

Commuter Connections

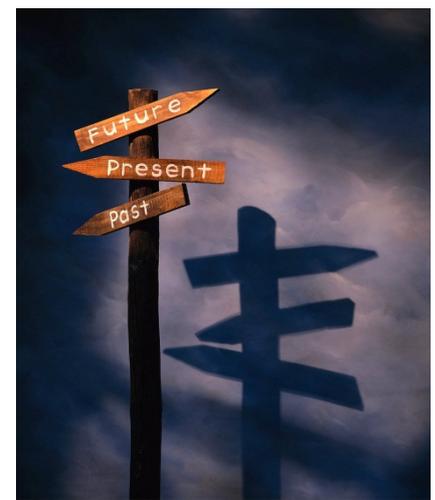
2020 Applicant Placement Survey

(Preliminary Results)



Presentation to
Commuter Connections
Subcommittee
January 19, 2021

LDA Consulting
with
CIC Research, Inc. and
Media Beef



Survey Overview



- Triennial survey conducted in Nov-Dec 2020 – surveyed:
 - 282 commuters who received CC services during July-Sept 2020
 - 145 commuters who participate(d) in a CC incentive program (incenTrip, Flextime Rewards, CarpoolNow)
- Survey collects data for TDM evaluation and to identify possible program improvements
 - Travel patterns, mode changes, motivations for change
 - Added new questions to examine telework changes related to coronavirus pandemic and likelihood to return to worksite after pandemic is over
 - CC services received and use of services - ridematch, GRH, transit info, telework info, bike info, P&R lot info, CarpoolNow, incenTrip, Flextime Rewards

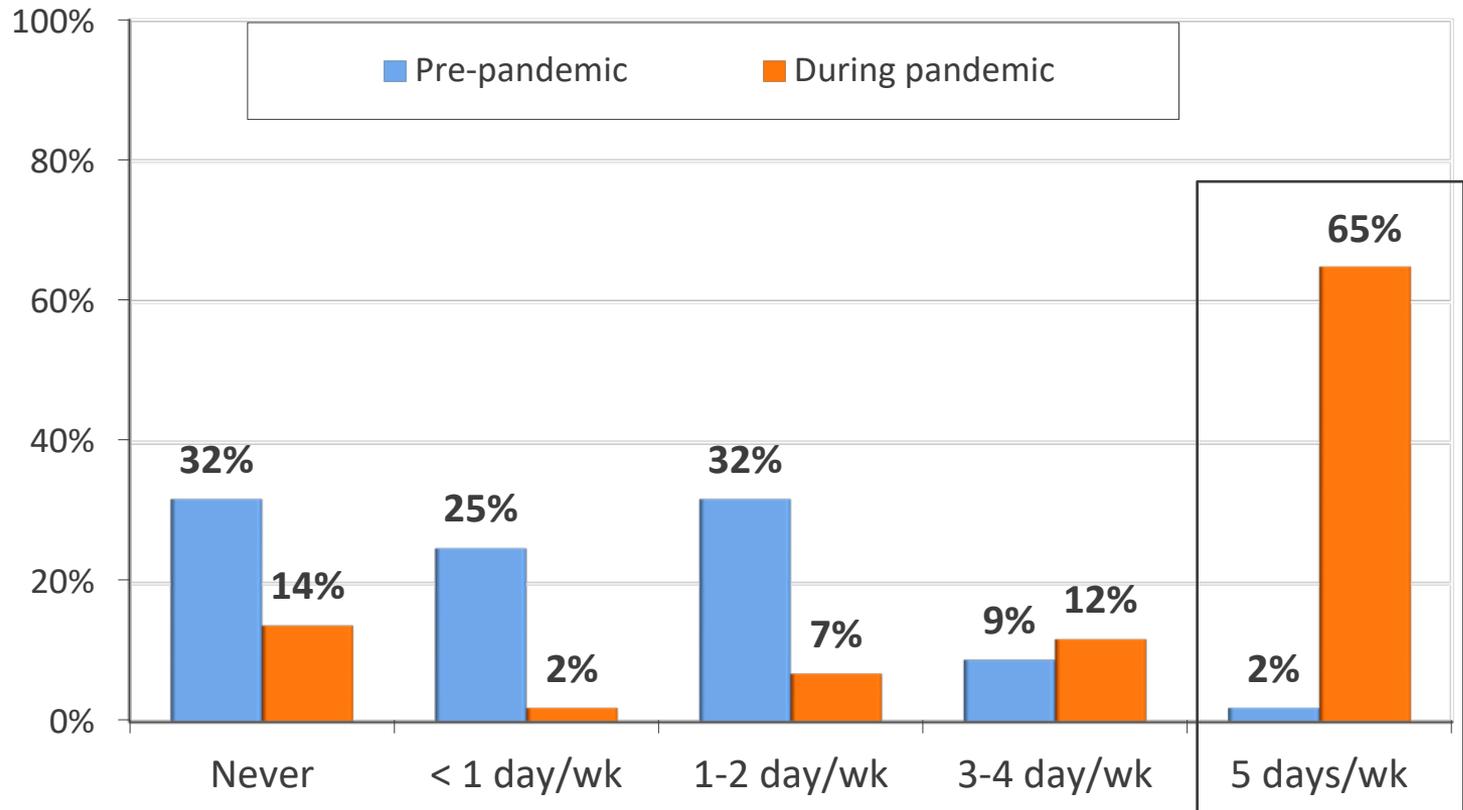


Current Commute Patterns



Telework Before Pandemic and During Pandemic

Two-thirds of respondents were teleworking full-time at the time of the survey. Prior to the start of the pandemic, only 2% teleworked full-time.



