



Commute
Seattle

BTC Survey Tool Training

September 23, 2026

Presented by Commute Seattle

**Seattle
Commute
Survey
2026**

 **We can't hear or see you**

 **Post questions in the Q&A box**

 **Recording will be available
on Commute Seattle's website**

Agenda

- Introductions
- Setting the stage
- Survey Timeline
- Tool Training
- Resources
- Q&A



We're Commute Seattle

Our mission is to make it easy for everyone across Puget Sound to walk, ride, or roll to Seattle's opportunities.

We are here to help you meet your CTR and TMP requirements and create a successful commute program that give employees in your building meaningful access to more transportation choices.



Today's Speakers



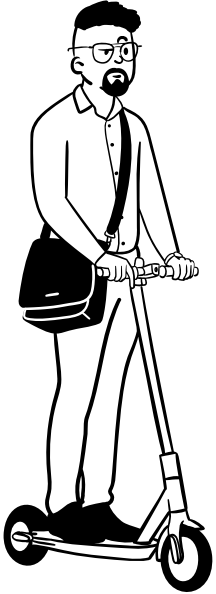
Tara Peters
Deputy Director
Commute Seattle



Danielle Jacobs
Research Program Manager
Commute Seattle

Setting the Stage

What is a TMP?



A Transportation Management Program (TMP) is a Master Use Permit requirement on private development to mitigate traffic congestion and parking impacts by reducing drive-alone automobile and motorcycle trips, otherwise known as single-occupant vehicle (SOV) trips.

TMPs generally include two parts:

- 1) An SOV commute rate goal
- 2) A selection of required program elements that are designed to help the building achieve that SOV goal



Commute Trip Reduction (CTR) and Your TMP

TMPs and Commute Trip Reduction (CTR) share the same overall goal of reducing single occupant vehicle trips, so the programs can contain many similar elements. However, CTR requirements only apply to large (100+) *employers*, whereas TMPs affect physical *buildings*. TMPs apply to all the tenants in a particular building.

CTR 101

- **Passed in 1991 – WA Clean Air Act**
- **Intended to reduce the **number** and **length** of drive-alone trips**
- **Program Reports (every other year)**
- **Commuter Survey (every other year – *happening NOW!*)**
- **...and more!**

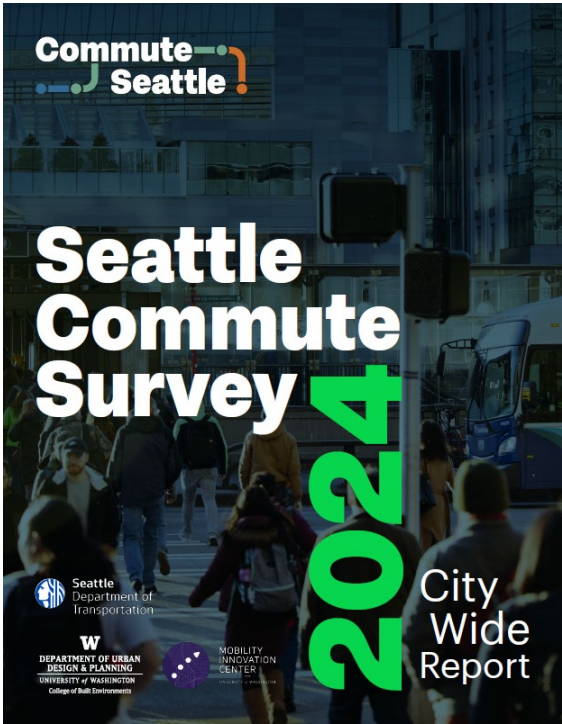


Survey Basics

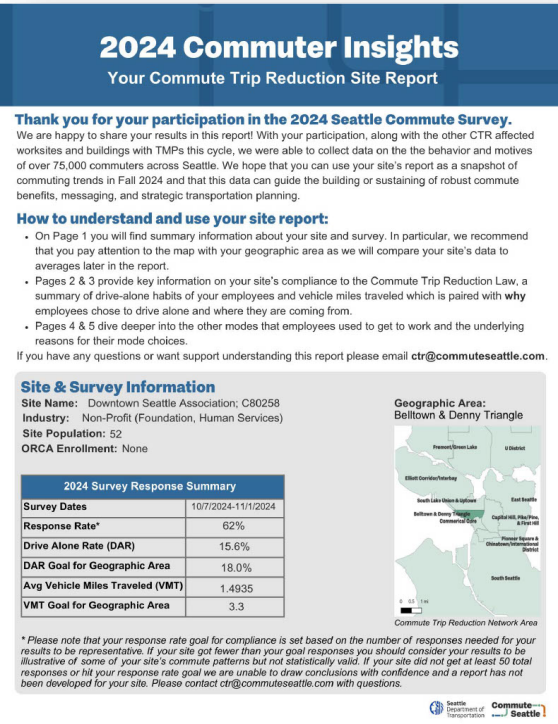
- Every other year
- Understand commute behavior impacts on traffic, air quality, and GHG reduction
- Data informs employers, properties, the city, and the state on impact of current programs
- Influences future investments



