



U.S. General Services Administration

# Federal Acquisition Service

## **GSA Carbon Footprint Tool Scope 3 Commuter Survey Overview and Results**

*Last Updated 7/31/2014*

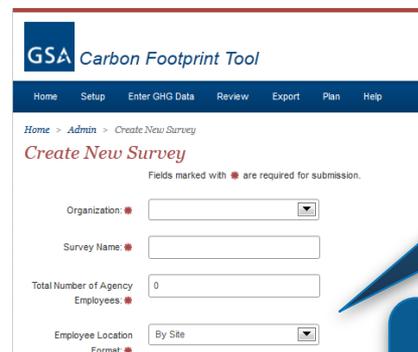


# **GSA Carbon Footprint Tool Scope 3 Commuter Survey Overview**

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# Scope 3 Commuter Survey: Pre-survey Setup

- Developed through CEQ, DOT Volpe, DOE FEMP, and GSA collaboration.
- Pre-deployment checklist of mission critical activities.
- Ability for senior management engagement to describe survey purpose, use, confidentiality.
- Results can be captured by individual site or by zip code.
- Include only the 8 required questions or select from 23 optional questions for additional analytics.



Survey setup allows flexibility for capturing results by site or zip code

Questions

Included	Question
<input checked="" type="checkbox"/>	1. Please select your operating administration or office:
<input type="checkbox"/>	2. Please enter your organization code or other office identification code used by your agency. If you are not sure what to enter in the box, please select "N/A".
<input checked="" type="checkbox"/>	2. Begin typing your work zip code and select your work site from the list that will appear below. If your site does not appear on the list, select "Site not found". If you telework 100% of the time, please select the site to which you officially report.
<input checked="" type="checkbox"/>	3. What is the five-digit zip code at your primary duty station? (e.g., 20590, 02142)
<input checked="" type="checkbox"/>	3. What is your employment status?
<input checked="" type="checkbox"/>	4. How did you travel TO WORK each day during a TYPICAL week? If you select "N/A" for transportation method, select "N/A" for # Miles.
<input checked="" type="checkbox"/>	5. What is the average total number of people in the Carpool?
<input checked="" type="checkbox"/>	6. Did you use the same method(s) of transportation indicated to conclude your survey?
<input checked="" type="checkbox"/>	7. How did you travel FROM WORK each day during a TYPICAL week?
<input checked="" type="checkbox"/>	8. What is the average total number of people in the Carpool?
<input type="checkbox"/>	9. Thinking about last year, what would you say is your PRM?
<input type="checkbox"/>	10. How often do you typically spend a full workday teleworking?

Include only the 8 required questions or select from 13 optional questions for additional analytics.

**Invitation Email**  
 Invitation Email Subject: [ORGANIZATION NAME] Employee Commuting Survey: [SURVEY ID]  
 Dear [ORGANIZATION NAME] employee,  
 We are conducting a short survey to help our agency measure and report on our Economic Performance.  
 Your responses are completely confidential and the survey should take no more than 10 minutes of your time.  
 Please do not send your unique survey link to anyone else. Only a representative sample of federal employees will receive this survey, and each survey can only be completed once. Please click here to complete the survey: [UNIQUE USER SURVEY URL]  
 This survey closes at 11:59pm on [SURVEY END DATE].  
 If you experience any problems while taking this survey, please follow this link for assistance gsa-survey@nicc.nobis.gov  
 Sincerely,  
 [CREATOR NAME]

