

MWCOG 2025 Guaranteed Ride Home Applicant Survey Internet Version Washington/Baltimore Combined

*Programming note – If respondent stops and attempts to leave the page, have pop-up note:
“Warning: Your progress will be lost if you leave before completing the survey.”*

NOTE ON COMBINING WASHINGTON AND BALTIMORE SCRIPTS INTO ONE:

Mode options difference: Baltimore includes two additional modes (Baltimore Metro Subway and Light rail) that appear in three questions (Q14, Q23, Q29). I started to set up parallel questions for Baltimore version but these questions are used in defining numerous other variables (CALTDAYS, CMCA, DALTDAYS, DMCA, BRALTDAYS, BRMCA) that are used in skip instructions. It seemed much more efficient to add the two extra modes to the Washington questions, indicating they should be hidden for Washington respondents. In 2022, these modes were coded as 8 – Baltimore Metro Subway, and 19 – Light rail. These codes had not been used in the Washington survey, so there was no overlap. This made it possible to update the calculated variables to include the mode 8 and mode 19 codes where they applied.

INTRO: Commuter Connections is conducting this survey of commuters who have registered for or participated in Commuter Connections’ Regional Guaranteed Ride Home (GRH) program. Your answers will be confidential. It will take about 7 to 10 minutes. Please complete the survey and click on the “SUBMIT” button at the end.

Commuter Connections is offering a drawing for ten \$50 Amazon gift cards for commuters who complete the survey. If you would like to participate in the drawing for one of the gift cards, please provide your name and email address at the end of the survey.

Thank you for your participation.

REGISTRATION INFORMATION

ASK EVERYONE:

- Q1. In what year did you first register for Commuter Connections’ Guaranteed Ride Home (GRH) program? **(OPTIONAL.)**
- | | |
|---|-------------------|
| 01 Before 2020 | SKIP TO Q2 |
| 02 2020 | SKIP TO Q2 |
| 03 2021 | SKIP TO Q2 |
| 04 2022 | SKIP TO Q2 |
| 05 2023 | SKIP TO Q2 |
| 06 2024 | SKIP TO Q2 |
| 07 2025 | SKIP TO Q2 |
| 97 Never registered, don’t recall registering | SKIP TO Q3 |
| 98 Don’t remember/don’t know year registered | |
| 99 Left blank | |

THOSE WHO DON'T REMEMBER WHEN THEY REGISTERED OR LEFT BLANK [Q1(98,99)], ASK:

Q1A. Do you recall that you did register for the GRH program at some time? **(OPTIONAL.)**

- 01 Yes
- 02 No **SKIP TO Q3 AND RECODE Q1(97)**
- 98 Don't know **SKIP TO Q3 AND RECODE Q1(97)**
- 99 *Left blank* **SKIP TO Q3 AND RECODE Q1(97)**

THOSE WHO RECALL REGISTERING [Q1(01-07) OR Q1A(01)], ASK:

Q2. Are you currently registered for the GRH program? **(OPTIONAL.)**

- 01 Yes **SKIP TO Q6**
- 02 No **SKIP TO Q4**
- 98 Don't know **SKIP TO Q4**
- 99 *Left blank* **SKIP TO Q4**

IF [Q1(97) OR Q1A(02,98,99) OR Q2(99)], ASK:

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

- 01 Yes
- 02 No **THANK AND TERMINATE**
- 99 *Left blank* **THANK AND TERMINATE**

THOSE WHO DON'T RECALL REGISTERING AND TOOK A GRH TRIP Q3(01), ASK:

Q3A. For what reason did you not register for the GRH program after you took this one-time GRH trip? **(OPTIONAL.)**

IF [Q1(97) OR Q1A(02,98,99)], SKIP TO Q8.

THOSE WHO ARE NOT REGISTERED OR DON'T KNOW IF THEY ARE CURRENTLY REGISTERED FOR GRH [Q2(02,98,99)], ASK:

Q4. How long were you registered in the GRH program? **(OPTIONAL.)**

- 01 Less than 1 year
- 02 1 year
- 03 2 years
- 04 3 years
- 05 More than 3 years
- 98 Don't remember/don't know
- 99 *Left blank*

Q5. Why did you not re-register when your registration expired? **(OPTIONAL.)**

THOSE WHO RECALL REGISTERING FOR GRH [Q1(01-07) OR Q1A(01)], ASK:

Q6. Did you participate in another GRH program before registering for Commuter Connections' GRH program? **(OPTIONAL.)**

01 Yes

02 No **SKIP TO Q8**

98 Don't know **SKIP TO Q8**

99 *Left blank* **SKIP TO Q8**

THOSE WHO PREVIOUSLY PARTICIPATED IN ANOTHER GRH PROGRAM [Q6(01)], ASK:

Q7. Who offered/sponsored that program? **(OPTIONAL.)**

01 My employer

02 County or city government

03 VRE

95 Other **(specify)**

99 *Left blank*

CURRENT COMMUTE PATTERNS

ASK EVERYONE:

Q8. In a TYPICAL week, how many weekdays (Monday-Friday) are you assigned to work? Please include both days you commute to work and days you work remotely/telework (from home or a coworking center). If your work schedule varies from week to week, select the response that is most typical.

01 1 day per week

02 2 days per week

03 3 days per week

04 4 days per week

05 5 days per week

00 0 weekdays (not currently working or work only on weekends) **SKIP TO INTRO TO DEMOGRAPHICS – BEFORE Q60**

THOSE WHO ARE TYPICALLY ASSIGNED TO WORK WEEKDAYS [Q8(01-05)], ASK:

Q10. Which of the following best represents your work schedule? **(OPTIONAL.)**

01 Work five or more days per week

02 Work part-time

03 Work four 10-hour days per week, total of 40 hours per week (4/40 compressed schedule)

04 Work nine days every two weeks, total of 80 hours across two weeks (9/80 compressed schedule)

05 Work three 12-hour days per week, total of 36 hours per week (3/36 compressed schedule)

95 Other **(specify)**

99 *Left blank*

Q10AB. Do you currently work remotely/telework (from home or a co-working center) for any of your assigned workdays? Please include only days that you work from home/telework during an entire workday.

