

TRP Handbook

**Maricopa County
Air Quality Department
Travel Reduction Program**

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About this Handbook

The purpose of the Maricopa County Travel Reduction Program (TRP) Handbook (handbook) is to provide guidance and supplementary information for the Maricopa County Air Quality Department (MCAQD) TRP. This handbook is organized from the beginning of the TRP cycle to the end of the annual process. It also complements the [Maricopa County Ordinance P-7 Travel Reduction Program \(Ordinance\)](#).

Disclaimer

This handbook is provided to assist Transportation Coordinators (TCs) and the regulated community in better understanding the provisions of the MCAQD TRP. The information provided in this handbook is not all inclusive; please ensure you fully read, understand, and comply with all requirements outlined in statute, ordinance, and associated substantive policy statements (SPS) related to the TRP. Where the language of [Arizona Revised Statute \(A.R.S.\) §49-581, et seq.](#), the P-7 Travel Reduction Program Ordinance, or any SPS related to the TRP conflicts with this handbook, A.R.S. §49-581, et seq., the Ordinance, or SPS will prevail. This handbook is not intended to serve as an alternative to A.R.S. §49-581, et seq., the Ordinance, or any SPS related to the TRP.

Updates

This handbook will be updated periodically. If you identify an area that requires clarification, please contact TRP staff at TRP@Maricopa.gov or 602-506-6750.

Resources

[Maricopa County Travel Reduction Program TRP Resources](#)

[Arizona Revised Statute §49-581, et seq.](#)

[Maricopa County Ordinance P-7 Travel Reduction Program](#)

[Valley Metro Commute Solutions](#)

[Maricopa County Air Quality Department](#)

Acronyms

3S3R	Stratified Statistically Significant Random Response Rate
AMU	Alternative Mode User
A.R.S.	Arizona Revised Statutes
BOS	Maricopa County Board of Supervisors
DES	Arizona Department of Economic Security
EER	Equivalent Emissions Reduction

EV	Electric Vehicle
EVCS	Electric Vehicle Charging Station
FW	Field Worker
GRH	Guaranteed Ride Home
HPA	High Pollution Advisory
HRLO	Highest Ranking Local Official
MAG	Maricopa Association of Governments
MCAO	Maricopa County Attorney's Office
MCAQD	Maricopa County Air Quality Department
NOV	Notice of Violation
OAC	Order of Abatement by Consent
RFD	Request for Documentation
SA	Summary Analysis
SOV	Single Occupancy Vehicle
SOVMT	Single Occupancy Vehicle Miles Traveled
SPS	Substantive Policy Statement
TC	Transportation Coordinator
TRP	Maricopa County Travel Reduction Program

Commonly Used Terms and Meanings

Alt	Alternate Contact
Cost Study	Study of Employer Industry Cost Per Person Averages
County	Maricopa County
Employer	Major Employer
Employer Report	Employer Report for Annual Survey
E-Survey	Electronic Survey
Handbook	TRP Handbook
Measure	Travel Reduction Measure
New User	New Participant to the employer's TRP
Ordinance	Maricopa County Ordinance P-7 Travel Reduction Program
Plan	Travel Reduction Plan
Site TC	Site Transportation Coordinator
Student	Driving-aged Student
Task Force	Travel Reduction Program Regional Task Force

Travel Reduction Program

In 1988, Maricopa County (County) was designated nonattainment for air quality under the federal Clean Air Act. In response, legislators passed the State of Arizona's Air Quality Bill of 1988, which codified [A.R.S. §49-581](#), *et seq.*, mandating TRPs in counties throughout the state which had been designated nonattainment. In February 1989, TRP was officially established within the County.

Program Goals

TRP's goal is to reduce single-occupancy vehicle (SOV) trips and single occupancy vehicle miles traveled (SOVMT) within the County. TRP requires major employers (employers) and schools with driving-aged students (students) to encourage alternative modes of transportation to improve air quality.

Each employer must strive to achieve a minimum 60 percent SOV/MT at each participating site. To achieve this goal, employers and schools are asked to reduce SOV trips and miles traveled to the work site by a minimum of ten percent each year for a total of five years, and then five percent for three additional years until they reach the target of having only 60 percent of their workforce driving alone.

Progress is tracked through an annual commuter survey of employer/school sites. Employers utilize the results of the survey to develop an annual travel reduction plan (plan). The plan commits the employer/school to implementing various strategies to change commute behavior of employees and students.

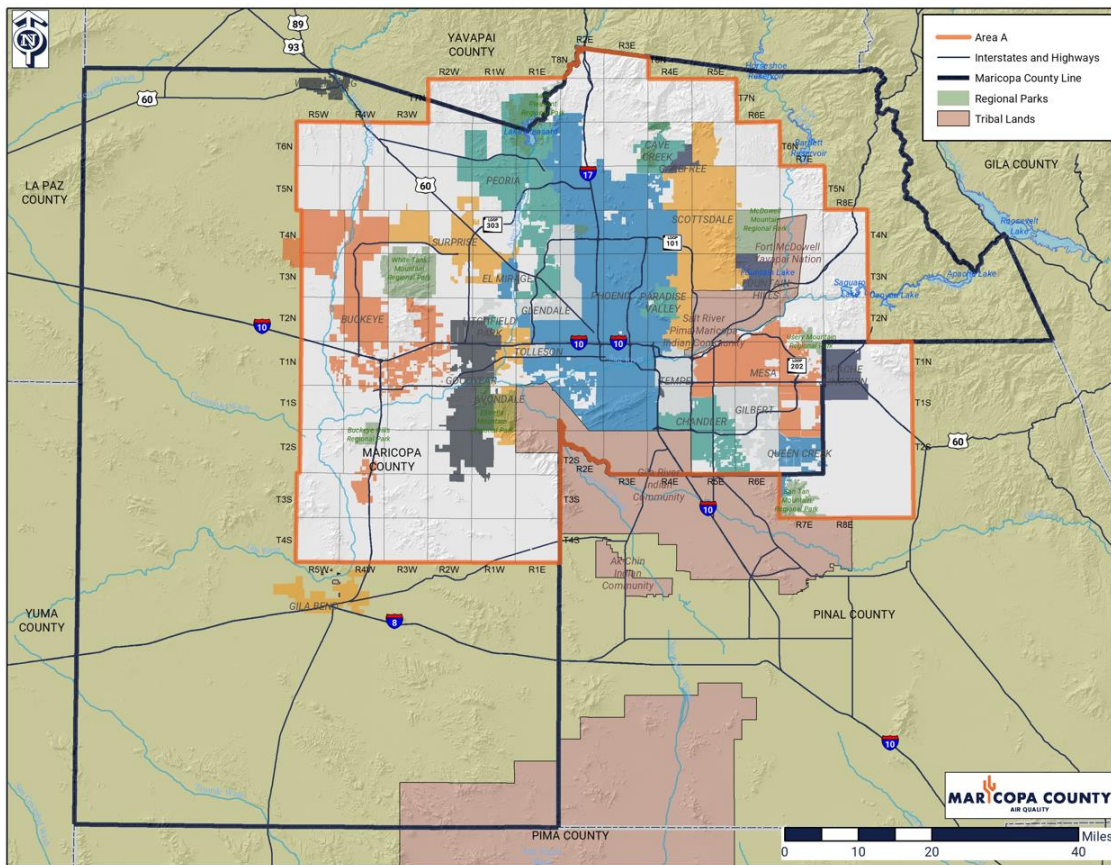
Participation and Jurisdiction

The Ordinance applies to:

- Any employer located in Area A within Maricopa County with 50 or more employees working at or reporting to a single work site
- Any employer located outside of Area A within Maricopa County with 100 or more employees working at or reporting to a single work site

If an employer has teleworkers that would otherwise commute to the work site if they were not teleworking, they must be included in the employee count regardless the number of times they visit the physical work site.

Although tribal lands are found within the borders of the County, tribal lands are legally sovereign nations and, as such, are not subject to the Ordinance or TRP. If an employer is currently participating in TRP and moving the work site to a location on tribal lands, the employer must request a Moving onto Indian Nation Land exemption (see [Appendix A](#)) from TRP.

