COMMUTER CONNECTIONS®
A SMARTER WAY TO WORK

QUARTERLY WORK PROGRAM PROGRESS REPORT
APRIL – JUNE 2008

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

PROGRAM HIGHLIGHTS

I.   <u>COMMUTER OPERATIONS CENTER</u>

     A.   <u>Ridematching Coordination and Technical Assistance</u>

Staff began transitioning client sites from the old CCRS software to the new TDM System during the months of April 2008 – June 2008. Because of this transition, staff did not visit any client sites during this time. Commuter Connections staff continued to synchronize the old CCRS to the new TDM System. This Process was necessary because E-Communicator applications still flow through the old CCRS Software and GRH Management System before being loaded in the new TDM System. Because of this practice, Match Letters were still generated using the CCRS for all applicants who applied via the Commuter Connections website. Staff continues to email the Match Letters to those who requested it and sent Match Letters via US Mail to those who had not supplied an email address.

Staff plans to hold an additional training session on the new TDM System for client sites who were not able to attend the large group session at COG in March 2008. Additionally, COG Staff plans to hold another large group training session in the fall if interesting is demonstrated by the Ridematching Committee.

Staff began updating the July 2008 Commuter Connections Resource Directory and expects to have it available for download by the end of July 2008/beginning of August 2008.

The Commuter Connections Ridematching Committee met on June 17th, 2008. Base Technologies staff presented substantive changes to the new TDM System and COG Staff reviewed all issues to do with data and functionality before the committee. No issues were raised at this time by the group.

Staff worked with the National Capital Planning Commission to complete the final update of the National Capital Region's Federal Employee Transportation Coordinator (ETC) Handbook. A new PDF of the handbook was posted to the federal ETC web site.

A Commuter Connections Subcommittee meeting was held on May 20th. Highlights from the meeting included the following: a briefing on the results of the draft, FY2007 Bike To Work Day survey report, and update on the regional congestion management process, an update on Clean Air Partners, a briefing on regional travel trends, a briefing on Commuter

Connections' response to high gasoline prices, an update on the Car Free Day event planning, and the distribution of the third quarter budget report.

The State TDM Work Group met on April 8th, May 13th, and June10th. Staff worked to amend the FY 2008 CCWP through the TPB's Steering Committee on June 6th in order to fund the Car Free Day project.

Staff gave an overview presentation on Commuter Connections to the Bethesda Transportation Advisory Committee on April 18th. Staff attended an Association for Commuter Transportation (ACT) legislative conference on April 30th.

Staff attended the board meetings for ACT's Transportation Demand Management Institute (TDMI) and ACT on May 9th and 10th in Long Beach, CA. Staff met with the Bethesda Naval Medical Center on May 20th to discuss use and access to the Commuter Connections ridematching services. Staff gave a presentation on Commuter Connection's response to high gasoline prices to the TPB on May 21st.

Staff gave a general presentation on Commuter Connections to the Silver Spring Transportation Advisory Committee on June 12th. Staff gave a presentation on high gas prices on June 18th at the DATA Employer Roundtable event in Chantilly, Virginia.

B.   Transportation Information Services

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 this document.

C.   Transportation Information Software, Hardware, and Database Maintenance

Staff continued daily backup and maintenance processes for Commuter Connections Ridematching Software system and the FTP server.

Staff implemented a backup procedure for the new TDM system's Oracle database.

D.   Commuter Information System

GIS staff processed and exported geographic data from the current CCRS to the new TDM system.

E. TDM Software System Project

Work continued of the development and implementation of the regional web based TDM software. Activities for the quarter included the following:

GIS staff designed, developed, documented, and implemented procedures for moving commuter, employer, and geographic data from the current CCRS and GRH systems into the new TDM system. Staff furnished data to the contractor to load into the new system to keep it synchronized with the old CCRS.

The TDM system went "live" to client sites the first week of April. Administrators and ride matching coordinators began using the new system in production. A number of issues with reporting and commuters not being available were encountered. The ride matching application was successful however there was concern that matches did not coincide with matches from the legacy system. This was caused by a number of factors, all of which were addressed in the months of this report and are continually being addressed to ensure all requirements of the contract are met. The reporting modules were enhanced to add a custom report module. More training is needed on this. Daily data loads were provided to BTI for updates to the system since both systems were running in parallel. This caused some problems with data mismatches which BTI has since worked out and we are preparing for a final data dump and migration in July, during Phase III. The contractor continued work on the Bike Path application. Getting data is a useable form was a challenge. The key to a useful application is good data. BTI would like to continue work on the application to improve performance and would be happy to take on the task of cleaning data but additional funding would be needed in order to do so.

APRIL Accomplishments

- Application was deployed live to client sites
- Ridematching algorithm was changed again to add time filters and preference filters.
- Completed Access controls and site controls for outer jurisdictions.
- Continued programming of Bike Path routing application
- Employer Outreach Meeting – April 15, 2008
  - Demonstrated connectivity to the ACT system.
- Began daily data updates from the Legacy System
- Added a request for information screen to the application.
- Continued work on GRH module.
- Began programming the automatic JUR coding to new registrants
- Presented the site controls to Outer jurisdictions on April 30th.

MAY Accomplishments

- Worked through adminitrack issues and continued to make fixes.
- Focused on getting the GRH application ready for Diamond Transportation.
- Completed Access controls.
- Provided GRH training on May 13th to Diamond Transportation staff.
- Worked through some geocoding issues to fix problems with the API.
- Provided Demo of the Bike path application with Frederick Data on May 5th.
- Continued work on the ride matching application

JUNE Accomplishments

- Worked through adminitrack issues and continued to make fixes.
- Deployed the GRH module live to Diamond.
- Began coding park and ride and landmark lookup tables
- Added alternative commuter resources to the match letter.
- Added Park and ride lots and telework centers to the map interface.
- Added metro trip planner to the map interface
- Began reworking the ride match screen interface and employer search screen
- Presented to the Ridematching Committee on June 17th
- Decided on July 30th to go live to the public.
- Completed and deployed the bike path application to COG servers
  - The algorithm is still not optimized and it runs very slow
  - Data still needs serious clean up

Problems/Issues

A serious problem with Data migration and employer records was discovered by staff. Many commuters were not being linked to their correct employers. A conference call was scheduled to deal with the issues and a resolution was found. The problem was corrected and commuters were linked to their correct employers.

