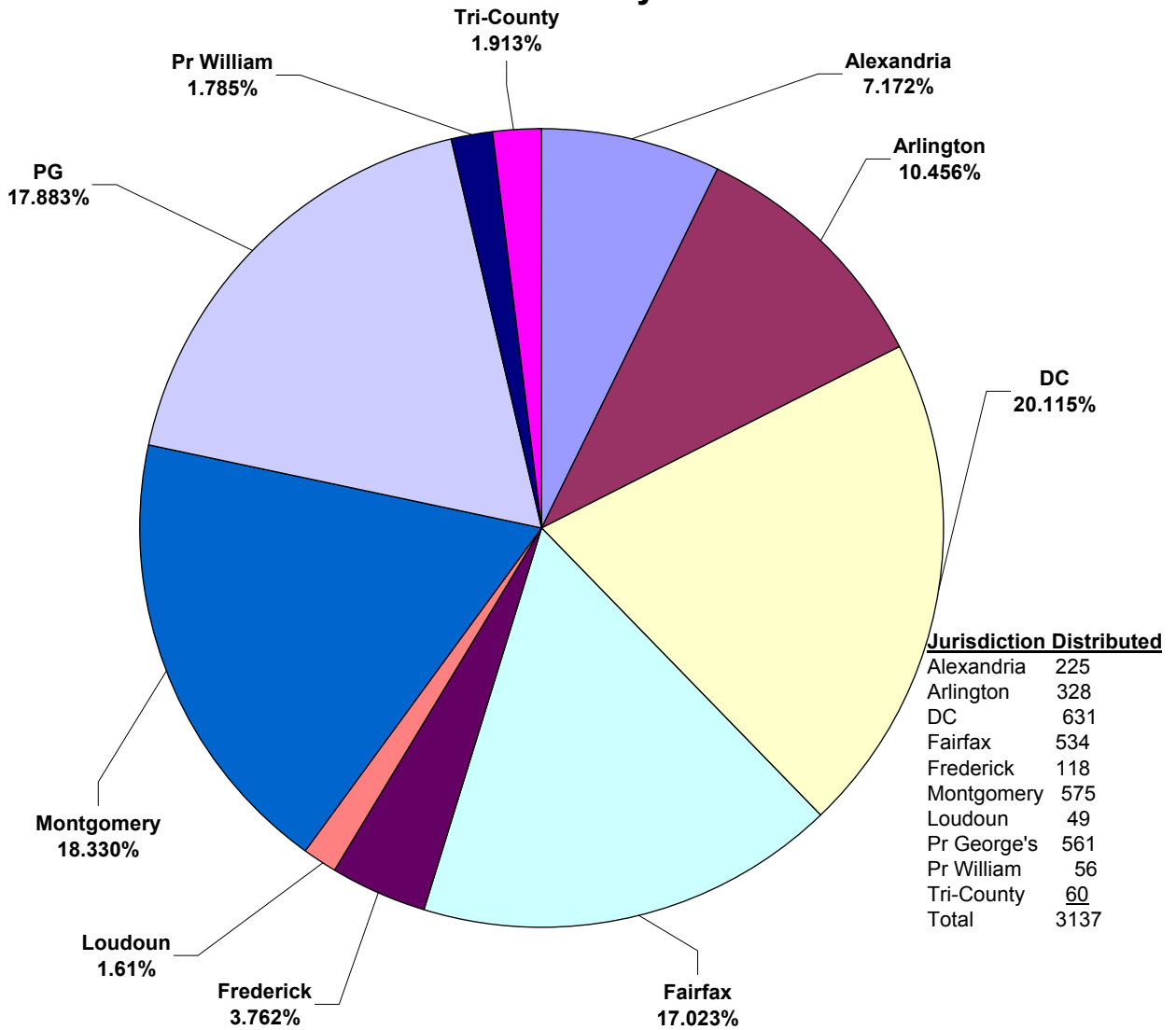
A total of 3137 surveys were distributed to all sales jurisdictions. A seven percent response rate was achieved. The number of forms distributed in each jurisdiction depended on the number of employers contacted about Commuter Connections Employer Services programs indicated by employer level of effort (1-4). The next two graphs illustrate overall response and distribution by jurisdiction.

### Overall Response Rate

Total Distribution  
3137

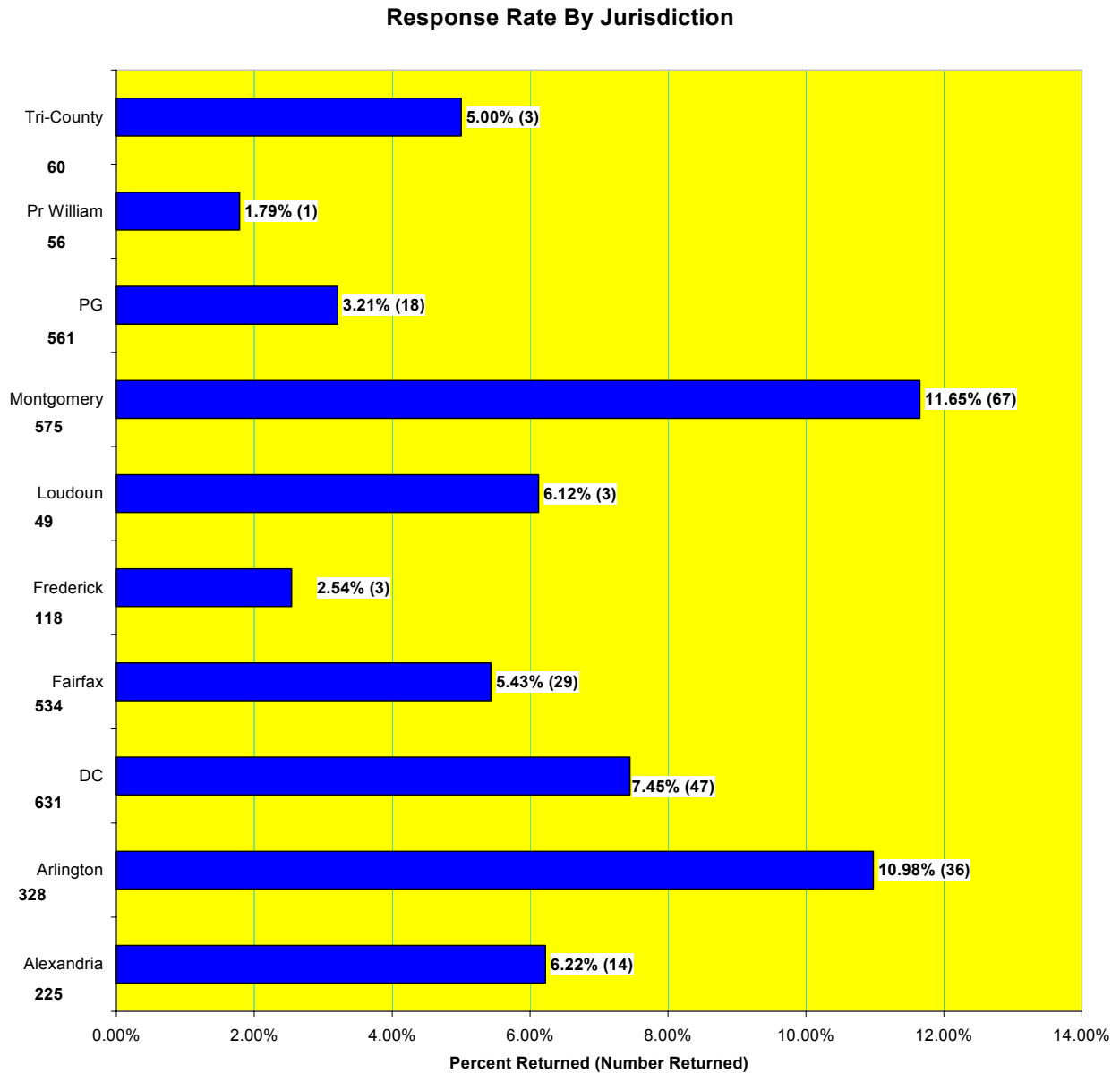


## Forms Distributed by Jurisdiction



## RESPONSE BY JURISDICTION:

This chart shows the percent of total forms returned (221) from each jurisdiction for the overall distribution of the survey. Response rates (forms returned from jurisdictions/forms distributed to jurisdiction) were also calculated for each jurisdiction relative to the number of surveys sent to each jurisdiction. For example, Alexandria achieved a six percent response rate with two-hundred-twenty-five surveys distributed in its jurisdiction and fourteen forms returned.