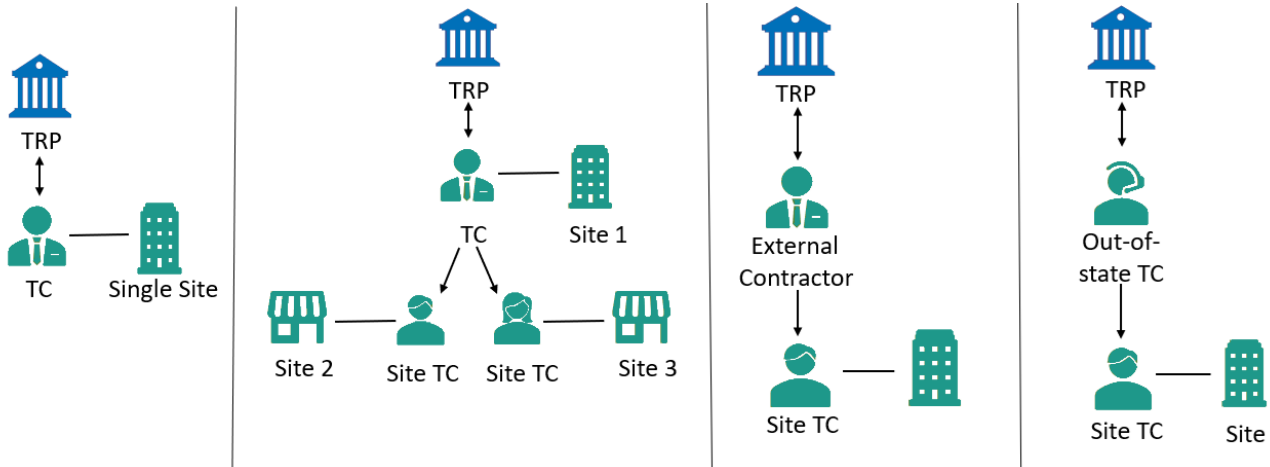


Requirements for Major Employers

- ✓ Designate a Transportation Coordinator (TC) and, if applicable, a Site TC to conduct the employer's TRP.
- ✓ Conduct the Annual TRP Survey and achieve or exceed the minimum required response rate percentage at each participating site.
- ✓ Submit an approvable plan designed to meet target reductions for all work sites that includes employee and new hire communication methods.
- ✓ Implement and document the employer's approved plan and TRP.
- ✓ Provide and maintain all necessary records for at least three program years to demonstrate compliance.
- ✓ Provide updated information as requested. An employer must inform TRP staff if they become subject to the Ordinance, or any information that will affect the employer's TRP. If an employer undergoes a corporate merger, consolidation, or other change in ownership, the employer has 60 days to notify TRP staff and provide supporting documentation of the change in ownership. If the employer fails to provide such notice in the required timeframe, the employer will not have the ability to start as a year one participating company.
- ✓ Notify their employees and students of the duty to comply with the requirements of [A.R.S. §49-542](#).

TRP Contacts

Employers must assign a TC to administer and implement the organization’s TRP. Failure to appoint a TC may result in a notice of violation (NOV) (see [Enforcement](#)). If the employer has multiple sites, the employer may designate a Site TC(s) to assist. If an out-of-state TC is designated or an external contractor is hired to manage the employer’s TRP, the employer must assign a Site TC to oversee the program at a local level. Additionally, the highest ranking local official (HRLO) responsible for implementing the TRP program and plan must be identified as described in the [Ordinance Section 3\(C\)\(2\)\(a\)\(2\)](#).



Transportation Coordinator (TC)

The success of an employer’s TRP is highly dependent on the empowerment and commitment of the TC. Because the TC must have the authority to make decisions on behalf of the employer regarding the program, the TC must be a regular employee (preferably from the human resources, facilities, or transportation departments) or an external contractor of the employer hired specifically to manage the employer’s TRP. The TC cannot be a temporary employee, intern, or general contract employee because such positions are not considered regular employees. Field workers should not be considered for the TC or Site TC positions.

The TC:

- ✓ Gathers and maintains all documentation necessary to determine compliance with [A.R.S. §49-581](#), *et seq.* and the Ordinance. Records must be made available to TRP staff upon request.
- ✓ Must have the authority to make decisions on behalf of the employer regarding the TRP
- ✓ Must complete the online [“Intro to TRP”](#) training within 90 days of designation
- ✓ Must have daily access to a computer, email, and a telephone



Site Transportation Coordinator (Site TC)

The Site TC is a local point of contact assigned to represent and assist the TC at their respective work site. In cases where the TC is out-of-state or an external contractor is hired to manage the employer's TRP, the employer must assign a Site TC.

The Site TC:

- ✓ Must represent and assist the TC at their respective work site to distribute TRP information, surveys, incentives, and other program components
- ✓ Must have access to their respective work site's documentation regarding TRP and be able to assist when the TC is unavailable
- ✓ Must complete the online ["Intro to TRP"](#) training within 90 days of designation
- ✓ Must have daily access to a computer, email, and a telephone

Highest Ranking Local Officials (HRLO)

The HRLO can be the Chief Executive Officer or other local point of contact that is responsible for the employer's operations within the County. An HRLO must have authority to approve and implement the employer's TRP, plan, and annual plan budget. The HRLO will be notified if there are compliance issues and/or enforcement actions.

Alternate Contact (Alt)

The Alt is a point of contact who can assist with TRP responsibilities if the TC becomes unavailable. The Alt should have access to all documentation regarding TRP. Designation of an Alt is not required; however, it is helpful in maintaining compliance with TRP requirements.

TRP Cycle

An employer's TRP must be conducted on an annual cycle. Every year an employer must conduct the TRP Annual Survey (survey), submit a plan for approval, implement the approved plan, and receive plan monitoring/audit(s). TRP commonly refers to two terms when describing a "year" in the program: program year and plan year. A program year is the period of time from survey start date to the next scheduled survey start date. A plan year is the period of time from the date the original plan was submitted until subsequent submission. Both dates are important to understand during the TRP cycle as this will help to determine requirements and compliance.

TRP Annual Survey

The TRP Annual Survey (survey) is one of the most important steps of the TRP cycle. TRP staff provides the survey for the employer to distribute to all eligible employees. The survey is quick and easy for employees to complete and focuses on the employee's commuting habits through non-identifying information. This survey data then assists in evaluating the employer's previous plan's effectiveness. Additionally, the Maricopa Association of Governments (MAG) uses the information to understand how, when, where, and why people travel daily for transportation, economic development, transportation planning, air quality control strategies, and federal standard compliance studies.

Each employer has their own unique survey that is conducted annually. The employer has 30 days to achieve the required minimum response rate. Approximately one month before the employer's survey, TRP staff will email the TC the time-sensitive Employer Report for Annual Survey (employer report) requesting the most current employee count for each site(s). The TC must not inflate or exaggerate the employee count information. TRP offers the survey electronically through an internet link. If electronic intranet version accommodations are needed, the TC must contact TRP staff prior to the employer report due date.



Approximately one week prior to the survey start date, TRP staff will email the TC information on how to access the survey and the [TC Dashboard](#) to monitor survey response rates. Currently, the internet electronic survey (e-survey) is the default version TRP assigns to the employer. If the employer is approved for the intranet e-survey, the program software will be sent in advance so the employer's IT department can install the program. A confirmation from TRP that the data is accurate and formatted correctly is needed before the intranet e-survey can be conducted.

During the employer's 30-day survey period, the TC must distribute the survey to each employee. If the employer has multiple sites, the TC must ensure that the employee uses the correct survey code for the respective site. If the wrong survey code is used, the employer must stop surveying the affected site(s) and contact TRP immediately. The employer will most likely have to resurvey those site(s). Throughout the survey, the TC has access to the TC Dashboard to monitor real time completion rates for each site. Intranet e-surveys do not have access to the TC Dashboard.

To conclude the survey period, the internet e-survey link closes at 11:59 p.m. on the last day of the survey regardless of the response rate achieved. The intranet data sets must be returned to the TRP office within the 30-day survey period to avoid being out of compliance. Any surveys not received remain the responsibility of the employer, which may result in enforcement action and/or a requirement to re-survey. If an employer has been approved for [Equivalent Emissions](#)

[Reduction \(EER\) credits](#), the TC must send supporting documentation to the TRP office before the survey end date.

Internet E-Survey

- Survey link can be distributed by QR code, email, text, and internal postings (company social media sites, shared document platforms, bulletin boards, etc.)
- Allows the survey to be accessed from any location on any device with internet access
- Allows for a full 30-day survey period
- Allows real-time updates on completion and response rates
- Ensures surveys are completed correctly
- Provides a cost benefit for the employer
- Are automatically received by TRP
- Provides employees the option to complete the survey in their preferred language. English and Spanish are the default languages. Using the Google Chrome browser allows for other languages (this option will translate content and not context).



Intranet E-Survey

- Allows for the employer to install firewall protection
- Allows for identification of survey completion

Who Needs to Complete the Survey?

All employees or driving-age students:

- Includes
 - A full-time and part-time employee who works three or more days per week
 - A temporary employee who will be employed six or more months
 - An employee who teleworks in Arizona regardless of how many times they visit the physical site (e.g., an employee who lives in Pinal County that would commute to the worksite if they were not teleworking would need to survey on behalf of the participating employer)
 - A driving age student who attends school three or more days per week
- Excludes
 - A field worker who works multiple days per week at a different site each day (i.e., construction site worker). A [field worker exclusion application](#) must be submitted and approved
 - A seasonal temporary employee who has been contracted to work for less than six months
 - A volunteer working seven days or less a week

- An external employee who is not a direct employee of the participating employer

Field Worker (FW)

A FW is a field-based employee who regularly commutes/reports to other sites in and around the County instead of reporting to the main work site. An employee who picks up a company work vehicle from the employer's physical work site and returns the vehicle to the employer's physical work site is not considered a FW as it relates to TRP; this employee is commuting to and from the work site. Below are a few examples of FWs and those who are not considered FWs.

- FW
 - A construction worker who always starts their day at a work location other than the participating site
 - A police officer who takes their work vehicle home and does not report to the station before they begin their shift
- Not a FW
 - A sales associate who starts their day at home and then travels to different businesses throughout the County
 - A truck driver who drives to the site to pick up their work vehicle
 - A teleworker

Before the employer surveys or excludes FWs from their Employer Report, they must complete a [FW exclusion application](#). The application and any requested documentation must be submitted with the employer report every year a FW exemption is requested, and documentation may be requested during the audit. A FW exemption does not exempt the employer from participating in the TRP, it excludes those employees from taking the survey only.

