



2025 ACT Organization Accreditation

Section "A"

TDM Organization Administration & Governance

		Requirement	Verification	Notes for Committee
Governance (1.0)	1.1	Documentation of the organization's legal status	PDF of Business license, non-profit status, official recognition within a larger organization, legislative mandate, EIN, etc.	
	1.2	Strategic plan	PDF of current strategic plan, date approved, and by whom. Plan cannot be more than 5 years old.	
	1.3	Annual work plan	PDF of current approved work plan, date approved and by whom	
	1.4	Annual TDM program work plan	PDF of current approved TDM program work plan, date approved and by whom	
	1.5	Data security protocol	PDF of documentation	
Finance (2.0)	2.1	Annual budget	PDF of approved annual budget for the organization's most recent fiscal year. Must include documentation of how much is being spent on the organization's TDM initiatives in the most recent fiscal year. Date approved and by whom.	
	2.2	Description of organization/program funding	PDF of documentation, including details on specific federal, state, local and/or private funding programs (i.e. CMAQ, Carbon Reduction, grants, memberships, sponsorships, etc.)	
	2.3	Description of financial resilience planning. What funds are allocated to the organization/program past the current year, and how is the organization preparing in case of future funding restrictions?	PDF of documentation	
	2.4	Documentation that the organization is in compliance with required audits and/or financial reporting requirements	PDF copy of last certified audit and/or description	
Human Resources (3.0)	3.1	Staff organizational chart (must include TDM staff)	PDF of chart	
	3.2	Staff review and evaluation policies	PDF of policies	
	3.3	TDM related job descriptions	PDF of descriptions	

	3.4	TDM related staff training & development plan	PDF of plan	
	3.5	Equal opportunity employment statement	PDF of statement	
	3.6	Organization's own TDM policies	PDF of policies	
TDM Program/Service Provision (4.0)	4.1	<i>SEE SEPARATE TAB: Section "A" 4.1 (contributions to the advancement of TDM strategies)</i>	All sections must include a narrative.	
	4.2	TDM Marketing plan	PDF of current TDM marketing plan	
	4.3	Current, up-to-date web site	online link	
	4.4	Logo and brand development/management guidelines	PDF of logo(s) and management guidelines	
Community Leadership (5.0)	5.1	Description of how the organization ensures it is inclusive of all commuters	PDF of documentation	
	5.2	Documentation of engagement and coordination with other entities and non-employer stakeholders	PDF of monthly/quarterly and/or annual reports	
	5.3	Description of how the organization fits within the state's, region's and/or city's transportation goals	PDF of documentation	
	5.4	Description of how the organization provides leadership on TDM within the community it serves	PDF of documentation	
	5.5	Description of how the organization engages in public policy and/or legislative issues.	PDF of documentation	
Internal Performance Measuring & Reporting (6.0)	6.1	Performance measurement system and approach to reporting results	PDF of the most recent performance report and description of how data is used to improve organization performance. This is separate from the ACT standardized data collection and reporting (Section "C")	
	6.2	Quality control/quality assurance process	PDF of process	
	6.3	Annual report	PDF of most recent report	
	6.4	Formula for how Vehicle Miles Traveled (VMT) reductions attributable to the organization's efforts are measured	PDF of documentation - Full, specific formula required.	
	6.5	Formula for how emission reductions attributable to the organization's efforts are measured	PDF of documentation - Full, specific formula required.	
	6.6	Number of people served through the organization's TDM program and how quantified.	PDF of documentation. If different from the number of individuals surveyed, please explain why.	
	6.7	Number of stakeholders served through the organization's TDM program and how quantified.	PDF of documentation. If different from the number of stakeholders surveyed, please explain why.	



2025 ACT Organization Accreditation

Section "A, 4.1"

TDM Organization Administration & Governance

**TDM
Program/Service
Provision (4.0)**

4.1 Documentation of how the organization contributes to the advancement of the following TDM strategies

In the space below, check-off your organization's current engagement level for each TDM strategy listed.

For every strategy listed below, provide a detailed narrative summarizing your organization's efforts to advance more sustainable mode shift and emission reductions through each TDM strategy, taking into account the use of sustainable transportation options, infrastructure, marketing & behavior change, and policies & plans. You may attach links to additional information that provides evidence of your activities.

