

Employee Transportation Coordinator Toolkit



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Introduction & Overview

The commute can be a source of stress for employees, and stressed employees are less productive and more likely to leave. Employers who understand this have found that offering transportation benefits and strong commuter support systems can help with employee recruitment and retention. Investing in employees' physical and financial health and well-being will save employers time and money in the long run.

Employees need to know where they can turn to for help with commute challenges and benefits. Many employers find that hiring an employee transportation coordinator (ETC) or adding ETC responsibilities to an existing role is a straightforward way to get started. An ETC can help employees get the most out of their existing transportation benefits programs.

What is an employee transportation coordinator?

Employee transportation coordinators are the designated point person who promote transportation options and coordinate transportation benefits programs. Employers with sizable work forces are best served by assigning employee transportation coordinator duties on a full-time basis, while smaller and mid-size organizations may add responsibilities as part of a team member's job description, since it may not require full-time commitment.

Here are some of the things an employee transportation coordinator may do:

- Learn about employees' transportation habits and needs.
- Work with the local Transportation Options provider to offer transportation resources and programs to employees.
- Encourage and facilitate transportation options to reduce the number of employees driving to work alone.
- Promote the use of existing programs and benefits.
- Administer benefits programs and keep records.

How can this toolkit help?

This toolkit is for employers: it will help your employee transportation coordinator set up programs and resources to meet the needs of your employees and your organization. This toolkit can be used as a guide to creating an employee transportation program or as a reference for evaluating or improving existing programs.

The development of this toolkit was led by Point2Point, the transportation options provider for Lane Transit District, with the support of an Oregon Department of Transportation Innovation Grant. The Oregon Department of Transportation collaborated with Point2Point to bring this resource statewide.

Transportation Options (TO) Partners in Oregon

There are different potential partners around the state. The organizations below provide information on transportation options, programs, and services throughout Oregon. Contact the organization closest to your worksite for more information.

North Willamette Valley

- Greater Portland area: [Metro \(oregonmetro.gov\)](http://oregonmetro.gov)

Mid-Willamette Valley

- Salem-Keiser area: [Cherriots Trip Choice \(cherriots.org/tripchoice\)](http://cherriots.org/tripchoice)
- Lane County: [Point2Point Solutions \(ltd.org/point2point\)](http://ltd.org/point2point)
- Corvallis area: [Cascades West Rideshare \(ocwcog.org/transportation/cascades-west-rideshare\)](http://ocwcog.org/transportation/cascades-west-rideshare)

Southwest Oregon

- Medford / Rogue Valley: [Rogue Valley Transit District \(rvtd.org\)](http://rvtd.org)

North Oregon Coast

- Clatsop, Tillamook and Columbia counties: [Northwest Transportation Options \(nworegontransit.org/transportation-options\)](http://nworegontransit.org/transportation-options)

The Columbia Gorge

- Hood River County: [Mid-Columbia Economic Development District \(mcedd.org\)](http://mcedd.org)

Central and Eastern Oregon

- Baker, Crook, Deschutes, Gilliam, Grant, Harney, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Wallowa, Wasco, and Wheeler counties: [Commute Options \(commuteoptions.org\)](http://commuteoptions.org)

Getting Started

Transportation options programs work best when tailored to your workplace. Benefits and programs should meet the interests and needs of employees, and should take into account the infrastructure and services that exist.

The following four-step process will guide your employee transportation coordinator through the steps of planning, implementing, evaluating, and strengthening your organization's program. The guide covers the following four steps:

1. [Assess your needs](#)
2. [Develop your transportation options program plan](#)
3. [Implement your program plan](#)
4. [Evaluate and maintain](#)

If you need quick access to resources and templates, find the following items in the [Appendix](#):

- ♦ [Sample Employee Survey \(see page 24\)](#)
- ♦ [Worksite Transportation Assessment \(see page 27\)](#)
- ♦ [Transportation Program Benefits Info Sheet \(see page 28\)](#)
- ♦ [New Hire Information Sheet \(see page 29\)](#)

