HANDOUTS

from previous meeting

TDM EVALUATION GROUP

November 17, 2009

ITEM #2

Commuter Connections TERM Analysis
July 2008-June 2011
Evaluation Framework Update Summary

Review of 2005-2008 Framework and
Proposed New Elements for 2008-2011
November 17, 2009

Overview of Framework

- TERM Evaluation Framework is updated for each triennial evaluation cycle – last update was in 2007 for 2005-2008 evaluation

- The Framework documents the TERM analysis methodology

- Framework components:
  - <u>Goals, data collection tools, and analysis approach</u> for assessing TERM impacts
  - <u>Key enhancements and changes</u> to TERM evaluation process from last framework
  - <u>ERM evaluation issues and opportunities</u>

Proposed Framework Document Outline

1. Overview

2. Evaluation objectives and issues

3. Performance Indicators

4. Evaluation components for each TERM

5. Data collection sources and tools

6. Basic program impact calculation methodology

7. Recommended evaluation schedule

8. Reporting and communication of evaluation data - **NEW**

Overall Objectives of the Evaluation

- Measure impacts of the TERMs implemented by Commuter Connections using meaningful performance measure.

- Provide useful information about TERM impacts to program managers and policy-makers.

Evaluation Principles

- Provide sound, definitive, and useful information about the results of the program

- Assure objective evaluation by using a third-party (other than a funding or imple-menting agent)

- Avoid double counting by separating out the impacts of individual program ele-ments or TERMs

- Report only impacts that are directly associated with TERMs and that can reason-ably be measured

- Follow accepted and recognized evaluation techniques

- Be rigorous, ongoing, and compatible with regional, state, and national practices

- Be resource efficient and unobtrusive for COG partners

TERMs to be Evaluated – 2008-2011

1. Maryland and Virginia Telework (MD - 2008-2011, VA – 2008-2009)

2. Guaranteed Ride Home

3. Employer Outreach (including EO-Bicycling)

4. Mass Marketing

   Also, Commuter Operations Center

Proposed Data Collection and Analysis Tools

Data collection tools and tracking systems to collect data for 2008-2011 evaluation:

- **Surveys** (*TERMs evaluated*)

    – Employee surveys administered by employers (*Employer Outreach*)

    – State of the Commute survey (*Telework, Mass Marketing*)

    – Guaranteed Ride Home survey (*GRH*)

    – MD and VA Telework employer follow-up survey (*Telework, Employer Outreach*)

    – Commuter Connections applicant Placement Rate survey (*Mass Marketing, Commuter Operations Center*)

    – Bike-to-Work Day survey (*Mass Marketing*)

- **Databases/other tracking data** (*TERMs evaluated*)

    – ACT! Employer Contact database (*Employer Outreach*)

    – Commuter Connections applicant database (*Commuter Operations Center, GRH*)

    – Archived GRH applicant database (Pre-on-line TDM System *GRH Applicants*)

    – Commuter Operations Center website and call volume tracking (*Mass Marketing*)

    – Documentation of media / marketing activities (*Mass Marketing*)

    – MD and VA Telework database *(MD and VA Telework)*

- **Analysis tools**

    – EPA COMMUTER model (*Employer Outreach*)

Basic Impact Calculation Methodology Steps

Consistent for all TERMs (except Employer Outreach). The methodology starts with a "population of interest," population of commuters who potentially were influenced by the TERM, and applies calculation factors derived from surveys of a sample of the population to estimate travel shifts among the full population and the impacts of the change.

The five calculation <u>factors</u> are:

1) **Placement rate** (percent of commuters in the population of interest who shifted to commute alternatives as a result of the TERM)

2) **Vehicle trip reduction** (VTR) factor (average number of vehicle trips reduced per day by each "placement" - commuter who shifts to a commute alternative)

3) **Commute distance** – Average one-way commute trip distance of placements

4) **Drive alone access** – Percentage of ridesharers and transit users that drive alone to the location where they meet their carpool, vanpool, bus, or train

5) **Drive alone access distance** – Distance commuters travel to rideshare/transit meeting points

Impacts are calculated by applying the factors within the following methodology steps.

Step 1) **Define population** – Estimate commuter population of interest "base" for the TERM (e.g., all commuters, GRH applicants, ridematch applicants, etc.)

Step 2) **Estimate new commute alternative placements** – Multiply number of commuters in the population of interest by the placement rate for that population

Step 3) **Estimate vehicle trips reduced** – Multiply number of placements by the Vehicle Trip Reduction (VTR) factor for that TERM

Step 4) **Estimate VMT reduced** – Multiply number of vehicle trips reduced by average commute distance

Step 5) **Adjust vehicle trips and VMT for access mode** – Discount vehicle trips reduced and VMT reduced to account for commuters who drive alone to meet rideshare modes and transit

Step 6) **Estimate emissions reduced** – Multiply adjusted vehicle trips and VMT reduced by emissions factors consistent with the regional planning process to estimate NOx, VOC, PM2.5, and GHG emissions reduced.

<u>Proposed Framework Enhancements – 2008-2011</u>

Continue the basic methodology outlined above, but integrate enhancements to the method and to specific TERMs:

1. Update framework to reflect <u>changes in TERMs</u> and <u>methods applied in 2008</u> TERM analysis

2. Update <u>COMMUTER Model coefficients</u> and other parameters for analysis of Employer Outreach

3. Refine the methodologies for the GRH and placement surveys to include the <u>combination telephone / internet administration</u>

4. Explore options to include <u>cell-phone only households</u> in State of Commute survey sample.

5. Explore options to assess <u>duration of benefits for TERM impacts</u> – e.g., do benefits extend beyond the three-year triennial cycle?

6. Examine regional transportation objectives and policies that might influence the <u>ways in which TERM impacts are measured</u>.

7. Develop enhanced <u>tools to report and communicate TERM results</u> and other Commuter Connections' program benefits to regional and local decision-makers.

1. Update framework to reflect changes in Commuter Connections programs / TERMs and methods as applied in 2005-2008 TERM analysis for each TERM:

<u>Background</u> – Since the 2005-2008 framework was prepared, Commuter Connections has made numerous changes to the TERMs covered by the evaluation. Additionally, the methodology described in the framework was refined for several TERMs during the 2008 evaluation.

