



**National Capital Region  
Transportation Planning Board  
COMMUTER CONNECTIONS PROGRAM**

**Employer Satisfaction Survey  
2024  
Final Report**

*Prepared for:*

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In association with:

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## ABSTRACT

**TITLE:** Commuter Connections Employer Services Satisfaction Survey Report

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**AGENCY:** The Metropolitan Washington Council of Governments is the regional planning organization of the Washington area's major local governments and their governing officials. COG works toward solutions to problems in such areas as growth, air and water quality, transportation, and housing, and serves as the regional planning organization for metropolitan Washington.

**ABSTRACT:** This report presents the results of a survey of 3,954 employers who currently participate or who have participated in the past in the Washington DC metropolitan regional Employer Services program operated and monitored by the Metropolitan Washington Council of Governments. Commuter Connections introduced the Employer Services Program in 1997 to help assist employers to either start or expand commuter benefit programs and services at their worksite. The program provides employers free transportation demand management consulting services from local jurisdictions that are part of the Commuter Connections regional network.

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## SECTION 1 INTRODUCTION

### **Overview and Survey Objectives**

This report presents results of an employer satisfaction survey of a random sample of employers that participate in the Employer Outreach program administered by the Commuter Connections Program of the National Capital Region Transportation Planning Board (TPB) at the Metropolitan Washington Council of Governments (COG).

The primary purpose of conducting this survey was to collect data to document the attitudes, opinions and satisfaction of employers toward the products and services provided by Commuter Connections and local member organizations that are part of the Commuter Connections employer and commuter assistance network in the Washington, DC metropolitan region. The survey described in this report has been conducted on previous occasions and the questionnaire was updated for this study.

### **Survey Methodology Summary**

**Sample Frame and Sample Selection** – The survey described in this report was conducted with employers whose organizations were included in Commuter Connections’ regional Employer Outreach ACT! Customer Relationship Management database. Commuter Connections maintains this contact management database with monthly updates by local jurisdictions for employers located in their jurisdictions. The main criteria for the survey respondents’ selection was the employers’ basic contact with local sales jurisdictions and the availability within the database of contact and employer size data about the employer. Employers that met these criteria were included in the sample frame.

LDA Consulting, the hired subcontractor for the project, received a total of 4,720 sample points from the database. After cleaning the sample points, 1,244 sample points were removed due to duplicates, no longer with the company, not aware of the program, wrong number, non-English respondent, or number not in service, leaving 3,476 starting sample points.

**Questionnaire Design** –To continue comparison with the previous surveys, the 2024 questionnaire was based on the 2019 questionnaire. Some existing questions were changed to allow for respondent feedback on new commute programs and services. The draft questionnaire was reviewed by Commuter Connections staff. The questionnaire was prepared in written/paper form and was programmed for internet application.

**Survey Administration** – Survey administration was streamlined to include two delivery methods:

- Email distribution with link to internet submittal website
- If no email address was available, then postal mail distribution of a postcard with information for the survey link

The letter included a link to the survey website. A total of 3,756 e-mail alert letters were sent out by COG on January 10, 2024, with 720 mailed invitations sent shortly thereafter. The letter informed

potential respondents of the survey and requested their participation. COG staff sent reminder e-mail alerts to each of these employers on January 18, January 26, and February 5.

At the conclusion of the survey administration period, a total of 47 surveys were completed by email. The total response rate for both the web completions was 1%.

### **Level of Confidence for Analysis**

There is a low level of confidence in the findings of this survey.

Responses were still low even with efforts to encourage responses. Commuter Connections offered each respondent who completed the survey a chance to win a \$100 Amazon gift card (5 total).

Employer Outreach Committee members have suggested channeling the survey through local sales reps to help increase participation in the future.

## SECTION 2      SURVEY RESULTS

This section presents an overview of the survey findings. The findings shown in this section are presented for the frequencies of respondents.

The survey collected data in several primary topic areas. Results for these topics are presented below:

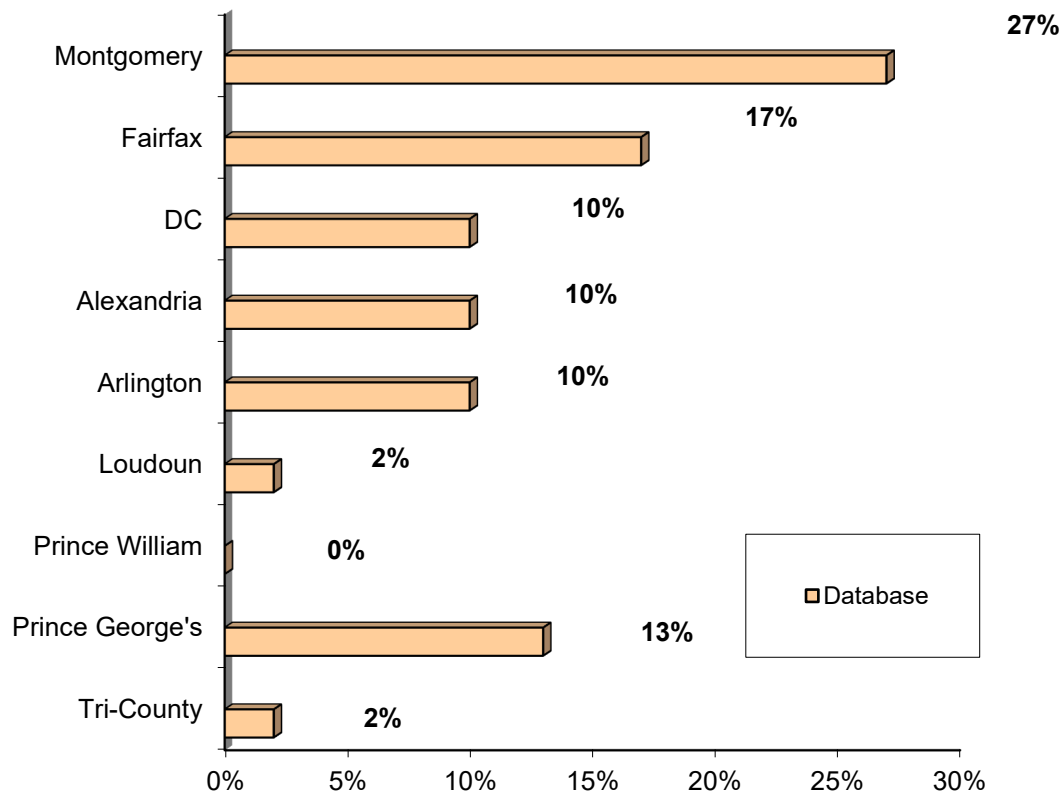
- Company background
- Worksite commute program services offered
- Awareness of and satisfaction with Commuter Connections representative
- Level and form of communication with Commuter Connections
- Use of and value of Commuter Connections employer assistance services
- Use of Commuter Connections employee survey
- Interest in Commuter Connections training opportunities

### **Company Background**

Respondents were asked several questions to define various characteristics of their employer. These included: work location, company size, organization type and primary business activity, number of worksites in the Washington region, and the role or function of the respondent in his or her company. Responses to these questions are presented in Figures 1 through 7 below.