## Question 1.

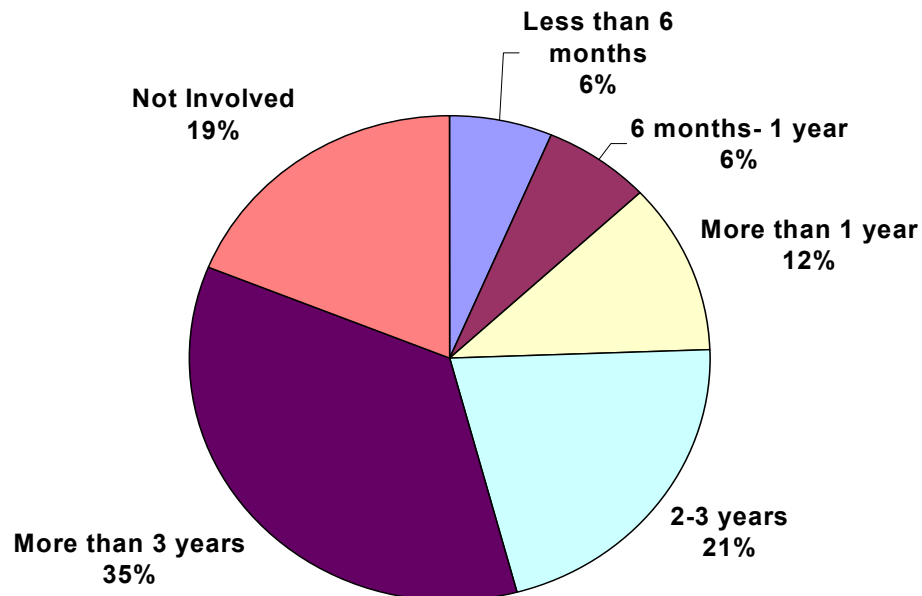
A question concerning the employer contact's length of involvement in assisting employers with their commutes to work was included to gauge the level of familiarity that Commuter Connections contacts have with the products and services associated with alternate commuting.

As the pie chart illustrates, a substantial proportion of respondents, thirty-five percent have been involved with assisting their employees with commuting options for over three years. This result suggests that significant turnover among employees tasked with coordinating employee transportation issues has decreased and combined with the percentage for two to three years participation (twenty-one percent) shows that oversight of onsite programs has remained steady. This group of veteran TDM program coordinators for their respective employers suggests a healthy relationship with alternative commuting.

Nineteen percent of respondents indicated that they are not involved with helping their employees plan their commutes to work, which represents a significant drop from fourteen percent for FY02. Surveys were sent only to contacts listed by outreach representatives.

### Respondent's Involvement with Assisting Employees with Daily Commutes

**Question 1. How long have you been involved with helping your company's employees with their daily commutes?**

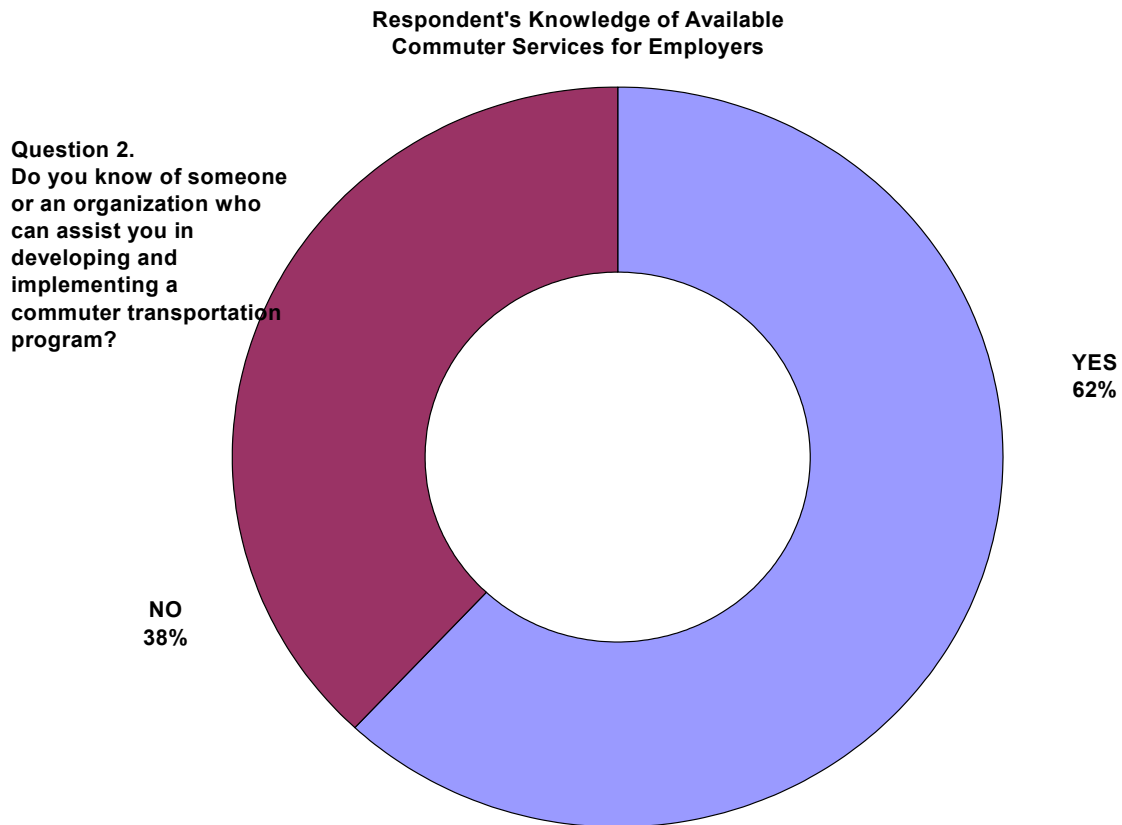


Total Times Question Answered: 216

Turnover is still of concern for these positions with at least twelve percent of those involved with TDM programs having done so for one year or less. This information reinforces the importance of maintaining a current relationship between the outreach representatives and their Employee Transportation Coordinators (ETCs).

## Question 2.

The question concerning the respondent's knowledge of available commuter services for employers provides encouraging news for the outreach program as a whole. Sixty-two percent of respondents indicated that they had knowledge of a person or organization that could assist them in developing a commuter transportation program. This number is down twelve percentage points from last year's survey. These responses suggest that a great majority of employers know that there are organizations that can help them develop a transportation management program at their worksite, and their relationships with their corresponding outreach representatives appear to be improving.



