



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
OCTOBER – DECEMBER 2017**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**



# FY2018 2nd Quarter Progress Report

## PROGRAM HIGHLIGHTS

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### I. COMMUTER OPERATIONS CENTER

#### A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in October 2017, November 2017 and December 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 Montgomery County, MD; Frederick County, MD; Loudoun County, VA; PRTC; NSVRC; BMC; 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 developed and presented the FY2019 draft CCWP to the STDM Work Group on October 10th and November 14th and established a comment period. COG/TPB staff also developed and presented the FY2019 draft CCWP to the Commuter Connections Subcommittee on November 21st and established a comment period. COG/TPB staff worked on updates to the document during December based on feedback and comments received.

COG/TPB staff began updating the January 2018 edition of the Commuter Connections Resource Directory.

COG/TPB staff held SchoolPool training for DATA staff on October 3, 2017.

COG/TPB staff held TDM system training during the quarter on the following dates:

- October 19, 2017 – Montgomery County Commuter Services
- November 29, 2017 – Montgomery County Commuter Services

COG/TPB staff attended a TDM coordination meeting at the Defense Pentagon on October 5, 2017.

COG/TPB staff coordinated a customer service training workshop on November 1, 2017. All rideshare coordinators were encouraged to attend the session which focused on providing an enhanced level of customer service to the commuting public.

COG/TPB staff attended a VDOT ICM SCC meeting at the Sully District Supervisor's office in Fairfax County, VA on November 14, 2017.

COG/TPB staff participated in webinar focused on the NTD User Manager function on November 16, 2017.

A Commuter Connections Subcommittee meeting was coordinated and held on November 21, 2017. Highlights from the meeting included: final review of the FY2015 – FY2017 TERM Analysis Report which was endorsed for release, a briefing on the 2017 Bike To Work Day event report and the establishment of a comment period, a discussion and call for information for input into the TPB's 2018 CMP Technical Report, results from the 2017 Car Free Day event, an update on the regional TDM Evaluation project, a status report on the regional TDM software system, a briefing on the FY2019 CCWP and Strategic Plan, and a briefing on the FY2018 1st quarter CCWP budget and Progress Report.

COG/TPB staff participated in a conference call with VDOT and WAZE representatives regarding the CarpoolNow mobile app on November 28th.

COG/TPB staff coordinated and held an MPO TDM Peer Exchange Group meeting on November 29th.

COG/TPB staff met with representatives from US Department of Defense – Washington Headquarter Services at COG on November 28, 2017 to discuss their interest in reinitiating their Commuter Connections membership.

COG/TPB staff coordinated and held STDM Work Group meetings on October 10th, November 14th, and December 12th.

COG/TPB staff held a conference call meeting with University of Maryland representatives on December 5th to discuss an upcoming Department of Energy TRANSNET meeting involving the incenTrip and Flextime Rewards program mobile apps. The meeting was held at the University on December 13th.

COG/TPB staff participated in a conference call with Scoop representatives on December 15th.

A Ridematching Committee meeting was coordinated and held by COG/TPB on December 19th. Highlights from the meeting included:

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

## **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 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. Distributing PDF documents instead of paper documents enables Commuter Connections to reduce costs and be more responsive to the customers' needs.

At the end of December 2017, COG and its members served 17,158 commuters registered in ridematching. This is an increase of two over the quarter, from 17,156 at October 1, 2017. Year over year there was a decrease of 2,116 from 19,274 in the system at the end of December 2016.

COG/TPB staff met with Media Beef representatives twelve times during the second quarter. Meetings were held five times in October, on the 2nd, 11th, 16th, 23rd, and 30th. In November, four meetings were held on the 6th, 13th, 20th, and 27th. Three meetings were held in December; the 4th, 11th, and 18th. Discussion centered primarily on the Placement Rate Survey, CarpoolNow.com (dynamic ridematching), the Commuter Connections app for mobile devices, incenTrip integration (formerly called "iPRETii"), and new items for development in FY2018. The highest priorities were CarpoolNow.com (especially on the incentives component of dynamic ride matching), the Commuter Connections app for mobile devices, iPRETii integration (with emphasis on Flextime Rewards), and the schedule for FY2018.

COG/TPB staff participated in seven conference calls regarding the incenTrip project with University of Maryland and Media Beef during the second quarter. Conference calls attended by COG staff were held in October on the 2nd, 16th, 23rd, and 30th. Staff was present on the calls held in November on the 6th and 20th. The last call of the quarter was held on December 4th. Topics discussed were integrating UMD's incenTrip functionality into the TDM system. The UMD incenTrip software makes predictions about travel time by analyzing traffic conditions. Given coordinate pairs for any trip's

origin and destination, the program can determine optimal times to embark on the trip. The TDM system consumes the incenTrip web service and displays the predictions nicely formatted in email messages sent to participants.

