



**QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY – MARCH 2018**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2018 3rd 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 in electronic format via email.

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 January 2018, February 2018 and March 2018) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

COG/TPB staff responded to technical support requests from Frederick County, MD; NBTMD, DATA, PRTC; NSVRC; and the Rideshare Program of Charlottesville, VA. 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 met with Enterprise Rideshare staff on January 2, 2018 to review the ‘Pool Rewards program as it applies to vanpools.

COG/TPB staff attended a SmartBenefits refresher training for federal government employees at the Senate’s Russell Building on January 9th.

COG/TPB staff coordinated and held an STDM Work Group meetings on January 9th, February 13th, and March 13th.

COG/TPB staff participated in a North Carolina DOT panel conference call on the state’s TDM Strategic Plan on January 10th.

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

- Endorsement of the 2017 Bike to Work Day event report
- Endorsement for the FY2019 CCWP and Strategic Plan
- A presentation of the TPB Long Range Endorsed Initiatives

- A briefing on the Purple Line project
- A briefing on the FY2017 GRH Customer Satisfaction surveys for both the Washington, DC and Baltimore metropolitan regions
- A briefing on the highlights from the FY2018 Placement Rate Study
- An update on the regional TDM Software System project, and
- A briefing on the FY2018 2nd quarter CCWP budget report.

COG/TPB staff attended the MDOT/MTA Quarterly Rideshare meeting at MDOT headquarters on January 18, 2018 and presented a training and reports section review for the attendees.

COG/TPB staff met with the GRH daily operations contractor on January 24, 2018 to review program operations.

COG/TPB staff finalized the draft FY2019 CCWP and incorporated comments from the November 21st Commuter Connections Subcommittee meeting comment period set and presented the document to the STDM Work Group on January 9th for approval. The updated draft document was also presented to the Commuter Connections Subcommittee on January 16th where it was endorsed for release. COG/TPB staff presented the document to the TPB's State Technical Working Group on January 30th in preparation for the TPB Technical Committee and TPB meetings in February. COG/TPB staff presented the draft FY2019 CCWP to the TPB Technical Committee on February 2nd, and to the TPB on February 21st. The document was released for public comment in February. Finally, COG/TPB staff presented the final draft of the FY2019 CCWP to the TPB Technical Committee on March 8th, and to the TPB on March 23rd. The document was approved by the TPB on March 23rd.

COG/TPB staff published the January 2018 edition of the Commuter Connections TDM Resource Directory in early February 2018.

COG/TPB staff participated in a MDOT Attainment Report Advisory Committee meetings on February 5th, and March 5th.

COG/TPB staff met with Arlington Potomac Yard TMP staff on February 8, 2018 to review 'Pool Rewards program as it applies to vanpools, the possibility of additional incentives, the Commuter Connections TDM System and related mobile applications.

COG/TPB staff attended a webinar, hosted by NTI on February 20, 2018. The topic was NTD Reporting using Reduced Reporting in the Urban Module.

COG/TPB staff hosted TDM System training on February 28th and March 7th for Prince George's County, MD and US Department of Defense staff respectively.

COG/TPB staff coordinated and participated in an MPO TDM Peer Exchange Group meeting on February 28th.

The Department of Defense Washington Headquarter Service (DOD/WHS) joined Commuter Connections as a Network member.

COG/TPB staff attended the March 16, 2018 meeting of the Bethesda TDM Advisory Committee, gave a presentation on CarpoolNow, and participated in a Q&A session.

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on March 20th. Highlights from the meeting include:

- An endorsement for release of both the Washington and Baltimore metropolitan region FY2017 GRH Customer Satisfaction Survey Reports.
- A presentation of the draft FY2018 Placement Rate Study report
- An update on MDOT's statewide TDM program
- An update on the Transform66 project
- A discussion on the Long-Range Plan TDM Initiative
- An update on the 2018 Bike to Work Day event
- A briefing on the FY2018 2nd Quarter Progress Report.

A Ridematching Committee meeting was coordinated and held by COG/TPB on March 20th. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- TDM System Update
- TDM System Mobile Application
- Client Site Status/Roundtable
- Quarterly Progress Report
- COG/TPB staff attended and participated in a Federal Grant Management training course on March 22nd.

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@mwkog.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 daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ride matching coordinators, producing email lists, and making backups.

COG/TPB staff continued producing reports as PDF files. Staff ran and audited reports for the monthly purge process, the biweekly end user reports, and the monthly vanpool incentives reports. Staff helped the development contractor with writing a summary report query for the Flextime Rewards program.

At the end of March 2018, COG and its members served 17,665 commuters registered in ridematching. This is an increase of 507 registrants during the quarter, up from 17,158 at the end of December 2017. Year over year there was a decrease of 1,192 from 18,857 in the system at the end of March 2017. At the beginning of this fiscal year, July 1, 2017, Commuter Connections served 18,435 ride matching customers. There has been a decrease of 770 registrants during the fiscal year.

