**QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY – MARCH 2016**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2016 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 2016, February 2016 and March 2016) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

COG/TPB staff responded to technical support requests from Frederick County, MD; NBTMD, PRTC, and GW RideConnect in 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 completed the updates to the TDM Resources Directory which was distributed in a PDF format and printed copy. Updates were also made to TDM Resources on the Commuter Connections website.

COG/TPB staff briefed the Commuter Connections Subcommittee on the substantive updates to the FY2017 Commuter Connections Work Program and the 2015-2016 Commuter Connection Strategic Plan on January 19th. The draft document was presented to the TPB Technical Committee on February 5th, was released for public comment at the TPB Citizen's Advisory Committee on February 11th, and presented to the TPB on February 17th. The FY 2017 CCWP was finalized and presented to the TPB Technical Committee and TPB Steering Committee on March 4th and to the TPB for final review and approval on March 16th.

COG/TPB staff updated the long Commuter Connections Strategic Plan for the 2015-2016 time period and presented it to the STDM Work Group on March 8th.

COG/TPB staff coordinated and participated in the TDM 4.0 Working Group conference calls on January 4th and 19th, February 2nd and 16th, and on March 8th.

COG/TPB staff attended training for managers and supervisors on March 1, 2016.

COG/TPB staff hosted a workshop focused on customer service excellence for all ridematching coordinators and Commuter Operations Center staff on March 3, 2016.

COG/TPB staff hosted TDM System training on March 22, 2016 for City of Baltimore staff and on March 24, 2015 for NIH staff.

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on January 19th. Highlights from the meeting include:

An endorsement for release of the 2015 Bike to Work Day Event Report, the FY 2017 Commuter Connections Work Program , and the 2015-2016 Strategic Plan, a presentation of the draft FY 2015 GRH Customer Satisfaction Survey reports for both the Baltimore and Washington DC metropolitan regions, a briefing on the recommended changes to the Guaranteed Ride Home participation guidelines, a briefing on the FY 2015 – FY 2017 Draft Transportation Emission Reduction Measures (TERMs) Evaluation Framework, an update on TDM software system updates for FY 2016 , and a presentation of the second quarter CCWP budget report.

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on March 15th. Highlights from the meeting include: an endorsement for release of both the Baltimore and Washington DC 2015 GRH Customer Satisfaction survey reports, an endorsement for release of the FY 2015 – FY 2017 Draft Transportation Emission Reduction Measures (TERMs) Evaluation Framework, a briefing on the current regional travel trends, a briefing on the 2016 Congestion Management Process (CMP) Technical Report, an update on TDM software system updates for FY 2016 including a first look at a new dynamic ridesharing mobile application and a presentation of the 2nd Quarter CCWP progress report.

A Ridematching Committee meeting was coordinated and held by COG/TPB on March 15th. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- TDM System Update
- TDM System Reports Module Presentation
- Client Site Status/Roundtable
- Quarterly Progress Report

STDM Work Group meetings were coordinated and held on January 12th, and March 8th.

COG/TPB staff participated in a TDMI Board meeting on January 12th

COG/TPB staff met with University of Maryland staff on February 12th to discuss possible coordination of UMD's Real Time Traveler Information and Incentive Technology Project and the Commuter Connections dynamic ridematching app.

COG/TPB staff coordinated and participated in the MPO TDM Peer Exchange Group conference call on February 24th.

COG/TPB staff attended the TPB's State Technical Working Group meeting on March 1, 2016 to discuss the FY 2017 CCWP.

COG/TPB staff met with Metropia representatives on March 2nd to discuss mobile apps.

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, the biweekly end user reports, and the monthly vanpool incentives reports.

COG/TPB staff produced a customized report to show figures for GRH participation for the MITRE Corp.

COG/TPB staff produced a customized report to show figures for ridematching applications and match letters for DDOT.

At the end of March 2016, COG and its members served 17,603 commuters registered in ridematching. This is a year over year decrease of 138 from 17,741 at the end of March 2015.

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 third quarter, COG/TPB staff met with Media Beef representatives a total of twelve times. Staff met with the software development contractor on January 4th, 11th, 20th and 27th, February 1st, 8th, 22nd and 29th, and March 7th, 14th, 21st and the 28th. The purpose of the meetings was to discuss the status of the upgrades to the regional TDM Software system and SchoolPool. Discussion centered primarily on the schedule for ongoing development items. The highest priority items were the GRH Applicant survey and SchoolPool, followed by a new suite of software for TDM users to log commutes using mobile devices as well as desktop computers, enhancements to the TDM System's look and feel, a review of what the competition is doing, and improving ride matching algorithms.

COG/TPB staff fixed a bug in the TDM system that sometimes prevented the "Join Programs" screen from being shown when a new commuter account was created.