Minimum Response Rate

TCs can be creative when encouraging employee participation. Each employer is held to a minimum survey response rate at each participating site. The employer is required to encourage 100 percent participation and must make all surveys, trainings, and outreach materials in the survey process readily available to their employees. Some employers hold survey parties or offer other incentives to encourage employee participation. The more survey data collected, the more accurate the SA and possible reduction in SOV/SOVMT rates will be. Maximizing survey participation could significantly reduce the likelihood of a requirement to enhance the plan.

Employers must obtain at each participating site a minimum 60 percent survey response rate or obtain a minimum stratified statistically significant random response rate (3S3R), which has been reviewed by TRP staff and documented in the employer's Task Force approved plan. A 3S3R is a response rate established by dividing employees into relatively similar groups and surveying a random sample from each group. Most employers opt for the default minimum 60 percent.



The 3S3R option is beneficial to very large employers who can sample a diverse population. The employer must have this option on the prior year's approved plan. The employer's organization will be divided into site groupings which will each be provided with their own unique minimum response rate. The 3S3R will affect all employer participating sites, and the employer may not be selective on which sites use the 3S3R option. During the plan review process, TCs will be required to develop a list of similar groupings and understand the minimum response rate calculations needed for each group. Prior to assigning groupings, TCs must contact TRP for the list of categorized groupings. Once the 3S3R option has been selected, the employer will not be allowed to revert to the default 60 percent for that year. The calculations and supporting documentation must be submitted with the employer plan every year.

Statistical Penalty

If any site does not achieve the required minimum survey response rate, a statistical penalty will be applied. A statistical penalty will add the number of missing surveys from the minimum response rate as SOV users. The missing surveys will default to being categorized as an SOV driver who commutes 15 miles for 5 days per week which will subsequently increase the employer's SOV and SOVMT. This will cause an increase in the employer's overall SOV rate which will be reflected on the SA. This will affect the employer's plan including a potential enhancement/increase in the required number of measures. The employer may also receive an NOV, civil penalty, and/or be required to re-survey the delinquent site(s) to achieve an acceptable number of responses.

Summary Analysis

After the employer completes their survey, TRP analyzes the employer’s survey results and compiles the data into a summary analysis (SA). The SA informs the employer of their achieved survey response rate, SOV rate, SOVMT rate, current and previous years’ commute methods, employee responses on desired commute modes, current work schedules, commute statistics, and corresponding graphs. The employer receives their SA through email along with a pre-reviewed plan recommendation and notification of the plan submission due date.

The SA is divided into sections that assist the employer in understanding the commuting behaviors of their employees. These sections are described below. The employer will receive an SA for each of their sites that participate in TRP. TRP staff will utilize this report to verify that the employer’s plan is effective and successful. High survey response rates and low SOV/SOVMT rates may reduce the need for plan enhancements.

Employer Information

- Employer Name – Name of the employer and the respective site name
- Employer Code – Six character identification code each employer receives during initial registration
- Site Number – The number of the participating sites associated with the employer
- Site Year – The site’s current year of participation

Employer Name Here

Employer Code - XXXXXXXX

Site Number - 1

Site Year - 8

Table I – Response Rates

Table I illustrates the percentage of surveys correctly completed and received. Response rates can significantly impact the employer’s SOV/SOVMT rate.

- Survey Year – The site’s current year of participation
- Response Rate – The percentage of responses received at the site

Table I

Response Rate

Survey Year	3	4	5	6	7	8
Response Rate	74%	58%	74%	60%	65%	77%

The response rate for this site was 77% based on 40 surveys completed out of 52 requested.

Table II – SOV Rate

Table II indicates the site’s current and past SOV trip rates. The trends will help the employer understand the percentage of employees who are making SOV trips to and from the worksite.

- SOV Trip Rate – The respective plan years’ data
- Target – The current goal the employer must attain to make their SOV trip reduction goal for that program year. This percentage will never be lower than 60 percent
- Actual – The percentage of SOV trips among the surveyed population
- Reduction – The percentage of change from the previous year’s results. A negative sign represents a reduction
- Achieved – Notifies employer if the reduction goal was met or not

Table II Targets and Actual SOV Trip Rate

SOV Trip Rate	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9
Target	80%	72%	65%	60%	60%	60%	60%
Actual	86.34%	92.26%	87.22%	84.14%	78.51%	75.87%	
Reduction	-13.1%	6.9%	-5.5%	-3.5%	-6.7%	-3.4%	
Achieved	N	N	N	N	N	N	

Graph I – SOV Rate

Graph I illustrates the trends in Table II. The green is the target SOV rate the employer needs to achieve. If an employer does not reach their target, they should strive to achieve at least a declining SOV rate each year they are in the program.

Graph I

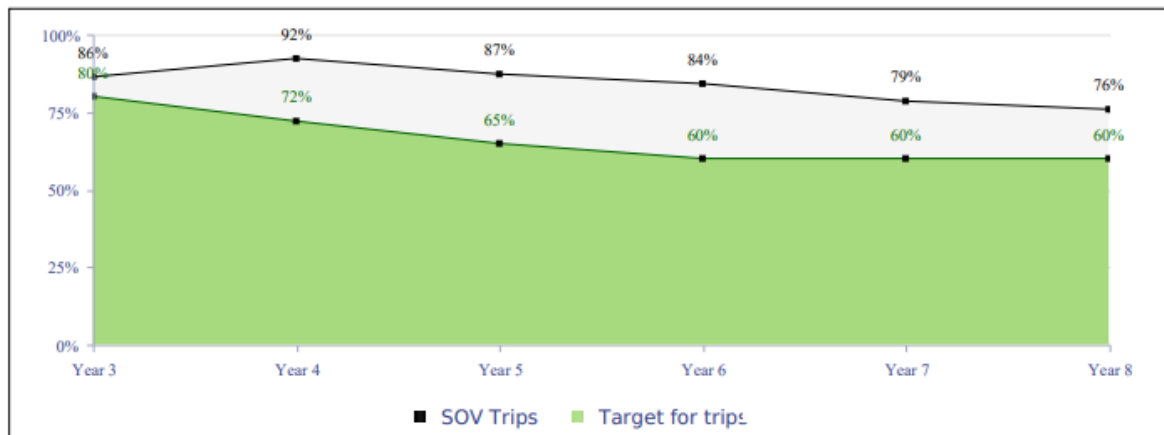


Table III – SOVMT Rate

Table III indicates the site’s current and past SOVMT rates. This table represents miles traveled by SOV drivers as a percentage of the total miles traveled to the worksite. This percentage can be more difficult to decrease, as it refers to proximity. Working with the TRP staff, employers can make strategic changes to help obtain their 60 percent goal.

- SOVMT Rate – The respective years’ data
- Target – The current goal the employer must attain to make their reduction goal for that program year. This percentage will never be lower than 60 percent.
- Actual – The percentage of SOVMT among the surveyed population

- Reduction – The percentage of change from the previous year’s results. A negative sign represents a reduction.
- Achieved – Notifies employer if the reduction goal was met or not

Table III Targets and Actual SOV Miles Traveled Rate

SOVMT Rate	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9
Target	80%	72%	65%	60%	60%	60%	60%
Actual	87.58%	91.30%	87.46%	86.58%	78.72%	77.25%	
Reduction	-11.8%	4.2%	-4.2%	-1.0%	-9.1%	-1.9%	
Achieved	N	N	N	N	N	N	

Table IV Current and Previous Mode Splits

Table IV informs the TC of how many and which alternative modes of transportation are being utilized by employees. The table displays the current and previous years’ data to show where changes have occurred. This table will indicate how many SOV trips were converted to alternate mode trips to meet the 60 percent goal seen in Table II and Graph I. If the employer received a statistical penalty, the penalty amount will be captured here as well.

- Mode – Commute method, including alternative work schedules
- Responses – The number of employees using the commute method
- Trips/Wk – The number of trips throughout the week taken with that commute method
- % Trips – The percentage that represents the SOV trips in Table II and Graph I. Alternative modes of transportation will be the percentage of reduction achieved in that commute method.
- Miles/Wk – The number of employee miles traveled per week one way to get to the work site
- % Miles – The percentage that represents the SOVMT in Table III. Alternative modes of transportation will be the percentage of reduction achieved in that commute method.