COG/TPB staff met with Media Beef representatives ten times during the quarter. Meetings were held on January 8th, 22nd, and 29th; February 5th, 12th, and 26th; and March 5th, 12th, 19th, and 26th. Discussion centered primarily on the Flextime Rewards program, carpoolnow.com (dynamic ride matching), the Commuter Connections app for mobile devices, the new bicycling map, maintenance, and the contract items for FY2018.

The SSL certificate for SchoolPool expired in February. COG/TPB staff obtained new SSL certificates and assisted Media Beef with installing them.

COG/TPB staff removed old, inactive accounts from the TDM database for RideShare Delaware, and then assisted Delaware RideShare with their transition to a different ride matching system by extracting all their data from the Commuter Connections Oracle database.

COG/TPB staff wrote and published one Technical Service Bulletin on how to troubleshoot geocoding problems that result from invalid address input.

Media Beef worked on problems with searching for employers when creating accounts, error handling, route computation, and geocoding.

COG/TPB staff rewrote the functions in Oracle that handle geocoding. These changes to the database code were made necessary by changes to the TDM web application code. Staff also downloaded new public keys for the Google geocoding API web service to enable our Oracle Database to access that service over HTTPS rather than HTTP. This approach provides a new layer of security. It conforms to the way location based services should be accessed in web programs today.

COG/TPB staff welcomed back the DOD as a ridematching agency. Staff assigned an appform code and consolidated old employer records for Pentagon and the Mark Center. Commuters who had been using the old employer records were reassigned to the new ones. At the end of the quarter, there were 1,064 active commuter records assigned to the new agency.

COG/TPB staff wrote a new report that shows aggregated commute logs for participants in the Flextime Incentive program. This report can be used to award incentives and reveal trends in commuting habits. Staff also produced one custom report on commuters who work for Marriott for a local member.

COG/TPB staff participated in five conference calls with University of Maryland and Media Beef regarding the incenTrip (Flextime Rewards) project. Staff attended calls on January 16th and 29th; February 26th; and March 19th and 26th. Topics discussed were

integrating an updated API for UMD's incenTrip functionality into the TDM system. The UMD incenTrip software makes predictions about travel time by analyzing traffic conditions. Given coordinate pairs for any trip's origin and destination, the program can determine optimal times to embark on the trip. The TDM system consumes the incenTrip web service and displays the predictions nicely formatted in email messages sent to participants. UMD continued making improvements to their software to fine tune their travel time predictions.

Fine tuning and bug fixes continued on the Commuter Connections app for mobile devices. The problems users experienced with account activation when creating a new account have been eliminated. The mobile app now behaves the same way as the website. When an administrator creates a commuter's account, the system assigns a default password. When the commuter logs in for the first time, the system takes the user to a page to change the password from the default to something more secure. The program then activates the account. This flow of control works fine on the desktop, but it was not implemented on the mobile app. A fix for this has been prepared and COG/TPB staff began testing, but it has not been released to the public yet.

By the end of third quarter, CarpoolNow had been downloaded more than 2,300 times. A new incentive program is in place to encourage commuters to use the site. Certain commuters whose trips pass through Howard County, MD are eligible to receive incentive payments. Drivers who give rides to instant carpool partners can earn dollar rewards for each trip they drive.

COG/TPB staff created private TDM employer login pages on the Commuter Connections website for Reston Hospital and the Department of Defense.

D. Commuter Information System

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

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. COG/TPB staff received new data for the commute options map and made edits. To view the latest version, visit <http://maps.mwcog.org>.

COG/TPB staff continued work on an interactive web map targeting bicycling. Staff collected and analyzed data that will go into the map. At the beginning of the quarter, all the dedicated paths in the District of Columbia, Alexandria, and Arlington VA were on the map and navigable. Staff completed adding the bike transportation data for Prince George's County, MD and moved on to working with data for Montgomery County, MD. The final products are a web app for routing bicycles, pedestrians, and automobiles as well as a paper map.

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

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

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

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

COG/TPB staff provided coupons to commuters who renewed their GRH membership.

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

COG/TPB staff met with Diamond Transportation staff on January 24th to discuss GRH program operations, contract renewals, and invoicing.

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of January and March, there were 763 GRH applications received. A total of 743 applicants were registered (721 new applicants and 22 previous “one-time exception” users) and 1,622 commuters were re-registered. During the same period, the GRH program provided 530 GRH trips. Twenty (20) of these trips were “one-time” exceptions accounting for 4% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Child Care.” As of March 31st, a total of 7,976 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 signed a contract with Smart Ride to provide GRH trips to those working in Charles and Calvert counties in Maryland. Work also continued on contract amendments for FY2018 with GRH ride providers.

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

Work began on developing a GRH Ride Provider RFP that will be released in April.

III. MARKETING

A. TDM Marketing and Advertising

The winter 2018 newsletter and Federal ETC insert began with the development of a timeline, story ideas and a text draft of articles, which were later placed into layout format, and underwent several stages of revisions. The newsletter and insert were finalized, printed and distributed to employers, committee members, and other TDM

stakeholders. A pdf version was placed onto the Commuter Connections, and Federal ETC web sites. The winter e-newsletter was created and sent to employers in HTML format. The e-newsletter contained several photos, and a brief preview sentence or two on each article. To read the full article, subscribers who clicked 'read more' could download the full pdf version. Work also began on the development of the spring newsletter and Federal ETC insert.

