COMMUTER CONNECTIONS®
A SMARTER WAY TO WORK

QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY – MARCH 2013

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2013 Third 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 January 2013, February 2013 and March 2013) 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 County, MD; North Bethesda TMD; BWI Business Partnership; 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.

COG/TPB staff coordinated and held an STDM Work Group meeting on January 8th. COG/TPB staff hosted and participated in a TDMI Board meeting on January 14th

A Commuter Connections Subcommittee meeting was held on January 15th. Highlights from the meeting included: a briefing on the substantive updates to the Commuter Connections Strategic Plan which was endorsed by the Subcommittee for release, a briefing on substantive changes made to the draft FY 2014 CCWP and an endorsement for release by the Subcommittee, a briefing on the TPB JARC and New freedom project solicitation, an update on the status and changes to the 2012-2014 TERM Analysis Framework Methodology document, the presentation of survey results from the FY 2012 Guaranteed Ride Home Customer Satisfaction survey for the Washington DC metropolitan region, an update on activities associated with the regional TDM Evaluation project, a briefing on the regional 'Pool Rewards Employee Transportation Coordinator promotion, the presentation and distribution of the 2nd quarter CCWP budget report.

COG/TPB staff attended and participated in the TRB/TDM Committee meeting on January 15th. COG/TPB staff met with SANDAG staff on January 15th to discuss the Commuter Connections program. COG/TPB staff hosted a Transit Design Network Workshop through TDMI on January 17th and 18th. COG/TPB staff met with Paul Minett with the Ridesharing Institute on January 18th.

COG/TPB staff continued Federal ETC Web Site updates.

COG/TPB staff worked on changes to the draft FY 2014 CCWP. The document was presented to the Tech Committee on February 1st and released for public comment on February 14th. The TPB received a briefing on the document at its February 20th meeting.

COG/TPB staff coordinated and held an STDM Work Group meeting on February 12th.

COG/TPB staff attended a JARC/New Freedom Pre-Application meeting on February 12th. COG/TPB staff participated in the MassRIDES National Advisory Team meeting in Boston on February 21st and 22nd. COG/TPB staff hosted and participated in a national MPO TDM Peer Exchange Group meeting on February 27th.

COG/TPB staff worked on changes to the draft FY 2014 CCWP. The final draft of the document was presented to the Tech Committee on March 1st and to the TPB for approval on March 20th.

COG/TPB staff coordinated and help an STDM Work Group meeting on March 12th. COG/TPB staff participated in a FHWA Northern Virginia ITS Architecture Workshop on March 14th.

A Commuter Connections Subcommittee meeting was held on March 19th Highlights from the meeting included: an update on substantive changes made to the draft FY 2012 GRH Customer Satisfaction survey report for the Washington DC metropolitan region and an endorsement for release of the report by the Subcommittee, a briefing on the updates to the 2012-2014 TERM Analysis Framework Methodology document, an update on the progress of the regional TDM Evaluation project, an update on the status of the regional 2012 Bike to Work Day event, an update on the status of the FY 2014 CCWP, a briefing on the household travel characteristics and behavior of residents in seven focused geographic subareas in the region, and the distribution and discussion of the 2nd quarter CCWP progress report.

A Ridematching Committee meeting was held on March 19th. Highlights from the meeting included:

1. Introduction of New Rideshare Coordinator;
2. Upcoming Fairs and Promotions;
3. Special Events Ridematching;
4. TDM System – Generation II Update;
5. 'Pool Rewards for Vanpools;
6. GIS Information Update; and

7. Client Site Status/Roundtable.

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.

A meeting was held on January 28th to discuss the 2013 GRH Applicant Survey project, to review expanding the 'Pool Rewards program to include vanpools, the implementation of a bug fix for commuters' smoking preferences, and the redesign of the overall system. COG/TPB staff met with Galindo, Inc. representatives on February 13th to discuss maintenance and upgrade options for the regional TDM software system.

COG/TPB staff also met with Riverside County, CA and Media Beef representatives on February 25th regarding maintenance and upgrades to the regional TDM software system. COG/TPB staff met with Media Beef representatives on March 18th and 25th regarding maintenance and upgrades to the regional TDM software system.

COG/TPB staff continued running, auditing, and printing reports for the monthly purge process and the biweekly end user reports.

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, and making backups.

COG/TPB staff had a final meeting with Base Technologies on January 28th to discuss the 2013 GRH Applicant Survey project, to review expanding the 'Pool Rewards program to include vanpools, the implementation of a bug fix for commuters' smoking preferences, and the redesign of the overall system. One of the outcomes of this meeting was that MWCOG was given possession of the source code for the software. COG/TPB staff began reviewing the source code for the TDM System in order to assume primary responsibility for the application's ongoing maintenance and enhancement.

