2025 STATE OF THE COMMUTE SURVEY

SHORT-FORM QUESTIONNAIRE

REVISED DRAFT - FEBRUARY 11, 2025

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.

MWCOG is offering a drawing for \$250 Amazon gift cards for residents who complete the survey by the response date noted on the postcard that you received in the mail. If you would like to participate in the free drawing for one of the 50 gift cards, please provide your name and email address at the end of the survey.

To begin the survey, please enter the 6-digit Password on the postcard, then click "SUBMIT." If there is more than one employed person 18 years or older in your household, they may use the other password.

PASSWORD	
SUBMIT	
Thank you for v	vour participation.

Screening Questions

- Are you an employed person who is at least 18? By employed, we mean a wage or salaried employee, military, or self-employed...
- 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?
- In what county (or independent city) do you work? If you work from home some days and commute to a workplace away from your home on other days, indicate the location of the workplace. If you work from home all your workdays, indicate the location of your home.

Commute Patterns / Work Schedule / Telework 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.

- First, in a TYPICAL week, how many days are you assigned to work? Please include both days you commute to work and days you work from home. 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)?
- 14m Which of the following best reflects your work schedule? Please select only one. (full-time (FT), part-time (PT), compressed schedule)
- At the PRESENT TIME, do you work from home or from a telework/co-working center on some or all your regularly assigned workdays? You might call this telecommuting, teleworking, or working remotely. Please include only days that you work from home/telework <u>during an entire workday</u>.

IF respondent is not sure of response in Q6, clarify with Q7

To clarify, you might work from home some days now because your employer permits or requires it, or because you are self-employed and your primary work location is in your home. Please select the response that best represents your <u>current</u> situation.

IF respondent works all days at home, ASK Q9

9 Which of the following best describes your current work situation? (Self-employed work only at home or full-time telework)

IF respondent is self-employed and works always at home. ASK Q9a

9a For how long have your been self-employed with your primary work location at home?

IF respondent teleworks some (but not all) workdays, ASK Q12 (Respondents who report FT telework (TW) or no TW will be autocoded)

- 12 Currently, how often do you usually telecommute/telework for an entire workday?
- 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?
- Has your employer recently announced and/or implemented a "return-to-office" (RTO) policy that requires employees who previously worked some or all workdays remotely to commute to your employer's designated worksite more or all workdays?

IF employer has implemented or announced an RTO policy, ASK Q12c

- How many days per week does the return-to-office policy require employees to commute to this worksite?
- 12d [Has the return-to-office policy changed / Will the return-to-office policy change] how often you use or might use any of the following types of transportation on the days you commute? For each type of transportation, indicate if you will/did stop or decrease your use, start or increase your use, or make no change in your use for your trip to work.

IF respondent currently telecommutes (from Q12), ASK Q44 and Q13a

- If given a choice by your employer, how often would you want to telecommute/telework in the future?
- Does your employer have a formal telecommute/telework program at your workplace or do you telecommute under an informal arrangement between you and your supervisor?

IF respondent does not telecommute (from Q12), ASK Q14d and Q14e

- Does your employer have a formal telecommute/telework program at your workplace or permit any employees to telecommute under an informal arrangement with the supervisor?
- Considering your job responsibilities, how often would you be able to work remotely at home or at another location other than your main workplace (whether or not teleworking is permitted at your workplace)?

IF respondent has telecommute-appropriate job (from Q14e), ASK Q14f and Q14k

- 14f Would you be interested in telecommuting/teleworking, and if so, how often?
- In the past year, about how many days did you work at home all day on a regular work day, instead of commuting? (Responses are grouped numbers of days.)

IF respondent currently teleworks or is not a teleworker but could work remotely, ASK Q14L

14L. Currently, how often do you commute to a workplace and spend part of the day working there and the rest of the day working at home?

Current Commute Modes

- Next, please think about your travel to work. 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 for the MOST typical week.
 - If you use more than one type of transportation on a single day (e.g., walk to the bus stop then ride the bus), check only the type you use for the <u>longest distance</u> part of your trip.
 - For any days that you typically work from home all day on an assigned workday, check telecommute/telework.
 - For any weekdays that you are not assigned to work, check regular day off [or compressed schedule (e.g., 4/40, 9/80) day off].

