



Vanpooler's Survey 2009: VanGo Compared by Year



Report of Results
November 2009



Prepared by:



COMPARISON BY YEAR TABLES

VanGo: Quality and Satisfaction with the Vanpool

To what extent do you agree or disagree with each of the following aspects of your vanpool:	Survey Year																			
	2009					2008					2007					2006				
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total
The van is mechanically reliable	88%	11%	1%	0%	100%	88%	12%	0%	0%	100%	82%	18%	1%	0%	100%	85%	15%	1%	0%	100%
It is easy to get to and from the vanpool pickup and dropoff	77%	20%	1%	1%	100%	74%	22%	3%	1%	100%	72%	21%	6%	1%	100%	74%	23%	3%	0%	100%
I am satisfied with the Guaranteed Ride Home service	71%	24%	4%	2%	100%	66%	29%	3%	1%	100%	67%	25%	7%	1%	100%	67%	28%	4%	1%	100%
The outward appearance of the van is satisfactory	70%	28%	2%	0%	100%	73%	25%	2%	0%	100%	65%	32%	2%	1%	100%	68%	28%	4%	0%	100%
My van is usually on time for pickups and dropoffs	70%	24%	5%	1%	100%	65%	27%	6%	1%	100%	58%	36%	5%	1%	100%	65%	27%	6%	2%	100%
The van driver is a safe driver	68%	28%	3%	1%	100%	66%	30%	4%	1%	100%	58%	34%	8%	1%	100%	69%	25%	5%	0%	100%
I am satisfied with the overall vanpool experience	65%	33%	2%	0%	100%	65%	33%	1%	0%	100%	62%	35%	2%	1%	100%	72%	26%	2%	0%	100%
The interior of the van is clean	65%	30%	5%	0%	100%	67%	28%	4%	0%	100%	66%	30%	3%	1%	100%	74%	24%	2%	0%	100%
The vanpooling payment procedures are easy to use	54%	34%	10%	2%	100%	61%	32%	5%	2%	100%	60%	31%	8%	1%	100%	54%	40%	5%	1%	100%
The van seating is comfortable	51%	39%	7%	4%	100%	50%	38%	9%	3%	100%	43%	41%	12%	4%	100%	44%	39%	11%	6%	100%
The cost of vanpooling (the fare charged) is reasonable	40%	43%	13%	4%	100%	54%	40%	4%	2%	100%	52%	34%	11%	2%	100%	54%	37%	8%	1%	100%

VanGo: Communication Between Members of the Vanpool

To what extent do you agree or disagree with each of following statements about communication between members of the vanpool:	Survey Year																			
	2009					2008					2007					2006				
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total
I have a good relationship with the members of my vanpool	69%	30%	1%	0%	100%	67%	31%	1%	1%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Our vanpool group resolves issues in a reasonable manner	67%	29%	3%	1%	100%	67%	26%	6%	1%	100%	57%	35%	6%	3%	100%	65%	29%	5%	1%	100%
There is clear communication between the driver and riders	64%	32%	4%	0%	100%	65%	31%	4%	0%	100%	57%	37%	4%	2%	100%	66%	31%	3%	0%	100%
I feel comfortable to raise any concerns I may have with the driver	60%	33%	5%	2%	100%	61%	30%	6%	2%	100%	55%	34%	8%	3%	100%	63%	29%	7%	0%	100%
Our vanpool issues are predominantly decided by the driver	15%	35%	32%	18%	100%	10%	31%	32%	27%	100%	15%	31%	29%	25%	100%	11%	30%	31%	28%	100%

VanGo: Interaction with Vanpool year																				
To what extent do you agree or disagree with each of following statements about your interaction with VanGo.	Survey Year																			
	2009					2008					2007					2006				
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total
VanGo staff provide timely and helpful assistance	61%	33%	4%	3%	100%	56%	36%	6%	1%	100%	55%	35%	7%	3%	100%	60%	35%	5%	1%	100%
I understand how Guaranteed Ride Home works	44%	45%	9%	2%	100%	38%	45%	12%	5%	100%	36%	47%	11%	6%	100%	42%	44%	10%	4%	100%
I am familiar with vanpool emergency procedures	37%	55%	7%	1%	100%	39%	48%	10%	3%	100%	38%	45%	12%	4%	100%	36%	44%	15%	5%	100%