MWCOG hired Media Beef, a California based software development firm, to assume the role of the now defunct Base Technologies. Media Beef came on board in March, and the company has agreed to fix certain bugs and make enhancements to the system.

Some of the highlights of the Task Order Contract and Purchase Order call for Media Beef to implement responsive web design for our system, which will enable it to present

an attractive user interface on most common devices such as smartphones and tablet computers. Inside the application itself, they plan to improve the commuter registration experience for public users and administrators by giving customers access to their password recovery information. For administrators including ridematching coordinators, their intention is to reduce the amount of scrolling and the number of pages that must be visited when working with commuter data by consolidating the current set of pages. The team is working on plans to improve error handling and provide tooltips, as well as to customize graphics that appear on the pages for each website (Commuter Connections, TRAFFIX, Charlottesville, and Delaware RideShare) and even the region's big employers. Such improved functionality helps make the case for a content management system. Enhancements aimed at reducing the number of duplicate records for employers are up for consideration. The new contractor is also expects to be able to fix the bugs that have made it difficult to work with and improve the reports.

Now that MWCOG has hired Media Beef to work on enhancements to the TDM System, COG/TPB staff assisted and supported Media Beef in setting up their development system and test database. COG/TPB staff provided Eclipse (the integrated development environment), JBoss6 (the web application server we use for this project), all the source code for the project, and a dump of our Oracle database structure for development purposes.

COG/TPB staff met with Media Beef in February and March to plan and set priorities for enhancements and bug fixes. Media Beef has supplied new web page templates and done some work on style sheets to use to implement responsive web design.

COG/TPB staff began work on writing new application code for the new version of the GRH applicant survey. COG/TPB staff developed a SharePoint portal site to communicate TDM software system changes and updates to system users.

D. Commuter Information System

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

COG/TPB staff continued to collect geographic data for the park and ride lot map from local ridematching coordinators and GIS staff.

COG/TPB staff made some updates to the park and ride lot map.

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.

COG/TPB staff met with SANDAG staff on January 3rd to discuss the regional GRH program in the Washington DC Metropolitan region.

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of January and March, there were 1,179 GRH applications received. A total of 1,147 applicants were registered (1,125 new applicants and 22 previous "one-time exception" users) and 2,131 commuters were re-registered. During the same time period, the GRH program provided 738 GRH trips. Fifty-nine (59) of these trips were "one-time" exceptions accounting for 8% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Child Care." As of March 31st, a total of 10,865 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 to work on identifying a ride provider for Frederick County.

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

III. Marketing

A. TDM Marketing and Advertising

The winter 2013 newsletter process began with development of a timeline and a text draft of the articles which was converted into a layout form. The newsletter was then printed and distributed, along with the Federal ETC insert. The newsletter cover story was about how better transportation options equal healthier lives.

A Regional TDM Marketing Group meeting was held on March 19th where the Final FY13 First Half Regional Marketing Campaign Summary report was distributed. The first draft of the FY13 Second Half Campaign Summary report was also distributed. Guest presentations included Kristin Howard from goDCgo reviewing the new Getting Around Guide, Dan ODonnell on Commuter Connections FY13 spring marketing activity, and COG staff, Mike Farrell on the StreetSmart Campaign's new marketing launch.

The spring FY13 regional marketing campaign media buy, and earned media plan were finalized.   Radio scripts and a storyboard were developed based on workgroup feedback and a selection process took place to hire the desired talent necessary to produce the

radio and TV rideshare ads. The campaign was launched in late February 2013 with new Rideshare radio spots. In March, the newly produced TV spot began airing, as well as GRH radio 10-15 seconds live radio reads.

Customer support for Bulletin Board members was provided and the Commuter Connections web site was updated and maintained along with social networking sites. A new flash file for the home page was installed to reflect the new campaign creative. Campaign effectiveness continued to be tracked through GRH and Rideshare applications, as well as call volumes and internet visits.

Transit advertising was solicited from transit agencies throughout the region. The network partners responded generously with free ad space on buses and bus shelters. A Commuter Connections advertisement appeared in March within the fall Relocation Guide of a newspaper distributed to military bases.   Commuter Connections brochures were revised and replenished as needed. Yellow pages listings were renewed in hibu (formerly Yellow Book).

Conference calls to discuss progress and conduct planning for the FY 2013 regional TDM Mass Marketing project were held with ODonnell Company on January 14th and 28th, February 11th and 25th, and March 11th and 25th.

COG/TPB staff attended a PRSA-NCC Leadership Rally event on January 23rd and a Board meeting on January 26th. COG/TPB staff met with Scott St. Onge on January 30th regarding Clean Air Partners activities and support from Commuter Connections. COG/TPB staff attended a PRSA seminar on February 6th titled "Creating Digital Strategies."

