

# QUARTERLY WORK PROGRAM PROGRESS REPORT JANUARY – MARCH 2009

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

#### **PROGRAM HIGHLIGHTS**

# I. <u>COMMUTER OPERATIONS CENTER</u>

# A. Ridematching Coordination and Technical Assistance

COG/TPB Staff continued to distribute the report "Commuters with Suspicious Appform Codes" to local client sites. The objective of this report is to improve the accuracy of the Commuter Connections Rideshare and GRH databases and reports. Local rideshare staff members have been asked by COG/TPB staff to review the commuter records serviced by their jurisdiction/agency. COG/TPB staff reminded local rideshare coordinators that it would be an excellent opportunity to reach out to the commuters during this process and offer a new match letter. Rideshare Coordinators were informed that using the correct Appform Code is highly important in how records are handled by COG and is a method for tracking productivity of an agency. COG/TPB staff sent several memos with instructions on how to update commuter records in which Appform Codes should be used.

The State TDM Work Group met on January 13th, February 10th and March 10<sup>th</sup>.

A Commuter Connections Subcommittee meeting was held on January 27<sup>th</sup>. Highlights from the meeting included the following: the FY 2008 Bike To Work Day Report was endorsed for release, the Regional Carshare Survey Report was endorsed for release, the Regional Commuter Connections TERM Analysis Report was endorsed for release, the Carpool Incentive Study report was endorsed for release, and a discussion was held on the Draft FY 2010 CCWP. The draft document was not endorsed due to a different staff recommendation, an update was given on the Employer Recognition Awards, and a presentation was given on regional green house gas emissions.

A Commuter Connections Subcommittee meeting was also held on March 17<sup>th</sup>. Highlights from the meeting included a demonstration on the newly launched bicycle routing module on the web based TDM software system, a presentation on the results from the FY 2008 Guaranteed Ride Home Customer Satisfaction Survey Report and release of the report for comment, an update on the regional TDM Evaluation Project including establishing a comment period for the Draft FY 2009 Placement Rate Study Report, an update on the survey results for changes to the Employer Recognition Awards Program and status report on the 2009 event, a discussion on the updates to the Commuter Connections Strategic Plan, an update on the 2009 Bike To Work Day event, an update on the draft FY 2010 CCWP, and the distribution and discussion of the 2<sup>nd</sup> quarter CCWP Budget Report.

A Ridematching Committee meeting was held on March 17<sup>th</sup>. Highlights from the meeting included sharing of information on upcoming transportation fairs and events by ARTMA, Frederick County, Harford County, Howard County, Loudoun County, NIH, BMC, Fairfax County, North Bethesda, City of Alexandria, BWI Business Partnership, PRTC and COG/TPB staff. A presentation of the Carpool Incentive Feasibility Study, a discussion and status report on TDM Software System errors, a demonstration and discussion on TDM Software System reports, and a client site status roundtable discussion also were included in the meeting. Two carpool administration reports were suggested for addition by Montgomery County. COG/TPB will be following up with the software developer to ensure there reports are created.

Staff presented the Draft FY 2010 CCWP to the TPB's Citizen's Advisory Committee on February 12<sup>th</sup>, to the State Techincal Working Group on March 3<sup>rd</sup>, to the TPB Technical Committee on February 6<sup>th</sup> and March 6<sup>th</sup>, and to the TPB on February 18<sup>th</sup> and March 18<sup>th</sup>. The FY 2010 CCWP was approved by the TPB on March 18<sup>th</sup>.

COG/TPB staff sent the fully signed Memorandum of Understanding for use of the Regional TDM Software System to all client members for review and signature.

COG/TPB staff attended a TRB Climate Change session on January 11<sup>th</sup> and participated in the TPB TDM Committee meeting on January 14<sup>th</sup>. Staff attended a JARC/New Freedom informational meeting on vanpooling on January 30<sup>th</sup>.

 ${\rm COG/TPB}$  staff hosted and participated in a regional Federal ETC training session on February  $3^{\rm rd}$ .

A customer service training session was held on February 18<sup>th</sup> for local rideshare coordinators

# B. <u>Transportation Information Services</u>

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

C. <u>Transportation Information Software, Hardware, and Database</u>
<u>Maintenance</u>

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

#### D. Commuter Information System

COG/TPB staff continued to update and enhance zip code data the system uses to assign commuter records to jurisdictions.

COG/TPB staff began a new revision of the Washington Metropolitan Park & Ride Map and Commuter Resource Guide.

# E. TDM Software System Project

COG/TPB staff completed development and testing of the database purge process. The system produces a report of ridematching customers whose accounts expire next month. Local ridematching coordinators can use this report for following up with their commuters. It will automatically send email notices to public end users (ridematching and guaranteed ride home) where appropriate. It will also generate the peel-apart mailers for ridematching customers who couldn't be followed up. Purging resumed on March 1, 2009.