Step 1: Assess your needs

Before you can create a useful program, you need to know what transportation problem you are here to solve. The first step is to understand your employees' commute needs and the existing options available at and near your worksite. Below are links to surveys that can be used as is or modified:

- **Employee survey**: An employee survey will help you understand your employees' commute needs. This survey will provide insight into how your employees currently travel, what options they think they have, and what type of incentives may encourage them to try different options.
- **Worksite transportation assessment**: A worksite transportation assessment will give you a clear picture of what benefits, facilities, and policies your workplace offers and how they might be improved. By comparing the results of this worksite assessment and the employee survey, you can start to identify benefits, programs, and facilities that may best serve your employees.

Step 2: Develop your transportation options program plan

A good program will speak to the organization's culture. You know your workplace best. Use the knowledge and findings from step 1 to identify strategies to support your organization's goals.

We recommend three components for your program plan: Goals, strategies, and a work plan.

1. Goals

Ask yourself: in the coming year, what should your transportation options program seek to accomplish? Are there longer-term goals that should be recorded (such as increasing reported employee satisfaction, or attracting better candidates)? Examples of goals may include:

- ◆ Improving employee retention
- ◆ Reducing employee transportation costs
- ◆ Increasing use of available transportation benefits
- ◆ Supporting a sustainability initiative
- ◆ Increasing employee morale
- ◆ Decreasing parking use and/or parking conflicts
- ◆ Increasing employee satisfaction with their commute

2. Strategies

This toolkit includes a menu of transportation options strategies that can encourage and support the use of transportation options by your employees. Not all strategies will work for all workplaces. We recommend picking strategies that best match your goals, available budget, and the level of effort your ETC can support.

Start by reviewing the menu of options to find the ideas that best meet your goals and needs. Next, prioritize and right-size them, considering the budget and time commitment involved.

3. Work plan

Your work plan should include the steps and timeline needed to implement each strategy. The amount of time it takes to plan and execute a strategy can vary quite a bit depending on its scale. For example, some strategies may have a fixed launch date, such as events like Bike to Work Day and the Get There Challenge, while others may be a long term, ongoing program, such as a commuter benefits or reward program. Regardless of the strategy, your work plan should include key milestones and the steps needed to reach them.

To create your work plan, consider:

Resources or support needed

- How should management be involved in approving and/or implementing the strategy?
- How much will the program cost? What is your budget?
- Who needs to be involved with implementation? What roles will other departments or colleagues take on and will they need to be trained to fulfill these responsibilities?

Key dates or milestones

- When will the strategy be implemented?
- What do you need to have in place prior to implementation? By When? (promotions, materials, event supplies, etc.)

How the strategy will be promoted

- What are the best existing channels to communicate with your colleagues (i.e. email, bulletin board postings, posters, internal newsletter)?
- Can some communications come straight from management?

- What is the best day/time for an employee event?

Step 3: Implement your program plan

Your plan is set, now it's time to bring it to life. You may need to modify your plan as you roll it out, as unexpected things arise. To get the most out of your work plan, check in with it regularly and make adjustments as you see fit.

Collect data as you go; this will help with evaluation (see next step). You can do this by collecting data on benefit uptake, event participation, the number of materials distributed, and/or conducting informal interviews of employees to understand how they are responding to certain strategies and programs.

Step 4: Evaluate & maintain

The effectiveness of your program should be measured to understand and improve its impact. This process will help you determine which strategies to continue to support and how to refine them to achieve long-lasting benefits and results. Management is often interested in learning about the successes of the program and plans for improvement.

Recommended steps for evaluating and maintaining your program include:

Conduct an annual review

- Start by conducting another employee survey and worksite assessment.
- Compare the results of the survey with that of the prior year(s) and see if any changes are working towards your goals.
- Create an annual report to summarize program offerings and participation.

Reflect on lessons learned

- For each strategy implemented, consider: What worked? What didn't work? What could be improved?
- Document your lessons learned each year so you can build upon your findings as you adjust your program plan.

