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2025 STATE OF THE COMMUTE TECHNICAL REPORT

January 2026

2025 STATE OF THE COMMUTE TECHNICAL REPORT
Prepared by the Commuter Connections Subcommittee on behalf of the National Capital Region Transportation Planning Board
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ABOUT COG
The Metropolitan Washington Council of Governments (COG) is an independent, nonprofit association that brings area leaders together to address major regional issues in the District of Columbia, suburban Maryland, and Northern Virginia. COG's membership is comprised of 300 elected officials from local governments, the Maryland and Virginia state legislatures, and U.S. Congress.

ABOUT COMMUTER CONNECTIONS
Commuter Connections is a regional network of transportation organizations coordinated by the National Capital Region Transportation Planning Board at COG. Commuter Connections provides residents who live or work in the metropolitan Washington region with commute option information to help them make a smart choice about how to travel to work. Commuter Connections also operates several free services, including Ridematching for carpools and vanpools, CommuterCash incentives, and the regional Guaranteed Ride Home program. Learn more at commuterconnections.org.

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1. Introduction

PURPOSE

This report presents the results of the State of the Commute (SOC) survey conducted for the Commuter Connections program of the Metropolitan Washington Council of Governments (COG). Commuter Connections provides a wide range of transportation information and assistance services in the Washington metropolitan area to inform commuters of the availability and benefits of alternatives to driving alone and to assist them to find options that fit their commute needs. COG administers Transportation Demand Management (TDM) services as part of a regional effort to reduce vehicle trips, vehicle miles of travel, and emissions resulting from commute travel, as well as to support other regional transportation goals.

HISTORY

In 1997, Commuter Connections established an evaluation framework that outlined a methodology and data collection activities to evaluate the effectiveness of its commuter services programs. This framework was updated and revised eight times, in 2001, 2004, 2007, 2010, 2013, 2016, 2019, 2022, and 2025 to incorporate improvements to the evaluation methodology.[1] A major addition to the 2001 framework was the State of the Commute (SOC) survey, a random sample survey of employed persons in the Commuter Connections service area. Subsequent evaluation frameworks also included the SOC survey as a major data collection effort for the regional Commuter Connections TDM evaluation. The SOC survey has been conducted every three years since 2001, most recently in 2025, with a sample of 7,524 respondents.

REPORT STRUCTURE

The SOC report is organized into key sections to provide a comprehensive overview of commuting behaviors, attitudes, and resources throughout the region. The **Survey Methodology and Sampling** section details the methods employed to collect and categorize data, including the sampling approach and respondent demographics, to provide context for interpreting the results.

The core of the report focuses on the **Survey Results** section, starting with an analysis of **Commute Patterns** including work schedules, transportation modes, and commute lengths disaggregated by demographic groups to reveal notable differences and trends. The report then explores **Transportation Attitudes and Awareness**, examining the factors that influence mode choice, reasons behind mode shifts, and other contextual influences on commuting decisions. A section on **Telework** highlights the prevalence and frequency of remote work, capturing shifts in work habits and their implications for commuting. The report then discusses **Awareness, Use, and Opinion of Commuter Assistance Programs**, discussing commute assistance services and benefits that might be offered to employees at their worksites, either by employers or a building management company. Finally, the report addresses **Employer-Provided Resources**, assessing levels of knowledge, utilization, and potential barriers to access.

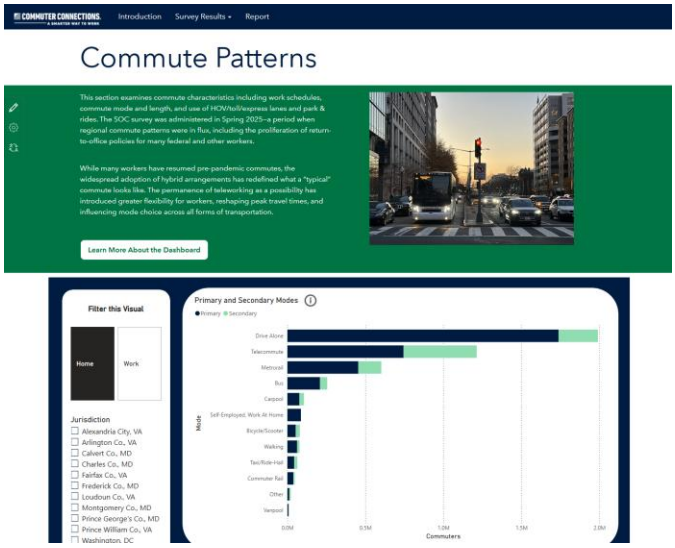
[1] Evaluation Framework in effect at the time of this survey: Transportation Demand Management (TDM) Program Evaluation Framework for FY 2024–FY 2026. May 20, 2025. https://www.mwcog.org/file.aspx?&A=f5WqnMUY%2bmrApkdpwjiy5UjkQg0FWEyyghWBn4kUqMU%3d.

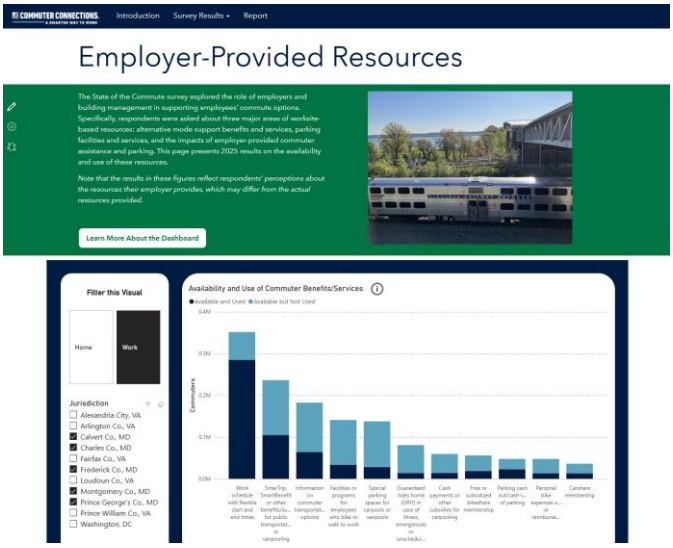
INTERACTIVE DASHBOARD

This SOC report is the first to include an interactive dashboard to illustrate key findings of the report. The dashboard's interactive nature is designed to increase regionwide interest and engagement with the SOC results, allowing users to explore and manipulate data in an easily navigable and attractive format. The dashboard will supplement the text report, expanding the SOC's reach and relevance.

The dashboard's topics will mirror those of the SOC report—i.e. Commute Patterns, Transportation Attitudes and Awareness, Telework, Awareness, Use, and Opinion of Commuter Assistance Programs, and Employer-Provided Resources—each with a dedicated page.

The dashboard can be accessed via https://state-of-the-commute-mwcog.hub.arcgis.com. Example images of the dashboard in use are provided below.





Workforce Context and Trends

The 2022 State of the Commute survey was the first to be administered during the COVID-19 pandemic, when many workplaces implemented full-time telework. Between 2022 and 2025, many employers adopted a hybrid work schedule, traveling to the office only on certain days of the week. Some workers began coming to the office for only a few hours a day and teleworking the rest. In January of 2025, the new presidential administration issued directives to many federal employees revoking hybrid and telework status.

The State of the Commute Survey has changed to reflect the shifting reality of commuting in the region. In 2022, new questions were added to the survey to examine the experience of workers who were teleworking; many of those questions are retained in the 2025 survey. The 2025 survey adds questions about the prevalence of return-to-office policies and split-site workdays (commuting to a workplace and spending part of the day there, then working from home or another remote location for the remainder of the day). Many of the results from the 2025 State of the Commute survey are presented in comparison to results from 2022 and 2019, in order to compare three distinct time periods: pre-pandemic (2019), mid-pandemic (2022), and post-pandemic (2025).

2. Survey Methodology and Sampling

This chapter summarizes the interview, sampling, and weighting methodologies used for the survey. **Appendix A: Survey Data Weighting and Expansion** provides details of the data weighting/expansion procedures and **Appendix B: Characteristics of the Commuting Population** presents the results of this weighted expansion.

QUESTIONNAIRE DESIGN

Much of the 2025 State of the Commute questionnaire was based on previous questionnaires in order to accurately assess commute changes, trends, and attitudes throughout the region and compare to previous results. However, rapid changes in work arrangements and schedules brought with the onset of the COVID-19 pandemic, its long-lasting reverberations, and the subsequent gradual diminishment of pandemic-related work schedules and commute patterns highlighted the need to further evaluate and update the questionnaire.

During the development of the 2025 SOC questionnaire, questions were added to or removed from the 2022 questionnaire to maximize data utility while also aiming for the survey to be shorter for respondents. Seven questions were added and 28 were removed, for a net change of 21 fewer questions in 2025 compared to 2022. Additional questions focused on trends that have emerged throughout the past years such as return-to-office policies and flexible work schedules. Questions that were removed focused on primary effects of the COVID-19 pandemic on travel patterns and schedules. Other removed questions were primarily focused on outdated topics, technologies, or policies.

SAMPLING METHODOLOGY

The research team set a target for 7,600 completed interviews which was a similar target to the one set in 2022. Minimum targets of 500 completed interviews were set for each of the 11 jurisdictions in the Commuter Connections service area (**Figure 1**), with higher targets established for larger jurisdictions and for jurisdictions that are closest to the center of the region. Additionally, the research team attempted to achieve jurisdiction-level samples that approximated the number of interviews collected for those jurisdictions in the 2022 SOC survey.

A total of 7,524 interviews were completed for the survey. On the base of 581,972 postcards that were distributed, this resulted in a response rate of 1.1 percent. Individual samples collected for each of the 11 jurisdictions ranged from a low of 369 to a high of 886. The confidence interval for the smallest jurisdiction sub-sample was no greater than +/-5.1 percentage points at the 95 percent confidence level.

Geographic Coverage

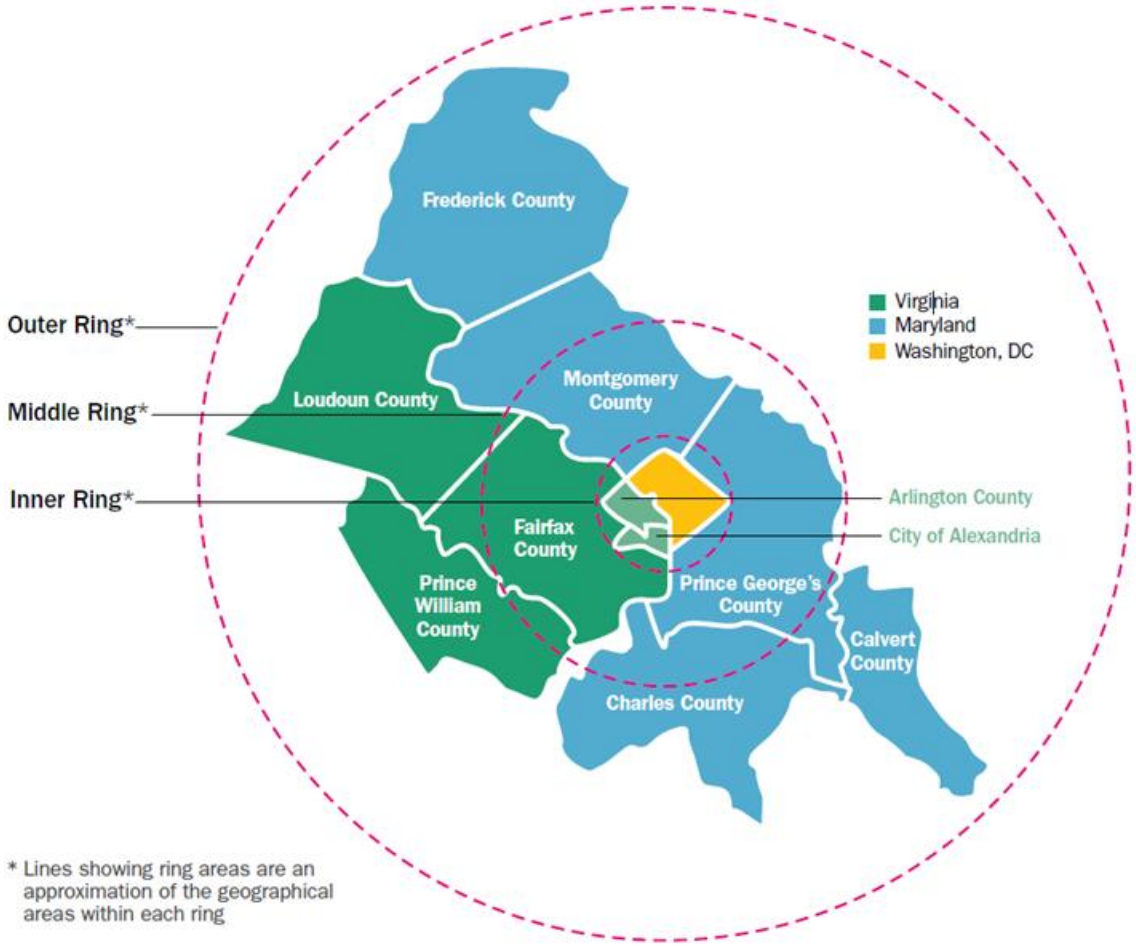
The Commuter Connections service area is shown in **Figure 1**.[2] All employed residents who lived within this geographic area and who were 18 years of age or older were eligible for selection in the study.

The robust samples for each of the 11 jurisdictions enable analysis at multiple geographic levels. For some questions, the analysis examined results for individual jurisdictions or for other geographic sub-areas of the region. Datasets for individual jurisdictions also will be provided to transportation agencies in their respective areas, for additional analysis to be conducted locally.

[2] COG is comprised of 24 total jurisdictions, all of which are contained within the cities or counties shown in **Figure 1**.

A primary sub-area categorization used in the analysis divided the region into three categories roughly representing concentric rings around the central core, as shown in **Figure 1**. The Inner Ring or "Core" area includes the City of Alexandria (VA), Arlington County (VA), and the District of Columbia. The Middle Ring, surrounding the core, includes Fairfax County (VA), Montgomery County (MD), and Prince George's County (MD). The Outer Ring includes Calvert County (MD), Charles County (MD), Frederick County (MD), Loudoun County (VA), and Prince William County (VA). Past SOC surveys have shown that the Core, Middle Ring, and Outer Ring groupings aggregate jurisdictions with roughly similar travel patterns and similar transportation infrastructure. These aggregate groupings result in excellent sample sizes, facilitating analysis of many regional and sub-regional transportation planning topics.

Figure 1: Commuter Connections Service Area by State/District and Geographic Sub-Areas



Address-Based Sampling (ABS) Methods

The survey used an address-based sampling (ABS) method to select a random sample of potential respondents, a postcard survey invitation sent through postal mail to selected addresses, and a respondent-administered Internet interview format for respondents to complete the survey. The postcards invited employed persons 18 years of age or older to participate in the survey by accessing the survey website link, www.CommuteSurvey2025.org (note that this URL is now inactive due to the survey no longer being active) and entering a password printed on the card.

The project team's original plan was to send survey invitation postcards to 475,000 addresses (households) across two waves with an estimated 1.7 percent regional response rate, with rates varying by jurisdiction. This would have achieved the original goal of 8,000 responses regionwide. The addresses selected for the first wave of postcards were defined by each jurisdiction's target and anticipated response rate based on previous SOC surveys. During the first wave of data collection, the team reviewed the in-progress response rate to help determine the sampling approach for the next wave. The response rate was notably lower than anticipated, at 1.3 percent regionwide (and even lower among a number of jurisdictions), and as a result the team determined a revised approach for the second wave of sampling:

$$Total\ Target - Estimated\ Completes_{wave\ 1} = Target_{wave\ 2}$$

$$Target_{wave\ 2} \times Response\ Rate_{wave\ 1} = Sample_{wave\ 2}$$

With this approach, the sample size was increased and jurisdictions with lower-than-expected response rates received a higher share of postcards in wave 2 in an attempt to make up for the wave shortfall. The wave 2 approach also identified targeted sample areas to attempt to obtain more demographically representative data to attempt to reduce (but not remove) the need to weight (adjust) data for demographic groups that are less likely to respond to survey invitations and are typically underrepresented in survey data (e.g., lower income, non-white). The areas oversampled were in Montgomery County, Fairfax County, and the District of Columbia, adding 52,000 to the wave 2 sample.

Table 1 shows the target, completes, mailings, response rate, and progress towards targets for all the jurisdictions as well as the geographic sub-areas and region. The average response rate regionwide was 1.3 percent. Response rates were above average in the Core overall (1.84 percent), in each Core jurisdiction (1.85 percent in Alexandria; 2.34 percent in Arlington; and 1.53 percent in the District of Columbia), and in some of the Inner Ring jurisdictions (1.37 percent in Fairfax County; 1.36 percent in Montgomery County). The final count of completes regionwide reached 99.5 percent of the regional target. All jurisdictions in the Core and Inner Ring met or exceeded their individual targets (except for Fairfax County, which reached 98.1 percent of its target).

Table 1: 2025 SOC Sample and Completes by Jurisdiction and Sub-Area

	TARGET	COMPLETES	MAILINGS	RESPONSE RATE	PROGRESS TOWARDS TARGET
Jurisdiction					
Alexandria, VA	650	658	35,807	1.84%	101.2%
Arlington, VA	800	809	34,913	2.32%	101.1%
Calvert, MD	500	369	36,601	1.01%	73.8%
Charles, MD	500	437	40,392	1.08%	87.4%
District of Columbia	800	876	57,586	1.52%	109.5%
Fairfax, VA	800	783	57,275	1.37%	97.9%
Frederick, MD	550	560	44,652	1.25%	101.8%
Loudoun, VA	700	666	47,968	1.39%	95.1%
Montgomery, MD	800	886	65,480	1.35%	110.8%
Prince George's, MD	800	801	102,022	0.79%	100.1%
Prince William, VA	700	679	59,276	1.15%	97.0%

	TARGET	COMPLETES	MAILINGS	RESPONSE RATE	PROGRESS TOWARDS TARGET
Geographic Sub-Area					
Core	2,250	2,343	128,306	1.83%	104.1%
Inner Ring	2,400	2,470	224,777	1.10%	102.9%
Outer Ring	2,950	2,711	228,889	1.18%	91.9%
Region	**7,600**	**7,524**	**581,972**	**1.29%**	**99.0%**

SURVEY ADMINISTRATION

The survey was open for responses from March 27, 2025, to June 16, 2025. Once directed to the survey website, participants completed an internet-based survey designed to collect their responses electronically. The survey could be accessed from any device with an internet connection and could also be completed by calling the project team via a toll-free phone number. Participants were encouraged to answer all questions as accurately and honestly as possible.

On average, the survey took approximately 12 minutes and 50 seconds to complete, although individual completion times varied depending on the pace and level of detail provided in responses. The survey was available in English and Spanish—1.2 percent of responses were completed in Spanish. Only 0.1 percent of responses were completed over the phone.

LIMITATIONS OF DATA COLLECTION

The SOC survey collects commuting information at a specific point in time—only residents employed at the time of the survey are included in the data collection. Additionally, the survey does not presume that the commute defined in this report will be durable. Shifting workplace telework policies, widespread federal government layoffs, and other trends in broader society influenced the data gathered.

SURVEY DATA WEIGHTING AND EXPANSION

Because the jurisdiction-level samples were not collected proportionately, with less populous regions being oversampled to ensure enough responses for analysis, the survey results were expanded at the jurisdiction level to match counts of employed residents in each jurisdiction. The results also were adjusted to align survey results to known race/ethnicity and age distributions. Details about the weighting and expansion process are available in **Appendix A: Survey Data Weighting and Expansion**.

3. Survey Results

This section shows key findings of the 2025 State of the Commute survey. The 7,524 completed surveys were expanded to represent the number of employed residents of the Washington metropolitan region and to correct for under- or over-representation of some racial/ethnic groups and age groups in the sample. The expansion methodology allows the proper representation of employed residents in each of the 11 jurisdictions in the survey area and in the region. Each table and figure in this section shows the raw unweighted number of respondents (noted as "n=") who answered the question in 2025, but the percentage results presented in tables and figures are expanded to the total working population for the geographic areas referenced.

Where relevant, the report compares survey results for sub-groups of respondents, which are defined using the following breakdowns:

- **Demographic characteristics:** Gender, race/ethnicity, and age.
- **Household characteristics:** Household income, motor vehicles available to household, household size, number of adults in household, and/or any combination of this data (e.g., vehicles per adult in household).
- **Employment characteristics:** Occupation and type and size of employer.

The report also compares survey results with corresponding data from previous SOC surveys. Notable trends are summarized in **Appendix C: Comparison of Key Results (2016-2025)**.

COMMUTE PATTERNS

The State of the Commute survey asked respondents about the characteristics of their commutes, including work schedules, current commute mode, commute length, non-drive alone mode use characteristics, HOV/toll/express lane usage, and park & ride usage. The survey was administered in Spring 2025, a period when employment policies and trends within the region were changing. After many jobs became remote in response to the COVID-19 pandemic in 2020, many workers in the region adopted a hybrid work schedule (partially in-person, partially teleworking). In early 2025, the new presidential administration issued directives to many federal employees to begin returning to the office five days a week. Due to the large federal workforce in the region, these policy changes have implications on the quantity and frequency of commute trips, roadway congestion, and choice of commute mode.

Therefore, this State of the Commute survey provides a snapshot of a region in flux. As workers continue to return to being more in-person, new patterns have emerged throughout the region. While many employees have resumed pre-pandemic commute routines, the widespread adoption of hybrid arrangements has redefined what a "typical" commute looks like. The permanence of teleworking as a commute option has introduced greater flexibility for workers, reshaping peak travel times, and influencing mode choice across all forms of transportation. This section includes comparisons to pre-pandemic (2019 SOC) and mid-pandemic (2022 SOC) conditions to ground the 2025 results in relation to two very different preceding periods of time.

Work Schedules

Respondents provided information about their work schedules, including the number of days they work per week and the type of schedule they use. These data points allow for analysis of commuting patterns,

including how often commuters travel to a workplace, variations in peak travel demand, and the impact of flexible schedules on overall mobility in the region.

Figure 2 shows that around 86 percent of commuters work five weekdays per week, five percent work four weekdays, and another five percent work three weekdays. Around three percent work one or two weekdays, and only half a percentage of commuters work all their workdays on weekends.

Figure 3 shows that around 83 percent of commuters work a "standard" full-time schedule, defined as five or more days per week; 11 percent work part-time; and six percent work a compressed work schedule (CWS), in which they work a full-time week in fewer than five days per week. Five percent of commuters work a 9/80 CWS (80 hours over nine days in two weeks), less than one percent work a 4/40 CWS (four 10-hour days per week), and about one percent work another type of compressed schedule. The total share of commuters working CWS in 2025 is lower than it was in 2022 (11 percent). Additionally, 40 percent of commuters take advantage of the flexible start and end times that their employer offers.

Figure 2: Number of Weekdays Worked per Week

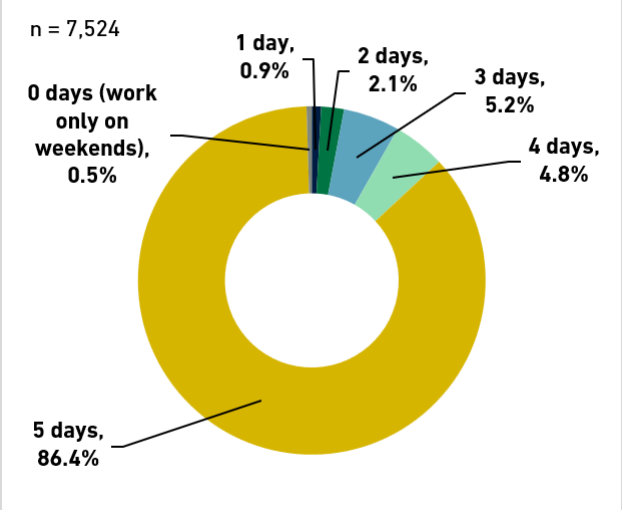
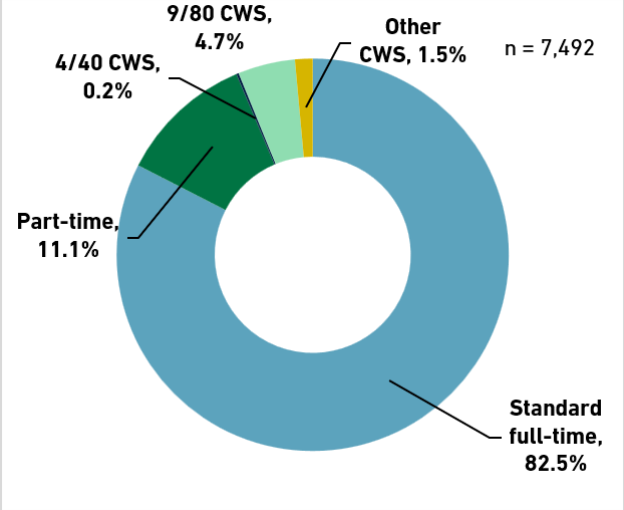


Figure 3: Schedule Types Used (2025)



Current Commute Mode

The survey asked workers who did not telework full-time what modes they use to travel to work each weekday (Monday-Friday) during a typical work week. Asking about modes used each day of the week rather than asking for respondents' "usual" travel mode allows the survey to capture the use of modes that are used just one or two days per week, reflecting that commuters may have variations in their modes throughout the week. As shown in **Figure 4**, commuters drive alone to work for 55 percent of their weekly commute trips, ride the train for 15 percent, telework (or have a CWS day off) for 15 percent, and ride the bus for six percent. Four percent of weekly commute trips are made by walking, biking, or scooter trips. Only three percent are by carpool or vanpool, and one percent use a ride-hailing or taxi service. For purposes of this report, the term "drive alone modes" includes driving alone and taxi/ride-hailing while all other modes are considered "non-drive alone modes".

Figure 4: Weekly Commute Trips by Mode (2025)

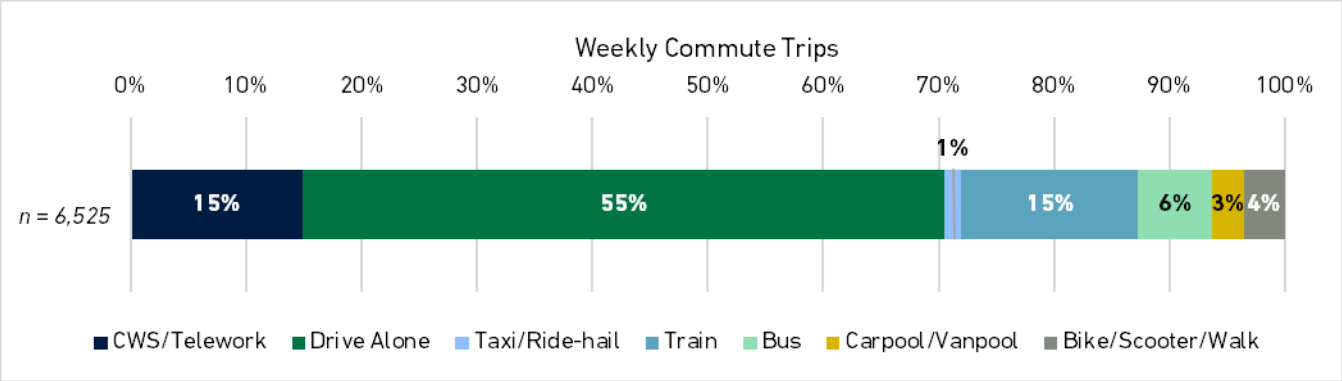
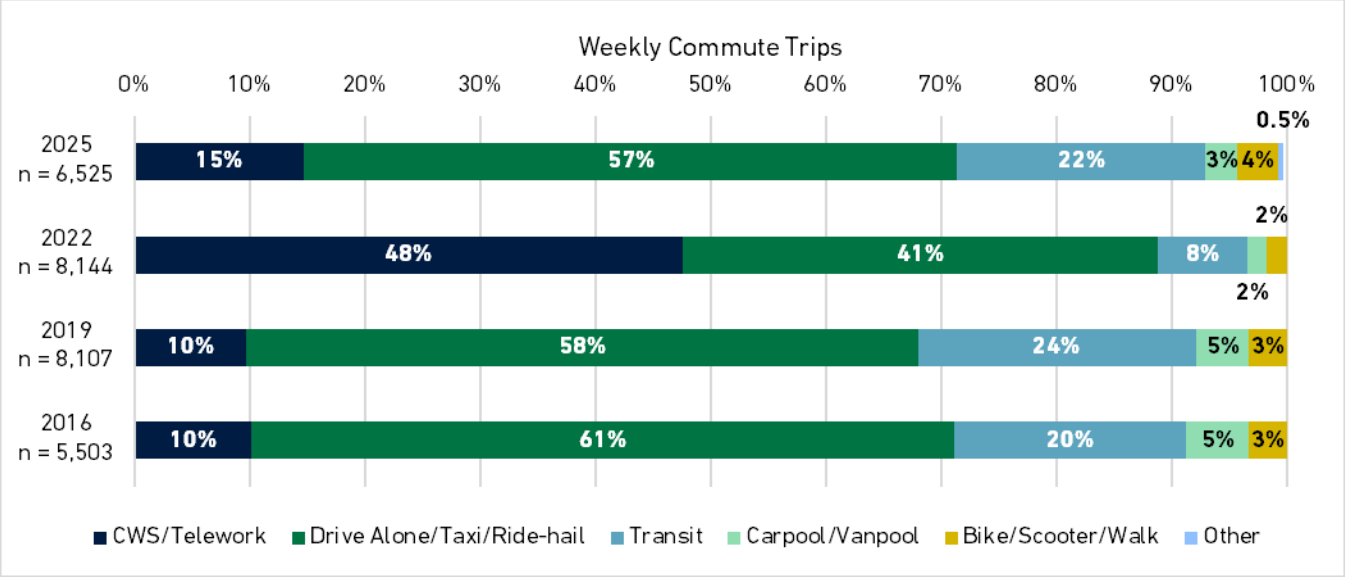


Figure 5 shows how weekly commute trips have changed between this and the three most recent SOC surveys (2016, 2019, and 2022). Mode usage remained fairly constant between 2016 and 2019, but 2022 saw a significant increase in teleworking/CWS days off (likely due in large part to the COVID-19 pandemic), which reduced drive alone and transit trips by 17 percentage points and 16 percentage points, respectively, from 2019. In 2025, however, return-to-office policies and other trends towards in-person work have brought mode split back to fairly similar levels as seen in 2019, with the exception of teleworking/CWS days off, which have risen from ten percent of weekly trips in 2019 to 15 percent in 2025.

Figure 5: Change in Weekly Commute Trips by Mode (2016-2025)



FREQUENCY OF CURRENT MODE USE

Because some commuters use different commute modes on different days, the mode used more than any other is defined as that person's "primary" commute mode, and any mode used one or two days per week in addition to a primary mode is defined as a "secondary" mode (if applicable). **Figure 6** shows the share of commuters using each form of transportation as a primary or secondary mode. As with mode split by weekly trips, driving alone is the most common primary mode; more than half (57 percent) of commuters use it most of their workdays. The second-most common primary mode is the train (16 percent), followed

by teleworking/CWS days off (12 percent), the bus (seven percent), biking, scootering, or walking (four percent), carpool or vanpool (three percent), and taxi or ride-hail (one percent).

The three most common secondary modes are the same as the three most common primary modes but ranked differently. Nineteen percent of commuters telework/have CWS days off at least one or two days per week. Nine percent of commuters drive alone as their secondary mode, and five percent take the train.

Figure 6: Primary and Secondary Modes (2025)

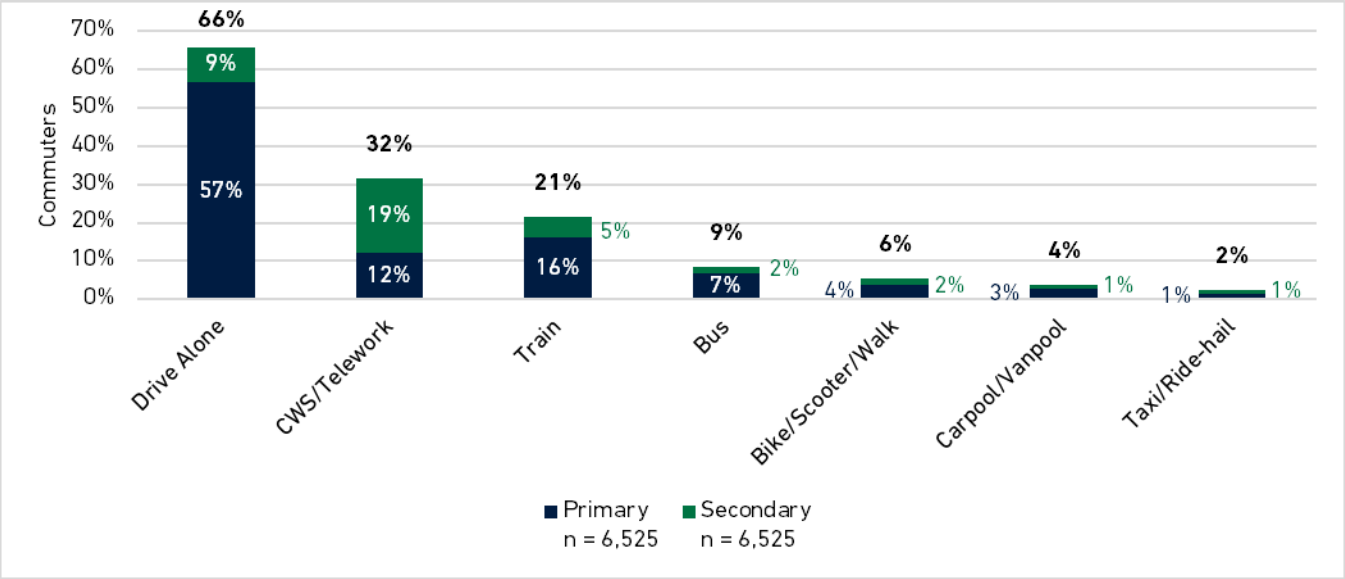
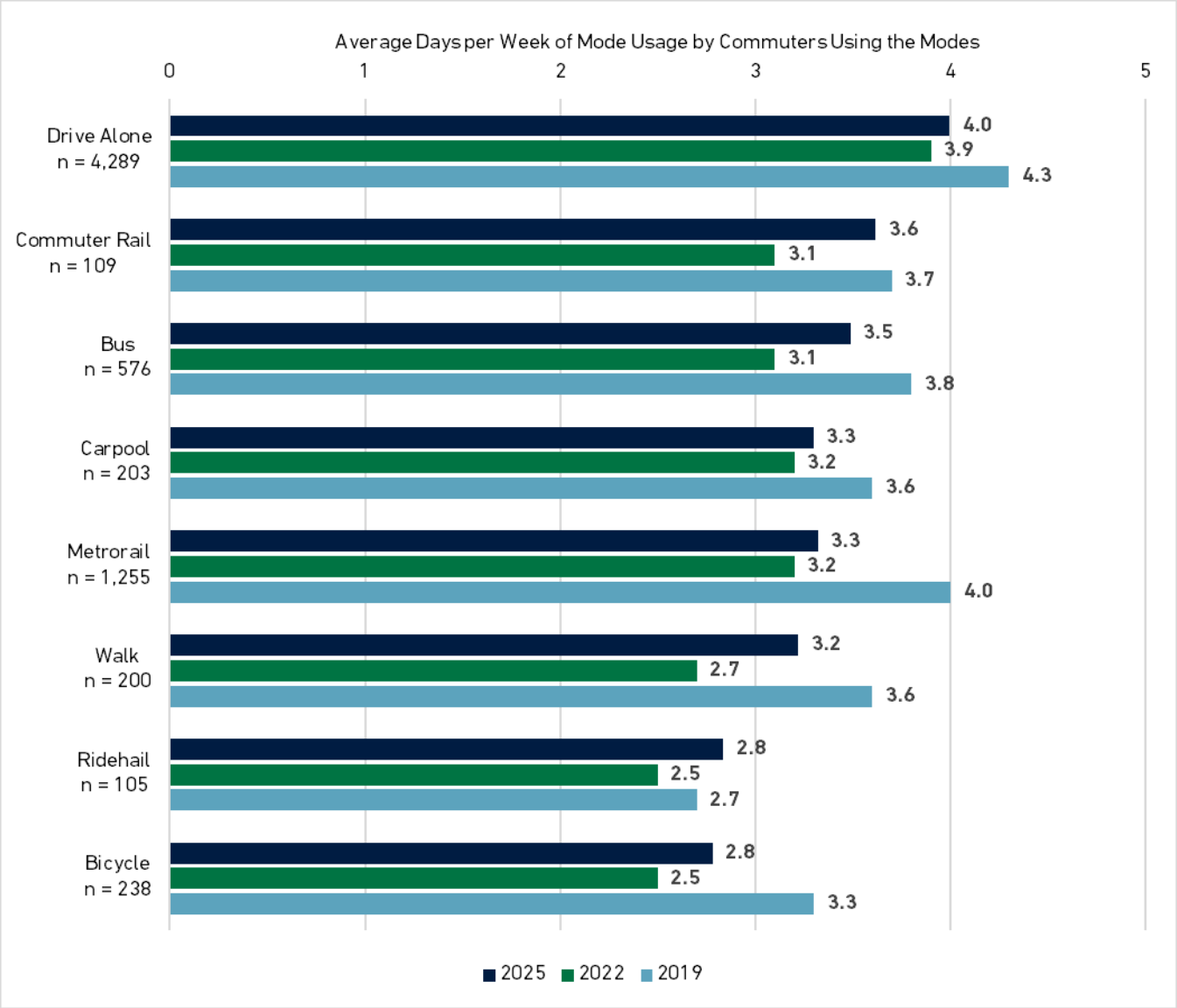


Figure 7 shows how often commuters use each mode among only the respondents saying they use the specific modes at least one day a week (i.e., the average days per week of bus use is only calculated among people who use the bus at least one day per week—people who do not use the bus one day a week or more are excluded from that calculation). Driving alone, riding commuter rail, riding the bus, carpooling, riding Metrorail, and walking were used at least three days per week (by users of those modes) in 2025, while ride-hailing and bicycling are used fewer days per week (between two and three days for people who use those modes). Commuters who drive alone do so for more days per week compared to other users of other modes. All modes saw an increase in days per week of usage from 2022 (among people using the modes), as the COVID-19 pandemic receded and more return-to-office plans and mandates were enacted.

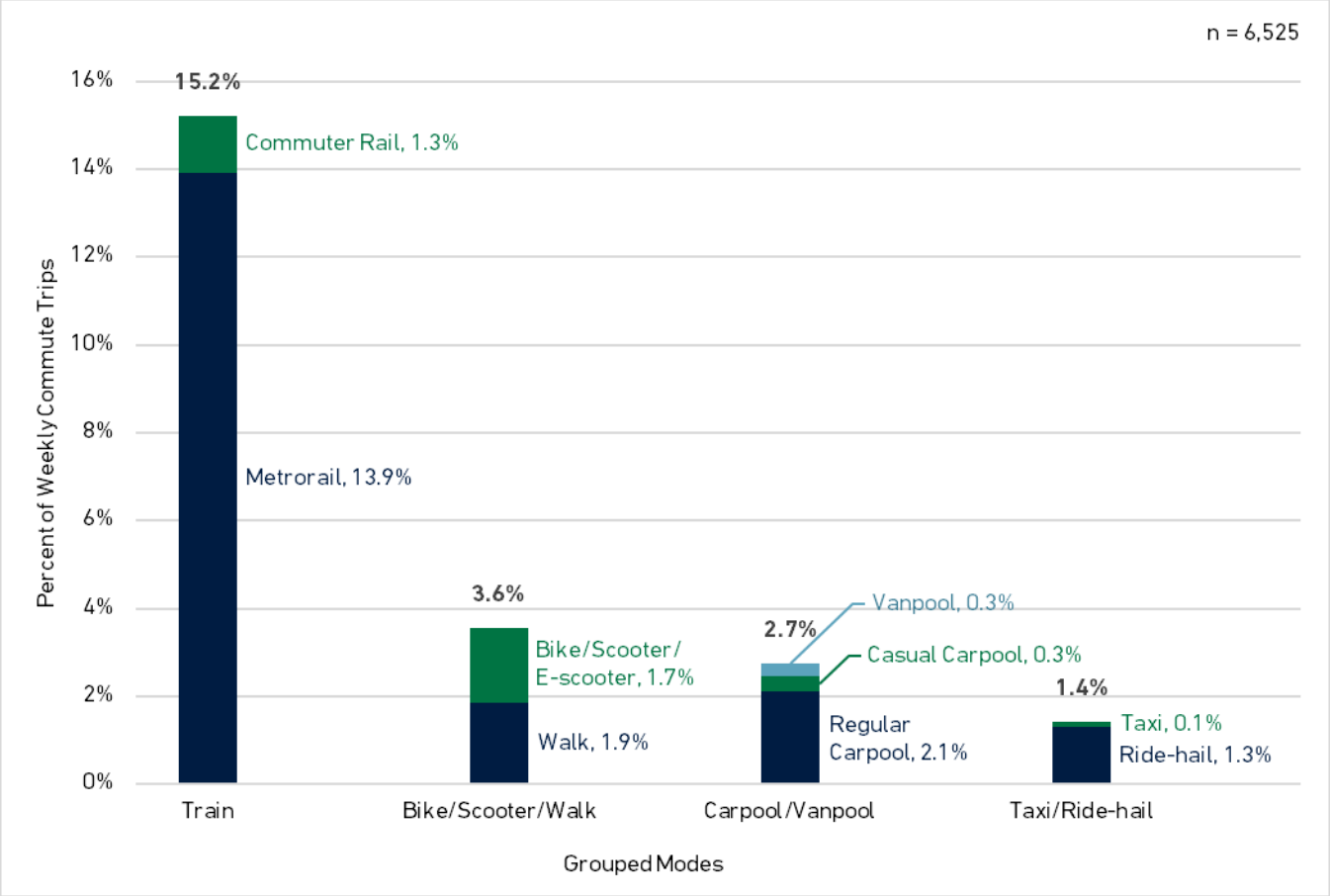
Figure 7: Average Days per Week of Mode Usage by Commuters Using the Modes (2019-2025)



MODE USE WITHIN MODE GROUPS

The mode groupings shown in **Figure 6** are each comprised of several individual modes. **Figure 8** shows the relative use of individual modes within the four main combined mode groups: train, bike/scooter/walk, carpool/vanpool, and taxi/ride-hail.

Figure 8: Composition of Combined Mode Groupings – Percentage of Weekly Commute Trips (2025)



Train

The train mode group is comprised of Metrorail and three commuter rail companies: MARC (Maryland commuter rail), VRE (Virginia Railway Express), and Amtrak. Metrorail has the largest share of the percentage of train trips taken, with nine in ten train riders using this mode (13.9 percent of total 15.2 percent train ridership). Commuter rail made up about eight percent of train ridership.

Bike/Scooter/Walk

Walking and biking were about equally represented in the bike/scooter/walk mode group. Walking accounted for 1.9 percent of the total while 1.7 percent of trips were made by bicycle or scooter. **Table 2** further categorizes bicycle and scooter commuters by vehicle type (respondents were able to select multiple options). Sixty-five percent of bicycle and scooter commuters use a personal bicycle, while 27 percent use a personal e-bike, 21 percent use Capital Bikeshare, six percent use a personal scooter, and five percent use a rented scooter. Overall, these results suggest that walking and personal ownership of bicycles are the dominant modes for active transportation, while shared systems like Capital Bikeshare play a lesser but still important role.

Table 2: Bike/Scooter Type* (2025)

BIKE/SCOOTER TYPE	PERCENTAGE OF BIKE/SCOOTER RESPONDENTS (n = 237)
Capital Bikeshare	21%
Personal bike	65%
Personal e-bike	27%
Rented scooter/e-scooter	5%
Personal scooter/e-scooter	6%

*Multiple responses accepted

Carpool/Vanpool

Regular carpooling is used most predominately within the carpool/vanpool mode group. Nearly all carpool/vanpool trips are in regular carpools (making up three quarters of the 2.7 percent of carpool/vanpool use). Casual carpool trips and vanpool trips each account for about one in ten of the total trips in the carpool/vanpool group.

Taxi/Ride-hail

Within the taxi/ride-hail group, ride-hailing is most commonly used; about nine in ten of the taxi/ride-hail mode group trips are with Uber, Lyft, or other ride-hail services. Almost all of the taxi/ride-hail mode group trips were made with Uber, Lyft, or other ride-hail services, with taxis accounting for only a small fraction (less than one in ten commuters).

The survey also asked ride-hail users how they would have made these commute trips if ride-hail service had not been available. **Table 3** shows that transit would have been the most common mode used if ride-hail service had not been available (68 percent), well above driving alone (19 percent), taking a taxi (17 percent), and walking (16 percent). Few ride-hail users would use carpool/vanpool or biking in place of their ride-hail trip (eight percent and five percent, respectively).

Table 3: Mode Used if Ride-hail Not Available* (2025)

MODE USED IF RIDE-HAIL NOT AVAILABLE	PERCENTAGE OF RIDE-HAIL RESPONDENTS (n = 100)
Public transit (bus, Metrorail, commuter train, commuter bus)	68%
Drive alone (personal car, SUV, truck, van, motorcycle)	19%
Taxi	17%
Walk	16%
Carpool or vanpool, casual carpool/slug	8%
Bicycle	5%

*Multiple responses accepted

Commute Length

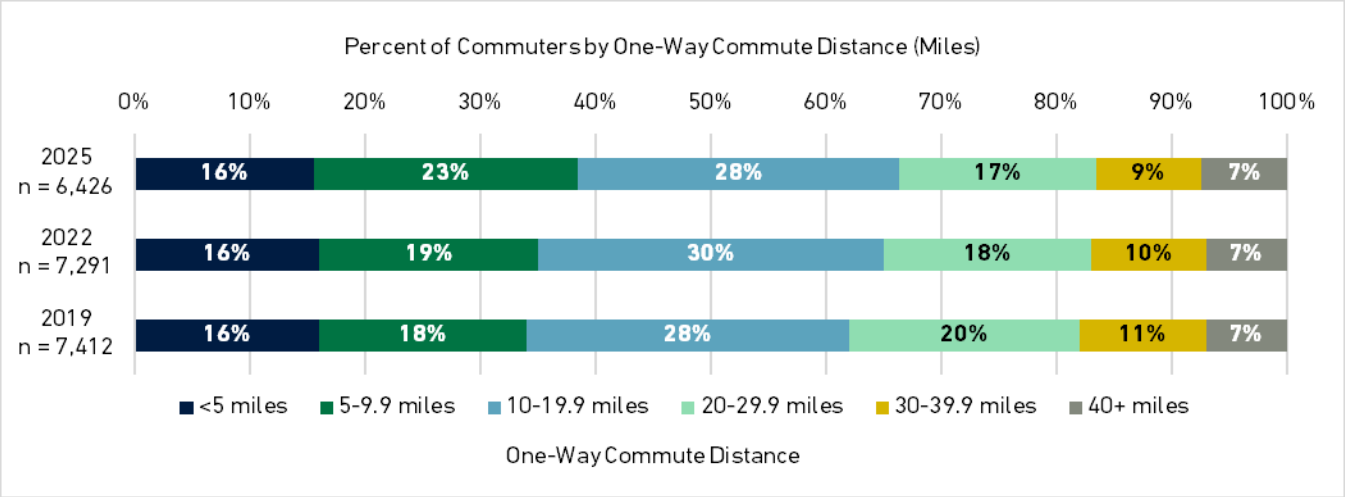
The survey posed questions about commute distance and travel time. Respondents who work outside their home were asked about the distance and duration of their commute, while those who telework full time were asked how long their commute would be if they were to commute. The survey did not ask self-employed workers who work from home full-time about the length or distance of their commutes.

COMMUTE DISTANCE

Commuters report an average one-way commute distance of 17 miles. **Figure 9** illustrates the percentage of commuters with different commute distances from 2019-2025. Distance patterns have remained fairly

steady since 2019, with the largest share of commuters travelling between 10 and 19.9 miles in each of the three survey years. Those travelling less than 20 miles made up about two thirds of commuters across the three survey years as well. The largest changes in commute distances since 2022 were for those commuting between five to 9.9 miles, which grew from 19 to 23 percent.

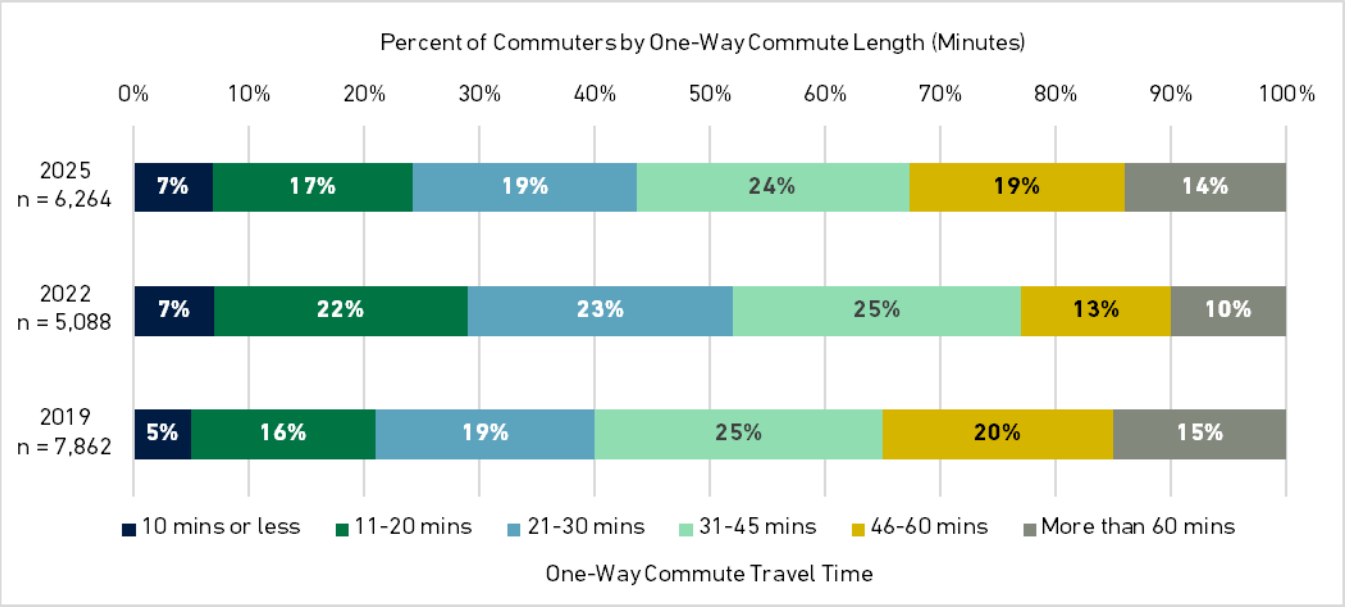
Figure 9: One-Way Commute Distance (2019-2025)



COMMUTE TRAVEL TIME

Commuters report an average one-way commute travel time of 41 minutes. **Figure 10** illustrates the percentage of commuters with different commute travel times from 2019-2025. Travel time patterns have similar distributions in 2019 and 2025. Between 40-43 percent of commuters had travel times of 30 minutes or less in 2019 and 2025 while in 2022 over half had commutes of 30 minutes or less, which is consistent with the larger share of telework/CWS usage in 2022. Additionally, only 10 percent of commuters traveled for more than an hour to work in 2022 while in 2019 and 2025 between 14-15 percent of commuters did.

Figure 10: Commute Travel Time (2019-2025)



COMMUTE LENGTH BY PRIMARY MODE

Survey respondents' travel distance and time differs by mode (**Table 4**). Carpool/vanpool commuters travel farthest, averaging 20 miles one-way. Not far behind are commuters who drive alone (18 miles), use transit (17 miles), and use taxi/ride-hail (16 miles). Those who bike/scooter/walk have the shortest travel distance of four miles. Transit riders spend the longest amount of time commuting, traveling for an average of 52 minutes one-way. Those who telework as their primary mode would have some of the longest average commute times if they were to commute, at 44 minutes one-way.

Table 4: Average One-Way Commute Distance and One-Way Commute Time by Primary Mode (2025)

PRIMARY MODE	AVERAGE ONE-WAY DISTANCE (MILES)		AVERAGE ONE-WAY TRAVEL TIME (MINUTES)	
	n	AVERAGE	n	AVERAGE
Drive Alone	3,628	18	3,499	38
Transit	1,443	17	1,435	52
Telework	816	18	807	44
Bike/Scooter/Walk	292	4	285	22
Carpool/Vanpool	173	20	170	42
Taxi/Ride-hail	55	16	53	28

COMMUTE LENGTH BY NUMBER OF TELEWORK DAYS

Table 5 shows workers' travel time and distance by the number of days they telework. There is no statistical difference between distances by days of telework, therefore there is no discernable difference in travel distances. However, those who telework zero or one day per week have slightly shorter commute times (35-40 minutes) compared to those who telework between two and four days per week (44-45 minutes).

Table 5: Average Commute Distance and Commute Time by Number of Telework Days (2025)

TELEWORK DAYS	AVERAGE ONE-WAY DISTANCE (MILES)		AVERAGE ONE-WAY TRAVEL TIME (MINUTES)	
	n	AVERAGE	n	AVERAGE
No telework days	3,791	17	3,662	35
One day/week	413	15	413	40
Two days/week	715	17	708	44
Three days/week	443	17	442	44
Four days/week	269	19	262	45

COMMUTE LENGTH BY HOME AND WORK LOCATION

Table 6 provides an overview of average commute length and distance by area of residence and employment. Commuters who live in the Core area travel the shortest distance to work (nine miles one-way on average). Commuters living in the Middle Ring commute considerably farther (16 miles) and those living in the Outer Ring travel an average of 26 miles one-way, almost three times the distance of Core area residents. Commuters working in the Core or Middle Ring travel an average of 17 miles while those working in the Outer Ring travel considerably further with an average of 33 miles one-way.

