QUARTERLY WORK PROGRAM PROGRESS REPORT
APRIL – JUNE 2013

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2013 Fourth Quarter Progress Report
PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in April 2013, May 2013 and June 2013) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

COG/TPB staff responded to technical support requests from Frederick and Montgomery Counties in MD; PRTC in VA; the Rideshare Program of Charlottesville, VA; the Traffix program of Hampton Roads Transit (HRT) and Rideshare Delaware. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

COG/TPB staff attended a TRIPTAC Peer Group meeting on April 4th.

COG/TPB staff worked with GSA representatives to coordinate and hold a Federal ETC training workshop at COG on April 10th. The session focused on SmartTrip benefit updates and Bike to Work Day.

COG/TPB staff attended and participated in a National Association for Commuter Transportation Board meeting on April 15th. COG/TPB staff participated in a Ridesharing Institute webinar on April 17th.

COG/TPB staff prepared for and coordinated STDM Work Group meetings held on April 9th, May 14th, and June 11th.

A Commuter Connections Subcommittee was held on May 21st. Highlights from the meeting include: Endorsement for release of the FY 2012-2014 Transportation Emission Reduction Measures (TERMs) Revised Evaluation

Framework Draft Report, an update by COG/TPB staff on the regional TDM Evaluation project, a briefing on changes in regional commute patterns since 2007, preliminary highlights of the results from the 2013 regional Bike to Work Day event, an update on Clean Air Partners activities, an update on the regional Car Free Days event for 2013, and a briefing on the 3rd quarter CCWP budget and progress reports.

COG/TPB staff coordinated and participated in an MPO TDM Peer Exchange conference call/web meeting on May 22nd.

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

- July 2013 Commuter Connections Resource Directory;
- Upcoming Fairs and Promotions;
- Special Events Ridematching;
- TDM System – Generation II Update;
- 'Pool Rewards for Vanpools;
- GIS Information Update; and
- Client Site Status/Roundtable.

COG/TPB staff coordinated a conference call meeting with GSA and NCPC representatives to begin working on the update to the Federal ETC TMP Handbook. COG/TPB staff attended VDOT's Route 50 public hearing meeting in Ashburn, VA on June 13th. COG/TPB staff attended the TPB's STWG meeting on June 25th.

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance.

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

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving data among jurisdictions and agencies, and making backups.

COG/TPB staff met with the new software development contractor Media Beef representatives eight times during the quarter. Topics included maintenance and upgrades to the regional TDM software system. Media Beef is implementing responsive web design to enable the system to present an attractive user interface on most common devices such as smartphones and tablet computers. Media Beef has also been working on improving the commuter registration experience for public users and administrators by giving customers access to their password recovery information. For administrators and ridematching coordinators, one goal is to overhaul the user interface so there is less scrolling and fewer pages to visit when working with commuter data. The team is working on improving error handling and providing context sensitive help. In the area of content management, Media Beef has developed an approach that enables administrators to customize text and graphics that appear on the pages for each website (Commuter Connections, TRAFFIX, Charlottesville, and Delaware RideShare) and even the region's big employers. Enhancements aimed at reducing the number of duplicate records for employers are up for consideration. The new development team also expects to be able to fix the bugs that have made it difficult to work with the reports.

COG/TPB staff received source code and web pages from Base Technologies to implement 'Pool Rewards for vanpools. This code implemented a lot of the required functionality, but there were big gaps in the implementation. Staff continues to fix bugs and finish this part of the TDM system. Since staff are developing in one code base while Media Beef is developing in another, staff are also planning the integration of the COG codebase with the code produced by Media Beef.

COG/TPB staff began testing the development version of the newly redesigned TDM system supplied by Media Beef.

D. Commuter Information System

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

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

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

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

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

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

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

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of April and June, there were 1,105 GRH applications received. A total of 1,060 applicants were registered (1,037 new applicants and 23 previous "one-time exception" users) and 1,629 commuters were re-registered. During the same time period, the GRH program provided 617 GRH trips. Forty-six (46) 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 "Child Care." As of June 30th, a total of 10,688 commuters are currently registered in the GRH database.

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

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

COG/TPB staff continued searching for a ride provider in Frederick County and signed a contract with Frederick Taxi in May to provide trips for commuters working in Frederick County as part of the GRH program.

COG/TPB staff met with Diamond Transportation Services staff on May 29th to discuss the status of the Washington DC metropolitan region's Guaranteed Ride Home program.

III. MARKETING

A. TDM Marketing and Advertising

COG/TPB staff and the contractor created the spring newsletter and Federal ETC insert. The newsletter was distributed to the regional ACT! employer database and also made available online. The newsletter with insert was distributed in PDF form to the Federal ETC community through GSA.

The regional TDM umbrella marketing campaign was in full swing throughout the Washington region. Rideshare included radio spots, online banners ads, and a television ad, which appeared on a mix of stations including WJLA News Channel 7, WUSA News Fox 5, and Comcast. GRH was promoted through radio and transit signage on PRTC, Montgomery County Ride On, and Fairfax Connector buses, as well as on bus shelters in Montgomery and Prince George's County.

