



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
APRIL – JUNE 2017**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**



# FY2017 4th Quarter Progress Report

## PROGRAM HIGHLIGHTS

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### I. COMMUTER OPERATIONS CENTER

#### A. Ridematching Coordination and Technical Assistance

COG/TPB staff continued to provide, on a bi-weekly basis, the End User Report and the Suspicious App-Code Report to all client sites in electronic format via email.

COG/TPB staff followed up with new applicants from the District of Columbia, Arlington, VA and the rural locations in Maryland (for MTA) and Virginia. Electronic matchletters were sent whenever possible and paper matchletters were sent otherwise.

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in April 2017, May 2017 and June 2017) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

COG/TPB staff then contacts them via electronic or paper purge letter. If the commuter remains unresponsive their record is marked as “deleted” for one year and in the following year will be expunged from the database.

COG/TPB staff responded to technical support requests from Anne Arundel County, MD; Frederick County, MD; Loudoun County, VA; NBTMD, DATA, Tri-County Council for Southern Maryland; the Rideshare Program of Charlottesville, VA; and Rideshare Delaware. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

COG/TPB staff met with Arlington County staff on April 10th to discuss carpool formation and the SchoolPool software.

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on May 16th. Highlights from the meeting included: A review of substantive changes made to the 2016 Bike to Work Day TERM Analysis Report and an endorsement for release, a review of preliminary findings from a Flextime Incentive White Paper, a briefing on the May19th regional Bike to Work Day event, an update on Clean Air Partners activities, a briefing on the status of the 2017 Car Free Day event, an update on the FY2017 Regional TDM Evaluation project, and a review of the FY2017 3rd Quarter budget and progress reports.

COG/TPB staff worked on SafeTrack activities during the months of April, May, and June including:

- Sending geo-targeted email messages, including transportation options and surge details, to both commuters and employers who were to be affected by SafeTrack Surges #'s 14, 15, and 16.
- Coordinating and holding Commuter Connections SafeTrack Work Group conference calls on April 4th, May 5th, and June 7th.
- Updating the SafeTrack webpage for surges 14, 15, and 16 to reflect current project information to keep commuters and client member sites informed about Metro's SafeTrack efforts for the quarter.

State TDM Work Group meetings were coordinated and held by COG/TPB staff on April 11th, May 9th, and June 13th.

COG/TPB staff coordinated and presented at an MPO TDM Peer Exchange Group meeting on May 24th.

COG/TPB staff met with PRTC staff on June 14th to discuss the TDM System functions and program operations.

COG/TPB staff participated in an I-395 Express Lanes TMP Transit/TDM meeting on June 15th.

A Ridematching Committee meeting was coordinated and held by COG/TPB on June 20th. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- TDM System Update
- Mobile Applications Update
- GIS Update
- Client Site Status/Roundtable
- July 2017 TDM Resources Directory
- Quarterly Progress Report

COG/TPB staff met with McKinley Elementary school of Arlington Public Schools on June 20th to discuss the SchoolPool software.

## **B. Transportation Information Services**

COG/TPB staff provided commuter travel information on alternatives to the general public by telephone, website, electronically and through printed information. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address ([ridematching@mwkog.org](mailto:ridematching@mwkog.org)) and the queued commuters in the TDM System. Statistics on this project are available by viewing the various tables at the end of this report.

## **C. Transportation Information Software, Hardware, and Database Maintenance**

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included making changes to graphics displayed on match letters, monitoring the web and database servers, moving data among jurisdictions and

agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ridematching coordinators, producing email lists, and making backups.

COG/TPB staff continued producing reports as PDF files. Staff ran and audited reports for the monthly purge process, the biweekly end user reports, and the monthly vanpool incentives reports. Producing reports and distributing them electronically saves paper and reduces costs.

At the end of June 2017, COG and its members served 18,435 commuters registered in ridematching. This is a decrease of 422 over the quarter, from 18,857 at the end of March 2017. At the beginning of this fiscal year, Commuter Connections served 18,090 commuters. Year over year and for the fiscal year there was an increase of 345 from 18,090 in the system at the end of June 2016.

COG/TPB staff met with Media Beef representatives twelve times during the quarter. The meeting occurred four times in April, on the 3rd, 10th, 17th and 24<sup>th</sup>; and four times in May: on the 1st, 8th, 15th and 22nd. In June, four meetings occurred: on the 5th, 12th, 19th, and the 26th. Discussion centered primarily on Carpoolnow.com (dynamic ridematching), the Commuter Connections app for mobile devices, incenTrip integration (formerly called "iPRETi"), the schedule for remaining project tasks for FY2017, and new tasks under consideration for development in FY2018. The highest priorities were Carpoolnow.com (dynamic ridematching), the Commuter Connections app for mobile devices, iPRETi integration, and the project task schedule for FY2017.

COG/TPB staff participated in ten conference calls regarding the incenTrip project with University of Maryland and Media Beef during the quarter. Conference calls were held: April 17th and 24th; May 1st, 8th, 15th, 22nd, and 30th; and June 5th, 12th, and 26th. The integration of UMD's incenTrip functionality with the TDM system was primarily discussed. The incenTrip software will implement an incentives program to entice commuters to change their travel plans when unusual traffic congestion is expected or detected. Media Beef completed their work on an API for UMD to use to obtain commuter data from Commuter Connections. UMD continues developing APIs for Commuter Connections to use to obtain traffic data. COG/TPB staff assisted by building the code for the APIs and deploying to the public web server. A demo to should be ready by the end of July.