Pre-pandemic
n = 276

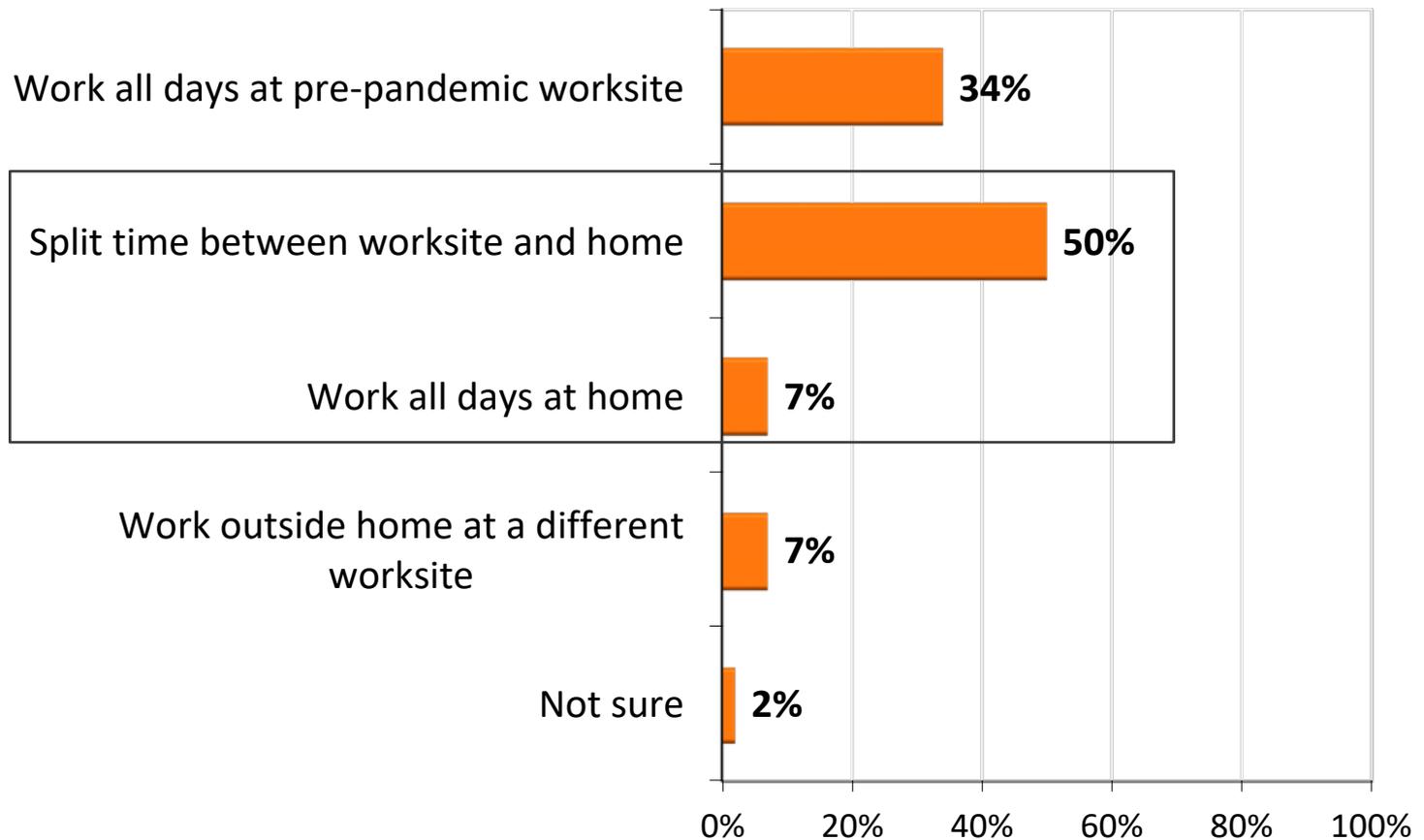
During
pandemic
n = 281

Q4 How often do you usually telecommute?

Q4a1 How often did you usually telecommute/work remotely in February 2020, before the coronavirus pandemic began?

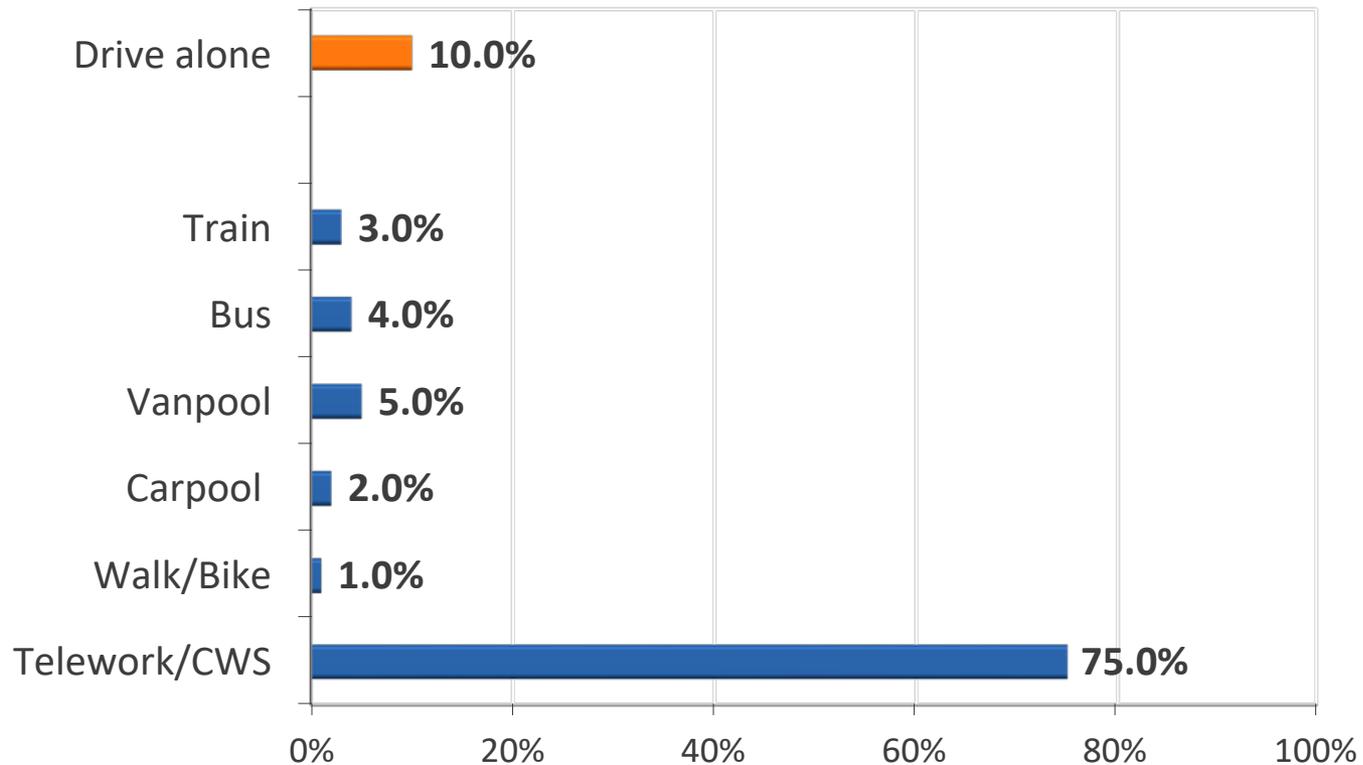
Likely to Telework After Pandemic?

More than half of respondents expected to continue some telework after the pandemic ends; 7% expect to telework full-time and 50% expect to split their time between home and the main worksite.



