

Executive Summary: Survey of Transportation Management Program Implementers

May 2016

City of Bellevue Transportation Department

The city is currently reviewing requirements for Transportation Management Programs (TMPs) at large real estate developments. TMPs are intended to mitigate the ongoing impact of development on the transportation system by reducing drive-alone commute trips to affected buildings. This report reflects the results of a survey sent to those who manage or are directly affected by TMP requirements. The results of this survey will contribute to the development of alternatives for revisions to the City TMP requirements.

The target audience for the survey was managers of all TMP-affected buildings as well others with some direct involvement with TMPs, including developers of buildings affected by TMP requirements, owners of such buildings and persons working to implement TMPs at buildings in Bellevue.

The survey was open between April 27, 2016 and May 10, 2016. Notice of the survey was sent by email to a list of 58 contacts. Of the 21 respondents who began the survey, 17 completed it. The majority of respondents were downtown property managers of TMP-affected office buildings.

Among respondents, a majority (71%) felt it was “appropriate” or “highly appropriate” that buildings generating significant travel demand be expected to make efforts to reduce their ongoing impacts on the transportation system.

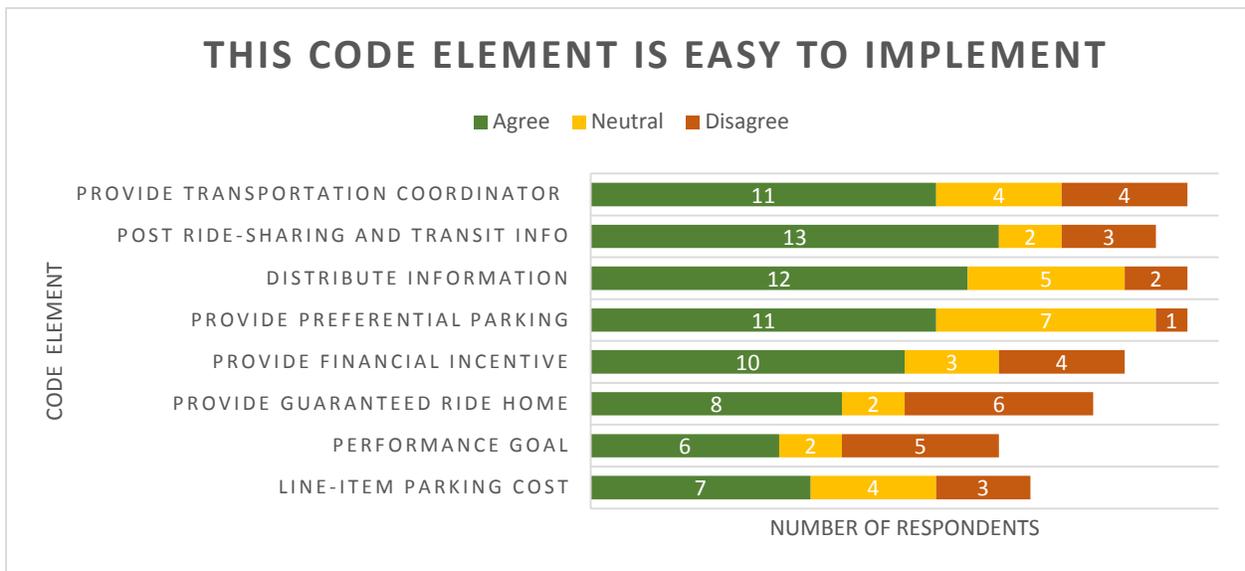
Other Survey Results

- A majority have tenants in their buildings that are affected by Commute Trip Reduction program requirements (71%) and 75% of these respondents make efforts to coordinate their TMP activities with CTR tenants’ programs.
- Most respondents are currently at buildings that are LEED certified (53%); the great majority of these respondents (80%) are unaware of whether credits for non-drive-alone commuting were included in their LEED applications.
- 65% of respondents contract with TransManage to support their TMP implementation efforts, and the majority of respondents find TransManage to be a valuable resource and easy to work with.
- A majority of respondents indicated familiarity with one or more programs offered under the Choose Your Way Bellevue (CYWB) travel options umbrella, sponsored by the city of Bellevue. (Services include networking meetings, employer and property manager consulting services and trip-logging rewards). Most of these respondents had promoted one of the listed resources to their tenants.
- Beyond the CYWB services, Bike Month (in May) is by far the most popular for respondents to promote to their tenants (94%). In second place, 59% of respondents said they have promoted CYWB ridematching services for carpool and vanpool. CYWB rewards and the October Wheel Options campaign came in third with 41% of respondents.

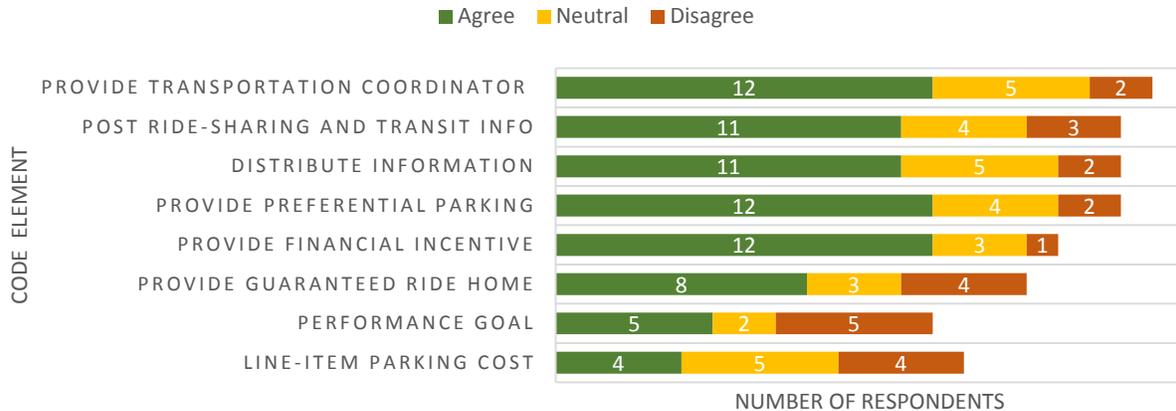
Summary of Current TMP Code Elements

Respondents were asked to provide feedback on eight current TMP code elements. Questions were to survey respondents regarding familiarity the element, ease of implementation, whether tenants appreciate it and the code element’s effectiveness at reducing drive alone trips to the building. Respondents were generally familiar with the majority of the eight code elements and felt that they were useful in reducing drive-alone travel to their properties. Three stood out as less effective and appreciated by tenants than the rest: line-item parking cost, the performance goal and guaranteed ride home (the first two apply only to office buildings in Downtown; the latter applies more broadly).

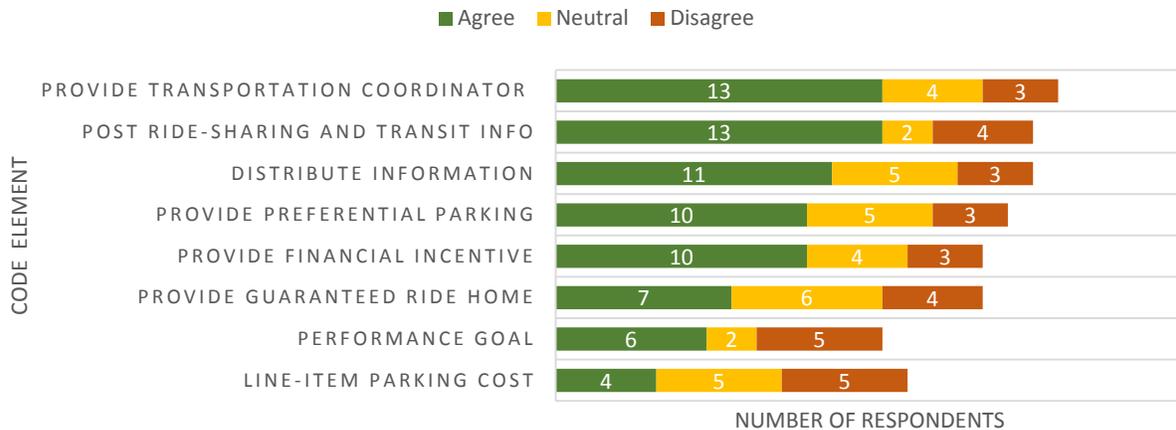
The element with most support is posting ridesharing and transit information, and most also supported having a transportation coordinator, providing preferential parking as well as providing a financial incentive to commuters using non-drive-alone modes. It should be noted that required code elements vary, depending on building use, size and location. The most extensive set of requirements applies to office uses in Downtown of 50,000 square feet or more; other buildings have fewer requirements. A summary overview of the responses is captured in the three charts below.



TENANTS APPRECIATE THIS FEATURE AT MY BUILDING



THIS IS A USEFUL ELEMENT OF AN OVERALL PACKAGE TO REDUCE DRIVE-ALONE COMMUTE TRIPS TO MY BUILDING



Details of the survey questions, responses and comments received are in the *Final Report: Survey of Transportation Management Program Implementers*, posted on the Bellevue city website at, <http://www.bellevuewa.gov/trip-reduction-large-buildings.htm>

Final Report: Survey of Transportation Management Program Implementers

May 2016

City of Bellevue Transportation Department

The city is currently reviewing requirements for Transportation Management Programs (TMPs) at large real estate developments. TMPs are intended to mitigate the ongoing impact of development on the transportation system by reducing drive-alone commute trips to affected buildings.

Survey Purpose

Purposes of the Transportation Management Program (TMP) survey included the following:

- Inform those directly affected by TMP requirements of the current initiative to review city requirements.
- Gather input to inform the development of alternatives for revisions to City TMP requirements.

The target audience for the survey was managers of all TMP-affected buildings as well others with some direct involvement with TMPs, including developers of buildings affected by TMP requirements, owners and managers of such buildings and persons working to implement TMPs at buildings in Bellevue.

Survey Process

The survey was administered online, using the Survey Monkey tool. Notice of the survey was sent by email to 58 contacts, drawn from the TMP master list maintained by the Bellevue Transportation Department, augmented by additional contacts identified by the Bellevue TMA, TransManage. Initial notice that a survey was forthcoming was sent on April 26, 2016. Notice of the survey being open for response was sent the next day, April 27th. Reminder notices were sent to all contacts on May 6th and May 10th. A link to the survey was also posted on the [City webpage](#) that addresses TMP requirements. The survey closed on May 10th, after running for two weeks.

Recipients were encouraged to forward notice of the survey to others in their organization who have experience with TMP implementation.

TMP Survey Responses

The survey was open between April 27th, 2016 and May 10th, 2016. Of the 21 responders who began the survey, 17 completed it. Responses were logged as follows.

The survey was taken between 4/27/16 and 5/10/16.

27th-3 responses

28th-5 responses

2nd- 4 responses

3rd- 1 response

4th- 2 responses

5th-1 response

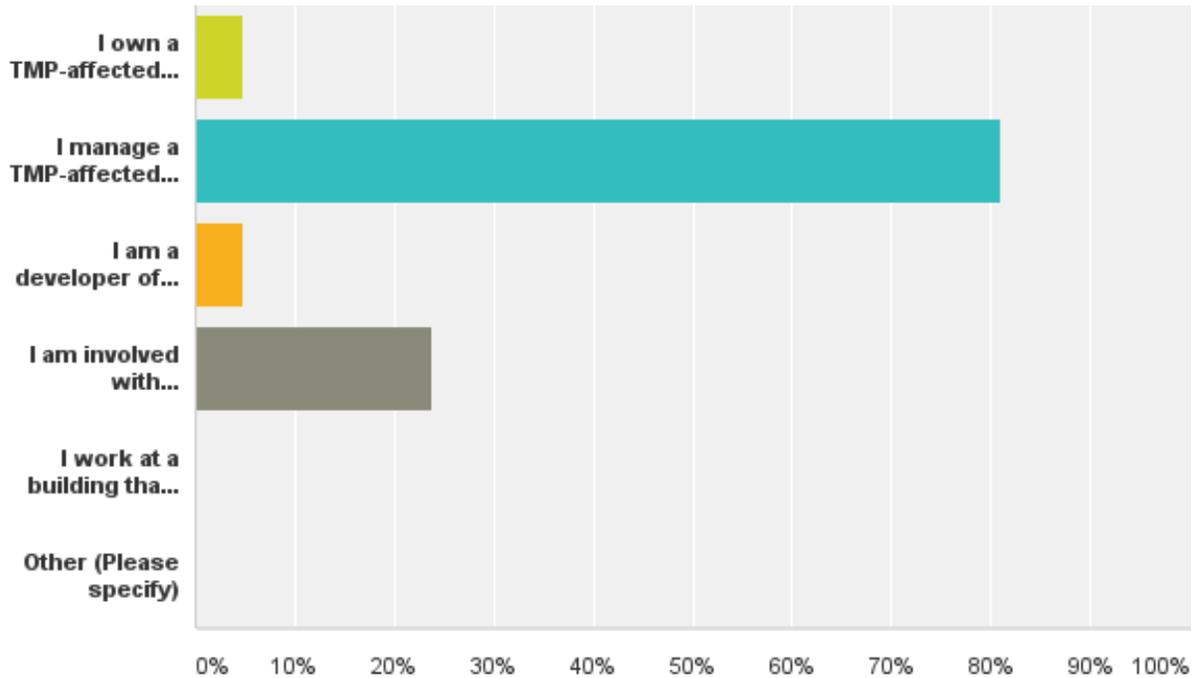
6th- 1 response

7th- 1 response

9th- 2 responses

10th- 1 response

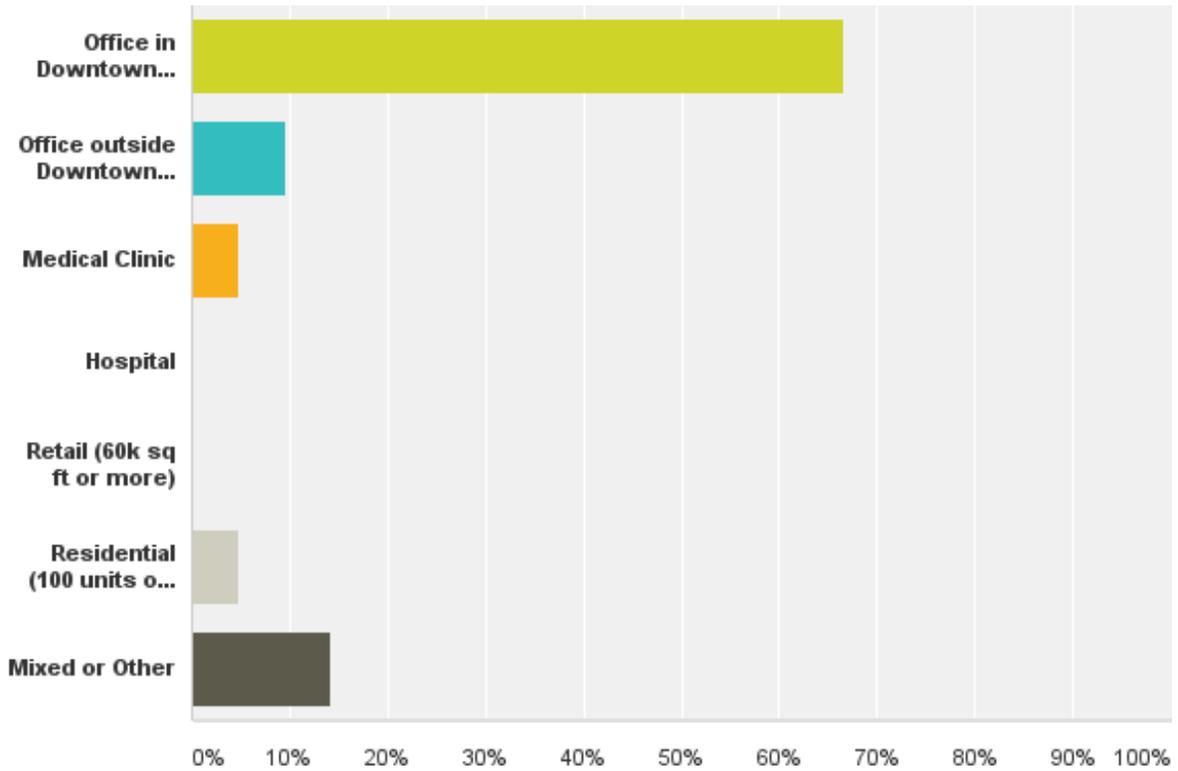
Question 1: Please indicate your relationship to TMP requirements in Bellevue (check all that apply).
 (21/21 responses)



Answer Choices	Responses
I own a TMP-affected building in Bellevue	4.76% 1
I manage a TMP-affected building in Bellevue	80.95% 17
I am a developer of building(s) in Bellevue that trigger TMP requirements	4.76% 1
I am involved with implementation of TMP requirements at a building in Bellevue	23.81% 5
I work at a building that has TMP requirements but do not have a role in TMP implementation	0.00% 0
Other (Please specify)	0.00% 0
Total Respondents: 21	

Summary: Of the 21 respondents, all but 4 manage a TMP-affected building. Of those 4, one is the owner of a medical clinic, and three are just involved with implementation. Two of the 17 managers of TMP-affected buildings are also involved in implementation and one of those two is also a developer. Of the 17 managers, 11 manage an office in Downtown. Two manage an office outside Downtown, three manage mixed/other buildings, and one manages a residential building.

