Your opinion matters!

TransOptions would like to know about your commute to work.

Please take a few moments to answer the following questions. Providing your name, phone number, and email address will automatically enter you into a drawing to win a gas card worth $50.00

Definitions you may find helpful:

**Carpool** - Two or more people commuting together to work, in a personal vehicle on a part time or full time basis. Driving usually alternates between each carpooler. Carpooling with a spouse or relative is common. The participants do not have to have a common destination.

**Ridesharing** - The act of carpooling or vanpooling.

**Emergency Ride Home (ERH)** - A program offered by TransOptions to commuters who use rideshare on an average of 3 times per week, are pre-registered and need a ride home if there is an unexpected emergency, illness or overtime. Usage is limited to 2 times per year, per person.

**Preferred Parking** - Dedicated parking spaces that are close to the entrance of the building.
The Questionnaire:

1. Name
   
2. Phone Number
   
3. Email Address
   
4. Company Name
   
5. How did you learn about TransOptions carpool program?
   - [ ] TransOptions website
   - [ ] TransOptions staff
   - [ ] Brochure
   - [ ] Employer
   - [ ] Friend/Coworker
   - [ ] Other (please specify)

6. Please rate the reasons you started carpooling?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Extremely Important</th>
<th>Important</th>
<th>Somewhat Important</th>
<th>Least Important</th>
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<tbody>
<tr>
<td>Save money</td>
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<td>Help the environment</td>
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<td>Reduce stress</td>
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<td>Help a coworker or family member</td>
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<td>Reduce wear and tear on your personal vehicle</td>
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<td>Qualify for incentives (preferred parking, cash incentives, etc.)</td>
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</table>
7. What have you found are the benefits of carpooling?

8. How many days per week do you carpool on average?

- 1
- 2
- 3
- 4
- 5
- 6
- 7

9. How long have you been carpooling?

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 - 10 years
- 11 - 15 years
- More than 15 years

10. Are you...

- Primary Driver (I drive all the time)
- Rider Only (I never drive)
- Alternate Driving (We share the driving)

11. How many miles do you carpool in one day? (Round trip)

12. What is your primary relationship to your carpool partner(s)? Check all that apply.

- Non-coworker/friend
- Coworker
- Relative
- A commuter introduced from TransOptions ride match search

13. How did you commute to work before joining a carpool?

- Drove alone
- Vanpooled
- Mass transit
- Bicycle
- Walked
- Not applicable

14. How easy was it to get your carpool started?

- Very easy
- Somewhat easy
- Somewhat difficult
- Very difficult
15. What problems did you encounter when starting your carpool?

16. In your opinion, what would have made starting a carpool easier?

17. How do you get to the carpool pick-up site?

- Get picked up at my home
- Drive alone
- Bicycle
- Walk
- Mass transit
- Dropped off

18. In an average month, how much do you estimate carpooling saves you in gas and wear and tear on your car?

19. What incentives does your employer offer for carpooling?

- None
- Flexible hours
- Preferred parking
- Cash incentives

Other (please specify)

20. Did you start carpooling the first time because of the Carpooling Makes Sense gas card program?

- Yes
- No

21. Would you recommend carpooling to others?

- Yes
- No

Why?

22. Are you familiar with TransOptions' Emergency Ride Home (ERH) Program?

- Yes
- No
23. How did you learn about TransOptions' ERH program?

☐ TransOptions website  ☐ Carpool partner
☐ TransOptions employee  ☐ Newspaper
☐ Brochure  ☐ Radio
☐ Employer  ☐ Non coworker/friend
☐ Employee fair  ☐ Coworker

24. Would you have carpooled if there were no ERH program available?

☐ Yes  ☐ No

25. Have you had occasion to use the ERH program?

☐ Yes  ☐ No

26. What was the reason you used an ERH?

☐ Became ill at work  ☐ Unscheduled overtime
☐ Family emergency  ☐ Carpool partner unable to drive me home
Other (please specify) ______________________________

27. How many times have you used an ERH?

☐ 1  ☐ 4
☐ 2  ☐ 5
☐ 3  ☐ More than 5

28. How would you rate the service from TransOptions' staff?

☐ Excellent  ☐ Fair
☐ Good  ☐ Poor
Please tell us why? ______________________________

29. How would you rate the service you received from the car service?

☐ Excellent  ☐ Fair
☐ Good  ☐ Poor
Please tell us why? ______________________________
30. Did the vehicle arrive within the time frame you were promised?

☐ Yes  ☐ No

31. Overall, how would you rate the ERH program?

☐ Excellent  ☐ Fair
☐ Good  ☐ Poor

32. What suggestions would you like to make that might improve the ERH program?

33. Do you have any additional comments you would like to share about TransOptions, carpooling or the ERH program?
The Results:

* It should be noted that on questions where respondents were permitted more than one answer, results will total more than 100%.
What have you found are the benefits of carpooling?

- 63 respondents cited saving money as the primary benefit.
- 28 respondents indicated saving wear and tear on their vehicles as an important benefit.
- 27 appreciated the reduced stress.
- 15 indicated having someone to talk with as a benefit of carpooling.
- Other responses included:
  - Being able to relax or even nap during the commute.
  - Being able to maintain a more uniform schedule.
  - Carpooling is environmentally friendly.
  - Reduce accidents.
  - Commute time passes more quickly with friends.
  - Avoid sleeping when driving.
How many days per week do you carpool on average?

- 1: 3.4% (3)
- 2: 6.9% (6)
- 3: 14.9% (13)
- 4: 20.7% (18)
- 5: 49.4% (43)
- 6: 3.4% (3)
- 7: 1.1% (1)
How long have you been carpooling?

