VIRGINIA DEPARTMENT OF RAIL AND PUBLIC TRANSPORTATION

APPLICANT DATABASE
PLACEMENT SURVEY REPORT

HAMPTON ROADS TRAFFIX

**APPLICATIONS RECEIVED BETWEEN APRIL 1, 2011 AND MARCH 31, 2012
(SEPTEMBER-OCTOBER 2012 SURVEY)**

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EXECUTIVE SUMMARY

This report presents results of a survey about commuter transportation assistance services offered by Hampton Roads TRAFFIX (TRAFFIX), a program supported by the Virginia Department of Rail and Public Transportation (DRPT) and providing services to commuters living and/or working in the Southern section of Virginia. The survey was performed to measure the effectiveness of services provided by TRAFFIX and assess commuters' satisfaction with the services. As listed below, TRAFFIX is one of five DRPT-assisted commuter assistance programs in Southern Virginia. DRPT also supports nine commuter assistance programs in Northern Virginia.

Southern Virginia
- Charlottesville & Central Shenandoah Rideshare (Charlottesville)
- TRAFFIX (Hampton Roads)
- Middle Peninsula Rideshare (Middle Peninsula)
- RideFinders (Richmond)
- Roanoke and New River Valley RIDE Solutions (Roanoke)

Northern Virginia
- Local Motion (City of Alexandria)
- Arlington County Commuter Services (Arlington County)
- Fairfax County RideSources (Fairfax County)
- Loudoun County Commuter Services (Loudoun County)
- Northern Neck Rideshare (Northern Neck)
- Northern Shenandoah Valley Commuter Assistance Program / RideSmart (Northern Shenandoah Valley)
- PTRC Omni Match (Prince William County)
- GW Ride Connect (Fredericksburg)
- Rappahannock-Rapidan Commuter Services (Rappahannock-Rapidan)

All of these programs offer services such as carpool and vanpool matchlists, transit route and schedule information, information on Park & Ride lot locations and HOV facilities, and telework assistance. Commuters obtain services by submitting information and service requests via the TRAFFIX website or toll-free telephone number, or through an employer or a transportation management association (TMA). Additionally, some services are available for immediate download from the TRAFFIX website.

Data for the analysis were collected through telephone surveys of respondents randomly selected from the applicant database. Eligible respondents included applicants who received information or assistance between April 1, 2011 and March 31, 2012.

KEY SURVEY RESULTS

Demographics

- Six in ten respondents are male (59%), and four in ten (41%) are female.

- More than six in ten (64%) respondents are White/Caucasian. About seven in ten (71%) are between 35 and 64 years old. More than three-fourths (77%) of respondents have an annual household income of $60,000 or more and three in ten (28%) have an income of $100,000 or more.

Commute Travel Patterns

- About two in ten (22%) respondents carpool or vanpool at least one day per week. Carpool and vanpool trips make up 17% of applicants' weekly commute trips.

- Less than one in ten (7%) respondents said they use transit at least one day per week. Transit trips account for 6% of applicants' weekly commute trips.

- Applicants travel an average of 28.2 miles, one-way to work. Their average one-way commute time is 46 minutes.

Commute Changes

- Four in ten (40.8%) survey respondents made a commute pattern change or tried another method of transportation after receiving assistance from TRAFFIX.

- About a quarter (26.3%) of applicants made a change to an alternative mode that they had continued to use at least one day per week. This 26.3% is the "continued placement rate." The temporary placement rate (percent of applicants who made a change but returned to their original modes) is 7.9%.

- None of the applicants tried using a new alternative mode a few days (one-time placement rate) and 6.6% made a change to a mode they use occasionally, but less than once per week on average (occasional placement rate).

- About 58% of respondents who made a mode change shifted from driving alone. The remaining 42% shifted from one alternative mode to another.

- About 35% of the respondents who made a commute change indicated that information they received from TRAFFIX had influenced their decision to make a commute change and 39% said they were influenced by a service they received from their employer or another organization. About 16% of these respondents mentioned carpool/vanpool information provided by TRAFFIX. About one in ten (13%) mentioned that another cash incentive provided by their employer had influenced their decisions.

Information and Assistance Requested and Received

- The top service received from TRAFFIX overall, was a list of names of potential carpool/vanpool partners; four in ten (43%) applicants said they received or accessed this service.

- Three in ten (30%) applicants said they received a map showing home and work locations of potential carpool/vanpool partners and 29% received transit schedule or route information.

- Other commonly-used services include Guaranteed Ride Home (28%), NuRide rewards (25%), and Park & Ride lot information (21%).

- About half (51%) of all applicants received names of potential rideshare partners. Of these applicants, 58% tried to contact someone named on the list and 89% who tried to make contact reached someone on the list.

- Two-thirds of applicants (67%) also noted receiving services offered by their employers. The most widely-available services include compressed work schedule (33%), telework (21%), financial incentives for those who carpool (21%), discounted or free transit passes (21%), and preferential / special parking for carpools or vanpools (21%).

TRAFFIX Improvements Desired

- When asked if there were anyways in which TRAFFIX could improve their services, 61% offered one or more suggestions.

- Of those who mentioned improvements, most suggested improvements focused on improving the quality or quantity of the information provided: more match names (11%), better transit information (7%), and carpool/vanpool resources & assistance (7%). About two in ten (18%) made suggestions for transit improvements.

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PURPOSE OF THE REPORT

This report presents results of a survey about commuter transportation assistance services offered by Hampton Roads TRAFFIX (TRAFFIX), a program supported by the Virginia Department of Rail and Public Transportation (DRPT) and providing services to commuters living and/or working in the southern section of Virginia. The survey was performed to measure the effectiveness of services provided by TRAFFIX and assess commuters' satisfaction with the services. As listed below, TRAFFIX is one of five DRPT-assisted commuter assistance programs in Southern Virginia. DRPT also supports nine commuter assistance programs in Northern Virginia.

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Data for the analysis were collected through Internet and telephone surveys of respondents who requested assistance from TRAFFIX between April 1, 2011 and March 31, 2012. Data were collected during September and October 2012.

ORGANIZATION OF THE REPORT

The report is divided into two sections following this overview section:

- Section 2　　　Data Collection Methodology
- Section 3　　　Commuter Placement survey results

Following these sections is an appendix that presents the survey questionnaire.

SECTION 2   DATA COLLECTION METHODOLOGY

This section briefly describes the survey methodology used for this analysis.

QUESTIONNAIRE

The questionnaire used for Internet portion of this survey is shown in Appendix A. It was based on the questionnaire used for the November 2011 applicant survey conducted by the Metropolitan Washington Council of Governments' Commuter Connections program, the regional ridematching program in Northern Virginia. Several minor changes were made to the response categories to tailor the questionnaire use in Southern Virginia. Additionally, several questions were eliminated to reduce the length of the interview. No new questions were added.

A second version of the questionnaire was created for administration by telephone. The Internet and telephone versions differed only in the phrasing and format of the questions, with Internet questions designed for visual presentation and telephone questions designed for aural presentation. The telephone version was used to interview both applicants who provided only telephone numbers as contact information and applicants who provided email contact information but who did not respond to the Internet survey.

SAMPLE SELECTION AND ALERT LETTERS

The survey described in this report was conducted with applicants who received assistance from one of 14 Virginia rideshare programs between April 1, 2011 and March 31, 2012.

Proposed Sample

A target was set for each of the 14 programs for the proposed number of completed interviews, depending on the number of commuters who had requested or accessed information or assistance during the April 2011 through March 2012 evaluation period. For programs with 350 or more applicants, the target was set at 175 completed interviews. Programs with fewer than 350 applicants were given a 50% target completion rate. As shown in Table 1, TRAFFIX, which had an initial number of 567 applicants in the database, was assigned a target of 175.

Alert Letters

The initial survey sample for each commuter program was then divided into two groups: applicants who provided an email contact address and those who did not. Prior to the start of the Internet survey interviews, DRPT staff sent introductory letters via email to applicants who provided an email address. The letter informed the applicants of the survey, requested their participation, and provided a clickable link that directed them to the on-line survey. Approximately two to three weeks after the initial email invitation was sent, DRPT sent an email reminder to applicants who had not responded to the Internet survey.

Table 1
Applicant Counts, Proposed Samples, and Completed Interviews

	Starting Apps	Proposed Sample	Internet Complete	Telephone Complete	Total Complete
Southern Virginia Programs					
Charlottesville	173	87	15	11	26
Hampton Roads	567	175	51	25	76
Middle Peninsula	49	25	0	10	10
Richmond*	2,219	175	283	1	284
Roanoke*	2,412	175	97	82	179
Total SOVA	**5,420**	**636**	**446**	**129**	**575**
Northern Virginia Programs					
Alexandria	131	66	12	20	32
Arlington	124	62	11	20	31
Fairfax County*	1,078	175	142	54	196
Loudoun County	377	175	55	55	110
Northern Neck	28	14	0	10	10
Northern Shenandoah Valley	164	82	18	25	43
PRTC*	940	175	104	73	177
GWRC (Fredericksburg)*	2,110	175	231	9	240
Rappahannock-Rapidan	320	160	48	46	94
Total NOVA	**5,212**	**1,084**	**621**	**312**	**933**

* - Met target for completed interviews

Two weeks after the reminder email was sent, telephone calls were initiated to Internet non-respondents who provided a telephone contact number and to applicants who provided telephone con-tact but not an email address. Telephone interview calls were first directed to the respondent's work number. If this contact was unsuccessful, the respondent was called at home. Up to five attempts were made to call each applicant.

COMPLETED INTERVIEWS AND CONFIDENCE LEVELS

As shown in the last column of Table 1, the program-level target of 175 for TRAFFIX was not met, due to difficulties reaching applicants. A total of 76 interviews were completed, with 51 completed via the In-ternet and 25 completed via telephone. A large share of the applicants who received the emailed invita-tion did not complete the survey, although all were sent a reminder email. Follow-up telephone calls were attempted with respondents who provided a telephone number, but some could not be reached with five attempts and other applicants provided only an email address, thus follow-up telephone con-tact was not possible for all applicants.

During the interview process, some contact information was found to be invalid (e.g., inactive email ad-dress, number not in service, applicant no longer at the work or home address, etc). These applicants

were removed from the applicant counts to derive a "valid applicant" count for each program. These counts are presented in the first column of Table 2. For TRAFFIX, the valid applicant count was 542.

Table 2
Valid Applications, Interviews Completed, and Confidence Levels

	Valid Apps	Total Complete	Confidence Level
Southern Virginia Programs			
Charlottesville	168	26	95 $\pm$ 17.7%
Hampton Roads	542	76	95 $\pm$ 10.4%
Middle Peninsula	46	10	95 $\pm$ 27.7%
Richmond	1,939	284	95 $\pm$ 5.4%
Roanoke Ride	2,196	179	95 $\pm$ 7.0%
Total SOVA	**4,891**	**575**	95 $\pm$ 3.8%
Northern Virginia Programs			
Alexandria	126	32	95 $\pm$ 15.0%
Arlington	119	31	95 $\pm$ 15.2%
Fairfax County	978	196	95 $\pm$ 6.3%
Loudoun County	359	110	95 $\pm$ 7.8%
Northern Neck	27	10	95 $\pm$ 25.1%
Northern Shenandoah Valley	156	43	95 $\pm$ 12.8%
PRTC	888	177	95 $\pm$ 6.6%
GWRC (Fredericksburg)	1,999	240	95 $\pm$ 6.0%
Rappahannock-Rapidan	310	94	95 $\pm$ 8.5%
Total NOVA	**4,962**	**933**	95 $\pm$ 2.9%

Finally, Table 2 shows the confidence levels for each program and for the Southern Virginia and Northern Virginia combined samples. The confidence level for TRAFFIX was 95% +10.4%, calculated for the total completes of 76, against the "valid applicant" base of 542. For Southern Virginia, the total sample of 575 on a base of 4,891 produced a confidence level of 95% $\pm$ 3.8%.

WEIGHTING OF SURVEY DATA

Respondent survey data for Northern Virginia and Southern Virginia were weighted to align survey re-sults with the surveyed population of applicants in each of the individual programs comprising Northern Virginia and Southern Virginia. These weighted samples were used in the analysis of Northern Virginia and Southern Virginia sub-areas. No weighting was needed for analysis of the 14 individual programs.

SECTION 3   SURVEY RESULTS

A primary goal of TRAFFIX's services is to reduce commute vehicle trips, commute vehicle miles traveled, and emissions from commute travel by:

- Encouraging and assisting drive alone commuters to shift to commute alternative arrangements
- Assisting current commute alternative users to maintain their use of alternative modes or increase the number of days per week they use alternative modes

With these goals in mind, the survey collected data in the following primary topic areas, related to commuters' travel patterns and influences on these patterns:

- Current commute patterns
- Alternative mode characteristics
- Recent commute pattern changes
- Use of information and assistance services received
- Influences of services on change
- Guaranteed Ride Home
- Telework/Telecommute services
- Demographics (age, income, ethnic group, sex, employer type and size)

Following are summaries of key results from each section of the survey. Percentages presented in the results tables generally show percentages of respondents who answered each question. But for tables in which the total number of respondents was very small, the actual number (frequency) of respondents is shown, in lieu of the percentage. For some questions, comparisons are shown between the results for TRAFFIX respondents and all Southern Virginia respondents. Generally, the Southern Virginia combined responses are shown as percentages, weighted to the total population of Southern Virginia applicants, but the tables also show the raw number of Southern Virginia respondents (e.g., n=__) who answered the question.

CHARACTERISTICS AND DEMOGRAPHICS OF THE SAMPLE

Demographics

The survey asked respondents four demographic classification questions: sex, age, income, and ethnic group. Respondents are disproportionately male, (59%) to female (41%). The remaining demographic categories are summarized in Figure 1 and Tables 3 through 4.

Age – About eight in ten (71%) applicants are between 35 and 64 years old (Figure 1).

Figure 1
Distribution by Age
(n = 74)
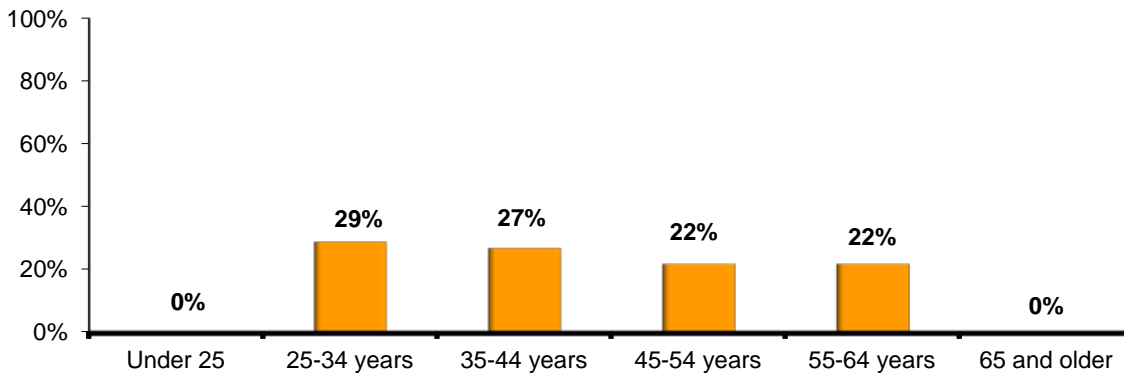
Income – As detailed in Table 3, 77% of respondents have an annual household income of $60,000 or more and 28% have an income of $100,000 or more.

Table 3
Distribution by Annual Household Income
(n = 60)

Income	Percentage	Income	Percentage
Less than $20,000	0%	$80,000 – 99,999	32%
$20,000 – 29,999	3%	$100,000 – 119,999	10%
$30,000 – 39,999	10%	$120,000 – 139,999	8%
$40,000 – 59,999	10%	$140,000 – 159,999	3%
$60,000 – 79,999	17%	$160,000 or more	7%

Ethnic Background – Next, as illustrated in Table 4, White/Caucasians and African-Americans represented the two largest ethnic group categories of survey respondents, 64% and 20% respectively. Asian/ Pacific Islanders and Hispanics account for about 9% and 3% of the sample respectively.

