

# 2009 State Agency Commuter Trip Reduction

Program Report



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**Contact:**

**Joan Cullen, Program Manager  
State Agency CTR Program  
PO Box 47387  
Olympia, WA 98504**

**360-705-7916  
cullenj@wsdot.wa.gov**

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# Executive Summary

## How did commute trip reduction programs at state agencies perform in 2009?

Overall, participation at the 24 state agencies included in this report increased and many agencies improved their commute trip reduction (CTR) programs. Statewide program highlights include:

- More employees are sharing the ride—3.2% more employees chose to share the ride. Drive-alone rates decreased from 74.2% in 2007 to 71.8% in 2009.
- More employees are reducing their commute emissions with 1.7% less vehicle miles traveled per employee—from 11.9 miles in 2007 to 11.7 miles in 2009.
- Employees also helped decrease congestion, eliminating 22,902 weekly trips in 2009, which is an increase of 920 weekly trips compared to 2007.

## Leading the nation in smart commuting solutions

Washington state has almost 20 years of legislative, business and community support and effort behind our trip reduction programs, keeping us a forerunner of innovation and commitment for everything CTR.

In 1991 the Legislature passed Washington's Commute Trip Reduction Law, which established goals to improve air quality and reduce traffic congestion and fuel consumption through employer-based programs. This set in motion a myriad of highly customized local programs that encourage commuters to ride the bus and train, carpool, vanpool, walk, bicycle, telework and compress their work week. The law requires state agencies to lead the way and implement substantive CTR programs to their employees. Currently 48 agencies and 24 colleges/universities have enacted CTR programs at more than 175 worksites throughout the state.

## Reporting progress; sharing success

Each year state agencies must report their CTR program's progress, and performance, and provide recommendations to increase their program's successes. As the new lead agency for state agency CTR efforts, WSDOT is charged with summarizing these reports for the Governor. This report compares data from 2007 and 2009 CTR surveys. It focuses on 24 state agencies and their 89 worksites in eight counties throughout the state. Survey results show progress and provide program improvement recommendations.

## Summary of agency recommendations

Survey data collected from the 24 state agencies demonstrate that leadership plays a strong role in successful CTR programs. Many state agencies note the connection between reducing drive-alone trips and greenhouse gas emissions, economic growth, environmental protection, quality of life, employee health and awareness of community connections.





Recommendations include:

- Emphasize the connections between state agency CTR programs and related state goals, for example, budget efficiency, greenhouse gas emission reduction, vehicle miles traveled reduction, accountability, economic vitality and healthy communities.
- Improve efforts to keep management engaged in CTR programs and results and to enlist managers and executives to help increase CTR survey response rates at agencies with low response rates.
- Increase the availability of telework and compressed work week options.



### Agency success highlights

**Utilities and Transportation Commission** reduced their drive-alone rate by 13.5% through effective use of employee promotions, successfully meeting their 2011 target.

**Employment Security Department's** now offers statewide vanpool subsidies thanks to a successful Government Management Accountability and Performance (GMAP) presentation.

**Department of Fish and Wildlife** had 12.2% more employees sharing the ride and a 22.3% reduction in vehicle miles traveled thanks to a grant that provided CTR subsidies.

**Department of Commerce** implemented an agency-wide 4/10 workweek, reducing their drive-alone rate 12.5% and vehicle miles traveled by 14.4%.

**Department of Agriculture** reduced their drive-alone rate by almost 10% due to a dedicated and active CTR coordinator combined with a supportive management team.

**State agencies in Spokane County** benefited from strong technical support and promotions by their local jurisdiction. Three worksites in Spokane County benefited from this engagement: Employment Security reduced drive-alone rates by 21.8%; Ecology reduced by 12.3%; and Labor and Industries reduced by 11.1%.

This report compares data from 2007 and 2009 commute trip reduction (CTR) surveys. It focuses on 24 state agencies and their 89 worksites in eight counties throughout the state. This report does not include information from Whatcom County or universities and colleges because two years of comparable data were not available for these sites when the report was developed.