- 01 No, do not currently work from home or telecommute/telework any workdays
- 02 1 to 3 times per month
- 03 1 day per week
- 04 2 days per week
- 05 3 days per week
- 06 4 days per week
- 07 Yes, work from home or telecommute/telework from home all my workdays
- 98 Don't know
- 99 *Left blank*

Q10A and Q10B will no longer show as all responses will be autocoded, they are just here for programming purposes

IF [Q10AB(07)], AUTOCODE Q10A(01),
IF [Q10AB(02-06)], AUTOCODE Q10A(02),
IF [Q10AB(01)], AUTOCODE Q10A(03),
IF [Q10AB(98)], AUTOCODE Q10A(98),
IF [Q10AB(99)], AUTOCODE Q10A(99),

Q10A. Do you currently work remotely/telework (from home or a co-working center) for any of your assigned workdays? Please include only days that you work from home/telework during an entire workday. **(OPTIONAL.)**

- 01 Yes, work from home or telecommute/telework from home all my workdays
- 02 Yes, work from home or telecommute/tele work from home some of my workdays
- 03 No, do not currently work from home or telecommute/telework any workdays
- 98 Don't know
- 99 *Left blank*

IF [Q10AB(06)], AUTOCODE Q10B(06),
IF [Q10AB(05)], AUTOCODE Q10B(05),
IF [Q10AB(04)], AUTOCODE Q10B(04),
IF [Q10AB(03)], AUTOCODE Q10B(03),
IF [Q10AB(02)], AUTOCODE Q10B(02),
IF [Q10A(01)], AUTOCODE Q10B(07),
IF [Q10A(03)], AUTOCODE Q10B(08),

Q10B. Currently, how often do you usually telecommute/telework for an entire workday? **(SHOW RESPONSES 01-07 AND 95; DO NOT SHOW RESPONSES 08 OR 99) (OPTIONAL.)**

- 01 Less than 1 time per month, only in emergencies (e.g., sick child, snowstorm)
- 02 1 to 3 times per month
- 03 1 day per week
- 04 2 days per week
- 05 3 days per week
- 06 4 days per week

- 07 5 or more days per week)
- 08 **AUTOCODE** - *Never, don't telecommute now*
- 95 Other (**specify**)
- 99 *Left blank*

THOSE WHO ARE TYPICALLY ASSIGNED TO WORK WEEKDAYS [Q8(01-05)], ASK:

Q10C. Next, think back three years to early 2022, while the COVID-19 pandemic was ongoing—you might have been in a different job or not working. At that time, how often did you usually telecommute/telework? (**OPTIONAL.**)

- 01 Less than 1 time per month, only in emergencies
- 02 1 to 3 times per month
- 03 1 day per week
- 04 2 days per week
- 05 3 days per week
- 06 4 days per week
- 07 5 or more days per week
- 08 Never, I did not telecommute/telework in early 2022
- 09 Was not employed/working then or not working in the region
- 95 Other (**specify**)
- 99 *Left blank*

Q10D. Has your employer recently announced and/or implemented a “return-to-office” (RTO) policy that requires employees who work or worked remotely to commute to their employer’s designated worksite more or all workdays? (**OPTIONAL.**)

- 01 Yes, employer has already implemented an RTO policy
- 02 Yes, employer has announced an RTO policy but has not implemented it yet
- 03 No, employer permits telework/remote work and the policy has not recently changed
- 04 Employer never permitted any telework/remote work
- 95 Some other situation (specify)
- 98 Not sure
- 99 Left blank

IF [Q10D(03,04,98,99)], SKIP TO Q14 INSTRUCTIONS

IF [Q10D(01,02,95)], ASK Q10E:

Q10E. How many days per week does the return-to-office policy require employees to commute to this worksite? (**OPTIONAL.**)

- 01 Less than 1 day per week
- 02 1 or 2 days per week
- 03 3 or 4 days per week
- 04 5 or more days per week (or all workdays)
- 95 Some other situation (specify)
- 98 Not sure
- 99 Left blank

**INSTRUCTIONS BEFORE Q14: SOME RESPONSES ARE EXCLUDED FOR WASHINGTON RESPONDENTS:
IF WASHINGTON, EXCLUDE R8 (Baltimore Metro Subway), AND R19 (Light Rail)
IF BALTIMORE, INCLUDE ALL Q14 RESPONSES**

**IF [Q10B(07)], AUTOCODE Q14.2=Q8 (NUMBER OF WEEKDAYS WORKED) AND Q14.17=5-Q8.
IF Q14 IS FULLY AUTOCODED, DO NOT SHOW Q14 ON THE SCREEN.**

**(IF WASHINGTON, DO NOT SHOW RESPONSES 08 OR 19.)
IF WORK ON A WEEKDAY [Q8(01-05)] AND NOT AUTOCODED, ASK:**

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

Indicate also how many weekdays (if any) you telecommute/work from home or have a regular day off or compressed work schedule day off.

Q14 PROGRAMMER NOTES:

CHECK SUM OF Q14 DAYS. IF TOTAL OF Q14.1-24 IS LESS THAN 5, SHOW MESSAGE: "Please report for all days Monday – Friday, including telework days, compressed schedule days, and days you do not work." **IF TOTAL OF Q14.1-24 IS GREATER THAN 5, SHOW MESSAGE:** "You've reported more than 5 days. Please report only for Monday – Friday and only one type of transportation per day."

Type of Transportation	Days Used, Mon-Fri (0 to 5)
Days you travel to your usual work location	
3 Drive alone in a car, truck, van, SUV, or motorcycle	
5 Carpool (including drop off)	
6 Casual carpool (slugging)	
7 Vanpool	
8 [IF BALTIMORE: Baltimore Metro Subway]	
9 Bus (including commuter bus)	
10 Metrorail	
24 MARC, VRE, or Amtrak	
14 Bicycle/e-scooter	
15 Walk/wheelchair	
18 Taxi, Uber, or Lyft	
19 [IF BALTIMORE: Light rail]	
21 Other (specify) _____	

Days you do not travel to your usual work location	
1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	

Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-24
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THOSE WHO TYPICALLY CARPOOL OR VANPOOL AT LEAST ONCE A WEEK [Q14.05-07(01-05)], ASK:

Q14A. Including yourself, how many people usually ride in your [carpool or vanpool]? (IF MORE THAN ONE ANSWER IN Q14, SELECT ONE USING THIS PRIORITY: vanpool, carpool, casual carpool.) (OPTIONAL.)

