

MONTHLY PROGRESS REPORT

PROJECT ELEMENT **Commuter Operations Center 6141**
Month: July 2004 **FY05**
Staff Contact: C. Arabia
Edited By: N. Ramfos
Today's Date: August 31, 2004

Background Activities

The Commuter Operations Center continued providing transportation information services on alternatives to driving alone through the 800 telephone number, general marketing support, and through the distribution of matchlists. (*See Table 1 Monthly Activity and Impact Summary and Commuter Operations Center Performance Data*).

Technical assistance through the Commuter Operations Center help line was provided to member clients. COG staff performed routine server and file maintenance (removing old matchletter and associated matching files, and old upload files) on the CCRS server. Additional assistance to clients is described as follows:

ARTMA – COG staff provided instructions on what CCRS files are necessary to copy after ARTMA's computer staff formats the hard drive on the computer used for CCRS. There were problems with the hard drive unrelated to CCRS that had to be fixed. COG send the ArcView installation CD and talked with rideshare staff via telephone on how to load the software. Everything was installed and copied and the system was OK.

Rappahanock-Rapidan Regional Commission – RRRC experienced problems with the hard drive of the rideshare computer. The hard drive was ultimately replaced. COG staff had several telephone conversations with RRRC staff to discuss copying the CCRS files on to the new hard drive and install ArcView.

TransIT Services of Frederick County – COG provided mailing labels for TransIT newsletter.

COG staff participated in an employee transportation fair at the DC Courts offices in Washington, DC on July 28. COG staffed a tabletop display and presented information about Commuter Connections services, including ridematching, Guaranteed Ride Home, and the Commuter Connections Web site at this event.

The Commuter Connections Subcommittee met on July 20th. The agenda included an update on the recent TDM evaluation activities and review of the draft 2004 State of the Commute Technical Report, 2004 GRH Applicant Survey report, and the 2004 Telecenter Utilization and Teleworker Travel Behavior Surveys report; and update on TERMS for the 2004 CLRP and FY2005-2010 TIP; an update on the 2004 Employer Recognition Awards; an update on the FY2004 Employer Telework Workshop evaluation; and a TMA Advisory Group update.

Work continued on the web-based ridematching project. The Requirements Specification document has been reviewed by the COG team and edits are being made. Work continued on the Fall issue of the Commuter Connections newsletter. Staff worked with the Verizon yellow pages directories to place ads in books being published December 2004 thru March 2005 within the Washington and Baltimore areas.

Staff met with MDOT on July 1st to discuss the overall Commuter Connections program. Staff met with Department of Environment staff at COG on July 12th to exchange information on Commuter Connections and Clean Air Partners. Staff coordinated the Commuter Connections Vice Chair Nominating Committee conference call on July 26th. Staff met with Fairfax County Executive staff and Fairfax County Economic Development Authority staff on July 28th to discuss Commuter Connections program services.

Products

- June monthly performance report.
- Bi-weekly commuter listing reports were mailed to all clients during the weeks of July 12th and 26th.
- Commuter Connections Subcommittee meeting on July 20.
- Client invoices for the 4th quarter were mailed.
- Follow up to 2004 Employer Recognition Awards including thank you letters to speakers and copies of videos to winners.

Problems Encountered

On Sunday, July 25, COG's building experienced a power outage. Power was restored by Monday morning; however, the CCRS server was down as a result of the power outage. Clients that use dialup uploads and downloads could not access the CCRS server while it was down. The CCRS server was up and running and all modems connected to the server were reinitialized by late morning on Monday, July 26.

Funding commitments for the FY05 CCWP have not been received from the District of Columbia or Virginia.

Future Activities

- Install the Commuter Connections Ridematching Software System software and updates at member client sites, as needed.
- Fix software bugs on the Commuter Connections software system, as needed.
- Prepare and mail annual and first quarter client invoices.
- The next Commuter Connections Subcommittee meeting is scheduled for September 14, 2004.
- The next meeting of the Commuter Operations Center Subcommittee is scheduled for September 14, 2004.