Many "neither/Neither" commuters were being matched. This is a major problem. BTI had the wrong preferences stored in the matching algorithm. This is has been corrected. BTI received an issue tracking spreadsheet with a list of problems encountered by client sites. All of these issues were or are being addressed.

II.   REGIONAL GUARANTEED RIDE HOME PROGRAM

A.   General Operations and Maintenance

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.

Staff processed cab and car rental invoices, and transit vouchers.

Staff monitored and maintained the GRH database and server. History records were purged to shrink the database and enhance performance.

B.   Process Trip Requests and Provide Trips

Between the months of April and June, there were 3,091 GRH applications received. A total of 2,004 applicants were registered (903 new applicants and 24 previous "one-time exception" users) and 1,077 commuters were re-registered. During the same time period, the GRH program provided 1,077 GRH trips.

Eighty-nine (89) of these trips were "one-time" exceptions accounting for eight percent (8%) of the total number of GRH trips provided. Personal illness accounted for the largest portion of the GRH trip reasons followed by unscheduled overtime. As of June 30, 2008, a total of 15,015 commuters are currently registered in the GRH database.

COG/TPB staff met with Diamond Transportation Services on May 30th to discuss provider issues and customer service complaints.

III.   MARKETING

A.   TDM Marketing and Advertising

Items included radio scripts and creative for coffee cup sleeves, web banners, gas pump toppers, and direct mail and bus shelters.

Interior GRH signage appeared on Frederick Transit buses and Alexandria DASH buses as well as magnets for VPSI vans.

Staff updated and replenished the GRH Brochures.

Distributed Winter and Spring 2008 Newsletters and Federal ETC inserts.

FY08 Spring Marketing Campaign Rollout Schedule:

campaign with a broad mix of radio stations. Eleven D.C. focused stations and five exurban stations were used during the campaign. Four 60-second radio spots were produced that focused on 'preservation' messages, two for the Guaranteed Ride Home 'Preserve your peace of mind', 'Preserve your productivity'; and two for the rideshare campaign, 'Preserve your time', and 'Preserve your pocket money'.

Rideshare Gas Pump Toppers continued to run through mid June - When commuters are paying at the pump they think about the price of gasoline. To exploit this unique opportunity to reach our target audience at the time they are most venerable to the message, the spring campaign included Gas Pump advertising. 120 convenience stores and gas stations in the Washington region carried the signage with an average of four ads per venue.

GRH and Rideshare web banners continued to run through the end of June. The internet portion of the spring campaign included rotating sizes of banner ads across the Red McCombs Media (RMM) network of websites geo-targeted to the Washington region. In addition to the RMM websites, Commuter Connections banners were served up on the top 42 news, business, weather and local media sites.

Bus shelters appeared in April 2008 at approximately fifty bus shelters in Prince George's and Montgomery counties and Washington, DC. Most commuters travel the same route every day, making it likely that they are viewing the same signs on bus shelters as they drive by. This made bus shelter advertising an affordable and effective means of providing frequency of message. Bus shelters were selected to target those who drive. This provides us with the opportunity to target specific shelters to maximize areas with a particular need for a boost in Guaranteed Ride Home or Ridesharing applications. An ancillary benefit was that bus patrons not already with the GRH program, we exposed to the message and were provided with the opportunity to sign up when enables them to stay in alternative modes for a longer period of time.

GRH bus interiors and van magnets continued to run through the end of June. This spring, GRH campaign messages were carried aboard DASH and TransIT buses and on commuter vanpools. This occurred through a partnership with Commuter Connection network members which included, Frederick County TransIT Services, The City of Alexandria and VPSI Inc. Free ad space was contributed by these Commuter Connections network members.

Commuter Connections Network Members Promotions - As part of the value added promotions, Commuter Connections members had the opportunity to receive free advertising from some of the radio stations that

were part of the regional TDM marketing campaign. Commuter Connections members were invited to use a portion of these radio spots to promote their local services or events. Network members who participated included, VDRPT for TeleworkVA!, Frederick Transit and DDOT for goDCgo.com.

Washington Nationals Baseball Broadcasts/3WT Radio Promotions - Commuter Connections partnered with 3WT Radio for a sponsorship package during the much anticipated opening week at the new ballpark in early April. The cost of the promotion included the 60 - second radio spots to air in Nationals Broadcasts over the first seven games and throughout the season, 10-second live read commercials to air in the Nationals Pre-Game Show over the first seven games, and 10-second promos on 3WT throughout the Nationals 2008 season. In addition 5 pair of tickets to Washington Nationals home games were raffled off to carpoolers.

To provide an extra boost to capitalize on high gas prices, every Tuesday and Thursday over a four week period during the month of June, Commuter Connections sponsored WTOP's Sprawl & Crawl traffic report by Adam Tuss during the 6 am hour. As part of the package, Commuter Connections' name was mentioned as the sponsor of the traffic report, after which a 60 second Commuter Connections radio spot entitled Saving Gas aired. A banner appeared on the Sprawl & Crawl web page noting that Commuter Connections is the solution to high gas prices.

A direct mail campaign with images complimenting the Spring Campaign was mailed in late June 2008 to 400,000 to households with persons age 35-54 and an annual income above $75,000. A tear off postage paid reply card was included so the recipient could easily apply for either ridematching and/or the GRH program, or request additional information.

A Regional TDM Marketing Group meeting was held on June 17, 2008. Topics included the following: District of Columbia Bike Sharing; PRTC programs and activities; COG's Street Smart Campaign; Commuter Connections' spring marketing campaign update and draft of the FY08 2nd Half Marketing Campaign Summary report; call for FY09 Marketing Workgroup volunteers; and announcement on the upcoming FY09 SMP document.

CarFree Day Steering Committee meetings were held on April 30th and June 4th. The purpose of the meetings was to discuss plans to coordinate the September event. Highlights from the meeting included the development of a Scope of Work and marketing brief as well as direction on the web site domain.

