



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
APRIL – JUNE 2012**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**

# April 2012 – June 2012 Progress Report

## PROGRAM HIGHLIGHTS

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### I. COMMUTER OPERATIONS CENTER

#### A. Ridematching Coordination and Technical Assistance

COG/TPB staff continued reviewing data for the Commuter Connections Resource Directory for the July 2012 publication that will be prepared and distributed.

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 April 2012, May 2012 and June 2012) 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 the Rideshare Program of Charlottesville, VA and Rideshare Delaware.

COG/TPB staff also provided technical support to Frederick County, Maryland and the Rappahannock Rapidan Regional Commission in Virginia. 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 attended and participated in the TripTAC Peer Group meeting on May 23rd. A Commuter Connections Ridematching Committee meeting was held on June 19th. Highlights from the meeting included: introduction of new Rideshare Coordinators, SchoolPool update, Reach a Ride update, review of suggested improvements to the TDM System, and the member roundtable discussion. STDM Work Group meetings were held on April 10th, May 8th, and June 12th.

A Commuter Connections Subcommittee meeting was held on May 15th. Highlights from the meeting included: a review of the substantive changes made to the FY 2012 Applicant Placement Rate study and an endorsement for release of the report by the Subcommittee, an update on recent WMATA fare's, an update on the 'Pool Rewards vanpool portion of the project, an update on Clean Air Partners, Bike to Work Day, a briefing on the regional Household Travel Survey, an update on the

regional Car Free Day event, and a presentation on the third quarter progress and budget reports.

## **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.

In April, COG/TPB staff modified the voice message system for the Commuter Connections toll free number to incorporate bicycling and the 'Pool Rewards program.

## **C. Transportation Information Software, Hardware, and Database Maintenance**

COG/TPB staff continued running the purge process at the beginning of each month. The software generates electronic and traditional paper correspondence to commuters to ask them whether they want to keep their accounts active. It produces reports that list commuters with whom local ridematching coordinators might want to follow up as well as commuters whose accounts have been marked deleted due to inactivity. Staff also audits the purge process. A spreadsheet that stores snapshots of commuter records is produced before processing and after processing. If someone discovers an account that has been mishandled, these snapshots help eliminate guesswork when tracking down and fixing errors in the software.

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers and making backups.

COG/TPB staff held meetings with Base Technologies on April 9, May 14, and June 11. Steps we can take to enhance the web server's security were discussed and both staff and the development contractor made changes to the server's configuration. We collaborated on the test results of the upgrade of the software so it can run with the latest version of the web server software. COG/TPB staff asked the development contractor to consider and propose enhanced methods for input data validation, ways to implement SchoolPool suggestions, making the bike routing system deliver routes faster, and to review expanding the 'Pool Rewards program to include vanpools. Also discussed were enhancements for HRT Traffix and Rideshare Delaware that include programming a VMT calculator and building VMT reports.

COG/TPB staff completed testing the next upgrade of the TDM system for Commuter Connections. The software code has been modified to work with the latest version of the Java based web server. The developers continued with programming a VMT calculator and building VMT reports for ridematching agencies in Hampton Roads

and Delaware. Once those are complete, COG/TPB staff will do another round of testing.

#### **D. Commuter Information System**

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

COG/TPB staff continued processing NAVTEQ data and gathering custom data for the next version of the commute options (Park and Ride) map. Staff also gathered and processed geographic data to use in building a new web based geocoding service.

COG/TPB staff processed and enhanced NAVTEQ data to use in building a geocoder to deploy as a web service. Staff also acquired parcel data for the District of Columbia, nine counties in Maryland, and two counties in northern Virginia to use for geocoding. Enhancements to the NAVTEQ data and the parcel data include adding the jurisdiction, city, state, county, and appform code to each side of each street segment and to each parcel.

Updated regional transit data for the TDM System. This was obtained from WMATA to be applied to the GIS component. Updated transit data was also received from Howard County.

COG/TPB staff installed ArcGIS for Server 10. This upgrades us to the latest major revision of the server software. The goal is to develop and deploy a new and much enhanced commute options finder map on this platform.

## **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 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.

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

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

Between the months of April and June, there were 1,040 GRH applications received. A total of 979 applicants were registered (946 new applicants and 33 previous “one-time exception” users) and 1,581 commuters were re-registered. During the same time period, the GRH program provided 746 GRH trips. Fifty-Seven (57) of these

trips were “one-time” exceptions accounting for 8% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Child Care.” As of June 30th, a total of 12,653 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 met with Diamond Transportation Services staff on May 30th to discuss GRH daily operations.

### **III. MARKETING**

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

COG/TPB staff and the contractor created the spring newsletter and Federal ETC insert. The newsletter was distributed to the regional ACT! employer database and also made available online. The newsletter with insert was distributed in PDF form to the Federal ETC community through GSA.

