COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

QUARTERLY WORK PROGRAM PROGRESS REPORT
OCTOBER – DECEMBER 2018

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2019 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 in electronic format via email.

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in October 2018, November 2018 and December 2018) 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 Howard County, MD; Frederick County, MD; Loudoun County, VA; North Bethesda TMD. 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 met with Enterprise Rideshare staff on December 12th to discuss use of the Commuter Connections TDM System.

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

- October 4, 2018 – Anne Arundel County, MD
- October 12, 2018 - Rappahannock-Rapidan Regional Commission.
- November 9, 2018 - Howard County, MD and Prince George's County, MD

COG/TPB staff began updating the January 2019 edition of the Commuter Connections Resource Directory.

COG/TPB staff coordinated and held STDM Work Group meetings on October 9th, November 13th, and December 11th.

COG/TPB staff developed a list of TDM strategies that may be used during next summer's Metrorail shutdown on all stations south of Raegan National Airport. The list was presented during a VDOT hosted conference calls on October 10th and 24th; and during a NVTC TDM stakeholder conference call on December 19th.

A Ridematching Committee meeting was coordinated and held by COG/TPB on December 18th. Highlights from the meeting included:

- Change of Chair
- Upcoming Fairs and Promotions
- TDM System Update
- Mobile Applications Update
- GIS Update
- Client Site Status/Roundtable
- Quarterly & Annual Progress Reports

A Commuter Connections Subcommittee meeting was coordinated and held on November 20th, 2018. Highlights from the meeting included:

- 2018 Bike to Word Day Draft Report
- Long-Range Plan TDM Initiative
- 2018 Car Free Day Results
- Regional TDM Evaluation Project Update
- Regional TDM Mobile Applications Update
- Commuter Connections Website Redesign
- FY 2020 Work Program Development
- FY 2019 First Quarter Progress Report

COG/TPB staff developed and presented the FY2020 draft CCWP to the STDM Work Group on October 9th and November 13th and established a comment period. COG/TPB staff also developed and presented the FY2020 draft CCWP to the Commuter Connections Subcommittee on November 20th and established a comment period. COG/TPB staff worked on updates to the document during December based on feedback and comments received.

COG/TPB staff refined the Long-Range Transportation Plan TDM Initiative Memo after receiving feedback from the TPB Technical Committee on October 5th and November 2nd, and the TPB on November 16th. At the request of TPB, staff combined the TDM initiatives with other aspirational initiatives identified in *Visualize2045* into a Resolution R10-2019, titled *Resolution to Take Action on Recommended Project, Program, and Policy Ideas that would Implement TPB's Aspirational Initiatives Identified in its Visualize2045 Plan.* The Resolution was endorsed by TPB on December 19th and directs Commuter Connections program staff to:

- Examine ways in which its existing service applications and programs can be enhanced to integrate the gamification and re2wards aspects including University of Maryland's incenTrip application;
- Develop a process through which TPB member jurisdictions work collaboratively with WMATA to undertake a targeted outreach to employers to increase participation in WMATA's SmartBenefits program;

- Develop policy templates for small and mid-size employers to adopt and implement FlexTime and Telework programs at t heir work places as a resource for Commuter Connections Employer Outreach program

COG/TPB staff subsequently added language from the Resolution into the FY2020 draft CCWP.

COG/TPB staff attended and presented at the World Metropolitan Development Forum held in Beijing, China from October 22 – 26.

COG/TPB staff participated in a TDMI Board meeting on November 14th.

COG/TPB staff coordinated and presented information at an MPO TDM Peer Exchange Group meeting held on November 28th.

COG/TPB staff sent an email announcement to all Commuter Connections members regarding the beta testing period for incenTrip on December 20th. Users were asked to download and test the app before its official launch in summer.

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. Information contained but was not limited to METRO, MARC/MTA, VRE, local transit, and the Regional Bicycle Guide. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address (ridematching@mwcog.org) and the queued commuters in the TDM System. Statistics on this project are available by viewing the various tables at the end of this report.

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued daily maintenance routines for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving accounts and data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ride matching coordinators, producing email lists, and making backups of the Oracle database.

COG/TPB staff continued producing reports as PDF files. Staff ran and audited reports for the monthly purge process, the biweekly end user reports, and the monthly vanpool incentives reports.

At the end of December 2018, COG and its members served 18,336 commuters registered in ridematching. This is a decrease of 163 registrants during the quarter, down from 18,499 at the end of September 2018. Year over year there was an increase of 1,178 from 17,158 in the system at the end of December 2017.

COG/TPB staff developed and sent a memo to Media Beef on October 11th that prioritized work items for FY19. Media Beef subsequently agreed to the categorized priority levels.

COG/TPB staff met with Media Beef representatives ten times during the quarter. Meetings were held in October on the 1st, 15th, 22nd, and 29th; in November on the 5th, 19th, and 26th; and in December on the 3rd, 10th, and 17th. Discussion centered primarily on the new bicycling map, plans for expanding GIS capabilities, improving the Flextime Rewards program by creating an enhancement to enable logging commutes using location-based services (i.e. "Verified Commute Logging"), the CarpoolNow mobile application, the Commuter Connections mobile application, the GRH Survey, Capital Bikeshare integration into the TDM system, registration source tracking for marketing purposes, maintenance, and other contract items for FY2019.

