City and County of San Francisco

Commuter Survey Report

Published September 2021

SF Environment

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A Department of the City and County of San Francisco

Executive Summary

The transportation sector accounts for 45%[1] of greenhouse gas emissions (GHG) in San Francisco, and the travel habits of approximately 37,000 City and County of San Francisco (CCSF) employees commuting to, from, and while at work have a significant impact on emissions and air quality.

CCSF is committed to policies that promote the use of sustainable transportation and, along with other initiatives, contribute to the goal of reducing GHG emissions 80% below 1990 levels by 2030. Achieving such reductions requires an increase in the usage of sustainable modes of transportation and a correspondent reduction in drive-alone rates.

This report assesses CCSF employee transportation behaviors in 2019 and, when possible, offers comparisons to data collected in 2015, 2012, and 2010. Notable findings include:

- Since 2010, "commuting by driving alone" rates among City employees have dropped one--third, from 51% percent to 34%.
- Fifty-seven percent of employees reported that they use public transportation, but only 41% reported being enrolled in the Pre-tax Commuter Benefits Program.
- Fifty-three percent of respondents reported that they drive for work-related purposes, out of which over half reported driving personal vehicles.
- The Fire Department, Police Department, Sheriff Department, Airport Commission, and Recreation and Parks Department are the departments with the highest commute-related emissions. These are all departments with front-line employees that work at multiple on-site locations widely dispersed throughout the city.

In addition to providing context for CCSF employee commute behaviors and their motivators, this report is aimed at providing a more thorough understanding of how commuter benefits programs influence and support San Francisco in reaching its goal of 80% sustainable trips by 2030. It also provides recommendations for future approaches to shifting behaviors to sustainable commute modes.

CCSF is committed to policies that promote the use of sustainable transportation and, along with other initiatives, contribute to the goal of reducing GHG emissions 80% below 1990 levels by 2030.

[1] San Francisco Department of the Environment. 2018 Sector-Based Greenhouse Gas Emissions Inventory At A Glance

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Section 1: Introduction

To meet the City's goal of reducing GHG emissions to 80% below 1990 levels by 2030, the Department of the Environment (SF Environment) administers a variety of programs to drive adoption of sustainable modes among CCSF employees. The **CCSF Commuter Survey**, historically fielded every three years to CCSF employees, is a key component of this effort. By understanding how CCSF employees travel and what inspires these choices, CCSF is more likely to offer the programs necessary to reach established transportation goals.

It is important to note that this report reflects pre-pandemic travel behavior. SF Environment acknowledges and anticipates a vastly altered commuting landscape in San Francisco in the aftermath of COVID-19, and in response, will field a follow-up to the 2019 Commuter Survey once CCSF employees return to work.

1.1 City Policy

San Francisco has a long history of encouraging the use of public transit and taking action for the climate. In 1973, the San Francisco Board of Supervisors enacted the Transit First Policy, which declared that public transit vehicles be given priority over other vehicles on San Francisco streets. Additionally, in 2004 San Francisco became one of the first cities in the United States to take political action against climate change by setting goals to reduce GHG emissions from community and municipal sources.

According to the SF Climate Dashboard[2], 14% of municipal GHG emissions are derived from non-revenue municipal fleet vehicles. San Francisco's current emissions reduction goal is a 61% reduction in sector-based emissions below 1990 levels by 2030 and net-zero emissions by 2040.

Initiatives that explicitly codify the use of sustainable modes of transportation in San Francisco, as stated in the City & County of San Francisco Environment Code, are:

1. Transit First Policy: Declares transit vehicles be given priority over other vehicles on San Francisco streets.

2. Healthy Air and Clean Transportation Ordinance (HACTO): States that all City departments that require transportation to fulfill official duties must maximize the use of public transit, travel by bicycle or foot, and minimize the use of single-occupancy motor vehicles.

3. Zero-Emission Vehicle Municipal Fleet Ordinance: Requires all municipally owned light-duty passenger vehicles to be zero emission vehicles by December 31, 2022 and encourages the City to acquire zero-emission vehicles, where possible, in other vehicle classes.

[2] San Francisco Department of the Environment. 2018 Sector-Based Greenhouse Gas Emissions Inventory At A Glance

4. Commuter Benefits Ordinance: Requires employers to provide a commuter benefits program that supports and encourages employees to bike, take transit, and carpool to work.

5. Tenant Bicycle Parking in Existing Commercial Buildings: Encourages cycling by requiring commercial property owners to allow tenants to bring their bicycles into the building or designated bike parking area.

To ensure the accountability of CCSF departments in meeting mandated targets, SF Environment established the Municipal Climate and Sustainability Program (previously Departmental Climate Action Program, or DepCAP), which helps to coordinate San Francisco's climate goals and supports departments in measuring GHG emissions in their operations and initiatives. Learnings derived from the analysis of the CCSF Commuter Survey provide actionable data about CCSF employee mode choices and commute patterns and are critical to strengthening outreach and engagement with CCSF departments.

1.2 CCSF Commuter Programs

As part of CCSF's continued effort to increase the share of employees choosing sustainable modes of transportation, a number of programs and benefits are available to employees to accommodate their diverse commute patterns.

Programs and benefits available to CCSF employees for commuting include:

- Pre-tax Commuter Benefits: helps employees save 25% to 40% on commuting expenses by diverting pre-tax funds from their paychecks to pay for public transit or vanpool expenses
- Emergency Ride Home (ERH): provides a reimbursable ride home in the case of an emergency for employees who use a sustainable transportation mode to work
- Rideshare Matching: connects commuters with others nearby who are also seeking to participate in car- or vanpooling groups
- Discounts: access to reduced annual memberships for Bay Wheels, a regional bikeshare service, and ZipCar, a carshare service
- CityCycle: supports participating departments by providing free access to bikes for work-related trips.

Funding for the programs comes from administrative fees collected for the pre-tax commuter benefits program, paid by each Department on a per-participant basis, and grant funding from Prop K and the Transportation Fund for Clean Air (TFCA) issued by the San Francisco County Transportation Authority (SFCTA) and the Bay Area Air Quality Management District (BAAQMD).

Section 2: Overview of the 2019 CCSF Commuter Survey

The main goals of the 2019 CCSF Commuter Survey were to measure changes in employee commute patterns relative to previous years, identify trends in how CCSF employees are commuting to, from, and while at work, and identify factors influencing those behaviors.

The 2019 CCSF Commuter Survey covered the following topic areas:

- Employee demographics
- Employee commute modes
- Incentives that motivate the usage of sustainable transportation modes
- At-work travel modes
- Knowledge of and participation in CCSF commuter benefits programs

In addition, the 2019 CCSF Commuter Survey was the first to include questions on secondary commute modes, workplace parking, and alternative work schedules. This is also the first survey where data was used to calculate GHG emissions.

Through survey evaluation, SF Environment aims to improve programs and increase participation, ultimately shifting employee mode share progressively towards sustainable options.

2.1 Survey Methodology & Administration

The online survey was fielded from October 10, 2019–November 12, 2019 to all CCSF employees. It was re-fielded to San Francisco Municipal Transportation Agency (SFMTA) staff from February 10, 2020–March 5, 2020 after low response rates revealed an error in the initial distribution to this department. The survey was built using the online form builder tool Wufoo and designed to allow for dynamic interaction and response; an employee's response to one question determined subsequent questions posed. Citywide email distribution was coordinated through the Department of Human Resources (DHR), with additional promotional support garnered from Department directors. A paper survey was also made available to employees without regular access to computers or Internet. These responses were manually entered into the database.

Due to technical limitations with Wufoo, the survey was built in two parts and linked together to create a seamless experience for respondents.

2.1.1 Response Rate

Approximately 37,000 CCSF employees received the survey, of which a total of 8,171 employees responded to the first part of the survey and 7,525 employees responded to the second part of the survey, representing nearly all CCSF departments and divisions. This corresponds to a 22% and 20% citywide response rate for both parts of the survey, respectively. A 20% citywide response rate correlates to a 99% confidence interval with a 1.3%

confidence level and margin of error. Responses from employees who had completed the first part of the survey but not the second were kept and included in the analyses.

2.1.2 Assumptions

The following assumptions were made when processing the data from the 2019 CCSF Commuter Survey:

- Respondents were asked to report their commute mode both to and from work for each day of the week. From this set of responses, respondents were assigned a most commonly used mode for some analyses. This allowed for a clearer analysis of mode choice motivators, especially for respondents who use multiple commute modes.
- The following modes were designated "sustainable": Muni, BART, Walk, Bike, Carpool / Vanpool, Caltrain, Other (includes Bus and other modes of public transit).
- The following modes were designated "unsustainable": Drive Alone, Uber / Lyft, Other (includes motorcycles, taxis, and planes)
- Eighty-nine percent of "Other" trips were determined to be sustainable, while the remaining 11% were unsustainable. "Other" trips only comprised 3% of total commute trips.

2.1.3 GHG Calculation Process

The GHG emissions calculations were performed in Microsoft's PowerBI. The following are high-level assumptions made when calculating CCSF employee commute GHGs by mode:

- Calculation formulas and emission factors were performed in alignment with San Francisco's 2018 community wide GHG inventory. Emission factors reflect the combustion of fuels or tailpipe emissions (pump to wheel) and not the lifecycle (cradle to grave).
    - The following mode-specific emission factors were used to calculate GHG emissions: *Bike, Don't work, Walk, Walk to transit, Telecommute,* and *Light rail* (MUNI) emissions factor is 0 (mtCO2e/mi).
    1. *Carpool/Vanpool, Uber/Lyft,* and *Taxi* from 2018 regional data from the California Air Resources Board's (CARB) EMFAC model across gas, diesel and electric vehicles and multiplied by a load factor *to account for additional people riding in a vehicle*.
    2. *BART* emission factor based on 2018 emissions system wide traction power emissions as a proportion of system wide 2018 ridership.
    3. *Caltrain* EF based on 2018 emissions system wide traction power emissions as a proportion of system wide 2018 ridership.
    4. *Ferry* or *Commuter Ferry* EF based on 2018 emissions across three ferry operators (WETA, GG Transit, and Red and White Fleet) for 2018 as a proportion of their 2018 combined ridership.
    5. *AC Transit, Regional Commuter Bus, Golden Gate Transit, FAST, SamTrans, Mission Bay Transit,* and *Local bus* emission factors were based on Golden Gate Transit calculated emission factors as a proxy because of lack of data

across all bus systems. GG Transit emission factor was calculated using 2018 total emissions as a proportion of 2018 system wide ridership.
6. *MUNI* (bus and light rail combined) emission factor based on 2018 system wide emissions as a proportion of 2018 ridership.
7. *Drive alone* or *Drive to transit* based on emission factor calculated using CARB's EMFAC regional model across gas, diesel and electric vehicles for 2018.

- The number of employees per department was obtained from the Department of Human Resources (DHR). The dataset is accessible in PowerBI. The Community College District (CCD) and Office of Community Investment & Infrastructure (CII) was surveyed but was not included in DHRs dataset. Estimated employee size for these departments were found online.
- Employee commuting days per year were determined by taking the total commuting days per year and subtracting the median leave (sick, legal holidays, vacation) time taken per employee during FY2019–2020. Median leave time data was provided by the Office of the Controllers. The dataset is accessible in PowerBI.

These assumptions will also be restated before any relevant analyses below.

Section 3: Employee Demographics

3.1 Home Zip Code

CCSF employees commute to San Francisco from throughout the entire Bay Area. When reviewed by zip code (Figure 1), it is clear that the greatest density of respondents lives within San Francisco and the East Bay. Figure 1 does not display the entire geography of CCSF employee residence locations.

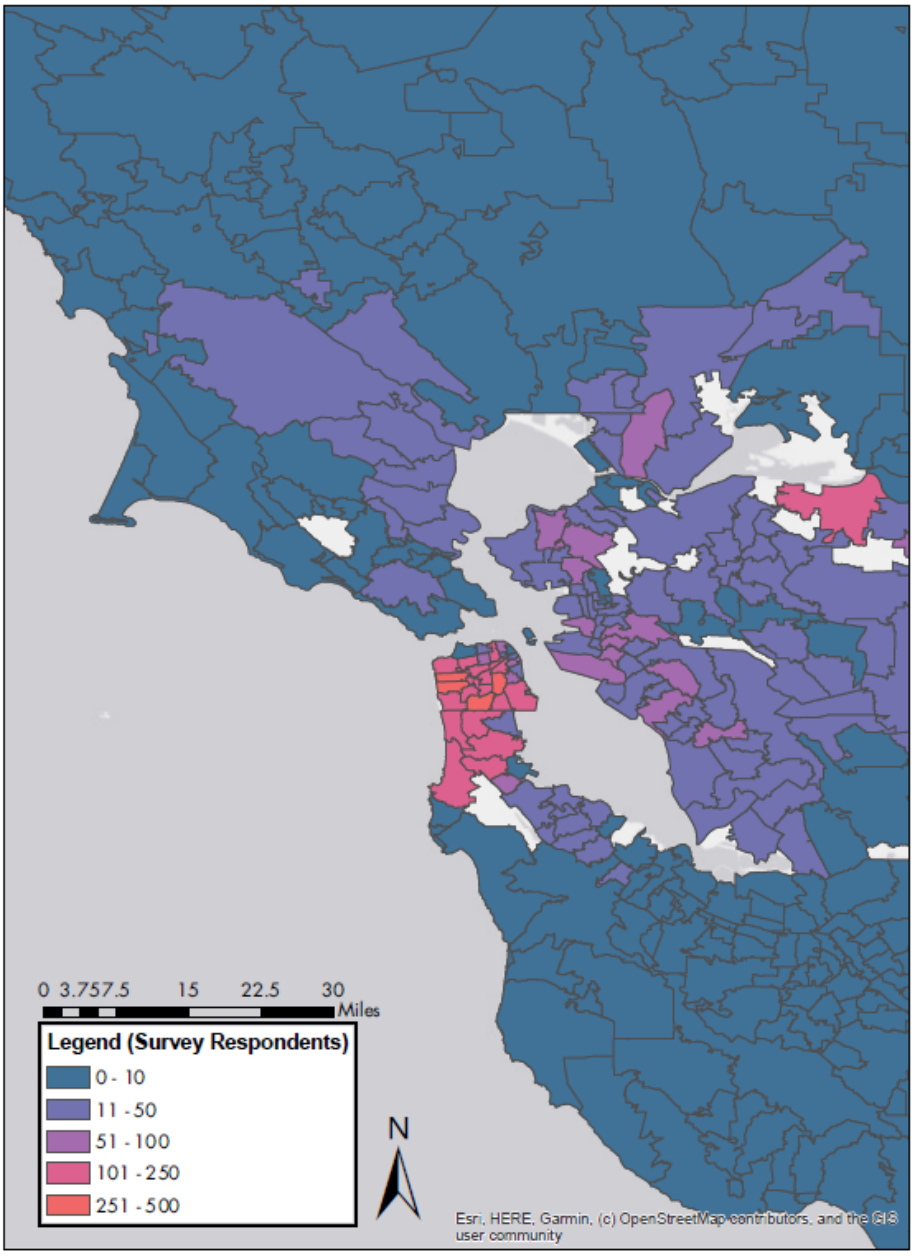

Figure 1 ðDistribution of CCSF Employee Residences by Zip Code (n = 8,126 respondents)

3.2 Commute Hours

CCSF departments function around the clock, as noted by the varying schedules of CCSF employees (Appendix Q4 and Q5). Only 34% of respondents report starting their workday between 8:00–10:00 a.m. and ending between 4:00–6:00 p.m., while the remaining 66% begin and end their workday outside of those hours.

