COMMUTER CONNECTIONS®

A SMARTER WAY TO WORK

QUARTERLY WORK PROGRAM PROGRESS REPORT
JULY – SEPTEMBER 2011

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

I.   COMMUTER OPERATIONS CENTER

    A.   Ridematching Coordination and Technical Assistance

COG/TPB staff continued reviewing data for the Commuter Connections Resource Directory for the January 2012 publication that will be prepared and distributed.

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in July 2011, August 2011 and September 2011) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency. If the commuter was unresponsive,

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

COG/TPB staff responded to technical support requests from Fairfax County, Loudoun County, and PRTC in Virginia as well as the Rideshare Program of Charlottesville, VA, Rideshare Delaware, and HRT Traffix of Hampton Roads, VA.

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

Commuter Connections Subcommittee meetings were held on July 19th and September 20th. Highlights from the meetings included: July 19th meeting; endorsement for release of the 2010 Bike to Work Day event report, a Base Closure and Realignment Commission TDM initiative

briefing from Maryland and Virginia, a briefing on Virginia's new Telework tax credit for employers, an update on the 2011 Bike to Work Day event, a Clean Air Partners update, a 2011 Car Free Day event update, and a presentation of the 3rd quarter budget report. September 20th meeting: approval of a new Vice Chair for the Subcommittee, a briefing on the draft 2009 – 2011 TERM Analysis results and report, a briefing on the Spring 2010 regional HOV Lane Study, a briefing on the draft FY 2011 Bike TO Work Day event report, an update on survey results from the 'Pool Rewards program and expansion of the program to include vanpools, an update on the 2011 Car Free Day event, a briefing on the timeline and program elements and projects for the FY 2013 CCWP, a briefing on the Commuter Connections Strategic Plan and update request, and a briefing on the final FY 2011 4th quarter budget and FY 2011 CCWP Annual Progress Report.

A Commuter Connections Ridematching Committee meeting was held on September 20th. Highlights from the meeting included: announcement of the new Vice Chair, introduction of new Rideshare Coordinators, SchoolPool update, Reach A Ride update, review of suggested improvements to the TDM System and the member roundtable discussion.

STDM Work Group meeting were held on July 12th and September 13th. COG/TPB staff prepared the meeting agenda's and meeting notes and handouts for the meeting as well as meeting logistics.

A Federal ETC Advisory Group meeting was held on July 26th. Presentations were made on SmartBenefits and Car Free Day.

COG/TPB staff participated in an AMPO TDM Peer Exchange Group meeting on July 27th.

COG/TPB staff held Customer Service training on July 29, 2011 for all Rideshare Coordinators, Operations Center Staff and GRH Dispatch Team Staff at COG. The event was well attended and received by the attendees.

COG/TPB staff met with representatives from Fluor TransUrban on August 2nd to discuss the HOT Lanes project.

COG/TPB staff attended vanpool formation meetings at HHS in Rockville on August 23rd.

COG/TPB staff participated in Vanpool Bootcamp organizational meetings with the local ACT chapter on September 12th & 28th.

COG/TPB staff attended an I-95 Transit/TDM Plan Stakeholder Group meeting in Alexandria, Virginia on September 16th.

COG/TPB staff attended an FHWA training session on Integrating TDM into the Planning Process on September 28th held in Glen Allen, Virginia.

B.   Transportation Information Services

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

C.   Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff has assumed responsibility for the Oracle database. A new backup strategy that uses Oracle's latest technology (called "Flashback") has been implemented. Flashback promises faster, more reliable restore/recovery operations.

COG/TPB staff continued running the purge process at the beginning of each month. This process has expanded beyond removing inactive accounts from the database. The software generates electronic and traditional paper correspondence to commuters to ask them whether they want to keep their accounts active. It produces reports that list commuters with whom local ridematching coordinators might want to follow up. Staff also audits the purge process. A spreadsheet that stores snapshots of commuter records is produced before processing and after processing. If someone discovers an account that has been mishandled, these snapshots help eliminate guesswork when tracking down and fixing errors in the software.

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, making backups, moving accounts from one servicing agency to another, ensuring newly hired ridematching coordinators could view reports, and correcting errors in data.

COG/TPB staff held meetings with Base Technologies on July 11th, September 19th, and September 26th to plan and discuss improvements to the TDM system. Topics included the placement rate survey, the upgrade of the software so it can run with the latest version of the web server software, input data validation, the bicycle routing system, and the SchoolPool application.

In order to make the user interface on the create account pages a little clearer, COG/TPB staff worked with Base Technologies to implement some text changes and to reposition some graphical elements on those pages. The SchoolPool application was also moved to a virtual server.

COG/TPB staff made fixes and enhancements to the TDM system. A problem in the purge process was corrected which had sometimes caused the report of records to be marked inactive to display the same commuters more than one month. In the CCRS Pool Details report, COG/TPB staff fixed a problem that caused some commuters to be omitted from the output.

COG/TPB staff also corrected an issue that caused some commuter accounts to be unable to obtain geocodes for alternate addresses.