_____ total people in pool

99 Left blank

THOSE WHO ARE TYPICALLY ASSIGNED TO WORK WEEKDAYS [Q8(01-05)]:

DEFINE CALTDAYS (days currently using alternative modes)

CALTDAYS = TOTAL Q14_5-15, 19, 24 DAYS

DEFINE CMCA (Current Most Common Alternate)

Set CMCA using Q14_5-15, 19, 24 alt mode used most days

IF CALTDAYS = 0, SET CMCA = 96 (no MCA)

IF CALTDAYS > 0, SET CMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q14.5-15, 19, 24 =

Q14.5, SET CMCA = 5 (Carpool)

Q14.6, SET CMCA = 6 (Casual Carpool / Slug)

Q14.7, SET CMCA = 7 (Vanpool)

Q14.8, SET CMCA = 8 (Baltimore Metro Subway)

Q14.9, SET CMCA = 9 (Bus)
Q14.10, SET CMCA = 10 (Metrorail train)
Q14.24, SET CMCA = 24 (Commuter rail train)
Q14.14 SET CMCA = 14 (Bicycle)
Q14.15 SET CMCA = 15 (Walk)
Q14.19, SET CMCA = 19 (Light rail)

IF TIE FOR MOST Q14 DAYS USED, SELECT IN THIS ORDER:

VANPOOL
CARPOOL
BUS
BALTIMORE METRO SUBWAY
LIGHT RAIL
COMMUTER RAIL METRORAIL
CASUAL CARPOOL
BIKE
WALK

DEFINITION OF REGISTRATION/ELIGIBILITY STATUS (GRHTYPE)

IF Q1(01-07, 98, 99) AND Q2(01) AND CALTDAYS > 0: GRHTYPE(1) (CURR_REG)

IF Q1((01-07, 98, 99) AND Q2(01) AND CALTDAYS = 0) OR ((Q1(01-07, 98, 99) AND Q2(02,98,99)) OR ((Q1(97) AND Q3(01) AND CALTDAYS = 0)): GRHTYPE(2) (PAST_REG)

IF Q1(97) AND Q3(01) AND CALTDAYS > 0, GRHTYPE(3) (ONE_TIME)

IF (CALTDAYS > 0), SKIP TO Q15 INSTRUCTIONS

IF (CALTDAYS = 0 AND ANY OF Q14.3,4,18,21 > 0), SKIP TO Q14B

IF (CALTDAYS = 0 AND (Q10B(07) OR Q14.2 = Q8 (FULL-TIME TW))), ASK:

Q14A1. You said you typically telecommute/work from home all your workdays. If you were not telecommuting now, what types of transportation would you use to get to work? Select all that apply. **(ALLOW MULTIPLE RESPONSES.)**

- 01 Carpool or casual carpool (slug)
- 02 Vanpool
- 03 Bus or train
- 04 Bike or walk
- 05 Would not be using any of these modes now **(EXCLUSIVE)**
- 98 Not sure **(EXCLUSIVE)**
- 99 Left blank

IF (CALTDAYS = 0 AND ([Q10B(07)] OR Q14.2 = Q8 (FULL-TIME TW))), SKIP TO Q21
IF (CALTDAYS = 0 AND ANY OF Q14.3,4,18,21 > 0), ASK:

Q14B. You said you typically do not use any of the types of transportation that are eligible for the GRH program. Do you occasionally use any of the following types of transportation to get to work? Select all that apply. **(ALLOW MULTIPLE RESPONSES.)**

- 01 Carpool or casual carpool (slug)
- 02 Vanpool
- 03 Bus or train
- 04 Bike or walk
- 05 Do not use any of these modes now **(EXCLUSIVE)**
- 99 *Left blank*

IF (CALTDAYS > 0) OR (CALTDAYS = 0 AND ANY OF Q14.3,4,18,21 > 0), ASK:

Q15. How long is your current typical daily commute one-way? First, how many miles? **(OPTIONAL.)**

- 01 Less than 5 miles
- 02 5 to less than 10 miles
- 03 10 to less than 20 miles
- 04 20 to less than 30 miles
- 05 30 to less than 40 miles
- 06 40 or more miles
- 998 Not sure
- 999 *Left blank*

Q16. How many minutes (total time) 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. **(OPTIONAL.)**

Number of minutes _____ **(WHOLE NUMBERS ONLY.)**

- 998 Not sure
- 999 *Left blank*

Q16A. At what time do you typically arrive at work? **(OPTIONAL.)**

- 01 12:01 am – 5:59 am
- 02 6:00 am – 6:29 am
- 03 6:30 am – 6:59 am
- 04 7:00 am – 7:29 am
- 05 7:30 am – 7:59 am
- 06 8:00 am – 8:29 am
- 07 8:30 am – 8:59 am
- 08 9:00 am – 9:29 am
- 09 9:30 am – 9:59 am
- 10 10:00 am – 5:59 pm
- 11 6:00 pm – 12 midnight
- 98 Not sure
- 99 *Left blank*

IF CALTDAYS=0, SKIP TO Q21 INSTRUCTIONS

IF CALTDAYS>0, ASK:

Q17. About how long have you been using [CMCA: carpool, vanpool, bus, train, bicycle, walk] for your trip to work? **(OPTIONAL.)**

- 01 Less than 1 year
- 02 1 to less than 2 years
- 03 2 to less than 3 years
- 04 3 to less than 4 years
- 05 4 to less than 5 years
- 06 5 years or more
- 98 Not sure
- 99 Left blank

IF [SUM OF Q14.5-13, 19,24=0], SKIP TO Q21 INSTRUCTIONS

THOSE WHO USE CARPOOL, VANPOOL, TRAIN, OR BUS [Q14.5-13, 19, 24(01-05)], ASK:

Q19. How do you get from home to where you meet your [carpool, vanpool, bus, train*]? **(OPTIONAL. *SELECT Q19MODE AS GREATEST NUMBER OF Q14 DAYS, IF TIE CHOOSE IN THIS ORDER: VANPOOL (Q14.7), CARPOOL (Q14.5+Q14.6), BUS (Q14.9), TRAIN (Q14.10++Q14.8+Q14.24+Q14.19)**

- 01 Picked up at home by carpool/vanpool (or carpool/vanpool leaves from my home) **[DO NOT SHOW IF Q19MODE: BUS OR TRAIN] à SKIP TO INSTRUCTIONS BEFORE Q21**
- 02 Drive alone to driver's home or drive alone to passenger's home **[DO NOT SHOW IF Q19MODE: BUS OR TRAIN]**
- 03 Drive to a central location, like a park & ride or bus stop/train station
- 04 Dropped off (including by household member)
- 05 Bicycle (personal bike or Capital Bikeshare bike)
- 06 Motorcycle
- 07 Walk
- 08 I always drive the carpool/vanpool and pick up riders **[DO NOT SHOW IF Q19MODE: BUS OR TRAIN] SKIP TO INSTRUCTIONS BEFORE Q21**
- 09 Bus/transit **[DO NOT SHOW IF Q19MODE: BUS]**
- 10 Taxi
- 11 Uber, Lyft, Via
- 95 Other **(specify)**
- 99 *Left blank*

IF [Q19(02-07,09-11,95,99)], ASK:

Q20. How many miles is it one way from your home to where you meet your [SAME MODE AS Q19: carpool, vanpool, bus, train]? (OPTIONAL.)

