

HANDOUTS

from previous meeting



March 13, 2007

Commuter Connections TDM Evaluation Project Schedule FY 2007

Evaluation Framework Document

Release evaluation approach outline	November 21
Present detailed methodology for review	December 12
Distribute draft framework document	January 16
1 st comment period established	January 16 – February 5
Distribute final draft document to TDM Eval Group	March 13
Establish 2 nd comment period	March 13 – April 6
Distribute final draft document to CC Subcommittee	March 20
Establish 3 rd comment period	March 20 – April 6
Present final document to TDM Eval Group	April 17
Establish 4 th and final comment period	April 17 – April 24
Approval/release of final document (CC Subcommittee)	May 15
Present framework to TPB Tech Committee	June 1
COG TBP staff distribute and post report	June 30

State of Commute Survey

Distribute draft questionnaire	November 21
Establish 1 st comment period	November 21 – December 5
Address comments from comment period	December 12
Distribute revised questionnaire	December 12
Establish 2 nd comment period	December 12 – December 22
Addressed comments from comment period	January 16
Distribute revised questionnaire	January 16
Establish 3 rd comment period	January 16 – January 17
Prepared final questionnaire for pretest	January 17 – January 29
Conducted survey pre-test	January 29 – February 1
Conduct survey interviews	February 2 – Early May
Conduct preliminary survey analysis	Early May – Mid June
Prepare draft technical report	Mid June – June 30
Conduct additional follow-up analysis	July – December
Present draft report to TDM Evaluation Group	July 10
Present draft report to CC Subcommittee	July 17
Establish comment period	July 17 – August 31
Present draft report to TPB Tech Committee	September – October
Present final report to TDM Evaluation Group	November 2007
Present final report to CC Subcommittee	November 2007
Finalize technical report	January 2008
Complete general public report	June 2008

Guaranteed Ride Home Survey

Distribute draft telephone survey questionnaire	January 16
Present outline of internet methodology	January 16
Establish 1 st comment period	January 16 – January 30
Distribute final telephone questionnaire to TDM Eval Group	March 13
Distribute internet questionnaire	March 13
Conduct survey interviews	Early April – Mid May
Conduct survey analysis	Mid May – Mid June
Prepare draft technical report	Mid June – June 30
Present draft report to TDM Evaluation Group	July 10
Present draft report to CC Subcommittee	July 17
Establish comment period	July 17 – August 31
Present final report to TDM Evaluation Group	Fall 2007
Present final report to CC Subcommittee	November 2007
Finalize and distribute technical report	January 2008

Other TERM Analysis Activities

Present schedule for FY 07-08 activities	July 10
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2007 Guaranteed Ride Home Survey Proposed Internet Pilot Study – 3-13-07

Overview and Objectives

- Pilot survey of internet / web-based administration of GRH survey
- Test internet application for future Commuter Connections applicant surveys
- Supplement, but not replace, telephone survey, which will use same method as used for 2004 GRH
- Highlight issues / survey modifications needed to use internet in lieu of or as supplement to telephone survey

Survey Methodology Summary

- Random selection of respondents from among applicants with email addresses in GRH database
- Pretest online survey to identify question issues and estimate time to complete
- Send alert letter to selected respondent – half receive email alert, half receive postal mail alert
- Follow-up with email invitation to participate in survey – clickable link to survey site
- Respondents complete questionnaire online; respondents given an option to participate by telephone
- Up to two reminder emails sent to applicants who do not respond
- Proposed sample of 300 completed internet interviews

Sample Selection

- First choose telephone sample randomly from entire database – consistent with 2004 procedure
- From remaining database applicants, identify applicants with email address
- Randomly choose internet sample from email address population – 1,500 starting sample (1,000 initial sample plus 500 for replacement of invalid email addresses). These numbers assume that the response rate will be lower than the 70% goal for the telephone survey.
- Divide 1,000 initial sample into two groups of 500 each. One group receives emailed alert letter, the other group receives a postal mail alert letter. Both alerts from COG senior staff (Ron Kirby).
- Identify invalid emails from alert letter – replace these emails in the sample
- Identify invalid emails from survey invitation – replace these emails in the sample

Survey Timing

- Program, test, and finalize questionnaire – late March
- Send internet alert letters/emails – late March (same time as for the telephone survey)
- Email survey invitation with link – five days after alert is sent
- Send first reminder to non-respondents – one week after survey invitation
- Send second reminder to non-respondents – two weeks after survey invitation
- Close survey link – three weeks after survey invitation

Questionnaire Design (V1 Draft Questionnaire Attached)