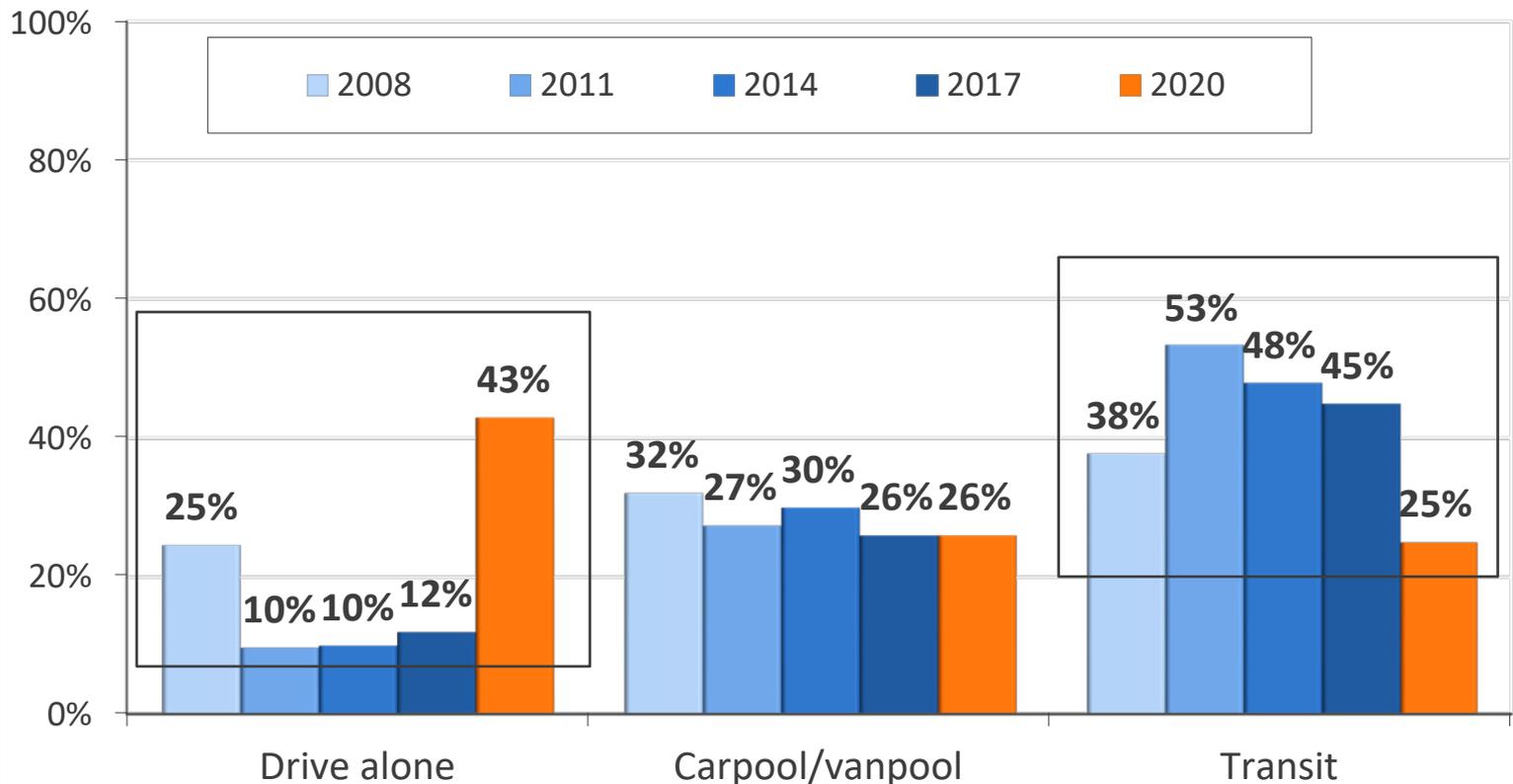
Telework Days Accounted for 76% of Weekly Commute “Trips”

One in ten commute trips were made by driving alone and 15% were made by alternative modes



Analysis of Respondents Who Were Not FT-TW Found DA Almost as Common as Alt Modes

Among respondents who still traveled to a worksite outside their homes, use of CP/VP was about the same in 2020 as in 2017. But transit use fell and driving alone grew substantially.



Q5 Thinking about a typical week, Monday through Friday, how do you get to work? ...

2008
n = 703

2011
n = 863

2014
n = 690

2017
n = 706

2020
n = 99

Other Travel Characteristics in 2020 Were Generally Similar to Past Years' Results

Respondents who were teleworking full-time skipped some questions on travel patterns (e.g., travel distance)

	2020	2017	2014	2011
Travel distance	39.2 mi	35.1 mi	36.2 mi	36.3 mi
Travel time	54 min	66 min	66 min	63 min
Average carpool occupancy	3.4	3.0	3.1	3.1
Average vanpool occupancy	----	7.9	9.0	9.9
% carpool with co-worker	48%	51%	56%	49%
% drive alone to alt mode	75%	74%	74%	77%
Drive alone access distance	6.5 mi	6.2 mi	6.8 mi	6.9 mi

2020

Distance
n = 82

Travel time
n = 86

Carpool
n = 13

Drive alone
access
n = 48

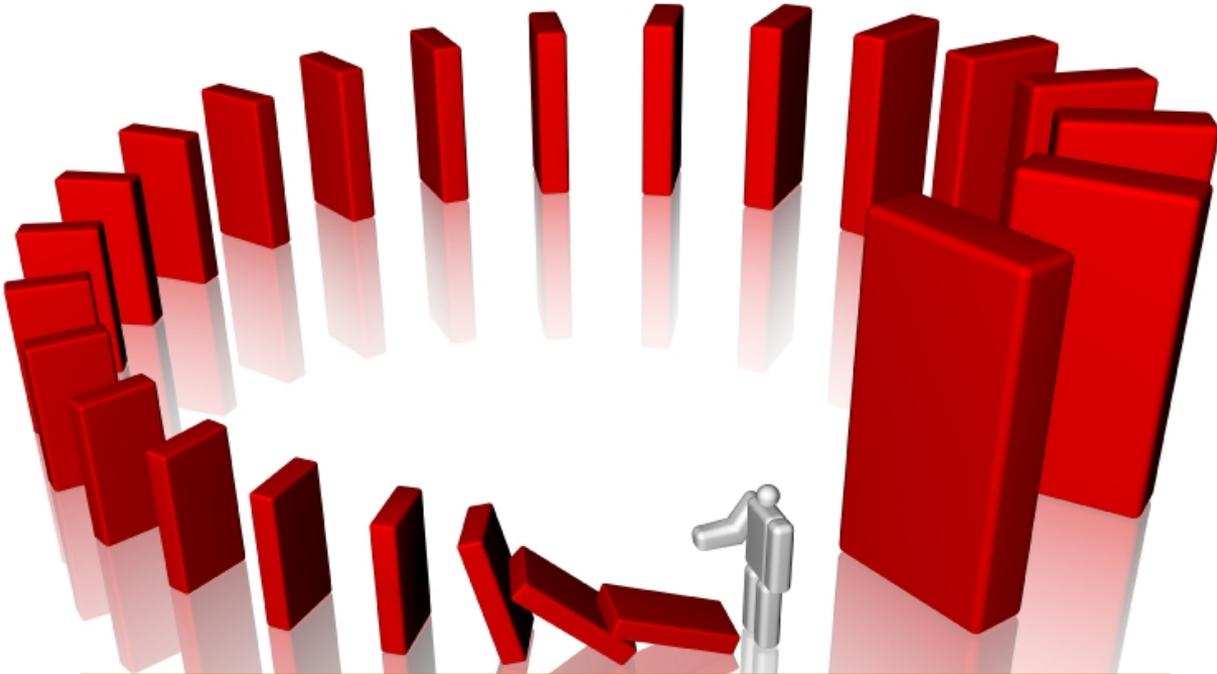
Q8 About how many miles do you usually travel from home to work one way?

