



**QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY – MARCH 2011**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

**January 2011 – March 2011 Quarterly Progress Report
PROGRAM HIGHLIGHTS**

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

COG/TPB staff continued reviewing data for the Commuter Connections Resource Directory for the July 2011 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. COG/TPB Staff provided vacation coverage for BMC and Harford County, MD staff. Electronic matchletters were sent whenever possible and paper matchletters were sent otherwise.

COG/TPB staff distributed the follow-up report: (Commuters whose records expire in January 2011, February 2011 and March 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, GW RideConnect and the Northern Neck Planning District Commission in Virginia as well as the Rideshare Program of Charlottesville, VA. COG/TPB staff also produced mailing labels for local agencies’ newsletters.

COG/TPB staff also provided technical support to the FDA, NIH, BMC as well as Frederick County, Maryland. COG/TPB provided technical support to RideShare Delaware also. 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 managed and updated the federal ETC web site as needed. STDM Work Group meetings were held on January 11th and March 8th. During the January meeting, COG/TPB staff received an approval from the state funding agencies on the final draft of the FY 2010 CCWP and the

final document was presented to the Commuter Connections Subcommittee on January 18th for endorsement.

A Commuter Connections Subcommittee meeting was held on January 18th, 2011. Highlights from the meeting included: a review of the substantive changes made to the draft FY 2012 CCWP and an endorsement for the document's release, a final review of changes made to the Commuter Connections Strategic Plan and an endorsement of the document for release, a presentation of the draft FY 2010 GRH Customer Satisfaction survey report and results with a comment period being set, a presentation of the preliminary results of the FY 20102 Bike to Work Day Event Survey, an update of the Regional Priority Bus Project grant under TIGER, a :Pool Rewards project update, an update on the Capital Bikeshare project, and the 2nd quarter budget report was given.

A Commuter Connections Subcommittee meeting was also held on March 15th. Highlights from the meeting included: a review of substantive changes made to the FY 2010 GRH Customer Satisfaction Survey report and an endorsement for release, a presentation of the draft FY 2010 Bike to Work Day Report with a comment period being established, a demonstration of the new Commute Calculator Log that is part of the TDM software system, an update on the 2011 Bike to Work Day event, a presentation of the JARC/New Freedom regional project solicitation, a discussion regarding rising gasoline prices, an update on the status of the FY 2012 CCWP document, and the presentation of the 2nd quarter CCWP progress report.

A Commuter Connections Ridematching Committee meeting was held on March 15, 2011. Topics covered at the meeting included: introduction of the Rideshare Delaware staff and brief demonstration of their interface to the TDM System, discussion of upcoming fairs and promotions, additional discussion of the Employer Admin tool for record cleanup, additional discussion and demonstration of the School Pool ridematching software, review of the Commuter Connections Monthly Progress Reports, discussion of the new queuing procedure for employer members and a review of the Commuter Connections Technical Support policy. During the Roundtable session, COG/TPB staff solicited suggested improvements to the commuter's application process in order to simplify the process for the commuter.

COG/TPB staff met with Foursquare representatives on January 14th to discuss the Northern Virginia Vanpool program study.

COG/TPB staff presented the draft FY 2012 CCWP to the TPB Technical Committee on February 4th and discussed the document during the TPB Steering Committee. The draft document was released for public

comment at the CAC meeting on February 10th and was presented to the TPB on February 16th. The final draft of the document was presented to the TPB Technical Committee on March 4th and to the TPB for final approval on March 16th. Funding commitment request letters were prepared for the state funding agencies.

COG/TPB staff participated in the RFP selection process for WMATA's Accessibility Study on February 11th. A Federal ETC Advisory Group meeting was held at COG/TPB offices on February 2nd. COG/TPB staff participated in an AMPO TDM Peer Exchange Group conference call meeting on February 2nd and March 2nd. COG/TPB staff participated in a naval District Regional Transportation Vision meeting at the NCPC on February 9th. COG/TPB staff attended a Virginia NTD Vanpool project meeting on March 3rd.

B. Transportation Information Services

COG/TPB staff provided commuter traveler information on alternatives to the general public by telephone, web site, electronically and through printed information. Statistics on this project are available by viewing the Quarterly Work Program progress Report at the end of the document.

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued with running the monthly purge process on the first workday of each month. Staff audited the results each month for quality assurance.

COG/TPB staff performed daily maintenance processes for the Commuter Connections TDM Software System. Staff monitored the web and database servers continually and made daily backups of the Oracle database. Staff maintained and corrected errors in commuter records, including moving commuters between programs.

COG/TPB staff held conference calls with Base Technologies to advance the development mission. The calls were held January 10th, February 14th, and March 14th. A conference call meeting was also held on February 23rd with Base Technologies and DATA to discuss coordination with the regional Commute Calculator and DATA's GHG Calculator.

COG/TPB staff enhanced and fixed problems in the reports module in the TDM System and developed five new reports for member agencies and a report to help monitor the 'Pool Rewards program.

COG/TPB staff worked with the contracting team to implement changes, updates, and fixes to RideShare Delaware's program interface.

COG/TPB staff worked with the contracting team to move the current TDM application to the newest web server and database platforms.

COG/TPB staff worked with Rideshare Delaware staff to customize their TDM System look and feel and functionality. Data audits on the imported data loaded by the software development team were completed and errors were corrected. A meeting was held on February 15th to review the system and address any outstanding issues.

D. Commuter Information System

COG/TPB staff updated transit, park and ride lot and bicycle route information for the regional TDM software system and the interactive commute options (park and ride) interactive web map.

