

# **WELCOME!**

## Commute Trip Reduction (CTR) Electronic Survey

Slides prepared by WSDOT and TRPC Staff

# Online CTR Survey

- ▶ One of two data collection methods provided by the state for measuring progress in the CTR program
- ▶ Employees navigate to a website to complete an electronic questionnaire
- ▶ Asks the same questions as the paper survey
- ▶ The survey system is internet-based , on it's own server
- ▶ Takes no more than 5 minutes to complete

# What about security?

- ▶ The survey software resides on a server behind a physical and electronic firewall
- ▶ The server has virus protection with daily automatic checks for updates
- ▶ Nothing gets installed on your system

# What about privacy?

- ▶ Your employees enter e-mail addresses to access the survey
- ▶ You (ETC) does not have access to surveys for individual employees
- ▶ We do not make the addresses available to others

# Before you get started

- ▶ Discuss with management and confirm their support for using the online survey
- ▶ Check with your IT staff that your employees can access the survey
- ▶ Line up support from IT or other staff to help with technical details during the week before or after the survey

# Overview of the survey process:

1. You provide information to TRPC to set up your site(s) for the electronic survey by completing the Survey Setup form.
2. You send an advance announcement to your survey population via e-mail
3. Once you receive your login and password you will test the system
4. Employees complete the survey during the survey week
5. You troubleshoot and follow up with non-respondents
6. When the survey is complete, contact TRPC to request the survey be closed and processed.

# Survey setup

- ▶ Decide whether you will allow blanket domain access or upload an email list
- ▶ Submit Survey Setup form to TRPC
- ▶ You will receive a login and password from TRPC when your online survey is set up.
- ▶ Prepare your email list for upload access (if applicable)

# Communicating with your employees

Prepare an advance notice to employees to be sent  
1 week prior to survey start date

- ▶ From management
- ▶ Include dates of survey
- ▶ Tracking dates
- ▶ Your contact information
- ▶ **Do not include survey URL at this point**
- ▶ TRPC will provide sample communications for you to work from.



# Communicating with your employees

Prepare email notification to send to employees Monday morning of the survey week

- ▶ This time include the survey URL
- ▶ A note on the importance of the CTR survey
- ▶ Instructions for filling out the survey
- ▶ Your contact information
- ▶ Mark high importance
- ▶ Send from management email

# Communicating with your employees

## Prepare for follow-up communications

- ▶ Sent to all with disclaimer or -
- ▶ Sent to only non-respondents
- ▶ Communicate about prizes or competitions (if applicable)
- ▶ Sent from management email

# Testing the survey

1 - 2 weeks ahead and once you've received your login/password

- ▶ Log into the ETC tools using your assigned login and password
- ▶ Test the survey setup, spelling, domain names etc.
- ▶ Make sure you can logon and complete the employee survey