<u>Recommendation</u> – Update framework as described below:

– <u>InfoExpress Kiosks</u> – delete from framework (program ended in Dec 2006)

– <u>Maryland and Virginia Telework</u> – Update to show that the Virginia component ended on June 30, 2009. Impacts will be discounted to reflect availability of the service in Virginia for only part of the evaluation period.

– <u>Employer Outreach</u> – Update methodology to differentiate between "new" impacts and "continuing" impacts. New impacts include impacts from employers that joined the EO program on or after July 1, 2008 and employers that were involved in EO before July 1, 2008 but that enhanced their commute assistance services after that date. Continuing impacts include those from employers that joined EO before July 1, 2008 and made no changes since that date. These impacts are considered part of the new EO baseline. Impacts from program reductions will be "back-filled" from new or expanded programs instituted on or after July 1, 2008.

– <u>Employer Outreach (cont)</u> – Update methodology to describe the batch method developed for the COMMUTER Model during the 2008 TERM analysis.

– <u>Emissions</u> – Add greenhouse gases (GHG) and PM2.5 to emissions estimated.

2. Update coefficients and other parameters and factors (as necessary) for the EPA COMMUTER Model v.2.0 to be used for analysis of Employer Outreach.

<u>Background</u> – During the 2005-2008 evaluation, COG and the evaluation team compared the estimation capabilities of the COMMUTER Model to that of the CUTR Worksite Trip Reduction Model. COG staff decided to continue using the COMMUTER Model for the analysis, largely because it was compatible with the regional travel models used in the COG region and could utilize regional cost and time coefficients tailored to the Washington region. The cost coefficients were adjusted, however, to correct for the COMMUTER Model's tendency to overestimate the likely impacts of financial incentives on shifts to non-SOV modes.

In 2008, COG completed a new Household Travel Survey, collecting data that will be used to revise the regional travel models. This is expected to result in new regional cost and time coefficients for transit and other non-SOV modes.

<u>Recommendation</u> – Work with COG modelers to determine if additional modifications are needed to COMMUTER Model coefficients to conform with COG model updates. The consulting team will also assess any other modifications to other parameters and default factors, such as average trip length, vehicle occupancy, employment characteristics, etc. Use the revised coefficients for COMMUTER Model runs in 2009.

3. Refine the methodology for the GRH and placement surveys to include the combination telephone / internet administration.

<u>Background</u> – In past TERM evaluations, interviews for the SOC and GRH surveys have been conducted via telephone. But in 2008, Commuter Connections transitioned to an online ridematching and GRH system. This will facilitate the use of the internet for some data collection. A pilot internet GRH survey was conducted as a companion to the 2007 GRH survey to test the potential of this method. The pilot documented that the results for the telephone and Internet samples were not statistically different in any variable that was important to the TERM analysis and that either an internet alone or an internet / telephone combination would be a valid option.

<u>Recommendation</u> – Conduct both the rideshare applicant and GRH surveys using a combination of internet and telephone methods for interviewing. COG's online database vendor has programmed both the rideshare applicant placement survey and the GRH survey questionnaires for online application. These tools will be used to survey applicants who have provided an email address. The telephone will be used to interview respondents who did not provide an email address. The data from the two methods will be combined for analysis of these two programs.

4. Explore options to include cell-phone only households in State of Commute survey sample.

Background – One issue that is becoming important in telephone surveys is how to reach residents whose only telephone is a cell phone. The 2007-08 COG Household Travel Survey analysis found that about 10% of households in the Washington region were "cell phone only" (CPO) households. Previous SOC surveys have not sampled cell phone only households because random digit dial (RDD) sample lists exclude them. Cell phone sample lists are now available for purchase, albeit with limitations in the accuracy of the lists. With the growing share of regional residents in this group and the possibility that CPO residents could have different travel patterns, it could be useful to include CPO residents.

Recommendation – Explore the feasibility of including CPO residents in the 2010 SOC sample. There are numerous considerations that should be examined, such as low response rates, portability of cell phone numbers, cell phone users under 18, need to reimburse respondents for cell phone charges, among others. This will require careful analysis of the cost implications of this sampling change before finalizing the SOC sampling plan.

5. Explore options to assess <u>duration of benefits</u> for TERM impacts – e.g., do benefits extend beyond the three-year triennial cycle?

Background – In previous TERM evaluations, mode shifts motivated by TERMs were assumed to extend through the three-year cycle, that is, a commuter who made a mode shift in the first month of the cycle was assumed to be still using the mode in the last month. But impacts were not assumed to be longer than three-years, so were not carried over to the next evaluation cycle. If mode shifts do extend beyond three years, additional impacts could be retained from the 2005-2008 cycle for 2008-2011.

Recommendation – Two approaches could be used for this issue.

1) Examine national research on average duration of "assisted" rideshare arrangements from similar services and apply duration factors as appropriate.

2) Establish a panel of TERM users who made a shift to a non-SOV mode and are willing to be recontacted periodically about their travel over time to assess the drop-out or change rate of their alternative mode experience. This could be accomplished through a brief email survey about mode use to users.

6. Examine regional transportation objectives and policies that might influence the ways in which <u>TERM impacts are measured</u>.

<u>Background</u> – Since 1997, TERMs' impacts have focused on travel and emission reduction. Now, sustainability, climate change, and mobility are joining congestion and air quality as forces shaping the region's transportation policies. HOT lanes, Bus Rapid Transit, and other new transportation facilities could further alter regional travel dynamics. And economic pressures also is influencing travel choices.

These factors suggest COG might want to document TERM contributions to solving other local or regional problems, using new performance indicators. For example, the National Transportation Operations Coalition recommends measures such as temporal and spatial extent of congestion, travel time reliability, extent of delay, for tracking changes in congestion.

<u>Recommendation</u> – Initiate discussions with COG staff and local partner staff on new TERM performance measures that relate to regional objectives and will support local decision-making. Outline possible approaches in the framework and work with COG staff, the Evaluation Group, and the Commuter Connections Subcommittee to define feasible and useful indicators. If new performance indicators are adopted, identify standard method and tools that could be used for analysis of the indicators.

