



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
OCTOBER - DECEMBER 2011**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**

**October – December 2011 Quarterly Progress Report  
PROGRAM HIGHLIGHTS**

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

COG/TPB staff aided local Ridematching Coordinators with data maintenance. Staff moved commuter accounts between servicing agencies, ensured newly hired ridematching coordinators could view reports, and corrected errors in data.

COG/TPB staff created mailing lists and printed address labels for Frederick, Maryland TransIT to use in sending newsletters to commuters.

COG/TPB staff gathered statistics on migrating commuter records from the old TDM system's database to the new one. The analysis sought to answer the questions of the total database size prior to the migration, the number of users who opted in over the 18 month timeframe following migration, and the final database size at the end of the migration period.

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

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in October 2011, November 2011 and December 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 will be expunged from the database.

COG/TPB staff responded to technical support requests from the Rideshare Program of Charlottesville, VA and Rideshare Delaware.

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

COG/TPB Staff moved commuter accounts from one servicing agency to another; ensured newly hired ridematching coordinators could view reports, and corrected errors in data.

COG/TPB staff held TDM training sessions for new Rideshare Coordinators on: October 18, 2011, December 6, 2011 and December 20, 2011. The new Rideshare Coordinators represent ARNG, Baltimore City and the Northern Shenandoah Valley Regional Commission.

COG/TPB staff held a SchoolPool training session December 6, 2011. Safe Routes to School coordinators and TDM Ridematching Coordinators attended the meeting as well as DDOT representatives.

A Commuter Connections Ridematching Committee meeting was held on December 20<sup>th</sup>. Highlights from the meeting included: introduction of new Rideshare Coordinators, SchoolPool update, Reach a Ride update, review of suggested improvements to the TDM System, and the member roundtable discussion.

STDM Work Group meetings were held on October 11<sup>th</sup>, November 8<sup>th</sup> and December 13<sup>th</sup> to discuss the progress of the FY 2012 CCWP, development of the FY 2013 CCWP and other issues pertaining to the administrative aspects of the CCWP.

COG/TPB staff assisted VDOT with a survey of I-66 commuters in October by producing a sample dataset of commuters who would likely benefit from taking the survey.

COG/TPB staff participated in a conference call on October 12, 2011 for the continued planning of the "Vanpool Boot Camp" to be hosted in Arlington, VA on November 7, 2011. COG/TPB staff participated in the Association for Commuter Transportation's "Vanpool Boot Camp" on November 7<sup>th</sup>.

COG/TPB staff attended a Virginia Vanpool Study meeting at PRTC on November 1<sup>st</sup>. COG/TPB staff participated in MassRides' National Advisory Group in Boston on November 3<sup>rd</sup> and 4<sup>th</sup>. COG/TPB staff participated in Title VI Training on November 7<sup>th</sup>. A Federal ETC Advisory Group conference call meeting was held on November 9<sup>th</sup>.

COG/TPB staff hosted and participated in an AMPO TDM Peer Exchange Group meeting on November 10<sup>th</sup>. A Vanpool Briefing meeting on the Virginia Vanpool Study and the expansion of the 'Pool Rewards program to vanpools was held on November 15<sup>th</sup>.

A Commuter Connections Subcommittee meeting was held on November 15<sup>th</sup>. Highlights from the meeting included: the endorsement for release of the FY 2012 Bike to Work Day event report, a briefing on the draft 2009- 2011 draft TERM Analysis Report, a briefing by Trans Urban on the Beltway HOT Lanes project in Virginia, an update on the 'Pool Rewards project with respect to its expansion to Vanpools, a briefing on the development of the FY 2013 CCWP and to the Commuter Connections Strategic Plan, and a discussion of the 1<sup>st</sup> quarter budget report and 1st Quarter Progress Report fro the FY 2012 CCWP.

COG/TPB staff attended an Electric Vehicle Infrastructure Workgroup meeting on November 20<sup>th</sup>.

COG/TPB staff attended and moderated a session on "Rewards and Incentives in Applied Transportation Behavior" at the Behavior, Energy and Climate Change Conference (BECC) held in Washington DC on December 1<sup>st</sup>. COG/TPB staff attended COG's Annual Meeting on December 14<sup>th</sup>.

B. Transportation Information Services

COG/TPB staff provided commuter traveler information on alternatives to the general public by telephone, website, electronically and through printed information. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address ([ridematching@mwcog.org](mailto: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 the purge process at the beginning of each month. The software generates electronic and traditional paper correspondence to commuters to ask them whether they want to keep their accounts active. It produces reports that list commuters with whom local ridematching coordinators might want to follow up as well as commuters whose accounts have been marked deleted due to inactivity. Staff also audits the purge process. A spreadsheet that stores snapshots of commuter records is produced before processing and after processing. If someone discovers an account that has been mishandled, these snapshots help eliminate guesswork when tracking down and fixing errors in the software.

