



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
JULY – SEPTEMBER 2010**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**



**July 2010 – September 2010 Quarterly Progress Report**  
**PROGRAM HIGHLIGHTS**

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

The Commuter Connections Ridematching Committee met on September 21, 2010. COG/TPB staff prepared the agenda, meeting notes, and meeting handouts. Highlights from the meeting included: discussion of upcoming fairs and promotions, Employer Record Interface Changes, School Pool Application Demonstration, an update on the reported errors using the TDM System and a GIS information update.

COG/TPB staff also gave a brief demonstration of the online Park N' Ride map.

COG/TPB staff prepared the agenda, meeting notes, and meeting handouts and participated in STDM Work Group meetings that were held on July 13<sup>th</sup> and on September 8<sup>th</sup>.

COG/TPB staff participated in a Federal ETC Advisory Group meeting that was held at COG on July 14<sup>th</sup>.

COG/TPB staff prepared the agenda, meeting notes, and meeting handouts and participated in Commuter Connections Subcommittee meetings that were held on July 20<sup>th</sup> and on September 15<sup>th</sup>. Highlights from the meeting held on July 20<sup>th</sup> included: the establishment and approval of a Vice Chair Nominating Committee, a briefing on the preliminary results and highlights from both the 2010 State of the Commute Survey and the GRH Applicant survey, an update on the regional Car Free Day event, an update on the status of the 'Pool Rewards demonstration project, and update on the results from the 2010 Employer Recognition Awards, and the distribution and briefing of the FY 2010 4<sup>th</sup> quarter CCWP budget report.

Highlights from the Commuter Connections Subcommittee held on September 21<sup>st</sup> included: the announcement and endorsement by the Subcommittee of a new Vice Chair, a briefing on the FY 2010 Bike to Work Day event report, briefings on substantive changes made to both the 2010 GRH Applicant Survey Report and the 2010 SOC draft Technical Report, an update on the regional Car Free Day event which will be held on September 22<sup>nd</sup>, a briefing on the upcoming development of the FY 2012 CCWP including a review of the timeline and program elements, a review of the Commuter Connections Strategic Plan, and the distribution and discussion of both the final 4<sup>th</sup> quarter FY 2010 CCWP budget report and the FY 2010 CCWP Annual Report.

COG/TPB staff continued reviewing data for the Commuter Connections Resource Directory for the July 2010 publication which was distributed in August.

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. COG/TPB Staff provided vacation coverage for BMC and Harford County, MD staff. Electronic matchletters were sent whenever possible and paper matchletters were sent otherwise.

COG/TPB staff distributed the follow-up report: (Commuters whose records expire in July 2010, August 2010 and September 2010) 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. If the commuter was unresponsive, 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 is will be expunged from the database.

COG/TPB staff responded to technical support requests from Fairfax and Loudoun Counties in Virginia as well as the Traffix program of Hampton Roads, Virginia and the Rideshare Program of Charlottesville, VA. COG/TPB staff also provided technical support to ARTMA, North Bethesda TMD, the Tri-County Council for Southern Maryland, and the FDA as well as the Counties of Frederick, Howard and Montgomery in Maryland. 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 coordinated and participated in a Commuter Connections Committee Structure work group meeting on August 4<sup>th</sup>. COG/TPB staff coordinated the Commuter Connections Vice Chair Nominating Committee meeting on August 6<sup>th</sup>.

COG/TPB staff met with representatives from Beijing, China on August 24<sup>th</sup> to discuss TDM program services offered in the Washington DC metropolitan region.

COG/TPB staff briefed participants on the TDM software system capabilities at the Northern Virginia BRAC Coordination Meeting on September 15<sup>th</sup> hosted by the Northern Virginia Regional Commission.

B. Transportation Information Services

COG/TPB staff provided commuter traveler information on alternatives to the general public by telephone, web site, electronically and through

printed information. Statistics on this project are available by viewing the Quarterly Work Program progress Report at the end of the document.

C. Transportation Information Software, Hardware, and Database Maintenance

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

COG/TPB staff continued with running the monthly purge process. This processing includes producing reports for local ridematching coordinators to use for following up with commuters, deleting expired records, and sending email and paper notices to commuters asking them whether they want to stay in the program.

COG/TPB staff met with Base Technologies on July 12 to discuss outstanding tasks related to the TDM Software System. There are a number of minor, low impact bugs to be fixed as well as enhancements to current functionality.

COG/TPB staff reviewed the SchoolPool website. SchoolPool represents new functionality to restrict matching to commuters who work at the same location.

COG/TPB staff began collection of data and materials for the customization of the Rideshare Delaware interface.

COG/TPB staff made enhancements to the TDM system's Notes Report, adding the commuter ID and account status to the output.

COG/TPB staff enhanced the TDM system with some new reports for the 'Pool Rewards program specifically to pay people who qualified.

COG/TPB staff began the migration of the TDM system from its current hardware and software platforms to virtual servers. An Oracle 11gR2 database has been installed and configured. The latest versions of the web and application server software programs (JBoss 5.1.0.GA) have been installed and tested.

COG/TPB staff laid out development priorities for the next version of the TDM system.

COG/TPB staff reworked the Commuter Detail List Report.

COG/TPB staff met with Base Technologies on August 9<sup>th</sup> and September 13<sup>th</sup> to discuss outstanding issues with the TDM software system and new priorities for FY 2011.

D. Commuter Information System

Maintenance of commute options data is ongoing for our interactive maps and the TDM system. COG/TPB staff added lot features to the interactive park and ride map for Fauquier County, VA and Frederick County, MD.