Core area residents have the shortest travel times, averaging 33 minutes one-way, but Middle Ring residents travel only six minutes longer than Core residents and Outer Ring residents travel just 20 minutes longer. While Core residents have noticeably shorter distances to work compared to residents in other parts of the region, their travel times are not considerably shorter. This is likely due to a

combination of factors, including denser development and higher congestion in the Core leading to lower travel speeds and Core residents' higher transit and bike/scooter/walk use. Outer Ring workers have the longest commute times (51 minutes), followed by Core workers (36 minutes), and Middle Ring workers with the shortest commute lengths (32 minutes).

Table 6: Average Commute Distance and Commute Time by Home and Work Location (2025)

AREA	AVERAGE ONE-WAY DISTANCE (MILES)		AVERAGE ONE-WAY TRAVEL TIME (MINUTES)	
	n	AVERAGE	n	AVERAGE
Home Area				
Core	1,976	9	1,951	33
Middle Ring	2,104	16	2,049	39
Outer Ring	2,346	26	2,264	50
Work Area				
Core	2,176	17	2,108	36
Middle Ring	855	17	806	32
Outer Ring	332	33	321	51

COMMUTE LENGTH BY DEMOGRAPHIC CHARACTERISTICS

This section analyzes commute distance by demographic characteristics (age, gender, and race/ethnicity) to better understand the unique barriers and disadvantages faced by different groups.

Age

Commute distance and time are significantly tied to age, as shown in **Table 7**. On average, younger populations travel slightly shorter distances. Commuters under the age of 35 travel between 13 and 15 miles on average while commuters 35 or older travel over 17 miles on average. The trend was similar for travel time; commuters under the age of 35 have an average commute time under 38 minutes while commuters 35 and older commute over 40 minutes on average.

Table 7: Average One-Way Commute Distance and One-Way Commute Time by Age (2025)

AGE (YEARS)	AVERAGE ONE-WAY DISTANCE (MILES)		AVERAGE ONE-WAY TRAVEL TIME (MINUTES)	
	n	AVERAGE	n	AVERAGE
18 - 24	194	13	189	37
25 - 34	1,171	15	1,144	38
35 - 44	1,393	17	1,361	40
45 - 54	1,350	19	1,329	44
55 - 64	1,487	19	1,440	43
65 or older	562	17	549	40

Gender

As shown in **Table 8**, female commuters commute for one less mile and one less minute one-way compared to male commuters.

Table 8: Average One-Way Commute Distance and One-Way Commute Time by Gender (2025)

GENDER	AVERAGE ONE-WAY DISTANCE (MILES)		AVERAGE ONE-WAY TRAVEL TIME (MINUTES)	
	n	AVERAGE	n	AVERAGE
Female	2,920	17	2,855	40
Male	2,968	18	2,900	41
Other	51	13	52	36

Race/Ethnicity

As shown in **Table 9**, Non-Hispanic Black commuters have the longest average commutes by distance (18 miles) and time (42 minutes). Commuters identifying as other/mixed have the shortest average commutes by distance (16 miles), and Asian/Pacific Islander commuters have the shortest average commutes by time (39 minutes).

Table 9: Average One-Way Commute Distance and One-Way Commute Time by Race/Ethnicity (2025)

	AVERAGE ONE-WAY DISTANCE (MILES)		AVERAGE ONE-WAY TRAVEL TIME (MINUTES)	
RACE/ETHNICITY	n	AVERAGE	n	AVERAGE
Hispanic	493	17	462	40
Non-Hispanic Black	923	18	888	42
Non-Hispanic White	3,581	17	3,545	40
Asian/Pacific Islander	463	17	447	39
Other/Mixed	204	16	202	41

COMMUTE LENGTH BY HOUSEHOLD INCOME

As shown in **Table 10**, household income is correlated with commute length. Commuters with household incomes under $60,000 have the shortest average commutes by distance (15 miles) and time (34 minutes). Generally, as income increases, so does commute length. Commuters from households making $180,000+ have the longest average commutes by time (43 minutes).

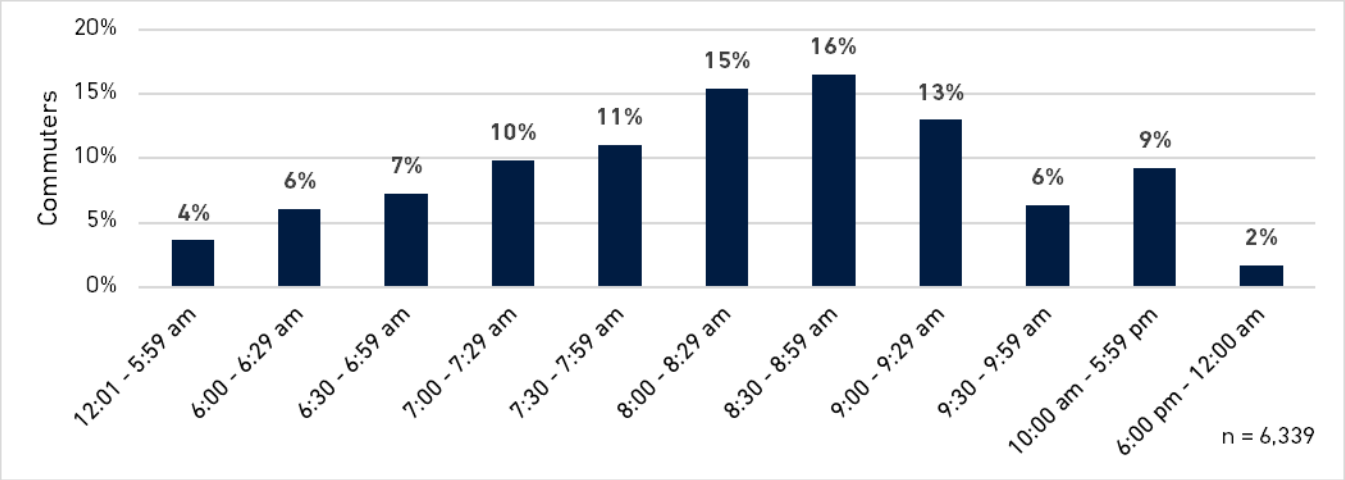
Table 10: Average One-Way Commute Distance and One-Way Commute Time by Income (2025)

	AVERAGE ONE-WAY DISTANCE (MILES)		AVERAGE ONE-WAY TRAVEL TIME (MINUTES)	
HOUSEHOLD INCOME	n	AVERAGE	n	AVERAGE
Less than $60,000	557	15	522	34
$60,000 – 99,999	902	16	873	37
$100,000 – 139,999	1,053	18	1,026	41
$140,000 – 179,999	798	17	785	40
$180,000 or more	2,026	18	2,010	43

WORK ARRIVAL TIME

Figure 11 shows commuters categorized by typical arrival time to work. More than half (53 percent) of commuters typically arrive between 7:00 and 8:59 a.m. Another 19 percent arrive between 9:00 and 9:59 a.m., while 17 percent arrive before 7:00 a.m.

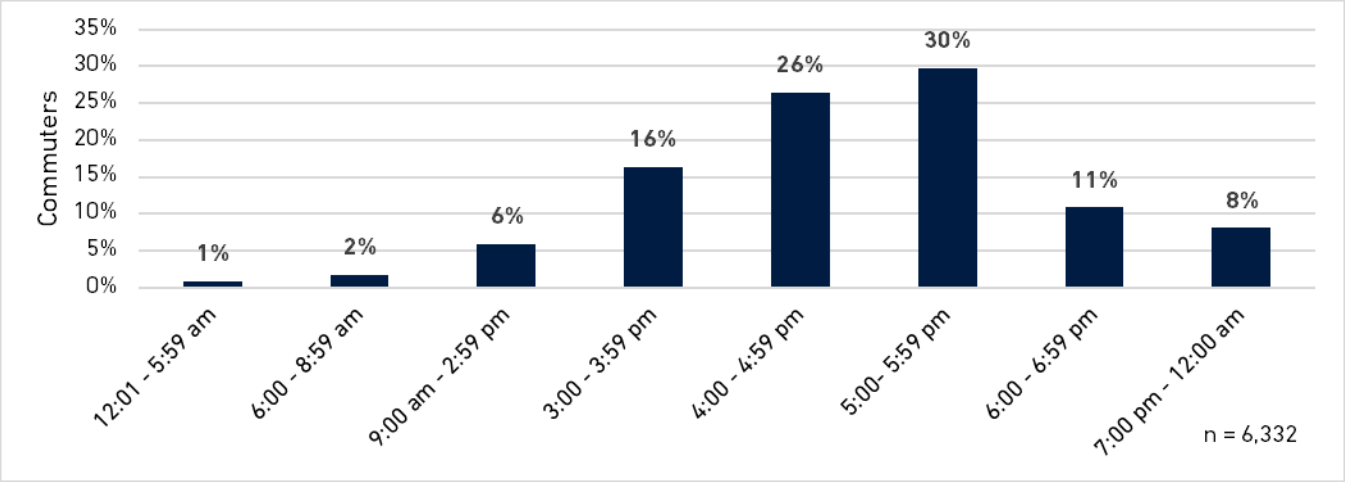
Figure 11: Arrival Time at Work (2025)



WORK DEPARTURE TIME

Figure 12 shows commuters categorized by typical departure time from work. More than half (56 percent) of respondents typically depart work between 4:00 and 5:59 p.m. Sixteen percent depart between 3:00 and 3:59 p.m. Nineteen percent depart after 6:00 p.m., and nine percent depart before 2:59 p.m.

Figure 12: Departure Time from Work (2025)



Non-Drive Alone Mode Use Characteristics

The survey asked respondents who regularly share rides with other commuters how many people ride in their carpools, how long those carpools have operated, and how riders get to and from carpool pickup spots.

CARPOOL OCCUPANCY

About three percent of respondents use carpooling/vanpooling as their primary mode, and another three percent use it as their secondary mode. On average, carpools carry 2.6 occupants, including the driver. There is no statistical difference in carpool occupancy in 2025 compared to 2022. Carpool occupancy has fluctuated between 2.4 to 2.6 occupants over the past 18 years of SOC surveys.

CARPOOL FORMATION ASSISTANCE

In 2025, two-thirds (68 percent) of carpoolers formed their carpool with family members, 19 percent were referred to or asked by a friend, co-worker, or neighbor to carpool, and 12 percent said they "slugged", casually carpooled, or carpooled with different people each day. Five percent of carpoolers formed their carpool through their employer, one percent were linked through a regional or local public agency, and one percent said they used a pooled form of ride-hail, such as UberX Share or a similar pooled ride-hailing service. While ride-hail services are not typically considered carpools in the traditional sense, these pooled options are comparable to casual carpooling because passengers share rides with other passengers on a one-time basis.

There have been moderate shifts in carpool formation assistance methods since 2022—the share of carpoolers riding with family members dropped from 76 percent to 68 percent but is still above the 2019 share of 56 percent. Slugging and casual carpooling increased from four percent in 2022 to twelve percent in 2025, reflecting rising comfort levels post-pandemic.

ACCESS MODE TO NON-DRIVE ALONE MODE MEETING POINTS AND FROM DROP-OFF TO WORKSITE DESTINATION

Table 11 presents how carpoolers, vanpoolers, and transit riders travel to where they met their rideshare partners or where they start their transit trip. The table also shows how transit riders get to their work location after alighting transit.

Access to Non-Drive Alone Mode Meeting Points

As shown in **Table 11**, 28 percent of commuters drive alone to access a non-drive alone mode while the other 72 percent use a non-drive alone mode to access another non-drive alone mode. The vast majority of those who access their non-drive alone mode by driving alone do so through a central location such as a park & ride lot or a bus/train station. The most commonly used non-drive alone access mode is walking (41 percent) followed by transit (14 percent). Seven percent are picked up at home by the carpool or vanpool driver and six percent are dropped off by another driver.

Destination Mode from Transit Drop Off Location to Workplace Destination

The third column of **Table 11** displays the modes transit riders use to get from their transit "drop off" point to their work location. Nearly all (95 percent) walk from the drop-off point to their work location. Two percent use a form of micromobility (Capital Bikeshare, scooter, personal bike or dockless bike), one percent use a ride-hail service, and two percent use another mode.

Table 11: Means of Getting from Home to Non-Drive Alone Mode Meeting Place and from Transit "Drop Off" Location to Worksite (2025)

ACCESS/DESTINATION MODE	ACCESS MODE PERCENTAGE n = 2,076	DESTINATION MODE PERCENTAGE n = 1,811
Access Mode (Drive Alone)	**28%**	
Drive alone to a central location (e.g., park & ride)	27%	
Drive alone to driver's/passenger's home	1%	
Access Mode (Non-Drive Alone)	**72%**	
Walk	41%	
Transit	14%	
Picked up at home by carpool/vanpool driver	7%	
Dropped off/rode in another carpool/vanpool	6%	
Bicycle or scooter	2%	

ACCESS/DESTINATION MODE	ACCESS MODE PERCENTAGE n = 2,076	DESTINATION MODE PERCENTAGE n = 1,811
Drive the carpool/van pool and pick up riders	2%	
Destination Mode (Transit Riders Only)		**100%**
Walk		95%
Ride-hail/Taxi		1%
Capital Bikeshare		1%
Scooter/e-scooter		1%
Personal bike		0.4%
Dockless bike		0.1%
Other		2%

DISTANCE TO NON-DRIVE ALONE MODE MEETING POINT

Most access trips to non-drive alone mode meeting points are short (**Table 12**). Eight in ten commuters travel less than five miles to their meeting points. About 14 percent travel between five and 10 miles and only six percent travel more than 10 miles.

Table 12: Distance from Home to Non-Drive Alone Mode Meeting Point (2025)

DISTANCE	PERCENTAGE OF COMMUTERS TRAVELING TO NON-DRIVE ALONE MODE MEETING POINT n = 1,796
Less than 5 miles	80%
5 to 10 miles	14%
10 to 20 miles	4%
20 to 30 miles	1%
30 to 40 miles	0.4%
More than 40 miles	0.1%

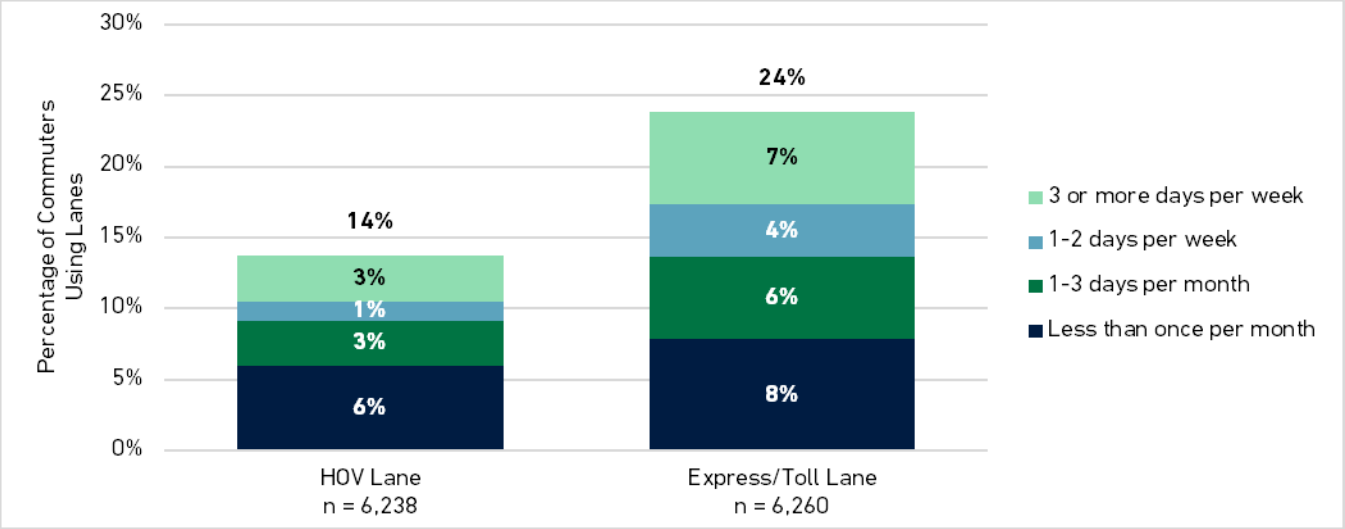
HOV/Toll/Express Lane and Park & Ride Usage

HOV AND TOLL/EXPRESS LANES

The Washington metropolitan region features both high-occupancy vehicle (HOV) lanes and toll/express lanes. HOV lanes are reserved for vehicles with two or more occupants, including private vehicles, carpools, vanpools, and buses. In contrast, toll/express lanes are open to all vehicles regardless of occupancy but require a toll. Some toll/express lanes in Virginia include a high-occupancy component, allowing buses and vehicles with three or more occupants to use them for free.

Figure 13 shows that commuters use express/toll lanes more than HOV lanes—24 percent to 14 percent. Seven percent of commuters use HOV lanes at least once per month while 17 percent use express/toll lanes at least once per month. Seven percent of commuters use express/toll lanes three or more days per week, compared to just three percent for HOV lanes. Additionally, residents of the Outer Ring are the most likely to use both express/toll and HOV lanes while residents of the Core are the least likely to use either.

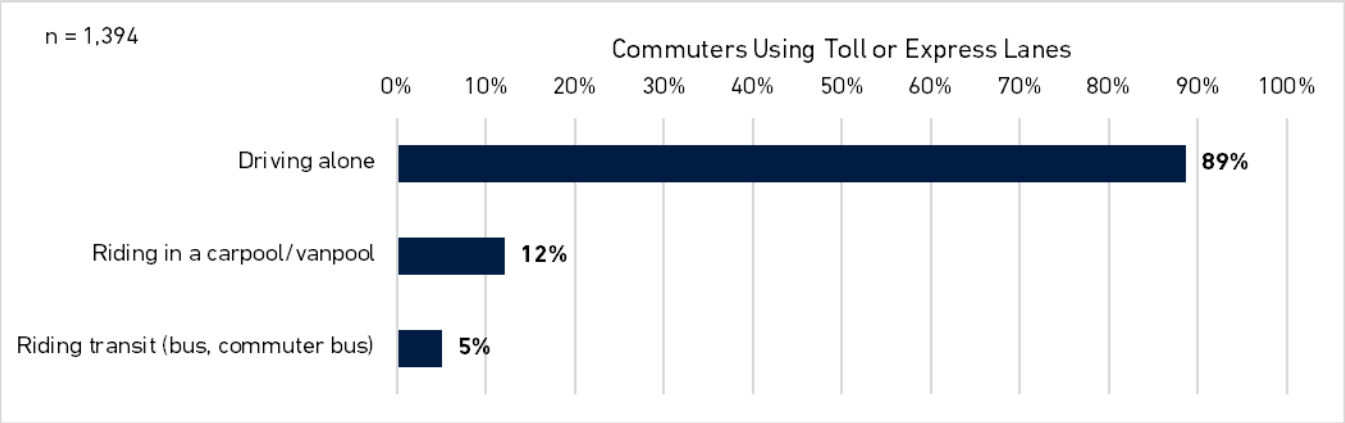
Figure 13: Frequency of HOV and Toll/Express Lane Use* (2025)



*Multiple responses accepted

Nearly nine out of ten commuters using toll or express lanes drive alone, as shown in **Figure 14**, highlighting the predominance of single-occupancy vehicle use even a toll is required to access the express lanes. In contrast, 17 percent of commuters access these lanes through carpooling or transit, indicating that a smaller portion of users take advantage of shared modes of travel and the financial benefits of doing so. Multiple responses were accepted for this question, and some commuters may utilize a mix of these modes on different express/toll lane trips..

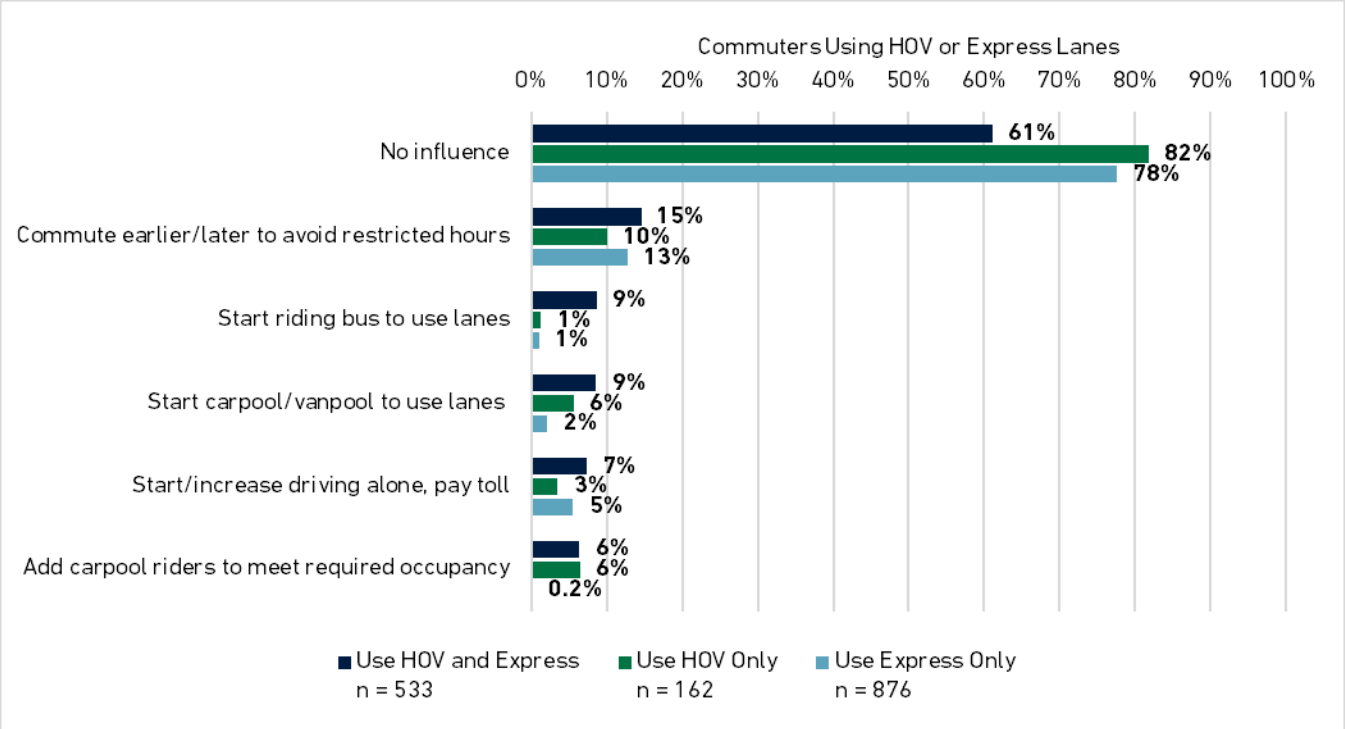
Figure 14: Modes Taken When Using Toll/Express Lanes* (2025)



*Multiple responses accepted

Figure 15 depicts how the availability of HOV or toll/express lanes influence commuters' travel behavior. Most commuters who use HOV or toll/express lanes said that the availability of such lanes did not influence their commute. However, some have adjusted their commute times to avoid restricted hours—15 percent of HOV and express lane users, 10 percent of HOV-only users, and 13 percent of express lane-only users. Nine percent of HOV and toll/express lane users started carpool or vanpool to use the lanes, and nine percent shifted to riding the bus to use the lanes.

Figure 15: Commute Changes Made as a Result of HOV or Toll/Express Lane Availability* (2025)



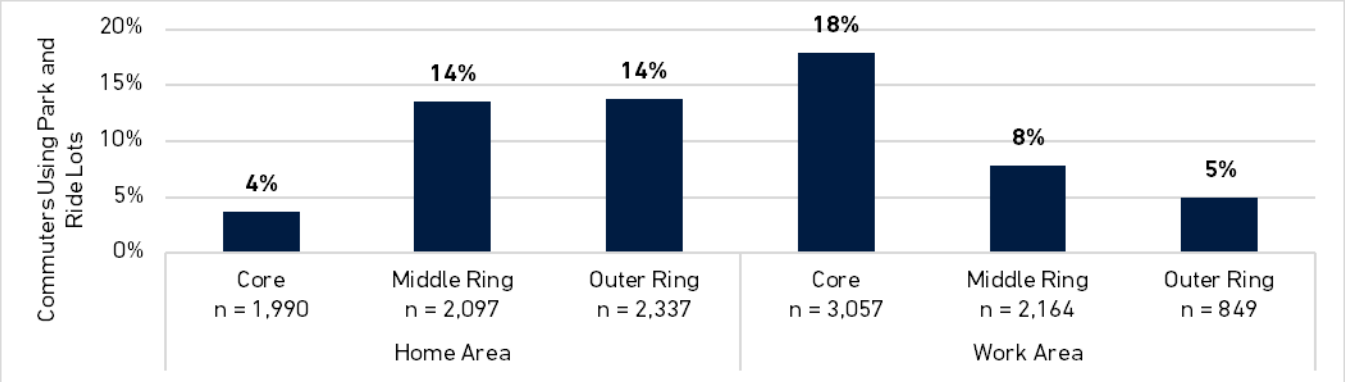
*Multiple responses accepted

PARK & RIDE LOTS

A large network of park & ride lots is available in the region, providing convenient locations for commuters who want to rideshare to meet their rideshare partners or those who want to park and connect with transit options. Many lots are located along congested commuting routes and/or routes with HOV/express/toll lane access, to further encourage non-drive alone mode use. All respondents who commute to work outside the home were asked about their use of park & ride facilities.

As shown in **Figure 16**, commuters living in the Core area use park & ride lots at a much lower rate than Middle and Outer Ring residents—only four percent of Core area residents compared to 14 percent of Middle Ring and 14 percent of Outer Ring residents. For work locations, the pattern was reversed, with 18 percent of commuters working in the Core area using park & ride lots, compared with just eight percent of Middle Ring workers and five percent of Outer Ring workers.

Figure 16: Use of Park and Ride Lots by Home and Work Location (2025)



Primary Mode by Population Sub-Groups

This section examines primary mode by home and work location, demographic characteristics, household characteristics, and employment characteristics. Any of these characteristics, and indeed many other factors, might be related to or influence commuters' mode choice and relationships observed in each individual case should viewed as mode associations, rather than independent or causal relationships.

PRIMARY MODE BY RESIDENCE AND EMPLOYMENT LOCATION

Tables in this section show the share of commuters in the sub-group who primarily telework (or primarily have compressed days off during weekdays), and then separately, the primary mode distribution totaling 100 percent with primary telework/CWS excluded. This provides a clearer comparison between 2025, 2022 (mid-pandemic), and 2019 (pre-pandemic) modal distributions for commute trips taken.

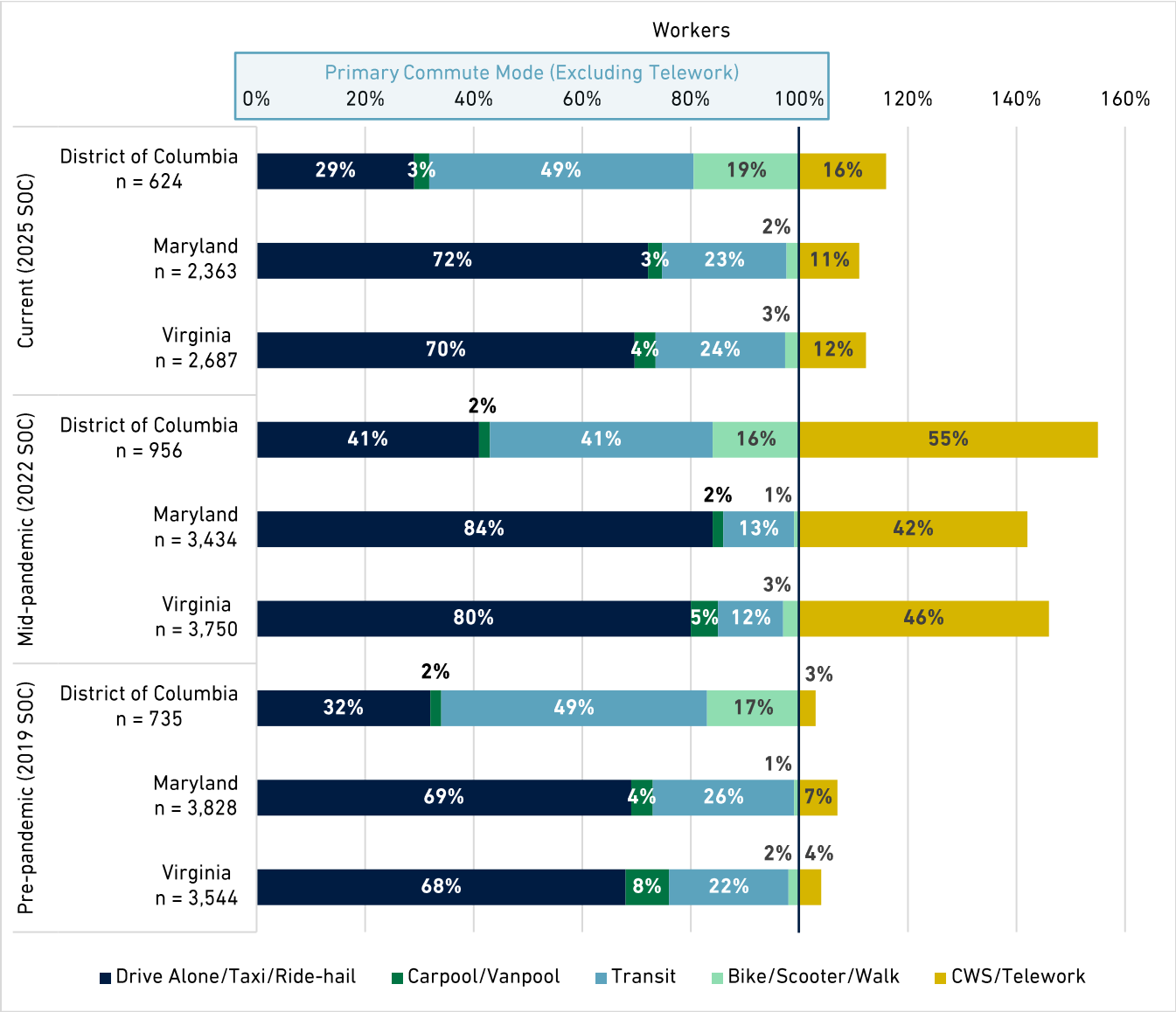
Primary Mode by State or District of Residence

Figure 17 shows primary mode by state or district of residence between 2019-2025. In 2022, telework was the primary mode for 55 percent of District of Columbia residents, 46 percent of Virginia residents, and 42 percent of Maryland residents. However, in 2025, telework is the primary mode for only 16 percent of District residents (a 39 percentage point drop), 11 percent of Maryland residents (a 31 percentage point drop), and 12 percent of Virginia residents (a 34 percentage point drop). This is still a significant increase from pre-pandemic levels, when telework was the primary mode for just three to seven percent of the region's workers.

In 2025, among those who do commute, driving alone is the most common commute mode for residents of Maryland and Virginia (72 percent and 70 percent, respectively), but not for residents of the District of Columbia, where only 29 percent drive alone as their primary mode. In 2025, 49 percent of District residents commute using transit and 19 percent by bicycle, scooter, or walking. Comparatively, only 23 percent of Maryland residents and 24 percent of Virginia residents primarily commute using transit, and only two percent of Maryland residents and three percent of Virginia residents bike, scoot, or walk. District residents also have shorter commutes than Maryland and Virginia residents, which helps explain the District's larger share of commuters who travel by bicycle, on foot, or by scooter. Virginia residents are more likely to use carpool/vanpool than Maryland and District residents across all three survey years, likely related to their greater access to express/toll lanes and HOV lanes.

Overall, mode split by residential location excluding telework has generally returned to pre-pandemic conditions, with some small differences. In Maryland, a lower share of commuters use transit and carpool/vanpool in 2025 than they did in 2019 while the share of driving alone/taxi/ride-hailing is higher. In Maryland and Virginia, there are higher shares of commuters driving alone/taxi/ride-hailing in 2025 than in 2019. It is important to note, however, that while the mode split for commuting workers is similar between 2019 and 2025, the base of workers commuting is lower in 2025 than it was in 2019 due to the large increase in telework.

Figure 17: Primary Mode by Residence State or District* (2019-2025)



*This chart goes beyond 100%. The chart shows the breakdown of primary commute mode excluding telework until 100% of all non-teleworking workers for each state/district in each year. Beyond 100%, it shows the percentage of workers whose primary commute mode is telework.

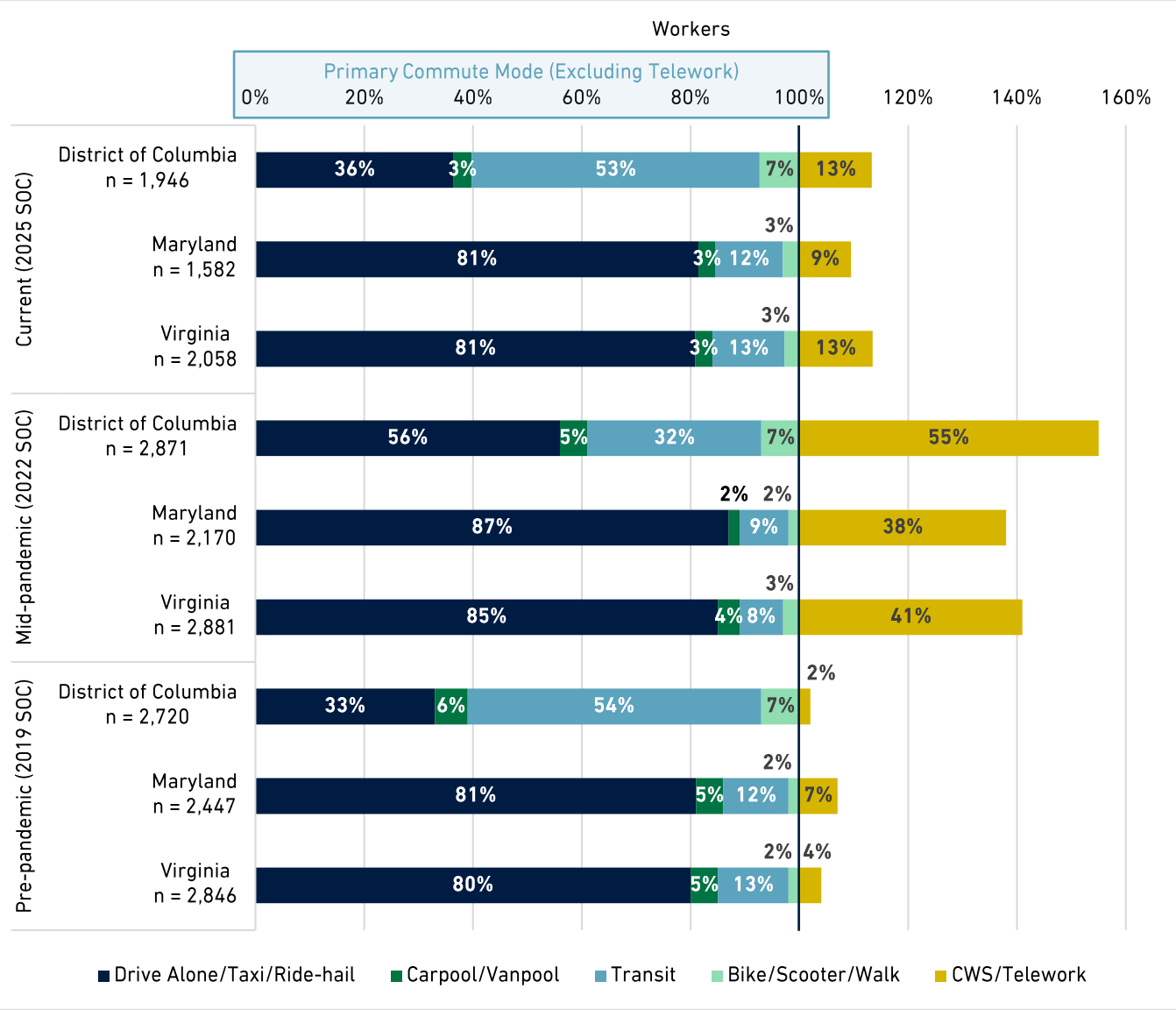
Primary Mode by Employment State or District

Figure 18 displays primary mode by workplace location between 2019-2025. Teleworking has dropped significantly since 2022—it is now the primary mode of just 13 percent of District workers (a 42 percentage point drop), 13 percent of Virginia workers (a 28 percentage point drop), and only nine percent of Maryland workers (a 29 percentage point drop). In 2025, transit is the primary commute mode of 53 percent of District workers (excluding telework), compared with 12 percent of Maryland workers and 13 percent of Virginia workers. Similar trends were observed in the 2019 and 2022 data, highlighting the extent to which transit service is generally more convenient for commute trips ending in the District than in Maryland or Virginia.

Overall, mode split by workplace location excluding telework has generally returned to pre-pandemic conditions. Across the District, Maryland, and Virginia, carpooling and vanpooling as a primary commute

mode was nearly halved in 2025 compared to pre-pandemic while telework has grown substantially. It is important to note, however, that while the mode split for commuting workers is similar between 2019 and 2025, the base of workers commuting is lower in 2025 than it was in 2019 due to the large increase in telework.

Figure 18: Primary Mode by Employment State or District* (2019-2025)



*This chart goes beyond 100%. The chart shows the breakdown of primary commute mode excluding telework until 100% of all non-teleworking workers for each state/district in each year. Beyond 100%, it shows the percentage of workers whose primary commute mode is telework.
Primary Mode by Geographic Sub-Area

Mode splits aggregated by state or district can mask large variation in the built environment, as Maryland and Virginia both contain areas of high urban density, medium-density suburbs, and low-density exurbs. **Table 13** displays primary mode as a function of geographic sub-area of residence, including the overall percentage of commuters teleworking/having a CWS day off as their primary mode and then separately, the distribution of all other travel modes excluding telework/CWS. Primary use of telework is slightly higher among commuters living in the Core (25 percent of all commuters) than either the Middle Ring (21

percent) or Outer Ring (21 percent). Excluding telework, transit is the most common mode used among Core area residents (46 percent of non-telework commuters), while driving alone is the most common among Middle and Outer Ring residents (69 and 81 percent respectively). Only 37 percent of Core area residents drive alone or use taxi or ride-hail services as a primary mode. Walking, bicycle, and scooter use is also significantly higher for Core area residents (14 percent) compared to two percent of both Middle and Outer Ring residents.

Table 13: Primary Mode by Residence Sub-Area (2025)

RESIDENCE SUB-AREA	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Core residents n = 1,693	25%	37%	2%	46%	14%
Middle Ring residents n = 1,864	21%	69%	3%	25%	2%
Outer Ring residents n = 2,117	21%	81%	4%	13%	2%

Table 14 displays primary mode as a function of geographic sub-area of workplace location, including the overall percentage of commuters teleworking/having a CWS day off as their primary mode and then separately, the distribution of all other travel modes excluding telework/CWS. Outer Ring workers have the highest share in the region of primary telework (26 percent), which is a significant difference from the rate of primary telework among Core workers (20 percent). Additionally, there is a significant difference between Core workers and Middle Ring workers (23 percent). With telework excluded, the mode split by employment sub-area is comparable to that for the residential sub-area. About four in ten commuters who work in the Core area drive alone, a dramatically lower rate than for the Middle Ring (83 percent) and Outer Ring (91 percent). Transit use is significantly higher in the Core (49 percent) compared to Middle Ring (11 percent) and Outer Ring (two percent) workers.

Table 14: Primary Mode by Employment Sub-Area (2025)

EMPLOYMENT SUB-AREA	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Core workers n = 2,666	20%	41%	4%	49%	7%
Middle Ring workers n = 1,914	23%	83%	3%	11%	3%
Outer Ring workers n = 791	26%	91%	2%	3%	3%

Commute patterns were also examined by origin–destination pairs between or within sub-areas, as shown in **Table 15**. Telework was most prevalent for trips contained within the same ring (with the exception of Core to Middle Ring commuters). Specifically, 25 percent of Core to Core commuters, 24 percent of Middle Ring to Middle Ring commuters, and 29 percent of Outer Ring to Outer Ring commuters reported teleworking. Transit use is highest for commutes ending in the Core, particularly for Core to Core (50 percent) and Middle Ring to Core (49 percent) trips. In contrast, driving alone dominates trips contained within or between the Middle Ring and Outer Ring, accounting for 81 to 97 percent of such trips. Walk, bike, and scooter trips are most common in the Core compared to the Middle or Outer Ring,

accounting for 17 percent of Core to Core commutes. Carpool and vanpool usage is generally low across all commutes; however, seven percent of Outer Ring to Core commuters make these trips.

Table 15: Primary Mode by Spatial Commute Type (2025)

SPATIAL COMMUTE TYPE	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Core to Core n = 1,364	25%	30%	3%	50%	17%
Core to Middle Ring n = 269	26%	66%	2%	30%	2%
Core to Outer Ring n = 27	2%	77%	-	23%	-
Middle Ring to Core n = 711	17%	47%	3%	49%	1%
Middle Ring to Middle Ring n = 989	24%	81%	3%	12%	4%
Middle Ring to Outer Ring n = 60	9%	97%	2%	-	1%
Outer Ring to Core n = 591	17%	50%	7%	43%	-
Outer Ring to Middle Ring n = 656	15%	94%	4%	3%	0%
Outer Ring to Outer Ring n = 704	29%	91%	2%	3%	4%

PRIMARY MODE BY DEMOGRAPHIC CHARACTERISTICS

Analysis of survey data also showed differences in primary mode among demographic groups. **Table 16** through **Table 18** present distributions of primary mode by respondent age, gender, and race/ethnicity, for 2025 as well as mid-pandemic (2022) and pre-pandemic (2019) conditions. As was presented for primary mode by home and work areas, these tables show the share of commuters in the sub-group who primarily teleworked, and then separately, the primary mode distribution totaling 100 percent with primary telework excluded.

Age

Table 16 shows primary mode usage between 2019-2025 by age group. In 2025, telework is more common among younger commuters compared to older commuters. Twenty-five percent of workers under age 35 telework as their primary mode, with decreasing rates for older age groups—23 percent for ages 35–44, 21 percent for ages 45–54, and 18 percent for age 55 and older**.** Similarly, in 2025 transit is more common among younger commuters compared to older commuters—32 percent of those under 35 rely on transit as their primary mode of travel, compared to 23 to 24 percent in older age groups. Younger commuters ae less likely to drive alone than commuters in older age groups; however, driving alone is the most common commute mode across all age groups. There were more dramatic shifts among age groups for teleworking as a primary mode over the years, compared to other modes. In 2019, fewer than seven percent of commuters in any age group teleworked, with little variation between the groups, but now, in 2025, younger workers are noticeably more likely to telework/CWS as their primary mode.

Table 16: Primary Mode by Age (2019-2025)

AGE	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Current (2025 SOC)					
Under 35 years n = 1,161	25%	60%	2%	32%	7%
35-44 years n = 1,204	23%	69%	3%	23%	4%
45-54 years n = 1,210	21%	69%	4%	24%	3%
55+ years n = 1,849	18%	70%	3%	23%	4%
Mid-pandemic (2022 SOC)					
Under 35 years n = 1,788	44%	74%	3%	19%	4%
35-44 years n = 1,843	51%	78%	4%	14%	4%
45-54 years n = 1,782	48%	79%	4%	15%	2%
55+ years n = 2,409	39%	81%	3%	13%	3%
Pre-pandemic (2019 SOC)					
Under 35 years n = 1,725	4%	59%	5%	31%	5%
35-44 years n = 1,795	6%	64%	5%	28%	3%
45-54 years n = 1,998	5%	67%	5%	25%	3%
55+ years n = 2,297	5%	68%	5%	25%	2%

Gender

Table 17 provides a breakdown of primary commute mode by gender. Differences between male and female commuters are generally minimal. In 2025, female commuters are teleworking at a higher rate than male commuters (24 percent and 20 percent, respectively). In 2019 and 2022, slightly higher rates of female commuters used transit compared to male commuters (28 percent and 26 percent, respectively in 2019; 17 percent and 14 percent, respectively in 2022)—however, in 2025, rates for transit use among male and female commuters are equal.

Table 17: Primary Mode by Gender (2019-2025)

GENDER	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Current (2025 SOC)					
Female n = 2,543	24%	67%	3%	26%	4%

GENDER	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Male n = 2,652	20%	66%	3%	26%	5%
Other n = 35	42%	58%	2%	36%	4%
Mid-pandemic (2022 SOC)					
Female n = 3,670	46%	76%	4%	17%	3%
Male n = 3,809	45%	79%	3%	14%	4%
Other (not reported)	-	-	-	-	-
Pre-pandemic (2019 SOC)					
Female n = 3,806	5%	64%	5%	28%	3%
Male n = 3,859	5%	64%	6%	26%	4%
Other (not reported)	-	-	-	-	-

Race/Ethnicity

Table 18 shows primary commute mode by race/ethnicity. Drive alone rates in 2025 are higher among Hispanic, non-Hispanic Black, and other/mixed commuters (between 69 and 70 percent) and are lower among Asian/Pacific Islander (62 percent) and non-Hispanic white commuters (64 percent). Transit usage is highest among Asian/Pacific Islander respondents (29 percent) and non-Hispanic Black commuters (28 percent). Biking, walking, and scooter commuting is highest among non-Hispanic white respondents (eight percent) and Asian/Pacific Islander respondents (six percent).

Between 2019-2025 transit had varied levels of use by commuters of different races/ethnicities. In 2019, non-Hispanic Black commuters had the highest rate of transit use (31 percent), followed by Asian/Pacific Islander and Hispanic commuters (both at 27 percent). Similar trends appeared during the pandemic in 2022, although overall transit use decreased for each group. However, in 2025, Asian/Pacific Islander commuters have the highest rates of transit use (29 percent) and Hispanic commuters have the lowest (24 percent).

Table 18: Primary Mode by Race/Ethnicity (2019-2025)

RACE/ETHNICITY	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Current (2025 SOC)					
Hispanic n = 458	18%	70%	3%	24%	3%
Non-Hispanic Black n = 848	22%	69%	2%	28%	1%
Non-Hispanic White n = 3,085	24%	64%	3%	25%	8%
Asian/Pacific Islander n = 412	25%	62%	4%	29%	6%

RACE/ETHNICITY	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Other/Mixed n = 165	24%	69%	3%	26%	1%
Mid-pandemic (2022 SOC)					
Hispanic n = 486	37%	75%	8%	15%	2%
Non-Hispanic Black n = 1,220	39%	78%	2%	19%	1%
Non-Hispanic White n = 4,577	48%	78%	3%	13%	6%
Asian/Pacific Islander n = 656	60%	79%	2%	14%	5%
Other/Mixed (not reported)	-	-	-	-	-
Pre-pandemic (2019 SOC)					
Hispanic n = 502	5%	66%	4%	27%	3%
Non-Hispanic Black n = 1,351	4%	63%	5%	31%	1%
Non-Hispanic White n = 5,466	5%	64%	5%	25%	6%
Asian/Pacific Islander n = 586	5%	63%	8%	27%	2%
Other/Mixed (not reported)	-	-	-	-	-

PRIMARY MODE BY HOUSEHOLD CHARACTERISTICS

Income

Commute patterns also vary significantly by household income, as shown in **Table 19**. Telework is much less common among commuters in households earning under $100,000—only nine percent of commuters with household incomes less than $60,000 and 18 percent of commuters in households earning between $60,000 and $99,999 telework as their primary commute mode in 2025. In contrast, at least a quarter of commuters in households earning over $140,000 reported teleworking as their primary commute mode. Aside from telework, the distribution of other commute modes is generally similar across income groups, except for commuters from households earning between $60,000 and $99,999 who reported slightly higher levels of drive alone/taxi/ride-hail usage and lower levels of transit, compared to other income groups.

Following the pandemic (between 2022 and 2025), telework as the primary commute mode nearly halved across all income groups. The steepest decline occurred among commuters from households earning $180,000 or more, whose telework share dropped from 61 to 29 percent. Commuters from households earning $100,000 to $139,000 also saw a substantial decrease, from 48 to 21 percent. There was also a recovery in transit ridership, and a decline in driving alone, which nonetheless remains the most popular commute mode.

Table 19: Primary Mode by Income (2019-2025)

HOUSEHOLD INCOME	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/TAXI/ RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Current (2025 SOC)					
Less than $60,000 n = 551	9%	65%	3%	28%	5%
$60,000 – 99,999 n = 796	18%	74%	2%	21%	4%
$100,000 – 139,999 n = 934	21%	67%	2%	26%	5%
$140,000 – 179,999 n = 716	25%	63%	2%	29%	6%
$180,000 or more n = 1,698	29%	62%	5%	28%	5%
Mid-pandemic (2022 SOC)					
Less than $60,000 n = 610	18%	74%	4%	19%	3%
$60,000 – 99,999 n = 1,226	40%	80%	1%	16%	3%
$100,000 – 139,999 n = 1,162	48%	78%	4%	14%	4%
$140,000 – 179,999 n = 1,043	51%	74%	4%	18%	4%
$180,000 or more n = 1,999	61%	77%	5%	12%	6%
Pre-pandemic (2019 SOC)					
Less than $60,000 n = 633	2%	65%	3%	28%	4%
$60,000 – 99,999 n = 1,234	3%	66%	4%	26%	4%
$100,000 – 139,999 n = 1,267	5%	61%	6%	29%	4%
$140,000 – 179,999 n = 1,103	4%	62%	5%	29%	4%
$180,000 or more n = 1,537	8%	63%	8%	24%	5%

Vehicles Per Household

Table 20 shows primary commute modes by vehicles per household. Over one-third of commuters from households with 0.1 to 0.5 vehicles and over two-thirds of commuters from households with zero cares use transit in 2025. Additionally, biking, scooter and walking commutes account for 21 percent of the primary commute mode for commuters from households with zero vehicles, compared with two to six percent for other commuters.

The COVID-19 pandemic also highlighted the reliance on transit service for commuters from households with limited vehicle availability. Transit usage declined far more drastically among commuters with 0.6 vehicles or more per household in 2022—their rates of transit as a primary mode were reduced by at least half compared to 2019. In contrast, commuters from households with 0.1 to 0.5 vehicles decreased their

share of transit as primary mode by only about one third, and commuters from households with zero cars only decreased their share of transit as primary mode by about eight percent. These results underscore the importance of access to transit, safe infrastructure for commuting via bike/scooter/walking, and affordable housing near activity centers to support workers from zero-car households.

Table 20: Primary Mode by Number of Vehicles Per Adult in the Household (2019-2025)

VEHICLES PER HOUSEHOLD	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/SCOOTER/ WALK
Current (2025 SOC)					
0 vehicles n = 350	23%	10%	0%	69%	21%
0.1 to 0.5 vehicles n = 755	25%	53%	4%	37%	6%
0.6 to 0.9 vehicles n = 275	20%	77%	6%	15%	2%
1 vehicle or more n = 2,934	23%	76%	3%	18%	3%
Mid-pandemic (2022 SOC)					
0 vehicles n = 535	52%	13%	4%	66%	17%
0.1 to 0.5 vehicles n = 1,406	52%	63%	6%	24%	7%
0.6 to 0.9 vehicles n = 454	43%	81%	7%	10%	2%
1 vehicle or more n = 5,421	45%	88%	3%	8%	1%
Pre-pandemic (2019 SOC)					
0 vehicles n = 393	3%	8%	1%	74%	17%
0.1 to 0.5 vehicles n = 1,021	5%	56%	7%	34%	3%
0.6 to 0.9 vehicles n = 431	3%	53%	9%	34%	4%
1 vehicle or more n = 5,982	4%	73%	5%	20%	2%

PRIMARY MODE BY EMPLOYMENT CHARACTERISTICS

Type of Employer

Table 21 shows that variations in primary mode across employer types in 2025 may be driven by return-to-office mandates affecting federal and state government employees, along with broader industry trends in the private and non-profit sectors. Transit use is especially high for federal employees (42 percent) compared to 11-31 percent for other sectors), likely due to the concentration of federal offices in the Core area and supported by the high prevalence of transit benefits being offered to federal employees. Driving alone or using taxi/ride-hail services is especially high for state or local government employees (74-83 percent for these groups, compared to 51-57 for other groups), likely due to the dispersed location of state/local government offices in the Middle and Outer Rings. Employees in the non-profit sector use biking, scootering, and walking more than employees in other sectors (eight percent compared to three to four percent in other sectors). Telework is least likely to be used among government workers, with only

10 percent of federal and 13 percent of state/local government workers teleworking as a primary mode compared to 27 percent of private sector workers and 34 percent of non-profit workers.

Table 21: Primary Mode by Employer Type (Excluding Telework) (2025)

EMPLOYER TYPE	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/ SCOOTER/WALK
Federal agency n = 1,660	10%	51%	4%	41%	4%
State or local government agency n = 744	13%	83%	3%	11%	3%
Non-profit organization/association n = 745	34%	57%	4%	31%	8%
Private sector employer n = 2,110	27%	74%	3%	19%	4%

Employer Size

Table 22 shows that as employer size increases, employees are more likely to use transit as their primary commute mode, while driving alone and ride-hail use declines. Among workers at small employers (1–25 employees), 74 percent drive alone or use taxi/ride-hail services, compared with just 18 percent who use transit. In contrast, at large employers with 1,000 or more employees, driving alone, taxi, and ride-hail account for just 56 percent of commutes, while transit use is 35 percent. This pattern likely reflects the concentration of large employers, particularly the federal government, in the core of the Washington, D.C. region.