COG/TPB staff completed the branding (look and feel) for Roanoke, Virginia's user interface. Roanoke staff, in conjunction with COG/TPB, staff has completed the "look and feel" customization and now the site is "live." COG/TPB staff will be working in conjunction with Roanoke staff on a plan for notifying its commuters of the new TDM System. Work on the Richmond and Charlottesville customization is currently well underway and should be completed during April 2009. Hampton Roads and Middle Peninsula will finish out the customization task during the May – June 2009 time period.

COG/TPB staff completed the development of tutorials using Camstasia software. The tutorials assist commuters using the TDM Software System and provide detailed instructions for How to Register, How to Join Ridesharing and How to Request a Ridematch. The tutorials are audiovisual and include power-point presentations which consist of snapshots of internal web pages of the TDM Software System and are accompanied by audio recording and cursor highlights. COG/TPB staff is working with contractor to add the tutorials to the Commuter Connections website to better serve first time users as well as current users for the best use of the TDM Software System.

#### January Accomplishments

- Fixed outstanding Adminitrack Issues
  - o Report problems fixed

- Fixed issue with recover password button
- Completed re-registration process and interface for CCRS
- · Began working with COG staff on purging procedure.
- Received some feedback from Roanoke on the site customization
  - Note: Data was received data from Charlottesville as well, but no other Virginia outer jurisdictions.
- Reporting Module:
  - The new module will use access controls to limit the type of data available to certain users. Some users will not be able to see address data. Only MWCOG super users will be able to see ALL data.
  - Continued building the back end interface to allow COG/TPB staff to add new reports to the system.
    - Update report descriptions
    - Fix some details with GRH reports
- Completed the GRH customer satisfaction survey and deployed it live
  - A report was built to populate the survey results into the format used for data collection into excel.
- Fixed issue with allowing users to save empty fields.
- Continued working on system documentation.

## February Accomplishments

- Incentive Tracking Screens and processes started.
- Demonstrated the re-queuing process for the special events module.
  - Loaded Email's for all rideshare administrator's so new event notifications could be emailed from the system.
- Received and implemented a final list of new reports to the system.
- Worked to complete the customization for Roanoke Ride Solutions.
  - Fixed some text issues
  - o Changed some links on the pages as requested by Ride Solutions.
  - o Created a separate registration screen for Roanoke
- Built the initial commute log screens to go along with the incentive tracking.
- Cleaned up adminitrack issues, mostly regarding reports.
- Started work on the database to allow for other outer jurisdictions to have their own sites.
- Minor bug fixes as needed and a few minor enhancements completed at the request of MWCOG.

# March Accomplishments

- Completed and deployed the reporting module.
  - Finalized a new report for Montgomery County
  - o COG/TPB staff was trained on how to add new reports.

- Delivered the 2<sup>nd</sup> version of the report documentation
- Loaded the Washington Nationals Schedule into the special events module.
  - Games will be made available when they are within 2 weeks of the current date.
  - Users can join events and find matches based only on that particular event.
- Demonstrated the Reports modules at the March 17<sup>th</sup> Ridematching Committee meeting.
- Received final edits to the Ride Solutions site and made them available for review by their staff
- Loaded the Camtasia help files to the live application.
- Re-created the connection to the ACT! Database
  - Still having problems accessing the appropriate data and need to identify the correct table information.
- Received the data from Charlottesville, Richmond and Middle Peninsula.
  - Working on site customization

#### 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 cab and car rental invoices and transit vouchers.

COG/TPB staff monitored and maintained the GRH database and server.

# B. <u>Process Trip Requests and Provide Trips</u>

Between the months of January and March, there were 1,213 GRH applications received. A total of 1,075 applicants were registered (1,037 new applicants and 38 previous "one-time exception" users) and 1,556 commuters were re-registered. During the same time period, the GRH program provided 795 GRH trips. One hundred twenty-six (126) of these trips were "one-time" exceptions accounting for sixteen percent (16%) of the total number of GRH trips provided. Personal illness accounted for the largest portion of the GRH trip reasons followed by "other". As of March 31st, a total of 13,740 commuters are currently registered in the GRH database.

Staff met with Diamond Transportation Services to discuss the daily operations of the GRH program on March 25th. Staff continued to work

on securing a cab provider in the Spotsylvania/Stafford County region, however was not able to do so and terminated the agreement between COG and GWRideConnect for the provision of GRH operations.

#### III. MARKETING

## A. TDM Marketing and Advertising

February 23, 2009 saw the launch of new creative as part of the spring umbrella campaign. The ridematching radio ads asked commuters to "Try a Different Way to Get to Work" with Commuter Connections for a "fresh approach to saving money, time and the environment". The bright colored print ads are in stark contrast to the economic gloom many may be feeling and offer positive energy about a lifestyle change. The sense of fun and lightness were utilized by the use of a pogo stick and unicycle to grab the listeners' attention before delivering Commuter Connections' main message.

