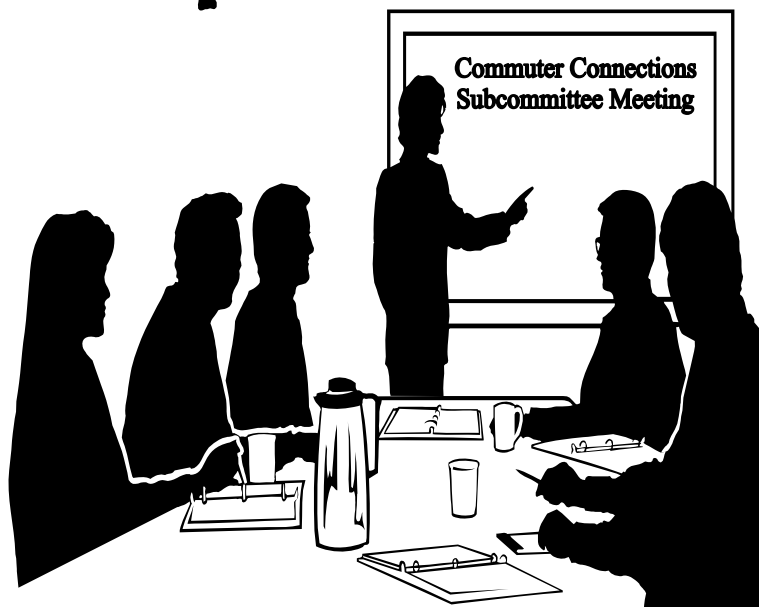


HANDOUTS

from previous meeting



March 17, 2009



Guaranteed Ride Home Customer Satisfaction Survey

Fiscal Year 2008 Results

Commuter Connections Subcommittee

March 17, 2009

We'll get you home. Guaranteed.

Survey Letter



Dear Commuter:

Thank you for using the Commuter Connections Guaranteed Ride Home (GRH) program in July. As a standard practice, we send out survey cards to all of our customers in order to determine their level of satisfaction with this free service. Your feedback will help us gauge the program's continued value and also help improve and better serve commuters in the Washington metropolitan area.

Please take just a moment to complete the enclosed survey card and simply drop it in the mail within 10 days, no postage necessary!

For the latest Guaranteed Ride Home participation guidelines, or if you would like information about other Commuter Connections services, please visit our web site at www.commuterconnections.org, or call us at 1-800-745-7433.

Thank you for using alternative means of transportation to get to work and for supporting the Guaranteed Ride Home program.

Happy Commuting!

COMMUTER CONNECTIONS

We'll get you home. Guaranteed.

Survey Card



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

First Class Mail Permit No. 10532 Washington, DC

Postage Will Be Paid By Addressee



COMMUTER CONNECTIONS
METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS
777 NORTH CAPITOL ST NE
SUITE 300
WASHINGTON DC 20077-0637



Survey Card

Thank you for using Guaranteed Ride Home (GRH). We'd like to know how you feel about our program.

Please take a moment to complete this card and drop it in the mail. Your response is greatly appreciated.

- | | Poor | Fair | Good | Excellent | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--|
| 1. How would you rate the service you received from our GRH trip reservations staff? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6. What was the reason for your GRH trip?
<input type="checkbox"/> Sick Child <input type="checkbox"/> Unscheduled Overtime |
| 2. How would you rate the taxi or rental car service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Personal Illness/
Family Emergency <input type="checkbox"/> Other _____ |
| 3. How would you rate our response time? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7. Comments: _____ |
| 4. Overall, how would you rate our GRH service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| 5. Approximately how many minutes did you wait until receiving your ride? | | | | | _____ |
| | | | | | _____ |

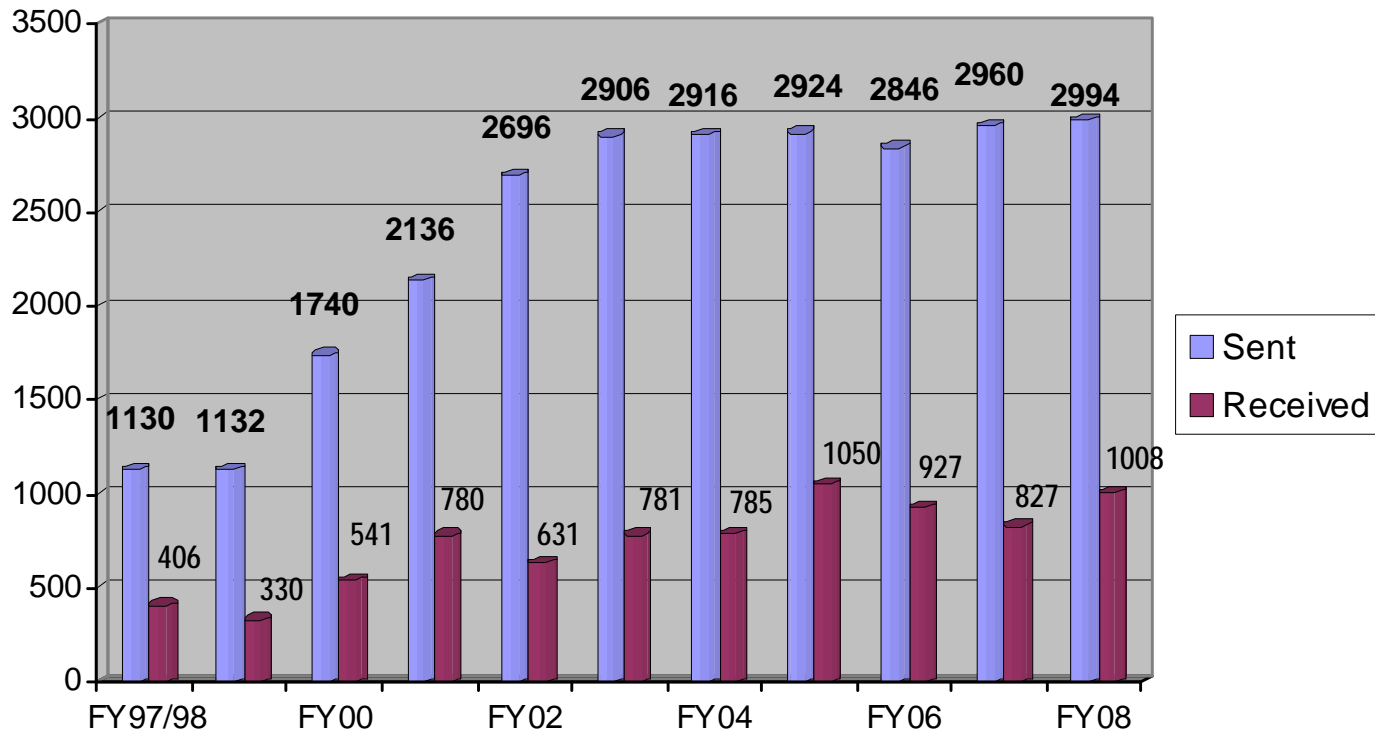
1-800-745-RIDE • www.commuterconnections.org



We'll get you home. Guaranteed.

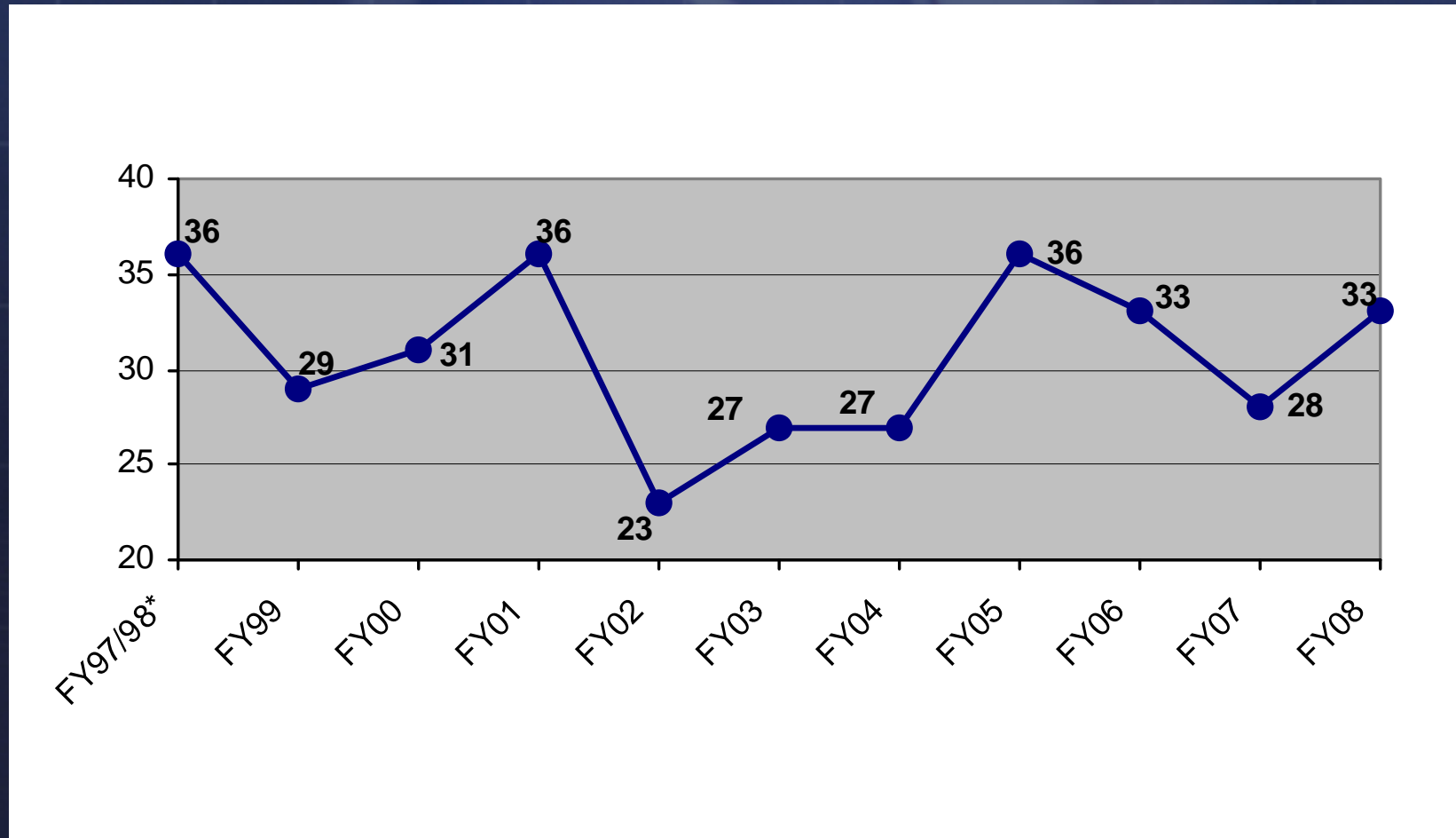
Survey Response Rate

Number of Surveys Sent and Received by Year



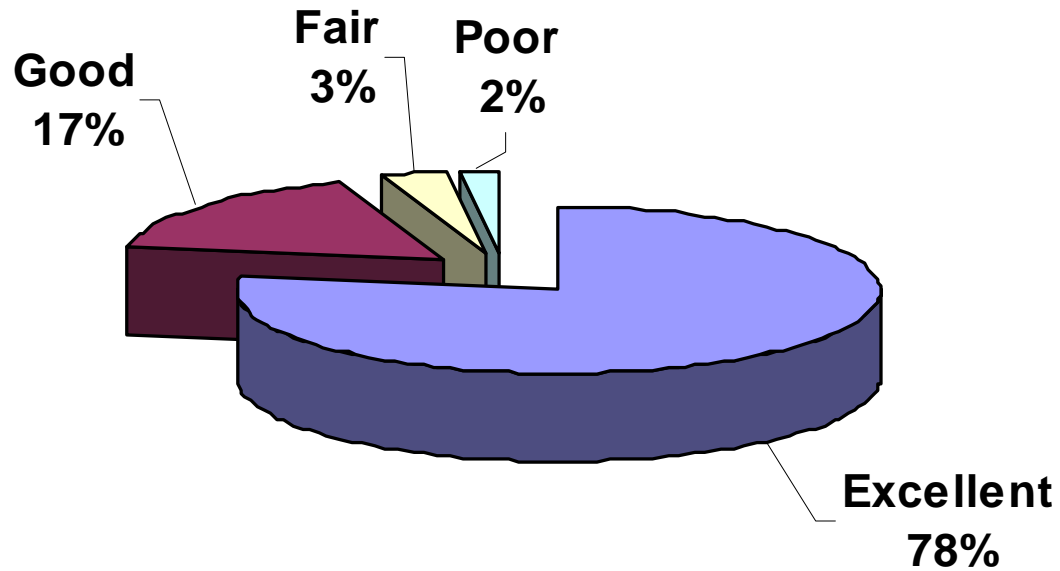
Survey Response Rate

Response Rates in Percentages by Year



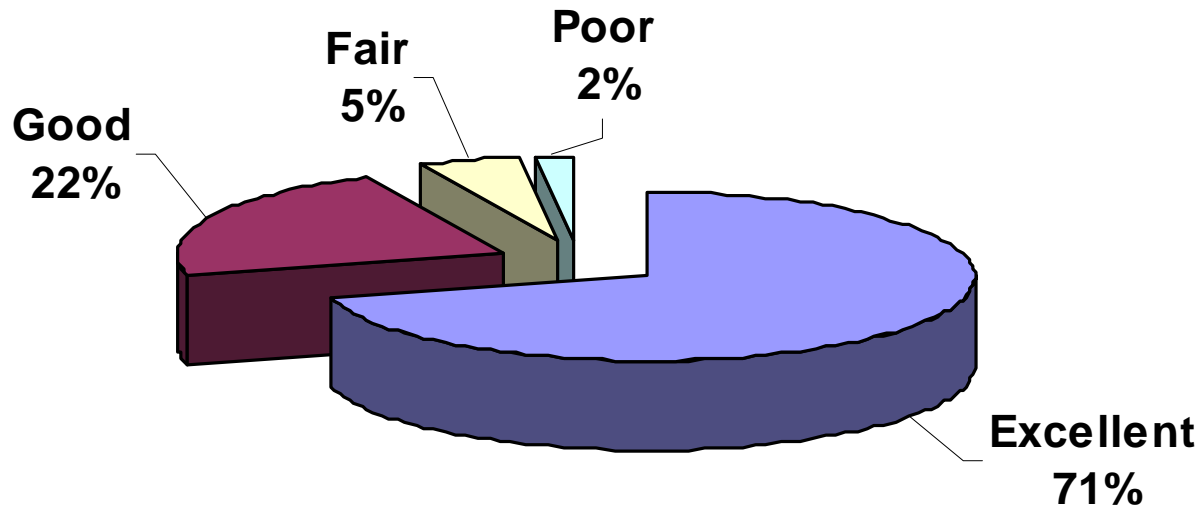
Reservations Staff

How would you rate the service you received from our GRH trip reservations staff?



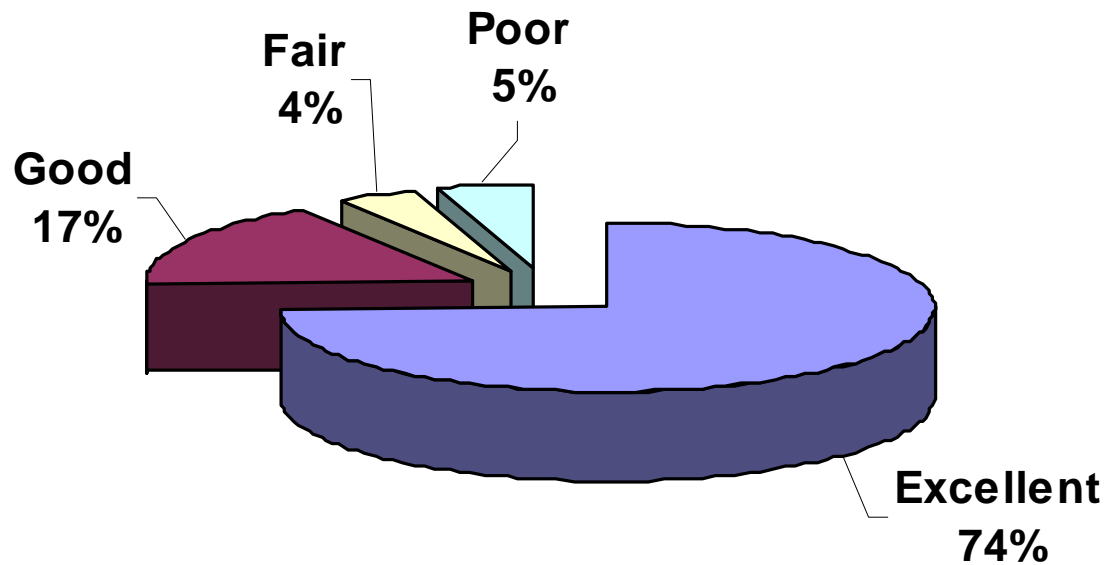
Transportation Service

How would you rate the taxi or rental car service?



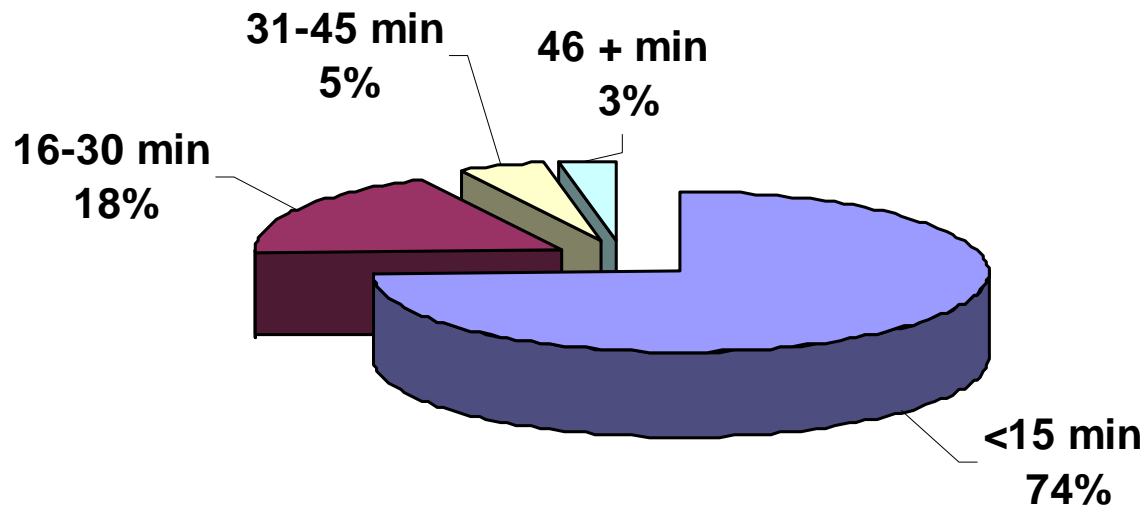
Response Time Perception

How would you rate our response time?