Question 2: Please indicate the type of building in which you have been most involved with implementing TMP-related activities. (21/21 responses)



Answer Choices	Responses
Office in Downtown (including ancillary retail up to 60k sq ft)	66.67% 14
Office outside Downtown (including ancillary retail up to 60k sq ft)	9.52% 2
Medical Clinic	4.76% 1
Hospital	0.00% 0
Retail (60k sq ft or more)	0.00% 0
Residential (100 units or more)	4.76% 1
Mixed or Other	14.29% 3
Total	21

Summary: Of the 21 respondents, all but 4 manage a TMP-affected building. Of those 4, one is the owner of a medical clinic, and three are just involved with implementation. Two of the 17 managers of TMP-affected buildings are also involved in implementation and one of those two is also a developer. Of the 17 managers, 11 manage an office in Downtown. Two manage an office outside Downtown, three manage mixed/other buildings, and one manages a residential building.

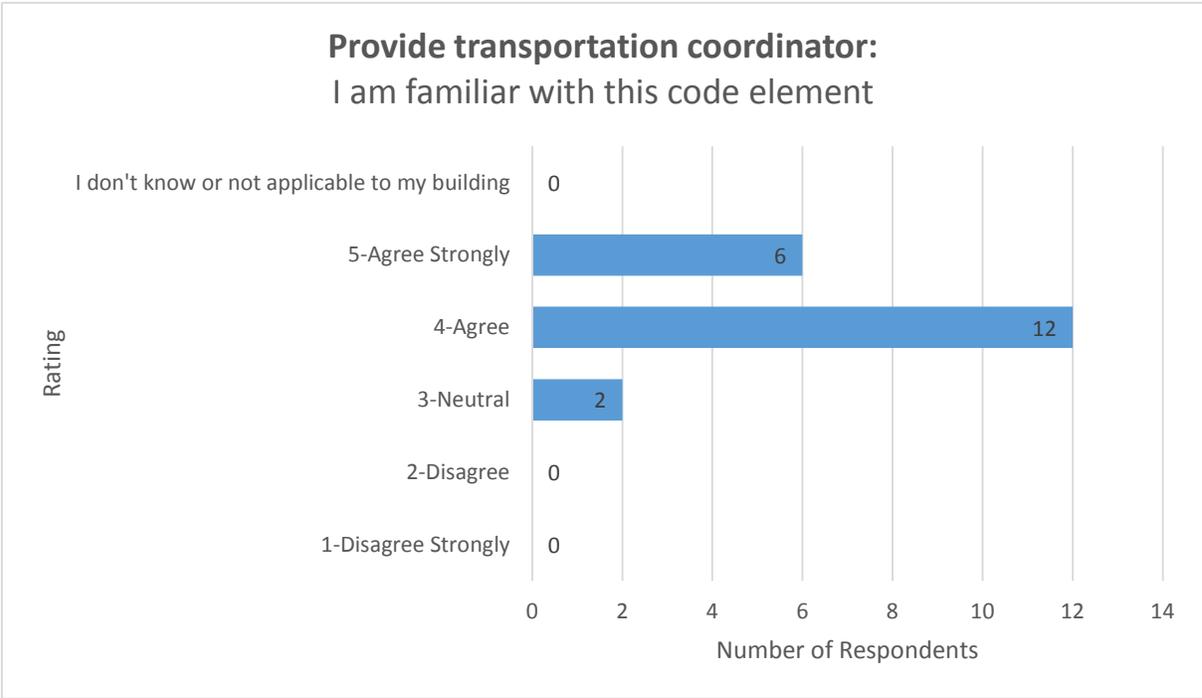
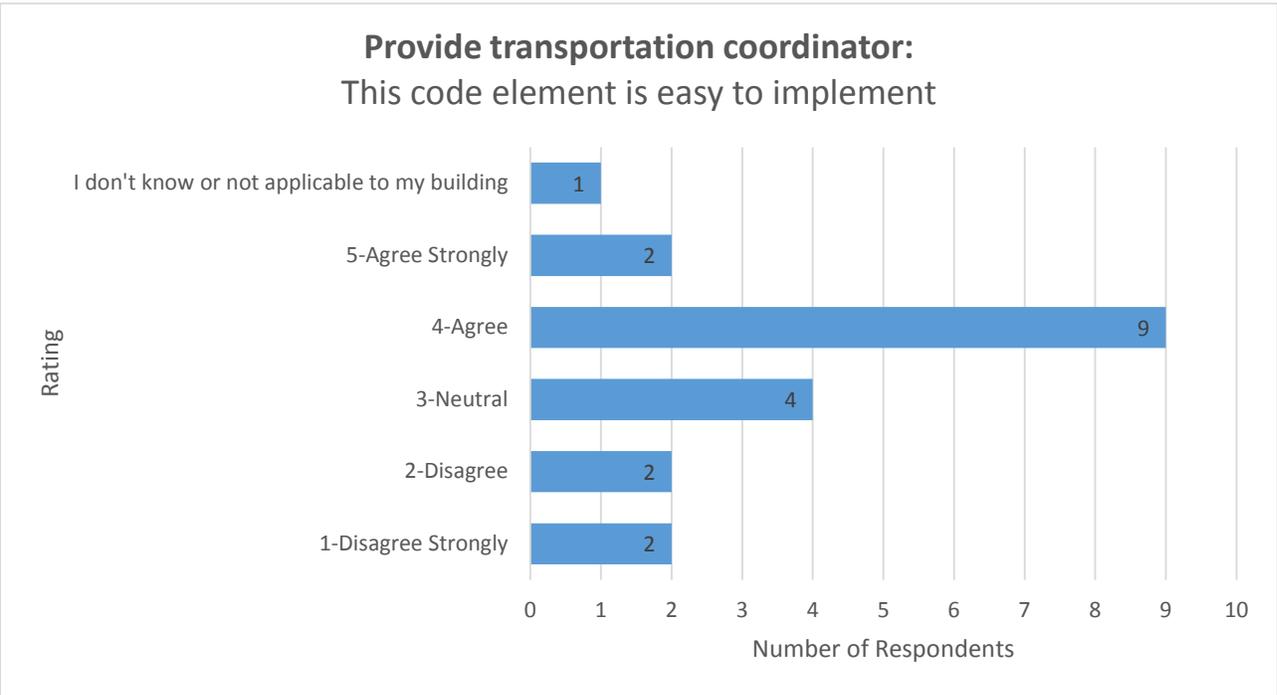
For Questions 3-10 respondents were asked to rate their understanding and the effectiveness of the current city code requirements for TMP implementation. Some of the requirements do not apply to every building type. Responses to each question are displayed first in a matrix chart, followed by five bar charts showing responses to each question within each code element.

Question 3: Current TMP Code Requirement: Provide transportation coordinator. The coordinator shall publicize the availability of ridesharing options, provide reports to the city, act as liaison to the city, and provide ridesharing matching assistance in conjunction with Metro or a private system sponsored by the property owner as approved by the city. (Applies to Office, Medical, Hospital and Retail uses.)

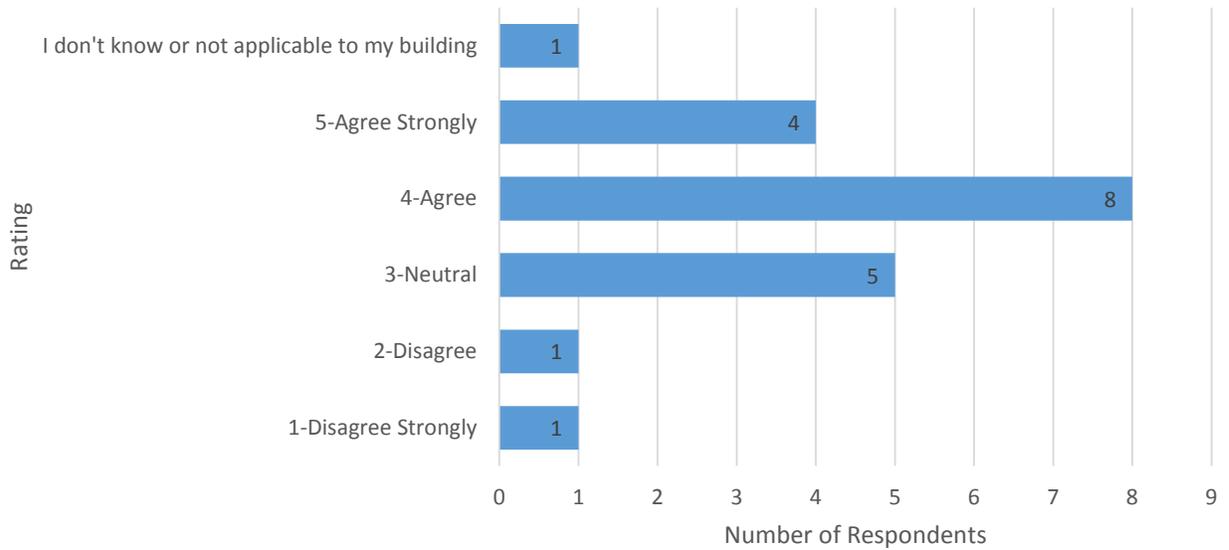
Please indicate on a scale of 1-5 whether you agree or disagree with the statements pertaining to this TMP requirement. (19/20 responses)

	(1) Disagree strongly	(2) Disagree	(3) Neutral	(4) Agree	(5) Agree strongly	I don't know or not applicable to my building.	Total
I am familiar with this code element	0.00% 0	0.00% 0	10.00% 2	60.00% 12	30.00% 6	0.00% 0	20
This code element is easy to implement.	10.00% 2	10.00% 2	20.00% 4	45.00% 9	10.00% 2	5.00% 1	20
Tenants appreciate this feature at my building.	5.00% 1	5.00% 1	25.00% 5	40.00% 8	20.00% 4	5.00% 1	20
I would likely implement this feature at my building, even in the absence of a City requirement.	0.00% 0	5.00% 1	45.00% 9	40.00% 8	10.00% 2	0.00% 0	20
This is a useful element of an overall package to reduce drive-alone commute trips to my building.	5.00% 1	10.00% 2	20.00% 4	50.00% 10	15.00% 3	0.00% 0	20

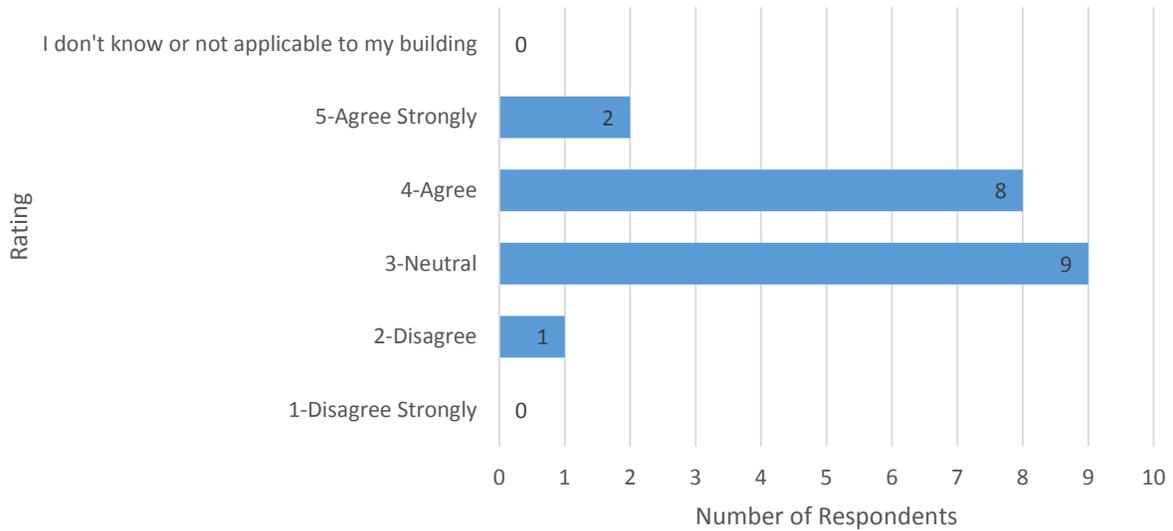
Summary: The majority of respondents agreed this code element is easy to implement, they are familiar with this code element, their tenants appreciate this code element, they are neutral as to whether or not they would implement in the absence of a code requirement, and they agree it is a useful code element for reducing drive-alone trips to my building.

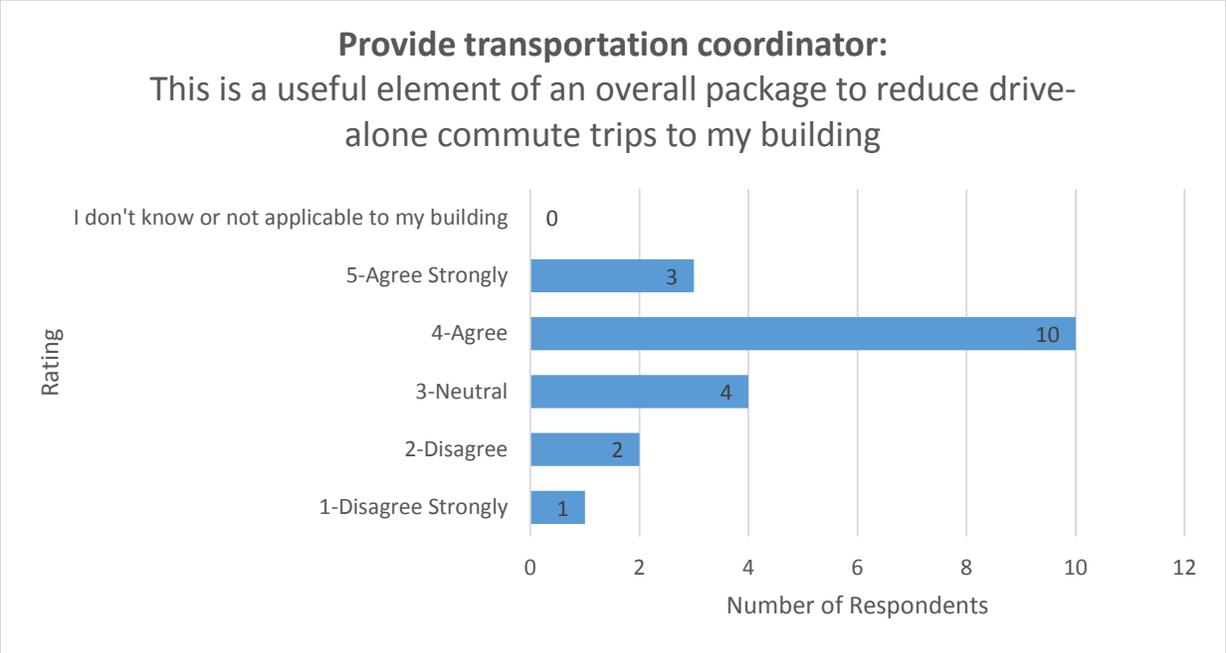


**Provide transportation coordinator:
Tenants appreciate this feature at my building**



**Provide transportation coordinator:
I would likely implement this feature at my building, even in the
absence of a City requirement**





Comments: (1)

Online options for publication should be more available as we have out grown a non-site board with all the technology we have today.

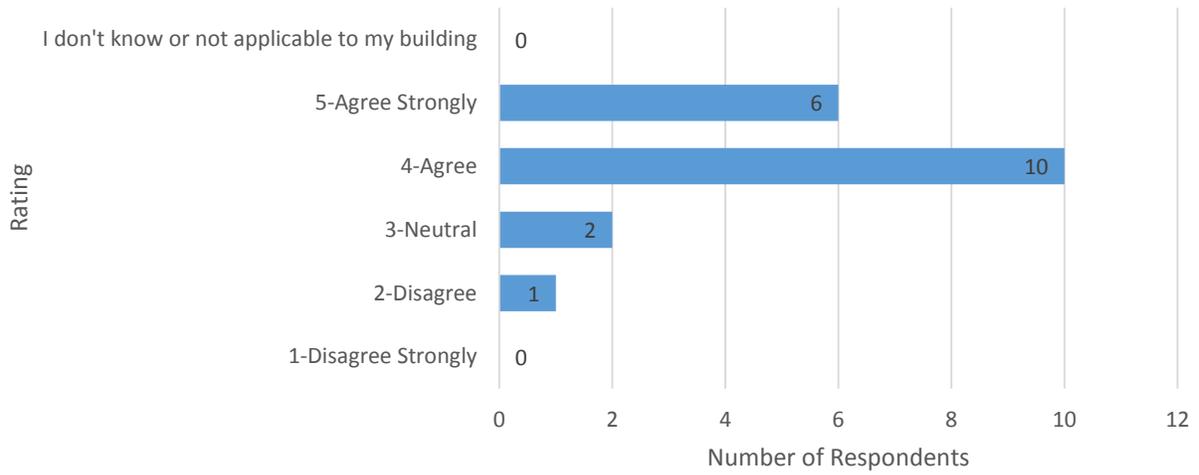
Question 4: Current TMP Code Requirement: Post ridesharing and transit information. Post ridesharing and transit information from Metro or other approved sources in a visible central location in the building, such as the lobby or other public area near the major entrance to the building on a continual basis. This requirement applies to each building in a building complex. (Applies to Office, Medical, Hospital and Residential uses.)