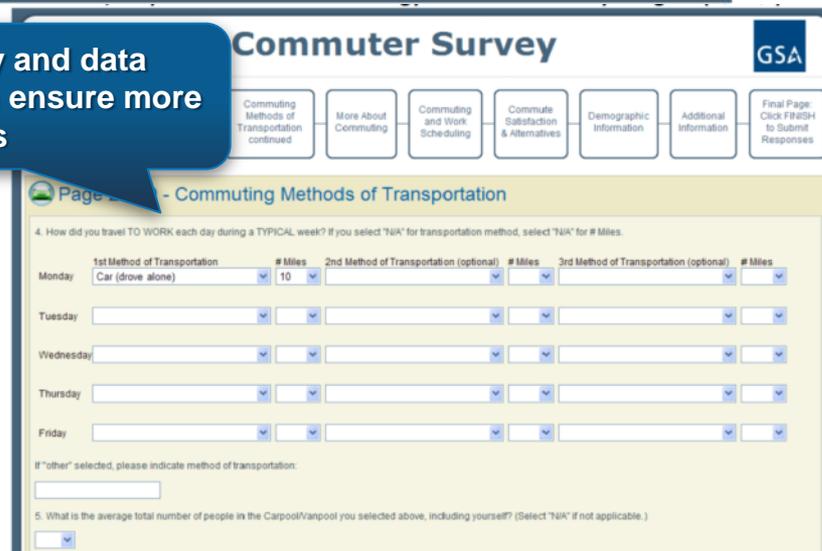
Pre-deployment, deployment, and reminder email templates provided to simplify and standardize process

# Scope 3 Commuter Survey: Survey Deployment

- Easy to understand questions developed by experts at DOT Volpe Center and refined through usability testing.
- Data is validated during input to ensure more accurate results.
- Unique survey codes for each user to ensure privacy and prevent double-counting.
- Help desk support to assist users with questions and technical issues.



Question clarity and data input validation ensure more accurate results



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# Scope 3 Commuter Survey: Survey Tracking

- Continuous survey monitoring and real-time tracking.
- Reminder emails sent to non-respondents to boost survey response rates.

Live tracking of response rates for instant feedback and for competition tracking.

**Reminder Email**

Reminder Email Subject: REMINDER - [ORGANIZATION NAME] Employee Commuting Survey ends on [SURVEY END DATE]

Dear [ORGANIZATION NAME] employee,

Our [ORGANIZATION NAME] employee commuter survey will be closing at 11:59pm on [SURVEY END DATE] and we need your help.

This survey is very important as it helps our agency measure and report our greenhouse gas emissions as required by Executive Order (EO) 13514, Federal Leadership in Environmental and Economic Performance.

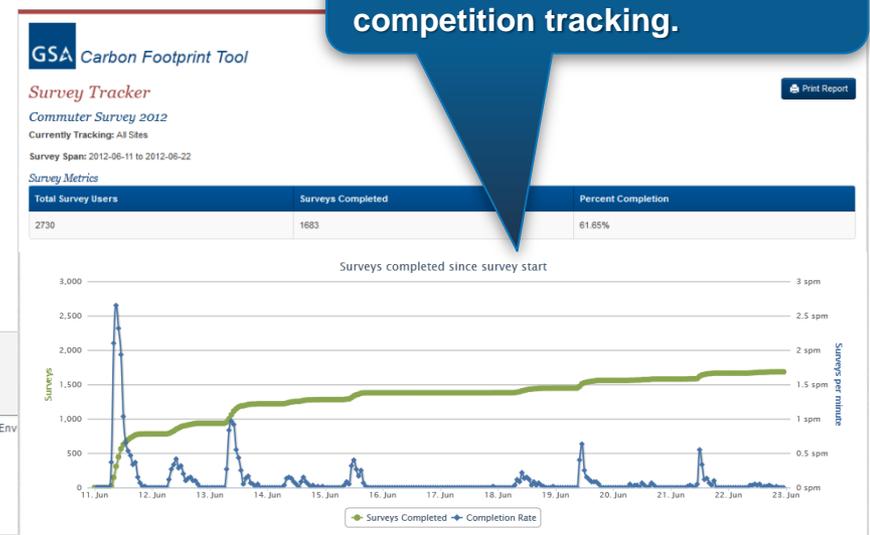
Text size is limited to 2,500 characters. Content is limited to letters, numbers and these symbols: & ' - , .

Your responses are completely confidential and should take no more than 10 minutes of your time.

As a reminder, please do not send your responses to anyone else. Only a representative sample of federal employees will receive this survey, and each survey can only be completed once.

