



## CTR Tool Demo Q&A August 29, August 31, September 7

### Site access:

#### **You mentioned that we already should have login credentials - is that right?**

The bulk of the users will already have their information imported into the tool based on the user information that was provided when filling out the worksite worksheet in the spring. Users who are new to their role may experience having to change their name when entering the tool for the first time.

You will need a SAW account associated with your work email address to be able to log in.

#### **When will we be able to log-in?**

The week of September 18.

#### **Can we have multiple ETC login per worksite?**

Yes! Each ETC will need to be given access, but multiple users can be added as managers to a single worksite.

### Upcoming trainings:

#### **Is there a resource guide to walk us through what was just shown? What is the time estimate for receiving the written version of the tool instructions?**

Reference documents and hands-on trainings will start the week of September 18. There is no rush to complete the trainings right away, as we will have more training in the future for those who are not planning to survey until a later date. Completing training closer to when you survey will mean that you don't have to remember the information for months, and future training will have improved based on trial and error from earlier trainings.

#### **Will there be a training focused on information for jurisdictional implementers or the program report?**

The hands-on training on September 21 and 27 will focus on what implementers need to know. ETCs are not currently being invited but we won't prevent them from joining.

We plan to provide training on program report functions next year. We are focusing on CTR surveys training this fall because CTR surveys are traditionally conducted in the first year of the biennium. Program reports are traditionally collected in the second year of the biennium, in this instance fall of 2024 and spring of 2025. The workflow to start a program report is similar to a CTR survey, instead you will choose program report from the "New Survey" menu.

**Will there be a resource for ETCs to decipher their survey results? We usually do a training with them, but it would be great if we could send them a one-pager that explains how to interpret their survey.**

WSDOT provides a breakdown of how metrics are calculated. We have not previously been asked to provide additional materials. This is likely because local circumstances influence the interpretation of the results and because the CTR law establishes a local jurisdiction as the organization that works with worksites and their employee transportation coordinator. We would be happy to work with implementers to explore the idea if there is widespread interest. Another approach to meet this need might be peer-to-peer conversations or peer-to-peer sharing of materials.

## **Creating and distributing a survey:**

**I am responsible for multiple worksites. Should I do multiple surveys to tailor mileage calculations?**

Yes. Each physical location, such as a building or group of buildings (per RCW [70A.15.4010](#) and WAC [468-63-020](#)) considered a separate worksite will get a different version of the survey.

After creating a survey for a specific worksite, you will get a link to send to employees. It is important that you distribute these links to the employees who work at the correct location, as it will determine which survey they take and will impact the results and reporting methods.

**I am an ETC and an implementer. What are the options if you have multiple sites but only one is CTR affected. Can you do one survey with multiple sites and have them mark where they work?**

Each worksite will have a different survey. In general, a different address will mean using a different survey. You will send a unique link to employees who work at each physical location.

**Can both implementers and ETCs open and close the survey?**

Yes, as long as an ETC is a manager of the worksite they will have the same functionalities. If a jurisdiction wanted to have all of the control and not let ETCs open or close surveys they could be the sole manager for all their sites

**As a jurisdictional implementer, will I have access to worksites to create, edit, open, and close surveys, and distribute those links?**

Yes. Implementers have access to each worksite within their jurisdiction. Both you and the ETC will have worksite-level permissions for those functions, as well as viewing results and reporting.

**As ETCs, will we be getting our survey from our implementer?**

You will have worksite manager access in the system, so you are able to do it on your own. In practice, this depends on your jurisdiction. They could decide to give you the link to distribute, or they could have you create the survey in the system, or something in between.

**Do we need to upload employee information (i.e. emails, work locations) into the tool for survey distribution?**

We are not collecting any employee information. You send out the link based on your own distribution lists.

**Since we are sending out a survey link to the whole worksite and not tracking who completes it by their email, will follow-up emails need to be sent to everyone?**

That is correct. The survey is anonymous and you will not be able to see who has or hasn't taken the survey based on their email. This is a trade-off so that we can prioritize anonymity and data privacy.

**Are we able to populate survey success messages at a jurisdiction/hierarchical level in addition to worksite level?**

Not currently. We are working with Ride Amigos to see if this could be possible for jurisdictions that are adding supplementary questions.

**If an ETC or implementer creates and launches a survey, can anyone with access to the worksite edit the survey or open/close it, or does it have to be the same user that created it?**

Anyone with appropriate access to a worksite (i.e. manager) can edit, open, and close a survey. It does not have to be the user that initially created the survey.

**Can you schedule the survey so that it could open/close on a day that an ETC is out of office or away from the computer?**

No. Surveys will need to be opened and closed manually. Consider this when selecting survey dates. Anyone with access can open or close the survey, so an implementer may be able to assist with completing actions on a specific date if an ETC is unavailable.

**Are there ways to manage a whole jurisdiction of surveys in bulk - like creating/scheduling surveys, opening, closing, or extending the close date without having to open individual surveys to make the change?**

For now, each unique survey needs to be changed on an individual basis. We can check with RideAmigos about these functionalities for the future, but the way the networks are set up means surveys are handled for individual sites.