COG/TPB staff participated in the following transportation fairs and special events:

April 9 – DC Armory Earth Day Event
April 17 – Health and Human Services, Rockville, MD
April 18 – NEA, District of Columbia
April 23 – GAO Earth Day, District of Columbia
April 24 – HHS Earth Day, District of Columbia
April 25 – KPMG Earth Day, Tysons Corner
June 10 – GSA, District of Columbia

B. Bike to Work Day

The last Steering Committee meeting was held on May 14, 2008. The event was held on May 16, 2008 at 26 pit stop locations throughout the region. Adults 25-49, slightly skewed toward men, with a household income above $30,000 were targeted through radio advertising. Employers and employees were targeted through a distribution of 70,000 posters/rack cards. Signage appeared on eight Downtown Circulator buses. T-shirts were provided to 7,000 bicyclists who registered and participated. Due to a record sponsorship drive netting $26,300, additional funds were available for the development of banners for the event. Registration for the event was up approximately 5% over Bike to Work Day 2007. Although it was a rainy day, approximately 40-50% of registered participants still attended.

Commuter Connections, Loudoun County and WABA staff attended a luncheon at Orbital in Dulles, VA on June 26th hosted by Commuter Connections, to recognize the company's participation and achievement as part of the Bike to Work Day 'Employer Challenge'. Orbital was one of the top five companies who participated in the 2008 event and was selected at random for the luncheon.

C. Employer Recognition Awards

The 2008 awards ceremony was held on June 25 at the National Press Club in Washington, DC. The Employer Recognition Awards recognized employers who have made a positive difference to the commutes of their employees and who set an example within the Washington metropolitan region. A program booklet, speakers and video showcased each winning program. Winners included XM Satellite Radio – Incentives, National Geographic Society – Marketing, Orange Business Services – Telework, Sales Team Achievement – Arlington County and Organization Achievement – MTA. The day of the event, a ¼ page advertisement will appear in the Wall Street Journal (Washington/Baltimore edition).

Recycled eco-friendly note pads were provided as giveaway and trophies were presented to the award recipients by the following speakers: Emcee - Paul Smith Alderman, City of Frederick; Incentives Award - Francine Waters, Washington Nationals; Marketing Award - Sherry Conway Appel, Transportation Marketing Manager, American Association of State Highway and Transportation Officials; Telwork Award - Karen Jackson, Vice President if CIT Broadband Programs, Virginia Office of Telework; COG Awards (Sales Team and Organization Achievement), Phil Mendelson DC Council Member.

IV.   MONITORING AND EVALUATION

A.   TERM Data Collection and Analysis

Work continued on the development of the 2007 State of the Commute general public report. Work also continued on the development of a draft report for the FY 2008 TERM Analysis, regional Vanpool survey, and regional Carshare survey. The employer Telework survey was completed in April.

A TDM Evaluation Group meeting was held on April 15th. Highlights from the meeting included the following: an update on the data collection activities and analysis for the 2008 draft TERM Analysis Report, preliminary results from the regional Carshare survey, preliminary results from the regional Vanpool survey, an update on the Employer Outreach database analysis, and a status report on the employer Telework survey.

Staff also met with VHB on April 16th and May 14th regarding the new regional employer survey and programming it electronically on a new commercial web based system called Zoomerang.

A conference call was held on June 3rd between COG, VDOT and LDA Consulting to discuss questions regarding the use of the 2007 State of the Commute data in Northern Virginia.

Staff monitored and produced the final third quarter conformity verification statement as well as the preliminary fourth quarter statement. Staff also assisted in collection of TERM analysis data for outside contractor for evaluation and performance grading for the employer outreach effort.

C.   Program Monitoring and Tracking Activities

Monthly data was collected for the FY08 Guaranteed Ride Home Customer Satisfaction Survey.

Staff is still awaiting the submission of the June activity statements from Montgomery County, Prince George's County, Arlington County, and Loudoun County. The commuter survey guidelines for future surveys conducted in FY2009 was completed, reflecting the internal and external requirements for successful request submissions.

The final FY08 2nd half marketing campaign summary was issued as a draft report at the June Regional TDM Marketing Group meeting.

The 3rd quarter FY 2008 CCWP Progress Report was completed.

V.   EMPLOYER OUTREACH

1.   Regional Component Project Tasks

A.   Regional Employer Database Management and Training

Staff maintained the regional database, conducting data sweeps to account for duplicates, data entry errors and missing information. In June, the database experienced an interruption which caused two weeks of data to be expunged. Staff worked with technical support to rectify the issue and informed the outreach staff to conduct their own quality assurance to ensure data accuracy and completeness.

B.   Employer Outreach for Bicycling

The guide inventory was seriously depleted due to the Bike to Work Day event held in May.

C.   Live Near Where You Work Program

A Live Near Your Work event was held in Frederick County on April 10th with over 30 in attendance. Presentations were given by the local Chamber of Commerce, County Business Office, COG staff, and the local sales representative.

A Live Near Your Work event was held in Prince George's County on May 7th with over 30 in attendance. Mark Hersey of COG staff presented the regional effort to the assembly. Additional presentations were given by the County's Housing and Community Outreach Department. A representative from CountryWide Mortgage also presented information to the group. WTOP covered the event and aired a segment the following morning detailing what was covered at the event.

A Live Near Your Work Event was held in Prince William County on

May 29th. With the assistance of the Chamber of Commerce for Northern Prince William County the event was a success with over 20 people attending, representing several sectors of employers in the County. COG staff presented the regional effort and was joined by the Manassas Housing Trust, Virginia's Housing Authority, and the employer outreach representative as well. The event received favorable coverage in the Manassas Journal.

A Live Near Your Work event was held in the District of Columbia on June 17th at the Nationals ballpark, specifically the visitor's bullpen. Employers representing the top 5 percentile of private workforce employees attended the event. Presentations on the District's efforts to encourage and assist those looking to move closer to their work location as well as the national trends of housing and transportation were given to the assembly. At the conclusion of the event attendees were given a tour of the facility.

2.   Jurisdictional Component Project Tasks

A.   Local Agency Funding and Support

Staff conducted the spring sales support calls during the weeks of April 14 and 21. The City of Alexandria declined to participate for the spring and fall support call sessions. Staff also updated information for the quarterly newsletter.

On April 15th the Employer Outreach Committee held its quarterly meeting. Topics presented to the committee were as follows: 2nd and 3rd quarter conformity statements, review of the new TDM software, Telework training and regional outreach, ACT! database concerns, Live Near Your Work, new TERM analysis definitions, and the new sales portfolio.

COG/TPB staff met with the Employer Outreach Contractor on April 28th and June 23rd to discuss the status of outreach activities in the District of Columbia, Frederick County, Maryland, and Prince William County, Virginia. COG issued on RFP for Employer Outreach Services for Prince William County on May 28th with proposals due on June 25th.