The regional TDM umbrella marketing campaign was in full swing throughout the Washington region and for Rideshare included radio spots, online banners ads, transit signage and a television ad which appeared on Fox and ABC7 during morning and evening news programs. GRH was promoted through radio and transit signage.

COG/TPB managed and oversaw the marketing/advertising/public relations contractor and its subcontractors to implement and coordinate the spring marketing campaign as well as processed media invoices on a monthly basis. Bi-weekly conference calls were held with O’Donnell Company between April and June to discuss work program plans and activities for the regional TDM Marketing campaign. Staff also met with the contractors on May 22nd to begin updating and preparing the FY 2013 contract for O’Donnell Company.

COG/TPB staff and the contractor updated the HTML flash file on the Commuter Connections home page to reflect visuals of the spring marketing campaign. COG/TPB staff monitored call volumes and web site visits for each month during the quarter.

COG/TPB staff provided customer support for Bulletin Board members and maintained the Commuter Connections web site and social networking sites. COG/TPB staff regularly updated and maintained the SharePoint for posting of marketing and advertising materials for review by Commuter Connections Committees.

COG/TPB staff prepared a new Commuter Resource Guide (Park and Ride Map) for printing. This version of the map incorporates changes received from our members.

For the first time, it also includes park and ride lots in Washington County, Maryland.

During the final quarter of FY 2012, COG/TPB staff attended the following employer transportation fairs:

- 4/17 – Health and Human Services Programs Support Rockville
- 4/18 – Capital Concierge 1909 K Street and 1828 L Street
- 4/19 – Health and Human Services Humphrey Building
- 4/19 – US Dept of Commerce
- 4/23 – American Red Cross
- 4/24 – US Patent and Trademark Office
- 4/24 – US Geological Survey Reston
- 4/26 – Federal Triangle Campus
- 4/26 – Health and Human Services FDA
- 5/10 – Department of Defense (DOD – Pentagon)
- 6/5 – NOAA
- 6/6 – Aerospace Corporation
- 6/7 – Sibley Hospital
- 6/12 – APTA
- 6/13 – Mark Center

COG/TPB staff participated in a “Writing for Social Media” webinar on April 24th. COG/TPB staff provided Madam Tussaud’s coupons to commuters who renewed their GRH membership. COG/TPB staff participated in a fireworks night sponsorship with the Bowie Baysox. COG/TPB staff ordered replenishment brochures for GRH and Rideshare. A COG/TPB staff interview aired on Hispanic radio station, WILC.

COG/TPB staff coordinated the summer mass direct mailer to targeted zip codes in the region. The mailers were sent to population ages 24-55 with household incomes of 75k or more. COG/TPB staff began to work with network members regarding revisions to the SMP FY13 report.

A Regional TDM Marketing Group Meeting was held on June 19th. Highlights from the meeting included: a presentation from PRTC on their Youth Outreach Program, an update and discussion of FY 2012 regional TDM Marketing activities and presentation of an FY 2013 timeline, a call for volunteers for the FY 2012 Marketing Workgroup, a presentation from Arlington County Commuter Services on their Car Free Diet project, and a roundtable discussion from each of the meeting participants on other local or regional TDM marketing activities.

The 2nd half of the year regional TDM Marketing Campaign summary draft document was updated and distributed at the June 19th Regional TDM Marketing Group meeting.

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

Event posters and rack cards reflected the theme “Bike in Good Company” and were lime green color. Posters were mailed to employers with a cover letter and tips on “How to Organize a Bike to Work Day Event at your Work Site.”

The radio buy was finalized and a 60-second spot was recorded. Additional value-add was delivered by the radio stations selected for the Bike to Work Day radio campaign. A print ad was created and placed in the Express newspaper and ran for several consecutive days.

COG/TPB staff briefed the Transportation Planning Board Technical Committee on Bike to Work Day and then again at the TPB meeting in April where the Board adopted a regional Bike to Work Day Proclamation. The proclamation was enlarged and signed by Chairperson Todd Turner of the City of Bowie. Photos were taken and posted to the Commuter Connections Bike to Work Day web page.

COG/TPB staff designed and managed the Bike to Work Day web site in-house and customized the Twitter and Facebook event pages with relevant graphics and information to reflect the marketing look and feel of the 2012 campaign.

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

Banners were created and delivered to nearly all 58 pit stop managers for use as promotional tools leading up to Bike to Work Day and to use as a backdrop at the event. Banners were eight feet wide and reflected graphics and colors used for the T-Shirt and poster.

COG/TPB staff along with the contractors developed a Bike to Work Day earned media strategy and coordinated media interviews. A pre-event press release and calendar postings were sent in April, and a second pre-event press release was sent in early May. The contractor and COG’s Public Affairs Office staff pitched media and sent a final press release the day of the event. COG/TPB staff participated in media interviews with WUSA Ch 9 and ABC Ch 7 television. COG/TPB staff also had a booth at the NoMa pit stop.