COG/TPB staff created mailing lists and printed address labels for local jurisdictions to use in sending newsletters to commuters.

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.

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 held Customer Service training on July 29, 2011 for all Rideshare Coordinators, Operations Center Staff and GRH Dispatch Team Staff at COG. The event was well attended and received by the attendees.

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of July and September, there were 1,750 GRH applications received. A total of 1,706 applicants were registered (1,668 new applicants and 38 previous "one-time exception" users) and 1,972 commuters were re-registered. During the same time period, the GRH program provided 845 GRH trips. Sixty-one (61) of these trips were "one-time" exceptions accounting for 7% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency". As of September 30th, a total of 12,698 commuters are currently registered in the GRH database. This number has increased by 4,074 registrants since September 30, 2010 (1/3 increase).

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

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

COG/TPB staff held a meeting with Diamond Transportation representatives on September 28th to discuss the status of daily program operations and any issues concerning the program.

III. MARKETING

A. TDM Marketing and Advertising

Produced and distributed the Summer 2011 newsletter to employer database and TDM stakeholders. Cover story was on the Employer Recognition Award winners. Fall 2011 newsletter process began with development of timeline and selection of articles.

Sent press release about the SchoolPool program and worked with AAA Mid-Atlantic on the Terrible Traffic Tuesday press release prior to Labor Day. COG/TPB staff took part in an interview with WPGC on Wednesday August 24th.

Recruited workgroup members and named Vice Chair of Regional TDM Marketing Group to be Antoinette Rucker of WMATA. Held Regional TDM Marketing Group meeting on September 20th where the final FY11 Second Half Marketing Campaign Summary report and final FY12 Draft Marketing Communications Plan and Schedule were issued. The draft FY12 Washington Metropolitan Resource Guide and Strategic Marketing Plan was also distributed. A marketing presentation on the ICC was also given as well as a presentation on PRTC marketing activities.

Provided the Maryland Transit Administration's marketing department with radio and TV spots for use in Baltimore GRH promotions. Made updates to GRH, Rideshare and general services brochures and replenished GRH Welcome and Re-registration letters. Provided customer support for Bulletin Board members and updated and maintained Commuter Connections web site and social networking sites. Tracked the effectiveness of direct mail campaign through call volumes, internet visits and business reply postage.

Continued planning and implementation of the fall FY12 marketing campaign to be kicked off in October 2011. Campaign will include TV and radio for GRH, and Radio and Google for Rideshare. Radio will use spots produced in FY11, and both Rideshare and GRH radio will include a Hispanic station. GRH signage was developed and printed for Tri-County Council for Southern Maryland for use in park and ride facilities.

Work began on the FY12 regional marketing campaign to be kicked off in February of 2012. Creative concepts for the second half of the fiscal year were developed and feedback was solicited from the marketing workgroup members.

A half page vertical advertisement was placed into a Relocation Guide to publish in October as part of a newspaper distributed at military base throughout the region. Six Flags was added as a GRH Rewards sponsor for GRH Re-registrations.

Conference calls were held with O'Donnell Company on July 18th, August 1st, 15th, September 12th and 26th to discuss contract plans and activities for the Regional TDM marketing project. COG/TPB staff met with WTOP representatives on July 27th to discuss media campaign opportunities.

Staff attended and participated in commuter transportation fairs in Washington DC at the Four Seasons Hotel on July 18th and at the Navy Yard on July 27th. August attendance included Fort Belvoir commuter transportation fair held in Arlington on August 2nd and another fair at the US Navy in Arlington held on August 16th. On September 29th, COG/TPB staff attended a commuter fair at the Social Security Admin in Falls Church, VA.

B. Bike to Work Day

Coordinated delivery of bike rack between prize winner, U.S. Coast Guard and the manufacturer, Peak Racks. Bike rack winner was the U.S. Coast Guard. Provided marketing material images to COG/TPB staff for inclusion into 2011 Bike to Work Day event report. COG/TPB staff prepared photo slide show for Steering Committee meeting.

Secured Fred Shafer from The Maryland National Capital Park and Planning Commission, in Prince George's County to serve as the FY 2012 Chair of the Bike to Work Day Steering Committee.

In July, Commuter Connections attended a meeting with WABA, DDOT, and Downtown DCBID to discuss the direction for Bike to Work Day and new roles to be taken starting with the 2012 event. The Freedom Plaza pit stop will be managed by DCBID in 2012. It was agreed upon that the event web site should be a stand-alone destination and not pages within the WABA web site. As a result, two meetings were held between COG/TPB staff and WABA regarding the web site transition process, on August 8th and September 9th.

A Steering Committee meeting was held on September 14th. Topics included the 2011 slideshow, employer challenge, pit stop manager event recaps, and the 2011 BTWD draft report. Discussion surrounding the 2012 event included T-Shirt Size Poll and date of Bike to Work Day 2012 event.

