



**QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY – MARCH 2017**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2017 Third Quarter Progress Report

PROGRAM HIGHLIGHTS

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 January 2017, February 2017 and March 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 Frederick County, MD; NBTMD, DATA, FDA, PRTC; 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 hosted TDM System training on January 19th and January 26th for Montgomery County, MD staff and on March 8th for NIH staff.

COG/TPB staff continued to work with Anne Arundel County to establish an MOU for the TDM system during the months of January and February.

On January 10th, COG/TPB staff briefed the State TDM Work Group on the substantive updates to the FY2018 Commuter Connections Work Program and the 2016-2017 Commuter Connection Strategic Plan. The STDM Work Group approved both documents on January 10th. COG/TPB staff briefed the Commuter Connections Subcommittee on both documents on January 17th, and also briefed the TPB’s State Technical Working Group on the draft CCWP on January 31st.

COG/TPB staff participated in a TDMI Board meeting on January 11th.

COG/TPB staff met with Uber representatives on January 24th to discuss transportation operations.

COG/TPB staff met with University of Maryland staff on January 25th to discuss a Department of Energy Vehicles Technologies Deployment funding opportunity.

COG/TPB staff continued work on SafeTrack activities during the month of January including:

- coordinating and holding a Commuter Connections SafeTrack Work Group meeting on January 25th for Surge #12,
- prepared maps and email lists of users who were to be affected by SafeTrack Surge #12. Staff drafted an email message that laid out details of the surge and transportation options for commuters and employers.

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on January 17th. Highlights from the meeting include:

An endorsement for release of the 2016 Bike to Work Day Event Report, a briefing on the FY 2018 Commuter Connections Work Program and the 2016-2017 Strategic Plan, a presentation of the Commuter Connections and CarpoolNow mobile apps, a briefing on the 2016 Bike to Work Day TERM Analysis Survey, an update on COG's Multi-Sector Working Group (MSWG) activities, a briefing on the draft FY 2016 GRH Customer Satisfaction Survey reports for both the Baltimore and Washington DC metropolitan regions, an update on COG's SafeTrack Work Group activities, and a briefing of the second quarter CCWP budget report.

COG/TPB staff published the January 2017 edition of the Commuter Connections Resource Directory.

On February 3rd, COG/TPB staff briefed the TPB's Technical Committee on the draft FY2018 Commuter Connections Work Program. The draft document was released for public comment at the TPB's Citizen's Advisory Committee meeting on February 8th. The TPB was also briefed on the draft document on February 15th. COG/TPB staff also briefed the TPB's State Technical Working Group on February 28th.

COG/TPB staff was invited to share best practices on implementing TDM programs and strategic plans on a North Carolina DOT TDM on February 7th.

COG/TPB staff continued work on SafeTrack activities during the month of February including:

- Sent geo-targeted email messages, including transportation options and surge details, to both commuters and employers who were to be affected by SafeTrack Surge #12.
- Coordinating and holding a Commuter Connections SafeTrack Work Group meeting on February 22nd for Surge #13,
- Prepared maps and email lists of users who were to be affected by SafeTrack Surge #12. Staff drafted an email message that laid out details of the surge and transportation options for commuters and employers for Surge #13.

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on March 21st. Highlights from the meeting include:

An endorsement for release of both the Baltimore and Washington DC 2016 GRH Customer Satisfaction survey reports, a presentation of the 2016 Bike to Work Day TERM Analysis Draft Report, a briefing on the 2017 Bike to Work Day Event, an update on the FY2018 Commuter Connections Work Program, an update on COG's SafeTrack Work Group activities, an update on the FY2017 Regional TDM Evaluation Project, and a briefing of the 2nd Quarter CCWP progress report.

A Ridematching Committee meeting was coordinated and held by COG/TPB on March 21st. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- TDM System Update
- TDM System Mobile Application
- Client Site Status/Roundtable
- Quarterly Progress Report

COG/TPB staff finalized the FY 2018 CCWP and presented the final document to the TPB Technical Committee and TPB Steering Committee on March 3rd and to the TPB for final review and approval on March 29th.

COG/TPB staff and Anne Arundel County executed an MOU for usage of the Commuter Connections' TDM system during the month of March.

COG/TPB staff participated in an I-66 Inside the Beltway Communications Peer Review meeting on March 22nd.

COG/TPB staff participated in a Northern Virginia East-West ICM workshop on March 23rd.

COG/TPB staff continued work on SafeTrack activities during the month of March including:

- Sent geo-targeted email messages, including transportation options and surge details, to both commuters and employers who were to be affected by SafeTrack Surge #13.
- Coordinating and holding a PIO SafeTrack conference call on March 2nd for Surge #13.

STDM Work Group meetings were coordinated and held on January 10th, February 14th and March 14th.

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@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 matchletters, 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.

At the end of March 2017, COG and its members served 18,857 commuters registered in ridematching. This is a decrease of 417 over the quarter, from 19,274 at the end of December 2016. At the beginning of this fiscal year, Commuter Connections served 18,090 commuters. The number of registered users rose by 767 so far this fiscal year. Over the last twelve calendar months, we have seen an increase of 1,254 from the 17,603 in the system at the end of March 2016.

COG/TPB staff met with Media Beef representatives ten times during the quarter. We met twice in January, on the 9th and 23rd. We met four times in February, on the 6th, 13th, 21st and the 27th. In March, we met four times, on the 6th, 13th, 20th, and the 27th. Discussion centered primarily around the schedule for wrapping up development items scheduled for completion in FY2017. The highest priorities were TDM system problems handling email and input validation, test results for carpoolnow.com (dynamic ride matching), the Commuter Connections app for mobile devices, overhauling the TDM system's reporting, and iPRETii integration for a future flextime incentive program.