Commuter Connections finished implementing a flextime incentives program called Flextime Rewards to encourage commuters to change their travel plans when unusual traffic congestion is expected. The objective is to influence commuters to delay their trip into work or home. This combination of software makes up the Flextime Rewards program. UMD completed developing APIs for Commuter Connections to use to obtain travel predictions and alternate departure times for those opting to participate in the program. The program was launched in December.

COG/TPB staff discovered a problem in the Commuter Connections mobile app that pertains to logging in the first time when using an account created by an administrator. When an administrator creates a commuter's account, the system assigns a default password. When the commuter logs in for the first time, the system takes the user to a page to change the password from the default to something more secure. Once that has been accomplished, the system activates the account. This flow of control works exactly as designed on the desktop, but it was not implemented in the mobile app. Staff have made Media Beef aware of the issue and the contractor is working toward a resolution.

CarpoolNow is a new suite of software programs that enables drivers and riders to form carpools on demand. The client app runs on commuters' mobile devices. The client provides the interface for a registered user driving a vehicle to inform the server that (s)he is interested in picking up a rider. Persons who need rides use the client to notify the server of their status. The software that runs on the server matches drivers and riders and handles communications between them. Development of this project was substantially completed during the quarter. By the end of December, CarpoolNow had been downloaded almost 1,900 times. A new incentive program is in place to encourage drivers to offer rides and for commuters to use the site. Certain commuters whose trips pass through Howard County, MD are now eligible to receive incentive payments. COG/TPB staff tested the software's location based services on the ground in Howard County, MD and verified things were working as designed. To promote the incentive aspect, COG/TPB staff produced a mail list and sent email messages to commuters in December that most likely to be interested in participating.

#### **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. COG/TPB staff received new data for the commute options map and made edits. To view the latest version, visit <http://maps.mwcog.org>.

COG/TPB staff continued work on an interactive web map dedicated to bicycling and walking. Staff collected and analyzed data that will go into the map. More bike

transportation data was added and processed into a routable network. In time to demonstrate the bike router's capabilities at the December meeting of the Ridematching Committee, all the dedicated paths in the District of Columbia, Alexandria, and Arlington VA were on the map and able to be navigated. The final products are a web app for routing bicycles, pedestrians, and automobiles as well as a paper map. The map can be viewed at this URL:

<http://mwcog.maps.arcgis.com/apps/webappviewer/index.html?id=aa012761214b47609556e817f60bd5be>.

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

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

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

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

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

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

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

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

COG/TPB staff monitored and maintained the GRH database and server. Between the months of October and December, there were 672 GRH applications received. A total of 653 applicants were registered (627 new applicants and 26 previous "one-time exception" users) and 1,177 commuters were re-registered. During the same period, the GRH program provided 613 GRH trips. Twenty-four (24) of these trips were "one-time" exceptions accounting for 4% 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 December 31, a total of 7,994 commuters are currently registered in the GRH database.

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

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

COG/TPB staff worked on obtaining and processing final FY2017 invoices from ride providers.

COG/TPB staff continued collecting information for FY2018 contract amendments for each of the ride providers.

COG executed a contract amendment with Diamond Transportation in October for GRH daily operations for FY2018.

COG/TPB staff coordinated and held a Customer Service training session for GRH customer service agents on November 1st.

### **III. MARKETING**

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

The fall newsletter was created and distributed to the regional employer database, Committee members, and the TDM community. The newsletter with Federal ETC insert was distributed in PDF form through GSA, and posted online. The e-newsletter was created and sent to employers in HTML format. Work began on articles for the winter 2018 edition of the newsletter.

Bi-weekly conference calls were held with the marketing contractor, media buyer, and public relations contractor between October and December 2017, to discuss work program activities for the FY18 regional TDM Marketing campaign.

COG/TPB staff continued work on preparing the FY18 Regional TDM Strategic Marketing Plan and Resource Guide and released the final version for endorsement during the December 19th Regional TDM Marketing Group meeting.

The 1st half FY18 Regional TDM mass marketing campaign was launched in late September for GRH and early October for Rideshare, and ran through the end of December using ads developed in the previous fiscal year. Rideshare advertising consisted of a mix of news/talk, music, sports, and Hispanic radio stations, digital podcasts, and Facebook. GRH included YouTube, Facebook, and news/talk, music, and internet (Pandora) radio.

New creative concepts for the 2nd half of the fiscal year regional TDM marketing campaign were developed, and feedback was solicited from marketing workgroup members and the state funding agencies. Winning concepts were 'Don't Get Stuck' for the Guaranteed Ride Home theme, and 'Belonging has its Benefits' for Rideshare. Radio scripts were finalized for the FY18 spring marketing campaign.

A direct mail piece was delivered to 500,000 households within the metropolitan Washington region in late December. The mailers promoted Ridematching and GRH and incorporated the new FY18 creative concepts and themes. Recipients were households within target zip codes with a higher than average propensity to use Commuter Connections services, ages 25-64, with annual household incomes \$75,000 and above. Mailers included a postage paid reply containing a combined Ridematching/GRH application form.