Please indicate on a scale of 1-5 whether you agree or disagree with the statements pertaining to this TMP requirement. (19/19 responses)

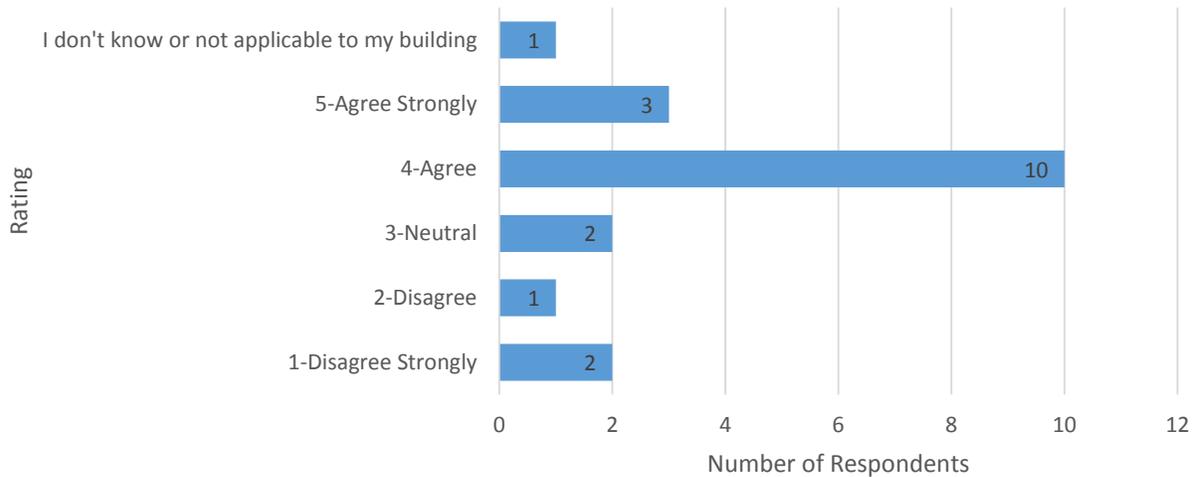
	(1) Disagree strongly	(2) Disagree	(3) Neutral	(4) Agree	(5) Agree strongly	I don't know or not applicable to my building.	Total
I am familiar with this code element	0.00% 0	5.26% 1	10.53% 2	52.63% 10	31.58% 6	0.00% 0	19
This code element is easy to implement.	10.53% 2	5.26% 1	10.53% 2	52.63% 10	15.79% 3	5.26% 1	19
Tenants appreciate this feature at my building.	5.26% 1	10.53% 2	21.05% 4	31.58% 6	26.32% 5	5.26% 1	19
I would likely implement this feature at my building, even in the absence of a City requirement.	5.26% 1	5.26% 1	31.58% 6	42.11% 8	15.79% 3	0.00% 0	19
This is a useful element of an overall package to reduce drive-alone commute trips to my building.	5.26% 1	15.79% 3	10.53% 2	47.37% 9	21.05% 4	0.00% 0	19

Summary: The majority of respondents agreed this code element is easy to implement, they are familiar with this code element, their tenants appreciate this code element, and that they would likely implement it in their buildings even in the absence of a City requirement because they see it as a useful element to reduce drive-alone commute trips to the buildings.

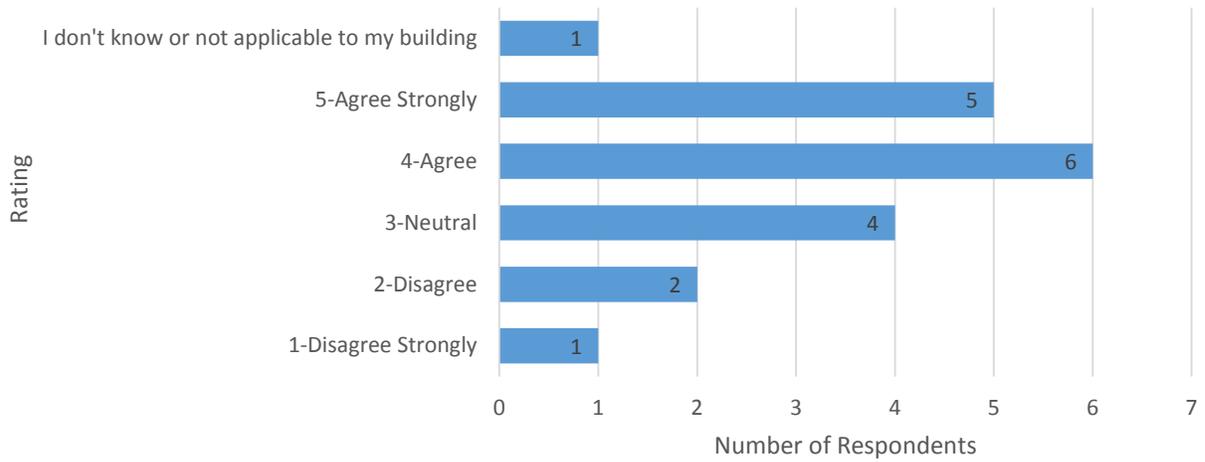
**Post ridesharing and transit information:
I am familiar with this code element**



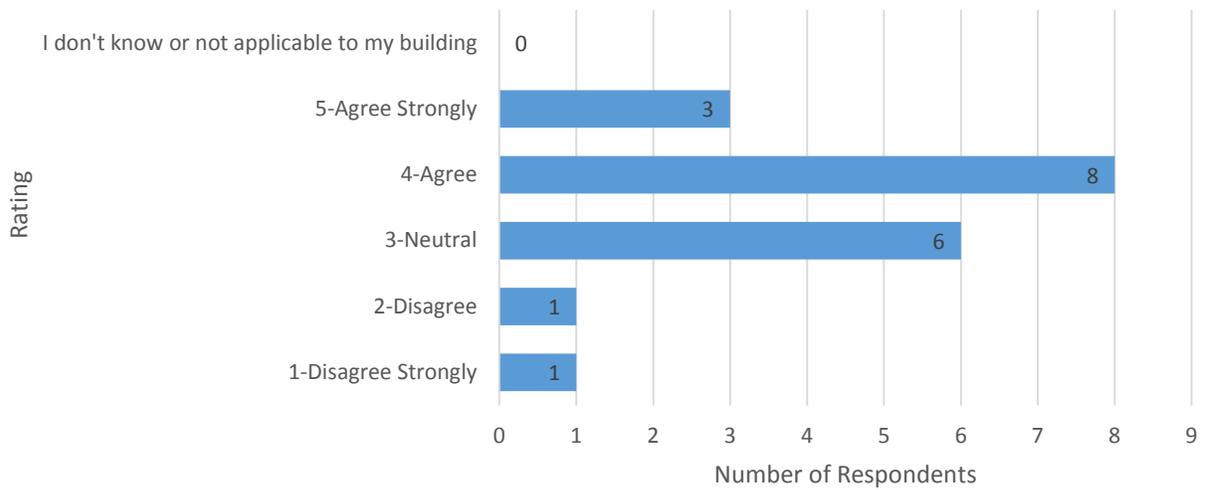
**Post ridesharing and transit information:
This code element is easy to implement**

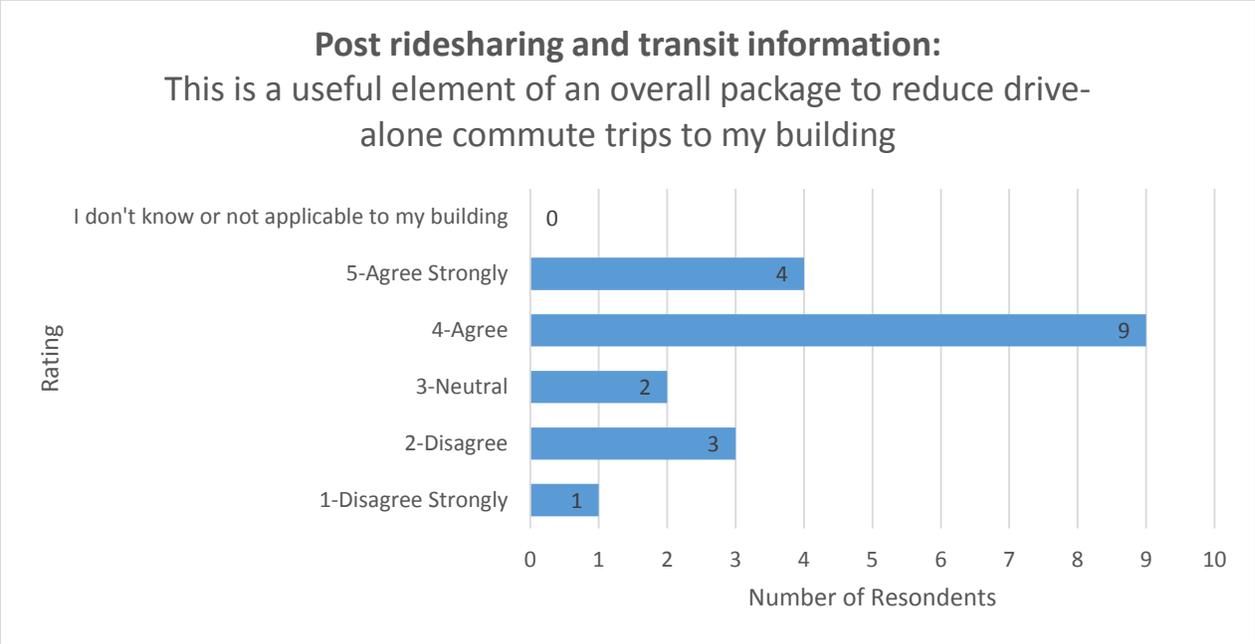


**Post ridesharing and transit information:
Tenants appreciate this feature at my building**



**Post ridesharing and transit information:
I would likely implement this feature at my building, even in the
absence of a City requirement**





Comments: (1)

The digital transit display screens are becoming more popular and an effective way to display transit information. These will become increasingly popular in the future as buildings move away from paper kiosks.

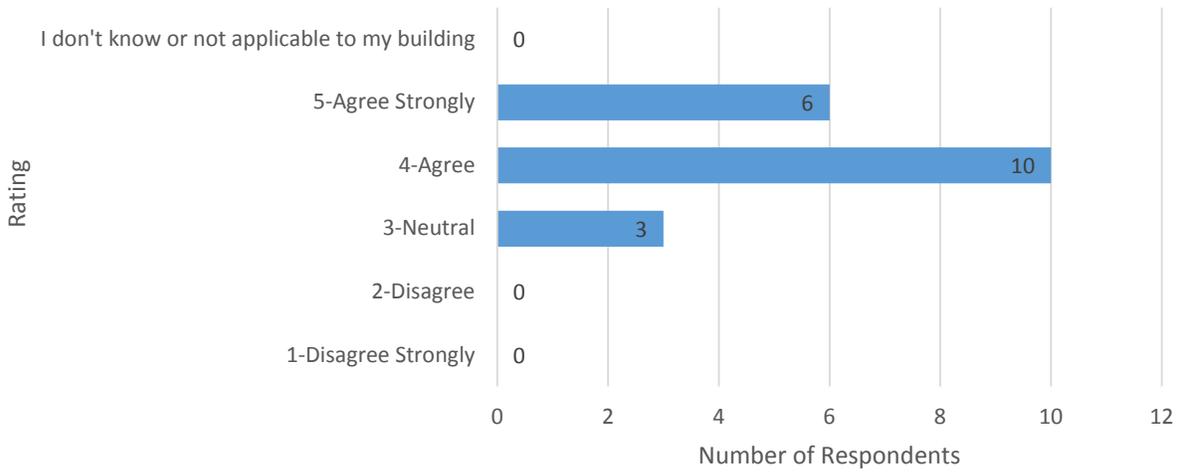
Question 5: Current TMP Code Requirement: Distribute information. Distribute ridesharing and transit information from Metro or other approved sources annually to all tenants and employees and to new tenants and new employees. Such information must identify available ridesharing and transit services. (Applies to Office, Medical and Hospital uses.)

Please indicate on a scale of 1-5 whether you agree or disagree with the statements pertaining to this TMP requirement. (19/19 responses)

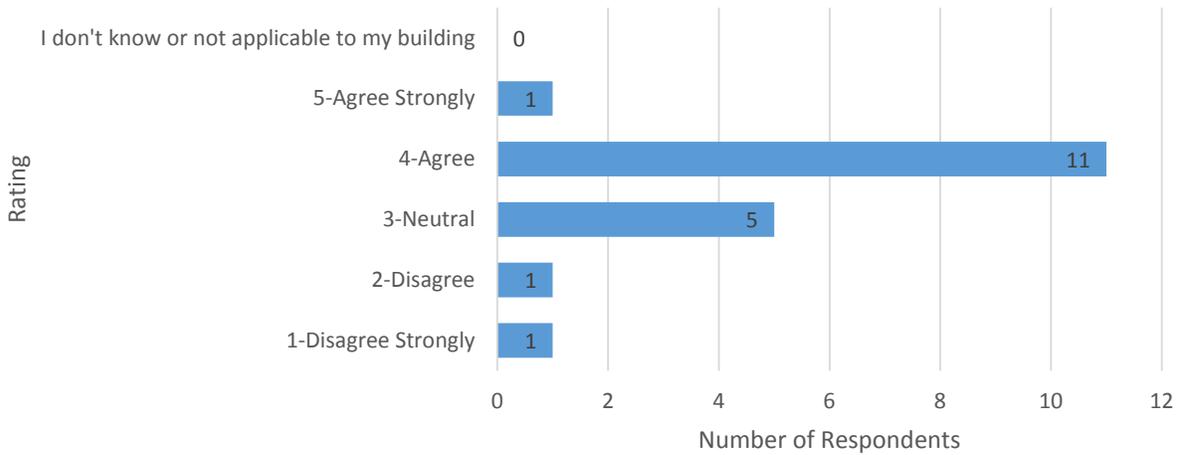
	(1) Disagree strongly	(2) Disagree	(3) Neutral	(4) Agree	(5) Agree strongly	I don't know or not applicable to my building.	Total
I am familiar with this code element	0.00% 0	0.00% 0	15.79% 3	52.63% 10	31.58% 6	0.00% 0	19
This code element is easy to implement.	5.26% 1	5.26% 1	26.32% 5	57.89% 11	5.26% 1	0.00% 0	19
Tenants appreciate this feature at my building.	5.26% 1	5.26% 1	26.32% 5	42.11% 8	15.79% 3	5.26% 1	19
I would likely implement this feature at my building, even in the absence of a City requirement.	5.26% 1	5.26% 1	42.11% 8	36.84% 7	10.53% 2	0.00% 0	19
This is a useful element of an overall package to reduce drive-alone commute trips to my building.	5.26% 1	10.53% 2	26.32% 5	42.11% 8	15.79% 3	0.00% 0	19

Summary: The majority of respondents agreed this code element is easy to implement, they are familiar with this code element, their tenants appreciate this code element, and that they view it as a useful element in reducing drive-alone commute trips to the building. However, the majority were neutral as to whether they would implement this code element in the absence of a City requirement.

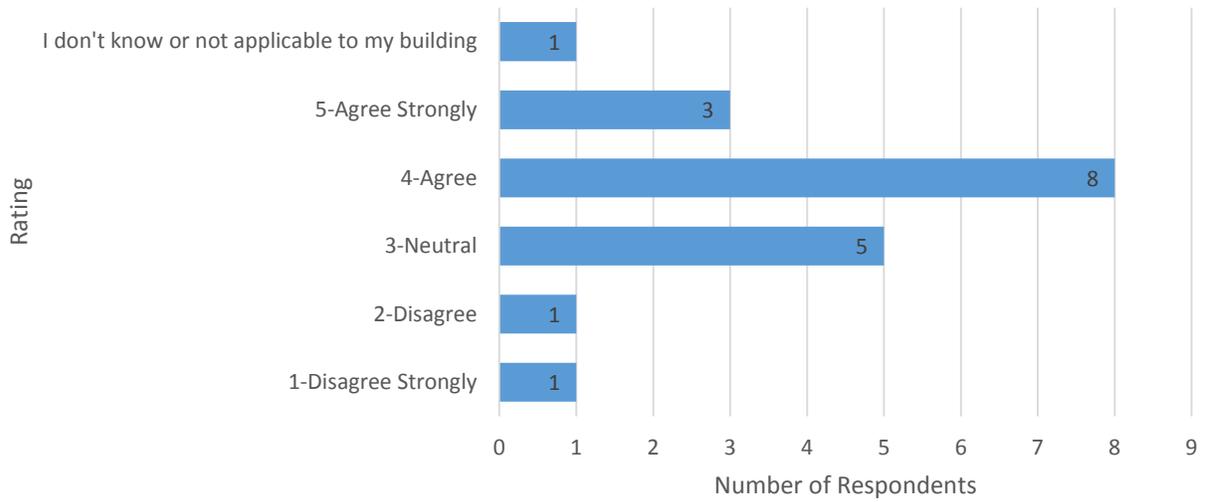
Distribute information:
I am familiar with this code element



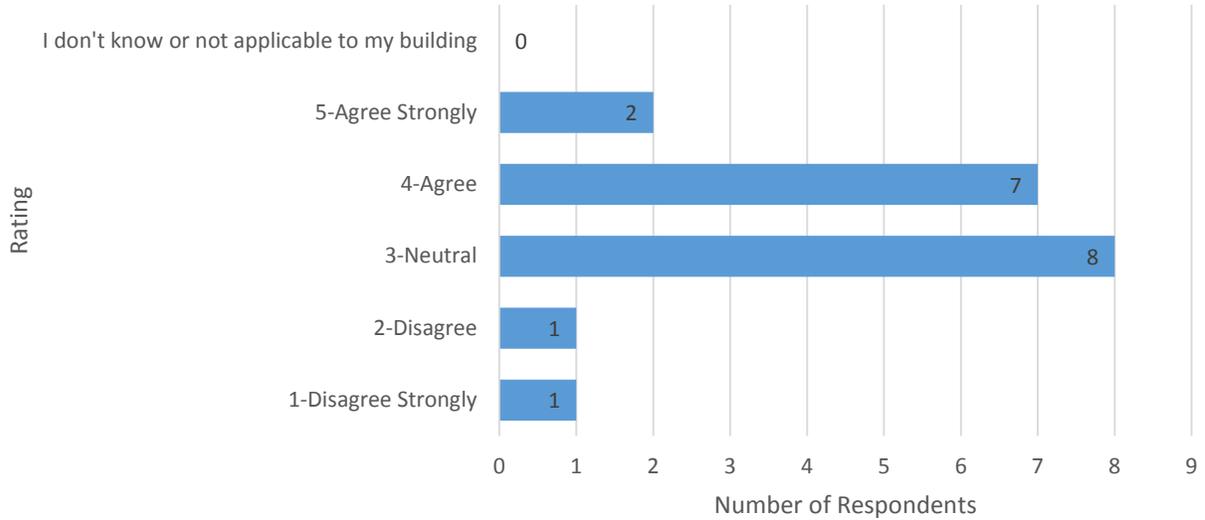
Distribute information:
This code element is easy to implement

