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## SURVEY OF MATCHLIST MEMBERS

### FINAL REPORT

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Public Opinion and Marketing Research



Questions. Answers. Results.

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# CONTENTS

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I.	INTRODUCTION.....	1
II.	FINDINGS .....	4

APPENDIX A: SURVEY QUESTIONNAIRE

APPENDIX B: DETAILED DATA TABULATIONS

# I. INTRODUCTION

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## Background

The research findings presented in this report derive from a survey of people on the 511 Rideshare Program Matchlist that was commissioned by 511 Rideshare and conducted by JD Franz Research, Inc. of Sacramento. The questionnaire for the survey was derived from previous similar surveys undertaken by 511 Rideshare.

## Survey Purpose

The primary purpose of the ongoing series of surveys is to measure the effectiveness of the 511 Rideshare Program in diverting people from solo commuting to alternative modes. Current areas of inquiry are as follows:

- Ways in which members usually travel to work
- Duration of commuting in the usual way
- Ways in which members who rideshare find carpool and vanpool partners
- Extent to which ridesharing decisions were influenced by employers
- Extent to which ridesharing decisions were influenced by the 511 Rideshare Program
- Carpool membership
- How carpools and vanpools are usually accessed
- One-way distances from home to the ridesharing pick-up spot

- Extent to which there have been recent changes in carpools and vanpools
- Types of changes
- Extent to which members have recently tried commuting in other ways
- New ways members have tried
- Extent to which the new ways are still being used
- Duration of using the new ways
- Frequency of using the new ways
- Extent to which members use websites, apps, or other services to plan or make work trips
- Websites, apps, and other services used
- One-way commutes
- Current use of RideMatch service to find one or more carpool partners
- Reasons for not using RideMatch service at the present time
- Comments and suggestions
- Top work and residential zip codes
- Type of cell phones owned by members
- Member demographics, including gender, education, age, ethnicity, and household income

## Research Methods

As has been the case since the fall of 2010 survey, the survey was conducted by telephone among a random sample of Matchlist members. The survey questionnaire was identical to the questionnaire used in the spring of 2015.

Interviewing for the survey took place between October 8 and October 28. In all, a total of 372 interviews were completed. With a current population size of 3,901 and 372 respondents, the margin of error for the survey is  $\pm 4.8$  percent at the 95 percent confidence level. The cooperation rate for the survey was 86 percent, which is generally viewed as being very good.

### Structure of the Report

Following this Introduction, the **Findings** section presents a detailed discussion of the survey results. For reference, there are also two appendices. As noted previously, **Appendix A** contains a copy of the **Questionnaire** that was used in conducting the research. **Detailed Data Tabulations** for all of the survey questions can be found in **Appendix B**.

### III. FINDINGS

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Findings from the survey are presented here in the same order as the questions were presented to respondents. Readers who are interested in the precise phrasing of the inquiries are invited to consult the copy of the questionnaire that can be found in Appendix A.

#### Ways in Which Members Travel From Home to Work

Table 1 displays the ways in which Matchlist members travel from home to work on each day during a typical week and how often they usually do so. As this chart illustrates, the most common mode used by members is driving alone. This was followed by carpooling or vanpooling and by taking public transit.

Table 1

WAYS IN WHICH MEMBERS USUALLY TRAVEL TO WORK  
Daily Data  
n=372

	1 DAY A WEEK	2 DAYS A WEEK	3 DAYS A WEEK	4 DAYS A WEEK	5 DAYS A WEEK	6 DAYS A WEEK	7 DAYS A WEEK	TOTAL
	Percent of Members							
Drive Alone	3.2	5.4	1.6	2.4	34.7	-	1.1	48.4
Carpool or Vanpool	1.1	.5	3.8	5.6	20.2	.3	.3	31.8
Take Public Transit	.8	1.6	1.3	1.9	17.2	.3	.3	23.4
Take a Shuttle	-	.5	.3	-	.5	-	-	1.3
Take a Motorcycle	.5	.3	.3	-	.3	-	-	1.4
Bicycle	1.1	.3	.3	.8	1.1	-	-	3.6
Walk	.3	.3	.5	.5	.8	-	-	2.4
Work at Home or Telecommute	3.0	1.6	.3	-	.3	-	-	5.2
Use Another Way	.3	.3	-	-	.8	-	.3	1.7

These data represent the percentage of members who use each commute mode.

Table 2 cumulates the data from Table 1 across all days of the week. It is provided so 511 Rideshare has data that are consistent with previous years' data.

Table 2	
WAYS IN WHICH MEMBERS USUALLY TRAVEL TO WORK	
Cumulative Data	
n=372	
	Percent of Trips
Drive Alone	42.1
Carpool or Vanpool	28.2
Take Public Transit	21.1
Take a Shuttle	.9
Take a Motorcycle	.6
Bicycle	2.2
Walk	1.7
Work at Home or Telecommute	1.7
Use Another Way	1.4

These data represent the share of each commute mode among the total number of trips. Percentages were calculated by summing the number of times each commute mode was mentioned and dividing that by the total number of trips. For purposes of this calculation, telecommuting was counted as a "trip."

## Duration of Commute Behaviors

Table 3 portrays the duration of members' current commute behaviors. As this chart demonstrates, most of the commute modes have been used for more than three months by majorities of those who presently utilize them. The exceptions are using another way, taking a shuttle, and walking. Most likely to have been used for more than three months are taking a motorcycle and driving alone.

Table 3					
DURATION OF COMMUTING IN THE USUAL WAY					
	Number of Responses	1 Month or Less	2 Months	3 Months	More Than 3 Months
		Percent			
Drive Alone	180	8.9	7.2	3.9	80.0
Carpool or Vanpool	118	10.2	14.4	8.5	66.9
Take Public Transit	87	14.9	14.9	9.2	60.9
Take a Shuttle	5	-	40.0	20.0	40.0
Take a Motorcycle	5	-	-	-	100.0
Bicycle	13	23.1	-	7.7	69.2
Walk	9	55.6	-	-	44.4
Work at Home or Telecommute	19	31.6	-	5.3	63.2
Use Another Way	6	-	33.3	33.3	33.3

## Ways in Which Members Find Carpool and Vanpool Partners

Ways in which members have found their carpool and vanpool partners are depicted in Table 4. Chief among these are finding someone using the 511 website, carpooling with co-workers, through word of mouth, and by commuting with a relative or spouse.

	Frequency	Percent
I Found Them On 511.Org/On The 511 Website/On 511 Rideshare	38	32.2
I Carpool With Someone In My Office/I Found People That Work At The Same Company As Me	34	28.8
Word Of Mouth/Friends Tell Me/Through Friends/Co-Workers Recommended	11	9.3
They're All Related To Me/My Husband Is Driving Me/It's My Domestic Partner	10	8.5
Casual Carpool Line/Use Casual Carpool	7	5.9
It's Someone Who Lives In My Household/I Live With Them	3	2.5
Live In The Same Area/They Lived Close	3	2.5
Carma App	3	2.5
I Was On The Rideshare List And The Organizer Contacted Me/Organizer Reached Out To Me	2	1.7
Zimride	2	1.7
I Ride With My Friend	2	1.7
Advertisement Through Work	1	.8
I Have Never Gotten A Match Through Your Service/I Never Found Anybody	1	.8
I Found It On The Internet/I Found Them Posted On The Internet (Generic)	1	.8
None/Nothing	1	.8

Other	14	11.9
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Figure 1 indicates that more than a quarter of members' decisions to carpool or vanpool were influenced by information or assistance provided by their employers. As depicted in Figure 2, somewhat over two in five of those who decided to carpool or vanpool were influenced by information or assistance provided by the 511 Rideshare Program.

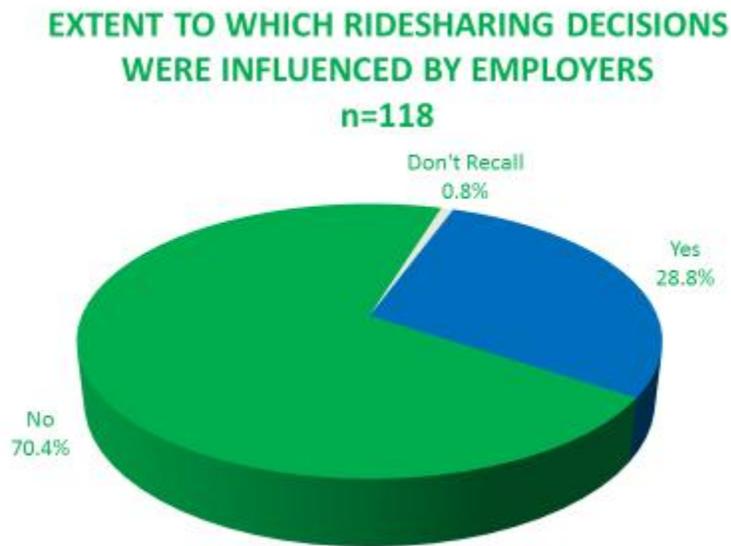


Figure 1

**EXTENT TO WHICH RIDESHARING DECISIONS  
WERE INFLUENCED BY THE 511 RIDESHARE  
PROGRAM  
n=118**

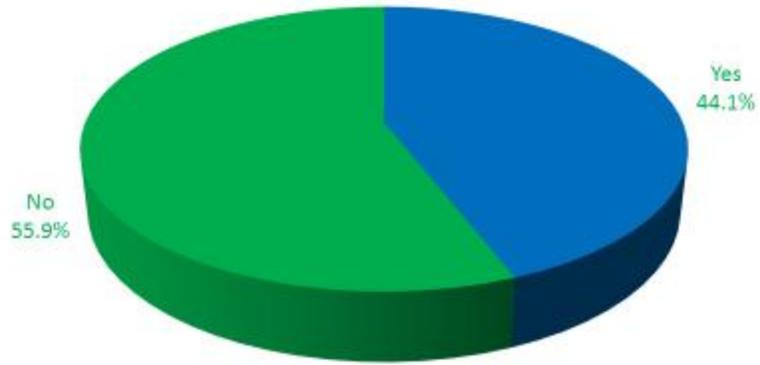


Figure 2

## Carpool and Vanpool Composition

Table 5 presents the average numbers of riders in carpools (2 to 6 passengers), vanpools (7 to 15 passengers), and carpools and vanpools combined. As this graphic illustrates, carpools average 2.7 passengers and vanpools average 9.7 passengers. Considering both carpools and vanpools, the average number of passengers is 3.9.

Table 5 AVERAGE COMPOSITION OF CARPOOLS AND VANPOOLS n=118		
Types of Pools	Number of Pools	Average Ridership
Carpools	97	2.7
Vanpools	20	9.7
Carpools and Vanpools Combined	117	3.9*

\*One member stated that they didn't know how many riders they had in their pool. This individual has been factored out of the average ridership.

## Joining Carpools

As Table 6 demonstrates, the largest group of members join their carpools by driving to a pick-up spot or by being the driver and picking people up along the way. The next most prevalent method of joining a carpool is getting picked up at home, followed closely by carpooling to a pick-up spot with other members of the carpool or vanpool.

	Frequency	Percent
I Am The Driver And I Pick People Up Along The Way	27	22.9
I Am The Driver And People Come To My House	1	.8
I Get Picked Up At Home	11	9.3
I Carpool With Members Of My Household	7	5.9
I Get Dropped Off At A Pick-Up Spot	4	3.4
I Drive To A Pick-Up Spot By Myself	45	38.1
I Carpool To A Pick-Up Spot With Other Members Of My Carpool Or Vanpool	10	8.5
I Bike, Walk, Or Take Transit To A Pick-Up Spot	5	4.2
Members Alternate Approaches	8	6.8

Table 7 indicates that over half of members live between one and four miles from their carpool or vanpool pick-up locations. Distances of less than ten miles represent a strong majority of members (82 percent).

Table 7		
ONE-WAY DISTANCES FROM HOME TO THE RIDESHARING PICK-UP SPOT n=49		
	Frequency	Percent
Less Than 1 Mile	1	2.0
1 To 4 Miles	26	53.1
5 To 9 Miles	13	26.5
10 To 14 Miles	4	8.2
15 To 19 Miles	3	6.1
30 To 39 Miles	1	2.0
Don't Know	1	2.0
Mean	5.4 Miles	
Median	3.0 Miles	

## Carpool Changes

As Figure 3 illustrates, about one in four carpools have experienced changes in the past three months. The most prevalent changes, which are displayed in Table 8, are joining a pool, having fewer riders, and having more riders in the pool.

