

**Commuter Connections State of the Commute Survey – FY16**

Revised –12-2-15

Changes from 2013 survey are highlighted in yellow

**NOTE – COMBINED LANDLINE AND CELL PHONE SCREENERS TOGETHER  
ALL RESPONDENTS WILL BE ASKED IF THEY ARE ON A CELL PHONE**

INTRO AND SCREENING QUESTIONS

**LANDLINE 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? (IF YES, CONTINUE TO QSA) (IF NO, **ARRANGE CALL BACK**)

**CELLPHONE 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.

- SA Did I reach you on a cell phone for this call?
- SB Are you in a place where it is safe to talk?
- SB2 Are you driving right now?
- SC I'd like to schedule a time to call you back either on this number or on a landline phone number. Which would you prefer?
- S2 If you can complete the survey, we will send you a \$5 Amazon.com gift card to thank you.
- S3 Are you an employed person who is at least 18? By employed, I mean a wage or salaried employee, military, or self-employed...
- 1 Are you employed 35 hours or more per week, or less than 35 hours?
- 1a What is your home zip code?

HOME CLASSIFICATION

- 2 In what county (or Independent City) do you live now?
- 3 In what county (or independent city) do you work?

COMMUTE PATTERNS / WORK SCHEDULE / TW STATUS

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

6 And how many weekdays do you commute to a work location outside your home?

**IF Q6 = 0 (respondent does not work outside the home any days), ASK Q8-Q10**

8 So to be sure I understand, you work at home every weekday you work. Is that right?

9 Are you self-employed with your primary work location at home?

10 Do you telecommute every weekday you work?

11 Do you work a compressed schedule, for example, a full-time work week in fewer than five days?

**IF respondent works a compressed schedule, ASK Q12**

12 What type of schedule do you work?

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 during an entire work day, instead of traveling to their regular work place.” Based on this definition, are you a telecommuter?

**IF respondent telecommutes, ASK Q13a, Q14, and 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?

14 How often do you usually telecommute?

14a Thinking about a day when traffic in the region is likely to be disrupted due to a snowstorm or major or special event, how likely are you to telecommute to avoid the traffic? Are you very likely, somewhat likely, or not likely to telecommute on that day?

**IF respondent does not telecommute, ASK Q14d and Q14e**

14d Does your employer have a formal telecommuting program at your workplace or permit employees to telecommute under an informal arrangement with the supervisor?

14e Would your job responsibilities allow you to work at a location other than your main work place at least occasionally?

**IF respondent has telecommute-appropriate job responsibilities, ASK Q14f, Q14g, and Q14h**

14f Would you be interested in telecommuting on an occasional or regular basis?

14g Thinking about a day when traffic in the region is likely to be disrupted due to a snowstorm or a major or special event, how likely are you to work at home that day to avoid the traffic? Are you very likely, somewhat likely, or not likely?

14h And how likely are you to work at home when you have a personal event, such as a sick child or a home delivery, or need uninterrupted time to complete a work assignment?

**CURRENT COMMUTE PATTERNS**

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?

<u>Mode/Day of Week</u>	<u>Go to Work</u>				
	<u>Mon</u>	<u>Tues</u>	<u>Wed</u>	<u>Thur</u>	<u>Fri</u>
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 (incl. commuter bus, subscription bus, Bridj)	8	8	8	8	8
9 Rode a bus (public Bus, shuttle, buspool)	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 (including Capital Bikeshare, CABI)	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, Uber, Lyft, Split	19	19	19	19	19

***IF respondent bikes to work and lives in Alexandria, Arlington, Montgomery, or DC, ASK Q15a***

- 15a On the day(s) that you biked to work, did you ride a Capital Bikeshare bike or a personal bike you own or borrowed?
- 15b How long is your typical daily commute one way? Please tell me both how many miles and how many minutes. First, how many miles?
- 16 And how many minutes?
- 16a How many extra minutes do you build into your typical commute time to ensure that you nearly always arrive at work on time?
- 17a At what time do you typically arrive at work?