COG/TPB managed and oversaw the marketing contractor and its subcontractors to implement and coordinate the spring marketing campaign as well as processed media invoices on a monthly basis. Bi-weekly conference calls were held with O'Donnell Company between April and June 2013 to discuss work program plans, and activities for the regional TDM Marketing campaign.

COG/TPB staff and the contractor updated the HTML flash file on the Commuter Connections home page to reflect the new visuals of the spring marketing campaign. COG/TPB staff monitored call volumes and web site visits for each month during the quarter.

COG/TPB staff provided customer support for Bulletin Board members and maintained the Commuter Connections web site and social networking sites. COG/TPB staff regularly updated and maintained SharePoint for posting of marketing and advertising materials for review by Commuter Connections Committees.

During the final quarter of FY 2013, COG/TPB staff attended the following employer transportation fairs:

- April 5, 2013 Tower Companies Rockville
- April 16, 2013 Rockville (HHS)
- April 18, 2013 HHS Humphrey Building, DC
- April 22, 2013 American Red Cross, DC
- April 23, 2013 USGS, Reston
- April 24, 2013 US Dept. of Commerce, Navy Yard, DC
- April 25, 2013 US DEA Headquarters, DC
- May 15, 2013 US Coast Guard, DC

- May 29, 2013 NSA, Bethesda

- June 5, 2013 Aerospace, Chantilly, VA

- June 19, Mark Center, Alexandria, VA

COG/TPB staff also attended and participated in an ACT Chesapeake Chapter TDM Symposium on April 18th and a Public Relations Society of America workshop on using Big Data for Marketing purposes on April 29th.

COG/TPB staff coordinated a regional direct mailer in June to 550,000 households within the Washington metropolitan area, promoting Ridematching and the GRH program. The mass mailer was directed to those who reflect Commuter Connections' target demographics; ages 25-64 with household incomes of $75k and above. One hundred percent of the target households within zip codes that have shown a high propensity to rideshare (based on State of the Commute data) received the Rideshare mailer. All other zip codes received the GRH mailer, and the majority (64%) of target households were reached. The targeted list of zip codes by jurisdiction that were sent the mailers was posted to SharePoint.

A Regional TDM Marketing Group Meeting was held on June 18th. Highlights from the meeting included: a marketing update from MTA Maryland; a presentation on FY 2013 regional TDM Marketing activities and the FY 2014 campaign timeline; a call for volunteers for the FY 2014 Marketing Workgroup; a presentation from WMATA on Smart Benefits; and a roundtable discussion from each of the meeting participants on other local or regional TDM marketing activities. The 2nd half of the year regional TDM FY13 Marketing Campaign summary draft document was updated and distributed at the meeting.

B. Bike to Work Day

Event posters and rack cards were mailed to employers with a cover letter and tips on "How to Organize a Bike to Work Day Event at your Work Site." Posters were also distributed to pit stop managers.

The radio buy was finalized and a 60-second spot was recorded and aired on stations DC 101, and WJFK over 3 week period. Gold level sponsors were mentioned.

COG/TPB staff briefed the Transportation Planning Board Technical Committee on Bike to Work Day on April 5th and at the TPB meeting on April 17th, where the Board adopted a regional Bike to Work Day Proclamation. The proclamation was enlarged and signed by City of College Park Councilmember and National Capital Region Transportation Planning Board 2nd Vice Chair Patrick Wojahn. Photos were taken and posted to the Commuter Connections and Bike to Work Day web sites.

COG/TPB staff designed and managed the Bike to Work Day web site in-house and customized the Twitter and Facebook event pages with relevant graphics and information to reflect the marketing look and feel of the 2013 campaign.

COG/TPB staff finalized the 2013 event T-Shirt art with the vendor and coordinated logistics for T-Shirt delivery with ICF. Staff also worked with WABA and Steering Committee volunteers to arrange for sorting. T-Shirts were sent to sponsors as a thank you for supporting the event.

Banners were created and delivered to approximately 70 pit stop managers for use as promotional tools leading up to Bike to Work Day 2013 and to use as a backdrop at the events. Banners were eight feet wide and reflected graphics and teal colors used for the T-Shirt and poster.

COG/TPB staff along with the contractor developed a Bike to Work Day earned media strategy and coordinated media interviews. A pre-event press release and calendar postings were sent in April, and a second pre-event press release was sent in early May. The contractor and COG's Public Affairs Office staff pitched media and sent a final press release the day of the event. COG/TPB staff participated in media interviews with WUSA Ch. 9, and ABC Ch. 7 television. COG/TPB staff also had a tent at the NoMa pit stop and staff made remarks.

COG/TPB staff also attended pit stops in Herndon, Reston, and Sterling.

