COMMUTE TRIP REDUCTION

Washington State Department of Transportation

Guide to Employee Surveys

Introduction

Welcome to the Commute Trip Reduction Employee Survey! As the Employee Transportation Coordinator (ETC) or onsite coordinator for your CTR program, you already understand how important this program is to the employees you represent. The CTR survey is one of the most significant contributions toward growing and sustaining an effective, successful CTR program. The feedback from your coworkers—both CTR participants and non-participants alike—provides meaningful data that your employer relies on. It helps shape your organization's policies and procedures. And it helps you identify the areas in which you can strengthen your program, making it better for everyone.

This guide provides you valuable information before, during and after your survey process. Throughout this guide are tips and resources that will help you complete your survey cycle efficiently. You'll also find helpful suggestions on how to engage your employees, which will help optimize participation and ensure a good response rate. Please keep this guide nearby and refer to it for any questions you might have.

You also have several other resources available to you: representatives of your local jurisdiction, WSDOT staff and other ETC's can all provide you with assistance. Should you need it, you are encouraged to seek additional support and guidance.

Americans with Disabilities Act (ADA) Information

Materials can be provided in alternative formats: large print, Braille, cassette tape, or on computer disk for people with disabilities by calling the Office of Equal Opportunity (OEO) at (360) 705-7097. Persons who are deaf or hard of hearing may contact OEO through the Washington Relay Service at 7-1-1.

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Employee surveys

Since 1992 the employee survey has been the primary tool used to collect data about the Commute Trip Reduction (CTR) program. The survey provides a wealth of information about the commuting habits of employees at worksites across the state.

The CTR survey is a set of 11 core questions. It is easy to fill out and takes about five minutes to complete. Questionnaires are distributed and collected over the course of one week. Employees are asked how they got to work the previous week.

By law, the survey must be conducted every two years. It may be conducted more often at the request of the employer or jurisdiction if the data is needed for other purposes, such as transit contracts or transportation management programs. There are no personal questions and the data is used solely for measuring progress in the CTR program.

Roles and responsibilities

As an employer, your primary responsibility is to distribute and collect the employee questionnaires, either on paper or electronically. Once the survey period closes and you have collected as many responses as possible, your local jurisdiction assists you in gathering the data and sending it to the Washington State Department of Transportation (WSDOT).

Your local jurisdiction representative is your main contact if you need assistance with the CTR survey. They provide training on survey administration, assistance with survey setup and survey forms. They help track and guide your survey through the process. They work closely with WSDOT to assist with any problems or questions along the way.

WSDOT provides technical support for the survey. WSDOT turns the survey results into an expanded report and sends it to your jurisdiction. The jurisdiction reviews the report with you and answers any questions about your progress in the CTR program.

How the information is used

The CTR survey provides a wealth of data, but the two key measurements it gives us are vehicle miles traveled (VMT) per employee, and drive-alone rate per employee. Each affected worksite has a goal to reduce VMT and drive-alone per employee and the CTR survey is the best way to track progress in meeting that goal.

The information is used in a variety of ways. For the employer, the survey:

- Establishes site-specific baseline data for employee commute habits.
- Identifies shifts in commute patterns among employees at worksites.
- Increases understanding about which program elements are most effective.
- Measures progress toward reduction of drive-alone and VMT rates.
- Keeps management informed about program.

The survey results are also used by local government, the CTR Board, WSDOT and the legislature for CTR program development and evaluation, decision making, funding needs and distribution, and resource allocation.

Conducting the CTR employee survey

When to conduct the survey

The survey collects results based on regular employee commute habits during a normal work week. Conducting it during nonstandard circumstances (school holidays, major CTR promotions, etc.) could distort the accuracy of the results. Your local jurisdiction will provide you with an appropriate timeframe to complete your survey.

How to conduct the survey

There are two versions of the survey: electronic and paper forms. The steps are similar for both, and you can decide which option is better suited for your worksite. The following questions help with that decision:

- Do the majority of the employees at your worksite(s) have Internet access and an e-mail address associated with your employer?
- Are you comfortable sending bulk e-mail to employees, and transferring data between e-mail and Excel?
- Can you identify and work with the people responsible for Internet use and e-mail at your worksite?
- Are you able to attend the training on how to use the online survey?