- Revise questionnaire for online (visual) application – same questions but different format
- Identify “mandatory” questions
- Accommodate “do not read responses” questions from telephone survey – two options:
 - Use open-ended questions – issue: could lead to skipped questions
 - Include short response lists – issue: could bias incidence of responses vs telephone
- Clarify and confirm responses and ensure accurate data collection
 - Build in prompts and “help” clues that are provided by telephone interviewers
 - Offer electronic techniques (e.g., clickable “info” icons, mouse-over) to enhance question clarity, especially on key questions that could be difficult to understand
 - Online “help” email address to obtain assistance
 - Access to toll-free number to ask questions by phone
- Program questionnaire for online application
- Pretest survey (internal and external)

Analysis

- Compare data from telephone and online methods to identify issues that appear to affect results – try to control for demographic differences
- Compare data from telephone survey alone for respondents who provided an email address and for respondents who did not provide this information to identify differences that were population-based and unrelated to interview method
- Examine individual questions to determine if the two methods produced significantly different responses on particular questions
- Use statistical tests to test the differences of central tendency of the means and medians and differences of proportions of the two groups on key questions, such as the frequency of GRH use and demographics in the tests

MWCOG Guaranteed Ride Home Survey - Internet Version

V1– 3/13/07

INTRODUCTION –

Commuter Connections is conducting this online survey of commuters who have registered for or participated in Commuter Connections' Regional Guaranteed Ride Home (GRH) program. Your answers will be confidential. It will take about ___ minutes. Please complete the survey and click on the "SUBMIT" button at the end. If you need to stop before you have finished the survey, your answers will be saved and you may come back and complete the remaining questions at a later time. Thank you for your participation

REGISTRATION INFORMATION

Q1. In what year did you first register for Commuter Connections' GRH program?

- 1 Before 2002
- 2 2002
- 3 2003
- 4 2004
- 5 2005
- 6 2006
- 7 2007
- 8 Never registered (SKIP TO Q3)
- 9 Don't remember/don't know

Q2 Are you currently registered for Commuter Connections' GRH program?

- 1 yes (SKIP TO Q6)
- 2 no (SKIP TO Q4)
- 9 Don't know (CONTINUE)

Q3 Have you ever taken a GRH trip provided by Commuter Connections' GRH program?

- 1 yes
- 2 no (THANK and TERMINATE)

Q3a For what reason did you not register for the GRH program after you took this one-time GRH trip? (check all that apply)

OPEN ENDED _____

Responses will be coded into the following categories in survey post-processing

- 1 changed job/work hours
- 2 moved to a different residence
- 3 joined a program offered by employer
- 4 joined a program offered by TMA or other group
- 5 couldn't use transit or rideshare at least 2 days per week
- 6 couldn't continue using carpool/vanpool/transit didn't work out
- 7 needed my car for work or other purpose (had to start driving alone)
- 8 too much effort to use the program
- 9 did not know I had to register
- 10 other (SPECIFY) _____

SKIP TO Q8

Q4 How long were you registered in the GRH program?

- 1 Less than 1 year
- 2 1 year
- 3 2 years
- 4 3 years
- 5 More than 3 years
- 9 Don't remember/don't know

Q5 Why did you not re-register when your registration expired? (DO NOT READ)

OPEN ENDED _____

Responses will be coded into the following categories in survey post-processing

- 1 changed job/work hours
- 2 moved to a different residence
- 3 joined a program offered by employer
- 4 joined a program offered by TMA or other group
- 5 couldn't use transit or rideshare at least 2 days per week
- 6 couldn't continue using carpool/vanpool/transit didn't work out
- 7 needed my car for work or other purpose (had to start driving alone)
- 8 too much effort to use the program
- 9 did not know I had to re-register
- 10 forgot to re-register
- 11 never used it, didn't need it
- 12 haven't gotten around to it
- 13 dissatisfied with program
- 14 other (SPECIFY) _____

Q6 Did you participate in another GRH program before registering for Commuter Connections' GRH program?

- 1 yes (ASK Q7)
- 2 no (SKIP TO Q8)

Q7 Who offered/sponsored that program? (DO NOT READ)

- 1 My employer
- 2 Local government program (i.e., Fairfax County, Montgomery County)
- 3 VRE
- 9 Other _____

DEFINITION OF REGISTRATION STATUS

IF Q1 = 7 AND Q3 = 1, GRHTYPE = ONE_TIME

IF Q1 = 8 AND Q2 = 9 AND Q3 = 1, GRHTYPE = ONE_TIME

IF Q1 = 1, 2, 3, 4, 5, 6, OR 8 AND Q2 = 1, GRHTYPE = CURR_REG

IF Q1 = 1, 2, 3, 4, 5, 6, OR 8 AND Q2 = 2, GRHTYPE = PAST_REG

IF Q1 = 1, 2, 3, 4, 5, OR 6 AND Q2 = 9 AND Q3 = 1, GRHTYPE = PAST_REG

COMMUTE PATTERNS

Q8 Next, think about your travel to work. First, in a TYPICAL week, how many weekdays (Monday-Friday) are you assigned to work?

