



TRAVEL REDUCTION PROGRAM ANNUAL REPORT

July 1, 2016 - June 30, 2017

**MARICOPA COUNTY
AIR QUALITY DEPARTMENT**



Executive Summary

During the Fiscal Year 2017 (FY17), Maricopa County continued the Travel Reduction Program (TRP) and outreach efforts in support of the voluntary “Clean Air Campaign.” Results were gathered from detailed statistical summary reports from each employee and student site participating in the program. During FY17, there were 3,069 sites in the TRP representing 1,204 companies. This year, the survey was administered to more than 809,000 commuters. In addition, the TRP Regional Task Force, along with TRP staff, reviewed and approved 1,234 travel reduction plans. This report highlights the commuting habits of employees and driving-age students within the Maricopa County Area A.

This year, employee and student survey results showed: 1) commuters in the TRP prevented 7,743 tons of pollution by using an alternative mode of transportation; and 2) the TRP’s e-survey was used by more companies than ever before, an increase of 20% over last fiscal year.

The TRP has two forms of its online e-survey. Employers can choose either the Intranet or Internet version. Overall, 516 companies had their employees/students utilize the e-survey this year. Thirteen companies programmed the Intranet version onto their systems for their employees to use and 503 companies had their employees access the Maricopa County web-site for the Internet form. Some of the larger companies used the Intranet version, accounting for nearly one-tenth of all TRP employees using the e-survey format.

Companies that used the e-survey saved the TRP from providing more than 515,000 paper forms. When the TRP first began administering the e-survey, its goal was to have a 35% usage by all employees. This year, more than 63% of all TRP participants utilized the e-survey to complete their survey.

During this fiscal year, the TRP underwent a complete database conversion, retiring the legacy TRP database. The new database was designed, developed and programmed by Maricopa Association of Governments (MAG) IT staff in consultation with TRP staff. The database provides easy functionality and a reliable server. The system allows for self-generating templates and e-mails, quick access to employers’ summary analysis reports and easy retrieval of employer documentation. In addition, MAG programmers updated the formats for the web links and phone apps for all e-survey versions.

While this is not a comprehensive list of the TRP's FY17 accomplishments, it serves to highlight many recent and ongoing efforts to maximize efficiency and enhance customer experiences. Through our collective efforts, we can achieve the goal of improving air quality in Maricopa County and protecting our community’s health and the economy.