If you answered yes to these questions you have the option of using the electronic survey. The electronic version is a great option: it saves time, plus it's better for the environment.

If you answered no, you'll want to distribute paper forms. Paper forms work well when employees do not have access to computers at the worksite. It involves a little more legwork but is just as effective as the online survey.

Equivalent data

The state also allows you to substitute "equivalent" data for information collected through the CTR survey. To ensure the data meets the requirements of the CTR program, please contact your jurisdiction. The jurisdiction, along with WSDOT, must review and approve all equivalent data before it may be formally submitted, and the worksite will need to provide the survey data to WSDOT in an equivalent format.

Sampling

An option for large worksites (generally those with 1,000+ employees) is surveying a sample rather than all employees. Only large worksites will find sampling easier or less expensive than conducting a full survey. For more information on sampling please contact your jurisdiction representative. WSDOT has detailed guidance on sampling available to these employers.

Survey response rate

Most worksites will conduct a population or census survey, for which the goal is to obtain responses from 100 percent of employees. The more survey responses you get, the more accurate your results will be. ***Obtaining responses from 100 percent of employees may prove challenging, so aim for a survey response rate of at least 70 percent.*** If a worksite is unable to achieve at least a 70 percent response rate, any trips between the final response rate and 70 percent would be considered drive-alone trips (referred to as "fill in").

Plan ahead

Accurate results depend on the quality of the survey process. It's important to plan in advance and allow yourself enough time to complete all the steps. Whether conducting a paper survey or an online survey, the basic steps are the same.

Communication

Research shows that communicating with intended survey respondents in advance tends to increase participation. Prepare a plan to inform management and employees of when you will be conducting the survey and why it's important. If you plan on offering rewards or incentives for completing the survey, include this in your early communications. Be sure to check with your communications staff at your worksite (if applicable) for your plan's approval or any additional assistance.

Managerial support

The support of management is vital to the success of your survey process. ***An e-mail or letter coming from management instructing employees to fill out the survey can significantly increase participation.*** Be prepared to discuss the survey process with management at least a month in advance to let them know how they provide support.

Employee engagement

Getting employees to fill out a survey is not always easy. ***Let employees know at least a week in advance that they will need to track their commute to work.*** You may want to find ways to increase awareness during the survey process. For more information and ideas, contact your jurisdiction or ask other ETCs.

Tracking your responses

Achieving a 70 percent response rate means tracking the responses. The online system gives you access to tools that do this for you. Paper survey forms include a tracking number you can use to track individual forms or groups of forms.

Following up with your employees

Response rates can drop dramatically the day after the surveys are distributed. ***Plan to send regular reminders throughout the survey week***. If possible, arrange for follow-up e-mails to come from management. Once the survey period closes, be prepared to follow up with management on the results. Don't forget to thank your employees for participating! If you held any promotional activities, announce winners or participation numbers.

Electronic survey

The online version of the survey is identical to the paper version. It resides on its own Web server, so it places no burden on your employer's server.

There are several advantages of the electronic survey over paper:

- There are paper survey forms to handle.
- It contains tools the ETC can use to track progress and improve response rate.
- You can include optional questions specific to your employer's CTR program.
- Responses are sent electronically, so there is no mailing or scanning of forms.
- It can be administered from the comfort of the ETC's desk.

If you go with the online survey, the next steps are to get management approval and to secure the assistance of your IT department during the survey process. Be prepared to answer questions about the security and privacy of the online system.

Security and privacy

The virus-protected software resides on an independent Web server behind a firewall. Nothing is installed on your system. The ETC is assigned a unique login and password granting access to employee responses. Employees access the survey by entering an e-mail address. Once the survey closes, the e-mail link is "broken," allowing no further access. The e-mail addresses are not available to others, and are deleted once the results are processed.

Technical requirements

Internet and e-mail access and an understanding of the electronic survey process are the basic requirements of the survey administrator. Likewise, employees must have Internet access and a unique e-mail address for logging into the survey. Once the employee completes and submits the survey, the software collects the responses.

In order to communicate with employees it's necessary to compile or obtain an e-mail distribution list that is complete and up-to-date. This might require some work to ensure that new employees have been added and that former employees have been deleted.