**USE OF ALTERNATIVE MODES**

18 How long have you been using <MODE Q15> to get to work?

***IF respondent started using current modes within the past 3 years, ASK Q18 – Q20***

- 19a Before starting to <RECENT MODE Q15> to work, what type or types of transportation did you use to get to work?
- 20 What were the reasons you began using <RECENT MODE Q15>?

***IF respondent uses an alternative mode, ASK Q28 – Q30***

- 28 Now I'd like to ask you about your current <car/van pool>. Including yourself, how many people usually ride in your carpool or vanpool?
- 29 How do you get from home to where you meet your < carpool, vanpool, bus, or train>?
- 30 How many miles is it one way from your home to where you meet your <carpool, vanpool, bus, or train>?

**TELECOMMUTE**

***IF respondent telecommutes, ASK Q28 – Q30***

- 34 How long have you been telecommuting?
- 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 respondent telecommutes from a location other than home, ASK Q37 – Q39***

- 37 How many days per week, on average, do you telecommute from the location outside your home?
- 38 How many miles is it one way from your home to this location?
- 39 And how do you get from home to this location?

***IF respondent telecommutes, ASK Q42 – Q43***

- 42 How did you find out about telecommuting?"
- 43 Did you receive any information about telecommuting from Commuter Connections or from the Metropolitan Washington Council of Governments?

**AVAILABILITY OF TRANSPORTATION OPTIONS**

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, do any train or bus companies provide service in the area where you live? How about train? And bus?
- 44a About how far from your home is the nearest bus stop?
- 44b How far from your home is the nearest train station?
- 44c Do any train or bus companies provide service in the area where you **work**? How about train? And bus?

***IF respondent uses a carpool, vanpool, bus, or train 2 or more days per week, ASK Q45 – Q45d***

- 45 CP/VP - What Interstate highways or major U.S. or state routes do you use on your trip to work? Transit riders - If you were to drive to work, what Interstate highways or major U.S. or state routes would you use?
- 45a You mentioned using [Q45 ROAD NAMES]. Thinking about your trip TO work, which of these roads do you get on first?
- 45b Where do you get on [Q45a ROAD NAME]?
- 45c Still thinking about the roads you mentioned, which is the last on your route to work?
- 45d Where do you get off [Q45c ROAD NAME]?

46 Is there a special HOV (High Occupancy Vehicle) lane or express lane along your route to work?

**IF HOV lane is available, ask Q47, IF express lane is available, ask Q47a**

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

47a Do you ever use the express lane to get to or from work?

**IF respondent uses HOV / express lane, ASK Q50-Q51**

50 How much time does the HOV or express lane save you in your one-way trip to or from work?

51 Did the HOV or express lane influence your decision to use your current way of commuting?

52 Do you know the locations of Park 'n Ride lots along the route that you take to work?

53 In the past year have you used Park 'n Ride lots when commuting to work?

### **ATTITUDES TOWARD TRANSPORTATION MODES**

**IF respondent does not use transit to get to work, ASK Q54**

54 You said earlier that you don't ride public transit (public transportation) regularly for your commute to work. Why not?

**IF respondent does not use carpool or vanpool to get to work, ASK Q56**

56 You said that you do not use a carpool or vanpool for your trip to work. Why don't you carpool or vanpool?

56a1 Now I have a question about the benefits of traveling by carpool, vanpool, bus, or train. What impact or benefit does a community or region receive when people use these types of transportation?

**IF respondent uses an alternative mode to get to work, ASK Q56b**

56b You said you [bicycle, walk, carpool, vanpool, ride public transportation] to work some days. What benefits have you personally received from traveling to work this way?

**IF respondent carpools, vanpools, or rides a bus or train, ASK Q56d**

56d On days that you [carpool, vanpool, ride public transportation] to work, how often do you do you read or write work-related material or check work messages on the way to work? Do you do these activities most days, some days, or rarely?

