

2010 STATE OF THE COMMUTE SURVEY REPORT

From the Metropolitan Washington DC Region



National Capital Region Transportation Planning Board

Metropolitan Washington Council of Governments

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JUNE 2011



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This report was prepared with funding by the District of Columbia Department of Transportation, the Maryland Department of Transportation, and the Virginia Department of Transportation. This publication is also funded in part by the USDOT Federal Highway Administration, under the Transportation Equity Act for the 21st Century (TEA-21).

Price: \$40

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LIST OF TABLES AND FIGURES	3
EXECUTIVE SUMMARY	6
SURVEY AND SAMPLING METHODOLOGY	14
SURVEY RESULTS	17
TRANSPORTATION SATISFACTION	18
- Quality of Life	
- Transportation Satisfaction	
- Benefits of Ridesharing	
- Ease of Commute and Commute Satisfaction	
AVAILABILITY OF AND ATTITUDES TOWARD TRANSPORTATION OPTIONS	26
- Public transportation	
- High occupancy vehicle (HOV) and high occupancy toll lanes	
- Park and Ride lots	
- Attitudes toward transportation options	
AWARENESS OF COMMUTE ADVERTISING AND SERVICES	33
- Commute advertising recall	
- Commute advertising impact	
AWARENESS AND USE OF COMMUTER ASSISTANCE RESOURCES	37
- Awareness of commuter assistance numbers/websites	
- Awareness and use of Commuter Connections Program	
- Awareness and use of local commuter assistance programs	
EMPLOYER-PROVIDED COMMUTER ASSISTANCE SERVICES	41
- Incentives/support services	
- Parking facilities and services	
- Use and impact of commuter assistance services/benefits	
TELECOMMUTING	47
- Current and potential telecommuting	
- Telecommute patterns	
GUARANTEED RIDE HOME PROGRAM	54
- Awareness and use of GRH	
COMMUTE PATTERNS	56
- Number of days worked per week and work hours	
- Current commute mode	
- Primary commute mode by demographic group	
- Length of commute	
- Non-standard work schedules	
- Alternative mode use characteristics	
- Mode shifts and trial use of modes	
CHARACTERISTICS OF THE SAMPLE	67
- Demographic characteristics	
- Home and work locations	
- Employment characteristics	
COMPARISONS OF KEY SOC RESULTS	71
APPENDIX – SURVEY QUESTIONNAIRE	79

Tables	Page
1 Commute Compared to Last Year by Made a Change in Home or Work Location.....	22
2 Importance of Commute Ease Relative to Other Factors Considered in Home or Work Location Changes.....	23
3 Transit Service Operating in Home Area and Work Area.....	26
4 Public Transportation Companies that Provide Service in Home Area and Work Area.....	26
5 Mean Distance from Home to Bus Stop and Train Station by Type of Transit Service Operating in Home Area.....	27
6 Bus and Train Service by Home Area.....	28
7 Availability and Use of HOV Lanes by Residence Jurisdiction.....	30
8 Reasons for Not Using Carpool/Vanpool to Work.....	32
9 Reasons for Not Using Transit to Work.....	32
10 Recall of Advertising Sponsors.....	34
11 Advertising Sources/Media.....	34
12 Recall of Regional Commuter Assistance Telephone Number or Web Site.....	37
13 Commuter Connections Program Referral Sources.....	38
14 Information and Services Sought in Contact to Commuter Connections.....	39
15 Information and Services Sought from Local Commute Assistance Programs.....	40
16 Commuter Services/Benefits Offered, by Employer Type.....	42
17 Commuter Services/Benefits Offered, by Employer Size.....	42
18 Commuter Services/Benefits Offered, by Employer Location.....	43
19 Parking Facilities/Services Offered by Employers – 2010, 2007, 2004.....	43
20 Summary of Current and Potential Telecommuting – All Respondents who are not Self-Employed/Work at Home.....	48
21 Telecommuters by Demographic and Travel Characteristics.....	49
22 Telecommuters by Employment Characteristics.....	50
23 Formal or Informal Telecommute Arrangements by Employer Type.....	52
24 Formal or Informal Telecommute Arrangements by Employer Size.....	52
25 Frequency of Telecommute.....	53
26 Access Mode to Non-Home Telecommute Locations.....	53
27 Awareness of Regional GRH Program by Current Primary Mode.....	54
28 Awareness of Regional GRH Program by Home and Work Location.....	55
29 Primary Mode by Ethnic Group.....	59
30 Primary Mode by Age.....	59
31 Primary Mode by Annual Household Income.....	60
32 Primary Mode by Number of Vehicles in the Household.....	60
33 Primary Mode by Sex.....	60
34 Primary Mode by State of Residence and State of Employment.....	61
35 Commute Distance by Primary Mode.....	63
36 Commute Distance by Home and Work Area.....	63
37 Primary Mode by Use of Non-Standard Schedules.....	64
38 Means of Getting from Home to Alternative Mode Meeting Place.....	64
39 Distance Traveled from Home to Alternative Mode Meeting Point.....	65
40 Ethnic Background.....	67
41 Home and Work Locations.....	69
42 Home and Work Locations – Inner Core, Middle Ring, and Outer Ring.....	69
43 Employment Characteristics.....	70
44 Occupation.....	70

Figures	Page
1 Ratings for Quality of Life.....	18
2 Ratings for Transportation Satisfaction.....	18
3 Ratings for Quality of Life and Transportation by Home Location.....	18
4 Ratings for Transportation Satisfaction by Primary Commute Mode.....	19
5 Ratings for Transportation Satisfaction by Commute Travel Time.....	19
6 Ratings for Transportation Satisfaction by Distance from Home to Bus Stop and Distance From Home to Rail Station.....	19
7 Recommendations to Improve Regional Transportation.....	20
8 Personal Benefits of Alternative Mode Use.....	20
9 Regional/Community Benefits of Alternative Mode Use.....	21
10 Commute Easier, More Difficult, or Same as Last Year.....	21
11 Reasons Commute is More Difficult or Easier.....	22
12 Factors Considered in Home or Work Location Changes.....	23
13 Satisfaction with Commute.....	24
14 Satisfaction with Commute – Percent Rating Commute a 4 or 5 by Ease of Commute.....	24
15 Satisfaction with Commute – Percent Rating Commute a 4 or 5 by Home and Work Location.....	25
16 Satisfaction with Commute – Percent Rating Commute a 4 or 5 by Length of Commute in Minutes.....	25
17 Satisfaction with Commute – Percent Rating Commute a 4 or 5 by Primary Commute Mode.....	25
18 Distance from Home to Bus Stop and Train Station.....	27
19 Distance from Home to Bus Stop by Home Location.....	28
20 Commute Mode by Distance from Home to Bus Stop.....	29
21 Travel Time Savings of HOV Users.....	29
22 Availability and Use of HOV Lanes by Home Area.....	29
23 Primary Commute Mode by Availability of HOV Lanes.....	30
24 HOV Influence on Choice of Commute Mode and Time Saved by HOV Lane Use by Home Location.....	30
25 Likely to Try Carpool/Vanpool or to Register Existing Carpool/Vanpool to Receive HOT Lane Discount.....	31
26 Awareness of Park & Ride Lots Along Route to Work – By Home Location.....	31
27 Commute Information/Advertising Messages Recalled.....	33
28 Likely to Consider Ridesharing After Hearing/Seeing Ads by Respondent Age.....	35
29 Actions Taken to Change Commute After Hearing/Seeing Commute Advertising.....	36
30 Likely to Try Using an Alternative Mode Within the Next Year.....	36
31 Awareness of Regional Commute Information Resources.....	37
32 Awareness of Commuter Connections (Prompted or Unprompted).....	38
33 Awareness of Commuter Connections Services.....	38
34 Heard of Local Jurisdiction Commute Assistance Program.....	39
35 Used Local Jurisdiction Commute Assistance Program.....	40
36 Employer Offers Any Incentives/Support Services - 2004, 2007, 2010.....	41
37 Alternative Mode Incentives and Support Services Offered by Employers – 2007 and 2010.....	41
38 On-site Free Parking Availability by Employer Type, Employer Size, and Work Area.....	44
39 Use of Employer Provided Incentives/Support Services.....	45
40 Primary Commute Mode by Commuter Services/Benefits Reported Offered.....	45
41 Primary Commute Mode by Free Parking Available at Work.....	46

Figures (continued)	Page
42 Percentage of Commuters who Telecommute – 2001, 2004, 2007, 2010.....	47
43 Telecommute Status Distribution.....	48
44 Sources of Information About Telecommute – 2007, 2010.....	50
45 Length of Time Telecommuting.....	51
46 Formal or Informal Telecommute Arrangements.....	51
47 Telecommute Arrangements – 2004, 2007, 2010.....	52
48 Awareness of Regional GRH Program – 2004, 2007, 2010.....	54
49 Weekly Commute Trips by Mode – 2010.....	56
50 Weekly Trips by Mode – 2001, 2004, 2007, 2010.....	57
51 Primary Modes and Modes Used as Primary or Secondary.....	57
52 Average Days Modes Used.....	58
53 Composition of Alternative Mode Groupings – Modes Used 1+ Days per Week.....	58
54 Duration of Mode Use.....	59
55 Primary Mode by Residence “Ring”.....	61
56 Primary Mode by Employment “Ring”.....	62
57 Commute Distance (miles).....	62
58 Commute Distance (minutes).....	62
59 Non-Standard Schedule Types Used.....	63
60 Previous Mode of Current Alternative Mode Users.....	65
61 Alternative Modes Used/Tried in Past Two Years.....	65
62 Motivations to Start Using Current Mode or Try Another Alternative Mode.....	66
63 Respondent Age Distribution.....	67
64 Annual Household Income.....	67
65 Household Size.....	68
66 Household Vehicles – Owned or Leased.....	68
67 Household Vehicles – All Respondents by Home Area – Inner Core, Middle Ring, Outer Ring.....	68
68 Home and Work Locations – Inner Core, Middle Ring, and Outer Ring.....	69
69 Employer Type.....	70

EXECUTIVE SUMMARY



In 2010, the Commuter Connections program administered by the National Capital Region Transportation Planning Board (TPB) at the Metropolitan Washington Council of Governments (COG) conducted the regional State of the Commute survey. Commuter Connections is funded by the District Department of Transportation, the Maryland Department of Transportation, and the Virginia Department of Transportation, with state and federal funds.

Commuter Connections is a network of organizations that provides a wide range of transportation program information and commute assistance services in the Washington metropolitan region. The primary purpose of the program services is to inform commuters of the availability and benefits of traveling to and from work in a manner other than driving alone. Another purpose is to assist commuters to find alternatives that fit their commute needs. COG/TPB administers regional commuting services called Transportation Emission Reduction Measures (TERMs) with the goal to reduce vehicle trips, vehicle miles of travel, and emissions.

COG has been evaluating the effectiveness of its commuter services since 1997. An established evaluation framework that outlines a detailed methodology and data collection activities to evaluate several regional commuter programs has been updated and revised every three years since 2001. One of the major additions to the framework was the State of the Commute (SOC) survey, which was added in 2001. The SOC is a random sample survey of employed persons in the Washington metropolitan region and serves several purposes. First, it documents trends in commuting behavior, such as commute mode shares and distance traveled, and attitudes about specific commuter transportation services available in the region.

The SOC survey is also used to help estimate the impacts of some TERMS, such as Commuter Connections' Telecommute Assistance and Mass Marketing, two TERMS that might influence the population-at-large as well as commuters who directly participate in Commuter Connections' programs. By asking commuters about sources of information on alternative modes and their reasons for choosing alternative modes for commuting, the survey examines how other commute alternative programs

and marketing efforts might influence commuting behavior in the region.

This report summarizes the survey methodology, presents key results of the survey, and offers conclusions about regional commute travel based on the results, and is divided into several sections which highlight survey results. The survey questionnaire can be found in the Appendix section of this report.

The SOC survey documents trends in regional commute behavior, awareness, and attitudes. In some instances, the results are compared against past results as measured in past survey reports.

The SOC survey also collects data to support the upcoming TERM evaluation, scheduled for spring 2011. Additional analysis of 2010 SOC data, along with other TERM data collected between 2008 and 2011, is underway and will lead to a final TERM Analysis report that will be prepared and distributed in 2011.

Key highlights of the data collected from the 2010 SOC data include:

- Transportation satisfaction and alternative mode benefits
- Awareness and attitudes toward transportation options, commute advertising, and commute assistance programs
- Commuter assistance services provided by employers
- Telecommuting
- Regional Guaranteed Ride Home Program
- Commute patterns

ALTERNATIVE MODE BENEFITS AND SATISFACTION WITH TRANSPORTATION SYSTEM

Commuters recognize both personal and societal benefits of ridesharing.

- When asked what personal benefits users of alternative modes receive from using alternative modes, 90% of respondents named at least one benefit and 53% reported two or more personal benefits. 55% of respondents cited saving money or gas as the top benefit, and eleven percent noted a related cost-saving benefit of reducing wear and tear on one's personal vehicle. Almost two in ten respondents

The primary purpose of Commuter Connections' program services is to inform commuters of the availability and benefits of traveling to and from work in a manner other than driving alone.





Nearly two-thirds (64%) of respondents said that use of alternative modes could benefit society by reducing traffic congestion and 45% said it could reduce pollution or help the environment.

said alternative mode users received a benefit of reducing stress (17%) and using travel time productively (17%).

- Respondents noted three benefits related to environmental concerns. Fifteen percent said commuters who use alternative modes help the environment, indicating recognition that use of alternative modes has an impact of environmental quality and suggesting that alternative mode users can take pleasure in contributing to cleaner air. Four percent noted reducing greenhouse gases and four percent said saving gas or energy, a benefit related to sustainability.
- Nearly two-thirds (64%) of respondents said that use of alternative modes could benefit society by reducing traffic congestion and 45% said it could reduce pollution or help the environment. One in ten (11%) cited reduced greenhouse gases and six percent noted that society could benefit because roads did not deteriorate as quickly, presumably reducing the cost to maintain or repair roads. Smaller percentages of respondents noted energy savings, reduced government costs, reducing road rage, and reducing accidents.

More than half of commuters say they are satisfied with their current commute, but not all commuters are equally satisfied.

- Six in ten commuters rated their commute satisfaction as a “4” or “5” on a 5-point scale, where “5” meant “very satisfied.” But 16% rated their satisfaction as either a “1 – not at all satisfied” or “2.”
- Respondents’ commute satisfaction was influenced by the ease of the commute. Three quarters (76%) of respondents who said they had an easier commute than last year and 71% who said their commute had not changed were satisfied with their commute, compared to only 36% who said their commute had become more difficult.
- Commute satisfaction also differed by where the respondent lived and worked. Respondents who lived in the Inner Core were notably more satisfied with their commute than were respondents who lived in the Middle Ring or Outer Ring. But respondents who worked in the Outer Ring were more satisfied than were respondents who worked in the

Inner Core and Middle Ring.

- Commute satisfaction declined dramatically as commute length increased. More than nine in ten commuters who had very short commutes – 10 minutes or less – gave a 4 or 5 rating for satisfaction. When the commute was 21 to 30 minutes, satisfaction dropped to 71%. Less than half of commuters who traveled 31 to 45 minutes were satisfied and when travel time exceeded 60 minutes, only 30% rated their commute a 4 or 5.

Commuters believe the regional transportation system could be improved.

- About four in ten regional commuters gave high ratings for satisfaction with transportation in the region. While about a quarter (27%) said they were not satisfied (rating of 1 or 2).
- Respondents who drove alone and those who carpooled/vanpooled gave the lowest ratings for transportation satisfaction; only 35% were satisfied. Respondents who used transit or bike/walk for commuting gave higher satisfaction ratings.
- Respondents who lived close to transit gave higher marks for transportation satisfaction than did respondents who lived farther away. Almost six in ten respondents who lived within easy walking distance of a train station were satisfied with transportation, compared with only four in ten or less respondents who lived one mile or more from a train station.
- There was a clear pattern between commute travel time and transportation satisfaction. Satisfaction declined as the length of the commute increased, from a high of 47% satisfaction for those who had a commute of 10 minutes or less, to 29% for respondents who traveled more than an hour to work.
- When asked how to improve transportation in the region, respondents focused primarily on ways to improve transit service, with particular emphasis on increasing transit availability and safety. Two in ten respondents proposed Metrorail expansions to more destinations and 17% wanted more bus and train service. Eight percent suggested that Metrorail safety be enhanced.

Commutes appear to be getting somewhat more difficult, but commuters are making changes to improve their commutes.

- A quarter (25%) of respondents said their commute was more difficult than it was a year ago. The primary reason for it being worse was that the route was more congested now (59%), but 14% said it was more difficult due to construction along the route to work.
- About 12% of respondents said their commute was easier than last year. The primary reasons were that the trip was a shorter distance (34%), took less time (29%), or was less congested (26%). Eight percent said the commute was easier because they started using an alternative mode. Eleven percent said it was easier because construction along the route had ended.

Respondents considered commuting factors when making job or home change decisions.

- About 17% of respondents said they made a job or home change in the past year. Two in ten of these respondents said they considered a commuting factor, such as the ease or cost of commuting to the new location, when making their location decision and nearly three in ten (29%) said commute ease was more important than other factors in the decision.
- Three groups of respondents were more likely than were others to cite commute factors as important to their decision:
 - 1) respondents who lived in the Inner Core jurisdictions,
 - 2) respondents who worked in the Middle Ring jurisdictions, and
 - 3) respondents who moved from another location in the Washington region. Presumably, these three groups expected to encounter a more difficult commute with their move or wanted to improve their commute through the move.

More than half (54%) of the respondents who used the HOV lanes for commuting said availability of an HOV lane influenced their decision to carpool, vanpool, or ride transit for their commute.



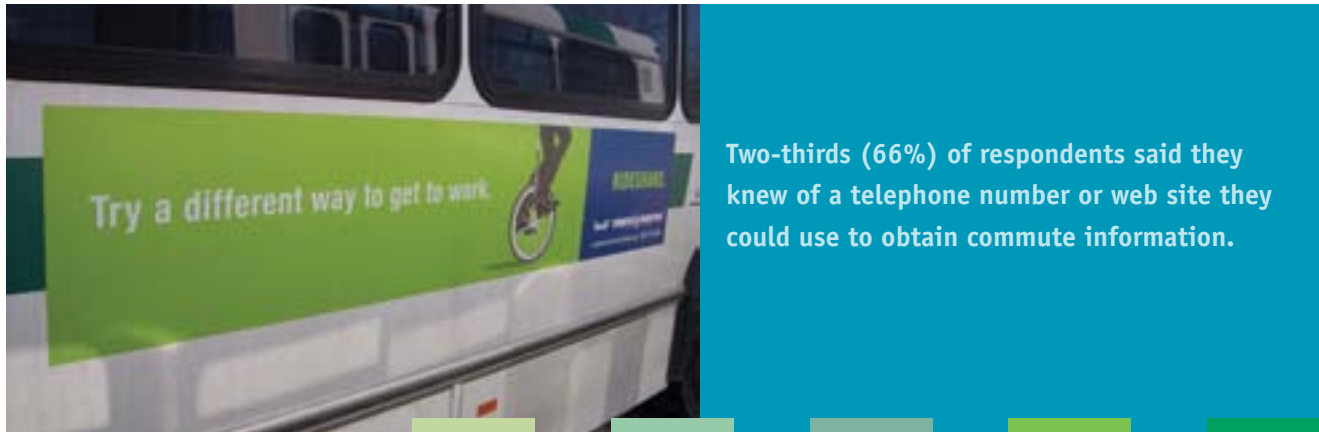
AWARENESS AND ATTITUDES TOWARD TRANSPORTATION OPTIONS, COMMUTE ASSISTANCE PROGRAMS, AND COMMUTE ADVERTISING

Most respondents reported access to some transit service in their home area.

- Respondents were asked to name bus and train companies that provided service in the areas where they lived and worked. Nine in ten said bus and/or train operated in their home area; a similar percentage said service operated in the area where they worked.
- More than half (54%) of respondents said Metrobus operated near their home and almost six in ten (59%) reported Metrobus in the area where they worked. Similar percentages said that Metrorail/subway operated in their home area (55%) and at work (60%).
- More than half (53%) of respondents said they lived less than ½ mile from a bus stop and 67% said they lived less than one mile. Train station access was less convenient; only 16% lived less than one mile from a train station. The average distances were 1.4 miles to the nearest bus stop and 6.4 miles to the nearest train station. Respondents who lived in the Inner Core jurisdictions of the District of Columbia, Alexandria, and Arlington said the closest bus stop was an average of 0.3 miles away and a train station was 1.5 miles away on average. Eighty-five percent of commuters in this area lived less than ½ mile from a bus stop.

Three in ten respondents have access to HOV lanes for their commutes and HOV availability influences mode choice.

- Three in ten respondents said there was an HOV lane along their route to work. A quarter (27%) of these commuters said they use the lanes. This equated to about nine percent of commuters region-wide, essentially the same percentages that reported HOV availability and HOV use in 2007.
- More than half (54%) of the respondents who used HOV lanes for commuting said availability of the lanes influenced their decision to carpool, vanpool, or ride transit for their commute. This is borne out by a comparison of rideshare mode use with and without HOV. The carpool/vanpool mode share was 11% for commuters who had access to an HOV lane for commuting, compared to six percent carpool/vanpool use



for commuters who did not have access to HOV.

- Respondents who used the HOV lane for commuting estimated that using the lane saved them an average of 23 minutes for each one-way trip. But HOV users who lived in the outer jurisdictions of the region saved an average of 28 minutes one-way. They also were more likely to say the HOV lane had influenced their mode choice. More than half (53%) of Middle Ring respondents (Fairfax, Montgomery, Prince George's) and 63% of Outer Ring respondents (Calvert, Charles, Frederick, Loudoun, and Prince William) said the HOV lanes influenced their commute mode choice.

Commuters appear interested in HOT lanes and willing to consider ridesharing to use the lanes for a discount.

- A quarter (26%) of commuters who don't currently carpool or vanpool said they would be very likely or somewhat likely to start ridesharing to use a High Occupancy Toll (HOT) lane if they would be able to use the lanes for free or a discounted price.
- A large share of current ridesharers said they were willing to register their carpools/vanpools to receive a discount on HOT lanes; two-thirds said they were either very likely (39%) or somewhat likely (27%) to register their carpool/vanpool to use the lanes at a discount.

Awareness of commuter information and assistance resources has grown dramatically since 2001.

- Two-thirds (66%) of respondents said they knew of a telephone number or web site they could use to obtain commute information. This was higher than the 51% who knew of these resources in 2007 and considerably higher than the 33% of respondents who knew of these resources in 2001.
- About 25% of respondents could name a specific number or web site; 12% named a Metro/WMATA phone number or website and three percent mentioned Metro/WMATA, but did not specify the number or website. Almost three percent named a phone number or website administered by Commuter Connections.

Awareness of Commuter Connections has grown since 2007.

- In 2010, 64% of all regional commuters said they had heard of an organization in the Washington region called Commuter Connections. This was higher than the 53% who knew of Commuters Connections in 2007 and about the same percentage as knew of the program in 2004 (66%).
- When asked to name Commuter Connections services, respondents largely cited services that Commuter Connections actually does provide. Six in ten knew the program offered either general rideshare information (30%) or help finding a carpool or vanpool partner (30%). About a quarter (26%) knew that Commuter Connections offered a regional Guaranteed Ride Home program. Nine percent said Commuter Connections offered transit route and schedule information, which can be accessed through links on Commuter Connections' web site. Awareness of each individual service was higher in 2010 than in 2007.

Most local jurisdiction services are known to at least a quarter of their target populations.

- Respondents were asked about local commute assistance services provided in the counties where they lived and worked. Awareness of these programs ranged from 10% to 53% of respondents who were asked the questions. Five of the nine programs examined were known to at least a third of their target area respondents.
- Use of the services ranged from two percent to 28% of respondents who had heard of the services. Use was generally higher for programs in outer jurisdictions and for programs associated with transit agencies or with a strong transit component. The relationship to the location in the region is likely because outer jurisdiction commuters encounter more congestion in their

travel and have longer commute times and distances, which would encourage them to seek options for travel to work. The transit connection might be due to higher visibility of the services, but 65% of respondents who contacted a local program said they were seeking transit information. In the inner jurisdictions, transit assistance is provided by transit organizations that are separate from the local commute assistance program.

Awareness of commute information advertising remained high.

- Nearly six in ten (58%) respondents said they had seen, heard, or read advertising for commuting in the six months prior to the survey and 70% of these respondents could cite a specific advertising message. Both the general recall and specific message recall were higher than was observed in the 2007 survey (52% general recall and 65% message recall).
- More than four in ten respondents who had heard ads could name the sponsor. WMATA was named by 20% as the advertising sponsor. Commuter Connections was named by 13%, a slightly higher percentage than named Commuter Connections in 2007 (9%).

Commuter advertising appears to influence commuters' consideration of travel options.

- Almost a quarter (24%) of respondents who had seen advertising said they were more likely to consider ridesharing or public transportation after seeing or hearing the advertising. This was higher than the 18% who noted this willingness in 2007.
- Respondents who were using alternative modes were more likely to be influenced by the advertising. Almost half of bus riders, 25% of Metrorail riders, and 30% of carpools/vanpoolers said they were likely to consider alternative modes after hearing the ads, compared with 21% of commuters who drove alone.
- The advertising appeared to have more impact on younger respondents. A third of respondents who were between 25 and 34 years old said they were likely to consider ridesharing compared with only about two in ten

- respondents who were between 45 and 54 years old.
- About 19% of respondents who said they were likely to consider ridesharing or public transportation for commuting had taken some action to try to change their commute. These respondents comprised about two percent of all regional commuters. A large majority (83%) of respondents who took an action to change their commute said the advertising they saw or heard encouraged the action.
- Most of these respondents sought more information about commuting options but five percent tried or started using a bus, train, or bicycling or walking to work. Prior to starting these new modes, half of the respondents had been driving alone to work. The other half had been using a different alternative mode.

COMMUTER ASSISTANCE SERVICES PROVIDED BY EMPLOYERS

Availability of worksite commute assistance services is higher than in 2007.

- Six in ten (61%) respondents said their employers offered one or more alternative mode incentives or support services to employees at their worksites. This is slightly higher than 54% noted in the 2007 and the 53% reported in 2004.
- The most commonly offered services were transit/vanpool subsidies (45% of respondents), commute information (26%), services for bikers and walkers (24%) and preferential parking (21%). In all cases, these services were more available in 2010 than they had been in 2007.
- Respondents who worked for federal agencies were most likely to have incentive/support services available (89%), compared with 46-64% of respondents who worked for other types of employers. Respondents who worked for large firms reported greater access to incentive/support services than did respondents who worked for small firms. And incentives and support services were far more common among respondents who worked in the Inner Core jurisdictions (Alexandria, Arlington, and District of Columbia); 74% of these respondents had access to services compared to 53% of

Almost a quarter (24%) of respondents who had seen advertising said they were more likely to consider ridesharing or public transportation after seeing or hearing the advertising.



those in the Middle Ring (Fairfax, Montgomery, and Prince George's Counties) and 40% of those in jurisdictions outside these areas.

- Transit/vanpool subsidies and commute information were the most widely used commuter assistance services, used, respectively, by 54% and 33% of respondents who had access to these incentives.

Most commuters continue to have free worksite parking.

- The majority of respondents (63%) said their employers offered free on-site or off-site parking, about the same percentage as that reported in 2007 (65%), 2004 (66%), and 2001 (65%).
- Respondents who worked for federal agencies and those who worked for non-profit organizations were least likely to have free parking; only half of these respondents said they had free parking, compared with 71% who worked for private firms and 77% who worked for state/local governments. Free parking was also much less common in the Inner Core area of the region. Only a third of respondents who worked in these areas had free parking, compared with nearly nine in ten respondents who worked in the Middle Ring and Outer Ring.

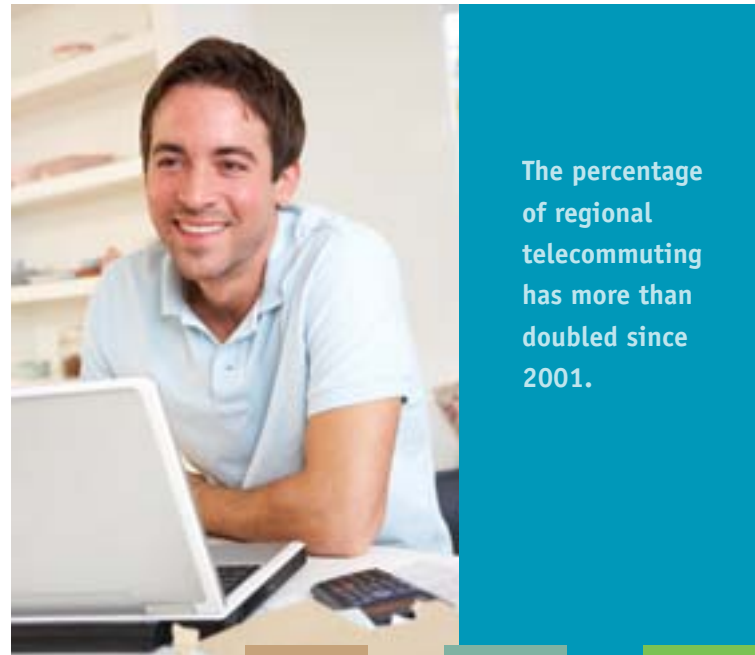
Worksite commuter assistance services appear to encourage use of alternative modes.

- Driving alone was less common for respondents who had access to incentive/support services. Only 57% of respondents with these services drove alone to work, compared with 80% of respondents whose employers did not provide these services.
- Respondents whose employers did not offer free parking also used alternative modes at much higher rates. Only four in ten (41%) respondents who did not have free parking drove alone, compared with 82% of respondents who did have free parking.

TELECOMMUTING

The percentage of workers who telecommute continued to grow between 2007 and 2010, reaching a milestone of one-quarter of the regional commuting population. Even with this growth, potential exists for additional telecommuting.

- A quarter (25%) of regional commuters said they telecommuted at least occasionally. "Commuters" are defined as workers who were not self-employed and would otherwise travel to a worksite outside their homes if not telecommuting.
- The percentage of regional telecommuting has more than doubled since 2001 and grew in nearly every demographic and occupational segment in which telecommuting is feasible.
- The 2010 survey showed that an additional 21% of commuters do not telecommute today but "could and would" telecommute if given the opportunity. These respondents said their job responsibilities would allow them to, and they would like to telecommute.
- Telecommuting continues to be concentrated in certain demographic and employment groups, but the percentage of all regional commuters who said their jobs were incompatible with telecommuting dropped, from 65% in 2004 to 45% in 2010. Because it seems unlikely that the composition of jobs changed substantially in the region, these results suggest a shift in commuters' perception of their ability to perform work away from their primary work location. This could be related to increasing availability of communication and computer technology or perhaps from a broader definition of what responsibilities are "telecommute-compatible."



The percentage of telecommuters who work under "formal" telecommute arrangements equals the percentage who telecommute under informal arrangements with supervisors.

- About 29% of all respondents (both telecommuters and non-telecommuters) said their employer had a formal telecommute program and 25% said telecommuting is permitted under informal arrangements between a supervisor and employee. Formal programs were most common at federal agencies and among respondents who worked for employers with more than 1,000 employees.
- Among current telecommuters, 50% telecommute under a formal arrangement. This represents a shift from 2007, when only 39% of telecommuters had a formal agreement and an even greater shift from 2004, when formal programs comprised only 32% of all

telecommuting. This appears to signal a greater acceptance of formal telecommuting.

Telecommuters get information on telecommuting from a variety of sources.

- The largest source of telecommute information, by far, was "special program at work/employer," named by 71% of respondents. This percentage was considerably higher than in the 2007 survey, in which only 55% of telecommuters cited their employer as the source of information and higher still compared with the 34% who gave this answer in 2004.
- Six percent of telecommuters said they received telecommute information directly from Commuter Connections or MWCOC. This was about the same percentage that mentioned Commuter Connections/MWCOC in each of the previous three SOC surveys: 2007 (7%), 2004 (5%), and 2001 (4%).



The most popular alternative mode was train, which was used by about 15% of respondents as their primary mode.

COMMUTE PATTERNS

The share of commute trips made by driving alone has fallen since 2004 and train use has risen.

- Drive alone continued to be the most popular commute mode in the Washington metropolitan region but the share of weekly commute trips made to worksites outside the home (excluding telecommuting) declined from 71% in 2001 to 64% in 2010. This represents a drop of seven percentage points over the nine year period.
- Weekly trips made by transit modes increased from 2001 to 2010. Train use increased from 12.4% in 2001 to 14.5% and bus use grew from 4.6% to 5.7%. The shares of weekly commute trips made by carpool/vanpool remained essentially constant.
- Three in ten (30%) regional commuters used an alternative mode (carpool, vanpool, bus, Metrorail, commuter rail, bicycle, or walk) as their primary mode, that is, the mode they used most days in a typical week. An additional four percent of commuters used an alternative mode one or two days per week, resulting in more than a third of all regional commuters using a non-drive alone mode at least once per week.
- The most popular alternative mode was train, which was used by about 15% of respondents as their primary mode. An additional one percent of commuters said they used the train one or two days per week.
- Bus was the primary commute mode for about six percent of respondents. An additional one percent occasionally rode the bus to work.
- Carpooling/vanpooling was used by about seven percent of commuters most days during the week and one percent used these modes one or two days per week. The majority of carpoolers used a "traditional" form of carpooling, with the same partner(s) all the time. About one in ten carpoolers/vanpool trips was made by "casual" carpooling (slug).

Regional commuters continue to try new alternative modes.

- Almost a quarter (23%) of respondents had used or tried an alternative mode, other than one they were currently using, within the two years prior to the survey. This represented an increase over the 14% of respondents who said in the 2007 survey that they tried another mode and about the same percentage as reported trial use of alternative modes in the 2004 (22%) and 2001 (24%) SOC surveys.
- Transit was the mode mentioned most often; 13% of all regional commuters had used or tried the train in the past two years and seven percent tried or used a bus. Four percent tried or used bicycle or walk for commuting.
- More than half (53%) of the respondents who made a switch to an alternative mode in the past three years switched from driving alone. The other 47% switched from another, different alternative mode. These "retention" switches are important to maintain the congestion mitigation and environmental benefits of past alternative mode shifts.

A sizeable portion of commuters who use alternative modes drive alone part of the trip.

- Nearly three in ten (28%) respondents who used an alternative mode said they drove alone to the alternative mode meeting spot (park & ride lot, train station, carpool driver's home, etc.) and left their cars at those places. Respondents traveled an average of 2.6 miles to these meeting points. A third (35%) of respondents walked to the meeting point and the remaining respondents who used an alternative mode either took transit, or were dropped off by a carpool partner or picked up at home.

Commute lengths remained the same as in 2004.

- Respondents traveled an average of 16.3 miles and 36 minutes in 2010, essentially the same as in 2007 (16.3 miles, 35 minutes) and 2004 (16.2 miles, 34 minutes).

SURVEY AND SAMPLING METHODOLOGY



OVERVIEW

The geographic scope of COG/TPB's responsibility encompasses the 11 independent cities and counties that make up the Washington metropolitan region. All households within this geographic area that had at least one employed person residing in the household were eligible for selection in the 2010 study. A minimum of 600 random telephone surveys were conducted in each of the 11 jurisdictions of the study area, resulting in 6,629 completed interviews.

The primary purpose of conducting this survey was to meet multiple objectives, including trend analysis and TERM evaluation. Wherever possible, an attempt was made to replicate questions used in previous transportation demand management studies to allow for trend analysis. Additionally, the SOC Survey included survey modules specific to four TERMS: Maryland and Virginia Telework, Guaranteed Ride Home, Employer Outreach, and Mass Marketing.

Questionnaire Design

The 2010 SOC questionnaire was based on the questionnaire used in 2007, with modifications and additions as needed. LDA Consulting, CIC Research, and COG/TPB staff modified the survey questionnaire, with input from a TDM Evaluation Group comprised of representatives from the District of Columbia, Maryland, and Virginia. The survey was intended to meet multiple objectives, including trend analysis and evaluation of two of the TERMS: Telecommuting and Mass Marketing.

Wherever possible, the study team retained the 2007 SOC questions to allow trend analysis, but changes were made when the revisions were expected to add substantially to the accuracy of the data. Minor changes were made to the 2007 questionnaire to enhance respondents' understanding of the question and several questions were deleted to shorten the survey. Several new questions were added to examine significant new transportation topics, including quality of life and satisfaction with the regional transportation system.

Before the full survey was conducted, CIC completed a pretest of the questionnaire. The pretest was conducted on January 22 and 23, 2010 resulting in 128 completed interviews. Using the responses to these interviews, the questionnaire was

finalized with the study team and translated into Spanish. The survey instrument was designed for telephone administration using Computer Assisted Telephone Interviewing (CATI). A copy of the English questionnaire is included in the Appendix section of this report.

Survey Administration

The telephone survey was conducted in CIC's telephone survey facility. Interviews were conducted using the Voxco CATI system. The Voxco system is an integrated survey system encompassing both CATI and Web applications which simplifies survey management while boosting interviewer performance. Before beginning the full survey effort, CIC conducted an interviewer-training session. Items included in the session were:

- Explanation of the purpose of the study
- Identification of the group to be sampled
- Overview of COG and its function
- Review of the definition and instruction sheet to familiarize interviewers with the terminology
- Verbatim reading of the questionnaire
- Paper/CATI review of skip-patterns to familiarize interviewers with questionnaire flow
- Practice session on CATI systems in full operational mode

Interviews were conducted between January 22 and April 30, 2010. A survey pretest was conducted on January 22 and 23 tested the changes to the questionnaire and sample administration. Following the successful pretest, interviewing continued on January 28, 2010. All calls were made to the respondents' home numbers. Weekday calls were made from 5:30 pm to 8:30 pm local time and weekend calls from 10:00 am to 6:30 pm local time. CIC interviewers conducted a minimum of five callback attempts at different times and over different days throughout the data collection period. CIC adopted measures to assure confidentiality of responses. Bilingual interviewers surveyed all Spanish-speaking respondents using the Spanish version of the questionnaire. A total of 74 interviews (1.1%) were completed in Spanish.

All interviewing was conducted with survey supervisors present. The survey supervisors were responsible for overseeing



The primary purpose of conducting this survey was to meet multiple objectives, including trend analysis and program evaluation.



A minimum of 600 interviews were completed in each of the 11 jurisdictions, resulting in a total sample size of 6,629 completed surveys.

the CATI server, checking quotas, editing call-back appointment times, monitoring interviews, answering questions, and reviewing completed surveys. To insure quality control, the survey supervisors monitored a minimum of 10% of each surveyor's interviews. Other quality assurance logical checks were applied as the survey data was collected.

A minimum of 600 interviews were completed in each of the 11 jurisdictions, resulting in a total sample size of 6,629 completed surveys.

Survey Data Expansion

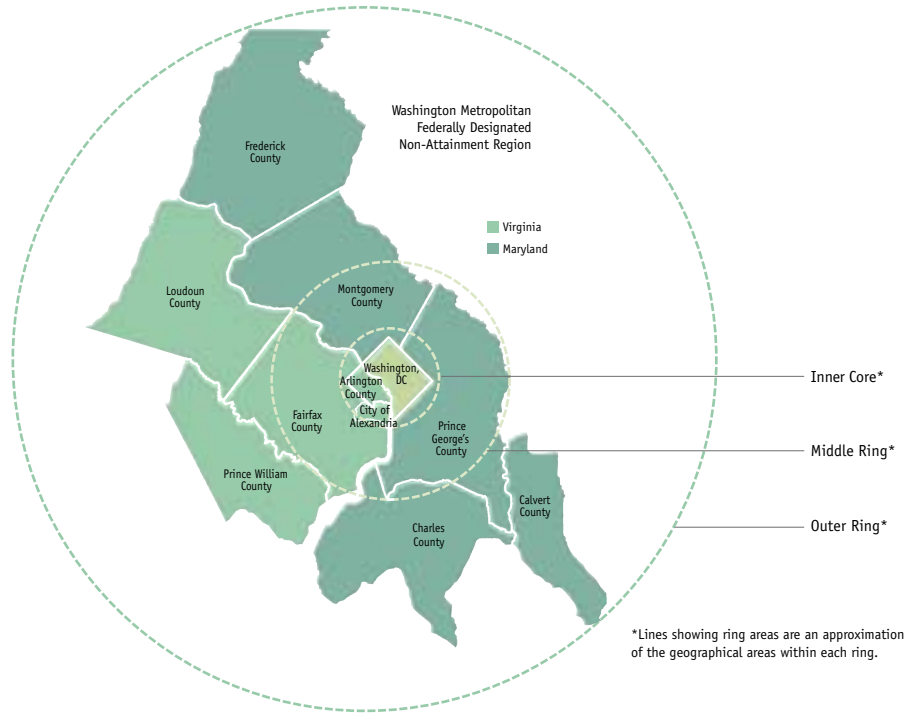
Survey responses were expanded numerically to align the sampled survey results with published employment information for the study area. A two-part process was implemented to ensure that the survey results were representative of the region and of each of the 11 study areas. First, data from the Bureau of Labor Statistics' (BLS) Local Area Unemployment Statistics (LAUS) were utilized to estimate the number of workers for each of the 11 sampled jurisdictions. This employment information was used to compute jurisdiction-level expansion factors, which were applied to the survey results to determine their proportion for regional analysis.