### **Are response fields prepopulated or do we customize them?**

You will not customize any response options, although you will be able to create a custom survey success message (that shows when a user completes the survey).

There are several drop-down list responses that have the options already loaded into the tool. The response options cannot be edited at this time.

### **Are we going to be able to cater some supplemental questions to specific worksites, or is it all-or-nothing?**

There will be a version of the survey added to the tool that can be used for worksites in your jurisdiction, based on the supplemental questions selected by the implementer. The core questions will remain an option for every worksite, so in general a worksite will be able to create a survey using either the core or supplemental questions approved for their jurisdiction.

To be able to use supplemental questions for only certain worksites within a jurisdiction, implementers will need to coordinate with the CTR survey team to determine feasibility. This would require creating multiple versions of surveys using supplemental questions for a jurisdiction. We do not recommend this, as worksites will need to select which version to use when creating a survey, so multiple versions of jurisdictional surveys could cause confusion or errors while selecting a survey version. Additionally, each one will need to be manually created, which may take up to two weeks to be available in the tool.

### **How does the survey hierarchy work? For example, if a jurisdiction has created a default survey, does it automatically populate as an available survey at each worksite? Would a jurisdictional survey be able to be opened/closed by a city admin, or does that function fall to ETCs? Are worksites able to create their own survey that would vary from their jurisdiction?**

If you opened a survey at the jurisdictional subnetwork level, the results would be created at the jurisdiction level and you wouldn't be able to apply that to each worksite. That survey would not be available for worksites. Each survey needs to be created from the worksite level. Managers of the larger subnetwork (i.e. implementers) are able to set up surveys for their worksites, but still must set these up one at a time for each worksite.

## **Taking a survey:**

### **Are survey takers able to submit multiple responses or are we able to restrict it?**

The survey can be taken multiple times. This was the also the case with the previous survey system. This was not observed to be a statistically significant issue in the past.

We are aiming to make the survey as accessible as possible. Restricting multiple responses would have notable downsides, such as eliminating the ability to use shared devices, which would be a barrier to successful implementation of the

survey. The benefit of being able to use shared devices outweighs the risk of employees taking the survey multiple times.

**What controls are in place to keep someone from responding more than once and/or not sharing the survey link?**

There are not controls in place for restricting access.

**Are location fields throughout the tool open to any address around the globe? Are any limited to WA or in some other way?**

The address fields do not have restrictions. Users are able to enter any address.

**If you do not select a mode for a day, will it prevent you from continuing on with the survey?**

It will let you move forward. Blanks are treated as day off.

**Is there a way for the "type of vehicle" question to only show up if an applicable commute mode is selected?**

Yes - it should only be available if you choose an applicable mode

**Any concern that having default driver and passenger counts for carpool and vanpool will cause respondents to just keep what's there instead of changing it to reflect their actual count?**

This is a potential risk we can evaluate after surveying has completed. We can look into other methods of ensuring a default occupancy value is being used. Right now the solution to ensure an occupancy is always associated with a pooled trip is to ask the respondent to change the value from the default if needed.

## **Language and translations:**

**Is the survey available on the tool in different languages?**

Yes! We have over a dozen languages currently. A user (survey taker OR implementer/ETC) can change the language by selecting the "Languages" drop down (visible on every page within the tool). They can do this at any point, and as many times as they would like.

Only the survey will be reviewed by translation services. All other translation in the tool will be done programmatically by RideAmigo's software. Therefore, it may not be as accurate as if reviewed by a fluent speaker.

**Could we get the languages listed in their own language rather than what they are in English?**

Great idea! As of 8/31/23, we have changed the language list to display each language in their own language.

### Can we request additional language translations?

Yes. Email [CTRsurvey@wsdot.wa.gov](mailto:CTRsurvey@wsdot.wa.gov) and let us know what other languages would be helpful to have at your worksite(s).

## Policy:

### What response rate are you hoping for?

Follow jurisdictional guidelines where applicable. The state has *suggested* response rates based on statistical significance and previously achieved response rates for the CTR survey for different sizes of worksites, which are shown below.

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

### When do we have to have the survey completed?

Surveys are completed on a two-year cycle. The current cycle runs through June 30, 2025. (That means there is no rush to survey right away!) However, your jurisdiction could have a schedule that requires you to survey at a specific time, so check with your jurisdictional implementer for survey and program report deadlines.

### Is there a best practice for managing sites that fluctuate between affected and unaffected? Should we just leave them the same rather than deleting/deactivating them?

Generally, continue to survey them.

If you are an employee transportation coordinator, contact your jurisdiction and learn about their policies, practices and processes.

If you are a jurisdiction, it's important that you review your past practices in consideration of the new CTR tool and how it functions. Specifically, in the new CTR tool once a worksite is moved from CTR-affected to unaffected status there's no turning back. If the worksite is brought back into the program, it will be a new worksite with a new CTR ID number and must gather baseline survey data again. In addition, removing worksites from the program will likely affect future state funding provided to local jurisdictions.