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

COG/TPB staff held meetings with Base Technologies on: October 4, October 17, October 31, November 14, November 28, and December 12 to plan and discuss improvements to the TDM system. Topics included the placement rate survey, the upgrade of the software so it can run with the latest version of the web server software, input data validation, the bicycle routing system, and the SchoolPool application.

COG/TPB staff began to test the next upgrade of the TDM system. The software code has been modified to work with the latest version of the Java based web server.

COG/TPB staff participated and hosted a BTI User's Group meeting on December 16<sup>th</sup>.

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 worked with Base Technologies to resolve a problem with the bike routing map where the system failed to produce maps.

COG/TPB staff began processing NAVTEQ data and gathering custom data for the next version of the commute options (Park and Ride) 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 October and December, there were 1,750 GRH applications received. A total of 1,272 applicants were registered (1,216 new applicants and 35 previous “one-time exception” users) and 1,973 commuters were re-registered. During the same time period, the GRH program provided 840 GRH trips. Sixty-one (61) of these trips were “one-time” exceptions accounting for 7% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Family Emergency.” As of December 31st, a total of 12,774 commuters are currently registered in the GRH database. This number has increased by 802 registrants since December 31, 2010 (6% increase).

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

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

COG/TPB staff met with Enterprise program staff on October 4<sup>th</sup> to discuss invoicing and ride procedures for the GRH program.

**III. MARKETING**

**A. TDM Marketing and Advertising**

The fall FY12 marketing campaign was kicked off in October 2011. The campaign included TV and radio for GRH, and radio and a Google Ad Words campaign for Rideshare. The radio used spots produced in FY11, and both Rideshare and GRH radio included a Hispanic station, WILC Romantica.

The fall 2011 newsletter and Federal ETC Insert was produced and distributed to the ACT! employer database and TDM stakeholders. The cover story was on the ‘Pool Rewards employer contest winner. The winter 2012 newsletter process began with development of a timeline, selection of articles and a rough text draft.

The Regional TDM Marketing Group meeting was held on December 20<sup>th</sup> where the initial Draft of the FY12 First Half Marketing Campaign Summary report and

the final draft of the FY12 Washington Metropolitan Resource Guide and Strategic Marketing Plan (SMP) were distributed. The SMP was endorsed for release. Presentations were given on Tri-County Council marketing, SmartBenefits Outreach, and Montgomery County's Walk and Ride Challenge.

Customer support for Bulletin Board members was provided and updated. The Commuter Connections web site and social networking sites were maintained. The Commuter Connections SharePoint committee site was also maintained and updated as needed.

A Google Ad ran during the fall campaign from October-December. The Commuter Connections ad was a paid text listing that was available to those in the Washington D.C. region who searched Google using a number of rideshare related keywords. The top five keywords by click through were: commuter, vanpool, carpool, traffic and rideshare. When users searched for one of the designated keywords on Google, the Commuter Connections ad was positioned at the top of the results before any of the free results appear. Over a three month campaign, the listing produced 2,919 click thrus to the Commuter Connections web site.

In October, a half page advertisement published within a military newspaper's relocation guide that was distributed at bases throughout the region. Flippin' Pizza and Madam Tussaud's coupons were replenished as both companies renewed their GRH Rewards sponsorship. Coupons are sent to GRH Re-registrants.

Feedback was collected from the marketing workgroup on GRH and Rideshare creative concepts and draft radio scripts for the FY12 regional marketing campaign. Winning executions were GRH - "Why would you take chances and risk it?" and Rideshare - "Easier ways to save your money." The marketing contractor researched voice talent for the radio production which will occur in January. The 2<sup>nd</sup> half of the fiscal year regional TDM marketing ad campaign will be kicked off in February 2012.

Marketing, media and public relations contractors were managed and overseen. Conference calls were held with the contractors on: October 24<sup>th</sup>, November 7<sup>th</sup>, November 21<sup>st</sup>, December 5<sup>th</sup> and December 19<sup>th</sup> to discuss plans and activities for the regional TDM marketing work program project.

A direct mail campaign piece was sent in December, 2011 to 500,000 households within the Washington region to promote Ridematching and the GRH program. The direct mailer was sent to residents within the COG footprint who reflect Commuter Connections' target demographic (ages 25-54 with household incomes of \$75k and above.) The residents live within Washington region zip codes identified through the PRIZM system, based on a previous analysis conducted in 2006. For other zip codes, the households who received a Commuter Connections mailer included residents matching the target demographics with at least 35 combined active GRH and Ridematching accounts.

An Earned Media plan was developed for FY12. COG/TPB bi-lingual staff took part in an interview with the Hispanic station, WILC - Romantica on November 16th. An announcement was posted on facebook about Flippin' Pizza's Veteran's Day promotion in October in exchange for a Commuter Connections mention on their press release.

GRH and Rideshare artwork containing images from the new FY12 campaign were developed into posters to appear within the parking garages at Tysons Corner Center. This complimentary ad space was provided to Commuter Connections.