Table 22: Primary Mode by Employer Size (Excluding Telework) (2025)

EMPLOYER SIZE	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/ SCOOTER/WALK
1-25 employees n = 1,049	17%	74%	3%	18%	5%
26-100 employees n = 1,054	19%	72%	3%	21%	4%
101-250 employees n = 729	17%	70%	3%	23%	4%
251-999 employees n = 875	15%	62%	2%	30%	5%
1,000+ employees n = 1,529	11%	56%	4%	35%	4%

Occupation

Table 23 shows primary mode by occupation. Drive alone, ride-hail, or taxi use is relatively higher among precision craft and production workers (91 percent) and protective service employees (85 percent) compared to commuters in other occupations. Transit use is relatively higher among workers in sales (32 percent), administrative support (29 percent), and professional occupations (27 percent). Active modes such as biking, walking, or using a scooter were most prevalent among military personnel, likely because many live on base and walk to their duty stations. Teleworking is most common among

executive/manager (29 percent) and technicians (27 percent) while only four percent of workers in protective service jobs telework, and less than one percent of military commuters telework.

Table 23: Primary Mode by Occupation (Excluding Telework) (2025)

OCCUPATION	CWS/TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)			
		DRIVE ALONE/ TAXI/RIDE-HAIL	CARPOOL/ VANPOOL	TRANSIT	BIKE/ SCOOTER/WALK
Executive, manager n = 788	29%	70%	3%	23%	4%
Professional n = 2,773	25%	65%	3%	27%	5%
Technician, related support n = 242	27%	70%	6%	21%	2%
Administrative support n = 229	13%	63%	6%	29%	1%
Military n = 86	0.3%	73%	2%	17%	8%
Protective services n = 131	4%	85%	1%	14%	0.2%
Sales n = 163	15%	61%	1%	32%	6%
Other service n = 224	6%	67%	4%	26%	4%
Precision craft, production n = 64	8%	91%	1%	8%	-

TRANSPORTATION ATTITUDES AND AWARENESS

Transportation attitudes are the underlying reasons behind individuals' commute choices, as well as the various factors that influence these decisions. The following section provides a detailed evaluation of the reasons people select modes of transportation, the reasons they avoid using certain modes, how satisfied they are with their commute, and the ways in which commute considerations factor into changes in residence or work location. Exploring these topics provides a comprehensive understanding of attitudes that shape commuting behavior and the factors that contribute to both the choice and the experience of various transportation modes.

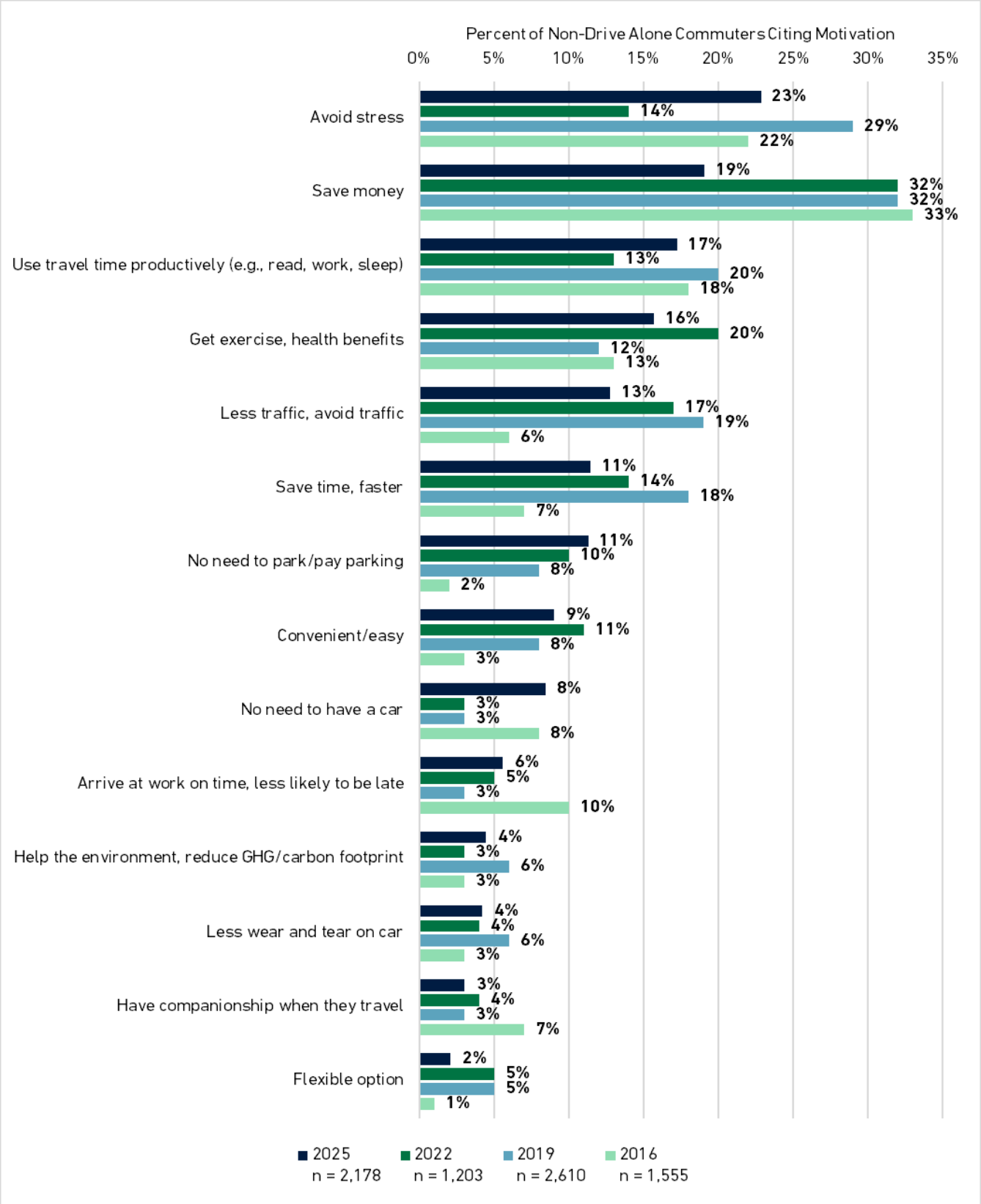
Transportation awareness refers to the general level of knowledge and understanding that the public has regarding the available transportation services and options within the region. This includes the awareness of transportation options when making a choice to change home or work location and commute patterns as a factor in changes of work or residence location.

Reasons for Choice of Mode

PERSONAL BENEFITS OF NON-DRIVE ALONE MODE USE

Commuters who do not drive alone indicated the benefits they personally had received from using their non-drive alone mode—**Figure 19** shows the results for the 2016, 2019, 2022, and 2025 surveys. The 2025 results show that the most prevalent benefits to commuters are avoiding stress, saving money, and using travel time productively. Interestingly, while nearly one third of commuters cited saving money as a benefit in 2016, 2019, and 2022, only 19 percent did in 2025. A smaller share of commuters also cited exercise/health benefits, avoiding traffic, and saving time as benefits in 2025 compared to the previous survey years. Non-drive alone mode benefits that had the largest increases in commuter mentions since 2022 were for the benefits of using travel time productively (cited by four percent more commuters), not needing a car (cited by five percent more commuters), and avoiding stress (cited by nine percent more commuters).

Figure 19: Personal Benefits of Non-Drive Alone Mode Use* (2016-2025)



*Multiple benefits reported based on open-ended responses

Differences in Personal Benefits by Non-Drive Alone Mode

Sixteen to 20 percent of users of all non-drive alone modes cited saving money as a personal benefit of not driving alone. At least ten percent of all non-drive alone mode users also cited saving time, but carpoolers/vanpoolers and those biking or walking noted this benefit at a higher rate than transit riders or teleworkers.

Teleworkers and transit users rated avoiding stress (32 percent and 24 percent, respectively) and using travel time productively (25 percent and 20 percent, respectively) significantly higher than other non-drive alone mode users. Teleworkers and transit users also cited avoiding traffic (11 percent and 16 percent, respectively) and not needing to park or pay for parking (14 and 12 percent, respectively) at higher rates than other non-drive alone mode users. Carpool/vanpool users cited saving time and companionship while traveling (both 19 percent) higher than other non-drive alone mode users. Lastly, 71 percent of those biking or walking cited exercise and health benefits as a personal benefit, compared to 16 percent of teleworkers, eight percent of transit users, and only one percent of carpool/vanpool users.

Differences in Personal Benefits by Commute Distance (Minutes) and by Work Location

Some benefits were more often reported by short-distance or long-distance commuters or by those who work in the Core. For example, commuters who travel 20 minutes or less to work noted that using a non-drive alone mode provides flexibility, is more convenient, and is an opportunity to get exercise. Commuters who travel longer distances are more likely to mention avoiding traffic and stress.

Commuters who work in the Core or Middle Ring areas are more likely to note using travel time productively and avoiding traffic/not having to drive than were Outer Ring workers—these benefits also were likely influenced by modes used and travel time. One location-specific benefit was reduced wear and tear on commuters' cars, a factor that Outer Ring commuters were much more likely to cite as a personal advantage—relatedly, there are lower rates of car ownership in the Core and Middle Ring areas.

REASONS FOR CHANGING MODE

Workers who Started a Non-Drive Alone Mode

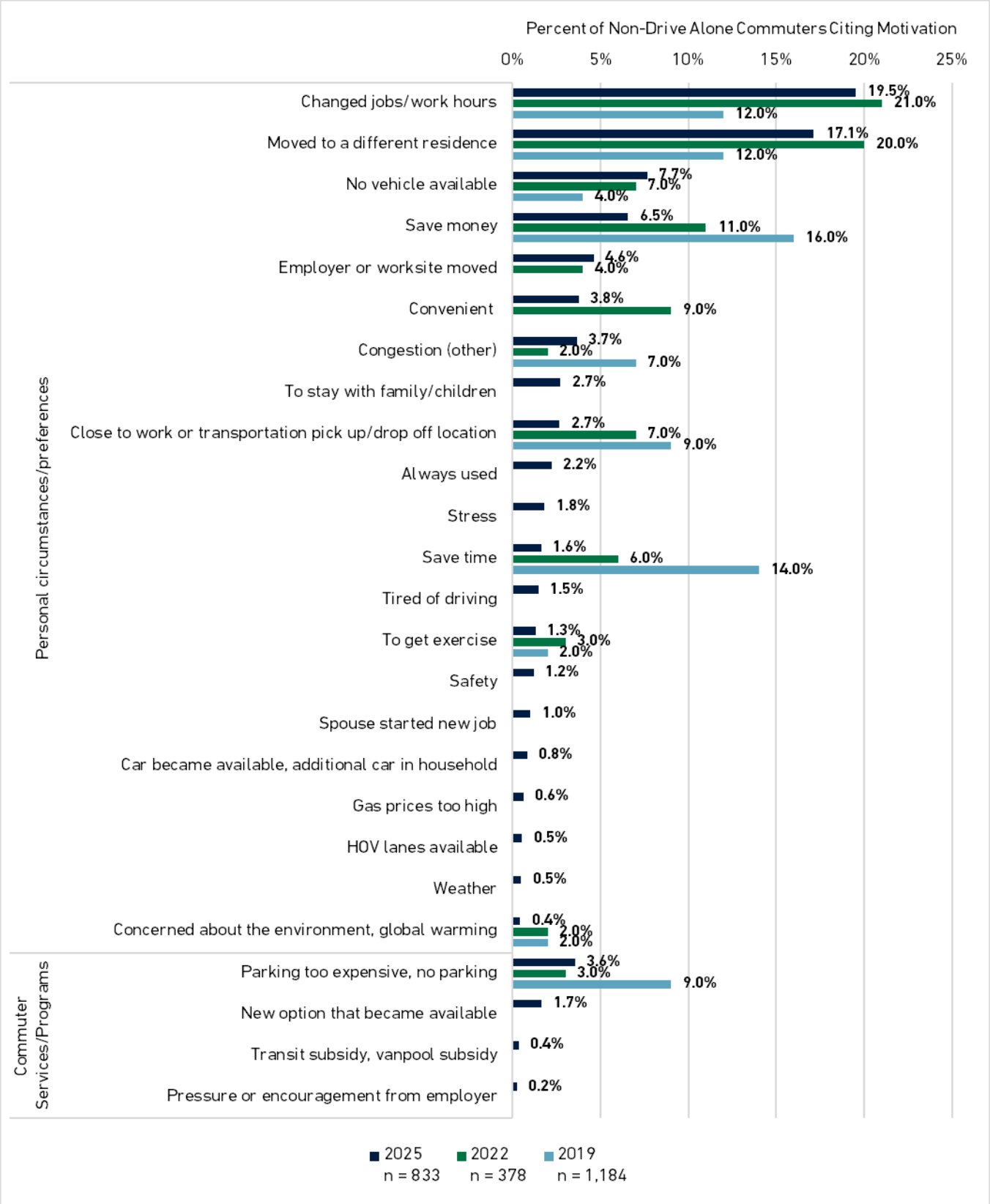
Workers who had been using a non-drive alone mode for three years or less were asked why they began using those modes. The reasons, listed in **Figure 20** (showing results from 2019, 2022, and 2025), are divided into two broad categories:

- Personal benefits/circumstances: personal benefits the worker would expect to receive or personal circumstances or changes experienced by the worker that encourage use of non-drive alone modes.
- Commuter services/programs: either incentives (e.g., new travel options or carpool/vanpool programs) or disincentives (e.g., expensive parking) to encourage use of non-drive alone modes.

Current non-drive alone mode users mainly cited personal circumstances/preference as motivations to start using non-drive alone commute modes. The most common personal benefits cited were changes to jobs/work hours (19.5 percent), moving to a different residence (17.1 percent), no vehicle availability (7.7 percent), and saving money (6.5 percent). In 2019 saving money was the top motivating factor but its importance has decreased over the years (third in 2022, fourth in 2025).

In comparison, commuter service and programs were not a major incentive for starting a non-drive alone commute mode. Expensive parking or lack of parking was cited by only 3.5 percent of commuters, down by 5.5 percent since 2019. Other special programs offered by employers made less than one percent of motivations to switch modes.

Figure 20: Motivations to Start Using Current Non-Drive Alone Mode* (2019-2025)



*Multiple motivations reported based on open-ended responses

REASONS FOR NOT USING A NON-DRIVE ALONE MODE

Reasons for Not Ridesharing

Table 24 provides a breakdown of the reasons commuters choose to not rideshare—whether they are previous rideshare users or never used it.[3] One in three former rideshare users indicated that they no longer rideshare because they do not know anyone to carpool or vanpool with. This could be related to job and schedule changes, which was cited by about 14 percent as a reason to stop ridesharing, or moving (cited by about eight percent). Additionally, 14 percent of former rideshare users still carpool occasionally and prefer to do so, suggesting that their shift away from ridesharing was driven less by preference and more by changes in work locations or schedules.

Respondents who had never rideshared cited a wide variety of reasons. Nearly 17 percent indicated that they did not know anyone to carpool or vanpool with. About 12 percent reported having an irregular work schedule, and another 12 percent said they preferred transit. Additionally, about nine percent noted that there are no carpool or vanpool services near their workplace, and another nine percent indicated that they are simply not interested in carpool services.

Table 24: Reasons to Stop Ridesharing (Former Rideshare) or For Not Ridesharing (Never Rideshare)* (2025)

REASON	FORMER RIDESHARE n = 146	NEVER RIDESHARE n = 5,397
Don't know anyone to carpool/vanpool with	30.9%	16.9%
Work schedule irregular	3.1%	11.8%
Prefer transit	6.4%	11.7%
No carpool/vanpool services available near work	-	8.6%
Not interested	0.4%	8.5%
Short commute/close to home	-	5.5%
Have car, prefer to drive own car	6.4%	4.6%
Prefer to be alone during commute	1.1%	4.0%
Not convenient	-	3.8%
Need flexibility to come and go as I please	-	3.7%
Need car before or after work	-	3.5%
Need my car for work	4.0%	3.3%
Lack of info/don't know how to arrange	-	3.2%
Carpool/vanpool partners are/could be unreliable/late	3.4%	2.3%
Don't have a car/don't like to drive	-	2.1%
Hassle to arrange	1.0%	2.1%
Takes too much time	1.7%	2.0%
Don't like to ride with strangers	-	1.7%
Office/home location not conducive	-	1.6%
Prefer walking	0.8%	1.6%
Not practical	-	1.5%
Prefer biking	0.8%	1.4%
Trip is too long/distance too far	-	1.3%
Too expensive	-	1.3%

[3] **Table 24** only includes responses with shares of at least one percent of either former ridesharers or people who never used rideshare. The full table is available in **Appendix E: Additional Results**.

REASON	FORMER RIDESHARE n = 146	NEVER RIDESHARE n = 5,397
Schedule/timing	3.1%	1.2%
Other	11.4%	0.8%
I still carpool occasionally, prefer to carpool	14.4%	0.5%
Changed job, schedule	13.8%	0.2%
Free parking at work	2.7%	0.0%
Moved	8.1%	0.0%

*Multiple reasons reported based on open-ended responses

Reasons for Not Using Transit

Table 25 summarizes the reasons former transit riders stopped using transit, as well as the reasons for not using transit given by those who had never used it.[4] Nearly 17 percent of former riders indicated that transit is too slow, about 14 percent noted that it is not convenient to or from work, and nearly 13 percent reported that they had changed jobs to locations where transit was unavailable. An additional 11 percent of former riders stated that transit was too expensive, nine percent considered it unreliable, and seven percent indicated that they had moved to a new residence without access to transit. However, a quarter of former transit riders indicated that they still occasionally use transit.

Among those who had never used transit, about 21 percent perceived transit service as too slow, about 16 percent said it was inconvenient for their travel needs, and about 15 percent said bus service was not available (while seven percent reported that train service was unavailable). An additional 13 percent cited distances that were too far, and 10 percent cited irregular work schedules.

Table 25: Reasons to Stop Using Transit (Former Riders) or For Not Using Transit (Never Riders)* (2025)

REASON	FORMER RIDERS n = 573	NEVER RIDERS n = 3,854
Too slow	16.6%	21.3%
Not convenient to home/work	14.4%	16.0%
Bus service not available	-	14.8%
Distance too far	7.0%	12.8%
Irregular work schedule	-	10.6%
Too many transfers	0.7%	9.2%
Train service not available	-	7.2%
Need car for work	5.3%	7.0%
Too expensive	10.7%	6.9%
Have short commute	-	6.2%
Need car before/after work for errands/child pick-up/drop-off	-	5.5%
Prefer/easier to drive	4.8%	5.3%
Transit was unreliable	9.3%	4.8%
Want flexibility to come and go as I please	-	2.7%
No need/not interested	-	2.7%
Not practical/convenient	-	2.3%

[4] **Table 25** only includes responses with shares of at least one percent of either former transit riders or people who never used transit. The full table is available in **Appendix E: Additional Results**.

REASON	FORMER RIDERS n = 573	NEVER RIDERS n = 3,854
Prefer to be alone during commute	0.1%	2.0%
Prefer biking/scootering	-	1.8%
Prefer walking	1.2%	1.7%
Safety concerns (not specific)	3.8%	1.6%
Transit was uncomfortable/stressful	-	1.5%
Parking issues	-	1.4%
Age/disability/health concerns	-	1.3%
Don't know if service available	-	1.1%
Have to wait too long for buses	-	1.0%
Offered parking at work	2.8%	1.0%
Transit was not clean	2.4%	0.8%
Limited schedules	2.1%	0.8%
Need car before/after work for emergencies/overtime	1.2%	0.6%
Other	2.2%	0.3%
Transit was uncomfortable/crowded	2.6%	0.1%
Still use transit occasionally	26.2%	-
Started/moved job where transit not available	12.8%	-
Moved home location where transit not available	7.1%	-
Started biking/e-scootering	5.4%	-
Car became available	4.0%	-
Moved closer to work	3.7%	-
Closed stations for construction	1.9%	-
Unruly passengers	1.7%	-
Telecommuting more	1.3%	-

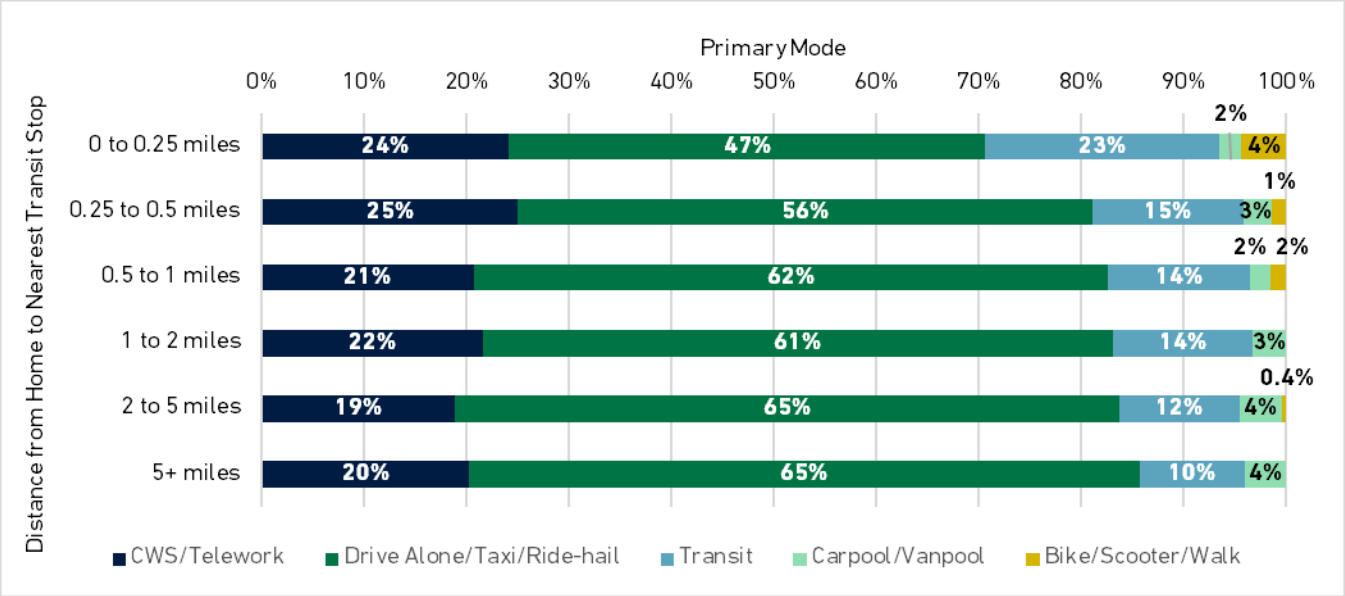
*Multiple reasons reported based on open-ended responses

PRIMARY MODE BY PROXIMITY TO TRANSIT

Figure 21 shows the relationship between commuters' primary mode and how close they live to transit service. Of people who live within a quarter mile of the nearest transit stop, 23 percent use transit and 47 percent drive alone or use taxi/ride-hail. Transit usage decreases the further commuters live from transit, with a large drop of eight percentage points between the commuters closest to transit and those between a quarter mile and a half mile from the nearest stop/station (a quarter mile distance to the nearest transit stop is often used as an indicator for "walkable" transit access). Of people who live more than five miles from the nearest transit stop, 10 percent use transit.

Similarly, commuters living closer to transit were more likely to bike, scooter, or walk as their primary commute mode. Of those living within a quarter mile of transit, four percent used these modes, compared with one to two percent of those living between a quarter mile and one mile, and less than one percent of those living more than a mile from transit.

Figure 21: Primary Mode by Proximity to Transit (2025)

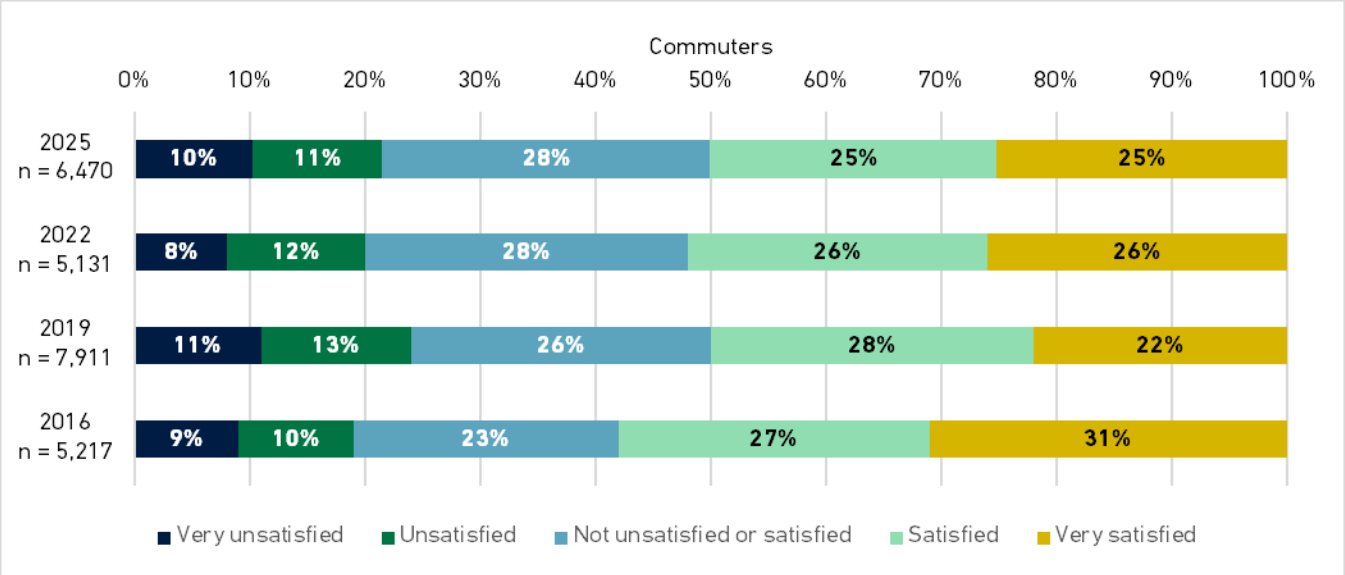


Commute Satisfaction

The 2025 survey included a question that had been asked in several previous SOC surveys about how satisfied commuters are with their trip to work. As with other questions about the current commute experience, respondents who work from home/telework full-time were not asked this question; therefore, this section reflects responses only for those who commute to an outside location at least once per week.

Approximately 50 percent of commuters said they were satisfied or very satisfied with their commute in 2025, down slightly from 2022 when 52 percent said they were satisfied or very satisfied (**Figure 22**). In 2016, 58 percent of commuters indicated they were satisfied or very satisfied with their commute. The most significant change since 2016 has been in the percentage of respondents who report being very satisfied: this figure was 31 percent in 2016, dropped to 22 percent in 2019, and has only increased slightly to 26 percent in 2022 and 25 percent in 2025.

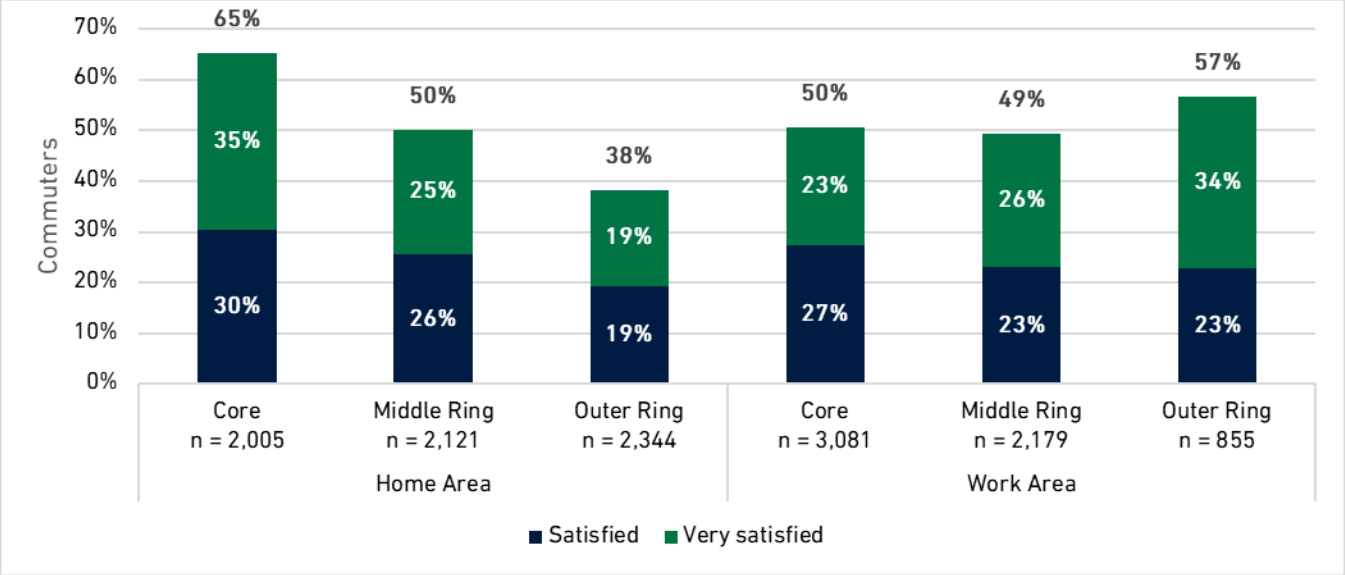
Figure 22: Satisfaction with Commute (2016-2025)



COMMUTE SATISFACTION BY HOME AND WORK LOCATION

Commuters who lived in the Core area were notably more satisfied with their commute than commuters who lived further out in the region, as shown in **Figure 23**. Sixty-five percent of Core area residents said they were satisfied or very satisfied with their commute, compared to 50 percent of Middle Ring residents and 38 percent of Outer Ring residents. Trends are slightly reversed based on workplace location, with about half of commuters who worked in the Core and Middle Ring satisfied or very satisfied with their commute, compared to 57 of commuters who worked in the Outer Ring.

Figure 23: Percent Satisfied with Commute by Home and Work Area (2025)



COMMUTE SATISFACTION BY PRIMARY MODE

Commute satisfaction is strongly linked to mode—**Figure 24** shows satisfaction by mode from 2016 to 2025. Biking, walking, and scootering consistently have the highest commute satisfaction ratings over

time (86 percent in 2025). More than half of rail commuters reported being satisfied with their commute, including 62 percent of Metrorail users and 58 percent of commuter rail users. Satisfaction was lowest among those who commuted by driving alone, taxi, or ride-hailing services, with only 44 percent reporting being satisfied.

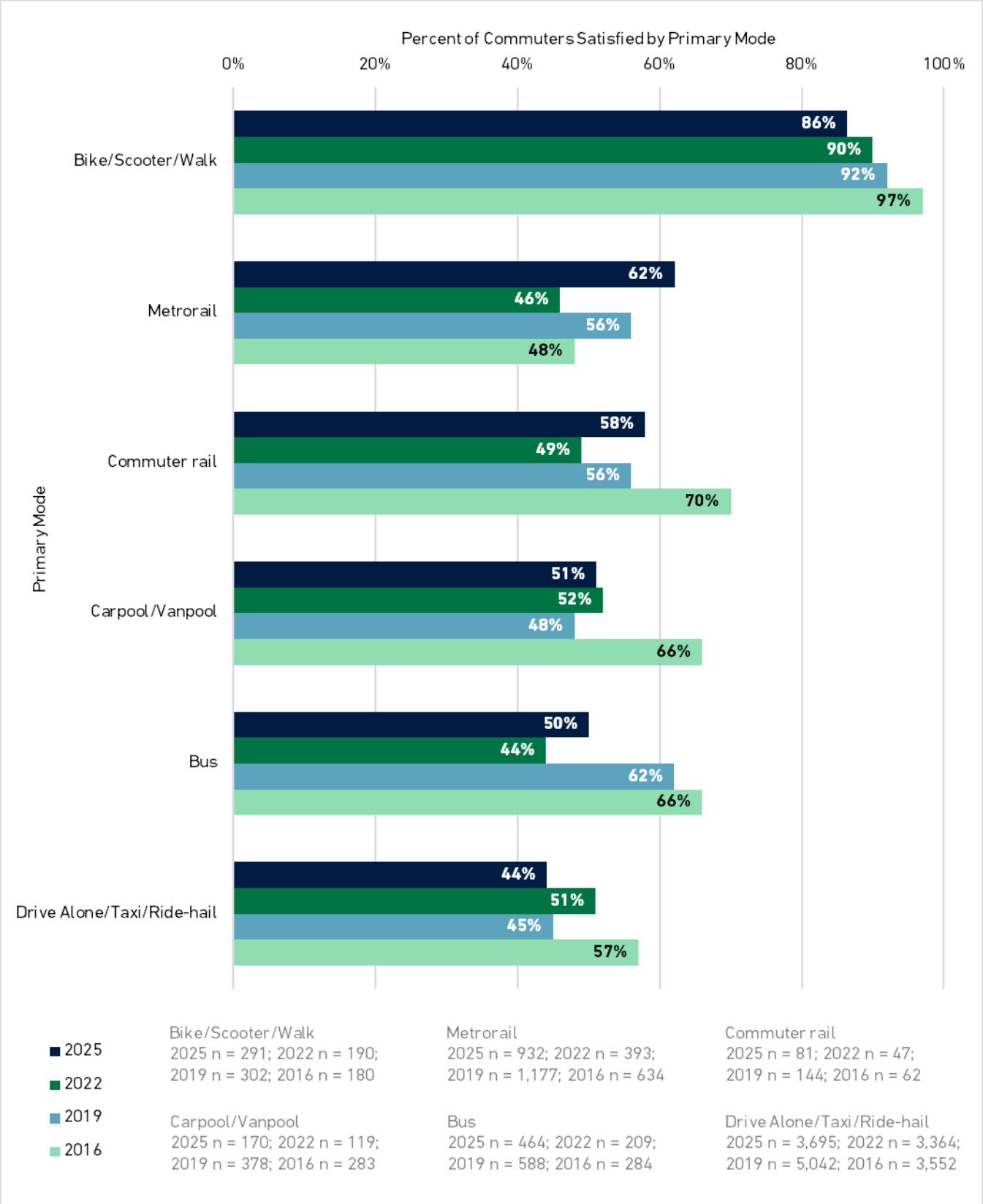
Commute satisfaction among bike/walk/scooter commuters has been high since 2016 with only a slight year-over-year decline since then. However, commute satisfaction has fluctuated more for other mode users over the nine-year period. Carpool/vanpool satisfaction experienced a substantial decline between 2016 and 2019, followed by increases in 2022 and 2025 to 51-52 percent satisfied or very satisfied. Drive alone satisfaction similarly declined from 2016 to 2019, briefly recovered in 2022, but then fell to 44 percent satisfaction in 2025. These mode users, along with bus riders, are most affected by traffic congestion and these changes could reflect longer travel times with more congested travel in 2019, a lessening of congestion in 2022 when remote work was still widespread, and a decline in satisfaction in 2025 as many workplaces instituted return to office plans.

Metrorail satisfaction increased by 16 percentage points from 2022 to 2025.

Satisfaction with transit commuting also varied over the last nine years. Satisfaction among commuter rail users declined steadily between 2016 and 2022 before increasing in 2025. A similar pattern emerged for bus users, with a steady decline between 2016 and 2022 and only a marginal increase in 2025 (50 percent) that still falls substantially below 2016 levels (66 percent). While bus commuter satisfaction has recovered more than the satisfaction of other motor vehicle commuters (drive alone and carpool/vanpool), increasing traffic congestion and lack of transit priority infrastructure may be playing a role. Metrorail saw improved satisfaction in 2019 following the completion of rail improvements, but satisfaction declined again by 2022. The 2022 decrease in satisfaction among transit users is likely related to transit service disruption during the pandemic and riders' concerns with the potential exposure to COVID-19. However, satisfaction improved significantly between 2022 and 2025 across most transit modes. This positive trend was especially evident for Metrorail users, 46 percent of whom were satisfied with their commute in 2022, while 62 percent of whom are satisfied with their commute in 2025. As ridership continues to return to pre-pandemic levels, transit commute satisfaction is also improving. This may be attributable to recent WMATA performance improvements including increased bus and rail on-time performance and increased rail speeds due to the phased reintroduction of Automatic Train Operation (ATO), as well as reduced crime on WMATA's bus and rail systems.[5]

[5] WMATA FY25 Q3 Service Excellence Report. June 26, 2025. https://www.wmata.com/about/records/upload/SER-FY25-Q3-Presentation_Final.pdf.

Figure 24: Percent Satisfied or Very Satisfied with Commute by Primary Mode (2016-2025)



Commute Influence on Changes in Residence or Work Location

Anecdotal reports suggest some commuters might move their residences and/or seek new jobs at least in part to make their commute easier or less costly. Several survey questions explored the role commute factors might play in such decisions. Respondents were asked if they had made a change in their work and/or home location in the past two years.

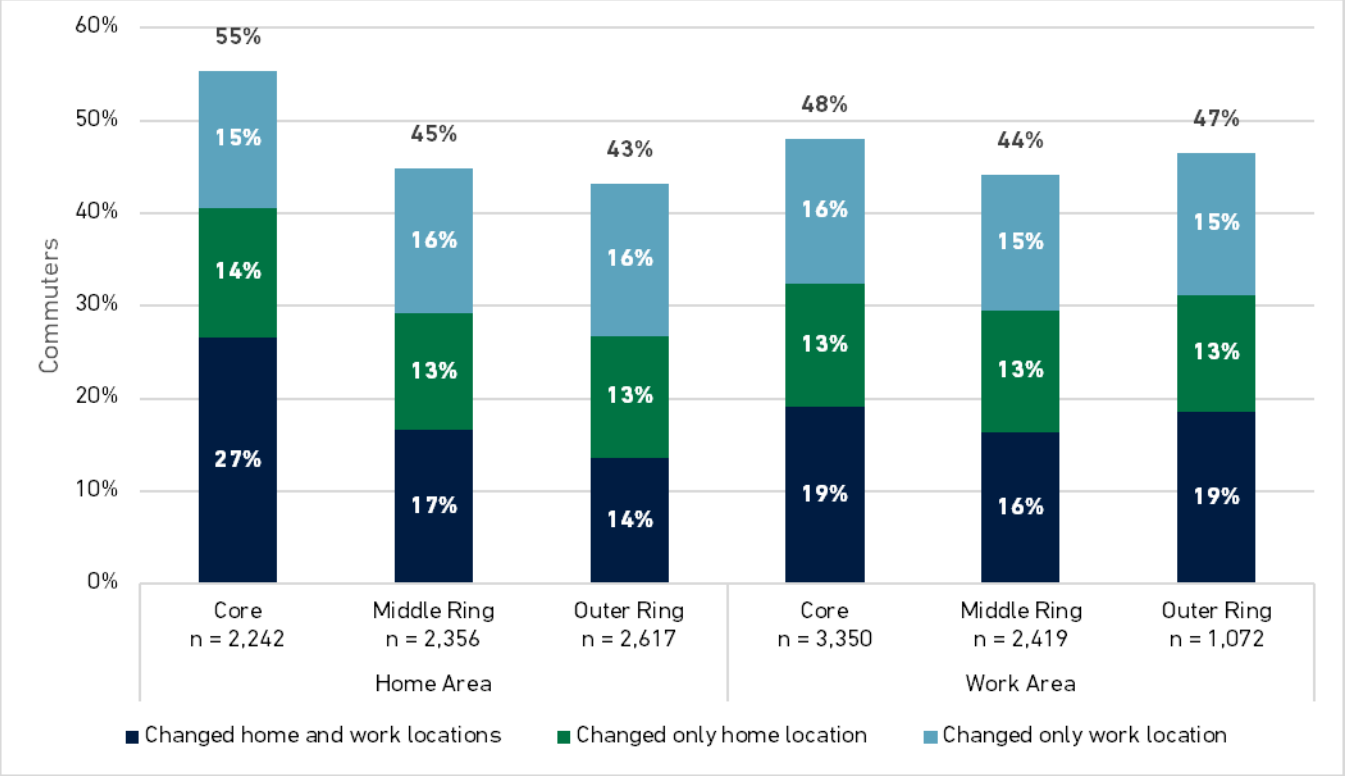
INCIDENCE OF HOME AND WORK LOCATION CHANGES

Almost half (46 percent) of commuters reported a location change; 18 percent changed both home and work, 16 percent changed only the work location, and 13 percent changed only the home location. Overall, 31 percent of commuters moved their residence (compared to 28 percent in 2022) and 33 percent moved their work location (compared to 19 percent in 2022).

Home and Work Location Changes by Home and Work Areas

Figure 25 presents percentages of commuters who made home or work location changes by their home and work location in the past three years. Fifty-five percent of Core area residents made a location change, versus 45 percent of Middle Ring and 43 percent of Outer Ring residents. Core area respondents in particular were more likely to have moved their home; more than four in ten reported a home move (including 27 percent for home only and 14 percent for both home and work), compared with 30 percent of Middle Ring and 27 percent of Outer Ring residents. Differences were less stark when comparing location changes by work location, with all three work areas reporting 44 to 48 percent of commuters making a location change of some kind.

Figure 25: Home and Work Location Changes by Home and Work Areas (2025)

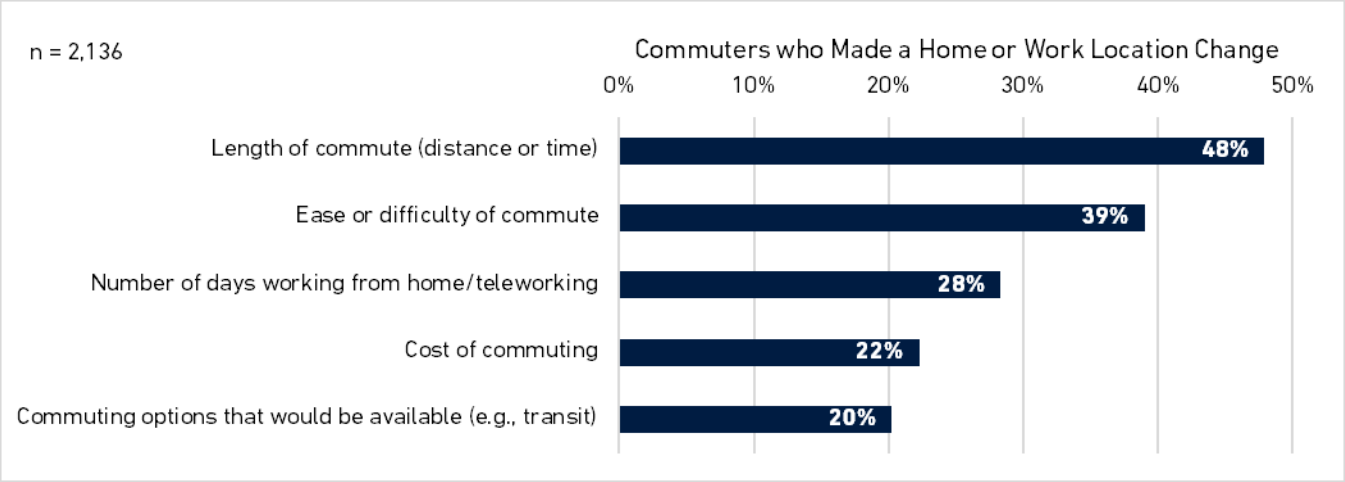


COMMUTE AS A FACTOR IN DECISIONS TO CHANGE HOME OR WORK LOCATION

Commute Prominence as a Factor in Moves

Commuters who changed home or work locations shared which commute-related factors they considered in their location decisions. As shown in **Figure 26**, commute length and commute ease were considered most (48 percent and 39 percent of commuters who moved, respectively). Twenty percent or more of commuters who changed their home or work location cited the number of days teleworking, commuting costs, and available commuting options as factors they considered when making a location change.

Figure 26: Factors Considered in Home or Work Location Changes* (2025)



*Multiple responses accepted

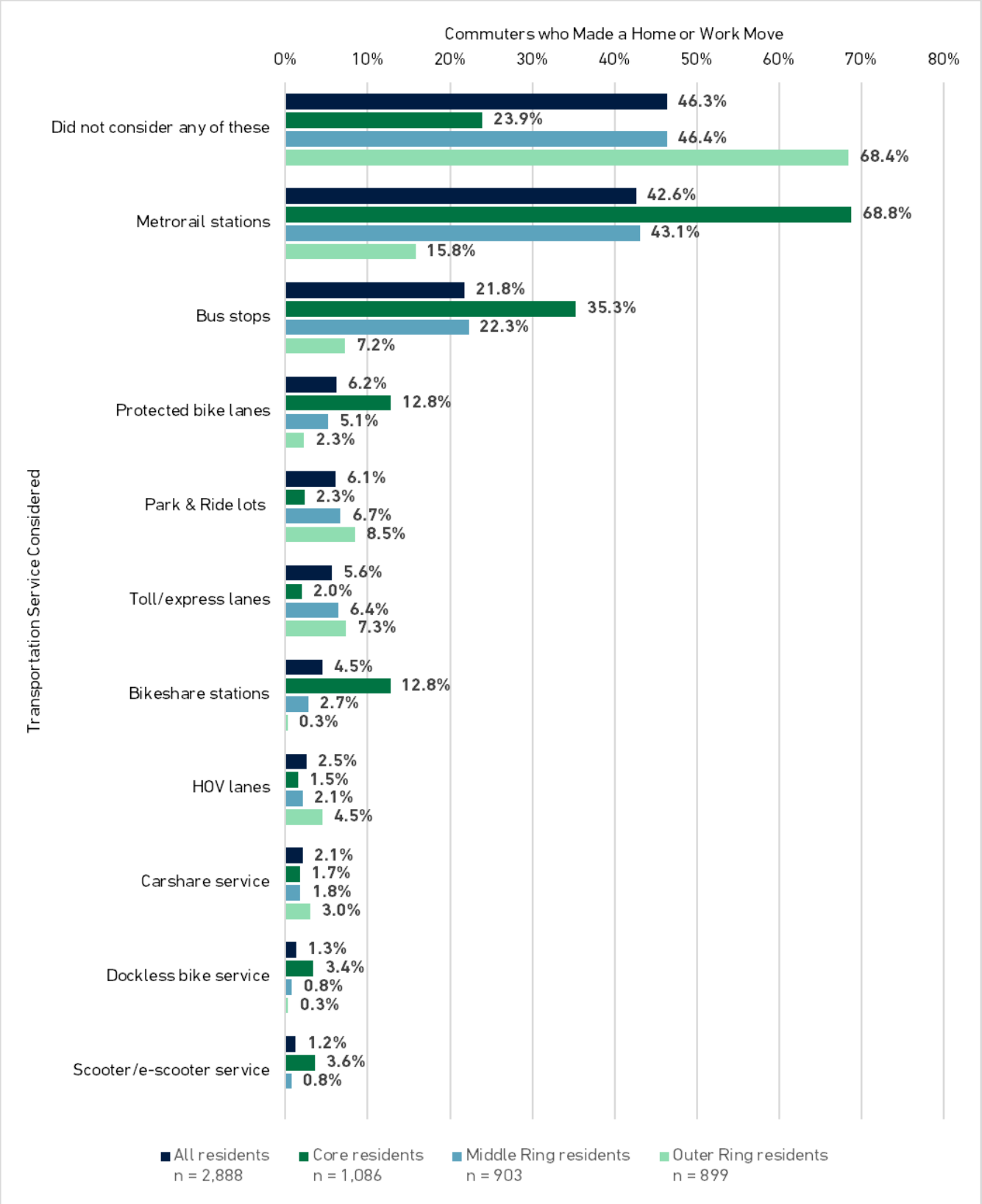
TRANSPORTATION SERVICES CONSIDERED WHEN MAKING A CHANGE IN HOME OR WORK LOCATION

Commuters who made a residential or work location change responded as to whether they had considered proximity to transportation services such as park & ride lots, HOV and toll/express lanes, bike and scooter services, and transit stops or stations. About 54 percent of commuters considered one or more of the listed transportation services (**Figure 27**). Almost 43 percent of commuters in all areas indicated that they considered proximity to a Metrorail station when making a change in home or work location. About 22 percent considered proximity to bus stops and about six percent considered proximity to protected bike lanes.

Consideration of these services was highly dependent on where commuters lived and worked. Sixty-nine percent of Core area residents considered Metrorail proximity, compared with 43 percent of Middle Ring and 16 percent of Outer Ring residents. Similarly, 35 percent of Core area residents considered bus stop proximity compared to 22 percent of Middle Ring and seven percent of Outer Ring residents. The lower percentages of Outer Ring residents who considered proximity to transit correlate with lower densities of transit availability in the Outer Ring compared to the Core and Middle Ring. Middle Ring and Outer Ring residents were more likely to have considered access to Park & Ride lots and to HOV lanes and toll/express lanes than commuters living in the Core area.

About seven percent of Middle Ring residents and nine percent of Outer Ring residents considered proximity to park & ride lots, compared with just two percent of Core area residents. Similarly, seven percent of Outer Ring residents considered access to toll/express lanes and five percent considered access to HOV lanes. In comparison, among Middle Ring residents, two to six percent considered toll/express and HOV lanes, while only two percent of Core area residents considered either option.

Figure 27: Transportation Factors Considered by Commuters who Made a Home or Work Move by Home Area* (2025)



*Multiple responses accepted

Several other groups of respondents also gave greater consideration to transportation access at their new home or work location:

- Commuters with limited access to a personal vehicle – 87 percent of commuters who have no household vehicles considered transportation options for their home or work location change. By contrast, just 51 percent of commuters with household vehicle access considered transportation options as part of their home or work location change.
- Commuters younger than 35 years old – 62 percent of commuters younger than 35 years old considered what transportation services would be available for their home or work location change, compared with 47 percent of 35–54-year olds, and 35 percent of commuters 55 years or older. This result could be related to younger people being less likely to have a personal vehicle available or their desire to live or work in areas of the region where there are many transportation options.
- Commuters who use non-drive alone modes – More than eight in ten (82 percent) transit riders, two-thirds (67 percent) of commuters who bike/walk to work, and 76 percent who use taxi/ride-hail services considered their access to transportation services at the new home or work location. By contrast, only 36 percent of respondents who drive alone had considered access to transportation services for their change of home or work location.

TELEWORK

Since the first State of the Commute report in 2001, the analysis has explored the incidence of telework in the region. Telework trends and characteristics of teleworkers have been important components of the research, showing a steady but gradual increase in telework use in the Washington metropolitan region. The COVID-19 pandemic resulted in many employers shifting workers to full-time or part-time telework. With these changes, the 2022 SOC results presented radically different telework patterns from the incremental changes observed in preceding surveys. Recently, return-to-office plans, hybrid schedules, and novel work-from-home policies have continued to change the telework landscape. While this report discusses telework in other sections where relevant, this section focuses on examining telework trends, hybrid work schedules, telework use patterns, return to office policies, and the current experience of teleworkers.

The SOC survey's telework-related questions were designed to preempt any confusion among respondents about how telework is defined, clarifying that that respondents should consider telework as when they are regularly assigned workdays to work at home or a telework/co-working center during an entire workday. This definition, which had been used in previous SOC surveys, excluded work at client or customer locations during the day, working part of the day at home and part at a workplace away from the home, and working at home on evenings or weekends outside of normal work hours. These excluded situations are not generally considered telework for commute-related purposes, because workers still make work-related trips outside of the home.

Finally, the questions emphasized that respondents should report their current telework/commute experience, even if they expected it to be a temporary arrangement. For this reason, the results presented in this section and throughout the report should be considered a profile of telework in the region for early 2025, when the survey data were collected. When available and informative, results for previous SOC surveys are also presented.

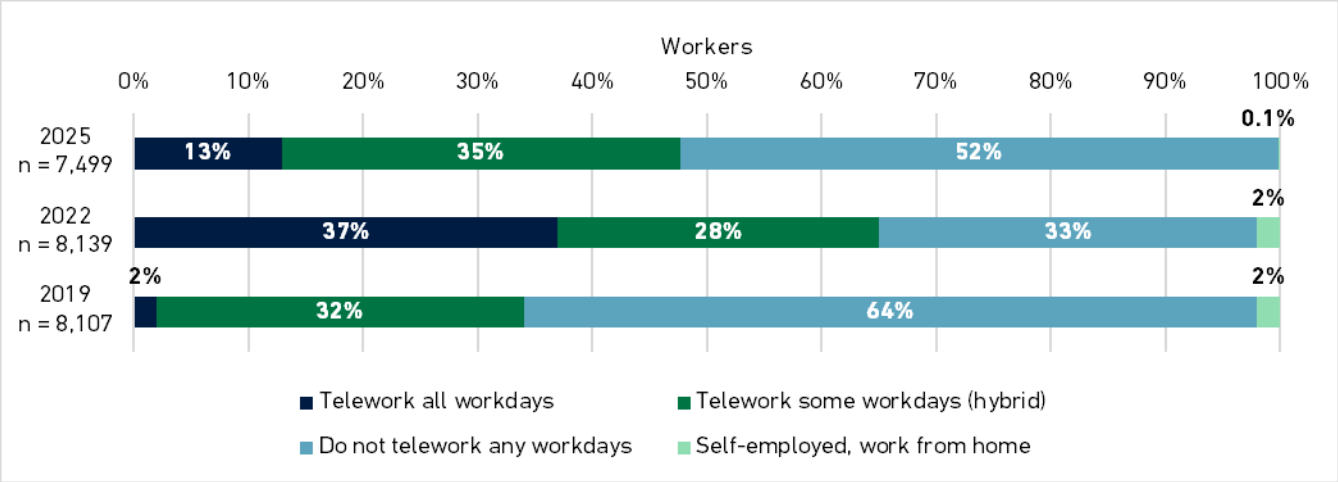
Current and Potential Telework

WORKERS WHO CURRENTLY TELEWORK

Forty-eight percent of commuters in the region telework, either fully or under a hybrid arrangement.[6] When extrapolated to the regional worker population, this is about 1,681,000 workers region-wide. As shown in **Figure 28**, only 34 percent of employees teleworked in 2019 but that doubled to 65 percent in 2022 when telework surged at the height of the COVID-19 pandemic. Most of the losses in telework since 2022 have occurred in full-time telework, which dropped from 37 percent to 13 percent. Hybrid arrangements, however, have persisted since 2022—climbing from 28 percent to 35 percent.

