



**QUARTERLY WORK PROGRAM PROGRESS REPORT
APRIL - JUNE 2011**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

April 2011 – June 2011 Quarterly Progress Report
PROGRAM HIGHLIGHTS

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 2011 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 2011, May 2011 and June 2011) 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 County, Loudoun County, GW RideConnect and PRTC in Virginia as well as the Rideshare Program of Charlottesville, VA and HRT Traffix of Hampton Roads, VA.

COG/TPB staff also provided technical support to BWI BP, FDA, BMC and North Bethesda as well as Frederick County and Montgomery County, Maryland. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

STDM Work Group meetings were held on April 12th, May 10th, and June 14th.

A Federal ETC Advisory Group meeting was held on April 26th. COG/TPB staff met with GSA representatives on April 27th to discuss Federal ETC certification training.

COG/TPB staff participated in an AMPO TDM Peer Exchange conference call meeting on April 27th.

COG/TPB staff participated in a conference call on May 2nd with representatives from the National Center for Smart Growth from the University of Maryland to provide information on Commuter Connections program services for an Energy Assurance Plan for the Maryland Energy Administration.

COG/TPB staff met with a representative from the Baltimore County Department of Environmental Protection and Sustainability office on May 4th to discuss management of their parking subsidy program and registration of carpools at their worksite.

COG/TPB staff attended the DATA Dinner and Awards program on May 5th.

COG/TPB staff attended and participated in a Washington Area Broadcasters Association Ascertainment meeting on May 10th.

COG/TPB staff attended and participated in a TDMI Board meeting in Anaheim, CA on May 13th.

A Commuter Connections Subcommittee meeting was held on May 17th. Highlights from the meeting included: endorsement for release of the 2010 Bike to Work Day event report, a Base Closure and Realignment Commission TDM initiative briefing from Maryland and Virginia, a briefing on Virginia's new Telework tax credit for employers, an update on the 2011 Bike to Work Day event, a Clean Air Partners update, a 2011 Car Free Day event update, and a presentation of the 3rd quarter budget report.

COG/TPB staff attended the Association for Commuter Transportation's Chesapeake/SEACT Symposium in Charleston, South Carolina from June 5th – June 7th.

A Ridematching Committee meeting was held on June 21st. Highlights from the meeting included an introduction of new Rideshare Coordinators, a roundtable discussion on upcoming fairs and promotion, an update on the cleanup of employer records, a briefing on the School Pool program and launch, a presentation by PRTC staff on their BRAC Resource Guide,

a discussion on TDM System improvements, and a roundtable discussion on “hot topic” issues for the on-line TDM system.

COG/TPB staff held TDM System training on April 29, 2011 for the new coordinator from Harford County, MD; on May 24, 2011 for the new coordinator from the Tri-County Council for Southern MD; and on June 23, 2011 for the new coordinator from GWRideConnect in Fredericksburg, VA.

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 with running the monthly purge process on the first workday of each month. Staff audited the results each month for quality assurance.

COG/TPB staff performed daily maintenance processes for the Commuter Connections TDM Software System. Staff monitored the web and database servers continually and made daily backups of the Oracle database. Staff maintained and corrected errors in commuter records, including moving commuters between programs.

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. Staff audited the results each month for quality assurance.

COG/TPB staff held conference calls with Base Technologies to advance the development mission. Topics included employer-based queuing, user input validation, web server/database upgrades, and commute logging. The calls were held April 11th, April 18th, May 2nd, May 17th, June 6th and June 20th.

COG/TPB staff and the development contractor finished building the new web server for the upgrade to JBoss6. COG/TPB staff conducted testing to ensure the server will be operational when needed.

COG/TPB staff enhanced pool rewards reports and fixed some small problems in the TDM System reports module.

COG/TPB staff produced mailing labels for local agencies' newsletters.

COG/TPB staff continued working with Rideshare Delaware staff on the customization of their TDM System look and feel and functionality. Needed corrections were made to the imported data loaded by the software development team. The software development contracting team completed most of their work on customizing the TDM System for Rideshare Delaware. COG/TPB staff completed testing by the middle of June. COG/TPB staff worked with Rideshare Delaware staff and with the contracting team to implement changes, updates, and fixes for Rideshare Delaware. The new software was deployed to production.

COG/TPB staff and the development contractor completed migrating the TDM System to new hardware and the latest version of the Windows Server operating system.

COG/TPB staff developed a new, interactive Vanpool Drivers report and installed it into the TDM System GUI. It enables local ridematching coordinators to produce reports of the vanpool drivers in their jurisdictions optionally filtered by appform code.