In some cases, survey results are split between "all commuters", "commuters with standard schedules" (i.e. start 8:00–10:00 a.m. and end 4:00–6:00 p.m.), and "commuters with non-standard schedules" (i.e. start and end outside standard hours). Isolating this data allows for a more accurate examination of commute patterns between these groups.

Section 4: Survey Findings - Commute

4.1 Commute Modes – Sustainable vs. Unsustainable Trips

In the 2019 CCSF Commuter Survey, sustainable trips are defined as those made via public transportation (Caltrain, BART, Muni, etc.), walking, biking, or carpool/vanpool. Non-sustainable trips are defined as those made via personal vehicle, Uber/Lyft, or taxi. Respondents were also allowed to select "Other" as a commute mode. Eighty-nine percent of "Other" trips were determined to be sustainable, while the remaining 11% were non-sustainable. "Other" trips only made up 3% of total trips.

To calculate the percentage of sustainable and unsustainable trips, the total number of trips taken both to and from work via sustainable modes was divided by the total number of trips taken in one work week. The unsustainable trips were calculated by dividing the remaining trips by the total number of trips taken in a work week.

All commuters

Sixty-five percent of trips reported for all commuters were taken via a sustainable mode (Figure 2). Of the sustainable trips, the majority (29%) were taken via BART. The remaining 35% of trips reported were taken via unsustainable modes, with nearly all the reported unsustainable trips (34%) being drive-alone trips.

Employees with standard schedules

Relative to all commuters, an increase in sustainable trips is seen amongst commuters with standard schedules (Figure 3). Seventy-six percent of trips reported were taken via sustainable modes, and BART remained the preferred mode for sustainable trips at 34%. For the same group, the proportion of drive-alone trips decreased to 23% compared to all commuters.

Employees with non-standard Schedules

When isolating for commuters with non-standard schedules (Figure 4), the percentage of sustainable trips decreases compared to all commuters and commuters with standard schedules. For commuters with non-standard schedules, 59% of trips were taken via sustainable modes, and 41% of trips were taken via non-sustainable modes, 39% of which were drive-alone trips.

The five city departments whose workforces comprise the majority of drive-alone commuters are Public Health (19%), Police (18%), Airport Commission (9%), Human Services Agency (8%), and the Municipal Transportation Agency (6%). All of these departments have job classifications that demand flexibility and entail shifts outside of standard schedules, in addition to having on-site locations throughout the city.

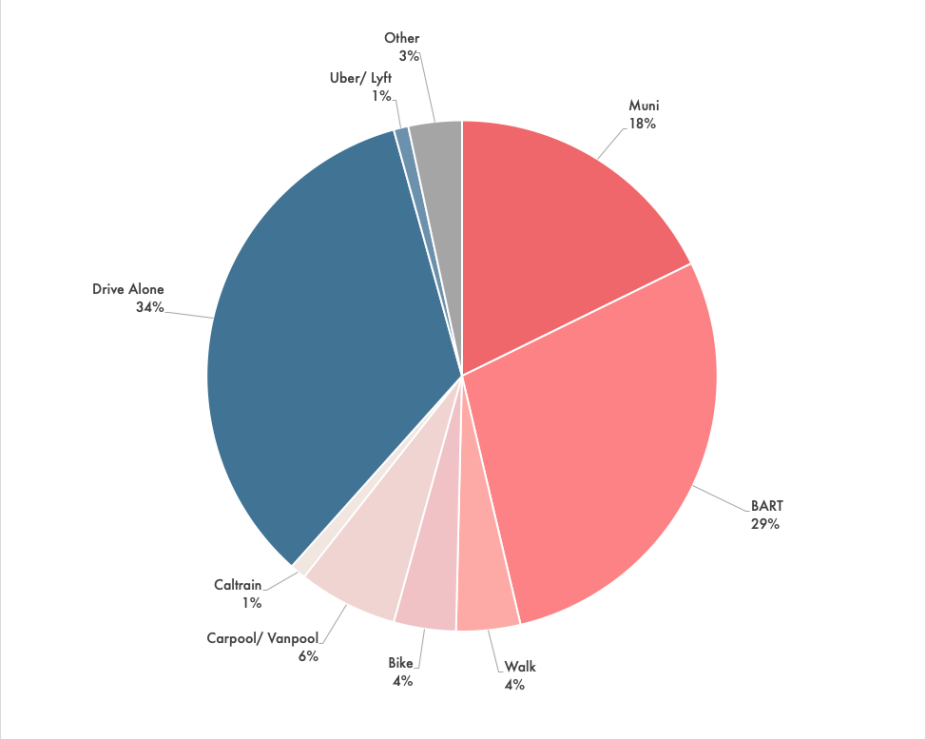

Figure 2 ðDistribution of total commute trips taken in a work week by commute mode for all commuters (n = 81,698 trips)

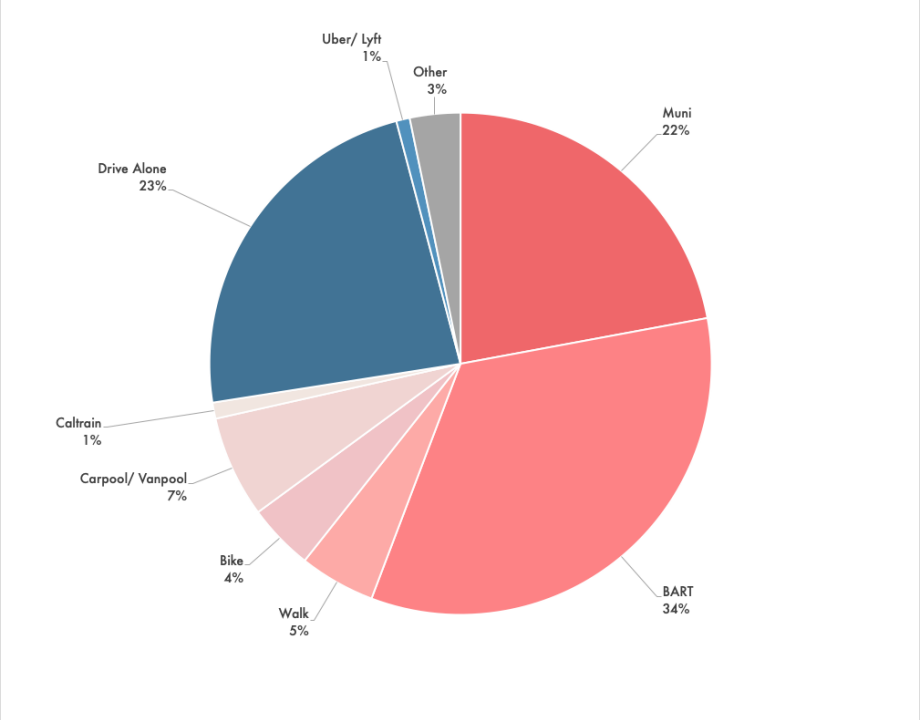

Figure 3 ðDistribution of total commute trips taken in a work week by commute mode for commuters who work standard hours (n = 27,423 trips)

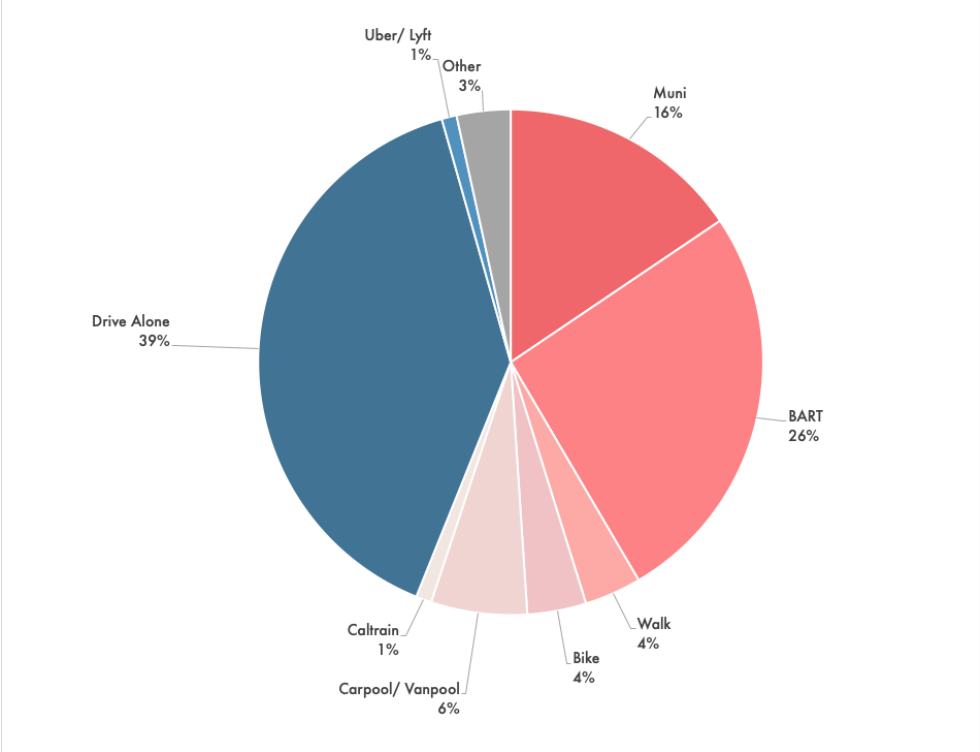

Figure 4 ðDistribution of total commute trips taken in a work week by commute mode for commuters who work non -standar d hours (n = 54,275 trips)

4.2 Greenhouse Gas Emissions

4.2.1 Methodology

Commute-related greenhouse gas emissions were calculated using trip and mode choice data from the 2019 CCSF Commuter Survey. These calculations were made using the California Air Resources Board's Emissions Factor (EMFAC) model. Because vehicle make and model and vehicle miles travelled (VMT), the key inputs for the EMFAC model, were not directly asked in the survey, national vehicle emissions factor averages and VMTs geocoded using employee work and home addresses served as proxies for this data. Survey respondents who did not provide address and mode choice information were excluded from this calculation.

GHG emissions calculations were derived from 7,912 survey respondents with sufficient response data. Then, comparing total departmental headcounts provided by the Department of Human Resources to department response rates, GHG emissions estimates were extrapolated for each department.

4.2.2 Results

For all commute-related travel, CCSF employees emit 51,855 metric tons of CO_2 equivalent (MTCO2e), with rate of emission of 1.3 MTCO2e per employee. This corresponds to 112,640,000 passenger vehicle miles travelled annually.

Figure 5 shows the 10 CCSF departments with the highest commute-related emissions in mtCO2e, and Figure 6 shows the 10 CCSF departments with the highest commute-related emissions in mtCO2e per capita. With slight variations in ranking, the same 10 departments are represented in both figures. The commute-related emissions of these 10 departments make up 87% of all commute-related CCSF GHG emissions. Since emissions are closely linked to usage of single-occupancy vehicles, all 10 departments with the highest commute-related emissions are also the top 10 departments that have the highest annual vehicle miles travelled per capita (Figure 7). A likely explanation of these results is that these departments consist of front-line employees who work at multiple on-site locations widely dispersed throughout the city and ill-connected to public transportation networks.

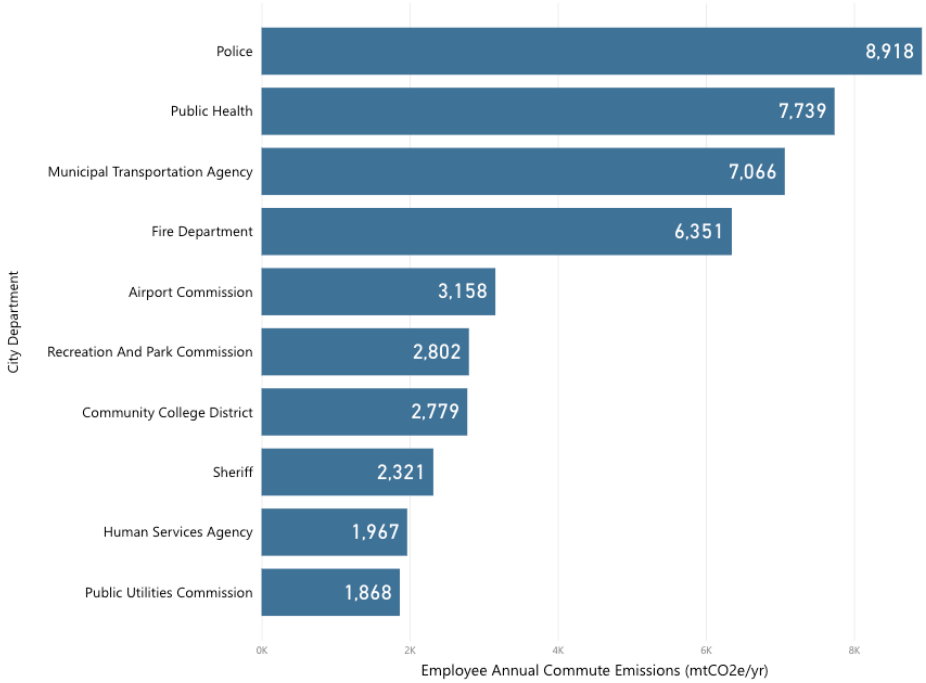

Figure 5 ðTop 10 CCSF departments with the highest commute -related emissions in mtCO2e

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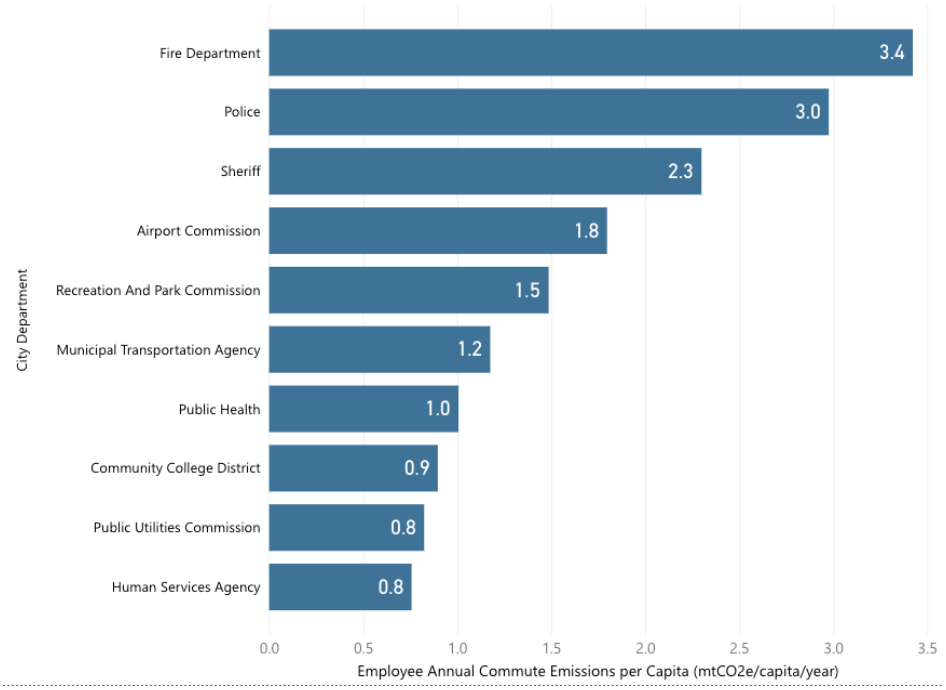


Figure 6 ðCCSF department s with the highest commute -related emissions in mtCO2e per capita