VI.   MARYLAND AND VIRGINIA TELEWORK

A.   General Assistance and Information

COG/TPB staff worked with the Telecommuting Advantage Group to develop and finalize the training curriculum for the Employer Outreach

training session. The training session was held on April 22nd and 23rd at COG and was well attended on both days.

COG/TPB staff gave an in-depth telework presentation to the regional Personnel Officers Technical Committee on April 24th. Representatives at the meeting included personnel officers from Arlington, Fairfax, and Prince George's counties, the cities of Fairfax, Gaithersburg, and Greenbelt, and two private companies. During the month of April 10 Employer Telework kits were distributed.

In May, staff worked with MitreTech regarding questions on tax credits for telework in Maryland and spoke with Ingenium Corporation in Upper Marlboro regarding expansion of their telework program. In May, one employer telework kit was distributed. Staff also responded to two general telework calls in May.

Staff met with Ingenium Corporation on June 12th in Upper Marlboro to discuss expansion of their telework program and potential assistance that would be required by the on-cal consultant. Staff discussed expanding a telework program for Arlington County with Capt. Frantz. Desamour. During June, twenty employer telework kits were distributed.

Staff continued to recruit employers from Maryland and Virginia to be showcased in telework case studies. Six employers, three from Maryland and three from Virginia, were recruited and case studies were developed to be deployed on the Commuter Connections web site.

VII.   <u>DC INFORMATION KIOSKS</u>

A. <u>Implementation of DC Kiosks</u>

This project is pending on DDOT's conversations and conformation's with the various BID's which would be interested in hosting the static kiosks.

Technical Assistance to Local Agencies
April – June 2008

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2008				
Prince George's	Tue 4/1/2008 11:40 AM	Tue 4/1/2008 5:30 PM	Mon 4/7/2008 3:39 PM	TDM System – Internal processing error – Employer search
Prince George's	Tue 4/1/2008 11:43 AM	Tue 4/1/2008 5:30 PM	Mon 4/7/2008 3:39 PM	TDM System – Internal processing error – Matchletter
ARTMA	Wed 4/2/2008 9:16 AM	Wed 4/2/2008 4:30 PM	Mon 4/7/2008 3:36 PM	Upload/Download Issues
ARTMA	Thu 4/3/2008 11:17 AM	Thu 4/3/2008 3:39 PM	Mon 4/7/2008 3:36 PM	Missing eCommunicator Applications
Howard County	Mon 4/7/2008 8:53 AM	Mon 4/7/2008 3:28 PM	Tue 4/15/2008 6:52 PM	Upload/Download Issues
Howard County	Wed 4/9/2008 1:29 PM	Wed 4/9/2008 5:41 PM	Thu 4/10/2008 4:02 PM	Commuter Retrival
Montgomery County	Fri 4/11/2008 2:23 PM	Fri 4/11/2008 2:47 PM	Tue 4/15/2008 3:29 PM	TDM System – Missing eCommunicator records
PRTC	Fri 4/11/2008 3:38 PM	Tue 4/15/2008 6:45 PM		TDM System – GRH2's enrolled in rideshare
Fairfax County	Mon 4/14/2008 8:54 AM	Tue 4/15/2008 10:57 AM	Tue 4/15/2008 11:00 AM	TDM System – Unable to access website
Montgomery County	Tue 4/15/2008 12:01 PM	Tue 4/15/2008 2:18 PM	Tue 4/15/2008 6:48 PM	TDM System – Username and password creation questions
PRTC	Tue 4/15/2008 5:09 PM	Tue 4/15/2008 5:35 PM	Tue 4/15/2008 5:35 PM	TDM System – Duplicate accounts
PRTC	Wed 4/16/2008 4:51 AM	Thu 4/17/2008 9:06 AM	Thu 4/17/2008 9:06 AM	ARCview version question
Fairfax County	Thu 4/17/2008 9:20 AM	Mon 4/21/2008 2:25 PM	Mon 4/21/2008 2:51 PM	TDM System – Data disrepencies
Montgomery County	Tue 4/22/2008 7:26 AM	Wed 4/23/2008 4:32 PM	Tue 4/29/2008 2:29 PM	TDM System – Name truncation
Rappahanock-Rapidan	Wed 4/23/2008 10:43 AM	Wed 4/23/2008 4:35 PM	Wed 4/23/2008 4:35 PM	IP Address update
Rappahanock-Rapidan	Mon 4/28/2008 10:37 AM	Mon 4/28/2008 6:25 PM	Wed 5/7/2008 2:01 PM	Missing commuter record
LINK	Mon 4/28/2008 10:38 AM	Mon 4/28/2008 6:23 PM	Mon 4/28/2008 6:38 PM	Vanpool assistance
May 2008				
PRTC	Thu 5/1/2008 11:30 AM	Thu 5/1/2008 12:56 PM	Wed 5/7/2008 2:05 PM	eCommunitcator email address update
Rappahanock-Rapidan	Thu 5/1/2008 10:31 PM	Wed 5/7/2008 4:33 PM	Wed 5/7/2008 4:33 PM	TDM System – General Issues/Suggestions
PRTC	Thu 5/1/2008 4:49 PM	Wed 5/7/2008 4:35 PM	Wed 5/7/2008 4:37 PM	TDM System – Missing eCommunicator records
Fairfax County	Tue 5/6/2008 3:02 PM	Wed 5/7/2008 4:28 PM	Wed 5/7/2008 4:28 PM	TDM System – General Issues
Rappahanock-Rapidan	Wed 5/7/2008 11:32 AM	Wed 5/7/2008 4:22 PM	Wed 5/7/2008 4:28 PM	TDM System – General Issues/Suggestions
Montgomery County	Mon 5/12/2008 8:54 AM	Tue 5/13/2008 5:35 PM	Tue 5/13/2008 5:35 PM	TDM System – Login onformation
Fairfax County	Mon 5/12/2008 8:54 AM	Tue 5/13/2008 5:35 PM	Tue 5/13/2008 5:35 PM	CCRS – Updated matchletters
PRTC	Tue 5/13/2008 11:29 AM	Tue 5/13/2008 5:34 PM	Tue 5/13/2008 5:34 PM	TDM System – Address not geocoding
North Bethesda	Tue 5/13/2008 12:50 PM	Tue 5/13/2008 5:34 PM	Tue 5/13/2008 5:34 PM	TDM System – Employer information errors
Montgomery County	Fri 5/16/2008 10:35 AM	Fri 5/16/2008 4:49 PM	Fri 5/16/2008 4:49 PM	TDM System – General Issues
Northern Neck	Tue 5/20/2008 10:53 AM	Wed 5/21/2008 4:37 PM	Wed 5/21/2008 4:37 PM	TDM System – Unable to access site/login information
PRTC	Tue 5/20/2008 4:39 PM	Wed 5/21/2008 4:34 PM	Fri 5/30/2008 8:33 PM	Vanpool Matchletters from CCRS
Rappahanock-Rapidan	Thu 5/22/2008 9:28 AM	Thu 5/22/2008 9:40 AM	Thu 5/22/2008 9:40 AM	Corrupt WASHCOG.APR/TDM System Assitance
Prince George's	Thu 5/22/2008 9:56 AM	Thu 5/22/2008 4:37 PM	Thu 5/22/2008 4:37 PM	TDM System – Employer Information not saving correctly
Northern Neck	Thu 5/22/2008 10:11 AM	Thu 5/22/2008 4:38 PM	Thu 5/22/2008 4:38 PM	TDM System – Missing eCommunicator records
Fairfax County	Tue 5/27/2008 3:15 PM	Tue 6/3/2008 11:18 AM	Tue 6/3/2008 11:30 AM	Commuter Retrievals
Fairfax County	Wed 5/28/2008 9:09 AM	Fri 5/30/2008 10:30 AM	Tue 6/3/2008 10:59 AM	TDM System – Internal processing problem/employer update
Fairfax County	Thu 5/29/2008 9:37 AM	Fri 5/30/2008 10:30 AM	Fri 5/30/2008 10:30 AM	TDM System – Commuter records not matching correctly
North Bethesda	Thu 5/29/2008 1:03 PM	Fri 5/30/2008 10:27 AM	Wed 3/5/2008 1:32 PM	Brochure Request