- Finalize and distribute the 2004 State of the Commute Survey Technical report.
- Prepare and distribute FY04 Annual Progress Report.
- Finalize yellow pages placement in Verizon yellow page directories.
- Printing and distribution of Commuter Connections summer newsletter and online posting.

Table 1
Metropolitan Washington Council of Governments
Commuter Connections Program
Monthly Activity and Impact Summary
Month of JULY 2004

Commuter Connections Activity	This Month	Last Month	Since July 2004
Total applicants/info provided:	1,944	2,013	1,944
Rideshare applicants	1,862	1,942	1,862
Matchlists sent	1,797	1,885	1,797
Transit applicants/info sent	55	60	55
GRH applicants	1,316	742	1,316
Bike to work info requests	33	N/A	33
Telework info requests	1	0	1
Kiosk users	4,145	2,684	4,145
Kiosk applicants	3	19	3
Internet users	6,330	7,972	6,330
Internet applicants	1,620	1,635	1,620
New employer clients	28	12	28
Employee applicants	71	165	71

Program Impact Performance Measure	This Month	Last Month	Since July 2004
Continued placements	544	564	6,960
Temporary/one-time placements	344	356	4,400
Daily vehicle trips reduced	324	336	4,143
Daily VMT reduced	11,073	11,466	141,577
Daily tons NOx reduced	0.0157	0.0162	0.2006
Daily tons VOC reduced	0.0074	0.0076	0.0943
Daily gallons of gas saved	513	531	6,554
Daily commuter costs saved	\$2,132	\$2,207	\$27,254

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.

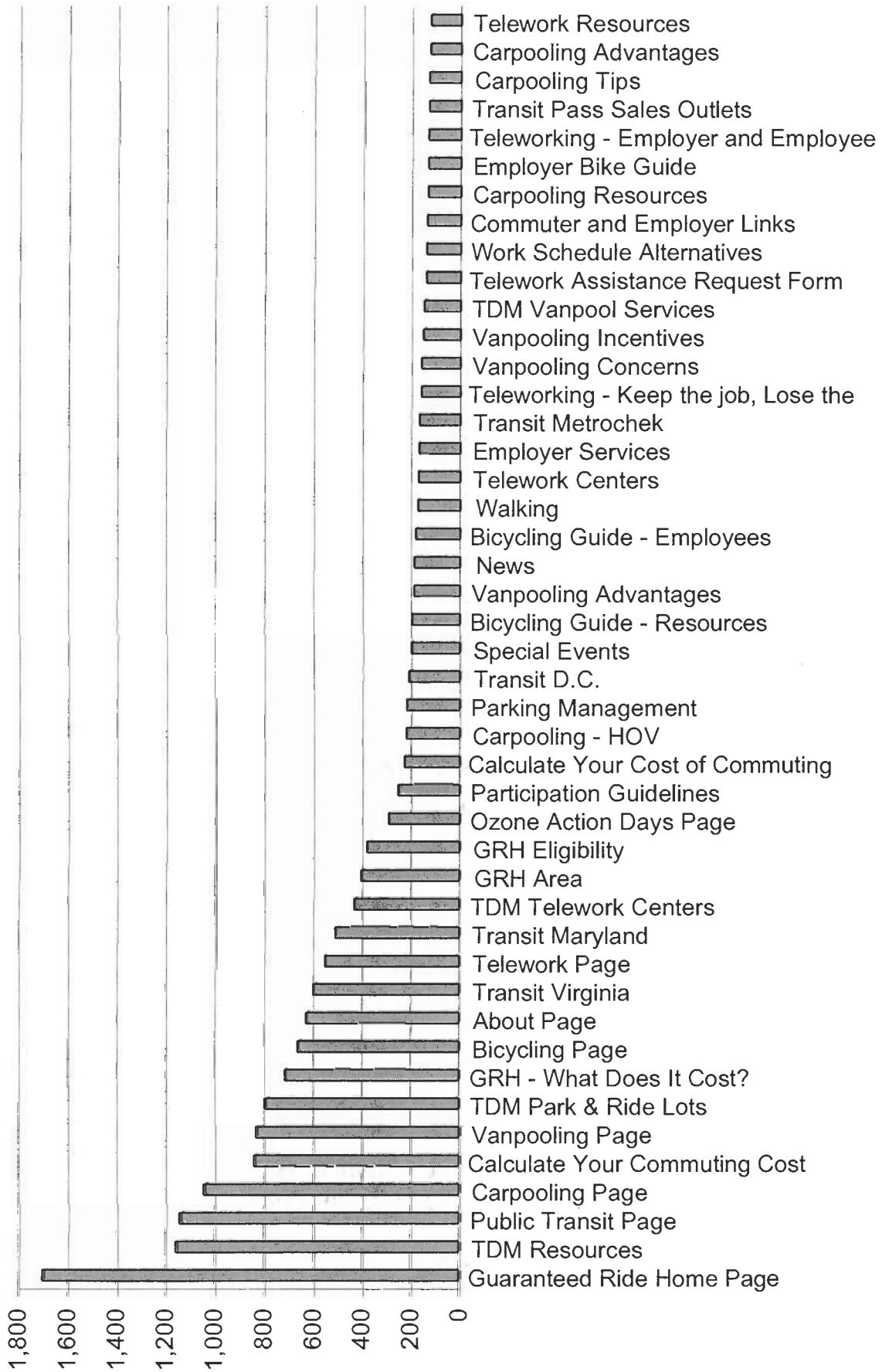
Commuter Connections Website Activity -- July 2004