Media Beef's priority throughout the quarter was developing the Verified Trip Logging enhancement for the Commuter Connections mobile application. This enhancement will greatly ease the burden of trip logging for commuters participating in Flextime Rewards while also verifying their eligibility by using location-based services. Media Beef submitted a series of mockups for COG/TPB staff review. COG/TPB staff and Media Beef finalized the conceptual functionality of Verified Trip logging in late November; Media Beef began coding the enhancement in December. COG/TPB began testing the enhancement at the end of December.

Media Beef continued to work on bugs and perform routine maintenance for all web applications including the TDM system, CarpoolNow, and Commuter Connections mobile apps. Some flaws were reported in the trip logging for the Commuter Connections mobile app and the contractor continued correcting them.

Media Beef completed minor updates to the TDM System's web pages. The pages now display the new Commuter Connections logo and new colors. This aligns the TDM System's look and feel with the appearance of the new Commuter Connections website. Several menu items and links were also updated.

COG/TPB staff helped set up Google tracking code for tdm.commuterconnections.org/mwcog. The tracking code will help staff evaluate different sources of web traffic coming to the TDM system.

The Commuter Connections mobile apps continue to gain popularity. The Commuter Connections mobile app was downloaded 288 times throughout the quarter, bringing total downloads to 3,778 by the end of December. The CarpoolNow mobile app was downloaded 194 times throughout the quarter, bringing total downloads to 3,284 by the end of December.

D. Commuter Information System

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. It is up to date with the latest information received from local Commuter Connections members. To view the latest version, visit http://maps.mwcog.org.

COG/TPB staff completed work on the first production version of an interactive web map for regional bicycle routing. The final products are a web app for routing bicycles, pedestrians, and automobiles as well as a paper map. The web app helps the user find the safest, most enjoyable routes when traveling by bicycle in the Washington, DC Metropolitan Region. The map covers bike paths in the area from Frederick County, MD in the north to Prince William County, VA in the south and from Loudoun County, VA in the west to Prince George's County, MD in the east. All you need to do is tell the router the start and end of your trip, either by specifying street addresses or by pointing and clicking on the map.

The router uses an extensive database of bike trails, multiple use paths, and on street bike lanes to determine the most pleasant path for your journey. Once the ideal trek has been computed, the web app draws the route on the map and writes out clear, printable turn by turn directions with travel time and distance for the user to follow. A user can optimize the route for distance or length of time to travel. (S)he can add intermediate waypoints to the trip and modify the suggested route by drag and drop to change it to suit individual needs or local knowledge.

In addition to bicycle routes, the map also features Capital Bikeshare locations. A user can click on a location to view a popup that shows how many bikes are available at that location and how many bays are empty in real time. This is convenient for people who want to borrow or drop off a bicycle at some specific location.

After the route finder was available on the public internet, staff received suggestions and new data for the map. One of our users reported a trail temporarily closed for construction, and enhanced data was received from Prince William County GIS staff. Staff plan to integrate these changes into the map by mid-January.

Also during the quarter, staff began determining the requirements for a new server and software to process and handle the bike map layers. Staff have discovered that we already need to expand our web mapping capabilities.

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

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

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

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

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

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

COG/TPB staff travelled to Diamond Transportation on November 9th to review enhanced GRH client services available through iCabbi, a new customer-based application developed by members of Transportation, Inc. Staff approved the use of the application by Diamond Transportation and iCabbi. GRH customers in Virginia and D.C. can now track their cab via the web based-application, similar to Uber/Lyft.

COG/TPB staff met with WMATA representatives on November 29th to discuss late night options for the GRH program.

COG/TPB staff updated and replenished a stock of Guaranteed Ride Home Re-Registration and Welcome letters.

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 785 GRH applications received. A total of 708 applicants were registered (647 new applicants and 12 previous "one-time exception" users) and 1,142 commuters were re-registered. During the same time period, the GRH program provided 535 GRH trips. One (1) of these trips were "one-time" exceptions accounting for 0.1% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Child Care." As of December 31st, a total of 7,730 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 to explore provider options for Prince George's County, MD.

III. MARKETING

A. TDM Marketing and Advertising

The fall 2018 newsletter was created and distributed to the regional employer database, Committee members, and the TDM community. The newsletter with Federal ETC insert was distributed in PDF form through GSA and posted online. The e-newsletter was created and sent to employers in HTML format. Work began on a timeline and article drafts for the winter 2019 edition of the newsletter.

Bi-weekly conference calls were held with the marketing contractor, media buyer, and communications contractor between October and December 2018 to discuss work program activities for the FY19 regional TDM Marketing campaign.

COG/TPB staff participated in an earned media strategy call with the contractors on December 13th.

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

COG/TPB staff continued preparing the FY19 Regional TDM Strategic Marketing Plan and Resource Guide (SMP). Comments received from the Regional TDM Marketing committee were integrated and the final draft version was released following endorsement during the December 18th, 2018 Regional TDM Marketing Group meeting.