Second, survey results were adjusted to align the sample for ethnicity: Black, Hispanic, White and Other groups. Weighting factors were calculated from ethnicity distributions published in the U.S. Census Bureau's American Community Survey (ACS). This is an on-going survey which surveys populations throughout the United States and thus includes the 11 study areas.

GEOGRAPHIC ANALYSIS

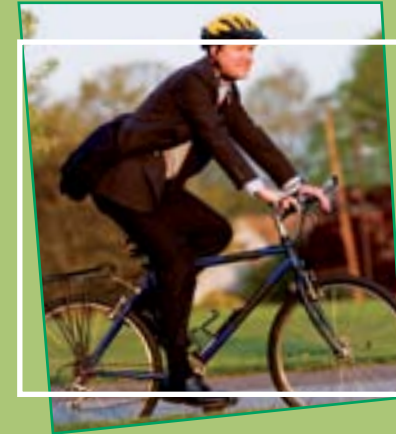
The SOC analysis focused primarily on the region as a whole. However, for some questions, the analysis examined results for individual jurisdictions or other geographic sub-areas of the region. The primary sub-area categorization divided the region into three categories roughly representing concentric rings around the central core (Figure 1).

The Inner Core area included the City of Alexandria, Arlington County, and the District of Columbia. The Middle Ring, surrounding the core, included Fairfax, Montgomery, and Prince George's counties. The Outer Ring included Calvert, Charles, Frederick, Loudoun, and Prince William counties.



Geographic Sub-Areas – Inner Core, Middle Ring, Outer Ring

SURVEY RESULTS



The key findings of the survey are in this section of the report. The 6,629 completed surveys were weighted to represent the number of employed residents of the metropolitan region and to correct for under-representation of some racial/ethnic groups in the sample. This expansion methodology allows the proper representation of employed residents in each of the 11 jurisdictions in the survey area. Survey result percentages shown in the tables and figures are weighted to the total working population, and in some cases also show the raw number of respondents (e.g., n=__) who answered the question. Some results are based on smaller samples of respondents because some questions did not apply to the total sample of 6,629.

Survey results are compared for sub-groups of respondents where relevant. Survey results also are compared with corresponding data from the 2007, 2004, and 2001 SOC surveys, where the

comparison is notable. A section comparing key results from the four SOC surveys is also in this report.

The results presented include the following:

- Transportation satisfaction
- Availability of and attitudes toward transportation options
- Awareness of commute advertising and services
- Awareness of use of commuter assistance resources
- Employer-based commuter assistance services
- Telecommuting
- Guaranteed Ride Home
- Commute patterns
- Characteristics of the sample

TRANSPORTATION SATISFACTION

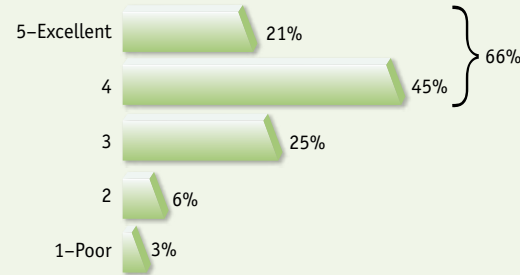
A series of questions were added to the 2010 SOC survey to explore commuters' impressions of the role transportation plays in creating a livable region. These questions focused on:

- Quality of life
- Satisfaction with transportation and desired improvements
- Benefits of ridesharing

QUALITY OF LIFE

The survey asked respondents to rate quality of life in the Washington region, using a five-point scale in which 1 meant "poor" and 5 meant "excellent." Two-thirds (66%) of respondents gave a high rating for quality of life in the Washington region (rating of 4 or 5 on a 5-point scale). Only nine percent gave a low rating (1 or 2).

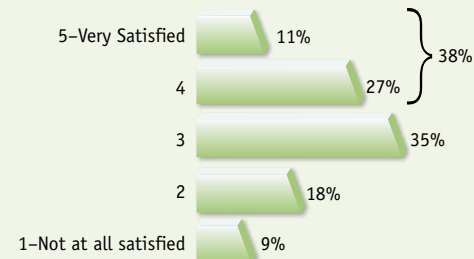
Figure 1 - Ratings for Quality of Life



Two-thirds (66%) of respondents gave a high rating for quality of life in the Washington region (rating of 4 or 5 on a 5-point scale).



Figure 2 - Ratings for Transportation Satisfaction Rating of 4 or 5

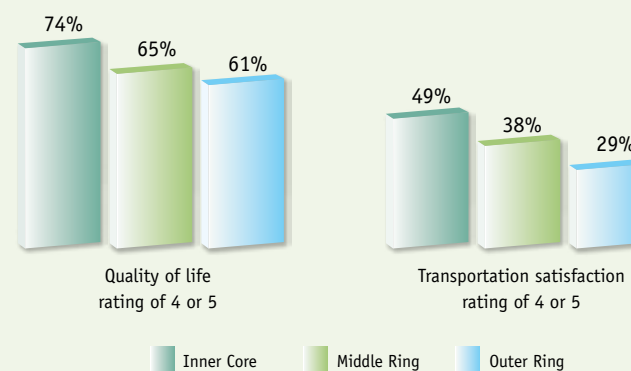


TRANSPORTATION SATISFACTION

Commuters gave lower ratings for their satisfaction with transportation in the region (Figure 2). Only 38% said they were satisfied (rating of 4 or 5 on a 5-point scale) and more than a quarter (27%) said they were not satisfied (rating of 1 or 2)

Satisfaction by Home Location – Respondents who lived in the Inner Core gave somewhat higher ratings for both quality of life and transportation, as shown in Figure 3, than did respondents in either the Middle Ring or Outer Ring. Three quarters of Inner Core respondents rated quality of life a 4 or 5, compared with 65% of Middle Ring respondents and 61% of Outer Ring respondents. About half of Inner Core respondents gave high marks to transportation satisfaction, while only 38% of Middle Ring respondents and 29% of Outer Ring respondents rated transportation satisfaction as high.

Figure 3 Ratings for Quality of Life and Transportation Rating of 4 or 5 By Home Location



Satisfaction by Commute Mode

Respondents who drove alone and those who carpooled/vanpooled gave the lowest ratings for transportation satisfaction; only 35% were satisfied (Figure 4). Respondents who used transit or bike/walk for commuting gave higher satisfaction ratings. One common trait of these other modes is that the commuters do not need to drive, so they can avoid congestion.

Figure 4 Ratings for Transportation Satisfaction—Rating of 4 or 5 By Primary Commute Mode

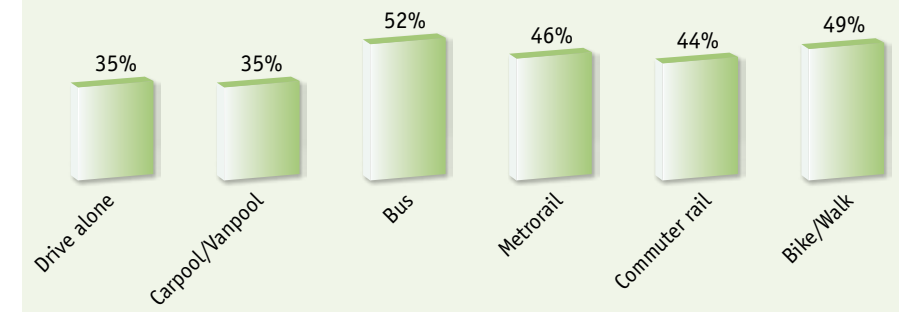
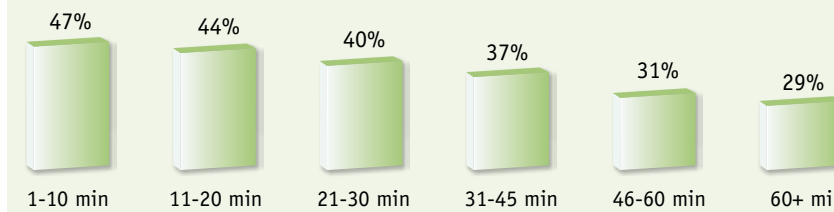


Figure 5 Ratings for Transportation Satisfaction—Rating of 4 or 5 By Commute Travel Time (minutes)

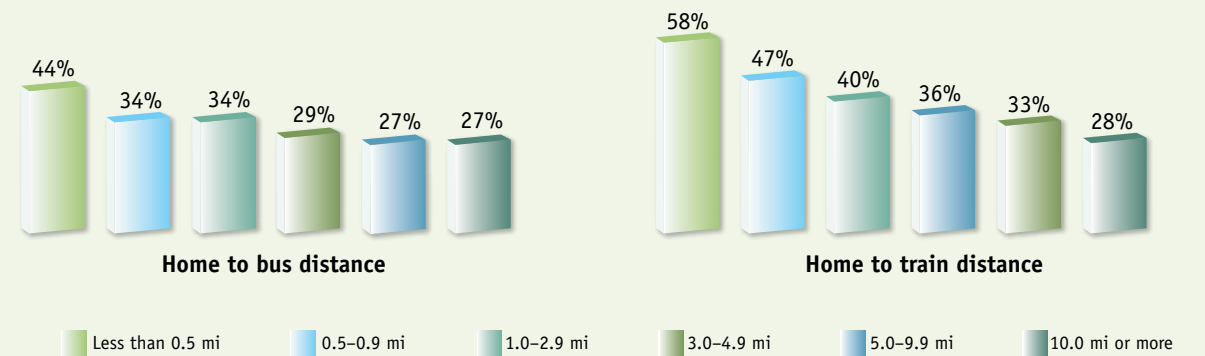


Satisfaction by Travel Time – There was a clear pattern between commute travel time and transportation satisfaction. Satisfaction declined as the length of the commute increased, from a high of 47% satisfaction for respondents who had very short commutes of 10 minutes or less, to 29% for respondents who traveled more than an hour to work.

Satisfaction by Proximity to Transit

A pattern emerged also between satisfaction with transportation and the respondent's proximity to bus and train stops. Respondents who lived close to transit gave higher marks for transportation satisfaction than did respondents who lived farther away. The pattern was particularly striking for distance to train. Almost six in ten respondents who lived within easy walking distance of a train station were satisfied with transportation, compared with only four in ten or less respondents who lived one mile or more from a train station.

Figure 6 Ratings for Transportation Satisfaction—Rating of 4 or 5 By Distance from Home to Bus Stop and Distance from Home to Rail Station (miles)



Suggestions to Improve Transportation

The survey interview gave respondents an opportunity to provide suggestions for how they thought the transportation system could be improved. The question was open-ended, so respondents were free to make any recommendation and to offer multiple ideas. About two in ten respondents said they did not think any improvements were needed and another 10% said they didn't have any suggestions. Figure 7 presents the ideas proposed by the remaining respondents.

A large share of the recommendations focused on ways to improve transit service in the region, with particular emphasis on increasing transit availability and safety. Two in ten respondents proposed Metrorail expansions to more destinations and 17% wanted more bus and train service. Eight percent suggested that Metrorail safety be enhanced.

Some respondents noted other types of improvements, such as better regional management/planning of transportation facilities, more funding, and reducing traffic congestion. About four percent volunteered that the region should build more roads or repair existing roads.

Figure 7
Recommendations to Improve Regional Transportation

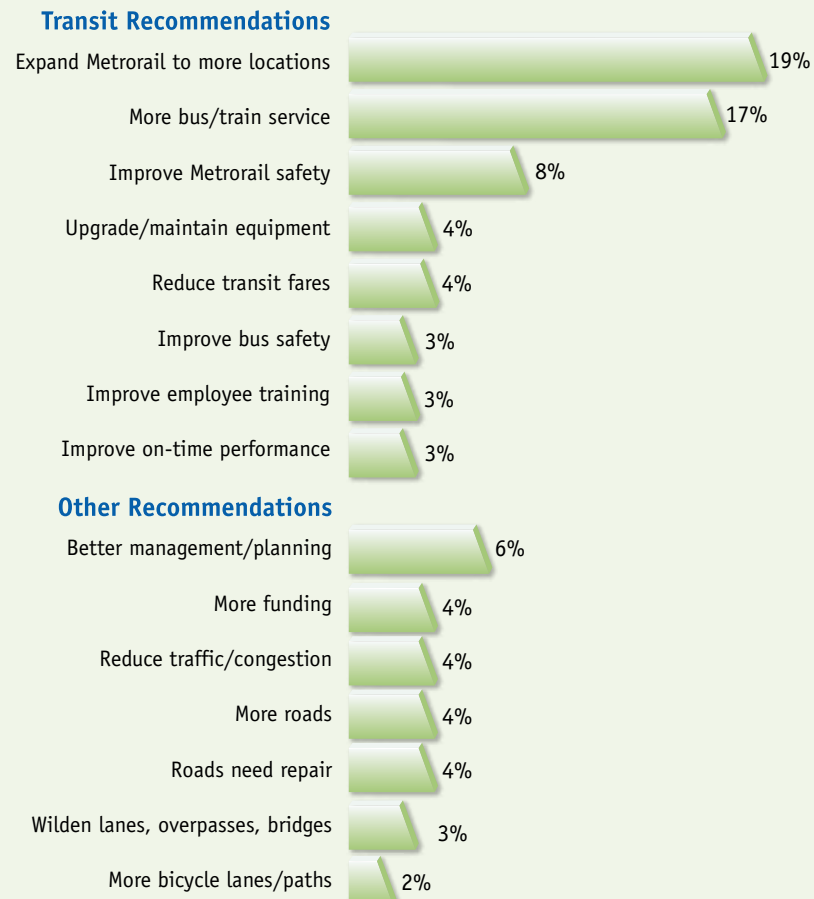
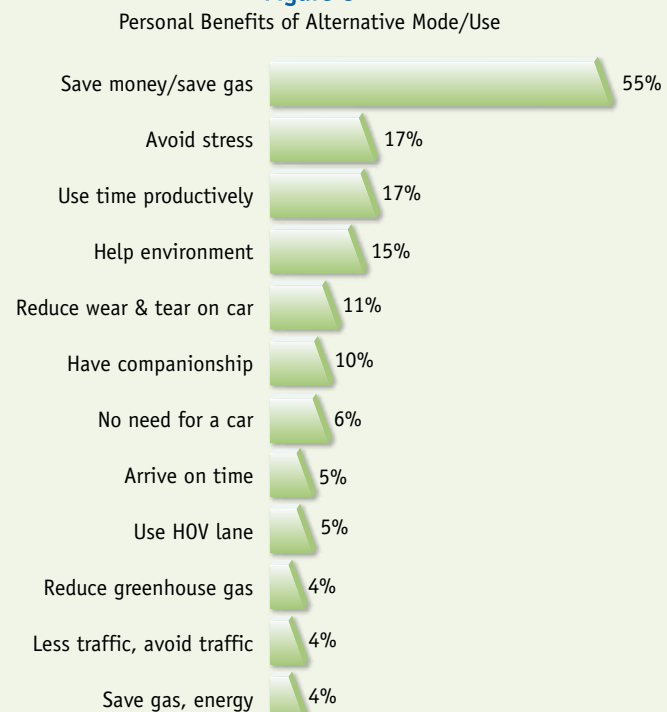


Figure 8



BENEFITS OF RIDESHARING

Questions were added to the 2010 SOC survey to assess commuters' opinions about the benefits generated by use of alternative modes and the importance of future investment in alternative transportation. Respondents were asked about the following:

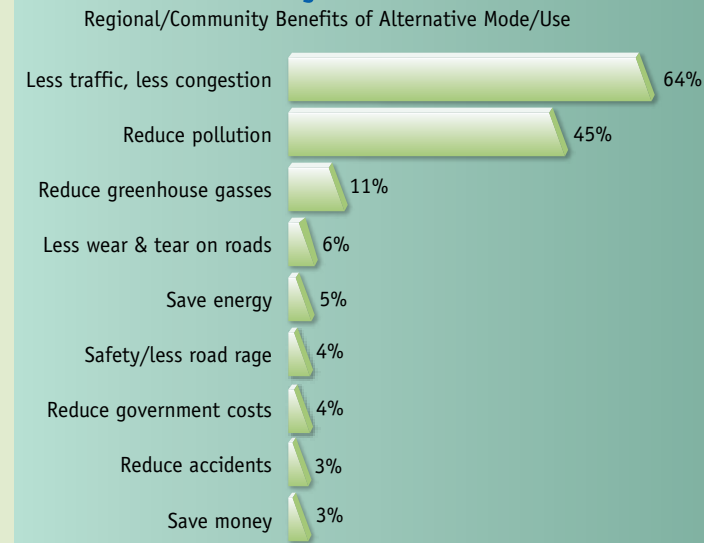
- What personal benefits do people who use alternative modes receive from using these types of transportation?
- What impacts or benefits does a community or region receive when people use alternative modes?

Personal Benefits of Alternative Mode Use

When asked what personal benefits users of alternative modes receive from using those modes, 90% named at least one benefit and 53% reported two or more personal benefits. Figure 8 details the responses to this question.

Saving money or gas topped the list of personal benefits, cited by 55% of respondents. No other benefit came close in the percentage of responses. Eleven percent noted a related cost-saving benefit of reducing wear and tear on one's personal vehicle. Almost two in ten

Figure 9



One in ten (11%) cited reduced greenhouse gases and six percent noted that society could benefit because roads did not deteriorate as quickly, presumably reducing the cost to maintain or repair roads. Smaller percentages of respondents noted energy savings, reduced government costs, reducing road rage, and reducing accidents.

EASE OF COMMUTE AND COMMUTE SATISFACTION

Ease of Commute Compared to Last Year

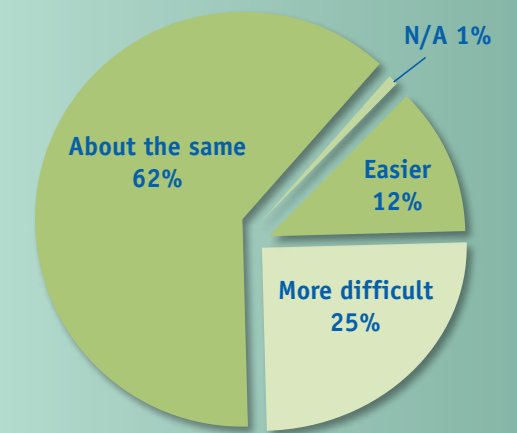
Respondents who did not telecommute or work at home all the time were asked if their commute time was easier, more difficult, or about the same as it was a year prior. As seen in Figure 10, the majority of respondents (62%) said their commute was about the same as a year ago. A quarter (25%) said their commute was more difficult and 12% said their commute was easier. One percent of respondents said they were not commuting in the Washington region a year ago, so a comparison was not provided.

Respondents who said their commute had changed were asked in what way it was easier or more difficult. The top section of Figure 11 presents reasons that respondents' commutes had worsened. The bottom section of the Figure shows the reasons that respondents' commutes had improved.

More Difficult Commute – Six in ten respondents who said their commute was more difficult said their route had become more congested. About two in ten respondents said the trip took more time and 14% said new construction along the route made the trip more difficult. About one in ten said the distance was longer (11%) or that the trains/buses were more crowded (8%).

Easier Commute – The most common reason for an easier commute was that it was shorter, cited by 34% of the respondents. This is likely due to a change in either a work location or home location. About three in ten respondents said the trip was faster (29%) and 26% said the route they used was less congested or that the road had been improved. One in ten respondents (11%) said the commute was easier because construction along the route had ended. A similar share of respondents attributed their easier commute to a change they had made in their travel mode: started using bus/train (5%), started driving to work (4%), or started carpooling/vanpooling to work (3%).

Figure 10
Commute Easier, More Difficult, or About the Same as Last Year



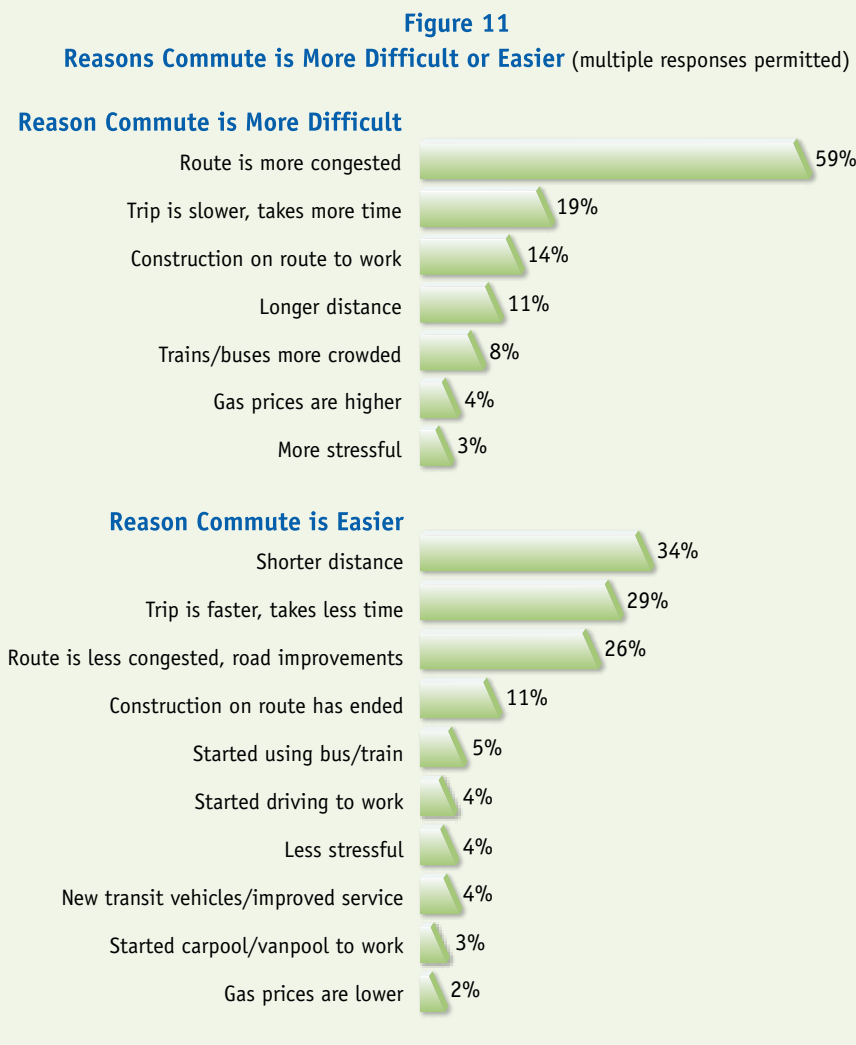
Influence of Changes in Residence or Work Location

Because it was expected that a commute might have become easier or more difficult because the origin and/or destination of the commute changed, all respondents were asked if they had made a change in their work location and/or home location in the past year. Table 1 displays results of commute ease for respondents who did and did not make a move.

About 17% made a change and 83% made no change. Three-quarters (76%) said they moved within the Washington metropolitan region. The other 24% moved from a location outside the Washington area. Because those who moved from outside the region could not provide a before-the-move comparison, they were excluded from the base for Table 1.

The percentages shown in the table suggest the ease or difficulty of the commute appears to have been related to moves for at least some of the respondents. The majority (67%) of respondents who did not move said their commutes were about the same. Nine percent said their commute had improved and about a quarter (24%) said it had gotten more difficult.

About a third (33%) of respondents who moved said they had a more difficult commute. But almost as large a share (29%) said



their commute had improved. This percentage was much higher than the percentage of respondents who had an easier commute without a move. This suggests that the move might have played a role in either improving or worsening a commute, but that the move improved the commute as often as it worsened it.

The table also shows a breakdown of change in commute conditions by the type of move made: home only, work only, or both home and work. The differences between responses for these groups are small and within the statistical margin of error.

Table 1
Commute Compared to Last Year by Made a Change in Home or Work Location

Changed Home or Work Location	Easier	More Difficult	About the Same
No change	9%	24%	67%
Yes	29%	33%	38%

Type of change made	Easier	More Difficult	About the Same
Changed home	25%	34%	41%
Changed work	32%	34%	34%
Changed home and work	32%	34%	34%

Commuting as a Factor in Location Change Decisions – Anecdotal reports have suggested that some commuters might move their residences and/or seek new jobs at least in part because they wanted to make their commute easier or less costly. Several questions were included in the SOC survey in 2007 to examine if commute factors had an influence on regional residents' home or work location decisions. Respondents who said they had made a change were asked what factors they considered in making the change and how important to their decision the ease of the trip to work was compared to other factors

With today's low interest rates and competitive housing prices, now is an opportunity time to shorten the distance between workplace and home and save on the cost of your commute and mortgage at the same time.

Have you heard?

About a third (33%) of respondents who moved said they had a more difficult commute.

they considered. Figure 12 displays the decision factors respondents mentioned.

About two in ten respondents cited a commute-related factor as one factor that they considered in the moving decision. Length or ease of commute was cited by 15%; smaller percentages said the cost of commuting or the range of commuting options available at the new location had been a factor.

The job factor of career advancement was noted by 17% of respondents as a factor in the decision; job transfers (11%), job satisfaction (10%), and income/salary (10%) each were named by at about one in ten respondents. About a third named a residential factor, such as the cost of living (7%), size of the house (6%), cost of the house (6%), and quality of the neighborhood (5%) as factors they considered.

Three groups of respondents were more likely than were others to cite commute factors as important to their decision, presumably, because they expected to encounter a more difficult commute with their move or because they wanted to improve their commute with the move:

- Respondents who lived in the Inner Core – 24% of respondents who lived in the Inner Core noted commute factors compared with 16% of Middle Ring and 17% of Outer Ring respondents
- Respondents who worked in the Middle Ring – 22% named commute factors compared with 15% of Inner Core and 15% of Outer Ring workers.
- Respondents who moved from another location in the Washington region – 20% of respondents who moved within the region named commute factors compared with 12% for respondents who moved from outside the region

Table 2
Importance of Commute Ease Relative to Other Factors Considered in Home or Work Location Changes

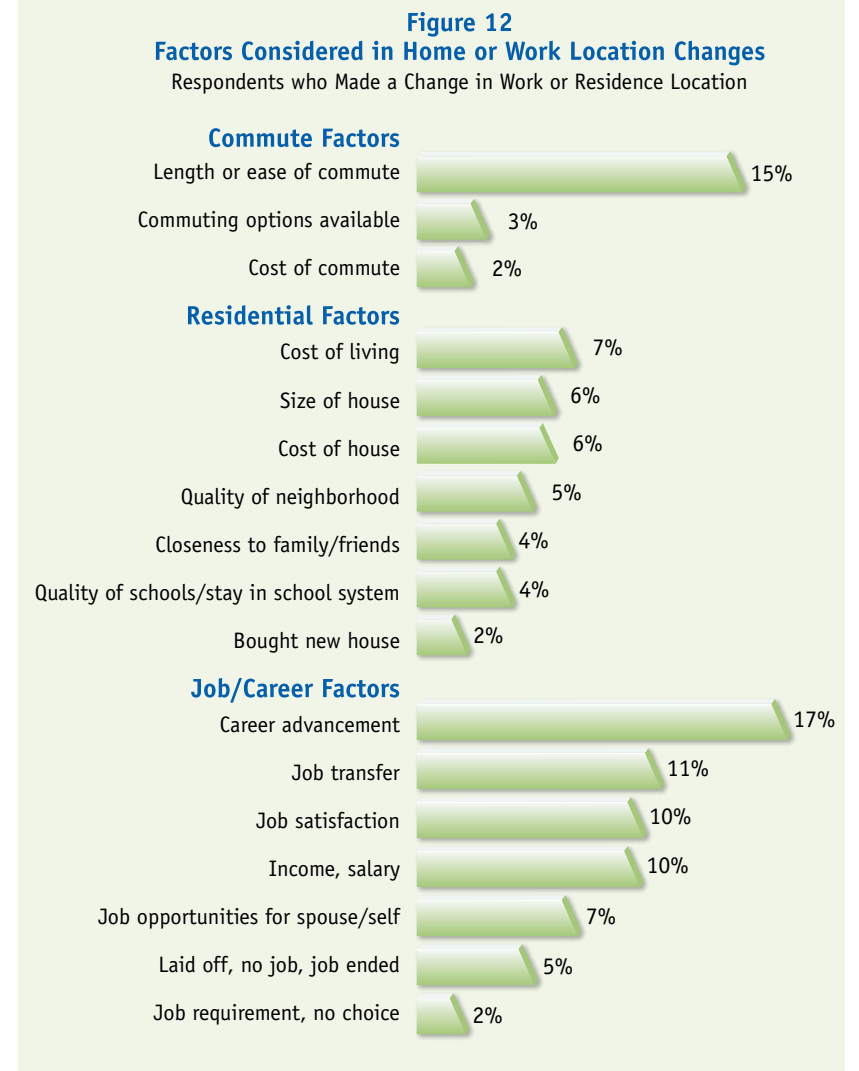
Respondents who Made a Change in Work or Residence Location

Importance of Commute Ease	Percentage
More important than other factors	29%
About the same importance as other factors	38%
Less important than other factors	33%

Respondents who had made a move were asked how important commuting factors had been in their decision, relative to the other factors they considered. Table 2 shows that three in ten (29%) said the commute factors were more important than others, four in ten (38%) said they were about equally important, and a third said commuting factors were less important.

Finally, respondents who made a residential location change were asked if their employers had offered any information about financial incentives that might be available if the respondent moved to a home that was closer to the work location or moved closer to a bus stop or transit station. These questions were designed to measure the impact of the "Live Near Your Work" program that Commuter Connections implemented in 2008. This program encourages employers to inform employees of several state and/or federal financial incentives offered to employees who choose a home location that reduces the distance they travel to work or who choose a home location near a transit stop.

In 2010, six percent of respondents who had moved their homes had received information from their employers. This was about the same percentage as reported receiving information in 2007 (7%). Four percent said they received information on financial incentives to move closer to transit, again about the same as the five percent who noted this information in the 2007 SOC survey.



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Commute Satisfaction

The 2010 survey included a new question that asked commuters to rate how satisfied they were with their trip to work. As shown in Figure 13, 62% rated their commute satisfaction as a "4" or "5" on a 5-point scale, where "5" meant "very satisfied." Two in ten gave a rating of "3." Sixteen percent rated their satisfaction as either a "1" – not at all satisfied (7%) or "2" (9%).

Figure 13 - Satisfaction with Commute

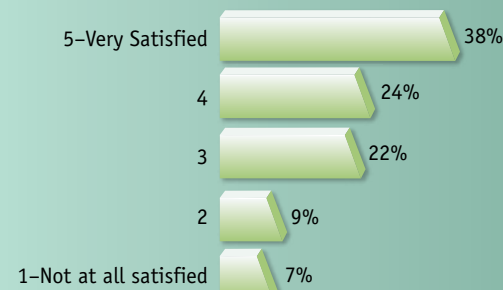
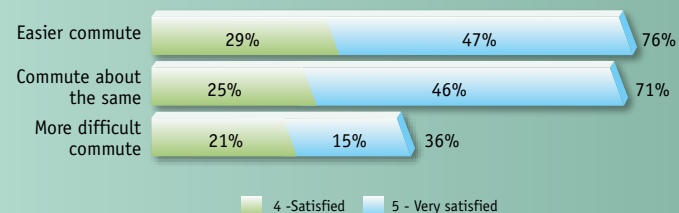


Figure 14 - Satisfaction with Commute – Percent Rating Commute a 4 or 5 by Ease of Commute



Satisfaction by Commute Ease – Respondents' level of satisfaction with their commute was influenced by the ease of the commute. As illustrated in Figure 14, 76% of respondents who said they had an easier commute than last year and 71% who said their commute had not changed were satisfied with their commute, compared to only 36% who said their commute had become more difficult.

Satisfaction by Home and Work Location

– Commute satisfaction also differed by where in the region the respondent lived and worked. Figure 15 presents the percentages of commuters in each of the three areas of the region who gave a rating of 4 or 5 for commute satisfaction.

Respondents who lived in the Inner Core were notably more satisfied with their commute than were respondents who lived in the Middle Ring or Outer Ring areas. But respondents who worked in the Outer Ring were more satisfied than were respondents who worked in the Inner Core and Middle Ring.



Respondents' level of satisfaction with their commute was influenced by the ease of the commute... 76% of respondents who said they had an easier commute than last year and 71% who said their commute had not changed were satisfied with their commute.

Figure 15 - Satisfaction with Commute – Percent Rating Commute a 4 or 5 by Home and Work Location

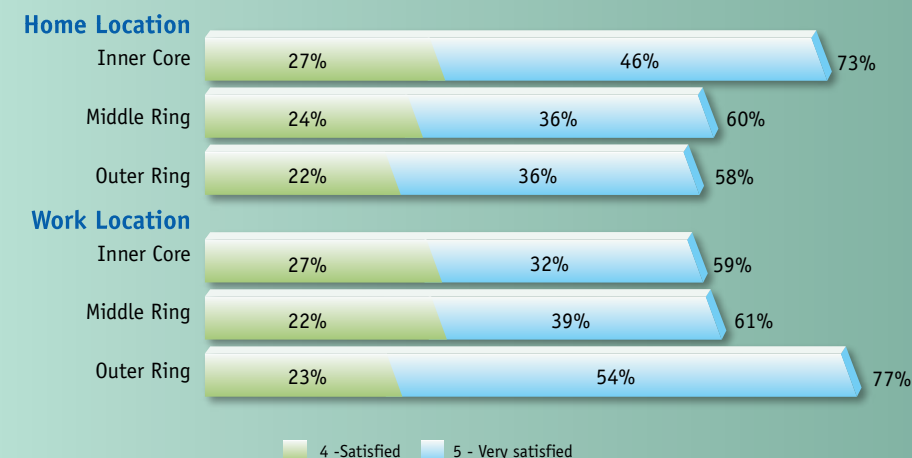
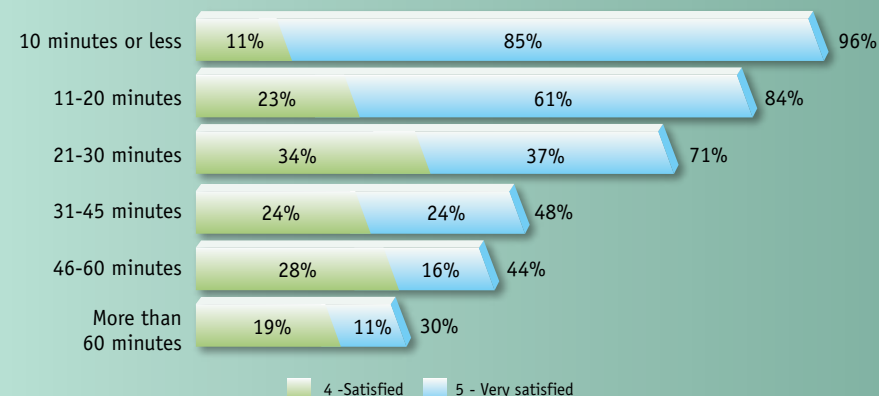


Figure 16 - Satisfaction with Commute – Percent Rating Commute a 4 or 5 By Length of Commute in Minutes

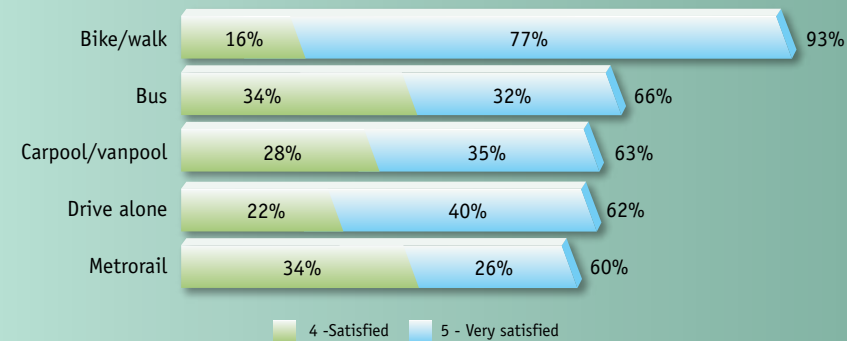


(1-10 min n = 735, 11-20 min n = 1,247, 21-30 min n = 1,010, 31-45 min n = 1,282, 46-60 min n = 871, More than 60 min n = 702)

Satisfaction by Commute Travel Time

– Commute satisfaction declined dramatically as commute length increased. As shown in Figure 16, 96% of commuters who had very short commutes – 10 minutes or less – gave a 4 or 5 rating for satisfaction. When the commute was between 11 and 20 minutes, 84% were satisfied. At 21 to 30 minutes, satisfaction dropped still further; only 71% gave a 4 or 5 rating. Less than half of commuters who traveled 31 to 45 minutes were satisfied and satisfaction dropped to 44% for travel times of 46 to 60 minutes. When travel time exceeded 60 minutes, only three in ten said they could rate their commute a 4 or 5.

Figure 17 - Satisfaction with Commute – Percent Rating Commute a 4 or 5 By Primary Commute Mode



Satisfaction by Mode – As evident in Figure 17, more than nine in ten bikers/walkers reported high commute satisfaction. But other respondents were about equally satisfied with their commute, regardless of the mode they primarily used to get to work.

AVAILABILITY OF AND ATTITUDES TOWARD TRANSPORTATION OPTIONS

PUBLIC TRANSPORTATION

Respondents who worked outside their homes were asked to name any public transportation companies that provided service in the area where they lived and the area where they worked. Respondents also were asked how far their homes were from the nearest bus stop and the nearest train station.

Transit Companies Operating

Table 3 presents the results for the first question. As shown, nine in ten (92%) respondents said that they knew of some public transportation that provided service in their home area. Seven in ten (70%) said they knew of both bus and train service, two in ten (19%) said they knew of bus service but not train, and three percent said they knew of train service but not bus service. The remaining respondents said either that no bus or train companies provided service or that they didn't know of any service (8%).

The percentage who said they knew of transit companies that provided service in their work area was approximately the same as for the home area. Seven in ten (70%) said they knew of both bus and train service, about two in ten (18%) said they knew of bus service only, and two percent said they knew only that train service was provided. One in ten (10%) said that no transit companies operated either bus or rail service in their work area.

Table 3
Transit Service Operating in Home Area and Work Area

Transit Service Operating	Home Area Percentage	Work Area Percentage
Bus and train	70%	70%
Bus only—no train service	19%	18%
Train only—no bus service	3%	2%
No transit in area/don't know transit	8%	10%

Table 4
Public Transportation Companies that Provide Service in Home Area and Work Area (multiple responses permitted)

Transit Available	Home Area Percentage	Work Area Percentage
Bus Available – Bus Companies		
Metrobus	54%	59%
RideOn	13%	9%
Fairfax Connector	8%	7%
THE BUS	3%	2%
Loudoun Commuter Bus	4%	3%
Arlington Transit (ART)	3%	3%
OmniRide	3%	2%
Alexandria DASH	3%	2%
PRTC	2%	1%
MTA Bus	2%	2%
DC Circulator	1%	2%
Other*	8%	5%
Don't know name of company	15%	18%
Train Available – Train Companies		
Metrorail/subway	55%	60%
MARC	12%	10%
Virginia Railway Express	11%	9%
AMTRAK/ACELA	8%	9%
Don't know name of company	6%	8%

* Each response in the "Other" category mentioned by less than one percent of respondents.

The specific companies that respondents could name are presented in Table 4. Not surprisingly, the two companies mentioned most frequently for both home and work area were those that operate throughout the region. More than half (54%) noted Metrobus provided service in their home area and six in ten (59%) said Metrobus provided service in the area where they worked. Similar percentages said that Metrorail/subway operated in their home area (55%) and at work (60%).

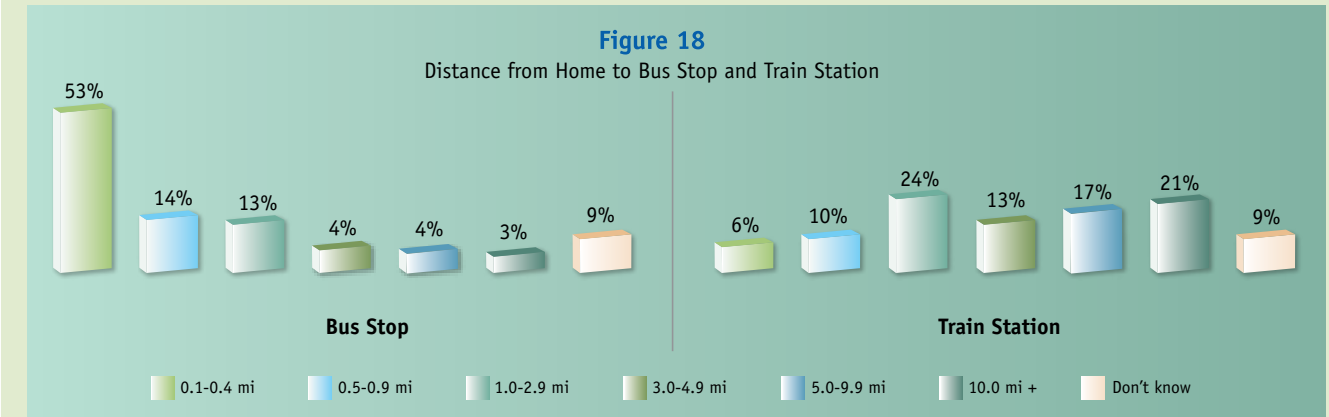
Two bus companies that provide service in part of the region were noted by at least five percent of respondents. Thirteen percent of respondents said RideOn operated in their home area (Montgomery County, MD) and eight percent mentioned Fairfax Connector, which serves Fairfax County, VA. These bus companies also topped the list of services available in respondents' work areas, mentioned by nine percent and seven percent of respondents, respectively.