D. Commuter Information System

Maintenance of commute options data is ongoing for our interactive maps and the TDM system. COG/TPB staff added parking lot features to the interactive park and ride map for Fauquier County, VA and Frederick County, MD. New lots were also added in Greene County. Lots that had been closed in Nelson County, VA and Prince George's County, MD, were removed from the map.

COG/TPB staff developed and began running a geocoding web service on the ArcGIS server. Going forward, this web service can be consumed by the TDM System to provide high quality geocodes.

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

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.

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 1,508 GRH applications received. A total of 1,459 applicants were registered (1,430 new applicants and 29 previous “one-time exception” users) and 1,599 commuters were re-registered. During the same time period, the GRH program provided 942 GRH trips. Seventy-eight (78) 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 “Family Emergency”. As of June 30th, a total of 12,814 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 held a meeting with Diamond Transportation representatives on May 25th to discuss the status of daily program operations and any issues concerning the program.

COG/TPB staff held a pre-bid meeting for the GRH Operations RFP issued on May 31st. Proposals were received and reviewed and a selection committee meeting was held to select a contractor.

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 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 for GRH and Rideshare throughout the Washington region and included radio

spots, online banners, transit signage, Rideshare gas pump toppers and a GRH television ad which appeared on MASN during Washington Nationals programming. COG/TPB managed and oversaw the marketing/advertising/public relations contractors to implement and coordinate the campaign. Bi-weekly conference calls were held with O'Donnell Company between April and June to discuss contract plans and activities for the regional TDM Marketing campaign. COG/TPB staff processed media placement invoices for the regional TDM marketing campaign. COG/TPB staff also worked on preparing the FY 2012 contract for O'Donnell Company.

A partnership with Flippin Pizza was rolled out to coincide with the GRH "Don't Flip Out" campaign. Stickers were printed and affixed to Flippin Pizza pizza boxes to promote GRH. Flippin Pizza also provided coupons for the GRH Rewards program, good for a free pizza. The coupons were given to all GRH re-registrants in weekly mailings. A GRH/Flippin Pizza promotion called "Flips & Trips" was held at the TRiPs Commuter store in downtown Silver Spring. The Flippin Pizza mobile truck was on hand to provide free slices of pizza, COG/TPB staff was present to promote GRH, and the Mix 107 van was on site as well.

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. Prior to Bike to Work Day, a portion of the animation promoted the May event. 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. In particular, the GRH Rewards page was updated to include Flippin Pizza and Madam Tussauds. COG/TPB staff regularly updated and maintained the Extranet for posting of marketing and advertising materials for review by Commuter Connections Committees.

During the final quarter of FY 2011, COG/TPB staff attended transportation fairs. The following were held in April: HHS, USPTO, American Red Cross, USGS, HHS-FDA, and 1800 L Street. During May 2011: BRAC-Arlington Career Fair at the Crystal Gateway Marriott, Arlington, VA; the DOD Pentagon Transportation Fair, Washington D.C., and the Bike to Work Day event held at the NoMA BID and Silver Spring. In June, COG/TPB staff attended a commuter transportation fair at The Aerospace Corporation and the Suitland Federal Center (Census).

B. Bike to Work Day

Event posters and rack cards reflected the theme “Gear Up” and were dark purple in 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.

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 Muriel Bowser of the District of Columbia. Photos were taken and posted to the Commuter Connections Bike to Work Day web page.

COG/TPB staff provided web edits to the Washington Area Bicyclist Association for the updating of the Bike to Work Day web page and updated the Commuter Connections Bike to Work Day web page. Twitter and Facebook event pages were updated on a regular basis.

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

Vinyl banners were created and delivered to nearly all 49 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 contractor’s 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 OPA staff pitched media and sent a final press release the day of the event. COG/TPB staff participated in media interviews.

Print ads were created and placed in the City Paper, Washington Examiner and Express newspapers. COG/TPB staff also coordinated placement of interior ad space on downtown Circulator buses through the Downtown DC BID.

COG/TPB staff wrote speaking remarks for COG's Executive Director who appeared at the NoMa pit stop and for Commuter Connections Director Nicholas Ramfos' appearance at the downtown Silver Spring pit stop.

COG/TPB staff obtained registration data from WABA and sent several registration reports to pit stop managers to provide updates during the weeks leading up to the event. 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 Orbital Sciences Corporation, 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.

COG/TPB staff assisted pit stop managers and Committee members by answering questions and providing general support. Worked with various sponsors regarding declaration forms, logos for posters and worked with sponsors to coordinate in-kind donations, particularly from Honest Tea and Whole Foods in regard to the logistics of donations, allocation and pick up procedures.

A Bike To Work Day Steering Committee meeting was held on May 11th. Main topics included discussion of giveaways, water bottles, T-Shirts, Honest Tea, radio, print ads and other marketing, the press release, the proclamation and progress reports from pit stop managers.