In order to support contact with ridematching coordinators and our other stakeholders, COG/TPB staff maintains an RSS feed using Microsoft's SharePoint technology. Microsoft furnished a new version of the SharePoint software this quarter. COG/TPB staff reengineered the distribution of posts for the TDM Software System User Group to respond to changes in that software program.

Media Beef delivered their first version of the new route based ridematching software in October 2016. This innovative new matching algorithm considers how much a commuter's route to work overlaps the routes of other commuters when deciding whether it has found a match. Lengthy testing yielded mostly excellent results and low bug counts. Media Beef corrected those bugs and the new software debuted at the end of January. For commuters who travel from rural areas, results are in most cases visibly better than the results they get from radius matching.

In earlier versions of the TDM system, using the ridematching functions required end users to navigate through two pages and enter parameter values for each match request. To speed things up, the interface was overhauled so the software uses values stored in the database for the first match request. We call this one click ridematching.

It speeds up the matching process and provides end users with a better experience. During the third quarter, this new interface became available to Delaware and Charlottesville commuters.

COG/TPB staff worked with Media Beef, Delaware, and Charlottesville to resolve some sporadic problems when sending email generated by the TDM system. One issue arose when a commuter creates an account for himself. The TDM system sends a welcoming email message to the commuter. Administrators are supposed to receive copies of these messages but that part wasn't working. There were also some problems with emailing matchletters. These issues were corrected during the third quarter.

Although it is relatively rare, the system occasionally is unable to compute geocodes for an address that is perfectly valid. It almost always turns out that the address is on a street that was recently addressed or readdressed. Addresses can change in response to new construction or a request by a business for a "vanity" address. A street also might be readdressed because a building was modified or torn down and replaced. These changes can take effect before they get recorded on the maps we use for geocoding. COG/TPB staff designed a workaround for this to enable Rideshare Delaware to enter applications for commuters who work at one of the large employers. COG/TPB staff assisted with cleaning up the employer database to enable this workaround.

Media Beef fixed a problem that arose after upgrading one of the software libraries the system uses for database access. The upgrade made it necessary to make changes in the code where the program communicates with the Oracle database. This obsolete code did not raise an error but it generated many warning messages in the web server logs. This slowed down the software and resulted in logs so bloated they were in many cases impossible to use. With this fix, most of the warning messages have disappeared.

Media Beef fixed a problem in the TDM system web app that sent administrators to the wrong page when they tried to enter notes about a commuter's account.

Media Beef fixed two bugs in the TDM system web app that caused crashes. In one case, if an administrator entered an email address that was already in the database, the system could not handle it. It will now cause a polite error message and give the user the opportunity to correct the input. There was a second bug that made it impossible to use the special events ridematching functions. COG/TPB staff worked with administrators and commuters to diagnose the problems. Staff then built and tested the code that went into the fixes.

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.

We continue to experience intermittent problems with push notifications in the carpoolnow web app. From time to time, notifications sent to mobile devices are not received. Media Beef continued to work toward a resolution.

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 began work on an interactive web map especially for bicycling. Staff began collecting and analyzing data that will go into the map. Staff are researching the ArcGIS for Server platform to see how to prepare data for use in the dynamic app. The final products are a web app for routing 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 provided coupons to commuters who renewed their GRH membership.

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.

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 946 GRH applications received. A total of 892 applicants were registered (870 new applicants and 22 previous “one-time exception” users) and 1,604 commuters were re-registered. During the same period, the GRH program provided 648 GRH trips. Twenty (20) of these trips were “one-time” exceptions accounting for 3% 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 March 31st, a total of 8,458 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 processed and paid vouchers for those GRH commuters who used public transit as part of the GRH trip.

COG/TPB staff continued to work with the GRH trip providers on contract renewals.

COG/TPB staff held a meeting with Diamond Transportation representatives on January 25th to discuss the operation status of the GRH program.

III. MARKETING

A. TDM Marketing and Advertising

The winter 2017 newsletter and Federal ETC insert began with the development of a timeline, story ideas and a text draft of articles, which were later placed into layout format, and underwent several stages of revisions. The newsletter and insert were finalized, printed and distributed to employers, committee members, and other TDM stakeholders. A pdf version was placed onto the Commuter Connections, and Federal ETC web sites. The winter e-newsletter was created and sent to employers in HTML format. The e-newsletter contained several photos, and a brief preview sentence or two on each article. To read the full article, subscribers who clicked 'read more' were presented with the full pdf version. Work also began on the development of the spring newsletter and Federal ETC insert.

Radio scripts were written and finalized for the FY17 spring marketing campaign, and voice talent was selected. The newly produced radio ad themes were "Just a Couple Clicks" for Rideshare, and "Problem. Solved." for Guaranteed Ride Home (GRH). Both launched in February on radio, online/digital, and paid social media. The Rideshare radio ads were translated into Spanish as well. Also for Rideshare, table tents and back-lit ad panels ads were placed at Fashion Centre Pentagon City. The value ad from the campaigns are being used to promote SafeTrack and the CarpoolNow app. A flash file reflecting the new Mass Marketing campaign creative was placed onto the Commuter Connections home page. Donated advertising space was solicited from transit agencies throughout the region. The GRH program is celebrating its 20th year anniversary milestone, and will be recognized through earned and social media.

A Regional TDM Marketing Group meeting was held on March 21st, where the Final FY17 First Half Regional TDM Marketing Campaign Summary report was distributed. A draft of the FY17 Second Half Campaign Summary report was also distributed. Guest presentations included Sharon Affinito from Loudoun County; Janeen Kuser from Maryland Transit Administration; Mike Farrell COG/TPB staff who presented the Street-Smart marketing campaign; and Dan O'Donnell from ODonnell Company, who presented Commuter Connections' FY17 spring marketing activity.