COG/TPB staff assisted pit stop managers and Committee members by answering questions and providing general support. Staff also coordinated the sending of information to law enforcement agencies in the region regarding the location of each pit stop. Staff also worked with various sponsors regarding declaration forms, obtained logos for the poster and web site, and worked with regional sponsors to coordinate in-kind donations. In June, COG/TPB Staff coordinated the bike raffle giveaway with the various bike shop sponsors. COG/TPB staff sent all remaining Bike to Work Day sponsor invoices, followed up on any outstanding invoices and processed payments from sponsors. COG/TPB staff and the contractor coordinated placement of a print ad in the Express newspaper. COG/TPB staff sent an HTML email to the employer database and to previous event participants. A congratulatory ad was placed in the Washington Examiner newspaper, thanking participants for making Bike to Work Day 2013 a success.

A Bike to Work Day Steering Committee meeting was held on May 8th. Main topics included discussion of T-Shirt pick up; radio/print ads, press release, proclamation, registration reports, and progress reports from pit stop managers. Bike to Work Day was held on May 17th at 72 simultaneous locations throughout the Washington metropolitan region. A record setting 14,600 bicyclists registered, a 15 percent increase over 2012.

An analysis was conducted of final registration data, the Employer Challenge winner was selected, and a plaque was created. The Employer Challenge luncheon was held at the U.S. Department of Justice on June 21st, and COG/TPB

staff made speaking remarks.   Several other employers were recognized with a certificate of achievement for outstanding participation in Bike to Work Day based on employer size.

C. Employer Recognition Awards

COG/TPB staff contacted the 2013 Employer Recognition Award winners by phone and followed up with letters of confirmation. Notification letters also went out to inform non-winning award nominees of their status. COG/TPB staff coordinated with the Employer Recognition Awards workgroup on the giveaway item for the awards ceremony; the item selected was a flash drive keychain. The giveaways were ordered and made available to attendees along with a commemorative program booklet. COG/TPB staff worked with winners to gather content for the awards program booklet. Booklet highlights included introductory letters from Commuter Connections Subcommittee and TPB Chairs, profiles and photos of winner programs and acknowledgement of the Selection Committee and Workgroup.

COG/TPB staff secured event speakers, wrote remarks for speakers, sent confirmation letters, created the agenda, provided instructions and sent thank you letters to speakers after the event.

COG/TPB staff ordered glass trophies for five award recipients and along with the marketing contractor, also developed podium signage. A custom Commuter Connections backdrop was set up for the stage. Awards went to the following: Incentives – National Institutes of Health; Marketing – United Nations Foundation; Telework- Council of Better Business Bureaus; Employer Services Sales Team Achievement – Prince George's County Department of Public Works and Transportation; Employer Services Organization Achievement – City of Alexandria for their Commuter Challenge.

COG/TPB staff bid out for video services, developed questions for interviewees and coordinated filming logistics. COG/TPB staff also edited the video and presented the final version at the National Press Club ceremony. The event video encompassed two minute segments of each award winning program. COG/TPB staff worked with the contractor to create award seals which were sent to the winners so they may publicize their awards on their respective web sites.

Invitations were created and mailed within a customized theme envelope. Name tags of attendees were created. COG/TPB staff finalized catering arrangements with the National Press Club and conducted a walk thru the day prior to the event.

COG/TPB staff hosted the sixteenth annual Commuter Connections Employer Recognition Awards event at the National Press Club on June 25, 2013. A Commuter Connections exhibit was manned by COG/TPB staff as part of the registration/check-in process for the event. The event's emcee was Councilmember Tommy Wells who also serves as First Vice Chair of the National

Capital Region Transportation Planning Board (TPB). Presenters included
Incentives- Brodi Fontenot - Asst. Secretary for Admin, U.S. Department of
Transportation; Marketing - Sam Zimbabwe - Associate Director for Policy,
Planning and Sustainability, District Department of Transportation; Telework
Award- Jeff Pon - Chief HR & Strategy Officer, Society for Human Resource
Management; Employer Services Sales Team and Organization Achievement
Awards - Scott K. York - Chairman, Loudoun County Board of Supervisors, and
TPB Chair.

COG/TPB staff created a media advisory prior to the event and sent a press
release to the media the day of the Employer Recognition Awards event. A black
and white quarter page ad was placed in the Wall Street Journal to recognize the
employer award recipients on June 26th.

D. 'Pool Rewards

COG/TPB staff continued reviewing, processing, and registering eligible 'Pool
Reward applicants for both carpools and vanpools.

COG/TPB staff held "Street Team" promotions at three employer locations which
included the U.S. Patent and Trademark Office in Alexandria on April 11th; and at
the Environmental Protection Agency at Federal Triangle, and the Food and Drug
Administration in White Oak on April 25th.   Street teams filled with enthusiastic
staff attended all three events, drawing attention and exalting the benefits of
the 'Pool Rewards program. Street Team members wore custom 'Pool Rewards
polo shirts,   and handed out bags containing a 'Pool Rewards brochure and
branded chocolates with clever play on word rideshare sayings, such as "share
with a friend" and "take a bite out commute dollars".