COG/TPB staff sent all remaining Bike to Work Day sponsor invoices, followed up on any outstanding invoices and processed payments from sponsors.

Bike to Work Day was held on May 20th at 49 simultaneous locations throughout the entire Washington metropolitan region. A record setting nearly 11,000 bicyclists registered, a 19.5 percent increase over 2010.

In June, COG/TPB Staff coordinated the bike raffle giveaway with City Bikes and BicycleSPACE. COG/TPB staff also coordinated the Employer Challenge luncheon at Orbital Sciences, held on June 23rd.

C. Employer Recognition Awards

COG/TPB staff coordinated with the Employer Recognition Awards workgroup to select giveaway items. Post-it note booklets were ordered and given to attendees along with commemorative program booklets. Booklet highlights included introductory letters from Commuter Connections Subcommittee and TPB Chairs, profiles on winners and

acknowledgement of the Selection Committee and Workgroups.

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 podium signage. Awards went to the following: Incentives – American Occupational Therapy Association; Marketing – B. F. Saul; Telework- Clean Currents; Employer Services Sales Team Achievement – Arlington County Commuter Services; Employer Services Organization Achievement – District Dept of Transportation.

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 ceremony. The event video encompassed two minute segments of each award winning program.

Invitations were created including envelope and the guest list was developed. An invitation mailing occurred and an RSVP list was maintained, 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 fourteenth annual Commuter Connections Employer Recognition Awards event at National Press Club June 28, 2011. The event's emcee was Rodney Roberts, Council Member, City of Greenbelt. Award presenters included: Incentives- Darrell Mobley, Maryland Department of Transportation; Marketing – David Dabney, Bethesda Transportation Solutions; Telework Award- Janet F. Kavinoky, U.S. Chamber of Commerce; Employer Services Sales Team and Organization Achievement - Muriel Bowser, Councilmember, Washington D.C.

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 Wall Street Journal on June 29, 2011 to recognize employer award recipients.

D. 'Pool Rewards

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

COG/TPB staff enacted a campaign during the month of June to bolster participation in the 'Pool Rewards program. A mix of internet and radio

was used to provide exposure for the incentive. Skyscraper web banners were placed on Washington Post.com including 40,000 impressions on the Dr. Gridlock page. Paid advertising appeared on Facebook to users within the Washington metropolitan area. Listeners of WTOP and WMAL were encouraged to join or form a carpool and register for 'Pool Rewards through 30 second spots.

As part of the spring campaign's value add, additional bonus air time was provided by WRQX, WVRX, WASH, WBIG, and WTOP through June to help promote the 'Pool Rewards program.

COG/TPB staff posted a message on the Commuter Connections Rideshare Bulletin Board to encourage members to apply for 'Pool Rewards as well as messages on Craig's List.

COG/TPB staff developed a proposal to expand the 'Pool Rewards program to vanpools. The proposal was reviewed and discussed by the STDM Work Group and a FY2012 CCWP Amendment was crafted along with background information that would be presented to the TPB Steering Committee in July.

E. Car Free Day

Most of the time spent on Car Free Day during the final quarter of FY 2011 was on planning. COG/TPB staff hosted a Steering Committee meeting on May 11th and began to make updates to the Car Free Day web site in preparation for the 2011 event. Highlights from the May 11th meeting included the discussion of the 2011 web site and marketing materials, and jurisdiction participation for the event.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff continued working on edits for the 2010 State of the Commute general public report. The report was completed in June and was prepared to be sent to the printer.

Work continued on the Employer Telework survey by the consultant.

COG/TPB staff continued on preparing the regional ACT! database for the TERM Evaluation.

Work continued on the preparation of the 2010 Bike to Work Day event survey report by COG/TPB staff and the consultant.

COG/TPB staff participated in a conference call on May 18th with the consultant to discuss the regional model data inputs with regards to coefficients and comparison to the EPA Commuter Model for the Employer Outreach TERM Evaluation.

COG/TPB staff prepared and distributed the final and draft conformity reports for the second and third quarters of FY2011. The April monthly sales activity reports were received from Montgomery, Arlington, Frederick, and the District of Columbia.

COG/TPB staff prepared and the final conformity report for the third quarter of FY2011. The May monthly sales activity reports were received from Montgomery, Arlington, Frederick, and the District of Columbia.

For June, COG/TPB Staff prepared and distributed the final and draft conformity reports for the second and third quarters of FY2011. The June monthly sales activity reports were received from Frederick County as well as the District of Columbia and Tri-County Council for Southern Maryland.

Work continued on the preparation of the draft TERM Analysis Report for a June 30th completion date.

COG/TPB staff also worked on preparing the FY 2012 contract for LDA Consulting.

B. Program Monitoring and Tracking Activities

The data was collected for the 3rd and 4th Quarter conformity reports.

COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. This information was made available in the FY11 as part of the Marketing Campaign Summary Report Draft Report issued in June.

COG/TPB staff sent the GRH Customer Satisfaction Survey to any commuter who used GRH from March through May 2011. Commuters with email addresses were sent an email asking them to log into their account and take the survey. Commuters without an email address were sent a paper version of the survey. Commuters receive one survey per GRH trip taken. COG/TPB staff also analyzed the data received.

The 3rd Quarter FY2012 CCWP quarterly progress report was prepared and distributed and FY 2012 CCWP monthly executive summary reports for March, April and May were prepared and distributed.

COG/TPB staff participated in a conference call on May 2nd to discuss DATA's E-CALC3 on-line employer survey methodology in order to align it with the regional Employer Commute Survey. Staff also met with DATA's consultant on May 10th to discuss the survey methodology.

COG/TPB staff continued to monitor the regional employer survey database. COG/TPB staff also began preparations for the update for the FY 2012 contract with VHB.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. Regional Employer Database Management and Training

In April, the anticipated ACT! database fix was still pending action from Sage Software.

In May, the ACT! database fix was completed and installed. There are no problems to report at this time. Database training for the new Tri-County Council outreach representative was held on May 24th. In June, COG/TPB staff coordinated with COG/ITS to finalize the implementation of the ACT!2011 upgrade to the database.

B. Employer Outreach for Bicycling

COG/TPB staff addressed the Federal ETC Advisory Group on April 26th regarding the Bicycling Benefit as well as other bicycling strategies federal agencies can use to increase bicycling at their work sites.

COG/TPB staff continued to work on updates and edits to the regional Bicycling to Work Guide. COG/TPB staff updated and printed the regional Bicycling to Work Guide in May.

2. Jurisdictional Component Project Tasks

A. MD Local Agency Funding and Support

Maryland jurisdictions continued with implementation of their respective employer outreach programs.

B. DC, MD, and VA Program Administration

The regional LEED brochure was printed and distributed. An Employer Outreach Committee meeting was held on April 19th. Topics discussed at the meeting were: 2nd and 3rd Quarter conformity; Training

update; LEED certification; Maryland Telework efforts; and, TERM evaluation update. COG/TPB staff began sales support telephone calls with representatives from DC and Maryland.

COG/TPB staff forwarded 16 services requests to the appropriate jurisdictional representatives. COG/TPB staff worked to finalize the TDM Sales training presentation on incentives to be held in June.

Training was held on June 13th on Employer incentives. Working with representatives from ICF International, the session covered what employers are doing to increase participation in alternative commute benefits for their companies.

COG/TPB staff worked on updating the Employer Outreach Scope of Work and budget documents for FY 2012 in preparation to renew contracts. COG/TPB staff administered a survey for all Employer Outreach representatives in June to determine FY 2012 training topics. Results will be presented at the July Employer Outreach Committee.

VI. MARYLAND TELEWORK

A. General Assistance and Information

COG/TPB staff met with the consultant on April 15th to discuss the Employer Telework training session curriculum.

COG/TPB staff attended and participated in the Telework Exchange's Town Hall meeting on April 28th.

During the month of April, the consultant worked with Charles County with regards to the review of documents regarding their Telework program. The documents will be combined into a smaller number in order to reduce redundancies and include any critical areas currently not covered.

During the month of May, COG/TPB staff and the consultant continued work on preparing the curriculum and handouts for the FY 2011 Telework sales training session. The FY 2011 Telework sales training session was held on May 3rd for Maryland Employer Outreach representatives by COG/TPB staff and the consultant.

The consultant continued work on preparing two new case studies from The Calvert Group and Social & Scientific Systems in May. COG/TPB staff recruited the USDA to provide a telework case study for their Maryland campus locations as well.

In May, the consultant continued the review of Charles County's telework documents. An initial 15 documents were modified into three information manuals: employee, manager and division, one employee tactical document and one manager tactical document. Work continued to combine the 15 documents into five.

A Work Suitability and Remote Work Site Suitability assessment as well as the Virtual Skills Online training for teleworkers was planned for use for Charles County government potential teleworkers.

In June, four new case studies were finalized and included the United States Department of Agriculture – Animal Health and Plant Inspection Service (APHIS), Calvert Investments, Inc., Social & Scientific Systems, Inc., and the United States Department of Agriculture Headquarters.

COG/TPB staff attended a Telework workshop held at the USDA headquarters on June 7th.