- 1 1 day per week
- 2 2 days per week
- 3 3 days per week
- 4 4 days per week
- 5 5 days per week

Q9 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 Q11)

Q10 What type of schedule do you use?

- 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)
- 4 flex-time or flexible work hours (core hours with flexible start & stop)
- 5 work five days per week, 35 or more hours per week (RECODE Q9 = 2)
- 9 other (SPECIFY) _____

Q10a Do you telecommute or telework. For purposes of this survey, "telecommuters" are defined as "wage and salary employees who at least occasionally work at home or at a telework or satellite center during an entire work day, instead of traveling to their regular work place." Based on this definition, are you a telecommuter?

- 1 yes
- 2 no (SKIP TO Q11)
- 9 Don't know (SKIP TO Q11)

Q10b How often do you usually telecommute?

- 1 1 day a week
- 2 2 days a week
- 3 3 days a week
- 4 4 days a week
- 5 5 or more days a week
- 6 occasionally for special projects
- 7 Less than one time per month/only in emergencies
- 8 1-3 times a month
- 9 other (SPECIFY) _____
19. Don't know

Q10c Last week Monday through Friday, did you travel to your usual work location every day that you were assigned to work? (PROGRAMMER NOTE: ALLOW MULTIPLES FOR 2 - 4)

- 1 Yes
- 2 No, I was sick, on vacation, or on business/work travel one or more days
- 3 No, last week my work place was closed for a holiday
- 4 No, I teleworked one or more days
- 5 Don't know

IF Q10c = 2 - 5, AUTOCODE Q11 = 3, THEN SKIP TO Q14

Q11 Would you consider last week to be a typical work and commuting week?

- 1 yes
- 2 no
- 3 no, AUTOCODED (DO NOT SHOW ON SCREEN)

Q12 (TRAVEL LAST WEEK) – QUESTION DELETED – ALL RESPONDENTS WILL BE ASKED ABOUT “TYPICAL WEEK” IN Q14

Q14 Thinking about a TYPICAL week, what type or types of transportation do you use to get to work? In the table below, enter the number of days you would typically use each of the listed types of transportation to get to work. If you use more than one type on a single day (e.g., walk to the bus stop, then ride the bus), count only the type you use for the **longest distance part** of your trip.

In the bottom section of the table, indicate how many days in the week you would NOT travel to your usual work location and the reasons (e.g., regular day off, telecommute, compressed work schedule day off) for not traveling to work.

PROGRAMMER NOTES:

CHECK SUM OF DAYS. IF TOTAL NOT EQUAL TO 5, SHOW MESSAGE: “Please report for all days Monday – Friday, including days you did not work.”

IF Q10 = 1, 2, OR 3 AND RESPONDENT DOES NOT CHECK "CWS day off" (RESPONSE 1), SHOW MESSAGE “You said you typically work a compressed work schedule. How many compressed schedule days do you typically have off in a week?”

IF Q10b = 1, 2, 3, 4, OR 5 AND RESPONDENT DOES NOT CHECK "Telecommute" (RESPONSE 2), SHOW MESSAGE: “You said you typically telework. How many days do you telework in a typical week?”

(IF RESPONSE 18 (BUSINESS TRIP, WORK OUT OF AREA) > 0, SHOW MESSAGE “Please report the type of transportation you likely would use to get to work if you had not been away on business. ALLOW BOTH RESPONSE 18 AND ANOTHER MODE.

Type of Transportation	Number of Days Use (0 to 5)	<u>Example</u>	<u>Example</u>	
Days you travel to your usual work location				
3 Drive alone in a car, truck, van, or SUV		1	In a typical week ... I travel to work <u>four</u> days - I drive alone <u>one</u> day and ride Metrorail <u>three</u> days	
4 motorcycle				
5 carpool, including carpool w/family member, dropped off (ride or drive with others in a car, truck, van, or SUV)				
6 casual carpool (slugging)				
7 Vanpool		3		
8 Buspool				
9 Bus (public bus or shuttle)				
10 Metrorail				
11 MARC (MD Commuter Rail)				
12 VRE				
13 AMTRAK / other train				
14 Bicycle (entire trip from home to work)				
15 Walk (entire trip from home to work)				
16 Taxi				
Days you do not travel to your usual work location				
1 Compressed work schedule day off		1		I have one compressed schedule day off
2 Telecommute/telework all day				
17 Regular day off				
18 Business trip, work out of the area				
21 Other (describe) _____				
Total Days	Sum of 1-17, 21	5		

IF NO ALT MODE MENTIONED IN Q14, ASK Q14a

Q14a Do you occasionally use any of the following types of transportation to get to work?
(Check all that apply)