How We Share the Survey Findings



City



Worksite

Survey Timeline

Survey Timeline

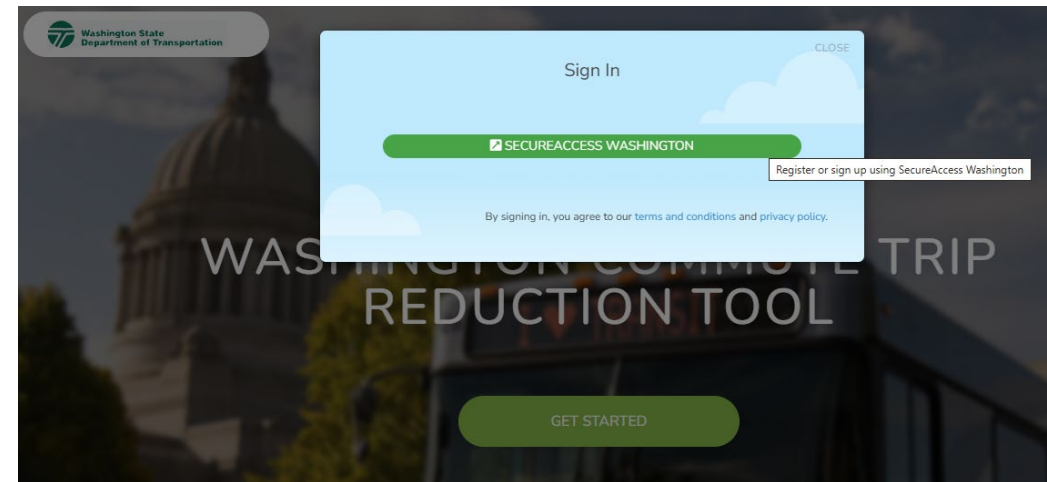
- Aug. 7 – Pre-Survey Launched
- Sep. 3 – SAW Account Instructions Sent
- Sep. 18 – SAW Account Set-Up Due Date
- **Sep. 23-24 – Survey Tool Trainings**
- Sep. 28-Oct. 14 – Set up Survey Link
- Oct 15 – Survey Live
- Nov. 13 – Survey Closes
- Spring 2027 – Individual Site Reports & Aggregate Citywide Report

Tool Training

ACTION REQUIRED: To set up a survey in the WSDOT tool, you must create a SAW Account

Commute Seattle provided instructions via email beginning in early September for how to create a SAW account

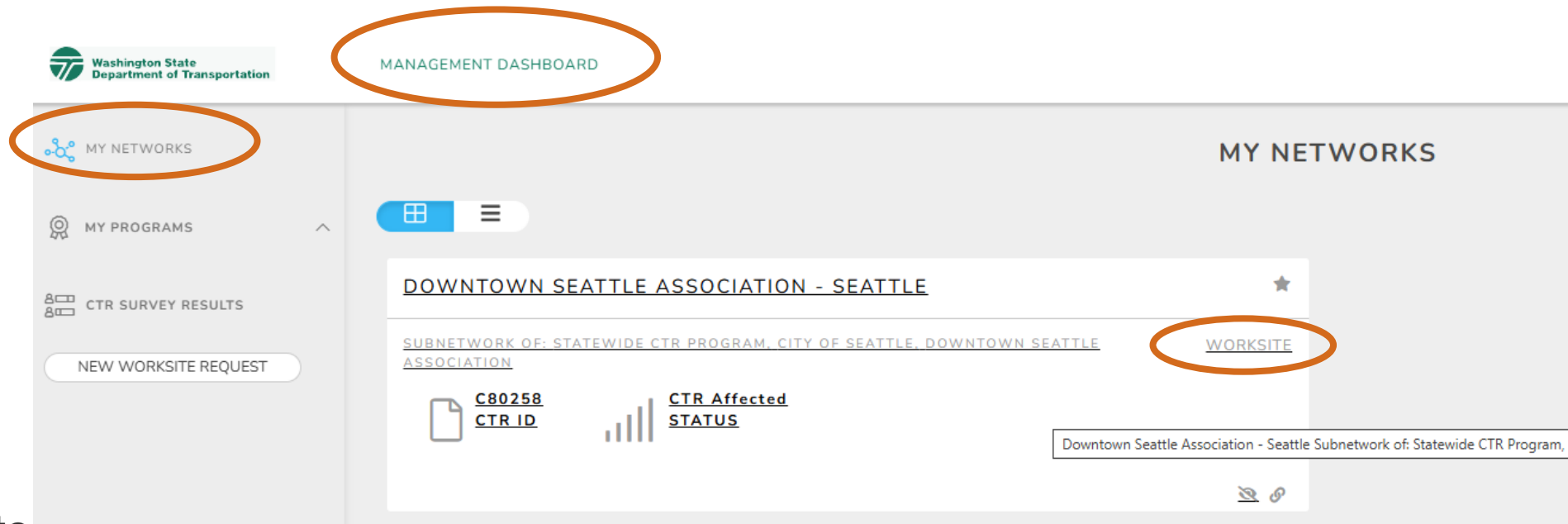
- **This is a one-time registration**
- **You will not need to set up future SAW accounts for future survey cycles**
 - We intend to continue using the WSDOT tool for the survey, so once you are registered and your worksite is on the WSDOT Tool, your worksite is good to go for future surveys
 - The only piece that may need to be updated is the transportation coordinator information



For those who have not set up a SAW account yet, please look at instructions on the email invite to set this up and reach out to Commute Seattle for assistance if needed. Once you have notified us that you have registered, we will assign you as a Manager for your specific site.