Adjust your plan for next year to improve your initiative

- Initiate another conversation with management to share the successes, challenges, and lessons learned from the previous year.
- Create a list of adjustments to make to your plan, and prioritize which are most important to achieve.
- Revisit Step 2 ("Develop your Plan"), adjusting the goals, strategies, and work plan according to your prioritized list of adjustments.

Menu of TO Strategies

The following strategies are common components of a workplace commute program. Review the list and see which ones might be appropriate and welcome at your workplace. You should keep in mind what you learned in your surveys and interviews.

Employee Commuter Services

Strategy	Description	Considerations/Resources
Emergency Ride Home	Provide employees who arrive to work without a car a way to get home quickly in case of emergencies.	Check with your local TO provider to see if they have a program.
Employee Bike Share	Offer employees the opportunity to use a bike for trips during the work day.	Consider establishing an employer-owned bike fleet or if available, getting a membership with a local bike share.
Employee Car Share	Provide employees who do not drive to work with the option to take a company fleet vehicle or if available, a car-sharing service like Car2Go or ReachNow for business travel throughout the day.	Consider establishing an employer-owned vehicle fleet or partnering with an existing car share provider.
Telework Policy & Flexible Work Schedule	Allow people to work from home rather than coming to the worksite, for employees whose job role makes this possible. Flexible work schedules differ from the typical 9am-5pm, 5 days per week schedule; they may start earlier or later, and/or be a compressed work schedule (such as four ten-hour shifts each week).	Flexible Workplace Guide (getthereoregon.org/resources/for-employers)

Transportation Options Benefits

Strategy	Description	Considerations/Resources
Employer-subsidized Transit Pass	Enroll in a program offered by the local transit agency to subsidize all or part of an employee transit pass.	Contact the local transit agency for information on programs.
Secure Bike Parking	Provide secure bike parking options: bike lockers, bike rooms, or covered bike racks.	Essentials of Bike Parking (http://bit.ly/essentialsofbikeparking)
Commuter Pre-tax Benefits Program	Allow employees to pay for vanpools or transit passes using pre-tax dollars. For qualified transportation fringe benefits, see Section 132(f) of the Internal Revenue Code.	Flexible Commuter Benefits (getthereoregon.org/resources/for-employers)
Commuter Rewards Program	Reward program participants through raffle drawings, monetary incentives, or special reward events.	Consider testing different frequencies of raffle drawings and trying different reward structures to keep participants motivated.
Preferential Parking	Create dedicated parking spots for carpoolers/vanpoolers in a premium location.	Consider setting a minimum number of passengers to qualify.
Parking Cash-Out	Offer employees the option to accept taxable cash income instead of a free or subsidized parking space at work.	Best Workplaces for Commuters Parking Cash Out Guide (bestworkplaces.org/pdf/ParkingCashout_07.pdf)
Parking Charge	The most effective way to reduce single occupancy vehicle trips is to charge for parking. Parking charges may vary depending on the amount available at your worksite and whether parking spaces are bundled with your base rent cost.	Consider using parking revenue to fund other transportation options programs.

Information & Resources

Strategy	Description	Considerations/Resources
Information Hub	Create a one-stop hub of information about available alternatives. This could be a physical display, a bulletin board, and/or a page on your company intranet site.	This is a low/no cost strategy that requires minimal staff time. Content should be reviewed regularly to keep it up to date.
Carpool or Vanpool Matching	Employees can find carpool matches at GetThereOregon.com and vanpool matches at VanpoolNW.com .	GetThereOregon.org
New Hire Orientation	Include a commute options info sheet in orientation materials, offer a one-on-one session to discuss benefits, or create a customized commute plan.	This is a low/no cost strategy.