COG/TPB staff collaborated with Loudoun County and Fairfax County staff to gather data for an update to their lots in the interactive web map and the TDM database.

Staff made many changes to the Loudoun County, VA lots and the Washington County, MD lots.

## 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 monitored and maintained the GRH database and server.

COG/TPB staff reviewed GRH Program participation guidelines and updated them to include the Baltimore Metropolitan Region and St. Mary's County, Maryland.

### B. Process Trip Requests and Provide Trips

Between the months of July and September, there were 1,671 GRH applications received. A total of 1,504 applicants were registered (1,477 new applicants and 27 previous "one-time exception" users) and 1,943 commuters were re-registered. During the same time period, the GRH program provided 805 GRH trips. Sixty-Seven (67) of these trips were "one-time" exceptions accounting for eight percent (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 September 30th, a total of 11,864 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.

## III. MARKETING

### A. TDM Marketing and Advertising

Produced and distributed the Summer 2010 newsletter to employer database and TDM stakeholders. Cover story was on the Employer

Recognition Award winners. Fall 2010 newsletter process began with development of timeline and selection of articles.

Sent Press Release on July 21st "Percentage of Region's Commuters Driving Alone Declines, While Share for Telework, Transit Grows".

Fielded media inquiries. Worked with AAA Mid-Atlantic's public relations to partner on the Terrible Traffic Tuesday press release. Sent Terrible Traffic Tuesday Public Service Announcement, Sept 2, 2010. Ran Terrible Traffic Tuesday live reads on radio stations.

Recruited workgroup members and recruited and named Vice Chair of Regional TDM Marketing Group to be Christine Rodrigo of Potomac and Rappahannock Transportation Commission. Held Regional TDM Marketing Group meeting on September 21st. Issued final FY10 Second Half Marketing Campaign Summary report and final FY11 Draft Marketing Communications Plan and Schedule. Corresponded with network members regarding the FY11 Washington Metropolitan Resource Guide and Strategic Marketing Plan. Updated and issued draft report on September 21st.

Provided the Maryland Transit Administration with marketing collateral for design of Baltimore version of GRH brochure. Updated and replenished GRH and Rideshare brochures provided customer support for Bulletin Board members and updated and maintained Commuter Connections web site and social networking sites. Of particular note, new photos were added to the web site. Updated and maintained Extranet for posting marketing and advertising materials for review by workgroup members and various committees. Tracked the effectiveness of direct mail campaign through call volumes and internet visits.

Managed day to day activities involving marketing contractors, developed Earned Media Plan and media buy for Fall FY 2011. Translated ads for El Tiempo Latino print publication, radio spots and VIVA live reads for Hispanic component of campaign.

Conference calls between O'Donnell Company and COG/TPB staff to discuss the status of the Regional TDM marketing project activities were held on July 19th, August 2nd, 16th, and 30th; September 13th, and 27th.

COG/TPB staff attended and participated in a Health Wellness Fair at the Four Seasons Hotel in Washington DC on July 16th. COG/TPB staff also participated in a commuter transportation fair at the Hilton Mark Center in Alexandria on September 28<sup>th</sup>.

B. Bike to Work Day

Obtained photos from Booz Allen Hamilton of the Employer Challenge luncheon for inclusion into Summer 2009 Commuter Connections newsletter. Coordinated manufacture and delivery of bike rack with vendor and prize winner, Peak Racks. Bike rack winner was the College Board. Provided marketing material images to COG/TPB staff for

inclusion into 2010 Bike to Work Day event report. Prepared photo slide show for Steering Committee meeting.

Secured Kristin Haldeman from WMATA as FY 2011 Chair of the Bike to Work Day Steering Committee. Held a Steering Committee meeting September 8<sup>th</sup>. Meeting topics included a review of the 2010 event, press coverage, event recaps from pit stop managers, event slideshow, employer challenge and the 2010 Event Bike to Work Day Draft report.

C. Employer Recognition Awards

Corresponded with Council Member Bowser's office to provide photos of the awards ceremony, posted awards video to web site, distributed awards program booklets at TPB meeting on July 21st and finalized vendor invoicing. 2010 Employer Recognition Award Winners profiled in Summer newsletter.

D. 'Pool Rewards

The 'Pool Rewards program ended on June 30, 2010. COG/TPB staff finalized and submitted remaining payment requests for participants in the 'Pool Rewards program. COG/TPB staff also began evaluating the 'Pool Rewards survey results and developed a follow-up survey which was sent to participants. 'Pool Rewards participants were invited to take a follow-up survey in September to determine the long-term effects of the program on their commute behavior.

E. Car Free Day

Car Free Day website was transitioned from DDOT to in-house at Commuter Connections. Continued to provide new content and images, sponsor logos, news, and update promotional activities listed.

Solicited transit partners for Car Free Day free ad space and developed art proofs for their review and approval. Finalized placement details and arranged for installment. Ad space donors were, TransIT, Ride On, Metrobus and ART buses.

Created draft radio scripts, reviewed with committee, modified based on Committee feedback. Selected radio talent, produced and delivered audio to stations. Created five and fifteen second live reads for radio stations. Prepared copy for live reads on Total Traffic Network.

Prepared and gave Car Free Day presentation to the TPB Technical Committee July on 9th. Prepared enlargement of the Car Free Day proclamation for presentation at the July 21st Transportation Planning Board meeting and gave a presentation on the Car Free day event to the TPB as well.