COG/TPB staff participated in a transportation information fair at HHS on October 19, 2011. The event was called "Energy and Health Connections." COG/TPB staff participated in a benefits fair at Northwest Federal Credit Union in Herndon, Virginia on November 2<sup>nd</sup>.

COG/TPB staff participated in a benefits fair at the American College of OBGYN in DC on November 16<sup>th</sup>.

COG/TPB staff met with Clean Air Partners' Managing Director on December 12<sup>th</sup> to discuss the 2012 Clean Air sponsorship package and Commuter Connections involvement in the program.

B. Bike to Work Day

A Steering Committee meeting was held on November 9th. The 2011 Final Draft Bike to Work Day Event report was endorsed by the Committee. For the May 2012 Bike to Work Day event, the Committee approved a goal of 12,500 registrants. This equates to adding approximately 1,500 registrations or a 13.5 percent increase over 2010. The Steering Committee voted on green as the color theme for 2012.

COG/TPB staff finalized invoice collections for the 2011 BTWD event with the DC Lottery.

Commuter Connections began its annual sponsorship drive in October through letters and phone calls to past and prospective sponsors. The drive continued through December and will end on January 31<sup>st</sup>. Through January, two Gold, one Silver and three Bronze sponsors returned signed declaration forms. Sponsors who sent in signed declaration forms for 2012 were invoiced.

The 2012 Bike to Work Day event T-Shirts went through a bidding process. A vendor was secured and shirt samples were obtained for presentation to the Committee in January. The contractor created poster concepts which will also be presented to the Committee in January. The meeting announcement was sent out for the January 11<sup>th</sup> Steering Committee meeting.

All previous pit stops confirmed renewal for 2012 with the exception of a Hyattsville location. Several new pit stops will come on board for 2012, including: Takoma Park, Falls Church, the Mark Center in Alexandria, and National Geographic in the District. Another in Prince William County will be

added as well. Ongoing discussions took place with local municipalities and employers regarding potential new pit stops for 2012.

A meeting was held on November 9<sup>th</sup> between Commuter Connections and WABA to discuss the Bike to Work Day web site and to draft a Memorandum of Understanding between both parties for the regional Bike to Work Day event. The web domains of [www.biketoworkmetrodc.com](http://www.biketoworkmetrodc.com) and [.org](http://.org) were secured. The MOU between COG and WABA was executed in December and outlines responsibilities of both organizations pertaining to the annual event.

C. Employer Recognition Awards

COG/TPB staff prepared a task schedule for the implementation of the 2012 Employer Recognition Awards.

Volunteers were secured to be part of the FY2012 Employer Recognition Awards workgroup. Creative concepts for the 2012 Employer Recognition Awards brochure and nomination form were developed by the contractor and feedback was provided by the workgroup. The brochure was finalized, printed and distributed to employers in the region, including CEO contacts. A letter was developed and sent to CEO's at Level 3 and Level 4 companies.

The Commuter Connections Employer Recognition Awards web page was updated for 2012 which included an online nomination form. An email blast was sent to employers and CEO contacts with a link to the awards web page.

Cost estimates were solicited from several venues to host the June 2012 awards event. The National Press Club was the most economical.

D. 'Pool Rewards

Draft participation guidelines and parameters for a Request for Qualifications for the expansion of the 'Pool Rewards program to vanpools was formulated. A workgroup was also formed to examine the specifics of the program and meetings were held on December 7<sup>th</sup> and 16<sup>th</sup>. A budget was developed in cooperation with the State TDM group for 'Pool Rewards marketing based on modes targeted within each of the states. Marketing to carpools and vanpools will take place in DC and Maryland, and Virginia.

A vanpool briefing meeting was held at COG/TPB on November 15<sup>th</sup> to discuss findings from the Virginia Vanpool Study and to share information on the expansion of the 'Pool Rewards program to vanpools.

COG/TPB staff worked with the State TDM group to develop a budget for 'Pool Rewards marketing components based on products targeting in each of the states. COG/TPB staff met with WMATA staff on December 9<sup>th</sup> to discuss NTD Reporting requirements for Vanpools.

A meeting was held with O'Donnell Company on December 9<sup>th</sup> to discuss a new 'Pool Rewards logo and marketing initiatives for the 'Pool Rewards marketing campaign.



Negotiations took place with the radio stations pertaining to value-add opportunities for 'Pool Rewards. WTOP ran additional 30 second spots at no cost. A message was posted onto the Commuter Connections Rideshare Bulletin Board and onto Craig's List to encourage members to apply for 'Pool Rewards.

'Pool Rewards applicants were reviewed for eligibility and processed for registration if approved.

Below is a status of the 'Pool Rewards program based on data October 1, 2011 through December 31, 2011. Each entry is organized by their 'Pool Rewards status.