Events & Campaigns

Strategy	Description	Considerations/Resources
Oregon Get There Challenge	An annual statewide transportation challenge, encouraging residents to drive less during two weeks in October. Prizes are raffled off to eligible participants.	Oregon Get There Challenge (getthereoregon.org/join-the-challenge)
Bike to Work Day	National Bike to Work Day is in May, the same month as the Bike More Challenge. Promoting these events can encourage employees to participate in friendly competition and try bicycling to work.	National Bike Month and Day Bike More Challenge (Oregon) (bikeleague.org/bikemonth)
Transportation Fair	Host a transportation fair (or a table at another employee outreach event, like benefits or wellness fair) to increase awareness of transportation options, expand enrollment in programs, provide support, and demonstrate company commitment to employee wellness and sustainability.	See additional resources (page 19) for event planning basics.
Bike Tune-Up Day	Provide an annual routine bike tune-up for employees biking to and from work. This can be provided by a local bike repair shop.	Consider working with a local bike shop. This service can be provided by the employer or paid for by employees.
Commute Pledge	Invite employees to commit publicly to trying a new commute. Employees who do will be more likely to follow through.	This is a low/no cost strategy that requires minimal staff time.

Recognition

Strategy	Description	Considerations/Resources
Employee Recognition Program	Create a culture of recognition and appreciation by featuring employees using transportation options. Spotlight commute stories to inspire employees not currently participating. Consider soliciting participation by management.	This is a low/no cost strategy that requires minimal staff time.
Apply for External Recognition	There are several local and national-level programs that recognize businesses who strive to improve their transportation options program. See a list in additional resources.	Additional Resources (page 19)

Commute Modes

Carpool

Overview

When two or more people of legal driving age share a ride, they are carpooling! While carpooling has many benefits to our community, like reducing CO2 pollution and traffic congestion, it also helps the individual employee to:

- **Save on daily commute costs** like gas, vehicle wear and tear, and parking.
- **Reduce stress** by sharing time spent behind the wheel.
- **Build community** with co-workers and neighbors.

Getting Started

The best resource for Oregon commuters is GetThereOregon.com. Help employees find a carpool match by following these instructions:

1. **Log into Get There** and enter your starting location and destination into the Trip Planner box. A list of available carpool partners and trip preferences will be listed to the right.
2. **Click the carpool you're interested in**, then click "Connect".

Full instructions can be found at: <https://help.rideamigos.com/find-join-create-carpools/>

In addition to using Get There, consider promoting carpooling through company channels, such as:

- Creating an excel file for your company intranet to encourage those who are interested in carpool to record starting locations and arrival preferences
- A bulletin board space for employees to print and post a Carpool Wanted Flyer.
- A carpool matching lunch or other event
- A map of employee home locations, where interested employees can identify nearby colleagues and fill out a form to show their interest in carpooling

Provide employees interested in carpooling with tips like the ones below:

1. Draw up a schedule for driving responsibilities.
2. Establish a method for reimbursing driving expenses. If all members of the carpool do not share the driving equally, come to an understanding of how the costs will be shared and agree on payment dates.
3. Establish policies. Smoking or non-smoking; music and volume; food and drinks?
4. Establish a chain of communication. Exchange cell phone numbers.
5. Discuss back-up/contingency plans and emergency protocols.

Resources

Check out [RideAmigos Academy \(help.rideamigos.com/basic-user-help\)](https://help.rideamigos.com/basic-user-help) for everything you need to know about using the Get There platform.

Vanpool

Overview

A vanpool is a larger, more formalized type of carpooling. In a vanpool, groups of 5 to 15 people regularly travel to work together (at least 20 miles or more roundtrip) in a van leased from a third-party agency. Typically, riders pay a monthly fare, while drivers may ride at a discounted rate in exchange for driving and maintaining the van. Vanpoolers not only reduce their CO2 footprint and traffic congestion, they also:

- **Save money on commute costs** like gas, vehicle wear and tear, and parking.
- **Reduce stress** by either sharing driving duties, or not driving at all.
- **Build community** with co-workers and neighbors.

Reach out to your local transportation options partner to learn about options for starting or joining a vanpool. Provide employees interested in vanpooling with tips like the ones below:

1. Determine vanpool roles. Some groups have a primary driver and one or more alternate drivers, while other groups rotate driving and other responsibilities among vanpool members.
2. Decide on the vanpool route and meeting places, as well as pick-up and drop-off times. Most vanpools keep the number of pick-up and drop-off points to a minimum to make the trip faster.
3. Establish vanpool fares. Fares should reflect an equal division of the lease cost minus any subsidy received. Maintenance fees (gas, parking, etc) may be set slightly higher. Don't set the fees too high: the affordable cost of vanpooling is one of the most appealing incentives to attract new riders. Vanpools often offer a discount for people willing to take on driving and coordination duties.
4. Establish vanpool policies. This may include preferred seating; music and volume; cell phone use; and/or food and drink policies.