B. Bike to Work Day

Steering Committee meetings were held on January 9th and March 4th. Topics from the meetings included sponsorships; printed marketing materials (posters/rack cards; banners; participation reports; and convoys. Updates were given by the pit stop managers on the progress of event planning and feedback was taken regarding the marketing materials. A net of 14 new pit stops will be added for 2013 for a total of 72.

The sponsor drive continued through January as discussions were held with potential organizations regarding Bike to Work Day opportunities for 2013.   The drive was completed by early February with a total of $48,550 in cash donations.   Invoices were created for signed sponsor declaration forms and checks that were received were processed.

Updates were made to the event web site, including the setup of individual pages and Google maps for the multitude of new pit stops. The site was also populated with new sponsor logos.   The web site, Twitter, and Facebook pages were refreshed with this year's teal color theme and graphics.   The 2013 Bike to Work Day event registration was launched on March 4th.

Event flyers and rack cards were developed for the 2013 event; 40,000 rack cards, and 35,000 flyers, plus 500 flyers in Spanish were printed. The materials were distributed to

all pit stops managers and other bicycling community stakeholders. Posters were also distributed through the Commuter Connections Employer Outreach database to employers throughout the region along with a letter asking employers to display the poster and encourage participation of employees.

A radio script was created and produced to begin airing in April on DC101, and WJFK radio. The stations also distributed rack cards at various promotional events. T-shirt and artwork was developed and a vendor was secured through a competitive bidding process. Banners were created for 69 pit stops, each containing the look and feel of the poster and with a custom area for pit stop location specifics. Banners were distributed in mid-April and displayed in prominent areas to serve as marketing tools to promote the event. A calendar listing and pre-event press release were completed and distributed to media outlets as part of the Bike to Work Day earned media strategy.

C. Employer Recognition Awards

A deposit was made to The National Press Club, the venue selected through a competitive bidding process to host the 2013 Employer Recognition Awards event. A bid request was sent out to several companies for development of the awards video.

To encourage nominations, a second email blast was sent to Level 3 & 4 employers in the regional Employer Outreach database, with a link to the online awards nomination page. The Employer Outreach Committee was briefed at their January 15th meeting and the Employer Services sales representatives were reminded to encourage employers to submit award nominations.

Employer nominations were reviewed and qualified. Employers were contacted and interviewed regarding any questionable or missing information on the nomination forms. The Awards Selection Committee was formed and the meeting was held on March 14th. Members included TDM professionals and stakeholders.

D.C. Councilmember and TPB officer Tommy Wells was invited to emcee the Employer Recognition Awards ceremony and to Chair the Awards Selection Committee meeting. One-page summary reports were created of each nominee for the Selection Committee. Confirmation and thank you letters were sent to the Awards Selection Committee members. A separate meeting was held internally at COG to discuss award winners.

D. 'Pool Rewards

'Pool Rewards contest flyers were finalized printed and mailed in custom envelopes along with the rack card to the employer database. The flyers contained a URL for a special landing page where entries could be made. Several html emails were sent out to employers as well.

Street team promotions were conceived and discussions were held with All Over Media to deploy teams to attend several spring events.   Three fairs were held in celebration of Earth Day at the EPA in Washington D.C., U.S. Patent and Trademark in Alexandria, and FDA in Silver Spring.   The teams passed out 'Pool Rewards rack cards and custom

wrapped miniature chocolates with rideshare related messages and the 'Pool Rewards logo.

Representatives from Enterprise Ridesharing were met with on January 17th to discuss vanpooling in the region as well as the 'Pool Rewards program. A conference call was held on January 22nd with PRTC and O'Donnell Company to discuss the Northern Virginia Van pool Incentive marketing project.

COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Reward applicants for both carpools and vanpools. COG/TPB staff hosted and participated in a conference call on January 22nd with PRTC and ODonnell Company staff to discuss the Northern Virginia Vanpool Incentive marketing project. COG/TPB staff participated in an FTA NTD Webinar regarding Safety and Security reporting procedures on January 29th.

E. Car Free Day

COG/TPB staff prepared a summary and analysis of the FY 2013 Car Free Day event.

A Steering Committee meeting was held on March 13th. Topics included background on Car Free Day, a recap of the 2012 event, plus discussions on the 2013 pledge goal and marketing materials. In 2012 for the first time since the Washington region has been celebrating Car Free Day, September 22nd fell on a Saturday. The consensus was that due to a heavy reliance on the commuting population, having it land on a weekend caused a significant drop in participation. In 2013, September 22nd will land on a Sunday. The Committee debated the merits of holding the upcoming event on weekend again versus a weekday and settled on both by stretching it over several days. The Committee agreed to keep the pledge goal at 10,000, the same as it was the prior year.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In January, COG/TPB staff prepared and distributed the final Employer Outreach verification statement for the 1st quarter and the draft verification statement for the second quarter during the January 15th Employer Outreach Committee meeting. Monthly sales activity reports were received from Montgomery County, Arlington County, and the District of Columbia.

