



## **TMASF Connects**

### ***2014 COMMUTER BEHAVIOR SURVEY***

**IN ACCORDANCE WITH THE TERMS OF  
THE CITY AND COUNTY OF SAN FRANCISCO  
PLANNING DEPARTMENT AND PLANNING COMMISSION**

**CASE #2010.0081U**

PREPARED BY:

**DNV·GL**

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## Introduction

The Transportation Management Association of San Francisco (TMASF) is a not-for-profit organization that is incorporated as a 501 (c) (4) mutual benefit entity. The association was incorporated in 1989 and began operation of the program in April 1990. The TMASF was established to help building managers and owners comply with mandated transportation demand management requirements per the terms of their development permits. Current membership consists of 65 buildings in San Francisco's Financial and South of Market districts. A coded list of member buildings is provided in Appendix A.

TMASF members largely share a requirement as a condition of their building permit to mitigate the impacts of development upon the transportation system. The City and County of San Francisco (CCSF) has an official *Transit First Policy* that has been in effect since the late 1980s. The TMASF is authorized through City Planning Resolution to offer a compliance program in accordance with accepted transportation demand management principles. The program is monitored and this survey is an important tool used by the City to evaluate the TMASF members' fulfillment of their transportation demand management responsibilities.

The TMASF Commuter Behavior Survey is typically conducted every two years during the first quarter, usually February. This year's survey was conducted in July 2014 at the request of the City of San Francisco's Planning Department. The purpose of this year's survey was to provide additional commute data and trends as part of a larger City-wide effort.

The purpose of this transportation survey is to learn about the commuting behavior of employees who work in TMASF buildings and to guide program components to most effectively encourage commuters who drive alone to work to change their commute mode. This report, along with the survey process and analysis phase, was conducted independently by DNV GL (formerly KEMA Services, Inc.), as consultant to the TMASF, consistent with the City's requirements. Completion of this survey report fulfills the City and County of San Francisco's requirement for monitoring program effectiveness.

## Methodology

The City Planning Department established the random sample methodology to assure they would receive a clear picture of TMASF member commute behavior. For the purpose of this survey, we followed the established City random sampling protocol. Any TMASF Connects promotional programs were stopped six weeks prior to the start of the survey period. During the survey period, membership communication was strictly limited to providing information about major traffic or transit disruptions. These practices are observed to ensure that the survey records actual travel patterns used by commuters. TMASF Connects takes care to ensure that findings do not reflect temporary or incentivized transit or rideshare trips reported during the survey period.

The TMASF staff collected building occupant counts from each member building before the survey period opened on July 9, 2014. When the survey was administered, membership consisted of 65 buildings. This occupant count indicated a total of 74,776 employees and 1,353 tenant companies working within the 65 member buildings. Individual building occupant counts used to determine each member's required sampling interval. On July 9, each building representative was provided with a packet containing survey forms for completion, along with clear instructions and guidance for both the building manager and tenant representative responsible for distributing and collecting the individual surveys. All TMASF members were requested to return the completed surveys to the TMASF office by July 18, 2014.

Consistent with prior TMASF surveys, the City and County of San Francisco (CCSF) mandates that transportation surveys be completed by 1% of the member building population. The CCSF requires that the established random sample methodology and protocols be utilized to assure they would receive an accurate picture of commute behavior by TMASF building occupants. As shown in Appendix A, the number of surveys required for each building was assigned based on occupant count, with 1% minimum response rate required. Consistent with CCSF's requirements, a total of 755 surveys were distributed and collected from the 65 member buildings, achieving the target 100% response rate from each member building. Seven additional surveys were distributed due to rounding up of building occupant counts (755 vs. 748) and all survey results were included in the data analysis and report.

The 2014 TMASF Survey packet delivered to each TMASF member building contained pre-numbered survey forms and detailed survey instructions as follows:

1. "Survey Instructions for Building Managers" Survey instructions were provided to the building managers, which specified the method for selecting tenants to be surveyed and the number of surveys required for each building based on occupant counts. Managers were instructed to select tenant companies to be surveyed from their tenant roster alphabetically starting with the letter "A". If required, the manager may need to select more than one company to be surveyed in order to obtain the required survey response. Managers were instructed to select the next tenant on their roster, in alphabetical order, until they achieved their required sample size.
2. "Survey Instructions for Tenant Contacts" The building managers were also provided with instructions for their tenant contacts, who were responsible for distributing and collecting the completed surveys from the selected employees. The building manager then delivered the instructions along with the blank survey forms to the selected tenant contact(s), based on the methodology described above. The tenant contact was instructed to select employees to be surveyed alphabetically from their employee roster, starting with employees whose last name starts with the letter "A". The instructions

required that the tenant contact return the completed surveys directly to the building management office by the survey deadline date.

For example, Building 3 has 250 occupants and is required to return three (3) completed surveys. There are no tenant companies starting with the letter "A" and *CAB Technologies* is the first company on the alphabetical tenant roster. The building manager delivers instructions along with three (3) surveys to the on-site tenant contact for *CAB Technologies*. The *CAB* tenant contact then distributes surveys to the three (3) employees, who are alphabetically selected by last name. The same process applies to buildings that needed to survey more than one tenant company in order to achieve their required 1% sampling size. The building manager would select the next tenant alphabetically (for example, *First Data* is next tenant on roster after *CAB Technologies*) and distribute the remaining surveys to the *First Data* tenant contact. The *First Data* tenant contact would then distribute and collect completed surveys from their employees, alphabetically by last name starting with the letter "A".

The sample set of 755 out of a total number of 74,776 building occupants resulted in a confidence level of 95% and a confidence interval of 4.0. (This is true for characteristics that are represented in about 50% of the population; the confidence interval is better, i.e. lower, for characteristics represented in a greater or smaller portion of the population, such as the 5% walk rate.) This means that with a confidence interval of 4, if 47% percent of the sample picks an answer you can be "sure" that if you had asked the question of the entire relevant population, between 43% (47-4) and 51% (47+4) would have picked that answer. The confidence level tells you how "sure" you can be, and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. For example, a 95% confidence level means you can be 95% certain that the true percentage of the relevant population who would pick an answer lies within the confidence interval of 4. (Most researchers use the 95% confidence level.)

This year's survey was the 12th Commuter Behavior Survey conducted by the TMAF to demonstrate ongoing program compliance. Previous TMAF surveys were conducted in 1990, 1992, 1994, 1996, 1999, 2002, 2005, 2007, 2009, 2011 and 2013. Over the years, the primary methodology and commute mode metrics have remained constant in order to evaluate historical commute patterns and demographic trends. Survey changes have been mainly organizational and stylistic to elicit clear response and were made in consultation with City Planning Department staff.

At the request of City Planning, the 2014 TMAF survey instrument contained a few new questions and modifications to existing questions in order to provide greater insight into the respondent's commute patterns and service needs. As detailed in this report, we believe the overall survey data and analytical results are highly reflective of commute behavior across the

member building population. From a quality assurance standpoint, the results also strongly support the reported drive-alone rate and overall data integrity as follows:

- A comparison of the 2014 TMASF Survey data to prior survey results indicate highly consistent results across the majority of survey responses and demographic characteristics. This consistency is also significant considering the 26% increase in total member building occupants size from 59,369 to 74,776.
- DNV GL has adhered to required protocols in identifying respondents to be counted as “drive alone”. We conservatively assume the primary commute mode as “drive alone” where unclear or inconsistent with other responses. Additionally, the CCSF require that any survey non-respondents are counted as drive-alone commuters.
- Many respondents provided comments in the open-ended questions that detailed their individual commute pattern and challenges. Analysis of this data also validated the respondent’s primary commute mode and overall data integrity.

## 2014 Commute Modes and Drive-Alone Rate

Question #6 asked respondents how they usually travel to work, considering the longest portion of their commute. The 2014 survey results and breakdown of reported commute modes are shown in Table One, along with survey data from the past six (6) surveys over the period 1999-2013. DNV GL is pleased to announce the key TMASF transportation results as follows:

- *Drive-Alone Rate:* Based on the survey results and analysis, the reported Drive-Alone rate is 9.7%. This means that 9.7% of survey respondents drive their vehicle to work by themselves as their primary commute mode.
- *Public Transportation Use:* 73.8% of survey respondents selected public transportation as their primary commute mode. As shown in Table One, 38% of all survey respondents ride BART to work as their primary mode, followed by San Francisco Muni (22%).

