



**QUARTERLY WORK PROGRAM PROGRESS REPORT
APRIL - JUNE 2010**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

April 2010 – June 2010 Quarterly Progress Report
PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

The Commuter Connections Ridematching Committee met on June 15, 2010. Highlights from the meeting included: discussion of upcoming fairs and promotions, Employer Record Interface Changes, an update on the Carpool Incentive Program, an update on the reported errors using the TDM System and a GIS information update. COG/TPB staff also gave a brief demonstration of the online Park N' Ride map.

COG/TPB staff continued reviewing data for the Commuter Connections Resource Directory for the July 2010 publication.

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.

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. COG/TPB staff also provided temporary assistance to Baltimore City DOT and PRTC due to staff departures although replacements have been hired during this time period. Paul Day will be joining the Baltimore City DOT as a Rideshare/Outreach Coordinator and Holly Morello will be joining PRTC as a Rideshare/Outreach Coordinator. Electronic matchletters were sent whenever possible and paper matchletters were sent otherwise.

COG/TPB staff distributed the follow-up report: (Commuters whose records expire in April 2010, May 2010 and June 2010) 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. If the commuter was unresponsive, 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 is will be expunged from the database.

COG/TPB staff responded to technical support requests from Fairfax and Loudoun Counties in Virginia as well as The Rappahannock- Rapidan Regional Commission, the Traffix program of Hampton Roads, Virginia and the Rideshare Program of Charlottesville, VA.

COG/TPB staff also provided technical support to ARTMA and the FDA as well as the Counties of Frederick and Howard in Maryland. A

summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

STDM Work Group meetings were held on April 13th, May 11th, and June 8th.

COG/TPB Commuter Connections staff attended a Leadership Forum on Snow Response held at COG on April 5th.

COG/TPB staff met with representatives from the Army Guard Readiness Center in Arlington on April 20th to discuss participation in the TDM Software system.

A software training session was held on April 29th with representatives from the Naval Support Activity – Bethesda and the City of Baltimore, MD.

COG/TPB staff attended and participated in a Federal ETC training session on April 6, 2010 sponsored by GSA COG. The purpose of the session was to update Federal ETC's on various programs such as the Federal Executive Order 13514, the President's initiative on environmental and energy performance issues, which set stringent standards for the reduction of carbon emissions for all governmental agencies. Lorraine Taylor, WMATA addressed changes in Metro's SmarTrip that will take effect January 1, 2011. Joe Cox of the National Institutes for Health (NIH) shared options to manage rideshare programs within an agency. Brenda Craig shared her Federal ETC experience working at the U.S Department of Housing & Urban Development. Nicholas Ramfos, of Commuter Connections reviewed the many free support programs his organization provides, such as Guaranteed Ride Home, telework assistance and Federal ETC online resources.

A Commuter Connections Subcommittee meeting was held on May 18th. Highlights from the meeting included: an endorsement for release of the Commuter Connections TERM Evaluation Framework Methodology Document, a briefing on the draft Congestion Management Process 2010 Technical Report, a briefing on changes in daily travel patterns based on the Results of the 1994 and 2007/2008 Regional Household Travel Surveys, a report on the expansion of the Guaranteed Ride Home program to the Baltimore region and to St. Mary's County, and update on the 'Pool Rewards Program, and update on the 2010 Employer Recognition Awards, and the distribution of the 3rd quarter budget report.

A Ridematching Committee meeting was held on June 15th. Highlights from the meeting included: a roundtable report of upcoming transportation fairs and promotions, a presentation on changes to the Employer record interface, an update on the Carpool incentive demonstration project, a briefing on TDM system errors reported, a GIS information update, and a roundtable discussion on client site status.

B. Transportation Information Services

COG/TPB staff provided commuter traveler information on alternatives to the general public by telephone, web site, electronically and through printed information. Statistics on this project are available by viewing the Quarterly Work Program progress Report at the end of the document.

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 and backups.

COG/TPB staff continued monthly meetings with the TDM On-line System contractor to discuss maintenance of the entire product and software changes for the next version of the system.

At the request of COG/TPB staff, the contractor developed code to enable editing and consolidating employer records. The objective is to reduce the number of duplicate employer records in the system in order to make it easier for users to find the right records. COG/TPB staff tested and verified these new features.

COG/TPB staff continued testing new features and fixes in the online TDM System.

COG/TPB staff continued with running the monthly purge process and auditing the results.

COG/TPB staff made software enhancements to the processing that notifies customers when their accounts are close to expiring. That processing contained logic to reduce the volume of email. That logic has been eliminated. The objective is to ensure that customers know which programs they've joined and thus for which programs they need to reapply.

COG/TPB staff designed and tested an improved backup strategy for the Oracle database. This strategy includes a daily full backup of the entire database, a daily dump of the entire database, and the implementation of Oracle's Flashback technology. Flashback enables recovery to any point in time in the last fifteen days. This strategy features enhanced recovery capabilities and reduces the mean time to recover (MTTR). It will be fully implemented in October 2010.

COG/TPB staff wrote new reports aimed at helping local ridematching coordinators find records of commuters who need services. Most notable among these is the New Applicants Report. This report lists commuters whose account status is “New Registrant” or “Under Review” along with statistics such as when the commuter last logged into the account, when the account was last updated, and when the end user registered for ridematching and/or GRH. The report excludes Guaranteed Ride Home One Time Exception records.

COG/TPB staff applied source code patches to the test site for the new TDM system. This is the development platform for the next version of the software.

D. Commuter Information System

COG/TPB staff updated the Bike to Work Day web map. This map features a pit stop locator with street address information and GPS waypoints. The map is still available at <http://maps1.mwcog.org/BTWDPitStops>.

COG/TPB staff continued investigating the feasibility of creating geocoding and routing services using the new ArcGIS Server. Such services could eventually be consumed by the online TDM System for matching commuters, furnishing turn-by-turn directions for commutes and even bicycle routing maps.

