

2017 Employee and Resident Transportation Survey



City of Pleasanton
2017 Employee and Resident Transportation Survey

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Introduction

The City of Pleasanton regularly surveys residents and employees to determine their commute behavior and transportation needs. The purpose of the 2017 survey is to measure progress toward traffic reduction goals, to determine public awareness of the many commute programs and incentives available, and to learn which incentives would further encourage residents and employees to use commute alternatives.

Methodology

Using random digit dialing in the evenings and on weekends, Pleasanton residents were surveyed over the phone. A total of 200 residents completed a 10-minute survey. To participate in the survey, respondents had to work at least part-time outside the home.

The data from the phone portion of the research is considered statistically valid; the data is comparable to data from the phone surveys conducted in 2006, 2009 and 2013. The sample is representative, meaning that we can extrapolate from these results to the working population of Pleasanton as a whole.

Employees at eight of the largest employers in Pleasanton participated in the survey. Employees had the option of taking the survey on paper or online; most took it online. Among the 1,207 who completed the survey, only 14 took the paper survey. The overall response rate is 17% among 7,059 employees, slightly lower than previous surveys. To improve the response rate, employees who completed the survey could choose to be entered in a raffle for prizes such as transit tickets and gas cards. One employer conducted its own survey; these results are summarized. A list of participating employers is included in the Appendix.

The questionnaires for the two populations are slightly different. The telephone survey among residents was administered during May 2017 and the paper/online survey was administered during June and July 2017.

Among the employee respondents, 14% also lived in Pleasanton, fewer than in previous years. As fewer employees work locally, it affects transportation planning and allocation of resources.

Data in this report is presented in charts and tables. Percentages may not total 100% due to rounding. “Residents” refers to those who completed telephone surveys. “Employees” refers to those who completed paper or online questionnaires. Both resident and employee questionnaires are included at the end of this report.



Summary of Results

- After several years of trending down, the drive-alone rate increased for both residents and employees. Fewer commuters are using transit and carpooling.
- The average commute among residents is 20 miles and takes 39 minutes, a six-minute increase from 2013. Employees travel an average of 23 miles and their commutes take 40 minutes.
- Since 2009, employees and residents have shifted work schedules so that more people work full-time.

- As in past years, most employees and residents travel to and from work during a two-hour period in the morning and evening.
- Solo drivers are most likely to consider telecommuting and carpooling as commute alternatives.
- The most popular ridesharing incentives are financial incentives, a guaranteed ride home, and help finding a carpool/vanpool partner.
- Awareness of Transportation Demand Management (TDM) programs varies; most know about 511 but fewer know about the Pleasanton-specific programs such as Commendable Commutes.

Employment

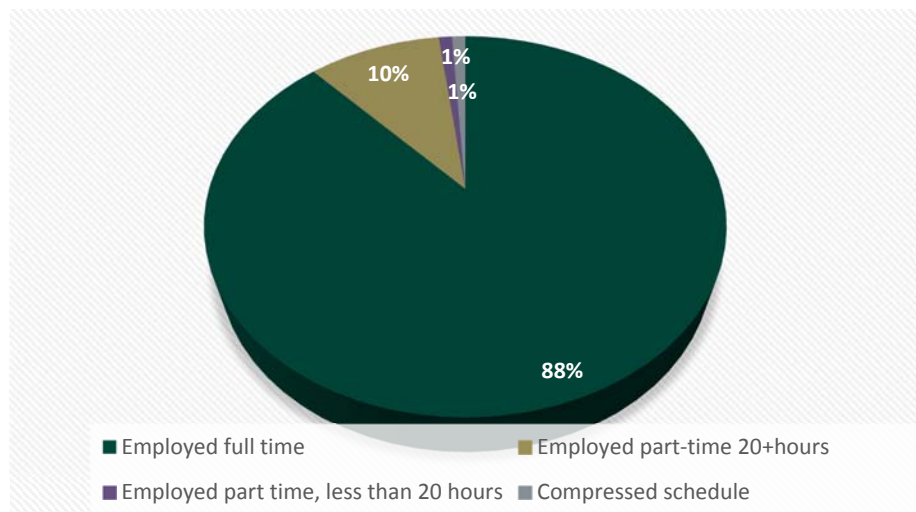
Employment Status

Respondents had to be employed to qualify for the survey. Among residents, 89% work full-time, 11% work part-time, and 1% work a compressed schedule. (Chart 1).

These results are quite different from 2009, when only 78% of residents worked full-time.

Most employees (92%) work full-time, 3% work a compressed schedule, such as 4 10-hour days per week. Five percent work part-time. Since 2013, the proportion of employees with full-time jobs has increased; fewer employees are working part-time.

Chart 1 - Employment Status



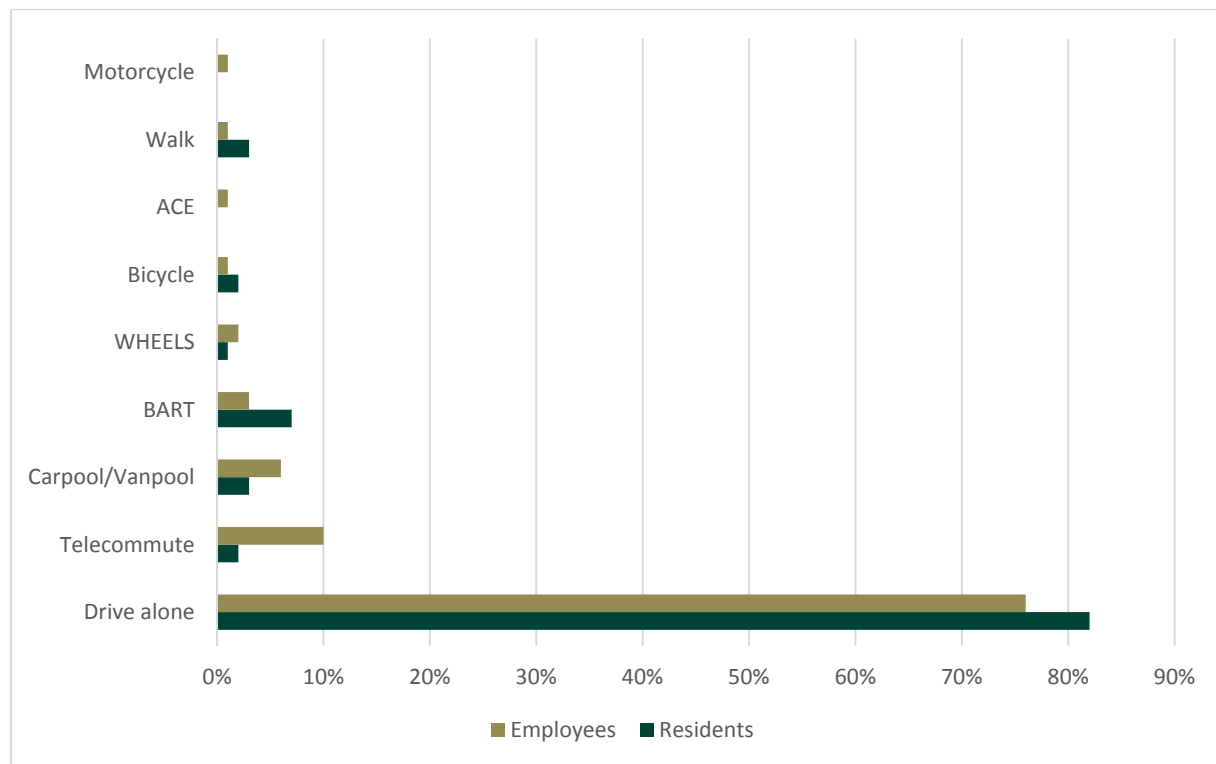
Commute Behavior

Commute Mode

Most Pleasanton residents (83%) drive alone to work. (Note that drive alone includes motorcycles.) Seven percent take BART and 3% carpool or vanpool. Five percent of residents walk or bicycle to work (Chart 2). Compared to 2013, slightly more residents are driving alone; the proportion is back to 2009 levels. This coincides with fewer residents riding BART.