VanGo: Influence of Factors on Decision to Join a Vanpool

When you decided to join a vanpool, how important were each of the following considerations at the time you made the decision?	Survey Year															
	2009				2008				2007				2006			
	Very important	Somewhat important	Not at all important	Total	Very important	Somewhat important	Not at all important	Total	Very important	Somewhat important	Not at all important	Total	Very important	Somewhat important	Not at all important	Total
It would reduce wear and tear on my personal vehicle	87%	12%	0%	100%	88%	11%	1%	100%	87%	10%	2%	100%	89%	10%	1%	100%
It would reduce the cost of my commute	75%	23%	2%	100%	86%	13%	1%	100%	83%	16%	1%	100%	82%	17%	1%	100%
I wanted to reduce the amount I have to drive	63%	24%	13%	100%	64%	22%	13%	100%	70%	21%	9%	100%	73%	18%	9%	100%
It would reduce my commute stress	62%	24%	14%	100%	62%	24%	14%	100%	67%	20%	14%	100%	67%	25%	8%	100%
It is better for the environment	49%	39%	12%	100%	53%	38%	9%	100%	61%	33%	6%	100%	58%	32%	10%	100%
I wanted to relax, read or work during my commute	42%	35%	24%	100%	34%	39%	27%	100%	39%	36%	26%	100%	43%	37%	20%	100%
It would make my work commute safer	38%	34%	28%	100%	37%	35%	28%	100%	40%	33%	27%	100%	49%	32%	20%	100%
My employer subsidized the fare	23%	15%	62%	100%	23%	13%	64%	100%	16%	13%	71%	100%	21%	11%	68%	100%
I would not have to worry about parking at work	19%	18%	63%	100%	20%	15%	65%	100%	26%	15%	58%	100%	22%	17%	61%	100%
I could get to and from work faster because the vanpool uses HOV lanes	18%	20%	62%	100%	19%	20%	61%	100%	24%	22%	53%	100%	28%	22%	50%	100%
I would get a break on my taxes	15%	21%	64%	100%	14%	23%	63%	100%	10%	14%	76%	100%	15%	18%	67%	100%
I wanted the company of others during my commute	10%	26%	64%	100%	8%	28%	64%	100%	12%	24%	64%	100%	14%	22%	64%	100%
I did not have an automobile available for commuting	8%	7%	85%	100%	9%	7%	84%	100%	7%	7%	86%	100%	8%	8%	83%	100%

VanGo: Importance of Benefits from Belonging to a Vanpool Today

How important to you are each of the following benefits of vanpooling today?	Survey Year															
	2009				2008				2007				2006			
	Very important	Somewhat important	Not at all important	Total	Very important	Somewhat important	Not at all important	Total	Very important	Somewhat important	Not at all important	Total	Very important	Somewhat important	Not at all important	Total
It reduces wear and tear on my personal vehicle	88%	11%	1%	100%	87%	12%	1%	100%	90%	8%	3%	100%	90%	9%	1%	100%
It reduces the cost of my commute	78%	19%	3%	100%	88%	11%	1%	100%	87%	11%	2%	100%	87%	13%	0%	100%
I reduce the amount I have to drive	61%	26%	13%	100%	63%	25%	13%	100%	73%	17%	10%	100%	76%	15%	8%	100%
My work commute is less stressful	59%	26%	15%	100%	59%	26%	15%	100%	67%	23%	11%	100%	72%	19%	9%	100%
It is better for the environment	52%	38%	10%	100%	58%	35%	7%	100%	66%	28%	6%	100%	63%	28%	9%	100%
I enjoy having time to relax, read or work	52%	32%	16%	100%	50%	34%	16%	100%	51%	33%	15%	100%	58%	29%	13%	100%
My work commute is safer	40%	35%	25%	100%	39%	34%	27%	100%	43%	36%	21%	100%	53%	30%	16%	100%
I enjoy the company of my fellow passengers	31%	37%	32%	100%	25%	46%	28%	100%	29%	39%	33%	100%	33%	40%	27%	100%
My employer subsidizes the fare	25%	11%	64%	100%	24%	12%	64%	100%	18%	13%	68%	100%	22%	15%	64%	100%
I don't have to worry about parking at work	23%	14%	64%	100%	24%	14%	62%	100%	28%	18%	55%	100%	26%	14%	60%	100%
I get to and from work faster because the vanpool uses HOV lanes	22%	20%	57%	100%	25%	15%	59%	100%	27%	21%	52%	100%	32%	19%	49%	100%
I get a break on my taxes	17%	24%	59%	100%	14%	29%	57%	100%	14%	15%	71%	100%	15%	23%	62%	100%
I don't have an automobile available for commuting	11%	4%	84%	100%	11%	7%	81%	100%	11%	7%	82%	100%	11%	6%	82%	100%

