QUARTERLY WORK PROGRAM PROGRESS REPORT
JULY – SEPTEMBER 2015

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2016 1ˢᵗ Quarter Progress Report PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in July 2015, August 2015 and September 2015) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

COG/TPB staff responded to technical support requests from Frederick, MD; Tri-County Council for Southern Maryland; US Food and Drug Administration and PRTC in VA; the Rideshare Program of Charlottesville, VA; and Rideshare Delaware.   A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

State TDM Work Group meetings were coordinated and held on July 14 and September 8ᵗʰ.

COG/TPB staff presented information on Commuter Connections program services at the DDOE employer roundtable on July 14.

COG/TPB staff spoke with Michael Baker International staff on the Northern Virginia TDM study on July 15th.

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on July 21st. Highlights from the meeting include:

- The appointment of a Subcommittee Vice Chair Nomination Committee
- A briefing on Clean Air Partners
- A briefing on the upcoming Employer Recognition Awards event
- A briefing on the Transportation Sector Group of the COG MSWG
- A briefing on the 2015 Annual Transit Forum

- A Briefing on Real Time Transit Information in the Washington Region
- A Briefing on the 2015 Car Free Day Event
- A presentation of the 4th Quarter FY 2015 CCWP budget report

COG/TPB staff participated in an I-66 Transit/TDM meeting conference call hosted by VDOT on July 22nd.

COG/TPB staff attended and participated on the Association for Commuter Transportation's (ACT's) annual conference in Baltimore, MD on July 26th and 27th.

COG/TPB staff coordinated and held four TDM Professional Development sessions on behalf of the Transportation Demand Management Institute (TDMI) during the ACT conference on July 26th.

COG/TPB staff coordinated and participated in a TDMI Board meeting during the ACT conference in Baltimore, MD on July 26th.

COG/TPB staff held a Commuter Connections Vice Chair Nominating Committee conference call meeting on August 19th.

COG/TPB staff coordinated and participated in an MPO TDM Peer Exchange conference call meeting on August 26th.

COG/TPB staff worked on securing a new Vice Chair for the Ridematching Committee.

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

- Announcement and approval of a new Committee Vice Chair, Holly Morello with PRTC
- Recognition of current chair, Karen Taylor with Northern Shenandoah Valley Regional Commission and change of chairs to Nancy Huggins, BWI Partnership
- Upcoming Fairs and Promotions
- TransIT Services & Social Media
- TDM System/SchoolPool/Special Events Update
- Client Site Status/Roundtable
- July 2015 TDM Resources Directory

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on September 15th. Highlights from the meeting included the following:

- Announcement and approval of a new Subcommittee Vice Chair, Fatemeh Allahdoust, VDOT
- Recognition of current chair, Jim Sebastian, DDOT and change of chairs to Adrienne Moretz, Frederick County TransIT
- A briefing on the 2014 Regional HOV Report
- A briefing on the Transportation Sector Group of the COG MSWG
- A Briefing on the 2015 Car Free Day Event
- A review of the FY2016 Regional TDM Evaluation Project

- A briefing on the development of the FY2017 Commuter Connections Work Program & Strategic Plan
- A review of the 2015 ACT International Conference held in Baltimore, MD
- Presentations of the FY 2015 4th Quarter CCWP budget, 4th Quarter Progress and FY 2015 CCWP Annual Reports

COG/TPB staff developed a timeline and outline for the FY 2017 Commuter Connections Work program. Work also began on drafting the FY 2017 Work Program.

B. Transportation Information Services

COG/TPB staff provided commuter travel information on alternatives to the general public by telephone, website, electronically and through printed information. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address (ridematching@mwcog.org) and the queued commuters in the TDM System. Statistics on this project are available by viewing the various tables at the end of this report.

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued running, auditing, and printing reports for the monthly purge process, the biweekly end user reports, and the vanpool incentives programs reports. At the end of September 2015, COG and its members were serving 17,905 commuters registered in ridematching. This is an increase of 913 over the prior quarter's 16,992. This figure shows a year over year increase of 1048 from 16,857 at the end of September 2014.

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ridematching coordinators, and making database backups.

During the quarter, COG/TPB staff conducted nine meetings with Media Beef. Staff met with the software development contractor on July 13th and 27th, August 3rd, 17th, and the 31st, and September 8th, 14th, 21st, and 28th. Meeting participants discussed the status of the upgrades of the regional TDM Software system and SchoolPool. Discussion centered primarily on the move to the latest version of Oracle and Wildfly. We also touched on creating a better user experience when searching for employers and improving the accuracy of the search results, enhancements and fixes related to customizing the application's web pages for employers, logging commutes using mobile devices, providing the number of possible pool matches by zip code to other web applications, the Quick Match web service, and improving ridematching algorithms.

Over the last three years, the web server software and database software on which the TDM System depends have undergone significant changes. Red Hat has released JBoss 8 (now called Wildfly) and Oracle has released Oracle Database 12c. In order to keep the

regional TDM software products current and secure, COG/TPB staff worked with Mead Beef to build and deploy a whole new TDM system. The new TDM system was made available for public use on September 4.   The hardware and operating system were upgraded.   The database was changed to the latest version, from Oracle 11g to Oracle 12c.   The latest version of the web server software, Wildfly 8 also was put into operation. Media Beef supplied documentation on how the new Wildfly web server was set up. The new server will be leveraged to handle the TDM system, SchoolPool, and Reach A Ride. After all this was deployed and running, there was some debugging to do. The server's logging rules were reconfigured and some speed improvements were made. There is a bit more to do in the debugging realm, and so COG/TPB staff continued to work on a problem that surfaced after the new system was operational. If an administrator user lets his session time out, the next time (s)he tries to put a new commuter record into the database, the code does not execute quite as it should, and the generated commuter ID is incorrect. Media Beef is working on a fix to the way the program handles a session that has timed out.

