



**Washington State  
Department of Transportation**

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# **Commuter Trip Reduction Guidebook**

**M 3136**

2023-2025 Biennium

**Public Transportation Division**  
Commuter Trip Reduction Program

## ENGLISH

### Title VI Notice to Public

It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equity and Civil Rights (OECR). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OECR's Title VI Coordinator at 360-705-7090.

### Americans with Disabilities Act (ADA) Information

This material can be made available in an alternate format by emailing the Office of Equity and Civil Rights at [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) or by calling toll free, 855-362-4ADA(4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

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## ESPAÑOL

### Notificación de Título VI al Público

La política del Departamento de Transporte del Estado de Washington (Washington State Department of Transportation, WSDOT) es garantizar que ninguna persona, por motivos de raza, color u origen nacional, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964, sea excluida de la participación, se le nieguen los beneficios o se le discrimine de otro modo en cualquiera de sus programas y actividades. Cualquier persona que considere que se ha violado su protección del Título VI puede presentar una queja ante la Oficina de Equidad y Derechos Civiles (Office of Equity and Civil Rights, OECR) del WSDOT. Para obtener más información sobre los procedimientos de queja del Título VI o información sobre nuestras obligaciones contra la discriminación, comuníquese con el coordinador del Título VI de la OECR al 360-705-7090.

### Información de la Ley sobre Estadounidenses con Discapacidades (ADA, por sus siglas en inglés)

Este material puede estar disponible en un formato alternativo al enviar un correo electrónico a la Oficina de Equidad y Derechos Civiles a [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) o llamando a la línea sin cargo 855-362-4ADA(4232). Personas sordas o con discapacidad auditiva pueden solicitar la misma información llamando al Washington State Relay al 711.

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## 한국어 - KOREAN

### 제6조 관련 공지사항

워싱턴 주 교통부(WSDOT)는 1964년 민권법 타이틀 VI 규정에 따라, 누구도 인종, 피부색 또는 출신 국가를 근거로 본 부서의 모든 프로그램 및 활동에 대한 참여가 배제되거나 혜택이 거부되거나, 또는 달리 차별받지 않도록 하는 것을 정책으로 하고 있습니다. 타이틀 VI에 따른 그/그녀에 대한 보호 조항이 위반되었다고 생각된다면 누구든지 WSDOT의 평등 및 민권 사무국(OECR)에 민원을 제기할 수 있습니다. 타이틀 VI에 따른 민원 처리 절차에 관한 보다 자세한 정보 및/또는 본 부서의 차별금지 의무에 관한 정보를 원하신다면, 360-705-7090으로 OECR의 타이틀 VI 담당자에게 연락해주시십시오.

### 미국 장애인법(ADA) 정보

본 자료는 또한 평등 및 민권 사무국에 이메일 [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) 을 보내시거나 무료 전화 855-362-4ADA(4232)로 연락하셔서 대체 형식으로 받아보실 수 있습니다. 청각 장애인은 워싱턴주 중계 711로 전화하여 요청하실 수 있습니다.

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## русский - RUSSIAN

### Раздел VI Общественное заявление

Политика Департамента транспорта штата Вашингтон (WSDOT) заключается в том, чтобы исключить любые случаи дискриминации по признаку расы, цвета кожи или национального происхождения, как это предусмотрено Разделом VI Закона о гражданских правах 1964 года, а также случаи недопущения участия, лишения льгот или другие формы дискриминации в рамках любой из своих программ и мероприятий. Любое лицо, которое считает, что его средства защиты в рамках раздела VI были нарушены, может подать жалобу в Ведомство по вопросам равенства и гражданских прав WSDOT (OECR). Для дополнительной информации о процедуре подачи жалобы на несоблюдение требований раздела VI, а также получения информации о наших обязательствах по борьбе с дискриминацией, пожалуйста, свяжитесь с координатором OECR по разделу VI по телефону 360-705-7090.

### Закон США о защите прав граждан с ограниченными возможностями (ADA)

Эту информацию можно получить в альтернативном формате, отправив электронное письмо в Ведомство по вопросам равенства и гражданских прав по адресу [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) или позвонив по бесплатному телефону 855-362-4ADA(4232). Глухие и слабослышащие лица могут сделать запрос, позвонив в специальную диспетчерскую службу штата Вашингтон по номеру 711.(4232). Глухие и слабослышащие лица могут сделать запрос, позвонив в специальную диспетчерскую службу штата Вашингтон по номеру 711.

## tiếng Việt – VIETNAMESE

### Thông báo Khoản VI dành cho công chúng

Chính sách của Sở Giao Thông Vận Tải Tiểu Bang Washington (WSDOT) là bảo đảm không để cho ai bị loại khỏi sự tham gia, bị từ khước quyền lợi, hoặc bị kỳ thị trong bất cứ chương trình hay hoạt động nào vì lý do chủng tộc, màu da, hoặc nguồn gốc quốc gia, theo như quy định trong Mục VI của Đạo Luật Dân Quyền năm 1964. Bất cứ ai tin rằng quyền bảo vệ trong Mục VI của họ bị vi phạm, đều có thể nộp đơn khiếu nại cho Văn Phòng Bảo Vệ Dân Quyền và Bình Đẳng (OECR) của WSDOT. Muốn biết thêm chi tiết liên quan đến thủ tục khiếu nại Mục VI và/hoặc chi tiết liên quan đến trách nhiệm không kỳ thị của chúng tôi, xin liên lạc với Phó Trí Viên Mục VI của OECR số 360-705-7090.

### Thông tin về Đạo luật Người Mỹ tàn tật (Americans with Disabilities Act, ADA)

Tài liệu này có thể thực hiện bằng một hình thức khác bằng cách email cho Văn Phòng Bảo Vệ Dân Quyền và Bình Đẳng [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) hoặc gọi điện thoại miễn phí số, 855-362-4ADA(4232). Người điếc hoặc khiếm thính có thể yêu cầu bằng cách gọi cho Dịch vụ Tiếp âm Tiểu bang Washington theo số 711.