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
Rappahanock-Rapidan	Thu 5/29/2008 2:49 PM	Fri 5/30/2008 10:29 AM	Tue 2/26/2008 7:27 PM	TDM System – Internal processing error/missing eCommunicator Apps/GRH mileage requirement/suggestions
June 2008				
PRTC	Mon 6/2/2008 9:36 AM	Tue 6/3/2008 11:11 AM	Thu 3/13/2008 10:08 AM	TDM System – Unable to select an existing employer
Fairfax County	Mon 6/2/2008 11:57 AM	Tue 6/3/2008 11:34 AM	Tue 6/3/2008 11:34 AM	TDM System – Request for CID to appear on Matchletter
PRTC	Mon 6/2/2008 1:57 PM	Tue 6/3/2008 11:10 AM	Wed 6/4/2008 9:41 AM	Vanpool Matchlist request – CCRS
PRTC	Mon 6/2/2008 3:26 PM	Thu 3/13/2008 3:38 PM	Thu 3/21/2008 3:01 PM	TDM System – Missing eCommunicator records
Loudoun County	Mon 6/2/2008 4:19 PM	Tue 6/3/2008 12:56 PM	Thu 6/12/2008 11:50 AM	TDM System – Missing eCommunicator records
Loudoun County	Tue 6/3/2008 1:01 PM	Thu 6/12/2008 12:41 PM	Thu 6/12/2008 12:41 PM	TDM System – Missing eCommunicator records
Fairfax County	Tue 6/3/2008 4:29 PM	Wed 6/4/2008 5:33 PM	Thu 6/12/2008 12:52 PM	TDM System – Calculate distance map not operating
Loudoun County	Wed 6/4/2008 7:47 AM	Wed 6/4/2008 5:31 PM	Fri 3/26/2008 10:46 AM	TDM System – emails from system not being sent
Fairfax County	Thu 6/5/2008 9:00 AM	Thu 6/5/2008 12:17 PM	Thu 6/12/2008 2:03 PM	TDM System – emailing anonymously question
Fairfax County	Thu 6/5/2008 8:59 AM	Thu 6/5/2008 12:36 PM	Thu 6/5/2008 12:36 PM	TDM System – APP Code and Commuter ID is missing
Loudoun County	Mon 6/9/2008 12:08 PM	Wed 6/11/2008 4:20 PM	Wed 6/11/2008 4:20 PM	TDM System – Unable to geocode commuter
North Bethesda	Tue 6/10/2008 12:29 PM	Wed 6/11/2008 4:37 PM	Wed 6/11/2008 4:37 PM	TDM System – Login/logout acts oddly when session times out
North Bethesda	Tue 6/10/2008 1:42 PM	Wed 6/11/2008 4:37 PM	Wed 6/11/2008 4:37 PM	TDM System – Unable to add new commuters
Montgomery County	Tue 6/10/2008 2:27 PM	Wed 6/11/2008 4:37 PM	Wed 6/11/2008 4:37 PM	TDM System – Missing records/incorrect data
Fairfax County	Wed 6/11/2008 8:44 AM	Wed 6/11/2008 4:36 PM	Wed 6/11/2008 4:36 PM	Process commuter records
Fairfax County	Wed 6/11/2008 8:58 AM	Wed 6/11/2008 4:37 PM	Thu 6/12/2008 12:30 PM	TDM System – Inaccurate matching
Fairfax County	Wed 6/11/2008 9:29 AM	Wed 6/11/2008 4:37 PM	Wed 6/11/2008 4:37 PM	Process commuter records
PRTC	Wed 6/11/2008 10:36 AM	Wed 6/11/2008 4:24 PM	Thu 6/12/2008 12:35 PM	TDM System – Ridematching cache not clearing from commuter to commuter
Loudoun County	Wed 6/11/2008 10:53 AM	Wed 6/11/2008 4:21 PM	Wed 6/11/2008 4:21 PM	TDM System – Missing eCommunicator records
Bethesda	Wed 6/11/2008 2:54 PM	Wed 6/11/2008 4:20 PM	Wed 6/11/2008 4:20 PM	TDM System – Unable to access website
PRTC	Thu 6/12/2008 10:59 AM	Thu 6/12/2008 12:57 PM	Thu 6/12/2008 12:57 PM	TDM System – Username not available error
PRTC	Thu 6/12/2008 11:09 AM	Thu 6/12/2008 1:07 PM	Thu 6/12/2008 1:07 PM	TDM System – Internal processing error/unable to geocode record
PRTC	Thu 6/12/2008 3:08 PM	Thu 6/12/2008 3:18 PM	Thu 6/12/2008 3:18 PM	TDM System – Not all matches are displaying on the map
Fairfax County	Fri 6/13/2008 3:43 PM	Mon 6/16/2008 9:46 AM	Mon 6/16/2008 9:46 AM	TDM System – Duplicate record
Fairfax County	Fri 6/13/2008 3:46 PM	Mon 6/16/2008 9:54 AM	Mon 6/16/2008 9:54 AM	TDM System – Registration failure message
Loudoun County	Mon 6/16/2008 10:11 AM	Mon 6/16/2008 12:21 PM	Mon 6/16/2008 12:21 PM	TDM System – Internal processing problem when saving employer information
North Bethesda	Tue 6/17/2008 12:00 PM	Fri 6/18/2008 9:57 AM	Fri 6/18/2008 9:57 AM	TDM System – Alternate/Landmark Origin issue
Fairfax County	Wed 6/18/2008 10:28 AM	Wed 6/18/2008 12:38 PM	Wed 6/18/2008 12:38 PM	TDM System – Contact check-boxes issue
Fairfax County	Wed 6/18/2008 3:05 PM	Wed 6/18/2008 3:24 PM	Thu 6/26/2008 12:07 PM	TDM System – Application entry questions
Loudoun County	Thu 6/19/2008 10:54 AM	Thu 6/19/2008 2:18 PM	Thu 6/19/2008 2:45 PM	TDM System – Geocoding errors
North Bethesda	Thu 6/19/2008 12:13 PM	Thu 6/19/2008 12:13 PM	Thu 6/19/2008 12:13 PM	TDM System – Employer search error
North Bethesda	Thu 6/19/2008 5:16 PM	Thu 6/19/2008 5:16 PM	Thu 6/19/2008 5:16 PM	TDM System – System crash
Fairfax County	Fri 6/20/2008 1:38 PM	Fri 6/20/2008 1:38 PM	Fri 6/20/2008 1:38 PM	TDM System – System clock date wrong
Fairfax County	Fri 6/20/2008 3:29 PM	Fri 6/20/2008 3:29 PM	Fri 6/20/2008 3:29 PM	TDM System – Duplicate records