- 1 Carpool or Casual Carpool
- 2 Vanpool
- 3 Bus or Train
- 4 Bike or Walk
- 5 Don't use any of these modes

Q15 About how many miles do you usually travel from home to work one way? (ALLOW DECIMALS)
_____ miles one way

Q16 And about how many minutes does it take you to get to work?
_____ minutes

IF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 ASK ABOUT MOST COMMON ALTERNATIVE <MODE Q14>.
OTHERWISE, SKIP TO Q18

Q17 About how long have you been using < MODE Q14 > for your trip to work?
_____ months (CONVERT YEARS TO MONTHS)
_____ Don't know

IF Q14 = 5, 6, OR 7, ASK Q18, OTHERWISE SKIP TO Q21

Q18 Including yourself, how many people usually ride in your <carpool or vanpool>? (IF MORE THAN ONE
ANSWER IN Q14, SELECT ONE USING THIS PRIORITY: vanpool, carpool, casual carpooling.)
_____ total people in pool

(ASK Q19-Q20 OF RESPONDENTS ANSWERING CODE 5-13 IN Q14)

Q19 How do you get from home to where you meet your <MODE Q14>?
1 picked up at (or leave from) home by car/van pool or driver (SKIP TO Q21)
2 drive alone to driver's home or drive alone to passenger's home
3 drive to a central location, like a park & ride or station
4 another car/van pool, including dropped off by household member
5 bicycle
6 motorcycle
7 walk
8 I am the driver of carpool/vanpool
9 bus/transit
19 other (SPECIFY) _____

Q20 How many miles is it one way from your home to where you meet your <MODE Q14>?
_____ miles (ALLOW DECIMALS)

PAST REGISTRANTS – MODE DURING GRH

IF PAST_REG, ASK Q21-23. IF CURR_REG, SKIP TO Q27. IF ONE_TIME, SKIP TO Q24

(Past Registrants)

Q21 Next, think back to the time that you were registered for the GRH program. During that time, how many days, Monday – Friday, were you assigned to work in a typical week?

- 1 1 day per week
- 2 2 days per week
- 3 3 days per week
- 4 4 days per week
- 5 5 days per week

Q22 (MODES USED WHILE REGISTERED IN GRH) – QUESTION DELETED – BOTH MODES AND FREQUENCY OF USE WILL BE COLLECTED IN Q23

Q23 And while you were registered for GRH, how many days did you use each of the following types of transportation to get to work? Enter the number of days you would typically use each of the listed types of transportation. If you used more than one type on a single day (e.g., walked to the bus stop, then rode the bus), count only the type you used for the **longest distance part** of your trip.

In the bottom section of the table, indicate how many days in the week you did NOT travel to your usual work location and the reasons (e.g., regular day off, telecommute, compressed work schedule day off) for not traveling to work.

PROGRAMMER NOTES:

CHECK SUM OF DAYS. IF TOTAL NOT EQUAL TO 5, SHOW MESSAGE: “Please report for all days Monday – Friday, including days you did not work.”

IF Q12 OR Q14 = 1 AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE: “You said you typically work a compressed work schedule now. Please indicate the number of compressed schedule days you had during the time you were registered for the GRH program.” **PERMIT “0” AS THE RESPONSE.**

IF Q12 OR Q14 = 2 AND RESPONDENT DOES NOT REPORT "Telecommute/telework" (RESPONSE 2), SHOW MESSAGE: “You said you typically telecommute now. Please indicate the number of days you telecommuted during the time you were registered for the GRH program?” **ACCEPT “0” AS RESPONSE.**

(IF RESPONSE 18 (BUSINESS TRIP, WORK OUT OF AREA) > 0, SHOW MESSAGE “Please report the type of transportation you likely would use to get to work if you had not been away on business. **ALLOW BOTH RESPONSE 18 AND ANOTHER MODE.**

Type of Transportation – While Registered for GRH	Number of Days Used (0 to 5)	Example	Example
Days you traveled to your usual work location			
3 Drive alone in a car, truck, van, or SUV		1	In a typical week ... I traveled to work <u>four</u> days - I drove alone one day and rode Metrorail three days
4 motorcycle			
5 carpool, including carpool w/family member, dropped off (ride or drive with others in a car, truck, van, or SUV)			
6 casual carpool (slugging)			
7 Vanpool		3	
8 Buspool			
9 Bus (public bus or shuttle)			
10 Metrorail			
11 MARC (MD Commuter Rail)			
12 VRE			
13 AMTRAK / other train			
14 Bicycle (entire trip from home to work)			
15 Walk (entire trip from home to work)			
16 Taxi			
Days you did not travel to your usual work location			
1 Compressed work schedule day off		1	I had <u>one</u> compressed schedule day off
2 Telecommute/telework all day			
17 Regular day off			
18 Business trip, work out of the area			
21 Other (describe) _____			
Total Days	Sum of 1-17, 21	5	

NOW SKIP TO Q27

PREVIOUS MODE – MODE BEFORE GRH

(One-Time Exceptions)

Q24 Think back to the time before you heard about the GRH program. At that time, how many days Monday – Friday were you assigned to work in a typical week?

