

**GRH Survey – 2007
Summary of Topics/Questions
2/28/07**

Objectives of Survey

- Define current travel patterns of GRH participants
- Identify percentage of GRH participants who made travel changes in response to the program (started alt modes, increased use of alt modes) and types of changes made
- Estimate level of influence of GRH on mode change decisions, relative to other influences
- Estimate level of trip reduction and VMT reduction resulting from GRH mode changes
- Identify use of and satisfaction with GRH

Section 1 – Registration (Q1 – Q7)

- Defines respondents by their registration status: current, past, or one-time participant. This distinction is necessary to route respondents to the correct travel change questions.

Section 2 – Commute Patterns (Q8 – Q20)

- Collects data on respondents' current travel – mode, frequency, travel distance, carpool occupancy, duration of alt mode use, and mode used to access rideshare/transit

Section 3 – Past Registrants Mode During GRH (Q21 – Q23)

- For respondents who are not in GRH now, collects data on mode, frequency of mode use WHILE in GRH (during GRH). For respondents who are in GRH now, the current travel is the same as the "during GRH" travel

Section 4 – Previous Mode (Q24 – Q29)

- Collects data on mode, frequency of mode use before joining GRH. Respondents who are one-time exceptions (non-registered) are asked about travel before they heard of GRH.

Section 5 – GRH Influence on Mode Decisions (Q30 – Q44)

- Defines travel changes (mode / frequency/ occupancy) respondents made to participate in GRH – (from "before GRH" to "during GRH"). Respondents are classified as "previously driving alone and started new alt mode," "previously using alt mode but increased alt mode" or "previously using alt mode and continued alt mode with no changes"
- Asks respondents how GRH influenced these decisions

Section 6 – Other Influence on Mode Decisions (Q45 – Q48)

- Asks respondents about other services or benefits they received and the influence of GRH relative to these other services on mode change decisions

Section 7 – Referral Sources for GRH and GRH Ad Recall (Q49 – Q53)

- Asks respondents how they learned about GRH and if they recall GRH advertising

Section 8 – Use of GRH (Q54 – Q59)

- Asks respondents if they made a GRH trip, for what purpose, and if they were satisfied

Section 9 – Demographics (Q60 – Q63)

- Asks typical demographic questions

MWCOG Guaranteed Ride Home Survey
V3- 2/28/07

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?

- 1 Before 2002
- 2 2002
- 3 2003
- 4 2004
- 5 2005
- 6 2006
- 7 2007
- 8 Never registered (SKIP TO Q3)
- 9 Don't remember/don't know

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

- 1 yes (SKIP TO Q6)
- 2 no (SKIP TO Q4)
- 9 DK (CONTINUE)

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

- 1 yes
- 2 no (THANK and TERMINATE)

Deleted: (SKIP to Q8)

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 did not know I had to register
- 10 other (SPECIFY)

SKIP TO 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 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 = 7 AND Q3 = 1, GRHTYPE = ONE_TIME

IF Q1 = 8 AND Q2 = 9 AND Q3 = 1, GRHTYPE = ONE_TIME

IF Q1 = 1, 2, 3, 4, 5, 6, OR 8 AND Q2 = 1, GRHTYPE = CURR_REG

IF Q1 = 1, 2, 3, 4, 5, 6, OR 8 AND Q2 = 2, GRHTYPE = PAST_REG

IF Q1 = 1, 2, 3, 4, 5, OR 6 AND Q2 = 9 AND Q3 = 1, 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 Q11)

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 Q11)
- 9 DK/Ref (SKIP TO Q11)

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.

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

- 1 yes (ASK Q12, THEN SKIP TO Q15)
- 2 no (SKIP TO Q14)

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?"

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, OR VAN, 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 1-15 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 16; OTHERWISE CONTINUE AND RECORD MODES USED FOR THOSE DAYS)**

(IF RESPONDENT MENTIONS "BUSINESS TRIP, WORK OUT OF AREA" (RESPONSE 17) FOR ANY DAY, CODE RESPONSE 17, 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 18) FOR ANY DAY, CODE RESPONSE 18, THEN ASK "If you had worked that day, how would you likely have traveled to work?" **AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY.**

Mode/Day of Week	Go to Work				
	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	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	17
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					

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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>, 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 17) FOR ANY DAY, CODE RESPONSE 17, 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. have a compressed work schedule day off	1	2	3	4	5
2. telecommute/telework	1	2	3	4	5
3. drive alone in your car	1	2	3	4	5
4. ride a 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. ride in a buspool	1	2	3	4	5
9. ride a bus (public Bus, 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	1	2	3	4	5
15. walk	1	2	3	4	5
16. 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					

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IF NO ALT MODE MENTIONED IN Q12 OR Q14, ASK Q14a

Q14a Do you occasionally use any of the following types of transportation to get to work? (READ; 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?