COG/TPB staff removed old, inactive accounts from the TDM database for RideShare Delaware.

Although it is relatively rare, the system occasionally is unable to compute geocodes for an address that is perfectly valid. Media Beef fixed a bug that would occasionally cause the program to crash when a commuter who was signing up gave an employer address that could not be geocoded. COG/TPB staff assisted with cleaning up the employer database by removing records that did not geocode as they should have.

Media Beef fixed a bug in the TDM system that prevented administrators from creating new employer records independent of entering a new commuter record.

COG/TPB staff fixed several bugs that inconvenienced administrators when adding new commuter accounts in the web app. The problem was that stale data left over from the last commuter account read in or entered would appear on the page when entering a new commuter. The program also put the cursor in the wrong field for starting a new account. The software now prevents stale data from appearing in the widgets, and when the basic data entry page loads, it places the cursor in the field for entering the app form. These changes make it possible to enter an application with less manipulation of the user interface elements. This speeds things up a little and reduces errors.

COG/TPB staff and Media Beef continued making improvements to the Commuter Connections app for mobile devices. The latest changes were to the user interface to make the app more attractive and easier to use. Media Beef also made some fixes to the code that logs commute trips.

Early in the fourth quarter, intermittent problems with push notifications in the carpoolnow.com web app occurred. From time to time, notifications sent to mobile devices are not received. COG/TPB staff performed multiple test sessions of the app and documented findings. By the end of May, Media Beef had fixed the last few of these bugs.

#### **D. Commuter Information System**

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. To view the latest version, visit <http://maps.mwcog.org>.

COG/TPB staff continued work on an interactive web map for bicycling. Staff collected and analyzed data that will go into the map. Staff produced a scaled down version of the web mapping application as proof of concept and demonstrated it at the Commuter Connections Ridematching Committee meeting on June 20th. During bike rides around the city, COG/TPB staff have taken a few photos to link with the map to enhance the content. The final products are a web app for routing bicycles, pedestrians, and automobiles as well as a paper map.

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides data for the park and ride lot map to the public.

## **II. REGIONAL GUARANTEED RIDE HOME PROGRAM**

### **A. General Operations and Maintenance**

COG/TPB staff continued sending weekly registration and re-registration cards to Guaranteed Ride Home program applicants. Those applicants whose records were expiring were contacted to update their information.

COG/TPB staff processed taxi and car rental invoices and transit vouchers.

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

COG/TPB staff monitored and maintained the TDM System which houses and processes all GRH registration and trip data.

COG/TPB staff provided coupons to commuters who renewed their GRH membership.

COG/TPB staff met with Enterprise Rent-A-Car staff on May 12th to discuss staffing changes at ERAC and discuss GRH program operations and invoicing.

COG/TPB staff met with Diamond Transportation staff on May 31st to discuss GRH program operations and invoicing.

COG/TPB staff kept working on adding a ride provider for Southern Maryland.

## **B. Process Trip Requests and Provide Trips**

COG/TPB staff monitored and maintained the GRH database and server. Between the months of January and March, there were 675 GRH applications received. A total of 648 applicants were registered (627 new applicants and 21 previous “one-time exception” users) and 1,369 commuters were re-registered. During the same time period, the GRH program provided 582 GRH trips. Thirteen (13) of these trips were “one-time” exceptions accounting for 2% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Child Care.” As of June 30th, a total of 7,693 commuters are currently registered in the GRH database.

COG/TPB staff continued to monitor the Guaranteed Ride Home program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

COG/TPB staff processed and paid invoices for all GRH service providers.

## **III. MARKETING**

### **A. TDM Marketing and Advertising**

The spring newsletter and federal ETC insert were finalized and distributed to the regional employer database, various Commuter Connections committees and other TDM stakeholders. It was also made available online, in pdf form. The newsletter with insert was distributed via email to the federal ETC community through GSA. An electronic version of the spring newsletter was developed and sent via blast email. A timeline was developed for the summer newsletter.

The FY17 regional mass marketing campaigns for Rideshare and GRH continued through the end of June, with the themes “Just a Couple Clicks” (Rideshare), and “Problem. Solved.” (Guaranteed Ride Home). Both campaigns included radio, online/digital, and paid social media. Table tent and back-lit ad panel Rideshare ads also ran through June at the Fashion Centre Pentagon City. GRH was promoted through donated transit

advertising space as well. The signage included exteriors on Montgomery County Ride On, PRTC and Fairfax Connector buses, interiors on ART buses, and bus shelter ads in Prince George's County.

Bi-weekly conference calls were held with the marketing contractor O'Donnell Company between April and June 2017, to discuss work program plans and activities for the regional TDM Marketing campaigns. Throughout the quarter, staff managed deliverables by the marketing contractor and its subcontractor's, and media invoices were processed monthly. COG/TPB staff met with ODonnell Company representatives on May 17th to discuss FY2018 program activities for the regional TDM Marketing project contract. COG/TPB staff and the contractors held a quarterly conference call meeting regarding earned media on June 7th. COG/TPB staff also held meetings with the contractors to discuss social media strategies on June 13th.

The HTML flash file on the Commuter Connections home page was updated to reflect the new visuals of the FY17 spring marketing campaign. The online Bulletin Board was administered, and customer support was provided.