Table One: Breakdown of Primary Commute Modes

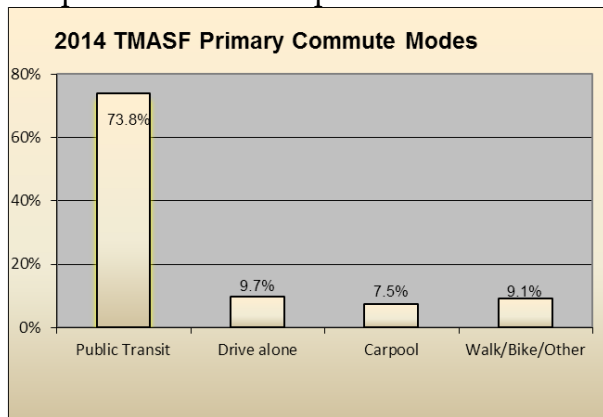
Primary Commute Mode	2014	2013	2011	2009	2007	2005	2002	1999
<b>Public Transportation</b>	<b>73.8%</b>	<b>77.6%</b>	<b>73.1%</b>	<b>71.8%</b>	<b>68.3%</b>	<b>62.3%</b>	<b>72.1%</b>	<b>71.5%</b>
BART	37.7%	34.3%	37.7%	35.4%	31.8%	29.7%	36.8%	31.6%
Muni	22.4%	27.6%	21.3%	22.4%	24.5%	25.3%	20.7%	23.2%
AC Transit	2.9%	3.4%	2.1%	3.1%	0.8%	1.4%	3.0%	2.7%
Caltrain	4.4%	4.9%	3.5%	3.5%	4.8%	1.8%	2.7%	1.7%
Samtrans	0.4%	0.2%	0.6%	1.7%	0.8%	0.5%	0.8%	1.2%
Golden Gate Transit Bus	2.0%	2.8%	3.9%	1.0%	1.5%	1.8%	4.1%	6.0%
Golden Gate Ferry	1.7%	1.2%	1.2%	2.3%	1.3%	1.6%	2.7%	4.6%
Alameda/Oakland/Vallejo Ferry	1.3%	2.2%	1.7%	1.0%	1.3%			
Other	0.9%	1.0%	1.1%	1.4%	1.5%	0.2%		
<b>Drive alone</b>	<b>9.7%</b>	<b>9.0%</b>	<b>11.6%</b>	<b>13.0%</b>	<b>13.5%</b>	<b>15.2%</b>	<b>13.5%</b>	<b>13.8%</b>
Auto, gas powered	8.3%	8.0%	10.8%	12.2%	13.5%	15.2%	13.5%	13.8%
Auto, hybrid	1.5%	1.0%	0.8%	0.8%	0.8%			
<i>Auto, uses car for work</i>	2.0%	2.3%	3.7%	3.5%	6.8%	7.3%	<i>na</i>	<i>na</i>
<b>Motorcycle/scooter</b>	<b>0.7%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>2.1%</b>		
<b>Carpool/Rideshare</b>	<b>7.5%</b>	<b>6.9%</b>	<b>7.9%</b>	<b>8.3%</b>	<b>9.1%</b>	<b>15.2%</b>	<b>11.3%</b>	<b>7.9%</b>
Carpool (same people)	4.0%	3.4%	5.4%	5.4%	4.5%	7.1%	10.2%	7.2%
Casual carpool	2.9%	3.2%	2.3%	2.3%	2.8%	7.6%		
Vanpool	0.1%	0.3%	0.2%	0.6%	1.8%	0.5%	1.1%	0.7%
<b>Rideshare/Car Sharing Service</b>	<b>0.4%</b>							
<b>Employer Shuttle/Other</b>	<b>0.5%</b>	<b>0.3%</b>	<b>0.2%</b>	<b>0.1%</b>	<b>1.8%</b>	-	<b>0.1%</b>	<b>0.1%</b>
<b>Walk</b>	<b>5.2%</b>	<b>4.5%</b>	<b>5.6%</b>	<b>3.5%</b>	<b>5.5%</b>	<b>3.9%</b>	<b>2.4%</b>	<b>5.3%</b>
<b>Bicycle</b>	<b>2.7%</b>	<b>1.5%</b>	<b>1.2%</b>	<b>2.5%</b>	<b>1.0%</b>	<b>1.4%</b>	<b>0.6%</b>	<b>1.4%</b>
<b>Work at home/telecommute</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>0.3%</b>			
n=	755	597	483	483	400	435		

Table Two provides a summary of the 2014 survey results by clustered commute modes, with historical TMASF survey data presented for 1999-2013. The graph below illustrates the clustered commute modes and overwhelming use of public transit by the survey respondents.

Table Two  
Clustered Commute Modes: Usual Trip

TMASF Primary Commute Mode	2014	2013	2011	2009	2007	2005	2002	1999
Public Transportation	73.8%	77.6%	73.1%	71.8%	68.3%	62.3%	72.1%	71.5%
Drive alone	9.7%	9.0%	11.6%	13.0%	13.5%	15.2%	13.5%	13.8%
<i>Drive alone by choice</i>	7.7%	6.7%	7.9%	9.5%	6.8%	7.3%		
Carpool/Rideshare	7.5%	6.9%	7.9%	8.3%	9.1%	15.2%	11.3%	7.9%
Walk/Bike/Other	9.1%	6.5%	7.4%	6.9%	9.1%	7.3%	3.1%	6.8%

Graph One: Usual Trip

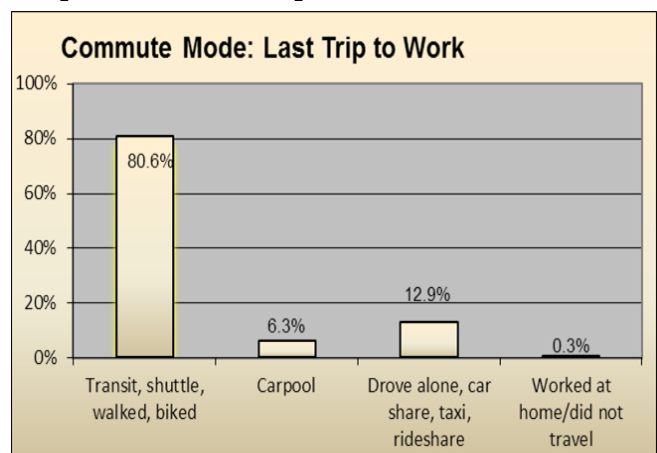


At the request of the City of San Francisco Planning Department, a new question was added to this year's survey. Question #5 asks commuters how they traveled to work for their most recent trip to work, with results based on the response choices shown below:

Table Three  
Clustered Commute Modes: Last Trip

Describe Last Trip to Work	2014 (%)
On public transit, shuttle, walked and/or biked	80.6%
In a carpool as the driver	1.9%
In a carpool as a passenger	4.4%
Drove alone, car share, taxi or rideshare (e.g. Uber)	12.9%
Worked at home, or did not travel to Financial District	0.3%

Graph Two: Last Trip





A comparison of responses to Questions #5 (Last Trip) and #6 (Usual Trip or Primary Commute Mode) was also conducted with results shown below. For analysis purposes, the estimated breakdown is provided based on the response choices for Question #5.

Table Four  
Usual Trip vs. Last Trip

Clustered Commute Modes	Usual Trip (Q6)	Last Trip (Q5)
On public transit, shuttle, walked and/or biked	82.8%	80.6%
Carpool (as driver or passenger)	7.1%	6.3%
Drove alone, car share, taxi or rideshare (e.g. Uber)	10.1%	12.9%
Worked at home, or did not travel to Financial District	0.0%	0.3%

The comparison demonstrates that results are fairly well aligned, with less than a 3% variance between clustered commute modes. We believe the difference is likely caused by variation in the questions themselves as well as seasonality. This year’s survey was conducted in July with some fluctuation expected due to summer holiday season.