C.   Employer Recognition Awards

Thank you letters were sent out to the five speakers from the FY 2011 awards event held on June 28th at the National Press Club, and the video shown at the awards ceremony event was posted to the Commuter Connections web site. Program booklets which were given out at the awards ceremony were distributed to TPB members at their July 20th meeting. All vendor invoicing was finalized and the 2011 Employer Recognition Award Winners were featured in the Commuter Connections Summer 2011 newsletter.

D.   'Pool Rewards

Mouse pads, courtesy of WMAL were mailed to 'Pool Rewards applicants along with a letter from Commuter Connections. Prizes were also mailed to recipients of the 'Pool Rewards employer contest. The top winning company was ICF International. Messages were posted on Craig's List and on the Commuter Connections Rideshare Bulletin Board to encourage members to apply for 'Pool Rewards. Invoices were processed for the June advertising campaign.

COG/TPB staff began analyzing survey data from 'Pool Rewards participants that registered and completed the program during FY 2011. Results were presented to the Commuter Connections Subcommittee on September 20th. COG/TPB staff also worked to amend the FY 2012 CCWP t expand the 'Pool Reward program to include vanpools. Results from the Virginia Vanpool Study will be used to determine how the program would be instituted at a regional level.

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

E.   Car Free Day

Extensive updates were made to the Car Free Day web site, including an upgrade to the security functionality of the site. Events, promotions and news from participating jurisdictions were added as they became available. Communicated with sponsors to secure donated prizes.

A coupon for Flippin' Pizza coupon was created and emailed to those who pledged through the designated cut-off date. Coordinated with WMAL on the Congressional Handbook Promotion for Car Free Day.

The Car Free Day poster was revised, printed and delivered to jurisdictions. A mailing of the posters was sent to the ACT employer database along with a cover letter. Draft radio scripts were developed and presented to the Steering Committee and revised, based on feedback. Voiceover talent was selected for the radio spot and a 60 second spot was produced.

Bus signage was secured for Car Free Day from several jurisdictions, art created and the printing and installation was coordinated with the printer and various transit properties. An internet banner ad was created for placement onto the Metro website; the banner ad was provided as free ad space, donated by WMATA.

Emails blasts were sent out to stakeholders, universities, employers, and past Car Free and Bike to Work Day participants. Clean Air Partners also send an email blast. Text messages were sent to those who opted in to receive. A total of three text messages were sent out with different variations on "tell a friend" messages. Placed facebook postings and tweets on a regular basis to keep the Car Free Day event in the social network limelight and garner more friends and followers.

A Car Free Day Steering Committee meeting was held on July 13th and September 14th. Highlights from the meeting on July 13th included: discussion and updates on the event web site, poster, and radio script as well as a briefing on the Proclamation and then a roundtable discussion on the various events and activities planned in various parts of the region. During the September 14th Steering Committee meeting there was a briefing on transit signage for the event, the poster was distributed and the radio ad and press releases were also reviewed. Special promotions for the event were discussed along with a roundtable of events and activities planned for Car Free Day.

Presentations were made to the TPB Technical Committee on July 8th and the Commuter Connections Subcommittee meeting on July 19th. At its July 20th meeting, the TPB adopted a proclamation to make Sept 22 Car Free Day, and enlarged proclamation was signed by TPB Chair Muriel Bowser.

Four press releases were sent out within a two month span leading up to and on Car Free Day as part of the earned media campaign. Several media interviews took place about Car Free Day, including WMAU and Metro Networks. Coordinated with major universities to promote the Capital Campus Car Free Competition.

Nearly 12,000 took the pledge to go Car Free or Car-Lite on September 22nd which shattered our goal of 10,000 and surpassed the previous year's Car Free Day participation by 70%.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In July, COG/TPB staff prepared and distributed the final Employer Outreach verification report for the third quarter of FY2011 and the draft fourth quarter report of FY 2011. Work continued on analyzing the Employer Outreach TERM Analysis data. Monthly sales activity reports were received from Montgomery and Prince George's Counties as well as the District of Columbia and Tri-County Council for Southern Maryland.

COG/TPB staff began also began the final review of the 2010 State of the Commute General Public Report. The report was printed and distributed in August. COG/TPB staff also began reviewing the FY 2009 – 2011 draft TERM Analysis Report in July.

A TDM Evaluation Group meeting was held on July 19th. Highlights from the meeting included a review of the initial results from the 2009-2011 TERM Analysis report, a discussion of the methodology for the FY 2012 Placement Rate survey and a review and discussion of data collection activities for the 2012 to 2015 data collection period.

In August, work continued on analyzing the Employer Outreach TERM data. The draft TERM Analysis Report was reviewed and preparations began for providing January – June 2011 data for a final draft report update.

COG/TPB staff prepared the final Employer Outreach verification report for the fourth quarter of FY2011 and the draft first quarter report of FY 2012. Monthly sales activity reports were received from Montgomery and the District of Columbia and Tri-County Council for Southern Maryland.