The following employer transportation fairs were attended during the final quarter of FY 2017:

- April 19 - U.S. Geological Survey
- April 20 - U.S. Department of Commerce
- April 20 - U.S. Patent and Trademark Office
- April 20 - Department of Health and Human Services - Rockville
- April 25 - Department of Health and Human Services
- April 27 - Food and Drug Administration
- May 03 - Pentagon
- May 19 – NoMA Bike to Work Day Pit Stop
- June 08 - Fort Belvoir
- June 28 - Mark Center

A direct mail campaign promoting Ridematching and GRH was coordinated on a regional scale and sent to 500,000 households within the Washington metropolitan area in June. The mass mailer was sent to those who reflect Commuter Connections' target demographics; ages 25-64, with household incomes of \$75k and above.

A Regional TDM Marketing Group meeting was held on June 20th. Highlights from the meeting included: presentation on FY 2017 regional TDM Marketing activities; a call for volunteers for the FY 2018 Marketing Workgroup; a presentation by Frederick County Commuter Services; and an updated draft document of the Second Half FY17 Regional TDM Marketing Campaign summary.

COG/TPB staff continued to update the Commuter Connections website with news articles, publications, construction projects, press releases, and upcoming events. COG/TPB staff changed the Featured Member of the Month on the CC website. COG/TPB staff monitored and reported to senior staff on analytics data from the paid social media campaigns. COG/TPB staff replaced the Commuter Connections newsletter



with the summer 2017 version on the CC website. The Brochure Order Form to include a field for phone number collection.

COG/TPB staff added SafeTrack pages for each new surge. COG/TPB staff updated the SafeTrack landing page with new information for each corresponding surge.

COG/TPB staff updated the Commuter Connections Facebook page with new content and updates with associated hashtags. COG/TPB staff deployed paid advertising campaigns on Facebook, YouTube, Google to promote Guaranteed Ride Home and Rideshare.

COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review by senior staff and our third-party vendors. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB staff troubleshooted an issue with a plugin that was preventing updates to the Commuter Connections website.

## **B. Bike to Work Day**

Event posters and rack cards were mailed to employers along with a cover letter with tips on how to organize a Bike to Work Day event. Posters were also distributed to pit stop managers. The radio buy was finalized and a 60-second spot was recorded and aired on Hot 99.5, ESPN, WFED, WJFK, and DC101.

A Bike to Work Day presentation was given by staff at the Transportation Planning Board (TPB) Technical Committee meeting on April 7th. A presentation was also made at the TPB's April 19th meeting, where the regional Bike to Work Day Proclamation was adopted. The proclamation was enlarged and signed by Bridget Newton, TPB Chairman and Mayor, City of Rockville. Photos were taken and posted onto the Bike to Work Day web site. COG/TPB staff coordinated with WABA on a letter to elected officials, inviting participation in the BTWD event.

The 2017 event T-shirts were finalized, printed, and distributed. A group of volunteers were formed to sort the T-shirts for pick up by the pit stop managers. Sponsors with invoices still outstanding were contacted as a reminder to make overdue payments.

Vinyl banners were created and delivered to pit stop managers for use as promotional tools leading up to Bike to Work Day 2017 and to use as a backdrop at the events. The eight-foot-wide banners included 2017 event graphics and were customized with specific pit stop locations and times.

An earned media strategy was developed for Bike to Work Day and media interviews were coordinated. Two pre-event press releases were sent, plus a final press release the day of the event. A total of 88 media placements were generated across print, internet, radio, and television for BTWD in 2017. A Bike to Work Day Steering Committee meeting was held on May 10th. Main topics included discussion of T-Shirt pick up; radio ad, press release, proclamation, registration reports, and progress reports from pit stop managers.

Throughout the planning and implementation process leading up to the event, questions were answered and general support was provided to the pit stop managers and Committee members.

COG/TPB staff held a Bike to Work Day Steering Committee meeting on May 10th. Highlights from the meeting included: discussion of the pick-up of t-shirts and other giveaway materials, a review of the TPB Bike to Work Day Proclamation, a review of the Bike To Work Day radio ad, a review of the Bike to Work Day Earned Media strategy, a review of the WABA Bike To Work Day convoys, and progress reports from each of the pit stop managers.

COG/TPB staff updated the Commuter Connections Subcommittee on the regional Bike to Work Day event at its May 16th meeting.

More than 18,700 bicyclists registered for Bike to Work Day 2017: a 6.8 percent increase over 2016. The May 19th event was held at 86 local pit stops, including a total of nine afternoon pit stops. Several bicycles were raffled off and the first 16,000 registrants who attended received a free BTWD 2017 T-shirt. Many elected officials and dignitaries participated by bicycling to, and speaking at the local pit stop events.

COG/TPB staff analyzed Bike to Work Day registration data to determine participation of top employers in the region. The World Bank was chosen as the winner of the 2017 Bike to Work Day Employer Challenge. COG/TPB staff coordinated the luncheon at The World Bank in downtown DC on June 21st, and prepared a plaque and speaking remarks.

The Bike to Work Day web site and social media pages were customized with relevant graphics and information to reflect the marketing look and feel of the 2017 campaign. Bike to Work Day videos were also embedded on the website.