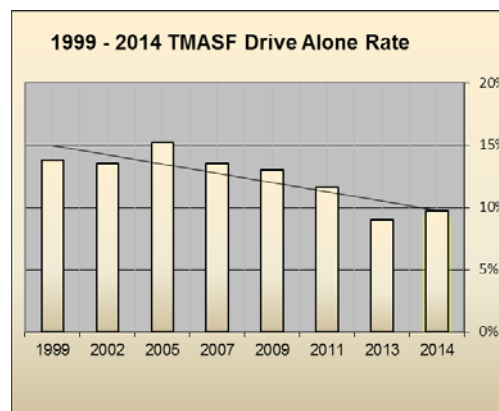
### 2014 Drive-Along Rate and Historical Trends

As shown above, the TMASF Connects Drive-Along Rate increased slightly from 9.0% in 2013 to 9.7% in 2014. The drive-alone rate was calculated as the percentage of respondents who selected “drive alone” as their primary commute mode. All vehicles (cars, trucks) occupied by the driver only are counted as a drive-alone, whether it be a conventional gas-powered or alternative/fuel efficient vehicle.

Based on DNV GL’s analysis of the survey data, we believe this to be an accurate assessment of the drive-alone rate for the TMASF member buildings. As discussed in the survey methodology section, DNV GL followed specific TMASF protocols in the data evaluation and calculation of the drive-alone rate and other commute mode metrics.

Graph Three below illustrates the TMASF historical drive-alone rates over the past 15 years:

Graph Three:  
Reported TMASF  
Drive-Along Rates



## 2014 Public Transportation Use and Historical Trends

Table Five provides a breakdown of primary transit used by those who selected Public Transportation as their primary commute mode in Question #6. As shown below, public transit use decreased by approximately 4% from 77.6% in 2013 to 73.8% in 2014. While this is a marked decrease, the results are fairly consistent in scale and are also closely aligned with the 2011 TMASF Survey results. Corresponding increases can also be seen in respondents selecting drive-alone, carpool/rideshare, walk and bicycle as their primary commute mode. We believe this decrease is likely due to a number of factors such as seasonality and demographics of the survey population. This year's results may also reflect the demographic shift reportedly occurring due to the high-tech boom in San Francisco. Survey results related to these trends are discussed throughout this report.

Last year, we also noted the unusual variance in the 2011-2013 BART and Muni percentages. This year's results are more closely aligned with 2011 and prior year results for BART and MUNI, in particular.

Table Five  
Public Transportation Used

Answer	2014	2013	2011	2009	2007	2005	2002	1999
<b>Public Transportation</b>	<b>73.8%</b>	<b>77.6%</b>	<b>73.1%</b>	<b>71.8%</b>	<b>68.3%</b>	<b>62.3%</b>	<b>72.1%</b>	<b>71.5%</b>
BART	37.7%	34.3%	37.7%	35.4%	31.8%	29.7%	36.8%	31.6%
Muni	22.4%	27.6%	21.3%	22.4%	24.5%	25.3%	20.7%	23.2%
AC Transit	2.9%	3.4%	2.1%	3.1%	0.8%	1.4%	3.0%	2.7%
Caltrain	4.4%	4.9%	3.5%	3.5%	4.8%	1.8%	2.7%	1.7%
Samtrans	0.4%	0.2%	0.6%	1.7%	0.8%	0.5%	0.8%	1.2%
Golden Gate Transit Bus	2.0%	2.8%	3.9%	1.0%	1.5%	1.8%	4.1%	6.0%
Golden Gate Ferry	1.7%	1.2%	1.2%	2.3%	1.3%	1.6%	2.7%	4.6%
Alameda/Oakland/Vallejo Ferry	1.3%	2.2%	1.7%	1.0%	1.3%			
Other	0.9%	1.0%	1.1%	1.4%	1.5%	0.2%		

*\*Reported is percentage of total survey respondents that selected each public transit type.*

Question #7 asked public transit users if they transferred to another type of public transportation, other than the one marked as their primary commute mode, as follows:

*“Do you transfer to another type of public transportation that ultimately brings you into the City?”*

The survey results are provided in Table Six below, and indicate that approximately 10% of public transportation users transferred to another type of public transit during their commute. This is half of the 20% rate reported in the 2013 survey and the wording of this question continues to cause confusion for many respondents. We analyzed only those respondents who selected public transit as their primary commute mode and also sorted out any duplicate

responses to avoid double counting (i.e., selected BART for both Questions 6 and 7). We believe this year's results more accurately reflect riders using more than one form of public transit during their daily commute.

Table Six

Percent of Public Transit Users that Transfer to Secondary Transit

Transfer to (Secondary Transit)	Transfer from (Primary Mode)	2014 (%)
BART Train	Caltrain, Muni, AC Transit, Samtrans	3%
MUNI (SF) Bus or Lightrail	BART and Caltrain	4%
Employer Shuttle	BART and Caltrain	1%
Shuttle/Other	AC Transit, Sol Tans, County Connection	2%
<b>No, I do not transfer</b>		<b>90%</b>

Question #8 is intended for Public Transportation users and asks respondents how they get to work once they have arrived in the City. Analytical results are provided for respondents selecting Public Transportation as their primary commute mode, as follows:

Table Seven

Mode to Office Building from Public Transit

Answer	2014 (%)
Walk (enter blocks)	91%
Bicycle/scooter (enter blocks)	1%
Carpool/Vanpool	0%
Employer/other shuttle	3%
Carsharing service	0%
Taxi	0%
BART Train	1%
Muni (SF) Bus or Light Rail	5%
Other (describe)	0%

Over 90% of public transit riders walk to their office with an average distance walked of three (3) blocks. Average distance biked was approximately 1.8 miles (22 blocks). A number of respondents also selected public transit (BART/Muni) as multiple selections were allowed for this question. These responses appear to overlap with Question #7 regarding secondary transit modes.

## Home Counties

As in past years, the survey clearly indicates that the largest percentage of workers live in San Francisco. The 2014 results are generally consistent with 2013 and prior surveys. The

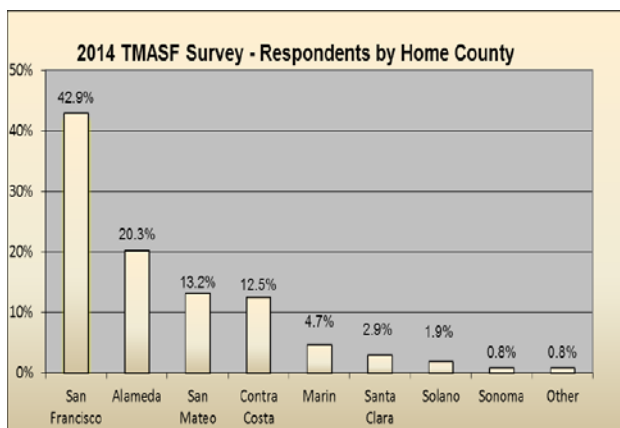
breakdown of survey respondents by home county are shown in Table Eight below. A detailed list of survey respondents by home city is provided in Appendix B.