Table IV Current and Previous Mode Splits

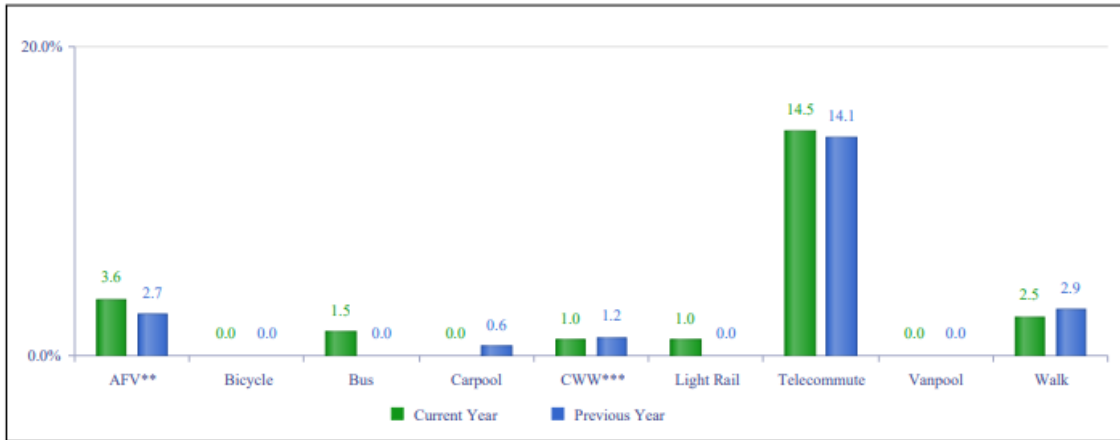
Mode	Responses	Current Year				Previous Year		
		Trips/Wk	% Trips	Miles/Wk	% Miles	Responses	% Trips	% Miles
SOV*	36	151.75	75.87%	2,669.02	77.25%	31	78.51%	78.72%
AFV**	2	7.25	3.63%	73.97	2.14%	2	2.66%	3.70%
Bicycle	0	0.00	0.00%	0.00	0.00%	0	0.00%	0.00%
Bus	1	3.00	1.50%	33.00	0.96%	0	0.00%	0.00%
Carpool	0	0.00	0.00%	0.00	0.00%	1	0.59%	1.14%
CWW***	1	2.00	1.00%	36.00	1.04%	1	1.18%	1.18%
Light Rail	1	2.00	1.00%	22.00	0.64%	0	0.00%	0.00%
Telecommute	13	29.00	14.50%	616.00	17.83%	9	14.12%	15.10%
Vanpool	0	0.00	0.00%	0.00	0.00%	0	0.00%	0.00%
Walk	1	5.00	2.50%	5.00	0.14%	1	2.94%	0.16%
TOTAL		200.00		3,454.99		0		0.00%

Graph II – Alternative Mode Trips

Graph II illustrates the alternate mode method percentage of the total trips taken to the employer site. The graph will display the current and previous years' alternative mode commute percentages.

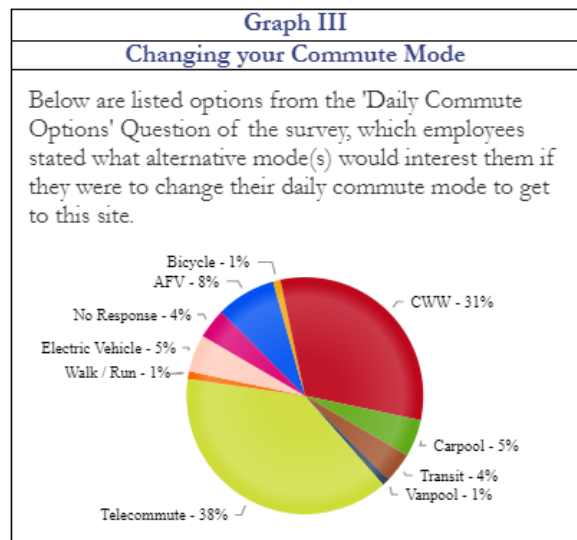
Graph II

Alternative Mode Trips



Graph III – Changing Commute Mode

Graph III provides a visual representation of what alternative mode would be of interest to the employee if they were to change their commute method. This information will only be available if the employee answers the corresponding question on the survey.



Graph IV – Motivating Employees to use Alternative Modes

Graph IV indicates what incentives would motivate employees to try an alternative mode of transportation. This graph offers valuable information when developing incentives for the travel reduction plan. This information will only be available if the employee answers that corresponding question on the survey.

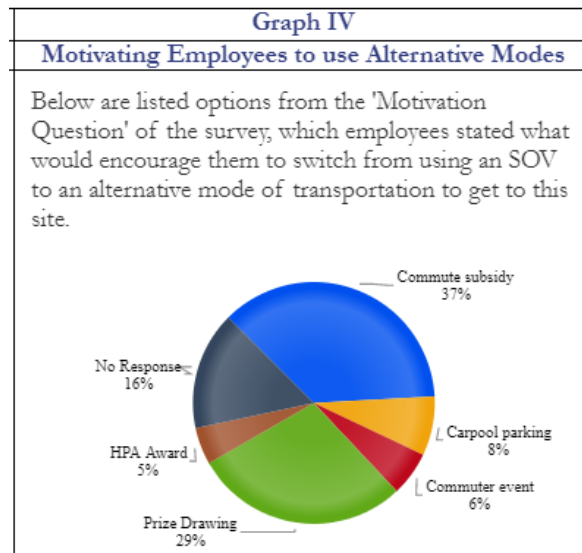


Table V – Current Work Schedules

Table V describes the employees’ current work schedules.

Table V

Current Work Schedules

Work Schedule	Respondents	Percent
Full time - 5 days; 8 hours/day	39	97.5%
Full time - 4 days; 10 hours/day	0	0.0%
Full time - 9 days/80 hours	0	0.0%
Full time - 3 days; 36 hours/week	1	2.5%
Full time - 3 days/4 days /wk; 12hrs/day	0	0.0%
Full time - 6 days/over 40 hrs/wk	0	0.0%
Part time Employees	0	0.0%

Table VI – Commute Statistics at this Site

Table VI informs the employer of the site’s average distance the employees commute to the employer site, average commute time for employees coming to work, and the amount of pollution saved by the alternate mode users. Employers are encouraged to share this information with leadership and employees to share why their participation matters and to help promote the employer’s TRP and sustainability initiatives.

Table VI

Commute Statistics at this Site

<p>Average commute distance: 17.3 miles traveled each trip, one-way. Average commute time: 40.8 minutes traveled each trip, one-way. Pollution prevented by using an alternative mode: 916 pounds annually.</p>

Travel Reduction Plan

A travel reduction plan (plan) is a document describing travel reduction and/or EER measures that an employer intends to implement to reduce SOV/SOVMT rates. Creating and implementing the plan is not only helpful to keep the employer compliant with TRP requirements but may also boost employee morale and show an employer's commitment to improving air quality.

After receiving the SA and pre-reviewed plan, the employer has five weeks to submit an approvable plan to the [TRP Regional Task Force](#) (Task Force) for review. The pre-reviewed plan is completed by TRP staff to ensure plan requirements are met and suggest any changes, corrections, and/or enhancements needed. The pre-reviewed plans are developed to move the plan through the approval process quickly and with the least number of revisions. The employer is urged to contact TRP staff if they have questions about the pre-reviewed plan. Employers are notified of the approval or disapproval of the plan within 90 days of plan submittal. If any plan is not approved by the Task Force, the employer must modify and resubmit the plan within seven (7) days, or otherwise specified by Task Force, of receiving the notice of disapproval.

The employer's plan must:

- ✓ Provide the name, address, telephone number, and signature of the designated TC.
- ✓ Provide the name, address, telephone number, and signature of the HRLO responsible for implementing the plan.
- ✓ Identify the program's site information, required number of travel reduction measures (measures) for the respective plan, and/or EER measures that will be implemented in the current year. If the employer chooses the 3S3R option, they must include any documentation required by TRP staff to analyze each proposed rate.
- ✓ Identify a minimum of two continuous communication methods to routinely share information on alternative mode options, EER measures, and travel reduction measures with each employee and/or student.
- ✓ Identify a minimum of one communication method to provide information on alternative mode options, EER measures, requirements of [A.R.S. §49-542](#), and travel reduction measures to new employees at the time of hire and/or to new students at the time of enrollment.
- ✓ Allocate the total plan value. The plan value is used to determine the employer's expense per person. The SOV/SOVMT rates calculated for each industry type and documented in the most recent [TRP Cost Study](#) will be the benchmark used during the plan review process.
- ✓ Supply any other information as required by the Task Force.

Standard Plan

All plans are required to include a minimum of two plan measures. If the employer does not meet their reduction goal by the second year, the plan must include at least two additional measures. If the employer does not achieve a reduction goal in any program year thereafter, the plan must contain at least four measures. After any subsequent program year in which the reduction goal

is not met, the Task Force may recommend additional measures. Statute-approved measures and proven reduction techniques include, but are not limited to:

- Subsidized bus/light rail, carpool, and vanpool commute expenses. The employer must subsidize at least 50 percent of the employee's total commute expense. Vanpooling must provide vans. Company vehicles may be used for vanpools and carpools.
- Offer alternative work schedule programs such as compressed work weeks (CWW), full-time or part-time telework, or staggered hours. CWWs include nine-day work week/80 hours (9/80), four-day work week/10-hour shift (4/10), or three-day work week/12-hour shift (3/12). To be considered a regular teleworker, the employee must telework a minimum of two times monthly. Staggered hours should not interfere with or discourage the use of ridesharing, and transit must be before or after peak commute hours.
- Collaborate with other transportation providers to offer additional local, Rapid, or Express bus services to the work site, or with political subdivisions to construct walkways or bicycle routes to the work site.
- Construct special loading and unloading facilities for transit, carpool, and/or vanpool users. The construction must be physical and permanent.
- Offer incentives to encourage survey completion, alternative mode use, increased participation, and moving closer to work sites.
- Provide bicycle racks, lockers, and showers for employees who walk or bicycle to and from work. All employees must be able to use locker and shower facilities.
- Create a special information center where details on alternate modes and other travel reduction measures are available. This does not replace standard, required communication methods. The center must be permanent, physically available to the employees, and be updated regularly to include current program materials.
- Preferential parking for carpools and/or vanpools. Spaces must be close to the employee entrances and/or covered parking, including parking garages. The spaces must stay open and available for carpooling/vanpooling employees throughout the workday. Preferential carpool/vanpool parking spots must be monitored.
- Offer a guaranteed ride home (GRH) program for participants in the event of an emergency. GRH should be at no cost to the employee. The employer must issue reimbursements with appropriate documentation at least one time every six months.
- Provide an independent commuter matching service to enable employee ridesharing. This does not include offering ShareTheRide.com website to employees, as it is financially supported by Valley Metro.
- Offer day care and other facilities at the employer site to reduce additional trips.
- Establish a program of parking incentives and/or disincentives. For example, a rebate for employees who do not use the parking facility and a pay-to-park program.