Conference calls to discuss progress and continued planning for the FY 2017 Regional TDM Mass Marketing project were held with ODonnell Company on a bi-weekly basis.

The final report of the FY 2017 Washington Regional TDM Strategic Marketing Plan and Resource Guide was published in print and online. The document outlines a strategy for Commuter Connections to increase awareness of drive alone alternatives; serves as a resource for current TDM products & services available in the region; and provides a snapshot of current and planned marketing activity occurring within the region for

Commuter Connections and its various network members. It also contains summaries of TDM research from the last five years.

COG/TPB staff participated in the NBC Health & Fitness Expo at the Washington Convention Center in DC on January 7th and 8th, and at a Transportation Fair at Washington Navy Yard, on March 23rd. Photos and graphics were gathered for the design of the 2016 State of the Commute Survey publication. A “business spotlight” feature on Commuter Connections was coordinated with Howard County Living Local publication. The Frederick News-Post interviewed COG/TPB staff for an article on March 11th entitled “Popularity of telework boosts businesses, eases commutes”. An ad for Military magazine, and base guide listings were renewed for 2017.

COG/TPB staff continued to update the Commuter Connections website with news articles, publications, construction projects, press releases, and upcoming events. Customer support for Bulletin Board members was provided, and the Commuter Connections social networking sites were maintained. COG/TPB staff changed the Featured Member of the Month on the Commuter Connections website. COG/TPB staff monitored and reported to senior staff on analytics data from the paid social media campaigns. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. 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 added the new SafeTrack surge 12 and 13 videos to the Commuter Connections homepage.

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 Pool Rewards and Rideshare.

COG/TPB staff updated the Guaranteed Ride Home rewards page with new offers and fixed broken links on the Commuter Connections site as needed. COG/TPB staff added the new Park and Ride map to the Commuter Connections website.

B. Bike to Work Day

Bike to Work Day Steering Committee meetings were held on January 11th and March 8th. Topics from the meetings included sponsorships, printed marketing materials (posters/rack cards), vinyl banners, participation reports, convoys, and the Bike to Work Day 2016 triennial survey. Updates were given by pit stop managers on their local event planning progress, and feedback was given by the Committee regarding the posters and T-shirt.

The sponsor drive continued through January, and discussions were held with potential companies and organizations regarding Bike to Work Day sponsorship opportunities for 2017. The drive was completed by early February, netting a total of \$54,550 in cash donations. Invoices were generated for signed sponsor declaration forms.

Bike to Work Day Event flyers, large posters, and rack cards were developed for the 2017 event, with a small quantity also printed in Spanish. Bulk shipments of the materials were made to pit stops managers, and a flyer and cover letter was distributed to employers within the regional database.

Banner art was created for the pit stops, each containing the look and feel of this year's graphics, along with a custom area for pit stop location specifics. The earned media plan was written and approved, and a calendar listing, and pre-event press release were written and distributed to media outlets. A radio script was developed and approved, and talent selections were made.

The Bike to Work Day web site, Twitter, and Facebook pages were refreshed with this year's lavender color theme and graphics. The web site was populated with 2017 regional sponsor logos and corresponding website links, as well as local sponsor logos of the various pit stops. 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 updated the Find Your Pit Stop URL to reflect the 2017 campaign and added the new 2017 sign up link to the website. Web pages were set up for new pit stops, including ArcGIS mapping. Maps and web content were also updated for relocated pit stops. The 2017 Bike to Work Day event web site opened for registration in early March. COG/TPB staff posted status updates as need and responded to social media user inquiries. 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.

C. Employer Recognition Awards

The Employer Recognition Awards program is celebrating its 20th year anniversary milestone, and will be recognized through earned and social media. The National Press Club was selected through a competitive bidding process as the venue to host the 2017 Commuter Connections Employer Recognition Awards event, and a deposit was placed. A cost estimate was obtained for photography services. The giveaway item was coordinated with the awards workgroup.

To encourage nominations, an email blast was sent to Level 3 & 4 employers in the regional Employer Outreach database. The Employer Outreach Committee was briefed at their January 17th meeting, and were asked to encourage employers to submit award nominations.

Employer nominations were reviewed and qualified, and nominees were interviewed to clarify any ambiguous or omitted information on the nomination forms. One-page summary reports were created of each nominee for Selection Committee review. The Awards Selection Committee was formed, and the meeting was held on March 24th. The Committee was made up of various TDM professionals and stakeholders from throughout the region. TPB member and Gaithersburg Council Member, Neil Harris served as Chair for the Selection Committee. Confirmation and thank you letters were

sent to the Awards Selection Committee members. The third-party moderator collected completed ballots from the Selection Committee meeting, and issued back the official results to COG/TPB staff. A separate meeting was held internally among staff to discuss the Organization and Sales Achievement awards.

D. 'Pool Rewards

The second half fiscal year media plan was developed and approved. Thus, 'Pool Rewards print ads were placed in the Washington Post's Real Estate section, a banner ad was placed on Realtor.com, and paid social media ads were placed on Facebook, and LinkedIn. The ads ran through the month of March. The social media ads were monitored and adjusted for maximum exposure and response. Throughout the quarter, 'Pool Rewards applicants were reviewed for eligibility, processed, and registered.

COG/TPB staff continued to monitor trip logging for program participants and processed payments for both carpoolers and vanpools. COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Rewards applicants for both carpools and vanpools.

COG/TPB staff gathered, organized, and submitted FY 2016 vanpool data for NTD reporting purposes.

E. Car Free Day

The first Steering Committee meeting for 2017 was held on March 8th. A comprehensive 2016 event report recap was distributed, which highlighted the various marketing and promotional aspects of the fall event. Notable topics of discussion for Car Free Day 2017 included the pledge goal, possible open streets events, and permitting challenges. The Committee also agreed to take a new approach to the 2017 Car Free Day creative.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In January, COG/TPB staff in an anticipation for the TERM analysis created a separate storage of data from the active ACT! employer outreach database to ensure data integrity. COG/TPB staff began reviewing the Maryland Employer Telework survey. Monthly Employer Outreach sales activity reports were received from Arlington County. Outstanding reports are expected from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, the District of Columbia, and Tri-County Council.