COG/TPB staff worked with Rideshare Delaware to confirm the TDM System is sending email correspondence on behalf of their jurisdiction.

COG/TPB staff continued work on optimizing the list of the region's employers that is used by the software when a commuter account is created. Part of the commuter registration process asks commuters to enter data about their employers. To prevent duplicate employer records, the software presents the commuter with a list of choices based on his input. If the commuter's employer is not on this dynamically computed list, (s)he can enter data for a new employer record. It is important to compute a meaningful and helpful list for the commuter because reducing duplicate employer records makes reporting less difficult.

The new SchoolPool software was deployed to production for use by the public during the quarter. There are some minor edits to static text on web pages and to some of the graphics that need to be made. COG/TPB staff continue to work with Media Beef to correct these issues with the new version of SchoolPool for Charlottesville. Staff expects to deploy after Charlottesville staff reviews the new software, anticipated in early May.

As was reported after the end of the second quarter, Media Beef submitted a TDM Best Practices review to COG/TPB staff in November. This was in a large document that included a feature matrix showing the kinds of things other TDM companies are doing with their web sites. COG/TPB staff and a working group comprised of volunteers from the Ridematching Committee reviewed the proposed changes. They then provided some comments and ideas for new features for the TDM System. Once the review was finished, Media Beef started work on overhauling the look and feel in accordance with recommendations from the working group. Media Beef submitted several design themes for the committee to evaluate. Media Beef then created dummy mock pages for review. COG/TPB staff provided updated language to describe the programs we operate.

Media Beef completed another revision of their concept dynamic (real time) ridesharing mobile app. COG/TPB staff continued their review of the design using the interactive demo Media Beef produced and updated. COG/TPB staff and Media Beef produced screen shots for use in PowerPoint slides that will be presented to the Commuter Connections Subcommittee and the Ridematching Committee. Media Beef worked to purchase domain names that are at the top of the list of candidates for the final URL. They secured carpoolnow.org, carpoolnow.net, carpoolnow.com, ridesharenow.net, and ridesharenow.org.

Media Beef finished their first cut at implementing a new subsystem for commuters to log trips. COG/TPB staff began testing and documenting problems they encountered. Media Beef fixed problems and deployed new test versions. This new logging system will affect all commuters who log trips for any reason. The aim is to reduce complexity on both the back end (database) and the front end (user interface) so there are fewer data entry errors. COG/TPB staff expects delivery of production code in May.

Media Beef finished work on a new feature that enables administrators to create customized pages for employers. When a commuter who works for one of these employers logs in to the system, (s)he will see customized content for his employer, such as page colors and artwork. Coding and testing are complete and the new software is available for public use now.

D. Commuter Information System

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

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

During the third quarter, COG/TPB staff continued working with data for all park and ride lots in Virginia. That data was received in November 2015. COG/TPB staff continued to update the commute options map. Staff also made updates for the counties of Charles, St. Mary's, and Calvert in southern Maryland

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 minor changes to the GRH Participation Guidelines during this quarter. The Commuter Connections Subcommittee endorsed the changes.

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 and March, there were 898 GRH applications received. A total of 849 applicants were registered (1,079 new applicants and 35 previous "one-time exception" users) and 1,330 commuters were re-registered. During the same time period, the GRH program provided 530 GRH trips. Twenty (20) of these trips were "one-time" exceptions accounting for 4% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Child Care." As of March 31st, a total of 8,608 commuters are currently registered in the GRH database.

COG/TPB staff continued to monitor the GRH program and became involved in the trip approval process when a customer service issue 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, including Uber and Lyft.

COG/TPB staff held a meeting with Diamond Transportation representatives on January 27th to discuss the operation status of the GRH program.

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

COG/TPB staff hosted a workshop on March 3rd focused on customer service excellence for GRH dispatch agents on March 3, 2016.

III. MARKETING

A.   TDM Marketing and Advertising

COG/TPB staff participated in a transportation fair on March 7, 2015 at the US Department of Health and Human Services in Rockville, MD.

COG/TPB staff met with DDOT representatives on March 8th to discuss the new Transit Benefit ordinance and placement of information on the Commuter Connections web site.

COG/TPB staff met with Clean Air Partners' advertising agency on March 9th to discuss the Commuter Connections sponsorship on March 9th.

COG/TPB staff continued to update the CC website with news articles, publications, construction projects, featured network member, press releases, and upcoming events. To promote Bike to Work Day, COG/TPB staff placed the Bike to Work Day banner on the CC homepage that was linked to the Bike to Work Day website. COG/TPB staff changed the Featured Member of the Month on the CC website. COG/TPB staff monitored and reported to senior staff on analytics data from the paid social media campaigns. COG/TPB staff replaced the newsletter with the winter 2015 version.