# Program Report

## Board works to enhance state agency CTR results

The Interagency CTR Board guides the State Agency CTR Program. The board includes 22 members representing state agencies, universities, colleges, Intercity Transit, Thurston Regional Planning Council and the Washington Federation of State Employees. The board defined the attributes of state leadership to enhance our state's CTR results and reinforce our state's CTR leadership role. Agencies model leadership by implementing CTR programs designed to:

- Reduce employee drive-alone commute trips.
- Enhance agency plans for sustainability and economic growth.
- Locate worksites to encourage walking, ridesharing and bicycling.
- Reduce greenhouse gas emissions.
- Improve quality of life and wellness through active commuting options.

To help achieve leadership in CTR, the board has adopted guidelines and policies that support consistency among state agency commute trip reduction programs. Topics include:

- CTR plans for co-located state agencies
- Emergency ride home programs
- Flexible work hours
- Reporting requirements
- State worksite locations
- State agency parking
- Teleworking

For a complete list of Interagency CTR Board adopted guidelines please visit [www.ctr.wa.gov/employers/guide.htm](http://www.ctr.wa.gov/employers/guide.htm).

The State Agency CTR Program, housed at WSDOT, supports agency efforts to develop and implement CTR programs by:

- Providing technical support
- Leading the Interagency CTR Board
- Contracting with Intercity Transit for the State Agency Rider (STAR) Pass
- Providing emergency ride home programs to state employees in Thurston, Pierce, King, Spokane and Snohomish counties
- Partnering with CTR jurisdictional administrators in the nine counties affected by the CTR law to provide a single face for state agency CTR implementation
- Serving as liaison between state agencies and local jurisdictions

## Performance and Progress

The 24 state agencies included in this report have expanded employee participation and improved their CTR programs. All CTR-affected worksites in Washington are tasked to meet the 2011 state CTR goals to reduce employee drive-alone rates by 10% or more and vehicle miles traveled by 13% or more. Many worksites have already surpassed or





are getting closer to reaching these goals. Survey results indicate that:

- The drive-alone rate decreased from 74.2% in 2007 to 71.8% in 2009 (-3.2%).
- The vehicle miles traveled rate decreased from 11.8 in 2007 to 11.7 in 2009 (-1%).
- Weekly trips eliminated increased from 21,982 in 2007 to 22,902 in 2009 (+4.2%).

Two agencies, the Department of Commerce and the Department of Fish and Wildlife, have already met the 2011 drive-alone rate and vehicle miles traveled reduction goals; reducing drive-alone rates by 10% and vehicle miles traveled by 13%.

### **Drive-alone rates**

Twenty-two of the 24 agencies reduced employee drive-alone rates. Four agencies met or surpassed the 2011 drive-alone rate reduction goal of 10% (Employment Security, Gambling Commission, Labor and Industries and Utilities and Transportation Commission). Nine agencies reduced their drive-alone rate between 5% and 10% (Agriculture, Corrections, Ecology, HealthCare Authority, Liquor Control Board, Personnel, Revenue, Washington State Patrol and Veterans Affairs). Seven agencies reduced their drive-alone rate by up to 5% (Administrative Office of the Courts, Attorney General, General Administration, Health, Information Services, Licensing and Transportation). Two agencies increased their drive-alone rate (Office of the Superintendent of Public Instruction and Social and Health Services).

### **Vehicle miles traveled rates**

Six agencies reduced their vehicle miles traveled rate between 7.3% and 9.5% (Agriculture, Corrections, Ecology, Health, Licensing and State Patrol). Five agencies reduced their rate between 0.4% and 4.9% (Administrative Office of the Courts, Attorney General, Gambling Commission, General Administration and Transportation).

Eleven agencies saw an increase in employee vehicle miles traveled during the 2007-2009 time period.