The form is titled "Maricopa County Travel Reduction Program (TRP) Plan". It contains several sections for data entry:

- Organization:** Fields for Plan Year, Employee Count, and Student Count.
- Operating Hours:** Fields for AM, PM, and Days.
- Survey Method:** Checkboxes for Minimum SOV Response Rate, Stratified/Statistically Significant/Random Response Rate, and Electrical/Vehicle Charging Station (EVCS) Credit.
- Communication Methods:** Checkboxes for Bulletin Board, Company Newsletter, Intranet, Social Media, Email, Employee Meeting, Memo, Electronic Bulletin Board, Digital Presentation, Handbook, Intranet, and New Hire Packet.
- Physical Amenities:** Checkboxes for Bike Rack, Locker, and Shower; Construct Unloading/Loading Facility; On Site Amenities to Reduce Commute Trips; Commuter Matching Service to Facilitate Ridesharing; Construct Sidewalks and Bike Lanes to Site; Work with Valley Metro to Create Additional Bus Services to Site; Alternative Mode Information Center; Pay to Park; and Preferential Van/Carpool Parking.
- Other AMU:** Checkboxes for All Awarded, Best AMU, HPA, and New User.
- EVCS Credit:** Fields for Location, Date in Service, and EVCS Type.
- Statement of Participation:** A section at the bottom for the signature and date of the Transportation Coordinator and the Highest Ranking Local Official.

- Offer incentives for use of reduced emission vehicles and alternative fuel vehicle-refueling facilities.
- Provide electric vehicle charging stations (EVCS).
- Offer educational opportunities to increase employee understanding of alternative modes of transportation.
- Provide idle-free zoning, signage, and/or incentive drawings to educate employees on reducing air pollution caused by idling vehicles. Idle-free zoning must be monitored. This measure cannot be in conjunction with the [Maricopa County Ordinance P-21](#).
- Develop a new measure. The employer must demonstrate to TRP staff and the Task Force that the proposed measure has the potential to reduce SOV/SOVMT rates to be recommended for approval into an employer's plan.

Telework Plan

The telework plan is an alternative to the standard travel reduction plan that provides measures that closely align with teleworking and meet the minimum requirements of the TRP. Employers interested in pursuing this plan option must read the [Telework Plan Substantive Policy Statement](#) and complete the [telework plan template](#). Employers utilizing this option are still obligated to comply with all other applicable requirements of TRP. Employers must meet the following eligibility criteria:

- ✓ Have a minimum of 60 percent of employees teleworking at least two days per week throughout the plan year.
- ✓ Survey all employees, including teleworkers, as required by [A.R.S. §49-588](#) and [Maricopa County P-7](#).
- ✓ Submit telework plan with pre-selected measures:
 - Telework alternative work schedule
 - Monthly alternative mode drawing
 - Annual survey incentive
 - At least one telework subsidy option
 - Employee subsidy: a monthly stipend provided to employees to offset expense or promote continued telecommuting
 - Employer set-up expense: one-time charge(s) paid by the employer to set-up employees with equipment to telework
 - Employer expense: monthly expense(s) paid by the employer to allow the employee to telework
- Submit employee telework agreements and supporting documentation with the TRP telework plan:
 - Teleworker verification documentation that validates the number of participating employees being claimed
 - Itemized documentation for each teleworking subsidy measure

Telework Subsidy Eligibility

Eligible items are specific to teleworking purchases provided to the employee to perform job duties outside of the office setting. Employers may receive monetary credit up to a maximum

of \$25,000.00 for each subcategory. One-time setup and monthly expense subcategory costs are limited to the following maximum values per person:

ONE-TIME SETUP ITEM	COST
Computer/Laptop	\$1000
Tablet	\$350
Computer Bag	\$70
Monitor	\$170
Cell Phone	\$1070
Cell Phone Case	\$60
Cell Phone/Tablet Screen Protector	\$20
Webcam	\$50
Ergonomic Desk	\$350
Ergonomic Chair	\$175
Printer/Scanner/Fax/Copier/All-in-one	\$225

MONTHLY EXPENSE ITEM	COST
Cell Phone Fees with Hotspots	\$900
Internet Service	\$800
Video Conferencing Fees	\$170

Developing an Effective Plan

Creating an effective plan takes time and consideration. The employer should analyze transit options available to the site(s) and employee schedules. Most importantly, to ensure program participation, employers should select measures that are of interest to their employees and that encourage employees to use alternate modes when commuting to the work site.

Calculating the number of alternative mode commutes needed to achieve the 60 percent reduction goal can allow the employer to make better decisions when selecting measures. The employer should utilize Table IV – Current and Previous Mode Splits in their SA to determine the number of SOV trips required to switch to alternate mode commute trips.

Table IV

SOV Responses

Current and Previous Mode Splits

Mode	Current Year					Previous Year		
	Responses	Trips/Wk	% Trips	Miles/Wk	% Miles	Responses	% Trips	% Miles
SOV**	36	151.75	75.87%	2,669.02	77.25%	31	78.51%	78.72%
AFV**	2	7.25	3.63%	73.97	2.14%	2	2.66%	3.70%
Bicycle	0	0.00	0.00%	0.00	0.00%	0	0.00%	0.00%
Bus	1	3.00	1.50%	33.00	0.96%	0	0.00%	0.00%
Carpool	0	0.00	0.00%	0.00	0.00%	1	0.59%	1.14%
CWW***	1	2.00	1.00%	36.00	0.04%	1	1.18%	1.18%
Light Rail	1	2.00	1.00%	22.00	0.04%	0	0.00%	0.00%
Telecommute	13	29.00	14.50%	616.00	17.83%	9	14.12%	15.10%
Vanpool	0	0.00	0.00%	0.00	0.00%	0	0.00%	0.00%
Walk	1	5.00	2.50%	5.00	0.14%	1	2.94%	0.16%
TOTAL		200.00		3,454.99		0		0.00%

Trips/WK

Total Trips

The first calculation determines how many trips per week the average SOV employee makes to the work site. Divide the Trips/Wk by SOV Responses, and the answer will equal the average trips per week.

TRIPS/WK / SOV RESPONSES = AVERAGE TRIPS PER WEEK

Example: 151.75 / 36 = 4.22

The second calculation determines how many SOV trips per week the employer can have in Trips/Wk to attain the 60 percent SOV goal. Multiply the Total Trips by 60 percent, and the answer will total employee SOV trips per week.

TOTAL TRIPS X .60 = EMPLOYEE SOV TRIPS PER WEEK

Example: 200 X .60 = 120.00

The third calculation determines how many employees can be SOV commuters and allow the employer to achieve the 60 percent goal. Divide the employee SOV trips per week by the average trips per week, and the answer will total the number of SOV commuters the employer can have and still achieve the 60 percent goal.

EMPLOYEE SOV TRIPS PER WEEK / AVERAGE TRIPS PER WEEK = SOV COMMUTERS

Example: 120.00 / 4.22 = 28 (round up)

The fourth calculation determines how many employees would need to switch to an alternative mode of transportation to achieve the 60 percent goal. Subtract SOV commuters from SOV Responses, and the answer will total how many new participants need to start taking an alternative mode use (AMU).

SOV COMMUTERS – SOV RESPONSES = NEW AMU

Example: 36 – 28 = 8

The fifth calculation determines the number of SOV trips needed to switch to alternative mode trips to attain the 60 percent goal. Multiply the new AMU by the average trips per week, and the answer will total the SOV trips needed weekly to switch to alternative mode trips.

NEW AMU X AVERAGE TRIPS PER WEEK = SOV TRIPS WEEKLY TO CONVERT

Example: $8 \times 4.22 = 34$ (round up)

The employer may also want to use Graphs III and IV of the SA to decide on the measures that best suit each of their site needs. The results from these graphs are not required to be used, however, they do show employee motivations and the willingness to try an alternative mode.

Electric Vehicle Charging Station Credit

An EVCS is a piece of infrastructure used exclusively for the purpose of charging electric vehicles (EVs). The EVCS credit allows employers to receive financial allotment(s) on their plan's budget for any EVCS that their staff can utilize. Credit will not be given to reduce the employer's SOV/SOVMT rate. To apply for the credit, the employer must submit the appropriate documentation with their plan. Employers are required to track and log data and expenses for the EVCSs located on the employer's property which will also be reviewed during the audit.