COG/TPB staff assisted pit stop managers and Committee members by answering questions and providing general support. Staff also worked with various sponsors regarding declaration forms, obtained logos for posters and worked with regional sponsors to coordinate in-kind donations. In June, COG/TPB Staff coordinated the bike raffle giveaway with City Bikes and BicycleSPACE. COG/TPB staff sent all remaining Bike to Work Day sponsor invoices, followed up on any outstanding invoices and processed payments from sponsors. COG/TPB staff and the contractor coordinated placement of a print ad in the Express newspaper. COG/TPB staff sent an HTML email to the employer database and to previous event participants.

A Bike to Work Day Steering Committee meeting was held on May 9th. Main topics included discussion of giveaways, T-Shirts; radio ads, web site enhancements, press

release, proclamation and progress reports from pit stop managers. Bike to Work Day was held on May 18th at 58 simultaneous locations throughout the Washington metropolitan region. A record setting nearly 12,700 bicyclists registered, a 15.5 percent increase over 2011.

An analysis was conducted of final registration data, the Employer Challenge winner was selected, a certificate and plaque was created. The Employer Challenge luncheon was held at National Institutes of Health on June 20th, and COG/TPB staff wrote speaking remarks. Several other employers were recognized with a certificate of achievement for outstanding participation in Bike to Work Day based on employer size.

### **C. Employer Recognition Awards**

COG/TPB staff coordinated with the Employer Recognition Awards workgroup on the giveaway item for the awards ceremony. The item selected was an insulated six-pack cooler bag. The giveaways were ordered and made available to attendees along with a commemorative program booklet. Booklet highlights included introductory letters from Commuter Connections Subcommittee and TPB Chairs, profiles and photos of winner programs and acknowledgement of the Selection Committee and Workgroup.

COG/TPB staff secured event speakers, wrote remarks for speakers, sent confirmation letters, created the agenda, provided instructions and sent thank you letters to speakers after the event.

COG/TPB staff ordered glass trophies for five award recipients and also developed a podium signage and a special awards backdrop for the stage. Awards went to the following: Incentives – CoStar Group; Marketing – Well Fargo Home Mortgage; Telework- Booz Allen Hamilton; Employer Services Sales Team Achievement – Fairfax County Dept of Transportation; Employer Services Organization Achievement – Loudoun County Department of Transit Services.

COG/TPB staff bid out for video services, developed questions for interviewees and coordinated filming logistics. COG/TPB staff also edited the video and presented the final version at the National Press Club ceremony. The event video encompassed two minute segments of each award winning program. COG/TPB staff obtained pricing for an awards backdrop and worked with the contractor to develop creative for the production of a Commuter Connections backdrop. COG/TPB staff also worked with the contractor to create award seals which were sent to the winners so they may publicize their awards on their respective web sites.

Invitations were created and mailed within a customized theme envelope. Name tags of attendees were created. COG/TPB staff finalized catering arrangements with the National Press Club and conducted a walk thru the day prior to the event.

COG/TPB staff hosted the fifteenth annual Commuter Connections Employer Recognition Awards event at National Press Club June 26, 2012. The event's emcee was Andrew G. Beacher Director, Office of Transportation Services Loudoun County and member, Transportation Planning Board. Presenters included Incentives-



Monika Samtani Reporter / Anchor WUSATV9 - The Extra Mile; Marketing - Jawauna M. Greene Director, Communications and Marketing MTA; Telework Award- Bob Chase President Northern Virginia Transportation Alliance; Employer Services Sales Team and Organization Achievement Awards - Paul Smith Vice President, Frederick County Board of Commissioners member, Transportation Planning Board.

COG/TPB staff created a media advisory prior to the event and sent a press release to the media the day of the Employer Recognition Awards event. A print ad was placed in the Washington Business Journal to recognize the employer award recipients.

#### **D. 'Pool Rewards**

COG/TPB staff met with the consultant on April 6th and 16th to review and discuss the National Transit Database forms for the vanpool portion of the project. A kick-off meeting was held on April 20th with the vanpool service providers. Upon implementation, COG/TPB staff began accepting applications for the vanpool portion of the 'Pool Rewards project.

COG/TPB staff updated the vanpool participation guidelines and the web site to reflect the expansion of the 'Pool Rewards program to include vanpools. The web site was enhanced to include a map of the program's authorized origin and destination coverage areas for vanpools.

COG/TPB staff printed 'Pool Rewards rack cards, one side of the card addresses carpools, and the other vanpools. COG/TPB staff developed and printed vehicle magnets which were sent to each new vanpool's coordinator along with a welcome letter. The 'Pool Rewards radio spot was finalized and the summer direct mailer included the 'Pool Rewards logo with a brief message.

COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Reward applicants.

In May, COG/TPB staff began accepting applications for the vanpool portion of the 'Pool Rewards project. COG/TPB staff began sending welcome letters to coordinators of newly formed van pools along with 'Pool Rewards vehicle magnets.

#### **E. Car Free Day**

Time spent on Car Free Day during the final quarter of FY 2012 was on planning. COG/TPB staff hosted a Steering Committee meeting on May 9th and began to make updates to the Car Free Day web site in preparation for the 2012 event. Highlights from the May 9th meeting included the discussion of the shift from a mainly commuter focused event to a weekend audience.

COG/TPB staff began work on updating the Car Free Day web site for the 2012 event.

## **IV. MONITORING AND EVALUATION**

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

COG/TPB staff continued to review and revise the FY 2012 Placement Rate Study draft report which was endorsed for release at the May 15th Commuter Connections Subcommittee meeting.. COG/TPB staff worked on finalizing the report for distribution and posted it to the publications page on the web site.

COG/TPB staff prepared and distributed the final FY 2012 second quarter and draft third quarter Employer Outreach verification statements at the April 17th Employer Outreach Committee meeting. April monthly sales activity reports were received from Montgomery, Arlington, Frederick, and Prince George's Counties as well as the District of Columbia and Tri-County Council for Southern Maryland.

In May, COG/TPB staff continued to work on the draft FY 2012 3rd Employer Outreach verification statement. COG/TPB staff began to work with the contractor to make corrections to the employer counts in the 2011 TERM Analysis Report on the Employer Outreach section.

In June, COG/TPB Staff prepared and distributed the final conformity report for the third quarter. Monthly sales activity reports were received from Montgomery, Arlington, Frederick, as well as the District of Columbia and Tri-County Council for Southern Maryland.

COG/TPB staff monitored and managed the Regional TDM Evaluation Project contract with LDA Consulting.

A contractor was selected for the Regional TDM Project through the proposals that were received from the Request for Proposals that had been issued by COG.

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

For April, the data was collected and analyzed for the draft 3rd quarter Employer Outreach verification report.

For May, monthly sales activity reports were received from Montgomery, Arlington, and Prince George's Counties as well as the District of Columbia. The data was collected and analyzed for the draft 4th Quarter Employer Outreach verification report. COG/TPB staff began the analysis of Employer Outreach activities for the state funding agencies.

In June, the data was collected for the finalization of the 4th Quarter conformity report. COG/TPB also completed and distributed the Employer Outreach activities analysis for the state funding agencies. COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. This information was made available as part of the FY12 Second Half Marketing Campaign Summary draft report issued in June.

COG/TPB staff sent the GRH Customer Satisfaction Survey via email link to commuters who used GRH from April through June 2012. Commuters without an email address were sent a hard copy version of the survey. COG/TPB staff also

analyzed the data received.

COG/TPB staff prepared the March, April, and May FY 2012 CCWP Executive Summary reports.

COG/TPB staff finalized and distributed the FY2012 CCWP 3rd Quarter Progress Report.

## **V. EMPLOYER OUTREACH**

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

#### **A. Regional Employer Database Management and Training**

For the fourth quarter, COG/TPB staff continued to maintain and update the regional ACT! Employer Outreach database.

COG/TPB Staff followed up with ACT!/Sage trainer for future sessions and reviewed information for FY 2013 updates to the ACT! software through the contractor.

#### **B. Employer Outreach for Bicycling**

For the quarter, COG/TPB staff distributed the updated regional Bicycling to Work guides upon request. included input from the TPB's Bicycle and Pedestrian Subcommittee.

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

#### **A. MD Local Agency Funding and Support**

For the fourth quarter, Maryland jurisdictions continued with implementation of their respective employer outreach programs.

#### **B. DC, MD, and VA Program Administration**

In April, COG/TPB staff completed the Live Near Your Work brochure edits and forwarded them to the printer. The updated brochure was distributed at the Employer Outreach Committee meeting on April 17th. COG/TPB staff coordinated the Employer Outreach committee meeting on April 17th. Highlights from the meeting included: distribution and review of the final 3rd quarter verification report and draft 4th quarter verification report, a briefing on Employer Outreach section of the 2011 TERM Analysis Report which was issued earlier this year, an update on the results of the training for FY 2012 and review of possible training sessions for FY 2013, an update on the production of new Employer Case Studies for FY 2012, and a briefing on employer-based surveys conducted in FY 2012. COG/TPB staff met with National Academies of Science staff on April 25th to review and discuss TDM program options.