Electronic survey setup

To set up the online survey, first contact your local jurisdiction. They will ask you for information specific to your worksite(s). They may provide you with an electronic form (or fill in the information for you) for the information, which includes:

- Worksite name commonly used by the employees – this is especially important when your employer has multiple worksites.
- Total number of employees at the worksite – *needed for the online system to track response rate.*
- Total number of surveys distributed – *needed for the online system to track response rate.*

- Number of employees shifted outside the commute window – almost always "0", but check with your jurisdiction if you are not sure.
- Number of employees exempt from CTR – almost always "0", but check with your jurisdiction if you are not sure.
- Whether you will allow access to the survey by blanket domain, or upload a complete list of e-mail addresses (discussed below).
- Your contact information.

Note: Please note that WSDOT cannot set up a survey without complete and accurate information. You will have a chance to verify information and request corrections before the final survey results are closed out and processed.

Blanket domain access

Employees access the survey by going to a website and entering an e-mail address. The system uses the e-mail address to match the employee with the worksite.

There is a column on your survey setup form that asks, "Blanket domain or upload?" A domain is the second part of an e-mail address, such as @abc.com or @wsdot.wa.gov. When using a blanket domain, the system identifies the domain to access the corresponding survey. Once the survey is ready, any employee with an e-mail address ending with the domain name you've entered can take the survey.

Many employers have multiple domain names, so enter all the domain names used at your worksite.

Upload Access

You may upload a list of employee e-mail addresses. The system will use the entire e-mail address to match the employee up to the worksites survey, and only those on the list will have access. This involves collecting an accurate and up-to-date list of e-mail addresses.

The advantage of uploading an address list is that it enables the survey system to track employees who have not completed a survey so that you may contact them to follow up. Detailed directions for uploading are available from your jurisdiction.

Testing the online survey

Your setup information can be entered into the online system once the jurisdiction receives it. This should be done one to two weeks before your survey period to allow plenty of time for testing the system. Once you receive your login and password, log in and make sure everything is correct. Check the following:

- Spelling of worksite(s) name
- Contact information
- Domain names entered correctly (if you are using blanket domain access)
- Number of employees at your worksite(s)
- Number of surveys distributed

If you find any errors, contact your jurisdiction immediately to have them corrected. If the setup is correct, upload your e-mail addresses (if you chose the upload option).

This is also the time to set up additional, optional questions. This is done in the survey screen by selecting “Setup” for the questions library. Review the questions and make your selection(s), customizing where applicable. Remember, these questions extend the time for completing the survey. Many have multiple sections, so it’s advisable to select only one or two.

Next, log in as an employee and test the survey by completing and submitting it. ***You can always delete any results you used to test the system later.*** When you log back into the system as an ETC you will now have data loaded and can test the ETC tools provided. Take time to navigate through the system and become familiar with it as much as possible to ensure things go smoothly the week of your survey.

Timeline for survey week

- ✓ Monday morning: e-mail announcement from management*. Be sure to address it using either the Bcc recipient field or an all-staff distribution list. The e-mail should be marked as High priority. Include the link to the survey site. Explain why the survey is important and that a 70 percent response rate is necessary.
- ✓ Wednesday: send reminder e-mail, either to non-respondents or all staff with a disclaimer stating, “If you have already filled out the survey, please disregard this notice.”
- ✓ Throughout the week: provide assistance to your staff as needed; monitor progress toward meeting response threshold; ensure that there are no technical issues; and validate responses if necessary.
- ✓ Friday: check response rate – Are you at 70 percent or better?

*** Note:** If e-mail is sent from a management e-mail address someone else may do this for you. Confirm that the e-mail is scheduled for release and is sent. **Be sure to set the “reply to” as the ETC** so any questions or comments come directly to you**.**

Closing the survey

When the survey week has ended and you have a response rate of at least 70 percent, you are ready to close the survey. Verify that the setup data is still correct. You may discover that employees were on vacation, ill or otherwise not available to complete the survey. These factors affect the number of surveys distributed. Contact your jurisdiction with any changes and let them know the survey is ready to be closed. The jurisdiction will begin processing the results.

Paper survey

You may decide that your worksite is better suited to survey using paper forms. The state provides standardized questionnaire forms that can be "bubbled in" with a No. 2 pencil and then scanned. Because the forms are run through a special optical scanner, you cannot use copies. The forms also require careful handling so that they do not get caught in the scanner.