During the 2<sup>nd</sup> half of the year campaign, radio was used as the anchor medium for the campaign with a broad mix of radio stations including targeting Spanish-speaking commuters with spots running on WLZL, El Zol. In total, the eight Washington based stations and four exurban stations were used during the campaign.

Two new radio spots each were written and produced to deliver the messages of the Guaranteed Ride Home and Ridematching campaigns. The radio campaign rotated alternating weeks between Rideshare and Guaranteed Ride Home spots. The Marketing Workgroup provided feedback on the new radio scripts produced for the spring 2009 campaign.

Internet advertising during the spring campaign included rotating sizes of banner ads served to specified websites and geo-targeted to IP addresses in the Washington DC region. Historically, weather sites have been among the top performers for all Commuter Connection campaigns. Popunder ads, those ads presented in a window left behind when you close the browser, have also delivered top performance. The campaign included a major job web site because data from the 2007 State of the Commute Survey showed a correlation between changing job or work hours and switching to alternative transportation. In addition to selecting sites based on past performance, a social networking site has been added into the mix.

The following sites are being used in the campaign:

- Facebook
- Monster
- Accuweather
- Washington Times

#### iii-interactive.com run-of-network

iii-interactive is an internet media company that works with a collection of hundreds of different web sites to provide advertisers with a cost-effective means of reaching potential customers through a large number of sites that can be targeted in a streamlined manner.

COG/TPB staff worked with Commuter Connection network members to secure donations of ad space on bus interiors/exteriors, shelters, vanpools magnets and interior rail cards.

A direct mail campaign was mailed in February to households with persons age 35-54 and an annual income above \$50,000. A tear off card was included so the recipient can easily apply for either ridematching and/or the GRH program, or request additional information.

The Commuter Connections Winter 2009 Newsletter and Federal ETC insert was distributed in February and placed online. Development began on the Spring 2009 Newsletter and Federal ETC insert.

A Regional TDM Marketing Group meeting was held on March 17<sup>th</sup>. The FY09 First Half Marketing Campaign Summary Draft Report was distributed; the marketing contractor presented an update on Commuter Connections Spring marketing activity. Other presentations included the Union Station Bike Station and Prince George's County Bus Shelters.

Yellow Pages advertising was placed with Comprint Military publications and Yellow Book USA.

COG/TPB staff continued to monitor and maintain the Commuter Connections web site including an added flash file tied to the spring marketing campaign. The site's content is translated into Spanish and contains more than 300 web pages, roughly 450 images, and over 50 other documents.

COG/TPB staff participated in a commuter transportation fair at the General Services Administration (GSA) in Washington DC on January 8<sup>th</sup>.

# B. Bike to Work Day

Bike to Work Day Steering Committee meetings were held on January 14<sup>th</sup> and March 11th. A successful corporate sponsorship drive raised dollars for Bike to Work Day 2009 T-Shirts, wrapping up at the end of January. Posters and rack cards were developed with input from the Steering Committee and distributed in mid-March. Banner ads were

developed for each of the pit stops and T-Shirts have been ordered.

# C. Employer Recognition Awards

The nomination period concluded at the end of January with 23 entrees received. The awards Selection Committee meeting was held on March 18<sup>th</sup> with TPB Vice Chair and Falls Church Council Member, David Snyder helping to kick it off. A bid was send out for production of the awards video. Development began on materials for the program such as the invitation and giveaway items.

A survey was developed and conducted with the Employer Outreach Sales Team members to provide feedback on the awards program. That feedback will impact FY10.

# D. <u>Carpool Incentive Demonstration Project Study</u>

A Carpool Incentive Work Group web cast meeting was held on March 24<sup>th</sup>. The purpose of the meeting was to discuss logistics and implementation of the demonstration project.

# E. <u>Car Free Day</u>

The first 2009 Car Free Day Steering Committee meeting was held on March 11<sup>th</sup>. Pledge goal of 10,000 was renewed. The target date for web launch is July 2009.

#### IV. MONITORING AND EVALUATION

# A. TERM Data Collection and Analysis

COG/TPB staff completed an on-line Employee Commute Survey for COG and records were pulled for the dataset and reports were finalized and presented to Human Resources staff. The on-line survey was presented to the Employer Outreach Committee on January 27<sup>th</sup> Additional upgrades to the archived employee commute survey results was discussed with the contractor.

COG/TPB staff continued to review the database entries and classify employers into levels of participation that were used to finalize the 2<sup>nd</sup> quarter of the fiscal year level of effort and verification statement and the draft third quarter statement.

The analysis of the data from the Placement Rate study continued and highlights were prepared for review by COG/TPB staff and the TDM Evaluation Committee. The draft report was also prepared and released

for comment at the March  $17^{\text{th}}$  Commuter Connections Subcommittee meeting.

