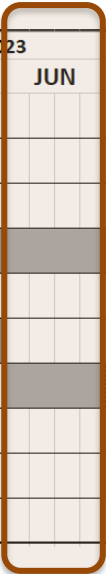# CTR-Tool Replacement
TDM Technical Committee

Rebecca Jabbar, Data Analyst, Public Transportation Division

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Current Timeline

High-level tasks and milestones identified

Tasks and Milestones	2022						2023								
	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP	OCT
Finalize contract	████	░░░												
Finalize Proj. team roles and responsibilities		████												
Review and update key metrics		░░	████	████	████	░░								
Support system configuration and set up			░░	████	████	████	████	████	████	████	████	░░		
Engagement & Standardization of Add'l modules for CTR Survey and Program Report			████	████	████	████	████							
Test system (Boeing Pilot)									████					
Re-configure based on feedback										████	░░			
Administrator's Launch Party!											████			
Training ETCs and Implementers												████		
First Surveys (outside Pilot)														████

Some Key Differences:

WSU Tool	RideAmigos Tool
Login directly into tool. Need to reach out to WSDOT for login assistance.	Login handled by Secure Access Washington (SAW).
List view of worksites. Not easy to get key information.	Table view of worksites. Can filter and check on survey status.
Reporting and analytics is a fragmented process that has a large wait time.	New tool is all-in-one. The reporting and analytics will be automated.
Equivalent data process is handled on a case-by-case basis. Requires a great deal of effort and coordination	Equivalent data process will be streamlined by being handled within the tool. Results will automatically be processed.
Had to enter emails to allow survey takers to gain access	Survey will now be anonymous and anyone with the link will have access

Response Rate Policy Change

New – Starting Fall 2023

- No longer a requirement and no penalty
- Will be displayed/calculated in the new tool
- Encouraged Response Rate based on balancing what is statistically significant and what is achievable based on historical data on response rates.

Employee Count	Target Response Rate
Under 200	70%
200-500	60%
501-1000	50%
1001-5000	30%
Over 5000	10%

Old – Ends this Cycle

- Worksites should strive to collect completed surveys from at least 70 percent of surveyed employees.
- Worksites must achieve a minimum survey response rate of 50 percent.
- Worksites not achieving a minimum survey response rate of 50 percent will be required to re-survey within the same two-year survey cycle period and achieve a 50 percent response rate.
- CTR surveys with a response rate of less than 50 percent will be excluded from our measurement database

New CTR IDs

- …Sorry, need to create and assign new IDs based on a semi-intelligent system that will allow for new sites to be auto-assigned when created in the tool
  - Increased efficiency and frees up time spent when adding a new site
  - Old IDs did not follow a clear convention that would have caused issues with assignment in the new tool
- WSDOT will send back out your worksite worksheet with a new column for the new IDs to help with this transition

Boeing Pilot – COMPLETE!

- Surveys open from May 15th to May 26th
- Surveyed 13 Boeing Sites and got over 12,700 responses
- Pilot-ed two questions in the survey
  - "Do you commute the same distance each day?"
  - "Did you answer based on a typical week or last week's commute?"
- Asked three voluntary questions to get feedback from respondents about our new questions and tool
  - Almost 2,000 respondents provided feedback

Point your phone camera here to try the pilot CTR survey

Do you commute the same distance each day?

- Wanted to make sure collecting a single distance to apply to each day was representative of our commuters
- Results:
  - 80% said yes
  - 20% said *no, BUT…*
    - *88% of those WFH at least one day a week*
    - *We suspect this question was misinterpreted*

Did you answer based on a typical week or last week's commute?

- Assessing impact of asking for typical week versus last week
- 95% responded based on typical week vs 5% responded based on last week's commute
- Will remove from core questions and use this to support the change from last week to typical week

Thank you for participating in the Boeing pilot for the new Washington Commute Trip Reduction survey. Would you be willing to answer a few questions about your experience to help us improve the survey?

What is your top suggestion to improve this survey?

Were any of the questions confusing? If yes, how could the question(s) be clearer?

This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?

Feedback Received

Were any of the questions confusing? If yes, how could the question(s) be clearer?

The work schedule question was confusing. I work 4 days in the office, but 1 day virtual for a 5 day/8 hour work week. I didn't see that selection, so used \Other\" to specify."

Were any of the questions confusing? If yes, how could the question(s) be clearer?

why don't oysters give more to charity? Because they're shellfish.

What is your top suggestion to improve this survey?

cookies!

What is your top suggestion to improve this survey?

Ask if you are virtual/work from home before the rest of the survey. Then you can eliminate most of this.

What is your top suggestion to improve this survey?

Share with us what might change for the commuter by taking this questioner.

What is your top suggestion to improve this survey?

Fully Explain what \CTR\" Means at the beginning of the survey"

Were any of the questions confusing? If yes, how could the question(s) be clearer?