COG/TPB staff updated the CC Facebook page with new content and updates with associated hashtags. COG/TPB staff deployed paid advertising campaigns on Twitter, Facebook, and Instagram to promote various Commuter Connections programs.

COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review by senior staff. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

The winter 2016 newsletter and Federal ETC insert began with development of a timeline, story ideas and a text draft of articles, which were later placed into layout format and underwent several stages of revisions. The newsletter and insert were

finalized, printed and distributed to employers and Commuter Connections Committee members. A pdf version was placed onto the Commuter Connections web site. The newsletter cover story was on the upcoming Bike to Work Day event. The winter e-newsletter was created and sent to employers in HTML format. The e-newsletter contained a photo and a brief preview sentence or two on each article. To read the full article, subscribers who clicked 'read more' were presented with the full pdf version. Work also began on the development of the spring newsletter and Federal ETC insert.

Radio scripts were written and finalized for the FY16 spring marketing campaign, and voice talent was selected. The newly produced radio ad themes were "For life's little emergencies" for Guaranteed Ride Home, and "It's never too early to form good habits" for Rideshare. The Rideshare radio ads were also translated into Spanish. The spring FY16 regional marketing campaign media buy was launched in February with radio and paid social media. The GRH portion of the buy included online banner ads on WTOP.com. New Rideshare TV ad storyboard concepts were developed and shared with the workgroup for feedback, and talent was selected. The ads will be produced and aired in the fourth quarter of FY16. A flash file reflecting the new Mass Marketing campaign was placed onto the Commuter Connections home page.

A Regional TDM Marketing Group meeting was held on March 15th, where the Final FY16 First Half Regional TDM Marketing Campaign Summary report was distributed. The first draft of the FY16 Second Half Campaign Summary report was also distributed. Guest presentations included Michelle Cragle from goDCgo who presented on the DC Circulator's 10th anniversary marketing campaign; Mike Farrell COG/TPB staff who presented the Street Smart marketing campaign; and Dan O'Donnell from Odonnell Company, who presented Commuter Connections' FY16 spring marketing activity.

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.

Conference calls to discuss progress and continue planning for the FY 2016 regional TDM Mass Marketing project were held with Odonnell Company on January 11th and 25th, February 8th and 22th, and March 7th and 21st. A quarterly earned media strategy meeting was held on February 10th.

The final report of the FY 2016 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 participated in a DDOT/Department of Environmental Services Benefits information session to promote the District of Columbia's new Transit Benefit Ordinance.

B.   Bike to Work Day

COG/TPB staff updated the Bike to Work Day website with new sponsor logos and corresponding website links. COG/TPB staff updated contact information for Bike to Work Day pit stop organizers to ensure accurate contact information was present on the website. COG/TPB staff posted status updates as need and responded to social media user inquiries. COG/TPB worked closely with COG staff to trouble GIS map errors to ensure pit stop location were accurately displayed on the website. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

Steering Committee meetings were held on January 13th and March 9th. Topics from the meetings included sponsorships, printed marketing materials (posters/rack cards), banners, participation reports, convoys, and boosting participation of women and minorities. 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 and organizations regarding Bike to Work Day sponsorship opportunities for 2016. The drive was completed by early February, netting a total of $43,100 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 new ArcGIS mapping for all pit stop. The site was also populated with 2016 pit stop and regional sponsor logos. The web site, Twitter, and Facebook pages were refreshed with this year's yellow and gray color theme and graphics. The 2016 Bike to Work Day event web site launched in March and opened for registration.

Event flyers, large posters, and rack cards were developed for the 2016 event based on Committee feedback. A quantity of flyers was also printed in Spanish. The materials were distributed to 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 them to display the poster and encourage employee participation.

Banner art was created for the pit stops, each containing the look and feel of the poster and a custom area for pit stop location specifics. COG/TPB staff and contractor finalized the earned media plan. 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.

COG/TPB staff and contractor developed and approved the radio script and talent selections.

C.   Employer Recognition Awards

The Marriott Washington Metro Center was selected through a competitive bidding process as the venue to host the 2016 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 19th meeting and were asked 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 22nd. The Committee was made up of various TDM professionals and stakeholders from throughout the region. TPB Second vice Chair and District Councilmember Charles Allen served as Chair for the Selection Committee. Confirmation and thank you letters were sent to the Awards Selection Committee members. The contractor was provided with completed ballots from the Selection Committee meeting and issued back the official results. A separate meeting was held internally among staff to discuss the Organization and Sales Achievement award winners.

COG/TPB staff obtained a cost estimate for photography services. The giveaway item was coordinated with the awards workgroup. A deposit was processed and sent to the awards venue. Estimates from video production companies were obtained.

