Alright everyone, we’re going to discuss the 2020 Commute Trip Reduction Survey that we completed just a few months ago.
Here’s what we’re going to discuss today. We’ll briefly cover why we survey. We’ll go over some higher level results and findings. And then after that we’ll break out into groups for discussion and then we’ll come back to share group learnings.
Let’s start with why we conduct the CTR Survey.
Aside from the CTR Survey being a requirement under the CTR law, it’s a chance to gain a better understanding of your fellow employees’ commute behaviors. While this year’s survey period was a bit different due to COVID-19, the survey we decided to implement was a useful tool to better understand employee sentiment as it relates to motivations to using transportation options and the impacts of teleworking.

The survey also gives you the chance to review commute behaviors and the relationship to your program’s goals. With the added questions this year, you’re able to dive into opportunities for program growth by reviewing your program’s strategy and seeing if there are better ways to align with what your employees want. Were you able to identify subsidy opportunities that might drive people to use another mode? Did you find that Guaranteed Ride Home could use a little more promotion to put people’s minds at ease in using an option other than driving alone? This survey provides insights and data points that can help you identify areas where some education or program enhancements could move the needle.
Now we’ll discuss some key results at a high level. First, we’ll take a look at the modes selected at the top level for all of Snohomish County and the City of Bothell, and then we’ll dive into those details for each jurisdiction.
First, I’d like to explain what we’re looking at here. These bar graphs represent the modes selected in the survey on any given day by the respondents. The numbers you see at the top of the bars are the number of people who selected a mode on that particular day. For example, on Sunday 743 people selected a mode of some kind. On Wednesday, 7,311 people selected a mode. Inside the bars, you’ll see a number and corresponding percentage. The number is the amount of people who selected that particular mode that day, and the percentage of the entire population who selected a mode on that day. So on Friday, 3,255 people selected Drive Alone and that came out to be 47 percent of the total 6,952 people who selected a mode that day.