In May, COG/TPB staff began to work on placing the new Employer Commute Benefit Program case studies on to the web site. The case studies were completed and presented at the April Employer Outreach Committee. The general Commuter

Connections employer services brochure was replenished. COG/TPB staff coordinated the training session scheduled for June 11th. COG/TPB staff attended and presented information on Commuter Connections at the Kaiser Permanente “Striving for Sustainability” employee conference held in Rockville on May 8th.

For June, COG/TPB staff uploaded the new Employer Commute Benefit Program case studies on to the web site. The case studies were completed and presented at the April Employer Outreach Committee. A time management sales training course was held for Employer Outreach sales representatives on June 11th. COG/TPB staff reviewed TDM and sales topics from the regional survey for Employer Outreach sales representatives and determined the four course selections for FY 2013.

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

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

The GRH Baltimore program continued to enroll new applicants during April through June 2012. The program has now been operational for one year and 9 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 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.

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

Between the months of April and June 2012, there were 88 GRH Baltimore applications received. A total of 90 applicants were registered (90 new applicants and 0 previous “one-time exception” users) and 109 commuters were re-registered. During the same time period, the GRH program provided 54 GRH trips. 5 of these trips were “one-time” exceptions accounting for 9% of the total number of GRH trips provided. “Overtime” accounted for the largest portion of the GRH trip reasons followed by “Personal Illness.” As of June 30, 2012, a total of 985 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 met with Diamond Transportation Services staff on May 30th to discuss GRH daily operations status and any outstanding program operational issues.

**Table 1**

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

**APRIL - JUNE 2012**

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2011
<b>Total applicants/info provided:</b>	6,982	8,114	32,780
Rideshare applicants	2,547	3,070	11,660
Matchlists sent	5,405	5,921	22,078
Transit applicants/info sent	146	124	653
GRH applicants	2,560	3,637	13,099
Bike to work info requests	20	19	102
Telework info requests	24	18	108
<b>Internet users</b>	40,660	31,098	131,738
Internet applicants	5,083	6,107	19,803
<b>New employer clients</b>	268	50	503
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2011
<b>Continued placements</b>	648	781	2,966
<b>Temporary/one-time placements</b>	313	377	1,433
<b>Daily vehicle trips reduced</b>	228	274	1,042
<b>Daily VMT reduced</b>	6,682	8,054	30,590
<b>Daily tons NOx reduced</b>	0.0031	0.0038	0.0143
<b>Daily tons VOC reduced</b>	0.0016	0.0019	0.0072
<b>Daily tons PM2.5 reduced</b>	0.00008	0.00010	0.00037
<b>Daily tons PM2.5 NOx reduced</b>	0.0029	0.0036	0.0135
<b>Daily tons GHG reduced</b>	3.2102	3.8693	14.6959
<b>Daily gallons of gas saved</b>	336	405	1,537
<b>Daily commuter costs saved</b>	\$1,136	1,369	\$5,200

**NOTE:** Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR) factor. The VTR factor takes into account three types of placements. 1) Drive alone commuters that shift to a commute alternative, 2) current alternative commute users that shift to a higher occupancy commute mode, and 3) current commute alternative users that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and trips from work to home. Note the data for Kiosk users/applicants was eliminated in FY09, when the program was discontinued.

**TABLE 2  
 COMMUTER CONNECTIONS  
 APPLICATION ACTIVITY SUMMARY  
 APRIL - JUNE 2012**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	8	8	17	33
ARLINGTON (COG)	19	9	75	103
ARTMA	16	10	23	49
BALTIMORE CITY	3	1	3	7
BMC	10	4	4	18
BWI BUSINESS PARTNERSHIP	23	53	57	133
COG	292	45	286	623
DISTRICT OF COLUMBIA	13	7	56	76
FDA	18	6	32	56
FAIRFAX COUNTY	64	45	151	260
FREDERICK	20	15	89	124
GW RIDE CONNECT	272	557	1,749	2,578
HARFORD	5	1	3	9
HOWARD	14	7	1	22
LINK	0	0	0	0
LOUDOUN	72	19	86	177
MTA	9	2	2	13
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	18	82	88	188
Countywide	38	22	137	197
Friendship Heights/Rockville	0	8	18	26
North Bethesda TMD	149	65	295	509
Shady Grove	23	6	91	120
Silver Spring	5	15	36	56
NIH	10	5	13	28
NATIONAL GUARD REDINESS CENTER	34	36	58	128
NSA - BETHESDA	13	2	26	41
NORTHERN NECK	1	1	1	3
NORTHERN SHENANDOAH	33	11	26	70
PRINCE GEORGE'S	14	7	8	29
PRTC	159	60	354	573
RAPPAHANNOCK-RAPIDAN	29	8	6	43
TRI - COUNTY	23	23	254	300
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	54	0	53	107
RIDESHARE DELAWARE	193	1	2	196
HAMPTON ROADS - TRAFFIX	91	0	0	91
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,407</b>	<b>1,140</b>	<b>4,045</b>	<b>6,592</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>338</b>	<b>1</b>	<b>55</b>	<b>394</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,745</b>	<b>1,141</b>	<b>4,100</b>	<b>6,986</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>2,547</b>		