COG/TPB staff updated website with new sponsor logos and corresponding website links. COG/TPB staff updated contact information for Bike to Work Day pit stop organizers to ensure accurate contact information was present on the website. COG/TPB staff removed pit stops that no longer participate in Bike to Work Day. COG/TPB staff embedded Bike to Work Day videos on the website. COG/TPB staff updated the Bike to Work website buttons and headers to reflect this year's color/theme

COG/TPB staff posted status updates as need and responded to social media user inquiries. COG/TPB staff updated implemented the Facebook and Twitter advertising campaigns. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB uploaded applicable news articles and press releases to the BTWD website. COG/TPB staff used Facebook Live to publish the proclamation signing in real time. COG/TPB staff created implemented 10 Snapchat filters for Bike to Work Day pit stops. COG/TPB staff updated the Bike to Work Day proclamation page with new photos and information related to the 2017 signing.

## C. Employer Recognition Awards

The 2017 Employer Recognition Award winners were contacted by phone and sent letters of confirmation. Notification letters also went out to inform non-winning award nominees of their status. COG/TPB staff met to determine the Sales Team and Organization Achievement award winners.

COG/TPB staff updated the Employer Recognition Awards web page with 2017 information and images. COG/TPB staff fixed the Employer Recognition Awards sign up page to ensure an accurate count of registrants. COG/TPB staff distributed Employer Awards RSVP notices to respective attendees.

COG/TPB staff and the contractor continued to work on the awards program booklet content.

COG/TPB staff secured an estimate for the awards trophies and an order was placed and delivered. COG/TPB staff and contractor coordinated on the design of the awards invitations, with input from the workgroup. COG/TPB staff obtained printing estimates for the awards invitations.

COG/TPB staff began preparing and gathering content for the awards program booklet which was edited and printed for distribution at the awards ceremony.

Questions were developed for the awards video, filming took place, and the video went through an editing phase. The final produced video encompassed two-three minute segments of each award-winning program. COG/TPB staff and contractor finalized artwork for the giveaway items. Lunch cooler bags were ordered as giveaway items (per workgroup feedback) and given out at the ceremony. Glass trophies were ordered for award recipients. Signage was created for the podium and a program booklet was created with write-ups and photos about each winner, and included letters from both the TPB and Commuter Connections Chairs. The ceremony agenda was created, and remarks were written for the presenters and emcee. Confirmation letters were sent to speakers along with instructions. An invitation and matching theme envelope were created and mailed, and attendees responded via an online form. Catering arrangements were made with the venue, and a press release was sent out.

The twentieth annual Commuter Connections Employer Recognition Awards event was held at the National Press Club, on June 22, 2017. The event's emcee was Bridget Newton, TPB Chairman and Mayor, City of Rockville. The Incentives award was presented by COG/TPB Transportation Planning Director Kanathur Srikanth, and given to The Cadmus Group, Arlington County. The Marketing award was presented by Janeen Kuser, Director of Partnerships from MTA, and awarded to the American Society of Health System Pharmacists, Bethesda, MD. The Telework award was presented by retired "Dr. Gridlock" Washington Post reporter, Robert Thomson, and was given to TCG, Washington DC. The Employer Services Sales Team and Organization Achievement Awards were presented by District of Columbia Councilmember, Charles Allen, and went to Montgomery County Commuter Services, and to the Carlyle Council, respectively.

COG/TPB staff posted live video of the Employer Awards Ceremony to the Commuter Connections Facebook page.

Following the event, thank you letters were sent to the speakers, and a display ad, which was created by the contractor and reviewed by COG/TPB staff, was placed in the Washington Business Journal to recognize employer award recipients. Awards ceremony photos, winner seals, awards video, and a customized press releases were shared with the winning employers for promotional use. Winner information was placed onto the Commuter Connections web site, and on social media sites as well.

#### **D. 'Pool Rewards**

COG/TPB staff monitored paid social media ads on Facebook/ LinkedIn and newspaper ads in the Washington Post and media invoices were processed. 'Pool Rewards applicants for both carpools and vanpools were reviewed for eligibility and if qualified were processed, and registered. Vanpool invoices were reviewed and processed monthly.

#### **E. Car Free Day**

Updates were made to the Car Free Day web site. COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on May 10th. Highlights from the meeting included: a discussion of marketing and social media strategies for the 2017 event, potential sponsors and prizes, a discussion on Open Streets, and a roundtable discussion from jurisdictions on potential event plans. The Commuter Connections Subcommittee was updated on the planning progress of the regional Car Free Day event at their May 16th meeting.

COG/TPB staff met with Clean Air Partners' advertising/marketing agency on June 16th to discuss Car Free Day promotional strategies for the 2017 event. In June, the Car Free Day proclamation was drafted for use at the July 19th TPB meeting. Meeting materials were prepared for the July 12th Car Free Day Subcommittee meeting announcement.

### **IV. MONITORING AND EVALUATION**

#### **A. TERM Data Collection and Analysis**

In April, COG/TPB staff delivered information for the Employer Outreach TERM analysis to the consultant for analysis. Monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia. Outstanding reports are expected from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, and Tri-County Council.

COG/TPB staff worked on a survey for 'Pool Rewards participants as part of the Mass Marketing TERM Analysis. COG/TPB staff and a design contractor continued work on preparing the 2016 State of the Commute public report and associated "pull-out" sections.