Forms Distributed:	3137
Forms Returned:	221
Total Times Question Answered:	213

## Question 3 and Question 4.

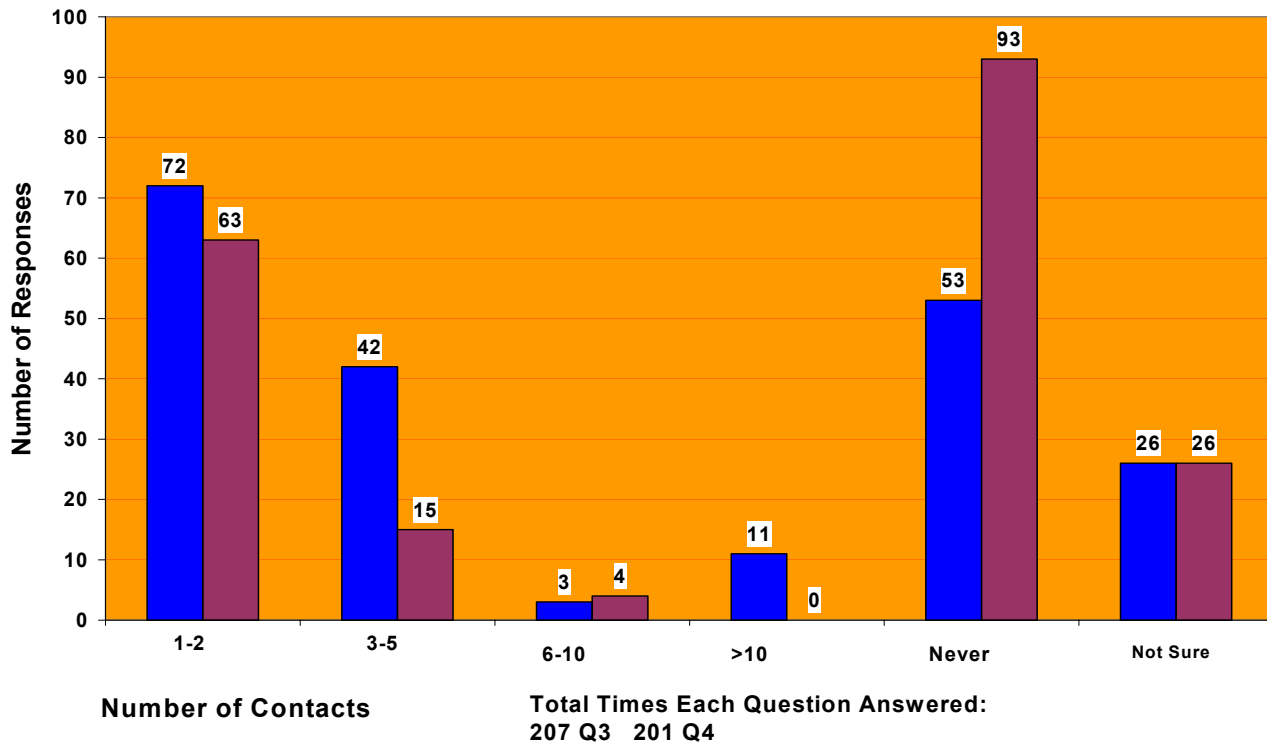


These questions were included to measure the outreach representative's contact with employers. These are important measures of the effort expended by the regional sales force. The largest group of respondents (ninety-three out of two-hundred-one for Question 4) for both questions overall contact and in-person contact indicated never being contacted category [approximately forty-six percent]. The next highest response was for those being contacted one-to-two times per year (72 and 63 out of 207 and 201, or thirty-four percent and thirty-one percent respectively). The differential from the never being contacted has reversed for question 3 whereas the differential for question 4 has remained the same in comparison to FY02. Given the percentages from question one; this is particularly significant since employer outreach representatives' performances are measured by their efforts in contacting new and existing employers.

### Contact with Employer Outreach Representative

● **Question 3. How often were you contacted by a representative who can assist you in developing and implementing a commuter transportation program, during the past 12 months?**

■ **Question 4. How often were you contacted by your representative in person?**

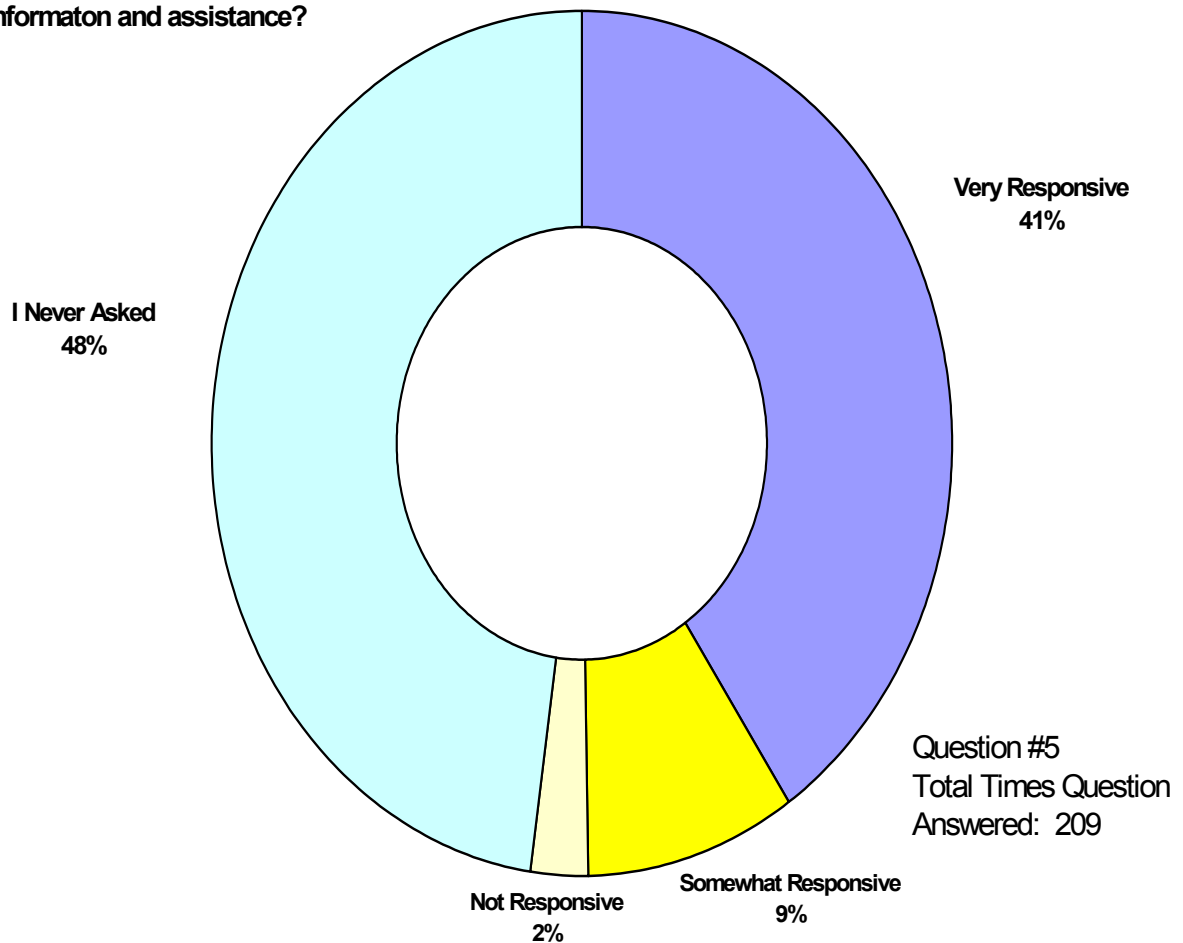


## Question 5.

An essential indicator, responsiveness, is measured in the next question. Again, outreach efforts are represented by the responses. As the chart shows, an almost equal amount of respondents that requested information reported their representative was very responsive (forty-one percent) to those who said they had never asked for assistance (forty-eight percent). This emphatically suggests that not only that employers may not be fully aware of the information and assistance that is freely available to them, but that outreach efforts to contact them on a regular basis are not occurring.

### Employer Representative's Responsiveness

Question 5. How Responsive is your representative to your questions, requests for information and assistance?