- No Stapling
- No Taping
- No Bending
- No Clipping
- No Rubber bands
- Do not get wet

Plan how you will track the forms and the response rate. Each form has a unique number printed at the bottom right hand corner. This can be used as your tracking number to determine which employees—or groups of employees—have returned their surveys.

Distributing the survey to a group

To achieve a high response rate you may consider distributing survey forms to employees in a group setting. Try for a regularly scheduled staff meeting, or schedule a special meeting specifically to fill out the survey. Remember to bring plenty of No. 2 pencils to make it easy for employees to complete the form.

Tracking the response rate is easy. Make a list of the employees who would normally attend the meeting, or employees you've invited to attend. Then track the employees who actually attended and completed the survey. Divide the number of completed surveys by the number of people who should have attended, whether they did or not. This will give you your response rate.

Distributing to individuals

You may also choose to distribute individual survey forms. After you've informed employees of the intent to conduct it, send a short cover letter with the questionnaire repeating the purpose and importance of survey. ***Do not staple or clip the cover letter to survey form.*** One method that works well is to use an 11x17 piece of paper folded with the cover letter on the front and the survey form inside. Be sure to include instructions for how the employee may return the survey or information on when you will collect it.

The questionnaires can be sent in an individual mailing with paychecks or other mailings as long as they aren't folded. To fill out the forms:

- Use a No. 2 pencil when completing the form.
- If forms are completed in pen, the answers must be either marked over with a pencil or transferred to a new form.
- Fill in bubbles completely.
- Do not leave stray marks.
- When erasing an answer, erase it completely.

Throughout the week you'll need to track the forms. Send out reminders with an additional form to the employees that do not respond. Check the forms as they come in. Are there stray marks that need to be erased? Do you need to go over the bubbles with a pencil because someone used a pen to fill out the survey? In some instances you may need to transfer the answers to a new form if the form was damaged in any way.

To make the process easier, recruit assistants to help with distribution, collection and quality control. This can be department heads, supervisors, or administrative assistants. Have them distribute, collect and track the forms within their departments.

Preparing the forms for processing

It may take longer to achieve a 70 percent response rate when distributing paper survey forms. When you are satisfied that you have collected as many survey forms as possible you are ready to return the forms for processing.

1. ***If you have surveys for more than one worksite, please separate the forms for each site***. Review and prepare the forms:
    a. Pencil over ink-filled bubbles with a No. 2 pencil.
    b. Remove all staples, Post-it notes, paperclips, etc.
    c. Remove all unused (blank) survey forms.
2. Stack the forms so that they are all face up. The top left hand corner of each form has been clipped so it's easier to align the forms for scanning.
3. Complete the employer identification form. Place the completed identification form on top of the stack of completed surveys.
4. Package the surveys carefully so that they do not get damaged.
5. A box or manila envelope will work for shipping. If you have multiple worksites, you may ship them in the same package as long as they are separated with a header sheet. Do not divide a single worksite's survey forms into more than one package.
6. Send or deliver the packaged surveys to the local jurisdiction representative.

Your jurisdiction representative will assist you

They will:

- Send your surveys to University of Washington for processing.
- Receive forms from University of Washington and a report from WSDOT.
- Schedule a meeting to discuss results.

Survey translations

The survey form has been translated in a number of languages. Currently the forms are available in Chinese, Korean, Russian, Spanish, and Japanese. Braille surveys are also available upon request but please allow a month for printing.

The translated paper forms require special handling and processing. They are provided electronically and copies are made for employees to fill out. Once the forms are completed, the answers must be transferred to the English version of the form for scanning. To obtain specific forms, contact your local jurisdiction.

Completing the employer identification form

This form is turned in along with your survey forms. ***To ensure your survey results are processed efficiently, it is important to fill out this form accurately and completely***. If you are turning in surveys for multiple worksites, this form helps keep your results separated. Fill out one form for each worksite using a No. 2 pencil.

Employer section

Company name and branch should be filled out in order to identify the survey. This is very important if you have a company with multiple worksites conducting surveys.

Contact person and phone

Enter your contact information.

Jurisdiction

This is the city in which the worksite is located. If the worksite is outside city limits, indicate the unincorporated area in which it's located.

