

Commuter Connections State of the Commute Survey – FY13

Post-Pretest –12-13-12

Deleted Questions highlighted in yellow

New Questions shown in blue

INTRO AND SCREENING QUESTIONS**LANDLINE INTRODUCTION**

Hello. My name is _____. I'm calling (from CIC Research) on behalf of the Metropolitan Washington Council of Governments. We're talking to residents of Maryland, Virginia, and the District of Columbia about their travel to work. **(IF NECESSARY: This is a genuine survey. No attempt will be made to sell you anything. Your answers will be kept completely confidential and will be used only together with those of other respondents.)** Is now a good time? **(ARRANGE CALL BACK)**

- SA. Did I reach you on a cell phone for this call?
- SB. Are you in a place where it is safe to talk?
- SC I can schedule a time to call you back on this number or on a landline phone number. Which would you prefer?
- S1 Is anyone in your household employed? By employed, I mean a wage or salaried employee, military or self-employed...
- S3/S4 Are you an employed person who is at least 16?
- S5 Is anyone else in your household employed either full-time or part-time?
- 1 Are you employed 35 hours or more per week, or less than 35 hours?
- 1a What is your home zip code?

HOME CLASSIFICATION**QUOTA SCREENER – NEED 600 IN EACH OF 11 AREAS 1 - 11**

- 2 In what county (or Independent City) do you live now? **(DO NOT READ)**
- 1 Alexandria City, VA
 - 2 Arlington Co., VA
 - 3 Calvert Co., MD
 - 4 Charles Co., MD
 - 5 Washington, DC (District of Columbia)
 - 6 Fairfax Co., VA (City of Falls Church, City of Fairfax)
 - 7 Frederick Co., MD (City of Frederick)
 - 8 Loudoun Co., VA (South Riding)
 - 9 Montgomery Co., MD (City of Rockville, City of Gaithersburg, City of Takoma Park, Silver Spring)
 - 10 Prince George's Co., MD (City of Greenbelt, City of College Park, City of Bowie)
 - 11 Prince William Co., VA (City of Manassas, City of Manassas Park)
 - 12 Other (SPECIFY) _____ **(THANK AND TERMINATE)**
 - 88 Don't know **(THANK AND TERMINATE)**
 - 99 Refused **(THANK AND TERMINATE)**
- 3 In what county (or independent city) do you work? **(IF "ALL OVER", ASK: Where do you work the most?)**

WORK SCHEDULE / TELEWORK / COMPRESSED SCHEDULE

Now, I'd like to ask you some questions about your commute to and from work. If you have more than one job, just tell me about your primary job.

- 4 First, in a TYPICAL week, how many days are you assigned to work?
- 5 How many of those days are weekdays (Monday-Friday)?
- 6 And how many weekdays do you commute to a work location outside your home?

IF Q6 = 0 (respondent does not work outside the home any days), ASK Q8-Q10

- 8 So to be sure I understand, you work at home every weekday you work. Is that right?
- 9 Are you self-employed with your primary work location at home?
- 10 Do you telecommute every weekday you work?
- 11 Do you work a compressed schedule, for example, a full-time work week in fewer than five days?

IF respondent works a compressed schedule, ASK Q12

- 12 What type of schedule do you use?
- 13 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?

IF respondent teleworks, ASK Q13a and Q14

- 13a Does your employer have a formal telecommuting program at your workplace or do you telecommute under an informal arrangement between you and your supervisor?
- 14 How often do you usually telecommute? (**DO NOT READ**)

IF respondent does not telework, ASK Q14d – Q14f

- 14d Does your employer have a formal telecommuting program at your workplace or permit employees to telecommute under an informal arrangement with the supervisor?
- 14e Would your job responsibilities allow you to work at a location other than your main work place at least occasionally?
- 14f Would you be interested in telecommuting on an occasional or regular basis?

CURRENT COMMUTE PATTERNS

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

IF respondent bikes to work and lives in Alexandria, Arlington, or DC, ASK Q15a

- 15a On the day(s) that you biked to work, did you ride a Capital Bikeshare bike or a personal bike you own or borrowed?

- 16 How long is your typical daily commute one way? Please tell me both how many minutes and how many miles. First, how many minutes?
- 17 And how many miles?
- 17a At what time do you typically arrive at work?
- 18 How long have you been using <MODE Q15> to get to work?

IF respondent has used primary more 36 months or less, ASK Q19a – Q20

- 19a Before starting to <RECENT MODE Q15> to work, what type or types of transportation did you use to get to work?
- 20 What were the reasons you began using <RECENT MODE Q15>?