[6] Teleworkers are considered workers who would otherwise travel to a main work location on non-telework days (i.e., commuters). This excludes self-employed workers for whom home is their only workplace because these workers would not make commute trips to an outside work location otherwise. Excluding them from the telework calculation reflects a more realistic assessment of telework's role in eliminating commute trips

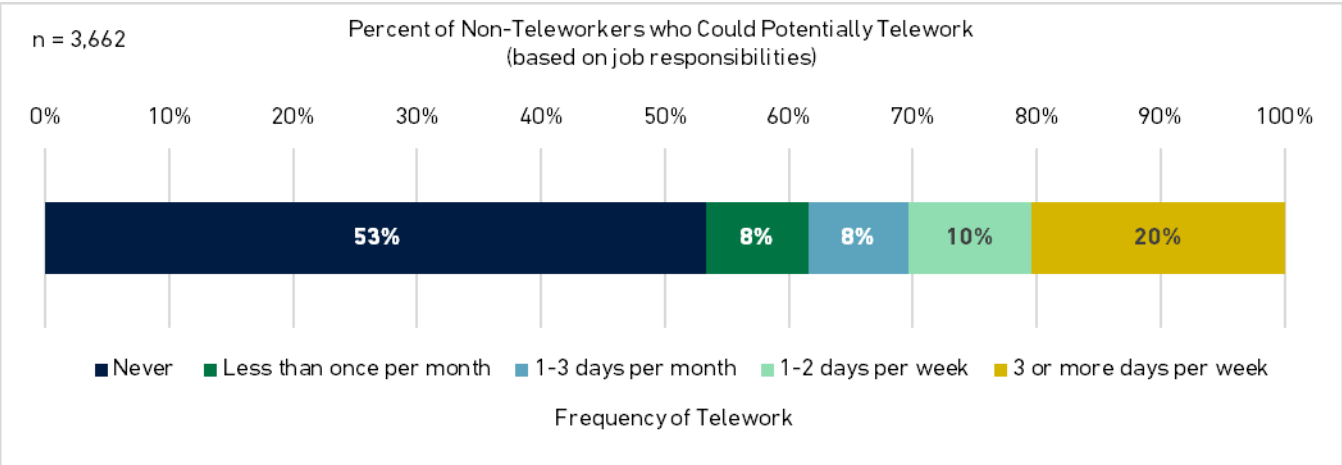
Figure 28: Percentage of Workers Who Currently Have Telework or Hybrid Arrangements (2019-2025)



ABILITY TO AND INTEREST IN TELEWORK

The survey asked commuters who did not identify as teleworkers if their job responsibilities would allow them to telework at least occasionally. As shown in **Figure 29**, 47 percent of non-teleworkers had at least some telework-appropriate work. Twenty percent of workers could potentially telework three or more days per week, indicating a notable share of untapped telework potential.

Figure 29: Potential for Telework Among Non-Teleworkers (2025)



Respondents with the potential to telework based on their job responsibilities were also asked if they would be interested in doing so. Almost half (46 percent) indicated they would like to telework three or more days per week (**Table 26**). An additional 33 percent indicated they would like to telework at least once a week. Only eight percent of non-teleworkers indicated that they would not like to telework.

Table 26: Interest in Telework Among Non-Teleworkers (2025)

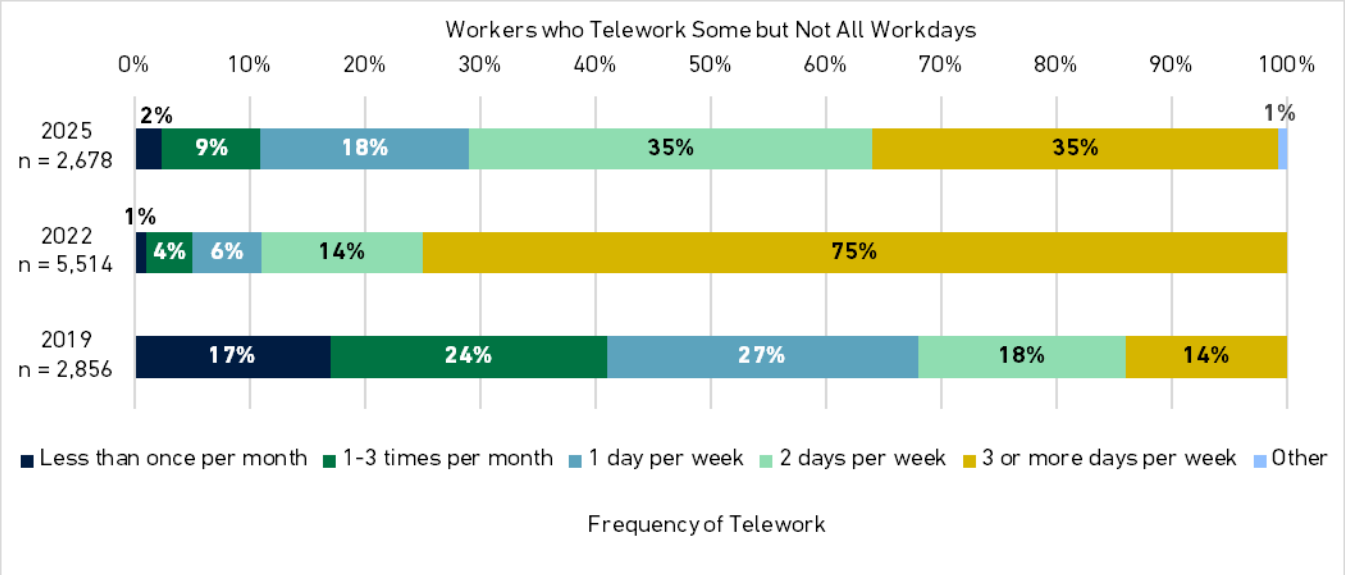
FREQUENCY OF DESIRED TELEWORK	WORKERS WHO COULD BUT DO NOT WORK REMOTELY n = 1,764
Less than once per month	3%
1-3 days per month	10%
1-2 days per week	33%

FREQUENCY OF DESIRED TELEWORK	WORKERS WHO COULD BUT DO NOT WORK REMOTELY n = 1,764
3 or more days per week	46%
Not interested in telecommuting	8%

Telework Frequency

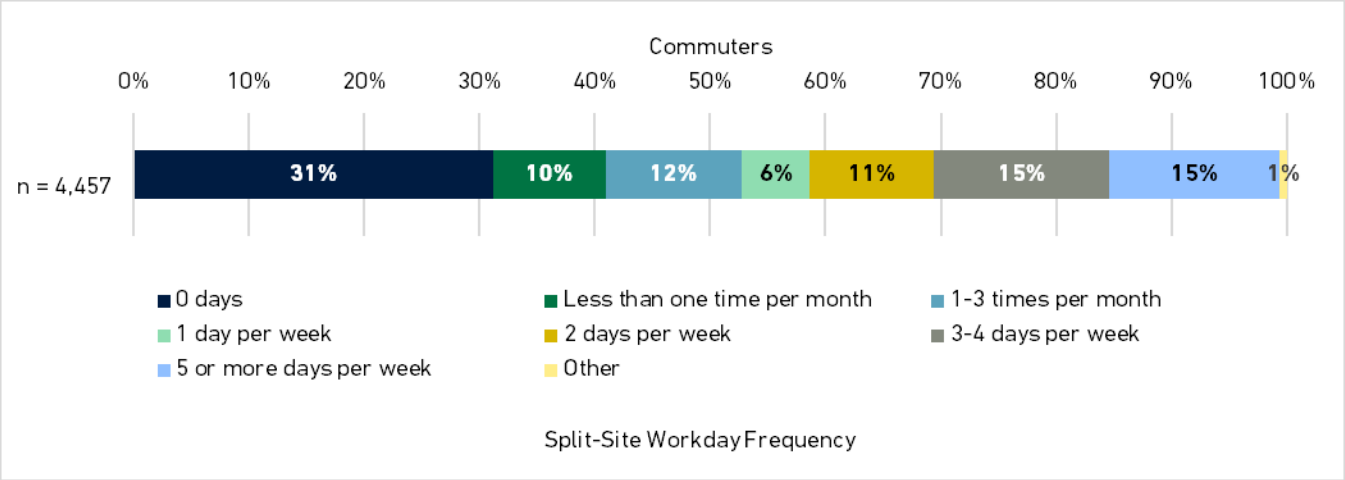
Figure 30 illustrates telework frequency among those who teleworked some but not all workdays (2019-2025). In 2019, about six in ten such workers teleworked one or more days per week. In 2022, 95 percent of workers teleworked at least once a week. By 2025, that share has declined slightly to 88 percent, reflecting the lasting impact of the COVID-19 pandemic on telework patterns. However, frequent teleworking became far less common since 2022—the share of teleworkers teleworking three or more days per week dropped sharply from 75 percent in 2022 to just 35 percent in 2025. In 2025, the average telework frequency is 2.25 days per week, a steep decrease from 3.37 in 2022 but still nearly double 2019's average of 1.20 days per week. This decrease was likely driven in-part by return-to-office policies across many employer types, and notably the federal government.

Figure 30: Frequency of Telework (2019-2025)



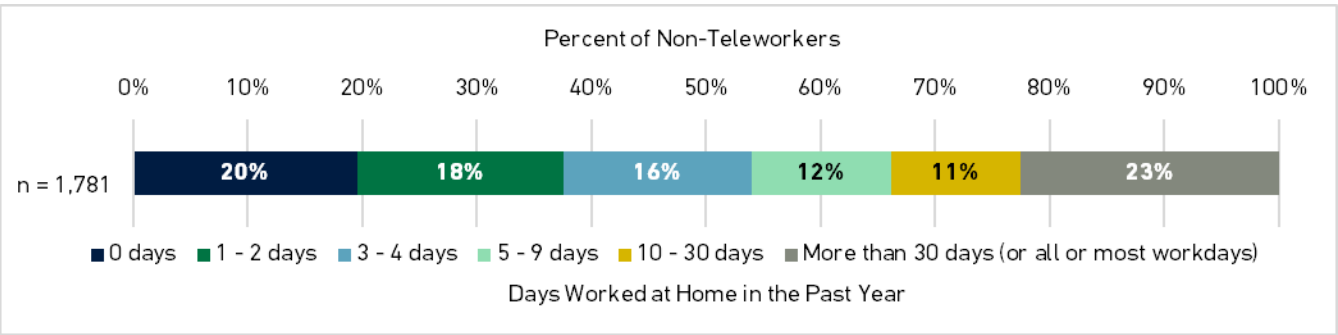
The 2025 SOC survey was the first to ask respondents how often they commute to a workplace and spend part of the day there, then work from home or another remote location for the remainder of the day—otherwise known as split-site workdays. Split-site workdays can affect regional commute patterns by shifting trips away from peak periods towards midday periods. Future SOC reports will continue to track this trend. As shown in **Figure 31**, split-site workdays have become a relatively common practice among commuters. About 47 percent of workers who could or do telework have split-site workdays at least once per week and an additional 12 percent do so at least once per month.

Figure 31: Frequency of Split-Site Workdays (among workers who could or do telework) (2025)



The research team considered the possibility that some commuters who occasionally worked at home might not consider this "telework," which may understate the true extent of telework activity in the region. To test this premise, the survey asked respondents who were not teleworking but who had telework-appropriate jobs how many times in the past year they worked at home all day on a regular workday, instead of traveling to their main workplace. The purpose of the question was to determine how many workers had teleworked during the past year, even if they did not consider it as such. **Figure 32** shows the number of days self-identified non-teleworkers worked at home in the past year. Eight in ten self-identified non-teleworkers worked at home at least one day in the past year, 11 percent teleworked for between 10-30 days, and 23 percent teleworked for more than 30 days. This indicates there are many additional telework days happening per year among non-teleworkers which can be incorporated in regional analysis of telework impacts.

Figure 32: Number of Days Worked at Home in the Past Year – Non-Teleworkers (2025)



Total Workers Teleworking on a Typical Workday

Applying the average telework frequencies for self-identified teleworkers and non-teleworkers regionwide equates to approximately 1,627,600 regional workers teleworking on a typical workday, or about 46 percent of all regional workers. Assuming each teleworker would otherwise make two commute trips per day, regional workers eliminate 3.3 million daily work trips by teleworking as of 2025. The raw number of typical day teleworkers increased 12 percent since 2022 (when on a typical workday around 1,455,404 regional workers were teleworking), an increase that is attributable to regional population and job growth. However, the share of regional workers teleworking on a typical day only increased by about two percentage points (from 44 percent in 2022 to 46 percent in 2025).

PREFERRED FUTURE TELEWORK FREQUENCY

Figure 33 shows teleworkers' preferred future telework frequency, with an overwhelming 89 percent wanting to telework at least one day per week in the future, 63 percent wanting to telework at least three days per week, and 33 percent wanting to telework full-time. Only two percent prefer to not telework at all while one percent prefers to telework less than one day per month.

Figure 33: Teleworkers' Preferred Future Frequency of Telework (2025)

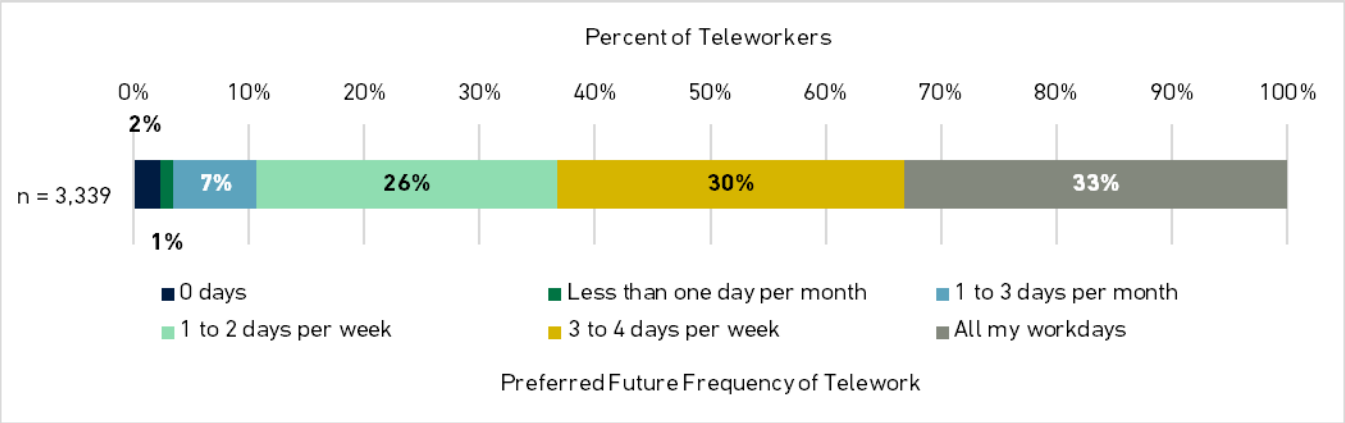
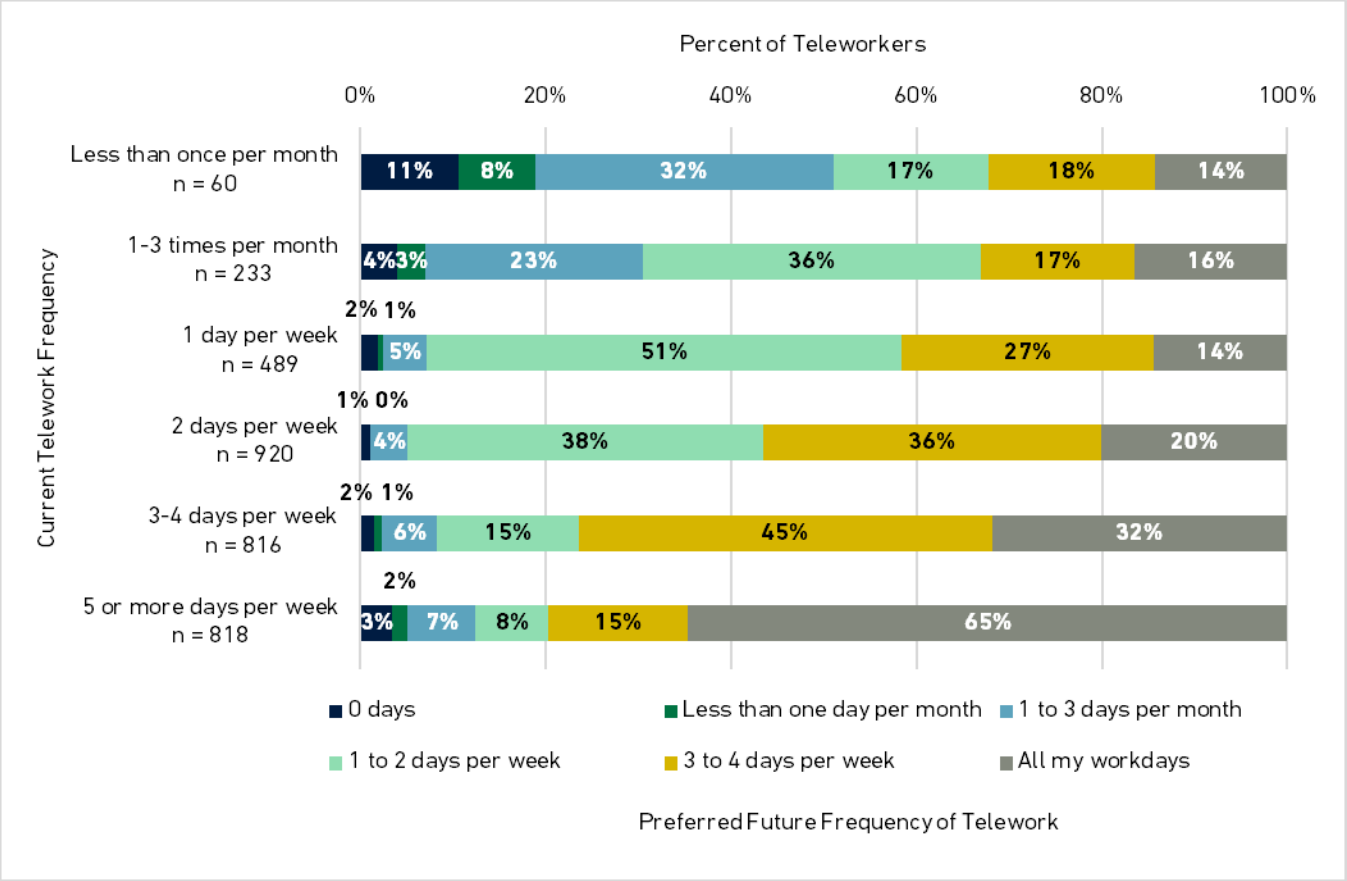


Figure 34 breaks down preferred future telework frequency by current telework frequency, which are directly related. Among those who telework less than once per month, more than half prefer to continue teleworking one to three days per month or less. Among those who telework one to three times per month, 70 percent want to increase their telework frequency to at least once per week. Among commuters currently teleworking at least once per week, between 88 and 95 percent want to telework at least once per week in the future. Fifty-seven percent of those currently teleworking two days per week preferred a future telework frequency of at least three days per week, compared to 76 percent of those currently teleworking three to four days per week, and 80 percent of those currently teleworking five days per week.

Figure 34: Preferred Future Telework Frequency by Current Frequency (2025)



Telework Use by Personal and Employment Characteristics

TELEWORK USE BY DEMOGRAPHIC AND HOUSEHOLD CHARACTERISTICS

Table 27 compares the use (or incidence) of telework (regardless of frequency) by gender, race/ethnicity, age, and income. The table presents the percentages of commuters in each demographic group who teleworked in 2019, 2022, and 2025. The relative use of telework by demographic groups in 2025 generally follows 2022 patterns; demographic groups with higher telework use in 2025 also had higher shares of telework in 2022. Additionally, some demographic groups with relatively lower rates of telework in 2019 appear to be narrowing the gap—while rates of telework increased for all groups between 2019 and 2025, Hispanic, non-Hispanic Black, and those under 35 have gained at slightly higher rates.

In 2025, Hispanic and Non-Hispanic Black commuters are less likely to telework (39 and 42 percent, respectively) than Asian/Pacific Islander and non-Hispanic white commuters (49 and 50 percent, respectively). Telework incidence also decreases with age, with 50 percent of 25-34 year old commuters teleworking and only 37 percent of those above age 65. There is also a strong pattern of increasing telework as household income increases—56 percent of respondents with household incomes of $180,000 or more telework compared to only 17 percent of workers with household incomes below $30,000.

Table 27: Telework by Demographic and Household Characteristics (2019-2025)

CHARACTERISTIC	2019		2022		2025	
	n	% TELEWORK	n	% TELEWORK	n	% TELEWORK
Gender						
Female	3,806	34%	3,674	66%	3,356	46%
Male	3,859	35%	3,817	66%	3,371	45%
Other	-	-	-	-	60	66%
Race/Ethnicity						
Hispanic	502	26%	487	57%	560	39%
Non-Hispanic Black	1,351	27%	1,222	60%	1,070	42%
Non-Hispanic White	5,466	39%	4,582	70%	4,062	50%
Asian/Pacific Islander	586	39%	659	76%	555	49%
Other/Mixed	-	-	-	-	230	47%
Age						
Under 25 years	205	19%	243	40%	212	33%
25 - 34	1,520	35%	1,530	67%	1,358	50%
35 - 44	1,795	37%	1,844	72%	1,606	49%
45 - 54	1,998	36%	1,783	68%	1,529	44%
55 - 64	1,883	32%	1,804	64%	1,681	42%
65 or older	614	27%	614	55%	645	37%
Income						
Less than $30,000	123	5%	118	19%	192	17%
$30,000 - $59,999	510	15%	495	38%	425	21%
$60,000 - $99,999	1,234	25%	1,230	59%	997	42%
$100,000 - $139,999	1,267	36%	1,163	70%	1,198	48%
$140,000 - $179,999	1,013	45%	1,043	77%	919	49%
$180,000 - $249,999	957	48%	1,104	80%	1,279	56%
$250,000 or more	580	53%	896	84%	1,082	55%

TELEWORK USE BY HOME AND WORK LOCATION

Table 28 shows incidence of telework across home and work geographic sub-area and home and work state/district. In 2025, respondents living in the Core telework at a higher rate (56 percent) than Middle Ring residents (43 percent) and Outer Ring residents (40 percent). Similarly, 49 percent of people working in the Core telework compared with 42 percent of Middle Ring workers and 41 percent of workers in the Outer Ring. Telework use by home and work state/district follows a similar pattern, with residents of the District of Columbia teleworking at a higher rate (57 percent) than Maryland (41 percent) or Virginia (46 percent) residents. Based on workers' job locations, 50 percent of District workers telework, compared with 39 percent in Maryland and 45 percent of Virginia.

The relative use of telework by workers based on their home and work geographic sub-area in 2025 generally follows the same patterns as were exhibited in 2019 and 2022, with higher incidences of telework closer to the Core. Notably, the growth in rates of telework among workers who live in the Core is likely related to the growth in telework for younger workers and those who are not non-Hispanic white.

However, historic patterns differ noticeably based on worker home state/district. In 2019, 35 percent of all workers in the District, Maryland, and Virginia teleworked. In 2022 during the pandemic, workers living

in the District teleworked at a higher rate (77 percent) than workers living in Virginia and Maryland (67 and 62 percent, respectively)—these same patterns continue into 2025 with the District having the highest incidence of residents teleworking followed by Virginia then Maryland.

Table 28: Telework by Home/Work Area and Home/Work State/District (2025)

AREA/STATE	2019		2022		2025	
	n	% TELEWORK	n	% TELEWORK	n	% TELEWORK
Home Area						
Core	2,198	37%	2,563	77%	2,274	56%
Middle Ring	2,421	35%	2,531	64%	2,398	43%
Outer Ring	3,488	31%	3,045	61%	2,662	40%
Work Area						
Core	3,843	39%	3,982	76%	3,390	49%
Middle Ring	2,828	32%	2,700	60%	2,459	42%
Outer Ring	1,375	23%	930	47%	1,107	41%
Home State/District						
District of Columbia	751	35%	956	77%	848	57%
Maryland	3,876	35%	3,433	62%	2,974	41%
Virginia	3,592	35%	3,705	67%	3,512	46%
Work State/District						
District of Columbia	2,720	41%	2,871	78%	2,390	50%
Maryland	2,447	31%	2,169	57%	2,058	39%
Virginia	2,846	31%	2,881	62%	2,764	45%

TELEWORK USE BY EMPLOYMENT CHARACTERISTICS

Table 29 shows incidence of telework by employer type and size and by worker occupation. Before 2022, telework was most common amongst federal employees compared to other sectors, but in 2025 it is least common due to return-to-office mandates affecting federal employees. Far fewer federal workers are teleworking in 2025, even compared to the rate at which there was federal telework before the pandemic; in 2019, 48 percent of the federal workforce in the region teleworked, and in 2025 far fewer do (23 percent). All other sectors besides the federal government have seen increases in rates of telework from 2019-2025.

Variations in telework incidence by employer size were not as evident over the years, with all but the largest employers increasing telework rates sharply in 2022 compared to 2019, and then decreasing in 2025 to levels still above 2019—the one exception to this are the largest employers (1,000+ employees) which in 2025 has lower incidences of telework than they did in 2019, which is likely related to federal government telework trends.

In 2025, there are considerable variations in telework incidence between occupations, with executives/managers, professionals, and technicians teleworking at higher rates (45 to 61 percent), administrative and sales workers teleworking at moderate rates (32 to 36 percent), and those working in roles requiring more on-site presence like protective services, precision craft, production, and military employees teleworking at lower rates (11 to 18 percent). Workers in most occupations teleworked at higher rates in 2022 than in 2019 and then decreased telework levels in 2025 to rates still above 2019.

Table 29: Telework by Employment Characteristics (2025)

CHARACTERISTIC	2019		2022		2025	
	n	TELEWORK	n	TELEWORK	n	TELEWORK
Employer Type						
Federal agency	2,435	48%	2,284	79%	1,847	23%
State or local government agency	848	14%	789	48%	844	40%
Non-profit organization/association	1,152	36%	1,269	75%	1,094	69%
Private sector employer	3,480	30%	3,514	62%	3,042	51%
Employer Size						
1-25 employees	1,390	24%	1,367	45%	1,300	39%
26-100 employees	1,578	26%	1,481	60%	1,287	44%
101-250 employees	1,031	34%	1,005	66%	862	49%
251-999 employees	1,414	41%	1,275	75%	1,028	45%
1,000+ employees	2,174	42%	2,033	74%	1,737	37%
Occupation						
Executive, manager	1,796	41%	1,300	74%	1,106	61%
Professional	4,006	38%	3,202	73%	3,729	51%
Technician, related support	152	19%	669	71%	333	45%
Sales	228	25%	209	44%	204	36%
Administrative support	527	20%	818	65%	270	32%
Military	90	9%	101	57%	87	18%
Precision craft, production	74	14%	77	5%	67	16%
Other service	101	2%	181	22%	240	12%
Protective services	184	15%	237	46%	135	11%

Telework Use Patterns

The survey asked respondents who self-identified as teleworkers about their telework location, length of time teleworking, formality of telework arrangements, and sources of telework information.

TELEWORK LOCATIONS

Figure 35 shows the location from which teleworkers are working. Most telework exclusively from home, with 87 percent of part-time teleworkers and 90 percent of full-time teleworkers doing so. Eleven percent of part-time teleworkers and eight percent of full-time teleworkers work from multiple locations, and two to three percent use another location such as a satellite office, library, community center, or coworking space. This indicates a shift from 2022, when more teleworkers (96 percent) worked exclusively from home, and fewer (two percent) worked from another location such as a satellite office, library, community center, or coworking space.

Figure 35: Telework Location (2025)

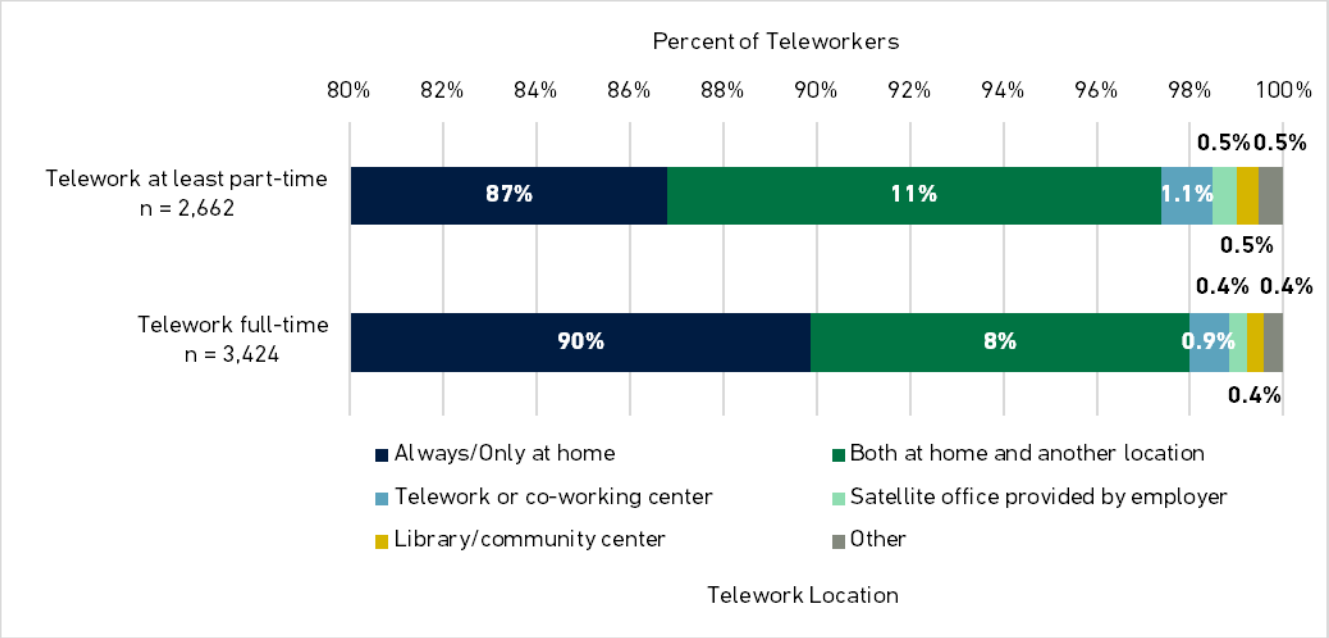


Figure 36 shows the distance teleworkers who are teleworking in a location other than home travel to get there. These teleworkers travel an average of 17 miles to their teleworking location. Two-thirds travel at least 10 miles, while only 14 percent travel less than five miles. This highlights the diversity of telework arrangements and underscores that in some cases, telework still involves significant commuting.

Figure 36: Telework Location Distance from Home (among those who telework in a location other than home) (2025)

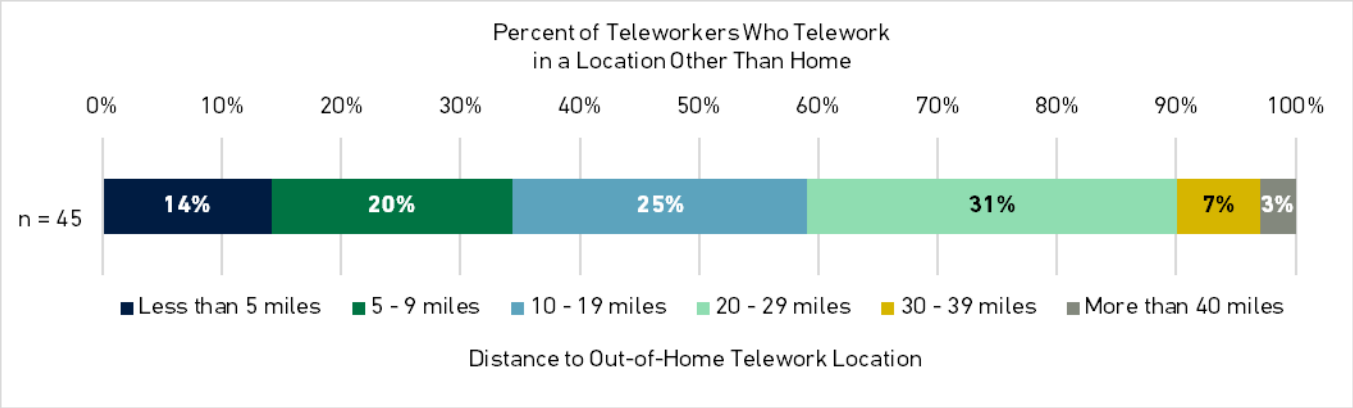
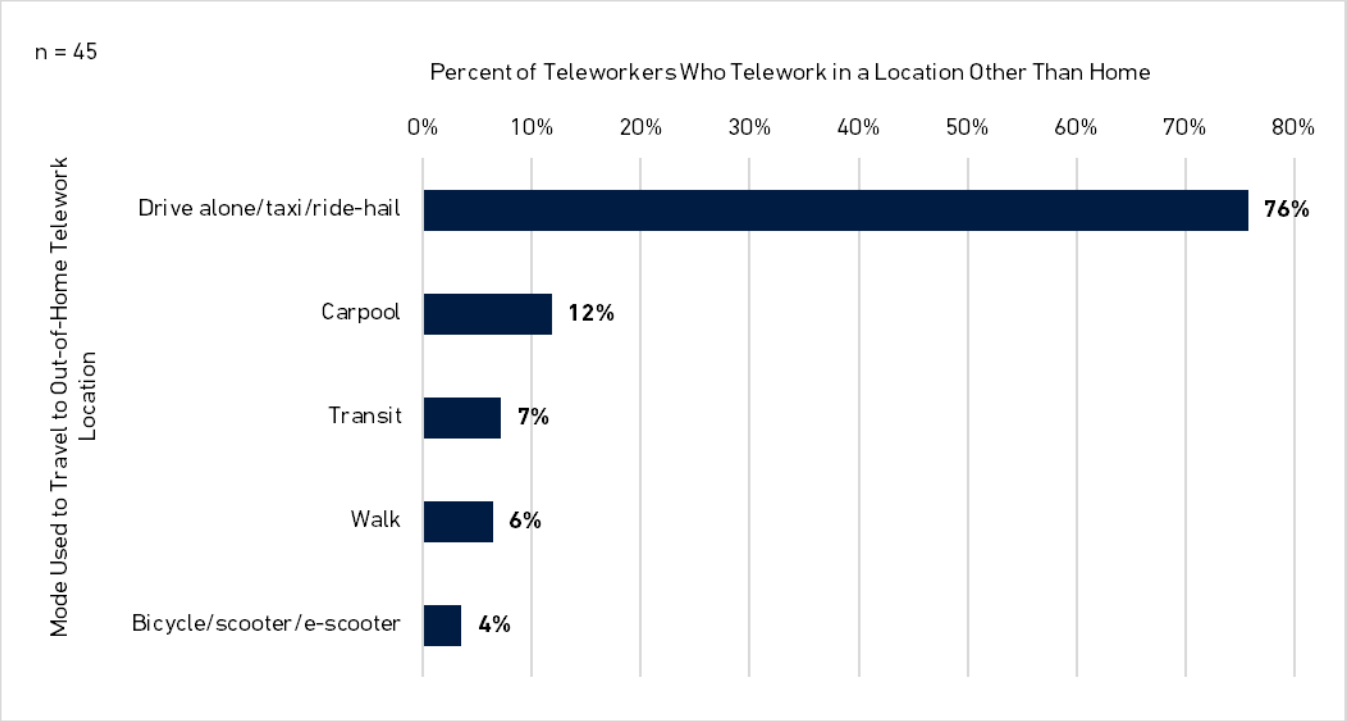


Figure 37 illustrates the modes of transportation teleworkers who are teleworking in a location other than home use to get there. Three-quarters (76 percent) of these respondents drive alone to the telework location. The remaining 24 percent use a non-drive alone mode; 12 percent carpool, seven percent use transit, six percent walk, and four percent use a bicycle or scooter.

Figure 37: Mode Used to Access Telework Location (among those who telework in a location other than home)* (2025)



*Multiple responses accepted

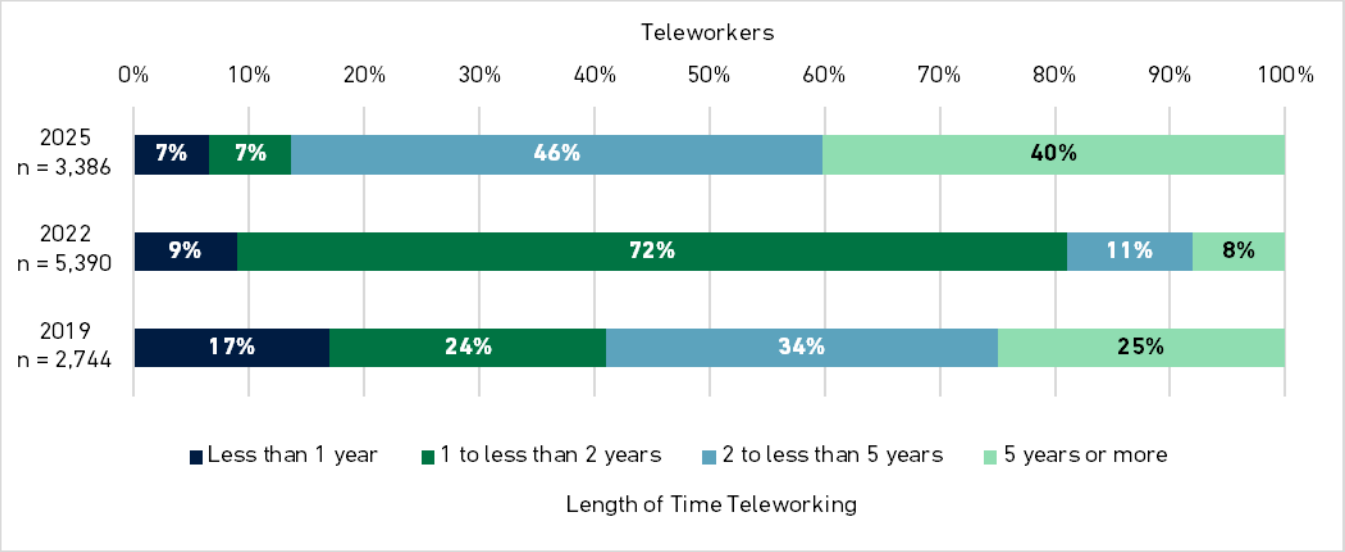
LENGTH OF TIME TELEWORKING

Although telework has been common in the region for many years, its rapid growth means that in each SOC survey, a sizeable share of teleworkers report having adopted this work arrangement recently. However, the permanence of telework following the COVID-19 pandemic has led to teleworkers, on average, now having more experience with remote work.

As depicted in **Figure 38**, 41 percent of teleworkers had been teleworking for less than two years in 2019, while only 25 percent had been doing so for five years or more. By 2022, 81 percent of teleworkers had less than two years of telework experience, reflecting the surge of new adopters. By 2025, the landscape has shifted significantly—only 14 percent of teleworkers have been teleworking for less than two years, while 86 percent have at least two years of experience, and 40 percent have been teleworking for five years or more.

On average, 2025 SOC respondents have been teleworking about 51 months (four years, three months), well above the average of 30 months (two years, six months) calculated in the 2022 survey. This growth reflects the broader adoption and normalization of telework over the past several years, particularly following the COVID-19 pandemic, which accelerated the shift toward remote work for many employees across the region. The longer average length of time teleworking also suggests teleworking has become a more established component of the regional work environment.

Figure 38: Length of Time Teleworking (2019-2025)

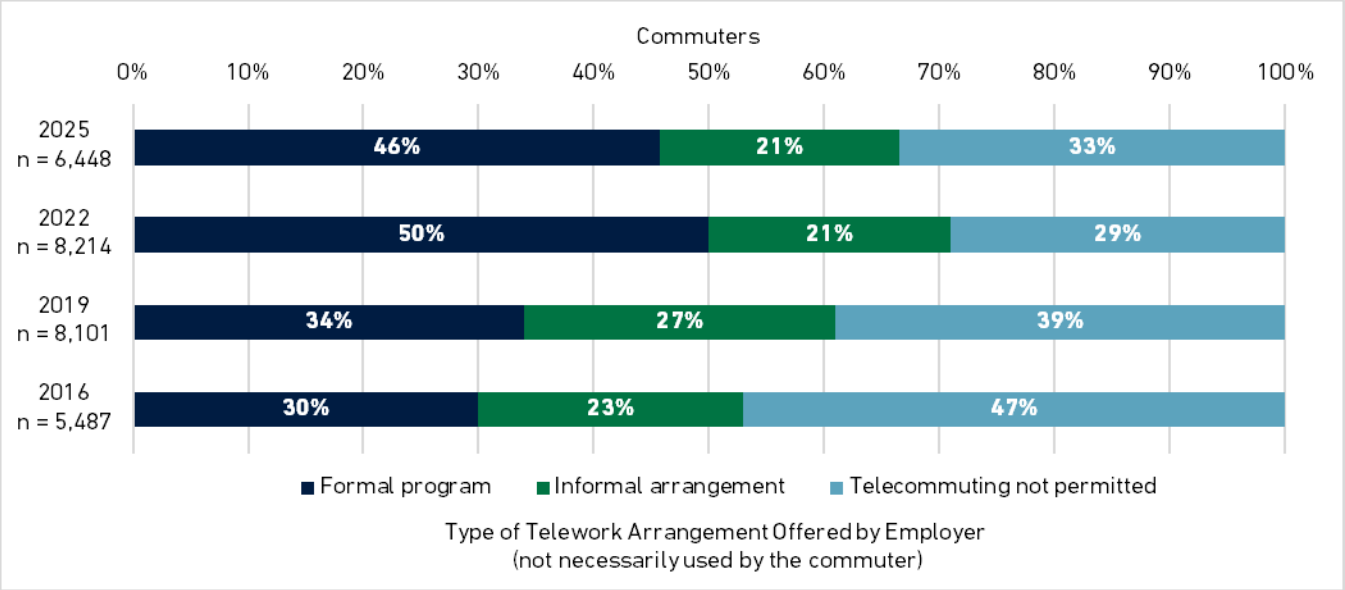


FORMALITY OF TELEWORK ARRANGEMENTS

The survey asked teleworkers if they telework under a formal program or through an informal arrangement with a supervisor, and non-teleworkers if their employer has a telework program, even though the respondent does not use it. In 2025, 67 percent of commuters report that their employers allow some telework (**Figure 39**), either under a formal program (46 percent) or an informal arrangement (21 percent). The remaining 33 percent report that their employers do not have any telework available.

The overall share of employees that reported telework availability increased in each SOC survey between 2016 and 2022. The 2025 results show a decrease in formal telework programs since 2022, accompanied by an increase in employers not permitting teleworking. These shifts are likely in-part driven by federal return-to-office mandates, as well as broader efforts to bring employees back to their physical workplaces.

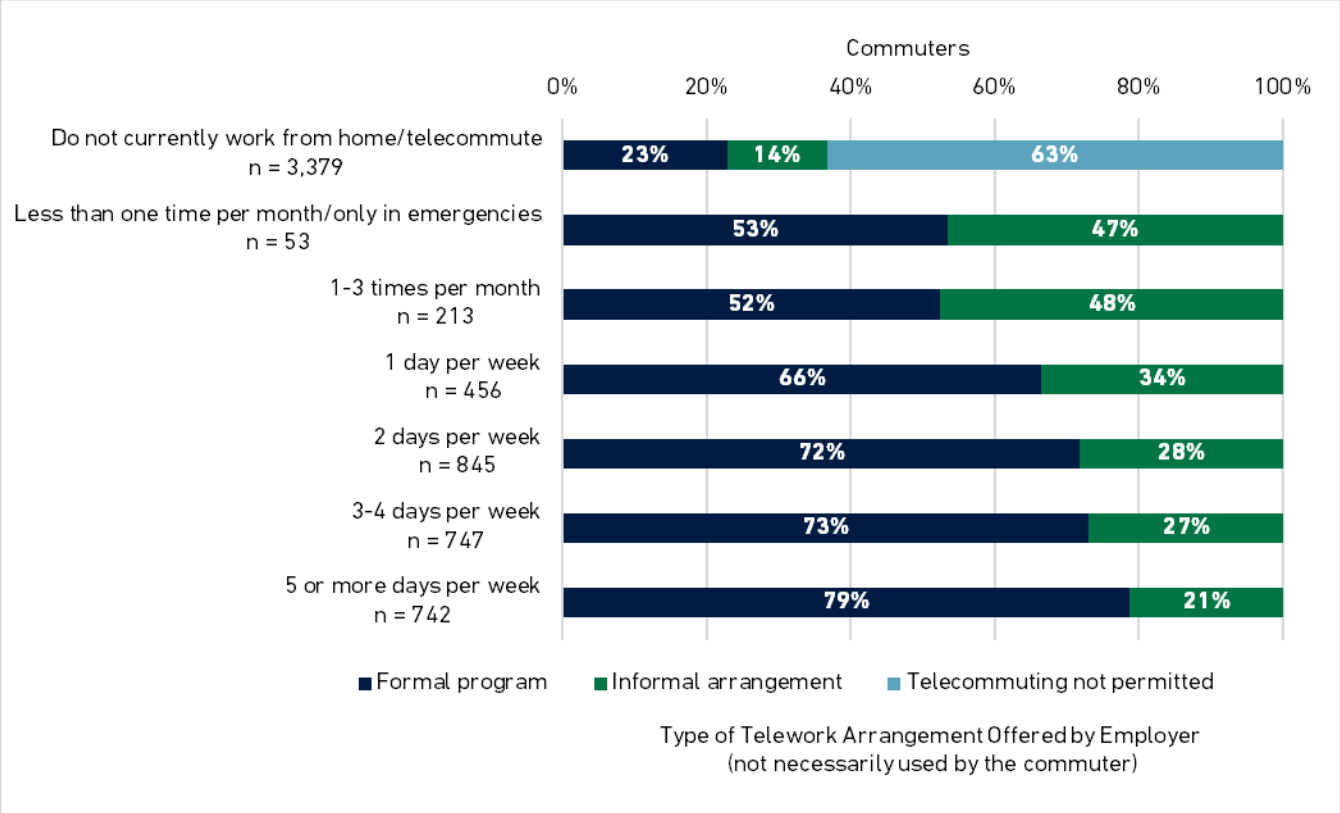
Figure 39: Telework Arrangements (2016-2025)



Availability of Telework Arrangements at Worksites by Teleworkers and Non-Teleworkers

Figure 40 illustrates the prevalence of formal and informal telework arrangements across different frequencies of telecommuting. Among employees who do not work from home, 63 percent are not allowed to telework, while 23 percent have a formal telework program available through their employer and 14 percent have informal telework arrangements available with their employer. As the frequency of telework increases, the availability of formal programs becomes more pronounced: for those teleworking one day per week, 66 percent have formal telework programs available compared with 79 percent of employees teleworking five or more days per week. Conversely, the availability of informal arrangements decreases as telework frequency increases, dropping from 48 percent among employees teleworking one to three times per month to just 21 percent among those teleworking five or more days per week.

Figure 40: Formal and Informal Telework Arrangements Available at Work by Teleworkers and Non-Teleworkers (2025)



Telework Arrangement by Employer Type

As depicted in **Table 30**, the availability of telework arrangements varies by employer type. Formal telework programs are most common among employees of non-profit organizations or associations (58 percent), followed by those in state or local government agencies (51 percent). Less than half of commuters in other sectors have formal telework programs, with private-sector employees at the lowest rate (41 percent). Informal telework arrangements are most common among non-profit (28 percent) and private-sector (26 percent) employees. Federal government employees are least likely to telework, likely due to return-to-office mandates.

Table 30: Formal or Informal Telework Arrangements by Employer Type (2025)

EMPLOYER TYPE	FORMAL PROGRAM	INFORMAL ARRANGEMENT	TELECOMMUTING NOT PERMITTED
Federal agency n = 1,711	47%	11%	42%
State or local government agency n = 749	51%	11%	38%
Non-profit organization/association n = 976	58%	28%	15%
Private sector employer n = 2,628	41%	26%	32%

Telework Arrangement by Employer Size

Table 31 provides a breakdown of telework program access by employer size. Employers with more than 100 employees are more likely to offer teleworking in general and a formal teleworking program specifically, compared to smaller employers. Informal telework is more common among smaller employers, with 29 percent of respondents in organizations with up to 25 employees and 24 percent of organizations with 26 to 100 employees having informal telework arrangements. Compared to the larger employers, the smallest employers (1-25 employees) are least likely to permit telework.

Table 31: Formal or Informal Telework Arrangements by Employer Size (2025)

EMPLOYER SIZE	FORMAL PROGRAM	INFORMAL ARRANGEMENT	TELECOMMUTING NOT PERMITTED
1-25 employees n = 1,135	28%	29%	43%
26-100 employees n = 1,148	37%	24%	39%
101-250 employees n = 782	50%	20%	31%
251-999 employees n = 948	53%	18%	29%
1,000+ employees n = 1,568	51%	17%	32%

Telework Arrangement by Employer Location

Table 32 shows access to telework programs by employer location. Access to telework programs generally and formal telework specifically are both more common for commuters working in the Core, seven in ten of whom have either a formal program available (51 percent) or are permitted informal telework (21 percent). Among Middle Ring workers, almost two-thirds have access to either a formal program (44 percent) or informal program (20 percent). Workers in the Outer Ring are least likely to have access to telework; only 59 percent have any telework option and just 37 percent have access to a formal program.

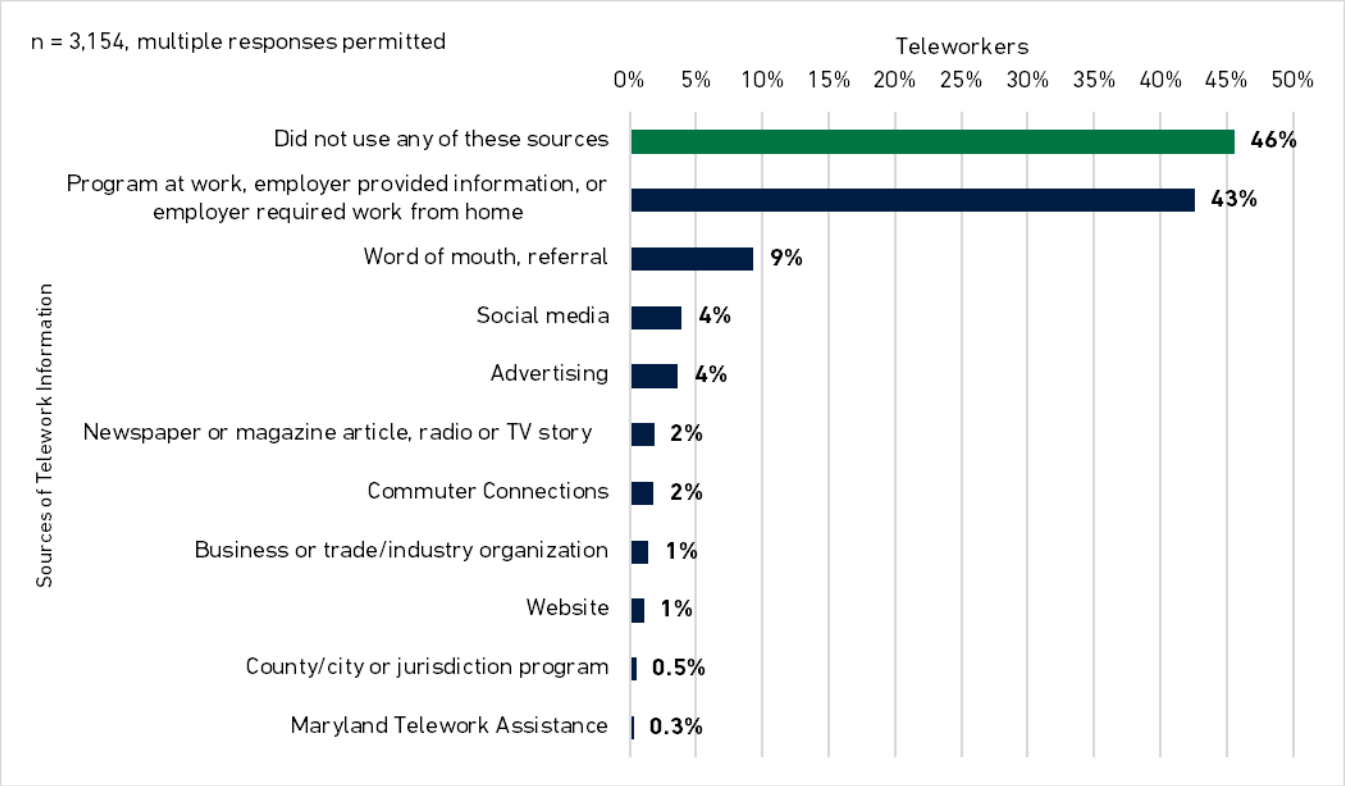
Table 32: Formal or Informal Telework Arrangements by Employer Location (2025)

EMPLOYER LOCATION	FORMAL PROGRAM	INFORMAL ARRANGEMENT	TELECOMMUTING NOT PERMITTED
Core n = 3,040	51%	21%	28%
Middle Ring n = 2,150	44%	20%	36%
Outer Ring n = 948	37%	22%	41%

SOURCES OF TELEWORK INFORMATION

The survey asked respondents who telework if they had used certain resources to learn about telework. As shown in **Figure 41**, 46 percent of teleworkers did not use any of the listed sources. The largest source of information used was, by far, "program at work/employer" (43 percent) while nine percent learned of telework through "word of mouth" referrals from friends, co-workers, or family. This is a shift from 2022, when a higher rate of teleworkers learned about telework through their employer (55 percent) and a lower rate did not use any of the listed sources (32 percent).