Credit can be provided to:

- Any of the employer's participating site(s) in the TRP
- EVCSs used to power non-fleet passenger vehicles
- Dollar amounts on the employer's plan
- EVCS that are located on the employer's premises. Employee-owned charging stations will not qualify.
- Organizations that already have an EVCS on-site. These organizations can submit documentation to have their costs 'grandfathered' into their current plan. As a one-time credit, past installation and set-up costs may be credited but at a reduced amount (i.e., if an EVCS was installed five years prior to the request for credit, the employer will be allowed one-fifth of the initial cost of the station and any associated costs). The EVCS must be in operating condition and currently in use to receive the 'grandfathered' credit.
- Total amount of dollars spent for each EVCS and for any individual equipment that may be initially purchased

Credits that are authorized and need to be documented on the spreadsheet include:

- One-time/initial credit charges
- Number of charging station(s)

- Initial installation fee for charging station(s)
- Activation charge(s)
- Monthly electric charges incurred for charging employees' vehicles
- Service warranty, also known as network service plan, or extended warranty
- Service maintenance
- Signage cost(s) for EVCS parking spots

Employer spreadsheets submitted for review must include the following information:

- ✓ Location of EVCS(s)
- ✓ Date when EVCS was put into service
- ✓ Name/type of EVCS
- ✓ Model and serial number of charging stations
- ✓ Warranty information including duration and cost per year
- ✓ The total number of the dollars spent on each EVCS and associated equipment for the current plan year. This will be the monthly outlay for each piece of equipment.

Equivalent Emission Reduction Credits



The EER credit applies to the rates of SOV trips and/or SOVMT when an emissions reduction, other than a reduction in the number of SOV trips or SOVMT, is achieved. Employers may receive EER credit toward their SOV and/or SOVMT rate(s) by implementing EER measures in conjunction with or independent of other plan measures. Credit will not be provided for measures that are otherwise required by law, regulation, or ordinance. To apply

for EER credits, the employer must submit documentation with their plan.

EER credits must demonstrate the following criteria:

- ✓ Emissions reductions are not related to commute trips.
- ✓ Emissions reductions can be substantiated.
- ✓ Implementation of EER measure(s) is enforceable as part of the employer's plan.
- ✓ The credit life of the emissions reduction shall be reasonably established and commensurate with the proposed use of the credit.
- ✓ A completed application form must include at a minimum:
 - Documentation reflecting commute trips and miles
 - Purchase receipts for any devices, warranties, or installation of devices
 - The name of device(s) and manufacturer
 - Lease or warranty agreement

The employer may choose whether the earned credit is to be applied to the rate of SOV or the rate of SOVMT, unless otherwise stated in the Ordinance. Credit is not transferable. Rates of SOV and SOVMT must be converted to pounds of emissions to determine the credit amount given. Credit life is the estimated amount of time over which the emissions reduction benefit is

expected to be maintained. Earned credit, unless otherwise stated in the Ordinance, is valid from the date of application approval with the limit that no more than one-third of the earned credit may be used within one year from the date of approval and not more than two-thirds of the earned credit used within two years from the date of approval. Earned credit is available to an employer for up to seven years.

Plan Implementation



When the employer submits their plan, the beginning of the new plan year is initiated. The employer must begin awarding incentives within 30 days of plan submission regardless of plan approval notice.

TRP staff utilize documentation audits, phone audits, and site audits to monitor the employer's program. This monitoring is to ensure that the employer is implementing the plan as it was approved. TRP staff review all required documentation (see [Appendix B](#)) and ensure the employer maintains at least

three plan years of documentation to support program compliance. To avoid deficiencies or compliance issues, the employer must ensure all documentation is readily available at the time of the visit. In the instance documentation cannot be provided, the employer may be provided the option to correct the deficiency by responding to a Request for Documentation (RFD).

The employer's assigned Valley Metro Commute Solutions Coordinator can help with training, provide documentation templates, complete ShareTheRide.com website registration, and promote plan measures. It is important to note that the role of the employer's assigned Valley Metro Commute Solutions Coordinator is consulting and assisting the employer with TC training and plan promotion and implementation. The Commute Solutions Coordinator is not responsible for determining compliance or for the regulatory oversight requirements of the TRP.

Documentation Audit

During a documentation audit, the employer:

- Receives an email stating the audit will not require on-site inspection, due date, and information on how to send the electronic documentation. The documentation required will be outlined in the report form.
- Submits documentation electronically by the scheduled due date
- Receives confirmation from TRP staff that the audit is clear or outlines deficiencies to be addressed

Phone Audit

During a phone audit, the employer:

- Receives a phone call from TRP staff asking if they have time to discuss their plan measures at that time or if they would like to schedule an appointment
- Discusses plan measures and their incentives with a TRP staff member
- Submits documentation electronically, if required
- Receives confirmation from TRP staff that the audit is clear or outlines deficiencies to be addressed

Site Audit

During a site audit, the employer:

- Receives an email from TRP staff notifying the TC of the site visit appointment and the Notice of Inspection Rights. If the TC/Site TC needs to reschedule the audit, the TC must contact TRP staff immediately.
- Presents supporting documentation and escorts TRP staff to visually identify and determine compliance with physical amenity measures
- Discusses plan measures and their incentives with TRP staff
- Receives confirmation from TRP staff that the audit is clear or outlines deficiencies to be addressed

Incentives and Promotional Items

Some plan measures include offering incentives to increase alternative mode use (AMU) and survey participation. An acceptable incentive promotes change in the employee's or student's commute method behavior. Incentives must be provided to employees within 30 days and/or by the frequency selected on the plan where applicable.

Special circumstances may arise for employers proposing promotional items as an incentive. TRP staff may use discretion in approving a promotional item to be used as an incentive. A promotional item is any type of company paraphernalia, including but not limited to, hats, shirts, coffee mugs, water bottles, pens, etc. with or without company logo on the item, given by an employer to its employees or students. If the promotional item does not lower SOV/SOVMT rates, such promotional items may need to be evaluated the following year.

Common acceptable incentives are:

- Fully compensated meals when the meal is not provided as a term of the employee's benefits of employment
- Points to an online company store when a large variety of items are available for the employee's choosing
- Alternative mode services that include maintenance to the method of usage
- Uniform items that are not provided as a term of an employee's employment and which the employee would otherwise be required to purchase on their own. There must be a variety of items from which the employee may choose.
- Gift cards or certificates for the employer's internal goods or services that allow the employee to choose from the complete list of goods and services rather than a subset of those items

- Gift cards or certificates for restaurants/retail/services that allow the employee to choose from the complete list of goods and services rather than a subset of those items

Unacceptable incentives include:

- Compensated or discounted meals when the meal is provided as a term of the employee's benefits of employment
- Company promotional items provided to potential customers that are also available to employees or used as giveaways
- Job-related items with or without company logos that are provided to all employees. Examples include, but are not limited to, spiral notebooks, pens, pencils, post-it-style note pads, calendars, day planners, shirts, hats, pants, shoes, etc.
- Valley Metro promotional items or ShareTheRide.com prizes purchased by or donated to Valley Metro. Valley Metro-sponsored prizes on ShareTheRide.com are intended to supplement employer-funded incentives. Since these items are awarded when AMUs register for a drawing on Valley Metro's website, these items cannot be credited to the employer or considered a measure item on the employer's plan.

Enforcement

While most employers comply with TRP requirements, there are instances when non-compliance is an issue. TRP may offer the employer seven (7) calendar days to resolve any delinquencies or violations. If the employer is non-compliant, the TC should work closely with TRP staff to receive guidance on next steps. Common violations include failure to:

- Collect or supply information requested by the Task Force
- Disseminate information on alternate modes and other travel reduction measures
- Designate a TC
- Submit an approvable plan
- Implement an approved plan within the time schedule provided
- Submit a plan revision as directed by the Task Force
- Submit minimum survey response rate within the time schedule provided

TRP staff will notify an employer of a delinquency (e.g., employer report, survey forms, plan, or documentation) and offer the employer an opportunity to promptly resolve the matter. An RFD may be provided via email, U.S. mail, and/or a documented phone call. While the RFD is an enforceable action, civil penalties are not incurred until an NOV has been issued. Requests by employers for additional time will be processed by TRP staff and reviewed with the TRP Supervisor. The employer's history and current circumstances will be considered prior to granting an extension.

If the RFD has not been met by the deadline, an NOV will be issued. The NOV provides a seven (7) calendar day deadline to comply. If the employer does not comply by the deadline, civil penalties may be sought. Although penalties are rare, they can be costly. Civil penalties are accrued at \$100 for the first day out of compliance (NOV issuance or plan disapproval date), \$200 for the second day out of compliance, and \$300 per day every day thereafter. Every day out of compliance is considered a violation. The NOV may be provided to the TC via email, U.S. mail, and/or a documented phone call.

Employers that fail to comply by the NOV deadline are scheduled on the next Task Force public meeting agenda for discussion/action and will receive an invitation to that meeting. During the meeting, the Task Force will review the TRP staff report that summarizes the NOV timeline, proposed corrective action plan, and deadline. The Task Force will accept, amend, or deny TRP staff's recommendation or request TRP staff to obtain additional information. The employer will be offered the opportunity to address the Task Force. All decisions are recorded in the meeting minutes, and the employer will receive a notice documenting the decision made during the formal meeting. The notice will document the actions necessary to correct the delinquency, identify a deadline, and state that the employer may be referred to the Maricopa County Attorney's Office (MCAO) for further enforcement action if the deadline is not met. If an employer has a multi-year history of non-compliance, the Task Force may vote to pursue civil penalties regardless of how quickly the employer resolves the NOV.

If the Task Force notice deadline has expired and the employer has failed to comply with all requirements of the Task Force notice, the Assistant Chairman of the Task Force will determine whether the matter should be held until the Task Force's review during the next public meeting, or forwarded to the MCAO, for issuance of an order of abatement by consent (OAC). The Task Force or the Assistant Chairman of the Task Force may delay further enforcement if the employer is actively resolving all deficiencies. The County Attorney may seek authorization from the Maricopa County Board of Supervisors (BOS) to take appropriate legal action ([A.R.S. §49-593](#)) in order to obtain compliance and/or civil penalties.

