



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
JULY - SEPTEMBER 2018**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**



# FY2019 1st 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 July 2018, August 2018 and September 2018) 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; PRTC; and the Rideshare Program of Charlottesville, VA. 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 secured a Vice Chair for the Ridematching Committee. A Ridematching Committee meeting was coordinated and held by COG/TPB on September 18th. Highlights from the meeting included:

- Change of Chair
- Upcoming Fairs and Promotions
- TDM System Update
- Mobile Applications Update
- GIS Update
- Client Site Status/Roundtable
- Quarterly & Annual Progress Reports

COG/TPB staff published the July 2018 edition of the Commuter Connections Resource Directory.

COG/TPB staff participated in a FHWA Subject Matter Expert webinar meeting on July 25th titled “Linking Traffic Management to TDM.”

A Commuter Connections Subcommittee Vice Chair Nomination Committee conference call was coordinated and held on August 21st.

COG/TPB staff met with representatives from the Greater Washington Partnership on August 22nd to discuss Commuter Connections program services. COG/TPB staff coordinated and held an MPO TDM Peer Exchange Group meeting on August 22nd.

COG/TPB staff held a conference call with representatives from the Greater Washington Partnership on Employer Mobility Programs on September 11th. COG/TPB staff met with Enterprise Rideshare staff on September 26th to discuss usage of the TDM System.

COG/TPB staff developed a memorandum on behalf of the Long-Range Plan TDM Work Group. The memo recommended various strategies suggested by the Work Group for the Commuter Connections Subcommittee and TPB to endorse for inclusion in the Visualize 2045 Long-Range Transportation Plan. The Subcommittee endorsed the memo at the September 18<sup>th</sup> meeting.

COG/TPB staff coordinated and held STDM Work Group meetings on July 10<sup>th</sup> and September 11<sup>th</sup>.

COG/TPB staff coordinated and held a Commuter Connections Subcommittee meeting on July 17<sup>th</sup>. Highlights from the meeting included: The appointment and approval of a Vice Chair Nominating Committee, an update from the Clean Air Partners, a briefing from the 2018 Employer Recognition Awards event, a staff update regarding the Congestion Management Process (CMP), a discussion about the Long-Range Plan TDM Initiative, a briefing of the 2018 Car Free Day event, and a briefing on the 4<sup>th</sup> Quarter CCWP Budget Report.

COG/TPB staff coordinated and held a Commuter Connections Subcommittee meeting on July 17<sup>th</sup>. Highlights from the meeting included: the announcement and approval of the new Subcommittee Vice Chair, the change of the Chair, an endorsement of the Long Range Plan TDM Work Group's recommended strategies for TPB, a briefing of the Visualize 2045 TDM Element, a presentation on updated SmartBenefits Employee Self-service Features from WMATA, a briefing on the Regional TDM Evaluation Project, a briefing on the 2018 Car Free Days event, a briefing on the FY2020 Work Program Development and Commuter Connections Strategic Plan, an overview of the FY2018 4<sup>th</sup> Quarter CCWP Budget Report, FY2018 4th Quarter Progress Report, and FY18 CCWP Annual Report.

COG/TPB staff drafted an implementation timeline and highlights for the development of the FY2020 CCWP. The draft timeline and highlights for the FY2020 CCWP were presented to the STDM Work Group and to the Commuter Connections Subcommittee. Work also began on preparing the draft FY2020 CCWP document.

## **B. Transportation Information Services**

COG/TPB staff provided commuter travel information on alternatives to the 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@mwcog.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 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 ride matching coordinators, producing email lists, and making backups of the Oracle database.

COG/TPB staff continued producing reports as PDF files. Staff ran and audited reports for the monthly purge process, the biweekly end user reports, the monthly vanpool incentives reports, and the Flextime Rewards program report.

At the end of September 2018, COG and its members served 18,499 commuters registered in ridematching. This is an increase of 488 registrants during the quarter, up from 18,011 at the end of June 2018. Year over year there was an increase of 1,694 from 16,805 in the system at the end of September 2017.

COG/TPB staff reviewed, edited, and ultimately finalized proposed enhancements to the TDM system and related Commuter Connections applications to be made in FY2019 through a contract amendment with Media Beef.

COG/TPB staff met with Media Beef representatives twelve times during the quarter. Meetings were held on July 2nd, 9th, 16th, 23rd, and 30th; on August 6th, 13th, 20th, and 27th; and during August, on the 10th, 17th, and 24th. Topics of primary interest included the Flextime Rewards program, an enhancement to enable logging commutes using location based services, CarpoolNow and the related expanded Driver Incentive, the Commuter Connections app for mobile devices, the new bicycling map and web application, maintenance, the upgrade of the web server to Wildfly 12, an enhancement to Guaranteed Ride Home that enables requesting a ride via the web, and the contract items for FY2019.

COG/TPB staff participated in testing incenTrip with University of Maryland. Staff wrote assessments of the software, which is overall very good, and reported a few bugs. The University of Maryland developers made some improvements to their software during the quarter that improve their travel time predictions. They also added data, so the software can suggest commuter train options. COG/TPB staff continued testing the incenTrip mobile app and encouraged network members to do the same throughout the month.