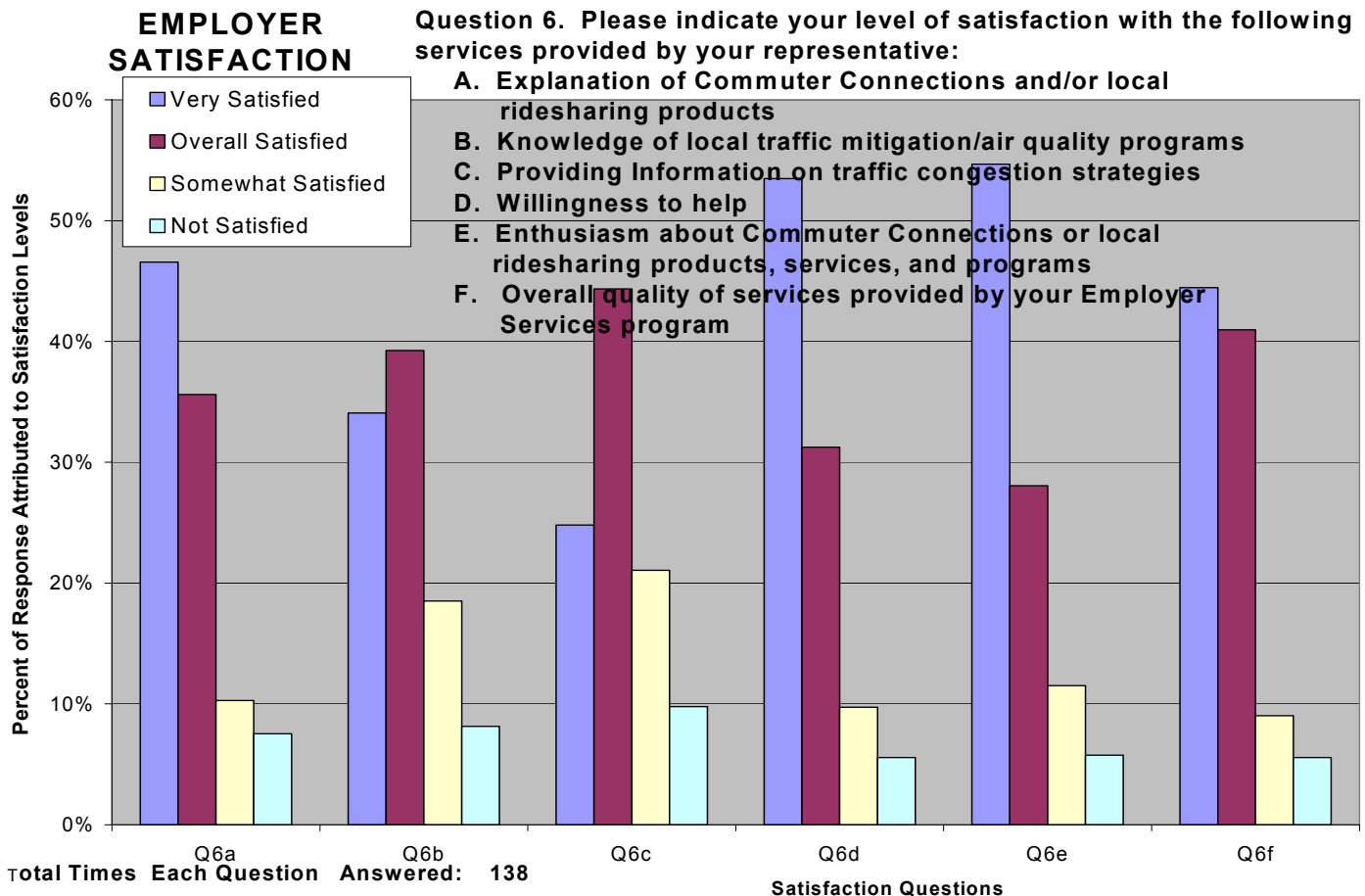


## Questions 6A-F.

This series of questions represents the heart of the survey and were included to measure employer satisfaction across a range of topic areas including: explanation of local rideshare products, knowledge of local traffic mitigation, traffic congestion strategies, willingness to help, enthusiasm, and finally overall quality of their local employer services program. The responses show encouraging trends and several areas for improvement.

More than forty percent of respondents reported they were “Very Satisfied” in four (6A, 6D, 6E, and 6F) out of the six topic areas. To the all-important question of employer satisfaction with the overall quality of employer services (Question 6F), forty-three percent of respondents indicated that they were “Very Satisfied.”

Respondents were most satisfied with outreach representatives’ willingness to help (Questions 6D and 6E) and the enthusiasm with which representative’s communicated the Commuter Connections message, with fifty-three percent and fifty-five percent of respondents choosing the highest level of satisfaction, respectively.



The next largest set of responses is in the “Overall Satisfied” category across the range of questions. For all questions, an average of thirty percent of employers expressed an overall

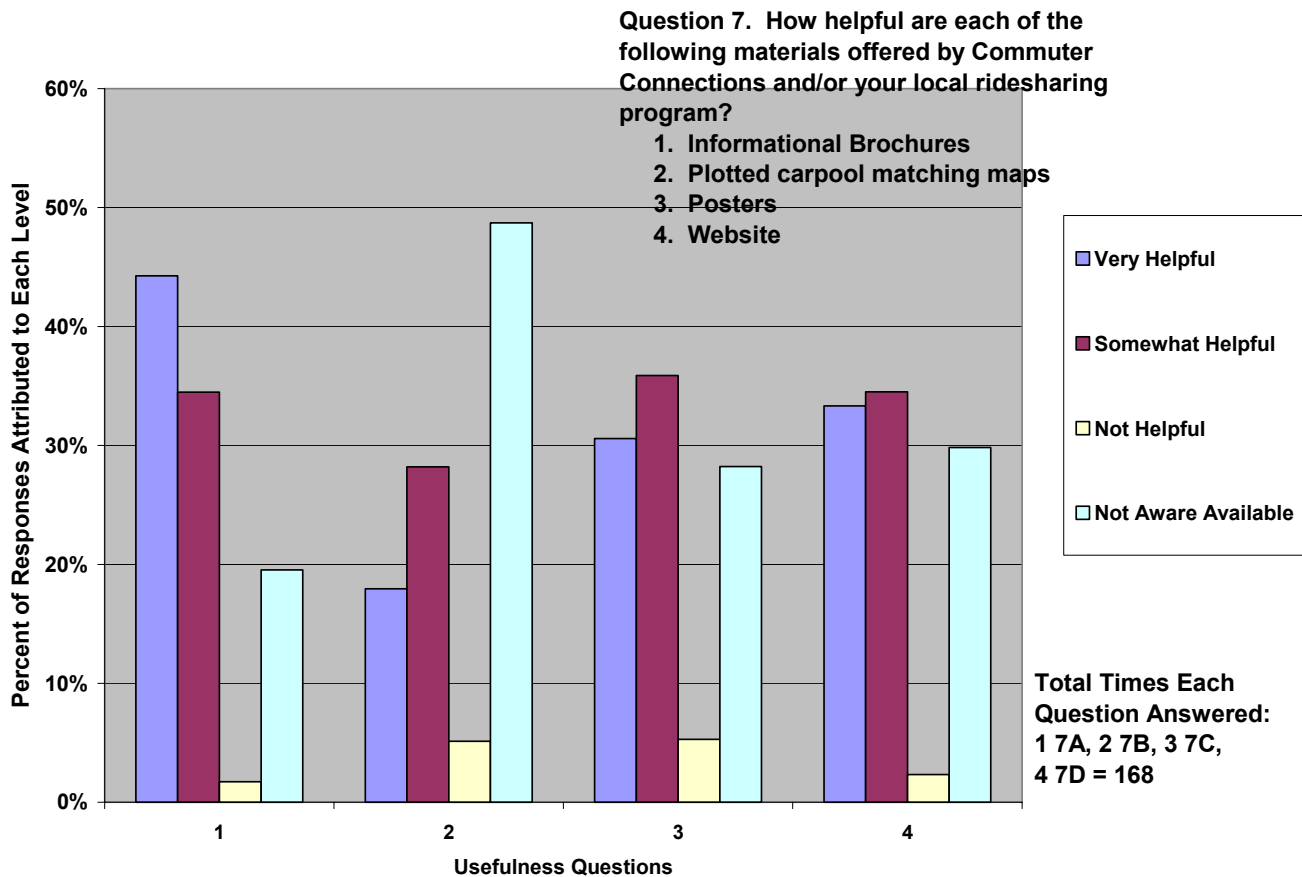
satisfaction about their outreach representative’s performance across these topic areas. This fact suggests that the employer contacts have had sufficient interaction with their outreach representatives. The “Somewhat Satisfied” category dropped from the previous years’ with an average of thirteen percent of employers responding (instead of fifteen percent being the average). The overall average for the “Not Satisfied” category rose from two percent last year coming in at six percent for a response this year.