This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?

It was fine for me to understand. Could use a map instead of asking for a nearby address. or have a statement that the home address will not be recorded, and will not be linked for privacy reasons, etc. to encourage people to use their home address.

In my experience, it is generally quite difficult to get to Boeing sites via public transit in a way that is not double or triple the time it takes to drive alone, and I would love to see WSDOT, transit agencies, and Boeing work on making sites more accessible to transit riders so that I could depend on it more for my commuting needs when necessary. - Auburn site respondent

Feedback Received

Is there any other information you would like to provide about your commute that we did not ask about in this survey?	What is your top suggestion to improve this survey?	Were any of the questions confusing? If yes, how could the question(s) be clearer?	This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?
No!	stop it	are you kidding?	you do not need this information

Is there any other information you would like to provide about your commute that we did not ask about in this survey?	What is your top suggestion to improve this survey?	Were any of the questions confusing? If yes, how could the question(s) be clearer?	This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?
Once again, biking to work or vanpooling is very feasible for me, but not while I have daycare and school age children. My husband has driven us to school/work and then gone to his job site when one of the cars was in the shop. This survey seems to ignore the impact of young children entirely. AGAIN.	Include a \carpool with kids\" option. They're people too. I had to select \"other.\" Commute distance ignores regular daycare/school drop-off/pick-ups."	Include a \carpool with kids\" option. They're people too. I had to select \"other.\""	I understood it. It's inaccurate. My commute isn't directly from my house to work. I have to back-track to the elementary school for eldest son's before school care and then head to the youngest son's daycare before heading to work. Instead of driving 17 minutes straight to work, it's a 45 minute commute. This also ignores after work/school sports, etc. that require pick-ups.

That being said, I would LOVE to do a carpool/public transit if it wasn't that much longer than my regular commute. Currently my commute is about 15 mins long. If I were to take city transit, it takes nearly an hour. And I still have to own a car. It doesn't financially or timewise make sense. -Auburn site Respondent

WSDOT

Feedback Received

Table 1:

Is there any other information you would like to provide about your commute that we did not ask about in this survey?	What is your top suggestion to improve this survey?	Were any of the questions confusing? If yes, how could the question(s) be clearer?	This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?
Yes. I drive into work every day to log onto a computer and call into the same WebEx meetings I would call into from home if allowed to work virtually.	None. Best survey ever!	Huh?	No. Me smart.

Table 2:

What is your top suggestion to improve this survey?	Were any of the questions confusing? If yes, how could the question(s) be clearer?	This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?
The survey is straight forward and understanble.	No confusing questions.	The question is easy to understand and the mileage provided in the surevey is accurate to 1/10. So, no issues using this feature.

Table 3:

What is your top suggestion to improve this survey?	Were any of the questions confusing? If yes, how could the question(s) be clearer?	This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?
Survey was actually great	Not at all	Very easy, and no issues

Table 4:

Is there any other information you would like to provide about your commute that we did not ask about in this survey?	What is your top suggestion to improve this survey?	Were any of the questions confusing? If yes, how could the question(s) be clearer?	This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?
Not at this time	No suggestions. Survey is good.	Everything was clear and easy to follow.	Yes, I had no problems understanding it and didn't have any issues.

Table 5:

What is your top suggestion to improve this survey?	Were any of the questions confusing? If yes, how could the question(s) be clearer?	This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?
Can't think of any at the moment. Very thoughtful questions I must say	All straight to the point. Didn't take that much time at all to complete	Easy to understand and absolutely no issues with it.

Table 6:

What is your top suggestion to improve this survey?	Were any of the questions confusing? If yes, how could the question(s) be clearer?	This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?
I don't see any improvements that would need to be made to collect the data you're requesting.	No, very straightforward and direct.	Question was easy to understand- no issues using this feature, all good!

Table 7:

This survey asks for a location near the start of your commute to help us calculate a more accurate travel distance. Did you find this question easy to understand? Did you have any issues using this feature?
I was afraid that I would have to stop and go out and calculate the distance using some other method. I was pleased to see that it auto calculated the distance based upon my site choice and home address selection.

Still working through but… here is some actionable items

- Include an explanation of CTR, goals and benefits of CTR, what the survey is for, and how results are used, and address data privacy concerns
  - Need improved messaging. Maybe an introduction before the survey starts that can give the necessary background
- Confusion around commute questions for WFH employees – need to tailor questions to apply to both types
  - Reconsidering how questions are worded. Need to tailor questions to apply to both types
- What do we define as the commute we are trying to capture? Impacts of carpooling with spouses or taking the kids to school
  - Consider explanation in introduction or guidance with questions
- Some small tweaks to questions.
  - Remove day off from the other modes you have used in the last month question
- …Still lots of positive feedback and appreciation for how short our survey was