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Property Transportation Coordinators (PTC) help implement transportation demand management (TDM) strategies in Arlington County, Virginia by delivering information and resources to tenants and employees. A PTC is expected to be knowledgeable about the following concepts, in no particular order.

**Transit Options**
- Metrobus
- Metrorail
- ART, including the iRide program for youths
- VRE Commuter Rail

**Other Transportation Options**
- Bicycle routes near the building, and how to access on-site bicycle facilities
- Capital Bikeshare—what it is, location of closest stations and how to join
- Carsharing—what it is, location of closest stations and how to join
- Currently in Arlington: Zipcar and car2go
- Taxi companies (e.g., Red Top Cab, Yellow Cab, etc.)
- Ridesharing services (Uber, Lyft, etc.) and how to contact each
- Services for persons with disabilities, including STAR and MetroAccess

Knowledge Standards for Appropriately Trained Property Transportation Coordinators
Knowledge Standards for Appropriately Trained Property Transportation Coordinators

Property Transportation Coordinators (PTC) help implement transportation demand management (TDM) strategies in Arlington County, Virginia by delivering information and resources to tenants and employees. A PTC is expected to be knowledgeable about the following concepts, in no particular order.

Transit Options
The PTC should know closest stops, route information, and how to obtain passes (including bulk ordering) for relevant regional transit systems.
- Metrobus
- Metrorail
- ART, including the iRide program for youths
- VRE Commuter Rail

Other Transportation Options
The PTC should be able to provide information on other nearby transportation options.
- Bicycle routes near the building, and how to access on-site bicycle facilities
- Capital Bikeshare—what it is, location of closest stations and how to join
- Carsharing—what it is, location of closest stations and how to join
  - Currently in Arlington: Zipcar and car2go
- Taxi companies (e.g., Red Top Cab, Yellow Cab, etc.) ridesharing services (Uber, Lyft, etc.) and how to contact each
- Services for persons with disabilities, including STAR and MetroAccess
On-Site Transportation Resources
The PTC should be knowledgeable about transportation services at the property, where applicable.

- How employees can enroll in a sustainable commute benefit (either pre-tax contribution or employer subsidy)
- Secure and visitor bicycle parking
- Building carpool and vanpool incentives, and how employees can enroll
  - Commuter Connections Ridematching and Guaranteed Ride Home
- Building-provided shuttles to Metrorail, airports, or other transportation hubs
- How to manage and restock the on-site transportation information display

Online Tools
The PTC should be familiar with the following online tools provided by Arlington County Commuter Services:

- CarFreeAtoZ >> CarFreeAtoZ.com — Multimodal trip planner
- CarFreeNearMe >> CarFreeNearMe.com — Real-time car free options by address
- Arlington’s Urban Villages: Getting Around >> ArlingtonTransportationPartners.com/Offer — Transportation options available in each of Arlington’s Urban Villages
- CommuterPage >> CommuterPage.com — A one-stop shop for transportation information
On-Site Transportation Resources

- How employees can enroll in a sustainable commute benefit (either pre-tax contribution or employer subsidy)
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Arlington’s Site Plan Process

Site Plan Pre-Approval

- Developer proposes site plan
- County and developer negotiate site plan and conditions
- Site plan approved by Arlington County Board

Permits & Construction

- Plans prepared and reviewed for construction permits
- Transportation Management Plan prepared and approved
- Bike parking installed
- Site works with County Staff to meet other TDM site plan conditions
- Property Transportation Coordinator identified and trained
- First certificate of occupancy issued

Ongoing Efforts

- Annual site visits and TDM contribution
- Performance monitoring studies
- Maintain relationship with ATP
Your Partners in Transportation Management

PROPERTY & DEVELOPMENT SERVICES

Site Plans Team
The site plans team helps guide your property through the transportation management side of the development process and ensures that your building stays compliant with your site plan conditions. We provide guidance for installing transportation amenities that meet County standards and will be valuable to your tenants.