In addition to Metrorail, respondents noted names of three commuter rail companies. MARC, operating several lines in Maryland, and Virginia Railway Express (VRE), serving Northern Virginia areas, were cited by 12% and 11% of respondents, respectively. Eight percent of respondents said AMTRAK provided service from their home area. These services also were noted as serving work areas, in percentages similar to those for the home areas.

Distance to Bus Stop and Train Station

The results presented in Table 4 reflect respondents' perception of transit availability; they are not an objective measure of transit availability or level of transit access. A respondent who is willing to drive to a bus stop or rail station might consider service that operates within five miles of his home to be "in my home area," while another respondent who lives within one mile could feel that "no transit operates." The survey also did not address other factors that might enter into a respondent's assessment of the practical feasibility of using transit, such as the directness of the trip or the time needed to make the trip. Thus, some respondents might have considered these factors in assessing whether "service was provided" and others might have excluded them from their assessment.

To assess a measure of the closeness of transit, all respondents, including those who said no transit operated, were asked the distance from their homes to the nearest bus stop and nearest train station. Figure 18 displays the distribution of access distance. More than half of respondents said they lived less than one-half mile from a bus stop and 67% said they lived less than one mile. Among respondents who could provide a distance to a bus stop, the average distance was 1.4 miles.



Train stations were quite a bit farther away for most respondents. Only six percent said they lived less than one-half mile from a Metrorail or commuter rail station and only 16% lived less than one mile. About half (51%) said they lived three or more miles away from the nearest train station. On average, respondents who provided a distance lived 6.4 miles away.

Table 5 compares transit access distances for the four "bus available – train available" categories. Again, it is important to emphasize that "service provided" was defined by respondents' perception.

Respondents who said both bus and train service operated in their home area, reported the shortest distance to both bus and train transit access points; they lived 0.9 miles from the nearest bus stop and 3.8 miles from the nearest train station. Respondents who said only bus operated in their home area lived an average of 1.8 miles from a bus stop and 14.5 miles from a train station. Among respondents who reported only access to train, the average bus stop distance was 4.9 miles, greater than in the "bus only" category. But the train station distance of 7.4 miles was much shorter.

Respondents were asked to estimate the distance to bus and rail, even if they said neither bus nor rail operated in the area where they lived. As seen in Table 5, respondents who reported no service at all estimated the average bus access distance (5.4 miles) at approximately the same distance as did respondents who reported access to "train only" (4.9 miles); that is, no bus access. Similarly, they estimated their train access distance (13.8 miles) approximately the same as reported by respondents who said they had "bus only" access (14.5 miles). Because these respondents reported no service operating, these distances were clearly beyond the area these respondents classified as their "home area."

Table 5
Mean Distance from Home to Bus Stop and Train Station By Type of Transit Service Operating in Home Area

	Bus Stop	Train Station
Bus and train provided	0.9 miles	3.8 miles
Bus only—no train service provided	1.8 miles	14.5 miles
Train only—no bus service provided	4.9 miles	7.4 miles
No bus or train service/don't know transit	5.4 miles	13.8 miles



More than half of respondents said they lived less than one-half mile from a bus stop and 67% said they lived less than one mile.

Transit Service Provided by Home Area

The analysis examined availability of transit services by respondents' home location within the "ring" designations defined earlier: Inner Core (City of Alexandria, Arlington County, and the District of Columbia), Middle Ring (Fairfax, Montgomery, and Prince George's counties), and Outer Ring (Calvert, Charles, Frederick, Loudoun, and Prince William counties). Table 6 presents the percentage of respondents in each area who said bus and/or rail operated in their home area.

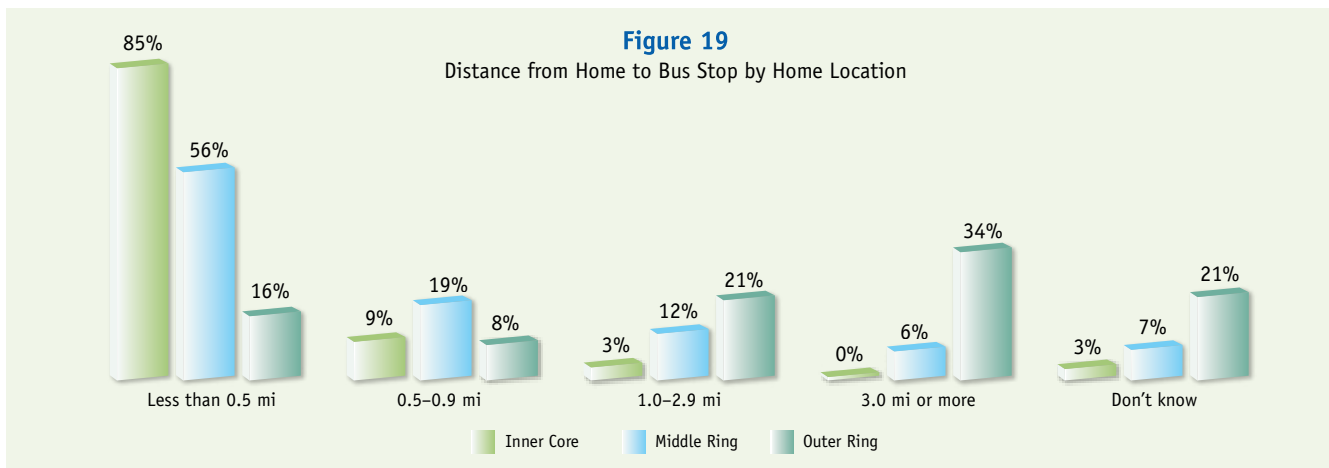
Table 6
Bus and Train Service by Home Area

Transit Operating	Inner Core (n = 1,667)	Middle Ring (n = 1,685)	Outer Ring (n = 2,837)
Bus and train	88%	75%	41%
Bus only—no train service	10%	17%	36%
Train only—no bus service	1%	2%	5%
No bus or train service/don't know service	1%	6%	18%

Both bus and train services were more available in the central part of the region than in the outer jurisdictions. In the Inner Core, 99% of respondents said some transit service operated in their home area and 88% said that both bus and train operated. Within the Middle Ring, three-quarters of respondents said both bus and train operated. Transit availability dropped off markedly in the Outer Ring; 82% of respondents said any service operated and only 41% said they had access to both bus and train.

Distance to Transit by Home Area

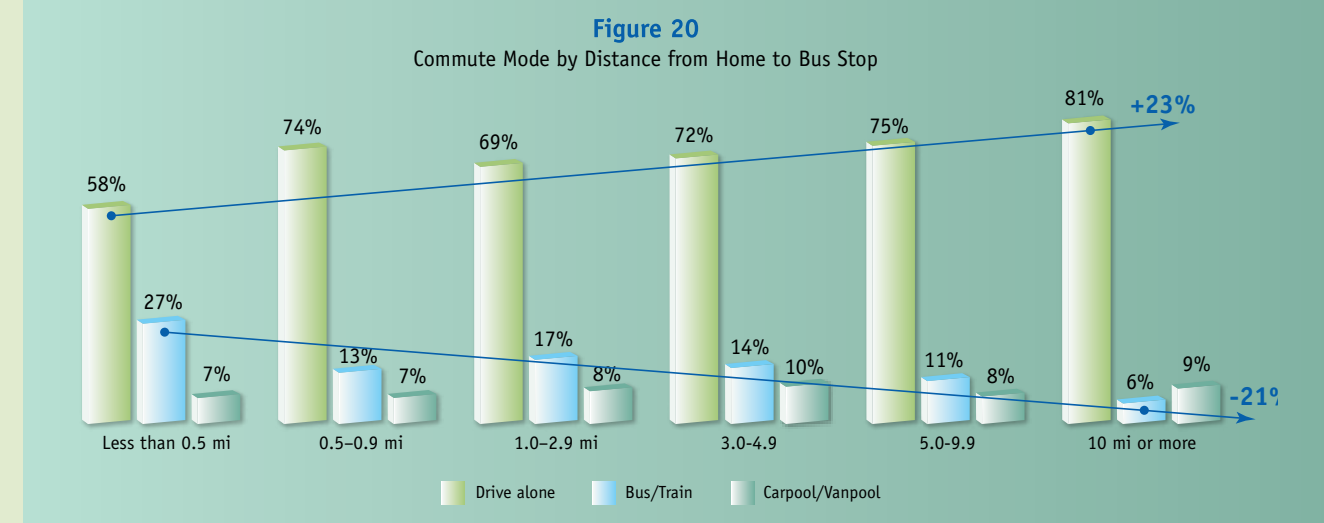
Figure 19 presents the distribution of distance for the three area rings. Eighty-five percent of respondents in the Inner Core reported living less than one-half mile from a bus stop, compared to 56% of respondents in the Middle Ring, and 16% of respondents in the Outer Ring. Only three percent of Inner Core respondents lived one or more miles from a bus stop, compared with 55% of Outer Ring respondents. It is also notable that two in ten Outer Ring respondents said they didn't know how far they lived from a bus stop.



The average transit access distance was the shortest for respondents who lived in the Inner Core; just 0.3 miles to the nearest bus stop and 1.5 miles to the nearest train station. Respondents in the Middle Ring said they would have to travel 0.9 miles to the nearest bus stop and 4.8 miles to the nearest train station. Respondents who lived in the Outer Ring reported that the nearest bus stop was an average of 4.2 miles away and train was 15.5 miles away.

Commute Mode by Distance to Bus Stop – As might be expected, the commute mode share of transit declines with increasing distance from a bus stop. Figure 20 presents the mode shares of driving alone, bus/train, and carpool/vanpool for respondents who live various distances from a bus stop. More than a quarter (27%) of commuters who live less than one-half mile from a bus stop commute primarily by bus or train. As the distance from home to a bus stop increases, the transit share falls steadily. When the nearest bus stop is 10 miles from home, only six percent of respondents commute by transit, a drop of 21 percentage points.

More than a quarter (27%) of commuters who live less than one-half mile from a bus stop commute primarily by bus or train.



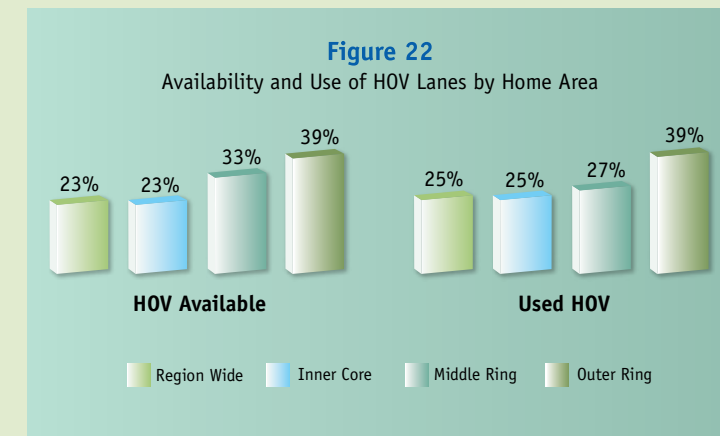
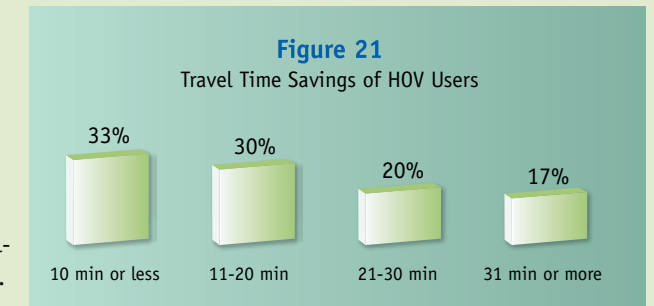
These commuters shift almost entirely to driving alone. As the figure shows, the drive alone rate for commuters who live more than 10 miles from a bus stop is 81%, compared to 58% for commuters who live within one-half mile of a bus stop. This represents a 23 percentage point increase for driving alone. Use of carpool/vanpool remains fairly constant at all bus access distances.

HIGH OCCUPANCY VEHICLE (HOV) AND HIGH OCCUPANCY TOLL (HOT) LANES

Availability and Use of HOV Lanes

The survey also examined the availability and use of High Occupancy Vehicle (HOV) lanes. Three in ten (30%) of the respondents who commuted one or more days per week said there was a special HOV lane along their route to work. Of these commuters, 27% said they used these lanes. This equated to about nine percent of commuters region-wide. These percentages of HOV availability and HOV use were essentially the same as reported in 2007.

Respondents who regularly used the HOV lane for commuting estimated that using the lane saved them an average of 23 minutes for each one-way trip. As displayed in Figure 21, a third (33%) said they saved 10 minutes or less and three in ten (30%) saved between 11 and 20 minutes. The remaining HOV users were evenly split between savings of 21 to 30 minutes (20%) and saving more than 30 minutes one-way (17%).



HOV Lanes by Home Area – Figure 22 shows availability and use of HOV lanes by respondents' home location within the three "ring" categories. Commuters who lived in Middle Ring and Outer Ring jurisdictions were more likely to say they have HOV lanes available on their route to work than were commuters who lived in the Inner Core.

Commuters who lived in the Outer Ring used HOV lanes at a higher rate than did commuters in other areas. Nearly four in ten (39%) Outer Ring respondents who had access to HOV lanes said they used them, compared to about a quarter of Inner Core and Middle Ring respondents.

Table 7 shows availability and use of HOV lanes by respondents' home county or city. Virginia residents had higher HOV availability than did residents of Maryland or the District of Columbia. At least one-third of respondents in each of the five Virginia jurisdictions said an HOV lane was available to them and in Prince William County, six in ten (60%) respondents reported HOV lanes available.

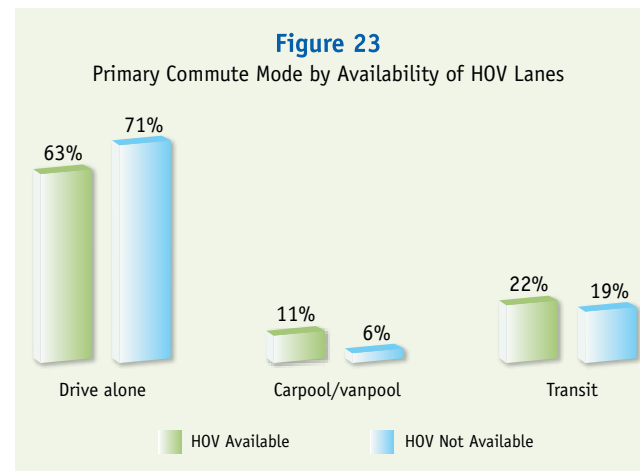
By comparison, HOV was available to about three in ten respondents in only two Maryland jurisdictions, Frederick County (34%) and Montgomery County (31%). And only one in ten respondents from the District of Columbia reported having access to HOV lanes along their route to work.

The last column of Table 7 illustrates the use of HOV lanes by residence jurisdiction for respondents who said they had HOV lanes available. Two jurisdictions, Prince William and Loudoun counties, had considerably higher use of HOV lanes; in these counties, 45% and 35%, respectively, of respondents who had access to HOV used the lanes. In other jurisdictions, HOV use varied from 19% to 30% of respondents using the lanes.

Table 7
Availability and Use of HOV Lanes by Residence Jurisdiction

Home	Percentage		Respondents With HOV Available	
	(n=___)	Percentage with HOV lane available	(n=___)*	Percentage using HOV lane
Virginia Jurisdictions				
Prince William County	548	60%	322	45%
City of Alexandria	533	52%	250	28%
Fairfax County	547	49%	260	30%
Loudoun County	537	42%	220	35%
Arlington County	527	35%	182	24%
Maryland Jurisdictions				
Frederick County	542	34%	177	28%
Montgomery County	522	31%	154	23%
Prince George's County	558	13%	73	23%
Charles County	550	7%	36	23%
Calvert County	559	6%	32	19%
District of Columbia	511	9%	40	21%

* Respondents in the jurisdiction who have an HOV lane available along their route to work.

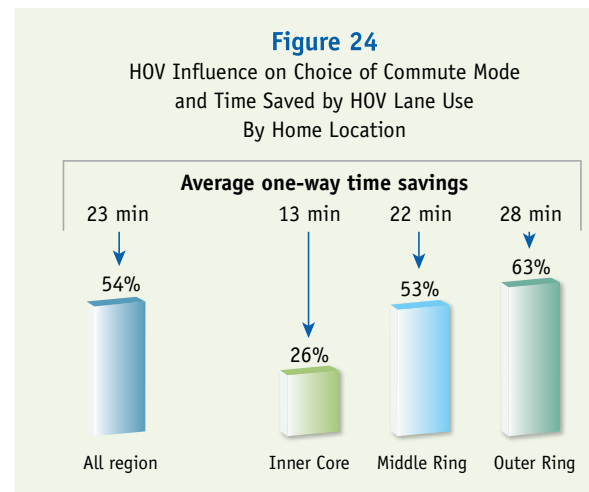


HOV Lane Influence on Commute Choice – HOV lanes appear to have an impact on choice of commute modes. More than half (54%) of the respondents who used the lanes for commuting said availability of the HOV lane influenced their decision to carpool, vanpool, or ride transit for their commute. The influence on carpooling is best illustrated by the drive alone and carpool/vanpool mode shares when HOV lanes are available and when they are not.

As shown in Figure 23, about 11% of respondents who said an HOV lane was available to them were carpooling or vanpooling to work, compared with six percent of respondents who did not have access to HOV. Transit use also was higher for respondents who said an HOV lane was available. Conversely, the drive alone rate for respondents who had access to HOV was 63%, compared to 71% for respondents who could not use HOV.

Various HOV studies have suggested that the influence of HOV lanes is due to both the amount of time saved by HOV lanes and the reliability of travel time that HOV lanes afford. Overall, 54% of HOV users said that availability of the lane influenced their decision to choose an alternative mode for commuting. On average, these users saved 23 minutes one-way in their commute time. Figure 24 shows these results.

Figure 24 also presents comparison results for each of the three ring designations. About a quarter of HOV users who lived in the Inner Core reported that HOV availability influenced their mode choice and they saved an average of 13 minutes one-way. HOV lanes' influence on HOV users who lived in the Middle Ring and Outer Ring was much higher; 53% of Middle Ring respondents and 63% of Outer Ring respondents said the HOV lanes influenced their commute mode choice. They also reported much greater time savings in their commute; 22 minutes and 28 minutes one-way, respectively.



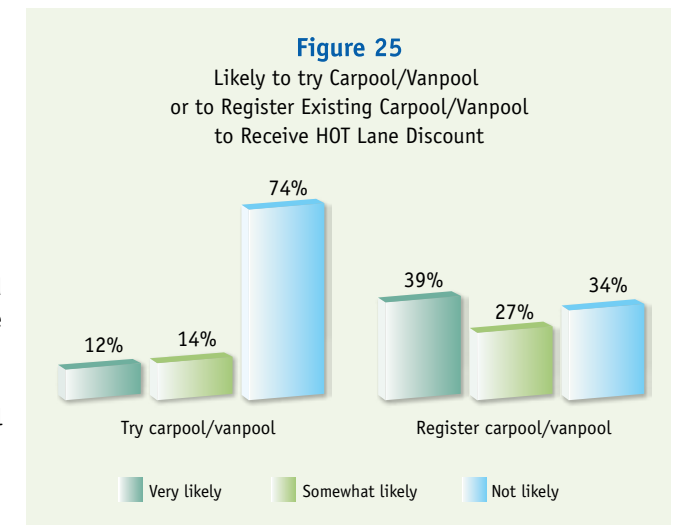
Interest in HOT Lanes

The 2010 survey included two new questions related to commuters' interest in High Occupancy Toll (HOT) lanes, which are under construction or being proposed for several jurisdictions. Respondents were asked about their interest in carpooling or vanpooling on a toll road that was free or reduced cost for carpools and vanpools. Respondents who were not ridesharing were asked: "Several jurisdictions in the Washington region are building or considering building toll roads. If you could use one of these roads for your trip to work and carpools and vanpools traveled for free or for a reduced toll, how likely would you be to start carpooling or vanpooling to use these roads?"

Respondents who were carpooling or vanpooling were asked how likely they would be to register their carpool or vanpool with a regional commute organization to be able to receive the discount: "... If you could use one of these roads for your trip to work and carpools and vanpools that registered with a regional commute organization could use these roads for free or for a reduced toll, how likely would you be to register your carpool or vanpool?" Results for both of these questions are presented in Figure 25.

About a quarter (26%) of non-ridesharers said they were either very likely (12%) or somewhat likely (14%) to start ridesharing to use the lanes. Current ridesharers were more willing to register their carpools/vanpools to receive the discount; two-thirds said they were either very likely (39%) or somewhat likely (27%) to register their carpool/vanpool to use the lanes at a discount.

Interest in HOT lanes did not vary substantially across the three "ring" sub-areas of the region. About 22% of respondents who lived in the Inner Core said they would be likely to try ridesharing. Middle Ring and Outer Ring respondents were only slightly more interested; about 26% of Middle Ring and 30% of Outer Ring respondents said they were likely to try ridesharing to use the lanes at a reduced price.

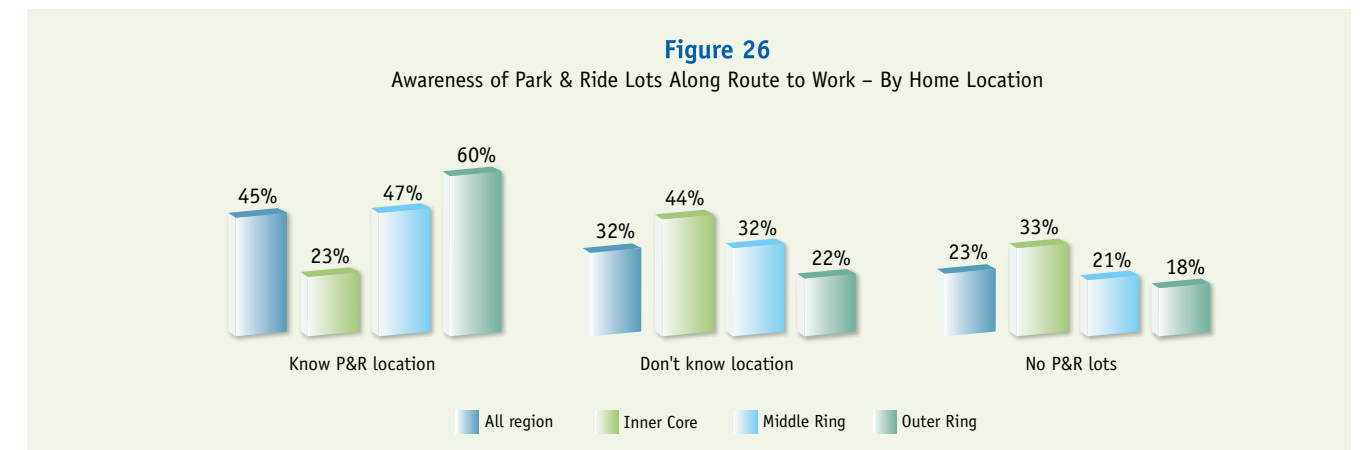


PARK AND RIDE LOTS

Figure 26 depicts respondents' awareness of the locations of Park and Ride (P&R) lots along their route to work. Forty-five percent of respondents across the region said they knew the locations of P&R lots along their commuting route. About a third (32%) said they did not know the locations. A quarter (23%) said there were no P&R lots along their route to work.

The figure also shows that awareness/availability of lots varied substantially by home location in the region. Respondents who lived in the Inner Core were least likely to say they knew of a P&R lot on their route; only 23% of these respondents knew of a lot, while 47% of respondents who lived in the Middle Ring and 60% of respondents in the Outer Ring knew of a lot along their route to work.

Two in ten (21%) of those who knew Park and Ride lot locations had used these lots when commuting during the past year. These respondents represented nine percent of total respondents in the survey, slightly higher than the seven percent of respondents who reported use of P&R lots in the 2007 SOC survey. Use of P&R lots was more common among respondents who lived in the Middle Ring (24%) and Outer Ring (19%) than for Inner Core (15%) residents. But respondents who worked in the Inner Core used P&R lots at a much higher rate than did other respondents. A third of Inner Core workers who knew of the lots had used them in the past year, compared with just one in ten respondents who worked in the Middle Ring (11%) or Outer Ring (9%).



ATTITUDES TOWARD TRANSPORTATION OPTIONS

Carpool/Vanpool Barriers

Respondents who did not carpool or vanpool to work were asked why they did not use these modes. Table 8 shows respondents' barriers to rideshare use, grouped into three reason categories: service availability, service characteristics, and personal preferences/needs.

The most common reason, cited by nearly half (45%) of respondents was one of service availability; that they didn't know anyone to carpool or vanpool with. Only a small share of respondents noted concerns or barriers related to service characteristics. The most common concern here was that carpooling and vanpooling take too much time.

Respondents noted greater barriers related to personal preferences/needs. The most common reason was an irregular schedule, cited by 28% of respondents. About one in ten said they needed a personal vehicle for trips before or after work or that their work responsibilities required use of a vehicle. Six percent of respondents said they lived too close to work to make carpooling or vanpooling attractive and six percent said they did not want to ride with strangers or preferred to be alone during commuting.

Transit Barriers

Respondents who did not use a bus or train for commuting were asked why they did not use transit. Table 9 shows respondents' barriers to transit use, grouped in the three reason categories: service availability, service characteristics, and personal preferences/needs.

Respondents cited reasons in each category. About half of the respondents said they did not use transit because they did not have train service available and three in ten said bus service was not available in either the home or work area. Respondents who did not use bus or train also noted several characteristics of the services as barriers to their use. The top reason in this group was that transit "takes too much time," mentioned by a third of respondents. Small percentages of respondents noted issues with cost, convenience, comfort, and safety.

Common reasons in the personal preferences/needs category included needing a vehicle for work or before or after work, having an irregular work schedule, and that the trip was too long. Smaller shares of respondents said the commute was too short, they needed or wanted travel freedom and flexibility, and that they did not want to ride with strangers.

More than half (54%) of the respondents who used HOV lanes for commuting said availability of the lanes influenced their decision to carpool, vanpool, or ride transit for their commute.



Table 8
Reasons for Not Using Carpool/Vanpool to Work (multiple responses permitted)

Reasons	Percentage
Service Availability	
Don't know anyone to carpool/vanpool with	45%
Service Characteristics	
Takes too much time	5%
Bus/train/carpool partner could be unreliable/late	2%
Doesn't save time	2%
Personal Preferences/Needs	
Work schedule irregular	28%
Need my car for work	10%
Need car before/after work	1%
Live close to work, can walk, use other mode	6%
Don't like to ride with strangers, prefer to be alone	6%
Need car for emergencies/overtime	3%
Just not interested	2%
Prefer to drive, want freedom/flexibility	1%
Trip is too long/distance too far	1%
Other	5%

Table 9
Reasons for Not Using Transit to Work (multiple responses permitted)

Reasons	Percentage
Service Availability *	
No train service available in home/work area	52%
No bus service available in home/work area	29%
Don't know if service is available/location of service	2%
Service Characteristics	
Takes too much time	32%
Too expensive	5%
Have to transfer/too many transfers	4%
Bus/train could be unreliable/late	3%
Have to wait too long for service	2%
Too uncomfortable/crowded	2%
Might not be safe	2%
Personal Preferences/Needs	
Need my car for work	11%
Work schedule irregular	10%
Need car before/after work	9%
Trip is too long/distance too far	8%
Commute is too short	5%
Prefer to drive, want freedom/flexibility	4%
Don't like to ride with strangers, prefer to be alone	4%
Need car for emergencies/overtime	1%
Other	5%

* Respondents who said no train or bus service was available also were permitted to answer other reasons why they could not use bus or train.

AWARENESS OF COMMUTE ADVERTISING AND SERVICES

COMMUTE ADVERTISING RECALL

The next set of questions in the survey inquired about respondents' awareness of commute information advertising. Nearly six in ten (58%) respondents said they had seen, heard, or read advertising about commuting in the six months prior to the survey. This was slightly higher than the 52% recall noted in the 2007 SOC survey.

Message Recall

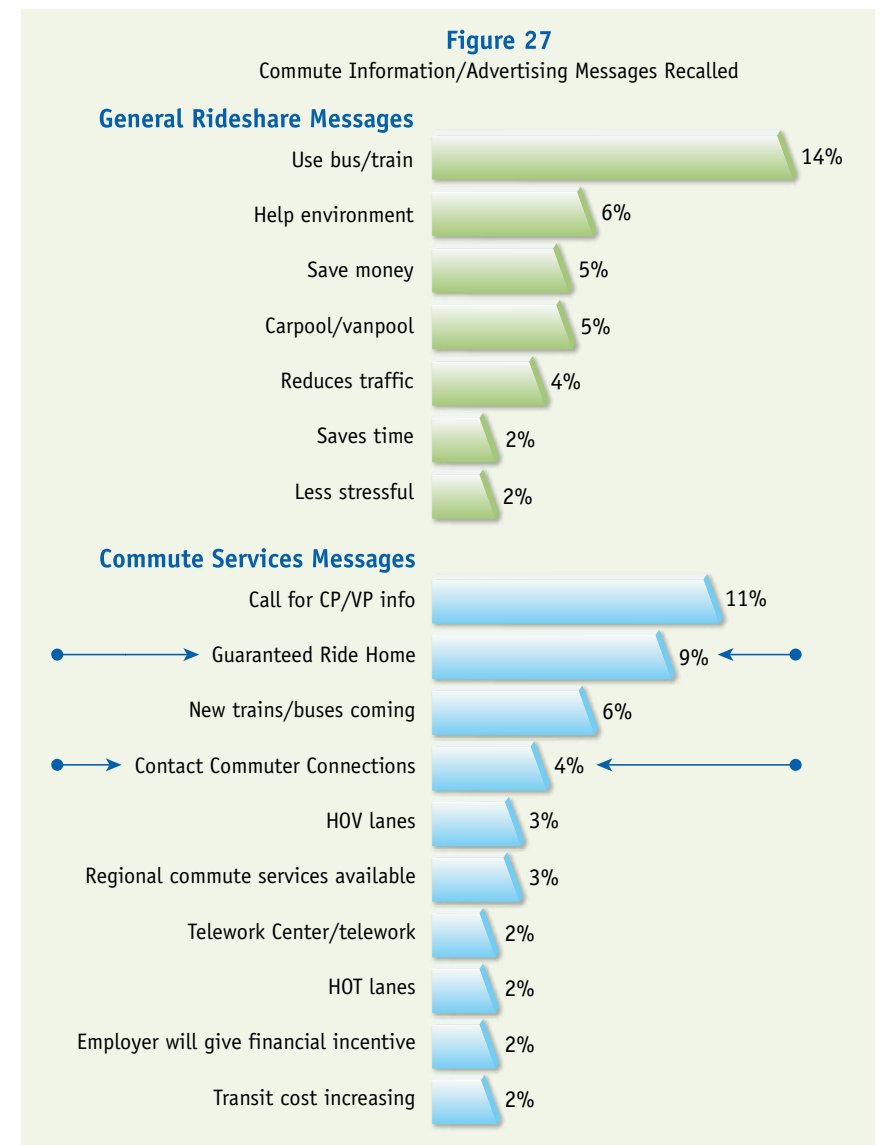
These respondents were then asked what messages they recalled from this advertising. Seven in ten (70%) could cite a specific message, slightly higher than the 65% who could recall a message in 2007.

Figure 27 lists messages respondents in the 2010 survey remembered and the percentage of respondents who cited each message. The messages are divided into two categories: general rideshare messages and commute services messages.

General Rideshare Messages – The top reason noted was a general rideshare message, "use the bus, train, Metrorail," which was recalled by 14% of respondents. This was less than the 18% who noted this message in 2007. About five percent said they recalled a general message of "carpool or vanpool." Small numbers of respondents mentioned rideshare benefit messages: helps the environment (6%), saves money (5%), reduces traffic (4%), saves time (2%), and less stressful (2%). Recall of all of these messages was essentially the same as in 2007.

Commute Program/Service Messages – Commuters cited several commute program or service messages. About 11% mentioned "you can call for carpool/vanpool information" and six percent said they had heard that "new trains or buses are coming." These were similar percentages to those found for these messages in 2007.

Nine percent of respondents mentioned Guaranteed Ride Home, higher than the six percent who volunteered this response in 2007. Four percent mentioned "contact Commuter Connections," about the same percentage as gave this response in 2007. An additional three percent said the ad mentioned that regional services were available to help with commuting. Two percent mentioned Telework Centers or telecommuting.



Try a different way to get to work.

RIDESHARE.

Better Ways To Work! COMMUTER CONNECTIONS
 The Real Connection to Commuter Connections

Seven in ten (70%) could cite a specific message, slightly higher than the 65% who could recall a message in 2007.

Recall of Advertising Sponsors

Forty-five percent of respondents who had heard or seen ads said they remembered who sponsored the ad. These respondents mentioned the organizations listed in Table 10. The Washington Metropolitan Area Transit Authority (WMATA, Metro) was named by 20% of respondents, the same percentage as noted this sponsor in 2007. Commuter Connections or COG were named by 13% of respondents, slightly higher than the nine percent who gave this response in 2007. The Virginia Department of Transportation and Arlington County Commuter Services each was named by about two percent of respondents. Numerous other organizations were named in 2010, but each was named by less than one percent of respondents.

Table 10
Recall of Advertising Sponsors

Advertising Sponsor	Percentage
Metro, WMATA	20%
Commuter Connections, MWCOG	13%
Virginia Dept. of Transportation (VDOT)	2%
Arlington County Commuter Services	2%
Virginia Railway Express (VRE)	<1%
Maryland Mass Transit Administration (MTA)	<1%
Don't remember, don't know	55%
Other*	11%

* Each response in "other" category mentioned by less than one percent of the respondents.

Advertising Sources/Media

Table 11 presents the primary sources or media through which respondents heard, saw, or read commute advertising in 2010, 2007, and 2004. The 2010 sources were very similar to those noted in 2007. Four in ten respondents who recalled an ad said they heard it on the radio, slightly higher than the 35% share who mentioned this source in 2007, but still significantly lower than the 55% who mentioned radio as their source in 2004. Other common sources named in 2010 included television (24%), sign on a transit vehicle or at a bus stop or Metro station (22%), and in a newspaper (18%). Smaller shares of respondents cited other sources.

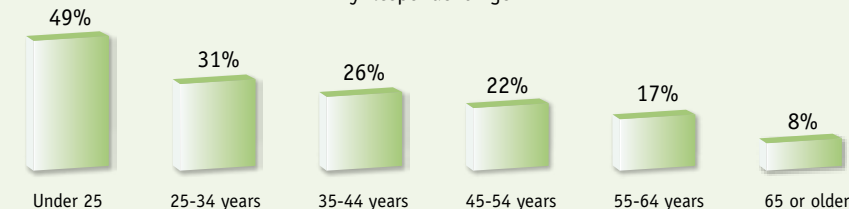
Table 11
Advertising Source/Media

Advertising Source/Media*	2010 SOC	2007 SOC	2004 SOC
Radio	40%	35%	55%
Television	24%	25%	25%
Sign on transit vehicle, at bus stop, or Metro station	22%	20%	9%
Newspaper	18%	22%	12%
At work	6%	5%	<1%
Website/internet	2%	2%	2%
Roadside billboard/ad	5%	2%	2%
Postcard in the mail	3%	3%	1%
Other**	4%	3%	4%

* Might add to more than 100% because multiple responses were permitted.

** Each response in "other" category mentioned by less than one percent of the respondents.

Figure 28
Likely to Consider Ridesharing After Hearing/Seeing Ads
 By Respondent Age



COMMUTE ADVERTISING IMPACT

Persuasiveness of Advertising Messages

The advertising appeared to have an effect for some respondents. Almost a quarter (24%) of respondents who had seen, heard, or read advertising said they were more likely to consider ridesharing or using public transportation after seeing or hearing the advertising, higher than the 18% who noted this willingness in 2007 and the same percentage as in 2004.

The respondents who were most persuaded by the advertising were those who were already using alternative modes. About 48% of bus riders, 25% of Metrorail riders, and 30% of carpoolers and vanpoolers said they were likely to consider using an alternative after hearing the ads, compared with only 21% of respondents who were driving alone.

The advertising appeared to have more impact on younger respondents. As shown in Figure 28, willingness to consider ridesharing declined steadily with increasing age. Nearly half of respondents who were under 25 said they would consider ridesharing, compared with only 17% of those who were 55 to 64 years old and only eight percent of respondents who were 65 or older.

Commute Actions Taken After Hearing or Seeing Commute Advertising

Respondents who said they were more likely to consider alternative modes after hearing the ads were asked if they had taken any actions to try to change how they commuted. About 19% of these respondents said they did take some action. These respondents comprised about two percent of all regional commuters. Specific actions noted are presented in Figure 29.

The majority of respondents who took an action said they sought information or services for commuting. Five percent said they looked for a carpool or vanpool partner. Three percent said they looked for more information on the internet, two percent contacted a local or regional commute organization, and one percent contacted a transit operator.

Five percent (23 respondents) said they tried or started using an alternative mode for commuting. Two percent tried or started using a bus to get to work, two percent tried or started bicycling or walking to work, and one percent tried or started using a train. Prior to starting these new modes, half of the respondents had been driving alone to work. The other half had been using a different alternative mode.

The respondents who were most persuaded by the advertising were those who were already using alternative modes.



SAVE HALF. EVERY TIME. share a ride.

free ridematching services
get started at commutercconnections.org

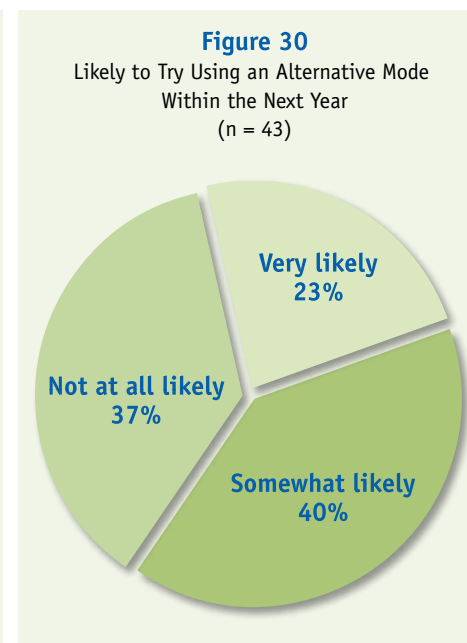
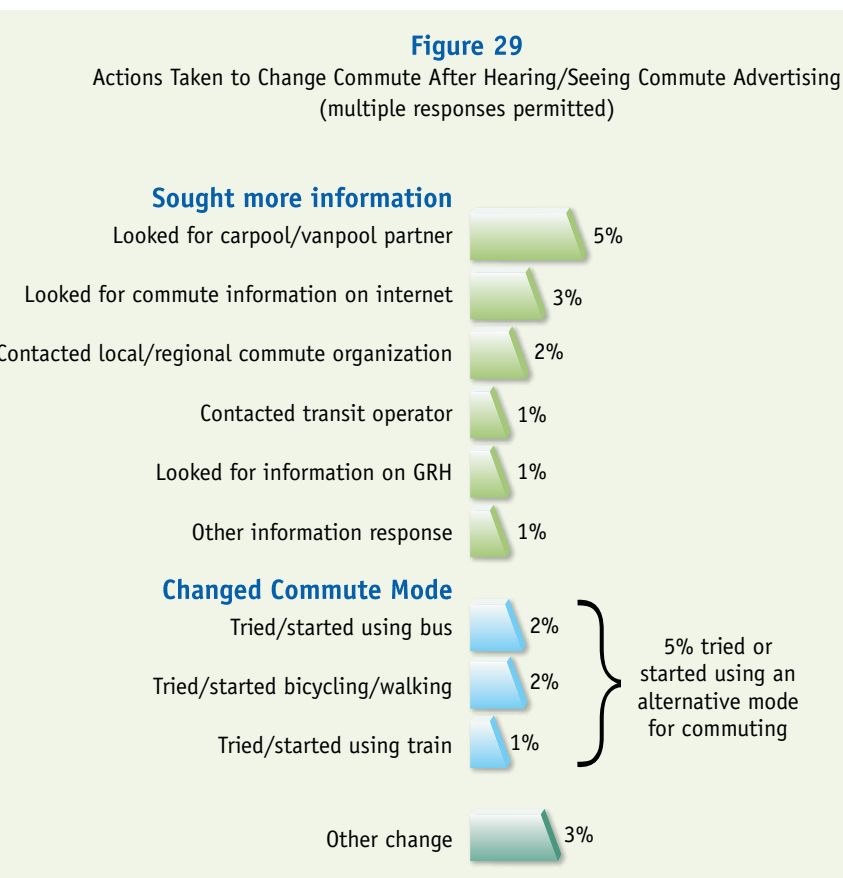
COMMUTER CONNECTIONS

A large majority (83%) of respondents who took an action to change their commute said the advertising they saw or heard encouraged the action.

