Hello. My name is _____. I'm calling from CIC Research on behalf of Commuter Connections. We're surveying people who have received commute information or assistance from the Commuter Connections program. It takes less than 10 minutes. Is now a good time?

HOW THEY GET TO WORK

1.   I'd like to begin by asking you about your commute. By commute I mean your travel to and from work. First, in a TYPICAL week, how many weekdays (Monday-Friday) are you assigned to work?

         _____ days
         _____ Not currently working (terminate)

1A.   Some employers have non-standard or flexible work hours or days (e.g., full-time work week in fewer than five days or flexible start time). In a typical week, do you use nonstandard or flexible hours?

         1 yes (CONTINUE)
         2 no (SKIP TO Q1B-1)

1B.   What type of schedule do you use? (READ LIST)

         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)
         4   flex-hour (core hours with flexible start & stop)
         *   other (SPECIFY)

1B-1   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 Q1C)
         9.   DK/Ref (SKIP TO Q1C)

1B-2   How often do you usually telecommute? (DO NOT READ)

         1.   occasionally for special projects
         2.   Less than one time per month/only in emergencies (e.g., sick child, snowstorm)
         3.   1-3 times a month
         4.   one day a week
         5.   two days a week
         6.   3 days a week
         7.   4 days a week
         8.   5 days a week
         *   other (SPECIFY) _____
         19. DK/Ref.

1C.   Would you consider last week to be a typical commuting week?
         1   yes (ASK Q1D, THEN SKIP TO Q1F)
         2   no (SKIP TO Q1E)

Current Travel Grid (Last week or typical week)

1D.   Now 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 Q1B = 1, 2, OR 3 *[USES CWS]* 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 Q1B - 2 = 4, 5, 6, 7, OR 8 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 ALL DAYS IN Q1 ARE ACCOUNTED FOR BY MODES 1-16 IN Q1D BEFORE ALL WEEKDAYS ARE COUNTED, ASK: You said you typically work only (number of days reported in Q1) 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 18; OTHERWISE CONTINUE AND RECORD MODES USED FOR THOSE DAYS)

(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 RESPONDENT MENTIONS "SICK, VACATION, HOLIDAY" (RESPONSE 17) FOR ANY DAY, CODE RESPONSE 17, THEN ASK "If you had worked that day, how would you likely have traveled to work?" AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY. IF RESPONDENT SAYS, "I don't know," RECORD RESPONSE 19 ("DON'T KNOW").

	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	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 with family	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	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 sick, vacation, etc. (prompt for travel on non-sick, vacation days)	17	17	17	17	17
18 regular day off (non-CWS)	18	18	18	18	18
19 don't know	19	19	19	19	19

1E. Now thinking about a TYPICAL week, how many days during the week do you . .?

(IF Q1B = 1, 2, OR 3 *[USES CWS]* ASK RESPONSE 1, OTHERWISE, SKIP TO RESPONSE 2)

(IF Q1B-1 = 1 (USES TW), ASK RESPONSE 2, OTHERWISE, START LIST WITH RESPONSE 3)

(READ LIST – WHEN ALL DAYS IN Q1 ARE ACCOUNTED FOR BY MODES 1-16 IN Q1E BEFORE ALL WEEKDAYS ARE COUNTED, DISCONTINUE READING MODES. CATI WILL AUTOFILL REMAINING DAYS WITH CODE 18; OTHERWISE CONTINUE)

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	1	2	3	4	5
4 motorcycle	1	2	3	4	5
5 carpool, including carpool with family	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	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 sick, vacation, etc. (prompt for…)	1	2	3	4	5
18 regular day off (non-CWS)	1	2	3	4	5
19 don't know	1	2	3	4	5

1F. Do you usually use the same type of transportation to go home as you use to go to work?

1   yes (CIRCLE "SAME" (RESPONSE 20) BELOW)
2   no (ASK:) How do you usually get home? (RECORD ANSWER BELOW)

1   N/A
2   N/A
3   drive alone in your car
4   motorcycle
5   carpool, including carpool with family
6   casual carpool (slugging)
7   vanpool
8   buspool
9   rode a bus
10 Metrorail
11 MARC (MD Commuter Rail)
12 VRE
13 AMTRAK/other train
14 bicycle
15 walk
16 taxi
17 N/A
18 N/A
19 don't know
20 same

1G. About how many miles do you usually travel from home to work one way?

_____ miles one way

1H.   And about how many minutes does it take you to get to work?   _____ minutes

POOL MAKE-UP

(ASK Q2 – Q2D OF RESPONDENTS ANSWERING CODE, 5, 6 OR 7 IN Q1D OR Q1E
[RESPONDENT USES CP, VP, OR SLUGGING])

2.   Now I'd like to ask you about your car/van pool (FROM Q1D or Q1E). Including yourself, how
        many people usually ride in your carpool, vanpool? (If more than 1 answer in Q1D or Q1E, select
        1 using this priority: vanpool, carpool, casual carpooling.)

        _____ total people in pool

2A.   Of the other people in your carpool or vanpool, excluding yourself, how many of them are
        members of your family or members of your household?

