

# GAMES TRAVEL PLAN OPTIONS

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## The “Four Rs” of travel planning

Your business's Games Travel Plan can include one or more of the “Four Rs”: Reduce, Re-time, Re-mode, and Reroute.

	REDUCE	RE-TIME	RE-MODE	REROUTE
WHAT IT MEANS	Minimize the need to travel	Shift travel to times with less congestion	Shift driving trips to other modes	Shift travel to routes with less congestion
EXAMPLES	Hold meetings via teleconference or video conference	Adjust delivery schedules	Encouraging employees to take transit or bike to work	Help customers avoid road closures or parking restrictions

Customize a Games Travel Plan that will work for your business. Use the options below to get you started.

## For your employees

**Alter work start and end times:** Adjusting work start and end times can help employees avoid travelling during the busiest times of the day. Allowing employees to shift start times, even by small increments of 15-30 minutes, can significantly reduce their commute times. There are different ways your business can adjust its work times for some or all of your employees:

- Change core hours of operation, while ensuring business needs are met.
- Allow employees to alter start and end times to match those of a convenient carpool partner.
- Organizations conducting deliveries during off-peak hours may need to alter some work hours to enable that process.

**Allow staff to work from home (or telework):** This strategy is best suited for large offices and professional industries that already have flexible telework strategies in place. Enhancing your telework options for employees can help ensure business continuity during the Games.

Some important steps to take before implementing a telework plan are:

- Ensure internal policies exist and provide managers with guidance on how these policies will be implemented during the Games.
- Identify the job functions best suited for working remotely and/or from home.
- Test technology such as Internet, phone, network, and email accessibility to ensure job functions can continue from remote locations.
- Give staff the technology to replace typical worksite communications with conference calls, web conferencing or video conferencing.

**Visit [smartcommute.ca/more-options/work-arrangements](http://smartcommute.ca/more-options/work-arrangements) for more information about adjusting your business's work arrangements.**

**Encourage staff to use public transit, carpool, bike and walk:** Let staff know that there will be changes to the transportation system during the Games and encourage them to try different modes of travel.

Carpooling during the Games will let employees take advantage of new temporary HOV lanes. Smart Commute's online tool helps daily commuters identify carpool partners, review transit and biking routes. This can save time and money and reduce environmental impacts.

**Visit [explore.smartcommute.ca](http://explore.smartcommute.ca) for more information.**

**Provide incentives for staff to adjust their travel:** Incentives — even very small ones — can help encourage people to adjust their routines. Consider offering a small prize for employees who carpool, take transit or cycle during the Games.

If a large portion of staff intend to bike to work during the Games, be sure there is adequate and secure bike parking at or near your worksite. Some businesses may also allow staff to bring their bikes into the office.

## For your business-related travel

Businesses that proactively avoid travelling during busy times can make more efficient use of their resources and staff time.

- Schedule regular meetings at less busy times to avoid travelling during rush hour.
- Teleconference or web conference to meet with your stakeholders instead of meeting in person.
- When possible, encourage staff to take transit, walk or bike to business meetings instead of driving.
- Encourage staff to carpool to off-site meetings and conferences.
- For staff travelling between downtown Toronto and the Toronto Pearson Airport, use the UP Express instead of driving.
- Consider re-scheduling meetings outside of the Games period if possible.
- Use transportation planning tools available in the spring on [ontario.ca/games2015](http://ontario.ca/games2015) to plan the best mode, time and route for essential business meetings.

**Learn more about the UP Express at [upexpress.ca](http://upexpress.ca)**

## For your supplies, deliveries, shipments and couriers

Temporary traffic measures and a busier region overall may affect your normal shipping routine. To avoid delays and keep your goods moving, consider some of the following strategies:

- Identify which deliveries and supplies are essential and determine if there are opportunities to schedule non-essential deliveries outside the Games period.
- Stockpile non-perishable goods and supplies in advance of the Games to avoid unnecessary deliveries.
- Consider bicycle couriers for small, local shipments.
- Work with local suppliers for urgent or unplanned orders.
- Talk to your suppliers ahead of time about how the area around your business is likely to be affected and make sure you understand how each other will operate.
- Find out if garbage, recycling or other service schedules will be affected at your site and make any necessary adjustments.
- Shift your deliveries to less busy times during the day to avoid delays and improve efficiency.

**Keep an eye out for more information about freight solutions coming soon on [ontario.ca/games2015](http://ontario.ca/games2015).**

## For your customers and visitors

To ensure customers and visitors can get to your business it is important to plan ahead and let them know what to expect well ahead of time. Some possible strategies include:

- Using your existing communication channels to make your customers and visitors aware that their travel may be affected.
- Encouraging your customers and visitors to use public transit, cycle or carpool to reach your location.
- Promoting the tools and information provided on [Ontario.ca/Games2015](http://Ontario.ca/Games2015).
- Promoting the locations of nearby travel infrastructure such as bicycle facilities, bike share stations, and transit stop locations.
- For retail businesses, putting up posters to let your customers know what to expect.
- For businesses that rely on customer appointments, considering scheduling appointments outside of rush hour.
- Determining whether the Games will lead to more customers and preparing your business to meet the demand.

## For essential service industries

For some industries like healthcare and other essential services, advance communications with stakeholders, clientele and partner services will be particularly important. Be sure to let your stakeholders know about any changes affecting their transportation routines or access to your site.

Consider designating a staff person to act as your transportation liaison with stakeholders to keep them informed and answer questions during the Games.

**Be sure to visit [ontario.ca/games2015](http://ontario.ca/games2015) regularly for the latest transportation information, tips and planning tools that can help your business prepare for the Games.**

## Smart Commute service for the Games

The Games present a unique opportunity for organizations to try new ways of working, making your workplace more attractive, sustainable and productive. Smart Commute is offering a special Games service to organizations beyond its current members, to support development and implementation of Games Travel Plans, and build upon the tips and tools in this guide. Beginning in 2015, this Smart Commute service will be available to help interested businesses manage the challenges of Games-time travel, enable business continuity, and facilitate a variety of transportation changes. Find out more at [www.smartcommute.ca](http://www.smartcommute.ca).

Remember, business travel planning isn't just for Games time. By keeping key elements of your Games Travel Plan in place after the Games are over, you can achieve even more. Interested businesses will have opportunities to become full Smart Commute members post-Games.

Smart Commute is a program of Metrolinx and the municipalities in the GTHA, with 13 regional offices located throughout the area. Smart Commute supports travel options for getting to work, getting to school, and community travel. Smart Commute works with 340+ workplaces and more than 700,000 commuters, helping them explore and try options such as walking, cycling, transit, carpooling and telework.