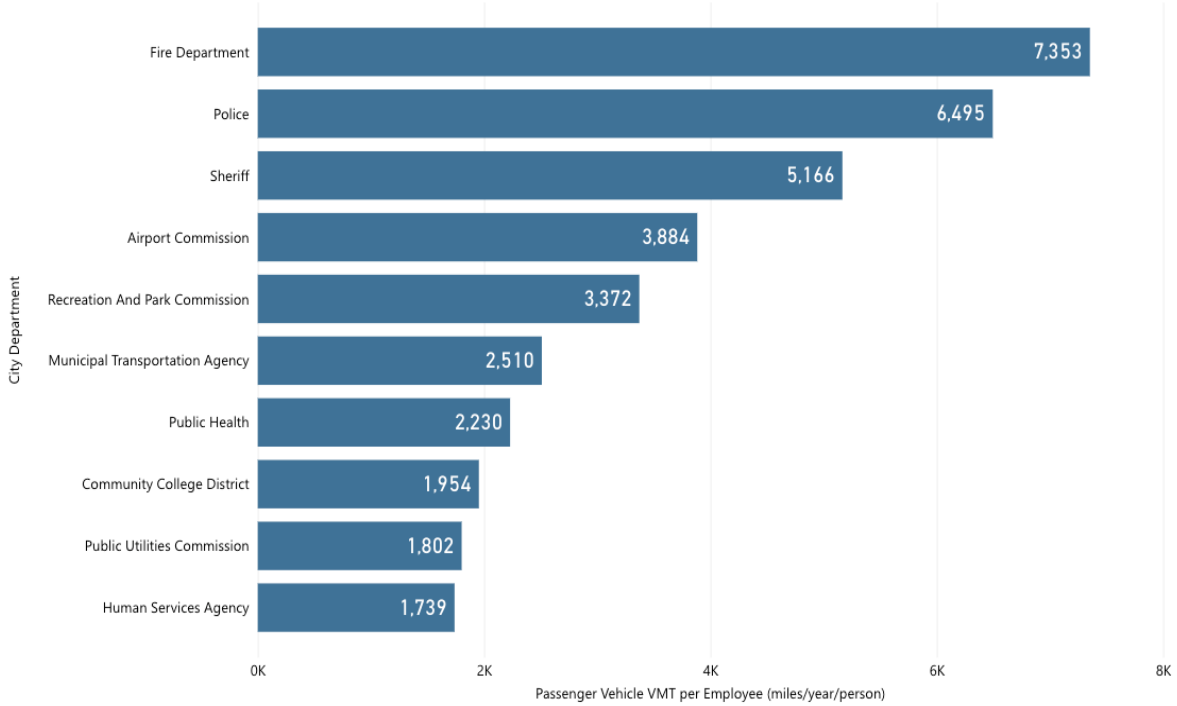


Figure 7 ðTop 10 CCSF departments in annual vehicle miles travelled per capita

Figure 8 shows the 10 departments with the lowest commute-related emissions in mtCO2e. Except for the Fine Arts Museum, all of these departments have fewer than 50 total employees and do not make up a sizable proportion of CCSF commuters. Figure 9 shows the 10 departments with the lowest commute-related emissions in mtCO2e per capita. These are all departments that consist of non-front-line employees who work at a single on-site location closely connected to public transportation networks in the city center. In both analyses, Elections, City Attorney, and the Fine Arts Museum had departmental survey response rates lower than 7%, which likely deflates their overall and per capita emissions.

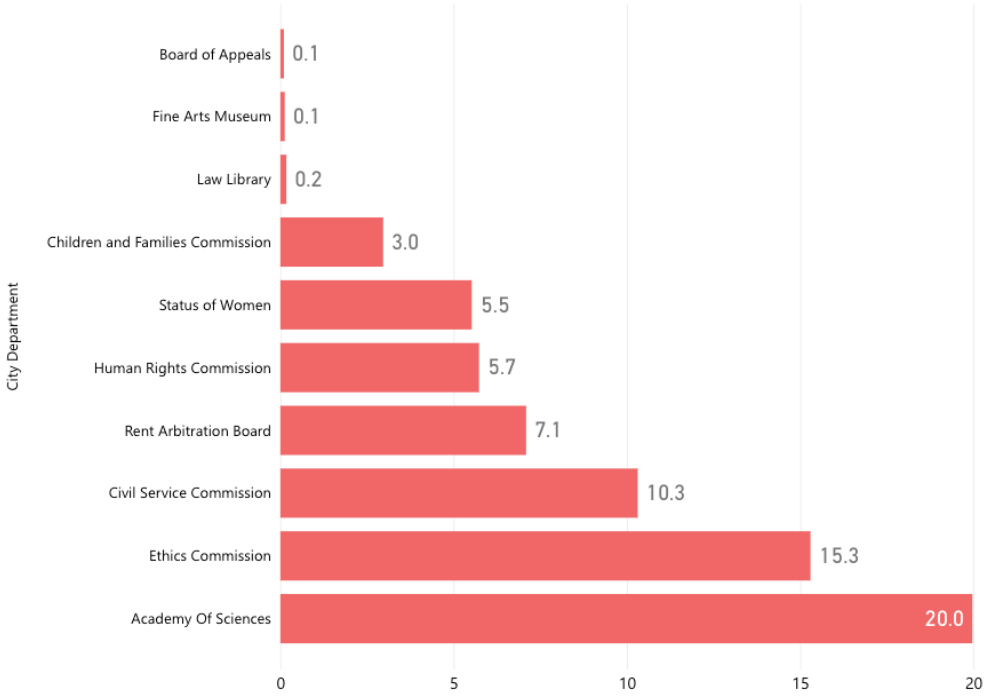


Figure 8 ðCCSF departments with the lowest commute -related emissions in mtCO2e

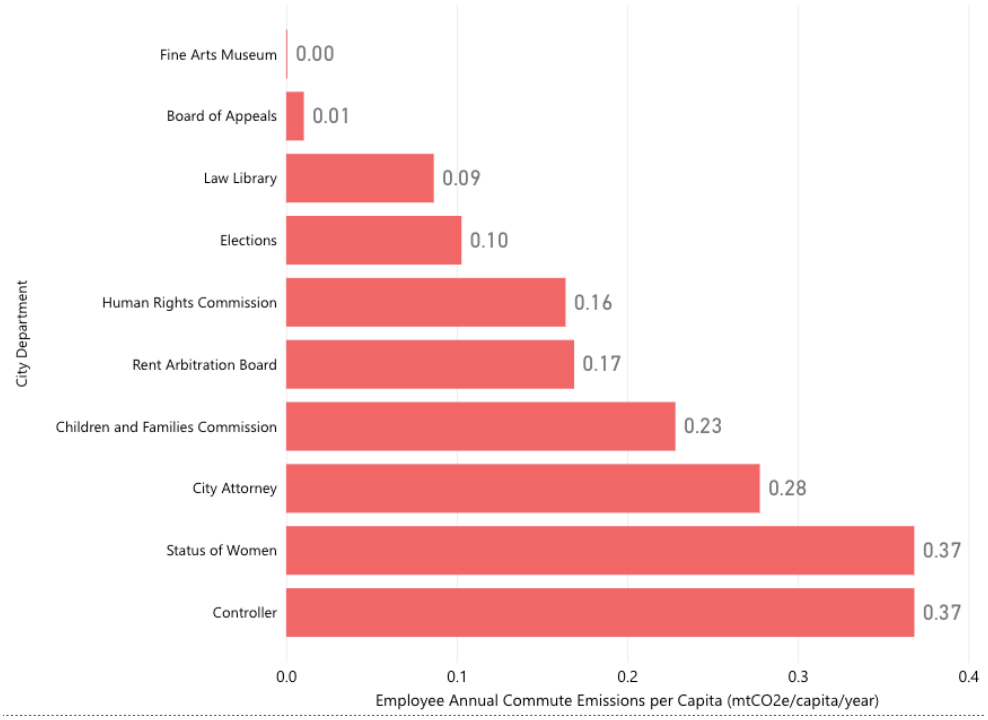


Figure 9 ðCCSF departments with the lowest commute -related emissions in mtCO2e per capita

4.3 Influences in Mode Choice

4.3.1 Motivations and Mode Choice

The 2019 CCSF Commuter Survey asked a series of questions to determine the primary motivators of mode choice for employee commutes to and from work. These questions used a Likert scale to assess how strongly time savings, stress savings, financial savings, health benefits, or environmental benefits influenced commuter mode choice. Understanding these influences provides insight into how to effectively design, market, and message commuter programs, campaigns, and policies.

For the following analyses, the "most important motivations" were determined by the number of respondents who answered "Very important" and "Extremely important" for the corresponding motivations.

For **all commuters**, the most important commute motivations were time and stress savings (Figure 10). Eighty-eight percent of all commuters stated that time savings was either "Very Important" or "Extremely Important" to them, and 84% of all commuters said the same about stress savings.

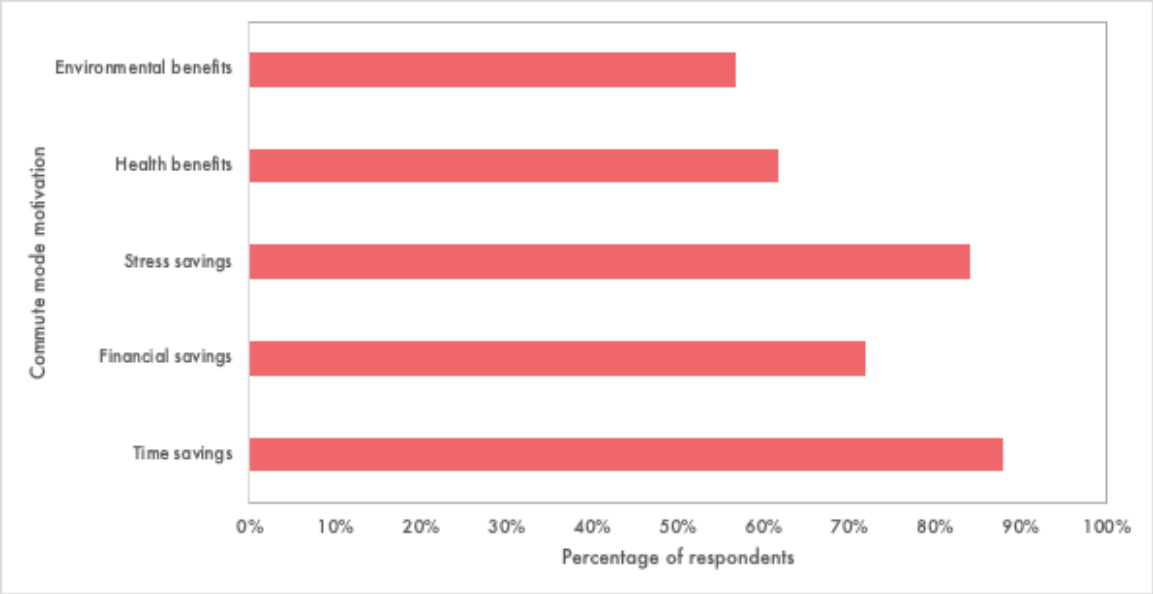


Figure 10 ðPercentage of all commuters that responded ò V e r y i m p o r t a n t ó a n d ò E x commute mode motivations (n = 8,126 respondents)

For employees whose primary commute mode is to **drive alone** (Figure 11), the most important motivations were time savings and stress savings at 93% and 85%, respectively. The least important motivator of mode choice for drive-alone commuters was environmental benefits, more so than any other commuter group. Twenty-five percent of drivers indicated that environmental benefits were either "Slightly important" or "Not at all important".

Similarly, for commuters who primarily **carpool or vanpool**, the most important motivations were time savings and stress savings at 93% and 85%, respectively. As carpool and vanpool are deemed more sustainable options for commuters, there may be an opportunity to influence and encourage drive-alone commuters to join a carpool or vanpool.

In addition, for those driving alone within San Francisco, where carpool and vanpool may not be a viable option, we can highlight how transit and biking may reduce commute times, be less stressful, help avoid traffic, increase productivity (for those able to work while on transit), and help avoid the frustrations associated with parking.

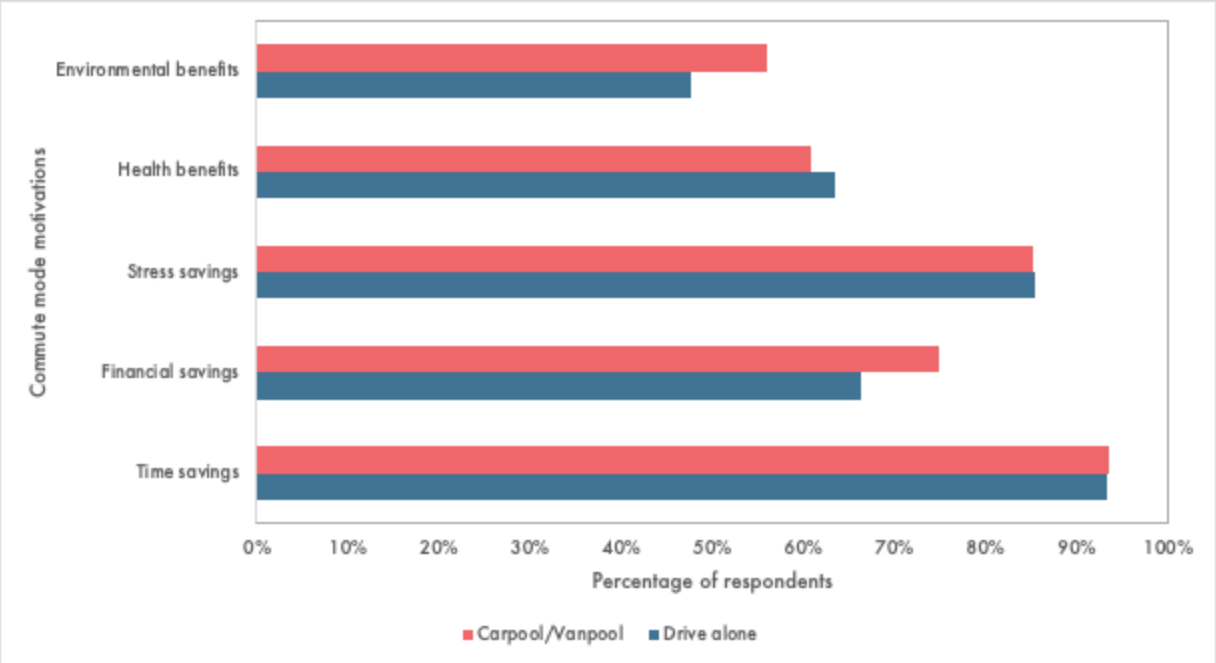


Figure 11 ðPercentage of commuters who primarily drive alone and carpool or vanpool that responded òVery importantó and òExtremely importantó for commut respondents, respectively)

For employees whose primary commute mode is **public transit** (Figure 12), the most important motivations were time savings and stress savings. Eighty-six percent stated that time savings was important to them, and 83% indicated the same for stress savings. These respondents include individuals who commute via BART, Muni, AC Transit, Caltrain, Golden Gate Transit, and other Local and City/County buses.

Environmental benefits were more important for public transit commuters than for drivers. Sixty-one percent of public transit commuters stated that environmental benefits were important to them, compared to 48% of drive alone commuters. However, these motivators are still not primary in influencing mode choice. So, when attempting to shift behaviors towards public transit options, we should focus on potential stress and time savings instead of the environmental benefits in our communications and messaging.

