



**QUARTERLY WORK PROGRAM PROGRESS REPORT
JULY - SEPTEMBER 2014**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2015 First 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 July 2014, August 2014 and September 2014) 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 NBTMD; Frederick County, MD; Montgomery County, MD; the Rideshare Program of Charlottesville, VA; 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 had three meetings with staff from the DATA and met internally to discuss changes to the TDM software system to incorporate the TMA’s Commute Challenge project.

COG/TPB staff secured a new vice chair for the Ridematching Committee in August.

State TDM Work Group meetings were coordinated by COG/TPB staff and held on July 8th and September 9th.

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on July 15th. Highlights from the meeting include:

- The appointment of a Subcommittee Vice Chair Nomination Committee
- An endorsement for release of the FY 2014 Employer Outreach Customer Satisfaction Survey
- A presentation of the draft FY 2012 – 2014 TERM Analysis Report and the establishment of a comment period
- A briefing on Clean Air Partners activities
- A briefing on the upcoming Employer Recognition Awards event

- An update on Commuter Connections 40th Anniversary activities
- A presentation of the 4th Quarter FY 2015 CCWP budget report

COG/TPB staff presented information on Shared Use Mobility Apps to the COG Attorney's Committee on July 17th.

COG/TPB staff launched the Blackberry (BB World) version the Commuter Connections APP in August.

COG/TPB staff coordinated and participated in a TDMI Board meeting on August 3rd during the ACT Conference in San Francisco, CA

COG/TPB staff participated in a TRB-TDM Committee meeting on August 3rd during the ACT Conference in San Francisco, CA. COG/TPB staff attended and made presentations on the results from the 'Pool Rewards survey and Shared Use Mobility issues during the ACT Conference held in San Francisco.

COG/TPB staff participated and made a presentation on the results from the 'Pool Rewards survey at the ITE Annual Conference in Seattle, WA.

A Commuter Connections vice Chair Nomination Committee conference call meeting was held on August 18th.

COG/TPB staff briefed the International Municipal Lawyers Association on August 18th on Shared Use Mobility issues.

COG/TPB staff hosted and participated in an MPO TDM Peer Exchange Group meeting on August 20th.

COG/TPB staff secured a new vice chair for the Commuter Connections Ridematching Committee.

COG/TPB staff continued reviewing the updated Federal ETC Handbook along with NCPC and GSA staff representatives.

COG/TPB staff continued work on updating the Regional TDM Resource Directory and issued it in September.

COG/TPB staff began preliminary work on the FY 2016 CCWP timeline and overall outline. The information was presented to the STDM Work Group and to the Commuter Connections Subcommittee in September.

COG/TPB made a presentation on September 4th to the Transportation Techies Meet-Up Group in Arlington on the new Commuter Connections Rideshare App.

A Ridematching Committee meeting was coordinated and held by COG/TPB staff on September 16, 2014. Highlights from the meeting included:

- Announcement of change of Chair/Vice Chair
- Upcoming Fairs and Promotions
- Updates on the TDM System
- Updates on the TDM Mobile Application

- Client Site Status/Roundtable
- July 2014 Commuter Connections Resource Directory

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on September 16th. Highlights from the meeting included the following:

- Announcement and approval of a new Subcommittee Vice Chair
- Recognition of current chair and change of chairs
- Presentation of substantive changes to the FY 2012-2014 draft TERM Analysis Report and establishment of a comment period
- A presentation from the City of Alexandria on their Employer Challenge
- An update on the 2014 regional Car Free Day Event
- A review of the timeline and highlights of the FY 2016 Commuter Connections Work Program
- A presentation on the FY 2015 – 2017 Regional Data Collection Schedule
- Presentations of the 4th Quarter CCWP budget, 4th Quarter Progress and FY 2014 CCWP Annual Reports

COG/TPB staff participated in a conference call on September 19th regarding a TDM panel for the SE Alternative Fuels Conference.

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@mwccog.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. At the end of September, Commuter Connections and its members were serving 16,857 active commuters in ridematching.

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, creating mailing labels, and making backups.

COG/TPB staff continued to fix bugs and make enhancements in the TDM System. As the development contractor also fixed bugs and made enhancements, COG/TPB staff integrated the changes into the program and then built and tested the software. Once approved, staff deployed the new versions for public use and monitored the server logs.

COG/TPB staff meet with the City of Alexandria staff and its contractor's on July 18th to discuss the Commuter Challenge TDM software module.

COG/TPB staff worked with Media Beef on a contract amendment for FY 2015 tasks and services. COG/TPB staff met with Media Beef representatives five times during the quarter, on July 21st, July 28th, August 18th, September 8th, and September 22nd. Topics discussed included the TDM app for Blackberry, ways to remove duplicate employer records from the Oracle database, the DATA 2014 Live More Commuter Challenge, creating a better user experience when searching for employers and improving the accuracy of the search results, customizing the application's web pages for employers, SchoolPool, changes to business logic for RideShare Delaware, the upcoming Placement Rate Survey, a display problem that affects the commute log calendar, and improving ride matching algorithms.