Contact us at [gsa-survey@nicc.nobis.org](mailto:gsa-survey@nicc.nobis.org).

Customizable reminder emails triggered to non-respondents on pre-defined schedule.



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# Scope 3 Commuter Survey: Post-Deployment

- Calculations (including sampling and handling of non-respondents) performed automatically when survey closes.
- Results presented in DOE FEMP Reporting Portal format.
- Survey results and key metrics displayed in Commuter Metric Report.
- Survey Administrator can download an Excel file of anonymous raw results for further analysis.

Key commuter metrics provided including average CO2e/commuter

Results calculated automatically and displayed in DOE FEMP reporting format

### Teleworking Frequency

Frequency of telework among respondents:

5 times/week	4.46%
4 times/week	1.12%
3 times/week	1.42%
2 times/week	6.5%
1 time/week	25.65%
2 times/month or less	25.15%
Never	35.7%

### Teleworking Barriers

Of the respondents who indicated they do not telework, they cited the following reasons:

Did not telework because must be physically present on the job (e.g., Law Enforcement)	18.24%
Did not telework because I have technical issues (e.g., connectivity problems)	5.58%
Did not telework because I was not allowed to, even though I have the kind of job where I can telework	35.36%
Did not telework because I chose not to telework	40.82%

### DOE FEMP Report

Commuting Type	Commute Distance Traveled (Miles / Day)
Personal Owned Vehicle: Passenger Car	6,714.2
Personal Owned Vehicle: SUV/Truck (Gasoline)	0.0
Personal Owned Vehicle: SUV/Truck (Diesel)	1,180.5
Personal Owned Vehicle: Motorcycle	295.1
Car Pool	221.4
Van Pool	0.0
Bus	0.0
Metro / Transit Rail	1,660.1
Commuter Rail	110.7
Intercity Rail	0.0
Walking and/or Bicycling	0.0



# **GSA Carbon Footprint Tool Scope 3 Commuter Survey Results**



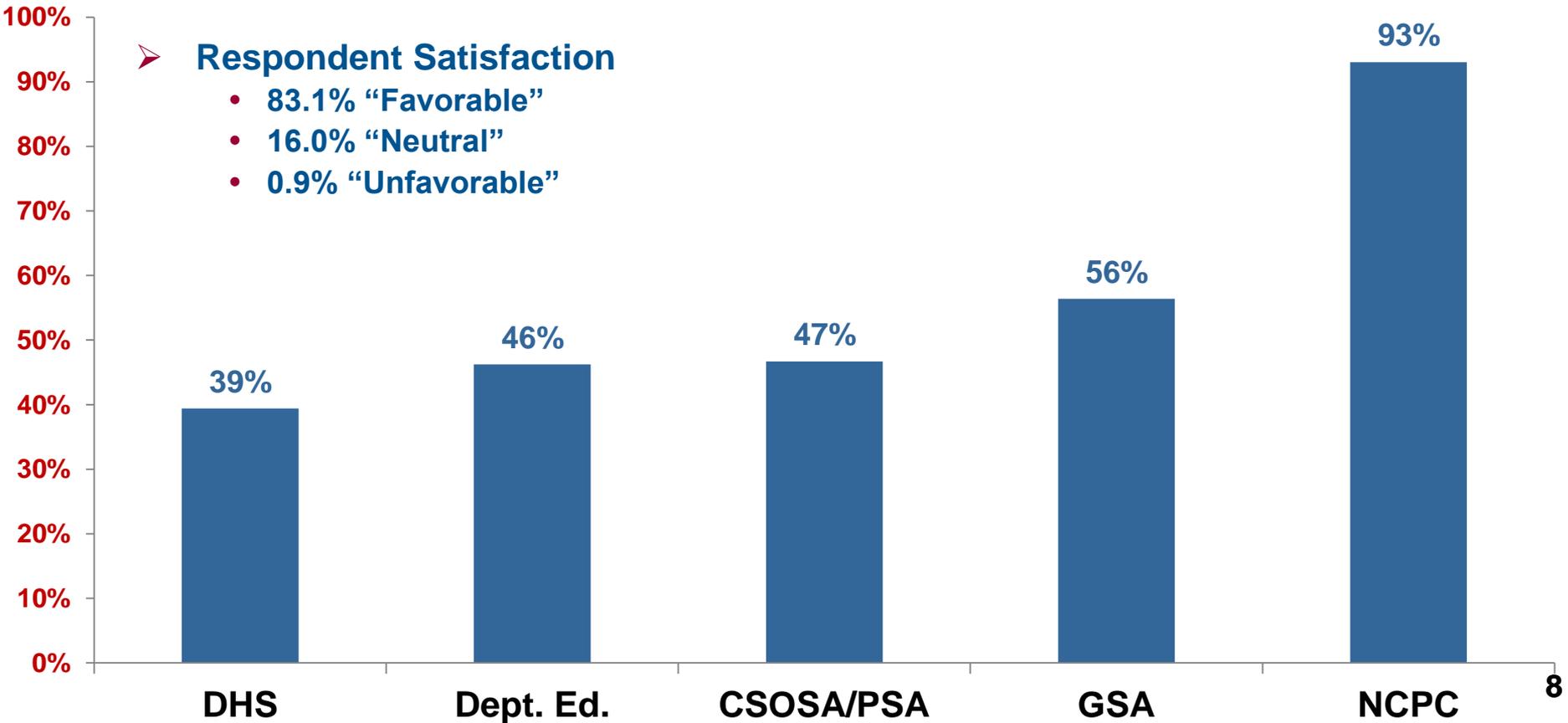
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# Scope 3 Commuter Survey: FY 2010 Results