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Table 4
Distribution by Ethnic Background
(n = 64)

Ethnic Group	Percentage
Non-Hispanic White	64%
African-American	20%
Asian/Pacific Islander	9%
Hispanic	5%
Other	2%

Employment Characteristics

Respondents were asked about the type of employer for which they worked and the number of employees at their worksite. These results are shown in Figure 2 and Table 5, respectively.

Employer Type – Seven in ten (70%) respondents said they work for a federal agency (Figure 2). Two in ten (22%) work for a private sector employer. State and local government agencies employ 7% and 1% work for a non-profit organization.

Figure 2
Distribution by Employer Type
(n = 72)
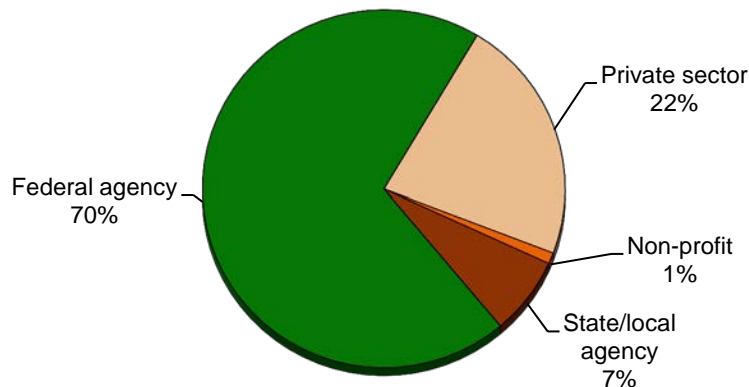
Employer Size – As shown in Table 5, seven in ten (70%) respondents work for employers with more than 100 employees. Almost four in ten (39%) work for employers with at least 1,000 employees. About 29% of respondents said they work for organizations with 100 or fewer employees.

Table 5
Distribution by Employer Size
(n = 70)

Number of Employees	Percentage	Number of Employees	Percentage
1-25	7%	101-250	1%
26-50	11%	251-999	30%
51-100	11%	1,000+	39%

CURRENT COMMUTE PATTERNS

One section of the survey examined current commute patterns of applicants: commute mode, distance, travel time, and use of telecommute and alternative work schedules.

Weekly Commute Trips by Mode

Applicants were asked how many days in a typical week did they use each of a variety of transportation modes. These responses were used to calculate mode split as the percentage of weekly work day trips made by each mode. This depiction of mode split, presented in Figure 3, accounts for part-time and occasional use of modes

Figure 3
Mode Split – Weekly Work Day Trips

(n=76)
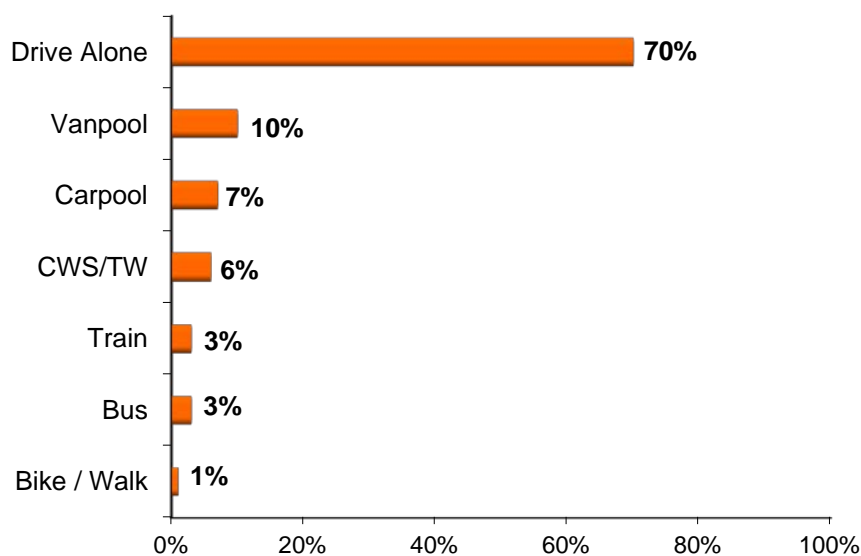
The figure includes six traditional "on the road" mode groups for travel to job locations outside the home: train (subway, light rail, commuter rail), bus, vanpool, carpool, drive alone, and bike/walk. It also accounts for work days for which commute trips were eliminated through use of teleworking and compressed work schedule. While not "commute" modes in the conventional sense, they represent work days and so were included. Percentages in this figure are based on the number of days respondents actually worked, teleworked, or had a compressed schedule day off. Days not assigned to work are not included in the calculation.

TRAFFIX applicant respondents drive alone for about seven in ten (70%) trips. The next most popular mode was vanpool (10%), followed by carpool (7%). Telework and compressed schedule days off eliminate about 6% of weekly commute trips.

If the telework and compressed schedule days off are excluded, the percentage use of each of the six travel modes "on the road" increases. For example, without telework and CWS, the vanpool share rises from 10% to 11% of weekly commute trips. The weekly commute trip distribution for each "on the road" mode is:

- Train   3%
- Drive alone   75%
- Carpool   7%
- Bike/walk   1%
- Bus   3%
- Vanpool   11%

Commute Distance

Commuters in the survey have a wide range of commute distances, ranging from just four miles to 90 miles. The average one-way distance is 28.2 miles. This is slightly lower than the average 31.7 mile one-way distance for all Southern Virginia applicants in the survey.

Figure 4 presents the distribution of respondents in various distance categories. Almost two-thirds (65%) of respondents travel fewer than 30 miles to work and another 14% travel between 30 and 39 miles one-way. The remaining 21% commute 40 or more miles one-way.

Figure 4
Commute Distance (miles)

(n = 73)

| 8% | 26% | 31% | 14% | 16% | 5% |

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

☐ <10 miles   ☐ 10-19 miles   ☐ 20-29 miles   ☐ 30-39 miles   ☐ 40-59 miles   ☐ 60+ miles
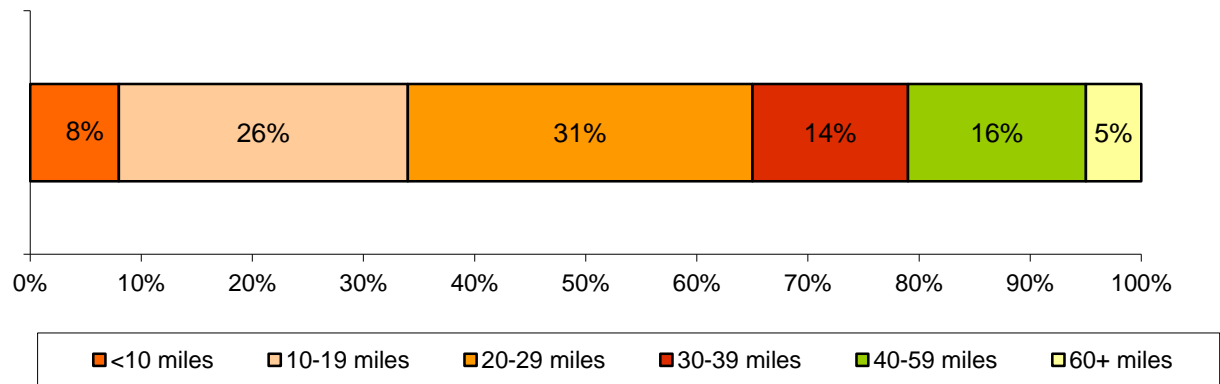
Commute Travel Time

The one-way commute travel time of TRAFFIX applicants ranges from 15 minutes to 120 minutes (two hours), with an average of 46 minutes. This is about the same as the average 45 minute travel time for all Southern Virginia applicants in the survey.

As illustrated in Figure 5, about a quarter (26%) of respondents travel 30 minutes or less to work and 63% travel 45 minutes or less. About one in ten (12%) travel more than one hour one-way.

Figure 5
Commute Time (minutes)

(n = 76)

| 8% | 18% | 37% | 25% | 9% | 3% |

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

☐ 1-20 min   ☐ 21-30 min   ☐ 31-45 min   ☐ 46-60 min   ☐ 61-90 min   ☐ > 90 min
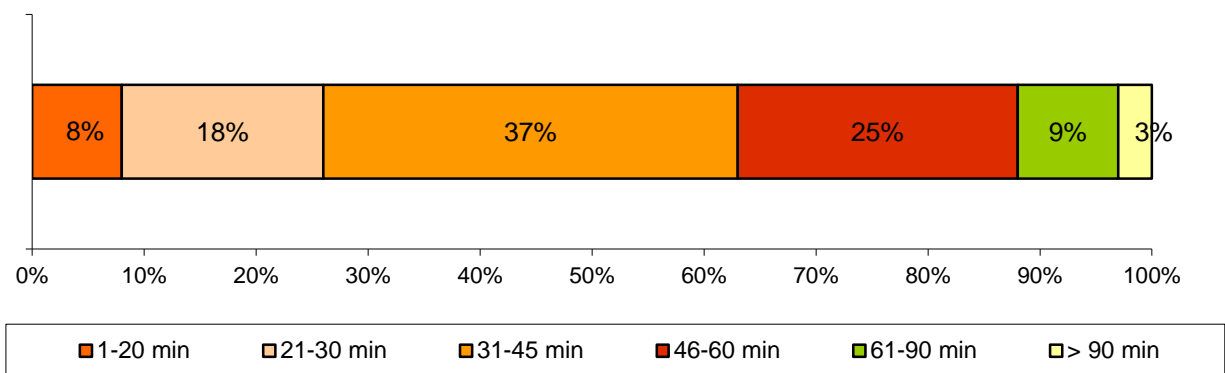
Alternative Work Schedules

Telework – About 14% of applicants said they telework, at least occasionally. Three of the 11 applicants telework infrequently; one applicant teleworks less than once per month/only in emergencies and two applicants telework a few times each month. Six of the 11 applicants telework one or two days per week and two applicants telework three or more days per week.

- Less than once per month/emergency   1
- 1 – 3 times per month   2
- 1 day per week   4
- 2 days per week   2
- 3 or more days per week   2

Compressed Work Schedule – Slightly more than two in ten (22%) applicants reported working a compressed work schedule (CWS), in which they work a full work week in fewer than five days per week. The most common CWS arrangement, used by 20% of all respondents, is a 9/80 schedule, in which employees work nine days for a total of 80 hours over two weeks. Three percent of applicants work a 4/40 arrangement, that is, work four ten-hour days in one week.

CURRENT POOL CHARACTERISTICS

The second part of the survey collected data on occupancy and composition of carpools and vanpools and explored how ridesharers and transit riders access these commute modes.

Carpool and Vanpool Size

About two in ten (22%) survey respondents said they rideshare (carpool or vanpool) at least one day per week. Overall pool occupancy is 5.7 occupants, including the driver.

Access to Carpools, Vanpools, and Transit

Figure 6 presents the types of transportation carpoolers, vanpoolers, and transit riders use to travel to where they meet their pool partners or where they start their transit trip.

More than one in ten (15%) applicants said they walk, or are picked up at home, and 5% use the bus/transit. More than half (55%) percent drive to either a central meeting location or to the driver's home, where they leave their cars for the day. This is significant to the calculation of air quality impacts, because a large proportion of auto emissions are produced during the first few miles of a vehicle trip, when the engine is cold. Even though these trips tend to be short, an average of just 6 miles, these trips must be accounted for in an air quality analysis.

Figure 6
Access Mode to Alternative Mode Meeting Place

(n = 20)
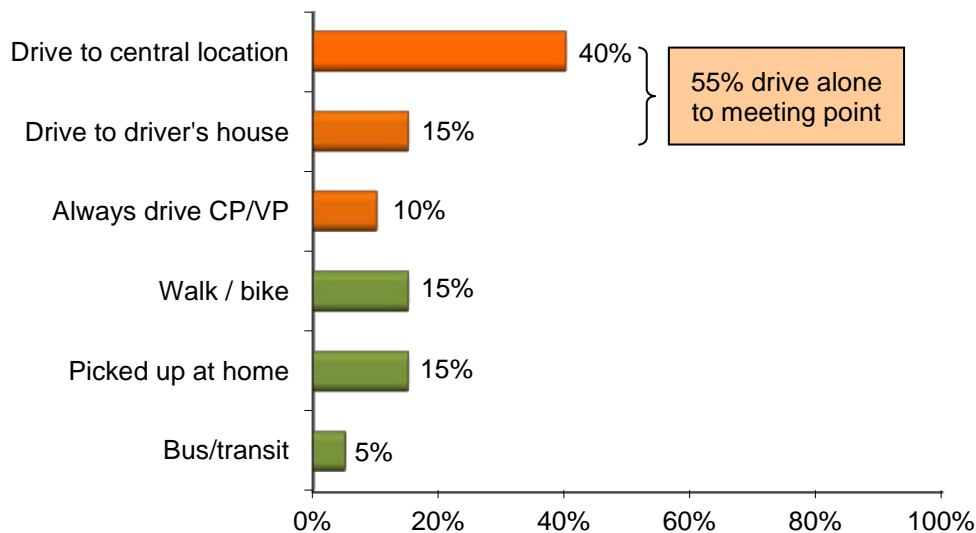
RECENT COMMUTE PATTERN CHANGES

The third survey section asked applicants about commute pattern changes they made since receiving assistance from TRAFFIX. Data were collected on types of changes made, "permanence" of change, reasons for changes, and details of commute patterns before the changes occurred. To ensure that all shifts were captured, the survey asked applicants a series of questions about various mode changes they might have made:

- Joining or forming a new carpool or vanpool
- Starting to ride a bus, Metrorail, light rail, or a commuter train
- Starting to bicycle or walk
- Starting to telework

Applicants who said they did not make a mode change were asked if they had increased the number of days they use alternative modes they already were using, if they added a person to an existing carpool or vanpool, or if they had tried using any other type of transportation.

Applicants who made any of these changes were considered to have been "placed" in alternative modes. These shifts are measured by the placement rate, defined as the percentage of respondents who made an alternative mode change after they received assistance, divided by the total number of respondents surveyed.

Four types of alternative mode changes were measured:

- Continued – applicant made a change and was still using the new mode at the time the survey was conducted

- Occasional – applicant made a change and was still using the new mode, but used the alternative mode less than one time per week

- Temporary – applicant made a change, but stopped using the new mode before the survey was conducted

- One-time – applicant briefly tried an alternative mode, but used it less than one week

Temporary shifts are reported separately from continued shifts, because they cannot be counted toward long-term reduction in vehicle trips, VMT, or emissions. Occasional and one-time shifts also are reported separately because their contribution to vehicle trips, VMT, and emissions is very minor.

Types of Changes Made

Four in ten (40.8%) TRAFFIX applicants reported some type of alternative mode change after receiving commute assistance (Figure 7). By comparison, the change percentage among all Southern Virginia applicants was 59.6%.

