QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY – MARCH 2015

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2015 Third Quarter Progress Report
PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in January 2015, February 2015 and March 2015) 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; Montgomery County, MD; Alexandria, VA; the Rideshare Program of Charlottesville, VA; and Rideshare Delaware.   A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

COG/TPB staff held a conference call with ATP staff on January 15th to discuss SchoolPool.

COG/TPB staff attended an I-66 Transit/TDM coordination meeting in Reston on January 7th.

COG/TPB staff participated and presented at a TRB TDM committee-sponsored workshop on January 11th entitled "Measuring the Performance of Vehicle Trip Reduction and Mode Shift Strategies" on January 11th.

COG/TPB staff participated and presented in a TRB workshop entitled "Trends: The Shift to Mobile" on January 11th.

COG/TPB staff hosted and participated in a Transportation Demand Management Institute Board meeting on January 13th.

COG/TPB staff hosted and attended a Ridesharing Institute meeting on January 14th.

COG/TPB staff held a TDM Training session for ARTMA and NSVRC staff on January 22nd.

A Commuter Connections Subcommittee meeting was coordinated and held on January 20th. Highlights from the meeting included: an endorsement for release of the 2014 Bike to Work Day Event Report and the FY 2016 Commuter Connections Work Program , and the 2014-2015 Strategic Plan, a presentation of the draft FY 2014 GRH Customer Satisfaction Survey reports for both the Baltimore and Washington DC metropolitan regions, a briefing on the highlights from the FY 2015 Applicant Placement Rate survey, an update on TDM software system updates for FY 2015, an update on shared use mobility operations in the region, and a presentation of the second quarter CCWP budget report.

COG/TPB staff attended and participated on a Gov. Partners panel discussion on Transportation Network Companies in Tysons Corner on February 4th.

COG/TPB staff attended a commuter information fair on at DHHQ in Falls Church, VA on February 11th.

COG/TPB staff participated in an update conference call with Alexandria staff regarding the Alexandria Commuter Challenge on February 20th.

A Ridematching Committee meeting was held on March 17th. Highlights from the meeting included:
- Upcoming Fairs and Promotions
- TDM System Update/SchoolPool
- TDM System RSS Feed/Park N'Ride Map Update
- Client Site Status/Roundtable
- January 2015 Commuter Connections Resource Directory
- Discussion of the Quarterly Progress Reports

STDM Work Group meetings were coordinated and held on January 13th, February 10th, and March 10th.

A Commuter Connections Subcommittee meeting was coordinated and held on March 17th. Highlights from the meeting included: an endorsement for release of both the Baltimore and Washington DC 2014 GRH Customer Satisfaction survey reports, a presentation of the draft FY 2015 Applicant Placement Rate Study, a briefing on the Transportation Sector Group of the COG Multi-Sector Working Group to examine Greenhouse Gas Reductions, a briefing on a study to examine high impact Complete Streets access improvements for rail station areas in the region, an update on the status of shared use mobility operations in the region, a briefing on the 2015 Bike to Work Day event, and a presentation of the 2nd Quarter CCWP progress report.

The draft FY 2016 CCWP was presented to the STWG on February 3rd, to the TPB Tech Committee on February 6th and to the TPB on February 18th. The draft document was also released for public comment on February 12th. .COG/TPB staff then presented the final draft version of the FY2016 CCWP to the TPB Technical Committee and TPB Steering Committee on March 6th and to the TPB for final review and approval on March 18th.

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued running, auditing, and printing reports for the monthly purge process and the biweekly end user reports. At the end of March, Commuter Connections and its members were serving 17,741 active commuters in ridematching. This is an increase of 483 customers over the prior quarter.

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 ridematching coordinators, and making backups.

During the quarter, COG/TPB staff conducted seven meetings with Media Beef. Staff met with the software development contract on January 5th, January 12th, January 26th, February 9th, February 23rd, March 11th, and March 23rd to discuss the status of the regional TDM Software system upgrades. COG/TPB staff and the contractors use these meetings to design new features, coordinate development and database changes, share test results, and determine how best to fix bugs. Tasks worked on during the third quarter included the Alexandria Commuter Challenge, removing duplicate employer records from the Oracle database, creating a better user experience when searching for employers, customizing the application's web pages for employers, the SchoolPool upgrade, logging commutes using mobile devices, and providing the number of possible pool matches by zip code to other web applications.

COG/TPB staff previewed some of the web pages that will become part of the new version of SchoolPool. SchoolPool is a web application to help parents connect with one other to form car pools, walking groups or biking groups for traveling to and from school.

COG/TPB staff loaded graphics into the Oracle database to enable agencies to customize text styles and graphics on customized web pages. You can see how these pages work by pointing your web browser to https://tdm.commuterconnections.org/mwcog/?e=1558212 (for Arlington Public Schools) and https://tdm.commuterconnections.org/mwcog/?e=1562901 (for University of Maryland).