County

This is the county in which the worksite is located.

Number of affected employees

This is the total number of full-time employees scheduled to begin work at the worksite between 6 and 9 a.m. on two or more weekdays for at least 12 continuous months.

Total number of employees at site

This should include all employees at the worksite whether they are CTR-affected or not. Include anyone on the payroll (i.e., night shift, part time and teleworking employees), and all other persons not on the company payroll, but who work at the site and are eligible to take advantage of the benefits of the CTR program. This may include contract employees, cafeteria staff, janitorial staff, etc.

For most worksites, the total number of employees at the worksite will be the same as the number of surveys distributed. The total number of employees at the worksite should include any employees who have been exempted from the CTR program by the local government.

Number of surveys distributed

This is the total number of surveys distributed. You are not required to survey exempt employees, even if they are affected by law. If you are surveying all, the number distributed and the total number of employees should match, minus any employees that have been exempted from the program.

Filling in the boxes and bubbles

Right justify the number when filling out all of the boxes and bubbles. For instance, if 584 surveys are distributed to employees, write this as "00584". This section must be completed correctly in order to calculate the survey response rate.

Number of surveys returned
This is the number of employees who completed and returned surveys**.**

Date survey conducted
This is the date on which the surveys are completed. For example, if your survey cycle closed on April 22, 2011, write 04222011.

Survey type
This section has been added to the worksite identification form to coordinate what the survey measurement is being used for. If you are unsure about which measurement type to select, contact your local jurisdiction. Please fill in only **one** of the following:

- CTR - Commute Trip Reduction measurement.
- Flexpass - Select this if you are using the survey for a transit contract.
- TMP – Transportation Management Plan survey.
- Other – If you are surveying for a reason not listed above.

Local government section
At the top of the government use box are four response bubbles, labeled 01, 02, 03, and 04. These responses are currently not used, and **should be left blank**.

Employer ID
This refers to the unique CTR identification number for the worksite beginning with a letter such as "E" and followed by five numbers. Please contact your jurisdiction if you are unsure of the identification number for a particular worksite.

Employees shifted outside the commute window
These are employees whose schedules have been adjusted so that they arrive at work outside the peak commute hours of 6:00 to 9:00 a.m. as an element of the worksites CTR program

Total employees
This should include all employees at the worksite that are eligible to take advantage of your CTR program, whether they are CTR-affected or not.

Exempt employees
If you surveyed all of your employees, then it's very important that you enter a "0" here. Exempt employees are those who have been officially exempted by the local government from a worksite's CTR program based on criteria contained in the *CTR Implementation Guidelines*. You are not required to survey exempt employees, however, many sites do. This section is for those who choose <u>not</u> to survey their exempt employees. If you are unsure whether you have exempt employees, check with your jurisdiction.

Commute Trip Reduction

State of Washington January, 2009 - December, 2010

Commute Trip Reduction Program

Employer Identification

MARKING DIRECTIONS

- Use a No. 2 pencil.
- Fill bubbles darkly and completely.
- Erase cleanly any marks you wish to change.
- Do not make any stray marks on this form.
- FILL IN ALL FIELDS.

CORRECT MARK

INCORRECT MARKS

For Employer to fill in:

Company Name: ______________________________

Branch: ______________________________

Contact Person: ____________________ Phone: ____________________

Jurisdiction: ____________________ County: ____________________

Number of Affected Employees: ______________________________

Total Number of Employees at Site: ______________________________

Number of Surveys Distributed

Number of Surveys Returned

Date Survey Conducted

20

Survey Type

- CTR
- TRPP
- FlexPass
- TMP
- Other

For Local Government Use Only:

01 02 03 04

This worksite surveyed all employees

- Yes
- No

Employer ID

Employees Shifted Outside Window

Total Employees

Employees Exempt from CTR

Calculating drive-alone rate

The drive-alone rate is the percentage of trips made by employees driving alone to work, either in a passenger vehicle or motorcycle. For each employer, the drive-alone rate is calculated as follows:

Number of drive-alone responses divided by total number of potential trips

- The number of drive alone trips equals the total number of days Monday through Sunday that employees reported driving alone to work.
- The total number of potential trips represents the count of all trips using all modes during the week—with the exceptions of ‘did not work’ and ‘overnight business trip’—or days of the week when no modes were indicated at all.