7. Develop enhanced tools to report and communicate TERM results and other Commuter Connections' program benefits to regional and local decision-makers.

<u>Background</u> – COG needs to communicate with different audiences who have varied interest in the findings. COG might want to consider a range of different communication tools for different audiences and need to present the findings at different levels of detail.

- <u>State and local governments</u> – Apply results to policy development and funding decisions and to long-term TDM strategic planning

- <u>TDM agency program staff</u> – How do TERM results relate to their operations

- <u>Employers in Employer Outreach</u> - Might be interested in data to assess carbon footprint reductions from implementing TDM strategies

- <u>General public</u> - Interested in commuting challenges and options to improve commute ease

<u>Recommendation</u> – Solicit local jurisdictions' input on what and how evaluation data are or could be used by local decision-makers. Develop new methods to communicate TDM/TERM impacts in terms that resonate with decision-makers, funders, program staff, and the traveling public, within a communications plan using existing COG outlets.

One example is COG podcasts, audio that can communicate findings to stakeholders who download the podcast to computers, smart phones or mp3 players. Potential benefits include: (1) can reach audiences that are less inclined to read technical reports, (2) allow listeners to access the information at any convenient time or location, expanding the potential access opportunities, and (3) are opt-in, meaning that people who are interested in what COG has to say will listen.

Also consider preparing a 1-2 page "prospectus" summary for each TERM, showing key results, trends, and accomplishments. This document would be aimed at the technical audience looking for a snapshot view of the overall program effort.

Commuter Connections State of the Commute Survey – FY10
V1 – 11-17-09
Questions Highlighted in Yellow are suggested for deletion

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 QS4**)
       2   no (**THANK AND TERMINATE**)

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

       1   yes (**SKIP TO Q1**)
       2   no (**ASK QS5**)

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 QS4 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 QS5**)
       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 Georges), 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 Q20601)
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 QS5**)

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

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

6   And how many <u>weekdays</u> 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 (**SKIP TO Q8**)

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

7   ~~At what time do you usually arrive at work? (**DO NOT READ**)~~

1   ~~5 am to 5:29 am~~
2   ~~5:30 am to 5:59 am~~
3   ~~6 am to 6:29 am~~
4   ~~6:30 am to 6:59 am~~
5   ~~7 am to 7:29 am~~
6   ~~7:30 am to 7:59 am~~
7   ~~8 am to 8:29 am~~
8   ~~8:30 am to 8:59 am~~
9   ~~9 am to 9:29 am~~
10   ~~9:30 am 9:59 am~~
11   ~~10 am to 5:59 pm~~
12   ~~6 pm to 12 midnight~~
13   ~~12:01 am to 4:59 am~~

88   ~~Don't know~~
99   ~~Refuse~~

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**)

3

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 <u>during an entire work day</u>, instead of traveling to their regular work place." Based on this definition, are you a telecommuter?

        1   yes
        2   no (**SKIP TO Q14a**)
        9   DK/Ref (**SKIP TO Q14a**)

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

14a   ~~Do you at least occasionally work at home or at a location other than your central work place during your normal work hours? (**IF ASKED:** Normal work hours means the hours that you work, which may or may not be the normal business hours of your employer.)~~

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

4

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

IF Q14a = 1, AUTOCODE Q14e = 1, THEN SKIP TO Q14f

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)**

IF Q14c = 1, 2, 3, OR 7, AUTOCODE Q14f = 1, THEN SKIP TO Q15
IF Q14c = 4, 5, OR 6, AUTOCODE Q14f = 2, THEN 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

5

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 INSTUCTIONS 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" OR "only used" FOR ANY <MODE Q15>, CODE MONTHS AS
666.
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**

IF Q18 = 666 FOR RECENT MODE, AUTOCODE Q19a = 20, THEN SKIP TO Q20

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

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)**

Personal circumstances/preferences
~~22~~1 changed jobs/work hours
~~23~~2 moved to a different residence
~~24~~3 employer or worksite moved
~~25~~4 spouse started new job
~~26~~5 save money
~~27~~6 save time
~~28~~7 gas prices too high
~~29~~8 tired of driving
~~30~~9 prefer to drive, wanted to drive
~~31~~10   safety
~~32~~11   no vehicle available
~~33~~12   car became available, additional car in household
~~34~~13   to stay with family/children
~~35~~14   HOV lanes too congested
~~36~~15   Congestion (other)
~~37~~16   always used
~~38~~17   close to work or transportation pick up/drop off location
~~39~~18   afraid of or didn't like previous form of transportation
~~40~~19   stress
~~41~~20   weather
~~42~~21   bought hybrid vehicle
~~43~~22   convenient (NOT AN ANSWER, PROBE FOR WHY IT'S CONVENIENT)
~~44~~23   to get exercise
24   concerned about the environment, global warming

8

Commute Services/Programs
~~24~~25   new option that became available
~~25~~26   special program at work
~~26~~27   pressure or encouragement from employer
~~27~~28   GRH
~~28~~29   Ozone action/Code Red days
~~29~~30   no parking
~~30~~31   parking expense, parking cost too high
~~31~~32   found carpool partner
~~32~~33   NuRide (VA carpool incentive)
~~33~~34   Metrochek, SmartTrip, transit subsidy, vanpool subsidy
~~34~~35   Commuter Choice Maryland

Information/Promotion
~~35~~36   advertising
~~36~~37   initiated request/looked for information on my own
~~37~~38   info. from Commuter Connections/Council of Governments/COG/800 number
~~38~~39   Commuter Connections Website
~~39~~40   other Website
~~40~~41   word of mouth/recommendation
~~41~~42   information from transit agency
~~42~~43   saw highway sign
~~43~~44   yellow pages
~~44~~45   Other _____

88 Don't know
99 Refuse

IF Q20 = 5 OR 7 ONLY, AND NO OTHER RESPONSES, AUTOCODE Q20a = 4, THEN SKIP TO INSTRUCTIONS BEFORE Q20b

20a   How important were economic reasons (such as saving money or reducing your gas expense) in motivating you to make that switch, as compared to the other reasons you just mentioned? Were economic reasons …