**TDM SERVICES**

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	357	345	350
Locals Rideshare Apps (New and Re-apps)	2,190	2,724	2,908
Matchlists Requested	5,354	5,861	6,757
Transit Applicants/Info Sent	146	124	175
GRH Washington Applicants	1,040	3,637	1,508
GRH Washington Rides Provided	746	987	942
GRH Baltimore Applicants	88	267	309
GRH Baltimore Rides Provided	54	73	53
Telework Info Requests	24	18	14
Phone/Fax	0	2	4
Internet	5,083	6,374	6,465
Employer Applicants	0	0	0
Total Hits on website	40,660	31,098	37,706
<b>TOTAL INPUT</b>	<b>55,742</b>	<b>51,510</b>	<b>57,191</b>



**TDM SERVICES**

**ALEXANDRIA  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	8	17	18
Matchlists Sent	44	59	122
Transit Applicants and Info Sent	4	5	9
GRH Washington Applicants	18	35	28
GRH Baltimore Applicants	2	0	0
Telework Information Requests	1	1	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**

**ARLINGTON  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	19	16	22
Matchlists Sent	95	52	119
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	20	40	26
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	9	1	0
Employers Contacted (New)- Visit	11	3	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	706	174	0
Employers Contacted (Follow up)- Visit	6	7	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	6	0
Level 2	0	1	0
Level 3	8	1	0
Level 4	0	1	0

**TDM SERVICES**

**ANNE ARUNDEL  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	16	14	18
Matchlists Sent	126	186	82
Transit Applicants and Info Sent	3	3	2
GRH Washington Applicants	36	48	53
GRH Baltimore Applicants	2	2	4
Telework Information Requests	2	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**

**BALTIMORE CITY  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	3	56
Matchlists Sent	21	39	105
Transit Applicants and Info Sent	0	2	10
GRH Washington Applicants	11	18	30
GRH Baltimore Applicants	6	15	34
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**BMC  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	33	38
Matchlists Sent	61	151	169
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	19	25	52
GRH Baltimore Applicants	15	24	19
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**

**BWI BUSINESS PARTNERSHIP  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	23	16	54
Matchlists Sent	119	100	246
Transit Applicants and Info Sent	8	9	4
GRH Washington Applicants	6	18	17
GRH Baltimore Applicants	27	39	174
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**COG - DC/DE/PA/WVA/VA  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	305	281	293
Matchlists Sent	822	716	842
Transit Applicants and Info Sent	18	13	12
GRH Washington Applicants	88	124	116
GRH Baltimore Applicants	7	14	19
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	26	17	15
Employers Contacted (New)- Visit	4	0	15
Employers Contacted - Number of Potential (New)	0	0	6
Employers Contacted (Follow up)- Phone	926	521	0
Employers Contacted (Follow up)- Visit	8	7	543
Employers Contacted - Number of Potential (Follow up)	42	0	6
New TDM Programs Established			
Level 1	9	8	7
Level 2	0	0	0
Level 3	17	8	9
Level 4	1	1	1

**TDM SERVICES**

**FAIRFAX  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	64	111	156
Matchlists Sent	391	593	724
Transit Applicants and Info Sent	7	13	20
GRH Washington Applicants	110	208	155
GRH Baltimore Applicants	1	1	8
Telework Information Requests	1	2	0
Employers Contacted (New)- Phone	0	0	16
Employers Contacted (New)- Visit	0	0	16
Employers Contacted - Number of Potential (New)	0	0	7
Employers Contacted (Follow up)- Phone	612	0	0
Employers Contacted (Follow up)- Visit	42	0	65
Employers Contacted - Number of Potential (Follow up)	42	0	53
New TDM Programs Established			
Level 1	0	0	8
Level 2	0	0	0
Level 3	0	0	5
Level 4	0	0	1



**TDM SERVICES**

**FDA  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	18	46	68
Matchlists Sent	59	208	183
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	30	39	52
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**FREDERICK  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	20	30	20
Matchlists Sent	170	180	150
Transit Applicants and Info Sent	5	4	4
GRH Washington Applicants	43	58	54
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	183	0	1
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	94	0	0
Employers Contacted (Follow up)- Visit	3	0	7
Employers Contacted - Number of Potential (Follow up)	0	0	2
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	0	0
Level 3	1	2	1
Level 4	0	0	0