# ETC tools – Testing your sites survey setup

**Announcements** | **CTR survey** | Program Report

Company: **All Employers**

Find worksite by ID

**List of surveys**

**E55555: King County Training: 08/01/08 - 01**

Company: **ABC Corporation**

Site: **E55555 - King County Training (City of Seattle)**

Access to survey by domain(s): **abc.com**  
**abctest.com**

Date range: **08/01/2008-01/30/2011**

Status: **OPEN**

Surveying total worksite population: **Yes**

Total number of employees at worksite: **1000**

Employees exempted from CTR: **10**

Employees shifted outside window: **100**

Surveys distributed: **890**

Survey type: **01: CTR**

Questions library: **6**

Survey progress info: **Completed: 98**  
**Partially completed: 71**

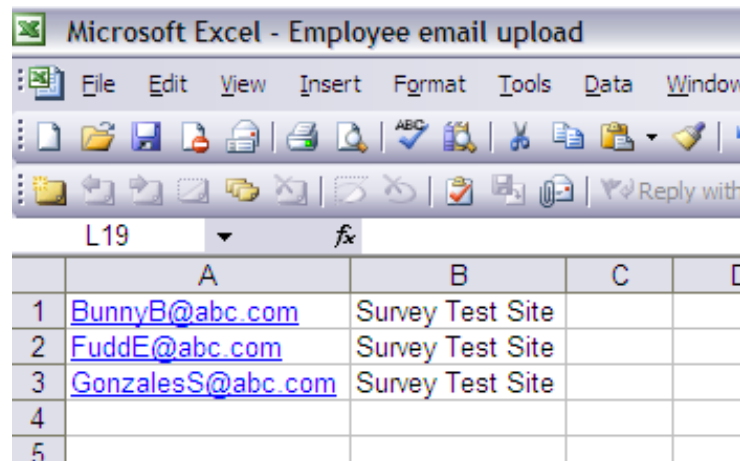
Response rate: **11.0%**

[Survey reports](#)

Total surveys in selection: 1

# Email address list upload (for Upload access)

- ▶ Using the email list you compiled for your employees, create the upload spreadsheet in .CSV or Excel
- ▶ Email addresses must be in the first column, worksite name in the second
- ▶ Make sure each address appears only once – duplicates will not load
- ▶ Save list to desktop or somewhere it can easily be located



The screenshot shows a Microsoft Excel window titled "Microsoft Excel - Employee email upload". The spreadsheet has a header row with columns A, B, C, and D. The first three rows contain data:

	A	B	C	D
1	<a href="mailto:BunnyB@abc.com">BunnyB@abc.com</a>	Survey Test Site		
2	<a href="mailto:FuddE@abc.com">FuddE@abc.com</a>	Survey Test Site		
3	<a href="mailto:GonzalesS@abc.com">GonzalesS@abc.com</a>	Survey Test Site		
4				
5				

# Uploading list of email addresses

**Announcements** | **CTR survey** | **Program Report**

Company: **ABC Corporation** ▼

Find worksite by ID:  **Find**

**List of surveys**

<b>T78995: New site to add: 01/20/11 - 01/20/11</b>	Site: <b>T78995 - New site to add (City of Camas)</b>
<b>E55555: King County Training: 08/01/08 - 01/20/11</b>	Access to survey by list of e-mail: <b>0 E-mails in list</b>

**Upload list of E-mail** ←

Date range: **01/20/2011-01/20/2012**  
Status: **OPEN**  
Surveying total worksite population: **Yes**  
Total number of employees at worksite: **144**  
Employees exempted from CTR: **0**  
Employees shifted outside window: **0**  
Surveys distributed: **144**  
Survey type: **01: CTR**  
Questions library: **0** **Setup**  
Survey progress info: **Completed: 0**  
**Partially completed: 0**  
Response rate: **0.0%**

**Survey reports**  
**Survey E-mail list management**



Total surveys in selection: 2

# Uploading a list of email addresses

**E-mail list upload**


You can upload list of employees as a comma delimited file (\*.csv) or Microsoft Excel file (\*.xls or \*.xlsx).  
First field in file should be E-mail address, second field - working site...

Upload file

  Fields names in a first row 

**E-mail list upload**

Select data sheet

  Fields names in a first row

	E-mail	Work site
1	Bunny.Bugs@abc.com	New site to add
2	Fudd.Elmer@abc.com	New site to add
3	Coyote.Wile.E@abc.com	New site to add

# Email address upload complete!

Survey **T78995: New site to add: 01/20/11 - 01/20/12 (ABC Corporation)**

List of e-mail addresses for this survey

Find E-mail:

**Bunny.Bugs@abc.com**  
**Coyote.Wile.E@abc.com**  
**Fudd.Elmer@abc.com**

**For this employee:**

E-mail: **Bunny.Bugs@abc.com**  
[ [Send message](#) ] [ [View response](#) ]

Status: **Not started**

[Remove from list](#) Remove E-mail from list and clean out all associated data.