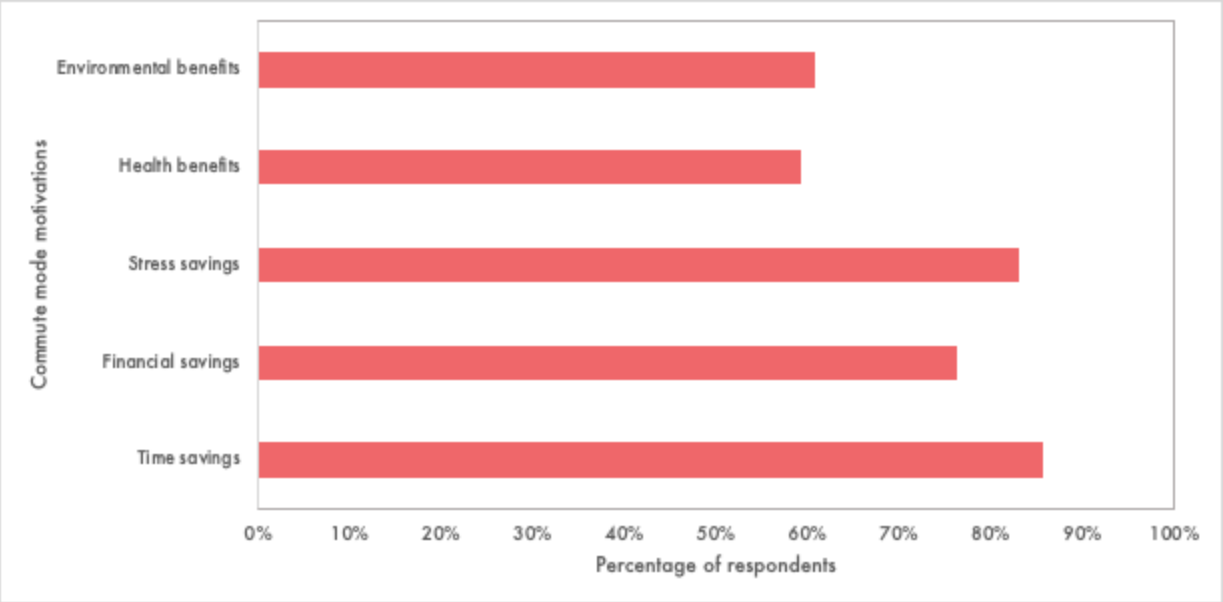


Figure 12 ðPercentage of commuters who primarily take publ òExtremely importantó for commute mode motiva

Evaluating the motivations of employees who primarily commute via "active transportation mode"–specifically, walking and biking—yields the greatest contrasts in motivations for mode choice, as compared to the aforementioned groups. Though bike and walk commuters similarly prioritize stress savings, the importance of health benefits is reported highest amongst walk and bike commuters.

For commuters whose primary commute mode is **walking** (Figure 13), stress savings and health benefits are the most important motivators. Eighty-two percent of commuters who primarily walk stated that stress-savings benefits were important to them, and 73% said the same about health benefits. For commuters whose primary commute mode is **biking**, time and stress savings are the strongest motivators of mode choice. Eighty-four percent of commuters who primarily bike stated that stress savings were important to them, and 82% said the same about time savings.

Furthermore, 69% of commuters who primarily walk and 73% who bike stated that environmental benefits are an important motivator, which is more than commuters who primarily take public transit (61%) and drive alone (48%). Although environmental benefits may not be the highest priority for walk and bike commuters, results suggest environmental messaging may be more influential for these commuters than any other group surveyed.

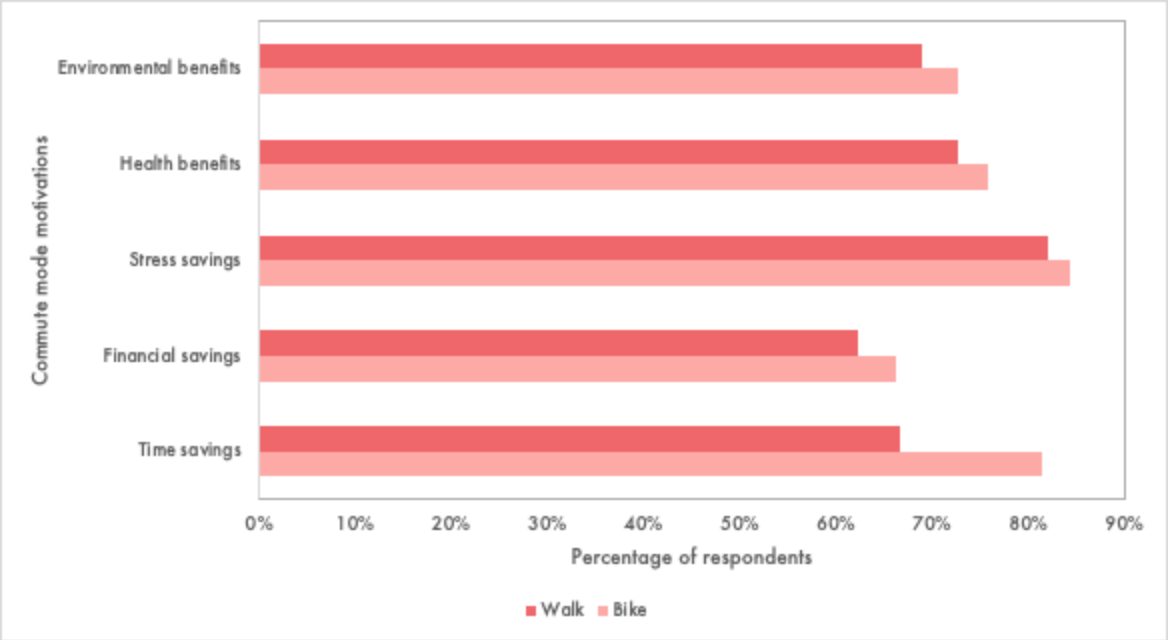


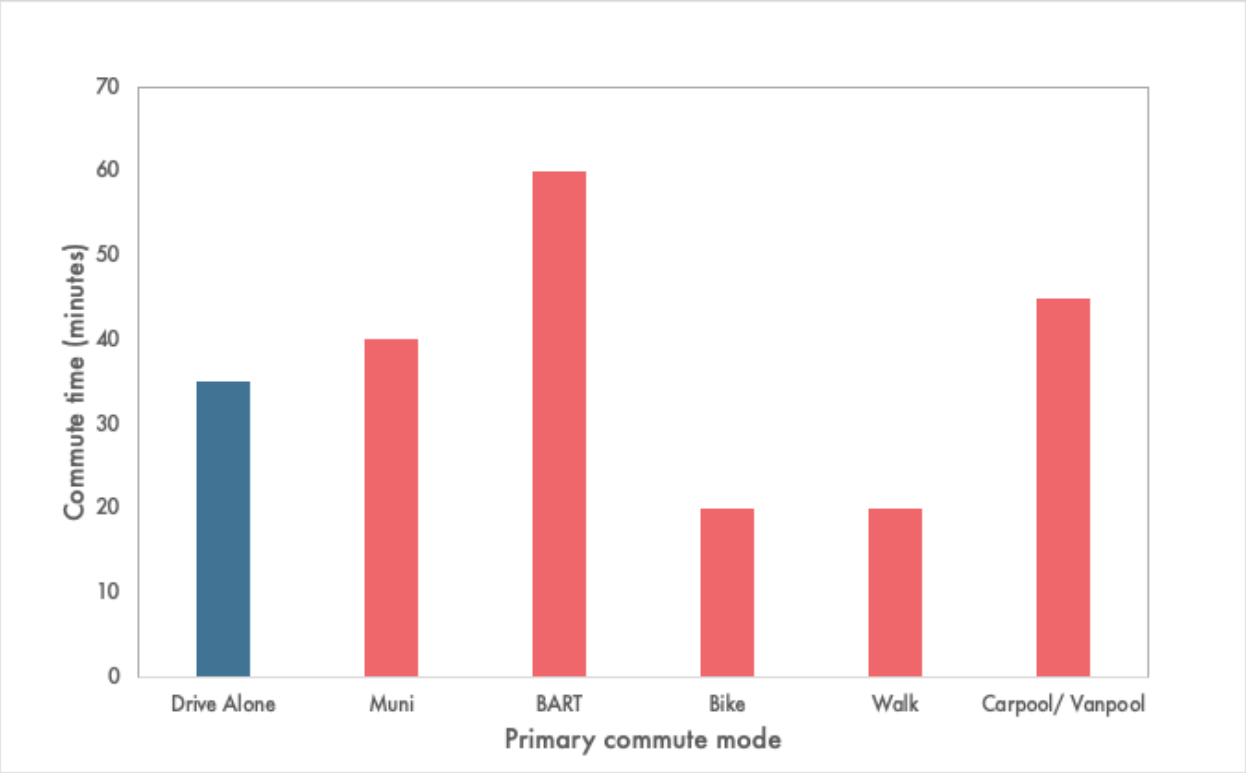
Figure 13 ðPercentage of commuters who primarily walk and òExtremely importantó for commute mode motivations respectively)

4.3.2 Commute Duration and Mode Choice

Commute duration also influences commute mode choice (Figure 14). Figure 14 displays the six most used commute modes. For a full breakdown of commute time for all modes, see Questions 2 and 3 in the Appendix.

The median commute time for those who primarily drive alone was 35 minutes, less than the 40- and 60-minute median commute times for Muni and BART commuters, respectively. This aligns with the finding that time savings was the primary motivator for those that drive alone.

Expectedly, bikers and walkers have the lowest median commute times at 20 minutes. It is likely that these commuters live close to their work locations, and as such, biking and walking are preferred modes from a time saving perspective.



. *Figure 14 ðMedian commute time by commuter mode (n = 7,531 respondents)*

4.3.3 Commute Cost and Mode Choice

The survey captured respondents' daily commute costs, including transit fare, parking, tolls, gasoline, and other associate costs. Cost trends were identified in evaluating mode choices (Figures 15–17).

The majority (32%) of BART commuters pay $11–$15 for their daily commute costs (Figure 15). Comparatively, the majority of Muni commuters (45%) pay $0.01–$5. Furthermore, commute costs for BART commuters are generally greater and more variable than the costs of Muni commuters, which reflects BART's regional, distance-based fare model compared to Muni's flat fare model and suggests that BART riders commute longer distances, often from outside of San Francisco.

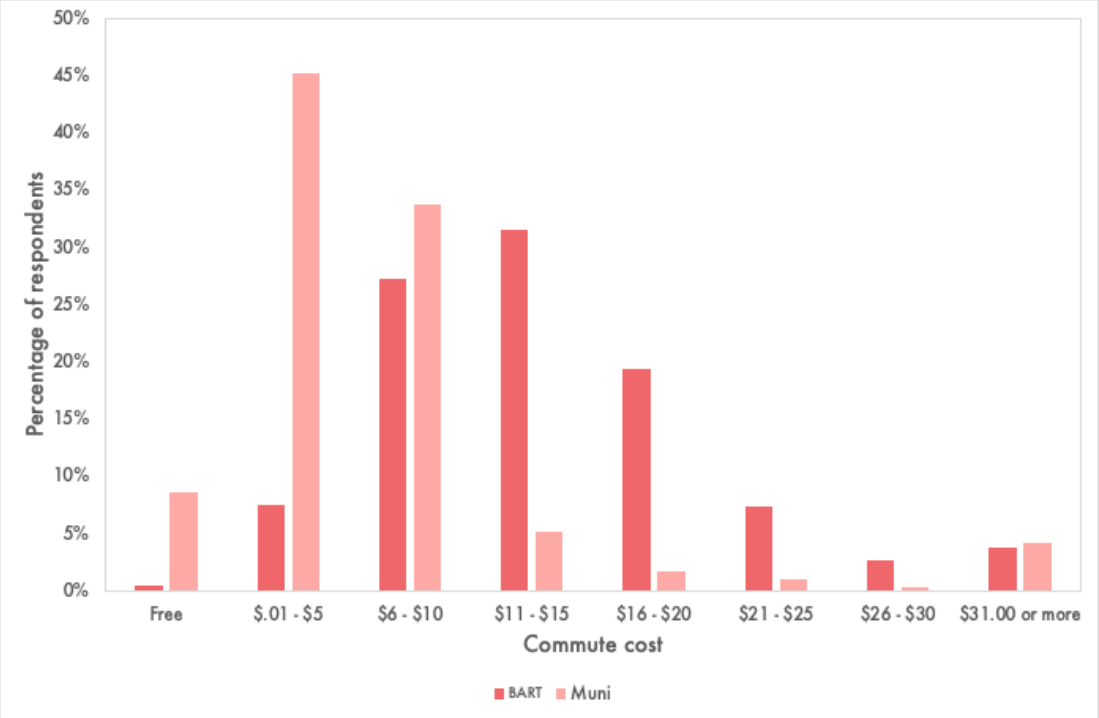


Figure 15 ðDistribution of commute costs for commuters that primarily take BART and Muni (n = 2,357 respondents and 1,412 respondents, respectively)

Expectedly, the daily commute costs for commuters who primarily bike and walk are the lowest of all commuters (Figure 16). For commuters who primarily walk and those who bike, the majority of respondents (64% and 45%, respectively) indicated that their commute costs were free.

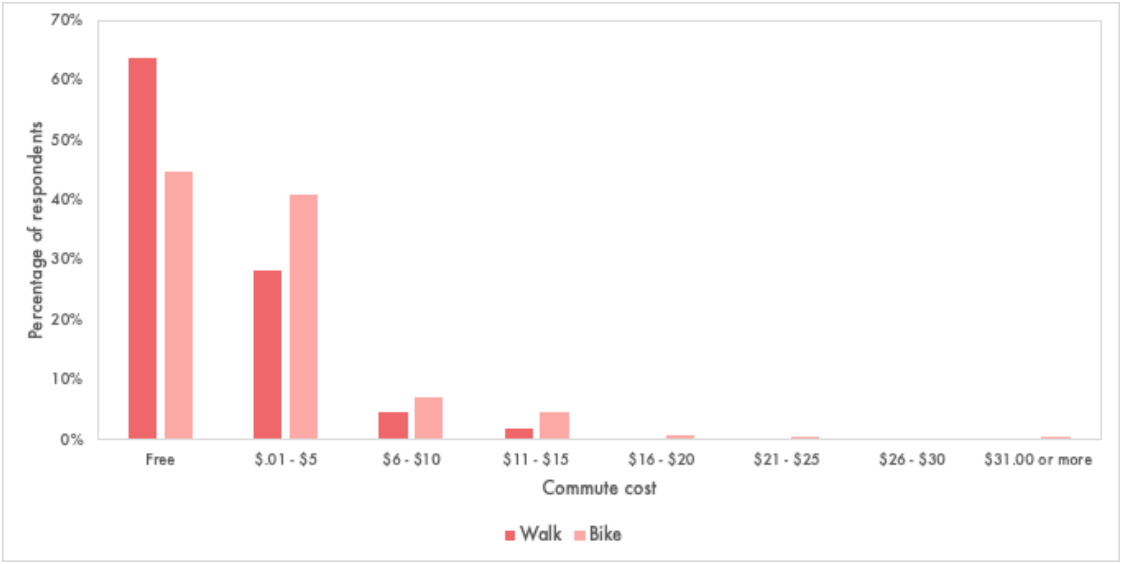


Figure 16 ðDistribution of commute costs for commuters who primarily walk and bike (n = 299 r espondents and 319 respondents, respectively)

For commuters who primarily carpool or vanpool, the majority of respondents (25%) pay $6–$10 for their daily commute (Figure 17). Similarly, the majority of commuters who drive alone pay $6–$10 for their daily commute. However, a greater proportion of both of these commuter groups pay more than $21 for their daily commute cost compared to commuters who take BART, Muni, walk, or bike. Twenty-six percent of commuters who carpool/vanpool pay more than $21 for their daily commute, while 24% of commuters who drive alone pay more than $21.