        _____ people are family/household members

2B.   How many are children under age 16? _____ children under age 16

2C.   How many are co-workers?   _____ co-workers

2D.   How often are you the driver of your carpool or vanpool? Do you always drive, sometimes drive,
        or never drive?

        1   always drive (SKIP TO Q3)
        2   sometimes drive (including people who drive alternate days or weeks)
        3   never drive

(ASK Q2E-Q2F OF RESPONDENTS ANSWERING CODE 5-13 IN Q1D or Q1E *[RESPONDENT USES
CP, VP, BUS OR RAIL]*) IF Q2D = 2, ASK BEFORE Q2E, "On days you are not the driver of the carpool
or vanpool, …"

2E.   How do you get from home to where you meet your carpool, vanpool, buspool, or public transit
        (FROM Q1D or Q1E)? (IF MORE THAN ONE ANSWER IN Q1D OR Q1E, SELECT IN THIS
        PRIORITY: BUSPOOL, VANPOOL, CARPOOL, CASUAL CARPOOL, PUBLIC TRANSIT.)

        1   picked up at home by car/vanpool (or leave from my home) (SKIP TO Q3)
        2   drive alone to driver's home or drive alone to passenger's home
        3   drive to a central location, like park & ride
        4   another car/van pool, including dropped off by HH members
        5   bicycle
        6   motorcycle
        7   walk
        8   driver of carpool/vanpool
        9   bus/transit
        10 taxi
        *   other (SPECIFY) _____

2F.   How many miles is it one way from your home to where you meet your carpool, vanpool, buspool
        or transit?
        _____ miles (no decimals)

4

CHANGES

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

3   Next I'd like to ask about changes you might have made in your commute, that is your travel to or from work since the time you requested assistance or information from Commuter Connections. I'd like to know if you made any of the following changes, even if the change was only temporary.

    Did you join or create a new carpool, even if only temporarily?

    1 Yes (SKIP TO Q3I)
    2 No (CONTINUE)

3B   Did you join or create a new vanpool?

    1 Yes (SKIP TO Q3I)
    2 No (CONTINUE)

3C   Did you start using transit (bus, Metrorail, MARC, VRE, AMTRAK) for your commute, even if only temporarily?

    1 Yes (SKIP TO Q3I)
    2 No (CONTINUE)

3D   Did you start biking or walking to work?

    1 Yes (SKIP TO Q3I)
    2 No (CONTINUE)

3E   Did you start telecommuting or working a compressed work schedule, even if only temporarily?

    1 Yes (SKIP TO Q3I)
    2 No (CONTINUE)

3F   Did you increase the number of days per week that you carpool, vanpool, use transit, bike, walk or telecommute/telework?

    1 Yes (SKIP TO Q3I)
    2 No (CONTINUE)

3F1   Did you add another person or replace a person in an existing carpool?

    1 Yes (SKIP TO Q3I)
    2 No (CONTINUE)

3F2   Did you add another person or replace a person in an existing vanpool?

    1 Yes (SKIP TO Q3I)
    2 No (CONTINUE)

3G   Did you make any other type of commute change or try any other type of transportation to travel between home and work, even if only once, since you received assistance from Commuter Connections?

    1 Yes (ASK Q3H)
    2 No (SKIP TO Q4K)

3H   What was that change? (ALLOW MULTIPLE RESPONSES)

        1   Tried carpooling
        2   Tried vanpooling
        3   Tried transit (bus, Metrorail, MARC, VRE, AMTRAK)
        4   Tried walking, started walking to work
        5   Tried bicycling, started bicycling to work
        6   Tried telecommuting/started telecommuting
        7   Changed carpool, vanpool/transit pick-up or meeting location or how you got to the location
            (ASK Q3I, THEN SKIP TO Q4K)
        8   Tried driving alone, started driving alone (ASK Q3I, THEN SKIP TO Q4K)
        *   other (specify)   (ASK Q3I, THEN SKIP TO Q4K)

3I   Was this change temporary or have you continued the change?

        1   Temporary
        2   Continued

CHECK FOR CURRENT USE OF MODES IN CONTINUED CHANGES

IF Q3I = 2 AND (Q3 = 1 OR Q3F1 = 1 OR Q3H = 1) AND Q1D/Q1E NE 5 OR 6, ASK Q3K, INSERTING
"CARPOOL" AS (MODE)
IF Q3I = 2 AND (Q3B = 1 OR Q3F2 = 1 OR Q3H = 2) AND Q1D/Q1E NE 7, ASK Q3K, INSERTING
"VANPOOL" AS (MODE)
IF Q3I = 2 AND Q3C = 1 AND Q1D/Q1E NE 8, 9, 10, 11, 12, OR 13, ASK Q3K, INSERTING "TRANSIT"
AS (MODE)
IF Q3I = 2 AND Q3D = 1 AND Q1D/Q1E NE 14 OR 15, ASK Q3K, INSERTING "BIKE OR WALK" AS
(MODE)
IF Q3I = 2 AND Q3E = 1 AND Q1D/Q1E NE 1 OR 2, ASK Q3K, INSERTING "COMPRESSED
SCHEDULE OR TELEWORKING" AS (MODE)
IF Q3I = 2 AND Q3H = 3 AND Q1D/Q1E NE 8, 9, 10, 11, 12, OR 13, ASK Q3K, INSERTING "TRANSIT"
AS (MODE)
IF Q3I = 2 AND Q3H = 4 AND Q1D/Q1E NE 14, ASK Q3K, INSERTING "BIKE" AS (MODE)
IF Q3I = 2 AND Q3H = 5 AND Q1D/Q1E NE 15, ASK Q3K, INSERTING "WALK" AS (MODE)
IF Q3I = 2 AND Q3H = 6 AND Q1D/Q1E NE 2, ASK Q3K, INSERTING "TELEWORKING" AS (MODE)