D.   'Pool Rewards

COG/TPB staff implemented and monitored paid social media ads on Facebook/Twitter/Instagram to help promote the 'Pool Rewards program.

The marketing and advertising contractor created insertion orders for the spring 'Pool Rewards social media and TV ads for review and approval by COG/TPB staff. The 'Pool Rewards television ad was modified for the spring campaign to run February through March. The ad encouraged commuters to start a new carpool or vanpool in order to receive the available incentive, and encouraged them to contact Commuter Connections. Paid social media ads were purchased for Facebook and Instagram.

During the quarter, the procedure of reviewing, processing, and registering eligible 'Pool Rewards applicants for both carpools and vanpools continued. COG/TPB staff reviewed and processed vanpool invoices. COG/TPB staff developed a new process and spreadsheet for tracking and monitoring the active 'Pool Rewards recipients.

COG/TPB staff held a meeting with Enterprise and vRide on February 11th in order to refine the invoicing process and discuss new strategies for attracting new vanpools.

E.   Car Free Day

COG/TPB staff monitored and modified Twitter promotional advertisement. COG/TPB staff created and implemented Twitter/Facebook promotional advertisement to drive more traffic to the website sign up page. COG/TPB staff posted status updates as needed and responded to social media user inquiries.

COG/TPB staff prepared and completed an event recap report summarizing Car Free Day 2015 activities and results.

A Steering Committee meeting was held on March 9th. Topics included background on Car Free Day, a recap summary and analysis of the 2015 event, plus discussions on the 2016 pledge goal and marketing materials. The Committee agreed to keep the pledge goal at 10,000 and a team concept will be renewed for 2016.

IV. MONITORING AND EVALUATION

A.   TERM Data Collection and Analysis

COG/TPB staff presented the final Employer Outreach conformity verification statement for the first quarter of FY2016 at the January 19th Employer Outreach Committee meeting. The draft Employer Outreach conformity verification statement for the second quarter of FY2016 was also presented.

COG/TPB staff supplied data for GRH Applicant Survey candidates to CIC Research. Staff then prepared the Oracle Database to store commuter responses to the survey. The survey will start in April.

COG/TPB staff and the survey consultant team continued testing the 2016 GRH Applicant Survey questionnaire. Needed revisions were coordinated and implemented by Media Beef. The survey is scheduled to start in April.

COG/TPB staff briefed the Commuter Connections Subcommittee on the updates to the draft TERM Evaluation Framework Methodology document on January 19th. COG/TPB staff continued to review the draft FY 2015 – 2017 TERM Analysis Framework Methodology Report during the quarter in order to produce a final draft. The final report was presented and endorsed at the March 15th Commuter Connections Subcommittee meeting.

The consultant began data collection activities for the 2016 State of the Commute survey. COG/TPB staff and contractor worked to develop a postcard to inviting residents in the region to take the State of the Commute Survey online. Data collection activities for the 2016 State of the Commute survey continued through the quarter. The consultant continued data collection activities for the 2016 State of the Commute survey. A postcard inviting residents in the region to take the State of the Commute Survey online was sent to 18,000 households in the region in February. A second wave of postcards inviting residents in the region to take the State of the Commute Survey online was sent to 18,000 households in the region in March.

COG/TPB staff and the consultant developed a draft survey questionnaire for review and continued to review the 2016 Retention Rate survey methodology. The FY 2016 Retention Rate Survey was programmed and the respondent survey sample was finalized and alert letters were prepared. In March, COG/TPB staff prepared and sent emails to approximately 21,000 commuters in the region for the Retention Rate Survey, two reminders were subsequently sent.

COG/TPB staff and the consultant continued reviewing the 2016 GRH survey questionnaire and overall survey methodology. COG/TPB staff and the consultant finalized the 2016 GRH survey questionnaire and overall survey methodology. COG/TPB staff produced the first of two batches of commuter records for the GRH Applicant Survey. COG/TPB staff coordinated with Media Beef to begin to program the GRH survey questionnaire. COG/TPB staff and the survey consultant team began testing the 2016 GRH survey questionnaire. COG/TPB staff prepared the Oracle Database to store commuter responses for the GRH Applicant Survey. COG/TPB staff and the survey consultant team continued testing the 2016 GRH survey questionnaire. Needed revisions were coordinated and implemented by Media Beef.

In January, monthly Employer Outreach sales activity reports were received from Arlington County. Outstanding reports are expected from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, the District of Columbia, and Tri-County Council.

In February, monthly Employer Outreach sales activity reports were received from Arlington County. Monthly totals from Montgomery, Prince George's, Prince William, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, the District of Columbia, and Tri-County Council have not been fulfilled at the time of this report.