➤ 5 agencies. Over 17,000 respondents.

➤ Respondent Satisfaction

- 83.1% "Favorable"
- 16.0% "Neutral"
- 0.9% "Unfavorable"





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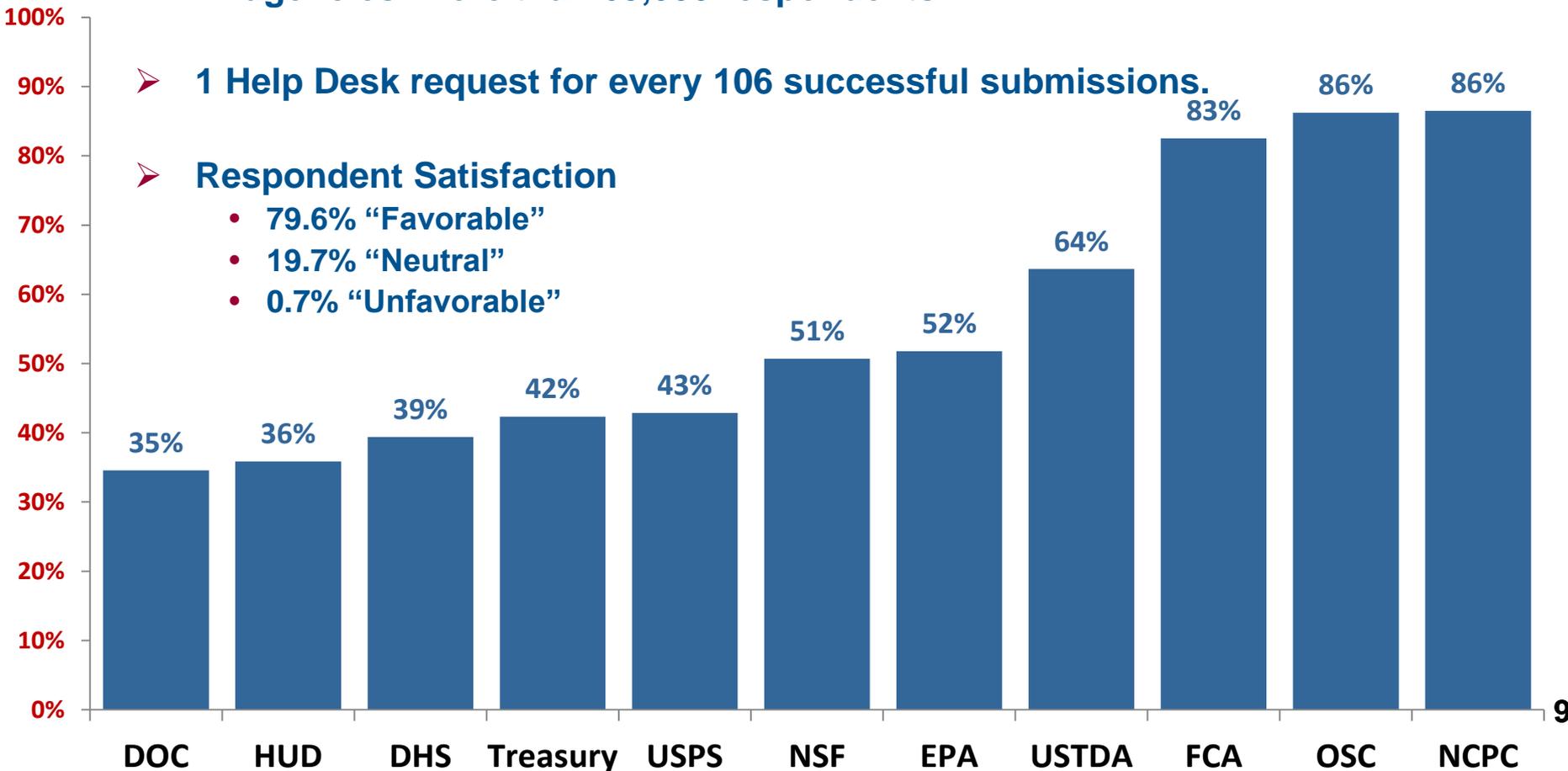
# Scope 3 Commuter Survey: FY 2011 Results