Figure 41: Source of Telework Information* (2025)



*Multiple responses accepted

Return to Office

The 2025 SOC survey asked workers who could telework or do telework if their employers had recently instituted return-to-office policies. Forty-five percent of these workers' organizations have either already implemented a return to office policy or announced one but had not yet implemented one. About one-third (31 percent) report that their employer continues to permit telework without recent policy changes, suggesting that flexible work remains an option for many workers. Meanwhile, 22 percent of these workers indicate that their employer never permitted telework. Overall, these findings suggest that while organizations may be moving towards formal return-to-office policies, a substantial portion of employees still work under stable telework arrangements and nearly a quarter remain in workplaces where teleworking has never been an option.

The survey also asked respondents with return-to-office policies how frequently they were expected to be in person at work, with 60 percent required to be at their worksite all workdays. Smaller shares of workers have partial on-site requirements: 11 percent required to be in person four days per week, 18

percent required to be in person three days per week, seven percent required to be in person two days per week, and two percent required to be in person one day per week.

Experience with Telework

Telework research has found that employees can receive both personal and work-related benefits from teleworking. To examine this possibility for the Washington region, the survey asked teleworkers to rate their level of agreement with four statements about possible impacts of teleworking. As shown in **Figure 42**, almost nine in ten teleworkers agree or strongly agree that they are productive while they are teleworking and 83 percent agree or strongly agree that they are able to coordinate with co-workers while teleworking. These are two common concerns managers have about remote employees but most employees report that they do not experience these as problems. When asked if they have a better work-life balance due to telework, teleworkers overwhelmingly agree—83 percent agreed with the statement and only six percent disagreed or strongly disagreed. Downsides of teleworking include teleworkers reporting difficulty unplugging from work (31 percent of teleworkers agree or strongly agree) and feeling lonely working remotely (21 percent of teleworkers agree or strongly agree).

The 2022 SOC survey asked respondents to rate their agreement with just four of the statements that were included in the 2025 survey. For those statements in common (productivity, coordinate with coworkers, concentration, and unplugging), the results between the two surveys are similar except for "I find it difficult to unplug from work". In 2022, 45 percent of teleworkers agreed with the statement that it was difficult to unplug but in 2025, only 31 percent of teleworkers agreed. Either telework is becoming easier to manage overall, teleworkers have gotten more used to it, or the people who now telework are those who are better suited to telework.

Figure 42: Agreement with Statements About Telework Among Teleworkers (2025)

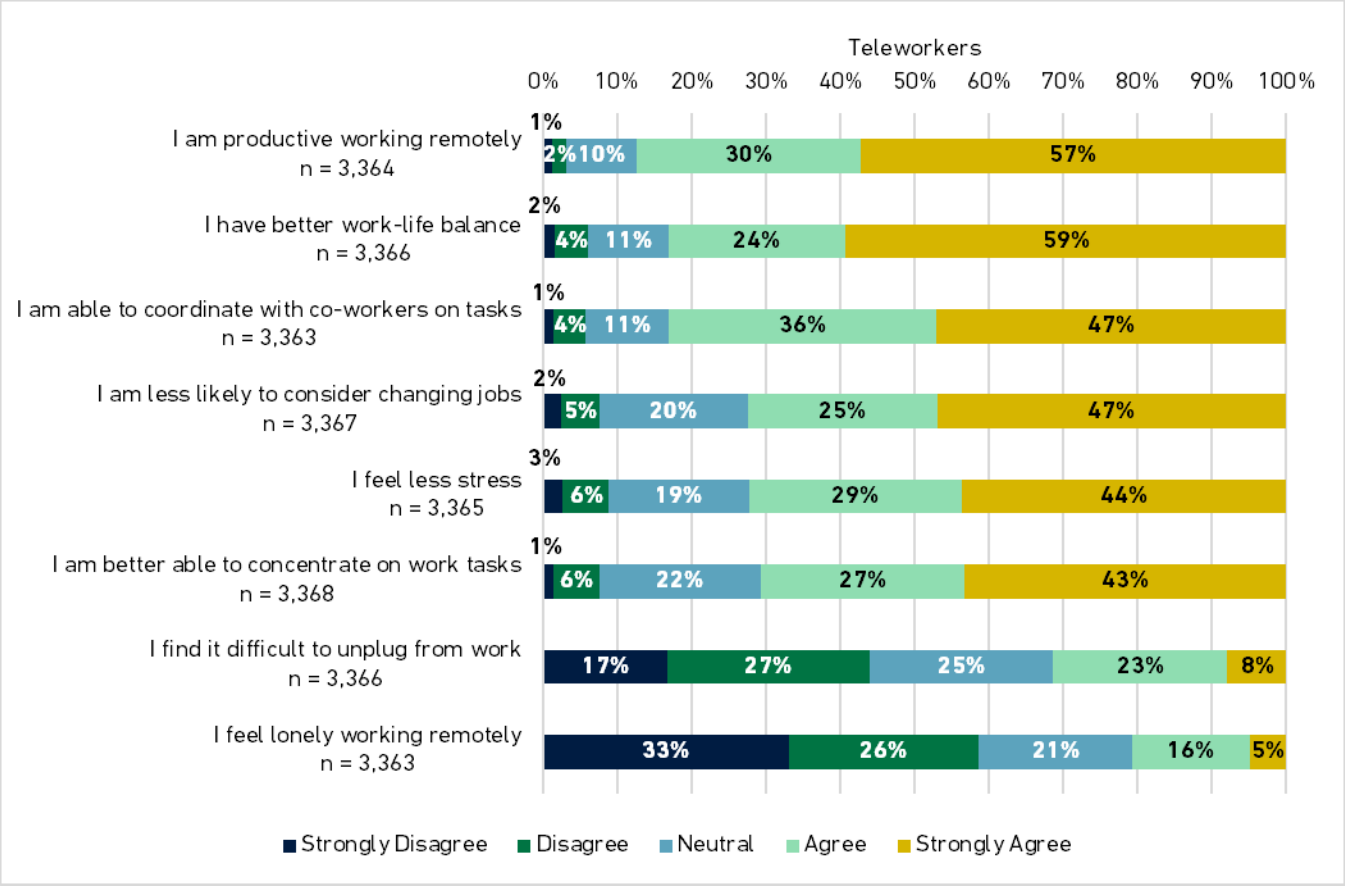


Table 33 presents the level of agreement with statements about telework by length of telework experience. Newer teleworkers report lower levels of comfort with telework across multiple statements (e.g., loneliness, work-life balance). As the duration of telework increases, workers report more benefits such as higher productivity, better concentration, reduced stress, and improved work–life balance.

Table 33: Agreement with Statement About Telework by Length of Time Teleworking (2025)

STATEMENT	LENGTH OF TIME TELEWORKING			
	< 1 year n = 183	1 to < 2 years n = 207	2 to < 5 years n = 1,485	5+ years n = 1,464
I am productive working remotely	76%	76%	87%	91%
I am better able to concentrate on work tasks	65%	56%	69%	76%
I find it difficult to unplug from work	30%	22%	31%	34%
I am able to coordinate with co-workers on tasks	78%	72%	84%	85%
I feel less stress	73%	68%	72%	73%
I feel lonely working remotely	28%	23%	21%	19%
I have better work-life balance	77%	78%	83%	85%
I am less likely to consider changing jobs	61%	69%	72%	76%

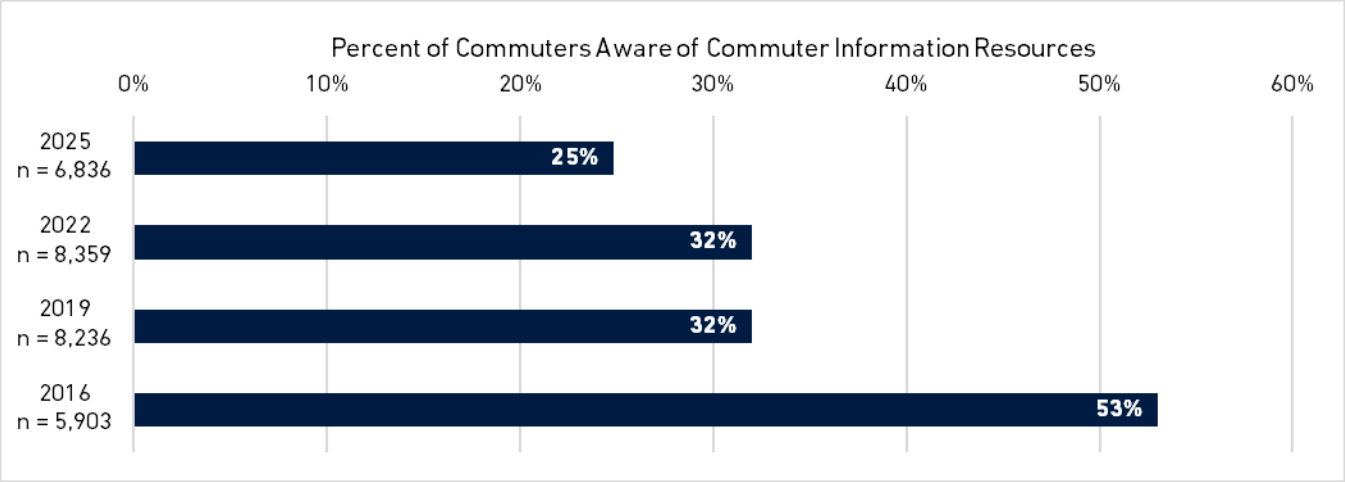
AWARENESS, USE, AND OPINION OF COMMUTER ASSISTANCE PROGRAMS

The survey also explored respondents' awareness of commuter assistance programs offered by regional and local organizations to commuters. All respondents were asked whether they were aware of any regionally available telephone numbers, websites, or mobile applications that offered commute information. They were next asked if they had heard of Commuter Connections and local commute information organizations that provide services in the geographic areas where they live and work.

Awareness and Use of Commuter Information Resources

The survey first asked respondents if they were aware of phone number, website, or mobile app from which they could obtain information on carpooling, vanpooling, public transportation, HOV lanes, toll/express lanes, and teleworking in the Washington metropolitan region—**Figure 43** shows the results for the 2016, 2019, 2022, and 2025 surveys. A quarter (25 percent) of commuters are aware of such a resource in 2025. This represents a steady decline from 32 percent in both 2019 and 2022, and a substantial drop from 53 percent in 2016. The downward trend suggests that awareness of regional commuter information resources has eroded over the past decade, possibly due to changes in how commuters seek travel information, such as a greater reliance on private navigation apps or employer-provided tools rather than regional resources. While one in four commuters are aware of regional commuter assistance resources, only 11 percent of commuters actually use them.

Figure 43: Awareness of Regional Commuter Information Resources (2016-2025)



RECALL OF WEBSITES AND PHONE NUMBERS

The survey asked respondents who had used regional commuter assistance resources to recall the number, website, or mobile app that they had accessed. Nine percent cited the WMATA website, nine percent cited the Transit app, five percent cited Google Maps, five percent cited SmarTrip, and others cited a variety of phone numbers and websites for local transit and micromobility providers, ride-hailing providers, third-party navigation apps, and other commuter information sources.

AWARENESS OF COMMUTER INFORMATION RESOURCES BY POPULATION SUB-GROUP

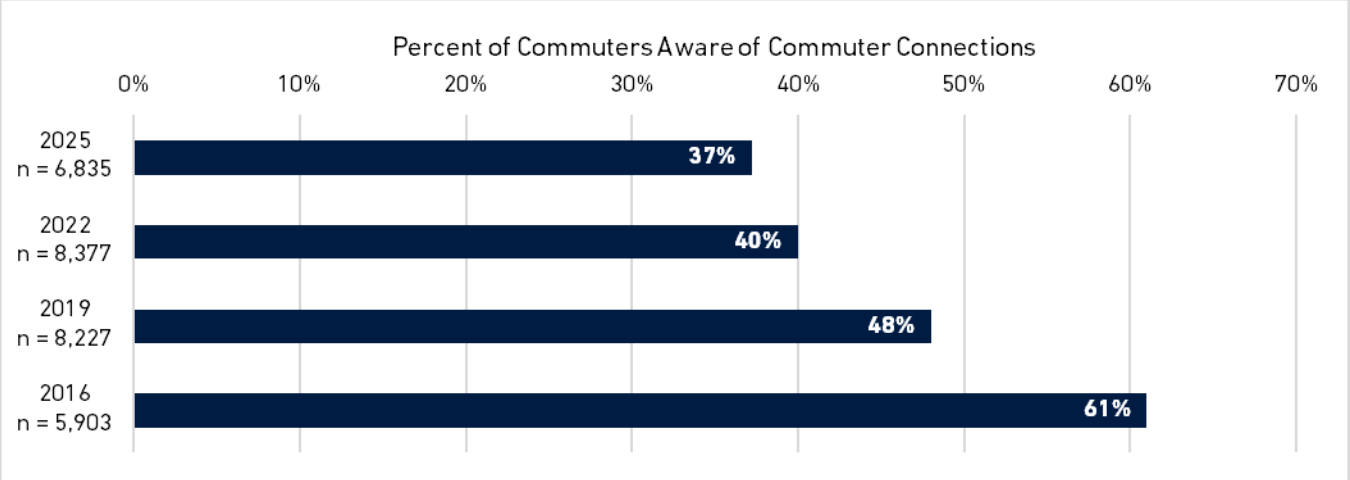
Awareness of regional commuter information resources is relatively stable across commute distances, travel times, and residential or work locations within the region. Generally, commuters with longer travel distances were slightly more aware of commute resources compared to commuters with shorter travel distances (23–24 percent of commuters with commutes under 30 miles were aware of the resources compared to 26–27 percent of commuters with commutes of 30 miles or more). Awareness by commute time followed a similar pattern. Variation by home and work location (within the Core, Middle Ring, or Outer Ring of the region), household income, gender, and race and ethnicity has little impact on commuter awareness levels.

Carpool and vanpool commuters report the highest awareness of commute information resources (38 percent), followed by transit riders (29 percent) and those who bike, scooter, or walk (27 percent). Teleworkers and commuters on compressed work schedules also reported higher-than-average awareness (28 percent compared to the regionwide average of 25 percent). Awareness grew steadily with age, starting at 18 percent among those ages 25 to 34, then at 23 percent among those 35 to 44, and rising further to 28 percent among those ages 45 to 54. The highest levels were reported by commuters ages 55 to 64 (30 percent) and those 65 and older (36 percent).

Awareness and Use of Commuter Connections

The survey asked whether respondents had heard of Commuter Connections (this question was only asked to those who either had not reported received telecommuting information or who reported not having seen, heard, or read advertising from Commuter Connections or MWCOG). Thirty-seven percent of these respondents reported being aware of the program in 2025, as shown in **Figure 44**. This reflects a gradual decline from 40 percent in 2022, 48 percent in 2019, and 61 percent in 2016. This trend mirrors the overall decline in awareness of regional commuter information resources.

Figure 44: Awareness of Commuter Connections (Prompted) (2016-2025)



AWARENESS OF COMMUTER CONNECTIONS BY POPULATION SUB-GROUP

Awareness of Commuter Connections varied considerably across population subgroups. Commuters with longer distances and travel times to work were more likely to know of Commuter Connections, with awareness rising steadily among those traveling the farthest; awareness rose from 33 percent among those commuting less than five miles to 48 percent among those traveling 30-40 miles. Awareness also

increased sharply with income, from less than one in five among the lowest-income households to nearly half among those in the highest income groups.

Differences by age were particularly pronounced. Awareness was lowest among commuters under 25 (16 percent), with awareness rising sharply with age. About one in five commuters under 35 knew of Commuter Connections, compared to nearly half of those between 45 and 54 (49 percent), and 59 percent of those ages 55 to 64. Results by race also showed variation, with non-Hispanic white commuters reporting the highest awareness (47 percent), while other racial groups' awareness ranged from 28-35 percent.

Carpool and vanpool users were the most likely to be aware of Commuter Connections (57 percent). Awareness was also above average among teleworkers (41 percent), transit riders (38 percent), and those who bike, scooter, or walk (36 percent). Together, these findings suggest that Commuter Connections is most recognized among commuters who are older, have longer commutes, and are already engaged in non-drive-alone travel, while younger and lower-income commuters are less likely to be aware of the program.

Referral Sources to Commuter Connections

Table 34 lists the methods by which commuters learned about Commuter Connections in 2025, compared to the three previous SOC surveys. Referral sources for Commuter Connections have undergone significant shifts over the past decade. In 2016, radio was by far the dominant channel, cited by more than two out of five respondents (41 percent). By 2022 and 2025, however, mentions of radio had fallen to about one out of five respondents (21 percent). Legacy media sources such as television, newspapers, and billboards also declined steadily over time, with newspapers nearly disappearing as a referral source by 2022.

At the same time, employer communication and direct mail grew in relative importance. Employer referrals rose gradually from six percent in 2016 to eight percent in 2025, and mail/postcards/brochures increased from four percent to six percent during the same period. Awareness through signs at transit stops and vehicles also doubled, from two percent in 2016 to four percent and five percent in the more recent surveys.

A notable trend is the increasing share of commuters who could not recall how they had learned about Commuter Connections. This figure rose from one in ten percent in 2016 to more than four in ten (41 percent) in 2025. Together, these results indicate declines in reaching commuters through legacy formats, increases in employer- and transit-based communications with commuters, and a growing challenge in tracking how commuters are first introduced to Commuter Connections.

Table 34: Referral Sources to Commuter Connections (2016-2025)

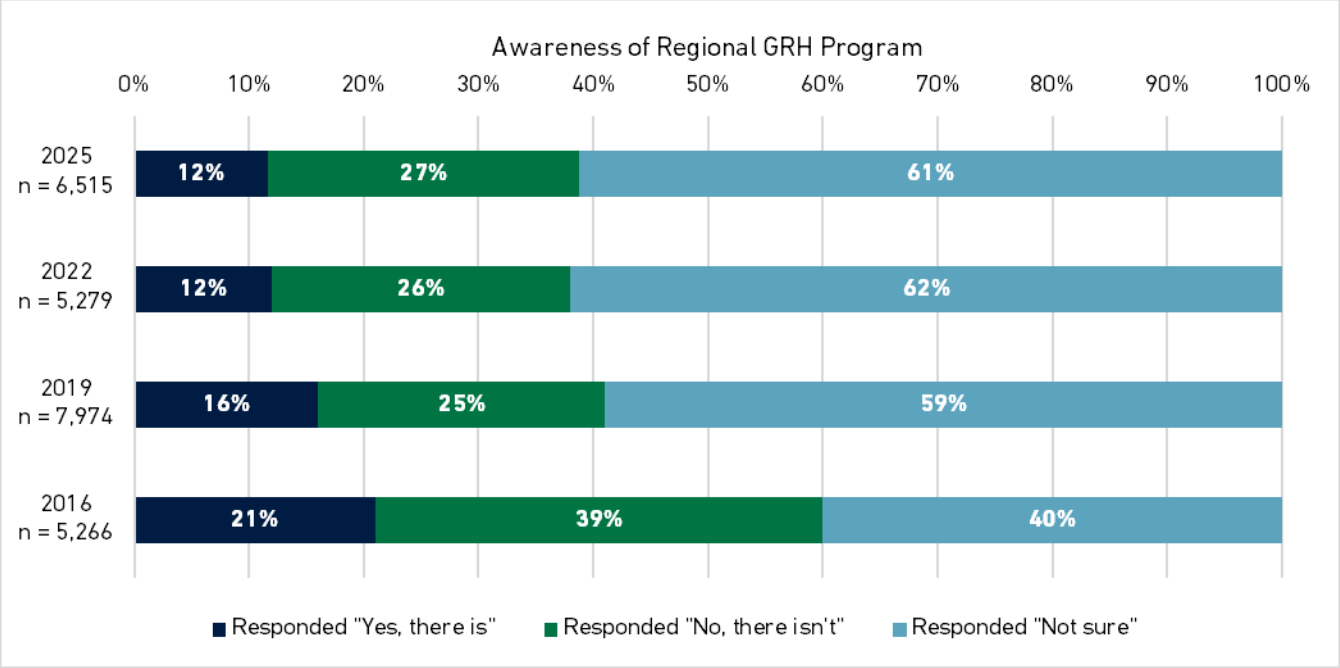
REFERRAL SOURCE	2016 n = 3,875	2019 n = 4,484	2022 n = 3,781	2025 n = 3,093
Radio	41%	31%	21%	21%
Employer	6%	8%	7%	8%
Mail/postcard/brochure	4%	7%	7%	6%
Sign on transit vehicle, bus stop	2%	6%	4%	5%
Word of mouth, friend, co-worker	9%	5%	4%	4%
Television	13%	5%	3%	4%
Internet	5%	5%	3%	3%
Sign/billboard	7%	3%	1%	2%

REFERRAL SOURCE	2016 n = 3,875	2019 n = 4,484	2022 n = 3,781	2025 n = 3,093
Newspaper ads/article	5%	1%	0%	1%
Don't know	10%	32%	43%	41%

GUARANTEED RIDE HOME (GRH)

Since 1997, Commuter Connections has offered the Guaranteed Ride Home (GRH) service to ease concerns of commuters using non-drive alone modes by providing a free ride in the case of unexpected emergencies or unscheduled overtime. In 2025, awareness of the program is low, with only 12 percent of commuters aware of GRH, 27 percent not aware, and 61 percent unsure—**Figure 45** shows the results for the 2016, 2019, 2022, and 2025 surveys. The 2025 results are nearly unchanged from 2022. Awareness has gradually declined since 2016, when more than one in five commuters (21 percent) reported being aware of the program. The share of commuters "not sure" has increased from 40 percent in 2016 to more than 60 percent in both 2022 and 2025.

Figure 45: Awareness of Regional GRH Program (2016-2025)



Awareness of GRH by Primary Mode

Awareness of the GRH program varies noticeably by commuters' primary travel mode (**Table 35**). Carpool and vanpool users are the most aware (55 percent), followed by transit riders (43 percent), and about one-third of those who bike, walk, or use scooters (33 percent). Awareness was lower among commuters who primarily drive alone, take a taxi, or use ride-hail services (24 percent) and among those who primarily work from home or telework (27 percent).

Table 35: Awareness of Regional GRH Program by Primary Mode (2025)

PRIMARY MODE	PERCENT OF COMMUTERS AWARE OF GRH
CWS/Telework n = 299	27%
Drive Alone/Taxi/Ride-hail n = 1,484	24%
Carpool/Vanpool n = 75	55%
Transit n = 635	43%
Bike/Scooter/Walk n = 118	33%

Awareness of GRH by Home and Work Location

Commuters living in the Outer Ring have the highest awareness of GRH (36 percent), compared with lower awareness in the Middle Ring (29 percent) and the Core (26 percent) (**Table 36**). By contrast commuters working in the Core reported the highest awareness (34 percent), while those working in the Middle Ring have similar awareness levels to the home-based Middle Ring (29 percent). Respondents working in the Outer Ring showed the lowest awareness of GRH (21 percent).

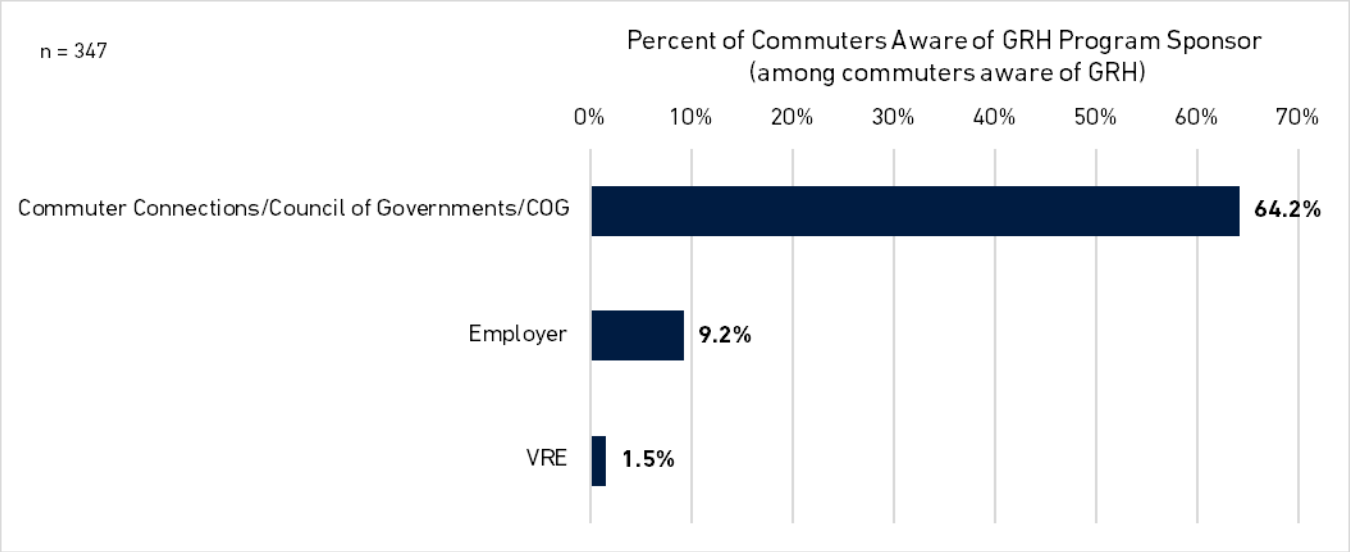
Table 36: Awareness of Regional GRH Program by Home and Work Area (2025)

AREA	PERCENT OF COMMUTERS AWARE OF GRH
Home Area	
Core n = 767	26%
Middle Ring n = 811	29%
Outer Ring n = 1,048	36%
Work Area	
Core n = 1,264	34%
Middle Ring n = 859	29%
Outer Ring n = 368	21%

Awareness of GRH Program Sponsor

Commuter Connections/MWCOG stands out as the primary driver of GRH awareness, with nearly two-thirds of commuters (64 percent) identifying it as their source of GRH information (**Figure 46**). Employers play a smaller role in spreading awareness (nine percent), while VRE accounts for less than two percent.

Figure 46: Awareness of Regional GRH Program Sponsor (2025)



MARYLAND TELEWORK ASSISTANCE

The Maryland Telework Assistance program provides resources to help employers, commuters, and program partners initiate and expand telework. Working with numerous partners in Maryland, this program assists employers to establish worksite telework programs and arrangements and provides telework information to individual commuters. The **Telework** section includes analysis of awareness, use, and opinion of teleworking generally, as well as how Maryland Telework Assistance serves as a source of telework information.

REGIONAL MARKETING

Regional marketing campaigns are an important tool for influencing travel behavior, raising awareness of commute options, and encouraging consideration of alternatives to driving alone. This section highlights how well commuters remember recent commute-related advertising and the extent to which that messaging shaped their awareness and decisions.

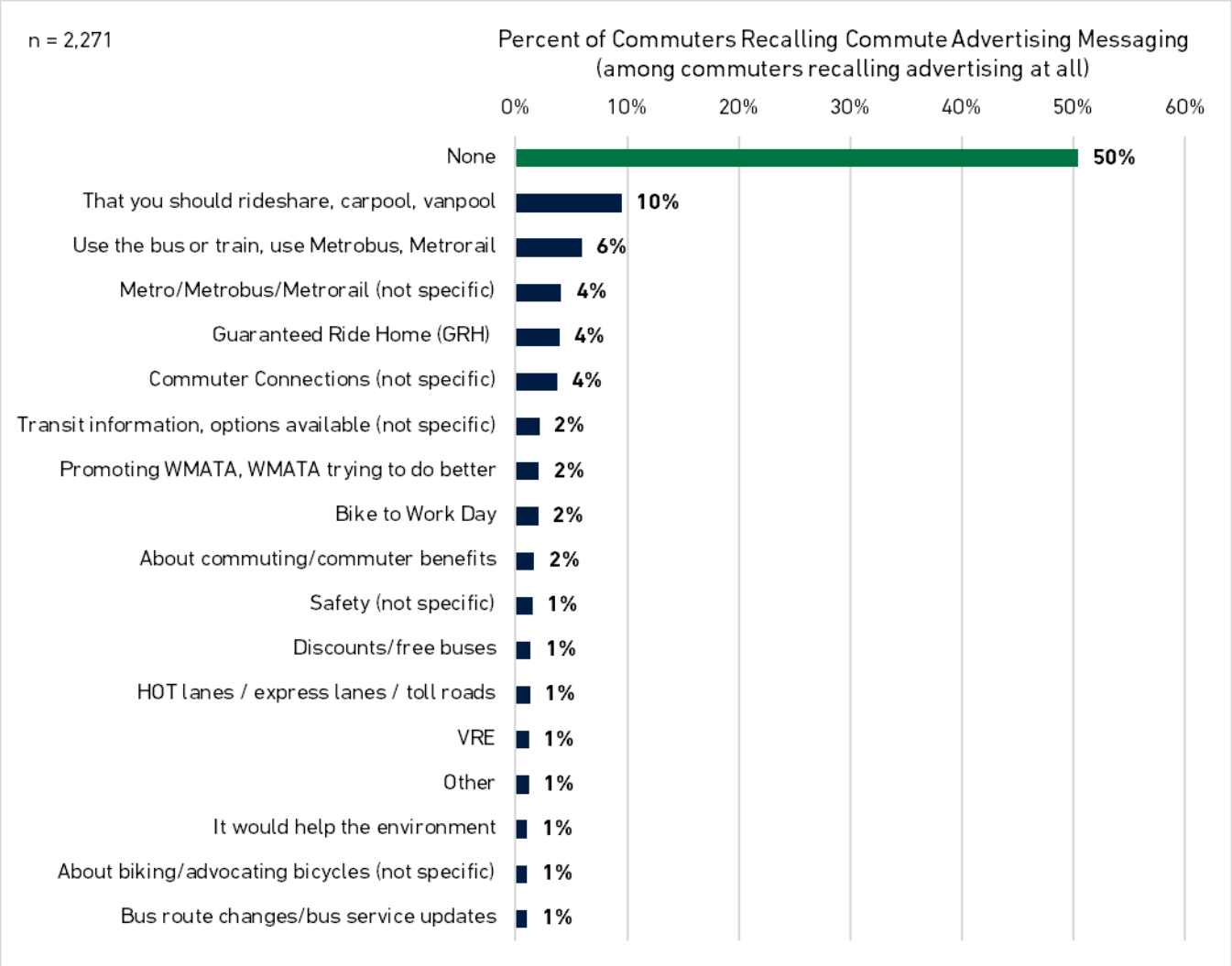
Commute Advertising Recall

One-third of commuters report having seen or heard advertising related to commuting in the last year. Nearly half (45 percent) said they had not, while 22 percent were unsure. These findings point to an opportunity to expand visibility and reinforce Commuter Connections messaging.

Of the commuters who report having seen or heard commute-focused advertising, half do not recall any message (**Figure 47**). Among those who do recall messaging, the most common themes they recall centered on ridesharing and transit use. Nearly one in ten (10 percent) recalled messages promoting carpooling, vanpooling, or ridesharing, and six percent mentioned encouragement to use bus or rail services. Another four percent recalled references to Metro more generally, and a similar share remembered Guaranteed Ride Home (GRH) or Commuter Connections specifically.

Other messages were cited less frequently but covered a wide range of topics, including transit information and options, WMATA service improvements, Bike to Work Day, commuter benefits, and safety. Mentions of HOT/express lanes, discounts or free bus promotions, and specific services such as VRE were reported by small shares of respondents (around one percent each).

Figure 47: Commute Information/Advertising Messages Recalled* (2025)



*Multiple messages reported based on open-ended responses

Recall of Advertising Sponsors

Commuters recalling advertising were asked which organizations they associated with commute-related advertising. More than half (61 percent) answered that they weren't sure. Among those who did recall a specific advertising sponsor, most named Metro/WMATA (**Table 37**)—at 44 percent, this was by far the most frequently mentioned sponsor, reflecting WMATA's high visibility in regional advertising campaigns. Commuter Connections was the second most recalled sponsor (17 percent), underscoring the program's strong brand recognition relative to other regional and local sponsors. Notably, recall of Commuter Connections has increased from 2022 (six percent) and 2019 (10 percent). Other sponsors recalled by smaller shares of commuters (all under four percent) include Fairfax County, Montgomery County (Ride On), the federal government, MWCOG, and VDOT. Mentions of private mobility providers such as Uber/Lyft were similarly low (two percent). A broader set of local governments and transit providers—such as OmniRide, Arlington County, the City of Alexandria/DASH, and Loudoun County—were each recalled by about one percent of respondents.

Overall, sponsor recall results show that awareness is heavily concentrated around WMATA, with Commuter Connections occupying a clear secondary position. Local jurisdictions and other agencies are

recognized, but by much smaller shares of commuters, indicating a limited reach for sponsor-specific branding outside of the largest regional players.

Table 37: Recall of Advertising Sponsors* (2025)

ADVERTISING SPONSOR	PERCENT OF COMMUTERS RECALLING SPONSOR (among those recalling advertising and among those recalling a specific sponsor) n = 1,028
Washington Metropolitan Area Transit Authority (WMATA)	44%
Commuter Connections	17%
Fairfax County	4%
Montgomery County/Ride-On Bus	3%
Federal agency (e.g., DOD, USDOT)	2%
Metropolitan Washington Council of Governments (MWCOG)	2%
VDOT (Virginia Department of Transportation)	2%
Uber/Lyft	2%
OmniRide	2%
Arlington County Commuter Services	1%
Rideshare	1%
Maryland Department of Transportation (MDOT)	1%
Local government (not specific)	1%
District of Columbia government (not specific)	1%
City of Alexandria/DASH bus	1%
Loudoun County	1%

*Multiple sponsors reported based on open-ended responses

Advertising Sources/Media

Table 38 illustrates the media sources through which commuters become aware of commute-based advertising. Transit-related sources—such as signs on buses and trains or at transit stops and stations—were the most common between 2019-2025, followed by radio in those same years. These two sources have consistently been the dominant channels over time, though the relative balance between them has shifted across years. Television, roadside billboards, and direct mail have also been cited regularly, while digital channels such as social media, smartphones, and websites have shown gradual but modest increases over the years. Also, legacy media sources such as newspapers have steadily declined in mentions.

In 2025, transit signs (45 percent) and radio (39 percent) continued to be the most widely recalled sources of advertising. Roadside billboards (18 percent) and television (16 percent) were also frequently mentioned. Direct mail was recalled by 11 percent of commuters, a similar rate to previous years. About nine percent of commuters recalled advertising from the MWCOG/Commuter Connections website, nine percent from their workplace, seven percent from social media, and seven percent from smartphone/tablet ads. Overall, the 2025 results illustrate the continued importance of traditional channels, particularly transit and radio, while also showing growth in workplace and web-based recall, reflecting a more diversified mix of advertising exposure compared with earlier years.

Table 38: Advertising Sources/Media* (2016-2025)

SOURCE/MEDIA	PERCENT OF COMMUTERS OBSERVING COMMUTE-BASED ADVERTISING THROUGH SOURCE/MEDIA (among commuters who recall advertising)			
	2016 n = 2,341	2019 n = 2,373	2022 n = 2,380	2025 n = 1,451
Sign on bus/train, at bus stop/train station	22%	49%	53%	45%
Radio	34%	36%	29%	39%
Roadside billboard/ad	10%	16%	16%	18%
Television	21%	19%	26%	16%
Postcard in the mail	4%	10%	12%	11%
At work	7%	6%	4%	9%
MWCOG/Commuter Connections website^	---	5%	4%	9%
Smart phone/tablet ad	3%	4%	6%	7%
Social media (Facebook, Twitter)	2%	5%	10%	7%
Newspaper	14%	8%	8%	5%
Other website/internet	6%	3%	4%	3%
Other	5%	2%	2%	9%

^ Prior to 2019, MWCOG/Commuter Connections website was not reported separately from other websites.

*Multiple responses accepted

Commute Advertising Impact

Consideration of Non-Drive Alone Modes After Hearing or Seeing Commute Advertising

Respondents were asked if after seeing or hearing this advertising were they more likely to consider carpooling, vanpooling, or public transportation. Younger commuters under 35 reported substantially greater influence from commute messages (32–33 percent) than did commuters 55 and older (12–17 percent). Asian/Pacific Islander (35 percent), non-Hispanic Black (31 percent), and commuters who identify as mixed/other backgrounds (34 percent) considered non-drive alone modes at higher rates compared with Hispanic (20 percent) and non-Hispanic white (17 percent) commuters.

Primary commuting mode was strongly related to how advertising messages were perceived. More than half (52 percent) of carpoolers and vanpoolers considered non-drive alone modes, followed by transit users (33 percent) and teleworkers (24 percent). By contrast, drive-alone commuters (17 percent) and especially those who walk, bike, or scooter (five percent) reported lower levels of consideration. Commute distance also played a role in considering non-drive alone modes—the longer the commute, the greater the chance of the commuter considering non-drive alone modes. Commuters traveling 30–40 miles were the most likely to be influenced, while those with very short commutes of fewer than five miles reported the lowest levels of persuasion. A similar trend emerged by commute time, with persuasion increasing steadily as the length of the trip grew; those with commutes of more than an hour were almost twice as likely to find messages persuasive as those commuting fewer than 20 minutes.

Respondents at both ends of the commute satisfaction scale—those least satisfied with their commute and those most satisfied with their commute—were the most likely to find advertising messages persuasive (26–27 percent). Those in the middle of the satisfaction range reported notably lower levels of consideration of non-drive alone modes (14–16 percent). This suggests that both commuters seeking alternatives to an unsatisfactory commute and those who are already content but open to additional benefits may be the most receptive to advertising messages.

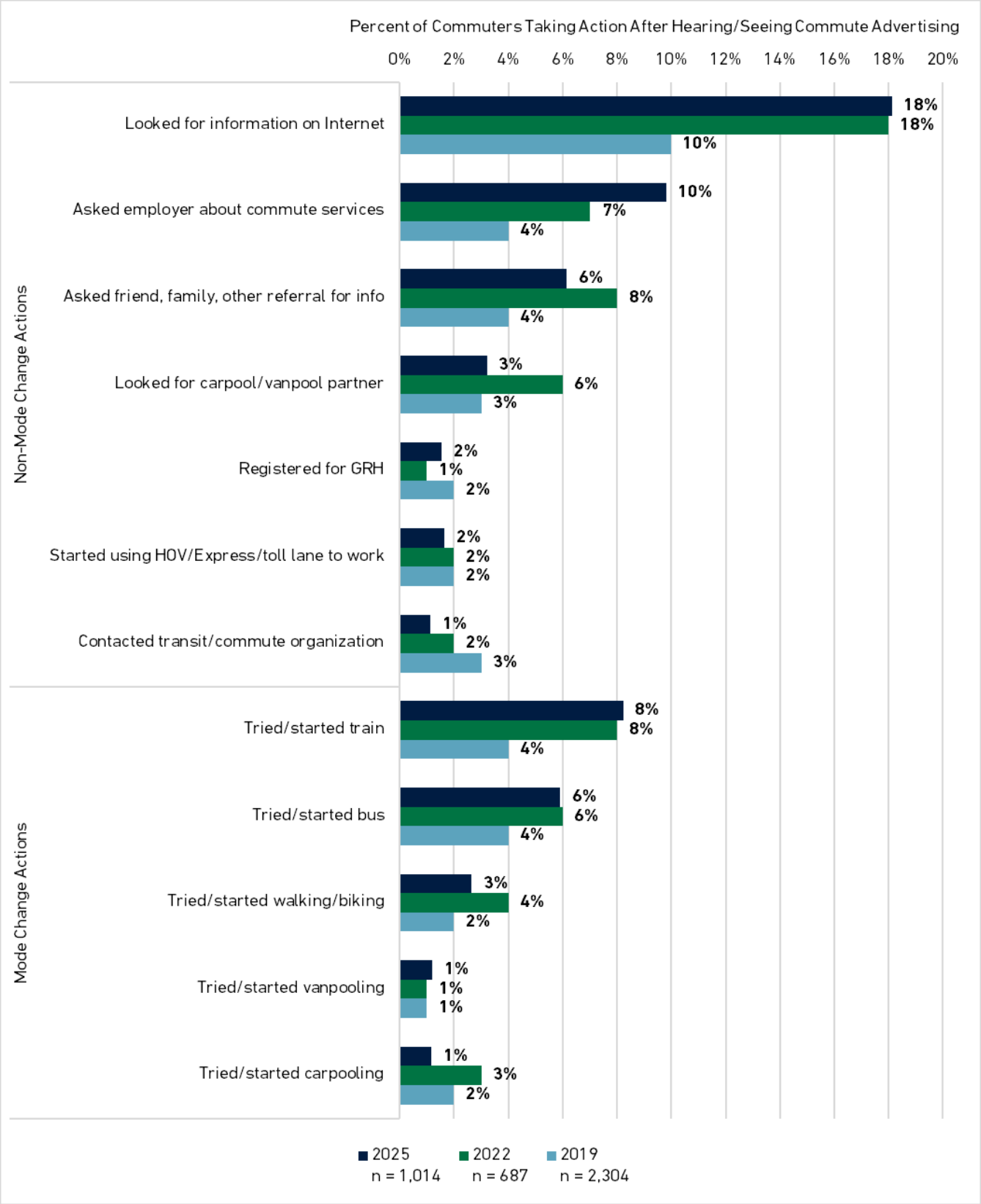
Commute Actions Taken After Hearing or Seeing Commute Advertising

Of the commuters who tried a non-drive alone mode or took other actions to change their commute after seeing or hearing advertising, 41 percent said the advertising encouraged them to make this change. **Figure 48** shows the actions commuters took after hearing or seeing commute advertising since the 2019 survey. Results suggest that advertising is most effective at prompting commuters to gather information and explore options rather than immediately switching modes. The strong and sustained role of online sources, combined with the growing influence of employers, highlights key channels for extending the reach and impact of mass marketing efforts. Between 2019 and 2025, the share who looked for information on the Internet nearly doubled, rising from 10 percent in 2019 to 18 percent in 2022 and holding steady at 18 percent in 2025. Interest in asking employers about commute services also grew steadily, from four percent in 2019 to 10 percent in 2025, suggesting workplace channels are playing a stronger role in supporting commuter decisions.

Other actions showed more modest shifts. The share of commuters who asked friends or family for information rose from four percent in 2019 to eight percent in 2022, before leveling to six percent in 2025. Interest in finding carpool or vanpool partners remained relatively low, peaking at six percent in 2022 and dropping to three percent in 2025. Registration for GRH, use of HOV/express/toll lanes, and direct contact with transit or commute organizations all remained consistently small, each cited by only one to two percent of commuters in 2025.

At the same time, the consistent share of commuters trying trains and buses demonstrates that advertising can encourage trial of different commuting modes. The largest share reported trying train service, which increased from four percent in 2019 to eight percent in both 2022 and 2025. Of these commuters, 55 percent are still using the train once a week or more and 13 percent are still using the train occasionally. Additionally, these same commuters use the train on average for 15 months after switching, demonstrating a lasting change. Bus use followed a similar pattern, rising from four percent in 2019 to six percent in 2022 and 2025. Walking or biking saw a modest increase between 2019 (two percent) and 2022 (four percent) but then dropped slightly to three percent in 2025. Vanpooling and carpooling remained the least frequently reported actions, with both cited by one percent of commuters in 2025.

Figure 48: Commute Change Actions Taken After Hearing/Seeing Commute Advertising* (2019-2025)



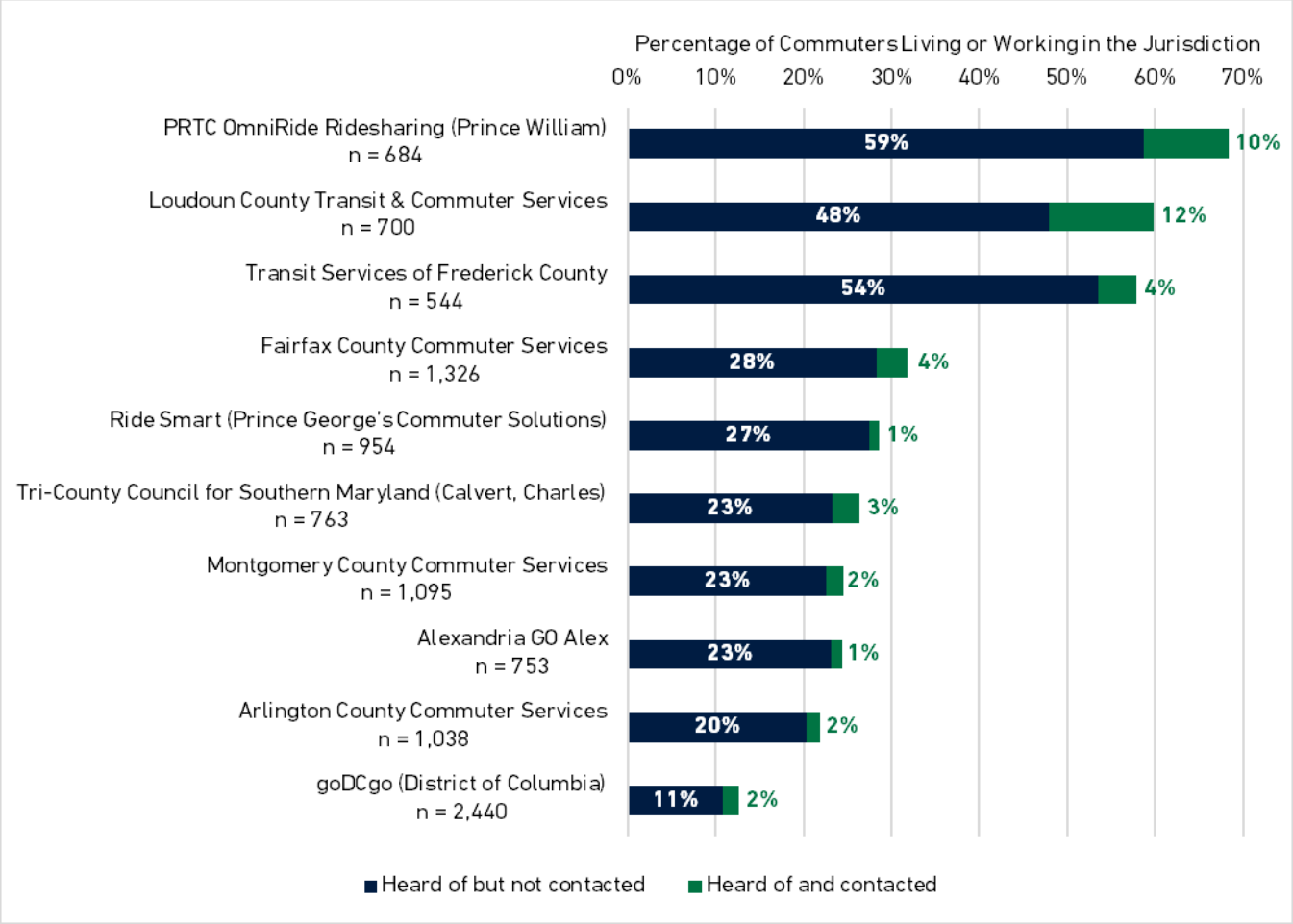
*Multiple responses accepted

Awareness and Use of Local Commute Assistance Programs

Awareness and use of local jurisdiction commute assistance programs varied considerably across the region (**Figure 49**). The survey asked respondents if they were familiar with the programs that are available in the jurisdictions they live and/or work in, with the program names prompting their response. Higher rates of commuters in areas with longer commutes are more likely to be aware of their local commuter assistance programs: PRTC OmniRide Ridesharing in Prince William County (69 percent), Loudoun County Transit and Commuter Services (60 percent), and Transit Services of Frederick County (58 percent). Other programs, such as Fairfax County Commuter Services (32 percent), Ride Smart in Prince George's County (28 percent), and Montgomery County Commuter Services (25 percent), also achieved notable awareness, though at lower levels. Smaller shares of commuters had heard of Alexandria's GO Alex (24 percent), Arlington County Commuter Services (22 percent), or the District's goDCgo (13 percent).

While awareness was relatively strong in several jurisdictions, actual engagement with these programs was much lower. About 12 percent of those working or living in the program service area reported contacting Loudoun County Transit and Commuter Services, compared to about 10 percent for PRTC OmniRide and three to four percent for Transit Services of Frederick County, Fairfax County Commuter Services, and the Tri-County Council for Southern Maryland. Programs in Montgomery County, Alexandria, Arlington, Prince George's, and the District all reported only one or two percent of commuters having direct interaction.

Figure 49: Heard of/Used Local Jurisdiction Commute Assistance Program Among Those Living or Working in the Jurisdiction (2025)



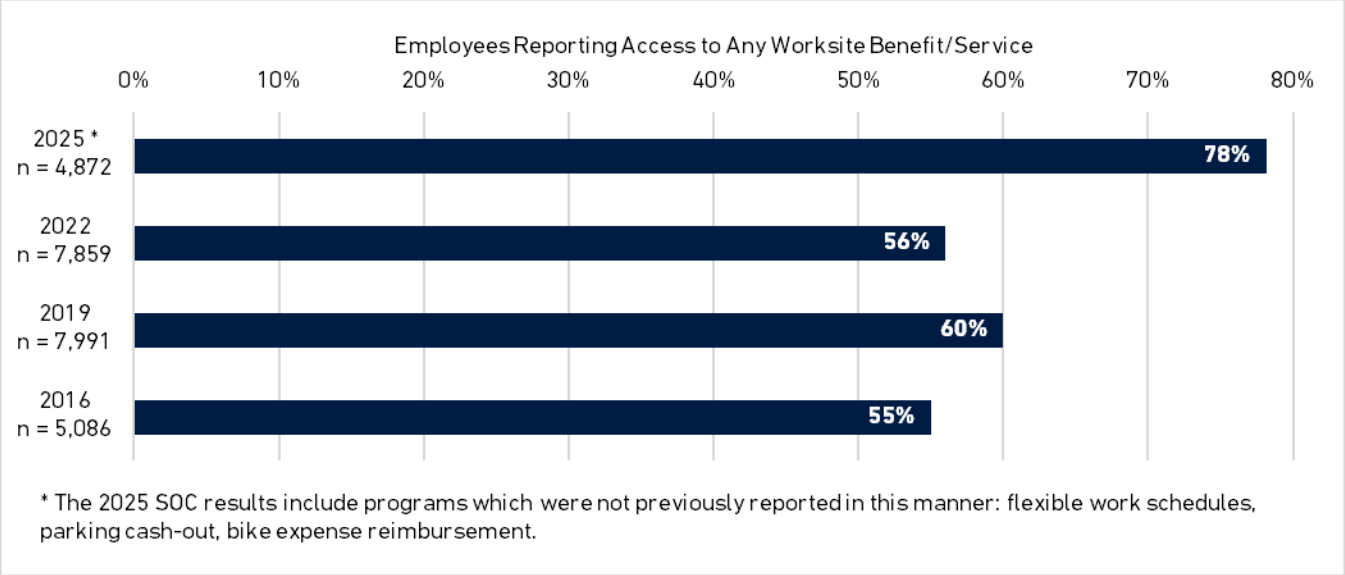
EMPLOYER-PROVIDED RESOURCES

The SOC survey explored the role of employers and building management in supporting employees' commute options. Specifically, respondents were asked about three major areas of worksite-based resources: alternative mode support benefits and services, parking facilities and services, and the impacts of employer-provided commuter assistance and parking. This section presents 2025 results on the availability and use of these resources, as well as comparisons with previous SOC surveys to highlight changes over time. Note that the results in this section reflect respondents' perceptions about the resources their employer provides, which may differ from the actual resources provided.

Incentives/Support Services

Reported access to worksite benefits and services has shown a notable upward trend over the past decade (**Figure 50**). In 2016, just over half of commuters (55 percent) reported access to some form of commuter benefit or service, a figure that held relatively steady in 2019 and 2022. The most recent survey in 2025 shows a significant increase, with 78 percent of commuters reporting access—more than 20 percentage points higher than the previous survey. This growth underscores the increasing role employers play in providing commute-related resources and supporting sustainable commuting.

