

**MWCOG TDM Evaluation
Retention Rate Survey (Internet Version) – SHORT FORM
Draft - 12-2-15**

INTRODUCTION – SHOW ONLY ON THE FIRST PAGE OF THE SURVEY

Commuter Connections is conducting this online survey of people who participated in the Commuter Connections' Regional Guaranteed Ride Home (GRH) program or who requested other commute information or assistance from the Commuter Connections website. Your answers will be confidential. It will take about 10 minutes.

Please complete the survey and click on the "SUBMIT" button at the end. If you need to stop before you have finished the survey, your answers will be saved and you may come back and complete the remaining questions at a later time. Thank you for your participation.

Please click on the "NEXT" button below to begin the survey.

SCREENING FOR SERVICES USED

- 1 Which of the following carpool and vanpool services have you accessed, received, or requested from Commuter Connections? You could have accesses or requested them from the Commuter Connections website or through a letter, email, or phone call. Please check all that apply.
- 2 Commuter Connections also offers information on telework, transit, and bicycling around the Washington metropolitan region. Which of the following services have you accessed, received, or requested from Commuter Connections? Please check all that apply.
- 3 Have you ever registered for Commuter Connections' Regional Guaranteed Ride Home (GRH) Program?

If respondent registered for GRH, ASK Q4 – Q5

- 4 To the best of your memory, in what year did you first register for GRH? If you're not sure, please provide your best estimate. (Before 2009, 2009 – 2010, 2011 – 2012, 2013 – 2014, 2015 – 2016)
- 5 Are you currently registered for Commuter Connections' GRH Program? (IF YES, THANK AND TERMINATE INTERVIEW)

If respondent does not check any service requested or received in Q1 – Q3, ASK Q6

- 6 Do you recall requesting or receiving any other services from Commuter Connections or from the Commuter Connections website?

DEFINE USER – FOR LATER BRANCHING – BASED ON RESPONSES TO Q1 – Q7

Codes: 1 – GRH, 2 – GRH/Non-GRH, 3 – Non-GRH, 4 – No services, 9 – Current GRH

BRANCHING INSTRUCTIONS

IF respondent cannot recall requesting or receiving any services, THANK AND TERMINATE INTERVIEW

IF respondent is a GRH only or GRH and non-GRH users, SKIP TO Q9

If respondent did not use GRH and did use a non-GRH service, ASK Q7 – Q8

- 7 To the best of your memory, in what year did you first access, receive, or request services from Commuter Connections or from the Commuter Connections website? If you're not sure, please provide your best estimate. (Before 2009, 2009 – 2010, 2011 – 2012, 2013 – 2014, 2015 – 2016)
- 8 Including this first request, about how many times have you accessed, received, or requested services from Commuter Connections or from the Commuter Connections website? (1 time, 2 or 3 times, 4 or more times, not sure)

HOW THEY GET TO WORK

- 9 Next, please answer a few questions about your travel to and from work. Do you work full-time or part-time?
- 10 Which of the following best represents your work schedule? (5+ days per week, 4/40, 9/80, 3/36, other)
- 11 In a TYPICAL week, how many weekdays (Monday-Friday) are you assigned to work?
- 12 Do you telecommute or telework? For purposes of this survey, “telecommuters” are defined as “wage and salary employees who at least occasionally work at home or at a telework or satellite center during an entire work day, instead of traveling to their regular work place.” Based on this definition, are you a telecommuter?

If respondent teleworks, ASK Q13

- 13 How often do you usually telecommute?
- 14 How often are you away from your usual work location **for an entire day** for business or work travel (e.g., meetings / visits to clients or customers)?

Current Travel Grid (Typical week)

15 Thinking about a TYPICAL week, Monday through Friday, how do you get to work? In the table below, enter the number of days you typically use each of the listed types of transportation. If you use more than one type on a single day (e.g., walk to the bus stop, then ride the bus), count only the type you use for the **longest distance part** of your trip to work.

IF Q14 = 3, ALSO SHOW: “For days that you are on business / work travel, please report the type of transportation you would use to get to work if you worked at your usual work location.”

Indicate also how many weekdays (if any) you telecommute or have a regular day off or compressed work schedule day off.

Type of Transportation	Number of Weekdays Used (0 to 5)
Days you travel to your usual work location	
3 Drive alone (car, truck, van, SUV, or motorcycle), or taxi	
4 Carpool or casual carpool (slug), including ride with family member and dropped off	
5 Vanpool	
6 Bus, Metrorail, or commuter train (MARC, VRE, Amtrak)	
7 Walk or bicycle (entire trip or longest distance part of trip)	
8 Other (describe)_____	
Days you DO NOT travel to your usual work location	
2 Telecommute / telework all day	
19 Regular day off or compressed schedule day off	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-19

FOLLOW-UP QUESTIONS ON MODE BEFORE/DURING SERVICE USE

GRH users (Q20 – Q27)

- Current alt mode use – Q20 – Q24
- No current alt mode use – Q25 - Q27

Non-GRH only Users - All are asked Q30 to define previous mode – then branch:

- No current alt mode use, no previous alt mode use – Q31 – Q33
- No current alt mode use, some previous alt mode use – Q35 – Q36
- Current alt mode use, no previous alt mode use – Q40 – Q41
- Current alt mode use, some previous alt mode use – Q45

GRH USERS WHO DO NOT USE ALT MODES NOW

Next, we have a few questions about your travel to work while you were registered for the Guaranteed Ride Home Program and before you registered for GRH. We understand this was some time ago, but please answer these questions to the best of your memory.