COG/TPB staff worked with Media Beef and the Dulles Area Transportation Association to design, code, test, deploy and operate software for the 2015 Live More Commuter Challenge. The goal of the challenge is to encourage people to "live more by commuting less." Commuters sign up for the Live More Challenge using the TDM web site and then log their commuting trips in the system using customized web pages. The Challenge functions much like the Alexandria Commuter Challenge produced last winter. The software was deployed in late September. Commuters began using it immediately to set up their accounts and take a short survey regarding their commuting habits.

COG/TPB staff continued work on optimizing the list of the region's employers that is used by the software when a commuter account is created. Part of the registration process is for commuters to enter data about their employers. To prevent duplicate employer records, the software presents the commuter with a list of choices based on his input. If the commuter's employer is not on this dynamically computed list, (s)he can enter data for a new employer record. It is important to compute a meaningful and helpful list for the commuter because reducing duplicate employer records makes reporting less difficult. Since new records are entered into the system every day, they will need to be reviewed on an ongoing basis.

 Changes to the way the TDM system sends email to commuters had to be made as well, especially for Delaware and Charlottesville. Testing and debugging the new process was completed during the quarter. The new method works reliably, but it is slower.   More changes are expected next quarter, primarily in the area of speed improvements.

D. Commuter Information System

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. Staff received new NAVTEQ Streets data and made updates to the Commute Options interactive map. The current version is a mashup of

data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. To view this map, visit http://maps.mwcog.org.

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

II.   REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

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

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

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

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of July and September, there were 809 GRH applications received. A total of 753 applicants were registered (736 new applicants and 17 previous "one-time exception" users) and 1,554 commuters were re-registered. During the same time period, the GRH program provided 503 GRH trips. Eighteen (18) of these trips were "one-time" exceptions accounting for 4% 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 September 30th, a total of 9,488 commuters are currently registered in the GRH database.

COG/TPB staff continued to monitor the Guaranteed Ride Home program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

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

COG/TPB staff continued searching for a ride provider in Southern Maryland.

COG/TPB staff met with Diamond Transportation Services staff on September 30th to discuss the status of the Washington DC metropolitan region's Guaranteed Ride Home program.

III. MARKETING

A. TDM Marketing and Advertising

COG/TPB staff processed incoming applications from the regional direct mailer sent in June.

The summer newsletter was created and distributed to the regional employer database, Committee members, TDM stakeholders, and also made available online. The federal ETC update was distributed in PDF form to the federal ETC community through GSA, and placed onto the Federal ETC website. The fall newsletter timeline schedule and article suggestions were developed.

Gabriel Ortiz from the City of Alexandria was recognized with a plaque for his role as Chair of the FY15 Regional TDM Marketing Group and Meredyth Jensen from goDCgo was installed as the FY16 Chair. Jeannie Fazio from the Maryland Transit Administration will serve as Vice Chair for FY16. The FY16 marketing workgroup was formed and includes Mark Sofman, Montgomery County Commuter Services; Gabriel Ortiz, City of Alexandria; and Antoinette Rucker, WMATA.

Bi-weekly conference calls were held with ODonnell Company and its subcontractors between July and September 2015 to discuss work program activities for the FY16 regional TDM Marketing campaign. In addition, COG/TPB staff maintained daily correspondence with the marketing contractor. The FY16 Marketing Communications Plan and Schedule was posted to SharePoint for an open comment period and was subsequently finalized. Updates to the Regional TDM Resource Guide and Strategic Marketing Plan were made.   COG/TPB staff provided GRH Rewards coupons to commuters who renewed their GRH membership.

The fall media buy to launch in October, and earned media plan were approved. The media plan calls for Rideshare to encompass a mix of news, music, and Hispanic radio stations; television (NBC4 and DCW50); and social media, including an entry into Instagram. GRH will include news and music radio stations. All TV and radio advertising will re-run spots from previous campaigns. COG/TPB staff processed media and other invoices related to the regional TDM Marketing campaign.

Creative concepts for the all new FY16 spring regional TDM marketing campaign were developed and feedback was solicited from the marketing workgroup. The workgroup selections receiving to top ranking were "Baby" for the Guaranteed Ride Home theme, and "It's never too early" for Rideshare.

Call volumes and web site visits were monitored for each month during the quarter; administrative support was provided for Bulletin Board members, activity was engaged was on social networking sites, and updates were made to the Commuter Connections web site.

A value-add promotion took place on September 2nd in collaboration with Comcast Sports Net, where Washington Capitals player, Karl Alzner participated in carpool. The winner and her carpool members commuted with the pro-hockey defenseman in a

limousine. A cameraman followed along for the ride and the segment was aired on Sports Talk Live. Commuter Connections received several mentions during the broadcast.

COG/TPB staff met with Metropia representatives on July 8th to discuss the flex-time incentive initiative.