The 1st half FY2019 regional TDM mass marketing campaign launched in October 2018 and ran through the end of December using ads developed from the previous fiscal year. Rideshare advertising consisted of a mix of news/talk, music, sports, and internet radio stations, podcasts, social media, paid blogs, and digital. GRH advertising consisted of a mix of news/talk, music, and internet radio stations, podcasts, social media, paid blogs, and transit signage. Insertion orders and media invoices were processed.

New creative concepts for the 2nd half FY2019 regional TDM marketing campaign were developed, and feedback was solicited from marketing workgroup members and the state funding agencies. Winning concepts were 'Don't Freak Out' for the Guaranteed Ride Home theme, and 'Why Rideshare? Why Not?' for Rideshare.

A direct mail piece was sent to 500,000 households within the metropolitan Washington region in late December 2018. The mailers promoted Ridematching and GRH and incorporated the new FY19 creative concepts and themes. Recipients were households within target zip codes with a higher than average propensity to use Commuter Connections services, ages 25-64, with annual household incomes $75,000 and above. Mailers included a postage paid reply containing a combined Ridematching/GRH application form.

A Regional TDM Marketing Group meeting was held on December 18, 2018. Highlights from the meeting included a presentation on Commuter Connections' FY2019 Regional TDM Marketing activities and a presentation on the FY2018 Guaranteed Ride Home Customer Satisfaction Surveys for both Baltimore and Washington, DC regions. Other agenda items included the First Half FY2019 Regional TDM Marketing Campaign summary draft report; and the Washington Metropolitan Regional TDM Resource Guide and Strategic Marketing Plan (SMP) FY2019 final draft report.

The following events were attended during the second quarter of FY 2019:

- Dulles Area Transportation Association Block Party – Reston, October 3, 2018
- Army National Guard Bureau – Arlington, October 3, 2018
- U.S. Department of Homeland Security – Washington, DC, November 8, 2018

COG/TPB staff were interviewed for public affairs programming on WPGC and WLZL radio. COG/TPB staff provided edits to WTOP for the Rideshare native article.

The new Commuter Connections logo was unveiled and brand guidelines were developed.

The Commuter Connections Bulletin Board was taken down and users were asked to sign up with Commuter Connections' account for formal Ridematching and other TDM program services offered.

COG/TPB staff updated the Commuter Connections Facebook page with new content and updates with associated hashtags.

COG/TPB staff implemented and monitored paid social media campaigns for Guaranteed Ride Home and Rideshare programs.

COG/TPB staff monitored and reported on the analytics data from the Commuter Connections social media accounts.

COG/TPB staff established the Commuter Connections Waze advertising account.

COG/TPB staff completed and launched the new Commuter Connections website. Notable website-related activities throughout the quarter include:

- Removed Visual Composer and installed Elementor as the primary webpage builder;
- Updated content in the accordion sections and individual pages;
- Added news articles, publications, construction projects, press releases, and upcoming events as needed;
- Added the Fall 2018 Newsletter;
- Updated plugins;
- Troubleshot issues with the VMT calculator, Commuter Cost Calculator, and Park & Ride Map;
- Updated links, such as the CarpoolNow redirect link;
- Fixed the Social Media follow buttons;
- Removed BaySox from the Guaranteed Ride Home rewards page;
- Deleted text and images no longer needed on the new version of the website;
- Monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review by senior staff and our third-party vendors.

B. Bike to Work Day

A Bike to Work Day Steering Committee meeting was held on November 14th, 2019. Highlights from the meeting included a presentation of the 2018 Final Event Draft Report; Committee endorsement of the 2019 event registration goal of 19,000 bicyclists; and based on a majority vote, the Steering Committee selected robin's egg blue as the color theme for the 2019 event.

Sponsor solicitations began for Bike to Work Day 2019. Sponsors who returned a signed declaration agreement during the second quarter of FY 2019 included:

- Gold Sponsor - ICF;

- Silver Sponsors – Comstock Companies (new), Marriott, and Bike Arlington;
- Bronze Sponsors - American College of Cardiology, Crystal City BID, and Giant Food.

Invoices were prepared and sent to Bike to Work Day sponsors.

Cost estimates and samples were obtained for the 2019 Bike to Work Day T-shirts after a competitive bidding process, and poster concepts were designed. Pit stop managers were contacted to confirm renewal of their local events for 2019. Organizations interested in becoming new pit stops for 2019 were corresponded with, and the January 2019 meeting announcement was sent out.

COG/TPB staff maintained and updated the www.BikeToWorkMetroDC.com website. Notable activities include:

- Replaced contact information for the Gaithersburg pit stop
- Updated the sponsor declaration page to reflect the 2019 campaign
- uploaded the new masthead for 2019's event, which included changing the color scheme
- Added new sponsor logos
- Updated plugins

COG/TPB staff updated the Survey Monkey T-Shirt size survey.