OTHERWISE, SKIP TO INSTRUCTIONS BEFORE Q4

Q3K   You said you made a change to (MODE), but earlier you said you don't typically use (MODE)
        now. Was this a temporary change?"

        1   Yes (RECODE Q3I = 1, THEN SKIP TO INSTRUCTIONS BEFORE Q4)
        2   No (ASK Q3L)
        3   Don't know/don't remember (VOLUNTEERED) (RECODE Q3I = 1, THEN SKIP TO
            INSTRUCTIONS BEFORE Q4)

3L   Then do you typically use (MODE) for your commute now, even if only occasionally?

        1   Yes (ASK Q3M)
        2   No (RECODE Q3I = 1, THEN SKIP TO INSTRUCTIONS BEFORE Q4)
        3   Don't know/don't remember (VOLUNTEERED) (RECODE Q3I = 1, THEN SKIP TO
            INSTRUCTIONS BEFORE Q4)

3M   About how many days per week do you typically use (MODE) to commute?

        1   1
        2   2
        3   3
        4   4
        5   5
        6   6
        7   7
        8   Only use occasionally, use less than one time per week

INSTRUCTIONS BEFORE Q4
Autofill temporary travel grid for temporary changers who did not change mode or frequency
- IF Q3I = 1 AND Q3F1 = YES AND Q3F = NO *[ADDED OR REPLACED PERSON IN EXISTING CP AND DID NOT INCREASE # OF DAYS CP/VP/TRANSIT/BIKE/WALK/TW]*, ASK Q4, AUTOFILL Q4A AND Q4B, ASK Q4C, THEN SKIP TO Q4I.
- IF Q3I = 1 AND Q3F2 = YES AND Q3F = NO *[ADDED OR REPLACED PERSON IN EXISTING VP AND DID NOT INCREASE # OF DAYS CP/VP/TRANSIT/BIKE/WALK/TW]*, ASK Q4, AUTOFILL Q4A AND Q4B, ASK Q4C, THEN SKIP TO Q4I.
- OTHERWISE, IF Q3I = 1, CONTINUE WITH Q4

    Autofill previous travel grid for continued changers who did not change mode or frequency
- IF Q3I = 2 AND Q3F1 = YES AND Q3F = NO *[ADDED OR REPLACED PERSON IN EXISTING CP AND DID NOT INCREASE # OF DAYS CP/VP/TRANSIT/BIKE/WALK/TW]*, AUTOFILL Q4D, Q4D-1, AND Q4E, THEN SKIP TO Q4F.
- IF Q3I = 2 AND Q3F2 = YES AND Q3F = NO *[ADDED OR REPLACED PERSON IN EXISTING VP AND DID NOT INCREASE # OF DAYS CP/VP/TRANSIT/BIKE/WALK/TW]*, AUTOFILL Q4D, Q4D-1, AND Q4E, THEN SKIP TO Q4F.
- OTHERWISE, IF Q3I = 2, SKIP TO Q4D

TRAVEL DURING TEMPORARY CHANGE

4.   How long did this temporary change last?

        1   Less than one week
        2   1-3 weeks
        3   1 month
        4   2 months
        5   3 or more months

4A   Now I'd like to ask you about your commute during the time of this temporary change. During that time, how many days were you assigned to work in a TYPICAL WEEK?

        _____ days
        _____ Did not work then (SKIP TO Q5)

4A-1. (IF RESPONDENT REPORTS WORKING THREE OR FOUR DAYS PER WEEK IN Q4A, ASK "At that time, did you work a compressed work schedule, for example, four-ten hour days per week or did you work a part-time schedule?")

        1   worked compressed work schedule
        2   worked part-time

4B.   During the time of this change, how did you travel to work? How many days during a TYPICAL week did you …?

(IF Q4A-1 = 1, ASK RESPONSE 1 ("have a compressed work schedule day off"), OTHERWISE, SKIP TO RESPONSE 2

(READ LIST – WHEN NUMBER OF DAYS REPORTED IN Q4B = NUMBER OF DAYS REPORTED IN Q4A, DISCONTINUE LISTING MODES. REMAINING DAYS WILL BE RECORDED AS 18 "REGULAR DAY OFF.")