The incidence of solo driving among employees is 77% in 2013, a return to the levels of 2006 and 2009. Compared to residents, employees are more likely to carpool and telecommute.

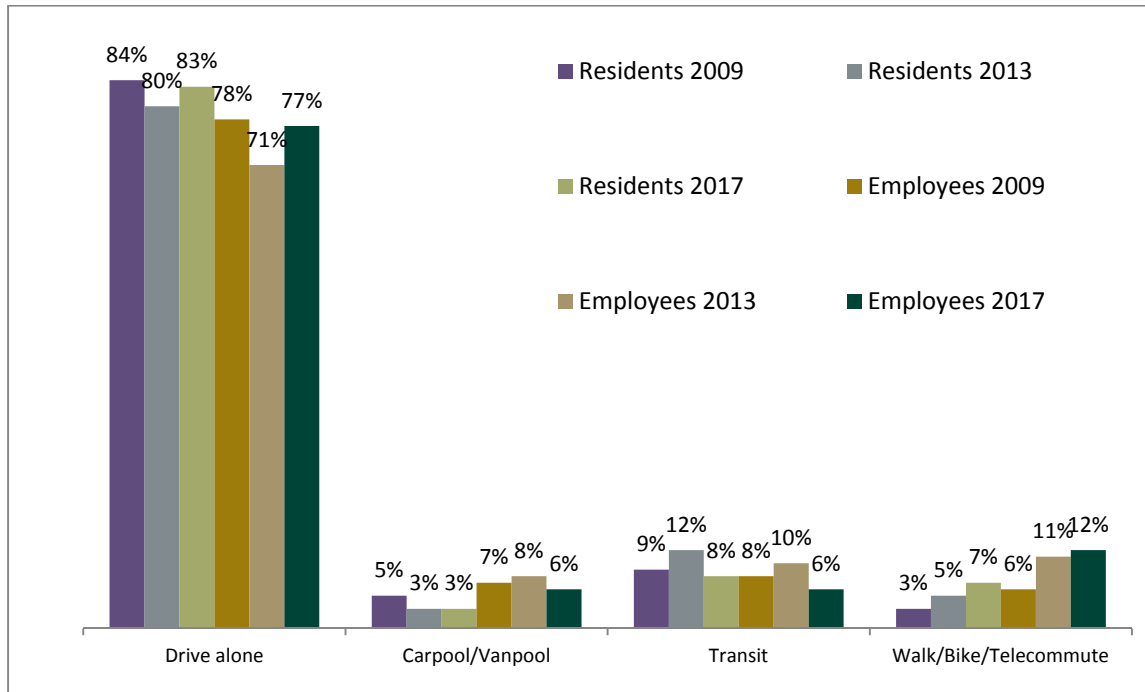
Chart 2 – Commute Modes



To participate in the survey, residents are screened to be sure that they work outside the home. This reduces the proportion of telecommuters, but allows us to maintain comparability with previous surveys. In addition, the city doesn't have much influence over telecommuting, except among its own employees. Results of this survey are used to develop and measure use of other commute alternatives.

For both groups, the use of "other" modes including walking, biking and telecommuting is at an all-time high. Residents and employees are less likely to use transit than they were in previous years. (Chart 3)

Chart 3- Clustered Commute Modes



Neither residents nor employees vary their commute modes much from day to day. Tables 1 and 2 on the following page show daily commute modes among residents and employees.

Table 1 – Daily Commute Modes among Residents

Mode	Average	Mon	Tues	Wed	Thurs	Fri
Drive alone	82%	83%	83%	83%	82%	80%
BART	7%	7%	7%	7%	8%	7%
Carpool/Vanpool	3%	3%	3%	3%	3%	3%
Walk	3%	3%	3%	3%	3%	3%
ACE	<1%	<1%	<1%	<1%	<1%	<1%
WHEELS	1%	2%	1%	2%	1%	1%
Bicycle	2%	2%	2%	2%	2%	3%
Motorcycle	<1%	<1%	<1%	<1%	<1%	<1%
Telecommute	2%	1%	2%	2%	3%	3%
Total	100%	100%	100%	100%	100%	100%

Table 2 – Daily Commute Modes among Employees

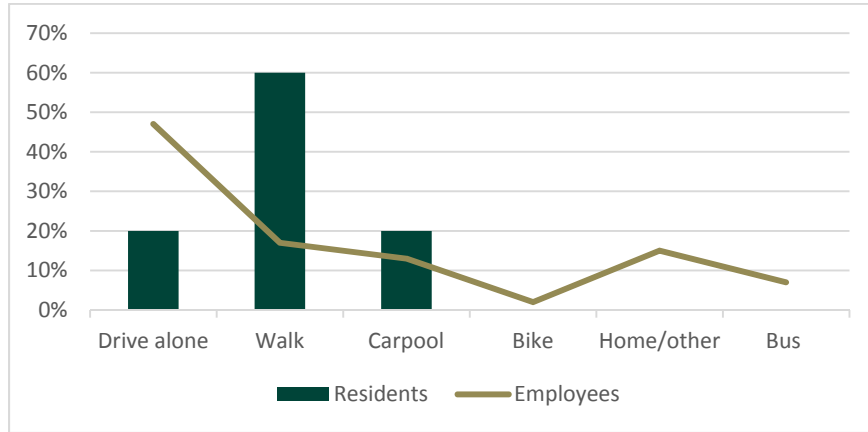
Mode	Average	Mon	Tues	Wed	Thurs	Fri
Drive alone	76%	74%	79%	79%	79%	67%
Telecommute	10%	11%	6%	6%	6%	20%
Carpool/Vanpool	6%	6%	6%	6%	6%	5%
BART	3%	3%	3%	3%	3%	3%
WHEELS	2%	1%	2%	2%	2%	2%
Bicycle	1%	1%	1%	1%	1%	1%
ACE	1%	1%	1%	1%	1%	1%
Walk	1%	1%	1%	1%	1%	1%
Motorcycle	1%	<1%	1%	1%	1%	1%
Total	100%	100%	100%	100%	100%	100%

Transit/HOV Access Mode

Twelve percent of residents use transit or carpool/vanpool to work. The most common way to get to the transit station or pick-up spot is to walk (60%), followed by driving alone or carpooling (20% each). The trip to a transit station or stop can be a significant source of emissions, so is important to factor into trip reduction calculations. Chart 4 shows how people get to transit stops or carpool/vanpool pick-up points.