In February, the final Employer Outreach verification statement for second quarter FY13 was completed. Monthly sales reports were received from Arlington County, Montgomery County, and the District of Columbia. Reports are still outstanding from Prince George's and Frederick Counties as well as Tri-County Council.

In March, COG/TPB staff continued preparation of the draft second quarter Employer Outreach Verification Report. Monthly sales activity reports were received from Montgomery, Arlington, as well as the District of Columbia and Tri-County Council for Southern Maryland.

COG/TPB staff met with LDA Consulting and Base Technologies on January 18th to discuss the 2013 GRH Applicant Survey programming requirements. COG/TPB staff attended and participated in a regional TERMS meeting on January 31st. Data collection activities for both cell phone and land lines began for the 2013 State of the Commute Survey. The 2013 Guaranteed Ride Home Applicant survey questionnaire was finalized and work began on identifying programming changes for the on-line version of the survey. The draft version of the FY 2012 – FY 2014 TDM Framework Methodology document was presented to the Commuter Connections Subcommittee on January 15th and a new comment period was set.

There are now two versions of the Guaranteed Ride Home (GRH) survey -- one for the Washington area and one for Baltimore. COG/TPB staff continued to work with LDA Consulting on changes and updates to the 2013 GRH Applicant on-line survey in both February and March. COG/TPB staff continued to deploy new application code for the 2013 GRH applicant survey.

Data collection activities for both cell phone and land lines continued for the 2013 State of the Commute Survey in February and March. COG/TPB presented an updated draft of the FY 2012 – FY 2014 TDM Framework Methodology document to the Commuter Connections Subcommittee on March 19th and a new comment period was established.

COG/TPB staff met with Prince George's County staff and their contractor on March 4th, with Fairfax County and DDOT staff on March 5th, with Loudoun County staff on March 12th, and Montgomery County staff on March 13th to discuss the TDM Framework Methodology document communications component.

COG/TPB staff monitored the TDM Evaluation contract with LDA Consulting.

B. Program Monitoring and Tracking Activities

In January, data was collected for the draft second quarter Employer Outreach verification statement and work began on data collection for the draft 3rd quarter verification statement for FY 2013. COG/TPB staff continued working on maintaining the Employer Outreach archived database.

In February, Employer survey requests for Micron and Stone Industrial were processed. Data was collected for the Employer Outreach third quarter verification statement report.

In March, The data was collected for the finalization of the 2nd Quarter conformity report. Further data was collected for the 3rd Quarter conformity report.

The effectiveness of advertising campaigns was tracked through call volumes, internet visits and applications for GRH and Rideshare. The final FY13 First Half Regional Marketing Campaign Summary report was distributed at the March 19th Regional TDM Marketing Group meeting and contained such data along with comparisons to the previous fiscal year. The first draft of the FY13 Second Half Regional Marketing Campaign Summary report was also distributed.

For each GRH trip taken, an online Customer Satisfaction Survey via email was sent to commuters who used the service between January and March 2013, and physical survey cards were sent for December through February trips. The collected response data was recorded and analyzed. Of the 3,339 surveys distributed in fiscal year 2012, 620 or nearly 19 percent (18.56%) of surveys were completed. The vast majority, 96% of the survey respondents were pleased with the overall GRH service. Written responses were entered on more than two-thirds (69%) of the returned surveys, the overwhelming majority of which (95.5%) contained compliments.   Compliments outweighed criticism 9.5 to 1. For every category, good or above ratings were given by 90% or more of the respondents. Average response wait was 15 minutes and 93% waited 30 minutes or less. The draft report was presented to the Commuter Connections Subcommittee in January and a comment period was set. The final report was adopted in March.

COG/TPB staff prepared and distributed FY 2013 CCWP Executive Summaries reports for December, January and February and the FY 2013 2nd quarter CCWP Progress Report.

COG/TPB staff met with DATA staff on February 6th to discuss the E3calc software program.

V.   EMPLOYER OUTREACH

A.   Regional Component Project Tasks

A.   Regional Employer Database Management and Training

In January, COG/TPB staff updated the ACT! database removing invalid accounts and client files.

In February, COG/TPB staff maintained and executed quality control for the 12,000 records in the ACT database.

In March, COG/TPB staff began quarterly data sweeps to ensure accuracy of information for the 12,000 employer records.