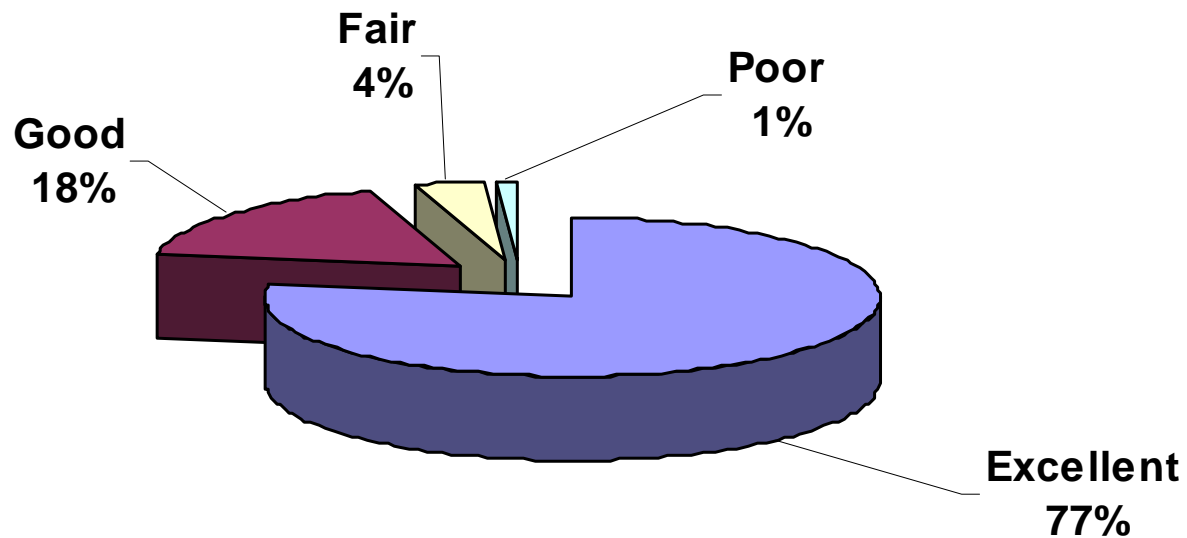
Real Response Time

Approximately how many minutes did you wait until receiving your ride?



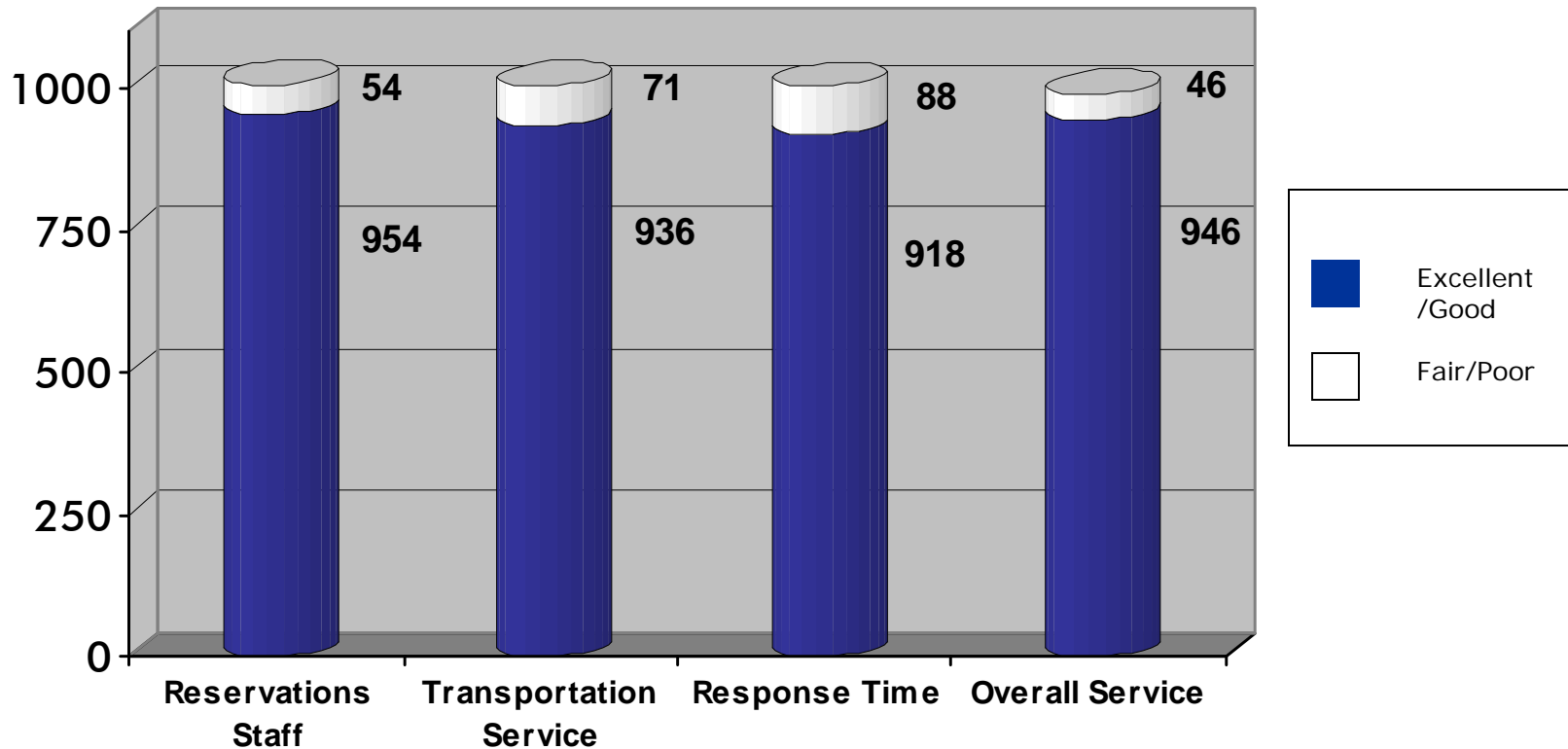
Overall Service

Overall, how would you rate our GRH service?



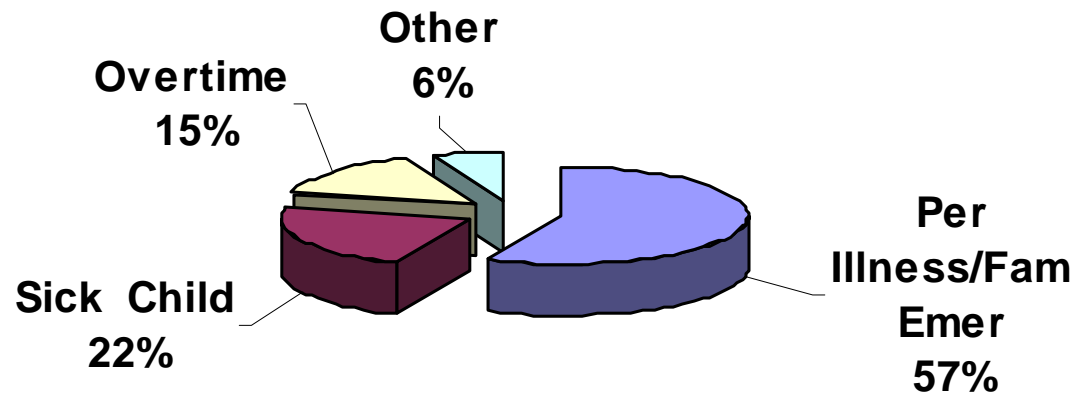
Combined Satisfaction Levels

Number of Responses Based on Combined Satisfaction Levels



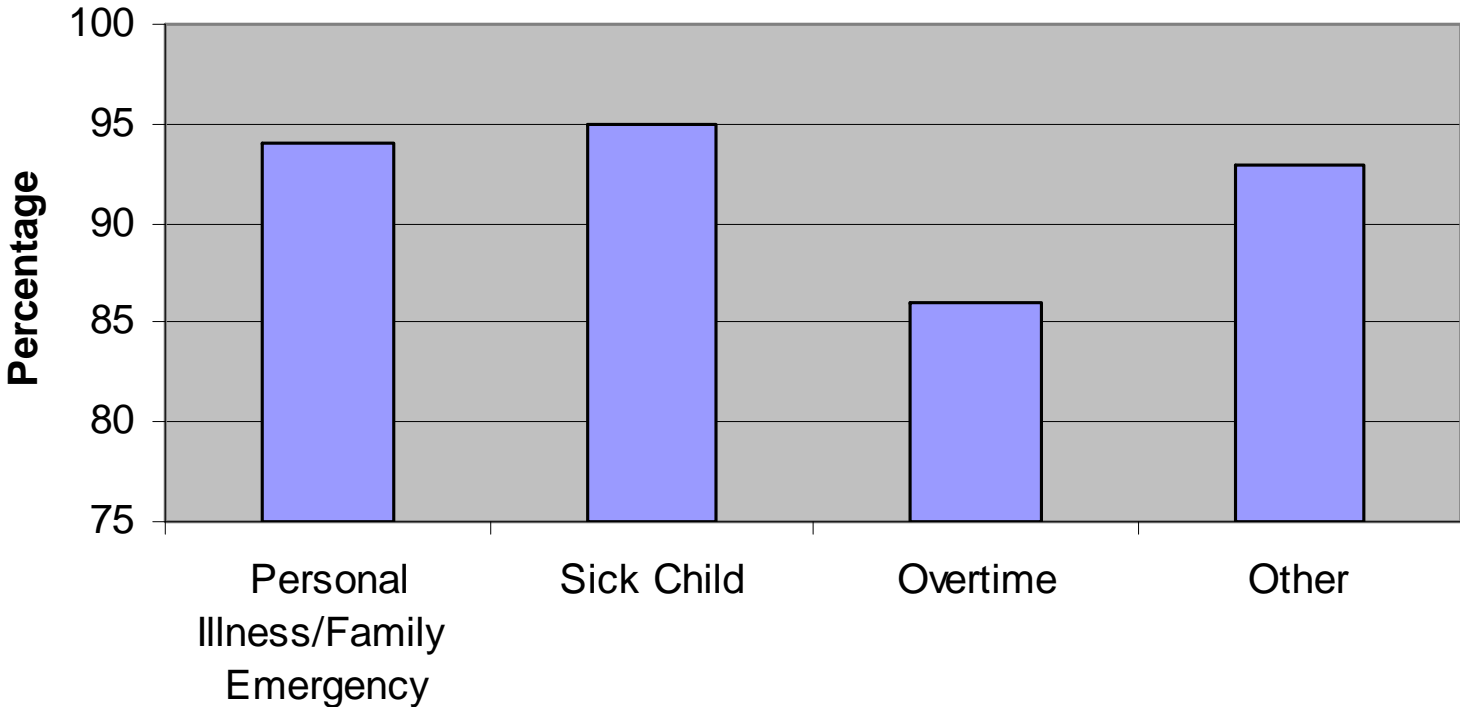
Reason for Trip

What was the reason for your GRH Trip?



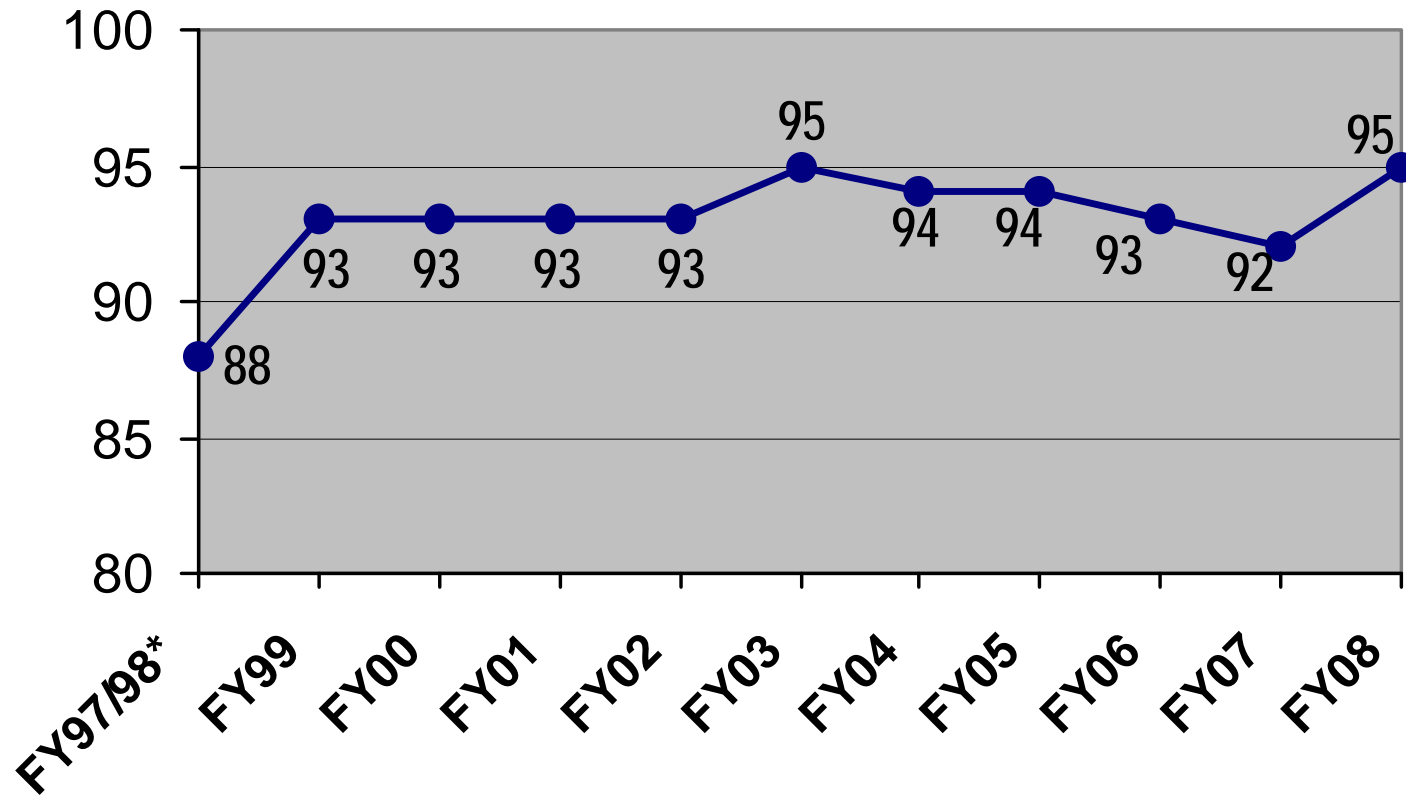
Positive Responses to Overall GRH Service

Percentage by Reason for Trip



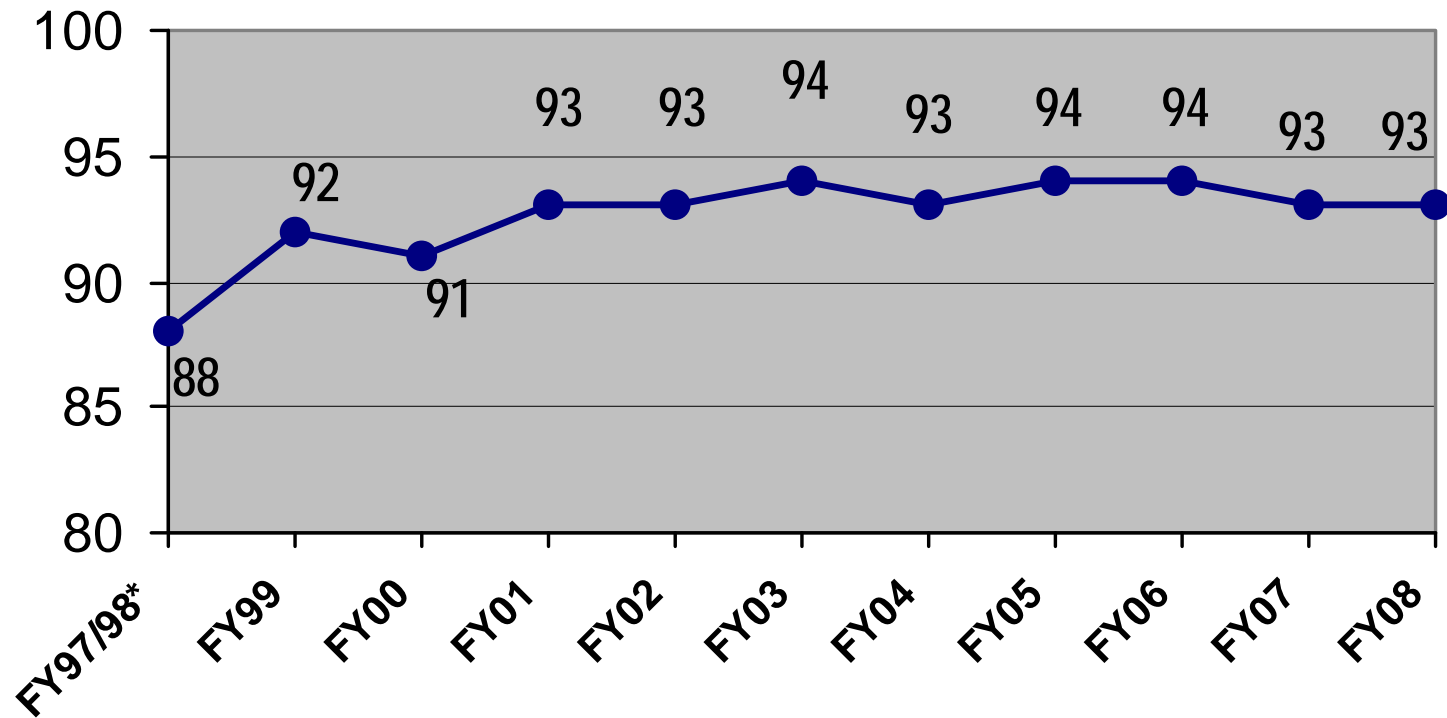
Comparison to Previous Years

How would you rate the service you received from our GRH trip reservations staff?



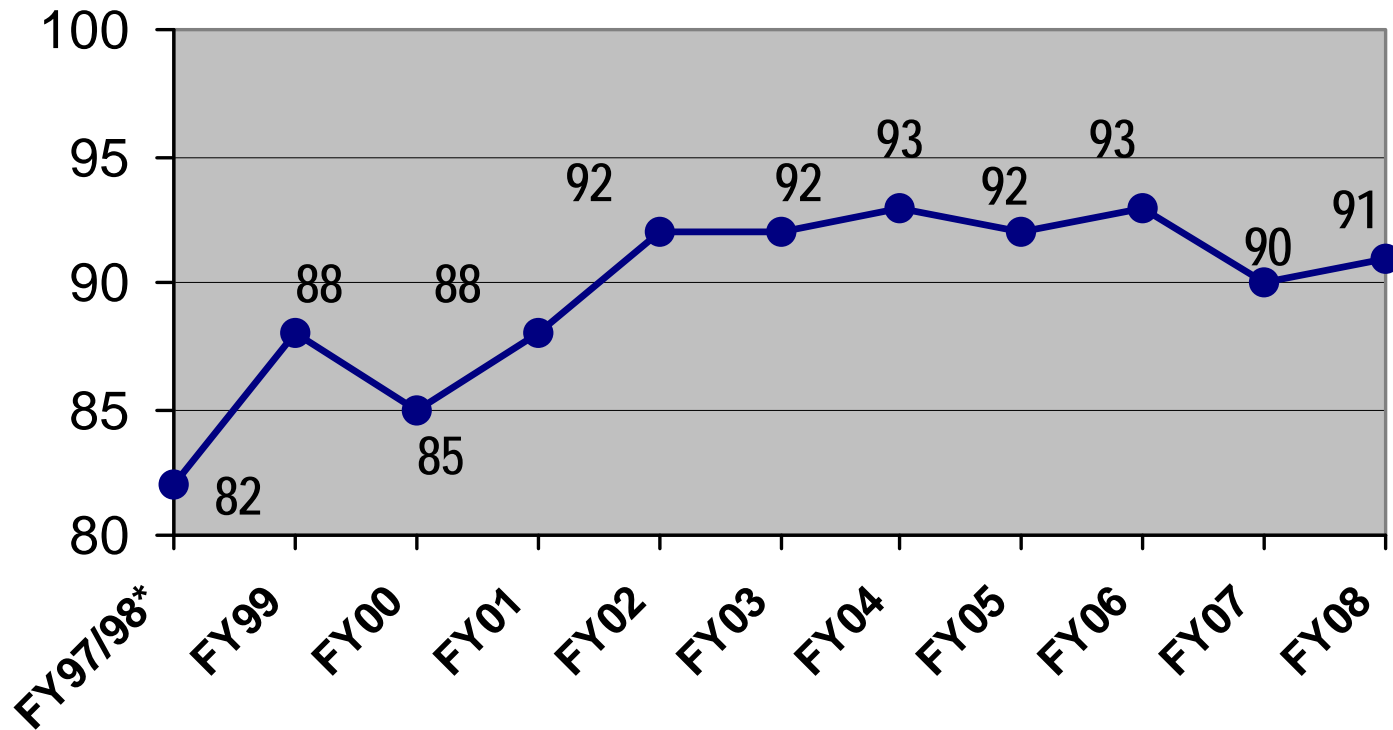
Comparison to Previous Years

How would you rate the taxi or rental car service?



