

* 1. An Invitation to Employers/Workplaces with Employee Commute Programs:

Best Workplaces for Commuters (BWC) at the National Center for Transit Research at the University of South Florida and the Employer Council of the Association for Commuter Transportation (ACT) ask your cooperation in completing the 2018 Employer Commute Program Benchmarking Survey. It should take about 15 to 20 minutes.

The published results will neither include your name nor your organization's name.

If you have any questions about this study, contact Phil Winters at winters@cutr.usf.edu or 813-974-9811.

Sincerely,

Philip L. Winters
TDM Program Director
National Center for Transit Research at the University of South Florida

Mark Melnyk
Chair, Employer Council
Association for Commuter Transportation

By clicking "Accept" below, I agree that I have fully read and understand the risks and benefits for participating in this study, and I freely give my consent (acting on behalf of my organization) to participate in the study.

- Accept
- Do not accept (will skip all questions)

2. Please provide the contact information for the person who is filling out this form. We may contact you if there is a question. (Optional)

Name

Email Address

Phone Number

3. Please choose one location on which responses to the subsequent questions will be based. Please indicate name of your organization, city and state at this one location below.

You may complete more than one survey for as many other locations as you care to enter.

Name of Organization

City

State

4. Approximately, how many of your employees work at site(s) with employee commuter assistance programs?

- 99 or under
- 100 to 249
- 250 to 499
- 500 to 999
- 1,000 to 4,999
- 5,000 to 9,999
- 10,000 or more

5. What is the closest description of your organization's Major Industry Group from the list below? (note: categories are based on North American Industry Classification System (NAICS))

6. How important is this internal factor as a motivator for providing your employee commute program?

	1 - High	2	3	4	5 - Low
Overhead and operating costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee turnover/improving retention/recruitment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Absenteeism and tardiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee health and safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee requests/satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competitive advantage/differentiation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relocation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency preparedness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work/life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

7. How important is this external factor as a motivator for providing your employee commute program?

	1 - High	2	3	4	5 - Low
Non-worker needs (e.g., public, tenants, visitors)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic congestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government regulations compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government tax breaks/incentives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

8. By whom is your commuter program managed? (Check all that apply)

- In-house employee(s) in Human Resources
- In-house employee(s) in Facilities Planning/Parking
- In-house employee(s) in Sustainability office, Environmental office, or Green Team office
- Transportation management association or TDM/transit agency on behalf of the organization
- Contractor/Operator hired by the organization
- Other (please specify)

9. Approximately, how many full-time equivalent (FTE) persons (e.g., 40 hours per week = 1 FTE) are responsible for planning and carrying out your organization's employee commute program?

The following questions focus on the transit and shuttle programs offered by your employer to your workers.

10. Please indicate whether or not the following shuttle/transit services available to your workers at this location.

	Available	Unavailable
Inter-/Intra-campus shuttles	<input type="radio"/>	<input type="radio"/>
First mile/Last mile shuttles	<input type="radio"/>	<input type="radio"/>
On-demand services within campus	<input type="radio"/>	<input type="radio"/>
Long-distance commuter shuttles	<input type="radio"/>	<input type="radio"/>
Remote park and ride lots with shuttle service to the worksite	<input type="radio"/>	<input type="radio"/>
Transit-like service on smaller, more flexible scale (microtransit)	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

If checked "Other" above, please specify what "Other" program or amenity is provided

11. Which of the following descriptions best characterizes the level of public transit service available for workers where the majority of your workers are located?

- Excellent with frequent public transit service from many different routes
- Good with public transit service stops near our workplace
- Fair with public transit service available within a quarter mile of our workplace
- Poor with very little public transit service available to our workplace
- There is no public transit service to our workplace

12. Do eligible employees have to pay anything for the company-owned or company-leased parking spaces that they use?

- Yes
- No
- Don't know

13. How much does each employee pay per month per parking space?

14. Do you apply variable pricing for parking to balance parking demand and supply?

- Yes
- No
- Do not know

15. Are employees charged different parking rates?

- Yes
- No
- Don't know

16. How much do employees who pay the smallest amount per month have to spend for their parking space?

17. How much do employees who pay the largest amount per month have to spend for their parking space?

18. Please indicate whether or not the following carpool/vanpool/shared mobility/parking programs are available to your workers. Carpool/vanpool financial incentives will be addressed in subsequent questions.