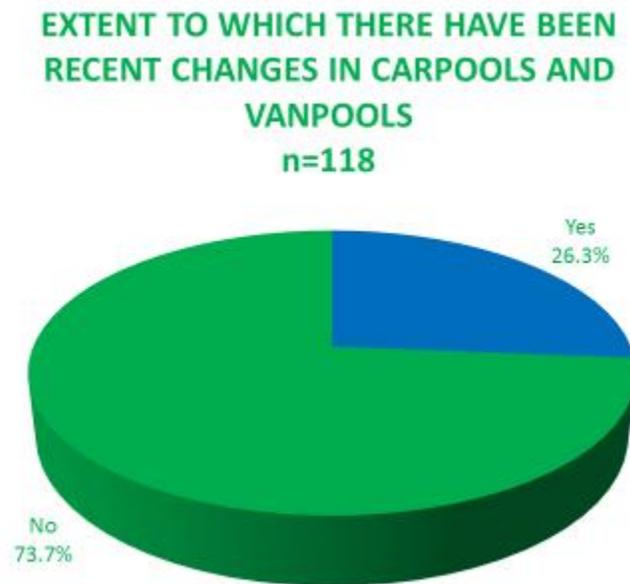


Figure 3

Table 8

TYPES OF CHANGES  
n=31

	Frequency	Percent of Cases	Percent of Responses
I Joined A Pool	12	38.7	20.7
I Changed Pools	6	19.4	10.3
I Have More Riders In My Pool	9	29.0	15.5
I Have Fewer Riders In My Pool	10	32.3	17.2
I Have The Same Number Of Riders In My Pool, But The Riders Have Changed	8	25.8	13.8
I Use My Pool More Frequently	8	25.8	13.8
I Use My Pool Less Frequently	2	6.5	3.4
Other	3	9.7	5.2

The data in this and subsequent tables with this format summarize multiple responses to questions. Multiple response tables always provide two types of percentages for each response option: a Percent of Cases (respondents) and a Percent of Responses (answers). Generally speaking, the former will be more informative, as it indicates what proportion of those questioned gave each answer. However, because previous reports have presented the Percent of Responses, we have included both types of percentages for comparability purposes.

### Commute Changes

As shown in [Figure 4](#), more than a quarter of members have tried getting to work in a different way during the past three months. The most prevalent new ways of commuting, which are portrayed in [Table 9](#), are taking public transit, driving alone, and carpooling or vanpooling.

**EXTENT TO MEMBERS HAVE RECENTLY TRIED  
COMMUTING IN OTHER WAYS**  
n=372

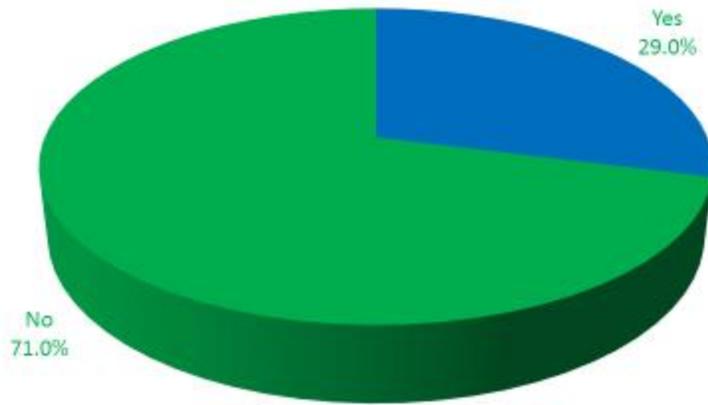


Figure 4

Table 9

**NEW WAYS MEMBERS HAVE TRIED**  
n=108

	Frequency	Percent of Cases	Percent of Responses
Drive Alone	31	28.7	26.5
Carpool or Vanpool	30	27.8	25.6
Take Public Transit	38	35.2	32.5
Take a Shuttle	5	4.6	4.3
Take a Motorcycle	1	.9	.9
Bicycle	6	5.6	5.1
Walk	2	1.9	1.7
Use Another Way	4	3.7	3.4

Table 10 depicts the extent to which the new ways members have tried are still being used. Most likely to have been continued is driving alone, walking, and taking public transit.

Table 10			
EXTENT TO WHICH THE NEW WAYS ARE STILL BEING USED			
	Frequency	Number Who Tried	Percent Yes
Drive Alone	19	31	61.3
Carpool or Vanpool	2	30	6.7
Take Public Transit	18	38	47.4
Take a Shuttle	1	5	20.0
Take a Motorcycle	0	1	0.0
Bicycle	2	6	33.3
Walk	1	2	50.0
Use Another Way	1	4	25.0

As illustrated in Table 11, bicycling, walking, and using another way are most likely to have lasted more than three months among those who are still using the new ways. Most likely to have a duration of a month or less is driving alone.

Table 11

DURATION OF USING THE NEW WAYS  
AMONG THOSE WHO ARE STILL USING THEM

	Number of Responses	1 Month or Less	2 Months	3 Months	More Than 3 Months
		Percent			
Drive Alone	19	31.6	-	5.3	63.2
Carpool or Vanpool	2	-	-	50.0	50.0
Take Public Transit	18	11.1	11.1	11.1	66.7
Take a Shuttle	1	-	-	100.0	-
Bicycle	2	-	-	-	100.0
Walk	1	-	-	-	100.0
Use Another Way	1	-	-	-	100.0

Table 12 demonstrates the frequency with which members still using the new ways are using them. Most likely to be utilized four days a week or more is taking a shuttle and using another way. Most likely to be used less than two days a week is bicycling and walking.

Table 12							
FREQUENCY OF USING THE NEW WAYS AMONG THOSE WHO ARE STILL USING THEM							
	Less Than Once a Week	One Day a Week	Two Days a Week	Three Days a Week	Four Days a Week	Five Days a Week	More Than Five Days a Week
	Percent						
Drive Alone	42.1	5.3	15.8	-	5.3	31.6	-
Carpool or Vanpool	-	50.0	-	-	-	50.0	-
Take Public Transit	27.8	11.1	11.1	16.7	5.6	22.2	5.6
Take a Shuttle	-	-	-	-	-	100.0	-
Bicycle	-	100.0	-	-	-	-	-
Walk	100.0	-	-	-	-	-	-
Use Another Way	-	-	-	-	100.0	-	-

As portrayed in Table 13, the majority of members who are no longer using a mode used it for a month or less, with the exception of motorcycling, carpooling or vanpooling, and using another way. Most likely to have had durations of one month or less were walking, driving alone, taking a shuttle, and bicycling. The mode most likely to have been taken for more than three months before ending was using another way.

Table 13

DURATION OF USING THE NEW WAYS  
AMONG THOSE WHO ARE NO LONGER USING THEM

	Number of Responses	1 Month or Less	2 Months	3 Months	More Than 3 Months
		Percent			
Drive Alone	12	75.0	-	8.3	16.7
Carpool or Vanpool	28	46.4	17.9	-	35.7
Take Public Transit	20	70.0	-	5.0	25.0
Shuttle	4	75.0	-	-	25.0
Motorcycle	1	-	100.0	-	-
Bicycle	4	75.0	-	-	25.0
Walk	1	100.0	-	-	-
Use Another Way	3	33.3	-	-	66.7

Table 14 shows the frequency with which members who are no longer using the new ways used them to get to work. The member who tried taking a motorcycle did so four days a week; majorities of members who tried walking, driving alone, using some other way, and taking public transit did so one day a week or less. No particular patterns emerge from these data.

Table 14							
FREQUENCY OF USING THE NEW WAYS AMONG THOSE WHO ARE NO LONGER USING THEM							
	Less Than Once a Week	One Day a Week	Two Days a Week	Three Days a Week	Four Days a Week	Five Days a Week	More Than Five Days a Week
	Percent						
Drive Alone	66.7	-	-	-	16.7	16.7	-
Carpool or Vanpool	32.1	3.6	7.1	10.7	17.9	28.6	-
Take Public Transit	55.0	-	5.0	-	10.0	25.0	5.0
Shuttle	-	-	-	25.0	25.0	25.0	25.0
Motorcycle	-	-	-	-	100. 0	-	-
Bicycle	25.0	-	25.0	-	25.0	25.0	-
Walk	100. 0	-	-	-	-	-	-
Use Another Way	66.7	-	-	-	-	33.3	-

## Use of Websites, Apps, or Other Services to Plan or Make Work Trips

As shown in Figure 5, more than two in five members use websites, apps, or other kinds of services to plan or make their trips to and from work. Of these, as Table 15 indicates, the largest group use the Google Maps website or app. This is followed by the 511 website or app and Waze.



Figure 5

Table 15

WEBSITES, APPS, AND OTHER SERVICES USED  
n=158

	Frequency	Percent
Google Maps Website/Google Maps App	66	41.8
511.org/511 Rideshare/511rideshare.org/511 App	45	28.5
Waze/Waze App	27	17.1
Bart Website/Bart.gov/Bart App	11	7.0
Carma APP	11	7.0
Uber/Uber App	7	4.4
Lyft	4	2.5
Caltrain/Caltrain App	3	1.9
Google Transit Website	2	1.3
Nextbus.com/Nextbus App/Nextmuni.com	2	1.3
Transit App	2	1.3
Craigslist	2	1.3
Zimride	2	1.3
Apple Maps	2	1.3
Sigalert.com/Sigalert App	1	.6
VTA.com	1	.6
MapQuest	1	.6
None/Nothing	1	.6
Other	29	18.4
Refused/No Comment	1	.6

## Current Use of RideMatch Service

As [Figure 6](#) illustrates, almost two in five members are currently using the RideMatch system to try to find one or more carpool partners. [Table 16](#) portrays the reasons members gave for not using the RideMatch service at the present time. Chief among these reasons are being happy with the carpool already in place, having a hard time finding people who match members' criteria, working odd hours or having inconsistent schedules, the inability of finding people that match members' work schedule, and having no need at this time for the service.

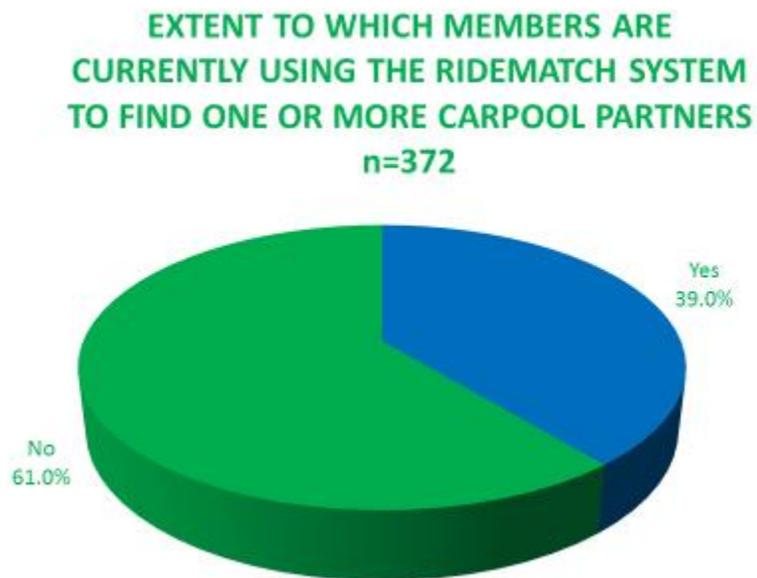


Figure 6

Table 16

REASONS FOR NOT CURRENTLY USING  
THE RIDEMATCH SERVICE TO FIND CARPOOL PARTNERS  
n=227

	Frequency	Percent
I'm Happy With The Carpool I Already Have	27	11.9
I Had A Hard Time Finding People Who Matched My Criteria/There Aren't Any Matches	26	11.5
I Work Odd Hours/My Hours Are Variable/My Schedule Isn't Consistent	22	9.7
I Couldn't Find Anyone Who Lined Up With My Work Schedule/There Aren't Any Carpoolers That Match My Work Schedule	17	7.5
There's No Need At This Time/It's Not Necessary	17	7.5
It Doesn't Seem Like There's People Going From My Neighborhood To My Work/I Couldn't Find Anyone In My Area	15	6.6
I Decided To Stick With Public Transportation/Public Transit Is Working For Me	13	5.7
It Never Worked Out For Me	12	5.3
I Now Live Closer To Work/I Now Live Within Five Miles Of My Job	9	4.0
Too Busy/I Don't Have Time For It	9	4.0
My Carpool Is Currently Full	9	4.0
Satisfied With Current Commute Situation	9	4.0
I'm In A Vanpool/I Formed A Vanpool	7	3.1
I Don't Want More Than One Carpooler/I Don't Want Too Many People	5	2.2
I Commute With Co-Workers/I Commute With People I Work With	5	2.2
I Need Flexibility/Need To Be Able To Come And Go	5	2.2
I Ride My Bike	4	1.8
No One Answered Their Phones/No One Responded/People Weren't Responding To My Calls	3	1.3
Some Of The Information Is Outdated/People's Information Is Outdated	3	1.3
I Prefer To Drive Alone	3	1.3

