



V.A. Hospital Embraces State-of-the-Art Technology to Meet SCAQMD Deadline

With only three weeks allotted for surveying 2,390 employees and submitting an AQMD report for compliance, the West L.A. Healthcare Center launched a Web-based commute survey right before the holidays and met its deadline of January 6, 2004.

The center, known as the Veteran's Administration Hospital, used RideLinks' Web-based software to survey all employees and automatically filter out peak employees to determine the Average Vehicle Ridership (AVR).

Identifying peak or "in-window" employees traditionally is one of the biggest challenges for medical centers and other regulated sites that have several work shifts operating 24/7.

"With the short timeframe this year, I was ready to try something new," explained Program Assistant Linda Thomas who has been responsible for the center's Rule 2202 reporting for the past four years. "This time, the process was a breeze compared to what I normally had to do to get the report out. Short and sweet."



For last year's report, Thomas had used another system to distribute a combination of electronic and paper surveys.

"It was no picnic. Employees would forget to enter information, so we had to photo copy surveys and send them back. Then, they'd fax us the completed version," recalled Thomas, adding that the center had been fined by the SCAQMD in the past.

This year, RideLinks' software eliminated the need to review Web-based surveys for completion, as the system automatically rejects incomplete surveys and instantly alerts employees to complete specified fields.

To reach the desired response rate, Thomas checked survey progress periodically and sent reminders to employees who had not yet responded. The V.A. met its deadline with room to spare.

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