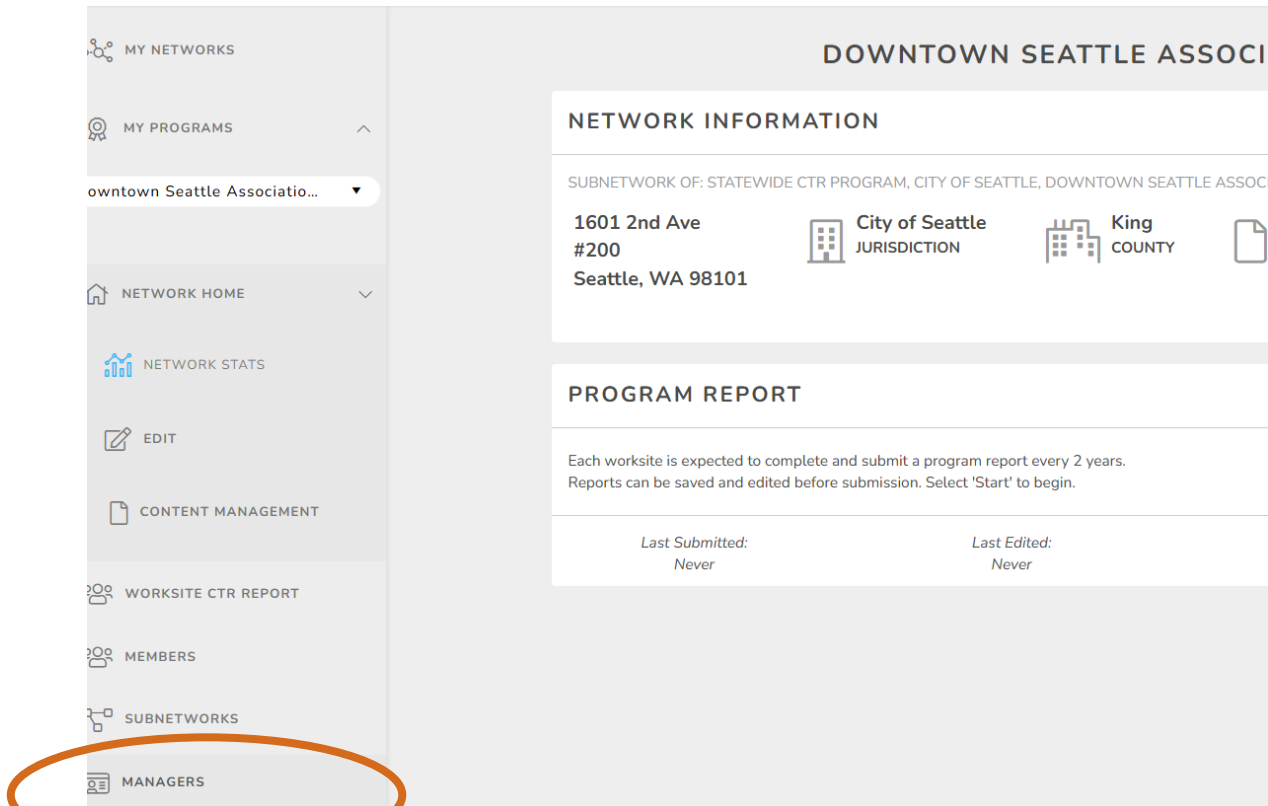
Checking Manager Permissions

- Log in at ctrsurvey.org and click **MANAGEMENT DASHBOARD** and go to **MY NETWORKS**
- Verify that you are choosing a worksite rather than an organization or jurisdiction
- Click the worksite name



Checking Manager Permissions

- Once you click on your worksite name, click on the Managers section on the lefthand panel and you should see your name on this page.



The screenshot shows the Commute Seattle dashboard for the Downtown Seattle Association. The left sidebar contains a menu with the following items: MY NETWORKS, MY PROGRAMS, Downtown Seattle Associatio..., NETWORK HOME, NETWORK STATS, EDIT, CONTENT MANAGEMENT, WORKSITE CTR REPORT, MEMBERS, SUBNETWORKS, and MANAGERS. The MANAGERS item is circled in orange. The main content area displays the following information:

NETWORK INFORMATION

SUBNETWORK OF: STATEWIDE CTR PROGRAM, CITY OF SEATTLE, DOWNTOWN SEATTLE ASSOCI

1601 2nd Ave
#200
Seattle, WA 98101

City of Seattle
JURISDICTION

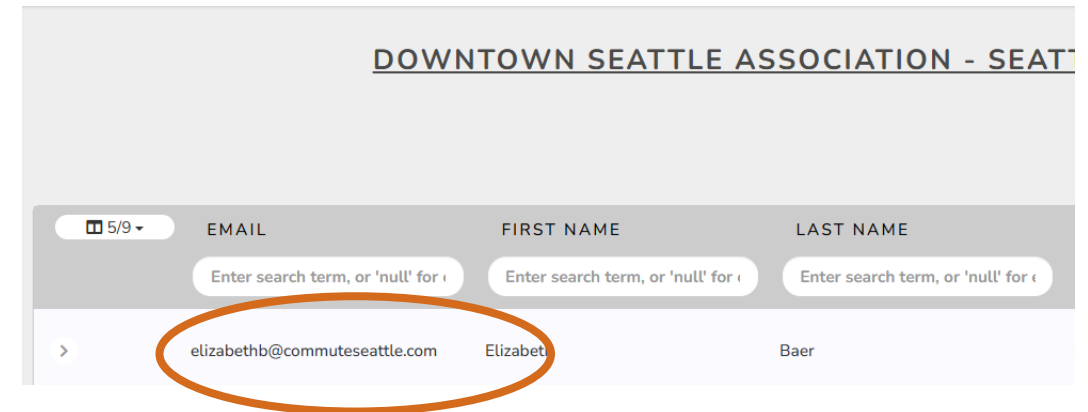
King
COUNTY

PROGRAM REPORT

Each worksite is expected to complete and submit a program report every 2 years. Reports can be saved and edited before submission. Select 'Start' to begin.

Last Submitted: Never

Last Edited: Never



The screenshot shows a table titled "DOWNTOWN SEATTLE ASSOCIATION - SEATTLE". The table has columns for EMAIL, FIRST NAME, and LAST NAME. The first row is circled in orange.