	Available	Unavailable
Reserved/preferential carpool/vanpool parking	<input type="radio"/>	<input type="radio"/>
Carpool/Vanpool ride matching service	<input type="radio"/>	<input type="radio"/>
A formal carpool/vanpool enrollment program through our workplace	<input type="radio"/>	<input type="radio"/>
Promotion of Transportation Network Companies (e.g., Uber, Lyft, etc.)	<input type="radio"/>	<input type="radio"/>
Real-time application for instant ridesharing	<input type="radio"/>	<input type="radio"/>
Parking cashout (employer-provided cash in lieu of receiving subsidized parking)	<input type="radio"/>	<input type="radio"/>

Other (please specify)

19. Please indicate whether or not the following alternative work hour programs are available to your employees.

	Available	Unavailable
Flexible work hours	<input type="radio"/>	<input type="radio"/>
Compressed work week (e.g., 4/10, 9/80, 3/36)	<input type="radio"/>	<input type="radio"/>
Informal telework (generally does not include any written agreement and is often an ad hoc response to specific situations)	<input type="radio"/>	<input type="radio"/>
Formal telework (employees go through a written process to request their intention to telework and negotiate the terms that make the most sense given their job tasks and connections to other employees)	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>	

20. Please indicate whether or not the following electric vehicle programs and amenities are offered to your workers at this location.

	Available	Unavailable
Electric vehicle charging stations	<input type="radio"/>	<input type="radio"/>
Electric vehicle pricing policy	<input type="radio"/>	<input type="radio"/>
Electric vehicle usage policy	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>	

21. Please indicate whether the following bicycle programs and amenities are available to your workers. Financial incentives will be addressed in a subsequent question.

	Available	Unavailable
Bicycle lockers	<input type="radio"/>	<input type="radio"/>
Bicycle paths or lanes (on or off road) to facility	<input type="radio"/>	<input type="radio"/>
Bicycle registration	<input type="radio"/>	<input type="radio"/>
Bicycle repair facilities	<input type="radio"/>	<input type="radio"/>
Bicycle helmet rental	<input type="radio"/>	<input type="radio"/>
Covered bicycle parking	<input type="radio"/>	<input type="radio"/>

Other (please specify)

22. Please indicate whether or not the following supporting amenities are offered to your workers.

	Currently available	Unavailable
Fleet cars	<input type="radio"/>	<input type="radio"/>
Carshare vehicles	<input type="radio"/>	<input type="radio"/>
Onsite daycare	<input type="radio"/>	<input type="radio"/>
Onsite dining	<input type="radio"/>	<input type="radio"/>
Onsite showers	<input type="radio"/>	<input type="radio"/>
Storage lockers for gear/clothing	<input type="radio"/>	<input type="radio"/>

Other (please specify)

23. How does your organization provide emergency ride home or guaranteed ride home? (Check all that apply)

	Provided by my organization	Provided by an outside organization (e.g., TMA)	Not provided
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rental car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company fleet car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation Network Company (e.g., Uber/Lyft)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

24. For each eligible employee, what is the maximum number of the emergency ride home or guaranteed ride home trips that your organization is willing to provide PER YEAR?

- 4 or less rides per year
- 5 to 8 rides per year
- 9 to 12 rides per year
- No limit
- Do not have

25. How well does your commute program meet your organization's expectations in the following areas?

	1 - Exceeds our best expectations	2 - Meets our best expectations	3 - Just meets our expectations	4 - Falls below out expectations	5 - No detectable change
Overhead and operating costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee turnover/improving retention/recruitment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Absenteeism and tardiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee health and safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking demand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee requests/satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competitive advantage/differentiation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relocation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency preparedness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work/life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

26. What is your commute program's performance at delivering this benefit?

	1 - Exceeds our best expectations	2 - Meets our best expectations	3 - Just meets our expectations	4 - Falls below our expectations	5 - No detectable change
Non-worker needs (e.g., public, tenants, visitors)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic congestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government regulations compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government tax breaks/incentives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

27. Do you provide employees with financial incentives/discounts and/or allow employees to use pre-tax income to pay for using an alternative to driving alone (i.e., bus, rail, carpool, vanpool, bike or walk)?