Q9 And about how many minutes does it take you to get to work?

Q10 Including yourself, how many people usually ride in your <pool>?

Q13 How many are co-workers?

Q15 How do you get from home to where you meet your <MODE>?



Commuter Travel Changes

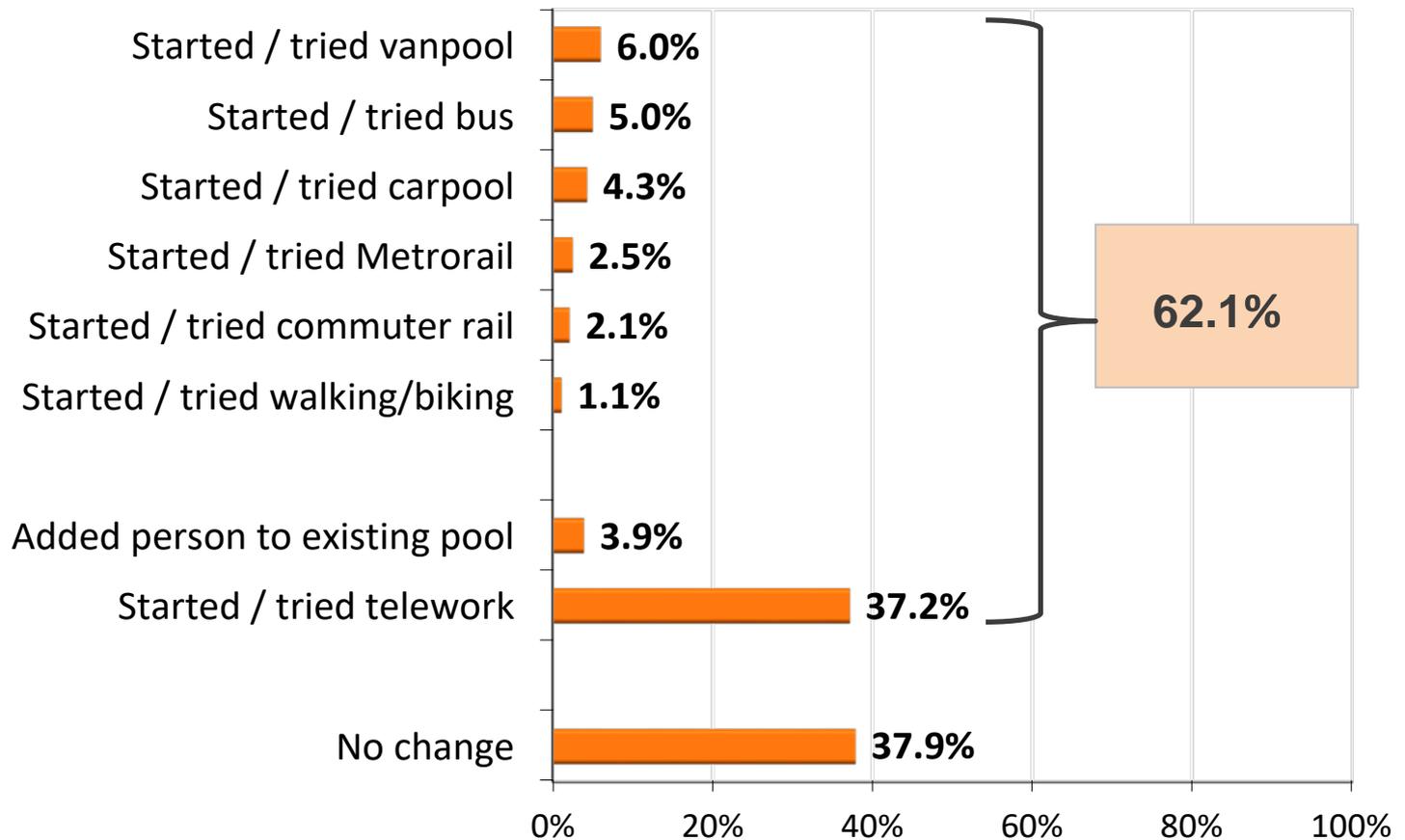
Collect Information on Commute Changes Since Receiving / Accessing CC Services

- **Ask series of questions to define commute changes:**
 - Start new alt mode, even if only temporarily?
 - Increase days per week using alt modes?
 - Try other type of transportation to get to work, even if only once?
 - Add / replace person in existing carpool or vanpool?
 - If change made – how long did it last?
- Using the responses to these questions, applicants are classified into “change” categories: **Continued, Occasional, Temporary, One-time, or No Change**
- Applicants who made a change were asked follow-up questions about travel before the change



Six in Ten Respondents Made a Commute Change After Receiving Services – Most to Telework

About one in ten made a change to transit (9.6%) and one in ten started/tried carpool or vanpool (10.3%).



Fewer Respondents Made Transit and Carpool Changes in 2020 Than in 2017, More Shifted to TW