# B. <u>Program Monitoring and Tracking Activities</u>

A TDM Evaluation Group meeting was held on January 27<sup>th</sup>. Highlights from the meeting included a presentation on the results from the FY 2009 draft Placement Rate Study and a detailed discussion on the survey questionnaire for the Employer Outreach Customer Satisfaction survey.

The FY 2009 First Half Marketing Campaign Summary Final Report was posted to the Extranet and the FY 2009 2nd Half Marketing Campaign Summary Draft Report was distributed at the March 17<sup>th</sup> Regional TDM Marketing Group meeting.

The FY08 Guaranteed Ride Home Customer Satisfaction Survey draft Report was distributed at the March 17th Commuter Connections Subcommittee meeting.

Guaranteed Ride Home Customer Satisfaction Survey cards are sent out each month for the preceding month's activities. During the quarter, survey cards were sent out to all commuters who used the GRH service during the December 2008 to February 2009 period.

The Employer Satisfaction survey commenced in February and continued on to March. The employer sample size was just over 2,000. Three methods were used in reaching employers: email, regular mail, and telephone contact. The goal for the total of employers surveyed was 400. A summary of the survey process will be presented to the Employer Outreach Committee on April 21, 2009.

COG/TPB staff did not receive monthly employer outreach progress reports from Prince George's County, Loudoun County, and Prince William County.

## V. EMPLOYER OUTREACH

Regional Component Project Tasks

# A. Regional Employer Database Management and Training

Several instances of software problems were reported and corrected. The ACT! Database was upgraded with extra maintenance done. Staff began preliminary research on training for FY2010.

# B. Employer Outreach for Bicycling

The Bicycling to Work Guide for both the employers and employees was updated for a print run.

# C. Live Near Where You Work Program

Staff reinitiated discussions with Prince William County for a possible event in the Woodbridge corridor set for some time in May. An event for June 24<sup>th</sup> in Western Fairfax County was approved for DATA to proceed. Staff also continued in helping Prince George's County on a Live Near Your Work application and began review of the request.

## C. Program Administration

An Employer Outreach Committee meeting was held on January 27<sup>th</sup>. Highlights from the meeting included a review of the first quarter and second quarter FY 2009 conformity reports, a discussion and presentation on possible future changes to the Employer Recognition Awards project, an update and demonstration on the Employer Commuter survey and approval process, an update and demonstration on the link between the web based TDM software system and the ACT! database, an update on telework activities, and a roundtable discussion on various local jurisdiction employer outreach activities.

A conference call was held on February 23<sup>rd</sup> between PRTC staff representatives, the Prince William County Employer Outreach contractor and COG/TPB staff to discuss the status and progress on employer outreach efforts in the county.

Staff made seven employer site visits during the quarter. The employers were: The Veterans Administration; The World Bank; American Psychiatric Society; ASHP; American Red Cross; Travesky & Associates; and, NCQA. Staff also attended fairs at the U.S. Census Bureau, College of Ob/Gyn, and Akridge.

As part of Commuter Connections' continued outreach and support of employers, the Employer Sales kits and accompanying materials were replenished.

# 2. Jurisdictional Component Project Tasks

# A. Local Agency Funding and Support

Narrative will include a status report on new or expanded employer-based TDM programs.

## VI. MARYLAND AND VIRGINIA TELEWORK

#### A. General Assistance and Information

A meeting was held on January 7<sup>th</sup> with representatives from Marriott and the North Bethesda TMD to discuss the expansion of their telework program and use of the on-call consultant.

COG/TPB staff and the on-call telework consultant held a telework help web cast session for Employer Outreach sales representatives in Maryland and Virginia on February 4<sup>th</sup>.

COG/TPB staff surveyed Employer Outreach representatives in Maryland and Virginia regarding telework issues in order to gauge topics for the telework training workshop that will occur in April.

#### VII. DC INFORMATION KIOSKS

Jurisdictional Project Component Tasks

## A. Implementation of DC Kiosks

There was no activity to report for this project.

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# Technical Assistance to Local Agencies January — March 2009

