



**QUARTERLY WORK PROGRAM PROGRESS REPORT
OCTOBER – DECEMBER 2015**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2016 2ND Quarter Progress Report

PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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 2015, November 2015 and December 2015) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

COG/TPB staff then contacts them via electronic or paper purge letter. If the commuter remains unresponsive their record is marked as “deleted” for one year and in the following year will be expunged from the database.

COG/TPB staff responded to technical support requests from Frederick County, MD; NBTMD, Loudoun County, PRTC, and GW RideConnect in VA; the Rideshare Program of Charlottesville, VA; and Rideshare Delaware. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

COG/TPB staff provided TDM system training to MTA and Delaware staff on October 8th and October 27th respectively.

An I-66 HOV 2 to HOV 3 meeting was held with VDOT and VDRPT on October 13th.

COG/TPB staff participated in ACT! training and refresher courses for using the ACT! database for tracking technical support requests from TDM system administrators on October 29, 2015.

State TDM Work Group meetings were coordinated and held on October 13th, November 10th and December 8th.

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

A presentation of the draft FY2015 Bike to Work Day event report and establishment of a comment period, a presentation of the results from the 2015 Car Free Day regional event, a summary on the recommended changes to the Guaranteed Ride Home

participation guidelines and the establishment of a comment period, an update on the Regional TDM Evaluation project and status on recent data collection efforts, a presentation of highlights from the draft FY 2016 Commuter Connections Work Program and request for review of the current Commuter Connections Strategic Plan by Subcommittee members, the presentation of the 1st quarter budget report and Quarterly Progress Report.

A Ridematching Committee meeting was coordinated and held by COG/TPB on December 15th. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- TDM System Update
- GIS Mapping Update
- Client Site Status/Roundtable
- January 2016 TDM Resources Directory
- Quarterly Progress Report

During the December Ridematching Committee meeting, a “TDM 4.0” working groups was formed to discuss and address the new look and feel being proposed for the regional TDM software system.

COG/TPB staff attended the COG Annual Meeting on December 9th.

COG/TPB staff met with VDOT representatives to discuss Transit Screens on December 11th.

COG/TPB staff met with University of Maryland representatives to discuss an Integrated, Personalized, Real-time Traveler information and Incentive Technology project on December 18th.

B. Transportation Information Services

COG/TPB staff provided commuter travel information on alternatives to the general 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 running, auditing, and printing reports for the monthly purge process, the biweekly end user reports, and the vanpool incentives programs reports. Staff produced a customized report on commuter participation for DDOT and mailing lists and labels for TransIT.

At the end of December 2015, COG and its members served 17,459 commuters registered in ridematching. This is a year over year increase of 201 from 17,258 at the end of December 2014.

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, and making database backups.

During the second quarter, COG/TPB staff met with Media Beef representatives a total of eleven times. Staff met with the software development contractor on October 5th, 19th, and the 26th, November 2nd, 9th, 16th, 23rd, and the 30th, and December 7th, 14th, and the 21st. The purpose of the meetings was to discuss the status of the upgrades of the regional TDM Software system and School Pool. Discussion centered primarily on the schedule for ongoing development items. The top priority was completing the SchoolPool software and database followed by a new suite of software for TDM users to log commutes using mobile devices as well as desktop computers, the Quick Match web service, and improving ride matching algorithms.

As it was reported at the end of the first quarter, the web server software and database software on which the TDM System depends have undergone significant changes over the last three years. Commuter Connections has been obliged to keep up with major revisions to the database and web server. Not surprisingly, the transition to Wildfly (JBoss 8) got off to a bit of a rocky start. It was discovered that if an administrator user let his session time out, the next time (s)he tried to put a new commuter record into the database, the code did not execute quite as it should, and the generated commuter ID for the new account was incorrect. Media Beef deployed a fix to the way the software handles a session that has timed out, and that cured the problem.

COG/TPB staff fixed two more bugs in TDM in the areas of registration and recovering forgotten passwords. When the software creates a new account, it is supposed to present a web page showing the programs the user can join. These programs include ridematching and Guaranteed Ride Home. The program shows buttons and controls to join those programs. In certain cases, however, this web page did not appear. Staff made changes to fix this problem and the program now shows the correct version of the web page. Staff also fixed another bug in the TDM system that prevented a user from recovering a forgotten password. If a user forgets his password, (s)he is supposed to be able to reset it by answering a security question. Although the software presented a dialog asking for the answer to the security question, it would refuse to accept and process the answer. This issue was corrected.