- 01 Less than 5 miles
- 02 5 to less than 10 miles
- 03 10 to less than 20 miles
- 04 20 to less than 30 miles
- 05 30 to less than 40 miles
- 06 More than 40 miles
- 998 Not sure
- 999 Left blank

MODE DURING GRH (Past Registrants ONLY)

IF [GRHTYPE(1,3)], SKIP TO Q27

IF [GRHTYPE(2)], ASK:

Q21. Next, think back to the time that you were [If Q2(02,98,99): registered] [IF Q2(01) OR Q3(01): eligible] for the GRH program. During that time, how many weekdays (Monday–Friday) were you assigned to work in a typical week?

- 01 1 day per week
- 02 2 days per week
- 03 3 days per week
- 04 4 days per week
- 05 5 days per week

Q23. And while you were [If Q2(02,98,99): registered] [IF Q2(01) OR Q3(01): eligible] for GRH, how did you get to work? Enter the number of days, Monday through 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.

Indicate also how many weekdays (if any) you telecommuted/worked from home or had a regular day off or compressed work schedule day off.

CHECK SUM OF Q23 DAYS.

IF TOTAL OF Q23.1-24 IS LESS THAN 5, SHOW MESSAGE: “Please report for all days Monday–Friday, including telework days, compressed schedule days, and days you did not work.”

IF TOTAL OF Q23.1-24 IS GREATER THAN 5, SHOW MESSAGE: “You’ve reported more than five days. Please report only for Monday–Friday and only one type of transportation per day.”

Type of Transportation – While <i>Registered or Eligible</i> for GRH	Days Used, Mon-Fri (0 to 5)
Days you traveled to your usual work location	
3 Drive alone in a car, truck, van, SUV, or motorcycle	
5 Carpool (including drop off)	
6 Casual carpool (slugging)	
7 Vanpool	
8 [IF BALTIMORE: Baltimore Metro Subway]	
9 Bus (including commuter bus)	
10 Metrorail	
24 MARC, VRE, or Amtrak	
14 Bicycle/e-scooter	
15 Walk/wheelchair	
18 Taxi, Uber, or Lyft	
19 [IF BALTIMORE: Light rail]	
21 Other (specify)	
Days you did not travel to your usual work location	
1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-24

DEFINE DALTDAYS (Days using alt modes during GRH – past registrants only)

DALTDAYS = TOTAL Q23.5-15, 19, 24 DAYS

DEFINE DMCA (During Most Common Alternate)

Set DMCA using Q23.5-15, 19, 24 alt mode used most days

IF DALTDAYS = 0, SET DMCA = 96 (no MCA)

IF DALTDAYS > 0, SET DMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q23.5-15, 19, 24 =

Q23.5, SET DMCA = 5 (Carpool)

Q23.6, SET DMCA = 6 (Casual Carpool / Slug)

Q23.7, SET DMCA = 7 (Vanpool)

Q23.8, SET DMCA = 8 (Baltimore Metro Subway)

Q23.9, SET DMCA = 9 (Bus)

Q23.10, SET DMCA = 10 (Metrorail)

Q23.24, SET DMCA = 24 (Commuter rail)

Q23.14 SET DMCA = 14 (Bicycle)

Q23.15 SET DMCA = 15 (Walk)

Q23.19 SET DMCA = 19 (Light rail)

IF TIE FOR MOST DAYS USED, SELECT DCMA IN THIS ORDER:

VANPOOL

CARPOOL

BUS

BALTIMORE METRO SUBWAY

LIGHT RAIL

Commuter rail METRORAIL

CASUAL CARPOOL

BIKE

WALK

PROGRAMMER NOTE:

Q24 and Q26 have been replaced by inserts in Q27 and Q29.

BHALTDAYS calculation also has been deleted – replaced by BRALTDAYS following Q29.

MODE BEFORE GRH (ALL RESPONDENTS)

PROGRAMMER NOTE: GRH TYPE Cases 1 and 2 below were asked Q27/Q29 in 2022, while Cases 3 and 4 were asked parallel questions Q24/Q26. The inserts for Q27/Q29 now enable Q27/Q27 to capture “pre-GRH” mode info also for Case 3 and 4. The BRALTDAYS calculations that follow Q29 also now apply for these respondents, eliminating the need for the parallel BHALTDAYS calculation.

There are four types of inserts for Q27 and Q29 depending on GRH TYPE:

- Current registrants [GRH TYPE(1)], insert “before you registered for”
- Past registrants who recall registering [GRH TYPE(2) AND Q2(01,02,98)], insert “before you registered for”
- Past registrants who do NOT recall registering but took GRH trip [GRH TYPE(2) AND Q3(01)], insert “before you heard about”
- One-time exception registrants [GRH TYPE(3)], insert “before you heard about”

ASK EVERYONE, WITH APPROPRIATE INSERTS

Q27. Now, please think back to the time [IF GRH TYPE(1) OR (GRH TYPE(2) AND Q2(01,02,98))]: before you registered for] [IF (GRH TYPE(2) AND Q3(01)) OR GRH TYPE(3): before you heard about] the GRH program. At that time, how many weekdays (Monday–Friday) were you assigned to work in a typical week? Please include both days you commuted to work and days you worked remotely/telework (from home or a coworking center).

00 0, I did not work any weekdays then

01 1 day per week

02 2 days per week

03 3 days per week

04 4 days per week

05 5 days per week

96 [IF BALTIMORE: I did not work in the Baltimore area then]

97 [IF WASHINGTON: I did not work in the Washington area then]

IF [Q27(00,96,97) AUTOCODE Q29.1-20,22,23(05)], THEN SKIP TO BRALTDAYS
IF [Q27(01-05)], ASK:

Q29. And [IF GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]: before you registered for] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3): before you heard about] GRH, 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.

Indicate also how many weekdays (if any) you telecommuted/worked from home or had a regular day off or compressed work schedule day off.

Q29 PROGRAMMER NOTES:
CHECK SUM OF DAYS.

IF TOTAL OF Q29.1-24 NOT EQUAL TO 5, SHOW MESSAGE: "Please report for all days Monday–Friday, including telework days, compressed schedule days, and days you did not work."