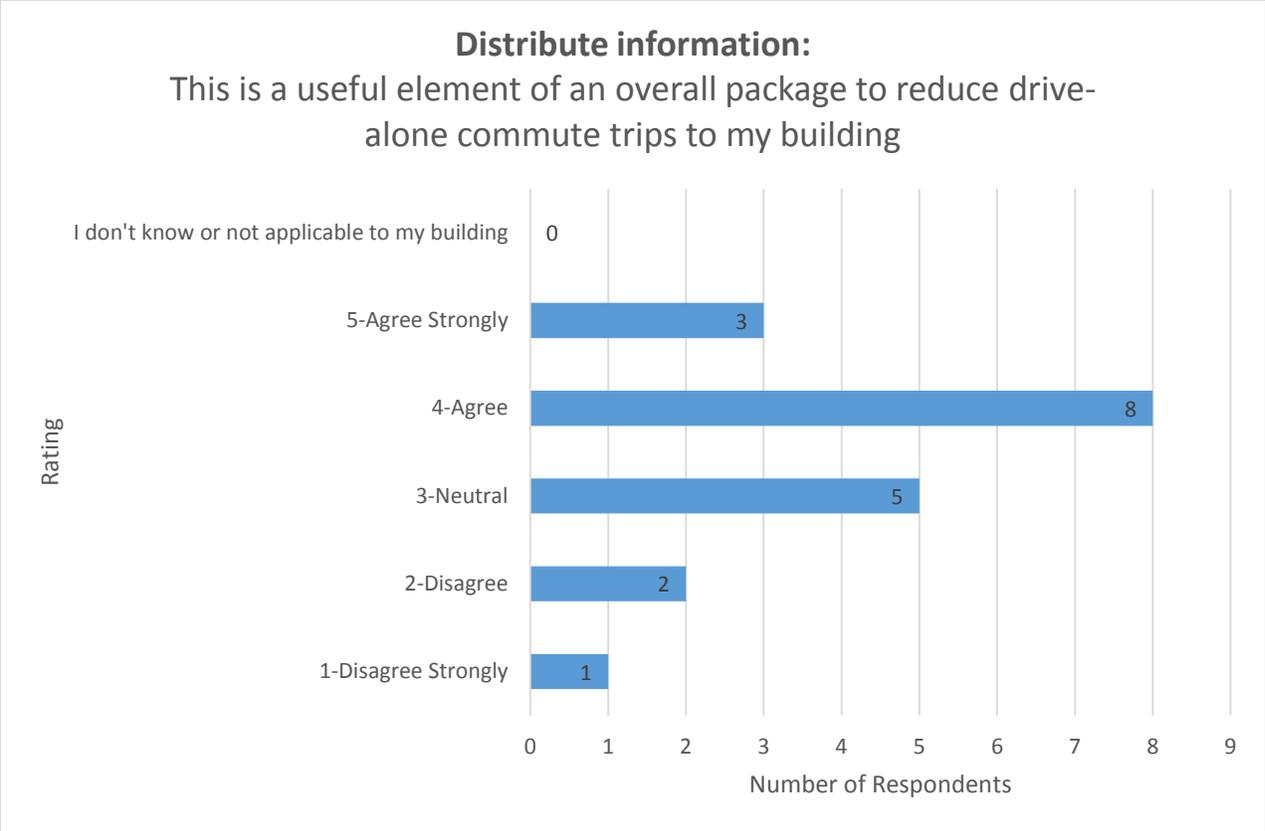


Distribute information:
Tenants appreciate this feature at my building



Distribute information:
I would likely implement this feature at my building, even in the
absence of a City requirement





Comments: (1)

We use a monthly E-Newsletter for each of our buildings. This, paired with elevator captivate screens, posters on commuter information centers as well as emails from property management have proven effective in advertising our events, promotions and other trip-planning tools & resources.

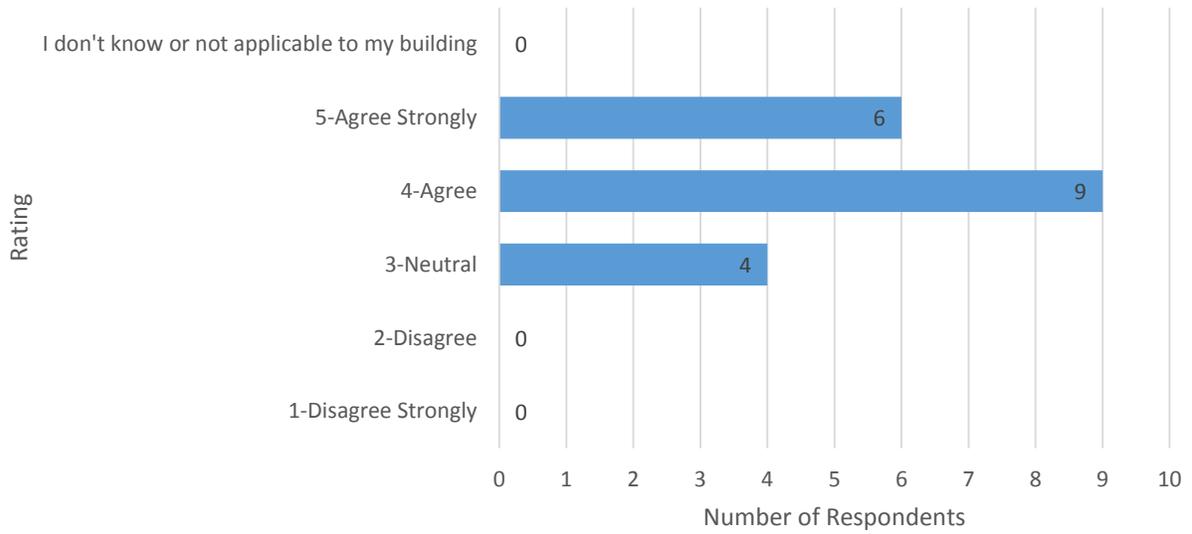
Question 6: Current TMP Code Requirement: Provide preferential parking. Provide specially marked parking spaces in a preferential location between 6:00 a.m. and 9:00 a.m. for each registered carpool and vanpool in which tenants and their employees participate. A preferential location includes proximity to the building and covered parking when possible. (Applies to Office, Medical, Hospital and Retail uses.)

Please indicate on a scale of 1-5 whether you agree or disagree with the statements pertaining to this TMP requirement. (19/19 responses)

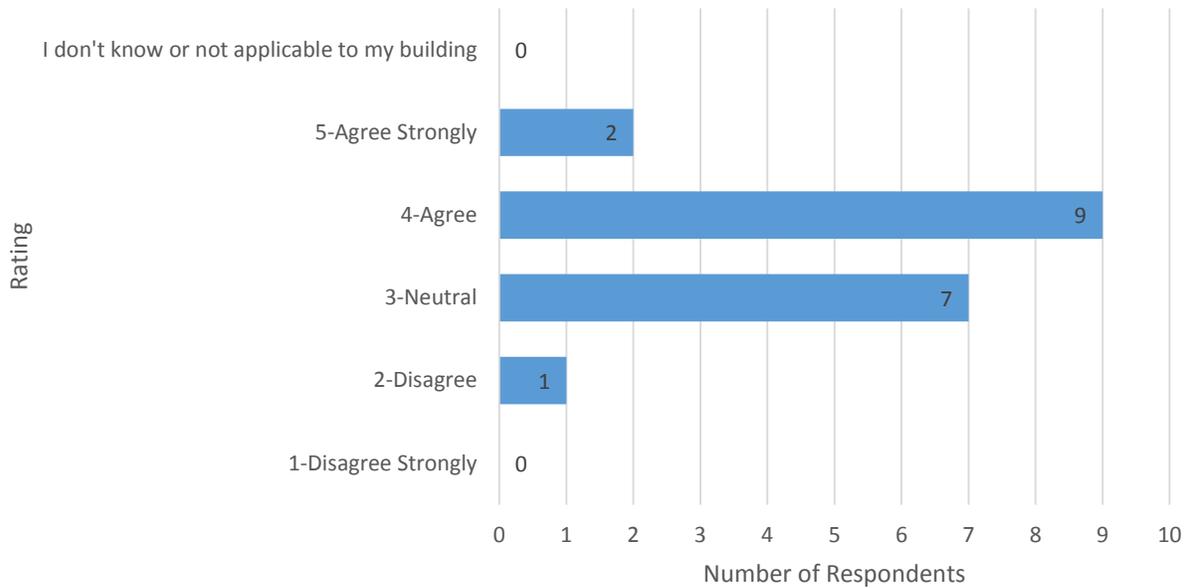
	(1) Disagree strongly	(2) Disagree	(3) Neutral	(4) Agree	(5) Agree strongly	I don't know or not applicable to my building.	Total
I am familiar with this code element	0.00% 0	0.00% 0	21.05% 4	47.37% 9	31.58% 6	0.00% 0	19
This code element is easy to implement.	0.00% 0	5.26% 1	36.84% 7	47.37% 9	10.53% 2	0.00% 0	19
Tenants appreciate this feature at my building.	10.53% 2	0.00% 0	21.05% 4	42.11% 8	21.05% 4	5.26% 1	19
I would likely implement this feature at my building, even in the absence of a City requirement.	5.26% 1	5.26% 1	47.37% 9	31.58% 6	10.53% 2	0.00% 0	19
This is a useful element of an overall package to reduce drive-alone commute trips to my building.	0.00% 0	15.79% 3	26.32% 5	31.58% 6	21.05% 4	5.26% 1	19

Summary: The majority of respondents agreed this code element is easy to implement, they are familiar with this code element, and their tenants appreciate this code element. A slight majority view it as a useful element in reducing drive-alone commute trips to the building, and nearly half of respondents were neutral as to whether they would implement this code element in the absence of a City requirement.

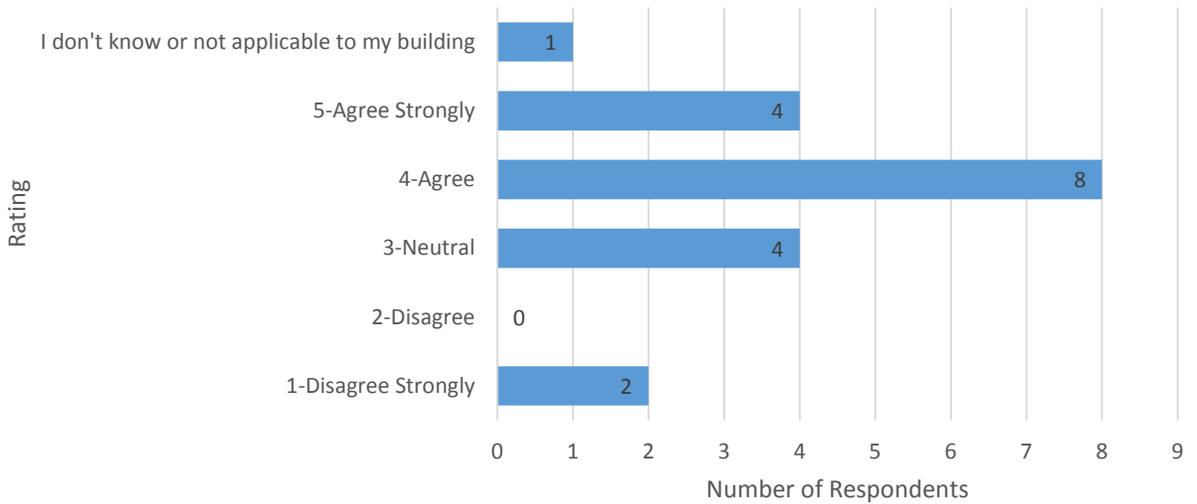
Provide preferential parking: I am familiar with this code element



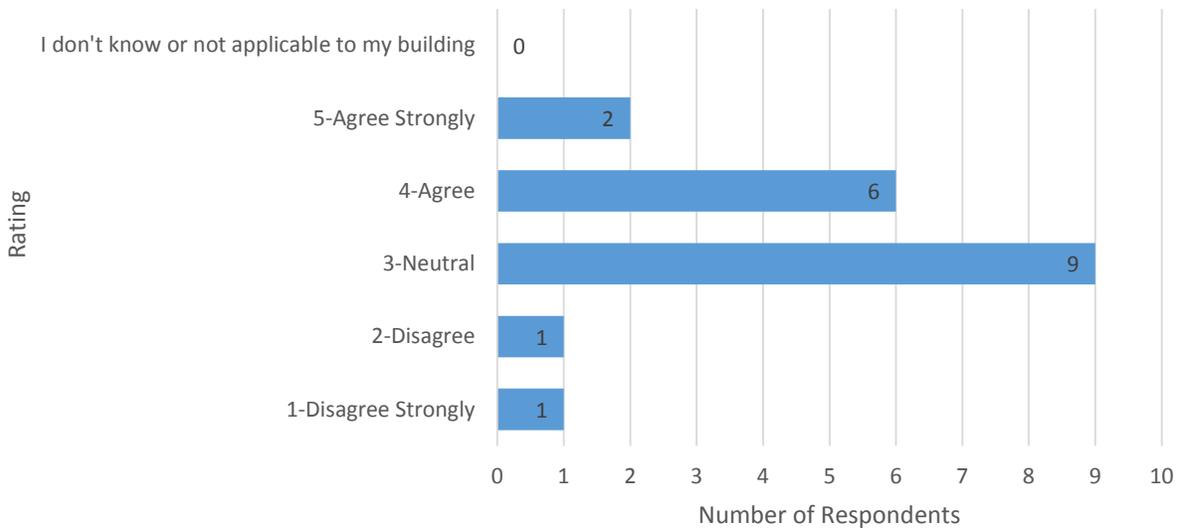
Provide preferential parking: This code element is easy to implement

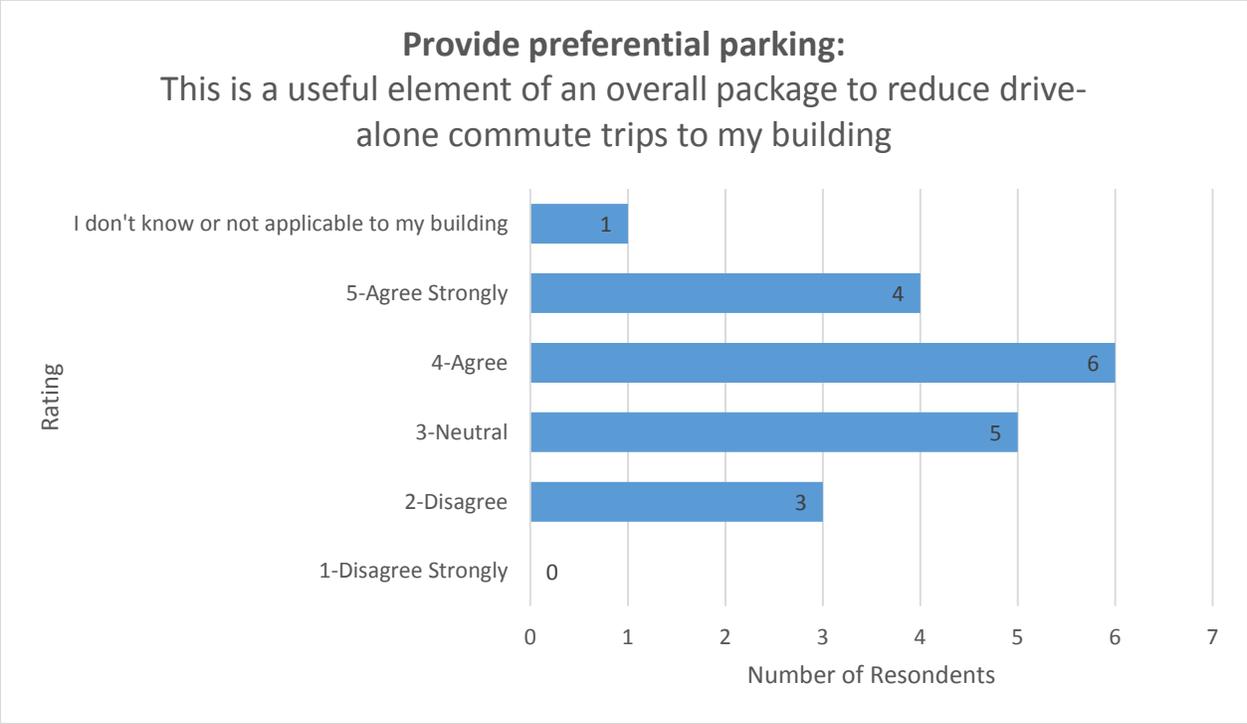


Provide preferential parking:
Tenants appreciate this feature at my building



Provide preferential parking:
I would likely implement this feature at my building, even in the
absence of a City requirement





Comments: (3)

There is often times an issue with parking being oversold and not being able to allocate parking stalls to carpool or vanpool parking only; another breakdown in communication between broker and property manager.

No one has registered in 4.5 years the building has been opened.

We have had these for many years and they are never used. People park where they want.