In September, COG/TPB Staff prepared the final verification conformity report for FY11 4th Quarter. COG/TPB Staff prepared the draft verification conformity report for FY12 1st Quarter. COG/TPB Staff continued verification work for the TERM consultant. Monthly sales reports were received from Montgomery County. All other jurisdictions (DC, Prince George's, Frederick, Tri-County, Arlington, Fairfax, Loudoun, Prince William, and Alexandria are outstanding).

COG/TPB staff also began discussions and preparations for the FY 2012 Placement Rate Study.

COG/TPB staff continued oversight of the regional TDM Evaluation project consultant contract with LDA Consulting.

B.   Program Monitoring and Tracking Activities

In July, the data was collected and analyzed for the finalization of the 4th Quarter verification report. In August, The data was collected and analyzed for the draft of the 1st Quarter verification report and continued in September.

Executive Summary progress Reports were produced for June 2011, July and August 2012. The FY 2011 CCWP Annual Progress Report was also prepared and distributed during the September 20th Commuter Connections Subcommittee meeting.

The Time Out error with the Employer Outreach Survey archived database was resolved in July.

COG/TPB staff attended a Adaptation to Climate Change in the Washington Region workshop on September 7th.

COG/TPB staff worked on the assembly of the FY 2011 Bike to Work Day event report. The draft report was presented to the Bike to Work Day Steering Committee and to the Commuter Connections Subcommittee in September.

The effectiveness of advertising campaigns was tracked through call volumes, internet visits and applications for GRH and Rideshare. The final FY11 2nd Half Marketing Campaign Summary document was distributed and contained the compiled data.

For each trip taken, Customer Satisfaction Survey cards were sent to commuters who used the service during July-August 2011. Commuters with email addresses were sent an online survey link, and commuters without were sent a paper version.   Collected data was analyzed upon receipt.

V.   EMPLOYER OUTREACH

    1.   Regional Component Project Tasks

    A.   <u>Regional Employer Database Management and Training</u>

       In July, COG/TPB staff maintained the regional outreach ACT! database.

       In August, COG/TPB staff met with an ACT! Database consultant for upcoming training in November 2012.

       In September, COG/TPB staff had two meetings with the ACT! database training consultant for November training session

    B.   <u>Employer Outreach for Bicycling</u>

       For the quarter, COG/TPB staff continued work on updating the online Bicycling to Work Guide. In September, COG/TPB staff began work on updating website information for employers.

    2.   Jurisdictional Component Project Tasks

    A.   <u>MD Local Agency Funding and Support</u>

       For the months of July and August, Maryland jurisdictions continued with implementation of their respective employer outreach and on-call Telework programs. In September, COG/TPB staff assisted Tri-County Council with their outreach efforts for rideshare at employer sites.

    B.   <u>DC, MD, and VA Program Administration</u>

       Four new Employer Telework case studies were released in July. COG/TPB staff worked with Maryland local jurisdictions on their Scope of Work and budgets for FY 2012. COG/TPB staff met with the Department of Homeland Security on July 6th to discuss a Live Near Your Work initiative.

       COG/TPB staff began research for sales/TDM training sessions. A training schedule for FY 2012 was released at the July Employer Outreach Committee meeting.

       COG/TPB staff prepared and coordinated the July 19th Employer Outreach Committee meeting. Topics from the meeting covered were: Fairfax County's Bike Benefit; JARC/New Freedom program and E-Calc; and, the regional Telework update.

       In August, COG/TPB Staff distributed sales leads generated from the Commuter Connections web-site. COG/TPB Staff provided collateral

materials for employer events in Montgomery, Prince George's, and Tri-County.

COG/TPB staff participated in a US Green Building Council webinar on August 10th regarding the use of TDM for LEED Certification.

COG/TPB Staff coordinated with Vorsight for the upcoming sales training session in September.

COG/TPB staff along with Vorsight held a sales training session on September 29th focusing on cold-calling techniques.

Work began on the update of the regional Employer Emergency Preparedness brochure.

VI.   **GUARANTEED RIDE HOME BALTIMORE PROGRAM**

A.   General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during July through September 2011. The program has now been operational for one full calendar year.

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.

B.   Process Trip Requests and Provide Trips

Between the months of July and September 2011, there were 181 GRH Baltimore applications received. A total of 181 applicants were registered (178 new applicants and 3 previous "one-time exception" users) and 8 commuters were re-registered. During the same time period, the GRH program provided 70 GRH trips. 15 of these trips were "one-time" exceptions accounting for 21% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Overtime." As of September 30, 2011, a total of 1,360 commuters are currently registered in the GRH Baltimore program.

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

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

COG/TPB staff met with Diamond Transportation Services on September 28th to discuss the status of the daily operations and dispatching for the regional GRH program.

COG/TPB staff held Customer Service training on July 29, 2011 for all Rideshare Coordinators, Operations Center Staff and GRH Dispatch Team Staff at COG. The event was well attended and received by the attendees.