COG/TPB staff prepared the agenda, meeting notes, presentations and meeting handouts and participated in a Car Free Day Steering Committee



meeting on July 14<sup>th</sup> and September 8<sup>th</sup>. Highlights from the July 14<sup>th</sup> meeting included: a review of the regional CFD proclamation which would be adopted by the TPB on July 15<sup>th</sup>, a review of the donated prizes, radio spot and poster, and a roundtable discussion by local jurisdictions on planned Car Free Day event activities. Highlights from the September 8<sup>th</sup> meeting included: a review of the poster, buttons, radio spot, transit signage, press release, podcasts, special events and promotions, letter to the White House, and a roundtable discussion from local jurisdictions on planned activities.

COG/TPB staff also gave Car Free Day presentations to Commuter Connections Subcommittee on July 20 and September 20<sup>th</sup>.

Updated event poster to reflect Committee feedback for 2010. Printed 15,000 flyers and distributed to network members and sent mailing to regional employer database. Also sent HTML email blast to employers in the ACT! database. Ordered event buttons and distributed to network members. Worked with WABA regarding the creation of spoke cards. Sent out Calendar Listing to media outlets and reached out to organizations to help promote Car Free Day to their memberships through placement of event logo on COG web site and other assistance.

Drafted and sent letter from the TPB Chairman to the White House with copies to the region's local congressional delegation.

Secured GSA Telework Centers and Sport & Health centers for free Car Free Day trial promotions. Also secured various prizes from donors, including an Apple iPad from Base Technologies and a Kona bicycle from the Bicycle Escape.

Sent letters to Chambers of Commerce and area malls to promote Foursquare. Sent Foursquare retailer press release, September 1<sup>st</sup>.

Coordinated Podcasts interviews with the following TPB members and prepared questions: Gabe Klein - DDOT Director, Michael May - Prince William County Supervisor, Harriet Tregoning - DC Office of Planning Director and College Park Councilmember Patrick Wojahn. Sent press release about TPB member Podcasts, September 10<sup>th</sup>.

Sent email blast to previous Car Free Day participants from the previous two years. Sent opt-in text messages to 2010 Car Free Day pledges to encourage them to ask a friend to participate. Placed advertisement on facebook for several weeks leading up to event. Received 7.4 million impressions and 1,450 click thrust.

Sent press release about businesses who donated prizes, September 20<sup>th</sup>. Selected winners for major prizes and coordinated prize receipt. Posted pictures of winners on Car Free Day web site and on facebook. Tweeted winner names.

A total of 6,900 pledges were received, an 11.5% increase over last year. Sent post event press release, September 27<sup>th</sup>.

Conference calls were held on July 19th, August 2nd, 16th, and 30th; September 13th, and 27th with O'Donnell Company to discuss the marketing strategies and earned media initiatives for Car Free Day.

COG/TPB staff reviewed and processed media invoices.

COG/TPB staff worked with the contractor to ensure that all project tasks were completed for the Car Free Day event.

#### IV. MONITORING AND EVALUATION

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

COG/TPB staff reviewed and distributed and presented the draft FY 2010 State of the Commute Survey Technical Report to the Commuter Connections Subcommittee on July 20<sup>th</sup> and September 15<sup>th</sup> for review and comment. COG/TPB staff began reviewing comments and the overall document and began making applicable changes.

COG/TPB staff reviewed and distributed and presented the draft FY 2010 Guaranteed Ride Home Applicant Survey Report to the Commuter Connections Subcommittee on July 20<sup>th</sup> and September 15<sup>th</sup> for review and comment. COG/TPB staff began reviewing comments and the overall document and began making applicable changes.

COG/TPB staff briefed the TPB Technical Committee (July 9<sup>th</sup>) and the TPB (July 21<sup>st</sup>) on the preliminary results from the FY 2010 State of the Commute survey.

In July, COG/TPB Staff prepared and distributed the final and draft Employer Outreach conformity reports for the third and fourth quarters of FY2010.

Work began on the production of the FY 2010 Bike to Work day event report. During August, COG/TPB staff continued its collection of pit stop summaries for the BTWD '10 report.

In August and September, COG/TPB staff updated the 1<sup>st</sup> quarter Employer Outreach conformity statement.

The July 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 August, monthly reports were received from Arlington County. Reports were still outstanding from all the other jurisdictions at the time of the deadline for reporting.

In September, COG/TPB staff continued its collection of pit stop summaries for the BTWD '10 report

In September, COG/TPB Staff prepared and distributed the final and conformity report for the fourth quarter of FY2010.

For September, 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.

COG/TPB staff worked with LDA Consulting and COG staff to finalize a contract for FY 2011 for the Regional TDM Evaluation project.

COG/TPB and the consultant fulfilled data requests from the draft 2010 State of the Commute Technical report for Toyota. COG/TPB staff also responded to a letter from Congressman Gerry Connolly regarding results from the 2010 State of the Commute report.

B. Program Monitoring and Tracking Activities

COG/TPB staff assembled and completed the FY 2010 CCWP Annual report.

The June FY 2010, July FY 2011, and August FY 2011 Executive Summaries were prepared and completed.

In July, the data was collected for the finalization of the 4<sup>th</sup> Quarter Employer Outreach conformity report.

COG/TPB staff met with VHB on the Employer Survey archive database on July 16<sup>th</sup> to test the new version and make recommendations for adjustments. In August, updates were made to the survey database by COG/TPB staff and VHB staff and COG/TPB staff tested the Employer Survey Database website and created reports for analysis. COG/TPB staff also worked to obtain a signed contract with VHB for the Employer Survey project.