Table Eight  
Respondents by Home County

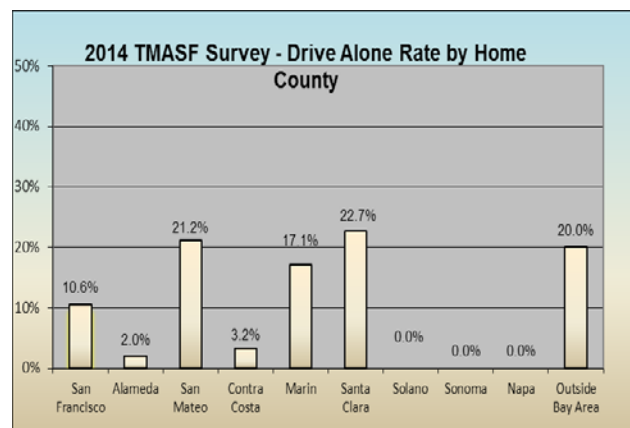
County	2014	2013	2011	2009	2007	2005	2002	1999
San Francisco	42.9%	43.9%	42.6%	45.0%	48.4%	46.7%	35.1%	39.4%
Alameda	20.3%	20.8%	17.7%	19.4%	19.4%	18.4%	19.4%	25.2%
Contra Costa	12.5%	12.2%	12.9%	12.6%	9.1%	11.7%	18.9%	9.6%
San Mateo	13.2%	10.8%	14.3%	13.2%	10.3%	10.3%	12.5%	9.3%
Marin	4.7%	4.7%	6.2%	4.8%	4.9%	5.1%	5.5%	7.7%
Solano	1.9%	1.9%	1.7%	1.4%	2.9%	3.0%	1.8%	1.9%
Santa Clara	2.9%	3.7%	2.7%	1.4%	2.0%	0.9%	0.9%	1.2%
Sonoma	0.8%	1.2%	1.2%	0.6%	1.0%	0.9%	2.1%	2.8%
Napa	0.1%	0.3%	0.4%		0.2%			
<b>Inside Bay Area</b>	<b>99.3%</b>	<b>99.5%</b>	<b>99.8%</b>	<b>98.6%</b>	<b>98.3%</b>	<b>97.0%</b>	<b>96.3%</b>	<b>97.0%</b>
Outside the Bay Area	0.7%	0.5%	0.2%	1.4%	1.7%	3.0%	3.7%	3.0%

The 2014 demographic breakdown is generally consistent with the 2013 TMASF survey results. The most notable change is the 2.4% increase in respondents living in San Mateo County. To illustrate, Graph Four below show the breakdown of survey respondents by Home County; Graph Five show the drive-alone rate by Home County. San Mateo, Santa Clara and Marin counties show the highest drive alone rates within the Bay Area. We believe that the slight increase from 2013-2014 survey respondents from San Mateo County may be partially responsible for the increased drive-alone rate in 2014.

Graph Four  
Respondents by Home County



Graph Five  
Drive-alone rate by Home County



## Commute Characteristics

### *Changed Commute Pattern*

The survey asked respondents if they had changed their regular pattern of commuting in the past two years including changing their home or office location. As shown in Table Six, 38% of all respondents indicated that they had made some change in their commute pattern. This represents a decrease of approximately 6% from 2013, indicating a possible stabilization trend in the workforce.

Table Nine

Changed Daily Commute Pattern

Answer	2014 (%)	2013 (%)
No	62%	56%
Yes	38%	44%

### *Ridesharing Characteristics*

Approximately 7.5% of total respondents selected rideshare (carpool, casual carpool, vanpool, rideshare or car share) as their primary commute mode. Overall, there was a 0.6% decrease in survey respondents who selected rideshare as their primary commute mode, from 6.9% in 2013 to 7.5% in 2014. A breakdown of the rideshare modes is provided in the following table and graph:

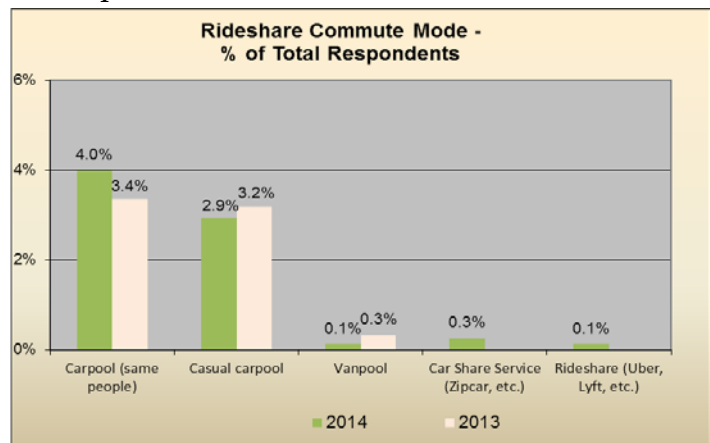
Table Ten

Percent using Carpool/Rideshare

Answer	2014 (%)	2013 (%)
Carpool (same people)	4.0%	3.4%
Casual carpool	2.9%	3.2%
Vanpool	0.1%	0.3%
Car Share Service (Zipcar, etc.)	0.3%	n/a
Rideshare (Uber, Lyft, etc.)	0.1%	n/a
<b>Total</b>	<b>7.5%</b>	<b>6.9%</b>

Graph Six

Carpool/Rideshare



Question #9 asks respondents selecting Carpool as primary commute mode for the number of persons usually riding in the vehicle. Responses for 2014 and the prior three periods are presented below. The most significant finding is the increase in the 2-person carpool (27% to 41%) and decrease in the 3-person carpool (56% to 43%) between the 2013 and 2014 surveys. This variance is partially due to DNV GL assuming a 2-person carpool for the few respondents

who did not clearly specify carpool size. Respondents who entered 2-3 persons in vehicle were conservatively classified as 2-person carpool. Additionally, respondents who were clearly used carpool /casual carpool as primary mode but did not enter carpool size were conservatively classified as a 2-person carpool. However, the average carpool size only decreased from 2.9 persons in 2013 to 2.7 persons in 2014, with a median of 3.0 persons per carpool.

Table Eleven  
Number of People in Carpools

Answer	2014 (%)	2013 (%)	2011 (%)	2009 (%)
2	41%	27%	39%	64%
3	43%	56%	45%	28%
4	14%	12%	13%	4%
5+ (Vanpool)	2%	5%	3%	4%

### Arrival and Departure Times

The tables and graphs below display the arrival and departure times of respondents working in TMASF member buildings. Approximately 84% of those surveyed arrive at work between 7:00 AM to 9:00 AM during the peak morning commute. Nearly 65% of respondents arrive at work between 8:00 AM and 9:00 AM. These findings are fairly consistent with prior survey results.

Departure trends are similar with 79% of respondents leaving work between 4:00 PM and 6:00 PM, and 60% of those workers leaving work between 5:00 PM and 6:00 PM. Approximately 14% of respondents indicated that they leave work at 6:30 PM or after, compared to 19% in the 2013 survey.

Table Twelve  
Work Arrival Times

Answer	2014 (%)
6:30 AM or before	7%
7:00 AM	7%
7:30 AM	12%
8:00 AM	23%
8:30 AM	20%
9:00 AM	21%
9:30 AM	5%
10:00 AM	2%
After 10:00 AM	2%

Graph Seven  
Work Arrival Times

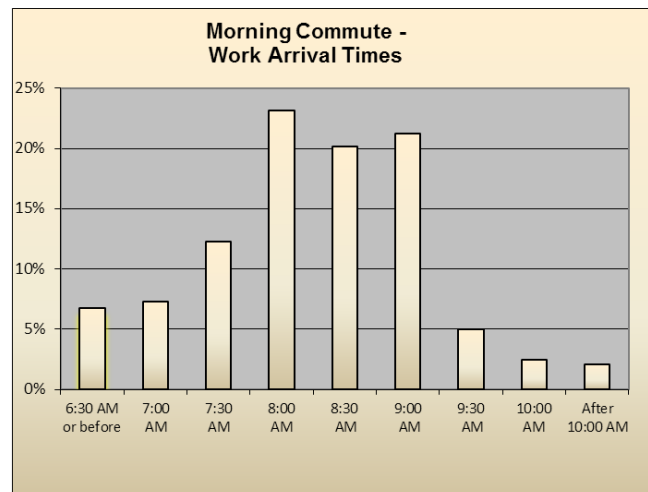
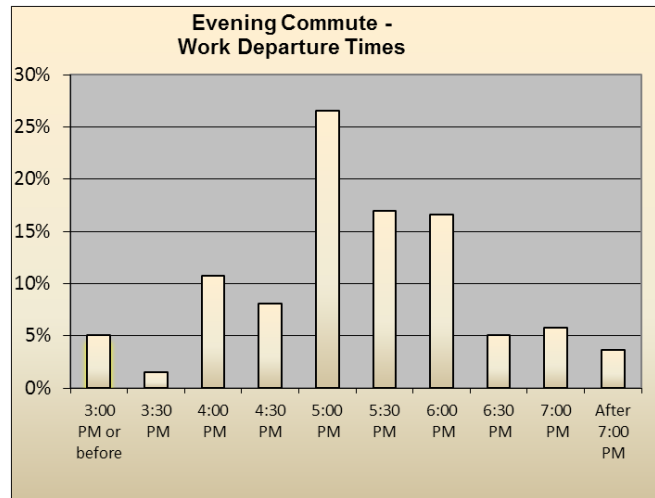