In the area of software enhancements, COG/TPB staff implemented a new email system for business communications generated by the TDM system. This new email relay is a cloud solution that greatly speeds up sending email from the system. Certain automated functions the system performs overnight, such as sending email to persons

in vanpools who are behind in logging their trips, also take advantage of this improvement.

COG/TPB staff continued work on optimizing the list of the region's employers that is used by the software when a commuter account is created. Part of the commuter registration process asks commuters to enter data about their employers. In an effort to prevent duplicate employer records, the software presents the commuter with a list of choices based on his input. If the commuter's employer is not on this dynamically computed list, (s)he can enter data for a new employer record. It is important to compute a meaningful and helpful list for the commuter because reducing duplicate employer records makes reporting less difficult.

Media Beef finished the new version of the SchoolPool software. COG/TPB staff continued testing the new version of SchoolPool and reported any problems encountered to Media Beef. Staff worked with Media Beef to fix some bugs that surfaced in the email functionality. Staff then assisted Media Beef with the task of moving the data from the old Postgres database into Oracle. Staff dumped the latest database for Media Beef to prepare for Oracle and deployed new versions of the software to the test and production servers.

During the second quarter, COG/TPB staff built two Wildfly 8 server installations to assist Media Beef in the TDM development effort. One server is for development and the other is for testing. COG/TPB staff also set up a complete software development environment for writing, editing, testing, and debugging code. Staff used this hardware and software to fix the problems with recovering passwords and showing the "Join Programs" web page during registration that were discussed above.

Working together with Media Beef, COG/TPB staff began to review the TDM system's user interface, workflow, and enhancements that will benefit commuters in the region. Media Beef submitted a TDM Best Practices review to COG/TPB staff in November. This was in a large document that included a feature matrix showing the kinds of things other TDM providers are doing with their web sites. COG/TPB staff have provided some comments. COG/TPB staff have completed their initial review of the design comps Media Beef submitted, and have provided some comments. These tasks will be ongoing.

COG/TPB staff began working with Media Beef on designing a new app for mobile devices for dynamic ridesharing. This new software product would make it possible for a commuter who is looking for a ride in real-time to share his/her location with other travelers who are driving along that commuter's route and may be willing to pick up said commuter. Media Beef has prepared preliminary screenshots to show the proposed interface and workflow of the app.

D. Commuter Information System

COG/TPB staff maintained the map service and web mapping application for the Commute Options (Park & Ride) map. Staff received new NAVTEQ Streets data and made updates to the interactive map. Staff removed two lots in Maryland that have

been closed: Rosedale (Baltimore) and Jessup (Howard). Staff received data for all lots in Virginia in November and began to update the park and ride lot map to reflect those changes. Staff also received updates for the counties of Charles, St. Mary's, and Calvert in southern Maryland from Tri-County Council and began working with that data. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. To view this map, visit <http://maps.mwco.org>.

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides data for the park and ride lot map to the public. This server provides map layers to the ArcGIS Online server to make the Park & Ride interactive map.

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 reviewed and identified needed changes for the GRH Participation Guidelines.

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

COG/TPB staff installed updated PC equipment at Diamond Transportation on October 15, 2015.

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 589 GRH applications received. A total of 527 applicants were registered (513 new applicants and 14 previous "one-time exception" users) and 1,370 commuters were re-registered. During the same time period, the GRH program provided 598 GRH trips. Eighteen (35) of these trips were "one-time" exceptions accounting for 6% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of December 31st, a total of 9,025 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 continued searching for a ride provider in Southern Maryland.

III. MARKETING

A. TDM Marketing and Advertising

The fall newsletter and Federal ETC insert were created and distributed to the regional employer database, network members and the TDM community. The newsletter with insert was distributed in PDF form to the Federal ETC's through GSA, and both items were made available online. The inaugural e-newsletter was created for the fall publication and sent to employers in HTML format. The e-newsletter contained a photo and a brief preview sentence or two on each article; to read the full article, subscribers who clicked 'read more' were presented with the full pdf version. Work began on articles for the winter edition of the newsletter.

Six bi-weekly conference calls were held with the marketing contractor, media buying service, and public relations contractor between October and December 2015, to discuss work program activities for the FY16 regional TDM Marketing campaign.

The fall media buy and earned media plan were approved and executed beginning October and ran through the end of the quarter using previously developed ads. The Rideshare campaign included a mix of news, music, and Hispanic radio stations; television (NBC4 and DCW50); and social media, including a first ever entry into Instagram. GRH included news and music radio stations.