VanGo: Likelihood of Recommending Vanpooling

How likely would you be to recommend your vanpool to a friend if a seat was available?	Survey Year			
	2009	2008	2007	2006
Very likely	88%	87%	87%	85%
Somewhat likely	10%	12%	12%	13%
Somewhat unlikely	1%	1%	1%	1%
Very unlikely	1%	1%	0%	1%
Total	100%	100%	100%	100%

VanGo: Importance of Improvements to the Vanpool Service

Please rate how important, if at all, each of the following potential improvements to the vanpooling service are to you.	Survey Year															
	2009				2008				2007				2006			
	Very important	Somewhat important	Not at all important	Total	Very important	Somewhat important	Not at all important	Total	Very important	Somewhat important	Not at all important	Total	Very important	Somewhat important	Not at all important	Total
New vehicles	26%	49%	25%	100%	27%	52%	21%	100%	37%	45%	18%	100%	34%	48%	18%	100%
Automatic fare payment deductions from personal banking account or credit cards	22%	24%	54%	100%	26%	26%	48%	100%	24%	29%	47%	100%	18%	32%	50%	100%
Wireless Internet service in the van	17%	26%	57%	100%	14%	24%	63%	100%	15%	23%	62%	100%	14%	24%	62%	100%
AC adapters for my laptop	13%	28%	59%	100%	9%	28%	63%	100%	11%	26%	63%	100%	14%	26%	61%	100%
Vehicle navigation system	5%	25%	69%	100%	4%	21%	75%	100%	4%	21%	75%	100%	5%	20%	76%	100%

VanGo: Willingness to Pay for Wireless Internet Service

What would you be willing to pay for wireless internet service in your van?*	Survey Year
	2009
Nothing	73%
\$1 to \$3 per month	13%
\$4 to \$6 per month	10%
\$7 to \$9 per month	2%
\$10 to \$12 per month	2%
Total	100%

*This question was new in 2009.

VanGo: First Source of Information about Vanpool Services

How did you first hear about the vanpool program?*	Survey Year			
	2009	2008	2007	2006
Saw a vanpool van	46%	46%	50%	48%
From a friend or coworker who was already in a vanpool	45%	39%	38%	42%
Through my employer	10%	15%	10%	11%
VanGo Web site	9%	11%	9%	0%
Poster or flyer	6%	3%	3%	7%
Highway sign	5%	5%	6%	5%
Internet (not VanGo Web site)	5%	3%	3%	0%
Newspaper	2%	2%	1%	3%
Received an e-mail	1%	2%	2%	1%
Received a mailing at home	0%	0%	1%	0%
Radio	0%	0%	0%	1%
Other	3%	3%	0%	2%

*Percents may total more than 100 as respondents could select more than one answer.

VanGo: Sources of Information throughout the Past Year about Vanpool Services

During the past year, through which of these sources have you seen or heard about vanpooling?*	Survey Year			
	2009	2008	2007	2006
Sign on van	88%	86%	87%	91%
VanGo Web site	45%	39%	40%	42%
Co-worker/friend	28%	31%	24%	31%
Employer	17%	16%	10%	15%
Poster	12%	8%	10%	17%
Received an e-mail	11%	12%	10%	11%
Internet (not VanGo Web site)	9%	6%	3%	0%
Newspaper	8%	7%	12%	13%
Radio	8%	6%	7%	14%
Flyer	8%	4%	7%	10%
Received a mailing at home	4%	5%	5%	7%
Other	1%	2%	0%	1%

*Percents may total more than 100 as respondents could select more than one answer.