If your organization is not contributing to the advancement of a strategy, please document why.

Currently Providing	Under Development	Supporting and/or Funding	Do Not, and are Not Planning to Provide	Required Narrative:
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ADA/Paratransit
Bicycling
Carpooling
Carsharing
Congestion Pricing
Complete Streets
Emergency/Guaranteed Ride Home Program
High Occupancy Vehicle Lanes
Hybrid/Flex Time
Marketing/Outreach - General Public
Marketing/Outreach - Employers/Property Managers
Marketing/Outreach - Residential/Property Managers
Marketing/Outreach - Targeted
Micromobility (bikeshare, scooter share, etc.)
Microtransit
Mobility Hubs
Mobility on Demand
Multimodal Navigational Tools (Mobility on Demand, MasS, etc.)
Parking Management
Private Shuttles
Public Transit
Qualified Transportation Fringe Benefits
Regulations - Commute Trip Reduction/Rideshare
Regulations - Commuter Benefit
Regulations - Zoning/Land Use/Access Management
Ridematching
Safe Routes to School
School Bus Ridership
Scooters/Small Wheeled Transport
Special/Large Event Management
Vanpooling
Walking
Work from Home/Telecommute/Flexible Work Schedule
Other: (Please describe)



2025 ACT Organization Accreditation

Section "B"

Contribution to the Profession

	Requirement	Proposed Verification	Notes for Committee
7.1	Documented assistance with TDM related academic studies and research within the last 3 years.	PDF copy of academic research products associated with the organization's TDM program/services within the last three years. If not applicable, PDF description of why.	
7.2	Documentation of the organization's submission of program data, results, and/or lessons learned for presentation at an ACT approved TDM related conference, webinar, or other professional event.	PDF copy of submission. If not applicable, PDF description of why. Approved organizations include: ACT National, ACT Chapters, WSRO, APTA, NACTO, AMPO, TRB, LoAB, AASHTO, State Bicycle Associations, State Transit Associations, APA, American Bicycling Education Association (Others will be considered if requested)	
7.3	Annual provision of TDM related training beyond internal staff/board members.	PDF description of the program noting the date of the presentation, the name of the presenter from the organization, and estimated number of attendees. These might include planners seeking AICP Credit, PE continuing education, ETC's stakeholders, open registration webinars, etc.	
7.4	Documentation on how the organization encourages TDM program staff to take on positions of leadership within a regional or national TDM related organization .	PDF copy of organizational policies or other documentation or text noting organizational support. Approved organizations include: ACT National, ACT Chapters, WSRO, APTA, TRB, LoAB, AASHTO, State Bicycle Associations, State Transit Associations, APA, American Bicycling Education Association (Others will be considered if requested)	
7.5	Number of staff with current TDM-CP credentials	PDFs of their certificates.	
7.6	Continuous organizational membership in ACT	Maintenance of membership in good standing	



2025 ACT Organization Accreditation

Section "C"

Collect, Report and Share Standardized Data

Accredited TDM Organization Standardized Data Element Survey Instructions

To receive or maintain ACT's Accredited TDM Organization credential, organizations must use the following survey questions and methodology and report the results as part of their application. The survey targets two audiences: individuals and stakeholders.

Individuals

Individuals are defined as travelers (including commuters) whose relationship with the TDM organization is based on influencing the individuals' travel behavior. This relationship is considered valid if noted in the TDM organization's client relationship management (CRM) software platform (or similar) and where there has been contact within the last 12 months. Accreditation applicants will need to determine if they will survey all the individuals they work with or select a random sample. Regardless, response rates must achieve the level noted below.

Stakeholders

Stakeholders are defined as public, private and nonprofit organizations (including, but not limited to employers and developers) whose relationship with the TDM organization is based on influencing travel behavior. The relationship is considered valid if noted in the TDM organization's CRM software platform (or similar) and where a two-way conversation is documented within the last 12 months.

All stakeholders meeting this definition must be sent the survey. Accreditation applicants should avoid sending the survey to more than one contact person per stakeholder-company/agency/partner; however, they should include each site representative for entities with multiple locations (if applicable.) Response rates must achieve the level noted below.