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

C. Employer Recognition Awards

A timeline for the 2019 Employer Recognition Awards program deliverables was produced. Creative concepts for the nomination brochure were designed with feedback from the workgroup and printed and distributed in early December. Recipients included level 3 & 4 Employee Transportation Coordinators, Chambers of Commerce, and Business Improvement Districts. The nomination brochure and form were also made available online. The Employer Awards Selection Committee meeting was reserved for March 22, 2019 and a venue was secured to host the 2019 Employer Recognition Awards ceremony on June 21, 2019.

COG/TPB staff reactivated the Employer Awards Nomination Form on the Commuter Connections website. Staff also updated the Employer Awards Banner on the Commuter Connections website with the 2019 version.

D. 'Pool Rewards

Media buy options developed by the marketing contractor were evaluated for the fall 'Pool Rewards campaign and approved; insertion orders were processed. The campaign consisted of paid social media (Facebook/Instagram) influencer posts during November and December 2018 on iHeart stations which included WASH, WBIG, WITH, WMZQ, and WWDC. Although it was not implemented, a proposal from WTOP was considered to

promote the use of 'Pool Rewards for the I-395 Express Lanes. Instead, a 15-second radio script was created to promote the I-395 Express Lanes and ran as value-added media.

Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools. Program participant trip logging was monitored and incentive payments during the quarter were distributed as follows:

- Staff processed 23 payments for 'Pool Rewards vanpools

- There were five incentive payments to general 'Pool Rewards carpool participants

- There were no incentive payments to Virginia Carpool Incentive I66 carpool participants; however, in November COG/TPB staff recorded an eligible carpool traveling along the I-66 corridor.

- There were no incentive payments to I-395 Virginia Pool Rewards Incentive carpool participants.

In November 2018 'Pool Rewards was mentioned on Entercom radio's community affairs programs on stations WPGC and WLZL, which featured interviews of COG/TPB staff.

COG/TPB staff finished inputting data for the FY2018 National Transit Database (NTD) report and completed and submitted the report to the Federal Transit Administration. As part of the NTD submission this year, FTA required COG to hire an independent auditor to perform a financial audit of past NTD reporting. COG hired PBMares, LLP to conduct the audit. PBMares, LLP found that "The accounting system from which the NTD reports for the year ended June 30, 2017, were derived, uses the accrual basis of accounting and is directly translated, using a clear audit trail, to the accounting treatment and categories specified by the USOA." FTA appears to have accepted the positive findings of the audit.

E. Car Free Day

Raffle prizes were awarded and sent to winners, and prize recipients were publicized through social media and the event web site. A summary of Car Free Day 2018 pledge data, and an emissions impacts analysis were presented at the November 20, 2018 Commuter Connections Subcommittee meeting. A debrief report of earned media was created by the contractor summarizing press coverage of the Car Free Day event. "Thank you" emails were sent to Car Free Day sponsors and participants.

COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB staff added new press releases and news articles to the Car Free Day website. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

F. CarpoolNow Mobile Application

The CarpoolNow program strategy drafted by the marketing contractor was reviewed and feedback was provided to promote the driver incentive through a social media push with boosted posts. In November 2018 CarpoolNow was mentioned on Entercom radio's community affairs programs on stations WPGC and WLZL, which featured interviews of COG/TPB staff.

G. Flextime Rewards

A Flextime Rewards incentive program strategy drafted by the marketing contractor was reviewed and feedback was provided. The campaign is expected to launch once technology improvements (i.e. Verified Trip Logging) are complete. COG/TPB staff and Media Beef continue to work to optimize this new feature.

In November 2018 Flextime Rewards was mentioned on Entercom radio's community affairs programs on stations WPGC and WLZL, which featured interviews of COG/TPB staff.

COG/TPB staff screened monthly entries into the Flextime Rewards incentive program. Staff identified a winner for September; there were no eligible entries for October or November. (Note winners are selected in the subsequent month; December's winner will be selected in January.)

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database the week of October 15th, November 5th, and December 10th.

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

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Throughout the quarter COG/TPB staff oversaw the employer site survey coordination.

In October COG/TPB staff fulfilled data requests from Arlington County and Tri-County Council for Southern Maryland.

In November COG/TPB staff fulfilled data requests from Fairfax County and Tri-County Council for Southern Maryland.

In December COG/TPB staff fulfilled data requests from the District of Columbia and Tri-County Council for Southern Maryland.

COG/TPB staff performed an emissions analysis and memo based on Car Free Day 2018 pledge data.

COG/TPB staff and the TDM evaluation consultant, LDA Consulting, updated the FY2018 – FY2020 Commuter Connections TDM Program Elements draft Revised Methodology Framework, the 2019 State of the Commute Survey questionnaire, the 2019 Guaranteed Ride Home Survey(s) questionnaire, and the 2019 Employer Customer Satisfaction Survey questionnaire. Drafts of each document were presented during monthly meetings of the TDM Evaluation Group occurring on October 16th, November 20th, and December 18th, 2018. Feedback from the evaluation group was incorporated into each subsequent version of the document.

Notable revisions to the FY2018 – FY2020 draft Revised Methodology Framework include three new projects for evaluation (CarpoolNow, Flextime Rewards, and incenTrip) and the removal of pre-2006 employer survey data from the ACT! Regional Employer Database.