Influence of Ads on Commute Change Actions

A large majority (83%) of respondents who took an action to change their commute said the advertising they saw or heard encouraged the action. And more than 70% of respondents who took an action were driving alone at that time. This suggests that the advertising, although having a small impact on mode shifts, is acquainting drive alone commuters with other commuting opportunities and encouraging them to seek more information on these options.

This conclusion is supported by results of one additional question asked in this section about commute advertising. Respondents who sought information but had not made a commute mode change were asked how likely they were to try a form of transportation other than driving alone for their commute within the next year. As shown in Figure 30, 23% said they were very likely and 40% said they were somewhat likely to try an alternative mode. This is likely an overstatement of actual future changes, but it suggests that an initial effort to seek information might lead to commute changes at a later time.



AWARENESS AND USE OF COMMUTER ASSISTANCE RESOURCES

AWARENESS OF COMMUTER ASSISTANCE NUMBERS/WEBSITES

The next set of questions in the survey investigated commuters' knowledge and use of regional commute assistance services. First, respondents were asked if they were aware of a telephone number or web site they could use to obtain information on ridesharing, public transportation, HOV lanes, and telecommuting in the Washington region. Two-thirds (66%) of respondents said they knew such a number existed.

The remaining respondents either said there was not such a phone number or website (15%) or that they did not know if a phone number or web site existed (19%).

As illustrated in Figure 31, awareness of regional commute information resources has grown steadily over the past nine years. The current level of 66% awareness is 15 percentage points higher than in 2007 and twice as high as in 2001.

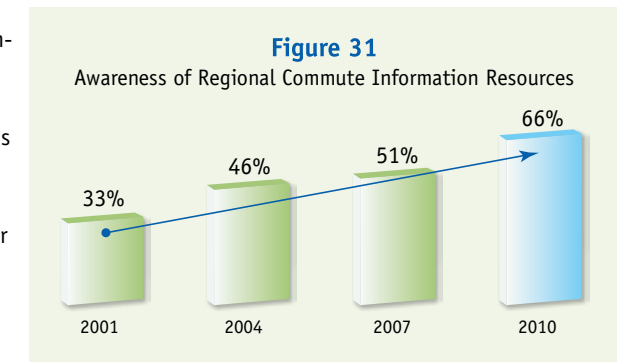


Table 12
Recall of Regional Commuter Assistance Telephone Number or Web Site

Number or Web site	2010 SOC*	2007 SOC*	2004 SOC*
Not aware of phone number/web site	15%	31%	38%
Don't know if a phone number exists	19%	18%	16%
Aware of phone number/web site, but cannot name it	40%	30%	31%
Aware of phone number/web site and can name it	26%	21%	15%
Telephone numbers recalled:			
1-800-745-RIDE (7433) Commuter Connections	0.7%	0.8%	1.5%
202-637-7000 Metro, WMATA	2.4%	3.5%	1.4%
Web sites recalled:			
www.mwcog.org	0.4%	0.2%	0.2%
www.commutercconnections.org	0.8%	0.3%	0.3%
www.commutercconnections.com	1.1%	1.0%	1.0%
www.wmata.com	6.9%	6.8%	6.8%
www.MetroOpensDoors.com	2.9%	0.5%	N/A
WMATA web site (unspecified)	3.9%	N/A	N/A
www.vre.org	0.5%	0.3%	0.3%
Other**	12.4%	4.7%	3.0%

* Might add to more than 100% because multiple responses were permitted.

** Each response in the "Other" category mentioned by less than one percent of respondents.

Recall of Web Sites and Phone Numbers

When respondents who had said there was a regional phone number or web site were questioned on their recall of the actual number or web site, about four in ten, or 25% of all regional workers, could name a specific number or web site. Table 12 summarizes the awareness of all numbers/web sites, as percentages of the regional population. About 12% named a specific WMATA phone number or web site and three percent mentioned WMATA or Metro, but did not specify the number or site. Commuter Connections was second only to WMATA as a regional information source, named by almost three percent of all respondents.

Respondents named more than 20 additional organizations that they knew or believed offered commuter assistance and information. Each of these was named by less than one percent of respondents, but collectively they accounted for 12% of additional responses. This was much higher than the number of resources mentioned in 2007, suggesting that commuters are more aware of resources and/or that more resources are available now than in 2007.

Awareness of regional commute information resources has grown steadily over the past nine years.

AWARENESS AND USE OF COMMUTER CONNECTIONS PROGRAM

The “awareness” section of the questionnaire also explored respondents’ awareness of the Commuter Connections Network and the services it offers commuters. Some indications of respondents’ awareness of the program appeared in unprompted questions about regional commute advertising messages, advertising sponsors, and regional commuter information resources.

As noted earlier, two percent of the regional population named Commuter Connections as a regional information source without being prompted with the organization’s name. But when directly asked if they had heard of an organization in the Washington region called Commuter Connections, an additional 62% of respondents said they had heard of the program, for a total of 64%. This was higher than the percentage who knew of Commuter Connections in 2007 (53%) and about the same level of name recognition that was observed in 2004 (66%). (See Figure 32).

Referral Sources to Commuter Connections Program

Table 13 displays the methods by which respondents reported learning about Commuter Connections in 2010, with comparisons to sources named in 2007 and in 2004. In 2010, almost half (48%) of respondents cited the radio as their source of information and about 15% named television. Word of mouth/referrals (9%), sign/billboard (7%), and newspaper ads or articles (6%), were other common sources. Smaller percentages cited other sources, including internet (4%), employer (4%), sign on a transit vehicle (4%), or brochure (1%). About 11% said they didn’t remember how they heard about Commuter Connections. The 2010 results were very similar to those observed in 2007.

Table 13
Commuter Connections Program Referral Sources

Information Source	2010 SOC Percentage	2007 SOC Percentage	2004 SOC Percentage
Radio	48%	43%	56%
Television	15%	16%	19%
Word of mouth, friend, co-worker	9%	8%	5%
Sign/billboard	7%	7%	5%
Newspaper ads/article	6%	7%	4%
Internet	4%	3%	2%
Employer	4%	4%	2%
Sign on transit vehicle, bus stop	4%	2%	N/A
Brochure	1%	1%	1%
Don’t know	11%	14%	10%
Other*	3%	3%	4%

* Each response in “Other” category mentioned by less than one percent of respondents.

Awareness and Use of Commuter Connections’ Services

Respondents who knew of Commuter Connections were asked what services the organization provided. Their responses are shown in Figure 33. About three in ten said they didn’t know specific services offered by the program, but respondents who did mention a service largely cited services that Commuter Connections actually does provide. Six in ten knew the program offered either general rideshare information (30%) or help finding a carpool or vanpool partner (30%). About a quarter (26%) knew that Commuter Connections offered a regional Guaranteed Ride Home program. Nine percent said Commuter Connections offered transit route and schedule information, which can be accessed through links on Commuter Connections’ web site.

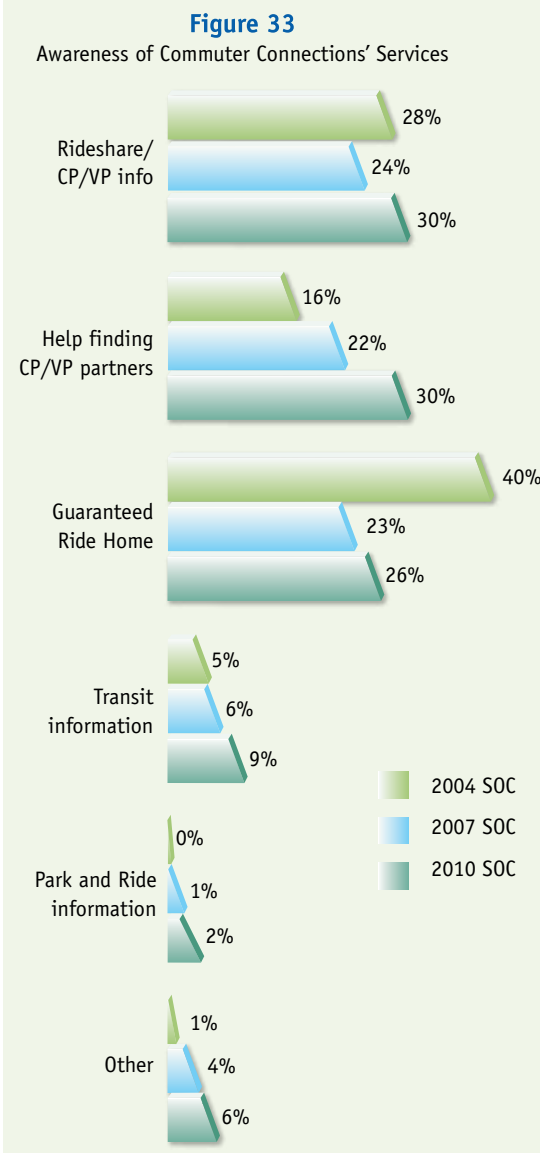
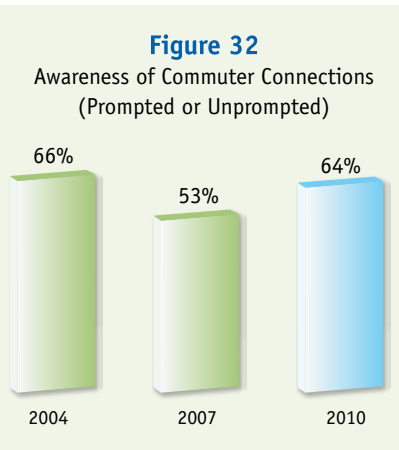


Figure 33 also shows service awareness in 2007 and 2004. Awareness of either general rideshare assistance or help finding a carpool/vanpool partner grew from 44% in 2004 to 46% in 2007 to 60% in 2010. Awareness of the GRH program grew slightly between 2007 and 2010, from 23% to 26%, but it remained well below the 40% awareness observed in the 2004 SOC survey.

Respondents who knew of Commuter Connections also were asked if they had contacted the program or visited a Commuter Connections or COG website in the past year and if so, what information or services they were seeking. Seven percent of respondents who knew of Commuter Connections had contacted the program, representing about five percent of all employed residents of the region. Table 14 lists the information respondents said they were seeking in this contact.

The largest share (40%) of respondents who contacted Commuter Connections said they were seeking carpool/vanpool information or help finding a carpool or vanpool partner. About a quarter (24%) said they were looking for transit route or schedule information. About one in ten (12%) said they were looking for information about Guaranteed Ride Home.

Table 14
Information and Services Sought in Contact to Commuter Connections

Commuter Connections Services	2010 SOC Percentage	2007 SOC Percentage
Carpool/vanpool information, help finding carpool/vanpool partner	40%	35%
Transit route/schedule information	24%	33%
Guaranteed Ride Home (GRH)	12%	19%
MetroChek/SmarTrip	4%	3%
Bicycle/walking information	2%	N/A
Telecommute information	1%	1%
General information/traffic and weather	8%	N/A
Other *	6%	9%

* Each response in the “Other” category mentioned by less than one percent of respondents.

AWARENESS AND USE OF LOCAL COMMUTER ASSISTANCE PROGRAMS

Finally, respondents were asked about their awareness and use of local jurisdiction commuter programs that delivered commute assistance services in the areas where they lived and/or worked. If they lived and worked in different jurisdictions, they were asked about both the organization in their home area and the organization in their work area.

Figure 34 presents the percentage of respondents who said they had heard of each of the nine organizations, when prompted with the organizations’ names. Awareness of these programs ranged from 10% to 53% of respondents who were asked the questions. Five of nine programs examined were known to at least a third of the target area respondents.

Use of Local Jurisdiction Services – Respondents who knew of a local organization were asked if they had contacted it. Figure 35 presents these results for the nine organizations, listed in Figure 34.

Use ranged from two percent to 28% of respondents who had heard of the services. Twenty-eight percent of respondents in the Loudoun County service area said they had contacted this organization, 21% of respondents who lived or worked in Arlington County said they contacted Arlington County Commuter Services, and 20% of respondents in Frederick and Prince William Counties contacted the commuter service organizations in their areas. All other local organizations had lower contact levels.

Figure 34 - Heard of Local Jurisdiction Commute Assistance Program
Of Respondents who had Heard of Program

(Prince William n = 604, Frederick n = 732, Arlington n = 958, Loudoun n = 660, Southern Maryland n = 1,224, Prince George’s n = 894, Montgomery n = 928, Alexandria n = 732, Fairfax n = 1,253)

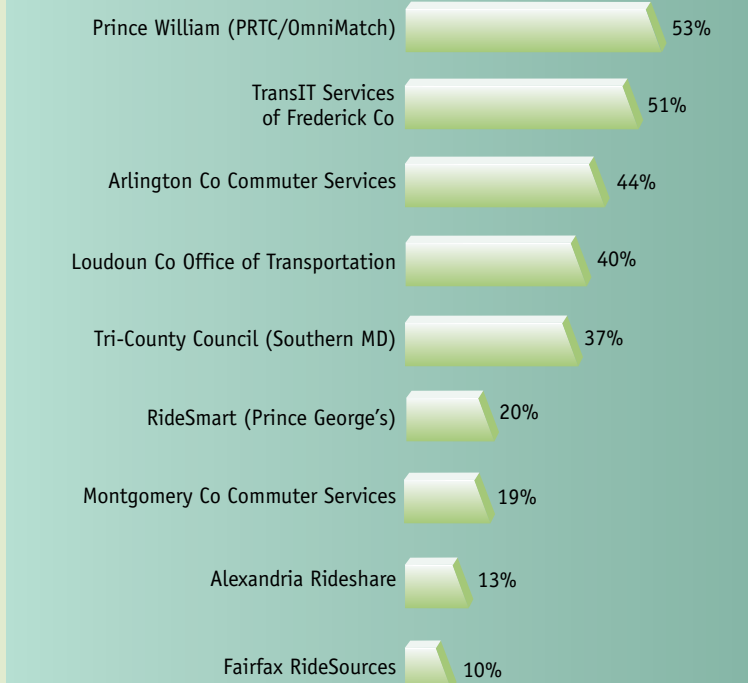


Table 15
Information and Services Sought from Local Commute Assistance Programs (n = 364)
Commuter Assistance Services

Commuter Assistance Services	Percentage
Transit route/schedule information	65%
Travel directions, traffic, weather information	9%
Metrochek/SmarTrip	9%
Help finding carpool/vanpool partners	5%
Rideshare (carpool/vanpool) information	4%
Metro passes, transit tickets/fare media	4%
Park & Ride lot information, parking information	4%
Bicycle/walking information	4%
Road construction information	2%
Other *	9%

* Each response in the "Other" category mentioned by less than one percent of respondents.

Information and Services Sought from Local Organizations – Respondents who had contacted a local jurisdiction program were asked what information or services they were seeking. The services desired are shown in Table 15. By far, the most prominent service sought by respondents was transit information, sought by 65% of respondents who contacted a local program. Much smaller percentages said they were looking for Metrochek/SmarTrip fare information (9%), help finding a carpool or vanpool partner (5%), or general rideshare information (4%). The predominance of transit information is reasonable, given that several of the local programs are administered by transit organizations.

With the exception of Arlington County Commuter Services, use was generally higher for programs in outer jurisdictions (Frederick, Loudoun, and Prince William). The relationship to the location in the region is likely because outer jurisdiction commuters encounter more congestion in their travel and have longer commute times and distances, which would encourage them to seek options for travel to work.

Use also was higher for programs associated with transit agencies (Frederick, Loudoun, and Prince William). This connection might be due to higher visibility of the services, but 65% of respondents who contacted a local program said they were seeking transit information. In the inner jurisdictions, transit assistance is provided by transit organizations that are separate from the local commute assistance program.

EMPLOYER-PROVIDED COMMUTER ASSISTANCE SERVICES

The SOC survey also included questions on commute assistance services and benefits that an employer might provide to employees. Respondents were asked about two types of services:

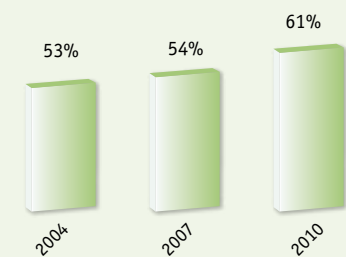
- Alternative mode incentives and support services
- Parking facilities and services

This section presents results regarding respondents' availability of and use of these services in 2010. Results also are presented for some questions from the 2007 and 2004 SOC surveys.

INCENTIVES/SUPPORT SERVICES

More than six in ten (61%) respondents said their employer offered one or more incentives or support services (Figure 36). This is higher than the percentages of respondents who reported having access to these services in 2007 (54%) and 2004 (53%).

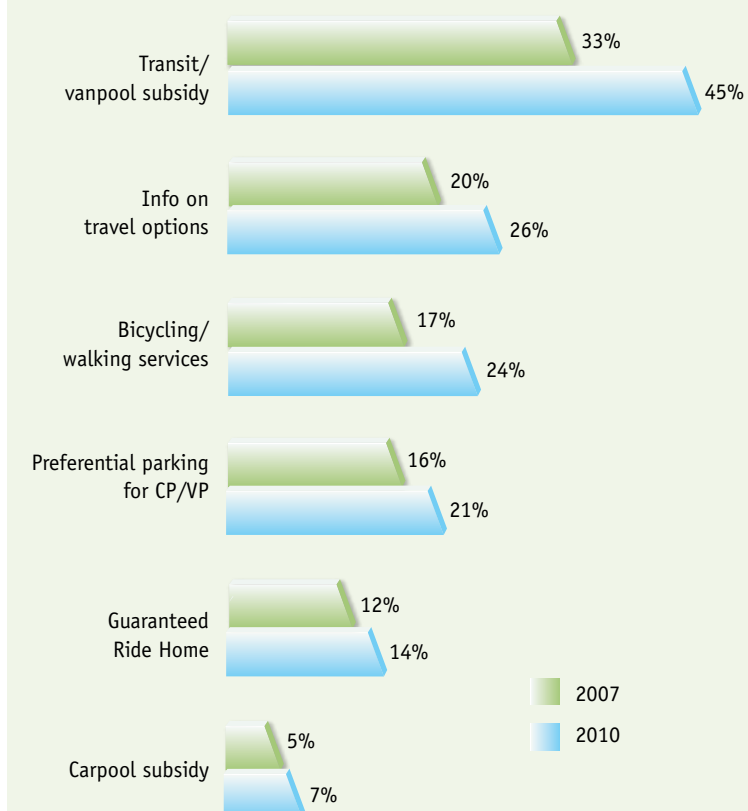
Figure 36
Employer Offers any Incentive/Support Services
 – 2004, 2007, 2010



Individual Incentives/Support Services Offered

The percentages for individual services offered are shown in Figure 37. Four in ten (39%) of respondents said their employers offered one or two of these services. An additional 23% said their employers offered three or more services.

Figure 37—Alternative Mode Incentives and Support Services Offered by Employers
 2007 and 2010



The most commonly offered services were SmarTrip/other subsidies for transit/vanpool, available to 45% of respondents, and information on commuter transportation options, available to 26% of respondents. Nearly a quarter (24%) of respondents said their employers here offered services for bikers and walkers, 21% were offered preferential parking for vanpools and carpools, 14% were offered GRH services, and only seven percent were offered carpool subsidies.

As shown in the figure, availability of transit/vanpool subsidies has grown substantially, from 33% to 45% since 2007. Availability of other services also appears to have risen since 2007.

Incentives/Support Services Offered by Employer Type

Respondents who worked for federal agencies were most likely to have incentives/support services available at their worksites; 89% of federal workers said they had at least one of these services, compared with 64% of respondents who worked for non-profit organizations. Respondents who worked for private employers and state/local agencies were least likely to have incentives/support services; only about half of respondents who worked for these types of employers had access to commuter benefit services.

By far, the most prominent service sought by respondents was transit information, sought by 65% of respondents who contacted a local program.



Figure 35 - Used Local Jurisdiction Commute Assistance Program
 Of Respondents who had Heard of Program

(Loudoun n = 259, Arlington n = 421, Prince William n = 314, Frederick n = 326, Montgomery n = 168, Southern Maryland n = 435, Alexandria n = 127, Prince George's n = 177, Fairfax n = 121)

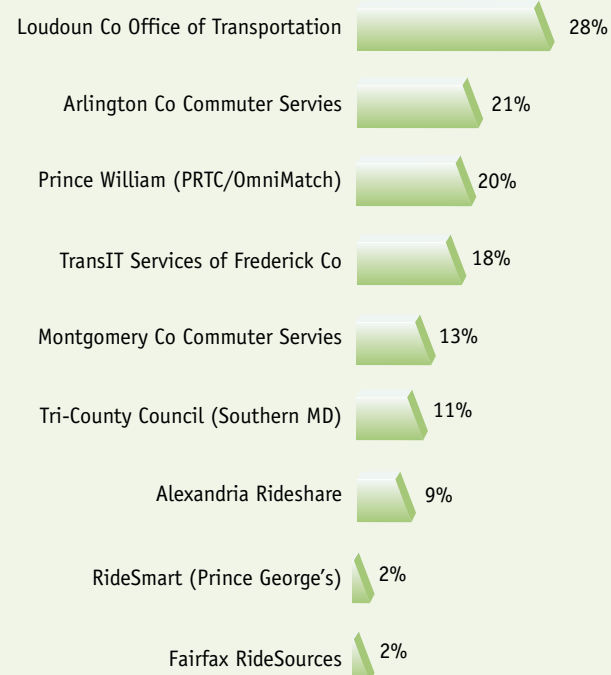


Table 16
Commuter Services/Benefits Offered
by Employer Type
Incentives/Support Services

Incentives/Support Services	Percentage of Employers Offering Services			
	Federal (n = 1,290)	State/local (n = 774)	Non-profit (n = 696)	Private (n = 2,281)
Any services offered	89%	46%	64%	50%
Transit/VP subsidy	80%	30%	46%	30%
Commute information	50%	25%	26%	19%
Preferential parking	51%	15%	10%	12%
GRH	16%	10%	12%	17%
Carpool subsidy/cash payment	17%	9%	4%	5%
Bike/walk services	37%	20%	27%	16%

Table 16 compares the percentages of employers that offered various incentives/support services and parking services by employer type. Not surprisingly, federal agency workers also had greater access than other respondents to individual incentive/support service. This was especially true for transit/vanpool subsidies 80% of federal workers said these subsidies were offered, while only 46% of non-profit workers and three in ten respondents who worked for private firms and state/local agencies had this benefit. Commute information and preferential parking also were disproportionately available to federal agency workers.

Commuter Services Offered by Employer Size

Large employers were more likely to offer commuter services than were small employers. As indicated by Table 17, only 44% of respondents who worked for employers with 100 or fewer employees and 58% of respondents who worked for employers with 101-250 employees said they had any services. By contrast, seven in ten (71%) respondents employed by large (251-999 employees) employers and more than eight in ten (82%) respondents who worked for very large firms (1,000+ employees) had one or more employer-provided commuter service.

Table 17
Commuter Services/Benefits Offered
by Employer Size (number of employees)
Incentives/Support Services

Incentives/Support Services	Percentage of Employers Offering Services			
	1-100	101-250	251-999	1,000+
Any services offered	44%	58%	71%	82%
Transit/VP subsidy	28%	39%	56%	67%
Commute information	14%	29%	34%	48%
Preferential parking	9%	13%	22%	48%
GRH	15%	13%	16%	16%
Carpool subsidy/cash payment	5%	6%	10%	15%
Bike/walk services	14%	19%	29%	38%

Table 17 compares availability of specific commuter assistance services by employer size. Respondents who worked for employers with 251 or more employees had substantially greater access to most incentive/support services, compared with employees of smaller firms. This trend of increasing services with increasing size was most striking with transit/vanpool subsidies, commute information, preferential parking, and bicycle/walking services.



Respondents who worked for employers with 251 or more employees had substantially greater access to most incentive/support services, compared with employees of smaller firms.

...availability of transit/vanpool subsidies has grown substantially, from 33% to 45% since 2007.



Services Offered by Employer Location

Finally, the analysis examined the availability of services by respondents' work locations, divided into the three "ring" designations described earlier: Inner Core (Alexandria, Arlington, and the District of Columbia), Middle Ring (Fairfax, Montgomery, and Prince George's), and Outer Ring (Calvert, Charles, Frederick, Loudoun, and Prince William). As shown in Table 18, Inner Core respondents had greater access to incentive/support services than did other respondents. Three-quarters of Inner Core workers said they had commute services, while only half of Middle Ring workers and 40% of Outer Ring workers had access to these services.

Inner Core workers also had greater access to each individual service; two-thirds of these respondents were offered transit subsidies, compared to a third of respondents who worked in the Middle Ring, and only 14% of respondents who worked in the Outer Ring. Inner Core workers had somewhat higher access to other commute services also. These differences were less dramatic, but there was a clear pattern of highest availability in the Inner Core, moderate availability in the Middle Ring, and significantly lower availability of most services in the Outer Ring.

Table 18
Commuter Services Offered
by Employer Location
Incentives/Support Services

Incentives/Support Services	Percentage of Employers Offering Service		
	Inner Core	Middle Ring	Outer Ring
Any services offered	74%	53%	40%
Transit subsidy	65%	31%	14%
Commute information	33%	27%	17%
Preferential parking	27%	22%	13%
GRH	16%	15%	15%
Carpool subsidy/cash payment	10%	8%	4%
Bike/walk services	28%	21%	14%

PARKING FACILITIES AND SERVICES

Respondents also were asked about the parking services available at their worksites. These results are displayed in Table 19 for 2010, 2007, and 2004.

The majority of respondents (63%) across the region said their employers provided "free parking" at the worksite. An additional two percent said they had access to "free parking off-site." About three in ten said they paid at least part of the cost of parking; 22% paid the total cost and seven percent paid a portion of the cost with the balance paid by their employers. The availability of free parking appears to be the same as in 2007 and 2004.

Parking by Employer Type – Federal agency workers and respondents who worked for non-profit organizations were least likely to have free parking at work. About 49% of respondents who worked for federal agencies and 50% of respondents who worked for a non-profit said their employer provided free parking. Other workers in these two groups either had no parking at all or had to pay all or part of the cost of parking. By contrast, 77% of respondents who worked for state and local agencies and 71% of respondents who worked for private employers said they had free parking.

Table 19
Parking Facilities/Services Offered by Employers – 2010, 2007, 2004
Parking Facilities and Services

Employer Offered Service	Employer Offered Service		
	2010 SOC	2007 SOC	2004 SOC
Free on-site parking	63%	65%	66%
Free off-site parking	2%	4%	3%
Employee pays all parking charges	22%	21%	21%
Employee and employer share parking charge	7%	7%	6%
Parking discounts for CP/VP*	16%	15%	14%

*Note that percentages of parking discounts for CP/VP are calculated on a base of respondents who do not have free parking available.

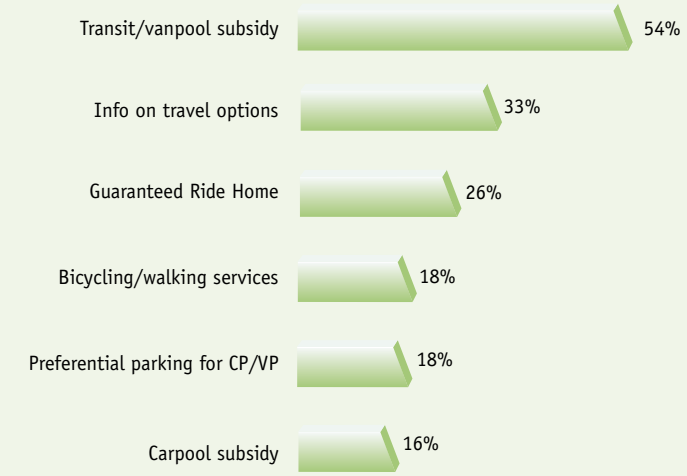
Commute Mode by Commuter Assistance Services/Benefits Offered

Figure 40 presents the percentages of respondents who used various commute modes by whether or not their employer provides commuter assistance services or benefits.

As the figure clearly illustrates, respondents whose employers provided alternative mode incentives and support services were less likely to drive alone (57%) than were respondents whose employers did not provide these services (80%). Respondents who had these services at their worksites used all alternative modes at higher rates than did respondents who did not have these services. Train use was particularly higher; 21% of respondents whose employers offered incentives/support services rode the train to work, compared with six percent of respondents whose employer did not offer these services.

These differences were significant at the 95% confidence level, but it is not possible to say that the availability of these services was the only

Figure 39 - Use of Employer-Provided Incentives/Support Services Of Employees Who had Access to Services



reason, or even the primary reason, for the differences in mode use. As noted before, employers in the Inner Core were much more likely than were employers in the Middle Ring and Outer Ring to offer commuter assistance services and drive alone rates were much lower for respondents who worked in the Inner Core (46%) than for respondents who worked in either the Middle Ring (65%) or Outer Ring (76%).

But respondents who work in the Inner Core also could be faced with greater impediments to driving alone. For example, respondents who work in the Inner Core traveled an average of 41 minutes to work, compared with 34 minutes for Middle Ring workers and 29 minutes for Outer Ring workers. And respondents who work in the Inner Core also might experience greater congestion levels and have greater availability of commute options, such as transit, than would be experienced by workers outside this area. Any of these factors might have been at least as important in influencing respondents' commute mode choices.

Figure 40 Primary Commute Mode by Commuter Services/Benefits Reported Offered

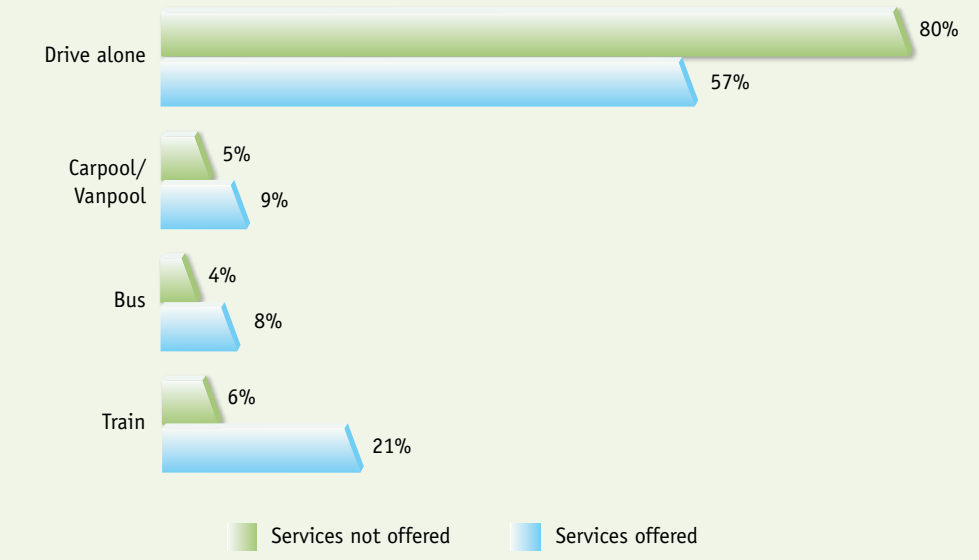
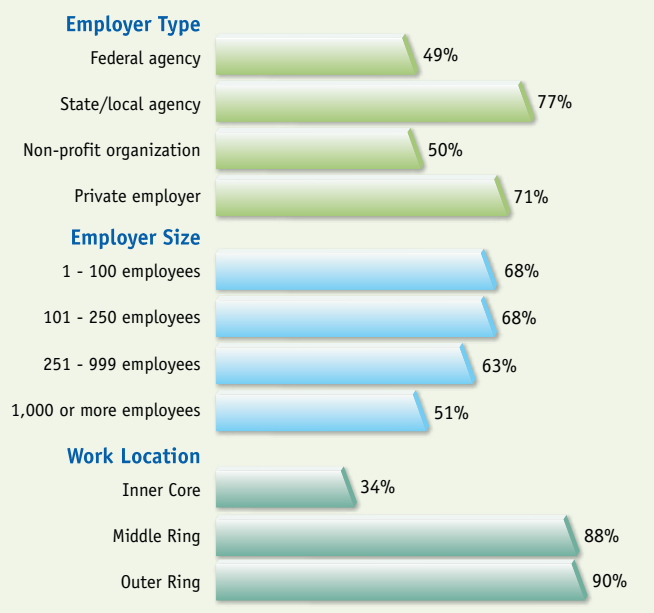


Figure 38 also shows parking availability by employer size. Respondents who worked for large employers were less likely to have free parking. About half (51%) of respondents who worked for companies with 1,000 or more employees had free parking, compared with nearly seven in ten respondents who worked for employers with 250 or fewer employees.

Figure 38 On-site Free Parking Availability by Employer Type, Employer Size, and Work Area



Parking by Employer Size

Figure 38 also shows parking availability by employer size. Respondents who worked for large employers were less likely to have free parking. About half (51%) of respondents who worked for companies with 1,000 or more employees had free parking, compared with nearly seven in ten respondents who worked for employers with 250 or fewer employees.

Parking Services by Work Location

Dramatic differences between respondents who worked in different parts of the region also are evident for parking availability. As can be seen in Figure 38, only a third (34%) of respondents employed in the Inner Core area said they had free parking on-site, compared to nearly nine in ten (88%) respondents who worked in the Middle Ring and (90%) of respondents who worked in the Outer Ring.

USE AND IMPACT OF COMMUTER ASSISTANCE SERVICES/BENEFITS

Respondents whose employers offered incentives/support services were asked if they had ever used these services. These results are provided in Figure 39.

The most commonly used incentives/support services were transit/vanpool subsidies, used by 54% of respondents whose employers offered this service, commute information, used by 33% of respondents who had access to this service, and Guaranteed Ride Home, used by about a quarter of respondents. About one in five had used preferential parking, bike/walk services, and carpool subsidies.



More than six in ten (61%) respondents said their employer offered one or more incentives or support services.

TELECOMMUTING

The SOC survey also explored respondents' telecommute experience. For purposes of this survey, telecommuters were 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."

This section presents these results for 2010 and, in some tables, results for 2007, 2004, and 2001, but a few points on the definition of telecommute should be noted.

The definition presented above was used in the 2004, 2007, and 2010 SOC surveys. But the definition was changed in 2004 to limit telecommute to arrangements that reduced vehicle trips; the 2001 definition had interpreted telecommute more broadly. To enable a valid comparison of later years' surveys with the 2001 data, the 2001 telecommute results were revised to exclude respondents who would not have been counted as telecommuters under the current definition. These adjusted data are used in all tables that show 2001 results.

The 2001 SOC definition described telecommuters as, "wage and salary employees who at least occasionally work at home or at a location other than their central work place during their normal work hours." This definition would have included workers who work at client sites outside of the Washington region and workers, such as sales or equipment repair staff, who travel to multiple customer locations during the course of the day. The 2001 definition also could have included respondents who worked a portion of the normal workday at home, for example while waiting for a delivery, but traveled to the regular workplace for another part of the day. These situations are not generally considered telecommute for transportation-related purposes, thus the telecommute defini-

tion was rewritten in 2004 to exclude these cases and they would not have been counted as telecommute in 2010, 2007, or 2004.

CURRENT AND POTENTIAL TELECOMMUTING

Respondents who Currently Telecommute

Respondents were read the current definition of telecommute and asked if they would consider themselves telecommuters based on this definition. A total of 23.5% of all regional workers said they telecommute, either regularly or occasionally. This represented about 600,000 workers region-wide.

But telecommuters accounted for a higher percentage, 25%, of all regional commuters, that is, workers who travel to a main work location on non-telecommute days. Using this base of commuters excludes workers who are self-employed and for whom home is their only workplace. These workers do not have an outside work location, thus never make commute trips. The calculation of telecommuters as a proportion of commuters reflects a more realistic picture of the role of telecommuting in eliminating commute trips, thus is relevant for assessing travel and air quality benefits of telecommuting.

The 25% telecommuting percentage represents a steady growth over the telecommuting percentage from past SOC surveys. As illustrated in Figure 42, 11% of regional commuters telecommuted in 2001 and 13% telecommuted in 2004. By 2007, the percentage had risen to 19% and grew still further in the past three years.



A total of 25% of all regional workers telecommute, either regularly or occasionally. This represented about 600,000 workers region-wide.

Figure 42
Percentage of Commuters who Telecommute
2001, 2004, 2007, 2010

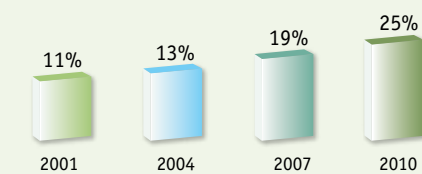
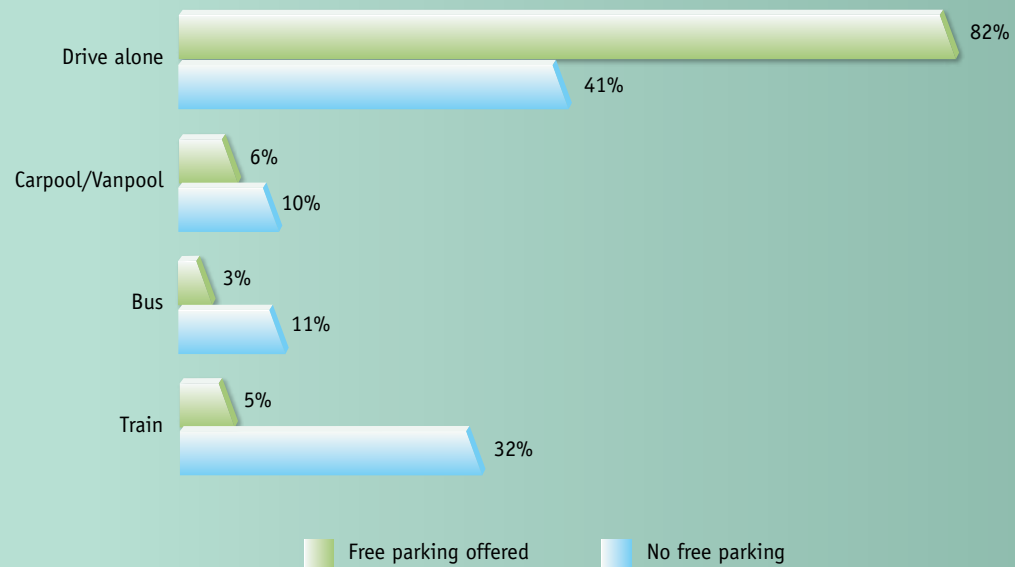


Figure 41
Primary Commute Mode
by Free Parking Available at Work



Commute Mode by Parking Services Offered

Figure 41 presents a comparison of mode use rates for respondents who had free on-site parking at work and those who either had to pay for parking or who had no parking at all. The difference in drive alone rates for these two groups was dramatic; 82% of respondents who had free parking drove alone, compared with only four in ten (41%) respondents who did not have this benefit. Respondents who had to pay for parking used all alternative modes at higher rates than did respondents who had free parking. The difference was especially striking for use of the train; train mode share was more than six times as high for respondents who did not have free parking as for respondents who did.

Many other surveys and research studies have documented the important role parking availability and cost play in commute decisions. But as was noted above, many factors influence commuters' mode choice.

82% of respondents who had free parking drove alone, compared with only four in ten (41%) respondents who did not have this benefit.



Interest in Telecommuting

Respondents who did not telecommute and who were not self-employed/work at home full-time were asked if their job responsibilities would allow them to work at a location other than their main work place, at least occasionally. Approximately 40% said it would be possible. These respondents were then asked if they would want to telecommute. Seven in ten said they would be interested in telecommuting on either an occasional basis (42%) or a regular basis (27%). These interested respondents equal about 28% of non-telecommuters and 21% of all commuters.

These results suggest additional telecommute growth potential exists in the Washington metropolitan region. Figure 43 summarizes the telecommute status of all respondents who are “commuters,” that is, not self-employed/work at home full-time.

A quarter of regional commuters currently telecommute. An additional 21% of commuters “could and would” telecommute, that is, they have job responsibilities that could be done away from the main work place and they would be interested in telecommuting, if given an opportunity. These commuters represent about 500,000 potential telecommuters. The remaining respondents said they would not be interested in telecommuting (9%) or that their job responsibilities could only be performed at the main workplace (45%).