Individuals

Note the specific definition of "Individuals." A copy of the survey, who it was sent to and the date it was issued is required.

Q1. How familiar are you with *<Insert name of TDM organization and/or program>*

Total number surveyed	Minimum number of responses required	Total number of responses	Very familiar	Somewhat familiar	Not very familiar	I have not heard of <i><Insert name of TDM organization></i> (end survey)

Q2. How satisfied are you with *<Insert name of TDM organization and/or program>* performance OVERALL?

Total number surveyed	Minimum number of responses required	Total number of responses	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Do not know

Q3. If a coworker, professional acquaintance, friend or relative were to ask you about *<Insert name of TDM organization and/or program>* and whether they should use their services, would you....

Total number surveyed	Minimum number of responses required	Total number of responses	Definitely recommend	Probably recommend	Maybe or Maybe not recommend	Probably not recommend	Definitely not recommend	Do not know

Q4. Have you recommended *<Insert name of TDM organization and/or program>* to a coworker, professional acquaintance, friend or relative?

Total number surveyed	Minimum number of responses required	Total number of responses	Yes	No	Do not know

Q5. If you tried another type of transportation other than driving alone in the past 12 months, then to what extent was your decision to try that type of transportation influenced in some way by information or services provided by *<Insert name of TDM organization and/or program>* ?

Total number surveyed	Minimum number of responses required	Total number of responses	A great extent	To some extent	A small extent	Not at all	Do not know	I did not try an option to driving alone in the last 12 months

Stakeholders

Note the specific definition of "Stakeholders." A copy of the survey, who it was sent to and the date it was issued is required.

Q1. How familiar are you with *<Insert name of TDM organization and/or program>*

Total number surveyed	Minimum number of responses required	Total number of responses	Very familiar	Somewhat familiar	Not very familiar	I have not heard of <i><Insert name of TDM organization></i> (end survey)

Q2. How satisfied are you with *<Insert name of TDM organization and/or program>* performance OVERALL?

Total number surveyed	Minimum number of responses required	Total number of responses	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Do not know

Q3. If a coworker, professional acquaintance, friend or relative were to ask you about *<Insert name of TDM organization and/or program>* and whether they should use their services, would you....

Total number surveyed	Minimum number of responses required	Total number of responses	Definitely recommend	Probably recommend	Maybe or Maybe not recommend	Probably not recommend	Definitely not recommend	Do not know

Q4. Have you recommended *<Insert name of TDM organization and/or program>* to a coworker, professional acquaintance, friend or relative?

Total number surveyed	Minimum number of responses required	Total number of responses	Yes	No	Do not know

Minimum Survey Responses Based on Survey Population

* Note: The minimum number of responses is calculated by determining the number of responses necessary to achieve a statistical significance equivalent to a 90% confidence level with a margin of error of +/- 10 percentage points assuming a non-infinite population OR a 10% response rate, whichever is larger. If the population you are surveying is between two values listed in the table, aim to obtain enough response to equal the average of the upper and lower response targets, i.e., the midpoint.

Survey Population	Number of Responses Required	Survey Population	Number of Responses Required	Survey Population	Number of Responses Required	Survey Population	Number of Responses Required	Survey Population	Number of Responses Required
10	9	350	57	950	95	3000	300	9500	950
20	16	375	57	1000	100	3250	325	10000	1000
40	25	400	58	1100	110	3500	350	11000	1100
60	32	425	58	1200	120	3750	375	12000	1200
80	37	450	59	1300	130	4000	400	13000	1300
100	41	475	59	1400	140	4500	450	14000	1400
125	44	500	60	1500	150	5000	500	15000	1500
150	47	550	60	1600	160	5500	550	16000	1600
175	49	600	61	1700	170	6000	600	17000	1700
200	51	650	65	1800	180	6500	650	18000	1800
225	52	700	70	1900	190	7000	700	19000	1900
250	53	750	75	2000	200	7500	750	20000	2000
275	54	800	80	2250	225	8000	800		
300	55	850	85	2500	250	8500	850		
325	56	900	90	2750	275	9000	900		