In June, the Telecommuting Advantage Group wrapped up its review of Charles County's Telework documents and modified 15 initial documents and completed a Telework Manual that included The Managers' Telework Manual, The Division Telework Manual, A Telework Policy, and a Telework Request Packet including online assessment tools, Charles County Equipment usage, Program Evaluation, Telework Agreement, Home Setup, Self Certification, Remote Work Schedule, and Remote Work Plan. The manager Orientation workshop was modified for Charles County to allow them to conduct the events on their own.

VII. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

COG/TPB staff performed a soft-launch of the GRH – Baltimore program during September 2010. The program continued to enroll new applicants during April through June 2011.

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 monitored and maintained the GRH database and server.

B. Process Trip Requests and Provide Trips

Between the months of April and June, there were 309 GRH Baltimore applications received. A total of 286 applicants were registered (284 new applicants and 2 previous “one-time exception” users) and 5 commuters were re-registered. During the same time period, the GRH program provided 53 GRH trips. 14 of these trips were “one-time” exceptions accounting for 26% of the total number of GRH trips provided. “Overtime” accounted for the largest portion of the GRH trip reasons followed by “Personal Illness” and “Family Emergency” tied for second place. As of June 30th, a total of 1,238 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 on May 25th to discuss the status of the daily operations and dispatching for the regional GRH program. COG/TPB staff held a pre-bid meeting for the GRH Operations RFP issued on May 31st. Proposals were received and reviewed and a selection committee meeting was held to select a contractor.

**Technical Assistance to Local Agencies
April – June 2011**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2011				
Frederick County, MD	Thu 4/7/2011 3:10 PM			Quarterly Statistics
Montgomery County, MD	Thu 4/14/2011 11:12 AM			Sticky Radius Variable
TJPDC	Fri 4/15/2011 4:24 PM			Move to Commuter Connections
BMC	Mon 4/18/2011 11:51 AM			Quarterly Statistics
PRTC	Tue 4/19/2011 10:17 AM			Re-Application Information Updates
TJPDC	Tue 4/19/2011 10:41 AM			Move to Commuter Connections
TJPDC	Tue 4/19/2011 3:51 PM			School Pool Questions
PRTC	Thu 4/21/2011 3:49 PM			Duplicate Record
Fairfax County, VA	Thu 4/28/2011 10:03 AM			Commuter attempting to create a duplicate record
BMC	Fri 4/29/2011 3:38 PM			Restore deleted record
May 2011				
TJPDC	Mon 5/2/2011 3:00 PM			Move to Commuter Connections
Frederick, MD	Tue 5/3/2011 11:43 AM			Quarterly Statistics
Fairfax County, VA	Thu 5/5/2011 10:35 AM			Count of active Ft. Belvoir commuters
Loudoun County, VA	Thu 5/5/2011 3:22 PM			Odd geocodes
FDA	Tue 5/17/2011 7:53 AM			Matchletter salutation editing
Fairfax County, VA	Tue 5/17/2011 10:38 AM			BWI BP Commuter not removed from queue
Fairfax County, VA	Wed 5/18/2011 10:28 AM			Update commuter's GRH record
TJPDC	Wed 5/18/2011 2:45 PM			Update employer address
Fairfax County, VA	Wed 5/25/2011 4:03 PM			Remove commuter record from GRH
June 2011				
Fairfax County, VA	Wed 6/1/2011 1:15 PM			GRH re-registration eligibility
Montgomery County, MD	Tue 6/7/2011 12:46 PM			Pool Detail report bug
Frederick County, MD	Wed 6/8/2011 3:20 PM			FastNotes labels
Fairfax County, VA	Wed 6/15/2011 10:47 AM			Active/Inactive RS commuters
Fairfax County, VA	Tue 6/21/2011 3:24 PM			Requested hard delete of commuter. Record deleted but not removed.
TJPDC	Wed 6/22/2011 3:12 PM			Move to Commuter Connections
Traffix	Fri 6/24/2011 10:49 AM			Email function error
GWRideConnect	Tue 6/28/2011 11:06 AM			Admin Password reset
BWI BP	Wed 6/29/2011 10:56 AM			TDM Geocoding failure
PRTC	Wed 6/29/2011 12:53 PM			TDM Geocoding failure
North Bethesda TMD	Thu 6/30/2011 10:38 AM			TDM Geocoding failure

TDM SERVICES

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	350	324	334
Locals Rideshare Apps (New and Re-apps)	2,908	2,791	2,443
Matchlists Requested	6,757	6,408	4,999
Transit Applicants/Info Sent	175	141	240
GRH Washington Applicants	1,508	1,523	1,246
GRH Washington Rides Provided	942	870	855
GRH Baltimore Applicants	309	310	N/A
GRH Baltimore Rides Provided	53	31	N/A
Telework Info Requests	14	22	27
Phone/Fax	4	4	2
Internet	6,465	5,997*	5,049
Kiosk	N/A	N/A	N/A
Employer Applicants	0	0	0
Total Hits on website	37,706	42,187	51,087
TOTAL INPUT	57,191	54,611	66,282