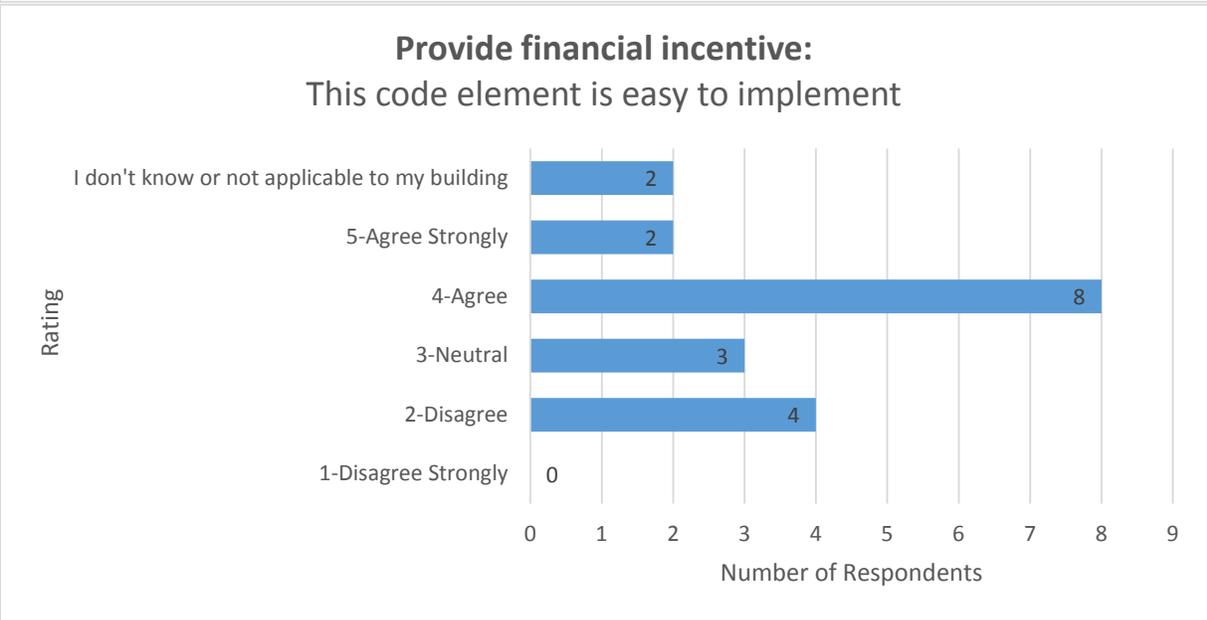
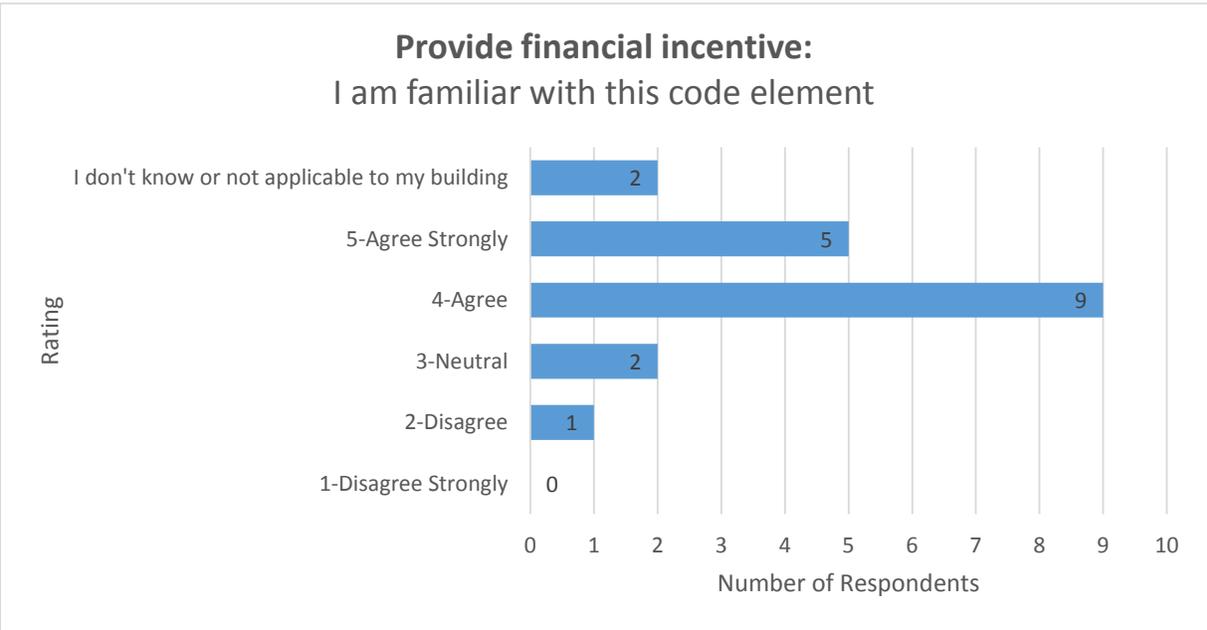
Question 7: Current TMP Code Requirement: Provide financial incentive. Provide a minimum of \$15.00 per month financial incentive for employees on site who commute by carpool, vanpool or transit. The financial incentive for transit riders and Metro vanpool riders will be a discounted Metro Transit (or a comparable service) bus/vanpool pass. The financial incentive for each carpool and non-Metro vanpool participant will be a cash bonus to the participant, a coupon redeemable for gasoline, or an equivalent discount in parking charges. (Applies to Office, Medical and Hospital uses.)

Note: Some buildings in Downtown Bellevue provide a financial incentive in the form of free park day vouchers each month to registered carpoolers, vanpoolers, transit riders and walk and bike commuters. The number of free park days varies by building, from one day to four days/month. The free park days accommodate the occasional need to drive and offer flexibility for commuters.

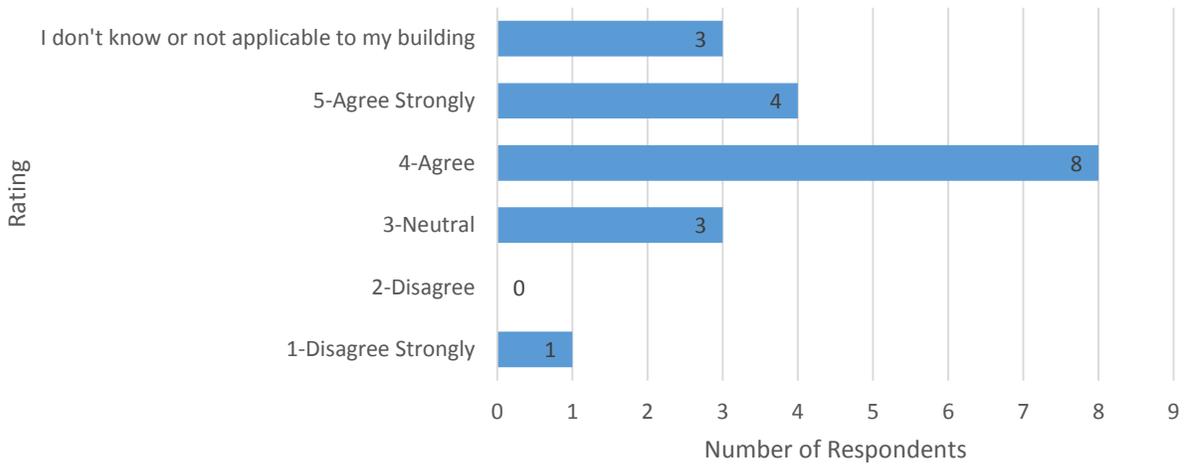
Please indicate on a scale of 1-5 whether you agree or disagree with the statements pertaining to this TMP requirement. (19/19 responses)

	(1) Disagree strongly	(2) Disagree	(3) Neutral	(4) Agree	(5) Agree strongly	I don't know or not applicable to my building.	Total
I am familiar with this code element	0.00% 0	5.26% 1	10.53% 2	47.37% 9	26.32% 5	10.53% 2	19
This code element is easy to implement.	0.00% 0	21.05% 4	15.79% 3	42.11% 8	10.53% 2	10.53% 2	19
Tenants appreciate this feature at my building.	5.26% 1	0.00% 0	15.79% 3	42.11% 8	21.05% 4	15.79% 3	19
I would likely implement this feature at my building, even in the absence of a City requirement.	10.53% 2	5.26% 1	47.37% 9	15.79% 3	10.53% 2	10.53% 2	19
This is a useful element of an overall package to reduce drive-alone commute trips to my building.	5.26% 1	10.53% 2	21.05% 4	31.58% 6	21.05% 4	10.53% 2	19

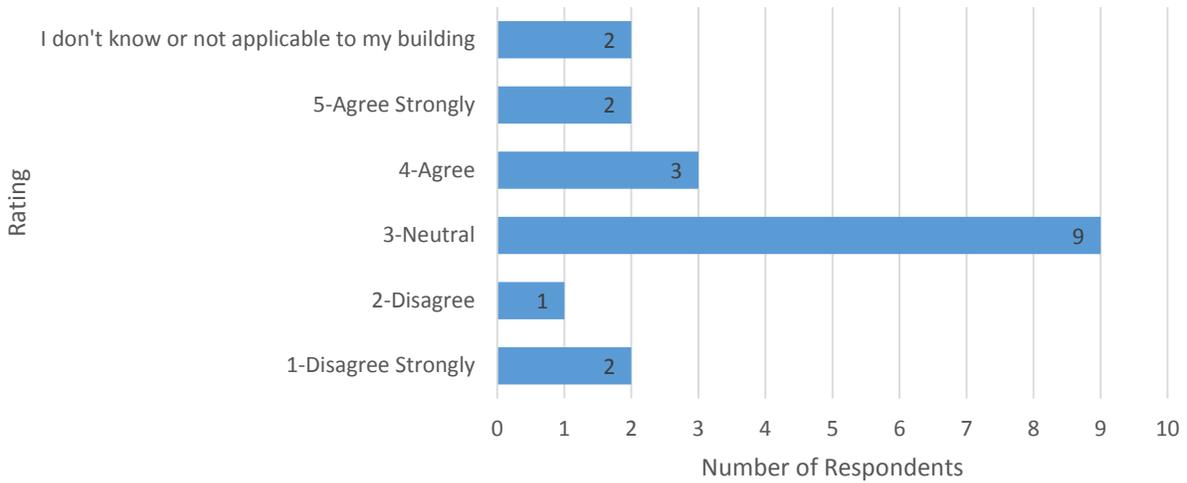
Summary: The majority of respondents agreed this code element is easy to implement, they are familiar with this code element, and their tenants appreciate this code element. The majority of responders were neutral as to whether they would implement this feature in the absence of a City requirement, and a small majority of less than a third of respondents agree it is a useful element in reducing drive-alone commute trips to the buildings.

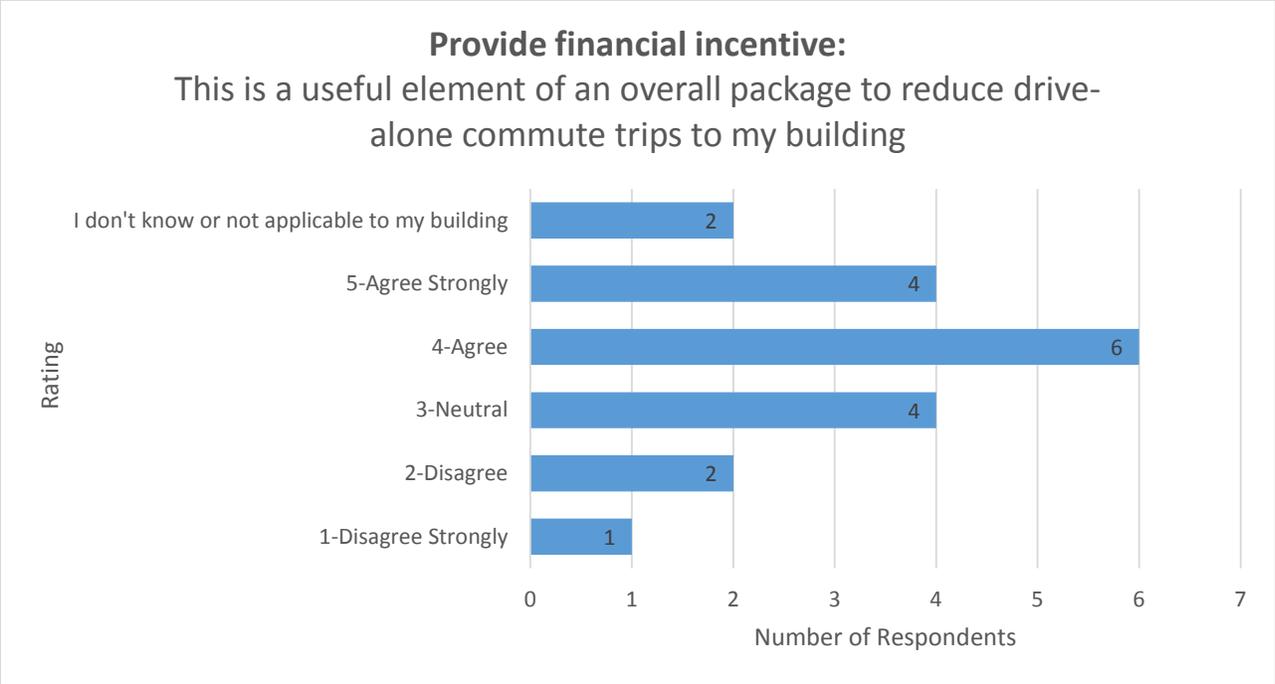


Provide financial incentive:
Tenants appreciate this feature at my building



Provide financial incentive:
I would likely implement this feature at my building, even in the
absence of a City requirement





Comments: (2)

The free park day programs we implement are very effective and are the only reason some commuters are able to choose transit over a parking pass.

Not enough incentive.

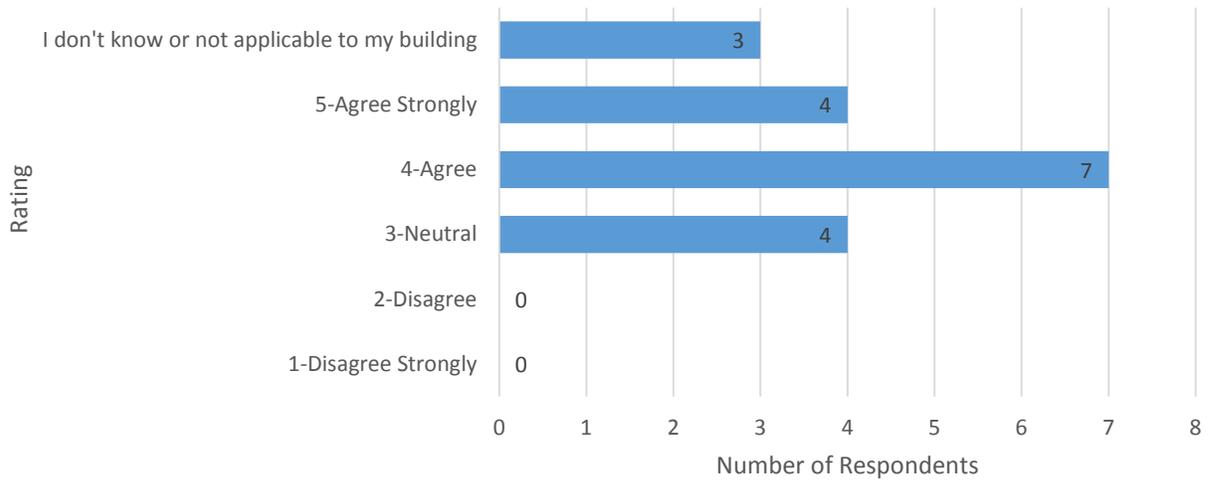
Question 8: Current TMP Code Requirement: Provide guaranteed ride home. Provide a taxi scrip system of low-cost rides home for on-site employee transit riders or registered on-site employee carpoolers and vanpoolers who miss a bus or ride because of an employer requirement to work late or because of a need to leave early due to illness or home emergency. (Applies to Office, Medical and Hospital uses.)