Conducted mailing of GRH Customer Satisfaction Survey for June, July, and August 2010 program users.

Captured web site visits and phone call counts for June, July, and August 2010.

COG/TPB staff updated and distributed the FY10 2nd Half Marketing Campaign Summary Report at the September 15<sup>th</sup> Regional TDM Marketing Group meeting.

Programming adjustments were made to the Guaranteed Ride Home online customer satisfaction survey email reminder to make it easier for members to include the customer's login.

The data was collected for the finalization of the 4<sup>th</sup> Quarter conformity report.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. Regional Employer Database Management and Training

In July, preparations for the August 3<sup>rd</sup> update to the ACT! Database to the 11.0 web versions were made.

The August 3<sup>rd</sup> ACT! 11.0 upgrade was done without incident.

During August, several technical issues arose after the upgrade and COG/TPB staff worked with the ACT! Technical consultant to resolve these items.

COG/TPB staff contacted and coordinated with the ACT! Training consultant for the October training session for ACT! 2010.

In September, several data issues arose with COG/TPB staff coordinating with COG/OTPS

COG/TPB staff contacted and coordinated with the ACT! Training consultant for the two October training sessions for ACT! 2010.

B. Employer Outreach for Bicycling

No major activities to report for this quarter.

2. Jurisdictional Component Project Tasks

A. MD Local Agency Funding and Support

In July, COG/TPB staff worked to obtain signed Employer Outreach contracts with Frederick, Montgomery, and Prince George's counties as well as the Tri-County Council for Southern Maryland.

Maryland jurisdictions continued with implementation of their respective employer outreach programs for the period July through September.

COG/TPB staff coordinated with new Tri-County staff on participation levels for program involvement

B. DC, MD, and VA Program Administration

Revisions to the Alternative Work Schedule and Climate Change brochures were made. COG/TPB staff fulfilled requests for climate change brochures

COG/TPB staff submitted requests for information for updates to the employer case studies

Assisted Tri-County for Southern Maryland staff with outreach efforts.

COG/TPB staff met with the HHS staff representatives in Washington DC on July 15<sup>th</sup> to give a presentation on Commuter Connections program services.

COG/TPB staff presented commute option information to co-Star Group employees relocating to Washington DC on July 16<sup>th</sup>.

COG/TPB Staff coordinated and facilitated the July 20<sup>th</sup> Employer Outreach Committee meeting including the preparation of the agenda, meeting minutes, presentations and related agenda handouts. Highlights from the meeting included: review and distribution of the FY 2010 3rd

quarter final conformity verification report and the draft FY 2010 4<sup>th</sup> quarter conformity verification report, a discussion and review of the monthly reporting requirements, a presentation on the Employer Survey archive application, survey results for FY 2011 training topics and the discussion and distribution of an FY 2011 training schedule, updates on telework activities in the region, an update on Live Near Your Work events held in FY 2010, a discussion on the ACT1 database upgrade, a discussion on the FY 2011 Employer Outreach TERM evaluation methodology, and a roundtable discussion of various activities occurring in the local jurisdictions.

COG/TPB staff secured a speaker/training consultant and developed the training curriculum for the first FY 2011 Employer Outreach training session that was held on September 27<sup>th</sup> entitled "Small Budget for TDM Outreach Success."

COG/TPB staff fulfilled requests for climate change brochures

COG/TPB staff submitted requests for information for updates to the employer case studies

COG/TPB staff assisted on two sales outreach efforts in Prince George's County

Revisions to the Alternative Work Schedule and Climate Change brochures were made

Work began on a new brochure on LEED Certification

## VI. MARYLAND TELEWORK

### A. General Assistance and Information

COG/TPB staff continued work on finalizing three employer case studies that include Clean Currents, the Nuclear Regulatory Commission, and United States Pharmacopeia Convention. The employers were asked to review the final versions prior to publication.

COG/TPB staff worked to obtain a signed contract with the Telecommuting Advantage Group for FY 2011.

## VII. GUARANTEED RIDE HOME BALTIMORE PROGRAM

### A. General Operations and Maintenance

COG/TPB staff held a brief informational meeting in July to discuss plans for implementation of the Baltimore GRH program as well as review of the participation guidelines and marketing materials.

COG/TPB staff met with and selected GRH service providers in the Baltimore Metropolitan Region during the beginning of FY 2011. A pre-

bid meeting for the GRH Ride Provider RFQ was held by COG/TPB staff at MDOT offices on August 4<sup>th</sup>.

An RFQ Selection Committee meeting was held on August 24<sup>th</sup> to select GRH service providers. The program is expected to have a soft launch in October 2010. Provided the Maryland Transit Administration with marketing collateral for design of Baltimore version of GRH brochure and worked with MTA regarding finalization of brochure and reviewed other GRH marketing materials developed by MTA for their campaign launch.

COG/TPB staff notified commuters applying to the program that their applications were "pending" until such time the program was formally launched.

A conference call was held with MTA on September 20<sup>th</sup> to review marketing collateral materials being developed for the project.

COG/TPB Staff met with BWI Partnership and NSA representatives on September 29<sup>th</sup> to discuss the GRH Baltimore program .

B. Process Trip Requests and Provide Trips

COG/TPB staff researched potential taxi cab, shuttle bus, and car rental providers in the Baltimore metropolitan and St. Mary's County regions. Contact information was obtained and a list was created in anticipation of issuing an RFQ for the project.