COG/TPB staff worked with the Dulles Area Transportation Association (DATA) to design the DATA 2014 Live More Commuter Challenge. The goal of the Challenge is to create friendly competition among commuters and encourage people to change their commuting habits. Commuters sign up for the using the TDM web site and then log their commuting trips in the system using customized web pages. The Challenge functions much like the Alexandria Commuter Challenge produced last winter.

COG/TPB staff and Media Beef finished implementing enhancements to the TDM system for the Dulles Area Transportation Association's 2014 Live More Commuter Challenge. The goal of the Challenge is to encourage people to change their commuting habits by engaging them in a friendly competition. The hope is that commuters will be able to live more by commuting less as a result of changing the way they commute.

COG/TPB staff worked with the Dulles Area Transportation Association (DATA) to test code developed for the DATA 2014 Live More Commuter Challenge. Commuters sign up for the Live More Challenge using the TDM web site and then log their commuting trips in the system using customized web pages. The Challenge functions much like the Alexandria Commuter Challenge produced last fiscal year. The software was deployed in late September. Commuters began using it immediately to set up their accounts and take a short survey regarding their commuting habits.

Media Beef began designing a generic way to implement programs like the Alexandria Commuter Challenge. COG/TPB staff sent documentation of the code and a database dump for the Challenge for MediaBeef to study.

COG/TPB staff and Mediabeef continued to work on a solution to the incorrect display of certain special characters such as bullets and tabs on the match and no match letters produced by the TDM System.

COG/TPB staff and Media Beef completed work on the Blackberry (BB World) version the Commuter Connections app. The app was launched in August.

COG/TPB staff met with representatives from Conveyal on September 9th regarding their work on Arlington County's transit/rideshare App.

COG/TPB staff met with representatives of LDA Consulting and CIC Research on September 26th. The purpose of the meeting was to specify how to select survey

candidates from the pool of Commuter Connections members. COG/TPB staff expects to produce the survey candidate data by October 6th.

D. Commuter Information System

COG/TPB staff received new NAVTEQ data from Tetrad to use in the next revision of the park and ride lot map.

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 on-line 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 July 2014 and September 2014, there 1,022 GRH applications received. A total of 964 applicants were registered (954 new applicants and 10 previous "one-time exception" users) and 1,818 commuters were re-registered. During the same time period, the GRH program provided 503 GRH trips. Fifteen (15) of these trips were "one-time" exceptions accounting for 3% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of September 30, 2014, a total of 8,950 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 Southern Maryland.

COG/TPB staff met with Diamond Transportation Services staff on September 26th to discuss the status of the Washington DC Metropolitan region's Guaranteed Ride Home program.

COG/TPB staff continued collecting information from all of the GRH ride providers for FY 2015 contract amendments. COG/TPB staff worked with the daily operations contractor Diamond Transportation Services on a contract amendment for FY 2015.

III. MARKETING

A. TDM Marketing and Advertising

An event was held on July 16, 2014 to recognize Commuter Connections' 40th Year Anniversary. Network members and stakeholders from across the region gathered at COG to celebrate the milestone. The list of guest speakers was Emcee Patrick Wojahn – TPB Chair and City of College Park Councilmember; Bob Marbourg - WTOP Traffic Reporter; Kelley Coyner - Northern Virginia Transportation Commission Executive Director; former MWCOG employees Phil Shapiro and Simela Triandos and current Commuter Connections Director Nicholas Ramfos. The festivities included Commuter Connections Trivia, a digital timeline and video. The board room was filled with nostalgia, decorated with posters and pictures from past marketing campaigns. A cake shaped into the number 40 topped off the commemoration. COG/TPB staff coordinated logistics for the event including e-invites, speaking remarks and media outreach.

COG/TPB staff continued to process incoming applications from the regional direct mailer sent in June. COG/TPB staff sent Samsung tablets to raffle winners of the Rideshare Tuesday Park and Ride Lot promotions.

The 2013 State of the Commute report was printed along with several special pull out sections. Rideshare and GRH brochures were replenished.

The summer newsletter was created and distributed to the regional employer database and TDM stakeholders, and also made available online. The federal ETC update was distributed in PDF form to the federal ETC community through GSA. The fall newsletter timeline schedule and article suggestions were developed.

COG/TPB staff formed the FY14 regional TDM Marketing workgroup. COG/TPB staff secured a new vice chair for the Regional TDM Marketing Group. COG/TPB staff continued updates to the Regional TDM Resource Guide and Strategic Marketing Plan.