5/9	EMAIL	FIRST NAME	LAST NAME
>	elizabethb@commuteseattle.com	Elizabeth	Baer

Setting Up a Survey

In the side pane, choose **SURVEY MANAGEMENT**

The screenshot displays the 'MANAGEMENT DASHBOARD' for the 'DOWNTOWN SEATTLE ASSOCIATION - SEATTLE'. The left sidebar contains a list of navigation options: MY NETWORKS, MY PROGRAMS, Downtown Seattle Associatio..., NETWORK HOME, NETWORK STATS, EDIT, WORKSITE CTR REPORT, MEMBERS, SUBNETWORKS, MANAGERS, RECURRING PROGRAMS, and SURVEY MANAGEMENT. The 'SURVEY MANAGEMENT' option is circled in orange. The main content area shows 'NETWORK INFORMATION' for the 'DOWNTOWN SEATTLE ASSOCIATION - SEATTLE' network, including details like '1601 2nd Ave #200 Seattle, WA 98101', 'City of Seattle JURISDICTION', 'King COUNTY', 'C80258 CTR ID', and 'CTR Affe STATUS'. Below this is a 'PROGRAM REPORT' section with instructions on submitting reports every 2 years.

Setting Up a Survey

- Find the **NEW SURVEY** dropdown menu
- Choose **New CTR Survey**

DOWNTOWN SEATTLE ASSOCIATION - SEATTLE / SURVEYS

REPORT ACTIONS ▾ NEW SURVEY ▾

+ New Seattle - CTR Survey

7/11 ▾

SURVEY TITLE	NETWORK	STATUS	RESPONSES	EXPECTED RE...	RESPONSE ...	DATE CREATED
Enter search ter	Enter search ter	Enter search ter				

Setting Up a Survey

- The survey title auto-populates with the title shown below
- Change the *Survey Title* to 2026 CTR Survey [Your Building Address]
 - Example: 2026 CTR Survey 1601 2nd Ave

DOWNTOWN SEATTLE ASSOCIATION - SEATTLE / SURV

OVERVIEW EDIT PREVIEW

BASIC INFORMATION

Survey Title

Commute Trip Reduction Survey

↓

Survey Title

2026 CTR Survey Downtown Seattle Association

Setting Up a Survey

- In **ADDITIONAL SURVEY INFORMATION**, verify that the worksite location is correct
 - The system will use the worksite's address for all commute-distance calculations
- If the address is not correct, please reach out to Commute Seattle and we will update your worksite address

DOWNTOWN SEATTLE ASSOCIATION - SEATTLE / SURVEYS / NEW

OVERVIEW EDIT PREVIEW

BASIC INFORMATION

Survey Title
2026 CTR Survey Downtown Seattle Association

ADDITIONAL SURVEY INFORMATION

Location
1601 2nd Ave

Basic Information ✓
Additional Survey Information ✎
Survey Questions ✎

SAVE CHANGES
X DELETE

SURVEY STATUS :
DRAFT

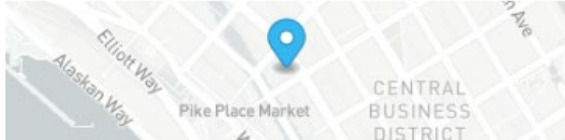
ADDITIONAL SURVEY INFORMATION

Location

1601 2nd Ave

#200

Seattle Washington 98101



Setting Up a Survey

- In **DETAILS**, verify the number of people who are surveying
 - This is the number of employees that you included in your Pre-Survey Set Up Form
 - You will not be able to finish setting up your survey without inputting this number
- If your building has CTR sites in it, you are only surveying your non-CTR employees, so **make sure this number only reflects the employees that do NOT work at a CTR site.**

DOWNTOWN SEATTLE ASSOCIATION - SEATTLE / SURVEYS / NEW

OVERVIEW EDIT PREVIEW

BASIC INFORMATION

Survey Title
2026 CTR Survey Downtown Seattle Association

ADDITIONAL SURVEY INFORMATION

Location
1601 2nd Ave

Basic Information ✓
Additional Survey Information ✎
Details ✓
Survey Questions ✎

SAVE CHANGES
X DELETE

SURVEY STATUS :
DRAFT

DETAILS

Total number of employees at worksite
Number of potential responses is required
100

Survey Notes
Internal Staff-only notes about the survey.

Survey Success Message
Now that you have submitted your survey, check out this other site!

This is not required, as the standard success message of "Thank you for your response!" will always show. For text formatting, Markdown Syntax is allowed. You can find an excellent Markdown cheat-sheet [here](#).

Setting Up a Survey

- In **DETAILS**, edit the survey success messaging. You can:
 - Let employees know that once they complete the survey, they are eligible to win a raffle item (if applicable)
 - Add helpful links and resources
 - See the 'Resources' section for ideas on how to market your survey

DETAILS

Total number of employees at worksite
Number of potential responses is required

Survey Notes

Survey Success Message

This is not required, as the standard success message of "Thank you for your response!" will always show. For text formatting, Markdown Syntax is allowed. You can find an excellent Markdown cheat-sheet [here](#).

Setting Up a Survey

- Click **SAVE CHANGES** when you are done editing
- It will still be in draft form until you click save

The image shows a side-by-side comparison of the survey setup interface in Commute Seattle. The left panel shows the 'NEW' survey creation screen with a 'DRAFT' status. The right panel shows the same screen after saving, with a 'NEW' status. A green arrow points from the 'SAVE CHANGES' button in the left panel to the 'NEW' status in the right panel.