A meeting was held with Clean Air Partners and their advertising contractor on July 8th to discuss Commuter Connections' sponsorship. On July 27th, COG/TPB staff along with representatives from Washington Gas, AAA, and Clean Air Partners were part of a TV taping to appear on "Good Morning Washington." The signage held during the filming included the Commuter Connections logo.

A Regional TDM Marketing Group meeting was held on September 15th. Highlights from the meeting included presentations on Commuter Connections' regional TDM marketing activities, and Fairfax County's SmartBenefits Plus50 program. Other agenda items included the change of Chairpersons, the FY 2016 marketing workgroup, FY16 Draft Resource Guide and Strategic Marketing Plan, and a roundtable discussion from each of the meeting participants on local TDM marketing activities. Final documents were issued for both the 2nd Half FY15 Regional TDM Marketing Campaign summary and the FY16 Marketing Communications Plan and Schedule.

COG/TPB staff attended commuter transportation fairs at:

- Golden Triangle BID's Farragut Friday's August 28.
- Fairfax County Government Center September 22
- University of Maryland September 22
- Live More Block Party September 24th

COG/TPB staff continued to update the CC website with news articles, publications, construction projects, press releases, and upcoming events. To promote Car Free Day, COG/TPB staff replaced the Ridematching application portal on the CC homepage with the Car Free Day banner and link to the Car Free Day website. COG/TPB staff changed the Featured Member of the Month on the CC website. COG/TPB staff uploaded 3 Employer case studies to the Commuter Connections website. COG/TPB staff redesigned the Employer Awards webpage on the Commuter Connections website to improve the look and feel of the page.

COG/TPB staff updated the CC Facebook page with new content and updates with associated hashtags. COG/TPB staff uploaded a video of the Karl Alzner contest winner to the CC YouTube channel and shared the video on the CC social media outlets. COG/TPB staff uploaded Employer Awards video to YouTube channel and added strategic keywords to metadata to improve SEO results.

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

B. Bike to Work Day

The Bike to Work Day web site and social media pages were updated with bicycle raffle winner photos and photos from the Bike to Work Day Employer Challenge luncheon held at the University of Maryland. The remainder of outstanding cash donations from sponsors were received. Marketing material images and content were included into the 2015 Bike to Work Day event report. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB staff posted status updates as need and responded to social media user inquiries.

A Bike to Work Day Steering Committee meeting was held on September 9th. Adrienne Moretz from Frederick County TransIT Services was recognized with a plaque for her role as Chair of the FY15 Bike to Work Day Steering Committee and George Phillips from Prince William County was installed as the FY16 Committee Chair. Other agenda topics for the meeting included a 2015 event slideshow, a briefing on the 2015 employer challenge event, pit stop manager event recaps, and presentation of the 2015 BTWD draft event report.

COG/TPB staff established May 20, 2016 as the next Bike to Work Day. COG/TPB staff added the photo and description of one of the 2015 event's bicycle raffle winner. COG/TPB staff continued to monitor website activity and computer code to maintain accurate website functionality. COG/TPB staff posted status updates as needed and responded to social media user inquiries.

C. Employer Recognition Awards

Thank you letters were sent out to speakers from the June 2015 awards event held on June 30th at the Grand Hyatt. The awards video, program booklet, winner seals and photos were posted to the Commuter Connections web site, YouTube and Facebook.

Program booklets from the awards ceremony were distributed to TPB members at their July meeting.   All vendor invoicing was finalized and the 2015 Employer Recognition Award winners were featured in the Commuter Connections Summer 2015 newsletter.

D. 'Pool Rewards

Media invoices were processed from the FY 2015 'Pool Rewards spring marketing campaign. Planning occurred with the marketing contractors for the fall media buy.

Reviewing, processing, and registering of eligible 'Pool Reward applicants for both carpools and vanpools continued. Trip logging was monitored for program participants and payments were processed for both carpools and vanpools.

E. Car Free Day

An all new Car Free Day poster was created, printed and delivered to network members. The poster took a team approach with the message "Join a team that fits your mobility best." The call to action directed people to carfreemetrodc.org to take the team pledge.

COG/TPB staff briefed the TPB Technical Committee and TPB Steering Committee on Car Free Day activities on July 10th. A Car Free Day 2015 proclamation signing took place at the July TPB meeting. Phil Mendelson, TPB Chair, and District of Columbia Councilmember signed an enlarged proclamation. A photo of the signing was placed onto the Car Free Day web site and social media. Several jurisdictions adopted Car Free Day proclamations of their own.

Car Free Day Steering Committee meetings were held on July 8th and September 9th. The meetings provided a forum for planning, reporting, discussion, and feedback regarding the event web site, poster, radio script, proclamation, transit signage, text messaging, and press releases. At the September meeting, Jonathan Bollhoefer from Arlington Transportation Partners was recognized with a plaque for his role as Chair of the FY15 Car Free Day Steering Committee, and Nate Graham from goDCgo was installed as the FY16 Committee Chair.

An all new responsive website was created for Car Free Day 2015 launched in mid-August. The WordPress website contained enhanced functionality including a real time leaderboard displaying pledges by team.   Emails blasts were sent out to employers and past Car Free Day participants. Text messages were sent to those who opted in, prompting them to encourage friends to pledge.

