

# **Travel Reduction Survey Training**

## **Administering the 2023 Annual Travel Reduction Survey**

**Presented by:**

**Arizona Department of Administration  
Office of Travel Reduction Programs**

# Training Overview

- Why We Survey Employees
  - Legal Requirements
  - Environmental Considerations
- Highlights from Last Year
- This Year's Survey
  - Process
  - Schedule
  - Responsibilities
  - Website user interface
- Tips for a Successful Survey
- Resources & Assistance
- Contact information

# Why We Survey: Legal Requirements

- The Arizona Environmental Quality Act of 1986 established the state's environmental laws in A.R.S. Title 49.
- **A.R.S. §49-588** requires all major employers and schools with **50 or more employees reporting to a single site** (a building or group of buildings) **in Maricopa County** to implement a Travel Reduction Program. Capitol Rideshare is a regulatory compliance program marketed as an employee benefit.
- The goal of program participants is to reduce the number of single occupant vehicle (SOV) trips and/or miles traveled (SOVMT) to the work site to a target rate **at or below 60%**.
- More than 1,100 employers in Maricopa County participate, including the State of Arizona.

# Why We Survey: Legal Requirements

- As part of the program, employers are required by law to conduct an annual survey of employees at sites within the county to document employee commute modes.
- The State had 60+ mandatory reporting sites in 2022
- The results of the survey are reported to Maricopa County and used to:
  - **Measure progress** toward statutory goals intended to reduce air pollution and traffic congestion.
  - **Develop an annual plan** that commits the employer to implementing various strategies to continue reducing SOV trips and/or SOVMT.
  - Assist in ongoing countywide **transportation planning** efforts.

# Why We Survey: Air Quality

- As the population of Maricopa County increases each year, so does human activity and the amount of pollutants that are released into the air we breathe.
- Factors such as weather events, burning wood, construction, and motor vehicles all have an impact on our environment.
- Exposure to pollutants is harmful for everyone, especially to children and the elderly.



# 2022 Highlights: By the Numbers

- The survey was administered to:
  - **Roughly 22,000 employees** who work at **nearly 90 State agencies, boards, and commissions** throughout Maricopa County.
- We achieved an **81%** overall response rate. That's nearly 18,000 employees!
- More than half of our agencies met or surpassed the 80% goal.
- Overall, the state met the mandated goal the SOV and SOVMT rate of 60% or less (as did more than half of all agencies)
  - State's overall SOV rate was **51%** (*compared to 48.7% in 2021*)
  - State's overall SOVMT rate was **51.5%** (*compared to 46.7% in 2021*)

# 2023 Survey: Process

- The survey will be administered in two groups:
  - Group 1: Dept. of Economic Security, Dept. of Corrections, Dept. of Juvenile Corrections, Dept. of Transportation, Dept. of Health Services, Dept. of Child Safety and AZ Schools for the Deaf & Blind
  - Group 2: all other agencies
- State employees who work in Maricopa County three or more days per week for at least six months each year are surveyed
- Teleworkers, including virtual office, must take the survey.
- Contract employees, interns or those from outside temporary agencies are NOT to be surveyed.
- The employee counts and work addresses that you provided are being used to update the survey database.

# 2023 Survey: Schedule

Activity	GROUP 1	GROUP 2
<b>SURVEY NOTIFICATION:</b> Distribute the “pre-survey” email to employees in Maricopa County	February 9	February 9
<b>SURVEY START DATE:</b> Distribute the “live survey” email with active link	February 20	February 27
<b>SURVEY COMPLETION DATE:</b> Survey should be completed, with required participation rate attained	March 10	March 10

- ADOA will send the pre-survey email directly to employees. ADOA will email the survey link directly to employees as well.
- We will provide daily participation reports throughout each survey session.



# 2023 Survey: Your Responsibilities

- Accurately update employee counts.
- Encourage employee participation during the survey session to ensure a HIGH response rate from each site.
  - Send out reminder emails to increase response rate
  - Engage agency leadership to encourage employees to complete the survey.
  - Follow up consistently until your agency reaches the goal of **80% participation for each mandatory site.**
- Complete the survey by the deadline.
- Agencies that have not reached the minimum number of valid surveys for each mandatory site will be required to re-administer the survey to the affected sites.

# 2023 Survey: Our Responsibilities

- We will send you daily reports to help you keep on track and on goal:
  - EIN reports, which will provide you with the EINs and locations for the employees who have completed the survey.
  - Response rate reports (example: 40 employees completed the survey, the total count for the location is 80 employees=50% response rate).
  - The State's response rate goal is 80%; anything less than 60% of valid surveys at a site is invalid.
- We will let you know when we see anomalies in the data (i.e., a response rate exceeding 100% or an abnormally low response rate).