## العربية – ARABIC

### العنوان 6 إشعار للجمهور

تتمثل سياسة وزارة النقل في ولاية واشنطن (WSDOT) في ضمان عدم استبعاد أي شخص، على أساس العرق أو اللون أو الأصل القومي من المشاركة في أي من برامجها وأنشطتها أو الحرمان من الفوائد المتاحة بموجبها أو التعرض للتمييز فيها بخلاف ذلك، كما هو منصوص عليه في الباب السادس من قانون الحقوق المدنية لعام 1964. ويمكن لأي شخص يعتقد أنه تم انتهاك حقوقه التي يكفلها الباب السادس تقديم شكوى إلى مكتب المساواة والحقوق المدنية (OECR) التابع لوزارة النقل في ولاية واشنطن. للحصول على معلومات إضافية بشأن إجراءات الشكاوى وأو بشأن التزاماتنا بعدم التمييز بموجب الباب السادس، يرجى الاتصال بمنسق الباب السادس في مكتب المساواة والحقوق المدنية على الرقم 360-705-7090.

### معلومات قانون الأمريكيين ذوي الإعاقة (ADA)

يمكن توفير هذه المواد في تنسيق بديل عن طريق إرسال رسالة بريد إلكتروني إلى مكتب المساواة والحقوق المدنية على [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) أو عن طريق الاتصال بالرقم المجاني: 855-362-4ADA (4232). يمكن للأشخاص الصم أو ضعاف السمع تقديم طلب عن طريق الاتصال بخدمة Washington State Relay على الرقم 711.

## 中文 – CHINESE

### 《权利法案》Title VI公告

<華盛頓州交通部(WSDOT)政策規定，按照《1964年民權法案》第六篇規定，確保無人因種族、膚色或國籍而被排除在WSDOT任何計畫和活動之外，被剝奪相關權益或以其他方式遭到歧視。如任何人認為其第六篇保護權益遭到侵犯，則可向WSDOT的公平和民權辦公室(OECR)提交投訴。如需關於第六篇投訴程式的更多資訊和/或關於我們非歧視義務的資訊，請聯絡OECR的第六篇協調員，電話360-705-7090。

### 《美国残疾人法案》(ADA)信息

可向公平和民權辦公室發送電子郵件[wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov)或撥打免費電話 855-362-4ADA(4232)，以其他格式獲取此資料。听力丧失或听觉障碍人士可拨打711联系Washington州转接站。

## Af-soomaaliga – SOMALI

### Ciwaanka VI Ogeysiiska Dadweynaha

Waa siyaasada Waaxda Gaadiidka Gobolka Washington (WSDOT) in la xaqiijiy in aan qofna, ayadoo la cuskanaayo sababo la xariira isir, midab, ama wadanku kasoo jeedo, sida ku qoran Title VI (Qodobka VI) ee Sharciga Xaquuqda Madaniga ah ah oo soo baxay 1964, laga saarin ka qaybgalka, loo diidin faa'iidooyinka, ama si kale loogu takoorin barnaamijyadeeda iyo shaqooyinkeeda. Qof kasta oo aaminsan in difaaciisa Title VI la jebiyay, ayaa cabasho u gudbin kara Xafiiska Sinaanta iyo Xaquuqda Madaniga ah (OECR) ee WSDOT. Si aad u hesho xog dheeraad ah oo ku saabsan hanaannada cabashada Title VI iyo/ama xogta la xariirta waajibbaadkeena ka caagan takoorka, fadlan la xariir Iskuduwaha Title VI ee OECR oo aad ka wacayso 360-705-7090.

### Macluumaadka Xeerka Naafada Marykanka (ADA)

Agabkaan ayaad ku heli kartaa qaab kale adoo iimeel u diraaaya Xafiiska Sinaanta iyo Xaquuqda Madaniga ah oo aad ka helayso [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) ama adoo wacaaya laynka bilaashka ah, 855-362-4ADA(4232). Dadka naafada maqalka ama maqalku ku adag yahay waxay ku codsan karaan wicitaanka Adeega Gudbinta Gobolka Washington 711.

If you have difficulty understanding English, you may, free of charge, request language assistance services by calling 360-705-7800 or email us at: [PubTrans@wsdot.wa.gov](mailto:PubTrans@wsdot.wa.gov)

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## ESPAÑOL – SPANISH

### Servicios de traducción

Aviso a personas con dominio limitado del idioma inglés: Si usted tiene alguna dificultad en entender el idioma inglés, puede, sin costo alguno, solicitar asistencia lingüística con respecto a esta información llamando al 360-705-7800, o envíe un mensaje de correo electrónico a: [PubTrans@wsdot.wa.gov](mailto:PubTrans@wsdot.wa.gov)

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## 한국어 – KOREAN

### 번역 서비스

영어로 소통하는 것이 불편하시다면 360-705-7800, 으로 전화하시거나 다음 이메일로 연락하셔서 무료 언어 지원 서비스를 요청하실 수 있습니다: [PubTrans@wsdot.wa.gov](mailto:PubTrans@wsdot.wa.gov)

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## русский – RUSSIAN

### Услуги перевода

Если вам трудно понимать английский язык, вы можете запросить бесплатные языковые услуги, позвонив по телефону 360-705-7800, или написав нам на электронную почту: [PubTrans@wsdot.wa.gov](mailto:PubTrans@wsdot.wa.gov)

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## tiếng Việt – VIETNAMESE

### các dịch vụ dịch thuật

Nếu quý vị không hiểu tiếng Anh, quý vị có thể yêu cầu dịch vụ trợ giúp ngôn ngữ, miễn phí, bằng cách gọi số 360-705-7800, hoặc email cho chúng tôi tại: [PubTrans@wsdot.wa.gov](mailto:PubTrans@wsdot.wa.gov)

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## العَرَبِيَّةُ – ARABIC

### خدمات الترجمة

إذا كنت تجد صعوبة في فهم اللغة الإنجليزية، فيمكنك مجاناً طلب خدمات المساعدة اللغوية عن طريق الاتصال بالرقم 360-570-6718 أو مراسلتنا عبر البريد الإلكتروني : [PubTrans@wsdot.wa.gov](mailto:PubTrans@wsdot.wa.gov)