Furthermore, both carpool/vanpool and drive-alone commuters demonstrate greater variance in daily commute costs compared to other modes. This can be explained by the variable costs associated with driving greater distances. Figure 18 demonstrates how respondent's vehicle miles traveled positively correlates with increased daily commute costs.

Although financial savings was only indicated as the third most important motivator of mode choice for drive-alone commuters, for some, findings reveal there may be opportunities to showcase the cost-saving benefits associated with carpool/vanpool or public transit while also ensuring overall commute time will not be drastically impacted.

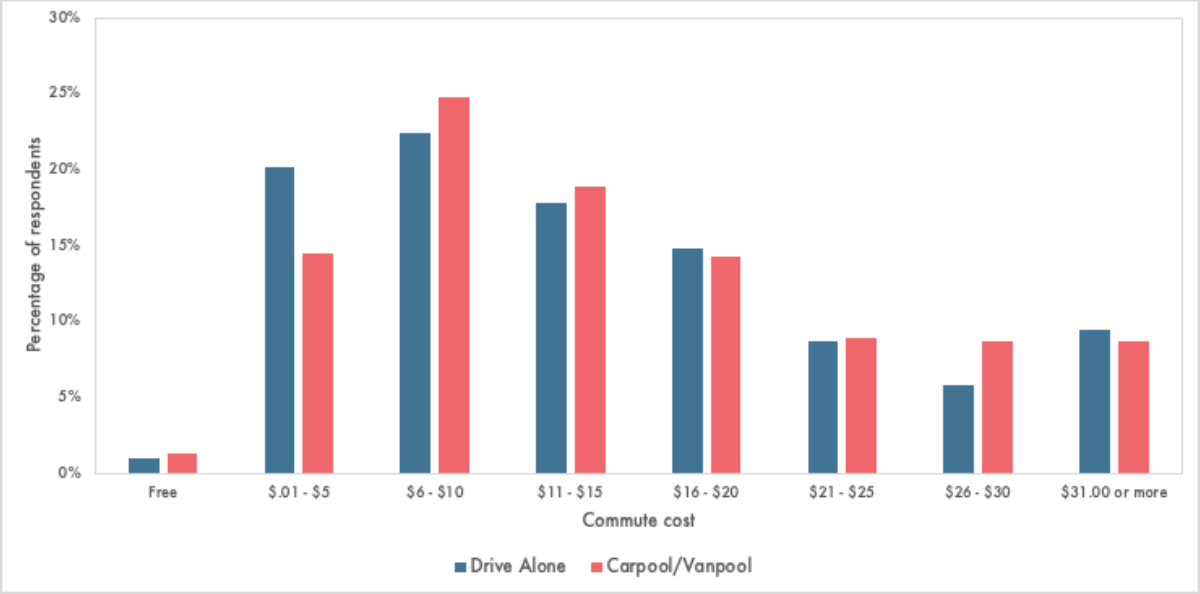


Figure 17 ðDistribution of commute costs for commuters who drive alone and carpool or vanpool (n = 2,595 respondents and 552 respondents, respectively)

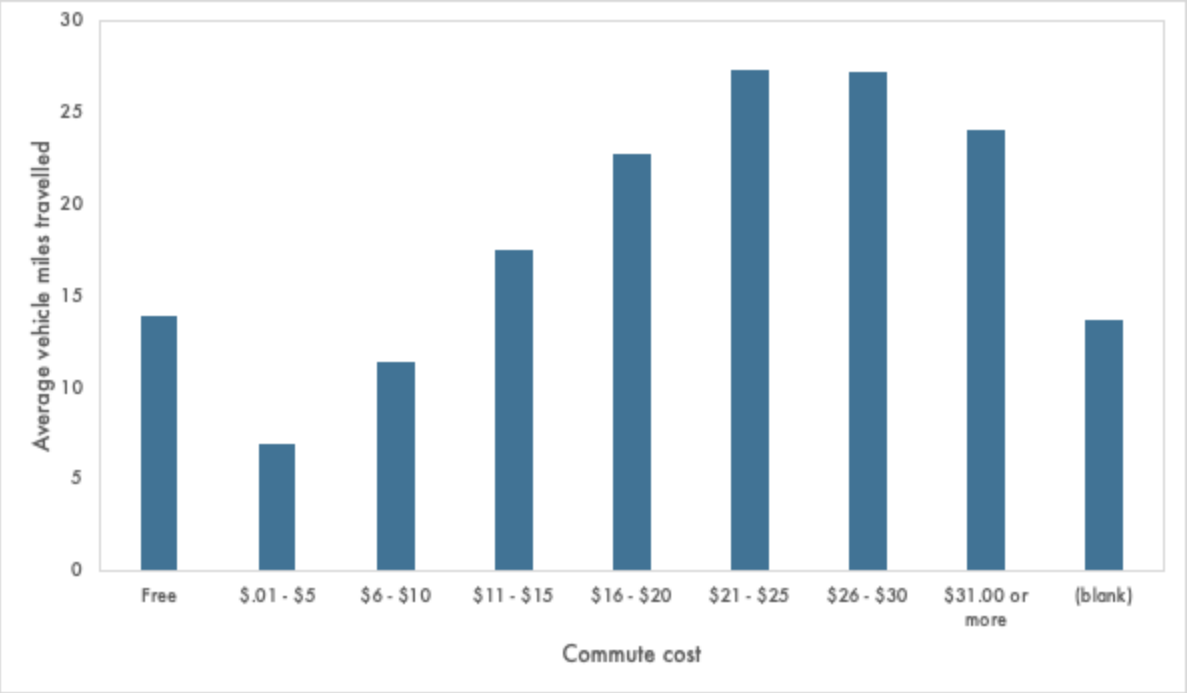


Figure 18 ðAverage vehicle miles travelled for commuters who primarily drive alone for each commute cost range (n = 2,595 respondents)

4.4 Participation in the Pre-tax Commuter Benefits Program

The Pre-tax Commuter Benefits Program reduces the effective cost of public transportation and vanpool and is the City's primary method of encouraging the use of these modes. This program incentivizes usage of these modes by making it less expensive for those who already use them; the cost savings are also an incentive for those not already commuting via public transportation and vanpool.

Fifty-seven percent of respondents reported that they primarily use public transportation or carpool/vanpool, yet only 41% of respondents report participating in the Pre-tax Commuter Benefits Program (Figure 19). This discrepancy indicates that there are CCSF employees who could benefit from the Pre-tax Commuter Benefits Program but are not yet enrolled. Though there were many reasons cited for non-enrollment, 24% of respondents reported not being enrolled because they do not know enough about the program. This indicates an opportunity to increase communications about the program to both commuters taking public transportation and those who reported that they do not know enough.

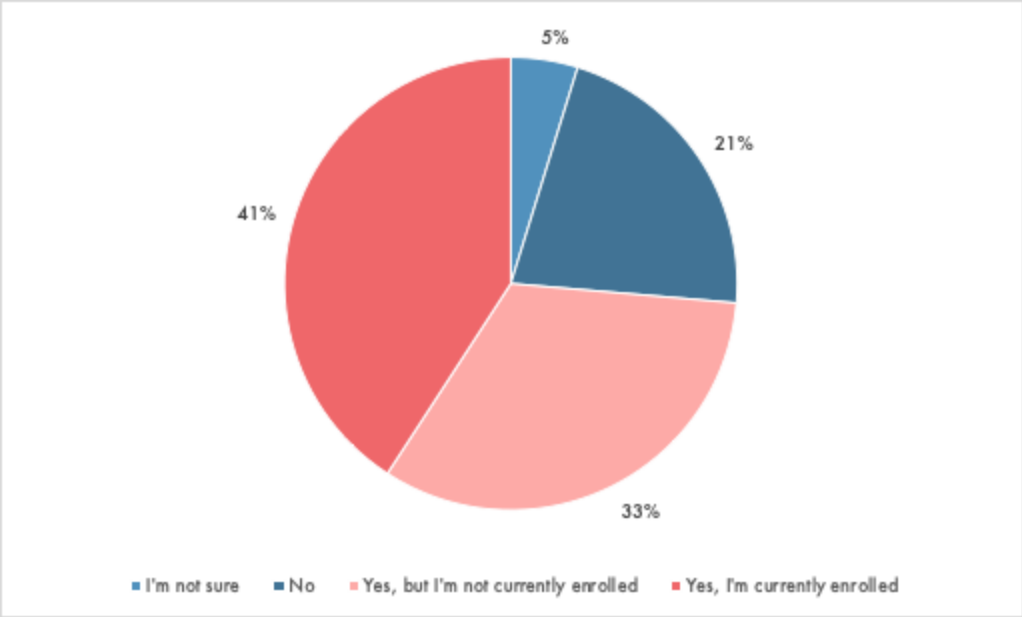


Figure 19 ðResponses to the question: òDo you -ta xcommuter benefits W program?ó (n = 7,498 respondents)

4.5 Emergency Ride Home Program

The Emergency Ride Home program (ERH) furthers San Francisco's Transit First Policy by incentivizing commuters to use sustainable commute modes, offering a reimbursable ride home via taxi or public transit in the event of a personal emergency. SF Environment administers the ERH program, which is available to all employees working in San Francisco.

When asked, only 2% of respondents said they already use the ERH program. However, 54% of respondents indicated that they would be extremely likely or very likely to travel to work via an alternative mode with access to this program. Responses suggest that increasing program awareness through citywide and targeted outreach efforts would promote stronger program awareness and the correspondent usage of sustainable commuting.

4.6 Additional Commuter Benefits

The 2019 Commuter Survey also gauged the attractiveness of commuter benefits, including those not currently offered, such as free or discounted transit passes, more flexible work hours, a personal consultation on different transportation options, carpool matching, earning extra money to carpool others, having walking partners, having biking partners, carshare services, and bikeshare services. The survey asked how likely it would be for respondents to use these benefits using a Likert scale.

Figure 20 details survey respondents' appetites for these benefits. More flexible work hours, Emergency Ride Home, and free or discounted public transit passes were the most

appealing benefits. Fifty-seven percent of respondents indicated that they are "Extremely Likely" or "Very Likely" to consider getting to work in a different way if they had access to more flexible work hours. Fifty-four percent of respondents said the same regarding Emergency Ride Home and free or discounted public transit passes.

While 51% of respondents stated they take public transportation to work, only 14% indicated they already use a free or discounted public transit pass, and 41% indicated they are enrolled in the Pre-tax Commuter Benefits Program. Drawing the connection between the savings achieved through participation in the Pre-tax Commuter Benefits Program and a discounted public transit pass may help encourage commuters who are motivated by cost savings to choose public transit for their commute.

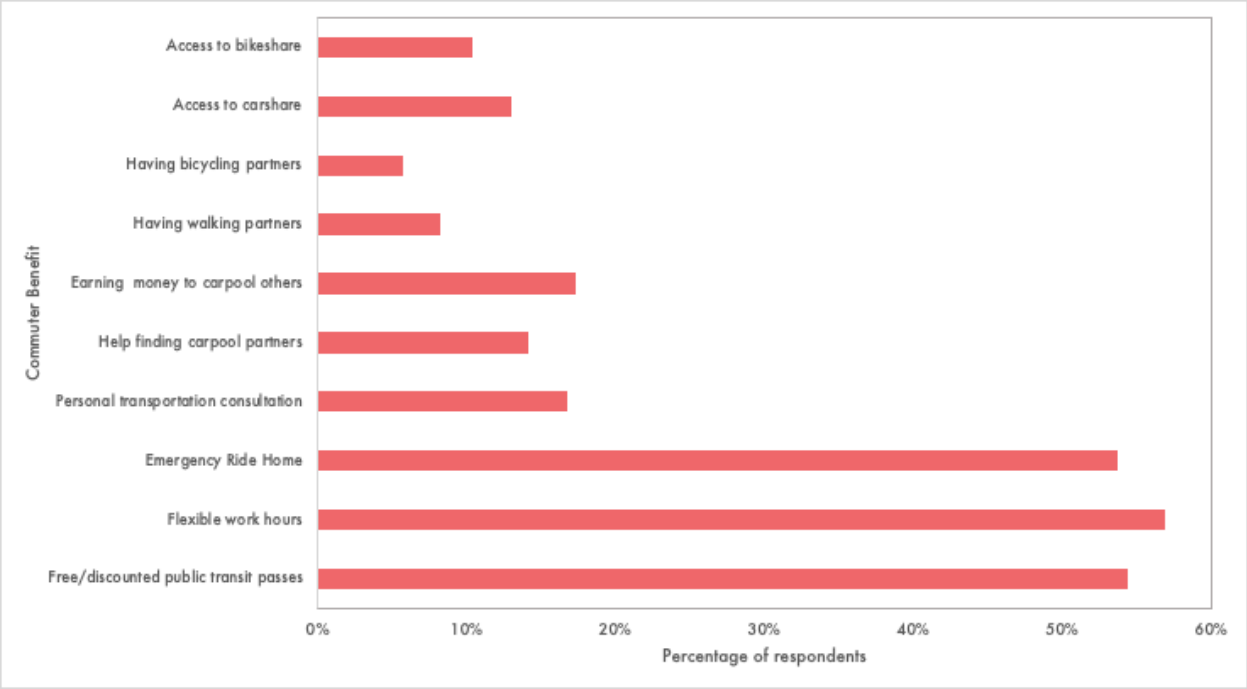


Figure 20 ðP r o p o r t i o n o f r e s p o n d e n t s w h o a r e ò E x t r e m e l y L i
different way if they had access to various commuter benefits

4.7 Workplace Parking

The 2019 CCSF Commuter Survey also asked respondents if their work location offered workplace parking. Insofar as having access to workplace parking may influences commute mode choice, this information provides additional insight into potential reasons why commuters drive single occupancy vehicles to work.

Twenty-three percent of all respondents have daily access to workplace parking (Figure 21), while 48% of respondents who primarily drive alone have daily access to workplace

parking (Figure 22), indicating a correlation between having access to workplace parking and increased drive alone rates. This correlation suggests that decreasing workplace parking could reduce drive alone rates.