        (ONLY READ RESPONSES 1 – 3)
        1   More important than other reasons
        2   Less important than other reasons
        3   About the same importance as other reasons
        4   Environmental reasons only **(DO NOT READ, AUTOCODE ONLY)**
        9   Don't know/refuse

INSTRUCTIONS BEFORE Q20b:
IF Q20 = 24 ONLY AND NO OTHER RESPONSES, AUTOCODE Q20b = 4, THEN SKIP TO Q22

20b   How important were environmental reasons (such as reducing your carbon footprint or greenhouse gas emissions), in motivating you to make that switch, as compared to the reasons you just mentioned? Were environmental reasons…

        (ONLY READ RESPONSES 1 – 3)
        1   More important than other reasons
        2   Less important than other reasons
        3   About the same importance as other reasons
        4   Environmental reasons only **(DO NOT READ, AUTOCODE ONLY)**
        9   Don't know/refuse

22   In the past two years, have you used or tried any <u>other</u> type of transportation between home and work that you've not already mentioned?
      1   yes
      2   no (**SKIP TO 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 (**ASK Q25**)
    -997   Don't know

SET Q23LONG = Q24, LONGEST DURATION
IF Q24 = STILL USING FOR ANY MODE, THAT MODE = Q23 LONG
IF Q24 = 888 (occasionally) FOR ANY MODE, THAT MODE = Q23LONG, UNLESS RESPONDENT MENTIONED BOTH OCCASIONAL MODE AND OTHER MODE, THEN USE OTHER MODE

SKIP TO Q26

25   ~~How many days would you say you now < Q23LONG> in a typical **month**?~~

     ~~_____ DAYS PER MONTH~~
     ~~99 don't know, refused~~

26   What prompted you to use or try this type of transportation? **(DO NOT READ; CHECK ALL THAT APPLY) (Probe for the 3 most important and only record 3)**

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

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

Information/Promotion
    35   advertising
    36   initiated request/looked for information on my own
    37   info. from Commuter Connections/Council of Governments/COG/800 number
    38   Commuter Connections Website
    39   other Website
    40   word of mouth/recommendation
    41   information from transit agency
    42   saw highway sign
    43   yellow pages
    44   Other _____

    88   Don't know
    99   Refuse

IF Q23 = Q15, ANY DAY, ANY MODE, OR Q24 = STILL USING, SKIP TO Q28

27   Why didn't you continue < <u>Q23LONG</u>>? **(DO NOT READ; CHECK ALL THAT APPLY)**

1   too inconvenient
2   cost too much
3   gas prices fell
~~3~~4   took too much time
~~4~~5   safety concerns
~~5~~6   job changes - job, work site, schedule
~~6~~7   need vehicle during or after work
~~7~~8   vehicle became unavailable/unreliable
~~8~~9   moved home location
~~9~~10 didn't like pool partners
~~10~~11   new/changes in employer program
~~11~~12   bus or rail schedule or route change
~~12~~13   child-related activities (e.g., school)
~~13~~14   circumstantial (e.g., car became available)
~~14~~15   used only temporarily (e.g., car in shop)
~~15~~16   weather related
~~16~~17   parking issue
~~17~~18   lost carpool partner
~~18~~19   bought a hybrid or compressed natural gas (CNG) vehicle
~~19~~20   Other (SPECIFY) _____

ALTERNATIVE MODE PATTERNS

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

28   Now I'd like to ask you about your current <u>car/van pool (FROM Q15)</u>. 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/van pool (**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/van pool
5   bicycle
6   motorcycle
7   walk
8   I am the driver of car pool/van pool (**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**: <u>carpool, vanpool, buspool, bus, or train</u>? **(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 Q40

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 Q40**)
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)

13

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

40   Why did you start to telecommute? (DO NOT READ) (ALLOW MULTIPLE ANSWERS)

1   changed jobs/work hours
2   save money
3   save time
4   new option that became available
5   advertising
6   special program at work
7   moved to a different residence
8   pressure or encouragement from employer
9   safety
10   no vehicle available
11   tired of driving
12   initiated request on my own
13   info. From Commuter Connections / COG (Council of Governments) / Web (SKIP TO INTRO TO Q44)
14   employer or worksite moved
15   get more work done
16   quiet, uninterrupted
17   stay with family or children
18   avoid congestion
19   convenient
20   personal circumstances (weather, repair man, sick)
21   other (SPECIFY) _____
99   DK/Ref

IF Q40 = 5, AUTOCODE Q42 = 1, THEN INSERT "advertising" AS <Q40 REASON> IN Q42
IF Q40 = 6, AUTOCODE Q42 = 2, THEN INSERT "a special program at work" as <Q40 REASON> IN Q42
IF Q40 = 13, AUTOCODE Q42 = 4, THEN INSERT "information from Commuter Connections or the Council of Governments" AS <Q40 REASON> IN Q42

42 **IF ANY RESPONSES AUTOCODED IN Q42, ASK**, "You mentioned <Q40 REASON> as a reason you started to telecommute. Did you learn about telecommuting from any other source?"

IF NO RESPONSES AUTOCODED IN Q42, ASK, "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 Website
8   Other Website
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 (SKIP TO **INTRO BEFORE Q44**)
2   no
9   DK/Ref

AVAILABILITY OF TRANSPORTATION OPTIONS

IF TELEALL, SKIP TO Q61

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 2-12 AND FOR 14-19**)

Buses
1   No buses provide service (DO NOT ALLOW MULTIPLES WITH 2-12)
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 Bus (PROBE FOR NAME) _____

Train
13 No trains provide service (DO NOT ALLOW MULTIPLES WITH 14-18)
14 AMTRAK/ACELA
15 MARC (Maryland commuter rail)
16 MetroRail/subway
17 Virginia Railway Express (VRE)
18 Train (PROBE FOR NAME) _____

19 Other (SPECIFY) _____
99 Don't know/Refused

15

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 2-12 AND FOR 14-19**)

  Buses
  1 No buses provide service (DO NOT ALLOW MULTIPLES WITH 2-12)
  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 Other Bus (PROBE FOR NAME) _____

  Trains
  13 No trains provide service (DO NOT ALLOW MULTIPLES WITH 14-18)
  14 AMTRAK/ACELA
  15 MARC (Maryland commuter rail)
  16 MetroRail/subway
  17 Virginia Railway Express (VRE)
  18 Other Train (PROBE FOR NAME)_____

  19 Other (SPECIFY)
  99 Don't know/Refused

Q46. 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 Q52**)
  9 Refuse/Don't know (**SKIP TO Q52**)

 IF Q15 = 14, 15, ALL DAYS, AUTOCODE Q47 = 2, THEN SKIP TO Q54

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

  1 Yes
  2 No (**SKIP TO Q52**)
  9 Refused/Don't know (**SKIP TO Q52**)

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

52 Do you know the locations of Park 'n 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 'n Ride lots when commuting to work?