COG/TPB staff worked with the software development contractor to resolve the last few errors in the code for some of our newest features, among them, the customized match letters and the commute log page. On the commute log page, the decimal part of the numbers that comprise the Trip Summary statistics was not being displayed. COG/TPB staff built, tested, and deployed new software code for the fix to the public web site.

COG/TPB staff worked with the development contractor on creating a new web service. This new program takes a commuter's location as input and sends back the number of car pools in the TDM system the commuter might be able to join. Since this is a web service, it can be made available to any web site that wishes to consume and display it. One of its first users will be CarFreeAtoZ, a web-based multimodal trip planner.

COG/TPB staff developed a new report for the Vanpool Incentives Program that aggregates commuters' trip logs per pool by month. The output is a CSV file that is easily converted to a spreadsheet for additional calculations and analysis.

COG/TPB staff worked on the upgrade to SchoolPool. That upgrade requires work on the application code, the database server, and the web server. Staff set up a new server and installed Oracle 12c Database on it. Staff created test accounts and data for Mediabeef to use while developing new versions of SchoolPool and the TDM System.

COG/TPB staff began work on an updated set of maps of the Washington region's HOV and Express Lanes for the Commuter Connections web site. The overview map has already been published. You can view it at http://www.commuterconnections.org/commuters/ridesharing/hov-lanes/.

COG/TPB staff developed custom reports for local ridematching coordinators. One report showed Marriott employees in Bethesda. Another report produced was MITRE Corporation's annual TDM report, which is required by Fairfax County. That report details the activities implemented by MITRE to reduce vehicle trips to and from the MITRE offices. Staff developed a custom commuter detail report for Delaware RideShare that, in addition to the usual columns found in the Commuter Detail List Report, also contains commute preferences, mode of travel, and distance from home to work for each commuter who furnished enough information to complete all the calculations. Since this is a spreadsheet, a user can apply filters and sort records to suit. Staff produced email addresses and mailing labels for the Frederick County (MD) FASTNotes periodical.

D. Commuter Information System

COG/TPB staff fixed some minor problems with the new map service and web mapping application that handles the commute options (Park & Ride) map. This version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. To view the latest version, visit http://maps.mwcog.org.

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

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

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

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

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

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

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

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of January 2015 and March 2015, there 1,328 GRH applications received. A total of 1,290 applicants were registered (1,281 new applicants and 9 previous "one-time exception" users) and 1,634 commuters were re-registered. During the same time period, the GRH program provided 571 GRH trips. Fourteen (14) 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 Conflict." As of March 31, 2015, a total of 9,420 commuters are currently registered in the GRH database.

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

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

COG/TPB staff continued searching for a ride provider in Southern Maryland.

COG/TPB staff held a GRH Operations meeting with Diamond Transportation staff on January 28th to discuss the progress and issues of the GRH program daily operations.

III. MARKETING

A. TDM Marketing and Advertising

The winter 2015 newsletter and Federal ETC insert began with development of a timeline, story ideas and a text draft of the articles, which were later converted into layout form and underwent several stages of revisions. The newsletter and insert were

then printed and distributed. A pdf version was placed onto the Commuter Connections web site. The newsletter cover story was "How Ridesourcing Services Fit into the Transportation Landscape". Work also began on the development of the spring newsletter and Federal ETC insert.

A Regional TDM Marketing Group meeting was held on March 17th, where the Final FY15 First Half Regional Marketing Campaign Summary report was distributed. The first draft of the FY15 Second Half Campaign Summary report was also distributed. Guest presentations included Kathryn Nicholson from the Potomac and Rappahannock Transportation Commission who presented recent marketing activities of the transit agency; Mike Farrell COG/TPB staff who presented the 2015 StreetSmart marketing campaign; and Dan O'Donnell from Odonnell Company, who presented Commuter Connections' FY15 spring marketing activity.

The spring FY15 regional marketing campaign media buy, and earned media plan were finalized. Radio scripts were developed based on workgroup feedback and a selection process took place to hire the desired talent necessary to produce the radio ads. The campaign was launched in late February 2015 with new Rideshare radio spots. In March, the newly produced GRH radio spots began airing. The radio ads were also translated into Spanish for the campaign. The new campaign included online ads and Comcast Sportsnet TV Rideshare ads. A flash file reflecting the new Mass Marketing campaign was placed onto the Commuter Connections home page.

A raffle winner was awarded a $100 gift card for participation in the web survey conducted among Facebook friends. A restaurant gift certificate and concert tickets were given away as part of value add promotions provided by radio stations. The tickets are to see national acts at Jiffy Lube Live and the Verizon Center and offered by iHeart Radio. WTOP provided a gift cards to the Silver Diner as part of the Rideshare Ride Happy campaign.