In March, monthly Employer Outreach sales activity reports were received from Arlington and Prince William Counties. Monthly totals from Montgomery, Prince George's, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, the District of Columbia, and Tri-County Council have not been submitted at the time of this report.

B.   Program Monitoring and Tracking Activities

The FY 2016 2nd Quarter CCWP Progress report was prepared. COG/TPB staff prepared, completed and issued the December 2015, January 2016 and February 2016 CCWP Monthly Executive Summary Reports.

COG/TPB staff met with VHB to discuss upgrades to the Employer Commute Survey archived database on January 14th. COG/TPB staff coordinated with VHB for updates to the commuter survey archive database application and resolved the contract status for continued work on the project and provided access to COG's servers for continued work on the project. COG/TPB staff held a conference call with VHB to discuss upgrades to the Employer Commute Survey archived database on February 8th. COG/TPB staff worked closely with VHB to manage the conversion of the survey database from to SQL

format in order to reduce load times, eliminate errors associated with the older format, and maintain data integrity.

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 FY15 GRH Customer Satisfaction Survey report for the Washington region was presented at the Commuter Connections Subcommittee meeting on January 19th. After an open comment period, the final version was adopted for release at the March 15th meeting. Of the 2,280 surveys distributed in fiscal year 2015, 384 or 17 percent of surveys were completed. The vast majority, 94% of the survey respondents were pleased with the overall GRH service. Written responses were entered on more than two-thirds (70%) of the returned surveys, the overwhelming majority of which (74%) contained compliments. Compliments outweighed criticism more than 4 to 1. For every category, good or above ratings were given by 91% or more of the respondents. The greatest improvement area in FY15 was that of response time rating, from 87 to 91 percent. Average response wait was 15.5 minutes and 91% waited 30 minutes or less.

The final FY16 First Half Regional Marketing Campaign Summary report, and the first draft of the FY16 Second Half Regional Marketing Campaign Summary reports were distributed at the March 15th 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.

Final Employer Outreach data was collected for the second quarter of FY2016 for the conformity verification statement. Work began and continued on collecting data for the third quarter.

COG/TPB staff presented the final draft of the Bike to Work Day 2015 report to the Commuter Connections Subcommittee on January 19th. The report was endorsed for release. The final report was published and distributed in February.

V.   EMPLOYER OUTREACH

1.   Regional Component Project Tasks

a) *Regional Employer Database Management and Training*

COG/TPB staff coordinated with the COG/ITFM staff on ACT! server issues and updated the field names to reflect the current TERM analysis period. A data sweep was conducted during the weeks of January 11th, February 22nd, and March 14th.

COG/TPB staff conducted an ACT! database training session for representatives from the City of Alexandria and Arlington County on February 11th.

b) *Employer Outreach for Bicycling*

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

The COG Bicycling and Pedestrian Subcommittee reviewed the Bicycling to Work in the Washington Area guide and provided content updates.

COG/TPB staff continued working on updates to the Walk Wise presentation.

2.   Jurisdictional Component Project Tasks

a) MD Local Agency Funding and Support

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

COG/TPB staff continued to work with Prince George's county on FY 2016 contract amendment. COG/TPB staff fully executed the Prince George's County FY 2016 Employer Outreach contract amendment in February.

b) DC, MD, and VA Program Administration

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

During the quarter, COG/TPB staff continued work on researching final candidate employers for case studies.

COG/TPB staff continued to work on finalizing documentation for the fall sales support conference calls.   COG/TPB staff finalized documentation for the fall sales support conference calls and began working on the sales support questionnaire for the spring conference calls which was finalized in March.

COG/TPB staff coordinated and presented at the Employer Outreach Committee meeting on January 19. Topics covered were:

- First and second quarter conformity verification statements
- Employer case studies
- Training review and update
- EBikes for urban commuters
- Employer recognition awards

COG/TPB staff began coordinating for the March training session for Bicycle/Pedestrian programs. On March 22nd the Bicycle/Pedestrian Programs training session was held with good attendance. Attendees were presented with information on the Ride Ebikes program and the updated Walkwise presentation as well as the Street Smarts effort. The Washington Area Bicyclist Association (WABA) also presented.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A.   General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during January through March 2016. The program has now been operational for five 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 minor changes to the GRH Participation Guidelines during this quarter. The Commuter Connections Subcommittee endorsed the changes. COG/TPB staff revised GRH Baltimore registration letters with newly approved FY16 guidelines.

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

COG/TPB staff presented the FY15 GRH Customer Satisfaction Survey draft report for the Baltimore metropolitan region at the January 19th Commuter Connections Subcommittee meeting. COG/TPB continued reviewing the FY15 GRH Customer Satisfaction Survey draft report for the Baltimore metropolitan region. The final draft of the FY 2015 GRH Baltimore Region Customer Satisfaction Survey was presented to the Commuter Connections Subcommittee on March 15th for endorsement.