### **COMMUTE SATISFACTION AND CURRENT COMMUTE COMPARED TO LAST YEAR**

56d1 Next, I have a few questions regarding quality of life and transportation in the Washington region. Overall, how would you rate the quality of life in the Washington region? Please use a scale of 1 to 5 where "1" means poor and "5" means excellent.

56e How satisfied you are with the transportation system in the Washington metropolitan region? "Transportation system" means all the services and options available to travel around the region and the quality of those services, including roads, buses and trains, and services for bicycling, walking, carpooling, and so forth." Please use a scale of 1 to 5 where "1" means not at all satisfied and "5" means very satisfied.

56f Overall, how satisfied are you with your trip to work?

- 57 Would you say your commute is easier, more difficult, or about the same now as it was one year ago?
- 60 Have you changed your work or home location in the last year?

***IF respondents changed home or work, ASK Q60a - Q60e***

- 60a Was your previous location also in the Washington metropolitan region?
- 60b What factors did you consider in your decision to make this change?
- 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?
- ~~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?~~
- ~~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?~~
- 60f Did the change shorten either the distance or time from your home to work?
- 60g When you were considering making this change, did you consider how close your new location would be to any of the following transportation services? (ASK ABOUT: Park & Ride lots, HOV lanes, Express lanes, protected bike lanes, Metrorail stations, Bus stops)

**AWARENESS OF ADVERTISING**

- 61 Have you heard, seen, or read any advertising about commuting in the past year?

***IF respondent recalls advertising, ASK Q62 – Q66***

- 62 What messages do you recall from this advertising?
- 63 What organization or group sponsored the ad you recall?
- 64 And where did you see, hear, or read this advertisement?
- 65 After seeing or hearing this advertising, were you more likely to consider ridesharing or public transportation?
- 66 After seeing or hearing this advertising, did you take any actions to try to change how you commute? **IF YES, ASK** “What actions did you take? (e.g., sought information, started using new service, tried new commute mode)

***IF respondent took an action after hearing the ad, ASK Q68***

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

***IF respondent changed mode after hearing the ad, ASK Q71 – Q72b***

- 71 How long did you <ALT MODE FROM Q66> to work?
- 72a Before trying <ALT MODE FROM Q66> to work, what type or types of transportation did you use to get to work?
- 72b About how many days per week did you use <MODE FROM Q72a>?

**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, express lanes, and telecommuting in the Washington region?

***IF respondent recalls number or website, ASK Q82***

82 Have you used this number or website in the past year?

***IF respondent used the number/website, ASK Q83***

83 What was that number or website?

86 Have you heard of an organization in the Washington region called Commuter Connections?

***IF respondent knows CC, ASK Q87 – Q88a***

87 How did you learn about Commuter Connections?

88a Have you contacted Commuter Connections in the past year or visited a website sponsored by this organization?

***ASK RESPONDENT ABOUT LOCAL PROGRAMS IN HOME AND WORK AREAS***

88d Have you heard of an organization or service called <PROGRAM>?

- 1 Alexandria LocalMotion
- 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 Commuter Services
- 7 Montgomery County Commuter Services, Bethesda Transportation Solutions, North Bethesda Transportation Center
- 8 Ride Smart (Prince Georges Commuter Solutions)
- 9 PRTC OmniMatch (Prince William)
- 10 goDCgo (District of Columbia)

***IF respondent knows local program, ASK Q88e***

88e Have you contacted <Q88d PROGRAM OR SERVICE> in the past year or visited its website?

88h Now, I'd like your opinion on a new service that might be offered in the Washington area — that is, an instant carpool service that would make it easy for you to arrange to share a ride for a single trip on short notice. Registered members who want to share a ride would post a request to a Smart phone accessible application. Other members would be notified of requests through email or texts and could respond for rides they are willing to share.

If a service like this was available in the region and drivers were paid \$0.20 per mile when they provide a ride, how likely would you be to use it when you are the driver? Would you be ...very likely, somewhat likely, or not likely to use it?