B.   Employer Outreach for Bicycling

In January, The regional Bicycling guide was under review by the TPB Bicycling/Pedestrian Subcommittee.

In February, updates to the regional Bicycling Guide for employers and Employees were made with assistance from the TPB's Bicycle/Pedestrian Subcommittee.

In March, the COG Bicycle and Pedestrian Subcommittee provided edits to the Bicycling in the Washington Area Guide and updates were made. COG/TPB staff assisted in delivering bike to work guides to employer sites having a pit stop for Bike To Work Day.

B.   Jurisdictional Component Project Tasks

A. MD Local Agency Funding and Support

For the quarter, the Maryland jurisdictions continued their outreach efforts.

B. DC, MD, and VA Program Administration

In January, COG/TPB staff compiled a list of eligible employers for case study review. COG/TPB staff began research for the March training on client customer service. COG/TPB staff coordinated an Employer Outreach Committee meeting on January 15th, 2013. Highlights from the meeting included: 1st and 2nd Quarter conformity reports; TDM evaluation framework; Third party van pool provider information; Training updates; and, employer awards updates.

In February, COG/TPB staff compiled templates for employer case studies and continued a search for employers to profile in both Maryland and Virginia. COG/TPB staff researched prospective training experts for the March sales training session.

In March, COG/TPB staff updated information on recent case studies involving National Geographic and CoStar Realty. COG/TPB staff coordinated the Sales training seminar on Customer Care held on March 25th at COG. Arnold Sanow led the seminar. COG/TPB staff began updates to the sales call questionnaire for the upcoming phone interviews set for April 2013. COG/TPB staff started work on the upcoming Employer Outreach Committee meeting on April 16, 2013.

VI.   GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during January through March 2013. The program has now been operational for two years and six months.

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

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

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

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

COG/TPB staff continued discussion with the consultant regarding the 2013 GRH in-depth Applicant survey questionnaire and its programming.

B. Process Trip Requests and Provide Trips

Between the months of January and March 2013, there were 116 GRH Baltimore applications received. A total of 116 applicants were registered. 136 commuters were re-registered. During the same time period, the GRH program provided forty-three (43) GRH trips. Two (2) of these trips were "one-time" exceptions accounting for 5% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency" and "Child Care." As of March 31, 2013, a total of 916 commuters are currently registered in the GRH Baltimore program.

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

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

COG/TPB staff continued to work on identifying a GRH Ride provider in Southern Maryland.

COG/TPB staff met with Diamond Transportation Services on January 30th to discuss the status of the Baltimore metropolitan region's GRH program.

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
JANUARY - MARCH 2013

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2012
Total applicants/info provided:	8,741	7,745	24,291
Rideshare applicants	2,744	2,664	9,013
Matchlists sent	5,162	4,622	15,281
Transit applicants/info sent	111	163	409
GRH applicants	3,278	2,918	9,466
Bike to work info requests	21	13	53
Telework info requests	17	17	57
Internet users	29,849	36,774	97,399
Internet applicants	5,450	5,393	17,246
New employer clients	329	334	725
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2012
Continued placements	970	942	3,186
Temporary/one-time placements	140	136	462
Daily vehicle trips reduced	537	522	1,765
Daily VMT reduced	14,728	14,299	48,377
Daily tons NOx reduced	0.0056	0.0055	0.0185
Daily tons VOC reduced	0.0030	0.0029	0.0098
Daily tons PM2.5 reduced	0.00018	0.00018	0.00060
Daily tons PM2.5 NOx reduced	0.0061	0.0060	0.0201
Daily tons GHG reduced	7.3003	7.0875	23.9787
Daily gallons of gas saved	740	719	2,431
Daily commuter costs saved	$2,504	2,431	8,224

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
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	155	246	345
Locals Rideshare Apps (New and Re-apps)	2,589	2,418	2,724
Matchlists Requested	5,121	4,537	5,861
Transit Applicants/Info Sent	111	163	124
GRH Washington Applicants	1,179	1,101	3,637
GRH Washington Rides Provided	733	625	987
GRH Baltimore Applicants	116	110	267
GRH Baltimore Rides Provided	43	50	73
Telework Info Requests	17	17	18
Phone/Fax	0	2	2
Internet	5,450	5,634	6,374
Employer Applicants	0	0	0
Total Hits on website	29,849	36,774	31,098
TOTAL INPUT	**45,363**	**51,677**	**51,510**

TDM SERVICES

ALEXANDRIA
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	20	17
Matchlists Sent	60	78	59
Transit Applicants and Info Sent	1	1	5
GRH Washington Applicants	12	19	35
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	17	11	0
Employers Contacted (New)- Visit	0	5	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	184	118	0
Employers Contacted (Follow up)- Visit	13	4	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	2	0
Level 2	3	0	0
Level 3	7	0	0
Level 4	3	0	0