	<u>Accesses</u>	
Total Accesses of MWCOG Web Site Pages	2,377,037	
Total Accesses of Commuter Connections Home Page	6,330	
<i>Breakdown of BDY Sub-page accesses</i>		
Guaranteed Ride Home Page	<u>Accesses</u>	<u>% of Total</u>
TDM Resources	1,702	9.79%
Public Transit Page	1,157	6.66%
Carpooling Page	1,141	6.57%
Calculate Your Commuting Cost	1,043	6.00%
Vanpooling Page	839	4.83%
TDM Park & Ride Lots	831	4.78%
GRH - What Does It Cost?	793	4.56%
Bicycling Page	713	4.10%
About Page	663	3.81%
Transit Virginia	628	3.61%
Telework Page	600	3.45%
Transit Maryland	551	3.17%
TDM Telework Centers	508	2.92%
GRH Area	432	2.49%
GRH Eligibility	404	2.32%
Ozone Action Days Page	381	2.19%
Participation Guidelines	292	1.68%
Calculate Your Cost of Commuting	254	1.46%
Carpooling - HOV	227	1.31%
Parking Management	219	1.26%
Transit D.C.	217	1.25%
Special Events	209	1.20%
Bicycling Guide - Resources	199	1.15%
Vanpooling Advantages	197	1.13%
News	189	1.09%
Bicycling Guide - Employees	188	1.08%
Walking	183	1.05%
Telework Centers	172	0.99%
Employer Services	170	0.98%
	167	0.96%

Commuter Connections Website Activity -- July 2004

Transit Metrochek	166	0.96%
Teleworking - Keep the job, Lose the Commute	159	0.91%
Vanpooling Concerns	159	0.91%
Vanpooling Incentives	152	0.87%
TDM Vanpool Services	149	0.86%
Telework Assistance Request Form	140	0.81%
Work Schedule Alternatives	140	0.81%
Commuter and Employer Links	137	0.79%
Carpooling Resources	134	0.77%
Employer Bike Guide	133	0.77%
Teleworking - Employer and Employee Benefits	132	0.76%
Transit Pass Sales Outlets	130	0.75%
Carpooling Tips	130	0.75%
Carpooling Advantages	125	0.72%
Telework Resources	124	0.71%
Total	17,379	100.00%

Commuter Connections Website Activity -- July 2004



COMMUTER OPERATIONS CENTER

PERFORMANCE DATA

JULY 2004



TRANSPORTATION PLANNING BOARD
METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS



TABLE 2A

**COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY
JULY 2004**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	7	0	31	38
ARLINGTON (COG)	0	0	1	1
ARTMA	30	1	47	78
BALTIMORE CITY	4	0	1	5
BMC	19	0	50	69
COG - MD	185	1	237	423
COG - VA	327	4	239	570
COG - Other	12	0	9	21
DISTRICT OF COLUMBIA	9	0	13	22
DOD	0	0	0	0
FAIRFAX COUNTY	190	3	340	533
FREDERICK	1	0	7	8
HARFORD	1	0	0	1
HOWARD	78	0	37	115
LINK	0	0	9	9
LOUDOUN	82	3	108	193
MTA	0	0	2	2
MONTGOMERY COUNTY	165	23	647	779
Bethesda Transportation Solutions	53	5	255	313
Countywide	1	2	221	224
Friendship Heights/Rockville	56	0	0	0
North Bethesda TMD	15	13	122	150
Silver Spring	40	3	49	92
NIH	19	1	17	37
NORTHERN NECK	1	0	0	1
NORTHERN SHENANDOAH	0	0	0	0
PRINCE GEORGE'S	74	2	67	143
PRTC	100	1	323	424
RADCO	187	1	724	912
RAPPAHANNOCK-RAPIDAN	27	3	28	58
TRI - COUNTY	6	107	78	191
USDOE	0	0	0	0
TOTAL INPUT	1,689	173	3,662	5,412
TOTAL NEW & RE-APPLICANTS		1,862		

TABLE 2B

APPLICATIONS RECEIVED THROUGH THE COMMUTER
CONNECTIONS WEBSITE SORTED BY HOME JURISDICTION
JULY 2004

	HOME
ALEXANDRIA	7
ANNE ARUNDEL COUNTY	35
ARLINGTON COUNTY	14
BALTIMORE CITY	5
BALTIMORE COUNTY	12
CALVERT COUNTY	16
CARROLL COUNTY	3
CECIL COUNTY	3
CHARLES COUNTY	48
CLARKE COUNTY	0
CULPEPER COUNTY	1
DISTRICT OF COLUMBIA	5
FAIRFAX COUNTY *	153
FAUQUIER COUNTY	7
FREDERICK COUNTY, MD	45
FREDERICK COUNTY, VA	1
FREDERICKSBURG	8
HARFORD COUNTY	1
HOWARD COUNTY	9
KING GEORGE COUNTY	4
LANCASTER COUNTY	0
LOUDOUN COUNTY	60
MADISON COUNTY	1
MONTGOMERY COUNTY	60
ORANGE COUNTY	5
PAGE COUNTY	0
PRINCE GEORGE'S COUNTY	53
PRINCE WILLIAM COUNTY **	169
RAPPAHANNOCK COUNTY	0
RICHMOND COUNTY	0
SHENANDOAH COUNTY	0
SPOTSYLVANIA COUNTY	49
STAFFORD COUNTY	104
ST. MARY'S COUNTY	5
WARREN COUNTY	9
WESTMORELAND COUNTY	1
WINCHESTER	4
OTHERS	16
TOTAL	913

* Fairfax County includes City of Fairfax and Falls Church.

** Prince William County includes Manassas and Manassas Park.

TABLE 3

COMMUTER CONNECTIONS
 APPLICANT DATABASE SORTED BY RESPONSIBLE AGENCY
 JULY 2004

ALEXANDRIA	171
ARLINGTON (COG)	39
ARTMA	439
BALTIMORE CITY	26
BMC	187
COG	5,547
DISTRICT OF COLUMBIA	56
DOD	0
DOE	1
FAIRFAX COUNTY	1,584
FREDERICK	253
HARFORD COUNTY	80
HOWARD COUNTY	256
LINK/RESTON	28
LOUDOUN COUNTY	683
MONTGOMERY COUNTY	7,787
Bethesda Transportation Solutions	1,911
Countywide	1,322
Friendship Heights/Rockville	742
North Bethesda Transportation Ctr	2,485
Silver Spring	1,327
MTA	14
NIH	127
NORTHERN NECK	49
NORTHERN SHENANDOAH VALLEY	20
PRINCE GEORGE'S COUNTY	615
PRTC	1,179
RADCO	2,512
RAPPAHANNOCK-RAPIDAN	161
TRI - COUNTY	653
OTHER	
TOTAL	22,467