- Yes - you will then be asked about several different types of financial incentives
- No

28. Which of the following best reflects your company's provision (directly or through a third-party) of public transit benefits to workers? (Check all that apply)

- Purchases transit passes or cards and resells them to workers
- Purchases transit passes or cards and provides them to workers at no charge
- Purchases transit vouchers redeemable for transit passes or cards and provides them to workers at no charge
- Purchases transit vouchers redeemable for transit passes or cards and provides them to employees at a discount (i.e., my organization partially subsidizes transit fares)
- Reimburses workers for their transit expenses
- Allows employees to use pre-tax income to purchase their own transit passes or cards
- My organization does nothing with respect to transit discounts or subsidies
- Do not know

29. Approximately, what percent of your workers actually purchase or receive vouchers to purchase transit fare media?

30. Approximately, what percent of your employees are offered the opportunity to use pre-tax income to purchase transit fare media?

31. What is the yearly, monthly or daily cost per employee that your organization spends on transit passes or cards? (Choose one)

per year

Or per month

Or per day

32. Which of the following reflects your company's policies for providing access to carpool benefits to employees? (Check all that apply)

- My organization provides a taxable "transportation allowance/financial incentive" to carpooling employees
- My organization reimburses employees for their carpool expenses
- My organization offers parking at a discount to carpoolers
- My organization does nothing with respect to carpool benefits
- Don't know

33. What is the average monthly value of this incentive per carpooling employee?

Average Monthly Value (per person):

34. Which of the following best reflects your company's provision (directly or through a third-party) of vanpool benefits to workers? (Check all that apply)

- Purchases vanpool vouchers or credits and resells them to employees
- Purchases vanpool vouchers or credits and provides them to employees at no charge
- Purchases vanpool vouchers or credits redeemable for vanpool rides and provides them to employees at no charge
- Purchases vanpool vouchers or credits redeemable for vanpool rides and provides them to employees at a discount (i.e., my organization partially subsidizes vanpool fares)
- Reimburses employees for their vanpool expenses
- Allows employees to use pre-tax income to pay their own vanpool fares
- My organization does nothing with respect to vanpool benefits
- Don't know

35. What is the average monthly value of this incentive per vanpooling employee? (OPTIONAL)

Average Monthly Value (per person):

36. What type(s) of bicycling or walking financial incentives do you provide your employees for using an alternative to driving alone? (Check all that apply)

Bike-to-work subsidies/allowances/reimbursements

Walk-to-work subsidies/allowances

Bikeshare memberships

None

Other (please specify)

37. What is the average amount per employee of **MONTHLY** financial incentive provided by your organization to employees who bicycle or walk to your worksite? (OPTIONAL)

For each of the programs below, please enter the average value for that program. The average value is equal to the total monthly cost of the program divided by the number of employees who use it. For example, if your organization spends \$200 per month on bikeshare memberships, and 25 employees receive the bikeshare membership discounts, the average value of that program would be \$200 divided by 25 employees, or \$8 per month per bikeshare employee.

Bicycle-to-work subsidies/allowances	<input type="text"/>
Walk-to-work subsidies/allowances	<input type="text"/>
Bikeshare memberships	<input type="text"/>
Other	<input type="text"/>

The Tax Reform and Jobs Act of 2017 made several changes to qualified transportation fringe benefits that may affect your program.

38. What actions, if any, does your organization expect to take or have taken as a result of Tax Reform and Jobs Act of 2017 changes to qualified transportation fringe benefits (including transit, vanpools, and commuter parking, or bicycle commuting reimbursements)?