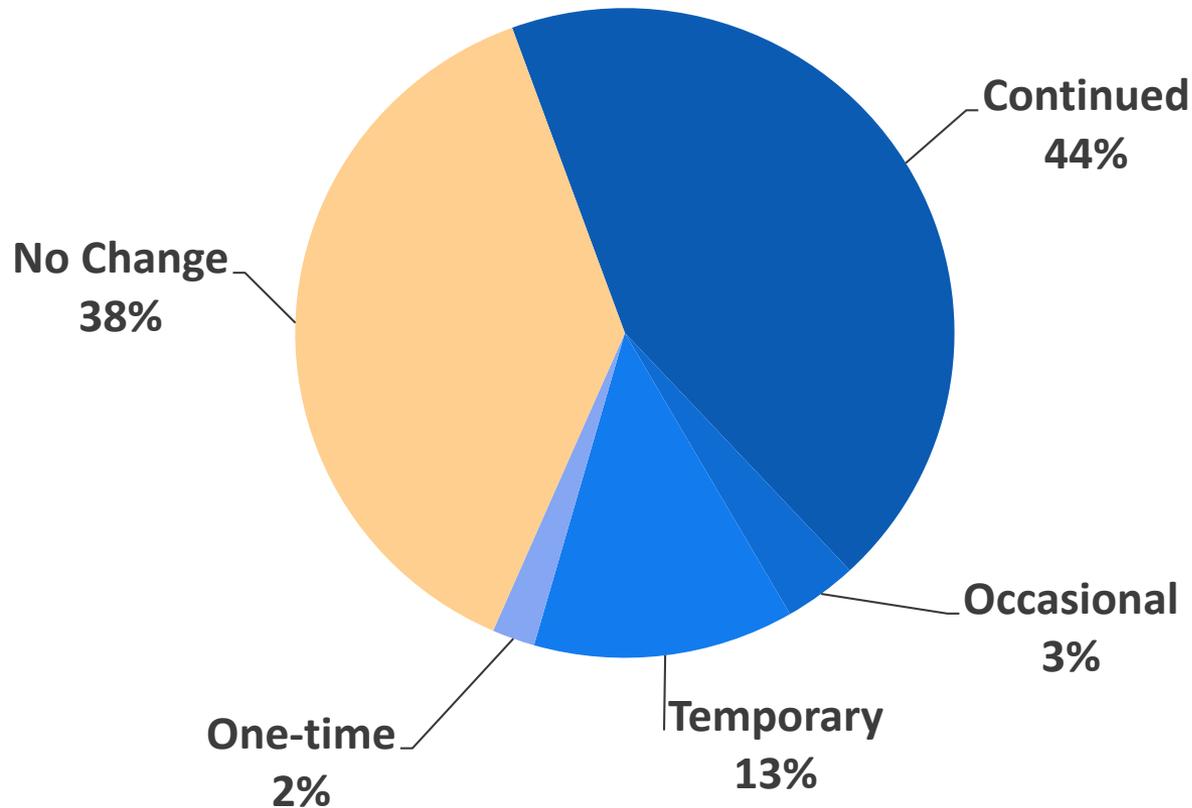
Shifts to other modes were similar in 2017 and 2020

<u>Mode change</u>	<u>2017</u>	<u>2017</u>
■ Transit change ↓	9.6%	19.3%
■ Carpool change ↓	4.3%	9.4%
■ Vanpool change	6.0%	7.5%
■ Add person to CP/VP	3.9%	4.9%
■ Telework change ↑	37.2%	7.8%
■ Bike/walk change	1.1%	1.0%
Total Changes	<u>62.1%</u>	<u>49.9%</u>

2017
n = 706

2020
n = 282

4 in 10 Respondents Made a Change to a Mode they Still Used, but Some Used the New Mode Only “Occasionally”



Q24 Was this a temporary change or do you still use the new type of transportation for your commute, even if only occasionally?

Coronavirus was the Overwhelming Reason for Making a Change

	2020	2017	2014
Coronavirus pandemic	50%	----	----
Save money, reduce vehicle miles	9%	22%	18%
Save time	7%	18%	7%
Tired of driving / reduce stress	5%	6%	4%
Use HOV lane	4%	----	----
Changed jobs, work hours	3%	14%	18%
Got financial incentive	2%	2%	1%
Moved to new residence	1%	5%	4%
Car/vanpool didn't work out	1%	4%	8%
Use HOV lane	4%	----	----

19% of applicants who made a change said CC services assisted or influenced their decision

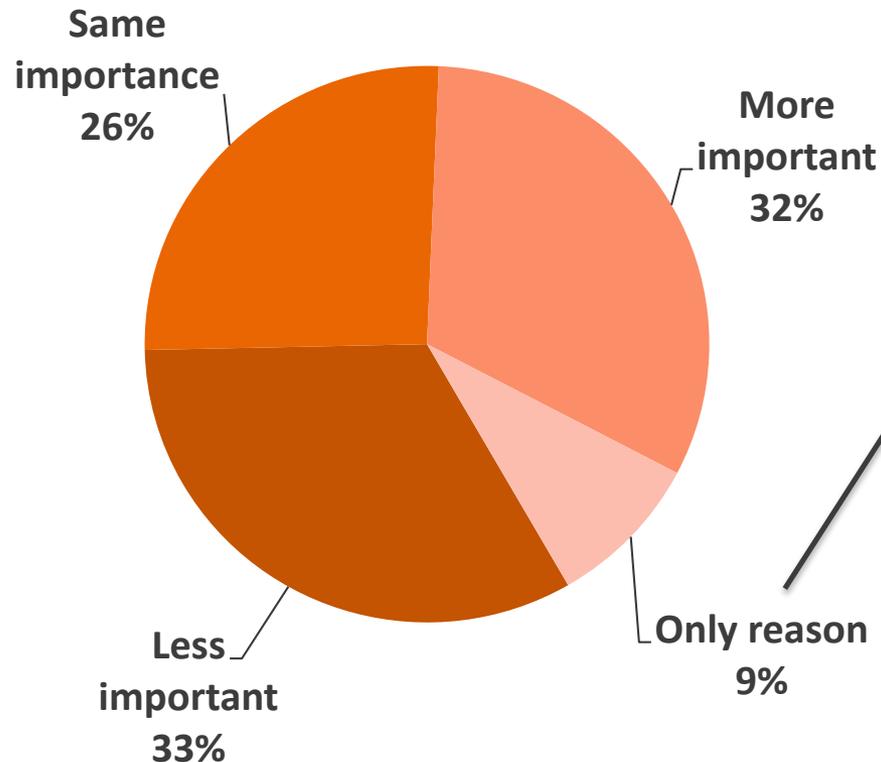
2014
n = 294

2017
n = 253

2020
n = 147

Q54 What were the reasons that you made that change?

Even with the Pandemic, Economic Reasons Continued to Be Motivations to Make Commute Mode Changes



41% said economic reasons were either more important than other reasons or the only reason they made the change