88k How likely would you be to use it when you are a rider or passenger, if you had to pay \$0.20 per mile? **REPEAT SCALE IF NECESSARY:** Would you be ...very likely, somewhat likely, or not likely to use it?

## **EMPLOYER SERVICES**

89/89a Next please tell me if your employer makes any of the following commute services or benefits available to you and, if they are available, have you used them. How about.... ,? **ASK ABOUT EACH SERVICE. IF ANY Q89 SERVICES ARE CODED AS 1 (offered), ASK** And which of those services have you used. Have you used.... ? And how about...?

1 Information on commuter transportation options
2 Special parking spaces for carpools or vanpools
3 SmarTrip, SmartBenefit or other subsidies for public transportation or vanpooling
4 Cash payments or other subsidies for carpooling
5 Facilities or programs for employees who bike or walk to work
6 Guaranteed rides (GRH) home in case of emergencies or unscheduled overtime
7 Carshare membership (Zipcar, Car2Go, Hertz On Demand)
8 Bikeshare membership (Capital Bikeshare)
9 Work schedule with flexible start and end times

### ***IF employer offers transit/vanpool benefit, ASK Q89b***

89b Which of the following best describes the transit or vanpool benefit that is available to you?  
(Response options: Employer-paid direct cash payment, Pre-tax deduction for employee-paid transit or vanpool costs, Another arrangement )

### ***IF employer offers flexible work schedules, ASK Q89c***

89c You said your employer allows some work schedule flexibility. Compared with the standard start time at your worksite, how much earlier or later does your employer allow you to arrive at work?

### ***IF employee does not use flexible work schedules and arrives between 7-9:59 am, ASK Q89d***

89d If you could receive \$3 per day for each day that you arrive at work before 7:00 am or after 10:00 am, how likely would you be to make this change in your work schedule? Would you be very likely, somewhat likely, or not likely?

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

### ***IF employer does not offer free parking to everyone, ASK Q90a***

90a Does your employer make free on-site parking available to you?

### ***IF employer offers free parking to the respondent, ASK Q90b***

90b Have you used this free parking?

### ***IF employer does not offer free parking to the respondent, ASK Q91 - Q92***

91 Does your employer pay part of your parking cost or do you have to pay the entire cost if you drive to work?

92 Does your employer offer parking discounts for carpools or vanpools?

### ***IF employer offers parking discount, ASK Q92a***

92a Have you used this parking discount?



## **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?

### ***IF respondent knows of regional GRH, ASK Q104***

104 Who sponsored or offered the service?

## **DEMOGRAPHICS**

My last few questions are for classification purposes only.

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.

### ***IF 2 or more persons in the household, ASK Q114a***

114a And how many of these household members are 18 or older?

### ***IF respondent was called on cell phone, ASK Q115***

115 Is your cell phone your only personal phone or do you also have a regular landline telephone at home?

### ***IF respondent was called on a landline phone, ASK Q115a – Q115b***

115a Not including cell phones, how many different landline **telephone numbers** (not phone handsets) are there in your home? Please don't count any numbers that are always connected to a fax machine or computer modem or that are only used for business.

115b How many members of your household have cell phones?

### ***IF respondent was called on a cell phone and has more than one HH member, ASK Q115c***

115c Do you have a cell phone?

121 Which of the following groups includes your age?

122 Do you consider yourself to be any of the following: Latino, Hispanic, or Spanish?

123 Now I want to ask you about your race. Which one of the following best describes your racial background. Is it . . . White, Black or African-American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander, Other

118 About how many employees work at your worksite?

119 What is your occupation?

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?

120a What is your zip code at work?

124 Last, is your household's total annual income \$100,000 or more?

124a/b Please stop me when I reach the category that best represents your household's total annual income. Is it . . . [categories under \$100,000], .. [categories \$100,000 or more]

Thank you very much for your time and cooperation!

---

Q125 (RECORD SEX:) 1 male 2 female

(RECORD LANGUAGE OF INTERVIEW:) 1 English 2 Spanish