		January	January Flaten 2003	
Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
JANUARY 2009				· · · · · · · · · · · · · · · · · · ·
North Bethesda	Fri 1/2/2009 1:06 PM	Mon 1/5/2009 10:05 AM	Tue 1/6/2009 2:19 PM	Error reported when using report R1101
Fairfax County	Mon 1/5/2009 3:32 PM	Mon 1/5/2009 3:36 PM	Mon 1/5/2009 3:43 PM	Help for commuter with missing password
Northern Neck	Mon 1/12/2009 9:33 AM	Tue 1/13/2009 10:51 AM	Tue 1/13/2009 11:30 AM	Irregularity reported in TDM matching
Fairfax County	Mon 1/12/2009 10:27 AM	Tue 1/13/2009 11:58 AM	Tue 1/13/2009 11:58 AM	Duplicate Record
BMC	Mon 1/12/2009 4:02 PM	Tue 1/13/2009 12:00 PM	Tue 1/13/2009 12:00 PM	User interface error when searching for new commuters
City of Alexandria	Mon 1/12/2009 4:29 PM	Tue 1/13/2009 12:01 PM	Tue 1/13/2009 12:01 PM	www.commuterconnections.org website down
Fairfax County	Fri 1/23/2009 10:45 AM	Fri 1/23/2009 12:00 PM	Mon 1/26/2009 2:42 PM	Font and footer issue
Frederick County	Fri 1/23/2009 3:30 PM	Mon 2/9/2009 4:16 PM	Mon 2/9/2009 4:16 PM	Suspicious App Code report
FEBRUARY 2009				
BMC	Tue 2/3/2009 1:53 PM	Tue 2/3/2009 4:30 PM	Wed 2/4/2009 1:39 PM	Report request for BMC & Baltimore Aquarium
PRTC	Wed 2/4/2009 1:40 PM	Wed 2/4/2009 1:40 PM	Thu 2/5/2009 10:44 AM	Duplicate email address reported for commuter
Fairfax County	Fri 2/6/2009 10:11 AM	Fri 2/6/2009 11:26 AM	Fri 2/6/2009 11:26 AM	Duplicate email address reported for commuter
PRTC	Fri 2/6/2009 10:38 AM	Fri 2/6/2009 11:27 AM	Mon 2/9/2009 4:07 PM	Duplicate email address reported for commuters
Northern Neck	Tue 2/10/2009 10:41 AM	Tue 2/10/2009 12:09 PM	Tue 2/10/2009 2:36 PM	Report issue
Northern Neck	Tue 2/10/2009 12:09 PM	Thu 2/19/2009 1:51 PM	Fri 2/20/2009 9:24 AM	Report issue
Northern Neck	Thu 2/19/2009 12:10 PM	Thu 2/19/2009 1:51 PM	Fri 2/20/2009 9:24 AM	Report issue
Fairfax County	Fri 2/20/2009 9:51 AM	Fri 2/20/2009 11:38 AM	Tue 1/13/2009 12:01 PM	Error on RSADMMREQ2
Howard County	Fri 2/20/2009 1:48 PM	Mon 2/23/2009 2:18 PM	Mon 2/23/2009 2:24 PM	Purge process questions
MARCH 2009		CONTRACTOR DESCRIPTION		
ARTMA	Wed 3/4/2009 11:55 AM	Fri 3/6/2009 1:43 PM	Fri 3/6/2009 1:48 PM	Commuters appearing on notify list who should not
Prince George's	Wed 3/11/2009 9:00 AM	Thu 3/12/2009 11:38 AM	Thu 3/12/2009 11:38 AM	Report question
City of Alexandria	Thu 3/12/2009 3:10 PM	Fri 3/13/2009 10:12 AM	Fri 3/13/2009 10:21 AM	Deleting duplicate records
PRTC	Fri 3/13/2009 3:27 PM	Fri 3/13/2009 4:10 PM	Fri 3/13/2009 4:10 PM	Unable to update account due to missing work telephone number
North Bethesda	Fri 3/27/2009 11:13 AM	Fri 3/27/2009 11:57 AM	Fri 3/27/2009 2:55 PM	Unable to add notes to commuter records
PRTC	Fri 3/27/2009 3:28 PM	Mon 3/30/2009 2:57 PM	Mon 3/30/2009 3:02 PM	Matchletter transit information formatting issue

## REGIONAL SUMMARY JANUARY - MARCH 2009

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	561	260	1,417
Locals Rideshare Apps (New and Re-apps)	1,481	1,515	2,146
Matchlists Generated	3,561	5,416	4,125
Transit Applicants/Info Sent	171	304	529
GRH Applicants	1,213	1,361	4,134
GRH Rides Provided	795	735	809
Telework Info Requests	23	38	0
Phone	0	0	3
Internet	2,105	2,624	3,926
Kiosk	N/A	N/A	N/A
Employer Applicants	0	1	0
Total Hits on website	23,002	23,027	22,254
TOTAL INPUT	32,912	35,281	39,343

#### ALEXANDRIA JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	16	4	74
Matchlists Sent	40	4	2
Transit Applicants and Info Sent	2	0	14
GRH Applicants	23	10	64
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	4	0	0
Employers Contacted (New)- Visit	7	2	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	559	97	0
Employers Contacted (Follow up)- Visit	5	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	2	0
Level 3	0	3	0
Level 4	1	0	0

#### ARLINGTON JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	<b>Prior Quarter</b>	Previous FY, Current Qtr
Rideshare Applicants	16	22	39
Matchlists Sent	33	234	0
Transit Applicants and Info Sent	1	0	2
GRH Applicants	25	23	37
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	19	6	5
Employers Contacted (New)- Visit	2	8	9
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	686	476	368
Employers Contacted (Follow up)- Visit	7	11	48
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established	<del>                                     </del>		
Level 1	10	3	16
Level 2	0	2	3
Level 3	4	1	2
Level 4	1	1	4