In order to improve and keep security up to date and to capitalize on the latest functionality, COG/TPB staff and Media Beef undertook upgrading the TDM system's web server. COG/TPB staff set up hardware for Media Beef to use to begin the upgrade of the web server to Wildfly 12. Once Wildfly 12 and the TDM system were installed,

COG/TPB staff began testing and reporting bugs to the development contractor. Bugs were fixed throughout the quarter and the system is now running smoothly.

Media Beef completed an enhancement to Guaranteed Ride Home that enables GRH trip requests to be made from inside the TDM web application. The implementation includes a button on one of the website's commuter pages. When clicked, the system displays a form in a separate window. The user can then enter information about the nature of the request into that form. When the form is submitted, the program will notify the ride dispatcher so (s)he can work with the commuter to set up the trip.

Media Beef continued to work on bugs and perform routine maintenance in the CarpoolNow and Commuter Connections mobile apps. They also solved a problem with spurious error messages occasionally being triggered on the sign-up page in the TDM system and resolved some bugs in SchoolPool that prevented certain users from registering, getting matches or changing their account information.

The Commuter Connections mobile app was downloaded 343 times throughout the quarter. There were nearly 3,500 total downloads as of September 30.

The CarpoolNow mobile app was downloaded 427 times throughout the quarter. There were over 2,600 total downloads as of September 30.

COG/TPB staff and Media Beef worked to expand the driver incentive program for CarpoolNow from its focus on Howard County, MD to the entire Washington DC non-attainment region.

COG/TPB staff prepared and gave a presentation on the Commuter Connections mobile applications to the TPB's Technical Committee on September 7th.

COG/TPB staff continued to work with Media Beef to set priorities for items on the draft list of proposed enhancements to the TDM system to make in FY2019. Just a few of the new features in no particular order in the works for FY2019 include:

- Collecting and storing data that identifies how a commuter account was created (for example, by an administrator working with a paper application or the commuter using the web forms);
- Adding Capital Bikeshare locations to our maps and matchletters;
- Automating cleanup of duplicate employer records from the database;
- Improve validation and standardize input addresses;
- Use location-based services to make logging commute trips easier;
- Improve route-based ride matching so that it can provide matches on alternate addresses.

#### **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. It is up

to date with the latest information received from local Commuter Connections members. To view the latest version, visit <http://maps.mwcog.org>.

COG/TPB staff continued work on the interactive web map for bicycle routing. Staff collected and analyzed data that will go into the map. During the first quarter, staff continued processing transportation network data received from Loudoun County, VA and added it to the map's bike network. The final products are a web app for routing bicycles, pedestrians, and automobiles as well as a paper map.

COG/TPB staff demonstrated the bike routing web application at the September meeting of the Commuter Connections Ridematching Committee.

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides data for the park and ride lot map to the public. It provides layers for park and ride lots, Capital Bikeshare locations, and metro lines to ESRI's ArcGIS Online server. The ArcGIS Online server makes the final map by adding this data to its basemap and serving it to the client web browser.

COG/TPB staff received new data from NAVTEQ for the region's street transportation network. It is this data that makes it possible for our Commuter Connections ArcGIS server to calculate routes for bicycling, as well as for visualization of map features.

## **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 provided coupons to commuters who renewed their GRH membership.

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 met with Transportation Inc staff on August 28th to discuss billing concerns.

COG/TPB staff met with Diamond Transportation staff on September 26th to discuss GRH program operations and invoicing.

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

COG/TPB staff monitored and maintained the GRH database and server. Between the months of July and September, there were 785 GRH applications received. A total of 732 applicants were registered (719 new applicants and 13 previous "one-time exception" users) and 1,352 commuters were re-registered. During the same time, the

GRH program provided 520 GRH trips. Nine (9) 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 “Family Emergency.” As of September 30th, a total of 7,804 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.

COG/TPB staff worked on obtaining and processing final FY18 invoices from ride providers.

COG/TPB staff worked to finalize contracts for ride providers from the RFQ and completed the transition process for day to day dispatching services with Diamond Transportation Services. COG/TPB staff also worked with Diamond Transportation Services on a contract amendment to continue providing daily operations services for the GRH program.

### **III. MARKETING**

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

COG/TPB staff provided support for the September 18<sup>th</sup> Regional TDM Marketing Committee meeting. Highlights of the meeting include:

- Change of Chairpersons;
  - Sharon Affinito from Loudoun County Commuter Services was presented with a plaque and thanked for her service as Chairperson of the FY18 Regional TDM Marketing Group. Antoinette Rucker, of the Washington Metropolitan Area Transit Authority (WMATA) was announced as the new Chairperson for FY19 and Semia Hackett, Prince George’s Department of Public Works and Transportation was announced as the new Vice Chairperson for FY19;
- Briefing of the Final FY18 Second Half Marketing Campaign Summary report;
- Review of the FY19 Marketing Communications Plan and Schedule;
- Informational presentation by Odonnell Company about FY19 marketing activity;
- Presentation from Frederick County TransIT highlighting recent marketing and outreach activities in the county;
- Review of the FY19 Draft Regional TDM Resource Guide and Strategic Marketing Plan;
- An announcement that the members of the FY19 marketing workgroup were finalized and include Marina Budimir, District Department of Transportation;



Kendall Tiffany, Frederick County TransIT; and Anna Nissinen, Fairfax County Department of Transportation.