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## 中文 – CHINESE

### 翻译服务

如果您难以理解英文，则请致电：360-705-7800，或给我们发送电子邮件：[PubTrans@wsdot.wa.gov](mailto:PubTrans@wsdot.wa.gov)，请求获取免费语言援助服务。

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## Af-soomaaliga – SOMALI

### Adeegyada Turjumaada

Haddii ay kugu adag tahay inaad fahamtid Ingiriisida, waxaad, bilaash, ku codsan kartaa adeegyada caawimada luuqada adoo wacaaya 360-705-7800 ama iimayl noogu soo dir: [PubTrans@wsdot.wa.gov](mailto:PubTrans@wsdot.wa.gov)

# Contents

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- Change log..... 6
- Acronyms..... 7
- Introduction..... 7
- Program administration** ..... 8
  - Commuter trip reduction policy guidance..... 8
  - Purchasing policies..... 8
  - Travel expenses ..... 8
  - Use of federal funds..... 9
  - Assignments and subcontracts ..... 9
  - In Good Standing Policy ..... 9
  - Performance requirements for In-Good-Standing Status ..... 10
  - Consequences for noncompliance ..... 10
- Records**..... 11
  - Financial management..... 11
  - Records retention..... 11
  - Audits..... 11
- Required local commuter trip reduction program submittals** ..... 12
  - 1. Administrative workplan..... 12
  - 2. Quarterly status reports ..... 13
  - 3. Claim reimbursements ..... 13
  - 4. Commuter trip reduction subsidies, incentives, and rewards ..... 13
  - 5. Employee survey results or alternate performance measurement method..... 14
  - 6. Worksite program reports ..... 15
  - 7. Region, county, and city commuter trip reduction plans, 2025-2029 ..... 15
  - 8. Worksite exemptions ..... 15
- Appendix A Commuter trip reduction administrative workplan template..... 16
- Appendix B Quarterly status report ..... 22
- Appendix C Incentives standards and guidance ..... 24
- Appendix D Commuter trip reduction employer exemption form..... 26
- Glossary** ..... 27

# Change log

| Date                     | Chapter  | Section  | Description   |
|--------------------------|--|--|---|
| June 2020                | -  | -  | Guidebook revised to address new incentives guidance and worksite exemption.  |
| December 2022            | Throughout   | -  | Updated contacts and recently recodified laws. Made non-substantive edits.  |
|                          | Title page   | -  | Updated biennium.   |
|                          | Required local commute trip reduction program submittals | 5. Commute trip reduction performance management | Changed the two-year survey cycle end date. Revised worksite survey date for spring. Removed outdated resources and policies.   |
| June 2023                | Throughout   | -  | Made non-substantive edits to add clarity and brevity. Updated key dates to reflect new biennium. Removed out-of-date guidance.   |
|                          | Program administration                                   | Travel expenses                                  | Added section on in-state and out-of-state travel expenses.   |
|                          | Required local commute trip reduction program submittals | -  | Substantive changes throughout chapter: <ul style="list-style-type: none"> <li>Added region, county, and city commute trip reduction planning requirements.</li> <li>Removed requirement for final progress reports.</li> <li>Updated claim reimbursement section with Grant Management System information.</li> <li>Made changes to survey guidance.</li> <li>Made changes to worksite program reports.</li> <li>Removed requirement for citing potential issues and risks in administrative workplans.</li> <li>Added guidance on surveying all employees at a worksite.</li> <li>Developed new response rate guidance.</li> <li>Removed reference to 2018-2023 planning requirements.</li> </ul> |
|                          | <a href="#">Appendix A</a>                               | -  | Replaced previous administrative workplan example with new commute trip reduction administrative workplan template. Removed illustrative commute trip reduction program calendar.   |
|                          | <a href="#">Appendix B</a>                               | -  | Updated quarterly status report.  |
|                          | <a href="#">Appendix C</a>                               | -  | Combined incentives guidance with resources for using incentives.   |
| <a href="#">Glossary</a> | -  | Newly developed glossary.                        |   |

# Acronyms

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|       |   |
|-------|---|
| CTR   | Commuter trip reduction                       |
| GMS   | Grants Management System                      |
| RCW   | Revised Code of Washington                    |
| SOV   | Single-occupancy vehicle                      |
| TDM   | Transportation demand management              |
| WAC   | Washington Administrative Code                |
| WSDOT | Washington State Department of Transportation |

## Introduction

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WSDOT developed this guidebook to provide you with a resource for managing state funds for the Commute Trip Reduction (CTR) Program ([RCW 70A.15.4000-4110](#) and [Chapter 468- 63 WAC](#)) and other transportation demand management (TDM) projects.

This guidebook offers guidance and direction for maintaining compliance with laws and regulations associated with state CTR funding.

WSDOT reviews this guidebook at least every two years and may make interim updates. The most up to date version of the guidebook is at [wsdot.wa.gov/business-wsdot/grants/public-transportation-grants/apply-and-manage-your-grant](https://wsdot.wa.gov/business-wsdot/grants/public-transportation-grants/apply-and-manage-your-grant).

This guidebook doesn't supersede any other local, state, or federal agreements. If sections of this guidebook are inconsistent with the terms and conditions of other agreements, you are contractually bound to follow the agreements. Contact the WSDOT contract manager listed on the front of your agreement for more information.

For general questions about CTR, contact Ricardo Gotla at [Ricardo.Gotla@wsdot.wa.gov](mailto:Ricardo.Gotla@wsdot.wa.gov) or 206-716-1114.

## Commute trip reduction policy guidance

In 1991, the Washington State Legislature passed the [CTR Act](#), codified in law under [RCW 70.94.521-555](#) (recodified as 70A.15.4000-4110 in 2020). The law called on many local jurisdictions and employers to undertake efforts to address traffic congestion, air pollution, and fuel consumption.

In 2006, the legislature updated the law with the [CTR Efficiency Act](#). The update supported increased local authority, customization, and investment. In 2007, the CTR Board established administrative rules for the foundational CTR Program under [Chapter 468-63 WAC](#).