Connections dot org and you and that friend could each win $100 gift cards

Customer support for Bulletin Board members was provided and the Commuter Connections web site and social networking sites were maintained. Campaign effectiveness was tracked through GRH and Rideshare applications, as well as call volumes and internet visits.

Advertising space was solicited from transit agencies throughout the region, and network partners responded generously. Signage was provided by Maryland Transit Administration on MARC trains, Prince George's County on bus shelters, interior bus cards from Arlington County, and exterior bus space from Fairfax, Prince William, and Montgomery Counties. Additionally, a GRH ad appeared in the March edition of the Virginia Railway Express newsletter and within the inaugural March/April issue of @livemore published by Dulles Area Transportation Association. Coupons were provided to commuters who renewed their GRH membership from Madame Tussaud's.

Conference calls to discuss progress and conduct planning for the FY 2015 regional TDM Mass Marketing project were held with Odonnell Company on January 14th and 26th, February 9th and 23rd, and March 9th and 23rd.

The final report of the FY 2015 Washington Regional TDM Strategic Marketing Plan and Resource Guide was published in print and online. The document outlines a 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.

COG/TPB staff attended and participated in the following commuter transportation fairs:

- NAVSEA at Buzzard's Point in Washington, DC on January 15th.
- Navy Yard, Washington, DC on January 28th
- Defense Health Headquarters, Falls Church, VA, February 11th
- Worldgate Center, Herndon, VA, February 25th

B. Bike to Work Day

Steering Committee meetings were held on January 14th and March 11th. Topics from the meetings included sponsorships; printed marketing materials (posters/rack cards); banners; participation reports; and convoys. Updates were given by the pit stop managers on the progress of event planning and feedback was taken regarding the marketing materials.

The sponsor drive continued through January and discussions were held with potential companies regarding Bike to Work Day opportunities for 2015. The drive was completed by early February, exceeding the previous year with a total of $47,100 in cash donations. Invoices were generated for signed sponsor declaration forms; credit card and check payments were processed.

Updates were made to the event web site, including the setup of pages for new pit stops and Google maps. The site was also populated with 2015 sponsor logos. The web site, Twitter, and Facebook pages were refreshed with this year's bright orange color theme and graphics. The 2015 Bike to Work Day event registration was launched in early March.

Event flyers, large posters, and rack cards were developed for the 2015 event based on Committee feedback. A small quantity of flyers was printed in Spanish. The materials were distributed to all pit stops managers and other bicycling community stakeholders. Posters were also distributed through the Commuter Connections Employer Outreach database to employers throughout the region along with a letter asking employers to display the poster and encourage participation of employees.

A radio script was created and produced to begin airing in April on DC101, WPGC, and Hot99.5 radio. The stations also distributed rack cards at various promotional events. T-

shirt artwork was developed and a vendor was secured through a competitive bidding process. Banners were created for the pit stops, each containing the look and feel of the poster and with a custom area for pit stop location specifics. A calendar listing and pre-event press release were written and distributed to media outlets as part of the Bike to Work Day earned media strategy.

C. Employer Recognition Awards

The Grand Hyatt Washington was selected through a competitive bidding process as the venue to host the 2015 Commuter Connections Employer Recognition Awards event.

To encourage nominations, an email blast was sent to Level 3 & 4 employers in the regional Employer Outreach database, with a link to the online awards nomination page. The Employer Outreach Committee was briefed at their January 20th meeting as a final reminder to encourage employers to submit award nominations.

Employer nominations were reviewed and qualified. Employer nominees were interviewed to clarify any ambiguous or omitted information on the nomination forms. One-page summary reports were created of each nominee for the Selection Committee. The Awards Selection Committee was formed and the meeting was held on March 19th. The Committee was made up of various TDM professionals and stakeholders from throughout the region. TPB Vice Chair and Alexandria Councilmember Tim Lovain, served as Chair for the Selection Committee. Councilmember Lovain was also invited to emcee the Employer Recognition Awards ceremony as well. Confirmation and thank you letters were sent to the Awards Selection Committee members. The contractor was provided with the completed ballots from the Selection Committee meeting and issued back the official results. A separate meeting was held internally among COG/TPB staff to discuss the Organizational and Sales Achievement award winners.

D. 'Pool Rewards

A media buy ran during the month of January for 'Pool Rewards which focused on federal workers, Hispanics, and military base personnel. Paid radio spots aired during consecutive weeks on Federal News Radio and Spanish ads on El Zol in order to diversify outreach. Print ads appeared in the Fort Detrick and Andrews Gazette newspapers to encourage commuters to find a friend or co-worker to start a carpool/vanpool and save.