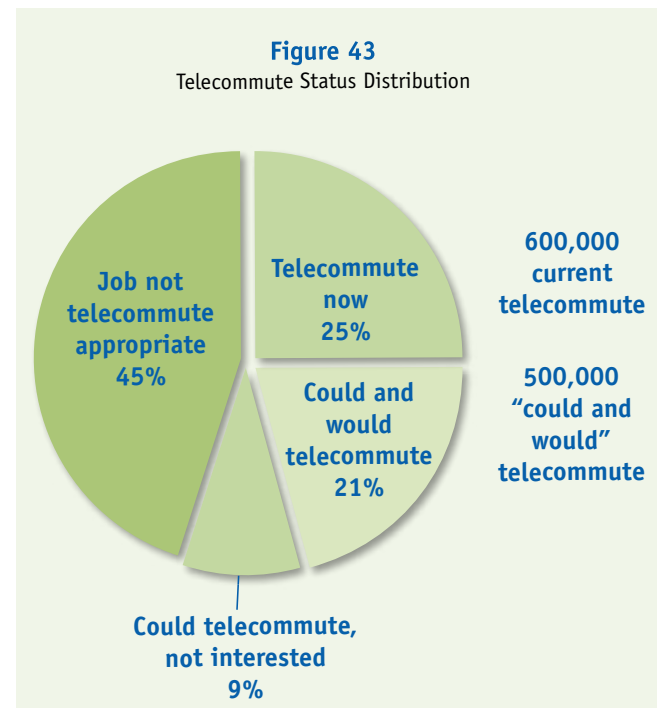
Table 20 presents the results shown above, with additional comparisons for current and potential telecommute percentages measured in 2007 and in 2004. As shown in the table, the percentage of current plus potential telecommuting has grown

Table 20
Summary of Current and Potential Telecommuting
All Respondents who are not Self-Employed/Work at Home

Telecommute Status	2010 SOC Percentage	2007 SOC Percentage	2004 SOC Percentage
Currently telecommuting	25%	19%	13%
Not telecommuting	75%	81%	87%
-Job responsibilities allow telecommuting and INTERESTED in telecommuting (“could and would”)	21%	24%	16%
-Job responsibilities allow telecommuting, but NOT INTERESTED in telecommuting	9%	6%	6%
-Job responsibilities would NOT allow telecommuting	45%	52%	65%

since 2004, from 29% to 46% and the share of commuters who could telecommute but are not interested has remained relatively constant.

Interestingly, the percentage of commuters who said their jobs were incompatible with telecommuting dropped, from 65% in 2004 to 45% in 2010. Because it seems unlikely that the composition of jobs changed substantially in the region, these results suggest a shift in commuters’ ability, or perception of their ability, to perform their work at home or another location away from their primary work location. It appears that a larger share of commuters believe they could telecommute, at least



occasionally. This could be related to increasing availability of communication and computer technology, such as broadband internet, lower cost telephone options, and computer networking, or perhaps from greater understanding of telecommuting options and a broader definition of what responsibilities are “telecommute-compatible.”

Telecommuting by Personal Characteristics

Telecommuting is not distributed equally by demographic group. Table 21 compares the incidence of telecommuting by respondents’ sex, ethnic group, age, income, commute distance, and home and work areas. The third column shows the percentage of each demographic group who telecommutes today (e.g., 26% of men and 24% of women telecommute now). The last column shows the percentage of non-telecommuters in the group who “could and would” telecommute if given the opportunity (e.g., 29% of non-telecommuting women would telecommute). Note that this should be compared against the 28% of all non-telecommuters in the region who “could and would” telecommute.

Some demographic groups telecommute more than do others. For example, a much larger share (30%) of Whites telecommuted than did either African-Americans (18%) or Hispanics (18%). Telecommuting appeared to increase with age up to the 35-54 years old group, peaking at 27%, and then declining as age increased further. And telecommuting increased as income increased; 26% of workers with household incomes between

\$100,000 and \$139,999 telecommuted, compared with only about two percent of workers with incomes below \$30,000 and six percent of workers with incomes between \$30,000 and \$59,999. Four in ten (39%) respondents with annual household incomes of \$180,000 or more telecommuted.

As shown in Table 21, telecommuting also increased with increasing commute distance. Only 12% of respondents who lived less than one mile from work telecommuted, while three in ten (30%) respondents who commuted 30 miles or more telecommuted. There were no significant differences in telecommuting by home or work areas: Inner Core, Middle Ring, and Outer Ring.

Table 21 also illustrates which groups have the greatest potential for future telecommuting. That is, in which groups would non-telecommuters be most likely to telecommute in the future, if given the opportunity? The last column in the table shows percentages of non-telecommuters who believe their job responsibilities would allow telecommuting and who would like to telecommute. This is the group referred to as “could and would.”

In general, the groups with the highest current use of telecommuting show the greatest additional potential and groups with low current telecommuting also show low potential. But some groups had noticeably higher potential than the 28% average among all non-telecommuters. These included high-income respondents (\$100,000 or more annual income) and respondents with longer than average commute distances (15 miles or more).

Table 21 also illustrates which groups have the greatest potential for future telecommuting. That is, in which groups would non-telecommuters be most likely to telecommute in the future, if given the opportunity? The last column in the table shows percentages of non-telecommuters who believe their job responsibilities would allow telecommuting and who would like to telecommute. This is the group referred to as “could and would.”

Table 21
Telecommuters by Demographic and Travel Characteristics

Demographic	All Respondents (n=___)*	Percentage Who Currently Telecommute	Non-Telecommuters (n=___)**	Percentage Who “could and would” Telecommute***
Sex				
Male	2,867	26%	2,149	27%
Female	3,325	24%	2,509	29%
Ethnic Group				
White	4,242	30%	3,093	28%
Hispanic	314	18%	250	22%
African-American	969	18%	807	31%
Age				
Under 25 years	167	14%	151	13%
25 – 34	766	20%	592	29%
35 – 44	1,463	27%	1,056	30%
45 – 54	1,999	27%	1,472	29%
55 or older	1,678	24%	1,301	26%
Income				
Less than \$30,000	161	2%	157	8%
\$30,000 – \$59,999	579	6%	544	15%
\$60,000 – \$99,999	1,053	20%	867	28%
\$100,000 – \$139,999	1,454	26%	1,089	34%
\$140,000 – \$179,999	948	29%	677	35%
\$180,000+	1,064	39%	649	35%
Commute				
Less than 1 mile	126	12%	112	17%
1 – 14 miles	2,694	21%	2,137	26%
15 – 29 miles	1,454	28%	1,084	31%
30 miles +	1,270	30%	909	39%
Home Area				
Inner Core	1,667	24%	1,243	30%
Middle Ring	1,687	26%	1,226	28%
Outer Ring	2,838	24%	2,189	25%
Work Area				
Inner Core	2,734	25%	2,062	31%
Middle Ring	1,982	26%	1,437	26%
Outer Ring	1,449	22%	1,001	21%

* All respondents in the demographic group, both telecommuters and non-telecommuters.

** Respondents in the demographic group who do not currently telecommute.

*** Respondents whose job responsibilities would allow telecommuting and who would be interested in telecommuting, at least occasionally.



A quarter of regional commuters currently telecommute. An additional 21% of commuters “could and would” telecommute, that is, they have job responsibilities that could be done away from the main work place and they would be interested in telecommuting, if given an opportunity.

Table 22
Telecommuters by Employment Characteristics

Employment Characteristics	All Respondents (n=___)*	Percentage Who Currently Telecommute	Non-Telecommuters (n=___)**	Percentage Who "could and would" Telecommute***
Employer Type				
Private employer	2,599	28%	1,854	27%
Non-profit org.	771	26%	571	33%
Federal agency	1,602	27%	1,180	35%
State/local agency	858	13%	772	19%
Self-employed	248	21%	190	22%
Employer Size				
1 - 25	1,386	20%	1,112	23%
26 - 100	1,191	17%	989	26%
101 - 250	821	20%	651	26%
251 - 999	900	28%	669	35%
1,000+	1,603	31%	1,112	33%
Occupation				
Technicians/related support	758	37%	573	32%
Executive, manager	1,288	36%	843	40%
Professional	2,322	28%	1,684	30%
Sales	274	21%	207	21%
Administrative support	680	13%	594	24%
Service	199	2%	196	12%
Precision craft, production	154	3%	148	8%

* All respondents in the group, both telecommuters and non-telecommuters.

** Respondents in the group who do not currently telecommute.

*** Respondents whose job responsibilities would allow telecommuting and who would be interested in telecommuting, at least occasionally.

Some occupations had higher telecommuting rates than average, including technicians (37%), executive/managerial (36%), and professional (28%). Three common occupations with below average telecommuting rates included administrative support (13%), service (2%), and precision craft/production (3%).

Table 22 also illustrates the potential for telecommuting among these employment groups. Again, the relative percentages of non-telecommuters who could and would telecommute if given the opportunity generally mirrored the relative percentages of respondents who telecommuted in each group. A few groups did have higher potential than the 28% average for all non-telecommuters, however.

Two groups with sizeable telecommuting potential were respondents who worked for federal government agencies and non-profit organizations. More than a third of non-telecommuters in these categories said their jobs would allow them to telecommute and that they would like to telecommute. Similarly, potential appears to exist among employers with 250 or more employees. Over a third of non-telecommuters in this group said they could and would telecommute if given the opportunity.

Telecommuting by Employment Characteristics

The survey data also showed some differences in the telecommute and potential telecommute distribution by employment characteristics. These results are presented in Table 22.

Private employers (28%), federal agencies (27%), and non-profit agencies (26%) had higher telecommuting rates than did respondents who were self-employed (21%) or employed by a state/local agency (13%).

Generally, use of telecommuting increased with increasing employer size. Three in ten respondents who worked for employers with 1,000 or more employees telecommuted and 28% of employers with between 251-999 employees telecommuted, compared with only 17% of respondents who worked for employers with 26-100 employees. The exception to this rule was for respondents who worked for very small employers, those with 1-25 employees. About 20% of these respondents said they telecommute. This is likely informal telecommuting, in which the employee telecommutes under an informal agreement between the employee and the supervisor, rather than a formal telecommute program.

Sources of Telecommute Information

Respondents who telecommuted were asked how they had learned about telecommuting and if they had received telecommute information from Commuter Connections or MWCOG, either from Commuter Connections or from an MWCOG web site. The most frequently mentioned sources are shown in Figure 44.

The largest source of information, by far, was "special program at work/employer," named by seven in ten (71%) of respondents. This percentage was considerably higher than in the 2007 survey, in which only 55% of telecommuters cited their employer as the source of information and higher still compared with the 34% who gave this answer in 2004.

Fifteen percent said they "initiated the request on their own" and five percent said they learned of telecommuting through "word of mouth." Both had declined as telecommute information sources since 2007, when they were named by 23% and 13%, respectively.

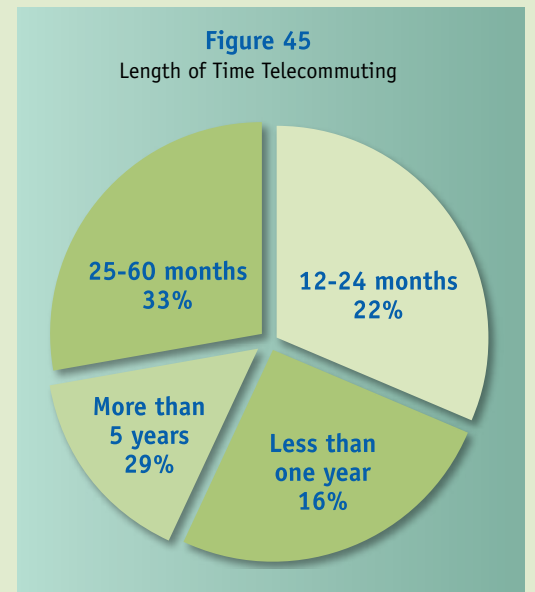
Six percent of telecommuters said they received telecommute information directly from Commuter Connections or MWCOG. This was about the same percentage as mentioned Commuter Connections/MWCOG in each of the previous three SOC surveys: 2007 (7%), 2004 (5%), and 2001 (5%).

TELECOMMUTE PATTERNS

Respondents who said they telecommuted, at least occasionally, were asked a series of questions about their telecommute characteristics including: length of time telecommuting, use of informal or formal telecommute arrangement, telecommute location, frequency of telecommuting, and access mode to telework locations outside the home.

Length of Time Telecommuting

As illustrated in Figure 45, approximately four in ten (38%) respondents who telecommuted started telecommuting within the past two years and 16% started within the past year. Three in ten (29%) said they had been telecommuting more than five years. On average, respondents had been telecommuting about 56 months. This was a slightly longer duration than had been estimated in 2007 (53 months) and considerably longer than the 42 months average measured in the 2004 SOC survey. In the 2004 SOC survey, nearly half (49%) of telecommuters started telecommuting within the past two years and only 19% said they had been telecommuting more than five years.



Formal or Informal Telecommute Arrangement

Telecommuters were asked if they telecommuted under a formal program or through an informal arrangement with a supervisor. Respondents who did not telecommute were asked if their employer had a telecommute program, even though the respondent did not use it.

As shown in Figure 46, 54% of respondents said their employers allowed some telecommuting, either under a formal program (29%) or an informal arrangement (25%). Slightly less than half (46%) of respondents said their employers did not have any telecommute program or that they didn't know about any program.

Figure 46 also presents the distribution of telecommuting availability among respondents who currently telecommuted and those who did not. Telecommuters were much more likely than were other respondents to work for an employer with a formal telecommute program. Half of telecommuters said they telecommuted under a formal arrangement and the other half telecommuted under an informal arrangement with their supervisor.

By contrast, only 22% of non-telecommuters said their employers had a formal telecommute program and 17% said telecommuting was permitted under informal arrangements. More than six in ten (61%) said the employer had no program or they didn't know if a program existed.

More than six in ten (61%) said the employer had no program or they didn't know if a program existed.

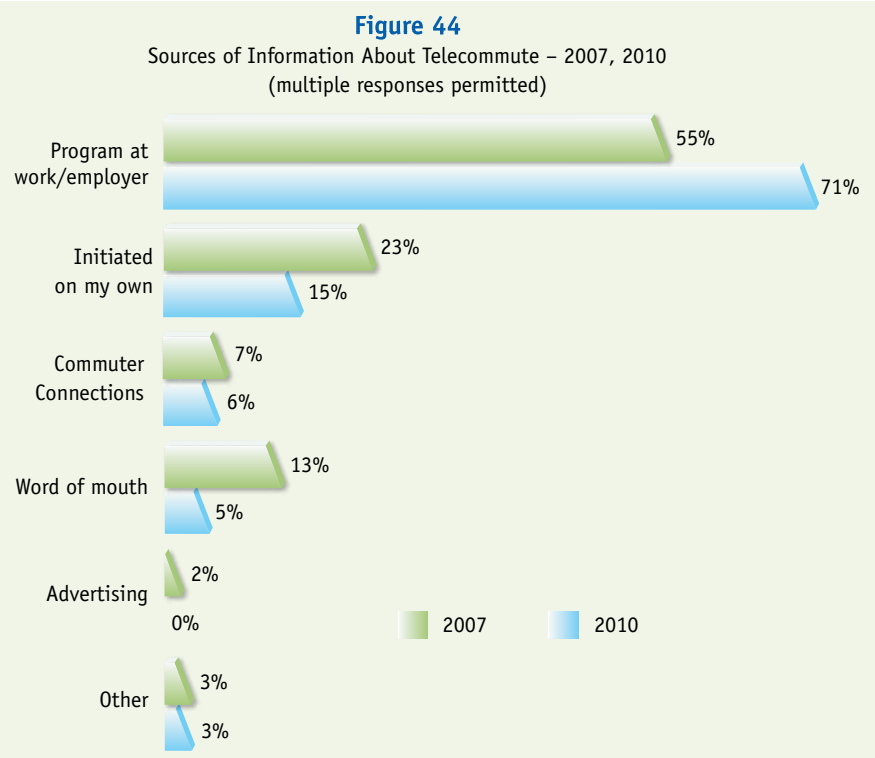
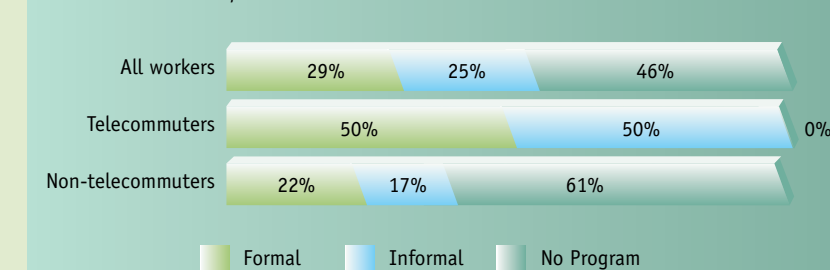
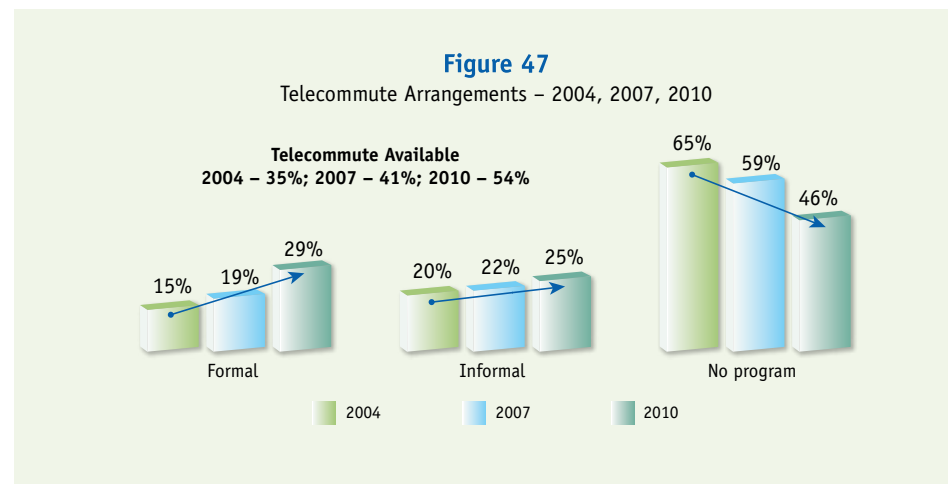


Figure 46
Formal or Informal Telecommute Arrangements
All respondents and Telecommuters vs Non-Telecommuters





Telecommute Arrangements 2004 through 2010 – Figure 47 shows the incidence of telecommute arrangements in 2004, 2007, and 2010. As is clear from the figure, the share of employers that offer or permit telecommuting has increased since 2004. In the 2004 SOC survey, only 35% of respondents noted that their employer allowed telecommuting. In 2007, the share had risen to 41%. By 2010, more than half of respondents said their employer offered some telecommute option.

And, as the figure also shows, while both formal and informal telecommute arrangements have grown, formal programs have grown more. In 2004, telecommute arrangements were more often informal, while in 2010, the proportions had reversed and formal telecommute arrangements predominated.

Telecommute Arrangement by Employer Type

The availability of telecommute arrangements varied widely by respondents' employer types, as illustrated in Table 23.

Formal programs were most common among respondents who worked for a federal government agency. Nearly six in ten (57%) respondents who worked for federal agencies said their employer had a formal program, compared to only about 21% of respondents who worked for non-profit organizations, 20% who worked for private employers, and 18% who were employed by state/local agencies. Respondents who worked for non-profit organizations or private employers were most likely to have informal telecommuting. More than three in ten respondents in these two groups said their employers permitted informal telecommuting. State/local government agencies were least likely to permit telecommuting under any arrangement. Only one-third (33%) of these respondents said their employer allowed employees to telecommute.

Table 23
Formal or Informal Telecommute Arrangements By Employer Type

Program Type	Federal Agencies	State/local Agencies	Non-profit Organizations	Private Employers
No telecommute program	28%	67%	43%	48%
Telecommuting permitted	72%	33%	57%	52%
Formal program	57%	18%	21%	20%
Informal arrangement	15%	15%	36%	32%

Table 24
Formal or Informal Telecommute Arrangements By Employer Size

Program Type	1-100 Employees	101-250 Employees	251-999 Employees	1,000+ Employees
Formal program	14%	23%	36%	49%
Informal arrangement	25%	29%	30%	22%
No program	61%	48%	34%	29%

Telecommute Arrangement by Employer Size

Telecommute arrangements also varied by the number of employees at respondents' worksites. These results are presented in Table 24.

Respondents who worked for large employers were most likely to have access to a telecommuting program and to have access to a formal program. Seven in ten of these respondents said their employer had a formal program (49%) or permitted informal telecommuting (22%). By contrast, only four in ten respondents who worked for employers with 100 or fewer employees had access to either formal (14%) or informal (25%) telecommuting.

Telecommute Frequency

The frequency with which respondents telecommuted is detailed in Table 25. About two in ten respondents who telecommuted did so infrequently, either for special projects (10%) or less than once per month/only in emergencies (12%). Three in ten (30%) said they telecommuted a few times each month. Slightly under half (48%) said they telecommuted at least one day per week.

On average, telecommuters used this arrangement about 1.3 days per week. This overall average 1.3 days per week frequency represents a decline from the 1.5 days per week average observed in the 2007 SOC survey, but is on a par with the 1.3 days per week average estimated in the 2004 survey.

Table 25
Frequency of Telecommute

Frequency	Percentage	Cumulative Percentage
Occasionally for special projects	10%	10%
Less than once per month/emergency	12%	22%
1 – 3 times per month	30%	52%
1 day per week	19%	71%
2 days per week	12%	83%
3 or more times per week	17%	100%
Average (mean) days per week	1.3	

Table 26
Access Mode to Non-Home Telecommute Locations (n = 35)

Access Mode	Percentage
Drive alone	81%
Bus	11%
Bicycle	4%
Walk	3%
Metrorail	1%

Telecommute Locations

The overwhelming percentage (97%) of telecommuters said they telecommuted exclusively from home. About two percent named another telecommute location, such as a satellite office, library or community center, or Telework Center. One percent mentioned that they telecommuted some days from home, but some days also from another location.

Travel to Telecommute Location Outside the Home

Telecommuters who telecommuted from locations outside their homes traveled an average distance of 8.1 miles to these locations. As shown in Table 26, 81% of these respondents drove alone to the telecommute location. About two in ten used an alternative mode: bus (11%), bicycle (4%), walk (3%), or Metrorail (1%).

In 2004, telecommute arrangements were more often informal, while in 2010, the proportions had reversed and formal telecommute arrangements predominated.



GUARANTEED RIDE HOME

AWARENESS AND USE OF REGIONAL GUARANTEED RIDE HOME (GRH) PROGRAM

Since 1997, Commuter Connections has offered Guaranteed Ride Home to eliminate alternative mode users' fear of being without transportation in the case of an emergency. The program provides free rides in a taxi or rental car in the event of an unexpected personal emergency or unscheduled overtime. Some employers also offer GRH programs, as was shown in the previous section of this report.

Awareness of GRH

Survey respondents who did not work at home all the time were questioned on their awareness and use of GRH programs. First, they were asked if they knew of a regional GRH program available for commuters who rideshare or use public transportation. As shown in Figure 48, about a quarter (27%) replied there was such a program, 39% mentioned there was no such program, and the remaining 34% were unsure.

The figure also shows GRH awareness for 2004 and 2007. Awareness in 2010 was about the same as in 2007, but considerably lower than the awareness in 2004, when 59% of respondents said a regional GRH program existed.

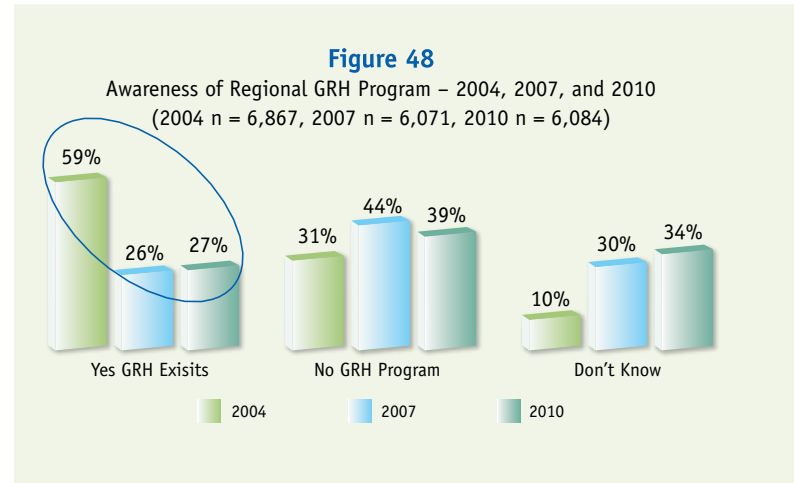


Table 27
Awareness of Regional GRH Program by Current Primary Mode

Current Primary Mode	Percentage Aware of GRH Program		
	2010 SOC Percentage	2007 SOC Percentage	2004 SOC Percentage
Drive alone	27%	26%	61%
Carpool/vanpool	39%	29%	66%
Bus	32%	22%	52%
Metrorail	30%	26%	55%
Commuter train	37%	56%	55%
Bike/walk	26%	15%	43%

Awareness of GRH by Commute Mode

As shown in Table 27, awareness of GRH services varied by the commute modes respondents were using at the time of the survey. Respondents who primarily carpooled/vanpooled or rode a commuter train were slightly more likely than were other respondents to be aware of the regional GRH program. Awareness was similar for users of other modes.

Awareness of GRH by Home and Work Location – Table 28 displays awareness of GRH services by the home and work locations of respondents. There were no significant differences in awareness by respondents' home locations, but respondents who worked in the Inner Core area were more likely to know about GRH than were respondents who worked in the Outer Ring areas.

Use of GRH

Five percent of regional commuters said they had registered for or used a GRH service in the past two years. This included respondents who had previously mentioned that they registered for or used a GRH service offered by their employer.

Sponsor of GRH Program

The 328 respondents who had registered for or used any GRH service were asked who sponsored this service. More than eight in ten (82%) of these respondents said their employers sponsored the programs they had used. Note that the base for this distribution includes respondents who mentioned in a previous question that they had used an employer-provided GRH service. They were not asked who sponsored the GRH program they had used, but they were included in the results to this question.

About 13% of respondents noted Commuter Connections or MWCOG/COG as the sponsor of the program. This was much lower than the 37% who mentioned Commuter Connections as the sponsor in 2007.

Table 28
Awareness of Regional GRH Program by Home and Work Location

Location – Ring Designation	2010 SOC Percentage
Home Location	
Inner Core	27%
Middle Ring	28%
Outer Ring	33%
Work Location	
Inner Core	32%
Middle Ring	27%
Outer Ring	22%



The Guaranteed Ride Home program provides free rides in a taxi or rental car in the event of an unexpected personal emergency or unscheduled overtime.

Since 1997, Commuter Connections has offered Guaranteed Ride Home to eliminate alternative mode users' fear of being without transportation in the case of an emergency.



COMMUTE PATTERNS

An important section of the survey questioned respondents on their weekly commute patterns. Commute questions in the survey included:

- Number of days worked per week
- Commute mode(s) used and the frequency of use
- Use of alternative work schedules
- Alternative mode characteristics
- Length of time using current alternative modes
- Use of other alternative modes in the past
- Reasons for using current commute modes
- Commute distance

NUMBER OF DAYS WORKED PER WEEK AND WORK HOURS

Full-Time vs Part-Time

Nearly nine in ten (87%) respondents worked full-time, defined as 35 or more hours per week. The remaining 13% were employed part-time. Respondents were assigned to work an average of 4.9 days per week. Some respondents worked one or more weekend days, so the average number of weekdays worked was slightly less, 4.7 days per week. And respondents traveled an average of 4.2 weekdays per week to a work location outside their homes.

Work at Home

About eight percent of the total survey respondents said they never commuted to a work location outside their homes. The majority of these respondents (6% of total respondents) said they were self-employed and had no other work location. The remaining two percent of respondents said they telecommuted from home every day they worked. These two groups of respondents were not asked further questions about commute patterns, but were included in questions about awareness of commute advertising and demographics. Additionally, respondents who telecommuted five days per week were asked questions about their telework experience.

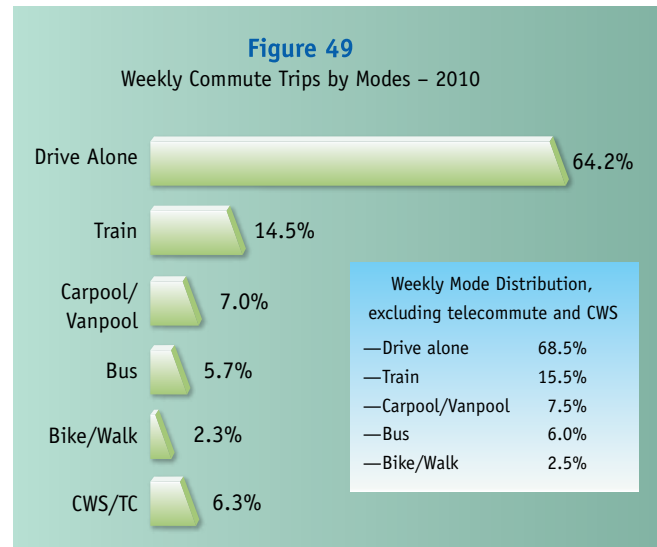
CURRENT COMMUTE MODE

Respondents were asked what modes they used to travel to work each weekday (Monday-Friday) during the survey week. If they were sick, on holiday or vacation, or otherwise absent from work one or more days during the week, respondents were asked to report how they likely would have traveled to work on those days. Figures 49 through 51 present several different views of modal distribution.

Weekly Trips by Mode in 2010

Figure 49 presents mode shares as a percentage of weekly commute trips. The figure includes five traditional “on the road”

mode groups for travel to job locations outside the home: drive alone, train (subway/commuter rail), carpool/vanpool, bus, and bike/walk.



The figure also includes the mode share for telecommute and compressed work schedule (CWS). These are not actually travel modes, but this figure includes them to show the percentage of weekly work trips that were eliminated through use of these work schedule options.

In 2010, commuters made less than two-thirds (64.2%) of weekly commute trips by driving alone. Transit accounted for more than one in five trips. The second most popular mode was train, used for 14.5% of weekly trips and bus was used for about six percent (5.7%). Respondents used carpool or vanpool for 7.0% of weekly commute trips and made a small share of trips (2.3%) by bike or walking.

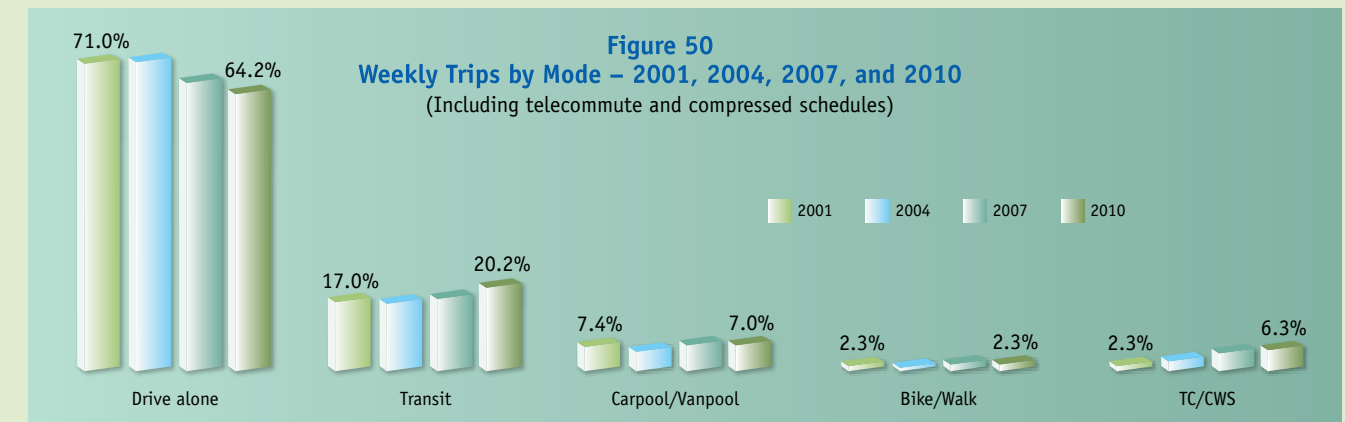
Telecommute and compressed work schedule days off eliminated slightly more than six percent (6.3%) of weekly work trips. As noted earlier, these “trips” actually were not made, but they were officially assigned as part of the work week, so were included in this distribution.

If the telecommute and compressed schedule days off are excluded, to estimate the “on the road” mode share, the percentage use of each of the five travel modes increases. Without telecommute and CWS, the drive alone share would rise to 68.5% of weekly commute trips. The weekly commute trip distribution would be:

- Drive alone 68.5%
- Train 15.5%
- Carpool/vanpool 7.5%
- Bus 6.0%
- Bike/walk 2.5%

Weekly Trips by Mode 2010, 2007, 2004, and 2001

Figure 50 presents mode shares as a percentage of weekly commute trips in 2010, 2007, 2004, and 2001. The comparison shows that the share of drive alone trips appears to have declined since 2001, from 71.0% to 64.2%. Transit and Telecommute/CWS both gained mode share since 2001. Transit use increased from 17.0% to 20.2% and Telecommute/CWS more than doubled, from 2.3% in 2001 to 6.3% in 2010. The carpool/vanpool and bike/walk mode shares have remained essentially constant.



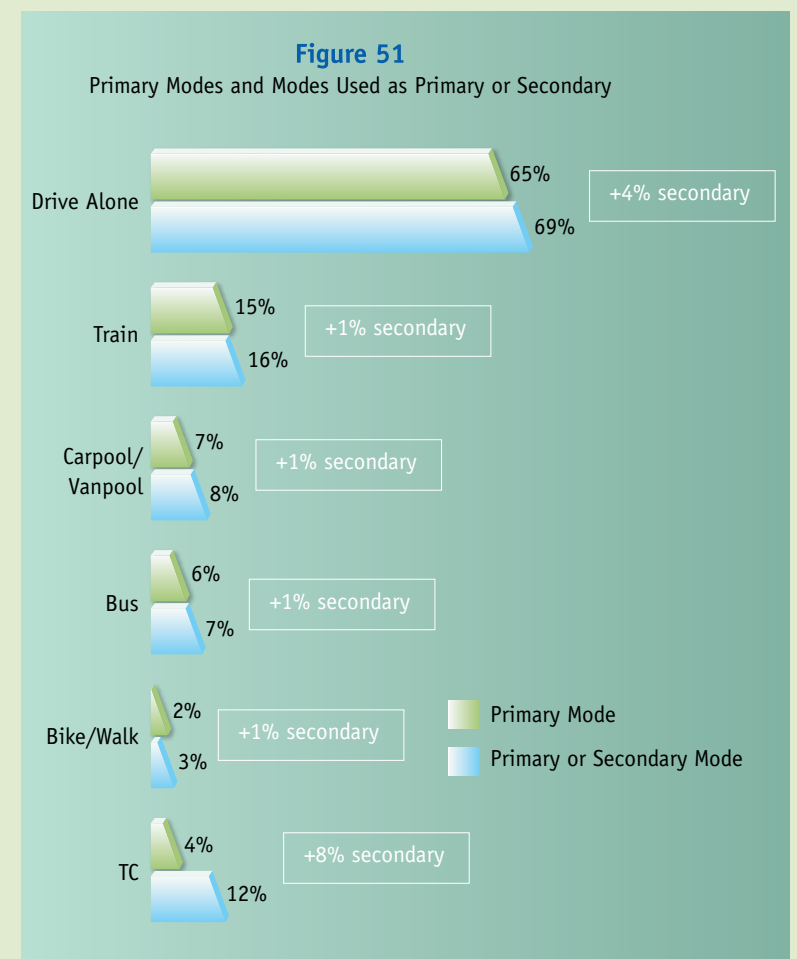
Frequency of Current Mode Use

Figure 51 shows mode split for 2010 as the percentage of respondents who used each mode as their “primary” mode, defined as the mode used most days per week. The figure also shows the percentages of respondents who used each mode one or more days per week, that is, either regularly or occasionally.

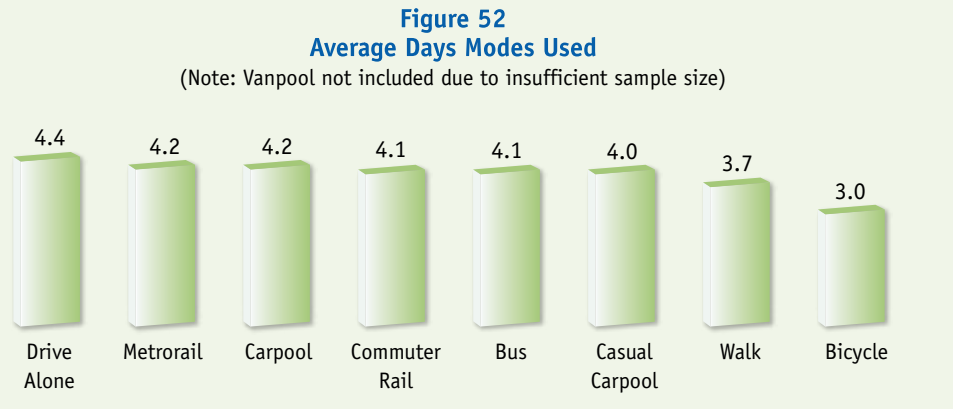
Primary Mode – Nearly all (99%) respondents said they used a single mode most days per week. Since most respondents worked five or more days per week, Primary Mode generally equated to use three or more days per week. But for a small percentage of respondents who worked fewer than five days or who used more than two modes, the primary mode could be used just two days per week.

As with mode split by weekly trips, the most common Primary Mode was drive alone, used by 65% of respondents. The second most common Primary Mode, used by 15% of respondents, was train. Seven percent said they primarily carpooled, “casual” carpooled (slug), or vanpooled. Bus was the Primary Mode of six percent of respondents. Two percent of respondents said they primarily biked or walked and four percent said they primarily telecommuted.

Primary or Secondary Use of Modes – Figure 51 also shows the percentage of respondents who used the modes as either their Primary or Secondary mode. This category also includes respondents who said they used these modes occasionally, one or two times during the week. The relative use of modes did not change from the primary mode order. But the percentages of respondents using each mode increased, because respondents who reported a Secondary Mode were counted in both their primary and secondary mode categories.



The train mode group was comprised of Metrorail and three commuter rail companies: MARC (Maryland commuter rail), Virginia Railway Express (VRE), and Amtrak. Metrorail dominated this category, with 93% of train riders using this mode



Drive alone was still the most popular mode overall; 69% of respondents used this mode either regularly or occasionally. The four percent difference between this 69% figure and the 65% of respondents who primarily drove alone is the secondary use of the mode. One percent of respondents used train as a Secondary Mode, increasing to 16% the share of respondents who used train one or more days per week. Carpooling/vanpooling, bus, and bike/walk similarly had one percent of Secondary Mode use.

The greatest difference between the Primary Mode and Primary or Secondary Mode distributions was in the percentage of respondents who telecommuted. Four percent of respondents said they primarily telecommuted (Primary Mode) but 12% said they telecommuted at least one day per week (Primary or Secondary Mode). The eight percent difference between these two percentages is the secondary use of telecommute.

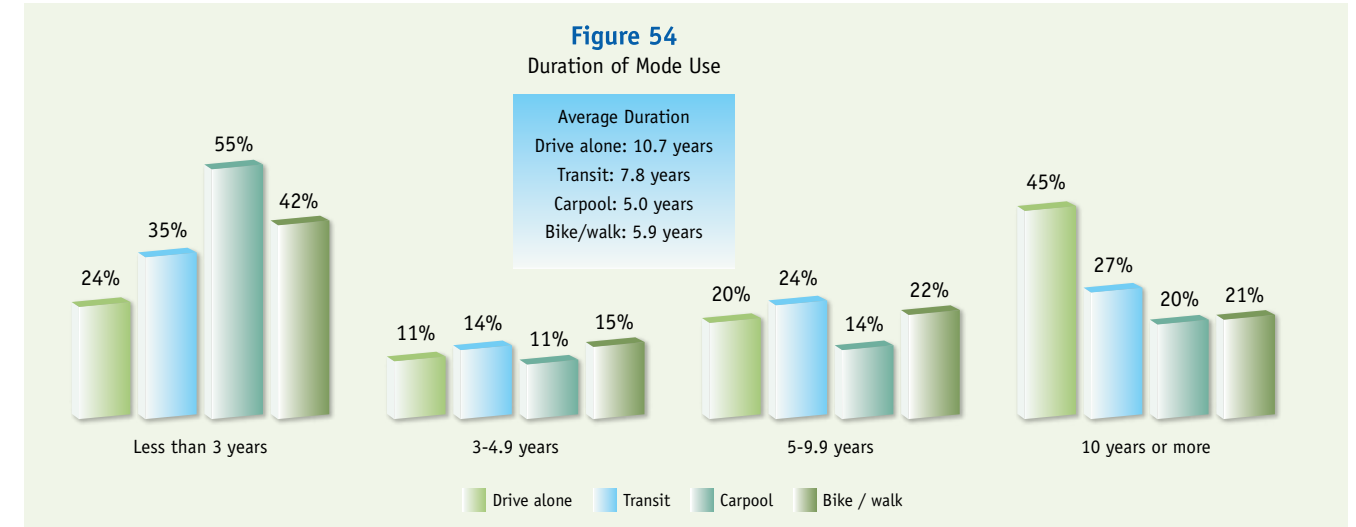
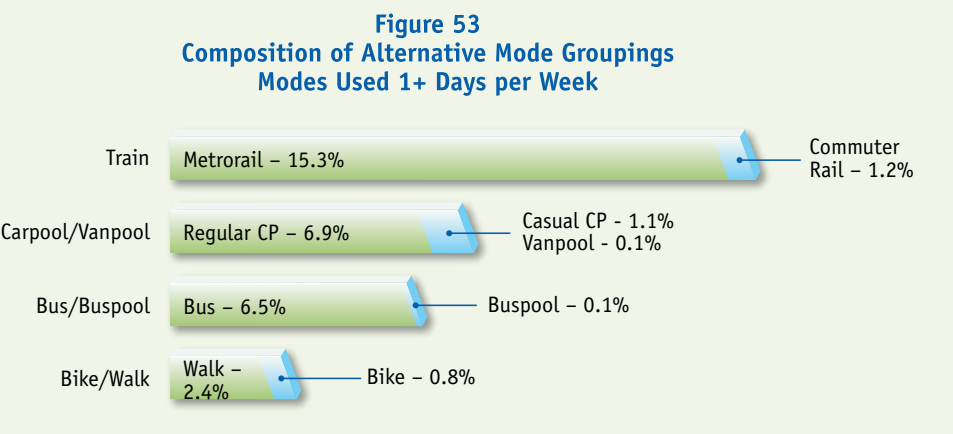
Mean Days Used

Figure 52 shows the average number of days each mode/mode group was used. All of modes were used at least three days per week on average and except for bicycle and walk, all modes were used at least four days per week. This is consistent with other results in the survey, which show that most commuters used one mode most of the time for their commute.