Each month, COG/TPB staff sent the GRH Customer Satisfaction Survey to commuters who used the service within the last month.

In January, COG/TPB staff and the consultant finalized the 2016 GRH Baltimore survey questionnaire and overall survey methodology.

COG/TPB staff and the survey consultant team continued testing the 2016 GRH Baltimore survey questionnaire. Revisions were coordinated and implemented by Media Beef.

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

B.   Process Trip Requests and Provide Trips

Between the months of January and March 2016, there were 40 GRH Baltimore applications received. 39 commuters were registered during this period while 84 commuters were re-registered. During the same time period, the GRH program provided thirty-one (31) GRH trips. Three (3) of these trips were "one-time" exceptions accounting for 10% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Overtime" and "Family Emergency."   As of March 31, 2016, a total of 520 commuters are currently registered in the GRH Baltimore program.

COG/TPB staff continued to monitor the GRH Baltimore program and became involved in the trip approval process when a customer service issue 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, including Uber and Lyft.

COG/TPB staff held a meeting with Diamond Transportation representatives on January 27th to discuss the operation status of the GRH program.

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
January - March 2016

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2015
Total applicants/info provided:	7,460	5,602	11,345
Rideshare applicants	3,284	2,092	4,481
Matchlists sent	3,419	2,935	5,942
Transit applicants/info sent	32	210	302
GRH applicants	2,444	1,897	4,204
Bike to work info requests	3	17	29
Telework info requests	9	11	19
Internet users	57,176	50,496	95,765
Internet applicants	5,310	3,756	8,689
New employer clients	457	83	309
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2015
Continued placements	1,161	740	1,584
Temporary/one-time placements	168	107	229
Daily vehicle trips reduced	643	410	877
Daily VMT reduced	17,627	11,229	24,052
Daily tons NOx reduced	0.0067	0.0043	0.0092
Daily tons VOC reduced	0.0036	0.0023	0.0049
Daily tons PM2.5 reduced	0.00022	0.00014	0.0003
Daily tons PM2.5 NOx reduced	0.0073	0.0047	0.0100
Daily tons GHG reduced	8.7369	5.5657	12
Daily gallons of gas saved	886	564	1,209
Daily commuter costs saved	$2,997	1,909	4,089

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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	127	107	136
Locals Rideshare Apps (New and Re-apps)	3,157	1,983	2,839
Matchlists Requested	3,354	2,898	2,722
Transit Applicants/Info Sent	32	210	87
GRH Washington Applicants	898	589	1,328
GRH Washington Rides Provided	529	598	571
GRH Baltimore Applicants	40	25	131
GRH Baltimore Rides Provided	33	31	43
Telework Info Requests	6	11	11
Phone/Fax	0	0	3
Internet	3,117	3,756	5,044
Employer Applicants	0	0	0
Total Hits on website	57,176	50,496	38,187

TDM SERVICES

ALEXANDRIA
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	13	19
Matchlists Sent	19	47	30
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	18	6	27
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	0	9
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	64	0	473
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	1
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	9	8
Matchlists Sent	33	36	21
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	16	10	18
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	16	27	1
Employers Contacted (New)- Visit	34	27	3
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,292	1,744	174
Employers Contacted (Follow up)- Visit	78	59	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	11	11	5
Level 2	2	2	1
Level 3	2	13	8
Level 4	1	1	1

TDM SERVICES

ANNE ARUNDEL
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	9	15
Matchlists Sent	15	35	67
Transit Applicants and Info Sent	2	1	2
GRH Washington Applicants	20	17	43
GRH Baltimore Applicants	2	3	8
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	1	8
Matchlists Sent	31	4	16
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	26	9	34
GRH Baltimore Applicants	7	1	31
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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	9	7
Matchlists Sent	56	40	17
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	20	6	83
GRH Baltimore Applicants	10	4	9
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	6	4
Matchlists Sent	24	22	17
Transit Applicants and Info Sent	0	0	14
GRH Washington Applicants	5	2	62
GRH Baltimore Applicants	6	5	34
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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	109	94	110
Matchlists Sent	166	220	192
Transit Applicants and Info Sent	0	3	5
GRH Washington Applicants	51	37	175
GRH Baltimore Applicants	2	3	19
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	45
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	542
Employers Contacted (Follow up)- Visit	0	0	11
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	4
Level 4	0	0	1

TDM SERVICES

DATA
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	5	8
Matchlists Sent	46	13	7
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potiential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potiential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