- 0 did not work any days Monday-Friday then, did not work in Washington area then
- 1 1 day per week
- 2 2 days per week
- 3 3 days per week
- 4 4 days per week
- 5 5 days per week

IF Q24 = 0, AUTOCODE Q26, RESPONSE 20 (did not work then) = 5, THEN SKIP TO INSTRUCTIONS BEFORE Q30

Q25 (MODES USED BEFORE HEARING ABOUT GRH) – QUESTION DELETED – BOTH MODES AND FREQUENCY OF USE WILL BE COLLECTED IN Q26

Q26 And before you heard about GRH, how many days did you use each of the following types of transportation to get to work? Enter the number of days you would typically use each of the listed types of transportation. If you used more than one type on a single day (e.g., walked to the bus stop, then rode the bus), count only the type you used for the **longest distance part** of your trip.

In the bottom section of the table, indicate how many days in the week you did NOT travel to your usual work location and the reasons (e.g., regular day off, telecommute, compressed work schedule day off) for not traveling to work.

PROGRAMMER NOTES:

CHECK SUM OF DAYS. IF TOTAL NOT EQUAL TO 5, SHOW MESSAGE: “Please report for all days Monday – Friday, including days you did not work.”

IF Q12 OR Q14 = 1 AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE: “You said you typically work a compressed work schedule now. Please indicate the number of compressed schedule days you had before you heard about the GRH program.” **PERMIT “0” AS RESPONSE**

IF Q12 OR Q14 = 2 AND RESPONDENT DOES NOT REPORT "Telecommute/telework" (RESPONSE 2), SHOW MESSAGE: “You said you typically telecommute now. Please indicate the number of days you telecommuted before you heard about the GRH program?” **PERMIT “0” AS RESPONSE.**

(IF RESPONSE 18 (BUSINESS TRIP, WORK OUT OF AREA) > 0, SHOW MESSAGE “Please report the type of transportation you likely would use to get to work if you had not been away on business. **ALLOW BOTH RESPONSE 18 AND ANOTHER MODE.**

Type of Transportation – Before Hearing About GRH	Number of Days Used (0 to 5)	Example	Example	
Days you traveled to your usual work location				
3 Drive alone in a car, truck, van, or SUV		1	In a typical week ... I traveled to work <u>four</u> days - I drove alone one day and rode Metrorail three days	
4 motorcycle				
5 carpool, including carpool w/family member, dropped off (ride or drive with others in a car, truck, van, or SUV)				
6 casual carpool (slugging)				
7 Vanpool		3		
8 Buspool				
9 Bus (public bus or shuttle)				
10 Metrorail				
11 MARC (MD Commuter Rail)				
12 VRE				
13 AMTRAK / other train				
14 Bicycle (entire trip from home to work)				
15 Walk (entire trip from home to work)				
16 Taxi				
Days you did not travel to your usual work location				
1 Compressed work schedule day off		1		I had <u>one</u> compressed schedule day off
2 Telecommute/telework all day				
17 Regular day off				
18 Business trip, work out of the area				
21 Other (describe) _____				
20 Did not work Monday-Friday then, did not work in Washington area then				
Total Days	Sum of 1-17, 21	5		

NOW SKIP TO INSTRUCTIONS BEFORE Q30

Q27 Now, please think back to the time before you registered for the GRH program. At that time, how many days, Monday - Friday were you assigned to work in a typical week?

- 0 0, did not work any days Monday – Friday then, did not work in Washington area then
- 1 1 day per week
- 2 2 days per week
- 3 3 days per week
- 4 4 days per week
- 5 5 days per week

IF Q27 =0, AUTOCODE Q29, RESPONSE 20 (not working M-F) = 5, THEN SKIP TO INSTRUCTIONS BEFORE Q30

Q25 (MODES USED BEFORE REGISTERING IN GRH) – QUESTION DELETED – BOTH MODES AND FREQUENCY OF USE WILL BE COLLECTED IN Q26

Q29 And before you registered for GRH, how many days did you use each of the following types of transportation to get to work? Enter the number of days you would typically use each of the listed types of transportation. If you used more than one type on a single day (e.g., walked to the bus stop, then rode the bus), count only the type you used for the **longest distance part** of your trip.

In the bottom section of the table, indicate how many days in the week you did NOT travel to your usual work location and the reasons (e.g., regular day off, telecommute, compressed work schedule day off) for not traveling to work.