Figure 50: Employee Access to any Worksite Benefit/Service (2016-2025)



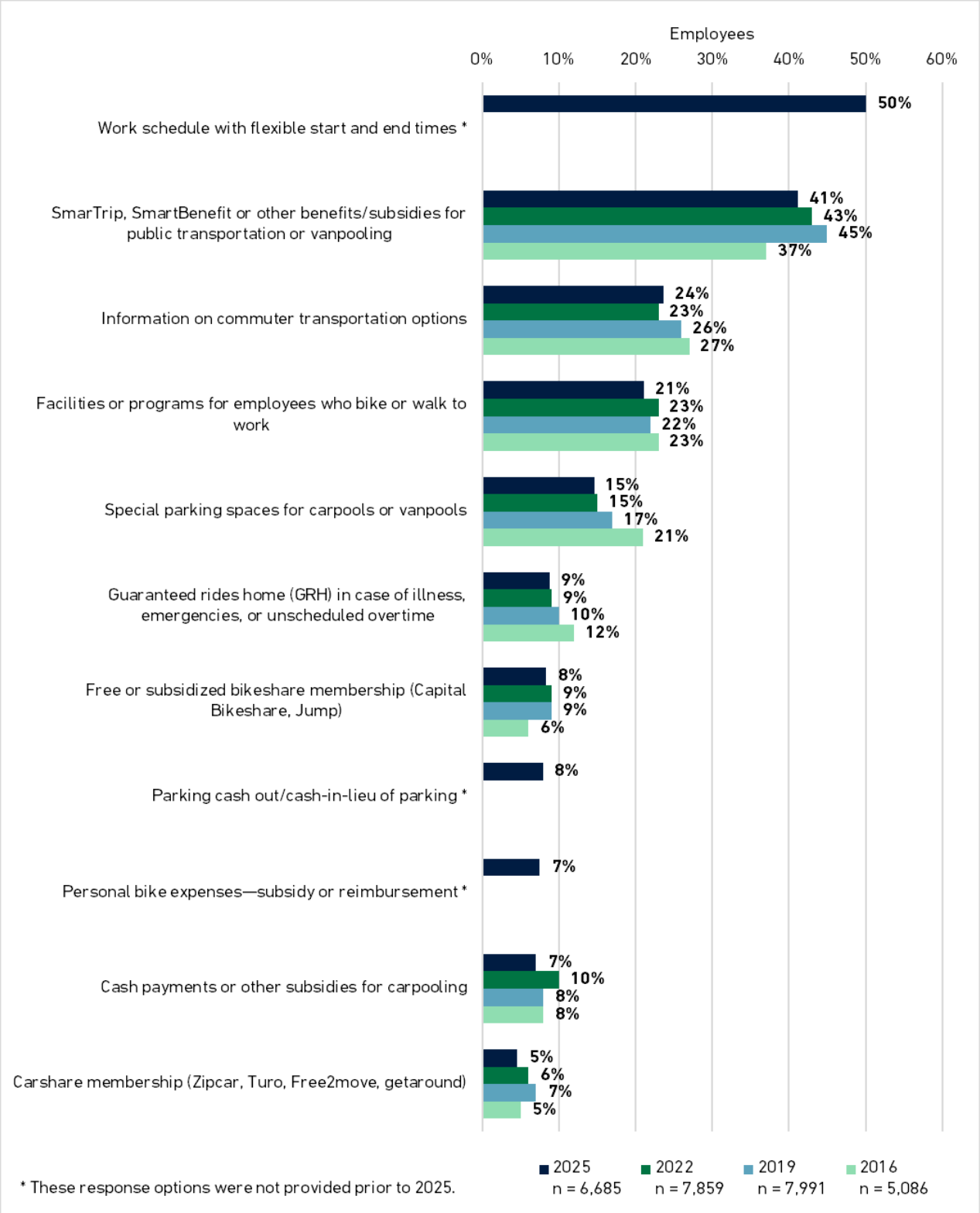
INDIVIDUAL BENEFITS/SERVICES OFFERED

Figure 51 shows the non-drive alone mode benefits/services employees report as being available between 2016-2025. The 2025 survey introduced several new benefit categories that highlight emerging employer practices, including parking cash-out (available to eight percent of commuters) and personal bike expense reimbursement (available to seven percent of commuters). Additionally, the availability of flexible work schedules as an employer-provided benefit is being presented in this section for the first time—in previous SOC reports, flexible work schedules were presented only in the **Work Schedules** section. Notably, half of commuters have access to flexible schedules, making it the single most common benefit offered by employers in 2025.

Across all four surveys, public transit subsidies (such as SmarTrip or SmartBenefits) remain the most widely reported benefit, ranging from 37 percent in 2016 to a peak of 45 percent in 2019. Information on

commuter transportation options and facilities for employees who bike or walk have also been steady over time, reported by about one-quarter of respondents across the years (between 23 and 27 percent). Availability of carpool/vanpool parking spaces declined from 21 percent in 2016 to 15 percent in 2025. GRH availability has declined to single digits, from a high of 12 percent in 2016. Similarly, free or subsidized bikeshare memberships, carpool subsidies, and carshare memberships have consistently been offered at relatively low levels (generally under 10 percent). Overall, the results suggest that while traditional benefits like transit subsidies remain key, employers are increasingly incorporating flexible scheduling and more targeted incentives.

Figure 51: Non-Drive Alone Mode Benefits/Services Available to Employees* (2016-2025)

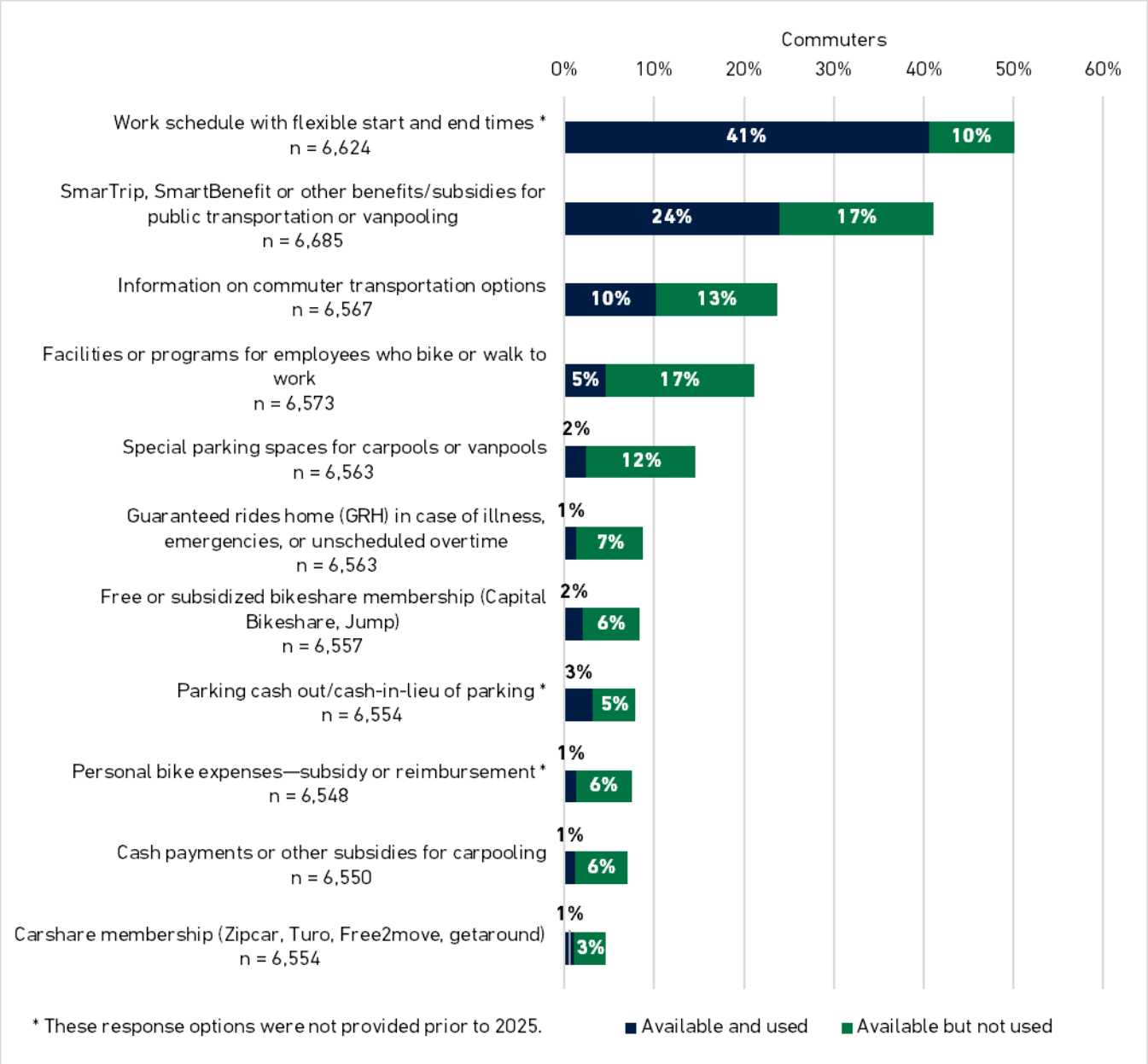


*Multiple responses accepted

Commuters taking advantage of the employer-provided commuter benefits varies significantly depending on the type of benefit offered (**Figure 52**). Commuters report flexible work schedules as both the most commonly available and the most frequently used benefit: 41 percent of employees reported using this option, with only 10 percent indicating it was available but they did not use it. Transit subsidies also show a strong utilization, with nearly one-quarter (24 percent) of employees using them.

Other benefits show more limited use. Information on commuter transportation options was reportedly available to 23 percent of employees, but only 10 percent used it, while bike/walk facilities had similar gaps, with five percent using them compared to 17 percent who had access but did not use them. Similarly, GRH, bikeshare memberships, bike expense reimbursements, and carshare memberships were all used by only one to two percent of employees, suggesting that while these programs are offered, they appeal to few employees.

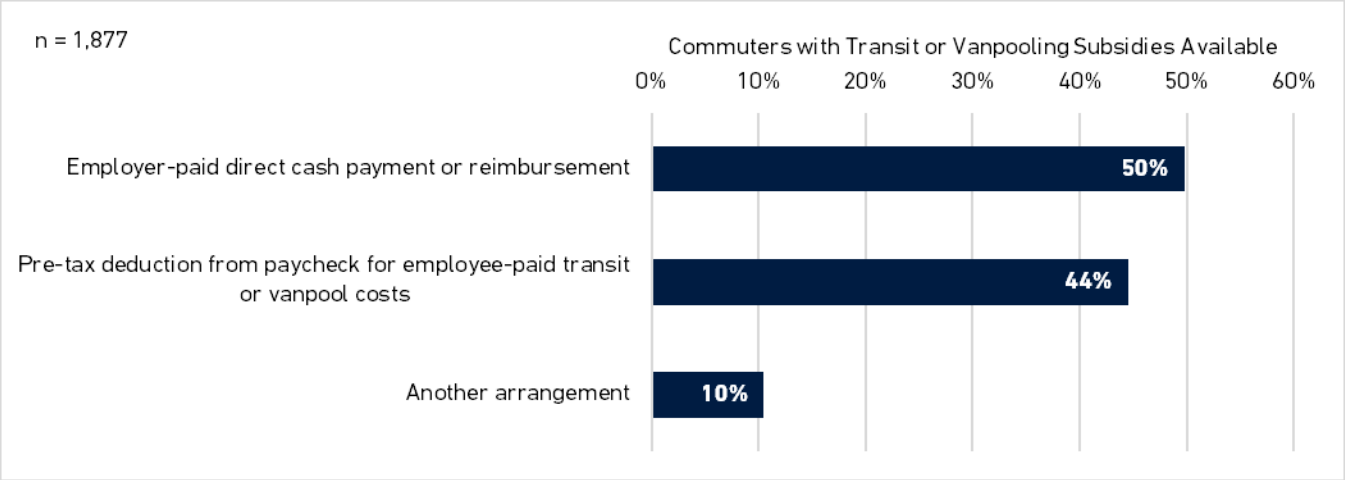
Figure 52: Use of Employer-Provided Benefits/Services of Employees Who had Access to Services (2025)



Types of Transit Financial Benefits

Figure 53 shows that employers most often support employees' commuting costs through direct financial assistance. Half of respondents with access to a transit financial benefit reported receiving an employer-paid direct cash payment or reimbursement for their transit or vanpool expenses, making this the most common arrangement. Another large share (44 percent) said their employers offered a pre-tax payroll deduction, which allows employees to cover commuting costs with before-tax income, reducing their overall tax burden. A smaller share (10 percent) reported having access to other types of arrangements, which may include less common or customized programs.

Figure 53: Transit Financial Benefit Types* (2025)



*Multiple responses accepted

BENEFITS OFFERED BY EMPLOYER TYPE

Table 39 lists the availability of benefits and services by employer type as reported by the employees. Federal agencies stand out as the most consistent providers of commuter benefits, with high levels across nearly every type of benefit, especially carpool/vanpool parking (offered to 53 percent of federal workers), cash or subsidies for carpooling (46 percent), and public transportation benefits (44 percent). Federal employers also provide notable levels of support for biking and walking (36 percent) and GRH (40 percent), suggesting federal agencies maintain robust commuter benefit programs. Private sector employers also offer robust benefits but with a different emphasis—they lead in offering carshare memberships (offered to 41 percent of private-sector workers), parking cash-out (46 percent), and flexible work schedules (38 percent). Private-sector employees also report relatively high availability of employer-provided benefits for biking (36 percent) and public transportation (28 percent).

State and local government agencies and non-profit organizations/associations offer relatively lower levels of support in most categories. State and local government agencies' strongest offerings are in bikeshare memberships (offered to 29 percent of these employees) and carshare memberships (21 percent), with other benefits ranging in the tens or single digit percentages. Offerings by non-profit organizations fall between public agencies and the private sector, with modest levels of support across most categories, without any single benefit standing out. Notably, non-profits offer parking cash-out (offered to 18 percent of non-profit employees), bike subsidies (18 percent), and flexible work schedules (17 percent) at higher rates than state/local agencies but still well below federal and private employers. Employers in any other category offer few commuter benefits, with single-digit offerings across all benefits.

Table 39: Commute Benefits/Services Available by Employer Type (2025)

BENEFIT/SERVICE	FEDERAL AGENCY n = 1,853	STATE OR LOCAL GOVERNMENT AGENCY n = 847	NON-PROFIT ORGANIZATION/ ASSOCIATION n = 1,103	PRIVATE SECTOR EMPLOYER n = 3,209	OTHER n = 293
Information on commuter transportation options	40%	12%	14%	30%	4%
Special parking spaces for carpools or vanpools	53%	11%	10%	22%	4%

BENEFIT/SERVICE	FEDERAL AGENCY n = 1,853	STATE OR LOCAL GOVERNMENT AGENCY n = 847	NON-PROFIT ORGANIZATION/ ASSOCIATION n = 1,103	PRIVATE SECTOR EMPLOYER n = 3,209	OTHER n = 293
SmarTrip, SmartBenefit or other benefits/subsidies for public transportation or vanpooling	44%	8%	17%	28%	3%
Cash payments or other subsidies for carpooling	46%	12%	10%	28%	3%
Facilities or programs for employees who bike or walk to work	36%	14%	17%	30%	4%
Guaranteed rides home (GRH) in case of illness, emergencies, or unscheduled overtime	40%	12%	14%	31%	3%
Carshare membership (Zipcar, Turo, Free2move, getaround)	20%	21%	16%	41%	3%
Free or subsidized bikeshare membership (Capital Bikeshare, Jump)	19%	29%	17%	30%	5%
Work schedule with flexible start and end times	32%	8%	17%	38%	3%
Parking cash out/cash-in-lieu of parking	20%	12%	18%	46%	4%
Personal bike expenses—subsidy or reimbursement	33%	10%	18%	36%	3%

BENEFITS OFFERED BY EMPLOYER SIZE

There is a strong relationship between employer size and the availability of commuter benefits, as reported by the employees (**Table 40**), with larger organizations more likely to offer comprehensive benefits. Smaller employers (100 or fewer workers) generally offer limited support across all commuter benefit categories, with most benefits reported by fewer than one in five of these employees. Medium-sized employers (101–999 employees) provide somewhat higher levels of support, with benefits like commuter information, bike facilities, and flexible schedules offered to around 13–21 percent of employees. In contrast, large employers (1,000 or more employees) stand out as the primary providers of commuter benefits, with high rates of carpool parking (58 percent), cash or subsidies for carpooling (51 percent), transit benefits (41 percent), bike programs (43 percent), and GRH (46 percent) offered.

Table 40: Commute Benefits/Services Available by Employer Size (2025)

BENEFIT/SERVICE	1-25 EMPLOYEES n = 1,311	26-100 EMPLOYEES n = 1,290	101-250 EMPLOYEES n = 865	251-999 EMPLOYEES n = 1,031	1,000+ EMPLOYEES n = 1,744
Information on commuter transportation options	8%	14%	12%	20%	46%
Special parking spaces for carpools or vanpools	8%	9%	11%	14%	58%
SmarTrip, SmartBenefit or other benefits/subsidies for public transportation or vanpooling	9%	17%	13%	20%	41%
Cash payments or other subsidies for carpooling	9%	13%	12%	16%	51%
Facilities or programs for employees who bike or walk to work	8%	16%	13%	21%	43%

BENEFIT/SERVICE	1-25 EMPLOYEES n = 1,311	26-100 EMPLOYEES n = 1,290	101-250 EMPLOYEES n = 865	251-999 EMPLOYEES n = 1,031	1,000+ EMPLOYEES n = 1,744
Guaranteed rides home (GRH) in case of illness, emergencies, or unscheduled overtime	13%	17%	10%	14%	46%
Carshare membership (Zipcar, Turo, Free2move, getaround)	17%	19%	15%	15%	34%
Free or subsidized bikeshare membership (Capital Bikeshare, Jump)	13%	19%	15%	21%	33%
Work schedule with flexible start and end times	18%	18%	13%	19%	32%
Parking cash out/cash-in-lieu of parking	17%	22%	17%	14%	30%
Personal bike expenses—subsidy or reimbursement	10%	17%	15%	17%	42%

BENEFITS OFFERED BY EMPLOYER LOCATION

Table 41 shows a clear trend in the availability of commuter benefits as reported by employees based on employer location, with higher rates of benefits offered closer to the Core of the region. Employers in the Core offer the widest range of services, with especially high rates for transit subsidies (offered by 66 percent of employers in the Core) and bikeshare memberships (64 percent). Middle Ring employers also provide notable levels of commute support, particularly for carpool parking (offered by 51 percent of employers in the Middle Ring) and cash or subsidies for carpools (44 percent), with transit- and bike-related benefits substantially lower than those in the Core. By contrast, Outer Ring employers offer limited support across all categories, with single-digit percentages for most benefits, highlighting the challenges of promoting non-SOV commuting in areas farther from the region's Core and Middle Ring.

These results largely mirror the availability of transit service; employers in areas with limited transit service would understandably be less inclined to offer a subsidy for transit. The high availability of transit subsidies in the Core also reflects the concentration of Federal agencies, who are required to offer transit subsidies to employees, in this area. Another factor that could influence access to transit subsidies in the Core is the DC Commuter Benefits Ordinance enacted by the District of Columbia government. Beginning in 2016, employers with 20 or more employees at District worksites were required to offer a transit benefit.

Table 41: Commute Benefits/Services Available by Employer Location (2025)

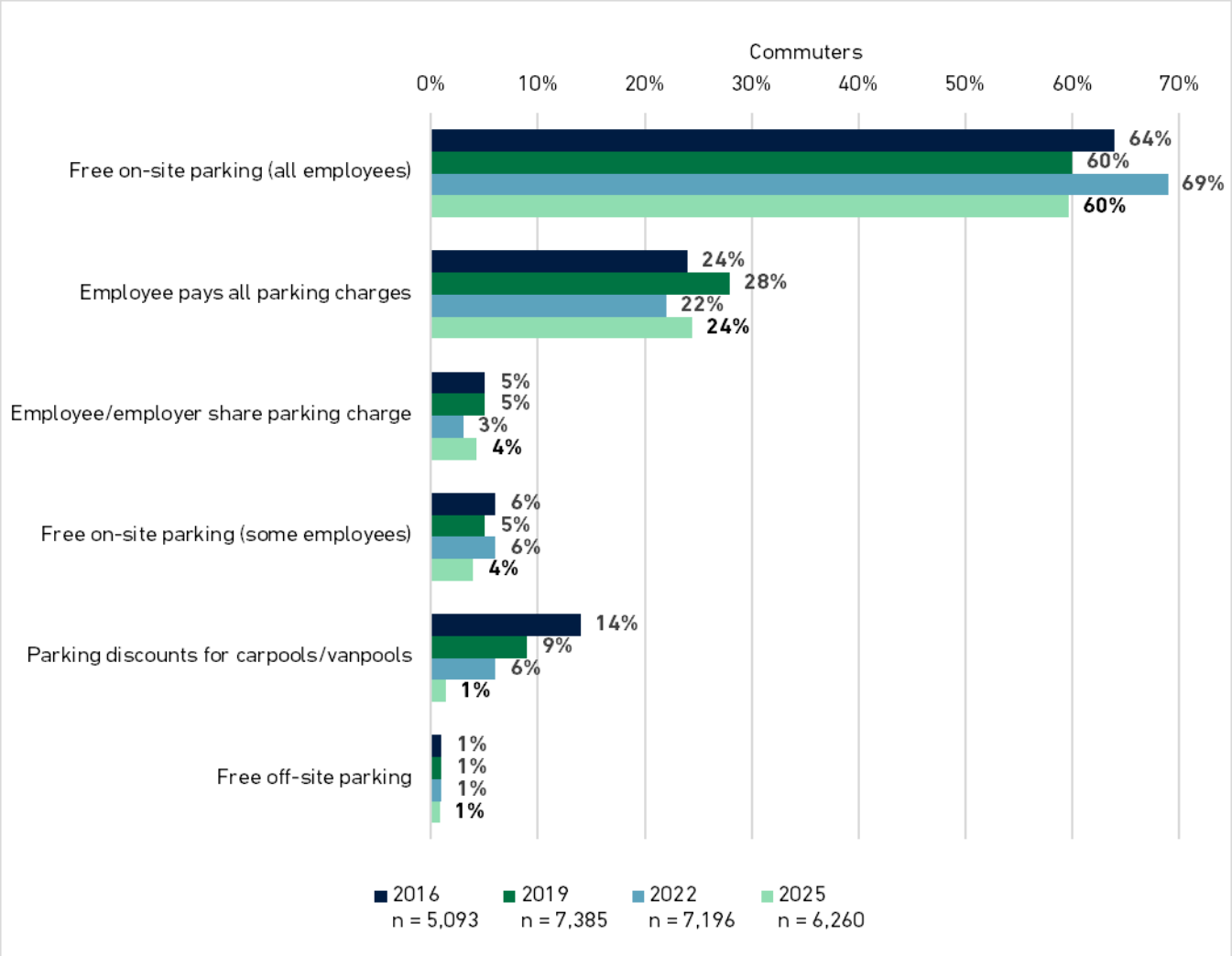
BENEFIT/SERVICE	CORE n = 3,463	MIDDLE RING n = 2,528	OUTER RING n = 1,148
Information on commuter transportation options	51%	40%	6%
Special parking spaces for carpools or vanpools	39%	51%	7%
SmarTrip, SmartBenefit or other benefits/subsidies for public transportation or vanpooling	66%	29%	3%
Cash payments or other subsidies for carpooling	46%	44%	7%
Facilities or programs for employees who bike or walk to work	57%	36%	5%
Guaranteed rides home (GRH) in case of illness, emergencies, or unscheduled overtime	46%	42%	5%
Carshare membership (Zipcar, Turo, Free2move, getaround)	48%	38%	11%

BENEFIT/SERVICE	CORE n = 3,463	MIDDLE RING n = 2,528	OUTER RING n = 1,148
Free or subsidized bikeshare membership (Capital Bikeshare, Jump)	64%	30%	4%
Work schedule with flexible start and end times	49%	38%	8%
Parking cash out/cash-in-lieu of parking	57%	30%	9%
Personal bike expenses—subsidy or reimbursement	60%	33%	6%

Parking Facilities and Services

The survey asked respondents traveling to an outside worksite at least one day per week about the parking available at their worksites. These results are displayed in **Figure 54** for 2016 through 2025. Free on-site parking for all employees has remained the dominant arrangement across survey years, though the percentage fluctuated between a low of 60 percent in 2019 and 2025 and a peak of 69 percent in 2022. The share of employees who reported paying the full cost of parking has been relatively stable, ranging from 22–28 percent, with the highest level also observed in 2019. Cost-sharing between employers and employees and free on-site parking for only some employees were less common, both below six percent in all years. Parking discounts for carpools and vanpools, reported by 14 percent of respondents in 2016, have steadily declined, dropping to just one percent in 2025.

Figure 54: Parking Facilities/Services Offered by Employers* (2016-2025)

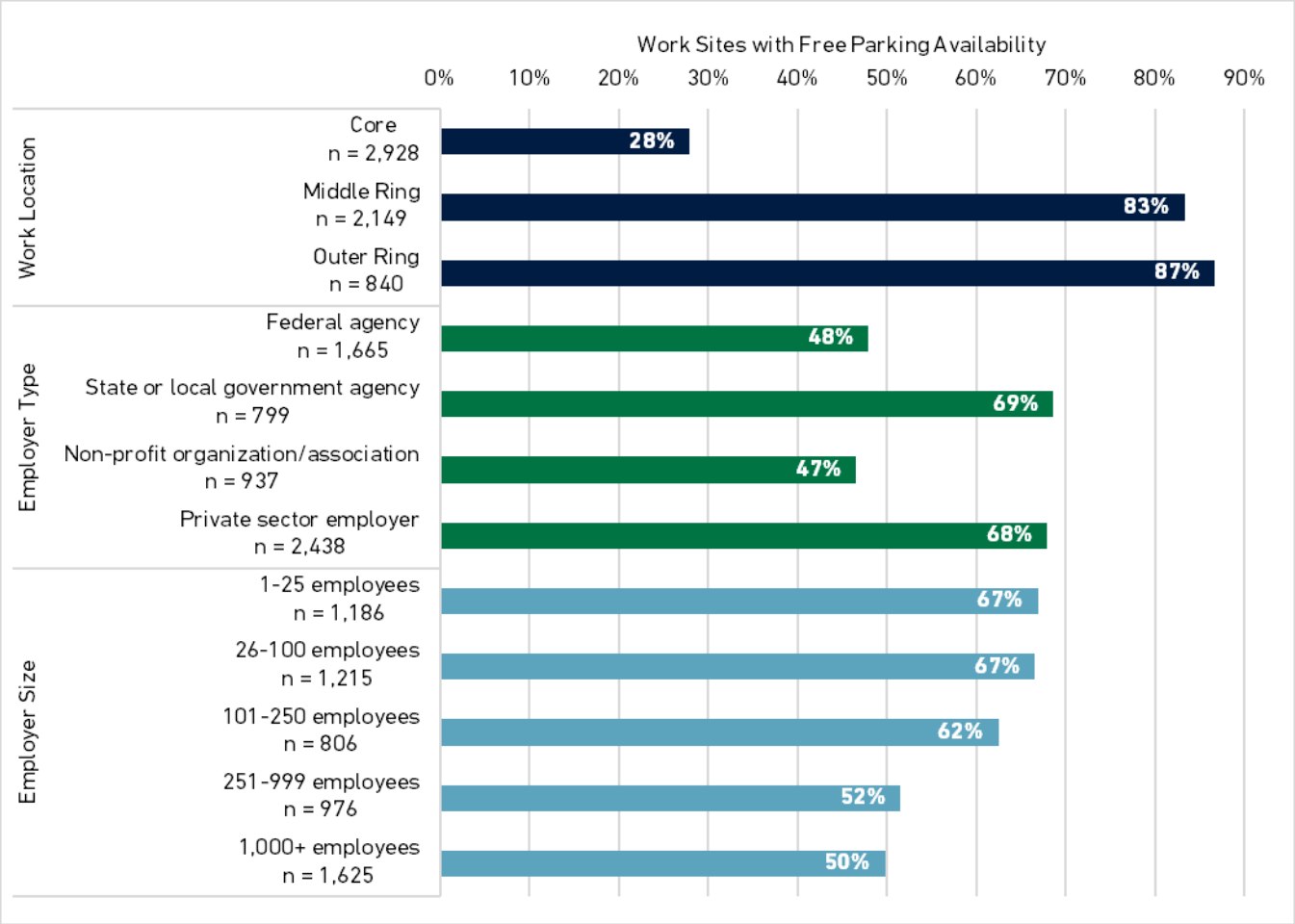


*Only one response accepted for parking availability/cost questions. However, the "parking discounts for carpools/vanpools" question was asked of all respondents regardless of their response to the parking availability/cost questions.

On-Site Free Parking Availability

Figure 55 shows the availability of free on-site parking based on work location, employer type, and employer size, as reported by employees. Free parking is far less common in the Core (28 percent) than in other parts of the region, reflecting the Core's higher land values and density, and greater transit accessibility. Free parking is very common in the Middle Ring (83 percent) and Outer Ring (87 percent). State and local government agencies (69 percent) and private sector employers (68 percent) are most likely to provide free parking, while federal agencies (48 percent) and non-profits (47 percent) are less likely. Employer size shows a clear inverse relationship with free parking availability: smaller organizations are more likely to offer it, while availability declines steadily with size, with a low of 50 percent among employers with over a thousand employees.

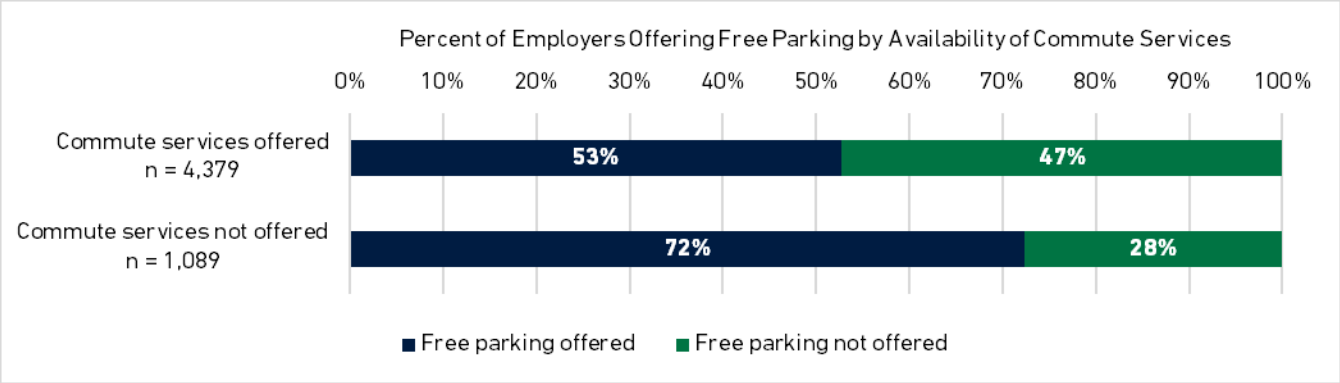
Figure 55: On-Site Free Parking Availability by Work Location, Employer Type, and Employer Size (2025)



RELATIONSHIP BETWEEN AVAILABILITY OF COMMUTER ASSISTANCE BENEFITS/SERVICES AND AVAILABILITY OF FREE PARKING

Figure 56 shows an inverse relationship between employers offering free parking and those offering commuter assistance benefits. Of employers offering commuter assistance services, 53 percent also offer free parking, while 47 percent do not. In contrast, of employers not offering commuter assistance services, free parking was much more prevalent (72 percent), compared to just 28 percent without free parking.

Figure 56: Commuter Benefits/Services Offered by Free Parking Available (2025)

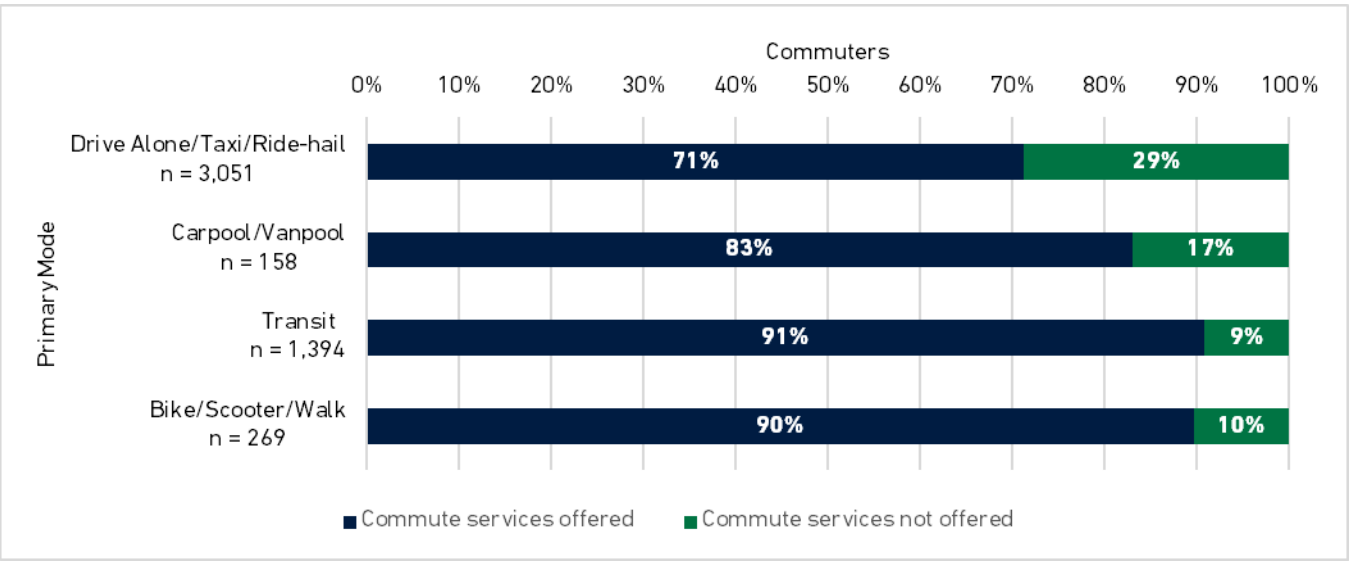


Mode Usage by Availability of Commuter Assistance Benefits/Services and Parking

AVAILABILITY OF COMMUTER ASSISTANCE BENEFITS/SERVICES BY PRIMARY MODE

Figure 57 presents primary modes used by commuters (excluding those who primarily telework) by whether their employers offer commute assistance benefits/services. While most of the drive-alone/taxi/ride-hailing commuters report access to commuter benefits/services (71 percent), the likelihood of having employer-provided resources rises significantly for carpool (83 percent), transit (91 percent), and bike/scooter/walk commuters (90 percent).

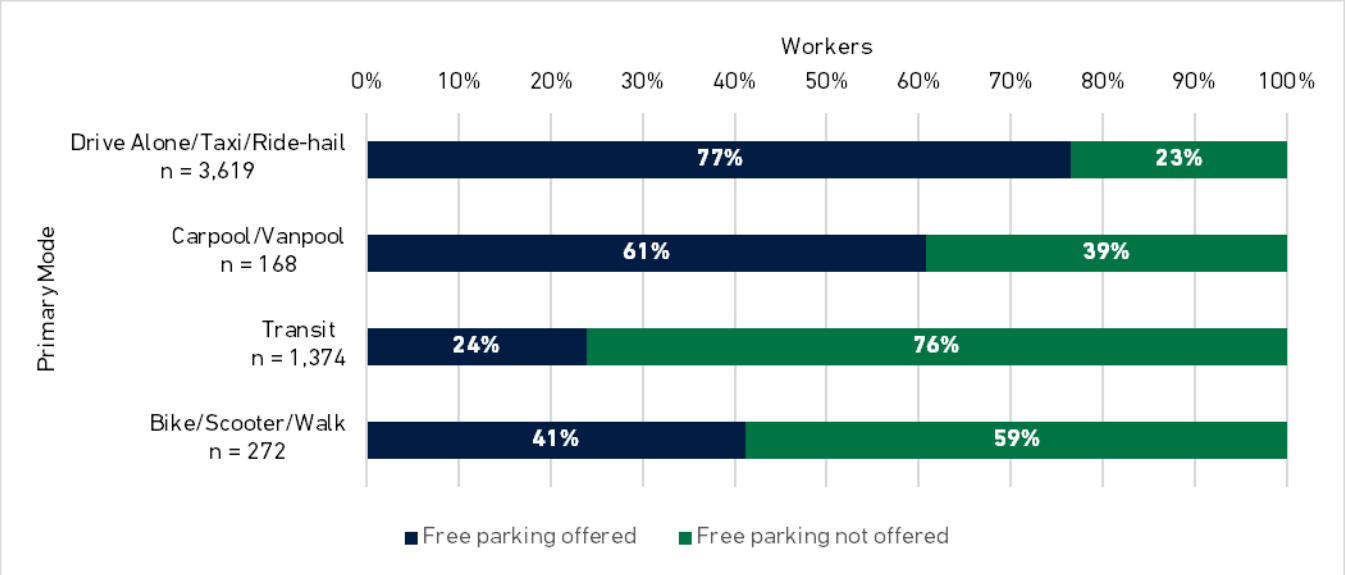
Figure 57: Availability of Commuter Benefits/Services by Primary Mode (Excluding Primary Telework) (2025)



AVAILABILITY OF PARKING SERVICES BY PRIMARY MODE

Figure 58 compares free on-site parking availability by primary modes used. Commuters who drive alone or use taxi/ride-hail report having the greatest access to free parking (77 percent) and those who take transit have the lowest access to free parking (24 percent). Sixty-one percent of carpool/vanpool users have access to free parking while 41 percent of bike/scooter/walk users have access to free parking.

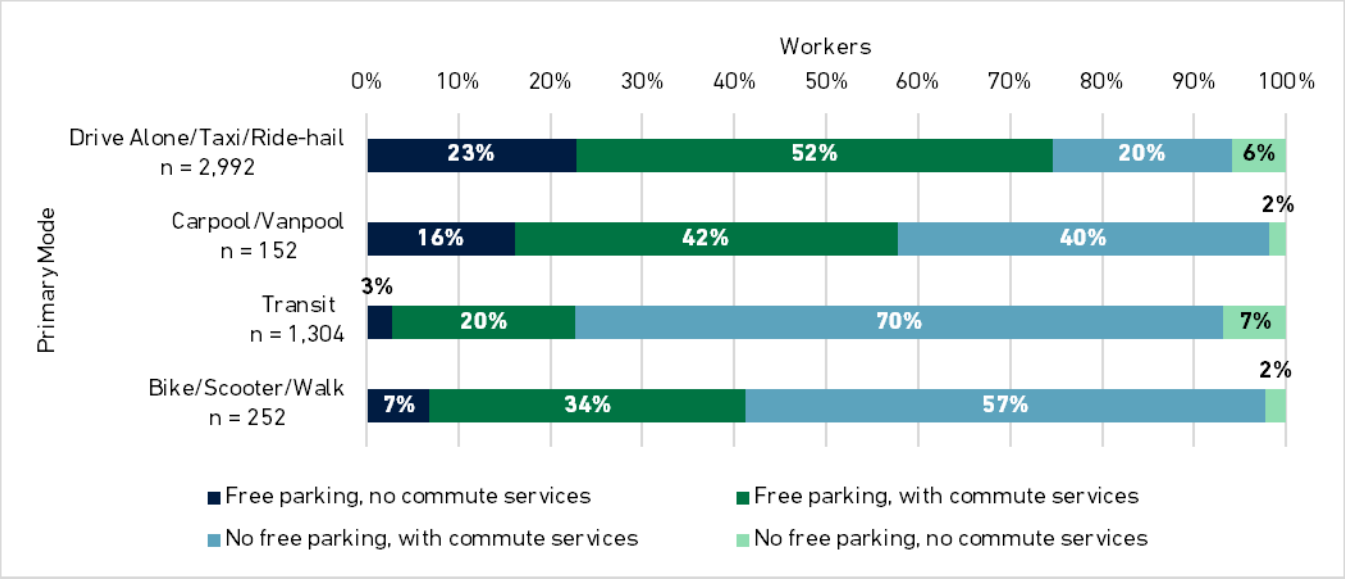
Figure 58: Availability of Free Parking at Work by Primary Mode (Excluding Primary Telework) (2025)



AVAILABILITY OF COMMUTER BENEFITS/SERVICES AND PARKING SERVICES IN COMBINATION BY PRIMARY MODE

Figure 59 presents a comparison of primary mode use by the combination of free parking and commute benefits/services. Drive-alone/taxi/ride-hail commuters report having the highest rate of free parking availability with no other commute benefits/services (23 percent) compared to 16 percent of carpool/vanpool users, three percent of transit users, and seven percent of bike/scooter/walk users. This indicates that the availability of free parking coupled with no other commuter services/benefits may contribute to higher likelihood of driving alone/using taxi or ride-hailing. Transit riders and employees who bike/scooter or walk are much more likely to work at sites where free parking is not available but commute services are offered. Across all modes, very few respondents work at sites that lack both free parking and commute services, indicating that most employers provide at least one form of support.

Figure 59: Availability of Commute Benefits/Services and Parking Services in Combination by Primary Mode (2025)



Appendix A: Survey Data Weighting and Expansion

INTRODUCTION

The 2025 SOC survey was conducted using an address-based sample (ABS), distributed to residential addresses in the Commuter Connections service area (**Figure 1**). Survey responses were expanded numerically by jurisdiction-level expansion factors to align them with published employment, race/ethnicity, and age group statistics for the region and individual jurisdictions in the study area. The expansion factors allow for the proper representation of workers in the region when analyzing the survey results.

METHODS

The first step in the expansion process was to align the counts of survey respondents in each jurisdiction with the total number of employed people in those jurisdictions. **Table 42** shows the number of employed workers who live in each of the 11 jurisdictions based on U.S. Census American Community Survey (ACS) data[7] and the number of survey respondents. Dividing the ACS estimate for employed residents by the number of interviews yields the expansion factor by jurisdiction.

Table 42: Estimate of Workers by Survey Area and Expansion Factors

SURVEY AREA	ESTIMATED EMPLOYED WORKERS TOTALS FROM ACS	NUMBER OF WORKING PERSONS INTERVIEWED	INITIAL ADJUSTMENT AND EXPANSION FACTORS
Alexandria City, VA	109,418	658	166.288
Arlington Co., VA	163,775	809	202.442
Calvert Co., MD	51,342	369	139.138
Charles Co., MD	90,575	437	207.264
District of Columbia	405,087	876	462.429
Fairfax Co., VA	715,132	783	913.324
Frederick Co., MD	159,474	560	284.775
Loudoun Co., VA	250,918	666	376.754
Montgomery Co., MD	653,417	886	737.491
Prince George's Co., MD	609,764	801	761.254
Prince William Co., VA	339,139	679	499.468
Total	**3,548,041**	**7,524**	

Second, as was done in the 2022, 2019, and 2016 SOC surveys, the research team compared the survey sample distribution for race/ethnicity and age groups against published statistics for these groupings.[8] The majority of respondent race/ethnicity and age distributions by jurisdictions were found to be

[7] U.S. Census Bureau, "Age by Race - Employed and Non-Employed Combined," American Community Survey Estimates Subject Tables, Table B01001 (5-year), Table B23002 (1-year), Table C23002 (5-year), 2023, last accessed on April 4, 2025.

[8] Race/ethnicity corrections had been applied to previous SOC surveys, beginning with 2007. The age correction was added in 2016 to adjust for an age bias identified during the initial analysis.

significantly different compared to the published ACS tables. Based upon these results, adjustments to account for race/ethnicity and age were added to the initial expansion factors applied to the survey results to expand the survey responses to the employed population of the region.

Three tables from the ACS were used for the development of the race/ethnicity and age expansion factors: Tables B01001, B23002, and C23002. The final expansion factors are shown in **Table 43**.

- Table B01001 contained more complete information for all jurisdiction residents by race/ethnicity and by age groups for persons 18 years of age and older, however not by employed persons.
- Table B23002 contained information for employed residents for persons 16 years of age and older, and race/ethnicity distributed by age groups, but some race/ethnicity groups were missing, and age categories were not completely broken down into the desired age groups.
- By using a third table, Table C23002, some missing data was infilled for race/ethnicity and age categories. Using Table B01001 as the base, a percentage of employment was developed from Tables B23002 and C23002 for each race/ethnicity by age groups by jurisdiction and applied to Table B01001 counts. The resulting estimates of employment for residents 18 years of age and over by race/ethnicity were finalized and applied to the SOC survey responses.

Table 43: Race/Ethnicity and Age Weighting Factors by Survey Area

SURVEY AREA	RACE/ETHNICITY AND AGE WEIGHTING FACTORS			
	18 – 34 YEARS	35 – 44 YEARS	45 – 54 YEARS	55+ YEARS
Alexandria City, VA				
Non-Hispanic Black	422.436	283.355	186.87	217.802
Non-Hispanic White	137.204	122.86	113.133	79.592
Hispanic	262.607	332.017	244.144	249.166
Other	277.699	426.317	274.22	290.145
Arlington Co., VA				
Non-Hispanic Black	301.339	286.926	175.05	178.278
Non-Hispanic White	182.477	197.772	167.387	110.038
Hispanic	290.465	435.583	595.556	182.724
Other	246.807	486.599	353.31	253.425
Calvert Co., MD				
Non-Hispanic Black	525.633	171.267	112.873	142.356
Non-Hispanic White	361.156	118.371	110.056	83.918
Hispanic	525.633	492.295	56.296	174.043
Other	525.633	492.295	295.846	174.043
Charles Co., MD				
Non-Hispanic Black	827.968	209.215	171.278	127.376
Non-Hispanic White	327.097	162.415	172.317	111.317
Hispanic	899.055	349.716	118.261	145.266
Other	899.055	283.103	416.836	134.462
District of Columbia				
Non-Hispanic Black	1310.852	667.508	634.185	465.887
Non-Hispanic White	357.897	335.404	318.27	260.578
Hispanic	680.364	686.821	451.104	613.093

SURVEY AREA	RACE/ETHNICITY AND AGE WEIGHTING FACTORS			
	18 – 34 YEARS	35 – 44 YEARS	45 – 54 YEARS	55+ YEARS
Other	601.138	649.769	662.284	660.15
Fairfax Co., VA				
Non-Hispanic Black	1213.016	1362.591	786.375	601.517
Non-Hispanic White	821.829	604.171	676.731	493.971
Hispanic	983.934	1956.030	1589.458	2533.242
Other	1679.417	1879.913	1552.327	1417.072
Frederick Co., MD				
Non-Hispanic Black	944.246	944.246	381.137	235.286
Non-Hispanic White	478.416	181.864	233.427	169.892
Hispanic	608.420	767.664	398.873	251.327
Other	1015.620	560.091	460.063	349.919
Loudoun Co., VA				
Non-Hispanic Black	689.593	696.999	579.509	311.368
Non-Hispanic White	480.800	356.032	294.430	152.966
Hispanic	623.089	935.739	549.854	263.670
Other	1433.103	712.243	573.339	318.873
Montgomery Co., MD				
Non-Hispanic Black	1410.768	819.394	991.700	951.637
Non-Hispanic White	897.726	403.487	536.120	311.661
Hispanic	1144.691	1269.317	1265.487	889.841
Other	1983.776	1262.508	1348.280	904.782
Prince George's Co., MD				
Non-Hispanic Black	1436.484	695.389	656.519	549.657
Non-Hispanic White	441.846	185.187	157.011	242.077
Hispanic	1497.248	2336.790	1985.138	792.053
Other	2831.657	1387.039	2580.969	664.219
Prince William Co., VA				
Non-Hispanic Black	985.180	474.678	584.404	391.434
Non-Hispanic White	715.811	318.139	262.560	176.618
Hispanic	1056.960	980.192	936.249	528.075
Other	1973.711	963.046	812.406	500.495

LEVEL OF CONFIDENCE FOR ANALYSIS

The level of confidence for analysis of the region and the sub-areas will differ because the sample sizes in each category differ. **Table 44** shows the level of confidence for each of these geographic divisions for the 2025 State of the Commute survey sample.

Table 44: Level of Confidence for Geographic Analysis

SUB-AREA OR SUB-POPULATION	SAMPLE SIZE	LEVEL OF CONFIDENCE
Geographic Sub-Areas		
Study Region – Eleven Areas	7,524	95% +/- 1.1 percentage points
Study Portion of Virginia	3,595	95% +/- 1.6 percentage points
Study Portion of Maryland	3,053	95% +/- 1.8 percentage points
District of Columbia	876	95% +/- 3.3 percentage points
Individual County or City Level*	369	95% +/- 5.1 percentage points

* Smallest sample – minimum level of confidence for jurisdiction level samples. Samples for individual jurisdictions ranged from 369 to 886. Nine of the 11 jurisdictions had samples of 560 or more, resulting in a minimum level of confidence of 95% +/- 4.3 percentage points.

Appendix B: Characteristics of the Commuting Population

Respondents were asked a series of questions about their home and work locations, age, race/ethnicity, gender, household income, household size, vehicle ownership, type of employer, size of employer, and occupation. These results define characteristics of the regional commuting population.

HOME AND WORK LOCATIONS

As shown in **Table 45**, about equal shares of commuters in Maryland and Virginia (44 percent each). The remaining 11 percent of respondents live in the District of Columbia. Note that the distribution of state/district of residence was adjusted during the sample weighting process, so the distribution (of state/district of residence) presented in the table is representative of the region, as defined in the U.S. Census American Community Survey (ACS).

About two-thirds of commuters live in one of four jurisdictions: Fairfax County (20 percent), Montgomery County (18 percent), Prince George's County (17 percent), and the District of Columbia (11 percent). Five jurisdictions account for more than eight in ten work locations: District of Columbia (32 percent), Fairfax County (18 percent), Montgomery County (15 percent), Prince George's County (nine percent), and Arlington County (seven percent).

Most commuters work in Virginia (37 percent) followed by the District of Columbia (32 percent), Maryland (30 percent), and other jurisdictions (four percent). Note that the work location percentages for Maryland and Virginia include only counties in the Commuter Connections service area (**Figure 1**). Maryland and Virginia locations outside this region are counted in the "other" category.

Table 45: Home and Work Locations Distribution

STATE/DISTRICT AND COUNTY	HOME (n = 7,524)	WORK (n = 7,500)
DISTRICT OF COLUMBIA	**11%**	**32%**
MARYLAND COUNTIES	**44%**	**30%**
Montgomery Co.	18%	15%
Prince Georges Co.	17%	9%
Frederick Co.	4%	2%
Charles Co.	3%	1%
Calvert Co.	1%	0%
VIRGINIA COUNTIES	**44%**	**37%**
Fairfax Co.	20%	18%
Arlington Co.	5%	7%
Prince William Co.	10%	4%
Loudoun Co.	7%	5%
Alexandria City	3%	3%
Other	-	**4%**

AGE

As shown in **Table 46**, about one-third (31 percent) of commuters are younger than 35 years of age, 46 percent are between 35 and 54 years old, and 23 percent are 55 years of age or older. Note that the age distribution was adjusted during the sample weighting process, so the distribution presented in the table is representative of the region, as defined in the ACS.

Table 46: Age Distribution

AGE (YEARS)	(n = 7,210)
18 - 24	4%
25 - 34	27%
35 - 44	25%
45 - 54	21%
55 - 64	16%
65+ years	7%

RACE/ETHNICITY

As shown in **Table 47**, non-Hispanic white commuters and non-Hispanic Black commuters represent the two largest racial/ethnic groups (39 percent and 22 percent, respectively). Asian/Pacific Islander respondents account for 17 percent of respondents, compared with 15 percent for Hispanic respondents and seven percent for respondents identifying as other/mixed. As was noted for the age distribution, the race/ethnicity distribution was adjusted during the sample weighting process, so the distribution shown in this table is representative of the region, as defined in the ACS.

Table 47: Race/Ethnicity Distribution

RACE/ETHNICITY	(n = 6,646)
Non-Hispanic white	39%
Non-Hispanic Black	22%
Asian	17%
Hispanic	15%
Other/mixed	7%

GENDER

Fifty percent of commuters are female, 49 percent are male, and one percent are other.

HOUSEHOLD INCOME

Table 48 shows the distribution of commuters' annual household income. Three-quarters (75 percent) of commuters have household incomes of $80,000 or more and over half (55 percent) have incomes of $120,000 or more.

Table 48: Household Income Distribution

HOUSEHOLD INCOME	(n = 6,240)
<$40,000	8%

HOUSEHOLD INCOME	(n = 6,240)
$40,000–$79,999	15%
$80,000–$119,999	20%
$120,000–$159,999	16%
$160,000–$199,999	12%
$200,000+	27%

HOUSEHOLD SIZE

As shown in **Table 49**, 24 percent of commuters are the only member of their household and 34 percent of commuters live with one other person. The remaining 41 percent live with at least two other household members. On average, commuters' household size is 2.6 people. Most households are comprised solely of adults (74 percent of commuters' households). Thirteen percent of commuters have one child under 18 in their household and another 13 percent have two or more children in their household. On average, households consist of 2.1 adults and 0.5 children.

Table 49: Household Size Distribution

PEOPLE	PERCENT OF COMMUTERS WITH HOUSEHOLD SIZE, INCLUDING COMMUTER (n = 7,331)	PERCENT OF COMMUTERS BY NUMBER OF ADULTS IN HOUSEHOLD, INCLUDING COMMUTER (n = 7,309)
1	24%	27%
2	34%	52%
3	18%	13%
4+	23%	8%

VEHICLE OWNERSHIP

As shown in **Table 50**, most commuters (91 percent) have at least one household vehicle. Thirty-nine percent of commuters have one household vehicle, 36 percent have two, and 16 percent have three or more vehicles. On average, there are 1.7 vehicles per household.

Table 50: Vehicle Ownership Distribution

VEHICLE OWNERSHIP	(n = 5,845)
0 vehicles	9%
1 vehicle	39%
2 vehicles	36%
3 vehicles	11%
4+ vehicles	5%

EMPLOYER TYPE

As shown in **Table 51**, nearly half (44 percent) of commuters work for a private sector employer. Federal government agencies employ 23 percent, 14 percent work for a nonprofit organization, and state/local agencies employ 11 percent.

Table 51: Employer Type Distribution

TYPE OF EMPLOYER	(n = 7,524)
Private employer	44%
Federal agency	23%
Non-profit organization	14%
State/local agency	11%

EMPLOYER SIZE

As shown in **Table 52**, most commuters work for employers that are either very small or very large. Over four in ten (43 percent) work for firms with 100 or fewer employees. Slightly more than one-quarter (27 percent) work for employers that employ 1,000 or more employees.