Civil Penalties

As issuing civil penalties is not the goal of TRP, employers are afforded many opportunities to achieve compliance. However, in the event compliance is not achieved, the following actions may be taken:

- The Task Force will consider the NOV issuance date, or Task Force plan disapproval date, as "violation day one" when calculating the total potential (maximum) fine.
- The Assistant Chairman may issue an OAC to any employer that failed to fully comply with the deadline listed in the Task Force notification.
- The Assistant Chairman will issue an OAC if the Task Force previously voted to pursue civil penalties based upon the employer's compliance history.
 - The proposed penalty listed in the OAC will be either 10% of the maximum fine or the approved plan's incentive budget, whichever is greater. This penalty would be in addition to any expenses incurred by the employer to fully execute the employer's approved plan.
- TRP staff and the Assistant Chairman will update the Task Force on settlement activity during the scheduled public meetings.
- All settlement funds will be deposited in the County's General Fund, as per [A.R.S. §49-593\(D\)](#).

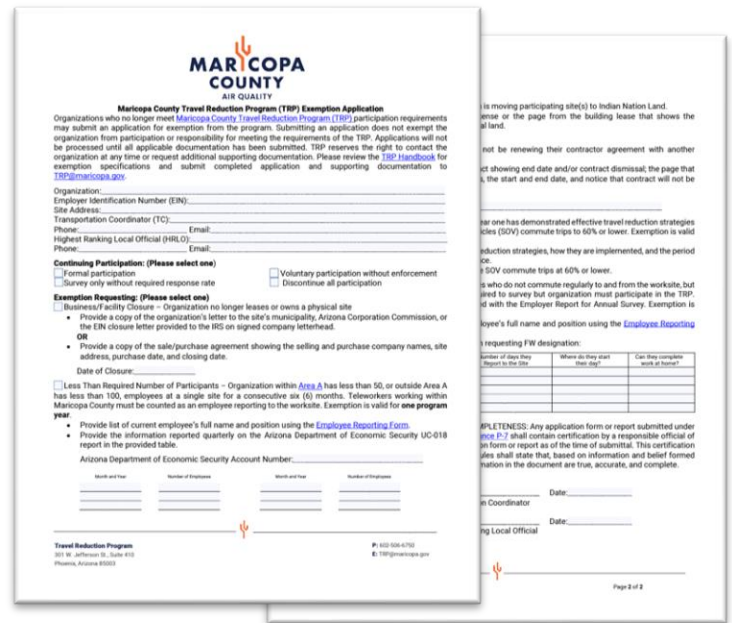
Appeals

Any employer or resident of the County may appeal to the BOS a decision of the Task Force to authorize or withhold variances, a decision to approve or disapprove a travel reduction plan, or a decision that an employer is subject to the requirements of the Ordinance. Any petition by an employer or resident of the County appealing the decision of the Task Force must be filed with the Clerk of the Maricopa County Board of Supervisors within ten (10) working days after the employer receives notice of the decision.

Appendix A: Exemptions and Variances

Exemptions

Employers may request an exemption from TRP. It is the employer's responsibility to apply for an exemption request if they feel their business no longer meets the requirements of the TRP. All approved exemptions are valid for the employer's current program year and may need to be renewed. Until exemption is approved, the employer will be held to the requirements of TRP which may include receiving an NOV or being assessed civil penalties. Employers that meet the criteria may apply for one of the following exemptions:



Business/Facility Closure – One-Time Approval

Employer no longer leases or owns a physical site within Maricopa County:

- Provide a copy of the organization's letter to the site's municipality, Arizona Corporation Commission, or the EIN closure letter provided to the IRS on signed company letterhead.
- OR**
- Provide a copy of the sale/purchase agreement showing the selling and purchase company names, site address, purchase date, and closing date.

Field Worker (FW) – Annual Renewal Required

This exemption allows for FW classified (see [Field Worker \(FW\)](#)) employees to not be required to take the survey because there is not one specific site they report to regularly.

An employee who picks up a company work vehicle from the employer's physical work site and returns the vehicle to the employer's physical work site is not considered a FW as it relates to TRP. A FW exemption does not exempt the employer from participating in the TRP, it excludes those employees from taking the survey only. Employees who telework are not considered FWs.

- Provide a list of requested exempted employee's full name and position using the Employee Reporting Form.
- Complete position chart for each position requesting FW designation.

Less Than Required Number of Participants – Annual Renewal Required

Employers who are located within Area A must have an employee count below 50 employees at a single site for the most current consecutive six (6) months. Employers located outside of Area A must have an employee count below 100 employees at a single site for the most current consecutive six (6) months. Teleworkers must be counted as employees reporting to the worksite regardless of how many times they visit the physical work site.

- Provide list of current employee's full name and position using the Employee Reporting Form.
- Provide the information reported quarterly on the Arizona Department of Economic Security UC-018 report in the provided table.

Moving onto Indian Nation Land – One Time Approval

Employers that relocate their business site(s) onto Indian Nation Land:

Although tribal lands are found within the borders of Maricopa County, tribal lands are legally sovereign nations and, as such, are not subject to the Ordinance.

- Provide a copy of the tribal business license or the page from the building lease that shows the organization name and address on the tribal land.

Non-Renewal of Contract – One Time Approval

Employers that have been contracted by another organization to provide manpower but will not be renewing their current contract with an employer and no longer will maintain a business within Maricopa County:

- Provide a copy of the organization's contract showing end date and/or contract dismissal; the page that states the organization name, site address, the start and end date, and notice that contract will not be renewed.

Year One Employer – One Time Approval

Year one employers that have demonstrated they have implemented effective travel reduction strategies may apply for an exemption. This exemption may be granted by the Task Force only for the first year in which an employer is subject to participation in the TRP.

- A written detailed description of the travel reduction strategies, how they are implemented, and the period of time that the strategies have been in place.
- Completed Annual TRP Survey showing the SOV commute trips at 60% or lower.
- Task Force approval is required.

The exemption process includes completing the [TRP Exemption Application](#) and submitting supporting documentation as outlined in the application. TRP reserves the right to contact the employer at any time and/or request additional supporting documentation. Missing or incomplete documentation may result in disapproval of the exemption request. In addition to the requested documentation, the employer must inform TRP of their intent of future participation. The employer will have the following options to choose from:

- Continue to participate in the formal TRP (survey, plan, audit, etc.).
- Voluntarily participate without regulatory actions (survey without a minimum response requirement, create a plan, and receive a check-in call).
- Survey only but without a minimum response rate requirement. TRP strongly encourages continuing to survey employees. The data collected from the employee responses help to inform transit and economic development plans that affect employees. Responding to the survey provides employees the opportunity to voice their opinions.
- Discontinue participation and take the full exemption for the year.

Variance

Employers may request a variance from any requirements of the TRP pursuant to [A.R.S. §49-589](#). A variance does not exempt the employer from the TRP requirements; it allows the employer to modify their existing requirement for the current program year. Variance applications must be approved by the Task Force before implementing any changes to the employer's program. The Task Force has 90 days to review and consider the variance request during which the employer will still be responsible to comply with TRP. The Task Force reserves the right to modify or amend any requests the employer submits and/or request any additional supporting documentation. The employer may request a variance from the following survey or plan processes:

The image shows a screenshot of the Maricopa County Air Quality Department's TRP Variance Application form. The form is titled "MARI COPA COUNTY AIR QUALITY" and "Maricopa County Travel Reduction Program (TRP) Variance Application". It contains several sections for providing organizational information, selecting variance request types, and certifying the truth and accuracy of the information provided. The form includes fields for Organization, Transportation Coordinator (TC), Phone, Email, and Highest Ranking Local Official (HRL). It also has checkboxes for "Annual TRP Survey (survey)" and "Travel Reduction Plan (plan)", with sub-options for "Completing the survey process", "Submitting a travel reduction plan (plan)", "Meeting the minimum response rate", "Awarding incentives as approved on plan", and "Changing survey starting month", "Implementing measure(s)". A "Reason for variance request:" section is provided for text input. At the bottom, there are signature lines for the Transportation Coordinator and Highest Ranking Local Official, each with a date field. The footer includes the Maricopa County Air Quality Department contact information: "Travel Reduction Program, 301 W. Jefferson St., Suite 410, Phoenix, Arizona 85003, P: 602-506-4730, E: TRP@maricopa.gov".

Completing the Survey Process

Employer cannot complete the survey process this program year due to a unique and rare circumstance. For example, the employer has an unexpected business closure for an extended period of time prior to survey state date. Lack of computer accessibility does not constitute a rare and unique circumstance.

Meeting the Minimum Response Rate

Employer cannot meet the minimum required response rate this program year due to a unique and rare circumstance. For example, the employer furloughs a significant number of employees for an extended period of time during the surveying period. Lack of employee participation does not constitute as a rare and unique circumstance.

Changing Survey Starting Month

Employer wants to change the starting month of their survey period for longer than two (2) months which will delay the TRP cycle. This variance will officially change the starting month for future program years. Employers will be held to the current approved plan until the subsequent plan has been submitted. For example, the employer is currently relocating their facility a substantial distance from the current site and will not complete the move within three months of the current survey start date.

Submitting a Travel Reduction Plan

Employer cannot submit a plan this program year due to a unique and rare circumstance. For example, the employer has an unexpected business closure for an extended period of time prior to plan submission due date. Employer budget cuts do not constitute as a rare and unique circumstance.