Bi-weekly conference calls were held with ODonnell Company and its subcontractors between July and September 2014 to discuss work program activities for the FY15 regional TDM Marketing campaign. The FY15 Marketing Communications Plan and Schedule was posted to SharePoint for an open comment period. A separate conference call was held on July 17th to discuss the stakeholder discussion groups to take place in early November.

The fall media buy and earned media plan were developed to be launched in October. Rideshare will encompass news, music, and Hispanic radio stations; network and cable TV (abc7 and Comcast); and Pandora online radio. GRH will include sports, news, and music radio stations. Creative concepts for the all new spring campaign were developed and feedback was solicited from the marketing workgroup.

COG/TPB staff monitored call volumes and web site visits for each month during the quarter; provided administrative support to Bulletin Board members, posted to social networking sites, and made updates to the Commuter Connections web site. COG/TPB staff provided coupons to GRH account holders for membership renewal. SharePoint was used for posting of Regional TDM related materials for Committee review and feedback. COG/TPB staff also managed and oversaw the marketing and public relations contractors.

COG/TPB staff reviewed creative layouts for the FY15 spring Regional TDM Marketing campaign and shared them with the workgroup. COG/TPB staff also approved the fall FY15 media plan.

A Regional TDM Marketing Group meeting was held on September 16th. Highlights from the meeting included a presentation on Commuter Connections regional TDM Marketing activities, change of Chairpersons, announcement of the FY 2015 Marketing Workgroup, FY15 Draft Resource Guide and Strategic Marketing Plan, and a roundtable discussion from each of the meeting participants on local TDM marketing activities. Final documents were issued for both the 2nd Half FY14 Regional TDM Marketing Campaign summary and the FY15 Marketing Communications Plan and Schedule.

COG/TPB staff worked with AAA Mid-Atlantic on the Terrible Traffic Tuesday press release prior to Labor Day. COG/TPB staff held a conference call on September 10th with VDOT and Transurban to plan a carpool photo contest on Facebook to promote E-ZPass Flex for the 95 Express Lanes. COG/TPB staff met with ODonnell Company staff on September 15th to discuss electronic newsletter formats based on COG's Informz system.

COG/TPB staff attended a commuter transportation fair at the United Nations Foundation on September 10th. COG/TPB staff also participated in the University of Maryland's Terp Transportation Fair on September 23rd.

B. Bike to Work Day

The Bike to Work Day web site and Facebook page were updated with bicycle raffle winner photos and photos from the Bike to Work Day Employer Challenge luncheon held at the U.S. Department of State. Outstanding cash donations from sponsors continued to be followed up with. Marketing material images and content were included into the 2014 Bike to Work Day event report.

COG/TPB staff worked on securing a new Steering Committee Chair.

Bike to Work Day Steering Committee meetings were held on July 9th and September 12th. Topics included the announcement of a new Steering Committee Chair, a 2014

event slideshow, a briefing on the 2014 employer challenge event, pit stop manager event recaps, and presentation of the 2014 BTWD draft event report.

C. Employer Recognition Awards

Thank you letters were sent out to speakers from the June 2014 awards event held on June 24th at the National Press Club. The video shown at the awards ceremony event, the awards program booklet, winner seals and photos were posted to the Commuter Connections web site, YouTube and Facebook.

Program booklets from the awards ceremony were distributed to TPB members at their July meeting. All vendors invoicing was finalized and the 2014 Employer Recognition Award winners were featured in the Commuter Connections Summer 2014 newsletter and on winner web sites.

D. 'Pool Rewards

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

A survey analysis was assembled based on data collected from past program participants. Results will be used to make any necessary program adjustments. COG/TPB staff finalized the survey results from the 'Pool Rewards survey and developed and gave presentations at both the ACT and ITE Annual conferences.

COG/TPB staff worked with the vanpool provider services on contract amendments for FY 2015.

COG/TPB staff participated in an NTD Safety and Security Webinar on September 30th.

E. Car Free Day

An all new Car Free Day poster was created, printed and delivered to network members. The poster depicted a car placed on a coat hanger with the headline "Put it Away". The call to action directed people to carfreemetrodc.org to take the pledge and for additional information. COG/TPB staff met with ODonnell Company representatives on July 2nd to discuss the overall strategy and marketing logistics for the event.

A Car Free Day 2014 proclamation signing took place on July 16th at the TPB meeting. Patrick Wojahn, TPB Chair, and City of College Park Councilmember signed an enlarged proclamation. A photo of the signing was placed onto the Car Free Day web site and several jurisdictions adopted Car Free Day proclamations of their own.

The Car Free Day website was updated to include elements from the new creative, unifying the campaign's digital presence. Easier more noticeable ways to reach the pledge page were added in 2014, beyond the small red pledge tab, to make it more obvious and easier to find.