COG/TPB staff participated in a conference call with the contractors on July 17th to discuss earned media opportunities for Car Free Day. Media releases built momentum, beginning with a calendar listing one month prior to the event, and continuing with two press releases, each focused on a different benefit of participation. COG's Office of Communications and contract staff coordinated media pitching followed the distribution of each release, with direct contact with media outlets throughout the region. The publicity team secured interviews and encouraged media outlets to place Car Free Day news stories. A total of 41 known placements appeared in newspapers, radio, television, newsletters and blogs, including the Washington Post, WTOP, WMAL and WUSA9.

Draft radio scripts were developed and presented to the Steering Committee and revised, based on feedback. Voiceover talent was selected for the radio ad and a 30 second commercial was produced. The spot aired several weeks leading up to through the event on WASH, WBIG, WTOP and WIHT.

Bus signage was secured for Car Free Day from several jurisdictions; artwork was created reflecting the poster graphics and then printed, shipped, and installed at the various transit properties. Signage appeared on Montgomery County Ride On, Metrobus, Arlington Transit, and on Prince George's bus shelters. A complimentary internet banner ad was also created for placement onto the Metro website.

The Capital Area Car Free College Campus Challenge was created as a friendly competition to generate a buzz about Car Free Day on college campuses in the region. COG/TPB staff and contractor participated in a conference call on July 28th to discuss the College Campus outreach. Eight universities encouraged their students, faculty and

administration to take the Car Free pledge. They included Georgetown University, George Washington University, University of Maryland, George Mason University, American University, Northern Virginia Community College, Howard University, and University of the District of Columbia. With 86 percent of the pledges, Georgetown won by a landslide.

Donated prizes were offered as incentives to people pledging to go car free or car-lite. Businesses and organizations who donated goods or services gained exposure and were associated with a cause that contributed to the betterment of the region's traffic congestion and air quality. Sponsors included BicycleSPACE, Bike and Roll DC, goDCgo (Capital Bikeshare), KIND Healthy Snacks, Mellow Mushroom, Six Flags, Tri-County Council for Southern Maryland, VRE passes, and WMATA.

Commuter Connections' network members hosted numerous events and promotions to celebrate the trial of and use of car-free alternatives. Jurisdictions that participated with an event or promotion were Arlington, Fairfax, Frederick, Loudoun, Montgomery, Prince George's, and Southern Maryland Counties, and the City of Alexandria. Stickers were made, each of six reflected a different team transportation mode, and given to the jurisdictions for distribution to Car Free Day participants.

A total of 3,442 people took the pledge to go Car Free or Car-Lite on September 22. The breakdown by mode is as follows: Team Bike 35%, Team Rail 22%, Team Bus 17%, Team Walk 13%, Team Telework 8%, and Team Pool 5%. The SOV group consisted of 25% of those who pledged and reduced 17,596 vehicle miles. Pledges were made by residents of Virginia 36%, Maryland 31%, District 32%, and Other 1%.

COG/TPB staff established the live version of the Car Free Day website at carfreemetrodc.org that was changed to WordPress format. COG/TPB installed a premium theme to enhance website functionality and improve the look of the website. COG/TPB staff arranged website content and color scheme to match overall branding guidelines. COG/TPB staff added new sponsors to the sponsor page. COG/TPB staff added new events, promotions, and prizes to the website as needed. COG/TPB staff installed a sliding bar scale to track the percentages of participants who chose one of the six options for going car free/car lite. COG/TPB staff uploaded the Clean Air Partner's car free video to the CFD website and social media outlets. COG/TPB staff collaborated with American Eagle to ensure technical integrity of the new website.

Social media accounts were updated to reflect graphics from the 2015 poster. Facebook postings and tweets were placed on a regular basis to keep the Car Free Day event relevant and to garner more friends and followers. Likes on the Car Free Day Facebook page increased from 3,872 to 4,008, up 3.5 percent since last year's event; and the number of followers on the Car Free Day Twitter page increased from 449 to 543, up 21 percent. The following hashtags were created for the various teams: #TEAMBUS, #TEAMRAIL, #TEAMPOOL, #TEAMBIKE, #TEAMWALK, and #TEAMTELEWORK. A promotional video was filmed with the Steering Committee Chair for use on social media.   In addition, a paid ad was placed on Facebook.

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

COG/TPB staff collaborated with O'Donnell Company on alterations and implementations of creative elements. COG/TPB staff collaborated with American Eagle to ensure technical integrity of the new Car Free Day website.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In July, COG/TPB staff worked on executing a contract with LDA Consulting, the selected vendor from the Request for Proposals released on the regional TDM Evaluation project. The Employer Outreach third quarter conformity verification statement was finalized and presented at the July 21st Employer Outreach Committee meeting and staff continued to work on the report for the fourth quarter of FY2015. Monthly Employer Outreach sales activity reports were received from Arlington County. Outstanding reports are expected from Montgomery, Prince William, Prince George's, Frederick, Loudoun, and Fairfax

Counties as well as the City of Alexandria, the District of Columbia, and Tri-County Council.

In August, COG/TPB continued to work on Employer Outreach conformity verification statement report for the fourth quarter of FY2015. Monthly Employer Outreach sales activity reports were received from Arlington County. Outstanding reports are expected from Montgomery, Prince William, Frederick, Fairfax, Prince Georges and Loudoun Counties as well as the City of Alexandria, the District of Columbia, and Tri-County Council.

