



Feb. 24, 2023

Dear CTR partners:

Our first CTR office hour was a huge success! Thank you to the 26 people who attended and asked great questions. Below is a summary of questions you asked and answers WSDOT staff provided.

What will be the response rate policy for the new survey instrument?

This is to be determined.

We'll be doing engagement to establish what works for our partners while also meeting the requirements of the CTR program.

Possibilities include moving from a set response rate requirement (e.g., 50 percent, 70 percent) to one based on statistical validity. For example, sites with more employees would require lower response rates.

The example we provided was that a response rate of 80 percent at a site with 100 employees is equivalent to a response rate of 27.8 percent at a site with 1,000 employees.

Will there still be sample surveys for larger companies (i.e., 1,000 or more employees)?

Potentially. If we move to a response requirement based on statistical significance, sampling would no longer be necessary.

Will WSDOT use the survey to determine/estimate the number of CTR-affected employees at a worksite?

Yes.

How will the survey handle out-of-state zip codes or origins?

The survey tool will have data validation to reduce the number of incorrect zip codes entered. Because some people begin their commute in a different state (e.g., Idaho for Spokane County, Oregon for Clark County), the survey tool will allow folks to enter out-of-state zip codes.

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We only use zip codes as information and potentially to create maps that show mode splits by zip code origin. We won't use zip codes to calculate commute distance. Instead, the survey asks respondents to identify landmarks or major intersections close to where they begin their commutes. This will provide better commute distance information and allow the survey tool to track major routes people are using to get to work.

Will WSDOT provide training on the new survey tool?

Yes. We have a consultant that will prepare training resources, such as slide decks and videos. We'll make thorough training on the new tool available to our partners.

What program will generate the analytics? Will it be something like Tableau?

We're using the RideAmigos survey tool, which we'll configure to CTR program standards. This tool has built in analytics capabilities, such as filtering, dashboards, visualizations, and longitudinal comparisons.

What will happen with full-time, remote workers?

This is to be determined.

We'll work with our partners, the TDM Technical Committee, and others to establish how full-time remote workers should be treated, specifically if they should be counted as CTR-affected employees and surveyed.

One consideration is whether the full-time remote position could be done by a person who commutes to the job site. Similar to giving credit for a compressed workweek day off as a non-drive-alone trip, we'll need to determine if we want to compare reality to the theoretical (e.g., this full-time remote worker could be a worker who was commuting to the office every day, so we want the site to get credit for all those non-drive-alone trips).

Important reminder: full-time, remote workers are excellent for lowering vehicle miles traveled, drive alone rate, and greenhouse gas emissions for your worksites and jurisdictions. To improve CTR performance, you want to include remote workers if possible. Excluding them would mean the program is giving away much of the improvement created by the pandemic's shift to working from home.

Will the tool capture which employees are full-time remote?

Yes, for the most part.

A full-time remote worker would indicate telework for each commute mode of the week and not indicate using any other modes on the follow-up questions, so we'd have a good estimate of how many full-time remote workers took the survey.

There will be five to six core CTR questions everyone will use. There will also be about 20 additional questions available that jurisdictions can choose to add to their surveys (this choice will likely be made once a survey cycle). Can implementers add other questions?

We're still in the process of finalizing optional, additional questions. Jurisdictions will have a chance to add to questions we've already received. Once the survey is live, it's unlikely the jurisdictions will be able to add new questions. We're looking into the possibility, though.

Can employers add their own questions?

For very large employers (e.g., Boeing, Microsoft, Amazon), we're researching the possibility of adding additional questions.

Can large employers survey using their own tool and provide WSDOT with equivalent results?

Yes.

There will be an equivalent data policy. Employers would need to survey and submit their individual survey results in a specified format, which we can upload into the new survey tool.

Can the new tool be used to survey buildings with transportation management plans (TMP), found primarily in the Puget Sound area?

We're looking into this possibility. We'd need to have jurisdictions do all the work for including TMPs and TMP-like sites so we don't take CTR-funded staff time away from actual CTR work. We'll continue to discuss and reach out for feedback.

What will happen to paper surveys?

There are costs to the CTR program (i.e., employers, jurisdictions, the state) to using paper surveys. There are alternatives (some high cost) that WSDOT is exploring to accommodate sites where people don't have access to computers/internet.

There will also likely be the possibility of transcribing survey results into a formatted spreadsheet that folks can upload into the survey tool.

What translation will be available?

Translation languages we're looking at:

- Spanish
- Russian
- Vietnamese
- Chinese (simplified)
- Tagalog (Philippines)

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- Korean
- Lao
- Japanese
- Somali
- Ukrainian
- Amharic (Ethiopia)
- Punjabi (Pakistan, India, Bangladesh)
- Khmer (Cambodia)
- Arabic

Core questions will be the target for the translations by the time the survey tool goes live. The developer will translate and WSDOT and language experts will review.

Will employee transportation coordinators be able to target translated questions to appropriate audiences?

Yes. We're working on this with RideAmigos.

Does the state have jurisdiction to survey federal entities?

Tribal entities are exempt because they're sovereign nations. There's no exemption for U.S. federal entities.

As a reminder, you should think of CTR benefits as any other benefit an employer offers to help attract and retain the best talent. A few quick facts:

- Almost a third of all people have quit a job because of their commute
- Navigating heavy traffic causes the stress hormone cortisol to spike in humans, interfering with their ability to focus and be productive for up to two hours after arriving at work
- Commute trips using active transportation (e.g., walking, biking, rolling) improve health and productivity and decrease the number of sick days taken

A good CTR program should improve a company's bottom line, make it an employer of choice, and help keep its employees happy and healthy.

Sincerely,

The WSDOT CTR Team