Radio scripts were finalized for the FY18 spring marketing campaign, and voice talent was selected. The newly produced radio ad themes were "Belonging has its Benefits" for Rideshare, and "Don't Get Stuck" for Guaranteed Ride Home (GRH). Both launched in February on radio, podcasts, Pandora, streaming services, and paid social media. In addition, both paid and donated GRH transit signage was placed throughout the region. A flash file reflecting the new Mass Marketing campaign creative was placed onto the Commuter Connections home page.

A Regional TDM Marketing Group meeting was held on March 20, 2018, where the Final FY18 First Half Regional TDM Marketing Campaign Summary report was distributed. A draft of the FY18 Second Half Campaign Summary report was also distributed. Guest presentations included Mike Farrell, COG/TPB staff who presented the Street Smart marketing campaign; and Dan O'Donnell from O'Donnell Company, who presented Commuter Connections' FY18 spring marketing activity.

The final report of the FY 2018 Washington Regional TDM Strategic Marketing Plan and Resource Guide was published in print and online. The document outlines strategy for Commuter Connections to increase awareness of drive alone alternatives; serves as a resource for current TDM products & services available in the region; and provides a snapshot of current and planned marketing activity occurring within the region for Commuter Connections and its various network members. It also contains summaries of TDM research from the last five years.

Conference calls to discuss progress and continued planning for the FY 2018 Regional TDM Mass Marketing project were held with O'Donnell Company on a bi-weekly basis throughout the quarter. An Earned Media Strategy call was held with the contractors on March 8th to discuss current and upcoming outreach activities. Purchase orders were processed and invoices paid, listings were renewed with military guide publications throughout the region, and customer support was provided for Bulletin Board members.

COG/TPB staff taped community affairs interviews to discuss the CarpoolNow mobile app with radio stations WPGC and WLZL on January 18th. COG/TPB staff attended and participated in an employee transportation fair at the Federal Election Commission in Washington, DC on February 7th. COG/TPB staff provided edits for the first native Rideshare article as part of a sponsored series, appearing on WTOP.com. COG/TPB staff met with Clean Air Partners representatives on March 23rd to discuss FY2018 sponsorship opportunities.

COG/TPB staff continued to update the Commuter Connections website with news articles, publications, construction projects, press releases, and upcoming events.

COG/TPB staff changed the Featured Member of the Month on the website each month. COG/TPB staff monitored and reported to senior staff on analytics data from the paid social media campaigns. COG/TPB staff replaced the newsletter with the winter 2018 version on the CC website and distributed the newsletter to email recipients.

COG/TPB staff updated the Transit Benefits amount to reflect current levels on the Commuter Connection website. COG/TPB staff upgraded the Commuter Connections Instagram account to a business account to ensure followers can contact us directly through the Instagram account via email or phone.

COG/TPB staff updated the CC Facebook page with new content and updates with associated hashtags. COG/TPB staff implemented the spring social media campaign on Facebook and YouTube. COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review by senior staff and third-party vendors. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

B. Bike to Work Day

Bike to Work Day Steering Committee meetings were held on January 10th and March 14th. Topics from the meetings included sponsorships, printed marketing materials (posters/rack cards), vinyl banners, and participation reports. Updates were given by pit stop managers on their local event planning progress, and feedback was given by the Committee regarding the posters and T-shirt.

A meeting was held with new WABA staff on January 24, 2018 to discuss logistics for the May 2018 event. Confirmed pit stops with local Bike to Work Day event managers. All except two previous pit stops confirmed participation. Coordinated with eighteen new pit stops to get them off the ground.

The sponsor drive continued through January, and discussions were held with potential companies and organizations regarding Bike to Work Day sponsorship opportunities for 2018. The drive was completed by early February, netting a total of \$58,600 in cash donations. Invoices were generated for signed sponsor declaration forms.

A total of 100,000 Bike to Work Day flyers, rack cards, large posters, plus flyers translated into Spanish were printed and distributed to pit stop managers and employers throughout the region. The Bike to Work Day T-shirt art was created and finalized, and size allocations were determined based on pit stop manager requests.

Banner art was created for the pit stops, each containing the look and feel of this year's graphics, along with a custom area for pit stop location and time specifics. The earned media plan was written and approved, and a calendar listing, and pre-event press release were distributed to media outlets. The 2018 Bike to Work Day event web site opened for registration in early March.

COG/TPB staff added new pit stops pages to the Bike to Work Day website and updated the pit stop list with accurate pit stops names. COG/TPB staff added new logos to the home page, sponsor page, and corresponding pit stop pages in addition to removing

logos from sponsors who are no longer participating in Bike to Work Day. COG/TPB staff fixed a display error on the Bike to Work Day website that affected the pit stop maps. COG/TPB staff distributed a T-Shirt size survey to all pit stop organizers. COG/TPB staff updated text and links on the website to reflect the 2018 Bike to Work Day campaign. COG/TPB staff updated pit stop managers' names and contact information on the website. COG/TPB staff added the new 2018 flyer pdf to the Bike to Work Day website. COG/TPB staff updated the Twitter and Facebook cover art to reflect the 2018 campaign.