- Less than 1 year: 5.7% (5)
- 1 - 3 years: 34.1% (30)
- 4 - 6 years: 38.6% (34)
- 7 - 10 years: 10.2% (9)
- 11 - 15 years: 5.7% (5)
- More than 15 years: 5.7% (5)
How many miles do you carpool in one day? (Round trip)

- 0 – 25 miles. 14 responses
- 26 – 50 miles. 27 responses
- 51 – 75 miles. 18 responses
- 76 – 100 miles. 14 responses
- More than 100 miles 13 responses
How did you commute to work before joining a carpool?

- Drove alone: 91.2% (83)
- Vanpooled: 1.1% (1)
- Mass transit: 1.1% (1)
- Bicycle: 0%
- Walked: 0%
- Not applicable: 7.7% (7)
What problems did you encounter when starting your carpool?

- None: 35 responses
- Schedule challenges: 13 responses
- Deciding on meeting time or place: 10 responses
- Finding carpool partners: 6 responses
- Parking: 4 responses
- Other issues:
  - How to share expenses
  - Adjusting work hours
  - Adjusting to driving habits of other carpoolers
  - Giving up freedom
  - Adjusting shopping habits
  - Finding daycare to accommodate work schedule
  - Can’t listen to my talk show anymore.
In your opinion, what would have made starting a carpool easier?

- Nothing: 24 responses
- Online ride matching rather than waiting for an email from the TMA: 10 responses
- Employer cooperation in adjusting work schedules: 8 responses
- More park & ride locations: 5 responses
- Finding carpool partners at the same worksite or in the same neighborhood: 3 responses
- Company-provided car or van: 3 responses
- Gas prices: 2 responses
- Incentives, such as gas cards: 2 responses
In an average month, how much do you estimate carpooling saves you in gas and wear and tear on your car?

Most respondents answered in terms of a total dollar value as follows:

- $0 - $50: 7 responses
- $51 - $100: 28 responses
- $101 - $150: 6 responses
- $151 - $200: 15 responses
- More than $200: 12 responses

Only 10 people indicated how many miles were saved, with answers ranging from 180 miles to 1100 miles.
Did you start carpooling the first time because of the Carpooling Makes Sense gas card program?

Yes: 30.0% (27)
No: 70.0% (63)
Would you recommend carpooling to others?

- Yes: 98.9% (89)
- No: 1.1% (1)
Are you familiar with TransOptions' Emergency Ride Home (ERH) Program?

- Yes: 51.1% (46)
- No: 48.9% (44)
How did you learn about TransOptions' ERH program?

- TransOptions website: 39.6% (19)
- TransOptions employee: 18.8% (9)
- Brochure: 4.2% (2)
- Employer: 18.0% (9)
- Employee fair: 10.4% (5)
- Carpool partner: 8.3% (4)
- Newspaper: 2.1% (1)
- Radio: 2.1% (1)
- Non colleague/friend: 2.1% (1)
- Coworker: 8.3% (4)
Would you have carpooled if there were no ERH program available?

- Yes: 93.8% (45)
- No: 6.3% (3)
Have you had occasion to use the ERH program?

Yes: 8.5% (4)

No: 91.5% (43)
What was the reason you used an ERH?

- Became ill at work: 50.0% (2)
- Family emergency: 25.0% (1)
- Unscheduled overtime: 
- Carpool partner unable to drive me home: 75.0% (3)
How many times have you used an ERH?

- 1: 50.0 % (2)
- 2: 25.0 % (1)
- 3: 25.0 % (1)
- More than 5: -
How would you rate the service from TransOptions' staff?

- Excellent: 100.0% (4)
How would you rate the service you received from the car service?

- Excellent: 100.0% (4)
Did the vehicle arrive within the time frame you were promised?

Yes: 100.0% (4)
What suggestions would you like to make that might improve the ERH program?

Continue with the program at least 3 x a year!!
Do you have any additional comments you would like to share about TransOptions, carpooling or the ERH program?

- I previously worked in Parsippany and was able to carpool however my company moved to East Hanover 2 years ago and since then I haven't found anyone to carpool with.
- Excellent program, Thanks
- Why not share the survey results with participants as well as their employers? What a great way to get the word out.
- Thanks for having it!
- We liked the gas card.
- ERH program is helpful even though I have not used it yet
- They should open up the carpooling for contractors as well as government workers.
- ERH program is great program to have an alternative option in case of an emergency to get home. Open more parking lots for carpool would increase the carpools and help everyone...
- It's good to know that you may be able to get a ride home in an emergency.
- No additional comments! I will always carpool as long as I work (if I find somebody to carpool with when my current buddy retires). Not soon though. We expect to carpool for another year.
- Keep encouraging and rewarding people who carpool
- We have three regular carpoolers in our group. How do we qualify for the gas card?
- Love the gas card incentive
- Great idea and great incentive to continue
- Port-a-potties at park-n-ride lots would be nice.
- Very happy and thanks for opening our eyes!
- Would love some more incentives introduced by the state.
- Happy to help anyone who gets stuck for a ride from Madison, NJ to Clifton, NJ (I have room for 1)
- Love this program!
- You should advertise more so other people know about this program.
- It would be nice if there were additional financial incentives offered
- I have not carpooled in quite a while since my hours are not compatible with my carpool partner anymore. With gas prices headed up, I may consider looking for another carpool partner.
- Carpooling is a great way to get to work in NJ given the lack of viable mass-transit solutions.
- Carpooling is a win-win situation. It just needs to be advertised more. Also, some people are afraid of lawsuits if there is a problem.
- The car pooling program needs more publicity. It is such an easy thing to do to save money and our environment but people need a reminder to just do it.
- It’s great!