CTR laws and rules target worksites in designated urban growth areas. Worksites in these locations are “CTR-affected” if they have 100 or more full-time employees who commute between 6 and 9 a.m. on weekdays 12 months per year. The city, county or region (or their designee) must develop and deliver the jurisdiction’s CTR program, which includes but is not limited to CTR plans, identifying affected worksites, and ensuring that these worksites deliver their CTR programs.

More than 1,000 worksites and 550,000 commuters participate in the CTR Program statewide. Worksites develop and manage their own CTR programs based on:

- TDM strategies identified as having the highest effect for their employees.
- Locally adopted measures and targets.

## Purchasing policies

If you use state CTR funds for procurement, you must use a competitive procurement process ([RCW 39.26.120](#)). Your procurement process must also be in accordance with your purchasing policies and must follow all applicable state laws.

## Travel expenses

### *In-state travel expenses*

Travel expenses incurred by your employees are eligible for reimbursement through your grant if the trip is directly related to the project. The rate you use to reimburse employees must not exceed the current per diem and lodging rates for state employees. Rates for specific areas of the state are available from the Washington State Office of Financial Management at [www.ofm.wa.gov/accounting/administrative-accounting-resources/travel](http://www.ofm.wa.gov/accounting/administrative-accounting-resources/travel).

WSDOT will only reimburse the cost of coach seats on airplane flights and economy class vehicle rentals.

Travel to counties bordering Washington state is considered in-state travel.



## ***Out-of-state travel expenses***

Most out-of-state travel isn't eligible for reimbursement. However, the trip expenses may be eligible if an out-of-state trip directly relates to your project (i.e., training, vehicle inspection). The rate you use to reimburse employees must not exceed the government rates published by the [U.S. General Services Administration](#).

To be eligible for reimbursement, you must submit a written request to your assigned WSDOT contact listed on your agreement prior to taking the trip. Your request must describe:

- The purpose of the trip.
- How the trip will benefit your project.

WSDOT will send a letter of approval or denial for the trip to your organization. You should keep this letter in your project file.

WSDOT will only reimburse the cost of coach seats on airplane flights and economy class vehicle rentals.

## **Use of federal funds**

If you receive additional federal funds directly from the federal government or are using state funds as federal match, you must comply with all federal rules and regulations. Contact your contract manager to discuss the process for using state funds as federal match.

If you are found in noncompliance with federal rules and regulations, you must notify WSDOT in writing as soon as possible. Your notification should include details of your noncompliant activities. WSDOT will work with you to determine next steps.

## **Assignments and subcontracts**

Your assignments and subcontracts (third-party contracts) must include certain provisions, as outlined in your agreement.

All third-party contracts, including purchase-of-service contracts, are subject to your competitive procurement requirements.

## **In Good Standing Policy**

WSDOT is responsible for administering grant funds in accordance with state and federal laws and regulations. Additionally, you as a grant recipient and WSDOT are responsible for oversight and accountability that foster transparency and assist in maintaining public confidence.

You must maintain WSDOT's In Good Standing Status to receive grant funds.

## Performance requirements for In-Good-Standing Status

During your project, WSDOT staff will evaluate the following performance requirements for determining your In-Good-Standing Status:

Compliance with all contractual obligations and satisfactory progress toward project completion, including:

- Staying on schedule.
- Performing the work described in your transportation demand management implementation agreement scope of work.
- Maintaining the local match level detailed in the project budget.
- Adequacy of financial records that document and support all grant expenses.
- Submittal of accurate and timely progress reports and reimbursement requests.
- Timely compliance with recommended measures for identified deficiencies.
- Timely and complete responses to any WSDOT communication and requests for information.

## Consequences for noncompliance

If you don't meet performance requirements, you won't maintain In Good Standing Status and can expect one or more consequences from WSDOT, including, but not limited to:

- Suspended payment of grant funds.
- Written warning to your grant project manager, organization executives, and board of directors that identifies deficiencies, the necessary remedies, and a timeline for those corrections.
- Ineligibility for any additional grant funds within either the current biennium or in future biennia.
- Audit of the organization to determine the extent of compliance with contractual obligations.
- Suspension or termination of the grant contract(s) and loss of grant funds.
- Negotiated return or buyout of any grant-funded capital vehicle, equipment purchase, or capital construction project.
- Appropriate legal action.

You'll receive written notice at least 30 days prior to any of the consequences above. Notices will always include an offer to meet with WSDOT prior to establishing consequences.

# Records

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## Financial management

WSDOT must comply with financial and administrative policy and procedure requirements from the Washington State Office of Financial Management in the [State Administrative and Accounting Manual](#).

Local governments must collect and report their revenues and expenditures to the Washington State Auditor's Office in the Budget, Accounting, and Reporting System ([RCW 43.09.200](#)).

As a requirement of receiving state CTR funds, you must meet all requirements in the [Budget, Accounting, and Reporting System manuals](#).

## Records retention

You must retain records related to state CTR funds during the term of your project and for six years after.

You should establish a records retention policy that conforms to audit requirements in Audits. WSDOT expects you to keep project records documenting project activities and costs.

## Audits

As a condition of receiving state CTR funds through WSDOT, you may be required to participate in an audit conducted by the Washington State Auditor's Office ([RCW 43.09.055](#)). The office typically conducts these audits when it's auditing WSDOT. If you lose your In Good Standing Status, WSDOT may conduct an audit of all CTR programs within your jurisdiction. These audits may be based on, but are not limited to:

- Your project's scope of work and administrative workplan for local CTR programs.
- Your organization's financial records.
- State and federal laws and regulations referenced in your agreement with WSDOT.

If you hire a subcontractor for services using state CTR funds, the subcontractor may also be subject to an audit or inspection.

# ***Required local commute trip reduction program submittals***

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The following information applies to local CTR programs. Some requirements differ for other projects and programs funded through a TDM implementation agreement.

| <b>What</b>  | <b>When</b>  |
|--|--|
| 1. Administrative workplan   | No later than September of odd numbered years.                         |
| 2. Quarterly progress reports  | Quarterly following execution of agreement.                            |
| 3. Claim reimbursements  | At least quarterly for any eligible expenses incurred in that quarter. |
| 4. Worksite survey results or alternate performance measurement method | As requested by WSDOT within the two-year agreement.                   |
| 5. Worksite program reports  | As requested by WSDOT within the two-year agreement.                   |
| 6. Region, county, and city CTR plans, 2025-2029                       | Completed and approved plan prior to June 30, 2025.                    |
| 7. Worksite exemptions (if applicable)                                 | As requested by WSDOT within the two-year agreement.                   |

## **1. Administrative workplan**

An administrative workplan covering the next two years is a required deliverable of your agreement. This plan describes the work you'll do to deliver your program.