In February, COG/TPB began gathering information for the FY2015-FY2017 TERM analysis for the consultant for analysis. The consultant implemented the Maryland Employer Telework survey. A design consultant was hired to prepare the 2016 State of the Commute general public report. Local jurisdictional data from the 2016 SOC report

were finalized and data packages were sent to jurisdictions that had requested them. Monthly Employer Outreach sales activity reports were received from Arlington County. Outstanding reports are expected from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, the District of Columbia, and Tri-County Council of Southern Maryland.

In March, COG/TPB staff delivered information for the FY2015 – FY2017 TERM analysis report to the consultant for analysis. Results from the Maryland Employer Telework survey were analyzed by the consultant. Work continued on the design of the 2016 State of the Commute general public report. A Technical Editor was hired to review the report and submit edits for consideration. 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 and Tri-County Council for Southern Maryland. Outstanding reports are expected from Montgomery, Prince William, Fairfax and Loudoun Counties as well as the City of Alexandria.

B. Program Monitoring and Tracking Activities

The FY 2017 2nd Quarter CCWP Progress report was prepared. COG/TPB staff prepared, completed and issued the December 2016, January 2017 and February 2017 CCWP Monthly Executive Summary Reports.

In January, COG/TPB staff presented the final draft of the Bike To Work Day 2016 report to the Commuter Connections Subcommittee on January 17th. The report was endorsed for release. The FY16 GRH Customer Satisfaction Survey report for the Washington region was also presented during the Commuter Connections Subcommittee meeting on January 17th. After an open comment period, the final version was adopted for release on March 21st. Of the 2,242 surveys distributed in fiscal year 2016, 361 or 16 percent of surveys were completed. The vast majority, 91% of the survey respondents were pleased with the overall GRH service. Written responses were made by 77% of the respondents, the overwhelming majority of which (61%) contained compliments. Compliments outweighed criticism more than 3.4 to 1. For every category, good or above ratings were given by 90% or more of the respondents. Average response wait was 16 minutes, and 92% waited 30 minutes or less.

COG/TPB staff presented the final Employer Outreach conformity verification statement for the first quarter of FY2017 at the January 17th Employer Outreach Committee meeting. The draft Employer Outreach conformity verification statement for the second quarter of FY2017 was also presented. 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 them to add to the database.

In February, The Commuter Connections Subcommittee endorsed draft of the Bike To Work Day 2016 report was published and posted to the Commuter Connections web site. COG/TPB staff collected preliminary data for the FY2017 third quarter and finalized the second quarter Employer Outreach conformity verification statements. COG/TPB

staff verified that new Arlington County survey data was implemented properly to the Commuter Survey Database. COG/TPB staff coordinated and held the Commuter Survey application workgroup meeting on February 21st.

In March, COG/TPB staff collected data for the third quarter conformity verification 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 them to add to the database.

The GRH Customer Satisfaction survey was emailed to commuters who used the service between January and March. The final FY17 First Half Regional Marketing Campaign Summary report, and the draft FY17 Second Half Regional Marketing Campaign Summary report were distributed at the March 21st Regional TDM Marketing Group meeting. Each contained data showing the degree of effectiveness of the marketing campaigns tracked through call volumes, internet visits, and GRH and Rideshare applications.

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 on upgrades for the ACT! database software. COG/TPB staff conducted and completed a data sweep of the ACT! database the weeks of January 9th, February 13th, and March 20th. COG/TPB staff conducted an ACT! database training session for Fairfax County's new outreach representative on February 9th.

b) Employer Outreach for Bicycling

COG/TPB staff distributed bicycle guides at various events throughout the quarter. The Bicycling and Pedestrian Subcommittee reviewed the guide and provided content updates.

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. FY2017 contract renewals were executed with Prince George's and Montgomery counties.

b) DC, MD, and VA Program Administration

Throughout the third quarter COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions.

COG/TPB staff continued work on researching final candidate employers from the District of Columbia and Virginia for case studies to profile in 2017.

COG/TPB staff coordinated and held an Employer Outreach Committee meeting on January 17th.

Topics covered at the meeting were:

- First and second quarter of FY2017 conformity verification statements
- Employer Case Studies
- Training update and review
- Van Do Attitude
- Employer Survey database application update

COG/TPB staff began coordinating for the March training session for the roundtable best practices training session requested by the Employer Outreach Committee representatives. Quotes were received and a scope of work was finalized. A new Employer Outreach Best Practices Survey was sent to jurisdictions to aid with the training session. The training session was coordinated and held on March 28th.

COG/TPB staff finalized documentation for the fall sales support conference calls. The Employer Outreach spring sales support questionnaire was completed. The questionnaire was distributed to the Maryland jurisdictions and the District of Columbia.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

During the third quarter of FY17, the Guaranteed Ride Home Customer Satisfaction survey was sent to commuters in the Baltimore region who used the service. The data was collected and analyzed. Coupons were provided to commuters who renewed their GRH membership.

The FY16 GRH Customer Satisfaction Survey report for the Baltimore region was presented at the Commuter Connections Subcommittee meeting on January 17th. After an open comment period, the final version was adopted for release on March 21st. Of the 118 surveys distributed in fiscal year 2016, 17 surveys were completed, 14.5 percent. At 39 percent, personal illness was the reason most stated for using the GRH service. The clear majority, 81 percent of survey respondents were pleased with the Overall GRH service. Written responses were provided by 65% of survey participants. Compliments outweighed criticism 3 to 1. The average wait time was 35.5 minutes, and 52 percent waited 30 minutes or less.