COMMUTER CONNECTIONS CCRS DATABASE FY1996 - FY2004

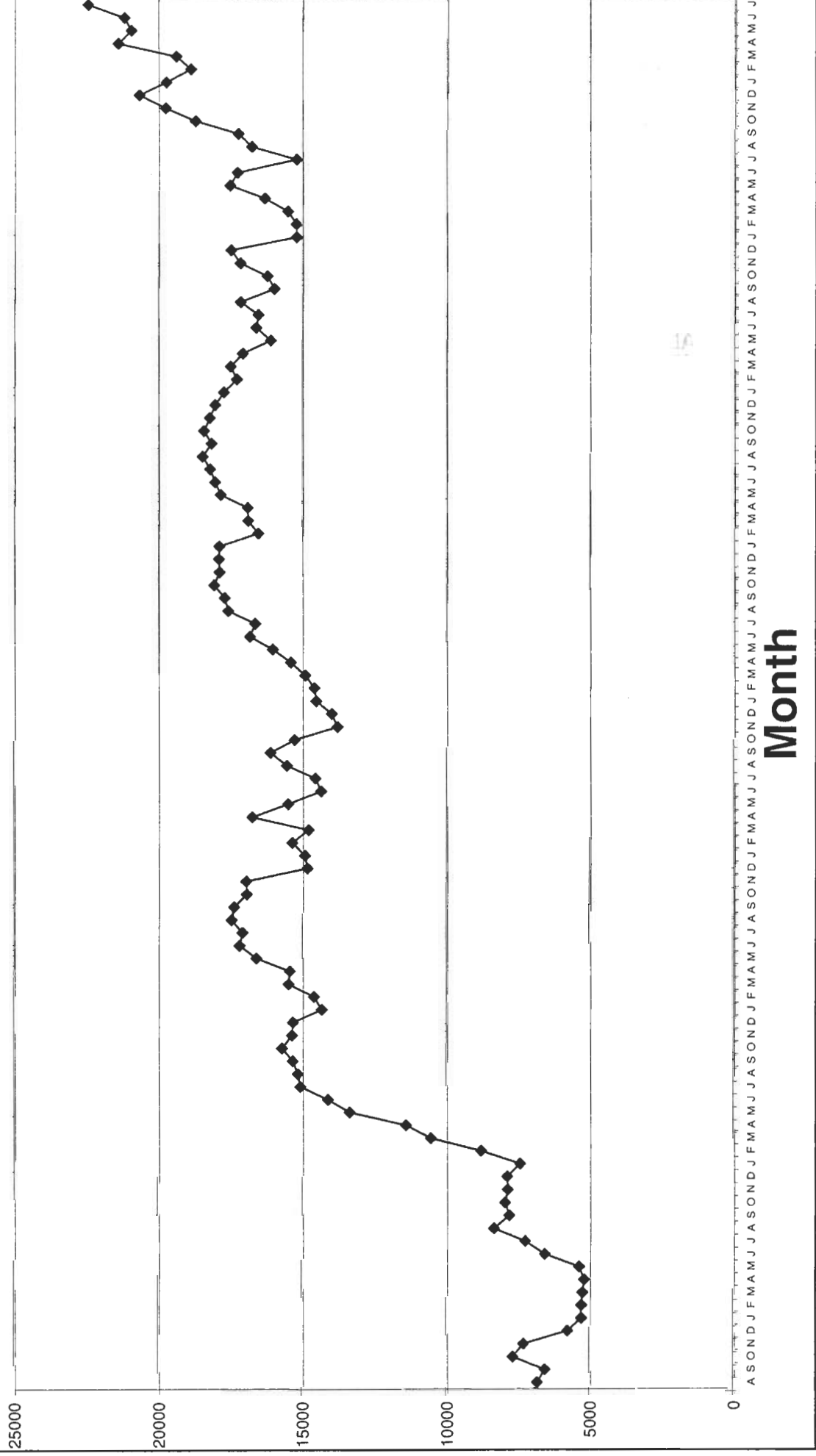


TABLE 4A

COMMUTER CONNECTIONS RIDESHARE DATABASE
 SORTED BY HOME AND WORK JURISDICTIONS
 JULY 2004

	HOME	WORK
ALEXANDRIA	292	550
ANNE ARUNDEL COUNTY	778	100
ARLINGTON COUNTY	289	2,796
BALTIMORE CITY	185	136
BALTIMORE COUNTY	335	96
CALVERT COUNTY	65	2
CARROLL COUNTY	65	5
CECIL COUNTY	23	3
CHARLES COUNTY	612	54
CLARKE COUNTY	11	1
CULPEPER COUNTY	69	0
DISTRICT OF COLUMBIA	820	7,791
FAIRFAX COUNTY *	2,324	1,795
FAUQUIER COUNTY	199	4
FREDERICK COUNTY, MD	934	62
FREDERICK COUNTY, VA	0	0
FREDERICKSBURG	207	11
HARFORD COUNTY	114	61
HOWARD COUNTY	781	75
KING GEORGE COUNTY	63	18
LANCASTER COUNTY	0	0
LOUDOUN COUNTY	810	190
MADISON COUNTY	7	0
MONTGOMERY COUNTY	4,746	8,084
ORANGE COUNTY	73	0
PAGE COUNTY	8	1
PRINCE GEORGE'S COUNTY	2,278	432
PRINCE WILLIAM COUNTY **	2,400	105
RAPPAHANNOCK COUNTY	9	0
RICHMOND COUNTY	14	27
SHENANDOAH COUNTY	22	0
SPOTSYLVANIA COUNTY	1,122	5
STAFFORD COUNTY	1,597	22
ST. MARY'S COUNTY	107	33
WARREN COUNTY	72	0
WESTMORELAND COUNTY	32	1
WINCHESTER	41	0
OTHERS	963	7
TOTAL	22,467	22,467

* Fairfax County includes City of Fairfax and Falls Church.

** Prince William County includes Manassas and Manassas Park.

**TABLE 5
TERM/COMMUTE INFORMATION