~~11~~1 yes
~~12~~2 no
9   DK/Ref.

ATTITUDES TOWARD TRANSPORTATION MODES

~~**INSTRUCTIONS BEFORE Q54**~~
~~**If Q15 = 8, 9 OR Q29 = 9, SKIP TO Q55**~~
~~**If Q23 = 8, 9 AND Q24 = 999 (still using), SKIP TO Q55**~~
~~**If Q44 = 1 OR Q44c = 1, AUTOCODE Q54 = 1 AND AUTCODE Q55 = 1, THEN SKIP TO Q56**~~

~~54   You said earlier that you do not ride the bus regularly for your commute to work. Why don't you ride the bus?~~
~~**(DO NOT READ, ACCEPT MULTIPLE RESPONSES)**~~

~~20~~~~1~~ ~~No bus service available (in home area or in work area/bus too far away~~
~~21~~~~2~~ ~~Don't know if service is available/don't know location of bus stops~~
~~22~~~~3~~ ~~Need my car for work~~
~~23~~~~4~~ ~~Need car before or after work~~
~~24~~~~5~~ ~~Need car for emergencies/overtime~~
~~25~~~~6~~ ~~It might not be safe/I don't feel safe (on bus or at bus stops)~~
~~26~~~~7~~ ~~Bus is unreliable/late~~
~~27~~~~8~~ ~~Trip is too long/distance too far~~
~~28~~~~9~~ ~~Takes too much time~~
~~29~~~~10~~   ~~Don't like to ride with strangers~~
~~30~~~~11~~   ~~Prefer to be alone during commute~~
~~31~~~~12~~   ~~Work schedule irregular~~
~~32~~~~13~~   ~~Too expensive~~
~~33~~~~14~~   ~~Too uncomfortable/crowded~~
~~34~~~~15~~   ~~Buses too dirty~~
~~35~~~~16~~   ~~Have to transfer/too many transfers~~
~~36~~~~17~~   ~~Had a bad experience with the bus in the past~~
~~37~~~~18~~   ~~Have to wait too long for the bus or between buses~~
~~38~~~~19~~   ~~Other (specify) _____~~
~~99   DK/Ref~~

~~**IF Q15= 10, 11, 12, 13 (TRAIN), SKIP TO Q56**~~
~~**If Q23 = 10, 11, 12, 13 AND Q24 = 999 (still using), SKIP TO Q56**~~

QUALITY OF LIFE AND SATISFACTION WITH TRANSPORTATION

56a Next, I have a few questions regarding your opinions on the area where you live. Overall, how would you rate the quality of life in the Washington metropolitan region your (name of county)?

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."

Please use a scale of 1-5 where "1" means poor and "5" means excellent. Overall, how would you rate the quality of life in the Washington region?

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

55b   How satisfied you are with the transportation **system** in the Washington region. "Transportation system" means "all the services and options that make it possible to travel around the region and the quality of those services." This would include roads, bus and train service, support services for bicycling, walking, carpooling, and so forth." Overall, how satisfied are you with the region's transportation system?

Please use a scale of "1" to "5" for your answer 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

56c   Overall, how satisfied are you with your trip to work? Use a scale of "1" to "5" for your answer 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

56d   How important to you are the following factors in choosing the type of transportation you use to get to work? For your answer, please use a scale of "1" to "5" where "1" means it is "not at all important" and "5" means it is "very important".   How important to you is each of the following in choosing the type of transportation you use to get to work?

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

(READ & ROTATE)

1   How much time it takes to get to work or to get home
2   Cost of travel to and from work
3   Safety
4   Amount of stress you would experience on your trip to work
5   Flexibility to arrive and leave work when you need to
6   Concern about being stranded at work
7   Productive or personal use of your travel time
8   Impact on the environment
9   Having time alone to yourself
10   Ability to make stops or run errands
11   Dependability of your trip between home and work

56e   Next, we have a few questions about what you believe to be the outcomes or 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   Use travel time productively (e.g., read, work, sleep)
5   Have companionship when they travel
6   Arrive at work on time, less likely to be late
7   Get exercise, health benefits
8   Help the environment
9   Other (specify) _____
88   No benefits
99   Don't know

56f	Now, what impact or benefit does a community or region receive when people use these types of transportation? **(DO NOT READ)**

1	Reduce air pollution, cleaner environment
2	Save energy
3	Reduce greenhouse gases
4	Less traffic, less congestion
5	Less wear and tear on roads
6	Other (specify) _____
88	No benefits
99	Don't know

IF Q15 NE 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, START Q56g WITH "Even though you might not carpool, vanpool, ride a bus, or ride a train," SKIP TO Q57

56g	[Even though you might not carpool, vanpool, ride a bus, or ride a train,] how important to you is it that the Washington region invests in programs to support and make these transportation options more available to commuters? Please use a scale of 1 to 5, where "1" is "not at all important" and "5" is "very important."

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

CURRENT COMMUTE COMPARED TO LAST YEAR

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
1011	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.