Left Panel: DRAFT Status

Header: DOWNTOWN SEATTLE ASSOCIATION - SEATTLE / SURVEYS / NEW

Buttons: OVERVIEW (active), EDIT, PREVIEW

BASIC INFORMATION

Survey Title: 2026 CTR Survey Downtown Seattle Association

ADDITIONAL SURVEY INFORMATION

Location: 1601 2nd Ave

Actions: SAVE CHANGES (highlighted with an orange circle), DELETE

SURVEY STATUS :
DRAFT

Right Panel: NEW Status

Header: 2026 CTR SURVEY

Actions: SAVE CHANGES, DELETE, START SURVEY

SURVEY STATUS :
NEW

Setting Up a Survey

- The tool has now generated a unique URL for the survey
- Update the URL if you prefer
- You must click “Save New URL”

DOWNTOWN SEATTLE ASSOCIATION - SEATTLE / SURVEYS / 2026 CTR SURVEY
DOWNTOWN SEATTLE ASSOCIATION

OVERVIEW EDIT PREVIEW

BASIC INFORMATION

Survey URL
https://ctrsurvey.org/s/2026-ctr-survey-downtown- COPY
https://ctrsurvey.org/s/2026-ctr-survey-downtown- 🔗

Survey Title
2026 CTR Survey Downtown Seattle Association

ADDITIONAL SURVEY INFORMATION

Location

Basic Information 🔗
Additional Survey Information 🔗
Details 🔗
Survey Questions 🔗

SAVE CHANGES
✕ DELETE
START SURVEY

SURVEY STATUS : NEW

OVERVIEW EDIT PREVIEW

BASIC INFORMATION

Survey URL
2026commutesurvey! CANCEL
https://ctrsurvey.org/s/2026commutesurvey 🔗

SAVE NEW URL

Setting Up a Survey

- Once you start the survey you can't make any changes to the link, the number of employees, or the address of your worksite. Verify this information is correct.
- Click **START SURVEY**, then click OK in the dialog box to verify you want to start the survey.
- It will generate a QR code for you and the Survey Status changes to "Open"
 - You can see the Survey URL and the QR Code you will use

The image displays two screenshots of a survey setup interface.

Left Screenshot: 2026 CTR SURVEY

- Section: 2026 CTR SURVEY
- Basic Information (edit icon)
- Additional Survey Information (edit icon)
- Details (edit icon)
- Survey Questions (edit icon)
- SAVE CHANGES
- DELETE (red button with 'x' icon)
- START SURVEY** (blue button, circled in orange)
- SURVEY STATUS : NEW

Right Screenshot: DOWNTOWN SEATTLE ASSOCIATION - SEATTLE / SURVEYS / 2026 CTR SURVEY

- Navigation: OVERVIEW (selected), EDIT, PREVIEW
- Section: BASIC INFORMATION
- Survey URLs and details are only editable when the survey is not open
- Survey URL: <https://ctrsurvey.org/s/2026commutesurvey> (COPY button)
- QR Code
- SAVE QR CODE
- Survey Title: 2026 CTR Survey Downtown Seattle Association
- Basic Information (edit icon)
- Additional Survey Information (edit icon)
- Details (edit icon)
- Survey Questions (edit icon)
- DELETE (red button with 'x' icon)
- CLOSE SURVEY (orange button)
- SURVEY STATUS : OPEN** (circled in orange)
- Your survey is now accepting responses.
- Choose Close to end survey taking or to edit the survey.
- WARNING: You will not be able to collect responses if you close the survey.

Monitoring Your Survey

- Click **SURVEY MANAGEMENT** in the left navigation column
- Find the survey in the list
- Find your response rate percentage

Washington State Department of Transportation

MY NETWORKS

MY PROGRAMS

Downtown Seattle Associatio...

NETWORK HOME

NETWORK STATS

EDIT

WORKSITE CTR REPORT

MEMBERS

SUBNETWORKS

MANAGERS

RECURRING PROGRAMS

SURVEY MANAGEMENT

DOWNTOWN SEATTLE ASSOCIATION - SEATTLE / SURVEYS

REPORT ACTIONS NEW SURVEY

7/11	SURVEY TITLE	NETWORK	STATUS	RESPONSES	EXPECTED RESPONSES	RESPONSE RATE PERCE...	DATE CREATED
	Enter search term, or 'null' fi	Enter search term, or 'null' fi	Enter search term, or 'null' fi				
>	Downtown Seattle Association - Seattle - Seattle Equivalent Data	Downtown Seattle Association - Seattle	closed	33	52	63.46	6/23/2025 2:11 PM
>	Testing Equivalent Data Upload - 5/21	Downtown Seattle Association - Seattle	new	0	200	0	5/21/2026 3:37 PM
>	Testing Equivalent Data Upload - 5/21	Downtown Seattle Association - Seattle	new	0	200	0	5/21/2026 3:37 PM
>	Testing Equivalent Data Upload - 5/21	Downtown Seattle Association - Seattle	new	0	200	0	5/21/2026 3:37 PM
>	Testing Equivalent Data Upload - 5/21	Downtown Seattle Association - Seattle	open	65	200	32.5	5/21/2026 3:37 PM
>	2026 CTR Survey Downtown Seattle Association	Downtown Seattle Association - Seattle	open	0	100	0	9/9/2026 4:51 PM