Creative concepts for the all new FY16 spring regional TDM marketing campaign were developed based on workgroup selections and feedback. The new Guaranteed Ride Home campaign theme is entitled "For life's little emergencies", and the new theme for Rideshare is "It's never too early to form good habits". Radio scripts were written and finalized for the FY16 spring marketing campaign, and voice talent was selected.

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 FY16 creative concepts and themes. Recipients were households within the MWCOG footprint, ages 25-64 with annual incomes above \$75,000. Mailers include a postage paid reply mechanism containing a Ridematching and GRH application form.

GRH Rewards coupons were provided to commuters who renewed their membership. Small giveaway items were ordered for use at transportation fairs and events. GRH and Rideshare brochures were updated and replenished.

A Regional TDM Marketing Group meeting was held on December 15th. Highlights from the meeting included Commuter Connections' FY 2015 regional TDM Marketing activities; Express Lanes; and Montgomery County's Walk & Ride Challenge. The 1st Half FY16 Regional TDM Marketing Campaign summary draft report was issued; and the Washington Metropolitan Regional TDM Resource Guide and Strategic Marketing Plan (SMP) FY 2016 final draft report was presented and endorsed for release.

The Commuter Connections web site and social networking sites were maintained. Call volumes and web site visits were monitored for each month during the quarter, and

customer support was provided to Bulletin Board members. SharePoint was used for posting of Regional TDM related materials for Committee review and feedback.

COG/TPB staff continued to update the website with news articles, publications, construction projects, press releases, and upcoming events. To promote Car Free Day, COG/TPB staff replaced the Ridematching application portal on the Commuter Connections homepage with the Car Free Day banner and link to the Car Free Day website. COG/TPB staff changed the "Featured Member" of the Month on the Commuter Connections website. COG/TPB staff monitored and reported to senior staff on analytics data from the paid social media campaigns. COG/TPB staff replaced the newsletter with the fall 2015 version. COG/TPB staff uploaded a downloadable/printable copy Employer Awards Nomination form to the website.

COG/TPB staff updated the Commuter Connections Facebook page with new content and updates with associated hashtags. COG/TPB staff deployed paid advertising campaigns on Twitter, Facebook, and Instagram to promote Commuter Connections.

COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review by senior staff. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff participated in a transportation fair on December 1, 2015 at Arlington Hall for Army National Guard, Arlington, VA.

COG/TPB staff participated in a transportation fair on December 9, 2015 at the Mark Center, Alexandria, VA.

B. Bike to Work Day

A Bike to Work Day Steering Committee meeting was held on November 10th. Highlights from the meeting included a presentation of the 2015 final event draft report; Committee endorsement of the 2016 event registration goal of 18,500, a 6% increase over 2015; and based on a majority vote, the Steering Committee selected gray and yellow as the color theme for the 2016 event.

The Bike to Work Day sponsor declaration form was updated for 2016 and solicitation letters were prepared and sent out to perspective Bike to Work Day 2016 sponsors. A number of sponsors signed and returned the declaration agreement forms during the fourth quarter including gold sponsor, Takoma Bicycle (new); silver sponsor, City of Alexandria; and bronze sponsors AAA Mid-Atlantic, Crystal City BID, Fair Lakes League, and AASHTO (new). Invoices were prepared and mailed to Bike to Work Day sponsors.

In December, cost estimates and samples were obtained for the 2016 Bike to Work Day T-shirts for presentation at the January Steering Committee meeting, and a number of poster concepts were designed for presentation as well. Each pit stop manager was contacted to confirm renewal of their event pit stop for 2016. Organizations interested in becoming a new pit stop for the 2016 event were corresponded with in order to qualify them as potential locations. Meeting materials were prepared and the meeting

announcement was sent out for the January 13th Bike to Work Day Steering Committee meeting.

COG/TPB staff added the photo and description of bicycle raffle winners. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB staff posted photos of the bike giveaway contest on the BTWD website and social media accounts. COG/TPB staff modified pit stop information to include new committee members.

C. Employer Recognition Awards

The Employer Recognition Awards task schedule was updated for 2016 and distributed. A nomination brochure for the 2016 annual Employer Recognition Awards was developed with feedback from the Employer Recognition Awards workgroup. The brochure was distributed in early December to Level 3 & 4 Employee Transportation Coordinators. The nomination brochure and application form were also made available online. Employer Outreach Sales Representatives were sent multiple copies of the awards nomination brochures and contacted via conference call about potential award nominees within their jurisdictions. A call for nominations HTML email blast was sent out to employers and other target contacts. The Employer Awards Selection Committee meeting was scheduled for March 22nd.