Figure 7
All Commute Changes Made – TRAFFIX Applicants
(n = 76)
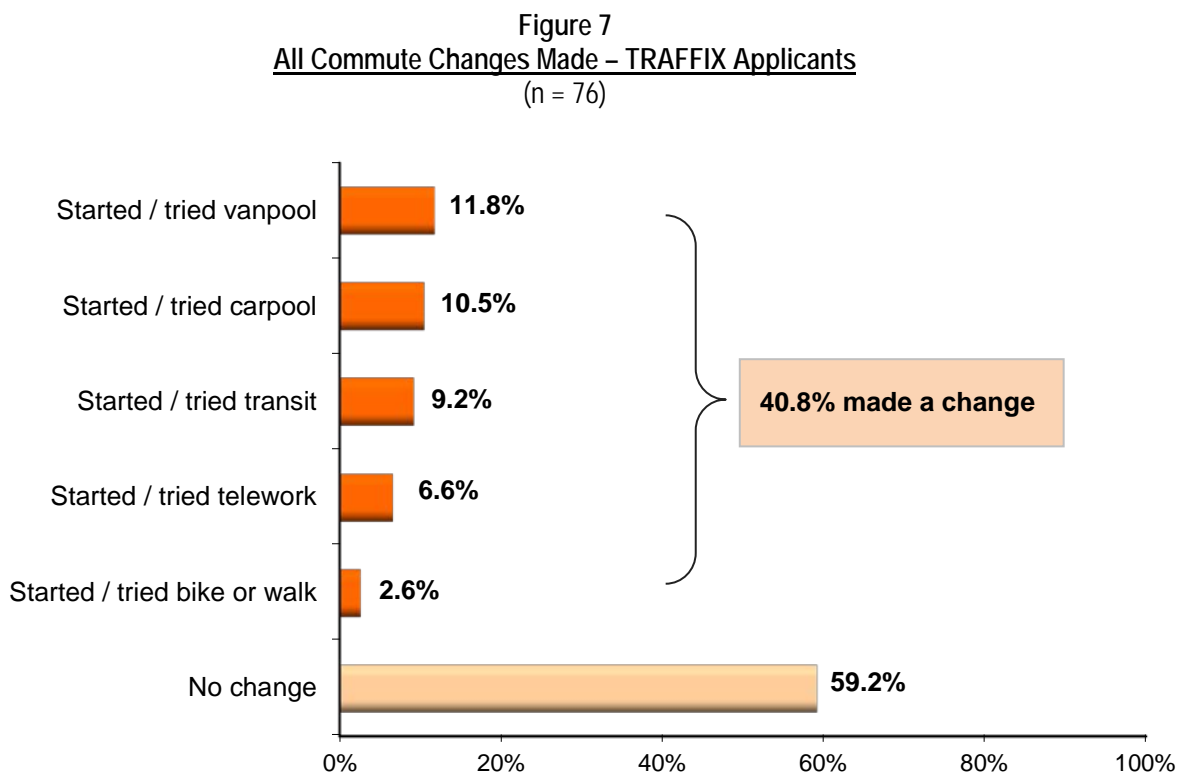
Most of the TRAFFIX applicants who made a mode change made a vanpool or carpool change. One in ten (11.8%) started or tried vanpool and 10.5% joined or created a new carpool. Almost one in ten

(9.2%) started or tried transit, 6.6% started or tried teleworking, and 9.4% started or tried bicycling or walking to work.

Some respondents who made a mode change shifted from drive alone, but other shifted from one alternative mode to another. About six in ten (58%) respondents who made a change shifted from driving alone to an alternative mode. The remaining 42% of respondents were previously using an alternative mode, but made a change within these alternatives, for example, from carpool to vanpool, from bus to train, or from vanpool to train.

It is important to note the percentage of shifting between alternative modes, because commuters who made these shifts reduced vehicle trips only if they shifted to a higher occupancy mode (carpool to vanpool or vanpool to transit, for example) or increased the number of days they use the alternative. Some of these shifts, such as a shift from transit to rideshare, actually increased the number of vehicle trips the respondent made during the week, reducing the air quality benefit of the shift. This is not to say these were not desirable shifts from the perspective of the commuter, but these shifts must be accounted for in determining the transportation and air quality benefits of the services.

Continued vs Temporary Change – Placement Rates

Applicants who made a change to a mode they were using at least once per week at the time of the survey were classified as having made a "continued change." Applicants who made a change to a mode they had not reported using during the time of the survey were asked if they still used the mode occasionally or if they had stopped using it. Applicants who said they had stopped using the mode were asked how long they had used the new mode after the change. Then, applicants were classified as "occasional," "temporary," or "one-time" by the duration of their change. Table 6 summarizes these results for both TRAFFIX and the combined results of the five Southern Virginia (SOVA) programs.

Table 6
Distribution of Continued, Occasional, Temporary, and One-time Changes
Placement Rates – TRAFFIX and All Southern Virginia

Type of Change	TRAFFIX (n = 76)	All SOVA (n = 575)
Continued	26.3%	39.7%
Occasional	6.6%	6.0%
Temporary	7.9%	11.8%
One-time	0.0%	2.1%
TOTAL – All Changes	40.8%	59.6%
No change	59.2%	40.4%

About one in four (26.3%) applicants made a change to a mode they were still using at least one day per week; these applicants made continued changes. Less than one in ten (6.6%) applicants made a change

to a mode they were using, but using only occasionally, defined as less than once per week. And 7.9% of applicants made a temporary change, that is, they had already stopped using the new alternative mode by the time of the survey. On average, they had used the new mode for about ten weeks. Finally, no applicants tried a new mode for less than one week. These applicants would be classified as one-time changes.

The delineation of change duration described above is important because occasional, temporary, and one-time changes do not produce the ongoing travel and air quality impacts of the continued changes. The percentages of respondents who made continued, occasional, and temporary changes represent the "placement rates" for TRAFFIX. These rates and the corresponding rates for all Southern Virginia programs combined are shown below:

Placement Rates – TRAFFIX and All Southern Virginia Programs

	TRAFFIX (n = 76)	All SOVA (n = 575)
• Continued placement rate =	26.3%	39.7%
• Occasional use placement rate =	6.6%	6.0%
• Temporary placement rate =	7.9%	11.8%

The placement rates can be used to estimate the total number of TRAFFIX applicants who started using alternative modes. This is done by multiplying the placement rates by the total number of commuters who received assistance from the program.

Between April 1, 2011 and March 31, 2012, TRAFFIX received applications from 567 commuters. Based on the survey results, it would be expected that approximately 231 of these commuters had started using a new alternative mode or increased their use of alternative modes:

- 149 continued shifts (26.3% x 567)
- 45 temporary shifts (6.6% x 567)
- 37 occasional use shifts (7.9% x 567)

  Total of 231 placements (commute shifts)

Vehicle Trips and VMT Reduced

The specific changes made by respondents who reported a change were examined to estimate how many vehicle trips and vehicle miles traveled they eliminated by their shifts to alternative modes.

Vehicle Trips Reduced – *Vehicle Trips Reduced (VTR)* measures the number of vehicle trips no longer made as a result of commuters starting or increasing use of higher occupancy modes. The calculation also accounts for alternative modes shifts that do not reduce, and indeed may increase, vehicle trips, such as a shift from transit to carpool (lower occupancy mode than transit).

To simplify measuring the impacts of various shifts, "VTR factors" were estimated from the survey data. The factors combine the impacts of all respondents' changes into a single number equal to the average number of vehicle trips reduced by commuters who switch modes. VTR factors can range between 0.0

and 2.0 vehicle trips reduced per day. A VTR of 2.0 indicates that all of the commuters whose travel shifts are averaged were previously driving alone and are now using a combination of "zero-vehicle" modes (transit, bike, walk, or telework) five days per week. Because a more typical situation is a combination of shifts to carpool and vanpool, as well as to zero-vehicle modes, and some shifting among alternative modes (e.g. transit to carpool), VTR factors are typically lower than 2.0.

VTR factors were derived from detailed examination of the types of changes reported by survey respondents. Factors were developed for both continued change and temporary change.   The VTR factors for TRAFFIX are shown below.

- Continued VTR =   0.73 daily trips reduced per placement

- Temporary VTR =   1.33 daily trips reduced per placement

These factors can be multiplied by the number of commuters who made continued and temporary changes, respectively, to estimate the vehicle trip reduction of all commuters placed in alternative modes. We note, however, that temporary changes must be discounted for their short duration. TRAFFIX respondents who made a temporary change used their new modes an average of 9.7 weeks or 19% of a year (9.7 / 50 work weeks). This discount is factored into the calculation of trips reduced. These calculations would produce an estimate of 121 daily trips reduced:

Continued trips reduced =   149 commuters x 0.73 trips reduced   = 109 daily trips reduced
Temporary trips reduced =   45 commuters x 1.33 trips reduced x19%   =   12 daily trips reduced

     Total trips reduced =   121 daily trips reduced

Vehicle Trips Reduced – The reduction in vehicle miles traveled, or VMT, is calculated by multiplying the number of vehicle trips reduced by the average commute distance for respondents who made a commute change. The one-way trip distance was 26.9 miles for respondents with continued changes and 30.0 miles for respondents with temporary changes. The VMT calculation thus was as follows, resulting in 3,296 VMT reduced daily:

   (109 continued trips reduced x 26.9 miles) + (12 temporary trip reduced x 30.0 miles)

   = **3,296 VMT reduced**

Reasons for Changes

Applicants who said they had made a commute change were asked the reasons for their changes. Table 7 summarizes the responses.

Some applicants made the change for commute-related reasons: gas prices too high (39%), save money (29%), and save time (13%). Applicants also noted reasons associated with commute assistance services, such as carpool/vanpool broke up/didn't work out (6%). A significant number of applicants mentioned a personal factor, such as changing jobs or work hours (13%), a personal health or injury reason (13%), and save wear and tear on car (13%) as the reason for making the change.

The wide range of reasons highlights emphasizes the potential for TRAFFIX to market alternative modes through new employee orientations and through direct mail to those moving to new residences.

Table 7
Reasons for Commute Change
(n = 31, multiple responses permitted)

Commute related reasons	Percentage
Commute / Parking-related reasons	
- Gas prices too high	39%
- Save money	29%
- Save time	13%
- Traffic congestion / avoid traffic / stressful commute	6%
Commute service reasons	
- Carpool or vanpool broke up/didn't work out	6%
Personal related reasons	
- Changed job/work hours	13%
- Health / injury / personal reasons	13%
- Save wear and tear on car	13%
- Convenience / easier / comfortable	6%

SERVICES RECEIVED AND INFLUENCE OF SERVICES ON COMMUTE CHANGES

The survey also identified the types of services, information, and assistance that respondents received from TRAFFIX and services and programs offered by respondents' employers. The survey also asked respondents about the influence of these services on commute changes.

Information Received from TRAFFIX

When commuters contact TRAFFIX, they have the option to request or access various types of assistance and information. In the survey, respondents were shown a list of services and were asked to check all that they remembered receiving or accessing. Table 8 lists the percentages of applicants who said they received each service, with services grouped into three categories: Carpool/Vanpool Services, Transit-Related Services, and Other / Multi-Mode Services.

Carpool/Vanpool Services – Almost two thirds (65%) of applicants received or accessed one or more Carpool/Vanpool services. About four in ten (43%) received a matchlist with names and contact information for potential carpool/vanpool partners, and 30% received a map showing home and work locations of potential carpool/vanpool partners. Other common services, each noted by about two in ten applicants, included: NuRide rewards, Park & Ride lot information, and other carpool/vanpool information (25%, 21% and 18% each respectively).

Table 8
Information Received or Accessed from TRAFFIX
and All Southern Virginia Applicants

Service	TRAFFIX (n = 76)	SOVA (n = 575)
Carpool / Vanpool Services		
Matchlist – names of potential carpool / vanpool partners	43%	51%
Map showing home / work locations of potential pool partners	30%	22%
NuRide rewards	25%	17%
Park & Ride lot information	21%	20%
Other carpool / vanpool information	18%	29%
HOV lane information	14%	6%
Vanpooling assistance	13%	19%
Vanpool leasing	13%	8%
Transit-Related Services		
Transit schedule / route information	29%	27%
Transit fare information, SmarTrip	18%	17%
Other / Multi-Mode Services		
Guaranteed Ride Home	28%	44%
Bicycle to Work Guide, bicycle information	4%	11%
Telework information	4%	6%
Information on special events (e.g., Bike to Work Day)	3%	14%
Online bicycle route planning	3%	7%

Transit-Related Services – One-third (34%) of applicants received some type of information about transit from TRAFFIX. Nearly three in ten (29%) received transit route/schedule information, and (18%) received information about transit fares or the SmarTrip fare payment system. Nearly all of the respondents who received transit information got both fare and route / schedule information.

Other / Multi-Mode Services – The top other/multi-mode service received was Guaranteed Ride Home; almost three in ten (28%) applicants said they received or accessed this "Multi-Mode" service, which is open to any commuter who uses an alternative mode to commute.

Use of Matchlist Information

Match Names – About half (51%) of respondents said they received a matchlist of potential rideshare partners or a map with home and work locations of potential carpool/vanpool partners from either TRAFFIX or another organization. These respondents were asked about their use of matchlist information. Their responses are shown in Table 9.

Table 9
Actions Taken by Respondents who Received Matchnames from TRAFFIX

Action Taken	(n=__)	Yes	No
Received matchlist	76	51%	49%
Called names	31	58%	42%
Able to reach people named on matchlist	18	89%	11%
People called were interested in ridesharing	18	78%*	22%

* 56% of respondents said people were interested, but their "schedules/destinations weren't compatible"

Trying to Make Contact –More than half (58%) of the respondents who received a matchlist said they tried to call one or more of the people named. The remaining 42% of respondents did not try to make contact.

The primary reason for <u>not</u> trying to reach people on the list was that people named on the matchlist were not considered compatible partners; they either had "work hours not compatible with mine" or work or home location not compatible with mine." Other reasons why respondents didn't try to make contact included:

- Work hours not compatible with mine   25%
- Work / home locations not compatible with mine   19%
- Already found rideshare arrangement   25%
- Decided I didn't want to carpool/vanpool   19%

Success in Reaching Someone Named on the Matchlist –The great majority (89%) of the respondents who did try to make contact were successful in reaching someone named on this list. This suggests that the information provided on the matchlists was generally current and accurate

Interest in Ridesharing – About two in ten (22%) respondents who were able to reach someone said that person was interested in ridesharing. Another 22% of the respondents who reached a person on the matchlist said the people were not interested in ridesharing. The remaining 56% said the people they reached were interested, but their schedules or destinations were not compatible.

To some extent, compatibility is an individual standard. One applicant might be willing to drive out of his way or arrive at work 30 minutes earlier than scheduled to take advantage of carpooling benefits, while another applicant would feel these accommodations were too inconvenient. But this result suggests the software might not match applicants with as much precision as some commuters would like.

Use of Other Types of Information Received

Applicants who received information on transit routes or schedules and Guaranteed Ride Home were asked follow-up questions on their use of the information (Table 10).

Table 10
Actions Taken by Respondents who Received Information from TRAFFIX

Action Taken	(n=___)	Yes
Received transit information	76	34%
Used transit information	26	38%
Received GRH information	76	28%
Registered for GRH	21	52%

Transit Information – Three in ten (34%) applicants] said they received transit information from TRAFFIX. About four in ten (38%) of those applicants] used the information to try transit.

Guaranteed Ride Home – Finally, the survey included questions about applicants' use of a Guaranteed Ride Home (GRH) program. Three in ten (28%) applicants received or accessed information on GRH and more than half (52%) of these applicants subsequently registered for GRH. About 57% of applicants who received GRH information were driving alone to work at the time they requested the information. The remaining applicants were using an alternative mode.

Assistance Offered by Employers

Respondents also were asked if their employers offered commute assistance services. Two-thirds (67%) of TRAFFIX respondents said their employers offer at least one service.

The most commonly-offered employer services are compressed work schedules (33%), telework, vanpool subsidy, discounted or free transit passes, and preferential parking - more than two in ten applicants reported having access to these services at work (21% each respectively) (Figure 8). About 17% of applicants cited assistance with finding carpool or vanpool partners (matchlist) (17%) and 16% mentioned carpool/vanpool information.