IF TOTAL OF Q29.1-24 IS GREATER THAN 5, SHOW MESSAGE: "You've reported more than five days. Please report only for Monday–Friday and only one type of transportation per day."

Type of Transportation – Before GRH	Days Used, Mon-Fri (0-5)
Days you traveled to your usual work location	
3 Drive alone in a car, truck, van, SUV, or motorcycle	
5 Carpool (including drop off)	
6 Casual carpool (slugging)	
7 Vanpool	
8 [IF BALTIMORE: Baltimore Metro Subway]	
9 Bus (including commuter bus)	
10 Metrorail	
24 MARC, VRE, or Amtrak	
14 Bicycle/e-scooter	
15 Walk/wheelchair	
18 Taxi, Uber, or Lyft	
19 [IF BALTIMORE: Light rail]	
21 Other (please specify)	

Days you did not travel to your usual work location	
1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	
20 Did not work Monday-Friday then	
22 [IF BALTIMORE] Did not work in the Baltimore area then	
23 [IF WASHINGTON] Did not work in the Washington area then	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-24

IF [GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]

DEFINE BRALTDAYS (Days using alt modes before GRH (All Respondents)

BRALTDAYS = TOTAL Q29.5-15, 19, 24 DAYS

DEFINE BRMCA (Most Common Alt Mode before GRH

Set BRMCA using Q29.5-15, 19, 24 alt mode used most days

IF BRALTDAYS = 0, SET BRMCA = 96 (no MCA)

IF BRALTDAYS > 0, SET BRMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q29.5-15, 19, 24 =

Q29.5, SET BRMCA = 5 (Carpool)

Q29.6, SET BRMCA = 6 (Casual Carpool / Slug)

Q29.7, SET BRMCA = 7 (Vanpool)

Q29.8, SET BRMCA = 8 (Baltimore Metro Subway)

Q29.9, SET BRMCA = 9 (Bus)

Q29.10, SET BRMCA = 10 (Metrorail)

Q29.24, SET BRMCA = 24 (Commuter rail)

Q29.14 SET BRMCA = 14 (Bicycle)

Q29.15 SET BRMCA = 15 (Walk)

Q29.19 SET BRMCA = 19 (Light rail)

IF TIE FOR MOST DAYS USED, SELECT BRCMA IN THIS ORDER:

VANPOOL

CARPOOL

BUS

BALTIMORE METRO SUBWAY

LIGHT RAIL

Commuter rail

METRORAIL

CASUAL CARPOOL

BIKE

WALK

Q29A IS NOT A QUESTION THAT IS ASKED OF RESPONDENTS; IT IS CALCULATED

IF [(GRHTYPE(1,2,3))]:

PROGRAMMER NOTE: THE BRALTDAYS NOW APPLIES TO ALL RESPONDENTS. SO REFERENCES TO BHALTDAYS SHOULD BE REMOVED FROM THE CHG_Q29A DEFINITIONS.

CHG_Q29A – DEFINE GRH CHANGE – AUTOCODE ONLY – DO NOT ASK

COMPARE MODE WHILE IN GRH TO MODE BEFORE GRH TO DETERMINE CHANGE

IF GRHTYPE(1) (CURR_REG) AND IF CALTDAYS > 0 AND BRALTDAYS = 0, SET CHG_Q29A(1)

IF GRHTYPE(2) (PAST_REG) AND IF DALTDAYS > 0 AND BRALTDAYS = 0, SET CHG_Q29A(1)

IF GRHTYPE(3) (ONE_TIME) AND IF CALTDAYS > 0 AND BRALTDAYS = 0, SET CHG_Q29A(1)

IF GRHTYPE(1) (CURR_REG) and IF CALTDAYS > 0 AND BRALTDAYS > 0 AND CALTDAYS > BRALTDAYS, SET CHG_Q29A(02)

IF GRHTYPE2 (PAST_REG) and IF DALTDAYS > 0 AND BRALTDAYS > 0 AND DALTDAYS > BRALTDAYS, SET CHG_Q29A(02)

IF GRHTYPE3 (ONE_TIME) and IF CALTDAYS > 0 AND BRALTDAYS > 0 AND CALTDAYS > BRALTDAYS, SET CHG_Q29A(02)

IF GRHTYPE1 (CURR_REG) AND CALTDAYS > 0 AND BRALTDAYS > 0 AND CALTDAYS <= BRALTDAYS, SET CHG_Q29A(03)

IF GRHTYPE2 (PAST_REG) AND DALTDAYS > 0 AND BRALTDAYS > 0 AND DALTDAYS <= BRALTDAYS, SET CHG_Q29A(03)

IF GRHTYPE3 (ONE_TIME) AND CALTDAYS > 0 AND BRALTDAYS > 0 AND CALTDAYS <= BRALTDAYS, SET CHG_Q29A(03)

IF GRHTYPE(1) (CURR_REG) AND CALTDAYS = 0, SET CHG_Q29A(04)

IF GRHTYPE(2) (PAST_REG) AND DALTDAYS = 0, SET CHG_Q29A(04)

IF GRHTYPE(3) (ONE_TIME) AND CALTDAYS = 0, SET CHG_Q29A(04)

IF GRHTYPE(1) (CURR_REG) AND Q29.20,22,23 > 0, SET CHG_Q29A(09)

IF GRHTYPE(2) (PAST_REG) AND (Q29.20,22,23 > 0 OR Q26.20 > 0), SET CHG_Q29A(09)

IF GRHTYPE(3) (ONE_TIME) AND Q26.20,22,23 > 0, SET CHG_Q29A(09)

- 01 Started alt mode
- 02 Increased alt mode
- 03 Continued alt mode
- 04 No alt mode while in GRH
- 09 Unknown – no previous mode reported

IF MORE THAN ONE CHG_Q29A CODE, SELECT IN THIS ORDER:

- 09 Unknown – no previous mode reported
- 01 Started alt mode
- 02 Increased alt mode
- 03 Continued alt mode
- 04 No alt mode while in GRH

IF [CHG_Q29A(01)], CONTINUE TO INSTRUCTIONS BEFORE Q30, AFTER FOLLOWING Q30-Q33 INSTRUCTIONS, SKIP TO Q44A

IF [CHG_Q29A(02)], SKIP TO INSTRUCTIONS BEFORE Q35, AFTER FOLLOWING Q35-Q38 INSTRUCTIONS, SKIP TO Q44A

IF [CHG_Q29A(03)], SKIP TO INSTRUCTIONS BEFORE 40, AFTER FOLLOWING Q40-Q43 INSTRUCTIONS, SKIP TO Q44A

IF [CHG_Q29A(04,09)], SKIP TO Q44A

INSTRUCTIONS BEFORE Q30

Skips for Respondents who drove alone before GRH and started using an alternative mode, by registration status