Among employees who carpool or use transit, the most common way to get to the transit stop or pick-up point is still driving alone (47%).

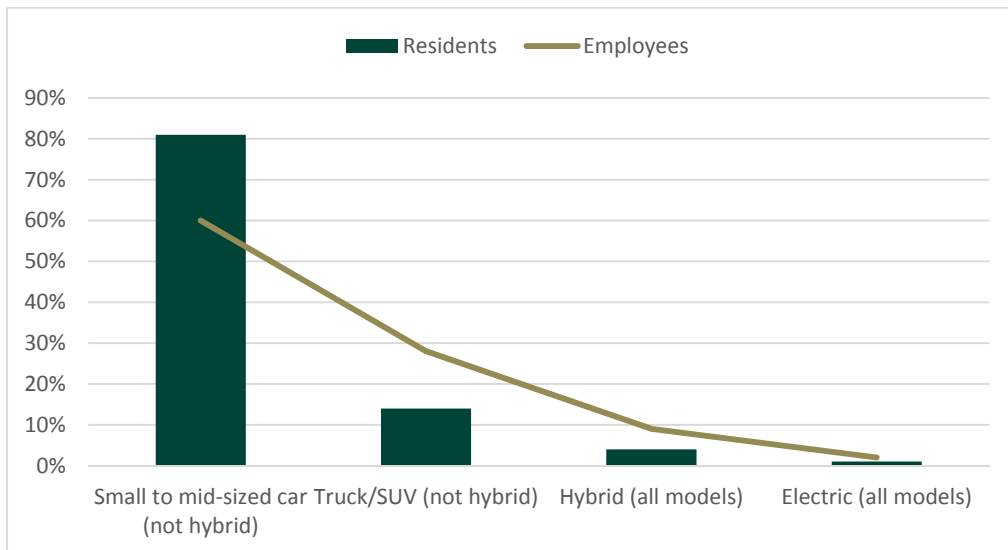
Chart 4 – Trip to Transit Stop or Carpool/Vanpool Pick-up Point



Vehicles and Size of Carpool/Vanpool

Among all resident drivers, including those who are in carpools and vanpools, the most common vehicle type is a small to mid-sized car (81%). Chart 5 shows the common types of vehicles. Employees are similar. Two-thirds drive small to mid-sized cars (60%).

Chart 5 – Types of Vehicles



Most residents who carpool are in 2-person carpools. The carpool/vanpool picture is similar for employees. Three out of five (59%) are in 2-person carpools. Eight percent are in 3-person carpools, and 9% are in carpools or vanpools that have 4 or more people. The average carpool size is 2.1 people.

Commute Patterns

Arrival and Departure Times

As in past years, three-quarters of residents start work between 7 a.m. and 10 a.m., with the greatest proportion (33%) starting work between 8 a.m. and 9a.m. Since 2013, the proportion that start between 6:00 a.m. and 6:59 a.m. increased. Two-thirds (61%) leave work between 4 p.m. and 7p.m.

Three-quarters of Pleasanton employees (72%) start work in the two-hour period between 7 a.m. and 9 a.m. Most (67%) leave work in the two hours from 4:00 p.m. to 6:00 p.m. Tables 3 and 4 show work arrival and departure times.

Table 3 - Work Arrival Times

Arrival Time	Residents	Employees
Before 6:00 a.m.	4%	2%
6:00 a.m. to 6:59 a.m.	16%	8%
7:00 a.m. to 7:59 a.m.	21%	27%
8:00 a.m. to 8:59 a.m.	33%	43%
9:00 a.m. to 10:00 a.m.	21%	16%
10:01 a.m. or later	6%	4%
Total	100%	100%

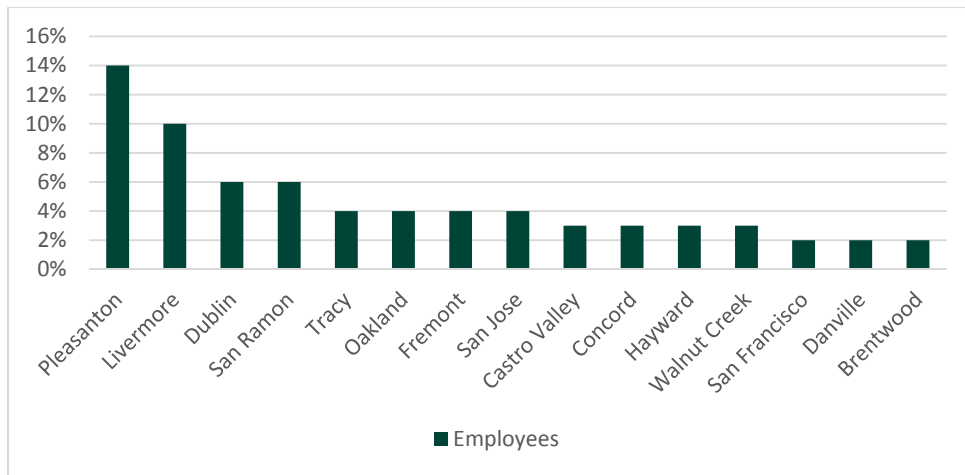
Table 4 - Work Departure Times

Departure Time	Residents	Employees
Before 3:00 p.m.	4%	4%
3:00 p.m. to 3:59 p.m.	13%	11%
4:00 p.m. to 4:59 p.m.	17%	27%
5:00 p.m. to 5:59 p.m.	30%	40%
6:00 p.m. to 6:59 p.m.	19%	15%
7:00 p.m. or later	18%	4%
Total	100%	100%

Home Location

Employees are most likely to live in Pleasanton (14%), Livermore (10%), Dublin (6%) or San Ramon (6%). Home locations are similar to previous years. Top home locations, representing 69% of the respondents, are shown in Chart 6.

Chart 6 – Home Locations among Employees



Commute Distance

Employed residents travel an average of 20 miles to their worksites, with 17% traveling 5 miles or less. This is the same average as in 2009 and 2013.

People traveling to Pleasanton to work have an average commute distance of 23 miles, slightly higher than in past years. One-third of respondents travel less than 10 miles to work. Table 5 shows the commute distance among residents and employees.