CHECK SUM OF DAYS. IF TOTAL NOT EQUAL TO 5, SHOW MESSAGE: “Please report for all days Monday – Friday, including days you did not work.”

IF Q12 OR Q14 = 1 AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE: “You said you typically work a compressed work schedule now. Please indicate the number of compressed schedule days you had before you registered for the GRH program?” **ALLOW “0” AS RESPONSE.**

IF Q12 OR Q14 = 2 AND RESPONDENT DOES NOT REPPORT “Telecommute/telework, SHOW MESSAGE: “You said you typically telecommute now. Please indicate the number of days you telecommuted before you registered for the GRH program?” **ALLOW “0” AS RESPONSE**

(IF RESPONSE 18 (BUSINESS TRIP, WORK OUT OF AREA) > 0, SHOW MESSAGE “Please report the type of transportation you likely would use to get to work if you had not been away on business. **ALLOW BOTH RESPONSE 18 AND ANOTHER MODE.**

Type of Transportation – Before Registering for GRH	Number of Days Used (0 to 5)	Example	Example
Days you traveled to your usual work location			
3 Drive alone or ride a motorcycle		1	In a typical week ... I traveled to work <u>four</u> days - I drove alone one day and rode Metrorail three days
4 motorcycle			
5 carpool, including carpool w/family member, dropped off (ride or drive with others in a car, truck, van, or SUV)			
6 casual carpool (slugging)			
7 Vanpool		3	
8 Buspool			
9 Bus (public bus or shuttle)			
10 Metrorail			
11 MARC (MD Commuter Rail)			
12 VRE			
13 AMTRAK / other train			
14 Bicycle (entire trip from home to work)			
15 Walk (entire trip from home to work)			
16 Taxi			
Days you did not travel to your usual work location			
1 Compressed work schedule day off		1	I had <u>one</u> compressed schedule day off
2 Telecommute/telework all day			
17 Regular day off			
18 Business trip, work out of the area			
21 Other (describe) _____			
20 Did not work Monday-Friday then, did not work in Washington area then			
Total Days	Sum of 1-17, 21	5	

GRH INFLUENCE IN STARTING, CONTINUING, OR INCREASING USE OF ALTERNATIVE MODES

Skip instruction for previous Drive Alone by registration status

INSTRUCTIONS BEFORE Q30

Current Registrants

IF **CURR_REG** AND IF Q14 =5, 6, 7, 8, 9, 10, 11,12, 13, 14, OR 15 AND Q29 NE 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, ASK Q30.

IF Q29 = 19, SKIP TO Q45

Past Registrants

IF **PAST_REG** AND IF Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND Q29 NE 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 , ASK Q31.

IF Q29 = 19, SKIP TO Q46

One-time Exception users

IF **ONE_TIME** AND IF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND Q26 NE 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 , ASK Q32.

IF Q26 = 19, SKIP TO Q45

ALL OTHERS, SKIP TO INSTRUCTIONS BEFORE Q35

(Current Registrants who always drove alone to work before registering)

Q30 You said that you regularly drove alone before you registered for GRH. How important was the availability of GRH to your decision to start carpooling, vanpooling, using transit, biking, or walking (FROM Q14)?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

NOW SKIP TO Q33

(Past Registrants who always drove alone to work before registering)

Q31 You said that you regularly drove alone before you registered for GRH. How important was the availability of GRH to your decision to start carpooling, vanpooling, using transit, biking, or walking (FROM Q23)?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

NOW SKIP TO Q34

(One-Time Exceptions who always drove alone to work before learning about GRH)

Q32 You said that you regularly drove alone before you heard about GRH. How important was the availability of GRH to your decision to start carpooling, vanpooling, using transit, biking, or walking (FROM Q14)?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

CONTINUE WITH Q33

(Current Registrants or One-Time exceptions who always drove alone to work before registering)

Q33 If GRH had not been available, how likely would you have been to start carpooling, vanpooling, using transit, biking, or walking (FROM Q14)?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

NOW SKIP TO Q45

(Past Registrants who always drove alone to work before registering)

Q34 If GRH had not been available, how likely would you have been to start carpooling, vanpooling, using transit, biking, or walking (FROM Q23)?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

NOW SKIP TO Q46

Skip instruction for increased use of alt modes by registration status

INSTRUCTIONS BEFORE Q35

Current Registrants

(IF **CURR-REG** and IF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND THE FREQUENCY OF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 IS GREATER THAN THE FREQUENCY OF Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, ASK Q35 AND Q38.

Past Registrants

IF **PAST_REG** and IF Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND THE FREQUENCY OF Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 IS GREATER THAN THE FREQUENCY OF Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, ASK Q36 AND Q39.

One-time Exceptions

IF **ONE_TIME** and IF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND THE FREQUENCY OF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 IS GREATER THAN THE FREQUENCY OF Q26 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, ASK Q37 AND Q38.