Notable revisions to the 2019 State of the Commute Survey questionnaire include questions on how technology is influencing commuting choices, the impact of new forms of mobility (e.g. e-scooters), HOV/HOT usage, and the public's perception of automated vehicles.

COG/TPB staff hosted a conference call on November 9th to discuss the Guaranteed Ride Home survey questionnaire and methodology with Media Beef and LDA Consulting.

COG/TPB staff facilitated a TDM Evaluation Group meeting on October 16th in conjunction with Lori Diggins of LDA. Ms. Diggins presented several items for the committee to review, and staff subsequently opened a comment period through November 1st on the 2019 State of the Commute Draft Questionnaire and the 2019 State of the Commute Draft Web Survey. Both documents were posted to SharePoint.

COG/TPB staff facilitated a TDM Evaluation Group meeting on November 20th in conjunction with Lori Diggins of LDA Consulting. Ms. Diggins presented updates to the 2019 State of the Commute survey based on comments received at the October meeting and subsequent open comment period. Ms. Diggins also presented an updated version of the FY2018 – FY2020 Commuter Connections TDM Program Elements draft Revised Methodology Framework, 2019 GRH Survey, and 2019 Employer Customer Satisfaction Survey. All three surveys were posted to SharePoint for an open comment period through December 11th.

COG/TPB staff facilitated a TDM Evaluation Group meeting on December 18th in conjunction with Lori Diggins of LDA Consulting. As the final TDM Evaluation meeting for the current evaluation period (FY2018-FY2020), Ms. Diggins recapped the modifications integrated into several TDM Evaluation documents as suggested by the work group. After gathering any final feedback from the work group during the meeting, COG/TPB staff proceeded with creating the 2019 State of the Commute Survey, 2019 GRH Surveys, and 2019 Employer Customer Satisfaction Survey. The surveys will be released to the public in various phases that will begin in early January. Final feedback for the FY2018 – FY2020 Commuter Connections TDM Program Elements draft Revised Methodology Framework was also gathered from the work group and subsequently integrated into the document in preparation for presentation at the January 15th, 2019 Commuter Connections Subcommittee meeting.

COG/TPB staff obtained estimates for the State of the Commute 2019 survey report post card mailing and secured a vendor.

B. Program Monitoring and Tracking Activities

Advertising campaign effectiveness was tracked through call volumes and internet visits. The information was made available as part of the FY2019 First Half Marketing Campaign Summary draft report issued at the December 18, 2018 Regional TDM Marketing Group meeting.

Customer Satisfaction surveys were sent to Washington, DC region commuters who used the Guaranteed Ride Home service between October - December 2018. Preliminary findings of the FY2018 Guaranteed Ride Home Customer Satisfaction Survey for the Washington region were presented at the December 18, 2018 Regional TDM Marketing Group meeting.

COG/TPB staff completed and distributed the final September, October, and November 2018 CCWP monthly Executive Summary reports

COG/TPB staff compiled work accomplishments into the 1st Quarter CCWP Progress Report for FY2019. The report was distributed at the November 20, 2018 Commuter Connections Subcommittee meeting.

COG/TPB staff presented the final FY2018 4th quarter and draft 1st quarter Employer Outreach conformity verification statements to the Employer Outreach Committee on October 16th and began collecting data for the second quarter of FY2019.

COG/TPB staff worked with VHB, the Employer Survey contractor, to address new deliverables and map an implementation timeline for FY19 deliverables.

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

COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits.

COG/TPB staff continued work on the Bike to Work Day 2018 Event Report. The report was presented in draft form at the Bike to Work Day Committee on November 14, 2018 and to the Commuter Connections Subcommittee on November 20, 2018. Staff incorporated edits suggested by committee members. The report was prepared for endorsement at the upcoming January 15, 2019 Commuter Connections Subcommittee meeting.

V.   EMPLOYER OUTREACH

1.   Regional Component Project Tasks

a) *Regional Employer Database Management and Training*

Throughout the quarter COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software.

COG/TPB staff met with the Tri-County Council outreach representative for a training session on the database on October 31st.

COG/TPB staff coordinated with COG/ITS and Stewart Technologies on a new licensing component that was introduced for version 18 of the ACT! database on December 28th.

COG/TPB staff presented a memo at the October 16th Employer Outreach Committee regarding outreach coordination efforts with WMATA. At the Committee's suggestion, a comment period was established for committee members through November 2nd. As part of the process, COG/TPB staff met with Jim Bongiorno on October 31st to discuss next steps for WMATA's access to the ACT! Employer Outreach database. Many comments were received; COG/TPB staff subsequently analyzed the comments and carefully assembled responses to committee members' concerns. Staff's responses included a thorough legal review and revival of the Lead Processing and Procedures that have guided the program since the late 1990's. The comment and response document will be presented at the January Employer Outreach Committee meeting, where staff will recommend proceeding with a 3-month coordination pilot.

b) *Employer Outreach for Bicycling*

Bicycle guides were distributed at various events throughout the quarter, as well as upon request.

2.   Jurisdictional Component Project Tasks

a) *MD Local Agency Funding and Support*

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

Amendments for both Frederick and Prince George's counties were awaiting signatures from both agencies. Montgomery County submitted its scope of work and budget and is awaiting signature from the county as of December 31st.