COG/TPB staff monitored website activity and computer code to maintain accurate website functionality and updated plugins as needed. COG/TPB staff managed the marketing and public relations contractors.

C. Employer Recognition Awards

To boost nominations, an email blast was sent to Level 3 & 4 employers in the regional Employer Outreach database. The marketing contractor discussed potential award nominees with the Employer Outreach sales representatives during exploratory phone calls. In addition, the Employer Outreach Committee was briefed at their January meeting, and asked to encourage employers to submit award nominations.

Employer nominations were reviewed and qualified, and nominees were interviewed to clarify any ambiguous or omitted information on the nomination forms. One-page summary reports were created of each nominee for Selection Committee review. The Awards Selection Committee was formed, and the meeting was held on March 22, 2018. The Committee was made up of various TDM professionals and stakeholders from throughout the region. TPB member and City of Falls Church Council Member, David Snyder served as Chair for the Selection Committee. Confirmation and thank you letters were sent to the Awards Selection Committee members. A third-party moderator conducted the meeting, collected completed anonymous silent ballot forms, tabulated and issued back the official results. A separate meeting was held internally among staff to discuss the Organization and Sales Achievement awards.

Cost estimates were obtained for photography services, and awards trophies. Various giveaway item choices were ranked by the awards workgroup. The invitation and envelope art were created, and a deposit check was sent to the National Press Club for the June 2018 Awards Ceremony. COG/TPB staff managed the marketing and public relations contractors.

D. 'Pool Rewards

The 'Ride. Reward. Repeat' campaign ran January through March on radio, social media, digital, Pandora, and direct mail. In part, the ads promoted the 'Pool Rewards \$100 bonus incentive for joining or starting a new carpool and using I-395. The direct mail postcard was distributed to targeted households within Fairfax County through 'Every Door'. 'Pool Rewards sponsored articles were placed onto WTOP.com, along with banner ads. The first article was titled "Top 5 Ways to Keep Money in Your Pocket in

2018”, which included Pool Rewards as one of the five. The second article focused on a history of carpooling and how it has affected the DC area.

COG/TPB staff met with VDOT representatives and their contractor on January 9th to discuss the upcoming I-66 ‘Pool Rewards added incentive project. COG/TPB staff continued reviewing, processing, and registering eligible ‘Pool Rewards applicants for both carpools and vanpools. COG/TPB staff also managed the marketing and public relations contractors.

E. Car Free Day

The first Steering Committee meeting for 2018 was held on March 14, 2018. A comprehensive recap report of the 2017 event was distributed, which highlighted the various marketing and promotional aspects of the fall event. Topics of discussion for Car Free Day 2018 included setting a pledge goal of 10,000, and recognizing Car Free Day on Friday September 21, and Saturday September 22, and calling it Car Free Days.

F. CarpoolNow Mobile Application

Through a grant received by Howard County, Commuter Connections conducted a media campaign to promote the CarpoolNow mobile app to those who live or work in Howard County. Radio, digital, print, and out of home media were placed. COG/TPB staff participated in interviews with radio stations WPGC and WLZL’s community affairs programs on January 18, 2018 to discuss the CarpoolNow mobile app. A letter was provided to MTA to use with messaging to area military bases, and the earned media strategy was approved. COG/TPB staff managed the marketing and public relations contractors.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database the week of January 15th. COG/TPB staff conducted and completed a data sweep of the ACT! database the week of February 12th. COG/TPB staff conducted and completed a data sweep of the ACT! database the week of March 19th. COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits throughout the quarter.

In January, highlights from the FY2018 Placement Rate Survey were compiled by LDA Consulting and presented to the Commuter Connections Subcommittee on January 16th. Monthly Employer Outreach sales activity reports were received from Arlington County. There are outstanding reports from Montgomery, Loudoun, Prince William, Frederick, Prince George’s, Fairfax Counties as well as the City of Alexandria, the District of Columbia, and Tri-County Council for Southern Maryland. COG/TPB staff oversaw the employer site survey coordination. COG/TPB staff fulfilled data requests from the District of Columbia, Montgomery County, and the City of Alexandria.

In February, LDA Consulting worked on preparing the FY2018 Placement Rate Study draft report which will be presented to the Commuter Connections Subcommittee in March. Monthly Employer Outreach sales activity reports were received from Arlington County. There are outstanding reports from Montgomery, Loudoun, Prince William, Frederick, Prince George's, Fairfax Counties as well as the City of Alexandria, the District of Columbia, and Tri-County Council for Southern Maryland. COG/TPB staff oversaw the employer site survey coordination. COG/TPB staff fulfilled data requests from the District of Columbia, Montgomery County, and the City of Alexandria.