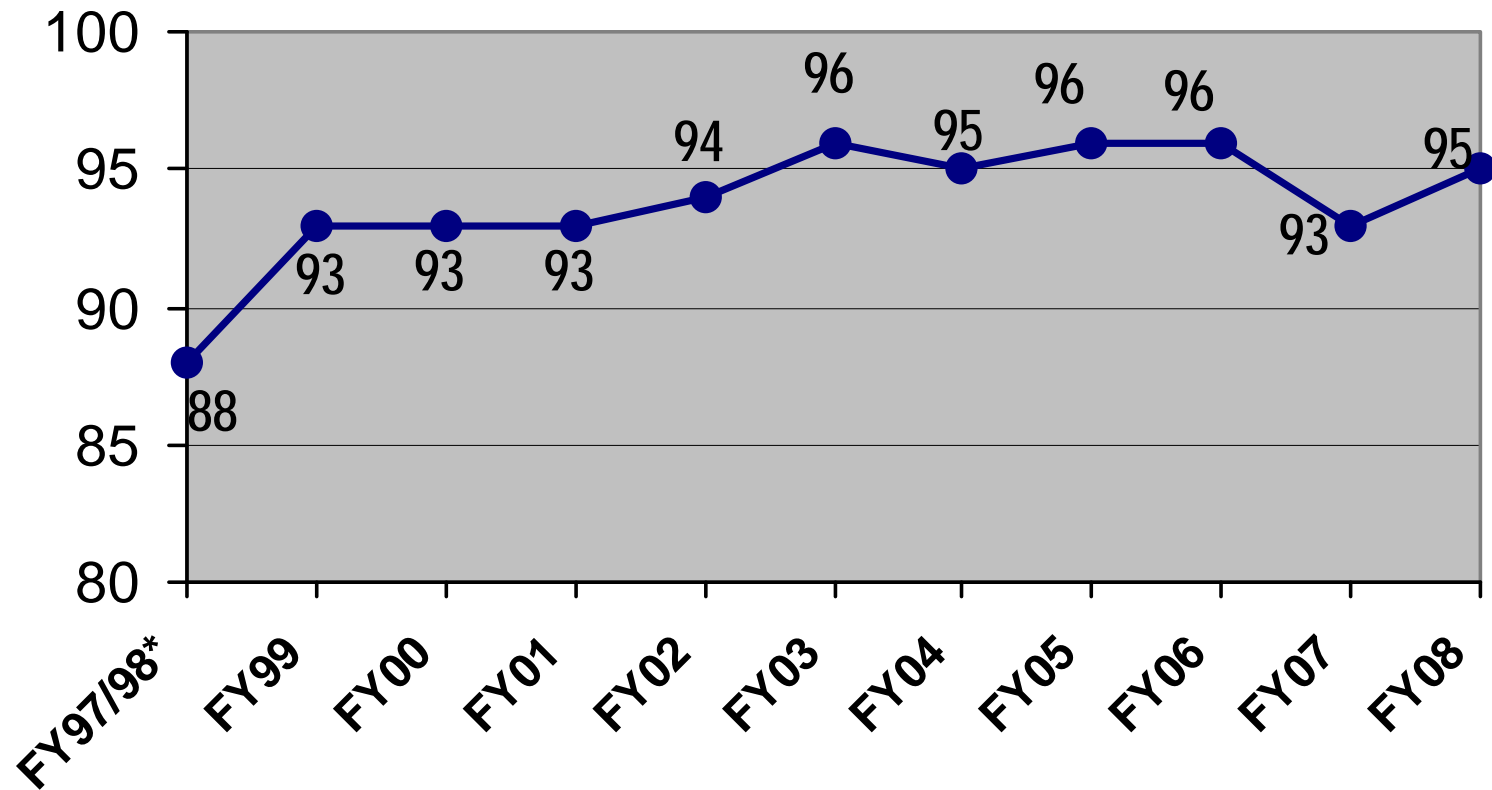
Comparison to Previous Years

How would you rate our response time?



Comparison to Previous Years

Overall, how would you rate our GRH service?



FY08 Customer Feedback

Thank you for using Guaranteed Ride Home (GRH). We'd like to know how you feel about our program.

Please take a moment to complete this card and drop it in the mail. Your response is greatly appreciated.

	Poor	Fair	Good	Excellent	
1. How would you rate the service you received from our GRH trip reservations staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	6. What was the reason for your GRH trip? <input checked="" type="checkbox"/> Sick Child <input type="checkbox"/> Unscheduled Overtime <input type="checkbox"/> Personal Illness/ Family Emergency <input type="checkbox"/> Other _____
2. How would you rate the taxi or rental car service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	7. Comments: <i>This is a great service which provides people with security of a means to get home. Excellent service. I'm thankful for this.</i>
3. How would you rate our response time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
4. Overall, how would you rate our GRH service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
5. Approximately how many minutes did you wait until receiving your ride?				<u>10</u> minutes	

1-800-745-RIDE • www.commuterconnections.org

COMMUTER CONNECTIONS®
A SMARTER WAY TO WORK

We'll get you home. Guaranteed.

FY08 Customer Feedback

- 36% provided written response
- 3 to 1 positive to negative
- Polarizing comments
- Disconnect about Commuter Connections control over taxi service

FY08 Customer Compliments

- *This is the best idea that has ever come around and it really helped get home to my child. Thank you - keep this program going.*
- *I use GRH about every eight months. The service is consistently outstanding and a life saver for the public transit commuter!*
- *This program is the only reason I carpool to work every day. Thank you!*
- *I really appreciate the guaranteed ride home and don't know what I would do without it...keep up the excellent work.*
- *I couldn't believe how great it was. You guys really saved me that day.*
- *Great program truly appreciated by commuters.*
- *I have been commuting from Fredericksburg for over two years now and this is first time using the service - I was extremely happy with everything.*
- *My congrats on running an excellent program.*
- *I can always rely on Commuter Connections. Many thanks for your great service!*

FY08 Customer Complaints

- *First taxi never arrived - GRH rep called for second taxi and made sure it arrived. GRH rep was outstanding!*
- *Waited a little longer than I expected, but otherwise a great service!*
- *Driver was lost and not polite. Overall great!*
- *Taxi was dispatched to wrong side of Vienna Metro station.*
- *Taxi service (Barwood) was completely useless. Is there another service or do they have a monopoly?*
- *It took a long time for the taxi to arrive.*
- *Incapable taxi driver.*
- *Cab driver was scared I was going to rob him. He almost made me get out on the side of the road to leave me stranded.*

FY08 Customer Suggestions

- *You provide excellent service. Please increase the number of GRH's per year.*
- *Make sure the taxi driver knows the distance involved. I had to put gas in the taxi to get home.*
- *Would like to be able to have pick-up past 10pm.*
- *The GRH did not include a gratuity for the driver. Is it possible to include the gratuity, as the gratuity (\$10) exceeded my usual fare on transit? Thanks!*

Recap

- 2,994 surveys distributed
- 33% return rate
- Overall satisfaction rating 95%
- Positive rating by at least 91% for all categories
- Average response wait was 15 minutes, 92% waited 30 minutes or less
- Written responses on over a third of returned survey cards
- Compliments out weighed criticism 3 to 1

We'll get you home. Guaranteed.

Commuter Connections TDM Evaluation Project 2008 Placement Survey

Presentation to
Evaluation Group
January 27, 2009

LDA Consulting
with
CIC Research



Survey Background

- Triennial database placement survey
- Previously conducted surveys
 - 1997 – 1998 (four quarterly surveys)
 - 2000 – 2001 (four quarterly surveys)
 - November 2003, 2004, 2005 – annual surveys
- Current survey conducted in November 2008
- Surveys random sample of 700 commuters who applied to CC from July – Sept 2008 (95% \pm 3.4%)



Placement Survey Data

- **Survey collected data on:**
 - Current travel patterns
 - Travel changes since receiving info
 - Previous travel patterns
 - Info/assistance received and used
 - CC improvements desired
 - GRH and TRC experience
 - Demographics



Placement Survey Purpose

- Collect data for program management
- Collect data to estimate trip, VMT, and emissions from Commuter Operations Center and Software Upgrades
 - Placement rate
 - VTR factor
 - Travel distance
 - Rideshare access mode



Respondent Demographics

	<u>2008</u>	<u>2005</u>	<u>2004</u>	<u>2003</u>
<u>Employer size</u>				
▪ ≤ 100 employees	29%	24%	31%	25%
▪ 101–999 employees	30%	30%	31%	32%
▪ 1,000+ employees	41%	46%	39%	43%
<u>Employer type</u>				
▪ Federal agency	50%	54%	51%	56%
▪ State/local agency	9%	5%	5%	4%
▪ Non-profit	10%	10%	8%	10%
▪ Private	31%	30%	31%	30%

Respondent Demographics - 2

	<u>2008</u>	<u>2005</u>	<u>2004</u>	<u>2003</u>
<u>Sex</u>				
▪ Female	55%	58%	60%	58%
▪ Male	45%	42%	40%	42%
<u>Ethnic Group</u>				
▪ White	64%	65%	64%	67%
▪ African-American	20%	20%	23%	21%
▪ Asian	11%	8%	7%	7%
▪ Hispanic / Latino	5%	5%	4%	4%

Respondent Demographics - 3

	<u>2008</u>	<u>2005</u>	<u>2004</u>	<u>2003</u>
<u>Age</u>				
▪ Under 35	22%	21%	24%	25%
▪ 35-44	29%	36%	34%	34%
▪ 45 +	47%	43%	42%	41%
<u>Income</u>				
▪ Under \$40K	5%	5%	8%	8%
▪ \$40 – \$79.9K	27%	30%	31%	39%
▪ \$80 – \$99.9K	20%	21%	20%	18%
▪ \$100K or more	48%	44%	40%	35%

Survey Analysis

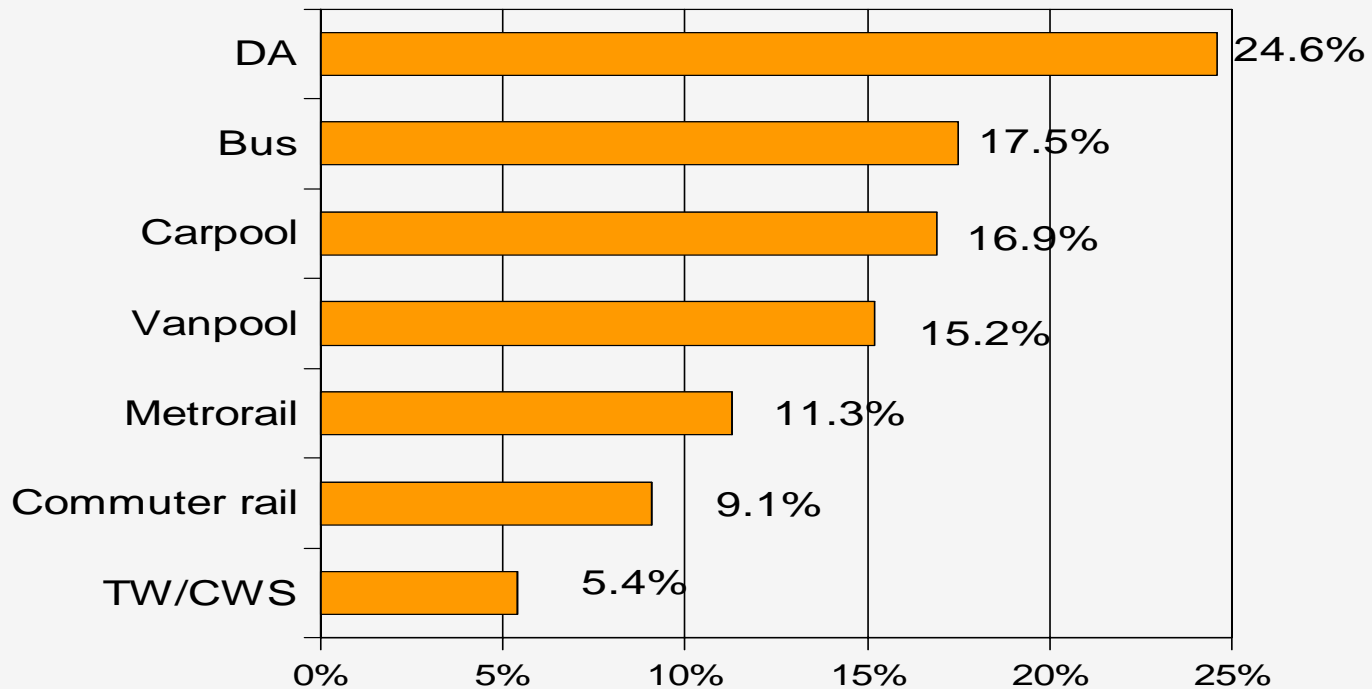


- Document travel patterns of applicants
- Estimate variables to calculate trip, VMT, and emissions from COC and Integrated Rideshare
 - Placement rate
 - VTR factors
 - Trip distance
 - Alternative mode access mode and distance
- Examine service use and satisfaction



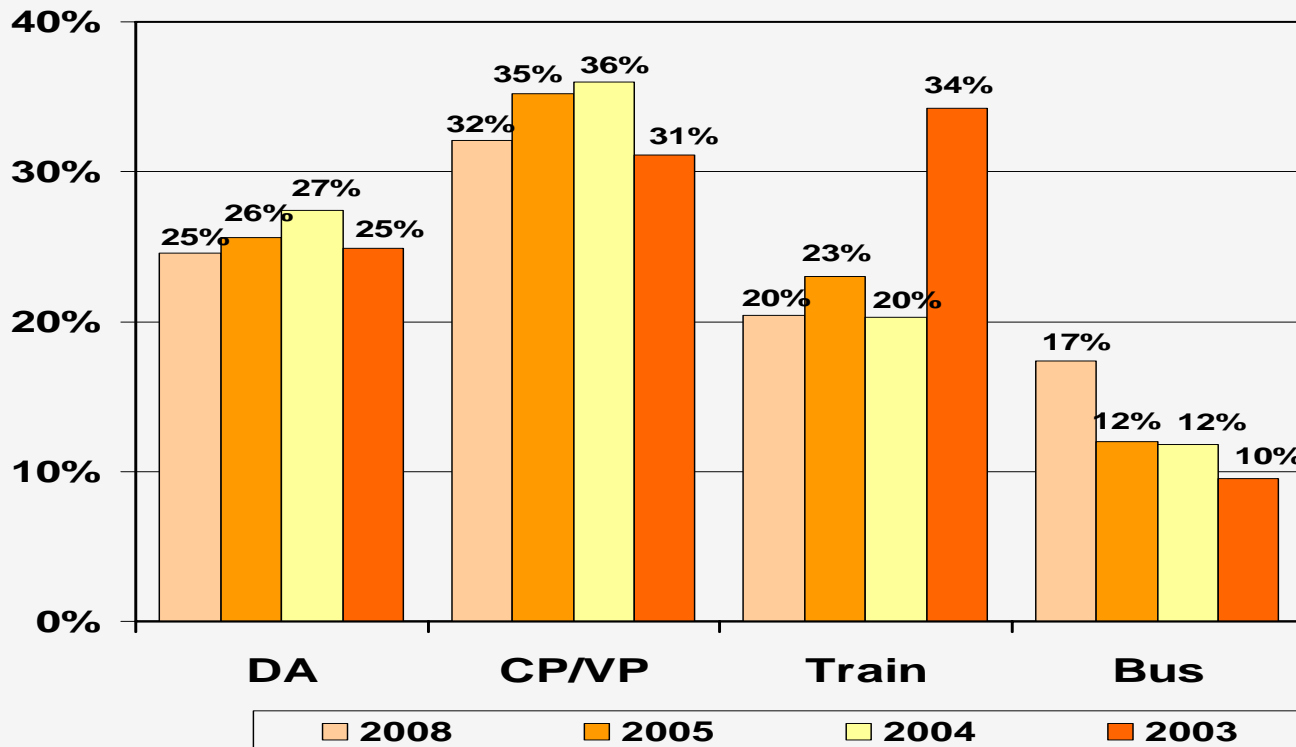
Mode Split by Weekly Trips - 2008

Alternative modes dominated the weekly commute trips. Only 25% of commute trips were made by driving alone. Bus, carpool, and vanpool were the most popular alternative modes.



Mode Weekly Trips – 08, 05, 04, 03

Mode use remained relatively constant except for high train use in 2003 and high bus use in 2008.