While the primary role of the site plans team is to help properties comply with County regulations, we hope in the process to be a resource for you as you work to realize your property’s transportation goals.

Outreach Team
The outreach team provides tailored assistance and guidance to PTCs and management staff in accomplishing certain TDM conditions at a site. Interested in going beyond your requirements to provide the best transportation resources? Contact your ATP representative to create custom transportation resources, host transportation events or concierge trainings, provide tenant incentives, order brochures, or purchase Capital Bikeshare bulk passes.

Your representative can also help you enroll in the Champions program, which is designed to recognize Arlington properties and employers for their commitment to providing sustainable transportation options.

200+ Active TDM Site Plan Properties
12,149 Bike Parking Spaces at Site Plans
72 Residential Champions
49 Commercial Champions
71 Transportation Studies Completed
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PHYSICAL FACILITIES & IMPROVEMENTS
Secure Bike Parking Management

Security
- Register bicycles and users of your bicycle room
  Use Arlington Transportation Partners’ Bicycle Registration Form for easy tracking
- Encourage tenants to register their bicycle for free with the Arlington County Police Department in the event of theft
- Make sure the facilities are well-lit
- Install convex mirrors to eliminate blind spots for bicyclists and drivers, particularly if the room or cage is in the garage
- If there is high visibility into the cage from a public right-of-way, wrap the cage in signage or decoration to obscure the bikes inside
- Use additional security features, such as cameras or have a security guard walk by the room

Facilities Upkeep
- Keep facilities clean and dry
- Remove debris, abandoned bicycles, and non-bicycle items
- Donate abandoned bicycles to local nonprofits
- Provide bike-related amenities such as a bench, tire pump, or fix-it station
- Repair or replace damaged racks
- Repair or replace damaged cage material
- Provide lockers in the bicycle room in addition to locker rooms (for commercial properties)
**Promotion**

- Promote facilities in building-wide communications to all tenants
- Provide clear and adequate signage directing users to the facilities
- Sponsor events centered around bicyclists, like free tune-ups and other appreciation initiatives

For a comprehensive guide to bike parking planning, installation and best practices, refer to the current Arlington County Bicycle Parking Standards. >> ArlingtonTransportationPartners.com/Offers

**Contacts**

Melissa McMahon, TDM Planning Program Manager | 703.228.0651 | mmcmahon@arlingtonva.us

Heather Hurlock, Auxiliary Lieutenant Arlington County Police Department
703.228.4057 | hhurlock@arlingtonva.us
Brochures & Displays

Brochure Orders
• Contact Arlington Transportation Partners to order brochures.
  Email: solutions@transpartners.com | Phone: 703.247.2417.
• Your ATP representative will assist you in ordering the right brochures to meet the needs of your property.

Transportation Information Display Best Practices
• You will be able to determine which brochures are more popular than others. When the supply looks low, place a new order by contacting ATP.
• Incorporate the transportation information display into building tours with potential tenants. It’s the easiest way to visually show all nearby transportation options and the accessibility of your property.
• Consult the Neighborhood Transportation Information Display Standards Guide or if you have questions regarding replacement or relocation of your display. >> ArlingtonTransportationPartners.com/Offers
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PARKING MANAGEMENT
Carpool & Vanpool Programs

**Key Program Elements**

- **Vanpools**: an arrangement between predetermined passengers who start and end a trip in the same or nearby locations; vans are typically leased or rented expressly for commuting purposes.
- **Carpools**: an informal arrangement between colleagues or friends to ride together in one vehicle; cars are owned by the individual and not strictly for commuting purposes.
- **Preferential parking**: reserved, signed spaces for carpools and vanpools conveniently located near main entrances/elevators serving the building.
- **Discounted parking rates**: discounted monthly rates for registered carpools, free parking for registered vanpools.