Eligible for Rewards: 19 individuals, 9 carpools

Needs Riders: 5

Rejected: 24

Inactive: 3

Completed Program (Pending Survey and Pending Supervisor Approval): 0 individuals, 0 carpools

No payments were made from October 1, 2011 through December 31, 2011.

E. Car Free Day

COG/TPB staff awarded grand prizes (iPad and Bicycle) and posted winner's pictures onto the web site.

COG/TPB staff posted grand prize winners' picture's onto Facebook and tweeted.

COG/TPB staff generated Google Analytics report for Car Free web site.

COG/TPB staff compiled the 2011 pledge data analysis summary, including pledge data by jurisdiction. COG/TPB staff presented event results at the October 7<sup>th</sup> TPB Technical Committee meeting.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

The analysis for the draft TERM Analysis report was updated to reflect results from the January – June 2011 time period and was presented to the TDM Evaluation Group on October 18<sup>th</sup>. The second draft of the FY 2009- FY 2011 TERM Analysis Report was presented to the Commuter Connections Subcommittee on November 15<sup>th</sup>. A comment period was established and during the month of December, COG/TPB Staff continued to work on edits to the draft TERM Analysis Report.

During the month of October, COG/TPB staff and the contractor began work on updating the survey methodology for the FY 2012 Placement Rate Study. COG/TPB staff generated sample data and reports for the placement rate survey. In November, COG/TPB staff and the consultant finalized the FY 2012 Placement Rate Study and it was programmed into the TDM software system. Survey respondents began completing the survey via telephone and email. COG/TPB

staff met with LDA Consulting on December 23<sup>rd</sup> to discuss the progress of the FY 2012 Placement Rate Study.

COG/TPB staff and the contractor completed the Evaluation of the Employer Outreach TERM from the ACT! database records. October monthly sales activity reports were received from Montgomery and Tri-County Council for Southern Maryland. All other jurisdictions are outstanding.

In November, monthly sales activity reports were received from Arlington County. Outstanding reports are due from: Montgomery, Fairfax, Frederick, Prince George's, Loudoun, and Prince William Counties as well as the District of Columbia and the City of Alexandria.

December monthly sales activity reports were received from Montgomery, Arlington, and Prince George's Counties as well as the District of Columbia and Tri-County Council for Southern Maryland. COG/TPB staff monitored the Regional TDM Evaluation project contract with LDA Consulting.

#### B. Program Monitoring and Tracking Activities

In October, COG/TPB staff prepared and distributed the final and draft conformity reports for the fourth quarter of FY2011 and the first quarter of FY2012. In December, COG/TPB Staff prepared and distributed the final and draft conformity reports for the first and second quarters of FY2012.

Customer Satisfaction Survey cards were sent to commuters without email addresses for trips taken between September-November 2011. Online Customer Satisfaction survey links were sent to commuters with emails for trips taken between October-December 2011. Collected data was analyzed upon receipt.

The preliminary FY11 GRH Client Satisfaction Survey Results were presented at the Dec. 20<sup>th</sup> Regional TDM Marketing Group meeting.

COG/TPB staff tracked effectiveness of regional advertising campaigns through call volumes and internet visits.

COG/TPB staff continued to update the Bike to Work Day 2011 Event report. The FY 2011 Bike to Work Day Event report was completed and was endorsed for release at the November 15<sup>th</sup> Commuter Connections Subcommittee meeting.

The Employer Outreach archived database was updated by adding the Lerner customized Survey data. COG/TPB staff worked with Fairfax County RideSources staff to launch an Employer Survey at Inova Fairfax Hospital. The survey was launched on November 28<sup>th</sup> and data was collected through early December.

COG/TPB staff resolved issues associated with the Employer Outreach archived database.

COG/TPB staff monitored the Employer Survey contract with VHB.

A TDM Evaluation Group meeting was held on October 18<sup>th</sup>. Highlights from the meeting included a briefing on the preliminary results from the draft 2009-2011 TERM Analysis Report and a discussion regarding the methodology that will be used for the FY 2012 Placement Rate survey that would be conducted beginning in November.

COG/TPB staff prepared and distributed the September, October, and November FY 2012 CCWP Executive Summary reports as well as the 1<sup>st</sup> quarter CCWP Progress Report.

## V. EMPLOYER OUTREACH

### 1. Regional Component Project Tasks

#### A. Regional Employer Database Management and Training

In October, COG/TPB staff had one meeting with ACT! database training consultant for a possible training session for Employer Outreach sales representatives.

In November, COG/TPB staff began work on the ACT! database upgrade. Training for the ACT! database was postponed until January 2012.

In December, staff coordinated with outside contractor for possible 2012 ACT! database training.

#### B. Employer Outreach for Bicycling

In October, Staff continued to work on updates to the Bike to Work Guide on the web site to mirror the printed version.

### 2. Jurisdictional Component Project Tasks

#### A. MD Local Agency Funding and Support

Maryland jurisdictions continued with implementation of their respective employer outreach programs including the on-call Telework component of the project.