Figure 8
Commuter Assistance Services Offered by Employers
(n = 76, multiple responses permitted)
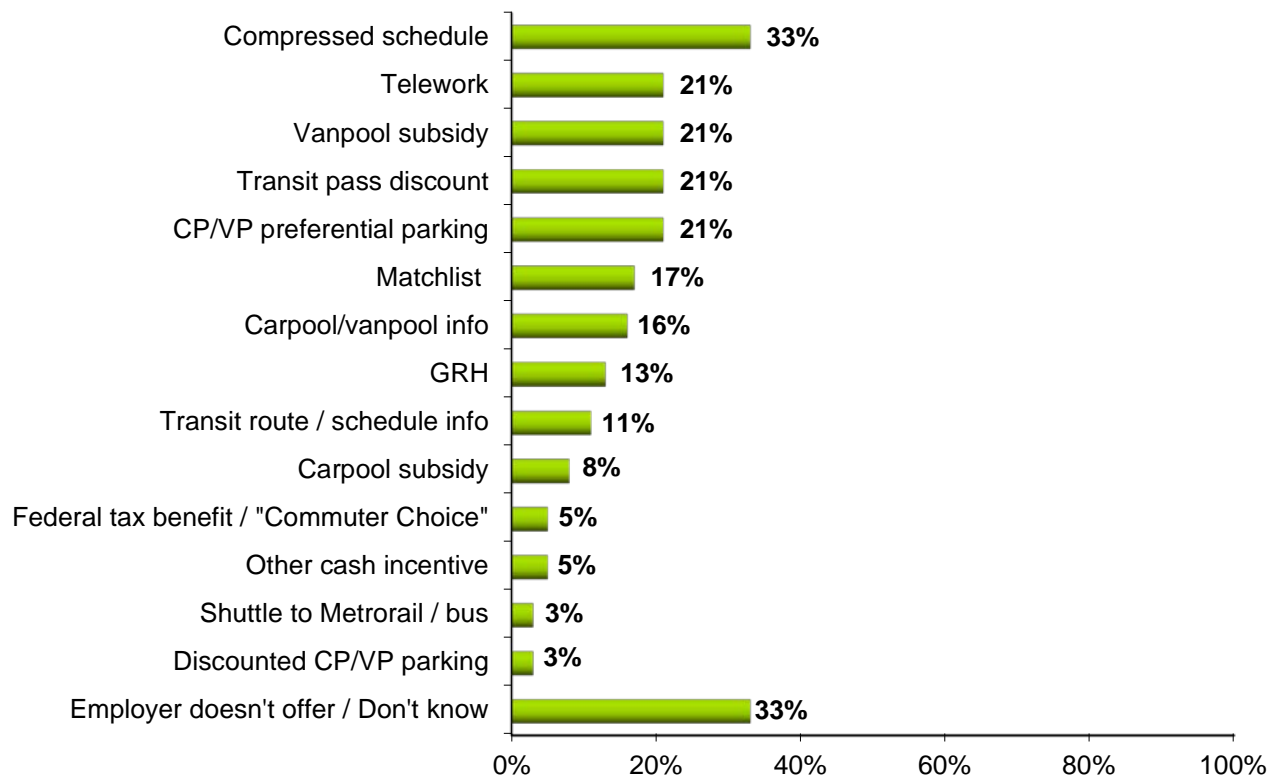
Influence of Assistance or Information

Respondents who had made a commute change were asked if the information they had received from TRAFFIX, from their employer, or from another organization had influenced their decisions to make the change. About 35% of respondents who made a change indicated that assistance or information received from TRAFFIX had influenced their decision and 39% said services from an employer or another organization had influenced their decision.

The most frequently-mentioned TRAFFIX services were carpool / vanpool information, transit schedule/ route information, Guaranteed Ride Home, and bicycling information. Influential employer services included other cash incentive, compressed work week/telecommute, and carpool/vanpool match list.

TRAFFIX Improvements

Survey respondents also were asked how TRAFFIX could improve its services to commuters. About 14% of respondents said no improvements were needed and an additional 25% left the question blank. The remaining 61% of respondents mentioned one or more improvements they would like to see. Table 11 highlights responses for this question.

Table 11
TRAFFIX Improvements Desired
(n = 76)

Improvement	Percentage*
Information Quality / Quantity Suggestions	
More match names	11%
Better transit information	7%
Carpool / vanpool resources/assistance	7%
Program Operations Suggestions	
More advertising / education	5%
Other Suggestions	
Transit improvements	18%

* Multiple responses permitted

Many of the desired improvements focused on the quantity or quality of information: more match names, better transit information, carpool /vanpool resources/assistance. However, even these "highest priority" items were noted by a small percentage of respondents.

A few respondents felt improvements in TRAFFIX's operations were needed. The primary improvement mentioned, was more advertising or education. Finally, some respondents mentioned a desire for improvements in regional or local transportation services, such as transit.

LIST OF APPENDICES

Appendix A – Questionnaire for September-October 2012 Applicant Survey

Appendix A
Questionnaire for September-October 2012 Applicant Survey
Southern Virginia Internet Version – Final- 8-2-12

INTRODUCTION

The Virginia Department of Rail and Public Transportation and [LONG NAME] are conducting this online survey of people who have received commute information or assistance from [PROGRAM NAME] or who have used the [PROGRAM NAME] website. Your answers will be confidential. It will take about 10 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.

SCREENING FOR SERVICES USED

S1   Which of the following carpool and vanpool services have you received, accessed, or requested from [LONG NAME]? You could have received or requested them from the website or through a letter, email, or phone call. Please check all that apply.

   ACCEPT MULTIPLES FOR 1-9, DO NOT ALLOW MULTIPLES WITH 90 OR 98

Carpool / Vanpool Services	Received or Accessed	Requested, but did NOT Receive or Access
1 Names and contact information for people you could contact to form a carpool or vanpool (also called a matchlist)		
2 Map showing home and work locations of people you could contact to form a carpool or vanpool		
3 Carpool / Vanpool rider wanted bulletin board		
4 Other carpool / vanpool information		
5 Vanpooling assistance		
6 HOV lane information		
7 Pool Rewards carpool financial incentive		
8 NuRide rewards		
9 Vanpool leasing		
90 Did not receive any of these services from [PROGRAM NAME]		
98 Don't know		
99 Question left blank (internet only)		

S2   [PROGRAM NAME] also offer information on telework, transit, and bicycling to get around the {REGION NAME} region. Which of the following services have you received, accessed, or requested from [PROGRAM NAME]? Please check all that apply.

ACCEPT MULTIPLES FOR 1-8, DO NOT ALLOW MULTIPLES WITH 90

Telework / Transit / Bicycling Services	Received or Accessed	Requested, but did NOT Receive or Access
1 Transit schedule or route informaiton		
2 Transit fare information, SmarTrip		
3 Park & Ride lot information		
4 Telework information, telework center information		
5 Bicycle to Work Guide, bicycling information		
6 Online bicycle route planning		
7 Guaranteed / Emergency Ride Home information or trip		
8 Special events information (e.g., Bike to Work day, Car Free Day)		
90 Did not receive any of these services from PROGRAM NAME]		
98 Don't know		
99 Question left blank (internet only)		

S3   **SERVICES RECEIVED / REQUESTED – AUTOCODE FROM Q_S1, Q_S2**
     ACCEPT MULTIPLES FOR 1-17, DO NOT ALLOW MULTIPLES WITH 90
        IF Q_S1 = 1, CODE Q_S3 = 1
        IF Q_S1 = 2, CODE Q_S3 = 2
        IF Q_S1 = 3, CODE Q_S3 = 3
        IF Q_S1 = 4, CODE Q_S3 = 4
        IF Q_S1 = 5, CODE Q_S3 = 5
        IF Q_S1 = 6, CODE Q_S3 = 6
        IF Q_S1 = 7, CODE Q_S3 = 7
        IF Q_S1 = 8, CODE Q_S3 = 16
        IF Q_S1 = 9, CODE Q_S3 = 17

        IF Q_S2 = 1, CODE Q_S3 = 8
        IF Q_S2 = 2, CODE Q_S3 = 9
        IF Q_S2 = 3, CODE Q_S3 = 10
        IF Q_S2 = 4, CODE Q_S3 = 11
        IF Q_S2 = 5, CODE Q_S3 = 12
        IF Q_S2 = 6, CODE Q_S3 = 13
        IF Q_S2 = 7, CODE Q_S3 = 14
        IF Q_S2 = 8, CODE Q_S3 = 15

        IF Q_S1 = 90 OR 98 AND Q_S2 = 90 OR 98, CODE Q_S3 = 90

    QS3 continues on following page

QS3 - Continued

    1   Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
    2   Map showing home and work locations of people you could contact to form a carpool or vanpool
    3   Carpool / vanpool rider bulletin board
    4   Other carpool / vanpool information
    5   Vanpooling assistance
    6   HOV lane information
    7   Pool Rewards carpool financial incentive
    8   Transit schedule or route information
    9   Transit fare information, SmarTrip
    10   Park & Ride lot information
    11   Telework information, telework center information
    12   Bicycle to Work Guide, bicycling information
    13   Online bicycle route planning
    14   Guaranteed /Emergency Ride Home information or trip
    15   Special events information (e.g., Bike to Work Day, Car Free Day)
    16   NuRide rewards
    17   Vanpool leasing
    90   Did not request or seek any of these services
    99   Question left blank (internet only)

DEFINE USER – FOR LATER BRANCHING
  CLASSIFY IN THE FOLLOWING ORDER:
    IF Q_S1 = ANY RESPONSE 1, 2, OR 4 – 9, USER = 1 (RECEIVED)
    IF Q_S2 = ANY RESPONSE 1 – 9, USER = 1 (RECEIVED)

    IF Q_S1 = 90 OR 99 AND Q_S2 = 90 OR 99 AND Q_S3 = ANY RESPONSE 1, 2 OR 4 – 17, USER = 2 (REQUESTED)

    IF Q_S1 = ONLY 3 AND Q_S2 = 90 OR 99 AND Q_S3 = 90 OR 99, USER = 3 (BB ONLY)
    IF Q_S1 = 90 OR 99 AND Q_S2 = 90 OR 99 AND Q_S3 = ONLY 3, USER = 3 (BB ONLY)

    IF Q_S1 = 90 OR 99 AND Q_S2 = 90 OR 99 AND Q_S3 = 90 OR 99, USER = 4 (UNKNOWN)

IF USER = 1, 2, OR 3, CONTINUE TO Q1
IF USER = 4, THANK AND TERMINATE

HOW THEY GET TO WORK

1   Next, please answer a few questions about your travel to and from work. In a TYPICAL week, how many <u>weekdays</u> (Monday-Friday) are you assigned to work? **(DO NOT READ RESPONSES)**

    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
    _____ Not currently working (**THANK AND TERMINATE**)

2   Which of the following best represents your work schedule?

        1   Part-time schedule (less than 35 hours per week)
        2   Full-time, five or more days per week, 35 or more hours per week
        3   4/40 compressed schedule (4 10-hour days per week, 40 hours)
        4   9/80 compressed schedule (9 days every 2 weeks, 80 hours)
        5   3/36 compressed schedule (3 12-hour days per week, 36 hours)
        6   Some other (**SPECIFY**) _____
        9   *Don't know, prefer not to answer, Question left blank (internet only)*

3   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 Q4a)**
        8   Don't know **(SKIP TO Q4a)**
        9   *Question left blank (internet only)*

4   How often do you usually telecommute? **(DO NOT READ RESPONSES)**

        1   Less than 1 time per month / only in emergencies (e.g., sick child, snowstorm)
        2   1 to 3 times a month
        3   1 day a week
        4   2 days a week
        5   3 days a week
        6   4 days a week
        7   5 days a week
        8   other (SPECIFY) _____
        9   *Don't know, prefer not to answer, Question left blank (internet only)*

4a   How often are you away from your usual work location **for an entire day** for business or work travel (e.g., meetings / visits to clients or customers)? **(DO NOT READ RESPONSES)**

        1   Never, I don't ever travel for work
        2   Occasionally, but less than 1 day per week
        3   Regularly, 1 or more days per week
        9   *Don't know, prefer not to answer, Question left blank (internet only)*

Current Travel Grid (Typical week)

5   Thinking about a TYPICAL week, <u>Monday through Friday</u>, how do you get to work? In the table below, enter the number of days you typically use each of the listed types of transportation. If you use <u>more than one type on a single day</u>, for example you walk to the bus stop, then ride the bus, count only the type you use for the **longest distance part** of your trip.

        IF Q4a = 3, ALSO SHOW: "For days that you are on business or work travel, please report the type of transportation you would use to get to work if you worked at your usual work location."

        Indicate also how many weekdays you do NOT typically travel to your usual work location and the reasons for not traveling to work (e.g., regular day off, telework, compressed schedule day off).

        IF Q2 = 3, 4, OR 5 (CWS) AND RESPONDENT DOES NOT CHECK "CWS day off" (RESPONSE 1), SHOW MESSAGE: "You said you typically work a compressed schedule. How many compressed schedule days do you typically have off in a week?" **(ACCEPT 0 AS A RESPONSE)**

        IF Q4 = 3, 4, 5, 6, OR 7 (TELEWORK 1+ DAYS PER WEEK) 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? **(ACCEPT 0 AS A RESPONSE)**

        CHECK SUM OF DAYS. IF TOTAL OF Q5 DAYS 1-18 IS LESS THAN Q1, SHOW MESSAGE "Please report for all days Monday – Friday, including telework days, compressed schedule days, and days you do not work." **IF TOTAL OF 1-18 IS GREATER THAN Q1, SHOW MESSAGE:** "You've reported more than five days. Please report only for Monday – Friday and one type of transportation for each day."

Type of Transportation	Number of Days Use (0 to 5)
Days you travel to your usual work location	
3 Drive alone in a car, truck, van, or SUV, Motorcycle, Ride in a taxi	
4 *N/A – don't use*	
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	
8 N/A – don't use	
9 Ride a bus (public bus, shuttle, buspool, express bus)	
10 Ride Metrorail- *N/A in SOVA – RESERVE FOR NOVA*	
11 Ride commuter train (MARC, VRE, Amtrak, other train)	
12 Ride a light rail	
13 N/A – don't use	
14 Bicycle (entire trip or longest distance part of trip from home to work)	
15 Walk (entire trip or longest distance part of trip from home to work)	
16 N/A – don't use	

Days you do not travel to your usual work location	
1 Have a compressed work schedule day off	
2 Telecommute / telework all day	
17 Have a regular day off	
18 Other (describe)_____	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-18

DEFINE Q5 MODES USED (ALLOW MULTIPLE MODES) – AUTOCODE ONLY:
   CWDAYS = SUM OF Q5, RESPONSE 1
   TWDAYS = SUM OF Q5, RESPONSE 2
   DADAYS = SUM OF Q5, RESPONSE 3
   CPDAYS = SUM OF Q5, RESPONSE 5, 6
   VPDAYS = SUM OF Q5, RESPONSE 7
   BUDAYS = SUM OF Q5, RESPONSE 9
   MRDAYS = SUM OF Q5, RESPONSE 10 – NOT USED IN SOVA, RESERVE FOR NOVA
   CRDAYS = SUM OF Q5, RESPONSE 11
   BKDAYS = SUM OF Q5, RESPONSE 14
   WKDAYS = SUM OF Q5, RESPONSE 15
   LRDAYS = SUM OF Q5, RESPONSE 12

   IF CWDAYS > 0, Q5 MODE = 1 COMPRESSED SCHEDULE
   IF TWDAYS > 0, Q5 MODE = 2 TELEWORK
   IF DADAYS > 0, Q5 MODE = 3 DRIVE ALONE
   IF CPDAYS > 0, Q5 MODE = 4 CARPOOL
   IF VPDAYS > 0, Q5 MODE = 5 VANPOOL
   IF BUDAYS > 0, Q5 MODE = 6 BUS
   IF MRDAYS > 0, Q5 MODE = 7 METRORAIL – NOT USED IN SOVA, RESERVE FOR NOVA
   IF CRDAYS > 0, Q5 MODE = 8 COMMUTER TRAIN
   IF BKDAYS > 0, Q5 MODE = 9 BICYCLE
   IF WKDAYS > 0, Q5 MODE = 10 WALKING
   IF LRDAYS > 0, Q5 MODE = 11 LIGHT RAIL TRAIN

DEFINE PRIMARY MODE
   SET PR_MODE = Q5 MODE WITH HIGHEST NUMBER OF DAYS. IF TIE FOR HIGHEST NUMBER, CHOOSE PRIMARY MODE IN THIS PRIORITY ORDER: 5 (VANPOOL), 4 (CARPOOL), 7 (METRORAIL), 11 (LIGHT RAIL), 6 (BUS), 8 (COMMUTER TRAIN), 9 (BICYCLE), 10 (WALKING), 2 (TELEWORK), 3 (DRIVE ALONE). DO NOT SELECT COMPRESSED SCHEDULE (1) AS PRIMARY MODE

DEFINE CALTDAYS = TOTAL Q5 DAYS USING MODES 5, 6, 7, 9, 10, 11, 12, 14, 15

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

            _____ miles one way
          *999 Don't know, prefer not to answer, Question left blank (**internet only**)*

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

            _____ minutes
          *999 Don't know, prefer not to answer, Question left blank (**internet only**)*

POOL MAKE-UP
   IF CPDAYS = 0 AND VPDAYS = 0, SKIP TO INSTRUCTIONS BEFORE Q15
   IF CPDAYS > VPDAYS, ASK Q10-Q14, INSERT "carpool" AS Q5 MODE
   IF VPDAYS > CPDAYS, ASK Q10-Q14, INSERT "vanpool" AS Q5 MODE
   IF CPDAYS = VPDAYS, ASK Q10-Q14, INSERT "vanpool" AS Q5 MODE

10   Including yourself, how many people usually ride in your [Q5 MODE, carpool, vanpool]?

            _____ total people in pool
          *999 Don't know, prefer not to answer, Question left blank (**internet only**) (SKIP TO Q14)*

11   How many of the other people in your [Q5 MODE, carpool, vanpool], excluding yourself, are members of your family or members of your household?