TDM SERVICES

ARLINGTON
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	9	16
Matchlists Sent	136	38	52
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	22	23	40
GRH Baltimore Applicants	0	1	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	29	50	1
Employers Contacted (New)- Visit	0	13	3
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	695	766	174
Employers Contacted (Follow up)- Visit	15	16	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	16	37	6
Level 2	4	7	1
Level 3	7	3	1
Level 4	2	0	1

TDM SERVICES

ANNE ARUNDEL
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	24	14
Matchlists Sent	188	212	186
Transit Applicants and Info Sent	2	5	3
GRH Washington Applicants	45	43	48
GRH Baltimore Applicants	1	6	2
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

BALTIMORE CITY
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	8	3
Matchlists Sent	42	63	39
Transit Applicants and Info Sent	3	4	2
GRH Washington Applicants	19	23	18
GRH Baltimore Applicants	24	20	15
Telework Information Requests	3	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
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	13	33
Matchlists Sent	36	69	151
Transit Applicants and Info Sent	4	3	0
GRH Washington Applicants	18	26	25
GRH Baltimore Applicants	12	20	24
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

BWI BUSINESS PARTNERSHIP
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	24	16
Matchlists Sent	149	123	100
Transit Applicants and Info Sent	7	4	9
GRH Washington Applicants	6	7	18
GRH Baltimore Applicants	44	27	39
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

COG - DC/DE/PA/WVA/VA
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	124	216	281
Matchlists Sent	376	550	716
Transit Applicants and Info Sent	6	16	13
GRH Washington Applicants	72	79	124
GRH Baltimore Applicants	12	12	14
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	47	71	17
Employers Contacted (New)- Visit	0	1	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	376	441	521
Employers Contacted (Follow up)- Visit	0	4	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	6	8
Level 2	0	0	0
Level 3	47	62	8
Level 4	0	1	1

TDM SERVICES

FAIRFAX
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	92	139	111
Matchlists Sent	732	627	593
Transit Applicants and Info Sent	14	11	13
GRH Washington Applicants	140	131	208
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	2	2
Employers Contacted (New)- Phone	0	36	0
Employers Contacted (New)- Visit	0	26	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	76	0
Employers Contacted (Follow up)- Visit	0	58	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	12	0
Level 2	0	0	0
Level 3	0	3	0
Level 4	0	0	0

TDM SERVICES

FDA
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	86	13	46
Matchlists Sent	193	24	208
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	23	16	39
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

FREDERICK
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	92	18	30
Matchlists Sent	132	69	180
Transit Applicants and Info Sent	0	1	4
GRH Washington Applicants	57	41	58
GRH Baltimore Applicants	0	0	1
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	139	101	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	82	57	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	2	0	1
Level 2	0	1	0
Level 3	0	0	2
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	220	228	255
Matchlists Sent	373	323	386
Transit Applicants and Info Sent	4	10	16
GRH Washington Applicants	134	125	156
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	1	4
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
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	2	3
Matchlists Sent	15	13	8
Transit Applicants and Info Sent	0	2	2
GRH Washington Applicants	9	11	10
GRH Baltimore Applicants	15	6	20
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

HOWARD
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	34	11
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	29	38	50
GRH Baltimore Applicants	1	8	12
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

LINK
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	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

LOUDOUN
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	48	37	71
Matchlists Sent	235	182	285
Transit Applicants and Info Sent	4	4	10
GRH Washington Applicants	87	73	98
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	3	0
Employers Contacted (New)- Visit	0	3	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	85	63	131
Employers Contacted (Follow up)- Visit	7	0	7
Employers Contacted - Number of Potiential (Follow up)	p	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

MTA
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	3	6
Matchlists Sent	11	14	42
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	8	9	15
GRH Baltimore Applicants	4	3	2
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

BETHESDA TRANSPORTATION SOLUTIONS
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	39	18
Matchlists Sent	14	32	33
Transit Applicants and Info Sent	6	49	7
GRHWashington Applicants	1	3	5
GRH Baltimore Applicants	0	0	0
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
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	45	51	57
Matchlists Sent	225	219	323
Transit Applicants and Info Sent	4	6	4
GRH Washington Applicants	43	46	96
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	69	54	21
Employers Contacted (New)- Visit	0	27	30
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	793	1,393	710
Employers Contacted (Follow up)- Visit	88	61	41
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	37	12	12
Level 2	1	5	7
Level 3	5	0	1
Level 4	1	1	1

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	20	0
Matchlists Sent	6	43	3
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

TRANSPORTATION ACTION PARTNERSHIP
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	45	151	33
Matchlists Sent	81	185	41
Transit Applicants and Info Sent	3	3	2
GRH Washington Applicants	12	12	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	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