#### ANNE ARUNDEL JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	30	39	71
Matchlists Sent	121	231	3
Transit Applicants and Info Sent	3	3	2
GRH Applicants	27	39	62
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

#### BALTIMORE CITY JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	<b>Prior Quarter</b>	Previous FY, Current Qtr
Rideshare Applicants	16	25	28
Matchlists Sent	85	32	1
Transit Applicants and Info Sent	5	1	8
GRH Applicants	3	9	25
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

BMC JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	9	29	30
Matchlists Sent	119	111	1
Transit Applicants and Info Sent	0	0	0
GRH Applicants	7	21	29
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

#### BWI BUSINESS PARTNERSHIP JANUARY - MARCH 2009

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	8	9	N/A
Matchlists Sent	15	76	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Applicants	8	6	N/A
Telework Information Requests	0	0	N/A
Employers Contacted (New)- Phone	0	0	N/A
Employers Contacted (New)- Visit	0	0	N/A
Employers Contacted - Number of Potential (New)	0	0	N/A
Employers Contacted (Follow up)- Phone	0	0	N/A
Employers Contacted (Follow up)- Visit	0	0	N/A
Employers Contacted - Number of Potiential (Follow up)	0	0	N/A
New TDM Programs Established			
Level 1	0	0	N/A
Level 2	0	0	N/A
Level 3	0	0	N/A
Level 4	0	0	N/A

<sup>\*</sup> BWI Business Partnership was not a member of Commuter Connections October - December 2007.

#### COG - DC/DE/MD/PA/VA/WV JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	264	260	155
Matchlists Sent	664	1,204	38
Transit Applicants and Info Sent	25	41	193
GRH Applicants	245	293	147
Telework Information Requests	6	6	0
Employers Contacted (New)- Phone	11	9	2
Employers Contacted (New)- Visit	5	0	3
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	44	50	6
Employers Contacted (Follow up)- Visit	5	6	4
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	1
Level 2	1	0	0
Level 3	4	0	2
Level 4	2	0	0

#### FAIRFAX COUNTY JANUARY - MARCH 2009

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	162	158	310
Matchlists Sent	523	625	56
Transit Applicants and Info Sent	11	16	99
GRH Applicants	152	168	281
Telework Information Requests	5	5	0
Employers Contacted (New)- Phone	31	20	26
Employers Contacted (New)- Visit	10	0	6
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	121	21	44
Employers Contacted (Follow up)- Visit	18	9	19
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	4
Level 2	3	3	3
Level 3	10	6	11
Level 4	7	2	1

#### FDA JANUARY - MARCH 2009

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

#### FREDERICK JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	26	21	79
Matchlists Sent	161	99	5
Transit Applicants and Info Sent	2	5	17
GRH Applicants	35	45	77
Telework Information Requests	0	3	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	92	0	0
Employers Contacted (Follow up)- Visit	1	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established	+		
Level 1	1	0	0
Level 2	1	0	0
Level 3	0	0	0
Level 4	0	0	0

#### HARFORD JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	9	23	7
Matchlists Sent	48	162	16
Transit Applicants and Info Sent	1	6	1
GRH Applicants	2	3	6
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

HOWARD JANUARY - MARCH 2009

Total Applicants and Services Provided	Current Quarter	<b>Prior Quarter</b>	Previous FY, Current Qtr
Rideshare Applicants	20	28	54
Matchlists Sent	91	166	23
Transit Applicants and Info Sent	2	4	5
GRH Applicants	15	41	47
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established		<del>                                     </del>	
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

LINK JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	0	0	0
Matchlists Sent	1	1	0
Transit Applicants and Info Sent	0	0	0
GRH Applicants	0	59	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

#### LOUDOUN JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	50	71	110
Matchlists Sent	210	416	53
Transit Applicants and Info Sent	2	4	28
GRH Applicants	67	48	102
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	17
Employers Contacted (Follow up)- Visit	0	0	3
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

#### MTA JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	19	16	0
Matchlists Sent	89	338	0
Transit Applicants and Info Sent	1	0	0
GRH Applicants	10	7	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

#### BETHESDA TRANSPORTATION SOLUTIONS JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	<b>Prior Quarter</b>	Previous FY, Current Qtr
Rideshare Applicants	16	39	T 0
Matchlists Sent	7	19	50
Transit Applicants and Info Sent	10	72	37
GRH Applicants	5	5	0
Telework Information Requests	1	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established		<b>-</b>	
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

#### MONTGOMERY COUNTY COUNTYWIDE JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	85	117	0
Matchlists Sent	160	248	20
Transit Applicants and Info Sent	44	83	11
GRH Applicants	31	42	0
Telework Information Requests	0	3	0
Employers Contacted (New)- Phone	0	2	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	944	0
Employers Contacted (Follow up)- Visit	0	25	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	6	0
Level 2	0	3	0
Level 3	0	1	0
Level 4	0	0	0