➤ 11 agencies. More than 65,000 respondents.

➤ 1 Help Desk request for every 106 successful submissions.

➤ Respondent Satisfaction

- 79.6% “Favorable”
- 19.7% “Neutral”
- 0.7% “Unfavorable”

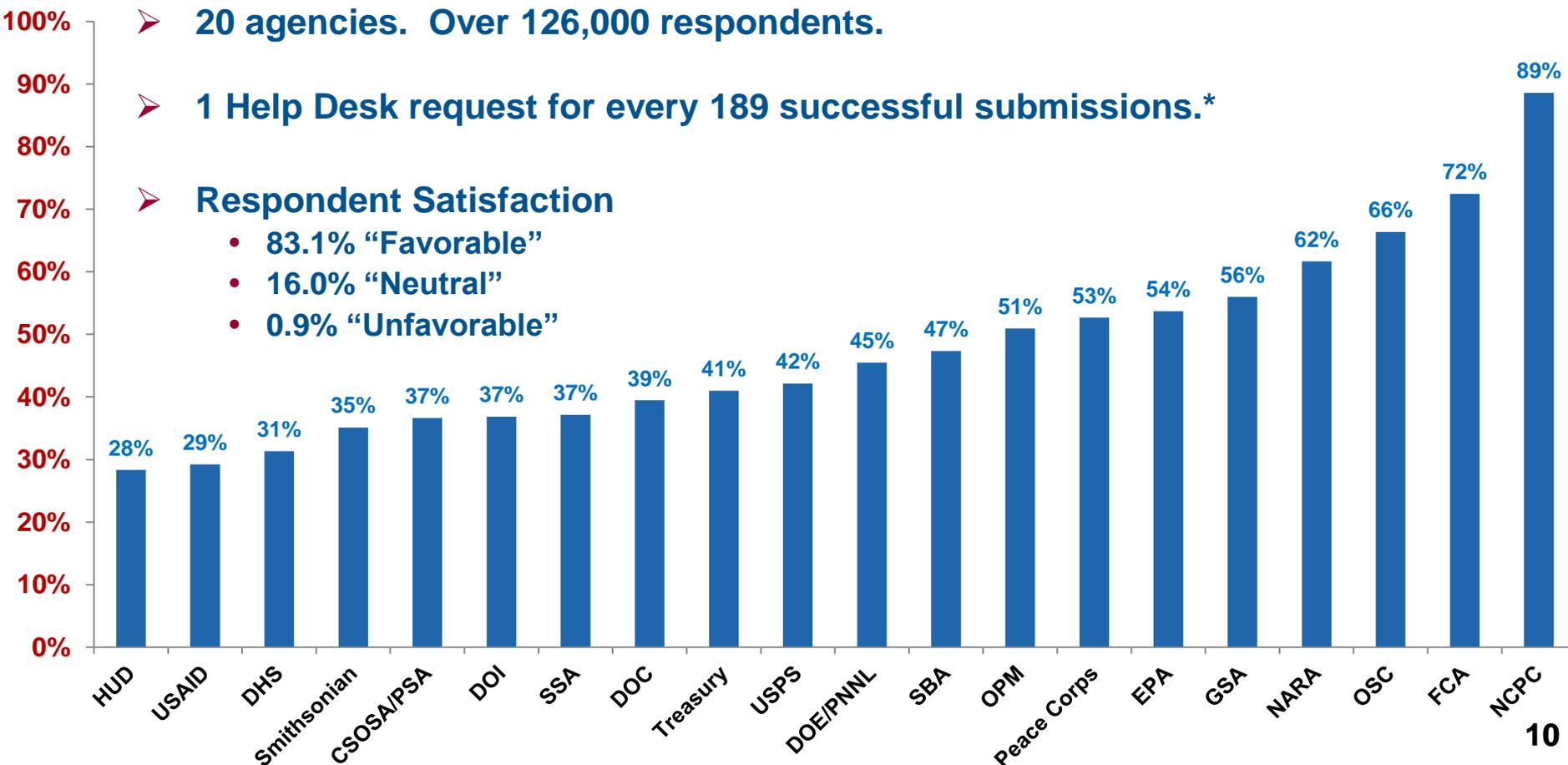




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## Scope 3 Commuter Survey: FY 2012 Results

- 20 agencies. Over 126,000 respondents.
- 1 Help Desk request for every 189 successful submissions.\*
- Respondent Satisfaction
  - 83.1% "Favorable"
  - 16.0% "Neutral"
  - 0.9% "Unfavorable"