A total of three press releases were sent out in August and September to build momentum for Car Free Day. The contractor pitched the following press releases to

news outlets: Car Free Day Free Registration is Now Open, Capital Area Car Free College Campus Challenge, and Drivers in the Metro DC Area Are Asked to Pledge to Go Car Free. Stories appeared on NBC4 TV, the Washington Post, WAMU, and COG Transportation Director Kanti Srikanth was interviewed on WUSA9 TV.

Draft radio scripts were developed and presented to the Steering Committee and revised, based on feedback. Voiceover talent was selected for the radio ad and a 60 second commercial was produced and aired several weeks leading up to through the event. The radio spot aired on WTOP, DC101 and Hispanic station, El Zol.

Bus signage was secured for Car Free Day from several jurisdictions; artwork was created reflecting the poster and then printed, shipped, and installed at the various transit properties. Signage appeared on Fairfax Connector, Montgomery County Ride On, Metro, and Arlington Transit. A free internet banner ad was also created for placement onto the Metro website.

The Capital Area Car Free College Campus Challenge was created as a friendly competition to generate a buzz about Car Free Day on college campuses in the region. Six universities encouraged their students, faculty and administration to take the Car Free pledge. They included Georgetown University, George Washington University, University of Maryland, George Mason University, American University, and University of the District of Columbia. Georgetown just edged out GW for total number of pledges.

Emails blasts were sent out to past Car Free Day participants and employers. Text messages were sent to those who opted in, prompting them to encourage friends to pledge.

Social media accounts were updated to reflect graphics from the 2014 poster. Facebook postings and tweets were placed on a regular basis to keep the Car Free Day event relevant and to garner more friends and followers. Nearly 3,900 people like the Car Free Day Facebook page, up 8 percent since last year's event; and the number of followers on the Car Free Day Twitter page increased almost 19% to 475.

Car Free Day Steering Committee meetings were held on July 10th and September 12th. Highlights from the meetings included discussion and updates on the event web site, poster, radio script, transit signage, press releases, proclamation and a roundtable discussion on the various events and activities planned throughout the region.

Donated prizes were offered as incentives to people pledging to go car free or car-lite. Businesses and organizations who donated goods or services gained exposure and were associated with a cause that contributed to the betterment of the region's traffic congestion and air quality. New sponsors for 2014 included Sole' Bicycles, SEE eyewear, sweetgreen, Walking Role Models, and Six Flags America.

The marketing campaign consisted of radio, text messaging, posters, bus cards and sides, email blasts, online banner ads, social media and an earned media effort. A mailing was also sent to employers in the regional ACT! Employer Outreach database that consisted of a cover letter and the event poster. COG/TPB staff and the marketing

contractor coordinated the promotion of Car Free Day at a special event with El Zol radio. The efforts brought attention to this event and drove the public to www.carfreemetrodc.org to make a pledge to go car free or car-lite on September 22nd.

Commuter Connections' network members hosted numerous events and promotions to celebrate the trial and use of car-free alternatives. The Tri County Council for Southern Maryland attended the North Beach Farmers Market, Montgomery County Commuter Services celebrated Car Free Day at Metro stations, and Transit Centers, and goDCgo appeared at Union Station.

Special promotions on Car Free Day included 24-hour Capital Bikeshare memberships for a \$1, and free rides on Frederick County TRANSIT Connectors and shuttle buses.

Nearly 4,656 took the pledge to go Car Free or Car-Lite on September 22, nearly an 11% increase over 2013. The majority of pledgers indicated more than one mode of travel, typically transit coupled with walking. The breakdown by mode is as follows: Transit 84%, walking 39%, bicycle 38%, carpool/vanpool 10%, and telework 6.5%. The SOV group was made up of 1,322 people (28%) who pledged. Of the SOV group 36,577 miles were reduced. Pledges were made by residents of Virginia 36%, Maryland 35%, and the District at 29%.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In July, The FY 2012 – 2014 draft TERM Analysis Report was presented to the Commuter Connections Subcommittee on July 15th and a comment period was established.

COG/TPB staff continued work on the final design and review of the 2013 State of the Commute general public report along with five "At a Glance" sections.

COG/TPB staff prepared the final and draft Employer Outreach conformity verification reports for the third and fourth quarters of FY2014 and presented them during the July 15th Employer Outreach Committee meeting.

Monthly Employer Outreach sales activity reports were received from Arlington and Montgomery Counties, and the District of Columbia.

COG/TPB staff worked on a contractor amendment for the Regional TDM Evaluation project for FY 2015.

In August, COG/TPB staff continued reviewing and finalized the FY 2013 State of the Commute general public report for printing. COG/TPB staff continued reviewing the draft FY 2012 – FY 2014 TERM Analysis Report.

COG/TPB staff held a meeting with LDA Consulting and Media Beef to discuss logistics for the upcoming FY 2015 Placement Rate Study. COG/TPB staff and the contractor began reviewing and updating the Placement Rate Survey questionnaire.