Commute Seattle

Monitoring Your Survey

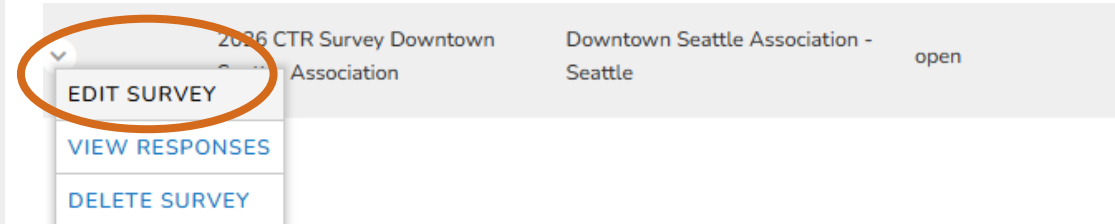
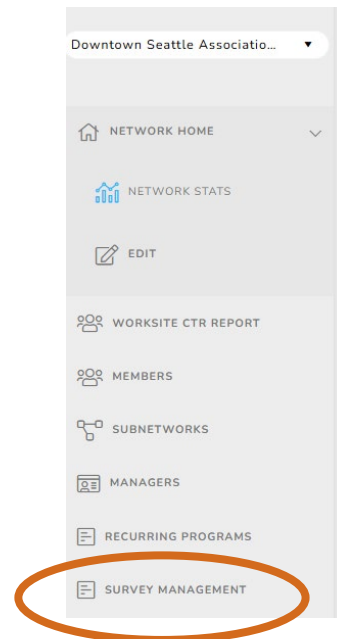
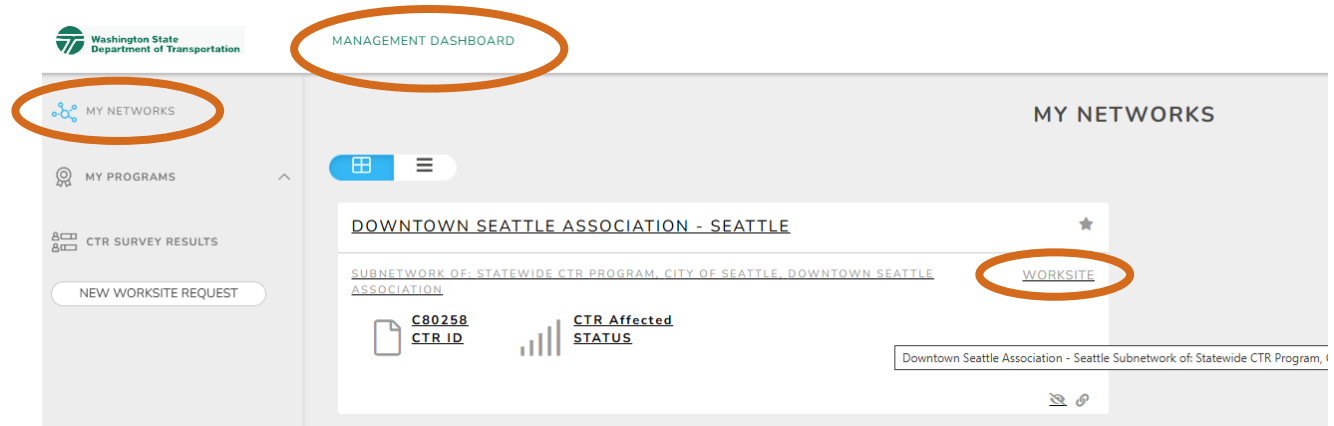
As the BTC, you are responsible for your site reaching a 50% response rate

Commute Seattle will reach out to you throughout the survey cycle if your site is not meeting this. We are here to help!

Closing Your Survey

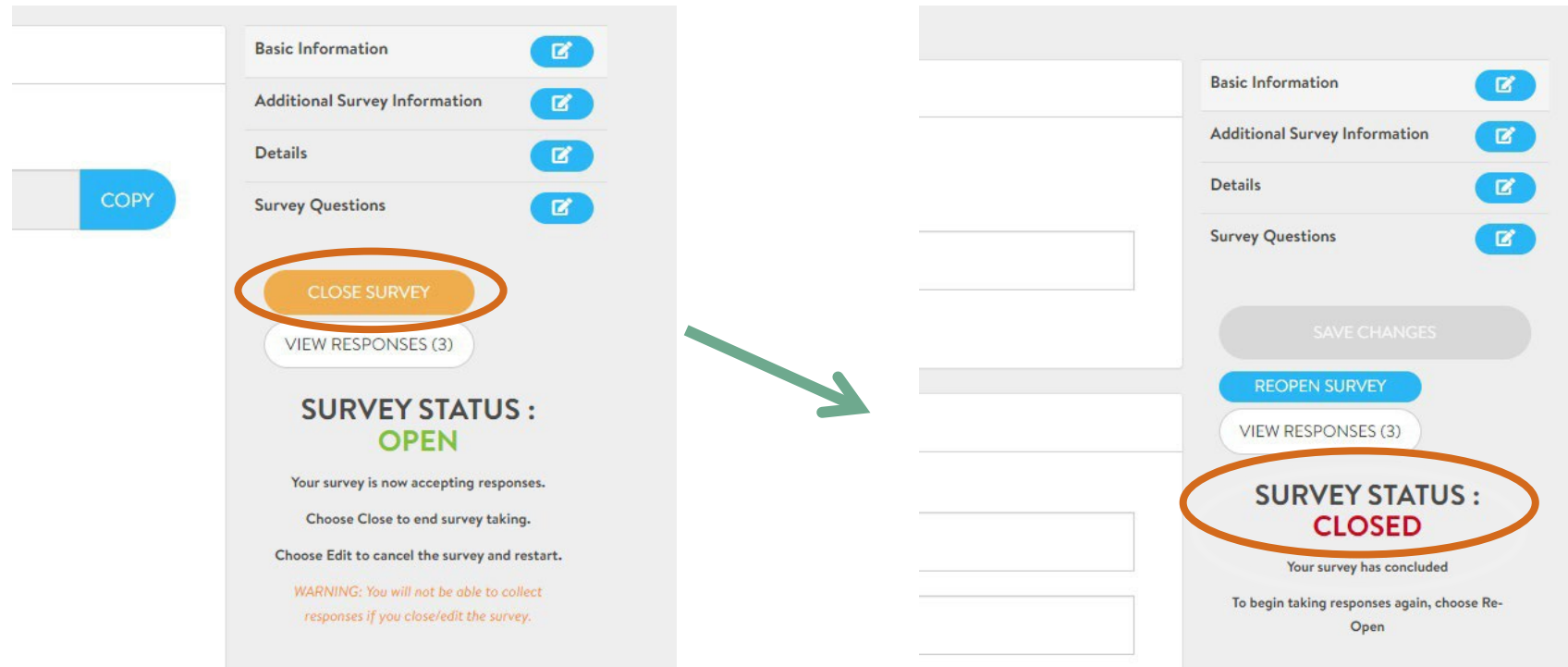
On November 13, if you've reached at least a 50% response rate, you're ready to close your survey