Awarding Incentives as Approved on Plan

Employer cannot award incentives to employees as described on the plan this program plan year due to a unique and rare circumstance. For example, the employer furloughs a significant number of employees for an extended period of time during the approved plan year. Employer budget cuts do not constitute as a rare and unique circumstance.

Implementing Measure(s)

Employer cannot implement one or more of the approved measures on the plan this program year due to a unique and rare circumstance. For example, the employer is currently relocating their facility and will not have the ability to offer EV charging stations because the new site does not have that option anymore. Employer budget cuts do not constitute as a rare and unique circumstance.

The variance request process includes submitting a [Variance Application](#) and including any supporting documentation to TRP staff. An incomplete application or missing documentation may result in disapproval of the variance request or delay Task Force review. Typically, employers who submit their applications by the first of the month are placed on that month's Task Force meeting agenda. In the case the Task Force meets the beginning of the month and/or the application does not make the agenda submission deadline, the variance request will be added to the following Task Force public meeting.

Appendix B: Required Documentation

Plan measures documentation includes, but is not limited to, the following:

Measures	Types of Acceptable Documentation
<p>Drawings – Alternative Mode Drawing, All AMUs, Best AMU, Fuel After Dark, High Pollution Advisory, New AMU, Move Closer, Point Program, Walk/Bike, Survey Incentive, Alternative Fuel Vehicle, No Parking at Work Site, Idle-Free Incentive Drawing</p>	<ul style="list-style-type: none"> • Purchase Receipt(s) <ul style="list-style-type: none"> ○ Internal and External Itemized Invoices ○ Store Receipts ○ Online Purchase Receipts ○ Petty Cash Receipts ○ Payroll Reports <ul style="list-style-type: none"> ▪ Detailed Itemized TRP Line Item ▪ Employee First and Last Name ▪ Payout Date ▪ Payout Amount • Recipient Receipt(s) <ul style="list-style-type: none"> ○ Paper <ul style="list-style-type: none"> ▪ Employee First and Last Name ▪ Employee Signature ▪ Date Signed by Employee ▪ Drawing Title ▪ Drawing Month and Frequency ○ Electronic <ul style="list-style-type: none"> ▪ ShareTheRide.com report showing an accepted status ▪ Email from TC stating they received the incentive, the date of drawing, and amount • Promotion <ul style="list-style-type: none"> ○ Specifications ○ Qualifications ○ Dates ○ Screenshots of Online Store (if applicable)
<p>Guaranteed Ride Home (GRH)</p>	<ul style="list-style-type: none"> • Policy <ul style="list-style-type: none"> ○ Posted for viewing by all employees ○ Qualifications of User and Emergency ○ Person(s) or Department(s) to Contact ○ Acceptable Ride Options ○ Payment Options ○ Detailed Limitations <ul style="list-style-type: none"> ▪ Minimum one (1) trip per employee every six (6) months ▪ Cannot limit the trip distance or fiscal responsibility to transport an employee home (i.e., up to 15 miles or up to \$10) • User Log <ul style="list-style-type: none"> ○ Employee First and Last Name ○ Date

Measures	Types of Acceptable Documentation
<p>TRP Activity/Events – AMU Parties, Bike Month Event, Rideshare Month Event, Survey Incentive Party, TRP Fair</p>	<ul style="list-style-type: none"> ○ Amount Expended ● Receipts for Ride Services or Reimbursements ● Promotion <ul style="list-style-type: none"> ○ Specifications ○ Qualifications ○ Dates ● Participant Log <ul style="list-style-type: none"> ○ Event ○ Employee First and Last Name ○ Date ● Purchase Receipt(s) <ul style="list-style-type: none"> ○ Internal and External Itemized Invoices ○ Store Receipts ○ Online Purchase Receipts ○ Petty Cash Receipts ○ Payroll Reports <ul style="list-style-type: none"> ▪ Detailed Itemized TRP Line Item ▪ Employee First and Last Name ▪ Payout Date ▪ Payout Amount ● Recipient Receipt(s) <ul style="list-style-type: none"> ○ Paper <ul style="list-style-type: none"> ▪ Employee First and Last Name ▪ Employee Signature ▪ Date Signed by Employee ▪ Drawing Title ▪ Drawing Month and Frequency ○ Electronic <ul style="list-style-type: none"> ▪ ShareTheRide.com report showing an accepted status ▪ Email from TC stating they received the incentive, the date of drawing, and amount
<p>Internal Zip Code Matching</p>	<ul style="list-style-type: none"> ● Promotion <ul style="list-style-type: none"> ○ Specifications ● Picture of Map Posted ● Spreadsheet
<p>Training, Webinars</p>	<ul style="list-style-type: none"> ● Email Confirming Attendance ● Certificate of Completion
<p>Van/Carpool Parking, Idle-Free Signage</p>	<ul style="list-style-type: none"> ● Promotion <ul style="list-style-type: none"> ○ Specifications ○ Qualifications ○ Dates ● User Log <ul style="list-style-type: none"> ○ Employee First and Last Name ○ License Plate Number ○ Hang/Dash Tag Number

Measures	Types of Acceptable Documentation
	<ul style="list-style-type: none"> ○ Pledge Forms ● Space Markings <ul style="list-style-type: none"> ○ Signage ○ Painting ○ Numbered Reserved Spaces (for van/carpool only) <ul style="list-style-type: none"> ▪ Lease agreement that states no signage or painting allowed ● Visual Inspection <ul style="list-style-type: none"> ○ Onsite inspection ○ Picture(s) of location(s) showing their signage, painting, or reserved number
<p>Transportation Subsidy – Bus/Light Rail, Carpool, Telework, Vanpool</p>	<ul style="list-style-type: none"> ● Promotion <ul style="list-style-type: none"> ○ Specifications ○ Qualifications ● User Log <ul style="list-style-type: none"> ○ Employee First and Last Name ○ Subsidy Used ● Purchase Receipt(s) <ul style="list-style-type: none"> ○ Invoices from City of Phoenix ○ Reimbursement Receipts ○ Store Receipts ○ Online Purchase Receipts ○ Petty Cash Receipts ○ Payroll Reports <ul style="list-style-type: none"> ▪ Detailed Itemized TRP Line Item ▪ Employee First and Last Name ▪ Payout Date ▪ Payout Amount ● Recipient Receipt(s) <ul style="list-style-type: none"> ○ Paper <ul style="list-style-type: none"> ▪ Employee First and Last Name ▪ Employee Signature ▪ Date Signed by Employee ○ Electronic <ul style="list-style-type: none"> ▪ Email from TC stating they received the incentive, the date of subsidy disbursement, and amount
<p>Physical Amenities – On-site Amenities, Showers, Bike, Pay to Park Program, Alternative Mode Information Center, Carpool/Vanpool loading and unloading station, Bus Services, Sidewalk, Bike Lane construction, Idle-Free Zoning</p>	<ul style="list-style-type: none"> ● Promotion <ul style="list-style-type: none"> ○ Specifications ○ Qualifications ● Visual Inspection <ul style="list-style-type: none"> ○ Onsite Inspection ○ Picture(s) of location(s) of clean, accessible, working, secured, and usable amenities

Measures	Types of Acceptable Documentation
<p>Alternative Work Schedule – Telecommute, 9 days 80 hours (9/80), 4 days 40 hours (4/10), 3 days 36+ hours (3/12), Staggered Work Hours</p>	<ul style="list-style-type: none"> • Promotion <ul style="list-style-type: none"> ○ Specifications ○ Qualifications ○ Dates • User Log <ul style="list-style-type: none"> ○ Employee First and Last Name ○ Date ○ Schedule ○ Confirmation that Teleworkers are located within Maricopa County • Teleworker Agreements, Payroll Reports, Tracking Reports <ul style="list-style-type: none"> ○ Employee First and Last Name ○ Date ○ Weekly Telework Schedule
<p>EVCS Credit and EER</p>	<ul style="list-style-type: none"> • Documentation as required per the: <ul style="list-style-type: none"> ○ Ordinance ○ EER Packets
<p>Communication Methods – Bulletin Board, Company Newsletter, Valley Metro ShareTheRide.com, Electronic Bulletin Board, Email, Employee Meetings, Intranet, Social Media</p>	<ul style="list-style-type: none"> • Transportation Coordinator name and contact information • Promotion of Communications Sent <ul style="list-style-type: none"> ○ Must be sent at least quarterly ○ Update material as needed or at least quarterly ○ Specifications ○ Qualifications ○ Dates • Visual Inspection <ul style="list-style-type: none"> ○ Onsite Inspection ○ Picture(s) of bulletin boards, electronic bulletin boards, or other physical posting ○ Screenshots of online communication methods (if applicable) • Participant Log for Employee Meetings <ul style="list-style-type: none"> ○ Event ○ Employee First and Last Name ○ Date
<p>New Hire Information – Digital Presentation, Handbook, Memo, New Hire Packet, Webpage</p>	<ul style="list-style-type: none"> • Transportation Coordinator name and contact information • Information regarding air quality standards, and why the employer participates in the TRP • Promotion of all incentives offered to employees • Guaranteed Ride Home policy • Annual emissions notice as required by <u>A.R.S. §49-542</u> and <u>§49-541</u> (if applicable)



**Maricopa County
Air Quality Department
Travel Reduction Program
Maricopa.gov/AQ**