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

In October November, and December work continued on the update of the regional Employer Emergency Preparedness brochure. Work also began on the Live Near Your Work brochure update. The Work Schedule Alternatives brochure was also replenished.

COG/TPB staff coordinated and staffed the October 18<sup>th</sup> Employer Outreach Committee meeting. Highlights from the meeting included: the installation of a new Vice Chair and change of chairpersons, a review of training scheduled for FY 2012, an update and review of results from the 2009 to 2011 Employer Outreach TERM Analysis, a presentation by Loudoun County on their Green Business Challenge program, an update from DATA on their rotating Ridesharing Coordinator project, an update and discussion by COG/TPB staff on new Employer Outreach case studies that will be developed this fiscal year, and a round table discussion by the group on current activities associated with the Employer Outreach program.

COG/TPB staff met with UrbanTrans representatives on October 7<sup>th</sup> to discuss staffing changes for the Employer Outreach programs the firm services.

In October, COG/TPB staff assisted Tri-County Council with their outreach efforts for rideshare at employer sites.

COG/TPB staff conducted sales support calls with the Maryland jurisdictions as well as the District of Columbia.

COG/TPB staff presented at the electric vehicle meeting on November 29<sup>th</sup>.

An Employer Outreach sales training session on LEED Certification was held on December 14<sup>th</sup>. There were several panelists that were part of the training session that shared information on how transportation demand management programs can assist work sited to obtain LEED Certification points. The training session was coordinated and facilitated by Peggy Schwartz, Executive Director of the Transportation Action Partnership.

## VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

### A. General Operations and Maintenance

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

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

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

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

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

In October, COG/TPB staff replenished GRH Welcome and Re-registration letters. COG/TPB staff also reviewed and commented on MTA's GRH Baltimore marketing materials.

### B. Process Trip Requests and Provide Trips

Between the months of October and December 2011, there were 144 GRH Baltimore applications received. A total of 146 applicants were registered (144 new applicants and 2 previous "one-time exception" users) and 200 commuters were re-registered. During the same time period, the GRH program provided 65 GRH trips. 15 of these trips were "one-time" exceptions accounting for 21% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Overtime." As of December 31, 2011, a total of 1,126 commuters are currently registered in the GRH Baltimore program.

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

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

COG/TPB staff met with Enterprise program staff on October 4<sup>th</sup> to discuss invoicing and ride procedures for the GRH program.

In November, A contract was executed with Associated Cab to provide trips as part of the GRH Baltimore GRH program.

**Table 1**

**National Capital Region Transportation Planning Board  
Commuter Connections Program  
Quarterly Activity and Impact Summary  
OCTOBER - DECEMBER 2011**

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2011
<b>Total applicants/info provided:</b>	7,786	9,898	17,684
Rideshare applicants	2,606	3,437	6,043
Matchlists sent	5,335	5,417	10,752
Transit applicants/info sent	186	197	383
GRH applicants	3,224	3,678	6,902
Bike to work info requests	28	35	63
Telework info requests	33	33	66
<b>Internet users</b>	31,107	28,873	59,980
Internet applicants	5,596	3,017	8,613
<b>New employer clients</b>	26	159	185
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2011
<b>Continued placements</b>	663	874	1,537
<b>Temporary/one-time placements</b>	320	422	743
<b>Daily vehicle trips reduced</b>	233	307	540
<b>Daily VMT reduced</b>	6,837	9,017	15,854
<b>Daily tons NOx reduced</b>	0.0032	0.0042	0.0074
<b>Daily tons VOC reduced</b>	0.0016	0.0021	0.0037
<b>Daily tons PM2.5 reduced</b>	0.00008	0.0001	0.0002
<b>Daily tons PM2.5 NOx reduced</b>	0.0030	0.0040	0.0070
<b>Daily tons GHG reduced</b>	3.2845	4	8
<b>Daily gallons of gas saved</b>	344	453	797
<b>Daily commuter costs saved</b>	\$1,162	\$1,533	\$2,695