* Revised since last FY11Q3 Report

TDM SERVICES

**ALEXANDRIA
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, FY 2010
Rideshare Applicants	18	32	18
Matchlists Sent	122	107	39
Transit Applicants and Info Sent	9	2	2
GRH Washington Applicants	28	39	21
GRH Baltimore Applicants	0	1	N/A
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	476	0
Employers Contacted (Follow up)- Visit	0	3	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	52	0
Level 2	0	37	0
Level 3	0	73	0
Level 4	0	22	0

TDM SERVICES

**ARLINGTON
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	26	18
Matchlists Sent	119	107	139
Transit Applicants and Info Sent	1	2	4
GRH Washington Applicants	26	35	25
GRH Baltimore Applicants	0	2	N/A
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	0	0	2
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	168
Employers Contacted (Follow up)- Visit	0	0	10
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	2

TDM SERVICES

**ANNE ARUNDEL
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	19	25
Matchlists Sent	82	79	98
Transit Applicants and Info Sent	2	1	4
GRH Washington Applicants	53	49	23
GRH Baltimore Applicants	4	4	N/A
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

**BALTIMORE CITY
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	56	82	9
Matchlists Sent	105	171	24
Transit Applicants and Info Sent	10	7	0
GRH Washington Applicants	30	22	4
GRH Baltimore Applicants	34	66	N/A
Telework Information Requests	2	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

BMC

APRIL - JUNE 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	38	28	16
Matchlists Sent	169	89	121
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	52	31	13
GRH Baltimore Applicants	19	35	N/A
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

**BWI BUSINESS PARTNERSHIP
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	54	25	7
Matchlists Sent	246	74	23
Transit Applicants and Info Sent	4	11	1
GRH Washington Applicants	17	16	11
GRH Baltimore Applicants	174	121	N/A
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

**COG - DC/DE/PA/WVA/VA
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	293	259	249
Matchlists Sent	842	679	686
Transit Applicants and Info Sent	12	22	25
GRH Washington Applicants	116	197	229
GRH Baltimore Applicants	19	34	N/A
Telework Information Requests	1	5	3
Employers Contacted (New)- Phone	15	3	1
Employers Contacted (New)- Visit	6	1	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	543	397	1
Employers Contacted (Follow up)- Visit	6	0	0
Employers Contacted - Number of Potential (Follow up)	42	0	0
New TDM Programs Established			
Level 1	7	2	1
Level 2	0	1	0
Level 3	9	0	0
Level 4	1	0	0

TDM SERVICES

**FAIRFAX
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	156	236	188
Matchlists Sent	724	909	743
Transit Applicants and Info Sent	20	17	16
GRH Washington Applicants	155	193	160
GRH Baltimore Applicants	8	2	N/A
Telework Information Requests	0	3	0
Employers Contacted (New)- Phone	0	0	80
Employers Contacted (New)- Visit	0	0	30
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	109	261	98
Employers Contacted (Follow up)- Visit	42	93	28
Employers Contacted - Number of Potential (Follow up)	42	0	0
New TDM Programs Established			
Level 1	88	4	5
Level 2	115	3	4
Level 3	137	15	1
Level 4	50	3	0

TDM SERVICES

**FDA
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	68	38	37
Matchlists Sent	183	105	84
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	52	31	12
GRH Baltimore Applicants	0	0	N/A
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

**FREDERICK
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	31	13
Matchlists Sent	150	163	89
Transit Applicants and Info Sent	4	3	4
GRH Washington Applicants	54	65	28
GRH Baltimore Applicants	0	4	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	7	54	16
Employers Contacted (Follow up)- Visit	2	3	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	1	0	0
Level 4	0	1	0

TDM SERVICES

**GW RIDE CONNECT
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	258	337	357
Matchlists Sent	345	433	412
Transit Applicants and Info Sent	12	11	5
GRH Washington Applicants	171	156	152
GRH Baltimore Applicants	1	0	N/A
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

**HARFORD
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	15	13
Matchlists Sent	39	65	112
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	17	12	9
GRH Baltimore Applicants	20	19	N/A
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

APRIL - JUNE 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	17	51
Matchlists Sent	0	0	96
Transit Applicants and Info Sent	5	4	3
GRH Washington Applicants	67	24	37
GRH Baltimore Applicants	7	14	N/A
Telework Information Requests	0	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

LINK

APRIL - JUNE 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	N/A
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 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	86	86	54
Matchlists Sent	363	448	256
Transit Applicants and Info Sent	3	11	4
GRH Washington Applicants	106	81	89
GRH Baltimore Applicants	2	0	N/A
Telework Information Requests	0	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	139	0
Employers Contacted (Follow up)- Visit	5	10	0
Employers Contacted - Number of Potential (Follow up)	5	0	0
New TDM Programs Established			
Level 1	0	23	0
Level 2	0	21	0
Level 3	0	10	0
Level 4	0	4	0