COG/TPB staff finalized the Flextime Rewards program participation guidelines and eligibility requirements. The program was launched in December through a press announcement and an email marketing campaign to approximately 21,000 Commuter Connections account holders.

COG/TPB staff managed the marketing and public relations contractors. COG/TPB staff processed invoices from the regional TDM Marketing campaign.

COG/TPB staff spoke with a representative on October 11th from Metropia on the Flextime Incentive project and mobile app.

COG/TPB staff participate in an I-395 Express Lanes TMP Transit/TDM Stakeholder Committee Meeting held by VDOT on October 19th.

A Regional TDM Marketing Group meeting was held on December 19th. Highlights from the meeting included a guest presentation from the Washington Metropolitan Area Transit Authority; a presentation on Commuter Connections' FY 2018 regional TDM Marketing activities; the First Half FY18 Regional TDM Marketing Campaign summary draft report; and the Washington Metropolitan Regional TDM Resource Guide and Strategic Marketing Plan (SMP) FY 2018 final draft report, which was endorsed for release.

Status calls regarding the FY18 regional TDM Marketing project were held every two weeks between COG/TPB staff and contractors. An Earned Media strategy call was held with the contractors on December 14<sup>th</sup>. The following events were attended during the second quarter of FY18 - Dulles Area Transportation Association Block Party @ Reston Town Center, October 4th; US Coast Guard Transportation Fair, October 23<sup>rd</sup>; Riverdale Park Station (Prince George's County), October 26th; Ronald Reagan Washington National Airport, November 14th; and Mark Center in Alexandria, December 6th.

COG/TPB staff continued to update the CC website with news articles, publications, construction projects, press releases, and upcoming events. COG/TPB staff changed the Featured Member of the Month on the CC website each month. COG/TPB staff monitored and reported to senior staff on analytics data from the paid social media campaigns. COG/TPB staff replaced the newsletter with the fall 2017 version on the CC website.

COG/TPB staff removed 13 publications and added 3 new case studies to the Commuter Connections website. COG/TPB staff built a landing page for the CarpoolNow app on the Commuter Connections website. COG/TPB staff redirected CarpoolNow and RideshareNow websites to the Commuter Connections CarpoolNow landing page. COG/TPB staff adjusted the VMT calculator's mileage number on the Commuter Connections website. COG/TPB staff activated the Employer Awards Nomination form on the Commuter Connections website.

COG/TPB staff updated the CC Facebook page with new content and updates with associated hashtags. COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review by senior staff and our third-party vendors. COG/TPB

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

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

A Bike to Work Day Steering Committee meeting was held on November 8th. Highlights from the meeting included a presentation of the 2017 final event draft report; Committee endorsement of the 2018 event registration goal of 20,000, nearly a 7% proposed increase over 2017; and based on a majority vote, the Steering Committee selected gold as the color theme for the 2018 event.

Pricing levels for the Bike to Work Day sponsor declaration form were increased between \$200-\$500 per level, and solicitation began to perspective Bike to Work Day 2018 sponsors. Sponsors who signed and returned the declaration agreement during the second quarter included gold sponsors - City of Alexandria, and ICF silver sponsors - DentalBug (new), California Tortilla, and Bike Arlington; and bronze sponsors - American Association of State Highway and Transportation Officials, AAA Mid-Atlantic, American College of Cardiology (new), and Crystal City BID. Invoices were prepared and mailed to Bike to Work Day sponsors.

Cost estimates and samples were obtained for the 2018 Bike to Work Day T-shirts, and many poster concepts were designed. Pit stop managers were contacted to confirm renewal of their local 2018 events. Organizations interested in becoming new pit stops for 2018 were corresponded with, and the January meeting announcement was sent out.

COG/TPB staff managed the Bike To Work Day website by adding new raffle winners and deleted old winners from the Bike to Work Day website. COG/TPB staff changed the color scheme and masthead on the Bike to Work Day website to the 2018 colors. Pit stop locations were also updated. COG/TPB staff also monitored website activity and computer code to maintain accurate website functionality.

## **C. Employer Recognition Awards**

A timeline for the 2018 Employer Recognition Awards program deliverables was produced. Creative concepts for the nomination brochure were designed with feedback from the workgroup and printed and distributed in early December to Level 3 & 4 Employee Transportation Coordinators, Chambers of Commerce, and Business Improvement Districts. The nomination brochure and form were also made available online, and a graphic link was placed on the Commuter Connections home page. The Employer Awards Selection Committee meeting was reserved for March 22nd. A request for bids was sent to area venues to host the 2018 Employer Recognition Awards ceremony.