In May, COG/TPB staff continued to work on refining the FY2017 'Pool Rewards participant survey questionnaire. COG/TPB staff and a design contractor continued work on preparing the 2016 State of the Commute public report and associated "pull-out" sections. Work continued the FY2015 – FY2017 TERM Analysis draft report by LDA Consulting. The 2016 Bike to Work Day TERM Analysis Report were completed and the final report was presented to the Commuter Connections Subcommittee on May 16th for endorsement. COG/TPB continued gathering information for the FY2015-FY2017 Employer Outreach TERM analysis for the consultant for analysis. Monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia. Outstanding reports are expected from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, and Tri-County Council of Southern Maryland.

In June, COG/TPB staff completed the FY2017 'Pool Rewards participant survey and data analysis. COG/TPB staff and a design contractor completed work on the 2016 State of the Commute public report and associated "pull-out" sections. The FY2015 – FY2017 TERM Analysis draft report was completed by LDA Consulting. The 2016 Bike to Work Day Final TERM Analysis Report was posted for distribution on the Commuter Connections web site. COG/TPB staff researched Employer Outreach company information for the TERM analysis and delivered it to the consultant for analysis.

The monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia as well as Frederick and Prince George's Counties. Outstanding reports are expected from Montgomery, Prince William, Fairfax and Loudoun Counties as well as the City of Alexandria and Tri-County Council for Southern Maryland.

## **B. Program Monitoring and Tracking Activities**

The Customer Satisfaction Survey was sent to Washington region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. Advertising campaign effectiveness was tracked through call volumes, internet visits and by measuring the volume of GRH applications.

The FY 2016 GRH Washington Region Customer Satisfaction final survey report for the Washington region was placed onto the Commuter Connections web site.

COG/TPB staff prepared and distributed the FY2017 2nd Half Draft Regional TDM Marketing Campaign Summary report.

COG/TPB staff finalized the second quarter Employer Outreach conformity verification report and presented it to the Employer Outreach Committee on April 18th and collected and completed data collections for the third quarter conformity verification report. Staff continued collecting data for the fourth quarter.

COG/TPB staff prepared and completed the March, April, and May 2017 CCWP monthly Executive Summary Reports.

COG/TPB staff prepared and completed the 2017 3rd Quarter CCWP Progress Report.

COG/TPB staff continued to work with contractors (VHB) to plan updates to the COG survey database. Additional surveys from Arlington County were provided to VHB for addition to the database.

## **V. EMPLOYER OUTREACH**

### **1. Regional Component Project Tasks**

#### ***a) Regional Employer Database Management and Training***

Throughout the third quarter COG/TPB staff coordinated with COG/ITS staff and the software consultant on upgrades for the ACT! database software to ACT! Version 19. COG/TPB staff conducted and completed a data sweep of the ACT! database the weeks of April 17th, May 15th, and June 12th.

#### ***b) Employer Outreach for Bicycling***

The regional Bicycling to Work guide was updated with input from the Bicycle and Pedestrian Subcommittee, and replenished for Bike to Work Day, employer fulfillment, and for use at various events throughout the quarter. The online version was updated as well.

COG/TPB staff distributed bicycle guides at various events throughout the quarter.

### **2. Jurisdictional Component Project Tasks**

#### ***a) MD Local Agency Funding and Support***

Throughout the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions.

#### ***b) DC, MD, and VA Program Administration***

In April, COG/TPB staff continued work on researching final candidate employers from the District of Columbia and Virginia for case studies to profile in 2017. The Employer Outreach case studies were completed and prepared for distribution to the Employer Outreach Committee on July 18th. COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff coordinated the April 18th Employer Outreach Committee. Topics covered in the April meeting were:

2nd Quarter Final Conformity Verification and 3rd Quarter Conformity Verification reports

Employer Case Studies

Training Update and Review

Lunch and Learn Event – Prince George’s County

COG/TPB staff collected the Employer Outreach Spring sales support responses. Two responses are still outstanding from the District of Columbia and Montgomery County.

COG/TPB staff selected a trainer for the Time Management session which was held on June 19th.

COG/TPB staff created and distributed the 2018 Employer Outreach Training Survey.

## **VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM**

### **A. General Operations and Maintenance**

The Customer Satisfaction Survey was sent to Baltimore region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. The FY 2016 GRH Baltimore Region Customer Satisfaction final survey was placed onto the Commuter Connections web site. Coupons were provided to commuters who renewed their GRH membership.

The GRH Baltimore program continued to enroll new applicants during April through June 2017. The program has now been operational for five years and nine months.

COG/TPB staff continued sending weekly registration cards to Guaranteed Ride Home program applicants. Those applicants whose records were expiring were contacted to update their information.

GRH Baltimore advertising ran on radio and social media through Facebook and Google.

COG/TPB staff processed taxi and car rental invoices and transit vouchers.

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

COG/TPB staff provided coupons to commuters who renewed their GRH membership.

COG/TPB staff monitored and maintained the TDM System which houses and processes all GRH registration and trip data.

COG/TPB staff met with Enterprise Rent-A-Car staff on May 12th to discuss staffing changes at ERAC and discuss GRH program operations and invoicing.

COG/TPB staff met with Diamond Transportation staff on May 31st to discuss GRH program operations and invoicing.

COG/TPB staff kept working on adding a ride provider for Southern Maryland.