COG/TPB staff continued to prepare the final Employer Outreach conformity verification statement for the fourth quarter of FY2014. Monthly Employer Outreach sales activity reports were received from Arlington and the District of Columbia.

COG/TPB staff finalized its regional TDM Evaluation project contract for FY 2015.

In September, the 2013 State of the Commute Report was finalized, printed and distributed along with five "At A Glance" sections. The draft FY 2012-2014 TERM Analysis Report was updated and presented during the September 16th Commuter Connections Subcommittee. A comment period was established.

The FY 2015 Applicant Placement Rate Survey questionnaire was updated and finalized for programming. COG/TPB staff held a conference call with the contractors on September 26th regarding next steps.

COG/TPB staff completed the draft Employer Outreach conformity verification statement for the fourth quarter of FY2014 and began preparing the draft 1st quarter FY 2015 draft verification statement.

Monthly Employer Outreach sales activity reports were received from the District of Columbia. Reports are still outstanding from the Maryland and Virginia jurisdictions.

B. Program Monitoring and Tracking Activities

The effectiveness of advertising campaigns were tracked through call volumes and internet visits. This information was made available as part of the FY14 Second Half Marketing Campaign Summary final report issued at the September 16th Regional TDM Marketing Group meeting.

The GRH Customer Satisfaction Survey was sent via email link to commuters who used GRH from July through September 2014. Commuters without an email address were sent a hard copy version of the survey.

In July, COG/TPB staff prepared and completed the June 2014 CCWP monthly Executive Summary report. COG/TPB staff began to prepare the FY 2014 4th Quarter CCWP Progress Report.

Employer Outreach data collection was completed for the fourth quarter of FY2014 and preliminary Employer Outreach data was collected for the first quarter of FY2015. COG/TPB staff worked with VHB on the commuter survey application archive.

COG/TPB staff worked on a contract amendment with the Employer Survey contractor for FY 2015.

In August, COG/TPB staff completed the Bike to Work Day 2014 draft event report.

COG/TPB staff prepared and completed the July 2014 CCWP monthly Executive Summary report. COG/TPB staff finalized the FY 2014 4th Quarter Progress Report. COG/TPB staff also finalized the FY 2014 Annual Progress Report.

COG/TPB staff continued making updates to the FY14 2nd Half Marketing Campaign Summary.

COG/TPB staff finalized its contract for the Employer Survey data tabulation project.

In September, COG/TPB staff prepared the 2014 Bike to Work Day Draft event report for presentation at the September 12th Bike to Work Day Steering Committee meeting. A comment period was established.

COG/TPB staff prepared and completed the August 2014 CCWP monthly Executive Summary report. The FY 2014 CCWP 4th Quarter and Annual Reports were both finalized presented at the Commuter Connections Subcommittee meeting on September 16th.

Preliminary Employer Outreach data was collected for the first quarter of FY2015.

COG/TPB staff completed the bike to work day 2014 draft report.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) Regional Employer Database Management and Training

For the quarter, COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software. COG/TPB staff conducted and completed a data sweep of the ACT! database in July, August, and September. An upgrade to ACT! 16 was completed on September 25.

b) Employer Outreach for Bicycling

COG/TPB staff distributed bicycle guides at various events throughout the quarter.

2. Jurisdictional Component Project Tasks

a) MD Local Agency Funding and Support

Throughout the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions.

b) DC, MD, and VA Program Administration

During the quarter, COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. In July, COG/TPB staff continued work on the case studies for FY14. COG/TPB staff worked on analyzing survey results from the Employer Outreach Representatives training topics for presentation during the July 15h Employer Outreach Committee meeting.

COG/TPB staff coordinated and moderated the Employer Outreach Committee meeting held on July 15th. Topics covered in the meeting were: third and fourth quarter FY14 conformity; Employer Satisfaction Survey; ACT database upgrade; Fairfax County's Smart Benefits Plus 50 incentive; Employer Case studies; and a training update.

COG/TPB staff worked with Maryland jurisdictions on contract amendments for FY 2015.

In August, COG/TPB staff continued work on the case studies for FY14 and FY15.

In September, COG/TPB staff continued work on the case studies for FY15. The FY14 case studies were completed and will be presented to the Employer Outreach Committee in October. The COG/TPB staff began reviewing changes to the Telework brochure. TDM training was held on September 29th on Vanpool formation and employee shuttles.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during July through September 2014. The program has now been operational for four years.

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 sent the Customer Satisfaction Survey to commuters who used the GRH service within the last month.

COG/TPB staff continued collecting information from all of the GRH ride providers for FY 2015 contract amendments.

COG/TPB staff worked with the daily operations contractor on a contract amendment for FY 2015.