Example

Company A has 1,000 employees that returned questionnaires. These employees had 5,000 potential trips the week they surveyed. The survey responses indicated that 3,500 commute-to-work trips were made by employees driving alone. The remaining 1,500 trips were made by carpools, transit and walking.

Drive alone	3,500 / 5,000 = 70%

Company A’s drive alone rate is 70 percent

Calculating VMT per employee

The VMT per employee calculation is based on the number of trips employees make during a week, the mode used, the number of people indicated as riding in the passenger vehicle, and the one-way distance from home to work.

Specifically, VMT per employee is calculated as (vehicle trips/potential trips) * average trip length.

Where:

Vehicle trips = the sum of all drive alone, carpool, vanpool and motorcycle trips for all employees for all days of the week, weighted by vehicle occupancy (see more details below).

Potential trips = the count of all of the trips using all modes during the week, —with the exceptions of ‘did not work’ and ‘overnight business trip’—or days of the week when no modes were indicated at all.

Average Trip Length = Sum of all one-way miles traveled regardless of mode for all employees (sum of responses to question 7a in survey) divided by the sum of all people who have traveled more than 0 miles.

Calculation of vehicle trips using vehicle occupancy

Vehicle trips in the formula above are calculated using the number of occupants in the vehicle. Single-occupancy vehicle trips count as one trip.

- Carpools and vanpools count as the inverse of the number of occupants in the vehicle:
  - Two-person carpool or vanpool counts as one-half of a vehicle trip
  - Three-person carpool or vanpool counts as one-third of a vehicle trip
  - And so on.
- All other modes are not included in the total of vehicle trips (telework, compressed work schedule, bicycle, transit, ferry and walking count as zero vehicle trips).

Example

Company A has 1,000 employees who returned questionnaires. These employees had 5,000 potential trips the week they surveyed. The survey responses indicated that 3,500 commute-to-work trips were made by employees driving alone. There were 100 trips made by walking. Of the remainder, 1,000 trips were made by bus and 400 trips were made by two-person carpools. Walking and riding the bus count as zero vehicle trips so only the drive-alone trips and two-person carpools are used in the calculation.

Vehicle trips = 3,500 + 400/2 = 3,700
Potential trips = 5,000
Average trip length = Assume in this example to be 10 miles, calculated as sum of one-way distances to work divided by the sum of all people who have traveled more than 0 miles.

VMT per employee is calculated as (vehicle trips / potential trips) * average trip length, so VMT/employee in this example is as follows:

VMT/Employee (3,700 / 5,000) * 10 = 7.4

Company A's VMT rate is 7.4 VMT/employee

Survey response rate – fill-in example

For example, a worksite has 100 employees, but only 50 employees returned surveys for a non-baseline survey. For those 50 employees returning surveys, the weekly count of potential trips was 250, and half of them (125 trips) were drive alone trips. The drive alone rate before fill-in is applied is 125/250 = 50 percent (see the section above for how drive alone rate is calculated).

However, to achieve a 70 percent response rate 20 additional employees ***should have*** completed surveys. The application of fill-in assumes those 20 employees drove alone 5 days a week, which adds 100 additional drive alone trips to this worksites count of drive alone trips, as well as 100 additional potential trips. With fill-in the drive alone rate is instead calculated as follows: (125 + 100) / (250 + 100) = 64 percent.

Appendix C *Interpreting the survey questions*

The Commute Trip Reduction (CTR) survey is fairly simple to fill out, but on occasion questions may come up about how to fill out a particular section. Knowing how each question will be analyzed is helpful when trying to assist employees in filling out the questionnaire form.

Below is the list of questions on the CTR form with an explanation of how each one is used in the final report.

Question 1: Which of the following best describes your employment status?

Question 2: Is your position with this employer intended to last 12 months or more?

Question 3: Last week, which days were you scheduled to begin work between 6 and 9 a.m.?

These are intended to determine whether the employee is affected by the CTR law. Under the CTR law, an affected employee is a full-time employee who regularly begins work between 6 a.m. and 9 a.m. at a single worksite on two or more weekdays for at least 12 continuous months.

This is used on the survey report to record the number of affected employees who returned surveys on page 1 (see “Surveys Returned by CTR-Affected Employees”). All parts of the report where the numbers reflect “affected,” such as “Drove Alone CTR-Affected” in the table at the bottom of page 1, use this number in the calculation.