TDM SERVICES

**MTA
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	7	13
Matchlists Sent	94	22	59
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	22	25	16
GRH Baltimore Applicants	7	2	N/A
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

**BETHESDA TRANSPORTATION SOLUTIONS
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	14	57
Matchlists Sent	32	15	17
Transit Applicants and Info Sent	25	1	67
GRHWashington Applicants	3	2	1
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	3	1	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

**MONTGOMERY COUNTY
COUNTYWIDE
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	94	84	89
Matchlists Sent	316	276	380
Transit Applicants and Info Sent	21	11	10
GRH Washington Applicants	93	92	54
GRH Baltimore Applicants	2	1	N/A
Telework Information Requests	1	1	0
Employers Contacted (New)- Phone	102	30	39
Employers Contacted (New)- Visit	23	19	38
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	772	992	870
Employers Contacted (Follow up)- Visit	29	37	96
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	6	6
Level 2	94	9	24
Level 3	1	4	6
Level 4	2	2	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34	5	45
Matchlists Sent	163	7	93
Transit Applicants and Info Sent	9	0	0
GRH Washington Applicants	1	0	0
GRH Baltimore Applicants	0	0	N/A
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 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	135	40	197
Matchlists Sent	89	82	184
Transit Applicants and Info Sent	1	0	7
GRH Washington Applicants	9	4	2
GRH Baltimore Applicants	0	0	N/A
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

**SHADY GROVE
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	32	N/A	N/A
Matchlists Sent	115	N/A	N/A
Transit Applicants and Info Sent	0	N/A	N/A
GRH Washington Applicants	3	N/A	N/A
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	N/A	N/A
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 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	40	3	15
Matchlists Sent	58	9	38
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	7	4	8
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	20	17
Matchlists Sent	47	111	53
Transit Applicants and Info Sent	2	4	9
GRH Washington Applicants	17	4	0
GRH Baltimore Applicants	1	0	N/A
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

**NATIONAL GUARD REDINESS CENTER
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	96	193	3
Matchlists Sent	132	315	9
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	16	20	0
GRH Baltimore Applicants	0	0	N/A
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

**National Guard Rediness Center joined Commuter Connections in September 2010.

TDM SERVICES

**NSA - BETHESDA (NNMC)
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	5	3
Matchlists Sent	51	72	16
Transit Applicants and Info Sent	0	5	0
GRH Washington Applicants	1	1	2
GRH Baltimore Applicants	0	0	N/A
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
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	2	11
Matchlists Sent	0	2	86
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	2	9
GRH Baltimore Applicants	0	0	N/A
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 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	32	33	40
Matchlists Sent	181	132	152
Transit Applicants and Info Sent	1	3	33
GRH Washington Applicants	9	17	26
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	1	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	0	1,647
Employers Contacted (Follow up)- Visit	0	0	5
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	3
Level 4	0	0	0

TDM SERVICES

**PRINCE GEORGE'S
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	69	95	40
Matchlists Sent	86	137	152
Transit Applicants and Info Sent	9	5	33
GRH Washington Applicants	64	73	26
GRH Baltimore Applicants	8	2	N/A
Telework Information Requests	1	1	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	3,828	0	1,647
Employers Contacted (Follow up)- Visit	14	0	5
Employers Contacted - Number of Potential (Follow up)	14	0	0
New TDM Programs Established			
Level 1	4	0	0
Level 2	2	0	0
Level 3	1	0	3
Level 4	0	0	0

TDM SERVICES

PRTC

APRIL - JUNE 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	185	222	168
Matchlists Sent	1,456	1,479	696
Transit Applicants and Info Sent	13	9	33
GRH Washington Applicants	215	245	243
GRH Baltimore Applicants	2	1	N/A
Telework Information Requests	1	1	8
Employers Contacted (New)- Phone	0	0	12
Employers Contacted (New)- Visit	0	0	3
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	67	47	378
Employers Contacted (Follow up)- Visit	13	0	0
Employers Contacted - Number of Potential (Follow up)	13	0	0
New TDM Programs Established			
Level 1	11	5	0
Level 2	23	6	2
Level 3	34	11	2
Level 4	15	5	1

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	29	28	24
Matchlists Sent	289	230	106
Transit Applicants and Info Sent	4	2	5
GRH Washington Applicants	24	13	17
GRH Baltimore Applicants	0	0	N/A
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