See [Appendix A](#) for a template of the workplan. WSDOT expects you to use the template and update the workplan, at a minimum, no later than September of odd numbered years.

### ***Change requests***

Occasionally, changes to your administrative workplan are necessary. You must document and receive WSDOT approval before implementing the changes.

#### **Change request process**

Consult with your contract manager to determine whether changes to your administrative workplan are necessary and the process to make these changes.

Before submitting a change request, WSDOT recommends you collaborate with people and organizations likely affected by your proposed change.

If changes are necessary, submit change requests by email to your contract manager. Change requests must include:

- Specific information about the proposed change (e.g., scope, deliverables, administrative workplan, budget).
- Reasons for the requested change.
- Expected effects on your worksites and other customers.

## 2. Quarterly status reports

You must submit quarterly status reports within 30 days after the end of a calendar quarter. Your quarterly status reports must contain the information requested and be in the format in [Appendix B](#).

Your quarterly status report must include documentation of the work you completed over the previous quarter, along with your proposed efforts for the upcoming quarter.

## 3. Claim reimbursements

To receive payment for eligible grant expenses, complete and submit a claim reimbursement in the WSDOT Public Transportation Division [Grants Management System](#) (GMS).

For instructions on completing and submitting a claim reimbursement in GMS, see the “Announcements” section on the GMS login page or visit <ftp.wsdot.wa.gov/public/PTD-GMS-Resources>.

### ***Eligible state expenses***

Your expenses must be directly related to a local CTR program and its services and be reasonable in amount to be eligible for reimbursement.

## 4. Commute trip reduction subsidies, incentives, and rewards

You may use subsidies, incentives, and rewards to promote non-single-occupancy-vehicle (SOV) modes of travel. [Appendix C](#) has WSDOT’s standards for use of state funds for incentives. You and your subcontractors must follow the standards for the state portion of your funding.

You may use private, federal, and local funds to provide subsidies, incentives, and rewards beyond those allowed in WSDOT’s standards. If interested, you should explore the policies and guidance associated with these funding sources.

[Appendix C](#) also has guidance on the methodology for using incentive money to support behavior change. This methodology is a proposed process to guide change in travel behavior. Your use of incentive money isn’t limited to this process. WSDOT intends this guidance to allow you the flexibility to use incentive money to support local efforts to change travel behavior within your jurisdiction.

### ***State agency guaranteed ride home***

WSDOT provides reimbursement for expenses incurred for guaranteed rides home available to state-employed commuters assigned to certain worksites (affects only Community Transit, King County Metro, City of Everett, Spokane County, and Thurston Regional Planning Council).

A guaranteed ride home is available to state-employed commuters who, on a given day, need to leave work due to a personal or family emergency but didn’t drive themselves to work (e.g., carpooled, rideshared, rode the bus) ([RCW 43.01.220](#)).

## **Budget**

Unspent grant funds don't carry over into the next biennium.

## **Matching funds**

WSDOT doesn't require matching funds for your project. WSDOT encourages you to use local funds to augment CTR funds you receive from the state.

# **5. Employee survey results or alternate performance measurement method**

## **Surveying**

All CTR-affected worksites must survey employees at least once during the biennium.

Worksites must only survey during the following periods:

- The first Monday in March through the last full week before Memorial Day.
- The third Monday in September through the last full week before Nov. 15.

Worksites should make employee surveys available to employees for two weeks, with an optional third week if necessary to increase response rates.

WSDOT limits surveying to these dates and to the two- to three-week period to ensure validity of survey data. Surveying outside these dates or for longer periods will bias the data (e.g., holidays, inclement weather, vacations, road construction).

## **Survey all employees at a worksite**

Worksites must survey all employees assigned to the worksite, even those who are full-time-remote workers, teleworkers, or don't meet the definition of CTR affected (e.g., don't arrive between 6 and 9 a.m., not full-time).

The survey tool will determine which employees are CTR affected and allow implementers and worksites to view results by:

- CTR affected only
- Non-CTR affected only
- All employees

## **Response rate guidance**

| Employee count | Target response rate |
|----------------|----------------------|
| Under 200      | 70%                  |
| 200-500        | 60%                  |
| 501-1000       | 50%                  |
| 1001-5000      | 30%                  |
| Over 5000      | 10%                  |

A worksite's target response rate depends on the number of employees at the worksite, as shown in the table above. This is because, with larger sites, fewer employees need to respond to get a representative sample.

These response rates are targets, not requirements. A worksite must make a good-faith effort (as determined by the implementer(s) and verified by WSDOT) to reach the target response rates. If a worksite makes a good-faith effort but fails to meet the target response rate, the worksite doesn't need to resurvey.

Worksites can complete surveys in WSDOT's survey system or through alternate methods.

## ***Alternate performance measurement method and equivalent surveying data***

WSDOT will provide guidance for these topics by Sept. 1, 2023.

### **6. Worksite program reports**

Every CTR-affected worksite must complete an employer-report survey and program description (known informally as a program report) at least once a biennium. Worksites usually complete the report in the year they aren't doing the worksite employee survey.

The worksite's employee transportation coordinator completes the report. An executive at the worksite verifies and signs the report.

Worksites can complete these reports in the WSDOT-provided survey system or through alternate methods, but must submit the data to WSDOT. Implementers can access survey data through the survey system.

#### ***Equivalent program report data***

Jurisdictions must obtain WSDOT's approval to collect program report data through a tool other than WSDOT's survey system. If WSDOT approves, a jurisdiction must input data into WSDOT's survey system.

WSDOT will provide further guidance on this topic Sept. 1, 2023.

### **7. Region, county, and city commute trip reduction plans, 2025-2029**

Jurisdictions must develop comprehensive, four-year CTR plans.