A meeting was held on February 10th between COG/TPB staff, VDOT, and Transurban to discuss various marketing and promotional ideas for the 'Pool Rewards/95 Express Lanes bonus offer. Subsequent to that meeting a 'Pool Rewards/95 Express Lanes online banner ad was created for the GWRideConnect web site and a Facebook ad ran in March to promote the added Express Lanes 'Pool Rewards incentive.

Media recommendations were review for the spring 'Pool Rewards campaign including paid Facebook ads.

During the quarter, the procedure of reviewing, processing, and registering eligible 'Pool Rewards applicants for both carpools and vanpools continued.

COG/TPB staff also worked on submitting data on the vanpool portion of the project to the Federal Transit Administration's National Transit Database.

E. Car Free Day

A Steering Committee meeting was held on March 11th. Topics included background on Car Free Day, a recap summary and analysis of the 2014 event, plus discussions on the 2015 pledge goal and marketing materials. The Committee agreed to keep the pledge goal at 10,000, the same as it was the prior year. A team concept will be adopted for 2015.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In January, COG/TPB staff worked with the consultant to present highlights from the FY 2014 Applicant Placement Rate survey to the Commuter Connections Subcommittee. COG/TPB staff began work on calculating the transportation and emission impacts of the TERMS as well as cost effectiveness to be presented in a collective format, and the final conformity verification statement for the first quarter and the draft conformity verification statement for the second quarter of FY2015 was completed and presented to the Employer Outreach Committee on January 20th. Monthly Employer Outreach sales activity reports were received from the District of Columbia, Arlington County, and Montgomery County. COG/TPB staff gave a presentation on the results from the 2013 State of the Commute survey report to the Friendship Heights Transportation Management District Advisory Board on January 13th. COG/TPB staff presented data from the FY 2012 – 2014 TERM Analysis report to COG's MWAQC Technical Advisory Committee on January 13th.

In February, LDA Consulting worked on preparing the draft report for the FY 2015 Placement Rate survey. COG/TPB staff completed work on calculating the transportation and emission impacts of the TERMS as well as cost effectiveness to be presented in a collective format. COG/TPB staff continued to work on the conformity verification statement for the second quarter of FY2015 and began collecting data for the third quarter. Monthly sales activity reports were received from the District of Columbia, Arlington County, and Montgomery County. Outstanding reports are due from Fairfax, Loudoun, Prince George's, Prince William, and Frederick Counties as well as the City of Alexandria and Tri-County Council.

In March, The draft report of the FY 2015 Applicant Placement Rate Study was presented to the Commuter Connections Subcommittee on March 17th and a comment period was established. COG/TPB staff met with COG/DEP staff and Lori Diggins from LDA Consulting on March 11th to discuss evaluating electric car charging stations at work sites for inclusion as an Employer Outreach level of participation strategy. COG/TPB staff completed the final Employer Outreach conformity verification statement for the second quarter of FY2015 and continued collecting data for the 3rd

quarter... Monthly sales activity reports were received from the District of Columbia, Arlington County, and Montgomery County. Outstanding reports are due from Fairfax, Loudoun, Prince George's, Prince William, and Frederick Counties as well as the City of Alexandria and Tri-County Council.

B. Program Monitoring and Tracking Activities

During the quarter, COG/TPB staff prepared and completed CCWP monthly Executive Summary Reports for December, January and February. COG/TPB also worked on and released the 2nd quarter CCWP Progress Report. Preliminary Employer Outreach data was collected for the third quarter of FY2015. COG/TPB staff completed and presented the Bike to Work Day 2014 Report to the Commuter Connections Subcommittee and it was endorsed for release at the January 20th Subcommittee meeting..

COG/TPB staff met with VHB representatives on February 24th to discuss the Employer Outreach employer survey database archive upgrades. COG/TPB staff reviewed recommendations on how to upgrade the Employer Survey database

The GRH Customer Satisfaction survey was emailed to commuters who used the service between January and March and mailed to those who used the service between December and February.   Collected data was analyzed. The FY14 GRH Customer Satisfaction Survey report for the Washington region was presented at the Commuter Connections Subcommittee meeting on January 20th. After an open comment period, the final version was adopted for release at the March 17th meeting. Of the 2,276 surveys distributed in fiscal year 2014 for the Washington region, 369 or nearly 16 percent of surveys were completed. The vast majority, 94 percent of the survey respondents were pleased with the overall GRH service. Written responses were entered on more than two-thirds (72%) of the returned surveys, the overwhelming majority of which (77%) contained compliments. Compliments outweighed criticism more than 5 to 1. For every category, good or above ratings were given by 87% or more of the respondents. Average response wait was 17 minutes and 88% waited 30 minutes or less.

The final FY15 First Half Regional Marketing Campaign Summary report, and the first draft of the FY15 Second Half Regional Marketing Campaign Summary reports were distributed at the March 17th Regional TDM Marketing Group meeting. Each contained data showing the degree of effectiveness of the marketing campaigns through call volumes, internet visits and GRH and Rideshare applications.

