

2019 State of Commute Survey

Overview of Method

Method

- Combined Internet/phone method – more representative data than telephone alone, at a much lower cost.
- 2016 SOC included Internet pilot, which showed feasibility of Internet survey method
- Telephone interview component will allow comparison with past telephone SOC data

Internet

- Respondents randomly-selected using Address-Based Sample (ABS) method that selects postal mail addresses – ensures greatest population coverage
- Selected households receive postcard survey invitation, with Internet URL to the survey website
- Each postcard will include 2 passcodes, allowing 2 employed adult residents to take the survey
- Estimate 1.8% response rate, so will need to send 300,000 – 360,000 postcards

Telephone

- Telephone follow-up calls made to Internet non-respondents, with telephone numbers obtained by reverse address to telephone match
- Landline and cell phone components (50% of telephone interviews)
- Estimate 2% - 3% response rate for telephone follow-up

Both Methods

- Financial incentive (entry into gift card drawing) for respondents who complete the survey
- Spanish language option offered for both Internet and telephone – 1% of past survey SOC interviews were conducted in Spanish

Sample

- Survey 6,400 randomly-selected employed residents across the region – 5,400 via Internet and 1,000 via telephone
- Jurisdiction level samples of at least 500 in each of 11 jurisdictions
- Confidence level for region of **95% ± 1.2%** (6,400) and jurisdictions **95% ± 4.3%** (500 or more)
- Internet survey conducted in 2 Waves; Wave 1 assumes equal response rates across the region; Wave 2 will be used to distribute higher share of postcards to low response areas
- Expand jurisdiction-level data for accurate representation of workers within the region; weight data to adjust for age/ethnicity

Questionnaire

- 2016 average length was approximately 18.0 minutes for landline and 20.2 minutes for cell phone interviews; assume same length for 2019
- Possible new topics to cover in the survey?

Schedule

- Preparation – September – December, 2018
- Internet survey Wave 1 – mid January – early Feb, 2019 (4 weeks)
- Internet survey Wave 2 – mid February – mid March, 2019 (4 weeks)
- Telephone survey – early February – late March, 2019 (6 weeks)
- Initial results to Evaluation Group – Mid June 2019
- Draft report – June 30, 2019

Commuter Connections State of the Commute Survey – FY19

Draft 1 –9-14-18

Proposed new question/topics are highlighted in yellow

LANDING PAGE – LOGO as provided, SUBSEQUENT PAGES – LOGO as provided

INTRODUCTION – SHOW ONLY ON THE FIRST PAGE OF THE SURVEY

The Metropolitan Washington Council of Governments is conducting this online survey of residents of Maryland, Virginia, and the District of Columbia about their travel to work. Your answers will be kept completely confidential and will be used only together with those of other respondents.

The first 500 residents who complete the survey by MONTH xx, 2016 will receive a \$5.00 Amazon gift card.

To begin the survey, please enter the 6-digit Password shown on the postcard that was mailed to your household, then click “SUBMIT” to begin the survey. If there is more than one person 18 years or older in your household, a second household member may use the second password.

PASSWORD _____

SUBMIT

Thank you for your participation.

SCREENING QUESTIONS (Age, Employment, Home location)

- S4 Are you an employed person who is at least 18? By employed, we mean a wage or salaried employee, military, or self-employed...
- 1 Are you employed full-time or part-time? If you work more than one job, please respond for your primary job.
- 1a What is your home zip code?
- 2 In what county (or Independent City) do you live now?
- 3 In what county (or independent city) do you work? If you work in more than one location, please select the location where you work the most.

COMMUTE PATTERNS / WORK SCHEDULE / TW STATUS

Now, please answer some questions about your commute to and from work. If you have more than one job, answer for your primary job.

- 4 First, in a TYPICAL week, how many days are you assigned to work? If your work schedule varies from week to week, please indicate the number that is most typical.
- 5 How many of those days are weekdays (Monday-Friday)?
- 6 And how many weekdays do you commute to a work location outside your home? If the number varies from week to week, please indicate what would be most typical.

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

- 8 To clarify, you work at home every weekday you work. Is that right?
- 9 Which of the following best describes your work situation? (*Self-employed work only at home or full-time telework*)

- 11a Which of the following best reflects your work schedule? Please select only one. (FT, PT, compressed schedule)
- 13 Now please answer a few questions about telecommuting, also called teleworking. For purposes of this survey, “telecommuters” are defined as “wage and salary employees who at least occasionally work at home or at a telework or satellite center during an entire work day, instead of traveling to their regular work place.” Based on this definition, are you a telecommuter?