TDM SERVICES

REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	300	350	361
Locals Rideshare Apps (New and Re-apps)	3,136	2,908	2,938
Matchlists Requested	5,371	6,757	5,167
Transit Applicants/Info Sent	197	175	175
GRH Washington Applicants	1,754	1,508	1,661
GRH Washington Rides Provided	845	942	805
GRH Baltimore Applicants	181	309	N/A
GRH Baltimore Rides Provided	70	53	N/A
Telework Info Requests	33	14	37
Phone/Fax	0	4	1
Internet	3,198	6,465	2,848
Employer Applicants	0	0	0
Total Hits on website	28,873	37,706	26,260
TOTAL INPUT	**43,958**	**57,191**	**40,253**

TDM SERVICES

ALEXANDRIA
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	9	17
Matchlists Sent	60	35	33
Transit Applicants and Info Sent	4	4	1
GRH Washington Applicants	25	4	12
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	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

ARLINGTON
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	7	25
Matchlists Sent	103	43	81
Transit Applicants and Info Sent	5	0	1
GRH Washington Applicants	35	9	35
GRH Baltimore Applicants	1	0	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	3
Employers Contacted (New)- Visit	0	0	2
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	125
Employers Contacted (Follow up)- Visit	0	0	4
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	2
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

ANNE ARUNDEL
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	7	22
Matchlists Sent	84	32	154
Transit Applicants and Info Sent	2	1	11
GRH Washington Applicants	77	16	48
GRH Baltimore Applicants	3	2	N/A
Telework Information Requests	0	0	7
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

BALTIMORE CITY
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	5	58
Matchlists Sent	19	16	82
Transit Applicants and Info Sent	4	1	0
GRH Washington Applicants	26	10	2
GRH Baltimore Applicants	31	6	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

BMC
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	16	10
Matchlists Sent	142	65	50
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	39	18	21
GRH Baltimore Applicants	18	10	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

BWI BUSINESS PARTNERSHIP
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	14	1
Matchlists Sent	150	70	11
Transit Applicants and Info Sent	3	4	0
GRH Washington Applicants	30	6	6
GRH Baltimore Applicants	63	63	N/A
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

COG - DC/DE/PA/WVA/VA
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	276	90	301
Matchlists Sent	632	0	776
Transit Applicants and Info Sent	24	1	29
GRH Washington Applicants	143	32	378
GRH Baltimore Applicants	13	1	N/A
Telework Information Requests	2	0	2
Employers Contacted (New)- Phone	0	5	0
Employers Contacted (New)- Visit	0	2	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	171	0
Employers Contacted (Follow up)- Visit	0	4	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	0	0
Level 3	0	4	0
Level 4	0	0	0

TDM SERVICES

FAIRFAX
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	178	64	203
Matchlists Sent	720	272	881
Transit Applicants and Info Sent	11	6	19
GRH Washington Applicants	192	56	190
GRH Baltimore Applicants	5	2	N/A
Telework Information Requests	0	0	4
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	109	0
Employers Contacted (Follow up)- Visit	0	42	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	88	0
Level 2	0	115	0
Level 3	0	137	0
Level 4	0	50	0

TDM SERVICES

FDA
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	68	14
Matchlists Sent	66	183	4
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	55	52	9
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

FREDERICK
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	20	34
Matchlists Sent	115	150	171
Transit Applicants and Info Sent	2	4	2
GRH Washington Applicants	57	54	50
GRH Baltimore Applicants	2	0	N/A
Telework Information Requests	2	0	1
Employers Contacted (New)- Phone	0	1	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	7	0
Employers Contacted (Follow up)- Visit	0	2	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	317	258	313
Matchlists Sent	438	345	353
Transit Applicants and Info Sent	18	12	12
GRH Washington Applicants	169	171	157
GRH Baltimore Applicants	2	1	N/A
Telework Information Requests	3	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

HARFORD
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	15	17
Matchlists Sent	54	39	291
Transit Applicants and Info Sent	4	1	1
GRH Washington Applicants	7	17	29
GRH Baltimore Applicants	18	20	N/A
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

HOWARD
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	9	37
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	5	5	1
GRH Washington Applicants	57	67	72
GRH Baltimore Applicants	13	7	N/A
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

LINK
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

LOUDOUN
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	70	86	62
Matchlists Sent	328	363	305
Transit Applicants and Info Sent	6	3	3
GRH Washington Applicants	120	106	120
GRH Baltimore Applicants	1	2	N/A
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	5	0
Employers Contacted - Number of Potiential (Follow up)	0	5	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

MTA
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	16	19
Matchlists Sent	22	94	103
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	13	22	13
GRH Baltimore Applicants	3	7	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

BETHESDA TRANSPORTATION SOLUTIONS
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	53	24	39
Matchlists Sent	77	32	23
Transit Applicants and Info Sent	36	25	43
GRHWashington Applicants	2	3	2
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	5	3	10
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

MONTGOMERY COUNTY
COUNTYWIDE
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	88	94	94
Matchlists Sent	283	316	271
Transit Applicants and Info Sent	9	21	11
GRH Washington Applicants	123	93	65
GRH Baltimore Applicants	0	2	N/A
Telework Information Requests	0	1	3
Employers Contacted (New)- Phone	152	103	12
Employers Contacted (New)- Visit	11	25	14
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,416	881	414
Employers Contacted (Follow up)- Visit	20	35	22
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	1	1
Level 2	7	94	4
Level 3	5	1	0
Level 4	0	2	1