COG/TPB staff attended the 'Pool Rewards office party grand prize contest
winner event at The Treatment and Learning Center in Rockville on June 26th.
Clear Channel classic rock radio station, WBIG hosted the event with Skye, their
daytime DJ and a promotional team.   Music and concert ticket prizes were
provided by the station and lunch was catered by Hard Times Café.   Cash prizes
were sent to the second and third place winning employers, BTI Security of
Rockville, and Easter Seals of Silver Spring.

E. Car Free Day

COG/TPB staff held a Car Free Day Steering Committee meeting on May 8th and
began to make updates to the event web site in preparation for the 2013 event.
Discussion at the meeting included the shift from a weekend only event, to a
three - day celebration, culminating on Car Free Day, September 22nd.   A Car
Free Day presentation was made by COG/TPB staff to the TPB Technical
Committee on June 28th and a draft proclamation was created.   A meeting
announcement was posted for the July Car Free Day Steering Committee

meeting. The 2013 Car Free Day regional proclamation was drafted for presentation in July to the TPB.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In April, comments on the FY 2012 - FY 2014 TDM Framework Methodology document were accepted through April 8th. COG/TPB staff continued to review and update the draft document for final presentation in May. Data collection activities were completed for the 2013 State of the Commute survey. COG/TPB staff completed and deployed the 2013 GRH Applicant on-line survey for the Washington region.

COG/TPB Staff prepared and distributed the final and draft Employer Outreach verification statement reports for the second and third quarters of FY2013. Monthly sales activity reports were received from Montgomery, Arlington, as well as the District of Columbia. Reports were outstanding for Frederick, Prince William, Fairfax, Loudoun, and Prince George's Counties as well as the Tri-County Council for Southern Maryland.

In May, COG/TPB staff compiled information for the 4th quarter Employer Outreach verification report. Monthly sales activity reports were received from Arlington County and the District of Columbia.

In June, COG/TPB Staff prepared and distributed the final and draft Employer Outreach verification for the third and fourth quarters of FY2013. Monthly sales activity reports were received from Montgomery County, Arlington County, and the District of Columbia. Reports from the third quarter were received from Tri-County Council, Prince George's County, Frederick County, Loudoun County, Fairfax County, and Prince William County.

COG/TPB staff completed software development and deployed the 2013 GRH Applicant on-line Applicant survey. COG/TPB staff worked with LDA Consulting to produce the survey software and to collect and process the data from both the on-line and telephone versions of the survey. COG/TPB staff completed data collection activities and LDA Consulting began data analysis.

Data analysis continued on the 2013 State of the Commute Survey and a draft Technical Report was prepared by LDA Consulting.

B. Program Monitoring and Tracking Activities

COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. This information was made available as part of the FY13 Second Half Marketing Campaign Summary draft report issued on June 18th at the Regional TDM Marketing Group meeting.

COG/TPB staff sent the GRH Customer Satisfaction Survey via email link to commuters who used GRH from April through June 2013. Commuters without an email address were sent a hard copy version of the survey. COG/TPB staff also analyzed the data received.

In April, data was collected for the finalization of the 3rd Quarter conformity Employer Outreach verification report. COG/TPB staff began work on two surveys for Prince William County to be conducted in May. The archived Employer Outreach database continued to be maintained.

COG/TPB staff prepared the March FY 2013 CCWP Monthly Executive summary report. COG/TPB staff worked on completing the FY 2013 third quarter CCWP progress report.

In May, data was collected for the finalization of the 3rd Quarter Employer Outreach verification report and preliminary collection of 4th quarter data. Two Employer surveys were conducted in May, one in Prince William County and one in Frederick County. COG/TPB staff maintained the commuter survey archive database application.

COG/TPB staff prepared the April FY 2013 CCWP monthly Executive Summary report and released the 3rd Quarter CCWP Progress Report.

In June, data was collected for the finalization of the 4th Quarter Employer Outreach verification report. Employer surveys were processed and completed for Prince William and Frederick Counties.

COG/TPB staff prepared the May FY 2013 CCWP monthly Executive Summary report. COG/TPB staff continued to maintain the commuter survey archive database application.

COG/TPB staff coordinated and held a TDM Evaluation Group meeting on June 18th. Highlights from the meeting included: 2013 State of the Commute survey highlights from LDA Consulting, a briefing on the status of the 2013 in-depth GRH Applicant surveys for the Baltimore and Washington, DC regions, a discussion of FY 2014 TERM data collection activities, and a presentation from LDA Consultants on results from the Capital Bikeshare survey.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. *Regional Employer Database Management and Training*

COG/TPB staff continued to manage and monitor the Employer Outreach regional database.

COG/TPB staff conducted a data sweep on April 19th, May 16th and June 13th.

COG/TPB staff reviewed the ACT! software licensing contract for FY 2014.