Table 5 - Commute Distance

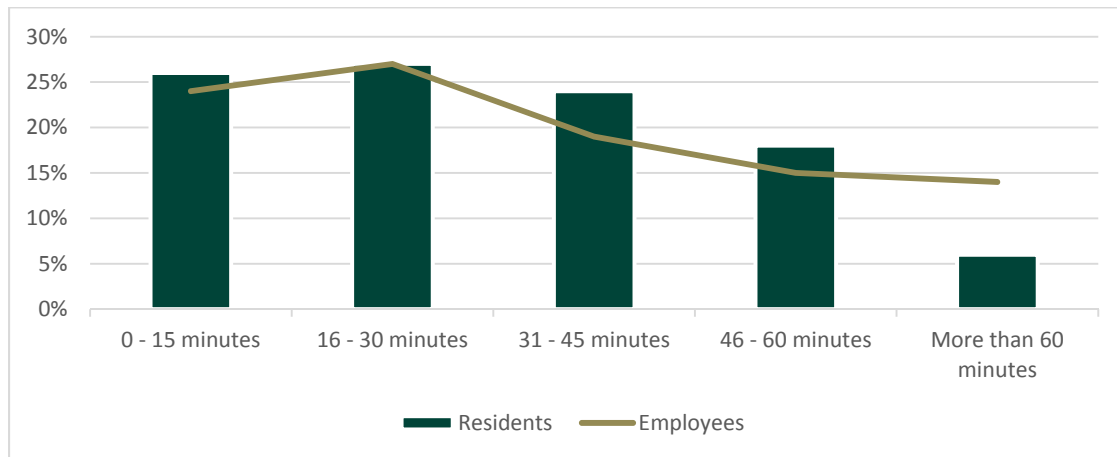
Commute Distance	Residents	Employees
0 - 5 miles	17%	19%
6 - 10 miles	23%	15%
11 -20 miles	20%	18%
21 - 40 miles	36%	36%
More than 40 miles	5%	12%
Total	100%	100%

Commute Time

Residents report that their 20 mile commutes take an average of 39 minutes. This is an increase from 33 minutes in 2013.

Employees, traveling an average of 23 miles, say their commutes take an average of 40 minutes, a four-minute increase over 2013. Chart 7 shows the commute time among residents and employees.

Chart 7 - Commute Time

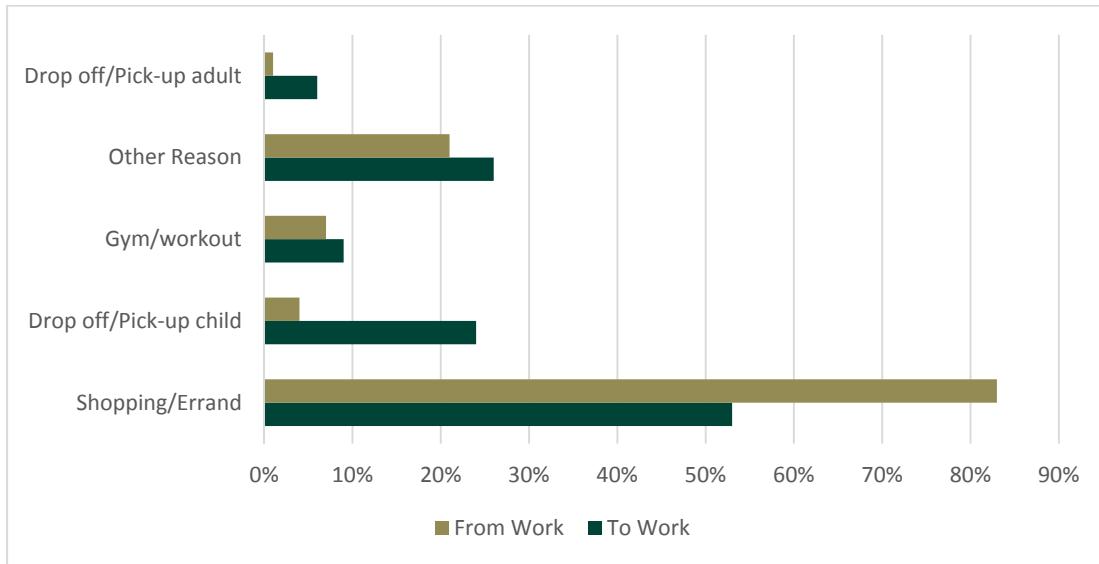


Stops en Route To and From Work

In 2013, fewer residents stop on their way to and from work. Only 17% stop on their way to work, down from previous years. Thirty-eight percent stop on their way home, the same as in 2013. Fewer stops make carpooling and vanpooling easier.

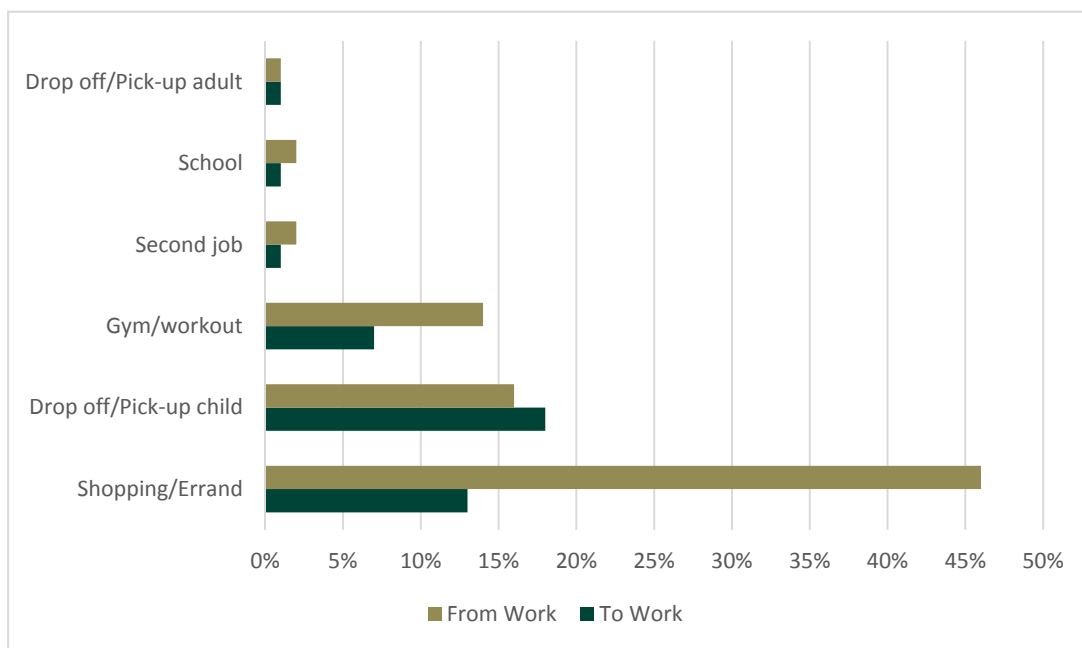
The most common reason for stopping is to shop or run an errand, but a significant percentage drop off and pick up children. “Other” includes stopping for coffee or gas. Chart 8 on the following page shows the reasons that people stop on the way to and from work.

Chart 8 – Stops on Way To and From Work -Residents



Employees were much more likely than residents to make stops on their way to and from work (Chart 9.) Over one-third (39%) make stops on their way to work, and 82% stop on their way home. Top reasons include shopping or errands and dropping off/picking up a child.

Chart 9 – Stops on Way To and From Work -Employees



Alternative Commute Modes

Use of Alternative Commute Modes

Respondents who drive alone to work three or more days per week were asked which commute alternatives they'd consider using at least one day per week. Residents mentioned an average of 1.1 alternative modes. The most popular alternative was carpooling, followed by telecommuting.