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	34	14
Matchlists Sent	8	163	26
Transit Applicants and Info Sent	0	9	3
GRH Washington Applicants	0	1	4
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

TRANSPORTATION ACTION PARTNERSHIP
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	126	135	34
Matchlists Sent	112	89	48
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	3	9	10
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	32	**N/A
Matchlists Sent	5	115	**N/A
Transit Applicants and Info Sent	1	0	**N/A
GRH Washington Applicants	1	3	**N/A
GRH Baltimore Applicants	0	0	**N/A
Telework Information Requests	1	0	**N/A
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

**N/A - Shady Grove was added as a TMD during Q3, FY2011 by Montgomery County, MD

TDM SERVICES

SILVER SPRING
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	40	11
Matchlists Sent	2	58	27
Transit Applicants and Info Sent	2	1	4
GRH Washington Applicants	7	7	4
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	1	1	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)
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	14	11
Matchlists Sent	25	47	68
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	13	17	2
GRH Baltimore Applicants	0	1	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

NATIONAL GUARD REDINESS CENTER
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	44	96	*N/A
Matchlists Sent	42	132	*N/A
Transit Applicants and Info Sent	2	0	*N/A
GRH Washington Applicants	8	16	*N/A
GRH Baltimore Applicants	0	0	*N/A
Telework Information Requests	0	0	*N/A
Employers Contacted (New)- Phone	0	0	*N/A
Employers Contacted (New)- Visit	0	0	*N/A
Employers Contacted - Number of Potiential (New)	0	0	*N/A
Employers Contacted (Follow up)- Phone	0	0	*N/A
Employers Contacted (Follow up)- Visit	0	0	*N/A
Employers Contacted - Number of Potiential (Follow up)	0	0	*N/A
New TDM Programs Established			
Level 1	0	0	*N/A
Level 2	0	0	*N/A
Level 3	0	0	*N/A
Level 4	0	0	*N/A

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

TDM SERVICES

NORTHERN NECK
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	3
Matchlists Sent	2	0	21
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	3	2	5
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

NORTHERN SHENANDOAH
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	32	15
Matchlists Sent	139	181	99
Transit Applicants and Info Sent	2	1	2
GRH Washington Applicants	13	9	10
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	394
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

PRINCE GEORGE'S
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	106	69	110
Matchlists Sent	127	86	160
Transit Applicants and Info Sent	19	9	5
GRH Washington Applicants	127	64	68
GRH Baltimore Applicants	6	8	N/A
Telework Information Requests	5	1	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	289
Employers Contacted (Follow up)- Phone	0	3,828	248
Employers Contacted (Follow up)- Visit	0	14	0
Employers Contacted - Number of Potiential (Follow up)	0	14	0
New TDM Programs Established			
Level 1	0	4	0
Level 2	0	2	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

PRTC
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	164	185	200
Matchlists Sent	1,095	1,456	857
Transit Applicants and Info Sent	17	13	12
GRH Washington Applicants	255	215	264
GRH Baltimore Applicants	1	2	N/A
Telework Information Requests	6	1	0
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	67	0
Employers Contacted (Follow up)- Visit	0	13	0
Employers Contacted - Number of Potiential (Follow up)	0	13	0
New TDM Programs Established			
Level 1	0	11	0
Level 2	0	23	0
Level 3	0	34	0
Level 4	0	15	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	29	21
Matchlists Sent	207	289	113
Transit Applicants and Info Sent	2	4	3
GRH Washington Applicants	24	24	18
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	3
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

TRI-COUNTY
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	50	38	35
Matchlists Sent	178	159	193
Transit Applicants and Info Sent	15	5	8
GRH Washington Applicants	110	75	71
GRH Baltimore Applicants	1	0	N/A
Telework Information Requests	3	1	2
Employers Contacted (New)- Phone	7	1	0
Employers Contacted (New)- Visit	1	4	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	3	1	0
Employers Contacted (Follow up)- Visit	4	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

WALTER REED NATIONAL MILITARY MC (WRNMMC)
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	37	9	2
Matchlists Sent	136	51	69
Transit Applicants and Info Sent	2	0	2
GRH Washington Applicants	17	1	9
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of 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

CHARLOTTESVILLE
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	80	77	72
Matchlists Sent	373	251	206
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	80	51	46
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

RIDESHARE DELAWARE
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	336	432	*N/A
Matchlists Sent	382	384	*N/A
Transit Applicants and Info Sent	0	0	*N/A
GRH Washington Applicants	3	3	*N/A
GRH Baltimore Applicants	0	1	*N/A
GRH RideShare Delaware	329	381	*N/A
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

*RideShare Delaware joined the regional TDM Network in January 2011

TDM SERVICES

HAMPTON ROADS TRANSIT - TRAFFIX
JULY - SEPTEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	127	214	152
Matchlists Sent	398	562	324
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	125	151	108
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 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
JULY - SEPTEMBER 2011