Table Thirteen  
Work Departure Times

Answer	2014 (%)
3:00 PM or before	5%
3:30 PM	2%
4:00 PM	11%
4:30 PM	8%
5:00 PM	27%
5:30 PM	17%
6:00 PM	17%
6:30 PM	5%
7:00 PM	6%
After 7:00 PM	4%

Graph Eight  
Work Departure Times



### Parking

The survey asked respondents who normally drive to work (either alone or with others) where they park their vehicle. Nearly half (48%) said that they park in the building where they work, a 10% increase from the 2013 survey. Of those that drive alone only, 50% indicated that they park in their building. Results are summarized below:

Table Fourteen  
Parking Location

Answer	2014 (%)	2013 (%)	2011 (%)
Park in this building	48%	38%	40%
Other parking lot or garage	44%	51%	52%
On-street parking	7%	11%	8%
Special vanpool or carpool parking area	1%	0%	0%

On average, respondents parking off-site parked an average of 3.3 blocks away from their office, with a median distance of 3.0 blocks from their office. In 2013, survey respondents reportedly parking 3.2 blocks away on average, with a median of 2.0 blocks.

A new Question #12 was added that asks respondents about the availability and use of parking subsidies through their workplace. Results are shown below, with comparison between the drive-alone and carpool commuter provided:

Table Fifteen

Free or Subsidized Parking through Work

Answer	2014 Drive-alone Only	2014 Carpool/Casual Carpool
Yes, and I use it when I drive	53.5%	16.7%
Yes it is available to me but I don't use	1.4%	2.8%
No. When I drive, I pay to park	42.3%	47.2%
No, but I never drive anyway	2.8%	33.3%

These results are similar to Table Fourteen above, with nearly 54% of respondents who drive alone receiving free or subsidized parking. This data supports the conclusion that parking subsidies support one's decision to drive-alone to work.

### Traffic/Transit Information Resources

The survey asked employees if they checked transit or traffic conditions prior to their morning or evening commute, and where they obtain their transit information. A summary of the 2014 and prior 2013 and 2011 survey responses are shown below:

Table Sixteen

Sources for Transportation Information

Source	2014 (%)	2013 (%)	2011 (%)
Computer	9%	9%	15%
TV	6%	12%	10%
Radio	12%	8%	8%
Phone/Handheld	26%	22%	8%
Do not check conditions	45%	48%	59%

The most obvious finding is the continued increase in smartphone use for obtaining real time transit and traffic information. Additionally, respondents who check traffic conditions were asked if this information influences a change in their commute. About 59% of these respondents said "yes" it does influence their commute, down from 65% in 2013.

### Building/Employer/TMASF Connects Services

Question #15 asked respondents about their awareness and use of TMASF Connects services and events provided to the individual member buildings. The responses and percentage based on respondents that answered this question are summarized in the table below.



Table Seventeen  
Building/Employer/TMASF Connects Services

Which of these Services have you used?	Services available and used	Services available and not used	Services not available in Building
<b>Information</b>			
Transit routes/schedules	40.0%	37.8%	22.2%
tmasfconnects.org website	15.2%	61.3%	23.6%
Carpool/Vanpool/511 Bike Buddy	8.6%	57.1%	34.3%
Spare the Air	24.6%	46.2%	29.2%
Transit Subsidies /Other	14.2%	49.4%	36.4%
TMASF Connects Alerts & Advisories	28.6%	44.5%	27.0%
<b>Events &amp; Promotions</b>			
Commute events in building	11.1%	43.8%	45.1%
Commute events in public places	10.1%	46.4%	43.5%
Other events	9.8%	45.1%	45.1%
Participated in raffles, promotions	14.4%	42.7%	42.9%

As shown, the survey results indicate that Transit routes/schedules (40%) and TMASF Connects “Breaking News” alerts (29%) are used most frequently by the building occupants. From the survey results, we estimate that about one-third of respondents are not aware of TMASF services provided to their building. This is not surprising given that the TMASF member building population has increased by 25% over the past year or so. In fact, over 50 respondents wrote in comments, with majority indicating that they were not aware or would be interested in TMASF services.

A related Question #16 asked respondents if they typically attend TMASF commute events at their building, with responses as follows:

Table Eighteen  
Attend TMASF Events in Building

Answer	2014 (%)
No	88%
Yes	12%

While this is a very low engagement rate, we anticipate it may be lower than normal due to the 25% increase in member building occupants. Additionally, the TMASF experienced significant program interruption in 2013 due to the BART strike and related activities.

## San Francisco Municipal Transportation Agency (SFMTA)

The SFMTA is a City agency which oversees Muni, bike and pedestrian programs, taxis, as well as parking and traffic in the City. At the request of the SFMTA, a new question was added to this year's survey asking respondents about their familiarity with the SFMTA and its responsibilities. As summarized below, 75% of all respondents indicate that they have some degree of awareness of SFMTA and its responsibilities:

Table Nineteen  
Familiarity with SFMTA

Answer	2014 (%)
Very Familiar	17%
Somewhat Familiar	37%
Not Too Familiar	21%
Not At All Familiar	19%
Don't Know	6%

## Car Sharing Services

Questions #20-21 ask respondents about their experience and interest in car-sharing services (i.e., City CarShare, Zip Car). The 2014 and prior year 2013 survey results are shown below:

Table Twenty  
Car Sharing

Answer	Have you ever used a car sharing service?		Are you interested in information on car sharing?	
	2014 (%)	2013 (%)	2014 (%)	2013 (%)
Yes	18%	26%	10%	15%
No	82%	74%	90%	85%

## Commuter Challenges and Needs

Two open-ended questions were asked at the end of the survey to better understand the needs and challenges faced by the San Francisco commuter:

- Describe any other commute assistance services that influence your decision about how to travel to work.
- What is your single largest commute problem (if any)?

Individual, anonymous comments for each of these questions are provided as a separate Appendix D. Following is a brief summary of the overall trends and insights gleaned from the survey comments.

*Describe any other commute assistance services that influence your decisions about how to travel to work?* There was approximately 230 response comments to this question, widely ranging from specific websites and apps used to general comments and complaints. The following summary is estimated based on a keyword search:

Table Twenty-One  
Other services influencing commute

Answer	% of comments relate to (estimated):
Muni/Bus: NextBus, NextMuni, Muni/bus misc. comments	42%
BART: website, app, misc. comments	30%
Parking	8%
511.org	7%
bike accessibility	7%
Commuter checks/incentives	6%

*What is your single largest commute problem (if any)?* Nearly 80% of all survey respondents answered this question, which is an extremely high response rate for an open-ended question. People entered a very diverse range of comments, reflecting their unique commute challenges. Approximately 87% of the written comments provided can be classified into the following categories based on a keyword search:

Table Twenty-Two  
Largest commute problem

Answer	% of comments relate to (estimated):
Transit delays/being late	24%
Crowded buses and trains	16%
Traffic	18%
Transit schedules/length of commute	10%
Parking	6%
BART strike	6%
Giants Game traffic	4%
Cost	3%

# Demographics: Job Type and Age Group

## Job Type

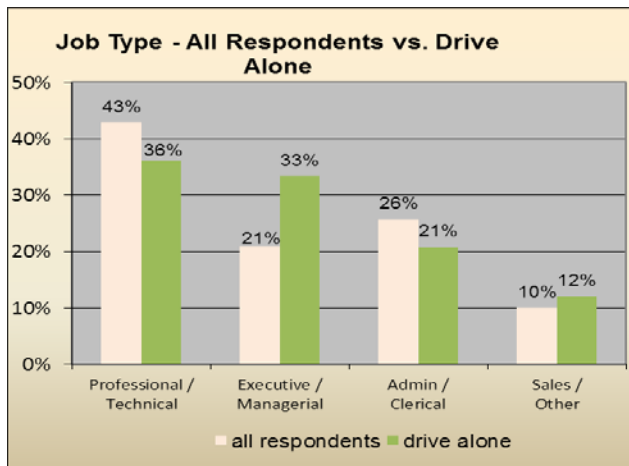
Respondents were asked to provide their job classification, with results shown in the table below. DNV GL also analyzed the job classification of those who chose “drive alone” as their primary commute mode. As shown in Graph Nine below, executive/managerial workers were more likely to drive alone to work, by a significant margin. In this case, 21% of respondents marked executive/managerial for job type, yet this group represents 33% of drive-alone commuters. Conversely, the data suggests that those in the professional/technical and administrative functions are more likely to use alternative transportation.