The most popular commute alternative among people who work in Pleasanton is telecommuting (47%), followed by carpooling/vanpooling (35%), BART (18%) and bicycling (15%). Employees would consider an average of 1.4 alternatives. Table 6 shows the alternative commute modes that residents and employees would consider.

Table 6 - Alternative Commute Mode Considered

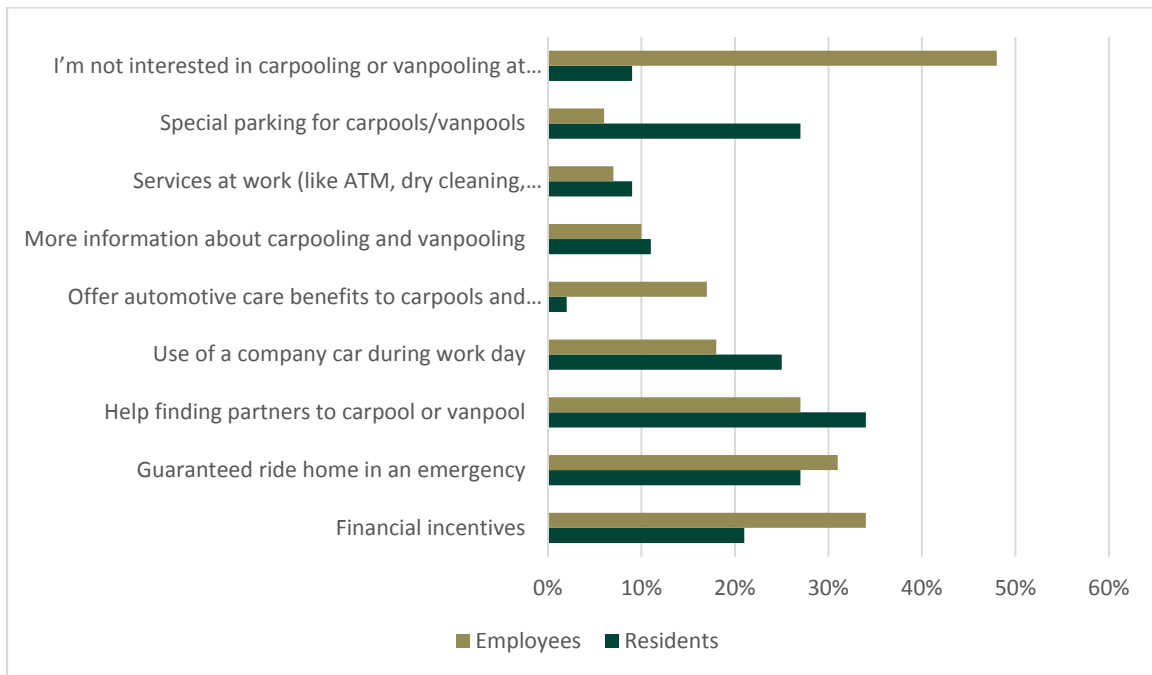
Potential Mode	Residents	Employees
Telecommute	26%	47%
Carpool/vanpool	34%	35%
BART	22%	18%
Bicycle	11%	15%
WHEELS/bus	11%	11%
ACE rail	2%	5%
Walk	2%	4%

Encouraging Alternative Commute Modes

Solo drivers were asked which programs and services would encourage them to use a variety of commute modes. Chart 10 on the following page shows that people who said they might carpool or vanpool were most enthusiastic about help finding a partner (34%), followed by a Guaranteed Ride Home service (27%) and special parking (27%). One-tenth of residents who said they might carpool or vanpool (9%) said they weren't interested in doing it at this time.

Employees are most interested in financial incentives (34%), followed by a Guaranteed Ride Home service (31%) and help finding a partner (27%). Nearly half of employees who said they'd be interested in carpooling or vanpooling (48%) don't want to do it right now.

Chart 10 - Incentives to Carpool/Vanpool



Among the residents who were willing to use transit, the best incentive would be more reliable service (30%). Table 7 on the following page shows that people were also enthusiastic about service that matches their route and schedule (27%) and more information about schedules and routes (21%). As with carpooling and vanpooling, one-quarter of those who said they could use transit (27%) aren't ready now.

Employees are also most interested in transit service that matches their route and schedule (68%) followed by help paying for transit passes (39%). Guaranteed Ride Home service interests 38%. Seventeen percent of those who said they'd use transit don't want to use it now.

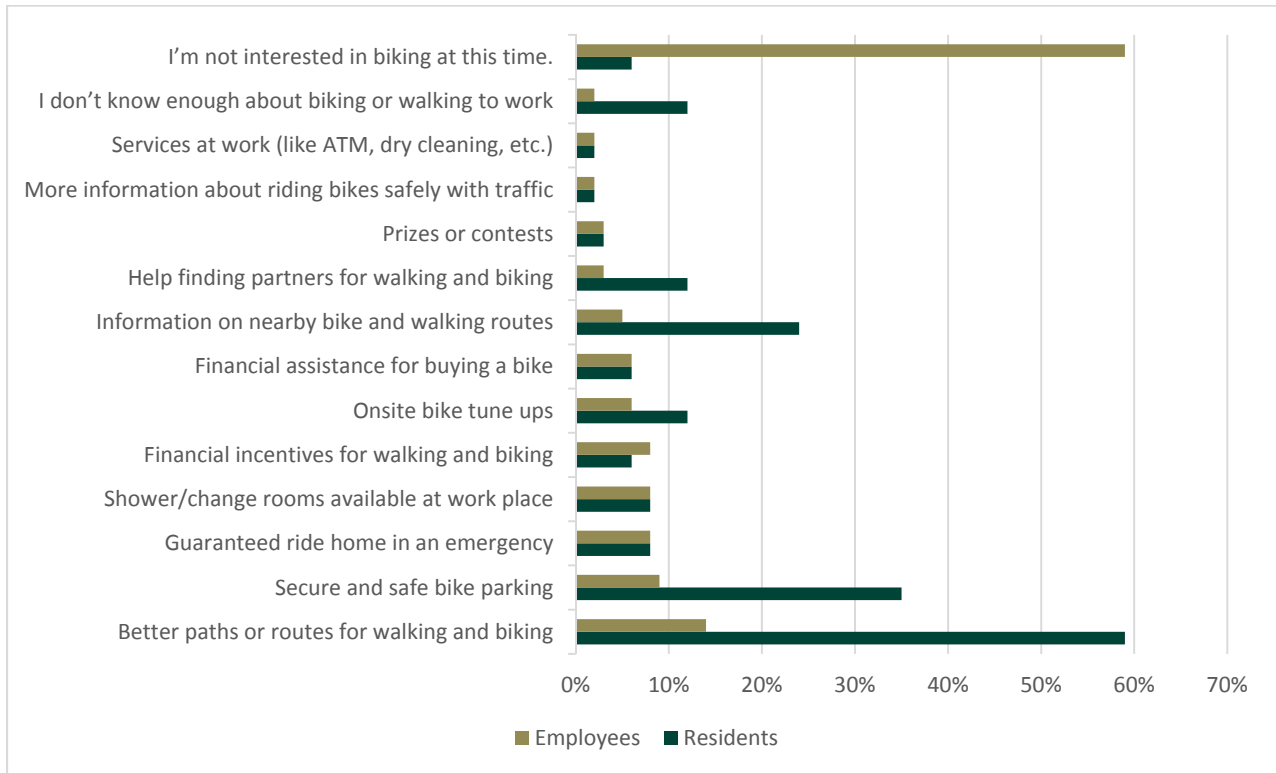
Table 7 - Incentives to Use Public Transit