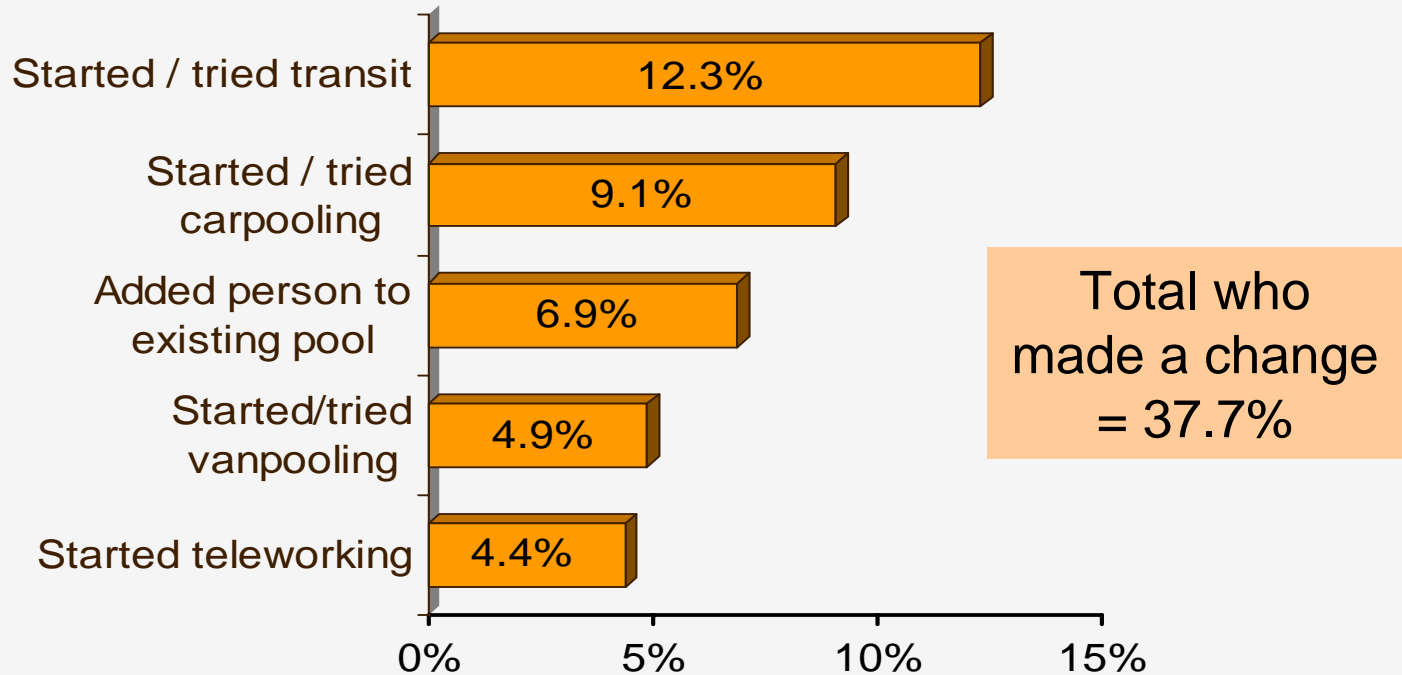


Other Travel Characteristics

	<u>2008</u>	<u>2005</u>
■ Travel distance	36.3 mi	36.5 mi
■ Travel time	63 min	67 min
■ Ave. CP size	2.9	3.1
■ Ave. VP size	10.3	11.0
■ % CP occ – co-worker	40%	34%
■ % DA access to AM	77%	75%
■ Access distance	6.2 mi	5.6 mi

Travel Changes Made - 2008

More than a third (37.7%) of respondents had made a change to an alternative mode after receiving information or assistance.



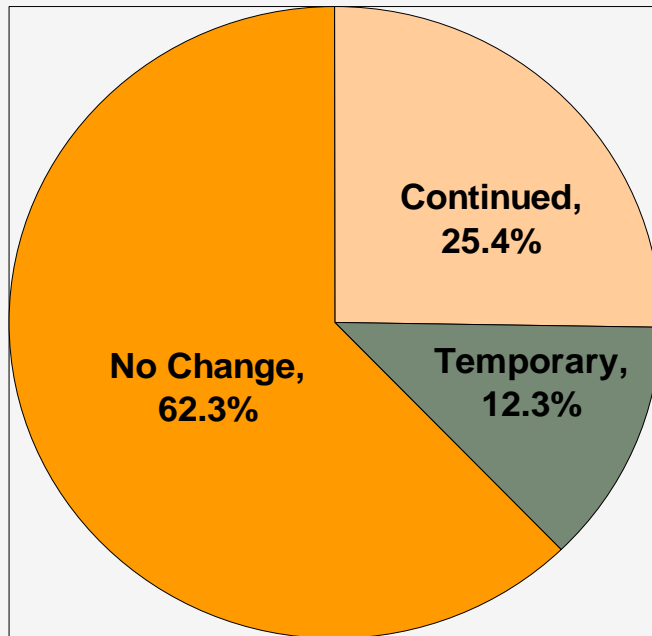
Travel Changes Made – 2008, 2005

	<u>2008</u>	<u>2005</u>
■ Started / tried CP	9.1%	14.0%
■ Started / tried VP	4.9%	7.4%
■ Started / tried transit, B/W	12.3%	15.6%
■ Started / tried TW	4.4%	4.4%
■ Add person to CP/VP	6.9%	3.1%
■ Tot placed in alt modes *	<u>37.7%</u>	<u>44.5%</u>

Total percentage change for 2005 includes 2.6% who made “one-time” changes. They are not included in later calculations.

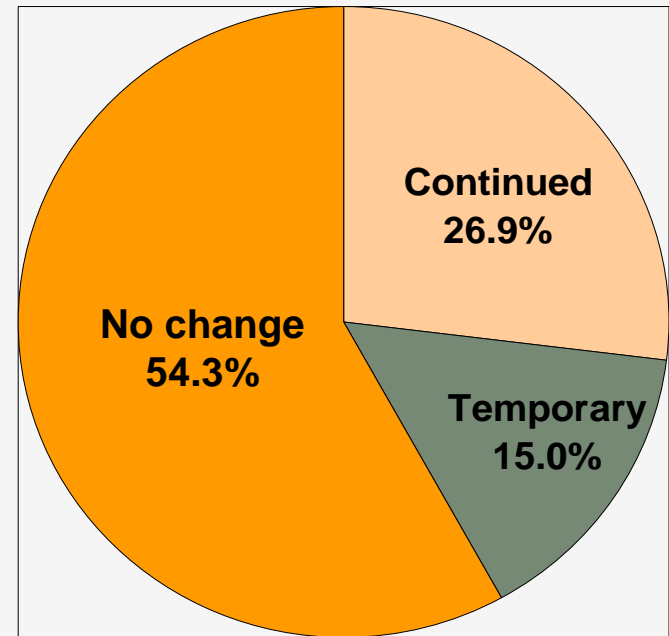
Continued vs Temporary Change

2008



Temporary changes
lasted on average
3.0 weeks

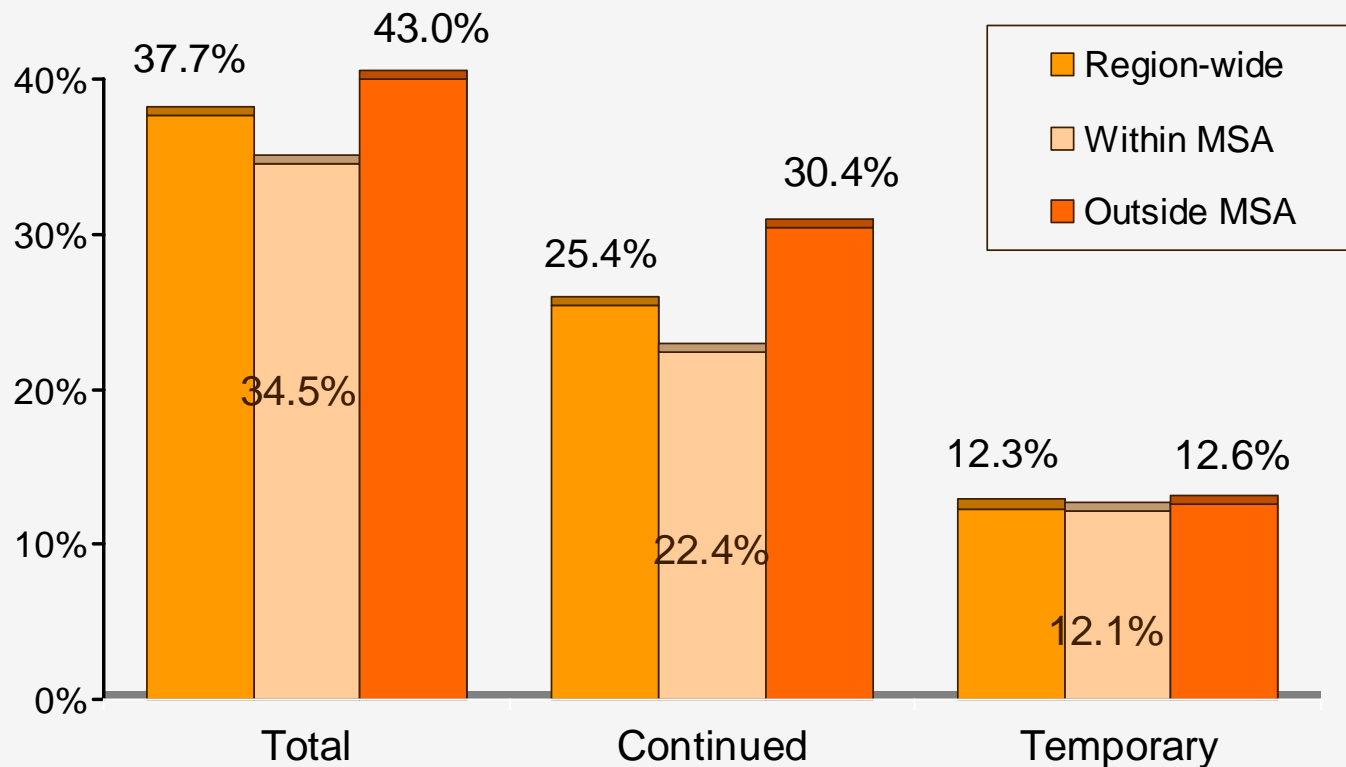
2005



Temporary changes
lasted on average
6.5 weeks

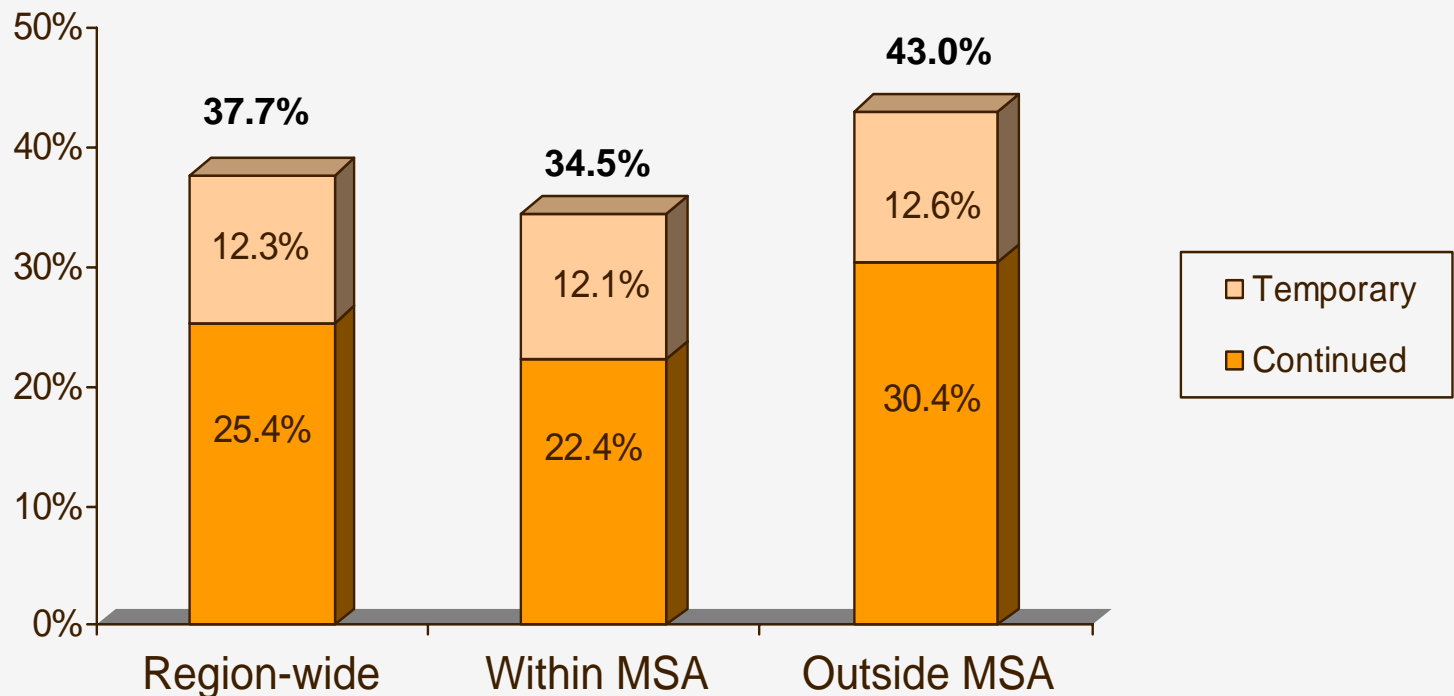
Continued vs Temporary Change - 2

Continued placement rate was higher for respondents who lived outside the MSA. VMT reduction credit for “Outside MSA” was discounted to credit only portion of travel occurred within the MSA.



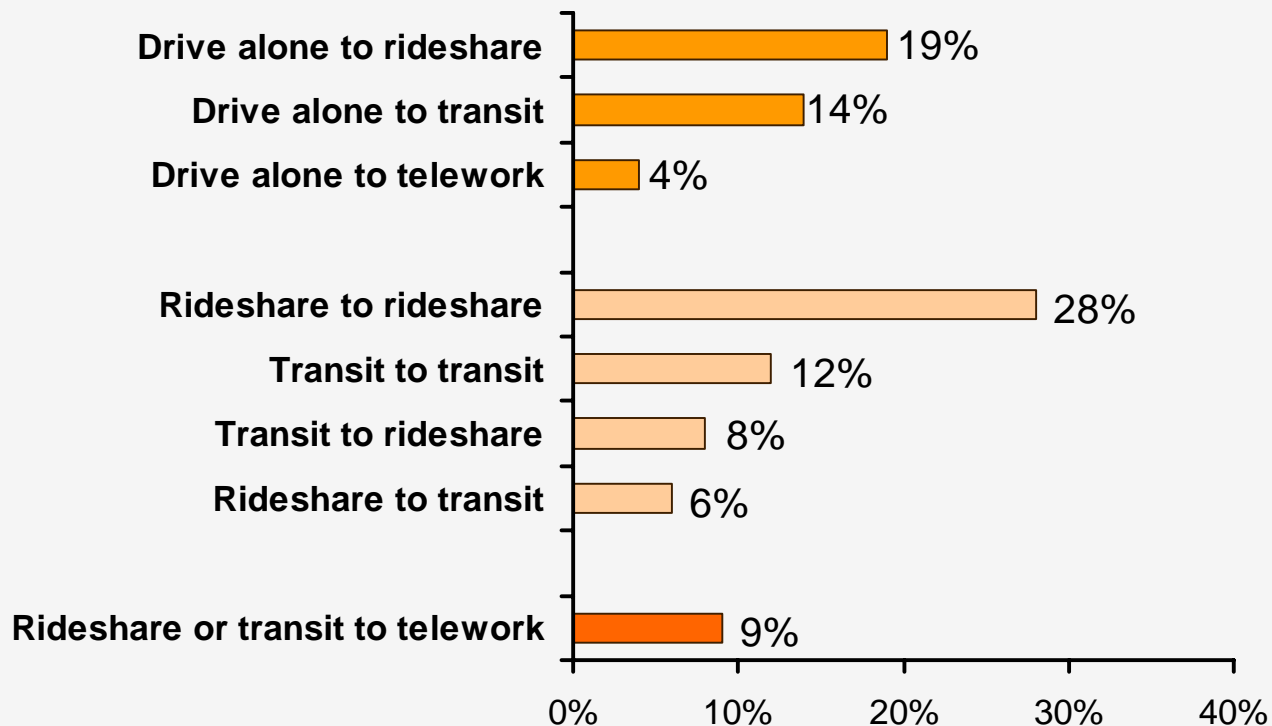
Continued vs Temporary Change - 2

Continued placement rate was higher for respondents who lived outside the MSA. VMT reduction credit for “Outside MSA” was discounted to credit only portion of travel occurred within the MSA.



Previous and New Modes

About a third of respondents who made a mode change shifted from driving alone. The primary shifts were from RS to RS (28%), DA to RS (19%), DA to TR (14%), and TR to TR (12%).



Other Calculation Variables



	<u>2008</u>	<u>2005</u>
■ VTR factor		
▪ Continued changers	-0.37	-0.45
▪ Temporary changers	-0.58	-0.57
■ Travel distance		
▪ Continued changers	38.2 mi	41.2 mi
▪ Temporary changers	34.2 mi	35.5 mi
■ DA access percentage		
▪ Continued changers	69%	71%
▪ Temporary changers	44%	69%

Reasons for Change

	<u>2008</u>	<u>2005</u>
■ Changed job/work hours	<u>23%</u>	<u>16%</u>
■ Gas prices too high	<u>18%</u>	N/A
■ Save money	14%	26%
■ Save time	<u>12%</u>	<u>23%</u>
■ Moved residence	8%	6%
■ Tired of driving	5%	9%
■ Car not available	4%	11%
■ Reduce cong./pollution	3%	6%



How Heard about CC – 08, 05



- Word of mouth
- Internet
- Radio
- Employer/employer survey
- Brochure/promo materials
- Bus/train sign or schedule
- Highway sign