Table 52: Employer Size Distribution

SIZE OF EMPLOYER	(n = 6,241)
1 - 25 employees	22%
26 - 50 employees	10%
51 - 100 employees	11%
101 - 250 employees	14%
251 - 999 employees	16%
1,000+ employees	27%

OCCUPATION

As shown in **Table 53**, about two-thirds of commuters work in a professional (53 percent) or executive/managerial occupation (14 percent). Other common occupations include technicians/support (five percent) and administrative support (four percent).

Table 53: Occupation Distribution

OCCUPATION	(n = 7,257)
Professional/specialty	53%
Executive/managerial	14%
Technicians/support	5%
Other service	5%
Administrative support	4%
Government employee/civil servant	4%
Sales	3%
Protective service	2%
Analyst	2%
Precision production, craft	1%
Transportation/equipment	1%
Military	1%
Handlers, helpers, laborers	1%
Others	4%

Appendix C: Comparison of Key Results (2016-2025)

COMMUTE PATTERNS

Table 54: Regular Mode Use (Share of Weekly Trips) (Q15)

		2016	2019	2022	2025
CWS/Telework		10.2%	9.7%	47.6%	14.7%
Commute Trips (Excluding CWS/Telework)	Drive Alone/Taxi/Ride-hail	61.0%	58.3%	41.2%	56.7%
	Transit	20.1%	24.1%	7.8%	21.5%
	Carpool/Vanpool	5.4%	4.6%	1.7%	2.7%
	Bike/Scooter/Walk	3.3%	3.3%	1.7%	3.6%
	Other	-	-	-	0.5%

Table 55: Average Commute Length and Duration (Q16, Q16A)

	2016	2019	2022	2025
Distance (mi)	17.3	17.1	16.7	17.1
Time (min)	39	43	37	41

Table 56: Work Compressed Schedules (Q14M)

	2016	2019	2022	2025
No	93%	88%	89%	94%
Yes	7%	12%	11%	6%
4/40 Compressed Schedule	2%	4%	4%	0%
9/80 Compressed Schedule	4%	6%	5%	5%
Other Compressed Schedule	1%	2%	2%	1%

Table 57: Carpool/Vanpool Occupancy (Q28)

	2016	2019	2022	2025
Carpool/Slug	2.5	2.6	2.3	2.6
Vanpool	7.5	7.7	-	-

Table 58: Access Mode to Rideshare/Transit Modes (Q29)

MODE	2016	2019	2022	2025
Drive to a central location (e.g., Park & Ride)	16%	30%	21%	27%
Drive alone to driver's/passenger's home	10%	2%	1%	1%
Walk	40%	38%	45%	41%
Picked up at home by carpool/vanpool driver	12%	9%	13%	7%

MODE	2016	2019	2022	2025
Bus/transit	12%	14%	13%	14%
Dropped off/rode in another carpool/vanpool	3%	5%	3%	6%
I drive the carpool/vanpool or carpool with family members	5%	1%	2%	2%
Bicycle	-	-	2%	2%
Average distance to rideshare/transit meeting point (mi)	2.8	2.8	2.6	2.6

COMMUTE CHANGES, EASE OF COMMUTE, AND COMMUTE SATISFACTION

Table 59: Length of Time Using Current Non-Drive Alone Modes (Q18)

MODE	LESS THAN 3 YEARS	3-4.9 YEARS	5+ YEARS
2019			
Train	48%	12%	40%
Bike / walk	57%	16%	27%
Bus	53%	15%	32%
Carpool	58%	16%	26%
2022			
Train	45%	18%	37%
Bike / walk	53%	11%	36%
Bus	58%	15%	27%
Carpool	65%	17%	18%
2025			
Train	42%	11%	47%
Bike / walk	49%	16%	35%
Bus	52%	11%	37%
Carpool	53%	13%	34%

Table 60: Motivations to Start Using Current Non-Drive Alone Modes (Q20)

MOTIVATION	2016	2019	2022	2025
Save money	14%	16%	11%	7%
Convenient/easier	4%	0%	9%	4%
Save time	12%	14%	6%	2%
Get exercise	3%	2%	3%	1%
Avoid congestion	6%	7%	2%	4%
Reduced transit schedules	-	0%	4%	1%
Parking too expensive, no parking	4%	9%	3%	4%
Found carpool partner	3%		2%	1%
Reliability	-	0%	2%	0%
Changed jobs/work hours	14%	12%	21%	20%
Moved to new residence	4%	12%	20%	17%

MOTIVATION	2016	2019	2022	2025
Close to work/pick-up location	4%	9%	7%	3%
No vehicle available	11%	4%	7%	8%
Employer/worksite moved	8%	0%	4%	5%
Reduce coronavirus exposure	-	0%	4%	0%
Other coronavirus (not specified)	-	0%	4%	0%
Need car before/after work, flexibility	1%	0%	3%	1%
Concerned about environment	-	2%	2%	0%
Was teleworking before	-	0%	0%	14%

Table 61: Satisfied with Trip to Work (Q56F)

	2016	2019	2022	2025
1 - NOT AT ALL SATISFIED	9%	11%	8%	10%
2	10%	13%	12%	11%
3	23%	26%	28%	28%
4	27%	28%	26%	25%
5 - VERY SATISFIED	31%	22%	26%	25%

Table 62: Personal Benefits of Non-Drive Alone Mode Use (Q56B)

BENEFIT	2016	2019	2022	2025
Save money/receive subsidy	33%	32%	32%	27%
Get exercise, health benefits	13%	12%	20%	16%
Less traffic, avoid traffic	6%	19%	17%	13%
Avoid stress/relax	22%	29%	14%	23%
Save time, faster	7%	18%	14%	11%
Use time productively	18%	20%	13%	17%
Convenient/easy	3%	8%	11%	9%
No need to park/pay parking	2%	8%	10%	11%
Flexible option	1%	5%	5%	2%
Reliable/arrive on time	10%	3%	5%	6%
Reduce wear & tear on car	3%	6%	4%	4%
Have companionship	7%	3%	4%	3%
No need for car	8%	3%	3%	8%
Help environment/save energy	3%	6%	3%	5%

TELEWORK

Table 63: Telework Incidence in Region (Q12)

	2016	2019	2022	2025
% regional commuters who telework	32.0%	34.7%	66.1%	47.6%
% of teleworkers who are home-based	98%	98%	96%	99.8%

Table 64: Employer Telework Programs (Q13A, Q14D)

	2016	2019	2022	2025
No program/DK	47%	39%	29%	33%
Informal	23%	27%	21%	21%
Formal	30%	34%	50%	46%

Table 65: Potential for Additional Regional Telework (Q44)

PREFERRED FREQUENCY	2016	2019	2022	2025
3 or more days per week	-	-	71%	63%
1 to 2 days per week	-	-	21%	26%
1 to 3 days per month	-	-	5%	7%
Less than one day per month	-	-	1%	1%
Not interested in continuing	-	-	2%	2%

Table 66: Telework Frequency (Q12)

	2016	2019	2022	2025
Less than once per month	17%	17%	1%	2%
1-3 times per month	25%	24%	4%	9%
1 day per week	23%	27%	6%	18%
2 days per week	15%	18%	14%	35%
3 or more days per week	20%	14%	75%	35%
Mean (days per week)	1.4	1.2	3.4	2.3

Table 67: Length of Time Teleworking (Q34)

	2016	2019	2022	2025
1-11 months	12%	17%	9%	7%
12-24 months	24%	24%	72%	7%
25-60 months	35%	34%	11%	46%
More than 5 years	29%	25%	8%	40%

Table 68: How Learned About Telework (Q42)

	2016	2019	2022	2025
Program at work / employer	73%	79%	55%	43%
Word of mouth / referral	9%	8%	8%	9%
Newspaper or magazine article	-	-	3%	2%
Social media source	-	-	3%	4%
Advertising	-	-	2%	4%
Business/trade organization	-	-	2%	1%
Commuter program	9%	7%	1%	2%
Did not use any of these sources	-	-	32%	46%

AWARENESS/ATTITUDES TOWARD TRANSPORTATION OPTIONS

Table 69: HOV/Express/Toll Lane Availability and Use (Q47, Q47A, Q47C, Q51)

	2016	2019	2022	2025
HOV LANE				
Never	-	66%	72%	83%
Less than one day per month	-	8%	10%	8%
1-3 days per month	-	6%	6%	4%
1-2 days per week	-	4%	5%	2%
3 or more days per week	-	16%	7%	3%
TOLL/EXPRESS LANE				
Never	-	54%	47%	74%
Less than one day per month	-	10%	13%	8%
1-3 days per month	-	9%	13%	6%
1-2 days per week	-	8%	12%	4%
3 or more days per week	-	19%	15%	7%
COMMUTE MODE WHILE USING TOLL/EXPRESS LANE				
Driving alone	-	72%	77%	89%
Riding in carpool/vanpool	-	27%	34%	12%
Riding in transit bus	-	10%	8%	5%

Table 70: Reasons for Not Riding Transit (Q53E, Q54)

	2016	2019	2022	2025
Coronavirus Pandemic	-	-	14%	-
Service/schedule limited	-	-	12%	1%
Changed jobs	-	-	2%	2%
Moved to new home	-	-	1%	1%
No train service	55%	24%	6%	7%
No bus service	41%	30%	4%	15%
Takes too much time	25%	35%	24%	21%
Unreliable bus/train	5%	3%	6%	5%
Too expensive	5%	3%	6%	7%
Safety concern	-	4%	2%	2%
Too many transfers	3%	5%	1%	9%
Uncomfortable/crowded	-	1%	1%	2%
Prefer to drive	3%	3%	13%	5%
Commute too short	3%	2%	6%	6%
Need car for work	7%	12%	6%	7%
Irregular work schedule	5%	6%	5%	11%
Need car before/after work	7%	10%	3%	5%
Trip is too long	5%	6%	2%	13%

	2016	2019	2022	2025
Prefer to be alone	4%	7%	1%	2%
Other	-	-	7%	10%

Table 71: Reasons for not Carpooling/Vanpooling (Q55B, Q56)

	2016	2019	2022	2025
No one to carpool with	43%	32%	26%	17%
Irregular work schedule	18%	17%	12%	12%
Prefer public transit	5%	9%	5%	12%
No services available	-	-	-	9%
No need/not interested	-	5%	-	9%
Short commute	6%	7%	6%	6%
Prefer to drive	-	-	-	5%
Prefer to be alone	6%	5%	5%	6%
Not convenient	2%	5%	5%	4%
Need flexibility	-	-	-	4%
Need car before or after work	8%	5%	4%	3%
Need car for work	7%	5%	4%	3%
Lack of info	-	-	-	3%
Unreliable partners	3%	4%	2%	2%
Don't have car	-	-	-	2%
Difficult to arrange	-	-	-	2%
Takes too long	6%	2%	2%	2%

ADVERTISING/MESSAGES

Table 72: Heard, Seen, or Read Commute Advertising in Past Year (Q61)

	2016	2019	2022	2025
Yes	54%	45%	27%	42%
No	46%	55%	73%	58%

Table 73: Attitudes/Actions After Hearing/Seeing Commute Ads (Q65, Q66, Q67, Q68)

	2016	2019	2022	2025
Looked for information on Internet	-	10%	18%	18%
Asked friend, family, other referral for info	-	4%	8%	6%
Asked employer about commute services	-	4%	7%	10%
Looked for carpool/vanpool partner	-	3%	6%	3%
Contacted transit/commute organization	-	3%	2%	3%
Started using HOV/Express/toll lane to work	-	2%	2%	2%
Registered for GRH	-	2%	1%	2%
Tried/started train	-	4%	8%	8%
Tried/started bus	-	4%	6%	6%

	2016	2019	2022	2025
Tried/started walking/biking	-	2%	4%	3%
Tried/started carpooling	-	2%	3%	1%
Tried/started vanpooling	-	1%	1%	1%

Table 74: Awareness and Use of Regional Commute Information Phone/Website (Q81, Q83)

	2016	2019	2022	2025
Aware	53%	32%	32%	25%
Not Aware	47%	68%	68%	75%
Transit numbers/websites used:				
www.wmata.com	-	-	18%	23%
WMATA/Metro website (unspecified)	-	-	10%	9%
WMATA/Metro app (unspecified)	-	-	8%	4%
Transit app (unspecified)	-	-	7%	9%
DC Metro bus / DC Metro Transit app	-	-	4%	5%
Metrohero	-	-	2%	0%
200-637-7000 Metro, WMATA	-	-	2%	0%
PRTC/OmniRide.com website	-	-	2%	2%
www.vre.org (VRE/Virginia Railway Express)	-	-	2%	1%
Google/Google maps	-	-	10%	5%
SmarTrip	-	-	3%	5%
Waze	-	-	2%	0%
www.CommuterConnections.org /.com	-	-	2%	4%
Fairfax.gov/Fairfax Connector	-	-	2%	2%
Uber/Lyft app	-	-	2%	2%
Other	-	-	24%	29%

Table 75: Awareness of Commuter Connections (Q86)

	2016	2019	2022	2025
Yes	61%	48%	40%	37%
No	39%	52%	60%	63%

EMPLOYER SERVICES

Table 76: Employer Offers Parking Services

	2016	2019	2022	2025
Free on-site parking (all employees)	64%	60%	69%	60%
Free on-site parking (some employees)	6%	5%	6%	4%
Free off-site parking	1%	1%	1%	1%
Employee pays all parking charges	24%	28%	22%	24%
Employee/employer share parking charge	5%	5%	3%	4%
Parking discounts for carpools/vanpools (when parking is not free)	14%	9%	6%	1%

Appendix D: Survey Questionnaire

Screening Questions (Age, Employment, Home Location)

ASK EVERYONE:

S4. Are you an employed person who is at least 18? By employed, we mean a wage or salaried employee, military, or self-employed.

01 Yes

02 No ➔**THANK AND TERMINATE**

Q1. Are you employed full-time or part-time? If you work more than one job, please respond for your primary job. (OPTIONAL.)

01 Employed full-time
02 Employed part-time
03 Self-employed full-time
04 Self-employed part-time
05 Not employed, keeping house, retired, disabled, full-time student, looking for work
➔**THANK AND TERMINATE**
95 Other **(specify)**
98 Don't know
99 Left blank

EMPLEV. EMPLOYMENT LEVEL
EMPLEV (1)=FULL-TIME (Q1(01,03))
EMPLEV (2)=Part-time (Q1(02,04))
EMPLEV (7)=Undefined (Q1(95,98,99))
EMPLEV (8)=Not employed (Q1(05))

IF EMPLEV(8) (not employed), THANK AND TERMINATE
IF EMPLEV(1,2,7) CONTINUE

Q1A. What is your home ZIP code? (OPTIONAL.)

_____

99 Left blank ➔ **SKIP TO Q2**

HOME CLASSIFICATION
AUTOCODE COUNTY FOR CHANTILLY
IF Q1A = 20151, AUTOCODE Q2 = 06 (Fairfax), THEN SKIP TO Q3
IF Q1A = 20152, AUTOCODE Q2 = 08 (Loudoun), THEN SKIP TO Q3
AUTOCODE ALEXANDRIA (EXCEPT 22311)
IF Q1A = 22301, 22302, 22304, 22305, OR 22314, AUTOCODE Q2 = 01 (Alexandria), THEN SKIP TO Q3
IF Q1A = 22303, 22306, 22307, 22308, 22309, 22310, OR 22315, AUTOCODE Q2 = 06 (Fairfax), THEN SKIP TO Q3
AUTOCODE TAKOMA PARK, MD, TAKOMA DC
IF Q1A = 20903, 20912, OR 20913, AUTOCODE Q2 = 09 (Montgomery), THEN SKIP TO Q3

IF Q1A = 20011 OR 20012, AUTOCODE Q2 = 05 (DC), THEN SKIP TO Q3
AUTOCODE LAUREL
IF Q1A = 20707 OR 20708, AUTOCODE Q2 = 10 (Prince George's), THEN SKIP TO Q3
IF Q1A = 20723 OR 20724, AUTOCODE Q2 = 12 (Other –out of area), THEN THANK AND TERMINATE
AUTOCODE SILVER SPRING
IF Q1A = 20901, 20902, 20904, 20905, 20906, OR 20910, AUTOCODE Q2 = 09 (Montgomery), THEN SKIP TO Q3
AUTOCODE STERLING
IF Q1A = 20164, 20165, OR 20166, AUTOCODE Q2 = 08 (Loudoun), THEN SKIP TO Q3
AUTOCODE FAIRFAX AND FALLS CHURCH CITIES
IF Q1A = 22030, 22041, 22042, 22043, 22044, OR 22046, AUTOCODE Q2 = 06 (Fairfax), THEN SKIP TO Q3
AUTOCODE WALDORF (EXCEPT 20601)
IF Q1A = 20602 OR 20603, AUTOCODE Q2 = 04 (Charles), THEN SKIP TO Q3
AUTOCODE MANASSAS, MANASSAS PARK
IF Q1A = 20110 OR 20113, AUTOCODE Q2 = 11 (Prince William), THEN SKIP TO Q3

IF [Q1A NOT (20011-20012, 20110, 20113, 20151-20152, 20164-20166, 20602-20603, 20707-20708, 20723-20724, 20901-20906, 20910, 20912-20913, 22030, 22041-22044, 22046, 22301-22310, 22314-22315)], ASK:

Q2. In what county (or independent city) do you live now? (ACCEPT ONE RESPONSE ONLY.) (SHOW RESPONSES 01-98.)

1. Alexandria City, VA
2. Arlington Co., VA
3. Calvert Co., MD
4. Charles Co., MD
5. Washington, DC (District of Columbia)
6. Fairfax Co., VA (incl. City of Falls Church, City of Fairfax)
7. Frederick Co., MD (incl. City of Frederick)
8. Loudoun Co., VA
9. Montgomery Co., MD (incl. City of Rockville, City of Gaithersburg, City of Takoma Park)
10. Prince George's Co., MD (incl. City of Greenbelt, City of College Park, City of Bowie)
11. Prince William Co., VA (incl. City of Manassas, City of Manassas Park)

95. Other (specify) ➔ **THANK AND TERMINATE**
98. Not sure ➔ **THANK AND TERMINATE**

HMST. HOME STATE
HMST(1)=District of Columbia (Q2(05))
HMST(2)=Maryland (Q2(03,04,07,09,10))
HMST(3)=Virginia (Q2(01,02,06,08,11))

ASK EVERYONE:
Q3. 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. (SHOW RESPONSES 1-11, 95, AND 98. DO NOT SHOW 12-20, 90, OR 99. ACCEPT ONE RESPONSE ONLY.) (OPTIONAL.)

1. Alexandria City, VA
2. Arlington Co., VA
3. Calvert Co., MD
4. Charles Co., MD
5. Washington, DC (District of Columbia)
6. Fairfax Co., VA (incl. City of Falls Church, City of Fairfax)
7. Frederick Co., MD
8. Loudoun Co., VA
9. Montgomery Co., MD (incl. City of Rockville, City of Gaithersburg, City of Takoma Park)
10. Prince George's Co., MD
11. Prince William Co., VA (incl City of Manassas, City of Manassas Park)

95 Other **(specify)**
98 Not sure
99 Left blank

DO NOT SHOW 12-90 ON SCREEN. RESERVE FOR POST-SURVEY CODING FROM OTHER RESPONSES.

12. Anne Arundel County, MD
13. Howard County, MD
14. Baltimore County, MD
15. Baltimore City, MD
16. Carroll County, MD
17. St. Mary's County, MD
18. Stafford County, VA
19. Spotsylvania County, VA
20. Fredericksburg, VA

90. Varies, all over, no set location

WKST. WORK STATE
WKST(1)=District of Columbia (Q3(05))
WKST(2)=Maryland (Q3(03,04,07,09,10,12,13,14,15,16,17))
WKST(3)=Virginia (Q3(01,02,06,08,11,18,19,20))
WKST(4)=UNDEFINED (Q3(90,95,98,99))

Commute Patterns / Work Schedule / Telework Status

ASK EVERYONE:

Q5. First, 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, please indicate the number that is most typical.

01	1 day
02	2 days
03	3 days
04	4 days

05 5 days

00 0 (work only on weekends) **➔SKIP TO DEFINE SURVTYPE**

IF [EMPLEV(2)], AUTOCODE Q14M(06), THEN SKIP TO Q6 INSTRUCTIONS
IF [EMPLEV(1,7)], ASK:
Q14M. Which of the following best reflects your work schedule? Please select only one. (ACCEPT ONE RESPONSE ONLY.) (OPTIONAL.)

01 Work five or more days per week
02 Work four 10-hour days per week, total of 40 hours per week (4/40 compressed schedule)
03 Work nine days every two weeks, total of 80 hours across two weeks (9/80 compressed schedule)
04 Work three 12-hour days per week, total of 36 hours per week (3/36 compressed schedule)
95 Other **(specify)**
06 *Work part-time* ***(AUTOCODE ONLY, DON'T SHOW ON SCREEN)***
98 Not sure
99 Left blank

IF WORK AT LEAST 1 WEEKDAY, [Q5(01-05)], ASK:
Q6. Do you currently work remotely/telework (from home or a coworking 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 **all** my workdays
➔SKIP TO Q9
02 Yes, work from home or telecommute/telework **some** of my workdays
➔SKIP TO DEFINE SURVTYPE
03 No, do not currently work from home or telecommute/telework any workdays
➔SKIP TO DEFINE SURVTYPE
98 Not sure
99 Left blank

IF [Q6(02 OR 03)], SKIP TO DEFINE SURVTYPE.
IF [Q6(01)], SKIP TO Q9.

IF [Q6(98 OR 99)], ASK:
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 current situation. (OPTIONAL.)

01 I work from home all my workdays
02 I work from home some of my workdays
➔SKIP TO DEFINE SURVTYPE
03 I do not currently work from home any days; I go to a work location outside my home all workdays) **➔SKIP TO DEFINE SURVTYPE**
98 Not sure
99 Left blank **➔SKIP TO DEFINE SURVTYPE**

IF [Q7(02, 03, 99)], SKIP TO DEFINE SURVTYPE.

IF WORK AT HOME EVERY WEEKDAY THEY WORK OR NOT SURE [Q6(01) OR Q7(01, 98)], ASK:

Q9. Which of the following best describes your current work situation? (OPTIONAL.)

01 Self-employed with my primary work location at home
02 Work for an employer in the Washington metro region, but I work from home/telecommute all my workdays
03 Work for an employer outside the Washington metro region, but I work from home/telecommute all my workdays
95 Other situation **(specify)**
99 Left blank

IF [Q9(02,03,95,99)], SKIP TO DEFINE SURVTYPE.

IF SELF-EMPLOYED [Q9(01)], ASK:

Q9A. For how long have you been self-employed with your primary work location at home? (OPTIONAL.)

01 Less than three years
02 Three years or more
98 Not sure
99 Left blank

DEFINE SURVEY TYPE

SURVTYPE(1)=WKALL – all workdays on weekends (Q5(00))
SURVTYPE(2)=SEWAH – self-employed work at home (Q9(01))
SURVTYPE(3)=TELEALL – full-time telework (Q9(02,03))
SURVTYPE(4)=COMMUTER – work outside home some days (Q6(02-03) OR Q7(02-03))
SURVTYPE(5)=HOMEOTHER – WAH/unknown reason ((Q6(01) OR Q7(01)) AND Q9(95,99))
SURVTYPE(6)=SEUNK – Self-employed, unknown if home only (RESERVE FOR POST-PROCESSING)
SURVTYPE(9)=UNDEFINED – undefined work arrangement (Q6(98,99) AND Q7(99)) OR (Q6(98,99) AND Q7(98) AND Q9(95,99))

PROGRAMMER NOTES – branching instructions by SURVTYPE
IF SURVTYPE = 1 (WKALL) or 2 (SEWAH), do not ask Q12, skip as shown below.
IF SURVTYPE = 3 (TELEALL) or 5 (HOMEOTHER), do not ask Q12; AUTOCODE as shown below then skip
IF SURVTYPE = 4 (COMMUTER) and does not TW at all, do not ask Q12; AUTOCODE as shown below, then skip

IF SURVTYPE = 4 (COMMUTER) and respondent has some TW days, ask Q12
IF SURVTYPE = 9 (UNDEFINED), ask Q12

IF [SURVTYPE(1)], SKIP TO Q61
IF [SURVTYPE(2) AND Q9A(02,98,99)]], SKIP TO DEFINE Check Q15 Days INSTRUCTIONS
IF [SURVTYPE(3,5)], AUTOCODE Q12(07), DO NOT SHOW, THEN SKIP TO Q12A
IF [SURVTYPE(4) AND ((Q6(03) OR Q7(03))], AUTOCODE Q12(01), DO NOT SHOW, THEN SKIP TO Q12A
IF [SURVTYPE(2) AND Q9A(01), AUTOCODE Q12(08), DO NOT SHOW. THEN SKIP TO Q12A

IF [SURVTYPE(4) AND ((Q6(02) OR Q7(02))], ASK:
IF [SURVTYPE(9), ASK:

Q12. Currently, how often do you usually telecommute/telework for an entire workday? (OPTIONAL.)

01 Do not currently work from home/telecommute

02 Less than one time per month/only in emergencies
03 1-3 times per month
04 1 day per week
05 2 days per week
06 3-4 days per week
07 5 or more days per week
08 *Recent self-employed, work at home (within 3 years) (AUTOCODE…)*
95 Other **(specify)**
99 Left blank

IF [SURVTYPE(2) AND Q9A(01), ASK:
IF [SURVTYPE(3,4,5,9)], ASK:
Q12A. 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 Never, I did not telecommute/telework in early 2022
02 Less than 1 time per month/only in emergencies
03 1 to 3 times per month
04 1 or 2 days per week
05 NA
06 3 or 4 days per week
07 5 or more days per week (or all my workdays)
08 Was not employed/working then or not working in the metropolitan Washington region
95 Other **(specify)**
99 Left blank

IF [SURVTYPE(5)], SKIP TO DEFINE Check Q15 Days INSTRUCTIONS
IF [SURVTYPE(2) AND Q9A(01)], SKIP TO DEFINE Check Q15 Days INSTRUCTIONS.

IF [SURVTYPE(3,4,9)], ASK:
Q12B. 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? (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 [Q12B(03,04,98,99)], SKIP TO Q44
IF [Q12B(01,02,95)], ASK Q12C AND Q12D:
Q12C. 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 day per week
03 2 days per week
04 3 days per week

05 4 days per week
06 5 or more days per week (or all workdays)
95 Some other situation **(specify)**
98 Not sure
99 Left blank

PROGRAMMING NOTE: Ask Q44 and Q13A if respondent teleworks. If respondent is not a teleworker, skip to Q14D.

IF [Q12(01,99)], SKIP TO Q14D

IF [(SURVTYPE(3,4,9) AND (Q12(02-07 OR 95))], ASK:
Q44. If the decision was totally up to you, how often would you want to telecommute/telework in the future?

01 0 days - not interested in continuing to work at home/telework at all
02 Less than one day per month
03 1 to 3 days per month
04 1 to 2 days per week
05 3 to 4 days per week
06 All my workdays (or 5 or more days per week)
98 Not sure
99 Left blank

Q13A. 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? (OPTIONAL.)

01 Formal program
02 Informal arrangement
98 Not sure
99 Left blank

IF [(SURVTYPE(4,9) AND (Q12(02-07 OR 95))], SKIP TO Q14L
IF [(SURVTYPE(3)], SKIP TO Q14L:

IF NON TELEWORKER, [SURVTYPE(4,9) AND Q12(01,99), ASK:
Q14D. 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? (OPTIONAL.)

01 Yes, formal program
02 Yes, informal arrangement
03 No, telecommuting is not permitted, neither formal nor informal
98 Not sure
99 Left blank

Q14E. 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 currently permitted at your workplace)? (OPTIONAL.)

01 Never **➔ SKIP TO DEFINE Check Q15 Days INSTRUCTIONS**
02 Less than once per month
03 1-3 days per month
04 1-2 days per week

05 3 or more days per week
98 Not sure → **SKIP TO DEFINE Check Q15 Days INSTRUCTIONS**
99 Left blank → **SKIP TO DEFINE Check Q15 Days INSTRUCTIONS**

THOSE WHO COULD WORK REMOTELY [Q14E(02-05)] ASK:

Q14F. Would you be interested in telecommuting/teleworking, and if so, how often? (OPTIONAL.)

01 Less than once per month
02 1-3 days per month
03 1-2 days per week
04 3 or more days per week
05 Not interested in telecommuting
98 Not sure
99 Left blank

Q14K. In the past year, about how many days did you work at home all day on a regular workday, instead of commuting? (OPTIONAL.)

01 0, never worked at home during the past year
02 1 - 2 days
03 3 - 4 days
05 5 - 9 days
06 10 - 30 days
07 More than 30 days (or all or most of my workdays)
98 Not sure
99 Left blank

IF CURRENT TELEWORKER [Q12(02-07,95)] OR NON-TW WHO COULD WORK REMOTELY [Q14E(02-05)] ASK:

Q14L. Currently, how often do you commute to a workplace, spend part of your normal workday working there, then the rest of your normal workday working at home or other remote work location? (OPTIONAL.)

01 0 days, never work part of the day at my workplace and part at home/other remote work location
02 Less than one time per month
03 1-3 times per month
04 1 day per week
05 2 days per week
06 3-4 days per week
07 5 or more days per week (or all or most of my workdays)
95 Other **(specify)**
99 Left blank

CURRENT COMMUTE PATTERNS

PROGRAMMING NOTE: SURVTYPE = 1 has already been skipped out of this section. SURVTYPE = 6 IS NOT USED UNTIL POST-PROCESSING. The following instructions clarify skips for SURVTYPES 2, 3, 4, 5, 9

NOTE – Q14M is now moved to FOLLOW Q5
[SURVTYPE(2,3,4,5,9):

DEFINE Check Q15 Days
CKQ15DAYS. CHECK Q15 DAYS
IF Q14M(02,03,04), SET CKQ15DAYS = 5
IF Q14M(01,06,95,98,99), SET CKQ15DAYS = Q5

PROGRAMMING NOTE: Autocodes for Q15 – if fewer than 5 days will be coded with telework (16) or SEWAH (18), the days of the week that are autocoded are not important.

IF [SURVTYPE(2)], DO NOT SHOW Q15. AUTOCODE TO RESPONSE 18 IN Q15 – RANDOMLY CODE ENOUGH DAYS TO EQUAL CKQ15DAYS. IF CKQ15DAYS(01-04), CODE REMAINING DAYS TO RESPONSE 20, TO EQUAL TOTAL OF 5 DAYS. THEN SKIP TO DEFINE Q15 MODES USED.

IF [SURVTYPE(3,5)] DO NOT SHOW Q15. AUTOCODE TO RESPONSE 16 IN Q15 – RANDOMLY CODE ENOUGH DAYS TO EQUAL CKQ15DAYS. IF CKQ15DAYS(01-04), CODE REMAINING DAYS TO RESPONSE 20, TO EQUAL TOTAL OF 5 DAYS. THEN SKIP TO DEFINE Q15 MODES USED.

IF [SURVTYPE(4,9)], ASK:
Q15. 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 longest distance part of your trip.
- For any days that you typically work from home or another remote work location all day on an assigned workday, check telecommute/telework.
- ***[IF Q14M(02,03,04):*** *For any weekdays that you are not assigned to work, check compressed schedule (e.g., 4/40, 9/80) day off.]*

PROGRAMMER NOTES ON CHECK OF Q15 WITH Q5 AND PROMPTS TO RESPONDENTS
ALLOW ONLY ONE MODE RESPONSE FOR EACH DAY
Check workdays reported Q15WORK = sum of Mon-Fri responses to modes 1-18 plus 95.
IF RESPONDENT ENTERS TOO FEW TRAVEL MODE DAYS - TOTAL Q15 DAYS IS LESS THAN CKQ15DAYS WEEKDAYS WORKED, [IF Q15WORK < CKQ15DAYS], SHOW PROMPT: Please report for a total of [CKQ15DAYS] workdays. If you typically telecommute/work from home or work a compressed schedule (e.g., 4/40, 9/80) day off, please count those as workdays. Check regular day off for any other days you are not assigned to work.
IF CKQ15DAYS = 5 AND RESPONDENT CHECKS MORE THAN ONE TRAVEL MODE ON A SINGLE DAY (E.G., TRAIN AND WALK ENTERED ON MONDAY), SHOW PROMPT FOR THAT DAY: Please check only one box for (list day or days with more than one mode checked), specifically the mode used for the longest distance part of your trip.
IF CKQ15DAYS < 5 AND RESPONDENT ENTERS TOO MANY TRAVEL MODE DAYS - TOTAL Q15 DAYS IS MORE THAN CKQ15DAYS, [IF CKQ15DAYS < 5 AND Q15WORK > CKQ15DAYS], SHOW PROMPT: Please report how you travel only on the [CKQ15DAYS] days that you work Monday through Friday and report only one transportation type for each day, specifically the mode used for the longest distance part of your trip. If you typically telecommute/work from home or have a compressed schedule day off, please count those as workdays. For all other days that you do not work, indicate regular day off.

SHOW MODES IN MON-FRI GRID FORMAT IN THE ORDER SHOWN (ALLOW ONLY ONE MODE FOR EACH DAY MON-FRI)

TYPE OF TRANSPORTATION	(CHECK ONLY ONE BUTTON FOR EACH DAY)				
	Mon	Tues	Wed	Thurs	Fri
1 Drive alone in a car, truck, SUV, van, or motorcycle	01	02	03	04	05
2 Taxi	01	02	03	04	05
3 Uber, Lyft	01	02	03	04	05
5 Carpool (Including carpool w/family member, dropped off)	01	02	03	04	05
6 Casual carpool (slugging)	01	02	03	04	05
7 Vanpool	01	02	03	04	05
9 Bus (public bus, shuttle, commuter bus)	01	02	03	04	05
10 Metrorail	01	02	03	04	05
11 Commuter rail (MARC, VRE, Amtrak)	01	02	03	04	05
14 Bicycle/scooter/e-scooter (including bikeshare, dockless) bike)	01	02	03	04	05
15 Walk (entire trip from home to work)	01	02	03	04	05
95 Other **(specify)**	01	02	03	04	05
16 Telecommute/telework	01	02	03	04	05
17 Compressed schedule day off	01	02	03	04	05
20 Regular day off (not compressed schedule)	01	02	03	04	05
21 NA – do not show on screen, do not reuse number					
18 SE-WAH days, other than telework **(AUTOCODE ONLY)**	01	02	03	04	05

IF [SURVTYPE(2,3,4,5,9)]:

DEFINE Q15 MODES USED (ALLOW MULTIPLE MODES) – AUTOCODE ONLY:

Individual modes (valid codes = 0, 1, 2, 3, 4, 5)
PVDAYS = SUM OF Q15.1
TXDAYS = SUM OF Q15.2
ULDAYS = SUM OF Q15.3
RCDAYS = SUM OF Q15.5
CCDAYS = SUM OF Q15.6
VPDAYS = SUM OF Q15.7
BUDAYS = SUM OF Q15.9
MRDAYS = SUM OF Q15.10
CRDAYS = SUM OF Q15.11
BKDAYS = SUM OF Q15.14
WKDAYS = SUM OF Q15.15
OTDAYS = SUM OF Q15.95
TWDAYS = SUM OF Q15.16
CWDAYS = SUM OF Q15.17
SEDAYS = SUM OF Q15.18

Grouped modes (drive alone, carpool, , train, public transit)
DADAYS (Total drive alone) = SUM OF (Q15.1 + Q15.2 + Q15.3) – MODES 1, 2, 3
CPDAYS (Total carpool) = SUM OF (Q15.5 + Q15.6) – MODES 5, 6
TRDAYS (Total train) = SUM OF (Q15.10 + Q15.11) – modes 10, 11
PTDAYS (Total public transportation) = SUM OF (Q15.9 + Q15.10 + Q15.11) – modes 9, 10, 11

DEFINE Q15 MODES – MULTI-PUNCH VARIABLE

IF CWDAYS > 0, Q15 MODE = 1 COMPRESSED SCHEDULE
IF TWDAYS > 0, Q15 MODE = 2 TELECOMMUTE
IF DADAYS > 0, Q15 MODE = 3 DRIVE ALONE
IF CPDAYS > 0, Q15 MODE = 4 CARPOOL
IF VPDAYS > 0, Q15 MODE = 5 VANPOOL
IF BUDAYS > 0, Q15 MODE = 6 BUS
IF MRDAYS > 0, Q15 MODE = 7 METRORAIL
IF CRDAYS > 0, Q15 MODE = 8 COMMUTER TRAIN
IF BKDAYS > 0, Q15 MODE = 9 BICYCLE/SCOOTER
IF WKDAYS > 0, Q15 MODE = 10 WALKING
IF OTDAYS > 0, Q15 MODE = 11 OTHER
IF SEDAYS > 0, Q15 MODE = 18 SELF-EMPLOYED, WORK AT HOME

DEFINE PRIMARY MODE

CODE Q15 MODE WITH HIGHEST NUMBER OF DAYS AS "PRIMARY MODE" (PRMODE). IF TIE FOR HIGHEST NUMBER, CHOOSE PRIMARY MODE FROM THE FOLLOWING PRIORITY ORDER.
IF A RESPONDENT HAS A TIE FOR PRIMARY MODE WITH Q15 MODE=COMPRESSED (1), DO NOT CHOOSE COMPRESSED(1).

5 VANPOOL
4 CARPOOL
7 METRORAIL
6 BUS
8 COMMUTER RAIL
9 BICYCLE/SCOOTER
10 WALKING
2 TELECOMMUTE
3 DRIVE ALONE
11 OTHER
18 SELF-EMPLOYED, WORK AT HOME

DEFINE CALTDAYS = TOTAL Q15 DAYS USING MODES 5, 6, 7, 9, 10, 11, 14, 15 = SUM OF (Q15.5 + Q15.6 + Q15.7 + Q15.9 + Q15.10 + Q15.11 + Q15.14 + Q15.15)

DEFINE TELEWORKER USING Q15.16 (number of TW days reported in Q15) and Q12 TELEWORKER.

TELEWORKER(1)=Yes (TWDAYS > 0 OR Q12(02,03,04,05,06,07,95)
TELEWORKER(2)=No (TWDAYS = 0 AND Q12(01,99)

PROGRAMMING NOTE: BIKE MODE FOLLOW-UP QUESTIONS – Ask Q15A if respondent reported bike use in Q15
Additionally, SURVTYPE = 1 has already been skipped out of this section. The following instructions clarify skips for SURVTYPES 2, 3, 4, 5, 9
IF [SURVTYPE(2,3,5)], SKIP TO Q15E INSTRUCTIONS.
IF [SURVTYPE(4,9) AND BKDAYS = 0], SKIP TO Q15C INSTRUCTIONS.

IF [SURVTYPE(4,9) AND BKDAYS > 0], ASK:
Q15A. On the day(s) that you bike or ride a scooter/e-scooter to work, is it typically a…? Select all that apply. (MULTIPLE RESPONSES ACCEPTED.) (OPTIONAL.)

01 Capital Bikeshare or other bikeshare
02 Personal bike (including bike borrowed from friend or family member)
06 Personal e-bike (including bike borrowed from friend or family member)
04 Rented scooter/e-scooter
05 Personal scooter/e-scooter
98 Not sure
99 Left Blank

PROGRAMMING NOTE: UBER/LYFT MODE FOLLOW-UP QUESTIONS – ASK Q15C IF RESPONDENT REPORTED USING UBER/LYFT IN Q15

IF [SURVTYPE(4,9) AND ULDAYS = 0], SKIP TO Q15E INSTRUCTIONS.

IF [SURVTYPE(4,9) AND ULDAYS > 0], ASK:
Q15C. 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? Select all that apply. (MULTIPLE RESPONSES ACCEPTED.) (OPTIONAL.)

01 Drive alone (personal car, SUV, truck, van, motorcycle)
02 Taxi
03 Public transit (bus, Metrorail, commuter train, commuter bus)
04 Carpool or vanpool, casual carpool/slug
05 Bicycle
06 Walk
95 Other **(specify)**
98 Not sure
99 Left blank

IF [SURVTYPE(2)], DO NOT SHOW Q15E. AUTOCODE Q15E(05), THEN SKIP TO DEFINE COMMSTAT (DEFINE COMMUTER STATUS).

IF [SURVTYPE(3,5) AND Q12A(07)], DO NOT SHOW Q15E. AUTOCODE Q15E(01), THEN SKIP TO DEFINE COMMSTAT (DEFINE COMMUTER STATUS).

IF [SURVTYPE(3,5) AND Q12A(01,02,03,04,05,06,95,99)], DO NOT SHOW Q15E. AUTOCODE Q15E(02), THEN SKIP TO DEFINE COMMSTAT (DEFINE COMMUTER STATUS).

IF [SURVTYPE(4,9)] ASK:
Q15E. 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? (SHOW RESPONSES 03, 04, 98 ON SCREEN; DO NOT SHOW 01, 02, 05, OR 99)

01 Full-time telework now, full-time TW during pandemic (AUTOCODE...)
02 Not full-time telework now, full-time TW during pandemic (AUTOCODE...)
03 Current commute is about the same now as in early 2022 during the pandemic
04 Current commute is substantially different than in early 2022 during the pandemic
05 Self-employed, work at home (AUTOCODE...)
06 I wasn't working in 2022
98 Not sure
99 Left blank

IF [SURVTYPE(2,3,4,5,9)]:
DEFINE COMMSTAT. COMMUTER STATUS
COMMSTAT(1)=NONTW-SAME (Q15E(03))
COMMSTAT(2)=FTTW-DIFF (Q15E(02))
COMMSTAT(3)=NONTW-DIFF (Q15E(04,06,98,99))
COMMSTAT(4)=FTTW-SAME (Q15E(01))
COMMSTAT(5)=SEWAH-SAME (Q15E(05))

IF [COMMSTAT(5)], SKIP TO Q61
IF [COMMSTAT(1,4)], SKIP TO Q15M INSTRUCTIONS
If [COMMSTAT(3) AND Q15E(06), SKIP TO Q15M INSTRUCTIONS

IF [COMMSTAT(2,3) AND Q15E(01-05,98,99] ASK:
Q15H. Still thinking about early 2022, in a typical week then, what types of transportation did you use at least one day per week for your trip to work? If you worked from home some or all your workdays then, include telecommute/telework as one of your selections. Select all that apply. (MULTIPLE RESPONSES ACCEPTED.) (OPTIONAL.)

01 Drive alone in a car, truck, SUV, van, or motorcycle
02 Taxi, Uber, Lyft
03 Carpool, casual carpool/slug, or vanpool
04 Bus/commuter bus
05 Metrorail
06 Commuter train (MARC, VRE, Amtrak)
07 Bicycle/scooter/e-scooter
08 Walk (entire distance from home to work)
09 Telecommute/telework (all day)
95 Other **(specify)**
99 Left blank

PROGRAMMING NOTE: IF ONLY ONE RESPONSE IN Q15H, DO NOT SHOW Q15J. AUTOCODE Q15J = Q15H, THEN SKIP TO Q15M INSTRUCTIONS.

IF MORE THAN ONE RESPONSE IN Q15H, ASK:
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? Select only one option. If you usually used two or more types on the same day (e.g., bus and train or bicycle and bus), please select the type that you used for the longest distance part of your trip. (ACCEPT ONE RESPONSE ONLY.) (SHOW ONLY OPTIONS REPORTED IN Q15H.) (OPTIONAL.)

01 Drive alone in a car, truck, SUV, van, or motorcycle
02 Taxi, Uber, Lyft
03 Carpool, casual carpool/slug, or vanpool
04 Bus/commuter bus
05 Metrorail
06 Commuter train (MARC, VRE, Amtrak)
07 Bicycle/scooter/e-scooter
08 Walk (entire distance from home to work)
09 Telecommute/telework (all day)
95 Other **(specify)** _____

99 Left blank

PROGRAMMING NOTE: Check COMMSTAT and ask Q15M or Q16. Note COMMSTAT(5) has already been skipped out.

IF [COMMSTAT(1,3)], SKIP TO Q16.

IF [COMMSTAT(2,4)], ASK Q15M, THEN SKIP TO Q34 INSTRUCTIONS:

Q15M. You said you currently work from home full-time. How many miles is it one-way from your home to where you would work if you were not working from home? (PERMIT UP TO ONE DECIMAL PLACE.) (OPTIONAL.)

Number of miles

998 Not sure
999 Left blank

IF [COMMSTAT(1,3)], ASK:

Q16. How long is your current typical daily commute one-way? First, how many miles? Please enter numeric value only. (OPTIONAL.)

Number of miles

1 Less than 5 miles
2 5 to less than 10 miles
3 10 to less than 20 miles
4 20 to less than 30 miles
5 30 to less than 40 miles
6 40 or more miles

998 Not sure
999 Left blank

Q16A. 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

Q17A. At what time do you typically arrive at work? If your schedule varies, please select what is most typical. (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

Q17B. At what time do you typically leave work? If your schedule varies, please select what is most typical. (OPTIONAL.)

01 12:01 am – 5:59 am
02 6:00 am – 8:59 am
03 9:00 am – 2:59 pm
04 3:00 pm – 3:59 pm
05 4:00 pm – 4:59 pm
06 5:00 pm – 5:59 pm
07 6:00 pm – 6:59 pm
08 7:00 pm – 12 midnight
98 Not sure
99 Left blank

Use of Non-Drive Alone Modes

PROGRAMMER NOTE - SURVTYPE = 1 has already been skipped out of this section. The following instructions clarify skips for SURVTYPES 2, 3, 4, 5, 9

IF [SURVTYPE(2)], SKIP TO Q61.
IF [SURVTYPE(3,5)], SKIP TO INSTRUCTIONS BEFORE Q34.

IF [SURVTYPE(4,9) AND (ALL OF (Q15.1, Q15.2, Q15.3, Q15.5, Q15.6, Q15.7, Q15.9, Q15.10, Q15.11, Q15.14, Q15.15)=(0))], SKIP TO Q34 INSTRUCTIONS. (THAT IS, Q15 RESPONSES = ONLY 16, 17, 18, 20, 95)

IF [SURVTYPE(4,9) AND (ANY OF (Q15.1, Q15.2, Q15.3, 15.5, Q15.6, Q15.7, Q15.9, Q15.10, Q15.11, Q15.14, Q15.15) > 0))], ASK:

Q18. How long have you been using the type or types of transportation shown below to get to work? (INSERT MODES USED IN Q15, EXCLUDING 16,17,18,20,95. USE THE MODE NAMES SHOWN.)

TYPE OF TRANSPORTATION	LESS THAN 1 YEAR	1 TO LESS THAN 2 YEARS	2 TO LESS THAN 3 YEARS	3 TO LESS THAN 4 YEARS	4 TO LESS THAN 5 YEARS	5 YEARS OR MORE	DON'T RECALL
1 Drive alone in a car, truck, SUV, van, or motorcy	01	02	03	04	05	06	998
2 Taxi	01	02	03	04	05	06	998
3 Uber, Lyft, Via	01	02	03	04	05	06	998
5 Carpool (Including carpool w/ family member, dropped off)	01	02	03	04	05	06	998
6 Casual carpool (slugging)	01	02	03	04	05	06	998
7 Vanpool	01	02	03	04	05	06	998
8 Commuter bus	01	02	03	04	05	06	998
9 Bus (public bus, shuttle)	01	02	03	04	05	06	998
10 Metrorail	01	02	03	04	05	06	998
11 MARC (MD commuter rail)	01	02	03	04	05	06	998
12 VRE (Virginia commuter rail)	01	02	03	04	05	06	998

TYPE OF TRANSPORTATION	LESS THAN 1 YEAR	1 TO LESS THAN 2 YEARS	2 TO LESS THAN 3 YEARS	3 TO LESS THAN 4 YEARS	4 TO LESS THAN 5 YEARS	5 YEARS OR MORE	DON'T RECALL
13 Amtrak/other train	01	02	03	04	05	06	998
14 Bicycle/scooter/e-scooter (including bikeshare dockless) bike)	01	02	03	04	05	06	998
15 Walk	01	02	03	04	05	06	998

DEFINE MOST RECENT MODE = Q18 MODE WITH FEWEST NUMBER OF MONTHS
IF TIE FOR RECENT MODE, DESIGNATE BOTH MODES AS MOST RECENT MODE
IF MOST RECENT MODE DURATION Q18(04-06), SKIP TO INSTRUCTIONS BEFORE Q28

IF MOST RECENT MODE DURATION LESS THAN 3 YEARS Q18(01-03), ASK:
INSERT MODE NAME AS FOLLOWS:

IF MOST RECENT MODE IS 5 (CARPOOL) OR 6 (CASUAL CARPOOL), INSERT "carpooling"
IF MOST RECENT MODE IS 7 (VANPOOL), INSERT "vanpooling"
IF MOST RECENT MODE IS 8 (BUSPOOL) OR 9 (BUS), INSERT "riding a bus"
IF MOST RECENT MODE IS 10 (METRORAIL), INSERT "riding Metrorail"
IF MOST RECENT MODE IS 11 (MARC), 12 (VRE), OR 13 (Amtrak), INSERT "riding commuter rail"
IF MOST RECENT MODE IS 14 (BIKE), INSERT "riding a bicycle or scooter"
IF MOST RECENT MODE IS 15 (WALK), INSERT "walking"

Q20. You began [INSERT MOST RECENT MODE FROM TABLE BELOW] 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? (OPTIONAL.) (LIST MOST RECENT MODE(S).)

Q20 OPEN-ENDED RESPONSE – CODE IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

Personal circumstances/preferences

01 Changed jobs/work hours
02 Moved to a different residence
03 Employer or worksite moved
04 Spouse started new job
05 Save money
06 Save time
07 Gas prices too high
08 Tired of driving
09 Prefer to drive, wanted to drive
10 Safety
11 No vehicle available
12 Car became available, additional car in household
13 To stay with family/children
14 HOV lanes available
50 Express lanes available
15 Congestion (other)
16 Always used
17 Close to work or transportation pick up/drop off location

18 Afraid of or didn't like previous form of transportation
19 Stress
20 Weather
21 Bought hybrid vehicle
22 Convenient
23 To get exercise
24 Concerned about the environment, global warming
53 Coronavirus pandemic, job/work location closed

Commuter Services/Programs

25 New option that became available
26 Protected bike lanes available
27 Pressure or encouragement from employer, special program at work
28 GRH
29 Air Quality Action Days
30 No parking
31 Parking expense, parking cost too high
32 Found carpool partner (Commuter Connections, ZimRide, Waze, UberPool, craigslist, other)
33 NuRide (VA carpool incentive)
34 SmartTrip/SmartBenefit, transit subsidy, vanpool subsidy, Commuter Choice Maryland
35 'Pool Rewards carpool/vanpool incentive
50 Flextime Rewards
51 CarpoolNow mobile app
52 incenTrip CommuterCash

Information/Promotion

36 Advertising
37 Initiated request/looked for information on my own
38 Info. From Commuter Connections/Council of Governments/COG/800 number
39 Commuter Connections Website
40 Other Website
41 Word of mouth/recommendation
42 Information from transit agency
43 Saw highway sign
44 Social media – Facebook, Twitter, Instagram, YouTube
95 Other
98 Not sure
99 Left blank

Non-Drive Alone Mode Patterns

PROGRAMMER NOTE FOR Q28 – Q31: Review current use of carpool, vanpool, bus, train from Q15: CPDAYS, VPDAYS, BUDAYS, MRDAYS, CRDAYS.
IF NO CP, VP, BUS, OR TRAIN IN Q15, SKIP TO Q34 INSTRUCTIONS.
IF RESPONDENT USED CARPOOL (CPDAYS > 0) OR VANPOOL (VPDAY > 0), ASK Q28 AND Q28A, INSERTING EITHER "CARPOOL" OR "VANPOOL" AS INDICATED BY THE INSTRUCTIONS.
IF NO CARPOOL/VANPOOL IN Q15, BUT RESPONDENT USED TRANSIT (BUDAYS > 0 OR MRDAYS > 0 OR CRDAYS > 0), SKIP TO Q29 AND FOLLOW INSTRUCTIONS THERE.

IF (CPDAYS = 0 AND VPDAYS = 0 AND BUDAYS = 0 AND MRDAYS = 0 AND CRDAYS = 0), SKIP TO INSTRUCTIONS BEFORE Q34
IF CPDAYS = 0 AND VPDAYS = 0 AND (BUDAYS > 0 OR MRDAYS > 0 OR CRDAYS > 0), SKIP TO INSTRUCTIONS BEFORE Q29

IF [(CPDAYS > 0 OR VPDAYS > 0)], ASK:
Q28. On the days that you [IF CPDAYS > 0 AND VPDAYS = 0: carpool/slug] [IF CPDAYS ≥ 0 AND VPDAYS > 0: vanpool], how many people, including yourself, usually ride in the vehicle? (OPTIONAL.)
_____ total people in pool (RANGE 1-16)
999 Left blank

IF [(CPDAYS ≥ 0 AND VPDAYS > 0)], SKIP TO INSTRUCTIONS BEFORE Q29

IF [(CPDAYS > 0 AND VPDAYS = 0)], ASK:
Q28A. How did you find the people with whom you now carpool? Select all that apply. (MULTIPLE RESPONSES ACCEPTED.) (OPTIONAL.)
01 I carpool with family members
02 Referral/asked or was asked by a friend, co-worker, or neighbor
03 Regional or local public agency that helps find carpool partners
04 Through my employer
06 UberX Share or a similar pooled ride-hailing service
08 Craigslist
10 Slug/casual carpool, so carpool with different people each day
95 Other **(specify)**
98 Not sure, don't recall
99 Left blank

PROGRAMMING NOTE FOR Q29-Q30: For Q29, insert one of the four modes (carpool, vanpool, bus, train). If respondent was asked about either carpool or vanpool in Q28, ask about that SAME mode in Q29. If respondent did not use carpool/vanpool but did use transit (BUDAYS > 0 or MRDAYS > 0 or CRDAYS > 0), ask Q29 inserting either "bus" or "train" following the instructions below.