D. 'Pool Rewards

COG/TPB staff deployed paid advertising campaigns on Twitter, Facebook, and Instagram to promote the 'Pool Rewards program. The paid social media campaign for 'Pool Rewards began in the fall and ran from October 19th through the end of December 2015 to promote the Ridesharing incentives program. Ads alternated on Rideshare weeks on both Facebook and Twitter encouraging commuters to find a partner to start a new carpool/vanpool with and save. The target market matched that of Rideshare.

Throughout the quarter, 'Pool Rewards applicants for both carpools and vanpools were reviewed, processed, and registered if eligible. COG/TPB staff reviewed and processed vanpool invoices.

COG/TPB staff met with representatives from Metropia on November 20th to discuss the flex-route and flex-hours incentive application.

E. Car Free Day

Raffle prizes were awarded and sent to the winners, and prize recipients were recognized through social media. A summary of Car Free Day 2015 pledge data was prepared as well as an analysis of emissions impacts. A debrief report of earned media was created to summarize press coverage of the Car Free Day event. Sponsors were sent thank you letters, and a recap about the event along with an impact analysis was given at the November 17th Commuter Connections Subcommittee meeting.

COG/TPB staff added new sponsors to the sponsor page. COG/TPB staff added new events, promotions, and prizes to the website as needed.

COG/TPB staff monitored and modified Twitter promotional advertisement. COG/TPB staff added new Car Free Day promotional video to the CC YouTube channel. COG/TPB staff created and implemented Twitter/Facebook promotional advertisement to drive more traffic to the website sign up page. COG/TPB staff posted status updates as needed and responded to social media user inquiries.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In October, monthly Employer Outreach sales activity reports were received from Arlington, Montgomery, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, the District of Columbia, and Tri-County Council. Outstanding reports are expected from Prince George's County.

COG/TPB staff completed the FY 2015 4th quarter Employer Outreach conformity statement and presented it to the Employer Outreach Committee on October 20th along with the draft Employer Outreach conformity verification statement report for the 1st quarter of FY 2016.

A TDM Evaluation Group meeting was coordinated and held by COG/TPB on October 20th. Highlights from the meeting included:

A discussion of the FY 2016 regional TDM Evaluation project timelines for data collection activities, A presentation of the updates to the TERM Evaluation Framework methodology and establishment of a comment period, a presentation of the draft 2016 State of the Commute questionnaire and establishment of a comment period, a presentation of the 2016 GRH survey questionnaire and overall survey methodology and establishment of a comment period, and a discussion of the preliminary methodology for the FY 2016 Retention Rate Survey.

COG/TPB staff held a meeting with the consultants on October 23rd to discuss the Commuter Connections ridematching database structure and which data sets may be used for the Retention Rate survey.

COG/TPB staff held a meeting with the consultants on October 29th to further discuss the survey methodology for the 2016 State of the Commute.

COG/TPB staff prepared a summary of Car Free Day 2015 pledge data, including transportation and emissions impacts.

In November, Employer Outreach monthly Employer activity reports were received from Arlington County. Outstanding reports are expected from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, the District of Columbia, and Tri-County Council.

COG/TPB staff continued work on the draft Employer Outreach conformity verification statement report for the 1st quarter of FY 2016.

A TDM Evaluation Group meeting was coordinated and held by COG/TPB on November 17th. Highlights from the meeting included:

A review of updates to the TERM Evaluation Framework methodology, a review of updates to the draft 2016 State of the Commute questionnaire and overall survey methodology, a review of updates to the 2016 GRH survey questionnaire and overall survey methodology, and a review of the overall methodology of the Retention Rate survey.

COG/TPB staff held coordinated with the consultants to further discuss and identify the Commuter Connections ridematching database structure and data sets that may be used for the Retention Rate survey.

In December, monthly sales activity reports were received from Arlington County. Outstanding reports are expected from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, the District of Columbia, and Tri-County Council. Requests for data have not been fulfilled at the time of this report.

COG/TPB staff completed the final Employer Outreach conformity verification statement for the first quarter of FY2016.

A TDM Evaluation Group meeting was coordinated and held by COG/TPB on December 15th. Highlights from the meeting included:

A review of updates to the TERM Evaluation Framework methodology, a review of updates to the draft 2016 State of the Commute questionnaire and overall survey methodology, a review of updates to the 2016 GRH survey questionnaire and overall survey methodology, and a review of updates to the FY 2016 Retention Rate survey methodology.

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 FY16 First Half Marketing Campaign Summary draft report issued at the December 15th 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 2015, and physical survey cards were sent for September - November trips. Preliminary findings of the FY15 Guaranteed Ride Home Customer Satisfaction Survey for the Washington region was presented at the December 15th Regional TDM Marketing Group meeting.