IF respondent telecommutes (from Q13), ASK Q13a, Q14, and Q14a

- 13a Does your employer have a formal telecommuting program at your workplace or do you telecommute under an informal arrangement between you and your supervisor?
- 14 How often do you usually telecommute?
- 14a Thinking about a day when traffic in the region is likely to be disrupted due to a snowstorm or major or special event, how likely are you to telecommute to avoid the traffic?

IF respondent does not telecommute (from Q13), ASK Q14d and Q14e

- 14d Does your employer have a formal telecommuting program at your workplace or permit employees to telecommute under an informal arrangement with the supervisor?
- 14e Would your job responsibilities allow you to work at a location other than your main work place at least occasionally?

IF respondent has telecommute-appropriate job responsibilities (from Q14e), ASK Q14f, Q14g, and Q14h

- 14f Would you be interested in telecommuting on an occasional or regular basis?
- 14g Thinking about a day when traffic in the region is likely to be disrupted due to a snowstorm or a major or special event, how likely are you to work at home that day to avoid the traffic?
- 14h And how likely are you to work at home when you have a personal event, such as a sick child or a home delivery, or need uninterrupted time to complete a work assignment?
- 14k In the past year, about how many days did you work at home all day on a regular work day, instead of traveling to your main work place?

CURRENT COMMUTE PATTERNS

15 In a typical work week, what type of transportation do you use on each of the days you work? If your travel to work varies from week to week, report your travel for the MOST typical week.

- If you use more than one type of transportation on a single day, check only the type you use for the longest distance part of your trip.
- For any days you do not work, check regular day off [or compressed schedule (e.g., 4/40, 9/80) day off]
 – If you typically telework one or more days per week, check telework for those days

Type of transportation	(Check one Button in Each Column)				
	Mon	Tues	Wed	Thur	Fri
3 Drive alone in a car, truck, SUV, or van	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19 Taxi, Uber, Lyft, Split	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 Motorcycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 Carpool (Including carpool w/family member, dropped off)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 Casual carpool (slugging)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7 Vanpool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8 Buspool (incl commuter bus, subscription bus, "Bridj")	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9 Bus (public bus, shuttle)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10 Metrorail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 MARC (MD Commuter Rail)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12 VRE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13 Amtrak/other train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14 Bicycle (including Capital Bikeshare, CABI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15 Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 Telecommute (work all day at home)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29 Other (Specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 Compressed schedule <u>day off</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16 Regular day off (not compressed schedule)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17 NA – do not show on screen, do not reuse number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18 SE-WAH days, other than telework (AUTOCODE ONLY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

15a On the day(s) that you biked to work, did you ride a Capital Bikeshare bike or a personal bike you own or borrowed?

Possible new questions:

Ask taxi/Uber riders how long they've used these modes?

Ask taxi/Uber riders what modes they used before starting?

15b How long is your typical daily commute one-way? First, how many miles?

16 And how many minutes does it typically take you to travel from home to work? If the time varies from day to day, enter what would be most typical

16a How many extra minutes do you build into your typical commute time to ensure that you nearly always arrive at work on time?

17a At what time do you typically arrive at work? If your schedule varies, please select what is most typical.

USE OF ALTERNATIVE MODES

- 18 How long have you been [**Q15 MODE: riding Metrorail, riding a bus, bicycling, walking, carpooling, vanpooling, riding commuter rail, driving alone, riding a motorcycle, riding in a taxi**] to get to work? Please enter the number of years, including partial years, if applicable (e.g., 3.5).

IF respondent started using current modes within the past 3 years, ASK Q19a – Q20

- 19a Before starting to [**RECENT MODE: ride Metrorail, ride a bus, bicycle, walk, carpool, vanpool, ride commuter rail, drive alone, ride a motorcycle, ride in a taxi**] to work, what type or types of transportation did you use to get to work? Select all that apply. If you were not working then or if you worked in a different region then, check “did not work then”
- 20 What were the reasons you began **<RECENT MODE Q15 riding Metrorail, riding a bus, bicycling, walking, carpooling, vanpooling, riding commuter rail, driving alone, riding a motorcycle, riding in a taxi >**?

Possible new question:

Ask if respondent received any commute assistance services that helped him/her start the new mode

IF respondent uses an alternative mode, ASK Q28 – Q30

- 28 On the days that you [carpool, vanpool (**FROM Q15**)], how many people, including yourself, usually ride in the vehicle?
- 29 How do you get from home to where you meet your **<carpool, vanpool, bus, or train>**?
- 30 How many miles is it one way from your home to where you meet your **<carpool, vanpool, bus, or train>**?

TELECOMMUTE

IF respondent self-defined as a telecommuter, ASK Q34 – Q43

Next, please answer a few more questions about telecommuting.