Table 16

REASONS FOR NOT CURRENTLY USING  
THE RIDEMATCH SERVICE TO FIND CARPOOL PARTNERS

n=227

	Frequency	Percent
I'm Lazy	3	1.3
I Am Using Casual Carpool	2	.9
The Site Is Not User-Friendly	2	.9
I've Found Carpoolers On My Own	2	.9
It's Not Very Useful	2	.9
My Job Provided Shuttles/I Use Office Transportation	2	.9
There Are More People Looking For Rides Rather Than Driving/I Need People Who Can Drive	2	.9
I Carpool With Someone That Lives With Me	2	.9
Carpooling Takes Longer Than Other Modes	2	.9
I'm Already Commuting With Another Service/I'm Using Another Service	1	.4
The Website Is Difficult To Use	1	.4
Our Vanpool Is Full	1	.4
I'm Not Working Right Now/I'm Currently Unemployed	1	.4
I Have An Electric Car Now	1	.4
I Don't Feel Comfortable Riding With Strangers	1	.4
My Job Requires Me To Drive To Multiple Sites/I Need My Car At Work	1	.4
I Have To Take My Kids To And From School	1	.4
I Will Start Looking Back Into It/I Will Start Looking In Two Weeks	1	.4
I'm Not Interest In Carpooling/I'm Not Interested In The System	1	.4
It's Difficult To Coordinate The Timing	1	.4
None/Nothing	1	.4
Other	25	11.0
Don't Know	1	.4

## Respondent Demographics

Tables 17 through 23 and Figures 7 and 8 present the demographics of the responding sample. These illustrations demonstrate the following:

- The largest groups of respondents work 30 to 39, 40 to 49 miles, or 5 to 9 miles from home. Distances of 20 miles or more represent close to two-thirds of respondents (62 percent).

Table 17		
ONE-WAY COMMUTE n=372		
	Frequency	Percent
Less Than 1 Mile	2	.5
1 To 4 Miles	24	6.5
5 To 9 Miles	39	10.5
10 To 14 Miles	31	8.3
15 To 19 Miles	33	8.9
20 To 24 Miles	28	7.5
25 To 29 Miles	22	5.9
30 To 39 Miles	76	20.4
40 To 49 Miles	38	10.2
50 To 59 Miles	31	8.3
60 Or More Miles	35	9.4
Don't Know	13	3.5
Mean	29.6 Miles	
Median	30.0 Miles	

- The most prevalent work Zip Codes are 94103 and 94105; the most prevalent residential Zip Code is 94538. No single work or residential Zip Code represents more than a minute fraction of respondents.

Table 18

TOP WORK ZIP CODES  
n=372

	Frequency	Percent
94103	12	3.2
94105	12	3.2
94080	8	2.2
94089	8	2.2
94404	8	2.2
95688	8	2.2
94085	7	1.9
94538	7	1.9
94304	6	1.6
95054	6	1.6

Table 19

TOP RESIDENTIAL ZIP CODES  
n=372

	Frequency	Percent
94538	11	3.0
94568	7	1.9
94583	7	1.9
94590	6	1.6
94591	6	1.6
94531	5	1.3
94539	5	1.3
94582	5	1.3
95051	5	1.3
95060	5	1.3
95687	5	1.3

- The vast majority of members have smart phones.

### EXTENT TO WHICH MEMBERS HAVE A CELL PHONE THAT IS A SMART PHONE

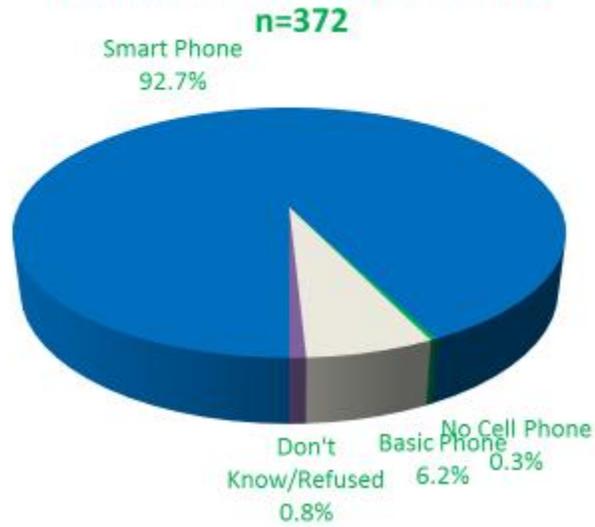


Figure 7

- Somewhat more than half of respondents are male, the remainder are female.

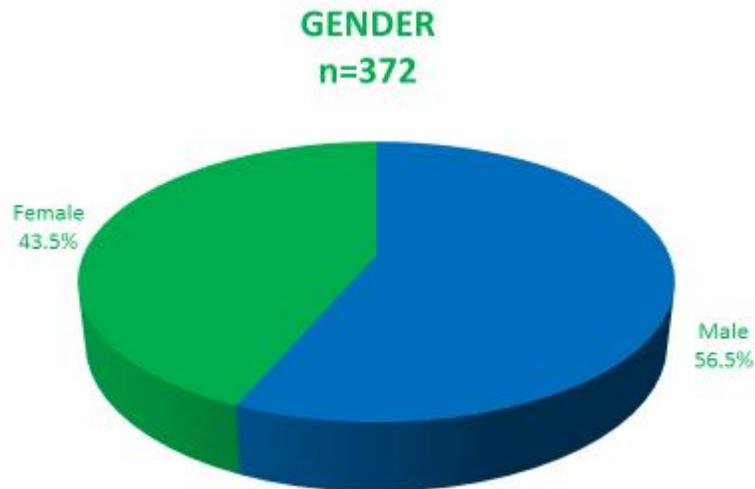


Figure 8

- The largest groups of respondents have BA or BS degrees or graduate or professional degrees.

Table 20

EDUCATION  
n=372

	Frequency	Percent
Less Than High School	3	.8
High School Graduate	15	4.0
Trade or Technical School	5	1.3
Some College	40	10.8
AA or AS Degree	24	6.5
BA or BS Degree	124	33.3
Some Graduate Work	25	6.7
Graduate or Professional Degree	119	32.0
Refused	17	4.6

- The largest group of respondents are 25 to 34 years old. Those between the ages of 25 and 44 make up the slight majority of respondents (52 percent).

Table 21

AGE  
n=372

	Frequency	Percent
18 to 24	38	10.2
25 to 34	112	30.1
35 to 44	82	22.0
45 to 54	64	17.2
55 to 64	34	9.1
65 or Over	2	.5
Refused	40	10.8

- The largest groups of respondents are Asian-American and Caucasian. No other ethnicity represents more than ten percent of respondents.

Table 22

ETHNICITY  
n=372

	Frequency	Percent
Caucasian/White	129	34.7
African-American/Black/African	18	4.8
Asian-American/Asian	132	35.5
Latino/Hispanic	29	7.8
Other	26	7.0
Refused	38	10.2

- The largest group of respondents have annual household incomes of between \$100,000 and \$149,999, followed by those with incomes of \$150,000 or more and incomes between \$65,000 and \$79,999. The majority of respondents have incomes of \$50,000 or more (55 percent).

Table 23

INCOME  
n=372

	Frequency	Percent
\$0 - \$34,999	30	8.1
\$35,000 - \$49,999	22	5.9
\$50,000 - \$64,999	23	6.2
\$65,000 - \$79,999	39	10.5
\$80,000 - \$99,999	34	9.1
\$100,000 - \$149,999	65	17.5
\$150,000 or More	42	11.3
Don't Know	8	2.2
Refused	109	29.3

## Follow-Up

Figure 9 demonstrates that over a third of members would like 511 Rideshare to contact them about their comments or suggestions or about the program. In order to make this contact more or less immediate, comments and suggestions were transmitted to 511 Rideshare on a daily basis for weekday calling and on the Monday following weekend calling throughout the survey period.

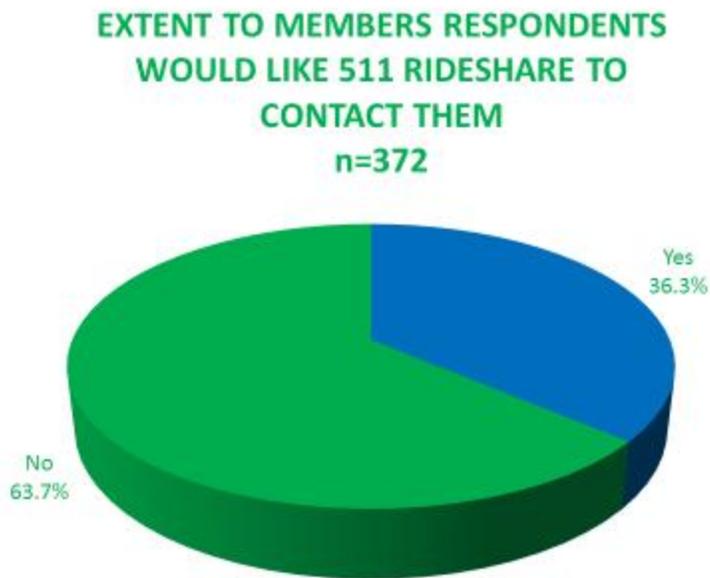


Figure 9

## APPENDIX A

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*Survey Instrument*



## Introduction

Hello, this is YOUR FULL NAME calling on behalf of 511 Rideshare. We are doing a brief survey of people in the carpooling database to find out how the program is working and would like to include your opinions.

IF RESPONDENT ASKS WHY THEY ARE BEING INCLUDED, SAY: According to our records, you signed up for carpooling matching services with 511 Rideshare. We selected a random sample of people from the carpooling database for this survey.

IF RESPONDENT SAYS THEY HAVE DONE OR RECEIVED THIS SURVEY RECENTLY, SAY: Yes, that is possible. We are surveying a random sample of people in the database, and you could have (done) (received) a previous survey. It is very important to 511 Rideshare to have current information, however, so we would still really like to have your participation now.

IF RESPONDENT EXPRESSES CONCERN ABOUT CONFIDENTIALITY, SAY: All of the information from this survey will be kept strictly confidential and will be reported only in summary form.

## Interview

1. First, how do you usually get to work each day of the week? IF "DRIVE," ASK: And do you drive alone, or is there someone else in the car with you. PROBE FOR NUMBER OF DAYS A WEEK AND SPECIFIC DAYS FOR EACH METHOD. USE CODE 9 FOR ANY DAYS NOT WORKED.

IF METHODS OBTAINED FOR MONDAY THROUGH FRIDAY, ASK: Are Saturday or Sunday regular work days for you? IF YES, ASK ABOUT METHODS OF GETTING TO WORK ON SATURDAY AND SUNDAY. IF NO, SKIP TO QUESTION 2.

IF RESPONDENT SAYS THEY USE MORE THAN ONE WAY ON ANY DAY, SAY: Which one of those do you use for the longest part of your trip on DAY? ENTER ONLY ONE CODE FOR EACH DAY.

MONDAY: \_\_\_\_\_  
TUESDAY: \_\_\_\_\_  
WEDNESDAY: \_\_\_\_\_  
THURSDAY: \_\_\_\_\_  
FRIDAY: \_\_\_\_\_  
SATURDAY: \_\_\_\_\_  
SUNDAY: \_\_\_\_\_

### ANSWER CHOICES:

- 1 DRIVE ALONE
- 2 CARPOOL OR VANPOOL
- 3 TAKE PUBLIC TRANSIT
- 4 TAKE A SHUTTLE
- 5 TAKE A MOTORCYCLE
- 6 BICYCLE
- 0 WALK
- 7 WORK AT HOME OR TELECOMMUTE
- 8 USE ANOTHER WAY: SPECIFY \_\_\_\_\_
- 9 NOT A WORK DAY

➤ASK QUESTION 2 FOR ALL ANSWERS OTHER THAN NOT A WORK DAY (CODE 9 IN Q1) ACROSS ALL DAYS.