In 2017, 49% said economic factors were more important or the only reason

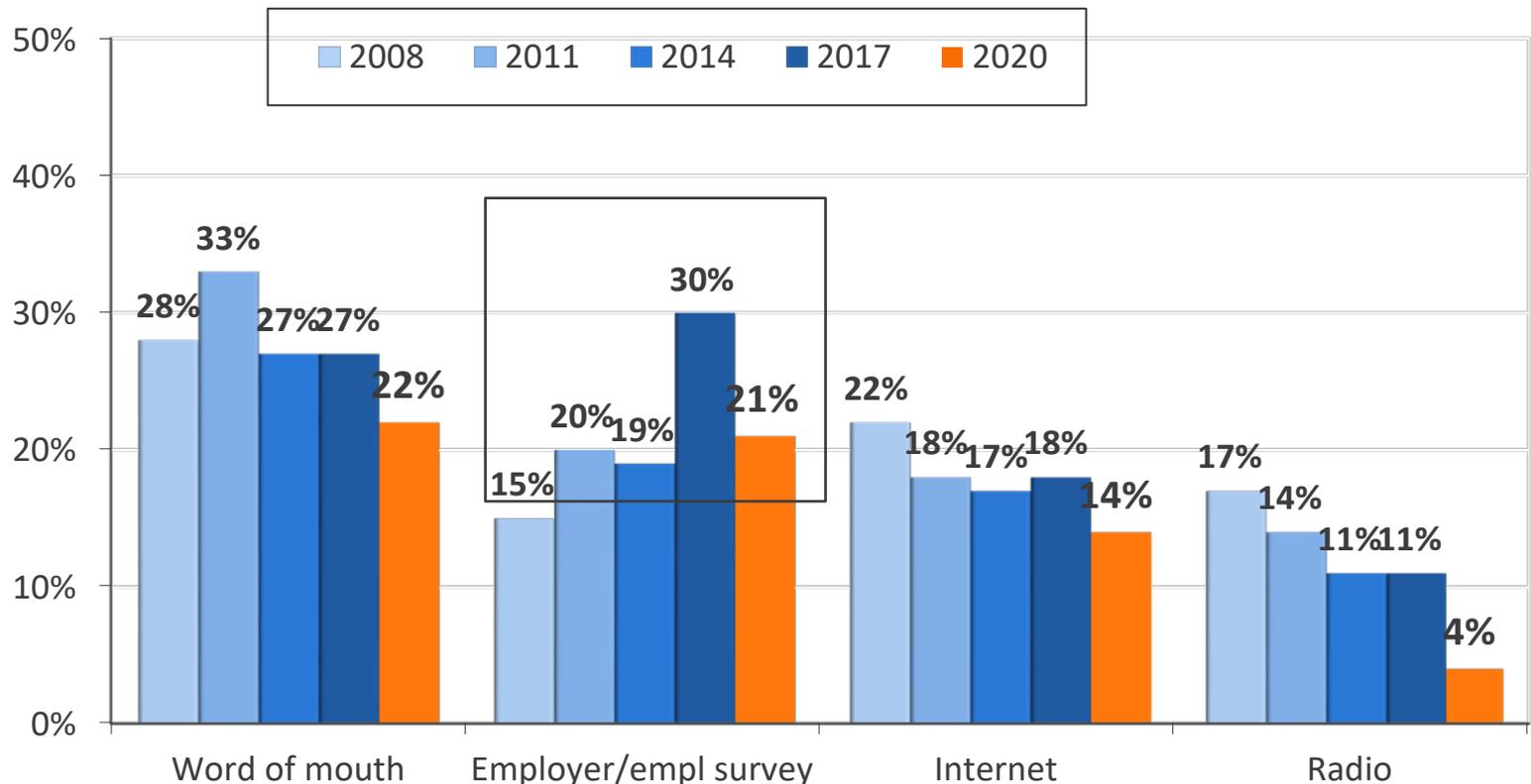
Q57 How important were economic reasons, such as saving money or reducing your gas expense, in motivating you to make the change, as compared to other reasons you mentioned?



Source of Information and
Services Received

In 2020 Respondents Heard about CC Primarily from Referrals and Employers

Note that “open-end” responses, accounting for 36% of the total responses, have not yet been coded, so counts for these common sources likely will increase and be closer to the 2017 sources.



Q60 How did you learn about Commuter Connections and its programs and services?

2008
n = 703

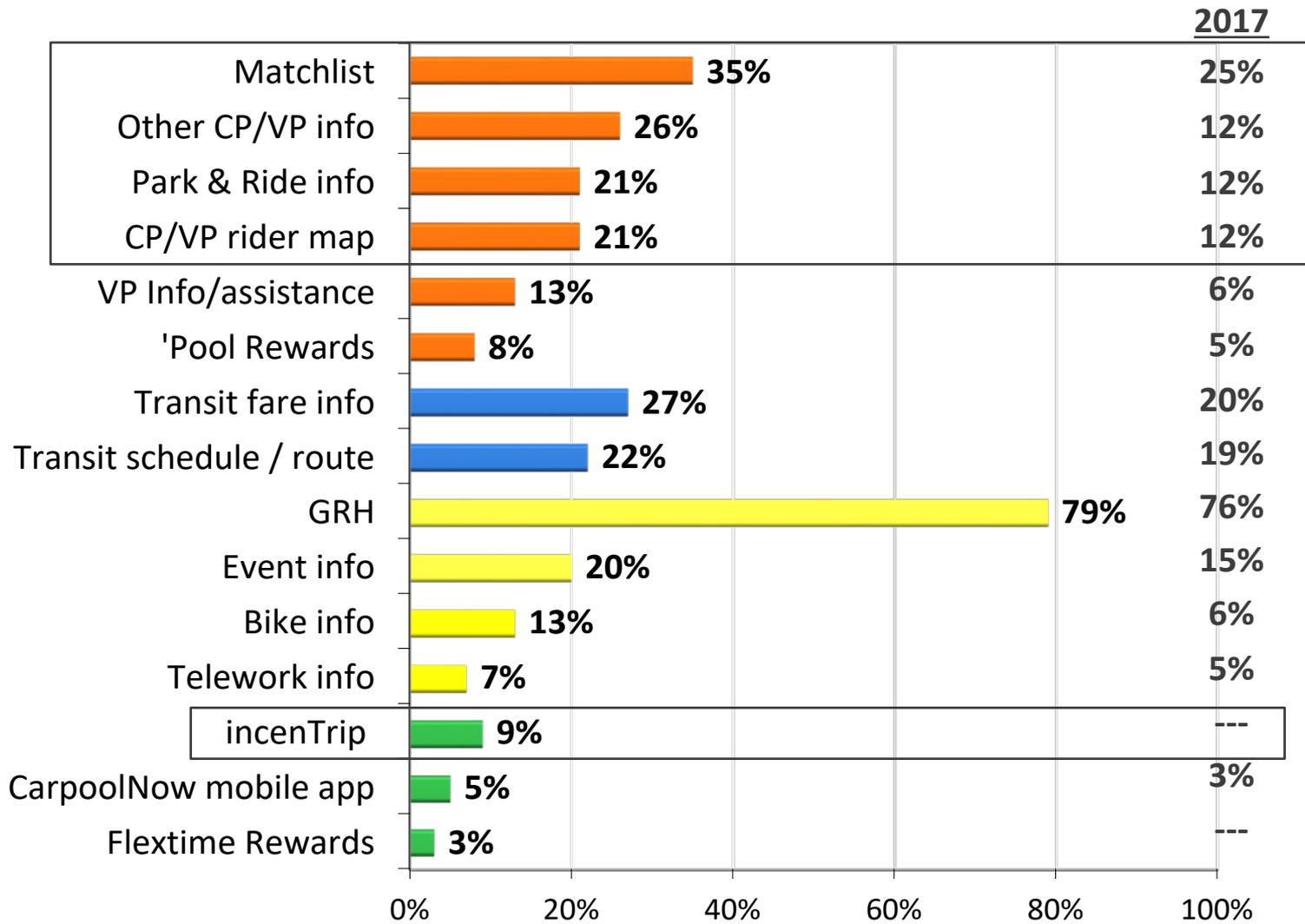
2011
n = 892

2014
n = 570

2017
n = 537

2020
n = 244

GRH Was the Most Requested Service in 2020



2017 survey
n = 706

2020 survey
n = 282

QS1 Which of the following carpool and vanpool services have you access or received from Commuter Connections?
 QS2 Which of the following (telework, transit, and bicycling) services have you accessed or received from Commuter Connections?