**TDM SERVICES**

**GW RIDE CONNECT  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	272	255	258
Matchlists Sent	396	386	345
Transit Applicants and Info Sent	14	16	12
GRH Washington Applicants	143	156	171
GRH Baltimore Applicants	1	0	1
Telework Information Requests	1	4	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**HARFORD  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	3	15
Matchlists Sent	27	8	39
Transit Applicants and Info Sent	2	2	1
GRH Washington Applicants	11	10	17
GRH Baltimore Applicants	9	20	20
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**HOWARD**

**APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	11	9
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	4	0	5
GRH Washington Applicants	42	50	67
GRH Baltimore Applicants	11	12	7
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**

**LINK  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	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	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**LOUDOUN  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	72	71	86
Matchlists Sent	353	285	363
Transit Applicants and Info Sent	6	10	3
GRH Washington Applicants	70	98	106
GRH Baltimore Applicants	1	0	2
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	0	0	6
Employers Contacted (New)- Visit	0	0	6
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	133
Employers Contacted (Follow up)- Visit	0	0	65
Employers Contacted - Number of Potential (Follow up)	0	0	6
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**MTA  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	9	6	16
Matchlists Sent	21	42	94
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	10	15	22
GRH Baltimore Applicants	1	2	7
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**BETHESDA TRANSPORTATION SOLUTIONS  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	18	18	24
Matchlists Sent	40	33	32
Transit Applicants and Info Sent	29	7	25
GRHWashington Applicants	5	5	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	6	2	3
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  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	38	57	94
Matchlists Sent	217	323	316
Transit Applicants and Info Sent	3	4	21
GRH Washington Applicants	32	96	93
GRH Baltimore Applicants	1	1	2
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	56	21	1
Employers Contacted (New)- Visit	77	30	103
Employers Contacted - Number of Potential (New)	0	0	25
Employers Contacted (Follow up)- Phone	1,849	710	881
Employers Contacted (Follow up)- Visit	129	41	35
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	65	12	1
Level 2	15	7	94
Level 3	4	1	1
Level 4	2	1	2

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	34
Matchlists Sent	11	3	163
Transit Applicants and Info Sent	0	0	9
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**TRANSPORTATION ACTION PARTNERSHIP  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	149	33	135
Matchlists Sent	95	41	89
Transit Applicants and Info Sent	2	2	1
GRH Washington Applicants	2	4	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	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  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	23	1	32
Matchlists Sent	35	4	115
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 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  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	12	40
Matchlists Sent	24	24	58
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	11	22	7
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 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)  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	12	14
Matchlists Sent	24	75	47
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	13	11	17
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**NATIONAL GUARD REDINESS CENTER  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	34	143	96
Matchlists Sent	79	284	132
Transit Applicants and Info Sent	2	3	0
GRH Washington Applicants	9	15	16
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**NSA - BETHESDA (NNMC)  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	13	6	9
Matchlists Sent	73	40	51
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	7	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**NORTHERN NECK  
APRIL - JUNE 2012**

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

**TDM SERVICES**

**NORTHERN SHENANDOAH  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	33	26	32
Matchlists Sent	154	223	181
Transit Applicants and Info Sent	3	0	1
GRH Washington Applicants	11	12	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**PRINCE GEORGE'S  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	91	69
Matchlists Sent	38	143	86
Transit Applicants and Info Sent	10	5	9
GRH Washington Applicants	60	100	64
GRH Baltimore Applicants	3	2	8
Telework Information Requests	1	2	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	128	167	0
Employers Contacted (Follow up)- Visit	4	2	3,828
Employers Contacted - Number of Potential (Follow up)	4	0	14
New TDM Programs Established			
Level 1	0	0	4
Level 2	0	0	2
Level 3	0	0	1
Level 4	0	0	0

**TDM SERVICES**

**PRTC  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	159	183	185
Matchlists Sent	1,545	1,363	1,456
Transit Applicants and Info Sent	13	15	13
GRH Washington Applicants	161	266	215
GRH Baltimore Applicants	1	1	2
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	67
Employers Contacted - Number of Potential (Follow up)	0	0	13
New TDM Programs Established			
Level 1	0	0	11
Level 2	0	0	23
Level 3	0	0	34
Level 4	0	0	15

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	29	27	29
Matchlists Sent	181	197	289
Transit Applicants and Info Sent	2	4	4
GRH Washington Applicants	15	12	24
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**TRI-COUNTY  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	23	28	38
Matchlists Sent	131	93	159
Transit Applicants and Info Sent	6	4	5
GRH Washington Applicants	56	100	75
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	16	0	1
Employers Contacted (New)- Visit	10	0	1
Employers Contacted - Number of Potential (New)	0	0	4
Employers Contacted (Follow up)- Phone	8	0	0
Employers Contacted (Follow up)- Visit	5	0	1
Employers Contacted - Number of Potential (Follow up)	5	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	0	0	0
Level 3	2	0	0
Level 4	1	0	0