*See FFX - EO numbers reported under Fairfax County

TDM SERVICES

FAIRFAX
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	104	51	96
Matchlists Sent	391	265	391
Transit Applicants and Info Sent	4	4	1
GRH Washington Applicants	102	62	98
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	25	14	18
Employers Contacted (New)- Visit	6	15	11
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	666	62	313
Employers Contacted (Follow up)- Visit	21	20	11
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	21
Level 2	0	1	2
Level 3	4	6	2
Level 4	0	1	0

TDM SERVICES

FDA
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	41	37	22
Matchlists Sent	232	116	21
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	55	44	42
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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	23	21
Matchlists Sent	201	153	156
Transit Applicants and Info Sent	1	1	6
GRH Washington Applicants	29	22	61
GRH Baltimore Applicants	0	0	3
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	10	0	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	62	0	10
Employers Contacted (Follow up)- Visit	7	0	1
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	0	0
Level 2	5	0	0
Level 3	0	0	0
Level 4	3	0	0

TDM SERVICES

GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	241	277	250
Matchlists Sent	102	114	127
Transit Applicants and Info Sent	1	9	5
GRH Washington Applicants	94	105	71
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	3	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

HARFORD
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	1	5
Matchlists Sent	4	17	14
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	5	6	10
GRH Baltimore Applicants	3	4	10
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	8	12
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	19	11	49
GRH Baltimore Applicants	4	1	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

LINK
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	1
Matchlists Sent	0	4	1
Transit Applicants and Info Sent	0	6	0
GRH Washington Applicants	0	1	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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	65	51	51
Matchlists Sent	299	253	156
Transit Applicants and Info Sent	1	2	2
GRH Washington Applicants	65	35	66
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	3	0	2
Employers Contacted (New)- Visit	0	0	4
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	135	61	131
Employers Contacted (Follow up)- Visit	10	11	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	0
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

MTA
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	9	3
Matchlists Sent	19	41	0
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	11	11	7
GRH Baltimore Applicants	1	1	4
Telework Information Requests	0	1	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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	54	14
Matchlists Sent	5	69	7
Transit Applicants and Info Sent	4	3	8
GRHWashington Applicants	5	1	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	38	51
Matchlists Sent	155	172	199
Transit Applicants and Info Sent	1	47	4
GRH Washington Applicants	27	24	80
GRH Baltimore Applicants	0	1	2
Telework Information Requests	2	0	2
Employers Contacted (New)- Phone	12	32	44
Employers Contacted (New)- Visit	14	37	28
Employers Contacted - Number of Potiential (New)	92	0	0
Employers Contacted (Follow up)- Phone	117	1,213	1,703
Employers Contacted (Follow up)- Visit	27	80	59
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	122	2
Level 2	10	4	13
Level 3	2	0	2
Level 4	4	0	6

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	3	1
Matchlists Sent	7	10	4
Transit Applicants and Info Sent	0	5	0
GRH Washington Applicants	5	0	13
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

TRANSPORTATION ACTION PARTNERSHIP
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	96	104	64
Matchlists Sent	250	109	78
Transit Applicants and Info Sent	3	89	20
GRH Washington Applicants	4	3	6
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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	7	1
Matchlists Sent	6	12	13
Transit Applicants and Info Sent	0	10	1
GRH Washington Applicants	0	0	46
GRH Baltimore Applicants	0	0	1
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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	15	5
Matchlists Sent	4	13	5
Transit Applicants and Info Sent	1	14	0
GRH Washington Applicants	12	5	8
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	2	10
Matchlists Sent	5	0	12
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	14	8	15
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of 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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	0	1
Matchlists Sent	7	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	1	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of 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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	9
Matchlists Sent	9	0	2
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	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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	10	17
Matchlists Sent	58	60	47
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	1	6	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of 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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	59	132	83
Matchlists Sent	135	98	63
Transit Applicants and Info Sent	3	3	4
GRH Washington Applicants	57	25	88
GRH Baltimore Applicants	4	1	4
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	108	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	55	0	0
Employers Contacted (Follow up)- Visit	29	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

TDM SERVICES

PRTC
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	120	110	134
Matchlists Sent	846	722	883
Transit Applicants and Info Sent	1	6	8
GRH Washington Applicants	156	92	125
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	1	2
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

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	15	16
Matchlists Sent	63	122	82
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	3	6	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	33	30
Matchlists Sent	166	131	94
Transit Applicants and Info Sent	4	2	1
GRH Washington Applicants	68	34	76
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	13	10	32
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	11	14	3
Employers Contacted (Follow up)- Visit	5	7	3
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	4	3
Level 2	2	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

CHARLOTTESVILLE
QUARTERLY REPORT (JAN - MAR 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	37	42	42
Matchlists Sent	79	76	98
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	91	42	41
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 2016)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	318	1,565	515
Matchlists Sent	181	551	182
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	113	12	0
GRH Baltimore Applicants	0	1	0
GRH RideShare Delaware	150	1,553	513
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 2016