2008

2005

28%

26%

22%

25%

17%

10%

15%

12%

4%

2%

4%

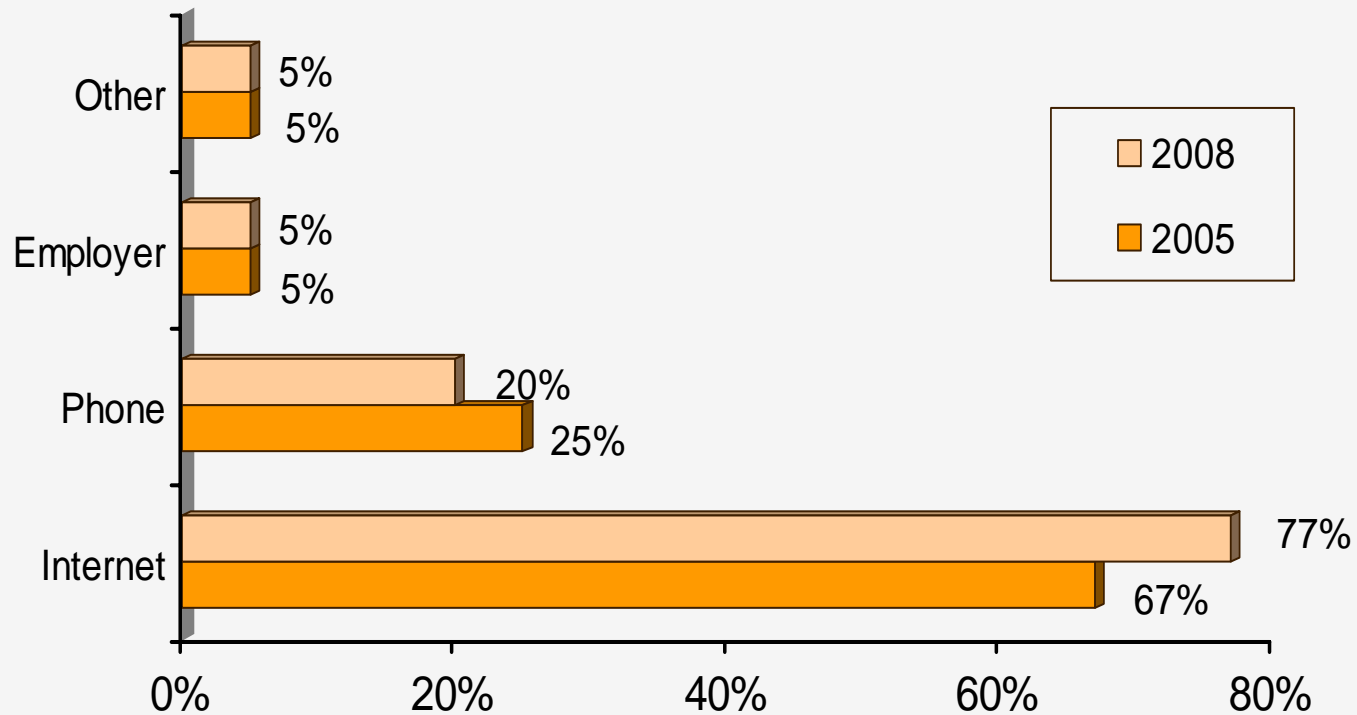
6%

3%

5%

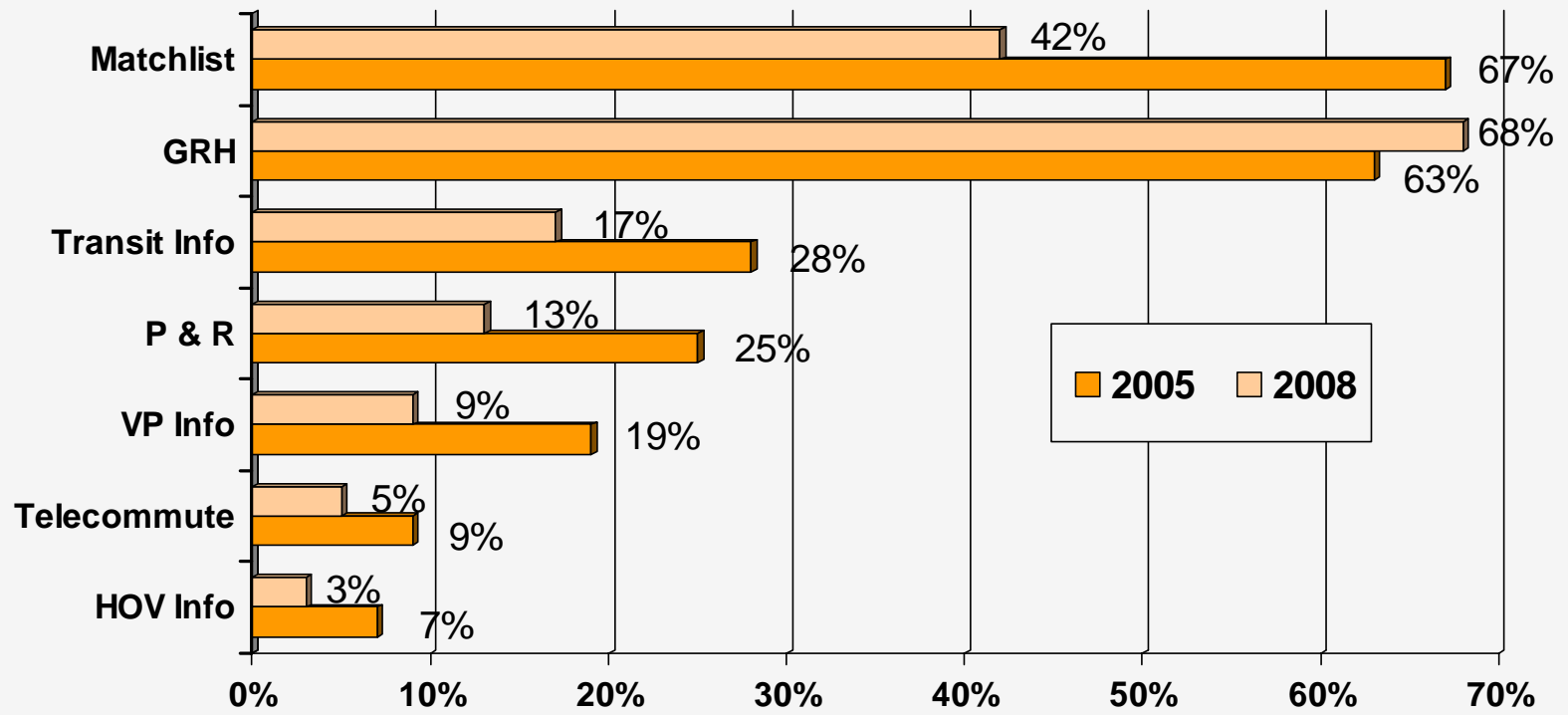
Source of Contact with CC – 08, 05

The internet continued to grow as the primary source of contact with CC. This source accounted for 77% of contacts in 2008.



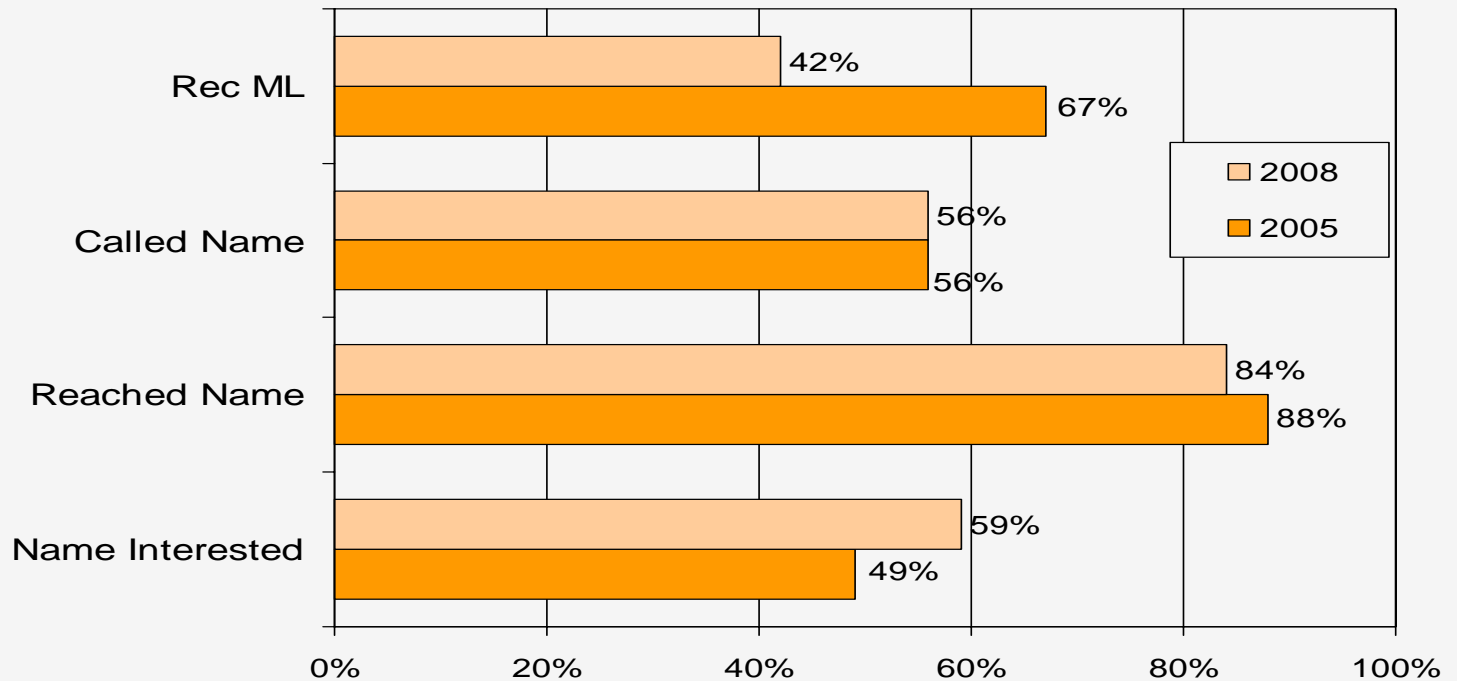
Info Received from CC - 2008, 2005

Lower percentages of 2008 survey respondents reported receiving most CC services, compared to 2005 survey respondents. But GRH was named by a higher share of respondents in 2008.



Use of Matchlist Info – 2008, 2005

The percentage of respondents who received a matchlist dropped between 2005 (67%) and 2008 (42%). But respondents who received a matchlist in 2008 were equally likely to use the list as were respondents surveyed in 2005



Use of Transit / P&R Info



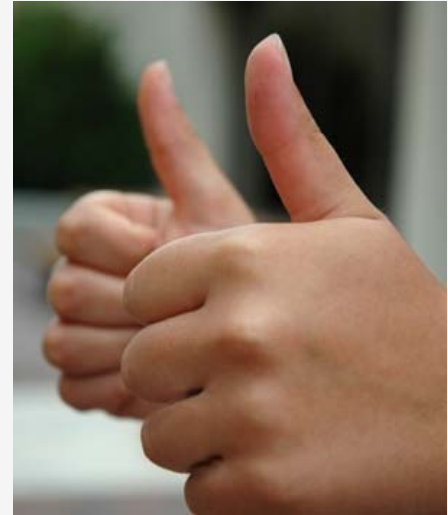
	<u>2008</u>	<u>2005</u>
■ Received transit info	17%	28%
■ Contacted tran agency	31%	37%
■ Tried transit	77%	83%
■ Received P&R info	13%	25%
■ Used P&R info	42%	54%
■ Knew P&R lot before	73%	67%
■ Used P&R lot before	48%	53%
■ Info influenced travel change	30%	33%

CC Improvements Desired

	<u>2008</u>	<u>2005</u>
■ No improvement needed	38%	42%
▪ More current information	7%	10%
▪ Matches fit travel better	7%	8%
▪ Internet suggestions	4%	7%
▪ More match names	7%	6%
▪ More advertising	4%	6%
▪ Transit improvements	3%	4%
▪ GRH suggestions	4%	3%
▪ VP resources/assistance	2%	2%

Employer Satisfaction Survey

- Objective
 - Examine satisfaction of employers involved in CC programs
 - Identify desired changes to CC services
- About 1,400 contacts in ACT! Database
- Target quota of 400 completed surveys
- Survey all employers in DB – two step process
 - Initial email or postal mail
 - Telephone follow-up to non-respondents to meet sample



Employer Satisfaction Survey Topics

- Company background
- Worksite commute program services offered
- Ratings for Commuter Connections representative
- Communication level
- Knowledge, responsiveness, professionalism
- Value of CC employer assistance services
- Used employee survey
- Interest in CC training opportunities



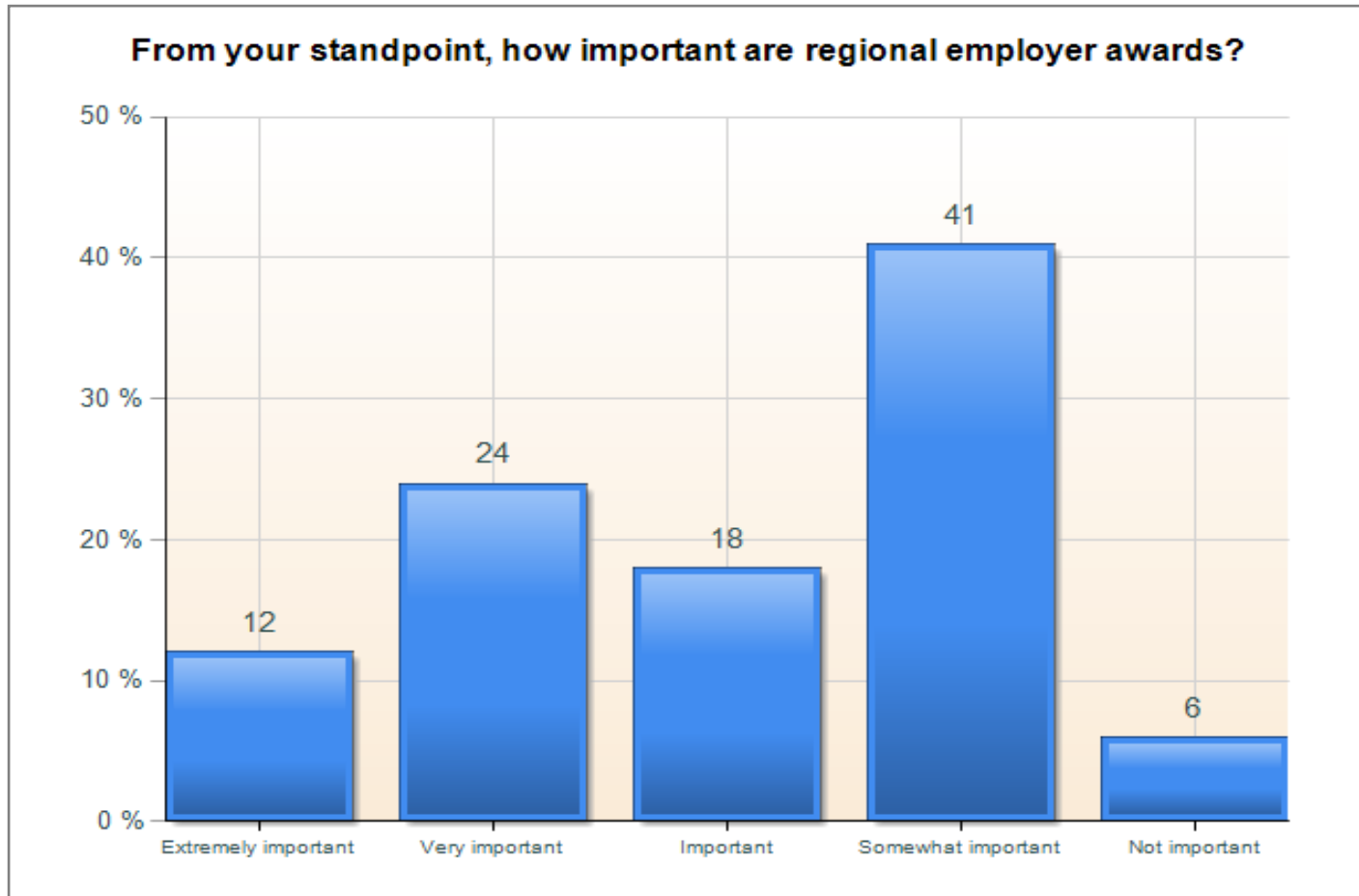
CC Item #6

Employer Recognition Awards Employer Outreach Committee Survey

Commuter Connections
Subcommittee Meeting

March 17, 2009

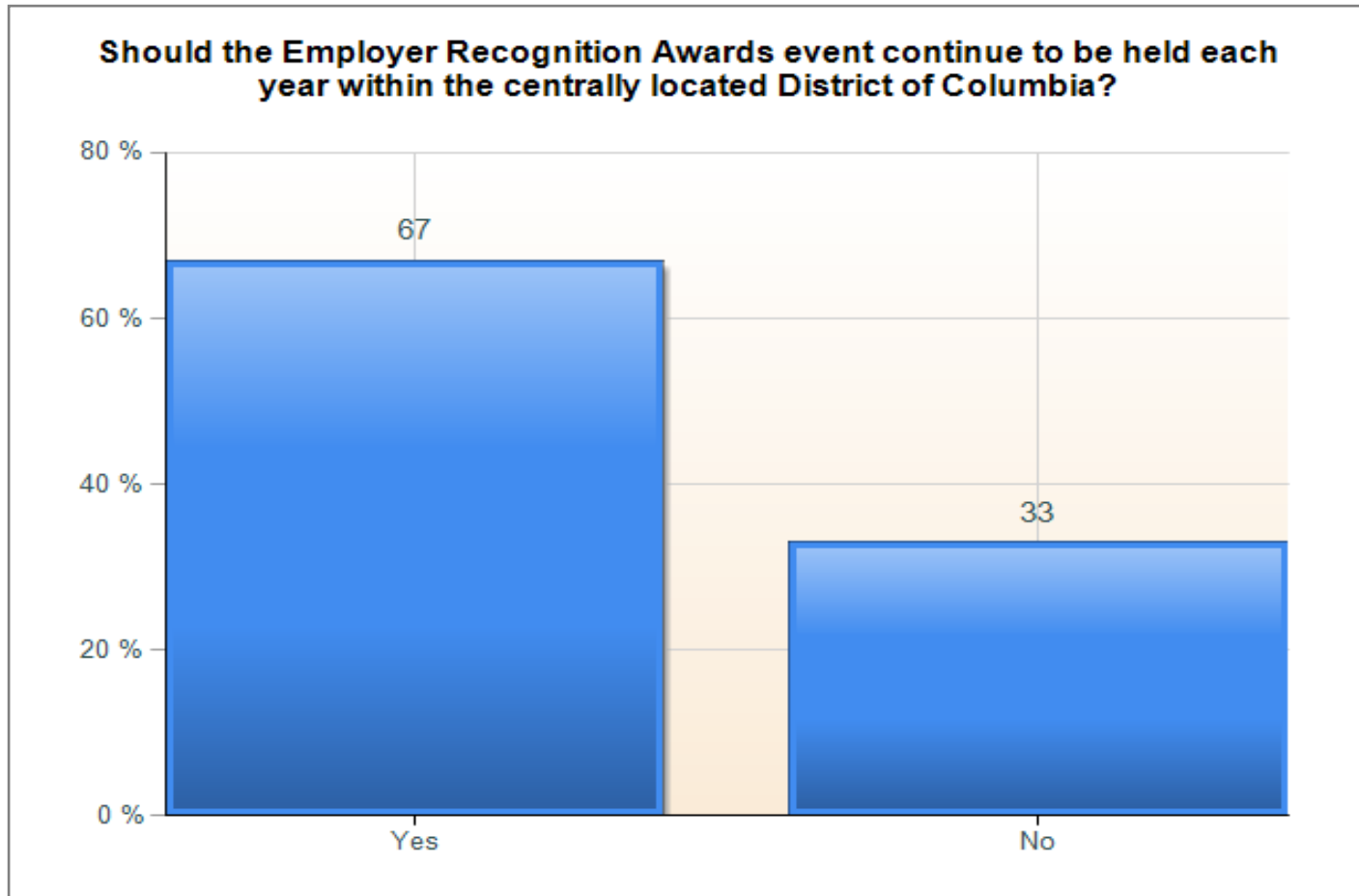
Employer Recognition Awards Survey



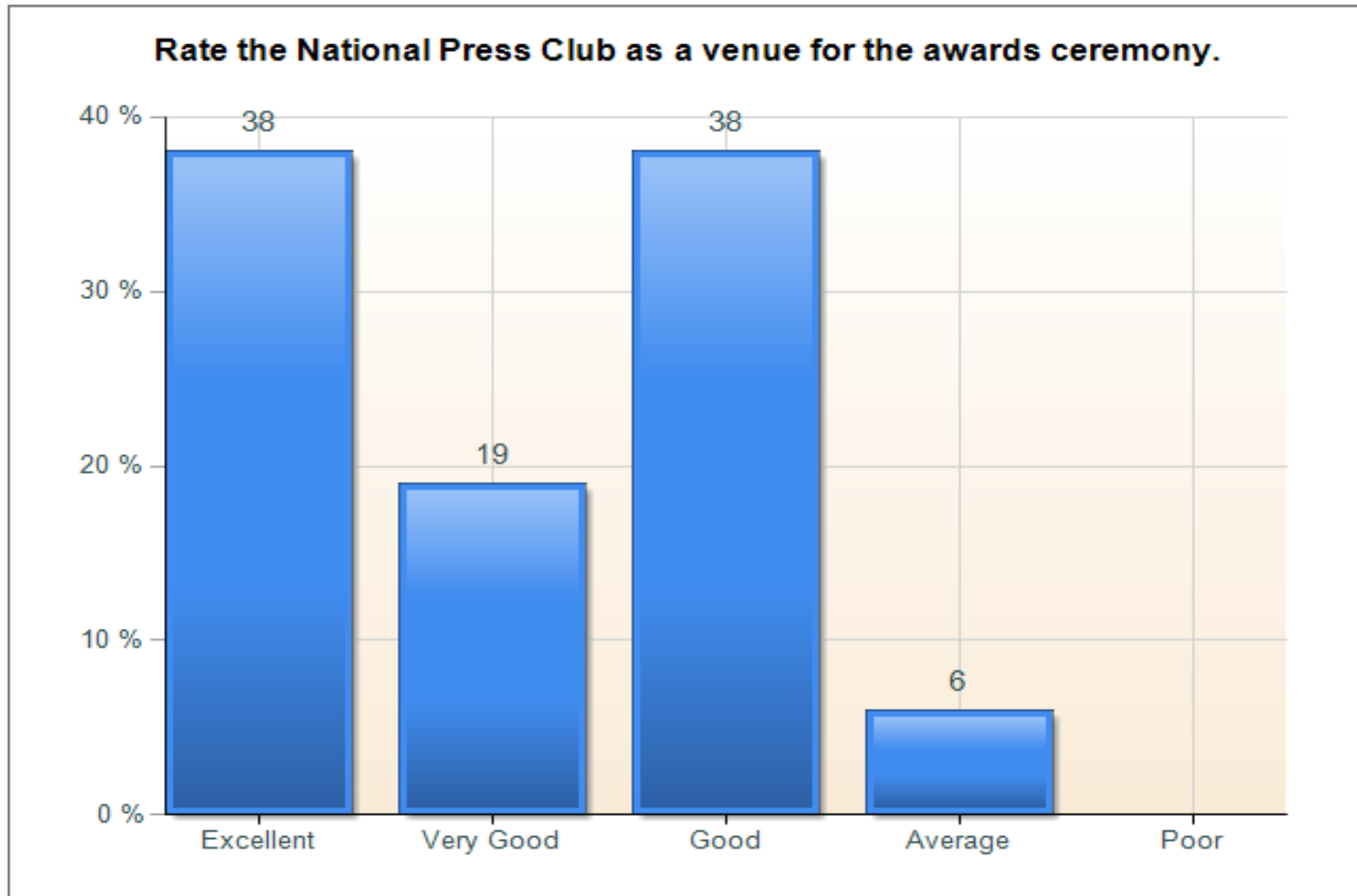
In your opinion, please indicate what purpose you feel the Commuter Connections Employer Recognition awards program serves.