Incentive to Use Transit	Residents	Employees
Service that matched my route and schedule	27%	68%
Help paying for transit passes	14%	39%
Guaranteed ride home in an emergency	5%	38%
More reliable service	30%	35%
A special bus, shuttle, or van connecting the transit stop with work	5%	32%
Transit passes sold at work	5%	17%
Feel more safe waiting for or riding transit	14%	17%
Use of company car during work day	2%	15%
More information about schedules and routes	21%	8%
Prizes or contests	2%	6%
I'm not interested in using public transit at this time	27%	17%

Among the residents who were willing to bike and walk to work, the most commonly cited incentive was better paths or routes for biking and walking (59%). Chart 11 on the following page shows that people also wanted more information (24%). Six percent who could walk or bike to work aren't ready now.

Compared to residents, employees are less interested in most incentives to walk or bike to work. The top incentive would be better paths or routes for biking or walking (14%). Fifty-nine percent of those who could walk or bike to work don't want to start doing it now.

Chart 11 - Incentives to Bike or Walk to Work



Those who bike or are considering biking were asked if there were adequate facilities to park and lock your bike at their employer. Table 8 shows that residents are twice as likely to say that their employer has adequate bike facilities.

Table 8 – Adequate Bike Facilities

Adequate Bike Facilities	Residents	Employees
Yes	80%	41%
No	19%	17%
Don't know	1%	42%

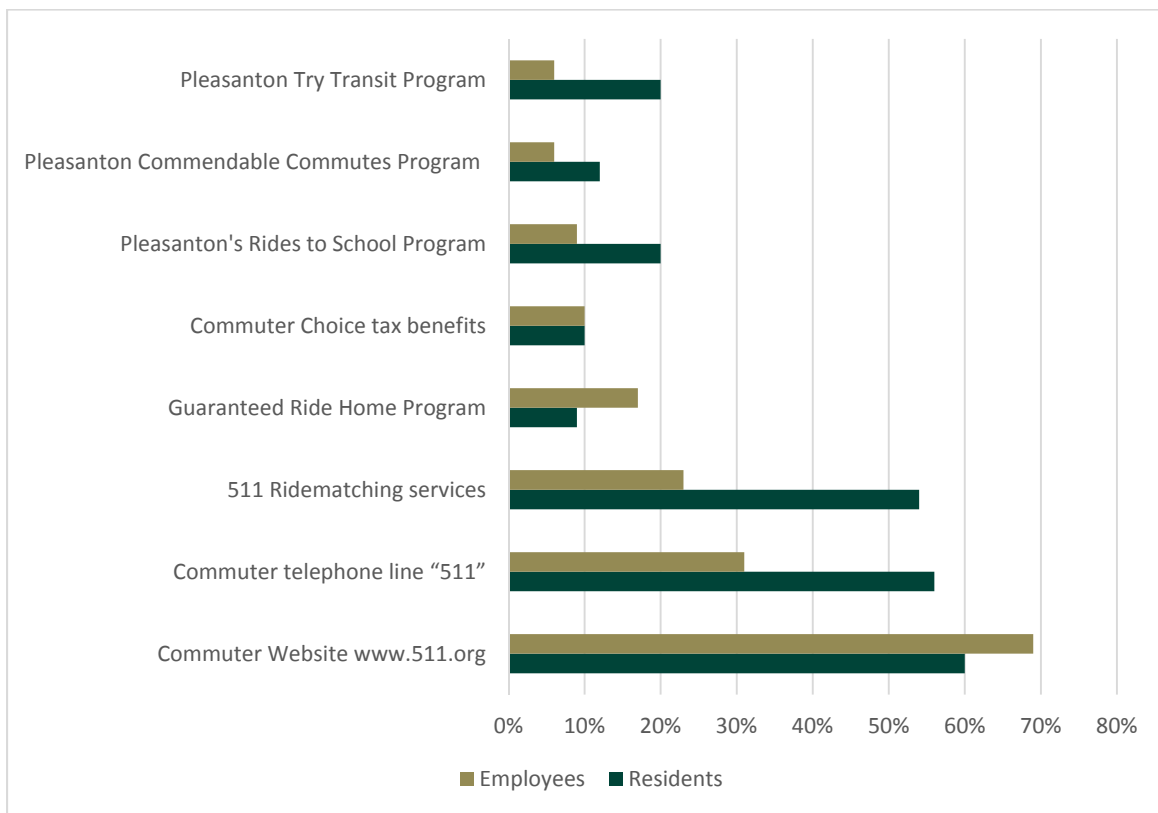
Employees were asked if there were anything else that would encourage them to rideshare. Many wished that transit was more accessible, or that their employer encouraged telecommuting. Complete responses are included in the Appendix.

Awareness of TDM Programs

The “511” commuter transportation phone number and website are relatively well known among residents, with 56% aware of the phone number, 60% aware of the website, and 54% aware of the 511 Ridematching services. One-fifth of residents know about the Rides to School program. Only 9% are aware of the Guaranteed Ride Home program (Chart 12).

Compared to residents, employees are less aware of most TDM programs. Two-thirds know about 511. Relatively few employees know about the Pleasanton-specific programs like Rides to School and Commendable Commutes.

Chart 12 – Awareness of TDM Programs



Carpooling Apps

Residents were more likely to have used carpooling apps. Table 9 shows that UberPool and LyftLine are most popular among residents and employees.

Table 9 – Carpooling Apps Used

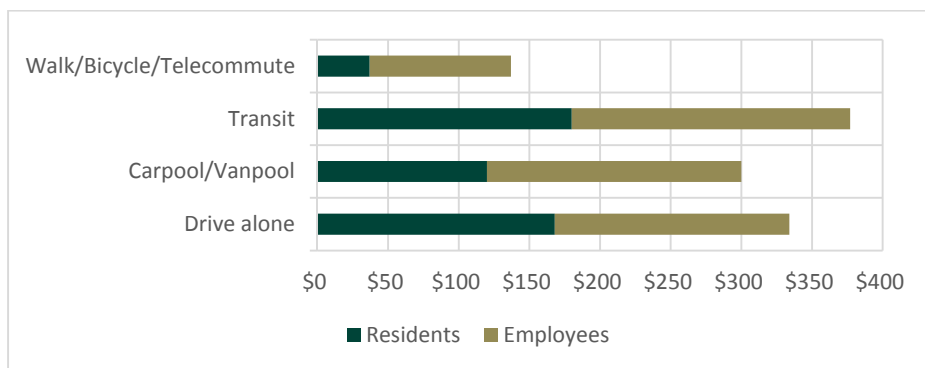
Factor	Residents	Employees
Uber Pool	75%	57%
Lyft Line	23%	28%
Scoop	14%	15%
Carzac	5%	<1%
Duet	2%	-

Costs of Commuting

Residents and employees were asked how much they budget for their monthly commute. Chart 13 shows that for residents, solo drivers spend more than carpoolers and vanpoolers. Often, carpoolers and vanpoolers are motivated to rideshare because they have longer than average commutes. This table also shows us that transit riders say they spend the most. However, this may just be because their costs are visible, in the form of a transit fare.