COG/TPB staff processed and loaded new commuter, landmark, and park and ride data for RideShare which handles ridematching for the Thomas Jefferson Planning District and the Central Shenandoah Planning District.

COG/TPB staff continued with updates to the commute options web map at <http://maps.mwcog.org>. Local ridematching coordinators, GIS officers, and commuters occasionally inform Commuter Connections of new and defunct facilities. The major updates this quarter included adding park and ride lots in Washington County, MD and making changes to and adding a new lot for Loudoun County, VA. Staff also updated the P&R map database where needed with counts for parking spaces, began display of street addresses for navigation, and enhanced field names.

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

COG/TPB staff continued sending weekly registration and re-registration cards to Guaranteed Ride Home program applicants. Those applicants

whose records were expiring were contacted to update their information.

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

COG/TPB staff monitored and maintained the GRH database and server.

B. Process Trip Requests and Provide Trips

Between the months of April and June, there were 1,246 GRH applications received. A total of 1,142 applicants were registered (1,116 new applicants and 26 previous "one-time exception" users) and 1,465 commuters were re-registered. During the same time period, the GRH program provided 855 GRH trips. Seventy-one (71) of these trips were "one-time" exceptions accounting for eight percent (8%) of the total number of GRH trips provided. "Personal illness" accounted for the largest portion of the GRH trip reasons followed by "Child Care". As of June 30th, a total of 11,701 commuters are currently registered in the GRH database.

III. MARKETING

A. TDM Marketing and Advertising

Editing, printing and distribution of spring newsletter and Federal ETC insert. Online versions also posted. Cover story was on Leadership in Energy and Environmental Design (LEED). Summer 2010 Newsletter schedule developed.

Obtained re-stock of McDonald's coupons for GRH Rewards program. GRH Rewards is a way to reward commuters for renewing their Guaranteed Ride Home membership.

The Commuter Connections television commercial aired this spring on Mid-Atlantic Sports Network (MASN) during the first 30 games of the 2010 Nationals baseball season. The commercial ran during the game, in the pre- and post-game shows, the Batting Practice show, and again during game rebroadcasts. In addition, the commercial aired 180 times in MASN programming on shows such as ESPN News, Nationals Classic Games, Orioles Classic Games, and sports talk shows. A live two minute pre-game interview with COG/TPB staff was held in April on the NatsXtra pre-game show. The Commuter Connections logo appeared on screen during Nats Xtra and Batting Practice Shows together with a live announcer noting our sponsorship.

Commuter Connections advertising appeared on network member buses and trains for either GRH, Rideshare or both services. The free ad space was donated by PRTC/Omniride, Frederick TransIT, Montgomery County Ride On and MTA/MARC.

Radio spots aired through May for GRH and Rideshare radio spots continued to air through June. Stations included in the campaign were WASH (Soft Rock 97.1FM), WLZL (El Zol, 99.1FM), WTOP (News/Talk 103.5FM), WBIG (100.3 FM), WPGC (95.5 FM), WIAD (94.7 Fresh FM), WRQX (Mix 107.3FM).

Copy was developed for live traffic reads with Metro Networks. Traffic update sponsorships were heard on radio stations to further brand the Commuter Connections name and message and were heard on to two dozen stations throughout the Washington metropolitan region, including heavily rated powerhouse WTOP radio.

In addition to paid media placements, the spring campaign delivered over \$55,000 in value add radio and online promotions. Most of the added value was in the form of additional air time, sponsorships, and web banners and pages. Metro Networks delivered ten percent more traffic sponsorships at no cost to Commuter Connections. WRQX, MIX 107.3, ran a carpool contest the week of April 12 and provided at least 15 "What's Happening" promotional announcements. As part of the internet media buy, over 300,000 bonus web banner impressions were delivered.

COG/TPB staff took part in an interview at the Spanish radio station, El Zol. Additionally, GRH and Rideshare spots were translated into Spanish for airing on El Zol.

Sent second "backpack flyer" email to Fairfax and Montgomery County Elementary School Lists. This was a follow up to a hard copy mailing of flyers to the schools. The backpack flyers promoted the GRH program.

Internet banner ads were placed onto the Parenting and Disney websites to promote the GRH program to parents of elementary school age children. GRH banner ads with visuals similar to the one used on the backpack flyers were placed.

Samples of Guaranteed Ride Home marketing materials were provided to the Maryland Transit Administration for review in anticipation of the expansion of the GRH program for those working in the Baltimore region.

COG/TPB facilitated and participated a pre-bid meeting for RFP #14-10 on April 12th for the regional TDM Marketing project. The TDM

Marketing RFP Selection Committee met on May 5th to discuss proposals received and Odonnell Company was retained as the contractor of record.

COG/TPB staff coordinated a direct mail campaign for the second half of FY10 in late June. Mailers were sent to 500,000 households in the Washington metropolitan region. Two unique mailers were created, each with images that provided emphasis on either rideshare or GRH. Each of the mailer versions however cross promoted both services,

COG/TPB staff issued a revised Draft FY10 2nd Half Marketing Campaign Summary Report at the June 15, 2010 Regional TDM Marketing Group meeting. The report provides background on all marketing related activities and includes response data.

Commuter Connections sponsored a baseball game with the Southern Maryland Blue Crabs. Sponsorship included a two-sided insert in the Gameday magazine. Stadium announcements were made through the public address system, the Commuter Connections logo appeared on the electronic display and it also played our television commercial. Additionally, COG/TPB staff threw out the first pitch.

Advertisements were included in printed and online telephone directories throughout the Washington region under the carpool and vanpool services category. Directory publications include Comprint Military guides and Yellow Book USA.

COG/TPB staff managed and oversaw marketing, advertising and public relations contractors, implemented the regional TDM marketing campaign, and processed media placement invoices.