2. How long have you been FILL IN METHOD to work?

☞PROGRAMMING NOTE: METHODS TO FILL IN:

- 1 Driving Alone
- 2 Carpooling or Vanpooling
- 3 Taking Public Transit
- 4 Taking A Shuttle
- 5 Taking A Motorcycle
- 6 Bicycling
- 0 Walking
- 7 Working At Home or Telecommuting (☞PROGRAMMING NOTE: DO NOT INCLUDE "TO WORK" FOR THIS OPTION)
- 8 Using Some Other Way To Get

☞PROGRAMMING NOTE: ANSWER CHOICES:

- 1 ONE MONTH OR LESS
- 2 TWO MONTHS
- 3 THREE MONTHS
- 4 MORE THAN THREE MONTHS

➤ASK Q2A THROUGH Q9 OF CARPOOLERS/VANPOOLERS (CODE 2 ANY DAY IN Q1), ALL OTHER CODES, SKIP TO Q10:

2A. Now thinking about the formation of your carpool or vanpool ... How did you find your carpool or vanpool partner or partners? PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER WAYS: How else? RECORD VERBATIM.

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3. Was your decision to carpool or vanpool influenced by information or assistance provided by your employer?

- 1 YES
- 2 NO
- 3 DON'T RECALL

4. And was your decision to carpool or vanpool influenced by information or assistance provided by 511 Rideshare?

- 1 YES
- 2 NO
- 3 DON'T RECALL

5. Including yourself, how many people are in your carpool or vanpool?

NUMBER OF PEOPLE: \_\_\_\_\_

☛ PROGRAMMING NOTE: INCLUDE A LOGIC CHECK IF THE NUMBER ENTERED IN Q5 IS 1. SAY: A carpool needs to have more than one person. Did you remember to include yourself? IF ONLY ONE PERSON IS IN THE CAR, CHANGE TO CODE 1 IN Q1.

6. Now I would like to ask you how you usually join your carpool or vanpool for the trip to work. Is it ... CODE ONLY ONE ANSWER.

- 1 you are the driver and you pick people up along the way
- 2 you are the driver and people come to your house
- 3 you get picked up at home
- 4 you carpool with members of your household
- 5 you get dropped off at a pick-up spot
- 6 you drive to a pick-up spot by yourself
- 7 you carpool to a pick-up spot with other members of your carpool or vanpool
- 8 you bike, walk, or take transit to a pick-up spot
- 9 or something else? (And what would that be?)

\_\_\_\_\_

➤ASK Q7 IF PERSON DRIVES OR IS DROPPED OFF (CODES 5 OR 6 IN Q6).

7. What is the one-way distance from your home to your carpool pick-up spot?

MILES: \_\_\_ \_\_\_ \_\_\_  
 0 LESS THAN A MILE  
 999 DON'T KNOW

8. In the past three months, have there been any changes in your carpool or vanpool?

1 YES (CONTINUE)  
 2 NO (SKIP TO Q10)

☛IF YES:

9. I am going to read you some ways in which carpools and vanpools can change. As I read each one, please tell me whether that change has occurred in your pool in the past three months. Here's the first one...

	YES	NO
a. you joined a pool	1	2
b. you changed pools	1	2
c. you have more riders in your pool	1 SKIP TO Q9F	2
d. you have fewer riders in your pool	1 SKIP TO Q9F	2
e. you have the same number of riders in your pool, but the riders have changed	1	2
f. you use your pool more frequently	1 SKIP TO Q9H	2
g. you use your pool less frequently	1	2
h. something else (And what would that be? _____)	1	2

10. In the past three months, have you tried or used any way of getting to work other than what you usually do for the longest part of your trip? (If you use more than one way to get to work, please only consider the way you make the longest part of your trip in answering this question.)

- 1 YES (CONTINUE)
- 2 NO (SKIP TO Q16A)

☛ IF YES:

11. What new ways of making the longest part of your trip to work have you tried or used in the past three months? PROBE FOR OTHERS: What else? CODE ALL THAT APPLY.

- 1 DRIVE ALONE
- 2 CARPOOL OR VANPOOL
- 3 TAKE PUBLIC TRANSIT
- 4 TAKE A SHUTTLE
- 5 TAKE A MOTORCYCLE
- 6 BICYCLE
- 0 WALK
- 7 WORK AT HOME OR TELECOMMUTE
- 8 OTHER: \_\_\_\_\_

➤ ASK Q12 FOR EACH METHOD IN Q11.

☞ PROGRAMMING NOTE: SEE Q2 FOR "FILL IN METHOD" INSTRUCTIONS.

12. Are you still FILL IN METHOD to work?

- 1 YES
- 2 NO

➤ ASK Q13 AND Q14 FOR EACH "YES" ANSWER IN Q12 FOR A METHOD THAT DOES NOT MATCH A METHOD IN Q1. (SKIP Q13 AND Q14 FOR "YES" ANSWERS IN Q12 FOR METHODS THAT MATCH METHODS IN Q1.) ASK Q15 AND Q16 FOR EACH "NO" ANSWER IN Q12.



➤ IF STILL USING METHOD:

13. How long have you been FILL IN METHOD to work?

☞ PROGRAMMING NOTE: USE LIST FROM Q2 FOR "FILL IN METHOD".

- 1 ONE MONTH OR LESS
- 2 TWO MONTHS
- 3 THREE MONTHS
- 4 MORE THAN THREE MONTHS

14. And how many days of the week do you FILL IN METHOD to work?

☞ PROGRAMMING NOTE: USE LIST FROM Q11 FOR "FILL IN METHOD".

- 1 LESS THAN ONCE A WEEK
- 2 ONE DAY A WEEK
- 3 TWO DAYS A WEEK
- 4 THREE DAYS A WEEK
- 5 FOUR DAYS A WEEK
- 6 FIVE DAYS A WEEK
- 7 MORE THAN FIVE DAYS A WEEK

SKIP TO Q16A.

➤ IF NO LONGER USING METHOD:

☞ PROGRAMMING NOTE: USE LIST FROM Q11 FOR "FILL IN METHOD".

15. How long did you FILL IN METHOD to work?

- 1 ONE MONTH OR LESS
- 2 TWO MONTHS
- 3 THREE MONTHS
- 4 MORE THAN THREE MONTHS

16. How many days of the week did you FILL IN METHOD to work?

1 LESS THAN ONCE A WEEK

2 ONE DAY A WEEK

3 TWO DAYS A WEEK

4 THREE DAYS A WEEK

5 FOUR DAYS A WEEK

6 FIVE DAYS A WEEK

7 MORE THAN FIVE DAYS A WEEK

16A. Do you use any websites, apps, or other kinds of services to plan or make your trips to and from work?

1 YES (CONTINUE)

2 NO (SKIP TO Q17)

3 NOT SURE (SKIP TO Q17)

☛ IF YES, ASK:

16B. And what websites, apps, or other kinds of services do you use?

PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER THINGS:

What else? RECORD VERBATIM.

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17. Now thinking about your place of work ... What is the one-way distance from your home to your primary place of work?

MILES: \_\_\_ \_\_\_ \_\_\_

0 LESS THAN A MILE

999 DON'T KNOW

PROGRAMMING NOTE: INCLUDE A LOGIC CHECK IF THE NUMBER MILES ENTERED IN Q17 IS THE SAME AS OR LESS THAN THE NUMBER OF MILES IN Q7. IF NOT, SAY: Earlier, you said that it is \_\_\_ miles from your home to your carpool pickup spot. The number of miles to your carpool pickup spot needs to be less than the number of miles to your place of work. Could you please correct one of these answers?

18. What is the Zip Code for your primary place of work?

\_\_\_\_ (SKIP TO Q20)  
99999 DON'T KNOW (CONTINUE)

IF ZIP CODE UNKNOWN:

19. In what city or community is your primary place of work?

\_\_\_\_\_

20. Now thinking specifically about your use of the 511 RideMatch Service ... Are you currently using the system to try to find one or more carpool partners?

YES (SKIP TO Q22)  
NO (CONTINUE)

IF NO, ASK:

21. Could you please tell me why not? PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER REASONS: Why else? RECORD VERBATIM.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

22. What comments or suggestions would you like us to convey to 511 Rideshare on your behalf?

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☛ IF COMMENTS OR SUGGESTIONS PROVIDED:

23a. Would you like 511 Rideshare to contact you about any of your comments or suggestions?

- 1 YES – TRANSMIT COMMENTS TO RIDESHARE NEXT BUSINESS DAY
- 2 NO

☛ IF NO COMMENTS OR SUGGESTIONS PROVIDED:

23b. Would you like 511 Rideshare to contact you about the Rideshare Program?

- 1 YES – TRANSMIT INFORMATION TO RIDESHARE NEXT BUSINESS DAY
- 2 NO

24. RECORD GENDER

- 1 MALE
- 2 FEMALE

24A. Now in order to classify your responses along with others, I need to ask a few questions about you ... First, do you have a cell phone that is a smart phone, on which you can download apps and access the Internet, or do you have a basic cell phone, on which you can only make phone calls and text?

- 1 SMART PHONE
- 2 BASIC PHONE
- 3 VOLUNTEERED: NO CELL PHONE
- 4 DON'T KNOW/ REFUSED

25. Now in order to classify your responses along with others, I need to ask a few questions about you ... First, what is the Zip Code where you live?

\_\_\_\_ \_

26. And what was the highest grade that you completed in school?

- 1 LESS THAN HIGH SCHOOL
- 9 HIGH SCHOOL
- 2 TRADE OR TECHNICAL SCHOOL
- 3 SOME COLLEGE
- 4 AA OR AS DEGREE
- 5 BA OR BS DEGREE
- 6 SOME GRADUATE WORK
- 7 GRADUATE OR PROFESSIONAL DEGREE
- 8 REFUSED

27. What is your age, please? \_\_\_\_ \_

99 DON'T KNOW/REFUSED

28. We would also like to know your racial or ethnic background. Are you Caucasian, African-American or African, Asian-American or Asian, Latino or Hispanic, or some other ethnicity? (And what would that be?)

- 1 CAUCASIAN/WHITE
- 2 AFRICAN-AMERICAN/BLACK/AFRICAN
- 3 ASIAN-AMERICAN/ASIAN
- 4 LATINO/HISPANIC
- 5 OTHER: \_\_\_\_\_
- 6 REFUSED

29. Was your total annual household income before taxes in 2014 under or over \$50,000?

- 1 UNDER (\$0-\$49,999) (ASK Q30)
- 2 OVER (\$50,001+) (ASK Q31)
- 3 EXACTLY \$50,000 (END INTERVIEW)
- 4 DON'T KNOW (END INTERVIEW)
- 5 REFUSED (END INTERVIEW)

☛ IF UNDER \$50,000 ASK:

30. And was it under or over \$35,000?

- 6 UNDER (\$0-\$34,999) (END INTERVIEW)
- 7 OVER (\$35,001-\$49,999) (END INTERVIEW)
- 8 EXACTLY \$35,000 (END INTERVIEW)
- 9 DON'T KNOW (END INTERVIEW)
- 10 REFUSED (END INTERVIEW)

☛ IF OVER \$50,000 ASK:

31. Was it under or over \$65,000?

- 11 UNDER (\$50,001-\$64,999) (END INTERVIEW)
- 13 OVER (\$65,001+) (ASK Q32)
- 12 EXACTLY \$65,000 (END INTERVIEW)
- 14 DON'T KNOW (END INTERVIEW)
- 15 REFUSED (END INTERVIEW)

☛ IF OVER \$65,000 ASK:

32. Was it under or over \$80,000?

- 16 UNDER (\$65,001-\$79,999) (END INTERVIEW)
- 17 OVER (\$80,001+) (ASK Q33)
- 18 EXACTLY \$80,000 (END INTERVIEW)
- 19 DON'T KNOW (END INTERVIEW)
- 20 REFUSED (END INTERVIEW)

☛ IF OVER \$80,000 ASK:

33. Was it under or over \$100,000?

- 21 UNDER (\$80,001-\$99,999) (END INTERVIEW)
- 22 OVER (\$100,001+) (ASK Q34)
- 23 EXACTLY \$100,000 (END INTERVIEW)
- 24 DON'T KNOW (END INTERVIEW)
- 25 REFUSED (END INTERVIEW)

IF OVER \$100,000 ASK:

34. Was it under or over \$150,000?

26 UNDER (\$100,001-\$149,999)

27 OVER (\$150,001+)

28 EXACTLY \$150,000

29 DON'T KNOW

30 REFUSED

THANK RESPONDENT!