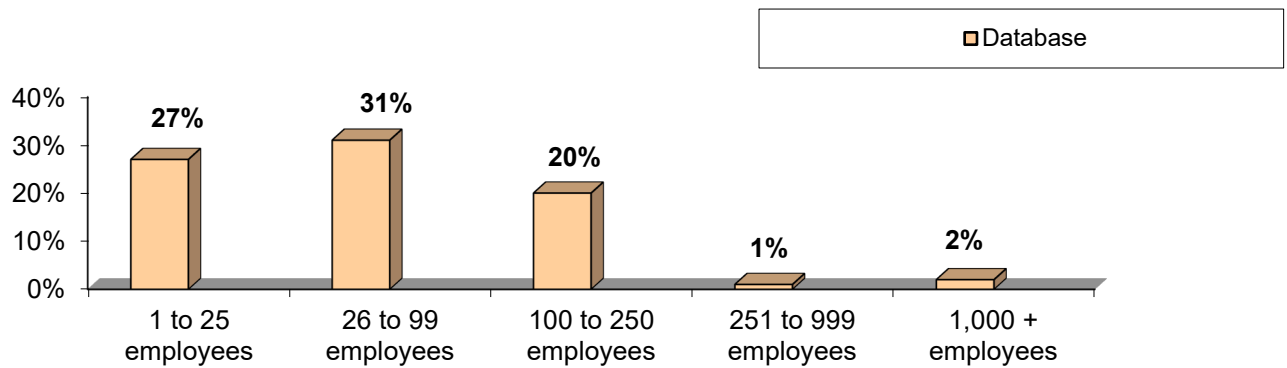
**Work Location** – Respondents were asked in what county or independent city their work location was sited. Figure 1 shows that 37% of the survey respondents were located in Montgomery County, MD, 13% were located in the District of Columbia, and 24% said their work location was in Arlington County, VA. Smaller percentages of respondents reported worksites in other jurisdictions.

**Figure 1**  
**Respondent Work Location – Survey Sample and Employer Database**



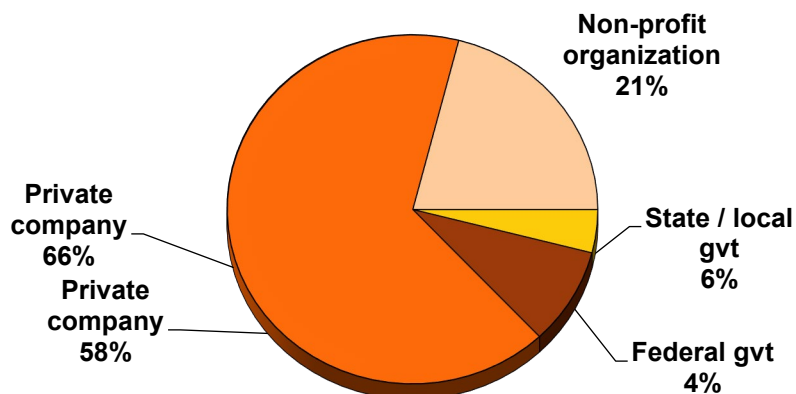
**Employer Size** –Figure 2 presents the distribution of company size for the sample of respondents and for all employers in the database.

**Figure 2**  
**Employer Size – Employees in All Worksites in Metropolitan Washington Region**



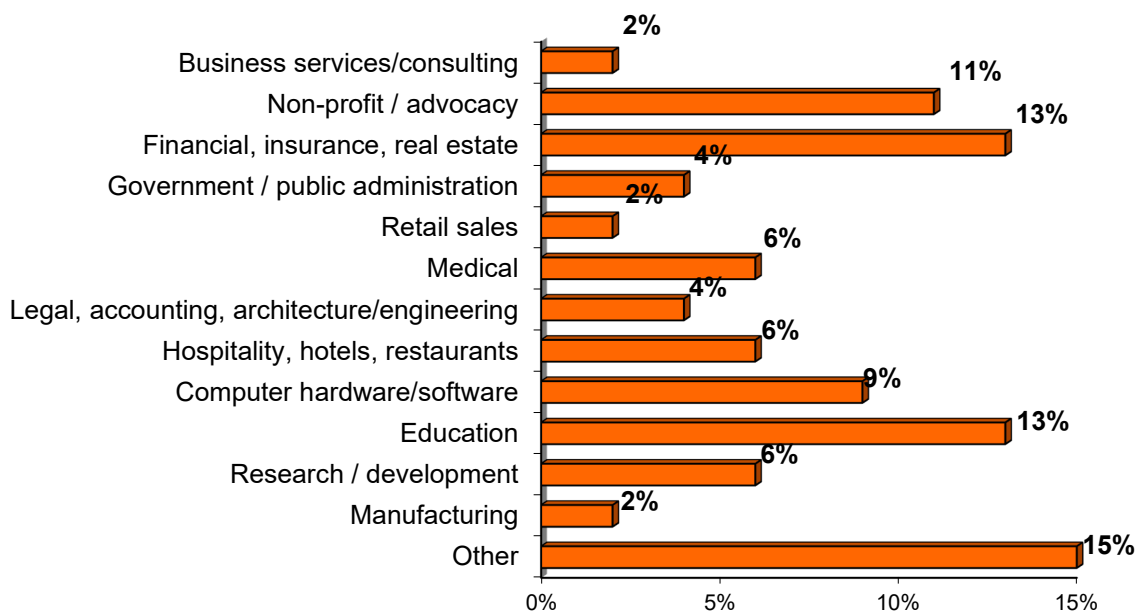
**Employer Type** – The overwhelming majority of respondents worked either for a private company (66%) or a non-profit organization or association (21%). 13 percent worked for a government agency. The very small share of government employers reflects the focus of the Employer Outreach program on non-governmental employers.

**Figure 3**  
**Response by Employer Type**



**Primary Business** – Respondents were asked to describe the primary type of work conducted by the organization. As indicated by the results in Figure 4, many industries were represented. Four industries accounted for about half of the employers in the sample: non-profit or advocacy firms (14%); business services / consulting (10%); financial, insurance, and retail trade employers (10%); and legal/accounting, architecture/engineering (9%)

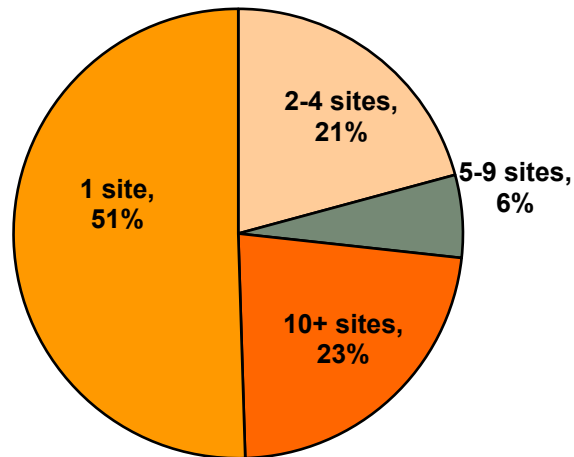
**Figure 4**  
**Primary Business**





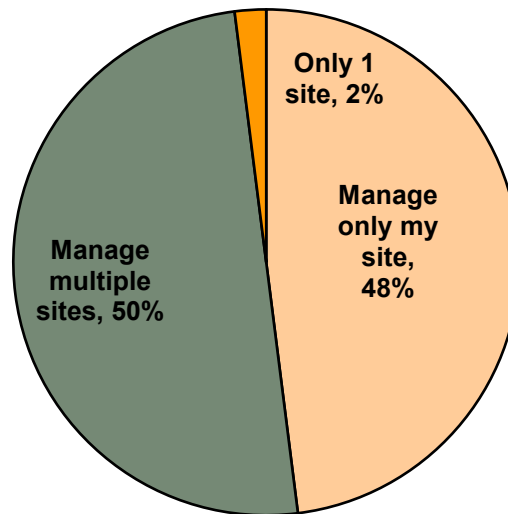
**Number of Worksites** – Respondents were asked how many worksites their organizations maintained in the Washington DC metropolitan region.