B. *Employer Outreach for Bicycling*

With assistance from the COG Bicycle/Pedestrian Subcommittee, COG/TPB staff finalized updating of the Washington area bicycling guides for employees and employers. Bike guides were printed and distributed in May.

In April, COG/TPB staff conducted two planning sessions for Washington Gas's employee bicycling information meetings set for late April. The two meetings were subsequently put on hold at Washington Gas's request.

In May, work continued on the regional bike guide with assistance from the Bike/Ped committee.

COG/TPB staff provided assistance on the delivery of materials for Bike to Work Day to employers in the region.

In June there was no activity to report.

2. Jurisdictional Component Project Tasks

A. *MD Local Agency Funding and Support*

Throughout the quarter COG/TPB staff supported the ongoing outreach efforts by the Maryland sales representatives.

B. *DC, MD, and VA Program Administration*

In April, COG/TPB staff conducted preliminary interviews with CH2M and Europ Assistance for case study profiles. COG/TPB staff completed the Spring sales support questionnaire. COG/TPB staff coordinated and presented at the April 16th Employer Outreach Committee. Topics covered were: Second and Third Quarter conformity verification; an update from VRE on changes to service; Training updates; Levels of participation; and, employer case studies. COG/TPB staff coordinated training for the June 10th session on incentives.

In May, COG/TPB staff updated information for two case studies – CoStar Realty and Europ Assistance. COG/TPB staff conducted the Spring sales support calls from May 1st to May 6th.

In June, COG/TPB staff completed CoStar Group's employer case study for release to the Commuter Connections website. COG/TPB staff completed the annual sales call write-up with MD/DC employer outreach representatives. A training session was held on June 10th for all employer outreach representatives. The session was an employer panel with representatives from American University, the American Speech Language Association, and Booz Allen on employer-based TDM incentive programs. COG/TPB staff met with CoStar on June 11th for information on LEED certification points.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during April through June 2013. The program has now been operational for two years and nine months.

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

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

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

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

COG/TPB staff continued discussion with the consultant regarding the 2013 GRH in-depth Applicant survey questionnaire and its programming. COG/TPB staff completed software development and deployed the Baltimore version of the 2013 GRH Applicant on-line Applicant survey.   COG/TPB staff worked with LDA Consulting to produce the survey software and to collect and process the data from both the on-line and telephone versions of the survey. COG/TPB staff completed data collection activities and LDA Consulting began data analysis.

B. Process Trip Requests and Provide Trips

Between the months of April and June 2013, there were 118 GRH Baltimore applications received. A total of 108 applicants were registered. 92 commuters were re-registered. During the same time period, the GRH program provided

thirty-five (35) GRH trips. Two (2) of these trips were "one-time" exceptions accounting for 6% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency" and "Missed Pool." As of June 30, 2013, a total of 922 commuters are currently registered in the GRH Baltimore program.

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

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

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

COG/TPB staff met with Diamond Transportation Services staff on May 29th to discuss the status of the Baltimore Metropolitan region's Guaranteed Ride Home program.

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

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2012
Total applicants/info provided:	7,591	8,741	31,882
Rideshare applicants	3,129	2,744	12,142
Matchlists sent	5,183	5,162	20,464
Transit applicants/info sent	122	111	531
GRH applicants	2,689	3,278	12,155
Bike to work info requests	23	21	76
Telework info requests	17	17	74
Internet users	40,257	29,849	137,656
Internet applicants	5,408	5,450	22,654
New employer clients	539	329	1,264
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2012
Continued placements	1,106	970	4,293
Temporary/one-time placements	160	141	622
Daily vehicle trips reduced	613	537	2,378
Daily VMT reduced	16,795	14,728	65,172
Daily tons NOx reduced	0.0064	0	0.0249
Daily tons VOC reduced	0.0034	0	0.0132
Daily tons PM2.5 reduced	0.00021	0	0.00081
Daily tons PM2.5 NOx reduced	0.0070	0	0.0271
Daily tons GHG reduced	8.3246	7	32.3033
Daily gallons of gas saved	844	740	3,275
Daily commuter costs saved	$2,855	2,504	11,080

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

TDM SERVICES

REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	297	155	357
Locals Rideshare Apps (New and Re-apps)	2,832	2,589	2,190
Matchlists Requested	5,132	5,121	5,354
Transit Applicants/Info Sent	118	111	146
GRH Washington Applicants	1,105	1,179	2,560
GRH Washington Rides Provided	617	733	746
GRH Baltimore Applicants	118	116	199
GRH Baltimore Rides Provided	35	43	54
Telework Info Requests	17	17	24
Phone/Fax	0	0	0
Internet	5,408	5,450	5,083
Employee Applicants	0	0	0
Total Hits on website	40,257	29,849	40,660
TOTAL INPUT	**55,936**	**45,363**	**57,373**