- 20 You said you typically drive alone or taxi to work most days now, but you would have commuted by carpool, vanpool, bus or train, or walking or bicycle at least some days while you were registered for GRH. Which types of transportation did you use while you were registered for GRH?
- 21 How many days per week did you typically [*Q20MODE: carpool or casual carpool, vanpool, ride a bus or train, walk or bicycle*] to work during the time you were registered for GRH?
- 22 When did you stop using [*Q20MODE: carpool or casual carpool, vanpool, bus or train, walk or bicycle*] for your trip to work and switch to primarily driving alone/taxi? (*Within the past 6 months, 7 – 12 months ago, 13 – 24 months ago, 25 – 36 months ago, More than 3 years ago*)
- 23 For what reason or reasons did you switch to driving alone/taxi at that time?
- 24 Now, think back to the time BEFORE you registered for GRH. You said you registered in [*YEAR: 2008 or earlier, 2009 or 2010, 2011 or 2012, 2013 or 2014, 2015 or 2016*].

Before you registered for GRH, how many weekdays (Monday-Friday) did you use each of the listed types of transportation? Indicate also how many weekdays (if any) you telecommuted or had a regular day off or compressed work schedule day off.

BEFORE Registering for GRH Type of Transportation Used for Longest Distance Part of Trip	Number of Days Used (0 to 5)
Days you traveled to your usual work location	
3 Drive alone (car, truck, van, SUV, or motorcycle) or taxi	
4 Carpool or casual carpool (slug), including carpool w/family member and dropped off	
5 Vanpool	
6 Bus, Metrorail, or commuter train (MARC, VRE, Amtrak)	
7 Walk or bicycle (entire trip or longest distance part of trip)	
8 Other (describe) _____	
Days you DID NOT travel to your usual work location	
2 Telecommute / telework all day _____	
19 Regular day off or compressed schedule day off	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-19

SKIP TO Q50

GRH USERS WHO USE ALT MODES NOW

Now, think back to the time BEFORE you registered for GRH. You said you registered in [YEAR: 2008 or earlier, 2009 or 2010, 2011 or 2012, 2013 or 2014, 2015 or 2016]. We understand that this was some time ago, but please answer to the best of your memory.

- 25 Before you registered for GRH, how many weekdays (Monday – Friday) did you use each of the listed types of transportation to get to work? Indicate also how many weekdays (if any) you telecommuted or had a regular day off or compressed work schedule day off.

Type of Transportation BEFORE Registering for GRH	Number of Weekdays Used (0 to 5)
Days you traveled to your usual work location	
3 Drive alone (car, truck, van, SUV, or motorcycle) or taxi	
4 Carpool or casual carpool (slug), including carpool w/family member and dropped off	
5 Vanpool	
6 Bus, Metrorail, or commuter train (MARC, VRE, Amtrak)	
7 Walk or bicycle (entire trip or longest distance part of trip)	
8 Other (describe)_____	
Days you DID NOT travel to your usual work location	
2 Telecommute / telework all day	
19 Regular day off or compressed schedule day off	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-19

- 26 You said you currently [Q15 MODE: carpool or casual carpool, vanpool, ride a bus or train, walk or bicycle] to work. This makes you eligible for the GRH Program, but you are no longer registered. Why did you not continue your registration?

- 27 For what reason or reasons do you continue using this type(s) of transportation for your commute?

SKIP TO Q50

NON-GRH USERS

Q30 INTRO – (Non-GRH)

Next, we have a few questions about your travel to work before you requested or received commute information from Commuter Connections or the Commuter Connections website. You said you first got information from Commuter Connections in [YEAR: *YEAR: 2008 or earlier, 2009 or 2010, 2011 or 2012, 2013 or 2014, 2015 or 2016*]. We understand this was some time ago, but please answer these questions to the best of your memory.

30 Think back to the time BEFORE you first requested or received information from Commuter Connections. In a typical week, how many weekdays (Monday-Friday) did you use each of the listed types of transportation to get to work? Indicate also how many weekdays (if any) you telecommuted or had a regular day off or compressed work schedule day off.