ALL OTHERS SKIP TO INSTRUCTIONS BEFORE Q40)

(Current Registrants who increased use of alternative modes after registering)

Q35 You said that since you registered for GRH, you've increased the number of days per week that you use types of transportation OTHER than driving alone for your trip to work. How important was GRH to your decision to make this change?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

NOW SKIP TO Q38

(Past Registrants who increased use of alternative modes after registering)

Q36 You said that while you were registered for GRH, you used types of transportation OTHER than driving alone more days per week for your trip to work than you did before you registered for GRH. How important was GRH to your decision to make this change?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

NOW SKIP TO Q39

(One-Time Exceptions who increased use of alternative modes after registering)

Q37 You said that since you heard about GRH, you've increased the number of days per week that you use types of transportation OTHER than driving alone for your trip to work. How important was GRH to your decision to make this change?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

CONTINUE WITH Q38

Current Registrants, or One-time Exceptions)

Q38 If GRH had not been available, how likely would you have been to make this change?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

SKIP TO Q45

(Past Registrants)

Q39 If GRH had not been available, how likely would you have been to make this change?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

SKIP TO Q46

INSTRUCTIONS BEFORE Q40

Skips for Respondents who used alt modes before GRH but did not increase the number of days using alt modes, by registration status

Current Registrants

(IF **CURR_REG** AND Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 , AND THE FREQUENCY OF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 IS LESS THAN OR EQUAL TO THE FREQUENCY OF Q26 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, ASK Q40.

Past Registrants

IF **PAST_REG** and Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 and Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, AND THE FREQUENCY OF Q23 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 IS LESS THAN OR EQUAL TO THE FREQUENCY OF Q29 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, , ASK Q41.

One-Time exceptions

IF **ONE_TIME** and Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15 AND Q26 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, OR 15, AND THE FREQUENCY OF Q14 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 IS LESS THAN OR EQUAL TO THE FREQUENCY OF Q26 = 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, , ASK Q42.

ALL OTHERS, SKIP TO INSTRUCTIONS BEFORE Q45

(Current Registrants who were ridesharing/using transit at least some days before registering)

Q40 You said that you were carpooling, vanpooling, using transit, biking, or walking (FROM Q29) before you registered for GRH. How important was the availability of GRH to your decision to continue using a type of transportation other than driving alone? Was it...

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

NOW SKIP TO Q43

(Past Registrants who were ridesharing/using transit at least some days before registering)

Q41 You said that you were carpooling, vanpooling, using transit, biking, or walking (FROM Q29) before you registered for GRH. How important was the availability of GRH to your decision to continue using a type of transportation other than driving alone?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

NOW SKIP TO Q43

(One-Time Exceptions who were ridesharing/using transit at least some days before hearing about GRH)

Q42 You said that you were carpooling, vanpooling, using transit, biking, or walking (FROM Q26) before you heard about GRH. How important was the availability of GRH to your decision to continue using a type of transportation other than driving alone?

- 1 very important
- 2 somewhat important
- 3 not at all important
- 9 Don't know

NOW SKIP TO Q44

(Current Registrants or Past Registrants)

Q43 If GRH had not been available, how likely would you have been to continue?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

NOW SKIP TO Q45

(One-Time Registrants)

Q44 If GRH had not been available, how likely would you have been to continue?

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 9 Don't know

OTHER SERVICES RECEIVED THAT COULD HAVE INFLUENCED DECISIONS

INSTRUCTIONS BEFORE Q45

IF **CURR_REG** or **ONE_TIME**, ASK Q45

IF **PAST_REG**, ASK Q46

(Current Registrants or One-Time Exceptions)

Q45 Did you receive any commute assistance or benefits, in addition to GRH, from any source, that influenced your decision to carpool, vanpool, use transit, bike, or walk (FROM Q14)?

- 1 yes
- 2 no (SKIP TO Q48)
- 9 Don't know (SKIP TO Q48)

NOW SKIP TO Q47

(Past Registrants)

Q46 Did you receive any commute assistance or benefits, in addition to GRH, from any source, that influenced your decision to carpool, vanpool, use transit, bike, or walk (FROM Q23)?

- 1 yes
- 2 no (SKIP TO Q48)
- 9 Don't know (SKIP TO Q48)

Q46a Was any assistance or benefit you received more important than GRH to your decision?

- 1 Yes
- 2 No
- 3 Don't know

IF Q46a = 2 OR 3, AUTOCODE Q47 = 14, THEN SKIP TO Q48

Q47 What assistance or benefit was more important than GRH?