INTERVIEW DATE:

\_\_\_\_/\_\_\_\_/15

ELAPSED TIME:

\_\_\_\_ MINUTES

## APPENDIX B

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*Detailed Data Tabulations*

**\$Q1 How do you usually get to work?**

	Responses		Percent of Cases (372)
	N	Percent	
(a) Walk	32	1.7%	8.6%
Drive alone	779	41.1%	209.4%
Carpool or vanpool	522	27.5%	140.3%
Take public transit	391	20.6%	105.1%
Take a shuttle	17	.9%	4.6%
Take a motorcycle	12	.6%	3.2%
Bicycle	41	2.2%	11.0%
Work at home or telecommute	31	1.6%	8.3%
Use another way	25	1.3%	6.7%
Not a work day	46	2.4%	12.4%
Total	1896	100.0%	509.7%

a Group

**q2\_1 How long have you been Driving Alone to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	16	4.3	8.9	8.9
	2 Two months	13	3.5	7.2	16.1
	3 Three months	7	1.9	3.9	20.0
	4 More than three months	144	38.7	80.0	100.0
	Total	180	48.4	100.0	
Missing	System	192	51.6		
Total		372	100.0		

**q2\_2 How long have you been Carpooling or Vanpooling to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	12	3.2	10.2	10.2
	2 Two months	17	4.6	14.4	24.6
	3 Three months	10	2.7	8.5	33.1
	4 More than three months	79	21.2	66.9	100.0
	Total	118	31.7	100.0	
Missing	System	254	68.3		
Total		372	100.0		

**q2\_3 How long have you been Taking Public Transit to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	13	3.5	14.9	14.9
	2 Two months	13	3.5	14.9	29.9
	3 Three months	8	2.2	9.2	39.1
	4 More than three months	53	14.2	60.9	100.0
	Total	87	23.4	100.0	
Missing	System	285	76.6		
Total		372	100.0		

**q2\_4 How long have you been Taking A Shuttle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Two months	2	.5	40.0	40.0
	3 Three months	1	.3	20.0	60.0
	4 More than three months	2	.5	40.0	100.0
	Total	5	1.3	100.0	
Missing	System	367	98.7		
Total		372	100.0		

**q2\_5 How long have you been Taking A Motorcycle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4 More than three months	5	1.3	100.0	100.0
Missing	System	367	98.7		
Total		372	100.0		

**q2\_6 How long have you been Bicycling to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	3	.8	23.1	23.1
	3 Three months	1	.3	7.7	30.8
	4 More than three months	9	2.4	69.2	100.0
	Total	13	3.5	100.0	
Missing	System	359	96.5		
Total		372	100.0		

**q2\_0 How long have you been Walking to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	5	1.3	55.6	55.6
	4 More than three months	4	1.1	44.4	100.0
	Total	9	2.4	100.0	
Missing	System	363	97.6		
Total		372	100.0		

**q2\_7 How long have you been Working At Home or Telecommuting?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	6	1.6	31.6	31.6
	3 Three months	1	.3	5.3	36.8
	4 More than three months	12	3.2	63.2	100.0
	Total	19	5.1	100.0	
Missing	System	353	94.9		
Total		372	100.0		

**q2\_8 How long have you been Using Some Other Way to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Two months	2	.5	33.3	33.3
	3 Three months	2	.5	33.3	66.7
	4 More than three months	2	.5	33.3	100.0
	Total	6	1.6	100.0	
Missing	System	366	98.4		
Total		372	100.0		

**\$Q2A How have you found your carpool or vanpool partner or partners?**

	Responses		Percent of Cases (118)
	N	Percent	
(a) I Found Them On 511.Org - On The 511 Website - On 511 Rideshare	38	28.6%	32.2%
Word Of Mouth - Friends Tell Me - Through Friends/Co-Workers Recommended	11	8.3%	9.3%
I Carpool With Someone In My Office - I Found People That Work At The Same Company As Me	34	25.6%	28.8%
They're All Related To Me - My Husband Is Driving Me - It's My Domestic Partner	10	7.5%	8.5%
Casual Carpool Line - Use Casual Carpool	7	5.3%	5.9%
Advertisement Through Work	1	.8%	.8%
I Have Never Gotten A Match Through Your Service - I Never Found Anybody	1	.8%	.8%
I Was On The Rideshare List And The Organizer Contacted Me - Organizer Reached Out To Me	2	1.5%	1.7%
It's Someone Who Lives In My Household - I Live With Them	3	2.3%	2.5%
Live In The Same Area - They Lived Close	3	2.3%	2.5%
Zimride	2	1.5%	1.7%
I Found It On The Internet - I Found Them Posted On The Internet (Generic)	1	.8%	.8%
I Ride With My Friend	2	1.5%	1.7%
Carma App	3	2.3%	2.5%
None - Nothing	1	.8%	.8%
Other	14	10.5%	11.9%
Total	133	100.0%	112.7%

a Group

**q3 Was your decision to carpool or vanpool influenced by information or assistance provided by your employer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	34	9.1	28.8	28.8
	2 No	83	22.3	70.3	99.2
	3 Don't recall	1	.3	.8	100.0
	Total	118	31.7	100.0	
Missing	System	254	68.3		
Total		372	100.0		

**q4 And was your decision to carpool or vanpool influenced by information or assistance provided by 511 Rideshare?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	52	14.0	44.1	44.1
	2 No	66	17.7	55.9	100.0
	Total	118	31.7	100.0	
Missing	System	254	68.3		
Total		372	100.0		

**q5 Including yourself, how many people are in your carpool or vanpool?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	55	14.8	46.6	46.6
	3	21	5.6	17.8	64.4
	4	14	3.8	11.9	76.3
	5	6	1.6	5.1	81.4
	6	1	.3	.8	82.2
	7	6	1.6	5.1	87.3
	8	1	.3	.8	88.1
	9	4	1.1	3.4	91.5
	10	1	.3	.8	92.4
	11	3	.8	2.5	94.9
	12	1	.3	.8	95.8
	13	4	1.1	3.4	99.2
	99 Don't Know/ Don't Recall	1	.3	.8	100.0
	Total	118	31.7	100.0	
Missing	System	254	68.3		
Total		372	100.0		

**q6 Now I would like to ask you how you usually join your carpool or vanpool for the trip to work. Is it ...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 you are the driver and you pick people up along the way	27	7.3	22.9	22.9
	2 you are the driver and people come to your house	1	.3	.8	23.7
	3 you get picked up at home	11	3.0	9.3	33.1
	4 you carpool with members of your household	7	1.9	5.9	39.0
	5 you get dropped off at a pick-up spot	4	1.1	3.4	42.4
	6 you drive to a pick-up spot by yourself	45	12.1	38.1	80.5
	7 you carpool to a pick-up spot with other members of your ...	10	2.7	8.5	89.0
	8 you bike, walk, or take transit to a pick-up spot	5	1.3	4.2	93.2
	10 Members alternate approaches	8	2.2	6.8	100.0
	Total	118	31.7	100.0	
Missing	System	254	68.3		
Total		372	100.0		

**q7 What is the one-way distance from your home to your carpool pick-up spot?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 LESS THAN A MILE	1	.3	2.0	2.0
	1	9	2.4	18.4	20.4
	2	9	2.4	18.4	38.8
	3	6	1.6	12.2	51.0
	4	2	.5	4.1	55.1
	5	4	1.1	8.2	63.3
	6	1	.3	2.0	65.3
	7	6	1.6	12.2	77.6
	8	2	.5	4.1	81.6
	10	2	.5	4.1	85.7
	12	2	.5	4.1	89.8
	15	2	.5	4.1	93.9
	16	1	.3	2.0	95.9
	30	1	.3	2.0	98.0
	999 DON'T KNOW	1	.3	2.0	100.0
	Total	49	13.2	100.0	
Missing	System	323	86.8		
Total		372	100.0		

**q8 In the past three months, have there been any changes in your carpool or vanpool?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	31	8.3	26.3	26.3
	2 No	87	23.4	73.7	100.0
	Total	118	31.7	100.0	
Missing	System	254	68.3		
Total		372	100.0		

**q9a You joined a pool?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	12	3.2	38.7	38.7
	2 No	19	5.1	61.3	100.0
	Total	31	8.3	100.0	
Missing	System	341	91.7		
Total		372	100.0		

**q9b How about you changed pools?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	6	1.6	19.4	19.4
	2 No	25	6.7	80.6	100.0
	Total	31	8.3	100.0	
Missing	System	341	91.7		
Total		372	100.0		

**q9c How about you have more riders in your pool?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	9	2.4	29.0	29.0
	2 No	22	5.9	71.0	100.0
	Total	31	8.3	100.0	
Missing	System	341	91.7		
Total		372	100.0		

**q9d How about you have fewer riders in your pool?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	10	2.7	32.3	32.3
	2 No	21	5.6	67.7	100.0
	Total	31	8.3	100.0	
Missing	System	341	91.7		
Total		372	100.0		

**q9e How about you have the same number of riders in your pool, but the riders have changed?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	8	2.2	25.8	25.8
	2 No	23	6.2	74.2	100.0
	Total	31	8.3	100.0	
Missing	System	341	91.7		
Total		372	100.0		

**q9f How about you use your pool more frequently?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	8	2.2	25.8	25.8
	2 No	23	6.2	74.2	100.0
	Total	31	8.3	100.0	
Missing	System	341	91.7		
Total		372	100.0		

**q9g How about you use your pool less frequently?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	2	.5	6.5	6.5
	2 No	29	7.8	93.5	100.0
	Total	31	8.3	100.0	
Missing	System	341	91.7		
Total		372	100.0		

**q9h How about something else?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	3	.8	9.7	9.7
	2 No	28	7.5	90.3	100.0
	Total	31	8.3	100.0	
Missing	System	341	91.7		
Total		372	100.0		

**q9oth And what would that be?**

		Frequency	Percent
Valid		369	99.2
	TIME CHANGE AT PICK UP SPOT TO AN EARLIER TIME.	1	.3
	WE HAD TO RENT A SMALLER VAN.	1	.3
	WE JUST HAVE TO CHANGE THAT I NOW DRIVE TO A PICK UP SPOT.	1	.3
	Total	372	100.0

**q10 In the past three months, have you tried or used any way of getting to work other than what you usually do for the longest part of your trip?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	108	29.0	29.0	29.0
2 No	264	71.0	71.0	100.0
Total	372	100.0	100.0	

**\$Q11 What new way have you tried?**

	Responses		Percent of Cases (108)
	N	Percent	
(a) Walk	2	1.7%	1.9%
Drive alone	31	26.5%	28.7%
Carpool or vanpool	30	25.6%	27.8%
Take public transit	38	32.5%	35.2%
Take a shuttle	5	4.3%	4.6%
Take a motorcycle	1	.9%	.9%
Bicycle	6	5.1%	5.6%
Other	4	3.4%	3.7%
Total	117	100.0%	108.3%

a Group

**q12\_1 Are you still Driving Alone to work?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	19	5.1	61.3	61.3
2 No	12	3.2	38.7	100.0
Total	31	8.3	100.0	
Missing System	341	91.7		
Total	372	100.0		

**q12\_2 Are you still Carpooling or Vanpooling to work?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	2	.5	6.7	6.7
2 No	28	7.5	93.3	100.0
Total	30	8.1	100.0	
Missing System	342	91.9		
Total	372	100.0		

**q12\_3 Are you still Taking Public Transit to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	18	4.8	47.4	47.4
	2 No	20	5.4	52.6	100.0
	Total	38	10.2	100.0	
Missing	System	334	89.8		
Total		372	100.0		

**q12\_4 Are you still Taking A Shuttle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1	.3	20.0	20.0
	2 No	4	1.1	80.0	100.0
	Total	5	1.3	100.0	
Missing	System	367	98.7		
Total		372	100.0		

**q12\_5 Are you still Taking A Motorcycle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 No	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q12\_6 Are you still Bicycling to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	2	.5	33.3	33.3
	2 No	4	1.1	66.7	100.0
	Total	6	1.6	100.0	
Missing	System	366	98.4		
Total		372	100.0		

**q12\_0 Are you still Walking to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1	.3	50.0	50.0
	2 No	1	.3	50.0	100.0
	Total	2	.5	100.0	
Missing	System	370	99.5		
Total		372	100.0		

**q12\_7 Are you still Working At Home or Telecommuting?**

		Frequency	Percent
Missing	System	372	100.0

**q12\_8 Are you still Using Some Other Way To Get to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1	.3	25.0	25.0
	2 No	3	.8	75.0	100.0
	Total	4	1.1	100.0	
Missing	System	368	98.9		
Total		372	100.0		

**q13\_1 How long have you been Driving Alone to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	6	1.6	31.6	31.6
	3 Three months	1	.3	5.3	36.8
	4 More than three months	12	3.2	63.2	100.0
	Total	19	5.1	100.0	
Missing	System	353	94.9		
Total		372	100.0		