TYPE OF TRANSPORTATION		(CHECK ONE BUTTON IN EACH COLUMN)					
		Tues	Wed	Thur	Fri		
1 Drive alone in a car, truck, SUV, van, or motorcycle							
2 Taxi							
3 Uber, Lyft, Via							
5 Carpool (Including carpool w/family member, dropped off)							
6 Casual carpool (slugging)							
7 Vanpool							
8 Buspool (incl commuter bus, subscription bus)							
9 Bus (public bus, shuttle)							

TYPE OF TRANSPORTATION		(CHECK ONE BUTTON IN EACH COLUMN)					
		Tues	Wed	Thur	Fri		
10 Metrorail							
11 MARC (MD commuter rail)							
12 VRE (Virginia commuter rail)							
13 Amtrak/other train							
14 Bicycle/e-scooter (including bikeshare, dockless bike)							
15 Walk							
95 Other (Specify)							
16 Telecommute/telework							
17 Compressed schedule day off							
20 Regular day off (not compressed schedule)							

IF respondent rides a bike or scooter to work, ASK Q15a

15a On the day(s) that you bike or ride a scooter/e-scooter to work, is it typically a...?

(List includes: Capital Bikeshare bike, personal bike, personal e-bike, rented scooter/e-scooter, personal scooter/e-scooter)

IF respondent uses Uber/Lyft to work, ASK Q15c

- 15c You mentioned using Uber or Lyft (or a similar service) for some of your trips to work. How would you likely have made these trips if this/these ride-hailing services were not available?
- 15e Is your current travel to work as you just described it about the same as your commute was in early 2022, while the COVID-19 pandemic was ongoing, or is it different than during the pandemic?
- 15h Still thinking about early 2022, in a typical week then, what types of transportation did you use at least one day per week, <u>for your trip to work?</u> If you worked from home some or all your workdays then, include telecommute/telework as one of your selections.

(Modes listed: Drive alone in a car, truck, SUV, van or motorcycle; Taxi, Uber, Lyft; Carpool, casual carpool/slug, or vanpool; Bus, commuter bus, Metrorail, Commuter train, Bicycle/scooter/e-scooter, walk, telecommute/telework)

IF respondent lists more than one mode in Q15h, ASK Q15j

Q15J. Of the types of transportation that you just checked, which single type of transportation did you use MOST days for your trip to work during the pandemic?

Commute Distance, Time, and Work Hours

IF respondent works from home full-time now, ASK Q15m

15m You said you work from home full-time now. How many miles is it one-way from your home to where you would work if you were not working from home?

IF respondent travels to an outside workplace now, ASK Q16

How long is your typical daily commute one-way? First, how many miles? Please enter numeric value only.

- 16a 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.
- 17a At what time do you typically arrive at work? If your schedule varies, please select what is most typical.
- 17B. At what time do you typically leave work? If your schedule varies, please select what is most typical.
- 17C. How often do you leave work earlier than your typical departure time?

IF respondent travels to an outside workplace now, ASK Q17e

17E. How often do you make stops for the following types of activities when you travel <u>to</u> or from work?

(List includes: sit-down restaurant/bar, fast food/takeout/coffee or snack shop, supermarket/mini-market, health club/gym, other type of store/shop, daycare/school, other personal errand/appointment, gas/auto services)

Use of Alternative Modes

How long have you been using the type or types of transportation shown below to get to work? Please enter the number of months. (Mode list will include only modes the respondent noted in Q15)

IF respondent started using alternative modes within the past 3 years, ASK Q20

You began [<RECENT MODE Q15> riding Metrorail, riding a bus, riding a bicycle or scooter, walking, carpooling, vanpooling, riding commuter rail] in the past three years for your trip to work. For what reasons did you make this change?