Transit

Overview

Public transit not only lowers a commuter's carbon footprint and traffic congestion, it also:

- **Saves money on commute costs** like gas, vehicle wear and tear, and parking (especially if the employer is part of a Pass Program).
- **Reduces stress** by allowing someone else to do the driving. Commuters can use the extra time to do other tasks or simply relax.
- **Builds community** with like-minded people who also use transit.
- **Bonus:** Public transit riders are, on average, 7 pounds lighter than people who drive. Get a few steps in!

Resources

There are over [50 public transportation providers \(http://bit.ly/optproviders\)](http://bit.ly/optproviders) in Oregon. Check with your local transportation options partner about options that serve your worksite.

ETCs can help their co-workers get started with riding transit by passing along information about:

- System Basics: Direct co-workers to the transit providers website
- Trip Planning: GetThereOregon.com is Oregon's one-stop shop to get you where you need to go. Most transit providers have a transit trip planner tool on their website. You could also point out mobile trip planning applications (Google Maps, Transit App, Moovit).

Common Concerns

"I don't know how to buy a ticket." - Ask your ETC if your company provides a transit pass option. Check out your transit provider's website to learn how to purchase fare.

"I don't know which bus to take." - Most transit provider websites have a transit trip planner tool. You can also use Google Maps or GetThereOregon.com to learn about your options.

"It takes too long." - You may be able to shorten your commute time by taking your bike on the bus or using a Park & Ride. Talk to your ETC about these options. On longer commutes, you can use your time spent following up on email, reading, or simply relaxing. You may find it to be a nice break before and after your work day.

Walking & Biking

Overview

The two most common forms of active transportation are walking and biking, but could include any form of human-powered movement. An active commuter is not only being environmentally friendly, they also:

- **Save money on commute costs** like gas, vehicle wear and tear, and parking.
- **Get exercise**, which greatly improves physical and mental health.
- **Experience the community in a new way** and at a new pace, which can be eye-opening and rewarding.

Resources

ETCs can help their co-workers get started walking and biking by ordering and providing local bike maps to employees or sharing tips, such as:

Walking tips:

- **Use crosswalks.** Remember: every intersection in Oregon is legally a crosswalk
- **Be alert.** Avoid texting or wearing headphones while crossing streets
- **Be seen.** Wear light or brightly-colored clothing or reflective materials and make eye contact with drivers before crossing the street

Biking tips:

- **Find a comfortable route.** Try out a route on a weekend before using it to commute
- **Make a rain plan.** Consider using waterproof gear or using the bike rack on a bus
- **Follow the rules of the road.** Use proper signaling, follow traffic laws, and ride with a white headlight and red rear reflector at night

Common Concerns

“I’m out of shape.” - The best way to get in shape to walk/bike is by walking/biking! Try it out on weekends, or shorten your commute by driving or taking the bus part of the way. Your fitness level will increase the more you walk/ride.

“It’s too far.” - Shorten your commute by driving or taking the bus part of the way.

“I don’t feel safe.” - Wear bright, reflective clothing and invest in some good lights you can place on your body or bike. Familiarize yourself with [biking and pedestrian laws](#) and safety practices.

“What if it’s raining/cold/too hot?” - You don’t have to use active modes every day, but you can invest in rain/cold weather gear for your bike/body that will make it much easier. You can also bike/walk during the nicer part of the day and take transit or carpool for the part of your commute that’s colder/hotter/wetter.

“I have to wear nice clothes.” - You can keep an extra set of clothes at work to change into once you arrive, or bring them with you in a backpack, bike basket, or pannier bag. Use an

ankle strap to keep your cuffs clean, install a chain guard and fenders, and/or ride a bike with a step-through frame to accommodate different outfits.