#### MONTGOMERY COUNTY FRIENDSHIP HEIGHTS/ROCKVILLE JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	3	5	0
Matchlists Sent	7	11	11
Transit Applicants and Info Sent	0	2	17
GRH Applicants	1	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

#### NORTHERN BETHESDA TMD JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	<b>Prior Quarter</b>	Previous FY, Current Qtr
Rideshare Applicants	37	57	0
Matchlists Sent	115	127	126
Transit Applicants and Info Sent	14	1	0
GRH Applicants	21	7	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established	<del>                                     </del>		
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

#### SILVER SPRING JANUARY - MARCH 2009

Total Applicants and Services Provided	Current Quarter	<b>Prior Quarter</b>	Previous FY, Current Qtr
Rideshare Applicants	39	10	0
Matchlists Sent	5	12	5
Transit Applicants and Info Sent	21	27	1
GRH Applicants	4	5	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

#### NIH JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	<b>Prior Quarter</b>	Previous FY, Current Qtr	
Rideshare Applicants	5	2	0	
Matchlists Sent	39	8	0	
Transit Applicants and Info Sent	3	2	18	
GRH Applicants	4	19	0	
Telework Information Requests	0	0	0	
Employers Contacted (New)- Phone	0	0	0	
Employers Contacted (New)- Visit	0	0	0	
Employers Contacted - Number of Potential (New)	0	0	0	
Employers Contacted (Follow up)- Phone	0	0	0	
Employers Contacted (Follow up)- Visit	0	0	0	
Employers Contacted - Number of Potiential (Follow up)	0	0	0	
New TDM Programs Established	<del>                                     </del>			
Level 1	0	0	0	
Level 2	0	0	0	
Level 3	0	0	0	
Level 4	0	0	0	

#### NORTHERN NECK JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	<b>Prior Quarter</b>	Previous FY, Current Qtr	
Rideshare Applicants	3	5	7	
Matchlists Sent	15	9	0	
Transit Applicants and Info Sent	0	2	0	
GRH Applicants	1	0	7	
Telework Information Requests	0	0	0	
Employers Contacted (New)- Phone	0	0	0	
Employers Contacted (New)- Visit	0	0	0	
Employers Contacted - Number of Potential (New)	0 0		0	
Employers Contacted (Follow up)- Phone	0	0	0	
Employers Contacted (Follow up)- Visit	0	0	0	
Employers Contacted - Number of Potiential (Follow up)	0	0	0	
New TDM Programs Established	<del>                                     </del>	+		
Level 1	0	0	0	
Level 2	0	0	0	
Level 3	0	0	0	
Level 4	0	0	0	

#### NORTHERN SHENANDOAH JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr
Rideshare Applicants	6	0	38
Matchlists Sent	14	0	0
Transit Applicants and Info Sent	0	0	0
GRH Applicants	9	3	35
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

#### PRINCE GEORGE'S JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qtr	
Rideshare Applicants	36	82	131	
Matchlists Sent	98	249	22	
Transit Applicants and Info Sent	4	8	5	
GRH Applicants	36	48	121	
Telework Information Requests	1	4	0	
Employers Contacted (New)- Phone	0	0	9	
Employers Contacted (New)- Visit	0	0	9	
Employers Contacted - Number of Potiential (New)	0	0	0	
Employers Contacted (Follow up)- Phone	0	0	664	
Employers Contacted (Follow up)- Visit	0	0	18	
Employers Contacted - Number of Potiential (Follow up)	0	0	0	
New TDM Programs Established		_		
Level 1	0	0	8	
Level 2	0	0	0	
Level 3	0	0	0	
Level 4	0	0	0	

#### PRTC JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qt	
Rideshare Applicants	127	122	298	
Matchlists Sent	340	326	6	
Transit Applicants and Info Sent	10	6	5	
GRH Applicants	211	163	291	
Telework Information Requests	4	2	0	
Employers Contacted (New)- Phone	0	0	0	
Employers Contacted (New)- Visit	0	0	0	
Employers Contacted - Number of Potiential (New)	0	0	0	
Employers Contacted (Follow up)- Phone	25	0	32	
Employers Contacted (Follow up)- Visit	- 0	0	0	
Employers Contacted - Number of Potiential (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	

#### GW RIDE CONNECT JANUARY - MARCH 2009

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Previous FY, Current Q	
Rideshare Applicants	205	542	271	
Matchlists Sent	309	396	154	
Transit Applicants and Info Sent	5	12	58	
GRH Applicants	196	204	257	
Telework Information Requests	2	1	0	
Employers Contacted (New)- Phone	0	0	0	
Employers Contacted (New)- Visit	0	0	0	
Employers Contacted - Number of Potiential (New)	0	0	0	
Employers Contacted (Follow up)- Phone	0	0	0	
Employers Contacted (Follow up)- Visit	0	0	0	
Employers Contacted - Number of Potiential (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	1 0	0	