### Questions 7A-7C.

With a great volume of Commuter Connections materials produced, the next series of questions attempts to measure the employer’s perception of the usefulness of these materials.

As the graph illustrates, most respondents reported that the informational brochures are seen as helpful (forty-three percent). Plotted carpool matching maps received a less warm response with eighteen percent reporting that they are very helpful and twenty-eight percent that they are somewhat helpful. Posters were viewed in a better light with thirty percent of the employers responding said that they were very helpful and thirty-seven percent seeing them as somewhat helpful. Overall, a large number of responses indicated they were not aware on the usefulness of these products or that they did not know that the materials were available (around twenty-one percent).

### Usefulness of Commuter Connections Materials



### Question 8-8C.

This series of questions was included to measure the use of the commuter survey and the outreach representative's use of the statistical reports of the results. Twenty-four, or forty percent of the sixty responses to this question, show that the commuter survey was used at the worksite. The table below summarizes the results.

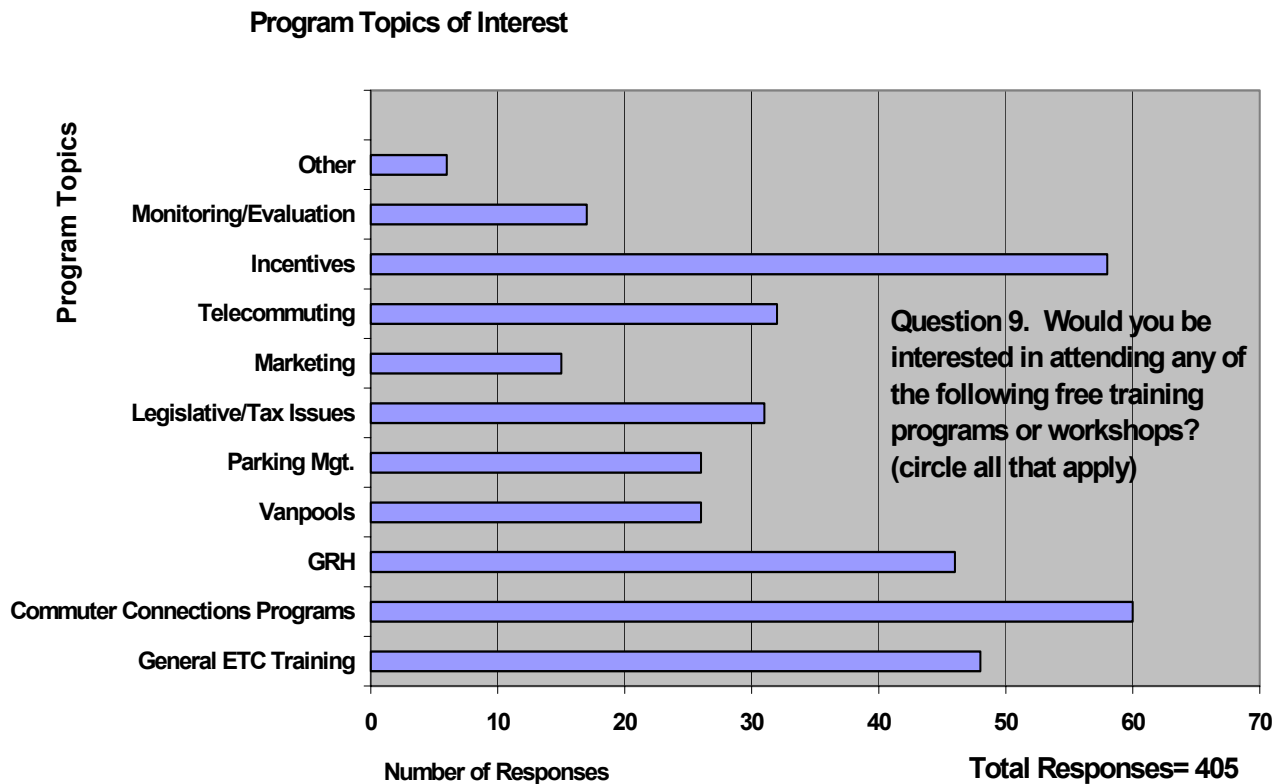
Table 1. Employer Commute Survey Use

QUESTIONS	Possible Responses	# of Responses	Percent of Total
Q8. Did you participate in the Commuter Connections employee survey or another commuter Survey?	YES (answers 8A)	24	40 percent
	NO	28	47 percent
	NOT SURE	8	13 percent
	TOTAL RESPONSES	60	
Q8A. Did your representative give you a copy of the statistical summary of your employee Commute Survey?	YES (answers 8B)	9	28 percent
	NO	15	47 percent
	NOT SURE	8	25 percent
	TOTAL RESPONSES	32	
Q8B. Did Your Representative use your statistics to create an employee commute program or to promote ridesharing in general?	YES	6	33 percent
	NO	7	39 percent
	NOT SURE	5	28 percent
	TOTAL RESPONSES	18	

These results suggest that many of employers are not being surveyed, or they are unaware of their most recent completed survey. Of the employers that reported that a commuter survey had been conducted at their site, forty percent of them had not received a statistical analysis against twenty-eight percent that did receive a summary. This data shows that there is some room for growth in the area of surveying employers and supplying them with a free report of their employees commuting habits, which then could lead to the adoption of higher level transportation demand management programs.

## Question 9.

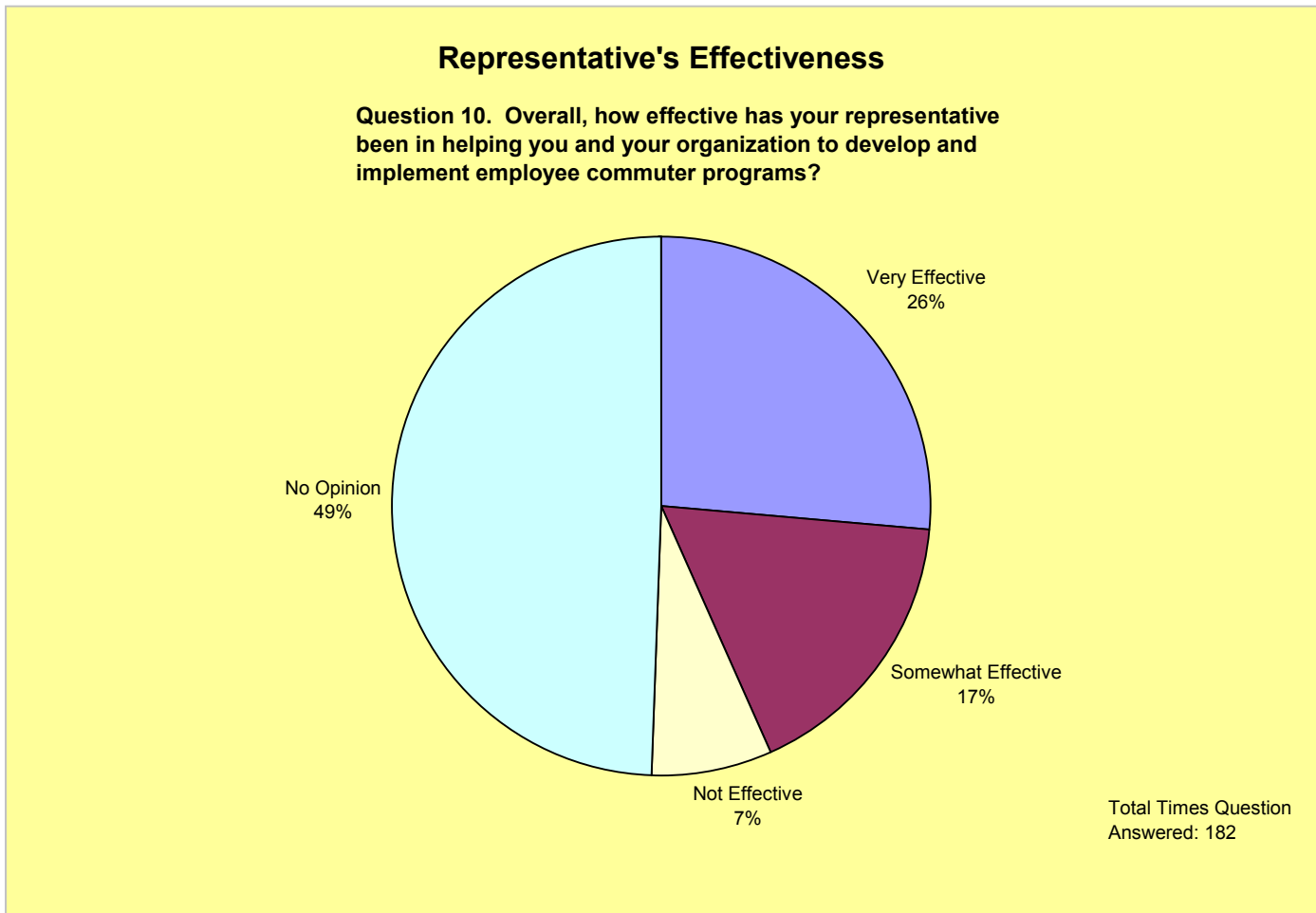
The next question reveals a great deal about what type of informational seminars employers need to help them better assist their employees.