Jurisdictions develop the plans in consultation with local transit agencies, regional transportation planning organizations, major employers, neighboring jurisdictions, and other interested parties.

WSDOT will provide guidance on updating plans for 2025-2029 by mid to late 2023.

### **8. Worksite exemptions**

Jurisdictions can exempt worksites from participation in the CTR Program if worksites have special circumstances described in their local ordinances that prohibit them from participation in the program ([RCW 70A.15.4020 \(1\) and \(9\)](#)).

For jurisdictions that don't have an exemption process, [Appendix D](#) contains the process and requirements for requesting an exemption.

Upon review from the TDM Technical Committee, a jurisdiction can exempt the worksite from participation in the CTR Program for the remainder of the biennium. The jurisdiction must reevaluate the worksite during the following biennium to ensure the worksite continues to meet the exemption requirements.

# Appendix A *Commute trip reduction administrative workplan template*

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The administrative workplan is a requirement of your agreement with WSDOT. You must complete a workplan each biennium.

To develop your workplan, you must use the template on the following pages.

Your workplan must include the following categories and subcategories in the following order:

1. Organization
2. Agreement number
3. Contact
4. Employer engagement
  - a. Identify worksites and employee transportation coordinators
  - b. Engage and train employee transportation coordinators
5. Commute trip reduction plan, 2025-2029
6. Performance reporting
  - a. Worksite surveys
  - b. Program reports
7. Administration
  - a. Financial management
  - b. Program management
8. Guaranteed ride home for state workers (affects only Community Transit, King County Metro, City of Everett, Spokane County, and Thurston Regional Planning Council)
  - a. Service provision

The template has example, optional subcategories. The template also has example activities and deliverables that meet the requirements of categories and subcategories.

**NOTE:** You may customize the activities and deliverables for your program needs.

WSDOT must approve your workplan before you submit your first invoice for reimbursement. Only activities in an approved workplan are eligible for reimbursement.

To request changes to an administrative workplan, submit the revised plan to your WSDOT contract manager with changes clearly indicated.



# Commute trip reduction administrative workplan template

## 1. Organization

[Organization's name]

## 2. Agreement number

PTD[####]

## 3. Local agency contact

[Project manager's name]

[Project manager's phone number]

[Project manager's email]

## 4. Employer engagement

### a. *Identify worksites and employee transportation coordinators (required)*

Example activities:

- Identify prospective worksites.
- Notify employers of legally required activities.
- Verify and maintain list of worksites and employee transportation coordinators in survey and program report system.

Example deliverables:

- Letters to new worksites and employers.
- List of worksites in survey and program report system.

### b. *Engage and train employee transportation coordinators (required)*

Example activities:

- Conduct training sessions.
- Provide outreach and consultation.
- Provide technical assistance for worksite commute programs and employee surveys.
- Encourage employee transportation coordinators attend the Washington State Ridesharing Organization conference and other educational events.
- Host recognition and networking events.
- Send encouragement and reminder emails.

Example deliverables:

- Training slides and handouts.
- Newsletter for employee transportation coordinators.
- List of employee transportation coordinators who completed training or attended events.
- Copies of email invitations.
- Copies of award certificates.

c. **Support distribution of information about transportation options to commuters**

Example activities:

- Develop promotions calendar (e.g., Telework Appreciation Week – March; Bike expo and Earth Day – April; Bike to Work Month – May; Transit Month/ Get on Board – June; TDM Week – September; Rideshare Week and Switch Your Trips Washington – October).
- Promote commute options with employee transportation coordinators at wellness fairs, sustainability fairs, and other employee engagement events.
- Create promotions, produce materials, and distribute them to employee transportation coordinators.
- Convene colleagues from nearby jurisdictions to create regional promotions and share materials.

Example deliverables:

- Copy of promotions calendar.
- Examples of promotional materials.
- Case study documenting promotions results and ideas for future improvement.
- List of events attended.

d. **Enable incentives, subsidies, and disincentives**

Example activities:

- Promote the CTR business-and-occupation tax/public-utilities-tax credit.
- Establish contracts with employers to provide transit passes to their employees.
- Work with worksites to institute or increase parking fees or shift from monthly fees to daily fees.
- Provide education about new Public Rideshare program; subsidize the first three months.
- Foster competition among employers to offer commute incentives.
- Provide information to encourage employers to offer improved commute benefits; commute benefits offered by industry peer organizations, how commute benefits contribute to sustainability, effects of commute benefits on employee satisfaction, recruitment, or retention.
- Provide educational materials that indicate how much workers value commute benefits.
- Encourage state workers to take advantage of the new Public Rideshare Grant
- Program subsidy.
- Provide bike lights.
- Make a telework/compressed-work-week consultant available to employee transportation coordinators.
- Administer guaranteed ride home program.

Example deliverables:

- Case study documenting results of promotions.
- Summary of benefit trends.

## 5. Commute trip reduction plan

WSDOT will provide guidance on updating plans for 2025-2029 by Aug. 1, 2023.

## 6. Performance reporting

### a. *Worksite surveys (required)*

Example activities:

- Review revised policies and tutorials.
- Attend WSDOT trainings and workshops.
- Consider use of equivalent data of instead of WSDOT worksite survey.
- Survey worksites.
- Provide training and technical assistance to employers.
- Monitor online dashboards and help employers interpret and use dashboards to guide their programs.
- Analyze survey results and identify trends.

Example deliverables:

- Survey results.
- Briefing paper on trends.

### b. *Program reports (required)*

Example activities:

- Review revised policies and tutorials.
- Attend WSDOT trainings and workshops.
- Provide training and technical assistance to employee transportation coordinators.
- Analyze program reports and identify trends.

Example deliverables:

- Survey results.
- Briefing paper on trends.

### c. *Worksite needs assessments*

Example activities:

- Obtain regular reports from employee transportation coordinators which include updates on progress toward CTR program requirements, activities, trip tracking, and/or worksite commute trends.
- Analyze reports from employee transportation coordinators, identify needs, and create action plan to meet needs.

Example deliverables:

- Reports.
- Briefing paper on trends.
- Action plan.