### **B. Process Trip Requests and Provide Trips**

Between the months of April and June 2017, there were 26 GRH Baltimore applications received. 26 commuters were registered during this period (24 registered and 2 one-time exceptions) while 61 commuters were re-registered. During the same time period, the GRH program provided twenty-seven (27) GRH trips. One (1) "one-time" exception was provided during this time. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Unscheduled Overtime." As of June 30, 2017, a total of 451 commuters are currently registered in the GRH Baltimore program.

COG/TPB staff continued to monitor the GRH Baltimore program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

COG/TPB staff processed and paid invoices for all GRH Baltimore service providers.



**Table 1**

**National Capital Region Transportation Planning Board  
Commuter Connections Program  
Quarterly Activity and Impact Summary**

**APRIL - JUNE 2017**

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2016</b>
<b>Total applicants/info provided:</b>	6,432	5,467	26,007
Rideshare applicants	2,899	2,493	11,956
Matchlists sent	7,129	6,154	24,943
Transit applicants/info sent	76	30	264
GRH applicants	2,017	2,496	9,016
Bike to work info requests	6	5	26
Telework info requests	5	1	32
<b>Internet users</b>	42,857	39,110	182,929
Internet applicants	4,675	4,640	20,789
<b>New employer clients</b>	447	409	1,353
Employee applicants	0	0	0

<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2016</b>
<b>Continued placements</b>	1,025	881	4,227
<b>Temporary/one-time placements</b>	148	128	612
<b>Daily vehicle trips reduced</b>	568	488	2,341
<b>Daily VMT reduced</b>	15,560	13,381	64,174
<b>Daily tons NOx reduced</b>	0.0059	0.0051	0.0245
<b>Daily tons VOC reduced</b>	0.0032	0.0027	0.0130
<b>Daily tons PM2.5 reduced</b>	0.00019	0.00017	0.00079
<b>Daily tons PM2.5 NOx reduced</b>	0.0065	0.0056	0.0267
<b>Daily tons GHG reduced</b>	7.7127	6.6325	32
<b>Daily gallons of gas saved</b>	782	672	3,225
<b>Daily commuter costs saved</b>	\$2,645	2,275	10,910

**NOTE:** Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR) factor. The VTR factor takes into account three types of placements. 1) Drive alone commuters that shift to a commute alternative, 2) current alternative commute users that shift to a higher occupancy commute mode, and 3) current commute alternative users that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and trips from work to home. Note the data for Kiosk users/applicants was eliminated in FY09, when the program was discontinued.

**TDM SERVICES**

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	141	122	269
Locals Rideshare Apps (New and Re-apps)	2,758	2,371	3,014
Matchlists Requested	6,964	6,107	4,305
Transit Applicants/Info Sent	76	30	261
GRH Washington Applicants	675	946	991
GRH Washington Rides Provided	582	648	601
GRH Baltimore Applicants	26	37	71
GRH Baltimore Rides Provided	26	30	27
Telework Info Requests	10	1	25
Phone/Fax	0	0	0
Internet	4,675	4,640	3,268
Employee Applicants	0	0	0
<b>Total Hits on website</b>	<b>42,857</b>	<b>39,110</b>	<b>72,150</b>

**TDM SERVICES**

**ALEXANDRIA  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	15	14
Matchlists Sent	57	112	49
Transit Applicants and Info Sent	1	0	3
GRH Washington Applicants	8	18	22
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	1	152	4
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	177	209	191
Employers Contacted (Follow up)- Visit	14	8	17
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	0	2	0
Level 3	1	1	0
Level 4	0	0	0

**TDM SERVICES**

**ARLINGTON**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	8	24	29
Matchlists Sent	73	231	79
Transit Applicants and Info Sent	0	1	4
GRH Washington Applicants	5	22	29
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	15	54	16
Employers Contacted (New)- Visit	8	27	16
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,753	2,092	1,312
Employers Contacted (Follow up)- Visit	56	65	71
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	11	47	3
Level 2	0	5	5
Level 3	2	2	6
Level 4	3	0	2

**TDM SERVICES**

**ANNE ARUNDEL COUNTY  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	25	22	13
Matchlists Sent	186	118	48
Transit Applicants and Info Sent	0	2	3
GRH Washington Applicants	25	18	27
GRH Baltimore Applicants	3	1	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BALTIMORE CITY  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	15	6
Matchlists Sent	35	28	18
Transit Applicants and Info Sent	0	0	13
GRH Washington Applicants	6	7	13
GRH Baltimore Applicants	4	12	23
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BMC**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	11	9	31
Matchlists Sent	49	41	79
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	7	12	14
GRH Baltimore Applicants	1	8	8
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**COG - DC/DE/PA/WVA/VA  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	120	102	244
Matchlists Sent	426	367	487
Transit Applicants and Info Sent	2	0	6
GRH Washington Applicants	60	67	68
GRH Baltimore Applicants	2	5	9
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	46	86	542
Employers Contacted (New)- Visit	0	8	14
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	32	151	1,024
Employers Contacted (Follow up)- Visit	52	51	28
Employers Contacted - Number of Potential (Follow up)	0	3	0
New TDM Programs Established			
Level 1	13	5	21
Level 2	5	1	4
Level 3	5	17	48
Level 4	1	0	1



**TDM SERVICES**

**DATA**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	16	30	11
Matchlists Sent	41	93	24
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	2	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