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

COG/TPB staff met with representatives from Eastbanc Technologies on March 3rd to discuss a transit data mobile application.

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 monitored and maintained the GRH database and server.

B. Process Trip Requests and Provide Trips

Between the months of January and March, there were 1,726 GRH applications received. A total of 1,457 applicants were registered (1,427 new applicants and 30 previous "one-time exception" users) and 1,930 commuters were re-registered. During the same time period, the GRH program provided 870 GRH trips. Seventy-two (72) 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 12,320 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 held a meeting with Diamond Transportation representatives on January 26th to discuss the status of daily program operations and any issues concerning the program.

III. MARKETING

A. TDM Marketing and Advertising

During the third quarter of the fiscal year (January- March 2011), radio was used as the anchor medium for the umbrella campaign with a broad mix of radio stations. Two new radio spots were produced for both the Guaranteed Ride Home and Ridematching campaigns each, evenly placed, to promote the benefits of the respective Commuter Connections programs. The radio campaign alternated between Rideshare and Guaranteed Ride Home weeks from February 28 through the end of March.

The winter newsletter and Federal ETC insert were completed. Newsletter articles included a lead story on the delay in commuter benefits changes. Other articles included DDOT's transportation portal, Guaranteed Ride Home expansion to Baltimore, Bike to Work Day, The Bus to National Harbor, and 'Pool Rewards. In addition, inserts were also placed online. Work began on developing and editing the spring 2011 newsletter and Federal ETC layouts.

An aggressive Internet component that started in March utilized a number of sites that have performed well in the past. In addition to the high past performers, Realtor.com was added to the mix. Research has shown that people reconsider their commute when they are looking to move. Banner ads will remind potential home buyers of the benefits of ridesharing and the guaranteed ride home if they do. The following sites are being used in the spring campaign: accuweather.com, WTOP.com, monster.com, NBC4, Washington Times, Realtor.com. Run-of-Site/Run-of-Network pop-under ads were served to select websites of iii-interactive's publisher list.

A new TV commercial was produced based on the GRH campaign's "Don't Flip Out" concept. The commercial features an end of the work

day, mad dash for the door. A voice over reminds viewers with GRH there's no need to flip out if you rideshare and are asked to work late. The commercial will air during the next quarter on Mid-Atlantic Sports Network (MASN) during Nationals baseball games. The FY 2011 Marketing Workgroup reviewed and commented on draft TV storyboards developed for the spring 2011 campaign.

The Mid Atlantic Sports Network (MASN) provided placements of banner ads on their website, masnsports.com, with a guaranteed minimum of 450,000 impressions over three months as value add.

In anticipation of higher gas prices, gas pump toppers were planned as an integral part of this year's rideshare campaign. These ads reach our target audience precisely at the time they are prone to our message of saving on gas by ridesharing. The advertising displays full-color, weatherproof ads in frames on top of gas pumps. COG/TPB staff met with a representative from All Over Media on February 16th to discuss the gas pump topper as part of the 2nd half of the year regional TDM Marketing campaign. The pump toppers were placed at 117 gas stations in D.C., Maryland, and Virginia beginning in March. As part of the added value portion of the campaign, eight additional gas pump toppers and free window clings were secured at gas stations as a bonus.

An ad was placed in Comprint Military Publications' special spring Relocation Guide section of their newspaper that gets delivered to several military bases in March.

Developed and implemented the regional TDM marketing earned media plan. An interview was conducted with COG/TPB staff on WRQX which aired on the station's public affairs program.

Listings and ads were included in both print and electronic versions of telephone directories throughout the Washington region under the carpool and vanpool services category. Directory listings were also placed into military base guides.

Commuter Connections' web site and social networking websites received regular maintenance and updates. This included refreshment of the rotating flash file images on the Commuter Connections home page to match the regional marketing campaign.

Customer support was provided for the Commuter Connections Bulletin Board and the Extranet was utilized for posting of marketing and advertising materials for review by Commuter Connections Committees.

Materials were prepared for the Regional TDM Marketing Group meeting held on March 15th. This included the agenda, meeting notes, FY11 First Half Marketing Campaign Summary final report, and the FY11 Second Half Marketing Campaign Summary draft report. Presentations were made by the Commuter Connections marketing contractor to include recent FY 2011 marketing activity and visuals of the FY 2011 spring marketing campaign.

Work began on the Flippin Pizza, pizza box sticker promotion and GRH rewards coupons. Both will be available during the next quarter for distribution.

Free ad space was coordinated with a number of transit agencies throughout the region including: Arlington, Frederick, Montgomery, and Prince William Counties.

A telework ad created in the past was reformatted to be placed into the Telework Exchange's spring Town Hall meeting program booklet in anticipation of the April 28th event at the Reagan building.

Bi-weekly conference calls were held with O'Donnell Company throughout the quarter to discuss contract deliverables and activities. Regular contact was made with day to day marketing/advertising/public relations contractors and vendors to manage project implementation of the regional marketing campaign. Purchase Orders and media placement invoices were processed.

COG/TPB staff met with a reporter from Japan's Kyoto News on March 1st.

A tent with the Commuter Connections logo was ordered for use at outdoor events; its debut will be on Bike to Work Day.

B. Bike to Work Day

Bike to Work Day Steering Committee meetings were held on January 12th and March 9th. Updates were given by the pit stop managers on event planning progress and feedback was taken regarding the marketing materials. An unprecedented fourteen pit stops will be added for 2011, much of the growth will be in D.C. and Prince William County.

The sponsor drive continued through January and was completed by early February. During that time discussions took place with potential sponsors regarding Bike to Work Day opportunities for 2011. Invoices were created and checks were processed for signed sponsor declaration forms.