COG/TPB staff prepared and issued an RFQ for GRH service providers' in the Baltimore Metropolitan and St. Mary's County regions on July 23<sup>rd</sup>. No trips have been processed.

COG/TPB staff met with Diamond Transportation Services and the four GRH Baltimore service providers on September 29<sup>th</sup> to review daily operations and dispatching procedures

**Technical Assistance to Local Agencies  
JULY - SEPTEMBER 2010**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
<b>July 2010</b>				
ARTMA	Fri 7/2/2010 11:14 AM	Tue 7/20/2010 10:43 AM	Tue 7/20/2010 10:43 AM	Vacation coverage
TJPC	Wed 7/7/2010 12:44 PM	Thu 7/22/2010 11:32 AM	Thu 7/22/2010 11:36 AM	Feedback on Charlottesville Rideshare's new TDM System
TJPC	Tue 7/13/2010 3:46 PM	Wed 7/14/2010 8:23 PM	Thu 7/22/2010 11:14 AM	Commuter reported they could not find Park N' Ride lots
TJPC	Wed 7/14/2010 2:17 PM	Wed 7/14/2010 8:20 PM	Wed 7/14/2010 8:21 PM	Commuter moved to Commuter Connections site
Tri-County	Thu 7/15/2010 8:43 AM	Thu 7/15/2010 12:12 PM	Thu 7/15/2010 12:15 PM	Questions about ridesharing and required information
Fairfax County	Thu 7/17/2010 10:44 AM	Tue 7/20/2010 10:59 AM	Tue 7/20/2010 10:59 AM	Conflicting commuter statuses
Tri-County	Mon 7/19/2010 8:46 AM	Mon 7/19/2010 6:37 PM	Tue 7/20/2010 10:30 AM	Vanpool report request
Fairfax County	Mon 7/19/2010 3:41 PM	Mon 7/19/2010 6:37 PM	Tue 7/20/2010 10:13 AM	GRH Account updates
Fairfax County	Wed 7/21/2010 11:15 AM	Thu 7/22/2010 11:15 AM	Thu 7/22/2010 11:15 AM	Updated landmark info
TJPC	Wed 7/21/2010 4:13 PM	Thu 7/22/2010 11:17 AM	Thu 7/22/2010 11:39 AM	Commuters moved to Commuter Connections site
Frederick County, MD	Thu 7/22/2010 11:02 AM	Thu 7/22/2010 11:19 AM	Thu 7/22/2010 11:28 AM	Report request
Loudoun County	Thu 7/22/2010 1:45 PM	Fri 7/23/2010 11:50 AM	Fri 7/23/2010 11:50 AM	Park N' Ride updated data
TJPC	Thu 7/22/2010 5:01 PM	Fri 7/23/2010 11:50 AM	Fri 7/23/2010 1:20 PM	Commuters moved to Commuter Connections site
TJPC	Thu 7/22/2010 11:06 AM	Tue 7/27/2010 1:59 PM	Tue 7/27/2010 2:19 PM	Commuters moved to Commuter Connections site
Montgomery County	Fri 7/23/2010 10:29 AM	Fri 7/23/2010 11:50 AM	Fri 7/23/2010 11:50 AM	Matchlist counts
Fairfax County	Tu 7/27/2010 1:06 PM	Thu 7/29/2010 8:25 AM	Thu 7/29/2010 8:29 AM	GRH Question
Loudoun County	Wed 7/28/2010 3:50 PM	Thu 7/29/2010 8:45 AM	Thu 7/29/2010 8:45 AM	Submitted employer record cleanup
PRTC	Wed 7/28/2010 9:55 AM	Wed 7/28/2010 12:04 PM	Wed 7/28/2010 1:22 PM	Database usage questions
TJPC	Thu 7/29/2010 8:31 AM	Thu 7/29/2010 8:31 AM	Thu 7/29/2010 8:31 AM	Questions regarding Purge Process Implementation
<b>August 2010</b>				
Frederick County, MD	Tue 8/3/2010 10:52 AM	Wed 8/4/2010 11:35 AM	Thu 8/5/2010 2:15 PM	Report question
Tri-County	Wed 8/4/2010 10:43 AM	Wed 8/4/2010 11:34 AM	Thu 8/5/2010 1:36 PM	Template request for "Missing Commuter Program" email
TJPC	Thu 8/5/2010 11:54 AM	Thu 8/5/2010 1:32 PM	Thu 8/5/2010 3:40 PM	Commuters moved to Commuter Connections site
TJPC	Thu 8/5/2010 12:15 PM	Thu 8/5/2010 1:32 PM	Thu 8/5/2010 3:40 PM	Commuters moved to Commuter Connections site
TJPC	Thu 8/5/2010 12:16 PM	Thu 8/5/2010 1:32 PM	Thu 8/5/2010 2:18 PM	Queueing reliability question
North Bethesda	Mon 8/9/2010 12:07 PM	Mon 8/9/2010 3:14 PM	Fri 8/13/2010 3:48 PM	Missing commuters/report question
Fairfax	Wed 8/11/2010 8:46 AM	Wed 8/11/2010 11:20 AM	Wed 8/11/2010 5:46 PM	"No notes" report request
PRTC	Fri 8/13/2010 12:28 PM	Fri 8/13/2010 1:03 PM	Fri 8/13/2010 1:03 PM	Vanpool report request
PRTC	Fri 8/13/2010 12:58 PM	Fri 8/13/2010 1:04 PM	Fri 8/13/2010 1:10 PM	Duplicate Vanpool drivers reported
Frederick County, MD	Fri 8/13/2010 2:04 PM	Fri 8/13/2010 3:42 PM	Fri 8/13/2010 3:44 PM	Submitted employer record cleanup
PRTC	Fri 8/13/2010 5:23 PM	Tue 8/17/2010 10:36 AM	Tue 8/17/2010 10:58 AM	Request vanpool driver deletion
PRTC	Mon 8/16/2010 12:27 PM	Tue 8/17/2010 10:46 AM	Wed 8/18/2010 7:39 PM	Request vanpool driver deletion
TJPC	Mon 8/16/2010 2:59 PM	Tue 8/17/2010 11:04 AM	Tue 8/17/2010 4:37 PM	Commuters moved to Commuter Connections site
BMC/JTA	Tue 8/17/2010 10:54 AM	Tue 8/17/2010 11:06 AM	Thu 8/26/2010 2:28 PM	Email assistance with Red Line CAC group
Tri-County	Tue 8/24/2010 12:29 PM	Thu 8/26/2010 9:21 AM	Thu 8/26/2010 2:15 PM	Remove commuter's ridesharing association
TJPC	Tue 8/24/2010 2:00 PM	Thu 8/26/2010 9:21 AM	Tue 8/31/2010 9:23 AM	Commuters moved to Commuter Connections site
Howard County	Wed 8/25/2010 12:43 PM	Thu 8/26/2010 9:21 AM	Thu 8/26/2010 2:23 PM	Commuter privacy settings questions