**Figure 5**  
**Number of Worksites in the Washington Metropolitan Region**



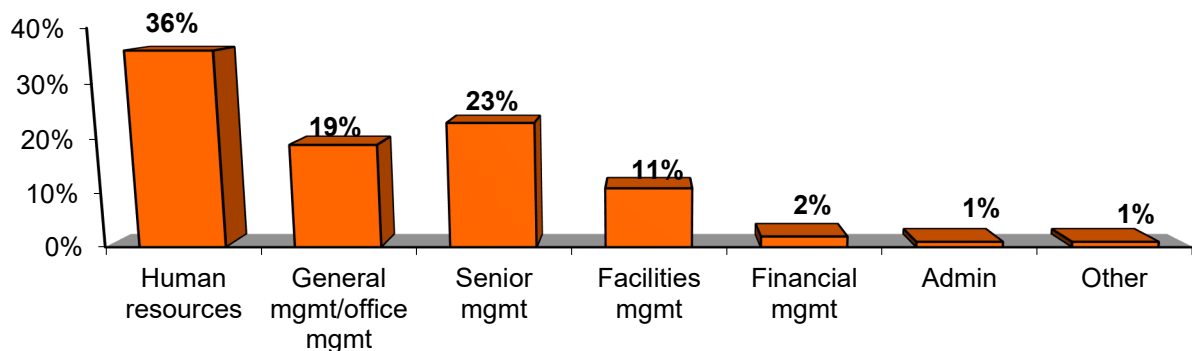
**Number of Commute Programs Managed** – Respondents that said they had more than one worksite in the Washington region were asked a follow-up question; “do you manage or administer commuter services only for the worksite where your office is located or for multiple worksites in the Washington metropolitan region?”

**Figure 6**  
**Number of Worksites for Which Respondent Managed Commute Program**



**Respondents’ Roles or Functions in the Organization** – An important question in employer outreach is who at a company is the most likely representative to contact about commuter service assistance. The survey illustrated that respondents represent varied organizational roles, as shown in Figure 7.

**Figure 7**  
**Organizational Role/Function of Respondent**



**Worksite Commuter Services Offered**

A second broad section of the questionnaire queried respondents about commuter assistance services their firms offered to employees.

Respondents were given a list of 21 commuter assistance services in four broad categories:

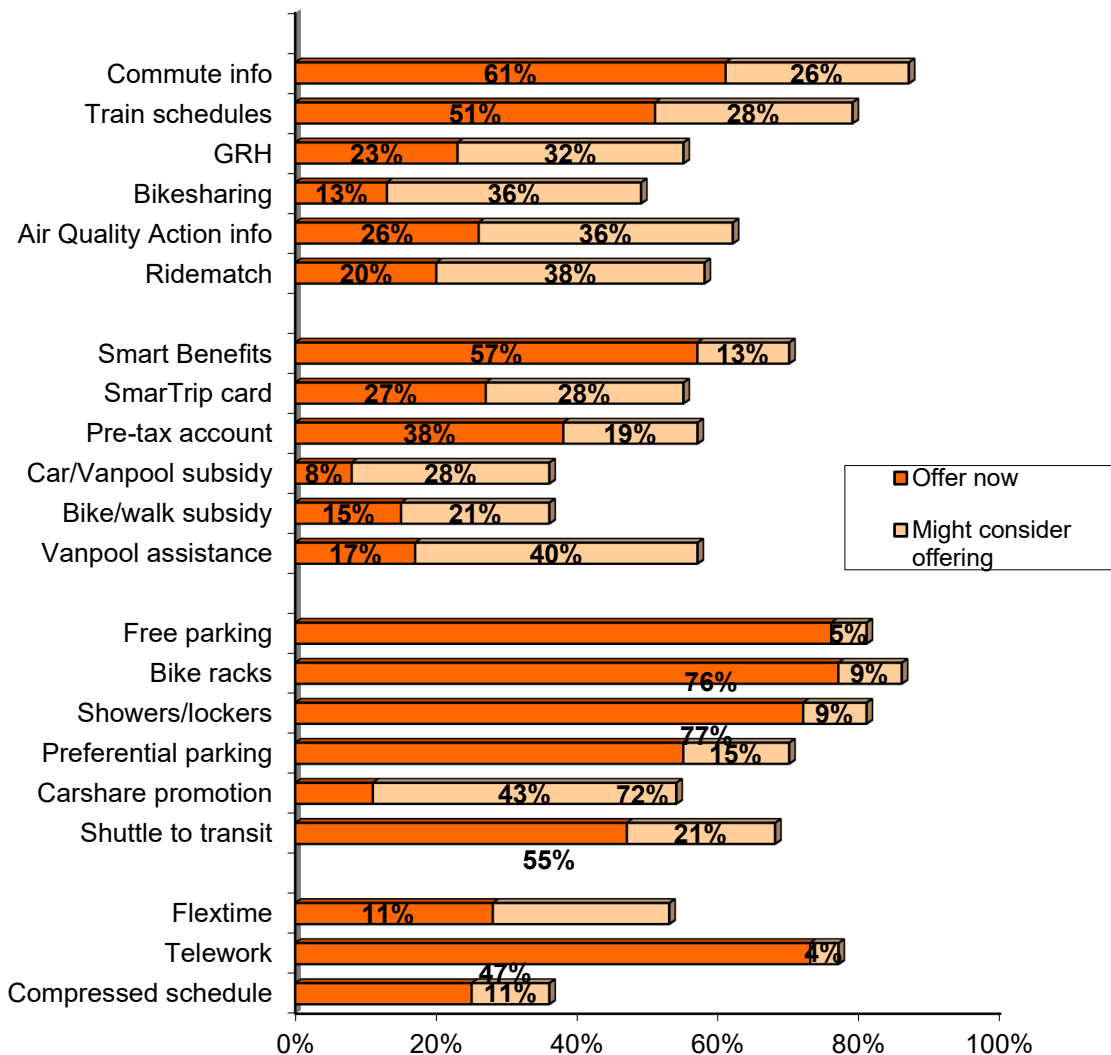
- Financial incentives
- Information / support
- On-site facilities
- Work schedule options

For each of the 21 services, respondents were asked to check one of four situations:

- Service is available to employees now
- Service is not available but the employer might consider offering it to employees
- Service is not available and employer would not consider offering it to employees
- Service is not available and employer does not know if they would consider offering it

Figure 8 on the following page displays the results for each service.

**Figure 8**  
**Worksite Commuter Services**  
**Services Available to Employees Now and Services Employer Might Consider Offering**



**Duration of Commute Service Involvement** – Commuter Connections has administered the Employer Outreach program since 1997 and many of the employers surveyed have been long-time participants in both commuter services and the Commuter Connections program. Figure 9 shows results for two questions:

- Length of time the organization has offered commuter services to employees
- Length of time the organization has been involved in the Commuter Connections program

**Figure 9**  
**Duration of Commuter Service Program and Involvement with Commuter Connections**

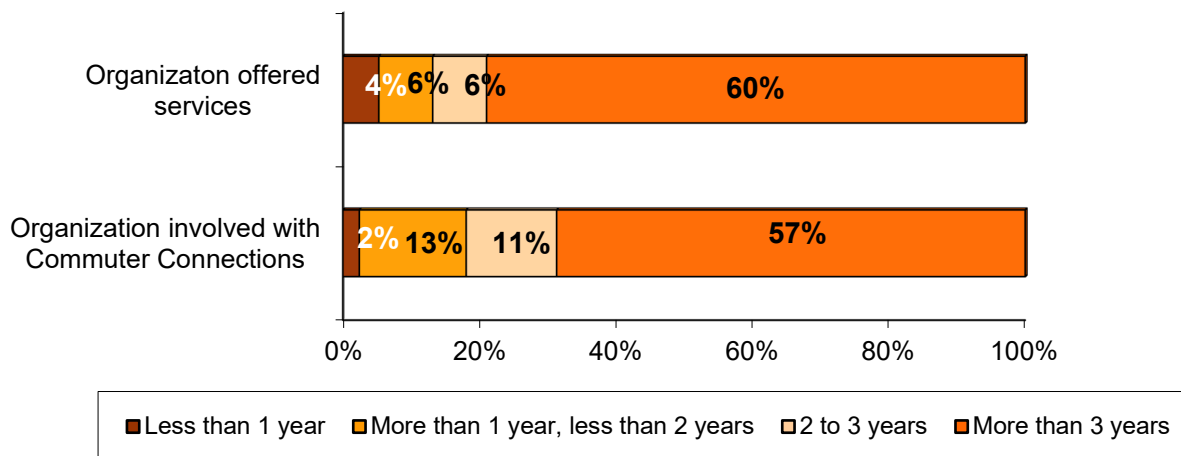


Figure 9 shows that respondents’ companies typically were long-time participants in both commute services and Commuter Connections Employer Outreach. As shown by the top bar, 60% of respondents’ companies had offered commute services three years. Only four percent said they started offering commuter services within the past year.