A kick-off meeting with the TDM Evaluation project contractors was held on August 28th.

In September, COG/TPB staff met with the consultants on September 2nd to discuss the updates to the TERM Analysis Framework Methodology document for the FY 2015 – 2017 data collection period.   COG/TPB staff also held a meeting with the consultants on September 3rd to discuss the survey methodology for the 2016 State of the Commute and Guaranteed Ride Home Applicant survey as well as the Retention Rate survey.

COG/TPB staff met with the consultants on September 23rd to discuss the 2016 Retention Rate survey respondent sampling plan. Staff produced documentation of the

Commuter Connections ridematching database structure and provided that documentation to LDA Consulting and CIC Research.

COG/TPB continued work on the Employer Outreach conformity verification statement report for the fourth quarter of FY2015 and began work on the FY 2016 1st quarter conformity verification statement. Monthly sales activity reports were received from Arlington County. Outstanding reports are expected from Montgomery, Prince William, Frederick, Fairfax, Prince Georges and Loudoun Counties as well as the City of

Alexandria, the District of Columbia, and Tri-County Council.

B. Program Monitoring and Tracking Activities

COG/TPB staff prepared and completed the June 2015 CCWP Monthly Executive Summary Report as well as the July and August 2015 reports. COG/TPB staff began work and produced and distributed the FY 2015 CCWP Annual Progress Report. The FY 2015 4th Quarter CCWP Progress report was also prepared and distributed.

COG/TPB staff began working on the 2015 Bike to Work Day event report and the first draft of the report was issued in September during the Bike to Work Day Steering Committee meeting on September 9th.

The effectiveness of advertising campaigns were tracked through call volumes and internet visits. This information was made available as part of the FY15 Second Half Marketing Campaign Summary final report issued at the September 15th Regional TDM Marketing Group meeting. Based on Committee feedback, modifications were made thereafter to include advertising impressions. The report was completed later that month.

The GRH Customer Satisfaction Survey was sent via email link to Washington commuters who used GRH from July through September 2015. Commuters without an email address were sent a hard copy version of the survey. COG/TPB staff also began reviewing the FY 2015 GRH Customer Satisfaction data received in order to prepare the GRH Customer Satisfaction survey report.

In July, Final data was collected for the 4th quarter Employer Outreach conformity verification statement and preliminary Employer Outreach data was collected for the first quarter of FY2016.

In August, preliminary data continued to be collected for the first quarter of FY2016 for the Employer Outreach conformity verification statement.

In September, Employer Outreach data continued to be collected and reviewed for the first quarter of FY2016 for the conformity verification statement. COG/TPB staff met with VHB representatives on September 10th to discuss the Employer Survey archives database and survey processing project.

V. EMPLOYER OUTREACH

1.   Regional Component Project Tasks

a) Regional Employer Database Management and Training

COG/TPB staff coordinated with the COG/ITS staff on ACT! server issues and updated the field names to reflect current TERM analysis period. A data sweep was conducted during the weeks of July 13, August 11, and September 17.

b) Employer Outreach for Bicycling

COG/TPB staff distributed bicycle guides at various events throughout the quarter. In August, COG/TPB staff continued work on the Walkwise presentation materials. In September, COG/TPB staff participated in a conference call with the NBTMD staff as well as the Montgomery County bicycle pedestrian coordinator for the Walkwise presentation.

2.   Jurisdictional Component Project Tasks

a) MD Local Agency Funding and Support

Throughout the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions. COG/TPB staff worked on contract amendments for Frederick County and Tri-County Council for Southern Maryland. FY 2016 Scopes of Work were pending from Montgomery and Prince George's counties.

b) DC, MD, and VA Program Administration

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff facilitated the July 21st Employer Outreach committee meeting. Topics covered were:

- Conformity Verification statements for 3rd and 4th Quarter FY2015
- Employer case studies
- Training update
- Worksite Electric Car Charging Stations and TERM Evaluation
- Telework!VA Program Update
- Walkwise update

Also in July, COG/TPB staff met with Cornell University's TDM coordinator to discuss program background. COG/TPB staff worked with vendors to update and print the LEED, and Carbon Footprint brochures.

In August, COG/TPB staff continued to compile a list of potential employers for FY 2016 case studies. The updated LEED and Carbon Footprint brochures were made available for distribution. COG/TPB staff began working on formulating the TDM sales training session which would be held in September. In September, COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions, one

request was referred to VDOT. COG/TPB staff helped coordinate the September 29 training session on surveys. The session was well attended and well received.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Customer Satisfaction Survey was sent via email link to Baltimore commuters who used GRH from July through September 2015. Commuters without an email address were sent a hard copy version of the survey. COG/TPB staff began reviewing the FY 2015 GRH Customer Satisfaction data received in order to prepare the GRH Customer Satisfaction survey report.

The GRH Baltimore program continued to enroll new applicants during July through September 2015. The program has now been operational for five years.

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

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

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

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

COG/TPB staff held a meeting with the consultants on September 3rd to discuss the survey methodology for the 2016 Baltimore Guaranteed Ride Home Applicant survey.