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

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

COG/TPB staff coordinated, facilitated and presented at the October 16th, 2018 Employer Outreach Committee meeting. Topics covered in the meeting:

- Change of Chairperson and Announcement of New Vice Chair;
- Final Fourth Quarter FY2018 and Draft First Quarter FY2019 Conformity Verification Statements;
- Sales Training Update and Review;
- Transform 66 guest presentation;
- WMATA – ACT! Database Coordination

COG/TPB staff began work on new case studies for potential employer spotlight. Case studies for George Mason University (Virginia) and the American Psychiatric Association (D.C.). Staff continue to prospect potential employers in Maryland.

COG/TPB staff met with the Tri-County Council for Southern Maryland outreach representative on October 31st for coordination and sales efforts.

COG/TPB staff facilitated a sales training for Employer Outreach representatives that took place on December 11th. The training was conducted by Brighter Strategies and reviewed the findings from the DiSC Assessments attendees had taken in the prior weeks. Attendees learned about their own personality types and how to better interact with others based on their own social preferences. Attendees expressed gratitude and satisfaction for the training.

COG/TPB staff attended an employer summit held at the Inter-American Development Bank on December 12th. Others in attendance were the World Bank and the IMF.

COG/TPB staff attended an employer event in coordination with the Golden Triangle BID on December 14th.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

Customer Satisfaction surveys were sent to Baltimore region commuters who used the Guaranteed Ride Home service between October - December 2018. Preliminary findings of the FY 2018 Guaranteed Ride Home Customer Satisfaction Survey for the Baltimore region were presented at the December 18, 2018 Regional TDM Marketing Group meeting.

The 1st half FY 2019 GRH Baltimore marketing campaign was launched in October 2018 and ran through December using ads developed in the previous fiscal year. Radio

stations were WBAL (news/talk). Video advertising was also placed on YouTube and Facebook.

The GRH Baltimore program continued to enroll new applicants during October through December 2018. The program has now been operational for seven years.

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 provided coupons to Baltimore region commuters who renewed their GRH membership.

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

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

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

COG/TPB staff and LDA Consulting worked on developing the survey methodology for the 2019 GRH Baltimore applicant survey.

COG/TPB staff updated and replenished a stock of Guaranteed Ride Home Re-Registration and Welcome letters.

COG/TPB staff provided suggested edits for MDOT's Baltimore region GRH brochures.

B. Process Trip Requests and Provide Trips

Between the months of October and December 2018, there were 31 GRH Baltimore applications received. 31 commuters were registered during this period (31 registered) while 56 commuters were re-registered. During the same time period, the GRH program provided sixteen (16) GRH trips. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Unscheduled Overtime." As of December 31, 2018, a total of 381 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 monitored the TDM System for duplicate GRH Baltimore accounts and consolidated and removed excess accounts.

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

Table 1			
National Capital Region Transportation Planning Board			
Commuter Connections Program			
Quarterly Activity and Impact Summary			
OCTOBER - DECEMBER 2018			

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2018
Total applicants/info provided:	4,612	7,908	12,520
Rideshare applicants	2,059	3,443	5,502
Matchlists sent	6,683	7,246	13,929
Transit applicants/info sent	29	45	74
GRH applicants	1,801	2,084	3,885
Bike to work info requests	1	2	3
Telework info requests	3	5	8
Internet users	28,630	39,135	67,765
Internet applicants	3,311	5,230	8,541
New employer clients	247	101	348
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2018
Continued placements	748	1,252	2,000
Temporary/one-time placements	107	179	287
Daily vehicle trips reduced	390	653	1,043
Daily VMT reduced	11,464	19,198	30,663
Daily tons NOx reduced	0.0026	0.0043	0.0069
Daily tons VOC reduced	0.0015	0.0024	0.0039
Daily tons PM2.5 reduced	0.00019	0.00033	0.00052
Daily tons PM2.5 NOx reduced	0.0028	0.0046	0.0074
Daily tons GHG reduced	4.6581	7.7982	12.4572
Daily gallons of gas saved	637	1,067	1,704
Daily commuter costs saved	$2,350	$3,936	$6,286

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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	211	241	112
Locals Rideshare Apps (New and Re-apps)	1,698	3,197	2,693
Matchlists Requested	6,463	7,126	6,430
Transit Applicants/Info Sent	29	45	76
GRH Washington Applicants	708	785	672
GRH Washington Rides Provided	535	520	613
GRH Baltimore Applicants	31	27	32
GRH Baltimore Rides Provided	29	31	26
Telework Info Requests	3	5	5
Phone/Fax Applicants	0	0	0
Internet Applicants	3,408	5,374	4,552
Employer Applicants	0	0	0
Total Hits on website	28,630*	39,095	46,146

*New wesbite migration

TDM SERVICES

ALEXANDRIA
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	15	15
Matchlists Sent	72	53	56
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	10	11	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	10	22	0
Employers Contacted (New)- Visit	4	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	127	147	0
Employers Contacted (Follow up)- Visit	6	20	0
Employers Contacted - Number of Potiential (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

ARLINGTON
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	20	14
Matchlists Sent	102	101	56
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	13	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	8	7	10
Employers Contacted (New)- Visit	4	17	14
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,066	2,469	1,999
Employers Contacted (Follow up)- Visit	42	47	44
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	4	6
Level 2	3	6	0
Level 3	0	3	3
Level 4	1	0	0

TDM SERVICES

ANNE ARUNDEL
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	30	40
Matchlists Sent	201	152	199
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	22	19	25
GRH Baltimore Applicants	2	2	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 Potiential (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 Potiential (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

*All new ARTMA and BWI data will be reported as Anne Arundel. Old BWI data will be converted to AA after guidance from the County.