VanGo: Preferred Modes of Communication about Vanpooling and Alternative Modes of Transportation

How would you prefer to receive information regarding vanpooling and other alternate modes of transportation?	Survey Year			
	2009	2008	2007	2006
Email	80%	67%	63%	68%
Internet/Web site	6%	12%	8%	8%
Mailings received at home	4%	8%	13%	13%
Radio	3%	5%	5%	4%
Television	2%	3%	3%	3%
Newspaper	2%	2%	4%	2%
Brochures	2%	2%	1%	1%
Other	1%	1%	2%	2%
Total	100%	100%	100%	100%

VanGo: Total Monthly Vanpool Fee

How much is your total monthly vanpool fee?	Survey Year			
	2009	2008	2007	2006
\$30 or less	0%	0%	0%	1%
\$31 to \$60	0%	0%	0%	2%
\$61 to \$90	1%	17%	12%	9%
\$91 to \$100	13%	0%	11%	5%
\$101 to \$110	0%	7%	1%	6%
\$111 to \$120	5%	1%	2%	8%
\$121 to \$130	2%	1%	32%	4%
\$131 to \$140	2%	37%	15%	27%
\$141 to \$150	2%	5%	1%	13%
\$151 to \$160	37%	9%	1%	12%
\$161 to \$180	12%	16%	22%	10%
\$181 or more	26%	7%	4%	3%
Total	100%	100%	100%	100%

VanGo: Employer Subsidy for Vanpool Fare

Do you receive a subsidy from your employer for your vanpool fare?	Survey Year			
	2009	2008	2007	2006
Yes	25%	25%	22%	23%
No	75%	75%	78%	77%
Total	100%	100%	100%	100%

VanGo: Amount of Monthly Subsidy				
How much is your monthly subsidy?*	Survey Year			
	2009	2008	2007	2006
\$30 or less	8%	7%	15%	9%
\$31 to \$60	6%	18%	20%	11%
\$61 to \$90	12%	19%	18%	22%
\$91 or more	74%	56%	47%	58%
Total	100%	100%	100%	100%

*This question was asked only of those who receive a vanpool fare subsidy from their employer.

VanGo: Likelihood of Vanpooling Without Subsidy				
How likely or unlikely would you be to continue vanpooling if the subsidy were discontinued?	Survey Year			
	2009	2008	2007	2006
Very likely	33%	30%	43%	46%
Somewhat likely	38%	38%	33%	24%
Somewhat unlikely	16%	13%	13%	23%
Very unlikely	14%	20%	10%	7%
Total	100%	100%	100%	100%

VanGo: Flexible Spending Account for Vanpool Fare				
Does your employer offer a Flexible Spending Account for transit (an account that lets you set aside a part of your paycheck in a tax-free account that you can use to reimburse yourself for travel expenses to and from work such as mass transit or vanpool services)?	Survey Year			
	2009	2008	2007	2006
Yes	33%	26%	33%	28%
No	67%	74%	67%	72%
Total	100%	100%	100%	100%

VanGo: Use of Flexible Spending Account for Vanpooling				
Do you use the Flexible Spending Account to pay your vanpool fare?	Survey Year			
	2009	2008	2007	2006
Yes	62%	58%	39%	43%
No	38%	42%	61%	57%
Total	100%	100%	100%	100%

VanGo: Subsidized or Preferred Parking for Vanpoolers

Does your employer offer subsidized or preferred parking for vanpoolers?*	Survey Year		
	2009	2008	2007
Yes, subsidized	3%	5%	5%
Yes, preferred	13%	15%	9%
Not applicable, all parking is free	32%	30%	27%
No	52%	50%	59%
Total	100%	100%	100%

*This question was not asked in 2006.