Mode Use within Mode Groups

Figure 53 shows relative use of individual modes within four of the travel alternative mode groups displayed in Figure 51.

Train – The train mode group was comprised of Metrorail and three commuter rail companies: MARC (Maryland commuter rail), Virginia Railway Express (VRE), and Amtrak. Metrorail dominated this category, with 93% of train riders using this mode (15.3% of total 16.5% train ridership). The balance of train ridership was in commuter rail.



Carpool/Vanpool – Among respondents who carpooled, regular carpooling dominated. Nearly nine in ten carpool trips were in regular carpools (6.9% of total 8.1% carpool use). The remaining carpool trips were made in casual carpools or “slugs.” A very small share of this mode group (0.1% of 8.1% total) was made by vanpool.

Bus – Regular, scheduled bus/shuttles accounted for nearly all bus use. Less than 2% of bus ridership was in buspools (0.1% of total 6.6% bus use).

Bike/Walk – Walking accounted for the majority of the bike/walk mode group. Among users of this mode group, walking attracted three-quarters of the respondents (2.4% of 3.2% of bike/walk use).

Length of Time Using Mode

Respondents were asked how long they had been using modes they reported using one or more days per week. Results are shown in Figure 54 for commuters who drove alone, used transit, carpooled, and used bike/walk.

Commuters who drove to work had used this mode an average of 10.7 years, considerably longer on average than had commuters who used alternative modes. Only 24% of drive alone commuters said they started using this mode within the past three years; 45% had used the mode for 10 years or more and almost two-thirds had driven alone for five or more years.

PRIMARY COMMUTE MODE BY DEMOGRAPHIC GROUP

Analysis of survey data showed some differences in choice of Primary Mode (mode used most days per week) among various demographic groups. Tables 29 through 34 present distributions of Primary Mode by respondent, ethnic group, age, income, vehicle availability, sex, and location of residence and employment.

Table 29
Primary Mode by Ethnic Group

Ethnic Group	Primary Commute Mode				
	Drive Alone	Carpool/Vanpool	Bus	Train	Bike/Walk
Hispanic	63%	11%	9%	14%	3%
African-American	63%	7%	10%	19%	1%
White	73%	7%	3%	14%	3%
Other	66%	10%	9%	13%	2%

Table 30
Primary Mode by Age Group

Age	Primary Commute Mode				
	Drive Alone	Carpool/Vanpool	Bus	Train	Bike/Walk
<25 years old	59%	7%	14%	14%	6%
25-34 years old	66%	7%	7%	17%	3%
35-44 years old	69%	8%	7%	13%	3%
45-54 years old	69%	8%	6%	15%	2%
55 year or older	70%	7%	4%	17%	2%

Ethnic Group

Table 29 shows Primary Mode for various ethnic groups. White respondents were the most likely to drive alone and were much less likely than other groups to use the bus. Hispanic respondents were the most likely to carpool of all ethnic groups. African-American respondents were statistically more likely to use the train than were either White or Hispanic respondents.

As the number of vehicles in the household increases, the use of transit declined significantly.



Age

Young respondents (younger than 25 years old) were less likely to drive alone and more likely to use the bus and to walk than were older respondents (Table 30). Use of these modes was consistent for respondents in the other age groups. Carpool/vanpool was used at equal rates by all age groups.

Income

Table 31 presents primary mode by annual household income. Respondents who had incomes of less than \$30,000 showed substantially lower share of driving alone than did other income groups. Solo driving was equally common among both moderate and high-income respondents. Bus ridership declined steadily as income increased. When the lowest-income respondents are excluded, use of other modes was essentially the same for most income categories.

Table 31
Primary Mode by Annual Household Income

Income	Primary Commute Mode				
	Drive Alone	Carpool/Vanpool	Bus	Train	Bike/Walk
Less than \$30,000	45%	9%	25%	12%	9%
\$30,000 – 59,999	68%	4%	10%	16%	2%
\$60,000 – 79,999	69%	8%	6%	15%	2%
\$80,000 – 99,999	65%	6%	7%	19%	3%
\$100,000 – 119,999	70%	6%	5%	17%	2%
\$120,000 – 139,999	70%	8%	3%	17%	2%
\$140,000 – 159,999	75%	5%	4%	15%	1%
\$160,000 – 179,999	71%	8%	4%	15%	2%
\$180,000 +	69%	11%	4%	13%	3%

Vehicles Available

Table 32 shows the Primary Mode distribution by the number of vehicles in the respondent's household. Not unexpectedly, respondents who did not have a car available were considerably less likely to drive alone and considerably more likely to commute by bus or train than were those with one or more vehicles. As the number of vehicles in the household increased from zero to one and from one to two, driving alone increased and the use of bus and train declined significantly. Carpooling was fairly equal, however, regardless of the number of vehicles available.

Table 32
Primary Mode by Number of Vehicles in the Household

Number of Vehicles	Primary Commute Mode				
	Drive Alone	Carpool/Vanpool	Bus	Train	Bike/Walk
0	3%*	8%	40%	36%	13%
1	56%	7%	9%	23%	5%
2	73%	8%	3%	14%	2%
3 or more	81%	7%	3%	8%	1%

* Respondents in this group could be passengers in taxi.

Table 33
Primary Mode by Sex

Sex	Primary Commute Mode				
	Drive Alone	Carpool/Vanpool	Bus	Train	Bike/Walk
Female	67%	8%	8%	15%	2%
Male	69%	7%	5%	16%	3%

Sex

There was no significant difference in rates of most modes between men and women; they were equally likely to drive alone, carpool/vanpool, ride a train, and walk or bicycle (Table 33). But women were statistically more likely to ride a bus (8% for women vs 5% for men).

Residence and Employment Location

Residence State – As illustrated in Table 34, respondents' commute modes differed by where they lived. About seven in ten respondents in Virginia and Maryland primarily drove alone to work, while only four in ten (41%) District of Columbia residents primarily used this mode for commuting. District residents were significantly more likely to use bus, train, bike, or walk to work than were respondents living in other states. The mode shares for Maryland and Virginia residents were statistically the same for all modes.

Table 34
Primary Mode by State of Residence and State of Employment

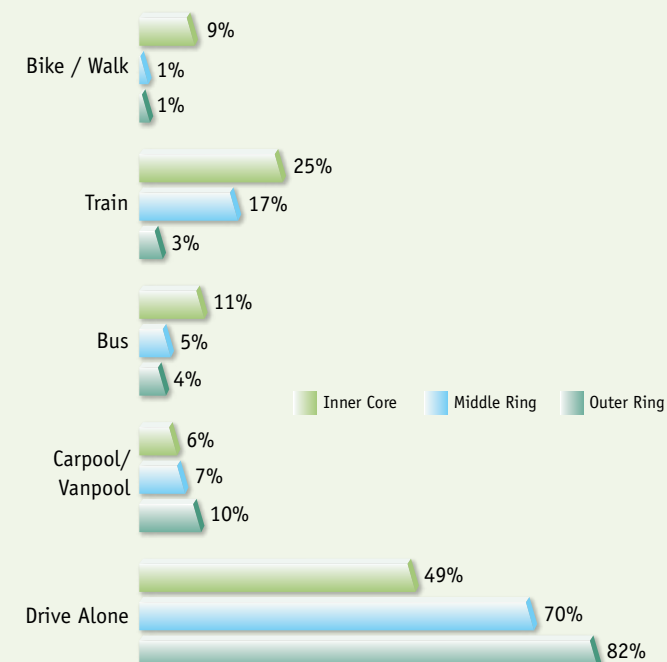
State	Primary Commute Mode				
	Drive Alone	Carpool/Vanpool	Bus	Train	Bike/Walk
State of Residence					
District of Columbia	41%	7%	14%	27%	11%
Maryland	72%	7%	5%	15%	1%
Virginia	72%	8%	5%	13%	2%
State of Employment					
District of Columbia	42%	11%	10%	33%	4%
Maryland	84%	5%	5%	4%	2%
Virginia	82%	6%	3%	7%	2%

Employment State – Table 34 also displays Primary Mode by state of employment. Respondents who worked in the District of Columbia were substantially less likely to drive alone to work than were those who worked in Virginia or Maryland. District workers were twice as likely to carpool or ride a bus as were Maryland or Virginia workers. Train use among respondents working in the District was dramatically higher than for other respondents.

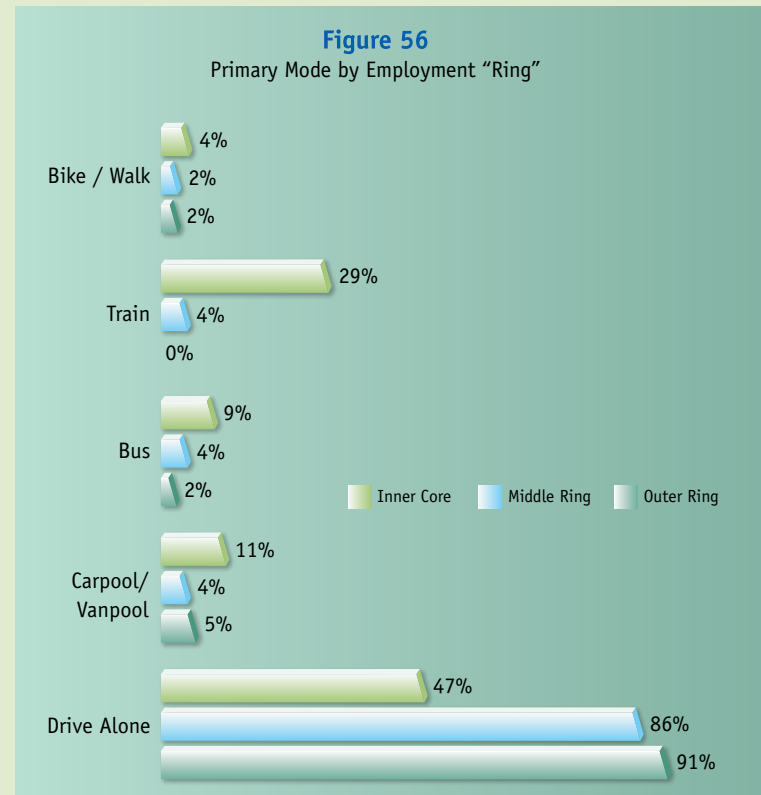
Residence Ring – Table 34 showed that mode use differed by respondents' home state. But it differed even more by how close the respondent lived to the center of the region. Figure 55 displays Primary Mode as a function of respondents' residence "ring."

Respondents who worked in the District of Columbia were substantially less likely to drive alone to work than were those who worked in Virginia or Maryland.

Figure 55
Primary Mode by Residence "Ring"



Fewer than half (49%) of commuters who lived in the Inner Core area, which included the District of Columbia and two Virginia jurisdictions, drove alone. This was much lower than the drive alone rates for the Middle Ring (70%) and the Outer Ring (82%) and higher than the 41% drive alone share noted for the District of Columbia alone. Transit use was nearly as high for the Inner Core as for the District of Columbia alone. This suggests that two Virginia jurisdictions included in the Inner Core are more similar to the District of Columbia in travel mode characteristics than they are to other suburban jurisdictions.



Employment Ring – Figure 56 displays Primary Mode as a function of respondents' employment location, in the ring designations defined earlier.

The mode pattern for employment locations was similar to that for the residence rings, but more pronounced. Fewer than half (47%) of commuters who worked in the Inner Core area drove alone. This was dramatically lower than the drive alone rates for the Middle Ring and Outer Ring; in both of these areas about nine in ten workers drove alone. Transit use was high in the Inner Core, but nearly non-existent for commute trips to Middle Ring and Outer Ring worksites. This pattern obviously reflects both the availability of transit infrastructure in the Inner Core areas as well as the inbound focus of transit service during peak commuting hours.

LENGTH OF COMMUTE

Number of Miles

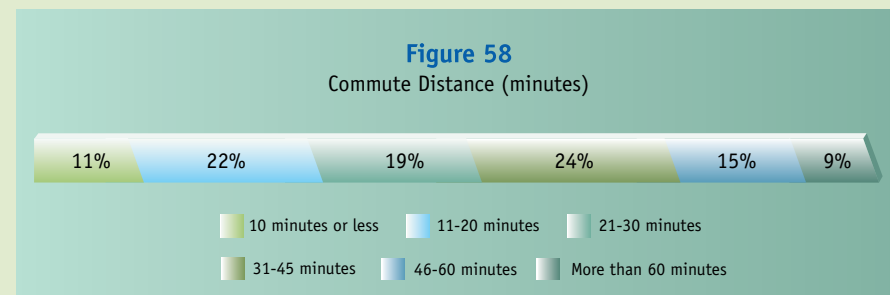
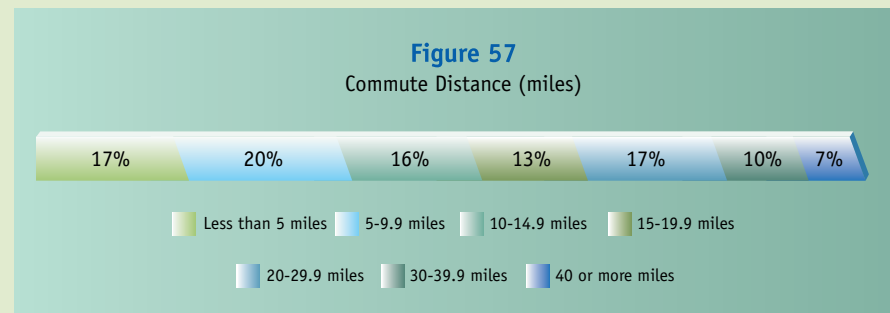
Commuters in the sample had a wide range of commute distances, ranging from less than one mile

to more than 100 miles, with an overall average of 16.3 miles one-way. Figure 57 presents the distribution of distance. More than a third of respondents (37%) commuted fewer than 10 miles one-way. Three in ten (29%) traveled between 10 and 19 miles. A small percentage (7%) traveled 40 or more miles.

Commute Travel Time

Survey respondents commuted, on average, about 36 minutes one way. As shown in Figure 58, a third (33%) of respondents commuted 20 minutes or less and 43% commuted between 21 and 45 minutes. Nearly a quarter (24%) traveled more than 45 minutes, with nine percent traveling more than one hour one-way.

Commute distances and times have remained stable since 2004. In 2010, commuters traveled an average of 16.3 miles and 36 minutes, essentially the same as in 2007 (16.3 miles and 35 minutes) and 2004 (16.2 miles and 34 minutes).



Commute Distance By Mode

Survey respondents' travel distance varied by the type of transportation they used to commute (Table 35). Commuter rail riders traveled the farthest, 29.3 miles one-way. Carpoolers/vanpoolers also traveled farther than the mile regional average. Commuter rail, bus, and train riders spent the longest time commuting, at least 48 minutes one-way.

Table 35
Commute Distance by Primary Mode

Primary Commute Mode	Average Distance (mi.)		Average Time (min.)	
	(n=)	Average	(n=)	Average
Commuter rail	51	29.3 mi.	61	68 min.
Carpool/Vanpool	405	19.0 mi.	421	41 min.
Bus	258	16.5 mi.	320	51 min.
Drive alone	4,026	16.3 mi.	4,099	33 min.
Metrorail	524	15.8 mi.	666	48 min.
Bike/walk	151	3.4 mi.	163	20 min.

Commute Distance By Home and Work Location

Survey respondents' travel distance also varied by where they lived and where they worked (Table 36). Respondents who lived in the Inner Core traveled the shortest distance to work, an average of 8.2 miles one-way. Respondents who lived in the Middle Ring commuted nearly twice as far, 15.7 miles. And respondents who lived in the Outer Ring traveled 23.7 miles one-way.

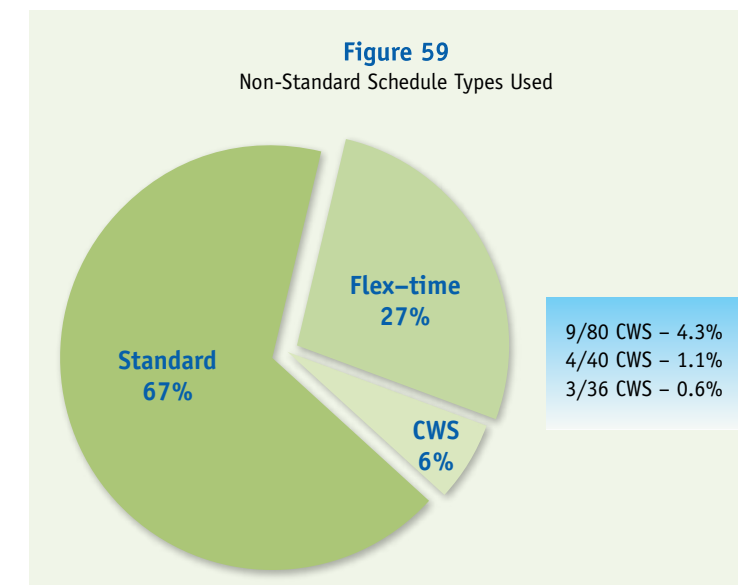
Commute distances by work area were less varied. Respondents who worked in the Inner Core traveled an average of 15.6 miles. Middle Ring workers traveled slightly farther, 16.1 miles. Respondents who worked in the Outer Ring traveled the farthest, 18.9 miles one way.

Table 36
Commute Distance by Home and Work Area

Primary Commute Mode	Average Distance (mi.)		Average Time (min.)	
	(n=)	Average	(n=)	Average
Home Area				
Inner Core	1,423	8.2 mi.	1,575	30 min.
Middle Ring	1,470	15.7 mi.	1,589	37 min.
Outer Ring	2,634	23.7 mi.	2,676	42 min.
Work Area				
Inner Core	2,392	15.6 mi.	2,603	41 min.
Middle Ring	1,818	16.1 mi.	1,869	34 min.
Outer Ring	1,297	18.9 mi.	1,343	29 min.

Inner Core area residents had the shortest travel times; they traveled an average of 30 minutes one-way. But, while the Inner Core respondents traveled fewer minutes to work than did other respondents, they did not have proportionately shorter travel times; Middle Ring residents traveled only seven minutes longer than did Inner Core residents and Outer Ring residents traveled 12 minutes longer. This is likely due to the higher transit and bike/walk use among Inner Core respondents; transit trips, while short in distance, tend to be longer in time.

By contrast with the home area results, respondents who worked in the Inner Core had the longest commute times, an average of 41 minutes one-way. Middle Ring workers and Outer Ring workers commuted 34 minutes and 29 minutes, respectively. The higher travel times for Inner Core workers likely are due to their higher use of transit for commuting and the higher congestion they would encounter in their commute.



NON-STANDARD WORK SCHEDULES

Non-Standard Work Schedules Used

Figure 59 shows the distribution of work schedules for respondents who said they worked full-time schedules and commuted to an outside work location.

Two-thirds (67%) of these respondents said they worked a "standard" schedule, defined for full-time workers as five or more days per week. Of those who worked a "non-standard" schedule, the most common schedule was flex-time or flexible work hours, used by 27% of respondents. About six percent of respondents worked compressed work schedules; 9/80 schedules were most typical.

Primary Mode by Non-Standard Schedule

Use of non-standard work schedules sometimes has been assumed to reduce the use of alternative modes for commuting, by making it more difficult to maintain a carpool or vanpool or by reducing the possibility of using transit for early or late hour commuting. But as seen from Table 37, respondents who worked a compressed schedule actually had higher carpool/vanpool use and lower drive alone use than did respondents who worked a standard, non-compressed, schedule. Respondents who worked compressed schedules also had higher train ridership.

Table 37
Primary Mode by Use of Non-Standard Schedules

Type of Schedule	Primary Mode				
	Drive Alone	Carpool/Vanpool	Bus	Train	Bike/Walk
CWS	55%	13%	9%	22%	1%
Flex-time	74%	7%	3%	14%	2%
Standard schedule	67%	8%	6%	16%	3%

ALTERNATIVE MODE USE CHARACTERISTICS

Carpool and Vanpool Occupancy

The average number of occupants in respondents' carpools and vanpools was 2.5 and 7.6 people, respectively. Overall average carpool occupancy was 2.5. The carpool occupancy was the same as the 2.5 person average from the 2007 survey, but slightly less than the 2.6 person average from the 2004 and 2001 SOC survey. About two-thirds (68%) of carpools rode with just one other person.

The vanpool average of 7.6 was lower than the 9.9 observed in 2007 and lower still than the 11.4 observed in 2001. This could reflect a continued shift to lower-passenger mini-vans, but the 2010 sample included only 12 vanpoolers, so this result should be viewed cautiously.

Access Mode to Alternative Mode Meeting Points

Table 38 presents how carpools, vanpoolers, and transit riders traveled to where they met their rideshare partners or where they started their transit trip. About a third (35%) of respondents walked to the meeting place.

One in ten (10%) said they were picked up at home by the carpool or vanpool driver and 12% of respondents said they rode transit to the meeting point. Eleven percent said they drove to the location, but then continued on as the carpool/vanpool driver. Three percent said they were dropped off, for example by a spouse or other household member.

Almost three in ten respondents (28%) said they drove to the meeting point, such as a Park & Ride lot or the home of a carpool rider, but left their cars at that location. This is significant, because a large proportion of auto emissions are produced during the first few miles of a vehicle trip, when the engine is cold. Even though these trips generally were short, they must be reflected in an air quality analysis.

Table 38
Means of Getting from Home to Alternative Mode Meeting Place

Access Mode to Alternative Mode	Percentage
Driving access	28%
Drive to a central location (e.g., Park & Ride)	18%
Drive alone to driver's/passenger's home	10%
Non-driving access	72%
Walk	35%
Bus/transit	12%
I am the carpool/vanpool driver	11%
Picked up at home by carpool/vanpool driver	10%
Dropped off/rode in another carpool/vanpool	3%
Other*	1%

* Each response in "other" category mentioned by less than one percent of the respondents.

...respondents who worked a compressed schedule actually had higher carpool/vanpool use and lower drive alone use than did respondents who worked a standard, non-compressed, schedule.



Distance to Alternative Mode Meeting Point

As shown in Table 39, most access trips to alternative mode meetings points were short. Respondents traveled an average of 2.6 miles to the meeting point. Six in ten (60%) respondents traveled one mile or less; these were primarily bus and Metrorail riders. About three in ten (28%) respondents said they traveled between two and five miles. Only 12% of respondents traveled more than five miles.

MODE SHIFTS AND TRIAL USE OF MODES

Modes Used Before Starting Current Alternative Modes

Respondents who used an alternative mode and said they had used that mode three years or less were asked what modes they previously used. About 15% said they did not have a previous mode to report because they had not been working or commuting in the Washington metropolitan area then or had used only this mode. The remaining respondents reported their previous modes, as shown in Figure 60.

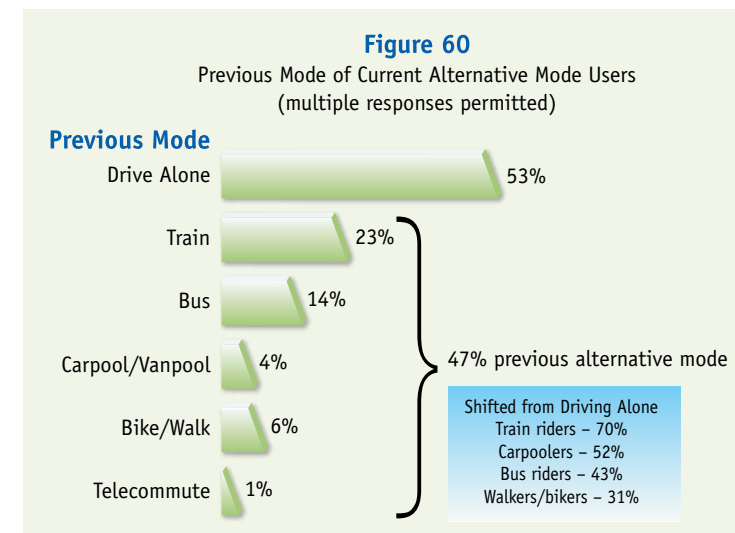


Table 39
Distance Traveled from Home to Alternative Mode Meeting Point (n = 1,189)

Distance	Percentage
1 mile or less	60%
2 to 3 miles	17%
4 to 5 miles	11%
6 to 10 miles	9%
11 miles or more	3%

Of those who had a previous mode, more than half (53%) of current alternative mode users made a shift from driving alone. The remaining 47% shifted from a different alternative mode. Two in ten alternative mode users shifted from train and 14% previously used a bus. Four percent carpooled or vanpooled before switching to their current alternative mode and six percent previously rode a bicycle or walked. One percent shifted from telecommuting.

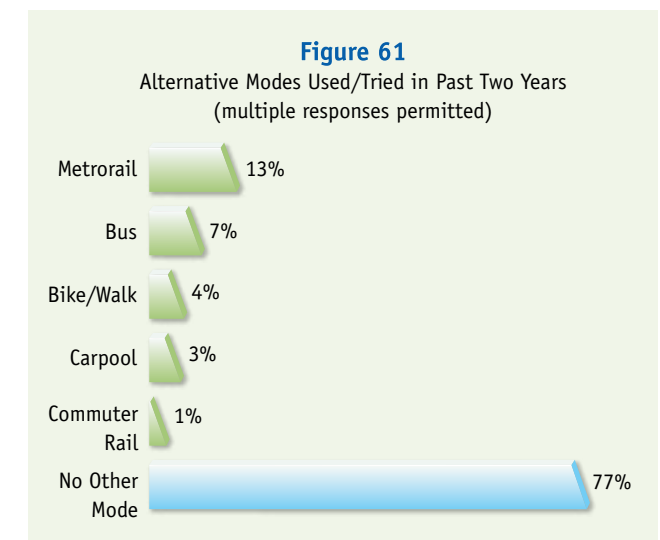
The inset box in the figure shows the share of previous drive alone use for current alternative mode users. Train riders were more likely than were other mode users to have shifted from driving alone; 70% of train riders said they were driving alone before starting to use this mode, compared with only 52% of carpoolers, 43% of bus riders, and 31% of walkers/bikers.

Alternative Modes Tried

Respondents who did not work at home full-time were asked about use of alternative modes in the past two years. Respondents who were driving alone at the time of the survey were asked if they had used or tried an alternative mode for their commute. Respondents who were using an alternative mode when the survey was conducted were asked if they had used another alternative mode, other than the mode they were currently using.

In the two years prior to the survey, almost a quarter (23%) of commuters used or tried another type of non-drive alone mode that they were not using at the time of the survey (Figure 61). This was a higher percentage than was observed in the 2007 survey (14%), but about the same as the percentages who said they tried other alternative modes in the 2004 (22%) and 2001 (24%) surveys. It also is consistent with the higher overall use of alternative modes reported in 2010 than in 2007.

About 13% of commuters tried or used Metrorail in the past two years and seven percent tried or used a bus. Four percent tried or used bike or walk. Three percent tried carpool or vanpool, and one percent tried commuter rail.





In the two years prior to the survey, almost a quarter (23%) of commuters used or tried another type of non-drive alone mode that they were not using at the time of the survey.

Reasons for Using Alternative Modes

Respondents who used an alternative mode, either during the survey week or within the past two years were asked why they began using those modes. The reasons are listed in Figure 62, divided into three broad categories of motivations:

- Personal benefits – benefits the respondent would expect to receive by using an alternative mode
- Commute program – commute assistance services the respondent received that encouraged or assisted use of the alternative mode
- Personal circumstances – personal circumstances or changes experienced by the respondent

Current Alternative Mode Users – Current alternative mode users noted motivations in each of the three categories. The most common personal benefit reasons were to “save money” (18%) or “save time” (10%). In the commute program category they cited “found carpool partner” (8%). Seven percent noted either limited parking or a parking charge and four percent said they had received a financial incentive. Personal circumstances reasons included “changed jobs or work hours” (15%), “no vehicle available” (10%), “live close to work or to transportation pick-up location” (8%), and “moved residence” (7%).

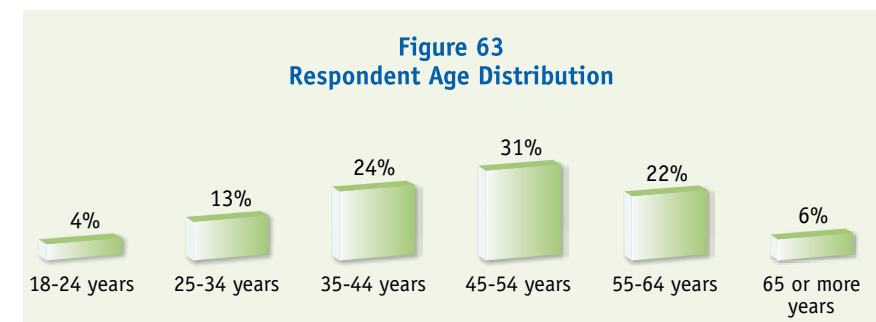
Respondents Who Used or Tried Other Alternative Modes – Figure 62 also shows reasons given by “trial users,” for trying or using modes they were no longer using. Several reasons mirrored those that respondents gave for why they used their current alternative mode. To “save money” (8%), “save time” (8%), “tired of driving” (4%), or “avoid congestion” (4%) were common personal benefit reasons.

But trial users also cited motivations that were likely temporary. For example, the most common reason, named by 22% of respondents, was that they had “no vehicle available.” For some, this likely was a temporary condition. And 14% cited “weather” as their reason, compared with only three percent of current alternative mode users, suggesting occasional or short-term use. They were less likely to note reasons related to job or home location changes, which would be more permanent in nature.



CHARACTERISTICS OF THE SAMPLE

Interview respondents were asked a series of questions about themselves, including: age, ethnic background, sex, income, household size, vehicle ownership, home and work locations, type of employer, size of employer, and occupation. These results are presented first, to define characteristics of the sample.



DEMOGRAPHIC CHARACTERISTICS

Age

As shown in Figure 63, more than half (55%) of respondents were between the ages of 35 and 54. About 17% were younger than 35 and 28% were 55 years or older.

Ethnic Background

As illustrated in Table 40, Caucasians and African-Americans represented the two largest ethnic groups of survey respondents, 53% and 23% respectively. Hispanic and Latino respondents accounted for about 11% and Asians/Pacific Islanders represented 10% of the total.

Table 40
Ethnic Background

Ethnic Group	Percentage
White/Caucasian	53%
African-American	23%
Hispanic/Latino	11%
Asian	10%
Other/Mixed	3%

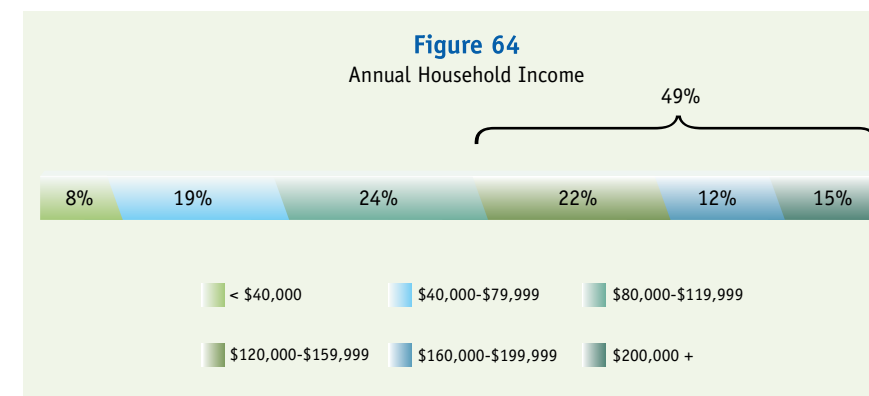
Sex

Most respondents were female (56%). This was essentially the same percentage as in the 2007, 2004, and 2001 SOC surveys.

Income

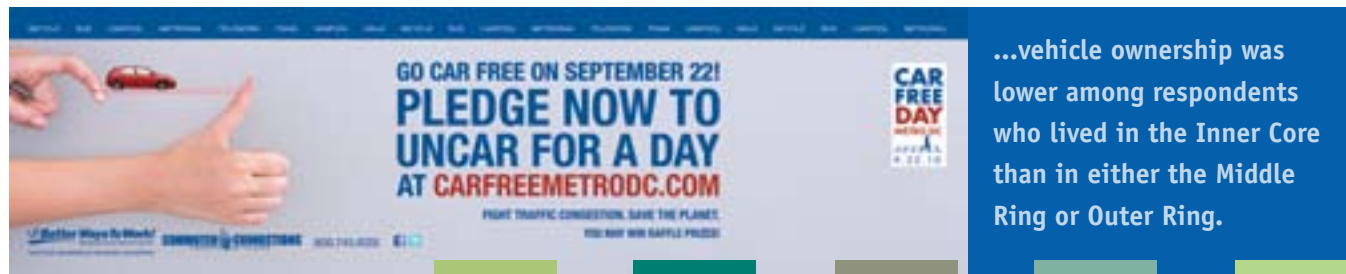
Figure 64 presents the distribution of respondents' annual household income. Nearly three-quarters reported incomes of \$80,000 or more and almost half (49%) had incomes of \$120,000 or more.

Household Size and Composition



More than half (55%) of respondents were between the ages of 35 and 54. About 17% were younger than 35 and 28% were 55 years or older.





...vehicle ownership was lower among respondents who lived in the Inner Core than in either the Middle Ring or Outer Ring.

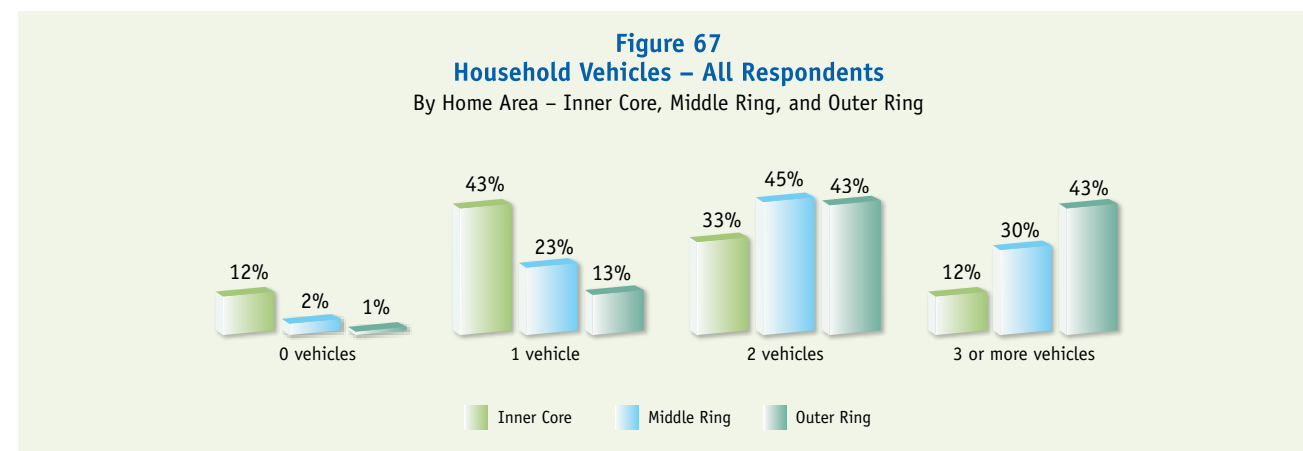
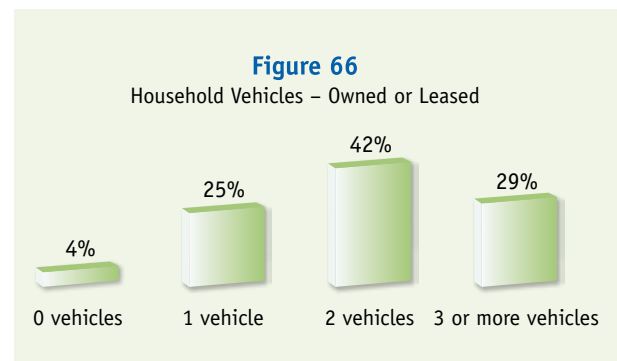
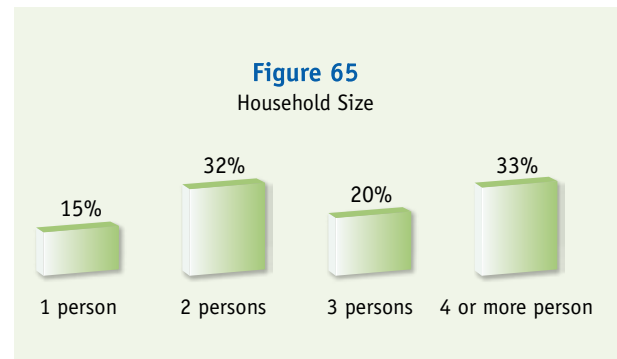
Fifteen percent of respondents said they were the only member of their household and about three in ten (32%) of respondents lived with one other person (Figure 65). The remaining respondents lived with at least two other household members. The majority of households were comprised of adults and/or children older than 16 years of age. Only 38% of respondents said their households included one or more children under the age of 16.

Household Vehicle Ownership

Only four percent of respondents said they had no household vehicle. One quarter had one vehicle per household, 42% had two vehicles, and 29% had three or more vehicles. These results are presented in Figure 66.

Vehicle ownership differed substantially, however, by where respondents lived. As indicated by Figure 67, vehicle ownership was lower among respondents who lived in the Inner Core than in either the Middle Ring or Outer Ring. Twelve percent of Inner Core respondents said they did not have a household vehicle, compared with only two percent of Middle Ring respondents and one percent of Outer Ring respondents.

Inner Core area respondents also were much less likely than were respondents in other areas to have two or more vehicles per household. But this was due in part to their smaller household sizes; only 38% of Inner Core respondents lived in a household with three or more members, compared with 55% of Middle Ring respondents and 68% of Outer Ring respondents.



HOME AND WORK LOCATIONS

Table 41 presents the distribution of respondents by their home and work states and counties. About equal shares of respondents lived in Maryland (44%) and Virginia (44%). The remaining 12% of respondents lived in the District of Columbia. Because the survey only interviewed employed residents of the 11-jurisdiction area, no respondents lived outside these areas.

Work locations were more evenly divided. The largest number of respondents worked in Virginia (37%), but the District of Columbia and Maryland, with 34% and 27% of respondents respectively, were close behind in their share of employment.

Four jurisdictions accounted for residences of seven in ten respondents: Fairfax County (including Fairfax City and Falls Church) (22%), Montgomery County, MD (19%), Prince George's County, MD (16%), and the District of Columbia (12%). The top five jurisdictions represented eight in ten of the work locations: District of Columbia (34%), Fairfax County (18%), Montgomery County (14%), Prince George's County (8%), and Arlington County (8%).

Figure 68 presents the distribution of respondents' home and work locations by their "ring" location. More than half of respondents lived in the Middle Ring. The remaining respondents were about evenly divided between the Inner Core (20%) and Outer Ring (23%). Work locations, by contrast, were concentrated in the Inner Core (46%) and Middle Ring (40%). Only 14% of respondents said they worked in an Outer Ring jurisdiction.

As Figure 68 suggests, most respondents worked either in the geographic region where they lived or in an area closer to the center of the region. Table 42 indicates that 83% of Inner Core respondents also worked in the Inner Core. About half of Middle Ring respondents worked in this sub-area and 42% traveled to the Inner Core. About half (46%) of Outer Ring respondents worked in the Outer Ring, but a third traveled inbound to the Middle Ring and 22% traveled to the Inner Core. Few respondents traveled outbound to a more distant ring.