COG/TPB staff provided customer support for Bulletin Board members, updated and maintained the Commuter Connections web site and social networking sites, and regularly updated and maintained the Extranet for posting marketing and advertising materials for review by workgroup members and various committees.

A Regional TDM Marketing Group meeting was held on June 15, 2010. Presentations included Transurban on the Beltway HOT Lanes Groundbreaking, Odonnell Company on the Commuter Connections FY10 marketing campaign and VPSI discussed the "Photos from the Road" Contest. A second draft of the FY10 2nd Half Marketing Campaign Summary Report was distributed during the meeting.

COG/TPB staff participated in the following commuter transportation fairs and events:

- Transportation/Earth Day fairs at US Health & Human Services at the Humphrey Building, Fishers Lane and White Oak on April 14th, 20th and 22nd.
- Transportation/Earth Day Fair at US Patent and Trademark Offices in Alexandria, VA on April 21st.
- Transportation/Earth Day Fair at US Government Accountability Office (G Street) on April 21st.
- Transportation/Earth Day Fair at the US Red Cross National Headquarters on April 22nd.
- Transportation/Earth Day Fair at Washington Gas Earth Day fair right down the street on Monday, April 26th.
- DOD Transportation Fair on May 26th at the Pentagon

COG/TPB staff provided information to awards chair for ACT National conference in April.

COG/TPB staff met with the O'Donnell Company on June 14 to discuss the regional TDM Marketing project tasks remaining for the fiscal year and tasks for the following year.

COG/TPB staff met with the ICC project team on June 18th to discuss the possibility of signage placement on the new facility.

B. Bike to Work Day

Vinyl banners were delivered to 35 pit stop managers to use as promotional tools and as a backdrop to the event.

The radio buy was finalized and a 60 second spot was recorded, plus live read by ESPN radio personality Andy Polin. An additional \$29,000 in value add was delivered by the radio stations selected for the Bike to Work Day radio campaign, including a bicycle giveaway contest by DC101 and HOT 99.5.

Event posters were mailed to employers with a cover letter and tips on "How to Organize a Bike to Work Day Event at your Work Site."

COG/TPB staff briefed the Transportation Planning Board Technical Committee on Bike to Work Day on April 9th and the TPB on April 21st where they adopted a regional Bike To Work Day Proclamation which was enlarged for the signing ceremony. Photos were taken and posted to the Commuter Connections web site.

COG/TPB staff provided web edits to the Washington Area Bicyclist Association for the updating of the Bike to Work Day web page and

updated the Commuter Connections Bike to Work Day web page. Twitter and Facebook event pages were created and updated on a regular basis.

COG/TPB staff finalized event T-Shirt art with vendor and coordinated logistics for the T-Shirt delivery with ICF. COG/TPB staff also worked with WABA to arrange for sorting and distribution. T-Shirts were sent to sponsors as a thank you for supporting the event.

COG/TPB staff along with the contractor's developed a Bike to Work Day earned media strategy and coordinated media interviews. A pre-event press release and calendar postings were sent in April and a second pre-event press release was sent in early May. The contractor and COG's OPA staff pitched media and sent a final press release the day of event. COG/TPB staff participated in media interviews and worked with the Greater Washington Board of Trade to promote event through a SmartBrief email blast.

COG/TPB staff and the contractor developed copy for MASN screen ticker and email blast to Washington Nationals database. COG/TPB staff and the contractor also worked with MASN to develop a PSA TV spot as part of their sponsorship. The PSA aired during the month of May on Nationals programming.

Print ads were created and placed in the City Paper and the Washington Examiner. Ads mirrored poster and both publications provided value-added online banners for the event as well. COG/TPB staff coordinated interior free ad space placement on downtown Circulator buses through the Downtown DC BID.

COG/TPB staff wrote speaking remarks for TPB Chair Dave Snyder and coordinated appearance at Merrifield pit stop. Remarks were also written for COG's Executive Director who appeared at the Freedom Plaza pit stop.

COG/TPB staff obtained registration data from WABA and sent several registration reports to pit stop managers to provide updates during the weeks leading up to the event. An analysis was conducted of final registration data, the Employer Challenge winner was selected, a certificate and plaque was created, the Employer Challenge luncheon was held, and COG/TPB staff wrote speaking remarks and sent a press release for employer challenge and included the event in a newsletter article.

COG/TPB staff assisted pit stop managers and Committee members by answering questions and providing general support. Worked with various sponsors regarding declaration forms, logos for posters and worked with sponsors to coordinate in-kind donations, particularly from Honest Tea

and Whole Foods in regard to the logistics of donations, allocation and pick up procedures.

A Bike To Work Day Steering Committee meeting was held on May 12th. Main topics included discussion of giveaways, water bottles, T-Shirts, Honest Tea, radio, print ads and other marketing, the press release, the proclamation and progress reports from pit stop managers.

Bike to Work Day was held on May 21st at 35 simultaneous locations throughout the entire Washington metropolitan region. A record setting 9,200 bicyclists registered, a 17 percent increase over 2009.

C. Employer Recognition Awards

COG/TPB staff sent letters to winners and non-winners based on Selection Committee voting. Invitations were created including envelope and the guest list was developed. An invitation mailing occurred and an RSVP list was maintained, name tags of attendees were created.

COG/TPB and COG/OPA staff created a media advisory prior to the event and sent a press release to the media the day of the Employer Recognition Awards event.

COG/TPB staff coordinated with the Employer Recognition Awards workgroup to select giveaway items. Maglites were ordered and given out at the ceremony along with commemorative program booklets to attendees. Booklet highlights included letters from Commuter Connections Subcommittee and TPB chairs, profiles on winners and acknowledgement of all involved including the Selection Committee and Workgroups.