IF respondent carpools or vanpools, ASK Q28; IF respondent carpools, also ASK Q28a

- On the days that you <u>[carpool, vanpool (FROM Q15)]</u>, how many people, including yourself, usually ride in the vehicle?
- 28a How did you find the people with whom you now carpool?

IF respondent uses carpool, vanpool, bus, or train, ASK Q29 - Q30

- How do you get from home to where you meet your [carpool, vanpool, bus, or train]?
- How many miles is it one way from your home to where you meet your [carpool, vanpool, bus, or train]?

IF respondent rides bus or train, ASK Q31

And how do you get from where you get off the bus or train to your workplace? If you take more than one bus or train on your trip, answer for what you do when you get off the final bus or train of your trip.

Telework/Telecommute

IF respondent self-defined as a teleworker, ASK Q34 - Q36

Next, please answer a few more questions about telecommuting/teleworking or working from home. How long have you been telecommuting/teleworking?

Where do you work when you telecommute/telework? 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 Q38 - Q39

- 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? (Modes are listed)

ASK all telecommuters Q41 - Q43

- How strongly do you agree or disagree with the following statements about your experience working from home/working remotely? Please rate each statement on a scale from 1 to 5, where 1 means you "strongly disagree" with the statement and 5 means you "strongly agree."
 - A. I am productive working remotely
 - B. I am better able to concentrate on work tasks
 - C. I find it difficult to unplug from work
 - D. I am able to coordinate with co-workers on tasks
 - E. I feel less stress
 - F. I feel lonely working remotely
 - G. I have better work-life balance
 - H. I am less likely to consider changing jobs
- Did you find out about telecommuting or obtain telecommute/telework information from any of the following sources?
 - (List includes: advertising, program at work/employer, word of mouth/referral, newspaper/magazine/radio/tv, website, county/city or jurisdiction program, social media source, business or trade/industry organization, Telework!VA, other, none of these sources)
- 43 Did you receive any telecommute/telework information from Commuter Connections?

Availability of Transportation Options

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

Is there a special HOV (High Occupancy Vehicle) lane, toll lane, or express lane along your current route to work [or the route you would use if you drove to work]?

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

- How often do you use the **HOV lane** to get to or from work?
- 47a How often do you use a **toll lane/express lane** to get to or from work?

IF respondent uses HOV or toll/express lane, ask Q47b

Which HOV and/or toll/express lanes do you use to get to or from work?

IF respondent uses toll/express lane, ask Q47c

47c On the days you use the toll/express lanes are you...?

(List includes: driving alone, riding in a carpool/vanpool, or riding transit)

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

- How much time (in minutes) does the HOV or toll/express lane save you in your oneway trip to or from work?
- Did the availability of the HOV or toll/express lane influence you to make any of the following changes in how you commute?

(List includes: no changes, started carpooling/vanpooling, started riding commuter/express bus, increased number of riders in carpool, started going to work earlier or later, started/increased how often I drive alone to work)

- In the past year have you used Park & Ride lots when commuting to work?
- About how far from your home is the nearest bus stop and train station? Your may report the distance in EITHER miles or blocks. (Options to fill in miles, blocks, or "not sure" for distance to the bus stop and distance to the train station.)

Attitudes Toward Transportation Modes

IF respondent does not use transit to get to work, ASK Q53c-Q54

You said earlier that you do not regularly use public transit (bus, Metrorail, or commuter rail) to get to work. In the past three years, did you ever use public transit for your commute?

IF respondent was previously a regular transit rider, ASK Q53e

53e What factors influenced your decision to stop using public transit for your commute? If you still occasionally use transit, please note that.