Here we have the commute modes for all worksites in Snohomish County and the City of Bothell. As you can see, Drive Alone was the highest mode at just under 50 percent, but right behind it was Work From Home at about 44 percent. This makes sense, right? COVID-19 has made a major impact in the way people have been working this year and this graphic really highlights that. The Non-Drive Alone Rate for all of Snohomish County and the City of Bothell was about 50.2 percent. Compare that to the 2018 survey, where the Non-Drive Alone Rate was 16.7 percent. Now we’re going to zoom in on the other modes.
This graphic shows the less-frequently used modes in Snohomish County and the City of Bothell. Here we can see that Carpool was the next highest mode with about 2.5 percent. In 2018, Carpool was 7.24 percent. The difference from 2018 to 2020 can again be highlighted by how COVID-19 impacted the way we get to work. Public Transportation wasn’t too far off of 2018’s number of 1.42 percent, coming in at about 1.2 percent for 2020. Vanpool came in at about .7 percent, and the same goes for Rideshare Alone, which is like using Uber or Lyft. Biking and walking were both at about .6 percent. Pooled Rideshare, like Waze Carpool, and employer shuttle had just a few participants through the survey period.
Now getting into the jurisdictions. For the City of Arlington, we had four companies complete the survey. They were Cascade Valley Hospital, also known as Skagit Regional Health, the City of Arlington, Senior Operations AMT, and DSHS Smokey Point. Here you can see Drive Alone is the top mode by a large margin at about 86 percent. Looking at the types of worksites here, that makes sense, right? We have employers, that for the most part, need to continue to be onsite, like the hospital, a City and a manufacturer. For this area, Work from Home was the second highest option at about 10.1 percent during the work week. DSHS was the highest contributor to those who selected Work From Home. The Non-Drive Alone Rate was 14.1 percent. Let’s take a closer look at the other modes.
Again, these percentages zoom in on the less frequently used modes. Rideshare Alone was the next most used mode at 2.1 percent. Carpool was next at .8 percent, followed by walking at .6 percent, Pooled Rideshare at .3 percent and biking at .2 percent during the standard work week.
Let’s look at the City of Bothell. Here, we had 16 employers complete the survey, including Seattle Genetics, Philips Healthcare, Puget Sound Energy, AT&T, GE Digital, AGC Biologics, Wave Broadband, UW Bothell, Cascadia College, Verathon, Panasonic Avionics, the City of Bothell, FUJIFILM SonoSite, Premera Blue Cross in North Creek, National Credit Services, and Leviton Network Solutions. Unfortunately, we were unable to include T-Mobile in this data set as they provided acceptable equivalent data that was not compatible with the SurveyMonkey set. The City of Bothell is interesting, here you can see Work From Home actually beat out Drive Alone. Work from Home came in at 49 percent. Drive Alone was a very close second at 45 percent. Had T-Mobile been included, the telework numbers would have been even higher. Using the SurveyMonkey data, the Non-Drive Alone Rate was 54.8 percent, a large increase compared to the 2018 survey of 21.5 percent.
For the remaining modes, Carpool came in third at 2.1 percent, quite a bit lower than 2018’s 6.27 percent. Public Transportation was at 1.4 percent this year. Bike came in at .7 percent with Rideshare Alone at .6 percent and Walk not far behind at .5 percent. In this data set, we see Vanpool show up at .3 percent, and just a couple Pooled Rideshare entries and one employer shuttle selection. There are many changes when compared to 2018’s survey results, where we’re seeing Work From Home taking up a large piece of the pie, and options that include other passengers have taken a dip.
The City of Edmonds only had one worksite surveying this year, and it was the City of Edmonds itself. Drive Alone was the highest mode utilized at 65 percent, as they still have a good portion of their workforce needing to be on-site, with Work from Home coming in at 22 percent. The overall Non-Drive Alone Rate was 34.7-percent. Again, a much higher Non-Drive Alone Rate compared to the last survey cycle. Let’s zoom in on the other modes.
Public Transportation was the next highest mode used at 4 percent, followed by Walk at 2.8 percent during the standard work week. Bike and Carpool saw about 2 percent and Vanpool had .9 percent followed by Rideshare Alone at .7 percent during the standard Monday through Friday work week.
Lynnwood had four sites surveying this time around. Edmonds College, PEMCO, DSHS Lynnwood, and the City of Lynnwood. This area had the second highest rate of Work From Home at 63 percent. Looking at the employers and considering what they do, that number makes a lot of sense, as much of the work can be done remotely. Drive Alone came in second at 34.6 percent for the standard work week. There is quite a contrast comparing 2018’s 16.8 percent Non-Drive Alone Rate to this year’s 65.4 percent. Ok, now to focus on the other modes.
So for all of the other modes, Public Transportation was the next most frequently used option at 1.3 percent. Carpool followed up at .4 percent, while Bike, Walk and Rideshare Alone were used .2 percent during the survey period.
In the City of Marysville, we had three worksites survey: Safran Cabin, City of Marysville, and The Everett Clinic – Smokey Point. Looking at the results, we see that Drive Alone was the most frequently used mode. Considering the industries for these sites, it makes sense that people were traveling to work. Safran in aerospace manufacturing, The Everett Clinic still needing staff onsite to keep the facility running for patient care, and the City of Marysville to carry on city business including public works, law enforcement, and planning. So, for the City of Marysville, the Drive Alone rate was 86 percent. Work From Home was the second most used option at 8.3 percent. The overall Non-Drive Alone Rate was 14.1 percent, almost 5 percentage points higher this survey period due to Work From Home, where it had not been used at all in 2018. Now on to the other modes.
For the typical Monday through Friday work week, Carpool was next in line at 2.3 percent, down from 2018’s 6 percent. Rideshare alone was used for 1.5 percent of the trips. Public Transportation was 1.3 percent. Walk was .6 percent and Bike had just one trip at .1 percent.
There were four worksites surveyed in the City of Monroe: Monroe Correctional Complex, City of Monroe, Natural Factors, and Canyon Creek Cabinets. Here we see that Drive Alone was the leader. Considering the industries for these sites, it’s not surprising to see that employees had to continue to work onsite. Monroe Correctional Complex needs more than 1,000 employees at the facility to maintain operations, city workers still need to be onsite to keep facilities and operations moving, Natural Factors manufactures health supplements and Canyon Creek Cabinets builds cabinets, and thanks to the COVID home improvement frenzy, they are busy. So, the Drive Alone rate for Monroe was 79 percent, but was down from 2018’s 88.15 percent. Work from Home came in second at 14 percent. The overall Non-Drive Alone Rate for Monroe was 21.1 percent, up 9.25 percentage points from 2018.
The next most frequently used mode was Carpool at 5.1 percent for the standard work week, which is the second highest rate of Carpool that we’ll see for the CTR program. Public Transportation came in at .8 percent, with Rideshare Alone and Pooled Rideshare at .5 percent, Walk at .3 percent, and Employer Shuttle and Bike both having one trip bringing them both to .1 percent respectively. As we compare data from the rural communities within our CTR Program, we’re understanding more how transit and connections to transit heavily influence the use of Public Transportation. Here it’s simply not as easy to use this mode as compared to our more urban areas in the south county and Bothell.
In Mountlake Terrace, the City of Mountlake Terrace and Premera were our two worksites surveyed. Here we find the highest rate of Work From Home out of all of the jurisdictions at a rate of 65 percent. Drive Alone came in second at 31.5 percent. Like the other city sites, the City of Mountlake Terrace had a high rate of working on site, so most of the Work From Home numbers came from Premera, which in understanding their industry, much of their employees’ duties can be handled working remotely. The Non-Drive Alone Rate this year was 68.5 percent. Quite a bit higher than 2018’s 23.85 percent. This is directly linked to the impacts of COVID. If there is an upside to the pandemic, this is it.
The next most used mode goes to Carpool at 1.2 percent. Public Transportation follows at .8 percent, with Bike, Walk, and Rideshare Alone all at .4 percent. Vanpool comes in at .2 percent and Pooled Rideshare at .1 percent. With the high rate of Work From Home, it’s really no surprise that these modes were all very low this year.
There were three sites surveyed in Mukilteo, including the City of Mukilteo, Synrad, and Travis Industries. Drive Alone was the primary mode used for commuting, coming in at 78 percent. Work From Home was the second highest at 10 percent. Considering what these employers do, it’s not a surprise that people still needed to be onsite. While the City of Mukilteo had a higher rate of Work From Home than usual, many were still commuting to the site, and Synrad and Travis are manufacturing sites. Travis Industries manufactures propane stoves, so like Canyon Creek, they have seen a boost in business thanks to this year’s home improvement frenzy. This area’s Non-Drive Alone Rate was the closest to 2018’s number of 18.8 percent. This year they were at 21.7 percent. From what we know, shift changes also influenced the Drive Alone rate, as employees began commuting at hours not well served by public transit.
Mukilteo had the highest rate of Carpool throughout all of the jurisdictions, coming in at 8 percent of total usage. Public Transportation was next at 1.7 percent. Bike was at 1.3 percent and Rideshare Alone was at .5 percent.
And the last area we’ll review is Unincorporated Snohomish County, where we had 11 sites survey this year. They were Crane Aerospace and Electronics, Qualitel, Comcast Everett and Lynnwood, Aviation Technical Services, Collins Aerospace, Korry Electronics, Partner Therapeutics, Reid Middleton, Alderwood Water and Wastewater District, and Cypress Semiconductor. Here there’s a variety of industries, but aerospace and manufacturing are a theme along with two call centers. Their results show that Drive Alone was the leading mode, coming in at 52.7 percent during the standard Monday through Friday work week, and Work from Home was at 36.7 percent. The overall Non-Drive Alone Rate for this area was 47.3 percent for Monday through Friday. Just a note that 100 percent of the call centers were Work from Home.
The next highest mode was Carpool, coming in at 4.3 percent. All things considered, Vanpool did fairly well with 3 percent. Rideshare Alone and Walk both accounted for .9 percent and Public Transportation was .7 percent, Bike at .5 percent, and Pooled Rideshare was .1 percent.
Now let’s take a look at some of the other questions that might help guide strategy.
We thought this was a great question to see on a survey like this – asking what would it take for the participants to use a non-drive alone commute mode. Many still said they would Drive Alone, but the second highest answer was 35 percent of respondents selecting “Incentives for Telework.” Thirteen percent of respondents also selected being able to telework. As you can see, and I’m sure many of you have felt that, the demand for working remotely is present. Thirty percent want flexible schedules like 4-10’s or every other Friday off. Seeing that Work From Home and Flexible Schedules are at the top, people are telling us that they want more flexibility in their work life.