\* See FFX - EO numbers reported under FFX County

**TDM SERVICES**

**FAIRFAX**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	133	146	178
Matchlists Sent	808	901	628
Transit Applicants and Info Sent	1	4	7
GRH Washington Applicants	68	100	153
GRH Baltimore Applicants	2	2	2
Telework Information Requests	1	0	2
Employers Contacted (New)- Phone	211	0	59
Employers Contacted (New)- Visit	7	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	256	0	469
Employers Contacted (Follow up)- Visit	35	0	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	8
Level 4	1	0	0

**TDM SERVICES**

**FDA**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	27	32	46
Matchlists Sent	199	262	202
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	40	50	45
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**FREDERICK**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	29	29	40
Matchlists Sent	376	302	265
Transit Applicants and Info Sent	1	3	2
GRH Washington Applicants	24	32	29
GRH Baltimore Applicants	4	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	28	18	34
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	34	24	14
Employers Contacted (Follow up)- Visit	9	3	10
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	1	0	0
Level 4	0	0	0

**TDM SERVICES**

**GW RIDE CONNECT  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	235	240	319
Matchlists Sent	390	402	138
Transit Applicants and Info Sent	3	1	2
GRH Washington Applicants	103	113	106
GRH Baltimore Applicants	0	0	2
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**HARFORD**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	3
Matchlists Sent	6	4	1
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	3	6	5
GRH Baltimore Applicants	6	5	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**HOWARD**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	15	24
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	28	22	29
GRH Baltimore Applicants	2	2	6
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**LOUDOUN**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	67	88	68
Matchlists Sent	548	427	246
Transit Applicants and Info Sent	1	2	7
GRH Washington Applicants	48	59	64
GRH Baltimore Applicants	0	0	4
Telework Information Requests	0	0	3
Employers Contacted (New)- Phone	13	1	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	82	0	0
Employers Contacted (Follow up)- Phone	5	109	177
Employers Contacted (Follow up)- Visit	0	7	10
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	0
Level 2	0	0	1
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**MTA**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	4	7
Matchlists Sent	6	27	17
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	9	5	9
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BETHESDA TRANSPORTATION SOLUTIONS  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	16	8	26
Matchlists Sent	58	2	30
Transit Applicants and Info Sent	18	6	43
GRH Washington Applicants	2	5	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	1	9
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**MONTGOMERY COUNTY  
COUNTYWIDE  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	31	33	35
Matchlists Sent	92	132	159
Transit Applicants and Info Sent	1	0	9
GRH Washington Applicants	24	40	46
GRH Baltimore Applicants	1	0	0
Telework Information Requests	3	0	4
Employers Contacted (New)- Phone	72	127	2
Employers Contacted (New)- Visit	0	29	202
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,318	1,639	486
Employers Contacted (Follow up)- Visit	12	71	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	37	0
Level 2	7	1	4
Level 3	0	5	0
Level 4	0	1	2

*\*Employer Outreach Totals for Montgomery County, MD are reported under the Countywide subtotal*

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	9	19	1
Matchlists Sent	38	42	5
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	5	12	3
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**TRANSPORTATION ACTION PARTNERSHIP  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	151	33	300
Matchlists Sent	223	205	388
Transit Applicants and Info Sent	43	4	123
GRH Washington Applicants	5	1	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SHADY GROVE**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	5	0
Matchlists Sent	5	9	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SILVER SPRING**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	16	16	6
Matchlists Sent	48	37	31
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	9	16	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**NATIONAL INSTITUTES OF HEALTH (NIH)  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	1	2
Matchlists Sent	0	9	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	5	9
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A



**TDM SERVICES**

**NATIONAL GUARD REDINESS CENTER  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	1
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	2	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**NORTHERN NECK  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	27	111	2
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**NORTHERN SHENANDOAH  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	15	15	20
Matchlists Sent	99	145	80
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	9	11	11
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

**TDM SERVICES**

**PRINCE GEORGE'S  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	52	60	74
Matchlists Sent	256	204	94
Transit Applicants and Info Sent	2	2	4
GRH Washington Applicants	30	68	57
GRH Baltimore Applicants	1	0	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	24	89	68
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	119	126	75
Employers Contacted (Follow up)- Visit	60	43	39
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	0	2
Level 2	0	3	0
Level 3	0	3	0
Level 4	0	1	0

**TDM SERVICES**

**PRTC**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	129	140	154
Matchlists Sent	2,423	1,472	998
Transit Applicants and Info Sent	3	1	21
GRH Washington Applicants	93	174	141
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	7	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	2
Employers Contacted (Follow up)- Visit	1	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	17	18	14
Matchlists Sent	281	173	76
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	11	12
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**TRI-COUNTY**

**APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	23	46	25
Matchlists Sent	214	251	140
Transit Applicants and Info Sent	0	3	3
GRH Washington Applicants	45	65	56
GRH Baltimore Applicants	0	4	1
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	30	9	6
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	8	31	6
Employers Contacted (Follow up)- Visit	5	10	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	5	3
Level 2	2	3	0
Level 3	0	0	1
Level 4	0	0	0

**TDM SERVICES**

**CHARLOTTESVILLE  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	40	23	34
Matchlists Sent	190	111	51
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	39	11	34
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A