20

60   Have you changed your work or home location in the last year? IF YES, AND RESPONDENT DOES NOT VOLUTEER 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)

Commute 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

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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)

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 MetroChek benefits, SmartTrip 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   Springfield interchange reconstruction
21   Wilson bridge reconstruction, Bridge Bucks
22   use the bus or train, use Metrobus
23   Way to Go, Way to Go Arlington
24   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 (_____)
        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**… "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 Metrochek or SmartTrip
        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

23

<u>Other</u>
    25 other action (specify_____) (**SKIP TO Q81**)

    99 DK/Ref (**SKIP TO Q81**)

Autocode reasons for change for respondent currently using alt mode (Q15) named in Q66
IF Q66 = 19 AND Q15 = 5 OR 6, CODE Q67 = Q20, DO NOT ASK Q67
IF Q66 = 20 AND Q15 = 7, CODE Q67 = Q20, DO NOT ASK Q67
IF Q66 = 21 AND Q15 = 8 OR 9, CODE Q67 = Q20, DO NOT ASK Q67
IF Q66 = 22 AND Q15 = 10, 11, 12, OR 13, CODE Q67 = Q20, DO NOT ASK Q67
IF Q66 = 23 AND Q15 = 14 OR 15, CODE Q67 = Q20, DO NOT ASK Q67
IF Q66 = 24 AND Q15 = 2, CODE Q67 = Q20, DO NOT ASK Q67

Autocode reasons for change for respondent who tried alt mode named in Q66 within past two years (Q23)
IF Q66 = 19 AND Q23 = 5 OR 6, CODE Q67 = Q26, DO NOT ASK Q67
IF Q66 = 20 AND Q23 = 7, CODE Q67 = Q26, DO NOT ASK Q67
IF Q66 = 21 AND Q23 = 8 OR 9, CODE Q67 = Q26, DO NOT ASK Q67
IF Q66 = 22 AND Q23 = 10, 11, 12, OR 13, CODE Q67 = Q26, DO NOT ASK Q67
IF Q66 = 23 AND Q23 = 14 OR 15, CODE Q67 = Q26, DO NOT ASK Q67
IF Q66 = 24 AND Q23 = 2, CODE Q67 = Q26, DO NOT ASK Q67

67   What were the reasons you decided to take this action? **[DO NOT READ, ALLOW MULITPLE RESPONSES]**

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 lane too congested
   15 congestion
   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

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

Information/Promotion

35 advertising
36 initiated request/looked for information on my own
37 info. From Commuter Connections/Council of Governments/COG/800 number
38 Commuter Connections Website
39 other Website
40 word of mouth/recommendation
41 information from transit agency
42 saw highway sign
43 yellow pages, phone book
44 Other _____
88 Don't know
99 Refused

IF Q67 = 35 (advertising), CODE Q68 = 1, DO NOT ASK Q68

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

1 yes
2 no (**SKIP TO Q70**)
9 DK/Ref (**SKIP TO Q70**)

IF Q68 = 1 AND RESPONDENT MENTIONED MORE THAN ONE MESSAGE IN Q62, ASK Q69, OTHERWISE, SKIP TO Q70

69 You mentioned that you recall several advertising messages. Which message was most important in encouraging you to start or try this type of transportation?   Was it … (**READ RESPONSES FROM Q62**)

_____ message from Q62

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 <u>ALT MODE FROM Q66</u> to work? (**IF MORE THAN ONE ALT MODE NOTED IN Q66, ASK DURATION FOR ALL**)

　　　　_____ months (**CONVERT YEARS TO MONTHS**)
　　　　_____ less than one month
　　　　_____ occasionally (tried one, emergency use) (**SKIP TO Q81**)
　　　　_____ 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 <u>ALT MODE FROM Q66</u> 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 <u>MODE FROM Q72a</u>?

　　　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 Q7 = 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 (**ASK Q86**)
    9   DK/Ref (**ASK Q86**)

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

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

_____

84   Have you used this number or website in the past year? (**CHECK FOR ALL RESPONSES IN Q83**)

    1   Yes
    2   No
    8   Don't know
    9   Refuse

IF Q83 = ONLY 2, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, SKIP TO Q86

85   How did you find out about this number or website? (**DO NOT READ; RECORD FIRST MENTION ONLY**)

    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

86   **IF Q83 = 1 OR 6, 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   How did you learn about Commuter Connections? (**DO NOT READ; ACCEPT MULTIPLE RESPONSES)**

26~~1~~ TV
27~~2~~ magazine
28~~3~~ newspaper ad
29~~4~~ newspaper article
30~~5~~ sign/billboard
31~~6~~ mail/postcard
32~~7~~ brochure
33~~8~~ transportation fair/special event
34~~9~~ radio
35~~10~~___employer
36~~11~~___Library
37~~12~~___phonebook, yellow pages
38~~13~~___word of mouth (family, friend, co-worker)
39~~14~~___internet/Web
40~~15~~___InfoExpress kiosks
41~~16~~___Ozone Action/Code Red days
42~~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   Metrochek, SmartTrip
12   other (specify) _____
88   don't know
99   Refuse

IF Q83 = 1 OR 6, AND Q84 = 1 FOR ONE OR BOTH OF THOSE PROGRAMS, AUTOCODE Q88a = 1, THEN SKIP TO Q88c (Define Local Program)

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**)

28

8   Don't know **(SKIP TO Q88c)**
9   Refuse (**SKIP TO Q88c)**

88b   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   MetroChek / SmarTrip
    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 Rideshare 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 RideSmart 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 Rideshare
    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   RideSmart (Prince Georges)
    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 Rideshare
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   RideSmart (Prince Georges)
9   PRTC OmniMatch (Prince William)

88   Don't know (SKIP TO Q88g)
99   Refuse (SKIP TO Q88g)

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?

~~22~~1 Alexandria Rideshare
~~23~~2 Arlington County Commuter Services, The Commuter Store
~~24~~3 Tri-County Council of Southern Maryland (Calvert, Charles)
~~25~~4 Fairfax County RideSources
~~26~~5 TransIT Services of Frederick County
~~27~~6 Loudoun County Office of Transportation Services
~~28~~7 Montgomery County Commuter Services, Bethesda Transportation Solutions, North Bethesda Transportation Center
~~29~~8 RideSmart (Prince Georges)
~~30~~9 PRTC OmniMatch (Prince William)

88   Don't know (SKIP TO Q88g)
99   Refuse (SKIP TO Q88g)

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   MetroChek / SmarTrip
11   travel directions, driving directions
12   other (specify) _____
88   don't know
99   Refuse

88g **IF Q83 = 11, AUTOCODE Q88g = 2, THEN SKIP TO Q88h**
IF Q83 = 12, AUTOCODE Q88g = 1, THEN SKIP TO Q88h
Have you heard of a service called CommuterPage.com or CommuterDirect.com?