SHADY GROVE
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	105	65	1
Matchlists Sent	49	80	4
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	N/A
Employers Contacted (New)- Visit	*See MC	*See MC	N/A
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	N/A
Employers Contacted (Follow up)- Phone	*See MC	*See MC	N/A
Employers Contacted (Follow up)- Visit	*See MC	*See MC	N/A
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	N/A
New TDM Programs Established			
Level 1	*See MC	*See MC	N/A
Level 2	*See MC	*See MC	N/A
Level 3	*See MC	*See MC	N/A
Level 4	*See MC	*See MC	N/A

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	37	12
Matchlists Sent	20	27	24
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	16	22
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

NATIONAL INSTITUTES OF HEALTH (NIH)
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	18	12
Matchlists Sent	14	21	75
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	12	11	11
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

NATIONAL GUARD REDINESS CENTER
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	16	143
Matchlists Sent	66	29	284
Transit Applicants and Info Sent	1	0	3
GRH Washington Applicants	20	16	15
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
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

NORTHERN NECK
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	1	3
Matchlists Sent	14	1	10
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	0	2
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

NORTHERN SHENANDOAH
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	19	26
Matchlists Sent	82	115	223
Transit Applicants and Info Sent	0	8	0
GRH Washington Applicants	11	11	12
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

PRINCE GEORGE'S
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	82	98	91
Matchlists Sent	117	142	143
Transit Applicants and Info Sent	16	11	5
GRH Washington Applicants	85	64	100
GRH Baltimore Applicants	0	5	2
Telework Information Requests	2	3	2
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	134	206	167
Employers Contacted (Follow up)- Visit	0	2	2
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
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	136	170	183
Matchlists Sent	1,446	989	1,363
Transit Applicants and Info Sent	23	9	15
GRH Washington Applicants	190	184	266
GRH Baltimore Applicants	0	0	1
Telework Information Requests	2	1	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	0	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

RAPPAHANNOCK-RAPIDAN
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	27	27
Matchlists Sent	161	156	197
Transit Applicants and Info Sent	4	6	4
GRH Washington Applicants	16	12	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	3	2	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
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	41	50	28
Matchlists Sent	148	113	93
Transit Applicants and Info Sent	6	7	4
GRH Washington Applicants	95	61	100
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	1	0
Employers Contacted (New)- Phone	4	8	0
Employers Contacted (New)- Visit	0	6	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	12	18	0
Employers Contacted (Follow up)- Visit	18	9	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	30	10	0
Level 2	6	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

CHARLOTTESVILLE
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	46	48	51
Matchlists Sent	158	127	170
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	47	47	51
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	284	308	214
Matchlists Sent	181	226	214
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	281	307	214
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

HAMPTON ROADS TRANSIT - TRAFFIX
QUARTERLY REPORT (JAN - MAR 2013)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	56	44	146
Matchlists Sent	96	93	1,660
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	56	44	146
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

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
JANUARY - MARCH 2013

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	18	6	11	35
ARLINGTON (COG)	16	4	56	76
ARTMA	19	8	46	73
BALTIMORE CITY	11	0	55	66
BMC	10	4	2	16
BWI BUSINESS PARTNERSHIP	25	16	81	122
COG	107	25	590	722
DISTRICT OF COLUMBIA	17	6	86	109
FDA	86	7	20	113
FAIRFAX COUNTY	153	63	615	831
FREDERICK	31	17	74	122
GW RIDE CONNECT	220	786	2,679	3,685
HARFORD	6	4	5	15
HOWARD	19	7	3	29
LINK	0	0	0	0
LOUDOUN	48	16	75	139
MTA	2	1	12	15
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	24	10	36	70
Countywide	45	14	170	229
Friendship Heights/Rockville	2	0	4	6
North Bethesda TMD	45	32	254	331
Shady Grove	105	1	225	331
Silver Spring	16	4	36	56
NIH	7	5	2	14
NATIONAL GUARD REDINESS CENTER	19	33	46	98
NORTHERN NECK	6	0	7	13
NORTHERN SHENANDOAH	15	12	11	38
PRINCE GEORGE'S	82	210	6	298
PRTC	136	68	313	517
RAPPAHANNOCK-RAPIDAN	25	11	4	40
TRI - COUNTY	41	18	218	277
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	46	0	36	82
RIDESHARE DELAWARE	284	0	1	285
HAMPTON ROADS - TRAFFIX	56	0	0	56
TOTAL INPUT COMMUTER CONNECTIONS	**1,356**	**1,388**	**5,742**	**8,486**
TOTAL INPUT TDM NETWORK MEMBERS	**386**	**0**	**37**	**423**
TOTAL INPUT (CC + NETWORK)	**1,742**	**1,388**	**5,779**	**8,909**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**2,744**		