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2011
Total applicants/info provided:	9,898	8,807	9,898
Rideshare applicants	3,437	3,258	3,437
Matchlists sent	5,417	6,799	5,417
Transit applicants/info sent	197	175	197
GRH applicants	1,754	3,058	1,754
Bike to work info requests	35	15	35
Telework info requests	33	14	33
Internet users	28,873	37,706	28,873
Internet applicants	3,017	6,035	3,017
New employer clients	159	119	159
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2011
Continued placements	874	3,166	874
Temporary/one-time placements	422	1,529	422
Daily vehicle trips reduced	307	1,111	307
Daily VMT reduced	9,017	32,647	9,017
Daily tons NOx reduced	0.0042	0.0152	0.0042
Daily tons VOC reduced	0.0021	0.0077	0.0021
Daily tons PM2.5 reduced	0.00011	0.0004	0.0001
Daily tons PM2.5 NOx reduced	0.0040	0.0145	0.0040
Daily tons GHG reduced	4.3319	16	4
Daily gallons of gas saved	453	1,640	453
Daily commuter costs saved	$1,533	$5,549	$1,533

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

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
JULY - SEPTEMBER 2011

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	19	3	13	35
ARLINGTON (COG)	23	6	68	97
ARTMA	19	7	23	49
BALTIMORE CITY	3	0	7	10
BMC	25	0	13	38
BWI BUSINESS PARTNERSHIP	36	3	142	181
COG	250	50	654	954
DISTRICT OF COLUMBIA	26	2	129	157
FDA	36	2	44	82
FAIRFAX COUNTY	178	106	1,180	1,464
FREDERICK	22	15	74	111
GW RIDE CONNECT	317	768	1,960	3,045
HARFORD	9	8	11	28
HOWARD	6	5	18	29
LINK	0	0	0	0
LOUDOUN	70	13	182	265
MTA	2	3	18	23
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	53	13	123	189
Countywide	88	31	222	341
Friendship Heights/Rockville	3	2	8	13
North Bethesda TMD	126	52	272	450
Shady Grove	1	0	1	2
Silver Spring	26	3	59	88
NIH	13	2	19	34
NATIONAL GUARD REDINESS CENTER	44	2	36	82
NSA - BETHESDA	37	1	58	96
NORTHERN NECK	1	4	1	6
NORTHERN SHENANDOAH	24	8	19	51
PRINCE GEORGE'S	106	396	28	530
PRTC	164	47	277	488
RAPPAHANNOCK-RAPIDAN	22	18	16	56
TRI - COUNTY	50	68	378	496
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	80	0	79	159
RIDESHARE DELAWARE	336	0	5	341
HAMPTON ROADS - TRAFFIX	127	0	1	128
TOTAL INPUT COMMUTER CONNECTIONS	1,799	1,638	6,053	9,490
TOTAL INPUT TDM NETWORK MEMBERS	543	0	85	628
TOTAL INPUT (CC + NETWORK)	2,342	1,638	6,138	10,118
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		3,437		