**Managing a Carpool and Vanpool Program**

- Coordinate with your building’s parking operator to ensure parking policy for carpools and vanpools is implemented and enforced.
- Identify registered carpool and vanpool vehicles with a unique hangtag or sticker.
- Maintain a list of carpool and vanpool participants and their contact information; verify quarterly that they are still actively part of a ‘pool.
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How ATP Can Help Implement/Promote Your Program

- Explain the tax benefits of vanpool programs to employers and employees
- Assist with carpool and vanpool ridematching
- Connect employees with regional resources such as Commuter Connections Ridematching service and Guaranteed Ride Home
- Design flyers and posters for program promotion
- Provide template registration and tracking forms
- Provide examples of parking signage and markings
- Train garage operator staff

Vanpool Connect

Arlington Transportation Partners has teamed up with Enterprise Rideshare to help start new vanpools or fill seats in existing vanpools within Arlington County. Visit [JoinAVanpool.com](http://JoinAVanpool.com)

Property managers and commuters can earn incentives and rewards for forming a vanpool at your property. Contact ATP to learn how to get involved and to help tenants take advantage of the vanpool parking program at your building.
PROMOTIONS, SERVICES, PROGRESSIVE EMPLOYEE POLICIES
New Employee Packets

What To Include

- Quick Glance
- Transportation benefits information
  - SmarTrip card subsidy
  - Carshare membership subsidy
  - Capital Bikeshare membership
- Carpool/Vanpool parking flyer
- Sustainable commute benefit information
- Transportation brochures

Materials Assembly

ATP will work closely with you to provide the building with all the materials needed for the packets. Once you have received all the required elements, it is the responsibility of the PTC to assemble the materials together. The property may use its own branded folders to put together the packets or distribute them digitally.

New employee packets should be distributed on an employee’s first day of work.
New Resident Packets

What To Include

- Quick Glance
- Transportation benefits information
  - SmarTrip card subsidy
  - Carshare membership subsidy
  - Capital Bikeshare membership
- Transportation brochures

Additional items required for employees at a residential property (i.e., management and retail tenants):
- Carpool/Vanpool parking flyer
- Sustainable Commute Benefit information

Materials Assembly

ATP will work closely with you to provide the building with all the materials needed for the packets. Once you have received all the required elements, it is the responsibility of the PTC to assemble the materials together. The property may use its own branded folders to put together the packets or distribute them digitally.

New Resident Packets should be distributed on the first day of a resident’s lease.
Sustainable Commute Benefit

Sustainable Commute Benefit Overview
A sustainable commute benefit is an employer-provided incentive to employees to reduce monthly commuting costs on transit and vanpool. There are three different options available to employers.

• **Employee-paid pre-tax:** Employees can set aside income on a pre-tax basis to cover the costs of the commuter benefit, up to $260/month. Employees can save on commuting costs, and businesses can reduce payroll taxes.

• **Employer-paid direct:** Employees are given a subsidy of up to $260/month to cover commuting costs on transit and vanpool.

• **Combination:** The employer and the employee can share the cost of the benefit, up to $260/month.

Commute Benefit Set-Up
• Contact Human Resources to have commuter benefits set up at your property; ATP can help your HR team.

• Read the Commuter Benefits Guide for additional information.

> ArlingtonTransportationPartners.com/Offer

Promote Benefits and Maintain Compliance
• ATP will work with the property to create materials promoting the benefit to employees, these should be included in the New Employee Packet.

• Include details of the commute benefit in the employee handbook and provide information during the onboarding process.

• Keep copies of election forms and employees enrolled in the program to maintain compliance.

• For properties with no enrolled employees, proof of the company’s SmartBenefits account must be shown in case an employee chooses to sign up for the benefit in the future.
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**SmarTrip Cards**

**Distribute and Track Preloaded SmarTrip Cards**

**Residential Properties:**
- SmarTrip cards should be given to each resident no later than the first day of their occupancy.
- Cards can be distributed with the New Resident Packet, or when residents are first given keys to the unit.
- SmarTrip cards must be tracked by unit number and distribution date on the Transportation Subsidy Tracking Report; lessees must sign initials to confirm receipt of cards.