Technical Assistance to Local Agencies
January – March 2013

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
JANUARY 2013				
Frederick County, MD	Wed 1/10/2013 10:26 AM	Thu 1/10/2013 6:00 PM	Tue 2/12/2013 5:36 PM	Quarterly statistics
NBTMD	Tue 1/22/2013 10:47 AM	Tue 1/22/2013 1:33 PM	Wed 1/23/2013 5:48 PM	Ridematching Issue
NBTMD	Wed 1/23/2013 12:18 PM	Wed 1/23/2013 5:48 PM	Wed 1/23/2013 5:48 PM	Delete duplicate commuter
TJPDC	Thu 1/24/2013 3:47 PM	Tue 1/29/2013 4:35 PM	Thu 1/31/2013 10:44 AM	Move to Commuter Connections from TJPDC
FEBRUARY 2013				
BWI BP	Wed 2/6/2013 11:48 AM	Wed 2/6/2013 3:25 PM	Wed 2/20/2013 3:32 PM	Additional work zip codes added to BWI BP report
TJPDC	Wed 2/13/2013 10:05 AM	Wed 2/20/2013 3:35 PM	Wed 2/20/2013 3:37 PM	Move to Commuter Connections from TJPDC
TJPDC	Tue 2/19/2013 3:43 PM	Wed 2/20/2013 3:35 PM	Wed 2/20/2013 3:37 PM	Move to Commuter Connections from TJPDC
RSDE	Thu 2/14/2013 2:26 PM	Wed 2/20/2013 3:46 PM	Wed 2/20/2013 3:50 PM	Create new Admin Account
RSDE	Thu 2/14/2013 3:28 PM	Wed 2/20/2013 3:47 PM	Wed 2/20/2013 3:52 PM	Addition of fields to report
RSDE	Wed 2/20/2013 8:31 AM	Wed 2/20/2013 3:39 PM	Wed 2/20/2013 3:42 PM	Move to RSDE from Commuter Connections
MARCH 2013				
RSDE	Fri 3/1/2013 9:14 AM	Fri 3/15/2013 3:23 PM	OPEN	VMT Report questions/request
TJPDC	Thu 3/7/2013 4:27 PM	Fri 3/15/2013 3:26 PM	Fri 3/15/2013 3:26 PM	Move to Commuter Connections from TJPDC
RSDE	Tue 3/5/2013 12:41 PM	Fri 3/15/2013 3:24 PM	Fri 3/15/2013 3:24 PM	Update user password
RSDE	Tue 3/5/2013 11:32 AM	Fri 3/15/2013 3:24 PM	OPEN	Data load request: Phillies Baseball
RSDE	Fri 3/7/2013 9:57 AM	Fri 3/15/2013 3:25 PM	OPEN	Data load request: Wilmington Blue Rocks
Frederick County, MD	Fri 3/15/2013 3:26 PM	Fri 3/15/2013 3:26 PM	Tue 3/26/2013 6:18 PM	FastNotes labels and emails
TJPDC	Tue 3/19/2013 11:20 AM	Tue 3/26/2013 6:21 PM	Tue 3/26/2013 6:21 PM	Move to Commuter Connections from TJPDC
RSDE	Sun 3/24/2013 10:29 PM	Tue 3/26/2013 6:21 PM	Tue 3/26/2013 6:21 PM	Move to Commuter Connections from RSDE
RSDE	Thu 3/28/2013 3:13 PM	Fri 3/29/2013 2:14 PM	Fri 3/29/2013 5:47 PM	Create new Admin Account

FY 2013

January to March 2013	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles	Metro
Employers Contacted (new) Site Visits (prospects)	17	29	47	0	139	0	69	0	0	18	0
Telework - NEW	0	0	0	0	1	0	1	0	0	4	0
Employers Contacted (follow-up)	184	695	376	0	82	85	793	134	0	12	0
Telework - FOLLOWUP	0	0	0	0	53	0	0	0	0	4	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	7656	3175	0	167	90	2528	1322	0	144	0
Total Sales Meetings	13	23	0	0	2	7	88	1	0	18	0
Total Employers Contacted	214	8403	3598	0	444	182	3479	1457	0	200	0
New Level 1 TDM Programs	3	16	0	0	2	0	37	0	0	30	0
New Level 2 TDM Programs	3	4	0	0	0	0	1	0	0	6	0
New Level 3 TDM Programs	10	7	47	0	0	0	5	0	0	0	0
New Level 4 TDM Programs	0	2	0	0	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0	0
Expanded Telework Prgms	0	0	0	0	0	0	0	0	0	0	0