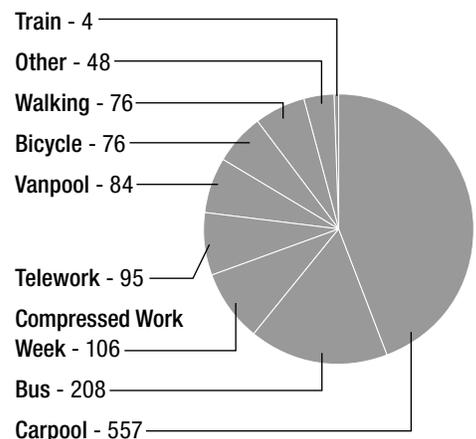
While more of their employees are sharing the ride, survey results indicate they are living farther from their worksites. Of the 11 agencies who increased their employee vehicle miles traveled: six agencies increased their rate less than 5% (Employment Security, Health Care Authority, Information Services, Labor and Industries, Revenue and Veterans Affairs). Three agencies increased their vehicle miles traveled between 5% and 6.2% (Liquor Control Board, Superintendent of Public Instruction and Utilities and Transportation Commission). Two agencies increased their rate by more than 15% (Personnel and Social and Health Services).

For a detailed list of the agencies' performance, see Table A at the end of this report.

## State expands number of CTR worksites

In 2006 the Legislature changed the definition of state agency worksites to facilitate shared CTR programs at worksites where employees from multiple agencies are co-located. As a result, the definition of an affected state agency worksite now includes any worksite with 100 or more state employees. It no longer matters whether or not these state employees work for a single state agency. This change encouraged combined CTR efforts among agencies and added 45 worksites to the State Agency CTR Program. Of these 45 new worksites, 14 are connected to agencies with existing CTR program and 31 are agencies new to the CTR program. The worksites are in CTR affected counties, and completed base surveys in 2009. Their combined drive-alone rate was 74.54% and they eliminated 1,254 weekly drive-alone trips. The chart to the right shows the breakdown of reduced trips by mode.

## Trips reduced at new state agency worksites by mode



Source: 2009 CTR Survey

## Multiple agencies in Thurston County to create comprehensive CTR plan

To further promote state leadership in trip reduction, legislation passed in 2009 requires all state agencies located within the urban growth areas of Olympia, Lacey and Tumwater to implement a comprehensive CTR program. The legislation affects 51 new agencies and 24 existing agencies at more than 100 worksites. CTR programs and requirements will be new to 51 of those agencies and to almost 2,400 employees. A task force made up of Interagency CTR Board members and representatives from the newly affected agencies will begin meeting in 2010 to develop a commute trip reduction plan for Thurston County. The agencies will be required to implement their CTR programs within 90 days of the plan's adoption by the Interagency CTR Board.

## State budget crisis squeezes commute subsidies

State agencies may use state funds to provide financial subsidies to employees who choose not to drive alone to work. Currently, 42 agencies offer CTR subsidies which range from reimbursement for vanpools, transit and ferry passes to subsidies for carpooling, walking or bicycling. Five agencies have eliminated some or all of their subsidies due to budget reductions and several others are considering eliminating or reducing subsidies. Six agencies with worksites off of the Capitol Campus charge their employees a parking fee and use the funds to support their CTR programs.

For a complete list of CTR subsidies by agency in Table B at the end of this report.

## State Agency Rider (STAR) Pass

Since 2000 all state employees working in Thurston County have been eligible for a STAR Pass, which allows them to ride fare-free on any Intercity Transit bus. During an average month, 14,407 trips are taken on Intercity Transit using the pass. Employees who commute from Pierce, Mason or Grays Harbor counties to Thurston County are eligible for subsidy



## Important state-agency commute trip reduction roles

**Commuter Trip Reduction Coordinator:** An agency's CTR program manager, responsible for developing and implementing the agency's CTR policies and programs and serves as the main liaison to the State Agency CTR Program Manager at WSDOT. This is a key position in agencies with more than one CTR worksite, particularly agencies with worksites in more than one county.