FOR Q30 – Q33, INSERT GRHTYPE STATUS AND MODE NAME USING CMCA, DMCA GRHTYPE

IF GRHTYPE = 1 (CURR_REG), insert “before you registered for”
 IF GRHTYPE = 2 (PAST_REG) AND Q2(01,02,98), insert “before you registered for”
 IF GRHTYPE = 2 (Past_REG) and Q3(01), insert “before you heard about”
 IF GRHTYPE = 3 (ONE_TIME), insert “before you heard about”

MODE NAME

IF GRHTYPE(1) (CURR_REG), USE CMCA
 IF GRHTYPE(2) (PAST_REG), USE DMCA
 IF GRHTYPE(3) (ONE_TIME), USE CMCA

IF CMCA, DMCA = 5 OR 6, INSERT carpooling
 IF CMCA, DMCA = 7, INSERT vanpooling

IF CMCA, DMCA = 8, 9, 10, 20, OR 19, INSERT using transit

IF CMCA, DMCA = 14, INSERT biking
 IF CMCA, DMCA = 15, INSERT walking

SHIFT FROM DRIVING ALONE

AFTER FOLLOWING Q30-Q33 INSTRUCTIONS, SKIP TO Q44A

IF [CHG_Q29A(01)], ASK Q30 AND Q33:

Q30. You said that you regularly drove alone to work [IF GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]: before you registered for] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3): before you heard about] GRH. How important was the availability of GRH to your decision to start [INSERT CMCA: carpooling, vanpooling, using transit, biking, walking] (OPTIONAL.)

- 01 Very important
- 02 Somewhat important
- 03 Not at all important
- 98 Not sure
- 99 *Left blank*

Q33. If GRH had not been available, how likely would you have been to start [INSERT CMCA OR DMCA: carpooling, vanpooling, using transit, biking, walking] (OPTIONAL.)

- 01 Very likely
- 02 Somewhat likely
- 03 Not at all likely
- 98 Don't know
- 99 *Left blank*

INSTRUCTIONS BEFORE Q35

Skips for Respondents who used alt modes before GRH and increase alt mode days, by registration status

FOR Q35, INSERTS DEPENDING ON GRHTYPE STATUS

IF GRHTYPE = 1 (CURR_REG), insert “since you registered for”
 IF GRHTYPE = 2 (PAST_REG) AND Q2(01,02,98), INSERT “while you were registered for”
 IF GRHTYPE = 2 (PAST_REG) AND Q3(01), INSERT “since you heard about”
 IF GRHTYPE = 3 (ONE_TIME), insert “since you heard about”

INCREASED ALT MODE USE SINCE GRH

**AFTER FOLLOWING Q35-Q38 INSTRUCTIONS, SKIP TO Q44A
IF [CHG_Q29A(02)], ASK Q35 AND Q38:**

Q35. You said that **[IF GRHTYPE(1): since you registered for] [IF GRHTYPE(2) AND Q2(01,02,98): while you were registered for] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3): since you heard about]** GRH, you've increased the number of days per week that you use types of transportation OTHER than driving alone for your trip to work. How important was GRH to your decision to make this change? **(OPTIONAL.)**

- 01 Very important
- 02 Somewhat important
- 03 Not at all important
- 98 Don't know
- 99 *Left blank*

Q38. If GRH had not been available, how likely would you have been to make this change? **(OPTIONAL.)**

- 01 Very likely
- 02 Somewhat likely
- 03 Not at all likely
- 98 Don't know
- 99 *Left blank*

INSTRUCTIONS BEFORE Q40

Skips for Respondents who used alt modes before GRH and did not increase alt mode days, by registration status

FOR Q40, INSERTS DEPENDING ON GRHTYPE STATUS AND BRMCA

GRHTYPE

IF GRHTYPE = 1 (CURR_REG), insert "before you registered for"

IF GRHTYPE = 2 (PAST_REG) AND Q2(01,02,98), INSERT "before you registered for"

IF GRHTYPE = 2 (PAST_REG) AND Q3(01), INSERT "before you heard about"

IF GRHTYPE = 3 (ONE_TIME), insert "before you heard about"

MODE NAME

IF BRMCA = 5 OR 6, INSERT carpooling

IF BRMCA = 7, INSERT vanpooling

IF BRMCA = 8, 9, 10, 24, OR 19, INSERT using transit

IF BRMCA = 14, INSERT biking

IF BRMCA = 15, INSERT walking

CONTINUED ALT MODE USE SINCE GRH (NO CHANGE)

IF [CHG_Q29A(03)], ASK Q40 AND Q43:

- Q40. You said that you were [INSERT BRMCA: carpooling, vanpooling, using transit, biking, walking] [IF GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]: before you registered for] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3): before you heard about] GRH. How important was the availability of GRH to your decision to continue using a type of transportation other than driving alone for your trip to work? **(OPTIONAL.)**
- 01 Very important
 - 02 Somewhat important
 - 03 Not at all important
 - 98 Don't know
 - 99 *Left blank*
- Q43. If GRH had not been available, how likely would you have been to continue using a type of transportation other than driving alone for your trip to work? **(OPTIONAL.)**
- 01 Very likely
 - 02 Somewhat likely
 - 03 Not at all likely
 - 98 Don't know
 - 99 *Left blank*

Other Services Received That Could Have Influenced Decisions (Current, Past, OTE)

IF GRHTYPE(1,2,3), ASK:

- Q44A. Do you recall receiving or accessing any of the following commute information or assistance services from Commuter Connections? **(OPTIONAL.) (RANDOMIZE 01-13. ANCHOR 96. MULTIPLE RESPONSES ACCEPTED)**
- 01 Names of people you could contact to form a carpool or vanpool (matchlist)
 - 02 Map showing home and work locations of people you could contact to form a carpool or vanpool
 - 03 Other carpool / vanpool information
 - 04 HOV lane, Express lane information
 - 05 'Pool Rewards carpool/vanpool financial incentive
 - 06 Transit schedule / route / fare information
 - 07 Park & Ride lot information
 - 08 Telework information, telework center information, co-working center
 - 09 Bicycling information, online bicycle route planning
 - 10 Special events information (e.g., Bike to Work Day, Car Free Day)
 - 11 CarpoolNow mobile application (real-time ridematching)
 - 12 incenTrip trip tracking/points application
 - 13 Flextime Rewards incentive program
 - 96 Did not receive or access any of these services **(EXCLUSIVE: GREY OUT THIS BOX IF ANY OTHER RESPONSE IS CHECKED)**
 - 99 *Left blank*

