



Commute Trip Reduction Tool and Survey FAQ

Last updated August 31, 2023

Survey tool and software

Will the RideAmigos tool require survey respondents' emails for them to access the survey?

No, the new survey is entirely anonymous. ETCs will no longer need to input emails or email domains when creating a survey. Survey respondents will no longer need to input their email to access the survey.

How will employees access the correct survey if they don't use their email?

Each worksite's survey will now have a unique URL link. We will no longer be asking employees to select their employer and worksite to get the correct survey.

If the survey is anonymous, how will I track who has taken the survey?

You will need to utilize a system outside of the RideAmigos tool if you want to track who has taken the survey. For example, if you want to have a raffle for those who have completed the survey, you could ask them to send you a screenshot of their completed survey to enter the raffle. This would still allow the results to be anonymous, but you could track who has taken the survey through another method.

If the survey is anonymous, does that mean a survey taker could take the survey multiple times?

Yes, if someone felt so inclined to create multiple responses they could. Limiting the amount of times a survey could be taken from a single device would limit access. Some worksites have on site workers that need access to a shared device to complete the survey. Based on this we find it is more valuable to support this practice then try to prevent repeat survey taking.

Will the new survey tool allow for paper surveys?

We have procured a web-based Optical Mark Recognition (OMR) software that will replace the use of ScanTrons for paper surveys. With this new process, implementers or ETCs will print the number of needed copies of the paper survey on-site. After the surveys have been filled out by respondents, surveys will be scanned and digitally sent to WSDOT staff to be processed. We will use the OMR software to read the paper surveys and convert the results into a digital format to be uploaded into the RideAmigo's platform. The results will then be available similar to the online survey results.

When will paper surveying be available?

We are in the process of testing OMR software that will allow worksites to print and scan paper surveys on-site, which will help us reduce the required transportation of Scantrons or other forms to be physically sent to various locations across the state. Our goal is for this software to be ready for use in Spring 2024. We will keep you updated. Thank you for your patience.

Will sites be able to use paper surveying combined with electronic surveying?

We will be looking into this as part of the testing process. We understand there is a desire for this functionality. We will keep you updated as we learn more.

I need to add or update a worksite or ETC contact information. Can you make these changes for me?

Users with appropriate permissions (including implementers, for example) will be able to make these changes directly in the tool. Let us know if you are having trouble with this after reviewing the training materials.

Surveying policies and best practices

What response rate do I need to achieve?

We have developed response rate suggestions based on the size of a worksite. These suggestions are replacing the previous requirements. There is no need to resurvey if the target response rate is not met, as these numbers illustrate best practices and are not required.

Your local jurisdictional implementer may have a different target response rate to aim for. Follow their guidance and use these state guidelines if you have received no such guidance.

The tool will display the current response and target response rate while a survey is open to track progress. This calculation will be based on the number entered in the “expected responses” field when creating a survey, which should represent the number of employees who are going to receive the survey.

Employee count	Target response rate
Under 200	70%
200-500	60%
501-1000	50%
1001-5000	30%
Over 5000	10%

Does it matter when I survey?

The fall and spring survey periods are now a best practice, not a requirement. The new survey asks for respondents' typical commutes instead of how they commuted during the previous week, which makes it less impactful to survey during times of inclement weather, holidays, vacations, and road construction. However, if an employee does not have a typical commute, they are asked to report on the previous week's commute. It is therefore still advisable to survey between mid-September and mid-November or March to late May each year to minimize collecting misleading survey data.

What happened to the CTR ID for my worksite(s)?

Worksites have been assigned new CTR IDs. The new IDs are viewable in the tool, and a reference sheet with the old IDs were sent as an attachment to implementers. Please contact us at CTRSurvey@wsdot.wa.gov if you need the ID reference sheet.

CTR Tool Training and resources

Where can I find training resources for how to use the CTR Tool?

The finalized versions of the CTR tool training resources can be found on the TDMboard.com website, under Resources then on the CTR Survey and Tool page. These resources can be used by implementers to conduct trainings. The training resources can also be used to refresh your memory on how to complete a task you have not done for awhile.