- Roundtable discussion of upcoming marketing/outreach events around the region.

Following the meeting, COG/TPB staff posted the FY18 Final 2<sup>nd</sup> Half Marketing Campaign Summary Report and the FY19 Final Marketing Communications Plan and Schedule to SharePoint for informational purposes. Staff also posted the FY19 Draft Regional TDM Resource Guide and Strategic Marketing Plan to SharePoint and requested comments from committee members to be submitted by October 31<sup>st</sup>.

The summer 2018 newsletter was created and distributed in both email and hard copy form to the regional employer database, committee members, and TDM stakeholders; staff published the newsletter on the Commuter Connections website. The Federal ETC update was distributed in PDF form to the federal ETC community through GSA and placed onto the Federal ETC website. An electronic version of the summer newsletter was sent via email blast. The fall newsletter timeline schedule was developed, and article topics were selected.

COG/TPB staff continued to update the Commuter Connections website with news articles, publications, construction projects, press releases, and upcoming events. Other website updates include:

- *Featured Member of the Month* updates
- Added three new Case Studies
- Removal of duplicate Case Studies
- Updated links on the transit page; deleted members who no longer provide services
- Added two new car-sharing services

COG/TPB staff continued implementing new website elements on the test version of the Commuter Connections website that are scheduled to be integrated into the live site.

COG/TPB staff updated the Commuter Connections Facebook page with new content and updates with associated hashtags. COG/TPB staff implemented and monitored paid social media campaigns for Guaranteed Ride Home and Rideshare programs. 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.

The Metropolitan Washington Council of Governments Commuter Connections program entered into a new contract with ODonnell Company for the Regional TDM Mass Marketing project. COG/TPB staff processed final invoices from the FY18 regional TDM Marketing campaign. Bi-weekly conference calls were held with ODonnell Company and its subcontractors between July and September 2018 to discuss work program activities for the FY19 regional TDM Marketing campaign. In addition, COG/TPB staff maintained daily correspondence with the marketing contractor. COG/TPB staff also participated on

Earned Media conference calls with ODonnell Company and Arch Street Communications.

The fall FY 2019 regional TDM mass marketing media buy developed by the contractor was reviewed and approved. The fall campaign will use radio ads originally produced for the spring FY18 campaign. The media plan calls for a mix of traditional and internet radio, social media (including YouTube), blogs, digital ads, transit signage, and streaming TV. Purchase orders were processed for the fall media campaign.

ODonnell Company developed several visual concepts along with storyboard scripts for consideration as potential FY19 spring GRH and Rideshare campaign creative. The concepts were developed after soliciting feedback from Regional TDM Marketing committee members via survey. The state funding agencies will review and comment on creative designs developed at their October meeting, after which the marketing workgroup will have an opportunity to review and comment on the materials as well. The creative materials will be refined based on the various feedback and finalized for the spring campaign.

COG/TPB staff continued updates to the FY19 Regional TDM Resource Guide and Strategic Marketing Plan. A draft version of the report was presented at the September 18, 2018 Regional TDM Marketing Group meeting. The 2nd Half FY18 Regional TDM Marketing Campaign Summary was issued as well. The following events were attended by COG/TPB staff during the first quarter of FY19:

- U.S. Coast Guard – Washington DC, September 12, 2018
- International Development Bank – September 19, 2018
- Naval Support Activity – Bethesda, September 26, 2018

COG/TPB staff updated and replenished the telework brochure.

ODonnell Company finalized an updated set of brand guidelines for Commuter Connections. The guidelines are expected to be adopted pending review from COG's legal team.

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

COG/TPB staff added new raffle winners to the Bike to Work Day website. COG/TPB staff updated new contact information for 2 pit stops on the Bike to Work Day site.

COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

Marketing material graphics and content were gathered for inclusion into the 2018 Bike to Work Day event draft report.

A Bike to Work Day Steering Committee meeting was held on September 12, 2018. Mark Sofman, Montgomery County Commuter Services was recognized with a plaque for his service as the 2018 event Committee Chairperson. Erin Potter, Bike Arlington was welcomed as the new Chairperson of the Bike to Work Day Steering Committee for the 2019 event. Other agenda topics for the meeting included a 2018 event slideshow, a

briefing on the 2018 employer challenge luncheon won by the Environmental Protection Agency, pit stop manager event recaps, and the 2018 BTWD draft event report. Friday May 17, 2019 was established as the date of next year's Bike to Work Day event.

### **C. Employer Recognition Awards**

Thankyou letters were sent out to speakers who participated at the June 26, 2018 awards event held at the National Press Club. Program booklets from the awards ceremony were distributed to TPB members at their July meeting. COG/TPB staff provided an update on the Employer Recognition Awards ceremony at the Commuter Connections meeting on July 17, 2018. All vendor invoicing was obtained, and the 2018 Employer Recognition Award winners were featured in the Commuter Connections Summer 2018 newsletter.