- Maintain our current methods of providing qualified transportation fringe benefits and absorb additional costs, if any.
- Provide the qualified transportation fringe benefits as taxable income in order to claim the business deduction.
- Eliminate the qualified transportation fringe benefit subsidy option and allow a pre-tax option for providing these benefits to employees.
- Eliminate the bicycle commuting reimbursement program.
- Eliminate provision of all qualified transportation fringe benefits.
- Eliminate free or discounted qualified parking at my facility.
- Not yet determined and/or need additional guidance.
- Other (please specify)

39. The next series of 7 questions focus on current marketing techniques, performance measurement, and your views on the future of employer commute programs. It should take another 5 minutes.

Are you willing to answer these questions or do you prefer to skip to the end of the survey?

- Yes
- No - skip to end

40. What are your current outreach methods and programs to keep your employees engaged in using travel options other than driving alone? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Newsletters (print or electronic) | <input type="checkbox"/> Events (e.g., National Bike to Work Day, Earth Day) |
| <input type="checkbox"/> Social media | <input type="checkbox"/> Award recognition |
| <input type="checkbox"/> New hire orientation sessions | <input type="checkbox"/> Low cost (<\$25 value) giveaways (e.g., T-shirts, etc.) |
| <input type="checkbox"/> Bulletin boards | <input type="checkbox"/> Higher cost (>\$25 value) giveaways (e.g., iPads, gift cards) |
| <input type="checkbox"/> Kiosks or monitors | <input type="checkbox"/> Extra days-off |
| <input type="checkbox"/> Intranet web site | <input type="checkbox"/> Mobile app |
| <input type="checkbox"/> Commuter fairs | |

Other (please specify)

41. Which data, if any, does your employer use to measure performance of your organization's commuter assistance program? (Check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Mode shares (drive alone, carpool, etc.) | <input type="checkbox"/> Employee satisfaction |
| <input type="checkbox"/> Vehicle trips | <input type="checkbox"/> Parking spaces used |
| <input type="checkbox"/> Vehicle miles of travel | <input type="checkbox"/> Emissions |
| <input type="checkbox"/> Person-trips | <input type="checkbox"/> None |
| <input type="checkbox"/> Cost | |
| <input type="checkbox"/> Other (please specify) | |

42. What does your employer use to track individual employee commuting behavior? (Check all that apply)

- Surveys
- Database or spreadsheet developed In-house
- Tracking system provided by TDM or transit agency
- Tracking system provided from vendor
- Mobile trip logging app
- Onboard badging
- Tracking system provided by outsourced transportation partner
- None
- Other (please specify)

43. Thinking about the next 10 years, to what extent do you agree or disagree with the possible scenarios facing your workplace?

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No opinion
Government regulations will require us to assume more responsibility for employee commute choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automated vehicles will reduce the need to have employee commute programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tax incentives will lead my employer to expand the employee commute program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization will have a better handle on the return on investment of our employee commute program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization will consider models to share transportation services with other organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization will supplement fully-sponsored transportation services by collecting efares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization will increase proportion of electric vehicles in fleet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization will relocate facility due to congestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization will relocate facility for better access to public transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobility as a Service (MaaS) will replace the need for car ownership for most employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

44. Thinking about the next 10 years, to what extent do you agree or disagree with the following statements?

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No opinion
Hiring and retaining employees due to transportation problems will get more difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our employees consider our commuter services and programs to be a valuable employee benefit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce will demand employers provide more commuter-friendly programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking will be a major problem for our organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We will need to provide emergency rides TO work for non-drive alone commuters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A majority of our workforce will work remotely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We will establish an employer-assisted nearby housing program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for your completion or consideration of this 2018 Employer Commute Program Benchmarking Survey.

45. Does your organization belong to any of the following organizations that you consider relevant to your ability to manage your employee commute program?

	Yes - Current Member	No - Former Member	No - Never a Member	Do not know
Best Workplaces for Commuters (BWC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Association for Commuter Transportation (ACT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Society of Human Resource Management (SHRM)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

46. Please share any comments about this survey and/or your organization's program.

To complete this survey and submit your answers, please click "DONE" below.

Thank you for your participation!