Table Twenty-Three  
Percentage of Respondents by Job type

Answer	2014 (%)	2013 (%)
Professional/Technical	43%	43%
Administrative/Clerical	26%	24%
Executive/Managerial	21%	25%
Sales / Other	10%	8%

## Graph Nine

All Respondents vs. Drive Alone by Job Type



## Age Group

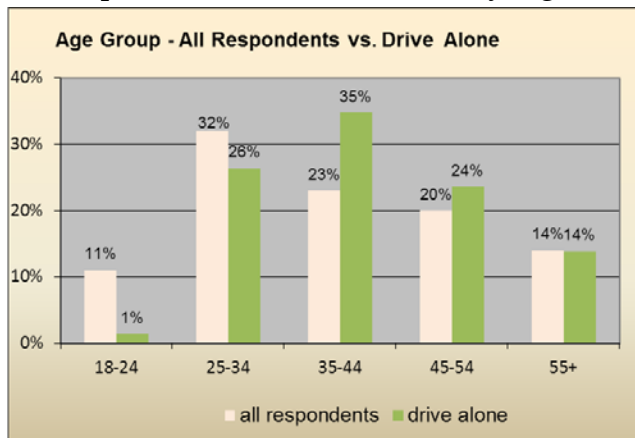
The following table displays the age groups of respondents, with survey results presented for the 2014 and prior 2013 TMASF survey. Similar to Job Type, results are fairly consistent between the two survey periods. The major difference is the 5% increase in the 55+ age group and 6% decrease in the 25-34 age group, as a percentage of total survey respondents.

Table Twenty-Four  
 Percentage of Respondents by Age Group

Answer	2014 (%)	2013 (%)
18-24	11%	9%
25-34	32%	38%
35-44	23%	24%
45-54	20%	20%
55+	14%	9%

DNV GL also conducted an evaluation of drive-alone respondents by age group and the results are presented in the graph below. Results are consistent with the 2013 survey results, with a clear distinction in commute behavior for certain age groups. In particular, while 32% of all respondents are in the 25-34 age range, they represent only 26% of “drive alone” commuters. Conversely, 23% of survey respondents are in the 35-44 age group, yet this demographic represents about 35% of those selecting “drive alone” as their primary commute mode.

Graph Ten  
 All Respondents vs. Drive Alone by Age Group



## LEED-EB:O&M Alternative Commuting Transportation

In 2009, the U.S. Green Building Council (USGBC) approved the TMA SF Commuter Survey results and methodology for use by member buildings pursuing credit for alternative transportation use under the LEED for Existing Buildings: Operations & Maintenance Rating System. All member buildings in good standing who participated in the survey have the ability to achieve points for LEED-EB:O&M Sustainable Sites Credit 4 (SSc4 Alternative Commuting Transportation) by providing the submittal documentation prepared by the TMA SF and approved by the USGBC. The USGBC's approval of the TMA SF aggregate survey results to demonstrate compliance with SSc4 Option 2 (*Formal commute reduction tracking and participation in a government-sponsored commute reduction program other than SCAQMD*) was granted under the following conditions:

- 1) The program requires that all participating buildings use Option 2 when applying for LEED-EB:O&M (in order to capture any potential outliers).
- 2) The program shall encompass a small and cohesive enough area to assume reasonable similarity of alternative transportation access.
- 3) The survey methodology for the aggregate survey is of equivalent or greater stringency than SCAQMD (South Coast Air Quality Management District, Rule 2202).

The 2014 TMA SF Commuter Survey was conducted in conformance with the USGBC's conditions of approval with aggregate survey results to be provided to qualifying member buildings seeking LEED-EB:O&M certification or renewal. The LEED-EB:O&M Rating System specifically defines "alternative transportation" under SSc4 as the following:

*Telecommuting, compressed workweeks, mass transit, walking, bicycles or other human-powered conveyances, carpools, vanpools, and low emitting or fuel-efficient or alternative-fuel vehicles.*

In accordance with the LEED-EB:O&M Rating System and mode calculation guidance by SCAQMD Rule 2202, the reduction in conventional commuting trips has been calculated as follows:

- Public transportation = 0
- Single-occupant vehicle (drive alone) – gas powered = 1
- Single-occupant vehicle (drive alone) – hybrid/alternative-fuel = 0
- Carpool = 1 divided by number of people in carpool
- Vanpool = 1 divided by number of people in vanpool
- Motorcycle, moped, motorized scooter, motor bike = 1
- Walking, biking and other non-motorized transportation modes = 0
- Telecommuting = 0

The following table provides the calculated reduction in commuting trips along with the AVR (Average Vehicle Ridership) as defined by the SCAQMD Rule 2202. The AVR is a SCAQMD metric used to describe the average number of persons in each conventional single-occupancy vehicle (total trips/total conventional trips). The LEED Reduction in Conventional Commuting Trips and AVR calculations are not directly related to the TMASF drive-alone metric. The difference is primarily due to LEED's allocation of conventional trips for carpools based on the number of passengers in the vehicle. Also LEED includes motorcycles but does not include hybrid/alternative fuel vehicles in its definition of conventional commuting trips.

Table Twenty-Five  
 LEED-EB:O&M SSc4 Alternative Commuting Transportation  
 Calculation of Reduction in Conventional Commuting Trips

Travel Mode	Mode Reported	Total Weekly Trips	Weekly Conventional Trips
Public Transit	554	2770	0
Single occupancy vehicle – gas powered	70	350	350
Single occupancy vehicle – hybrid/alternative fuel	11	55	0
Carpool – 2 passengers	23	115	58
Carpool – 3 passengers	22	110	37
Carpool – 4 passengers	7	35	9
Vanpool/Shuttle – 14 passenger	3	15	1
Motorcycle/scooter	5	25	25
Bicycle	21	105	0
Walk	39	195	0
Work at home/telecommute	0	0	0
<b>TOTALS</b>	<b>755</b>	<b>3,775</b>	<b>479</b>

**Reduction in Conventional Commuting Trips:** **87.3%**

*3296 trip reduction (3775-479) / 3775 total trips*

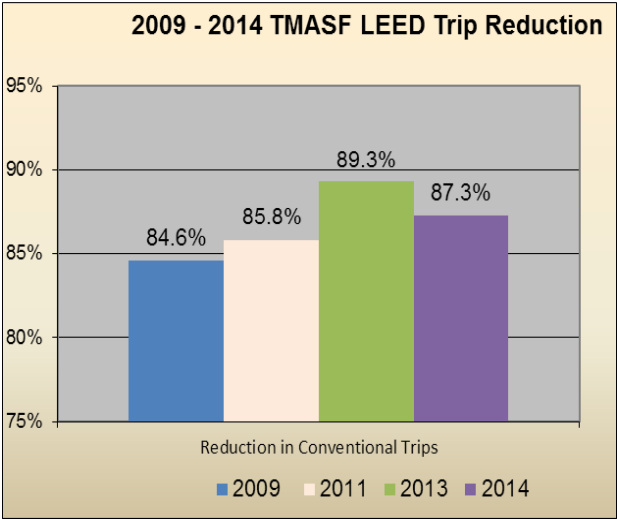
**Average Vehicle Ridership (AVR):** **7.88**