- 87% - Recognizes endeavors of outstanding companies and encourages them to continue their efforts.
- 67% - Provides press coverage opportunities and exposure for COG, the Commuter Connections network and winning companies.
- 47% - Encourages other employers to provide greater emphasis on employee commute programs.

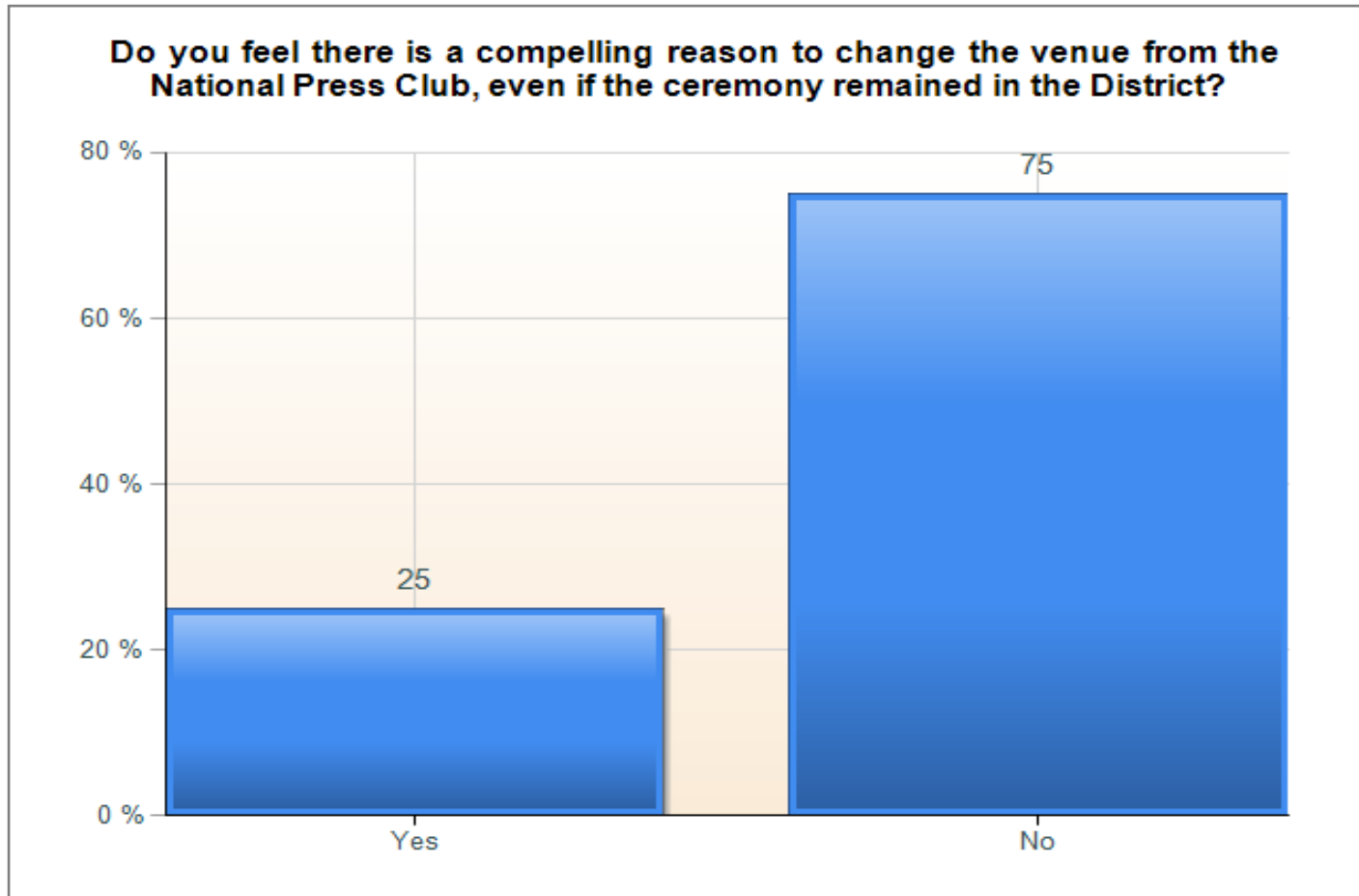
Employer Recognition Awards Survey



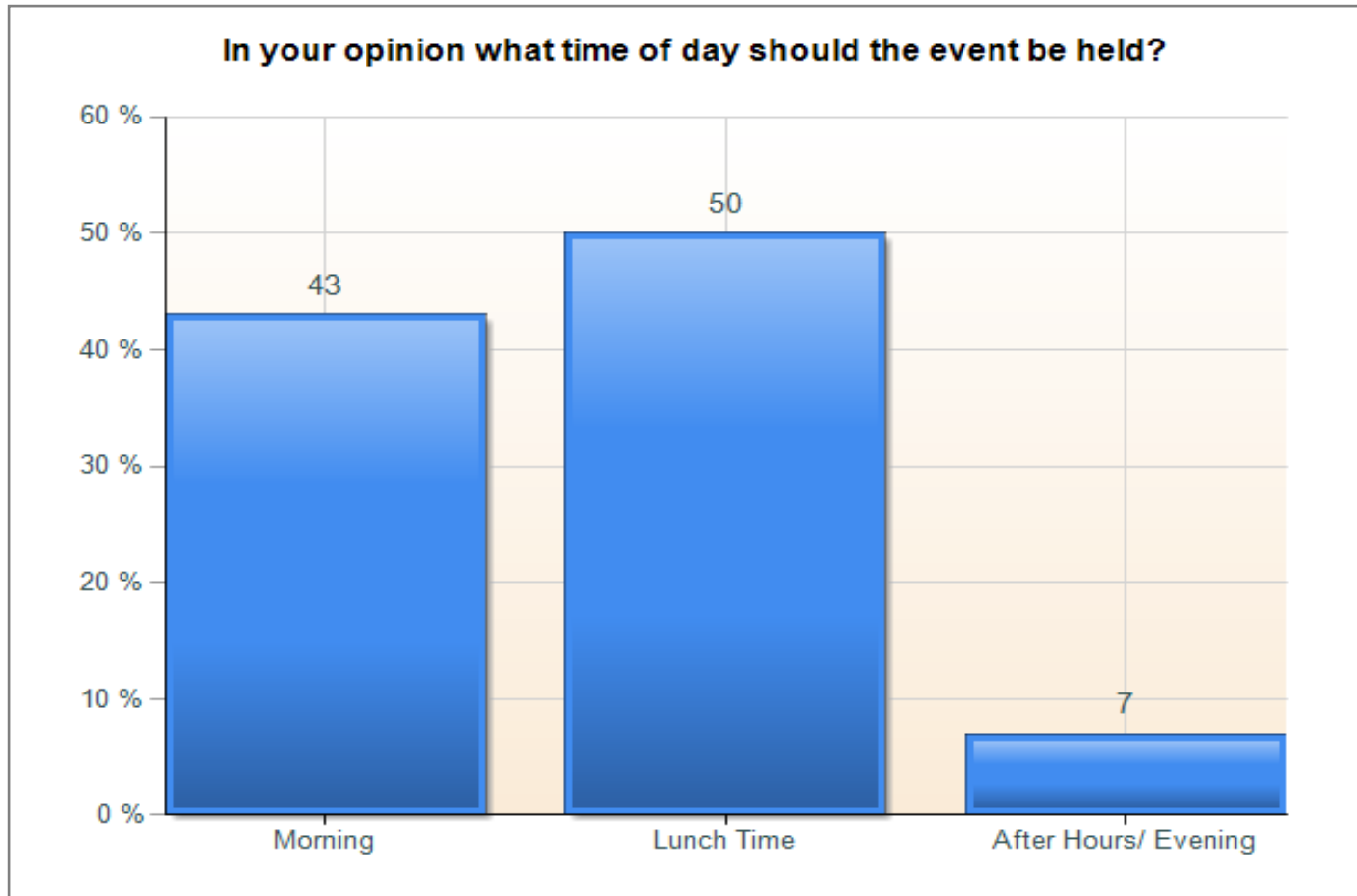
Employer Recognition Awards Survey



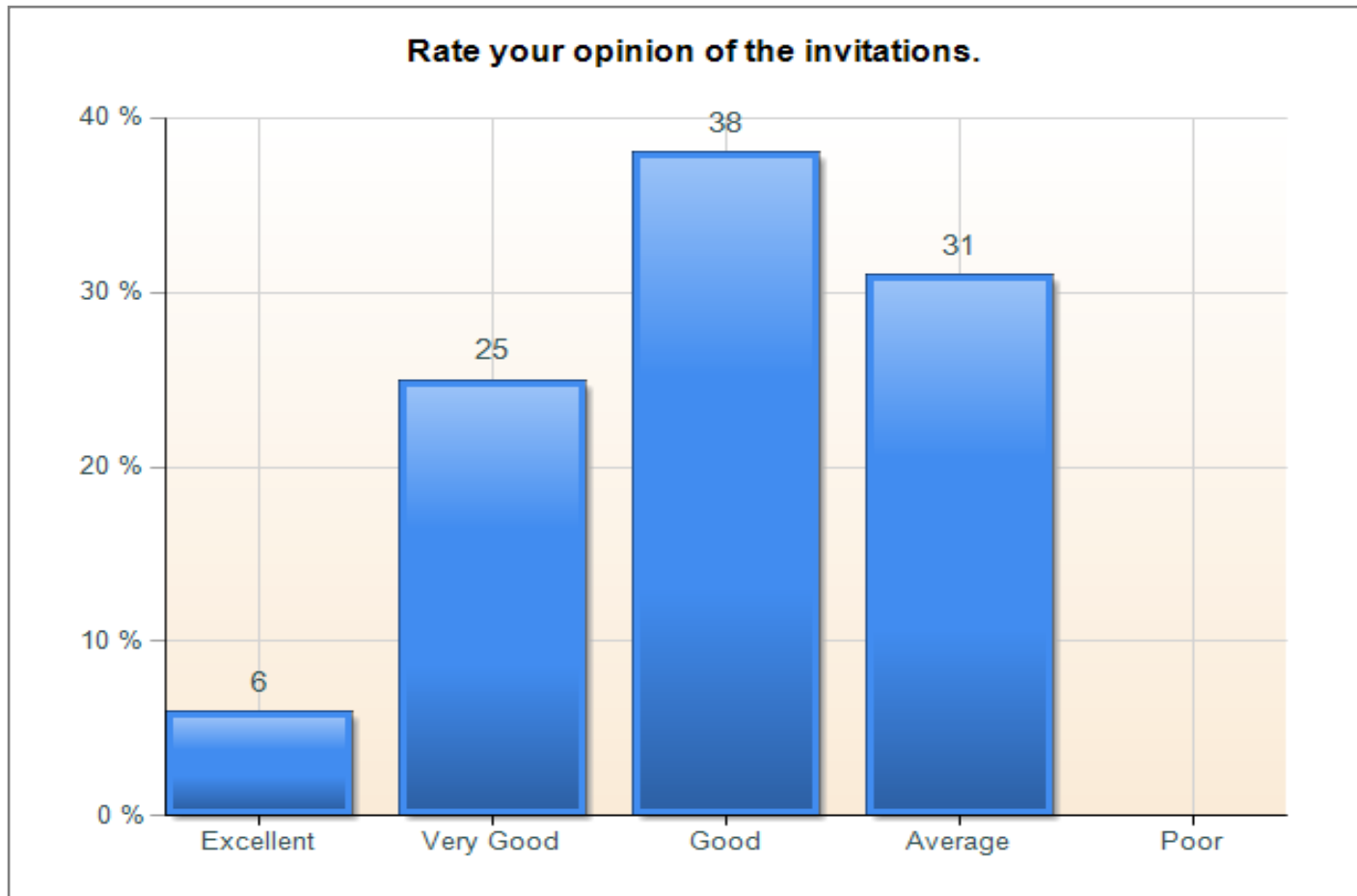
Employer Recognition Awards Survey



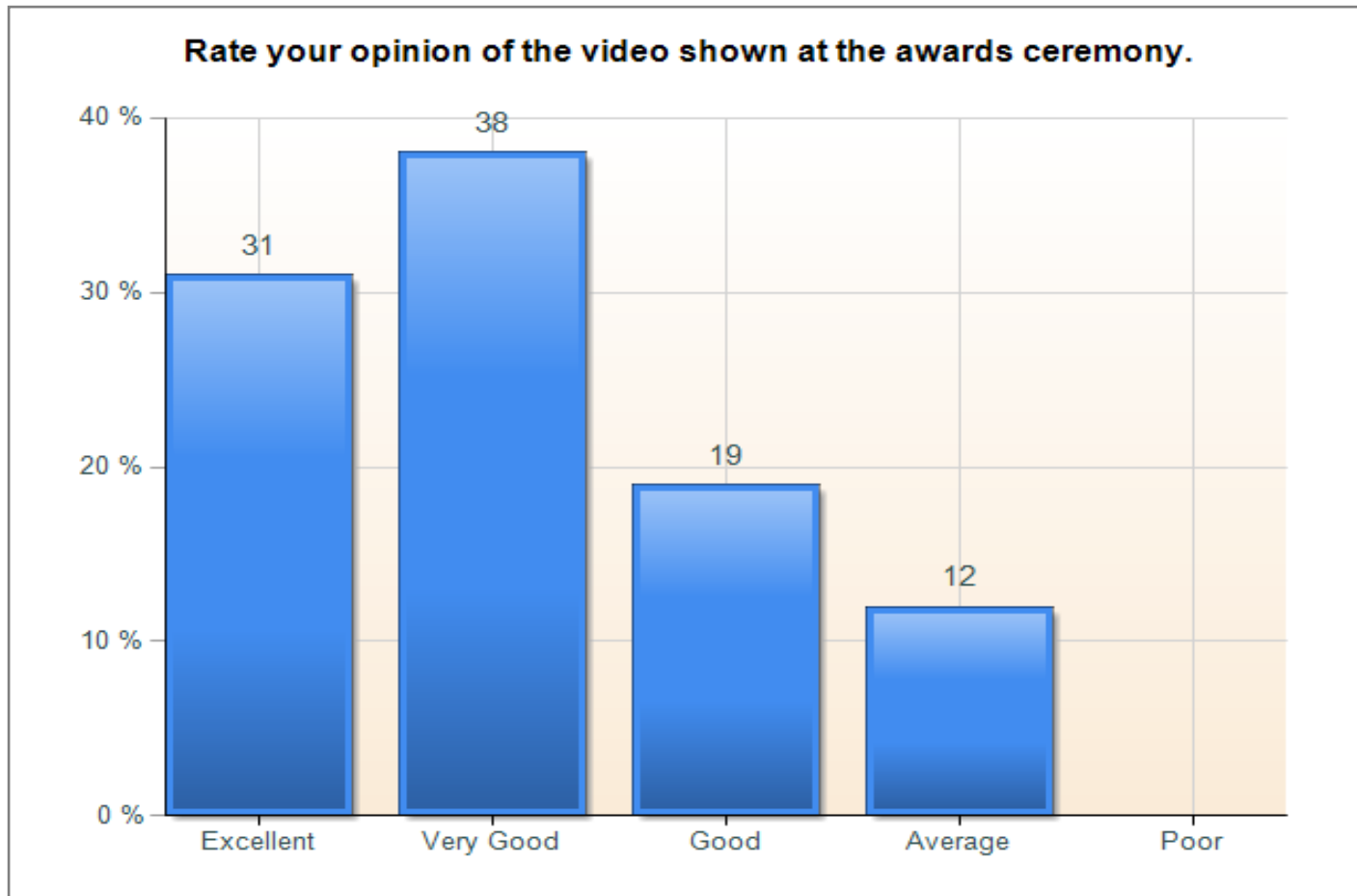
Employer Recognition Awards Survey



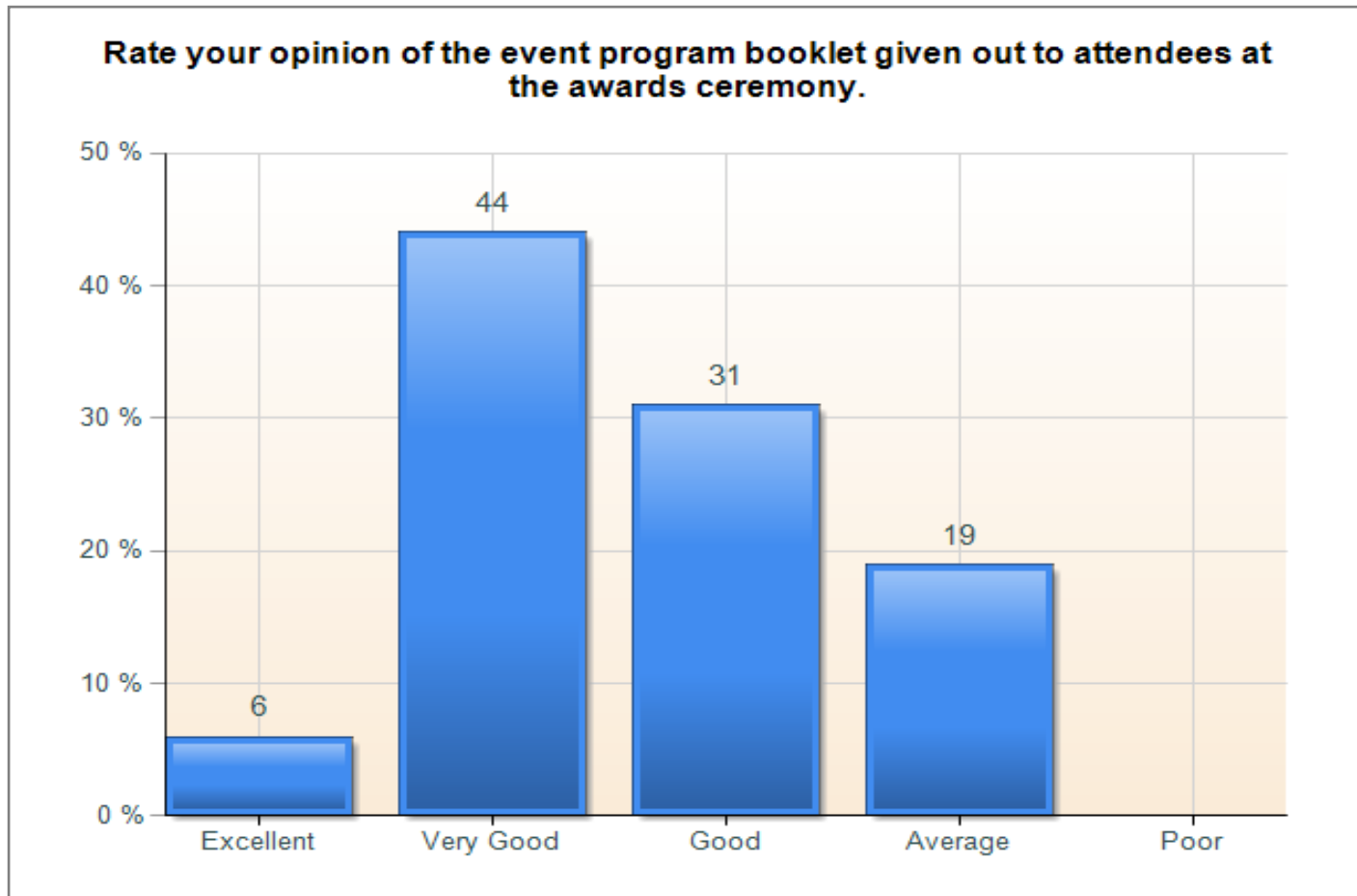
Employer Recognition Awards Survey



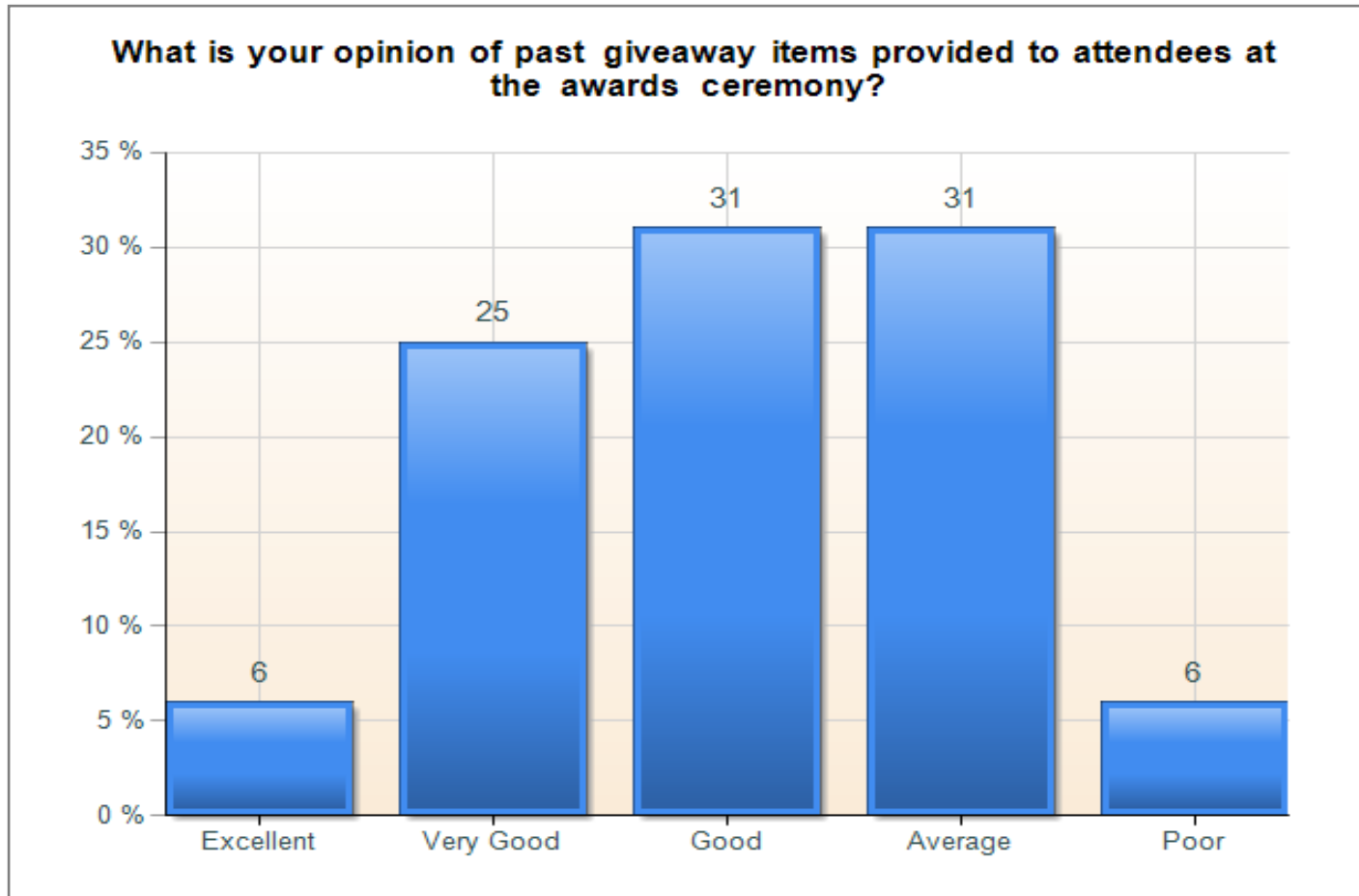
Employer Recognition Awards Survey



Employer Recognition Awards Survey

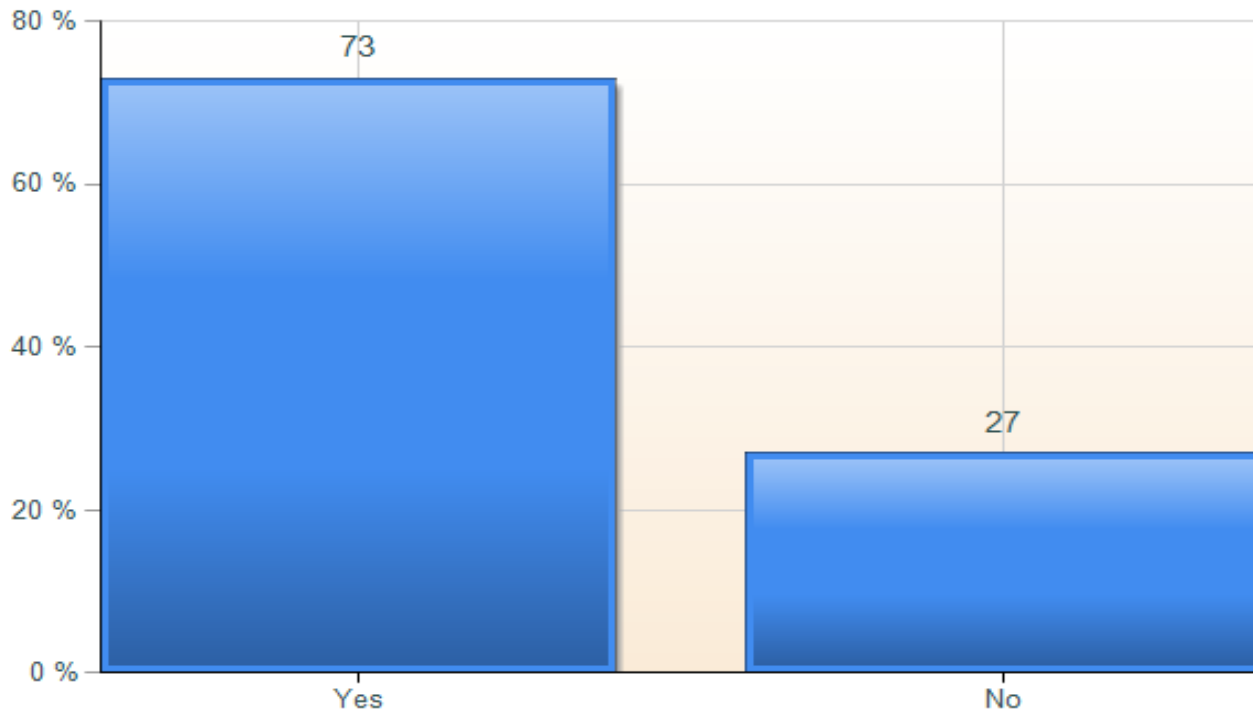


Employer Recognition Awards Survey



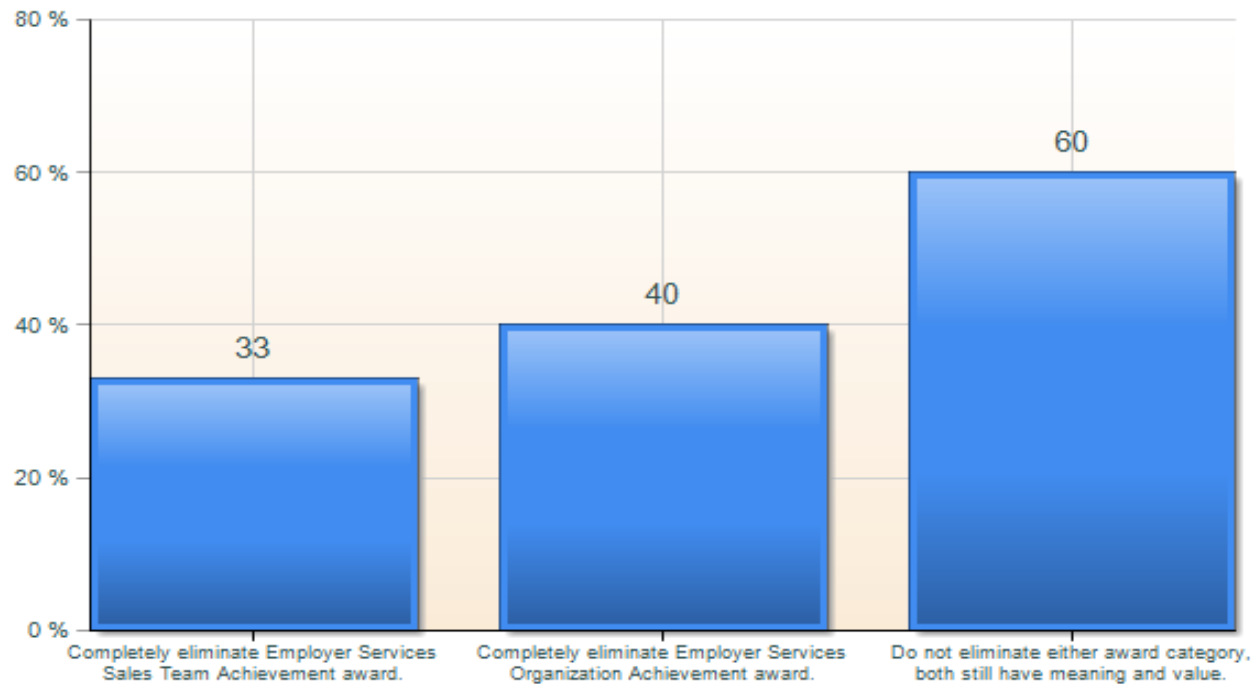