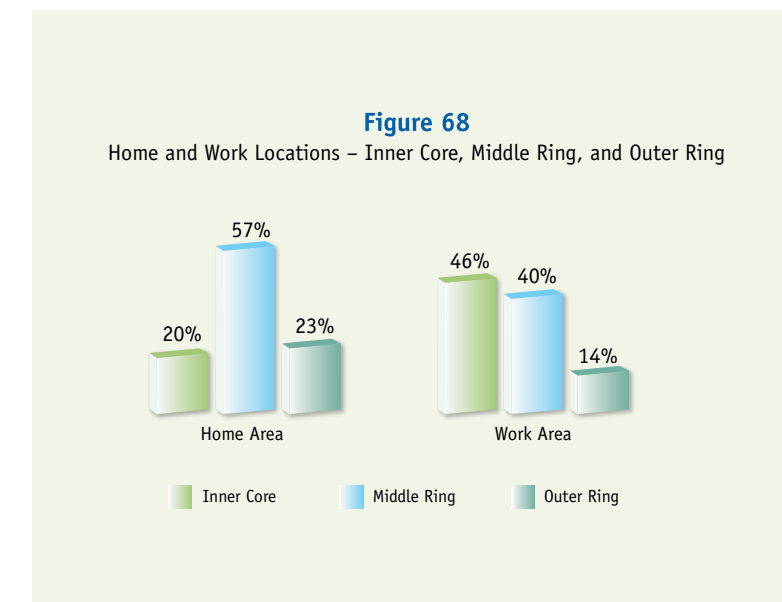
Table 41 Home and Work Locations

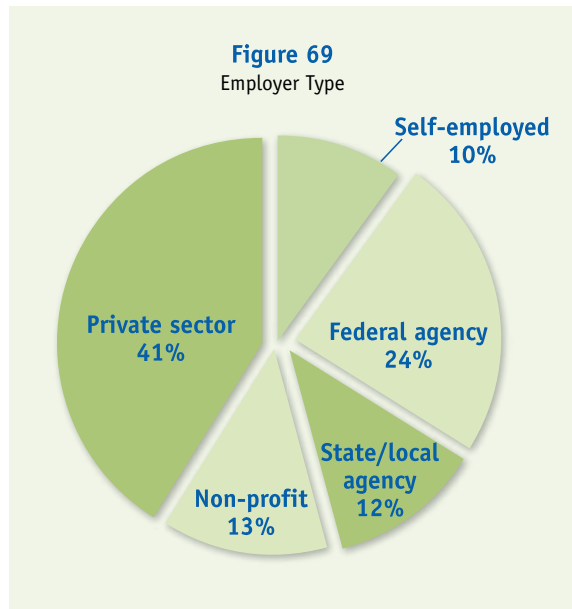
State/County	Home Location* (n=6,629)	Work Location** (n=6,629)
District of Columbia	12%	34%
Maryland Jurisdictions	44%	27%
Montgomery Co.	19%	14%
Prince George's Co.	16%	8%
Frederick Co.	4%	3%
Charles Co.	3%	1%
Calvert Co.	2%	1%
Virginia Jurisdictions	44%	37%
Fairfax Co.	22%	18%
Prince William Co.	8%	3%
Arlington Co.	5%	8%
Loudoun Co.	6%	4%
Alexandria City	3%	4%
Other***	N/A	2%

* Adjusted distribution allows for the proper representation of working households in each geographical area. Note that state totals might add to more than 100% due to rounding.
 ** Work location percentages for Maryland and Virginia include only counties in the COG 11-jurisdiction region. Maryland and Virginia locations outside this area are counted in the "other" category.
 *** Each response in the "Other" category was mentioned by less than one percent of respondents.

Table 42 Home and Work Locations - Core, Middle Ring, Outer Ring

Home Area	Work Area		
	Inner Core	Middle Ring	Outer Ring
Inner Core (n = 2,881)	83%	15%	2%
Middle Ring (n = 2,099)	42%	52%	6%
Outer Ring (n = 1,621)	22%	32%	46%





EMPLOYMENT CHARACTERISTICS

Type and Size of Employer

Type – Respondents were asked for what type of employer they worked and the number of employees at their worksites. These results are shown in Figure 69 and Table 43, respectively. Four in ten (41%) respondents worked for a private sector employer. Government agencies employed about the same share: federal agencies, 24%, and state and local agencies, 12%. About one in ten (13%) worked for a non-profit organization and the remaining 10% were self-employed.

Size – The majority of respondents worked for employers that are either very small or very large (Table 43). More than four in ten (44%) worked for firms with 100 or fewer employees. About a quarter (27%) worked for employers that employ 1,000 or more employees.

SURVEY COMPARISON OF KEY SOC RESULTS – 2010, 2007, 2004, AND 2001



Occupations

Respondents represented many occupations, as shown in Table 44. About six in ten respondents worked in professional (39%) or executive/managerial occupations (21%). Other common occupations included administrative support (12%), and technicians/technical support (11%).

Table 43
Employer Size (n = 5,933)

Number of Employees	Percentage
1-25	25%
26-50	8%
51-100	11%
101-250	13%
251-999	16%
1,000+	27%

Table 44
Occupation (n = 6,252)

Occupation	Percentage
Professional	39%
Executive/managerial	21%
Administrative support	12%
Technicians/technical support	11%
Sales	4%
Service	4%
Precision craft, production	3%
Protective services	2%
Military	2%
Other*	2%

* Each response in the "Other" category was mentioned by fewer than one percent of respondents.



COMPARISON OF KEY SOC RESULTS – 2010, 2007, 2004, AND 2001

CURRENT TRAVEL INFORMATION

	2010	2007	2004	2001
• Current mode split – Percentage of weekly commute trips (including CWS and TC days)				
DA/Motorcycle	64.2%	66.9%	71.4%	71.0%
CP	7.0%	6.9%	5.6%	6.9%
VP	0.1%	0.2%	0.3%	0.5%
Bus	5.7%	4.9%	4.4%	4.6%
Metrorail	13.5%	12.0%	11.5%	11.7%
Commuter Rail	1.0%	0.8%	0.9%	0.7%
Bike/walk	2.3%	2.6%	2.2%	2.3%
CWS	0.6%	0.6%	0.7%	0.9%
Telecommute	5.7%	5.1%	2.3%	1.4%
• Regular mode use – Percentages of weekly “on the road” commuter trips (without TC/CWS)				
DA/Motorcycle	68.4%	71.0%	74.1%	72.6%
CP/VP	7.5%	7.6%	6.1%	7.6%
Bus	6.0%	5.2%	4.7%	4.6%
Train	15.5%	13.5%	12.8%	12.7%
Bike/walk	2.5%	2.7%	2.3%	2.4%
• Average length of commute				
Distance	16.3 mi	16.3 mi	16.2 mi	15.5 mi
Time	36 min	35 min	34 min	32 min
• Work Non-standard/flexible schedules				
No	67%	67%	69%	72%
Yes	33%	33%	31%	28%
4/40	2%	1%	2%	3%
9/80	4%	3%	3%	2%
Flextime	27%	29%	26%	22%
• Length of time using current alternative modes – regional commuters who currently use alternative modes				
1 – 11 months	18%	17%	23%	28%
12 – 24 months	11%	21%	23%	23%
25 – 36 months	11%	10%	9%	
37 – 60 months	13%	13%	12%	49%
More than 60 months	47%	39%	33%	
Average duration (months)	83	80	70	N/A
• Carpool/Vanpool occupancy				
Carpool/slug	2.5	2.5	2.6	2.6
Vanpool	7.6	9.9	10.0	11.4
• Access mode to rideshare/transit modes				
Picked-up at home	10%	12%	15%	16%
Drive to driver's home	10%	10%	11%	11%
Drive to central location	18%	18%	18%	14%
Another pool/dropped off	3%	1%	1%	1%
Walk	35%	35%	39%	39%
Drive CP/VP	11%	10%	6%	9%
Bus/transit	12%	12%	9%	10%
Average access distance (mi)	2.6 mi	3.1 mi	3.1 mi	2.6 mi

CURRENT TRAVEL INFORMATION (continued)

	2010	2007	2004	2001
• Reasons for using alt modes – regional commuters who currently use alternative modes				
Changed jobs	15%	18%	16%	5%
Save money	18%	18%	14%	21%
Save time	10%	13%	18%	20%
Always used	0%	11%	7%	2%
No parking/parking expense	4%	9%	3%	4%
No vehicle available	10%	8%	11%	19%
Moved residence	7%	8%	9%	3%
Avoid congestion	4%	5%	7%	8%
Convenient/close to work	8%	4%	1%	4%
Gas prices too high	0%	4%	0%	0%
Tired of driving	5%	4%	6%	8%
• Switching among modes – Modes used previously by commuters who use alternative modes now. Not all shifts to alt modes are from drive alone. Some shifting occurs from one alt mode to another				
Not in Washington area then	10%	15%	17%	
Always used this mode	5%	23%	12%	
Made a change from another mode	85%	62%	71%	
Previous modes used (respondents who shifted from another mode)				
Drive alone	53%	55%	56%	
Train	23%	20%	12%	
Bus	14%	15%	15%	
Carpool/Vanpool	4%	10%	10%	
Bike/walk	6%	6%	8%	
CWS/Telecommute	1%	6%	4%	
• Used or tried other alternative modes – Respondents used or tried an alt mode they are not using now within the past two years (all regional commuters)				
Yes	22%	14%	22%	24%
Other Alternatives Tried				
Carpool/casual carpool	3%	11%	14%	14%
Vanpool	0%	0%	1%	<1%
Bus	7%	32%	32%	33%
Metrorail	13%	45%	11%	13%
Commuter Rail	1%	7%	1%	
Bike/walk	4%	15%	13%	9%
TELECOMMUTE				
• Telecommute incidence in region – all commuters (workers who are not self-employed and working only at home)				
% regional workers who telecommute	25.0%	18.7%	12.8%	11.3%
Home-based telecommuters	97%	95%	95%	98%
• Employer telework programs – all regional commuters + FT teleworkers				
Employers with formal program	29%	19%	15%	N/A
Employers with informal TC	25%	22%	20%	N/A
• Potential for additional regional telecommuting – regional commuters who do not telecommute				
Non-TC (percent of commuters)	75%	81%	87%	89%
Job tasks allow TC (“could TC”)	40%	30%	25%	31%
Interested in TC (“could and would TC”)	21%	24%	19%	21%

TELECOMMUTE (continued)

	2010	2007	2004	2001
● Telecommute frequency – current telecommuters				
Occasionally/special projects	10%	10%	10%	17%
< once per month/emergency	12%	8%	12%	12%
1 – 3 times per month	30%	26%	32%	28%
1 day per week	19%	18%	15%	16%
2 days per week	12%	16%	12%	9%
3 or more times per week	17%	22%	19%	16%
Mean (days per week)	1.3	1.5	1.3	1.1
● Length of time telecommuting – current telecommuters				
Less than one year	16%	14%	22%	23%
One to two years	22%	29%	27%	29%
More than two years	62%	58%	51%	48%
● How learned about telecommute – current telecommuters				
Program at work/employer	71%	55%	56%	34%
Word of mouth	5%	13%	18%	18%
Initiated request on my own	15%	23%	16%	26%
Commuter Connections/COG	6%	7%	5%	6%
Advertising	0%	2%	3%	6%

AWARENESS/ATTITUDES TOWARD TRANSPORTATION OPTIONS

● HOV lane availability and use – all regional commuters				
Commuters with lane on route to work	30%	29%	29%	27%
Use lanes	27%	27%	8%	7%
Avg. time savings – one way trip (min) 23 min.		21 min.	25 min.	22 min.
● Park & Ride availability and use – all regional commuters				
Know locations of P&R lots	45%	38%	40%	42%
Used P&R in past year	9%	7%	7%	7%
● Reasons for not riding bus/train – regional commuters who don't currently use bus/train (note that in 2010, one question was asked about reasons for not using transit), while in 2001, 2004, and 2007, questions were asked about bus and train individually.) Results for individual bus and train questions are shown on the next page for 2001, 2004, and 2007				
Trips takes too much time	32%	N/A	N/A	N/A
Need car for work	11%	N/A	N/A	N/A
No bus service, don't know service	31%	N/A	N/A	N/A
Work schedule irregular	10%	N/A	N/A	N/A
Trip too long – distance too far	8%	N/A	N/A	N/A
Bus unreliable/late	3%	N/A	N/A	N/A
Need car before or after work	9%	N/A	N/A	N/A
Don't like riding with strangers, Prefer to be alone	4%	N/A	N/A	N/A
Too expensive	5%	N/A	N/A	N/A

AWARENESS/ATTITUDES TOWARD TRANSPORTATION OPTIONS (continued)

	2010	2007	2004	2001
● Reasons for not riding bus – regional commuters who don't currently use bus (note that in 2010, one question was asked about reasons for not using transit), while in 2001, 2004, and 2007, questions were asked about bus and train individually.)				
Trips takes too much time	N/A	31%	32%	27%
Need car for work	N/A	16%	15%	19%
No bus service, don't know service	N/A	19%	16%	21%
Work schedule irregular	N/A	8%	8%	7%
Trip too long – distance too far	N/A	10%	7%	7%
Bus unreliable/late	N/A	5%	5%	5%
Need car before or after work	N/A	9%	5%	6%
Don't like riding with strangers, Prefer to be alone	N/A	6%	4%	3%
Too expensive	N/A	0%	0%	0%
● Reasons for not riding train – regional commuters who don't currently use train				
No train service, don't know service	N/A	30%	38%	43%
Trips takes too much time	N/A	22%	21%	16%
Need car for work	N/A	16%	14%	18%
Trip too long – distance too far	N/A	6%	6%	5%
Work schedule irregular	N/A	7%	5%	5%
Need car before or after work	N/A	8%	4%	4%
Don't like riding with strangers, Prefer to be alone	N/A	5%	2%	2%
Too expensive	N/A	4%	4%	5%
● Reasons for not carpooling/vanpooling – regional commuters who don't currently CP or VP				
Don't know anyone to CP/VP with	45%	48%	47%	48%
Work schedule irregular	28%	18%	20%	18%
Need car for work	10%	9%	12%	12%
Need car before or after work	11%	11%	7%	7%
Doesn't save time	2%	5%	5%	4%
Takes too much time	5%	5%	4%	4%
Don't like riding with strangers, Prefer to be alone	6%	4%	4%	4%
● Commute easier, more difficult, or same as one year ago – all regional commuters				
Easier	12%	14%	14%	N/A
More difficult	25%	27%	29%	N/A
About the same	62%	57%	54%	N/A
Reasons commute is easier				
Shorter distance	34%	36%	44%	N/A
Route less congested	26%	27%	19%	N/A
Faster trip, less time	29%	28%	21%	N/A
Less stressful	4%	9%	9%	N/A
Changed home/work location, hours	0%	5%	5%	N/A
Started using bus, train	5%	4%	4%	N/A
Started driving alone	4%	4%	4%	N/A
Reasons commute is more difficult				
Route more congested	59%	75%	81%	N/A
Longer distance	11%	12%	11%	N/A
Slower trip, more time	19%	12%	11%	N/A
More stressful	3%	7%	5%	N/A
Construction on route to work	14%	7%	<1%	N/A

ADVERTISING/MESSAGES

• Heard, seen, or read commute advertising in past 6 months – all respondents (includes both commuters and respondents who work at home/telecommute from home full-time)

	2010	2007	2004	2001
Yes	58%	51%	55%	55%
Ad messages recalled				
Use bus/train, Metro	14%	18%	7%	7%
You can call for CP/VP info	11%	14%	17%	9%
New buses/trains coming	6%	7%	7%	4%
GRH	9%	6%	12%	3%
It would help the environment	6%	5%	2%	4%
It reduces traffic	4%	5%	3%	5%
Call CC, CC web site	4%	4%	6%	5%
Telecommuting	2%	3%	3%	2%
It saves money	5%	3%	<1%	<1%
It saves time	2%	3%	2%	10%
HOV lanes	3%	3%	2%	12%

• Attitudes/actions after hearing/seeing commute ads (respondents who remembered ads)

More likely to consider RS/transit	24%	18%	18%	28%
Took actions to change commute	4%	<1%	2%	N/A
Advertising encouraged action taken (of respondents who took action)	83%	67%	68%	N/A
Actions taken				
Sought commute info (internet, family, commute organization, other source)	2%	0.7%	1.6%	N/A
Tried alt mode	<1%	< 0.1%	0.2%	N/A

• Awareness and use of regional commute info phone/web site – all respondents

Know regional number/web site	66%	51%	46%	33%
Named CC as source (unprompted)	2%	2%	6%	5%
Used CC number/web site in past year		3%	1%	N/A

• Know of CC (prompted or unprompted) – all respondents

Yes – unprompted	2%	2%	6%	5%
Yes – prompted	62%	53%	66%	N/A

CC services recalled (respondents aware of CC)

GRH	26%	19%	40%	N/A
CP/VP, ridematch info	30%	24%	28%	N/A
Help finding CP/VP partners	30%	22%	16%	N/A
Transit information	9%	6%	5%	N/A
Telecommute info	0%	1%	2%	N/A



Nearly a quarter of respondents stated that they were more likely to consider ridesharing or taking transit after seeing or hearing advertising.

EMPLOYER SERVICES

• Employer offers parking services – all non-self employed commuters

	2010	2007	2004	2001
Free on-site parking	63%	65%	66%	65%
Free off-site parking	2%	4%	3%	3%
Employee pays full parking charge	22%	21%	21%	23%
Employer pays part of parking charge	7%	7%	6%	6%
CP/VP parking discount when parking is not free	16%	15%	14%	14%

• Employer offers TDM services – all non-self employed commuters

Discount/free transit pass	45%	33%	31%	29%
Information on commute options	26%	20%	22%	25%
Preferential parking for CP/VP	21%	16%	16%	19%
Bike/ped facilities or services	24%	17%	14%	9%
GRH	14%	12%	12%	19%
CP financial incentive	7%	5%	4%	7%
None – employer doesn't offer any	39%	46%	47%	49%

• Respondent used TDM services (respondents who have access to services)*

Discount/free transit pass	54%	41%	41%	31%
Information on commute options	33%	46%	45%	3%
Preferential parking for CP/VP	18%	20%	20%	2%
Bike/ped facilities or services	18%	12%	16%	3%
GRH	26%	25%	25%	18%
CP financial incentive	16%	15%	18%	3%

* Note that in 2004 and 2007, this series of questions was asked differently than in 2001. In 2001, respondents were asked if the employer offered each of the services listed above, then were asked a general question to name any services they had used. In 2004 and 2007, respondents were asked a two-question series about each service: did the employer offer it and, if it was offered, did the respondent use that service. It is likely that the 2001 approach could have resulted in lower recall of use for some services in 2004 than was noted in 2001, with the single, non-service specific, question about service use.

DEMOGRAPHICS

• States of Residence and Employment – all respondents

Residence				
District of Columbia	12%	12%	11%	12%
Maryland	44%	45%	45%	48%
Virginia	45%	43%	44%	41%
Other/Ref	0%	0%	0%	0%

Employment				
District of Columbia	34%	30%	29%	30%
Maryland	27%	32%	32%	32%
Virginia	37%	36%	37%	34%
Other/Ref	2%	2%	2%	4%

• Employer type – all respondents

Federal agency	24%	20%	22%	20%
State/local government	12%	12%	13%	14%
Non-profit organization	13%	11%	10%	10%
Private sector	41%	47%	49%	50%
Self-employed	10%	10%	7%	7%

...respondents were asked if they were aware of a telephone number or web site they could use to obtain information on ridesharing, public transportation, HOV lanes, and telecommuting in the Washington region. Two-thirds (66%) of respondents said they knew such a number existed.



APPENDIX—SURVEY QUESTIONNAIRE



DEMOGRAPHICS (continued)

	2010	2007	2004	2001
• Employer size – all respondents				
1 – 25 employees	25%	26%	25%	30%
26 – 50 employees	8%	10%	12%	12%
51 – 100 employees	11%	12%	12%	11%
101 – 250 employees	13%	13%	13%	12%
251 – 999 employees	16%	15%	15%	14%
1,000 employees	27%	24%	25%	22%
• Age – all respondents				
Under 24	4%	4%	7%	10%
25 – 34	13%	16%	21%	23%
35 – 44	24%	28%	28%	29%
45 – 54	31%	30%	27%	25%
55 – 64	22%	18%	14%	10%
65 or older	6%	4%	3%	3%
• Gender – all respondents				
Female	56%	54%	55%	54%
Male	44%	46%	45%	46%
• Income – all respondents				
Under \$20,000	2%	2%	2%	3%
\$20,000 – \$29,999	2%	4%	4%	6%
\$30,000 – \$39,999	4%	5%	8%	9%
\$40,000 – \$59,999	9%	12%	14%	18%
\$60,000 – \$79,999	10%	14%	17%	19%
\$80,000 – \$99,999	9%	15%	16%	15%
\$100,000 – \$119,999	15%	14%	14%	
\$120,000 – \$139,999	12%	9%	7%	30%
\$140,000 – \$159,999	10%	7%	5%	
\$160,000 – \$179,999	7%	18%	13%	
\$180,000 – \$199,999	5%			
\$200,000 or more	15%			
• Ethnic/Racial background – all respondents				
Hispanic/Latino	11%	9%	6%	6%
White	53%	62%	64%	61%
Black/African-American	23%	22%	23%	23%
Asian	10%	4%	5%	5%
Other/Mixed	3%	3%	2%	5%

SURVEY QUESTIONNAIRE

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)

SCREENING QUESTIONS

S1 Is anyone in your household employed? By employed, I mean a wage or salaried employee, military or self-employed...

INTERVIEWERS: SCREEN OUT KEEPING OWN HOUSE (HOUSEWIFE), DISABLED, RETIRED, STUDENT, VOLUNTEER OR UNEMPLOYED-LOOKING FOR WORK

- 1 yes (SKIP TO Q54)
- 2 no (THANK AND TERMINATE)

S4 Are you an employed person who is at least 16?

- 1 yes (SKIP TO Q1)
- 2 no (ASK Q55)

S5 Is anyone else in your household employed either full-time or part-time?

- 1 yes (ASK FOR THAT PERSON AND REPEAT INTRO, THEN GO BACK TO Q54 OR ARRANGE CB)
- 2 no (THANK AND TERMINATE)

EMPLOYMENT STATUS AND HOME/WORK LOCATION

1 What is your employment status right now—are you employed 35 hours or more per week, or less than 35 hours?

- 1 Employed full-time (35 hours or more) (CONTINUE)
- 2 Employed part-time (less than 35 hours) (CONTINUE)
- 3 Not employed, keeping house, retired, disabled, full-time student, looking for work (GO BACK TO Q55)
- 8 Don't know (THANK & TERMINATE)
- 9 Refuse (THANK & TERMINATE)

1a What is your home zip code?

AUTOCODE COUNTY FOR CHANTILLY

IF Q1a = 20151, AUTOCODE Q2 = 6 (Fairfax), THEN SKIP TO Q3

IF Q1a = 20152, AUTOCODE Q2 = 8 (Loudoun), THEN SKIP TO Q3

AUTOCODE ALEXANDRIA (EXCEPT 22311)

IF Q1a = 22301, 22302, 22304, 22305, OR 22314, AUTOCODE Q2 = 1 (Alexandria), THEN SKIP TO Q3

IF Q1a = 22303, 22306, 22307, 22308, 22309, 22310, OR 22315, AUTOCODE Q2 = 6 (Fairfax), THEN SKIP TO Q3

AUTOCODE TAKOMA PARK, MD, TAKOMA DC

IF Q1a = 20903, 20910, 20912, 20913, AUTOCODE Q2 = 9 (Montgomery), THEN SKIP TO Q3

IF Q1a = 20011 OR 20012, AUTOCODE Q2 = 5 (DC), THEN SKIP TO Q3

AUTOCODE LAUREL

IF Q1a = 20707 OR 20708, AUTOCODE Q2 = 10 (Prince George's), THEN SKIP TO Q3

IF Q1a = 20723 OR 20724, AUTOCODE Q2 = 12 (Other -out of area), THEN THANK AND TERMINATE

AUTOCODE SILVER SPRING (EXCEPT 20903)

IF Q1a = 20901, 20902, 20904, 20905, 20906, OR 20910, AUTOCODE Q2 = 9, THEN SKIP TO Q3

AUTOCODE STERLING

IF Q1a = 20164, 20165, OR 20166, AUTOCODE Q2 = 8 (Loudoun), THEN SKIP TO Q3

AUTOCODE FAIRFAX AND FALLS CHURCH CITIES

IF Q1a = 22030, 22041, 22042, 22043, 22044, OR 22046, AUTOCODE Q2 = 6 (Fairfax), THEN SKIP TO Q3

AUTOCODE WALDORF (EXCEPT 20601)

IF Q1a = 20602 OR 20603, AUTOCODE Q2 = 12 (Other - out of area), THEN THANK AND TERMINATE

AUTOCODE MANASSAS, MANASSAS PARK

IF Q1a = 20110 OR 20113, AUTOCODE Q2 = 11, THEN SKIP TO Q3

IF Q1a = ANY OTHER ZIP CODE, ASK Q2

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?)

- 1 Alexandria City (VA)
- 2 Anne Arundel Co. (MD)
- 3 Arlington Co. (VA)
- 4 Calvert Co. (MD)
- 5 Charles Co. (MD)
- 6 Washington, DC (District of Columbia)
- 7 Fairfax Co. (VA)
- 8 Fairfax City (VA)
- 9 Falls Church City (VA)
- 10 Frederick Co. (MD)
- 11 Howard Co. (MD)
- 12 Loudoun Co. (VA)
- 13 Manassas City (VA)
- 14 Manassas Park City (VA)
- 15 Montgomery Co. (MD)
- 16 Prince George's Co. (MD)
- 17 Prince William Co. (VA)
- 18 Stafford Co. (VA)
- 19 Baltimore County (MD)
- 20 Carroll County (MD)
- 21 Other
- 88 Don't know
- 99 Refuse



COMMUTE PATTERNS

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?

- _____ days
_____ "0", not currently working
(GO BACK TO Q55)

5 How many of those days are weekdays (Monday-Friday)?

- _____ days
_____ "0", (CODE AS WKALL, THEN SKIP TO Q57)

6 And how many weekdays do you commute to a work location outside your home? (IF RESPONDENT SAYS, "VARIES BY WEEK" OR "DON'T KNOW", PROMPT "What would you say would be most typical?"

IF RESPONDENT STILL SAYS "DON'T KNOW," CODE AS 8)

10 None (CONTINUE TO Q8)

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 8 Don't know (SKIP TO Q61)
- 9 Refuse (SKIP TO Q61)

IF Q1 = 2, SKIP TO Q13

IF Q1 = 1 AND Q6 = 1, 2, 3, 4, OR 5, SKIP TO Q11

8 So to be sure I understand, you work at home every weekday you work. Is that right?

- 1 Yes (CONTINUE)
- 2 No (INTERVIEWER PROMPT, "SO YOU COMMUTE TO A WORK LOCATION OUTSIDE YOUR HOME ONE OR MORE WEEKDAYS, IS THAT CORRECT?") GO BACK TO Q5)

9 Are you self-employed with your primary work location at home?

- 1 Yes (PROGRAMMER, CODE AS HOMEALL) (SKIP TO INSTRUCTIONS BEFORE Q15)
- 2 No (CONTINUE)

10 Do you telecommute every weekday you work?

- 1 Yes (PROGRAMMER, CODE AS TELEALL, SKIP TO INSTRUCTIONS BEFORE Q13)
- 2 No (SPECIFY SITUATION, THEN THANK AND TERMINATE)

11 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 Q13)

12 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 5 or more days per week, 35 or more hours per week (RECODE Q11 = 2)
- 6 other (SPECIFY)

INSTRUCTIONS BEFORE Q13

IF TELEALL (FROM Q10), AUTOCODE Q13 = 1, THEN SKIP TO Q13a

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?

- 1 yes
- 2 no (SKIP TO Q14d)
- 9 DK/Ref (SKIP TO Q14d)

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?

- 1 formal program
- 2 informal arrangement
- 3 N/A
- 9 DK/Ref

IF TELEALL AND Q5 = 1, AUTOCODE Q14 = 4, THEN SKIP TO INSTRUCTIONS BEFORE Q15

IF TELEALL AND Q5 = 2, AUTOCODE Q14 = 5, THEN SKIP TO INSTRUCTIONS BEFORE Q15

IF TELEALL AND Q5 = 3, 4, 5, 6, OR 7, AUTOCODE Q14 = 6, THEN SKIP TO INSTRUCTIONS BEFORE Q15

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

- 1 occasionally for special project
- 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 or more times a week
- 7 other (SPECIFY) _____
- 9 DK/Ref.

SKIP TO Q15

14d Does your employer have a formal telecommuting program at your workplace or permit employees to telecommute under an informal arrangement with the supervisor?

- 1 yes, formal program
- 2 yes, informal arrangement
- 3 no
- 9 DK/Ref

14e Would your job responsibilities allow you to work at a location other than your main work place at least occasionally?

- 1 yes
- 2 no (SKIP TO Q15)
- 9 DK/Ref (SKIP TO Q15)

14f Would you be interested in telecommuting on an occasional or regular basis?

- 1 yes, occasional basis
- 2 yes, regular basis
- 3 no
- 9 DK/Ref



CURRENT COMMUTE PATTERNS

INSTRUCTIONS BEFORE Q15

IF HOMEALL FROM Q9, DON'T ASK Q15. AUTO FILL Q15, RESPONSE 18 = Q5, THEN SKIP TO Q61

IF TELEALL FROM Q10, DON'T ASK Q15. AUTO FILL Q15, RESPONSE 2 = Q5, THEN SKIP TO INSTRUCTIONS BEFORE Q34

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 MENTIONS MORE THAN ONE MODE ON ANY DAY, PROMPT FOR THE MODE USED FOR THE LONGEST DISTANCE PORTION OF THE TRIP.
- IF Q12 = 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 Q14 = 4, 5, OR 6 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 Q5 ARE ACCOUNTED FOR BY MODES 1-15 IN Q15 BEFORE ALL WEEKDAYS ARE COUNTED, ASK: **You said you typically work only (number of weekdays reported in Q5) 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 "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.

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, truck, or van	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. regular day off (non-CWS)	16	16	16	16	16
17. sick, vacation, holiday, work out of area, etc. (prompt for travel on non sick, vacation day)	17	17	17	17	17
18. work at home - self-employed	18	18	18	18	18
19. taxi	19	19	19	19	19
20. N/A					
21. N/A					
88. N/A					

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?

Number of minutes _____ Time varies _____
 888 Don't know 999 Refuse

17 And how many miles? (IF LESS THAN 1 MILE, RECORD AS 0.5)

Number of miles _____
 888 Don't know
 999 Refuse

USE OF ALTERNATIVE MODES

IN Q18, <MODE Q15> = ALL MODES 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 19 NAMED IN Q15

18 How long have you been using <MODE Q15> to get to work? (DO NOT READ)

IF MORE THAN ONE <MODE Q15>, REPEAT FOR OTHER <MODE Q15> ADD TO BRIEFING DOCUMENT INSTRUCTIONS IF RESPONDENT SAYS, "DO YOU MEAN HOW LONG HAVE I BEEN USING <MODE Q15, THIS TYPE OF TRANSPORTATION> OR HOW LONG I'VE BEEN IN THIS PARTICULAR <MODE Q15, bus route, carpool, vanpool, etc.," INTERVIEWER SHOULD SAY, "USING <MODE Q15, this type of transportation>."

CODE MONTHS FOR EACH MODE CURRENTLY USED IF LESS THAN ONE MONTH, CODE 1 MONTH IF RESPONDENT SAYS "always used," "only used," or "no other choice/no other option" FOR ANY <MODE Q15>, CODE MONTHS AS 888. IF RESPONDENT SAYS, "don't know" FOR ANY <MODE Q15>, CODE MONTHS AS 999

	Number of months
1 N/A	_____
2 N/A	_____
3 drive alone	_____
4 motorcycle	_____
5 carpool	_____
6 casual carpool (slugging)	_____
7 vanpool	_____
8 buspool	_____
9 bus	_____
10 Metrorail	_____
11 MARC	_____
12 VRE	_____
13 AMTRAK, other train	_____
14 Bicycle	_____
15 Walk	_____
16 N/A	_____
17 N/A	_____
18 N/A	_____
19 Taxi	_____

DEFINE RECENT MODE = Q18 MODE WITH FEWEST MONTHS IF TIE FOR RECENT MODE, DESIGNATE BOTH MODES AS RECENT MODE
 Skip Q19a – Q20b (reasons for change) if respondent has

never used another mode. **IF Q18 = 888 FOR RECENT MODE, AUTOCODE Q19a = 20, THEN SKIP TO Q22**

Skip Q19a – Q20b (reasons for change) if RECENT MODE duration is more than 3 years. **IF RECENT MODE Q18 DURATION IS GREATER THAN 36 MONTHS, SKIP TO Q22**

19a Before starting to <RECENT MODE Q15> to work, what type or types of transportation did you use to get to work? (ALLOW MULTIPLE MODES 1 – 15. DO NOT ACCEPT MULTIPLES FOR 16-21 OR 99)

IF Q12 = 1, 2, OR 3 AND RESPONDENT DOES NOT MENTION "CWS day off" (RESPONSE 1), ASK: "You said you typically work a compressed work schedule now. Did you work a compressed schedule at that time?"
IF Q14 = 4, 5, OR 6 AND RESPONDENT DOES NOT MENTION "Telecommute" (RESPONSE 2), ASK: "You said you typically telecommute one or more days per week now. Did you telecommute at that time?"

(DO NOT READ OTHER RESPONSES)

- 1 compressed work schedule
- 2 telecommute
- 3 drive alone in your car, truck, van
- 4 motorcycle
- 5 carpool, including carpool with family member, dropped off
- 6 casual carpool (slugging)
- 7 vanpool
- 8 buspool
- 9 bus
- 10 Metrorail
- 11 MARC
- 12 VRE
- 13 AMTRAK, other train
- 14 bicycle
- 15 walk
- 16 N/A
- 17 N/A
- 18 N/A
- 19 taxi
- 20 always used, only used <RECENT MODE Q15>
- 21 not working then, not in DC area then
- 99 Don't know, refused

20 What were the reasons you began using <RECENT MODE Q15>? (DO NOT READ; CHECK ALL THAT APPLY) (Probe for the 3 most important and only record 3) (OKAY NOT TO SHOW INFREQUENT INCIDENCE RESPONSES ON SCREEN – CODE AS OTHER THEN CODE TO PROPER CATEGORIES IN POST-PROCESSING)

- Personal circumstances/preferences**
- 1 changed jobs/work hours
 - 2 moved to a different residence
 - 3 employer or worksite moved
 - 4 spouse started new job

- 5 save money
- 6 save time
- 7 gas prices too high
- 8 tired of driving
- 9 prefer to drive, wanted to drive
- 10 safety
- 11 no vehicle available
- 12 car became available, additional car in household
- 13 to stay with family/children
- 14 HOV lanes too congested
- 15 Congestion (other)
- 16 always used
- 17 close to work or transportation pick up/drop off location
- 18 afraid of or didn't like previous form of transportation
- 19 stress
- 20 weather
- 21 bought hybrid vehicle
- 22 convenient (**NOT AN ANSWER, PROBE FOR WHY IT'S CONVENIENT**)
- 23 to get exercise
- 24 concerned about the environment, global warming

Commute Services/Programs

- 25 new option that became available
- 26 special program at work
- 27 pressure or encouragement from employer
- 28 GRH
- 29 Ozone action/Code Red days
- 30 no parking
- 31 parking expense, parking cost too high
- 32 found carpool partner
- 33 NuRide (VA carpool incentive)
- 34 SmarTrip/SmartBenefit, Metrochek, transit subsidy, vanpool subsidy
- 35 Commuter Choice Maryland

Information/Promotion

- 36 advertising
- 37 initiated request/looked for information on my own
- 38 info. from Commuter Connections/Council of Governments/COG/800 number
- 39 Commuter Connections web site
- 40 other web site
- 41 word of mouth/recommendation
- 42 information from transit agency
- 43 saw highway sign
- 44 yellow pages
- 45 Other
- 88 Don't know
- 99 Refuse

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?

- 1 yes
- 2 no (**SKIP TO INSTRUCTIONS BEFORE Q28**)

23 What was that type of transportation? (DO NOT READ; CHECK ALL THAT APPLY. IF Q23 = Q15 ANY DAY OR Q19a, INTERVIEWER PROMPT, "YOU ALREADY MENTIONED <MODE Q15, Q19a>, DID YOU TRY ANY OTHER TYPE OF TRANSPORTATION?"

- 1 compressed work schedule day off
- 2 telecommute
- 3 drive alone
- 4 motorcycle
- 5 carpool, including carpool with family member, dropped off
- 6 casual carpool (slugging)
- 7 vanpool
- 8 buspool
- 9 bus
- 10 Metrorail
- 11 MARC
- 12 VRE
- 13 AMTRAK, other train
- 14 bicycle
- 15 walk
- 16 N/A
- 17 N/A
- 18 N/A
- 19 taxi
- 20 N/A
- 21 N/A
- 99 don't know, refused

24 How long did you use <Q23 mode(s)>? (DO NOT READ)

_____ months (CONVERT YEARS TO MONTHS)
 0 less than one month
 888 occasionally (tried one, emergency use)
 999 still using
 -997 Don't know

SET Q23LONG = Q24, LONGEST DURATION IF Q24 = 999 (STILL USING) FOR ANY MODE, THAT MODE = Q23LONG IF Q24 = 888 (occasionally) FOR ANY MODE, THAT MODE = Q23LONG, UNLESS RESPONDENT MENTIONED BOTH OCCASIONAL MODE AND OTHER MODE, THEN USE OTHER MODE

26 What prompted you to use or try this type of transportation? (DO NOT READ; IF MORE THAN THREE REASONS GIVEN, PROBE FOR 3 MOST IMPORTANT AND CODE ONLY THOSE 3) (OKAY NOT TO SHOW INFREQUENT INCIDENCE RESPONSES ON SCREEN – CODE AS OTHER THEN CODE TO PROPER CATEGORIES IN POST-PROCESSING)

- Personal circumstances/preferences**
- 1 changed jobs/work hours
 - 2 moved to a different residence
 - 3 employer or worksite moved
 - 4 spouse started new job

- 5 save money
- 6 save time
- 7 gas prices too high
- 8 tired of driving
- 9 prefer to drive, wanted to drive
- 10 safety
- 11 no vehicle available
- 12 car became available, additional car in household
- 13 to stay with family/children
- 14 HOV lanes too congested
- 15 congestion (other)
- 16 always used
- 17 close to work or transportation pick up/drop off location
- 18 afraid of or didn't like previous form of transportation
- 19 stress
- 20 weather
- 21 bought hybrid vehicle
- 22 convenient (NOT AN ANSWER, PROBE FOR WHY IT'S CONVENIENT)
- 23 to get exercise
- 24 concerned about the environment, global warming

Commute Services/Programs

- 25 new option that became available
- 26 special program at work
- 27 pressure or encouragement from employer
- 28 GRH
- 29 Ozone action/Code Red days
- 30 no parking
- 31 parking expense, parking cost too high
- 32 found carpool partner
- 33 NuRide (VA carpool incentive)
- 34 SmarTrip/SmartBenefit, Metrochek, transit subsidy, vanpool subsidy
- 35 Commuter Choice Maryland

Information/Promotion

- 36 advertising
- 37 initiated request/looked for information on my own
- 38 info. from Commuter Connections/Council of Governments/COG/800 number
- 39 Commuter Connections web site
- 40 other web site
- 41 word of mouth/recommendation
- 42 information from transit agency
- 43 saw highway sign
- 44 yellow pages
- 45 Other
- 88 Don't know
- 99 Refuse



ALTERNATIVE MODE PATTERNS

IF Q15 = 5, 6, 7, CONTINUE, OTHERWISE, SKIP TO Q29

28 Now I'd like to ask you about your current car/vanpool (FROM Q15). Including yourself, how many people usually ride in your carpool or vanpool?

(If more than 1 answer in Q15, select 1 using this priority: vanpool, carpool, casual carpooling/slug.)

_____ total people in pool (must be more than 1)

IF Q15 = 5, 6, 7, 8, 9, 10, 11, 12, OR 13, CONTINUE USING THE MOST COMMON ALTERNATIVE MODE, OTHERWISE, SKIP TO INTRO BEFORE Q34

29 How do you get from home to where you meet your <Q15 ALT MODE: carpool, vanpool, buspool, bus, or train>?

- 1 picked up at home by car/vanpool (SKIP TO INSTRUCTIONS BEFORE Q34)
- 2 drive alone to driver's home or drive alone to passenger's home
- 3 drive to a central location, like park & ride, or train or subway station
- 4 dropped off or another car/vanpool
- 5 bicycle
- 6 motorcycle
- 7 walk
- 8 I am the driver of car pool/vanpool (SKIP TO INSTRUCTIONS BEFORE Q34)
- 9 bus/transit
- 10 other (SPECIFY) _____

30 How many miles is it one way from your home to where you meet your <Q15 ALT MODE: carpool, vanpool, buspool, bus, or train>? (IF LESS THAN 1 MILE, ENTER 0.5)

_____ miles

TELECOMMUTE

INSTRUCTIONS BEFORE Q34

IF Q13 = 1 OR Q15 = 2 ANY DAY, CONTINUE, OTHERWISE, SKIP TO INTRO BEFORE Q44

IF TELEALL, DO NOT READ INTRO TO Q34, SKIP DIRECTLY TO Q34

INTRO TO Q34: Now I have a few more questions about telecommuting.

34 How long have you been telecommuting?

_____ months (CONVERT YEARS TO MONTHS)

999 Don't know/refused

IF TELEALL, AUTOCODE Q36 = 1, THEN SKIP TO Q42

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 NECESSARY: Telework Centers are federally funded facilities located around the Washington area that allow government and non-government employees to work closer to home some or all of the time.)