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	11	2	18	31
ARLINGTON (COG)	11	5	15	31
ARTMA	8	7	2	17
BALTIMORE CITY	6	0	18	24
BMC	12	6	2	20
BWI BUSINESS PARTNERSHIP	6	1	6	13
COG	92	12	42	146
DATA	5	0	1	6
DISTRICT OF COLUMBIA	17	6	10	33
FDA	41	32	10	83
FAIRFAX COUNTY	104	24	159	287
FREDERICK	33	48	174	255
GW RIDE CONNECT	241	956	2,314	3,511
HARFORD	4	2	0	6
HOWARD	19	7	27	53
LINK	0	0	0	0
LOUDOUN	65	18	99	182
MTA	8	6	2	16
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	13	20	53	86
Countywide	30	20	265	315
Friendship Heights/Rockville	2	1	19	22
North Bethesda TMD	96	84	371	551
Shady Grove	1	2	14	17
Silver Spring	6	6	63	75
NIH	2	2	1	5
NATIONAL GUARD REDINESS CENTER	2	2	3	7
NORTHERN NECK	1	0	1	2
NORTHERN SHENANDOAH	15	5	2	22
PRINCE GEORGE'S	59	767	5	831
PRTC	120	61	163	344
RAPPAHANNOCK-RAPIDAN	13	8	2	23
TRI - COUNTY	33	98	176	307
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	37	0	26	63
RIDESHARE DELAWARE	318	0	0	318
TOTAL INPUT COMMUTER CONNECTIONS	**1,076**	**2,208**	**4,037**	**7,321**
TOTAL INPUT TDM NETWORK MEMBERS	**355**	**0**	**26**	**381**
TOTAL INPUT (CC + NETWORK)	**1,431**	**2,208**	**4,063**	**7,702**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**3,284**		

Technical Assistance to Local Agencies
January – March 2016

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
January 2016				
RSDE	Mon 12/28/2015 10:13 AM	Tue 12/28/2016 11:47 AM	Tue 1/5/2016 12:07 PM	Commuters Not Receiving Welcome Emails
GWRideConnect	Mon 1/4/2016 1:24 PM	Mon 1/4/2016 1:48 PM	Mon 1/4/2016 4:52 PM	Admin Username/Password
Frederick County	Thu 1/14/2016 12:01 PM	Thu 1/14/2016 4:47 PM	Fri 1/15/2016 1:10 PM	Table 4a Results
February 2016				
North Bethesda	Mon 2/8/2016 12:17 PM	Mon 2/8/2016 3:28 PM	Mon 2/8/2016 3:39 PM	Delete Duplicate Account
North Bethesda	Mon 2/22/2016 8:23 AM	Mon 2/22/2016 10:51 AM	Mon 2/22/2016 2:16 PM	Updating Map Address for Ridesharing
March 2016				
Frederick County	Tue 3/15/2016 10:52 AM	Tue 3/15/2016 12:15 AM	Tue 3/15/2016 12:15 AM	Table 4a Results
PRTC	Wed 3/16/2016 10:39 PM	Wed 3/16/2016 12:19 PM	Wed 3/16/2016 12:19 PM	Delete Duplicate Account
PRTC	Tue 3/29/2016 11:58 AM	Tue 3/29/2016 12:13 PM	Tue 3/29/2016 12:29 PM	Customer Reporting Connectivity Issues
TJPDC	Wed 3/30/2016 4:50 PM	Tue 4/5/2016 10:29 AM	Tue 4/5/2016 10:29 AM	Move Commuter to CC Database

FY 2016

January to March 2016	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)	1	16	0	25	10	3	12	108	0	12
Telework - NEW	0	0	0	0	0	0	3	0	0	1
Employers Contacted (follow-up)	64	1292	0	666	62	135	209	55	0	11
Telework - FOLLOWUP	0	0	0	0	0	0	1	0	0	3
Total Broadcast Contacts Letters, Flyers, Newsletter	562	10266	0	29	3	204	12281	885	0	175
Total Sales Meetings	0	112	0	27	7	10	41	29	0	5
Total Employers Contacted	627	11686	0	747	82	352	12547	1077	0	207
New Level 1 TDM Programs	0	11	0	0	5	0	2	0	0	3
New Level 2 TDM Programs	0	2	0	0	5	0	10	0	0	2
New Level 3 TDM Programs	0	2	0	4	0	0	2	1	0	0
New Level 4 TDM Programs	0	1	0	0	3	0	4	0	0	0
New Telework Programs	0	0	0	0	0	0	3	0	0	1
Expanded Telework Programs	0	0	0	0	0	0	1	0	0	0