



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

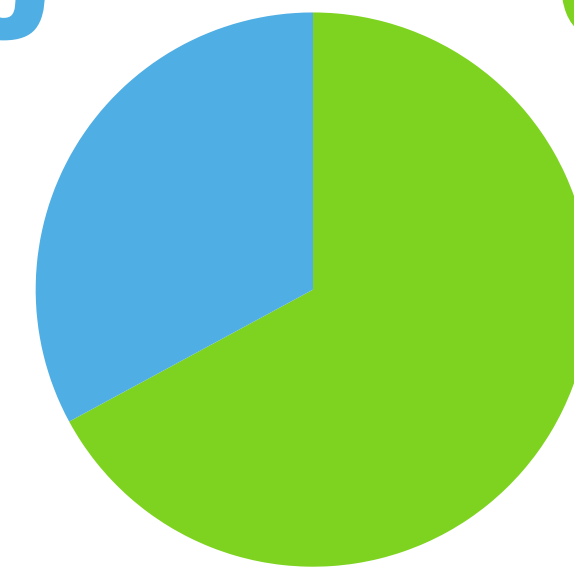


TOTAL PARTICIPANTS
666,164 EMPLOYEES
& **159,254** STUDENTS

SURVEY TYPE DISTRIBUTED

PAPER SURVEYS
32.9%

E-SURVEYS
67.1%

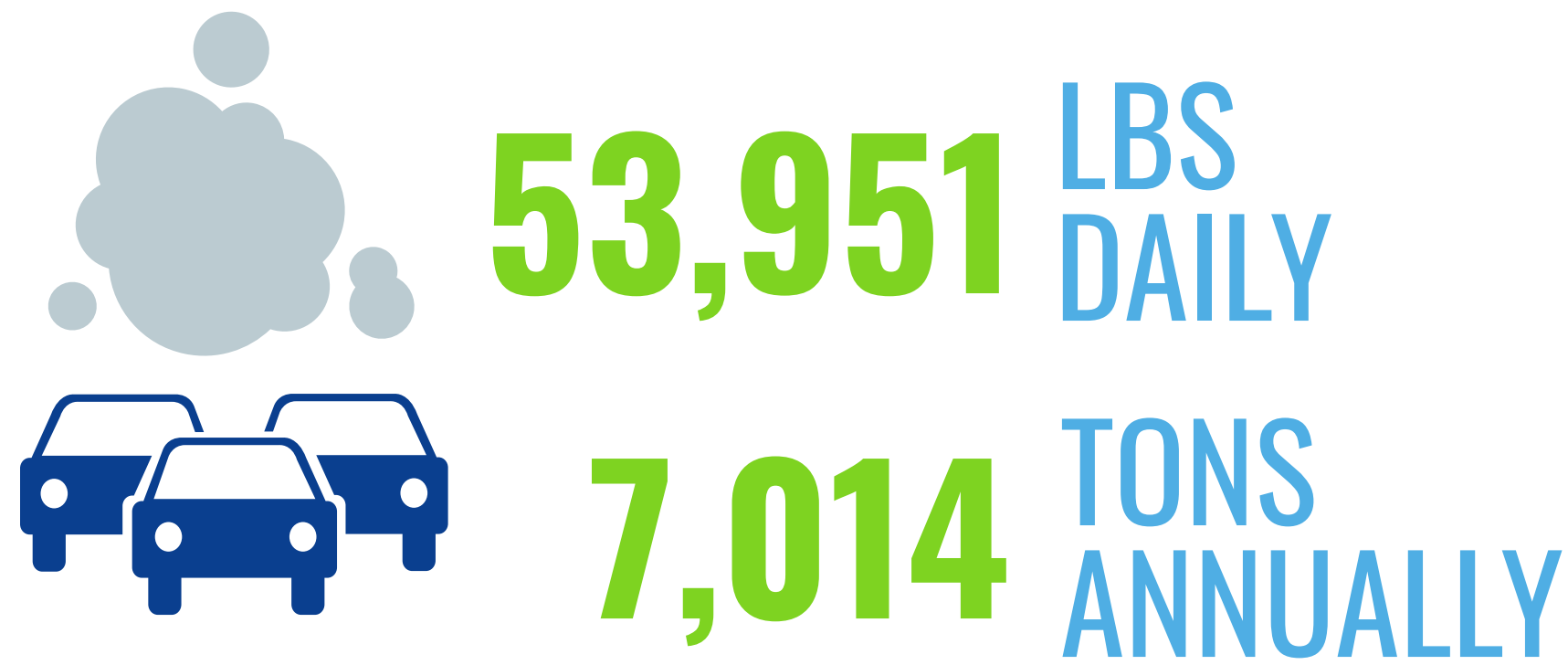


- The second annual survey of TRP transportation coordinators (TCs) had an overall response rate of 32%, with 81% of the respondents indicating that Maricopa County was very or highly effective in administering the TRP.
- The department initiated the process of revising the Maricopa County Trip Reduction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