COG/TPB staff replaced the employer awards banner on the Commuter Connections website with the 2018 version.

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

COG/TPB staff operated the 'Pool Rewards incentive program, which includes routine review, processing, and registering of eligible 'Pool Rewards applicants for both carpools and vanpools. Staff also monitored trip logging for program participants and awarded incentive payments accordingly.

An advertisement for 'Pool Rewards was published on Facebook in July.

Incentive payments during the quarter were distributed as follows:

- Staff processed the payment for 'Pool Rewards vanpools.
- There were no incentive payments to general 'Pool Rewards carpool participants.
- There were no incentive payments to Virginia Carpool Incentive I66 carpool participants.
- There were no incentive payments to I-395 Virginia Pool Rewards Incentive carpool participants.

COG/TPB staff worked on securing the vanpool provider contract amendment with Enterprise Rideshare.

COG/TPB staff participated in a Transform66 TMP Transit-TDM Working Group on August 7th.

COG/TPB staff met with Enterprise Rideshare representatives on September 26th to discuss the program status.

COG/TPB staff continued to operate the 'Pool Rewards vanpool incentive program.

COG/TPB staff updated the Terms and Conditions of the 'Pool Rewards program and issued an audit of current vanpool participants. Findings from the audit will be used to update records in the TDM System and will provide information for future National Transit Database (NTD) reporting.

COG/TPB staff gathered information for the annual NTD report required by the Federal Transit Administration (FTA).

## **E. Car Free Day**

The FY2019 Car Free Days campaign continued with the “Drop it for a Day” message from the previous year, with the visual of a hand dropping car keys. The call to action directed area workers, residents, and students to go online and take the pledge to use transportation alternatives on September 21 and/or 22, 2018. The Car Free Day Committee Chairperson, Nicholas Robb of Fairfax County Commuter Services briefed the TPB Technical Committee on Car Free Day activities at their July 6, 2018 meeting. COG/TPB staff briefed the Commuter Connections Subcommittee on Car Free Day activities at its July 17, 2018 meeting. A Car Free Day proclamation signing took place at the July 18, 2018 National Capital Region Transportation Planning Board (TPB) meeting with TPB Chair and DC Councilmember, Charles Allen.

COG/TPB staff performed the following updates and routine maintenance procedures on the Car Free Day (CFD) website:

- Added new sponsors and their respective logos to the CFD sponsor page;
- Removed logos from sponsors who are no longer participating;
- Added new press releases and news articles;
- Updated the CFD pledge form with new questions, answers, and location options;
- Uploaded the new 2018 Car Free Day poster and masthead;
- Changed images on the homepage that were outdated;
- Monitored website activity and computer code to maintain accurate website functionality;
- Produced analytics reports and reported them to third-party contractors for analysis.

COG/TPB staff made several updates to the Commuter Connections website to promote Car Free Day:

- Added the new Car Free Day promotional video;
- Added then removed the Car Free Day banner to the homepage after the event was over;
- Added language for CarpoolNow to the Ridesharing section of “How to be Car-Free.”

COG/TPB staff made changes to the email confirmation message that reflected the 2018 campaign.

COG/TPB staff and contractor discussed sponsorship opportunities with various businesses and organizations and secured sponsor agreements. A promotion with District Taco offered \$3 off online orders of \$10 or more to those who took the Car Free Day pledge. In addition, nine sponsors contributed prizes for the regional raffle.

The Car Free Day ad campaign ran from September 1-22 and included paid ads and boosted posts on Facebook, two paid blogs, Pandora, YouTube, and text messages to opt-in cell phone numbers. Endorsement ads were pre-recorded by on-air personalities from three area radio stations and transit signage was donated by Arlington Transit, Fairfax Connector, Montgomery County Ride On, Metrobus, and Prince George's County. COG/TPB staff coordinated the printing and distribution of Car Free Day flyers to network members in addition to a mailing to employers.

The Capital Area Car Free College Campus Challenge was held as a friendly competition to generate a buzz about Car Free Day on college campuses within the region, and to garner pledges. Email blasts were sent out to employers, past Car Free Day participants, and opt-in commuters from the TDM system. An earned media campaign included the distribution of press releases, interviews and encouraged media outlets to place Car Free Day news stories.

A promotional video for Car Free Day was produced by COG/TPB staff and featured the Committee Chairperson. Car Free Day Steering Committee meetings were held in July and September and provided a forum for planning, reporting, discussion, and feedback regarding the event. At the September 12, 2018 meeting, Mr. Robb was thanked for having chaired the 2018 Committee, and was presented with a plaque for his service. It was announced that Matthew Zych, WMATA will take on the role for 2019.

More than 2,700 took the pledge to go Car Free or Car-Lite on September 21-22, 2018. The breakdown by mode is as follows: Bike 27%, Rail 26%, Bus 21%, Walk 10%, Telework 8%, and Pool 8%. The SOV group consisted of 43% of those who pledged, reducing nearly 45,734 vehicle miles over the two-day event. Pledges were made by residents of the District 24%, Maryland 36%, Virginia 39%, and other states 1%.