## **D. 'Pool Rewards**

The FY18 'Pool Rewards media plan was developed for the incentive program, and advertising began to run in the month of December, and will spill into 2018. Advertising

for December included WTOP radio, and Pandora. Visuals were created for the “Ride. Reward. Repeat. Campaign.”. Story topic ideas for WTOP native content, to be sponsored by Commuter Connections were reviewed and approved. The postcard created by the marketing contractor for distribution within Fairfax County for the I-395 Express Lanes construction value-added bonus promotion was also reviewed and approved.

COG/TPB staff finished gathering data for FY2017 NTD reporting and completed and submitted the report to the Federal Transit Administration. COG/TPB staff attended a National Transit Database (NTD) Urban Reporting Course to learn more about NTD reporting procedures on November 1st and 2nd in Newark, NJ. COG/TPB staff also participated in an NTD user webinar on November 16th.

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

## **E. Car Free Day**

Raffle prizes were awarded and sent to winners, and prize recipients were publicized through social media and the event web site. A summary of Car Free Day 2017 pledge data, and an emissions impacts analysis were presented at the November Commuter Connections Subcommittee meeting. A debrief report of earned media was created to summarize press coverage of the Car Free Day event. An infographic was created, outlining results of the 2017 Car Free Day event, and posted to social media. Thank you emails were sent to Car Free Day sponsors and participants.

COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB staff added new press releases to the Car Free Day website. COG/TPB staff added new sponsors to the Car Free Day sponsor page. COG/TPB staff produced analytics reports and reported them to third party contractors for analysis. Car Free Day media invoices were reviewed and processed.

## **F. CarpoolNow Mobile Application**

A soft-launch radio campaign to promote CarpoolNow launched in the Baltimore region to promote the CarpoolNow mobile app and driver incentive to those living and working in Howard County, MD. A letter was drafted about CarpoolNow, on behalf of Howard County to be sent to employers. A media buy and creative visuals were approved for advertising on other platforms to run beginning in late December and in January 2018.

COG/TPB staff built a landing page for the CarpoolNow app on the Commuter Connections website. The CarpoolNow websites URL’s were redirected to the Commuter Connections CarpoolNow landing page.

COG/TPB staff finalized the CarpoolNow Driver incentive participation and eligibility guidelines. COG/TPB staff managed the marketing and public relations contractors.

## **IV. MONITORING AND EVALUATION**

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

COG/TPB staff conducted an analysis of 2017 Car Free Day pledge data, to measure emissions and greenhouse gas reductions impacts.

The placement rate survey was scheduled to begin October 31. During the last two weeks of October, COG/TPB staff tested the survey code and Media Beef fixed bugs. All defects were remedied by October 30. COG/TPB staff created a list of commuters eligible to take the survey and handled preparing email invitations. The final version of the survey code was made available to the public October 31st. Invitations were then sent to eligible commuters. Staff launched the survey and monitored the incoming responses from commuters. To boost participation, staff sent reminder emails to eligible commuters who hadn't taken the survey. Commuter Connections received 28 responses in October (the survey was live for just one day), 364 in November, and 122 in December for a total of 514. CIC Research handled surveying by telephone those users who did not provide Commuter Connections with their email address. The draft report is expected early in 2018.

COG/TPB staff presented information to the TPB's State Technical Working Group on October 3rd and to the TPB Technical Committee on October 6th regarding preliminary results from the FY2015-2017 TERM Analysis Draft Report. COG/TPB Staff continued to review the draft FY2015 – 2017 TERM draft Analysis Report and worked with LDA Consulting to make updates and corrections to the draft report. The final draft report was presented to the Commuter Connections Subcommittee in November for final review and endorsement. The report was then published and distributed through hard copy and posted on the publications page on the Commuter Connections website.

COG/TPB staff prepared the FY2108 – FY2020 TDM Evaluation Schedule and associated costs which was presented to the state funders on November 14th and to the Commuter Connections Subcommittee on November 21st.

In October and November, Monthly Employer Outreach sales activity reports were received from Arlington and the District of Columbia.

Outstanding reports are pending from Prince William, Fairfax, Loudoun, Frederick, Montgomery, Prince George's Counties and the District of Columbia as well as Tri-County Council and the City of Alexandria.

COG/TPB staff oversaw the employer site survey coordination. COG/TPB staff fulfilled Employer Outreach data requests from Prince George's County and the District of Columbia. COG/TPB staff continued to work with VHB to plan updates to the COG survey database. COG/TPB staff collected data documentation from the employer outreach activity reports.

In December, monthly Employer Outreach sales activity reports were received from Arlington, Frederick, Loudoun, Montgomery, Tri-County Council, and the District of

Columbia. Outstanding reports are pending from Prince William, Prince George's, Fairfax, and the City of Alexandria.

During the quarter, COG/TPB staff conducted and completed a data sweep of the ACT! database the week of October 16<sup>th</sup>, November 13<sup>th</sup>, and December 11<sup>th</sup>.

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

Advertising campaign effectiveness was tracked through call volumes and internet visits. This information was made available as part of the FY18 First Half Marketing Campaign Summary draft report issued at the December Regional TDM Marketing Group meeting.

