

RELOCATION SERVICES GUIDE





WHAT'S INSIDE

Successful Relocation in 9 Steps

Sample Relocation Survey

Sample Relocation Survey Report

SUCCESSFUL RELOCATION IN 9 STEPS

1

Contact Arlington Transportation Partners (ATP) and Get Started

Email us at solutions@transpartners.com

2

Create Customized Relocation Plan

Your ATP representative will create a plan when you meet

3

Survey Your Employees

Identify commuting patterns through an employee commute survey

4

Evaluate Transportation Programs

What is working, what isn't working, and what can be added

5

Host Relocation Event

An opportunity for employees to ask questions about their new commute

6

Execute

Move, implement new transportation benefits and promote new amenities

7

Host New Location Event

Employees might have more questions now, so be sure to host a second event

8

Gather Feedback

ATP can help you gather feedback on how the new commutes are going

9

Ongoing Support

Become or continue to be an ATP Champion, and receive ongoing support and recognition

SAMPLE RELOCATION SURVEY

1. What type of transportation do you typically use to get to your current work location? Please choose only the **ONE** type you use most days in a typical week, for the longest distance part of your trip.

- ☐ Metrorail
- ☐ Bus (ART, Metro, Omniride, etc.)
- ☐ Drive Alone
- ☐ Commuter Train (MARC, VRE, Amtrak)
- ☐ Carpool (ride with others, LyftLine, UberPool)
- ☐ Vanpool (with co-workers or others who work nearby)
- ☐ Bicycle (most of the trip from home to work)
- ☐ Walk (most of the trip home to work)
- ☐ Other

2. Typically, how many minutes does your trip to work take you, one way?

- ☐ 1-5 minutes
- ☐ 6-15 minutes
- ☐ 16-30 minutes
- ☐ 31-45 minutes
- ☐ 46-60 minutes
- ☐ 61 minutes or more

3. Does your organization offer full or hybrid remote work options?

- ☐ Yes
- ☐ No

3. Do you anticipate trying a different commute option to travel to the new office location?

- ☐ Yes
- ☐ No

4. If yes, what options do you plan on trying? *Select all that apply.*

- ☐ Metrorail
- ☐ Bus (ART, Metro, Omniride, etc.)
- ☐ Drive Alone
- ☐ Commuter Train (MARC, VRE, Amtrak)
- ☐ Carpool (ride with others, LyftLine, UberPool)
- ☐ Vanpool (with co-workers or others who work nearby)
- ☐ Bicycle (most of the trip from home to work)
- ☐ Walk (most of the trip home to work)
- ☐ Remote work
- ☐ Other



5. Listed below are services or benefits that might be available to help you with your trip to work. For each service or benefit please indicate if the service is:

Available, You HAVE Used It | Available, You HAVE NOT Used It

Not Available, You WOULD Use It | Not Available, You WOULD NOT Use It

◆ **Transit schedule or route information**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **A monthly pre-tax contribution toward transit fares (contribute your own funds tax free)**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Financial subsidy benefit for riding public transportation**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Help finding carpool/vanpool partners, “ridematching”**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Cash or other financial benefit for carpooling or vanpooling**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Reserved or preferential parking for carpool/vanpool**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Secure parking for bicycles in the building**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Personal lockers or showers for employees who bicycle or walk**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Cash or financial benefit for bicycling and walking**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Free or discounted membership for Capital Bikeshare**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Free or discounted carshare membership (e.g., Zipcar, Free2Move)**

- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

◆ **Remote or hybrid work schedules**

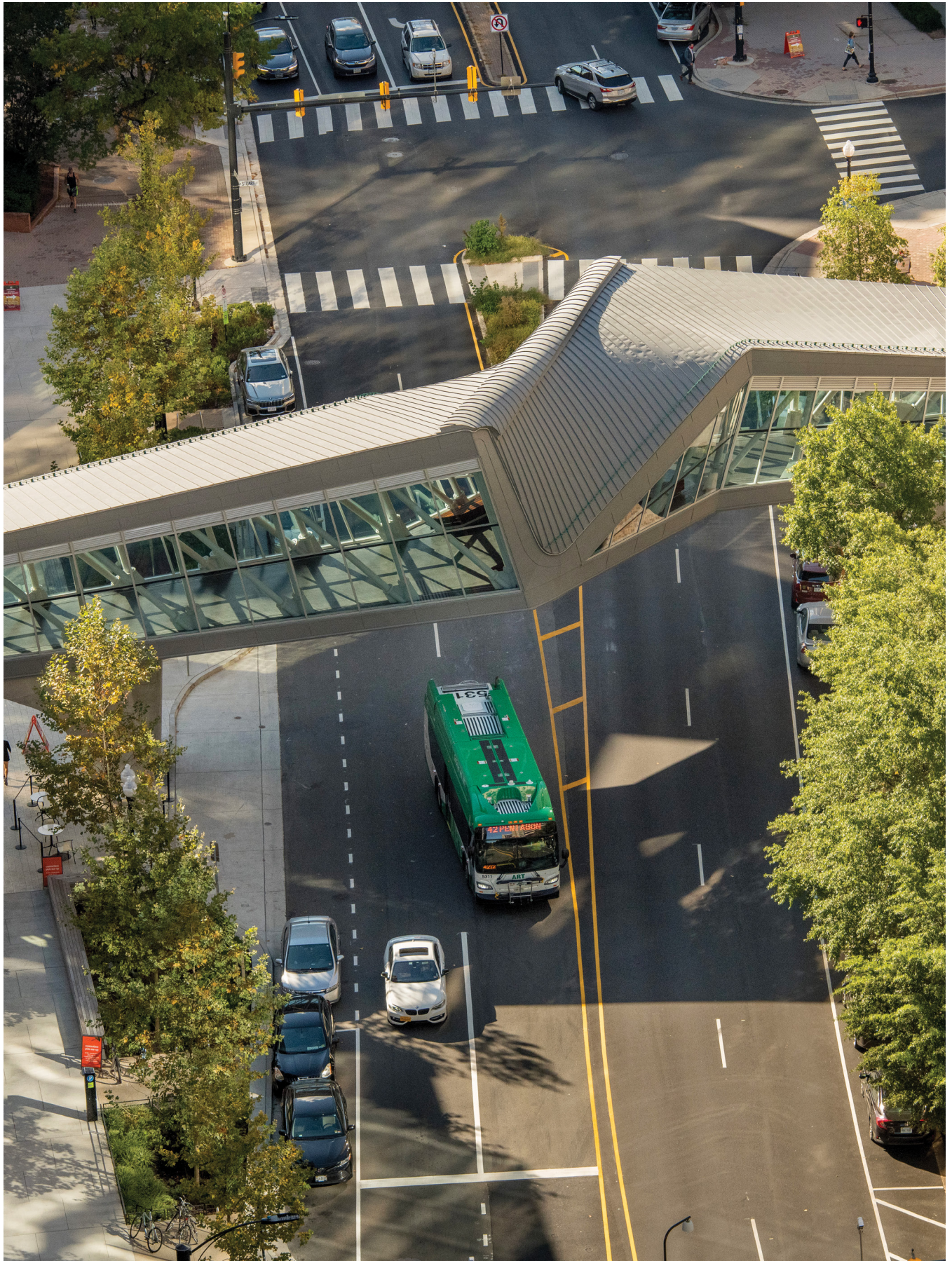
- | | |
|--|--|
| ☐ Available, You HAVE Used It | ☐ Not Available, You WOULD Use It |
| ☐ Available, You HAVE NOT Used It | ☐ Not Available, You WOULD NOT Use It |

6. Do you feel you are adequately aware of all transit options located near the new work location?

- ☐ Yes
☐ No

7. What is your ZIP code?

8. Please provide us with any additional comments that you have regarding your new commute to work.



ABC Company



SAMPLE RELOCATION SURVEY REPORT

Prepared by Arlington Transportation Partners

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Survey Background and Summary

Key Findings

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INTRODUCTION

In September 2026 ABC Company is moving office locations from Fairfax, Virginia to Arlington County. The new office site will accommodate approximately 100 employees, an increase of 25 employees from the current location. The new office is near the Clarendon Metro Station and provides access to the Orange and Silver Lines, as well as several bus routes. In addition, a Capital Bikeshare station is directly across the street from the new office building.

The new location has several transportation amenities and programs available to building tenants, including ABC Company, that aim to encourage sustainable commute options and reduce traffic congestion in the area.

These include:

- ◆ Secure bicycle parking
- ◆ Preferential carpool and vanpool parking
- ◆ Discounted carpool parking rates and free vanpool parking rates
- ◆ Showers and lockers in tenant-only fitness center

Currently, ABC Company provides employees with free onsite parking and is not located in a highly transit-accessible area.



SURVEY BACKGROUND AND SUMMARY

Since the announcement of the office relocation, many employees at ABC Company have expressed concerns regarding commuting and accessing the new office site. The new office will have fewer parking spaces available and ABC Company will also no longer be fully subsidizing the cost of a monthly parking permit. Arlington Transportation Partners (ATP) was consulted to learn more about the transportation options available at the new location and assist with alleviating concerns among individual employees. As a result, this commute survey was conducted at the request of management to determine current commute patterns, potential commute changes, interest in transportation programs and overall awareness of transportation options.

METHODOLOGY

The online transportation survey was conducted over a two week period, from May 25 to June 15. The survey link was distributed by email from human resources to individual employees, and also posted on the company portal. In addition, a transportation event was held on June 10 with ATP at the current office location to promote participation in the survey and discuss commute options in more detail among employees.

The survey questionnaire featured a total of 8 questions, with 67 employees participating in the survey.