“I don’t want to get sweaty.” - If you allow enough time to travel at an easy pace, you may not get all that sweaty. Check with your ETC to see if your workplace has showers!

“I have too much to carry.” - Invest in a bike basket, rack, panniers, backpack, or bike trailer. Make use of any storage space available at work.

“I don’t want my bike to get stolen.” - Invest in a sturdy U-Lock and cable. Lock your bike frame and tires to each other, and lock the frame to a bike rack.

Telework & Flexible Work Schedules

Overview

Flexible work schedules include any arrangement which differs from the typical 9 am—5 pm, five days-a-week schedule, and includes compressed work weeks, non-standard hours, and working from home. Employees with flexible work schedules not only reduce their carbon footprint by cutting commute days altogether and/or by decreasing their contribution to peak-hour idling in traffic, they also enjoy:

- Savings on commute costs
- Reduced stress
- A feeling of control over their schedules and lives

The employer also benefits from:

- Increased employee productivity
- Improved recruiting and retention
- Business continuity: Employees can continue to perform their jobs even during disruptive weather or traffic events

Trends

National and local trends indicate a desire for more flexibility in the workplace and show an increase in the number of people participating in such programs. Data shows that:

- Millennials will make up 75% of the workforce by 2025 and they value flexibility
- Nationally, Oregon has the third largest percentage (6.4%) of full-time employees working from home
- In the last 10 years, telecommuting has grown 115%

Getting Started

[Flexible Workplace Reference Guide](#) is a great resource for getting started with a Flexible Workplace Program. Review the guide for more information on the benefits and implementing the following steps:

1. **Build the business case:** Consider what benefits flexible work arrangements could provide your organization to make a case to management about why it should be implemented.
2. **Develop a policy:** Identify program goals and draft a policy to address eligibility, location requirements, and equipment requirements. Collaborate with departments across the organization in these conversations.
3. **Draft an agreement:** Managers should work with their employees to draft a flexible work arrangement agreement including schedule, performance metrics, and equipment needed.
4. **Conduct trainings:** Managers and employees should attend program training prior to participating in the program.

5. **Assess and maintain:** Keep track of program performance to help determine if adjustments are needed.
6. **Communicate successes:** Highlight success stories of people working with a flexible schedule or telecommuting.

Additional Resources

Recognition Programs

There are several programs that recognize businesses striving to improve their transportation options program, including:

- [Best Workplaces for Commuters \(*bestworkplaces.org*\)](http://bestworkplaces.org)
- [Oregon Business 100 Best Green Workplaces in Oregon \(*oregonbusiness.com/100best/green*\)](http://oregonbusiness.com/100best/green)
- [The League of American Bicyclists Bicycle Friendly Business \(*bikeleague.org/business*\)](http://bikeleague.org/business)

There may be additional local and regional recognition programs in your area; ask your local Transportation Options provider for more information.

Talking to Management

As an ETC, you may not have the authority to make changes to workplace facilities or policies. There may be times when you need to secure the support of management for new initiatives. Having the permission, vocal support, and leadership of management will help make your programs a success. Here are some tips for gaining the support of management:

- Be prepared with a concise list of the ways the company will benefit
- Practice responses to potential questions or concerns
- Be specific about what you are asking for and what the costs may be
- Bring examples of other successful programs
- Create a potential timeline for the steps involved
- Ask for their feedback and suggestions

To secure a clear commitment to an employee commute program, ask your manager to:

- Publicly declare their support in a memo, newsletter, or company meeting
- Take part in promotional events for your initiative
- Participate in programs themselves and lead by example

Event Planning Basics

Hosting events can be a fun and engaging way to inform your co-workers about their transportation options. Transportation resources could be part of a larger event like a benefit or safety fair, or be the focus of the event.

Tips:

- Provide snacks or swag at your table to entice people to come over.
- Identify champions who already regularly use transportation options.
- Avoid overwhelming people with transportation resources - simply start the conversation by asking them about what is and isn't working about their current commute.
- Offer support to those considering new commutes by helping them reflect on their goals/values and current actions.
- Listen with empathy and ask open-ended questions for a more meaningful conversation.
- Encourage people to come up with their own solutions.