B. Process Trip Requests and Provide Trips

Between the months of July and September 2015, there were 30 GRH Baltimore applications received. 29 commuters were registered during this period while 88 commuters were re-registered. During the same time period, the GRH program provided forty-seven (47) GRH trips. Two (2) of these trips were "one-time" exceptions accounting for 4% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Overtime" and "Family Emergency." As of September 30, 2015, a total of 674 commuters are currently registered in the GRH Baltimore program.

COG/TPB staff met with Diamond Transportation Services staff on September 30th to discuss the status of the Washington DC metropolitan region's Guaranteed Ride Home program. COG/TPB staff also continued to work on identifying a GRH Ride provider in Southern Maryland.

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
July - September 2015

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2015
Total applicants/info provided:	5,743	7,920	5,743
Rideshare applicants	2,389	3,050	2,389
Matchlists sent	3,007	3,139	3,007
Transit applicants/info sent	92	104	92
GRH applicants	2,307	2,200	2,307
Bike to work info requests	12	10	12
Telework info requests	8	17	8
Internet users	45,269	44,139	45,269
Internet applicants	4,933	5,146	4,933
New employer clients	226	289	226
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2015
Continued placements	845	1,078	845
Temporary/one-time placements	122	156	122
Daily vehicle trips reduced	468	597	468
Daily VMT reduced	12,823	16,371	12,823
Daily tons NOx reduced	0.0049	0.0063	0.0049
Daily tons VOC reduced	0.0026	0.0033	0.0026
Daily tons PM2.5 reduced	0.00016	0.00020	0.00016
Daily tons PM2.5 NOx reduced	0.0053	0.0068	0.0053
Daily tons GHG reduced	6.3558	8.1144	6.3558
Daily gallons of gas saved	644	823	644
Daily commuter costs saved	$2,180	2,783	2,180

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

TDM SERVICES

REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	142	93	138
Locals Rideshare Apps (New and Re-apps)	2,847	2,957	2,375
Matchlists Requested	2,970	3,139	3,503
Transit Applicants/Info Sent	92	104	85
GRH Washington Applicants	809	863	1,011
GRH Washington Rides Provided	503	649	503
GRH Baltimore Applicants	30	76	91
GRH Baltimore Rides Provided	47	53	39
Telework Info Requests	8	17	12
Phone/Fax	0	0	0
Internet	4,933	5,146	4,990
Employer Applicants	0	0	0
Total Hits on website	45,269	44,139	32,279

TDM SERVICES

ALEXANDRIA
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	14	14
Matchlists Sent	21	62	72
Transit Applicants and Info Sent	0	6	0
GRH Washington Applicants	13	23	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	3	0
Employers Contacted (New)- Phone	1	2	5
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	146	40	445
Employers Contacted (Follow up)- Visit	7	5	1
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	1	3
Level 2	0	0	0
Level 3	1	2	3
Level 4	0	0	0

TDM SERVICES

ARLINGTON
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	12	16
Matchlists Sent	38	50	51
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	13	18	29
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	32	18	13
Employers Contacted (New)- Visit	42	23	28
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,857	1,326	1,298
Employers Contacted (Follow up)- Visit	48	91	26
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	10	2	10
Level 2	3	2	1
Level 3	14	12	3
Level 4	5	0	1

TDM SERVICES

ANNE ARUNDEL
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	17	15
Matchlists Sent	72	56	51
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	21	30	45
GRH Baltimore Applicants	1	2	5
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BALTIMORE CITY
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	7	3
Matchlists Sent	8	28	6
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	6	17	16
GRH Baltimore Applicants	3	12	7
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	12	7
Matchlists Sent	9	53	15
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	14	17	7
GRH Baltimore Applicants	2	10	7
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BWI BUSINESS PARTNERSHIP
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	10	2
Matchlists Sent	14	37	5
Transit Applicants and Info Sent	0	10	0
GRH Washington Applicants	2	3	2
GRH Baltimore Applicants	10	31	8
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

COG - DC/DE/PA/WVA/VA
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	119	69	114
Matchlists Sent	233	167	230
Transit Applicants and Info Sent	2	0	5
GRH Washington Applicants	51	46	103
GRH Baltimore Applicants	6	9	21
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	73	0	9
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	533	0	236
Employers Contacted (Follow up)- Visit	8	0	5
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	11	0	2
Level 2	10	0	3
Level 3	6	0	2
Level 4	1	0	1

TDM SERVICES

DATA
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	14	**N/A
Matchlists Sent	29	38	**N/A
Transit Applicants and Info Sent	0	0	**N/A
GRH Washington Applicants	0	0	**N/A
GRH Baltimore Applicants	0	0	**N/A
Telework Information Requests	0	0	**N/A
Employers Contacted (New)- Phone	*See FFX	**N/A	**N/A
Employers Contacted (New)- Visit	*See FFX	**N/A	**N/A
Employers Contacted - Number of Potiential (New)	*See FFX	**N/A	**N/A
Employers Contacted (Follow up)- Phone	*See FFX	**N/A	**N/A
Employers Contacted (Follow up)- Visit	*See FFX	**N/A	**N/A
Employers Contacted - Number of Potiential (Follow up)	*See FFX	**N/A	**N/A
New TDM Programs Established			
Level 1	*See FFX	**N/A	**N/A
Level 2	*See FFX	**N/A	**N/A
Level 3	*See FFX	**N/A	**N/A
Level 4	*See FFX	**N/A	**N/A