- Log in at ctrsurvey.org and click **MANAGEMENT DASHBOARD**
- Click on the worksite name under **MY NETWORKS**
- Click **SURVEY MANAGEMENT** in the left navigation column
- Find the survey in the list and click on the dropdown arrow to see the menu of options
- Click **EDIT SURVEY**



Closing Your Survey

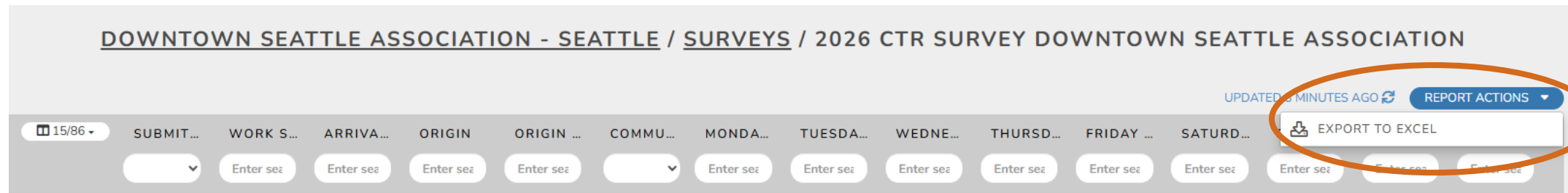
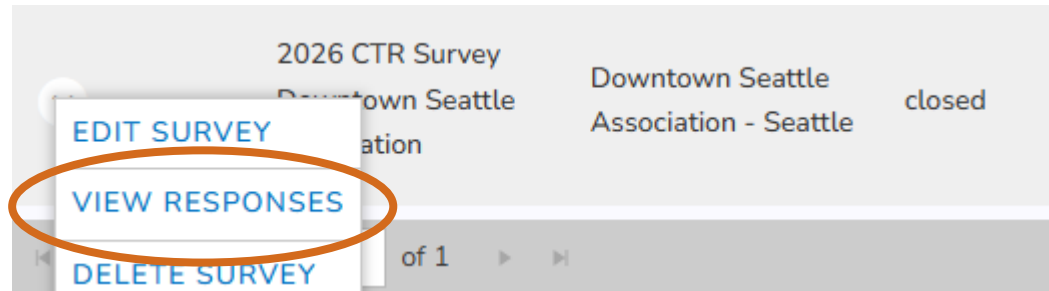
- Click **CLOSE SURVEY** in the right column
- Confirm that the survey is closed

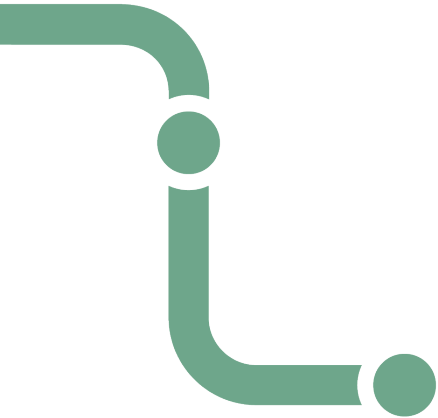


Getting Your Survey Results

Repeat the steps to navigate to your worksite's survey management page and find your survey

- Click the arrow to see the menu of options
- Click **VIEW RESPONSES**
- Click **REPORT ACTIONS**
- Export your results to Excel, which will then be found in your downloads folder





DEMO

Resources

Best Practices: Marketing Your Survey

Start two weeks prior to your survey to notify tenants of the survey using posters, flyers, intranet announcements, etc., so that your tenants are prepared to complete the survey by the deadline

Many buildings find incentives such as small gift cards or food to be effective in driving survey completion

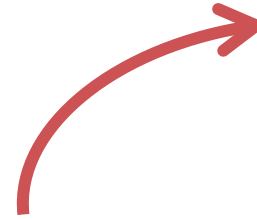
Buy-in from all levels of the organization is important, a message from your building management team can be effective in encouraging your tenants

Utilize the survey marketing toolkit and flyers provided by Commute Seattle to promote the survey!

Transportation Coordinator Hub

- **Marketing Resources**
- **Sample Emails**
- **SAW Account Instructions**
- **FAQ**
- **..and more!**

2026 Seattle Commute Survey - Transportation Coordinator Hub



Get ready for the 2026 Seattle Commute Survey!

The Seattle Commute Survey is open October 15 – November 13, 2026.

Welcome to the Transportation Coordinator Hub for the 2026 Seattle Commute Survey. Here, you'll find everything you need to prepare and launch your employee/tenant survey at your worksite.

If your worksite or building is affected by [Commute Trip Reduction Law](#) (CTR) or has a [Transportation Management Program](#) (TMP), you're required to administer the biennial commute survey. Most sites are expected to have 50% of their employees or tenants respond to the survey. Not sure if you're affected? [Contact us!](#)

Commute Seattle partners with the Seattle Department of Transportation (SDOT) and the Washington State Department of Transportation (WSDOT) to collect data and share findings.