In March, COG/TPB staff presented the FY2018 Placement Rate Survey report to the Commuter Connections Subcommittee on March 20th. A comment period was established. Monthly Employer Outreach sales activity reports were received from Arlington County, Montgomery County, Tri-County Council and the District of Columbia. There are outstanding reports from Loudoun, Prince William, Frederick, Prince George's, Fairfax Counties as well as the City of Alexandria. COG/TPB staff oversaw the employer site survey coordination. COG/TPB staff fulfilled data requests from the District of Columbia, Fairfax County, Prince William County, and Arlington County.

B. Program Monitoring and Tracking Activities

The GRH Customer Satisfaction survey was emailed to commuters who used the service between January and March. The final FY18 First Half Regional Marketing Campaign Summary report, and draft FY18 Second Half Regional Marketing Campaign Summary report were distributed at the March 20, 2018 Regional TDM Marketing Group meeting. Each contained data showing the degree of effectiveness of the marketing campaigns tracked through call volumes, internet visits, and GRH and Rideshare applications.

The FY17 GRH Customer Satisfaction Survey report for the Washington DC region was presented at the Commuter Connections Subcommittee meeting on January 16, 2018. After an open comment period, the final version was adopted for release on March 20, 2018. The total number of Washington region Guaranteed Ride Home (GRH) surveys distributed in fiscal year 2017 was 2,405, with a response rate of 16 percent. The vast majority of respondents, 95 percent, were pleased with the overall GRH service. Written comments were received by 72 percent of respondents. Compliments outweighed criticism at a 7 to 1 ratio. For each of the four categories, a good or excellent rating was given by 94 percent or more of the respondents. The average wait time was 14 minutes, and 94 percent waited 30 minutes or less. Personal Illness was the most prevalent reason for using GRH in the Washington DC region. COG/TPB contractor solicited companies to provide coupons to commuters who renewed their GRH membership.

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

COG/TPB staff completed and distributed the December, January, and February FY2018 CCWP monthly Executive Summary Reports. COG/TPB staff also completed and distributed the FY2018 2nd Quarter Progress report.

COG/TPB staff met with VHB on January 31st to determine priorities for the remainder of the fiscal year for the Employer Outreach survey database project. Throughout the quarter COG/TPB staff continued to work with contractors (VHB) to plan updates to the COG survey database.

COG/TPB completed collecting data for the second quarter Employer Outreach conformity verification statement and presented it to the Employer Outreach Committee on January 16th. Throughout the quarter COG/TPB staff began and continued collecting data for the third quarter of FY 2018 Employer Outreach conformity verification statement. COG/TPB staff also collected data documentation from the employer outreach activity reports.

COG/TPB staff completed work on the Bike to Work Day 2017 Event Report and presented the final draft of the report to the Commuter Connections subcommittee on January 16th.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) Regional Employer Database Management and Training

Throughout the third quarter COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software.

COG/TPB staff began the data import from the employer lists that the goDCgo staff sent on January 4th.

COG/TPB staff assisted in addressing database processing issues with the North Bethesda outreach staff.

COG/TPB staff conducted a database training session with employer outreach representatives from the Dulles Area Transportation Association on

January 25th. COG/DTP staff researched and relayed information to Arlington County on former employer records.

COG/DTP staff researched and relayed information to Montgomery County employers located in North Bethesda.

COG/TPB staff worked with Swiftpage throughout the quarter to address ACT! database performance issues.

b) Employer Outreach for Bicycling

COG/TPB staff distributed 'Bicycle to Work Guides' at various events throughout the quarter upon request. COG/TPB staff made a presentation on bike safety to Pepco on March 13th in Washington, DC.

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.

COG/TPB staff continued to work with Montgomery and Prince George's Counties on the FY18 contract renewals and contracts were signed with both jurisdictions during the quarter.

b) DC, MD, and VA Program Administration

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions.

COG/TPB staff coordinated with WMATA's SmartBenefits program sales staff.

COG/TPB staff continued work on identifying companies to profile for case studies in FY18.

COG/TPB staff coordinated with the training consultant for the March sales training session on Distracted Driving/Walking/Bicycling.

COG/TPB staff collected data for the Flex-time Incentive pilot.

COG/TPB staff coordinated and presented at the Employer Outreach Committee meeting on January 16th. Topics covered at the meeting were:

1. 1st and 2nd Quarter Conformity Verification reports;
2. Training Update and Review;
3. TDM Marketing;
4. Employer Survey Archive Application Update; and
5. Employer Recognition Awards.

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions.

COG/TPB staff continued work on identifying companies to profile for case studies in FY18. COG/TPB staff worked on preparing and distributing the sales support questionnaire for the 2nd half of the fiscal year sales support conference call for DC and Maryland jurisdictions and began collecting the requested information.

COG/TPB staff coordinated with the training consultant for the March sales training session on Distracted Driving/Walking/Bicycling. COG/TPB staff coordinated and held the March 14th sales training session on Distracted Driving/Walking/Bicycling.

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The Guaranteed Ride Home Customer Satisfaction survey was sent to commuters in the Baltimore region who used the service. GRH Baltimore spring 2018 advertising includes radio and paid social media. COG/TPB contractor solicited companies to provide coupons to commuters who renewed their GRH membership.