B. Process Trip Requests and Provide Trips

Between the months of July and September 2014, there were 91 GRH Baltimore applications received. A total of 92 applicants were registered. 106 commuters were re-registered. During the same time period, the GRH program provided thirty-nine (39) GRH trips. There were two "one-time" exceptions trips during this period or 5% of trips given. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of September 30, 2014, a total of 778 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 September 26th 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****JULY - SEPTEMBER 2014**

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2014
Total applicants/info provided:	5,827	9,660	5,827
Rideshare applicants	2,513	4,097	2,513
Matchlists sent	3,531	4,415	3,531
Transit applicants/info sent	85	278	85
GRH applicants	2,782	2,539	2,782
Bike to work info requests	18	50	18
Telework info requests	12	15	12
Internet users	32,279	36,667	32,279
Internet applicants	5,168	6,404	5,168
New employer clients	591	452	591
Employee applicants	0	7	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2014
Continued placements	888	1,448	888
Temporary/one-time placements	129	210	129
Daily vehicle trips reduced	492	802	492
Daily VMT reduced	13,489	21,991	13,489
Daily tons NOx reduced	0.0052	0.0084	0.0052
Daily tons VOC reduced	0.0027	0.0045	0.0027
Daily tons PM2.5 reduced	0.00017	0.00027	0.00017
Daily tons PM2.5 NOx reduced	0.0056	0.0092	0.0056
Daily tons GHG reduced	6.6857	10.8999	6.6857
Daily gallons of gas saved	678	1,105	678
Daily commuter costs saved	\$2,293	3,738	2,293

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
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	138	218	238
Locals Rideshare Apps (New and Re-apps)	2,375	3,879	2,165
Matchlists Requested	3,503	4,382	7,412
Transit Applicants/Info Sent	85	278	156
GRH Washington Applicants	1,011	955	1,194
GRH Washington Rides Provided	503	648	534
GRH Baltimore Applicants	91	95	95
GRH Baltimore Rides Provided	39	51	55
Telework Info Requests	12	9	26
Phone/Fax	0	0	0
Internet	4,990	6,404	5,004
Employer Applicants	0	0	0
Total Hits on website	32,279	36,667	27,908
TOTAL INPUT	45,026	53,586	44,787

TDM SERVICES

**ALEXANDRIA
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	3	9
Matchlists Sent	72	37	32
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	12	32
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	1	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	309	0
Employers Contacted (Follow up)- Visit	0	1	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	2	0
Level 3	0	0	0
Level 4	0	3	0

TDM SERVICES

ARLINGTON

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	8	13
Matchlists Sent	51	209	69
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	29	16	29
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	13	4	17
Employers Contacted (New)- Visit	28	19	28
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,298	1,585	1,567
Employers Contacted (Follow up)- Visit	26	47	27
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	10	2	7
Level 2	1	1	1
Level 3	3	0	8
Level 4	1	0	1

TDM SERVICES

**ANNE ARUNDEL
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	12	8
Matchlists Sent	51	82	120
Transit Applicants and Info Sent	2	0	3
GRH Washington Applicants	45	44	36
GRH Baltimore Applicants	5	0	3
Telework Information Requests	0	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 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

**BALTIMORE CITY
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	3	6
Matchlists Sent	6	3	30
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	16	10	25
GRH Baltimore Applicants	7	6	18
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	6	3
Matchlists Sent	15	32	20
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	7	24	20
GRH Baltimore Applicants	7	9	8
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BWI BUSINESS PARTNERSHIP
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	8	21
Matchlists Sent	5	22	181
Transit Applicants and Info Sent	0	18	0
GRH Washington Applicants	2	3	9
GRH Baltimore Applicants	8	39	25
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	114	174	213
Matchlists Sent	230	350	898
Transit Applicants and Info Sent	5	11	14
GRH Washington Applicants	103	124	72
GRH Baltimore Applicants	21	16	9
Telework Information Requests	1	9	1
Employers Contacted (New)- Phone	9	6	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	236	585	772
Employers Contacted (Follow up)- Visit	5	3	6
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	2	0
Level 2	3	8	3
Level 3	2	1	0
Level 4	1	1	0

TDM SERVICES

DATA

JULY - SEPTEMBER 2014

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

*See FFX - EO numbers reported under Fairfax County

**N/A - DATA joined the Commuter Connections network in April 2014

TDM SERVICES

FAIRFAX

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	139	88	68
Matchlists Sent	546	627	400
Transit Applicants and Info Sent	4	3	2
GRH Washington Applicants	115	71	129
GRH Baltimore Applicants	0	1	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	13	69	0
Employers Contacted (New)- Visit	20	5	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	452	351	676
Employers Contacted (Follow up)- Visit	25	40	95
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	4	135
Level 2	0	5	143
Level 3	6	4	171
Level 4	3	2	76

TDM SERVICES

FDA

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	4	92
Matchlists Sent	137	147	93
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	50	61	37
GRH Baltimore Applicants	8	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 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