KEY FINDINGS

CURRENT COMMUTE PATTERNS

- ◆ 88% of respondents commute to work by driving alone, while the remaining 15% use other modes including carpool, transit (Metro, bus, rail, etc.), bike or walk.
- ◆ The majority of respondents (68%) have a commute time of more than 30 minutes, while 13% of respondents spend 15 minutes or less commuting to work.
- ◆ 40% of respondents who provided their zip code live in Arlington, DC or Alexandria, while 18% of respondents live within 5 miles of the new office location.

NEW LOCATION COMMUTING

- ◆ 32% of respondents indicated they anticipated trying a different commute option to the new office location.
- ◆ The majority of those who indicated they would try a new commute option selected Metrorail as their new commute mode.
- ◆ 47% of respondents indicated they were not aware of the transportation options near the new office location, while 21% indicated they would be interested in learning more.

INTEREST IN NEW AMENITIES OR PROGRAMS

- ◆ 21% of respondents would be interested in a carpool/vanpool ridematching service that matches them up with potential riders.
- ◆ 34% of respondents stated they would take advantage of a carpool/vanpool financial benefit if available.
- ◆ A little over half of respondents indicated that biking and walking information was not available; a quarter of those respondents stated they would take advantage of that type of information if it was provided.
- ◆ 39% of respondents indicated they would be interested in a discounted or free carshare membership.



RECOMMENDATIONS

PROVIDE EMPLOYEE COMMUTE INCENTIVES AND BENEFITS

With the reduction in allotted employee parking spaces as well as the switch to paid parking, ABC Company should consider incentivizing non-drive alone commute options through employee benefits and programs. In such an accessible, transit-rich location, employees have more than one option to get to work, and can save money on commute costs and parking.

- ◆ **Offer a pre-tax or direct transit benefit**

Per the IRS guidelines, employers can provide employees with a pre-tax or direct subsidy commute benefit of up to \$340 a month to use on public transit or vanpooling. A transit benefit is one of the most effective ways to encourage sustainable commuting and reduce the number of employees driving to the office.

- ◆ **Provide free or discounted carshare memberships**

Carsharing provides another option for short trips during the day, giving people who don't drive to work a way to get around without using their own car. Carshare memberships are a great additional perk for employees and are useful for traveling to meetings, running errands, and reaching non-transit accessible locations.

- ◆ **Offer Capital Bikeshare Corporate Memberships**

Capital Bikeshare provides a convenient, affordable and healthy option for employees to commute or make trips during the work day. As an affordable benefit that starts as low as \$35 per year per employee, many companies in the DC region have begun offering memberships to staff and often choose to incorporate Capital Bikeshare as part of their employee wellness programs.



CARPOOL AND VANPOOL PROGRAMS

Many respondents indicated an interest in carpool and vanpool programs, including a ridematching service, reserved parking, and a financial benefit. Carpools and vanpools are great options for employees who may not live close to transit but have relatively fixed work schedules. These options can provide a quicker commute to work while saving money on tolls, parking and gas costs.

- ◆ **Promote vanpool programs**

Vanpooling has never been easier, thanks to a variety of incentive programs designed to make joining a vanpool more affordable and convenient. Programs like Vanpool Alliance and 'Pool Rewards offer generous financial benefits, helping riders significantly reduce their commuting costs while enjoying a reliable and stress-free trip.

◆ **Host a ridematching event**

Invite employees to an onsite event where they can provide their home address information and current commute info as well as meet other employees who may live nearby. This event could help group together employees into potential carpools or vanpools or determine if there are existing carpools or vanpools they could join.

COMMUTE PLANNING ASSISTANCE AND INFORMATION

Nearly half of survey respondents indicated they were not aware of the transportation options near the new location, and many employees stated they would like to learn more about the options available. Providing information on the local commute options as well as customized trip planning tools are great ways to encourage sustainable transportation modes.

◆ **Individual commute planners and apps**

There are several tools and resources available to help employees discover all their transportation options. Programs such as CarFreeNearMe, CityMapper, and Google Maps can provide specific directions from an employee's home to the new office. ATP can provide more information on these tools as well as how employees can get started on taking advantage of these options.

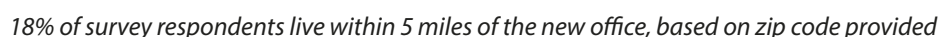
◆ **Welcome packets for new employees**

Help staff feel more at ease with the relocation by providing welcome packets with information on commuting to Arlington plus building amenities they can take advantage of. ATP can work with you to put together customized materials including maps, flyers promoting local transit resources, and more.



Several respondents showed interest in taking advantage of the secure bike parking or biking and walking information if it was provided. In addition, with 18% of participants living within 5 miles of the new office, there is a good opportunity to promote bike commuting and provide the resources that employees need to get started.

The spring is a great time to promote bicycle-specific programs, especially National Bike Month in May. Hosting events such as a Bike to Work Day breakfast or free/discounted bike tune-up events can encourage more ridership among employees. ATP can work with you to put together customized materials including maps, flyers promoting local transit resources, and more. ATP and BikeArlington can also work closely with specific employees and tenants to do lunch and learn seminars, share information on adult biking classes, and provide route planning and helpful tips to new or interested riders.



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