            _____ people are family/household members
          *999 Don't know, prefer not to answer, Question left blank (**internet only**)*

12   How many are children under age 16?

                   children under age 16
     *999 Don't know, prefer not to answer, Question left blank (**internet only**)*

13   How many are co-workers?

           co-workers
     *999 Don't know, prefer not to answer, Question left blank (**internet only**)*

14   How often are you the driver of your carpool or vanpool? Do you…? **(READ RESPONSES 1-3)**

        1   Always drive **(AUTOCODE Q15 = 9, THEN SKIP TO Q20)**
        2   Sometimes drive or share driving, such as driving on alternate days or weeks
        3   Never drive

INSTRUCTIONS BEFORE Q15

    IF Q5 MODE = 5 (VANPOOL), 4 (CARPOOL), 8 (COMMUTER TRAIN), 7 (METRORAIL TRAIN), 11 (LIGHT RAIL), OR 6 (BUS), ASK Q15-Q16, OTHERWISE, SKIP TO Q20.

    IF MORE THAN ONE OF THESE Q5 MODES, SELECT MODE WITH GREATEST NUMBER OF DAYS FOR Q15-Q16. IF TIE, SELECT MODE IN THIS PRIORITY ORDER: 5 (VANPOOL), 4 (CARPOOL), 8 (COMMUTER TRAIN), 7 (METRORAIL), 11 (LIGHT RAIL), 6 (BUS). (NOTE, DO NOT SELECT DRIVE ALONE, TELEWORK, COMPRESSED SCHEDULE, BICYCLE, OR WALKING FOR Q15-Q16).

    IF Q14 = 2, ASK BEFORE Q15, "On days you are not the driver of the carpool or vanpool, …**"**

15   How do you get from home to where you meet your [Q5 MODE: vanpool, carpool, bus, Metrorail train, commuter train, light rail train]?

        1   picked up at home by car/vanpool **(SKIP TO Q20)**
        2   drive alone to driver's home or drive alone to passenger's home
        3   drive to a central location, like park & ride
        4   another carpool or vanpool, including dropped off by HH members
        5   bicycle
        6   walk
        7   bus/transit
        8   taxi
        9   I am always the driver of carpool/vanpool (**THEN SKIP TO Q20)**
       19   other (SPECIFY) _____

16   How many miles is it one way from your home to where you meet your [Q5 MODE: vanpool, carpool, commuter train, Metrorail train, bus, light rail train]?

                   miles **(ALLOW ONE DECIMAL)**
     999 Don't know, prefer not to answer, Question left blank (internet only)

CHANGES
 [**PROGRAMMER NOTE:** Tests for travel changes applicants might have made. Changes are examined hierarchically (mode changes first, frequency changes next, then occupancy changes)]

20   The next few questions ask about changes you might have made in your travel to work since you requested or obtained commute information or assistance. Since that time, did you make any of the following changes in how you travel <u>to or from work</u>, even if the change was only temporary? **ALLOW MULTIPLES FOR 1-10, DON'T ALLOW MULTIPLES WITH 90)**

        1   Start carpooling, joined or created a new carpool, started slugging
        2   Start vanpooling, joined or created a new vanpool
        3   Start riding a bus
        4   Start riding Metrorail – N/A in NOVA, RESERVE FOR SOVA
        5   Start riding a commuter train – MARC, VRE, or Amtrak
        6   Start bicycling to work (entire trip or longest distance part of trip)
        7   Start walking to work (entire trip or longest distance part of trip)
        8   Start teleworking at least one day per week
        9   Start working a compressed work schedule
        10   Start riding a light rail train
        90   Did not make any of these changes

21   Since you requested or obtained assistance, did you **<u>increase</u>** the number of days per week that you used any of the following types of transportation for your trip to work, again, even if only temporarily? **(ALLOW MULTIPLES FOR 1-9, DON'T ALLOW MULTIPLES WITH 90)**

        1   Carpool, slug / casual carpool
        2   Vanpool
        3   Bus
        4   Metrorail – N/A in NOVA, RESERVE FOR SOVA
        5   Commuter train (MARC, VRE, or Amtrak)
        6   Bicycle (entire trip or longest distance part of trip)
        7   Walking (entire trip or longest distance part of trip)
        8   Telework days
        9   Light rail train
        90   No, didn't increase days using these types of transportation

22   Did you try any other type of transportation to get to work, even if only once, since you requested or obtained assistance? Did you try? **(ALLOW MULTIPLES FOR 1-10, DON'T ALLOW MULTIPLES WITH 90)**

        1   Carpooling, slugging / casual carpooling
        2   Vanpooling
        3   Bus
        4   Metrorail – N/A in NOVA, RESERVE FOR SOVA
        5   Commuter train (MARC, VRE, AMTRAK)
        6   Bicycling (to work)
        7   Walking (to work)
        8   Teleworking
        9   Driving alone, start driving alone
        10   Light rail train
        90   No, did not make any of these changes

Q23 - DEFINE INITIAL MODE CHANGES – AUTOCODE ONLY
   REVIEW Q20, Q21, Q22, CODE ALL CHANGES AS FOLLOWS (ALLOW MULTIPLE RESPONSES WITH 1-20, DO NOT ALLOW MULTIPLES WITH 90):

   IF Q20 = 90 OR 99 AND Q21 = 90 OR 99 AND Q22 = 9, 90 OR 99, AUTOCODE Q23 = 90

   IF Q20 = 1 OR Q21 = 1 OR Q22 = 1 AND CPDAYS > 0, Q23 = 1 (Continued carpool)
   IF Q20 = 2 OR Q21 = 2 OR Q22 = 2 AND VPDAYS > 0, Q23 = 2 (Continued vanpool)
   IF Q20 = 3 OR Q21 = 3 OR Q22 = 3 AND BUDAYS > 0, Q23 = 3 (Continued bus)
   IF Q20 = 4 OR Q21 = 4 OR Q22 = 4 AND MRDAYS > 0, Q23 = 4 (Continued Metrorail) – N/A in SOVA, reserve for NOVA

   IF Q20 = 5 OR Q21 = 5 OR Q22 = 5 AND CRDAYS > 0, Q23 = 5 (Continued commuter train)
   IF Q20 = 6 OR Q21 = 6 OR Q22 = 6 AND BKDAYS > 0, Q23 = 6 (Continued bicycle)
   IF Q20 = 7 OR Q21 = 7 OR Q22 = 7 AND WKDAYS > 0, Q23 = 7 (Continued walking)
   IF Q20 = 8 OR Q21 = 8 OR Q22 = 8 AND TWDAYS > 0, Q23 = 8 (Continued telework)
   IF Q20 = 10 OR Q21 = 9 OR Q22 = 10 AND LRDAYS > 0, Q23 = 9 (Continued light rail)

   IF Q20 = 1 OR Q21 = 1 OR Q22 = 1 AND CPDAYS = 0, Q23 = 11 (Temporary carpool)
   IF Q20 = 2 OR Q21 = 2 OR Q22 = 2 AND VPDAYS = 0, Q23 = 12 (Temporary vanpool)
   IF Q20 = 3 OR Q21 = 3 OR Q22 = 3 AND BUDAYS = 0, Q23 = 13 (Temporary bus)
   IF Q20 = 4 OR Q21 = 4 OR Q22 = 4 AND MRDAYS = 0, Q23 = 14 (Temporary Metrorail) – N/A in SOVA, reserve for NOVA
   IF Q20 = 5 OR Q21 = 5 OR Q22 = 5 AND CRDAYS = 0, Q23 = 15 (Temporary commuter train)
   IF Q20 = 6 OR Q21 = 6 OR Q22 = 6 AND BKDAYS = 0, Q23 = 16 (Temporary bicycle)
   IF Q20 = 7 OR Q21 = 7 OR Q22 = 7 AND WKDAYS = 0, Q23 = 17 (Temporary walking)
   IF Q20 = 8 OR Q21 = 8 OR Q22 = 8 AND TWDAYS = 0, Q23 = 18 (Temporary telework)
   IF Q20 = 10 OR Q21 = 9 OR Q22 = 10 AND LRDAYS = 0, Q23 = 19 (Temporary light rail)

   1   Continued carpool
   2   Continued vanpool
   3   Continued bus
   4   Continued Metrorail – N/A in SOVA
   5   Continued commuter train
   6   Continued bicycle
   7   Continued walking
   8   Continued telework
   9   Continued light rail

   11   Temporary carpool
   12   Temporary vanpool
   13   Temporary bus
   14   Temporary Metrorail – N/A in SOVA
   15   Temporary commuter train
   16   Temporary bicycle
   17   Temporary walking
   18   Temporary telework
   19   Temporary light rail

   90   No mode change

BRANCHING INSTRUCTIONS
   IF Q23 = 90 (NO MODE CHANGE), SKIP TO Q26
   IF Q23 = ONLY RESPONSES 1-9 (continued mode change), SKIP TO Q26

   IF Q23 = ANY OF 11-19 (temporary mode change), CONTINUE WITH Q24. ASK Q24 FOR EACH TEMPORARY MODES 11-19 CODED IN Q23.

24   You indicated you made a change to a new type of transportation but you reported that you don't typically use it now to get to work. Was this a temporary change or do you still use it for your commute now, even if only occasionally?

LIST ALL TEMPORARY MODES (11-19) CHECKED/CODED IN Q23 – DO NOT INCLUDE ANY CONTINUED MODE CHECKED IN Q23 (responses 1-9)

	(1) Temporary Change	(2) Still use - less than 1 day per week	(3) Still use - 1 or more days per week
1 Carpool	_____	_____	_____
2 Vanpool	_____	_____	_____
3 Bus	_____	_____	_____
4 Metrorail – *N/A in SOVA*	_____	_____	_____
5 Commuter train (MARC, VRE, Amtrak)	_____	_____	_____
6 Bicycle	_____	_____	_____
7 Walking	_____	_____	_____
8 Telework	_____	_____	_____
9 *Light rail train*	_____	_____	_____

IF Q24 = RESPONSE 1 (temporary change) FOR ANY MODE, ASK Q25. REPEAT Q25 FOR EACH TEMPORARY MODE
IF Q24 = ONLY RESPONSES 2 OR 3 FOR ANY/ALL MODES, SKIP TO Q26

25   How long did this temporary change to [**Q24 MODE**: *carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail*] last?

        1   Less than one week
        2   1 to 3 weeks
        3   4 to 7 weeks
        4   8 to 11 weeks
        5   12 weeks or more (3 or more months)
        9   Don't recall

26   Finally, did you add another person or replace a person in an existing carpool or vanpool?

        1   Yes, added or replaced person in a carpool
        2   Yes, added or replaced person in a vanpool
        90   No
        99 Question left blank (internet only)

Q27   CHECK FOR OCCUPANCY CHANGES FROM Q26 – AUTOCODE ONLY

    IF Q26 = 1 AND CPDAYS > 0, Q27 = 1 (Continued carpool)
    IF Q26 = 2 AND VPDAYS > 0, Q27 = 2 (Continued vanpool)

    IF Q26 = 1 AND CPDAYS = 0, Q27 = 3 (Temporary carpool)
    IF Q26 = 2 AND VPDAYS = 0, Q27 = 4 (Temporary vanpool)

    IF Q26 = 90 OR 99, Q27 = 9 (No occupancy change)

        1   Continued carpool occupancy
        2   Continued vanpool occupancy
        3   Temporary carpool occupancy
        4   Temporary vanpool occupancy
        9   No occupancy change

28   ALL CHANGES – AUTOCODE ONLY

REVIEW Q23, Q24, Q25, Q27, CODE ALL CHANGES AS FOLLOWS (ALLOW MULTIPLE RESPONSES FOR RESPONSES 1-40. DO NOT ALLOW MULTIPLES WITH 90:

IF Q23 = 90 OR 99 AND Q27 = 90 OR 99, AUTOCODE Q28= 90

IF Q23 = 1, Q28 = 1 (Continued carpool)
IF Q23 = 2, Q28 = 2 (Continued vanpool)
IF Q23 = 3, Q28 = 3 (Continued bus)
IF Q23 = 4, Q28 = 4 (Continued Metrorail) – N/A in SOVA, RESERVE FOR NOVA
IF Q23 = 5, Q28 = 5 (Continued commuter train)
IF Q23 = 6, Q28 = 6 (Continued bicycle)
IF Q23 = 7, Q28 = 7 (Continued walking)
IF Q23 = 8, Q28 = 8 (Continued telework)
IF Q23 = 9, Q28 = 9 (Continued light rail)

IF Q24 = 1 FOR carpool AND Q25 = 2-5 OR 9 FOR carpool, Q28 = 11 (Temporary carpool)
IF Q24 = 1 FOR vanpool AND Q25 = 2-5 OR 9 FOR vanpool, Q28 = 12 (Temporary vanpool)
IF Q24 = 1 FOR bus AND Q25 = 2-5 OR 9 FOR bus, Q28 = 13 (Temporary bus)
IF Q24 = 1 FOR Metrorail AND Q25 = 2-5 OR 9 FOR Metrorail, Q28 = 14 (Temporary Metrorail) – N/A in SOVA, RESERVE FOR NOVA
IF Q24 = 1 FOR commuter rail AND Q25 = 2-5 OR 9 FOR commuter rail, Q28 = 15 (Temporary commuter train)
IF Q24 = 1 FOR bicycle AND Q25 = 2-5 OR 9 FOR bicycle, Q28 = 16 (Temporary bicycle)
IF Q24 = 1 FOR walking AND Q25 = 2-5 OR 9 FOR walking, Q28 = 17 (Temporary walking)
IF Q24 = 1 FOR telework AND Q25 = 2-5 OR 9 FOR telework, Q28 = 18 (Temporary telework)
IF Q24 = 1 FOR light rail AND Q25 = 2-5 OR 9 FOR light rail, Q28 = 19 (Temporary light rail)

IF Q24 = 2 or 3 FOR carpool, Q28 = 21 (Occasional carpool)
IF Q24 = 2 or 3 FOR vanpool, Q28 = 22 (Occasional vanpool)
IF Q24 = 2 or 3 FOR bus, Q28 = 23 (Occasional bus)
IF Q24 = 2 or 3 FOR Metrorail, Q28 = 24 (Occasional Metrorail) – N/A in SOVA, RESERVE FOR NOVA
IF Q24 = 2 or 3 FOR commuter rail, Q28 = 25 (Occasional commuter train)
IF Q24 = 2 or 3 FOR bicycle, Q28 = 26 (Occasional bicycle)
IF Q24 = 2 or 3 FOR walking, Q28 = 27 (Occasional walking)
IF Q24 = 2 or 3 FOR telework, Q28 = 28 (Occasional telework)
IF Q24 = 2 or 3 FOR light rail, Q28 = 29 (Occasional light rail)