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
Loudoun County	Mon 6/23/2008 9:30 AM	Mon 6/23/2008 9:30 AM	Mon 6/23/2008 9:30 AM	TDM System – Missing eCommunicator records
BMC	Tue 6/24/2008 12:01 PM	Fri 6/27/2008 12:01 PM	Mon 6/30/2008 4:31 PM	Report Request
Loudoun County	Wed 6/25/2008 11:04 AM	Thu 6/26/2008 12:30 PM	Thu 6/26/2008 12:31 PM	TDM System – Address not geocoding
Bethesda	Wed 6/25/2008 11:27 AM	Fri 6/27/2008 3:19 PM	Fri 6/27/2008 3:21 PM	TDM System – Internal processing problem upon information request
ARTMA	Wed 6/25/2008 4:00 PM	Fri 6/27/2008 3:42 PM	Fri 6/27/2008 3:47 PM	Report Request
Fairfax County	Thu 6/26/2008 11:02 AM			TDM System – Duplicate accounts
North Bethesda	Thu 6/26/2008 11:20 AM	Fri 6/27/2008 3:53 PM	Fri 6/27/2008 3:55 PM	TDM System – Internal processing problem upon information request
Fairfax County	Thu 6/26/2008 11:21 AM	Fri 6/27/2008 3:58 PM	Thu 6/26/2008 12:12 PM	TDM System – Duplicate account
North Bethesda	Thu 6/26/2008 12:56 PM	Thu 6/26/2008 12:56 PM	Thu 6/26/2008 12:56 PM	TDM System – Search return appears to be truncated
Loudoun County	Thu 6/26/2008 1:28 PM	Thu 6/26/2008 1:28 PM	Thu 6/26/2008 1:28 PM	TDM System – Address not geocoding
Montgomery County	Thu 6/26/2008 1:54 PM	Thu 6/26/2008 1:54 PM	Thu 6/26/2008 1:54 PM	TDM System – Address not geocoding
Loudoun County	Thu 6/26/2008 2:06 PM	Thu 6/26/2008 4:30 PM	Thu 6/26/2008 4:30 PM	TDM System – Missing eCommunicator records
PRTC	Thu 6/26/2008 4:59 PM	Fri 6/27/2008 10:18 AM	Fri 6/27/2008 10:51 AM	TDM System – GRH only records appearing on matchlists
Loudoun County	Mon 6/30/2008 9:04 AM	Mon 6/30/2008 12:45 PM	Mon 6/30/2008 12:45 PM	TDM System – Address not geocoding
Loudoun County	Mon 6/30/2008 10:45 AM	Mon 6/30/2008 12:45 PM	Mon 6/30/2008 12:45 PM	TDM System – Address not geocoding

TDM SERVICES

REGIONAL SUMMARY
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	3,481	1,417	795
Locals Rideshare Apps (New and Re-apps)	1,072	2,146	2,911
Matchlists Generated	827	4,125	4,026
Transit Applicants/Info Sent	1,025	529	927
GRH Applicants	3,091	4,134	1,686
GRH Rides Provided	816	809	758
Telework Info Requests	13	0	1
Phone	3	3	0
Internet		3,926	3,200
Kiosk	N/A	N/A	0
Employer Applicants		0	124
Total Hits on website	47,691	22,254	28,646
TOTAL INPUT	**58,019**	**39,343**	**43,074**