As the graph shows, the three most popular topic areas indicated were Commuter Connections programs, Transit Incentives, and General ETC Training. This mostly mirrors. In addition, telecommuting is fast becoming a major component of consideration for employers. The TPE, and Telework Virginia Incentive Programs are great avenues for this interest. Another surprising result is the increased interest in Legislative/Tax Issues. This may be explained by recent legislation passed in Montgomery County in regards to traffic mitigation.

## Question 10.

Like the responsiveness and satisfaction measures, this question provides an overall indicator, effectiveness. As the graph illustrates, the responses to this question are unequally distributed between the categories.



As the pie chart illustrates, the largest group of respondents (forty-nine percent) reported that they had *no opinion*. Twenty-six percent indicated that their representative(s) is *very effective*. Seventeen percent said that their representative was *somewhat effective* so that the combination of these two groups demonstrates that the minority of respondents (forty-three percent) finds that the efforts of their outreach representative are effective in helping them implement commute programs at their worksites. Seven percent of the respondents indicated that their representative has not been effective along with the forty-nine percent (which totals fifty-six percent) that expressed no opinion represent significant challenges for the outreach representatives to translate their efforts to effective programs. Using these numbers in comparison with last fiscal year's (twenty-four percent *very effective*, fifteen percent *somewhat effective*, seven percent *not effective*, and forty-nine percent *no opinion*) shows that the overall effectiveness of the employer outreach effort is relatively stable, but a qualification is in order, some of the employers who responded were unaware of who was their Outreach Representative due to a new position and also to survey apathy.

## Question 11.

**Do you have any suggestions for improving Commuter Connections' effectiveness in promoting commuter programs and in assisting organizations such as yours in developing commuter programs?**

“Most of our employees live and work in the Frederick area and we have plenty of available parking.”

“- more sharing of ideas, programs, etc. between employers. More contact/follow-up on program and analysis”

“Schedule of commuters from Herndon VA area.”

“50% of our staff is required to have a car for their job during the day. The others are from all over the county. It would be helpful for them to have commuter information”

“My organization is located in a ‘rural’ setting and staff are very beholden to their cars; primarily because we are a 24/7 facility. Overtime is mandatory.”

“Offer training!”

“I’ve never asked for any assistance beyond the brochures, but if more support is available I would be interested. The brochures are extremely beneficial, however, unless I’m aware of changes to existing brochures or the publication of new ones – my stock of brochures may not be current. It would be nice if, as new brochures become available, the representative could stop by or mail a sample to me to see if I’d be interested in ordering some of them for distribution.”

“Technology is the key! People need to feel that at home they will be able to do all functions of their position. Promote and insist that people try it for a month, if they would like it, keep it, if not let someone else try it!”

“With this plant being very rural and employees commute from three states it was hard to get interest in forming carpools.”

“Marketing strategies to encourage employees to take alternate transportation.”

“I am just glad there is such a program available.”

“Streamlined approach between different commuting options, i.e. Buses, Metro, VRE vs. each employee needing to trade in Metrocheks for other program’s cards.”



“I have participated on behalf of one small Arlington office servicing 14 staff members. In the near future our company will be handling everything as far as commuter incentives are concerned.”

“In-person visits would be very helpful.”

“I did not know that CarrAmerica was/is a member of this service organization. If in fact we are, no one has ever contacted us.”

“I don’t know what “develop a commute program” means! I just called and asked for Metrocheks.”

“I’d like to speak to someone about how to utilize rideshare, vanpool, carpool, and other programs through Commuter Connections.”

“Larger denominations of fare-cards.”

“It has been several years since we received information. I would be interested in current flyers, brochures, and other information.”

“Better responses to online inquiries. I personally submitted for carpool options on two occasions – no response. Even if there aren’t any matches a response to that effect would be helpful.”

“Safe bicycle paths in the District.”

“It would be helpful if you had tools, guides, or people available to explain the various options – fare card, metro pass – or any combination thereof. I cannot find a reliable or working method for explaining to new employees how to cash in Metrocheks and decide which option works best. This one area that needs vast improvement.”

“We have a small professional office and not very many people are interested in options other than Metro.”

“Increase incentive for organizations with more than 50 employees.”

“Just beginning to utilize these services.”

“I’ve been receiving your mailings but haven’t been contacted. We’re a busy office, so I don’t know how much time folks can devote to figuring out how to carpool. Boss allows telecommuting – NICE! Small company with people living in MD, DC, and VA.”

“If there are additional benefits offered they should be disseminated.”

## Question 12.

**Please write in any additional comments you have about Commuter Connections Products, services, or your representative.**

“I attended the Commuter Connections telecommuting seminar in May and it was excellent. Great information and tons of resources to use”

“Our company is an electrical contractor. The job sites last up to 1 year at most. Since the job site is temporary all employees do not ask for assistance.”

“Still looking for improved bus service to Stonecroft Boulevard Businesses.”

“We are not able to offer assistance to our employees. Most cannot use public transportation.”

“Your staff is ‘top notch’ – They are informed, enthusiastic, high-energy, and very professional. Their follow-up and follow-through sales are the best.”

“Increase awareness and incentives!”

“Everyone has been extremely helpful. The policies and procedures were very good.”

“I was unhappy with a situation that came up. My wife went to the hospital (emergency) and I received a ride from a co-worker to meet my wife. When all was done I called for a ride home and was told this was not covered. Your web site covers pre-set appointments. I was left to fend for myself in a situation I feel could/should have had a ride.”

“Keep up the good announcements. We look forward to updates.”

“Our company is about to offer a new/first time commuter pre-tax benefit program. NGMS is now the 2<sup>nd</sup> largest non-government employer in Northern Virginia.”

“Never quite understood the purpose.”

“I was surprised to get this survey as I have never spoken to a Commuter Connections representative before. I’ve only dealt with WMATA.”

“I held a benefit fair last year and called the representative to come or at least send someone. He could not attend or find anyone else able to attend. I did not bother to invite anyone this year because of the lack of interest shown on the representative’s side last year. I feel it would have been a good way to promote products.”

“I would love to attend any type of seminars that you may offer.”

“California offers \$50 cards – why not DC?”

“Some of the suggestions listed in the brochure that comes out periodically does not apply to our company. I would like to learn more about what other top notch companies are doing regarding transportation.”