1   yes, know CommuterPage.com
2   Yes, know CommuterDirect.com
3   no (**SKIP TO Q88c**)
8   Don't know (**SKIP TO Q88c**)
9   Refuse (**SKIP TO Q88c**)

88h **IF Q84 = 1 for CommuterDirect.com or CommuterPage.com, AUTOCODE Q88h = 1, THEN SKIP TO Q89**
Have you used one of these services in the past year?

1   Yes
2   No
8   Don't know
9   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. How about information on commuter transportation options?

1   yes
2   no (**SKIP TO Q90**)
9   Don't know/Ref (**SKIP TO Q90**)

89a Have you received or used this information from your employer?

1   yes
2   no
9   DK/Ref

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

1   yes
2   no (**SKIP TO Q91**)
9   Don't know/Ref (**SKIP TO Q93**)

90a Have you used this free parking?

1   yes
2   no
9   DK/Ref

SKIP TO Q93

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 Q93**)
9   Don't know/Ref (**SKIP TO Q93**)

92a   Have you used this parking discount?

      1   yes
      2   no
      9   DK/Ref

93   Does your employer set aside special parking spaces for carpools or vanpools?

      1   yes
      2   no (**SKIP TO Q94**)
      9   Don't know/Ref (**SKIP TO Q94**)

93a   Have you used one of these special spaces?

      1   yes
      2   no
      9   DK/Ref

94   Does your employer offer MetroChek, SmarTrip, or other subsidies for public transportation or vanpooling?

      1   yes
      2   no (**SKIP TO Q95**)
      9   Don't know/Ref (**SKIP TO Q95**)

94a   Have you used the transit or vanpool subsidy?

      1   yes
      2   no
      9   DK/Ref

95   Does your employer offer cash payments or other subsidies for carpooling?

      1   yes
      2   no (**SKIP TO Q96**)
      9   Don't know/Ref (**SKIP TO Q96**)

95a   Have you used the carpool subsidy?

      1   yes
      2   no
      9   DK/Ref

96   Does your employer offer any facilities or programs to employees who bike or walk to work?

      1   yes
      2   no (**SKIP TO Q97**)
      9   Don't know/Ref (**SKIP TO Q97**)

96a   Have you used any of these facilities or programs?

      1   yes
      2   no (**SKIP TO Q97**)
      9   DK/Ref (**SKIP TO Q97**)

96b   What have you used? (**DO NOT READ**)

      1   Bike lockers or racks
      2   Personal shower or lockers
      3   Cash or subsidies for bike or walk
      4   Bike club
      5   Bike equipment or clothing
      6   Participation in Bike to Work Day
      7   Other _____
      9   DK/Ref

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97   And last, does your employer provide guaranteed rides (GRH) home in case of emergencies or unscheduled overtime? (**NOTE: DOESN'T HAVE TO BE A PART OF A FORMAL GRH PROGRAM**)

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

97a   Have you used this service or have you participated in this program? (**DO NOT READ**)

    1   yes, used GRH trip / participate in the program (e.g., registered/signed up for, eligible for)
    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 Q104a**)
    9   DK/Ref (**SKIP TO Q105**)

IF Q97a = 1, CODE Q103 = 1, CODE Q104 = 2, THEN SKIP TO Q104a

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

    1   Yes
    2   No (**SKIP TO Q104a**)
    9   DK/Ref (**SKIP TO Q104a**)

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

NEW PROGRAM OPTIONS

104a   In some U.S. cities, commuters can find carpool partners through an internet website. Commuters who want to carpool enter information about when and where they work and a phone number or email address where they can be contacted. They also can search for other commuters who have similar travel and want to carpool.

If a service like this was available in the Washington metro area and your personal information was kept confidential, how likely would you be to use it? Would you …definitely use it, probably use it, maybe or maybe not use it, probably not use it, or definitely not use it?

    1   definitely use **(SKIP TO Q104c)**
    2   probably use **(SKIP TO Q104c)**
    3   maybe or maybe not use (**SKIP TO Q104c**)
    4   probably not use
    5   definitely not use
    9   DK/Ref **(DO NOT READ, SKIP TO Q104d)**

104b   For what reasons would you not be interested in using this service? (**DO NOT READ RESPONSES; CHECK ALL THAT APPLY**)

1   not interested in carpooling or vanpooling
2   cannot carpool or vanpool because of circumstances (work hours irregular, need car for work,,…)
3   already carpool
4   concerned about privacy, don't want personal information on internet
5   no access to internet
6   other _____
9   DK/Ref

SKIP TO Q104d

104c   Would you be willing to provide any of the following information on this website for other commuters to use to contact you…? **(READ CHOICES 1 - 3) (ALLOW MULTIPLE RESPONSES, 1 – 3)**

1 A postal address
2 An email address
3 A phone number
4 Not willing to provide any of this information
9   DK/Ref **(DO NOT READ)**

104d   **IF Q15 = 5-15, ANY DAY, SKIP TO Q105**
Suppose commuters who carpool to work could receive a monthly $25 gift card for purchases at area merchants. How likely would you be to try carpooling to receive the gift card? Would you … definitely try, probably try, maybe or maybe not try, probably not try, or definitely not try carpooling?

1   definitely try **(SKIP TO Q105)**
2   probably try **(SKIP TO Q105)**
3   maybe or maybe not try
4   probably not try
5   definitely not try
9   DK/Ref **(DO NOT READ)**

104e   What if the monthly gift card was for $50? In this case, would you … definitely try, probably try, maybe or maybe not try, probably not try, or definitely not try carpooling?