The FY17 GRH Customer Satisfaction Survey report for the Baltimore region was presented at the Commuter Connections Subcommittee meeting on January 16, 2018. After an open comment period, the final version was adopted for release on March 20, 2018. The total number of Baltimore Region Guaranteed Ride Home (GRH) surveys distributed in fiscal year 2017 was 128, with a response rate of 16 percent. The vast majority, 86% of the survey respondents, were pleased with the overall GRH service. Written comments were received by 76 percent of respondents, and compliments outweighed complaints by a 2 to 1 margin. The average response wait time was 46 minutes. Personal illness was the most prevalent reason for using GRH in the Baltimore region.

COG/TPB staff worked on edits to the draft FY2017 GRH Baltimore Impact Analysis Report which was finalized and transmitted to the MTA and MDOT for their review and files.

Radio scripts were finalized for the FY18 spring marketing campaign, and voice talent was selected. The newly produced radio GRH ad theme was “Don’t Get Stuck” (GRH). The ads launched in February on radio, podcasts, Pandora, streaming services, and paid social media.

The GRH Baltimore program continued to enroll new applicants during January through March 2018. The program has been operational for six years and six months.

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

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

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

COG/TPB staff met with Diamond Transportation staff on January 24th to discuss GRH program operations, contract renewals, and invoicing.

COG/TPB staff provided coupons to commuters who renewed their GRH membership.

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

B. Process Trip Requests and Provide Trips

Between the months of January and March 2018, there were 36 GRH Baltimore applications received. 35 commuters were registered during this period while 84 commuters were re-registered. During the same period, the GRH program provided thirty-three (33) GRH trips. No “one-time” exceptions were provided during this period. “Unscheduled Overtime” accounted for the largest portion of the GRH trip reasons followed by “Personal Illness.” As of March 31, 2018, a total of 412 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.

Work continued on obtaining contract amendments for FY2018 with GRH ride providers. COG/TPB staff processed and paid invoices for all GRH Baltimore service providers.

Table 1**National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****JANUARY - MARCH 2018**

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2017
Total applicants/info provided:	7,597	5,561	20,123
Rideshare applicants	3,112	2,805	8,894
Matchlists sent	6,609	6,571	19,693
Transit applicants/info sent	130	76	269
GRH applicants	2,365	1,830	4,923
Bike to work info requests	11	7	28
Telework info requests	32	5	42
Internet users	41,605	45,835	129,947
Internet applicants	5,062	4,451	14,248
New employer clients	253	112	764
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2017
Continued placements	1,100	992	3,144
Temporary/one-time placements	159	144	455
Daily vehicle trips reduced	609	549	1,742
Daily VMT reduced	16,704	15,056	47,739
Daily tons NOx reduced	0.0064	0.0058	0.0182
Daily tons VOC reduced	0.0034	0.0030	0.0097
Daily tons PM2.5 reduced	0.00021	0.00019	0.00059
Daily tons PM2.5 NOx reduced	0.0070	0.0063	0.0199
Daily tons GHG reduced	8.2793	7.4626	23.6621
Daily gallons of gas saved	839	757	2,399
Daily commuter costs saved	\$2,840	2,560	8,116

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

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 JANUARY - MARCH 2018**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	10	6	6	22
ARLINGTON (COG)	19	5	18	42
ANNE ARUNDEL	26	8	5	39
BALTIMORE CITY	21	5	3	29
BMC	14	3	14	31
COG	104	11	189	304
DOD/WHS	5	0	3	8
DATA	16	1	11	28
DISTRICT OF COLUMBIA	25	5	30	60
FDA	27	71	7	105
FAIRFAX COUNTY	191	35	32	258
FREDERICK	29	83	124	236
GW RIDE CONNECT	245	1,152	2,612	4,009
HARFORD	9	0	2	11
HOWARD	28	20	59	107
LOUDOUN	91	20	140	251
MTA	6	3	5	14
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	9	19	30	58
Countywide	40	9	15	64
Friendship Heights/Rockville	6	0	2	8
North Bethesda TMD	74	124	611	809
Shady Grove	0	0	0	0
Silver Spring	13	3	3	19
NIH	3	1	0	4
NATIONAL GUARD READINESS CENTER	0	2	1	3
NORTHERN NECK	0	0	1	1
NORTHERN SHENANDOAH	16	3	1	20
PRINCE GEORGE'S	55	12	23	90
PRTC	157	54	222	433
RAPPAHANNOCK-RAPIDAN	20	10	7	37
TRI - COUNTY	33	155	209	397
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	47	0	32	79
RIDESHARE DELAWARE	115	2	14	131
TOTAL INPUT COMMUTER CONNECTIONS	1,292	1,820	4,385	7,497
TOTAL INPUT TDM NETWORK MEMBERS	162	2	46	210
TOTAL INPUT (CC + NETWORK)	1,454	1,822	4,431	7,707
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		3,112		

