



Commute Trip Reduction Survey and Tool FAQ

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Survey tool and software

Once we send out the survey to employees, will WSDOT have access to see the results instead of needing to report them to you?

Results directly viewable in the tool by WSDOT, implementers, and ETCs with relevant permissions. At this time, we do not expect you to need to send us your results.

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. Visit the CTR Survey and Tool Resources page (<https://tdmboard.com/ctr-tool/>) for step-by-step instructions on how to add ETCs to a worksite. Follow the same steps regardless of the number of ETCs you are adding to a worksite.

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. For guidance, utilize the “Verify an ETC” and “Add an ETC” step-by-step instructions, available under “Trainings” on the CTR Survey and Tool Resources page (<https://tdmboard.com/ctr-tool/>).

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

The current process involves submitting a New Worksite Request within the tool and provide the relevant details for the worksite, such as the organization and address.



WSDOT staff will review the request and determine how the worksite will be integrated into the tool. A step-by-step guide is posted on the CTR Survey and Tool Resources page (<https://tdmboard.com/ctr-tool/>) under “Trainings.”

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, including eliminating the need for sampling at larger worksites. 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 rate while a survey is open to track progress. This calculation will be based on the number entered in the “Number of People Being Surveyed” field when creating a survey, which should represent the number of employees who are going to receive the survey. This will usually be the total number of employees at a worksite, as we recommend surveying all employees.

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.

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. 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.

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 TDM@wsdot.wa.gov if you need the ID reference sheet.

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.

Will we be surveying all employees or only CTR affected employees?

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.

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. The jurisdictions will have ultimate authority over what response rate requirements worksites in their cities/county obtain.

As a reminder, WSDOT now has suggested response rate targets instead of requirements. We will not exclude information based on low response rates.

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 these worksites. If you are an ETC, contact your jurisdictional implementer and learn about their policies, practices and processes.

If you are an implementer, 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.

Creating a survey

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

This depends on your jurisdiction. Your implementer could decide to create the survey for you and give you the link to distribute, or they could have you open the survey if they grant you manager access for the worksite.

Will both jurisdictional implementers and ETCs have access to worksites to create, edit, open, and close surveys, and distribute survey links?

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

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.

Are there ways to manage all of a jurisdiction's surveys in bulk, such as creating 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?

The response options are already loaded into the tool and cannot be edited or customized at this time. However, you will be able to create a custom survey success message (that shows when a user completes the survey).

Are we 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 implementers can direct specific ETCs to select the jurisdiction-specific version or the standard version of the survey if do not want every worksite to use the same supplemental questions. It will not be practical to have worksites within the same jurisdiction use different sets of supplemental questions.

How does the survey hierarchy work?

Each survey needs to be created from the worksite level by any user with manager permissions (usually an ETC or a jurisdictional implementer). Managers of the larger subnetwork (implementers) are able to set up surveys for their worksites, but still must set these up one at a time for each worksite.

If a jurisdiction has opted to use supplemental questions, a jurisdiction-specific survey will be able to be selected when creating a survey. Worksites will still have the option to use the core questions instead of the jurisdiction-specific version.

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. In general, a different address will mean using a different 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 responsible for multiple worksites. Can I administer one survey with multiple sites and have them mark where they work?

Each worksite will have a different survey. You will send a unique link to employees who work at each physical location. The email template available in the “Documents” section of our CTR Survey and Tool Resources page (<https://tdmboard.com/ctr-tool/>) has a



recommended way to send multiple links to multiple worksites in a single email, so employees can select the link for the worksite they work at. Alternatively, you can send separate emails to each group of employees if your distribution lists allow this.

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.

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.

Distributing a survey

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 within the tool. You will send out the survey link(s) based on your own distribution lists. 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 to their surveys.

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?

An employee could take survey multiple times. This was the also the case with the previous survey system, and this was not observed to be a statistically significant issue in the past.