TDM SERVICES

BALTIMORE CITY
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	26	17
Matchlists Sent	53	112	54
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	10	6	9
GRH Baltimore Applicants	10	5	9
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	22	19
Matchlists Sent	68	163	92
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	9	16	6
GRH Baltimore Applicants	7	9	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	197	230	101
Matchlists Sent	696	809	322
Transit Applicants and Info Sent	4	3	1
GRH Washington Applicants	64	98	57
GRH Baltimore Applicants	2	3	3
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	28	13	25
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	46	32	108
Employers Contacted (Follow up)- Visit	16	7	18
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	19	16	4
Level 2	11	6	0
Level 3	5	3	4
Level 4	3	1	2

TDM SERVICES

DOD/WHS
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	4	N/A
Matchlists Sent	9	11	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Washington Applicants	1	0	N/A
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	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 Potiential (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 Potiential (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

DATA
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34	21	29
Matchlists Sent	91	51	76
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	23	13
GRH Baltimore Applicants	0	1	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 Potiential (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 Potiential (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
**N/A - DATA joined the Commuter Connections network in April 2014

TDM SERVICES

FAIRFAX
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	180	194	184
Matchlists Sent	881	947	939
Transit Applicants and Info Sent	3	4	1
GRH Washington Applicants	76	73	65
GRH Baltimore Applicants	1	1	1
Telework Information Requests	2	2	0
Employers Contacted (New)- Phone	47	0	0
Employers Contacted (New)- Visit	15	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	297	0	0
Employers Contacted (Follow up)- Visit	55	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	18	0	0
Level 2	8	0	0
Level 3	9	0	0
Level 4	5	0	0

TDM SERVICES

FDA
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	27	21
Matchlists Sent	207	176	212
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	21	35	39
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 Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34	30	22
Matchlists Sent	396	319	301
Transit Applicants and Info Sent	0	3	3
GRH Washington Applicants	24	14	25
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	14	24	8
Employers Contacted (New)- Visit	0	2	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	19	27	24
Employers Contacted (Follow up)- Visit	11	8	5
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	10	3	0
Level 2	2	1	3
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	223	269	260
Matchlists Sent	438	678	468
Transit Applicants and Info Sent	1	1	5
GRH Washington Applicants	98	85	102
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	3
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	9	14
Matchlists Sent	68	75	67
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	17	6
GRH Baltimore Applicants	3	2	7
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	29	15	22
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	30	23	20
GRH Baltimore Applicants	3	0	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 Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	77	93	82
Matchlists Sent	544	581	581
Transit Applicants and Info Sent	2	0	3
GRH Washington Applicants	45	46	47
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	3	4	0
Employers Contacted (New)- Visit	0	1	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	217	117	153
Employers Contacted (Follow up)- Visit	5	9	6
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	2	0
Level 2	1	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	10	6
Matchlists Sent	49	37	44
Transit Applicants and Info Sent	5	0	0
GRH Washington Applicants	9	14	6
GRH Baltimore Applicants	1	2	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 Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	24	71
Matchlists Sent	6	14	74
Transit Applicants and Info Sent	0	13	11
GRHWashington Applicants	1	1	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	21	42
Matchlists Sent	108	104	198
Transit Applicants and Info Sent	1	0	3
GRH Washington Applicants	28	78	23
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	100	25	58
Employers Contacted (New)- Visit	30	29	6
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,438	2,118	725
Employers Contacted (Follow up)- Visit	89	82	45
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	6	1
Level 2	1	12	0
Level 3	4	0	0
Level 4	0	0	0

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	2	19
Matchlists Sent	12	15	143
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	3
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 Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	29	58	131
Matchlists Sent	77	141	251
Transit Applicants and Info Sent	8	10	47
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	1
Matchlists Sent	1	0	6
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	1
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	6	17
Matchlists Sent	30	33	93
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	16	24	14
GRH Baltimore Applicants	0	1	1
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 Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	3	3
Matchlists Sent	18	8	28
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	7	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 Potiential (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 Potiential (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 REDINESS CENTER
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	2	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	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	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	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	21	19
Matchlists Sent	233	165	265
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	7	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 Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	60	47	45
Matchlists Sent	263	329	237
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	40	59	38
GRH Baltimore Applicants	2	0	1
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	21	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	3	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	157	135	129
Matchlists Sent	1,443	1,561	1,211
Transit Applicants and Info Sent	1	5	0
GRH Washington Applicants	121	75	97
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	8	0	0
Employers Contacted (New)- Visit	2	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	18	22
Matchlists Sent	137	216	144
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	6	8	7
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 Potiential (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 Potiential (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 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	22	33
Matchlists Sent	260	273	315
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	43	37	43
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	8	6	11
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	8	7	9
Employers Contacted (Follow up)- Visit	5	4	9
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	12	7
Level 2	0	0	3
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