**TDM SERVICES**

**RIDESHARE DELAWARE  
APRIL - JUNE 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	553	412	530
Matchlists Sent	657	583	296
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	2	2
GRH Baltimore Applicants	0	0	1
GRH RideShare Delaware	551	392	527
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TABLE 2  
 COMMUTER CONNECTIONS  
 APPLICATION ACTIVITY SUMMARY  
 APRIL - JUNE 2017**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	10	9	0	19
ARLINGTON (COG)	8	5	4	17
ANNE ARUNDEL	25	10	0	35
BALTIMORE CITY	14	1	2	17
BMC	11	4	3	18
COG	100	16	11	127
DATA	16	0	13	29
DISTRICT OF COLUMBIA	20	5	4	29
FDA	27	142	7	176
FAIRFAX COUNTY	133	43	113	289
FREDERICK	29	114	174	317
GW RIDE CONNECT	235	760	1,487	2,482
HARFORD	0	1	1	2
HOWARD	21	28	41	90
LOUDOUN	67	25	130	222
MTA	0	0	1	1
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	16	48	137	201
Countywide	31	57	71	159
Friendship Heights/Rockville	9	12	24	45
North Bethesda TMD	151	225	800	1,176
Shady Grove	0	1	1	2
Silver Spring	16	15	22	53
NIH	1	0	0	1
NATIONAL GUARD REDINESS CENTER	0	2	0	2
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	15	4	0	19
PRINCE GEORGE'S	52	21	9	82
PRTC	129	45	187	361
RAPPAHANNOCK-RAPIDAN	17	10	1	28
TRI - COUNTY	23	120	156	299
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	40	0	13	53
RIDESHARE DELAWARE	553	0	4	557
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,176</b>	<b>1,723</b>	<b>3,399</b>	<b>6,298</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>593</b>	<b>0</b>	<b>17</b>	<b>610</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,769</b>	<b>1,723</b>	<b>3,416</b>	<b>6,908</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>2,899</b>		

**Employer Outreach Quarterly Data**

<b>FY 2017</b>	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/Charles
<b>April to June 2017</b>										
Employers Contacted (new Site Visits (prospects))	1	15	46	211	28	13	72	24	7	30
Telework - NEW	0	0	0	0	0	0	2	0	0	1
Employers Contacted (follow-up)	177	1753	32	256	34	82	1318	119	0	8
Telework - FOLLOWUP	0	0	0	0	0	0	1	0	0	1
Total Broadcast Contacts Letters, Flyers, Newsletter	0	7212	6133	21	6	183	18551	885	23	171
Total Sales Meetings	14	64	52	42	9	5	12	60	1	5
Total Employers Contacted	192	9044	6263	530	77	283	19956	1088	31	216
New Level 1 TDM Programs	1	11	13	0	0	2	2	3	0	5
New Level 2 TDM Programs	0	0	5	0	0	0	7	0	0	2
New Level 3 TDM Programs	1	2	7	0	1	0	0	0	0	0
New Level 4 TDM Programs	0	3	1	1	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0

**Technical Assistance to Local Agencies  
April – June 2017**

<b>Agency</b>	<b>Date Reported</b>	<b>Acknowledgement of Receipt</b>	<b>Notice of Resolution</b>	<b>Nature of the Problem</b>
<b>April 2017</b>				
AA County	Thu 4/6/2017 1:49 PM	Thu 4/6/2017 3:00 PM	Thu 4/6/2017 3:24 PM	Question Regarding Bi-Weekly Reports
TCCSM	Wed 4/12/2017 9:31 AM	Wed 4/12/2017 9:35 AM	Wed 4/12/2017 9:46 AM	Reporting Bug
Frederick County	Tue 4/18/2017 8:19 AM	Thu 4/19/2017 9:36 AM	Thu 4/19/2017 9:36 AM	Table 4a Results
RSDE	4/18/2017 9:55 AM	Mon 5/1/2017 8:32 AM	Mon 5/1/2017 8:32 AM	Change Username for Commuter
<b>May 2017</b>				
TJPCD	Tue 5/2/2017 11:29 AM	Tue 5/2/2017 1:49 PM	Tue 5/2/2017 2:59 PM	Move Commuter to CC Database
Frederick County	Wed 5/17/2017 2:56 PM	Fri 5/19/2017 11:37 AM	Fri 5/19/2017 11:37 AM	Table 4a Results
North Bethesda	Wed 5/24/2017 7:06 AM	Wed 5/24/2017 10:39 AM	Wed 5/24/2017 10:39 AM	GRH Renewal
Loudoun County	Wed 5/24/2017 11:12 AM	Mon 6/5/2017 9:58 AM	Mon 6/5/2017 9:58 AM	Fix Issue with Commuter's Work Address
<b>June 2017</b>				
TJPCD	Wed 6/7/2017 3:19 PM	Thu 6/8/2017 3:47 PM	Wed 6/14/2017 12:36 PM	Fixed Issue with Commuter's Login Info
DATA	Mon 6/12/2017 1:31 PM	Mon 6/12/2017 2:06 PM	Mon 6/12/2017 2:06 PM	Help Running a Report in the TDM
Frederick County	Tue 6/20/2017 10:47 AM	The 6/22/2017 1:04 PM	The 6/22/2017 1:04 PM	Table 4a Results
RSDE	Mon 6/26/2017 3:40 PM	Mon 6/27/2017 2:15 PM	Wed 6/28/2017 12:05 PM	Received List of Commuters to be Purged