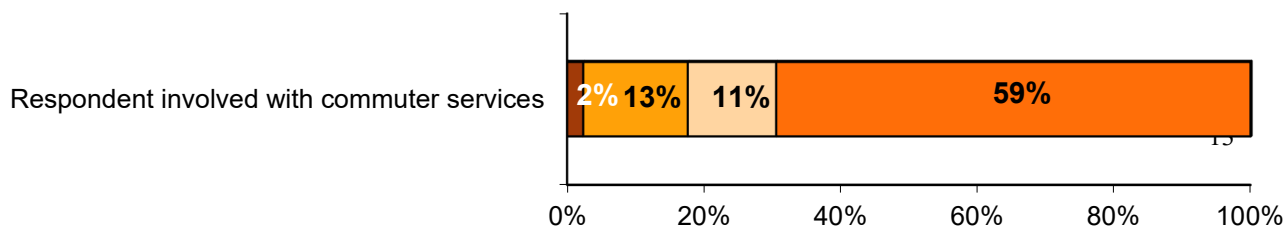
Respondents also appeared to have a relatively long history with the Commuter Connections Employer Outreach network; over 60% percent had been involved with Commuter Connections for three years or more.

**Awareness and Satisfaction with Commuter Connections’ Network Representative**

The next section of the survey explored respondents’ awareness of and satisfaction with their Commuter Connections’ network representative. Because the Commuter Connections Employer Outreach program is administered jointly by Commuter Connections staff and by staff from local jurisdiction “network” partners, respondents whose contact is with the local representative could mistakenly believe they are not involved in Commuter Connections. For this reason, the survey presents a broad definition of “representative,” as follows: “a representative from Commuter Connections or from a local member organization of the Commuter Connections network.”

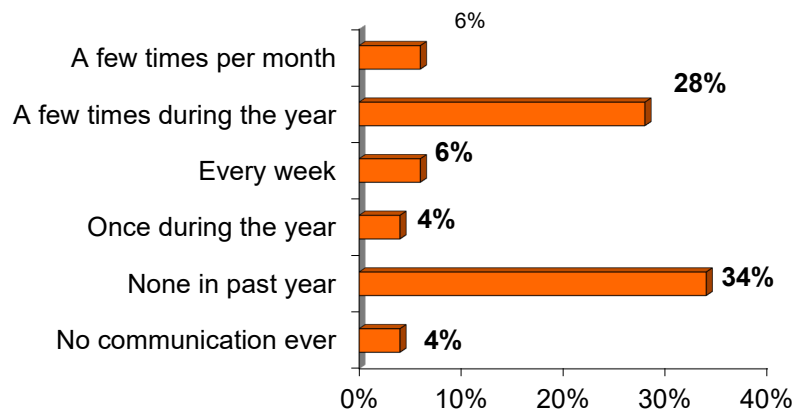
**Respondents’ Involvement with Worksite Commuter Services** – As shown in Figure 10, more than seven in ten respondents said they had been involved in or responsible for managing or delivering commuter services at their worksite for at least two years.

**Figure 10**  
**Duration of Respondents’ Involvement with Managing Worksite Commuter Services**



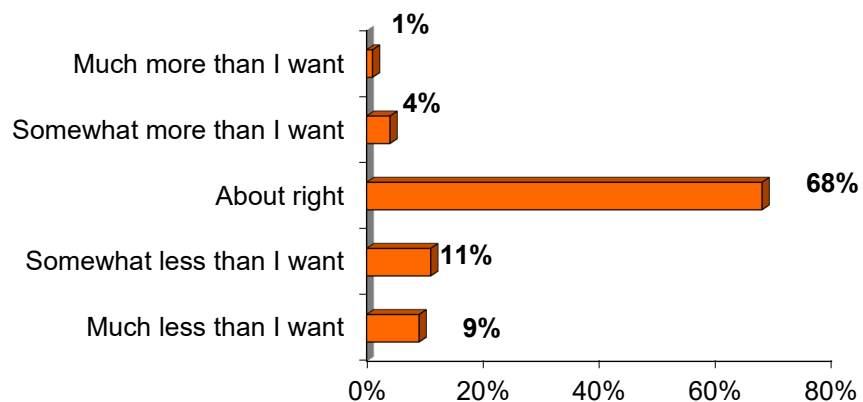
**Level of Contact with Commuter Connections Representative** – Over 50% of the respondents said they had some form of communication with their CC representative in the past year, including telephone, postal mail, email, or personal visit. A surprising number (41%) said they had never had any contact with their representative. These results are presented in Figure 11.

**Figure 11**  
**Number of Contacts with Commuter Connections Representative in Past Year**



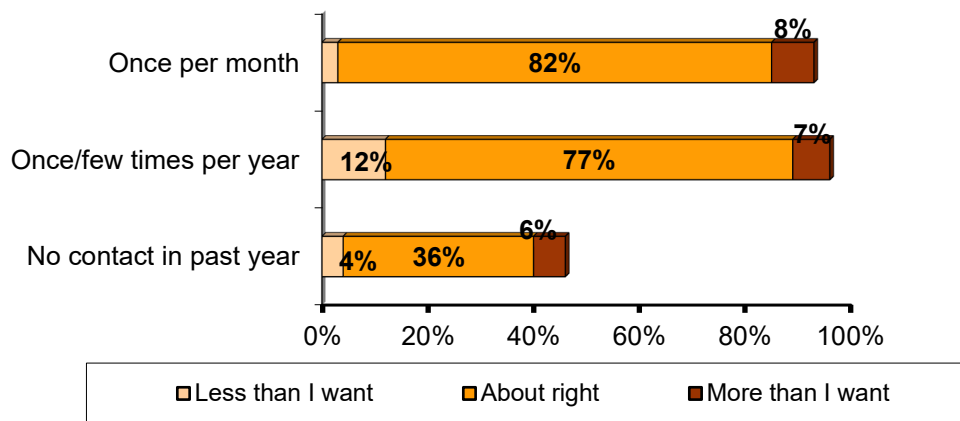
As presented in Figure 12, the large majority (68%) of respondents said they were satisfied with the level of contact that they had with their Commuter Connections network representative, rating it “about right”. About four percent said the number of contacts was either somewhat or much more than they wanted. Twenty percent said they wanted a higher level or greater frequency of contact.

**Figure 12**  
**Rating for Level of Contact with Commuter Connections Representative**



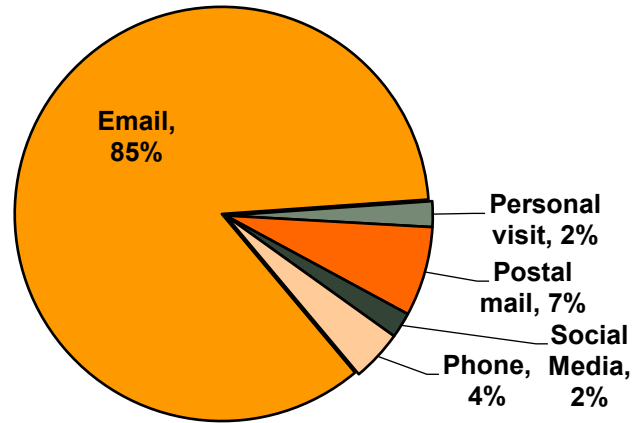
Not surprisingly, respondents’ ratings on their satisfaction with the level of contact differed by how much contact they had with the representative. The results are illustrated in Figure 13.