CHARLOTTESVILLE
OCTOBER - DECEMBER 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	35	40	34
Matchlists Sent	135	126	151
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	21	5	34
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 Potiential (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 Potiential (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 2018

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	5	3	20	28
ARLINGTON (COG)	9	2	10	21
ANNE ARUNDEL	30	12	16	58
BALTIMORE CITY	24	2	6	32
BMC	16	0	14	30
COG	164	10	234	408
DOD/WHS	0	0	0	0
DATA	34	2	28	64
DISTRICT OF COLUMBIA	33	4	34	71
FDA	26	86	4	116
FAIRFAX COUNTY	180	29	14	223
FREDERICK	34	82	176	292
GW RideConnect	223	82	528	833
HARFORD	5	2	6	13
HOWARD	29	4	53	86
LOUDOUN	77	15	120	212
MTA	9	2	9	20
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	14	6	23	43
Countywide	9	8	16	33
Friendship Heights/Rockville	0	3	0	3
North Bethesda TMD	29	266	736	1,031
Shady Grove	0	0	0	0
Silver Spring	3	1	2	6
NIH	3	1	2	6
NATIONAL GUARD READINESS CENTER	0	0	0	0
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	26	14	1	41
PRINCE GEORGE'S	60	3	22	85
PRTC	157	47	213	417
RAPPAHANNOCK-RAPIDAN	20	4	6	30
TRI - COUNTY	33	117	169	319
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	35	0	42	77
TOTAL INPUT COMMUTER CONNECTIONS	**1,252**	**807**	**2,462**	**4,521**
TOTAL INPUT TDM NETWORK MEMBERS	**35**	**0**	**42**	**77**
TOTAL INPUT (CC + NETWORK)	**1,287**	**807**	**2,504**	**4,598**

FY 2019 October to December 2018	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ Charles
Employers Contacted (new) Site Visits (prospects)	10	8	28	47	14	3	100	21	8	8
Telework - NEW	0	0	0	0	0	0	0	0	0	4
Employers Contacted (follow-up)	127	2066	46	297	19	217	2438	3	0	8
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	1
Total Broadcast Contacts Letters, Flyers, Newsletter	0	9081	7642	0	1	224	16559	0	13	0
Total Sales Meetings	10	46	16	70	11	5	119	0	2	5
Total Employers Contacted	147	11201	7732	414	45	449	19216	24	23	26
New Level 1 TDM Programs	0	2	19	18	10	6	5	0	0	6
New Level 2 TDM Programs	0	3	11	8	2	1	1	0	0	0
New Level 3 TDM Programs	0	0	5	9	0	0	4	0	0	1
New Level 4 TDM Programs	0	1	3	5	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

Technical Assistance to Local Agencies
October – December 2018

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
October 2018				
Frederick County	Mon 10/15/2018 2:11 PM	Tue 10/16/2018 10:35 AM	Tue 10/16/2018 10:37 AM	Table 4a results
Frederick County	Fri 10/26/2018 7:59 AM	Fri 10/26/2018 10:02 AM	Fri 10/26/2018 2:28 PM	Fixed issue with Ridematching
November 2018				
Frederick County	Mon 11/5/2018 4:06 PM	Thu 11/15/2018 9:46 AM	Thu 11/15/2018 3:12 PM	fastNotes list
NBTC	Wed 11/14/2018 1:35 PM	Wed 11/14/2018 2:42 PM	Wed 11/14/2018 2:42 PM	CC Website Down
Frederick County	Thu 11/15/2018 10:00 AM	Thu 11/15/2018 3:16 PM	Thu 11/15/2018 3:16 PM	Table 4a results
Frederick County	Tue 11/20/2018 8:41 AM	Mon 11/26/2018 11:06 AM	Mon 11/26/2018 11:06 AM	Question regarding GRH ID cards
Loudoun County	Wed 11/28/2018 3:26 PM	Wed 11/30/2018 12:08 PM	N/A	Data submission
Howard County	Fri 11/30/2018 9:39 AM	Fri 11/30/2018 12:06 PM	Fri 11/30/2018 12:06 PM	Question Regarding bi-weekly reports
December 2018				
Howard County	Mon 12/3/2018 12:32 PM	Mon 12/3/2018 3:26 PM	Tue 12/4/2018 10:27 AM	Fixed issue while running matchlists
Loudoun County	Tue 12/4/2018 8:37 AM	Tue 12/4/2018 9:04 AM	Tue 12/4/2018 10:28 AM	Fixed issue while running matchlists
Frederick County	Fri 12/7/2018 3:23 PM	Mon 1/7/2019 10:18 AM	Mon 1/7/2019 10:22 AM	Question regarding commuter's account
Frederick County	Mon 12/17/2018 9:20 AM	Mon 1/7/2019 10:38 AM	Mon 1/7/2019 10:38 AM	Table 4a results