

Tool: Return to workplace commuter survey template

Use this template as a starting point to better understand your workforce's commute preferences and attitudes. These answers paired with your mode rankings and manager discussions should help you plan adjustments to both your transportation program and return-to-workplace commute plan.

Returning to the workplace

1. When would you be able to return to the workplace?

- As soon as possible
- Once shelter-in-place phasing allows it
- Once shelter-in-place is fully gone
- Once COVID-19 treatment is widely available
- Once a COVID-19 vaccine is widely available
- I am not sure when I will be comfortable

2. What would limit your ability to return to the workplace?

- Family commitments
- Commute
- Safety concerns
- Other

3. When you return, how many days a week do you anticipate being in the office?

- 5 days
- 3-4 days
- 2-3 days
- 1 day
- Other

Commuting to the workplace

1. **Before COVID-19**, how did you most frequently commute to our workplace?

- Drive alone
- Public transit
- Carpool with co-workers
- Shuttle
- Vanpool
- Paratransit
- Ride-hailing (Uber/Lyft)
- Motorcycle
- Bicycle
- Walk
- Work from home/telecommute
- Multiple modes, please describe:

2. **Moving forward**, how do you plan to most frequently commute back to our workplace?

- Drive alone
- Public transit
- Carpool with co-workers
- Shuttle
- Vanpool
- Paratransit
- Ride-hailing (Uber/Lyft)
- Motorcycle
- Bicycle
- Walk
- Work from home/telecommute
- Multiple modes, please describe:

3. In a typical week **before COVID-19**, how important were the following factors when choosing your commute method? Rank from **1** (*least important*) to **5** (*most important*):

- Total travel time: 1 2 3 4 5
- Total cost (including parking, tolls, etc., if applicable): 1 2 3 4 5
- Convenience: 1 2 3 4 5
- Reliability: 1 2 3 4 5
- Physical Safety: 1 2 3 4 5
- Health concerns: 1 2 3 4 5
- Commute related stress: 1 2 3 4 5
- Self-reliance: 1 2 3 4 5
- Traffic: 1 2 3 4 5
- Accessibility: 1 2 3 4 5
- Flexibility: 1 2 3 4 5

4. **Moving forward**, how important will the following factors be when choosing your commute method back into the workplace? Rank from **1** (*least important*) to **5** (*most important*):

- Total travel time: 1 2 3 4 5
- Total cost (including parking, tolls, etc., if applicable): 1 2 3 4 5
- Convenience: 1 2 3 4 5
- Reliability: 1 2 3 4 5
- Physical Safety: 1 2 3 4 5
- Health concerns: 1 2 3 4 5
- Commute related stress: 1 2 3 4 5
- Self-reliance: 1 2 3 4 5
- Traffic: 1 2 3 4 5
- Accessibility: 1 2 3 4 5
- Flexibility: 1 2 3 4 5

5. Which of the following best describes your access to a personal vehicle for your commute, **before COVID-19**?

- I had access to a **shared car**, which I could use for my commute
- I had access to a **personal car**, which I could use for my commute
- I had access to **multiple cars**, which I could use for my commute
- I did not have access to a car** for my commute

6. Which of the following method(s) have you **ever** used for your commute to work? *(Select all that apply)*

- Drive alone
- Carpool with co-workers
- Public transportation
- Ride-hailing (Uber / Lyft / taxi / etc.)
- Bicycle / Walk
- Work from home / Telecommute
- Company shuttle / Vanpool
- Other

7. Thinking about your commute expectations **moving forward**, how important will the following factors be when choosing your commute method? *(Select all that apply)*

- Total travel time
- Total cost (including parking, tolls, etc., if applicable)
- Convenience
- Reliability
- Physical safety
- Health concerns
- Commute related stress
- Self-reliance
- Traffic
- Alone time
- Accessibility
- Flexibility

8. Based on your commute expectations **moving forward**, please rank by level of **risk to your health** associated with each method from 1-5 where **1 is least risky** and **5 is most risky**.

- Driving alone: 1 2 3 4 5
- Carpooling with co-workers: 1 2 3 4 5
- Public transportation: 1 2 3 4 5
- Ride-hailing (Uber / Lyft / taxi / etc.): 1 2 3 4 5
- Biking / Walking: 1 2 3 4 5
- Working from home / Telecommuting: 1 2 3 4 5
- Using a company shuttle / Vanpool: 1 2 3 4 5

9. What is the one-way distance in miles between your home and your primary work location?

- 0–15 miles
- 16–30 miles
- 31–45 miles
- 46–60 miles
- 61–75 miles
- 76–90 miles
- More than 90 miles

10. What was the one-way time in minutes between your home and our workplace on a typical day?

- 0–15 minutes
- 16–30 minutes

- 31–45 minutes
- 46–60 minutes
- 61–75 minutes
- 76–90 minutes
- More than 90 minutes

11. **Before COVID-19**, I regularly felt stress related to commuting.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

12. I expect [**COMPANY NAME**] to help provide ways for me to get to and from the workplace safely.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

13. **Moving forward**, I expect [**COMPANY NAME**] to be flexible with how many days I am in the office.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

14. I am aware of the commuter transportation options that are available to me by [**COMPANY NAME**] for commuting between my home and work.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

15. I understand the commuter transportation options offered by [**COMPANY NAME**] that are available to me for commuting between my home and work.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

16. The commuter options/benefits offered by [**COMPANY NAME**] are better than those offered by other companies in the area.

- Strongly agree
- Somewhat agree
- Neutral

- Somewhat disagree
- Strongly disagree

17. All things considered, on a scale from 0 to 100, with 0 being completely dissatisfied and 100 being completely satisfied, **how would you rate your overall satisfaction with your commuter benefits options?** *Please select the number that best reflects your response.*

0 10 20 30 40 50 60 70 80 90 100

Short answer

1. **For drive-alone employees:** What other benefits or safety protocols would make you more likely to try alternative modes of commuting?
2. **For other modes:** Are there other ways that **[COMPANY NAME]** could offer to make your commute experience safer?