# Survey Website: Launch page

**Submit your EIN** \*Required

Enter your EIN, then press 'Submit'. If your submission is successful, please check the data that shows. If there is an error, please follow the directions shown.

Success: EIN Found

Agency: DEPT OF ADMINISTRATION  
Address: AD - 100 N 15TH AVE

**Search for your work location**

Use the drop down menu to select your accurate agency location. If your accurate agency location is not listed, please call 602-542-7433.

**Virtual Office workers:** Please select your assigned agency location or use your agency's main location to complete this field. Question #3 asks the days you take a particular mode—select 5 under telecommute if you work virtually five days/week. Questions #6 and #7 will require you to calculate the miles from your home to the assigned agency location and calculate the approximate time (minutes) of the commute, **even if you are NOT currently driving**. These are “alternate miles” and important data to collect.

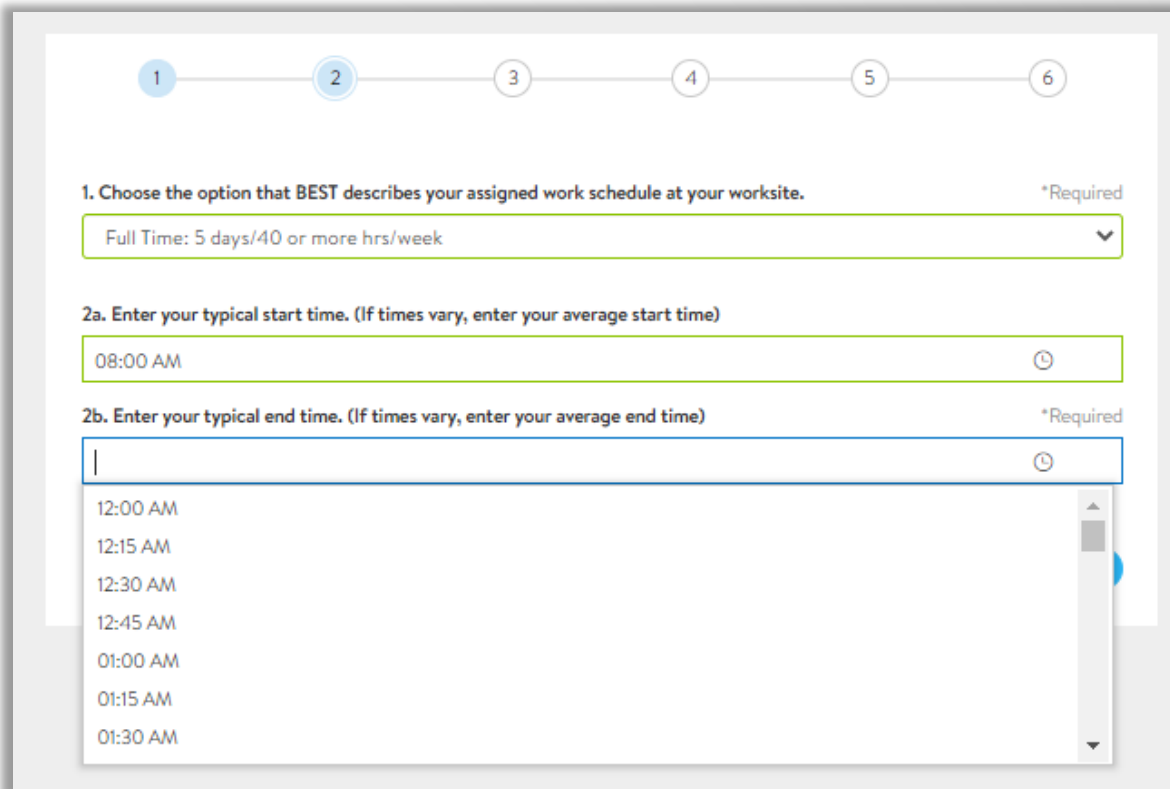
Select Location

Step 1 of 6

On the survey launch page, employees must first enter their EIN, which will populate the employee's agency and work location. If the location is incorrect, the employee can choose from a drop-down menu of locations listed for their agency.

# Survey Website: Questions

Many questions are completed using drop-down menus. The top of the screen indicates the progress toward completing the six screens in the survey.