Please indicate on a scale of 1-5 whether you agree or disagree with the statements pertaining to this TMP requirement. (18/18 responses)

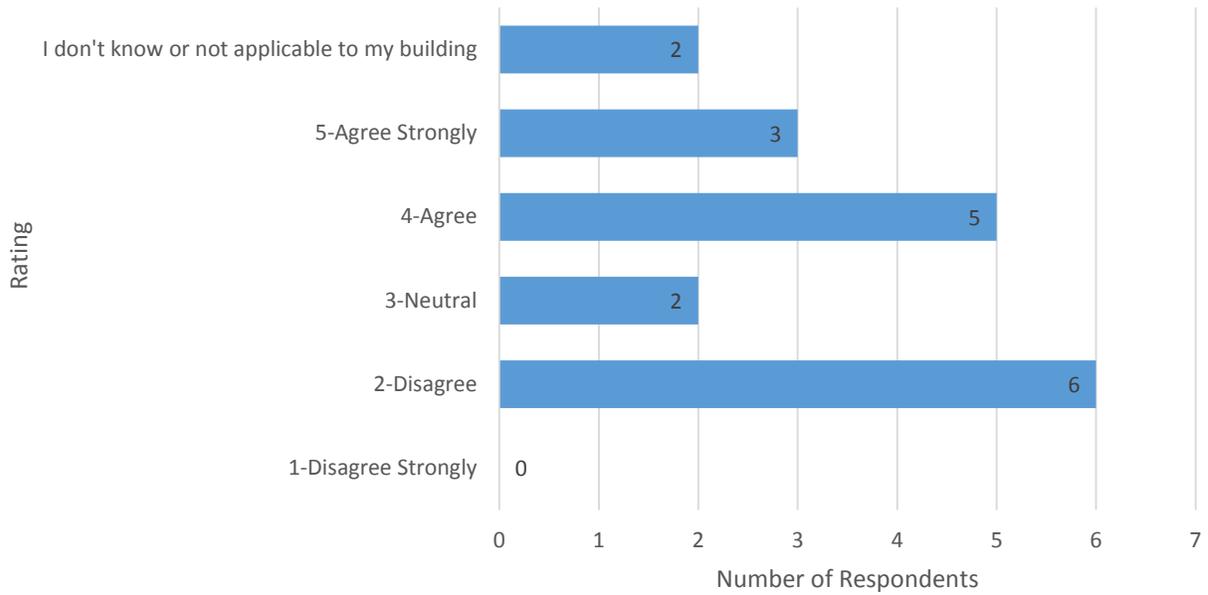
	(1) Disagree strongly	(2) Disagree	(3) Neutral	(4) Agree	(5) Agree strongly	I don't know or not applicable to my building.	Total
I am familiar with this code element	0.00% 0	0.00% 0	22.22% 4	38.89% 7	22.22% 4	16.67% 3	18
This code element is easy to implement.	0.00% 0	33.33% 6	11.11% 2	27.78% 5	16.67% 3	11.11% 2	18
Tenants appreciate this feature at my building.	11.11% 2	11.11% 2	16.67% 3	27.78% 5	16.67% 3	16.67% 3	18
I would likely implement this feature at my building, even in the absence of a City requirement.	11.11% 2	16.67% 3	33.33% 6	27.78% 5	5.56% 1	5.56% 1	18
This is a useful element of an overall package to reduce drive-alone commute trips to my building.	5.56% 1	16.67% 3	33.33% 6	22.22% 4	16.67% 3	5.56% 1	18

Summary: The majority of responders agree they are familiar with this code element, though a smaller majority than in previous questions. A slight majority - one third of respondents disagree this code is easy to implement, and though a slight majority agree tenants appreciate this feature, respondent sentiments were quite mixed. A slight majority are neutral regarding both the likelihood of implementing this element in the absence of a City requirement, and its usefulness in reducing drive-alone commute trips to buildings.

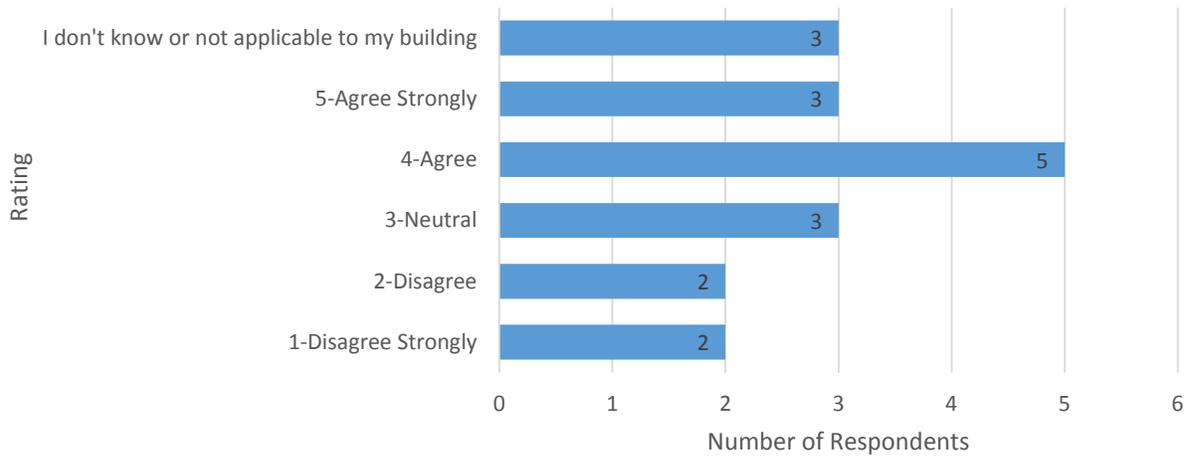
**Provide guaranteed ride home:
I am familiar with this code element**



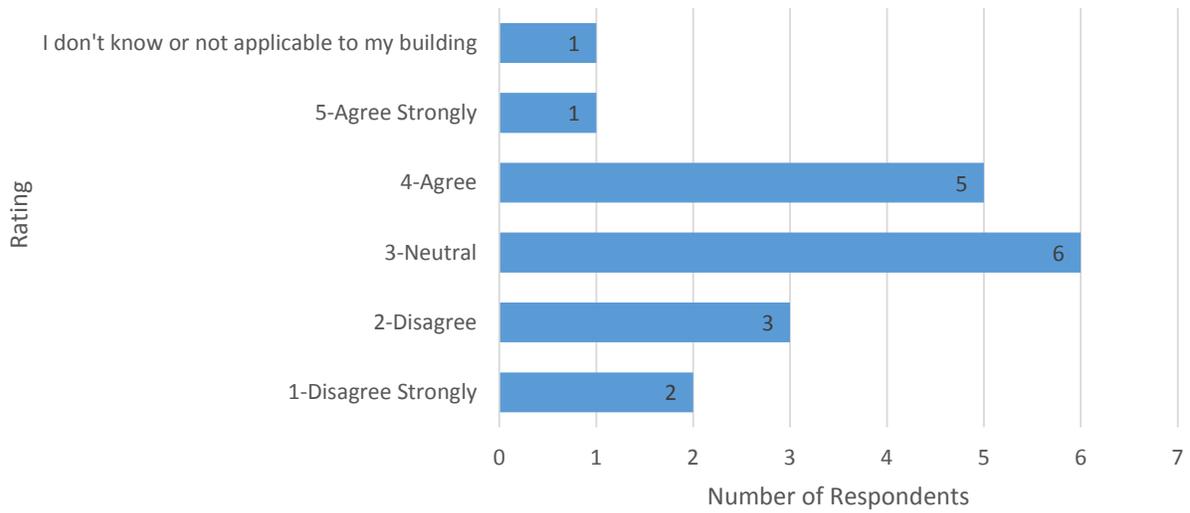
**Provide guaranteed ride home:
This code element is easy to implement**

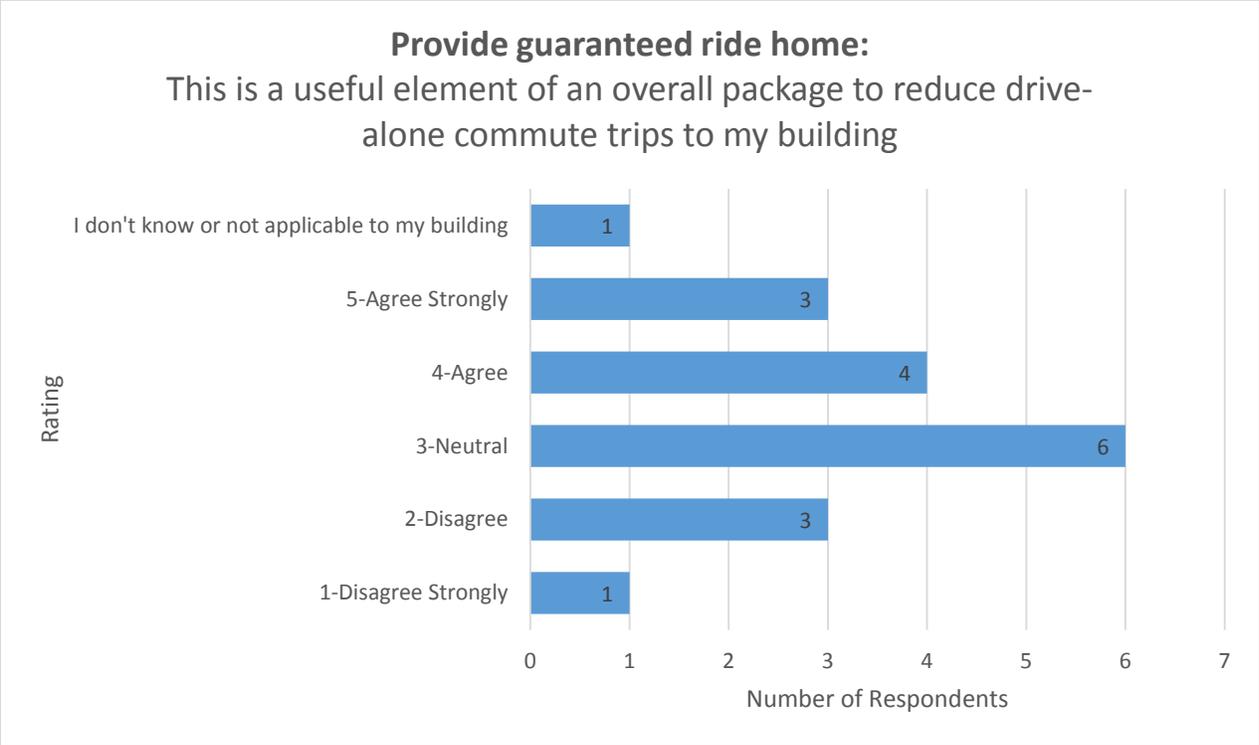


**Provide guaranteed ride home:
Tenants appreciate this feature at my building**



**Provide guaranteed ride home:
I would likely implement this feature at my building, even in the
absence of a City requirement**





Comments: (3)

The reimbursement model for GRH is very easy to implement and a great asset to our commuters.

GRH is not an option offered at our facilities.

The verbiage is different- I thought we have to reimburse them not provide "taxi scrip" whatever that means.

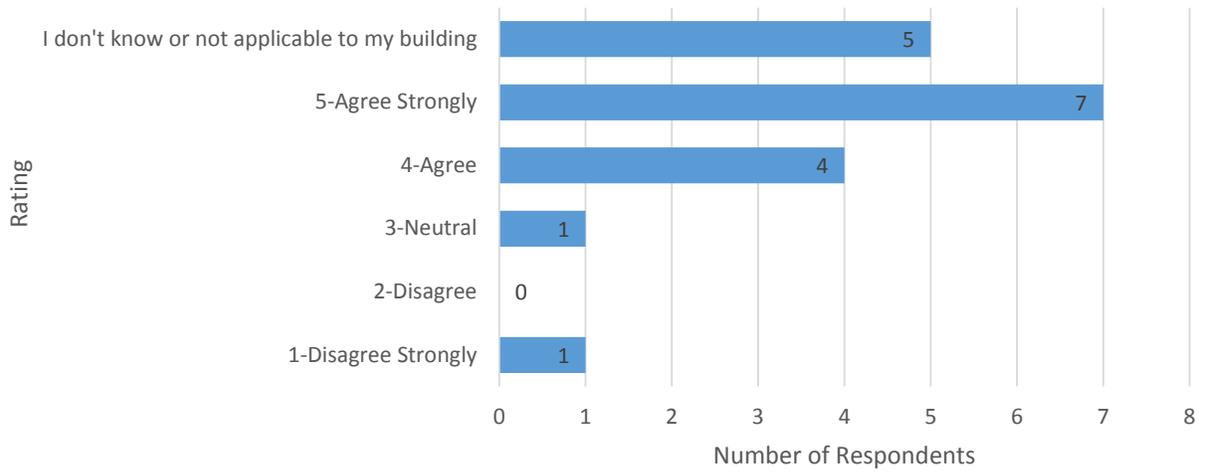
Question 9: Current TMP Code Requirement: Performance goal. Conduct a baseline commute survey 1 year after certificate of occupancy and measurement surveys every two years thereafter; in ten years achieve a 35% reduction in drive-alone commuting from the baseline rate. (Applies to Office buildings in Downtown.)

Please indicate on a scale of 1-5 whether you agree or disagree with the statements pertaining to this TMP requirement. (18/18 responses)

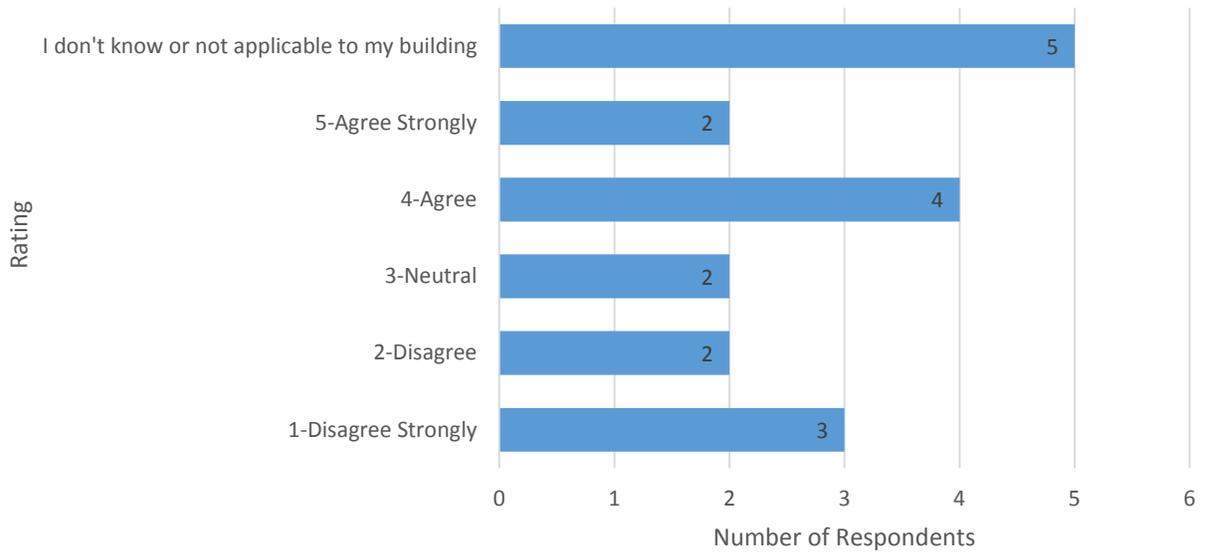
	(1) Disagree strongly	(2) Disagree	(3) Neutral	(4) Agree	(5) Agree strongly	I don't know or not applicable to my building.	Total
I am familiar with this code element	5.56% 1	0.00% 0	5.56% 1	22.22% 4	38.89% 7	27.78% 5	18
This code element is easy to implement.	16.67% 3	11.11% 2	11.11% 2	22.22% 4	11.11% 2	27.78% 5	18
Tenants appreciate this feature at my building.	16.67% 3	11.11% 2	11.11% 2	11.11% 2	16.67% 3	33.33% 6	18
I would likely implement this feature at my building, even in the absence of a City requirement.	16.67% 3	0.00% 0	22.22% 4	27.78% 5	5.56% 1	27.78% 5	18
This is a useful element of an overall package to reduce drive-alone commute trips to my building.	16.67% 3	11.11% 2	11.11% 2	16.67% 3	16.67% 3	27.78% 5	18

Summary: The majority of respondents strongly agreed with familiarity to this code element, though the next largest group either did not know or were not involved. ‘I don’t know or not applicable at my building’ was the majority group concerning ease of implementation, appreciation of feature, and usefulness of the code element in reducing drive-alone commute trips to the buildings. Of those familiar with and involved with the code element, a majority would likely implement the feature in the absence of a City requirement.

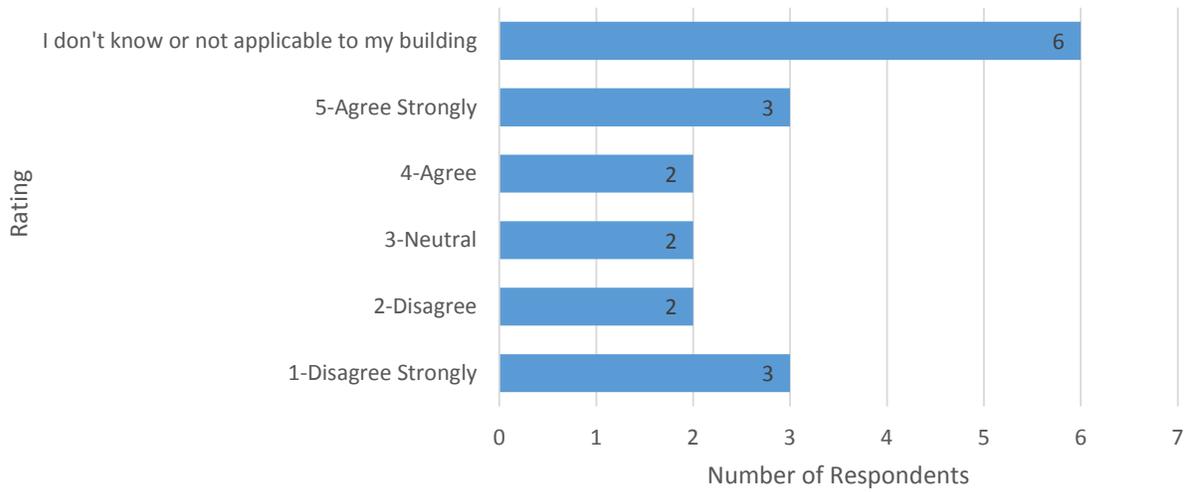
Performance goal:
I am familiar with this code element