~~22 In the past two years, have you used or tried any other type of transportation between home and work that you've not already mentioned?~~

~~23 What was that type of transportation?~~

ALTERNATIVE MODE PATTERNS

IF respondent uses an alternative mode, ASK Q28 – Q30

- 28 Now I'd like to ask you about your current car/van pool. Including yourself, how many people usually ride in your carpool or vanpool?
- 29 How do you get from home to where you meet your <carpool, vanpool, buspool, bus, or train>?
- 30 How many miles is it one way from your home to where you meet your <carpool, vanpool, buspool, bus, or train>?

TELEWORK

IF respondent teleworks, ASK Q28 – Q30

- 34 How long have you been telecommuting?
- 36 Where do you work when you telecommute? Do you work at home, in a telework center, a satellite office provided by your employer, or someplace else?

IF respondent teleworks from a location other than home, ASK Q37 – Q39

- 37 How many days per week, on average, do you telecommute from the location outside your home?
- 38 How many miles is it one way from your home to this location?
- 39 And how do you get from home to this location?

IF respondent teleworks, ASK Q42 – Q43

- 42 How did you find out about telecommuting?"
- 43 Did you receive any information about telecommuting from Commuter Connections or from the Telework Resource Center at the Council of Governments?

AVAILABILITY OF TRANSPORTATION OPTIONS

INTRO BEFORE Q44: Next, I want to ask you about transportation services that might be available in your area.

44 Regardless of whether or not you use them, **do any what** train or bus companies provide service in the area where you live? How about train? And bus?

44a About how far from your home is the nearest bus stop?

44b How far from your home is the nearest train station?

44c **What Do any** train or bus companies provide service in the area where you **work**? How about train? And bus?

45 What major roads do you use on your trip to work?

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

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

46. Is there a special HOV (High Occupancy Vehicle) lane or express lane along your route to work?

IF HOV / express lane is available, ASK Q47

47 Do you ever use the HOV or express lane to get to or from work?

IF respondent uses HOV / express lane, ASK Q50-Q51

50 How much time does the HOV or express lane save you in your one-way trip to or from work?

51 Did the HOV or express lane influence your decision to use your current way of commuting?

52 Do you know the locations of Park 'n Ride lots along the route that you take to work?

53 In the past year have you used Park 'n Ride lots when commuting to work?

ATTITUDES TOWARD TRANSPORTATION MODES

IF respondent does not use transit to get to work, ASK Q54

54 You said earlier that you don't ride public transit (public transportation) regularly for your commute to work. Why not?

IF respondent does not use carpool or vanpool to get to work, ASK Q56

56 You said that you do not use a carpool or vanpool for your trip to work. Why don't you carpool or vanpool?

56a1 Now I have a question about the benefits of traveling by carpool, vanpool, bus, or train. What impact or benefit does a community or region receive when people use these types of transportation?

~~56a — Now I have a few questions about benefits of traveling by carpool, vanpool, bus, or train. What personal benefits do you think people receive from using these types of transportation?~~

IF respondent uses an alternative mode to get to work, ASK Q56b – Q56d

56b You said you [bicycle, walk, carpool, vanpool, ride public transportation] to work some days. What benefits have you personally received from traveling to work this way?

56d On days that you [carpool, vanpool, ride public transportation] to work, how often do you do you read or write work-related material or check work messages on the way to work? Do you do these activities most days, some days, or rarely?

56d — Next, I'll list several activities you might do while traveling to work on the days you [carpool, vanpool, ride public transportation]. Please tell me if you do the activity most of those days, some of those days, or few of those days? How about ... [read personal material/read for pleasure, check personal email or text messages, read or write work-related materials, check work email or text messages, sleep]

56e — Do you do any other activity on your trip to work when you [carpool, vanpool, ride public transportation], which you would count as a productive use of your time?

CURRENT COMMUTE COMPARED TO LAST YEAR

56f Overall, how satisfied are you with your trip to work? Use a scale of 1 to 5, where "1" means not satisfied at all and "5" means very satisfied.

57 Would you say your commute is easier, more difficult, or about the same now as it was one year ago?

IF commute is easier, ASK Q58

58 In what way is it easier?

IF commute is more difficult, ASK Q59

59 In what way is it more difficult?

60 Have you changed your work or home location in the last year?

IF respondent changed home or work, ASK Q60a - Q60e

60a Was your previous location also in the Washington metropolitan region?

60b What factors did you consider in your decision to make this change?

60c How important to your decision was the ease of your trip to work compared to the other factors you just mentioned? Was it less important than other factors, more important, or about the same importance?

60d Did your employer offer you any information about financial incentives that might be available to you if you moved your home to a location close to work?

60e Did your employer offer you any information about financial incentives that might be available if you moved your home to a location close to a bus stop or train station?