**TRI-COUNTY
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	38	20	22
Matchlists Sent	159	90	188
Transit Applicants and Info Sent	5	3	5
GRH Washington Applicants	75	66	55
GRH Baltimore Applicants	0	2	N/A
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	1	0	0
Employers Contacted (New)- Visit	4	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1	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
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	77	68	34
Matchlists Sent	251	199	151
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	51	69	20
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

*Charlottesville Rideshare joined the regional TDM Network in March 2010

TDM SERVICES

**RIDESHARE DELAWARE
APRIL - JUNE 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	432	561	N/A
Matchlists Sent	384	399	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Washington Applicants	3	4	N/A
GRH Baltimore Applicants	1	0	N/A
GRH RideShare Delaware	381	495	N/A
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

*RideShare Delaware joined the regional TDM Network in January 2011

TDM SERVICES

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

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	214	646	156
Matchlists Sent	562	529	304
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	151	646	95
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

*Hampton Roads Transit - Traffix joined the regional TDM Network in September 2009

Table 1

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

APRIL - JUNE 2011

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2010
Total applicants/info provided:	8,807	9,059	35,763
Rideshare applicants	3,258	3,115	12,444
Matchlists sent	6,799	6,486	24,140
Transit applicants/info sent	175	141	634
GRH applicants	3,058	3,387	12,903
Bike to work info requests	15	12	92
Telework info requests	14	22	106
Internet users	37,706	42,187	148,527
Internet applicants	6,035	5,749	21,791
New employer clients	119	33	213
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2010
Continued placements	829	792	3,166
Temporary/one-time placements	400	383	1,529
Daily vehicle trips reduced	291	278	1,111
Daily VMT reduced	8,547	8,172	32,647
Daily tons NOx reduced	0.0040	0.0038	0.0152
Daily tons VOC reduced	0.0020	0.0019	0.0077
Daily tons PM2.5 reduced	0.00010	0.00010	0.0004
Daily tons PM2.5 NOx reduced	0.0038	0.00361	0.01447
Daily tons GHG reduced	4.1063	3.9260	15.6850
Daily gallons of gas saved	430	411	1,640
Daily commuter costs saved	\$1,453	1,389	5,549

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 2011

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	18	7	12	37
ARLINGTON (COG)	22	5	53	80
ARTMA	18	8	11	37
BALTIMORE CITY	56	1	4	61
BMC	38	6	11	55
BWI BUSINESS PARTNERSHIP	54	2	211	267
COG	271	50	211	532
DISTRICT OF COLUMBIA	22	7	205	234
FDA	68	5	46	119
FAIRFAX COUNTY	156	93	1,210	1,459
FREDERICK	20	20	81	121
GW RIDE CONNECT	258	540	1,181	1,979
HARFORD	15	3	10	28
HOWARD	9	6	20	35
LINK	0	0	0	0
LOUDOUN	86	15	101	202
MTA	16	3	30	49
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	24	16	82	122
Countywide	94	39	288	421
Friendship Heights/Rockville	34	23	124	181
North Bethesda TMD	135	40	414	589
Shady Grove	32	5	67	104
Silver Spring	40	65	92	197
NIH	14	6	19	39
NATIONAL GUARD REDINESS CENTER	96	6	78	180
NSA - BETHESDA	9	1	8	18
NORTHERN NECK	0	2	0	2
NORTHERN SHENANDOAH	32	14	40	86
PRINCE GEORGE'S	69	210	10	289
PRTC	185	80	475	740
RAPPAHANNOCK-RAPIDAN	29	8	13	50
TRI - COUNTY	38	14	97	149
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	77	0	81	158
RIDESHARE DELAWARE	432	0	0	432
HAMPTON ROADS - TRAFFIX	214	0	1	215
TOTAL INPUT COMMUTER CONNECTIONS	1,958	1,300	5,204	8,462
TOTAL INPUT TDM NETWORK MEMBERS	723	0	82	805
TOTAL INPUT (CC + NETWORK)	2,681	1,300	5,286	9,267
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		3,258		

FY 2011

April - June 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
Employers Contacted (new) Site Visits (prospects)	0	0	200	0	1	0	102	0	0	1	0	0
Employers Contacted (follow-up)	0	0	543	0	7	0	772	297	0	1	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	0	3539	0	162	0	9966	0	0	10	0	0
Total Sales Meetings	0	0	12	0	2	0	52	1	0	4	0	0
Total Employers Contacted	0	0	4294	0	172	0	10892	298	0	16	0	0
New Level 1 TDM Programs	0	0	7	0	0	0	0	0	0	0	0	0
New Level 2 TDM Programs	0	0	0	0	0	0	94	0	0	0	0	0
New Level 3 TDM Programs	0	0	9	0	1	0	1	0	0	0	0	0
New Level 4 TDM Programs	0	0	1	0	0	0	2	0	0	0	0	0