The GRH Baltimore program continued to enroll new applicants during January through March 2017. The program has now been operational for five years and six 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.

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.

B. Process Trip Requests and Provide Trips

Between the months of January and March 2017, there were 37 GRH Baltimore applications received. 40 commuters were registered during this period while 79 commuters were re-registered. During the same period, the GRH program provided thirty (30) GRH trips. No “one-time” exceptions were provided during this time period. “Unscheduled Overtime” accounted for the largest portion of the GRH trip reasons followed by “Personal Illness.” As of March 31, 2017, a total of 503 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 processed and paid vouchers for those GRH commuters who used public transit as part of the GRH trip.

COG/TPB staff continued to work with the GRH trip providers on contract renewals.

COG/TPB staff held a meeting with Diamond Transportation representatives on January 25th to discuss the operation status of the GRH program.

Table 1**National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****January - March 2017**

| Commuter Connections Activity | This Quarter | Last Quarter | Since July 2016 |
|--|---------------------|---------------------|------------------------|
| Total applicants/info provided: | 5,097 | 5,568 | 19,575 |
| Rideshare applicants | 1,648 | 2,289 | 9,057 |
| Matchlists sent | 4,990 | 5,418 | 17,814 |
| Transit applicants/info sent | 25 | 77 | 188 |
| GRH applicants | 2,317 | 1,948 | 6,999 |
| Bike to work info requests | 5 | 1 | 20 |
| Telework info requests | 4 | 14 | 27 |
| Internet users | 39,950 | 48,421 | 140,072 |
| Internet applicants | 4,557 | 5,011 | 16,114 |
| New employer clients | 365 | 182 | 906 |
| Employee applicants | 0 | 0 | 0 |

| Program Impact Performance Measure | This Quarter | Last Quarter | Since July 2016 |
|---|---------------------|---------------------|------------------------|
| Continued placements | 583 | 1,511 | 3,202 |
| Temporary/one-time placements | 84 | 219 | 464 |
| Daily vehicle trips reduced | 323 | 837 | 1,774 |
| Daily VMT reduced | 8,846 | 22,946 | 48,614 |
| Daily tons NOx reduced | 0.0034 | 0.0088 | 0.0186 |
| Daily tons VOC reduced | 0.0018 | 0.0046 | 0.0098 |
| Daily tons PM2.5 reduced | 0.00011 | 0.00028 | 0.00060 |
| Daily tons PM2.5 NOx reduced | 0.0037 | 0.0096 | 0.0202 |
| Daily tons GHG reduced | 4.3844 | 11.3735 | 24 |
| Daily gallons of gas saved | 445 | 1,153 | 2,443 |
| Daily commuter costs saved | \$1,504 | 3,901 | 8,264 |

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
 QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|--------------------------------------|
| COG Rideshare Applicants (New and Re-apps) | 122 | 228 | 127 |
| Locals Rideshare Apps (New and Re-apps) | 2,371 | 3,189 | 3,157 |
| Matchlists Requested | 6,107 | 5,369 | 3,354 |
| Transit Applicants/Info Sent | 30 | 77 | 32 |
| GRH Washington Applicants | 946 | 800 | 898 |
| GRH Washington Rides Provided | 648 | 596 | 529 |
| GRH Baltimore Applicants | 37 | 39 | 40 |
| GRH Baltimore Rides Provided | 30 | 37 | 33 |
| Telework Info Requests | 1 | 14 | 6 |
| | | | |
| Phone/Fax | 0 | 0 | 0 |
| Internet | 4,640 | 4,567 | 3,117 |
| Employer Applicants | 0 | 0 | 0 |
| | | | |
| Total Hits on website | 39,110 | 48,421 | 57,176 |

TDM SERVICES

ALEXANDRIA

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 15 | 18 | 11 |
| Matchlists Sent | 112 | 98 | 19 |
| Transit Applicants and Info Sent | 0 | 0 | 1 |
| GRH Washington Applicants | 18 | 17 | 18 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 152 | 4 | 1 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 209 | 120 | 64 |
| Employers Contacted (Follow up)- Visit | 8 | 3 | 0 |
| Employers Contacted - Number of Potential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 0 | 0 | 0 |
| Level 2 | 2 | 0 | 0 |
| Level 3 | 1 | 1 | 0 |
| Level 4 | 0 | 0 | 0 |

TDM SERVICES

ARLINGTON

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 24 | 18 | 11 |
| Matchlists Sent | 231 | 59 | 33 |
| Transit Applicants and Info Sent | 1 | 0 | 0 |
| GRH Washington Applicants | 22 | 20 | 16 |
| GRH Baltimore Applicants | 0 | 0 | 1 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 54 | 2 | 16 |
| Employers Contacted (New)- Visit | 27 | 16 | 34 |
| Employers Contacted - Number of Potential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 2,092 | 1,594 | 1,292 |
| Employers Contacted (Follow up)- Visit | 65 | 43 | 78 |
| Employers Contacted - Number of Potential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 47 | 1 | 11 |
| Level 2 | 5 | 1 | 2 |
| Level 3 | 2 | 0 | 2 |
| Level 4 | 0 | 0 | 1 |

TDM SERVICES

ANNE ARUNDEL

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 22 | 20 | 8 |
| Matchlists Sent | 118 | 132 | 15 |
| Transit Applicants and Info Sent | 2 | 1 | 2 |
| GRH Washington Applicants | 18 | 40 | 20 |
| GRH Baltimore Applicants | 1 | 9 | 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
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 15 | 24 | 6 |
| Matchlists Sent | 28 | 64 | 31 |
| Transit Applicants and Info Sent | 0 | 0 | 1 |
| GRH Washington Applicants | 7 | 6 | 26 |
| GRH Baltimore Applicants | 12 | 4 | 7 |
| 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