In addition, the answers to questions 1 through 3 (combined with the response rate and number of total employees) are used to estimate the total number of CTR-affected employees at a worksite on page 1 (see “Total Estimated CTR-Affected Employees at Worksite”).

Question 4a: Last week what type of transportation did you use each day to commute TO your usual work location?

This question determines drive-alone rate as well as mode share and is reflected on page 1, as well as the mode split pie charts and supporting data table on pages 3 and 4.

Question 4b: if you used a carpool or vanpool as part of your commute, or if you ride a motorcycle, how many people (age 16 or older) are usually in the vehicle including yourself?

This question is used to determine how many employees commute by carpool, vanpool and motorcycle. This information is used in the calculation of the drive-alone rate (one-person motorcycles are treated as drive-alone) and in the calculation of VMT (the VMT for a person commuting 20 miles in a two-person carpool is calculated as half that of a person commuting 20 miles as a drive-alone commuter).

Question 4c: Was last week a typical week for commuting?

This is occasionally used for internal analysis and <u>not</u> reflected in the survey results.

Question 5: Which of the following most fits your normal work schedule?

This question determines whether employees work a typical five-day work week or use alternative work schedules (and which alternative work schedules are most commonly used). Please note that if you decide to compare the compressed work week/day off-related responses to this question and question 4a, they will not always be consistent. This because days off will vary from week to week for some schedules (for example, nine days in two weeks). This data is reflected in the chart and table on pages 5 and 7.

Question 6a: On average, do you telework at least one full day in two weeks?

Question 6b: How many days did you telework in the last two weeks?

These are follow-up questions to determine telework usage over the course of a two-week period. The data is reflected in the table on page 8 of the report. Because this data is collected for a two-week period, the answers will not compare with telework-related responses to question 4a collected for a single week. Mode share calculations are based exclusively on the responses to question 4a.

Question 7a. ONE WAY, how many miles do you commute from home TO your usual work location?

Responses are used to calculate vehicle miles traveled. This can be seen on page 1 of the survey report where VMT rates are reflected. In addition, average one-way distance to work is summarized at the top of page 9 of the report.

Question 7b. Last week did you ride a ferry as part of your commute?

This question determines the total number of employees who used a ferry during the survey week. (Question 4a also asks for ferry usage, and the responses in question 4a are used to determine ferry mode share.)

Question 7c. Last week did you use a park-and-ride as part of your commute?

Responses determine park-and-ride usage across the state by employer. This is reflected in the chart on 9 of the survey report and may be used to determine whether there is a need for more park-and-ride lots.

Question 7d. Last week did you pay for parking at work?

This helps employers identify the number of employees who pay for parking. Parking charges often motivate employees to rideshare, as does the option of free or discounted parking for carpools and vanpools. The responses to this question are reflected on the ferry and parking chart on page 4.

Question 8. What is your home zip code?

Question 8 responses are most commonly used for rideshare matching purposes. The results can be seen in the 'Commute Mode by Zip Code' table beginning on page 13 of the report.

Question 9. If you drive alone to work, which of the following would most encourage you to try using an alternative to driving alone?

This question allows the respondent to select three options that are most important to them. Answers can be found in the table on page 10, and help employers identify what program elements employees are most attractive to their employees. If employees select elements that you already offer at the worksite, this usually means that they need more information and can help you market your program.

Question 10. How likely would you be to try the following ways of getting to work?

The answers to this question can be helpful to determine what types of alternative commutes would be best marketed to employees. For instance, if the majority of employees state that "bus" is not an option, then perhaps it would be more effective to concentrate on carpooling or vanpooling. The responses to this are illustrated in the table on page 11 of the survey report.

11. Last week, how many one-way transit or walk-on ferry rides did you take on each listed below (for any purpose, not just getting to and from work?)

Question 11 is particularly helpful when determining transit pass needs. This is often used in negotiations for bus passes such as the ORCA pass. The responses can be found in the two tables on the report on pages 11-12. They are broken out by affected employees and by all employees.

Note: Yakima and Whatcom share a form. Question 11 on this form includes "ferry as a walk-on" for Whatcom or "other" and does not include transit systems.