TDM SERVICES

ALEXANDRIA

APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	90	74	55
Matchlists Sent	3	2	3
Transit Applicants and Info Sent	23	14	19
GRH Applicants	61	64	42
Telework Information Requests	0	0	1
		0	0
Employers Contacted (New)- Phone	40	0	3
Employers Contacted (New)- Visit	2	0	0
Employers Contacted - Number of Potiential (New)	0	0	3
		0	0
Employers Contacted (Follow up)- Phone	34	0	3
Employers Contacted (Follow up)- Visit	0	0	3
Employers Contacted - Number of Potiential (Follow up)	0	0	6
		0	0
New TDM Programs Established		0	0
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	60	39	18
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	16	2	8
GRH Applicants	41	37	12
Telework Information Requests	2	0	0
		0	0
Employers Contacted (New)- Phone	3	5	6
Employers Contacted (New)- Visit	4	9	0
Employers Contacted - Number of Potiential (New)	0	0	6
		0	0
Employers Contacted (Follow up)- Phone	101	368	305
Employers Contacted (Follow up)- Visit	4	48	14
Employers Contacted - Number of Potiential (Follow up)	0	0	319
		0	0
New TDM Programs Established		0	0
Level 1	2	16	2
Level 2	1	3	7
Level 3	1	2	1
Level 4	0	4	0

TDM SERVICES

ANNE ARUNDEL
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior Year
Rideshare Applicants	136	71	81
Matchlists Sent	5	3	6
Transit Applicants and Info Sent	40	2	38
GRH Applicants	103	62	62
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
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 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	66	28	22
Matchlists Sent	4	1	0
Transit Applicants and Info Sent	29	8	15
GRH Applicants	43	25	16
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
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 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	30	55
Matchlists Sent	14	1	13
Transit Applicants and Info Sent	14	0	13
GRH Applicants	23	29	49
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

COG - District of Columbia
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	331	155	127
Matchlists Sent	47	38	68
Transit Applicants and Info Sent	116	193	96
GRH Applicants	216	147	107
Telework Information Requests	3	0	0
		0	0
Employers Contacted (New)- Phone	0	2	4
Employers Contacted (New)- Visit	0	3	2
Employers Contacted - Number of Potiential (New)	0	0	6
		0	0
Employers Contacted (Follow up)- Phone	43	6	6
Employers Contacted (Follow up)- Visit	0	4	1
Employers Contacted - Number of Potiential (Follow up)	0	0	7
		0	0
New TDM Programs Established		0	0
Level 1	0	1	0
Level 2	0	0	0
Level 3	2	2	1
Level 4	0	0	0

TDM SERVICES

FDA
APRIL - JUNE 2008

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

TDM SERVICES

FAIRFAX
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	545	310	240
Matchlists Sent	19	56	96
Transit Applicants and Info Sent	174	99	110
GRH Applicants	372	281	223
Telework Information Requests	2	0	0
		0	0
Employers Contacted (New)- Phone	28	26	15
Employers Contacted (New)- Visit	11	6	6
Employers Contacted - Number of Potiential (New)	0	0	21
		0	0
Employers Contacted (Follow up)- Phone	64	44	29
Employers Contacted (Follow up)- Visit	12	19	22
Employers Contacted - Number of Potiential (Follow up)	0	0	51
		0	0
New TDM Programs Established		0	0
Level 1	2	4	4
Level 2	8	3	0
Level 3	23	11	17
Level 4	2	1	9

TDM SERVICES

FREDERICK
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	177	79	79
Matchlists Sent	2	5	2
Transit Applicants and Info Sent	60	17	35
GRH Applicants	129	77	68
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	3	0	0
Employers Contacted (New)- Visit	1	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	258	0	2
Employers Contacted (Follow up)- Visit	4	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	2
		0	0
New TDM Programs Established		0	0
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 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	7	2
Matchlists Sent	11	16	3
Transit Applicants and Info Sent	5	1	4
GRH Applicants	9	6	2
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
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 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	86	54	49
Matchlists Sent	35	23	25
Transit Applicants and Info Sent	26	5	19
GRH Applicants	65	47	45
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
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 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	1
Transit Applicants and Info Sent	0	0	0
GRH Applicants	0	0	0
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
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 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	212	110	99
Matchlists Sent	72	53	53
Transit Applicants and Info Sent	59	28	35
GRH Applicants	148	102	72
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	17	213
Employers Contacted (Follow up)- Visit	0	3	8
Employers Contacted - Number of Potiential (Follow up)	0	0	221
		0	0
New TDM Programs Established		0	0
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MONTGOMERY COUNTY
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	333	124	126
Matchlists Sent	265	31	432
Transit Applicants and Info Sent	98	0	0
GRH Applicants	0	117	96
Telework Information Requests	2	0	0
		0	0
Employers Contacted (New)- Phone	0	46	0
Employers Contacted (New)- Visit	0	11	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	795	0
Employers Contacted (Follow up)- Visit	0	23	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
Level 1	0	12	0
Level 2	0	7	0
Level 3	0	6	0
Level 4	0	5	0

TDM SERVICES

BETHESDA TRANSPORTATION SOLUTIONS
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	See MC	See MC	2
Matchlists Sent	89	50	158
Transit Applicants and Info Sent	See MC	See MC	0
GRH Applicants	See MC	See MC	96
Telework Information Requests	See MC	See MC	0
Employers Contacted (New)- Phone	See MC	See MC	0
Employers Contacted (New)- Visit	See MC	See MC	0
Employers Contacted - Number of Potiential (New)	See MC	See MC	0
Employers Contacted (Follow up)- Phone	See MC	See MC	0
Employers Contacted (Follow up)- Visit	See MC	See MC	0
Employers Contacted - Number of Potiential (Follow up)	See MC	See MC	0
New TDM Programs Established			
Level 1	See MC	See MC	0
Level 2	See MC	See MC	0
Level 3	See MC	See MC	0
Level 4	See MC	See MC	0

TDM SERVICES

NORTHERN BETHESDA TMD
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	See MC		0
Matchlists Sent	124		215
Transit Applicants and Info Sent	See MC		0
GRH Applicants	See MC		0
Telework Information Requests	See MC		0
			0
Employers Contacted (New)- Phone	See MC		0
Employers Contacted (New)- Visit	See MC		0
Employers Contacted - Number of Potiential (New)	See MC		0
			0
Employers Contacted (Follow up)- Phone	See MC		0
Employers Contacted (Follow up)- Visit	See MC		0
Employers Contacted - Number of Potiential (Follow up)	See MC		0
			0
New TDM Programs Established			0
Level 1	See MC		0
Level 2	See MC		0
Level 3	See MC		0
Level 4	See MC		0