**q13\_2 How long have you been Carpooling or Vanpooling to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3 Three months	1	.3	50.0	50.0
	4 More than three months	1	.3	50.0	100.0
	Total	2	.5	100.0	
Missing	System	370	99.5		
Total		372	100.0		

**q13\_3 How long have you been Taking Public Transit to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	2	.5	11.1	11.1
	2 Two months	2	.5	11.1	22.2
	3 Three months	2	.5	11.1	33.3
	4 More than three months	12	3.2	66.7	100.0
	Total	18	4.8	100.0	
Missing	System	354	95.2		
Total		372	100.0		

**q13\_4 How long have you been Taking A Shuttle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3 Three months	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q13\_5 How long have you been Taking A Motorcycle to work?**

		Frequency	Percent
Missing	System	372	100.0

**q13\_6 How long have you been Bicycling to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4 More than three months	2	.5	100.0	100.0
Missing	System	370	99.5		
Total		372	100.0		

**q13\_0 How long have you been Walking to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4 More than three months	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q13\_7 How long have you been Working At Home or Telecommuting?**

		Frequency	Percent
Missing	System	372	100.0

**q13\_8 How long have you been Using Some Other Way To Get to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4 More than three months	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q14\_1 And how many days of the week do you Drive Alone to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than once a week	8	2.2	42.1	42.1
	2 One day a week	1	.3	5.3	47.4
	3 Two days a week	3	.8	15.8	63.2
	5 Four days a week	1	.3	5.3	68.4
	6 Five days a week	6	1.6	31.6	100.0
	Total	19	5.1	100.0	
Missing	System	353	94.9		
Total		372	100.0		

**q14\_2 And how many days of the week do you Carpool or Vanpool to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 One day a week	1	.3	50.0	50.0
	6 Five days a week	1	.3	50.0	100.0
	Total	2	.5	100.0	
Missing	System	370	99.5		
Total		372	100.0		



**q14\_3 And how many days of the week do you Take Public Transit to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than once a week	5	1.3	27.8	27.8
	2 One day a week	2	.5	11.1	38.9
	3 Two days a week	2	.5	11.1	50.0
	4 Three days a week	3	.8	16.7	66.7
	5 Four days a week	1	.3	5.6	72.2
	6 Five days a week	4	1.1	22.2	94.4
	7 More than five days a week	1	.3	5.6	100.0
	Total	18	4.8	100.0	
Missing	System	354	95.2		
Total		372	100.0		

**q14\_4 And how many days of the week do you Take A Shuttle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6 Five days a week	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q14\_5 And how many days of the week do you Take A Motorcycle to work?**

		Frequency	Percent
Missing	System	372	100.0

**q14\_6 And how many days of the week do you Bicycle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 One day a week	2	.5	100.0	100.0
Missing	System	370	99.5		
Total		372	100.0		

**q14\_0 And how many days of the week do you Walk to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than once a week	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q14\_7 And how many days of the week do you Work At Home or Telecommute?**

	Frequency	Percent
Missing System	372	100.0

**q14\_8 And how many days of the week do you Use Some Other Way To Get to work?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 5 Four days a week	1	.3	100.0	100.0
Missing System	371	99.7		
Total	372	100.0		

**q15\_1 How long did you Drive Alone to work?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 One month or less	9	2.4	75.0	75.0
3 Three months	1	.3	8.3	83.3
4 More than three months	2	.5	16.7	100.0
Total	12	3.2	100.0	
Missing System	360	96.8		
Total	372	100.0		

**q15\_2 How long did you Carpool or Vanpool to work?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 One month or less	13	3.5	46.4	46.4
2 Two months	5	1.3	17.9	64.3
4 More than three months	10	2.7	35.7	100.0
Total	28	7.5	100.0	
Missing System	344	92.5		
Total	372	100.0		

**q15\_3 How long did you Take Public Transit to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	14	3.8	70.0	70.0
	3 Three months	1	.3	5.0	75.0
	4 More than three months	5	1.3	25.0	100.0
Total		20	5.4	100.0	
Missing	System	352	94.6		
Total		372	100.0		

**q15\_4 How long did you Take A Shuttle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	3	.8	75.0	75.0
	4 More than three months	1	.3	25.0	100.0
Total		4	1.1	100.0	
Missing	System	368	98.9		
Total		372	100.0		

**q15\_5 How long did you Take A Motorcycle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Two months	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q15\_6 How long did you Bicycle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	3	.8	75.0	75.0
	4 More than three months	1	.3	25.0	100.0
Total		4	1.1	100.0	
Missing	System	368	98.9		
Total		372	100.0		

**q15\_0 How long did you Walk to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q15\_7 How long did you Work At Home or Telecommute?**

		Frequency	Percent
Missing	System	372	100.0

**q15\_8 How long did you Use Some Other Way To Get to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 One month or less	1	.3	33.3	33.3
	4 More than three months	2	.5	66.7	100.0
	Total	3	.8	100.0	
Missing	System	369	99.2		
Total		372	100.0		

**q16\_1 And how many days of the week did you Drive Alone to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than once a week	8	2.2	66.7	66.7
	5 Four days a week	2	.5	16.7	83.3
	6 Five days a week	2	.5	16.7	100.0
	Total	12	3.2	100.0	
Missing	System	360	96.8		
Total		372	100.0		

**q16\_2 And how many days of the week did you Carpool or Vanpool to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than once a week	9	2.4	32.1	32.1
	2 One day a week	1	.3	3.6	35.7
	3 Two days a week	2	.5	7.1	42.9
	4 Three days a week	3	.8	10.7	53.6
	5 Four days a week	5	1.3	17.9	71.4
	6 Five days a week	8	2.2	28.6	100.0
	Total	28	7.5	100.0	
Missing	System	344	92.5		
Total		372	100.0		

**q16\_3 And how many days of the week did you Take Public Transit to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than once a week	11	3.0	55.0	55.0
	3 Two days a week	1	.3	5.0	60.0
	5 Four days a week	2	.5	10.0	70.0
	6 Five days a week	5	1.3	25.0	95.0
	7 More than five days a week	1	.3	5.0	100.0
	Total	20	5.4	100.0	
Missing	System	352	94.6		
Total		372	100.0		

**q16\_4 And how many days of the week did you Take A Shuttle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4 Three days a week	1	.3	25.0	25.0
	5 Four days a week	1	.3	25.0	50.0
	6 Five days a week	1	.3	25.0	75.0
	7 More than five days a week	1	.3	25.0	100.0
	Total	4	1.1	100.0	
Missing	System	368	98.9		
Total		372	100.0		

**q16\_5 And how many days of the week did you Take A Motorcycle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 Four days a week	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q16\_6 And how many days of the week did you Bicycle to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than once a week	1	.3	25.0	25.0
	3 Two days a week	1	.3	25.0	50.0
	5 Four days a week	1	.3	25.0	75.0
	6 Five days a week	1	.3	25.0	100.0
	Total	4	1.1	100.0	
Missing	System	368	98.9		
Total		372	100.0		

**q16\_0 And how many days of the week did you Walk to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than once a week	1	.3	100.0	100.0
Missing	System	371	99.7		
Total		372	100.0		

**q16\_7 And how many days of the week did you Work At Home or Telecommute?**

		Frequency	Percent
Missing	System	372	100.0

**q16\_8 And how many days of the week did you Use Some Other Way To Get to work?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than once a week	2	.5	66.7	66.7
	6 Five days a week	1	.3	33.3	100.0
	Total	3	.8	100.0	
Missing	System	369	99.2		
Total		372	100.0		

**q16a Do you use any websites, apps, or other kinds of services to plan or make your trips to and from work?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	158	42.5	42.5	42.5
2 No	210	56.5	56.5	98.9
3 Not sure	4	1.1	1.1	100.0
Total	372	100.0	100.0	

**\$Q16b And what websites, apps, or other kinds of services do you use?**

	Responses		Percent of Cases (158)
	N	Percent	
(a) Refused - No Comment	1	.5%	.6%
Google Maps Website - Google Maps App	66	30.0%	41.8%
511.org - 511 Rideshare - 511rideshare.org - 511 App	45	20.5%	28.5%
Bart Website - Bart.gov - Bart App	11	5.0%	7.0%
Caltrain - Caltrain App	3	1.4%	1.9%
Carma APP	11	5.0%	7.0%
Waze - Waze App	27	12.3%	17.1%
Google Transit Website	2	.9%	1.3%
Sigalert.com - Sigalert App	1	.5%	.6%
Nextbus.com - Nextbus App - Nextmuni.com	2	.9%	1.3%
Transit App	2	.9%	1.3%
VTA.com	1	.5%	.6%
Craigslist	2	.9%	1.3%
Zimride	2	.9%	1.3%
Lyft	4	1.8%	2.5%
Uber/Uber App	7	3.2%	4.4%
Apple Maps	2	.9%	1.3%
MapQuest	1	.5%	.6%
None - Nothing	1	.5%	.6%
Other	29	13.2%	18.4%
Total	220	100.0%	139.2%

a Group

**q17 Now thinking about your place of work ... What is the one-way distance from your home to your primary place of work?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 LESS THAN A MILE	2	.5	.5	.5
1	5	1.3	1.3	1.9
2	10	2.7	2.7	4.6
3	5	1.3	1.3	5.9
4	4	1.1	1.1	7.0
5	11	3.0	3.0	9.9
6	10	2.7	2.7	12.6
7	6	1.6	1.6	14.2
8	10	2.7	2.7	16.9
9	2	.5	.5	17.5
10	10	2.7	2.7	20.2
11	3	.8	.8	21.0
12	9	2.4	2.4	23.4
13	8	2.2	2.2	25.5
14	1	.3	.3	25.8
15	18	4.8	4.8	30.6
16	3	.8	.8	31.5
17	6	1.6	1.6	33.1
18	4	1.1	1.1	34.1
19	2	.5	.5	34.7
20	16	4.3	4.3	39.0
21	2	.5	.5	39.5
22	3	.8	.8	40.3
23	1	.3	.3	40.6
24	6	1.6	1.6	42.2
25	14	3.8	3.8	46.0
26	1	.3	.3	46.2
27	2	.5	.5	46.8
28	3	.8	.8	47.6
29	2	.5	.5	48.1
30	31	8.3	8.3	56.5
31	2	.5	.5	57.0
32	6	1.6	1.6	58.6
33	3	.8	.8	59.4
34	2	.5	.5	59.9
35	24	6.5	6.5	66.4
36	3	.8	.8	67.2
37	2	.5	.5	67.7
38	3	.8	.8	68.5
40	18	4.8	4.8	73.4
41	1	.3	.3	73.7
42	5	1.3	1.3	75.0

44	2	.5	.5	75.5
45	11	3.0	3.0	78.5
48	1	.3	.3	78.8
50	19	5.1	5.1	83.9
52	2	.5	.5	84.4
53	3	.8	.8	85.2
54	2	.5	.5	85.8
55	1	.3	.3	86.0
56	1	.3	.3	86.3
57	2	.5	.5	86.8
59	1	.3	.3	87.1
60	12	3.2	3.2	90.3
62	2	.5	.5	90.9
63	1	.3	.3	91.1
65	2	.5	.5	91.7
70	4	1.1	1.1	92.7
75	3	.8	.8	93.5
78	1	.3	.3	93.8
80	3	.8	.8	94.6
90	1	.3	.3	94.9
94	1	.3	.3	95.2
95	1	.3	.3	95.4
100	1	.3	.3	95.7
102	1	.3	.3	96.0
110	1	.3	.3	96.2
125	1	.3	.3	96.5
999 DON'T KNOW	13	3.5	3.5	100.0
Total	372	100.0	100.0	

**q18 What is the Zip Code for your primary place of work?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 93544	1	.3	.3	.3
93955	1	.3	.3	.5
94002	1	.3	.3	.8
94025	2	.5	.5	1.3
94034	1	.3	.3	1.6
94040	1	.3	.3	1.9
94041	1	.3	.3	2.2
94043	4	1.1	1.1	3.2
94044	1	.3	.3	3.5
94050	1	.3	.3	3.8
94063	3	.8	.8	4.6
94065	2	.5	.5	5.1
94066	1	.3	.3	5.4