**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  
 OCTOBER - DECEMBER 2011**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	14	11	28	53
ARLINGTON (COG)	13	4	46	63
ARTMA	26	15	6	47
BALTIMORE CITY	13	4	92	109
BMC	15	3	15	33
BWI BUSINESS PARTNERSHIP	20	18	76	114
COG	233	28	429	690
DISTRICT OF COLUMBIA	30	6	124	160
FDA	2	5	43	50
FAIRFAX COUNTY	142	72	922	1,136
FREDERICK	33	18	100	151
GW RideConnect	226	511	1,185	1,922
HARFORD	13	5	18	36
HOWARD	7	7	20	34
LINK	0	0	0	0
LOUDOUN	50	20	164	234
MTA	5	2	12	19
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	26	6	84	116
Countywide	68	24	275	367
Friendship Heights/Rockville	2	6	27	35
North Bethesda TMD	117	105	343	565
Shady Grove	2	0	4	6
Silver Spring	26	5	54	85
NIH	18	0	20	38
NATIONAL GUARD REDINESS CENTER	40	1	50	91
NSA - BETHESDA	23	0	43	66
NORTHERN NECK	0	2	1	3
NORTHERN SHENANDOAH	27	13	19	59
PRINCE GEORGE'S	81	146	7	234
PRTC	152	49	348	549
RAPPAHANNOCK-RAPIDAN	19	18	10	47
TRI - COUNTY	39	20	236	295
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	57	0	51	108
RIDESHARE DELAWARE	286	0	2	288
HAMPTON ROADS - TRAFFIX	153	0	0	153
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,482</b>	<b>1,124</b>	<b>4,801</b>	<b>7,407</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>496</b>	<b>0</b>	<b>53</b>	<b>549</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,978</b>	<b>1,124</b>	<b>4,854</b>	<b>7,956</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>2,606</b>		

**TDM SERVICES**

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS  
OCTOBER - DECEMBER 2011**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	261	300	278
Locals Rideshare Apps (New and Re-apps)	2,345	3,136	2,489
Matchlists Requested	5,290	5,371	5,308
Transit Applicants/Info Sent	186	197	143
GRH Washington Applicants	1,272	1,754	1,507
GRH Washington Rides Provided	840	845	979
GRH Baltimore Applicants	144	181	580
GRH Baltimore Rides Provided	65	70	33
Telework Info Requests	29	33	33
Phone/Fax	1	0	2
Internet	5,596	3,198	3,543
Employer Applicants	0	0	0
<b>Total Hits on website</b>	<b>31,107</b>	<b>28,873</b>	<b>42,374</b>
<b>TOTAL INPUT</b>	<b>47,136</b>	<b>43,958</b>	<b>57,269</b>

\* Revised since last FY11Q3 Report



TDM SERVICES

ALEXANDRIA  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	19	19
Matchlists Sent	41	60	59
Transit Applicants and Info Sent	5	4	1
GRH Washington Applicants	24	25	24
GRH Baltimore Applicants	0	0	2
Telework Information Requests	2	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	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

ARLINGTON

OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	23	15
Matchlists Sent	69	103	70
Transit Applicants and Info Sent	1	5	1
GRH Washington Applicants	28	35	28
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	1	0	8
Employers Contacted (New)- Visit	3	0	5
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	174	0	213
Employers Contacted (Follow up)- Visit	7	0	9
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	6
Level 2	1	0	0
Level 3	0	0	2
Level 4	1	0	0

TDM SERVICES

ANNE ARUNDEL

OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	19	34
Matchlists Sent	203	84	148
Transit Applicants and Info Sent	4	2	5
GRH Washington Applicants	43	77	71
GRH Baltimore Applicants	2	3	17
Telework Information Requests	2	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

BALTIMORE CITY  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	3	80
Matchlists Sent	63	19	148
Transit Applicants and Info Sent	8	4	6
GRH Washington Applicants	23	26	45
GRH Baltimore Applicants	13	31	276
Telework Information Requests	2	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

OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	25	26
Matchlists Sent	60	142	121
Transit Applicants and Info Sent	2	0	3
GRH Washington Applicants	21	39	45
GRH Baltimore Applicants	28	18	81
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  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	36	5
Matchlists Sent	99	150	34
Transit Applicants and Info Sent	3	3	1
GRH Washington Applicants	7	30	6
GRH Baltimore Applicants	47	63	40
Telework Information Requests	1	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

COG - DC/DE/PA/WVA/VA  
 OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	263	276	253
Matchlists Sent	661	632	715
Transit Applicants and Info Sent	25	24	28
GRH Washington Applicants	103	143	131
GRH Baltimore Applicants	18	13	52
Telework Information Requests	4	2	4
Employers Contacted (New)- Phone	4	0	9
Employers Contacted (New)- Visit	0	0	2
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	108	0	374
Employers Contacted (Follow up)- Visit	4	0	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	4
Level 2	0	0	0
Level 3	1	0	4
Level 4	1	0	1

TDM SERVICES

FAIRFAX

OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	142	178	p
Matchlists Sent	668	720	809
Transit Applicants and Info Sent	12	11	18
GRH Washington Applicants	128	192	162
GRH Baltimore Applicants	1	5	7
Telework Information Requests	2	0	6
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

FDA

OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	36	24
Matchlists Sent	16	66	35
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	52	55	22
GRH Baltimore Applicants	0	0	0
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  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	22	26
Matchlists Sent	225	115	135
Transit Applicants and Info Sent	5	2	5
GRH Washington Applicants	43	57	43
GRH Baltimore Applicants	2	2	11
Telework Information Requests	0	2	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	10
Employers Contacted (Follow up)- Visit	0	0	1
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