TJPD	Thu 8/26/2010 11:06 AM	Thu 8/26/2010 2:11 PM	Tue 8/31/2010 9:23 AM	Commuters moved to Commuter Connections site
<b>September 2010</b>				
PRTC	Fri 9/3/2010 5:11 PM	Tue 9/7/2010 3:10 PM	Tue 9/7/2010 3:18 PM	Commuter purge assistance
PRTC	Tue 9/7/2010 11:09 AM	Wed 9/8/2010 11:10 AM	Wed 9/8/2010 11:10 AM	Matching issues
Howard County	Wed 9/8/2010 10:30 AM	Wed 9/8/2010 11:10 AM	Wed 9/8/2010 7:36 PM	Duplicates reported
TJPD	Tue 9/14/2010 1:39 PM	Wed 9/15/2010 12:50 PM	Wed 9/15/2010 2:56 PM	Commuters moved to Commuter Connections site
TJPD	Tue 9/14/2010 3:07 PM	Wed 9/15/2010 12:50 PM	Wed 9/15/2010 2:56 PM	Commuters moved to Commuter Connections site
TJPD	Tue 9/21/2010 9:04 AM	Tue 9/21/2010 11:08 AM	Wed 9/15/2010 2:56 PM	Commuters moved to Commuter Connections site
TJPD	Thu 9/23/2010 10:19 AM	Thu 9/23/2010 10:19 AM	Wed 9/29/2010 3:59 PM	Commuters moved to Commuter Connections site
TJPD	Tue 9/28/2010 4:22 PM	Thu 9/30/2010 8:16 PM	Thu 9/30/2010 12:42 PM	Commuters moved to Commuter Connections site
TJPD	Wed 9/29/2010 4:46 PM	Thu 9/30/2010 12:42 PM	Thu 9/30/2010 12:42 PM	Commuters moved to Commuter Connections site



**TDM SERVICES****REGIONAL SUMMARY - COMMUTER CONNECTIONS ONLY  
JULY - SEPTEMBER 2010**

<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)	361	334	372
Locals Rideshare Apps (New and Re-apps)	2,938	2,443	2,037
Matchlists Requested	5,167	4,999	4,174
Transit Applicants/Info Sent	175	240	104
GRH Applicants	1,661	1,246	1,314
GRH Rides Provided	805	855	718
Telework Info Requests	37	27	22
Phone	1	2	0
Internet	2,848	5,049	2,687
Kiosk	N/A	N/A	N/A
Employer Applicants	0	0	0
Total Hits on website	26,260	51,087	25,984
<b>TOTAL INPUT</b>	<b>40,253</b>	<b>66,282</b>	<b>37,412</b>

**TDM SERVICES**

**ALEXANDRIA  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, FY 2010</b>
Rideshare Applicants	17	18	13
Matchlists Sent	33	39	19
Transit Applicants and Info Sent	1	2	0
GRH Applicants	12	21	25
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
<b>New TDM Programs Established</b>			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**ARLINGTON**

**JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	25	18	12
Matchlists Sent	81	139	78
Transit Applicants and Info Sent	1	4	1
GRH Applicants	35	25	27
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	3	2	0
Employers Contacted (New)- Visit	2	1	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	125	168	0
Employers Contacted (Follow up)- Visit	4	10	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	0
Level 2	0	0	0
Level 3	1	0	0
Level 4	0	2	0

**TDM SERVICES**

**ANNE ARUNDEL  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	25	16
Matchlists Sent	154	98	70
Transit Applicants and Info Sent	11	4	3
GRH Applicants	48	23	26
Telework Information Requests	7	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  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	58	9	15
Matchlists Sent	82	24	33
Transit Applicants and Info Sent	0	0	2
GRH Applicants	2	4	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**

**BMC**

**JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	16	25
Matchlists Sent	50	121	141
Transit Applicants and Info Sent	0	1	0
GRH Applicants	21	13	9
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**

**BWI BUSINESS PARTNERSHIP  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	7	5
Matchlists Sent	11	23	24
Transit Applicants and Info Sent	0	1	0
GRH Applicants	6	11	2
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**