- 1 Home (SKIP TO Q42)
- 2 Telework Center
- 3 Both home and Telework Center
- 4 Satellite office provided by employer
- 5 Both home and satellite office
- 6 Business service center (Kinkos) or other "retail" location
- 7 Both home and business service center (Kinkos) or other "retail" location
- 8 Library or community center
- 9 Both home and library or community center
- 10 Executive office suites
- 11 Both home and executive office suites
- 12 other location (SPECIFY) _____

IF Q36 = 3, 5, 7, 9, OR 11, CONTINUE, OTHERWISE, SKIP TO Q38

37 How many days per week, on average, do you telecommute from the location outside your home?

_____ days per week

38 How many miles is it one way from your home to this location? (IF LESS THAN ONE MILE, RECORD "1")

_____ miles (no decimals)

39 And how do you get from home to this location?

- 1 N/A
- 2 N/A
- 3 drive alone
- 4 motorcycle
- 5 carpool, including carpool with family member, dropped off
- 6 casual carpool (slugging)
- 7 vanpool
- 8 buspool
- 9 bus
- 10 Metrorail
- 11 MARC
- 12 VRE
- 13 AMTRAK, other train
- 14 bicycle
- 15 walk
- 16 N/A
- 17 N/A
- 18 N/A
- 19 taxi
- 99 DK/Ref

42 How did you find out about telecommuting?" (DO NOT READ)

- 1 advertising (radio, newspaper or TV)
- 2 special program at work/employer provided information
- 3 initiated request on my own
- 4 information from Commuter Connections/COG (Council of Governments)
- 5 word of mouth
- 6 newspaper or magazine article
- 7 Commuter Connections web site
- 8 Other web site
- 9 County or jurisdiction program
- 10 other (SPECIFY) _____

99 DK/Ref

IF Q42 = 4 OR 7, AUTOCODE Q43 = 1, THEN SKIP TO INTRO BEFORE Q44

43 Did you receive any information about telecommuting from Commuter Connections or from the Telework Resource Center at the Council of Governments?

- 1 yes
- 2 no
- 9 DK/Ref

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, what train or bus companies provide service in the area where you live? (DO NOT READ; PROBE WELL FOR BOTH BUS AND TRAIN; ACCEPT MULTIPLE RESPONSES FOR 2-13 AND FOR 15-20)

Buses

- 1 No buses provide service (DO NOT ALLOW MULTIPLES WITH 2-13)
- 2 Alexandria DASH
- 3 Fairfax Connector
- 4 Fairfax Cue
- 5 Loudoun Commuter Bus
- 6 Metrobus
- 7 MTA bus
- 8 Omni Ride
- 9 Ride On
- 10 "The Bus"
- 11 TransIT Bus
- 12 ART, Arlington Transit
- 13 Bus (PROBE FOR NAME) _____

Train

- 14 No trains provide service (DO NOT ALLOW MULTIPLES WITH 15-19)
- 15 AMTRAK/ACELA

- 16 MARC (Maryland commuter rail)
- 17 MetroRail/subway
- 18 Virginia Railway Express (VRE)
- 19 Train (PROBE FOR NAME) _____
- 20 Other (SPECIFY) _____
- 99 Don't know/Refused

44a About how far from your home is the nearest bus stop? (NOTE IF MILES OR BLOCKS)

- Number of miles _____
- Number of blocks _____
- 999 Don't know

44b How far from your home is the nearest train station? (NOTE IF MILES OR BLOCKS)

- Number of miles _____
- Number of blocks _____
- 999 Don't know

44c What train or bus companies provide service in the area where you work? (DO NOT READ; PROBE FOR BOTH BUS AND TRAIN, ALLOW MULTIPLE RESPONSES FOR 2-13 AND FOR 15-20)

Buses

- 1 No buses provide service (DO NOT ALLOW MULTIPLES WITH 2-13)
- 2 Alexandria DASH
- 3 Fairfax Connector
- 4 Fairfax Cue
- 5 Loudoun Commuter Bus
- 6 Metrobus
- 7 MTA bus
- 8 Omni Ride
- 9 Ride On
- 10 "The Bus"
- 11 TransIT Bus
- 12 ART, Arlington Transit
- 13 Other Bus (PROBE FOR NAME) _____

Trains

- 14 No trains provide service (DO NOT ALLOW MULTIPLES WITH 15-19)
- 15 AMTRAK/ACELA
- 16 MARC (Maryland commuter rail)
- 17 MetroRail/subway
- 18 Virginia Railway Express (VRE)
- 19 Other Train (PROBE FOR NAME) _____
- 20 Other (SPECIFY) _____
- 99 Don't know/Refused

46 Is there a special HOV (High Occupancy Vehicle) lane that can be used only by carpools, vanpools and buses along your route to work?

- 1 Yes
- 2 No (SKIP TO INSTRUCTIONS BEFORE Q51a)

- 9 Refuse/Don't know (SKIP TO INSTRUCTIONS BEFORE Q51a)

IF Q15 = 15 ANY DAY, AUTOCODE Q47 = 3, THEN SKIP TO Q51a

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

- 1 Yes
- 2 No (SKIP TO INSTRUCTIONS BEFORE Q51a)
- 3 No, not asked – walk to work
- 9 Refused/Don't know (SKIP TO INSTRUCTIONS BEFORE Q51a)

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

- _____ minutes
- 999 DK/Ref.

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

- 1 Yes
- 2 No
- 9 Refused/Don't know

IF Q15 = 5, 6, OR 7, ANY DAY, SKIP TO Q51b

51a Several jurisdictions in the Washington region are building or considering building toll roads. If you could use one of these roads for your trip to work and carpools and vanpools traveled for free or for a reduced toll, how likely would you be to start carpooling or vanpooling to use these roads? Would you be...very likely, somewhat likely, or not likely?

- 1 Very likely
- 2 Somewhat likely
- 3 Not likely
- 9 DK/Ref.

SKIP TO Q52

51b Several jurisdictions in the Washington region are building or considering building toll roads. If you could use one of these roads for your trip to work and carpools and vanpools that registered with a regional commute organization could use these roads for free or for a reduced toll, how likely would you be to register your carpool or vanpool?

- 1 Very likely
- 2 Somewhat likely
- 3 Not likely
- 9 DK/Ref.

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

- 1 Yes
- 2 No (SKIP TO INSTRUCTIONS BEFORE Q54)
- 3 There aren't any (SKIP TO INSTRUCTIONS BEFORE Q54)
- 8 Don't know (SKIP TO INSTRUCTIONS BEFORE Q54)
- 9 Refuse (SKIP TO INSTRUCTIONS BEFORE Q54)

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

- 1 Yes
- 2 No
- 9 DK/Ref.

ATTITUDES TOWARD TRANSPORTATION MODES

INSTRUCTIONS BEFORE Q54

IF Q15 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 OR Q29 = 1, 4, 8, OR 9, SKIP TO Q56f

IF Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 AND Q24 = 999 (still using), SKIP TO Q56f

IF Q44 = 1 OR Q44c = 1, AUTOCODE Q54 = 1

IF Q44 = 14 OR Q44c = 14, AUTOCODE Q54 = 2

IF BOTH RESPONSES 1 AND 2 ARE AUTOCODED IN Q54 (no bus and no train service), DO NOT READ Q54, SKIP TO Q56

54 You said earlier that you don't ride public transit (public transportation) regularly for your commute to work. Why not? (DO NOT READ, ACCEPT MULTIPLE RESPONSES)

- 1 No bus service available (in home area or in work area/bus too far away)
- 2 No train service available (in how area or in work area/train too far away)
- 3 Don't know if service is available/don't know location of bus stops/train stations
- 4 Need my car for work
- 5 Need car before or after work
- 6 Need car for emergencies/overtime
- 7 It might not be safe/I don't feel safe on bus or at bus stops
- 8 It might not be safe/I don't feel safe on trains or train stations
- 9 Bus/train is unreliable/late
- 10 Trip is too long/distance too far
- 11 Takes too much time
- 12 Don't like to ride with strangers
- 13 Prefer to be alone during commute
- 14 Work schedule irregular
- 15 Too expensive
- 16 Buses are too uncomfortable/crowded
- 17 Trains are too uncomfortable/crowded
- 18 Buses or trains too dirty
- 19 Have to transfer/too many transfers

- 20 Had a bad experience with the bus or train in the past
- 21 Have to wait too long for the bus or between buses
- 22 Have to wait too long for the train or between trains
- 23 Other (specify) _____
- 99 DK/Ref

56 You said that you do not use a carpool or vanpool for your trip to work. Why don't you carpool or vanpool? (DO NOT READ, ACCEPT MULTIPLE RESPONSES)

- 1 Don't know anyone to carpool/vanpool with
- 2 Need my car for work
- 3 Need car before or after work
- 4 Need car for emergencies/overtime
- 5 It might not be safe/I don't feel safe
- 6 Carpool/vanpool partners are/could be unreliable/late
- 7 Trip is too long/distance too far
- 8 Takes too much time
- 9 Doesn't save time
- 10 Don't like to ride with strangers
- 11 Prefer to be alone during commute
- 12 Work schedule irregular
- 13 Too expensive
- 14 Had a bad experience with carpooling/vanpooling in the past
- 15 Other (specify) _____
- 99 DK/Ref

56f 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? (DO NOT READ)

- 1 Save money
- 2 Avoid stress
- 3 Not need to have a car
- 4 Less wear and tear on car
- 5 Use travel time productively (e.g., read, work, sleep)
- 6 Have companionship when they travel
- 7 Arrive at work on time, less likely to be late
- 8 Get exercise, health benefits
- 9 Help the environment
- 10 Reduce greenhouse gases, reduce carbon footprint
- 11 Can use HOV lane
- 12 Other (specify) _____
- 88 No benefits
- 99 Don't know

56g What impact or benefit does a community or region receive when people use these types of transportation? (DO NOT READ)

- 1 Less traffic, less congestion
- 2 Reduce air pollution, help the environment
- 3 Reduce greenhouse gases, reduce carbon footprint
- 4 Save energy

- 5 Less wear and tear on roads
- 6 Reduce accidents, improve travel safety
- 7 Reduce government costs
- 8 Less stress, less road rage
- 9 Other (specify) _____
- 88 No benefits
- 99 Don't know

CURRENT COMMUTE COMPARED TO LAST YEAR

56m 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.

Not at all	Very	(Don't
satisfied	satisfied	Know)
Scale: 1	2	3
	4	5
		9

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

- 1 easier (ASK Q58)
- 2 more difficult (ASK Q59)
- 3 about the same (SKIP TO Q60)
- 4 not applicable (SKIP TO Q60)
- 9 DK/Ref (SKIP TO Q60)

58 In what way is it easier?

- 1 shorter distance
- 2 trip is faster, takes less time
- 3 route is less congested
- 4 started carpooling/vanpooling to work
- 5 started using bus, train to work
- 6 started driving alone to work
- 7 less stressful
- 8 bought a hybrid or compressed natural gas (CNG) vehicle
- 9 started using HOV lanes
- 10 gas prices are lower, gas costs less
- 11 other _____
- 19 Refused/Don't know

59 In what way is it more difficult?

- 1 longer distance
- 2 trip is slower, takes more time
- 3 more congested
- 4 started carpooling/vanpooling to work
- 5 started using bus, train to work
- 6 started driving alone to work
- 7 more stressful
- 8 construction on route to work
- 9 trains, buses, metro more crowded
- 10 gas prices are higher, costs more
- 11 other _____
- 19 DK/Ref.

60 Have you changed your work or home location in the last year? IF YES, AND RESPONDENT DOES NOT VOLUNTEER INFORMATION, ASK, "Did you change your home or work location?"

- 1 Yes, changed home location
- 2 Yes, changed work location
- 3 Yes, changed both home and work locations
- 4 No (SKIP TO Q61)
- 9 DK/Ref. (SKIP TO Q61)

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

- 1 Yes
- 2 No
- 9 DK/Refused

60b What factors did you consider in your decision to make this change? (DO NOT READ, ACCEPT MULTIPLE RESPONSES)

Commuter Factors

- 1 Length, ease of commute
- 2 Cost of commuting
- 3 Commuting options that would be available (e.g., transit)

Residential Factors

- 4 Quality of schools, stay in same school system
- 5 Cost of house
- 6 Cost of living
- 7 Size of house
- 8 Quality of neighborhood
- 9 Closeness to family or friends
- 10 Entertainment, shopping, services nearby

Job Factors

- 11 Income, salary
- 12 Job satisfaction
- 13 Career advancement
- 14 Job opportunities for spouse
- 15 Other (SPECIFY) _____
- 19 DK/Refused

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?

- 1 Less important
- 2 More important
- 3 About the same importance
- 9 DK/Refused

IF Q60 = 1 OR 3, ASK Q60d and Q60e, OTHERWISE, SKIP TO Q61

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?

- 1 Yes
- 2 No
- 9 DK/Refused

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?

- 1 Yes
- 2 No
- 9 DK/Refused

AWARENESS OF ADVERTISING

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

- 1 yes
- 2 no (SKIP TO Q81)
- 9 DK/Ref (SKIP TO Q81)

62 What messages do you recall from this advertising? (DON'T READ, ACCEPT MULTIPLE RESPONSES) (OKAY NOT TO SHOW INFREQUENT INCIDENCE RESPONSES ON SCREEN – CODE AS OTHER THEN CODE TO PROPER CATEGORIES IN POST-PROCESSING)

- 1 none (SKIP TO Q81)
- 2 that you should rideshare, carpool, vanpool (NOT ACCEPTABLE ANSWER; PROBE FOR WHY AND RECORD ELSEWHERE)
- 3 that new trains and/or buses are coming
- 4 that you can call for carpool or vanpool info
- 5 call 1-800-745-RIDE/call Commuter Connections
- 6 Commuter Choice Maryland
- 7 contact the Commuter Connections website (www.commuterconnections.org, www.commuterconnections.com)
- 8 it saves money
- 9 it saves time
- 10 it is less stressful
- 11 guaranteed ride home (GRH)
- 12 employer would give me SmarTrip/SmartBenefit, Metrochek benefits
- 13 it would help the environment
- 14 it reduces traffic
- 15 it saves wear and tear on the car
- 16 Ozone Action Days/Code Red Days
- 17 Telework Center/telecommuting
- 18 HOV lanes
- 19 regional services/programs are available to help with commute

- 20 use the bus or train, use Metrobus
- 21 Way to Go, Way to Go Arlington
- 22 Virginia MegaProjects, Dulles rail extension
- 23 HOT lanes
- 24 Inter-County Connector (ICC)
- 25 other (SPECIFY) _____
- 99 DK/Ref. (SKIP TO Q81)

63 What organization or group sponsored the ad you recall? (DO NOT READ, ACCEPT MULTIPLE RESPONSES)

- 1 Commuter Connections
- 2 Metropolitan Washington Council of Governments, MWCOG, COG
- 3 Metro, WMATA
- 4 MARC, Maryland Commuter Rail
- 5 VRE, Virginia Railway Express
- 6 VDOT (Virginia Department of Transportation)
- 7 DDOT (District of Columbia Department of Transportation)
- 8 MDOT (Maryland Department of Transportation)
- 9 VDRPT, Virginia Department of Rail and Public Transportation
- 10 Maryland State Highway Administration
- 11 MTA, Maryland Mass Transit Administration
- 12 Maryland Department of the Environment
- 13 WABA, Washington Area Bicycling Association
- 14 Arlington County Commuter Services
- 15 other (specify) _____
- 99 DK/Ref.

64 And where did you see, hear, or read this advertisement? (DO NOT READ, ACCEPT MULTIPLE RESPONSES)

- 1 Commuter Connections website
- 2 other website, internet (SPECIFY) _____
- 3 radio
- 4 TV
- 5 postcard in mail
- 6 newspaper
- 7 in train station
- 8 on train or bus
- 9 at work
- 10 other (specify) _____
- 19 DK/Ref.

IF HOMEALL, SKIP TO Q81

IF TELEALL, SKIP TO Q81

IF WKALL, SKIP TO Q81



ATTITUDE CHANGES/ACTIONS TAKEN AFTER HEARING ADS

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

- 1 yes
- 2 no (SKIP TO Q81)
- 9 DK/Ref (SKIP TO Q81)

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? (DO NOT READ)

- No action**
 - 1 didn't take any action (SKIP TO Q81)
- Sought information**
 - 2 looked for commute information on the internet
 - 3 asked friend, family member, or co-worker for commute information (referral)
 - 4 contacted a local or regional organization for commute information
 - 5 looked for a carpool or vanpool partner
 - 6 called a transit operator to ask about schedules or routes
 - 7 asked employer about telecommuting opportunities
 - 8 asked employer about SmarTrip/SmartBenefit, Metrochek
 - 9 looked for information about guaranteed ride home (GRH) program
 - 10 looked for information about HOV lanes
- Started participating in commute service/program**
 - 11 registered for guaranteed ride home (GRH) program
 - 12 purchased alternative fuel vehicle (e.g., electric car, hybrid car, CNG-fueled vehicle)
 - 13 started using HOV lane to get to work
- Changed personal situation, work schedule, or commute route**
 - 14 moved my home or job location, changed jobs
 - 15 started going to work earlier or later
 - 16 changed or reduced number of days I work
 - 17 changed route to work
- Tried another way of getting to work, started using another form of transportation**
 - 18 tried or started driving alone to work
 - 19 tried or started carpooling to work
 - 20 tried or started vanpooling to work
 - 21 tried or started using bus to get to work
 - 22 tried or started using train to get to work
 - 23 tried or started bicycling or walking to work
 - 24 tried or started telecommuting/teleworking
- Other**
 - 25 other action (specify _____) (SKIP TO Q81)
 - 99 DK/Ref (SKIP TO Q81)

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

- 1 yes
- 2 no
- 9 DK/Ref

IF Q66 = 2, 3, 4, 5, 6, 7, 8, 9, OR 10, AND Q66 NE 19, 20, 21, 22, 23, OR 24 ASK Q70, OTHERWISE, SKIP TO Q71

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 ... (READ RESPONSES 1-3. DO NOT READ RESPONSE 9)

- 1 very likely
- 2 somewhat likely
- 3 not likely
- 9 DK/Ref

Collect info on mode/modes used before trying/starting new alt mode – skip out respondents who did not try alt mode and respondents who answered this question in Q19

- **IF Q66 NE 19, 20, 21, 22, 23, OR 24, SKIP TO Q81**
- Autofill mode duration for respondents currently using alternative mode (Q15) named in Q66*
- **IF Q66 EQ 19 AND Q15 = 5 OR 6, AUTOFILL Q71 = "still using," THEN SKIP TO Q72a**
- **IF Q66 EQ 20 AND Q15 = 7, AUTOFILL Q71 = "still using," THEN SKIP TO Q72a**
- **IF Q66 EQ 21 AND Q15 = 8 OR 9, AUTOFILL Q71 = "still using," THEN SKIP TO Q72a**
- **IF Q66 EQ 22 AND Q15 = 10, 11, 12, 13, AUTOFILL Q71 = "still using," THEN SKIP TO Q72a**
- **IF Q66 EQ 23 AND Q15 = 14,15, AUTOFILL Q71 = "still using," THEN SKIP TO Q72a**
- **IF Q66 EQ 24 AND Q15 = 2, AUTOFILL Q71 = "still using," THEN SKIP TO Q72a**

Autofill duration for respondents who tried alt mode named in Q66 in past two years (Q23)

- **IF Q66 = 19 AND Q23 = 5 OR 6, ANY DAY, AUTOFILL Q71 = Q24, THEN ASK Q72a**
- **IF Q66 = 20 AND Q23 = 7, ANY DAY, AUTOFILL Q71 = Q24, THEN ASK Q72a**
- **IF Q66 = 21 AND Q23 = 8 OR 9, ANY DAY, AUTOFILL Q71 = Q24, THEN ASK Q72a**
- **IF Q66 = 22 AND Q23 = 10, 11, 12, OR 13, ANY DAY, AUTOFILL Q71 = Q24, THEN ASK Q72a**
- **IF Q66 = 23 AND Q23 = 14 OR 15, ANY DAY, AUTOFILL Q71 = Q24, THEN ASK Q72a**
- **IF Q66 = 24 AND Q23 = 2, ANY DAY, AUTOFILL Q71 = Q24, THEN ASK Q72a**

71 How long did you <ALT MODE FROM Q66> to work? (IF MORE THAN ONE ALT MODE NOTED IN Q66, ASK DURATION FOR ALL)

- _____ months (CONVERT YEARS TO MONTHS)
- _____ less than one month
- _____ 991 occasionally (tried one, emergency use) (SKIP TO Q81)
- _____ 999 still using
- 999 DK/Ref.

IF Q66 = 19, 20, 21, 22, 23, 24 (MORE THAN ONE OF THESE), THEN CHOOSE ALT MODE USED LONGEST TIME FOR Q72a. IF MORE THAN ONE ALT MODE USED SAME AMOUNT OF TIME, CHOOSE BOTH MODES.

72a Before trying <ALT MODE FROM Q66> to work, what type or types of transportation did you use to get to work? (ACCEPT MULTIPLE RESPONSES, PROGRAMMER, LIST MODES FOR USE IN Q72b)

FOR EACH MODE MENTIONED IN Q72a, ASK...

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

- **IF SUM OF DAYS FROM Q72b NE Q5, 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 = 1, 2, OR 3 AND RESPONDENT DOES NOT MENTION "CWS day off" (RESPONSE 1), ASK: "You said you typically work a compressed work schedule now. Did you work a compressed schedule at that time?"**
- **IF Q14 = 4, 5, OR 6 AND RESPONDENT DOES NOT MENTION "Telecommute" (RESPONSE 2), ASK: "You said you typically telecommute one or more days per week now. Did you telecommute at that time?"**

Mode/Day typically used per week	Number of days using mode				
1 compressed work schedule day off	1	2	3	4	5
2 telecommute	1	2	3	4	5
3 drive alone in your car, taxi	1	2	3	4	5
4 motorcycle	1	2	3	4	5
5 carpool, including carpool with 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 bus	1	2	3	4	5
10 Metrorail	1	2	3	4	5
11 MARC	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 didn't work, regular days off	1	2	3	4	5
17 N/A					
18 N/A					
19 Taxi	1	2	3	4	5
20 N/A					
21 not working then, not in DC area then					5
99 don't know, refused					5

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, and telecommuting in the Washington region?

- 1 Yes
- 2 No (SKIP TO Q86)
- 9 DK/Ref (SKIP TO Q86)



83 What is it? (DON'T READ, ACCEPT MULTIPLES)

- | | |
|------------------------------------|--|
| 1. 800-745-RIDE (7433) | Commuter Connections (COG) |
| 2. 888-730-6664 | PRTC, Potomac Rappahannock Transportation |
| 3. 703-324-1111 | Fairfax County RideSources |
| 4. 301-770-POOL | Montgomery County Commuter Services |
| 5. 240-777-RIDE | Montgomery County Commuter Services |
| 6. 202-637-7000 | WMATA, METRO (Washington Metro. Area Transit Authority) |
| 7. www.mwcog.org | Commuter Connections (COG) |
| 8. www.commuterconnections.org | Commuter Connections (COG) |
| 9. www.commuterconnections.com | Commuter Connections (COG) |
| 10. www.vre.org | Virginia Railway Express (VRE) |
| 11. www.commuterdirect.com | Arlington County Commuter Services |
| 12. www.commuterpage.com | Arlington County Commuter Services |
| 13. 703-228-RIDE | Arlington County Commuter Services |
| 14. www.springfieldinterchange.com | Springfield Interchange (VDOT) |
| 15. www.maryland.com | Maryland Mass Transit Admin. (MTA)
MARC Commuter Rail |
| 16. www.wmata.com | WMATA, Metro |
| 17. www.HOVcalculator.com | VDOT |
| 18. www.commuterchoicemaryland.com | Maryland Mass Transit Admin (MTA) |
| 19. 866-RIDE-MTA (1-800-743-3682) | Maryland Mass Transit Admin (MTA) |
| 20. www.metroopensdoors.org | WMATA, Metro |
| 21. Other (SPECIFY) _____ | |

IF Q83 = ONLY 2, 3, 4, 5, 10, 11, 12, 13, 14, 15, 17, 18, 19, ASK Q84, INSERTING "this"

IF Q83 = 1, 7, 8 OR 9, Ask Q84, INSERTING "this Commuter Connections"

IF Q83 = 6, 16, 20, ASK Q84, INSERTING "this Metro"

IF Q83 = 1, 6, 7, 8, 9, 16, 20 AND ANY OTHER RESPONSE, ASK Q84, INSERTING "this other"

84 Have you used [this, this Commuter Connections, this Metro, this other] number or website in the past year?

(CHECK FOR ALL RESPONSES IN Q83)

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refuse

DELETED Q85 – combined with Q87

86 IF Q83 = 1, 7, 8, OR 9, CODE Q86 = 1, THEN SKIP TO Q87

IF Q20 = 38 OR 39, CODE Q86 = 1, THEN SKIP TO Q87

IF Q26 = 38 OR 39, CODE Q86 = 1, THEN SKIP TO Q87

IF Q42 = 4 OR 7, CODE Q86 = 1, THEN SKIP TO Q87

IF Q43 = 1, CODE Q86 = 1, THEN SKIP TO Q87

IF Q62 = 5 OR 7, CODE Q86 = 1, THEN SKIP TO Q87

IF Q63 = 1, CODE Q86 = 1, THEN SKIP TO Q87

IF Q64 = 1, CODE Q86 = 1, THEN SKIP TO Q87

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

- 1 yes
- 2 no **(SKIP TO Q88c)**
- 8 Don't know **(SKIP TO Q88c)**
- 9 Refuse **(SKIP TO Q88c)**

87 IF Q86 WAS AUTOCODED = 1, START Q87 WITH: You mentioned knowing about Commuter Connections. How did you learn about Commuter Connections? (DO NOT READ; ACCEPT MULTIPLE RESPONSES)

- 1 TV
- 2 magazine
- 3 newspaper ad
- 4 newspaper article
- 5 sign/billboard
- 6 mail/postcard
- 7 brochure
- 8 transportation fair/special event
- 9 radio
- 10 employer
- 11 Library
- 12 phonebook, yellow pages
- 13 word of mouth (family, friend, co-worker)
- 14 internet/Web
- 15 InfoExpress kiosks
- 16 Ozone Action/Code Red days
- 17 Other _____
- 88 Don't know
- 99 Refuse

88 What services does Commuter Connections provide? (DO NOT READ, ACCEPT MULTIPLE RESPONSES)

- 1 guaranteed ride home
- 2 rideshare (carpool/vanpool) information
- 3 help finding carpool/vanpool partners, matchlists
- 4 transit schedule/route information
- 5 HOV lane information
- 6 park & ride lot information, parking information
- 7 telecommute information
- 8 bicycle/walking information
- 9 road construction information
- 10 kiosks, InfoExpress
- 11 SmarTrip/SmartBenefit, Metrochek
- 12 other (specify) _____
- 88 don't know
- 99 Refuse

- **IF Q83 = 1, 7, 8, OR 9, AND Q84 = 1 FOR ANY OF THOSE PROGRAMS, AUTOCODE Q88a = 1, THEN SKIP TO Q88b.**
- **IF Q20 = 38 OR 39, AUTOCODE Q88a = 1, THEN SKIP TO Q88b**
- **IF Q26 = 38 OR 39, AUTOCODE Q88a = 1, THEN SKIP TO Q88b**
- **IF Q42 = 4 OR 7, AUTOCODE Q88a = 1, THEN SKIP TO Q88b**
- **IF Q43 = 1, AUTOCODE Q88a = 1, THEN SKIP TO Q88b**
- **IF Q64 = 1, AUTOCODE Q88a = 1, THEN SKIP TO Q88b**

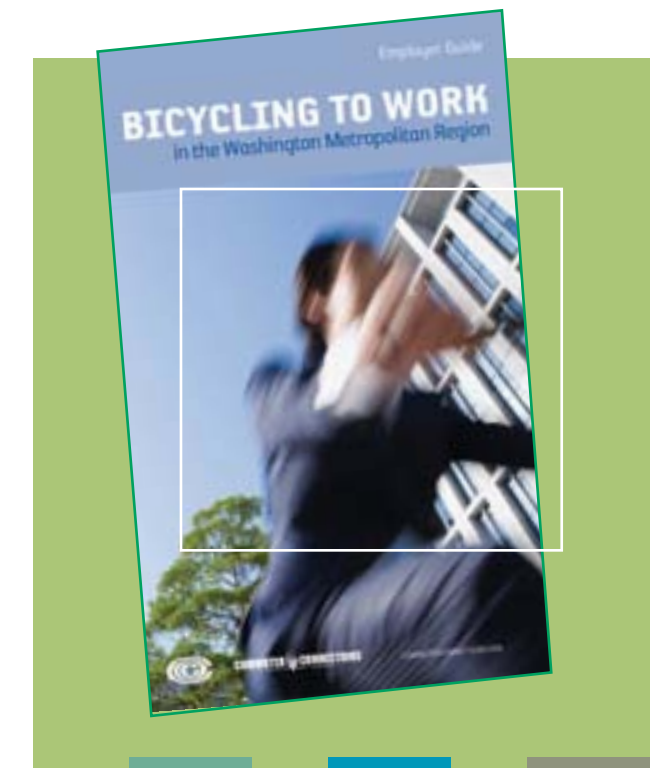
88a Have you contacted Commuter Connections in the past year or visited a website sponsored by this organization?

- 1 Yes
- 2 No **(SKIP TO Q88c)**
- 8 Don't know **(SKIP TO Q88c)**
- 9 Refuse **(SKIP TO Q88c)**

88b IF Q88a WAS AUTOCODED = 1, START Q88b WITH: "When you contacted Commuter Connections or visited its website,"

What information or services were you seeking? (DO NOT READ, ACCEPT MULTIPLE RESPONSES)

- 1 transit schedule/route information
- 2 carpool, vanpool (rideshare) information
- 3 help finding carpool/vanpool partners, matchlists
- 4 guaranteed ride home
- 5 Ozone alerts
- 6 park & ride lot information, parking information
- 7 telecommute, telework information
- 8 bicycle, walking information
- 9 road construction information
- 10 SmarTrip/ SmartBenefit, Metrochek
- 11 travel directions, driving directions
- 12 other (specify) _____
- 88 don't know
- 99 Refuse



Define Local Program for Q88c - Q88f

**88c SET ORGANIZATIONS TO ASK ABOUT IN Q88c-Q88f
(DO NOT READ)**

- IF Q2 = 1 OR Q3 = 1 (Alexandria), INSERT Alexandria LocalMotion as <PROGRAM> in Q88c - Q88f
- IF Q2 = 2 OR Q3 = 3 (Arlington), INSERT Arlington County Commuter Services or The Commuter Store as <PROGRAM> in Q88c - Q88f
- IF Q2 = 3 OR Q3 = 4 (Calvert), INSERT Tri-County Council for Southern Maryland as <PROGRAM> in Q88c - Q88f
- IF Q2 = 4 OR Q3 = 5 (Charles), INSERT Tri-County Council for Southern Maryland as <PROGRAM> in Q88c - Q88f
- IF Q2 = 6 OR Q3 = 7, 8, OR 9 (Fairfax Co, Ffx City, Falls Church), INSERT Fairfax County RideSources as <PROGRAM> in Q88c - Q88f
- IF Q2 = 7 OR Q3 = 10 (Frederick), INSERT TransIT Services of Frederick County as <PROGRAM> in Q88c - Q88f
- IF Q2 = 8 OR Q3 = 12 (Loudoun), INSERT Loudoun County Office of Transportation Services as <PROGRAM> in Q88c - Q88f
- IF Q2 = 9 OR Q3 = 15 (Montgomery), INSERT Montgomery County Commuter Services, Bethesda Transportation Solutions, or North Bethesda Transportation Center as <PROGRAM> in Q88c - Q88f
- IF Q2 = 10 OR Q3 = 16 (Prince Georges), INSERT Ride Smart as <PROGRAM> in Q88c - Q88f
- IF Q2 = 11 OR Q3 = 13, 14, OR 17 (Prince William, Manassas, Manassas Park), INSERT PRTC OmniMatch as <PROGRAM> in Q88c-Q88f

- 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)

88d Have you heard of an organization or service called <PROGRAM>? IF YES AND Q88c = 2 OR 7, CLARIFY

WHICH PROGRAM OR PROGRAMS ARE KNOWN. THEN CODE THAT/THOSE PROGRAMS IN 88d

- 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 George’s Commuter Solutions)
- 9 PRTC OmniMatch (Prince William)
- 88 Don’t know (SKIP TO INSTRUCTIONS BEFORE Q89)
- 99 Refuse (SKIP TO INSTRUCTIONS BEFORE Q89)

ASK Q88e FOR ANY RESPONSE CODED YES IN Q88d



88e Have you contacted <Q88d PROGRAM OR SERVICE> in the past year or visited a website sponsored by this organization?

- 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 George’s Commuter Solutions)
- 9 PRTC OmniMatch (Prince William)
- 88 Don’t know (SKIP TO INSTRUCTIONS BEFORE Q89)
- 99 Refuse (SKIP TO INSTRUCTIONS BEFORE Q89)

IF ONE OR MORE <Q88e PROGRAM OR SERVICE> CODED YES IN Q88e, ASK Q88f, DO NOT ASK ABOUT EACH PROGRAM INDIVIDUALLY

**88f What information or services were you seeking?
(DO NOT READ, ACCEPT MULTIPLE RESPONSES)**

- 1 transit schedule/route information
- 2 carpool, vanpool (rideshare) information
- 3 help finding carpool/vanpool partners, matchlists
- 4 guaranteed ride home
- 5 Ozone alerts
- 6 park & ride lot information, parking information
- 7 telecommute, telework information
- 8 bicycle, walking information
- 9 road construction information
- 10 SmarTrip/SmartBenefit, Metrochek
- 11 travel directions, driving directions
- 12 other (specify) _____
- 88 don’t know
- 99 Refuse

EMPLOYER SERVICES

IF HOMEALL SKIP TO Q105. IF TELEALL SKIP TO Q105

89 Next please tell me if your employer makes any of the following commute services or benefits available to you and, if they are available, have you used them. How about.... ? ASK ABOUT EACH SERVICE. IF NECESSARY, ASK “Does your employer make it available? IF AVAILABLE AND RESPONDENT DOES NOT INDICATE USE, ASK “Have you used this service?” IF RESPONDENT SAYS HE/SHE IS THE OWNER OF THE COMPANY OR IS SELF-EMPLOYED, CODE ALL RESPONSES = 8, THEN SKIP TO Q102

Service	1 - Available and used	2 - Available, not used	2 - Not available	8 - Owner/ Self-employed	8 - Don't know
1 Information on commuter transportation options					
2 Special parking spaces for carpools or vanpools					
3 SmarTrip/SmartBenefit, Metrochek, 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 home (GRH) in case of emergencies or unscheduled overtime					

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

- 1 yes
- 2 no (SKIP TO Q91)
- 9 Don't know/Ref (SKIP TO Q102)

90a Have you used this free parking?

- 1 yes
- 2 no
- 9 DK/Ref

SKIP TO Q102

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

- 1 employer pays part/employee pays part
- 2 employee pays all
- 3 free offsite parking
- 9 DK/Ref

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

- 1 yes
- 2 No (SKIP TO Q102)
- 9 Don't know/Ref (SKIP TO Q102)

92a Have you used this parking discount?

- 1 yes
- 2 no
- 9 DK/Ref

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?

- 1 yes, there is
- 2 no, there isn't (SKIP TO Q105)
- 9 DK/Ref (SKIP TO Q105)

IF Q89, RESPONSE 6 (GRH) = 1 (AVAILABLE AND USED), CODE Q103 = 1, CODE Q104 = 2, THEN SKIP TO Q105

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

- 1 Yes
- 2 No (SKIP TO Q105)
- 9 DK/Ref (SKIP TO Q105)

104 Who sponsored or offered the service? (DO NOT READ)

- 1 Commuter Connections/Council of Governments/COG
- 2 Employer

- 3 VRE
- 4 TMA (TyTran)
- 5 Other _____
- 9 Don't know/Refuse

DELETED Q104f

QUALITY OF LIFE AND SATISFACTION WITH TRANSPORTATION

105 Next, I have a few 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."

- Scale: Poor 1 2 3 4 5 Excellent (Don't Know) 9

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.

- Scale: Not at all Satisfied 1 2 3 4 5 Very Satisfied (Don't Know) 9

107 How satisfied are you with the level of attention being paid to transportation needs by federal elected officials? Please use a scale of 1 to 5 where "1" means not satisfied at all and "5" means very satisfied. How about State level elected officials? And County or City level?

- Scale: Not at all Satisfied 1 2 3 4 5 Very Satisfied (Don't Know) 9

- 1 Federal level
- 2 State level
- 3 County/city level

107a How well do you think the operation of the regional transportation system is managed? Please use a scale of 1 to 5 where "1" means very poorly managed and "5" means very well managed?

- Scale: Very Poorly Managed 1 2 3 4 5 Very well Managed (Don't Know) 9

108 Do you have any recommendations for how the transportation system in the region needs to be improved? DO NOT READ (ALLOW UP TO THREE RESPONSES)

- 1 No improvements needed
- 2 Reduce traffic, congestion
- 3 More roads
- 4 More bus/train service, more transit
- 5 Expand Metrorail to more locations

- 6 Transit/Metrorail/buses too crowded
- 7 More bicycle lanes/paths
- 8 More parking at Metro stations
- 9 More parking – other locations
- 10 More HOV lanes
- 11 Eliminate HOV lanes – open HOV lanes to everyone
- 12 Expand the hours for HOV lanes
- 13 Build more toll facilities, convert existing roads to toll roads
- 14 Reduce transit fares, Bus or Metrorail fares too high
- 15 Reduce parking fees, parking fees too high
- 16 Reduce fees on current or planned toll roads
- 17 Improve Metrorail safety
- 18 Improve bus safety
- 19 Clearer / bigger road signs
- 20 Roads need repair
- 21 Other _____
- 99 Don't know

109 I'm going to read you several possible ways the Washington region could spend its current transportation dollars. For each, tell me if you think the region should allocate more, less, or about the same amount of money on this item as it does now?

ROTATE AND READ

Service	Allocate More 1	Allocate Less 2	About Right 3	Don't know 4
1 Road maintenance				
2 Maintenance for public transit, including Metro				
3 Road expansion				
4 Expansion of public transit				
5 Expansion of pedestrian and bicycle facilities				
6 Programs to support use of carpools, vanpools, and public transit				

110 Finally, I'll read several possible ways to increase transportation funding for the region. Please rate your support for each using a scale of 1 to 5, where 1 means you "strongly oppose" it and 5 means you "strongly support" it as a way to increase transportation funding. How much do you support...

- Scale: Stongly Oppose 1 2 3 4 5 Strongly Support (Don't Know) 9
- 1 Increasing gas taxes
 - 2 Automatically adjusting gas taxes based on inflation
 - 3 Increasing transit fares
 - 4 Instituting tolls to build new roads
 - 5 Instituting tolls on existing roads
 - 6 Increasing vehicle registration fees
 - 7 Increasing vehicle sales taxes
 - 8 Replacing the gas tax with a per mile charge on vehicle miles driven
 - 9 Increasing income taxes
 - 10 Increasing property taxes
 - 11 Increasing sales taxes

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.

_____ persons

- 88 Don't know (SKIP TO INSTRUCTIONS BEFORE Q118)
- 99 Refuse (SKIP TO INSTRUCTIONS BEFORE Q118)

IF Q114 = 1, AUTOCODE Q114a = 0, THEN SKIP TO INSTRUCTIONS BEFORE Q118

114a And how many of these household members are under the age of 16?

- _____ household members
888 Don't know
999 Refuse

DELETED Q115 - Q116

Instructions before Q118

IF TELEALL OR HOMEALL SKIP TO Q119

118 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 or more
- 9 DK/Ref.

119 What is your occupation? _____

IF HOMEALL, AUTOCODE Q120 = 5, AUTOCODE Q120a = Q1a, THEN SKIP TO Q121

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?

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

120a What is your zip code at work? _____

121 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 (DON'T READ)

122 Do you consider yourself to be any of the following: Latino, Hispanic, or Spanish?

- 1 Yes
- 2 No
- 9 DK/Ref.

123 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 Refused

124 Last, is your household's total annual income \$100,000 or more?.

- 1 No, less than \$100,000 (ASK Q124a)
- 2 Yes, \$100,000 or more (SKIP TO Q124b)
- 9 Refused (DON'T READ) (SKIP TO Q125)

124a 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
- 3 \$20,000 - \$29,999
- 4 \$30,000 - \$39,999
- 5 \$40,000 - \$59,999
- 6 \$60,000 - \$79,999
- 7 \$80,000 - \$99,999
- 9 Refused (DON'T READ)

SKIP TO Q125

124b Please stop me when I reach the category that best represents your household's total annual income. Is it... (READ CHOICES)

- 1 \$100,000 - \$119,999
- 2 \$120,000 - \$139,999
- 3 \$140,000 - \$159,999
- 4 \$160,000 - \$179,999
- 5 \$180,000 - \$199,999
- 6 \$200,000 or more
- 9 Refused (DON'T READ)

Thank you very much for your time and cooperation!

Q125 (RECORD SEX:)

- 1 male
- 2 female

(RECORD LANGUAGE OF INTERVIEW:)

- 1 English
- 2 Spanish



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