COG/TPB staff secured event speakers, wrote remarks for speakers, sent confirmation letters, created the agenda, provided instructions and sent thank you letters to speakers after the event. The event's emcee was Muriel Bowser Councilmember, District of Columbia. Award presenters included: Incentives - Susan Davis, Executive Director Tysons Transportation Association; Marketing - John Undeland Senior Vice President and Partner Stratacomm; Telework Award, Adam Tuss, Sprawl & Crawl Reporter, WTOP Radio; Employer Services Sales Team and Organization Achievement - David F. Snyder, Councilmember, City of Falls Church, Virginia.

COG/TPB staff ordered glass trophies for five award recipients and also developed podium signage. Awards went to the following: Incentives – ICF International; Marketing – Social and Scientific Systems; Telework TCG; Employer Services Sales Team Achievement – Prince George's County; Employer Services Organization Achievement – Bethesda

Transportation Solutions for their Walk & Ride Challenge.

COG/TPB staff bid out for awards videography services. Developed questions for interviewees and coordinated filming logistics. COG/TPB staff also edited the video and presented the final version at ceremony. The event video encompassed two minute segments of each award winning program.

COG/TPB staff finalized catering arrangements with the National Press Club and conducted a walk thru the day prior to the event. COG/TPB staff hosted Commuter Connections thirteenth Employer Recognition Awards event at National Press Club June 23, 2010.

A print ad was developed by the contractor which appeared in the Wall Street Journal on June 25, 2010 to recognize employer recipients of the Employer Recognition awards.

D. Carpool Incentive Demonstration Project Study

COG/TPB staff produced customized reports for the 'Pool Rewards program. COG/TPB staff continued monitoring applications for the 'Pool Rewards program.

COG/TPB staff began surveying participants that had completed logging their trips. COG/TPB staff also began supervisor verification's for participants that had completed logging their trips. The reimbursement process was also established and payments started being made beginning in May.

Commuter Connections was awarded Incentives trophy during ACT Chesapeake Chapter Conference in Richmond on June 2, 2010. A nomination for upcoming ACT International conference.

E. Car Free Day

Began the transition process with DDOT to move the Car Free Day web site to COG for full in-house management. Held May 12 Steering Committee meeting to further along planning for the September 22 event. Topics discussed at the meeting included: web site, upcoming plans for marketing materials and jurisdiction roundtable discussion. Reached out to transit providers regarding potential free ad space.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

A conference call was held with the regional TDM Evaluation project consultant team on April 30th to discuss anticipated regional goals, policies, and evaluation issues.

COG/TPB staff produced database queries to extract data for the GRH Applicant Survey in April. Additional work was done by COG/TPB staff and the consultants to prepare the GRH Applicant electronic survey for data collection to begin. Data collection activities started on April 10th and continued through May.

COG/TPB staff continued the review of the TDM Evaluation Framework Methodology draft document based on comments received through April 9th and internal review. The TDM Evaluation Framework Methodology document was completed and was endorsed for release by the Commuter Connections Subcommittee on May 18th.

Work was completed on the data collection activities for the 2010 State of the Commute Survey in April. Data analysis commenced for the 2010 State of the Commute Survey in May.

The consultant produced the draft 2010 State of the Commute Technical Report and the draft 2010 GRH In-Depth Applicant Survey Report in June.

The third quarter draft conformity statement was produced and distributed at the April 20th Employer Outreach Committee meeting. Monthly Employer Outreach Progress report spreadsheets were collected and reviewed from the District of Columbia, Frederick, Montgomery, Arlington, and Prince George's Counties. Prince William, Fairfax, and Loudoun Counties as well as the City of Alexandria did not submit their reports at the time of this summary. In June, the fourth quarter draft conformity statement was produced and will be distributed at the July 20th Employer Outreach Committee meeting.

C. Program Monitoring and Tracking Activities

Employer Outreach monthly spreadsheet reports are still outstanding from most of the Virginia jurisdictions (Fairfax, Loudoun, Prince William Counties and the City of Alexandria) from the beginning of the fiscal year; therefore the information is still not available to include in the quarterly progress report.

COG/TPB staff met with VHB on June 10th to discuss remaining Employer Survey tasks for the current fiscal year. The Employer Survey archive database was reviewed and made recommendations for changes and updates were made to the consultant. The archive database will be demonstrated at the July Employer Outreach Committee meeting.

COG/TPB staff prepared and issued Employer Outreach TERM Analysis for each jurisdiction to all three state funding agencies. The purpose of the analysis is to provide background information and recommendations to the state funding agencies for the progress of activities associated at the jurisdictional level for the Employer Outreach TERM.

COG/TPB staff conducted a mailing of GRH Customer Satisfaction Survey for March - May 2010 program participants.

COG/TPB staff captured web site visits and phone call counts for March - May 2010. This data was included in the draft document of the Commuter Connections 2nd Half Marketing Campaign Summary report issued at the Regional TDM Marketing Group meeting on June 15, 2010.

The March, April, and May Executive Summary reports for the FY 2010 CCWP were completed and submitted with the corresponding monthly invoices.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. Regional Employer Database Management and Training

Work done in April, May, and June included: the ACT! upgrade preparations are continuing for a FY 2011 implementation and new field names and changes done for Telework tabs and other contact fields.

B. Employer Outreach for Bicycling

Guides were distributed throughout the region at various Earth Day employer events as well as events held at the Pentagon in May and Montgomery County in June.

Developed new cover for Bicycling to Work Guide, updated content and printed 2010 edition. The online bike guide was updated to reflect changes.

C. Live Near Your Work Program

Northern Virginia Live Near Your Work webinar held on April 13th which was sponsored through PRTC. The Oracle Live Near Your Work event was held on the 22nd in Reston, VA as well as a transportation fair.