IF Q24 = 1 FOR carpool AND Q25 = 1 OR 99 FOR carpool, Q28 = 31 (One-time carpool)
IF Q24 = 1 FOR vanpool AND Q25 = 1 OR 99 FOR vanpool, Q28 = 32 (One-time vanpool)
IF Q24 = 1 FOR bus AND Q25 = 1 OR 99 FOR bus, Q28 = 33 (One-time bus)
IF Q24 = 1 FOR Metrorail AND Q25 = 1 OR 99 FOR Metrorail, Q28 = 34 (One-time Metrorail) – N/A in SOVA, RESERVE FOR NOVA
IF Q24 = 1 FOR commuter rail AND Q25 = 1 OR 99 FOR commuter rail, Q28 = 35 (One-time commuter train)
IF Q24 = 1 FOR bicycle AND Q25 = 1 OR 99 FOR bicycle, Q28 = 36 (One-time bicycle)
IF Q24 = 1 FOR walking AND Q25 = 1 OR 99 FOR walking, Q28 = 37 (One-time walking)
IF Q24 = 1 FOR telework AND Q25 = 1 OR 99 FOR telework, Q28 = 38 (One-time telework)
IF Q24 = 1 FOR light rail AND Q25 = 1 OR 99 FOR light rail, Q28 = 39 (One-time light rail)

IF Q27 = 1 OR 2, Q28 = 10 (Continued occupancy)
IF Q27 = 3 OR 4, Q28 = 20 (Temporary occupancy)

Q28 continues on following page

Q28 - Continued

    1   Continued carpool
    2   Continued vanpool
    3   Continued bus
    4   Continued Metrorail – N/A in SOVA
    5   Continued commuter train
    6   Continued bicycle
    7   Continued walking
    8   Continued telework
    9   Continued light rail
   10   Continued occupancy

   11   Temporary carpool
   12   Temporary vanpool
   13   Temporary bus
   14   Temporary Metrorail – N/A in SOVA
   15   Temporary commuter train
   16   Temporary bicycle
   17   Temporary walking
   18   Temporary telework
   19   Temporary light rail
   20   Temporary occupancy

   21   Occasional carpool
   22   Occasional vanpool
   23   Occasional bus
   24   Occasional Metrorail – N/A in SOVA
   25   Occasional commuter train
   26   Occasional bicycle
   27   Occasional walking
   28   Occasional telework
   29   Occasional light rail

   31   One-time carpool
   32   One-time vanpool
   33   One-time bus
   34   One-time Metrorail – N/A in SOVA
   35   One-time commuter train
   36   One-time bicycle
   37   One-time walking
   38   One-time telework
   39   One-time light rail

   90   No change

Q30   DEFINE FINAL CHANGE – AUTOCODE ONLY
   SELECT ONE CHANGE FROM Q28 LIST AS FINAL CHANGE: SET WITH THIS PRIORITY

Continued Mode Change
IF Q28 = ANY OF 1-9 (Continued mode change), SET Q30 = Q28 CHANGE 1-9 WITH MOST Q5 DAYS. IF TIE FOR MOST DAYS, SELECT CHANGE USING THE FOLLOWING HIERARCHY: 2 (Continued vanpool), 1 (Continued carpool), 4 (Continued Metrorail), 9 (Continued light rail), 3 (Continued bus), 5 (Continued commuter rail), 6 (Continued bicycle), 7 (Continued walking), 8 (Continued telework)

Continued Occupancy Change
IF Q28 NE ANY OF 1-9, BUT Q28 = 10 (Continued occupancy), SET Q30 = 10

Temporary Change
IF Q28 NE ANY OF 1-10, BUT Q28 = ANY OF 11-19 (Temporary mode change), SET Q30 = Q28 CHANGE 11-19 WITH LONGEST Q25 DURATION. IF TIE FOR LONGEST DURATION, SELECT CHANGE USING THE FOLLOWING HIERARCHY: 12 (Temporary vanpool), 11 (Temporary carpool), 14 (Temporary Metrorail), 19 (Temporary light rail), 13 (Temporary bus), 15 (Temporary commuter rail), 16 (Temporary bicycle), 17 (Temporary walking), 18 (Temporary telework)

Temporary Occupancy Change
IF Q28 NE ANY OF 1-19, BUT Q28 = 20 (Temp occupancy), SET Q30 = 20

Occasional Change
IF Q28 NE ANY OF 1-20 BUT Q28 = ANY OF 21-29, SET Q30 = Q28 CHANGE 21-29 USING THE FOLLOWING HIERARCHY: 22 (Occasional vanpool), 21 (Occasional carpool), 24 (Occasional Metrorail), 29 (Occasional light rail), 23 (Occasional bus), 25 (Occasional commuter rail), 26 (Occasional bicycle), 27 (Occasional walking), 28 (Occasional telework).

One-time Change
IF Q28 NE ANY OF 1-29 BUT Q28 = ANY OF 31-39, SET Q30 = Q28 CHANGE 31-39 USING THE FOLLOWING HIERARCHY: 32 (OT vanpool), 31 (OT carpool), 34 (OT Metrorail), 39 (OT light rail), 33 (OT bus), 35 (OT commuter rail), 36 (OT bicycle), 37 (OT walking), 38 (OT telework).

IF Q28 = 90, SET Q30 = 90

   1   Continued carpool
   2   Continued vanpool
   3   Continued bus
   4   Continued Metrorail – N/A in SOVA
   5   Continued commuter train
   6   Continued bicycle
   7   Continued walking
   8   Continued telework
   9   Continued light rail
   10   Continued occupancy

   11   Temporary carpool
   12   Temporary vanpool
   13   Temporary bus
   14   Temporary Metrorail – N/A in SOVA
   15   Temporary commuter train
   16   Temporary bicycle
   17   Temporary walking
   18   Temporary telework
   19   Temporary light rail
   20   Temporary occupancy

List continues on following page

Q30 - Continued

21   Occasional carpool
22   Occasional vanpool
23   Occasional bus
24   Occasional Metrorail – N/A in SOVA
25   Occasional commuter train
26   Occasional bicycle
27   Occasional walking
28   Occasional telework
29   Occasional light rail

31   One-time carpool
32   One-time vanpool
33   One-time bus
34   One-time Metrorail – N/A in SOVA
35   One-time commuter train
36   One-time bicycle
37   One-time walking
38   One-time telework
39   One-time light rail

90   No change

Q30 MODE   DEFINE MODE TO INSERT IN NEXT SECTION – AUTOCODE ONLY
   SELECT ONE MODE FROM Q30 LIST: SET WITH THIS PRIORITY

   IF Q30 = 1, 11, 21, OR 31, Q30 MODE = 1 carpool
   IF Q30 = 2, 12, 22, OR 32, Q30 MODE = 2 vanpool
   IF Q30 = 3, 13, 23, OR 33, Q30 MODE = 3 bus
   IF Q30 = 4, 14, 24, OR 34, Q30 MODE = 4 Metrorail– N/A in SOVA, RESERVE FOR NOVA
   IF Q30 = 5, 15, 25, OR 35, Q30 MODE = 5 commuter train
   IF Q30 = 6, 16, 26, OR 36, Q30 MODE = 6 bicycle
   IF Q30 = 7, 17, 27, OR 37, Q30 MODE = 7 walking
   IF Q30 = 8, 18, 28, OR 38, Q30 MODE = 8 telework
   IF Q30 = 9, 19, 29, OR 39, Q30 MODE = 9 light rail train

   IF Q30 = 10 OR 20, AND Q27 = 1 OR 3, Q30 MODE = 1 carpool
   IF Q30 = 10 OR 20, AND Q27 = 2 OR 4, Q30 MODE = 2 vanpool

   IF Q30 = 90, Q30 MODE = 10 None

1   Carpool
2   Vanpool
3   Bus
4   Metrorail **– N/A in SOVA, RESERVE FOR NOVA**
5   Commuter train
6   Bicycle
7   Walking
8   Telework
9   Light rail train
10   None

Q31   CHANGE TYPE – AUTOCODE ONLY – SELECT ONLY ONE

    IF Q30 = ANY OF 1 - 10, Q31 = 1 (Continued change)
    IF Q30 = ANY OF 11 - 20, Q31 = 2 (Temporary change)
    IF Q30 = ANY OF 21 - 29, Q31 = 3 (Occasional change)
    IF Q30 = ANY OF 31 - 39, Q31 = 4 (One-time change)
    IF Q30 = 90, Q31 = 9 (No change)

      1   Continued change
      2   Temporary change
      3   Occasional change
      4   One-time change
      9   No change

BRANCHING INSTRUCTIONS
    IF Q31 = 9 (no change), SKIP TO Q60
    IF Q31 = 1 (continued change), SKIP TO INSTRUCTIONS BEFORE Q50
    IF Q31 = 3 (occasional change), SKIP TO INSTRUCTIONS BEFORE Q50
    IF Q31 = 4 (one-time change), SKIP TO Q60

    Autofill temporary travel grid for temporary changers who did not change mode or frequency
    IF Q30 = 20 [occupancy change with no mode change), AUTOFILL Q41 = Q1, AUTOFILL Q43 = Q5, THEN SKIP TO INSTRUCTIONS BEFORE Q46.

    IF Q30 = 11, CONTINUE WITH Q41, INSERT 'carpool' AS Q30 MODE
    IF Q30 = 12, CONTINUE WITH Q41, INSERT 'vanpool' AS Q30 MODE
    IF Q30 = 13, CONTINUE WITH Q41, INSERT 'bus' AS Q30 MODE
    IF Q30 = 14, CONTINUE WITH Q41, INSERT 'Metrorail' AS Q30 MODE
    IF Q30 = 15, CONTINUE WITH Q41, INSERT 'commuter train' AS Q30 MODE
    IF Q30 = 16, CONTINUE WITH Q41, INSERT 'bicycle' AS Q30 MODE
    IF Q30 = 17, CONTINUE WITH Q41, INSERT 'walking' AS Q30 MODE
    IF Q30 = 18, CONTINUE WITH Q41, INSERT 'telework' AS Q30 MODE
    IF Q30 = 19, CONTINUE WITH Q41, INSERT 'light rail train' AS Q30 MODE

TRAVEL DURING TEMPORARY CHANGE

41   During the time of this temporary change to [**Q30 MODE:** *carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train*], how many weekdays, Monday through Friday, were you assigned to work in a typical week?

      1   1 day per week **(SKIP TO Q43)**
      2   2 days per week **(SKIP TO Q43)**
      3   3 days per week
      4   4 days per week
      5   5 days per week **(SKIP TO Q43)**
      9   Did not work then **(SKIP TO Q60)**

42   At that time, did you work a compressed work schedule, for example, four-ten hour days per week, or work a part-time schedule?

      1   worked compressed work schedule
      2   worked part-time
      3   Other (specify) _____
      9   Left blank (internet only)

43   During the time of your temporary change to [Q30 MODE: carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train], how did you get to work? Enter the number of days you typically used each of the listed types of transportation. If you used <u>more than one type on a single day</u> (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.

(PROGRAMMER NOTE: IF Q4a = 3, ALSO SHOW): "For days that you were on business or work travel, please report the type of transportation you would have used to get to work if you worked at your usual work location."

Indicate also how many weekdays you did NOT travel to your usual work location and the reasons (e.g., regular day off, telework, compressed work schedule day off) for not traveling to work.

PROGRAMMER NOTES:
IF Q42 = 1 (CWS) AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE: "You said you typically worked a compressed work schedule. How many compressed schedule days did you typically have off during the time of this temporary change." **PERMIT "0" AS THE RESPONSE**

IF Q4 = 3, 4, 5, 6, OR 7 (TELEWORK 1+ DAYS PER WEEK) AND RESPONDENT DOES NOT CHECK "Telecommute" (RESPONSE 2), SHOW MESSAGE: "You said you typically telework. How many days did you telework during the time of this temporary change?" **ACCEPT "0" AS RESPONSE**

CHECK SUM OF DAYS. IF TOTAL OF Q43 DAYS 1-18 IS LESS THAN Q41, SHOW MESSAGE "And how do you commute on other days you are assigned to work?" **IF TOTAL OF 1-18 IS GREATER THAN Q41, SHOW MESSAGE:** "You've reported more than five days. Please report only for Monday – Friday and one type of transportation for each day."

Type of Transportation	Number of Days Used (0 to 5)
Days you traveled to your usual work location	
3 Drive alone in a car, truck, van, or SUV, Motorcycle, Ride in a taxi	
4 N/A – don't use	
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	
8 N/A – don't use	
9 Ride a bus (public bus, shuttle, buspool, express bus)	
10 Ride Metrorail - *N/A in SOVA – RESERVE FOR NOVA*	
11 Ride a commuter train (MARC, VRE, Amtrak, other train)	
12 Ride a light rail train	
13 N/A – don't use	
14 Bicycle (entire trip or longest distance part of trip from home to work)	
15 Walk (entire trip or longest distance part of trip from home to work)	
16 N/A – don't use	

Days you did not travel to your usual work location	
1 Compressed work schedule day off	
2 Telecommute / telework all day	
17 Have a regular day off	
18 Other (describe)_____	

Total Days (**DO NOT SHOW THIS LINE ON SCREEN**)	Sum of 1-18

DEFINE Q43 MODES USED (ALLOW MULTIPLE MODES):
    D_CWDAYS = SUM OF Q43, RESPONSE 1
    D_TWDAYS = SUM OF Q43, RESPONSE 2
    D_DADAYS = SUM OF Q43, RESPONSE 3
    D_CPDAYS = SUM OF Q43, RESPONSE 5, 6
    D_VPDAYS = SUM OF Q43, RESPONSE 7
    D_BUDAYS = SUM OF Q43, RESPONSE 9
    D_MRDAYS = SUM OF Q43, RESPONSE 10 – NOT USED IN SOVA, RESERVE FOR NOVA
    D_CRDAYS = SUM OF Q43, RESPONSE 11
    D_BKDAYS = SUM OF Q43, RESPONSE 14
    D_WKDAYS = SUM OF Q43, RESPONSE 15
    D_LRDAYS = SUM OF Q43, RESPONSE 12

    IF D_CWDAYS > 0, Q43 MODE = COMPRESSED SCHEDULE
    IF D_TWDAYS > 0, Q43 MODE = TELEWORK
    IF D_DADAYS > 0, Q43 MODE = DRIVE ALONE
    IF D_CPDAYS > 0, Q43 MODE = CARPOOL
    IF D_VPDAYS > 0, Q43 MODE = VANPOOL
    IF D_BUDAYS > 0, Q43 MODE = BUS
    IF D_MRDAYS > 0, Q43 MODE = METRORAIL – NOT USED IN SOVA, RESERVE FOR NOVA
    IF D_CRDAYS > 0, Q43 MODE = COMMUTER TRAIN
    IF D_BKDAYS > 0, Q43 MODE = BICYCLE
    IF D_WKDAYS > 0, Q43 MODE = WALKING
    IF D_LRDAYS > 0, Q43 MODE = 11 LIGHT RAIL

DEFINE DALTDAYS = TOTAL Q43 DAYS USING MODES 5, 6, 7, 9, 10, 11, 12, 14, 15

CHECK FOR TEMPORARY USE OF MODES IN TEMPORARY CHANGES
    IF Q30 = 11 AND D_CPDAYS = 0, ASK Q44, INSERTING "CARPOOL" AS Q43 MODE
    IF Q30 = 12 AND D_VPDAYS = 0, ASK Q44, INSERTING "VANPOOL" AS Q43 MODE
    IF Q30 = 13 AND D_BUDAYS = 0, ASK Q44, INSERTING "BUS" AS Q43 MODE
    IF Q30 = 14 AND D_MRDAYS = 0, ASK Q44, INSERTING "METRORAIL" AS Q43 MODE
    IF Q30 = 15 AND D_CRDAYS = 0, ASK Q44, INSERTING "COMMUTER TRAIN" AS Q43 MODE
    IF Q30 = 16 AND D_BKDAYS = 0, ASK Q44, INSERTING "BICYCLE" AS Q43 MODE
    IF Q30 = 17 AND D_WKDAYS = 0, ASK Q44, INSERTING "WALKING" AS Q43 MODE
    IF Q30 = 18 AND D_TWDAYS = 0, ASK Q44, INSERTING "TELEWORK" AS Q43MODE
    IF Q30 = 19 AND D_LRDAYS = 0, ASK Q44, INSERTING "LIGHT RAIL TRAIN" AS Q43MODE – NOT USED IN NOVA, RESERVE
    FOR SOVA