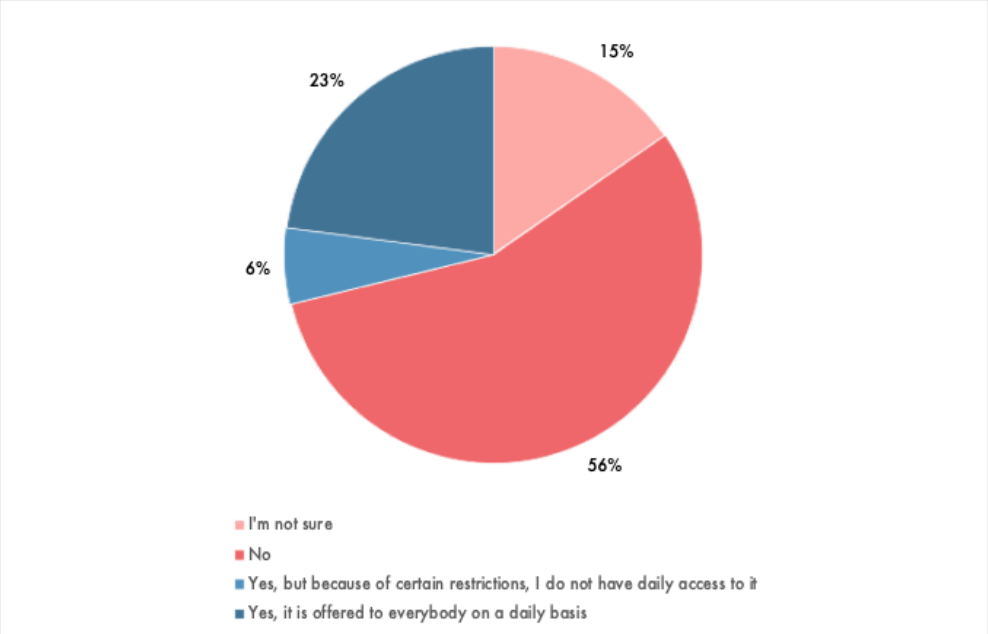


Figure 21 ðDaily access to workplace parking for all respondents (n = 8,128 respondents)

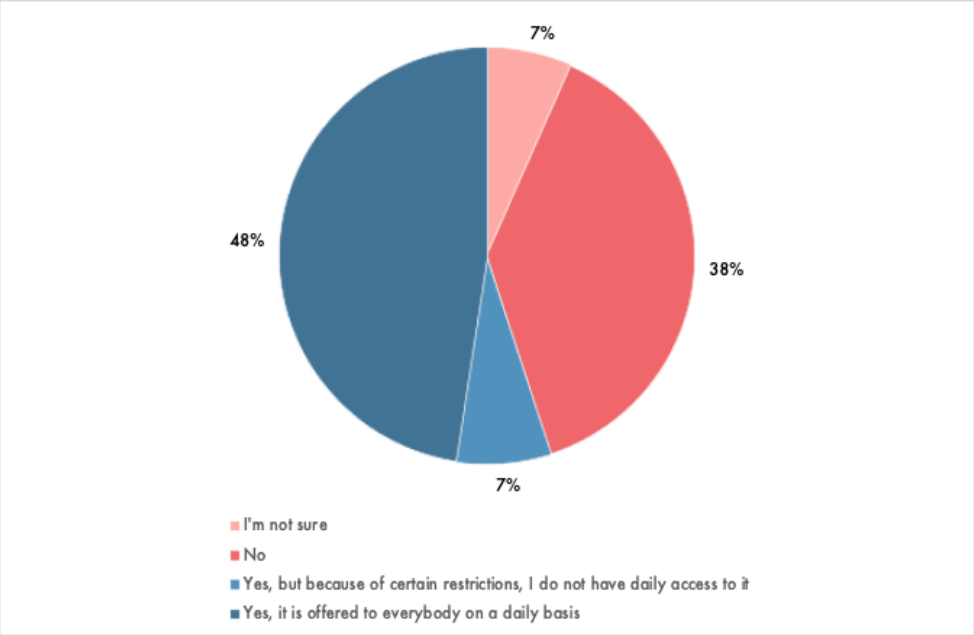


Figure 22 – Daily access to workplace parking for respondents who primarily drive alone (n = 2,597 respondents)

4.8 Telecommuting

As previously noted, this survey was administered prior to the COVID-19 public health crisis. As a result, the telecommuting landscape reflected in the survey results will likely not reflect the telecommuting landscape of a post-COVID workforce.

The 2019 Commuter Survey was the first to ask commuters about telecommuting and how it fits into their travel routines. Access to telecommuting is inherently a commuter benefit, since regular telecommuting reduces the number of days that an individual needs to physically commute into the office, and the environmental impacts of telecommuting can be extremely beneficial.

The majority of CCSF employees reported that they do not telecommute. Eighty-three percent indicated that they never telecommute, while only 8% stated that they telecommute occasionally, and 9% stated that they telecommute on a scheduled basis (Figure 23).

Of those who stated that they do not telecommute, nearly half (46%) cited that their work duties prevent them from doing so. Twenty-four percent cited that management does not support telecommuting, and 16% indicated that they did not know telecommuting was an option available to them. Post-COVID, awareness of telecommuting will no longer be an issue, but questions regarding management support may remain. Leveraging the ongoing research and surveys being conducted on the landscape of telework during and post-COVID, SF Environment can work collaboratively with DHR to continue to encourage telecommuting after a safe return to work is allowed.

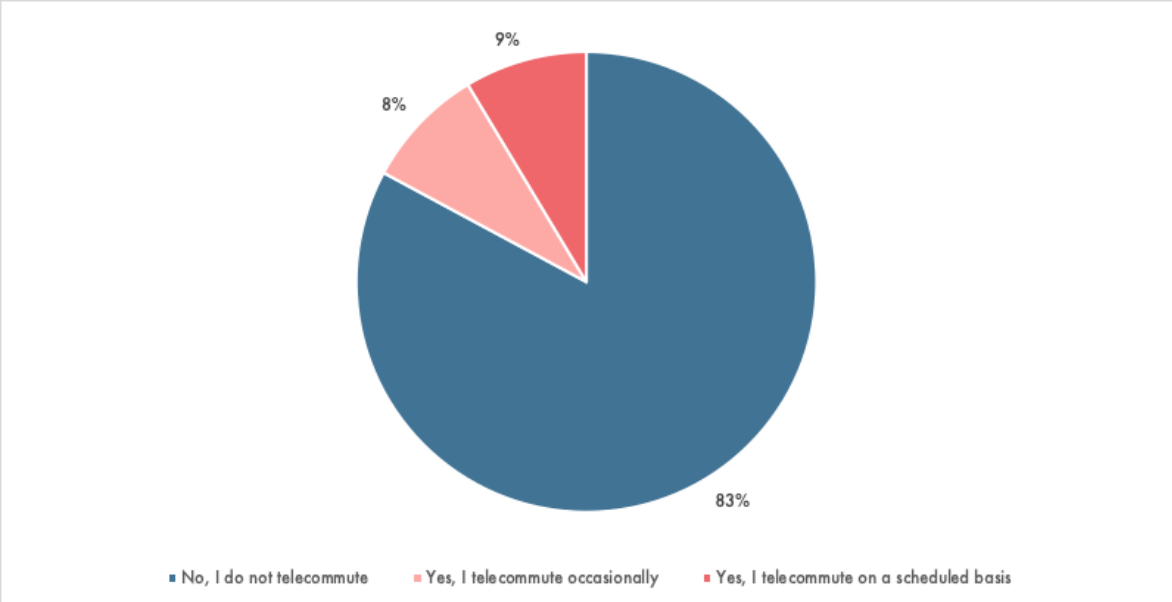


Figure 23 – Access to telecommuting for all commuters (n = 8,127)

Section 5: Survey Findings – At-Work Commutes

5.1 Current At-Work Transportation Options

City employees have many transportation modes available to them for work-related travel, though 51% of respondents report never traveling for work-related trips. The transportation choices of the other 49% can impact air quality and GHG goals set by the City.

To support work-related travel, CCSF employees have access to CityCycle bicycles, a program managed by SF Environment; Muni tokens provided by SFMTA; pre-paid BART cards; and a fleet of City vehicles that are either pooled for general use or made available to specific departments or staff.

The primary modes used by those who make work-related trips once a week or more are walking (39%), department-owned vehicles (23%), and personal vehicles (13%). For infrequent work-related trips (less than once per week), walking (41%), public transit (29%), and personal vehicles (28%) are the most commonly used modes (Figure 24).

For both frequent and infrequent work-related trips, a sizable share of work-related trips are taken via personal single-occupancy vehicles. Increasing employee awareness of the commuter benefits available for work-related travel has the potential to shift commuters away from using personal single-occupancy vehicles. In alignment with the City's Transit First policy, departments should promote the use of Muni tokens and prepaid BART cards for work-related travel whenever possible.

Figure 24 shows the usage breakdown of commute modes for work-related travel. The category of "public transit" includes BART, Muni, and other public transit.

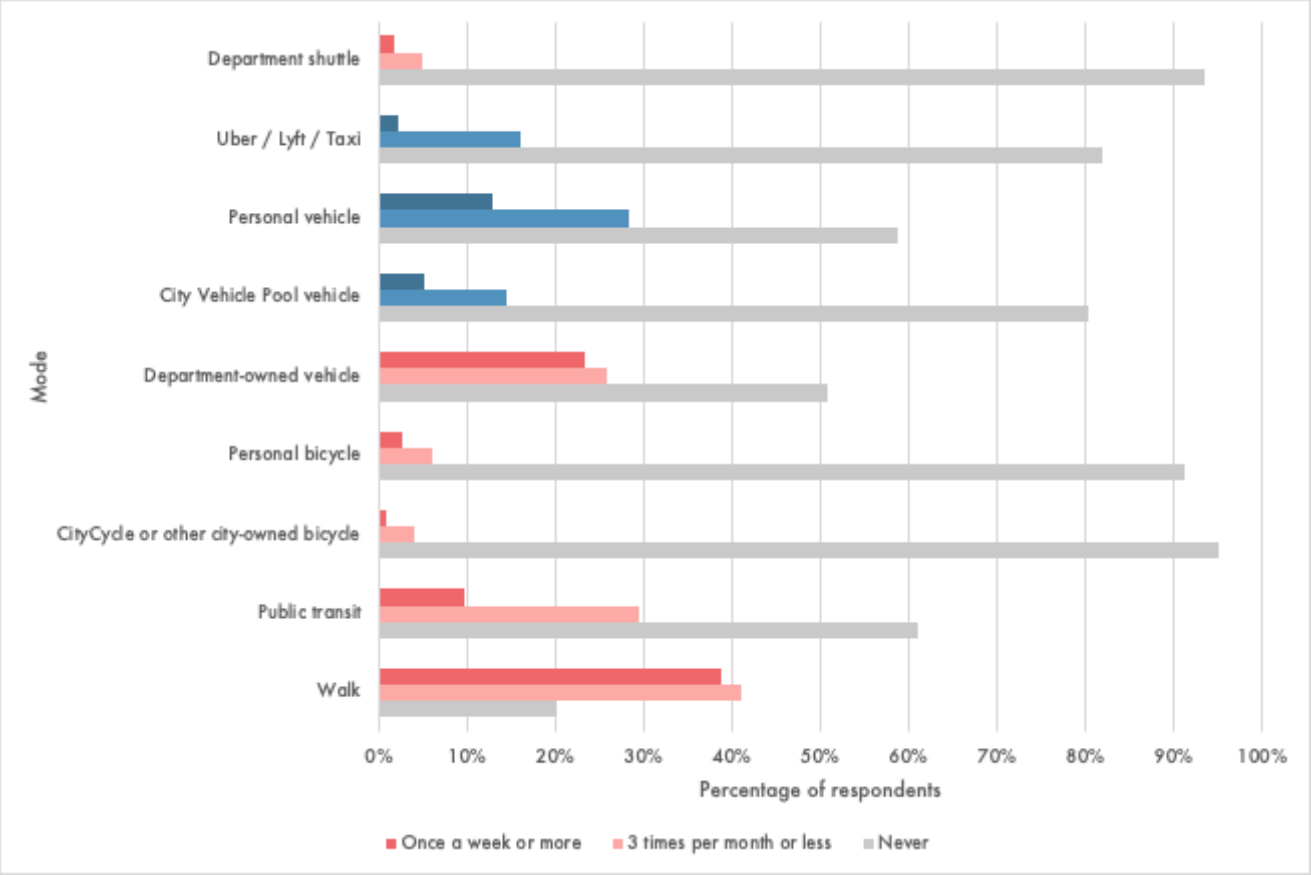


Figure 24 – Usage of commute modes for work-related trips. The blue bars represent unsustainable modes (n = 3,682)

5.2 CityCycle and its Impact on Drive-alone Rates

CCSF developed CityCycle in 2001 as part of the Clean Air and Transportation Program administered by SF Environment. The program gives CCSF employees access to a City-owned bicycle fleet for work-related travel in San Francisco, helping to reduce vehicle miles traveled and GHG emissions.

Five percent of respondents reported using CityCycle or another department-owned bicycle for work-related travel, irrespective of frequency. In 2015, three percent of respondents used CityCycle or another department owned vehicle, a two percent increase despite reported reductions in fleet size. SF Environment will leverage 2019 CCSF Commuter Survey data to support a deeper evaluation of the program's effectiveness and viability moving forward.

Section 6: Comparative Analysis – 2010, 2012, 2015, 2019

SF Environment distributed a commuter survey to CCSF employees in 2010, 2012, and 2015. Comparing the results from these surveys offers useful insights to assess the progress and areas for improvement of CCSF employee commute patterns and the commuter benefits program.

Though a comparison of the surveys provides insight into commuter behavior change, it should be noted that the sample set of respondents from each year are not identical, nor are the survey questions. Furthermore, results should not be construed as authoritatively indicating the success or failure of the CCSF commuter benefits program offerings, given external influences beyond the purview of that program.

6.1 Commute Modes

A comparison of survey data from previous CCSF commuter surveys indicates a decrease in the percentage of employees who drive alone, from 46% in 2010 to 34% in 2012, followed by stagnation in the drive-alone rate from 2012–2019, which stayed at 34% (Figure 25). Since drivers comprise the majority of respondents who commute via unsustainable modes, the curve of commuters who commute sustainably over time mirrors the drive-alone rate.

Figure 26 presents a more granular breakdown than Figure 25 of changes in mode share between 2010 and 2019, with sustainable modes identified as walking, biking, carpool/vanpool, and public transit. The percentage of walking and biking trips as a share of total trips has not changed significantly since 2010, increasing from 3% to 4% for walking and 5% to 4% for biking. However, public transit trips increased significantly, from 31% of total trips to 47%, and carpool/vanpool trips decreased from 13% to 6%.