“I was unaware of what Commuter Connections offered. I have not had any conversations with anyone from Commuter Connections and I have been here two years. This was something implemented before I arrived. I would like to become more involved in Commuter Connections to see what I can offer our employees.”

“The newsletter has been a useful tool.”

“Most training seems to be in the DC area. It would be helpful if a representative could conduct a training seminar in VA that would work for local agencies in Northern VA.”

“I do enjoy receiving the Commuter Connections newsletter. If you ever have a few extra copies to send I would love to put them in our display racks for employees to read.”

“Representatives could interact more versus being argumentative in being “right” to provide useful information – I should not have to follow-up with a rep if she made contact with me.”

“Laura Chin has been very helpful in getting us set up with the Fare Share program.”

“The Commuter Connections stores are not user-friendly. Service is not good. I have been to the store several times and each time I was disappointed. The sales clerks in the store do not have the time or patience to explain the various options for using Metrocheks. They require that the customer already know how they will spend their transportation dollars.”

“Many businesses tend to not have time to get a person designated to work on this.”

“Our representative, Laura Chin, was always extremely helpful.”

“Kristin Fink has been a great help with Datawatch’s traffic mitigation plan.”

“I appreciate the professionalism of this group of individuals. They are always helping and providing top notch commuter transportation information and services.”

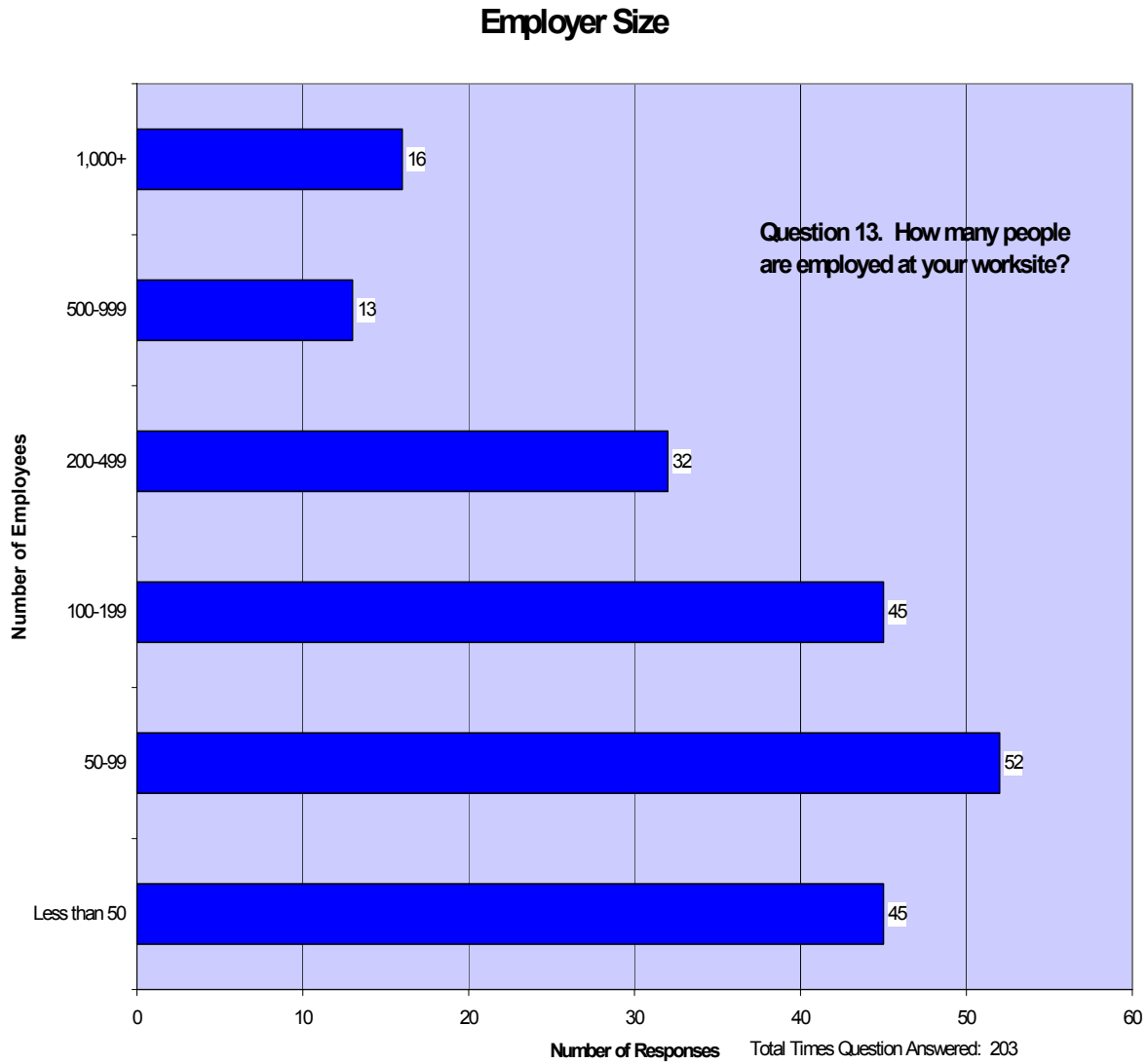
“We would have needed to have a van (private service) bring our folks to and from the Metro because of the times that their shifts start and end. I was never able to find a van service to do that. I used your resource list.”

“The Commuter Services staff in the Silver Spring office have been extremely helpful and have made this transition for us a very pleasant experience.”

“We are a federal government agency and the majority of our staff members live outside Montgomery County. About 25 employees of the staff (total 100) live in Montgomery County.”

## Questions 13 & 14.

Respondents represented a wide range of employers. The industries represented include: consulting, health services, non-profit organizations, financial services, legal services, and computer services. The respondents are also employed by organizations of various sizes. See the bar graph below:



## CONCLUSIONS

With seven percent of the selected sample of employers responding this year, the Satisfaction Survey gives us some generalizations for use. The distribution of the responses among the jurisdictions lends credence of applying this information to the overall employer outreach effort.

It should be emphasized here that employers were not randomly selected from the universe of employers from the regional database. Employers were selected based on the fact that they have interacted with the local sales jurisdictions, which are indicated, by a level of service (1-4). This survey's purpose is to measure the satisfaction of employers that have encountered Commuter Connections Employer Services products. The information demonstrates employer reaction to Commuter Connections' products, services and outreach efforts. The news is enheartening for the most part, but some notes of disapproval and unawareness are very noticeable.

There was a slight increase in the amount of returned mail because of address inaccuracies, with more than nine percent being returned to sender. \**See addendum.*

The majority of employers continue to find the brochures very helpful. The survey responses show that employers are mostly satisfied with their outreach representative's willingness to help, enthusiasm with which outreach representatives approach them, and the overall quality of the service provided. A large majority of the respondents had no opinion of their Employer Service representative's efforts. This possibly suggests that not enough contact between the employer and outreach representative is going on during the course of the year. The surveys do show that the responding employers are also interested in seminars focused on Transit Incentives, General Commuter Connection's programs and General Employee Transportation Coordinator Training/Networking.

The results also demonstrate areas for improvement. Nineteen percent of the respondents indicated that they are not directly involved with assisting employees with their daily commutes—up from twelve percent last year. This fact suggests that outreach representatives need to redouble their efforts in contacting the appropriate person at that employer site and building on that success will only enhance Commuter Connections Program awareness.

A large amount of respondents selected the *no opinion* in rating the representative's effectiveness, which possibly suggests a lack of substantial contact with employer representatives. This is a surprising element due to the large amount of respondents that have been in an ETC capacity for more than one year. The responses regarding the effectiveness measure of the Employer Outreach representatives show us that there is room for improvement. Twenty-six percent of respondents selected the highest level of effectiveness and another seventeen percent indicated that their representative was *somewhat effective*. The forty-nine percent that expressed no opinion or indicated that their representative was not effective represent a large group to which outreach efforts may not have had the expected impact.