**Figure 13**  
**Rating for Level of Contact with Commuter Connections Representative**



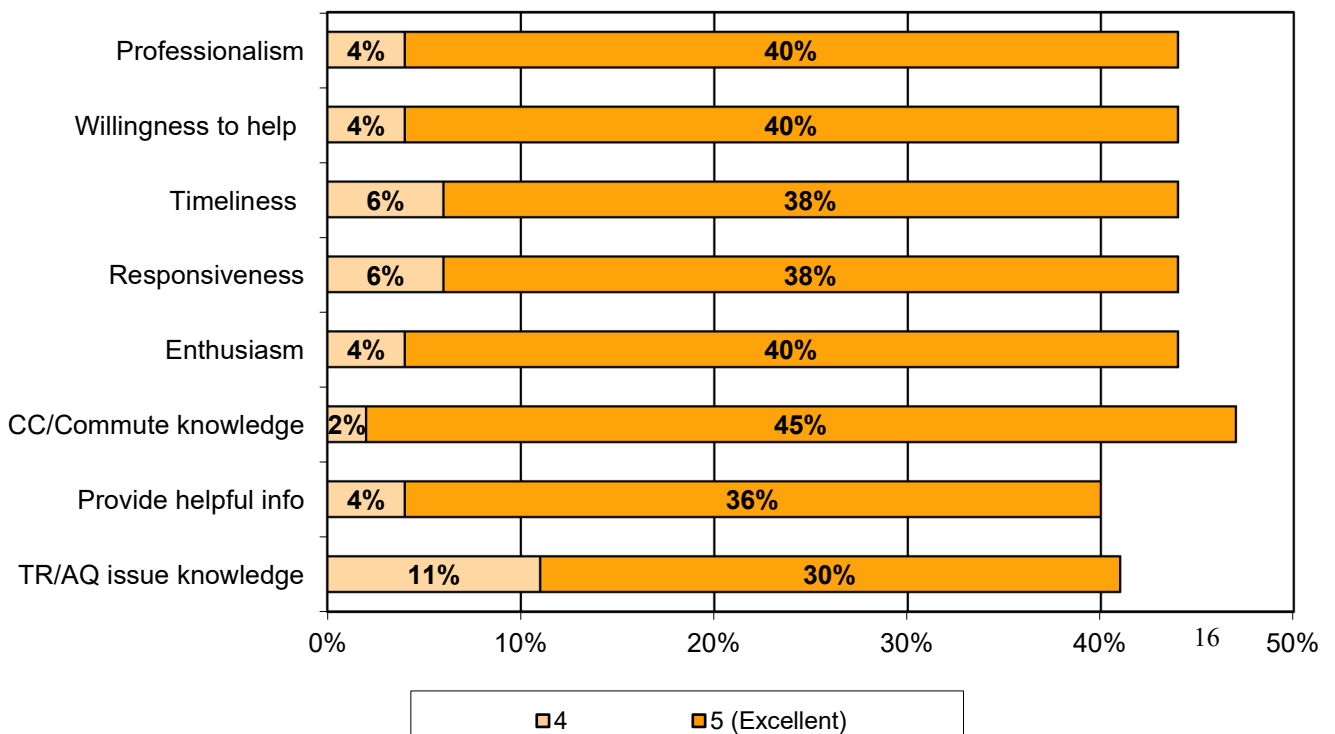
**Preferred Form of Contact with Commuter Connections Representative** – Respondents were asked the form of communication they would “most prefer” for contacts with their representative. Figure 14 portrays these results. Over 80 % of respondents said they would prefer email for communications with/from their Commuter Connections network representative. The remaining employers were divided between postal mail (8%), and phone (4%).

**Figure 14**  
**Preferred Form of Contact with Commuter Connections Representative**



**Ratings for Customer Service Features** – When asked to rate their Commuter Connections network representative on a variety of features, respondents gave uniformly high marks for all customer service features. Results are shown in Figure 15.

**Figure 15**  
**Commuter Connections Representatives – Ratings on Customer Service Features**  
**Percentage of Respondents Giving Ratings of 4 or 5 (Highest)**



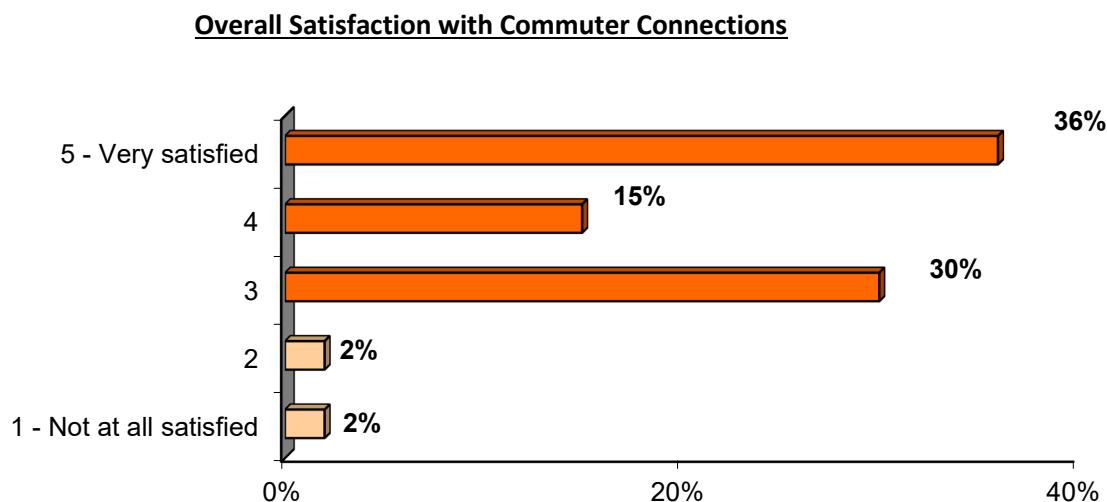


## **Use of and Satisfaction with Commuter Connections Services**

Several questions on the survey explored respondents’ overall satisfaction with Commuter Connections and any issues or problems they had experienced. These results are summarized below.

**Overall Satisfaction** – As shown in Figure 16, half of respondents said they were satisfied overall with the services they received from Commuter Connections; 36% gave an overall rating of “5” on a 5-point scale (very satisfied) and 15% gave a rating of “4.”

**Figure 16**



About two in ten (19%) rated the service a “3.” Only six percent said they were unsatisfied with Commuter Connections’ services (rating of 1 or 2). When asked why they gave the ratings they did, respondents reported reasons pertaining to little or no contact with the program and/or its representatives. A small percentage of respondents reported neutral or negative reasons, as listed below.

### **Positive Reasons**

- Representative is prompt, responsive, available 7%
- Representative is helpful, knowledgeable 6%

- Representative is pleasant, enthusiastic, professional 9%
- Representative keeps me informed, up to date 7%
- Generally good program, good service 8%
- Program offers useful information, informative service 40%
- Program offers information for employees, employees like it 4%

**Neutral / Negative Reasons**

- Have little contact with program / just get newsletter 20%
- No contact with representative 35%
- Service is okay or just adequate 9%
- Few employees can use alternative modes N/A

Most of the reasons focused on customer service features exhibited by the Commuter Connections network representative, such as being helpful, prompt, responsive, enthusiastic, and professional. Respondents also noted that the service was useful to their company or to their employees.