**COG - DC/DE/PA/WVA/VA  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	301	249	233
Matchlists Sent	776	686	543
Transit Applicants and Info Sent	29	25	15
GRH Applicants	378	229	251
Telework Information Requests	2	3	0
Employers Contacted (New)- Phone	0	1	0
Employers Contacted (New)- Visit	0	1	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	1	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
<b>New TDM Programs Established</b>			
Level 1	0	1	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**FAIRFAX**

**JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	203	188	199
Matchlists Sent	881	743	858
Transit Applicants and Info Sent	19	16	12
GRH Applicants	190	160	213
Telework Information Requests	4	0	3
Employers Contacted (New)- Phone	0	80	0
Employers Contacted (New)- Visit	0	30	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	98	0
Employers Contacted (Follow up)- Visit	0	28	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	5	0
Level 2	0	4	0
Level 3	0	1	0
Level 4	0	0	0

**TDM SERVICES**

FDA

JULY - SEPTEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	37	0
Matchlists Sent	4	84	0
Transit Applicants and Info Sent	0	1	0
GRH Applicants	9	12	0
Telework Information Requests	0	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**

**FREDERICK  
JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34	13	23
Matchlists Sent	171	89	150
Transit Applicants and Info Sent	2	4	1
GRH Applicants	50	28	30
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	0	0	8
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	16	5
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**

**GW RIDE CONNECT  
JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	313	357	146
Matchlists Sent	353	412	296
Transit Applicants and Info Sent	12	5	7
GRH Applicants	157	152	163
Telework Information Requests	1	1	3
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**

**JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	17	13	15
Matchlists Sent	291	112	225
Transit Applicants and Info Sent	1	0	5
GRH Applicants	29	9	5
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**

**HOWARD**

**JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	37	51	22
Matchlists Sent	0	96	113
Transit Applicants and Info Sent	1	3	4
GRH Applicants	72	37	32
Telework Information Requests	0	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	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
<b>New TDM Programs Established</b>			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

LINK

JULY - SEPTEMBER 2010

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 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**

**JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	62	54	51
Matchlists Sent	305	256	238
Transit Applicants and Info Sent	3	4	1
GRH Applicants	120	89	87
Telework Information Requests	0	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**

**MTA  
JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	13	8
Matchlists Sent	103	59	79
Transit Applicants and Info Sent	1	1	0
GRH Applicants	13	16	8
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	12	0	0
Employers Contacted (New)- Visit	14	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	414	0	0
Employers Contacted (Follow up)- Visit	22	0	0
Employers Contacted - Number of Potential (Follow up)	22	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	4	0	0
Level 3	0	0	0
Level 4	1	0	0

**TDM SERVICES****BETHESDA TRANSPORTATION SOLUTIONS  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	39	57	33
Matchlists Sent	23	17	8
Transit Applicants and Info Sent	43	67	19
GRH Applicants	2	1	2
Telework Information Requests	10	1	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**

**MONTGOMERY COUNTY  
COUNTYWIDE  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	94	89	70
Matchlists Sent	271	380	229
Transit Applicants and Info Sent	11	10	6
GRH Applicants	65	54	63
Telework Information Requests	3	0	3
Employers Contacted (New)- Phone	0	0	24
Employers Contacted (New)- Visit	0	0	10
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	1,325
Employers Contacted (Follow up)- Visit	0	0	41
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	4
Level 2	0	0	16
Level 3	0	0	3
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  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	45	2
Matchlists Sent	26	93	19
Transit Applicants and Info Sent	3	0	0
GRH Applicants	4	0	3
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**

**TRANSPORTATION ACTION PARTNERSHIP  
JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34	197	117
Matchlists Sent	48	184	136
Transit Applicants and Info Sent	0	7	0
GRH Applicants	10	2	2
Telework Information Requests	0	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**

**SILVER SPRING  
JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	15	8
Matchlists Sent	27	38	23
Transit Applicants and Info Sent	4	0	2
GRH Applicants	4	8	6
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 INSTITUTES OF HEALTH (NIH)  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	11	17	8
Matchlists Sent	68	53	32
Transit Applicants and Info Sent	0	9	3
GRH Applicants	2	0	4
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**

**NSA - BETHESDA (NNMC)  
JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	3	0
Matchlists Sent	69	9	0
Transit Applicants and Info Sent	2	0	0
GRH Applicants	9	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

\*NSA-Bethesda joined the Commuter Connections network in September 2009



**TDM SERVICES**

**NORTHERN NECK  
JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	3	4
Matchlists Sent	21	16	6
Transit Applicants and Info Sent	1	0	0
GRH Applicants	5	2	4
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

NORTHERN SHENANDOAH  
 JULY - SEPTEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	11	18
Matchlists Sent	99	86	54
Transit Applicants and Info Sent	2	0	0
GRH Applicants	10	9	14
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**

**PRINCE GEORGE'S  
JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	110	40	66
Matchlists Sent	160	152	105
Transit Applicants and Info Sent	5	33	12
GRH Applicants	68	26	34
Telework Information Requests	1	6	6
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	1,647	0
Employers Contacted (Follow up)- Visit	0	5	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	3	0
Level 4	0	0	0

**TDM SERVICES**

**PRTC**

**JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	200	168	171
Matchlists Sent	857	696	399
Transit Applicants and Info Sent	12	33	7
GRH Applicants	264	243	245
Telework Information Requests	0	8	0
Employers Contacted (New)- Phone	0	12	0
Employers Contacted (New)- Visit	0	3	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	378	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
<b>New TDM Programs Established</b>			
Level 1	0	0	0
Level 2	0	2	0
Level 3	0	2	0
Level 4	0	1	0