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 9 | 4 | 12 |
| Matchlists Sent | 41 | 26 | 56 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 12 | 7 | 20 |
| GRH Baltimore Applicants | 8 | 3 | 10 |
| 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
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 102 | 228 | 109 |
| Matchlists Sent | 367 | 645 | 166 |
| Transit Applicants and Info Sent | 0 | 1 | 0 |
| GRH Washington Applicants | 67 | 64 | 51 |
| GRH Baltimore Applicants | 5 | 10 | 2 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 86 | 90 | 0 |
| Employers Contacted (New)- Visit | 8 | 16 | 0 |
| Employers Contacted - Number of Potential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 151 | 186 | 0 |
| Employers Contacted (Follow up)- Visit | 51 | 50 | 0 |
| Employers Contacted - Number of Potential (Follow up) | 3 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 5 | 13 | 0 |
| Level 2 | 1 | 0 | 0 |
| Level 3 | 17 | 28 | 0 |
| Level 4 | 0 | 0 | 0 |

TDM SERVICES

DATA

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 30 | 23 | 5 |
| Matchlists Sent | 93 | 62 | 46 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 2 | 16 | 4 |
| GRH Baltimore Applicants | 0 | 0 | 4 |
| 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

TDM SERVICES

FAIRFAX

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 146 | 87 | 104 |
| Matchlists Sent | 901 | 664 | 391 |
| Transit Applicants and Info Sent | 4 | 7 | 4 |
| GRH Washington Applicants | 100 | 86 | 102 |
| GRH Baltimore Applicants | 2 | 0 | 0 |
| Telework Information Requests | 0 | 2 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 0 | 10 | 25 |
| Employers Contacted (New)- Visit | 0 | 8 | 6 |
| Employers Contacted - Number of Potential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 0 | 370 | 666 |
| Employers Contacted (Follow up)- Visit | 0 | 11 | 21 |
| 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 | 1 | 4 |
| Level 4 | 0 | 0 | 0 |

TDM SERVICES

FDA

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 32 | 27 | 41 |
| Matchlists Sent | 262 | 212 | 232 |
| Transit Applicants and Info Sent | 0 | 1 | 0 |
| GRH Washington Applicants | 50 | 29 | 55 |
| 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

FREDERICK

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 29 | 35 | 33 |
| Matchlists Sent | 302 | 250 | 201 |
| Transit Applicants and Info Sent | 3 | 0 | 1 |
| GRH Washington Applicants | 32 | 39 | 29 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 18 | 18 | 10 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 24 | 14 | 62 |
| Employers Contacted (Follow up)- Visit | 3 | 4 | 7 |
| Employers Contacted - Number of Potential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 0 | 0 | 5 |
| Level 2 | 0 | 0 | 5 |
| Level 3 | 0 | 0 | 0 |
| Level 4 | 0 | 0 | 3 |

TDM SERVICES

**GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 240 | 257 | 241 |
| Matchlists Sent | 402 | 357 | 102 |
| Transit Applicants and Info Sent | 1 | 5 | 1 |
| GRH Washington Applicants | 113 | 113 | 94 |
| 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

HARFORD

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 0 | 1 | 4 |
| Matchlists Sent | 4 | 23 | 4 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 6 | 1 | 5 |
| GRH Baltimore Applicants | 5 | 4 | 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

HOWARD

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 15 | 17 | 19 |
| Matchlists Sent | 0 | 0 | 0 |
| Transit Applicants and Info Sent | 0 | 2 | 1 |
| GRH Washington Applicants | 22 | 21 | 19 |
| GRH Baltimore Applicants | 2 | 5 | 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

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 88 | 71 | 65 |
| Matchlists Sent | 427 | 368 | 299 |
| Transit Applicants and Info Sent | 2 | 3 | 1 |
| GRH Washington Applicants | 59 | 54 | 65 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 1 | 0 | 3 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 109 | 82 | 135 |
| Employers Contacted (Follow up)- Visit | 7 | 5 | 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 | 0 | 0 | 0 |
| Level 4 | 0 | 0 | 0 |

TDM SERVICES

MTA

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 4 | 10 | 8 |
| Matchlists Sent | 27 | 34 | 19 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 5 | 10 | 11 |
| GRH Baltimore Applicants | 0 | 2 | 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
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 8 | 13 | 13 |
| Matchlists Sent | 2 | 1 | 5 |
| Transit Applicants and Info Sent | 6 | 3 | 4 |
| GRH Washington Applicants | 5 | 2 | 5 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 1 | 0 | 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
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 33 | 27 | 30 |
| Matchlists Sent | 132 | 82 | 155 |
| Transit Applicants and Info Sent | 0 | 1 | 1 |
| GRH Washington Applicants | 40 | 32 | 27 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 3 | 2 |
| | | | |
| Employers Contacted (New)- Phone | 3 | 28 | 13 |
| Employers Contacted (New)- Visit | 14 | 19 | 61 |
| Employers Contacted - Number of Potential (New) | 0 | 0 | 132 |
| | | | |
| Employers Contacted (Follow up)- Phone | 142 | 2,015 | 244 |
| Employers Contacted (Follow up)- Visit | 11 | 58 | 27 |
| Employers Contacted - Number of Potential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 1 | 3 | 2 |
| Level 2 | 0 | 1 | 10 |
| Level 3 | 0 | 0 | 2 |
| Level 4 | 0 | 0 | 4 |

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 19 | 0 | 2 |
| Matchlists Sent | 42 | 0 | 7 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 12 | 2 | 5 |
| GRH Baltimore Applicants | 1 | 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
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 33 | 98 | 96 |
| Matchlists Sent | 205 | 240 | 250 |
| Transit Applicants and Info Sent | 4 | 46 | 3 |
| GRH Washington Applicants | 1 | 1 | 4 |
| 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