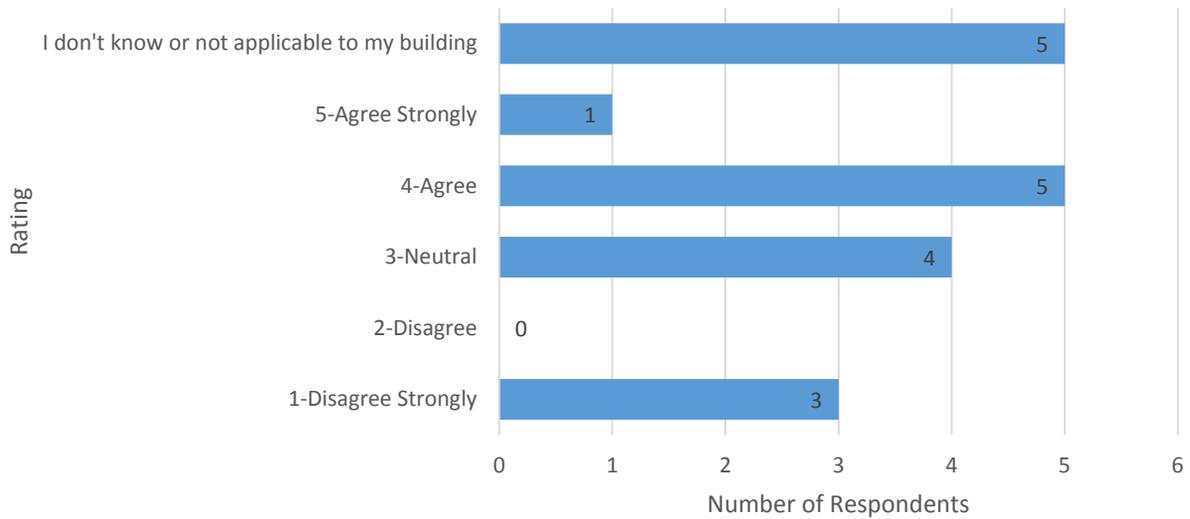
Performance goal:
This code element is easy to implement

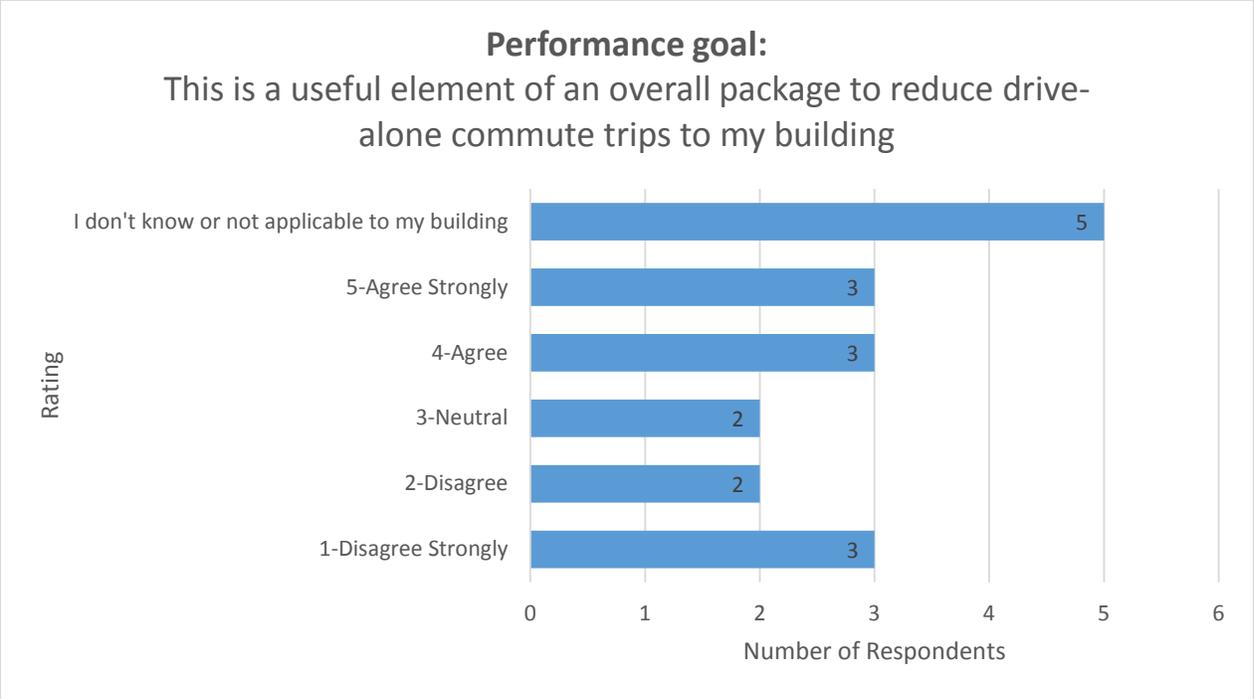


Performance goal:
Tenants appreciate this feature at my building



Performance goal:
I would likely implement this feature at my building, even in the
absence of a City requirement





Comments: (2)

Paper surveys are cumbersome. Perhaps offer the company a choice between digital and paper surveys. Some tenants want the data but often times we don't get the results back from KCM and WSDOT for many months. We would suggest moving towards a overall downtown mode split target and applying that target to each building. The City could survey every 5 years rather than every 2. At the very minimum, the City should budget for any building who wants to survey (in whatever form the surveys are in - paper or digital).

I would bet TONS of \$\$\$\$\$ that this doesn't happen.

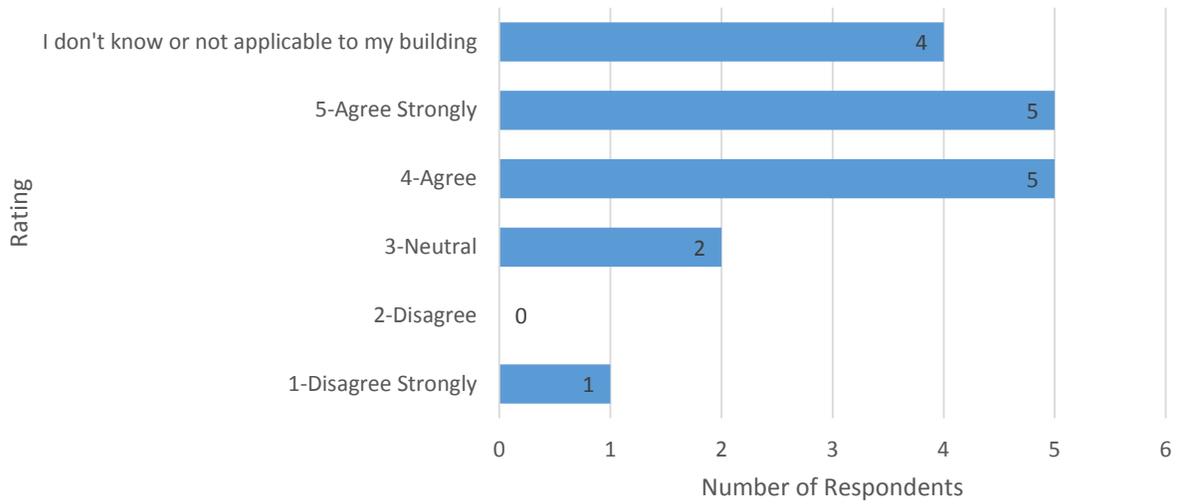
Question 10: Current TMP Code Requirement: Line-item parking cost. Tenant leases must identify parking cost as a separate line item, with a minimum monthly rate not less than the cost of a 2-zone Metro pass (currently \$117.00). (Applies to Office buildings in Downtown)

Please indicate on a scale of 1-5 whether you agree or disagree with the statements pertaining to this TMP requirement. (17/17 responses)

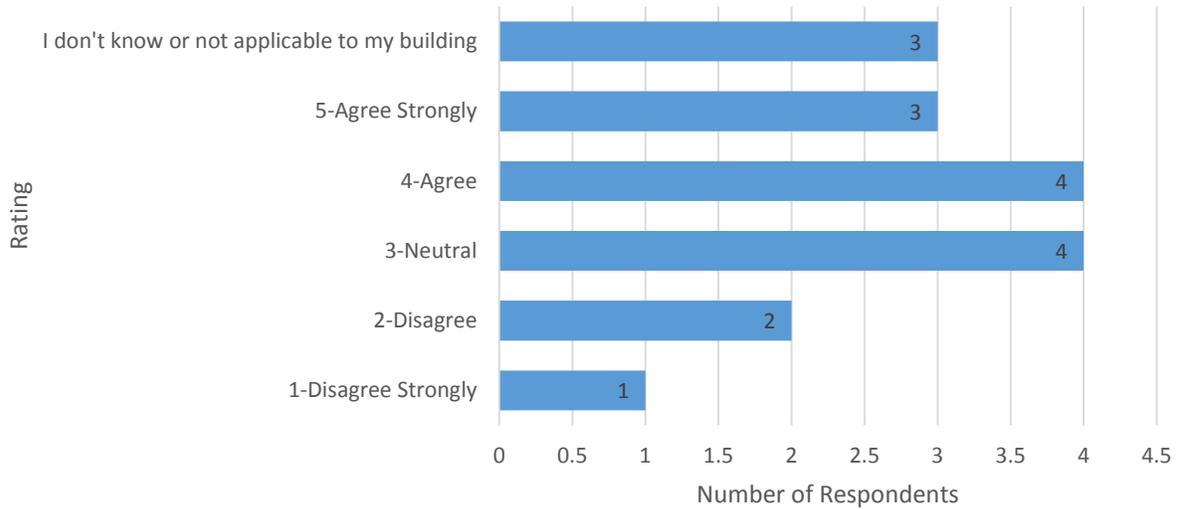
	(1) Disagree strongly	(2) Disagree	(3) Neutral	(4) Agree	(5) Agree strongly	I don't know or not applicable to my building.	Total
I am familiar with this code element	5.88% 1	0.00% 0	11.76% 2	29.41% 5	29.41% 5	23.53% 4	17
This code element is easy to implement.	5.88% 1	11.76% 2	23.53% 4	23.53% 4	17.65% 3	17.65% 3	17
Tenants appreciate this feature at my building.	5.88% 1	17.65% 3	29.41% 5	17.65% 3	5.88% 1	23.53% 4	17
I would likely implement this feature at my building, even in the absence of a City requirement.	5.88% 1	11.76% 2	35.29% 6	17.65% 3	11.76% 2	17.65% 3	17
This is a useful element of an overall package to reduce drive-alone commute trips to my building.	5.88% 1	23.53% 4	29.41% 5	11.76% 2	11.76% 2	17.65% 3	17

Summary: The majority of respondents agreed and strongly agree they are familiar with this code element. The majority of responders were neutral or agree as to ease of implementation, and were neutral regarding appreciation of this feature, likelihood of implementation in the absence of a City requirement, and the usefulness of the element in reducing drive-alone commute trips to the buildings.

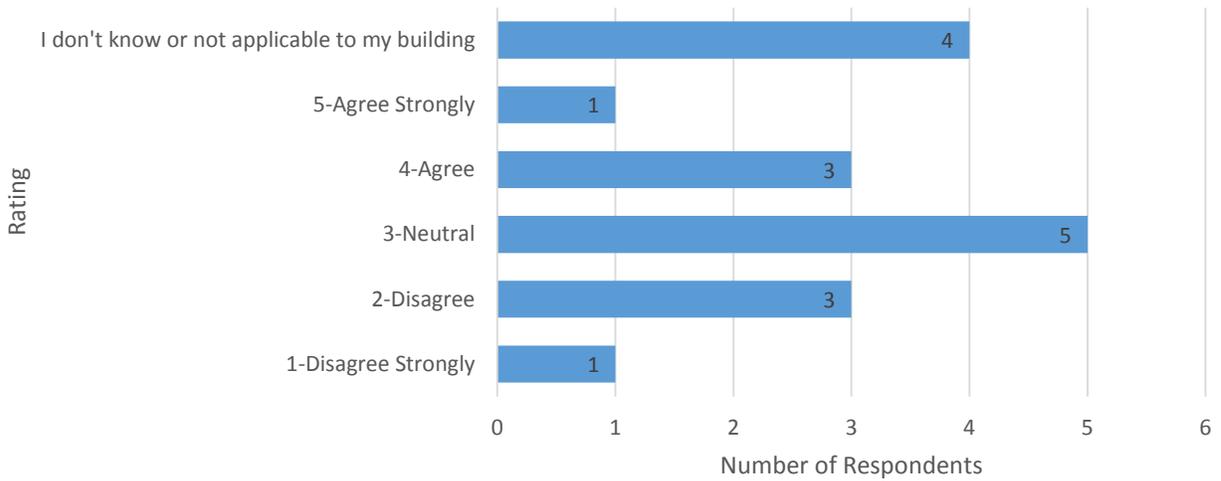
Line-item parking cost: am familiar with this code element



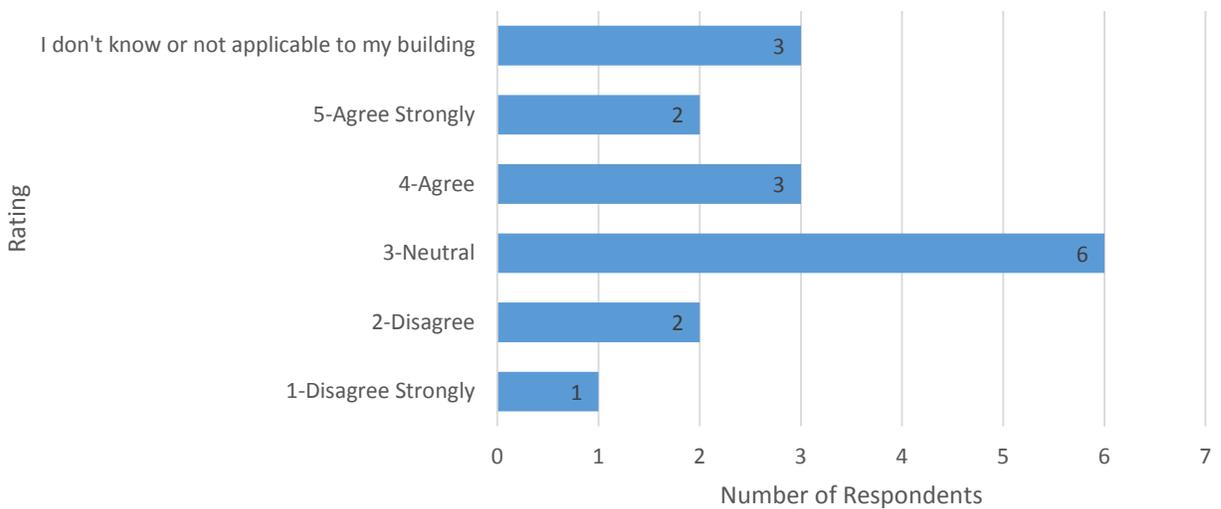
Line-item parking cost: This code element is easy to implement

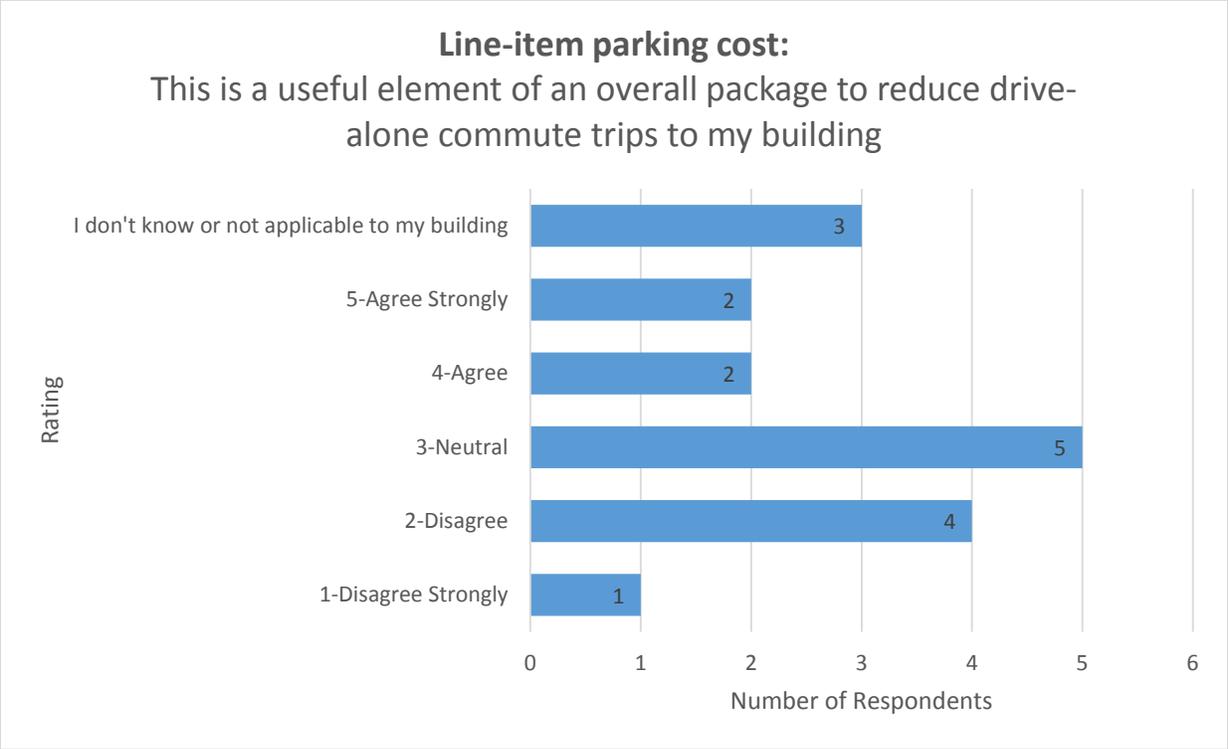


Line-item parking cost:
Tenants appreciate this feature at my building



Line-item parking cost:
I would likely implement this feature at my building, even in the
absence of a City requirement



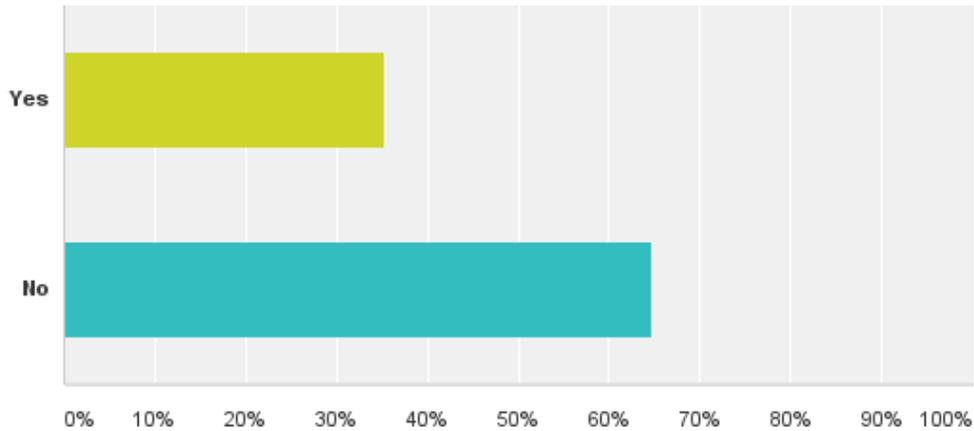


Comments: (2)

There is a disconnect with this requirement, the property manager/ TMP implementer and the brokers leasing the space/ parking. However, now that the average garage parking spot is over \$200, this is not an issue and is no longer needed.