**Commercial Properties:**
- Ask new tenant for the total number of employees they plan to move into the building at initial occupancy and purchase cards accordingly.
- Tenant contact should sign to verify receipt of SmarTrip cards and incentives.

**On-Site Property Employees:**
- SmarTrip cards should be distributed to on-site employees prior to the first day of work.
- Tenant should sign distribution form to acknowledge receipt of SmarTrip cards from management.

**SmarTrip Card Recommendations**
- Register your SmarTrip card with WMATA.
  >> [https://smartrip.wmata.com/Account/AccountLogin.aspx](https://smartrip.wmata.com/Account/AccountLogin.aspx)

**Bulk Order: Preloaded SmarTrip Cards**

1. Contact your ATP representative.
2. Provide the number of SmarTrip cards needed and preloaded amount; ATP will send an invoice for the cost of the order.
3. To pay by credit card call CommuterDirect with your credit card information.
4. To pay by check: Check should be written to The Mobile Commuter Store. Mail check to ATP’s attention at address listed on invoice. Order will not be processed until check is received.
Capital Bikeshare

How It Works

- **Join**: Register and sign up online at [CapitalBikeshare.com](http://CapitalBikeshare.com).
- **Take**: Members can unlock bikes using a variety of options. You can use the Capital Bikeshare app, use a key fob, or use the credit card on file to check out a bike at any time. You will be able to take out the bike when the green light appears.
- **Ride**: Bike to your destination. You will incur usage fees after the first 30 minutes.
- **Return**: Return the bike to any station in the Capital Bikeshare system. Push bike into the dock and wait until green light appears.

Promote and Manage a Capital Bikeshare Subsidy Program

1. ATP will work with your property to create customized flyers to promote the subsidy in New Employee/Resident Packets.
2. Participating employees/residents should provide proof of membership with Capital Bikeshare; this typically entails a receipt of purchase dated after the move-in/start date.
3. The property will reimburse the employee/resident for the one-time membership fee, up to the amount specified in the site plan.
   - The reimbursement is most commonly given in the form of a rent credit on the unit’s account; however, it is up to the property to determine the best solution.
4. The property manager should record the tenant/unit number and date of distribution on the Subsidy Tracking Report, as well as the tenant’s signed initials to show proof of distribution.

Additional Membership Options

- **Bulk Passes**: Purchase 24-hour passes to provide to tenants as an extra perk. This is a great option for people who want to try out the service or may have visitors in town for a weekend. Discounted pricing available for bulk purchases.
- **Corporate Memberships**: Provide discounted annual Capital Bikeshare memberships to residents beyond your property’s site plan requirements. Take advantage of the corporate program and offer memberships as a perk for renewing a lease or for not using a parking space.
Capital Bikeshare

How It Works

• Join: Register and sign up online at CapitalBikeshare.com.

• Take: Members can unlock bikes using a variety of options. You can use the Capital Bikeshare app, use a key fob, or use the credit card on file to check out a bike at any time. You will be able to take out the bike when the green light appears.

• Ride: Bike to your destination. You will incur usage fees after the first 30 minutes.

• Return: Return the bike to any station in the Capital Bikeshare system. Push bike into the dock and wait until green light appears.

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2. Participating employees/residents should provide proof of membership with Capital Bikeshare; this typically entails a receipt of purchase dated after the move-in/start date.

3. The property will reimburse the employee/resident for the one-time membership fee, up to the amount specified in the site plan. The reimbursement is most commonly given in the form of a rent credit on the unit’s account; however, it is up to the property to determine the best solution.

4. The property manager should record the tenant/unit number and date of distribution on the Subsidy Tracking Report, as well as the tenant’s signed initials to show proof of distribution.

