# STATE OF THE PARTY OF THE PARTY

# **Frequently Asked Questions**

# County of Orange All Employees Annual Transportation Survey Rideshare@ocgov.com



Thank you for completing the Annual Transportation Survey. We are required by the South Coast Air Quality Management District to conduct this survey and to calculate the average vehicle ridership for commute trips made or eliminated during the peak commute times during a one week period. All information is kept confidential and is not shared with any outside agency or entity.

- 1. Why must I enter a start time for a day that I did not work?
- 2. I did not work during the survey week do I still need to complete the survey?
- 3. Can I complete the survey for my staff if they are not available?
- 4. <u>I work for the Superior Courts do I need to still complete the survey?</u>
- 5. <u>Is "extra help" staff required to complete the survey?</u>
- 6. I only work part time what do I enter for the commute modes on the other days?
- 7. I do not rideshare do I need to still complete the survey?
- 8. I'm not sure if my survey was submitted how can I verify that it was accepted?
- 9. My computer froze before I could complete the survey what should I do?
- 10. Can I get a confirmation or proof that I have completed the survey?
- 11. Can I complete the survey in all capital letters?
- 12. Can I enter my cell phone number in instead of my work phone number?
- 13. Can I use my personal e-mail address instead of my work e-mail?
- 14. I drive alone part of the way before I board the train which commute mode should I select?
- 15. I need extra copies of the paper version of the survey where do I get them?
- 16. Is it okay if I make extra copies of the paper version of the survey form?
- 17. Where do I send the paper version of the survey after I have completed it?
- 18. Does my Club Rideshare membership get renewed when I submit a survey?
- 19. 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?
- 20. <u>I carpool to the train station which mode should I select on the commute mode field?</u>
- 21. I used an electric scooter to get to work what do I select on the survey?
- 22. My spouse and I drive in to work together does that count as a carpool?
- 23. I drive in with a non-County employee does that count as a carpool?
- 24. I drive my kids to school on my way into work does that count as a carpool?
- 25. What does "3/36 or 4/40 or 9/80 Scheduled Flex Day Off" mean?
- 26. What does "Out of Area" mean?
- 27. Where can I find my employee ID number?
- 1. Why must I enter a start time for a day that I did not work?

THE SYSTEM NEEDS THIS INFORMATION FOR CERTAIN CALCULATIONS EXCEPT FOR WEEKEND DAYS OFF. PLEASE ENTER THE TIME YOU WOULD HAVE STARTED WORK IF YOU HAD WORKED ON THAT DAY.

- I did not work during the survey week do I still need to complete the survey?
   YES, INDICATE THAT YOU WERE ON VACATION, SICK, ETC., FOR EACH DAY. ALSO INDICATE THE TIME YOU WOULD HAVE REPORTED TO WORK IF YOU HAD WORKED.
- 3. Can I complete the survey for my staff if they are not available? YES
- 4. <u>I work for the Superior Courts do I need to still complete the survey?</u> YES.

1 Rev 09/05/13

# **Frequently Asked Questions**

County of Orange
All Employees Annual Transportation Survey
Rideshare@ocgov.com



- 5. <u>Is "extra help" staff required to complete the survey?</u>
  ALL COUNTY OF ORANGE AND SUPERIOR COURT EMPLOYEES (FULL, PART TIME and EXTRA HELP) NEED TO COMPLETE THE SURVEY. CONTRACTORS ARE EXEMPT.
- 6. <u>I only work part time what do I enter for the commute modes on the other days?</u>
  SELECT "OTHER TYPE OF DAY-OFF." ALSO INDICATE THE TIME YOU WOULD HAVE REPORTED TO WORK IF YOU HAD WORKED.
- 7. <u>I do not rideshare do I need to still complete the survey?</u>
  YES, THIS SURVEY IS USED TO DETERMINE HOW EMPLOYEES COMMUTE TO WORK, REGARDLESS OF THE TRAVEL MODE USED.
- 8. <u>I'm not sure if my survey was submitted how can I verify that it was accepted?</u>
  IT IS OK TO ENTER THE SURVEY AGAIN THE PROGRAM WILL DELETE ANY DUPLICATES.
- 9. My computer froze before I could complete the survey what should I do?

  CALL YOUR IT STAFF FOR TECHNICAL PROBLEMS AND/OR COMPLETE THE SURVEY AGAIN (DUPLICATES ARE HANDLED BY THE PROGRAM).
- Can I get a confirmation or proof that I have completed the survey?
   MANAGERS WILL HAVE THE ABILITY TO VERIFY INDIVIDUAL RESPONSES AS WELL AS TOTAL AGENCY RESPONSE RATES.
- 11. Can I complete the survey in all Capital letters? YES.
- 12. Can I enter my cell phone number in instead of my work phone number? YES.
- 13. Can I use my personal e-mail address instead of my work e-mail?
  YES, BUT WE PREFER THAT YOU USE YOUR WORK E-MAIL ADDRESS.
- 14. <u>I drive alone part of the way before I board the train which commute mode should I select?</u> SELECT THE MODE THAT YOU USE FOR THE <u>MAJORITY</u> OF THE COMMUTE TRIP.
- 15. <u>I need extra copies of the paper version of the survey where do I get them?</u>
  THE PAPER VERSION OF THE SURVEY IS POSTED ON THE COUNTY'S RIDESHARE WEB SITE ON THE MANAGER'S RIDESHARE TOOLS TAB.
- 16. <u>Is it okay if I make extra copies of the paper version of the survey form?</u> YES.
- 17. Where do I send the paper version of the survey after I have completed it?

  SEND THE SURVEYS VIA PONY MAIL TO THE RIDESHARE OFFICE, BLDG 10, FIRST FLOOR.
- 18. Does my Club Rideshare membership get renewed when I complete the survey?

2 Rev 09/05/13



# **Frequently Asked Questions**

County of Orange
All Employees Annual Transportation Survey
Rideshare@ocgov.com



NO. YOU WILL RECEIVE A RENEWAL NOTICE ONE MONTH BEFORE YOUR MEMBERSHIP ANNIVERSARY DATE.

- 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?
   ENTER THE TIME THAT YOU ACTUALLY BEGAN WORKING.
- 20. <u>I carpool to the train station which mode should I select on the commute mode field?</u>
  SELECT THE MODE THAT YOU USE FOR THE MAJORITY OF THE COMMUTE TRIP.
- 21. <u>I used an electric scooter to get to work what do I select on a survey?</u> SELECT THE "BIKE" OR "WALK" MODE.
- 22. My spouse and I drive in to work together does that count as a carpool?
  YES, YOU WOULD SELECT "2 PERSONS IN VEHICLE" FOR THE COMMUTE MODE.
- 23. <u>I drive in with a non-County employee does that count as a carpool?</u>
  YES, AS LONG AS YOU SHARE THE RIDE FOR THE MAJORITY OF THE COMMUTE.
- 24. <u>I drive my kids to school on my way into work does that count as a carpool?</u>
  ONLY IF THE KIDS ARE WITH YOU FOR MORE THAN 50% OF YOUR COMMUTE.
- 25. What does "3/36 or 4/40 or 9/80 Scheduled Flex Day Off" mean?

  This applies to employees who as an alternative to working 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.
- 26. What does "Out of Area" mean?

Use this code to indicate the days you worked outside the South Coast Air Quality Management District's jurisdiction (all of Orange County and the non-desert portions of Los Angeles, San Bernardino, and Riverside counties).

27. Where can I find my employee ID number? Click HERE for employee ID FAQs.

3 Rev 09/05/13