    OTHERWISE, SKIP TO INSTRUCTIONS BEFORE Q46

45   Earlier you said you made a temporary change to (**Q43 MODE**: *carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train*), but you haven't mentioned using this type of transportation for your commute during that time. About how many days per week did you typically use (**Q43 MODE**: *carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, telework, light rail train*) then to commute? **(DO NOT READ RESPONSES)**

        0   0
        1   1
        2   2
        3   3
        4   4
        5   5
        8   Only used occasionally, used less than one time per week

IF Q45 = 0, SKIP TO Q60

INSTRUCTIONS BEFORE Q46
   IF D_CPDAYS = 0 AND D_VPDAYS = 0, SKIP TO INSTRUCTIONS BEFORE Q50

   IF Q30 = 20 AND Q27 = 3, ASK Q46, INSERT "carpool" AS Q43 MODE
   IF Q30 = 20 AND Q27 = 4, ASK Q46, INSERT "vanpool" AS Q43 MODE

   IF Q30 NE 20 AND D_CPDAYS > D_VPDAYS, ASK Q46, INSERT "carpool" AS Q43 MODE
   IF Q30 NE 20 AND D_VPDAYS > D_CPDAYS, ASK Q46, INSERT "vanpool" AS Q43 MODE
   IF Q30 NE 20 AND D_CPDAYS = D_VPDAYS, ASK Q46, INSERT "vanpool" AS Q43 MODE

46   How many people were in your [**Q43 MODE**, *carpool, vanpool*] during that time?

             _____ people

TRAVEL BEFORE MAKING CHANGE

INSTRUCTIONS BEFORE Q50
   IF Q30 = 10 OR 20 *[*occupancy change with no mode change), AUTOFILL Q50 = Q1, AUTOFILL Q52 = Q5, THEN SKIP TO
   INSTRUCTIONS BEFORE Q53

   IF Q30 = 1, 11, OR 21, CONTINUE WITH Q50, INSERT 'carpool' AS Q30 MODE
   IF Q30 = 2, 12, OR 22, CONTINUE WITH Q50, INSERT 'vanpool' AS Q30 MODE
   IF Q30 = 3, 13, OR 23, CONTINUE WITH Q50, INSERT 'bus' AS Q30 MODE
   IF Q30 = 4, 14, OR 24, CONTINUE WITH Q50, INSERT 'Metrorail' AS Q30 MODE
   IF Q30 = 5, 15, OR 25, CONTINUE WITH Q50, INSERT 'commuter train' AS Q30 MODE
   IF Q30 = 6, 16, OR 26, CONTINUE WITH Q50, INSERT 'bicycle' AS Q30 MODE
   IF Q30 = 7, 17, OR 27, CONTINUE WITH Q50, INSERT 'walking' AS Q30 MODE
   IF Q30 = 8, 18, OR 28, CONTINUE WITH Q50, INSERT 'telework' AS Q30 MODE
   IF Q30 = 9, 19, OR 29, CONTINUE WITH Q50, INSERT 'light rail train' AS Q30 MODE – NOT USED IN NOVA, RESERVE FOR
   SOVA

50   Think back to the time before you made this change to [**Q30 MODE**: *carpool, vanpool, bus, Metrorail, commuter train,
        bicycle, walking, telework, light rail train*]. At that time, how many weekdays, Monday through Friday, were you as-
        signed to work in a typical week? **(DO NOT READ RESPONSES)**

        1   1 day per week **(SKIP TO Q52)**
        2   2 days per week **(SKIP TO Q52)**
        3   3 days per week
        4   4 days per week
        5   5 days per week **(SKIP TO Q52)**
        _____ Did not work then **(SKIP TO Q60)**

51   At that time, did you work a compressed work schedule, for example, four-ten hour days per week, or did you work a
        part-time schedule?

        1   Worked compressed work schedule
        2   Worked part-time
        3   Other
        9   Don't know, Left blank (internet only)

52   Before you made the change to [Q30 MODE, carpool, vanpool, bus, Metrorail, commuter train, bicycle, walking, tele-work, light rail train], how did you get to work? Enter the number of weekdays, Monday-Friday, that you typically used 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.

(PROGRAMMER NOTE: IF Q4a = 3, ALSO SHOW): "For days that you were on business or work travel, please report the type of transportation you would have used to get to work if you worked at your usual work location."

Indicate also how many weekdays you did NOT travel to your usual work location and the reasons (e.g., regular day off, telework, compressed work schedule day off) for not traveling to work.

PROGRAMMER NOTES:
IF Q51 = 1 (CWS) AND RESPONDENT DOES NOT REPORT "CWS day off" (RESPONSE 1), SHOW MESSAGE: "You said you typically worked a compressed work schedule. How many compressed schedule days did you typically have off during the time of this temporary change." **PERMIT "0" AS THE RESPONSE**

IF Q4 = 3, 4, 5, 6, OR 7 (TELEWORK 1+ DAYS PER WEEK) AND RESPONDENT DOES NOT CHECK "Telecommute" (RESPONSE 2), SHOW MESSAGE: "You said you typically telework. How many days did you telework during the time of this temporary change?" **ACCEPT '"0" AS RESPONSE**

CHECK SUM OF DAYS. IF TOTAL OF Q52 DAYS 1-18 IS LESS THAN Q50, SHOW MESSAGE "Please report for all days Monday – Friday, including days you did not work." **IF TOTAL OF 1-18 IS GREATER THAN Q50, SHOW MESSAGE:** "You've reported more than five days. Please report only for Monday – Friday and one type of transportation for each day."

Type of Transportation	Number of Days Used (0 to 5)
Days you traveled to your usual work location	
3 Drive alone in a car, truck, van, or SUV, Motorcycle, Ride in a taxi	
4 N/A – don't use	
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	
8 N/A – don't use	
9 Ride a bus (public bus, shuttle, buspool, express bus)	
10 Ride Metrorail - *N/A in SOVA – RESERVE FOR NOVA*	
11 Ride a commuter train (MARC, VRE, Amtrak, other train)	
12 Ride a light rail train	
13 N/A – don't use	
14 Bicycle (entire trip or longest distance part of trip from home to work)	
15 Walk (entire trip or longest distance part of trip from home to work)	
16 N/A – don't use	

Days you did not travel to your usual work location	
1 Compressed work schedule day off	
2 Telecommute / telework all day	
17 Have a regular day off	
18 Other (describe)_____	

Total Days (**DO NOT SHOW THIS LINE ON SCREEN**)	Sum of 1-18

DEFINE Q52 MODES USED (ALLOW MULTIPLE MODES):
  P_CWDAYS = SUM OF Q52, RESPONSE 1
  P_TWDAYS = SUM OF Q52, RESPONSE 2
  P_DADAYS = SUM OF Q52, RESPONSE 3
  P_CPDAYS = SUM OF Q52, RESPONSE 5, 6
  P_VPDAYS = SUM OF Q52, RESPONSE 7
  P_BUDAYS = SUM OF Q52, RESPONSE 9
  P_MRDAYS = SUM OF Q52, RESPONSE 10
  P_CRDAYS = SUM OF Q52, RESPONSE 11
  P_BKDAYS = SUM OF Q52, RESPONSE 14
  P_WKDAYS = SUM OF Q52, RESPONSE 15
  P_LRDAYS = SUM OF Q52, RESPONSE 12

  IF P_CWDAYS > 0, Q52 MODE = COMPRESSED SCHEDULE
  IF P_TWDAYS > 0, Q52 MODE = TELEWORK
  IF P_DADAYS > 0, Q52 MODE = DRIVE ALONE
  IF P_CPDAYS > 0, Q52 MODE = CARPOOL
  IF P_VPDAYS > 0, Q52 MODE = VANPOOL
  IF P_BUDAYS > 0, Q52 MODE = BUS
  IF P_MRDAYS > 0, Q52 MODE = METRORAIL
  IF P_CRDAYS > 0, Q52 MODE = COMMUTER TRAIN
  IF P_BKDAYS > 0, Q52 MODE = BICYCLE
  IF P_WKDAYS > 0, Q52 MODE = WALKING
  IF P_LRDAYS > 0, Q52 MODE = LIGHT RAIL TRAIN

DEFINE PALTDAYS = SUM OF Q52 DAYS USING MODES 5, 6, 7, 9, 10, 11, 12, 14, 15

INSTRUCTIONS BEFORE Q53
  IF P_CPDAYS = 0 AND P_VPDAYS = 0, SKIP TO Q54

  IF Q30 = 10 AND Q27 = 1, ASK Q53, INSERT "carpool" AS Q52 MODE
  IF Q30 = 10 AND Q27 = 2, ASK Q53, INSERT "vanpool" AS Q52 MODE

  IF Q30 = 20 AND Q27 = 3, ASK Q53, INSERT "carpool" AS Q52 MODE
  IF Q30 = 20 AND Q27 = 4, ASK Q53, INSERT "vanpool" AS Q52 MODE

  IF Q30 NE 10 OR 20 AND P_CPDAYS > P_VPDAYS, ASK Q53, INSERT "carpool" AS Q52 MODE
  IF Q30 NE 10 OR 20 AND P_VPDAYS > P_CPDAYS, ASK Q53, INSERT "vanpool" AS Q52 MODE
  IF Q30 NE 10 OR 20 AND P_CPDAYS = P_VPDAYS, ASK Q53, INSERT "vanpool" AS Q52 MODE

53   How many people were in your [**Q52 MODE**, *carpool, vanpool*] before you made that change?

          _____ people
          999 Don't know, Question left blank (internet only)

54   What were the reasons that you made that change?

OPEN ENDED _____

(DO NOT SHOW THESE RESPONSES ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES
Personal changes or preferences
1   changed job, work hours, work location
2   save money
3   parking costs were too high
4   gas prices too high, save money on gas
5   no parking available at work
6   save time
7   moved to a different residence
8   reduce congestion/pollution
9   safety
10   no vehicle available, vehcle became unavailable
11   tired of driving
12   others doing it (friends, coworkers, other people, etc.)
13   carpool/vanpool didn't work out
14   avoid construction area

Commute program or services
15   SmarTrip, or other transit/vanpool discount
16   financial incentives
17   a new option became available
18   advertising
19   special program at work
20   pressure or encouragement from employer
21   use HOV lane
22   employer permitted telework

Commuter Connections information or services
23   Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
24   Map showing home and work locations of people you could contact to form a carpool or vanpool
25   Carpool / vanpool rider bulletin board
26   Other carpool / vanpool information
27   Vanpooling assistance
28   HOV lane information
29   Pool Rewards carpool financial incentive
30   Transit schedule or route information
31   Transit fare information, SmarTrip
32   Park & Ride lot information
33   Telework information, telework center information
34   Bicycle to Work Guide, bicycling information
35   Online bicycle route planning
36   Guaranteed / Emergency Ride Home information or trip
37   Special events information (e.g., Bike to Work Day, Car Free Day)
38   Other (specify)

IF USER = 2 (REQUESTED), AUTOCODE Q55 = 90, THEN SKIP TO Q56

55   Did any of the information or assistance from [PROGRAM NAME] influence you or assist you to make the change?

        90   Did not receive any services from [PROGRAM NAME]
        91   No, services did not influence or assist
        99   Don't know, Question left blank (internet only)

        *   Yes (please specify)
        OPEN ENDED _____

        (DO NOT SHOW THESE RESPONSES ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES

        1   Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
        2   Map showing home and work locations of people you could contact to form a carpool or vanpool
        3   Carpool / vanpool rider bulletin board
        4   Other carpool / vanpool information
        5   Vanpooling assistance
        6   Transit schedule or route information
        7   Transit fare information, SmarTrip
        8   Park & Ride information
        9   Guaranteed / Emergency Ride Home information or trip
        10   Telework information, telework center information
        11   Bicycle to Work Guide, bicycling information
        12   Online bicycle route planning
        13   HOV lane information
        14   Pool Rewards financial incentive
        15   Special events information (e.g., Bike to Work Day, Car Free Day)
        16   NuRide rewards
        17   Vanpool leasing
        18   Other (specify)

56   Did any commute information, assistance, or benefits from your employer or another organization influence or assist
      you?

> 90   Did not receive any services
> 91   No, services did not influence or assist
> *99   Don't know, Question left blank (internet only)*
>
> *   Yes (please specify)
> OPEN ENDED _____

> **(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES
> IN POST PROCESSING – ACCEPT MULTIPLES**
> 1   Matchlist, contact info for potential carpool / vanpool partners
> 2   Map showing home and work locations of potential carpool / vanpool partners
> 3   Transit schedule or route information
> 4   Park & Ride information
> 5   Vanpooling assistance
> 6   Guaranteed Ride Home information or registration
> 7   GRH trip
> 8   Telecommuting information, telework center information
> 9   Bicycling map, bicycle route planning, bicycling information
> 10   HOV lane information
> 11   Discount / free transit pass / Smart Trip Card
> 12   Other cash incentive
> 13   Compressed work week/telecommute
> *14   Carpool/vanpool preferential parking*
> *15   Parking fees*
> *16   Carpool/vanpool discount parking fee*
> *17   Smart Tag / E-Z Pass subsidy*
> *18   HOV lane info*
> *19   Shuttle bus*
> *20   Federal Tax Benefit / Commuter Choice Program*
> *21   Referral to Commuter Connections/[PROGRAM NAME]*
> *22   Telecommuting info*
> *23   NuRide-carpool incentive*
> 24   Other (specify)

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

> 1   Economic reasons were more important
> 2   Economic reasons were less important
> 3   Economic reasons were about the same importance
> 4   Economic reasons were my only influence
> 9   Don't know/refuse

IF Q31 = 1 OR 3, SKIP TO Q60
IF Q31 = 2, ASK Q58

58   What were the reasons you did not continue this change?

        OPEN ENDED _____

        (DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES
        1   too inconvenient
        2   cost too much
        3   took too much time
        4   safety concerns
        5   job changes - job, work site,
        6   need vehicle during or after work
        7   vehicle became unavailable/unreliable
        8   moved home location
        9   didn't like pool partners
        10   new/changes in employer program
        11   bus or rail schedule or route change or schedule
        12   car became available
        13   Other (Specify)
        99 Don't know, Question left blank (internet only)

AWARENESS

60   How did you learn about [PROGRAM NAME] and its programs and services?

        OPEN ENDED _____

        (DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES

        1   Brochure/promo materials
        2   Bus/train schedule
        3   Bus/train sign
        4   Direct mail/postcard from COG/CC
        5   Employer/employer survey
        6   Fair/on-site event
        7   Government office
        8   Highway sign
        9   Internet
        10   Newsletter
        11   Newspaper (regional or local)
        12   Other rideshare/transit organization
        13   Radio
        14   TV
        15   Was/Is applicant
        16   Word of mouth
        17   Info Kiosk
        18   Yellow Pages (One Book or Verizon)
        19   Billboard
        29   Other
        99 Don't know, Question left blank (internet only)

61   Which of the following sources did you use to contact [PROGRAM NAME] for assistance? **(SHOW RESPONSES 1-6 AND 9) ACCEPT MULTIPLES)**

      1   Employer
      2   Commuter Connections website on the Internet - RESERVE FOR NOVA
      3   [PROGRAM NAME] website
      4   Commuter Connections telephone number (1-800-745-RIDE) - RESERVE FOR NOVA
      5   Commute assistance program operated by county or city
      6   Transportation Management Association (TMA)
      7   [PROGRAM NAME] telephone number (_____)
      9   Other (please describe) _____