Technical Assistance to Local Agencies
JULY - SEPTEMBER 2011

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
July 2011				
Fairfax County, VA	Wed 7/6/2011 8:50 AM	Wed 7/6/2011 10:03 AM	Wed 7/6/2011 10:03 AM	Unable to access TDM System
BMC	Wed 7/6/2011 10:59 AM	Thu 7/7/2011 4:33 PM	Thu 7/21/2011 4:39 PM	Statistics request
Frederick County, MD	Fri 7/8/2011 9:05 AM	Fri 7/8/2011 11:31 AM	Thu 7/21/2011 4:32 PM	Statistics request
Traffix	Fri 7/8/2011 9:10 AM	Fri 7/8/2011 11:31 AM	Fri 7/8/2011 11:31 AM	Email functionality not working
Frederick County, MD	Fri 7/8/2011 10:01 AM	Fri 7/8/2011 11:30 AM	Fri 7/8/2011 4:08 PM	Google Maps API Key not installed
BWI BP	Mon 7/11/2011 1:44 PM	Wed 7/13/2011 7:39 PM	Wed 7/13/2011 7:39 PM	Assistance with adding special instructions to matchletter
Fairfax County, VA	Tue 7/12/2011 9:46 AM	Fri 7/15/2011 9:59 AM	Fri 7/15/2011 9:59 AM	Purge notification irregularity reported
Frederick County, MD	Fri 7/15/2011 3:16 PM	Fri 7/15/2011 3:51 PM	Mon 8/1/2011 6:33 PM	Additional statistics request
Fairfax County, VA	Tue 7/26/2011 10:39 AM	Tue 7/26/2011 12:42 PM	Tue 7/26/2011 12:52 PM	GRH re-registration request
Frederick County, MD PS	Wed 7/27/2011 3:11 PM	Fri 7/29/2011 12:55 PM	Fri 7/29/2011 12:55 PM	SchoolPool schools/districts information submission
August 2011				
North Bethesda	Mon 8/1/2011 8:21 AM	Mon 8/1/2011 10:25 AM	Mon 8/1/2011 6:36 PM	Unable to access TDM System
Fairfax County, VA	Mon 8/1/2011 9:05 AM	Mon 8/1/2011 10:26 AM	Mon 8/1/2011 6:36 PM	Unable to access TDM System
Fairfax County, VA	Thu 8/4/2011 4:28 PM	Fri 8/5/2011 11:40 AM	Fri 8/5/2011 11:40 AM	Duplicate records reported
TJPDC	Tue 8/8/2011 3:51 PM	Tue 8/9/2011 8:02 PM	Tue 8/9/2011 8:02 PM	Move to Commuter Connections
TJPDC	Tue 8/9/2011 3:54 PM	Tue 8/9/2011 8:02 PM	Tue 8/9/2011 8:02 PM	Move to Commuter Connections
Montgomery County, MD	Mon 8/15/2011 9:16 AM	Mon 8/15/2011 11:51 AM	Mon 8/15/2011 11:51 AM	Update mailing address for program charges
Montgomery County, MD	Mon 8/15/2011 9:09 AM	Mon 8/15/2011 11:51 AM	Pending	Report addition
TJPDC	Tue 8/16/2011 12:16 PM	Tue 8/16/2011 7:23 PM	Tue 8/16/2011 7:23 PM	Move to Commuter Connections
ARTMA	Thu 8/18/2011 2:33 PM	Thu 8/18/2011 2:33 PM	Thu 8/18/2011 2:33 PM	Statistics request
Frederick County, MD	Mon 8/22/2011 1:51 PM	Mon 8/22/2011 2:36 PM	Mon 8/22/2011 2:36 PM	Statistics request
Tri-County	Mon 8/22/2011 3:06 PM	Thu 8/25/2011 4:10 PM	Thu 8/25/2011 4:10 PM	Vacation coverage
TJPDC	Tue 8/23/2011 10:52 AM	Tue 8/23/2011 3:49 PM	Tue 8/23/2011 3:49 PM	SchoolPool data irregularities
Frederick County, MD PS	Mon 8/29/2011 5:34 PM	Mon 8/29/2011 5:34 PM	Mon 8/29/2011 5:34 PM	SchoolPool schools/districts information submission
TJPDC	Tue 8/30/2011 2:54 PM	Tue 8/30/2011 7:35 PM	Wed 9/28/2011 5:30 PM	Additional SchoolPool data irregularities
September 2011				
North Bethesda	Tue 9/6/2011 11:34 AM	Tue 9/6/2011 4:03 PM	Tue 9/6/2011 4:42 PM	Requested appcode reassignment
TJPDC	Wed 9/7/2011 11:19 AM	Wed 9/7/2011 5:52 PM	Thu 9/8/2011 9:23 AM	Move to Commuter Connections
Northern Shenandoah	Wed 9/7/2011 5:52 PM	Wed 9/7/2011 5:52 PM	Wed 9/7/2011 5:52 PM	Requested Rideshare Coordinator training and username
Traffix	Mon 9/12/2011 2:02 PM	Mon 9/12/2011 6:25 PM	Mon 9/12/2011 6:25 PM	Irregularities with matchletters
TJPDC	Thu 9/15/2011 2:23 PM	Fri 9/16/2011 4:35 PM	Wed 9/21/2011 9:54 AM	Update employer record and associated commuters
BWI BP	Wed 9/28/2011 8:17 AM	Wed 9/28/2011 4:40 PM	Wed 9/28/2011 4:40 PM	Unable to access TDM System
Rideshare Delaware	Wed 9/28/2011 10:38 AM	Wed 9/28/2011 4:55 PM	Wed 9/28/2011 4:55 PM	Unable to access TDM System
Fairfax County, VA	Thu 9/30/2011 1:48 PM	Fri 9/30/2011 2:10 PM	Fri 9/30/2011 2:10 PM	GRH cancellation request

FY 2012

July to September 2011	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles	Telework	Metro
Employers Contacted (new) Site Visits (prospects)	0	0	0	0	0	0	152	0	0	7	0	0
Telework - NEW	0	0	0	0	0	0	0	0	0	0	0	0
Employers Contacted (follow-up)	0	0	0	0	0	0	1416	0	0	3	0	0
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	0	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	0	0	0	0	0	22830	0	0	1720	0	0
Total Sales Meetings	0	0	0	0	0	0	31	0	0	5	0	0
Total Employers Contacted	0	0	0	0	0	0	24429	0	0	1735	0	0
New Level 1 TDM Programs	0	0	0	0	0	0	7	0	0	2	0	0
New Level 2 TDM Programs	0	0	0	0	0	0	7	0	0	0	0	0
New Level 3 TDM Programs	0	0	0	0	0	0	5	0	0	0	0	0
New Level 4 TDM Programs	0	0	0	0	0	0	0	0	0	0	0	0
New Telework Programs	0	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	0