FREDERICK

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	61	39	20
Matchlists Sent	183	140	119
Transit Applicants and Info Sent	2	0	3
GRH Washington Applicants	35	42	50
GRH Baltimore Applicants	3	0	0
Telework Information Requests	1	0	2
Employers Contacted (New)- Phone	0	76	51
Employers Contacted (New)- Visit	0	0	3
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	63	22
Employers Contacted (Follow up)- Visit	0	12	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	1	0
Level 3	0	2	0
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	263	264	253
Matchlists Sent	273	331	374
Transit Applicants and Info Sent	6	2	10
GRH Washington Applicants	94	102	118
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	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 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

HARFORD

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	5	2
Matchlists Sent	6	64	6
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	5	13	9
GRH Baltimore Applicants	15	11	11
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 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

HOWARD

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	14	18
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	26	34	23
GRH Baltimore Applicants	3	1	10
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LINK

JULY - SEPTEMBER 2014

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 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

LOUDOUN

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	56	60	37
Matchlists Sent	172	238	200
Transit Applicants and Info Sent	0	1	4
GRH Washington Applicants	76	67	102
GRH Baltimore Applicants	2	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	4	0	21
Employers Contacted (New)- Visit	2	0	4
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	81	130	136
Employers Contacted (Follow up)- Visit	16	13	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	17	0	1
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	7	2
Matchlists Sent	3	20	15
Transit Applicants and Info Sent	0	1	3
GRH Washington Applicants	0	6	16
GRH Baltimore Applicants	0	1	5
Telework Information Requests	0	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 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

**BETHESDA TRANSPORTATION SOLUTIONS
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	21	25
Matchlists Sent	15	18	22
Transit Applicants and Info Sent	23	16	41
GRH Washington Applicants	6	3	7
GRH Baltimore Applicants	1	2	0
Telework Information Requests	2	0	7
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
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	44	60	42
Matchlists Sent	144	142	164
Transit Applicants and Info Sent	10	24	8
GRH Washington Applicants	44	29	63
GRH Baltimore Applicants	3	1	0
Telework Information Requests	2	4	3
Employers Contacted (New)- Phone	476	280	19
Employers Contacted (New)- Visit	40	23	9
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	812	790	526
Employers Contacted (Follow up)- Visit	61	120	14
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	18	1	0
Level 2	4	2	9
Level 3	2	0	2
Level 4	0	0	1

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	22	2
Matchlists Sent	14	49	6
Transit Applicants and Info Sent	0	28	0
GRH Washington Applicants	3	2	0
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 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
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	48	158	24
Matchlists Sent	75	186	40
Transit Applicants and Info Sent	14	93	4
GRH Washington Applicants	0	2	2
GRH Baltimore Applicants	1	1	0
Telework Information Requests	0	0	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

SHADY GROVE

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	162	42	19
Matchlists Sent	2	71	23
Transit Applicants and Info Sent	0	39	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 Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	19	40
Matchlists Sent	16	37	25
Transit Applicants and Info Sent	4	11	1
GRH Washington Applicants	7	4	9
GRH Baltimore Applicants	3	0	1
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

**NATIONAL INSTITUTES OF HEALTH (NIH)
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	5	8
Matchlists Sent	23	16	20
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	2	10	14
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 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

**NATIONAL GUARD REDINESS CENTER
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	7	10
Matchlists Sent	0	18	31
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	8	13	29
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 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

**NORTHERN NECK
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	1
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 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

**NORTHERN SHENANDOAH
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	29	21
Matchlists Sent	97	167	180
Transit Applicants and Info Sent	0	2	2
GRH Washington Applicants	13	8	5
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 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

**PRINCE GEORGE'S
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	53	73	81
Matchlists Sent	91	64	2,650
Transit Applicants and Info Sent	5	15	17
GRH Washington Applicants	41	57	57
GRH Baltimore Applicants	3	2	2
Telework Information Requests	1	0	2
Employers Contacted (New)- Phone	0	6	30
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	169	215
Employers Contacted (Follow up)- Visit	0	2	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	1
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	176	181	138
Matchlists Sent	1,019	1,039	1,148
Transit Applicants and Info Sent	4	3	26
GRH Washington Applicants	166	117	204
GRH Baltimore Applicants	0	2	0
Telework Information Requests	0	0	5
Employers Contacted (New)- Phone	72	63	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	34	73	0
Employers Contacted (Follow up)- Visit	0	3	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
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	24	27
Matchlists Sent	127	121	185
Transit Applicants and Info Sent	1	4	1
GRH Washington Applicants	10	17	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (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 Potential (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

TRI-COUNTY

JULY - SEPTEMBER 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	40	30	39
Matchlists Sent	130	149	361
Transit Applicants and Info Sent	2	2	5
GRH Washington Applicants	96	63	89
GRH Baltimore Applicants	0	1	3
Telework Information Requests	1	2	1
Employers Contacted (New)- Phone	4	16	6
Employers Contacted (New)- Visit	0	0	25
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	4	4	25
Employers Contacted (Follow up)- Visit	6	4	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	9	12
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	54	49	66
Matchlists Sent	102	113	178
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	54	49	65
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
JULY - SEPTEMBER 2014**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	595	416	455
Matchlists Sent	291	174	403
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	13	4	4
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	581	412	451
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