TDM SERVICES

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	145	112	122
Locals Rideshare Apps (New and Re-apps)	2,962	2,693	2,371
Matchlists Requested	6,487	6,430	6,107
Transit Applicants/Info Sent	130	76	30
GRH Washington Applicants	763	672	946
GRH Washington Rides Provided	639	613	648
GRH Baltimore Applicants	36	32	37
GRH Baltimore Rides Provided	47	26	30
Telework Info Requests	8	5	1
Phone/Fax	0	0	0
Internet	5,105	4,552	4,640
Employer Applicants	0	0	0
Total Hits on website	41,605	46,146	39,110

TDM SERVICES

ALEXANDRIA

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	15	15
Matchlists Sent	74	56	112
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	7	10	18
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	0	152
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	109	0	209
Employers Contacted (Follow up)- Visit	5	0	8
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	2	0	2
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

ARLINGTON

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	14	24
Matchlists Sent	129	56	231
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	11	7	22
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	9	10	54
Employers Contacted (New)- Visit	29	14	27
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,520	1,999	2,092
Employers Contacted (Follow up)- Visit	60	44	65
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	6	47
Level 2	1	0	5
Level 3	4	3	2
Level 4	0	0	0

TDM SERVICES

ANNE ARUNDEL

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	40	22
Matchlists Sent	252	199	118
Transit Applicants and Info Sent	3	1	2
GRH Washington Applicants	35	25	18
GRH Baltimore Applicants	2	2	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	17	15
Matchlists Sent	58	54	28
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	9	7
GRH Baltimore Applicants	8	9	12
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

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	19	9
Matchlists Sent	99	92	41
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	15	6	12
GRH Baltimore Applicants	13	3	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

**COG - DC/DE/PA/WVA/VA
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	129	101	102
Matchlists Sent	428	322	367
Transit Applicants and Info Sent	7	1	0
GRH Washington Applicants	53	57	67
GRH Baltimore Applicants	5	3	5
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	53	25	86
Employers Contacted (New)- Visit	0	0	8
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	144	108	151
Employers Contacted (Follow up)- Visit	31	18	51
Employers Contacted - Number of Potential (Follow up)	0	0	3
New TDM Programs Established			
Level 1	80	4	5
Level 2	9	0	1
Level 3	25	4	17
Level 4	7	2	0

TDM SERVICES

DOD/WHS

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	N/A	N/A
Matchlists Sent	77	N/A	N/A
Transit Applicants and Info Sent	0	N/A	N/A
GRH Washington Applicants	0	N/A	N/A
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

DATA

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	29	30
Matchlists Sent	45	76	93
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	13	2
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

*See FFX - EO numbers reported under Fairfax County

TDM SERVICES

FAIRFAX

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	191	184	32
Matchlists Sent	927	939	262
Transit Applicants and Info Sent	18	1	0
GRH Washington Applicants	82	65	50
GRH Baltimore Applicants	0	1	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	12	0	N/A
Employers Contacted (New)- Visit	0	0	N/A
Employers Contacted - Number of Potential (New)	0	0	N/A
Employers Contacted (Follow up)- Phone	536	0	N/A
Employers Contacted (Follow up)- Visit	11	0	N/A
Employers Contacted - Number of Potential (Follow up)	0	0	N/A
New TDM Programs Established			
Level 1	3	0	N/A
Level 2	3	0	N/A
Level 3	7	0	N/A
Level 4	0	0	N/A

TDM SERVICES

FDA

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	21	29
Matchlists Sent	217	212	302
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	23	39	32
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

FREDERICK

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	29	22	240
Matchlists Sent	284	301	402
Transit Applicants and Info Sent	2	3	1
GRH Washington Applicants	33	25	113
GRH Baltimore Applicants	2	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	9	8	N/A
Employers Contacted (New)- Visit	0	0	N/A
Employers Contacted - Number of Potential (New)	0	0	N/A
Employers Contacted (Follow up)- Phone	26	24	N/A
Employers Contacted (Follow up)- Visit	2	5	N/A
Employers Contacted - Number of Potential (Follow up)	0	0	N/A
New TDM Programs Established			
Level 1	0	0	N/A
Level 2	0	3	N/A
Level 3	0	0	N/A
Level 4	0	0	N/A

TDM SERVICES

**GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	245	260	0
Matchlists Sent	518	468	4
Transit Applicants and Info Sent	4	5	0
GRH Washington Applicants	92	102	6
GRH Baltimore Applicants	0	0	5
Telework Information Requests	1	3	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	14	15
Matchlists Sent	25	67	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	12	6	22
GRH Baltimore Applicants	3	7	2
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

HOWARD

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	22	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	21	20	0
GRH Baltimore Applicants	1	2	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

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	91	82	88
Matchlists Sent	627	581	427
Transit Applicants and Info Sent	13	3	2
GRH Washington Applicants	60	47	59
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	1	0
Employers Contacted (New)- Phone	2	0	1
Employers Contacted (New)- Visit	2	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	76	153	109
Employers Contacted (Follow up)- Visit	5	6	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	6	4
Matchlists Sent	23	44	27
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	10	6	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