VanGo: Willingness to Pay for Vanpool Fare

If a fare increase was needed, how much more, if at all, would you be willing to pay a month in order to keep your vanpool running?	Survey Year			
	2009	2008	2007	2006
I would not pay any additional fare	35%	22%	23%	16%
\$5.00 or less a month	27%	33%	26%	21%
\$5.01 to \$10.00 a month	24%	26%	31%	26%
\$10.01 to \$15.00 a month	7%	8%	8%	13%
\$15.01 to \$20.00 a month	4%	8%	7%	15%
More than \$20.00 a month	3%	4%	4%	9%
Total	100%	100%	100%	100%

VanGo: Frequency of Vanpooling

On average, how many days a week do you vanpool?	Survey Year			
	2009	2008	2007	2006
1 day a week or less	0%	0%	0%	2%
2 days a week	3%	3%	1%	2%
3 days a week	11%	9%	12%	10%
4 days a week	37%	31%	29%	31%
5 days a week	49%	57%	59%	55%
Total	100%	100%	100%	100%

VanGo: Length of Time Vanpooling				
How long have you been vanpooling?	Survey Year			
	2009	2008	2007	2006
Less than 1 year	10%	10%	8%	8%
1 year	26%	23%	26%	31%
2 years	17%	19%	21%	19%
3 years	13%	16%	11%	8%
4 years	9%	7%	5%	5%
5 years	7%	5%	5%	7%
6 years	3%	3%	4%	6%
7 to 10 years	10%	10%	10%	7%
11 to 15 years	3%	4%	4%	5%
More than 15 years	3%	4%	5%	5%
Total	100%	100%	100%	100%

VanGo: Length of Time in Current Vanpool				
How long have you been in your current vanpool?	Survey Year			
	2009	2008	2007	2006
Less than 1 year	12%	12%	10%	11%
1 year	30%	29%	35%	36%
2 years	18%	20%	22%	23%
3 years	14%	15%	12%	9%
4 years	6%	6%	4%	4%
5 years	7%	5%	5%	6%
6 years	2%	4%	3%	4%
7 to 10 years	8%	7%	7%	4%
11 to 15 years	3%	1%	3%	3%
More than 15 years	1%	1%	0%	1%
Total	100%	100%	100%	100%

VanGo: Travel Mode Prior to Vanpooling

Prior to vanpooling, how did you typically get to work?*	Survey Year			
	2009	2008	2007	2006
Drove Alone	83%	83%	78%	83%
Carpool	20%	24%	23%	26%
Did not work at current location	13%	12%	13%	11%
Bus or Light Rail	5%	7%	8%	7%
Bike	2%	4%	1%	3%
Walk	2%	1%	0%	1%

*Percents may total more than 100 as respondents could select more than one answer.

VanGo: Probable Travel Mode Without Vanpooling

If a vanpool program did not exist, how would you get to work?*	Survey Year			
	2009	2008	2007	2006
Drive Alone	86%	83%	81%	81%
Carpool	41%	46%	44%	45%
Telework	14%	12%	8%	10%
Bus or Light Rail	9%	11%	10%	8%
Bike	1%	2%	1%	1%
Walk	1%	0%	0%	0%
Other	2%	0%	2%	2%

*Percents may total more than 100 as respondents could select more than one answer.

VanGo: Length of Work Commute Before Joining a Vanpool

Before you began vanpooling, how long did it take you get from home to work when you made no stops?	Survey Year			
	2009	2008	2007	2006
5 minutes or less	0%	1%	1%	1%
6 to 10 minutes	0%	1%	1%	0%
11 to 20 minutes	3%	3%	3%	4%
21 to 29 minutes	1%	2%	2%	4%
30 minutes	4%	3%	2%	4%
31 to 44 minutes	8%	14%	15%	11%
45 minutes	13%	15%	12%	10%
46 to 50 minutes	11%	8%	8%	8%
51 to 59 minutes	6%	8%	5%	6%
60 minutes	20%	20%	21%	22%
61 to 89 minutes	22%	19%	19%	24%
90 minutes	8%	5%	9%	6%
More than 90 minutes	3%	2%	2%	2%
Total	100%	100%	100%	100%

VanGo: HOV Lane on Work Commute Route

Is there an HOV lane on part of your vanpool's commute?	Survey Year			
	2009	2008	2007	2006
Yes	45%	39%	51%	51%
No	55%	61%	49%	49%
Total	100%	100%	100%	100%

VanGo: Use of HOV Lane During Work Commute

Does your vanpool use the HOV lane?*	Survey Year			
	2009	2008	2007	2006
Yes	98%	99%	96%	93%
No	2%	1%	4%	7%
Total	100%	100%	100%	100%

*Responses only from those reporting an HOV lane on their work commute route.