## **F. CarpoolNow Mobile Application**

The driver incentive for CarpoolNow was expanded to include the entire Commuter Connections non-attainment area. Language on the website was updated to reflect this change.

## **G. Flextime Rewards**

COG/TPB staff randomly selected monthly winners for July, August, and September. Staff verified the contestants' trips and processed the incentive payments.

COG/TPB staff continued to monitor the algorithm developed in conjunction with UMD to determine when an applicable corridor is considered "congested" and therefore eligible for Flextime Rewards. Media Beef submitted a workflow for a new "passive logging" technology that may enhance participation in the Flextime Rewards program. COG/TPB staff and Media Beef are working to optimize the new feature.

## **IV. MONITORING AND EVALUATION**

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

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database the week of July 16<sup>th</sup>, August 13<sup>th</sup>, and September 10<sup>th</sup>.

In July, monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia. There are outstanding reports from Prince William, Prince George's, and Fairfax Counties as well as Frederick, Montgomery, Loudoun Counties, the City of Alexandria. COG/TPB staff also fulfilled data requests from Arlington County.

In August, monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia. There are outstanding reports from Prince William, Prince George's, and Fairfax Counties as well as Frederick, Montgomery, Loudoun Counties, Tri-County Council for Southern Maryland and the City of Alexandria. COG/TPB staff also fulfilled data requests from Fairfax County and the District of Columbia.

In September, monthly Employer Outreach sales activity reports were received from Arlington, Loudoun, Frederick, and Montgomery Counties as well as the District of Columbia and Tri-County Council. There are outstanding reports from Prince William, Prince George's, and Fairfax Counties as well as the City of Alexandria. COG/TPB staff also fulfilled data requests from Arlington County and the District of Columbia.

COG/TPB staff oversaw the employer site survey coordination throughout the quarter.

COG/TPB staff began working with LDA Consulting and held a kick-off for the regional TDM Evaluation project. Timelines for data collection activities for FY2019 were produced for review and feedback. The timeline was presented at the September 18<sup>th</sup> Commuter Connections Subcommittee meeting.

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

Throughout the quarter, COG/TPB staff presented the final FY2018 3rd quarter and draft 4th quarter Employer Outreach conformity verification statements to the Employer Outreach Committee on July 17th and began collecting data for the first quarter of FY 2019.

COG/TPB staff continued to work with contractors (VHB) to plan updates to the COG Employer survey database. COG/TPB staff worked with VHB to finalize a new scope of work for a contract amendment for FY2019. A meeting was held on July 20th with representatives from VHB to set up the plan for updates for the survey application. A follow-up meeting was held on September 20th with VHB representatives for ARC/GIS mapping application for the survey archive.

Throughout the quarter, COG/TPB staff collected data documentation from the employer outreach activity reports.

The effectiveness of advertising campaigns was tracked through call volumes and internet visits. This information was made available as part of the FY18 Second Half Marketing Campaign Summary final report, issued at the September 18, 2018 Regional TDM Marketing Group meeting.

GRH Customer Satisfaction Surveys were sent to Washington, DC region commuters for trips occurring during the quarter, and data entry was completed in preparation for the FY18 GRH Customer Satisfaction survey report.

COG/TPB staff completed the first draft of the 2018 Bike to Work Day report and presented it to the Bike to Work Day Steering Committee on September 12th. A comment period was established.

COG/TPB staff completed monthly executive summaries for July and August, the FY18 4th Quarter Progress Report, and the FY2018 CCWP Annual Report.

## **V. EMPLOYER OUTREACH**

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

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

COG/TPB staff coordinated with COG/ITS staff on software license upgrades for the ACT! database software.

On August 8th COG/TPB staff met with WMATA staff on coordination efforts for employer outreach. Staff subsequently drafted a coordination memo for the Employer Outreach Committee that proposed collaborative policies between local TDM sales teams and WMATA when using the ACT! Employer Outreach Database.

COG/TPB staff finalized a memo addressing the Employer Outreach Committee regarding outreach coordination efforts with WMATA. The memo will be presented at the October Employer Outreach Committee meeting, where committee members will be asked to comment on the potential of coordinating TDM/SmartBenefits outreach efforts with WMATA.

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

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.

COG/TPB staff continued to work with Maryland jurisdictions on contract amendments for FY2019. The amendment for Tri-County Council for Southern Maryland was completed. Amendments for both Frederick and Prince George's counties were sent to

each agency for review and signature. Montgomery County worked on their scope and budget.

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

COG/TPB staff added the third and final FY18 case study to the Commuter Connections website (National Harbor/Peterson Companies) and presented all three case studies to the Employer Outreach Committee on July 17th. Work commenced on new case studies for FY2019 and prospecting for potential employers to spotlight and asking Employer Outreach sales representatives for recommendations.

COG/TPB staff worked to update the regional Telework brochure.

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff began work on new case studies prospecting for potential employer spotlight.