A Customer Satisfaction survey was sent via email to Washington region commuters who used the Guaranteed Ride Home service between October - December 2017, and physical survey cards were sent for September - November trips. Preliminary findings of the FY17 Guaranteed Ride Home Customer Satisfaction Survey for the Washington region were presented at the December Regional TDM Marketing Group meeting.

COG/TPB staff completed and distributed the July and August 2018 CCWP monthly Executive Summary Reports. COG/TPB staff also completed and distributed the October 2018 CCWP monthly Executive Summary Report and the 1st Quarter FY2018 Progress Report. COG/TPB staff completed and distributed the November 2018 CCWP monthly Executive Summary Report.

COG/TPB staff continued to work with VHB to plan updates to the COG archive survey database. The additional surveys received from Arlington County were entered into the database.

COG/TPB staff continued work on edits to the Bike to Work Day 2017 Event Report.

The second draft of the Bike to Work Day 2017 Event Report was presented to the Bike to Work Day Committee on November 8<sup>th</sup> and to the Commuter Connections Subcommittee on November 21<sup>st</sup>. Comment periods were established.

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

COG/TPB staff finalized the Employer Outreach jurisdictional data for the FY2017 fourth quarter and presented the final results at the October 17<sup>th</sup> Employer Outreach Committee meeting. Work continued on collecting data for the FY2018 first quarter conformity verification statement report which was completed.

COG/TPB staff also continued collecting data for the second quarter Employer Outreach conformity verification report.

## **V. EMPLOYER OUTREACH**

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

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

Throughout the second quarter COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software. COG/TPB staff held an ACT! database training session for the District of Columbia outreach staff on November 13th and coordinated with the goDCgo staff to incorporate employer data records to the ACT! regional database.

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

COG/TPB staff distributed bicycle guides at various events throughout the quarter as well as upon request.

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

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

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

COG/TPB staff continued to work with Montgomery and Prince George's Counties on the FY18 contract renewals.

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

COG/TPB staff coordinated and presented at the October 17 Employer Outreach Committee meeting.

Topics covered were:

- Fourth Quarter FY2017 and Draft First Quarter FY2018 Conformity Verification Reports
- Training Update and Review
- Update on Metro Outreach Activities
- Loudoun County Outreach Activities
- Employer Outreach Roundtable

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff coordinated with WMATA's SmartBenefits program sales staff.

COG/TPB staff continued work on identifying companies to profile for case studies in FY18. COG/TPB staff coordinated with identifying and selecting consultants for the December 4th sales training session on Effective Communication. The training session was held on December 4th and was received positively by the attendees.

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

Montgomery County's Spring Sales Support call responses were received. COG/TPB staff continued working on the fall sales support questionnaire responses.

COG/TPB staff conducted outreach to employers for the new Flex-time Incentive pilot program.

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

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

COG/TPB staff provided coupons from the Newseum and Moe's Southwest Grill, to GRH re-registrants as part of the GRH Rewards program.

A Customer Satisfaction survey was sent via email to Baltimore region commuters who used the Guaranteed Ride Home service between October - December 2017, and physical survey cards were sent for September - November trips. Preliminary findings of the FY17 Guaranteed Ride Home Customer Satisfaction Survey for the Baltimore region were presented at the December Regional TDM Marketing Group meeting.

The 1st half FY18 GRH Baltimore marketing campaign was launched in late September and ran through the end of December using ads developed in the previous fiscal year. Radio stations were WBAL (news/talk), and WPOC (country music). Video advertising was also placed on YouTube and Facebook.

The GRH Baltimore program continued to enroll new applicants who work in the Baltimore Metropolitan Region as well as St. Mary's County in Maryland during October through December 2017. GRH registrants were notified of their account expiration and were provided instructions on how to renew the account. The program has now been operational for six years and three 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 processed taxi and car rental invoices and transit vouchers.

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

COG/TPB staff worked on obtaining updated emission factors needed to estimate impacts for the FY2016 GRH Baltimore Survey Impact Analysis Report. Work continued the preparation of the draft FY2017 GRH Baltimore Impact Analysis Report. The draft was prepared and released to MDOT and MTA representatives for review and feedback.

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

Between the months of October and December 2017, there were 32 GRH Baltimore applications received. 34 commuters were registered during this period (32 registered and 2 one-time exceptions) while 62 commuters were re-registered. During the same period, the GRH program provided twenty-seven (27) GRH trips. No “one-time” exceptions were provided during this period. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Unscheduled Overtime.” As of December 31, 2017, a total of 422 commuters are currently registered in the GRH Baltimore program.

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

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

COG/TPB staff worked on obtaining and processing final FY2017 invoices from ride providers.

COG/TPB staff continued collecting information for FY2018 contract amendments for each of the ride providers. COG executed a contract amendment with Diamond Transportation for GRH daily operations for FY2018.