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 JULY - SEPTEMBER 2014**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	14	4	6	24
ARLINGTON (COG)	16	2	16	34
ARTMA	15	7	9	31
BALTIMORE CITY	3	2	2	7
BMC	7	4	12	23
BWI BUSINESS PARTNERSHIP	2	3	3	8
COG	97	20	96	213
DATA	0	0	0	0
DISTRICT OF COLUMBIA	17	4	51	72
FDA	24	6	5	35
FAIRFAX COUNTY	139	60	342	541
FREDERICK	61	12	92	165
GW RIDE CONNECT	263	618	1,360	2,241
HARFORD	1	3	4	8
HOWARD	17	5	3	25
LINK	0	0	0	0
LOUDOUN	56	14	59	129
MTA	8	1	2	11
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	18	16	104	138
Countywide	44	29	238	311
Friendship Heights/Rockville	3	0	5	8
North Bethesda TMD	48	33	191	272
Shady Grove	162	15	49	226
Silver Spring	10	38	84	132
NIH	4	2	0	6
NATIONAL GUARD REDINESS CENTER	0	2	4	6
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	21	11	2	34
PRINCE GEORGE'S	53	140	9	202
PRTC	176	61	160	397
RAPPAHANNOCK-RAPIDAN	19	16	7	42
TRI - COUNTY	40	47	165	252
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	54	0	33	87
RIDESHARE DELAWARE	595	0	0	595
TOTAL INPUT COMMUTER CONNECTIONS	1,338	1,175	3,080	5,593
TOTAL INPUT TDM NETWORK MEMBERS	649	0	33	682
TOTAL INPUT (CC + NETWORK)	1,987	1,175	3,113	6,275
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		2,513		

FY 2015

July to September 2014	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	13	9	13	0	4	476	0	72	4
Telework - NEW	0	0	0	0	0	0	0	0	0	4
Employers Contacted (follow-up)	0	938	236	452	0	81	1512	0	34	8
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	4
Total Broadcast Contacts Letters, Flyers, Newsletter	0	7116	1687	2786	0	190	42390	0	115	182
Total Sales Meetings	0	54	5	45	0	18	101	0	0	6
Total Employers Contacted	0	8121	1937	3296	0	293	44479	0	221	208
New Level 1 TDM Programs	0	10	2	0	0	0	18	0	0	7
New Level 2 TDM Programs	0	1	3	0	0	0	4	0	0	0
New Level 3 TDM Programs	0	3	2	6	0	0	0	0	0	0
New Level 4 TDM Programs	0	1	1	3	0	0	2	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0

Technical Assistance to Local Agencies July - September 2014

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
July 2014				
Frederick County, MD	6/17/14	7/10/14	7/10/14	Table 4a
RideShare Delaware	6/27/14	7/10/14	7/10/14	Welcome Email sent to spam folder
RideShare Delaware	7/02/14	7/10/14	7/10/14	Welcome Email Issues
RideShare Delaware	7/08/14	7/10/14	7/10/14	Conflicting JBOSS version 6 & 4 (TDM v SchoolPool)
Frederick County, MD	7/16/14	7/17/14	7/21/14	FastNotes Mailing
NBTMD	7/22/14	7/22/14	7/22/14	Duplicate Commuters
RideShare Delaware	7/31/14	7/31/14	10/31/14	Commute Log Adjustments
August 2014				
RideShare Delaware	8/4/14	8/22/14	8/22/14	System Error
RideShare Delaware	8/4/14	8/22/14	8/22/14	Commute Log Error
Frederick County, MD	8/18/14	9/15/14	9/16/14	Table 4A
TJPDC	8/18/14	11/12/14	11/12/14	Move to Commuter Connections
RideShare Delaware	8/20/14	8/20/14	8/20/14	Commute Log Error for commuter #694014
RideShare Delaware	8/21/14	8/20/14	8/20/14	Start/Stop Time Report
TJPDC	8/21/14	11/12/14	11/12/14	Move to Commuter Connections
RideShare Delaware	8/25/14	9/17/14	9/17/14	Move to Commuter Connections
September 2014				
TJPDC	9/8/14	9/17/14	9/17/14	Move to Commuter Connections
TJPDC	9/12/14	9/17/14	9/17/14	Move to Commuter Connections
Frederick County, MD	9/15/14	9/15/14	10/3/14	Duplicate Commuter and GRH Processing Question
Montgomery County, MD	9/23/14	10/1/14	10/1/14	Setup Admin Account
TJPDC	9/30/14	10/1/14	10/1/14	Move to Commuter Connections