*See FFX - EO numbers reported under Fairfax County

**N/A - DATA joined the Commuter Connections network in April 2014

TDM SERVICES

FAIRFAX
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	76	93	139
Matchlists Sent	243	391	546
Transit Applicants and Info Sent	10	3	4
GRH Washington Applicants	90	98	115
GRH Baltimore Applicants	0	1	0
Telework Information Requests	3	0	1
Employers Contacted (New)- Phone	37	36	13
Employers Contacted (New)- Visit	0	11	20
Employers Contacted - Number of Potiential (New)	9	0	0
Employers Contacted (Follow up)- Phone	655	518	452
Employers Contacted (Follow up)- Visit	22	16	25
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	0	0
Level 2	0	0	0
Level 3	4	0	6
Level 4	6	0	3

TDM SERVICES

FDA
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	108	10	24
Matchlists Sent	246	35	137
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	71	51	50
GRH Baltimore Applicants	0	0	8
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	44	61
Matchlists Sent	204	210	183
Transit Applicants and Info Sent	5	2	2
GRH Washington Applicants	26	27	35
GRH Baltimore Applicants	1	1	3
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	0	19	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	46	0
Employers Contacted (Follow up)- Visit	0	2	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	192	249	263
Matchlists Sent	79	142	273
Transit Applicants and Info Sent	1	4	6
GRH Washington Applicants	93	119	94
GRH Baltimore Applicants	0	1	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	6	1
Matchlists Sent	37	14	6
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	4	5
GRH Baltimore Applicants	3	2	15
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	14	17
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	34	17	26
GRH Baltimore Applicants	1	1	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	59	57	56
Matchlists Sent	200	250	172
Transit Applicants and Info Sent	5	0	0
GRH Washington Applicants	56	59	76
GRH Baltimore Applicants	0	0	2
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	3	0	21
Employers Contacted (New)- Visit	3	0	4
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	107	0	136
Employers Contacted (Follow up)- Visit	10	0	4
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	1
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	3	8
Matchlists Sent	6	15	3
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	5	5	0
GRH Baltimore Applicants	2	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BETHESDA TRANSPORTATION SOLUTIONS
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	25	18
Matchlists Sent	1	13	15
Transit Applicants and Info Sent	10	6	23
GRHWashington Applicants	0	5	6
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	2	2
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

MONTGOMERY COUNTY
COUNTYWIDE
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	37	36	44
Matchlists Sent	156	145	144
Transit Applicants and Info Sent	7	5	10
GRH Washington Applicants	48	41	44
GRH Baltimore Applicants	0	0	3
Telework Information Requests	1	9	2
Employers Contacted (New)- Phone	68	42	476
Employers Contacted (New)- Visit	23	32	40
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	3,141	621	812
Employers Contacted (Follow up)- Visit	51	82	61
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	2	18
Level 2	7	35	4
Level 3	1	1	2
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 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	3	3
Matchlists Sent	1	3	14
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	2	3
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

TRANSPORTATION ACTION PARTNERSHIP
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	60	160	48
Matchlists Sent	78	137	75
Transit Applicants and Info Sent	27	54	14
GRH Washington Applicants	10	2	0
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	0	162
Matchlists Sent	4	4	2
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	5	10
Matchlists Sent	10	35	16
Transit Applicants and Info Sent	1	0	4
GRH Washington Applicants	10	8	7
GRH Baltimore Applicants	0	0	3
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

NATIONAL INSTITUTES OF HEALTH (NIH)
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	1	4
Matchlists Sent	6	1	23
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	9	7	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

NATIONAL GUARD REDINESS CENTER
JULY - SEPTEMBER 2015

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

TDM SERVICES

NORTHERN NECK
JULY - SEPTEMBER 2015

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

TDM SERVICES

NORTHERN SHENANDOAH
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	20	21
Matchlists Sent	80	58	97
Transit Applicants and Info Sent	5	1	0
GRH Washington Applicants	11	10	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

PRINCE GEORGE'S
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	49	53	53
Matchlists Sent	151	152	91
Transit Applicants and Info Sent	3	4	5
GRH Washington Applicants	28	46	41
GRH Baltimore Applicants	1	2	3
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	30	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	135	149	176
Matchlists Sent	838	712	1,019
Transit Applicants and Info Sent	9	2	4
GRH Washington Applicants	124	131	166
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	92	72
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	48	34	34
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	13	19
Matchlists Sent	58	91	127
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	12	10	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

TRI-COUNTY
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	56	27	40
Matchlists Sent	150	202	130
Transit Applicants and Info Sent	1	1	2
GRH Washington Applicants	54	65	96
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	3	1
Employers Contacted (New)- Phone	12	1	4
Employers Contacted (New)- Visit	0	1	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	8	47	4
Employers Contacted (Follow up)- Visit	3	5	6
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	4	7
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

CHARLOTTESVILLE
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	49	39	54
Matchlists Sent	95	53	102
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	49	51	54
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

RIDESHARE DELAWARE
JULY - SEPTEMBER 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	971	452	595
Matchlists Sent	372	225	291
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	10	0	13
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	961	359	581
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