### Do remote workers count toward employee counts for "working in the office"?

Remote workers count toward employee counts in most cases. Some remote workers are not CTR-affected, but only if they meet certain requirements outlined in the [Telework and Remote Work Policy](#).

Including remote workers in your survey results ultimately benefits you, as your results will show that you offer a way to reduce (and eliminate) potential commutes.

WSDOT strongly encourages surveying all employees but check with your jurisdictional implementer and follow their guidance.

### **Many of our employees begin work outside of the 6-9 window, but including them might mean a lower response rate. Would you still recommend surveying all the employees?**

We recommend you discuss this with your jurisdictional implementer to see what is best for you and your worksite.

WSDOT recommends surveying all employees at a worksite for a variety of reasons, but it is ultimately up to the jurisdictional implementer. Responses to the survey will determine if an employee is CTR-affected and you will be able to filter only affected employees while looking at the results.

Another point to consider is that it might be difficult to survey only affected employees, as you would need a specific distribution list for those employees.

Also, as a reminder, WSDOT now is suggesting we set response rate targets, but we do not exclude information based on low response rates.

Again, though, the jurisdictions will have ultimate authority over what response rate requirements worksites in their cities/county obtain.

### **Are paper surveys no longer being used?**

We are developing a process that will allow a worksite to print out the number of surveys they need at a time, and then scan the completed surveys to be processed by OMR (optical mark recognition) software. This is functionally similar to Scantron sheets, but involves less shipping across the state to reduce unnecessary trips while still giving a paper survey option for worksites that would benefit from them. This will hopefully be available in the spring.

### **How are we going to print surveys out as employee here do not have access to computers?**

Part of our next phase is making paper surveys available. We are aiming for spring 2024. You will have access to a paper survey you can print on-site.

Results will be uploaded into the tool.

This is a great question and part of the reason we aren't rolling this functionality out immediately. We know there will be barriers like this that we need to resolve.

So, we do not have an answer yet, but we will work out things like this before spring.

### **Who is responsible for inputting paper copies?**

We are setting up a software that will scan paper surveys and WSDOT will work with RideAmigos to get the data entered into the system. Worksites will be responsible for printing and scanning the surveys, but not for data entry.

### **Will we be surveying all employees or only CTR affected employees for the test surveys starting September 18?**

WSDOT strongly recommends surveying all employees at a site. However, it is ultimately up to the jurisdictional implementer to decide if worksites should survey all employees or only CTR-affected employees.

### **Once we send out the survey to employees, will WSDOT have the access you need to see the results you are looking for instead of needing to report them to you?**

Results directly viewable in the tool by WSDOT, implementers, and ETCs. At this time, we do not expect you to need to send us your results, but please follow future policy guidance regarding this process.

### **Does the new process allow us to add worksites to the system instead of asking WSDOT to add them?**

That's correct, WSDOT staff will no longer need to add worksites to the system. We are still finalizing the workflow to make sure a worksite is under the correct employer/organization sub-network, as well as the correct jurisdiction. Keep in mind that once a worksite is created, many of the fields will be frozen, so make sure you have the details entered correctly.

## **Other:**

### **It would be great if ...**

You can submit feature requests in the "Contact Us" window (click on your name in the upper right corner to see this). We will then handle those potential enhancements on a yearly review basis.

### **How do we tell which results came from CTR affected employees?**

The worksites will be labeled as CTR affected or voluntary in the tool, and results from affected worksites will be marked as affected. The aggregated results can be filtered when viewing results from multiple worksites.

### **When will we see the supplemental questions?**

On September 8 we sent an email to jurisdictional implementers to create jurisdiction specific versions of both the CTR Survey and program report. This will include the supplemental questions, and implementers will select which questions they want used in their jurisdiction. RideAmigos will use these responses to build a unique survey for each jurisdiction ready in the tool that worksites can select when creating a survey, which will allow them to use the supplemental questions chosen by their implementer.



**Is there a service level agreement for the assistance this year or next year for beta tests? / If we have questions or need assistance with technical issues, what is the timeline for support?**

Anything with immediate impact, you can use Contact Us within the tool. If it's a system issue, RA will see and resolve. If it's policy-related, you can email [CTRsurvey@wsdot.wa.gov](mailto:CTRsurvey@wsdot.wa.gov).

**What is an adjusted trip?**

It is the trip adjusted by occupancy rate. You can find detailed information in our "Survey calculations" document which is posted on our [new CTR tool and survey resource page](#), but here is a brief explanation:

Adjusted in this case means as equivalent to a single occupancy vehicle (SOV) trip. A drive alone trip has an adjusted trip value of 1, as the person is driving alone. Any pooled trip has an adjusted trip value of 1 divided by occupancy. For example, a four-person carpool as an adjusted trip value of 0.25 ( $\frac{1}{4}$ ). Any public or active transportation trip, compressed workweek day off, or telework trip has an adjusted trip value of 0. We use adjusted trips divided by potential trips to determine drive alone rate.

**What does "report average" mean?**

The "report average" is the statistic for the selected worksites for the specific report you are viewing. If you are only looking at one worksite, the "report average" will only be the number for that site.