Use of Commuter Connections Services

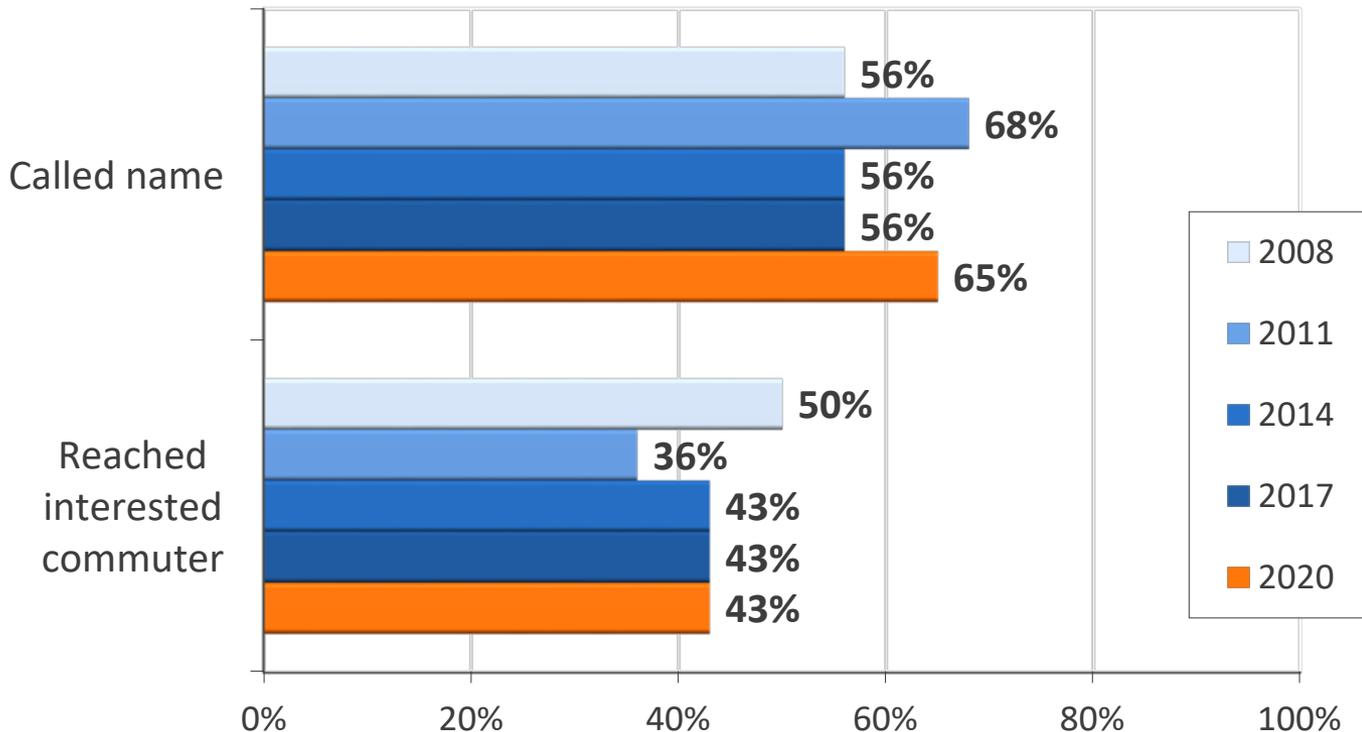
Survey Examined If and How CC Services were Used

- Survey asked respondents about their use of Commuter Connections services:
 - Did they use them?
 - Did use of the services assist or influence travel change?
 - Did they receive services from employer / other organization that helped with commute?
- **Carpool/Vanpool services** – ridematch and P&R
- **Transit schedule/route information**
- **Other / multi-mode info** – bike/walk, telework, GRH
- **Incentive programs** – incenTrip, CarpoolNow, Flextime Rewards

65% of Matchlist Recipients Tried to Contact a Matchname – 43% Reached an Interested Person

The share of respondents who used the list was higher than in 2017; reaching a person interested in carpooling was identical to 2017

* In 2020, an additional 35% of applicants said they reached interested person but schedules/ locations were not compatible



Called names
 2008 n = 295
 2011 n = 133
 2014 n = 145
 2017 n = 172
 2020 n = 93

Reached interested name
 2008 n = 165
 2011 n = 90
 2014 n = 76
 2017 n = 97
 2020 n = 54

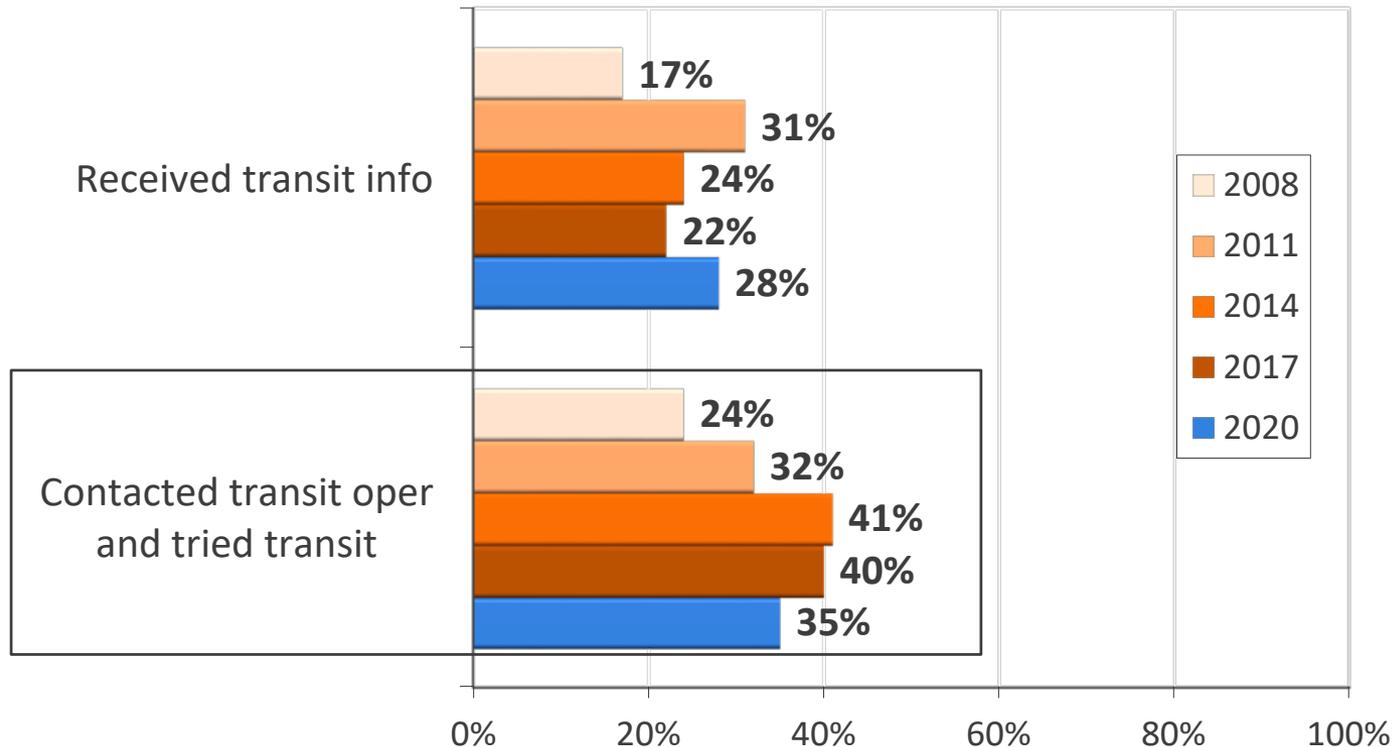
Q71 Did you try to contact any of these people?