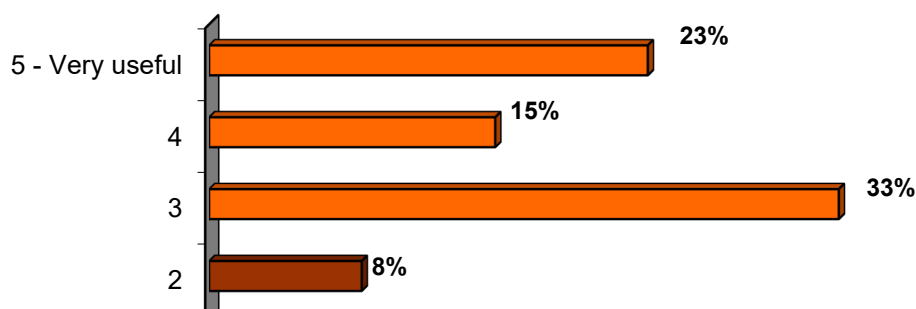
**Likely to Recommend** – A good amount of respondents also mentioned they were likely to recommend Commuter Connections services to another employer that needed assistance with commute services; 26% said they were very likely to recommend the service and 21% said they were somewhat likely to recommend. Only five percent said they were unlikely or very unlikely.

**Desired Improvements** – A few respondents cited specific suggestions for program improvements they believed would enhance Commuter Connections’ effectiveness in promoting commuter programs and in assisting organizations to develop commuter programs. These suggestions are summarized below:

- No suggestions 74%
- More communication with employers 11%
- Transit improvements 16%
- Conduct more marketing 3%
- Use email more for contacts 9%
- Offer more materials, tool kits 2%
- Provide commute subsidy enhancements 6%

**Usefulness of Services** – The survey also asked how useful Commuter Connections services had been to their companies in developing or implementing commuter services at their worksites. As indicated in Figure 17, over 71% of employers who used Commuter Connections’ services found them to be useful. Eleven percent said they had not been useful.

**Figure 17**  
**Overall Usefulness of Commuter Connections Services**

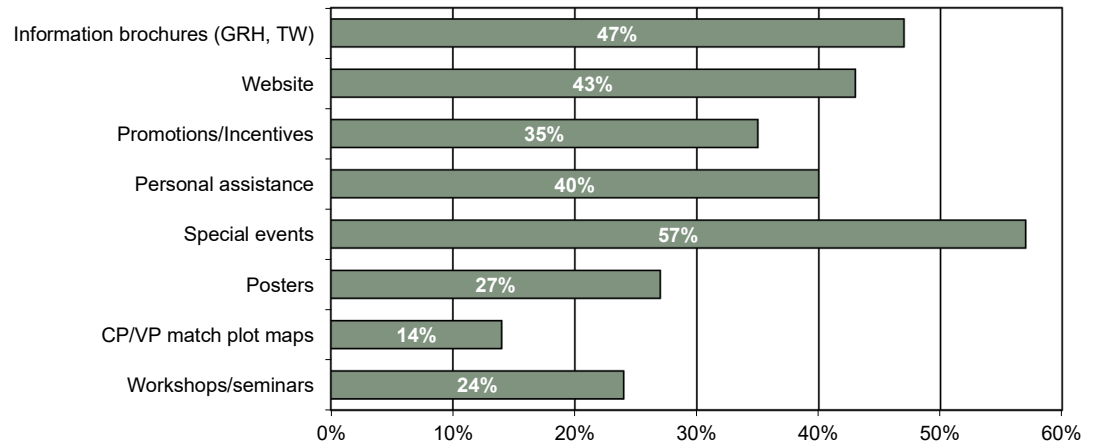


When asked what features about the services made them useful, respondents cited the following factors. Several focused on individual services provided by the program (materials, brochures) while others focused on the results the employer was able to achieve (saved money, keeps me informed).

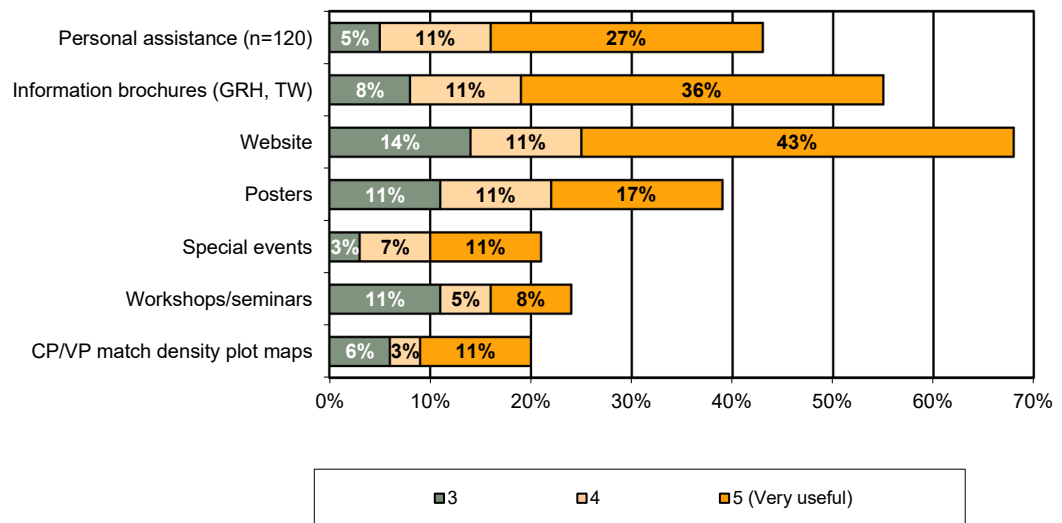
- Good information 14%
- Employees can use or benefit from the information 10%
- Offered new ideas, tips, suggestions 4%
- Keeps me informed 9%
- Offers bus schedules 6%
- Saved us money 2%
- Offers information materials / brochures 4%
- Provides information on Smart Benefits 9%
- Provided assistance on pre-tax 9%
- Answered my questions 6%
- Offer information for employees, employees like it 5%

**Use and Usefulness of Individual Services** – Respondents were asked to indicate which of seven Commuter Connections services and how useful the services they had used had been to their worksite commuter program. Figure 18 portrays results on service usefulness.

**Figure 18**  
**Use of Individual Commuter Connections Services**



**Figure 19**  
**Usefulness of Individual Commuter Connections Services**



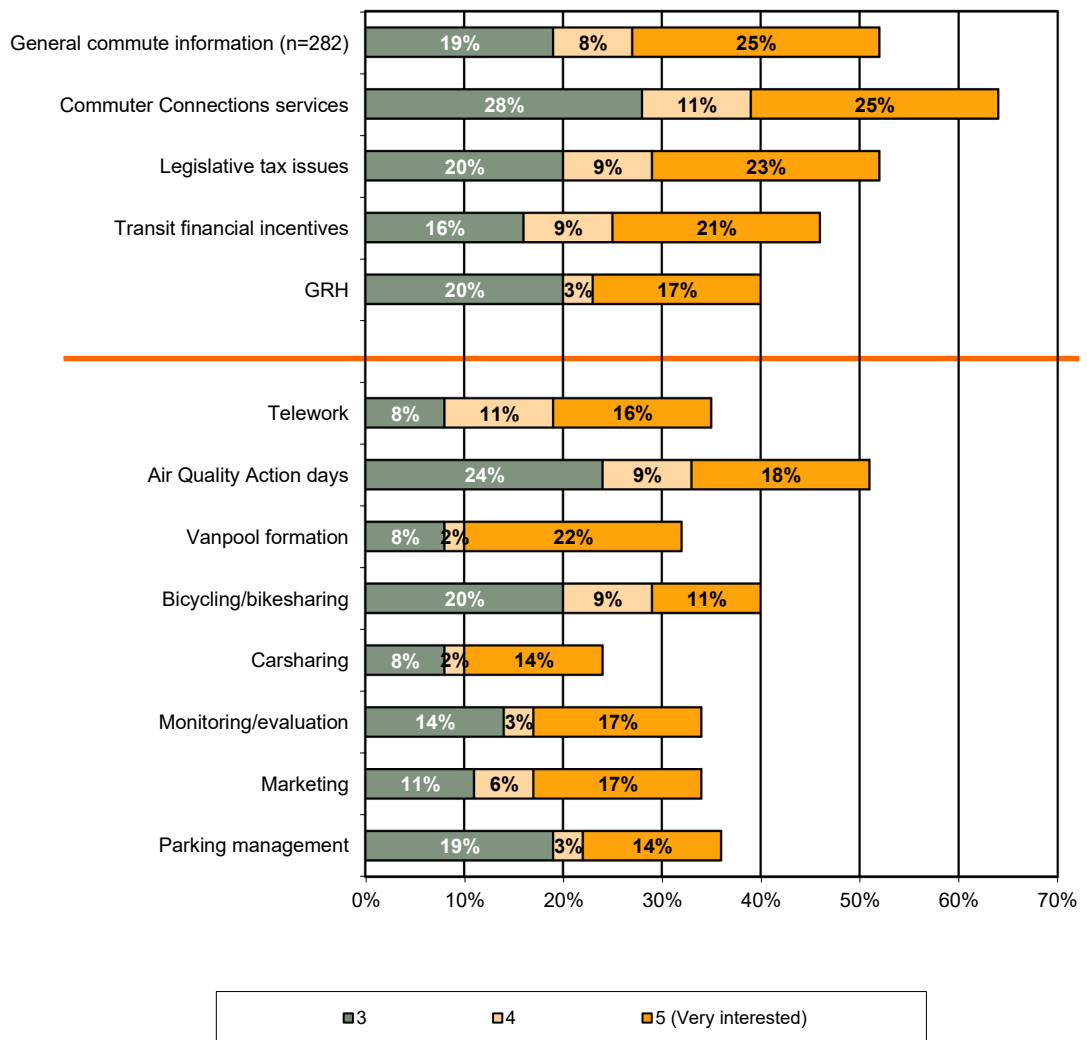
**Employee Commute Survey** – One service offered by Commuter Connections is the employee travel survey that employers can use to identify how employees travel to work. Commuter Connections assists the employer by summarizing the survey data and assisting employers to interpret the data and apply the results to develop worksite commuter services.