If respondent does not use transit for commuting now, ASK Q53g-Q54

- 53g Considering your work and personal schedules, how often might you be able to use public transit to get to work now?
- What keeps you from regularly using public transit for your commute to work now? (Open-ended response)

IF respondent does not use transit to commute or uses transit less than 3 days per week, ASK Q54a

- Which of the following public transit improvements would be the most likely to increase your use of transit for your trip to work? Please select up to three.
 - 1. Bus/train was closer to my home or work, with a shorter walk to stop/station
 - 2. Bus/train operated more frequently, with a shorter wait for bus/train
 - 3. Fare was free, reduced, or discounted
 - 4. Service operated earlier or later in the day
 - 5. More parking was available at bus stop/train station
 - 6. Real-time arrival information was available at bus stops
 - 7. Enhanced safety measures at bus stops/train stations, such as additional lighting
 - 8. Improved access to bus stops/train stations, such as safe sidewalks and street crossings

IF respondent does not use carpool or vanpool to get to work, ASK Q55-Q55b

You said earlier that you do not regularly carpool or vanpool to work. In the past three years, did you ever use carpool or vanpool <u>for your commute</u>?

IF respondent was previously a regular carpool/vanpool rider, ASK Q55b

What factors influenced your decision to stop carpooling/vanpooling for your commute? If you still occasionally use carpool/vanpool, please note that.

IF respondent was not previously a regular carpool/vanpool rider, ASK Q56

56 What keeps you from regularly using carpool/vanpool to get to work now?

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

You said you [ride a bicycle or scooter, walk, carpool, vanpool, ride public transportation] to work some days. What benefits have you personally received from traveling to work this way? (Open-ended response)

Commute Satisfaction and Current Commute Compared to Last Year

IF respondent works outside the home 1+ day per week now, ASK Q56f - Q57

- 56f Overall, how satisfied are you with your trip to work?
- Would you say your commute is easier, more difficult, or about the same now as it was one year ago?

Changes in Home/Work Location and Transportation Factors in Move

59 Have you changed your home and/or work location in the last three years?

IF respondents changed either home or work, ASK Q60b - Q60g

- 60b What factors did you consider in your decision to make this home or work location change? (List includes commute factors, residential factors, and job factors;
 - 2 new job factors were added in 2025: "Flexible work environment, such as telework options" and "Work schedule, such as switching to part-time or full-time")
- 60c How important to your decision was the length or ease of getting to work compared to the other factors you just mentioned?
- 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?
 - (List includes: Park & Ride lots, HOV lanes, Toll/Express lanes, protected bike lanes, Metrorail stations, bus stops, bikeshare stations, scooter/e-scooter service, dockless bike service, carshare service)

AWARENESS OF ADVERTISING

Next are a few questions about advertising messages. Have you heard, seen, or read any advertising about commuting in the past year?

IF respondent recalls advertising, ASK Q62 - Q67

- What messages do you recall from this advertising? (Open-end response)
- 63 What organization or group sponsored the ad you recall? (Open-end response)

- 64 Where did you see, hear, or read this advertisement? (List is shown to respondents)
- After seeing or hearing this advertising, were you more likely to consider carpooling, vanpooling, or public transportation?
- 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? (List shown: carpool, vanpool, bus, train, bicycle/walking)
- Did you take any other actions to try to change how you get to work?

 (List shows responses for seeking follow-up info and other non-mode change actions)

IF respondent took an action after hearing the ad (from Q66-Q67), 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 use <<u>ALT MODE FROM Q66</u>> to get to work?

 (List shows modes respondent mentioned in Q66)
- 72b Before making this change to <<u>ALT MODE FROM Q66</u>>, about how many days did you use each of the following types of transportation for your trip to work in a typical week? (*List includes: drive alone, carpool, vanpool, bus, train, bicycle or walking, telecommute/telework, other*)

Awareness of Commute Programs/Services

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

81 Is there a phone number, website, or mobile app you can use to obtain information on carpooling or vanpooling, public transportation, HOV lanes, toll/express lanes, and telecommute/telework in the Washington metropolitan region?

IF respondent recalls number or website. ASK Q82

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

IF respondent used the number/website, ASK Q83

- 83 What was that number, website, or mobile app?
- 86 Have you heard of an organization in the Washington region called Commuter Connections?