## 7. Administration

### a. **Financial management (required)**

Example activities:

- Complete quarterly billing to WSDOT.
- Maintain financial records.
- Apply for additional grant funding (e.g., WSDOT Regional Mobility, Congestion Mitigation and Air Quality).

Example deliverables:

- Invoices
- Quarterly reports
- Financial records
- Grant application

### b. **Program management (required)**

Example activities:

- Provide quarterly reports to WSDOT.
- Maintain employer information.
- Maintain plan and ordinance.
- Provide feedback to WSDOT to improve processes and program performance.
- Develop a two-year program schedule.

Example deliverables:

- Quarterly reports to WSDOT.
- Employer information list.
- Copy of local CTR plan.
- Copy of local CTR ordinance.
- Two-year program schedule.

### c. **Policymaker engagement**

- Provide updates to executive management, city council, county council and/or transit board.

### d. **Community of practice**

Example activities:

- Provide WSDOT a case study about your efforts to provide CTR services to vulnerable populations.
- Attend TDM Technical Committee, TDM Executive Board meetings, and CTR implementers meetings.
- Review and comment on the State CTR Plan, State CTR Report, and regional and local transportation plans.
- Participate in regional TDM forums, committees, boards, working groups.
- Participate in the TDM Technical Committee's Legislative Subcommittee, an Association of Commuter Transportation committee, or a Washington State Ridesharing Organization committee.
- Make a top-five presentation at a TDM Technical Committee meeting.

Example deliverables:

- Presentation slides
- Briefing paper
- Case study

**8. Guaranteed ride home for state workers (only for Community Transit, City of Everett, King County Metro, Spokane County and Thurston Regional Planning Council)**

**a. *Service provision (required)***

Example activities:

- Review and update contracts with guaranteed ride home service providers.
- Review and update processes to provide, track, invoice, and report rides.
- Review and update policies that govern guaranteed ride home for state workers.

Example deliverables:

- Updated contracts.
- Process flow charts or procedure descriptions.
- Updated policies.

**b. *State worker engagement***

Example activities:

- Provide information about guaranteed ride home to employee transportation coordinators and state workers at eligible worksites.
- Promote new state worker rideshare benefit with guaranteed ride home.

Example of a deliverable:

- Copies of informational and promotional materials.

## Appendix B *Quarterly status report*

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Quarterly status reports are a requirement of your TDM agreement with WSDOT. These reports help you document progress on activities and deliverables in your administrative workplan.

Only activities and deliverables in your approved workplan and in the status report below are eligible for reimbursement. Work with your assigned WSDOT Public Transportation Division contract manager to approve any major deviations from your approved workplan to ensure reimbursement.

WSDOT will use the information gathered in this report:

- For monitoring project delivery.
- To demonstrate compliance with the state law related to CTR and the WSDOT agreement.
- For required legislative reporting.

**NOTE:** Quarterly status reports are an online, fillable form in GMS. The status report on the following pages is for example only.

### **Commute trip reduction quarterly status report, 2023–2025**

Agreement number:

Billing quarter:

Date:

#### **2023–2025 biennium quarters**

- Q1 (July 1–Sept. 30, 2023)
- Q2 (Oct. 1–Dec. 31, 2023)
- Q3 (Jan. 1–March 31, 2024)
- Q4 (April 1–June 30, 2024))
- Q5 (July 1, 2024 – September 30, 2024)
- Q6 (October 1, 2025 – December 31, 2024)
- Q7 (January 1, 2025 – March 31, 2025)
- Q8 (April 1, 2025 – June 30, 2025)

#### **1. Employer engagement**

- a. List completed activities and deliverables during this quarter.
- b. Did completed activities and deliverables differ from the approved administrative workplan? [Yes/no]
- c. List planned activities and deliverables for next quarter.
- d. Please include examples of deliverables of employer engagement as supporting documentation for project work completed this reporting period.

- 2. Commute trip reduction plan**
  - a. List completed activities and deliverables during this quarter.
  - b. Did completed activities and deliverables differ from the approved administrative workplan? [Yes/no]
  - c. List planned activities and deliverables for next quarter.
- 3. Performance reporting**
  - a. List completed activities and deliverables during this quarter.
  - b. Did completed activities and deliverables differ from the approved administrative workplan? [Yes/no]
  - c. List planned activities and deliverables for next quarter.
- 4. Program administration**
  - a. List completed activities and deliverables during this quarter.
  - b. Did completed activities and deliverables differ from the approved administrative workplan? [Yes/no]
  - c. List planned activities and deliverables for next quarter.
- 5. Guaranteed ride home for state workers (only for Community Transit, City of Everett, King County Metro, Spokane County and Thurston Regional Planning Council)**
  - a. List completed activities and deliverables during this quarter.
  - b. Did completed activities and deliverables differ from the approved administrative workplan? [Yes/no]
  - c. List planned activities and deliverables for next quarter.
- 6. Optional narrative questions**
  - a. To which categories above did you devote most of your efforts? Why?
  - b. Describe any planned purchases of TDM incentives, rewards, or prizes for the upcoming quarter.
  - c. Describe issues, risks, or challenges and their resolutions during this quarter.
  - d. Provide an employer/employee transportation coordinator success story.
  - e. Share a TDM lesson-learned through the implementation of this program this quarter.
  - f. Describe how you collect customer feedback and use it for program improvements.
  - g. Describe how you or your program have engaged with other local and/or regional programs and efforts this quarter.

### Incentives standards

The following are standards for grantees' use of state funds administered by WSDOT Public Transportation Division to promote non-SOV modes of travel. The standards allow grantees flexibility to identify and implement incentives strategies that align with local needs and conditions.

If using incentives for programs funded by WSDOT, the programs must target incentives to optimize transportation system performance. As such, you must use incentives to encourage change in traveler behavior. You should use incentives to influence a shift in mode choice, improve travel time, and increase system efficiency.

As a state agency, the WSDOT is a careful steward of public funds. When using private, federal, or local funds alongside WSDOT funds, WSDOT requires grantees adhere to specific incentive standards from respective funding sources.<sup>1</sup> Grantees must also report incentives expenditures as required in WSDOT reporting.