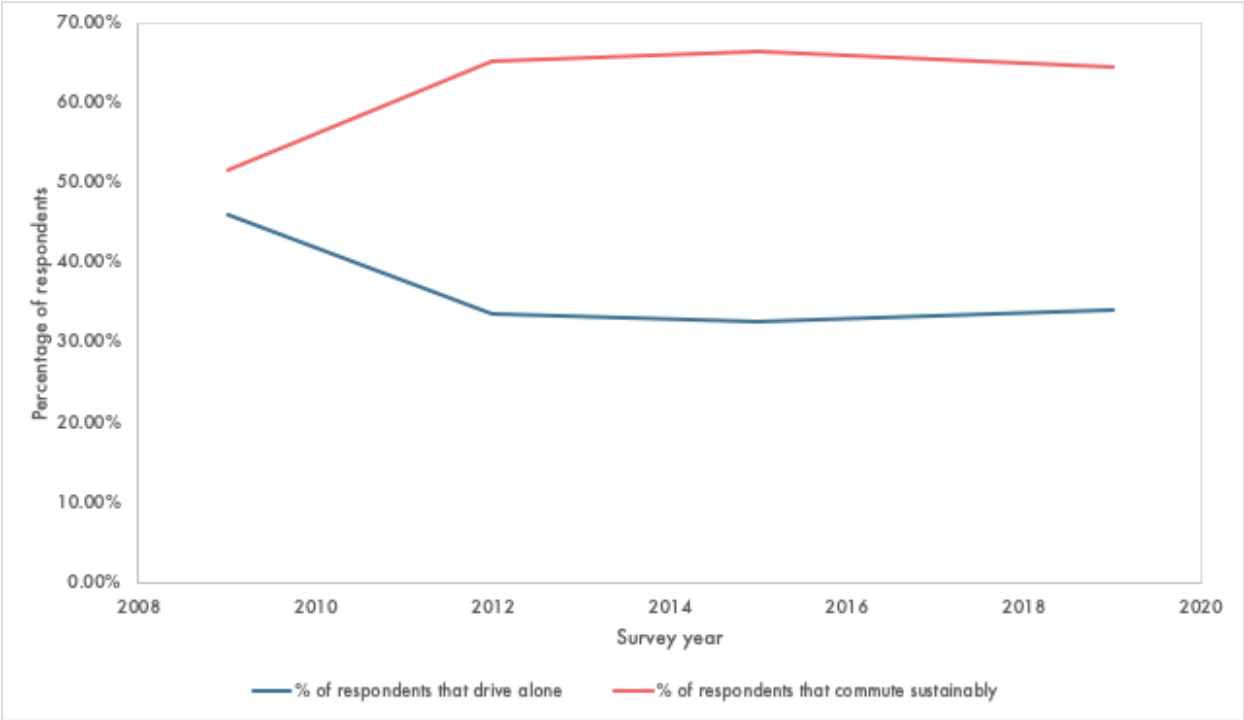


Figure 25 – The percentage of survey respondents whop primarily drive alone and the percentage of respondents who commute sustainably, over time

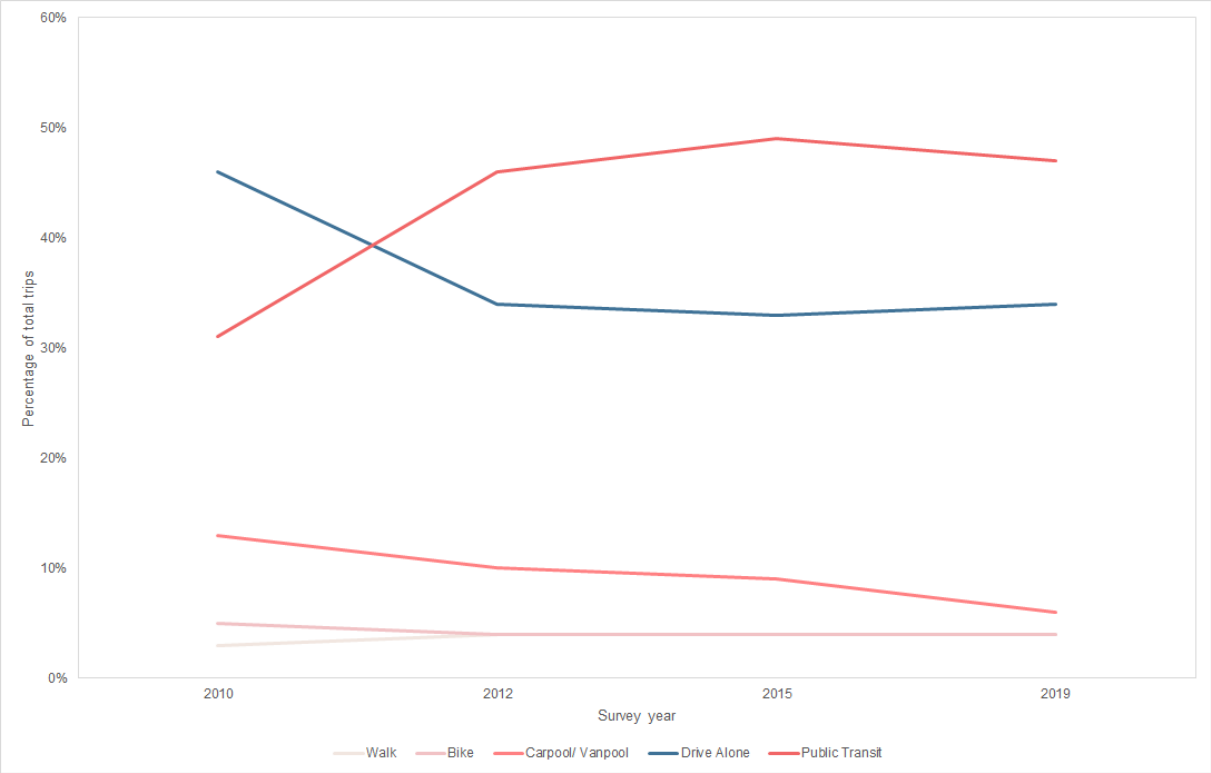


Figure 26 – The percentage of total trips (mode share) for the five most commonly used modes for all survey years

6.2 Participation in the Pre-tax Commuter Benefits Program

Although the CCSF Commuter Survey routinely asks about participation in the pre-tax commuter benefits program, actual participation data from the program administrator WageWorks provides a more accurate picture of program utilization. Figure 27 showcases participation numbers from December of 2011 to 2019, while 2020 uses data for the month of September 2020.

WageWorks data shows a steady increase in participation in the CCSF Pre-tax Commuter Benefits Program from 2011 to 2019.

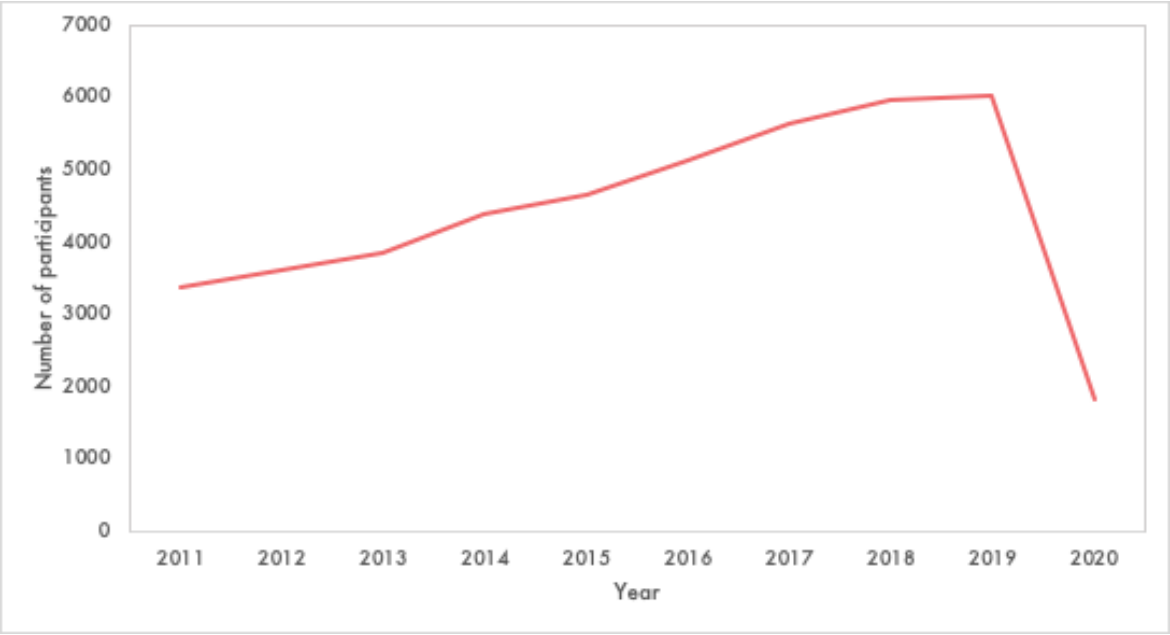


Figure 27 – WageWorks participants in both parking and transit/vanpool plans, from 2011 - 2020

6.3 Usage of the Emergency Ride Home Program

Usage of the Emergency Ride Home benefit has held steady at approximately 2% from 2012 to 2019. The usage percentage was calculated by taking the number of survey respondents who indicated that they "Already Use" the program out of the total number of survey respondents.

Section 7: Findings and Recommendations

The results of the 2019 Commuter Survey highlight both the work that remains to achieve the City's emissions reduction goals, and the opportunities and strategies required to meet them.

Survey data from 2012 to 2019 reflect a negligible decrease (-1%) in the percentage of sustainable trips taken by CCSF employees to 65%, while the drive-alone rate correspondently increased slightly (+1.5%) to 34% between 2015 and 2019. If these trends continue, CCSF will not meet its goal of 80% sustainable trips by 2030. Though CCSF employees do not represent the entire workforce of San Francisco, with an employee base of approximately 37,000, it is vital for CCSF to lead by example in meeting its emissions reduction goals.

7.1 Mode Choice Motivators

For commuters who primarily drive alone and carpool or vanpool, the most important motivations were time savings and stress savings at 93% and 85%, respectively. As carpool and vanpool are deemed more sustainable options for commuters, there may be an opportunity to influence and encourage drive-alone commuters to join a carpool or vanpool. For those traveling within San Francisco, where carpool and vanpool may not be a viable option, we can highlight how transit and biking may reduce their commute times and emphasize how these alternative modes can be less stressful, help avoid traffic, increase productivity (for those able to work while on transit), and allow commuters to avoid the frustrations associated with parking.

Although financial savings was only indicated as the third most important motivator of mode choice for drive-alone commuters, for some, findings reveal there may be opportunities to showcase the cost-saving benefits associated with carpool/vanpool or public transit while also ensuring overall commute time will not be drastically impacted.

Environmental benefits were more important for public transit commuters than for drivers. Sixty-one percent of public transit commuters stated that environmental benefits were important to them, compared to 48% of drive-alone commuters. However, these motivators are still not primary in influencing mode choice. So, when attempting to shift behaviors towards public transit options, we should focus on the potential stress and time savings instead of the environmental benefits in our communications and messaging.

Sixty-nine percent of commuters who primarily walk and 73% who bike stated that environmental benefits are an important motivator, which is more than commuters who primarily take public transit (61%) and drive alone (48%). Although environmental benefits may not be the highest priority for walk and bike commuters, results suggest environmental messaging may be more influential for these commuters than any other group surveyed.

Additionally, 23% of all respondents have daily access to workplace parking, while 48% of respondents who primarily drive alone have daily access to workplace parking, indicating a correlation between having access to workplace parking and increased drive alone

rates. Limiting workplace parking could be an effective motivator to reduce drive-alone rates.

7.2 At-Work Commutes

For both frequent (more than once a week) and infrequent work-related trips (less than once a week), a sizable share of work-related trips are taken via personal single-occupancy vehicles. In alignment with the City's Transit First policy, departments should promote the use of Muni tokens and prepaid BART cards for work-related travel whenever possible. Increasing employee awareness of these commuter benefits for work-related travel has the potential to shift commuters away from using personal single-occupancy vehicles.

7.3 CCSF Commuter Programs

The majority of CCSF employees reported that they do not telecommute. Eighty-three percent indicated that they never telecommute, while only 8% stated that they telecommute occasionally, and 9% stated that they telecommute on a scheduled basis. Of those who stated that they do not telecommute, nearly half (46%) cited that their work duties prevent them from doing so. Twenty-four percent cited that management does not support telecommuting, and 16% indicated that they did not know telecommuting was an option available to them. Post-COVID, awareness of telecommuting will no longer be an issue, but questions regarding management support may remain. Leveraging the ongoing research and surveys being conducted on the landscape of telework during and post-COVID, SF Environment can work collaboratively with DHR to continue to encourage telecommuting after a safe return to work is allowed.

CCSF should also expand outreach and promotion efforts of the Pre-tax Commuter Benefits program and the Emergency Ride Home program, two underutilized commuter benefits programs that, based on survey responses, have strong potential to encourage shifts to sustainable commute modes. Though 57% of respondents report that they primarily use public transportation or carpool/vanpool, only 41% of survey respondents participate in the Pre-tax Commuter Benefits Program, a 16% discrepancy between eligible respondents and participating respondents. This discrepancy indicates underutilization of the Pre-tax program, from which eligible employees could derive financial savings if enrolled. Additionally, since 24% of survey respondents reported not being enrolled because they do not know enough about the program, increased program outreach and messaging may encourage CCSF employees who currently do not take sustainable modes to do so.

Similarly, increased promotion of the Emergency Ride Home (ERH) program has the potential to encourage mode shift to sustainable commute modes. Fifty-four percent of respondents indicated that they would be extremely likely or very likely to travel to work in a different way with access to this program. Since ERH is available to all employees who work in San Francisco, this statistic points to a general lack of awareness of the ERH program. Increased promotion through citywide, targeted efforts would increase program knowledge and potentially drive a shift to sustainable modes.

Section 8: Conclusion

SF Environment acknowledges the vastly altered landscape of commuting in San Francisco in the aftermath of COVID-19 and the unknown changes and challenges that will arise as a result.

As of September 2020, pre-tax commuter benefits participation numbers have dropped to 1,813 participants, far below 2011 participation levels. This is a result of the COVID-19 public health crisis and subsequent shelter-in-place order. As the majority of the CCSF workforce transitioned to remote work and access to public transportation was reduced, the number of participants in the Pre-tax Commuter Benefits Program sharply declined. It is likely that utilization will rise once the workforce begins its return to the office.

CCSF employees are anticipated to work from home until July 2021, after which time SF Environment will field a follow-up to the 2019 Commuter Survey. Programs such as ERH remain available and will be increasingly important in supporting a safe and healthy return to work.

Section 9: Limitations and Future Research

Due to a linking error when setting up the survey in Wufoo, the unique entry ID that would have allowed responses from the paired Wufoo surveys to be associated with the same respondent was not captured, thus prohibiting our ability to correlate response data from the first half of the survey with data from the second half. As a result, the data analysis excludes correlations between respondent mode choices and demographic indicators such as age and income, as well as respondent mode choice and appetite for various commuter benefits. Future research will provide this data and associated findings.

The survey questions used to estimate GHG calculations can be improved for future survey iterations by limiting as many assumptions as possible. For example, assumptions such as median employee leave can be directly ascertained by asking the respondent how many days per year they take (took) sick, legal holiday, and floating holiday leave. Also, the type of car (make, model, year) and miles driven per week (though an address was given) can be asked to ascertain vehicle fuel economy per respondent rather than using one regional fuel economy number which was modeled across the region.

When considering programmatic or policy interventions to change the behavior of CCSF commuters who drive alone, it is important to note that certain work circumstances—specifically, working a non-standard schedule (which reduces the likelihood of access to public transit) and working at work sites far from transit hubs—present barriers that are not easily overcome via existing programs and outreach interventions. The survey did not pose questions regarding various factors known to contribute to driving alone, notably childcare responsibilities and a lack of first/last mile connections to transit. These factors must be addressed to motivate shifts in mode choices of CCSF employees who drive to work. Strategic, robust, targeted outreach to drive-alone commuters and departments with high drive-alone rates would also assist in in shaping our programming and identifying opportunities for interventions.

Appendix – 2019 CCSF Commuter Survey Results by Question

The survey results listed below feature the full set of questions in the 2019 CCSF Commuter Survey.