Limiting the amount of times a survey could be taken from a single device would limit access and our overall response rate. Some worksites rely on shared devices to complete the survey, such as tablets or desktop workstations. The benefit of reducing barriers to increase our response rate outweighs the risk of employees taking the survey multiple times.

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 analyzing response-level data for worksites with CTR-affected and non-affected employees, you will have responses for employee start times and can filter based on who has selected their start time between 6 a.m. and 9 a.m. to filter for CTR-affected employees.

Paper surveys

Will the new survey tool allow for paper surveys?

We are using a web-based Optical Mark Recognition (OMR) software for paper surveys that will replace the use of Scantrons. 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 RideAmigos platform. The results will then be available alongside the results from online surveys.

When will paper surveying be available?

Our goal is for paper surveys to be ready for wide-spread use in Spring 2024. If you would like to administer paper surveys for a small worksite (less than 100 employees) before then, email TDM@wsdot.wa.gov to get the process started.

How are we going to administer paper surveys for employees that do not have access to computers?

We are aiming to have paper surveys available for use in Spring 2024. If you request paper surveys for your worksite(s), you will be sent a digital file containing the requested number of surveys to print on-site.

Who is responsible for inputting paper copies?

ETCs and/or implementers will be responsible for scanning completed paper surveys and sending them to WSDOT staff, who will use software to convert scanned paper



surveys into a data format that can be entered into the system. Manually inputting survey results will not be part of the new process.

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

Yes, a worksite can do a combined survey and allow some employees to respond online and some to respond via the paper survey. The results will appear in the tool together, although the paper survey results have additional processing time and will not be available right away. If you are conducting a combined survey, avoid downloading, analyzing, or interpreting results until all responses have been uploaded.

Training and resources

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

The CTR survey and tool training resources can be found on the TDM Board website. You can find the page under the Resources tab then the CTR Survey and Tool link, or at this URL: <https://tdmboard.com/ctr-tool/>.

This page has documents such as email templates, an explanation of survey calculations, and a list of the survey and program report questions. There are also training documents which include step-by-step instructions for core functionalities, as well as videos that walk through how to accomplish those tasks.

Will there be a resource for ETCs to decipher their survey results? It would be great if we could send them a one-page document that explains how to interpret their survey.

WSDOT provides a breakdown of how metrics are calculated under “Documents” on the CTR Survey and Tool Resources page (<https://tdmboard.com/ctr-tool/>). We have not previously been asked to provide additional materials.

Local circumstances influence the interpretation of survey results and the CTR law establishes a local jurisdiction as the organization that works with worksites and their ETCs. 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.

Other

Is the survey available 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.

For paper surveys, implementers can request to have the survey sent in multiple languages (for example, 60 English surveys, 30 Spanish surveys, and 20 Russian surveys for the same worksite). These can be scanned together and returned as a combined file.

This table lists the languages currently available.

Language	Online Survey	Paper Survey
Amharic	✓	✓
Arabic	✓	✓
Chinese	✓	✓
English	✓	✓
Japanese	✓	✓
Korean	✓	✓
Lao	✓	
Punjabi	✓	
Russian	✓	✓
Somali	✓	
Spanish	✓	✓
Tagalog	✓	✓
Ukrainian	✓	
Vietnamese	✓	✓

Can we request additional language translations?

Yes. Email TDM@wsdot.wa.gov to let us know what other languages would be helpful to have for your worksite(s).

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.

What does this calculation represent?

The calculations in the tool are explained with the "CTR Calculations" document available under "Documents" on the CTR Survey and Tool Resources page (<https://tdmboard.com/ctr-tool/>).

It would be great if ...

You can submit feature requests or other feedback in the "Contact Us" window within the tool (click on your name in the upper right corner to see this). We will review potential enhancements on a rotating basis.



Current changes are posted at the bottom of the CTR Survey and Tool Resources page (<https://tdmboard.com/ctr-tool/>) under the “Ongoing Feature Improvements” section.

I have another question.

Contact WSDOT staff at TDM@wsdot.wa.gov.