(IF RESPONDENT MENTIONS "SICK, VACATION, HOLIDAY" (RESPONSE 17) FOR ANY DAY, CODE RESPONSE 17, THEN ASK "If you had worked that day, how would you likely have traveled to work?" AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY. IF RESPONDENT SAYS, "I don't know," RECORD RESPONSE 19 ("DON'T KNOW").

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	1	2	3	4	5
4 motorcycle	1	2	3	4	5
5 carpool, including carpool with family	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	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 sick, vacation, etc. (PROMPT)	1	2	3	4	5
18 regular day off (non-CWS)	1	2	3	4	5
19 don't know	1	2	3	4	5

CHECK FOR TEMPORARY USE OF MODES IN TEMPORARY CHANGES

IF Q3 = 1 OR Q3F1 = 1 OR Q3H = 1 AND Q4B NE 5 OR 6, ASK Q4B-1, INSERTING "CARPOOL" AS (MODE)
IF Q3B = 1 OR Q3F2 = 1 OR Q3H = 2 AND Q4B NE 7, ASK Q4B-1, INSERTING "VANPOOL" AS (MODE)
IF Q3C = 1 AND Q4B NE 8, 9, 10, 11, 12 OR 13, ASK Q4B-1, INSERTING "TRANSIT" AS (MODE)
IF Q3D = 1 AND Q4B NE 14 OR 15, ASK Q4B-1, INSERTING "BIKE OR WALK" AS (MODE)
IF Q3H = 3 AND Q4B NE 8, 9, 10, 11, 12, OR 13, ASK Q4B-1, INSERTING "TRANSIT" AS (MODE)
IF Q3H = 4 AND Q4B NE 14, ASK Q4B-1, INSERTING "BIKE" AS (MODE)
IF Q3H = 5 AND Q4B NE 15, ASK Q4B-1, INSERTING "WALK" AS (MODE)
IF Q3E = 1 AND Q4B NE 1 OR 2, ASK Q4B-1, INSERTING "COMPRESSED SCHEDULE OR TELEWORKING" AS (MODE)
IF Q3H = 6 AND Q4B NE 2, ASK Q4B-1, INSERTING "TELEWORKING" AS (MODE)

OTHERWISE, SKIP TO INSTRUCTIONS BEFORE Q4C

4B-1   Earlier you said you made a temporary change to (MODE), but you haven't mentioned using (MODE) for your commute during that time. Did you use (MODE) then?"

        1   Yes (SKIP TO Q4B-2)
        2   No (SKIP TO Q4K)
        3   Don't know/don't remember (VOLUNTEERED) (SKIP TO Q4K)

4B-2   About how many days per week did you typically use (MODE) then to commute?

        1   1
        2   2
        3   3
        4   4
        5   5
        6   6
        7   7
        8   Only use occasionally, use less than one time per week

(IF Q4B = 5, 6, OR 7, OR IF Q3F1 = 1 or Q3F2 = 1, ASK Q4C)

4C.   How many people were in your (from Q4B or Q1D or Q1E if Q4B is blank)/pool during that time?
        _____

ASK Q4C-1 OF RESPONDENTS ANSWERING CODES 5-13 IN Q4B, OTHERWISE, SKIP TO Q4I

4C-1.   How did you get from home to where you met your carpool, vanpool, buspool or transit?

        1   picked up at home by car/van pool or driver (SKIP TO Q4I)
        2   drove alone to driver's home
        3   drove to a central location (like Park & Ride)
        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
        10   taxi
        *   other (SPECIFY)

4C-2   How many miles was it one way from your home to where you met your carpool, vanpool, buspool or transit?
        _____ miles one way

(SKIP TO Q4I)

TRAVEL BEFORE MAKING CONTINUED CHANGE

4D   Now I'd like to ask you about your commute BEFORE you made this change. During that time, how many days were you assigned to work in a typical week?

        ____ days
        ☐ Did not work then (SKIP TO Q5)

4D-1.   (IF RESPONDENT REPORTS WORKING THREE OR FOUR DAYS PER WEEK IN Q4D, ASK "At that time, did you work a compressed work schedule, for example, four-ten hour days per week, or did you work a part-time schedule?")

        1   worked compressed work schedule
        2   worked part-time

4E. Before you made this change, how did you travel to work? How many days during a TYPICAL week did you …?

(IF Q4D-1 = 1, ASK RESPONSE 15 ("have a compressed work schedule day off") FIRST)

(READ LIST – WHEN NUMBER OF DAYS REPORTED IN Q4E = NUMBER OF DAYS REPORTED IN Q4D, DISCONTINUE LISTING MODES) (REMAINING DAYS WILL BE RECORDED AS "REGULAR DAY OFF.")

(IF RESPONDENT MENTIONS "SICK, VACATION, HOLIDAY" (RESPONSE 17) FOR ANY DAY, CODE RESPONSE 17, THEN ASK "If you had worked that day, how would you likely have traveled to work?" AND CODE ADDITIONAL MODE RESPONSE FOR THAT DAY. IF RESPONDENT SAYS, "I don't know," RECORD RESPONSE 19 ("DON'T KNOW").