Q72 Were you able to reach any of the people named?

Q73 Were any of the people you reached interested in forming a carpool or vanpool, if your travel destination and schedule were compatible?

Transit Info Also Continued to Be Used

35% of applicants who received transit information contacted a transit agency and used the information to try transit, similar to the shares of respondents in 2017 (40%) and 2014 (41%).



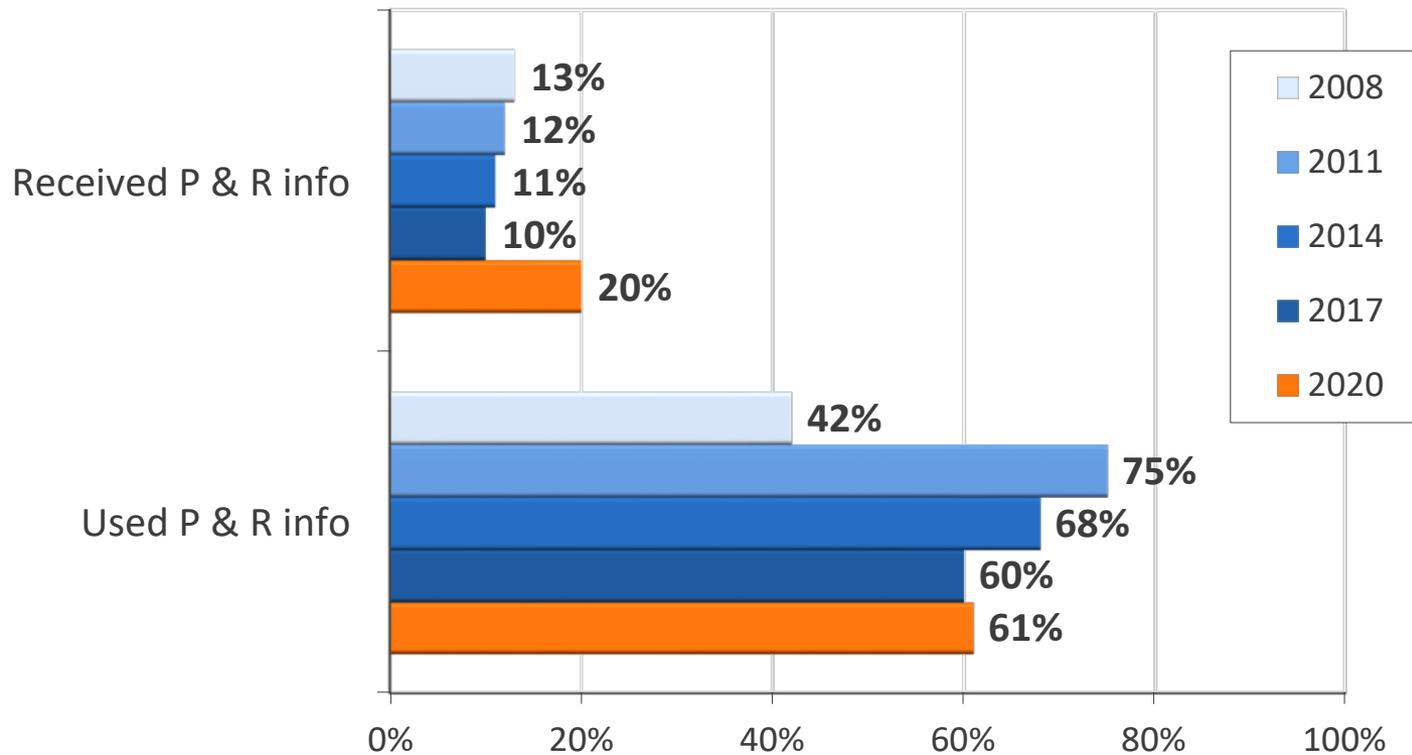
Received information
2008 n = 703
2011 n = 892
2014 n = 697
2017 n = 706
2020 n = 282

Contacted transit agency/
tried transit
2008 n = 120
2011 n = 206
2014 n = 167
2017 n = 155
2020 n = 79

Q80 ... Did you contact a transit agency listed in the information you received?
Q81 Did you use the information from the transit agency to try transit?

61% of Applicants Who Received P&R Info Used the Information – The Same Share as in 2017

Half of P & R info recipients had not known the location of the lot before receiving the information



Received P&R information
2008 n = 703
2011 n = 892
2014 n = 697
2017 n = 706
2020 n = 282

Used info
2008 n = 92
2011 n = 97
2014 n = 76
2017 n = 73
2020 n = 55

Q84 ... Have you used the Park & Ride lot listed in the information you received?
Q85 Were you aware of the lot before you received the information?

Use of GRH, Telework, and Bike Info - 2020

- **Received GRH info** **79%**
 - Registered for program 91%
 - Previous drive alone commuters 11%

- **Received Telework info** **7%**
 - Used info to talk to employer 30%
 - Used info to start/increase TW 42%

- **Received Bicycle info** **13%**
 - Started biking to work 14%
 - Bike to work more often 17%
 - Bike more for non-work trips 25%



Received
Information
n = 282

Registered for
GRH
n = 222

Used TW
information
n = 21

Used bike
information
n = 36

Q90 ... Since you received the bike information, have you taken any of the following actions?

Q95 ... Since you receive the telework information, have you taken any of the following actions?

Q101 Did you register for the GRH program?



Questions?

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