



**Frequently Asked Questions**  
County of Orange  
All Employee Annual Transportation Survey 2011  
[Rideshare@ocgov.com](mailto:Rideshare@ocgov.com)

- Q – Why must I enter a start time for a day that I did not work?  
A – 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.
- 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. ALSO INDICATE THE TIME YOU WOULD HAVE REPORTED TO WORK IF YOU HAD WORKED.
- Q – Can I complete the survey for my staff if they are not available?  
A – YES
- Q – I work for the Superior Courts – do I need to still complete the survey?  
A – YES.
- Q – Is “extra help” staff required to complete the survey?  
A – ALL COUNTY OF ORANGE AND SUPERIOR COURT EMPLOYEES (FULL, PART TIME and EXTRA HELP) NEED TO COMPLETE THE SURVEY. CONTRACTORS ARE EXEMPT.
- 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.” ALSO INDICATE THE TIME YOU WOULD HAVE REPORTED TO WORK IF YOU HAD WORKED.
- 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 – I’m not sure if my survey was submitted – how can I verify that it was accepted?  
A – IT IS 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 YOUR IT STAFF FOR TECHNICAL PROBLEMS AND/OR COMPLETE THE SURVEY AGAIN (DUPLICATES ARE HANDLED BY THE PROGRAM).
- Q – Can I get a confirmation or proof that I have completed the survey?  
A – MANAGERS WILL HAVE THE ABILITY TO VERIFY INDIVIDUAL RESPONSES AS WELL AS TOTAL AGENCY RESPONSE RATES.
- 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.

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- 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 ON THE MANAGER’S RIDESHARE TOOLS TAB.
- 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 SURVEYS VIA PONY MAIL TO THE RIDESHARE OFFICE, BLDG 10, FIRST FLOOR.
- Q – Does my Commuter Club membership get renewed when I submit a hardcopy survey?  
A – YES IF THE OPTIONAL SECTION IS COMPLETED.
- 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 BEGAN WORKING.
- 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 PERSONS IN VEHICLE” FOR THE COMMUTE MODE.
- Q – I drive in with a non-County employee – does that count as a carpool?  
A – YES, AS LONG AS YOU SHARE THE RIDE FOR THE MAJORITY OF THE COMMUTE.
- 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% OF YOUR COMMUTE.
- Q – What does “3/36 or 4/40 or 9/80 Scheduled Flex Day Off” mean?  
A – 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
- Q – What does “Out of Area” mean?  
A -- Use this code to indicate the days you worked outside the SCAQMD jurisdiction (all of Orange County and the non-desert portions of Los Angeles, San Bernardino, and Riverside counties).