COG/TPB staff coordinated and presented at the July 17th Employer Outreach Committee meeting. Topics discussed were:

- Third quarter FY 2018 final and Fourth quarter FY2019 conformity verification statements
- Training review and update
- Case Studies
- ACT! database access
- Dockless bicycle sharing pilot in Montgomery County

COG/TPB coordinated efforts for a sales training titled *Travel Behavior and Automated Vehicles* held on September 24<sup>th</sup>. The training sought to bring sales teams up to speed on the forthcoming advancements in mobility and how TDM messaging and programming can be altered to remain effective. Attendee reviews of the training were generally favorable.

COG/TPB staff prepared and distributed the bi-annual sales support questionnaire for DC and Maryland sales representatives.

COG/TPB staff met with the Tri-County Council for Southern Maryland outreach representative on September 24<sup>th</sup> for coordination efforts.

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

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

COG/TPB staff provided GRH Rewards coupons to commuters who renewed their GRH membership. GRH Customer Satisfaction Surveys were sent to Baltimore region commuters for trips occurring during the quarter, and data entry was completed in preparation for the FY2018 GRH Customer Satisfaction survey report.



The GRH Baltimore program continued to enroll new applicants during July through September 2018. The program has now been operational for seven years.

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.

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

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 completed data entry for FY2018 GRH Customer Satisfaction survey response.

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

Between the months of July and September 2018, there were 27 GRH Baltimore applications received. 27 commuters were registered during this period (27 registered) while 65 commuters were re-registered. During the same time, the GRH program provided thirty-one (31) GRH trips. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Unscheduled Overtime." As of September 30, 2018, a total of 383 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. COG/TPB staff worked on obtaining and processing final FY18 invoices from ride providers.

COG/TPB staff worked to finalize contracts for ride providers from the RFQ and completed the transition process for day to day dispatching services with Diamond Transportation Services. COG/TPB staff also worked with Diamond Transportation Services on a contract amendment to continue providing daily operations services for the GRH program.

**Table 1****National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****JULY - SEPTEMBER 2018**

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 1, 2018</b>
<b>Total applicants/info provided:</b>	7,908	6,616	7,908
Rideshare applicants	3,443	3,165	3,443
Matchlists sent	7,246	7,508	7,246
Transit applicants/info sent	45	54	45
GRH applicants	2,084	1,887	2,084
Bike to work info requests	2	4	2
Telework info requests	5	9	5
<b>Internet users</b>	39,135	42,830	39,135
Internet applicants	5,230	4,935	5,230
<b>New employer clients</b>	101	209	101
Employee applicants	0	0	0

<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2018</b>
<b>Continued placements</b>	1,252	1,119	1,252
<b>Temporary/one-time placements</b>	180	162	179
<b>Daily vehicle trips reduced</b>	653	620	653
<b>Daily VMT reduced</b>	19,197	16,988	19,198
<b>Daily tons NOx reduced</b>	0.0043	0.0065	0.0043
<b>Daily tons VOC reduced</b>	0.0024	0.0034	0.0024
<b>Daily tons PM2.5 reduced</b>	0.00033	0.00021	0.00033
<b>Daily tons PM2.5 NOx reduced</b>	0.0046	0.0071	0.0046
<b>Daily tons GHG reduced</b>	7.7993	8.4203	7.7982
<b>Daily gallons of gas saved</b>	1,067	854	1,067
<b>Daily commuter costs saved</b>	\$3,935	2,888	3,936

**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  
JULY - SEPTEMBER 2018**

<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)	241	94	144
Locals Rideshare Apps (New and Re-apps)	3,197	951	2,833
Matchlists Requested	7,126	7,354	6,341
Transit Applicants/Info Sent	45	54	63
GRH Washington Applicants	785	662	728
GRH Washington Rides Provided	520	564	496
GRH Baltimore Applicants	27	24	23
GRH Baltimore Rides Provided	31	22	30
Telework Info Requests	5	9	5
Phone/Fax Applicants	0	0	0
Internet Applicants	5,374	4,935	4,858
Employer Applicants	0	0	0
<b>Total Hits on website</b>	<b>39,095</b>	<b>48,802</b>	<b>42,507</b>

**TDM SERVICES**

**ALEXANDRIA  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	15	13	14
Matchlists Sent	53	95	73
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	7	15
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	22	22	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	147	151	0
Employers Contacted (Follow up)- Visit	20	10	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	0
Level 4	0	0	0

**TDM SERVICES**

**ARLINGTON**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	20	22	12
Matchlists Sent	101	257	36
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	13	9	23
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	7	29	8
Employers Contacted (New)- Visit	17	19	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,469	2,598	1,461
Employers Contacted (Follow up)- Visit	47	51	51
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	5	4
Level 2	6	6	2
Level 3	3	1	1
Level 4	0	1	1

**TDM SERVICES**

**ANNE ARUNDEL  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	30	30	22
Matchlists Sent	152	172	162
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	19	45	18
GRH Baltimore Applicants	2	0	4
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

\*All new ARTMA and BWI data will be reported as Anne Arundel. Old BWI data will be converted to AA after guidance from the County.