IF [Q29A(04,09)], SKIP TO Q49

IF [Q44A(96,99)], SKIP TO INSTRUCTIONS BEFORE Q45

IF [(Q44A(01-13)) AND (((GRHTYPE(1) OR GRHTYPE(3)) AND CALTDAYS = 0)], SKIP TO Q49

IF [(Q44A(01-13)) AND (GRHTYPE(2) AND DALTDAYS = 0)], SKIP TO Q49

IF [(Q44A(01-13)) AND (GRHTYPE(2) AND Q29A(01,02,03))], SKIP TO Q44C

IF [(Q44A(01-13)) AND ((GRHTYPE(1) OR GRHTYPE(3)) AND Q29A(01,02,03))], ASK Q44B

FOR Q44B – Q44C, INSERT MODE NAME USING CMCA, DMCA

IF GRHTYPE = 1 (Current Registrant), USE CMCA

IF GRHTYPE = 2 (Past Registrant), USE DMCA

IF GRHTYPE = 3 (OTE), USE CMCA

IF CMCA, DMCA = 5 OR 6, INSERT carpool

IF CMCA, DMCA = 7, INSERT vanpool

IF CMCA, DMCA = 8, 9, 10, 24 , OR 19, INSERT use transit

IF CMCA, DMCA = 14, INSERT bike

IF CMCA, DMCA = 15, INSERT walk

Q44B. Did any of these have a larger influence on your decision to **[INSERT CMCA: carpool, vanpool, use transit, bike, walk]** compared to GRH? **(OPTIONAL.) (SHOW ONLY RESPONSES SELECTED IN Q44A AND SHOW Q44B(96). MULTIPLE RESPONSES ACCEPTED.)**

- 01 Names of people you could contact to form a carpool or vanpool (matchlist)
- 02 Map showing home and work locations of people you could contact to form a carpool or vanpool
- 03 Other carpool / vanpool information
- 04 HOV lane, Express lane information
- 05 'Pool Rewards carpool/vanpool financial incentive
- 06 Transit schedule / route / fare information
- 07 Park & Ride lot information
- 08 Telework information, telework center information, co-working center
- 09 Bicycling information, online bicycle route planning
- 10 Special events information (e.g., Bike to Work Day, Car Free Day)
- 11 CarpoolNow mobile application (real-time ridematching)
- 12 incenTrip trip tracking/points application
- 13 Flextime Rewards incentive program
- 96 No, services were not more influential than GRH
- 99 *Left blank*

IF [(Q44A(01-13)) AND (GRHTYPE(2) AND Q29A(01,02,03))], ASK:

Q44C. Did any of these have a larger influence on your decision to **[INSERT DMCA: carpool, vanpool, use transit, bike, or walk]** compared to GRH? **(OPTIONAL.) (SHOW ONLY RESPONSES SELECTED IN Q44A AND SHOW Q44C(96). MULTIPLE RESPONSES ACCEPTED.)**

- 01 Names of people you could contact to form a carpool or vanpool (matchlist)
- 02 Map showing home and work locations of people you could contact to form a carpool or vanpool
- 03 Other carpool / vanpool information
- 04 HOV lane, Express lane information
- 05 'Pool Rewards carpool/vanpool financial incentive
- 06 Transit schedule/ route / fare information
- 07 Park & Ride lot information
- 08 Telework information, telework center information, co-working center
- 09 Bicycling information, online bicycle route planning
- 10 Special events information (e.g., Bike to Work Day, Car Free Day)
- 11 CarpoolNow mobile application (real-time ridematching)
- 12 incenTrip trip tracking/points application
- 13 Flextime Rewards incentive program
- 96 No, services were not more influential than GRH
- 99 *Left blank*

FOR Q45 – Q46, INSERT MODE NAME USING CMCA, DMCA

IF GRHTYPE(1) (CURR_REG), USE CMCA

IF GRHTYPE(2) (PAST_REG), USE DMCA

IF GRHTYPE(3) (ONE_TIME), USE CMCA

IF CMCA, DMCA = 5 OR 6, INSERT carpool

IF CMCA, DMCA = 7, INSERT vanpool

IF CMCA, DMCA = 8, 9, 10, 24, OR 19, INSERT use transit

IF CMCA, DMCA = 14, INSERT bike

IF CMCA, DMCA = 15, INSERT walk

IF (GRHTYPE(1,3)) (CURR_REG OR ONE_TIME) AND CALTDAYS > 0, ASK Q45:

IF GRHTYPE(2) (PAST_REG) AND DALTDAYS > 0, ASK Q46

OTHERWISE, SKIP TO Q49

Q45. Did you receive any other commute assistance or benefits, from any source, that influenced your decision to **[INSERT CMCA: carpool, vanpool, use transit, bike, walk]**? **(OPTIONAL.)**

- 01 Yes **SKIP TO Q46A**
- 02 No **SKIP TO Q47A**
- 98 Don't know **SKIP TO Q47A**
- 99 *Left blank* **SKIP TO Q47A**

IF [GRHTYPE(2) AND DALTDAYS > 0], ASK:

Q46. Did you receive any other commute assistance or benefits, from any source, that influenced your decision to [INSERT DMCA: carpool, vanpool, use transit, bike, walk]? (OPTIONAL.)

- 01 Yes
- 02 No **SKIP TO Q47A**
- 98 Don't know **SKIP TO Q47A**
- 99 *Left blank* **SKIP TO Q47A**

IF [Q45(01) OR Q46(01)], ASK:

Q46A. What was that assistance or benefit? (OPTIONAL.) (OPEN ENDED.)

99 Left blank

IF [((GRHTYPE(1) OR GRHTYPE(3)) AND (CALTDAYS > 0)) OR (GRHTYPE(2) AND DALTDAYS > 0)], ASK:

Q47A. Were any other factors or circumstances important to your decision? (OPTIONAL.)

- 01 Yes
- 02 No **SKIP TO Q49**
- 98 Don't know **SKIP TO Q49**
- 99 *Left blank* **SKIP TO Q49**

IF [Q47A(01)], ASK:

Q48. What other factors or circumstances were important to your decision? (OPTIONAL.)

99 Left blank

REFERRAL SOURCES FOR GRH, GRH ADVERTISING RECALL

IF [GRHTYPE(1,2,3)], ASK:

Q49. How did you hear about the GRH Program? (OPTIONAL.)