Examples of Events:

- Information Fair
- Lunch 'n' Learns
- New Employee Orientation
- Potluck or Ice Cream Socials
- Carpool Matching Lunch
- Lunchtime Walk 'n' Rolls
- Bike Tune-ups or Classes
- Challenge Promotion (see Campaign Basics)

Challenge Basics

Another great way for ETCs to promote commute options is by joining in on Oregon's annual challenges:

- The [Bike More Challenge \(lovetoride.net\)](http://lovetoride.net), a friendly competition between businesses that happens during the month of May
- The [Oregon Get There Challenge \(getthereoregon.org/join-the-challenge\)](http://getthereoregon.org/join-the-challenge), a statewide competition between individuals that lasts for 15 days every fall. You can create teams and compete within your company or with other businesses.
- Some Transportation Options providers host local challenges; contact your local provider to learn more.

Challenges can be uniquely useful because:

- Key messages are reinforced multiple times.
- They make it fun!

- They create shared experiences and build office community.

To encourage co-workers to join in on one or both commute challenges, ETCs should:

1. Start checking the BMC website in April to sign up your business and request promotional materials.
2. Start checking the Get There website in August to request information and download the Partner Communications Toolkit.

Workplace-specific challenges

Offering spontaneous workplace challenges throughout the year can be a great way to increase participation and maintain engagement among employees using transportation options. Challenges could be hosted for one-day, one-week, or more. Themes can add to the fun and employee engagement, and result in exciting photographs for use in future challenges. Themes could revolve around holidays or existing employee events.

- Get Involved
 - ♦ ToGo
 - Transportation Options Group of Oregon (ToGo) is a nonprofit organization working to promote transportation options and balanced transportation systems in Oregon. ToGo provides information, networking opportunities, and resources to transportation options professionals and advocates. To learn more and become a member, visit togo-oregon.org/.

Appendix

- A. Sample Employee Survey
- B. Worksite Transportation Assessment
- C. Transportation Program Benefits Info Sheet
- D. New Hire Information Sheet

Appendix A: Sample Employee Survey

1. What days do you normally work? (Select all that apply)

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

2. What time do you normally arrive at work? _____

3. What time do you typically leave work? _____

4. Would you be willing or able to adjust your work schedule for commuting purpose?

- Yes, by 15 minutes
- Yes, by 30 minutes
- Yes, by 60 minutes or more
- No

Comments

5. Please tell us how you commuted to work for the past 7 days. If you used more than one mode, please select the mode you used for the longest distance of your trip. If you did not work, please indicate.

	Travel Mode
Sunday	_____
Monday	_____
Tuesday	_____
Wednesday	_____
Thursday	_____
Friday	_____
Saturday	_____

6. In thinking about last week, did you use transportation options (bus, bike, walk, carpool, vanpool, telework) at least two days?

- No, and I have no intention to
- No, but I intend to
- Yes, but it was difficult for me

Yes, and it was easy for me

7. Please indicate how likely you would be to try each of the following modes of transportation for part or all of your trip to work. *Please answer for each type of transportation. For modes you currently use, please mark "Do Now."*

Carpool	Unlikely	Neutral	Likely	Do Now
Vanpool	Unlikely	Neutral	Likely	Do Now
Bus	Unlikely	Neutral	Likely	Do Now
Bike	Unlikely	Neutral	Likely	Do Now
Walk	Unlikely	Neutral	Likely	Do Now
Telework	Unlikely	Neutral	Likely	Do Now

8. What would encourage you to use transportation options to get to work? (*Select all that apply*)

- Free or discounted transit pass
 - More frequent bus service to my work site
 - A closer bus stop to my home
 - Financial incentives or prize drawings
 - Flexible work hours to accommodate options
 - Customized information on **carpool, vanpool, transit** from my home to work site
 - Electric charging stations at work
 - Emergency Ride Home program
 - Shower/locker facilities
 - Covered bike parking
 - I already use commute alternatives to driving alone
 - Nothing will make me consider alternatives
 - Other (please specify)
-
-