COG/TPB staff worked with LDA Consulting and CIC Research on the GRH Retention Rate Survey. After LDA and CIC determined which commuters would be the best candidates for the survey, staff extracted those commuter records from the Oracle database. COG/TPB staff obtained estimates for the State of the Commute survey report post card mailing.

Between October and December, Employer Outreach data was collected and reviewed for the first and second quarters of FY2016 for the Conformity Verification Statement.

COG/TPB staff continued making edits to the draft FY 2015 Bike to Work event report. The final draft report was presented to the Bike to Work Day Steering Committee on November 10th and the same draft was presented to the Commuter Connections Subcommittee on November 17th. A comment period was established. The final draft of the report was completed in December.

The FY 2016 1st Quarter CCWP Progress report was prepared. COG/TPB staff prepared and completed and issued the September, October and November 2015 CCWP Monthly Executive Summary Reports.

COG/TPB staff coordinated with VHB for updates to the commuter survey archive database application and resolved the contract status for continued work on the project and provided access to COG's servers for continued work on the project.

COG/TPB staff coordinated with the Dulles Area Transportation Association for an employer survey at Reston Hospital. The survey was completed on November 30th.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) Regional Employer Database Management and Training

COG/TPB staff coordinated with the COG/ITS staff on ACT! server issues and updated the field names to reflect current TERM analysis period. A data sweep was conducted during the weeks of October 19, November 16, and December 14th.

In October, COG/TPB staff updated the ACT! database to reflect conformity tracking for electric car charging stations. In November, COG/TPB staff assisted Fairfax County staff with some user difficulties on November 2nd. In December, COG/TPB staff conducted a training session for Montgomery County on December 17th.

b) Employer Outreach for Bicycling

COG/TPB staff distributed bicycle guides at various events throughout the quarter. COG/TPB staff completed the first draft of the WALKWISE presentation materials in October. Additional components to be added for the second draft will be on bicycle safety.

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 FY 2016 contract amendments. The FY 2016 Employer Outreach contract was fully executed with Montgomery County.

b) DC, MD, and VA Program Administration

COG/TPB staff met with the trainer to discuss the training session set for December 10th on October 6th.

During the quarter, COG/TPB staff collected lists of employers to develop the FY 2016 Employer case studies. Also during the quarter COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff referred 2 Virginia based employers to Virginia DOT for employer telework services. COG/TPB staff attended and coordinated the October 20 Employer Outreach committee. Topics presented to the committee were:

- Fourth quarter FY2015 final conformity verification statement as well as the first quarter of FY2016 draft conformity verification statement
- Employer Case Studies
- Training update and review
- Worksite electric car charging stations and TERM evaluation
- Transit Screen update
- WALKWISE presentation update
- A new chair was installed, Marcus Moore of Fairfax County as well as a new Vice-Chair, George Clark of Tri-County Council for Southern Maryland

COG/TPB staff conducted the fall sales support teleconference calls the week of November 16.

On December 10th, a training session was held for the employer outreach sales representatives on Persuasive Presentations. The course was received well and preliminary research began for the March training session on Bicycle/Pedestrian training.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

A Customer Satisfaction survey was sent via email to Baltimore region commuters who used the Guaranteed Ride Home service between October - December 2015, and physical survey cards were sent for September - November trips. Preliminary findings of the FY15 Guaranteed Ride Home Customer Satisfaction Survey for the Baltimore region was presented at the December 15th Regional TDM Marketing Group meeting.

The GRH Baltimore program continued to enroll new applicants during October through December 2015. The program has now been operational for five 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 visited Diamond Transportation on October 15th to ensure the technology hardware was performing well. Three updated PC's and monitors were installed.

COG/TPB staff reviewed and identified needed changes for the GRH Participation Guidelines.

COG/TPB staff and the consultant reviewed the 2016 GRH survey questionnaire and overall survey methodology which was presented during the TDM Evaluation Group meetings on October 20th, November 17th, and December 15th.

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

Between the months of October and December 2015, there were 25 GRH Baltimore applications received. 23 commuters were registered during this period while 98 commuters were re-registered. During the same time period, the GRH program provided thirty-one (31) GRH trips. Three (3) of these trips were "one-time" exceptions accounting for 10% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Overtime" and "Family Emergency." As of December 31, 2015, a total of 605 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 continued to work on identifying a GRH Ride provider in Southern Maryland.