TDM SERVICES

ALEXANDRIA
APRIL - JUNE 2012

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	18	8
Matchlists Sent	82	60	44
Transit Applicants and Info Sent	1	1	4
GRH Washington Applicants	27	12	18
GRH Baltimore Applicants	6	0	2
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	61	17	11
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	130	184	109
Employers Contacted (Follow up)- Visit	1	13	1
Employers Contacted - Number of Potiential (Follow up)	1	0	0
New TDM Programs Established			
Level 1	0	3	2
Level 2	0	3	5
Level 3	2	7	3
Level 4	0	3	1

TDM SERVICES

ARLINGTON
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	16	19
Matchlists Sent	112	136	95
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	28	22	20
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	1	0
Employers Contacted (New)- Phone	3	29	9
Employers Contacted (New)- Visit	9	0	11
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	563	695	706
Employers Contacted (Follow up)- Visit	13	15	6
Employers Contacted - Number of Potiential (Follow up)	13	0	0
New TDM Programs Established			
Level 1	1	16	7
Level 2	0	4	0
Level 3	1	7	8
Level 4	1	2	0

TDM SERVICES

ANNE ARUNDEL
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	19	16
Matchlists Sent	243	188	126
Transit Applicants and Info Sent	4	2	3
GRH Washington Applicants	33	45	36
GRH Baltimore Applicants	5	1	2
Telework Information Requests	1	0	2
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BALTIMORE CITY
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	11	3
Matchlists Sent	43	42	21
Transit Applicants and Info Sent	0	3	0
GRH Washington Applicants	24	19	11
GRH Baltimore Applicants	32	24	6
Telework Information Requests	0	3	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	10	10
Matchlists Sent	4	36	61
Transit Applicants and Info Sent	1	4	1
GRH Washington Applicants	27	18	19
GRH Baltimore Applicants	12	12	15
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BWI BUSINESS PARTNERSHIP
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	25	23
Matchlists Sent	144	149	119
Transit Applicants and Info Sent	2	7	8
GRH Washington Applicants	3	6	6
GRH Baltimore Applicants	24	44	27
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

COG - DC/DE/PA/WVA/VA
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	255	124	305
Matchlists Sent	574	376	822
Transit Applicants and Info Sent	12	6	18
GRH Washington Applicants	74	72	88
GRH Baltimore Applicants	10	12	7
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	9	47	26
Employers Contacted (New)- Visit	1	0	4
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	817	376	926
Employers Contacted (Follow up)- Visit	3	0	8
Employers Contacted - Number of Potiential (Follow up)	3	0	0
New TDM Programs Established			
Level 1	3	0	9
Level 2	6	0	0
Level 3	0	47	17
Level 4	0	0	1

TDM SERVICES

FAIRFAX
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	128	92	64
Matchlists Sent	717	732	391
Transit Applicants and Info Sent	6	14	7
GRH Washington Applicants	132	140	110
GRH Baltimore Applicants	0	0	1
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	64	0	0
Employers Contacted (New)- Visit	34	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	300	112	612
Employers Contacted (Follow up)- Visit	45	84	42
Employers Contacted - Number of Potiential (Follow up)	45	0	0
New TDM Programs Established			
Level 1	114	130	0
Level 2	136	137	0
Level 3	157	163	0
Level 4	70	72	0

TDM SERVICES

FDA
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	96	86	18
Matchlists Sent	37	193	59
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	15	23	30
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	92	20
Matchlists Sent	149	132	170
Transit Applicants and Info Sent	2	0	5
GRH Washington Applicants	43	57	43
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	183	139	183
Employers Contacted (New)- Visit	4	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	78	82	94
Employers Contacted (Follow up)- Visit	0	0	3
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	0
Level 2	1	0	0
Level 3	2	0	1
Level 4	1	0	0

TDM SERVICES

GW RIDE CONNECT
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	253	220	272
Matchlists Sent	352	373	396
Transit Applicants and Info Sent	10	4	14
GRH Washington Applicants	117	134	143
GRH Baltimore Applicants	1	0	1
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	6	5
Matchlists Sent	40	15	27
Transit Applicants and Info Sent	2	0	2
GRH Washington Applicants	15	9	11
GRH Baltimore Applicants	15	15	9
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	19	14
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	1	4
GRH Washington Applicants	31	29	42
GRH Baltimore Applicants	5	1	11
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LINK
APRIL - JUNE 2013

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

TDM SERVICES

LOUDOUN
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	54	48	72
Matchlists Sent	286	235	353
Transit Applicants and Info Sent	5	4	6
GRH Washington Applicants	65	87	70
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	1	0	6
Employers Contacted (New)- Visit	1	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	90	85	139
Employers Contacted (Follow up)- Visit	5	7	1
Employers Contacted - Number of Potiential (Follow up)	5	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	1	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	2	9
Matchlists Sent	42	11	21
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	7	8	10
GRH Baltimore Applicants	0	4	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 Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BETHESDA TRANSPORTATION SOLUTIONS
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	31	24	18
Matchlists Sent	30	14	40
Transit Applicants and Info Sent	29	6	29
GRHWashington Applicants	3	1	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	6	0	6
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
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	49	45	38
Matchlists Sent	256	225	217
Transit Applicants and Info Sent	6	4	3
GRH Washington Applicants	51	43	32
GRH Baltimore Applicants	3	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	213	69	56
Employers Contacted (New)- Visit	31	0	77
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	7,137	793	1,849
Employers Contacted (Follow up)- Visit	93	88	129
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	77	37	65
Level 2	16	1	15
Level 3	9	5	4
Level 4	6	1	2

