TRAVEL REDUCTION PROGRAM ANNUAL REPORT

July 1, 2017 - June 30, 2018

MARICOPA COUNTY
AIR QUALITY DEPARTMENT

Executive Summary

During Fiscal Year 2018 (FY18), 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 FY18, there were 3,094 sites in the TRP representing 1,209 companies. This year, the survey was administered to more than 787,000 commuters. In addition, the TRP Regional Task Force, along with TRP staff, reviewed and approved 1,196 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 7,189 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 3.5% year over year.

The TRP has two forms of its online e-survey. Employers can choose either the Intranet or Internet version. Overall, 524 companies had their employees/students utilize the e-survey this year. Twelve companies programmed the Intranet version onto their systems for their employees to use and 512 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 11.7% of all TRP employees using this e-survey form.

Companies that used the e-survey saved the TRP from providing over 500,000 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 64% of all TRP participants utilized the e-survey to complete their survey.

During this fiscal year, the TRP completed the conversion of its recently developed database by Maricopa Association of Governments (MAG) IT staff, in consultation with TRP staff. In addition, the TRP survey was revised, the first revision completed since 2008.

While this is not a comprehensive list of our accomplishments, it serves to highlight many of TRP’s recent and ongoing efforts that will help us meet air quality standards. Through our collective efforts, we can improve the air of Maricopa County so residents and visitors can live, work and play in a healthy environment.

Maria Cody, Division Manager
Travel Reduction and Outreach

TRAVEL REDUCTION PROGRAM

FISCAL YEAR 2018

1,209 PARTICIPATING EMPLOYERS

@ **3,094** WORK & SCHOOL SITES

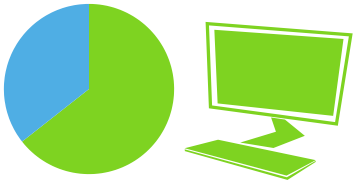
SURVEYED **787,183** EMPLOYEES & STUDENTS

TOTAL PARTICIPANTS
638,100 EMPLOYEES
& 158,558 STUDENTS

SURVEY TYPE DISTRIBUTED

PAPER SURVEYS **35.6%**

E-SURVEYS **64.4%**



- The Travel Reduction Program (TRP) conducted its first survey of TRP transportation coordinators (TCs) with an overall response rate of 58%.
- The TRP instituted a new version of the TRP survey for both employees and students. This is the eighth version of the survey and the first completed revision since 2008.
- The Maricopa County TRP Regional Task Force approved the Electric Vehicle Charging Station Credit Policy, providing guidance to employers on the installation of electric vehicle charging stations and including charging stations in annual plans.
- The Maricopa County TRP Regional Task Force approved the Acceptable Incentive Items Policy, providing guidance to employers regarding what items constitute appropriate incentives for TRP participants.

PROGRAM ACCOMPLISHMENTS

POLLUTION PREVENTED

7,189 TONS ANNUALLY

55,295 LBS DAILY

4,771,014 DAILY COMMUTING MILES REDUCED

SOV/MT* RATES

	SOV	SOVMT
FY17	73.36%	75.19%
FY18	72.47%	74.64%

*SOV/MT=SINGLE OCCUPANCY VEHICLE/ MILES TRAVELED

RESPONSE RATE

FY17	63.02%
FY18	66.88%

TRAVEL REDUCTION PLANS

FY17	FY18	
1,146	1,249	PLANS RECEIVED
1,234	1,196	PLANS APPROVED
711	697	SITE VISITS
558	612	PHONE AUDITS

COMPLIANCE

COMPANIES FOUND IN COMPLIANCE

FY17	98.8%
FY18	100.0%

OUTREACH

FY17	FY18
35	33

COURTESY PRE-SURVEY & PRE-AUDIT SITE VISITS

TRP staff completed 33 visits to Maricopa County employers for program compliance assistance.

FY17	FY18
98%	99%

CUSTOMER SERVICE RATING

208 out of 211 Customer Service Feedback Form entries rated their overall experience with the TRP as ‘outstanding’ or ‘good’.

FY17	FY18
43	210

EMPLOYERS RECEIVED PROGRAM DEVELOPMENT ASSISTANCE

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

FY17	FY18
4,152	13,767

PEOPLE REACHED

Individuals reached by TRP staff in 33 outreach events.

EMPLOYERS CONTACTED FOR PROGRAM COMPLIANCE

FY17	FY18	
717	289	Employers were contacted to determine compliance with Arizona Statute and Maricopa County Ordinance.
34	52	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:

Ombudsman@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 2018 Annual Report
Prepared by:

Maricopa County Air Quality Department
(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 I CleanAirMakeMore.com