62   What prompted you to seek commute information or assistance from [PROGRAM NAME] at that time?

      OPEN ENDED _____

(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES
      1   save gas, gas prices too high, wanted to reduce gas expense
      2   didn't want to drive anymore/tired of driving
      3   traffic is bad, has gotten worse
      4   changed jobs, moved to a new work location
      5   moved to a new residence
      6   wanted to save money
      7   wanted to save time
      8   didn't have/don't have a place to park
      9   concerned about the environment
      10   no vehicle available
      11   construction along my route to work
      12   avoid stress
      13   in case of emergencies, wanted back-up transportation
      14   could receive financial incentive for transit, vanpool
      15   advertising, newspaper, billboard, flyer
      16   employer program or service
      17   referral from family, friend, co-worker, word of mouth
      18   save wear and tear, reduce mileage on car
      29   Other (SPECIFY) _____
      99   Don't know, Question left blank (internet only)

63   **[PROGRAM NAME] SERVICES ACCESSED – AUTOCODE ONLY**

    IF Q_S1 = 1, AUTOCODE Q63 = 1
    IF Q_S1 = 2, AUTOCODE Q63 = 2
    IF Q_S1 = 3, AUTOCODE Q63 = 3
    IF Q_S1 = 4, AUTOCODE Q63 = 4
    IF Q_S1 = 5, AUTOCODE Q63 = 5
    IF Q_S1 = 6, AUTOCODE Q63 = 6
    IF Q_S1 = 7, AUTOCODE Q63 = 7
    IF Q_S1 = 8, AUTOCODE Q63 = 16
    IF Q_S1 = 9, AUTOCODE Q63 = 17

    IF Q_S2 = 1, AUTOCODE Q63 = 8
    IF Q_S2 = 2, AUTOCODE Q63 = 9
    IF Q_S2 = 3, AUTOCODE Q63 = 10
    IF Q_S2 = 4, AUTOCODE Q63 = 11
    IF Q_S2 = 5, AUTOCODE Q63 = 12
    IF Q_S2 = 6, AUTOCODE Q63 = 13
    IF Q_S2 = 7, AUTOCODE Q63 = 14
    IF Q_S2 = 8, AUTOCODE Q63 = 15

    IF QS_1 = 90 OR 98 AND Q_S2 = 90 OR 98, AUTOCODE Q63 = 90

1   Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
2   Map showing home and work locations of people you could contact to form a carpool or vanpool
3   Carpool / vanpool rider bulletin board
4   Other carpool / vanpool information
5   Vanpooling assistance
6   HOV lane information
7   Pool Rewards carpool financial incentive
8   Transit schedule or route information
9   Transit fare information, SmarTrip
10   Park & Ride lot information
11   Telework information, telework center information
12   Bicycle to Work Guide, bicycling information
13   Online bicycle route planning
14   Guaranteed / Emergency Ride Home information or trip
15   Special events information (e.g., Bike to Work Day, Car Free Day)
16   NuRide rewards
17   Vanpool leasing
90   Did not receive any services from [PROGRAM NAME]

64   Does your employer offer any of the following commuter information, assistance, or transportation benefits? **(SHOW RESPONSES 1-17 AND 90, ACCEPT MULTIPLES FOR RESPONSES 1-17.)**

    1   Names and contact information for people you could contact to form a carpool or vanpool (matchlist)
    2   Carpool or vanpool information
    3   Transit route or schedule information
    4   Discounted or free transit pass, SmartBenefits
    5   Financial incentive for employees who vanpool to work
    6   Financial incentive for employees who carpool to work
    7   Other cash incentive for commute cost
    8   Guaranteed / Emergency Ride Home in case of emergencies or unscheduled overtime
    9   Compressed work schedule
    10   Telework
    11   Preferential or special parking spaces for carpools or vanpools
    12   Free onsite parking
    13   Discounted parking fee for carpools and vanpools
    14   Smart Tag / E-Z Pass subsidy
    15   Shuttle bus to Metrorail or bus stop
    16   Federal Tax Benefit/ "Commuter Choice" program
    17   Zipcar carshare service account
    18   Other (SPECIFY)
    90   No, employer doesn't offer any services

Q66   RESPONDENT RECEIVED MATCHING INFO – AUTOCODE ONLY

    IF Q63 = 1, SET Q66 = 1 (Commuter Connections / [PROGRAM NAME] matchlist)
    IF Q64 = 1, SET Q66 = 2 (other matchlist)
    IF Q63 = 2, SET Q66 = 3 (map)
    IF Q63 = 3, SET Q66 = 4 (bulletin board)
    IF Q63 NE 1, 2, OR 3 AND Q64 NE 1 AND Q65 NE 1 OR 2, SET Q66 = 9

    1   Commuter Connections [PROGRAM NAME] matchlist
    2   Other matchlist
    3   Map
    4   Bulletin board
    9   No matching info

INSTRUCTIONS BEFORE Q70
IF Q66 = 1 OR 2, ASK Q70, OTHERWISE, SKIP TO INSTRUCTIONS BEFORE Q80

70   You said you obtained names of people you could contact to form a carpool or vanpool. How many names did you receive?

    _____
    99   Don't remember

IF Q70 = 0, SKIP TO INSTRUCTIONS BEFORE Q80

71   Did you try to contact any of these people?

    1   Yes   **(CONTINUE WITH Q72)**
    2   No **(SKIP TO Q74)**
    9   Can't remember/Don't know (SKIP TO INSTRUCTIONS BEFORE Q80)

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

        1   Yes
        2   No
        9   Don't remember/don't know

IF Q72 = 2 OR 9, AUTOCODE Q73 = 1, THEN SKIP TO INSTRUCTIONS BEFORE Q80

73   Were any of the people you reached interested in forming a carpool or vanpool, if your travel destination and schedule were compatible? **(ALLOW ONE RESPONSE ONLY)**

        1   Was not able to reach any of the people
        2   At least one person was interested
        3   At least one person was interested but schedules or destinations were not compatible
        4   People were not interested
        9   Don't remember/don't know

SKIP TO INSTRUCTIONS BEFORE Q80

74   Why did you decide not to contact any of the people?

        1   Haven't gotten around to it
        2   Decided I didn't want to carpool/vanpool
        3   Moved to a new residence
        4   Changed jobs
        5   Work hours were not compatible with mine
        6   Work or home locations were not compatible with mine
        7   Already found rideshare arrangement (carpool, vanpool, transit, bike, walk)
        8   other (Specify) _____

INSTRUCTIONS BEFORE Q80 – TRANSIT INFO
   IF Q63 = 8 OR 9, RECEIVED TRANSIT INFO FROM COMMUTER CONNECTIONS/[PROGRAM NAME], CONTINUE.
   IF Q63 NE 8 OR 9, SKIP TO INSTRUCTIONS BEFORE Q84

80   You said that you received information about transit from [PROGRAM NAME]. Did you contact a transit agency listed in the information you received?

        1   Yes
        2   No   **(SKIP TO Q83)**
        9   Don't remember, don't know **(SKIP TO INSTRUCTIONS BEFORE Q84)**

81   Did you use the information from the transit agency to try transit?

        1   Yes **(SKIP TO INSTRUCTIONS BEFORE Q84)**
        2   No   **(ASK Q82)**
        9   Don't remember, don't know **(SKIP TO INSTRUCTIONS BEFORE Q84)**

82   Why did you decide not to try transit?

        OPEN ENDED _____

        (DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES
        1   Never got around to it
        2   Wouldn't work with my schedule
        3   Too far from home/work
        4   Service not available
        5   Commute too long
        6   Too expensive
        7   Prefer other mode
        8   other (SPECIFY)
        98   Don't know
        99   Left blank (internet only)

SKIP TO INSTRUCTIONS BEFORE Q84

83   Why did you decide not to contact the transit agency?

        OPEN ENDED _____

        (DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLE RESPONSES
        1   Never got around to it
        2   Don't like transit – wouldn't ever use
        3   Too far from home/work
        4   Prefer other mode or current mode
        5   Wasn't interested, didn't ask for it
        6   other (SPECIFY)
        98   Don't know
        99   Left blank (internet only)

INSTRUCTIONS BEFORE Q84 – PARK & RIDE
   IF Q63 NE 10 (P&R INFO), SKIP TO INSTRUCTIONS BEFORE Q90
   IF Q63 = 10, CONTINUE WITH Q84

84   You said that you received park & ride information.. Have you used the park & ride lot listed on the information you received?

        1   Yes   **(CONTINUE)**
        2   No **(SKIP TO Q88)**
        9   Don't remember, don't know **(SKIP TO INSTRUCTIONS BEFORE Q90)**
        99   Left blank (internet only) **(SKIP TO INSTRUCTIONS BEFORE Q90)**

85   Were you aware of the lot before you received the information?

        1   Yes
        2   No **(SKIP TO Q87)**
        8   Don't know **(SKIP TO Q87)**
        9   Left blank (internet only)

86   Had you used the lot before you received the information?

        1   Yes
        2   No
        8   Don't know
        9   Left blank (internet only)

IF Q30 = 90 OR 99, SKIP TO INSTRUCTIONS BEFORE Q90
IF Q30 = 6, 7, 8, 10, 16, 17, 18, 20, SKIP TO INSTRUCTIONS BEFORE Q90
IF Q30 = ANY OF 31-39, SKIP TO INSTRUCTIONS BEFORE Q90

IF Q30 = 1, 11, OR 21, ASK Q87, INSERT "carpool" as Q30 MODE
IF Q30 = 2, 12, OR 22, ASK Q87, INSERT "vanpool" as Q30 MODE
IF Q30 = 3, 13, OR 23, ASK Q87, INSERT "bus" as Q30 MODE
IF Q30 = 4, 14, OR 24, ASK Q87, INSERT "Metrorail" as Q30 MODE
IF Q30 = 5, 15, OR 25, ASK Q87, INSERT "commuter train" as Q30 MODE
IF Q30 = 9, 19, OR 29, ASK Q87, INSERT "light rail train" as Q30 MODE

87   Was using the park & ride lot a factor in your decision to try using (**Q5 MODE:** *carpool, vanpool, bus, Metrorail, commuter train, light rail train*) for your trip to work?

        1   Yes
        2   No
        9   Don't know

SKIP TO Q90

88   Why did you decide not to use the park & ride lot after getting the information?

        OPEN ENDED _____

        (DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLE RESPONSES
        1   Never got around to it
        2   Didn't want to leave my car
        3   Not convenient to transit
        4   Didn't need a park & ride
        5   Not convenient to HOV
        6   No slug lines
        7   No time savings from my previous commute
        8   Other (SPECIFY)
        99   Left blank (internet only)

INSTRUCTIONS BEFORE Q90 – BICYCLE INFO
   IF Q63 NE 12 OR 13 (bicycle info), SKIP TO INSTRUCTIONS BEFORE Q95
   IF Q63 = 12 OR 13, CONTINUE WITH Q90

90   You said that you received bicycle information from [PROGRAM NAME]. Since you received the information, have you taken any of the following actions? **(PERMIT MULTIPLES FOR 1-5, DO NOT PERMIT MULTIPLES FOR 5 OR 9)**

        1   Started bicycling to work
        2   Bicycle to work more often
        3   Started bicycling for non-work trips
        4   Bicycle more often for non-work trips
        5   Didn't make any bicycle changes9 Don't remember, don't know
        99   Left blank (internet only)

IF Q90 = 1 – 4, ASK Q91
IF Q90 = 5, 9 OR 99 (BLANK), SKIP TO INSTRUCTIONS BEFORE Q95

91   Was receiving this information a factor in your decision to start bicycling or bicycle more often?

        1   Yes
        2   No
        9   Don't know

INSTRUCTIONS BEFORE Q95 – TELEWORK INFO
   IF Q63 NE 11 (telework info), SKIP TO INSTRUCTIONS BEFORE Q100
   IF Q63 = 11, CONTINUE WITH Q95

95   You said you received telework information from [PROGRAM NAME].   Since you received the information, have you taken any of the following actions? **(PERMIT MULTIPLES FOR 1-5, DO NOT PERMIT MULTIPLES FOR 6 OR 9)**

        1   Talked to employer about telework
        2   Called federal employee telework coordinator (GSA)
        3   Started teleworking
        4   Started teleworking more often
        5   Started working at a telework center
        6   Did not take any actions
        8   Don't remember

IF Q95 NE 3 OR 4, SKIP TO INSTRUCTIONS BEFORE Q100

IF Q95 = 3 OR 4, ASK Q96

96   Was receiving this information a factor in your decision to start teleworking or telework more often?

        1   Yes
        2   No
        9   Don't know

INSTRUCTIONS BEFORE Q100 – GRH
   IF Q63 = 14, ASK Q100
   IF Q63 NE 14, SKIP TO Q103

100   You said you received information on the Guaranteed / Emergency Ride Home program. At the time you requested GRH information, what type of transportation were you using regularly (2 or more days per week) for your commute?
        (PERMIT UP TO TWO RESPONSES)

        1   Drive alone
        2   Carpool
        3   Vanpool
        4   Bus, Metrorail, or commuter rail
        5   Bicycle / walk
        *   other (SPECIFY)

101   Did you register for the GRH program?

        1   Yes **(SKIP TO Q103)**
        2   No **(ASK Q102)**
        3   Tried to register, but did not meet eligibilty requirements **(SKIP to Q103)**
        99   Left blank (internet only) **(SKIP TO INSTRUCTIONS BEFORE Q103)**

102   What were the reasons you did not register?

OPEN ENDED _____

(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLE RESPONSES
1   Couldn't use carpool, vanpool, or train 2 or more days per week (didn't meet eligibility requirements)
2   Program doesn't cover home or work area
3   Program doesn't cover work hours
4   Employer has a GRH program
5   Didn't want to pre-register
6   Too much effort to use the service
7   Don't need it
8   Haven't gotten around to it
9   other (SPECIFY)
99   Left blank- internet only

PROGRAM IMPROVEMENTS

103   In what ways could [PROGRAM NAME] improve their services? **(DO NOT READ RESPONSES, ALLOW UP TO TWO RESPONSES)**
OPEN ENDED _____

(DO NOT SHOW THESE RESPONSE ON SCREEN) CODE OPEN-ENDED RESPONSES INTO THE FOLLOWING CATEGORIES IN POST PROCESSING – ACCEPT MULTIPLES
1   quicker response
2   more helpful staff
3   more follow-up assistance
4   more match names
5   matches fit travel better
6   matches are more interested in carpoo/vanpool
7   better transit information
8   more advertising
9   more current information
10   use Internet
11   transit improvements
12   VP resources & assistance
13   GRH suggestion
14   separate driver & rider lists
88   no improvement needed
99   Prefer not to answer - Left blank(internet)

DEMOGRAPHICS

(NOTE TO PROGRAMMER: ALLOW RESPONDENTS TO SKIP ANY OR ALL DEMOGRAPHIC QUESTIONS. DO NOT MAKE THEM MANDATORY)

The last few questions are for classification purposes only.

105   About how many employees work at your worksite?

        1   1-25
        2   26-50
        3   51-100
        4   101-250
        5   251-999
        6   1,000+
        99   Prefer not to answer - Left blank(internet)

106   What is your occupation?

        _____

        99   Prefer not to answer - Left blank(internet)

107   What type of employer do you work for?

        1   federal agency
        2   state or local government agency
        3   non-profit organization or association
        4   private sector employer
        5   self-employed
        *   other (SPECIFY) _____
        99   Prefer not to answer - Left blank(internet)

108   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+
        99   Prefer not to answer - Left blank(internet)

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

        1   Yes
        2   No
        99   Prefer not to answer - Left blank(internet)

110   Which of the following best describes your ethnic background? **(READ RESPONSES 1 – 6, ACCEPT 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) _____
        99   Prefer not to answer - Left blank(internet)

111   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
    99 *Prefer not to answer - Left blank(internet)*

112   Are you male or female?

    1   Male
    2   Female
    99 *Prefer not to answer - Left blank(internet)*

Thank you very much for your time and cooperation!