TRAVEL REDUCTION PROGRAM
ANNUAL REPORT
July 1, 2018 - June 30, 2019

MARICOPA COUNTY
AIR QUALITY DEPARTMENT

Working to improve the air of Maricopa County so customers, residents, and visitors can live, work, and play in a healthy environment.

3800 North Central Avenue, Suite 1400
Phoenix, Arizona 85012

602-506-6750 - Main TRP line (8am - 5pm weekdays)
Maricopa.gov/AQ | CleanAirMakeMore.com
TRAVEL REDUCTION PROGRAM
FISCAL YEAR 2019

1,207 PARTICIPATING EMPLOYERS
AT 3,094 WORK & SCHOOL SITES

SURVEYED 812,087 EMPLOYEES & STUDENTS

SURVEY TYPE DISTRIBUTED
PAPER SURVEYS 32.9%
E-SURVEYS 67.1%

TOTAL PARTICIPANTS
666,164 EMPLOYEES
& 159,254 STUDENTS

The second annual survey of TRP transportation coordinators (TCs) had an overall response rate of 32%, with 81% of the respondents indicating that Maricopa County was very or highly effective in administering the TRP.

The department initiated the process of revising the Maricopa County Trip Reduction Ordinance P-7. Revisions to the ordinance are expected to be implemented in 2020.

The Maricopa County TRP Regional Task Force approved the Point of Contact and Documentation Criteria for Employers Substantive Policy Statement, providing guidance to employers regarding points of contact and travel reduction plan measures.

PROGRAM ACCOMPLISHMENTS
POLLUTION PREVENTED

- 53,951 LBS DAILY
- 7,014 TONS ANNUALLY

COMMUTING MILES REDUCED

- 4,948,291 DAILY
- 1,237,072,500 ANNUALLY

SOV/MT* RATES

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<thead>
<tr>
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<th>FY18</th>
<th>FY19</th>
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<tbody>
<tr>
<td>SOV</td>
<td>72.18%</td>
<td>72.47%</td>
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<tr>
<td>SOVMT</td>
<td>74.29%</td>
<td>74.64%</td>
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*SOV/MT=SINGLE OCCUPANCY VEHICLE/ MILES TRAVELED

SURVEY RESPONSE RATE

- FY18 → 66.08%
- FY19 → 66.88%

PLANS & AUDITS

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<tr>
<th></th>
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<tr>
<td>充裕</td>
<td>1,249</td>
<td>1,192</td>
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<tr>
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COMPLIANCE

- COMPANIES FOUND IN COMPLIANCE
  - FY18 → 100%
  - FY19 → 100%
OUTREACH

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

TRP staff completed 15 visits to Maricopa County employers for program compliance assistance.

145 **EMPLOYERS RECEIVED PROGRAM DEVELOPMENT ASSISTANCE**

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

97% **CUSTOMER SERVICE RATING**

114 out of 117 Customer Service Feedback Form entries rated their overall experience with the TRP as ‘outstanding’ or ‘good’.

6,105 **PEOPLE REACHED**

Individuals reached by TRP staff in 38 outreach events.

EMPLOYERS CONTACTED FOR PROGRAM COMPLIANCE

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<thead>
<tr>
<th>FY18</th>
<th>FY19</th>
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<tbody>
<tr>
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</tr>
<tr>
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Employers were contacted to determine compliance with Arizona Statute and Maricopa County Ordinance.

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