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
JULY - SEPTEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	24	20
Matchlists Sent	113	106	113
Transit Applicants and Info Sent	3	5	0
GRH Applicants	18	17	17
Telework Information Requests	3	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  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	35	22	73
Matchlists Sent	193	188	183
Transit Applicants and Info Sent	8	5	4
GRH Applicants	71	55	35
Telework Information Requests	2	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**

**CHARLOTTESVILLE  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	72	34	0
Matchlists Sent	206	151	0
Transit Applicants and Info Sent	0	0	0
GRH Applicants	46	20	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

\*Charlottesville Rideshare partnered with Commuter Connections in March 2010.

**TDM SERVICES**

**HAMPTON ROADS TRANSIT - TRAFFIX  
JULY - SEPTEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	152	156	0
Matchlists Sent	324	304	0
Transit Applicants and Info Sent	0	0	0
GRH Applicants	108	95	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

\*Hampton Roads Transit - Traxx partnered with Commuter Connections in September 2009



**Table 1**

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

**JULY - SEPTEMBER 2010**

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2010
<b>Total applicants/info provided:</b>	8,741	7,264	34,280
Rideshare applicants	1,722	2,777	11,934
Matchlists sent	5,407	4,999	23,936
Transit applicants/info sent	175	240	887
GRH applicants	1,674	2,581	8,540
Bike to work info requests	40	26	146
Telework info requests	37	27	122
<b>Internet users</b>	26,260	51,087	169,946
Internet applicants	7,044	5,049	20,187
<b>New employer clients</b>	15	42	204
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2010
<b>Continued placements</b>	438	701	3,036
<b>Temporary/one-time placements</b>	212	338	1,466
<b>Daily vehicle trips reduced</b>	154	246	1,067
<b>Daily VMT reduced</b>	4,518	7,226	31,311
<b>Daily tons NOx reduced</b>	0.0021	0.0034	0.0148
<b>Daily tons VOC reduced</b>	0.0011	0.0016	0.0072
<b>Daily tons PM2.5 reduced</b>	0.00005	0.0001	0.0004
<b>Daily tons PM2.5 NOx reduced</b>	0.0020	0.0032	0.01380
<b>Daily tons GHG reduced</b>	2.1704	3.4710	15.0411
<b>Daily gallons of gas saved</b>	227	363	1,573
<b>Daily commuter costs saved</b>	\$768	1,229	5,323

**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  
 JULY - SEPTEMBER 2010

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	17	2	17	36
ARLINGTON (COG)	25	3	46	74
ARTMA	22	19	82	123
BALTIMORE CITY	58	0	5	63
BMC	10	4	18	32
BWI BUSINESS PARTNERSHIP	1	0	9	10
COG	273	88	1,563	1,924
DISTRICT OF COLUMBIA	28	8	67	103
FDA	14	0	0	14
FAIRFAX COUNTY	203	114	1,409	1,726
FREDERICK	34	11	101	146
GW RIDE CONNECT	313	566	428	1,307
HARFORD	17	111	4	132
HOWARD	37	22	64	123
LINK	0	0	0	0
LOUDOUN	62	22	93	177
MTA	19	2	25	46
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	39	37	165	241
Countywide	94	29	331	454
Friendship Heights/Rockville	14	2	39	55
North Bethesda TMD	34	28	121	183
Silver Spring	11	5	44	60
NIH	11	1	1	13
NSA - BETHESDA	2	4	12	18
NORTHERN NECK	3	22	13	38
NORTHERN SHENANDOAH	15	9	13	37
PRINCE GEORGE'S	110	325	21	456
PRTC	200	80	343	623
RAPPAHANNOCK-RAPIDAN	21	21	6	48
TRI - COUNTY	35	42	136	213
<b>SOUTHERN AND CENTRAL VA AGENCIES (PRGM)</b>				
CHARLOTTESVILLE	72	0	91	163
MIDDLE PENINSULA	0	0	0	0
HAMPTON ROADS - TRAFFIX	152	0	2	154
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,722</b>	<b>1,577</b>	<b>5,176</b>	<b>8,475</b>
<b>TOTAL INPUT OUTER JURISDICTIONS</b>	<b>224</b>	<b>0</b>	<b>93</b>	<b>317</b>
<b>TOTAL INPUT (CC + OUTERS)</b>	<b>1,946</b>	<b>1,577</b>	<b>5,269</b>	<b>8,792</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>3,299</b>		

FY 2011

	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
<b>July to September 2009</b>												
Employers Contacted (new Site Visits (prospects)	0	3	0	0	0	0	13	0	0	0	0	0
Employers Contacted (follow-up)	0	125	0	0	0	0	414	0	0	0	6	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	1681	0	0	0	0	19703	0	0	0	0	0
Total Sales Meetings	0	6	0	0	0	0	36	0	0	0	1	0
Total Employers Contacted	0	1815	0	0	0	0	20166	0	0	0	7	0
New Level 1 TDM Programs	0	2	0	0	0	0	1	0	0	0	0	0
New Level 2 TDM Programs	0	0	0	0	0	0	3	0	0	0	0	0
New Level 3 TDM Programs	0	1	0	0	0	0	0	0	0	0	0	0
New Level 4 TDM Programs	0	0	0	0	0	0	1	0	0	0	0	0