Employer Recognition Awards Survey

**Traditionally a print ad acknowledging the employer winners is published in a major newspaper (based on which periodical is most cost effective).
Should the placement of this ad continue?**

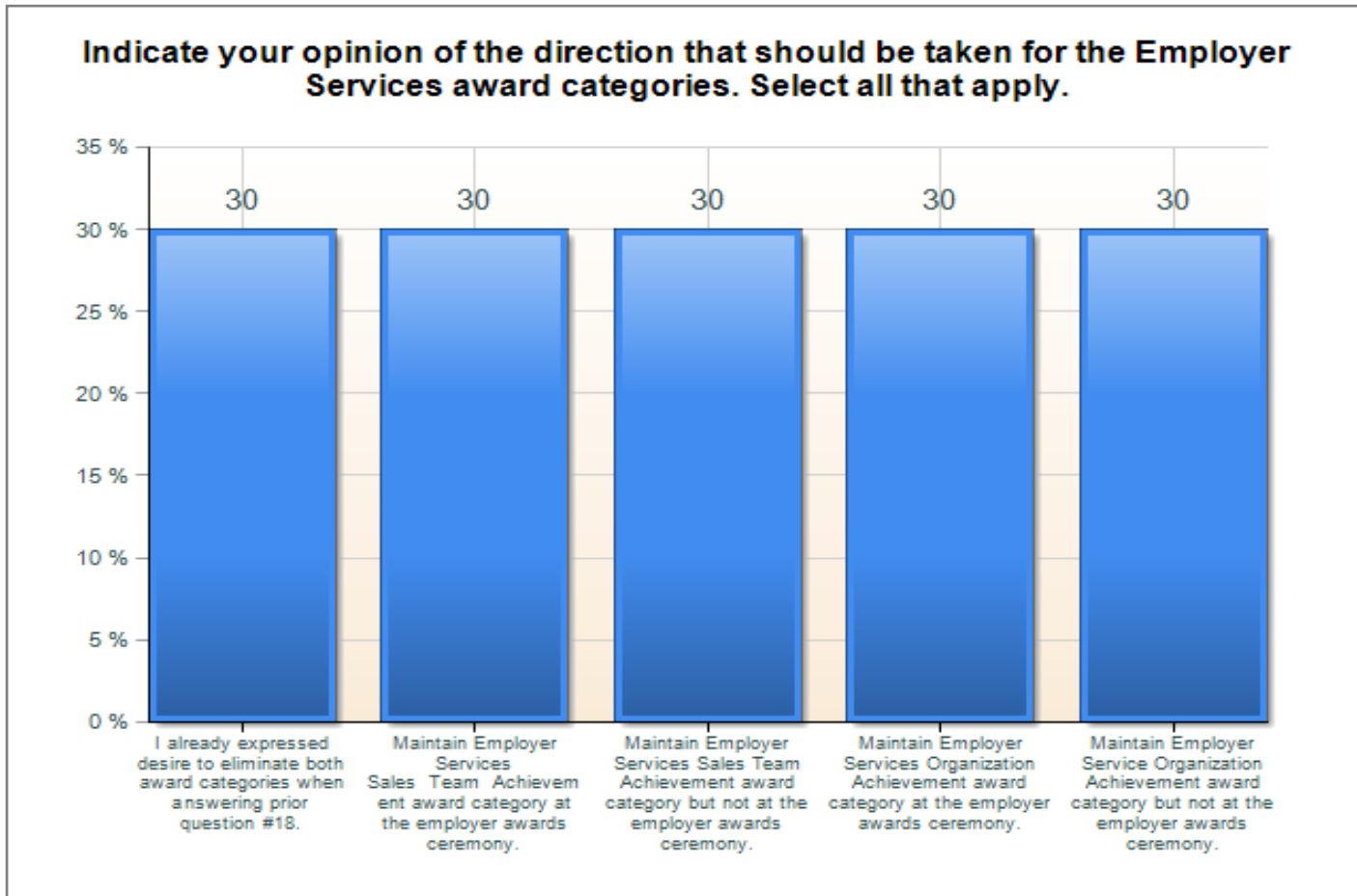


Employer Recognition Awards Survey

In your opinion, which award category(s), if any, do you feel should be eliminated entirely and should not be given out by COG in any shape or form regardless of whether at the Employer Recognition Awards ceremony itself or in another place or fashion. Select all that apply.

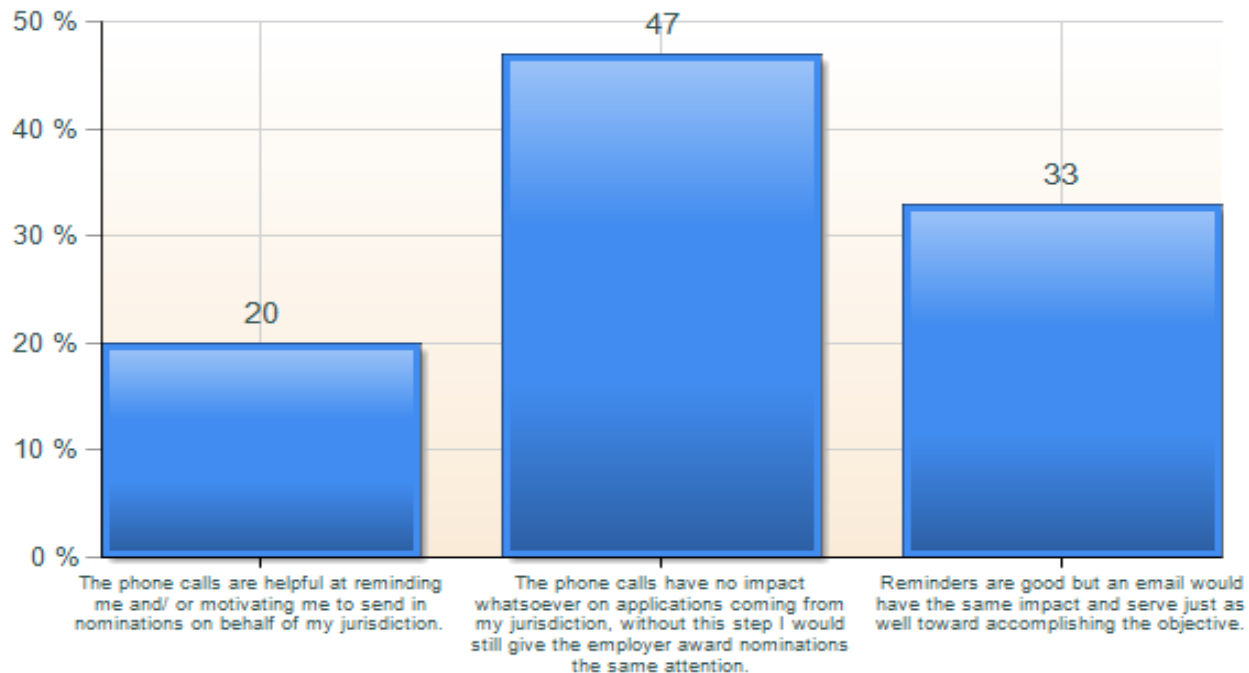


Employer Recognition Awards Survey



Employer Recognition Awards Survey

A COG contractor makes phone calls to sales team members during the nomination period in order to obtain the status of nominations from each jurisdiction and help encourage the submittal of award nominations, what is your opinion of this step of the process?