AWARENESS OF ADVERTISING

61 Have you heard, seen, or read any advertising about commuting in the past year?

IF respondent recalls advertising, ASK Q62 – Q68

62 What messages do you recall from this advertising?

63 What organization or group sponsored the ad you recall?

64 And where did you see, hear, or read this advertisement?

65 After seeing or hearing this advertising, were you more likely to consider ridesharing or public transportation?

66 After seeing or hearing this advertising, did you take any actions to try to change how you commute? **IF YES, ASK** "What actions did you take?"

IF respondent took an action after hearing the ad, ASK Q68

68 Did the advertising you saw or heard encourage you to take this action?

IF respondent sought information but did not change mode after hearing the ad, ASK Q70

70 How likely is it that you will try another type of transportation for your commute to work, other than driving alone, taxi, or motorcycle, within the next year? Would you say it is ...

IF respondent changed mode after hearing the ad, ASK Q71 – Q72b

71 How long did you <ALT MODE FROM Q66> to work?

72a Before trying <ALT MODE FROM Q66> to work, what type or types of transportation did you use to get to work

72b About how many days per week did you use <MODE FROM Q72a>?

AWARENESS OF COMMUTE PROGRAMS/SERVICES

Now I have a few questions about services that might be available to commuters in your home or work areas.

81 Is there a phone number or website you can use to obtain information on ridesharing, public transportation, HOV lanes, express lanes, and telecommuting in the Washington region?

IF respondent recalls number of website, ASK Q83 – Q84

83 What is it?

84 Have you used this number or website in the past year?

86 Have you heard of an organization in the Washington region called Commuter Connections?

IF respondent knows CC, ASK Q87 – Q88b

87 How did you learn about Commuter Connections?

88 What services does Commuter Connections provide?

88a Have you contacted Commuter Connections in the past year or visited its website?

IF respondent contacted CC, ASK Q88b

88b What information or services were you seeking?

88d Have you heard of an organization or service called <PROGRAM>?

ASK RESPONDENT ABOUT LOCAL PROGRAMS IN HOME AND WORK AREAS

- 1 Alexandria LocalMotion
- 2 Arlington County Commuter Services, The Commuter Store
- 3 Tri-County Council of Southern Maryland (Calvert, Charles)
- 4 Fairfax County RideSources
- 5 TransIT Services of Frederick County
- 6 Loudoun County Office of Transportation Services
- 7 Montgomery County Commuter Services, Bethesda Transportation Solutions, North Bethesda Transportation Center
- 8 Ride Smart (Prince Georges Commuter Solutions)
- 9 PRTC OmniMatch (Prince William)
- 10 goDCgo (District of Columbia)

IF respondent knows local program, ASK Q88e

88e Have you contacted <Q88d PROGRAM OR SERVICE> in the past year or visited its website?

IF respondent contacted / used local program, ASK Q88f

88f What information or services were you seeking?

88g Are you currently a member of the following carsharing or bikesharing programs?

- 1 Capital Bikeshare
- 2 Zipcar
- 3 Car2Go
- 4 Hertz on Demand
- 5 Not a member of any of these programs

88h Now, I'd like your opinion on a new service that might be offered in the Washington area. One is an instant carpool service that would make it easy for you to arrange to share a ride for a single trip on short notice. Registered members who want to share a ride would post a request to a Smart phone-accessible application. Other members are notified of requests through email or texts and can respond for rides they are willing to share. If a service like this was available in the region and drivers were paid \$0.20 per mile when they provide a ride, how likely would you be to use it when you are the **driver**? Would you be ...very likely, somewhat likely, or not likely to use it?

88k How likely would you be to use it when you are a **rider or passenger**, if you had to pay \$0.20 per mile?

IF respondent is not likely to use service as driver or rider, ASK Q88m

88m For what reasons would you not be likely to use this service?

IF respondent is likely to use service as driver or rider, ASK Q88n

88n How likely would you be to use the service under each of the following situations? How about for [RESPONSE 1]? Would you be ... very likely, somewhat likely, somewhat unlikely, or very unlikely to use it? READ OTHER RESPONSES. REPEAT SCALE ONLY IF NEEDED

Situation	1—Very likely	2—Somewhat likely	3—Somewhat unlikely	4—Very unlikely	9—Don't know
1 For a trip to work					
2 For a personal trip					
5 Drivers earned points toward merchandise discounts					
6 Drivers could bank credits toward future rides					

88o — Do you currently have a GPS-enabled smart phone or tablet device? **(DO NOT READ)**

IF respondent has GPS-enabled device, ASK Q88p

88p — How likely would you be to use each of the following types of travel-related apps on the phone or table? If you use this type of app now, please tell me. **(DO NOT READ)**