_____ miles one way

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

_____ minutes

IF Q12 OR Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 ASK ABOUT MOST COMMON ALTERNATIVE <MODE Q12 or Q14>. OTHERWISE, SKIP TO Q18

Q17 About how long have you been using < MODE Q12 OR Q14 > for your trip to work? (DO NOT READ) (ADD TO BRIEFING DOCUMENT INSTRUCTIONS 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 <MODE Q12/Q14>. 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 <carpool or vanpool>? (If more than one answer in Q12 or Q14, select one using this priority: vanpool, carpool, casual carpooling.)

_____ total people in pool

(ASK Q19-Q20 OF RESPONDENTS ANSWERING CODE 5-13 IN Q12 OR Q14)

Q19 How do you get from home to where you meet your <MODE Q12 or 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 Q12 OR Q14>?

_____ miles (no decimals)

PAST REGISTRANTS – MODE DURING GRH

IF PAST_REG, ASK Q21-23. IF CURR_REG, SKIP TO Q27. IF ONE_TIME, SKIP TO Q24

(Past Registrants)

Q21 Next I'd like you to think back to the time that you were registered for the GRH program. During that time, how many days 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. Did you work a compressed schedule during the time you were registered for the GRH program?"

IF Q12 OR Q14 = 2 AND RESPONDENT DOES NOT MENTION "Telecommute/telework" (RESPONSE 2), ASK: "You said you typically telecommute now. Did you telecommute during the time you were registered for the GRH program?"

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	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					

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NOW SKIP TO Q27

PREVIOUS MODE – MODE BEFORE GRH

(One-Time Exceptions)

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

_____ days
18 Did not work then

IF Q24 = 18, AUTOCODE "DID NOT WORK THEN" IN Q25 AND AUTOCODE Q26 = 19

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 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. Did you work a compressed schedule before you heard about the GRH program?"

IF Q12 OR Q14 = 2 AND RESPONDENT DOES NOT MENTION "Telecommute/telework" (RESPONSE 2), ASK: "You said you typically telecommute now. Did you telecommute before you heard about the GRH program?"

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	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

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NOW SKIP TO INSTRUCTIONS BEFORE Q30

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

_____ days
 18 Did not work then

IF Q27 =18, AUTOCODE "DID NOT WORK THEN" IN Q28 AND AUTOCODE Q29 = 19, "DID NOT WORK THEN,"

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 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. Did you work a compressed schedule before you registered for the GRH program?"

IF Q12 OR Q14 = 2 AND RESPONDENT DOES NOT MENTION "Telecommute/telework" (RESPONSE 2), ASK: "You said you typically telecommute now. Did you telecommute before you registered for the GRH program?"

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	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

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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 Q12 or 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 = 19, 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 = 19, SKIP TO Q46

One-time Exception users

IF **ONE_TIME** AND IF Q12 or 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 = 19, 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 carpooling, vanpooling, using transit, biking, or walking (FROM Q12 or Q14)? (READ)

- 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 carpooling, vanpooling, using transit, biking, or walking (FROM Q23)? (READ)

- 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 carpooling, vanpooling, using transit, biking, or walking (FROM Q12 or Q14)? (READ)

- 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 carpooling, vanpooling, using transit, biking, or walking (FROM Q12 or Q14)? (READ)

- 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 carpooling, vanpooling, using transit, biking, or walking (FROM Q23)? (READ)

- 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 Q12 or Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND THE FREQUENCY OF Q12 or 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 Q12 or Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND THE FREQUENCY OF Q12 or 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 transportation OTHER than driving alone for your trip to work. How important was GRH to your decision to make this change? (READ)

- 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 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 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 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)

- 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 Q12 or 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 Q12 or 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 Q12 or 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 Q12 OR 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 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? Was it... (READ)

- 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 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? Was it... (READ)

- 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 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? Was it... (READ)

- 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 RESPONSES)

- 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 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 DK/REFUSED (DO NOT READ)

OTHER SERVICES RECEIVED THAT COULD HAVE INFLUENCED DECISIONS

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 carpool, vanpool, use transit, bike, or walk (FROM Q12 or Q14)?

- 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 carpool, vanpool, use transit, bike, or walk (FROM Q23)?

- 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/SmartTrip, 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

REFERRAL SOURCES FOR GRH, GRH ADVERTISING RECALL

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, 2, 3, 4, OR 5, 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)

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 RESPONSE 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