**Employee Transportation Coordinator (ETC):** Each effected CTR worksite must have an ETC. This key, front-line employee runs the agency's CTR program, promotes efficient commuting and provides information about commute options. In agencies with only one CTR worksite, the ETC also serves as the Commute Trip Reduction Coordinator.

of 55 cents per trip from the State Agency CTR Program. Currently, 72 employees take advantage of this subsidy.

## Emergency Ride Home Program

The State Agency CTR Program funds the Emergency Ride Home Program for all state employees who work in King, Pierce, Spokane, Snohomish and Thurston counties. Employees are eligible for an emergency ride home on any day they choose not to drive alone to work. State employees who work at CTR affected worksites in Clark, Kitsap, Whatcom and Yakima counties are eligible for an emergency ride home through their local jurisdiction's CTR program. The Emergency Ride Home Program provides employees, especially those that commute a long-distance, a safety net in case they or a family member become ill, they unexpectedly need to work overtime or an emergency disrupts their normal transportation arrangement. Most rides result from employee illness or family emergency. Employees who use the program do so only occasionally.

Employees may request up to eight rides each year with no more than four rides resulting from unexpected overtime. The program pays the first 65 miles of the trip and does not include a driver gratuity. Employees are responsible for paying for additional miles.

Program summaries by county:

- **King County: Home Free Guarantee Program**—The program, contracted through King County Metro, serves about 4,500 employees. The program provided 102 emergency rides during the 2007-09 biennium and cost \$4,590.
- **Pierce County: State Agency Free Emergency (SAFE) Ride Program**—The program, contracted with WSDOT via a taxi company, serves about 2,500 employees. The program provided 30 emergency rides during the 2007-09 biennium and cost \$1,548.
- **Spokane County: Guaranteed Ride Home Program**—The program, contracted with Spokane County, serves about 5,000 employees. The program provided 144 emergency rides during the 2007-09 biennium and cost \$8,084.
- **Thurston County: State Agency Free Emergency (SAFE) Ride Program**—The program, contracted with WSDOT via a taxi company, serves about 22,000 employees. The program provided 307 emergency rides during the 2007-09 biennium and cost \$25,430.

The State Agency CTR Program began funding an Emergency Ride Home Program for state employees in Snohomish County in July 2009. Data and updates from this program will not be available until next year.

## RideshareOnline.com

RideshareOnline.com is a tool that has been used since 2001 to coordinate carpool and vanpool trips. In 2008, WSDOT secured funding to help transform RideshareOnline.com into a comprehensive trip and commute management system. Its new features will significantly improve its efficiency and usefulness as a management tool for agencies, particularly for those

that offer CTR subsidies. Major upgrades and additions include enhanced ridematching; employee trip- and benefit-tracking; emergency ride home and subsidy management; new marketing and communications systems and improved data and reports. For example, the new system gives employee transportation coordinators tools to track and calculate cost, vehicle trips, vehicles miles traveled and greenhouse gas emission savings. WSDOT is conducting the first state agency pilot project to assess these new tools and integrate them into an existing CTR program. Eventually, other agencies use these electronic tools and the Interagency CTR Board will develop RideshareOnline.com guidelines for state agencies.



## Recommendations

Survey results included recommendations that gave suggestions for short-, mid- and long-term improvements to expand or improve worksite and statewide commute trip reduction programs. Short-term recommendations are suggestions that can be immediately implemented or considered. Mid- and long-term recommendations will need agency support and funding and may need Legislative support.