94070	3	.8	.8	6.2
94080	8	2.2	2.2	8.3
94085	7	1.9	1.9	10.2
94086	4	1.1	1.1	11.3
94089	8	2.2	2.2	13.4
94101	1	.3	.3	13.7
94102	1	.3	.3	14.0
94103	12	3.2	3.2	17.2
94104	2	.5	.5	17.7
94105	12	3.2	3.2	21.0
94107	5	1.3	1.3	22.3
94108	1	.3	.3	22.6
94109	1	.3	.3	22.8
94110	3	.8	.8	23.7
94111	4	1.1	1.1	24.7
94112	1	.3	.3	25.0
94114	2	.5	.5	25.5
94115	2	.5	.5	26.1
94116	1	.3	.3	26.3
94117	3	.8	.8	27.2
94118	1	.3	.3	27.4
94121	1	.3	.3	27.7
94124	2	.5	.5	28.2
94129	1	.3	.3	28.5
94132	1	.3	.3	28.8
94133	2	.5	.5	29.3
94134	1	.3	.3	29.6
94158	2	.5	.5	30.1
94168	1	.3	.3	30.4
94213	1	.3	.3	30.6
94242	1	.3	.3	30.9
94301	1	.3	.3	31.2
94303	1	.3	.3	31.5
94304	6	1.6	1.6	33.1
94305	2	.5	.5	33.6
94321	1	.3	.3	33.9
94401	1	.3	.3	34.1
94402	1	.3	.3	34.4
94403	2	.5	.5	34.9
94404	8	2.2	2.2	37.1
94501	1	.3	.3	37.4
94502	1	.3	.3	37.6
94507	1	.3	.3	37.9
94510	1	.3	.3	38.2
94533	1	.3	.3	38.4
94535	1	.3	.3	38.7
94536	2	.5	.5	39.2

94538	7	1.9	1.9	41.1
94539	1	.3	.3	41.4
94542	1	.3	.3	41.7
94545	1	.3	.3	41.9
94547	2	.5	.5	42.5
94550	2	.5	.5	43.0
94553	2	.5	.5	43.5
94556	1	.3	.3	43.8
94560	1	.3	.3	44.1
94568	1	.3	.3	44.4
94583	4	1.1	1.1	45.4
94588	5	1.3	1.3	46.8
94590	2	.5	.5	47.3
94601	2	.5	.5	47.8
94608	4	1.1	1.1	48.9
94612	4	1.1	1.1	50.0
94621	1	.3	.3	50.3
94623	1	.3	.3	50.5
94704	1	.3	.3	50.8
94720	1	.3	.3	51.1
94901	2	.5	.5	51.6
94903	3	.8	.8	52.4
94930	1	.3	.3	52.7
94949	2	.5	.5	53.2
94952	1	.3	.3	53.5
95014	3	.8	.8	54.3
95030	1	.3	.3	54.6
95032	1	.3	.3	54.8
95035	1	.3	.3	55.1
95046	1	.3	.3	55.4
95051	3	.8	.8	56.2
95054	6	1.6	1.6	57.8
95060	1	.3	.3	58.1
95062	2	.5	.5	58.6
95110	1	.3	.3	58.9
95111	1	.3	.3	59.1
95112	3	.8	.8	59.9
95118	1	.3	.3	60.2
95123	1	.3	.3	60.5
95128	1	.3	.3	60.8
95131	2	.5	.5	61.3
95134	2	.5	.5	61.8
95137	1	.3	.3	62.1
95172	1	.3	.3	62.4
95202	1	.3	.3	62.6
95345	1	.3	.3	62.9
95353	1	.3	.3	63.2

95401	1	.3	.3	63.4
95403	2	.5	.5	64.0
95404	1	.3	.3	64.2
95630	1	.3	.3	64.5
95687	1	.3	.3	64.8
95688	8	2.2	2.2	66.9
95689	1	.3	.3	67.2
95811	1	.3	.3	67.5
95814	3	.8	.8	68.3
95818	1	.3	.3	68.5
95821	1	.3	.3	68.8
95854	1	.3	.3	69.1
95867	1	.3	.3	69.4
99999 DON'T KNOW	114	30.6	30.6	100.0
Total	372	100.0	100.0	

**q19 In what city or community is your primary place of work?**

	Frequency	Percent
Valid	258	69.4
ALAMEDA	1	.3
BERKELEY	1	.3
BURLINGAME	1	.3
CITY OF BRISBANE	1	.3
CONCORD	1	.3
CUPERTINO	1	.3
DOWNTOWN SAN JOSE	1	.3
EAST BAY	1	.3
ELK ROAD	1	.3
EMERYVILLE	1	.3
FAIRFIELD	1	.3
FELTON	1	.3
FOSTER CITY	2	.5
FREMONT	5	1.3
HAYWARD	1	.3
HILLSBORO	1	.3
HUNTERVILLE	1	.3
LOS GATOS	1	.3
MARTINEZ	1	.3
MILPITAS	2	.5
MOUNTAIN VIEW	2	.5
NOVATO	1	.3
OAKLAND	4	1.1
ORLANDO	1	.3
PALO ALTO	8	2.2

PLEASANTON	1	.3
REDWOOD CITY	7	1.9
REDWOOD SHORES	1	.3
SACRAMENTO	1	.3
SAN FRANCISCO	23	6.2
SAN FRANCISCO FINANCIAL DISTRICT	1	.3
SAN FRANCISCO GENERAL HOSPITAL	1	.3
SAN JOSE	4	1.1
SAN LEANDRO	1	.3
SAN MARINO	1	.3
SAN MATEO	3	.8
SAN RAFAEL	2	.5
SAN RAMON	3	.8
SANTA CLARA	5	1.3
SANTA MONICA	1	.3
SOUTH SAN FRANCISCO	2	.5
SOUTH SAN FRANCISCO AIRPORT	1	.3
STANFORD	1	.3
SUNNYVALE	7	1.9
UNION CITY	1	.3
VACAVILLE	4	1.1
WALNUT CREEK	1	.3
Total	372	100.0

**q20 Are you currently using the system to try to find one or more carpool partners?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	145	39.0	39.0	39.0
2 No	227	61.0	61.0	100.0
Total	372	100.0	100.0	

**\$Q21 Could you please tell me why not?**

	Responses		Percent of Cases (227)
	N	Percent	
(a) I Couldn't Find Anyone Who Lined Up With My Work Schedule - There Aren't Any Carpoolers That Match My Work Schedule	17	6.1%	7.5%
I Don't Want More Than One Carpooler - I Don't Want Too Many People	5	1.8%	2.2%
It Doesn't Seem Like There's People Going From My Neighborhood To My Work - I Couldn't Find Anyone In My Area	15	5.4%	6.6%
I Decided To Stick With Public Transportation - Public Transit Is Working For Me	13	4.7%	5.7%
I'm In A Vanpool - I Formed A Vanpool	7	2.5%	3.1%
No One Answered Their Phones - No One Responded - People Weren't Responding To My Calls	3	1.1%	1.3%
I'm Already Commuting With Another Service - I'm Using Another Service	1	.4%	.4%
I'm Happy With The Carpool I Already Have	27	9.7%	11.9%
I Now Live Closer To Work - I Now Live Within Five Miles Of My Job	9	3.2%	4.0%
There's No Need At This Time - It's Not Necessary	17	6.1%	7.5%
Too Busy - I Don't Have Time For It	9	3.2%	4.0%
My Carpool Is Currently Full	9	3.2%	4.0%
I Had A Hard Time Finding People Who Matched My Criteria - There Aren't Any Matches	26	9.4%	11.5%
I Commute With Co-Workers - I Commute With People I Work With	5	1.8%	2.2%
The Website Is Difficult To Use	1	.4%	.4%
I Ride My Bike	4	1.4%	1.8%
Our Vanpool Is Full	1	.4%	.4%
I Am Using Casual Carpool	2	.7%	.9%
I'm Not Working Right Now - I'm Currently Unemployed	1	.4%	.4%
I Have An Electric Car Now	1	.4%	.4%
Some Of The Information Is Outdated - People's Information Is Outdated	3	1.1%	1.3%
The Site Is Not User-Friendly	2	.7%	.9%
I Prefer To Drive Alone	3	1.1%	1.3%
I Don't Feel Comfortable Riding With Strangers	1	.4%	.4%
My Job Requires Me To Drive To Multiple Sites/I Need My Car At Work	1	.4%	.4%
I Have To Take My Kids To And From School	1	.4%	.4%
I've Found Carpoolers On My Own	2	.7%	.9%
It's Not Very Useful	2	.7%	.9%
I Work Odd Hours - My Hours Are Variable - My Schedule Isn't Consistent	22	7.9%	9.7%

My Job Provided Shuttles - I Use Office Transportation	2	.7%	.9%
There Are More People Looking For Rides Rather Than Driving - I Need People Who Can Drive	2	.7%	.9%
I Will Start Looking Back Into It - I Will Start Looking In Two Weeks	1	.4%	.4%
I'm Not Interest In Carpooling - I'm Not Interested In The System	1	.4%	.4%
It's Difficult To Coordinate The Timing	1	.4%	.4%
It Never Worked Out For Me	12	4.3%	5.3%
Satisfied With Current Commute Situation	9	3.2%	4.0%
I Need Flexibility/Need To Be Able To Come And Go	5	1.8%	2.2%
I Carpool With Someone That Lives With Me	2	.7%	.9%
I'm Lazy	3	1.1%	1.3%
Carpooling Takes Longer Than Other Modes	2	.7%	.9%
None - Nothing	1	.4%	.4%
Other	25	9.0%	11.0%
Don't Know	1	.4%	.4%
Total	277	100.0%	122.0%

a Group

**q23 Would you like 511 Rideshare to contact you about any of your comments or suggestions/Rideshare program ?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	135	36.3	36.3	36.3
2 No	237	63.7	63.7	100.0
Total	372	100.0	100.0	

**q24 GENDER**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Male	210	56.5	56.5	56.5
2 Female	162	43.5	43.5	100.0
Total	372	100.0	100.0	

**q24a Do you have a cell phone that is a smart phone, on which you can download apps and access the Internet, or do you have a basic cell phone, on which you can only make phone calls and text?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Smart phone	345	92.7	92.7	92.7
2 Basic phone	23	6.2	6.2	98.9
3 No cell phone	1	.3	.3	99.2
4 Don't know / Refused	3	.8	.8	100.0
Total	372	100.0	100.0	

**q25 What is the Zip Code where you live?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 93905	1	.3	.3	.3
93940	1	.3	.3	.5
94002	1	.3	.3	.8
94015	2	.5	.5	1.3
94030	1	.3	.3	1.6
94040	2	.5	.5	2.2
94043	3	.8	.8	3.0
94044	2	.5	.5	3.5
94062	1	.3	.3	3.8
94063	1	.3	.3	4.0
94066	2	.5	.5	4.6
94070	1	.3	.3	4.8
94080	2	.5	.5	5.4
94083	1	.3	.3	5.6
94085	3	.8	.8	6.5
94086	4	1.1	1.1	7.5
94087	3	.8	.8	8.3
94089	1	.3	.3	8.6
94103	1	.3	.3	8.9
94107	1	.3	.3	9.1
94108	2	.5	.5	9.7
94109	1	.3	.3	9.9
94110	2	.5	.5	10.5
94111	1	.3	.3	10.8
94113	1	.3	.3	11.0
94115	2	.5	.5	11.6
94116	3	.8	.8	12.4
94117	1	.3	.3	12.6
94118	2	.5	.5	13.2
94121	1	.3	.3	13.4
94122	4	1.1	1.1	14.5

94124	1	.3	.3	14.8
94127	1	.3	.3	15.1
94134	2	.5	.5	15.6
94158	1	.3	.3	15.9
94203	1	.3	.3	16.1
94303	1	.3	.3	16.4
94305	1	.3	.3	16.7
94313	1	.3	.3	16.9
94401	4	1.1	1.1	18.0
94403	1	.3	.3	18.3
94404	1	.3	.3	18.5
94501	4	1.1	1.1	19.6
94502	1	.3	.3	19.9
94503	3	.8	.8	20.7
94509	3	.8	.8	21.5
94520	3	.8	.8	22.3
94521	1	.3	.3	22.6
94523	2	.5	.5	23.1
94525	1	.3	.3	23.4
94526	2	.5	.5	23.9
94527	1	.3	.3	24.2
94531	5	1.3	1.3	25.5
94532	1	.3	.3	25.8
94533	3	.8	.8	26.6
94534	3	.8	.8	27.4
94536	3	.8	.8	28.2
94538	11	3.0	3.0	31.2
94539	5	1.3	1.3	32.5
94541	2	.5	.5	33.1
94542	1	.3	.3	33.3
94543	1	.3	.3	33.6
94544	3	.8	.8	34.4
94545	1	.3	.3	34.7
94546	2	.5	.5	35.2
94549	1	.3	.3	35.5
94553	4	1.1	1.1	36.6
94555	1	.3	.3	36.8
94559	1	.3	.3	37.1
94560	1	.3	.3	37.4
94561	1	.3	.3	37.6
94563	1	.3	.3	37.9
94564	2	.5	.5	38.4
94565	2	.5	.5	39.0
94566	1	.3	.3	39.2
94568	7	1.9	1.9	41.1
94571	1	.3	.3	41.4
94572	1	.3	.3	41.7