VanGo: Toll Lane on Work Commute Route			
Is there a toll lane on part of your vanpool's commute?*	Survey Year		
	2009	2008	2007
Yes	27%	30%	33%
No	73%	70%	67%
Total	100%	100%	100%

*This question was not asked in 2006.

VanGo: Use of Toll Lane During Work Commute			
Does your vanpool use the toll lane?*	Survey Year		
	2009	2008	2007
Yes	35%	45%	34%
No	65%	55%	66%
Total	100%	100%	100%

*Responses only from those reporting an HOV lane on their work commute route. This question was not asked in 2006.

VanGo: Payment for Toll Lanes			
How do you pay for the toll lane?*	Survey Year		
	2009	2008	2007
EXpress Toll	94%	78%	75%
Pay each time we use	0%	9%	10%
Other	6%	13%	15%
Total	100%	100%	100%

*Responses only from those who reported using a toll lane on their vanpool commute. This question was not asked in 2006.

VanGo: Subsidies for Toll Lanes			
Does your employer provide any subsidies for the toll roads?*	Survey Year		
	2009	2008	2007
Yes	0%	0%	1%
No	100%	100%	99%
Total	100%	100%	100%

*This question was not asked in 2006.

VanGo: Vanpool Coordinator				
Are you the coordinator for your vanpool?	Survey Year			
	2009	2008	2007	2006
Yes	19%	19%	20%	21%
No	81%	81%	80%	79%
Total	100%	100%	100%	100%

VanGo: Vanpool Recruitment	
Did you know that if you recruit a new vanpool passenger, you would receive \$50 off your vanpool fair?*	Survey Year
	2009
Yes	69%
No	31%
Total	100%

*This question was new in 2009.

VanGo: Transportation Mode to Reach Vanpool for Passengers				
If you are a passenger, how do you usually get to your vanpool in the morning?*	Survey Year			
	2009	2008	2007	2006
Drive alone	87%	84%	87%	87%
Get picked up at home	7%	8%	6%	5%
Carpool	5%	7%	7%	5%
Bicycle	4%	6%	3%	4%
Walk	3%	3%	2%	3%
Bus or Light Rail	0%	0%	0%	0%
Other	4%	4%	3%	4%

*Percents may total more than 100 as respondents could select more than one answer.

VanGo: Scheduling Vehicle for Service				
Are you responsible for scheduling your vanpool's vehicle for service?	Survey Year			
	2009	2008	2007	2006
Yes	20%	20%	21%	21%
No	80%	80%	79%	79%
Total	100%	100%	100%	100%

VanGo: Location of Vehicle Maintenance				
Where do you take it?	Survey Year			
	2009	2008	2007	2006
Transfort	87%	89%	90%	91%
City of Greeley	13%	11%	10%	9%
Commercial Tire, Fairview Avenue	0%	0%	0%	0%
Commercial Tire, Nampa	0%	0%	0%	0%
Commercial Tire, Cole Road	0%	0%	0%	0%
Commercial Tire, Apple Street	0%	0%	0%	0%
Lithia Ford	0%	0%	0%	0%
Unknown	0%	0%	0%	0%
Total	100%	100%	100%	100%

VanGo: Quality of Vehicle Maintenance				
How would you rate the vehicle maintenance you receive?*	Survey Year			
	2009	2008	2007	2006
Excellent	79%	81%	71%	
Good	21%	18%	25%	
Fair	0%	1%	3%	
Poor	0%	0%	0%	
Unacceptable	0%	0%	0%	
Don't know	0%	0%	0%	
Total	100%	100%	100%	

*This question was not asked in 2006

VanGo: Quality of Service				
How would you rate the service provided?	Survey Year			
	2009	2008	2007	2006
Excellent	76%	81%	71%	72%
Good	21%	18%	19%	22%
Fair	0%	0%	7%	1%
Poor	0%	0%	3%	0%
Unacceptable	1%	0%	0%	0%
Don't know	1%	1%	0%	4%
Total	100%	100%	100%	100%