Table 1

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

October - December 2015

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2015
Total applicants/info provided:	5,602	5,743	11,345
Rideshare applicants	2,092	2,389	4,481
Matchlists sent	2,935	3,007	5,942
Transit applicants/info sent	210	92	302
GRH applicants	1,897	2,307	4,204
Bike to work info requests	17	12	29
Telework info requests	11	8	19
Internet users	50,496	45,269	95,765
Internet applicants	3,756	4,933	8,689
New employer clients	83	226	309
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2015
Continued placements	740	845	1,584
Temporary/one-time placements	107	122	229
Daily vehicle trips reduced	410	468	877
Daily VMT reduced	11,229	12,823	24,052
Daily tons NOx reduced	0.0043	0.0049	0.0092
Daily tons VOC reduced	0.0023	0.0026	0.0049
Daily tons PM2.5 reduced	0.00014	0.00016	0.0003
Daily tons PM2.5 NOx reduced	0.0047	0.0053	0.0100
Daily tons GHG reduced	5.5657	6.3558	12
Daily gallons of gas saved	564	644	1,209
Daily commuter costs saved	\$1,909	2,180	4,089

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 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	107	142	131
Locals Rideshare Apps (New and Re-apps)	1,983	2,847	2,445
Matchlists Requested	2,898	2,970	2,864
Transit Applicants/Info Sent	210	92	185
GRH Washington Applicants	589	809	868
GRH Washington Rides Provided	598	503	593
GRH Baltimore Applicants	25	30	90
GRH Baltimore Rides Provided	31	47	45
Telework Info Requests	11	8	7
Phone/Fax	0	0	0
Internet	3,756	4,933	4,866
Employer Applicants	0	0	0
Total Hits on website	50,496	45,269	39,584

TDM SERVICES

ALEXANDRIA

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	4	10
Matchlists Sent	47	21	30
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	13	20
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	1	7
Employers Contacted (New)- Visit	0	0	2
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	146	98
Employers Contacted (Follow up)- Visit	0	7	2
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	0	1
Level 3	0	1	7
Level 4	0	0	1

TDM SERVICES

ARLINGTON

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	11	13
Matchlists Sent	36	38	31
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	10	13	23
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	27	32	34
Employers Contacted (New)- Visit	27	42	29
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,744	1,857	1,047
Employers Contacted (Follow up)- Visit	59	48	35
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	11	10	11
Level 2	2	3	3
Level 3	13	14	5
Level 4	1	5	1

TDM SERVICES

ANNE ARUNDEL

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	21	17
Matchlists Sent	35	72	64
Transit Applicants and Info Sent	1	1	2
GRH Washington Applicants	17	21	38
GRH Baltimore Applicants	3	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

**BALTIMORE CITY
OCTOBER - DECEMBER 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	4	6
Matchlists Sent	4	8	6
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	9	6	13
GRH Baltimore Applicants	1	3	25
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 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	6	5
Matchlists Sent	40	9	7
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	6	14	15
GRH Baltimore Applicants	4	2	10
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

**BWI BUSINESS PARTNERSHIP
OCTOBER - DECEMBER 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	5	5
Matchlists Sent	22	14	12
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	2	3
GRH Baltimore Applicants	5	10	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

**COG - DC/DE/PA/WVA/VA
OCTOBER - DECEMBER 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	94	119	93
Matchlists Sent	220	233	243
Transit Applicants and Info Sent	3	2	6
GRH Washington Applicants	37	51	76
GRH Baltimore Applicants	3	6	21
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	N/A	21
Employers Contacted (New)- Visit	0	N/A	1
Employers Contacted - Number of Potential (New)	0	N/A	0
Employers Contacted (Follow up)- Phone	0	N/A	541
Employers Contacted (Follow up)- Visit	0	N/A	4
Employers Contacted - Number of Potential (Follow up)	0	N/A	0
New TDM Programs Established			
Level 1	0	N/A	0
Level 2	0	N/A	0
Level 3	0	N/A	1
Level 4	0	N/A	1

TDM SERVICES

DATA

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	11	0
Matchlists Sent	13	29	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See 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 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	51	76	121
Matchlists Sent	265	243	411
Transit Applicants and Info Sent	4	10	3
GRH Washington Applicants	62	90	77
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	3	0
Employers Contacted (New)- Phone	14	37	0
Employers Contacted (New)- Visit	15	0	0
Employers Contacted - Number of Potential (New)	0	9	0
Employers Contacted (Follow up)- Phone	62	655	0
Employers Contacted (Follow up)- Visit	20	22	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	3	0
Level 2	1	0	0
Level 3	6	4	0
Level 4	1	6	0