	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	1	2	3	4	5
4	motorcycle	1	2	3	4	5
5	carpool, including carpool with family	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	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	sick, vacation, etc. (PROMPT)	1	2	3	4	5
18	regular day off (non-CWS)	1	2	3	4	5
19	don't know	1	2	3	4	5

ASK Q4F OF RESPONDENTS ANSWERING CODES 5, 6, OR 7 IN Q4E

4F. How many people were in your (from Q4E or 1D or 1E if 4E is blank)/pool at that time? _____

ASK Q4G OF RESPONDENTS ANSWERING CODES 5-13 IN Q4E, OTHERWISE, SKIP TO Q4I

4G. How did you get from home to where you met your carpool, vanpool, buspool or transit?

1 picked up at home by car/van pool or driver (SKIP TO Q4I)
2 drove alone to driver's home
3 drove to a central location (like Park & Ride)
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
10 taxi
* other (SPECIFY)

4H.   How many miles was it one way from your home to where you met your carpool, vanpool, buspool or transit?
                        _____ miles one way

4I.   What were the reasons that you made that change? (CHECK ALL THAT APPLY)

        LAURA – NOTE THAT I REORDERED THESE RESPONSES AND THE RESPONSE NUMBERS HAVE CHANGED – THE LIST WAS GETTING TOO LONG. SO I GROUPED THE REPSONSES. NEW ITEMS OR OTHER CHANGES ARE SHOWN IN TRACK CHANGE

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

        Commute program or services
        15 Metrochek, SmarTrip, or other transit/vanpool discount
        16 financial incentives
        17 a new option became available (SPECIFY)
        18 advertising (SPECIFY)
        18 special program at work (SPECIFY)
        19 pressure or encouragement from employer
        20 Commuter Connections assistance
        21 use HOV lane
        *   other (SPECIFY)

 (ASK Q4J OF RESPONDENTS ANSWERING CODE 1 in Q3I)

4J.   What were the reasons you did not continue (CHECK ALL THAT APPLY)?

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

INFLUENCE AND AWARENESS

4K   How did you learn about Commuter Connections and its programs and services?

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

5.   How did you contact Commuter Connections for assistance? Did you make the contact through . . . (READ ITEMS, CHECK ALL THAT APPLY)

         1   your employer?
         2   the Commuter Connections Web Page on the Internet?
         3   another Internet site?
         4   Commuter Connections directly by phone by calling 1-800-745-RIDE?
         5   a rideshare program operated by your employer, county or city?
         6   a Transportation Management Association (TMA)
         *   other (specify)

5-1   What prompted you to seek commute information or assistance from Commuter Connections at that time? (DO NOT READ, ACCEPT MULTIPLE RESPONSES)

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

5A.   Now I'd like to ask you about commuter assistance services or benefits you might have received. What information or assistance did you receive from Commuter Connections? Did you receive… (READ RESPONSES 1 - 9; CHECK ALL THAT APPLY). THEN ASK, "Did you receive any other information or assistance from Commuter Connections?" (IF "NO," CODE RESPONSE 10. IF YES, RECORD ANY ADDITIONAL RESPONSES AS "other.")

        1   a matchlist or a list of people you could contact to form a carpool or vanpool
        2   transit schedule or route information (ASK Q7)
        3   Park & Ride information (ASK Q7D)
        4   vanpooling assistance
        5   Guaranteed Ride Home information or registration
        6   N/A
        7   GRH trip
        8   Telecommuting information
        9   HOV lane informationrmation
        10   none
        *   other (SPECIFY)

5B.   Does your employer offer commuter information, assistance, or transportation benefits? If yes, what information, assistance, or benefit? (DO NOT READ, CHECK ALL THAT APPLY)

        1   car/vanpool info/match
        2   transit info
        3   discount/free transit pass/ Metrochek / SmarTrip Card
        4   other cash incentive
        5   employer GRH
        6   compressed work week/telecommute
        7   carpool/Vanpool preferential parking
        8   parking fees
        9   carpool/vanpool discount parking fee
        10   Smart Tag / E-Z Pass subsidy
        11   HOV lane info
        12   shuttle bus
        13   Federal Tax Benefit/ "Commuter Choice" program
        14   referred to Commuter Connections (CC)
        15   no, employer doesn't offer
        *   other (SPECIFY)

 (IF Q5B = 14 OR 15 ONLY, SKIP TO Q5D)

5C.   Are any of these services from your employer new within the past year?

        1   yes
        2   no
        9   DK

13

5D.   Did you receive information, assistance, or transportation benefits from any other program or organization? IF YES, ASK, "What was the program or organization?"