IF respondent knows CC, ASK Q87 - Q88a

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

ASK RESPONDENT ABOUT LOCAL PROGRAMS IN HOME AND WORK AREAS

- 88d Have you heard of the following organization(s) or service(s)? If so, have you contacted then in the past year or visited their website(s)? SHOW ONLY PROGRAM(S) in home and work area.
 - 1 Alexandria GO Alex
 - 2 Arlington County Commuter Services
 - 3 Tri-County Council of Southern Maryland (Calvert, Charles)
 - 4 Fairfax County Commuter Services
 - 5 TransIT Services of Frederick County
 - 6 Loudoun County Transit & Commuter Services
 - 7 Montgomery County Commuter Services
 - 8 Ride Smart (Prince George's Commuter Solutions)
 - 9 PRTC OmniRide Ridesharing (Prince William)
 - 10 goDCgo (District of Columbia)

FOR EACH APPLICABLE PROGRAM, SHOW RESPONSES:

- 1 Yes, heard of and contacted
- 2 Yes, heard of but NOT contacted
- 3 Have not heard of this organization
- 88 Not sure

EMPLOYER SERVICES

Does your employer makes any of the following commute services or benefits available to you to help with your commute, and if so, have you used the services?

(ROTATE 1-9)

EMPLOYER SERVICE	AVAILABLE AND USED	AVAILABLE BUT NOT USED	NOT AVAILABLE	NOT SURE
Information on commuter transportation options	AND USED	NOT USED	AVAILABLE	JUNE
· ·				
Special parking spaces for carpools or vanpools				
3. SmarTrip, SmartBenefit or other benefits/subsidies for				
public transportation or vanpooling				
Cash payments or other subsidies for carpooling				
5. Facilities or programs for employees who bike or walk				
to work				
6. Guaranteed rides home (GRH) in case of emergencies				
or unscheduled overtime				
7. Carshare membership (Zipcar, Turo, Free2move,				
getaround)				
Free or subsidized bikeshare membership (Capital				
Bikeshare, Jump)				
, 1,				
10. Work schedule with flexible start and end times				
11. Parking cash out/cash-in-lieu of parking				
12. Personal bike expenses—subsidy or reimbursement				

IF employer offers transit/vanpool benefit (Q89, response 3), ASK Q89b

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

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 Q90c

90c Have you used this free parking?

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

- 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?

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 carpool, vanpool, use public transportation, or bicycle to work?

IF respondent knows of regional GRH, ASK Q104

104 Who sponsors or offers the service? (Open-ended responses)

Travel Apps

105a Which of the following types of travel or trip applications have you used? Select all that apply.

(List includes: Traffic alerts, Ridehailing apps, Wayfinding apps, Trip/fitness tracking apps, transit schedule arrival mobile apps, traveler information displays, bikeshare apps, e-scooter service apps, carshare service apps, other, none of these)

Demographics

The last few questions are for classification purposes only.

IF respondent travels to an outside work location, ASK Q110; IF respondent works at home full-time now, ASK Q110a

- 110 What is your ZIP code at work?
- 110a You said you work from home full-time now. What is the zip code at the location where you would work if you were not working from home?
- 110b About how many employees work for your employer at that location?
- 111 What is your occupation?
- 112 What type of employer do you work for?

(List includes: Federal agency, state or local government agency, non-profit organization/association, private sector employer)

In total, how many motor vehicles, in working condition, including automobiles, trucks, vans, and highway motorcycles are available to your household? They could be owned or leased by members of your household or provided by a company for your use.

IF HH has 1 or more vehicles, ASK Q113a

- 113a In the past year, did your household buy, lease, or acquire any motor vehicles?
- How many people live in your home at the present time? 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 race? (Multiple responses permitted)
- 123a Are you ... female, male, non-binary?
- 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?...

[124a: categories under \$100,000]

[124b: categories \$100,000 or more]

Thank you very much for your time and cooperation!

Q126

The Metropolitan Washington Council of Governments is offering a drawing for fifty \$250.00 Amazon gift cards for residents who respond to the survey by the response date noted on the postcard. If you would like to participate in the drawing, please provide your name and email address, so we can send you the card if you are one of the winners. Please be assured that we will not sell or use your information for anything other than sending you the gift card.

Thank you for taking the time to complete this survey.