**TDM SERVICES**

**BALTIMORE CITY  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	26	14	14
Matchlists Sent	112	66	55
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	6	10	11
GRH Baltimore Applicants	5	9	1
Telework Information Requests	0	1	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**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	20	3
Matchlists Sent	163	145	21
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	16	12	6
GRH Baltimore Applicants	9	6	3
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**

**COG - DC/DE/PA/WVA/VA  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	230	181	128
Matchlists Sent	809	883	417
Transit Applicants and Info Sent	3	1	2
GRH Washington Applicants	98	60	74
GRH Baltimore Applicants	3	1	7
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	13	61	6
Employers Contacted (New)- Visit	0	10	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	32	109	12
Employers Contacted (Follow up)- Visit	7	21	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	16	97	5
Level 2	6	22	1
Level 3	3	20	0
Level 4	1	4	0

**TDM SERVICES**

**DOD/WHS**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	1	N/A
Matchlists Sent	11	58	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Washington Applicants	0	0	N/A
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	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**

**DATA**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	19	14
Matchlists Sent	51	65	64
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	23	7	0
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
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 Fairfax County

\*\*N/A - DATA joined the Commuter Connections network in April 2014

**TDM SERVICES**

**FAIRFAX**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	194	163	157
Matchlists Sent	947	947	935
Transit Applicants and Info Sent	4	1	3
GRH Washington Applicants	73	61	98
GRH Baltimore Applicants	1	2	0
Telework Information Requests	2	0	1
Employers Contacted (New)- Phone	0	13	147
Employers Contacted (New)- Visit	0	14	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	443	604
Employers Contacted (Follow up)- Visit	0	35	80
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	4	0
Level 3	0	8	16
Level 4	0	0	2

**TDM SERVICES**

**FDA**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	27	20	24
Matchlists Sent	176	294	224
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	35	23	24
GRH Baltimore Applicants	0	0	1
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  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	30	36	34
Matchlists Sent	319	443	415
Transit Applicants and Info Sent	3	0	4
GRH Washington Applicants	14	24	29
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	24	5	11
Employers Contacted (New)- Visit	2	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	27	46	15
Employers Contacted (Follow up)- Visit	8	11	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	0	0
Level 2	1	1	0
Level 3	1	0	0
Level 4	0	0	0

**TDM SERVICES**

**GW RIDE CONNECT  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	269	246	198
Matchlists Sent	678	577	524
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	85	74	79
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	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**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	9	14	1
Matchlists Sent	75	95	1
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	17	13	13
GRH Baltimore Applicants	2	4	1
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**

**JULY - SEPTEMBER 2019**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	15	26	27
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	23	24	16
GRH Baltimore Applicants	0	1	4
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**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	93	109	69
Matchlists Sent	581	638	445
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	46	42	52
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	4	7	95
Employers Contacted (New)- Visit	1	3	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	117	104	183
Employers Contacted (Follow up)- Visit	9	7	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	3	2
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**MTA**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	5	5
Matchlists Sent	37	28	29
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	14	7	5
GRH Baltimore Applicants	2	0	1
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**

**BETHESDA TRANSPORTATION SOLUTIONS  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	24	7	25
Matchlists Sent	14	4	29
Transit Applicants and Info Sent	13	2	20
GRH Washington Applicants	1	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	1
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  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	25	39
Matchlists Sent	104	112	315
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	78	28	32
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	25	54	122
Employers Contacted (New)- Visit	29	51	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,118	801	2,090
Employers Contacted (Follow up)- Visit	82	95	18
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	0	1
Level 2	12	5	1
Level 3	0	1	0
Level 4	0	0	0

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	0	10
Matchlists Sent	15	1	19
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	2
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**

**TRANSPORTATION ACTION PARTNERSHIP  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	58	131	81
Matchlists Sent	141	222	215
Transit Applicants and Info Sent	10	33	22
GRH Washington Applicants	0	1	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	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  
JULY - SEPTEMBER 2018**

<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	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
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  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	10	17
Matchlists Sent	33	37	62
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	24	7	6
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	1	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)  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	6	2
Matchlists Sent	8	20	4
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	4	8
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**

**NATIONAL GUARD REDINESS CENTER  
JULY - SEPTEMBER 2018**

<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	2	4	3
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
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  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	2	0
Matchlists Sent	0	15	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
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**

**NORTHERN SHENANDOAH  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	23	25
Matchlists Sent	165	213	303
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	9	3	3
GRH Baltimore Applicants	0	0	0
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**

**PRINCE GEORGE'S  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	47	36	67
Matchlists Sent	329	201	336
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	59	51	42
GRH Baltimore Applicants	0	0	1
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	152	0
Employers Contacted (Follow up)- Visit	0	1	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	0
Level 4	0	0	0

**TDM SERVICES**

**PRTC**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	135	153	119
Matchlists Sent	1,561	1,279	1,290
Transit Applicants and Info Sent	5	6	2
GRH Washington Applicants	75	101	121
GRH Baltimore Applicants	1	0	0
Telework Information Requests	1	2	0
Employers Contacted (New)- Phone	0	4	5
Employers Contacted (New)- Visit	0	5	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	1
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	0
Level 4	0	0	0

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	18	22	11
Matchlists Sent	216	158	73
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	8	9	7
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**