- 34 How long have you been telecommuting?
- 36 Where do you work when you telecommute? If you telecommute from multiple locations, please check the location where you telecommute most often.

IF respondent telecommutes from a location other than home, ASK Q37 – Q39

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

IF respondent telecommutes, ASK Q42 – Q43

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

AVAILABILITY OF TRANSPORTATION OPTIONS

Next, please answer the following questions about transportation services that might be available in your area.

- 44 Regardless of whether or not you use them, do any train or bus companies provide service in the area where you live?
- 44a About how far from your home is the nearest bus stop?

44b How far from your home is the nearest train station?

44c Do any train or bus companies provide service in the area where you **work**?

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

45 CP/VP - What Interstate highways or major U.S. or state routes do you use on your trip to work?

Transit riders - If you were to drive to work, what Interstate highways or major U.S. or state routes would you use?

45a/c You mentioned using [Q45 ROAD NAMES: *the Beltway, I-66, I-395, I-95, I-270, I-295, the GW Parkway, the Dulles Toll Road, Route 50*]. Thinking about your trip TO work, which of these roads do you get on first and which is the last road on your route to work?

45b Where do you get on [Q45a ROAD NAME]?

45d Where do you get off [Q45c ROAD NAME]?

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

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

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

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

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

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

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

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

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

ATTITUDES TOWARD TRANSPORTATION MODES

Possible new question about past transit ridership and opportunities for transit ridership

Ask non-transit riders how often they might use transit, considering their work and personal schedule

Ask non-transit riders if they used transit to get to work in the past 3 years

Ask past transit riders why they stopped

Ask all respondents how often they use transit for non-work travel

If new transit questions are added, consider moving Q44-Q44c (access to transit) to this section of the questionnaire

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

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

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

Possible new question to explore CP/VP potential

Ask non-CP/VP users how often they might CP/VP, considering their work and personal schedule

Ask non-CP/VP users about use of shared-ridehailing

Ask non-CP/VP users about interest in CP/VP if they had dynamic RS options

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

Possible new question

Ask all respondents to rate importance of travel attributes (e.g., cost, time, flexibility, reliability, etc)

Ask all respondents to rate quality of transit, HOV, bikeshare, etc

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

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

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

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

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

Possible follow-up question for Q56d

Work-related benefits of working during commute (e.g., easier work day, less stressful, ...)

COMMUTE SATISFACTION AND CURRENT COMMUTE COMPARED TO LAST YEAR

56d1 Next, please answer a few questions regarding quality of life and transportation in the Washington region. Overall, how would you rate the quality of life in the Washington region? “Quality of life” means the general well-being of residents taking into consideration such things as employment opportunities, the economy, personal safety, housing, educational and entertainment opportunities, and so forth.

56e How satisfied you are with the transportation system in the Washington metropolitan region? “Transportation system” means all the services and options available to travel around the region and the quality of those services, including roads, buses and trains, and services for bicycling, walking, carpooling, and so forth.”

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

57 Would you say your commute is easier, more difficult, or about the same now as it was one year ago?

60 Have you changed your work or home location in the last year?

IF respondents changed home or work, ASK Q60a - Q60e

60a Was your previous location also in the Washington metropolitan region?

60b What factors did you consider in your decision to make this change?

60c How important to your decision was the ease of your trip to work compared to the other factors you just mentioned?

60f Did the change shorten either the distance or time from your home to work?

60g When you were considering making this change, did you consider how close your new location would be to any of the following transportation services? (ASK ABOUT: Park & Ride lots, HOV lanes, Express lanes, protected bike lanes, Metrorail stations, Bus stops)

AWARENESS OF ADVERTISING

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

IF respondent recalls advertising, ASK Q62 – Q66

62 What messages do you recall from this advertising?

63 What organization or group sponsored the ad you recall?

- 64 And where did you see, hear, or read this advertisement?
- 65 After seeing or hearing this advertising, were you more likely to consider **carpooling or vanpooling** or public transportation?
- 66 After seeing or hearing this advertising, did you try or start using any of the following forms of transportation for your trip to work or increase how often you use them for your trip to work?
- 67 After seeing or hearing this advertising, did you take any other actions to try to change how you get to work?

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

- 68 Did the advertising you saw or heard encourage you to try to change how you get to work?

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

- 71 You said you changed how you get to work after seeing or hearing the advertising message. How long did you <ALT MODE FROM Q66> to work?
- 72b Before making this <ALT MODE FROM Q66> change, about how many days per week did you use each of the following types of transportation for your trip to work in a typical week?

AWARENESS OF COMMUTE PROGRAMS/SERVICES

Now please answer a few questions about services that might be available to commuters in your home or work areas.