1   yes (SPECIFY BELOW, DO NOT READ)
2   no (SKIP TO INTRO BEFOE Q5F)

     1   Metro/WMATA
     2   VRE
     3   Montgomery Co. Commuter Services, RideOn
     4   PRTC, Omni Ride, Prince William County
     5   GW Ride Connect, RADCO
     6   Fairfax Co., RideSources, Fairfax Connector
     7   VPSI
     8   Loudoun Co. Commuter Services
     9   ABS Vans
     10 MTA
     11 MARC Commuter Rail
     12 Commuter Solutions of Howard Co.
     13 Transit Services of Frederick Co., TransIT
     14 Prince Georges Co. Ride Smart Commuter Solutions, The Bus
     15 Alexandria City, Local Motion
     16 Arlington County, Arlington County Commuter Services, Commuter Store
     17 ARTMA, Anne Arundel County
     *   other (SPECIFY)_____

5E.   What was the information, assistance, or benefit? (DO NOT READ, CHECK ALL THAT APPLY)

     1   Matchlist
     2   GRH
     3   transit info
     4   discount/free transit pass/Metrochek / Smart Trip Card
     5   other cash incentives
     6   telecommuting information
     7   HOV information
     8   Park & Ride information
     9   vanpool assistance
     10 Smart Tag / E-Z Pass info
     11 Referred to Commuter Connections
     12 NuRide (carpool incentive)
     *   other (SPECIFY) _____

(IF Q5A NE 1 AND Q5E NE 1, SKIP TO Q6)

5F.   You said you received a matchlist with names of people you could contact to form a carpool or vanpool. Did you try to call any of the people named on the matchlist?

1   yes
2   no (SKIP TO Q5J)

5G   Were you able to reach any of the people named?

1   Yes (SKIP TO Q5I)
2   No (CONTINUE)
3   Don't remember/don't know (SKIP TO Q6)

5H   What difficulties did you encounter in reaching the people on the list? (CHECK ALL THAT APPLY)

    1   Phone number was not correct or had been disconnected
    2   Commuter could be reached at that number only for emergencies (common number for many employees)
    3   Commuter was no longer at that job
    4   Commuter had moved to a different residential area
    5   Left message and didn't receive a call back
    6   email address was not correct
    *   other (Specify) _____

SKIP TO Q6

5I   Were the people you reached interested in forming a carpool or vanpool, if your travel destination and schedule were compatible?

    1   Yes
    2   No (SKIP TO Q6)
    3   No, schedule or destination were not compatible (SKIP TO Q6)
    4   Don't remember/don't know (SKIP TO Q6)

SKIP TO Q6

5J   Why did you decide not to contact any of the people?

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

IF Q3 AND Q3B AND Q3F1 AND Q3F2 AND Q3D AND Q3E AND Q3F AND Q3G = NO, SKIP TO Q6B
IF Q3G = YES AND Q3H NE 1, 2, 3, 4, 5, 6, OR 7, SKIP TO Q6B

6.   Did any of the information, assistance, or benefits you received influence or assist you to change the way you get to or from work or to try another type of transportation, even if the change was only temporary?

    1   yes (CONTINUE)
    2   no (SKIP TO Q6B)

If yes, what information or assistance influenced or assisted you?   (READ ALL SERVICES MENTIONED BY RESPONDENT IN Q5A, Q5B, and Q5E; DON'T READ "OTHERS," CHECK ALL THAT APPLY)

1 service 1 _____	5 service 5 _____
2 service 2 _____	6 service 6 _____
3 service 3 _____	7 service 7 _____
4 service 4 _____	8 service 8 _____
9 services did not influence or assist (SKIP TO Q6B)	

1 CC – matchlist
2 CC – transit info
3 CC – P&R info
4 CC – vanpool assistance
5 CC – GRH information or registration
6 N/A
7 CC – GRH trip
8 CC – telecommuting information
9 CC – HOV lane specs
10 E – car/vanpool info/match
11 E – transit info
12 E – discount/free transit pass/Metrochek / Smart Trip Card
13 E – other cash incentive
14 E – employer GRH
15 E – compressed work week/telecommute
16 E – carpool/vanpool preferential parking
17 E – parking fees
18 E – carpool/vanpool discount parking fee
19 E – Smart Tag / E-Z Pass subsidy
20 E – HOV lane info
21 E – shuttle bus
22 E – Federal Tax Benefit / Commuter Choice Program
23 E – referred to Commuter Connections
24 OP – matchlist
25 OP – GRH
26 OP – transit info
27 OP – discount/free transit pass/Metrochek / Smart Trip Card
28 OP – other cash incentives
29 OP – telecommuting info
30 OP – HOV info
31 OP – P&R info
32 OP – vanpool assitance
33 OP – Smart Tag / E-Z Pass info
34 OP – referred to Commuter Connections
35 OP – NuRide-carpool incentive
36 services did not influence
37 no change made

(IF ONLY ONE SERVICE MENTIONED IN Q6, RECORD IT IN Q6A & SKIP TO Q6B)

6A.   Of the services you have mentioned, no matter what the source, which was the most important in influencing your decision to make a commute change?