COG/TPB staff began preparations for the May 5th event in Frederick, May 12th in Chantilly and June 10th in Montgomery County. COG/TPB staff attended and presented at the Frederick County Live Near Your Work event on May 5th. COG/TPB staff attended and presented at the employee event at the Aerospace Corporation in Chantilly, VA on May 12.

The June 10th event held in Rockville, MD was for Live Near Your Work and commuting alternatives focusing on Telework. There were two panels for each topic with COG/TPB staff presenting for both panels.

2. Jurisdictional Component Project Tasks

A. MD Local Agency Funding and Support

Maryland jurisdictions continued Employer Outreach program implementation.

B. DC, MD, and VA Program Administration

COG/TPB staff conducted the semi-annual sales support calls during the week of April 26th.

The Employer Outreach Committee met on April 20th. Topics covered in the meeting were: 2nd & 3rd quarter outreach conformity reports; Formats for monthly reports; LEED training follow-up; Training sessions for FY10 and FY11; update on regional Telework outreach; Live Near Your Work; and, sales support calls updates.

On May 17th, staff accompanied Tri-County Council staff for LEED certification meeting with Southern Maryland Electric Cooperative. Staff coordinated efforts for the June 28th training session.

Staff worked with new representative from Southern Maryland to get program up to speed. Staff was also able to fulfill two data requests from Fairfax County and Frederick County. Outreach Self-assessment training was held on June 28th at COG.

VI. MARYLAND TELEWORK

A. General Assistance and Information

A full day Telework training session for Maryland Employer Outreach representatives was held on April 27th at COG.

COG/TPB staff continued identification of potential employer's that have strong telework programs which could be profiled as part of the upcoming case study series.

COG/TPB staff participated at the Telework Exchange's Town Hall meeting held at the Ronald Reagan Center on April 8th.

Follow-up occurred with Charles County concerning the March Q&A session which was held.

COG/TPB staff reviewed the training evaluations from the April 27th Telework workshop conducted for Maryland Employer Outreach representatives.

Work continued on identifying Maryland-based employers that would be profiled for the upcoming Employer Telework case study series.

The consultant followed-up with Charles County concerning the expansion of its Telework program. A follow-up session is planned for June.

COG/TPB staff worked with the NBTMD on an employer that would need potential on-call consultant assistance in expanding their Telework program.

Work continued on the development of three employer case studies in Maryland. Two of the case studies were finalized and the third is pending a final review by the employer.

**Technical Assistance to Local Agencies
April – June 2010**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2010				
HRT	Mon 4/5/2010 11:26 AM	Tue 4/6/2010 7:46 AM	Tue 4/6/2010 7:46 AM	Sheran Taylor-Jones reports invalid transit links on HRT's TDM interface
Loudoun County	Wed 4/7/2010 8:34 AM	Wed 4/7/2010 8:35 PM	Wed 4/7/2010 8:35 PM	Chris Kingery requested the removal and addition of a Park 'N' Ride lot in Loudoun County. The info was part of the TDM System.
Fairfax County	Wed 4/7/2010 8:11 AM	Wed 4/7/2010 8:42 PM	Wed 4/7/2010 8:42 PM	Dawn Bodden has requested two new reports. She has requested one report that lists all commuters without employer data. The second lists all commuters who belong to a specific appcode. I believe this report can be run using the Commuter Detail List Report.
Fairfax County	Thu 4/8/2010 3:00 PM	Fri 4/9/2010 10:04 AM	Fri 4/9/2010 10:04 AM	Dawn Bodden reported an error when trying to add a special event.
TJP	Tue 4/27/2010 2:08 PM	Tue 4/27/2010 2:08 PM	Tue 4/27/2010 2:08 PM	Lisa Horanyi submitted questions and concerns regarding the TDM system and its features.
May 2010				
Fairfax County	Tue 5/4/2010 4:31 PM	Fri 5/28/2010 1:04 PM	Fri 5/28/2010 1:04 PM	Dawn Bodden reported duplicate commuter records in the TDM System.
Fairfax County	Mon 5/17/2010 3:17 PM	Tue 5/18/2010 10:40 AM	Tue 5/18/2010 10:40 AM	Dawn Bodden reported duplicate commuter records in the TDM System.
ARTMA	Tue 5/18/2010 11:18 AM	Tue 5/18/2010 11:50 AM	Tue 5/18/2010 11:50 AM	Heather McColl requested that account# 107570. The account is a duplicate account.
FDA	Thu 5/20/2010 7:24 AM	Thu 5/20/2010 7:24 AM	Thu 5/20/2010 7:24 AM	Jack Carlile reported that he believed ridematching variables were sticking from commuter to commuter when performing a ridematch.
Fairfax County	Thu 5/27/2010 10:12 AM	Fri 5/28/2010 1:03 PM	Fri 5/28/2010 1:03 PM	Dawn Bodden reported that commuter 612619 wished to renew her GRH account.
TJPDC	Thu 5/26/2010 11:06 AM	Fri 5/27/2010 10:37 AM	Fri 5/28/2010 12:33 PM	Lisa Horanyi reported that she would like to remove all "pool status" options except for active and inactive.
Frederick County, MD	Thu 5/27/2010 3:40 PM	Fri 5/28/2010 3:59 PM	Fri 5/28/2010 4:02 PM	Victoria Bailey requested FastNotes mailing labels and email addresses.
June 2010				
TJPDC	Tue 6/1/2010 4:43 PM	Wed 6/2/2010 6:07 PM	Wed 6/2/2010 6:07 PM	Lisa Horanyi reported an issue with the default settings in the TDM System when entering a record.
Howard County, MD	Thu 6/3/2010 11:40 AM	Thu 6/3/2010 2:46 PM	Thu 6/3/2010 2:46 PM	Liz Green reported duplicate records for Jack Johnson (612059 and 627501)
Fairfax County	Thu 6/3/2010 3:21 PM	Fri 6/4/2010 12:53 PM	Fri 6/4/2010 12:59 PM	Dawn Bodden reported issues with Matching Activity Reports not balancing.
ARTMA	Mon 6/14/2010 10:58 AM	Mon 6/14/2010 6:54 PM	Mon 6/14/2010 6:54 PM	Heather McColl requested that commuter Diane Gainey (109212) be re-registered in GRH.
ARTMA	Mon 6/14/2010 11:03 AM	Mon 6/14/2010 6:55 PM	Mon 6/14/2010 6:55 PM	Heather McColl requested that commuter Melanie Ohler Wright (121894) be re-registered in GRH.
ARTMA	Mon 6/14/2010 11:11 AM	Mon 6/14/2010 6:56 PM	Mon 6/14/2010 6:56 PM	Heather McColl requested that commuter JEANNA EVEREST (108741) & Russell Fielder (109018) be re-registered in GRH.
Fairfax County	Tue 6/15/2010 4:21 PM	Tue 6/15/2010 4:21 PM	Tue 6/15/2010 4:21 PM	Dawn Bodden reported duplicate commuter records in the TDM System.
Fairfax County	Thu 6/17/2010 10:44 AM	Thu 6/17/2010 10:44 AM	Thu 6/17/2010 10:44 AM	Dawn Bodden reported finding ridesharing accounts in the TDM System that had a status of ACTIVE but according to the expiration date the commuter should not be active.