COG/TPB staff worked with sponsors to obtain logos for the event web site and marketing materials. As part of their sponsorship agreement, goDCgo offered free ad space on thirty Circulator buses. Signage was printed and delivered in March. In addition a supply of rack cards were made available for the buses.

Posters and rack cards were developed and printed; 25,000 and 60,000 respectively. The materials were distributed to the various pit stops managers and other Bike to Work Day ambassadors. Posters were also distributed through the employer database to employers throughout the region along with a letter asking employers to display the poster and encourage participation amongst employees. A radio script was also created.

The 2011 Bike to Work Day event registration web site was launched. During the developmental stage, frequent correspondence was necessary with the Washington Area Bicyclist Association, particularly regarding sponsor logos and new pit stop information.

Commuter Connections updated its Bike to Work Day web page as well as Twitter and Facebook with 2011 Bike to Work Day graphics.

Attempts were made with GSA to relocate the Freedom Plaza pit stop to the Reagan Center, but it turned out to be cost prohibitive.

T-shirt and vinyl banner artwork were developed and vendors were secured through a bidding process. Banners were created for the vast majority of pit stops, each contained the look and feel of the poster and featured a custom area for pit stop location specifics. Banners were distributed in March and displayed in prominent areas to serve as marketing tools to promote the event.

C. Employer Recognition Awards

A down payment was made to The National Press Club, the venue selected through a bidding process for hosting the 2011 Employer Recognition Awards event.

To encourage nominations, a second email blast was sent to Level 3 & 4 employers, with a link to the online awards nomination page. The Employer Outreach Committee was briefed at their January 18th meeting and the 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 23rd. One-page summary reports were created of each nominee for the Selection Committee.

Marketing and advertising activities associated with the Employer Recognition Awards were coordinated with the O'Donnell Company, including the invitations for the awards ceremony. The FY2011 Awards Workgroup reviewed and commented on the invitations.

A bid request was sent out to several companies for development of the awards video.

D. 'Pool Rewards

The Commuter Connections 'Pool Rewards currently has 114 commuters participating. 23 commuters have completed the program. COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Rewards applicants.

During the weeks of February 14th and February 21st, seventy live reads (10 seconds in duration) were purchased as part of a traffic sponsorship package with WTOP. Value-add air time was provided as part of the spring marketing campaign to help promote the 'Pool Rewards program. WRQX, WVRX, WTOP, WASH and WBIG each ran between five and ten live reads per week for two weeks during March.

Postings have been placed in the rideshare section of Craigslist about the 'Pool Rewards program, in order to notify people who are seeking to form carpools.

An email blast was sent to members of the Commuter Connections Bulletin Board to encourage participation into 'Pool Rewards. Notices were also placed on the Bulletin Board. An article also appeared in the winter newsletter about 'Pool Rewards.

An email blast was sent to employers to promote the 'Pool Rewards contest. Employers were asked to encourage employees to sign-up for 'Pool Rewards. Prizes will be awarded to the companies who get the most qualified employees to form or join new carpools.

E. Car Free Day

A Car Free Day Steering Committee meeting was held on March 9th. Topics included background on Car Free Day, a recap of the 2010 event,

plus discussions on the 2011 pledge goal and marketing materials.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff met with representatives from FHWA and KCI Technologies on January 5th to discuss results from the 2010 State of the Commute Survey for inclusion into the 14th Street Bridge Corridor EIS Study.

The highlights from the 2010 Bike to Work Day event survey were reviewed by COG/TPB staff and presented by the contractor at the January 18th Commuter Connections Subcommittee meeting. Staff worked with LDA consulting on the production of the FY 2011 Bike to Work Day event draft report which will be used as part of the Mass Marketing TERM Analysis. The FY 2011 Bike to Work Day event draft report was presented at the Commuter Connections Subcommittee meeting on March 15th and a comment period was established.

COG/TPB staff worked with LDA Consulting to finalize the Employer Telework study. Staff also worked on identifying the database of employers in Maryland and Virginia that would be surveyed. Staff issued a notice to survey participants for the Employer Telework survey for employers in Maryland and Virginia. The consultant began phoning the list of employers to capture the necessary data.

COG/TPB staff began working on the 2010 State of the Commute general public report. Requests for bids were prepared and sent out to hire a publication designer. A publication designer was selected to prepare the report. Edits were made by COG/TPB staff and a hired editor/proof reader to the drafts of the report. Staff worked with LDA Consulting to provide 2010 State of the Commute jurisdictional datasets to each of the jurisdictions and other interested Commuter Connections network members.

COG/TPB staff worked with local jurisdictions on preparations for the Employer Outreach TERM database analysis. COG/TPB staff worked with consultant to provide information for the Employer Outreach TERM evaluation from January to the present. Staff provided the Employer Outreach TERM database analysis to the consultant for initial review.

COG/TPB staff prepared and distributed the final and draft conformity reports for the fourth quarter of FY2010 and the first quarter of FY2011 in January. In February, COG/TPB staff completed the data collection and

finalized the first quarter FY2011 conformity statement and commenced the data collection for the second quarter of FY2011.

In January, monthly sales activity reports were received from Montgomery and Frederick Counties as well as the District of Columbia. Reports were not received from Arlington, Fairfax, Loudoun and Prince George's Counties as well as the City of Alexandria and Tri-County Council.

In February, monthly sales activity reports were received from Fairfax, Frederick, Loudoun, Montgomery, and Prince William Counties as well as the City of Alexandria. Reports were not received from Arlington and Prince George's Counties as well as Tri-County Council and the District of Columbia.