Jump to:

- [2026 Survey Key Dates](#)
- [Transportation Coordinator Toolkit](#)
- [Live Tool Training Registration](#)
- [FAQ](#)

Sample Emails and Messages

Slack and Teams messages

Good morning,

You're receiving this email because our building is required to complete the Seattle Commute survey. The survey is open October 15 - November 13, 2026.

Please take 10 minutes to complete the survey now: **[insert unique survey link here]**.

The survey includes a set of required questions and a set of optional questions. Your response is anonymous.

All tenants must complete the survey by November 13, 2026.

The survey is a requirement of the City of Seattle's Transportation Management Program. Findings from the survey help our property, the city, and the state better understand commute trends, greenhouse gas emission reduction goals, transportation choices, and behavior motivation.

Thank you for taking the time to make sure your commute is counted!

If you have any questions, please contact **[NAME/EMAIL]**.

Thank you,

[NAME], Building Transportation Coordinator



Email
templates

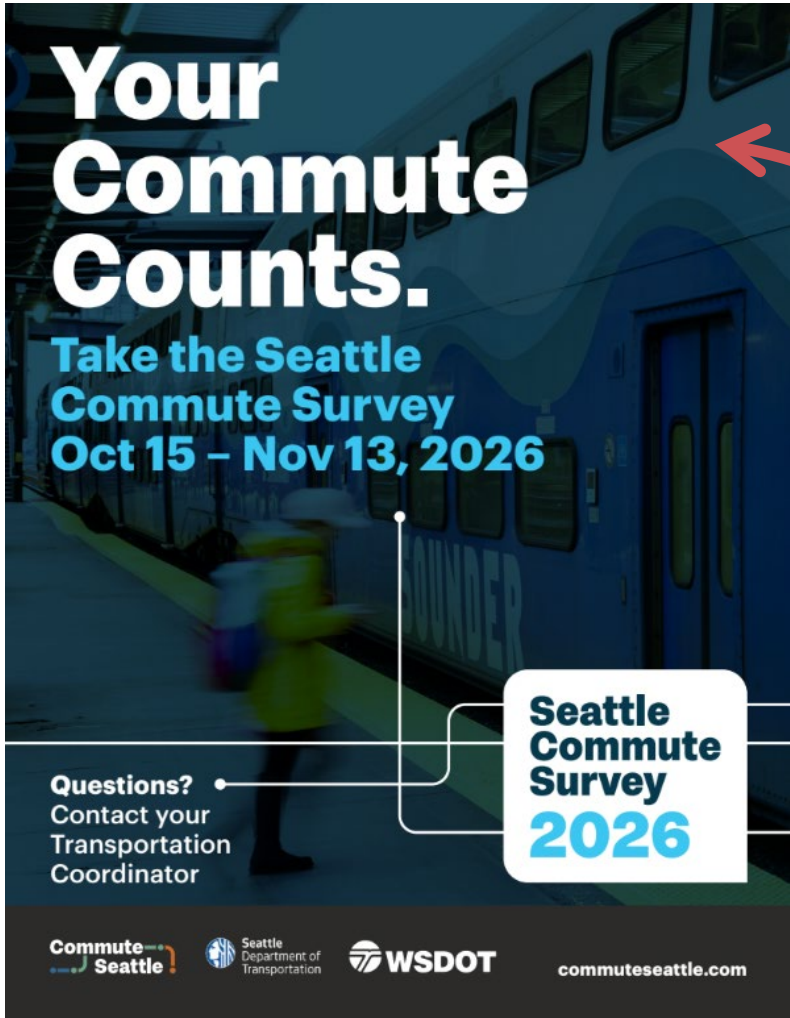
Your commute counts! Take the Seattle Commute Survey now through November 13. Access the survey here **[LINK]** 🚌 🚶 🚲

Responses are anonymous, and your participation is required under Washington's Commute Trip Reduction law. Survey results help inform transportation improvements across Seattle and can help improve commuter benefits and programs here at our organization.

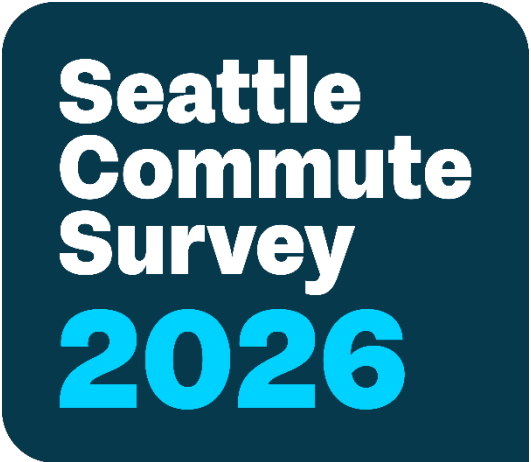
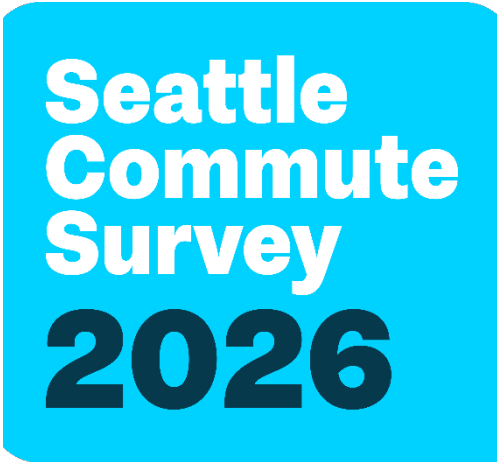
Don't miss your chance to be counted! Complete the Seattle Commute Survey before November 13: **[LINK]**

This quick, anonymous survey helps shape future transportation investments across Seattle and helps our team understand what commuter benefits help employees choose more climate-friendly commute options 🌍

Marketing Resources



Printable flyer



Logos



Email banner



Q&A Discussion

We are here to help!
TMP@commuteseattle.com