The screenshot shows a survey progress indicator at the top with six numbered steps. Step 2 is highlighted in blue. Below the indicator are three questions:

1. Choose the option that BEST describes your assigned work schedule at your worksite. \*Required  
Full Time: 5 days/40 or more hrs/week

2a. Enter your typical start time. (If times vary, enter your average start time)  
08:00 AM

2b. Enter your typical end time. (If times vary, enter your average end time) \*Required  
12:00 AM  
12:15 AM  
12:30 AM  
12:45 AM  
01:00 AM  
01:15 AM  
01:30 AM

# Survey Website: Questions



3. On average, how many days do you use each of these modes to get to this employer's worksite? Do not include trip home. If you work five days per week, your entries in this question cannot total more than five. If you use two different modes every morning, you could indicate three for one mode and two for the other, or simply select the mode that represents the longest portion of your commute.

Drive Alone \*Required

Carpool \*Required

Bus \*Required

Bicycle \*Required

Vanpool \*Required

Walk / Run \*Required

Light Rail \*Required

**\*Telecommute** \*Required

Telecommute means working a scheduled FULL DAY at home for this employer instead of driving to a worksite.

Question #3: employees will type the number of days they use a particular mode (i.e., bus) to travel to work (ONE WAY). There is an option for employees who telework one or more days (virtual office workers scheduled five days/week would type 5 under telecommute).

# Survey Website: Questions

4. Answer this question ONLY if the vehicle you typically use to drive to your worksite uses one of the Alternative Fuel types listed.

Electric

Alternate Fuels

Select

Electric

Hybrid

CNG/LPG

Some questions are conditional.

Question #4 only pertains to alt fuel vehicles.

5a. If you ride in a carpool, how many other people (age 16 or older) travel with you?

1

5b. If you ride in a vanpool, how many other people (age 16 or older) travel with you?

Question #5 is only necessary if the employee carpools or vanpools.

# Survey Website: Questions

Questions #6 and #7 ask for the distance (in miles) and commute time (in minutes) from the employee's home to their assigned work location. **Virtual office (VO) workers must complete this** even if they are not currently traveling to the assigned work site. This measures the VO worker's "alternate miles," an important data set. **VO workers who live outside of Arizona should not complete the survey.**

6. How many miles (one-way) is it from your home to this worksite? \*Required

Enter the distance it takes with your usual mode of travel. No decimals. No fractions. Please round up.

7. How many minutes (one-way) does it usually take you to travel from home to this worksite? \*Required

Enter the time it takes with your usual mode of travel. No decimals. No fractions. Please round up.

# Survey Website: Questions

8. If you are willing to make a change to your daily commute, which options interest you the most? (select all that apply)

- Alternative Fuel
- Bicycle
- Compressed Work Week
- Carpool
- Transit (Bus/Light Rail)
- Vanpool
- Telecommute
- Walk / Run
- Electric Vehicle Charging Station

9. Which incentives would motivate you to use an alternative mode? (select all that apply)

- Commute subsidy
- Carpool parking
- Commuter event
- Prize drawing
- High Pollution Advisory award

10. Which transportation improvements would make it possible for you to reduce your drive-alone work commute? (select all that apply)

- Closer transit service (Bus/Light Rail)
- More frequent transit service (Bus/Light Rail)
- Opportunity to carpool
- Opportunity to vanpool
- Safer bike/pedestrian conditions
- More bike facilities or sidewalks
- More HOV lanes
- Already use alternative mode(s)

Questions #8 – 10 include checkbox responses and allow more than one answer.



# Survey Website: Questions

11. Are you:

Male

12. What is your age?

45 to 54 years

13. In what city do you live?

PHOENIX

14. What is your home zip code?

85014

15. What are the two (2) major cross streets closest to your home?

Cross Street Direction

N

Cross Street

12TH STREET

Cross Street Direction

E

Cross Street

CAMELBACK

CAMELBACK CANYON DRIVE  
CAMELBACK CANYON PLACE  
CAMELBACK HEIGHTS WAY  
CAMELBACK LANE  
CAMELBACK MANOR DRIVE  
CAMELBACK ROAD

Questions #13 – 15 have drop-down menus for employees to add their city, zip code and cross streets near their home.

# Survey Website: Questions

Employees are automatically entered into a gift card drawing; they can opt out. They may add additional comments, which are not attributed to the employee.