V. EMPLOYER OUTREACH

1.   Regional Component Project Tasks

a) Regional Employer Database Management and Training

For the quarter, COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software. COG/TPB staff conducted and completed a data sweep of the ACT!

database in January, February, and March. In February, COG/TPB staff worked with Montgomery County on availability of ACT! user licenses. COG/TPB staff conducted a training session for the Prince William/Frederick outreach representative on February 20th COG/TPB staff gave a training session for ACT in March for the City of Alexandria.

b) *Employer Outreach for Bicycling*

COG/TPB staff distributed bicycle guides at various events throughout the quarter. In February, COG/TPB staff coordinated with the Employer Outreach Representative on the Pedestrian Safety initiative in Montgomery County.

The COG Bicycling and Pedestrian Subcommittee reviewed the Bicycling to Work Guide and provided content updates.

COG/TPB staff met on March 19th to discuss the possibility of developing a Bicycling and Pedestrian safety education presentation for employers

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. Prince George's County submitted its FY15 signed employer outreach contract in February.

b) *DC, MD, and VA Program Administration*

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff continued work on the remaining Employer outreach training survey for FY15 sessions. COG/TPB staff coordinated the January 20th Employer Outreach Committee meeting. Topics covered in the meeting were: first and second quarter conformity verification statement review; employer awards; Electric Car charging stations; Bike sharing in the DC region; Training update; TERM Goals review; Employer case studies; and, the roundtable discussion. COG/TPB staff updated and printed the Employer Telework brochure. COG/TPB staff participated in a conference call meeting with COG/DEP staff, Department of Energy and Clean City Coalition representative on January 16th to discuss electric vehicle charging stations. Work continued on the possibility of including this as a strategy in the future as part of the Employer Outreach Levels of Participation.

COG/TPB staff compiled email lists for outreach to employers highlighting the GRH program. COG/TPB staff completed a case study profiling Southern Maryland Electric Company (SMECO). Work continued on other case studies to be completed in March for the District of Columbia and Virginia. COG/TPB staff facilitated the remaining Employer outreach training FY15 sessions, coordinating for the March 23rd session on Telework/Flexible/Compressed Work week.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during January through March 2015. The program has now been operational for four 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 monitored and maintained the TDM System which houses and processes all GRH registration and trip data.

COG/TPB staff sent the Customer Satisfaction Survey to commuters who used the GRH service within the quarter.

COG/TPB staff presented the FY14 GRH Customer Satisfaction Survey draft report for the Baltimore metropolitan region at the Commuter Connections Subcommittee meeting on January 20th. The final draft of the FY 2014 GRH Baltimore Customer Satisfaction Survey was presented to the Commuter Connections Subcommittee on March 17th for endorsement. Of the 198 surveys distributed in fiscal year 2014 within the Baltimore region, 30 surveys were completed, 15 percent. The vast majority, 93 percent of survey respondents were pleased with the overall GRH service. Written responses were provided by 73 percent of the respondents (22) and 64 percent of the written responses contained compliments (14). The level of compliments (14) and complaints (13) were about equal. For every category, good or above ratings were given by at least 70 percent of respondents. The average wait time was 44 minutes. Half waited 30 minutes or less; and half waited a greater length of time. At 37 percent, personal illness was the most stated reason for using the GRH service. Unscheduled Overtime was the second most reason.

B. Process Trip Requests and Provide Trips

Between the months of January and March 2015, there were 131 GRH Baltimore applications received. A total of 114 applicants were registered (113 new applicants and 1 previous "one-time exception" users) and 101 commuters were re-registered. During the same time period, the GRH program provided forty-three (43) GRH trips. There were four "one-time" exceptions trips during this period or 9% of trips given. "Other" accounted for the largest portion of the GRH trip reasons followed by "Personal Illness." As of March 31, 2015, a total of 731 commuters are currently registered in the GRH Baltimore program.

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

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

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

COG/TPB staff held a meeting with Diamond Transportation representatives on January 28th to discuss the operation status and any issues with the GRH program operations.

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
JANUARY - MARCH 2015

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2014
Total applicants/info provided:	8,113	6,086	20,026
Rideshare applicants	2,975	2,576	8,064
Matchlists sent	2,731	2,879	9,141
Transit applicants/info sent	87	185	357
GRH applicants	2,924	2,408	8,114
Bike to work info requests	5	8	31
Telework info requests	11	7	30
Internet users	38,187	41,538	112,004
Internet applicants	5,464	4,866	15,498
New employer clients	150	173	914
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2014
Continued placements	1,052	888	888
Temporary/one-time placements	152	129	129
Daily vehicle trips reduced	583	492	492
Daily VMT reduced	15,968	13,489	13,489
Daily tons NOx reduced	0.0061	0.0052	0.0052
Daily tons VOC reduced	0.0032	0.0027	0.0027
Daily tons PM2.5 reduced	0.00020	0.00017	0.00017
Daily tons PM2.5 NOx reduced	0.0066	0.0056	0.0056
Daily tons GHG reduced	7.9149	6.6857	6.6857
Daily gallons of gas saved	802	678	678
Daily commuter costs saved	$2,715	2,293	2,293