COMMUTING MILES REDUCED

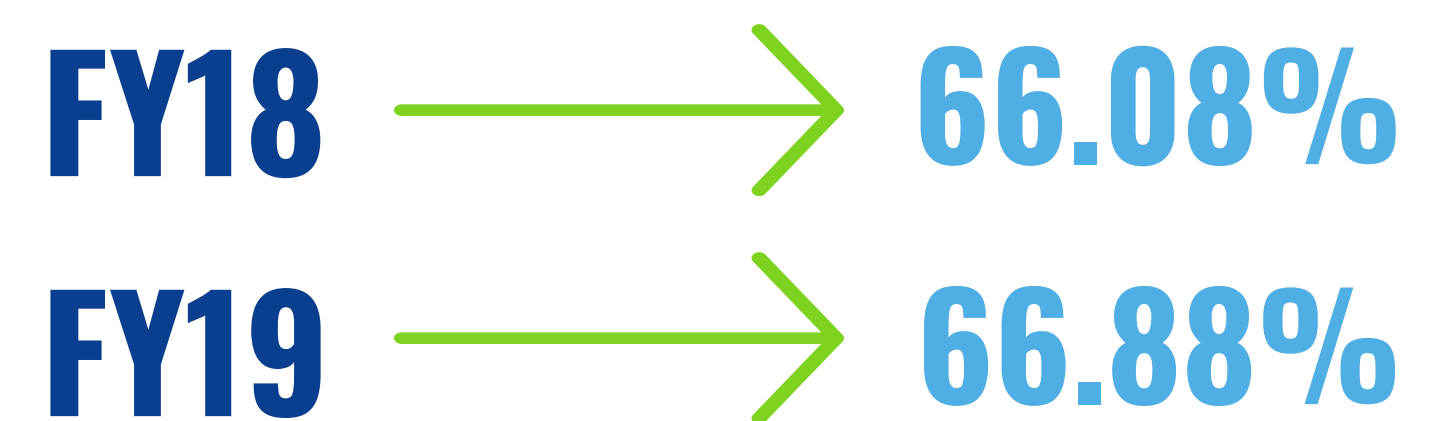


SOV/MT* RATES

	SOV	SOVMT
FY18	72.18%	74.29%
FY19	72.47%	74.64%

*SOV/MT=SINGLE OCCUPANCY VEHICLE/ MILES TRAVELED

SURVEY RESPONSE RATE

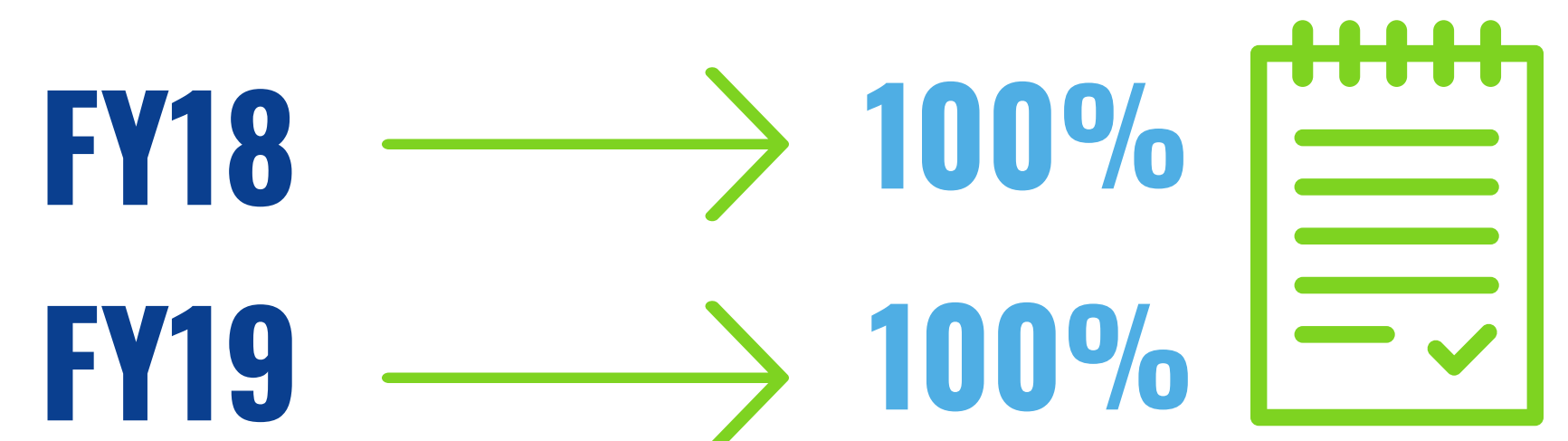


PLANS & AUDITS

FY18	FY19	
1,249	1,192	PLANS RECEIVED
1,196	1,194	PLANS APPROVED
697	466	SITE AUDITS
612	685	PHONE AUDITS

COMPLIANCE

COMPANIES FOUND IN COMPLIANCE



OUTREACH

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

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

 **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.

 **6,105**
PEOPLE REACHED

Individuals reached by TRP staff in 38 outreach events.

EMPLOYERS CONTACTED FOR PROGRAM COMPLIANCE

FY18	FY19		
289	304		Employers were contacted to determine compliance with Arizona Statute and Maricopa County Ordinance.
52	53		New employers with 50 or more employees at one work site that were added to the program.