Around 16% of respondents said their organizations had used a Commuter Connections employee survey in the past year and 50% of those indicated they had received a copy of their statistical summary of the employee travel survey, and 100% mentioned that they used the survey as a means of implementing worksite commuting alternatives.

### **Interest in Training Opportunities Sponsored by Commuter Connections**

Finally, the survey asked respondents how interested they would be in workshops, seminars, or other training opportunities offered by Commuter Connections, by rating each topic on a scale of 1 to 5, with 1 meaning “not at all interested” and 5 meaning “very interested.” The percentages of respondents who gave ratings of 3, 4, or 5 are shown in Figure 19.

**Figure 19**  
**Interest in Commuter Connections Training Opportunities**



## **APPENDICES**

### Appendix A – Survey Questionnaire

## Appendix A

### MWCOG 2019 Employer Outreach Satisfaction Survey Internet Version – v3 12-12-18

#### INTRODUCTION

Commuter Connections is conducting this survey about satisfaction with services provided by Commuter Connections and the local Commuter Connections partner member organizations, to help employers implement employee transportation programs. All information you provide will be confidential.

Commuter Connections is offering a drawing for five \$100 Amazon gift cards for participants who complete the survey. If you would like to be entered into the drawing, please provide your name and email address at the end of the survey, so we can send you the card if you are one of the winners.

#### INFORMATION ABOUT YOUR ORGANIZATION

- 1 Which of the following best describes your organization type?
  - 1 State or local government agency
  - 2 Federal government agency
  - 3 Non-profit organization or association
  - 4 Private company
  - 9 Other (please describe) \_\_\_\_\_
  - 999 Left blank
  
- 2 Which of the following best describes the kind of work conducted by your organization?
  - 1 Government/public administration
  - 2 Non-profit advocacy, trade association
  - 3 Information technology (hardware/software)
  - 4 Construction
  - 5 Business or personnel services, professional consulting
  - 6 Legal, accounting, architecture, engineering
  - 7 Medical/health services
  - 8 Hospitality, restaurant, or hotel
  - 9 Education
  - 10 Manufacturing
  - 11 Wholesale trade, warehousing
  - 12 Retail trade
  - 13 Banking, finance, insurance, or real estate
  - 14 Research and development
  - 15 Public utilities, telecommunications, water, electricity
  - 16 Transportation/delivery
  - 19 Other (please describe) \_\_\_\_\_
  - 999 Left blank

2a How many worksites does your organization have in the Washington metropolitan region?

\_\_\_\_\_   
 999 Left blank (ASK Q2b)

**IF Q2a = 1, SKIP TO Q3**

**IF Q2a > 1 OR Q2a = 999, ASK Q2b**

2b Do you manage or administer commuter services only for the worksite where your office is located or for multiple worksites in the Washington metropolitan region?

- 1 Only for the worksite where my office is located
- 2 For two to three total worksites in the Washington region
- 3 For four to five worksites in the Washington region
- 4 For six or more worksites in the Washington region

999 Left blank

3 Approximately how many people are employed at the worksite or worksites for which you administer or manage commuter services? \_\_\_\_\_

999 Left blank

4 Which of the following best describes your role or function in your organization?

- 1 Human resources
- 2 Facilities management
- 3 General management, office management
- 4 Financial management, accounting
- 5 Information technology (IT)
- 6 Senior management (e.g., managing partner, owner, CEO)
- 9 Other (please describe) \_\_\_\_\_

999 Left blank

COMMUTE ASSISTANCE SERVICES AVAILABLE TO YOUR EMPLOYEES

5 Following is a list of transportation information services or benefits that you or another organization might make available to employees at your worksite to help with their travel to work. In the first column, check all the services or benefits that are available to your employees. For those that are not available now, check the second, third, or fourth column to indicate if you might consider offering it, would not consider offering it, or don't know if you would consider offering it.

NOTE – Table is now divided into 3 sections, with services grouped

Commute Information and Support Service or Benefit	Available now	Not available, <u>might</u> consider	Not available, <u>would not</u> consider	Not available, don't know if would consider
1 Transit schedules				
2 Information on types of transportation employees could use to reach your worksite				
3 Guaranteed Ride Home for employees who don't drive alone to work and have a personal emergency during the work day				



4 Reserved or preferential parking for carpools or vanpools				
5 Assistance finding carpool/vanpool partners (ridematching)				
6 Information distribution on Air Quality Action Days				
7 Promotion/organization or provision of carsharing				
8 Promotion/organization or provision of bikesharing				
Financial Incentives Services or Benefits	Available now	Might consider	Would not consider	Don't know if would consider
9 Free parking for all or some employees				
10 SmartBenefits or other financial benefit for employees who ride trains, buses, or vanpools to work				
11 Cash incentive (eg. 'Pool Rewards, Flextime Rewards, incenTrip) or other financial benefit for employees who carpool or vanpool to work				
12 Pre-tax account employees can use to pay transportation costs ("Commuter Choice")				
13 SmarTrip cards for easy electronic payment on Metrorail, Metrobus or Metro parking				
14 Financial incentives for employees who bicycle or walk to and from work				
15 Parking cash out (cash payment for employees who give up parking pass)				
On-site Facilities and Work Schedules	Available now	Might consider	Would not consider	Don't know if would consider
16 Bicycle lockers or racks				
17 On-site shower and/or locker facilities				
18 Employee shuttle service or ridehail service(Uber/Lyft) to/from bus stops or train stations				
19 Company-owned or leased vehicles for vanpooling				
20 Work schedules that permit employees to choose their work arrival and departure times (flex-time, flex schedule)				
21 Compressed workweek, in which employees work a full-time schedule in fewer than five days per week				
22 Allowing some or all employees to work from home at least occasionally (telework/hybrid schedule)				

5a Do you offer any other commute assistance services not listed above?