COG/TPB staff identified a trainer to provide Customer Service training for GRH Customer Service Agents and coordinated with the selected firm to finalize the training materials for the session that was held on November 1st. ALL GRH dispatchers were encouraged to attend the session which focused on providing an enhanced level of customer service to the commuting public.



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

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 1, 2017</b>
<b>Total applicants/info provided:</b>	5,561	6,965	12,526
Rideshare applicants	2,805	2,977	5,782
Matchlists sent	6,571	6,513	13,084
Transit applicants/info sent	76	63	139
GRH applicants	1,830	728	2,558
Bike to work info requests	7	10	17
Telework info requests	5	5	10
<b>Internet users</b>	45,835	42,507	88,342
Internet applicants	4,451	4,735	9,186
<b>New employer clients</b>	112	399	511
Employee applicants	0	0	0

<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2017</b>
<b>Continued placements</b>	992	1,052	2,044
<b>Temporary/one-time placements</b>	144	152	296
<b>Daily vehicle trips reduced</b>	549	583	1,132
<b>Daily VMT reduced</b>	15,056	15,979	31,035
<b>Daily tons NOx reduced</b>	0.0058	0.0061	0.0119
<b>Daily tons VOC reduced</b>	0.0030	0.0032	0.0063
<b>Daily tons PM2.5 reduced</b>	0.00019	0.00020	0.00038
<b>Daily tons PM2.5 NOx reduced</b>	0.0063	0.0067	0.0129
<b>Daily tons GHG reduced</b>	7.4626	7.9202	15.3828
<b>Daily gallons of gas saved</b>	757	803	1,560
<b>Daily commuter costs saved</b>	\$2,560	2,716	5,276

**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  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	112	144	228
Locals Rideshare Apps (New and Re-apps)	2,693	2,833	3,189
Matchlists Requested	6,430	6,341	5,369
Transit Applicants/Info Sent	76	63	77
GRH Washington Applicants	672	728	800
GRH Washington Rides Provided	613	496	596
GRH Baltimore Applicants	32	23	39
GRH Baltimore Rides Provided	26	30	37
Telework Info Requests	5	5	14
Phone/Fax	0	0	0
Internet	4,552	4,858	4,567
Employer Applicants	0	0	0
<b>Total Hits on website</b>	<b>46,146</b>	<b>42,507</b>	<b>48,421</b>

**TDM SERVICES**

**ALEXANDRIA**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	15	14	18
Matchlists Sent	56	73	98
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	10	15	17
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	4
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	120
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	1
Level 4	0	0	0

**TDM SERVICES**

**ARLINGTON**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	12	18
Matchlists Sent	56	36	59
Transit Applicants and Info Sent	0	3	0
GRH Washington Applicants	7	23	20
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	10	8	2
Employers Contacted (New)- Visit	14	0	16
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,999	1,461	1,594
Employers Contacted (Follow up)- Visit	44	51	43
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	4	1
Level 2	0	2	1
Level 3	3	1	0
Level 4	0	1	0

**TDM SERVICES**

**ANNE ARUNDEL**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	40	22	20
Matchlists Sent	199	162	132
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	25	18	40
GRH Baltimore Applicants	2	4	9
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  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	17	14	24
Matchlists Sent	54	55	64
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	9	11	6
GRH Baltimore Applicants	9	1	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BMC**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	19	3	4
Matchlists Sent	92	21	26
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	6	7
GRH Baltimore Applicants	3	3	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**COG - DC/DE/PA/WVA/VA  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	101	128	228
Matchlists Sent	322	417	645
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	57	74	64
GRH Baltimore Applicants	3	7	10
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	25	N/A	90
Employers Contacted (New)- Visit	0	N/A	16
Employers Contacted - Number of Potential (New)	0	N/A	0
Employers Contacted (Follow up)- Phone	108	N/A	186
Employers Contacted (Follow up)- Visit	18	N/A	50
Employers Contacted - Number of Potential (Follow up)	0	N/A	0
New TDM Programs Established			
Level 1	4	N/A	13
Level 2	0	N/A	0
Level 3	4	N/A	28
Level 4	2	N/A	0



**TDM SERVICES**

**DATA**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	29	14	23
Matchlists Sent	76	64	62
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	13	0	16
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

\*See FFX - EO numbers reported under Fairfax County

**TDM SERVICES**

**FAIRFAX**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	184	157	87
Matchlists Sent	939	935	664
Transit Applicants and Info Sent	1	3	7
GRH Washington Applicants	65	98	86
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	1	2
Employers Contacted (New)- Phone	0	147	10
Employers Contacted (New)- Visit	0	0	8
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	604	370
Employers Contacted (Follow up)- Visit	0	80	11
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	16	1
Level 4	0	2	0