OPEN ENDED _____

Responses will be coded into the following categories in survey post-processing

- 1 matchlist
- 2 transit route/schedule info
- 3 P&R info
- 4 vanpool assistance
- 5 HOV lane specs
- 6 discount/free transit pass/Metrochek/SmarTrip, Smart Benefits
- 7 NuRide (Virginia carpool incentive)
- 8 other cash incentive
- 9 employer GRH
- 10 CP/VP preferential parking
- 11 parking fees
- 12 carpool/vanpool discount parking
- 13 assistance from employer
- 14 no assistance more important
- 15 other _____

Q47a Were any other factors or circumstances important to your decision?

- 1 Yes
- 2 No
- 3 Don't know

IF Q47a = 2 OR 3, AUTOCODE Q48 = 99, THEN SKIP TO Q49

Q48 What other factors or circumstances were important to your decision?

OPEN ENDED _____

Responses will be coded into the following categories in survey post-processing

- 1 changed jobs or work hours
- 2 moved to a different residence
- 3 save money
- 4 save time
- 5 didn't want to drive
- 6 no longer had a car available for commuting
- 7 needed my car for work or other purpose (had to start driving alone)
- 8 family obligations
- 88 other (SPECIFY) _____
- 99 no other factor or circumstance was important

REFERRAL SOURCES FOR GRH, GRH ADVERTISING RECALL

Q49 How did you hear about the GRH Program?

OPEN ENDED _____

Responses will be coded into the following categories in survey post-processing

- 1 direct mail/postcard from COG/CC
- 2 radio
- 3 TV
- 4 bus/train sign
- 5 internet
- 6 bus/train schedule
- 7 brochure/promo materials
- 8 highway sign
- 9 Info Kiosk
- 10 yellow Pages (One Book or Verizon)
- 11 newsletter
- 12 newspaper (regional or local)
- 13 employer/employer survey
- 14 fair/on-site event
- 15 word of mouth
- 16 other rideshare/transit organization
- 17 Other (specify)
19. Don't know

Q50 Have you heard, seen, or read any advertising about GRH?

- 1 yes
- 2 no (SKIP TO Q54)
- 9 Don't know(SKIP TO Q54)

Q52 Had you registered for GRH before you saw or heard this advertising?

- 1 yes
- 2 no (SKIP TO Q54)
- 9 Don't know (SKIP TO Q54)

Q53 Did the advertising encourage you to seek information about GRH or to register for GRH?

- 1 yes
- 2 no
- 9 Don't know

USE OF GRH

IF Q3 = 1, SKIP TO Q55

Q54 Have you taken a GRH trip since you registered for GRH?

- 1 yes
- 2 no (SKIP TO Q59)
- 3 Don't know (SKIP TO Q59)

Q55 IF Q3 = 1, SHOW, "You said you had taken a GRH trip. For what reason did you take the trip? If you have taken more than one trip, report about the most recent trip.

IF Q3 NE 1, SHOW, "For what reason did you take the trip?"

(ACCEPT ONLY ONE RESPONSE)

- 1 illness (self)
- 2 illness of family member
- 3 other personal emergency
- 4 illness of child
- 5 child care problem
- 6 illness of carpool partner
- 7 unscheduled overtime
- 8 missed CP/VP
- 9 other (SPECIFY) _____

Q56 Was the service satisfactory?

- 1 yes (SKIP TO Q58)
- 2 no
- 9 Don't know (SKIP TO Q58)

Q57 Why was it not satisfactory?

- 1 waited too long
- 2 hard to get approval
- 3 didn't like taxi/driver
- 4 other (SPECIFY) _____

Q58 About how long did you wait for the taxi to arrive?

_____ minutes

Q59 In what ways could Commuter Connections improve the GRH program? (CHECK ALL THAT APPLY)

OPEN ENDED _____

Responses will be coded into the following categories in survey post-processing

- 1 quicker response for GRH ride requests
- 2 don't require registration
- 3 allow use of GRH if ridesharing/using transit less than twice per week
- 4 allow more GRH trips in a year
- 5 easier/faster approval process
- 6 wider area for trips
- 88 no improvement needed
- 99 other (SPECIFY)
- 98 Don't know

DEMOGRAPHICS

Now just a few last questions to help us group your answers with those of others.

Q59a Do you have access to the internet, either at your home or your work?

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

Q60 Which of the following groups includes your age?

- 1 under 18
- 2 18 - 24
- 3 25 - 34
- 4 35 - 44
- 5 45 - 54
- 6 55 - 64
- 7 65 or older

Q61 Do you consider yourself to be Latino, Hispanic, or Spanish?

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

Q62 Which one of the following best describes your racial background. Is it . . . (ALLOW ONLY ONE RESPONSE)

- 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 Don't know

Q63 Finally, please indicate the category that best represents your household's total annual income.

- 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
- 19 Don't know

Q64 Are you female or male?

- 1 Female
- 2 Male

Thank you very much for your time and cooperation!