JULY 2004**

APPLICATIONS	TELEWORK	GRH	EMPLOYER OUTREACH	TRANSIT	BIKE	CARPOOL VANPOOL	OTHER
Mail	N/A	573	N/A	N/A	N/A	227	N/A
Internet	N/A	742	N/A	N/A	N/A	878	N/A
Kiosks	N/A	1	N/A	N/A	N/A	2	N/A
Purge Letters	N/A	N/A	N/A	N/A	N/A		N/A
Fax/Phone From Client	N/A		N/A	N/A	N/A		N/A
Employer Survey	N/A		N/A	N/A	N/A		N/A
TOTAL	N/A	1316	N/A	N/A	33*	1107	N/A
PHONE CALLS							TOTAL
Brochure/Promo Materials		7		4		11	22
Bus/Train Schedule		3		5		1	9
Bus/Train Sign				2		1	3
Direct Mail						1	1
Employer						2	2
Employer Survey							0
Fair/On Site Event							0
Government Office						1	1
Highway Sign				10		13	11
Information (411)						1	1
Internet		9		5		22	1
Library							0
Mobile Billboard							0
Newsletter							0
Newspaper				1			1
Newspaper (Local)							0
Other Ridesharing Org							0
Park-and-Ride Lot Sign						1	1
Post Card (COG)		15		2		17	1
Presentation							0
Radio		1		1		13	15
Real Estate/WelcomeWagon						1	1
Referral from Transit Org		1		1		2	4
Theatre Slide							0
TV						1	1
Van Sign							0
Was/Is Applicant		254				38	1
White Pages		1					1
Word of Mouth		10		13		38	1
Yellow Pages - Verizon				1		4	5
Yellow Pages - Yellow Book							0
Yellow Pages - Local				2			2
Voice Mail Messages		54		5		28	9
Other	1	2		3		6	2
TOTAL CALLS	1	357	0	55	0	202	26