QUARTERLY REPORT (JAN - MAR 2017)

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 16 | 7 | 6 |
| Matchlists Sent | 37 | 29 | 4 |
| Transit Applicants and Info Sent | 1 | 0 | 1 |
| GRH Washington Applicants | 16 | 7 | 12 |
| 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)
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 1 | 1 | 2 |
| Matchlists Sent | 9 | 8 | 5 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 5 | 5 | 14 |
| GRH Baltimore Applicants | 0 | 0 | 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

**NATIONAL GUARD REDINESS CENTER
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 0 | 1 | 2 |
| Matchlists Sent | 0 | 0 | 7 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 2 | 2 | 6 |
| GRH Baltimore Applicants | 0 | 0 | 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

**NORTHERN NECK
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 0 | 0 | 1 |
| Matchlists Sent | 111 | 20 | 9 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 1 | 1 | 0 |
| GRH Baltimore Applicants | 0 | 0 | 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

**NORTHERN SHENANDOAH
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 15 | 24 | 15 |
| Matchlists Sent | 145 | 91 | 58 |
| Transit Applicants and Info Sent | 0 | 0 | 2 |
| GRH Washington Applicants | 11 | 3 | 1 |
| GRH Baltimore Applicants | 0 | 0 | 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
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 60 | 52 | 59 |
| Matchlists Sent | 204 | 253 | 135 |
| Transit Applicants and Info Sent | 2 | 3 | 3 |
| GRH Washington Applicants | 68 | 32 | 57 |
| GRH Baltimore Applicants | 0 | 1 | 4 |
| Telework Information Requests | 0 | 2 | 1 |
| | | | |
| Employers Contacted (New)- Phone | 89 | 0 | 108 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 126 | 0 | 55 |
| Employers Contacted (Follow up)- Visit | 43 | 0 | 29 |
| Employers Contacted - Number of Potential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 0 | 0 | 0 |
| Level 2 | 3 | 0 | 0 |
| Level 3 | 3 | 0 | 0 |
| Level 4 | 1 | 0 | 0 |

TDM SERVICES

PRTC

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 140 | 160 | 120 |
| Matchlists Sent | 1,472 | 1,260 | 846 |
| Transit Applicants and Info Sent | 1 | 4 | 1 |
| GRH Washington Applicants | 174 | 119 | 156 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 1 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 0 | 15 | 0 |
| Employers Contacted (New)- Visit | 0 | 4 | 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 | 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

**RAPPAHANNOCK-RAPIDAN
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 18 | 23 | 13 |
| Matchlists Sent | 173 | 141 | 63 |
| Transit Applicants and Info Sent | 0 | 0 | 1 |
| GRH Washington Applicants | 11 | 15 | 3 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 1 |
| | | | |
| 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

TRI-COUNTY

QUARTERLY REPORT (JAN - MAR 2017)

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 46 | 42 | 33 |
| Matchlists Sent | 251 | 248 | 166 |
| Transit Applicants and Info Sent | 3 | 0 | 4 |
| GRH Washington Applicants | 65 | 56 | 68 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 6 | 1 |
| | | | |
| Employers Contacted (New)- Phone | 13 | 15 | 0 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 31 | 26 | 11 |
| Employers Contacted (Follow up)- Visit | 10 | 3 | 5 |
| Employers Contacted - Number of Potential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 5 | 2 | 3 |
| Level 2 | 3 | 1 | 2 |
| Level 3 | 0 | 0 | 0 |
| Level 4 | 0 | 0 | 0 |

TDM SERVICES

**CHARLOTTESVILLE
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 23 | 17 | 37 |
| Matchlists Sent | 111 | 60 | 79 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Charlottesville Rideshare Applicants | 11 | 0 | 91 |
| 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
QUARTERLY REPORT (JAN - MAR 2017)**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants | 412 | 3,091 | 318 |
| Matchlists Sent | 583 | 1,582 | 181 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 2 | 10 | 113 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| GRH RideShare Delaware | 392 | 2,960 | 150 |
| 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
 JANUARY - MARCH 2017**

| | New Apps | Re-Apps | Follow Up | Total |
|---|-----------------|----------------|------------------|--------------|
| ALEXANDRIA | 15 | 3 | 4 | 22 |
| ARLINGTON (COG) | 24 | 3 | 3 | 30 |
| ARTMA | 22 | 8 | 2 | 32 |
| BALTIMORE CITY | 15 | 0 | 1 | 16 |
| BMC | 9 | 11 | 0 | 20 |
| COG | 83 | 17 | 22 | 122 |
| DATA | 30 | 0 | 24 | 54 |
| DISTRICT OF COLUMBIA | 19 | 3 | 2 | 24 |
| FDA | 32 | 67 | 8 | 107 |
| FAIRFAX COUNTY | 146 | 29 | 234 | 409 |
| FREDERICK | 29 | 69 | 130 | 228 |
| GW RIDE CONNECT | 240 | 701 | 1,229 | 2,170 |
| HARFORD | 0 | 1 | 0 | 1 |
| HOWARD | 15 | 9 | 16 | 40 |
| LOUDOUN | 88 | 16 | 95 | 199 |
| MTA | 4 | 6 | 1 | 11 |
| MONTGOMERY COUNTY | | | | |
| Bethesda Transportation Solutions | 8 | 21 | 42 | 71 |
| Countywide | 33 | 37 | 22 | 92 |
| Friendship Heights/Rockville | 19 | 10 | 11 | 40 |
| North Bethesda TMD | 33 | 90 | 482 | 605 |
| Shady Grove | 5 | 3 | 2 | 10 |
| Silver Spring | 16 | 22 | 11 | 49 |
| NIH | 1 | 3 | 1 | 5 |
| NATIONAL GUARD REDINESS CENTER | 0 | 1 | 2 | 3 |
| NORTHERN NECK | 0 | 0 | 0 | 0 |
| NORTHERN SHENANDOAH | 15 | 9 | 2 | 26 |
| PRINCE GEORGE'S | 60 | 16 | 79 | 155 |
| PRTC | 140 | 44 | 245 | 429 |
| RAPPAHANNOCK-RAPIDAN | 18 | 10 | 2 | 30 |
| TRI - COUNTY | 46 | 119 | 193 | 358 |
| TDM NETWORK MEMBERS | | | | |
| CHARLOTTESVILLE | 23 | 0 | 18 | 41 |
| RIDESHARE DELAWARE | 412 | 0 | 8 | 420 |
| TOTAL INPUT COMMUTER CONNECTIONS | 1,165 | 1,328 | 2,865 | 5,358 |
| TOTAL INPUT TDM NETWORK MEMBERS | 435 | 0 | 26 | 461 |
| TOTAL INPUT (CC + NETWORK) | 1,600 | 1,328 | 2,891 | 5,819 |
| COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS | | 2,493 | | |