*RideShare Delaware joined the regional TDM Network in January 2011

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
JULY - SEPTEMBER 2015

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	4	2	8	14
ARLINGTON (COG)	11	4	14	29
ARTMA	21	5	5	31
BALTIMORE CITY	4	1	2	7
BMC	6	1	0	7
BWI BUSINESS PARTNERSHIP	5	1	10	16
COG	99	15	62	176
DATA	11	0	0	11
DISTRICT OF COLUMBIA	20	8	73	101
FDA	108	56	10	174
FAIRFAX COUNTY	76	32	120	228
FREDERICK	33	69	163	265
GW RIDE CONNECT	192	366	872	1,430
HARFORD	5	4	2	11
HOWARD	14	4	6	24
LINK	0	0	2	2
LOUDOUN	59	9	48	116
MTA	3	3	0	6
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	10	23	50	83
Countywide	37	20	146	203
Friendship Heights/Rockville	0	0	8	8
North Bethesda TMD	60	99	338	497
Shady Grove	2	5	8	15
Silver Spring	22	20	107	149
NIH	2	2	7	11
NATIONAL GUARD REDINESS CENTER	1	1	2	4
NORTHERN NECK	1	0	1	2
NORTHERN SHENANDOAH	19	6	8	33
PRINCE GEORGE'S	49	1,015	7	1,071
PRTC	135	47	179	361
RAPPAHANNOCK-RAPIDAN	17	6	6	29
TRI - COUNTY	56	83	139	278
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	49	0	33	82
RIDESHARE DELAWARE	971	0	0	971
TOTAL INPUT COMMUTER CONNECTIONS	**1,082**	**1,907**	**2,403**	**5,392**
TOTAL INPUT TDM NETWORK MEMBERS	**1,020**	**0**	**33**	**1,053**
TOTAL INPUT (CC + NETWORK)	**2,102**	**1,907**	**2,436**	**6,445**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**2,989**		

Technical Assistance to Local Agencies
July – September 2015

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
July 2015				
Frederick County	Wed 7/1/2015 10:16 AM	Mon 7/6/2015 3:33 PM	7/6/2015 3:33	Table 4a Results
TJPDC	Wed 7/1/2015 4:31 PM	Mon 7/6/2015 3:28 PM	Mon 7/6/2015 3:28 PM	Move Commuter to CC Database
Frederick County	Fri 7/17/2015 2:27 PM	Mon 7/20/2015 11:53 AM	Mon 7/20/2015 12:23 AM	Report Question
TJPDC	Fri 7/17/2015 3:04 PM	Mon 7/20/2015 12:07 PM	Thu 7/23/2015 10:51 AM	Move Commuter to CC Database
Frederick County	Thu 7/30/2015 8:22 AM	Tue 8/4/2015 9:37 AM	Tue 8/4/2015 9:37 AM	Table 4A Results
TJPDC	Fri 7/31/2015 4:53 PM	Tue 8/4/2015 2:54 PM	Tue 8/4/2015 2:54 PM	Move Commuter to CC Database
August 2015				
FDA	Thu 8/6/2015 10:09 AM	Fri 8/7/2015 4:30 PM	Mon 8/11/2015 12:55 PM	Report Request
TJPDC	Wed 8/12/2015 7:24 PM	Thu 08/13/2015 12:35 PM	Thu 08/13/2015 12:35 PM	Move Commuter to CC Database
RSDE	Mon 8/17/2015 3:39 PM	Tue 8/18/2015 9:48 AM	Tue 8/18/2015 9:48 AM	Report Question
RSDE	Fri 8/21/2015 3:51 PM	Fri 8/21/2015 3:51 PM	Fri 8/21/2015 3:51 PM	Introduction of New Project Manager
PRTC	Fri 8/28/2015 2:18 PM	Sun 8/30/2015 9:19 PM	Sun 8/30/2015 9:19 PM	Request for Ridematching Backup
September 2015				
RSDE	Fri 9/4/2015 9:20 AM	Fri 9/4/2015 2:42 PM	Fri 9/4/2015 2:42 PM	Connectivity Issues
PRTC	Tue 9/8/2015 10:41 AM	Tue 9/8/2015 10:54 AM	Tue 9/8/2015 10:54 AM	Connectivity Issues
TCCSM	Tue 9/8/2015 12:13 PM	Wed 9/9/2015 11:19 AM	Wed 9/9/2015 3:04 PM	Connectivity Issues
FDA	Thu 9/10/2015 1:24 PM	Thu 9/10/2015 4:22 PM	Thu 9/10/2015 4:22 PM	Commuter Registration Question
Frederick County	Fri 9/11/2015 2:19 PM	Fri 9/14/2015 10:22 AM	Fri 9/14/2015 10:22 AM	Table 4A Results

July to September 2015	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles
Employers Contacted (new) Site Visits (prospects)	5	13	9	13	0	4	476	0	72	4
Telework - NEW	0	0	0	0	0	0	0	0	0	4
Employers Contacted (follow-up)	138	938	236	452	0	81	1512	0	34	8
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	4
Total Broadcast Contacts Letters, Flyers, Newsletter	1101	7116	1687	2786	0	190	42390	0	115	182
Total Sales Meetings	1	54	5	45	0	18	101	0	0	6
Total Employers Contacted	1245	8121	1937	3296	0	293	44479	0	221	208
New Level 1 TDM Programs	3	10	2	0	0	0	18	0	0	7
New Level 2 TDM Programs	0	1	3	0	0	0	4	0	0	0
New Level 3 TDM Programs	3	3	2	6	0	0	0	0	0	0
New Level 4 TDM Programs	0	1	1	3	0	0	2	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0