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
Fairfax County	Thu 6/17/2010 11:08 AM	Thu 6/17/2010 11:08 AM	Thu 6/17/2010 11:08 AM	Dawn Bodden reported two GRH accounts that will need to be cancelled because the commuters are no longer working.
Rappahannock-Rapidan	Fri 6/18/2010 8:15 AM	Fri 6/18/2010 8:15 AM	Fri 6/18/2010 8:15 AM	Sue Hromyak a new Park N' Ride lot in Fauquier County at Kennedy Road and Aiken Drive.
Fairfax County	Fri 6/18/2010 4:07 PM	Tue 6/22/2010 12:25 PM	Tue 6/22/2010 12:25 PM	Dawn Bodden requested a report to seek commuters who were active but should be expired according to their account expiration date.
ATRMA	Thu 6/24/2010 3:53 PM	Thu 6/24/2010 4:03 PM	Thu 6/24/2010 4:05 PM	Heather McColl requested that commuter Rey Rijos (117742) be re-registered in GRH.
ARTMA	Thu 6/24/2010 4:15 PM	Thu 6/24/2010 4:03 PM	Thu 6/24/2010 4:03 PM	Heather McColl requested that commuter Monette Bailey (101356) be re-registered in GRH. This account does not exist in GRH.
BMC	Mon 6/28/2010 11:11 AM	Mon 6/28/2010 4:34 PM	Tue 6/29/2010 3:06 PM	Lillian Bunton reported that she was unable to create a commuter account for herself. Her email address was removed from her Admin account so she could re-use her email address.
Rappahannock-Rapidan	Tue 6/29/2010 2:35 PM	Tue 6/29/2010 3:08 PM	Tue 6/29/2010 3:08 PM	Sue Hromyak reported that commuter Alan Shutt 628194 is not receiving any matches and she feels this is in error.

TDM SERVICES**REGIONAL SUMMARY - COMMUTER CONNECTIONS ONLY
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	334	383	409
Locals Rideshare Apps (New and Re-apps)	2,443	2,390	1,652
Matchlists Requested	4,999	4,436	4,033
Transit Applicants/Info Sent	240	193	221
GRH Applicants	1,246	1,304	1,173
GRH Rides Provided	855	767	772
Telework Info Requests	27	21	19
Phone	2	1	0
Internet	5,049	2,231	2,332
Kiosk	N/A	N/A	N/A
Employer Applicants	0	0	0
Total Hits on website	51,087	27,631	23,874
TOTAL INPUT	66,282	39,357	34,485

TDM SERVICES

**ALEXANDRIA
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	14	19
Matchlists Sent	39	43	30
Transit Applicants and Info Sent	2	0	2
GRH Applicants	21	23	31
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	5
Employers Contacted (New)- Visit	0	0	3
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	3
Employers Contacted (Follow up)- Visit	0	0	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

**ARLINGTON
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	12	10
Matchlists Sent	139	34	41
Transit Applicants and Info Sent	4	1	0
GRH Applicants	25	23	21
Telework Information Requests	1	1	0
Employers Contacted (New)- Phone	2	3	3
Employers Contacted (New)- Visit	1	6	9
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	168	305	435
Employers Contacted (Follow up)- Visit	10	13	11
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	3	2
Level 2	0	0	0
Level 3	0	0	1
Level 4	2	0	0

TDM SERVICES

**ANNE ARUNDEL
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	29	16
Matchlists Sent	98	115	73
Transit Applicants and Info Sent	4	5	3
GRH Applicants	23	31	30
Telework Information Requests	0	2	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	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

**BALTIMORE CITY
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	5	20
Matchlists Sent	24	16	58
Transit Applicants and Info Sent	0	1	5
GRH Applicants	4	7	5
Telework Information Requests	0	0	1
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	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

BMC

APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	19	19
Matchlists Sent	121	106	124
Transit Applicants and Info Sent	1	3	0
GRH Applicants	13	8	15
Telework Information Requests	0	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	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

BWI BUSINESS PARTNERSHIP
 APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	5	5
Matchlists Sent	23	32	28
Transit Applicants and Info Sent	1	0	2
GRH Applicants	11	9	8
Telework Information Requests	0	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	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