### Short-term recommendations

- Emphasize the connections between state agency CTR programs and related state goals, for example, budget efficiency, greenhouse gas emission reduction, vehicle miles traveled reduction, accountability, economic vitality and healthy communities.
- Increase the availability of telework and compressed work week options.
- Improve efforts to keep management engaged in CTR programs and results.
- Enlist managers and executives to help increase CTR survey response rates at agencies with low response rates.
- Continue to market and promote commute options to existing and new employees. For example, continue to support promotions like Wheel Options, RideshareOnline.com and bicycle commute contests: update or refresh commute trip reduction information on agency intranet sites and highlight the measurable personal benefits of efficient commuting.
- Begin or increase commute trip reduction subsidies.

### Mid-term recommendations

- Provide secured parking for bicycles at worksites off the Capitol Campus.
- Provide a direct bus shuttle from Lacey to the Capitol Campus during Legislative sessions.

### Long-term recommendations

- Provide safer bicycle lanes, especially near the I-5 corridor.
- Increase bus routes to rural areas.

**Table A: Performance by agency**

	Drive Alone Rate	Vehicle Miles Traveled	Worksites	Employees
<b>Reached 2011 goals: reduce drive-alone rate by 10% and vehicle miles traveled rate by 13%</b>				
Commerce*	-12.5%	-14.4%	1: Thurston County	335
Fish and Wildlife**	-12.2%	-22.3%	1: Thurston County	494
<b>Reached the 2011 drive-alone reduction goal</b>				
Utilities and Transportation Commission	-13.5%	5.4%	1: Thurston County	145
Gambling Commission	-11.4%	-4.6%	1: Thurston County	84
Labor and Industries	-11.1%	2.9%	1: Spokane County	91
Employment Security	-10.0%	1.9%	3: statewide	855
	-21.3%	-9.6%	Spokane	132
	-6.9%	6.9%	Olympia	398
	-1.1%	8.9%	Lacey	325
<b>Reduced their drive-alone rate between 5% and 10%</b>				
Ecology	-9.9%	-8.4%	4: statewide	1420
	-17.5%	-16.1%	King County	207
	-12.3%	-4.8%	Spokane County	143
	-9.2%	-16.7%	Yakima County	126
	-1.2%	4.9%	Thurston County	944
Agriculture	-9.6%	-8.2%	1: Thurston County	152
Liquor Control Board	-9.4%	6.2%	1: Thurston County	203
State Patrol	-7.6%	-7.3%	1: Thurston County	213
Personnel	-6.0%	23.0%	1: Thurston County	213
Corrections	-5.8%	-8.7%	4: statewide	2107
	-10.6%	-10.0%	Pierce County	460
	-9.9%	1.2%	Thurston County	446
	-2.1%	-2.6%	Snohomish County	1056
	-4.6%	-16.1%	Spokane County	145
Veterans Affairs	-5.7%	2.6%	1: Kitsap County	281
Revenue	-5.2%	0.9%	3: Thurston County	648
Health Care Authority	-5.1%	3.3%	1: Thurston County	248
<b>Reduced their drive-alone rate less than 5%</b>				
Administrative Office of the Courts	-4.1%	4.9%	1: Thurston County	169
Information Services	-4.0%	3.1%	1: Thurston County	459
Transportation	-3.5%	-0.4%	13: statewide	3,415
	-14.2%	-10.9%	Clark County	330
	-5.8%	2.5%	King County	1,013
	3.0%	7.7%	Spokane County	225
	0.8%	1.1%	Thurston County	1,583
	-2.6%	-7.1%	Yakima County	263
Health	-2.8%	-9.5%	3: statewide	1,462
	9.5%	-3.2%	Seattle	160
	-14.9%	-20.7%	Kent	52
	-3.0%	-1.1%	Thurston County	1,250
Licensing	-2.6%	-8.8%	3: Thurston County	881
Attorney General	-1.8%	-2.9%	4: Thurston County	681
General Administration	-1.4%	-1.5%	5: Thurston County	619
<b>Increased their drive-alone rate</b>				
Social and Health Services***	1.5%	16.7%	33: statewide	10,977
	-4.1%	-1.0%	7: Thurston County	2,904
	-0.4%	0.2%	5: Pierce County	3,006
	0.0%	-2.5%	4: Snohomish County	737
	0.0%	0.0%	2: Yakima County	716
	0.0%	3.2%	4: King County	1,057
	3.0%	3.5%	6: Spokane County	1,815
	5.9%	19.9%	2: Kitsap County	364
	8.1%	1.0%	3: Clark County	378
Superintendent of Public Instruction	2.5%	5.4%	1: Thurston County	365