TDM SERVICES

MTA
APRIL - JUNE 2008

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

TDM SERVICES

NIH
APRIL - JUNE 2008

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

TDM SERVICES

NORTHERN NECK
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	7	3
Matchlists Sent	0	0	1
Transit Applicants and Info Sent	3	0	3
GRH Applicants	3	7	1
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
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 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	71	38	36
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	14	0	7
GRH Applicants	46	35	33
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRINCE GEORGE'S
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	187	131	108
Matchlists Sent	11	22	11
Transit Applicants and Info Sent	75	5	73
GRH Applicants	135	121	84
Telework Information Requests	4	0	0
		0	0
Employers Contacted (New)- Phone	0	9	12
Employers Contacted (New)- Visit	0	9	7
Employers Contacted - Number of Potiential (New)	0	0	19
		0	0
Employers Contacted (Follow up)- Phone	250	664	997
Employers Contacted (Follow up)- Visit	0	18	28
Employers Contacted - Number of Potiential (Follow up)	0	0	1,025
		0	0
New TDM Programs Established		0	0
Level 1	0	8	46
Level 2	0	0	1
Level 3	0	0	1
Level 4	0	0	1

TDM SERVICES

PRTC
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	459	271	305
Matchlists Sent	3	154	4
Transit Applicants and Info Sent	146	58	105
GRH Applicants	352	257	253
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	3	0	0
Employers Contacted (New)- Visit	8	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	180	0	29
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	29
		0	0
New TDM Programs Established		0	0
Level 1	0	0	0
Level 2	0	0	0
Level 3	3	0	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	444	271	326
Matchlists Sent	144	154	189
Transit Applicants and Info Sent	120	58	107
GRH Applicants	366	257	276
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	92	55	49
Matchlists Sent	47	39	36
Transit Applicants and Info Sent	21	14	10
GRH Applicants	62	51	40
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

SILVER SPRING
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0		34
Matchlists Sent	7		5
Transit Applicants and Info Sent	0		0
GRH Applicants	0		49
Telework Information Requests	0		0
			0
Employers Contacted (New)- Phone	0		0
Employers Contacted (New)- Visit	0		0
Employers Contacted - Number of Potiential (New)	0		0
			0
Employers Contacted (Follow up)- Phone	0		0
Employers Contacted (Follow up)- Visit	0		0
Employers Contacted - Number of Potiential (Follow up)	0		0
			0
New TDM Programs Established			0
Level 1	0		0
Level 2	0		0
Level 3	0		0
Level 4	0		0

TDM SERVICES

TRI-COUNTY
APRIL - JUNE 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	244	110	119
Matchlists Sent	158	143	6
Transit Applicants and Info Sent	84	23	61
GRH Applicants	199	106	75
Telework Information Requests	0	0	0
		0	0
Employers Contacted (New)- Phone	1	16	0
Employers Contacted (New)- Visit	1	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
		0	0
Employers Contacted (Follow up)- Phone	3	3	0
Employers Contacted (Follow up)- Visit	0	3	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
		0	0
New TDM Programs Established		0	0
Level 1	0	0	0
Level 2	0	0	0
Level 3	1	0	0
Level 4	0	0	0

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
APRIL - JUNE 2008

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2007
Total applicants/info provided:	4,859	3,825	16,269
Rideshare applicants	4,553	3,563	15,201
Matchlists sent	6,856	4,229	18,797
Transit applicants/info sent	1,123	529	3,070
GRH applicants	3,091	1,725	8,562
Bike to work info requests	154	129	422
Telework info requests	1	2	5
Kiosk users	N/A	N/A	N/A
Kiosk applicants	N/A	N/A	N/A
Internet users	31,711	23,174	97,941
Internet applicants	7,158	3,926	17,503
New employer clients	123	134	570
Employee applicants	0	0	32

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2007
Continued placements	1,224	958	4,088
Temporary/one-time placements	680	532	2,269
Daily vehicle trips reduced	564	442	1,884
Daily VMT reduced	18,160	14,212	60,632
Daily tons NOx reduced	0.0134	0.0105	0.0449
Daily tons VOC reduced	0.0059	0.0046	0.0196
Daily gallons of gas saved	763	597	2,548
Daily commuter costs saved	$3,142	$2,458	$10,488

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 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.

TABLE 2

COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY
APRIL - JUNE 2008

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	51	0	133	184
ARLINGTON (COG)	0	2	4	6
ARTMA	48	2	334	384
BALTIMORE CITY	0	9	10	19
BMC	0	0	2	2
COG - MD	1,222	3	760	1,985
COG - VA	1,768	2	1,027	2,797
COG - Other	126	0	61	187
DISTRICT OF COLUMBIA	360	0	226	586
FDA	0	0	0	0
FAIRFAX COUNTY	16	28	1,186	1,230
FREDERICK	17	2	148	167
GW RIDE CONNECT	158	4	2,117	2,279
HARFORD	26	1	30	57
HOWARD	50	0	101	151
LINK	0	0	27	27
LOUDOUN	64	3	550	617
MTA	1	0	3	4
MONTGOMERY COUNTY	168	10	2,547	2,725
Bethesda Transportation Solutions	28	6	339	373
Countywide	12	2	398	412
Friendship Heights/Rockville	2	0	107	109
North Bethesda TMD	126	2	1,625	1,753
Silver Spring	0	0	78	78
NIH	0	0	9	9
NORTHERN NECK	0	0	4	4
NORTHERN SHENANDOAH	0	0	0	0
PRINCE GEORGE'S	0	0	67	67
PRTC	11	2	682	695
RAPPAHANNOCK-RAPIDAN	44	1	211	256
TRI - COUNTY	67	287	236	590
TOTAL INPUT	**4,197**	**356**	**10,475**	**15,028**

TOTAL NEW & RE-APPLICANTS   4,553

FY2008

April - June 2008	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)	40	3	0	28	3	0	44	0	3	1	13	0
Employers Contacted (follow-up)	34	101	43	64	258	0	958	0	180	3	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	10750	2401	1575	147	13	0	1934	0	200	120	0	0
Total Sales Meetings	2	8	4	23	5	0	91	0	8	1	0	0
Total Employers Contacted	10826	2513	1622	262	279	0	3027	0	391	125	13	0
New Level 1 TDM Programs	0	2	0	2	0	0	3	0	0	0	0	0
New Level 2 TDM Programs	0	1	0	8	0	0	19	0	0	0	0	0
New Level 3 TDM Programs	0	1	4	23	0	0	3	0	3	1	0	0
New Level 4 TDM Programs	0	0	0	2	0	0	0	0	0	0	0	0