**TDM SERVICES**

**FDA**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	24	27
Matchlists Sent	212	224	212
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	39	24	29
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**FREDERICK**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	34	35
Matchlists Sent	301	415	250
Transit Applicants and Info Sent	3	4	0
GRH Washington Applicants	25	29	39
GRH Baltimore Applicants	2	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	8	11	18
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	24	15	14
Employers Contacted (Follow up)- Visit	5	3	4
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	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**GW RIDE CONNECT  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	260	198	257
Matchlists Sent	468	524	357
Transit Applicants and Info Sent	5	1	5
GRH Washington Applicants	102	79	113
GRH Baltimore Applicants	0	0	0
Telework Information Requests	3	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**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	1	1
Matchlists Sent	67	1	23
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	13	1
GRH Baltimore Applicants	7	1	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**HOWARD**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	27	17
Matchlists Sent	0	0	49
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	20	16	21
GRH Baltimore Applicants	2	4	5
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**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	82	69	71
Matchlists Sent	581	445	368
Transit Applicants and Info Sent	3	1	3
GRH Washington Applicants	47	52	54
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	95	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	153	183	82
Employers Contacted (Follow up)- Visit	6	5	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**MTA**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	5	10
Matchlists Sent	44	29	34
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	5	10
GRH Baltimore Applicants	0	1	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BETHESDA TRANSPORTATION SOLUTIONS  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	71	25	13
Matchlists Sent	74	29	1
Transit Applicants and Info Sent	11	20	3
GRH Washington Applicants	1	1	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**MONTGOMERY COUNTY  
COUNTYWIDE  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	42	39	27
Matchlists Sent	198	315	82
Transit Applicants and Info Sent	3	1	1
GRH Washington Applicants	23	32	32
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	3
Employers Contacted (New)- Phone	58	122	28
Employers Contacted (New)- Visit	6	0	19
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	725	2,090	2,015
Employers Contacted (Follow up)- Visit	45	18	58
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	1	3
Level 2	0	1	1
Level 3	0	0	0
Level 4	0	0	0

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	19	10	0
Matchlists Sent	143	19	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	2	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**TRANSPORTATION ACTION PARTNERSHIP  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	131	81	98
Matchlists Sent	251	215	240
Transit Applicants and Info Sent	47	22	46
GRH Washington Applicants	0	1	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SHADY GROVE**

**OCTOBER - DECEMBER 2017**

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

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SILVER SPRING**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	17	17	7
Matchlists Sent	93	62	29
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	14	6	7
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**

**NATIONAL INSTITUTES OF HEALTH (NIH)  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	2	1
Matchlists Sent	28	4	8
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	8	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A



**TDM SERVICES**

**NATIONAL GUARD READINESS CENTER  
OCTOBER - DECEMBER 2017**

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

**TDM SERVICES**

**NORTHERN NECK  
OCTOBER - DECEMBER 2017**

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

**TDM SERVICES**

**NORTHERN SHENANDOAH  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	19	25	24
Matchlists Sent	265	303	91
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	6	3	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**PRINCE GEORGE'S  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	45	67	52
Matchlists Sent	237	336	253
Transit Applicants and Info Sent	0	1	3
GRH Washington Applicants	38	42	32
GRH Baltimore Applicants	1	1	1
Telework Information Requests	0	0	2
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**

**PRTC**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	129	119	160
Matchlists Sent	1,211	1,290	1,260
Transit Applicants and Info Sent	0	2	4
GRH Washington Applicants	97	121	119
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	0	5	15
Employers Contacted (New)- Visit	0	0	4
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	1	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	11	23
Matchlists Sent	144	73	141
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	7	7	15
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**TRI-COUNTY**

**OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	33	28	42
Matchlists Sent	315	291	248
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	43	42	56
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	6
Employers Contacted (New)- Phone	11	5	15
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	9	5	26
Employers Contacted (Follow up)- Visit	9	0	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	3	2
Level 2	3	1	1
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**CHARLOTTESVILLE  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	34	39	5
Matchlists Sent	151	209	23
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	34	38	0
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  
OCTOBER - DECEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	564	690	3,091
Matchlists Sent	812	812	1,582
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	500	10
GRH Baltimore Applicants	0	5	0
GRH RideShare Delaware	561	684	2,960
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  
 OCTOBER - DECEMBER 2017**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	15	2	13	30
ARLINGTON (COG)	14	6	26	46
ANNE ARUNDEL	40	11	6	57
BALTIMORE CITY	17	2	4	23
BMC	19	3	12	34
COG	74	8	171	253
DATA	29	1	13	43
DISTRICT OF COLUMBIA	27	3	39	69
FDA	21	101	9	131
FAIRFAX COUNTY	184	26	31	241
FREDERICK	22	82	140	244
GW RideConnect	260	718	1,068	2,046
HARFORD	14	1	0	15
HOWARD	22	7	30	59
LOUDOUN	82	21	127	230
MTA	6	5	2	13
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	71	25	115	211
Countywide	42	7	6	55
Friendship Heights/Rockville	19	1	4	24
North Bethesda TMD	131	171	423	725
Shady Grove	1	0	0	1
Silver Spring	17	4	3	24
NIH	3	1	4	8
NATIONAL GUARD REDINESS CENTER	0	0	2	2
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	19	12	2	33
PRINCE GEORGE'S	45	6	6	57
PRTC	129	63	199	391
RAPPAHANNOCK-RAPIDAN	22	2	3	27
TRI - COUNTY	33	138	200	371
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	34	0	45	79
RIDESHARE DELAWARE	564	0	113	677
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,378</b>	<b>1,427</b>	<b>2,658</b>	<b>5,463</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>598</b>	<b>0</b>	<b>158</b>	<b>756</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,976</b>	<b>1,427</b>	<b>2,816</b>	<b>6,219</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>2,805</b>		