1. Your City Department:

Department	Response
AAM – Asian Art Museum	1
ADM GSA – City Administrator	220
ADP – Adult Probation	62
AIR – Airport Commission	362
ART – Arts Commission	22
ASR – Assessor – Recorder	107
BOA – Board of Appeals – PAB	4
BOS – Board of Supervisors	27
CAT – City Attorney	3
CCD – SF Community College District	272
CFC – Children & Families Commission	9
CHF – Children; Youth & Families	55
CII – Community Investment & Infrastructure	20
CON – Controller	156
CPC – City Planning	130
CSC – Civil Service Commission	7
CSC – Child Support Services	36
DAT – District Attorney	124
DBI – Building Inspection	102
DEM – Emergency Management	113
DHR – Human Resources	159
DPA – Police Accountability	27
DPH – Public Health	1,583
DPW GSA – Public Works	318
DT GSA – Technology	68
ECN – Economic & Workforce Development	58
ENV – Environment	66
ETH – Ethics Commission	10
FAM – Fine Arts Museum	3
FIR – Fire Department	203
GEN – General City – Unallocated	7
HOM – Homelessness Services	81
HRC – Human Rights Commission	9
HSA - Human Services Agency	889

HSS – Health Service System	48
JUV – Juvenile Probation	44
LIB – Public Library	407
LLB – Law Library	9
MTA – Municipal Transportation Agency	551
MYR – Mayor	73
Other	161
PDR – Public Defender	41
POL – Police	677
PRT – Port	86
PUC – Public Utilities Commission	252
REC – Recreation & Park Commission	184
REG – Elections	17
RET – Retirement System	51
RNT – Rent Arbitration Board	10
SCI – Academy of Sciences	5
SHF – Sheriff	116
TTX – Treasurer-Tax Collector	99
WAR – War Memorial	15
WOM – Status of Women	10

N = 8,127 respondents

2. On average, how many minutes is your commute TO work (door-to-door)?

Primary Commute Mode	Average (mode) commute time (minutes)
AC Transit	60
Airporter	90
Amtrak	50 and 150
BART	60
Bike	20
Caltrain	90
Carpool / Vanpool	60
Commuter Ferry	90
Drive Alone	30
Electric Vehicle	60
Golden Gate Transit	90
Local City/County Bus	60
Motorcycle	20
MUNI	30
Other public transit	60
Paratransit	15
Plane	240
Shuttle	20, 25, and 60
Uber / Lyft	30
Walk	15

N = 8,127 respondents

3. On average, how many minutes is your commute FROM work (door-to-door)?

Primary Commute Mode	Average (mode) commute time (minutes)
AC Transit	90
Airporter	120
Amtrak	75 and 150
BART	60
Bike	15
Caltrain	90
Carpool / Vanpool	60
Commuter Ferry	90
Drive Alone	30
Electric Vehicle	80
Golden Gate Transit	90
Local City/County Bus	60
Motorcycle	20
MUNI	45
Other public transit	90
Paratransit	30
Plane	240
Shuttle	20, 25, and 60
Uber / Lyft	45
Walk	15

N = 8,127 respondents

4. What time do you typically start work? (Figure 28)
5. What time do you typically finish work? (Figure 28)

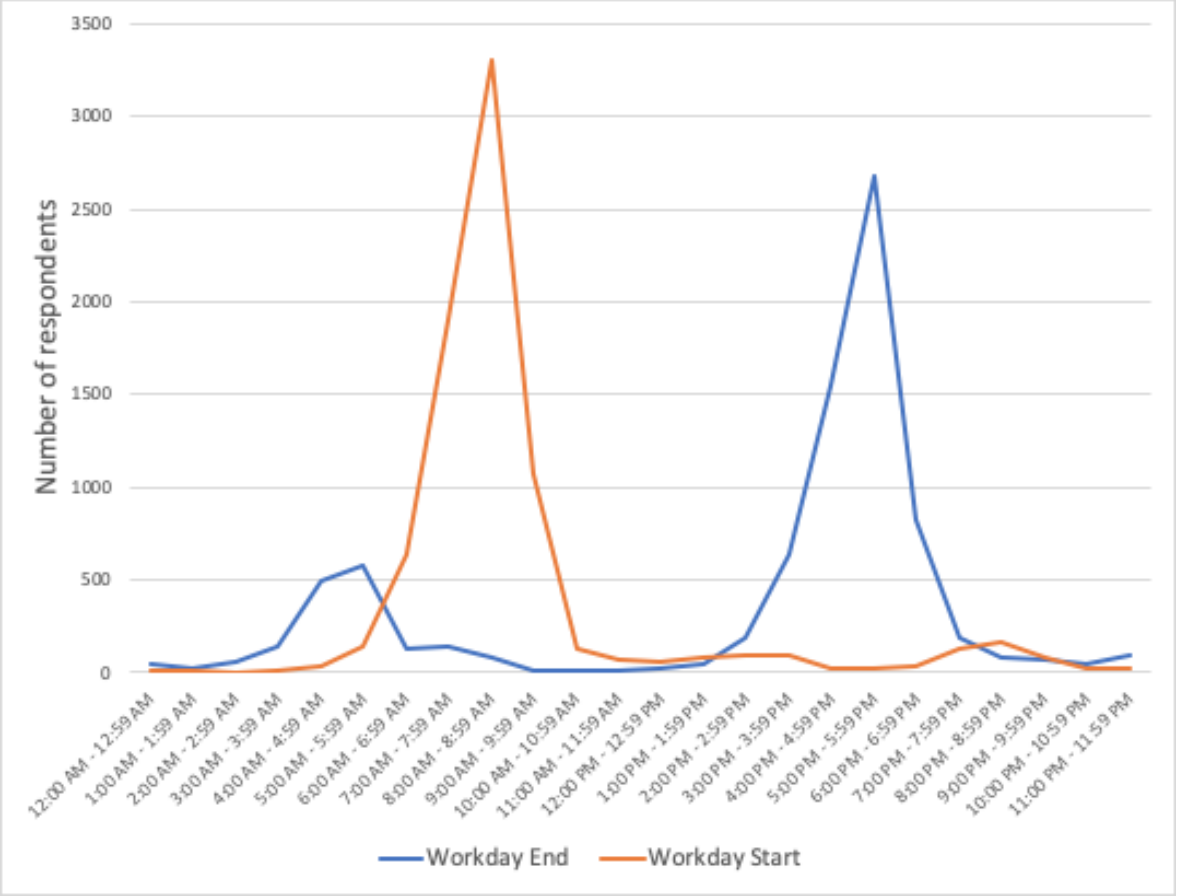


Figure 28 – Distribution of workday start and end times (n = 8,127 respondents)

6. Do you telecommute regularly or occasionally?

Response	Number of responses
No, I do not telecommute	6,734
Yes, I telecommute occasionally	693
Yes, I telecommute on a scheduled basis	700

N = 8,127 respondents

7. What day(s) of the week do you typically telecommute?

Response	Number of responses
Monday	643
Tuesday	554
Wednesday	645
Thursday	620
Friday	904
Saturday	123
Sunday	107

N = 3,596

8. Why don't you telecommute?

Response	Number of responses
I didn't know this was an option available to me	1,107
Management does not support telecommuting	1,599
My work duties prevent telecommuting	3101
Other	927

N = 6,734 respondents

9. Do you work an alternative schedule (a work schedule other than 8 hours a day / 5 days a week)?

Response	Number of responses
Yes	2,229
No	5,898

N = 8,127 respondents

10. What is your alternative schedule?

Response	Number of responses
4/10	596
9/80	729
Other	904

N = 2,229 respondents

11. Why don't you work an alternative schedule?

Response	Number of responses
I am not interested in an alternative schedule	969
I didn't know this was an option available to me	1,199
Management does not support an alternative schedule	1,577
My work duties prevent an alternative schedule	1,525
Other	628

N = 5,898 respondents

12. Please choose your main form of transportation TO work. This should be the form of transportation you use during your commute that covers the most distance in miles.

Response	Number of trips

Muni	7,139
BART	11,552
Walk	1,628
Bike	1,620
Drive Alone	13,829
Uber/ Lyft	394
Carpool/ Vanpool	2,860
Caltrain	397
Other	1,444

N = 8,127 respondents

13. If you marked other, please specify:

Other responses included, but were not limited to:

- Commuter ferry
- Electric vehicle
- Telework
- Motorcycle
- Plane
- Paratransit
- Shuttle
- Amtrak
- AC Transit
- Golden Gate Transit
- Airporter
- SamTrans

14. On a typical day, do you use more than one mode of transportation during your commute TO work?

Response	Number of responses
Yes	3,553
No	4,616

N = 8,169 respondents

15. Please select all additional modes you use during your commute TO work.

Response	Number of trips
Walk	2,251
Bike	315
Muni	1,452
BART	1158
Caltrain	40
Drive Alone	1,172
Uber/ Lyft	275

Carpool/ Vanpool	320
Commuter Ferry	80
Commuter Bus	219
Other	322

N = 8,169 respondents

16. Please choose your main form of transportation FROM work. This should be the form of transportation you use during your commute that covers the most distance in miles.

Response	Number of trips
Muni	7,359
BART	11,790
Walk	1,688
Bike	1,599
Drive Alone	14,009
Uber/ Lyft	364
Carpool/ Vanpool	2,278
Caltrain	429
Other	1,319

N = 8,127 respondents

17. If you marked other, please specify:

Other responses included, but were not limited to:

- Commuter ferry
- Electric vehicle
- Telework
- Motorcycle
- Plane
- Paratransit
- Shuttle
- Amtrak
- AC Transit
- Golden Gate Transit
- Airporter
- SamTrans

18. On a typical day, do you use more than one mode of transportation during your commute FROM work?

Response	Number of responses
Yes	3,443
No	4,699

N = 8,142 respondents

19. Please select all additional modes you use during your commute FROM work:

Response	Number of responses
Walk	2,227
Bike	317
Muni	1,353
BART	1,103
Caltrain	47
Drive Alone	1,129
Uber/ Lyft	266
Carpool/ Vanpool	237
Commuter Ferry	81
Commuter Bus	222
Other	323

N = 8,142 respondents

20. What is the average daily cost of your commute to and from work?

Response	Number of responses
Free	519
$.01 - $5	1,715
$6 - $10	1,968
$11 - $15	1,537
$16 - $20	1,063
$21 - $25	529
$26 - $30	306
$31 or more	489

N = 8,126 respondents

Primary commute mode	Average (mode) commute cost
AC Transit	$11 - $15 and $16 - $20
Airporter	$21 - $25
Amtrak	$31 or more
BART	$11 - $15
Bike	Free
Caltrain	$11 - $15
Carpool/ Vanpool	$6 - $10
Commuter Ferry	$31 or more
Drive Alone	$6 - $10
Electric Vehicle	$.01 - $5 and $16 - $20
Golden Gate Transit	$16 - $20
Local City/County Bus	$11 - $15
Motorcycle	$.01 - $5
Muni	$.01 - $5

Other public transit	$11 - $15
Paratransit	$.01 - $5
Plane	$31 or more
Shuttle	Free
Uber/ Lyft	$16 - $20
Walk	Free

N = 8,126 respondents

21. How important are the following factors in your choice of transportation to and from work?

	Not at all important	Slightly unimportant	Moderately important	Very important	Extremely important
Time savings	110	176	702	2,267	4,874
Stress savings	147	245	896	2,475	4,364
Financial savings	226	504	1,560	2,250	3,586
Health benefits	531	844	1,736	2,077	2,938
Environmental benefits	543	949	2,028	2,151	2,455

N = 8,129 respondents

22. Does your workplace offer free or subsidized parking, either at your building or nearby?

Response	Number of responses
I'm not sure	1,246
No	4,541
Yes, but because of certain restrictions, I do not have daily access to it	478
Yes, it is offered to everybody on a daily basis	1,863

N = 8,128 respondents

23. With access to the following benefits, how likely would you be to consider getting to work in a different way?

	Already use	Extremely Likely	Very Likely	Moderately Likely	Slightly Likely	Not at all Likely
Free or discounted public transit passes	1,060	3,018	1,075	705	525	1,136

More flexible work hours	566	3,082	1,200	778	601	1,294
A free taxi ride home in case of an emergency	155	2,815	1,221	817	819	1,692
Personal transportation consultation	115	707	554	1,039	1,253	3,851
Help finding carpool partners	195	559	508	922	1,177	4,160
Earning extra money to carpool others	125	732	573	852	965	4,274
Having walking partners	253	319	298	593	871	5,186
Having bicycling partners	255	225	207	406	665	5,762
Access to carshare	180	530	449	756	1,129	4,476
Access to bikeshare	267	433	350	626	813	5,031

N = 7,519 respondents

24. Do your job's duties require you to have access to a vehicle?

Response	Number of responses
Yes	1,569
No	5,928

N = 7,497 respondents

25. Which of the following transportation resources for work-related trips are available to you at your workplace? (*Select all that apply*)

Response	Number of responses
Departmental car fleet	1,480
City Vehicle Pool	596
Muni tokens	694
BART tickets	139
Clipper Card	431

CityCycle or other city-owned bicycle	174
Employee shuttle	239
Secure bike parking	318
None of these	491
I'm not sure	517
Other	79

N = 3,401 respondents

26. Do you make work-related off-site trips during the workday?

Response	Number of responses
Yes	3,684
No	3,809

N = 7,493 respondents

27. For work-related trips taken during work hours, how often do you use each of the following modes, on average?

	Do not have access	Never	Less than once a month	1-3 times per month	Once a week	2-3 times per week	4-5 times per week	6+ times per week
Walk	51	689	663	847	377	486	287	282
Muni	103	1,161	874	794	284	263	108	94
BART	228	1,948	865	393	106	68	43	30
Other public transit (not Muni or BART)	373	2,915	258	63	22	23	16	10
CityCycle or other city-owned bicycle	522	2,975	108	42	10	15	4	5
Personal bicycle	466	2,893	144	79	34	33	14	19
Uber / Lyft	266	2,274	690	309	55	61	17	8
Taxi	325	3,158	143	38	4	8	1	3
Department shuttle	684	2,755	135	43	17	18	13	15
Other	407	3,182	35	23	5	11	5	12

N = 3,682 respondents

28. If you marked "Other" above, please specify:

Other responses included, but were not limited to:

- Carpool
- Electric scooter
- Motorcycle

29. Do you know about WageWorks, CCSF's pre-tax commuter benefits program?

Response	Number of responses
I'm not sure	358
No	1,619
Yes, but I'm not currently enrolled	2,460
Yes, I'm currently enrolled	3,061

N = 7,498 respondents

30. What is the primary reason you are not enrolled in WageWorks?

Response	Number of responses
I don't know enough about it	524
I don't ride public transit or vanpool	1,088
I have had a bad experience with WageWorks	175
It is too difficult to sign up	194
Other	242

N = 2,223 respondents

31. Overall, how satisfied are you with WageWorks?

Response	Number of responses
Extremely Satisfied	703
Moderately Satisfied	1,396
Neither Satisfied nor Unsatisfied	577
Moderately Unsatisfied	268
Extremely Unsatisfied	120

N = 3,064 respondents

32. How did you first hear about WageWorks?

Response	Number of responses
CommuteSmart / SFEnvironment.org	409
Word of mouth (coworker, friend)	1,658
Payroll staff member	299
HR / Hiring materials	2,210
HSS Benefits Fair	414
Benefits presentation at my department	297
Other	228

N = 5,515 respondents

33. As a City employee, you could save over $200 per month on transportation costs by enrolling in WageWorks. Would you be interested in learning more about this program and other transportation benefits (i.e. Emergency Ride Home program, carshare, and bikeshare discounts) available to you?

Response	Number of responses
No	2,247
Yes	2,190

N = 4,437 respondents

34. Your age:

Response	Number of responses
18 – 24	164
25 - 34	1,642
35 – 44	2,104
45 – 54	1,985
55 – 64	1,381
65 – 74	217
75 years or older	15

N = 7,508 respondents

35. What is your total household income before taxes?

Response	Number of responses
Under $25,000	108
$25,000 - $49,999	289
$50,000 - $74,999	988
$75,000 - $99,999	1,521
$100,000 - $249,999	3,482
$250,000 - $499,999	485
$500,000+	17
Prefer not to answer	616

N = 7,507 respondents

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