FY 2017

| January to March 2017 | 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) | 152 | 54 | 86 | 0 | 18 | 1 | 0 | 89 | 0 | 9 |
| Telework - NEW | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Employers Contacted (follow-up) | 209 | 2092 | 151 | 0 | 24 | 109 | 0 | 126 | 0 | 20 |
| Telework - FOLLOWUP | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Total Broadcast Contacts Letters, Flyers, Newsletter | 726 | 10772 | 6225 | 0 | 3 | 165 | 0 | 889 | 0 | 171 |
| Total Sales Meetings | 8 | 92 | 59 | 0 | 7 | 7 | 0 | 43 | 0 | 5 |
| Total Employers Contacted | 1095 | 13010 | 6521 | 0 | 52 | 282 | 1 | 1147 | 0 | 207 |
| New Level 1 TDM Programs | 0 | 47 | 8 | 0 | 0 | 0 | 0 | 2 | 0 | 2 |
| New Level 2 TDM Programs | 2 | 5 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| New Level 3 TDM Programs | 1 | 1 | 17 | 0 | 0 | 0 | 0 | 3 | 0 | 0 |
| New Level 4 TDM Programs | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 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
January – March 2017

| Agency | Date Reported | Acknowledgement of Receipt | Notice of Resolution | Nature of the Problem |
|----------------------|------------------------|----------------------------|------------------------|--|
| January 2017 | | | | |
| Northern Neck | Sun 1/15/2017 11:10 AM | Tue 1/17/2017 3:36 PM | N/A | Logo Submission |
| Frederick County | Tue 1/17/2017 9:34 AM | Tue 1/17/2017 3:40 PM | | Table 4a Results |
| RSDE | Fri 1/20/2017 11:52 AM | Mon 1/23/2017 10:46 AM | Mon 1/23/2017 12:16 PM | Gave Admins Access to Reports Module |
| PRTC | Tue 1/24/2017 11:04 AM | Tue 1/24/2017 12:02 PM | Tue 1/24/2017 1:47 PM | Issue Geocoding Addresses in CC Database |
| RSDE | Wed 1/25/2017 12:45 PM | Thu 1/26/2017 8:48 AM | Thu 1/26/2017 9:12 AM | Resolve Issue with Employer Number |
| February 2017 | | | | |
| Frederick County | Wed 2/8/2017 12:46 PM | Wed 2/8/2017 1:46 PM | Fri 2/10/2017 11:47 AM | Email List for FASTNotes |
| Frederick County | Wed 2/15/2017 8:23 AM | Wed 2/15/2017 8:53 AM | Wed 2/15/2017 8:53 AM | Table 4a Results |
| Northern Neck | Wed 2/15/2017 9:35 AM | Wed 2/15/2017 2:02 AM | Wed 2/15/2017 2:02 AM | Edit to Bi-Weekly Reports |
| PRTC | Wed 2/15/2017 10:06 AM | Wed 2/15/2017 11:04 AM | Wed 2/15/2017 3:28 PM | Issue Entering Applications into CC Database |
| Rappahannock Rapidan | Thu 2/16/2017 9:41 PM | Thu 2/16/2017 1:56 PM | Thu 2/16/2017 1:56 PM | New Point of Contact for Bi-Weekly Reports |
| RSDE | Wed 2/22/2017 3:57 PM | Wed 2/23/2017 8:59 PM | Thu 2/23/2017 10:28 AM | Recover Commuter's Username & Password |
| PRTC | Fri 2/24/2017 1:38 PM | Fri 2/24/2017 5:16 PM | Fri 2/24/2017 5:16 PM | CC Database Acting Sluggish |
| March 2017 | | | | |
| DATA | Fri 3/3/2017 10:33 AM | Fri 3/3/2017 10:35 AM | Fri 3/3/2017 11:45 AM | Reporting a Known Bug to the DBA |
| GOA/lex | Wed 3/8/2017 8:54 AM | Wed 3/8/2017 10:06 AM | Tue 3/14/2017 1:44 PM | New Logo to Add to Matchletter |
| NBTC | Wed 3/8/2017 11:58 PM | Wed 3/8/2017 12:54 PM | Wed 3/8/2017 1:24 PM | List of Registrants for a Specific Employee |
| NBTC | Mon 3/20/2017 11:12 AM | Mon 3/20/2017 11:12 AM | N/A | List of Upcoming Fairs/Promotions |
| DATA | Wed 3/22/2017 7:24 AM | Wed 3/22/2017 9:30 AM | Wed 3/22/2017 1:30 PM | Issue Adding Notes |
| RSDE | Fri 3/24/2017 1:31 PM | Tue 4/18/2017 1:55 PM | In Progress | Bug When Adding an Employer in Jersey City |