        (SPECIFY) _____

6B.   In what ways could Commuter Connections improve its services? (CHECK ALL THAT APPLY)

       1   quicker response
       2   more helpful staff (ASK Q6D)
       3   more follow-up assistance
       4   more match names (ASK Q6E)
       5   matches fit travel better (ASK Q6F)
       6   matches are more interested in carpoo/vanpool
       7   better transit information
       8   more advertising
       9   more current information
       10 use Internet
       11 transit improvements
       12 VP resources & assistance
       13 GRH suggestion
       14 separate driver & rider lists
       15 no improvement needed
        *   other (SPECIFY)

6C.   How long from the time you contacted Commuter Connections did you receive the assistance you
       requested?

       1   Less than one week
       2   1-2 weeks
       3   3 or more weeks

(IF Q6B=2, ASK Q6D)

6D.   In what ways could staff be more helpful?   _____

(IF Q6B=4, ASK Q6E)

6E.   About how many match names did you receive? _____   + none

(IF Q6B=5, ASK Q6F)

6F.   In what ways could the matches fit your travel better?

       1   Closer match in work hours
       2   Closer match in home location
       3   Closer match in work location
       4   Closer match in personal preferences
       5   Closer match in number of days pooling
       6   broader match area
       *   other (SPECIFY)

INTEGRATED RIDESHARE

(IF Q5A = 2, RECEIVED TRANSIT INFO FROM COMMUTER CONNECTIONS, CONTINUE.
IF Q5A NE 2, SKIP TO INSTRUCTIONS BEFORE Q7D)

7.   You said that you received information about transit from Commuter Connections. Did you
       contact a transit agency listed in the information you received?

       1   yes (ASK Q7A)
       2   no (ASK Q7C)

(IF Q3D AND Q3F = NO, AND Q3H NE 3, SKIP TO 7B)

7A.   Did you use the information from the transit agency to try transit?

       1   yes (SKIP to INSTRUCTIONS BEFORE Q7D)
       2   no   (ASK Q7B)

7B.   Why did you decide not to try transit? (CHECK ALL THAT APPLY)

       1   never got around to it
       2   wouldn't work with my schedule
       3   too far from home/work
       4   service not available
       5   commute too long
       6   too expensive
       7   prefer other mode
       *   other (SPECIFY)

(NOW SKIP TO Q7D)

7C.   Why did you decide not to contact the transit agency?

       1   never got around to it
       2   don't like transit – wouldn't ever use
       3   too far from home/work
       4   prefer other mode or current mode
       5   wasn't interested, didn't ask for it
       *   other (SPECIFY)

(IF Q5A=3, RECEIVED PARK & RIDE INFO FROM COMMUTER CONNECTIONS
AND Q1D OR Q1E = 5-13 OR Q4B = 5-13, CONTINUE)

7D.   You said that you received park & ride information from Commuter Connections. Have you used
       the park & ride lot listed on the information you received?

       1   yes (ASK Q7E, Q7F AND Q7G)
       2   no   (ASK Q7H)

7E. Were you aware of the park & ride lot before you received the information?

       1   yes
       2   no

7F. Had you used the park & ride lot before you received the information?

       1   yes
       2   no

7G.   Was using the park & ride lot a factor in your decision to try (mode from Q1D or 1E)?

       1   yes
       2   no

7H.   Why did you decide not to use the park & ride lot after getting the information? (CHECK ALL THAT APPLY)

        1   never got around to it
        2   didn't want to leave my car
        3   not convenient to transit
        4   didn't need a park & ride
        5   not convenient to HOV
        6   no slug lines
        7   no time savings from my previous commute
        *   other (SPECIFY)

(IF Q1D OR Q1E = 8-13 OR Q3D = YES OR Q3H = 3 OR Q4B OR Q4E = 8-13) AND Q5A NOT = 2, CONTINUE, OTHERWISE SKIP TO Q8)

7I.   You previously mentioned that you tried a transit service or are currently using transit. How did you hear about the service? (CHECK ALL THAT APPLY)

        1   personal reference – friend, relative, co-worker
        2   employer
        3   direct mail
        4   advertisement – newspaper, radio, TV, on bus, at bus stop or rail station
        5   Commuter Connections
        6   called transit agency directly
        7   The Internet
        8   kiosk
        9   The Commuter Store
        10   SMARTRAVELER (phone service)
        11   have always used transit
        12   always knew it was there
        *   other (SPECIFY)

GUARANTEED RIDE HOME

(IF Q5A = 5, 6, OR 7, ASK Q8, OTHERWISE SKIP TO Q10)

8.   You said that you received information from Commuter Connections on the Guaranteed Ride Home program. At the time you requested information about GRH, what type of transportation were you using regularly (2 or more days per week) for your commute?

        1   drive alone
        2   carpool
        3   vanpool
        4   bus or rail transit, or buspool
        5   bike/walk
        *   other (SPECIFY)

8A.   Did you register for the GRH program?

        1   yes (SKIP TO Q8C)
        2   no (ASK Q8B THEN SKIP TO Q10)
        3   tried to register, but did not meet eligibilty requirements (SKIP to Q10)

8B.   What were the reasons you did not register?