#### RAPPAHANNOCK-RAPIDAN JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	<b>Prior Quarter</b>	Previous FY, Current Qtr
Rideshare Applicants	22	28	55
Matchlists Sent	183	187	39
Transit Applicants and Info Sent	2	4	14
GRH Applicants	19	25	51
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (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

#### TRI-COUNTY JANUARY - MARCH 2009

Total Applicants and Services Provided	<b>Current Quarter</b>	Prior Quarter	Previous FY, Current Qt	
Rideshare Applicants	28	61	110	
Matchlists Sent	69	125	143	
Transit Applicants and Info Sent	3	5	23	
GRH Applicants	56	66	106	
Telework Information Requests	1	1	0	
Employers Contacted (New)- Phone	0	0	16	
Employers Contacted (New)- Visit	0	0	0	
Employers Contacted - Number of Potiential (New)	0	0	0	
Employers Contacted (Follow up)- Phone	2	0	3	
Employers Contacted (Follow up)- Visit	0	0	3	
Employers Contacted - Number of Potiential (Follow up)	0	0	0	
New TDM Programs Established				
Level 1	0	0	0	
Level 2	0	0	0	
Level 3	0	0	0	
Level 4	0	0	0	

## Table 1

# National Capital Region Transportation Planning Board Commuter Connections Program

## **Quarterly Activity and Impact Summary**

### **JANUARY - MARCH 2009**

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2008
Total applicants/info provided:	4,644	2,130	10,430
Rideshare applicants	2,045	1,775	7,239
Matchlists sent	3,560	5,418	14,651
Transit applicants/info sent	171	304	1,296
GRH applicants	1,213	1,361	4,898
Bike to work info requests	14	22	192
Telework info requests	22	34	205
Kiosk users	0	0	0
Kiosk applicants	0	0	0
Internet users	23,002	23,027	82,104
Internet applicants	2,105	2,650	9,737
New employer clients	240	37	413
Employee applicants	0	151	151

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2008
Continued placements	550	477	1,945
Temporary/one-time placements	305	264	1,079
Daily vehicle trips reduced	253	221	899
Daily VMT reduced	8,157	7,080	28,874
Daily tons NOx reduced	0.0060	0.0052	0.0214
Daily tons VOC reduced	0.0026	0.0023	0.0093
Daily gallons of gas saved	343	298	1,213
Daily commuter costs saved	\$1,411	\$1,225	\$4,995

**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 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.

TABLE 2

COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY
JANUARY - MARCH 2009

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	16	5	10	31
ARLINGTON (COG)	16	2	8	26
ARTMA	30	1	145	176
BALTIMORE CITY	16	2	4	22
BMC	9	4	20	33
BWI BUSINESS PARTNERSHIP	8	1	21	30
COG - MD	0	0	0	0
COG - VA	0	0	0	0
COG - Other	232	444	153	829
DISTRICT OF COLUMBIA	32	6	19	57
FDA	0	0	0	0
FAIRFAX COUNTY	162	71	1,301	1,534
FREDERICK	26	21	67	114
GW RIDE CONNECT	205	86	9	300
HARFORD	9	2	2	13
HOWARD	20	11	1	32
LINK	0	0	1	1
LOUDOUN	50	23	153	226
MTA	19	3	13	35
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	16	0	86	102
Countywide	85	20	4	109
Friendship Heights/Rockville	3	4	0	7
North Bethesda TMD	37	12	190	239
Silver Spring	39	2	3	44
NIH	5	0	60	65
NORTHERN NECK	3	0	0	3
NORTHERN SHENANDOAH	6	0	1	7
PRINCE GEORGE'S	36	16	8	60
PRTC	127	8	32	167
RAPPAHANNOCK-RAPIDAN	22	14	11	47
TRI - COUNTY	28	30	46	104
TOTAL INPUT	1,257	788	2,368	4,413

0	0	0	0	0	0	0	0	9	0			New Level 4 TDM Programs
0	0	0	0	0	ω	0	0	14	0	4	0	New Level 3 TDM Programs
0	0	0	0	0	7	0	_	4	0	0	0	New Level 2 TDM Programs
0	0	0	0	0	0	0		N	0	10	0	New Level 1 TDM Programs
0	22	102	25	0	5253	0	277	3325	65	3415	15605	Total Employers Contacted
0	0	0	0	0	66	0	g <b></b>	28	10	19	13	Total Sales Meetings
0	0	100	0	0	3857	0	184	3145	0	2687	15033	Total Broadcast Contacts Letters, Flyers, Newsletter
0	N	2	25	0	1174	0	92	121	44	686	559	Employers Contacted (follow-up)
0	0	0	0	0	156	0	0	31	11	23	0	Employers Contacted (new) Site Visits (prospects)
Metro	Telework	Calvert/ St. Charles	Prince William	George's	Montgomery County	Loudoun County	Frederick County	Fairfax County	District of Columbia	Arlington County	City of Alexandria	January - March 2009