Maria Cody, Manager
Travel Reduction and Outreach Division

TRAVEL REDUCTION PROGRAM

FISCAL YEAR 2017



1,204 PARTICIPATING EMPLOYERS
@ 3,069 WORK & SCHOOL SITES

 SURVEYED **809,468** EMPLOYEES & STUDENTS



 **TOTAL PARTICIPANTS**
641,790 EMPLOYEES
& **181,780** STUDENTS

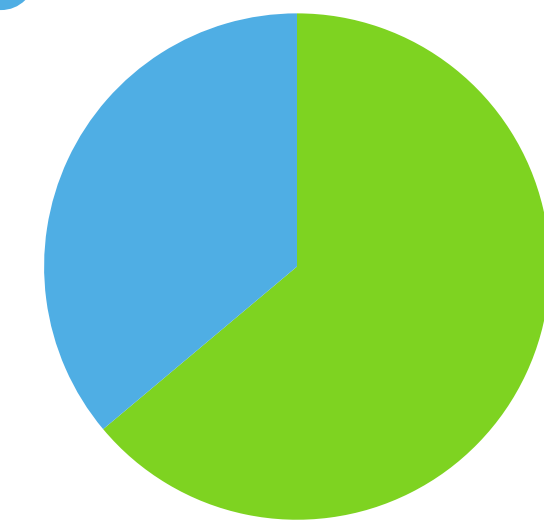
SURVEY TYPE DISTRIBUTED

PAPER SURVEYS

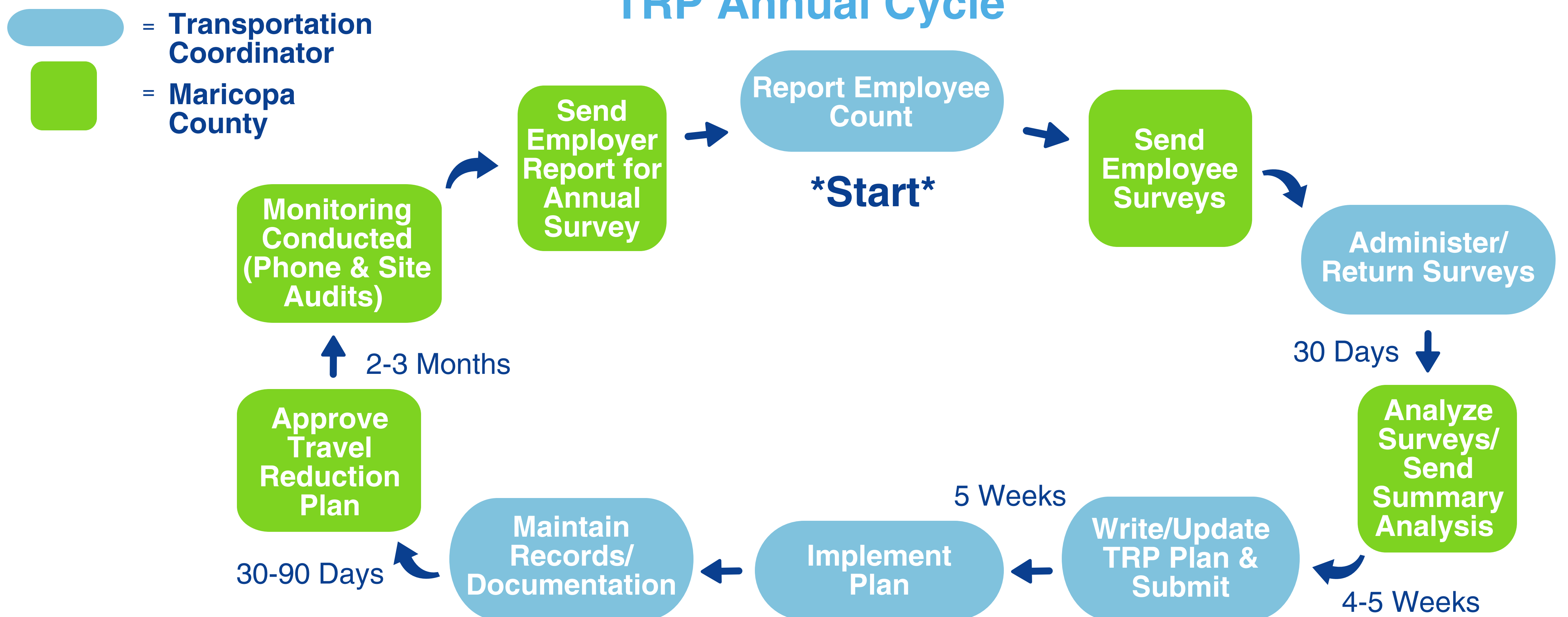
36.1%

E-SURVEYS

63.9%



TRP Annual Cycle



PROGRAM ACCOMPLISHMENTS

POLLUTION PREVENTED



7,743 TONS ANNUALLY
59,563 LBS DAILY



4,872,567
 DAILY COMMUTING MILES REDUCED

SOV/MT*




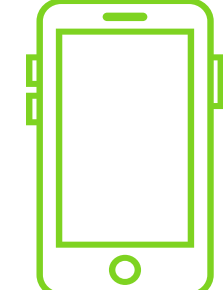
	SOV	SOVMT
FY16	73.31%	75.18%
FY17	73.36%	75.19%

RESPONSE RATE

FY16	62.87%
FY17	63.02%

*SOV/MT=SINGLE OCCUPANCY VEHICLE/ MILES TRAVELED

TRAVEL REDUCTION PLANS


FY16	FY17	
1,075	1,146	 PLANS RECEIVED
1,009	1,234	 PLANS APPROVED
783	711	 SITE VISITS
465	558	 PHONE AUDITS

COMPLIANCE

	COMPANIES FOUND IN COMPLIANCE
FY16	97.3%
FY17	98.8%

OUTREACH

35 **COURTESY
PRE-SURVEY &
PRE-AUDIT SITE VISITS**



TRP staff completed 35 visits to Maricopa County employers for compliance assistance with the Travel Reduction Program annual surveys and audits.

98% **CUSTOMER
SERVICE RATING**



256 out of 260 Customer Service Feedback Form entries rated their overall experience with the TRP as 'outstanding' or 'good'.

43 **EMPLOYERS
RECEIVED PROGRAM
DEVELOPMENT
ASSISTANCE**



Employers received travel reduction plan development, Arizona Statute and Maricopa County Ordinance compliance education and general program development assistance.

4,152 **PEOPLE REACHED**

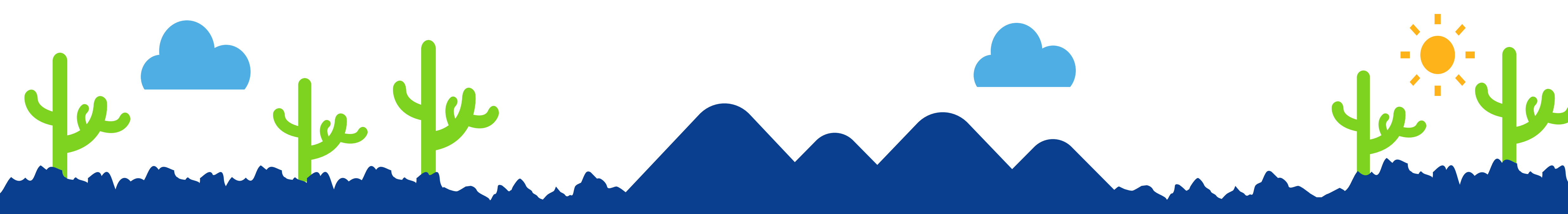


Individuals reached by TRP staff in seven outreach events.

EMPLOYERS CONTACTED FOR PROGRAM COMPLIANCE

717  Employers were contacted to determine compliance with Arizona Statute and Maricopa County Ordinance.

34  New employers with 50 or more employees at one work site that were added to the program.



OMBUDSMAN

The ombudsman serves as a central, independent point of contact for citizens to express their concerns and advocates on their behalf to achieve positive outcomes.

OMBUDSMAN CONTACT:

AQMail@mail.maricopa.gov
(602) 506-6707

CLEAN AIR MOBILE APP



Download the Clean Air Make More App for iPhone, iPad and Android and receive real-time air quality information and tips for reducing air pollution.



Travel Reduction Program
Fiscal Year 2017 Annual Report
Prepared by:

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Conveniently located off the Central and Roosevelt METRO Light Rail station.
(602) 506-6010 - Main Department Line (8 am-5 pm weekdays)
(602) 506-6750 - Main TRP Line (8 am-5 pm weekdays)

Maricopa.gov/AQ | CleanAirMakeMore.com