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	0
Matchlists Sent	9	6	11
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

TRANSPORTATION ACTION PARTNERSHIP
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	93	45	149
Matchlists Sent	69	81	95
Transit Applicants and Info Sent	2	3	2
GRH Washington Applicants	3	12	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	154	105	23
Matchlists Sent	174	49	35
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	5	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	16	5
Matchlists Sent	9	20	24
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	8	11	11
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

NATIONAL INSTITUTES OF HEALTH (NIH)
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	7	10
Matchlists Sent	20	14	24
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	16	12	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

NATIONAL GUARD REDINESS CENTER
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	19	34
Matchlists Sent	56	66	79
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	17	20	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

NORTHERN NECK
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	6	1
Matchlists Sent	0	14	2
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

NORTHERN SHENANDOAH
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	15	33
Matchlists Sent	49	82	154
Transit Applicants and Info Sent	1	0	3
GRH Washington Applicants	8	11	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

PRINCE GEORGE'S
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	56	82	14
Matchlists Sent	83	117	38
Transit Applicants and Info Sent	10	16	10
GRH Washington Applicants	61	85	60
GRH Baltimore Applicants	1	3	3
Telework Information Requests	2	2	1
Employers Contacted (New)- Phone	27	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	42	134	128
Employers Contacted (Follow up)- Visit	3	0	4
Employers Contacted - Number of Potiential (Follow up)	3	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
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	147	136	159
Matchlists Sent	1,259	1,446	1,545
Transit Applicants and Info Sent	11	23	13
GRH Washington Applicants	196	190	161
GRH Baltimore Applicants	1	0	1
Telework Information Requests	1	2	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	1,151	0	0
Employers Contacted (Follow up)- Visit	11	0	0
Employers Contacted - Number of Potiential (Follow up)	11	0	0
New TDM Programs Established			
Level 1	6	0	0
Level 2	7	0	0
Level 3	14	0	0
Level 4	7	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	29	25	29
Matchlists Sent	175	161	181
Transit Applicants and Info Sent	4	4	2
GRH Washington Applicants	20	16	15
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	3	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	41	23
Matchlists Sent	118	148	131
Transit Applicants and Info Sent	8	6	6
GRH Washington Applicants	76	95	56
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	2	1
Employers Contacted (New)- Phone	103	4	16
Employers Contacted (New)- Visit	8	0	10
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	25	12	8
Employers Contacted (Follow up)- Visit	8	18	5
Employers Contacted - Number of Potiential (Follow up)	8	0	0
New TDM Programs Established			
Level 1	32	30	1
Level 2	2	6	0
Level 3	0	0	2
Level 4	0	0	1

TDM SERVICES

CHARLOTTESVILLE
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	53	46	54
Matchlists Sent	146	158	147
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	53	47	54
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
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	366	284	193
Matchlists Sent	273	181	506
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	365	281	193
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HAMPTON ROADS TRANSIT - TRAFFIX
APRIL - JUNE 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	50	56	91
Matchlists Sent	129	96	237
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	50	56	90
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
APRIL - JUNE 2013

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	24	1	32	57
ARLINGTON (COG)	16	5	67	88
ARTMA	12	7	83	102
BALTIMORE CITY	7	4	7	18
BMC	5	2	3	10
BWI BUSINESS PARTNERSHIP	19	26	74	119
COG	231	39	329	599
DISTRICT OF COLUMBIA	24	3	93	120
FDA	96	5	5	106
FAIRFAX COUNTY	128	36	379	543
FREDERICK	20	9	60	89
GW RIDE CONNECT	253	469	1,227	1,949
HARFORD	6	1	2	9
HOWARD	20	3	4	27
LINK	0	0	0	0
LOUDOUN	54	15	107	176
MTA	7	3	5	15
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	31	18	88	137
Countywide	49	20	155	224
Friendship Heights/Rockville	1	7	14	22
North Bethesda TMD	93	70	350	513
Shady Grove	154	8	611	773
Silver Spring	1	22	36	59
NIH	4	2	5	11
NATIONAL GUARD REDINESS CENTER	11	12	26	49
NORTHERN NECK	1	0	0	1
NORTHERN SHENANDOAH	10	6	15	31
PRINCE GEORGE'S	56	713	6	775
PRTC	147	63	207	417
RAPPAHANNOCK-RAPIDAN	29	6	8	43
TRI - COUNTY	30	15	110	155
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	53	1	47	101
RIDESHARE DELAWARE	366	0	0	366
HAMPTON ROADS - TRAFFIX	50	0	0	50
TOTAL INPUT COMMUTER CONNECTIONS	**1,539**	**1,590**	**4,108**	**7,237**
TOTAL INPUT TDM NETWORK MEMBERS	**469**	**1**	**47**	**517**
TOTAL INPUT (CC + NETWORK)	**2,008**	**1,591**	**4,155**	**7,754**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**3,129**		