1 No other services

9 Other (please describe) \_\_\_\_\_  
999 Left blank

- 6 How long has your organization offered information or other services to help employees get to work?
- 1 Less than 1 year
  - 2 More than 1 year, but less than 2 years
  - 3 2 to 3 years
  - 4 More than 3 years
  - 9 Don't know
  - 999 Left blank
- 6a How long have you been involved with or responsible for managing or delivering these services at your worksite?
- 1 Less than 1 year
  - 2 More than 1 year, but less than 2 years
  - 3 2 to 3 years
  - 4 More than 3 years
  - 9 Don't know
  - 999 Left blank

#### YOUR COMMUTER CONNECTIONS REPRESENTATIVE AND SERVICES

- 7 When did your organization first have contact with a representative from Commuter Connections or from a local member organization of the Commuter Connections network or begin to participate in Commuter Connections programs?
- 1 Within the past year
  - 2 More than 1 year ago, but less than 2 years ago
  - 3 2 to 3 years ago
  - 4 More than 3 years ago
  - 9 Don't know
  - 999 Left blank
- 8 What is the name of your Commuter Connections representative or your Commuter Connections network/partner representative?
- 
- 999 Left blank
- 9 In the past year, how often did you communicate with, hear from, or contact this representative?
- 1 Not at all (**SKIP TO Q10**)
  - 2 No communication with my representative since service started (**SKIP TO Q10**)
  - 3 Every week, most weeks
  - 4 A few times per month
  - 5 A few times during the year
  - 6 Once during the year
  - 999 Left blank
- 9a How many times did the representative contact you in person?
- 
- 999 Left blank



10 How would you rate the level of contact you’ve received in the past year?

- 1 Much more than I want
- 2 Somewhat more than I want
- 3 About right
- 4 Somewhat less than I want
- 5 Much less than I want
- 999 Left blank

11 What form of communication would you most prefer for communication with your Commuter Connections network representative? (Please check only one answer)

- 1 Postal mail
- 2 Email
- 3 Personal phone calls
- 4 Personal visits
- 5 Social media (Twitter, Facebook, Instagram, LinkedIn, etc)
- 9 Other (please describe) \_\_\_\_\_
- 999 Left blank

12 Please rate this representative on each of the following service characteristics. Please use a scale of 1 to 5 for your answer, where “1” means “poor” and “5” means “excellent.”

Representative Service Characteristic	Poor 1	2	3	4	Excellent 5	Don’t know
1 Knowledge of Commuter Connections and/or local ridesharing and transit products/services	1	2	3	4	5	9
2 Knowledge of local transportation and air quality issues	1	2	3	4	5	9
3 Ability to provide information that is helpful your organization or your employees	1	2	3	4	5	9
4 Willingness to help	1	2	3	4	5	9
5 Professionalism	1	2	3	4	5	9
6 Responsiveness to your requests/questions	1	2	3	4	5	9
7 Timeliness of service	1	2	3	4	5	9
8 Enthusiasm about Commuter Connections or local commuter/rideshare products, services, and programs	1	2	3	4	5	9

13 How satisfied have you been overall with the services you have received from Commuter Connections?

- 1 1 – Not at all satisfied
- 2 2
- 3 3
- 4 4
- 5 5 – Very satisfied
- 9 Not sure
- 999 Left blank

13a For what reasons do you give Commuter Connections’ services this rating?

\_\_\_\_\_

999 Left blank

14 How useful have Commuter Connections’ services been to your organization in developing and/or implementing commuter programs or services for your employees? Please use a scale of 1 to 5, where “1” means not at all useful and “5” means “very useful.

- 1 1 – Not at all useful (**SKIP TO Q15**)
- 2 2
- 3 3
- 4 4
- 5 5 – Very useful
- 8 Have not used any Commuter Connections services (**SKIP TO Q15**)
- 999 Left blank

14a In what ways have the services been useful to your organization?

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999 Left blank

15 Please indicate how useful each of the following Commuter Connections services has been to your organization. Please use a scale of 1 to 5 for your answer, where “1” means “not at all useful” and “5” means “very useful.” For any services that you have not used, please check “have not used.”

Commuter Connections Services	Not at all useful 1	2	3	4	Very useful 5	Have not used 8	Don't know 9
1 Information brochures for programs such as Guaranteed Ride Home, Bicycling, and Telework	1	2	3	4	5	8	9
2 Plotted carpool/vanpool matching maps	1	2	3	4	5	8	9
3 Posters	1	2	3	4	5	8	9
4 Website	1	2	3	4	5	8	9
5 Workshops or seminars on topics such as Bicycling	1	2	3	4	5	8	9
6 Personal assistance from representative	1	2	3	4	5	8	9
7 Special events such as Bike to Work Day, Car Free Day or Employer Recognition Awards	1	2	3	4	5	8	9
8 Promotional information on incentive programs (e.g., 'Pool Rewards, Flextime Rewards, incenTrip, CarpoolNow)	1	2	3	4	5	8	9

16 Have you used the Commuter Connections employee Commute Survey or another commute survey during the past year?

- 1 Yes, Commuter Connections employee Commute Survey
- 2 Yes, another commute survey (**SKIP TO Q17**)
- 3 No (**SKIP TO Q17**)
- 9 Don't know (**SKIP TO Q17**)
- 999 Left blank

16a Did your representative give you a copy of the statistical summary of your survey?

- 1 Yes
- 2 No
- 3 Was not a Commuter Connections survey
- 999 Left blank

16b Did your representative use your survey statistics to create an employee commute program or to promote ridesharing in general?

- 1 Yes
- 2 No
- 3 Was not a Commuter Connections survey
- 999 Left blank

16c Please write in any additional comments you have about the survey or the statistics.

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- 17 How interested would you be in attending any of the following free training programs or workshops when offered? Please use a scale of 1 to 5, where “1” means “not at all interested” and “5” means “very interested.”

Training / Workshop Topics	Not at all interested 1	2	3	4	Very interested 5	Don't know 9
1 General information on employee transportation benefits, commute program management	1	2	3	4	5	9
2 Information on Commuter Connections services	1	2	3	4	5	9
3 Guaranteed Ride Home	1	2	3	4	5	9
4 Legislative / tax issues related to travel/commute	1	2	3	4	5	9
5 Transit/ridesharing/flextime financial incentives	1	2	3	4	5	9
6 Vanpool formation	1	2	3	4	5	9
7 Marketing	1	2	3	4	5	9
8 Monitoring and evaluation	1	2	3	4	5	9
9 Parking management	1	2	3	4	5	9
10 Telework/telecommuting	1	2	3	4	5	9
11 Air Quality Action Days	1	2	3	4	5	9
12 NA	1	2	3	4	5	9
13 Carsharing	1	2	3	4	5	9
14 Bicycling/bikesharing/dockless bikes/e-scooters	1	2	3	4	5	9
15 Other _____	1	2	3	4	5	9

- 18 How likely are you to recommend Commuter Connections’ services to other organizations?

- 1 Very unlikely
- 2 Somewhat unlikely
- 3 Neither unlikely nor likely
- 4 somewhat likely
- 5 Very likely
- 999 Left blank

- 19 Do you have any suggestions for improving Commuter Connections’ commuter programs or assisting organizations such as yours in developing commuter benefit programs?

\_\_\_\_\_

- 20 What is the zip code of your worksite? \_\_\_\_\_

- 88888 Don't know
- 99999 Left blank

- 21 Commuter Connections is offering a drawing for five \$100 Amazon gift cards. If you would like to participate in the drawing for one of these gift cards, please provide your name and email address. Please be assured that we will not sell or use your information for anything other than entering you in the drawing. Would you like to participate in the drawing?

- 1 Yes, I would like to participate in the drawing (**ASK Q22**)
- 2 No, I do not want to participate in the drawing (**SKIP TO END**)
- 89 Left blank (**SKIP TO END**)

- 22 Please provide your name and email address so we can contact you if you are one of the winners.

First Name:  
Last Name:  
Email Address:



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**END**

**Thank you** for taking the time to fill out our survey. Your input is very important to us!  
Please click the forward arrow below to submit your responses.

AFTER SUBMIT, REDIRECT TO COMMUTER CONNECTIONS HOME PAGE.