VanGo: Vanpool Pick-up Points				
Does your vanpool have multiple pick-up points?	Survey Year			
	2009	2008	2007	2006
No	37%	34%	35%	29%
Yes, 2 stops	44%	45%	46%	50%
Yes, 3 stops	12%	14%	13%	16%
Yes, more than 3 stops	7%	6%	6%	6%
Total	100%	100%	100%	100%

VanGo: Availability of Vehicle for Work Commute				
Is a car or other motor vehicle usually available to you for commuting to work?	Survey Year			
	2009	2008	2007	2006
Yes	92%	93%	89%	94%
No	3%	2%	7%	3%
Sometimes	5%	5%	5%	4%
Total	100%	100%	100%	100%

Number of People Age 16 and Older in Household				
How many people live in your household?*	Survey Year			
	2009	2008	2007	
One	13%	14%	15%	
Two	66%	65%	67%	
Three	15%	15%	14%	
Four	4%	5%	4%	
Five or more	2%	0%	0%	
Total	100%	100%	100%	

*This question was not asked in 2006.

Number of Children Under 16 in Household				
How many people live in your household?	Survey Year			
	2009	2008	2007	
None	39%	34%	38%	
One	31%	25%	27%	
Two	20%	31%	28%	
Three or more	10%	9%	7%	
Total	100%	100%	100%	

*This question was not asked in 2006.

Total Number of People in Household			
How many people live in your household?*	Survey Year		
	2009	2008	2007
One	12%	10%	14%
Two	45%	45%	41%
Three	16%	16%	18%
Four	17%	19%	20%
Five or more	11%	10%	8%
Total	100%	100%	100%

*This question was not asked in 2006.

VanGo: Respondent's Occupation				
What category best describes your occupation?	Survey Year			
	2009	2008	2007	2006
Professional/Managerial	83%	82%	78%	78%
Sales/Clerical/Service	9%	10%	15%	14%
Laborer/Craftsman/Foreman	2%	3%	1%	1%
Student/Employed	1%	2%	2%	1%
Student (only)	1%	1%	0%	0%
Military	0%	0%	0%	4%
Other	4%	3%	4%	2%
Total	100%	100%	100%	100%

VanGo: Respondent's Education			
What is the highest level of education you have completed?*	Survey Year		
	2009	2008	2007
0-11 years, no diploma	0%	0%	0%
High school graduate or GED	4%	4%	6%
Some college, no degree	13%	17%	12%
Associate's degree	8%	8%	8%
Bachelor's degree	48%	46%	48%
Graduate degree	28%	26%	27%
Total	100%	100%	100%

*This question was not asked in 2006.

VanGo: Respondent's Race/Ethnicity				
What is your race/ethnicity?*	Survey Year			
	2009	2008	2007	2006
White/Caucasian	86%	86%	85%	85%
Hispanic/Spanish/Latino	9%	11%	9%	9%
Asian or Pacific Islander	3%	2%	5%	4%
Black or African American	1%	2%	0%	1%
American Indian, Eskimo or Aleut	1%	1%	1%	2%
Other	2%	2%	2%	2%

*Percents may total more than 100 as respondents could select more than one answer.

VanGo: Respondent's Hourly Rate			
What is your hourly pay rate at this job?*	Survey Year		
	2009	2008	2007
\$20,800 per year or less	2%	1%	1%
\$20,801 to \$31,200 per year	4%	5%	3%
\$31,201 to \$52,000 per year	20%	25%	32%
\$52,001 to \$104,000 per year	64%	56%	56%
Over \$104,000 per year	10%	13%	9%
Total	100%	100%	100%

*This question was not asked in 2006.

VanGo: Respondent's Age				
In which category is your age?	Survey Year			
	2009	2008	2007	2006
18-24 years	1%	2%	3%	2%
25-34 years	14%	15%	17%	16%
35-44 years	27%	31%	29%	26%
45-54 years	36%	33%	28%	34%
55-64 years	20%	19%	23%	21%
65 years or older	3%	1%	1%	2%
Total	100%	100%	100%	100%

VanGo: Respondent's Gender				
What is your gender?	Survey Year			
	2009	2008	2007	2006
Male	58%	58%	49%	49%
Female	42%	42%	51%	51%
Total	100%	100%	100%	100%