Ah good old government interference in the markets. Why complete when you can legislate.

Question 11: Have you found other strategies- besides Bellevue’s TMP requirements- to be effective in reducing drive-alone commute travel to your buildings? (17/17 responses)



Answer Choices	Responses
Yes	35.29% 6
No	64.71% 11
Total	17

Comments: (4)

TMP requirements are very helpful in gaining access to property owners/ managers due to the "requirement effect". Then, the following elements on top of those requirements help to strengthen a TMP: E-Newsletters, incentives, lobby events & transportation fairs, promoting regional campaigns, Transit Month, Bike Month, transportation workshops, extra consultations with building employers, custom commute planning and ridematching assistance, leveraging City programs.

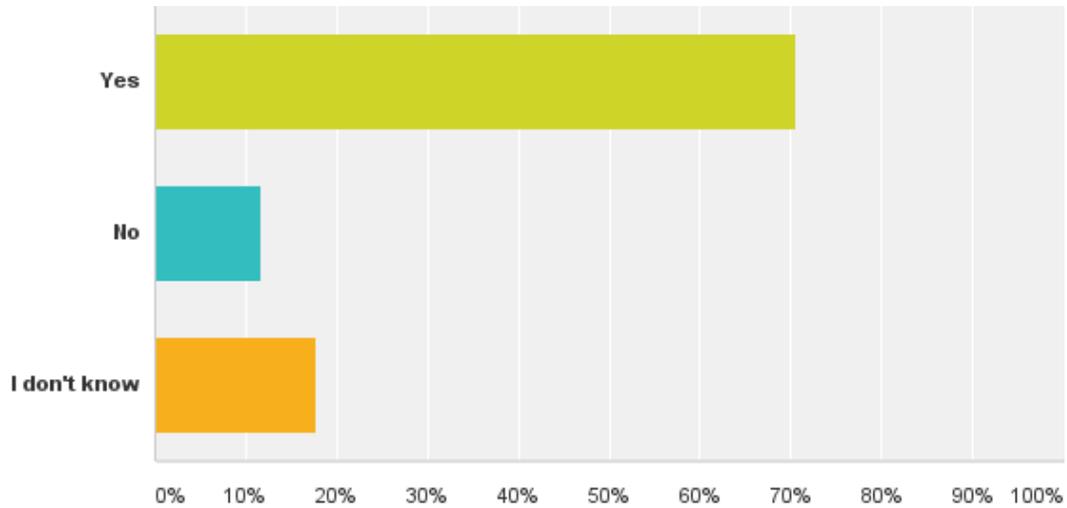
Parking is reduced when employers make employees pay for their parking.

Proximity to the transit center and encouraging other modes of transport (ie. biking, running & walking) via the amenities available in the building.

Communication and close proximity to transit stops around the building.

Summary: Beyond TMP requirements, proximity to transit stops, effective communication around non-drive-alone options/ programs and parking management (whether the employee has to pay or not) are other influential factors in reducing drive-alone commutes in practice.

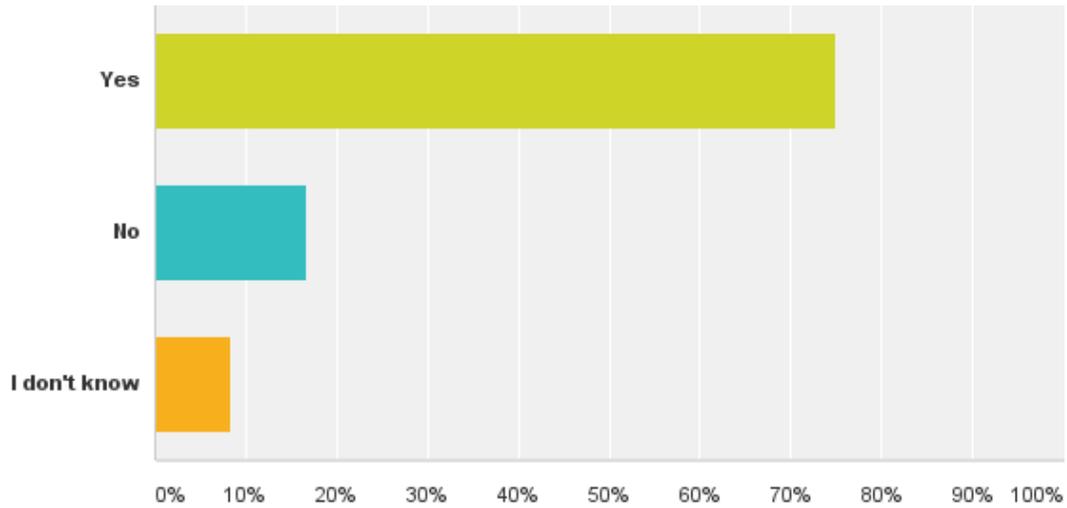
Question 12: Do your building(s) have large tenants affected by Commute Trip Reduction (CTR) program requirements? (CTR requirements generally apply to employers whose worksites have 100 or more full-time employees arriving during the 6:00-9:00am window). (17/17 responses)



Answer Choices	Responses
Yes	70.59% 12
No	11.76% 2
I don't know	17.65% 3
Total	17

Summary: A majority have CTR affected tenants in their buildings (70.59%). Of 'no' respondents, one is manager of a residential building, one is manager of a multi-tenant building. Of 'I don't know' all are managers of offices in Downtown.

Question 13: Do you make any efforts to coordinate your building trip reduction program with the tenant employer CTR program (s)? (12/17 responses)

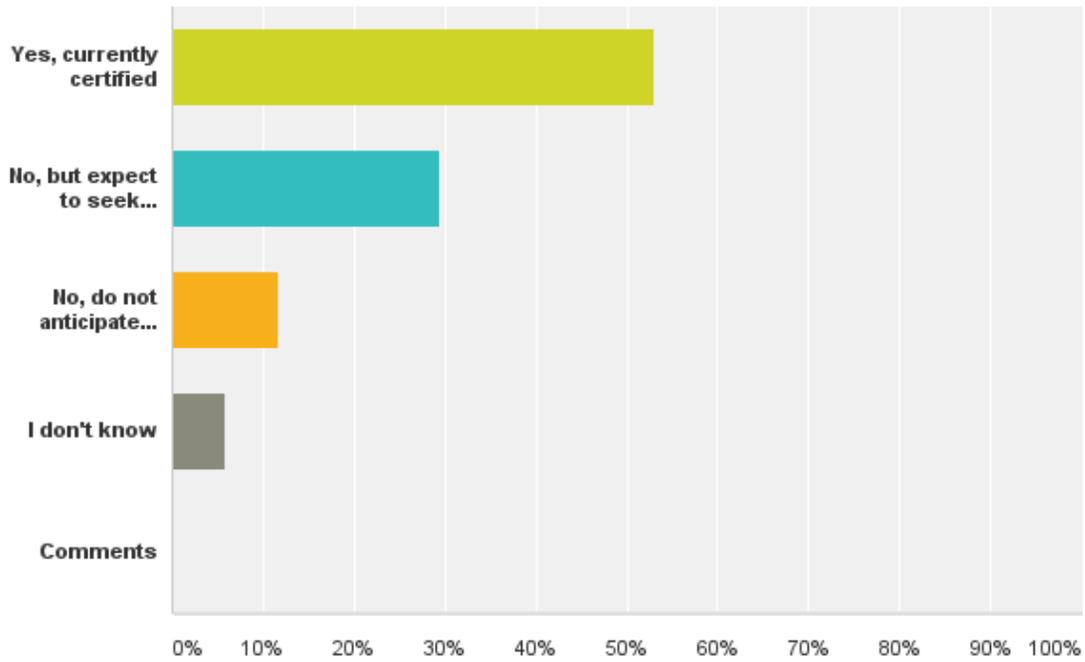


Answer Choices	Responses
Yes	75.00% 9
No	16.67% 2
I don't know	8.33% 1
Total	12

Comments: (0)

Summary: 75% of respondents make efforts to coordinate with CTR tenants' programs. Of the 2 respondents who answered no, 1 owns the medical clinic, the other is an office manager. The 'I don't know' respondent also manages an office in Downtown.

Question 14: Are your building(s) LEED certified for Operations & Maintenance? (17/17 responses)



Answer Choices	Responses
Yes, currently certified	52.94% 9
No, but expect to seek certification in the next three years	29.41% 5
No, do not anticipate seeking LEED certification	11.76% 2
I don't know	5.88% 1
Comments	0.00% 0
Total	17

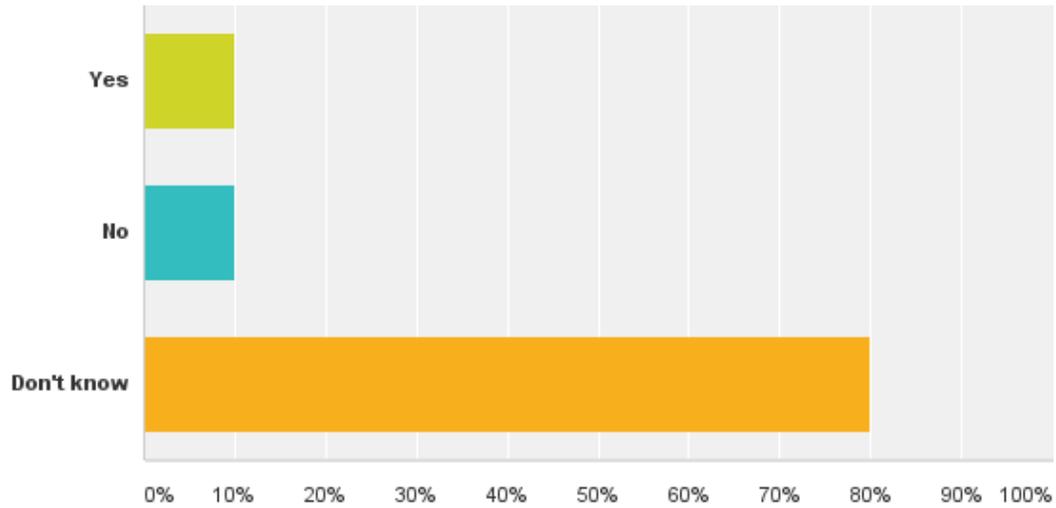
Comments: (0)

Summary: Most respondents are currently LEED certified (52.94%). Both, 'No, do not anticipate' are managers in Downtown.

Question 15: Comments (1/17 responses)

Some buildings we work with are LEED certified.

Question 16: Did you claim credits in your LEED application for having a proportion of building occupants commuting by modes other than driving alone? (10/17 responses)



Answer Choices	Responses
Yes	10.00% 1
No	10.00% 1
Don't know	80.00% 8
Total	10

Comments: (0)

Summary: The vast majority of responders (80%) are unaware of whether credits for non-drive-alone commuting were included in their LEED applications. The medical clinic owner did not claim credits. A Downtown office manager claimed credits.

Question 17: Bellevue is growing and transportation is a top concern in the community. How appropriate do you think it is that buildings generating significant travel demand be expected to make efforts to reduce their ongoing impact on the transportation system?

Rank on a scale of 1 (not at all appropriate) to 5 (highly appropriate). (17/17 responses)

Answer Choices	Responses
1 not at all appropriate	5.88% 1
2 somewhat appropriate	11.76% 2
3 neither appropriate or inappropriate	11.76% 2
4 somewhat appropriate	29.41% 5
5 highly appropriate	41.18% 7
Total	17

Note: There was an error in the language of survey response option #2, which should have read “somewhat inappropriate” (not “somewhat appropriate”, which appears as response option #4). For this report, it is assumed respondents understood option #2 to mean “somewhat inappropriate”.

Summary: Among respondents, a majority (70.59%) felt these kind of programs were either somewhat appropriate or highly appropriate.

Comments: (3)

I could make traffic around here disappear in a week. 1. Week. 1. Have police ticket people in passing lanes that aren't passing. 2. Have police ticketing people cutting lines. 3. Have police ticket those impeding the flow of traffic. Seriously, no one needs 40 yards between their car and the one in front of them. No one's brakes are that bad, and if they are your car should not be on the road.

Buildings don't control employees parking.

This is difficult to accomplish as employers continue to become high density office users and provide perks for employees such as paid parking.

Question 18: Do you have experience implementing Transportation Management Program requirements in other local jurisdictions (Kirkland, Redmond, Seattle)? (17/17 responses)

Answer Choices	Responses
Yes	41.18% 7
No	58.82% 10
Total	17

Summary: Most respondents do not have experience implementing programs in other local jurisdictions.

Question 19: Please indicate jurisdiction(s) and offer your thoughts on what you do to meet requirements in other cities versus what you do at your Bellevue building(s). (7/17 responses)

Answer Choices	Responses
Kirkland	57.14% 4
Redmond	28.57% 2
Seattle	42.86% 3
Total Respondents: 7	

Summary: Of those that have worked in other jurisdictions, they have mostly worked in Kirkland, with some working in Seattle and Redmond.

Comments: (2)

(Past assistance with TransManage- do not currently assist other cities...) But I believe all three cities are similar to Bellevue with regard to CTR/TMP infrastructure & implementation

Redmond’s GRTMA has many robust programs that they have implemented with City cost participation.

Question 20: Do you contract with the Bellevue Downtown Association/TransManage to support your TMP implementation efforts? (17/17 responses)

Answer Choices	Responses
Yes	64.71% 11
No	29.41% 5
I don't know	5.88% 1
Other (please specify)	0.00% 0
Total	17

Summary: 64.71% of respondents work with TransManage. The residential building manager does not know if they contract with TransManage. One of the 'no' respondents is the medical clinic owner; the other four are office managers, two in Downtown, two outside.

Question 21: Please comment on your experience working with TransManage. (11/17 responses)

We are TransManage.

They're easy to work with.

Nice people to work with, but obtaining the info they desire is a challenge given our busy schedule. Would prefer they gather what they need without an impact to our work load.

So far, so good!

Great resource!

First 2 months being in Bellevue; don't have enough history yet

Work with TransManage for various programs and incentives that promote alternatives to SOV driving

They are great.

Overall great experience.

I would like to see TransManage update and implement new strategies for TMP management. They seem behind in both technology and services offered.

They are great!

Summary: The majority of respondents find TransManage to be a great resource and easy to work with. One respondent sees a need for them to implement new strategies and improve their technology, and one finds them easy to work with but would prefer them to do their work without impacting their workload.

Question 22: Please indicate the City service that you are familiar with (if any), available through the www.ChooseYourWayBellevue.org website. (11/17 responses)

Answer Choices	Responses
City of Bellevue Employer & Property Manager Employee Transportation Coordinator networking meetings	81.82% 9
Choose Your Way Bellevue Employer & Property Manager transportation option consulting services (previously known as Commute Advantage)	72.73% 8
Choose Your Way Bellevue incentives & rewards for employee/resident trip-logging (previously known as On The Move Bellevue)	72.73% 8
Total Respondents: 11	

Summary: 11 survey respondents stated they had heard of one of the Choose Your Way Bellevue (CWYB) resources. At least 72% of the 11 survey respondents who answered this question had heard of at least one CYWB program element.

Question 23: Please indicate the resources and services that you have promoted to your tenants.
 (17/17 responses)

Answer Choices	Responses
Choose Your Way Bellevue incentives & rewards for trip-logging (previously known as On The Move Bellevue)	41.18% 7
Ride-matching support (for finding a vanpool or carpool)	58.82% 10
Bike Month activities (May)	94.12% 16
Wheel Options promotion (October)	41.18% 7
None	0.00% 0
Other (please specify)	17.65% 3
Total Respondents: 17	

Other: (3/20 responses)

Transportation Information Events

Bus stop near our retailers

Bellevue Place ETC seminars on various modes of non-SOV travel...

Summary: All 17 survey respondents had promoted one of the ongoing resources and services listed. Bike Month is by far the most popular with respondents (94%). In second place, 58.82% of respondents said they have promoted CYWB ridematching services for carpool and vanpool. CYWB rewards and the October Wheel Options campaign came in third with 41.18% of respondents.

Final comments: (2/17 responses)

We feel strongly that the City should keep a TMP code requirement. Developers are eager to complete their project so tenants can move in so the project can begin generating revenue for the owner. By tying the TMP to the development code and not granting a certificate of occupancy for new development until a TMP has been signed off on has given us a great access to property managers and developers over the years. We have worked with many property managers over the years that have varying experience and perspectives implementing commute programs. Some fully understand the intent and the need to reduce drive alone travel into downtown and some need a bit more convincing. Having a code requirement helps us start the conversation with the property managers who we probably would not normally meet with if they weren't required to make an effort with their commute program offerings. This, in turn gives us access to educate and assist more commuters.

Trip reduction efforts are all good but you will never succeed with your goals because you don't understand what makes public transit suck.