Technical Assistance to Local Agencies
April – June 2013

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2013				
Rideshare Delaware	Mon 4/1/2013 11:10 PM	Fri 4/19/2013 2:57 PM	Fri 4/19/2013 2:59 PM	GIS Data
Frederick County, MD	Wed 4/10/2013 11:56 AM	Wed 4/17/2013 2:10 PM	Wed 4/17/2013 2:10 PM	Reports interface question
Montgomery County, MD	Wed 4/17/2013 2:30 PM	Fri 4/19/2013 2:53 PM	Fri 4/19/2013 3:00 PM	GIS Data
TJPDC	Thu 4/18/2013 9:13 AM	Fri 4/19/2013 3:03 PM	Fri 4/19/2013 3:16 PM	Duplicate account in TDM. Moved to TJPDC
HRT Traffix	Mon 4/22/2013 11:00 AM	Mon 4/22/2013 2:45 PM	Wed 5/8/2013 4:23 PM	Discontinuation Letter
BWI BP	Wed 4/24/2013 11:11 AM	Mon 4/29/2013 2:38 PM	Mon 4/29/2013 2:38 PM	Unable to send email in TDM
Rideshare Delaware	Wed 4/24/2013 11:12 AM	Mon 4/29/2013 2:38 PM	Mon 4/29/2013 2:38 PM	Update email settings in TDM (ridesharedelaware@gmail.com)
PRTC	Fri 4/26/2013 2:52 PM	Mon 4/29/2013 2:40 PM	Wed 5/8/2013 2:56 PM	Duplicate account deletion
May 2013				
TPJDC	Thu 5/2/2013 3:37 PM	Fri 5/3/2013 6:07 PM	Wed 5/8/2013 2:50 PM	Move account to Commuter Connections
Montgomery County, MD	Mon 5/6/2013 8:16 AM	Mon 5/6/2013 11:21 AM	Mon 5/6/2013 11:21 AM	Pool Admin data delete
TJPDC	Thu 5/9/2013 4:13 PM	Fri 5/10/2013 1:41 PM	Fri 5/10/2013 1:41 PM	Move account to Commuter Connections
NBTMD	Wed 5/18/2013 8:12 AM	Fri 5/17/2013 3:24 PM	Fri 5/17/2013 3:24 PM	GRH Application
Loudoun County, VA	Wed 5/15/2013 3:02 PM	Fri 5/17/2013 3:26 PM	Fri 5/17/2013 3:26 PM	Google Maps routing issue to Dulles Airport
Frederick County, MD	Thu 5/16/2013 3:55 PM	Fri 5/17/2013 3:27 PM	Fri 5/17/2013 3:27 PM	Fastnotes emails
June 2013				
Frederick County, MD	Tue 6/4/2013 2:28 PM	Thu 6/6/2013 5:44 PM	Thu 6/6/2013 5:44 PM	Fastnotes labels
Frederick County, MD	Mon 6/10/2013 3:58 PM	Fri 6/14/2013 3:35 PM	Fri 6/14/2013 3:35 PM	Table 4A Data request
Rideshare Delaware	Wed 6/12/2013 11:25 AM	Fri 6/14/2013 3:35 PM	Fri 6/14/2013 3:35 PM	Vanpool Mode Reporting Issue in Commute Log
TJPDC	Tue 6/18/2013 4:50 PM	Tue 6/18/2013 4:50 PM	Tue 6/18/2013 4:50 PM	Moved account to Commuter Connections
TJPDC	Tue 6/18/2013 4:52 PM	Tue 6/18/2013 4:52 PM	Tue 6/18/2013 4:52 PM	Moved account to Commuter Connections

FY 2013										
April to June 2013	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles
Employers Contacted (new) Site Visits (prospects)	0	3	9	0	183	1	213	27	0	103
Telework - NEW	0	0	0	0	269	0	7	0	0	12
Employers Contacted (follow-up)	0	563	817	0	78	90	7137	42	1151	25
Telework - FOLLOWUP	0	0	0	0	0	0	45	0	0	5
Total Broadcast Contacts Letters, Flyers, Newsletter	0	8821	4027	0	318	88	22,476	0	762	103
Total Sales Meetings	0	22	4	0	4	6	124	3	11	16
Total Employers Contacted	0	9409	4857	0	852	185	30002	72	1924	264
New Level 1 TDM Programs	0	1	3	0	0	1	77	0	6	32
New Level 2 TDM Programs	0	0	6	0	1	1	16	0	7	2
New Level 3 TDM Programs	2	1	0	0	2	0	9	0	14	0
New Telework Programs	0	0	0	0	0	0	1	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0