16. Select the option that BEST describes your primary work activity on a regular basis.

Installation/Maintenance/Repair

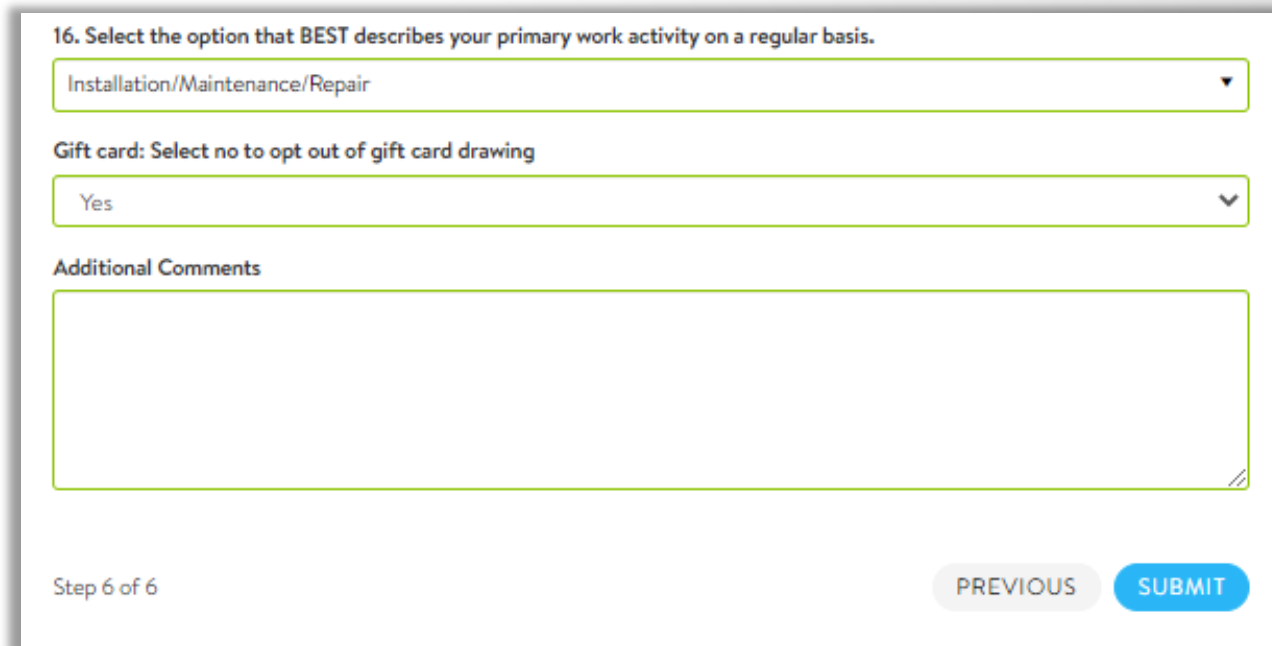
Gift card: Select no to opt out of gift card drawing

Yes

Additional Comments

Step 6 of 6

PREVIOUS SUBMIT



# Tips for a Successful Survey

- Determine your agency's approach to ensure employee participation. Consider these methods:
  - Send a survey email from our agency's director.
  - Involve upper management, and provide them with status reports to determine if additional action is necessary.
  - Establish a network of division or site coordinators to help with employee follow-up.
  - **Review data from Capitol Rideshare.** Larger agencies with multiple locations should send EIN reports to supervisors with a request to engage their subordinates directly if the response rates are low.
  - **For agencies with multiple locations:** if a location shows an unusually low response rate, please check with facilities management to see if employees have been moved and locations closed.

# Resources & Assistance

- **We are here to help you—during the survey and year round!**
- We understand that your duties as Coordinator are only part of the responsibilities that you have at your agency, so we are here to help.
- Survey frequently asked questions (FAQs) are posted online at [capitolrideshare.az.gov/travel-reduction-survey/travel-reduction-survey-faqs](http://capitolrideshare.az.gov/travel-reduction-survey/travel-reduction-survey-faqs).
- You may contact our office during State business hours, from 8:00 a.m. to 5:00 p.m., Monday-Friday. (*See final slide for details.*)

# Your Contribution is Appreciated

- In addition to fulfilling legal obligations, the Travel Reduction Program **provides a valuable service to State employees.**
- The State of Arizona, as an employer, must:
  - Distribute information to employees about alternate mode options and travel reduction measures.
  - Maintain travel reduction plans that outline measures for meeting travel reduction goals.
  - Participate in the annual survey and reporting effort.
- Each year, the program is audited for compliance; our Travel Reduction Coordinators perform an essential role in the program's success.

**Your time and effort are greatly appreciated!**

# Questions

**Program Website: [CapitolRideshare.az.gov](http://CapitolRideshare.az.gov)**

**Email: [RideshareHelp@azdoa.gov](mailto:RideshareHelp@azdoa.gov)**

**Phone: 602-542-7433**