

## Timeline and Checklist for Online CTR Survey

### **5 weeks out**

Confirm management and technical staff support and “Go Ahead” (see *Sample Communications* file for sample e-mail to IT staff)

Establish survey date and closing date

Choose method to control access to survey (blanket access using e-mail domains, or uploading a file of e-mail addresses)

Submit *Online Survey Set-up* information to jurisdiction representative

### **4 weeks out**

Obtain executive **management’s concurrence and approval** for name usage

Create or obtain e-mail list by worksites (or by affected status if applicable) and check for currency

Receive login and password to access ETC tools; test survey; if you plan to upload a file of e-mail addresses, test the upload when you obtain the e-mail list

### **3 weeks out**

Send out **Employee Communications** for approval by internal communication staff (see *Sample Communications* file for sample e-mail)

### **2 weeks out**

Set up tracking system—develop spreadsheet

### **1 week out**

Post promotion posters (such as, “Help us plan your commute benefits”)

Send **email communication to managers and supervisors**

Obtain current list of e-mail addresses, upload them if you are using this option

Prepare mass e-mailing; send with delivery delay for early following Monday morning

### **Survey week**

**Monday** Send survey announcement email to employees if not already done

**Wednesday** Use system reports to determine non-respondents and send follow up message

**Thursday** Use system reports to determine non-respondents and send follow up message in time for flex-schedule employees to see

**Friday** Decide if Monday reminder is needed

### **Following week**

**Monday** Send Monday reminder if needed

**Wednesday** Notify your jurisdiction representative that you are ready to close out the survey

**Friday** Survey is closed out