In March, monthly sales activity reports were received from Frederick and Montgomery Counties. Reports were not received from Arlington, Fairfax, Loudoun, Prince George's, and Prince William Counties as well as Tri-County Council, The District of Columbia, and the City of Alexandria.

B. Program Monitoring and Tracking Activities

The data for the finalization of the second quarter conformity report for FY2011 was collected in January and February. The second quarter conformity report for FY2011 was finalized in March.

Call volumes and internet visits were tracked for the months of January-March to gauge the effectiveness of Commuter Connections advertising campaigns.

Highlights of the 2010 GRH Customer Satisfaction Survey were presented to the Commuter Connections Subcommittee on January 18th. The final draft of the FY 2010 GRH Customer Satisfaction Survey report was presented at the March 15th Commuter Connections Subcommittee meeting. The report was approved by the Committee.

The GRH Customer Satisfaction Survey email was sent to commuters who used GRH between January and March 2011. Commuters are asked to log into their account and take the survey. Commuters without an email address who took GRH trips from December to February were mailed a postage paid-reply version of the survey. Regardless of collection method, data is tabulated and analyzed.

The FY11 First Half Marketing Campaign Summary final report was distributed at the March 15th Regional TDM Marketing Group meeting, and the FY11 Second Half Marketing Campaign Summary draft report was issued at the March 15th meeting.

Executive summary progress reports were prepared for December 2010 and January and February 2011. The October – December 2010 Quarterly Progress report was also prepared for review and distribution.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. Regional Employer Database Management and Training

In January, a conference call was held with Justin Schor, chair of the Employer Outreach Committee to discuss the status of the ACT! database with regards to on-going performance issues. Several technical issues were highlighted by end users of the ACT! database that COG/TPB and COG/ITFM staff coordinated on to address the difficulties.

In February, the COG/TPB and COG/ITFM staff coordination continued on the ACT! database repair. An anticipated fix from the software manufacturer is expected sometime in March.

The fix from Sage Software, the manufacturer of ACT! did not arrive in March. COG/TPB and COG/ITFM staff continued their efforts to ensure productivity for the end users of the system.

B. Employer Outreach for Bicycling

The Bicycle and Pedestrian Subcommittee submitted changes for the “Bicycling to Work in the Washington Metropolitan Region” guide for a spring reprint. Updates to the guide were coordinated with the printer in March.

In March, COG/TPB staff attended goDCgo’s kick-off presentation of the District’s “Bike Brand Your Biz” effort for employers to offer bikeshare memberships.

2. Jurisdictional Component Project Tasks

A. MD Local Agency Funding and Support

The Maryland jurisdictions continued their outreach efforts to expand and recruit employer clients. COG/TPB staff supported two sales meetings in Tri-County during the month of February.

B. DC, MD, and VA Program Administration

COG/TPB staff presented a draft Employer LEED brochure during the Employer Outreach Committee meeting on January 18th. In February, COG/TPB staff completed edits for the first draft of the LEED brochure. In March, the LEED brochure edits were finalized and the printer submitted the final release of the brochure.

On March 7th, a sales training session on Cold Calling was held at COG for the outreach sales representatives. Vorsight, Inc., was the instructor and all jurisdictions attended with positive feedback. A follow-up training session is being looked into for fiscal year 2012.

COG/TPB staff coordinated with representatives from TranBen for their presentation to the Employer Outreach Committee meeting on January 18th. The January meeting included presentations from WMATA on recent changes to the SmartBenefit program and the SmarTrip cards, COG/TPB staff's update on training and conformity statements.

COB/TPB staff fulfilled brochure requests from Montgomery, Loudoun, Prince William, and Prince George's Counties.

COG/TPB staff attended and participated in transportation information sessions for DHS at the Reagan Center on February 10th.

COG/TPB staff presented information at the DSS site in Alexandria for their BRAC relocation plans on February 15th.

VI. MARYLAND TELEWORK

A. General Assistance and Information

COG/TPB staff met with the Telecommuting Advantage Group in January to update the Employer Telework training survey, which will be administered in February. COG/TPB staff worked with the consultant to prepare and send a survey to Maryland Employer Outreach representatives. Results from the survey will be used to develop the training curriculum for the Employer Outreach Telework training session that will be held in May. COG/TPB staff met with the Telecommuting Advantage Group on March 11th to discuss the Employer Outreach telework training session.

COG/TPB staff discussed follow-up activities with the consultant on the Charles County government telework program. COG/TPB staff worked with Charles County government and the Tri-County Council to determine next steps and assistance needed on their Telework program.

COG/TPB staff reached out to employers to recruit them for telework case studies.

COG/TPB staff provided follow-up information and materials to Marriott International on work conducted by the consultant.

COG/TPB staff made arrangements with the Telework Exchange to be present at the Telework Town Hall meeting in April. Free ad space in the event program was given to Commuter Connections.

A review began on the regional Telework brochure to include updated information from the 2010 State of the Commute survey.

VII. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

COG/TPB staff performed a soft-launch of the GRH – Baltimore program during September 2010. The program continued to enroll new applicants during January thru March 2011.

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 monitored and maintained the GRH database and server.

COG/TPB staff reviewed GRH Program participation guidelines and updated them to include the Baltimore Metropolitan Region and St. Mary's County, Maryland.

B. Process Trip Requests and Provide Trips

Between the months of January and March, there were 331 GRH Baltimore applications received. A total of 613 applicants were registered (330 new applicants and 1 previous "one-time exception" users) and 1 commuter was re-registered. During the same time period, the GRH program provided 31 GRH trips. 6 of these trips were "one-time" exceptions accounting for 19% 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 March 31st, a total of 953 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.