**TDM SERVICES**

**CHARLOTTESVILLE  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	54	51	77
Matchlists Sent	147	170	251
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	54	51	51
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  
APRIL - JUNE 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	193	214	432
Matchlists Sent	506	214	384
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	3
GRH Baltimore Applicants	0	0	1
GRH RideShare Delaware	193	214	381
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**

**HAMPTON ROADS TRANSIT - TRAFFIX  
APRIL - JUNE 2011**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	91	146	214
Matchlists Sent	237	1,660	562
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	90	146	151
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

**Technical Assistance to Local Agencies  
April – June 2012**

<b>Agency</b>	<b>Date Reported</b>	<b>Acknowledgement of Receipt</b>	<b>Notice of Resolution</b>	<b>Nature of the Problem</b>
<b>April 2012</b>				
TJPDC	4/4/2012 2:45 PM	4/5/2012 4:10 PM	4/6/2012 4:07 PM	Question regarding commuter registration
Frederick County, MD	4/10/2012 3:02 PM	4/12/2012 10:33 AM	6/12/2012 5:26 PM	Report Data Request
VDOT	4/16/2012 11:29 AM	4/17/2012 3:14 PM	4/17/2012 3:14 PM	Park N Ride Lot data
Frederick County, MD	4/18/2012 3:38 PM	4/19/2012 5:23 PM	4/19/2012 5:23 PM	Duplicate Commuter
Frederick County, MD	4/20/2012 10:35 AM	4/25/2012 11:00 AM	4/27/2012 2:20 PM	Retired Commuter-remove from DB
Rideshare Delaware	4/19/2012 10:35 AM	4/20/2012 10:01 AM	4/27/2012 2:02 PM	Email data request
Rideshare Delaware	4/25/2012 11:07 AM	4/25/2012 5:00 PM	4/27/2012 2:02 PM	TDM Network Member look and feel corrupted
Rideshare Delaware	4/25/2012 2:08 PM	4/25/2012 2:30 PM	4/27/2012 2:02 PM	Move to Commuter Connections DB
Rideshare Delaware	4/30/2012 1:46 PM	5/2/2012 9:30 AM	5/2/2012 9:30 AM	TDM Network Member look and feel corrupted – second reporting
<b>May 2012</b>				
Frederick County, MD	5/09/2012 2:26 PM	5/14/2012 6:09 PM	6/12/2012 5:29 PM	FastNotes Labels
TJPDC	5/08/2012 3:21 PM	5/15/2012 9:42 AM	5/15/2012 9:42 AM	Move to Commuter Connections DB
Rappahannock Rapidan	5/14/2012 9:30 AM	5/14/2012 6:09 PM	5/14/2012 6:09 PM	Internal Processing Error with record
TJPDC	5/15/2012 4:19 PM	5/22/2012 12:00 PM	5/22/2012 12:00 PM	Move to Commuter Connections DB
<b>June 2012</b>				
TJPDC	6/14/2012 4:45 PM	6/25/2012 3:46 PM	6/25/2012 5:17 PM	Commuter Detail List report issue
GW RideConnect	6/15/2012 10:50 AM	6/25/2012 3:47 PM	6/25/2012 5:28 PM	Question regarding GRH and RS renewal
Frederick County, MD	6/21/2012 3:47 PM	6/25/2012 3:47 PM	6/25/2012 5:19 PM	Brochure order
TJPDC	6/26/2012 4:54 PM	6/27/2012 9:09 AM	6/27/2012 9:09 AM	Move to Commuter Connections DB
TJPDC	6/27/2012 9:09 AM	6/27/2012 9:09 AM	6/27/2012 9:09 AM	Move to Commuter Connections DB

FY 2012												
April to June 2012	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles	Telework	Metro
Employers Contacted (new) Site Visits (prospects)	0	9	20	16	183	6	56	0	0	16	0	0
Telework - NEW	0	0	0	0	190	0	17	0	0	1	0	0
Employers Contacted (follow-up)	0	706	735	65	94	133	1849	128	0	8	0	0
Telework - FOLLOWUP	0	0	0	0	132	0	1734	0	0	5	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	17503	3328	266	501	63	29513	0	0	3200	0	0
Total Sales Meetings	0	46	10	60	3	1	206	4	0	15	0	0
Total Employers Contacted	0	18264	4093	407	1103	203	33375	132	0	3245	0	0
New Level 1 TDM Programs	0	7	6	8	0	0	65	267	0	1	0	0
New Level 2 TDM Programs	0	0	0	0	0	0	15	0	0	0	0	0
New Level 3 TDM Programs	0	8	13	5	0	0	3	0	0	2	0	0
New Level 4 TDM Programs	0	0	0	1	1	0	2	0	0	1	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	1	0	0
Expanded Telework Prgms	0	0	0	0	0	0	0	0	0	0	0	0