Among employees, every mode has a similar cost except those who walk and bike to work. The money this group spends is probably for expenses on days when they can't bike, walk or telecommute.

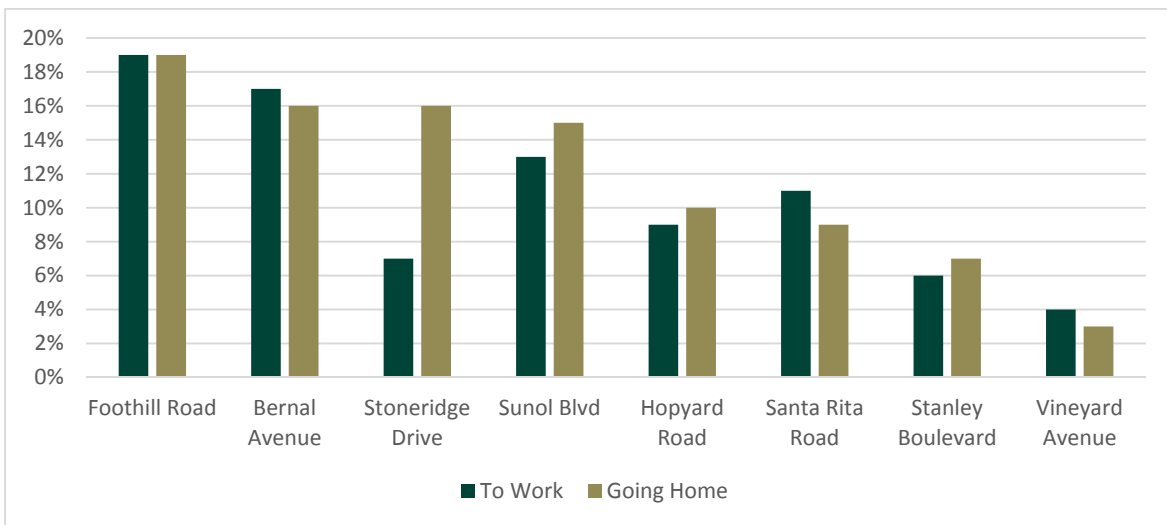
Chart 13 – Average Monthly Costs of Commuting



Specific Congestion Areas

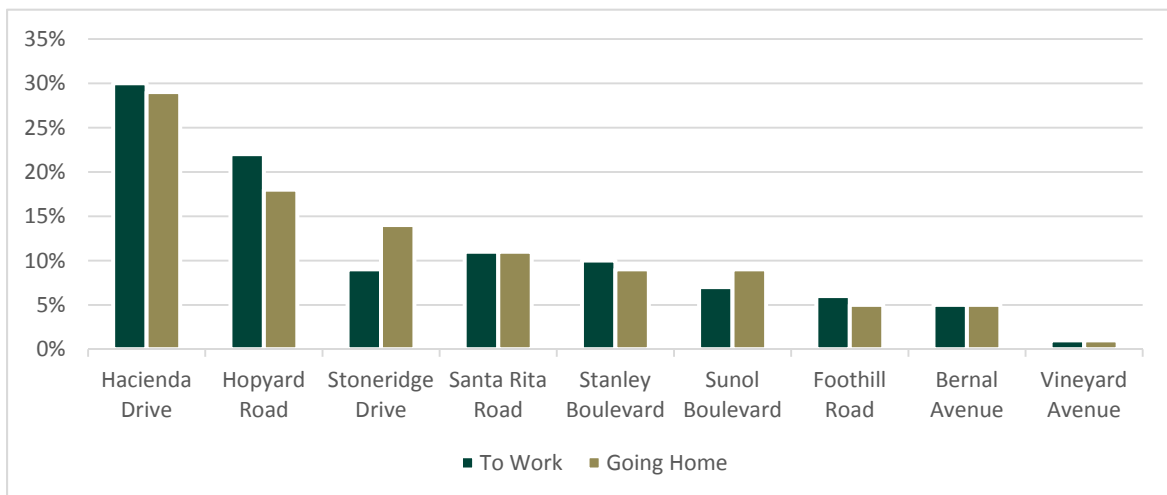
Residents who work outside of Pleasanton, and employees who live outside Pleasanton were asked which streets they use to travel from Pleasanton. Foothill Road is the most commonly used freeway entrance and exit. Chart 14 shows the primary streets used to access the freeway.

Chart 14 – Primary Street among Residents Who Work Elsewhere



As in past years, traffic patterns are much different for employees. Hacienda Drive and Hopyard Road are most commonly used, while Foothill is hardly used at all (Chart 15).

Chart 15 – Primary Street among Employees Who Live Elsewhere



Hacienda Drive and Hopyard Road are the most commonly used freeway interchanges for employees, while Bernal is most used by residents. (Table 10).

Table 10 – Primary Interchange among Employees Who Live Elsewhere

Primary Interchange	Residents	Employees
580 at Hacienda Dr	2%	26%
580 at Hopyard Rd	5%	16%
680 at Sunol Blvd	17%	8%
580 at Santa Rita Rd	6%	8%
680 at Stoneridge Dr	10%	7%
580 at Foothill Rd	15%	6%
680 at Bernal Ave	17%	3%
None of the above/Don't use	32%	26%

Conclusions and Recommendations

After a downturn in solo driving extending from 2006 to 2013, more commuters are driving alone. Seventy-seven percent of Pleasanton employees drive alone compared to 83% of employed residents.

Most of the change is due to incremental decreases in ridesharing alternatives. Telecommuting actually increased slightly, but not enough to offset downturns in transit use and carpooling.

Commuters are often not aware of the incentives that they say would encourage them to stop driving alone. For example, a guaranteed ride home is one of the most popular incentives, but fewer than one in five commuters knows that they have this guarantee.

Appendix

Participating Employers

Company	Employees
Albertson's/Safeway	999
City of Pleasanton	462
Ellie Mae	675
Farmers Insurance	127
Kaiser Permanente	3900
Patelco	321
Thermo Fisher	575
Total	7,059

Workday

Workday conducted an independent transportation survey just before the city's survey. Rather than re-survey their employees, they shared their results. Employee commute modes are comparable to other large employers, with a similar rate of solo driving. Telecommuting is an important part of the city's transportation solution, but few Workday employees mentioned this option. Average commute distance is slightly longer than other large employers in Pleasanton. Workday is actively trying to improve their employees' transportation options, and is a good partner with the City of Pleasanton.

Employee Survey

Please complete this survey and return it to your supervisor by **Friday, June 16, 2017**

1. What is your home ZIP code? _____
2. What is the one-way distance from your home to the place you work? _____ Miles
3. How long does it take you to get to work on a typical day? _____ Minutes
4. What time do you usually start work?