**COG - DC/DE/PA/WVA/VA
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	249	288	279
Matchlists Sent	686	890	854
Transit Applicants and Info Sent	25	29	26
GRH Applicants	229	284	310
Telework Information Requests	3	2	1
Employers Contacted (New)- Phone	1	6	12
Employers Contacted (New)- Visit	1	8	5
Employers Contacted - Number of Potential (New)	0	0	2
Employers Contacted (Follow up)- Phone	1	33	42
Employers Contacted (Follow up)- Visit	0	2	5
Employers Contacted - Number of Potential (Follow up)	28	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	0	0	1
Level 3	0	4	5
Level 4	0	0	0

TDM SERVICES

FAIRFAX

APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	188	175	183
Matchlists Sent	743	866	794
Transit Applicants and Info Sent	16	18	17
GRH Applicants	160	175	154
Telework Information Requests	0	3	4
Employers Contacted (New)- Phone	80	0	51
Employers Contacted (New)- Visit	30	0	23
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	98	0	61
Employers Contacted (Follow up)- Visit	28	0	29
Employers Contacted - Number of Potential (Follow up)	28	0	0
New TDM Programs Established			
Level 1	5	0	6
Level 2	4	0	7
Level 3	1	0	3
Level 4	0	0	3

TDM SERVICES

FDA
 APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	37	0	0
Matchlists Sent	84	0	0
Transit Applicants and Info Sent	1	0	0
GRH Applicants	12	0	0
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	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

FREDERICK
 APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	22	24
Matchlists Sent	89	160	99
Transit Applicants and Info Sent	4	9	2
GRH Applicants	28	38	34
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	0	5	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	16	8	45
Employers Contacted (Follow up)- Visit	0	2	8
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	1
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

HARFORD

APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	7	8
Matchlists Sent	112	59	85
Transit Applicants and Info Sent	0	0	3
GRH Applicants	9	7	6
Telework Information Requests	0	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	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

HOWARD

APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	51	50	21
Matchlists Sent	96	77	141
Transit Applicants and Info Sent	3	7	4
GRH Applicants	37	34	27
Telework Information Requests	2	1	1
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	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

LINK

APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	1
Transit Applicants and Info Sent	0	0	0
GRH Applicants	0	1	1
Telework Information Requests	0	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	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

LOUDOUN

APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	54	63	64
Matchlists Sent	256	307	220
Transit Applicants and Info Sent	4	6	8
GRH Applicants	89	98	91
Telework Information Requests	1	2	2
Employers Contacted (New)- Phone	0	0	5
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	129
Employers Contacted (Follow up)- Visit	0	0	3
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
 APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	12	6
Matchlists Sent	59	107	12
Transit Applicants and Info Sent	1	0	1
GRH Applicants	16	11	20
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	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

**BETHESDA TRANSPORTATION SOLUTIONS
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	57	52	73
Matchlists Sent	17	18	6
Transit Applicants and Info Sent	67	44	72
GRH Applicants	1	4	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	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

**MONTGOMERY COUNTY
COUNTYWIDE
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	89	56	69
Matchlists Sent	380	274	309
Transit Applicants and Info Sent	10	9	16
GRH Applicants	54	41	44
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	3	0
Employers Contacted (New)- Visit	0	13	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	718	0
Employers Contacted (Follow up)- Visit	0	29	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	1	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	45	2	25
Matchlists Sent	93	8	71
Transit Applicants and Info Sent	0	0	15
GRH Applicants	0	1	1
Telework Information Requests	0	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	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

**TRANSPORTATION ACTION PARTNERSHIP
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	197	67	122
Matchlists Sent	184	89	82
Transit Applicants and Info Sent	7	5	3
GRH Applicants	2	2	4
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	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

SILVER SPRING
 APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	2	6
Matchlists Sent	38	7	31
Transit Applicants and Info Sent	0	0	1
GRH Applicants	8	4	1
Telework Information Requests	0	0	1
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	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

**NATIONAL INSTITUTES OF HEALTH (NIH)
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	19	4
Matchlists Sent	53	33	20
Transit Applicants and Info Sent	9	0	0
GRH Applicants	0	1	1
Telework Information Requests	0	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	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

**NSA - BETHESDA (NNMC)
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	7	N/A
Matchlists Sent	9	68	N/A
Transit Applicants and Info Sent	0	1	N/A
GRH Applicants	0	2	N/A
Telework Information Requests	0	0	N/A
Employers Contacted (New)- Phone	0	0	N/A
Employers Contacted (New)- Visit	0	0	N/A
Employers Contacted - Number of Potential (New)	0	0	N/A
Employers Contacted (Follow up)- Phone	0	0	N/A
Employers Contacted (Follow up)- Visit	0	0	N/A
Employers Contacted - Number of Potential (Follow up)	0	0	N/A
New TDM Programs Established			
Level 1	0	0	N/A
Level 2	0	0	N/A
Level 3	0	0	N/A
Level 4	0	0	N/A

*NSA-Bethesda joined the Commuter Connections network in September 2009

TDM SERVICES

**NORTHERN NECK
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	2	3
Matchlists Sent	16	0	4
Transit Applicants and Info Sent	0	0	0
GRH Applicants	2	9	0
Telework Information Requests	0	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	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

**NORTHERN SHENANDOAH
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	8	8
Matchlists Sent	86	41	23
Transit Applicants and Info Sent	0	1	1
GRH Applicants	9	5	10
Telework Information Requests	0	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	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

**PRINCE GEORGE'S
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	40	42	43
Matchlists Sent	152	123	112
Transit Applicants and Info Sent	33	21	16
GRH Applicants	26	44	33
Telework Information Requests	6	3	2
Employers Contacted (New)- Phone	0	0	2
Employers Contacted (New)- Visit	0	0	16
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,647	0	368
Employers Contacted (Follow up)- Visit	5	0	27
Employers Contacted - Number of Potential (Follow up)	5	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	0
Level 3	3	0	0
Level 4	0	0	1