- 81 Is there a phone number or website you can use to obtain information on ridesharing, public transportation, HOV lanes, express lanes, and telecommuting in the Washington region?

IF respondent recalls number or website, ASK Q82

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

IF respondent used the number/website, ASK Q83

- 83 What was that number or website?

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

IF respondent knows CC, ASK Q87 – Q88a

- 87 How did you learn about Commuter Connections?
- 88a Have you contacted Commuter Connections in the past year or visited a website sponsored by this organization?

Possible follow-up question for Q88a
What CC services used

ASK RESPONDENT ABOUT LOCAL PROGRAMS IN HOME AND WORK AREAS

88d/e Have you heard of an organization or service called <PROGRAM>? If so, have you contacted <PROGRAM> in the past year or visited its website? SHOW ONLY PROGRAM(S) in home and work area.

- 1 Alexandria LocalMotion
- 2 Arlington County Commuter Services or The Commuter Store
- 3 Tri-County Council of Southern Maryland (Calvert, Charles)
- 4 Fairfax County RideSources
- 5 TransIT Services of Frederick County
- 6 Loudoun County Commuter Services
- 7 Montgomery County Commuter Services, Bethesda Transportation Solutions, or North Bethesda Transportation Center
- 8 Ride Smart (Prince Georges Commuter Solutions)
- 9 PRTC OmniMatch (Prince William)
- 10 goDCgo (District of Columbia)

FOR EACH APPLICABLE PROGRAM, SHOW RESPONSES

- 1 Yes, heard of and contacted
- 2 Yes, heard of and **NOT** contacted
- 3 Have not heard of this organization or service
- 88 Not sure
- 99 Left blank

EMPLOYER SERVICES

89 Please indicate in the table below if your employer makes any of the following commute services or benefits available to you to help with your commute, and if so, if you have used the services.
(ROTATE 1-9)

Employer service	1 – Available and USED	2 – Available but NOT USED	3 - Not Available	9 – Not sure
1 Information on commuter transportation options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 Special parking spaces for carpools or vanpools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 SmarTrip, SmartBenefit or other subsidies for public transportation or vanpooling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 Cash payments or other subsidies for carpooling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 Facilities or programs for employees who bike or walk to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 Guaranteed rides (GRH) home in case of emergencies or unscheduled overtime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7 Carshare membership (Zipcar, Car2Go)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8 Bikeshare membership (Capital Bikeshare)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9 Work schedule with flexible start and end times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Possible follow-up question for Q89

Personal benefits to employees who have used employer services

IF employer offers transit/vanpool benefit, ASK Q89b

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

IF employer offers flexible work schedules, ASK Q89c

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

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

89d If you could receive \$3 per day for each day that you arrive at work before 7:00 am or after 10:00 am, how likely would you be to make this change in your work schedule?

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

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

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

IF employer offers free parking to the respondent, ASK Q90b

90b Have you used this free parking?

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

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

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

IF employer offers parking discount, ASK Q92a

92a Have you used this parking discount?

GUARANTEED RIDE HOME

102 Do you know if there is a regional GRH or Guaranteed Ride Home program available in the event of unexpected emergencies and unscheduled overtime for commuters who rideshare or use public transportation?

IF respondent knows of regional GRH, ASK Q104

104 Who sponsors or offers the service?

DEMOGRAPHICS

The last few questions are for classification purposes only.

Possible new questions

Use of social networking applications

Use of travel/trip applications, influence on travel choice

110 What is your zip code at work?

110a About how many employees work at your worksite?

111 What is your occupation?

112 What type of employer do you work for? (*Options: Federal agency, state or local government agency, non-profit organization or association, or a private employer*)

113 In total, how many motor vehicles, in working condition, including automobiles, trucks, vans, and highway motorcycles are owned or leased by members of your household?

114 How many persons live in your home? Please count yourself, family and friends, and anyone who may be unrelated to you such as live-in housekeepers or boarders.

IF 2 or more persons in the household, ASK Q114a

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

121 Which of the following groups includes your age?

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

123 Which one of the following best describes your racial background.

123a Are you female or male?

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

124a/b Which category best represents your household's total annual income?. . . [categories under \$100,000], .. [categories \$100,000 or more]

Thank you very much for your time and cooperation!

Q126

The Metropolitan Washington Council of Governments is offering \$5 Amazon gift cards to the first 500 people who respond to the survey. If you would like to receive the card, please provide your name and email address, so we can send you the card. Please be assured that we will not sell or use your information for anything other than sending you the gift card.

Yes, send me the gift card

No, I do not want the gift card

Thank you for taking the time to complete this survey.

(RECORD LANGUAGE OF INTERVIEW:) 1 English