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

TDM SERVICES

REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	136	131	165
Locals Rideshare Apps (New and Re-apps)	2,839	2,445	2,485
Matchlists Requested	2,722	2,864	2,624
Transit Applicants/Info Sent	87	185	91
GRH Washington Applicants	1,328	868	805
GRH Washington Rides Provided	571	593	556
GRH Baltimore Applicants	131	90	64
GRH Baltimore Rides Provided	43	45	40
Telework Info Requests	11	7	12
Phone/Fax	3	0	0
Internet	5,044	4,866	4,502
Employer Applicants	0	0	0
Total Hits on website	38,187	39,584	21,487
TOTAL INPUT	**51,102**	**51,678**	**32,831**

TDM SERVICES

ALEXANDRIA
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	10	2
Matchlists Sent	30	30	4
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	27	20	17
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	9	7	11
Employers Contacted (New)- Visit	0	2	4
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	473	98	340
Employers Contacted (Follow up)- Visit	2	2	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	1	1	0
Level 3	0	7	0
Level 4	0	1	0

TDM SERVICES

ARLINGTON
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	13	18
Matchlists Sent	21	31	80
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	18	23	29
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	2	34	1
Employers Contacted (New)- Visit	8	29	3
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,301	1,047	174
Employers Contacted (Follow up)- Visit	58	35	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	11	5
Level 2	1	3	1
Level 3	8	5	0
Level 4	0	1	1

TDM SERVICES

ANNE ARUNDEL
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	17	22
Matchlists Sent	67	64	66
Transit Applicants and Info Sent	2	2	1
GRH Washington Applicants	43	38	36
GRH Baltimore Applicants	8	2	4
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BALTIMORE CITY
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	6	3
Matchlists Sent	16	6	11
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	34	13	14
GRH Baltimore Applicants	31	25	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	5	16
Matchlists Sent	17	7	34
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	83	15	11
GRH Baltimore Applicants	9	10	6
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BWI BUSINESS PARTNERSHIP
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	5	5
Matchlists Sent	17	12	15
Transit Applicants and Info Sent	14	1	0
GRH Washington Applicants	62	3	2
GRH Baltimore Applicants	34	5	17
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

COG - DC/DE/PA/WVA/VA
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	110	93	85
Matchlists Sent	192	243	243
Transit Applicants and Info Sent	5	6	2
GRH Washington Applicants	175	76	74
GRH Baltimore Applicants	19	21	10
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	45	21	10
Employers Contacted (New)- Visit	0	1	6
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	542	541	593
Employers Contacted (Follow up)- Visit	11	4	6
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	10
Level 2	0	0	2
Level 3	4	1	0
Level 4	1	1	0

TDM SERVICES

DATA
QUARTERLY REPORT (JAN - MAR 2015)

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

*See FFX - EO numbers reported under Fairfax County

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

TDM SERVICES

FAIRFAX
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	96	121	60
Matchlists Sent	391	411	291
Transit Applicants and Info Sent	1	3	3
GRH Washington Applicants	98	77	70
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	18	0	26
Employers Contacted (New)- Visit	11	0	22
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	313	0	324
Employers Contacted (Follow up)- Visit	11	0	40
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	21	0	0
Level 2	2	0	0
Level 3	2	0	0
Level 4	0	0	0

TDM SERVICES

FDA
QUARTERLY REPORT (JAN - MAR 2014)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	13	73
Matchlists Sent	21	56	112
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	42	50	38
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	31	9
Matchlists Sent	156	113	42
Transit Applicants and Info Sent	6	4	0
GRH Washington Applicants	61	19	26
GRH Baltimore Applicants	3	0	2
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	1	15	122
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	10	130	70
Employers Contacted (Follow up)- Visit	1	6	5
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	2
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	250	330	194
Matchlists Sent	127	182	251
Transit Applicants and Info Sent	5	7	4
GRH Washington Applicants	71	124	100
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	4	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	7	1
Matchlists Sent	14	55	5
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	10	5	3
GRH Baltimore Applicants	10	12	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	9	18
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	49	28	26
GRH Baltimore Applicants	2	6	5
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LINK
QUARTERLY REPORT (JAN - MAR 2015)