Total 3 E-mail

[Return to management page](#)



# Employee survey – testing the survey

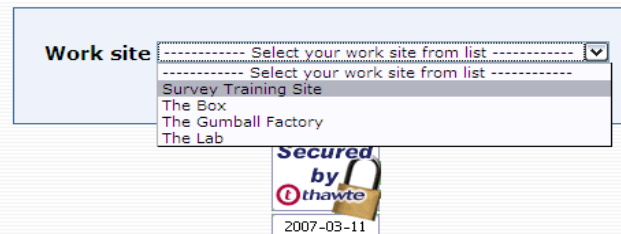
Log into [www.ctrsurvey.org](http://www.ctrsurvey.org) and enter your email address



E-mail address

Login

Select your worksite from the dropdown box



Work site

----- Select your work site from list -----

- Survey Training Site
- The Box
- The Gumball Factory
- The Lab

Secured by thawte  
2007-03-11

# Complete the survey!

Question 15 of 15

**Thank you for your time and cooperation in completing this survey. If you have any comments or questions, please note them here.**

Next

Back

# Checklist for survey week

- ▶ Monday morning: send CTR survey e-mail announcement\* to employees
- ▶ Throughout week: offer assistance, answer questions, monitor response rate
- ▶ Thursday: send a reminder to non-respondents
- ▶ Friday: enter paper responses into system and make corrections

\*If being sent from management address someone else may do this for you confirm that it is scheduled and happens

# Closing out your survey

## Send a close-out notice to TRPC

- ▶ If you have not reached a 70% response rate when nearing end of survey week, contact Burlina at TRPC.
- ▶ If you have reached the 70% response rate at end of survey week, notify Burlina at TRPC that your survey is complete and follow instructions she sends on closeout process.
- ▶ After survey is closed out, your survey data will be processed.
- ▶ You will receive your survey report with the survey results from TRPC.

# ETC Tools


# ETC Login Screen - <https://www.ctrsurvey.org/newtool/etctool.aspx>

**Welcome to the Commute Trip Reduction Survey's management system**

This site is designed for administrators of the Washington State Department of Transportation Online Commute Trip Reduction Survey. If you are a WSDOT administrator or a survey ETC, please enter your valid Login Name and Password below.

**Login name**

**Password**

  
2007-03-02

# ETC Tools - CTR Survey Screen

Announcements **CTR survey** Program Report

Company **ABC Corporation** ▼

Find worksite by ID  **Find**

**List of surveys**

<b>T78995: New site to add: 01/20/11 - 01/20/11</b>	Site: <b>T78995 - New site to add (City of Camas)</b>
<b>E55555: King County Training: 08/01/08 - 01/20/11</b>	Access to survey by list of e-mail: <b>3 E-mails in list</b>

**Upload list of E-mail**

Date range: **01/20/2011-01/20/2012**

Status: **OPEN**

Surveying total worksite population: **Yes**

Total number of employees at worksite: **144**

Employees exempted from CTR: **0**

Employees shifted outside window: **0**

Surveys distributed: **144**

Survey type: **01: CTR**

Questions library: **0** **Setup**

Survey progress info: **Completed: 0**  
**Partially completed: 0**

Response rate: **0.0%**

**Survey reports**

**Survey E-mail list management**

Total surveys in selection: 2

# ETC Tools—Survey Email list management

Survey **T78995: New site to add: 01/20/11 - 01/20/12 (ABC Corporation)** ▼

List of e-mail addresses for this survey

Find E-mail:

**Bunny.Bugs@abc.com**  
**Coyote.Wile.E@abc.com**  
**Fudd.Elmer@abc.com**

Total 3 E-mail

**For this employee:**

E-mail: **Bunny.Bugs@abc.com**  
[ [Send message](#) ] [ [View response](#) ]

Status: **Not started**

Remove E-mail from list and clean out all associated data.



# ETC Tools - Reports

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Company  Close

Survey for site

Report for all surveys

Report

- Survey summary**
- Completed surveys 01/20/11-01/20/12
- Not completed surveys Respondent: 3
- Survey timeline

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Number of distributed surveys: 144

Response rate: 0.0%

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Select a report or click on survey data to view summary of responses

# In closing

- ▶ Be prepared
- ▶ Get management involved
- ▶ Track responses and send reminders and follow-up!
- ▶ Be creative, offer incentives, hold drawings, advertise