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Carsharing & Subsidy Programs

Services in Arlington

**car2go** – Provides point to point carshare services. Users can pick up a car without needing a reservation, and can park it in any legal, public street parking space. [https://www.car2go.com/en/arlinton/](https://www.car2go.com/en/arlington/)

**Zipcar** – Reserve by the hour or day throughout the DC region, with monthly and annual memberships available. [http://www.zipcar.com/washington-dc](http://www.zipcar.com/washington-dc)

Promote and Manage Carshare Membership Subsidy Programs

1. ATP will work with your property to create customized flyers to promote the subsidy in new employee/resident packets.
2. Participating employees/residents should provide proof of membership with an Arlington carshare service; this typically entails a receipt of purchase dated after the move in/start date.
3. The property will reimburse the resident for the one-time membership fee, up to the amount specified in the site plan.
   - For residential properties, the reimbursement is most commonly given in the form of a rent credit on the unit’s account; however, it is up to the property to determine the best solution.
4. The property manager should record the tenant/unit number and date of distribution on the Subsidy Tracking Report, as well as the tenant’s signed initials to show proof of distribution.
Carsharing & Subsidy Programs

Services in Arlington

**Car2go**
- Provides point to point carshare services. Users can pick up a car without needing a reservation, and can park it in any legal, public street parking space. 

**Zipcar**
- Reserve by the hour or day throughout the DC region, with monthly and annual memberships available. 

**Promote and Manage Carshare Membership Subsidy Programs**

1. ATP will work with your property to create customized flyers to promote the subsidy in new employee/resident packets.
2. Participating employees/residents should provide proof of membership with an Arlington carshare service; this typically entails a receipt of purchase dated after the move in/start date.
3. The property will reimburse the resident for the one-time membership fee, up to the amount specified in the site plan.
   - For residential properties, the reimbursement is most commonly given in the form of a rent credit on the unit's account; however, it is up to the property to determine the best solution.
4. The property manager should record the tenant/unit number and date of distribution on the Subsidy Tracking Report, as well as the tenant's signed initials to show proof of distribution.
Resources for PTCs and Building Occupants

Transit Options

**Metrorail** – Provides rail service on six lines throughout the DC region, with 11 stations located in Arlington County.

**Metrobus** – A network of bus routes and an extension of the Metrorail system that connects riders between Arlington; Washington, DC; and neighboring communities in Virginia and Maryland.

For more information, visit [WMATA.com](http://WMATA.com)

**MetroAccess** - A public transportation service for people who are unable to use the fixed-route Metrobus and Metrorail public transit due to disability.

**ART** – Arlington Transit, or the ART bus, is the County’s bus system that supplements Metrobus service. ART service has both cross county routes and smaller neighborhood routes to better travel around Arlington.

**STAR** – Specialized Transit for Arlington Residents (STAR) is a shared ride, paratransit service that serves Arlington residents who have difficulty using public fixed route transit due to the effects of age or disability. All rides are arranged in advance through the STAR call center or online.

For more information, visit [ArlingtonTransit.com](http://ArlingtonTransit.com)

**Virginia Railway Express (VRE)** – A regional commuter-oriented rail passenger service.

For more information, visit [vre.org](http://vre.org)
Guaranteed Ride Home

Guaranteed Ride Home (GRH) provides commuters who regularly (2 times per week) take transit, bike, walk, or pool to work with a free ride home for emergencies or unscheduled overtime. You may use this service up to four times per year.

For more information on how to sign up, visit ArlingtonTransportationPartners.com/GRH

Resources & Tools

**The Commuter Store** – Visit The Commuter Store to buy transit passes, load money onto your SmarTrip card, or grab transit schedule information. Locations in Ballston, Crystal City, Rosslyn, and Shirlington. Visit CommuterStore.com

**BikeArlington** – BikeArlington offers free programs and services to help people learn more about local trails, bike lanes, bicycle safety, and commuting tips, as well as information about local bicycle events in and around Arlington County. Visit BikeArlington.com

**WalkArlington** – WalkArlington partners with citizens, businesses, and County departments to promote the health, environmental, commuter, financial, and community-building benefits of walking. Visit WalkArlington.com

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