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

TDM SERVICES

LOUDOUN
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	51	55	49
Matchlists Sent	156	196	146
Transit Applicants and Info Sent	2	1	4
GRH Washington Applicants	66	63	64
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	1
Employers Contacted (New)- Phone	2	9	0
Employers Contacted (New)- Visit	4	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	82	40	131
Employers Contacted (Follow up)- Visit	5	4	7
Employers Contacted - Number of Potiential (Follow up)	p	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

MTA
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	3	5
Matchlists Sent	0	17	11
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	7	4	11
GRH Baltimore Applicants	4	0	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 Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BETHESDA TRANSPORTATION SOLUTIONS
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	16	9
Matchlists Sent	7	9	11
Transit Applicants and Info Sent	8	13	9
GRHWashington Applicants	5	4	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

MONTGOMERY COUNTY
COUNTYWIDE
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	51	110	45
Matchlists Sent	199	177	108
Transit Applicants and Info Sent	4	50	14
GRH Washington Applicants	80	36	37
GRH Baltimore Applicants	2	0	0
Telework Information Requests	2	1	3
Employers Contacted (New)- Phone	44	0	127
Employers Contacted (New)- Visit	28	0	27
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,703	0	1,639
Employers Contacted (Follow up)- Visit	59	0	71
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	1
Level 2	13	0	1
Level 3	2	0	1
Level 4	6	0	1

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	10	2
Matchlists Sent	4	5	6
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	13	5	0
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 Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

TRANSPORTATION ACTION PARTNERSHIP
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	64	94	47
Matchlists Sent	78	74	50
Transit Applicants and Info Sent	20	72	39
GRH Washington Applicants	6	2	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 Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	6	1
Matchlists Sent	13	13	5
Transit Applicants and Info Sent	1	3	0
GRH Washington Applicants	46	0	0
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	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 Potiential (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 Potiential (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 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	16	2
Matchlists Sent	5	1	1
Transit Applicants and Info Sent	0	7	0
GRH Washington Applicants	8	12	8
GRH Baltimore Applicants	1	0	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

NATIONAL INSTITUTES OF HEALTH (NIH)
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	2	2
Matchlists Sent	12	5	7
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	15	6	12
GRH Baltimore Applicants	1	0	8
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

NATIONAL GUARD REDINESS CENTER
QUARTERLY REPORT (JAN - MAR 2015)

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

TDM SERVICES

NORTHERN NECK
QUARTERLY REPORT (JAN - MAR 2015)

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

TDM SERVICES

NORTHERN SHENANDOAH
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	14	21
Matchlists Sent	47	90	67
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	6	7	7
GRH Baltimore Applicants	1	1	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

PRINCE GEORGE'S
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	83	29	99
Matchlists Sent	63	39	67
Transit Applicants and Info Sent	4	3	4
GRH Washington Applicants	88	32	28
GRH Baltimore Applicants	4	3	4
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	0	0	10
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	110
Employers Contacted (Follow up)- Visit	0	0	2
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	1
Level 4	0	0	0

TDM SERVICES

PRTC
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	134	160	119
Matchlists Sent	883	880	827
Transit Applicants and Info Sent	8	6	2
GRH Washington Applicants	125	140	122
GRH Baltimore Applicants	1	1	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	0	37	102
Employers Contacted (New)- Visit	0	0	4
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	91	98
Employers Contacted (Follow up)- Visit	0	3	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	4	0
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	1	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	15	17
Matchlists Sent	82	85	61
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	10	8	11
GRH Baltimore Applicants	1	0	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

TRI-COUNTY
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	12	26
Matchlists Sent	94	62	86
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	76	55	48
GRH Baltimore Applicants	1	4	5
Telework Information Requests	1	0	4
Employers Contacted (New)- Phone	32	6	32
Employers Contacted (New)- Visit	0	1	2
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	3	12	0
Employers Contacted (Follow up)- Visit	3	3	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	4	23
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

CHARLOTTESVILLE
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	42	36	37
Matchlists Sent	98	74	77
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	41	36	37
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

RIDESHARE DELAWARE
QUARTERLY REPORT (JAN - MAR 2015)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	515	367	398
Matchlists Sent	182	395	126
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	2
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	513	363	391
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
JANUARY - MARCH 2015