GW RIDE CONNECT  
 OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	226	317	373
Matchlists Sent	387	438	351
Transit Applicants and Info Sent	13	18	10
GRH Washington Applicants	135	169	189
GRH Baltimore Applicants	0	2	1
Telework Information Requests	4	3	5
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

OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	9	25
Matchlists Sent	78	54	96
Transit Applicants and Info Sent	4	4	0
GRH Washington Applicants	12	7	19
GRH Baltimore Applicants	19	18	49
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**

**OCTOBER - DECEMBER 2011**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	7	6	28
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	5	3
GRH Washington Applicants	43	57	75
GRH Baltimore Applicants	4	13	21
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

LINK

OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	2	0	4
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	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  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	50	70	66
Matchlists Sent	300	328	279
Transit Applicants and Info Sent	6	6	7
GRH Washington Applicants	72	120	107
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	1	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

MTA  
 OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	2	21
Matchlists Sent	16	22	115
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	13	13	19
GRH Baltimore Applicants	3	3	9
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  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	53	25
Matchlists Sent	81	77	8
Transit Applicants and Info Sent	37	36	13
GRH Washington Applicants	3	2	1
GRH Baltimore Applicants	0	0	2
Telework Information Requests	5	5	2
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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  
 OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	68	88	77
Matchlists Sent	357	283	385
Transit Applicants and Info Sent	3	9	10
GRH Washington Applicants	64	123	67
GRH Baltimore Applicants	1	0	2
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	21	0	29
Employers Contacted (New)- Visit	30	0	24
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	710	0	665
Employers Contacted (Follow up)- Visit	41	0	38
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	12	0	0
Level 2	7	0	6
Level 3	1	0	0
Level 4	1	0	0

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

TDM SERVICES

MONTGOMERY COUNTY  
 FRIENDSHIP HEIGHTS/ROCKVILLE  
 OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	3	3
Matchlists Sent	14	8	9
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	0	0	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	117	126	58
Matchlists Sent	56	112	60
Transit Applicants and Info Sent	3	0	1
GRH Washington Applicants	3	3	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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

SHADY GROVE  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	1	N/A
Matchlists Sent	16	5	N/A
Transit Applicants and Info Sent	1	1	N/A
GRH Washington Applicants	0	1	N/A
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	1	N/A
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	N/A
Level 2	*See MC	*See MC	N/A
Level 3	*See MC	*See MC	N/A
Level 4	*See MC	*See MC	N/A

\* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	26	10
Matchlists Sent	5	2	31
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	6	7	9
GRH Baltimore Applicants	2	0	3
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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)  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	13	19
Matchlists Sent	52	25	59
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	10	13	24
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	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

NATIONAL GUARD REDINESS CENTER  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	40	44	19
Matchlists Sent	45	42	59
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	10	8	24
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	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

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



TDM SERVICES

NSA - BETHESDA (NNMC)  
 OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	37	19
Matchlists Sent	75	136	59
Transit Applicants and Info Sent	5	2	1
GRH Washington Applicants	27	17	24
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	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

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

TDM SERVICES

NORTHERN NECK  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	19
Matchlists Sent	0	2	59
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	3	24
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	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

NORTHERN SHENANDOAH  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	24	19
Matchlists Sent	170	139	59
Transit Applicants and Info Sent	2	2	1
GRH Washington Applicants	21	13	24
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	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

PRINCE GEORGE'S  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	81	106	19
Matchlists Sent	120	127	59
Transit Applicants and Info Sent	10	19	1
GRH Washington Applicants	71	127	24
GRH Baltimore Applicants	4	6	2
Telework Information Requests	1	5	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	622	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

OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	152	164	19
Matchlists Sent	1,068	1,095	59
Transit Applicants and Info Sent	13	17	1
GRH Washington Applicants	195	255	24
GRH Baltimore Applicants	0	1	2
Telework Information Requests	2	6	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

RAPPAHANNOCK-RAPIDAN  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	22	19
Matchlists Sent	167	207	59
Transit Applicants and Info Sent	6	2	1
GRH Washington Applicants	14	24	24
GRH Baltimore Applicants	0	0	2
Telework Information Requests	1	0	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

TRI-COUNTY  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	39	50	19
Matchlists Sent	176	178	59
Transit Applicants and Info Sent	15	15	1
GRH Washington Applicants	101	110	24
GRH Baltimore Applicants	0	1	2
Telework Information Requests	1	3	2
Employers Contacted (New)- Phone	0	7	0
Employers Contacted (New)- Visit	0	1	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	3	0
Employers Contacted (Follow up)- Visit	0	4	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

CHARLOTTESVILLE  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	57	80	71
Matchlists Sent	206	373	187
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Applicants	57	80	46
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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



TDM SERVICES

RIDESHARE DELAWARE  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	286	336	N/A
Matchlists Sent	285	382	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Washington Applicants	0	3	N/A
GRH Baltimore Applicants	0	0	N/A
GRH RideShare Delaware	285	329	N/A
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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  
OCTOBER - DECEMBER 2011