BEFORE Requesting/Receiving Commute Information Type of Transportation Used for Longest Distance Part of Trip	Number of Weekdays Used (0 to 5)
Days you traveled to your usual work location	
3 Drive alone (car, truck, van, SUV, or motorcycle) or taxi	
4 Carpool or casual carpool (slug), including carpool w/family member and dropped off	
5 Vanpool	
6 Bus, Metrorail, or commuter train (MARC, VRE, Amtrak)	
7 Walk or bicycle (entire trip or longest distance part of trip)	
8 Other (describe) _____	
Days you DID NOT travel to your usual work location	
2 Telecommute / telework all day	
19 Regular day off or compressed schedule day off	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-19

NON-GRH USERS; CHECK FOR CURRENT AND PREVIOUS ALT MODE USE

- Current alt mode use, some previous alt mode use: **SKIP TO INSTRUCTIONS BEFORE Q45**

- Current alt mode use, no previous alt mode use: **SKIP TO INSTRUCTIONS BEFORE Q40**

- No current alt mode use, Some previous alt mode use: **SKIP TO INSTRUCTIONS BEFORE Q35**

- No current alt mode use, no previous alt mode use: **CONTINUE WITH Q31**

Non-GRH, NO current alt mode, NO previous alt mode

- 31 You said you typically drive alone or taxi to work most days now. In the time since you first requested/received information from Commuter Connections, did you use any of the following types of transportation to get to work, even if only on a trial or temporary basis? (*Carpool or casual carpool, vanpool, bus, Metrorail, or commuter train, walk or bicycle, No, did not use or try any of these types of transportation*)
- 32 How long did you [Q31 MODE: *carpool or casual carpool, vanpool, ride a bus or train, walk or bicycle*] for your commute? If you used or tried more than one of these types of transportation, report the time for the type you used the longest. (*1 month or less, 2 – 6 months, 7 – 12 months, 13 – 24 months, 25 – 36 months, More than 3 years*)
- 33 For what reason or reasons did you switch back to driving alone/taxi at that time?

SKIP TO Q50

Non-GRH, NO current alt mode, SOME previous alt mode

- 35 You said you typically drive alone or taxi to work most days now, but you [Q30 MODE: *carpooled or casual carpooled, vanpooled, rode a bus or train, walked or bicycled*] before you first got commute information from Commuter Connections. When did you stop using this type of transportation and switch to primarily driving alone/taxi for your trip to work? (*Within the past 6 months, 7 – 12 months ago, 13 – 24 months ago, 25 – 36 months ago, More than 3 years ago*)
- 36 For what reason or reasons did you switch to driving alone/taxi at that time?

SKIP TO Q50

Non-GRH, SOME current alt mode, NO previous alt mode

- 40 You said you typically [Q15 ALTMODE: *carpool or casual carpool, vanpool, ride a bus or train, walk or bicycle*] to work at least some days. How long have you been using these types of transportation for your commute? If you use more than one of these types of transportation now, please report the time for the type you've used the longest. (*1 month or less, 2 – 6 months, 7 – 12 months, 13 – 24 months, 25 – 36 months, More than 3 years*)
- 41 What are the primary reasons that you use this type or these types of transportation for your commute?

SKIP TO Q50

Non-GRH, SOME current alt mode, SOME previous alt mode

- 45 You said you typically [Q15 MODE; *carpool or casual carpool, vanpool, ride a bus or train, or walk or bicycle*] to work at least some day. What are the primary reasons that you use this or these types of transportation for your commute?

50 **COMMUTER CONNECTIONS SERVICES ACCESSED – AUTOCODE ONLY – ACCEPT MULTIPLE RESPONSES**

- 1 Names of people you could contact to form a carpool or vanpool (matchlist)
- 2 Map showing home/work locations of people you could contact to form a carpool or vanpool
- 3 Carpool / Vanpool rider wanted bulletin board
- 4 Other carpool / vanpool information or assistance
- 5 HOV lane information
- 6 'Pool Rewards carpool financial incentive
- 7 Transit schedule or route information, transit fare information, SmarTrip
- 8 Park & Ride lot information
- 9 Telework information, telework center information
- 10 Bicycling informaiton, Bicycle to Work Guide, online bicycle route planning
- 11 Special events information (e.g., Bike to Work Day, Car Free Day)
- 12 Guaranteed Ride Home Program
- 90 Did not report receiving any of these CC services

If respondent currently uses an alt mode, ASK Q51

- 51 You mentioned earlier that you accessed, requested, and/or received the following commute information and assistance services from Commuter Connections or from the Commuter Connections website. Did any of these services influence you or assist you to use carpool, vanpool, bus or train, or walk or bicycle for your trip to work?

COMMUTER CONNECTIONS IMPROVEMENTS

- 52 In what ways could Commuter Connections improve its services for you?

DEMOGRAPHICS

The last few questions are for classification purposes only.

- 56 About how many miles it is from your home to work one way?
- ~~57 About how many employees work at your worksite?~~
- ~~58 What type of employer do you work for?~~
- 59 Which of the following groups includes your age?
- 60 Do you consider yourself to be Latino, Hispanic, or Spanish?
- 61 Which of the following best describes your ethnic background?
- 62 Finally, please indicate the category that best represents your household's total annual income.
- 63 Are you male or female?

Thank you very much for your time and cooperation!