TDM SERVICES

FDA

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	37	108	13
Matchlists Sent	116	246	56
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	44	71	50
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

FREDERICK

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	33	31
Matchlists Sent	153	204	113
Transit Applicants and Info Sent	1	5	4
GRH Washington Applicants	22	26	19
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	15
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	130
Employers Contacted (Follow up)- Visit	0	0	6
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
OCTOBER - DECEMBER 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	277	192	330
Matchlists Sent	114	79	182
Transit Applicants and Info Sent	9	1	7
GRH Washington Applicants	105	93	124
GRH Baltimore Applicants	0	0	0
Telework Information Requests	3	1	4
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 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	5	7
Matchlists Sent	17	37	55
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	6	2	5
GRH Baltimore Applicants	4	3	12
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 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	14	9
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	11	34	28
GRH Baltimore Applicants	1	1	6
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

LINK

OCTOBER - DECEMBER 2015

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

TDM SERVICES

LOUDOUN

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	51	59	55
Matchlists Sent	253	200	196
Transit Applicants and Info Sent	2	5	1
GRH Washington Applicants	35	56	63
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	3	9
Employers Contacted (New)- Visit	0	3	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	61	107	40
Employers Contacted (Follow up)- Visit	11	10	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	2	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	3	3
Matchlists Sent	41	6	17
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	11	5	4
GRH Baltimore Applicants	1	2	0
Telework Information Requests	1	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 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	54	10	16
Matchlists Sent	69	1	9
Transit Applicants and Info Sent	3	10	13
GRH Washington Applicants	1	0	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
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 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	38	37	110
Matchlists Sent	172	156	177
Transit Applicants and Info Sent	47	7	50
GRH Washington Applicants	24	48	36
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	32	68	0
Employers Contacted (New)- Visit	37	23	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,213	3,141	0
Employers Contacted (Follow up)- Visit	80	51	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	122	7	0
Level 2	4	7	0
Level 3	0	1	0
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
OCTOBER - DECEMBER 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	0	10
Matchlists Sent	10	1	5
Transit Applicants and Info Sent	5	0	1
GRH Washington Applicants	0	5	5
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 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	104	60	94
Matchlists Sent	109	78	74
Transit Applicants and Info Sent	89	27	72
GRH Washington Applicants	3	10	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

SHADY GROVE

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	2	6
Matchlists Sent	12	4	13
Transit Applicants and Info Sent	10	0	3
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	22	16
Matchlists Sent	13	10	1
Transit Applicants and Info Sent	14	1	7
GRH Washington Applicants	5	10	12
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 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	2	2
Matchlists Sent	0	6	5
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	8	9	6
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 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	0
Matchlists Sent	0	0	1
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	1	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 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	0
Matchlists Sent	0	0	0
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 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	19	14
Matchlists Sent	60	80	90
Transit Applicants and Info Sent	0	5	1
GRH Washington Applicants	6	11	7
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**PRINCE GEORGE'S
OCTOBER - DECEMBER 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	132	49	29
Matchlists Sent	98	151	39
Transit Applicants and Info Sent	3	3	3
GRH Washington Applicants	25	28	32
GRH Baltimore Applicants	1	1	3
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	110	135	160
Matchlists Sent	722	838	880
Transit Applicants and Info Sent	6	9	6
GRH Washington Applicants	92	124	140
GRH Baltimore Applicants	0	0	1
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	37
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	48	91
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	4
Level 2	0	0	1
Level 3	0	0	0
Level 4	0	0	1

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
OCTOBER - DECEMBER 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	17	15
Matchlists Sent	122	58	85
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	6	12	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY

OCTOBER - DECEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	56	12
Matchlists Sent	131	150	62
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	34	54	55
GRH Baltimore Applicants	0	0	4
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	10	12	6
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	14	8	12
Employers Contacted (Follow up)- Visit	7	3	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	6	4
Level 2	1	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
OCTOBER - DECEMBER 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	42	49	12
Matchlists Sent	76	95	28
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	42	49	12
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 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1,565	971	367
Matchlists Sent	551	372	395
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	12	10	2
GRH Baltimore Applicants	1	0	0
GRH RideShare Delaware	1,553	961	363
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 2015**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	13	1	20	34
ARLINGTON (COG)	9	3	20	32
ARTMA	9	11	8	28
BALTIMORE CITY	1	1	3	5
BMC	9	1	3	13
BWI BUSINESS PARTNERSHIP	6	1	8	15
COG	84	9	58	151
DATA	5	0	0	5
DISTRICT OF COLUMBIA	10	4	43	57
FDA	37	19	5	61
FAIRFAX COUNTY	51	25	179	255
FREDERICK	23	53	175	251
GW RideConnect	277	413	982	1,672
HARFORD	1	1	4	6
HOWARD	8	5	4	17
LINK	1	0	2	3
LOUDOUN	51	11	64	126
MTA	9	0	7	16
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	54	12	95	161
Countywide	38	14	576	628
Friendship Heights/Rockville	3	0	55	58
North Bethesda TMD	104	91	394	589
Shady Grove	7	0	32	39
Silver Spring	15	22	218	255
NIH	2	3	4	9
NATIONAL GUARD REDINESS CENTER	0	0	0	0
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	10	8	2	20
PRINCE GEORGE'S	132	136	11	279
PRTC	110	40	217	367
RAPPAHANNOCK-RAPIDAN	15	6	2	23
TRI - COUNTY	33	73	145	251
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	42	0	19	61
RIDESHARE DELAWARE	1,565	0	0	1,565
TOTAL INPUT COMMUTER CONNECTIONS	1,127	963	3,336	5,426
TOTAL INPUT TDM NETWORK MEMBERS	1,607	0	19	1,626
TOTAL INPUT (CC + NETWORK)	2,734	963	3,355	7,052
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		2,090		

**Technical Assistance to Local Agencies
October – December 2015**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
October 2015				
RSDE	Thu 10/1/2015 8:39 AM	Thu 10/1/2015 10:35 AM	Wed 10/7/2015 1:59 PM	Reported Bug
PRTC	Thu 10/1/2015 11:18 AM	Thu 10/1/2015 12:10 PM	Thu 10/1/2015 3:39 PM	Reported Bug
Frederick County, MD	Mon 10/5/2015 10:01 AM	Mon 10/5/2015 2:51 PM	Mon 10/5/2015 2:51 PM	FastNotes Email Address Request
Frederick County, MD	Mon 10/5/2015 10:06 AM	Tue 10/6/2015 2:30 PM	Mon 11/9/2015 2:21 PM	Table 4a Request for September & October
TJPDC	Wed 10/14/2015 4:11 PM	Thu 10/15/2015 3:50 PM	Tue 10/20/2015 12:42 PM	Reassign Commuter to TJPDC Resolved Issue Where Commuter Could Not Login
FDA	Tue 10/20/2015 8:11 AM	Mon 10/26/2015 3:16 PM	Mon 10/26/2015 3:16 PM	Reports Question
November 2015				
PRTC	Thu 11/5/2015 10:18 AM	Thu 11/5/2015 11:13 AM	Thu 11/5/2015 11:13 AM	Issues With CC Database
TJPDC	Mon 11/16/2015 1:54 PM	Tue 11/17/2015 11:18 AM	Thu 11/19/2015 9:42 AM	Move Commuter to CC Database
Frederick County, MD	Tue 11/17/2015 12:26 PM	Mon 11/30/2015 9:47 AM	Mon 11/30/2015 9:47 AM	Table 4a Results
December 2015				
TJPDC	Tue 12/1/2015 3:47 PM	Wed 12/2/2015 4:35 PM	Wed 12/2/2015 4:35 PM	Move Commuter to CC Database
North Bethesda	Mon 12/14/2015 8:22 AM	Mon 12/14/2015 9:48 AM	Mon 12/14/2015 9:48 AM	CC Error Message
Loudoun County	Mon 12/21/2015 1:39 PM	N/A	N/A	Submitted Park & Ride Lot Updates
FDA	Wed 12/23/2015 8:27 AM	Wed 12/23/2015 3:28 PM	Wed 12/23/2015 3:48 PM	Reports Question

FY 2016 October to December 2015	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles
Employers Contacted (new) Site Visits (prospects)	0	27	0	14	0	0	32	0	0	10
Telework - NEW	0	0	0	0	0	0	0	0	0	4
Employers Contacted (follow-up)	0	1744	0	642	0	61	1213	0	0	14
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	3
Total Broadcast Contacts Letters, Flyers, Newsletter	0	8437	0	60197	0	184	22502	0	0	175
Total Sales Meetings	0	86	0	35	0	11	117	0	0	7
Total Employers Contacted	0	10294	0	60888	0	256	23864	0	0	213
New Level 1 TDM Programs	0	11	0	0	0	2	122	0	0	4
New Level 2 TDM Programs	0	2	0	1	0	0	4	0	0	1
New Level 3 TDM Programs	0	13	0	6	0	0	0	0	0	0
New Level 4 TDM Programs	0	1	0	1	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	1
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0