**BETHESDA TRANSPORTATION SOLUTIONS
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	71	8
Matchlists Sent	6	74	2
Transit Applicants and Info Sent	1	11	6
GRH Washington Applicants	0	1	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
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
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	40	42	33
Matchlists Sent	151	198	132
Transit Applicants and Info Sent	13	3	0
GRH Washington Applicants	26	23	40
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	67	58	155
Employers Contacted (New)- Visit	0	6	29
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	824	725	1,366
Employers Contacted (Follow up)- Visit	27	45	46
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	23	1	1
Level 2	4	0	0
Level 3	3	0	2
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	19	19
Matchlists Sent	63	143	42
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	3	12
GRH Baltimore Applicants	0	0	1
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
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	74	131	33
Matchlists Sent	232	251	205
Transit Applicants and Info Sent	19	47	4
GRH Washington Applicants	1	0	1
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

SHADY GROVE

QUARTERLY REPORT (JAN - MAR 2018)

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	17	16
Matchlists Sent	62	93	37
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	12	14	16
GRH Baltimore Applicants	0	1	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

**NATIONAL INSTITUTES OF HEALTH (NIH)
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	3	1
Matchlists Sent	14	28	9
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	2	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

**NATIONAL GUARD REDINESS CENTER
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	5	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	2	0	111
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	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
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	19	15
Matchlists Sent	137	265	145
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	6	11
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
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	55	45	60
Matchlists Sent	245	237	204
Transit Applicants and Info Sent	14	0	2
GRH Washington Applicants	39	38	68
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	75	0	89
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	101	0	126
Employers Contacted (Follow up)- Visit	1	0	43
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	3
Level 3	0	0	3
Level 4	0	0	1

TDM SERVICES

PRTC

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	157	129	140
Matchlists Sent	1,305	1,211	1,472
Transit Applicants and Info Sent	27	0	1
GRH Washington Applicants	144	97	174
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	8	0	0
Employers Contacted (New)- Visit	5	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
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	22	18
Matchlists Sent	165	144	173
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	10	7	11
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

TRI-COUNTY

QUARTERLY REPORT (JAN - MAR 2018)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	33	46
Matchlists Sent	317	315	251
Transit Applicants and Info Sent	7	0	3
GRH Washington Applicants	50	43	65
GRH Baltimore Applicants	0	0	0
Telework Information Requests	5	0	0
Employers Contacted (New)- Phone	13	11	13
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	14	9	31
Employers Contacted (Follow up)- Visit	11	9	10
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	7	5
Level 2	0	3	3
Level 3	3	0	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	47	34	23
Matchlists Sent	155	151	111
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	33	34	11
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
QUARTERLY REPORT (JAN - MAR 2018)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	115	564	412
Matchlists Sent	183	812	583
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	2	2
GRH Baltimore Applicants	1	0	0
GRH RideShare Delaware	110	561	392
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 2018

January to March 2018	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/Charles
Employers Contacted (new Site Visits (prospects)	1	9	53	12	9	0	67	75	8	19
Telework - NEW	0	0	0	0	0	0	0	0	0	5
Employers Contacted (follow-up)	109	2520	144	536	26	76	824	101	0	14
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	5
Total Broadcast Contacts Letters, Flyers, Newsletter	0	8335	6449	226	4	190	6658	101	0	147
Total Sales Meetings	5	89	31	11	2	7	27	1	5	11
Total Employers Contacted	115	10953	6677	785	41	273	7576	278	13	201
New Level 1 TDM Programs	1	5	80	3	0	1	23	0	0	0
New Level 2 TDM Programs	2	1	9	3	0	0	4	0	0	0
New Level 3 TDM Programs	0	4	25	7	0	0	3	0	0	0
New Level 4 TDM Programs	0	0	10	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	3
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0

Technical Assistance to Local Agencies
January – March 2018

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
January 2018				
DATA	Fri 1/5/2018 9:37 AM	Tue 1/9/2018 12:27 PM	Tue 2/27/2018 12:12 PM	Create Employer Microsite
Frederick County	Fri 1/12/2018 12:43 PM	Fri 1/12/2018 2:07 PM	Fri 1/12/2018 2:07 PM	Table 4a Results
PRTC	Fri 1/12/2018 2:24 PM	Fri 1/19/2018 10:26 AM	Fri 1/19/2018 10:26 AM	Delete Duplicate Account
NBTC	Fri 1/30/2018 2:17 PM	Fri 1/31/2018 10:35 AM	Wed 1/31/2018 10:53 AM	Report Request
February 2018				
NSVRC	Fri 2/2/2018 11:42 AM	Tue 2/6/2018 3:57 PM	Tue 2/6/2018 3:57 PM	Report Request
TJPD	Fri 2/9/2018 4:52 PM	Tue 2/12/2018 10:04 AM	Tue 2/12/2018 11:02 AM	Move Computer to CC Database
PRTC	Tue 2/27/2018 2:33 PM	Wed 2/28/2018 9:31 AM	Wed 2/28/2018 9:31 AM	TDM System Down
March 2018				
PRTC	Tue 3/13/2018 12:03 PM	Wed 3/14/2018 10:38 AM	In Progress	Geocoding Issue
Frederick County	Thu 3/15/2018 2:00 PM	Thu 3/15/2018 2:13 PM	Thu 3/15/2018 2:13 PM	Table 4a Results