9. If you currently drive alone to work, please indicate why (*Select all that apply*)

- I need a car during work hours for business reasons
- I need a car during work for personal reasons
- I need a car before/after work for personal errands or childcare/family responsibilities
- My work schedule is irregular
- I want my car in case of emergencies
- I've never considered anything besides driving alone
- I do not know anyone with whom to carpool or vanpool
- The bus trip takes too long compared to driving my car

- I'm too rushed in the morning to consider alternatives
- The bus travels too infrequently
- The bus stop is too far away from my home
- Carpooling and vanpooling require too much coordination
- I do not feel safe using the bus
- I am not familiar with bus schedules or fares
- Other (please specify)

10. Do you have any questions or comments?

Appendix B: Worksite Transportation Assessment

Use this inventory to help get a clear picture of what amenities and policies your workplace offers and how they might be improved.

Workplace Amenities

- Covered Bike Parking
- Employee Showers and Lockers
- Bike Repair Kit & Pump
- Preferential Carpool or Vanpool Parking
- Nearby Transit Stop
- Sidewalks Adjacent to Worksite
- Bike Lanes Adjacent to Worksite
- On-site or Nearby Carshare
- On-site or Nearby Bikeshare
- On-site or Nearby Amenities like Coffee Stand or Food Cart
- Employee Dot Map Posted On-site
- Transportation Information Hub or Kiosk
- Electric Vehicle Charging Station

Programs and Benefits

- Commute Options Incentives
- Emergency Ride Home
- Group Bus Passes
- Employer-Supported Vanpools
- Employer-Supported Carshare Membership
- Employer-Supported Bikeshare Membership
- Commuter Tax Benefit
- Telework Policy
- Telework Equipment Provided
- Flexible Schedule Policy
- Telework Equipment Provided
- Flexible Schedule Policy
- Carpool/Vanpool Matching Assistance
- Transportation Fair
- Health/Wellness Program
- Transportation Info for New Hires
- Free Bike Tune-Ups On-Site
- Paid Parking or Parking Cash-Out
- Participate in Oregon Get There Challenge

Appendix C: Transportation Program Benefits Info Sheet

Join hundreds of other local employers, large and small, who have already discovered the value of providing sustainable transportation benefits to their employees.

Employer Benefits

- Reduce Health Care Costs
- Receive Tax Incentives
- Boost Recruitment and Retention
- Ease Parking Demand
- Enhance Company Image
- Enjoy Happier, Healthier Employees

Employee Benefits

- Lower Commute Costs
- Improve Health and Wellness
- Decrease Stress
- Raise Productivity
- Increase Job Satisfaction

Community Benefits

- Curb Congestion
- Breathe Cleaner Air & Reduce CO₂ Emissions
- Lessen Impact on Infrastructure
- Better Movement of Goods & Services
- Vitalize Local Economy
- Heighten Quality of Life

Appendix D: New Hire Sheet

Welcome to your new position! We're here to help you to **conquer your commute!** Start off your new job with a smarter commute.

Transit

Taking the bus to [COMPANY NAME] is easy and convenient/FREE]. [Provide details about possible transit benefits provided by your company] Visit [Transit Provider] to plan your trip and find fare information.

Carpool

Log into GetThereOregon.com to view potential carpool matches, matched by origin, destination, and work hours. There is no obligation.

Vanpool

Live more than 10 miles from work? Visit [[Vanpool Northwest Website](#)] to see if there's an available vanpool in your area!

Walking or Biking

Powering your own commute by walking or biking to work is a healthy and environmentally friendly choice. [Use our company showers and lockers to store your gear and arrive at your desk refreshed and ready to take on the workday.] Let me know if you're interested in a bike map.

Emergency Ride Home

[COMPANY NAME] [is registered with an Emergency Ride Home program.] You can receive a free taxi ride home in case of an emergency on days that you commute without your car. [Details on how to register].

Your Transportation Coordinator is: _____