*3775 total trips / 479 conventional trips*

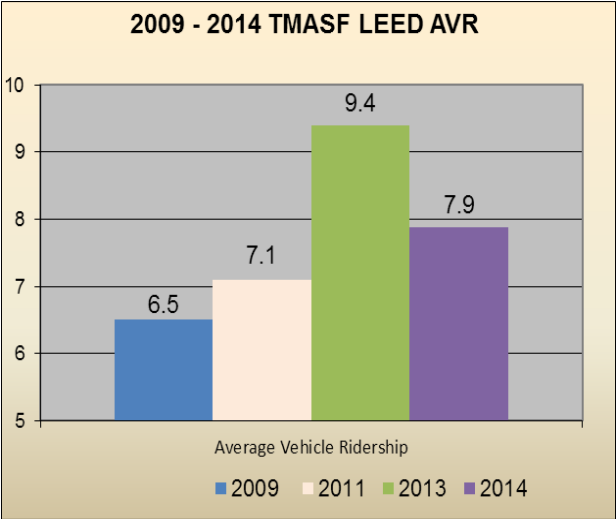
In accordance with the LEED-EB:O&M SSc4 credit requirements (Option 2) the results of the 2014 Commuter Survey demonstrate an 87% reduction in conventional commuting trips.

The graphs below provide a summary of the LEED-EB:O&M alternative transportation metrics for 2014 along with the prior three survey performance periods.

Graph Eleven  
2009-2014 TMASF LEED Trip Reduction



Graph Twelve  
2009-2014 TMASF LEED AVR





## Summary and Recommendations

The TMASF 2014 Commuter Behavior Survey was conducted in compliance with the CCSF required protocols and random sampling methodology. A total of 755 building occupants were surveyed within the 65 TMASF member buildings. DNV GL conducted an extensive analysis of primary commute data and survey responses relating to commuter behavior and demographic trends. We believe that the results of this analysis support the data integrity and overall survey methodology as required by the City and County of San Francisco. Additionally, we believe that this analysis supports the 9.7% drive alone rate and provides some valuable insights for the TMASF and other Bay Area transportation management professionals.

Following is a summary of 2014 TMASF Commuter Behavior Survey results and key findings:

1. The reported 2014 Drive-Alone rate is 9.7%, which is an increase of 0.7% compared to the 2013 TMASF survey results. However, this minor change can be explained by seasonal difference in survey periods and demographics (home county, age group, job type), as detailed in this report.
2. Public transportation remains the dominant commute mode for member building occupants, with 73.8% of those surveyed reporting public transit as their primary commute mode, a decrease of 3.8% from 2013. Seasonality may also play a role in this variance, since the 2014 survey was conducted in July (not February as is typical). Also of note is fact that percentage of respondents that walk/bike increased nearly 2%, from 6.0% in 2013 to 7.9% in 2014.
3. The calculated LEED EB:O&M Alternative Commuting Transportation Rate is 87.3%, a decrease of 2.0% from 2013.
4. Carpool use remains a small percentage, with approximately 7.5% of respondents selecting carpool/rideshare as their primary commute mode. The average carpool size of 2.7 persons.
5. The average distance traveled/walked by respondents to their office is three (3) blocks, either from their off-site parking location or last transit stop.
6. Parking incentives appear to influence drive-alone rate, with 54% of respondents who regularly drive-alone receiving free or subsidized parking.

7. TMASF historical survey results demonstrate that the demographic makeup of the survey population (home county, age group, job type) does have an influence on commute mode choices and the overall drive-alone rate.
8. Commuters increasingly rely upon real-time transit websites/apps and breaking news alerts to help them navigate their daily commute. Smartphone usage continues to increase, with 26% of those surveyed reportedly using their mobile device for updated transit information. Respondent comments appear to indicate increasing concerns with transit delays, overcrowded buses/trains, traffic and length of commute into the City.

We believe that TMASF Connects and its member buildings play a valuable role in providing commute assistance services to the nearly 75,000 people that occupy its member buildings. It is recommended that the TMASF work with its existing and new member buildings to increase awareness and to continue to make its services relevant, visible and easily accessible to the building occupants.

On behalf of DNV GL, thank you for the opportunity to provide consulting services to TMASF Connects and it has been a pleasure working with you on this important project.

## Appendices

### *Appendix A –TMASF Connects Member Buildings*

<i>Office Building Code</i>	<b>Tenant Count</b>	<b>Employee Count</b>	<b>Surveys Requested (1%)</b>	<b>Surveys Received (1%)</b>
1	33	1300	13	13
2	10	250	3	3
3	26	1800	18	18
4	22	1600	16	16
5	23	1000	10	10
6	23	1700	17	17
7	55	4000	40	40
8	24	750	8	8
9	27	2185	22	22
10	1	2500	25	25
11	26	900	9	9
12	4	950	10	10
13	56	800	8	8
14	4	100	1	1
15	26	1500	15	15
16	7	700	7	7
17	21	1100	11	11
18	10	1350	14	14
19	13	2500	25	25
20	9	750	8	8
21	4	800	8	8
22	1	1550	16	16
23	12	1408	14	14
24	5	500	5	5
25	7	600	6	6
26	30	600	6	6
27	12	200	2	2
28	1	4000	40	40
29	24	800	8	8
30	64	1500	15	15
31	10	150	1	1
32	5	300	3	3
33	10	200	2	2
34	1	350	4	4
35	45	540	5	5
36	60	1500	15	15

<i>Office Building Code</i>	<b>Tenant Count</b>	<b>Employee Count</b>	<b>Surveys Requested (1%)</b>	<b>Surveys Received (1%)</b>
37	17	2600	26	26
38	16	2500	25	25
39	32	1875	19	19
40	26	220	2	2
41	30	500	5	5
42	20	1450	15	15
43	28	450	5	5
44	20	1450	15	15
45	30	850	9	9
46	37	250	3	3
47	20	200	2	2
48	8	413	4	4
49	12	1400	14	14
50	29	550	6	6
51	50	2200	22	22
52	16	900	9	9
53	24	1020	10	10
54	15	1000	10	10
55	23	1000	10	10
56	25	2500	25	25
57	18	750	8	8
58	28	900	9	9
59	20	1200	12	12
60	15	2000	20	20
61	20	340	3	3
62	13	1300	13	13
63		1650	17	17
64	46	400	4	4
65	4	175	2	2
<b>TOTALS</b>	<b>1,353</b>	<b>74,776</b>	<b>747</b>	<b>754</b>

## Appendix B – Home City of Survey Respondents

CITY	COUNTY	COUNT
San Francisco	San Francisco	322
Oakland	Alameda	57
Daly City	San Mateo	24
San Mateo	San Mateo	22
Berkeley	Alameda	19
Fremont	Alameda	17
Alameda	Alameda	16
Concord	Contra Costa	13
Walnut Creek	Contra Costa	13
South San Francisco	San Mateo	11
San Leandro	Alameda	10
San Ramon	Contra Costa	10
Richmond	Contra Costa	9
Dublin	Alameda	8
Pacifica	San Mateo	8
San Rafael	Marin	8
Mill Valley	Marin	7
Pleasant Hill	Contra Costa	7
San Jose	Santa Clara	7
Burlingame	San Mateo	6
Martinez	Contra Costa	6
Vallejo	Solano	6
Danville	Contra Costa	5
Hayward	Alameda	5
Redwood City	San Mateo	5
San Bruno	San Mateo	5
Sausalito	Marin	5
Union City	Alameda	5
Fairfield	Solano	4
Millbrae	San Mateo	4
Pleasanton	Alameda	4
Sunnyvale	Santa Clara	4
Antioch	Contra Costa	3
Belmont	San Mateo	3
Castro Valley	Alameda	3
Fairfax	Marin	3