**Technical Assistance to Local Agencies
January – March 2011**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
JANUARY 2011				
BMC	Thu 1/6/2011 10:20 AM	Thu 1/6/2011 2:59 PM	Thu 1/6/2011 4:20 PM	Maryland ridematching data request
TJPCD	Thu 1/6/2011 3:44 PM	Mon 1/10/2011 12:09 PM	Mon 1/10/2011 12:09 PM	Move commuter account to Commuter Connections
FDA	Thu 1/6/2011 10:48 AM	Thu 1/6/2011 10:48 AM	Thu 1/6/2011 10:48 AM	Update to work mailing address
TJPCD	Tue 1/18/2011 10:18 AM	Tue 1/18/2011 10:31 AM	Tue 1/25/2011 10:59 AM	Move commuter account to Commuter Connections
Northern Neck	Tue 1/18/2011 2:55 PM	Mon 1/24/2011 9:57 AM	Mon 1/24/2011 7:51 PM	Request to modify purge process and remove Commuter Connections contact.
GW RideConnect	Thu 1/20/2011 10:53 AM	Mon 1/24/2011 9:44 AM	Mon 1/24/2011 9:54 AM	Staff unable to log in. Determined to be UE.
TJPCD	Thu 1/27/2011 10:55 AM	Thu 1/27/2011 10:55 AM	Thu 1/27/2011 10:55 AM	Duplicate entries on report question
FEBRUARY 2011				
TJPCD	Tue 2/1/2011 11:57 AM	Tue 2/1/2011 3:55 PM	Tue 3/15/2011 3:01 PM	Move commuter account to Commuter Connections
TJPCD	Tue 2/1/2011 11:50 AM	Tue 2/1/2011 3:55 PM	Mon 3/14/2011 9:59 AM	Move commuter account to Commuter Connections
Frederick County	Wed 2/2/2011 1:29 PM	Thu 2/3/2011 4:40 PM	Mon 2/7/2011 5:18 PM	Table 4A data request
TJPCD	Wed 2/2/2011 2:50 PM	Thu 2/3/2011 4:39 PM	Thu 2/3/2011 4:39 PM	Report request
TJPCD	Wed 2/2/2011 4:50 PM	Thu 2/3/2011 4:38 PM	Tue 3/15/2011 3:03 PM	Addition of Lynchburg to jurisdiction dropdown list
TJPCD	Wed 2/2/2011 5:06 PM	Mon 2/7/2011 10:04 AM	Mon 2/7/2011 10:04 AM	Move commuter account to Commuter Connections
Fairfax County	Mon 2/4/2011 11:02 AM	Mon 2/7/2011 9:55 AM	Mon 2/7/2011 9:55 AM	GRH Application question
TJPCD	Tue 2/8/2011 11:43 AM	Tue 2/8/2011 11:43 AM	Tue 2/8/2011 11:43 AM	Move commuter account to Commuter Connections
Fairfax County	Fri 2/11/2011 12:28 PM	Thu 2/24/2011 10:13 AM	Thu 2/24/2011 10:19 AM	Delete commuter (RS/GRH) account. Moved from region.
TJPCD	Mon 2/14/2011 2:48 PM	Tue 2/15/2011 10:15 AM	Tue 2/22/2011 3:47 PM	Move commuter account to Commuter Connections
TJPCD	Tue 2/15/2011 10:39 AM	Wed 2/16/2011 3:03 PM	Tue 2/22/2011 3:46 PM	Move commuter account to Commuter Connections
TJPCD	Tue 2/15/2011 3:31 PM	Wed 2/16/2011 3:03 PM	Tue 2/22/2011 3:46 PM	Move commuter account to Commuter Connections
Fairfax County	Wed 2/16/2011 10:02 AM	Wed 2/16/2011 3:04 PM	Thu 2/17/2011 2:52 PM	Park n' Ride Map server not working
Frederick County	Wed 2/16/2011 4:07 PM	Wed 2/16/2011 7:14 PM	Fri 3/25/2011 10:16 AM	FastNotes email addresses and labels
BMC	Fri 2/18/2011 1:33 PM	Fri 2/18/2011 2:10 PM	Fri 2/18/2011 2:14 PM	Monthly statistic data request
Loudoun County	Fri 2/25/2011 9:25 AM	Fri 2/25/2011 4:45 PM	Fri 2/25/2011 4:46 PM	Re-geocode commuter account
TJPCD	Mon 2/28/2011 2:38 PM	Mon 2/28/2011 5:55 PM	Fri 3/4/2011 4:41 PM	Move commuter account to Commuter Connections
MARCH 2011				
TJPCD	Tue 3/1/2011 4:23 PM	Thu 3/3/2011 10:47 AM	Thu 3/3/2011 10:47 AM	Move commuter account to Commuter Connections
TJPCD	Tue 3/1/2011 4:34 PM	Thu 3/3/2011 10:47 AM	Thu 3/3/2011 10:47 AM	Move commuter account to Commuter Connections
Fairfax County	Wed 3/2/2011 11:10 AM	Wed 3/2/2011 3:31 PM	Fri 3/4/2011 10:35 AM	Requested GRH re-registration
RSDE	Wed 3/2/2011 4:50 PM	Thu 3/3/2011 10:34 AM	Thu 3/3/2011 10:44 AM	Account activation screen redirect for commuters
TJPCD	Thu 3/3/2011 1:13 PM	Fri 3/4/2011 10:32 AM	Fri 3/4/2011 10:42 AM	Move commuter account to Commuter Connections
TJPCD	Mon 3/7/2011 11:31 AM	Mon 3/7/2011 11:37 AM	Tue 3/8/2011 10:47 AM	Move commuter account to Commuter Connections
TJPCD	Tue 3/8/2011 10:53 AM	Tue 3/8/2011 10:54 AM	Mon 3/14/2011 10:24 AM	Move commuter account to Commuter Connections
NIH	Tue 3/8/2011 1:09 PM	Tue 3/8/2011 1:10 PM	Tue 4/5/2011 12:49 PM	RS/GRH Commuter appearing on matchletters. Advised NIH staff of the "NO, NO" setting. NIH staff send the matchletter even though commuter indicated not interested.