We also see a desire for incentives for sharing rides, using public transportation, as well as a desire for employer-provided shuttles to transit hubs. When reviewing your company’s CTR Survey results, be sure to review the things your employees voiced as being important to them. It’s not a one size fits all. A big positive for this year’s survey was getting at this kind of information for you and others to review to see how you can push your program forward.
While these questions are for our whole program within Snohomish County and the City of Bothell, you’ll want to be sure to review them if they apply to your site. These questions capture employee sentiment toward Work From Home and can help you make the case for a formalized policy if your company is currently lacking one.

Question 7 highlights this by showing 64 percent wanting to Work From Home post-COVID. 23 percent said they are still looking to Drive Alone for one reason or another, but that’s an opportunity for behavior change through education and promotion.

As you can see, 84 percent of those who answered Question 9 said they were satisfied to very satisfied with their experience in working from home. 93 percent of those who answered Question 10 are feeling just as productive or more productive than having worked in the office. 55 percent say they’re more productive. These questions provide great data points for your worksite when looking to formalize policies when we find our collective way to some sense of normalcy.
• Pooled Rideshare just over 0 percent
• Employer Shuttle 1 percent
• Walk 1 percent
• Vanpool 1 percent
• Bike 2 percent
• Public Transportation 2 percent
• Carpool 3 percent
Question 11 was intended for employees who selected they were Working from Home. Eliminated commute tops the list in helping people be more productive. Fewer workday interruptions seemed to also be helping teleworkers, as well as being in a comfortable environment.
Question 12 focused on understanding barriers to productivity for those who were working remotely. A lack of co-worker socialization was the main contributor, and close behind was a lack of co-worker collaboration. If these are issues for you and your employees, you might consider ways to better understand how you can connect people while they’re working remotely. Is it carving out time to bring people together on video calls, or is it the tools you have available to you? Dysfunctional Work Station was also up there, so if Work From Home is a long term goal, it may be worthwhile to establish an equipment reimbursement program for things like chairs, monitors, etc.
Here are a couple of questions to help guide your review of your CTR Survey results.

What did you learn about your worksite after having completed the CTR Survey? Were there any lightbulb moments?

What are you able to glean from the survey results to effect change at your worksite, or to get your manager’s attention or the attention of your Human Resources department?