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	19	2	8	29
ARLINGTON (COG)	8	5	34	47
ARTMA	15	7	6	28
BALTIMORE CITY	8	0	9	17
BMC	7	3	2	12
BWI BUSINESS PARTNERSHIP	4	1	11	16
COG	76	19	96	191
DATA	8	0	0	8
DISTRICT OF COLUMBIA	34	7	67	108
FDA	22	6	11	39
FAIRFAX COUNTY	96	30	183	309
FREDERICK	21	34	135	190
GW RIDE CONNECT	250	845	2,246	3,341
HARFORD	5	3	0	8
HOWARD	12	3	8	23
LINK	1	0	0	1
LOUDOUN	51	18	55	124
MTA	3	1	1	5
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	14	7	41	62
Countywide	51	29	844	924
Friendship Heights/Rockville	1	2	68	71
North Bethesda TMD	64	32	241	337
Shady Grove	1	3	502	506
Silver Spring	5	7	147	159
NIH	10	2	0	12
NATIONAL GUARD REDINESS CENTER	1	6	6	13
NORTHERN NECK	1	0	1	2
NORTHERN SHENANDOAH	17	6	1	24
PRINCE GEORGE'S	83	694	7	784
PRTC	134	64	189	387
RAPPAHANNOCK-RAPIDAN	16	6	1	23
TRI - COUNTY	30	65	129	224
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	42	0	23	65
RIDESHARE DELAWARE	515	0	0	515
TOTAL INPUT COMMUTER CONNECTIONS	**1,068**	**1,907**	**5,049**	**8,024**
TOTAL INPUT TDM NETWORK MEMBERS	**557**	**0**	**23**	**580**
TOTAL INPUT (CC + NETWORK)	**1,625**	**1,907**	**5,072**	**8,604**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**2,975**		

Technical Assistance to Local Agencies
January – March 2015

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
JANUARY 2015				
RSDE	Mon 01/05/2015 8:51 AM	Mon 01/05/2015 9:16 AM	Tue 1/20/2015 9:27 AM	Reporting Question/Request
RSDE	Mon 01/12/2015 10:23 AM	Tue 01/20/2015 2:26 PM	Thu 1/22/2015 4:35 PM	Remove Commuters From CC Database
RSDE	Mon 01/19/2015 11:19 AM	Tue 1/20/2015 9:32 AM	Tue 1/20/2015 10:31 AM	Change Commuter's Username
Frederick	Thu 01/29/2015 11:43 AM	Thu 01/29/2015 5:02 PM	Fri 1/30/2015 9:58 AM	Report Request
FEBRUARY 2015				
RSDE	Mon 02/02/2015 10:00 AM	Mon 2/2/2015 10:05 AM		
RSDE	Wed 02/04/2015 9:37 AM	Wed 2/4/2015 12:31 PM	Tue 2/24/2015 4:48 PM	RideMatch Profile Error
TJPDC	Mon 02/09/2015 3:41 PM	Mon 2/9/2015 4:37 PM	Tue 2/10/2015 11:23 AM	Move Commuters to CC Database
TJPDC	Tue 02/10/2015 10:34 AM	Tue 2/10/2015 1:11 PM	Tue 2/10/2015 2:50 PM	GRH Application
TJPDC	Wed 02/25/2015 1:05 PM	Thu 2/26/2015 1:42 PM	Fri 2/27/2015 9:52 AM	Move Commuter to CC Database
Frederick	Thu 02/26/2015 12:18 PM	Thu 2/26/2015 1:44 PM	Mon 3/9/2015 2:33 PM	Report Request
TJPDC	Thu 02/26/2015 4:58 PM	Fri 2/27/2015 10:21 AM	Fri 2/27/2015 3:35 PM	Move Commuter to CC Database
MARCH 2015				
TJPDC	Tue 03/10/ 2015 4:13 PM	Tue 3/10/2015 4:42 PM	Thu 3/12/2015 12:02 PM	Move Commuters to CC Database
Montgomery County	Wed 03/18/2015 10:43 AM	Thu 3/19/2015 9:44 AM	Fri 03/20/2015 2:16 PM	Request RSS Feed Login
Frederick	Thu 03/19/2015 11:21 AM	Thu 3/19/2015 3:58 PM	Fri 4/24/2015 4:30 PM	Report Request
RSDE	Mon 03/23/2015 8:07 AM	Mon 3/23/2015 2:04 PM	Mon 3/23/2015 2:48 PM	Request Custom Employer Banners Sample
Alexandria	Tue 03/24/2015 12:51 PM	Tue 3/24/2015 1:05 PM	Tue 3/24/2015 4:15 PM	Commuter Challenge Address Change

FY 2015

January to March 2015	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles
Employers Contacted (new) Site Visits (prospects)	6	2	33	18	1	2	44	0	0	32
Telework - NEW	0	0	0	0	0	0	0	0	0	1
Employers Contacted (follow-up)	473	1301	542	313	10	82	1703	0	0	3
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	1
Total Broadcast Contacts Letters, Flyers, Newsletter	1335	5494	2447	11455	0	173	18209	0	0	175
Total Sales Meetings	2	66	11	22	1	9	89	0	0	3
Total Employers Contacted	1816	6863	3033	11808	12	266	20045	0	0	215
New Level 1 TDM Programs	0	5	0	21	0	0	2	0	0	3
New Level 2 TDM Programs	1	1	0	2	0	0	13	0	0	0
New Level 3 TDM Programs	0	8	5	2	0	0	2	0	0	0
New Level 4 TDM Programs	0	0	0	0	0	0	6	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	1
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0