### Stages of Change and recommended incentives

To implement incentives, WSDOT recommends the Transtheoretical Model of Change, also known as "Stages of Change," to encourage a shift in travel behavior.<sup>2</sup> The five [Stages of Change as applied to sustainable transportation](#) are below, along with recommended incentives to encourage change. You should also consider working with your organization to develop and approve an internal incentive guidance plan.

#### 1. Contemplation

***"I'm thinking about using sustainable transportation regularly within the next six months."***

The focus of interventions at this stage should be helping individuals visualize the behavior change and set goals with incentives, such as:

- Promotional "nudge" materials (e.g., water bottles, tote bags, or wearables).
- Rewards (e.g., retail gift cards) or raffle entry for prizes (e.g., a new bike) to incentivize pledges or public commitments to the behavior change
- Educational materials about the benefits and/or functional process (i.e., individualized travel route maps). Incentivize the development of wayfinding skills
- Incentives like rainproof panniers, backpacks or umbrellas provided to sustainable transportation users to encourage them to share their stories and serve as role models or "travel buddies" to new users
- Food and promotional items like safety gear can be used to encourage attendance at educational events or skill building trainings; trainings should be free to attend

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<sup>1</sup> Plan for re-purposing CTR funds from this worksite to support TDM during the exemption period, not to exceed four years.

<sup>2</sup> Mundorf, Redding, and Paiva, 2018.



## 2. Preparation

***“I plan to use sustainable transportation regularly within the next 30 days.”***

The focus of interventions at this stage should be providing the tools and information that individuals need to actually implement the new behavior, such as:

- Bus passes, rideshare credits, and gas cards for carpoolers or rideshare participants.
- Retail gift cards or prizes to reward first-time use or early use.
- Safety gear, bicycles, or bicycle helmets, walking shoes, rain gear, etc.
- Food and promotional items to encourage attendance at educational events or skill-building trainings (trainings should be free to attend).
- Pledge programs that incentivize users to consider barriers they may face in the future (e.g., child transportation, rainy days) and develop plans for overcoming them.

## 3. Action

***“I use sustainable transportation regularly and have been for less than six months.”***

The focus of interventions at this stage should be encouraging individuals to maintain their new behavior by making it easier and more rewarding with benefits that build or increase over time, such as:

- Multiple raffle entries or points towards prizes that stack with continued use.
- Higher value rewards earned through dedicated and continued use.
- Incentives or rewards for continuing to set new long-term goals.
- Incentive to develop social-support networks (e.g., cycling or car sharing clubs).
- Encouragement for skill building that will allow users to use increasingly sustainable forms of transportation.
- Encouragement to develop coping skills such as mature pledge programs that incentivize users to consider barriers they may face in the future (e.g., child transportation, rainy days) and develop plans for overcoming them.
- Rewards for committing to long term goals.

## 4. Maintenance

***“I use sustainable transportation regularly and have for six months or more.”***

The focus of interventions at this stage should be encouraging continued use and preventing relapse with incentives, such as:

- Transitioning users from tangible incentives to acknowledgement of health, environmental, and monetary benefits.
- Incentives that encourage these users to share testimonials and serve as role models or “buddies” to new users.
- Leveraging normative influence (e.g., boost self-esteem by showing relative behavioral performance compared to others. Example: “You’re in the 90th percentile of sustainable transportation usage!”).
- Rewarding and incentivizing users for overcoming barriers they may face in continuing the behavior in the long term. Incentives include include rain gear, discounts for family carpool programs, school pools, bicycle repairs, etc.

# Commute trip reduction employer exemption form



**Washington State  
Department of Transportation**

## Commute Trip Reduction Employer Exemption Form

The Commute Trip Reduction (CTR) Program helps employers around the state address traffic congestion, air pollution, and fuel consumption in their communities through implementation of transportation demand management (TDM) strategies for employees that commute between the hours of 6-9 .a.m.

WSDOT CTR grantees or employers can use this form to exempt worksites that have special circumstances that prohibit them from participating in the CTR Program. The grantee's CTR work plan must provide documentation of these special circumstances (RCW 70.94.527(1) and (9)).

Grantees must present their completed Commute Trip Reduction Employer Exemption Form to the TDM Technical Committee, formerly the CTR Board. The committee will document the exemption, and may provide comments and request additional information to justify the exemption (RCW 70.94.527(9)).

Worksite exemptions are not permanent. Grantees must evaluate and report on the status of exempted worksites in their four-year CTR work plan. The work plan and subsequent quarterly reports must document how the grantee re-purposed CTR funds from the worksite to support TDM (WAC 468-63-070(3)(b)).

|   |
|---|
| Name & Address of Worksite Requesting Exemption   |
| Documentation of special circumstances as described in the grantee's local ordinance that make the worksite not a good fit for the CTR Program. |
| Plan for re-purposing CTR funds from this worksite to support TDM during the exemption period, not to exceed four years.                        |

**Please provide the following documentation:**

- Copy of the grantee's CTR ordinance with the criteria and process for issuing a worksite exemption. Please include other pertinent ordinances applicable to this request.
- Letter of support from the worksite and jurisdiction to the agreed terms of the worksite exemption.

DOT Form 510-008  
Revised 03/2020

# Glossary

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## **Commute trip**

The trips made from a worker's home to a worksite during the peak morning (i.e., 6-9 a.m.) weekday period.

## **Implementer**

The entity that contracts with WSDOT to administer the program.

## **Jurisdiction**

A county, city, or town.

## **Local funds**

The money a grantee provides toward project expenses to meet the contractual match requirement. Local funds may be derived from taxes and fees, the agency savings account, private or public grants, or partner contributions.

## **Major employer (CTR affected)**

An agency or business that employs 100 or more full-time employees at a single worksite who begin their regular workday between 6 and 9 a.m. on weekdays for at least 12 continuous months during the year.

- Major employers who are a military base or federal reservation are called major employment installations.
- A building or group of buildings that are on physically contiguous parcels of land or on parcels separated solely by private or public roadways or rights-of-way and meet the major employer thresholds is called a major worksite.

## **Stakeholder**

Any interested organization or party, public or private.

## **Urban growth area**

A designated area within which urban growth will be encouraged and outside of which growth can occur only if it isn't urban in nature.