99 Left blank

Q50. Have you heard, seen, or read any advertising about GRH? (OPTIONAL.)

- 01 Yes
- 02 No **SKIP TO Q59a**
- 98 Don't know **SKIP TO Q59a**
- 99 *Left blank* **SKIP TO Q59a**

THOSE WHO HAVE HEARD, SEEN, OR READ ANY GRH ADVERTISING [Q50(01)], ASK:

Q52. Had you registered for GRH before you saw or heard this advertising? **(OPTIONAL.)**

- 01 Yes **SKIP TO INSTRUCTIONS BEFORE Q54**
- 02 No
- 98 Don't know
- 99 *Left blank*

THOSE WITH A GRH TYPE WHO DID NOT REGISTER BEFORE SEEING OR HEARING ADVERTISING [Q52(02-99)], ASK:

Q53. Did the advertising encourage you to seek information about GRH or to register for GRH? **(OPTIONAL.)**

- 01 Yes
- 02 No
- 98 Don't know
- 99 *Left blank*

USE OF GRH

**IF [Q3(01)], AUTOCODE [Q54(01)], THEN SKIP TO Q55
IF [GRHTYPE(1,2,3)] AND Q2(01,02,98,99)], ASK:**

Q54. Have you taken a GRH trip since you registered for GRH? **(OPTIONAL.)**

- 01 Yes
- 02 No **SKIP TO Q59**
- 98 Don't know **SKIP TO Q59**
- 99 *Left blank* **SKIP TO Q59**

IF [GRHTYPE(1,2,3)], ASK:

Q55. **[IF Q3(01), SHOW:** You said you have taken a GRH trip. For what reason did you take the trip? If you have taken more than one trip, report about the most recent trip.]

[IF Q2(01,02,98,99), SHOW: For what reason did you take the trip? If you have taken more than one trip, report about the most recent trip.]

(ACCEPT ONLY ONE RESPONSE) (OPTIONAL.)

- 01 Illness (self)
- 04 Illness of child
- 02 Illness of other family member
- 03 Other personal emergency
- 05 Child care problem
- 06 Illness or unavailability of carpool partner
- 07 Unscheduled overtime
- 08 Missed carpool/vanpool
- 95 Other **(specify)**
- 99 *Left blank*

Q56. Was the service satisfactory? **(OPTIONAL.)**

- 01 Yes **SKIP TO Q58**
- 02 No
- 98 Don't know **SKIP TO Q58**
- 99 *Left blank* **SKIP TO Q58**

THOSE WHO DIDN'T FIND THE SERVICE ON THEIR MOST RECENT GRH TRIP SATISFACTORY [Q56(02)], ASK:

Q57. Why was it not satisfactory? Select all that apply. **(OPTIONAL.) (MULTIPLE RESPONSES ACCEPTED.)**

- 01 Waited too long
- 02 Hard to get approval
- 03 Did not like GRH trip provider vehicle or driver
- 95 Other **(specify)**
- 99 *Left blank*

IF [GRHTYPE(1,2,3)], ASK:

Q58. About how long did you wait for your GRH trip provider to arrive? **(OPTIONAL.)**

_____ Minutes **(RANGE 0-300.)**
999 *Left blank*

Q59. Do you have any suggestions for ways Commuter Connections could improve the GRH program? **(OPTIONAL.)**

Code responses in the following categories in survey post-processing

- 01 Quicker response for GRH ride requests
- 02 Don't require registration
- 03 Allow use of GRH if ridesharing/using transit less than twice per week
- 04 Allow more GRH trips in a year
- 05 Easier/faster approval process
- 06 Wider area for trips
- 95 Other
- 96 No improvement needed
- 98 Don't know
- 99 *Left blank*

DEMOGRAPHICS

ASK EVERYONE:

Now just a few last questions to help us group your answers with those of others. These questions will not be used to identify you in any way.

Q60. Which of the following groups includes your age? **(OPTIONAL.)**

- 01 Under 18
- 02 18 - 24
- 03 25 - 34
- 04 35 - 44
- 05 45 - 54
- 06 55 - 64
- 07 65 or older
- 99 *Left blank*

Q61. Do you consider yourself to be any of the following: Latino, Hispanic, or Spanish? **(OPTIONAL.)**

- 01 Yes
- 02 No
- 99 *Left blank*

Q62. Which one of the following best describes your racial background? You may select more than one category **(ACCEPT MULTIPLES FOR 1-95) (OPTIONAL.)**

- 01 White
- 02 Black or African-American
- 03 American Indian or Alaska Native
- 04 Asian
- 05 Native Hawaiian or Other Pacific Islander
- 06 Middle Eastern or North African
- 95 Other **(specify)**
- 99 *Left blank*

Q63. Please indicate the category that best represents your household's total annual income. **(OPTIONAL.)**

- 01 Less than \$20,000
- 02 \$20,000 - \$29,999
- 03 \$30,000 - \$39,999
- 04 \$40,000 - \$59,999
- 05 \$60,000 - \$79,999
- 06 \$80,000 - \$99,999
- 07 \$100,000 - \$119,999
- 08 \$120,000 - \$139,999
- 09 \$140,000 - \$159,999
- 10 \$160,000 - \$179,999
- 11 \$180,000 - \$199,999
- 12 \$200,000 - \$249,000
- 13 \$250,000 or more
- 99 *Left blank*

Q64. What is your gender? **(OPTIONAL.)**

- 01 Female
- 02 Male
- 03 Non-binary
- 98 Prefer not to answer
- 99 *Left blank*

Q65. Commuter Connections is offering a drawing for ten \$50 Amazon gift cards. If you would like to participate in the drawing for one of these gift cards, please provide your name and email address. Please be assured that we will not sell or use your information for anything other than the drawing. Would you like to participate in the drawing? **(OPTIONAL.)**

- 01 Yes
- 02 No **SKIP TO END**
- 99 *Left blank* **SKIP TO END**

IF [Q65(01)], ASK:

Q66. Please provide your name and email address so we can contact you if you are one of the 10 winners. **(OPTIONAL.)**

First Name:

Last Name:

Email Address:

98 I've changed my mind; I do not want to participate in the drawing.

EVERYONE:

END

Please click on "SUBMIT" to submit your responses.

PAGE FOLLOWING SUBMIT BUTTON

Thank you for submitting your responses. Your input is very important to us.

If you would like more information on commuting options, click this Commuter Connections logo. It will direct you to the Commuter Connections website.

www.commuterconnections.org