Overall, the results provide a favorable view of the employer outreach effort. The main indicators of responsiveness, satisfaction and effectiveness all reveal encouraging trends, but also show room for improvement. In each of these sets of measures, more respondents chose the highest level of satisfaction in rating the employer services program and/or their representative.

This report was prepared by COG staff including, Mark Hersey and Nicholas Ramfos. Input was also received from the Commuter Connections Subcommittee and the Commuter Connections Employer Outreach Ad Hoc Group.

## Addendum to Satisfaction Survey Report FY03

### CUSTOMER SERVICE SATISFACTION SURVEY 2003

Jurisdictions	Surveys			Percentage/	Percentage/
	sent	Responses	Returns	Response	Return
Alexandria	225	14	11	6%	5%
Arlington	328	36	21	11%	6%
DC	631	47	59	7%	9%
Fairfax	534	29	89	5%	17%
Frederick	118	3	9	3%	8%
Loudoun	49	3	6	6%	12%
Montgomery	575	67	31	12%	5%
Prince George's	561	18	41	3%	7%
PRTC	56	1	3	2%	5%
Tri-County	60	3	2	5%	3%
<b>Total Surveys sent</b>	<b>3137</b>	<b>221</b>	<b>272</b>	<b>7%</b>	<b>9%</b>

# Appendixes

## Employer Services Employer Satisfaction Survey

This survey is being conducted to find out about the use of and satisfaction with the products and services provided by Commuter Connections, and its member organizations, to help employers implement employee transportation programs.

**Your response to this survey is very important to us!** All information you provide will be confidential.

Please return your completed survey and gift request form by July 18th to the Metropolitan Washington Council of Governments, c/o Commuter Connections, or, fax your completed survey to **202-962-3218**.

1. How long have you been involved with helping your company's employees with their daily commutes? *(Please circle one response)*
  - a. Less than 6 months
  - b. 6 months to 1-year
  - c. More than one-year
  - d. 2 to 3 years
  - e. More than 3 years
  - f. I am not involved
  
2. Do you know a person or organization that can assist you in developing and implementing a commuter transportation program for your employees?  
*(Please circle one response)*
  - a. Yes
  - b. No
  
3. How often were you contacted by a representative who can assist you in developing and implementing a commuter transportation program, during the past 12 months?  
*(Please circle one response)*
  - a. Once or twice
  - b. Three to five times
  - c. Six to ten times
  - d. More than ten times
  - e. Have never been contacted
  - f. Not sure
  
4. How often were you contacted by your representative in person?  
*(Please circle one response)*
  - a. Once or twice
  - b. Three to five times
  - c. Six to ten times
  - d. More than ten times
  - e. Have never been contacted
  - f. Not sure
  
5. How responsive is your representative to your questions, requests for information and assistance? *(Please circle one response)*
  - a. Very responsive
  - b. Somewhat responsive
  - c. Not at all responsive
  - d. I have never asked for information or assistance



6. Please indicate your level of satisfaction with the following services provided by your representative: *(circle the number under each response)*

	Very Satisfied	Overall Satisfied	Somewhat Satisfied	Not Satisfied
A. Explanation of Commuter Connections and/or local Ridesharing products	1	2	3	4
B. Knowledge of local traffic mitigation/air quality programs	1	2	3	4
C. Providing information on traffic congestion strategies	1	2	3	4
D. Willingness to help	1	2	3	4
E. Enthusiasm about Commuter Connections or local ridesharing products, services and programs	1	2	3	4
F. Overall quality of services provided by your Employer Services program	1	2	3	4

7. How helpful are each of the following materials offered by Commuter Connections and/or your local ridesharing program? *(circle the number under the most appropriate response)*

	Very Helpful	Somewhat Helpful	Not at all Helpful	Didn't know Available	No Opinion
A. Informational brochures and fact sheets	1	2	3	4	5
B. Plotted carpool matching maps	1	2	3	4	5
C. Posters	1	2	3	4	5
D. Web-Site	1	2	3	4	5

8. Have you ever used the Commuter Connections employee Commute Survey or another commute survey? *(please circle one response)*

- a. Yes (go to question 8a)    b. No (skip to question 9)    c. Not sure (skip to question 9)

8a. Did your representative give you a copy of the statistical summary of your employee Commute Survey? *(please circle one response)*

- a. Yes (go to question 8b and 8c)    b. No (skip to question 9)    c. Not sure (skip to question 9)

8b. Did your representative use your statistics to create an employee commute program or to promote ridesharing in general? *(please circle one response)*

- a. Yes                      b. No                      c. Not sure

8c. Please write in any additional comments you have about the statistics.

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9. Would you be interested in attending any of the following free training programs or workshops? *(circle all that apply)*

- a. General employee transportation benefits coordinator-training
  - b. Briefing on Commuter Connections services and programs
- Topic-specific workshops:
- c. Guaranteed Ride Home program
  - d. Vanpool formation
  - e. Parking management
  - f. Legislation/tax issues
  - g. Marketing
  - h. Telecommuting
  - i. Transit incentives
  - j. Monitoring and evaluation
  - k. Other (please specify) \_\_\_\_\_

10. Overall, how effective has your representative been in helping you and your organization to develop and implement employee commuter programs?  
*(please circle one response)*

- a. Very effective
- b. Somewhat effective
- c. Not at all effective
- d. No opinion

11. Do you have any suggestions for improving Commuter Connections' effectiveness in promoting commuter programs and in assisting organizations such as yours in developing commuter programs?

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12. Please write in any additional comments you have about Commuter Connections products, services, or your representative.

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13. How many people are employed at your worksite? *(please circle one response)*

- a. Less than 50
- b. 50 to 99
- c. 100 to 199
- d. 200 to 499
- e. 500 to 999
- f. 1,000 or more

14. Which of the following best describes the kind of work conducted at your worksite?  
*(please circle one response)*

- a. Biotechnology
- b. Commuter hardware/software
- c. Educational Services
- d. Finance, insurance, or real estate
- e. Government
- f. Health Services
- g. Manufacturing
- h. Retail trade
- i. Research and development
- j. Restaurant or Hotel
- k. Wholesale trade
- l. Other (please specify) \_\_\_\_\_

15. What is the zip code of your worksite? \_\_\_\_\_

**OPTIONAL— Gift Request Form**

We would like to thank you for participating in this survey. Please complete the items below and return with your completed survey and we will send you a **free GIFT**.

Your Name: \_\_\_\_\_

Title: \_\_\_\_\_

Employer Name: \_\_\_\_\_

Employer Address: \_\_\_\_\_

\_\_\_\_\_

Your Phone Number: \_\_\_\_\_

Again, thank you for taking the time to complete this survey. Please **FAX** to MWCOG, Commuter Connections at **202-962-3218** by **July 18, 2003**.

or mail:

MWCOG  
Commuter Connections  
ATTN: Satisfaction Survey Coordinator  
777 North Capitol Street, NE, Suite 300  
Washington, DC 20002



June 28, 2003

Dear Employer:

The Metropolitan Washington Council of Governments is conducting a survey of employers to find out about the use of and satisfaction with the products and services provided by Commuter Connections, and its member organizations, to help employers implement employee transportation programs.

Member Organization Serving You: Arlington Transportation Partners  
Your Employer Services Representative(s): Katie Sihler

**Your response to this survey is very important to us!** All information you provide will be confidential.

The information you provide will be used to help us better understand your employee transportation needs and improve the products and services provided to employers by Commuter Connections and its member organizations.

Please take a few minutes of your time to complete and return the enclosed questionnaire by July 18, 2003. RETURN BY FAX OR MAIL:

**Fax#:** 202-962-3218  
**Mail:** MWCOG  
Commuter Connections  
ATTN: Satisfaction Survey Coordinator  
777 North Capitol Street, NE, Suite 300  
Washington, DC 20002

**Those responding by July 18th will RECEIVE A FREE GIFT compliments of Commuter Connections.**

If you have any questions, please call Mark Hersey at 202-962-3383.

Thank you for your cooperation,

**COMMUTER CONNECTIONS**