

Frequently Asked Questions
County of Orange
All Employee Annual Transportation Survey 2007

Q – I did not work during the survey week – do I still need to complete the survey?

A – YES, INDICATE THAT YOU WERE ON VACATION, SICK, ETC., FOR EACH DAY.

Q – I do not rideshare – do I need to still complete the survey?

A – YES, THIS SURVEY IS USED TO DETERMINE HOW EMPLOYEES COMMUTE TO WORK, REGARDLESS OF THE TRAVEL MODE USED.

Q – What is a RideGuide?

A – A FULL-COLOR DOCUMENT PRODUCED BY OCTA THAT SHOWS TRANSIT LINES, PARK AND RIDE LOTS, MILES YOU COMMUTE EACH YEAR AND A LIST OF FELLOW EMPLOYEES INTERESTED IN CARPOOLING FROM YOUR AREA.

Q – I'm not sure if my survey was submitted – how can I verify that it was accepted?

A – IT'S OK TO ENTER THE SURVEY AGAIN – THE PROGRAM WILL DELETE ANY DUPLICATES.

Q – My computer froze before I could complete the survey – what should I do?

A – CALL LEON PHUNG AT 714/834-7357 FOR TECHNICAL PROBLEMS AND/OR COMPLETE THE SURVEY AGAIN (DUPLICATES ARE HANDLED BY THE PROGRAM).

Q – Can I complete the survey in all Capital letters?

A – YES

Q – Can I enter my cell phone number in instead of my work phone number?

A – YES

Q – Can I use my personal e-mail address instead of my work e-mail?

A – YES, BUT WE PREFER THAT YOU USE YOUR WORK E-MAIL ADDRESS.

Q – I only work part time – what do I enter put for the commute modes on the other days?

A – SELECT "OTHER TYPE OF DAY-OFF."

Q – I drive alone part of the way before I board the train – which commute mode should I select?

A – SELECT THE MODE THAT YOU USE FOR THE MAJORITY OF THE COMMUTE TRIP.

Q – I need extra copies of the paper version of the survey – where do I get them?

A – THE PAPER VERSION OF THE SURVEY IS POSTED ON THE COUNTY'S RIDESHARE WEB SITE. [\[CLICK HERE\]](#) TO VIEW AND PRINT THE .PDF FILE.

Q – Is it okay if I make extra copies of the paper version of the survey form?

A – YES

Q – Where do I send the paper version of the survey after I have completed it?

A – SEND THE COMPLETED SURVEYS VIA PONY MAIL TO THE RIDESHARE OFFICE AT BLDG 10 – FIRST FLOOR.

Q – Can I complete the survey for my staff if they are not available?

A – YES

Q – I get to work early just to beat the traffic, but my “real” scheduled start time begins later in the morning – what should I put in the scheduled report time field?

A – ENTER THE TIME THAT YOU ACTUALLY ARRIVED AT YOUR WORKSITE.

Q – I carpool to the train station – which mode should I select on the commute mode field?

A – SELECT THE MODE THAT YOU USE FOR THE MAJORITY OF THE COMMUTE TRIP.

Q – I used an electric scooter to get to work – what do I select on the survey?

A – SELECT THE “BIKE” OR “WALK” MODE.

Q – My spouse and I drive in to work together – does that count as a carpool?

A – YES, YOU WOULD SELECT “2 PERSON IN VEHICLE” FOR THE COMMUTE MODE.

Q – I drive in with a non-County employee – does that count as a carpool?

A – YES

Q – I drive my kids to school on my way into work – does that count as a carpool?

A – ONLY IF THE KIDS ARE WITH YOU FOR MORE THAN 50% THE ONE-WAY TRIP DISTANCE.

Q – What does “commute mode” mean?

A – SEE BELOW FOR EXPLANATION OF EACH COMMUTE MODE:

- **Flex Schedule Day(s) Off:** This applies to employees who as an alternative to completing basic work requirements in five eight-hour workdays in one week or 10 eight-hour workdays in two weeks, are scheduled in a manner that reduces vehicle trips to the worksite. Enter one of the commute codes 4 thru 6 to indicate your flex schedule day(s) off or compressed work week day(s) off during the survey week.
 - 3/36: Work 3 days/12 hours each day, with 2 days off
 - 4/40: Work 4 days/10 hours each day; with 1 day off
 - 9/80: Work 9 days/80 hours; with 1 day off in a 2 week period
- **Other Days Off:** During the seven-day week of the survey, indicate your weekend days off by selecting a commute code of “1”. If you are on vacation, select a commute code of “2” for those days. If you are sick, select a commute code of “3” for those days. If you are absent from work for any other reasons, other than weekend day off, vacation or sick, enter a code of “7” as “Other Type of Day Off.” Some examples of “Other Type of Day Off” are jury duty, leave of absence, home dispatched, etc.
- **Bus:** You count as a bus rider if you travel to work by a public bus for the majority (50+%) of the total commute trip distance
- **Train or Metrolink:** You count as a train or Metrolink rider if you travel to work by train or rail for the majority (50+%) of the total commute trip distance
- **Walk or Bicycle:** You count as a walker/biker if you walk or bike to work for the majority (50+%) of the total commute trip distance
- **Electric Vehicle:** If you commute to work in an electric or Zero Emission vehicle (excluding Hybrid Vehicles), please enter a commute code of “22”. Do not check any other rows for that day even if you carpool in an electric vehicle
- **Telecommute/Telework:** Telecommuting is defined as working at home, or at a satellite work station during the entire day that results in a reduction of more than 50+% of your commute distance between your home and your worksite
- **Noncommuting:** Use this code to indicate the days you are either outside the SCAQMD jurisdiction (all of Orange County and the non-desert portions of Los Angeles, San Bernardino, and Riverside counties) to complete work assignments or you generate no vehicle trips associated with arriving at or leaving the worksite (e.g. hospital employees, fire fighters, airline employees, police officers, etc.)