IF [(CPDAYS = 0 OR VPDAYS = 0) AND (BUDAYS > 0 OR MRDAYS > 0 OR CRDAYS > 0)) OR (CPDAYS > 0 OR VPDAYS > 0)], ASK:

MODE SELECT FOR Q29-Q31:
IF [CPDAYS = 0 AND VPDAYS = 0 AND BUDAYS ≥ (MRDAYS + CRDAYS)], USE BUS
IF [CPDAYS = 0 AND VPDAYS = 0 AND BUDAYS < (MRDAYS + CRDAYS)], USE TRAIN
IF [CPDAYS > 0 AND VPDAYS = 0], USE CARPOOL
IF [CPDAYS ≥0 AND VPDAYS > 0], USE VANPOOL
Q29. How do you get from home to where you meet your [INSERT SELECTED MODE: carpool, vanpool, bus, train]? (IF SELECTED MODE IS TRAIN OR BUS, DO NOT SHOW RESPONSES 01, 02, OR 03.) (OPTIONAL.)
01 Picked up at home by car/van pool or leave from home with household member
➔ SKIP TO INSTRUCTIONS BEFORE Q34
02 I always drive the carpool/van pool and pick up riders
➔ SKIP TO Q31 INSTRUCTIONS
03 Drive alone to driver's home or drive alone to passenger's home

04 Drive alone to a central location, like park & ride, or train/Metrorail station
05 Dropped off or ride in another car/van pool

➔ SKIP TO Q31 INSTRUCTIONS

06 Bicycle or scooter
07 Walk
08 Bus/other transit
09 Other (specify)
99 Left blank

➔ SKIP TO Q31 INSTRUCTIONS

THOSE WHO DRIVE, BICYCLE, WALK, OR TAKE ANOTHER FORM OF TRANSIT TO THEIR CARPOOL, VANPOOL, BUS, OR TRAIN [Q29(02,03,04,06,07,08,95)], ASK:

Q30. How many miles is it one way from your home to where you meet your [INSERT SELECTED MODE: carpool, vanpool, bus, train]? (OPTIONAL.)

07 Less than 5 miles
08 5 to less than 10 miles
09 10 to less than 20 miles
10 20 to less than 30 miles
11 30 to less than 40 miles
12 More than 40 miles
998 Not sure
999 Left blank

IF [CPDAYS > 0 OR VPDAYS > 0], SKIP TO Q34 INSTRUCTIONS

IF [CPDAYS = 0 AND VPDAYS = 0 AND (BUDAYS > 0 OR MRDAYS > 0 OR CRDAYS > 0)], 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. (OPTIONAL.)

01 Walk
02 Taxi
03 Uber, Lyft, or other ride-hailing app
04 Capital Bikeshare bike
05 Personal bike
06 Dockless bike
07 Scooter/e-scooter
95 Other **(specify)**
99 Left blank

Teleworking

PROGRAMMING NOTE: SURVTYPE = 1, 2 have already been skipped out of this section. The following instructions clarify skips for SURVTYPES 3, 4, 5, 9

IF NOT TELEWORKER [TELEWORKER (2) AND SURVTYPE (3,4,5,9)], SKIP TO Q45 INTRO.

IF [TELEWORKER(1) AND (SURVTYPE(3,4,5,9)], ASK:

Q34. Next, please answer a few more questions about telecommuting/teleworking or working from home. How long have you been telecommuting/teleworking?

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 [SURVTYPE(3,5)], DO NOT SHOW Q36 . SEE BELOW FOR AUTOCODE INSTRUCTIONS.

IF [SURVTYPE(4,9) AND TELEWORKER(1))], ASK:

Q36. Where do you work when you telecommute/telework? If you telecommute from multiple locations, please check the location where you telecommute most often. (ACCEPT ONE RESPONSE ONLY.) (OPTIONAL.)

01	**[IF SURVTYPE(3,5), AUTOCODE AS:** Always/Only at home]	**➔ SKIP TO Q41**
02	Telework or co-working center	
03	Satellite office provided by employer	
04	Library/community center	
95	Other location (specify)	
19	Both at home and another location	**➔ SKIP TO Q41**
99	Left blank	**➔ SKIP TO Q42**

IF [Q36(01,19)], SKIP TO Q41.
IF[Q36(99)], SKIP TO Q42.

IF [Q36(02,03,04,95)], ASK:

Q38. How many miles is it one way from your home to this location? (OPTIONAL.)

13	Less than 5 miles
14	5 to less than 10 miles
15	10 to less than 20 miles
16	20 to less than 30 miles
17	30 to less than 40 miles
18	More than 40 miles
98	Not sure
999	Left blank

Q39. And how do you get from home to this location? Select all that apply. (MULTIPLE RESPONSES ACCEPTED.) (OPTIONAL.)

01	Drive alone, motorcycle, or taxi/Uber/Lyft
07	Carpool (including dropped off) or casual carpool/slug
08	Vanpool
09	Bus or train (Metrorail/commuter rail)
10	Bicycle/scooter/e-scooter (including bikeshare, dockless bike)
11	Walk
99	Left blank

IF [Q36(02,03,04,95,99)], SKIP TO Q42 LOGIC

IF [Q36(01,19)], ASK:

Q41. 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." (RANDOMIZE.) (OPTIONAL.)

		Level of agreement				
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
A.	I am productive working remotely	01	02	03	04	05
B.	I am better able to concentrate on work tasks	01	02	03	04	05
C.	I find it difficult to unplug from work	01	02	03	04	05
D.	I am able to coordinate with co-workers on tasks	01	02	03	04	05
E.	I feel less stress	01	02	03	04	05
F.	I feel lonely working remotely	01	02	03	04	05
G.	I have better work-life balance	01	02	03	04	05
H.	I am less likely to consider changing jobs	01	02	03	04	05

IF [SURVTYPE(3,4,5,9) AND TELEWORKER(1)], ASK:

Q42. Did you find out about telecommuting or obtain telecommute/telework information from any of the following sources? Select all that apply. (ALLOW MULTIPLE RESPONSES FOR 1-95.) (OPTIONAL.)

01 Advertising
02 Program at work, employer provided information, or employer required work from home
03 Word of mouth, referral
04 Newspaper or magazine article, radio or TV story
05 Website **(specify)**
06 County/city or jurisdiction program **(specify)**
07 Social media source (Twitter, Facebook, Instagram, TikTok, other)
08 Business or trade/industry organization
10 Maryland Telework Assistance
11 Commuter Connections
95 Other **(specify)**
96 Did not use any of these sources
98 Not sure
99 left blank

MOVED Q44 TO Q12B

AVAILABILITY OF TRANSPORTATION OPTIONS

PROGRAMMING NOTE: SURVTYPE = 1, 2 have already been skipped out of this section. The following instructions clarify skips for SURVTYPES 3, 4, 5, 9

IF [SURVTYPE(3,4,5,9)], ASK:
Next, please answer some questions about transportation services that might be available in your area.
IF [SURVTYPE(3,5)], SKIP TO Q53A INSTRUCTIONS.

IF [SURVTYPE(4,9) AND (SUM OF (CPDAYS + VPDAYS + BUDAYS + MRDAYS + CRDAYS) = 0 OR 1)], SKIP TO Q47 INSTRUCTIONS.

IF [SURVTYPE(3,5)], SKIP TO Q53A INSTRUCTIONS.

IF [SURVTYPE(4,9) AND DADAYS = 0 AND CPDAYS = 0 AND VPDAYS = 0 AND BUDAYS = 0 AND MRDAYS = 0 AND CRDAYS = 0], SKIP TO Q52.

IF [WKDAYS>0], AUTOCODE Q47(01), DO NOT SHOW, THEN SKIP TO Q52 INSTRUCTIONS.

IF [PTDAYS > 2], INSERT "or the route you would use if you drove to work" IN Q46

IF [SURVTYPE(4,9) AND (DADAYS ≠ 0 OR CPDAYS ≠ 0 OR VPDYS ≠ 0 OR BUDAYS ≠ 0 OR MRDAYS ≠ 0 OR CRDAYS ≠ 0)], ASK Q47:
Q47. How often do you use an HOV lane (also known as a carpool lane) to get to or from work? (OPTIONAL.)

01	Never
02	Less than once per month
03	1-3 days per month
04	1-2 days per week
05	3 or more days per week
06	Not available
98	Not sure
99	Left blank

THOSE NOT WALKING [WKDAYS=0], ASK:
Q47A. How often do you use a toll/express lane to get to or from work? (OPTIONAL.)

01	Never	**➔ SKIP TO INSTRUCTIONS BEFORE Q53**
02	Less than once per month	
03	1-3 days per month	
04	1-2 days per week	
05	3 or more days per week	
06	Not available	
98	Not sure	
99	Left blank	**➔ SKIP TO INSTRUCTIONS BEFORE Q53**

IF [Q47(01)], SKIP TO Q51.
IF Q47A(01,99), SKIP TO Q51.

THOSE WHO USE TOLL/EXPRESS LANES [Q47A(02-05)], ASK:

Q47C. On the days you use the toll/express lanes are you ...? Select all that apply. (MULTIPLE RESPONSES ACCEPTED.) (OPTIONAL.)

01 Driving alone
02 Riding in a carpool/vanpool
03 Riding transit (bus, commuter bus)
98 Not sure
99 Left blank

IF Q47(01,96,99) AND Q47A(01,96,99), SKIP TO Q53 INSTRUCTIONS.

THOSE WHO USE HOV OR EXPRESS LANES TO GET TO WORK [Q47(02-05) OR Q47A(02-05)], ASK Q51:
Q51. Did the availability of the HOV or toll/express lane influence you to make any of the following changes in how you commute? Select all that apply. (MULTIPLE RESPONSES ACCEPTED.) (OPTIONAL.)

01 NA – DO NOT USE AND DO NOT SHOW ON SCREEN
02 No - HOV/express lanes did not influence me to make changes in my commute
03 Started carpooling, slugging, or vanpooling to use the lanes
04 Started riding a commuter/express bus to use the lanes
05 Increased the number of riders in my carpool to meet the minimum rider requirement
06 Started going to work earlier or later to avoid the lane restriction hours
07 Started/increased how often I drive alone to work, knowing I could pay the toll
95 Other action **(specify)**
99 Left blank

IF [SURVTYPE(4,9)], ASK:
Q53. In the past year have you used Park & Ride lots when commuting to work? (OPTIONAL.)

01 Yes
02 No
98 Not sure
99 Left blank

PROGRAMMING NOTE: SURVTYPE = 1, 2 have already been skipped out of this section. The following instructions clarify skips for SURVTYPES 3, 4, 5, 9. COMMSTAT(5) has been skipped from this section as well.

IF [SURVTYPE(3,4,5,9)], ASK:

Attitudes Toward Transportation Modes

PROGRAMMING NOTE: If respondent reported any current bus/train use in Q15 (PTDAYS > 0) or in Q29, do not ask Q53C - Q54

IF [SURVTYPE(3,5)], SKIP TO Q60 INSTRUCTIONS.
IF [SURVTYPE(4,9) AND ((PTDAYS > 0) OR Q29(08))], SKIP TO Q54 INSTRUCTIONS.

IF [SURVTYPE(4,9) AND PTDAYS = 0 AND NOT Q29(08)], ASK:
Q53C. You said earlier that you don't 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? (OPTIONAL.)

01 No, didn't use transit at all **→ SKIP TO Q53G INSTRUCTIONS**
02 Used transit a few times **→ SKIP TO Q53G INSTRUCTIONS**

03 Used transit occasionally, but less than one day per week
04 Used transit regularly, one or more days per week
98 Not sure → **SKIP TO Q53G INSTRUCTIONS**
99 Left blank → **SKIP TO Q53G INSTRUCTIONS**

IF [Q53C(03,04)], ASK:
Q53E. What factors influenced your decision to stop using public transit for your commute? If you still occasionally use transit, please note that. (OPTIONAL.)

_____

OPEN-ENDED RESPONSE – CODE IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

01 I still use transit occasionally
02 Moved to different residence where transit was not available
03 Started a new job where transit was not available or did not operate at the time I needed
04 Needed my car for work
05 Needed my car before or after work or for emergencies/overtime
06 Didn't feel safe on bus/train or at bus stops or train stations
07 Bus/train was unreliable/late
08 Distance was too far
09 Took too much time
10 Prefer to be alone during commute
11 Too expensive
12 Buses/train was too uncomfortable/crowded
13 Had to transfer/too many transfers or had to wait too long between buses/trains
14 Had a bad experience with the bus or train
15 Started using Uber, Lyft, Via
16 Started bicycling/e-scooter
17 Pandemic – didn't feel safe on transit
18 Pandemic - Workplace closed, working at home, not commuting
95 Other
98 Not sure
99 Left blank

IF [SURVTYPE(4,9) AND PTDAYS = 0 AND NOT Q29(08)], ASK:
Q53G. Considering your work and personal schedules, how often might you be able to use public transit to get to work now? (OPTIONAL.)

01 Never
02 Occasionally, but less than one day per month
03 1 to 3 days per month
04 1 to 2 days per week
05 3 or more days per week
98 Not sure
99 Left blank

Q54. What keeps you from regularly using public transit for your commute to work now? (OPTIONAL.)

_____

OPEN-ENDED RESPONSE – CODE IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

01 No bus service available (in home area or in work area/bus too far away)
02 No train service available (in home area or in work area/train too far away)
03 Don't know if service is available/don't know location of bus stops / train stations
04 Need my car for work
05 Need car before or after work
06 Need car for emergencies/overtime
07 It might not be safe/I don't feel safe on bus or at bus stops
08 It might not be safe/I don't feel safe on trains or train stations
09 Bus / train is unreliable/late
10 Trip is too long/distance too far
11 Takes too much time
12 Don't like to ride with strangers
13 Prefer to be alone during commute
14 Work schedule irregular
15 Too expensive
16 Buses are too uncomfortable/crowded
17 Trains are too uncomfortable/crowded
18 Buses or trains too dirty
19 Have to transfer/too many transfers
20 Had a bad experience with the bus or train in the past
21 Have to wait too long for the bus or between buses
22 Have to wait too long for the train or between train
23 Prefer to use bikeshare or e-scooter
24 Prefer to use Uber, Lyft, Via
25 Germs/Afraid of getting sick
26 Other
98 Not sure
99 Left blank

IF [SURVTYPE(4,9) AND PTDAYS(>=3)], SKIP TO Q55 INSTRUCTIONS

THOSE WHO COMMUTE TO WORK OUTSIDE THEIR HOME SOME DAYS AND WHO CURRENTLY USE TRANSIT LESS THAN 3 DAYS PER WEEK

IF [SURVTYPE[4,9) AND PTDAYS < 3)], 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. (ALLOW UP TO THREE RESPONSES. RANDOMIZE.) (OPTIONAL.)

01 Bus/Train was closer to my home or work, with a shorter walk to stop/station
02 Bus/Train operated more frequently, with a shorter wait for bus/train
03 Fare was free, reduced, or discounted
04 Service operated earlier or later in the day
05 More parking was available at bus stop/train station
06 Real-time arrival information was available at bus stops
07 Enhanced safety measures at bus stops/train stations, such as additional lighting
08 Improved access to bus stops/train stations, such as safe sidewalks and street crossings
95 Something else **(specify)**

97 None of these would increase my use of transit
98 Not sure
99 Left blank

If [SURVTYPE(4,9) AND (CPDAYS > 0 OR VPDAYS > 0 OR Q29(01,02,05))], SKIP TO Q56B INSTRUCTIONS.

IF [SURVTYPE(4,9) AND CPDAYS = 0 AND VPDAYS = 0 AND NOT Q29(01,02,05)], ASK:
Q55. 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 for your commute? (OPTIONAL.)

01 No, did not carpool/vanpool to work at all **➔ SKIP TO Q56 INSTRUCTIONS**
02 Carpooled/vanpooled a few times **➔ SKIP TO Q56 INSTRUCTIONS**
03 Carpooled/vanpooled to work occasionally, but less than one day per week
04 Carpooled/vanpooled to work regularly, one or more days per week
98 Not sure **➔ SKIP TO Q56 INSTRUCTIONS**
99 Left blank **➔ SKIP TO Q56 INSTRUCTIONS**

IF [Q55(03,04)], ASK:
Q55B. What factors influenced your decision to stop carpooling/vanpooling for your commute? If you still occasionally use carpool/vanpool, please note that. (OPTIONAL.)

_____

OPEN-ENDED RESPONSE – CODE IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

01 Don't know anyone to carpool/vanpool with
02 Need my car for work
03 Need car before or after work
04 Need car for emergencies/overtime
05 It might not be safe/I don't feel safe
06 Carpool/vanpool partners are/could be unreliable/late
07 Trip is too long/distance too far
08 Takes too much time
09 Doesn't save time
10 Don't like to ride with strangers
11 Prefer to be alone during commute
12 Work schedule irregular
13 Too expensive
14 Had a bad experience with carpooling/vanpooling in the past
15 Pandemic – don't feel safe riding with others
16 Pandemic - Workplace closed, working at home, not commuting
95 Other **(specify)**
98 Not sure
99 Left blank

IF [Q55(03,04)], SKIP TO Q56B INSTRUCTIONS.

THOSE WHO COMMUTE TO WORK OUTSIDE THEIR HOME SOME DAYS, DID NOT USE CP/VP REGULARLY OR OCCASIONALLY IN THE PAST THREE YEARS TO COMMUTE OR THOSE WHO DID USE CP/VP

REGULARLY OR OCCASIONALLY IN THE PAST THREE YEARS TO COMMUTE BUT DO NOT NOW [Q55(01,02,98,99)], ASK:

Q56. What keeps you from regularly using carpool/vanpool to get to work now? (OPTIONAL.)

_____

OPEN-ENDED RESPONSE – CODE IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

01	Don't know anyone to carpool/vanpool with
02	Need my car for work
03	Need car before or after work
04	Need car for emergencies/overtime
05	It might not be safe/I don't feel safe
06	Carpool/vanpool partners are/could be unreliable/late
07	Trip is too long/distance too far
08	Takes too much time
09	Doesn't save time
10	Don't like to ride with strangers
11	Prefer to be alone during commute
12	Work schedule irregular
13	Too expensive
14	Had a bad experience with carpooling/vanpooling in the past
15	Pandemic – don't feel safe riding with others
16	Pandemic - Workplace closed, working at home, not commuting
95	Other
98	Not sure
99	Left blank

PROGRAMMING NOTE: Ask Q56B if respondent has used bike, walk, vanpool, carpool, or transit in Q15. Check Q15 mode days. IF CALTDAYS> 0, ask Q56B, inserting one mode name. If CALTDAYS = 0, skip to Q56F

IF [SURVTYPE(4,9) AND CALTDAYS=0], SKIP TO Q56F.

IF [SURVTYPE(4,9) AND (BKDAYS>0 OR WKDAYS>0 OR CPDAYS>0 OR VPDAYS>0 OR BUDAYS>0 OR MRDAYS>0 OR CRDAYS>0)], ASK:

Q56B. You said you [IF BKDAYS>0: ride a bicycle or scooter] [IF WKDAYS>0: walk] [IF CPDAYS>0: carpool] [IF VPDAYS>0: vanpool] [IF BUDAYS>0 OR MRDAYS>0 OR CRDAYS >0: ride public transportation]* to work some days. What benefits have you personally received from traveling to work this way? (*SELECT MODE BASED ON MOST USED MODE FROM Q15. IF A TIE, USE THE FOLLOWING PRIORITY: 1. BICYCLE/RIDE A SCOOTER, 2. WALK, 3. VANPOOL, 4. CARPOOL, 5. PUBLIC TRANSIT) (OPTIONAL.)

_____

OPEN-ENDED RESPONSE – CODE IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

01	Save money
02	Avoid stress
03	Not need to have a car
04	Less wear and tear on car

05 Use travel time productively (e.g., read, work, sleep)
06 Have companionship when they travel
07 Arrive at work on time, less likely to be late
08 Get exercise, health benefits
09 Help the environment
10 Reduce greenhouse gases, reduce carbon footprint
11 Can use HOV lane
95 Other **(specify)**
96 No benefits
98 Not sure
99 Left blank

Commute Satisfaction and Current Commute Compared to Last Year

PROGRAMMING NOTE: SURVTYPE = 1, 2, 3, 5 have already been skipped out of this section. The following instructions clarify skips for SURVTYPES 4 and 9.

IF [SURVTYPE(4, 9)], ASK:

Q56F. Overall, how satisfied are you with your trip to work? (OPTIONAL.)

01 1 – Not at all satisfied
02 2
03 3
04 4
05 5 – Very satisfied
98 Not sure
99 Left blank

PROGRAMMING NOTE: SURVTYPE = 1, 2 have already been skipped out of this section. The following instructions clarify skips for SURVTYPES 3, 4, 5, 9.

IF [(SURVTYPE(3,4,5,9)], ASK:

Q59. Have you changed your home and/or work location in the last three years?

01 Changed BOTH home and work locations
02 Changed ONLY HOME location
03 Changed ONLY WORK location
04 Did not make any changes **→ SKIP TO Q61**
98 Not sure **→ SKIP TO Q61**
99 Left blank **→ SKIP TO Q61**

Q59N AND Q60G WILL APPLY TO ANYONE WHO CHANGED HOME AND/OR WORK LOCATION

THOSE WHO CHANGED THEIR WORK AND/OR HOME LOCATIONS IN THE PAST YEAR [Q59(01,02,03)], ASK:

Q59N. Did any of the following factors influence your decision to make this change in your home or work location?

01 Length of commute (distance or time)
02 Ease or difficulty of commute
03 Cost of commuting
04 Commuting options that would be available (e.g., transit)

05 Number of days working from home/teleworking
93 Other commute factors **(specify)**
98 Not sure
99 Left blank

Q60G. When you were considering making this change, did you consider how close your new location would be to any of the following transportation services? Select all that apply. (RANDOMIZE. ACCEPT MULTIPLE RESPONSES FOR 01-95.) (OPTIONAL.)

01 Park & Ride lots
02 HOV lanes
03 Toll/express lanes
04 Protected bike lanes
05 Metrorail stations
06 Bus stops
07 Bikeshare stations
08 Scooter/e-scooter service
09 Dockless bike service
10 Carshare service
95 Other service **(specify)**
98 Did not consider the distance to any of these services
99 Left blank

Awareness of Advertising

ASK EVERYONE:

Q61. Next are a few questions about advertising messages. Have you heard, seen, or read any advertising about commuting in the past year? (OPTIONAL.)

01 Yes
02 No → **SKIP TO Q81**
98 Not sure → **SKIP TO Q81**
99 Left blank → **SKIP TO Q81**

THOSE WHO HAVE HEARD, SEEN, OR READ ADVERTISING ABOUT COMMUTING IN THE PAST YEAR [Q61(01)], ASK:

Q62. What messages do you recall from this advertising? (OPTIONAL.)

_____

96 None, don't recall specific message
98 Not sure
99 Left blank

CODE OPEN ENDED RESPONSES IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

02 That you should rideshare, carpool, vanpool)
03 That new trains and/or buses are coming
04 That you can call for carpool or vanpool info
05 Call 1-800-745-RIDE / call Commuter Connections
06 Commuter Choice Maryland
07 Contact the Commuter Connections website (www.commuterconnections.org, www.commuterconnections.com)

08 It saves money
09 It saves time
10 It is less stressful
11 Guaranteed Ride Home (GRH)
12 Employer would give me SmartTrip/SmartBenefit benefits
13 It would help the environment
14 It reduces traffic
15 It saves wear and tear on the car
16 Ozone Action Days / Code Red Days
17 Telecommuting / telework
18 HOV lanes
19 Regional services/programs are available to help with commute
20 Use the bus or train, use Metrobus, Metrorail
21 Way to Go, Way to Go Arlington, Car Free Diet
22 Virginia MegaProjects, Dulles rail extension
23 HOT lanes / express lanes / toll roads
24 Inter-County Connector (ICC)
25 Bike to work Day
26 Car Free Day
27 Capital Bikeshare
28 Transit fare increase
29 Toll rate increase
30 Carshare, Zip car, Car2Go, Hertz on Demand
31 Coronavirus and transit (e.g., cleaning procedures, wear mask, etc)
32 Coronavirus and carpool/vanpool
33 Other
96 None
98 Not sure
99 Left blank

Q63. What organization or group sponsored the ad you recall? (OPTIONAL.)

_____

98 Not sure
99 Left blank

CODE OPEN ENDED RESPONSES IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

01 Commuter Connections
02 Metropolitan Washington Council of Governments, MWCOG, COG
03 Metro, WMATA
04 MARC, Maryland Commuter Rail
05 VRE, Virginia Railway Express
06 VDOT (Virginia Department of Transportation)
07 DDOT (District of Columbia Department of Transportation)
08 MDOT (Maryland Department of Transportation)
09 VDRPT, Virginia Department of Rail and Public Transportation
10 Maryland State Highway Administration
11 MTA, Maryland Mass Transit Administration
12 WABA, Washington Area Bicycling Association

13 Arlington County Commuter Services
14 Loudoun County (Transit / Commuter services)
15 goDCgo
16 Federal government, federal agency (DOD, US DOT)
95 Other
98 Not sure
99 Left blank

Q64. Where did you see, hear, or read this advertisement? (RANDOMIZE 02-12. MULTIPLE RESPONSES ACCEPTED FOR 1-95.) (OPTIONAL.)

01 MWCOG or Commuter Connections website
02 Other website, internet **(specify)**
03 Radio
04 TV
05 Postcard in mail
06 Newspaper
07 In train station
08 On train or bus
09 At work
10 Billboard, poster, road sign
11 Facebook / X / Instagram (social media)
12 Smart phone / tablet (text message, email, ad)
95 Other **(specify)**
98 Not sure
99 Left blank

Attitude Changes/Actions Taken After Hearing Ads

IF [SURVTYPE(1,2,3,5), SKIP TO Q81 INTRO.
IF [SURVTYPE(4,9) AND Q61(02, 98,99)], SKIP TO Q81 INTRO.

IF [SURVTYPE(4,9) AND Q61(01) AND (Q62 NOT 96,98,99)], ASK:

Q65. After seeing or hearing this advertising, were you more likely to consider carpooling, vanpooling, or public transportation? (OPTIONAL.)

01 Yes
02 No
98 Not sure
99 Left blank

PROGRAMMING NOTE: Response list for Q66 will start with code 11. This question will be merged with Q67 in post-processing. This coding will be consistent with the 2022 SOC data.

Q66. 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? (ACCEPT MULTIPLE RESPONSES FOR 11-15.) (OPTIONAL.)

11 Carpool or casual carpool (slugging)
12 Vanpool
13 Bus
14 Train (Metrorail, commuter train)
15 Bicycle or walking

96 Did not try, start, or increase use of any of these types of transportation for my trip to work
99 Left blank

Q67. Did you take any other actions to try to change how you get to work? Select all that apply. (RANDOMIZE. ALLOW MULTIPLE RESPONSES WITH 02-95.) (OPTIONAL.)

02 Looked for commute information on the internet
03 Asked friend, family member, or co-worker for commute information (referral)
04 Contacted a local or regional organization for commute information
05 Looked for a carpool or vanpool partner
06 Contacted a transit operator to ask about schedules or routes
07 Asked employer about commuter services (e.g., telework, SmartTrip, SmartBenefits)
08 Registered for Guaranteed Ride Home (GRH) program
09 Started using HOV or express lane to get to work
95 Other action **(specify)**
96 Didn't take any of these actions
98 Not sure
99 Left blank

THOSE WHO USED OTHER FORMS OF TRANSPORTATION OR TOOK OTHER ACTIONS REGARDING THEIR COMMUTE AFTER SEEING/HEARING ADVERTISING [Q66(11-15) OR Q67(02-95)], ASK:

OTHERWISE, SKIP TO Q81.

Q68. Did the advertising you saw or heard encourage you to try to change how you get to work? (OPTIONAL.)

01 Yes
02 No
98 Not sure
99 Left blank

PROGRAMMING NOTE – Check Q66 for new modes reported. Check Q15 modes used to see if respondent is currently using a Q66 mode. If so, do not show the Q66 mode in Q71 – it should be autocoded. If ANY Q71 mode is autocoded, do not show Q71.

IF Q66(11) AND CPDAYS > 0, DO NOT SHOW. AUTOCODE Q71.1(993)
IF Q66(12) AND VPDAYS > 0, DO NOT SHOW. AUTOCODE Q71.2(993)
IF Q66(13) AND BUDAYS > 0, DO NOT SHOW. AUTOCODE Q71.3(993)
IF Q66(14) AND (MRDAYS > 0 OR CRDAYS > 0), DO NOT SHOW. AUTOCODE Q71.4(993)
IF Q66(15) AND (BKDAYS > 0 OR WKDAYS > 0), DO NOT SHOW. AUTOCODE Q71.5(993)

AFTER ALL ELIGIBLE MODES HAVE BEEN AUTOCODED, SKIP TO Q72B INSTRUCTIONS.

THOSE WHO WERE NOT AUTOCODED IN Q71 AND USED OTHER FORMS OF TRANSPORTATION FOR THEIR COMMUTE AFTER SEEING/HEARING ADVERTISING [Q66(11-16)], ASK:
OTHERWISE, SKIP TO Q81.

Q71. You said you changed how you get to work after seeing or hearing the advertising message. How long did you use each of the following to get to work? Please enter the number of months or check one of the other options. Hover … for years to months conversion. (INSERT MODES USED IN Q66.) (RANGE 1-500.)

TYPE OF TRANSPORTATION	NUMBER OF MONTHS USED	TRIED ONCE OR A FEW TIMES	STILL USE OCCASIONALLY	STILL USING (ONE DAY PER WEEK OR MORE)	DON'T RECALL
1. Carpool or casual carpool (slugging)		991	992	993	998
2. Vanpool		991	992	993	998
3. Bus		991	992	993	998
4. Train (Metrorail or commuter rail)		991	992	993	998
5. Bicycle or walking		991	992	993	998

INSTRUCTIONS BEFORE Q72B:
IF Q71 IS AUTOCODED FOR ANY MODE, CHOOSE THIS/THESE ALT MODES FOR Q72B
IF Q66 = MORE THAN ONE OF 11, 12, 13, 14, 15 AND Q71 NOT AUTOCODED FOR ANY MODE, CHOOSE ALT MODE USED LONGEST TIME FOR Q72B. IF MORE THAN ONE ALT MODE USED SAME AMOUNT OF TIME, CHOOSE BOTH MODES.
IF Q71 WAS AUTOCODED, INSERT "You said you changed how you get to work after seeing or hearing the advertising message."

IF Q71.1,2,3,4, AND 5(991,992,998) ONLY, SKIP TO Q81.

THOSE WHO USED NON-SOV FORMS OF TRANSPORTATION AFTER SEEING/HEARING ADVERTISING [Q66(11-15) AND Q71.1,2,3,4, OR 5(001-990,993 FOR ANY)], ASK:
Q72B. [You said you changed how you get to work after seeing or hearing the advertising message.]* Before making this change to [INSERT MODE(S) SELECTED IN Q66/Q71: carpooling, vanpooling, riding a bus, riding a train, and riding a bike or walking], 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? (*INSERT IF Q71 AUTOCODED.)**
(IF Q71 IS AUTOCODED FOR ANY MODE, INSERT THESE MODES. IF MULTIPLE MODES SELECTED IN Q66, INSERT MODE USED FOR LONGEST TIME IN Q71. IF MORE THAN ONE MODE USED SAME AMOUNT OF TIME, INSERT ALL MODES USED THE LONGEST.)**

IF TOTAL > 5, SHOW PROMPT: "You've entered more than 5 weekdays. If you use more than one type of transportation on a single day, indicate only the type you use for the longest distance part of your trip."

IF TOTAL < 5, SHOW PROMPT: "You've entered fewer than 5 weekdays. Please also report days you teleworked and had regular days off."

TYPE OF TRANSPORTATION YOU USED FOR THE LONGEST DISTANCE PART OF YOUR TRIP TO WORK	NUMBER OF WEEKDAYS USED (0-5)
1. Drive alone, motorcycle, taxi (incl. Uber, Lyft, Split)	
5. Carpool or casual carpool (slugging)	
7. Vanpool	
9. Bus (public or private bus, shuttle)	
10. Train (Metrorail or commuter rail)	
15. Bicycle or walking	
16. Telecommute/telework	

TYPE OF TRANSPORTATION YOU USED FOR THE LONGEST DISTANCE PART OF YOUR TRIP TO WORK	NUMBER OF WEEKDAYS USED (0-5)
95. Other **(specify)**	
17. DO NOT SHOW ON SCREEN	
20. Regular day off	

Awareness of Commute Programs/Services

ASK EVERYONE

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

Q81. Are you aware of a phone number, website, or mobile app you can use to obtain information on carpooling, vanpooling, public transportation, HOV lanes, toll/express lanes, and teleworking in the Washington metropolitan region? (OPTIONAL.)

01	Yes	
02	No	➔ **SKIP TO Q86**
98	Not sure	➔ **SKIP TO Q86**
99	Left blank	➔ **SKIP TO Q86**

THOSE AWARE OF TRANSPORTATION ASSISTANCE PHONE NUMBER OR WEBSITE [Q81(01)], ASK:

Q82. Have you used this number, website, or mobile app in the past year? (OPTIONAL.)

01	Yes	
02	No	➔ **SKIP TO Q86**
98	Not sure	➔ **SKIP TO Q86**
99	Left blank	➔ **SKIP TO Q86**

THOSE WHO HAVE USED TRANSPORTATION ASSISTANCE PHONE NUMBER OR WEBSITE [Q82(01)], ASK:

Q83.What was that number, website, or mobile app? (OPTIONAL.)

_____

98	Not sure/Don't remember
99	Left blank

CODE OPEN ENDED RESPONSES IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

1	800-745-RIDE (7433)	Commuter Connections (COG)
2	888-730-6664	PRTC, Potomac Rappahannock Transportation
3	703-324-1111	Fairfax County RideSources
4	301-770-POOL	Montgomery County Commuter Services
5	240-777-RIDE	Montgomery County Commuter Services
6	202-637-7000	WMATA, METRO (Washington Metro. Area Transit Authority)
7	www.mwcog.org	Commuter Connections (COG)
8	www.commuterconnections.org	Commuter Connections (COG)
9	www.commuterconnections.com	Commuter Connections (COG)
10	www.vre.org	Virginia Railway Express (VRE)
11	www.commuterdirect.com	Arlington County Commuter Services

12	www.commuterpage.com	Arlington County Commuter Services
13	703-228-RIDE	Arlington County Commuter Services
14	www.maryland.com	Maryland Mass Transit Admin. (MTA), MARC Commuter Rail
15	www.wmata.com	WMATA, Metro
16	www.HOVcalculator.com	VDOT
17	www.commuterchoicemaryland.com	Maryland Transit Admin (MTA)
18	866-RIDE-MTA (1-800-743-3682)	Maryland Transit Admin (MTA)
19	www.metroopensdoors.org	WMATA, Metro
95	Other	
98	Not sure/Don't remember	

IF [Q42(11) OR Q64(01)], DO NOT SHOW. AUTOCODE Q86(01), THEN SKIP TO Q87.

THOSE WHO EITHER DID NOT RECEIVE INFORMATION ABOUT TELECOMMUTING OR DID NOT SEE, HEAR, OR READ ADVERTISING FROM COMMUTER CONNECTIONS OR FROM MWCOG [Q42 NOT (11) AND Q64 NOT (01)], ASK:

Q86. Prior to taking this survey, had you heard of an organization in the Washington region called Commuter Connections? (OPTIONAL.)

01	Yes	
02	No	➔ **SKIP TO Q88D**
98	Not sure	➔ **SKIP TO Q88D**
99	Left blank	➔ **SKIP TO Q88D**

THOSE WHO HAVE HEARD OF COMMUTER CONNECTIONS [Q86(01)], ASK:

Q87. [You mentioned knowing about Commuter Connections.]* How did you learn about Commuter Connections? (*INSERT IF Q42(11) OR Q64(01).) (OPTIONAL.)

_____

98	Not sure
99	Left blank

CODE OPEN ENDED RESPONSES IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

01	TV
02	Magazine
03	Newspaper ad
04	Newspaper article
05	Sign/billboard
06	Mail/postcard
07	Brochure
08	Transportation fair/special event
09	Radio
10	Employer
11	Library
12	Word of mouth (family, friend, co-worker)
13	Internet/Web

14 Social Media
15 Ozone Action/Code Red days
16 Smart phone/Tablet (text, email, ad)
95 Other
98 Not sure
99 Left blank

Q88A. Have you contacted Commuter Connections in the past year or visited a website sponsored by this organization? (OPTIONAL.)

01 Yes
02 No
98 Not sure
99 Left blank

ASK EVERYONE:
Define Local Program for Q88D

SET ORGANIZATIONS TO ASK ABOUT IN Q88D.

IF Q2(01) OR Q3(01) (Alexandria), INSERT GO Alex AS <PROGRAM> IN Q88D
IF Q2(02) OR Q3(02) (Arlington), INSERT Arlington County Commuter Services AS <PROGRAM> IN Q88D
IF Q2(03) OR Q3(03) (Calvert), INSERT Tri-County Council for Southern Maryland AS <PROGRAM> IN Q88D
IF Q2(04) OR Q3(04) (Charles), INSERT Tri-County Council for Southern Maryland AS <PROGRAM> IN Q88D
IF Q2(06) OR Q3(06) (Fairfax Co, Ffx City, Falls Church), INSERT Fairfax County Commuter Services AS <PROGRAM> IN Q88D
IF Q2(07) OR Q3(07) (Frederick), INSERT TransIT Services of Frederick County AS <PROGRAM> IN Q88D
IF Q2(08) OR Q3(08) (Loudoun), INSERT Loudoun County Commuter Services AS <PROGRAM> IN Q88D
IF Q2(09) OR Q3(09) (Montgomery), INSERT Montgomery County Commuter Services AS <PROGRAM> IN Q88D
IF Q2(10) OR Q3(10) (Prince Georges), INSERT Ride Smart AS <PROGRAM> IN Q88D
IF Q2(11) OR Q3(11) (Prince William, Manassas, Manassas Park), INSERT PRTC OmniMatch AS <PROGRAM> IN Q88D
IF Q2(05) OR Q3(05) (District of Columbia), INSERT goDCgo AS <PROGRAM> IN Q88D

Q88D. Have you heard of the following organization(s) or service(s)? If so, have you contacted them in the past year or visited their website(s)? (OPTIONAL.)

PROGRAM NAME	HEARD OF AND CONTACTED	HEARD OF BUT NOT CONTACTED	HAVE NOT HEARD OF THIS ORGANIZATION	NOT SURE	LEFT BLANK
1 Alexandria GO Alex	01	02	03	98	99
2 Arlington County Commuter Services	01	02	03	98	99
3 Tri-County Council for Southern Maryland (Calvert, Charles)	01	02	03	98	99
4 Fairfax County Commuter Services	01	02	03	98	99
5 Transit Services of Frederick County	01	02	03	98	99
6 Loudoun County Transit & Commuter Services	01	02	03	98	99

PROGRAM NAME	HEARD OF AND CONTACTED	HEARD OF BUT NOT CONTACTED	HAVE NOT HEARD OF THIS ORGANIZATION	NOT SURE	LEFT BLANK
7 Montgomery County Commuter Services	01	02	03	98	99
8 Ride Smart (Prince George's Commuter Solutions)	01	02	03	98	99
9 PRTC OmniRide Ridesharing (Prince William)	01	02	03	98	99
10 goDCgo (District of Columbia)	01	02	03	98	99

Employer Services

IF [SURVTYPE(2)], SKIP TO Q105A
IF [SURVTYPE(3,5) AND (COMMSTAT(4)], SKIP TO Q105A

IF [SURVTYPE(1,4,9) OR (SURVTYPE(3,5) AND COMMSTAT(2))], ASK:
Q89. Does your employer make any of the following commuter services or benefits available to you to help with your commute, and if so, have you used the services?
(RANDOMIZE.) (OPTIONAL.)

EMPLOYER SERVICE	AVAILABLE AND USED	AVAILABLE BUT NOT USED	NOT AVAILABLE	NOT SURE
1. Information on commuter transportation options	01	02	03	98
2. Special parking spaces for carpools or vanpools	01	02	03	98
3. SmarTrip, SmartBenefit or other benefits/subsidies for public transportation or vanpooling	01	02	03	98
4. Cash payments or other subsidies for carpooling	01	02	03	98
5. Facilities or programs for employees who bike or walk to work	01	02	03	98
6. Guaranteed rides home (GRH) in case of illness, emergencies, or unscheduled overtime	01	02	03	98
7. Carshare membership (Zipcar, Turo, Free2move, getaround)	01	02	03	98
8. Free or subsidized bikeshare membership (Capital Bikeshare, Jump)	01	02	03	98
10. Work schedule with flexible start and end times	01	02	03	98
11. Parking cash out/cash-in-lieu of parking	01	02	03	98
12. Personal bike expenses—subsidy or reimbursement	01	02	03	98

THOSE WHO HAVE SMARTRIP, SMARTBENEFIT OR OTHER SUBSIDIES AVAILABLE TO THEM [Q89.3(01,02)], ASK:
Q89B. Which of the following best describes the transit or vanpool benefit that is available to you?
(OPTIONAL.) (ALLOW MULTIPLES FOR 01-95.)

01 Employer-paid direct cash payment or reimbursement
02 Pre-tax deduction from my paycheck for employee-paid transit or vanpool costs
95 Another arrangement **(specify)**
98 Not sure
99 Left blank

IF [SURVTYPE(3,5)], SKIP TO Q105A
IF [SURVTYPE(1,4,9)], ASK:

Q90. Does your employer make free on-site parking available to all employees at your worksite? (OPTIONAL.)

01	Yes	➔ **SKIP TO Q90C**
02	No	
98	Not sure	
99	Left blank	

THOSE WHO COMMUTE AND THEIR EMPLOYER MAY NOT OFFER FREE ONSITE PARKING TO ALL EMPLOYEES [Q90(02-99)], ASK:

Q90A. Does your employer make free on-site parking available to YOU? (OPTIONAL.)

01	Yes	
02	No	➔ **SKIP TO Q91**
98	Not sure	➔ **SKIP TO Q102**
99	Left blank	➔ **SKIP TO Q102**

THOSE WITH COMMUTE WHO HAVE FREE ONSITE PARKING AVAILABLE [Q90(01) OR Q90A(01)], ASK:

Q90C. Have you used this free parking?

01	Yes	➔ **SKIP TO Q102**
02	No	➔ **SKIP TO Q102**
98	Not sure	➔ **SKIP TO Q102**
99	Left blank	➔ **SKIP TO Q102**

THOSE WHO COMMUTE WITHOUT FREE ONSITE PARKING AVAILABLE TO THEM [Q90A(02)], ASK:

Q91. Does your employer pay part of your parking cost or do you have to pay the entire cost if you drive to work? (OPTIONAL.)

01	Employer pays part and I pay part
02	I pay the entire cost
03	Employer offers free off-site parking
98	Not sure
99	Left blank

Q92. Does your employer offer parking discounts for carpools or vanpools? (OPTIONAL.)

01	Yes
02	No
98	Not sure
99	Left blank

Guaranteed Ride Home

IF [SURVTYPE(1,4,9)], ASK:

Q102. Do you know if there is a regional GRH or Guaranteed Ride Home program available in the event of illness, unexpected emergencies, and unscheduled overtime for commuters who carpool, vanpool, use public transportation, or bicycle to work? (OPTIONAL.)

01	Yes, there is	
02	No, there isn't	➔ **SKIP TO Q105A**
98	Not sure	➔ **SKIP TO Q105A**
99	Left blank	➔ **SKIP TO Q105A**

THOSE AWARE OF GRH [Q102(01)], ASK:

Q104. Who sponsors or offers the service? (OPTIONAL.)

_____

98 Not sure
99 Left blank

CODE OPEN ENDED RESPONSES IN POST-PROCESSING INTO THE FOLLOWING CATEGORIES; ADD OTHERS AS NECESSARY

01 Commuter Connections/Council of Governments/COG
02 Employer
03 VRE
04 TMA (TyTran)
95 Other _____
98 Not sure

Demographics

EVERYONE:

The last few questions are for classification purposes only.

IF [(SURVTYPE(3,5)) AND (COMMSTAT(1,2,3)], SKIP TO Q110A
IF [SURVTYPE(2)], DO NOT SHOW. AUTOCODE Q110=Q1A, THEN SKIP TO Q111.
IF [(SURVTYPE(3,5)) AND (COMMSTAT(4)], DO NOT SHOW. AUTOCODE Q110=Q1A, THEN SKIP TO Q111

IF SURVTYPE(1,4,9), ASK:

Q110. What is your ZIP code at work? (OPTIONAL.)

_____

IF SURVTYPE(1,4,9), SKIP TO Q110B.

IF [(SURVTYPE(3,5)) AND (COMMSTAT(1,2,3)], ASK:

Q110A. 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? (OPTIONAL.)

_____

IF [SURVTYPE(1,4,9) OR ((SURVTYPE(3,5) AND COMMSTAT(2))], ASK:

Q110B. About how many employees work for your employer at that location? (OPTIONAL.)

01 1-25
02 26-50
03 51-100
04 101-250
05 251-999
06 1,000 or more
98 Not sure
99 Left blank

ASK EVERYONE:

Q111. What is your occupation? (OPTIONAL.)

_____

IF SURVTYPE(2), DO NOT SHOW. AUTOCODE Q112(04), THEN SKIP TO Q113.
IF SURVTYPE(1,3,4, 5,9), ASK:

Q112. What type of employer do you work for? (OPTIONAL.)

01 Federal agency
02 State or local government agency
03 Non-profit organization/association
04 Private sector employer
05 NA – DO NOT SHOW ON SCREEN
95 Other **(specify)**
98 Not sure
99 Left blank

ASK EVERYONE:

Q113. 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. (OPTIONAL.)

_____ vehicles
998 Not sure
999 Left blank

Q114. 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. (OPTIONAL.)

_____ persons
998 Not sure
999 Left blank

IF Q114=1, DO NOT SHOW. AUTOFILL Q114A=1, THEN SKIP TO Q121

IF MORE THAN ONE PERSON LIVES IN THEIR HOUSEHOLD [Q114>1], ASK:

Q114A. And, including yourself, how many of these household members are 18 or older? (OPTIONAL.)

_____ household members
988 Not sure
999 Left blank

ASK EVERYONE:

Q121. 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
98 Prefer not to answer
99 Left blank

Q122. Do you consider yourself to be any of the following: Latino, Hispanic, or Spanish? (OPTIONAL.)

01 Yes
02 No
98 Prefer not to answer
99 Left blank

Q123. Which of the following best describes your race? 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)**
98 Prefer not to answer
99 Left blank

Q123A. Are you...? (OPTIONAL.)

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

Q124A. Which category best represents your household's total annual income? (OPTIONAL.)
less than $20,000

01 $20,000 - $29,999
02 $30,000 - $39,999
03 $40,000 - $59,999
04 $60,000 - $79,999
12 $80,000 - $99,999
05 $100,000 - $119,999
06 $120,000 - $139,999
07 $140,000 - $159,999
08 $160,000 - $179,999
09 9$180,000 - $199,999
10 $200,000 to $249,000
11 $250,000 or more
98 Prefer not to answer
99 Left blank

EVERYONE:

Thank you very much for your time and cooperation!

Q126. The Metropolitan Washington Council of Governments is offering a drawing for $250.00 Visa gift cards for residents who respond to the survey by the response date noted on the postcard. There will be 50 chances to win. 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 selecting winners and sending gift cards. (OPTIONAL.)

01 Yes, please include my name and email address in the drawing
02 No, I do not want to participate in the drawing
99 Left Blank

Q127. Please provide your name and email address so we can contact you if you are one of the winners. (If you do not have an email address, please provide your phone number and mailing address).

First Name:
Last Name:
Email Address:

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

Thank you for taking the time to complete this survey.

Appendix E: Additional Results

This appendix presents tables that were too lengthy to include in the main body of the report.

Table 77: Reasons to Stop Ridesharing (Former Rideshare) or For Not Ridesharing (Never Rideshare) (2025)

REASON	FORMER RIDESHARE n = 146	NEVER RIDESHARE n = 5,397
Don't know anyone to carpool/vanpool with	30.9%	16.9%
Work schedule irregular	3.1%	11.8%
Prefer transit	6.4%	11.7%
No carpool/vanpool services available near work	-	8.6%
Not interested	0.4%	8.5%
Short commute/close to home	-	5.5%
Have car, prefer to drive own car	6.4%	4.6%
Prefer to be alone during commute	1.1%	4.0%
Not convenient	-	3.8%
Need flexibility to come and go as I please	-	3.7%
Need car before or after work	-	3.5%
Need my car for work	4.0%	3.3%
Lack of info/don't know how to arrange	-	3.2%
Carpool/vanpool partners are/could be unreliable/late	3.4%	2.3%
Don't have a car/don't like to drive	-	2.1%
Hassle to arrange	1.0%	2.1%
Takes too much time	1.7%	2.0%
Don't like to ride with strangers	-	1.7%
Office/home location not conducive	-	1.6%
Prefer walking	0.8%	1.6%
Not practical	-	1.5%
Prefer biking	0.8%	1.4%
Trip is too long/distance too far	-	1.3%
Too expensive	-	1.3%
Schedule/timing	3.1%	1.2%
It might not be safe/I don't feel safe	0.0%	0.9%
Other	11.4%	0.8%
Not going to office as much	-	0.7%
Sefl-employed/work alone	-	0.6%
I still carpool occasionally, prefer to carpool	14.4%	0.5%
Use company vehicle	-	0.5%
Traffic, difficult to drive	0.9%	0.4%
Need car for emergencies/overtime	-	0.3%
Changed job, schedule	13.8%	0.2%
Job responsibilities	0.2%	0.1%
Had a bad experience with carpooling/vanpooling in the past	0.2%	0.1%
Pandemic – don't feel safe riding with others	-	0.1%

REASON	FORMER RIDESHARE n = 146	NEVER RIDESHARE n = 5,397
Free parking at work	2.7%	0.0%
Pandemic	-	0.0%
Moved	8.1%	0.0%
Got driver's license	0.6%	-
Pandemic - Workplace closed, working at home, not commuting	0.5%	-
Doesn't save time	0.4%	-

Table 78: Reasons to Stop Using Transit (Former Riders) or For Not Using Transit (Never Riders) (2025)

REASON	FORMER RIDERS n = 573	NEVER RIDERS n = 3,854
Too slow	16.6%	21.3%
Not convenient to home/work	14.4%	16.0%
Bus service not available	-	14.8%
Distance too far	7.0%	12.8%
Irregular work schedule	-	10.6%
Too many transfers	0.7%	9.2%
Train service not available	-	7.2%
Need car for work	5.3%	7.0%
Too expensive	10.7%	6.9%
Have short commute	-	6.2%
Need car before/after work for errands/child pick-up/drop-off	-	5.5%
Prefer/easier to drive	4.8%	5.3%
Transit was unreliable	9.3%	4.8%
Want flexibility to come and go as I please	-	2.7%
No need/not interested	-	2.7%
Not practical/convenient	-	2.3%
Prefer to be alone during commute	0.1%	2.0%
Prefer biking/scootering	-	1.8%
Prefer walking	1.2%	1.7%
Safety concerns (not specific)	3.8%	1.6%
Transit was uncomfortable/stressful	-	1.5%
Parking issues	-	1.4%
Age/disability/health concerns	-	1.3%
Don't know if service available	-	1.1%
Have to wait too long for buses	-	1.0%
Weather	0.2%	1.0%
Offered parking at work	2.8%	1.0%
Transit was not clean	2.4%	0.8%
Limited schedules	2.1%	0.8%
Need car before/after work for emergencies/overtime	1.2%	0.6%

REASON	FORMER RIDERS n = 573	NEVER RIDERS n = 3,854
Safety from crime (not specific)	-	0.5%
Have company vehicle	-	0.5%
Germs/sickness	-	0.5%
Will use transit on occasion	-	0.4%
Didn't feel safe on trains/stations	-	0.4%
Prefer carpooling	-	0.3%
Have to wait too long for transit	-	0.3%
Schedule/timing (not specific)	-	0.3%
Didn't feel safe on buses/stops	-	0.3%
Other	2.2%	0.3%
Don't like to ride with strangers	-	0.2%
Transit was uncomfortable/crowded	2.6%	0.1%
Confusing/difficult to use	-	0.1%
Have to wait too long for trains	-	0.1%
Had bad experience on transit	0.2%	0.1%
Travel with pets	-	0.1%
Fear of COVID exposure	-	0.1%
Trains too uncomfortable/crowded	-	0.0%
Prefer slugging	-	0.0%
Prefer ride-hailing	-	0.0%
Still use transit occasionally	26.2%	-
Started/moved job where transit not available	12.8%	-
Moved home location where transit not available	7.1%	-
Started biking/e-scootering	5.4%	-
Car became available	4.0%	-
Moved closer to work	3.7%	-
Closed stations for construction	1.9%	-
Unruly passengers	1.7%	-
Telecommuting more	1.3%	-
Childcare issues	0.9%	-
Convenience/easier	0.9%	-
Didn't feel safe on trains/buses, stations/stops	0.8%	-
Pandemic - people not following protocols	0.5%	-
Need flexibility	0.3%	-
Pandemic (not specific)	0.3%	-
Health/mobility issues	0.3%	-
To get exercise	0.2%	-
Started using ride-hailing	0.1%	-