94577	2	.5	.5	42.2
94579	1	.3	.3	42.5
94582	5	1.3	1.3	43.8
94583	7	1.9	1.9	45.7
94585	2	.5	.5	46.2
94586	1	.3	.3	46.5
94587	3	.8	.8	47.3
94588	3	.8	.8	48.1
94589	3	.8	.8	48.9
94590	6	1.6	1.6	50.5
94591	6	1.6	1.6	52.2
94592	1	.3	.3	52.4
94595	1	.3	.3	52.7
94597	1	.3	.3	53.0
94598	1	.3	.3	53.2
94601	1	.3	.3	53.5
94603	1	.3	.3	53.8
94605	2	.5	.5	54.3
94606	1	.3	.3	54.6
94607	3	.8	.8	55.4
94608	1	.3	.3	55.6
94609	1	.3	.3	55.9
94610	4	1.1	1.1	57.0
94612	3	.8	.8	57.8
94618	1	.3	.3	58.1
94703	1	.3	.3	58.3
94704	1	.3	.3	58.6
94705	1	.3	.3	58.9
94706	4	1.1	1.1	59.9
94707	2	.5	.5	60.5
94709	1	.3	.3	60.8
94804	1	.3	.3	61.0
94805	1	.3	.3	61.3
94806	3	.8	.8	62.1
94903	3	.8	.8	62.9
94928	3	.8	.8	63.7
94938	1	.3	.3	64.0
94941	1	.3	.3	64.2
94945	1	.3	.3	64.5
94947	2	.5	.5	65.1
94952	2	.5	.5	65.6
94954	1	.3	.3	65.9
94960	1	.3	.3	66.1
95003	1	.3	.3	66.4
95006	1	.3	.3	66.7
95008	4	1.1	1.1	67.7
95014	2	.5	.5	68.3

95018	2	.5	.5	68.8
95020	1	.3	.3	69.1
95035	1	.3	.3	69.4
95037	1	.3	.3	69.6
95046	1	.3	.3	69.9
95050	1	.3	.3	70.2
95051	5	1.3	1.3	71.5
95054	3	.8	.8	72.3
95060	5	1.3	1.3	73.7
95062	2	.5	.5	74.2
95110	2	.5	.5	74.7
95111	4	1.1	1.1	75.8
95112	3	.8	.8	76.6
95113	2	.5	.5	77.2
95116	1	.3	.3	77.4
95118	1	.3	.3	77.7
95123	4	1.1	1.1	78.8
95124	4	1.1	1.1	79.8
95125	1	.3	.3	80.1
95129	3	.8	.8	80.9
95132	1	.3	.3	81.2
95134	4	1.1	1.1	82.3
95136	1	.3	.3	82.5
95138	1	.3	.3	82.8
95148	2	.5	.5	83.3
95326	2	.5	.5	83.9
95330	2	.5	.5	84.4
95337	1	.3	.3	84.7
95348	1	.3	.3	84.9
95360	1	.3	.3	85.2
95363	1	.3	.3	85.5
95375	1	.3	.3	85.8
95376	1	.3	.3	86.0
95391	2	.5	.5	86.6
95605	1	.3	.3	86.8
95608	1	.3	.3	87.1
95616	1	.3	.3	87.4
95618	2	.5	.5	87.9
95630	1	.3	.3	88.2
95635	1	.3	.3	88.4
95687	5	1.3	1.3	89.8
95688	2	.5	.5	90.3
95691	2	.5	.5	90.9
95758	1	.3	.3	91.1
95762	1	.3	.3	91.4
95776	1	.3	.3	91.7
95818	1	.3	.3	91.9

95822	1	.3	.3	92.2
95823	1	.3	.3	92.5
95825	1	.3	.3	92.7
95826	1	.3	.3	93.0
95831	2	.5	.5	93.5
95833	1	.3	.3	93.8
95834	1	.3	.3	94.1
95838	1	.3	.3	94.4
95843	1	.3	.3	94.6
99999 Don't Know/Refused	20	5.4	5.4	100.0
Total	372	100.0	100.0	

**q26 And what was the highest grade that you completed in school?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than high school	3	.8	.8	.8
	2 Trade or technical school	5	1.3	1.3	2.2
	3 Some college	40	10.8	10.8	12.9
	4 AA or AS degree	24	6.5	6.5	19.4
	5 BA or BS degree	124	33.3	33.3	52.7
	6 Some graduate work	25	6.7	6.7	59.4
	7 Graduate or professional degree	119	32.0	32.0	91.4
	8 Refused	17	4.6	4.6	96.0
	9 High School Graduate	15	4.0	4.0	100.0
	Total	372	100.0	100.0	

**q27 What is your age, please?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18	2	.5	.5	.5
	20	4	1.1	1.1	1.6
	21	4	1.1	1.1	2.7
	22	8	2.2	2.2	4.8
	23	7	1.9	1.9	6.7
	24	13	3.5	3.5	10.2
	25	19	5.1	5.1	15.3
	26	9	2.4	2.4	17.7
	27	10	2.7	2.7	20.4
	28	7	1.9	1.9	22.3
	29	6	1.6	1.6	23.9
	30	20	5.4	5.4	29.3
	31	10	2.7	2.7	32.0
	32	9	2.4	2.4	34.4
	33	8	2.2	2.2	36.6
	34	14	3.8	3.8	40.3
	35	19	5.1	5.1	45.4
	36	3	.8	.8	46.2
	37	12	3.2	3.2	49.5
	38	5	1.3	1.3	50.8
	39	5	1.3	1.3	52.2
	40	16	4.3	4.3	56.5
	41	2	.5	.5	57.0
	42	10	2.7	2.7	59.7
	43	4	1.1	1.1	60.8
	44	6	1.6	1.6	62.4
	45	7	1.9	1.9	64.2
	46	9	2.4	2.4	66.7
	47	9	2.4	2.4	69.1
	48	4	1.1	1.1	70.2
	49	5	1.3	1.3	71.5
	50	9	2.4	2.4	73.9
	51	5	1.3	1.3	75.3
	52	4	1.1	1.1	76.3
	53	7	1.9	1.9	78.2
	54	5	1.3	1.3	79.6
	55	10	2.7	2.7	82.3
	56	5	1.3	1.3	83.6
	57	4	1.1	1.1	84.7
	58	5	1.3	1.3	86.0
	59	2	.5	.5	86.6
	60	3	.8	.8	87.4
	61	1	.3	.3	87.6

62	3	.8	.8	88.4
63	1	.3	.3	88.7
67	1	.3	.3	89.0
98	1	.3	.3	89.2
99 Refused/Don't Know	40	10.8	10.8	100.0
Total	372	100.0	100.0	

**q28 We would also like to know your racial or ethnic background. Are you Caucasian, African-American or African, Asian-American or Asian, Latino or Hispanic, or some other ethnicity?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Caucasian / White	129	34.7	34.7	34.7
2 African-American / Black / African	18	4.8	4.8	39.5
3 Asian-American / Asian	132	35.5	35.5	75.0
4 Latino / Hispanic	29	7.8	7.8	82.8
5 Other	26	7.0	7.0	89.8
6 Refused	38	10.2	10.2	100.0
Total	372	100.0	100.0	

**q28oth And what would that be?**

	Frequency	Percent
Valid	346	93.0
AFRICAN AMERICAN AND WHITE	1	.3
ASIAN INDIAN	2	.5
BIRACIAL	1	.3
BLACK, WHITE AND MEXICAN	1	.3
CAUCASIAN AND HISPANIC	1	.3
CAUCASIAN AND PACIFIC ISLANDER	1	.3
CHINESE AND WHITE	2	.5
HAWAIIAN	1	.3
INDIAN	9	2.4
MIDDLE EASTERN	1	.3
MIXED	1	.3
MULTI RACIAL	1	.3
NATIVE AMERICAN AND CAUCASIAN	1	.3
PACIFIC ISLANDER	2	.5
SRILANKAN	1	.3
Total	372	100.0

**q29 Was your total annual household income before taxes in 2014 under or over \$50,000?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Under (\$0 - \$49,999)	53	14.2	14.2	14.2
	2 Over (\$50,001+)	234	62.9	62.9	77.2
	3 Exactly \$50,000	1	.3	.3	77.4
	4 Don't know	3	.8	.8	78.2
	5 Refused	81	21.8	21.8	100.0
	Total	372	100.0	100.0	

**q30 And was it under or over \$35,000?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6 Under (\$0 - \$34,999)	30	8.1	56.6	56.6
	7 Over (\$35,001 - \$49,999)	22	5.9	41.5	98.1
	9 Don't know	1	.3	1.9	100.0
	Total	53	14.2	100.0	
Missing	System	319	85.8		
Total		372	100.0		

**q31 Was it under or over \$65,000?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11 Under (\$50,001 - \$64,999)	22	5.9	9.4	9.4
	12 Exactly \$65,000	5	1.3	2.1	11.5
	13 Over (\$65,001+)	188	50.5	80.3	91.9
	14 Don't know	2	.5	.9	92.7
	15 Refused	17	4.6	7.3	100.0
	Total	234	62.9	100.0	
Missing	System	138	37.1		
Total		372	100.0		

**q32 Was it under or over \$80,000?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16 Under (\$65,001 - \$79,999)	34	9.1	18.1	18.1
	17 Over (\$80,001+)	144	38.7	76.6	94.7
	18 Exactly \$80,000	3	.8	1.6	96.3
	19 Don't know	2	.5	1.1	97.3
	20 Refused	5	1.3	2.7	100.0
	Total	188	50.5	100.0	
Missing	System	184	49.5		
Total		372	100.0		

**q33 Was it under or over \$100,000?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21 Under (\$80,001 - \$99,999)	31	8.3	21.5	21.5
	22 Over (\$100,001+)	107	28.8	74.3	95.8
	23 Exactly \$100,000	4	1.1	2.8	98.6
	25 Refused	2	.5	1.4	100.0
	Total	144	38.7	100.0	
Missing	System	228	61.3		
Total		372	100.0		

**q34 Was it under or over \$150,000?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	26 Under (\$100,001 - \$149,999)	61	16.4	57.0	57.0
	27 Over (\$150,001+)	37	9.9	34.6	91.6
	28 Exactly \$150,000	5	1.3	4.7	96.3
	30 Refused	4	1.1	3.7	100.0
	Total	107	28.8	100.0	
Missing	System	265	71.2		
Total		372	100.0		

**datetim Interview Date**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 20151008	15	4.0	4.0	4.0
20151009	8	2.2	2.2	6.2
20151010	16	4.3	4.3	10.5
20151011	10	2.7	2.7	13.2
20151012	18	4.8	4.8	18.0
20151013	41	11.0	11.0	29.0
20151014	29	7.8	7.8	36.8
20151015	20	5.4	5.4	42.2
20151016	28	7.5	7.5	49.7
20151017	13	3.5	3.5	53.2
20151018	6	1.6	1.6	54.8
20151019	24	6.5	6.5	61.3
20151020	27	7.3	7.3	68.5
20151021	9	2.4	2.4	71.0
20151022	4	1.1	1.1	72.0
20151024	45	12.1	12.1	84.1
20151025	24	6.5	6.5	90.6
20151026	12	3.2	3.2	93.8
20151027	15	4.0	4.0	97.8
20151028	8	2.2	2.2	100.0
Total	372	100.0	100.0	

**length Interview Length**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.3	.3	.3
	3	1	.3	.3	.5
	4	12	3.2	3.2	3.8
	5	51	13.7	13.7	17.5
	6	84	22.6	22.6	40.1
	7	74	19.9	19.9	59.9
	8	61	16.4	16.4	76.3
	9	31	8.3	8.3	84.7
	10	15	4.0	4.0	88.7
	11	19	5.1	5.1	93.8
	12	6	1.6	1.6	95.4
	13	5	1.3	1.3	96.8
	14	5	1.3	1.3	98.1
	15	4	1.1	1.1	99.2
	16	2	.5	.5	99.7
	20	1	.3	.3	100.0
	Total	372	100.0	100.0	