

GMAP Reporting Guidelines for CTR Programs at State Worksites

Background

RCW 70.94.551 (4) Each state agency implementing a commute trip reduction plan shall report at least once per year to its agency director on the performance of the agency's commute trip reduction program as part of the agency's quality management, accountability, and performance system as defined by RCW [43.17.385](#). The reports shall assess the performance of the program, progress toward stated goals and recommendations for improving the program.

GMAP stands for “**G**overnment **M**anagement, **A**ccountability and **P**erformance.” The RCW requires agencies to use the GMAP process to “improve the public services it provides.” The intent of GMAP is that agencies will base their decisions on data that accurately reflects what’s working what’s not. Agency management teams meet in “GMAP forums” to evaluate the results their agencies are delivering. The forums provide an opportunity for candid conversations about what is working, what is not, and how to improve results.

Agencies must have at least quarterly GMAP forums. The number of forums in agencies varies from weekly to monthly to quarterly. When performance is not meeting intended objectives, then regular problem-solving sessions to develop and implement a plan for addressing the gap are to be held.

RCW 70.94.551 (5) mandates the Department of General Administration (GA) to review the GMAP performance reports from each CTR affected agency and to submit a biennial report to the Governor. The report is also to be included in the biennial report from the CTR Board to the Legislature. The report is to include an evaluation of the most recent measurement results, progress toward state goals, and recommendations for improving the performance of state agency commute trip reduction programs. The first report is due December 1, 2009.

Because the objectives of Commute Trip Reduction and Sustainability are closely linked, it makes sense for agencies to report on these two programs at the same GMAP forum.

State Agency CTR Program Performance Reports

The following must be included in the agency’s GMAP report:

- ◇ **Performance of the program:** Evaluation of the most recent measurement results, i.e. the employee CTR surveys. Include the current SOV and VMT rates, mode splits, i.e. the percent of employees using each of the modes, whether goal was met, and response rate.
- ◇ **Progress toward stated goals:** The survey results will show progress – or not – from the previous survey and progress from the base year program and other survey years. What are the current goals? What is the trend for the agency? Has the local jurisdiction required any changes to the agency’s CTR program? If so, were the changes made and are they showing any results?
- ◇ **Recommendations** for improving the agency’s program. Does the agency need to provide (or increase) subsidies? Preferential parking? Reduced the parking supply? Telework or compressed workweeks? Bus passes? Use of state vehicles for emergency ride home or ridesharing? Other? Recommendations to the management would be derived from suggestions made by local jurisdictions’ review of annual reports and the agency’s CTR committee.

Optional Information:

- ◇ How the worksite/agency compares to worksites/agencies located close by.
- ◇ The mode split for the county or state and how it compares to the worksite or agency.
- ◇ Highlight agency's program – what works and what does not work?
- ◇ Analyze your agency's successes or challenges to success.
- ◇ How the program compliments the agency's sustainability plan.

Agencies with worksites in more than one county

Several agencies have CTR worksites in several or all CTR counties. Some agencies offer their CTR program to their employees whether or not the worksite(s) are in a CTR county or are affected by the CTR law.

Agencies with more than one worksite need to show data for the agency as a whole plus a break out of worksites by county. If the worksite or county data is diverse, talk about what elements a successful program has versus one that was not as successful. Provide an analysis of the agency's program successes or challenges to success. Highlight the differences in the agency's worksite locations, i.e. transit service, amenities, etc. that may allow one worksite to be more successful than one in another location.

When and what should agencies emphasize in their GMAP Forums?

- ◇ **Survey years:** results from the most recent employee surveys. Examples: Was there progress from the last survey? If not, discuss changes that could be made to increase the likelihood of progress in the next survey. Discuss the top elements employees say will encourage them to use an alternative commute mode. Are they realistic?
- ◇ **Non-survey years:** Examples: Discuss the agency's CTR program and any changes that have been implemented over the last year. Review of annual report(s) if before it is being sent. Provide ideas for promotions or recommendations for new program elements for the coming year. Have some star commuters or mentors recognized.

Reports to General Administration

Agency reports to GA will be on a form developed by GA so that data from all agencies can be reported in the same manner. The form will capture data for GA's report to the Governor and WSDOT. Per the law, GA's report will capture:

- ◇ Evaluation of the most recent measurement results.
- ◇ Progress toward state goals.
- ◇ Recommendations for improving the performance of state agency commute trip reduction programs.

In addition, GA's report will capture data (usage and costs) from the STAR Pass program and the emergency ride home program paid for by the State. Other topics could include a list of subsidies offered by agencies, mode split information by county, and other data gleaned from WSDOT such as how well the state sites compare to private employers.

Agency reports will be due to GA on August 31 in odd years (starting in 2009)