**TRI-COUNTY**

**JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	27	28
Matchlists Sent	273	325	291
Transit Applicants and Info Sent	1	3	1
GRH Washington Applicants	37	38	42
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	3	0
Employers Contacted (New)- Phone	6	11	5
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	7	9	5
Employers Contacted (Follow up)- Visit	4	9	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	12	7	3
Level 2	0	3	1
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**CHARLOTTESVILLE  
JULY - SEPTEMBER 2018**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	40	38	39
Matchlists Sent	126	155	209
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	5	38	38
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  
 JULY - SEPTEMBER 2018**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	15	2	13	30
ARLINGTON (COG)	20	4	25	49
ANNE ARUNDEL	30	3	16	49
BALTIMORE CITY	26	4	9	39
BMC	22	0	9	31
COG	208	7	237	452
DATA	21	0	15	36
DISTRICT OF COLUMBIA	22	4	25	51
FDA	27	108	8	143
FAIRFAX COUNTY	194	33	50	277
FREDERICK	30	115	183	328
GW RIDE CONNECT	269	1,209	2,329	3,807
HARFORD	9	0	0	9
HOWARD	15	3	13	31
LOUDOUN	93	16	132	241
MTA	12	0	4	16
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	24	31	76	131
Countywide	21	12	18	51
Friendship Heights/Rockville	0	0	1	1
North Bethesda TMD	58	288	742	1,088
Shady Grove	0	0	0	0
Silver Spring	6	2	5	13
NIH	3	1	1	5
NATIONAL GUARD REDINESS CENTER	0	0	0	0
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	21	10	5	36
PRINCE GEORGE'S	47	10	35	92
PRTC	135	47	213	395
RAPPAHANNOCK-RAPIDAN	18	3	12	33
TRI - COUNTY	22	158	202	382
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	24	0	15	39
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,368</b>	<b>2,070</b>	<b>4,378</b>	<b>7,816</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>24</b>	<b>0</b>	<b>15</b>	<b>39</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,392</b>	<b>2,070</b>	<b>4,393</b>	<b>7,855</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>3,438</b>		

July to September 2018	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/Charles
Employers Contacted (new Site Visits (prospects))	22	7	13	0	24	4	25	0	0	6
Telework - NEW	0	0	0	0	0	0	0	0	0	1
Employers Contacted (follow-up)	147	2469	32	0	27	117	2118	0	0	7
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	4
Total Broadcast Contacts Letters, Flyers, Newsletter	0	7360	5228	0	1	220	19905	0	0	157
Total Sales Meetings	20	64	7	0	10	10	111	0	0	4
Total Employers Contacted	189	9900	5280	0	62	351	22159	0	0	179
New Level 1 TDM Programs	0	4	16	0	3	2	6	0	0	12
New Level 2 TDM Programs	0	6	6	0	1	0	12	0	0	0
New Level 3 TDM Programs	0	3	3	0	1	0	0	0	0	0
New Level 4 TDM Programs	0	0	1	0	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  
July – September 2018**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
<b>July 2018</b>				
AA County	Wed 7/11/2018 12:07 PM	Wed 7/11/2018 12:40 PM	Fri 7/13/2018 11:57 AM	Help Generating Matchlist
Transit	Mon 7/16/2018 8:42 AM	Mon 7/16/2018 10:27 AM	Mon 7/16/2018 10:51 AM	Table 4a Results
AA County	Wed 7/18/2018 4:23 PM	Fri 7/20/2018 8:34 AM	Fri 7/20/2018 8:43 AM	Question on Bi-Weekly Reports
<b>August 2018</b>				
AA County	Wed 8/15/2018 9:03 AM	Fri 8/17/2018 9:17 AM	Fri 8/17/2018 9:24 AM	Register Computer for GRH
AA County	Wed 8/15/2018 9:36 AM	Fri 8/17/2018 9:36 AM	Still Open	Software Bug
Transit	Wed 8/15/2018 10:49 AM	Fri 8/17/2018 9:38 AM	Fri 8/17/2018 9:39 AM	Table 4a Results
NBTC	Mon 8/20/2018 12:06 PM	Mon 8/20/2018 1:42 PM	Mon 8/20/2018 1:42 PM	CC Website Down
PRTC	Mon 8/20/2018 12:20 PM	Mon 8/20/2018 1:42 PM	Mon 8/20/2018 1:42 PM	CC Website Down
<b>September 2018</b>				
TJPDCC	Thu 9/6/2018 2:41 PM	Tue 9/18/2018 12:12 PM	Thu 9/20/2018 9:51 AM	Issue With User's Account Status
Transit	Mon 9/10/2018 9:31 AM	Tue 9/11/2018 1:04 PM	Tue 9/11/2018 1:04 PM	Change Password
Transit	Fri 9/14/2018 10:42 AM	Tue 9/18/2018 11:53 AM	Tue 9/18/2018 11:54 AM	Table 4a Results
Loudoun County	Mon 9/17/2018 8:26 AM	Thu 9/20/2018 9:58 AM	Thu 9/20/2018 9:59 AM	Assign Commuter to Correct Jurisdiction