TDM SERVICES

PRTC

APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	168	129	104
Matchlists Sent	696	381	270
Transit Applicants and Info Sent	33	18	9
GRH Applicants	243	244	84
Telework Information Requests	8	4	1
Employers Contacted (New)- Phone	12	0	0
Employers Contacted (New)- Visit	3	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	378	0	11
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	2	0	0
Level 3	2	0	0
Level 4	1	0	0

TDM SERVICES

**GW RIDE CONNECT
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	357	298	209
Matchlists Sent	412	352	309
Transit Applicants and Info Sent	5	4	8
GRH Applicants	152	148	178
Telework Information Requests	1	0	1
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	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
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	26	23
Matchlists Sent	106	125	89
Transit Applicants and Info Sent	5	4	0
GRH Applicants	17	12	20
Telework Information Requests	0	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	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

**TRI-COUNTY
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	20	30
Matchlists Sent	188	105	147
Transit Applicants and Info Sent	5	7	7
GRH Applicants	55	38	43
Telework Information Requests	1	0	3
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	0	6
Employers Contacted (Follow up)- Visit	0	0	6
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

CHARLOTTESVILLE
 APRIL - JUNE 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34	5	N/A
Matchlists Sent	151	113	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Applicants	20	1	N/A
Telework Information Requests	0	0	N/A
Employers Contacted (New)- Phone	0	0	N/A
Employers Contacted (New)- Visit	0	0	N/A
Employers Contacted - Number of Potential (New)	0	0	N/A
Employers Contacted (Follow up)- Phone	0	0	N/A
Employers Contacted (Follow up)- Visit	0	0	N/A
Employers Contacted - Number of Potential (Follow up)	0	0	N/A
New TDM Programs Established			
Level 1	0	0	N/A
Level 2	0	0	N/A
Level 3	0	0	N/A
Level 4	0	0	N/A

*Charlottesville Rideshare partnered with Commuter Connections in March 2010.

TDM SERVICES

**HAMPTON ROADS TRANSIT - TRAFFIX
APRIL - JUNE 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	156	113	N/A
Matchlists Sent	304	171	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Applicants	95	81	N/A
Telework Information Requests	0	0	N/A
Employers Contacted (New)- Phone	0	0	N/A
Employers Contacted (New)- Visit	0	0	N/A
Employers Contacted - Number of Potential (New)	0	0	N/A
Employers Contacted (Follow up)- Phone	0	0	N/A
Employers Contacted (Follow up)- Visit	0	0	N/A
Employers Contacted - Number of Potential (Follow up)	0	0	N/A
New TDM Programs Established			
Level 1	0	0	N/A
Level 2	0	0	N/A
Level 3	0	0	N/A
Level 4	0	0	N/A

*Hampton Roads Transit - Traffix partnered with Commuter Connections in September 2009

Table 1

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

APRIL - JUNE 2010

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2009
Total applicants/info provided:	7,264	6,449	25,539
Rideshare applicants	2,777	2,754	10,212
Matchlists sent	4,999	4,436	18,529
Transit applicants/info sent	240	193	712
GRH applicants	2,581	1,304	6,866
Bike to work info requests	26	30	106
Telework info requests	27	21	85
Internet users	51,087	27,631	143,686
Internet applicants	5,049	2,231	13,143
New employer clients	42	95	189
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2009
Continued placements	706	701	2,598
Temporary/one-time placements	341	338	1,255
Daily vehicle trips reduced	248	246	913
Daily VMT reduced	7,286	7,226	26,793
Daily tons NOx reduced	0.0034	0.0034	0.0127
Daily tons VOC reduced	0.0017	0.0016	0.0062
Daily tons PM2.5 reduced	0.00009	0.0001	0.0003
Daily tons PM2.5 NOx reduced	0.0032	0.0032	0.01180
Daily tons GHG reduced	3.5000	3.4710	12.8708
Daily gallons of gas saved	366	363	1,346
Daily commuter costs saved	\$1,239	1,229	4,555

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.

TABLE 2

**COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY
 APRIL - JUNE 2010**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	18	9	14	41
ARLINGTON (COG)	18	3	37	58
ARTMA	25	20	93	138
BALTIMORE CITY	9	1	5	15
BMC	16	1	4	21
BWI BUSINESS PARTNERSHIP	7	3	1	11
COG - MD	0	0	0	0
COG - VA	0	0	0	0
COG - Other	236	98	445	779
DISTRICT OF COLUMBIA	13	4	70	87
FDA	37	0	26	63
FAIRFAX COUNTY	188	85	1,014	1,287
FREDERICK	13	15	88	116
GW RIDE CONNECT	357	278	14	649
HARFORD	13	33	1	47
HOWARD	51	19	30	100
LINK	0	0	0	0
LOUDOUN	54	33	67	154
MTA	13	1	17	31
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	57	103	305	465
Countywide	89	55	899	1,043
Friendship Heights/Rockville	45	13	162	220
North Bethesda TMD	197	62	311	570
Silver Spring	15	12	125	152
NIH	17	1	1	19
NSA - BETHESDA	3	0	1	4
NORTHERN NECK	3	1	11	15
NORTHERN SHENANDOAH	11	13	14	38
PRINCE GEORGE'S	40	21	9	70
PRTC	168	93	350	611
RAPPAHANNOCK-RAPIDAN	24	17	2	43
TRI - COUNTY	22	24	90	136
SOUTHERN AND CENTRAL VA AGENCIES (PRGM)				
CHARLOTTESVILLE	34	0	7	41
MIDDLE PENINSULA	0	0	0	0
HAMPTON ROADS - TRAFFIX	156	0	0	156
TOTAL INPUT COMMUTER CONNECTIONS	1,759	1,018	4,206	6,983
TOTAL INPUT OUTER JURISDICTIONS	190	0	7	197
TOTAL INPUT (CC + OUTERS)	1,949	1,018	4,213	7,180
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		2,777		