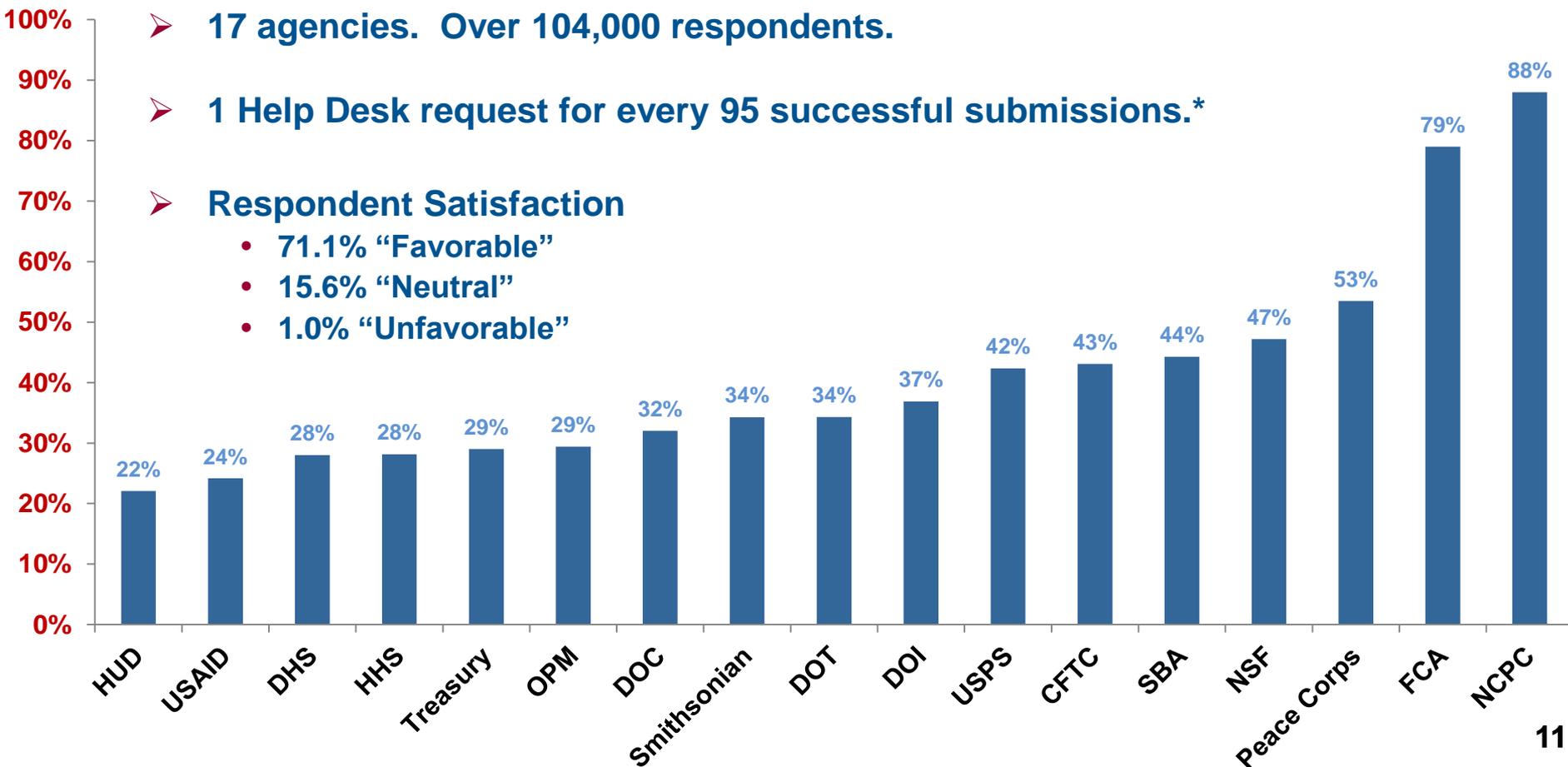


\*Excludes 1 survey which was launched during Hurricane Sandy.



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# Scope 3 Commuter Survey: FY 2013 Results



\*Excludes 1 survey which experienced difficulty with agency survey access.

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## Scope 3 Commuter Survey: All-time

- Since the inception of the Scope 3 Commuter Survey, 27 unique agencies have conducted the survey.
- A total of 810,247 people received the survey. 314,528 federal employees responded to the survey, representing an all-time response rate of 38.8%.
- May agencies conduct the survey more than once!
  - 11 agencies deployed the survey in two separate years.
  - 5 agencies deployed the survey in three separate years.
  - 2 agencies deployed the survey in four separate years.
- We received 1 Help Desk request for every 110 successful submissions across all surveys.
- All-time Respondent Satisfaction
  - 82.1% “Favorable”
  - 16.9% “Neutral”
  - 1.0% “Unfavorable”

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## How Can an Agency Use the Tool?

- Self Register for a Preview Account: To sign up for a preview account, click on “Sign Up Now” at <https://www.carbonfootprint.gsa.gov!>
- Register: Request access to your agency data by sending an email to [carbonfootprint@gsa.gov](mailto:carbonfootprint@gsa.gov)
- Learn more about the Tool’s Scope 3 Commuter Survey by visiting <https://www.carbonfootprint.gsa.gov/?Page=surveyRequest> or send an email to [carbonfootprint@gsa.gov](mailto:carbonfootprint@gsa.gov)
- **Program Manager:**  
 Jennifer Hazelman  
(816) 510-4570  
[jennifer.hazelman@gsa.gov](mailto:jennifer.hazelman@gsa.gov)