RECAP

- Important to host a regional awards ceremony
- Keep it in the District
- Keep it at the National Press Club
- Materials well received (invitations, video, program booklet, give away item, print ad)
- Do not completely eliminate any award categories
- Determine best forum for Organization & Sales Team awards
- Consider lunch instead of breakfast
- Eliminate reminder phone calls



BIKE TO WORK DAY 2009

FRIDAY MAY 15

REGISTER AT WABA.ORG
OR CALL 202-518-0524

Pre-Register by May 8 for Free T-Shirt and Bike Raffle!

FREE FOOD, BEVERAGES AND GIVEAWAYS AT ALL LOCATIONS

Visit web site for specific pit stop locations and times. T-Shirts available at pit stops to first 7,500 who register.

PIT STOPS

WASHINGTON D.C.
Freedom Plaza
Nationals Park

MARYLAND
Bethesda
Bowie
College Park
Frederick
Hyattsville

Indian Head
North Bethesda
Rockville
Silver Spring
White Oak

VIRGINIA
Alexandria
Crystal City
Fairfax

Fairfax City
Leesburg
Reston
Rosslyn
Springfield
Sterling
Tysons Corner
Vienna





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Rockville
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VIRGINIA

Alexandria
Crystal City
Fairfax
Fairfax City
Leesburg
Reston
Rosslyn
Springfield
Sterling
Tysons Corner
Vienna



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Bike to Work Day is also funded by the District of Columbia, Maryland, Virginia and U.S. Departments of Transportation.

ITEM 14 - Information
February 18, 2009

Briefing on
Draft FY 2010 Commuter Connections Work Program (CCWP)

Staff

Recommendation: Receive briefing on the attached draft CCWP for FY 2010 (July 1, 2009 through June 30, 2010).

**Background/
Issues:**

In the attached letters of December 4, 2008 and January 26, 2009, VDOT indicated that its funding commitment to the Metropolitan Washington Council of governments (COG) for the FY 2010 CCWP would be substantially reduced. In the attached letter of February 5, 2009 to VDOT, COG/DTP staff addressed the implications of these funding reductions. These three letters were reviewed at the Technical Committee and Steering Committee meetings on February 6.

As delineated in the December 4 VDOT letter, COG/TPB staff has removed funding of \$81,063 and related work activities for the Virginia telework component from the draft FY 2010 CCWP.

The January 26 VDOT letter delineated VDOT funding reductions for the Employer Outreach program of \$391K from the Jurisdictional Component and \$43K from Program Administration, and stated that these funds would be distributed by the state directly to the local jurisdictions in Northern Virginia. COG/TPB staff pointed out in the attached February 5 letter that this change would sever the contractual and funding linkage between the regional components of the Employer Outreach Program administered by COG/DTP and the outreach to employers conducted by the local

jurisdictions. COG/TPB staff expressed concerns about the implications of the VDOT reduction for maintaining the regional integrity and effectiveness of this long-standing and highly effective program.

In the attached letter of February 11, 2009, VDOT responded to the February 5 letter from COG/DTP staff. The letter provides assurance of VDOT's continued interest in, and support of, the Commuter Connections program. The letter states that VDOT and the local jurisdictions are fully committed to the goals of the Employer Outreach program and are vested in its continued success and effectiveness, and that the program will continue to be implemented regionally with continued coordination between the three states.

Following receipt of the February 11, 2009 letter from VDOT, COG/DTP staff removed the Virginia funding and work tasks for the Jurisdictional Component and Program Administration element of the Employer Outreach Program from the attached February 12, 2009 draft FY 2010 CCWP. COG/DTP staff has assured representatives of the District of Columbia and Maryland Departments of Transportation that their components of the Employer Outreach Program will not be affected by the VDOT changes.

The draft FY2010 CCWP was reviewed by the Commuter Connections Subcommittee on January 27 and the Technical Committee on February 6. Staff representatives of the Northern Virginia jurisdictions expressed support for VDOT's changes to the FY 2010 CCWP at both of these meetings. The February 12 draft of the FY 2010 CCWP incorporating the VDOT changes was released for public comment at the Citizens Advisory Committee meeting on February 14. The public comment period ends on March 14.



COMMONWEALTH of VIRGINIA

DAVID S. EKERN, P.E.
COMMISSIONER

DEPARTMENT OF TRANSPORTATION

14685 Avion Parkway
Chantilly, VA 20151
(703) 383-VDOT (8368)

February 11, 2009

Mr. Ronald F. Kirby
Director, Department of Transportation Planning
777 North Capitol Street, N.E., Suite 300
Washington, D.C 20002

Dear Mr. Kirby:

I am writing to document our Feb. 5, 2009 telephone conversation regarding the contents of your Feb. 5, 2009 letter to Mr. Salehi on the Virginia Department of Transportation's (VDOT) change to the FY 2010 Commuter Connections Work Program and to assure you of VDOT's continued interest in, and support of, the Commuter Connections program. I discussed both your letter and this response with Mr. Salehi and he is in agreement with this response.

As I mentioned to you during our telephone conversation and as stated by VDOT's representative, Kanti Srikanth, at the TPB's Technical and Steering Committee meetings last week, VDOT and the local jurisdictions are fully committed to the goals of the Employer Outreach program and vested in its continued success and effectiveness. This program will continue to be implemented regionally with continued coordination between the three "states".

Your Feb. 5, 2009 letter identified an area of concern related to the Employer Outreach program being implemented by Commuter Connections as related to VDOT's plans to discontinue utilizing COG's services to administer the jurisdictional portion of the Employer Outreach program in Northern Virginia. Let me address the specifics of your concern.

- VDOT intends to change only the administrative and oversight role for the jurisdictional portion of the Employer Outreach program, not the program itself. The jurisdictional element of the Employer Outreach program that is currently being implemented by the local jurisdictions of Northern Virginia will continue to be implemented by the same localities and likely the same staff members as at present. The administration of the Virginia effort will now be provided by VDOT and the Virginia Department of Rail and Public Transportation (DRPT) staff instead of Commuter Connections staff.
- The current goal for the Northern Virginia program and the state's focus on this program will continue. The funding being provided for this program by the Commonwealth of Virginia will remain unchanged, but will be administered by VDOT.
- The local jurisdictions implementing the program will continue to be required to collect and provide all of the data and reports that they currently do to assist in the evaluation of the overall Commuter Connections program.

- VDOT intends to continue to retain Commuter Connections in the administrative and oversight role for the Regional Employer Outreach program including the: "Live Near Your Work" program; maintenance of the computerized regional employer outreach database; employer outreach for bicycling; and coordinated marketing via the Mass Marketing program.
- Coordination of strategies, efforts, and outcomes among representatives of Northern Virginia localities, Maryland and Maryland localities, and the District of Columbia will continue under the auspices of Commuter Connections and its subcommittees.

The proposed change of VDOT and DRPT administering and overseeing the Virginia portion of the jurisdictional Employer Outreach program will not only provide some cost savings and increased funding to the localities, but will also provide increased program efficiencies. In addition to Commuter Connection programs VDOT and DRPT have for many years funded Transportation Demand Management (TDM) under a number of separate initiatives such as TeleworkVA, Employer Outreach for Public Sector, Bicycle Parking Facilities, Bus Fare Buydown, Woodrow Wilson Bridge and Springfield Interchange construction projects TDMs and transit programs, and most recently under the "mega project" Transportation Management Plans (TMP). We are looking for ways to increase our efficiency and effectiveness by coordinating and tailoring messages, materials production & distribution, and actual on the ground outreach efforts.

As one of the proponents to create the Commuter Connection program at COG, one of its founding members, and a major funding contributor, VDOT and DRPT remain committed to the promotion, implementation and success of TDM strategies throughout the region. The benefits of reduced congestion, increased mobility and improved air quality remain important goals of VDOT and DRPT as we pursue our mission of meeting the mobility needs of the region.

I believe that with the above clarification and details, we have addressed your concerns and assured you that the all existing linkages between the Northern Virginia Employer Outreach's jurisdictional component and the regional components of the program will remain unaffected by the change to the Virginia portion of the jurisdictional Employer Outreach program of the Commuter Connection Work Program.

Thank you for the opportunity for a detailed discussion on the matter and I look forward to continue our combined work on implementing and improving the Commuter Connections program.

Sincerely,



Jo Anne Sorenson
Assistant District Administrator
Planning, Development and Investment Management

National Capital Region Transportation Planning Board

777 North Capitol Street, N.E., Suite 300, Washington, D.C. 20002-4290 (202) 962-3310 Fax: (202) 962-3202

February 5, 2009

Mr. Morteza Salehi
District Administrator
Northern Virginia District
Virginia Department of Transportation
14685 Avion Parkway
Chantilly, VA 20151

Dear Mr. Salehi:

I recently received two letters from you indicating that the Virginia Department of Transportation (VDOT) intends to substantially reduce its funding commitment to the Metropolitan Washington Council of Governments (COG) for the FY2010 Commuter Connections Work Program. In your first letter, dated December 4, 2008, you state that "the Virginia Department of Transportation (VDOT) will not be providing funds in FY10 for the telework portion of the Commuter Connections Program." In your second letter, dated January 26, 2009, you state that "the Department has determined that the Virginia portion of the FY10 funding for the Local Agency Funding and support component of Employer Outreach activities will not be available to the Commuter Connections program effective in FY10."

As you know, each year staff of COG's Department of Transportation Planning (COG/DTP) develops a Commuter Connections Work Program (CCWP) for approval by the TPB for the following fiscal year. The draft CCWP is released for public comment at the February meeting of the TPB's Citizen Advisory Committee, and presented to the TPB for its review at the February TPB meeting. A final version of the CCWP incorporating responses to comments received during the public comment period is presented to the TPB for approval at the March TPB meeting. Following the TPB's approval, letters are sent from COG to the District, Maryland, and Virginia Departments of Transportation requesting funding commitments for the approved CCWP for the new fiscal year beginning July 1. The current draft of the FY2010 CCWP, a copy of which is attached, will be presented to the TPB Technical Committee for review at its February 6 meeting, released for public comment at the TPB Citizens Advisory Committee on February 12, and presented to the TPB on February 18.

In developing the draft FY2010 CCWP, COG/DTP staff has had extensive discussions with VDOT staff with regard to the work items discussed in your December 4, 2008 and January 26, 2009 letters. The strong financial, administrative, and technical support of the three state departments of transportation (DOTs) is critical to the success of the Commuter Connections Program, and COG/DTP staff is committed to addressing as far as possible any special issues or priorities expressed by the state DOTs in developing the CCWP.

With regard to the reduction in VDOT funding for the telework portion of the CCWP delineated in your December 4, 2008 letter, COG/DTP staff recognizes that the need for this program has diminished in Virginia because of the funding and resources provided under the separate Telework! VA program. Further, since the CCWP was restructured and streamlined in FY2006 the telework components have been considered "jurisdictional programs" which do not need to be conducted regionally. Consequently COG/DTP staff has removed \$81,063 and related work activities for the Virginia telework component from the draft FY2010 CCWP. COG/DTP staff understands that this \$81,063 will be used by VDOT to increase media advertising and direct marketing of telework to reduce congestion anticipated from impending mega projects, particularly in the Tysons Corner vicinity.

With regard to the reduction in VDOT funding for the Employer Outreach program delineated in your letter of January 26, 2009, COG/DTP staff believes that further consideration needs to be given by all of the regional stakeholders in the Commuter Connections Program to understanding to the implications of such an action. The Employer Outreach component of the Commuter Connections Program is a combination of regional and jurisdictional components that are closely integrated with each other and with other components of the Program such as Marketing and Monitoring and Evaluation. The change delineated in your January 26, 2009 letter would "reduce the VDOT funding for the overall Employer Outreach program by approximately \$434K (\$391K from the Jurisdictional Component - - - and \$43K from Program Administration)." You state that this change would partially mitigate cuts to other local government operating grants administered by the Virginia Department of Rail and Public Transportation (VDRPT), and that "coordination of the Employer Outreach activities with the TDM activities of the Transportation Management Plan for the mega projects will allow us to closely focus our mitigation measures on the specific impacts created by the mega projects." Unfortunately, however, this change would sever the contractual and funding linkage between the regional components of the Employer Outreach Program administered by COG/DTP staff and the outreach to employers conducted by the local jurisdictions in Northern Virginia.

As stated in the draft FY2010 CCWP, "the Commuter Connections program's ongoing goal has been to weave existing local employer and government programs into a coherent, voluntary regional network, and to promote ways in which worksite commute alternatives programs may grow, without imposing burdensome mandates upon employers." Regional components of the program, funded jointly by the District of Columbia, Maryland, and Virginia, include

- providing coordinated marketing materials for the program
- offering sales support and training for the sales and service representatives in each of the participating jurisdictions
- providing a regional "Live Near Your Work" program to assist both employers and prospective employers with information regarding housing near their respective work location

- maintaining and updating a computerized regional employer outreach database which records the results of the outreach activities in local jurisdictions
- providing information to area employers to help support and encourage bicycling to work by their employees
- conducting customer satisfaction surveys and data collection and monitoring from local employer outreach sales activities

Because of the strong linkages between the regional and local components of the Employer Outreach Program, COG/DTP staff believes that continuation of VDOT's funding commitment to the jurisdictional component and related program administration is essential to maintaining the regional integrity and effectiveness of this long-standing and highly effective program.

COG/DTP staff recognizes that the severe financial pressures on state and local governments due to current economic conditions require that the Commuter Connections Program be justified relative to other priorities, such as mitigating impacts created by mega projects referenced in your letter. We are committed to maintaining the effectiveness of all of the components of this program, and in particular to identifying potential efficiencies and cost reductions for both VDOT and COG that could be achieved in the administration and oversight of the program. We request that VDOT give us and other regional stakeholders in the Commuter Connections program the opportunity to carefully consider and comment on the implications of the actions delineated in your January 26, 2009 letter before the FY2010 CCWP is finalized. To that end, COG/DTP staff has retained a fully funded Employer Outreach component in the attached draft FY2010 CCWP so that this careful consideration can occur during the review and public comment period to be conducted over the next month.

I would be pleased to discuss any and all aspects of these important matters with you or your staff as the review and comment period on the FY2010 CCWP proceeds.

Sincerely,



Ronald F. Kirby
Director, Department of
Transportation Planning

Enclosure



COMMONWEALTH of VIRGINIA

DAVID S. EKERN, P.E.
COMMISSIONER

DEPARTMENT OF TRANSPORTATION

14685 Avion Parkway
Chantilly, VA 20151
(703) 383-VDOT (8368)

January 26, 2009

Mr. Ronald F. Kirby
Director, Department of Transportation Planning
Metropolitan Washington Council of Governments
777 North Capitol Street, N.E., Suite 300
Washington, D.C. 20002

Dear Mr. Kirby:

As you know, the Commonwealth is implementing several major capital improvements to regionally significant corridors in Northern Virginia (the "mega projects"). In conjunction with those major investments, we are focusing extensively on a variety of actions to mitigate the impacts of construction in the Northern Virginia area. One such strategy is the aggressive promotion of TDM programs, including those implemented by employers and / or based at employment sites.

At the same time, the state has been forced to reduce its financial commitments on a variety of projects and programs due to the current economic conditions. This past Wednesday we learned that another \$700 million must be trimmed from the FY10-15 Six Year Program, bringing total cuts from the original proposed plan to nearly \$2 billion. Statewide, many capital projects have been postponed indefinitely. In addition, funding for other ongoing programs, such as most operating grants to our local jurisdictions administered by the Department of Rail and Public Transportation, has also been reduced for both FY09 and FY10.

In view of these circumstances, the Department has determined that the Virginia portion of the FY10 funding for the *Local Agency Funding and Support* component of *Employer Outreach activities* (Work Program Task V-A (*Jurisdictional Component*)) will be distributed by the state directly to the local jurisdictions in Northern Virginia and thus will not be available to the Commuter Connections program effective in FY10. Our financial commitments to the Employer Outreach activities V-A, V-B, and V-C remain unchanged. This change will reduce the VDOT funding for the overall Employer Outreach program by approximately \$434 K (\$391 K from the Jurisdictional Component (V-A [Juris] and \$43 K from Program Administration (task V-D)). We feel that by administering the program directly we can partially mitigate the impact of the above cuts to the local governments' operating grants, even though we recognize that we are taking an increased administrative burden on ourselves. Our coordination of the Employer Outreach activities with the TDM activities of the Transportation Management Plan for the mega projects will allow us to closely focus our mitigation measures on the specific impacts created by the mega projects. The current draft 2010 CCWP should be revised to reflect this modification.

We have discussed this action with representatives of the local governments in Northern Virginia in an effort to minimize financial impacts on their programs, and to ensure that they foresee no adverse impacts as a result. We will work with the local jurisdictional representatives to ensure that all data currently captured for the TERMS evaluation will continue to be provided after July 1, 2009. Toward this end, we ask that you provide us with a listing of the specific data that is needed for this purpose.

Thank you in advance for your understanding of this situation and your cooperation in implementing this change.

Sincerely,

Morteza Salehi
Morteza Salehi
District Administrator
for

cc: Ms. Sorenson
Mr. Arabia
Ms. Allahdoust



COMMONWEALTH of VIRGINIA

DAVID S. EKERN, P.E.
COMMISSIONER

DEPARTMENT OF TRANSPORTATION

14685 Avion Parkway
Chantilly, VA 20151
(703) 383-VDOT (8368)

December 4, 2008


Mr. Ronald F. Kirby
Director, Department of Transportation Planning
Metropolitan Washington Council of Governments
777 North Capitol Street, N.E.; Suite 300
Washington, D.C. 20002

Dear Mr. Kirby:

I am writing to alert you that the Virginia Department of Transportation (VDOT) will not be providing funds in FY10 for the telework portion of the Commuter Connections program. For FY09 the telework program was allocated \$81,063 of the total \$2 million in funding provided by VDOT to the Commuter Connections program. This advance notice is intended to assist you in developing the overall Commuter Connections FY10 program and to preclude incurring unfunded expenses.

For more than ten years, VDOT has provided funding for a regional telework program as part of the Commuter Connections Work Program. In recent years the majority of the telework program funds have been used to hire an on-call consultant to assist employers with the development of new or expanded telework programs. Since June, 2007, when the Virginia Department of Rail and Public Transportation (DRPT) began administering the Telework!VA program, Virginia jurisdictions have been working with DRPT staff to assist employers and have not used the Commuter Connections consultant. This has resulted in unspent telework program funds for the past two fiscal years. In an effort to make the most efficient use of our scarce financial resources, and taking into consideration the preferences of our local Virginia jurisdictions, we plan to use FY10 telework funding to magnify the impact of DRPT's program by increasing media advertising and direct marketing, particularly in the Tysons Corner vicinity to reduce congestion anticipated from our impending "mega-projects".

Sincerely,


Morteza Salehi
District Administrator

Asst. Dist. Administrator for

cc: Marsha Fiol
Jo Anne Sorenson