Situation	1— Very likely	2— Somewhat likely	3— Somewhat unlikely	4—Very unlikely	8—Use now	9— Don't know
1—Bus or train schedule, such as Metro's "Next Bus"						
2—Bus locator — to find bus routes near your location						
3—Road navigation or driving directions						
4—Parking payment						
5—Parking space locator						
6—Gas finder						
7—Traffic alert reports						
8—Taxi finder						
9—Bike route locator						

EMPLOYER SERVICES

89 Next please tell me if your employer makes any of the following commute services or benefits available to you. How about.... ? **ASK ABOUT EACH SERVICE.**

- 1 Information on commuter transportation options
- 2 Special parking spaces for carpools or vanpools
- 3 SmarTrip, SmartBenefit or other subsidies for public transportation or vanpooling
- 4 Cash payments or other subsidies for carpooling
- 5 Facilities or programs for employees who bike or walk to work
- 6 Guaranteed rides (GRH) home in case of emergencies or unscheduled overtime
- 7 Carshare membership (Zipcar, Car2Go, Hertz On Demand)
- 8 Bikeshare membership (Capital Bikeshare)
- 9 **Work schedule with flexible start and end times**

89a And which of those services have you used. Have you used.... ? And how about...? **ASK ABOUT EACH SERVICE THAT WAS CODED AS 1 (offered) in Q89.**

90 Does your employer make free on-site parking available to all employees at your worksite?

IF employer offers free parking, ASK Q90a

90a Have you used this free parking?

IF employer does not offer free parking, ASK Q91 – Q92

91 Does your employer pay part of your parking cost or do you have to pay the entire cost if you drive to work?

92 Does your employer offer parking discounts for carpools or vanpools?

IF employer offers parking discount, ASK Q92a

92a Have you used this parking discount?

GUARANTEED RIDE HOME

102 Do you know if there is a regional GRH or Guaranteed Ride Home program available in the event of unexpected emergencies and unscheduled overtime for commuters who rideshare or use public transportation?

IF respondent knows of regional or employer GRH, ASK Q103

103 In the past two years, have you registered for or used any guaranteed Ride Home service?

104 Who sponsored or offered the service?

QUALITY OF LIFE AND SATISFACTION WITH TRANSPORTATION

105 We're almost finished. I have two questions regarding quality of life and transportation in the Washington region. Overall, how would you rate the quality of life in the Washington region? Please use a scale of 1 to 5 where "1" means poor and "5" means excellent. **IF RESPONDENT ASKS WHAT QUALITY OF LIFE MEANS, ADD:** "Quality of life" means "the general well-being of residents taking into consideration such things as employment opportunities, the economy, personal safety, housing, educational and entertainment opportunities, and so forth."

106 How satisfied you are with the transportation **system** in the Washington metropolitan region? "Transportation system" means all the services and options available to travel around the region and the **quality** of those services, including roads, buses and trains, and services for bicycling, walking, carpooling, and so forth." Please use a scale of 1 to 5 where "1" means not satisfied at all and "5" means very satisfied.

DEMOGRAPHICS

My last few questions are for classification purposes only.

113 In total, how many motor vehicles, in working condition, including automobiles, trucks, vans, and highway motorcycles are owned or leased by members of your household?

114 How many persons live in your home? Please count yourself, family and friends, and anyone who may be unrelated to you such as live-in housekeepers or boarders.

IF 2 or more persons in the household, ASK Q114a and Q114b

114a And how many of these household members are 18 or older?

114b How many of the persons age 18 or over are employed either full-time or part-time?

IF respondent was called on cell phone, ASK Q115

115 Is your cell phone your only personal phone or do you also have a regular landline telephone at home?

IF respondent has a landline phone, ASK Q115a – Q115b

115a Not including cell phones, how many different landline **telephone numbers** (not instruments) are there in your home? Please don't count any numbers that are always connected to a fax machine or computer modem or that are only used for business.

115b How many members of your household, age 18 or over, have cell phones?

118 About how many employees work at your worksite?

119 What is your occupation?

120 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?

- 120a What is your zip code at work?
- 121 Which of the following groups includes your age?
- 122 Do you consider yourself to be any of the following: Latino, Hispanic, or Spanish?
- 123 Now I want to ask you about your race. Which one of the following best describes your racial background. Is it . . . White, Black or African-American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander, Other
- 124 Last, is your household's total annual income \$100,000 or more?
- 124a/b Please stop me when I reach the category that best represents your household's total annual income. Is it . . . [categories under \$100,000], .. [categories \$100,000 or more]

Thank you very much for your time and cooperation!

Q125 (RECORD SEX:) 1 male 2 female

(RECORD LANGUAGE OF INTERVIEW:) 1 English 2 Spanish