1   definitely try
2   probably try
3   maybe or maybe not try
4   probably not try
5   definitely not try
9   DK/Ref **(DO NOT READ)**

Check Carpool/Vanpool Status
IF Q15 = 5, 6, OR 7 (carpool, casual carpool, vanpool), THREE OR MORE DAYS, SKIP TO Q113
IF Q15 = 5, 6, OR 7, ONE OR TWO DAYS, ASK Q104f, INSERTING "more often"
IF Q15 NE 5, 6, OR 7, ANY DAY, ASK Q104f, INSERTING, "at least occasionally"

104f.   Suppose commuters who carpool or vanpool to work could receive a financial reward or incentive for each day they rode to work with other people. How willing would you be to carpool or vanpool to work <at least occasionally, more often> to receive these points? Please use a scale of 1 to 5 where "1" is not willing at all" and "5" is "very willing" to carpool or vanpool

Not willing at all				Very willing	Don't know
Scale: 1	2	3	4	5	9

KIOSKS

105   Have you ever seen any self-service computer kiosks, located in shopping malls and other public places in the Washington area, which offer information on transit and ridesharing, and other travel information?

1   Yes
2   No **(SKIP TO Q113)**
9   DK/Ref. **(SKIPT O Q113)**

106   In the past two years, have you used one of these kiosks to obtain commute or other transportation information, other than to purchase transit or train tickets?

1.   Yes
2   No (**SKIP TO Q113**)
9   DK/Ref. (**SKIP TO Q113**)

107   Where was the kiosk that you used located? (**READ ONLY IF NECESSARY; CHECK ALL THAT APPLY**)

1Ballston Common Mall
2Fair Oaks Mall
3La Promenda at L'Enfant Plaza
4Pentagon
5Reston Town Center
6Springfield Mall
7Tysons Corner Center
8Union Station
9Montgomery County (White Flint Mall, County Executive Building)
10Fairfax County(libraries, government center, etc.)
11United States Department of Agriculture - Alexandria,
12United States Department of Agriculture, Washington, DC
13Dulles Town Center
14Manassas Mall
15Pentagon City Mall.
16Hoffman Center, Alexandria
17Mitre Corp, McLean, VA
18Other _____
99   DK/Ref.

108   What information did you obtain from the kiosk? (**DO NOT READ, CHECK ALL THAT APPLY; GET TOP 3 ANSWERS ONLY**)

1general rideshare information
2carpool/vanpool matchlist
3transit route/schedule info
4P&R info
5GRH information or registration
6telecommuting information
7HOV lane information
8Mall/retail center information
9Weather information
10Traffic information (SmartTraveler)
11Fairfax County Information
12Maps and guides
13Springfield Interchange construction information
14Ozone Action/Code Red days
15Other _____

IF TELEALL OR HOMEALL, SKIP TO Q113

109   Did any of the information you received encourage you to use or try another type of transportation, other than driving alone, even if only temporarily, for your commute to work?

1.   Yes
2.   No (**SKIP TO Q113**)
9.   DK/Ref. (**SKIP TO Q113**)

110   What was that type of transportation? (**DO NOT READ; CHECK ALL THAT APPLY) (NOTE: DRIVE ALONE IS NOT A VALID ANSWER; PROBE FOR OTHER ANSWER. IF DRIVE ALONE IS ONLY ANSWER, SNAP BACK AND CHANGE Q109 TO "NO."**)

1N/A
2N/A
3drive alone in your car (N/A)
4motorcycle (N/A)
5carpool
6casual carpool (slugging)
7vanpool
8buspool
9bus
10Metrorail
11MARC

111   How long did you use or have you used that type of transportation?

_____ months (**CONVERT YEARS TO MONTHS**)

112   How did you usually travel to work before you obtained information from the kiosk?

1N/A
2N/A
3drive alone in your car
4motorcycle
5carpool
6casual carpool (slugging)
7vanpool
8buspool
9bus
10Metrorail
11MARC
12VRE
13AMTRAK, other train
14bicycle
15walk
16N/A
17N/A
18N/A
19N/A
20N/A
21N/A
22other _____

DEMOGRAPHICS

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 Q118**)
99   Refuse (**SKIP TO Q118**)

IF Q114 = 1, AUTOCODE 1114a = 0, AUTOCODE Q115 = 1, THEN SKIP TO Q116

114a   And how many of these household members are under the age of 16?

_____ household members
888   Don't know
999   Refuse

115   Do you have access to the Internet at home? Do you have access at work? **IF ANSWER IS YES TO BOTH QUESTIONS, CODE RESPONSE 3**

1   Yes, at home only
2   Yes, at work only
3   Yes, at home and work
4   No, don't have access to the internet at home or work **(SKIP TO INSTRUCTIONS BEFORE Q118)**
9   Don't know/refused

116   Do you currently use any of the following social networking sites or have you used any of them in the past? Have you used . . .

(ROTATE 1 - 4, ACCEPT MULTIPLES FOR 1 - 5)
1.   Facebook
2.   MySpace
3.   Twitter
4.   LinkedIn
5.   Other Social Networking Site **(SPECIFY)**
6.   *None of these*
9.   *Don't know/refused*

Instructions before Q118
IF TELEALL OR HOMEALL SKIP TO Q119

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

       1   1 – 25
       2   26-50
       3   51-100.
       4   101-250
       5   251-999.
       6   1,000 or more
       9   DK/Ref.

119   What is your occupation? _____

IF HOMEALL SKIP TO Q121, AUTO CODE "5" IN Q120

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?

       8~~1~~   federal agency
       9~~2~~   state, or local government agency
       10~~3~~ non-profit organization/association
       11~~4~~ private sector employer
       12~~5~~ self-employed
       13~~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 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 RESPONE 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

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124   Finally, please stop me when I reach the category that best represents your household's total annual income. Is it . . . (**READ CHOICES**)

1   less than $20,000
2    $20,000 - $29,999
3    $30,000 - $39,999
4    $40,000 - $59,999
5    $60,000 - $79,999
6    $80,000 - $99,999
7    $100,000 -$119,999
8    $120,000 - $139,999
9    $140,000 - $159,999
10   $160,000 or more
~~117~~99   Refused (**DON'T READ**)

Thank you very much for your time and cooperation!

(**RECORD SEX**:) _1_ male _2_ female

(**RECORD LANGUAGE OF INTERVIEW**:) _1_ English   _2_ Spanish