<input type="checkbox"/> Before 6:00 am	<input type="checkbox"/> 7:00-7:59 am	<input type="checkbox"/> 9:00-9:59 am
<input type="checkbox"/> 6:00-6:59 am	<input type="checkbox"/> 8:00-8:59 am	<input type="checkbox"/> 10:00 am or later
5. What time do you usually leave work?

<input type="checkbox"/> Before 3:00 pm	<input type="checkbox"/> 4:00-4:59 pm	<input type="checkbox"/> 6:00-6:59 pm
<input type="checkbox"/> 3:00-3:59 pm	<input type="checkbox"/> 5:00-5:59 pm	<input type="checkbox"/> 7:00 pm or later
6. What is your usual work schedule?
 - Full-Time: 40 or More Hours
 - Compressed Work Week (4/40, 9/80)
 - Part-Time: 20 or More Hours
 - Part-Time: Less Than 20 Hours

7. How do you usually travel to work each day of the week?

From the list below, indicate the appropriate number *on the line* for each day of the week. If you use more than one method of transportation, choose the one that accounts for the longest distance of your trip.

- | | | |
|----------------|--------------|-----------------|
| 1. Drive alone | 5. WHEELS | 9. Walk |
| 2. Carpool | 6. ACE | 10. Motorcycle |
| 3. Vanpool | 7. Other Bus | 11. Telecommute |
| 4. BART | 8. Bicycle | 12. Other |

Monday _____ Tuesday _____ Wednesday _____ Thursday _____ Friday _____

8. Are there adequate facilities to park and lock your bike at your employer?

- Yes No Don't know

9-10. Do you stop for other purposes on the way to or from work? Please check all that apply

On Way TO Work

- _____ Drop off child
- _____ Drop off adult
- _____ Shop/errand
- _____ Gym/workout
- _____ School
- _____ Second job
- _____ Other

On Way HOME

- _____ Pick up child
- _____ Pick up adult
- _____ Shop/errand
- _____ Gym/workout
- _____ School
- _____ Second job
- _____ Other

If you are in a Carpool, Vanpool or use Public Transit, continue to Question 11. Otherwise, go to Question 13.

11. If you commute to work in a carpool or vanpool, how many people are in the vehicle (including yourself)? _____

12. How do you get to the transit station or pick-up point?

- | | |
|--|--|
| <input type="checkbox"/> Drive Alone | <input type="checkbox"/> Take a Shuttle |
| <input type="checkbox"/> Carpool (2-6 people) | <input type="checkbox"/> Ride a Motorcycle |
| <input type="checkbox"/> Vanpool (7-15 people) | <input type="checkbox"/> Bike |
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Walk |

13. If you currently drive to work, what kind of vehicle do you drive?

- | | |
|--|--|
| <input type="checkbox"/> 1 Small to mid-sized car (not hybrid) | <input type="checkbox"/> 3 Hybrid (all models) |
| <input type="checkbox"/> 2 Truck/SUV (not hybrid) | <input type="checkbox"/> 4 Electric (all models) |

If you currently drive ALONE to work, continue to Question 14. Otherwise, skip to Question 18.

14. Which of the following travel modes would you be willing to try? Select up to 3.

- | | |
|------------------------------------|--|
| <input type="checkbox"/> 1 Carpool | <input type="checkbox"/> 5 ACE |
| <input type="checkbox"/> 2 Vanpool | <input type="checkbox"/> 6 Bike |
| <input type="checkbox"/> 3 Bus | <input type="checkbox"/> 7 Walk |
| <input type="checkbox"/> 4 BART | <input type="checkbox"/> 8 Work at home for a regular work day |

15. Which of the following would encourage you to carpool or vanpool? Select up to 3.

- 1 Help finding partners to carpool or vanpool
- 2 Guaranteed ride home in an emergency
- 3 Use of a company car during work day
- 4 Services at work (like ATM, dry cleaning, convenience store)
- 5 Financial incentives
- 6 Special parking for carpools/vanpools
- 7 More information about carpooling and vanpooling
- 8 Offer automotive care benefits to carpools and vanpools (car wash, oil change, etc.)
- 9 I'm not interested in carpooling or vanpooling at this time.

16. Which of the following would encourage you to use public transit? Select up to 3.

- 1 More reliable service
- 2 Service that matched my route and schedule
- 3 Help paying for transit passes
- 4 Feel more safe waiting for or riding transit
- 5 A special bus, shuttle, or van connecting the transit stop with work
- 6 Guaranteed ride home in an emergency
- 7 Use of company car during work day
- 8 More information about schedules and routes
- 9 Prizes or contests
- 10 Transit passes sold at work
- 11 I'm not interested in using public transit at this time.

17. Which of the following would encourage you to bike or walk? Select up to 3.

- 1 Better paths or routes for walking and biking
- 2 Help finding partners for walking and biking
- 3 Information on nearby bike and walking routes
- 4 Onsite bike tune ups
- 5 More information about riding bikes safely with traffic
- 6 Secure and safe bike parking
- 7 Guaranteed ride home in an emergency
- 8 Shower/change rooms available at work place
- 9 Services at work (like ATM, dry cleaning, convenience store)
- 10 Financial assistance for buying a bike
- 11 Prizes or contests

- 12 I don't know enough about biking or walking to work
- 13 Financial incentives for walking and biking
- 14 I'm not interested in biking at this time.

18. Is there anything else that would encourage you to use a commute alternative at least one day per week? _____

19. Which of the following programs are you aware of? Check all that apply.

- 1 Pleasanton Commendable Commutes Program
- 2 Pleasanton Try Transit Program
- 3 Pleasanton's Rides to School Program
- 4 Commuter Website www.511.org
- 5 Guaranteed Ride Home Program
- 6 Commuter Choice tax benefits
- 7 511 Ridematching services
- 8 Commuter telephone line "511"

20. Which of the following carpooling apps have you used?

- 1 Duet
- 2 Carzac
- 3 Scoop
- 4 Lyft Line
- 5 UberPool

21-22. What primary Pleasanton street do you use on your way to and from work?

	To Work	Going Home
1. Bernal Avenue		
2. Foothill Road		
3. Hacienda Drive		
4. Hopyard Road		
5. Santa Rita Road		
6. Stanley Boulevard		
7. Stoneridge Drive		
8. Sunol Boulevard		
9. Vineyard Avenue		

23. Which of the following freeway interchanges do you use most often on your way to work?

- 680 at Sunol Blvd
- 680 at Bernal Ave
- 680 at Stoneridge Dr
- 580 at Foothill Rd
- 580 at Hopyard Rd
- 580 at Hacienda Dr
- 580 at Santa Rita Rd
- None of the above/Don't use freeway interchange

24. How much do you budget for your *monthly* commute? \$ _____

END OF SURVEY. THANK YOU FOR YOUR PARTICIPATION.

<i>(Optional) To be entered in a random drawing to win one of many prizes, provide your contact information below:</i>		
NAME	PHONE NO.	EMAIL