CITY	COUNTY	COUNT
Kentfield	Marin	3
Lafayette	Contra Costa	3
Livermore	Alameda	3
Moraga	Contra Costa	3
Orinda	Contra Costa	3
Palo Alto	Santa Clara	3
Rodeo	Contra Costa	3
San Carlos	San Mateo	3
Benicia	Solano	2
Brisbane	San Mateo	2
Colma	San Mateo	2
El Cerrito	Contra Costa	2
El Sobrante	Contra Costa	2
Emeryville	Alameda	2
Foster City	San Mateo	2
Hercules	Contra Costa	2
Kensington	Contra Costa	2
Mountain View	Santa Clara	2
Novato	Marin	2
Oakley	Contra Costa	2
Pittsburg	Contra Costa	2
San Lorenzo	Alameda	2
Santa Clara	Santa Clara	2
Santa Rosa	Sonoma	2
Vacaville	Solano	2
Belvedere	Marin	1
Brentwood	Contra Costa	1
Brookdale	Santa Cruz	1
Campbell	Santa Clara	1
Citrus Heights	Sacramento	1
Corte Madera	Marin	1
Cupertino	Santa Clara	1
Discovery Bay	Contra Costa	1
El Granada	San Mateo	1
Greenbrae	Marin	1
Larkspur	Marin	1
Marin County	Marin	1
Milpitas	Santa Clara	1

CITY	COUNTY	COUNT
Morgan Hill	Santa Clara	1
Napa	Napa	1
Petaluma	Sonoma	1
Piedmont	Alameda	1
Point Richmond	Contra Costa	1
Portola Valley	San Mateo	1
Rohnert Park	Sonoma	1
Sacramento	Sacramento	1
San Anselmo	Marin	1
San Pablo	Contra Costa	1
Sebastopol	Sonoma	1
Sonoma	Sonoma	1
Tiburon	Marin	1
Tracy	San Joaquin	1
West Sacramento	Yolo	1

## *Appendix C –TMAF Connects Survey Instrument*



# TMASF Connects 2014 Commuter Behavior Survey

1. What is the City of your home residence? \_\_\_\_\_
2. Have you changed your regular pattern of commuting to work in the past 2 years (including if you moved your home or work location)?  Yes  No
3. What time do you typically arrive at work? \_\_\_\_\_ AM / PM (Please round to nearest half-hour)
4. What time do you typically leave work for home? \_\_\_\_\_ AM / PM (Please round to nearest half-hour)

## Your Most Recent Trip to Work

5. For your last trip to work, how did you travel?
- \_\_\_\_\_ On public transit, shuttle, walked and/or biked  
\_\_\_\_\_ In a carpool as the driver  
\_\_\_\_\_ In a carpool as a passenger  
\_\_\_\_\_ Drove alone, car share, taxi or rideshare (e.g. Uber)  
\_\_\_\_\_ Worked at home, or did not travel to Financial District

## Your Usual Commute Trip

6. How do you usually travel to work? Please check one box only and indicate how you travel for the LONGEST portion of your commute.

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> BART Train                      | <input type="checkbox"/> Other public transit (describe)<br>_____              | <input type="checkbox"/> Car sharing service (Zipcar, etc.) |
| <input type="checkbox"/> MUNI (SF) Bus or Light Rail     | <input type="checkbox"/> Drive Alone, gas powered vehicle                      | <input type="checkbox"/> Taxi                               |
| <input type="checkbox"/> AC Transit (Local/Transbay Bus) | <input type="checkbox"/> Drive Alone, hybrid/electric/alternative fuel vehicle | <input type="checkbox"/> Walk                               |
| <input type="checkbox"/> Caltrain                        | <input type="checkbox"/> Carpool (same people everyday)                        | <input type="checkbox"/> Bicycle                            |
| <input type="checkbox"/> SamTrans Bus                    | <input type="checkbox"/> Casual Carpool (whoever picks me up/I pick up)        | <input type="checkbox"/> Motorcycle/scooter                 |
| <input type="checkbox"/> Golden Gate Transit (Bus)       | <input type="checkbox"/> Vanpool   | <input type="checkbox"/> Work at home/telecommute           |
| <input type="checkbox"/> Golden Gate Transit (Ferry)     | <input type="checkbox"/> Rideshare (Uber, Lyft, Sidecar, etc.)                 | <input type="checkbox"/> Employer or other shuttle service  |
| <input type="checkbox"/> Alameda/Oakland/Vallejo Ferry   |  | <input type="checkbox"/> Other (describe)<br>_____          |

7. Do you transfer to another type of public transportation that ultimately brings you into the City? If Yes, please specify:

- BART
- MUNI Bus or Light Rail
- Employer Shuttle
- Other (please specify) \_\_\_\_\_
- No, I do not transfer to another public transportation system

8. After arriving in the City per Question #6 above, how do you then travel to your office?

**Please check all that apply:**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Walk _____ blocks            | <input type="checkbox"/> Employer/other shuttle | <input type="checkbox"/> BART Train                  |
| <input type="checkbox"/> Bicycle/scooter _____ blocks | <input type="checkbox"/> Car sharing service    | <input type="checkbox"/> MUNI (SF) Bus or Light rail |
| _____   | <input type="checkbox"/> Taxi                   | <input type="checkbox"/> Other (describe): _____     |

**Riders and Drivers of Carpools and Vanpools**

9. If you carpool or vanpool, how many people (including yourself) are usually in the vehicle? \_\_\_\_\_  N/A (skip to 10)
10. If you drive to work, where do you usually park?  N/A (skip to 10)
- In this Building  On-street \_\_\_\_\_ blocks from my office
- Special vanpool or carpool parking area \_\_\_\_\_ blocks from my office  Other parking lot or garage \_\_\_\_\_ blocks from my office

**Driving Alone to Work**

11. If you regularly drive alone, is it because your job requires you to have access to a vehicle?  Yes  No  N/A
12. Do you have free or subsidized parking available through work, whether within your building or nearby? (Select one)
- Yes, and I use it when I drive  No. When I drive, I pay to park in a parking facility open to the public, or I park on-street
- Yes it is available to me but I don't use it / I never drive  No, but I never drive anyway

**Commuter Information Services**

13. Before you begin your morning or evening commute, do you check transit or traffic conditions? (Check all that apply)
- yes, on the computer  yes, on the radio  yes, on TV  yes, by phone/handheld
- yes, I check someplace else (please describe): \_\_\_\_\_  no, I do not check
14. If yes, does that information influence a change in the way you commute?  Yes  No  N/A
- If yes, please explain: \_\_\_\_\_

**Building/Employer/TMASF Connects Services**

15. TMASF Connects offers a large number of commuter services available to employees in this building through the property management firm. Which of these services have you used? (Check all that apply)

Service	available and used	available and not used	not available
<b>Information</b>			
Public Transit route & schedule information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="http://www.tmasfconnects.org">www.tmasfconnects.org</a> website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpool/Vanpool/511 Bike Buddy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spare the Air	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transit Subsidies/Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TMASF Connects Alerts & Advisories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Events &amp; Promotions</b>			
Commute events in building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commute events in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participated in raffles, promotions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. When the building/TMASF Connects hosts a commute event in the building, do you typically attend?  Yes  No

## SFMTA

17. The SFMTA (San Francisco Municipal Transportation Agency) is a City agency which oversees Muni, bike and pedestrian programs, taxis, as well as parking and traffic in the City. In general, how **familiar** are you with the SFMTA and its responsibilities?

- Very Familiar                       Not Too Familiar                       Don't Know (do not read)
- Somewhat Familiar                       Not At All Familiar

**Please answer the following questions to help TMASF Connects better understand what issues are of importance to commuters. Thank you.**

18. Describe any other commute assistance services that influence your decisions about how to travel to work:

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19. What is your single largest commute problem (if any)?

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20. Have you used a carsharing service such as Zip Car or City Carshare?     Yes                       No

21. Are you interested in learning more about carsharing programs in SF?     Yes                       No

## **About You**

22. What is your job classification?

- Executive/Managerial                       Clerical                       Sales
- Professional/Technical                       Other (describe) \_\_\_\_\_

23. What is your age range?

- Under 18                       18-24                       25-34
- 35-44                       45-54                       55+