\* Agency implemented 4/10 work week schedule for all workers. Employees unable to work a 4/10 shift telework on the fifth day

\*\* No subsidies in 2007, subsidies offered in 2008 and 2009 with funds from WSDOT's Trip Reduction Performance Program

\*\*\* CTR coordinating position eliminated in late 2008. Subsidies for carpooling, walking and bicycling eliminated in early 2009. Data from 33 of 50 work sites in eight counties; excludes Whatcom County

**Table B: CTR subsidies paid through agency funds**

Agency	Non-taxable subsidy	Taxable subsidy
Administrative Hearings	FlexPass	N/A
Agriculture	\$15/month	\$15/month
Attorney General	Up to \$100/month, FlexPass	Eliminated August 2009
Auditor	Up to \$90/month	\$25/month
Board of Industrial Insurance Appeals	Up to \$110/month	\$2/trip
Commerce	Up to \$50/month	\$1/trip
Corrections	Eliminated Fall 2009	Eliminated Fall 2009
Court of Appeals	FlexPass	N/A
Early Learning	N/A	\$1/trip
Employment Security	Up to \$44/month (Thurston County only)	Eliminated 2008
Financial Institutions	Up to \$80/month	\$2/trip
Financial Management	\$1/trip	\$1/trip
Gambling Commission	Up to \$65/month	N/A
General Administration	N/A	\$1/trip
Governor	Half of monthly fare	\$1/trip
Health	Up to \$60/month	\$30/month
Health Care Authority	Up to \$60/month	N/A
House of Representatives	Up to \$100/month	N/A
Human Rights Commission	Up to \$65/month	N/A
Insurance Commissioner	Up to \$140/month	\$1/trip
Judicial Conduct Commission	N/A	\$2/trip
Labor and Industries	Up to \$70/month	\$1/trip; \$2/trip vanpool drivers
Legislative Service Center	Up to \$105/month	\$1/trip
Law Enforcement Officers/Fire Fighters Retirement Board	N/A	\$1/trip
Liquor Control Board	Up to \$30/month	\$30/month
Lottery	N/A	\$1/trip
Lt. Governor	Eliminated December 2009	Eliminated December 2009
Military Department, Tacoma	Up to \$20/month	Up to \$20/month
Personnel	\$2/trip	\$1/trip
Recreation Conservation Office	Up to \$115/month	\$1/trip
Revenue	Up to \$115/month	\$1/trip
Retirement Systems	N/A	\$1/trip
Senate	Up to \$100/month	N/A
Social and Health Services	Up to \$65/month (CTR affected sites only)	Eliminated January 2009
State Patrol	N/A	Up to \$50/month
Treasurer	Up to \$100/month	\$1/trip
Transportation	Up to \$50/month; FlexPass	Up to \$55/month
Utilities and Transportation Commission	Up to \$100/month	\$2/trip

**Table C: CTR subsidies paid through employee parking fees**

Agency	Non-Taxable Subsidy	Taxable Subsidy	Parking Fee
Commerce	Up to \$50/month	\$1/trip	\$10/month or \$35/month
Administrative Office of the Courts	Up to \$105/month	\$2/trip	\$15/month
Ecology	Up to \$50/month	\$1/trip	\$20 (voluntary)
Historical Museum, Tacoma	Up to \$100/month	N/A	\$4-\$20/month
Information Services	Up to \$115/month	\$1/trip	\$5/month or \$10/month
Licensing	Up to \$50/month	\$.50/trip	\$10/month or \$50/month