TJPD	Wed 3/9/2011 10:51 AM	Wed 3/9/2011 4:13 PM	Mon 3/14/2011 10:25 AM	Move commuter account to Commuter Connections
TJPD	Thu 3/10/2011 11:07 AM	Mon 3/14/2011 10:25 AM	Mon 3/14/2011 10:25 AM	Move commuter account to Commuter Connections
RSDE	Fri 3/11/2011 2:03 PM	Mon 3/14/2011 10:27 AM	Mon 3/14/2011 10:29 AM	Account activation screen redirect for commuters and reset of commuter passwords
BMC	Wed 3/16/2011 1:11 PM	Wed 3/16/2011 7:38 PM	Thu 3/17/2011 3:55 PM	Extranet password reminder
Fairfax County NIH	Wed 3/2/2011 10:35 AM	Wed 3/2/2011 3:33 PM	Fri 3/4/2011 10:38 AM	Requested GRH re-registration
	Fri 3/18/2011 3:01 PM	Fri 3/18/2011 3:28 PM	Fri 3/18/2011 3:37 PM	Request of all commuters in TDM System with appcode "C" and employer like "NIH"
Fairfax County	Wed 3/23/2011 9:36 AM	Wed 3/23/2011 10:24 AM	Wed 3/23/2011 10:24 AM	Queued commuter request for processing (BWI BP)
TJPD	Thu 3/24/2011 4:58 PM	Fri 3/25/2011 10:14 AM	Fri 3/25/2011 12:40 PM	Move commuter account to Commuter Connections
Fairfax County	Fri 3/25/2011 12:38 PM	Fri 3/25/2011 12:41 PM	Thu 4/14/2011 1:47 PM	Report of typographical error in "Welcome to Commuter Connections" email
TJPD	3/28/2011 5:00 PM	Tue 3/29/2011 3:09 PM	Thu 3/31/2011 3:35 PM	Move commuter account to Commuter Connections
TJPD	Wed 3/30/2011 2:57 PM	Wed 3/30/2011 5:35 PM	Thu 4/14/2011 1:37 PM	Move commuter account to Commuter Connections
FDA	Thu 3/31/2011 11:12 AM	Thu 3/31/2011 4:15 PM	Thu 4/14/2011 1:25 PM	Suggested updates to the matchletter
FDA	Thu 3/31/2011 3:44 PM	Thu 3/31/2011 4:14 PM	Thu 4/14/2011 1:35 PM	Question regarding commuter name suppression on matchletters

TDM SERVICES

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	324	299*	383
Locals Rideshare Apps (New and Re-apps)	2,791	2,473*	2,390
Matchlists Requested	6,408	5,308	4,436
Transit Applicants/Info Sent	141	143	193
GRH Washington Applicants	1,523	1,507	1,304
GRH Washington Rides Provided	870	782*	767
GRH Baltimore Applicants	310	580	N/A
GRH Baltimore Rides Provided	31	29*	N/A
Telework Info Requests	22	33	21
Phone/Fax	4	2	0
Internet	5,749	3,543	3,176
Kiosk	N/A	N/A	N/A
Employer Applicants	0	0	0
Total Hits on website	42,187	42,374	27,631
TOTAL INPUT	60,360	53,490	40,301

*Updated since Q2 Progress Report FY2011

TDM SERVICES

**ALEXANDRIA
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, FY 2010
Rideshare Applicants	32	19	14
Matchlists Sent	107	59	43
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	39	24	23
GRH Baltimore Applicants	1	2	N/A
Telework Information Requests	1	2	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	476	0	0
Employers Contacted (Follow up)- Visit	3	0	0
Employers Contacted - Number of Potential (Follow up)	3	0	0
New TDM Programs Established			
Level 1	52	0	0
Level 2	37	0	0
Level 3	73	0	0
Level 4	22	0	0

TDM SERVICES

**ARLINGTON
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	15	12
Matchlists Sent	107	70	34
Transit Applicants and Info Sent	2	1	1
GRH Washington Applicants	35	28	23
GRH Baltimore Applicants	2	1	N/A
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	0	8	3
Employers Contacted (New)- Visit	0	5	6
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	213	305
Employers Contacted (Follow up)- Visit	0	9	13
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	6	3
Level 2	0	0	0
Level 3	0	2	0
Level 4	0	0	0

TDM SERVICES

**ANNE ARUNDEL
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	34	29
Matchlists Sent	79	148	115
Transit Applicants and Info Sent	1	5	5
GRH Washington Applicants	49	71	31
GRH Baltimore Applicants	4	17	N/A
Telework Information Requests	0	3	2
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	82	80	5
Matchlists Sent	171	148	16
Transit Applicants and Info Sent	7	6	1
GRH Washington Applicants	22	45	7
GRH Baltimore Applicants	66	276	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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

JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	26	19
Matchlists Sent	89	121	106
Transit Applicants and Info Sent	0	3	3
GRH Washington Applicants	31	45	8
GRH Baltimore Applicants	35	81	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	5	5
Matchlists Sent	74	34	32
Transit Applicants and Info Sent	11	1	0
GRH Washington Applicants	16	6	9
GRH Baltimore Applicants	121	40	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	259	253	288
Matchlists Sent	679	715	890
Transit Applicants and Info Sent	22	28	29
GRH Washington Applicants	197	131	284
GRH Baltimore Applicants	34	52	N/A
Telework Information Requests	5	4	2
Employers Contacted (New)- Phone	3	9	6
Employers Contacted (New)- Visit	1	2	8
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	397	374	33
Employers Contacted (Follow up)- Visit	0	7	2
Employers Contacted - Number of Potential (Follow up)	93	0	0
New TDM Programs Established			
Level 1	2	4	0
Level 2	1	0	0
Level 3	0	4	4
Level 4	0	1	0

TDM SERVICES

FAIRFAX

JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	236	166	175
Matchlists Sent	909	809	866
Transit Applicants and Info Sent	17	18	18
GRH Washington Applicants	193	162	175
GRH Baltimore Applicants	2	7	N/A
Telework Information Requests	3	6	3
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	261	0	0
Employers Contacted (Follow up)- Visit	93	0	0
Employers Contacted - Number of Potential (Follow up)	93	0	0
New TDM Programs Established			
Level 1	4	0	0
Level 2	3	0	0
Level 3	15	0	0
Level 4	3	0	0

TDM SERVICES

**FDA
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	38	24	0
Matchlists Sent	105	35	0
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	31	22	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	31	26	22
Matchlists Sent	163	135	160
Transit Applicants and Info Sent	3	5	9
GRH Washington Applicants	65	43	38
GRH Baltimore Applicants	4	11	N/A
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	0	0	5
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	54	10	8
Employers Contacted (Follow up)- Visit	3	1	2
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	1
Level 4	1	0	0

TDM SERVICES

**GW RIDE CONNECT
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	337	373	298
Matchlists Sent	433	351	352
Transit Applicants and Info Sent	11	10	4
GRH Washington Applicants	156	189	148
GRH Baltimore Applicants	0	1	N/A
Telework Information Requests	1	5	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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

JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	25	7
Matchlists Sent	65	96	59
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	12	19	7
GRH Baltimore Applicants	19	49	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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

JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	28	50
Matchlists Sent	0	0	77
Transit Applicants and Info Sent	4	3	7
GRH Washington Applicants	24	75	34
GRH Baltimore Applicants	14	21	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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

JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	4	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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

JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	86	66	63
Matchlists Sent	448	279	307
Transit Applicants and Info Sent	11	7	6
GRH Washington Applicants	81	107	98
GRH Baltimore Applicants	0	1	N/A
Telework Information Requests	1	1	2
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	10	0	0
Employers Contacted - Number of Potential (Follow up)	10	0	0
New TDM Programs Established			
Level 1	23	0	0
Level 2	21	0	0
Level 3	0	0	0
Level 4	4	0	0

TDM SERVICES

MTA

JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	21	12
Matchlists Sent	22	115	107
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	25	19	11
GRH Baltimore Applicants	2	9	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	25	52
Matchlists Sent	15	8	18
Transit Applicants and Info Sent	1	13	44
GRH Washington Applicants	2	1	4
GRH Baltimore Applicants	0	2	N/A
Telework Information Requests	1	2	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 Potential (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 Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	84	77	56
Matchlists Sent	276	385	274
Transit Applicants and Info Sent	11	10	9
GRH Washington Applicants	92	67	41
GRH Baltimore Applicants	1	2	N/A
Telework Information Requests	1	2	2
Employers Contacted (New)- Phone	30	29	3
Employers Contacted (New)- Visit	19	24	13
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	992	665	718
Employers Contacted (Follow up)- Visit	37	38	29
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	0	0
Level 2	9	6	1
Level 3	4	0	0
Level 4	2	0	1

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	3	2
Matchlists Sent	7	9	8
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	1
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 Potential (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 Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	40	58	67
Matchlists Sent	82	60	89
Transit Applicants and Info Sent	0	1	5
GRH Washington Applicants	4	4	2
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 Potential (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 Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SILVER SPRING
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	10	2
Matchlists Sent	9	31	7
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	4	9	4
GRH Baltimore Applicants	0	3	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 Potential (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 Potential (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)
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	1	19
Matchlists Sent	111	14	33
Transit Applicants and Info Sent	4	0	0
GRH Washington Applicants	4	0	1
GRH Baltimore Applicants	0	0	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	193	5	N/A
Matchlists Sent	315	19	N/A
Transit Applicants and Info Sent	2	1	N/A
GRH Washington Applicants	20	5	N/A
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	2	0	N/A
Employers Contacted (New)- Phone	0	0	N/A
Employers Contacted (New)- Visit	0	0	N/A
Employers Contacted - Number of Potential (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 Potential (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

**NSA - BETHESDA (NNMC)
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	5	7
Matchlists Sent	72	17	68
Transit Applicants and Info Sent	5	0	1
GRH Washington Applicants	1	1	2
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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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

*NSA-Bethesda joined the Commuter Connections network in September 2009

TDM SERVICES

**NORTHERN NECK
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	1	2
Matchlists Sent	2	5	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	2	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	20	8
Matchlists Sent	132	80	41
Transit Applicants and Info Sent	3	1	1
GRH Washington Applicants	17	13	5
GRH Baltimore Applicants	0	0	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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	95	62	42
Matchlists Sent	137	174	123
Transit Applicants and Info Sent	5	4	21
GRH Washington Applicants	73	67	44
GRH Baltimore Applicants	2	5	N/A
Telework Information Requests	1	0	3
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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

JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	222	213	129
Matchlists Sent	1,479	1,116	381
Transit Applicants and Info Sent	9	14	18
GRH Washington Applicants	245	239	244
GRH Baltimore Applicants	1	0	N/A
Telework Information Requests	1	5	4
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	47	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	0	0
Level 2	6	0	0
Level 3	11	0	0
Level 4	5	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	21	26
Matchlists Sent	230	163	125
Transit Applicants and Info Sent	2	5	4
GRH Washington Applicants	13	25	12
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 Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	30	20
Matchlists Sent	90	108	105
Transit Applicants and Info Sent	3	5	7
GRH Washington Applicants	66	86	38
GRH Baltimore Applicants	2	0	N/A
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (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
 JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	68	71	5
Matchlists Sent	199	187	113
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	69	46	1
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 Potential (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 Potential (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

*Charlottesville Rideshare joined the regional TDM Network in March 2010

TDM SERVICES

RIDESHARE DELAWARE
 JANUARY - MARCH 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	561	N/A	N/A
Matchlists Sent	399	N/A	N/A
Transit Applicants and Info Sent	0	N/A	N/A
GRH Applicants	4	N/A	N/A
GRH Baltimore Applicants	0	N/A	N/A
GRH RideShare Delaware	495	N/A	N/A
Telework Information Requests	0	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 Potential (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 Potential (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
JANUARY - MARCH 2011**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	646	223	113
Matchlists Sent	529	404	171
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Trafix Applicants	646	221	81
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 Potential (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 Potential (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

*Hampton Roads Transit - Trafix joined the regional TDM Network in September 2009

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
JANUARY - MARCH 2011

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2010
Total applicants/info provided:	9,059	9,156	26,956
Rideshare applicants	3,115	2,772	9,186
Matchlists sent	6,486	5,448	17,341
Transit applicants/info sent	141	143	459
GRH applicants	3,387	3,346	9,845
Bike to work info requests	12	25	77
Telework info requests	22	33	92
Internet users	42,187	42,374	110,821
Internet applicants	5,749	2,963	15,756
New employer clients	33	46	94
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2010
Continued placements	792	705	2,337
Temporary/one-time placements	383	341	1,129
Daily vehicle trips reduced	278	248	821
Daily VMT reduced	8,172	7,272	24,100
Daily tons NOx reduced	0.0038	0.0034	0.0112
Daily tons VOC reduced	0.0019	0.0017	0.0056
Daily tons PM2.5 reduced	0.00010	0.00009	0.0003
Daily tons PM2.5 NOx reduced	0.0036	0.0032	0.01063
Daily tons GHG reduced	3.9260	3.4937	11.5777
Daily gallons of gas saved	411	365	1,211
Daily commuter costs saved	\$1,389	1,236	4,097

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
 JANUARY - MARCH 2011

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	32	7	46	85
ARLINGTON (COG)	26	3	52	81
ARTMA	19	13	36	68
BALTIMORE CITY	82	6	21	109
BMC	28	4	27	59
BWI BUSINESS PARTNERSHIP	25	1	97	123
COG	223	61	537	821
DISTRICT OF COLUMBIA	36	4	90	130
FDA	38	0	26	64
FAIRFAX COUNTY	236	119	1,441	1,796
FREDERICK	31	24	138	193
GW RIDE CONNECT	337	466	1,356	2,159
HARFORD	15	2	7	24
HOWARD	17	5	32	54
LINK	0	0	0	0
LOUDOUN	86	17	187	290
MTA	7	3	23	33
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	14	16	38	68
Countywide	84	19	268	371
Friendship Heights/Rockville	5	2	14	21
North Bethesda TMD	40	30	116	186
Silver Spring	3	3	32	38
NIH	20	7	6	33
NATIONAL GUARD REDINESS CENTER	193	4	163	360
NSA - BETHESDA	5	5	22	32
NORTHERN NECK	2	8	2	12
NORTHERN SHENANDOAH	33	12	30	75
PRINCE GEORGE'S	95	106	40	241
PRTC	222	147	727	1,096
RAPPAHANNOCK-RAPIDAN	28	12	4	44
TRI - COUNTY	20	7	68	95
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	68	0	63	131
RIDESHARE DELAWARE	561	0	10	571
HAMPTON ROADS - TRAFFIX	646	0	0	646
TOTAL INPUT COMMUTER CONNECTIONS	2,002	1,113	5,646	8,761
TOTAL INPUT TDM NETWORK MEMBERS	1,275	0	73	1,348
TOTAL INPUT (CC + NETWORK)	3,277	1,113	5,719	10,109
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		3,115		

FY 2011

January - March 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) Employers Contacted (follow-up)	0 476	0 0	3 397	0 261	0 54	0 139	30 992	0 0	0 47	0 0	0 4	0 0
Total Broadcast Contacts Letters, Flyers, Newsletter	295	0	1356	1056	331	304	7422	0	0	0	0	0
Total Sales Meetings	3	0	1	93	3	10	56	0	0	0	0	0
Total Employers Contacted	774	0	1757	1410	388	453	8500	0	47	0	4	0
New Level 1 TDM Programs	52	0	2	4	0	23	6	0	5	0	0	0
New Level 2 TDM Programs	37	0	1	3	0	21	9	0	6	0	0	0
New Level 3 TDM Programs	73	0	0	15	0	10	4	0	11	0	0	0
New Level 4 TDM Programs	22	0	0	3	1	4	2	0	5	0	0	0