<b>FY 2017 October to December 2017</b>	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ Charles
Employers Contacted (new) Site Visits (prospects)	0	10	25	0	8	0	58	0	0	11
Telework - NEW	0	0	0	0	0	0	0	0	0	3
Employers Contacted (follow-up)	0	1999	108	0	24	153	725	0	0	9
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	3
Total Broadcast Contacts Letters, Flyers, Newsletter	0	13745	5712	0	3	220	6498	0	0	147
Total Sales Meetings	0	58	18	0	5	6	51	0	0	9
Total Employers Contacted	0	15812	5863	0	40	379	7332	0	0	182
New Level 1 TDM Programs	0	6	4	0	0	0	1	0	0	7
New Level 2 TDM Programs	0	0	0	0	0	0	0	0	0	3
New Level 3 TDM Programs	0	3	4	0	0	0	0	0	0	0
New Level 4 TDM Programs	0	0	2	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0

**Technical Assistance to Local Agencies  
October – December 2017**

<b>Agency</b>	<b>Date Reported</b>	<b>Acknowledgement of Receipt</b>	<b>Notice of Resolution</b>	<b>Nature of the Problem</b>
<b>October 2017</b>				
PRTC	Thu 10/12/2017 11:53 PM	Thu 10/12/2017 12:00 PM	Thu 10/12/2017 3:31 PM	Question Regarding Matchlists
LCCS	Thu 10/12/2017 12:05 PM	Thu 10/12/2017 12:30 PM	N/A	Updated Park and Ride List
Frederick County	Mon 10/16/2017 10:59 AM	Mon 10/23/2017 10:40 AM	Mon 10/23/2017 10:40 AM	Table 4a Results
RSDE	Mon 10/23/2017 8:30 AM	Mon 10/23/2017 10:27 AM	Mon 10/23/2017 10:38 AM	Commuter's Destination Not Geocoding
BMC	Tue 10/24/2017 11:45 AM	Tue 11/7/2017 9:41 AM	Tue 11/7/2017 10:21 AM	Reported a Bug found in a Matchletter
BMC	Tue 10/31/2017 11:45 AM	Thu 11/9/2017 10:42 AM	Mon 11/13/2017 10:11 AM	Issue with Park and Ride Address on Matchlist
<b>November 2017</b>				
NSVRC	Mon 11/6/2017 2:11 PM	Tue 11/7/2017 10:39 AM	Tue 11/7/2017 11:20 AM	Matchrequest Report
NSVRC	Wed 11/8/2017 11:48 AM	Wed 11/8/2017 12:14 PM	Wed 11/8/2017 12:15 PM	Question Regarding a Vanpool Report
MCDOT	Mon 11/13/2017 1:25 PM	Mon 11/13/2017 3:14 PM	Mon 11/13/2017 3:52 PM	CCRS End-User Report
MCDOT	Tue 11/14/2017 9:13 AM	Wed 11/15/2017 12:08 PM	Thu 11/16/2017 11:49 AM	Custom Report Request
Frederick County	Wed 11/15/2017 9:08 AM	Wed 11/15/2017 10:51 AM	Wed 11/15/2017 10:51 AM	Table 4a Results
PRTC	Thu 11/16/2017 5:08 PM	Tue 11/21/2017 2:32 PM	Tue 11/21/2017 2:32 PM	Provided Table from First Quarter Progress Report
<b>December 2017</b>				
RSDE	Tue 12/5/2017 8:55 AM	Tue 12/5/2017 10:43 AM	Tue 12/5/2017 10:43 AM	Report Request
RSDE	Tue 12/5/2017 2:14 PM	Tue 12/5/2017 2:59 PM	Tue 12/5/2017 2:59 PM	Report Request
NSVRC	Wed 12/13/2017 1:51 PM	Thu 12/14/2017 9:06 AM	Thu 12/14/2017 9:42 AM	Fixed Issue with Commuter's Destination Address
Frederick County	Fri 12/15/2017 8:55 AM	Fri 1/12/2018 2:08 PM	Fri 1/12/2018 2:08 PM	Table 4a Results for November & December