1   couldn't use CP/VP/TR 2 or more days per week (didn't meet eligibility requirements)
2   program doesn't cover home or work area
3   program doesn't cover work hours
4   employer has a GRH program
5   didn't want to pre-register
6   too much effort to use the service
7   don't need it
8   haven't gotten around to it
*   other (SPECIFY)

(IF Q3 AND Q3B AND Q3F-1 AND Q3F-2 AND Q3D AND Q3E AND Q3F AND Q3G = NO,
AND RESPONSE TO Q8 = 2, 3, 4, OR 5, ASK Q8C AND Q8D, THEN SKIP TO Q8H)

8C.   How important was the availability of the GRH program to your decision to continue <u>carpooling,
        vanpooling, using transit, biking, or walking (FROM Q8)</u>? Was it … (READ CHOICES)

1   very important
2   somewhat important
3   not at all important

8D.   If the GRH service were not available, how likely would you have been to continue <u>carpooling,
        vanpooling, using transit, biking, or walking (FROM Q8)</u>? Would you have been … (READ
        CHOICES)

1   very likely
2   somewhat likely
3   not at all likely
4   don't know

(IF Q3 AND Q3B AND Q3F-1 AND Q3F-2 AND Q3D AND Q3E AND Q3F AND Q3G = NO, SKIP TO
Q8H)

8E.   You said that you had made a change in the way you get to work or had tried another type of
        transportation. How important was the availability of the GRH program, relative to other
        information, assistance, or benefits you received, in influencing this decision?

1   most important, somewhat more important, or very important
2   same importance
3   more important than some and less important than others (ASK Q8F)
4   less important, not very important, or not at all important (ASK Q8F)
5   GRH was only assistance received

8F.   What other information, assistance, or benefit was more important to your decision than GRH?
        (READ ALL SERVICES MENTIONED BY RESPONDENT IN Q5A, Q5B, and Q5E, CHECK ALL
        THAT APPLY)

1 service 1 _____   5 service 5 _____
2 service 2 _____   6 service 6 _____
3 service 3 _____   7 service 7 _____
4 service 4 _____   8 service 8 _____

1. *CC – matchlist*
2. *CC – transit info*
3. *CC – P&R info*
4. *CC – vanpool assistance*
5. *CC – GRH information or registration*
6. *N/A*
7. *CC – GRH trip*
8. *CC – telecommuting information*
9. *CC – HOV lane specs*
10. *E – car/vanpool info/match*
11. *E – transit info*
12. *E – discount/free transit pass/Metrochek*
13. *E – other cash incentive*
14. *E – employer GRH*
15. *E – compressed work week/telecommute*
16. *E – carpool/vanpool preferential parking*
17. *E – parking fees*
18. *E – carpool/vanpool discount parking fee*
19. *E – Smart Tag subsidy*
20. *E – HOV lane info*
21. *E – shuttle bus*
22. *E – Federal Tax Benefit / Commuter Choice Program*
23. *E – referred to Commuter Connections*
24. *OP – matchlist*
25. *OP – GRH*
26. *OP – transit info*
27. *OP – discount/free transit pass/Metrochek*
28. *OP – other cash incentives*
29. *OP – telecommuting info*
30. *OP – HOV info*
31. *OP – P&R info*
32. *OP – vanpool assitance*
33. *OP – Smart Tag info*
34. *OP – referred to Commuter Connections*
35 *OP – NuRide-carpool incentive*
36. *services did not influence*
37. *no change made*

8G.   If the GRH service were not available, how likely would you have been to make this change in your commute? Would you have been … (READ CHOICES)

1   very likely
2   somewhat likely
3   not at all likely
4   don't know

8H.   Have you used the GRH service since you signed up?

1   yes
2   no (SKIP TO Q10)

8I.   For what reason did you use it?

       1   illness (self)
       2   illness of family member
       3   other personal emergency
       4   illness of carpool partner
       5   unscheduled overtime
       *   other (SPECIFY)

8J.   Was the service satisfactory?

       1   yes (SKIP TO Q10)
       2   no

8K.   What about the service was not satisfactory?

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

Delete entire Telework Section

DEMOGRAPHICS

10.   Now I have a few last questions for classification purposes. First, about how many employees work at your worksite? Is it . . . (READ CHOICES)

       1   1-25
       2   26-50
       3   51-100
       4   101-250
       5   251-999
       6   1,000+
       9   DK/Refused

10A.   What is your occupation?

       _____
       9 DK/Refused

10B.   What type of employer do you work for? Is your employer a federal agency, a state or local government agency, a non-profit organization or association, a private employer, or are you self-employed?

       1   federal agency
       2   state, or local government agency
       3   non-profit organization or association
       4   private sector employer
       5   self-employed
       *   other (SPECIFY) _____
       9   DK / Ref

10C.   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+
        9   DK/Ref.

10D.   Which of the following best describes your ethnic background. Is it . . . (READ CHOICES)

        1   Hispanic
        2   White
        3   African-American
        4   Asian/Pacific Islander
        5   American Indian
        6   mixed
        *   other (SPECIFY) _____
        9   DK/Ref.

10E.   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 or more
        19   DK / Ref

Thank you very much for your time and cooperation!

(RECORD SEX:)
        1   male
        2   female