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	153	127	223
Matchlists Sent	357	398	404
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Trafix Applicants	153	125	221
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 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

FY 2012

	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
October to December 2011												
Employers Contacted (new Site Visits (prospects))	0	1	4	0	0	0	21	0	0	0	0	0
Telework - NEW	0	0	0	0	0	0	0	0	0	0	0	0
Employers Contacted (follow-up)	0	174	108	0	0	0	710	622	0	0	0	0
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	0	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	2658	3388	0	0	0	12599	0	0	0	0	0
Total Sales Meetings	0	10	4	0	0	0	71	0	0	0	0	0
Total Employers Contacted	0	2843	3504	0	0	0	13401	622	0	0	0	0
New Level 1 TDM Programs	0	0	2	0	0	0	12	0	0	0	0	0
New Level 2 TDM Programs	0	1	0	0	0	0	7	0	0	0	0	0
New Level 3 TDM Programs	0	0	1	0	0	0	1	0	0	0	0	0
New Level 4 TDM Programs	0	1	1	0	0	0	1	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0	0	0
Expanded Telework Prgrams	0	0	0	0	0	0	0	0	0	0	0	0

**Technical Assistance to Local Agencies  
October- December 2011**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
<b>OCTOBER 2011</b>				
TJPCD	Wed 10/5/2011 12:08 PM	Thu 10/6/2011 3:51 PM	Thu 10/6/2011 3:51 PM	Move commuter to Commuter Connections site
Fairfax County	Thu 10/6/2011 9:14 AM	Thu 10/6/2011 3:49 PM	Thu 10/6/2011 3:51 PM	TDM System email function offline
TJPCD	Thu 10/6/2011 11:29 AM	Thu 10/6/2011 3:49 PM	Thu 10/6/2011 3:51 PM	Correct geocoding for employer
Rideshare Delaware	Thu 10/6/2011 3:57 PM	Thu 10/6/2011 4:01 PM	Thu 10/6/2011 4:01 PM	TDM System email function offline
Tri-County	Fri 10/7/2011 10:18 AM	Fri 10/7/2011 10:35 AM	Fri 10/7/2011 10:54 AM	Addition of MTA special events
Frederick County, MD	Thu 10/13/2011 3:00 PM	Fri 10/14/2011 1:16 PM	Fri 10/14/2011 1:16 PM	Instruction on Pool Admin
Frederick County, MD	Thu 10/13/2011 3:38 PM	Tue 10/18/2011 4:40 PM	Tue 10/18/2011 4:40 PM	FastNotes mailing labels
BMC	Wed 10/26/2011 8:40 AM	Tue 11/1/2011 5:28 PM	Tue 11/1/2011 5:28 PM	Quarterly statistics
TJPCD	Thu 10/20/2011 3:07 PM	Thu 10/20/2011 3:10 PM	Thu 10/20/2011 3:10 PM	Move commuter to Commuter Connections site
PRTC	Tue 10/25/2011 3:56 PM	Wed 10/26/2011 4:01 PM	Wed 10/26/2011 4:01 PM	Delete commuter record
BMC	Wed 10/26/2011 8:40 AM	Wed 10/26/2011 4:01 PM	Tue 11/1/2011 5:28 PM	Quarterly statistics
<b>NOVEMBER 2011</b>				
Frederick County, MD	Tue 11/8/2011 3:15 PM	Thu 11/17/2011 4:14 PM	Mon 11/21/2011 11:56 AM	Quarterly Statistics
Frederick County, MD	Mon 11/7/2011 9:25 AM	Mon 11/7/2011 3:27 PM	Mon 11/7/2011 3:27 PM	General Questions
TJPCD	Wed 11/09/2011 10:53 AM	Thu 11/17/2011 4:13 PM	Thu 11/17/2011 4:13 PM	Move commuter to Commuter Connections
Frederick County, MD	Thu 11/10/2011 9:15 AM	Thu 11/17/2011 4:13 PM	Mon 11/21/2011 12:05 PM	Question regarding NNMC commuter
BMC	Wed 11/16/2011 9:32 AM	Thu 11/17/2011 4:13 PM	Thu 11/17/2011 4:13 PM	Data request
<b>DECEMBER 2011</b>				
TJPCD	Thu 12/8/2011 1:43 PM	Thu 12/8/2011 4:33 PM	Thu 12/8/2011 4:33 PM	TDM System email anomaly
Frederick County, MD	Thu 12/15/2011 2:43 PM	Thu 12/15/2011 4:32 PM	Thu 12/15/2011 4:32 PM	Duplicate commuter account
Frederick County, MD	Thu 12/15/2011 3:17 PM	Thu 12/15/2011 4:33 PM	Wed 12/28/2011 3:17 PM	Quarterly Statistics
Rideshare Delaware	Wed 12/28/2011 9:18 AM	Wed 12/28/2011 3:17 PM	Wed 12/28/2011 3:17 PM	Reset commuter username