*Requests for Bicycling information from applications received from all sources

**TABLE 6
CALLS RECEIVED AT CLIENT PROGRAMS
JULY 2004**

	T O C T O N A	O A R L X	A R M A	A B T H	B B M C D O E	F F X E D	F R E E H O W A R	H O W A R	L I N K	L F F X	L D N C	M T A	N I H	N E C K	N P G C	P R T C	R A D C O	R A P S S	T A P S	T R I S	T O T A L
Calls Transfird by COG	N/A		3	**		9	3	1	1	6	8		1	1	11	12	15	**	**	7	96
How they heard...																					
Brochure/Promo Matrix	22		2					6		3	26				1					1	38
Bus/Train Schedule	9		5							123	7				150			25			310
Bus/Train Sign	3									13								19		1	13
Direct Mail	1																				19
Employer	2									3											3
Employer Survey	0		2																		2
Fair/On Site Event	0									7											7
Government Office	1				4		1														5
GRH Program	0										3						4	2			9
Highway Sign	34		14					8								4				7	26
Information (411)	1							3		71											74
Internet	37	1	6				1	2		42							12	3		1	67
Library	0																				0
Mobile Billboard	0																				0
Newsletter	0		4																		4
Newspaper	1									3										1	3
Newspaper (Local)	0																				0
Other Ridesharing Org	0					2		2		96							1				101
Park-and-Ride Sign	1																				0
Post Card (COG)	35														2						2
Presentation	0		3																		3
Radio	15		2																		2
Real Estate/Welcomew	1																				0
Referral from Transit Org	4									16											16
Theatre Slide	0																				0
TV	1																				0
Van Sign	0																				0
Was/Is Applicant	293	2				27		3			3				231		14	5			285
White Pages	1																				3
Word of Mouth	62		2			4		8		56	12						2	21		4	105
Yellow Pgs-Verizon	5		9																		9
Yellow Pgs-Yellow Book	0																				3
Yellow Pages-Local	2									2					1					1	3
Voice Mail Messages	96					48	7			8							1	38		2	102
Other	14					40		3		16	18				640	476	38	113		0	1193
Total	641	0	3	0	0	125	8	0	36	0	465	69	0	0	0	1025	476	38	113	0	18,2407

NOTE: Table 6 client data is provided by clients and includes calls received at COG and transferred to clients.
** Calls from commuters living in Bethesda and Silver Spring are recorded under Montgomery County (MC).

TABLE 6B
APPLICATIONS RECEIVED AT CLIENT PROGRAMS
JULY 2004

	C O G	A L X	A R T M A	B A L T	B E T H	B M C	D O D	D O E	F F X	F R E D	H A R	H O W	L I N K	L D N	M C	M T A	N I H	N E C K	N S H E N	P G C	P R T C	R A D C O	R A P	S S	T A P	T R I	T O T A L
How they heard...																											
Brochure/Promo Matrix	116										2																118
Bus/Train Schedule	24																			6							30
Bus/Train Sign	14																										14
Direct Mail	59													2													59
Employer	61																										63
Employer Survey	2														34												36
Fair/On Site Event	2														22												24
Government Office	18							3	17	33																	38
GRH Program	0		30											36							16	60					245
Highway Sign	10											1									2	4					17
Information (411)	2																										2
Internet	71	7							2	1				31							31	97					242
Library	1																										1
Mobile Billboard	2																										2
Newsletter	5																										5
Newspaper	4																										6
Newspaper (Local)	3																					2					4
Other Ridesharing Org	10								2			2										1					22
Park-and-Ride Sign	0																				8						0
Post Card (COG)	22																										22
Presentation	3																										3
Radio	88																										88
Real Estate/Welcomew	1																										1
Referral from Transit Org	0								111																		111
Theatre Slide	0																										0
TV	14																										14
Van Sign	3																										3
Was/Is Applicant	21								1		8										175			3			208
White Pages	0																										0
Word of Mouth	104								4					2							13	23		2			148
Yellow Pgs-Verizon	3																										3
Yellow Pgs-Yellow Bk	0																										0
Yellow Pages-Local	0																					1					1
Voice Mail Messages	0																										0
Other	46											7		15								5					106
Total	709	7	30	0	0	0	0	0	190	51	0	23	0	86	56	0	0	0	0	0	251	193	0	40	0	0	1636